

Introduction

Elim Customer Satisfaction Feedback: 2022/23

Every quarter, Elim Customers are invited to take part in a telephone interview. The survey is designed to collect the views of approximately 75 residents per quarter, proportionately sampled by tenure and area. This summary report presents an overview of the results based on the 297 completed interviews for 2022/23.

The aim of this survey is to provide data on residents' satisfaction, which will allow Elim to:

- Provide information on residents' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Report to the regulator from April 2023 onwards.



Key Findings

What we do well:

82%

Of customers were satisfied with repairs made during the last 12 months.

82%

Of customers think Elim treats it's customers fairly and with respect.

80%

Of customers believe their rent is good value for money.

Areas for improvement:

44%

Of customers thought we handled complaints sufficiently.

62%

Of customers thought we dealt with reports of Anti-social behaviour sufficiently.

66%

Of customers think Elim makes a positive contribution to their neighbourhood.

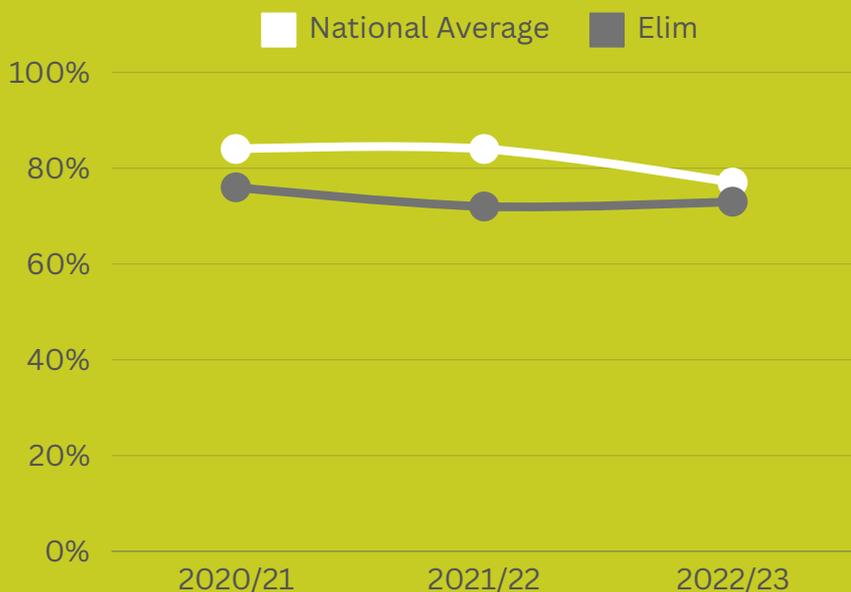
How we compare

When we consider the results in a national context it is important to remember that different households are affected by issues such as the cost of living crisis, or local or national political changes in different ways.

Customer satisfaction can often be affected by these factors in addition to their direct experiences of the services they receive from their landlord.

Below you will find a comparison of national average tenant satisfaction figures and Elim's averages from the period of 2020 - 2023.

Overall satisfaction with the services Elim provides:



*As reported by Housemark in January 2023.



Responding to your feedback



How we Handle Complaints

How complaints are handled is a hot topic in the sector currently and despite this being an issue across the sector we know we need to improve. 44% of our customers were satisfied with the way complaints are handled.

We have committed to **XXX**



Repairs & Maintenance

Satisfaction with the service we provide is good and improving but our customers have still highlight the need for works to be done more quickly and for outstanding repairs to be dealt with.

We have committed to **XXX**



How we Communicate

Another area where some customers feel improvements could be made is communications. Just 64% were satisfied that their views are listened to and acted upon, although this has increased since last year..

We have committed to **XXX**

Your comments



In addition to scores, In 2022 we received **X** comments from our customers as part of the survey response.

We read every single comment we receive and always follow up if action is required, for example, if a repair is reported as outstanding.

Any suggestions for improvement are taken on board, and any compliments are passed onto the relevant member of our team.

Thank you

Thank you to everyone who takes part in our customer satisfaction surveys – we appreciate you taking the time to provide feedback to Elim.

If you would like to know more about our customer satisfaction surveys please contact our Director of Housing Services, Dave Peregrine at d.peregrine@elimhousing.co.uk

You can choose to get involved with Elim Housing and have your say about the services we provide in a number of ways. Please visit our website to find out more about how you can get involved with Elim. We value every contribution and appreciate the impact you can make at the level that works best for you.

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