

2019

Resident Survey Results



Who Are Our Residents?

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Why Your Feedback is Important to us?

The 2019 Satisfaction report commenced on the 20th February 2019 and closed on the 15th March 2019. The overall response rate was 41% with 345 residents out of 835 completing the survey.

We want to make sure that great customer service is at the forefront of what we do, from your very first contact with us, through to your experience of living in our homes or support services. Whether it be reporting a maintenance issue, receiving a repair or paying your rent, we aim to make every contact with us a positive experience. We know there are ways in which we can continue to improve, and the feedback you provide through this survey, and other forms of contact with us is directly used to inform our progress each year.

This might include decisions around the way in which we invest in different buildings or changes to policies and procedures, such as our complaints procedure, to try and make our processes as clear as possible for our customers.

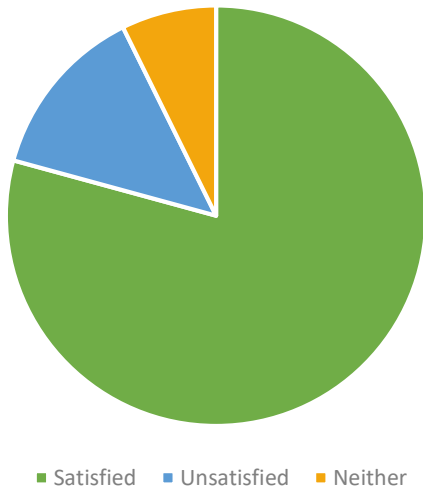
Thank you for taking the time to provide feedback and shape our service.

Customer Focus:

Elim exists to provide homes and support to its Residents. For Elim, customers are at the heart of our strategic and operational decision making. We are increasingly aware of the need to continually improve our customer offer both in terms of the services we deliver, but also in how we enable residents to inform the development and delivery these services. Elim is committed to ensuring that all customers are able to have access to the services shaped by Your Best Move and we have made a fresh commitment to ensuring that our services 'engage, involve and empower' our Residents. Elim are currently developing a three year Group Customer Service Strategy that will deliver improved customer satisfaction, improved regulatory compliance and a platform for our Residents views to be represented within our decision making.

Survey Results:

The next three pages set out the scores we recovered from the survey our Residents completed.

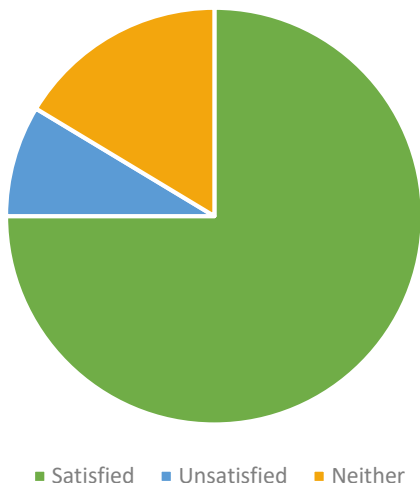


Taking everything into account, how satisfied or dissatisfied are you with the service provided by Elim Housing?

- **Your Response:** 79% of our Residents were satisfied with the service provided by us.
- **Our Response:** We are committed to continually improve our service and we want to see an improvement in this score next year. We hope that where detailed comments have been given to us throughout this process, we can act upon any areas that may have fallen short. Residents who have given us permission to contact them around

Overall, how satisfied or dissatisfied are you with the following? Your neighbourhood as a place to

- **Your Response:** 73% of our Residents were satisfied with their neighbourhood as a place to live.
- **Our Plan:** During 2019 we will be piloting our online Estate Walkabout Form for interested Residents to complete, which will directly feedback into any changes or actions.



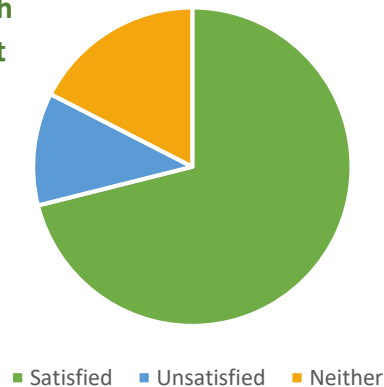
Overall, how satisfied or dissatisfied are you with the following? The overall quality of your new home

- **Your Response:** 75% of our Residents were satisfied with the overall quality of their home.
- **Next Steps:** New tenancy visits, 6 weeks after the tenancy start date will be an opportunity for new tenants to provide direct, face to face feedback about their new home.
- During 2019/20 we will be revising our approach to planned and responsive repairs to understand where we can make improvements in this area.

Value for Money & Services

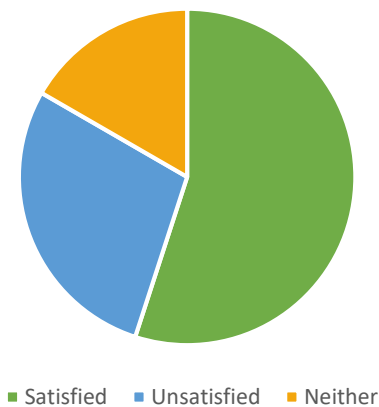
Overall, how satisfied or dissatisfied are you with the following? The value for money for your rent

- **Your Response:** 71% of our Residents were satisfied with the value for money for their rent.
- **Our Response:** Resident feedback, gathered through the annual survey, maintenance satisfaction surveys and on an individual basis, continues to shape the service delivered by both Elim and our contractors. We will continue to consult on the service charges our residents pay, and take action where required.



Overall, how satisfied or dissatisfied are you with the following? The value for money of your service charge

- 55% of our Residents were satisfied with the value for money for their service charge.
- Going forward, any change to service charges will be communicated to Residents in advance, via explanatory leaflets and our Social Media. Residents will then have the opportunity to raise any queries before the change takes effect.



68%

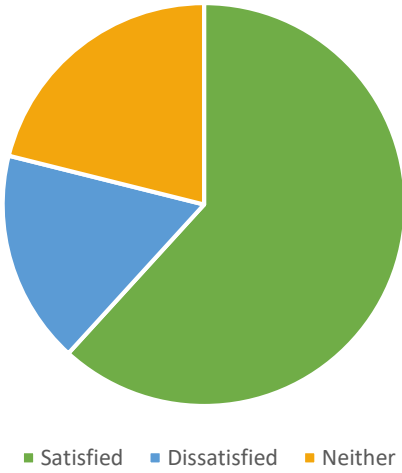
Of our Residents were satisfied with the Elim Housing deals with repairs and maintenance. Any Residents who have given us permission to contact them around specific issues raised will be contacted directly

51%

Of our Residents were satisfied with the cleaning and gardening service, this is not good enough, and going forward, Elim will undertake regular estate inspections, and will continue to work closely with our Contractors to ensure feedback is acted upon in a timely manner. We will also be introducing an option to report missed visits through our website and have re-introduced monthly cleaning and garden service review meetings

59%

Of our Residents were satisfied with the service provided by their housing/support/traveller site officer. Elim will be ensuring that all Residents are aware of who their Housing Officer is and also who to contact for rent enquiries and maintenance requests



How satisfied or dissatisfied are you that Elim Housing listens to your views and acts upon

- 62% of our Residents were satisfied that Elim listens to their views and acts upon them.
- By October 2019 we will have introduced a new Customer Feedback Policy. This will make it easier for customers to provide feedback, including complaints. The Policy will also ensure that we share with customers the feedback we receive and the changes to our service that have taken place as a result of their feedback. During 2019 we will establish a customer e-forum. This forum will be able to review new policies and procedures or changes to service delivery that affect them, providing feedback to shape the services they receive in the future.

79%
Of our Residents felt that Elim Housing has friendly and approachable staff

When asked how likely our Residents are to recommend Elim Housing to a family or friend

- 39% Of our Residents would recommend us.
- 34% Of our Residents would not recommend us.
- 27% Of our Residents were impartial.



31%

Of our Residents would be interested in getting involved with Elim Housing and how it is run

19%

Of our Residents felt they could benefit from help and advice around accessing employment or improving their current employment circumstances

19%

Of our Residents felt they could benefit from advice around managing their finances