Resident Satisfaction Survey

Local General Needs Results:

Kensington & Chelsea

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Date: October 2011
Executive Summary

Catalyst Housing carried out a Resident Satisfaction Survey with general needs and leaseholder residents in June 2011, to establish resident satisfaction with services; and identify key areas of strengths and weaknesses. In the Kensington & Chelsea region in particular, 140 responses from general needs residents were completed; resulting in a response rate of 30% in this area.

The ‘average’ Kensington & Chelsea general needs respondent was found to be male; between the ages of 45-64; white; Christian; and with a disability. The ‘average’ household receives full housing benefit; has been with Catalyst for over 21 years; and feel they do have enough bedrooms for their household’s needs.

Kensington & Chelsea general needs residents were 69% satisfied with services provided by Catalyst; 50% likely to recommend Catalyst to family or friends; and 73% satisfied with their life as a whole.

The top driver of satisfaction with services provided by Catalyst was found to be satisfaction with residents being given the opportunity to make their views known; and satisfaction with Catalyst listening and acting upon these views. Kensington & Chelsea general needs residents were 74% and 57% satisfied in these areas respectively; and 50% satisfied with the way Catalyst deals with getting them involved.

Kensington & Chelsea residents prefer to be contacted via letter (76%) when informing or consulting with them about issues that may affect them. 54% of general needs residents in the Kensington & Chelsea region have regular access to the internet; and in the past 12 months, Kensington & Chelsea residents have mostly contacted Catalyst by phone (71%).

When contacting Catalyst, residents were more satisfied with the first half of their customer journey (initial contact and understanding of query) compared to the final half (dealing with the query); and 44% of Kensington & Chelsea residents felt they only needed to contact Catalyst once to resolve their query.

Overall condition and quality of the home was also generally found to be a significant driver of satisfaction. Kensington & Chelsea general needs residents were 77% and 74% satisfied with these areas respectively; and 79% satisfied with their neighbourhood as a place to live.

Of the 64% of Kensington & Chelsea residents who have had a repair completed in the last 12 months, 75% were satisfied with the way Catalyst dealt with this repair; and 70% were satisfied that their repair was completed ‘right first time’.

62% of Kensington & Chelsea residents were satisfied with their rent as value for money and 49% were satisfied with their service charge as value for money. Current results show a strong link between how residents view value for money of service charge; and how Catalyst explains how those charges are spent. Kensington & Chelsea residents were 52% satisfied with how Catalyst explains how service charge is spent.

Finally, Kensington & Chelsea general needs residents felt that Catalyst should focus on ‘Responding to anti-social behaviour’ (48%); ‘Providing opportunities to move home’ (48%); and ‘Improvements to open spaces around the home’ (41%) to improve their current quality of life.
1. Introduction
This report presents the key findings from the Resident Satisfaction Survey carried out with general needs residents in the Kensington & Chelsea area of Catalyst Housing.

1.1. Objectives
The key aims of this research project, for Catalyst Housing as a whole and the Kensington & Chelsea area in particular, were to:

- Establish resident satisfaction with services
- Identify key areas of strengths and weaknesses
- Provide data to assess performance over time and benchmark performance against other housing associations

1.2. Methodology
The survey was carried out in June 2011 by SNAP Surveys, an independent market research organisation. Both General Needs and Leaseholder residents were surveyed, across all areas of Catalyst Housing. The survey was designed to incorporate the new industry Survey of Tenants and Residents (STAR) framework and was carried out using postal methodology. An initial contact letter and two reminders were sent out to residents over a 5 week period; with a prize draw, of six prizes totalling £400, offered as an incentive.

1.3. Accuracy of results
A total of 1118 General Needs and 791 Leaseholder surveys were completed, representing over 10% and 30% of all these residents at Catalyst Housing respectively.

Due to this, the results of the survey at an overall level, can confidently be considered to be accurate within 3% either way i.e. if a result from the survey shows 74%, we are highly confident that if all our residents had answered the question the ‘true’ result lies between 71-77%.

More specifically, for general needs residents in the Kensington & Chelsea area of Catalyst Housing, 140 surveys were completed, representing 30% of all of these residents. We are therefore confident that survey results for this local area are accurate within 8% either way.

2. Resident Satisfaction
Three measures of satisfaction were covered in the survey. Each assessed a slightly different area of satisfaction for residents, both in their own lives and with Catalyst.

2.1. Overall satisfaction with services provided by Catalyst
Across all areas of Catalyst Housing, it was found that 75% of general needs residents were satisfied with the service provided by Catalyst Housing. Residents in the Kensington & Chelsea region were found to be 69% satisfied, with 35% of these very satisfied with services provided.

The closest comparator result from previous surveys, held in 2008-09, is from Kensington Housing Trust (KHT), where 71% of residents were found to be satisfied with services provided. This estimates a decrease in satisfaction of 2% over the past two years.

2.2. Likelihood of recommending Catalyst to family or friends
The ‘Net Promoter Score’ has never previously been included in a survey to residents. It is drawn from the private sector where it is used to test the ‘brand loyalty’ of customers and identifies
the extent to which they feel their expectations are being met. This question also links significantly into Catalyst Housing’s Customer Experience Management Strategy’s vision of ‘service delivery reaching the level where our customers recommend us to their friends’.

When looking across the whole of Catalyst Housing, it was found that 56% of general needs residents were likely to recommend Catalyst to family or friends. This compares to 50% of residents making this same recommendation in the Kensington & Chelsea region.

2.3. Overall satisfaction with life
The final measure of overall satisfaction assessed in the survey was whether residents were satisfied with their lives as a whole. This was included to assess whether there was a link between residents’ general satisfaction and their satisfaction with services provided by Catalyst Housing, particularly given current economic conditions.

It was found that overall, 78% of general needs residents were satisfied with their life as a whole. When looking at the Kensington & Chelsea region in particular, 73% of residents were satisfied and 14% dissatisfied. It was found that the correlation between residents’ satisfaction with life and satisfaction with services provided by Catalyst in this region was 36%. This shows a weak to medium link between these types of satisfaction, with over a third of residents’ satisfaction with services provided by Catalyst currently being able to be associated with their overall satisfaction with life. On the whole, residents satisfied or dissatisfied with services provided by Catalyst are not simply saying so due to being satisfied or dissatisfied in general.

3. Rent & Service Charges
Catalyst general needs residents were asked to assess their rent and service charge in terms of being value for money; as well as rating their satisfaction with Catalyst’s services in this area.

3.1. Value for money
Across the whole of Catalyst Housing, 67% of general needs residents were satisfied with their rent as value for money; and 53% were satisfied with their service charge as value for money. As a result, satisfaction with rent as value for money has increased in the past two/three years (62% in 2008/09).

Comparatively, 62% of general needs residents in the Kensington & Chelsea region were satisfied with their rent as value for money; and 49% were satisfied with their service charge as value for money.

3.2. Help and advice
Overall, 62% of general needs residents were satisfied with the way Catalyst helps them pay rent/service charge; and 59% were satisfied with the way Catalyst explains how service charge is spent. This compares to two/three years ago where 71% of general needs residents were satisfied with advice provided by Catalyst concerning rent payments.

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1 Vicki Howe & Euan Ramsay, STAR points: a proposed framework for standardised tenant and resident satisfaction surveys, HouseMark, 2011, p.13.
Current results show a strong link between general needs residents’ satisfaction with their service charge as value for money and their satisfaction with how Catalyst explains how service charge is spent (62% correlation).

In particular, general needs residents in the Kensington & Chelsea region showed a medium link between satisfaction with their service charge as value for money and their satisfaction with how Catalyst explains how service charge is spent (52% correlation). Kensington & Chelsea residents were 52% satisfied with how Catalyst explains how service charge is spent; and 53% satisfied with how Catalyst helps them to pay rent/service charge.

4. Home and Neighbourhood

Overall condition and quality of the home was generally found to be a significant driver of satisfaction for general needs residents across Catalyst Housing. General needs residents were found to be 76% satisfied with the overall quality of their home and 72% satisfied with the overall condition of their home. This indicates consistency in satisfaction with the overall quality of the home compared to two/three years ago (75% satisfied). In the Kensington & Chelsea region in particular, general needs residents are currently 77% satisfied with the overall quality, and 74% satisfied with the overall condition, of their home.

Expanding this beyond the home, general needs residents across Catalyst Housing are 71% satisfied with their neighbourhood as a place to live, showing a slight increase in satisfaction compared to 2008/09 (69% satisfied). More specifically, general needs residents in the Kensington & Chelsea region are more satisfied with their neighbourhood as a place to live (79%) when compared to Catalyst as a whole.

5. Repairs & Maintenance

General needs residents across Catalyst were asked about their experience with repairs and gas servicing within the last 12 months. Areas covered in the survey included general satisfaction with repairs, through to details about appointments and the quality of work done.

5.1. Repairs satisfaction and ‘right first time’

Across the whole of Catalyst Housing, 71% of general needs residents were satisfied with the way Catalyst deals with repairs and maintenance, compared to 71% satisfaction two/three years ago. In the Kensington & Chelsea region in particular, 75% of general needs residents were satisfied with the way Catalyst deals with repairs and maintenance in general.

Only 66% of general needs residents have had a repair completed in the last 12 months. Of these residents, 77% were satisfied with the way Catalyst dealt with their last completed repair (15% dissatisfied). Slightly fewer general needs residents in the Kensington & Chelsea region have had a repair completed in the last 12 months (64%). Of these residents, 75% were satisfied with the way Catalyst dealt with this repair (13% dissatisfied).
It is important to us that residents experience a good repairs service and that repairs are completed ‘right first time’. Across Catalyst Housing, 69% of general needs residents were satisfied their latest repair was completed ‘right first time’; compared to general needs residents in the Kensington & Chelsea region who were 70% satisfied their latest repair was completed ‘right first time’ (22% dissatisfied).

5.2. Latest repair and gas servicing

84% of all general needs residents at Catalyst Housing said they use gas appliances in their home. Of these residents, 96% said they have had a gas safety check carried out in the last 12 months. In the Kensington & Chelsea region in particular, more general needs residents use gas appliances (95%); and more of these residents said they had gas safety checks carried out in the last year (98%).

When looking in more detail at satisfaction surrounding repairs and gas servicing, general needs residents across Catalyst were most satisfied with the attitude of workers for their latest repair (86%) and gas servicing (93%). In both cases they were least satisfied with the time taken before work started (71% satisfied for the latest repair and 86% satisfied for gas servicing).

<table>
<thead>
<tr>
<th>Repairs and Gas Servicing in K&amp;C</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied (&lt;10% not shown on graph)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latest Repair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Being able to make an appointment</td>
<td>80%</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>Being told when workers would call</td>
<td>71%</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Time taken before work started</td>
<td>79%</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>Speed of completion</td>
<td>79%</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>Attitude of workers</td>
<td>73%</td>
<td>15%</td>
<td>92%</td>
</tr>
<tr>
<td>Overall quality of work</td>
<td>78%</td>
<td>15%</td>
<td>92%</td>
</tr>
<tr>
<td>Keeping dirt and mess to a minimum</td>
<td>86%</td>
<td>14%</td>
<td>92%</td>
</tr>
</tbody>
</table>

General needs residents in the Kensington & Chelsea region were most satisfied with the attitude of workers for their latest repair (78%) and with speed of completion and attitude of workers for their gas servicing (93% for both). Kensington & Chelsea general needs residents were most dissatisfied with being told when workers would call (20% dissatisfied) and keeping dirt and mess to a minimum (8% dissatisfied) for repairs and gas servicing respectively.
6. **Resident Involvement**

The **top driver of satisfaction** with services provided by Catalyst, for general needs residents, was found to be satisfaction with **residents being given the opportunity to make their views known**; and satisfaction with **Catalyst listening and acting upon these views**. Other areas of resident involvement assessed in the survey included satisfaction with the way Catalyst deals with getting residents involved; complaints; and anti social behaviour.

### 6.1. Resident views

Across the whole of Catalyst Housing, two/three years ago general needs residents were 57% satisfied that their views were being taken into account by Catalyst. In 2011 general needs residents were 71% satisfied that they are given the opportunity to make their views known and 57% satisfied that Catalyst listens and acts upon these views.

In the **Kensington & Chelsea region** in particular, general needs residents were **74% satisfied that they are given the opportunity to make their views known and 57% satisfied that Catalyst listens and acts upon these views**.

In addition to this, general needs residents across the whole of Catalyst Housing were 51% satisfied with the way Catalyst deals with getting them involved. This compares to a slightly lower level of satisfaction (50%) in this area for the Kensington & Chelsea region.

### 6.2. Complaints and anti social behaviour

Overall, general needs residents were 51% satisfied with the way Catalyst deals with complaints (24% dissatisfied); and 51% satisfied with the way Catalyst deals with anti social behaviour (27% dissatisfied). In the **Kensington & Chelsea region** in particular, satisfaction with complaints handling was slightly lower (50%); and satisfaction with anti social behaviour handling was slightly higher at 53%. Dissatisfaction levels in Kensington & Chelsea were similar compared to Catalyst as a whole (25% for complaints and 27% for anti social behaviour).

7. **Customer Contact**

Various aspects of the customer contact journey were analysed as part of the survey, much of which had never been asked previously. Questions covered residents’ satisfaction concerning specific contact with Catalyst and others; as well as their general preferences relating to methods of contact.

### 7.1. Preference for being informed

Over the whole of Catalyst Housing, **general needs residents preferred Catalyst to contact them by letter** (80%), when informing or consulting with them about issues that may affect them. It is worth noting that the high preference for postal contact may be due to the formal phrasing of the survey question and might not be a true reflection of general contact preference. Overall, the preference for contact by letter has decreased slightly since 2008/09 (down by 2%) and **preference for contact by phone and email has increased** (from 33% and 16% in 2008/09 to 40% and 21% respectively).
When looking at the Kensington & Chelsea region in particular, general needs residents had the highest preference for contact via letter (76%); followed by contact via phone (34%); magazine/newsletter (28%); email (19%); or through a personal visit (15%).

### 7.2. Customer contact journey

Across Catalyst Housing, most general needs residents have contacted Catalyst by phone (73%) in the last 12 months. In the Kensington & Chelsea region in particular, of those residents that have contacted Catalyst, most have done so by phone (71%), with 53% of residents having contact with Catalyst through the member of staff responsible for managing their home and neighbourhood; and 46% through another method of contact, such as email or visiting Catalyst’s offices.

When general needs residents have had contact with Catalyst, they appear to be most satisfied with the ease of contact (82%) and friendliness of staff (81%). There appears to be an overall split between the first half of the customer journey of initial contact and understanding the resident’s query (satisfaction levels above 70%); and the second half of the customer journey of dealing with the query (satisfaction level below 70%). Residents in the Kensington & Chelsea region tend to have a slightly worse customer journey than those across the whole of Catalyst Housing, being most satisfied with the friendliness of staff (79%) and least satisfied with the final outcome of their query (60%).

### 7.3. Resolved at first point of contact

One of the strategic aims of Catalyst is to be able to answer as many customer queries as possible at first point of contact. In order to assess how well Catalyst is currently performing, residents were asked how many times they needed to contact Catalyst before they felt their most recent query was resolved. Overall, 48% of general needs residents only needed to contact Catalyst once, increasing to 63% when including residents who only needed to contact Catalyst twice.

Comparatively, 44% of residents in the Kensington & Chelsea region felt they only needed to contact Catalyst once to resolve their query.
7.4. Comparative contact
In order to understand how Catalyst’s customer services team compares to other industries, general needs residents were asked about their satisfaction with telephone contact with a range of call centres. Across the whole of Catalyst Housing, general needs residents rated telephone contact with their doctor’s surgery most highly (81% satisfied); and ranked Catalyst second out of six (80% satisfied).

More specifically, residents in the Kensington & Chelsea region rated telephone contact with Catalyst’s customer services team most highly (80% satisfied).

7.5. Internet access and use
The final area of customer contact assessed in the survey concerned general needs residents’ access to the internet and their activity when using the internet. Across the whole of Catalyst Housing, 66% of general needs residents have regular access to the internet; and tend to use it most for searching for information (86%); emailing (71%); and shopping (45%). This compares to 54% of residents in the Kensington & Chelsea region having regular access to the internet; and tending to use it most for searching for information (87%); emailing (81%); and shopping (44%).

8. Improving Residents’ Quality of Life
General needs residents were asked what Catalyst Housing should focus on to improve their current quality of life; as 78% of these residents consider themselves to be satisfied with their life as a whole. Overall, residents felt Catalyst Housing should focus on ‘Responding to anti-social behaviour’ (48%); ‘Providing opportunities to move home’ (47%); and ‘Improvements to open spaces around the home’ (45%).

More specifically, general needs residents in the Kensington & Chelsea area felt Catalyst Housing should focus on ‘Responding to anti-social behaviour’ (48%); ‘Providing opportunities to move home’ (48%); and ‘Improvements to open spaces around the home’ (41%) to improve their current quality of life, with over 40% of all general needs residents feeling these areas in particular should be a priority for Catalyst Housing.

9. Key Drivers of Satisfaction
Looking at some of the areas of concern discussed in the survey, it is possible to ‘link’ these to overall satisfaction and assess which areas have the greatest impact on resident satisfaction.
The key drivers of satisfaction for Catalyst Housing general needs residents as a whole, and Kensington & Chelsea in particular, are shown below in order of impact on satisfaction.

<table>
<thead>
<tr>
<th>Catalyst Housing</th>
<th>Kensington &amp; Chelsea</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to and Act upon Residents’ Views</td>
<td>Overall Condition of the Home</td>
</tr>
<tr>
<td>Overall Condition of the Home</td>
<td>Repairs and Maintenance</td>
</tr>
</tbody>
</table>

10. Resident Profiles

General needs residents were asked to provide a range of demographic information, to maintain residents’ anonymity and provide up-to-date information in these areas. Questions covered respondents’ gender; age; ethnicity; religion; and whether they had a disability as defined by “a long-term illness, health problem or disability which limits daily activities or work they can do, including any problems due to old age”.

Further questions were included at the household level, covering whether residents received housing benefit; how long they had been with Catalyst; and whether they felt that they had enough bedrooms for their household’s needs (an indicator of perceived overcrowding).

10.1. Average Profile

The following graphic profile shows the proportions of each type of general needs resident, both across the whole of Catalyst Housing and at the regional Kensington & Chelsea level.

Resident Profile in K&C

The ‘average’ general needs resident was found to be female; between the ages of 45-64; white; Christian; and without a disability. The ‘average’ household receives full housing benefit; has been with Catalyst for 3-20 years; and feel they do have enough bedrooms for their household’s needs.

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2 This in line with the Equality Act 2010 which defines a disability as a “physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities”.

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In contrast, the ‘average’ Kensington & Chelsea general needs resident was found to be male; between the ages of 45-64; white; Christian; and with a disability. The ‘average’ household receives full housing benefit; has been with Catalyst for over 21 years; and feel they do have enough bedrooms for their household’s needs.

10.2. Resident Satisfaction
In order to compare a summary of satisfaction results against general needs resident profiles, a series of satisfaction measures were combined as follows:

<table>
<thead>
<tr>
<th>Measure:</th>
<th>Combines questions about:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalyst</td>
<td>Satisfaction with service provided by Catalyst</td>
</tr>
<tr>
<td></td>
<td>Likelihood to recommend Catalyst to family or friends</td>
</tr>
<tr>
<td>Value for Money</td>
<td>Satisfaction with rent as value for money</td>
</tr>
<tr>
<td></td>
<td>Satisfaction with service charges as value for money</td>
</tr>
<tr>
<td>Home</td>
<td>Satisfaction with overall quality of the home</td>
</tr>
<tr>
<td></td>
<td>Satisfaction with overall condition of the home</td>
</tr>
<tr>
<td>Repairs and Maintenance</td>
<td>Satisfaction with how Catalyst deals with Repairs and Maintenance</td>
</tr>
<tr>
<td></td>
<td>Satisfaction with how Catalyst dealt with last completed repair</td>
</tr>
<tr>
<td>Resident Views</td>
<td>Satisfaction that Catalyst gives opportunity to make views known</td>
</tr>
<tr>
<td></td>
<td>Satisfaction that Catalyst listens to views and acts upon them</td>
</tr>
</tbody>
</table>

Across the whole of Catalyst Housing in terms of gender, general needs residents tend to have similar levels of satisfaction, other than for Value for Money and Home where male residents tend to be slightly more satisfied than female residents. Looking at the same areas of satisfaction by age, older residents tend to be more satisfied than younger residents, although residents under the age of 25 appear more satisfied than those in the 25-44 age range.

In the Kensington & Chelsea region in particular, general needs residents have similar levels of satisfaction, other than for Value for Money and Repairs and Maintenance where male residents are less satisfied than female residents. Kensington & Chelsea residents aged over 65 tend to be more satisfied overall, with Kensington & Chelsea general needs residents aged 25-44 showing a lower level of satisfaction overall. A very low number of residents under 25 were surveyed and therefore these results should be treated with caution.
General needs residents across Catalyst Housing from ‘Other’ ethnicities tend to be more dissatisfied, although very few of these residents were surveyed. White and Asian residents do tend to be slightly less satisfied than Black and Mixed/Multiple residents with Resident Views. Christian and Muslim residents tend to be more satisfied and residents who ‘Prefer not to Say’ tend to be less satisfied. The exception is residents with ‘No religion’ who tend to more satisfied with Catalyst, in line with Christian and Muslim residents.

In the Kensington & Chelsea region in particular, Mixed/Multiple general needs residents tend to be generally more satisfied overall, other than for Repairs and Maintenance where Black residents are more satisfied. Other ethnic groups are least satisfied with Catalyst and White residents are less satisfied with Resident Views. Kensington & Chelsea Christian residents are more satisfied Repairs and Maintenance, Home and Catalyst and those who ‘Prefer not to Say’ are more satisfied with Value for Money. The number of residents seen in the ‘Other’ category is very small and should be interpreted with caution.

Across Catalyst Housing, general needs residents with a disability tend to be less satisfied, other than for Repairs and Maintenance where they show similar levels of satisfaction and Value for Money where they tend to more satisfied than general needs residents without a disability. General needs residents in the Kensington & Chelsea region tend to be far more satisfied with Value for Money if they feel they do have a disability, although in other areas they tend to be less satisfied than residents without a disability.

10.3. Housing Satisfaction
The same combination of satisfaction measures, mentioned in the previous section, were used to compare a summary of satisfaction results against general needs resident profiles, for Catalyst Housing as a whole and for the Kensington & Chelsea region in particular.
General needs residents across Catalyst Housing tend to follow similar satisfaction profiles whether or not they receive housing benefit, other than for Value for Money where those residents receiving full housing benefit are far more satisfied and Resident Views where residents receiving partial housing benefit are less satisfied. In the Kensington & Chelsea region in particular, residents receiving full housing benefit are again more satisfied with Value for Money. Residents receiving partial housing benefit appear far more satisfied with Repairs and Maintenance and Home.

Across the whole of Catalyst Housing, in terms of length of residency, general needs residents who have been with Catalyst for 2 years or less tend to be more satisfied overall, other than for Repairs and Maintenance where they are least satisfied. Residents who have been with Catalyst for 21 years or more are more satisfied with Repairs and Maintenance; however the longer residents have been with Catalyst the less satisfied they are with Resident Views. Across Catalyst, those general needs residents who felt they had enough bedrooms for their household’s needs generally tend to be more satisfied overall; and particularly for Home and Value for Money.

In the Kensington & Chelsea region in particular, general needs residents who have been with Catalyst for 21 years or more tend to be more satisfied overall, other than for Value for Money and Resident Views. Residents who have been with Catalyst for 3-5 years tend to be less satisfied, other than for Resident Views where residents who have been with Catalyst for 6-10 are less satisfied. Kensington & Chelsea general needs residents who felt they had enough bedrooms for their household’s needs generally tend to be more satisfied overall, particularly for Value for Money, Home and Catalyst.
11. Key Considerations

In summary, the results from the Resident Satisfaction Survey highlight the need to consider the following areas in order to offer our residents Better Homes. Better Services. Better Future.

11.1. Better Homes

Satisfaction with the overall condition and overall quality of home; as well as satisfaction with repairs and maintenance; were found to be significant drivers of satisfaction. To improve resident satisfaction, Catalyst should focus on providing better quality homes through ‘right-first-time’ responsive repairs; and by delivering high quality new homes and cyclical maintenance.

Satisfaction with service charge as value for money was found to have a strong link to satisfaction with how Catalyst explains how service charge is spent. To improve resident satisfaction, Catalyst should ensure transparency and strive to explain how services charges are spent and deliver value for money to residents, maintaining and improving the areas surrounding their homes.

11.2. Better Service

The top driver of satisfaction were found to be satisfaction with residents being given the opportunity to make their views known; and satisfaction with Catalyst listening and acting upon these views. Catalyst should ensure there are continued and improved opportunities for residents to make their views known; ensure that they both listen and act on these views; and demonstrate to residents that they have done so.

It was found that around half of general needs residents felt that they only needed to contact Catalyst once to resolve their query. There was also a general trend that residents were more satisfied with the first half of the customer journey (of initial contact and understanding their query where satisfaction levels are above 70%); than the second half of the customer journey (of dealing with the query where satisfaction level are below 70%). It is a key strategic goal to increase the number of queries that Catalyst is able to resolve at first point of contact, although Catalyst should also aim to improve the second half of the customer journey.

11.3. Better Future

The survey has shown the key drivers of satisfaction with services provided by Catalyst, for general needs residents in the Kensington & Chelsea region to be satisfaction with: ‘overall condition of the home’; and ‘repairs and maintenance’.

When asked about improving their current quality of life, these residents thought Catalyst should focus on ‘Responding to anti-social behaviour’ ‘Providing opportunities to move home’; and ‘Improvements to open spaces around the home’ to improve their overall quality of life. These are clearly key areas requiring action going forward.