



TENANT SATISFACTION SURVEY 2022

KEY FINDINGS REPORT



Irish Council
for Social Housing

Introduction

Cabhrú is a registered charity and Approved Housing Body and has provided independent living for older people in the Dublin area for more than fifty years. The charity has always been directed by a volunteer Board and a small team of staff together with some volunteer assistance. Tenants are usually over fifty-five years of age and wish to live independent lives. Each resident has their own apartment with a kitchen/living room, bedroom, and bathroom. Some of the apartments are specially adapted for disabled residents. For those residents with particular needs, the provision of assistance by other agencies is encouraged and facilitated. Cabhrú endeavours to ensure that all residents are comfortable and safe.

The aim of the survey

The overall aims of the tenant satisfaction survey are to support Cabhrú by:

- Identifying the overall satisfaction of tenants with their homes and the housing association;
- Ascertaining tenant views about the quality of current housing services and supports provided;
- Identifying areas that Cabhrú can improve tenant engagement;
- Assisting in demonstrating compliance with the *Tenancy Management* standard under the Housing (Regulation of Approved Housing Bodies) Act 2019.

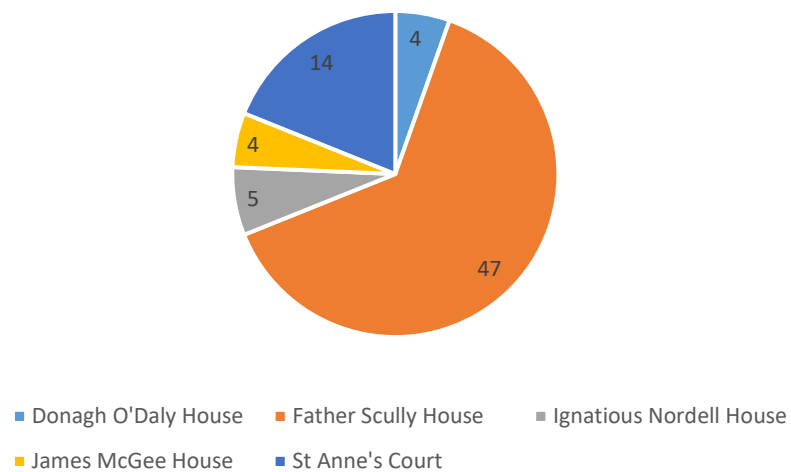
Methodology

The tenant satisfaction survey was quantitative in nature and the questionnaire was designed in this way; with 50 questions in total for tenants to answer. The objective was to achieve a 50% response rate from a representative sample of all Cabhrú tenants (164 in total). Ultimately, a 45% response rate was achieved which is considered a good response for a first time survey. This compares to a 50% response rate in the ICSH sector-wide survey undertaken in 2020. A total of 74 telephone surveys were completed by an independent organisation (The Irish Council for Social Housing) during December 2022. The lower response rate was due to a number of factors including: no response after two call attempts, some tenants not wanting to participate, some tenants only partially completing the survey and language difficulties with some tenants. Following the data analysis, this survey report has been produced to illustrate the various levels of tenant satisfaction with Cabhrú and will draw conclusions on areas for improvement.

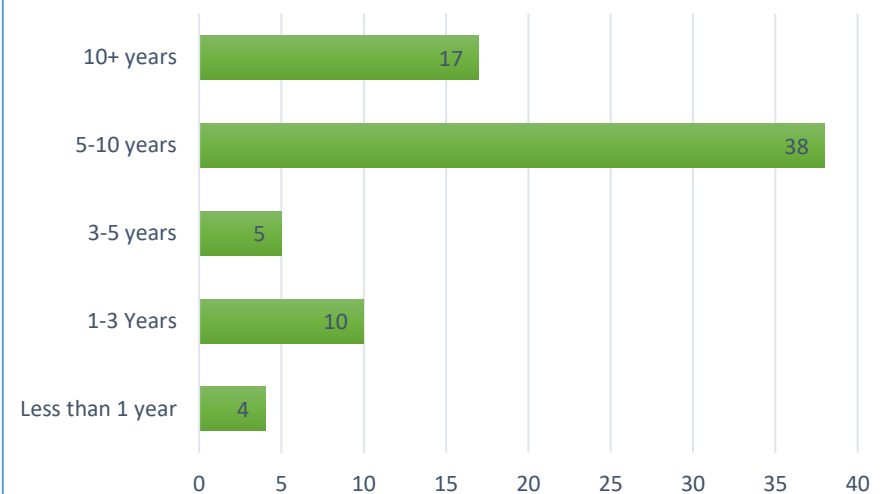
SECTION A: Respondent Profile

The following graphics illustrate the tenant demographics, and also reflects the long-term nature of the accommodation provided by Cabhrú with the majority of respondents there for over 5 years.

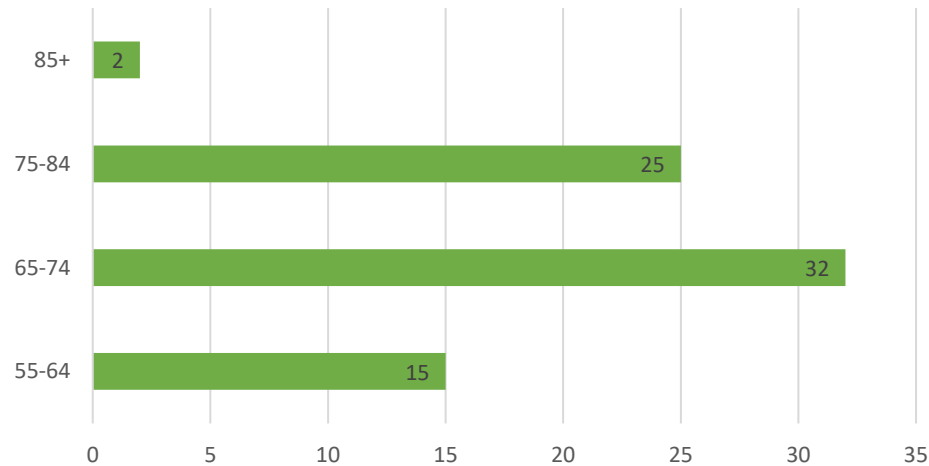
Location of Respondents



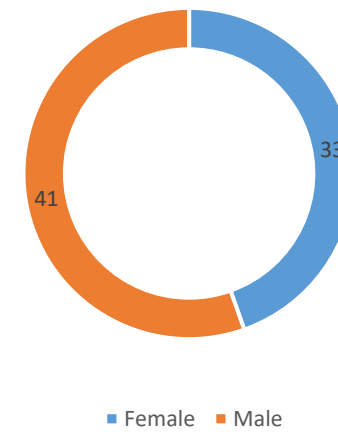
Duration of Tenancy



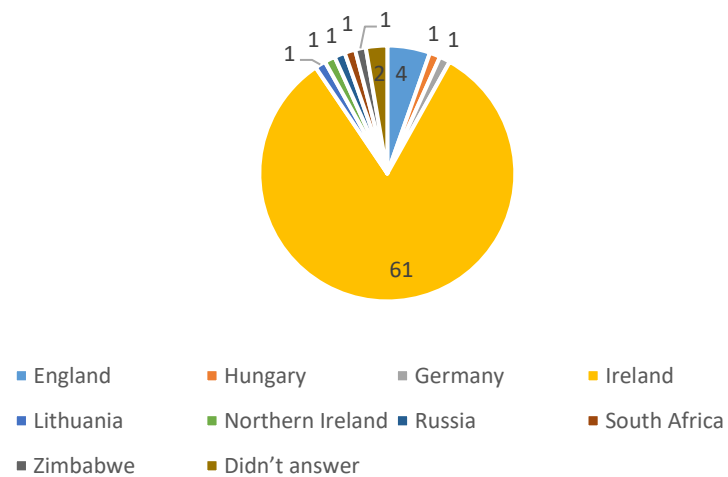
Age of Respondents



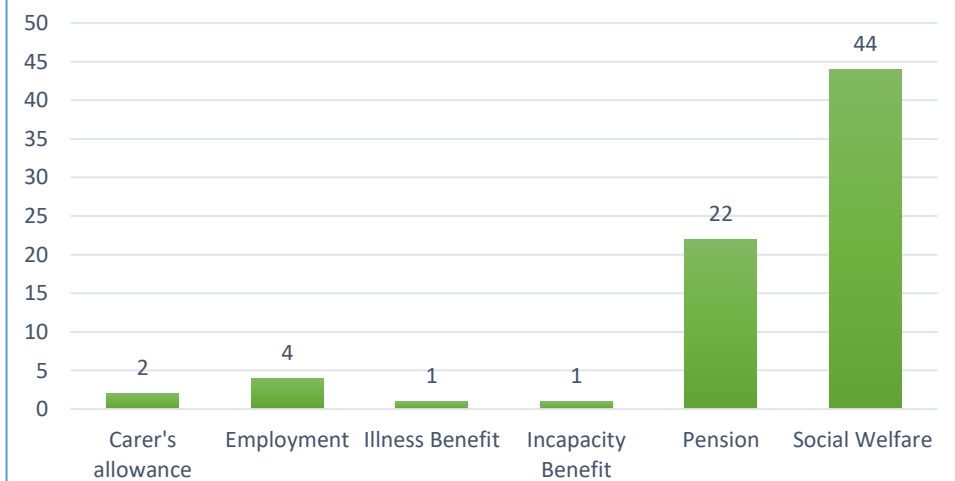
Gender



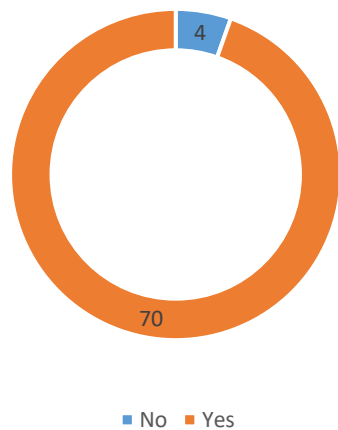
Respondent's Country of Birth



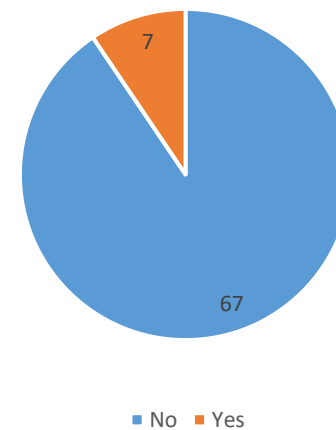
Respondent's Source of Income



Respondent Living Alone



Respondent receiving Home Care Support



The majority of the respondents are from Ireland (82%), have a social welfare (59%) or pension (29%) payment as their main income and are living alone (95%). 91% of the respondents do not have a home care package in place which reflects the quality of health and independent living that the respondents are able to maintain in Cabhrú housing. Of the respondents, who do have home care support, the hours received range from 10 to 20 hours per week.

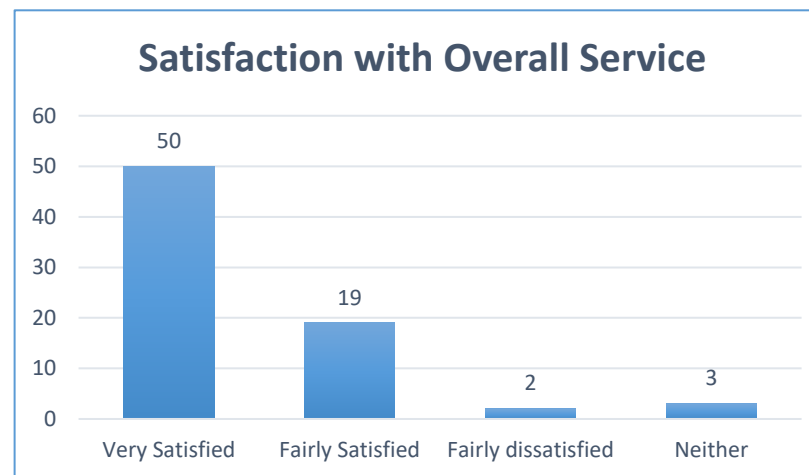
Summary of Key Survey Findings

- Very high satisfaction levels with the overall service provided by Cabhrú – 93% of tenants stated that they were satisfied.
- Strong satisfaction with Cabhrú's Repair/maintenance service – response time and overall.
- Strong satisfaction with Cabhrú's Estate Management Services, in particular maintenance of communal areas.
- Strong satisfaction with Accessibility to tenant's homes and schemes.
- Overall, tenants feel very safe in their homes.
- Tenants are very satisfied with the level of Communication they have with Cabhrú and the availability of staff.
- Strong satisfaction with Energy efficiency but some concerns around increased energy costs.

SECTION B: SERVICES IN GENERAL

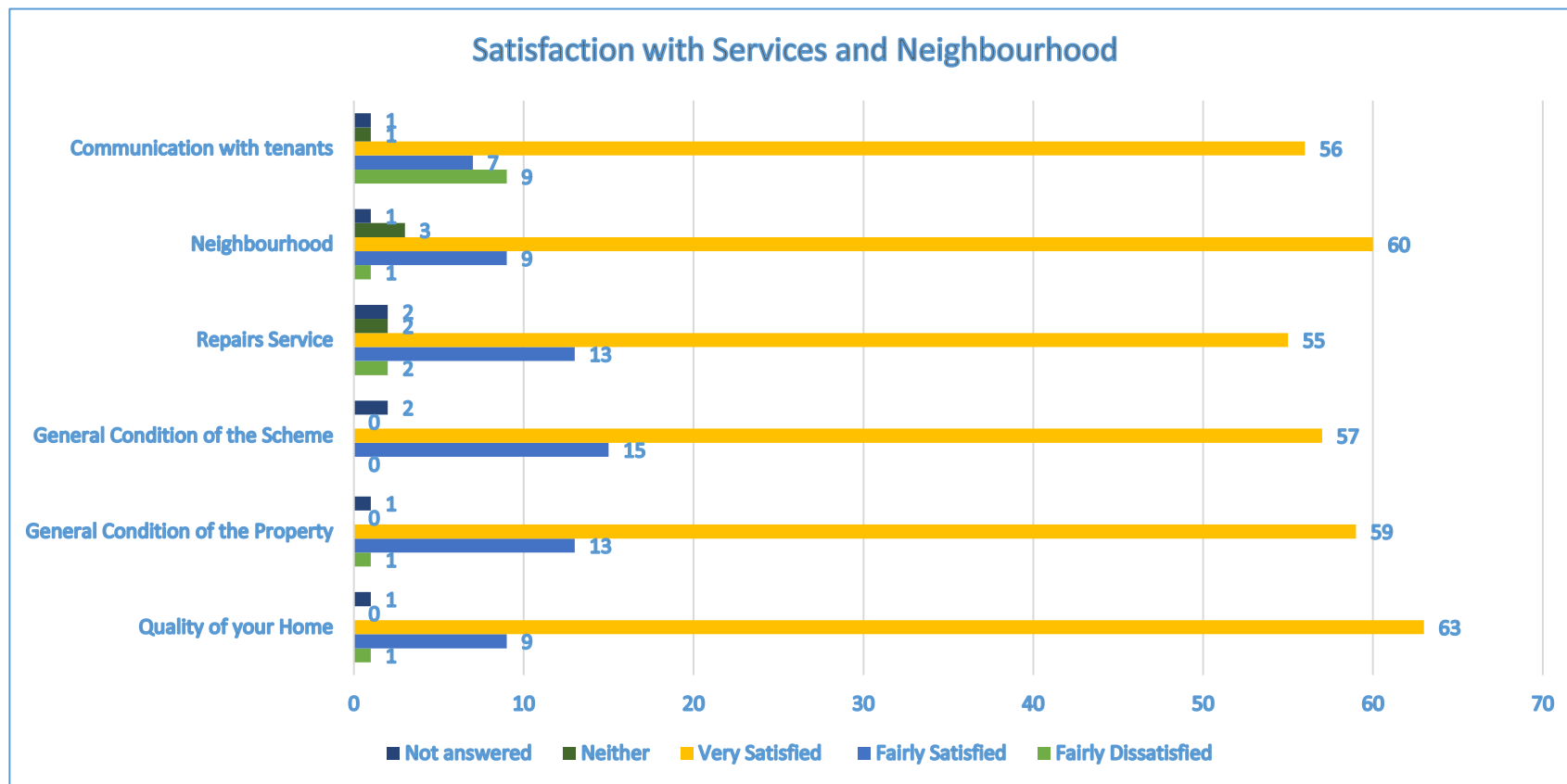
Tenants are, in general, very satisfied with the overall service provided by Cabhrú and illustrate this strongly in their responses. The responses show that many tenants are both very satisfied and fairly satisfied with the delivery (93% overall satisfied, with 3% stating they were fairly dissatisfied and 2% stating that they were neither satisfied nor dissatisfied). The dissatisfaction score is very low at 3% of those surveyed. In relation to satisfaction levels overall, respondents gave reasons as to why they may not be fully satisfied including the following:

- *Issues with lifts*
- *Outstanding maintenance issues*
- *There is no full time caretaker*
- *Not enough car parking*
- *Poor communication*
- *No communal area*
- *Poor handling of a tenant being robbed*



Most respondents commented that they found the service to be 'brilliant', that they were 'very happy living there' and any problems or issues were dealt with 'promptly' and 'efficiently'. Overall, these results can be taken as a testament to the high standard of service provided and availability and Cabhrú staff for their tenants. This is evident throughout the report.

Respondents were asked to rate their satisfaction levels with specific Cabhrú services and also their neighbourhood as a place to live. The following chart shows the results – overall satisfaction levels are very good in relation to all services listed. 78% of all responses across all categories stated that they were very satisfied. There is some dissatisfaction (12%) in the area of communication which the report will take a closer look at in the section on Communication with Tenants. 97% of respondents are satisfied overall with the condition of the scheme, condition of their property and the quality of their home. 93% of respondents are satisfied overall with the neighbourhood they live in.



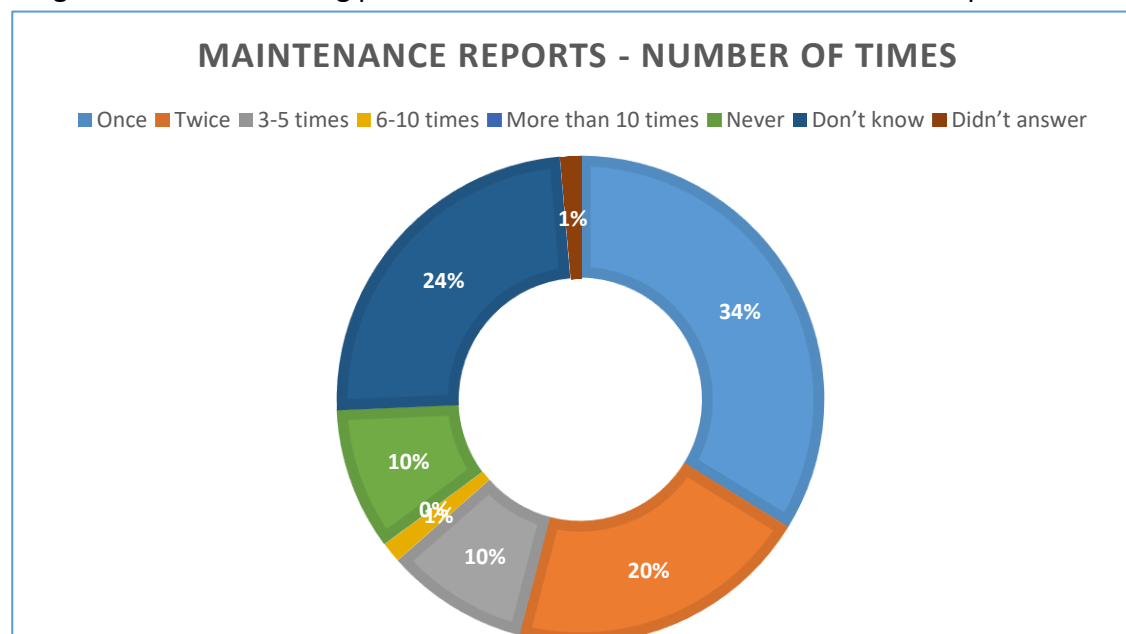
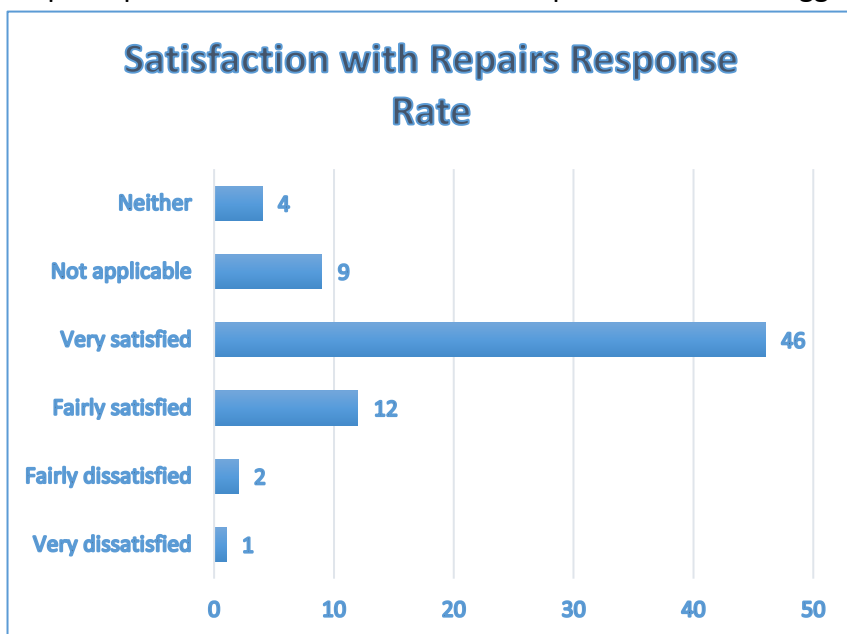
In terms of additional supports that the respondents felt would be useful, the following were common themes in the responses:

- *Caretaker needed*
- *Communal area needed*
- *Welfare checks needed*
- *Window cleaning*
- *Weekly meetings*
- *Better car parking*
- *Security man*
- *A social club / community room for events, meetings and outings*

These also correlate with the respondents' suggestions in relation to Overall service satisfaction levels above.

SECTION C: MAINTENANCE AND REPAIRS

85% of respondents stated that they had reported a repair / maintenance request to Cabhrú. Of this, 78% stated that they were either fairly or very satisfied with the response rate. 91% of respondents stated that they have never used Cabhrú's emergency out of hours service. Overall, this suggests that Cabhrú's maintenance and repair service is working well and that there is not much demand for an out of hours service, perhaps because of the overall service provided. It also suggests a high standard of housing provided which needs less maintenance and repairs.

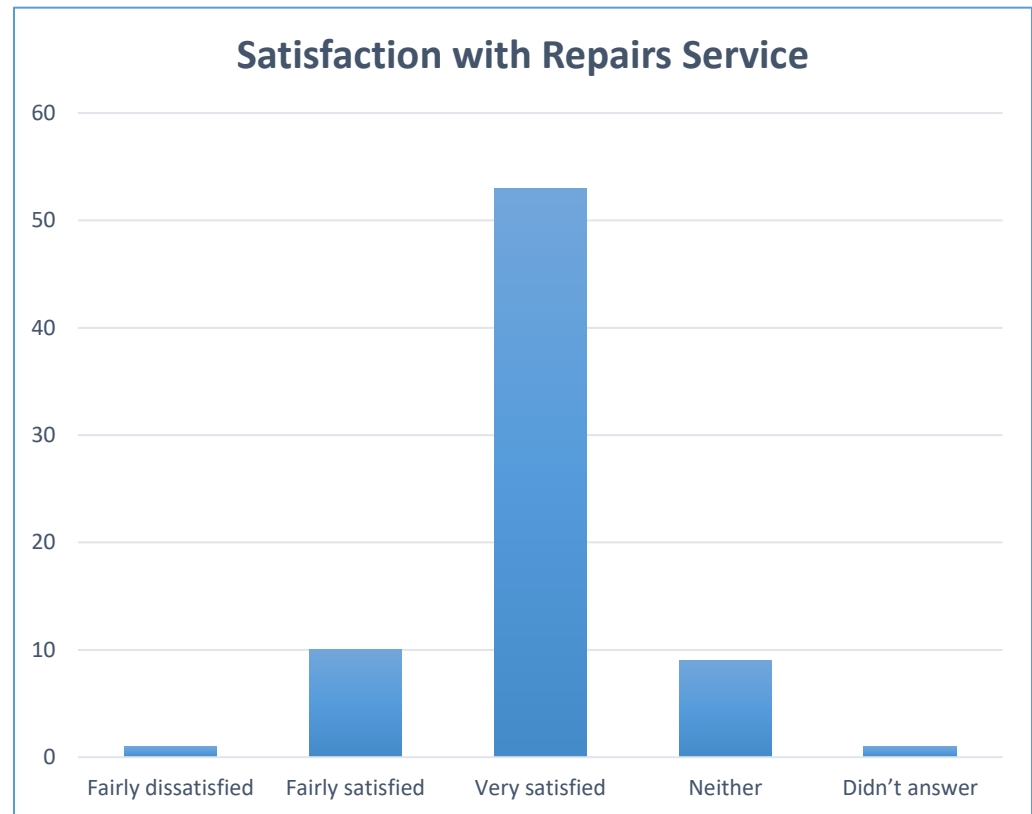


The above pie chart shows how many times respondents reported a maintenance or repair issue. Most respondents have only ever had to report an issue once or twice. 77% of respondents stated that they have never had to report a repair issue more than once which indicates a fast response time in terms of Cabhrú's repair service. Of the 11% that stated they did have to report an issue more than once, the comments included the following:

- Respondent called multiple times for the same issue which was eventually resolved by the new caretaker
- Have requested a new boiler and new bathroom flooring a few times
- Felt it took longer than it should have.
- Have contacted many times about maintenance issues and the welfare of others

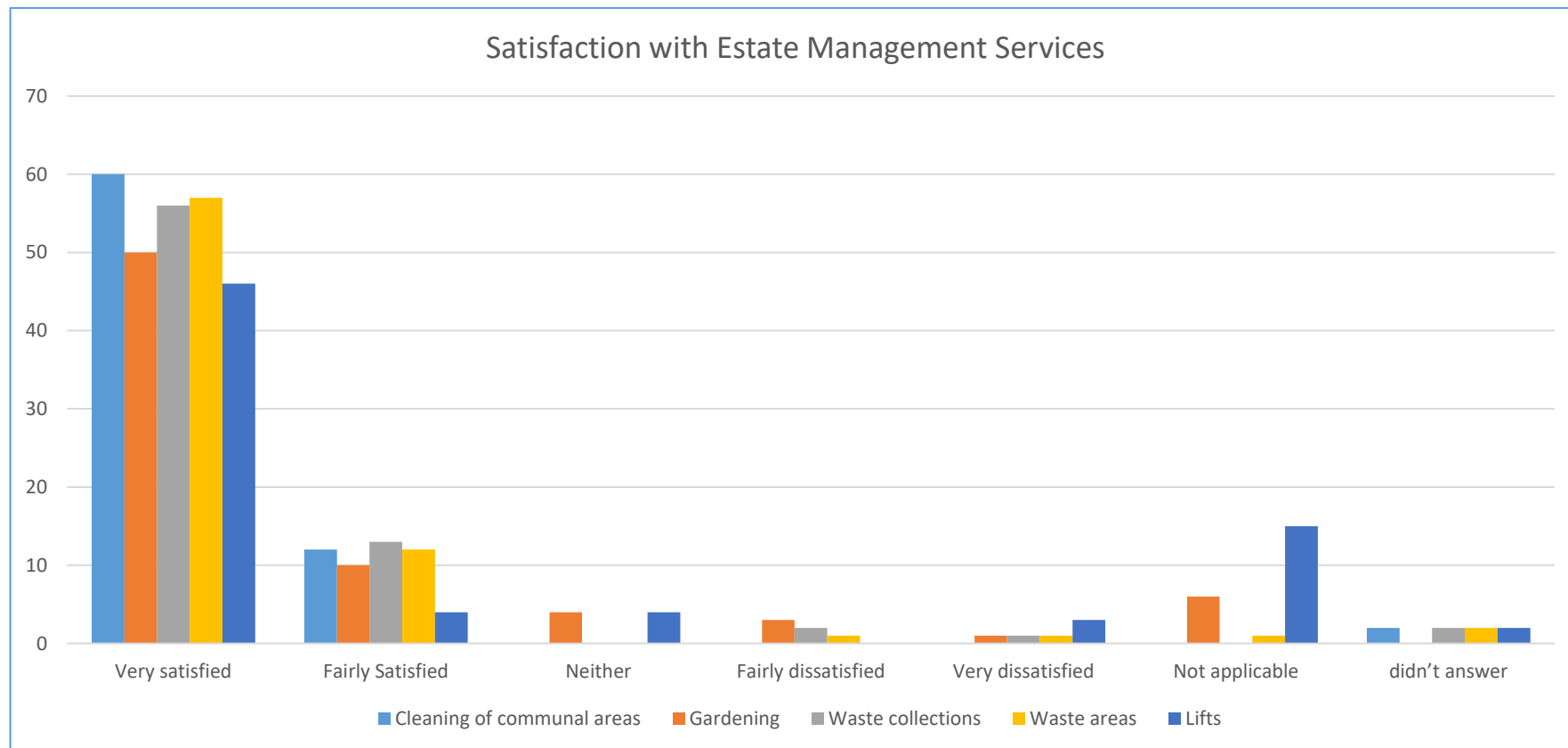
Overall, however, 85% of respondents stated that they were satisfied with the repair service. Only one respondent reported a dissatisfaction with the repairs service and this was in relation to 'A lift breakdown that took some time to repair meaning many tenants were left housebound'. Comments were generally very positive in relation to the service with statements like:

- ✓ Everything requested has always been carried out quickly and the repair work has been of good quality.
- ✓ I have no reason to complain and 100% satisfied with the service.
- ✓ Maintenance man is very nice, fixes everything straight away.
- ✓ Always gets sorted. No problems.
- ✓ Sometimes can take a bit of time, but it is always done, do things by the law too which is good.
- ✓ I lost my key once and they were very helpful, and it was all sorted within the hour.
- ✓ Repairs are carried out quickly and tenant is confident that when she reports a repair that it will be seen to quickly.



SECTION D: ESTATE MANAGEMENT SERVICES

Tenants were asked to rate their satisfaction scores with Cabhrú's Estate Management Services. As the following chart shows, 86% of responses across all areas were either fairly satisfied or very satisfied.

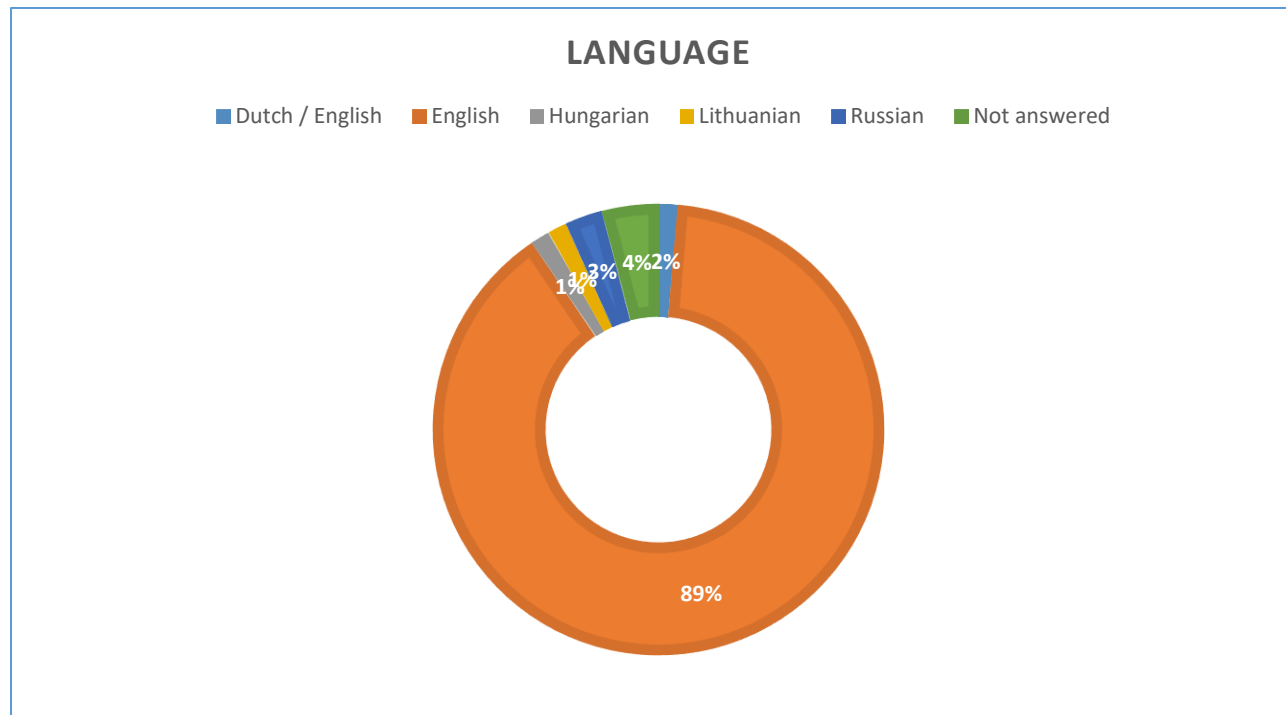


Feedback in relation to overall estate management services include the following comments:

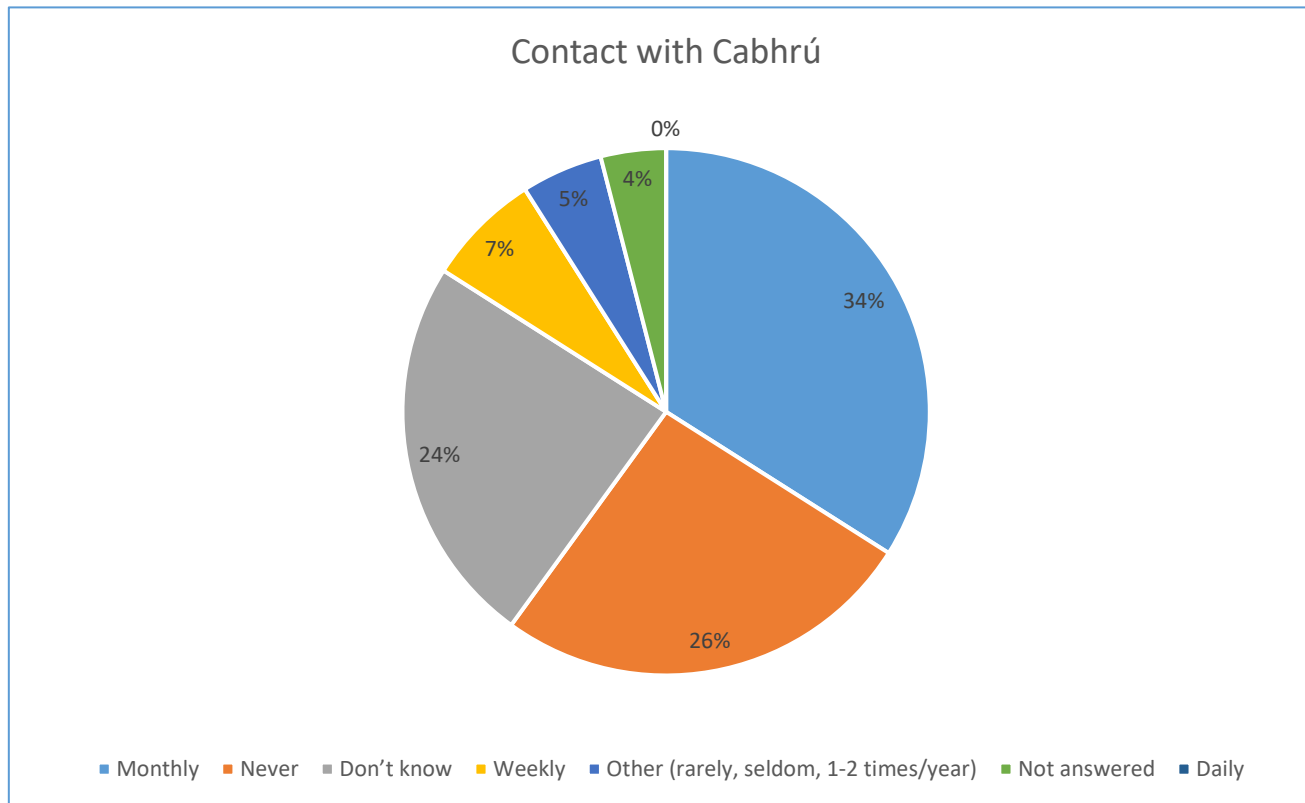
- *Seagulls a problem and the public putting rubbish in bins outside;*
- *Gardening could be better;*
- *Communal areas ok, but the outside is not in good condition;*
- *Need outdoor seating and a proper garden area;*
- *Everything is clean and well kept. Garden is a bit small. No lifts in the building;*
- *Communal area and building needs to be cleaned more. Bins need to be cleaned regularly;*
- *Building works on the lane are disruptive;*
- *Regularly clean windows and maintain Garden, no issues;*
- *Nervous of lifts that they'll stop halfway down.*

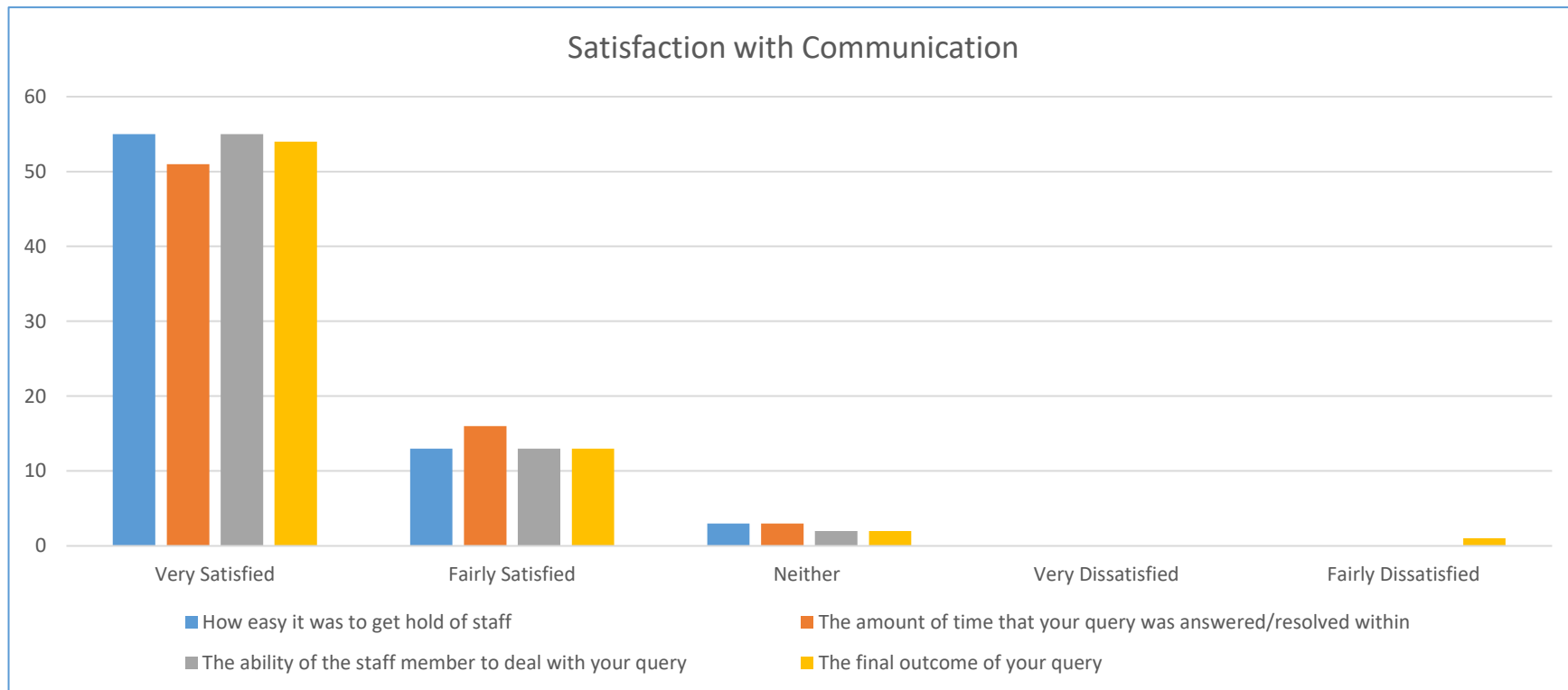
SECTION F: TENANT CONTACT AND COMMUNICATIONS

Tenants were asked what their primary language is and to rate their understanding of written English in order to establish whether further support is required in this area. 89% of respondents stated that English was their primary language. 79% of respondents rated their understanding of written English as excellent while just 1% rated it as poor. One respondent stated that they needed '*additional support but not sure how*'.



Respondents were asked how often they contact Cabhrú – 34% of respondents stated monthly while 26% stated never. The fact that most tenants do not feel the need to ever or repeatedly contact Cabhrú suggests that tenants are happy with where they live and the services that are provided.

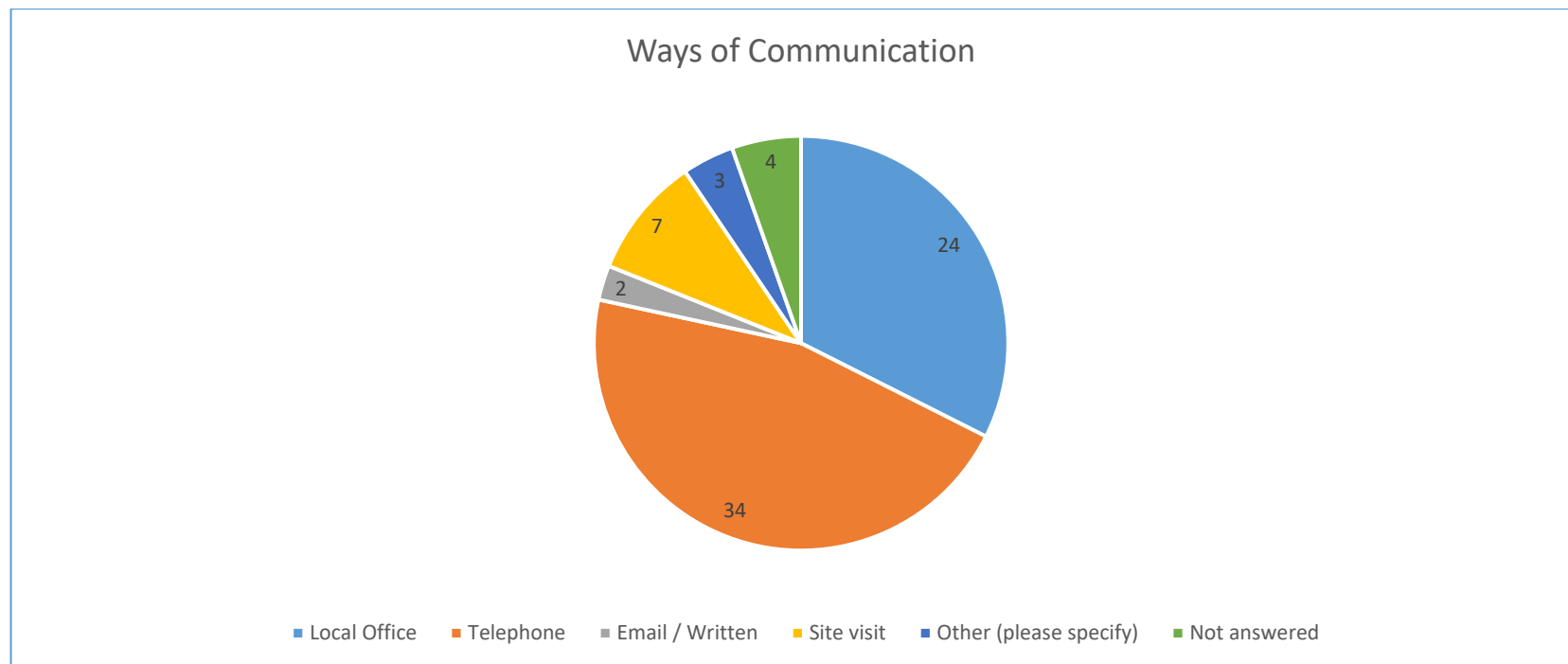




Where tenants have contacted Cabhrú, a total of 96% respondents are satisfied with the communication they have with them. Comments in relation to Communication were overall very positive:

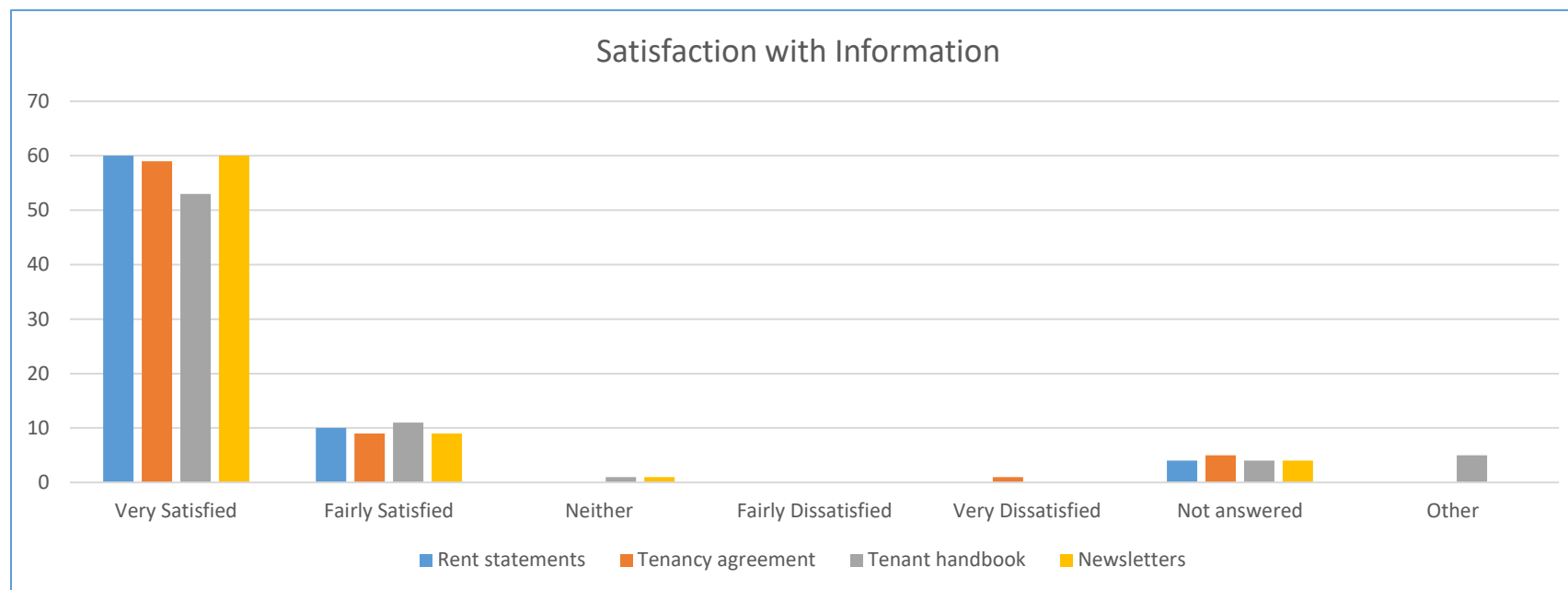
- *No issues, staff in building*
- *Staff excellent and friendly*
- *Staff are available when needed, easy to contact. Staff are always helpful*
- *Audrey is excellent, handles and answered any queries quickly*
- *Before Covid and working from home the staff were easier to get hold of and that's not the same story now.*
- *Sometimes I can't get through when I phone the office*

Tenants were asked whether they would like to see Cabhrú staff more often – 57% stated no, 10% stated yes and 5% didn't know. Most respondents felt there wasn't a need to see staff more often as they are already very available. The respondents who stated that they would like to see staff more, referred to the need for a caretaker and that more meetings for tenants should take place. The preferred method of communication is by the telephone or by calling in to the local office as shown in the chart below. This illustrates the respondents preference for dealing with a staff member directly in relation to queries and issues. Where 'Other' was answered, this was where the respondent stated that they use *all* methods of communication.



The main reason for contact with Cabhrú is in relation to repairs, with 50 responses stating this as a reason. The next main reason is in relation to rent /rent assessment (12 responses). The table below illustrates the main reasons for contact with Cabhrú in order of the number of responses. (Please note that many respondents stated more than one reason for contact so there was overlap in the categories and answers).

Reason for Contact	Number of responses
Repairs / Maintenance	50
Rent Assessment / Arrears	12
Tenancy issues	11
Anti-social Behaviour	8
Neighbourhood issues	8
Not answered / NA	6
Security	5
Personal difficulties	3



In terms of the different types of information provided by Cabhrú to tenants, 93% of respondents stated that they were satisfied overall with the information provided. One respondent stated that they were very dissatisfied in relation to their tenancy agreement, however no reason was provided for this dissatisfaction. Five respondents stated that they had not yet received a Tenant Handbook, and this is represented in the 'Other' category in the chart above.

Tenants were also asked about their use of the internet to access information. 80% of respondents stated that they did not use online information while 16% said that they did (4% did not answer this question). Reasons given for not accessing online information include:

- *I don't use computers*
- *I prefer to telephone for information*
- *Not used to the internet / computers*
- *Could do with some extra support in using my new phone*

- *Not interested in accessing information this way*
- *Not comfortable with the internet*

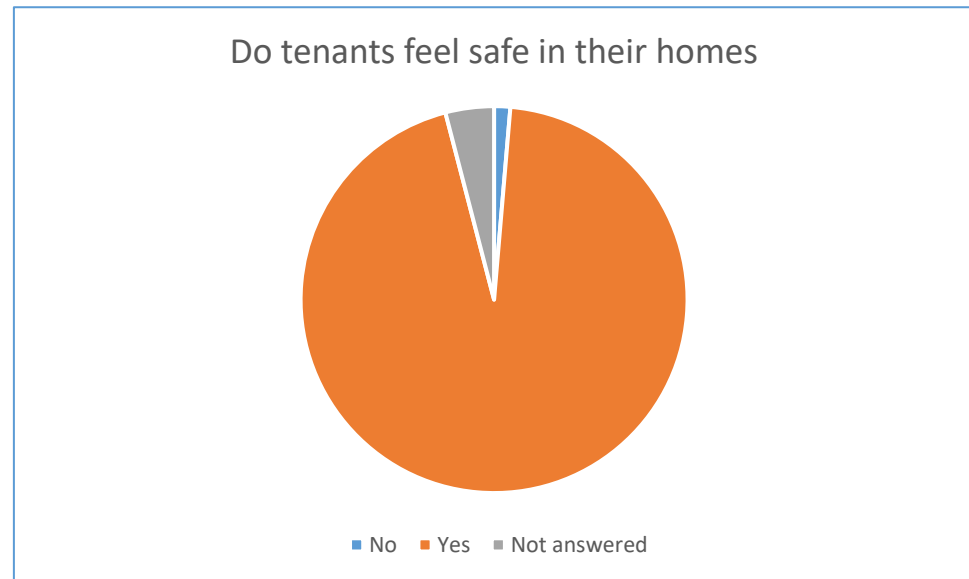
Tenants were also asked about their satisfaction levels on being kept informed on issues that might affect them as a tenant. 93% of tenants felt that they are kept well informed by Cabhrú. Equally important is the issue of tenant feedback - 62% of tenants stated that they felt their feedback was taken on board and were satisfied overall (fairly and very) with the outcome. Just 5% of tenants were dissatisfied with the outcome of their feedback. For the remainder of responses, 22% stated they were neither satisfied or dissatisfied, 8% did not answer and 3% stated that it was not applicable as they never had an interaction.

Tenants were asked if they would like to be involved more in the way their scheme is managed. 78% of respondents answered no – they did not want to be more involved. This correlates with the earlier question in relation to seeing Cabhrú staff more often, where tenants stated that they were happy with the way things are. 14% of tenants stated that they would like to be more involved and when asked *how* they would like to contribute, the majority of tenants stated that more meetings and a Resident's Association would be their preferred method of input.

SECTION G: SECURITY AND ACCESS

Tenants were asked whether they feel safe in their homes – 94% stated that they do feel safe with only 1% stating that they did not (5% did not answer). Some comments received about safety and security include:

- Issues at the main door
- Would like an onsite caretaker / security man
- One tenant stated that they personally feel safe but cautious
- One tenant feels *safer since camera were installed.*
- *Since being robbed, one tenant stated that they do not feel safe in their home. Cameras have helped but would like more to see who is coming or going from the building.*
- *Community garda very good*
- *I feel safe knowing staff are around if I need them*



When asked about accessibility to their home / housing scheme, 78% of respondents stated that they were satisfied. Just 4% said that they were dissatisfied and cited that there was no lift and that ramps were too steep for a wheelchair. Another tenant who uses a mobility scooter explained that she has *a fob which opens the front door which works fine going into the building. However the design of the building when she's on her way out means that she has to stretch across to activate the fob and try and grab the door at the same time which is very difficult to do.* Another tenant comments that *'doors at the main building entrance could have opening automatic to make it easier for people using aids'*. Another suggestion was to examine fire escape plans for people in wheelchairs as the lifts will not be working in a fire.

SECTION H: ENERGY EFFICIENCY

Broadly defined, fuel poverty can be taken to mean not being able to adequately heat your home at an affordable cost. 81% of tenants surveyed stated they felt their heating was affordable. Tenants were also asked if they were satisfied with the energy efficiency of their homes and 72% stated that they were. 12% of tenants stated that they were not happy with the energy efficiency and affordability of their home. A lower satisfaction rating for the energy questions may also be reflective of increased cost of living and in particular increased energy bills. Feedback and comments from tenants in relation to energy efficiency include:

- *One tenant hasn't yet put the heating on this year as they are anxious of what their bills will be as a result of the rises in energy prices. In previous years they have always found it affordable but they're worried about heating costs this year.*
- *A tenant spoke of issues with damp and the need for upgraded windows*
- *A tenants finds that her heating bills are generally quite high and she is especially worried about the bill she will receive in the new year and how high that will be.*
- *A tenant said that their radiators are not fit for purpose, need to be bigger.*
- *A tenant stated that they were struggling financially at the moment*
- *Appliances could be updated to help*

Conclusions

Overall, the data analysis shows that tenants are very happy with where they live and with the services provided by Cabhrú. The repairs and maintenance service in particular received high praise with a fast and efficient service being noted. A consistent suggestion throughout the report is that tenants would like an onsite caretaker / security person – on further analysis these suggestions were made by tenants in Fr Scully House and St Anne's Court. It is not apparent from the responses why the tenants feel the need for this particularly when the satisfaction ratings with maintenance and security are high. Satisfaction with overall estate management services is very good with a few minor areas to look at such as seagulls causing a nuisance and local building works causing disruption but these are external issues, possibly outside of Cabhrú's remit.

In terms of additional support for tenants, there may be an opportunity to provide some additional services around literacy, translation services and computers and internet. While there was no notable dissatisfaction in these areas, they are supports that would likely be appreciated by tenants. Equally, it was apparent that some tenants were concerned about energy / utility costs and additional support and guidance in this area would be useful. This could be in the form of energy efficiency and cost saving seminars/webinars as other AHBs in the sector have done. While tenants were happy overall with the accessibility to their homes and schemes, there may be a few specific areas to address such as issues with the automatic door systems and fire escape plans.

Finally, tenant responses demonstrated that they are very happy with communication from Cabhrú, including the various methods of communication, the information provided and the availability of staff (with Audrey, Keith and Pat name-checked in some responses). Most tenants expressed their overall happiness with communication and don't see a need for any changes in this area. One area to perhaps address is where tenants said that they had not received a tenant handbook – these tenants were in Fr Scully House (1) and St Anne's Court (4). It may be useful to do a refresher session with all tenants on the Tenant Handbook and what it contains in terms of roles and responsibilities. This may further benefit communication between Cabhrú and their tenants and avoid possible issues arising from misinformation or lack of information.