

Your Views



Resident Satisfaction Survey 2023

About the Survey

Between August and September 2023, many of you took part in an important survey.

The survey was carried out by online questionnaires and telephone interviews. It focused on how happy you are with the way TORC maintains your homes and delivers key services. The survey was carried out by an independent market research company – Acuity Research and Practice.

The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing TORC's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services received.

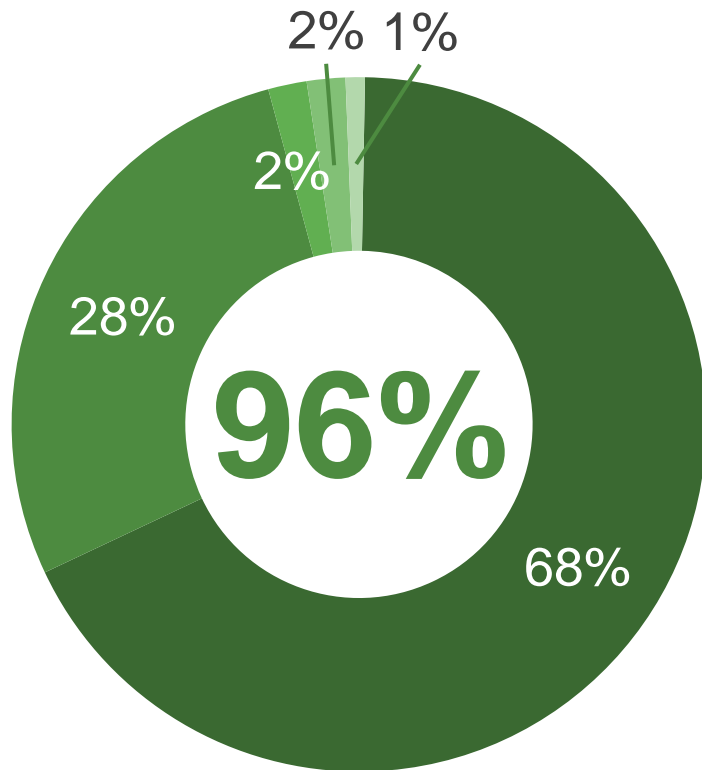
223
residents
took part out
of a total of
423

A big thank you to everyone who took part!

Overall Service



Almost all residents are satisfied with the overall tenancy management services provided by TORC **(96%)**.



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



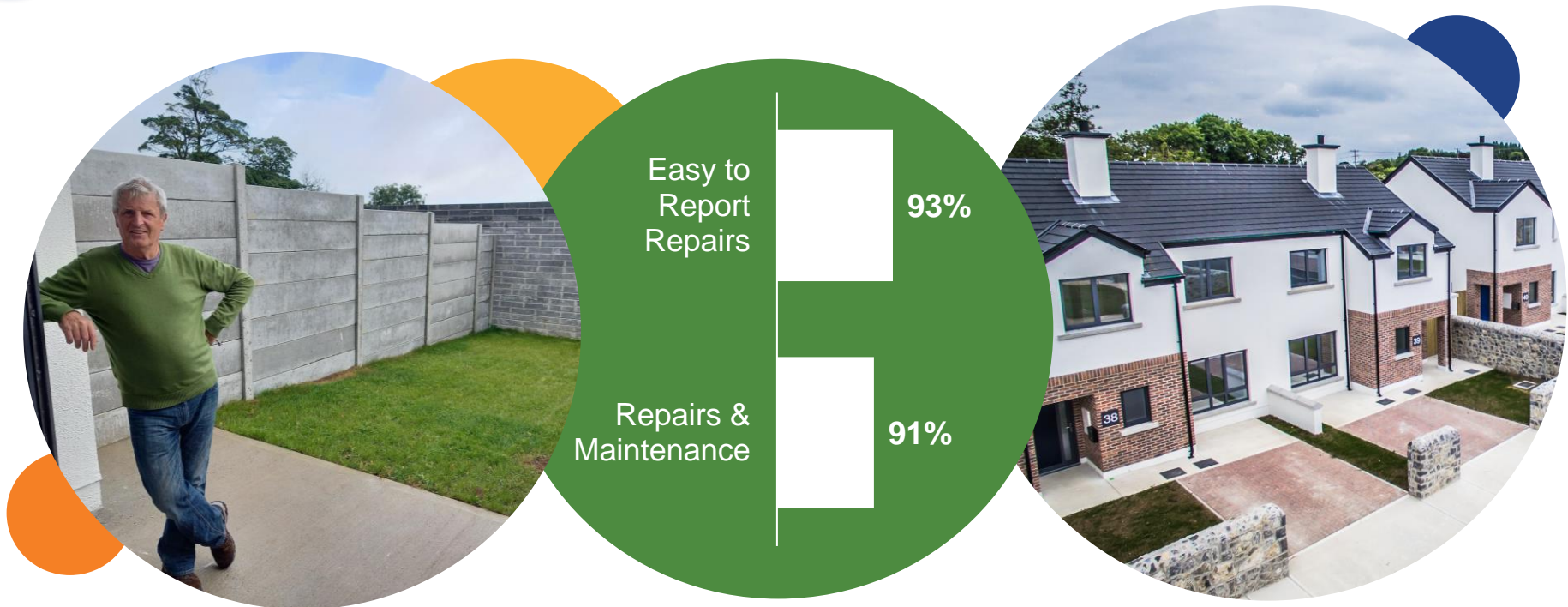
Repairs and Maintenance



Over nine out of ten residents said that they find it easy to report a repair to TORC **(93%)**.



A similar number of residents are satisfied with the way TORC deals with repairs and maintenance generally **(91%)**.



The Home



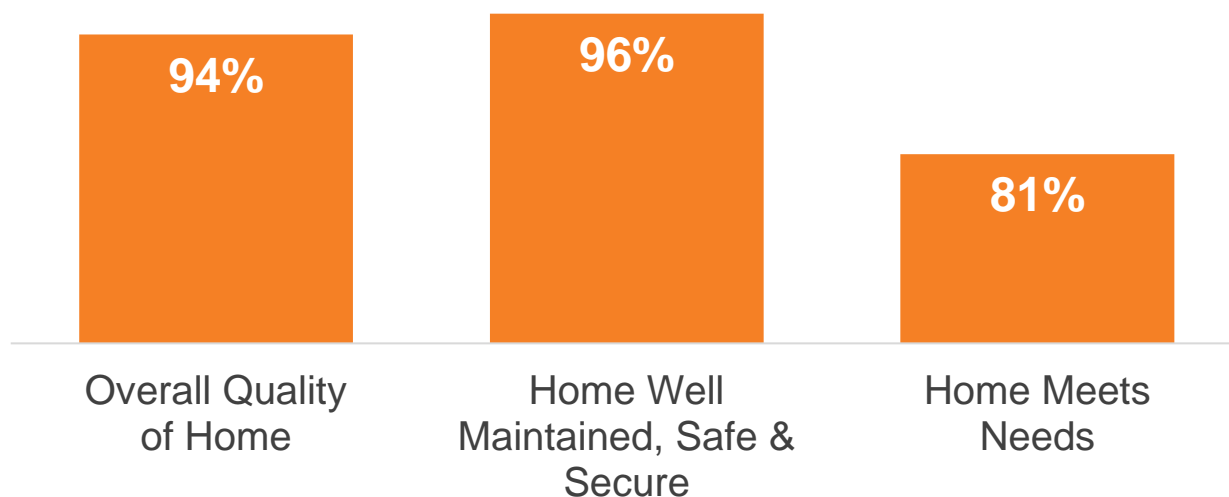
Over nine out of ten residents are satisfied with the overall quality of their homes **(94%)**.



A similar number of residents are satisfied that TORC provides a home that is well maintained, safe and secure **(96%)**.



Eight out of ten residents feel that their home meets their current needs **(81%)**.



Neighbourhood Management



Over nine out of ten residents are satisfied with the cleaning and upkeep of communal areas **(93%)**.



Around three-quarters of residents who have reported anti-social behaviour in the last 12 months, are satisfied with how it was handled by TORC **(73%)**.



Communications and Resident Engagement



Six out of seven residents are satisfied that TORC listens to their views and acts upon them **(85%)**.



Almost all residents are satisfied that they are kept informed about things that might affect them as a resident **(97%)**.



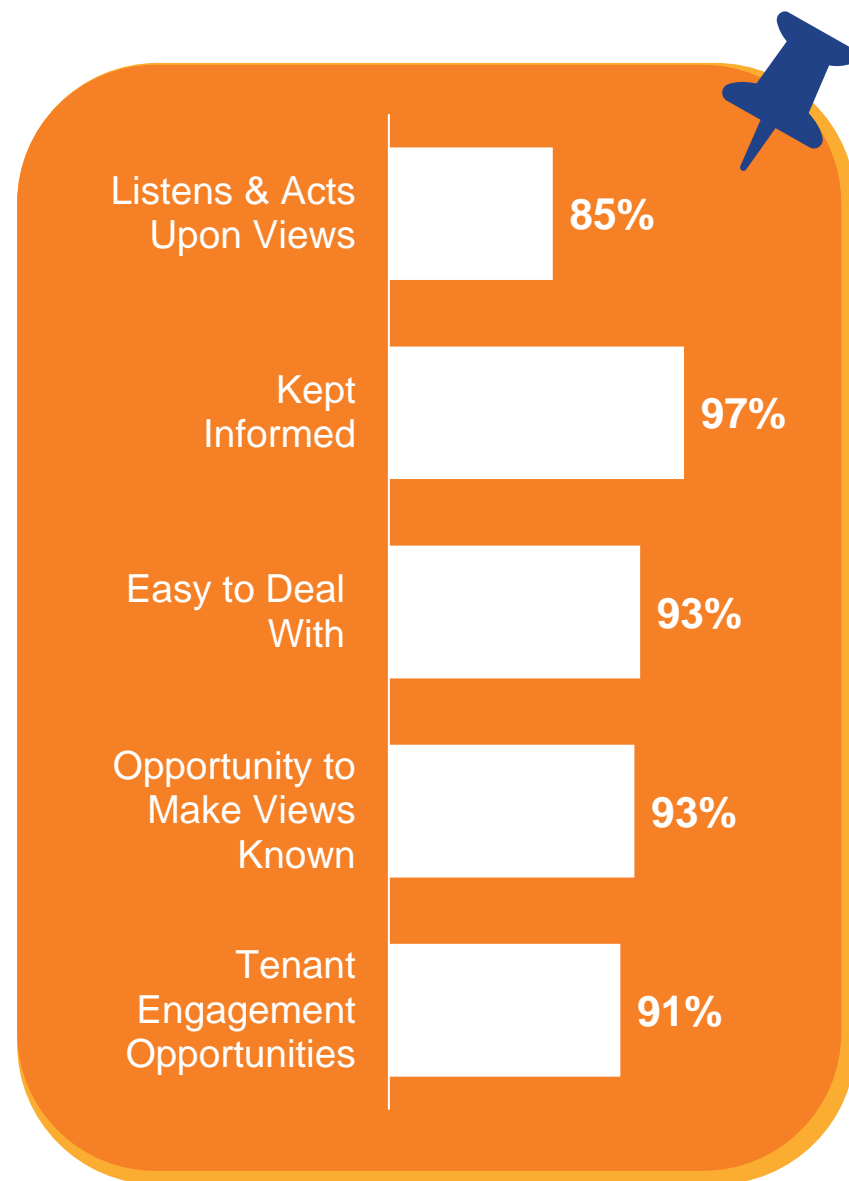
Over nine out of ten residents are satisfied that TORC is easy to deal with **(93%)**.



Residents are similarly satisfied that TORC gives them the opportunity to make their views known **(93%)**.



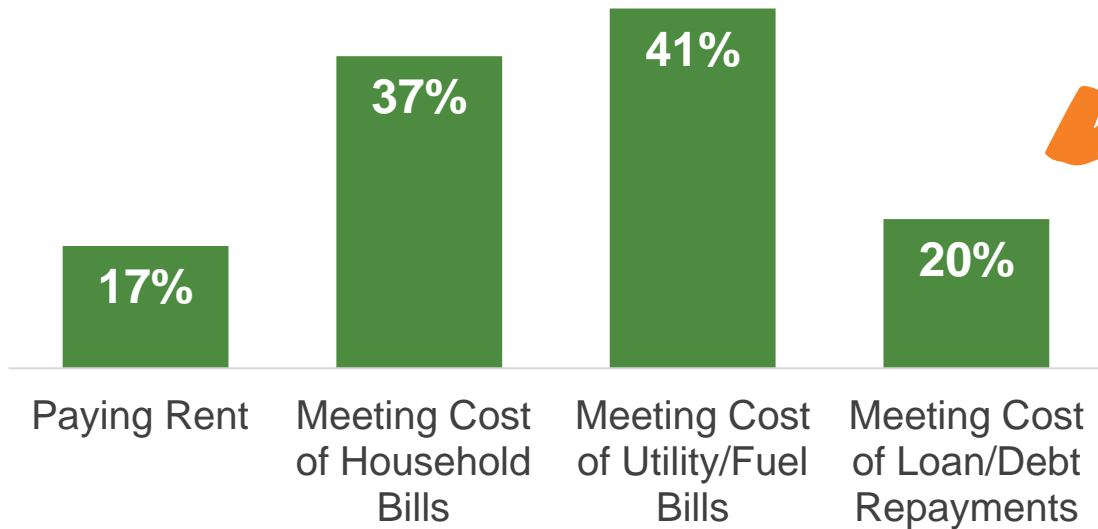
Residents are also highly satisfied with the opportunities TORC provides to get involved in Tenant Engagement **(91%)**.



Wellbeing



Fewer residents are currently struggling with rent payments (**17%**), than meeting the cost of loan/debt repayments (**20%**), household bills (**37%**) or utility/fuel bills (**41%**).



One-fifth of residents have used the out of hours emergency call system (**20%**). Of these residents, **82%** are satisfied with the system.

49%
of residents are
interested in
applying for funding
for education or
training

Recommending TORC



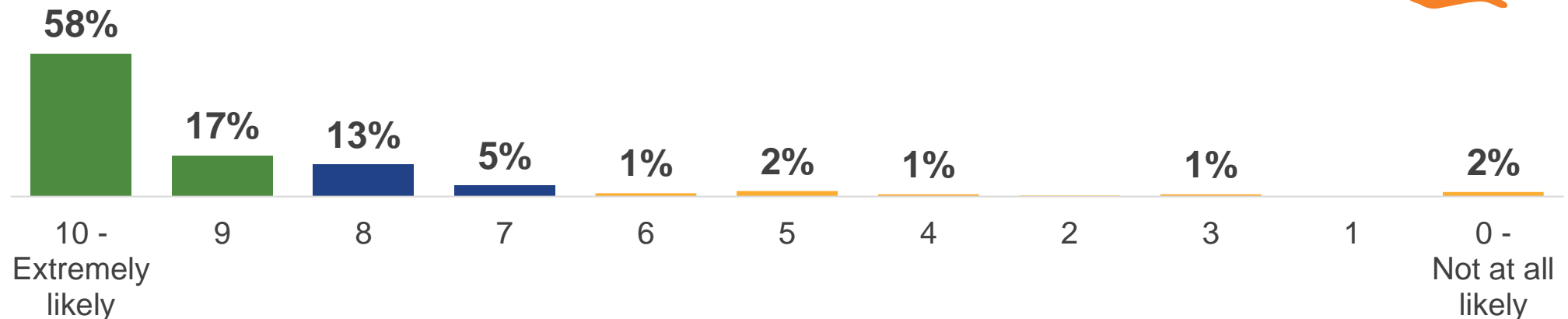
Residents were also asked how likely they would be to recommend TORC to other people. This is a 0-10 point rating. Those who would recommend TORC score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Three-quarters of residents are very loyal and happy to recommend TORC to other people (**75%**). However, **18%** of residents are unsure and **8%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for TORC (the percentage of those who would recommend TORC minus the percentage of those who would not) is **+67**.



Residents' Comments

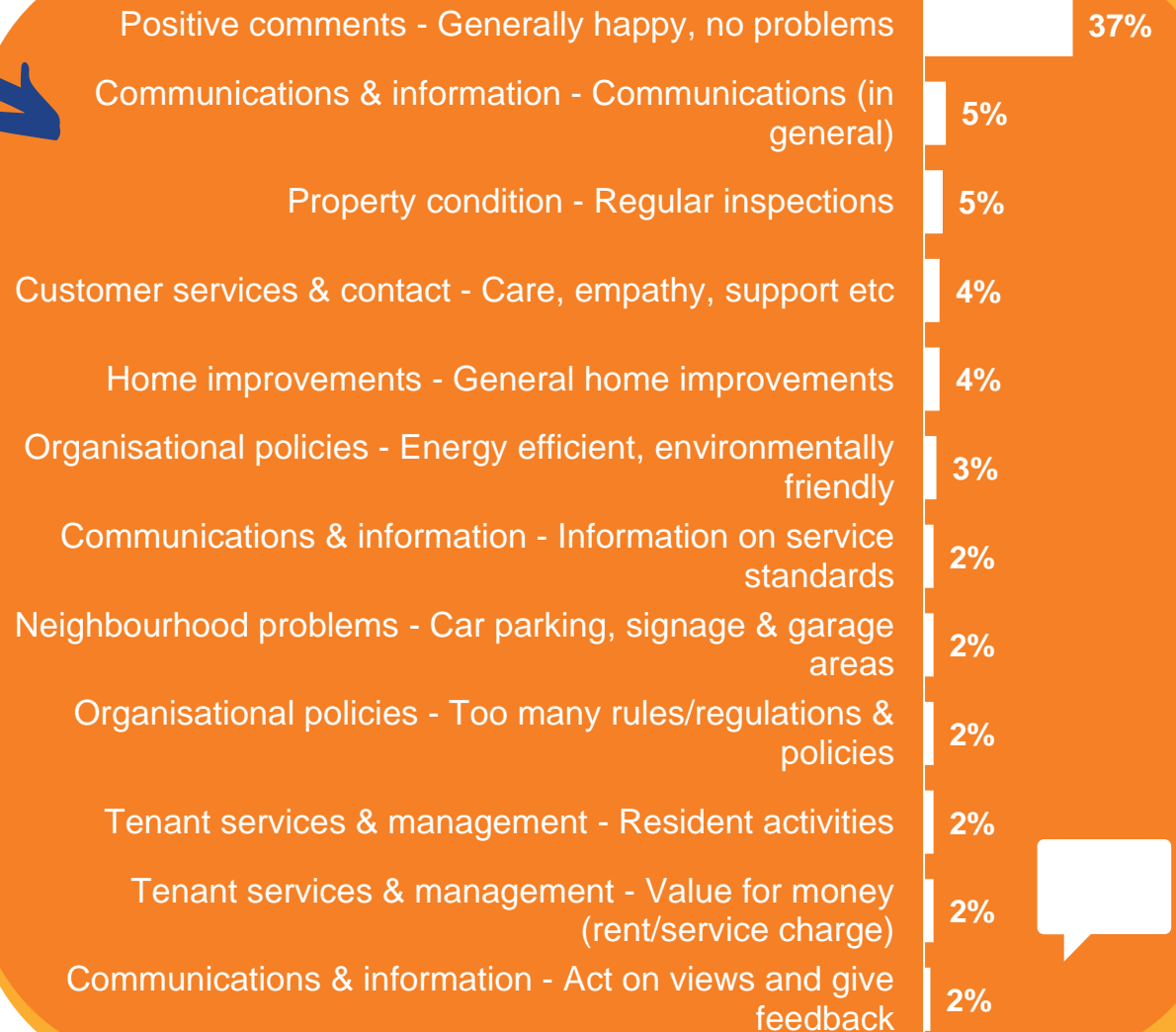
Residents were asked what one thing TORC could do to improve its services and 130 residents gave comments.

Residents most frequently commented that they are happy with the services as they are, and that no improvements are needed.

Of the more negative comments, residents would like improvements to the communications they receive and regular inspections to their properties.

Other residents referred to issues with customer service, such as the care and support provided by staff, as well as home improvements they would like and organisational policies.

Top comments



Your Views



TORC

A PARTNERSHIP TO PROVIDE
SUSTAINABLE SOCIAL HOUSING

TORC appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work TORC does to involve you in developing services. As well as publishing the results of the survey, TORC plans to put the findings to good use by working with residents to further improve the services they provide.



Thank you
once again to
everyone who
took part.



Publish findings to
residents



Use findings to plan
and improve services,
e.g., communications,
customer service and
property condition



Involve residents in
shaping service
improvements

