

Shared Owners Satisfaction Survey 2023/24

About the Survey

In October 2023, many of you took part in an important survey. A randomly selected sample of shared owners were invited to participate in the survey by telephone interview.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way emh maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

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

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



325

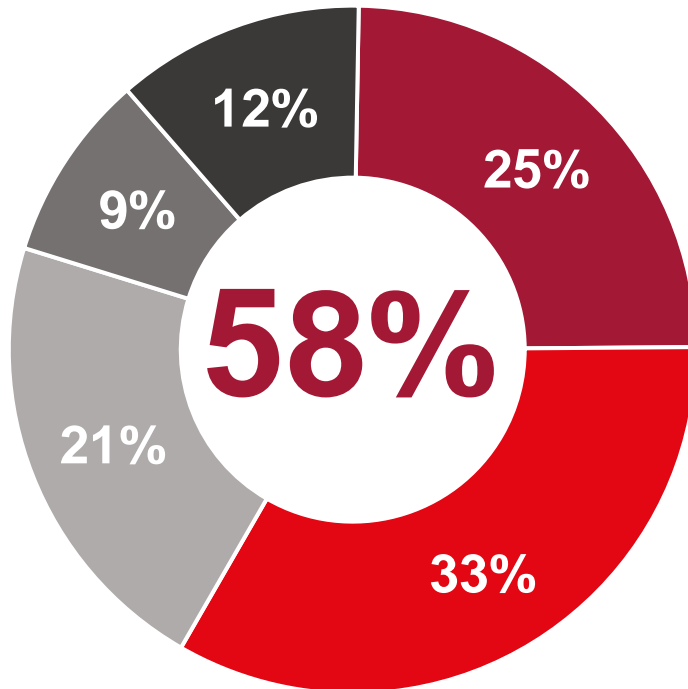
shared owners
took part out of
a total of 2,016
households

A big thank you to everyone who took part!

Overall Service



Around six out of ten shared owners are satisfied with the overall service from emh (58%).



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



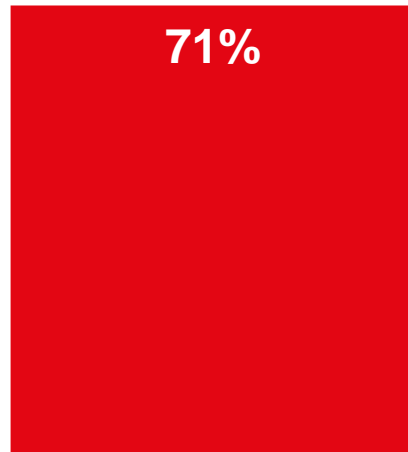
The Home and Communal Areas



Seven out of ten shared owners are satisfied that emh provides a home that is safe **(71%)**.



Half of shared owners with communal areas are satisfied that emh keeps these communal areas clean and well maintained **(50%)**.



Safe Home



Communal Areas Clean & Well Maintained

The Neighbourhood



Almost half of shared owners are satisfied that emh makes a positive contribution to their neighbourhood (**45%**).



Four out of ten shared owners are satisfied with emh's approach to handling anti-social behaviour (**41%**).



Communications and Engagement



Around four out of ten shared owners are satisfied that emh listens to their views and acts upon them **(42%)**.



Around three out of five shared owners are satisfied that they are kept informed about things that matter to them **(62%)**.



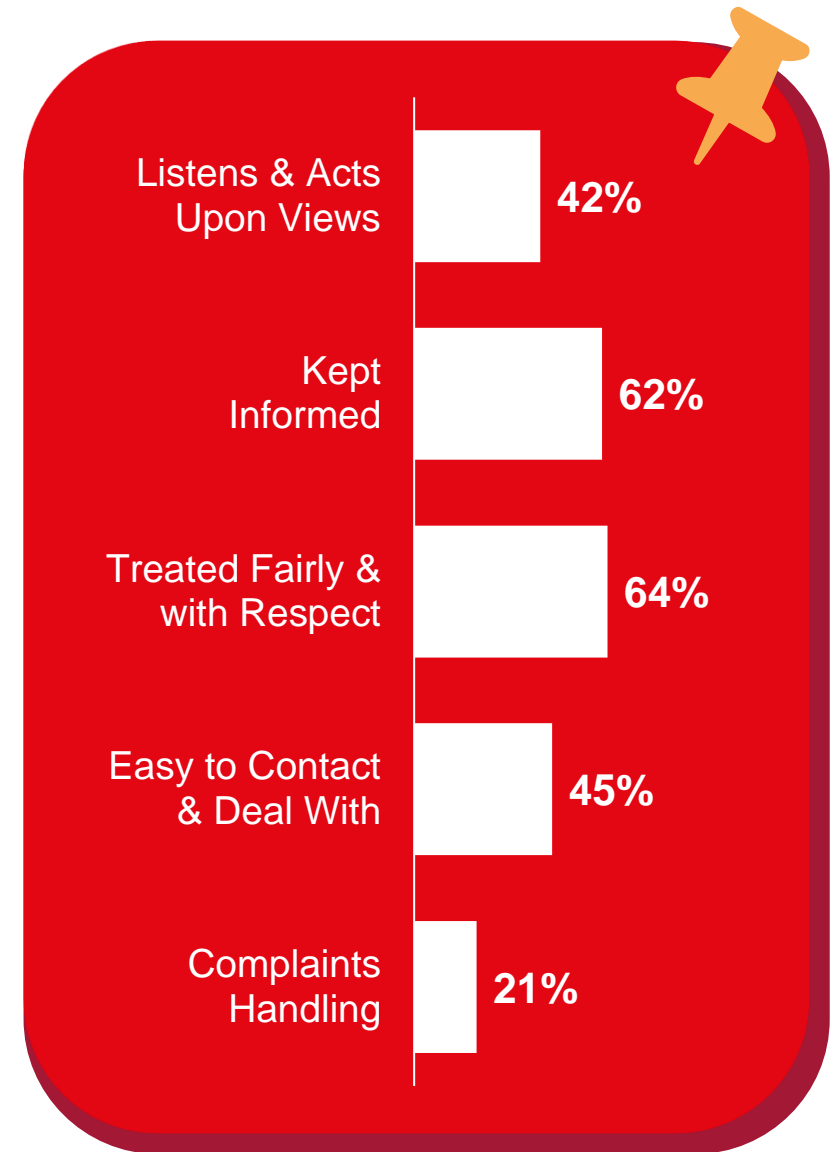
Almost two-thirds of shared owners agree that they are treated fairly and with respect by emh **(64%)**.



Over four out of ten shared owners are satisfied that emh is easy to contact and deal with **(45%)**.



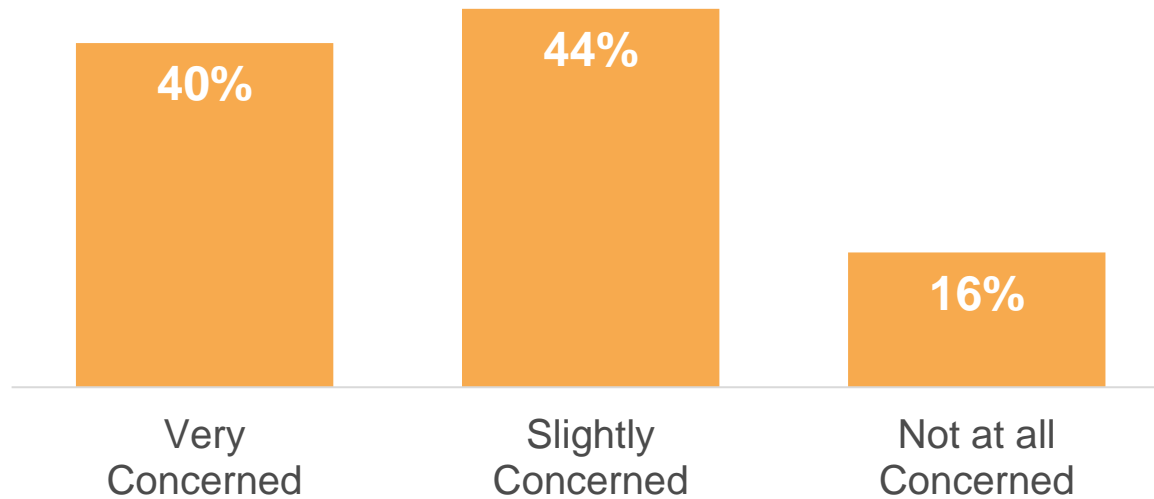
One-fifth of shared owners who said they made a complaint in the last 12 months are satisfied with complaints handling **(21%)**.



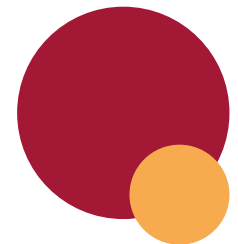
Wellbeing



Over eight out of ten shared owners are at least slightly concerned about the cost of living crisis (**84%**), with **44%** slightly concerned and **40%** very concerned. Just **16%** of shared owners are not at all concerned.



Around six out of ten shared owners said that they know how to make a complaint to emh if they are not happy with the service they receive (**63%**).



Shared Owners' Comments

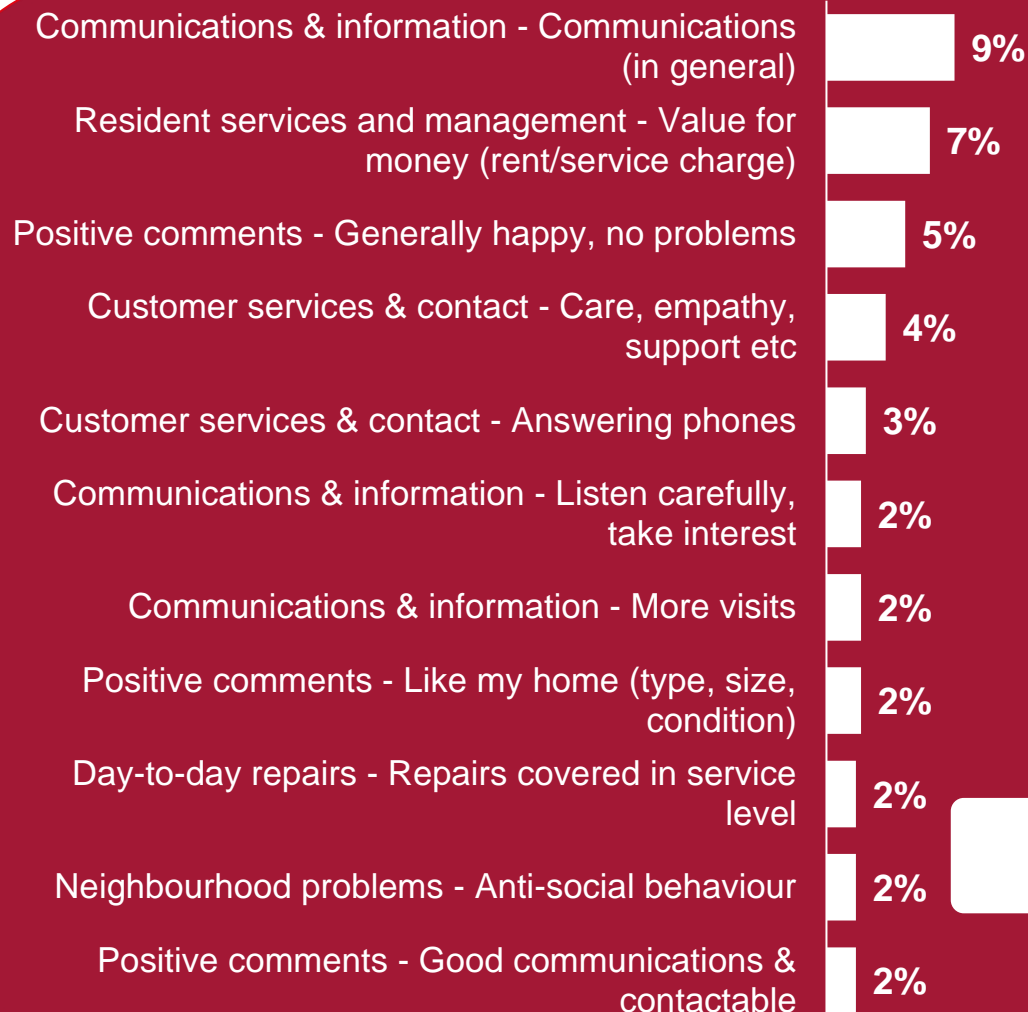
Finally, shared owners were asked, what emh does well, or if they would like to make any suggestions as to how the service provided could be improved, and 301 shared owners gave comments.

Shared owners most frequently would like improvements to communications in general and the value for money provided.

Shared owners would also like improved customer services, including the care and support provided by staff and the answering of phones.

Other shared owners commented that they are generally happy with the service provided by emh and that they like their homes.

Top comments





Your Views

emh 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 may 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 emh does to involve you in developing services. As well as publishing the results of the survey, emh plans to put the findings to good use by working with shared owners to further improve the services provided.



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	325
B.	Timing of survey	October 2023
C.	Collection method(s)	Telephone surveys
D.	Sample method	Stratified sample using quotas
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Quotas set by area, tenure type and age group to ensure representativeness
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to shared owners to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None