

Your Views

Resident Satisfaction Survey 2023

About the Survey

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

All residents were invited to participate in the survey via online and postal questionnaires. 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 Rockdale maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.



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

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

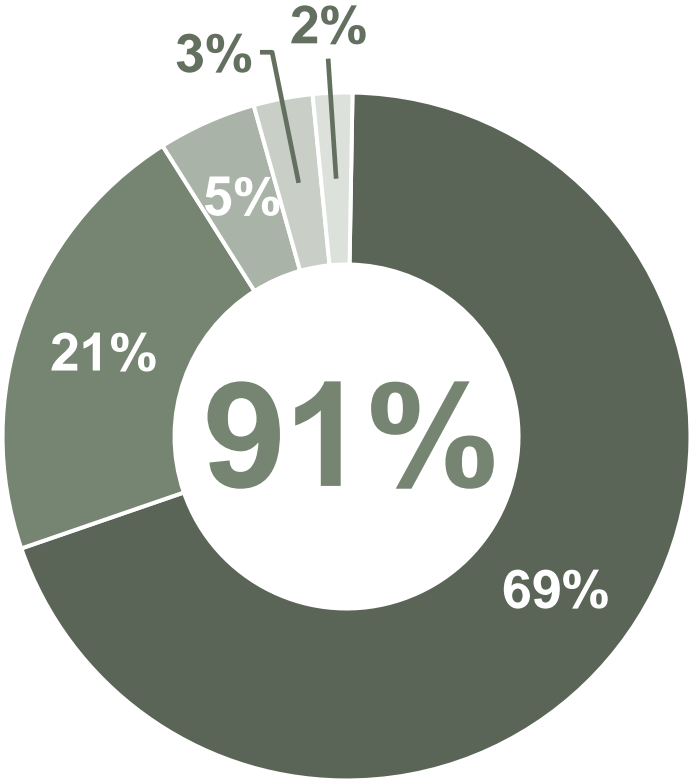
109
residents took
part out of a
total of 183 (58
by post & 51
online)

A big thank you to everyone who took part!

Overall Service



Nine out of ten residents are satisfied with the overall service provided by Rockdale **(91%)**.



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



The Home and Communal Areas



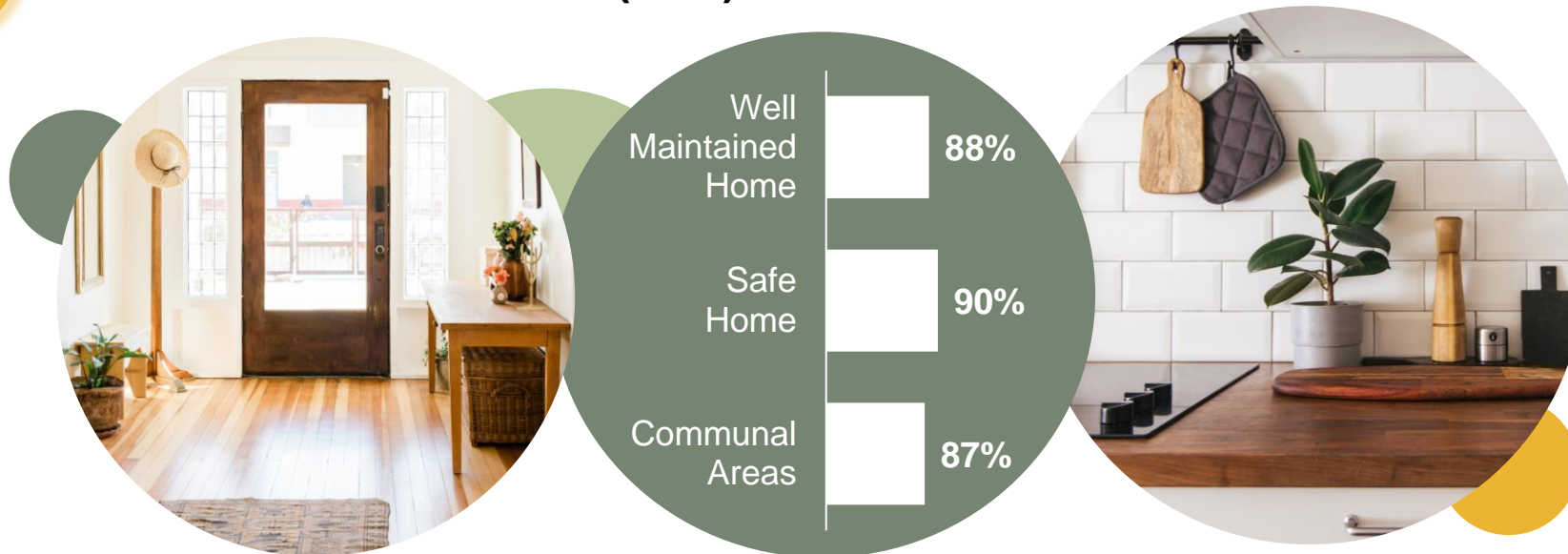
Around nine out of ten residents are satisfied that they are provided with a home that is well maintained (**88%**).



Residents are similarly satisfied that Rockdale provides a home that is safe (**90%**).



Six out of seven residents with communal areas are satisfied that they are kept clean and well maintained (**87%**).



Repairs Service



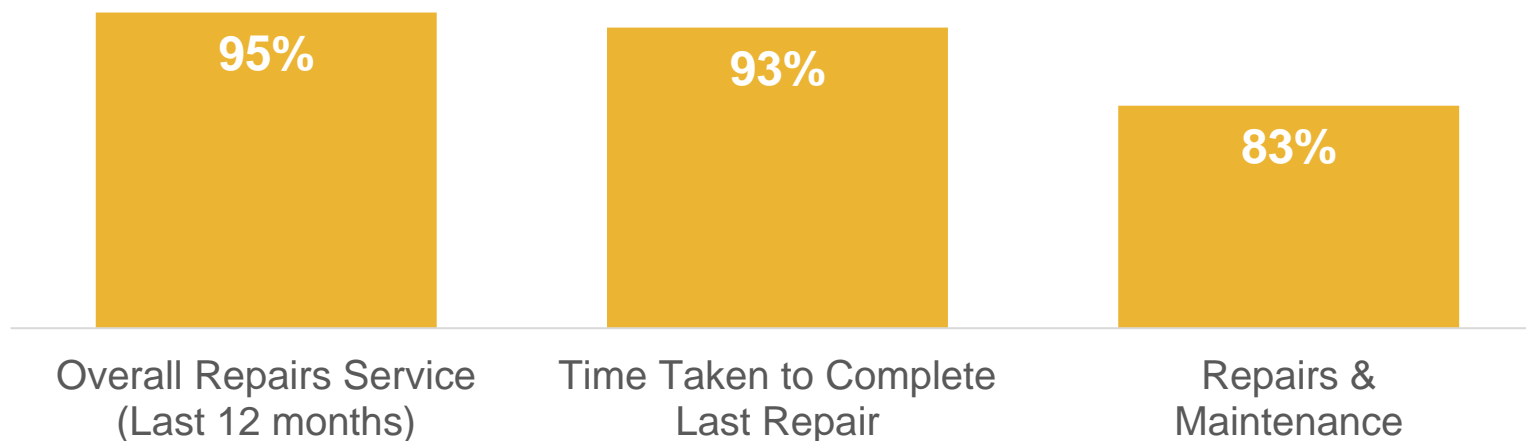
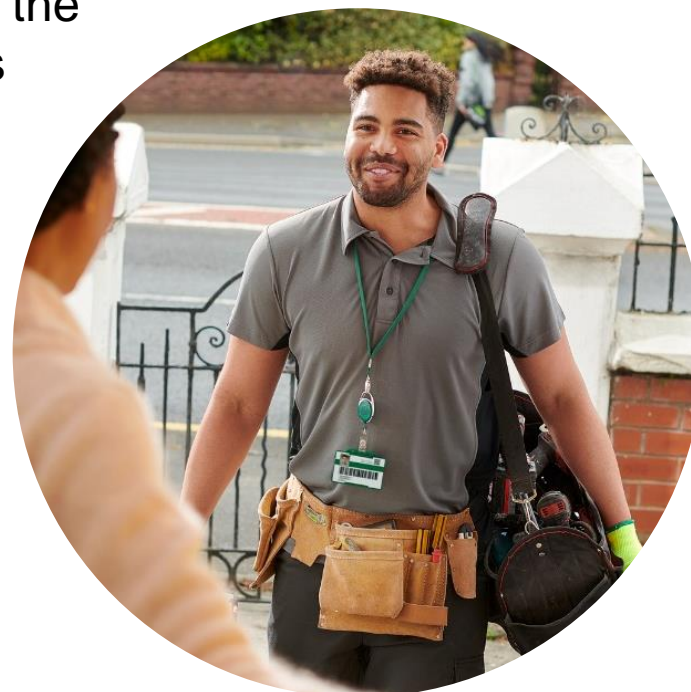
Almost all residents that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(95%)**.



Over nine out of ten residents are satisfied with the time taken to complete their most recent repair after they reported it **(93%)**.



Slightly fewer residents are satisfied with the way Rockdale deals with repairs and maintenance generally **(83%)**.



58%
of residents had a repair carried out in the last 12 months

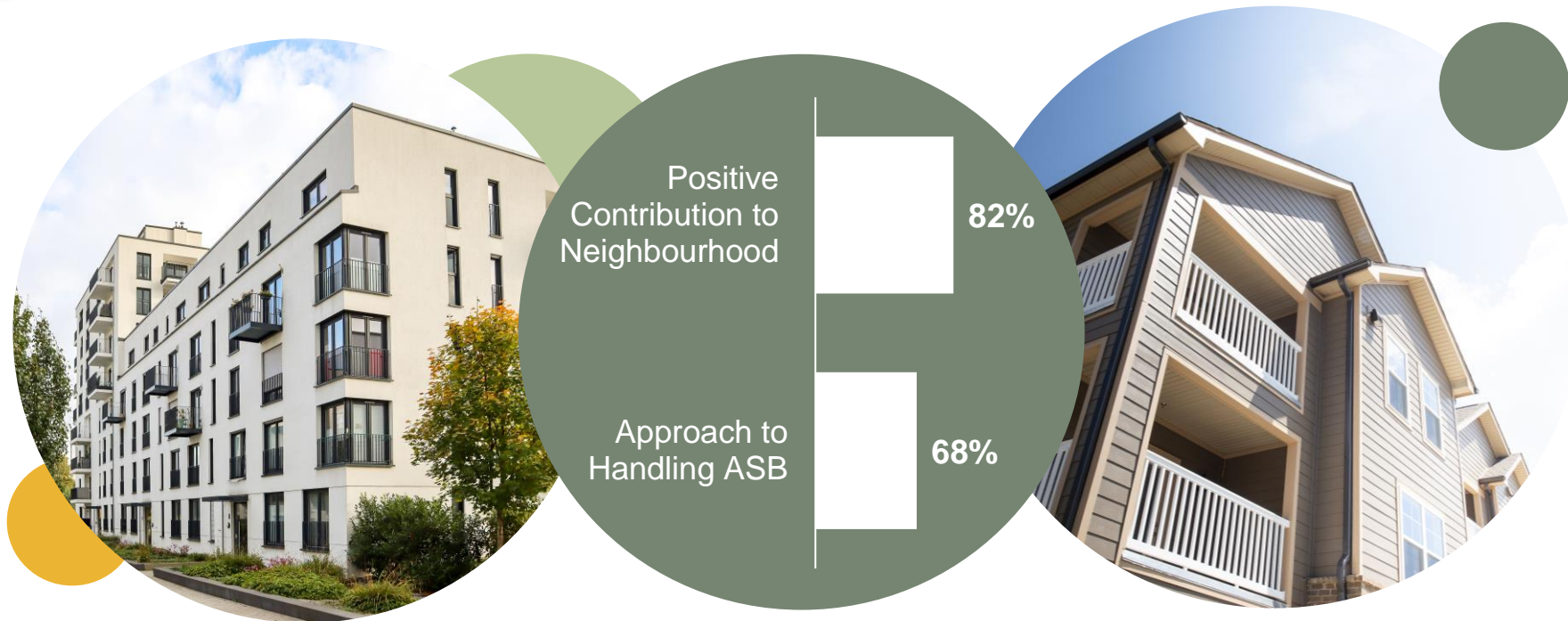
The Neighbourhood



Around eight out of ten residents are satisfied that Rockdale makes a positive contribution to their neighbourhood (**82%**).



Slightly fewer residents are satisfied with Rockdale's approach to handling anti-social behaviour (**68%**).



Communications and Resident Engagement



Around four-fifths of residents are satisfied that Rockdale listens to their views and acts upon them **(78%)**.



Nine out of ten residents are satisfied that they are kept informed about things that matter to them **(90%)**.



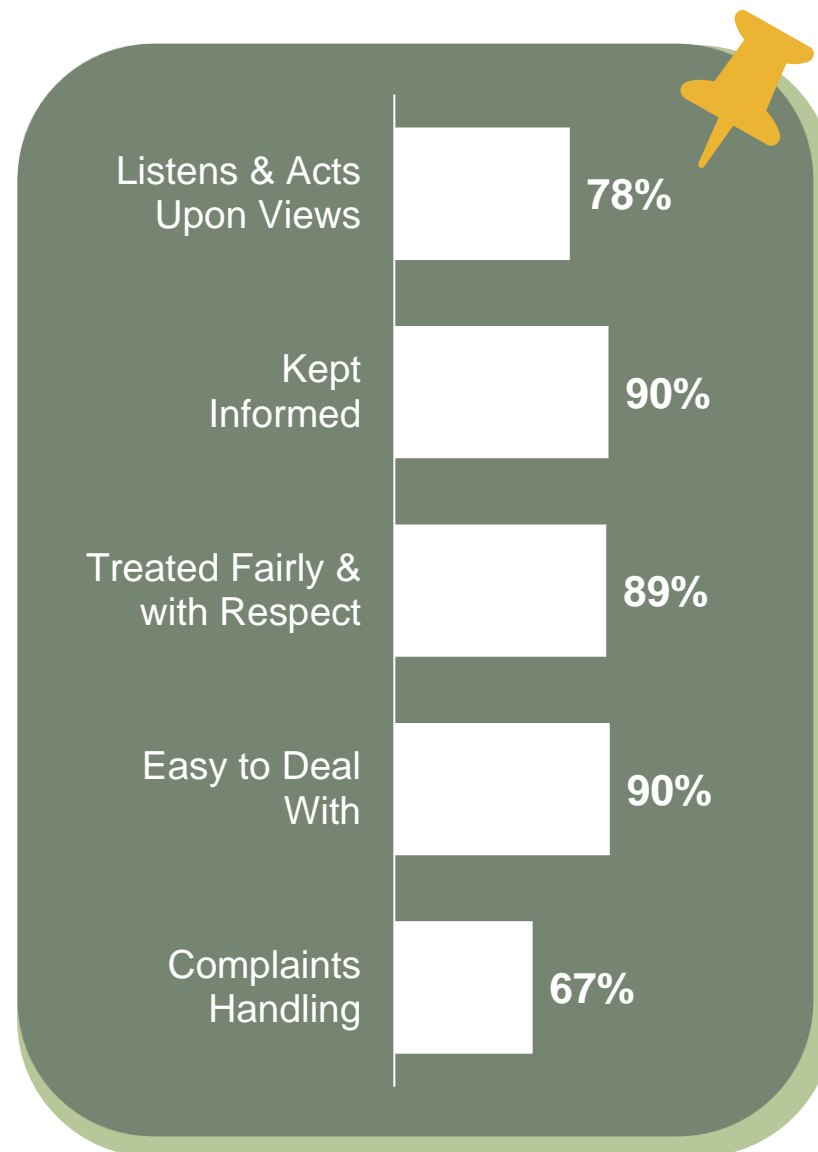
Residents similarly agree that Rockdale treats them fairly and with respect **(89%)**.



Residents are also highly satisfied that Rockdale is easy to deal with **(90%)**.



Two-thirds of residents who said they had made a complaint in the last 12 months are satisfied with complaints handling **(67%)**.



Pantry and Support Services



Almost all residents are satisfied with their Support Service provided by Rockdale (**95%**).



Nine out of ten residents are satisfied with the Pantry Service from Rockdale (**90%**).



Support Service

95%

Pantry Service

90%



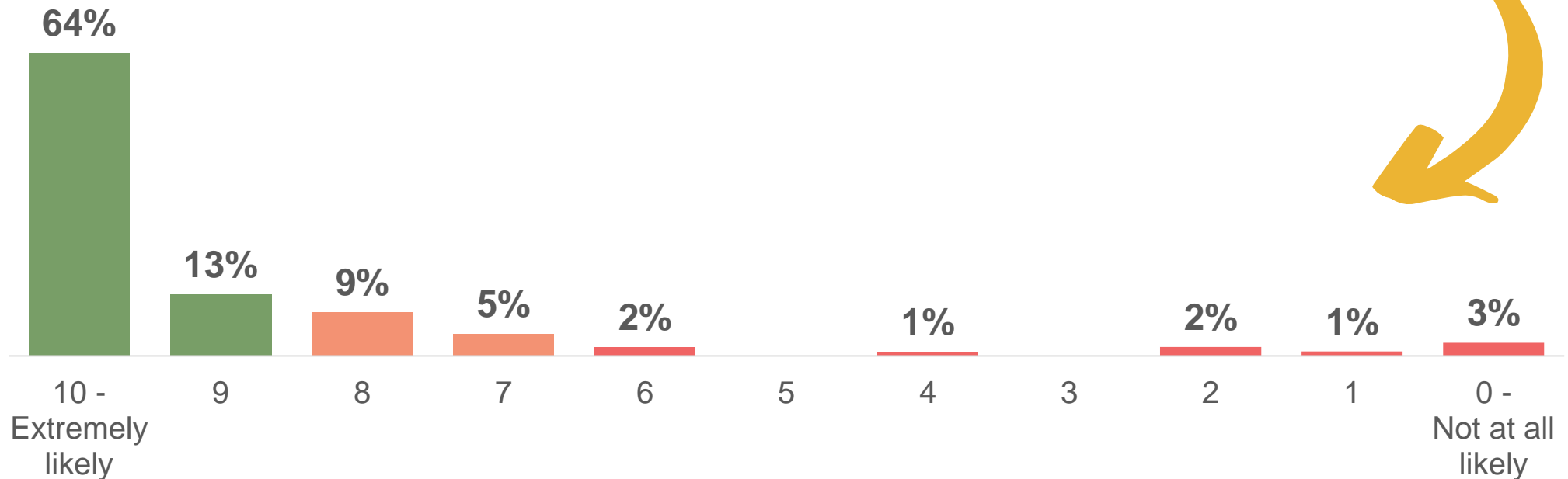
Recommending Rockdale



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



Around eight out of ten residents are happy to recommend Rockdale to other people (**78%**). However, **14%** of residents are unsure and **8%** would not recommend them, feeling rather more negative about the association.



Residents' Comments

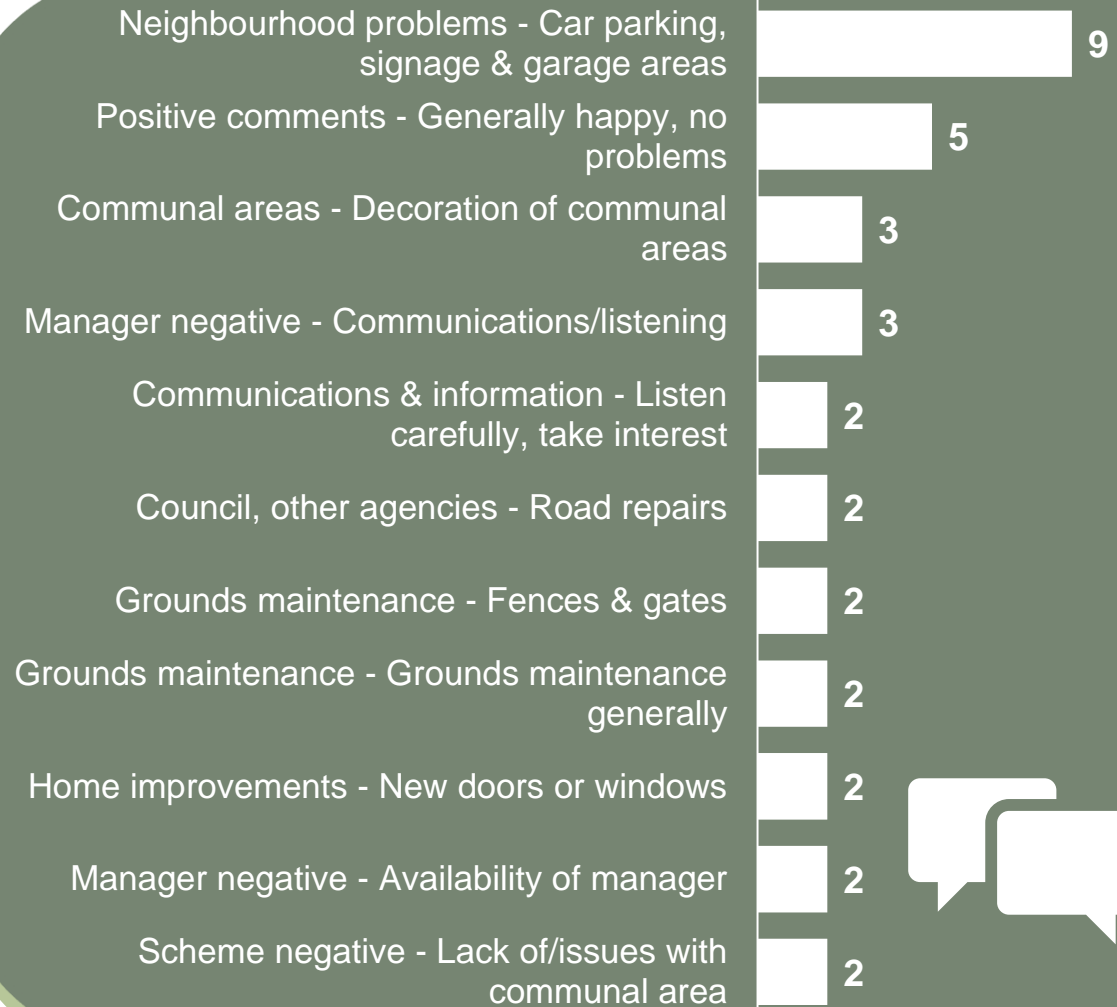
Finally, residents were asked what Rockdale could improve and 56 residents gave comments.

Residents most frequently commented upon neighbourhood problems, specifically issues with car parking areas.

Residents also mentioned the decoration of communal areas and communications and information, such as how they are listened to. While some residents would improvements to the manager service and grounds maintenance.

Other residents are happy with the services currently provided and had no improvement suggestions, instead giving positive comments.

Top comments



Your Views

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



Thank you
once again to
everyone who
took part.



Publish findings to
residents



Use findings to plan
and improve services,
e.g., communications
and information, and
grounds maintenance



Involve residents in
shaping service
improvements





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