

Leaseholder Satisfaction Survey 2023/24

About the Survey

In October 2023, many of you took part in an important survey. A randomly selected sample of leaseholders 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 findings will provide a view of the main drivers behind satisfaction levels and the issues leaseholders are most concerned about, informing emh's future strategic and operational planning.

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



119

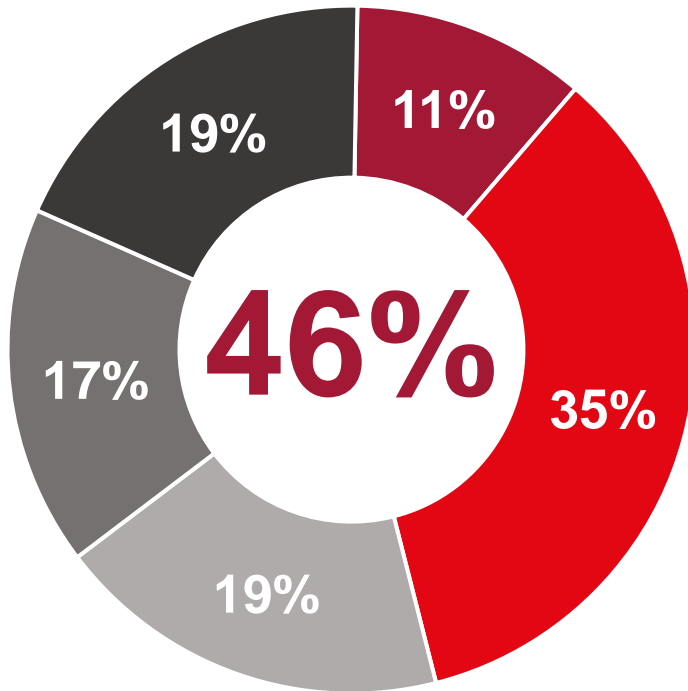
leaseholders
took part out of
a total of 485
households

A big thank you to everyone who took part!

Overall Service



Almost half of leaseholders are satisfied with the overall service from emh (**46%**).



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



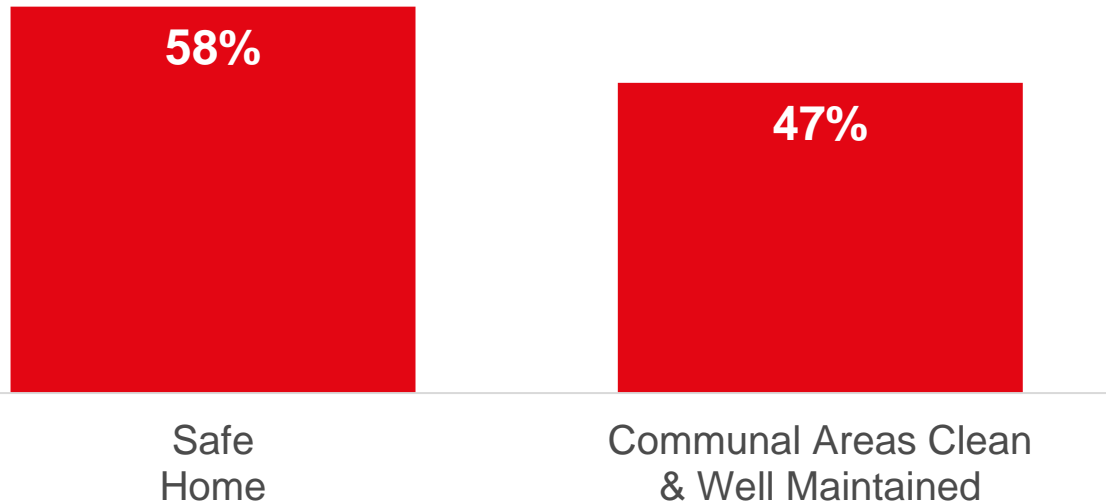
The Home and Communal Areas



Around six out of ten leaseholders are satisfied that emh provides a home that is safe **(58%)**.



Almost half of leaseholders with communal areas are satisfied that emh keeps these communal areas clean and well maintained **(47%)**.



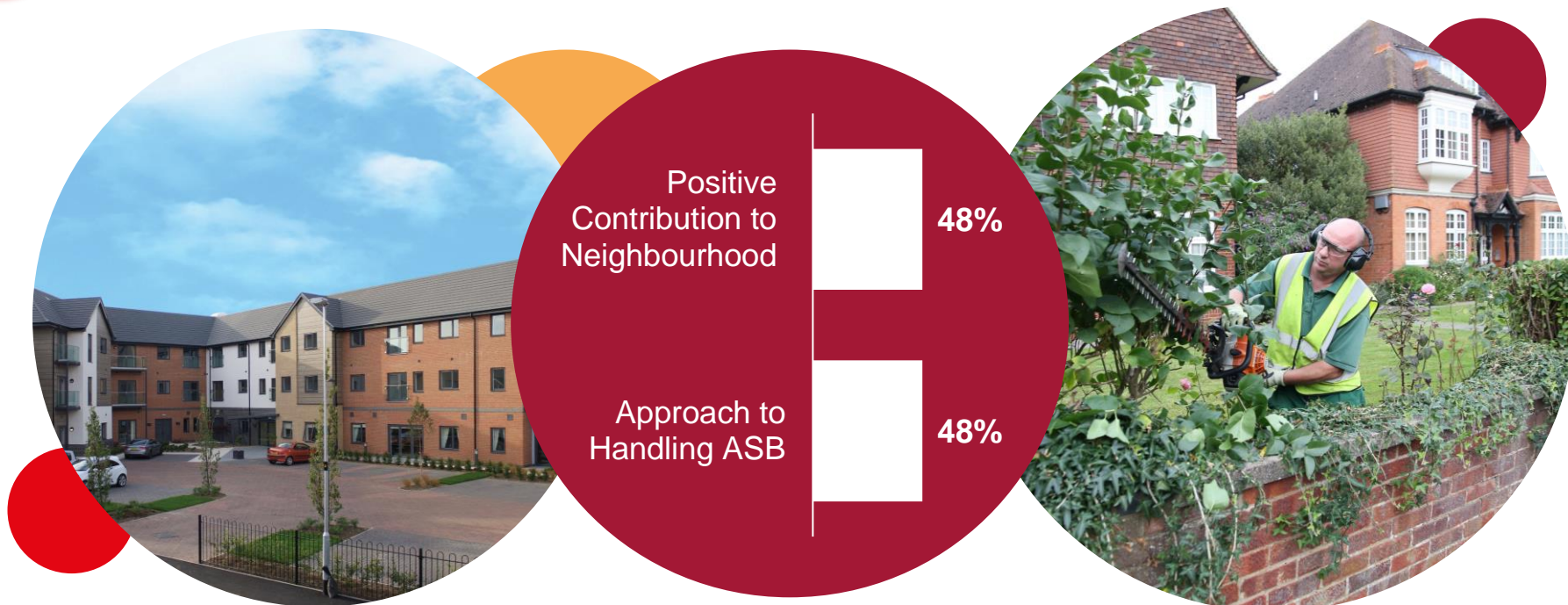
The Neighbourhood



Around half of leaseholders are satisfied that emh makes a positive contribution to their neighbourhood **(48%)**.



Leaseholders are similarly satisfied with emh's approach to handling anti-social behaviour **(48%)**.



Communications and Engagement



Almost four out of ten leaseholders are satisfied that emh listens to their views and acts upon them **(36%)**.



Around half of leaseholders are satisfied that they are kept informed about things that matter to them **(47%)**.



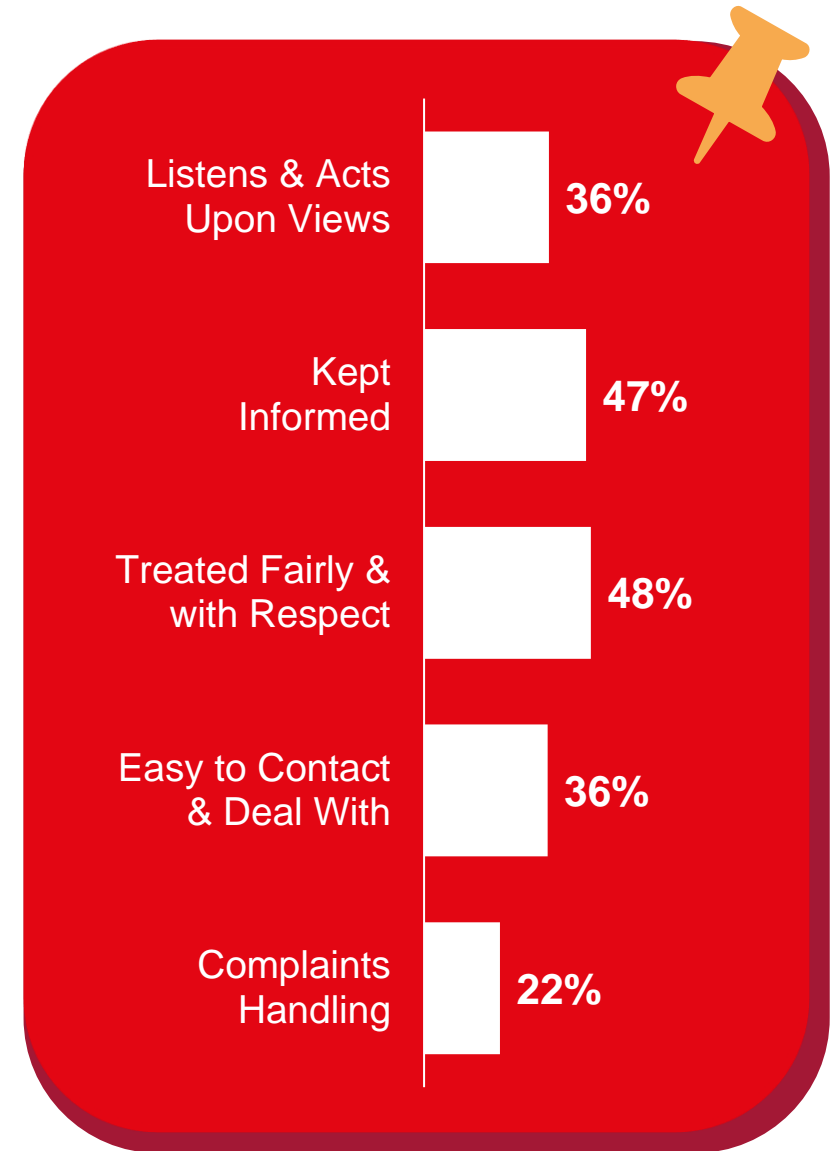
Around half of leaseholders also agree that they are treated fairly and with respect by emh **(48%)**.



Just over one-third of leaseholders are satisfied that emh is easy to contact and deal with **(36%)**.



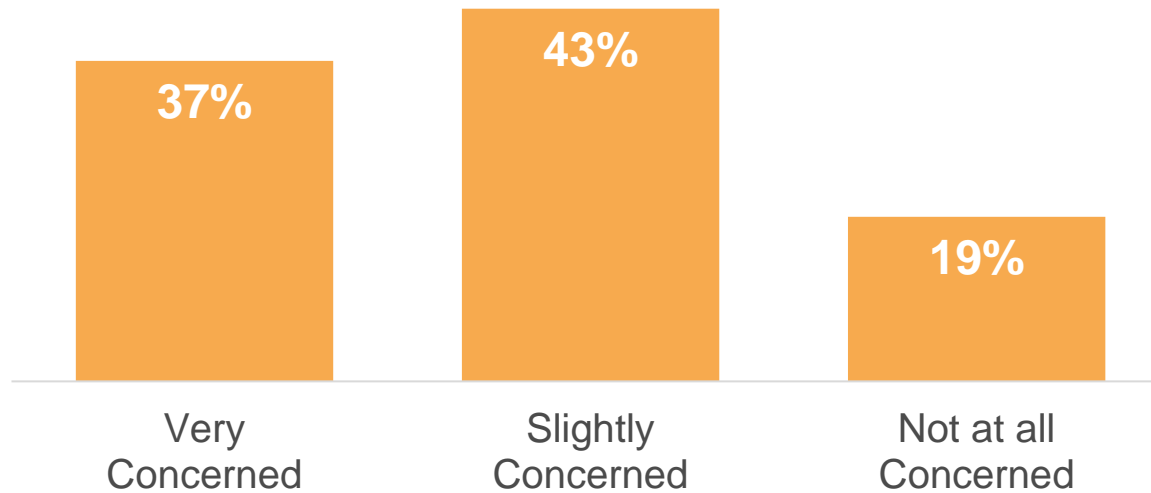
Around one-fifth of leaseholders who made a complaint in the last 12 months are satisfied with complaints handling **(22%)**.



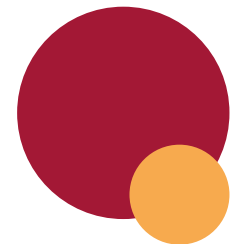
Wellbeing



Eight out of ten leaseholders are at least slightly concerned about the cost of living crisis (**81%**), with **43%** slightly concerned and **37%** very concerned. Just **19%** of leaseholders are not at all concerned.



Six out of ten leaseholders said that they know how to make a complaint to emh if they are not happy with the service they receive (**60%**).



Leaseholders' Comments

Finally, leaseholders 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 101 leaseholders gave comments.

Leaseholders most frequently would like improvements to customer service and communications, including the answering of phones, how they are listened to and communications in general.

Leaseholders would also like the repairs service, grounds maintenance and value for money to be improved.

Other leaseholders commented that they are generally happy with the service provided by emh.

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 leaseholders to further improve the services provided.

