

Customer Satisfaction Survey - February 2024

Introduction

Customer Satisfaction Measures

We are preparing for greater regulation of the sector by listening more to our residents' voices to shape our services.

One of the steps that the government and the Regulator of Social Housing have taken is to introduce a set of Tenant Satisfaction Measures (TSMs) from April 2023.

The new measures, known as TSMs, comprise of twelve perception measures, which will be measured by surveying residents, and ten landlord management information measures, which will be reported by us.

The TSMs cover five themes:

- Keeping properties in good repair
- Maintaining building safety
- Effective complaints handling
- Respectful and helpful engagement
- Responsible neighbourhood management.

We're really keen to be doing this survey so that we can understand where we are doing well and where we need to improve.

Once the results are in, they will be anonymised and then reviewed by our team and considered by our new Customer Panel and our Board. They will also be published on our website, alongside our plans, and shared with the Regulator of Social Housing to help them get an accurate picture of what our customers think of Heylo Housing.

Just as a reminder of who is who, and useful to know as you think about these questions....

- The housebuilder is who you bought the home from when new (if you bought it new)
- Your managing agent (if you have one, for example if you live in a block of flats), is the company that will arrange maintenance of the building and communal areas.
- Heylo provided the Shared Ownership scheme that enabled you to buy the home, and it is Heylo who you pay rent to each month for our share in the home

The questions in this survey are specifically about Heylo. We recognise that in many cases, as a homeowner you may have very little interaction with Heylo on a day to day basis. Even if that is the case, we would be grateful if you could answer the questions below where you can, specifically answering about Heylo as your landlord (this is not about your managing agent if that is not us).

If you think the question is not relevant to you, please tick that box rather than leaving blank.

Don't forget that if you complete the survey you'll have the opportunity to enter the prize draw.

Once you have completed all sections of the survey you will be able to review the prize draw terms and conditions and enter the draw.

The prize draw is optional, but for anyone choosing to enter - good luck! Information about you and your home What is the first part of your postcode? (for example, if your postcode is LS1 4AP, please write LS1).

Do you live in a house, an apartment, or a bungalow?

- House
- Apartment
- Bungalow

How did you buy your home?

- From new (for example via the Home Reach scheme)
- As a Shared Ownership Resales Home (it was second hand when you purchased the home from Heylo)
- Using the Your Home scheme.

How long have you been a Shared Owner?

- Less than 3 years
- More than 3 years

If you purchased your home from new, which housebuilder did you buy your home from? (If you can't recall or don't know, please write 'can't recall/don't know')

Who is your managing agent? (If you can't recall or don't know, please write 'can't recall/don't know')

How many people live in your home?

- 1
- 2
- 3
- 4
- 5
- 6 or more

Are you or any household members' day-to-day activities limited because of a health problem that has lasted, or is expected to last at least 12 months?

- Yes - limited a lot
- Yes - limited a little
- No

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Heylo?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Heylo provides a home that is safe?

- Very satisfied

- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

How satisfied or dissatisfied are you that Heylo listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't know

Have you made a complaint to Heylo in the last 12-months?

- Yes
- No

If yes, how satisfied or dissatisfied are you with Heylo's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Do you live in a building with communal areas, either inside of outside that Heylo is responsible for maintaining?

- Yes
- No
- Don't know

If you answered yes, how satisfied or dissatisfied are you that Heylo keeps these communal areas clean and well-maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied are you that Heylo makes a positive contribution to your neighbourhood?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

- Not applicable / don't know

How satisfied or dissatisfied are you with Heylo's approach to handling antisocial behaviour? *

Very satisfied

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable/ don't know

How satisfied were you with the information you received from Heylo or the house builder about what it means to become a Shared Owner?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't know

How satisfied or dissatisfied are you that your rent provides value for money?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't know

If you pay a service charge, either to Heylo or to your managing agent, how satisfied or dissatisfied are you that your service charges provide value for money? (i.e. cleaning, repairs and maintenance, communal areas).

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't know

How satisfied are you with the information about how your service charges are calculated?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't know

Since you moved in, have you found it easier or more difficult than you thought it would be to afford your mortgage payments, rent, and any service charges?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Not applicable / Don't know

Would you recommend Shared Ownership to family or friends?

- Yes
- No
- Not applicable / Don't know

Energy efficiency in your home

How important is the energy efficiency of your home to you?

- Very important
- Fairly important
- Neither important nor unimportant
- Fairly unimportant
- Very unimportant
- Not applicable / Don't know

Is improving the energy efficiency of your home something that you are considering funding in the next 12 months?

- Yes
- No
- Not applicable / Don't know

If yes, what is your anticipated budget?

- Less than £100
- £100 - £1,000
- £1,000 - £5,000
- £5,000 - £10,000
- More than £10,000

Additional Satisfaction and Financial Survey

How satisfied or dissatisfied are you with the overall quality of your home?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

We are considering our criteria for selecting the new homes that we offer to our future customers and it would be invaluable to us to get the views of our existing customers on what is important to them.

In relation to our new homes, to what extent do you think we should focus on the following:

Energy efficiency

- Very important
- Fairly important
- Neither important not unimportant
- Fairly unimportant
- Very unimportant
- Not applicable / Don't know

Electric vehicle charging points

- Very important
- Fairly important
- Neither important not unimportant
- Fairly unimportant
- Very unimportant
- Not applicable / Don't know

Provision of green spaces on the development

- Very important
- Fairly important
- Neither important not unimportant
- Fairly unimportant
- Very unimportant
- Not applicable / Don't know

Provision of renewable energy

- Very important
- Fairly important
- Neither important not unimportant
- Fairly unimportant
- Very unimportant
- Not applicable / Don't know

Prize Draw

Thank you for completing the survey!

If you would like to enter the prize draw to win the top prize of a £250 gift card or one of five £50 gift cards - just enter your email address in the box below.

The prize draw is optional, and if you don't want to enter the prize draw, just click the Next button below to finish the survey.

Terms and conditions for the prize draw are below.

Prize Draw Terms and Conditions

- The prize draw runs from 1800 on Monday 19th February and closes at 0900 on Wednesday 27th February.
- Entries received after the closure date will not be accepted and Heylo does not accept responsibility for any delayed entries.
- The prize draw is open to Heylo customers only.
- The prize draw is not open to employees of Heylo or associated companies.
- To be eligible to enter the prize draw customers must complete all mandatory questions within the customer satisfaction survey and confirm their contact email address when prompted by the survey. Customers who complete the survey but do not provide a contact email address will not be entered into the draw.
- Winners will be picked at random at 1700 on Monday 4th March. The first email address picked will win the top prize of a £250 gift card, with the email addresses picked thereafter winning a £50 gift card.
- Winners will be notified no later than 1800 on Tuesday 5th March using the contact email address provided by the customer at time of entry. They will be told they have won a prize, along with the value of the prize. Winners shall have 14-working days to respond. If they fail to respond in this timeframe, they will forfeit their prize and another winner shall be picked at random. Winners must acknowledge the email within 14-days and confirm their preferred gift card retailer, at which point, they will be sent an email with a gift card for the value of the prize they have won.
- The prizes included in this draw are: One gift card to the value of £250 that can be redeemed at one of these retailers: Amazon, Love2Shop, John Lewis (customer can choose which retailer they would like to receive the gift card for). Five £50 vouchers to the value of £50 that can be redeemed at one of these retailers / services: Deliveroo or Amazon (customers can choose which retailer they would like to receive the gift card for). The gift card will be supplied in a digital gift card format to the email address provided at point of entry to the prize drawer.
- Strictly one gift voucher per winner.
- Prizes cannot be exchanged for cash equivalent or any other gift.
- Winners are bound by the terms and conditions of their chosen retailer's gift card and should carefully read these at time of prize being supplied.
- Should you have any questions about the prize draw please contact marketing@heylohousing.com and clearly reference in the subject line that your enquiry relates to the TSM Survey March Prize Draw.
- By entering the prize draw, participants accept the terms and conditions of the prize draw.
- Heylo reserves the right to refuse a prize if it deems the entrant to be in breach of the terms and conditions.
- Heylo will be collecting email addresses for the purpose of delivering the prize draw and contacting prize winners. For more information on how we collect, store and process your data,

please see our privacy policy at www.heylohousing.com/privacynotice. To enter the prize draw please enter your email address here - good luck!