

woven



**How
did we
do ?**

CUSTOMER FEEDBACK

How did we do?

Results from customer surveys carried out in 2023 / 2024 and additional tenant feedback information.

This booklet provides information from surveys conducted during the business year 2023 / 2024. Figures shown are percentages unless otherwise stated (non-responses are not included). These surveys were carried out when the Association was known as Habinteg, the results display the new name, Woven.*

If you would like further information on any of these survey results or to provide feedback, please contact us (details on back cover or this document) or send us a message via our website - www.woven.org.uk/contact



~~Habinteg~~
Housing Association (Ulster) Ltd

Woven

*We are Woven

In March 2024, Habinteg rebranded and became Woven.

Towards the end of 2023, in preparation for our name change, tenant representatives from Regional Panels across Northern Ireland came together at our NW Office for a consultation workshop to discuss tenant messaging around the rebrand.

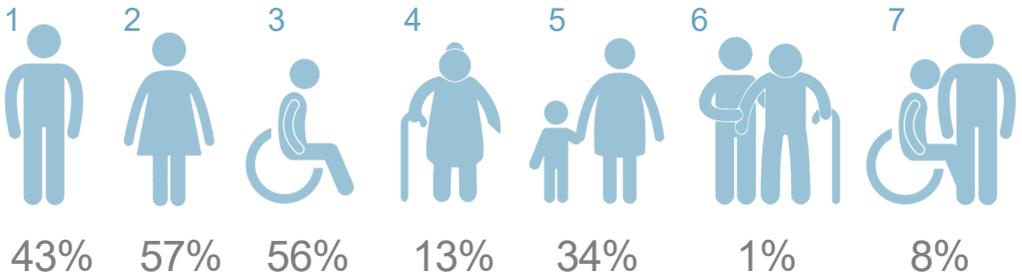
We are extremely grateful to all those present for their insight and contributions. The group provided the wording for the announcement and completely revised our suggested FAQs with ones better suited to a tenant perspective. The resulting tenant correspondence and rebrand notification was all down to their excellent feedback. Many thanks to all involved.

NICORE* Questionnaire Data

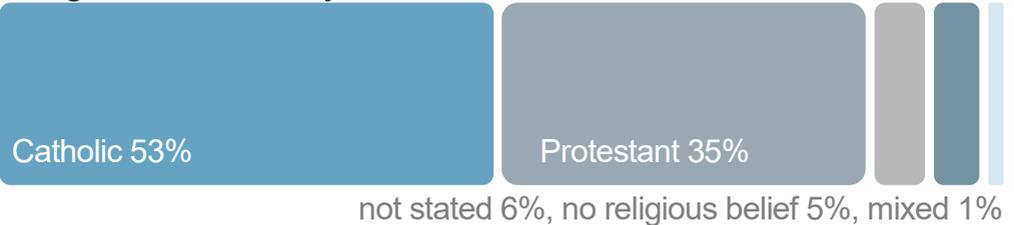
Tenant profile information gathered at sign-up from new tenants moving into Woven homes.

New Lettings 2023/24 (data for head of household)

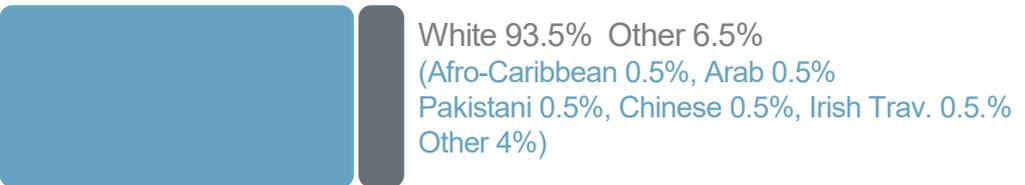
% of tenants, at allocation, where head of household is: 1. male; 2. female; 3. has a disability; 4. aged 60+. Has responsibility for care of: 5. a child; 6. elderly; 7. person with a disability .



Religious Community



Ethnicity



Previous Tenure of new lettings: with family/friends 27%, private tenant 19%, NIHE tenant 14%, other Association tenant 11%, temp accommodation 11%, Woven (Habinteg) tenant 5%, hostel 4%, prison 3%, host family 1%, refuge 1%, owner/buying 1%, sleeping rough 1%, supported 1%, hospital 1%

*Northern Ireland Continuous Recording

4 Week Welcome Survey

Carried out with all new tenants

Number of respondents: 146



From your first point of contact with Woven, have our staff members been polite, friendly and treated you fairly?

99% Yes

Did we offer you a choice of venues and times to sign your tenancy agreement?

73% Yes

Have we fully explained to you your rights, responsibilities and all other matters relating to your tenancy?

100% Yes

Are you satisfied that we have responded fairly and promptly to any queries?

97% Yes

Are you happy with the standard / condition of your home?

97% Yes

Does this new home offer you improved:

Independence?

99% Yes

Sense of Wellbeing?

99% Yes

Safety/Security?

99% Yes

Do you regard this move as a positive outcome for you?

99% Yes

Satisfaction figures for 23/24 are in line with figures for 22/23, within +/-1% differentials.

Housing Services Survey

Sample of tenants across scheme locations.

Number of respondents: 253



Overall, taking everything into consideration, are you satisfied with the following aspects of housing services:

Your neighbourhood as a place to live?

83% Yes

The quality and accuracy of advice and support?

85% Yes

How Woven responds to your enquiries?

77% Yes

How Woven deals with Anti-Social Behaviour?

80% Yes

Tenancy Fraud update

Social housing is a scarce resource. People who commit Tenancy Fraud prevent properties being allocated to those in genuine need of housing.

Woven's Housing team is committed to tackling tenancy fraud and carries out regular tenancy checks to make sure the right people are living in our properties. We also work closely with other social landlords and agencies and we are particularly grateful for the information provided by tenants in helping us to identify illegal practice.

In the last financial year, we received 20 reports of suspected tenancy fraud. 8 properties were recovered in the period with the outcome that 11 people in genuine housing need were provided with a home.

Response Maintenance Survey

Carried out following repair work in their homes.

Number of respondents: 309



Were you satisfied with the LAST repair you had carried out (within the last 12 months)

70% Yes

Are you satisfied with the way we respond to repairs and maintenance requests?

69% Yes

Planned Maintenance

Carried out following scheduled improvement works.

Number of respondents: 39

Did we consult with you properly prior to the start of the Planned Maintenance works.

95% Yes

Were you happy with the standard of work carried out by the contractor?

90% Yes

*If you had any issues with the work, were they dealt with quickly and to your satisfaction?

79% Yes

*where applicable

Response Maintenance figures - 3/4% on previous year, Planned Maintenance + 2-10%

General Satisfaction Survey

Sample of tenants across scheme locations.

Number of respondents: 183



Overall, taking everything into consideration, are you satisfied with your home?

79% Yes

Generally, are you satisfied that Woven listens to your views and acts upon them?

82% Yes

Are you satisfied with skills and experience of staff to deal quickly and efficiently with queries, when contacting us?

92% Yes

Overall, taking everything into consideration, do you agree that:

Woven treats all customers fairly?

86% Yes

Woven has a good reputation in this area?

84% Yes

Woven staff members are friendly and approachable?

91% Yes

New developments (29 respondents)
How satisfied are you with the quality of the home?

100% Yes

Our General Satisfaction Survey was revised in 2023 and these new questions introduced.

Community Involvement

Carried out following activities

Number of respondents: 38



Did you enjoy getting involved in the recent Community Involvement event?

97% Yes

At this event, were you satisfied with...

...the venue

100% Yes

...the facilities

100% Yes

...the time/timing

100% Yes

...the refreshments*

100% Yes

*where relevant

Were Woven staff friendly and polite?

100% Yes

Improving Community Involvement (CI) feedback

In 2023/2024 there were 138 community activities with a combined number of attendees of just under two thousand. Engagement with surveys following events has, however, proved challenging and response numbers low. Surveys shared via text/online are incentivised with a prize draw entry (£50 voucher) and response figures are generally much higher. In seeking to replicate the approach, we have since taken steps to incentivise surveys at events and a number of activities have had outdoor caterers in attendance with free 'suppers' on offer for all those completing a short satisfaction survey. Response has been positive and we are expanding this initiative.

Community Involvement

Did you know that you could be having a much greater say in how we deliver our Services?

We are committed to partnership working and we welcome involvement from everyone - residents, tenants, home owners and anyone who use our services; you all have a contribution to make.

We would love for you to share your experience, skills and knowledge, to help shape and improve our services and there are many ways you can get involved. From organised groups, one off events, face to face and online consultation, there is something for everyone on a sliding scale of commitment. We also welcome your own ideas on how we can involve you and improve our partnership work.

Ask to speak to our Communities Team about the **Menu of Involvement** options and discuss the ways in which you would like to get more involved.



TENANT ENGAGEMENT OPPORTUNITIES

We would love for you to share your experience, skills and knowledge, to help shape and improve our services. There are many ways you can get involved.

CHECK OUT OUR MENU OF INVOLVEMENT OVERLEAF...

MENU OF INVOLVEMENT

Ask yourself: are you interested in, and have the time to, consider any of the following?

- Residents' Group:** Meet with your representatives from your area monthly and report to the area provided by Woven. **Take part in 10-15 meetings per year. Funding Provided.**
- Tenant Scrutiny Panel:** Meet with staff to examine services provided by Woven. **Take part in 4-6 meetings per year. Funding Provided.**
- Ethical Panel:** Meet with staff to create and review content for Woven's Community Newsletter.
- 10-15 15-minute meetings per week online (bi-weekly).**
- Regional Panel:** Meet with staff to discuss supporting Woven to help deliver our services and community goals. **Take part in 4-6 meetings per year.**
- Scheme Walkabout / Inspections:** Join staff to walk around our housing schemes. **Take part in 4-6 meetings per year.**
- Community Events:** Meet with staff to survey the interests of their community and to help in organising tenant community events. **Take part in 10-15 meetings per year. No funding provided.**
- Investment Board Register:** Join our list of investors interested in making help to Woven with money and opportunities in your area. **Take part in 10-15 meetings per year.**
- Tenant Surveys:** Complete and give their say on the services and opportunities provided by Woven. **Take part in 10-15 meetings per year.**
- Active Panels:** Tenants who are willing to get involved in organising and planning. **Take part in 10-15 meetings per year.**
- Helping Panel:** Tenants receiving and making recommendations on Woven's behalf. **Take part in 10-15 meetings per year.**

Name: _____
 Address: _____
 Tel/email: _____

woven.org.uk 020 8042 7210/020 7196 0015 info@woven.org.uk

NEW 2 Stage Model Complaints Handling Policy and Procedure

Many thanks to Woven's Tenant Policy Review Group (TPRG) for their consultation on a new NI Public Services Ombudsman's (NIPSO) 2 stage Model for handling complaints. TPRG welcomed Woven's proposal to introduce the new approach and recommended a dedicated complaints email and ticketing system (issuing of a complaint reference number).

The group's recommendations have been welcomed and are being taken forward with Woven's IT Team to work through practicalities. Training for all frontline staff and guidance to customers is being rolled out in January 2025 ahead of implementation of the new Policy and Procedure.

Have you visited the Woven website?

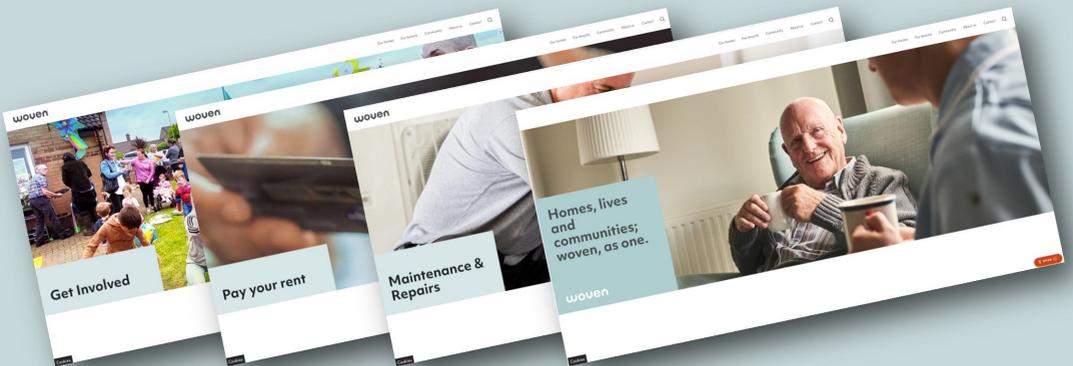
As part of the 'rebrand' in 2024 (the makeover which saw Habinteg become Woven) we launched a brand new website.

Our new and improved website, aims to make it easier for you to interact and access our services. Using the website, you can easily pay your rent, report a repair or access information across all our services. The new 'Get Involved' section has regular updates from our Communities Team and includes a new Calendar of events every month.

Two new email addresses have been added to the site, at the request of tenants, to make it easier for you to quickly get in touch with the right team or member of staff: For all housing and tenancy related enquiries you can contact housing@woven.org.uk and for all maintenance and repairs you can contact repairs@woven.org.uk.

#WeAreWoven

www.woven.org.uk



woven

Improved accessibility features



ReachDeck Toolbar



Our new website uses a special accessibility toolbar called **ReachDeck**.

If a visitor to our site struggles a little with reading or encounters barriers to digital information, perhaps has a visual impairment, or wishes to read the website in their preferred language, the ReachDeck Toolbar can help. You can even 'listen' to the site being read aloud, in your preferred language.

We are delighted to see increased use of ReachDeck on our site - it was accessed 1500 times in the first 6 months of our new site being launched.

You can read all about the toolbar and watch a handy video on the site at www.woven.org.uk/accessibility

The screenshot shows the Woven website homepage. At the top left is the 'woven' logo. To its right is the 'ReachDeck' logo with a colorful circular icon. The navigation menu includes 'Our homes', 'For tenants', 'Community', 'About us', 'Contact', and a search icon. The main content area features a large image of an elderly man smiling while holding a white mug, with another person's shoulder visible in the foreground. A light blue text box on the left contains the text: 'Homes, Lives and Communities; Woven as one.' Below this is the 'woven' logo. A dark blue speech bubble with a white border and a red 'SPEAK' button is overlaid on the bottom right of the image. The ReachDeck toolbar is visible at the bottom of the page, with a red border around it. A 'Cookies' button is located in the bottom left corner.

Your chance to win £50

Keep an eye out for our survey text messages.

We regularly carry out **Tenant Satisfaction Surveys** to gather feedback on aspects of our services.

If you receive a text message from Woven asking you for your feedback, simply follow the link to complete the online survey - it should only take a few minutes to complete. If you receive the text message and would prefer not to complete it online, you can call our offices and ask to speak to a member of the Communities Team.

Everyone who completes the survey is entered into a monthly draw to win a £50 shopping voucher.



woven

INVESTORS IN PEOPLE[®]
We invest in people Gold



The Responsible
Business Network
Northern Ireland



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028 7136 0015

woven's office hours are:
08:45 to 16:45 Mon to Thurs
08:45 to 16:30 on Fridays