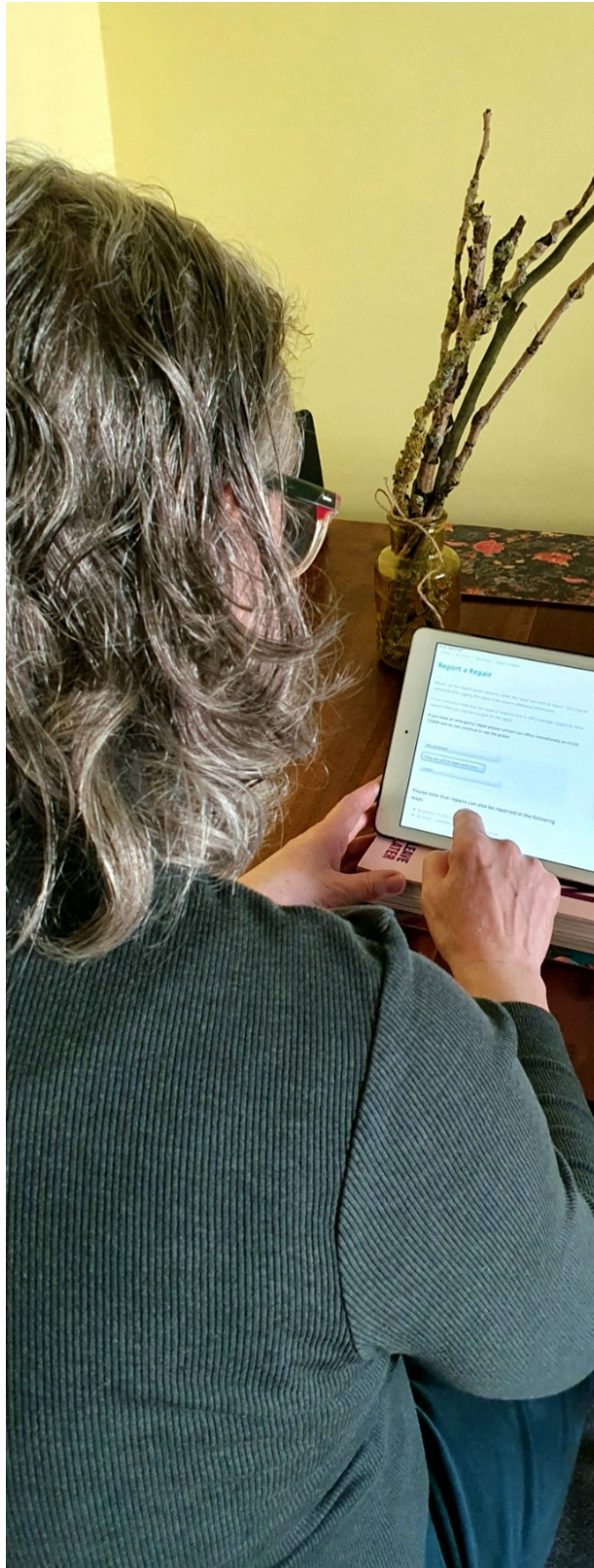


# Outcomes Report from My Home Surveys



APRIL 2022

# Introduction



These surveys were created and issued as part of an ongoing review of our current My Home service. This service, an online portal for tenants to carry out a range of tasks, was introduced by Ochil View in 2020.

We aim to continue encouraging more tenants to sign up to this portal, as well as ensuring that current users are able to utilise the tools available.

With that in mind, we issued two surveys in March 2022. The first was for those already signed up to My Home, to get their thoughts on the service. The second was for those yet to sign up, so we can assess what we can do to encourage them to do so going forward.

Each survey was issued by email and post. Tenants were given four weeks to complete, with one £100 prize voucher available as an incentive. The surveys were also publicised through our social media channels.

This Outcomes Report is split into 2 sections. The first outlines the feedback from the My Home users, and the second from those still to sign up.

**We received 117 replies for the My Home Users Survey and 60 for the Non-Users Survey.**

## Outcomes from My Home Users Survey



Question 1: In a typical week, how often do you use My Home?

Less than once a week: **88 (75%)**

2-3 times a week: **23 (20%)**

Every day: **5 (4%)**

3-5 times a week: **1 (1%)**

Question 2: Please tell us the main areas that you use on My Home?

Reporting a repair: **69 (59%)**

Paying your rent: **58 (50%)**

Updates & News: **52 (44%)**

Checking tenancy info: **44 (38)**

Completing surveys: **22 (19%)**

Making a complaint: **7 (6%)**

Other reasons:

Checking rent balance: **3**

Checking/Applying for properties: **3**



## Outcomes from My Home Users Survey



Question 3: What do you like about My Home?

**106** Comments received

Most common phrases were:

'Easy to use'

'Accessible anytime'

'Can access anywhere'

'Everything I need'

'Don't need to phone'

Question 4: What do you dislike about My Home?

**90** Comments received

Vast majority replied 'Nothing'

**Other comments include:**

'Wish there was an app for it'

'Report updates from contractor'

'Real time repair reports not available'

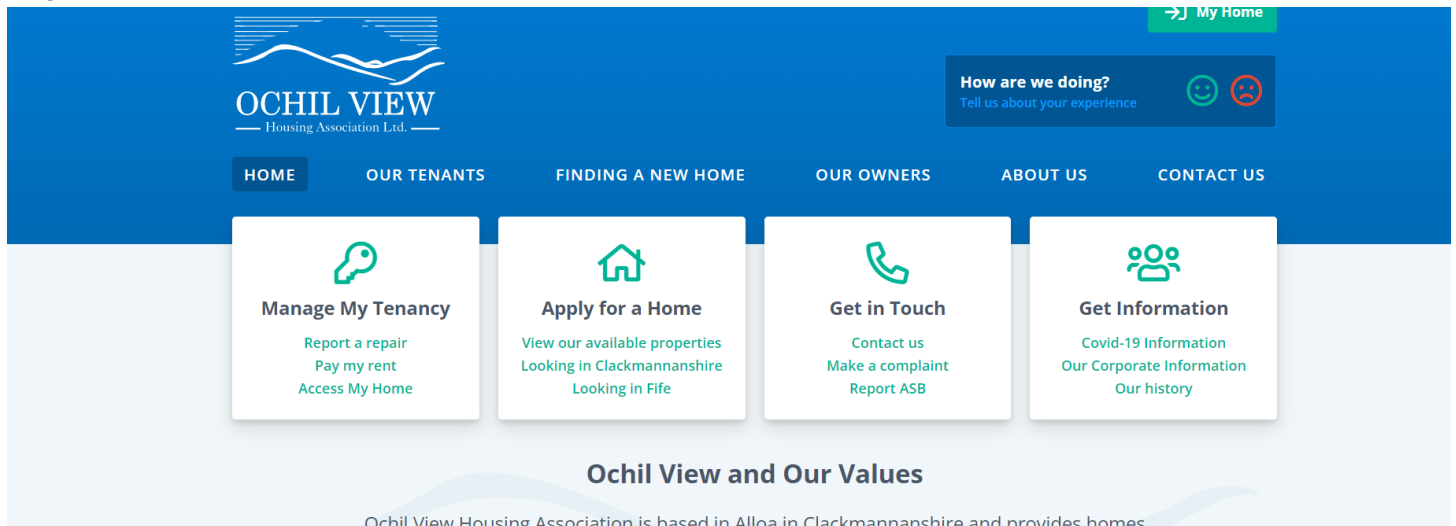
'Can't organise an uplift on it'

'Might be difficult for non-pc savvy people'

'No feedback option for repairs'

# Outcomes from My Home Users Survey

Question 5: Are there any suggestions you would feel would improve My Home?



## 74 Comments received

Most replied 'No' or 'N/A' but we did receive some other suggestions:

'Having a direct link on the home page for various options'

'Web design is quite basic, lots of words which could put people off'

'Should have useful numbers, i.e. docs etc.'

'A messaging service for any questions'

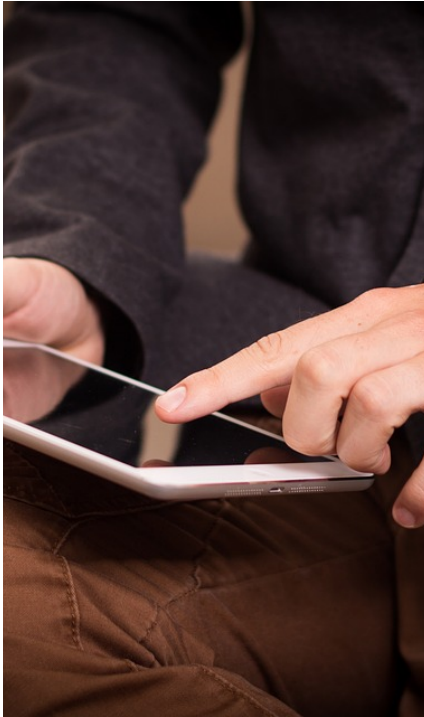
'Being able to make a noise complaint'

'A real-time repairs service'

'An app version would be good'

'Maybe a live chat feature'

## Outcomes from My Home Users Survey



**Question 6: Would you be interested in a scheme that offered a saving on your rent based on staying 'paper-free' and how much/often you used My Home?**

**Yes: 84 (72%)**

**Don't Know: 25 (22%)**

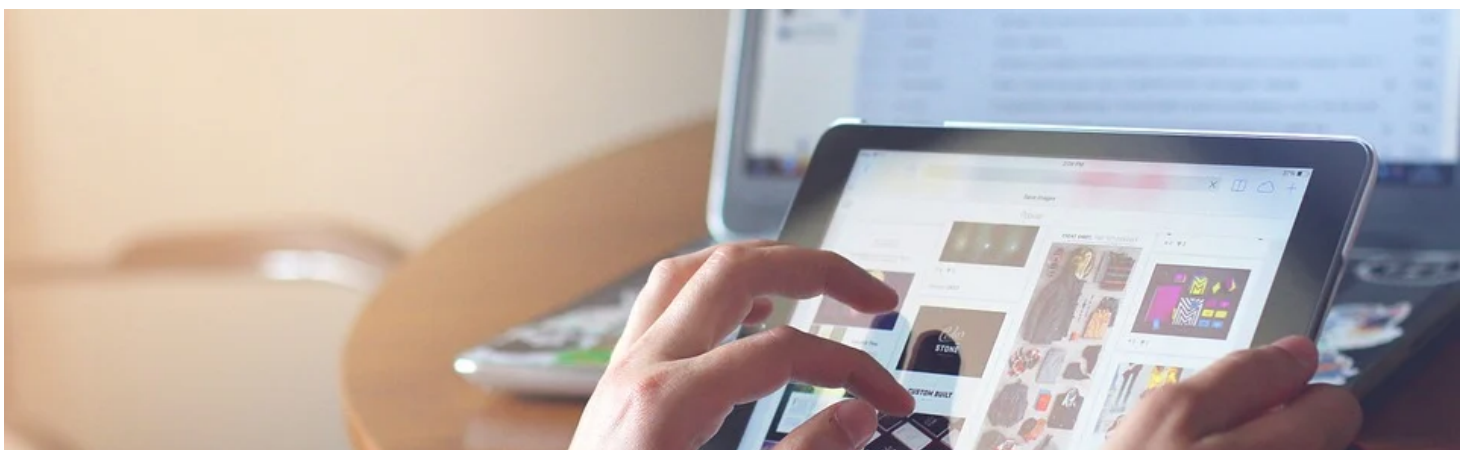
**No: 7 (6%)**

**Question 7: If you are unsure how to carry out any tasks on the main areas of My Home, would you like a member of staff to contact you and provide you with some help?**

**N/A: 56 (48%)**

**No: 49 (42%)**

**Yes: 12 (10%)**

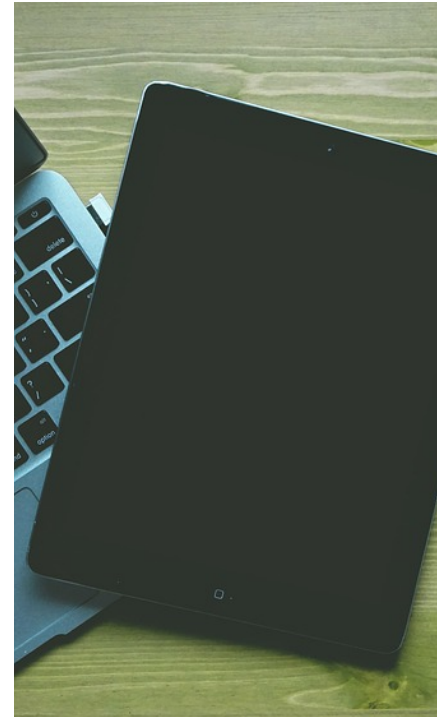


## Outcomes from My Home Users Survey

**Question 8: Are you aware of the Friends/Family option on My Home, where you can give permission for someone to log on, on behalf of you?**

**No: 62 (53%)**

**Yes: 55 (47%)**



**Question 9: Would you like a staff member to contact you and provide more information on the Friends/Family option?**

**No: 114 (98%)**

**Yes: 2 (2%)**



**114 tenants were happy to provide their contact details.**

# Outcomes from My Home Non-Users Survey

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## Question 1: Why do you not use My Home?

Prefer to speak to someone: **16 (27%)**

Do not have access to the internet: **14 (23%)**

Not interested in online services: **8 (13%)**

Prefer to have info sent to me: **8 (13%)**

Do not have a suitable device to use: **2 (3%)**

Me/someone cannot use online services: **1 (2%)**

**There were 11 other comments, which had a variety of responses, including 3 around uncertainty using online tools.**

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## Question 2: Are you aware of all the services you can undertake using My Home?

**Yes: 36 (61%)**

**No: 23 (39%)**





## Outcomes from My Home Non-Users Survey

Question 3: Would any of the following encourage you to start using My Home?

More information on what My Home does: **11 (39%)**

Training on using online services/devices: **6 (21%)**

Assistance with the cost of getting a device: **6 (21%)**

Being supplied with a device: **5 (18%)**

**28 other suggestions were provided. Most answered 'No' or 'Not interested', but others commented that they prefer talking directly, whilst others were reluctant to use online services.**

Question 4: If Ochil View introduced a scheme that offered a saving on your rent based on staying 'paper-free' and using My Home regularly, would this encourage you to start using My Home?

No: **27 (46%)**

Yes: **19 (32%)**

Don't Know: **13 (22%)**



## Outcomes from My Home Non-Users Survey

Question 5: Would you like a member of staff to contact you and provide you with help on setting up an account and how to use My Home?

No: 48 (83%)

Yes: 6 (10%)

N/A: 4 (7%)



Question 6: Are you aware of the Friends/Family option on My Home, where you can give permission for someone to log on?

No: 31 (54%)

Yes: 26 (46%)

Question 7: Would you like a member of staff to contact you and provide more information on the Friends/Family option?



No: 53 (93%)

Yes: 4 (7%)

**61 tenants were happy to provide their contact details.**

## What have we learned?

These 2 surveys have been particularly useful in how we continue to shape our My Home service going forward. Here's just some of what we've learned:

Most My Home users use the service to report a repair or pay their rent.

The vast majority of My Home Users have found the service easy to use.

There is strong interest in exploring the potential for an incentive scheme to encourage greater use of My Home.

For non-users, we learned there are a number of reasons why tenants weren't using it.

A percentage of our non-users would be keen to learn more about the service.

## What next?

It is important that we utilise the information gathered in each survey. We will consider the responses and suggestions and contact tenants who shared their ideas.

We will also look to liaise with those keen to learn more about the My Home service and help, where we can, to get them set up, should they wish.

We will look at making improvements to My Home based on all the feedback received from tenants. Lastly, we will continue to promote My Home and provide help to tenants to make sure they are getting the best out of the service.

Thank you to everyone who took the time to contribute to these surveys.