

Quality homes,
thriving communities

Introduction

In summer 2008, we conducted a tenant survey using an independent company named Priority Research. This survey used a brand new version of the standard national questionnaire (called STATUS), which meant the results could be compared with the previous satisfaction survey from 2007, as well as with similar housing providers around the country.

The questionnaire was sent to a random selection of half of our tenant households, and 1090 completed surveys were returned, giving a response rate of 49%. Questionnaires were also sent to all our care and support tenants.

The following pages contain some of the main results from the survey.

Overall satisfaction

Taking everything into account, the overall satisfaction level amongst tenants with the service that they received was very good - 83% said that they were satisfied compared to only 8% who were dissatisfied. Tenant satisfaction was not significantly different from either the 2007 score or the average for other comparable housing associations.

There was a marked variation in satisfaction by age - the highest age group (85 and over) gave a rating of 95%, whilst those under 45 scored lower at 76%. The care and support tenants gave a very similar result at 82%.

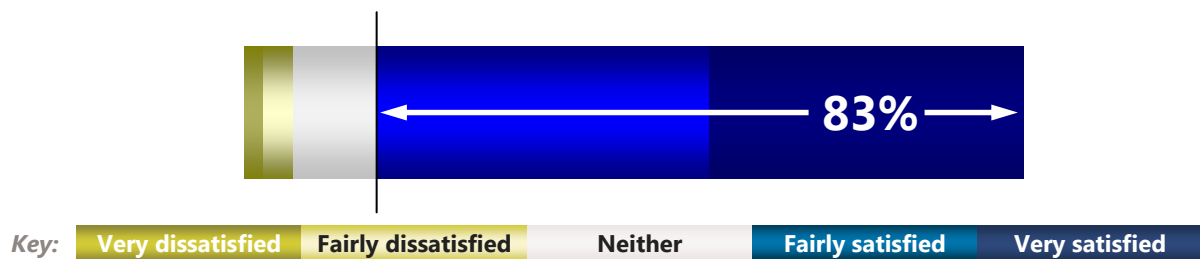


Fig 1 Figures represent the percentage of those who gave an opinion, excluding those who did not respond.

The home

The great majority of tenants were satisfied with the overall quality of their home (90%), higher than in 2007 (85%) and above the average amongst surveys of other landlords which was 81%. Care and support tenants scored 88%.

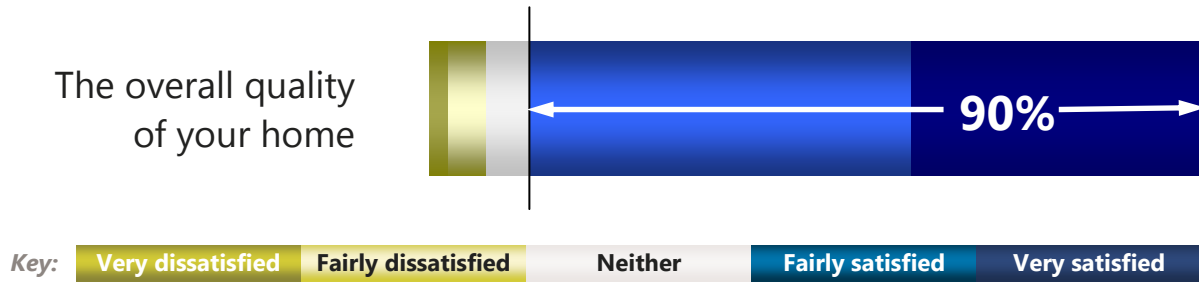


Fig 2 Figures represent the percentage of those who gave an opinion, excluding those who did not respond.

The main variation within the satisfaction figure above again came from the age of the tenant, with the older people giving noticeably higher ratings than younger tenants.

The local neighbourhood

Most tenants were happy with the area in which they lived (84%), although again this rating varied with age. Problems in the area were generally lower than those recorded by other landlords. The care and support tenants rated the neighbourhood slightly higher at 88%.

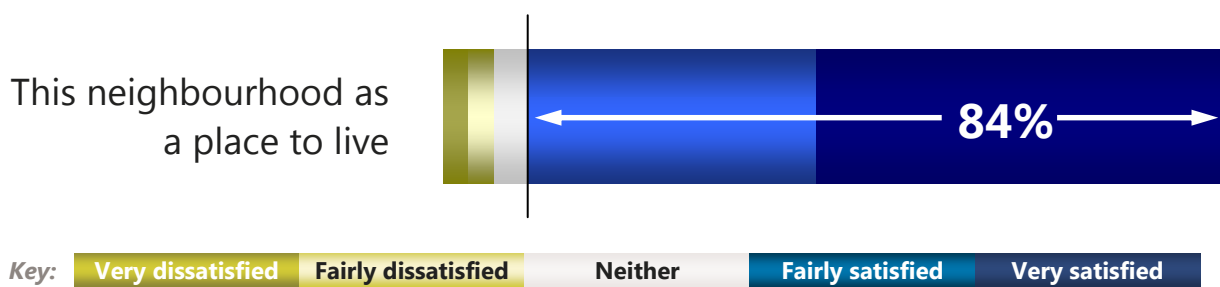


Fig 3 Figures represent the percentage of those who gave an opinion, excluding those who did not respond.

Nearly a third of tenants (29%) had had some sort of problem with antisocial behaviour (ASB) or neighbours in the last year, 41% of whom had reported these to us. The way we deal with reports of ASB achieved scores that were generally similar to other housing providers.

Repairs and maintenance

It is positive to see that the majority were satisfied with the way we deal with repairs and maintenance (79%), which was above the average for other housing associations (73%). The highest rating was for the *Attitude of workers* at 93%, whilst the lowest was for *Time taken before work started* at 82%; both of these figures were above the averages for other landlords of 91% and 75% respectively. Care and support tenants scored slightly lower on all measures.

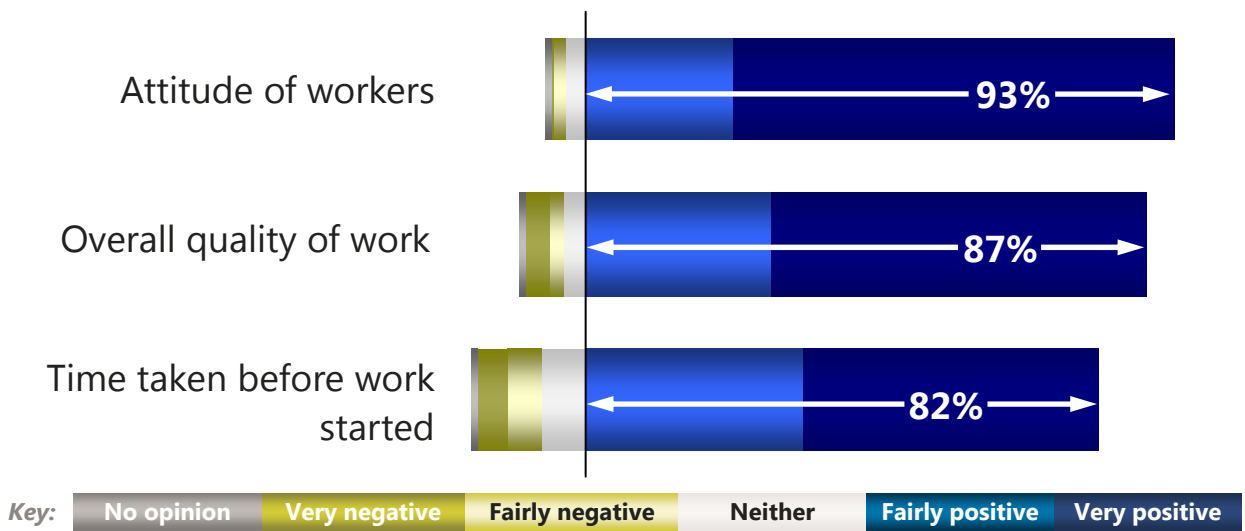


Fig 4 Figures represent the percentage of those who gave an opinion, excluding those who did not respond.

Customer service

Satisfaction with the levels of customer service was generally positive, both with the helpfulness of staff (84%) and their ability to deal with the query (81%). Satisfaction levels with the final outcome of queries was also acceptable at 70%. These figures were all similar to the averages for other landlords.

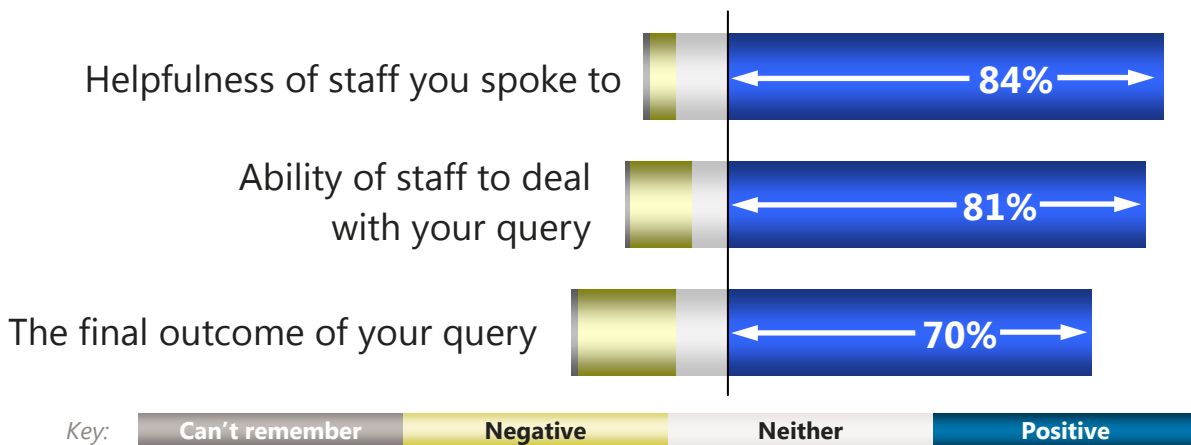


Fig 5 Figures represent the percentage of those who gave an opinion, excluding those who did not respond.

Communication and information

The survey results suggest that we provide a good standard of information to our tenants, and take account of their views when making decisions. These results were higher than those achieved by other housing associations.

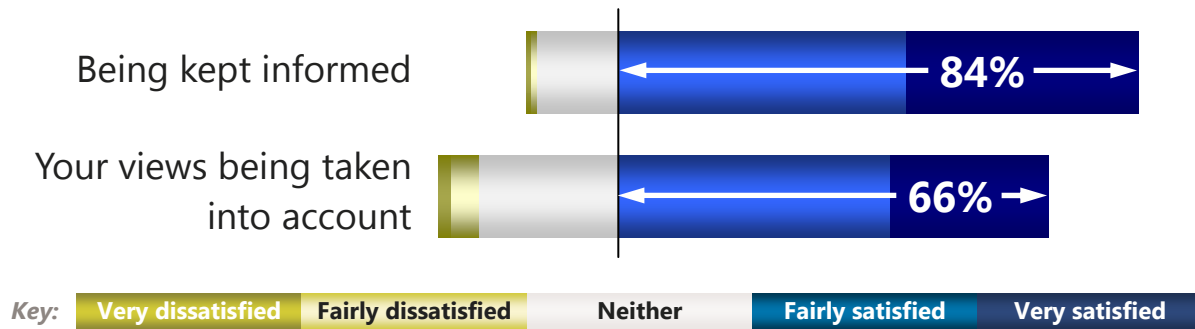


Fig 6 Figures represent the percentage of those who gave an opinion, excluding those who did not respond.

The figure of 84% satisfaction with how well we keep tenants informed is not only above the average of 79%, but also represents an increase from the figure of 81% obtained in 2007.

Your priorities for improvement

Over the next few months we will be working with the Residents Forum to develop an action plan to implement your priorities for improvement. Using the survey results and other information available to us we have been looking at what actions we can take. Your priorities were:

- 1** Keep tenants informed when major improvements will be done
Action: we will consider creating a resident liaison post and continue to monitor performance
- 2** Work towards energy efficiency wherever you can to save tenants' money
Actions: we will explore partnerships with energy advice agencies and grants for energy efficiency measures
- 3** Take individual needs into account when improving our homes
Actions: we will continue to use our household information to plan our maintenance programmes and develop tenants' extras options
- 4** Regular area inspections including feedback to tenants
Action: we have put extra resources in place to ensure this happens
- 5** When taking a message, make sure someone always gets back in touch
Actions: we will develop a mystery shopping programme and ensure we improve our performance on getting back in touch with you when you contact us

Thank you!

We would like to thank all of those who took the time to take part in the survey - the information that you provided will play an important role in improving our services in the future!