

Tenant Satisfaction Survey 2010



Communication and information

The vast majority of you were satisfied that we keep you informed, and 66% also felt that we take tenants' views into account. Both of these scores were better than average when compared to other housing associations.

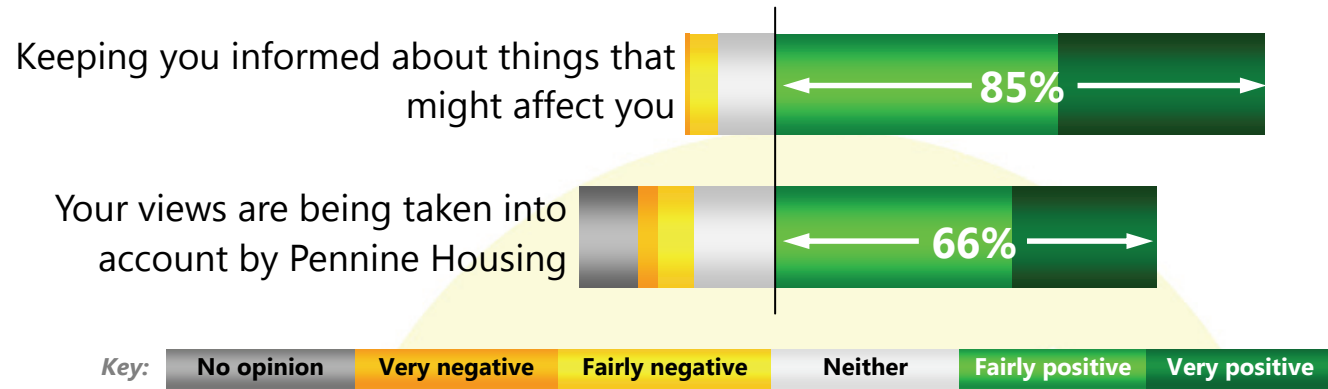


Fig 6 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 1726, 1712

Most of you would rather we contact you in writing when we involve and consult with you (74%). However, many would also welcome contact by telephone or personal visit, particularly those in sheltered accommodation.

Sheltered schemes

Our sheltered tenants were generally very happy with the services they received, including their scheme support managers and alarm call services.

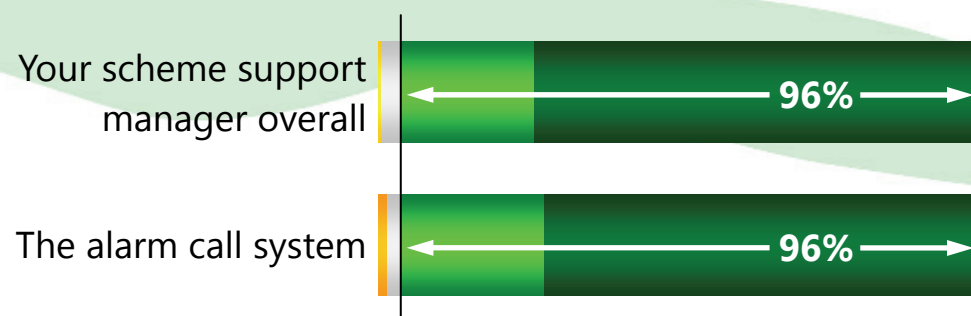


Fig 7 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases: 192, 265

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!



Tenant Satisfaction Survey 2010



Introduction

In February and March 2010, we ran a tenant survey using an independent company named Priority Research. This survey followed on from ones we carried out in 2007 and 2008, and also used many questions from a standard national questionnaire. This meant that many of the results were compared across time, as well as against other similarly sized associations across the country.

The questionnaire was sent to a sample of 4376 households, including all of those in sheltered housing. We received back 1781 completed survey questionnaires, which was 41% of those we sent out.

The following pages contain the main results from the survey.

Overall satisfaction

We were very pleased to see that overall satisfaction with our services had gone up significantly since 2008, the score having improved from 78% to 87%. This included 44% who were very satisfied, compared with only 8% who were dissatisfied.

We think this is because of the work we have been doing to make sure that your homes are in good condition, that we improve the repairs service, and that we answer your queries as well as we can.

Older customers, including those in sheltered housing were generally very satisfied, although levels were a little lower for younger tenants.

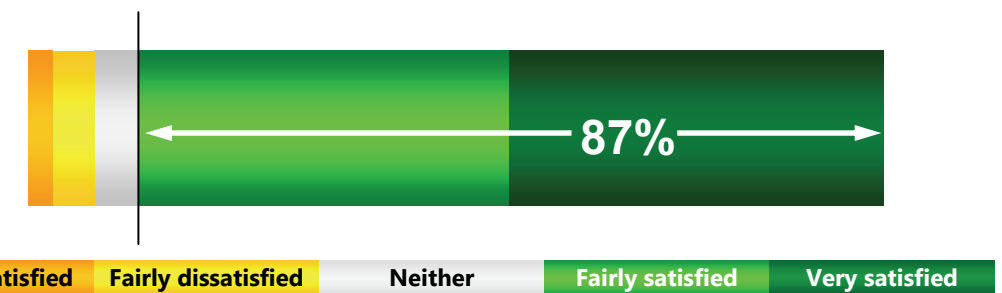


Fig 1 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 1744

The home

The overall quality of the home (87%) was one of the main reasons why most tenants were happy with our services as a whole. In addition, 83% were satisfied with the general condition of their property. Satisfaction with the latter was 5% higher than it had been in

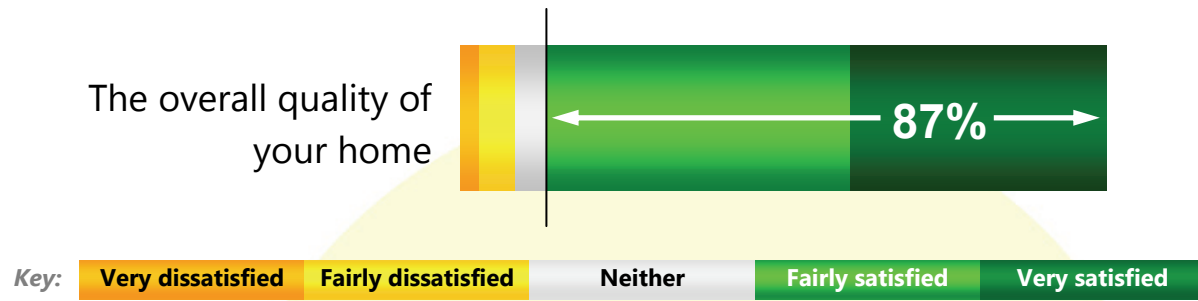


Fig 2 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 1700

2007/2008.

The local neighbourhood

Most tenants were happy with the area in which they lived (84%), which was again higher than the score from the previous survey (was 80%).

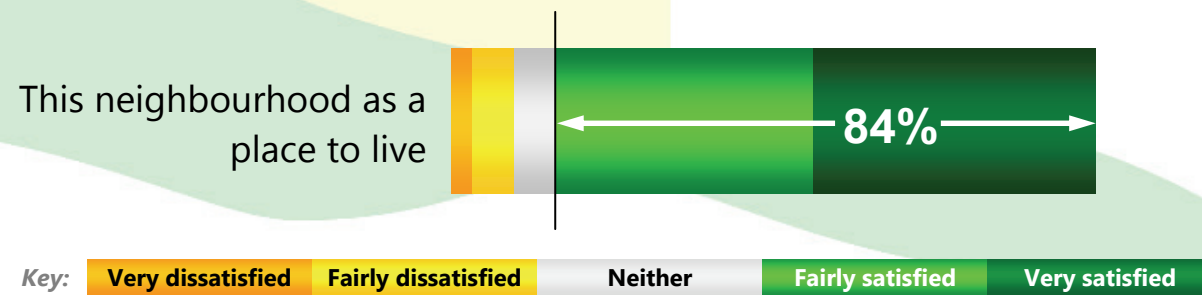


Fig 3 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 1627

When asked which problems people had in their area, the top three most common were:

- Car parking (31% problem)
- Rubbish or litter (31%)
- Disruptive children or teenagers (23%)

A quarter of you told us that you had experienced problems with anti-social behaviour in the last year, only half of which you reported to us. How we dealt with the problem was rated a little higher than other similar landlords, with 69% being satisfied with the advice they received after reporting ASB.

Repairs and maintenance

Repairs and maintenance is very important to you, so we are pleased that the satisfaction rating for this service was higher than it had been in 2007/2008 (87% compared to 77%). This score was also much higher than the average for other housing associations (78%).

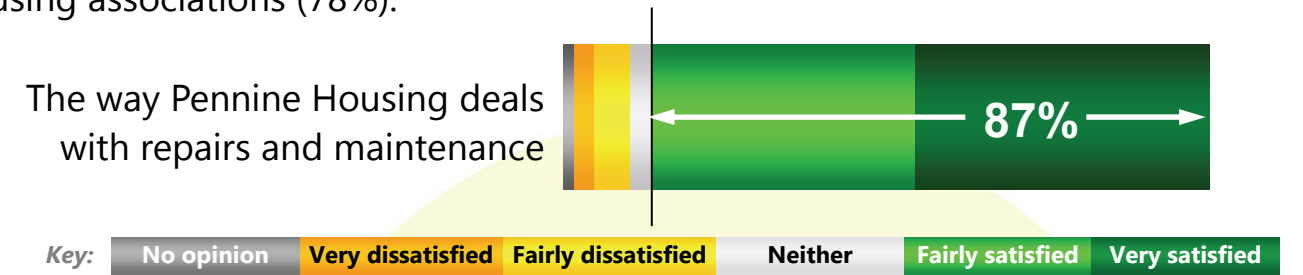


Fig 4 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 1736

When asked about the details of your most recent repair, over 80% of you were satisfied with every part of the process, including the time taken.

Customer service

Satisfaction with the levels of customer service was very high, with the ease of contact, helpfulness of staff, their ability to deal with problems and the final outcome of queries all rated higher than in 2007/2008.

This was one of the main reasons why overall satisfaction with our services had improved, with 84% of you saying that you are generally satisfied with the way we deal with queries.

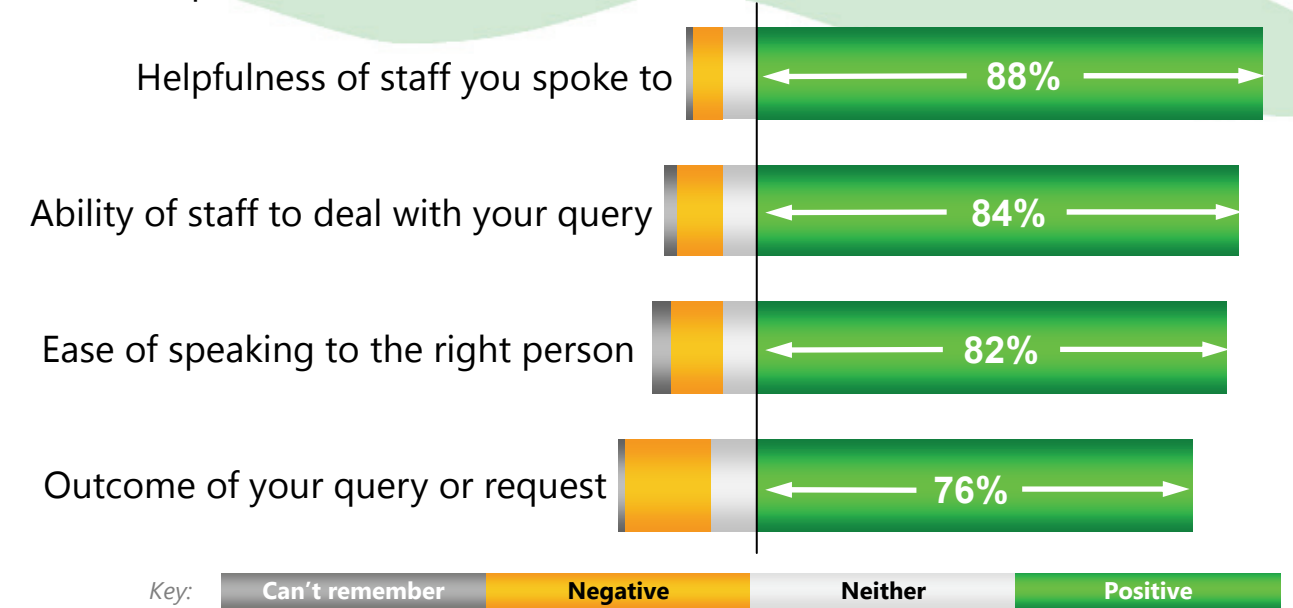


Fig 5 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases, 1352, 1332, 1351, 1317