

## 2011 Tenant Satisfaction Survey Results

Based on sample of 982 returned surveys; a 49.2% response rate.

	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments
		Neighbourhood as a place to live	N/a	84%	86.7%	↑	86%	Top	85%
Grounds maintenance service ( grass cutting, communal gardening )		N/a	76%	80.9%	↑	Not bench marked	N/a	78%	Exceeded target, improving trend
Estate services ( litter picking; communal repairs )		N/a	79%	84.5%	↑	Not bench marked	N/a	70%	Exceeded target, improving trend
<b>73% of respondents live in a block of flats. Those 242 tenants rated their satisfaction with :</b>									
Y O U R	Estate workers' internal cleaning service	N/a	60%	73.2%	↑	Not bench marked	N/a	70%	Exceeded target, improving trend
	<b>Respondents were asked to indicate which of the following were a problem in their neighbourhood : ( multiple responses available )</b>								
P I A C E		<b>2009</b>	<b>2010</b>	<b>2011</b>					
		Rank	Rank	Rank	Rank Change	Major problem	Minor problem	Combined	
		1	1	1	↔	29%	30%	59%	
		2	3	2	↑	16%	38%	54%	
		4	5	3	↑	10%	27%	37%	
		5	4	4	↔	14%	21%	35%	
		7	6	5	↓	10%	24%	34%	
		3	2	6	↓	11%	19%	30%	
		6	7=	7	↔	7%	20%	27%	
		8=	10	8	↑	4%	19%	23%	
		8=	7=	9	↑	7%	14%	21%	
		10	9	10	↑	3%	17%	20%	
		11	11	11	↔	5%	13%	18%	
	12	12	12	↔	2%	6%	8%		
	13	13	13	↔	3%	4%	1%		

Y o u r  P r o p e r t y	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments	
	Overall quality of home	N/a	84%	84%	=	87%	Mid	86%	Below target, stable trend Housemark Middle band 83% - 86%	
	Overall condition of home	85%	83%	83%	=	Not bench marked	N/a	85%	Below target, stable trend	
	Repairs & maintenance service <sup>1</sup>	87%	83%	85%	↑	85%	Top	85%	On target, top quartile improving trend	
	Gas servicing arrangements <sup>2</sup>	N/a	94%	93%	↓	Not bench marked	N/a	95%	Below target, declining trend	
	<b>63% respondents had a repair completed in the last 12 months. Those 604 tenants rated their satisfaction with :</b>									
	Attitude of workers	N/a	N/a	92%	N/a	Not bench marked	N/a	No target	New set of 10 STAR repairs service questions	
	Keeping dirt & mess to minimum	N/a	N/a	89%	N/a	Not bench marked	N/a	No target		
	Being told when workers would call	N/a	N/a	85%	N/a	Not bench marked	N/a	No target		
	Overall quality of work	N/a	N/a	88%	N/a	Not bench marked	N/a	No target		
Contractors doing the job expected	N/a	N/a	85%	N/a	Not bench marked	N/a	No target			
Overall repairs service on this occasion	N/a	N/a	85%	N/a	Not bench marked	N/a	No target			
Speed work was completed	N/a	N/a	85%	N/a	Not bench marked	N/a	No target			
Being able to make an appointment	N/a	N/a	83%	N/a	Not bench marked	N/a	No target			
Repair being done ' Right first time '	N/a	N/a	81%	N/a	Not bench marked	N/a	No target			
Time taken before work started	N/a	N/a	77%	N/a	Not bench marked	N/a	No target			

<sup>1</sup> 2010 STATUS question was *How satisfied were you with the way your repair was carried out?*  
2011 STAR question was *Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?*

<sup>2</sup> 2010 STATUS question was *Overall satisfaction with gas servicing?*  
2011 STAR question was *How satisfied are you with your landlord's gas servicing arrangements?*

Y o u r  S e r v i c e	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments
	Overall landlord service	89%	86%	89%	↑	88%	Top	87%	Exceeded target, top quartile & improving trend
	Reporting a repair	88%	82%	85%	↑	Not bench marked	N/a	No target	
	Talking to an estate manager	65%	68%	63%	↓	Not bench marked	N/a	No target	Low satisfaction, deteriorating trend
	Getting advice on moving home <sup>3</sup>	58%	44%	40%	↓	Not bench marked	N/a	No target	Low satisfaction, deteriorating trend
	Facilities to pay rent	N/a	89%	85%	↓	Not bench marked	N/a	81%	Exceeded target, deteriorating trend
	Value for money from rent	85%	84%	84%	=	85%	Mid	86%	1% below top Housemark band
	Advice & support to claim HB/benefits	N/a	N/a	71%	N/a	Not bench marked	N/a	No target	
	Managing money & paying rent support	N/a	N/a	63%	N/a	Not bench marked	N/a	No target	Low satisfaction
	41% <sup>4</sup> respondents contacted us in the last 12 months, Those 389 tenants rated their satisfaction :								
Helpfulness of staff	86%	85%	81%	↓	Not bench marked	N/a	86%	Below target, deteriorating trend	
Staff speed & efficiency	N/a	N/a	78%	N/a	Not bench marked	N/a	No target		
Ease of getting hold of right person	75%	71%	71%	=	Not bench marked	N/a	75%	Below target, stable trend	
Staff ability to deal with the problem	81%	79%	71%	↓	Not bench marked	N/a	81%	Below target, deteriorating trend	
Final outcome of their query	73%	71%	66%	↓	Not bench marked	N/a	73%	Below target, deteriorating trend	
53% respondents said they were aware of the complaints procedure. Of those, 6% had made a complaint in the last 12 months. Those 54 tenants expressed satisfaction with:									
Ease of making a complaint	N/a	N/a	65%	N/a	Not bench marked	N/a	No target	New set of 7 STAR complaints questions	
Information/advice from staff	N/a	N/a	53%	N/a	Not bench marked	N/a	No target	Low satisfaction	
Support from staff	N/a	N/a	39%	N/a	Not bench marked	N/a	No target	Very low satisfaction	
Speed complaint was dealt with	N/a	N/a	35%	N/a	Not bench marked	N/a	No target	Very low satisfaction	
Being kept informed	N/a	N/a	32%	N/a	Not bench marked	N/a	No target	Very low satisfaction	
Complaint outcome	N/a	N/a	31%	N/a	74%	Low	67%	Very low satisfaction Housemark Lower under 47% Middle band 48 -60%	
Overall handling of complaint	N/a	N/a	32%	N/a	77%	N/a	75%	Very low satisfaction Housemark Lower under 48% Middle band 55 -67%	

<sup>3</sup> 2010 STATUS question was *Satisfaction with getting advice on council housing waiting list ?*

2011 STAR question *How satisfied were you when you last went to .....get advice on moving home?*

<sup>4</sup> 59% had made contact in 2009 & 68% had made contact in 2010 but these included contacts for rent payment.

Y o u r  S a y	Tenant satisfaction with.....	2009	2010	2011	↑ ↓	House mark Top %	House mark status	Target	Comments
	Feeling landlord treats them fairly	N/a	N/a	80%	N/a	Not bench marked	N/a	No target	New STAR question
	Being kept informed about things that might affect them	79%	82%	75%	↓	Not bench marked	N/a	83%	Below target, deteriorating trend
	Opportunity to make views known	N/a	N/a	67%	N/a	Not bench marked	N/a	No target	New STAR question
	Listening to tenants' views and acting on them	72%	67%	65%	↓	70%	N/a	72%	Below target, deteriorating trend Housemark Middle band 64 – 69%
	Opportunities to be involved in management and decision making	63%	58%	53%	↓	Not bench marked	N/a	60%	Lowest customer satisfaction level since 2003
	Aware of housing's service standards	N/a	N/a	45%	N/a	Not bench marked	N/a	No target	New CYC question

Y o u r  S a y	Preference for being kept informed and getting in touch (multiple response available)			
		2009	2010	2011
	By phone	N/a	N/a	63%
	In writing			44%
	Office visit			39%
	Newsletter			34%
	Home visit			16%
	Email			16%
	Text message			8%
	Open meetings			7%
6 out of 10 customers prefer to be contacted or updated by phone.				

Y o u r  S a y	How did you last contact your landlord (one response only)			
		2009	2010	2011
	By phone	69%	74%	71%
	Office visit	22%	21%	31%
	In writing	2%	2%	2%
Email	N/a	4%	5%	
7 out of 10 customers contact us by phone.				

Y o u r  S a y	What did you last have contact with your landlord about (one response only)			
		2009	2010	2011
	Repairs	72%	78%	71%
	Neighbours / neighbourhoods	7%	9%	15%
	Rent	6%	6%	8%
	Moving home	3%	2%	8%
	Garden /communal	6%	2%	6%

7 out of 10 customers contact us about repairs.

Twice as many customers contact us about their neighbours or neighbourhood issues as contact us about rent or moving home.