

Communication and information

The survey results indicate that we provide a good standard of information to our tenants, and take account of their views when making decisions. These results were better than those achieved by other similar sized organisations.

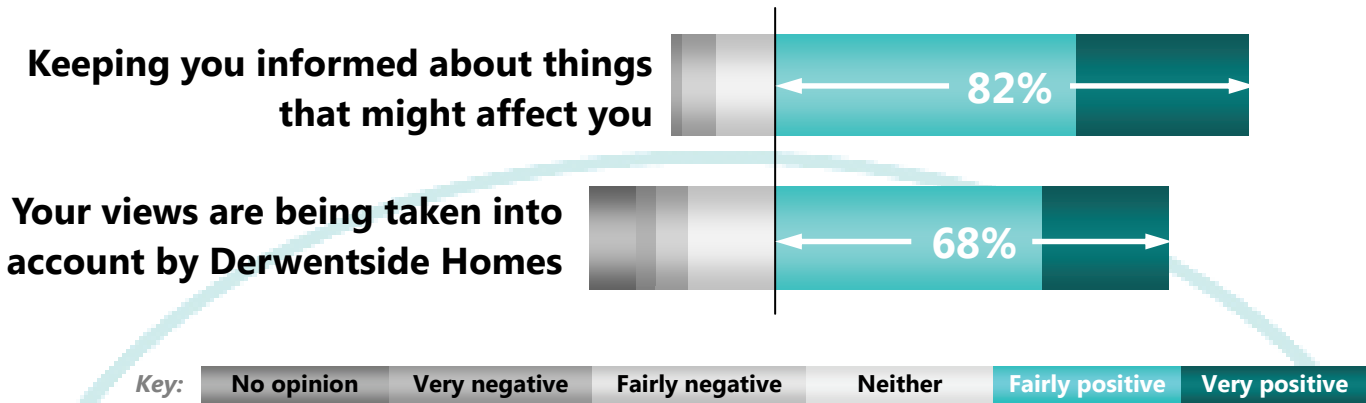


Fig 6 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 3385, 3351

The vast majority of tenants prefer to be informed or consulted by letter (78%), although a significant proportion would also be happy with a telephone call (32%).

Value for money

Over four out of five tenants felt that the rent they paid represented good value for money (84%), whilst only 8% held the opposite view. This figure is comparable to that reported by other similar housing providers (83%).

The figure remained positive even amongst tenants who did not receive housing benefit (73%).

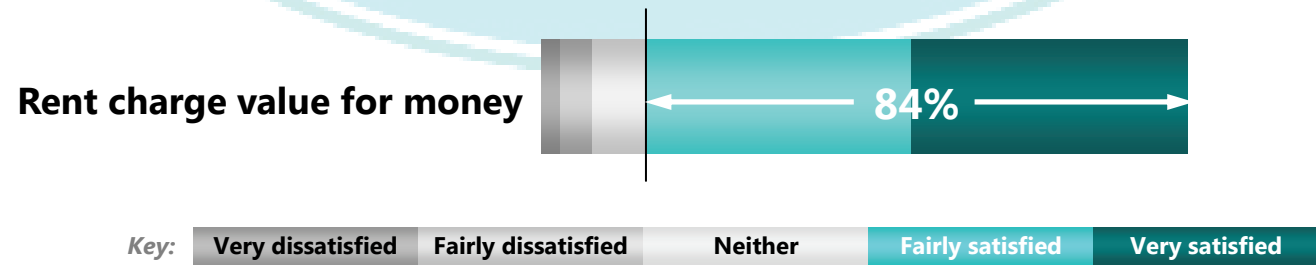


Fig 7 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 3157

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!

Introduction

In August 2009, we conducted a tenant survey using an independent company named Priority Research. This survey used a new version of the standard national questionnaire (called STATUS), which meant the results could be compared with similar housing providers around the country.

The questionnaire was sent to all tenant households of whom 3484 completed and returned the survey, representing a response rate of 54%.

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 - 87% said that they were satisfied whilst only 8% were dissatisfied. This was a little higher than the average for similar landlords (82%).

Older customers were generally very satisfied, although levels were a little lower for younger tenants or those who had recently experienced anti-social behaviour.

The issues that were most closely linked to overall satisfaction were the repairs and maintenance service, how enquiries are dealt with generally, the overall quality of the home, and how well we keep tenants informed.

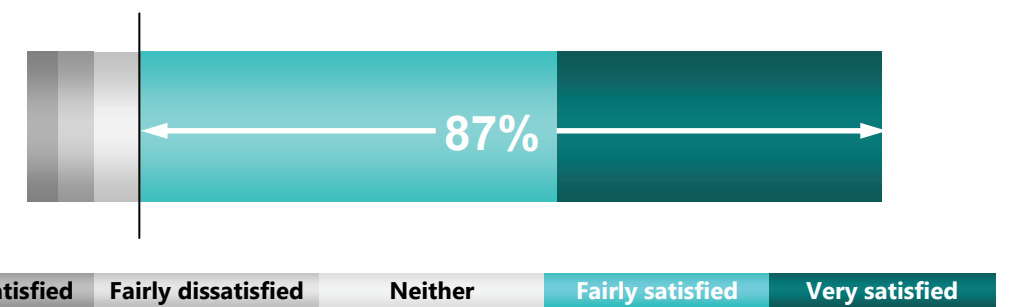


Fig 1 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 3415

The home

The overall quality of the home (86%) was one of the main reasons why most tenants were happy with our services as a whole. In addition, 84% were satisfied with the general condition of their property. Satisfaction with both was equivalent to the benchmark average.

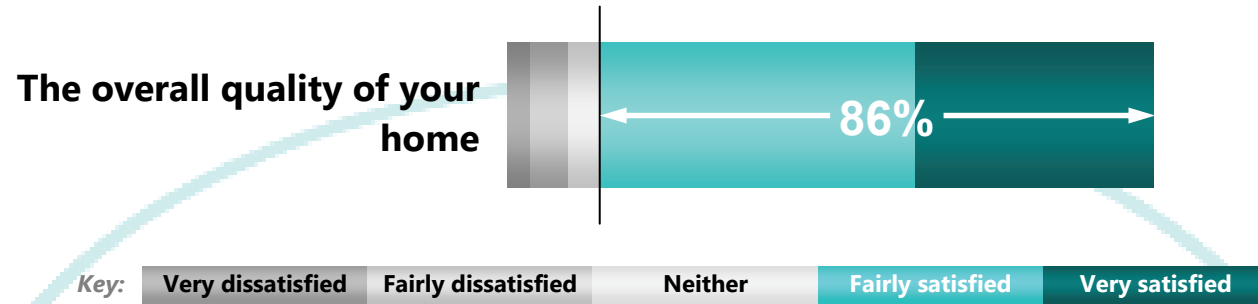


Fig 2 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 3339

In addition, around three out of five respondents placed the overall quality of their home in the top two most important aspects of our service.

The local neighbourhood

Most tenants were happy with the area in which they lived (86%), although this rating was somewhat lower for those who had reported anti-social behaviour to us (69%). The issue that seemed to have most impact on happiness with the local area was noisy neighbours.

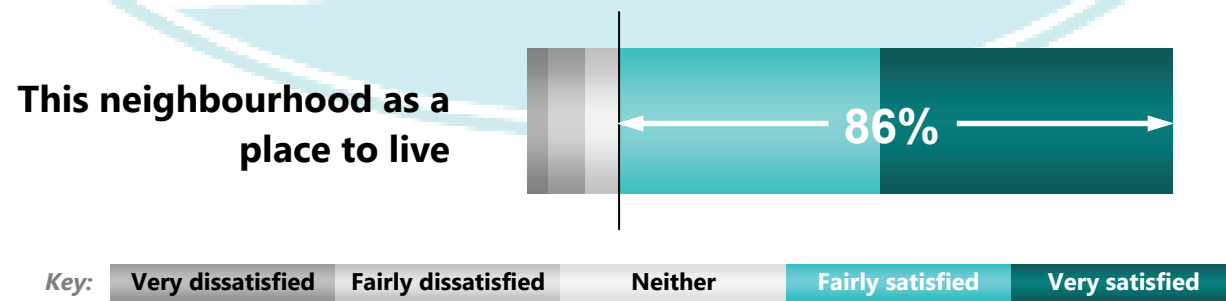


Fig 3 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 3175

Dealing with anti-social behaviour was the fourth most important aspect of the service we provide. Just over a half of tenants who reported anti-social behaviour to us were happy with the speed with which their report was dealt with (52%) and even more were satisfied with the advice provided by staff (65%). Both of these results were better than those for other similar landlords.

Repairs

It is positive to see that 85% of tenants were satisfied with the repairs and maintenance service. This is particularly good as tenants said that repairs and maintenance was the most important service for them. Tenants who had recently received a repair were particularly positive about the attitude of workers and being told when they would call (92% and 89% respectively).

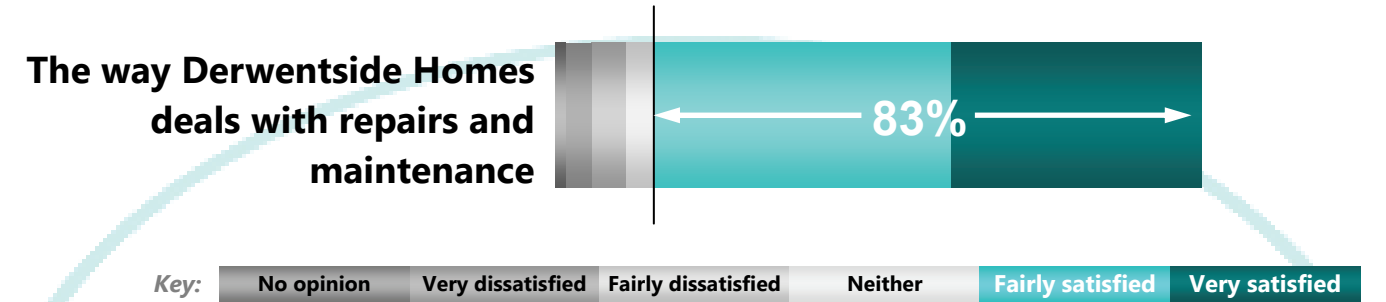


Fig 4 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 3408

Customer service

Ratings for customer service were all generally positive and broadly in line with comparable landlords. The general pattern of results for this section suggests that tenants were a little more satisfied with the manner in which you were treated than with the final outcome of your query.

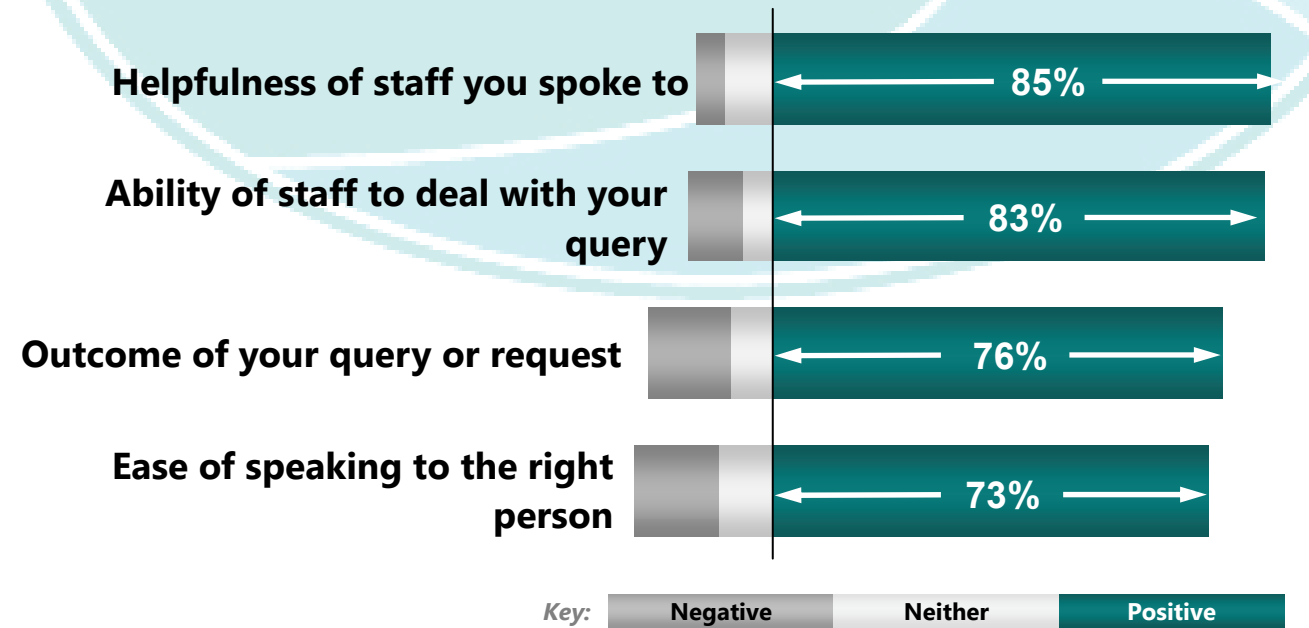


Fig 5 Base : 2726

Most tenants last made contact by telephone (90%). The vast majority of those who had made contact did so regarding a repair (71%).