

Tenant Satisfaction - How We Compare With Other Housing Providers

Wigan and Leigh Housing is a member of the Housemark benchmarking service, which enables us to compare our performance with other housing organisations. In 2008 we carried a satisfaction survey among a sample of 10% of our tenants (STATUS) and a report on the findings and how we are using them appears on this website. As part of the service we receive from Housemark, we provided them with our STATUS results and are now able to compare our performance with other providers.

The table below shows how we compare to other ALMOs (Arms Length Management Organisations) like ourselves, but also with all housing providers, including Housing Associations. It shows what quartile we are in compared to everyone else: a quartile is a value that divides data into four equal groups or quarters (i.e. where we are in upper quartile we are in the top 25%).

As you will see, the findings show that tenants of Wigan and Leigh Housing have excellent satisfaction levels in comparison to other tenants. We appear in the upper quartile against nearly all questions, apart from a couple where we are upper middle, which still means we are in the top 50%. Although these results are very positive, we will continue to work to improve our services and listen to what our tenants want, and hopefully drive these satisfaction levels even higher!

Satisfaction with:	% satisfied 2008 - WALH	Housemark upper quartile - all housing providers	WALH quartile position - all housing providers (195)	Housemark upper quartile - ALMOs	WALH quartile position - ALMOs (54)
Overall service provided by landlord	87.01%	83.33%	Upper	80.10%	Upper
With being kept informed by landlord	82.70%	82.68%	Upper	79%	Upper
That views are taken into account by landlord	68.40%	65.40%	Upper	64%	Upper
With repairs service	88.00%	81.00%	Upper	78.00%	Upper
With how enquiries are dealt with	79.80%	88.65%	Upper middle	74.45%	Upper
Quality of home	89.10%	84.77%	Upper	81.19%	Upper
General condition of property	86.02%	81.33%	Upper	77.54%	Upper
Neighbourhood as a place to live	78.96%	82.06%	Upper middle	79.39%	Upper middle
Value for money of rent	83.12%	81.70%	Upper	79.83%	Upper