

TENANT SATISFACTION SURVEY 2008 – KEY MESSAGES

| Achievements | Areas for improvement |
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| Goal 1 - Better housing services | |
| <ul style="list-style-type: none"> • Satisfaction with overall service increased by 3.5% to 87% • Over 3/4s of tenants are satisfied with advice service on rent payments • 80% happy with how enquiries are dealt with • 86.3% tenants found staff to be helpful • 87.7% felt that they were kept well informed on things that affect them • Tenants prefer traditional 1.2.1 methods of communication, such as letter and phone call | <ul style="list-style-type: none"> • 7% decrease in tenants view that rent is value for money (although still nearly 80%) • 22.7% tenants dissatisfied with final outcome when contacting us • Higher levels of dissatisfaction with are office staff helpfulness reported (although only a low response rate) • Dissatisfaction levels with service when reporting anti-social behaviour are higher • Over 50% state ASB team unable to deal with their problem (may be an issue regarding managing expectations) • Issues with being kept informed on progress of ASB complaint • Decrease in satisfaction with opportunities for involvement and in views being listened to |
| Goal 2 – Decent homes | |
| <ul style="list-style-type: none"> • Satisfaction with quality of home improved to over 88% • Satisfaction with condition of property is over 85% • Satisfaction with repairs service has increased by 2%, with over 50% very satisfied • Improvement in satisfaction levels on all aspects of the repairs service (e.g. staff attitude, speed) | <ul style="list-style-type: none"> • Small dip in satisfaction level on condition of property (although satisfaction remains high) • Some tenants report issues on delay and reported repairs not being done (although only a low response rate to question) • Modernising bathrooms and providing showers are highlighted as issues (although only a low response rate to question) |
| Goal 3 - Better neighbourhoods | |
| <ul style="list-style-type: none"> • Over three-quarters of tenants are satisfied with the neighbourhood as a place to live • Reduction in the following being identified as problems: <ul style="list-style-type: none"> ○ Animals/pets ○ Vandalism/graffiti | <ul style="list-style-type: none"> • Satisfaction with the neighbourhood as a place to live is down 3% • Increase in the following being identified as problems: <ul style="list-style-type: none"> ○ Rubbish/litter ○ Noisy neighbours ○ Drunk/rowdy behaviour ○ Criminal damage ○ Drugs • New problems identified – parking and disruptive children/teenagers |