

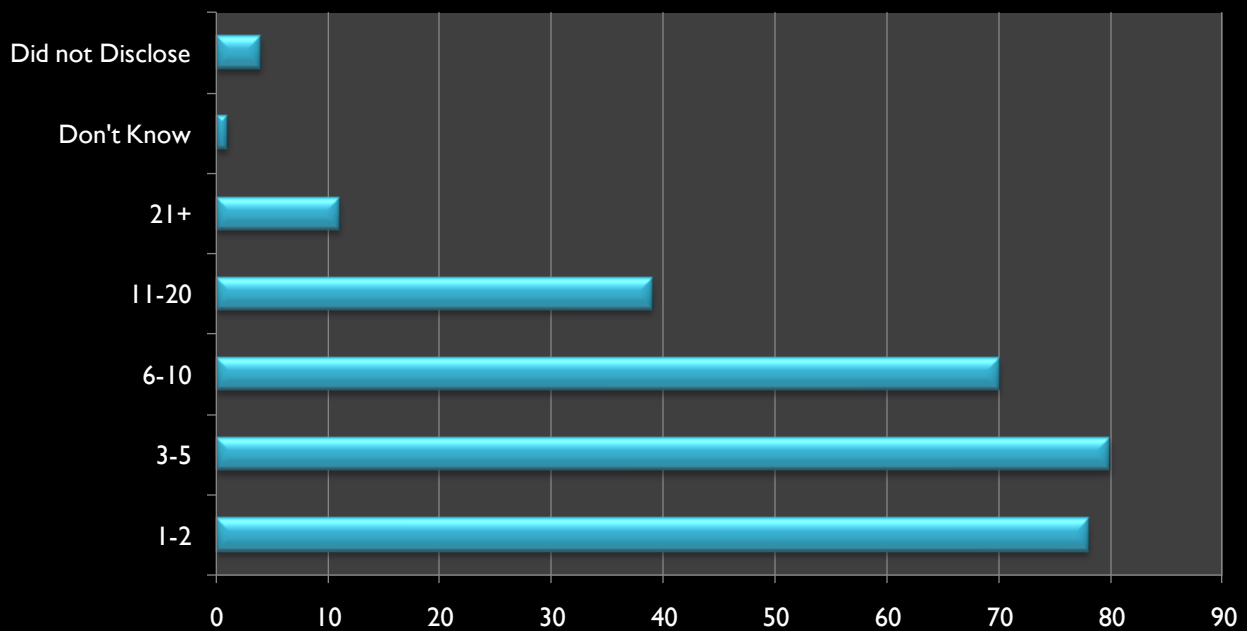


Full Results

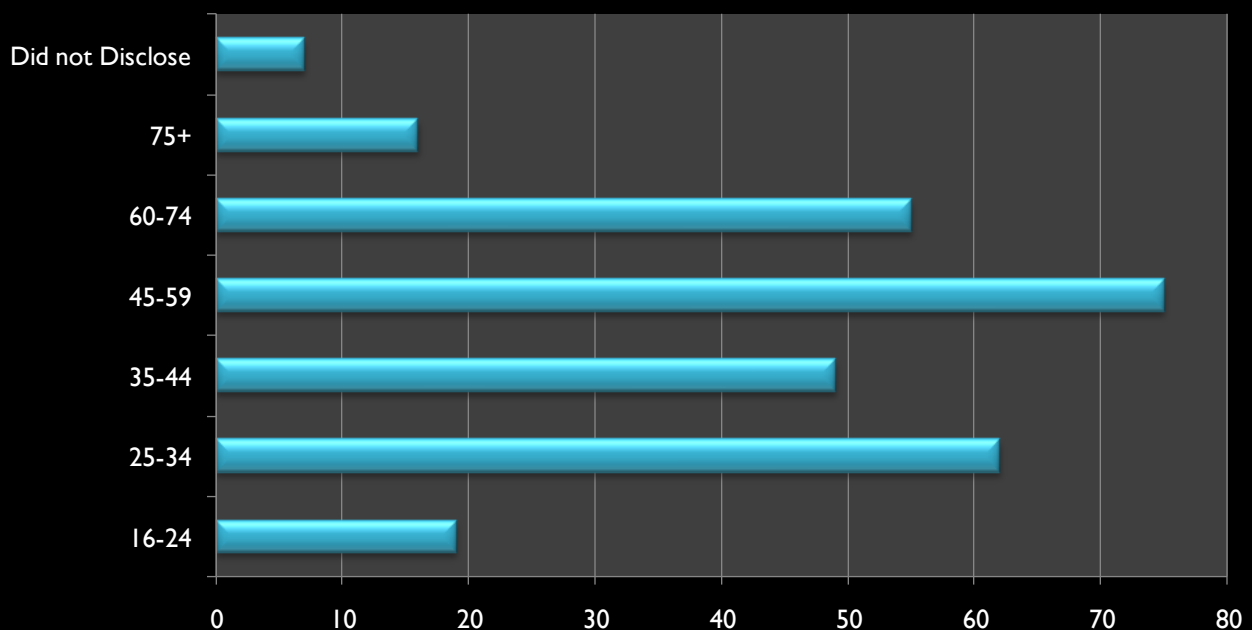
TENANT SATISFACTION SURVEY 2010

Thank you to all tenants, randomly selected, who agreed to take part in our new Tenant Satisfaction Survey. 283 households across the region participated. Figures along the bottom of the chart indicate tenant numbers.

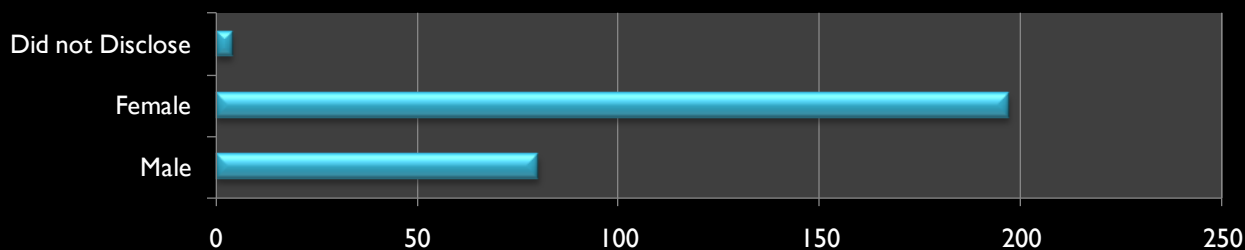
1. How many years have you/your household been a tenant of this home?



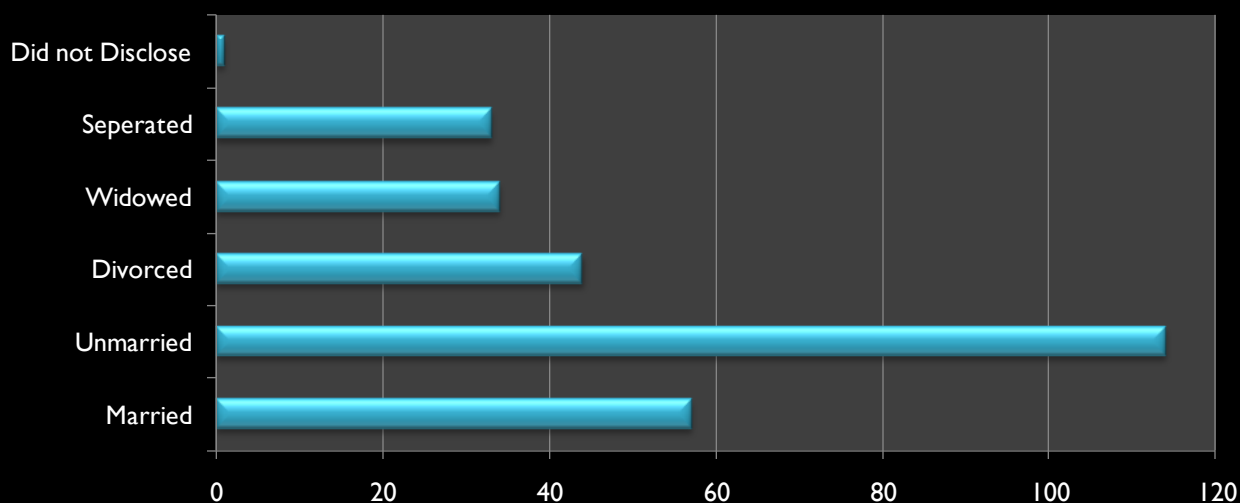
2. Please tick the age group to which you belong:



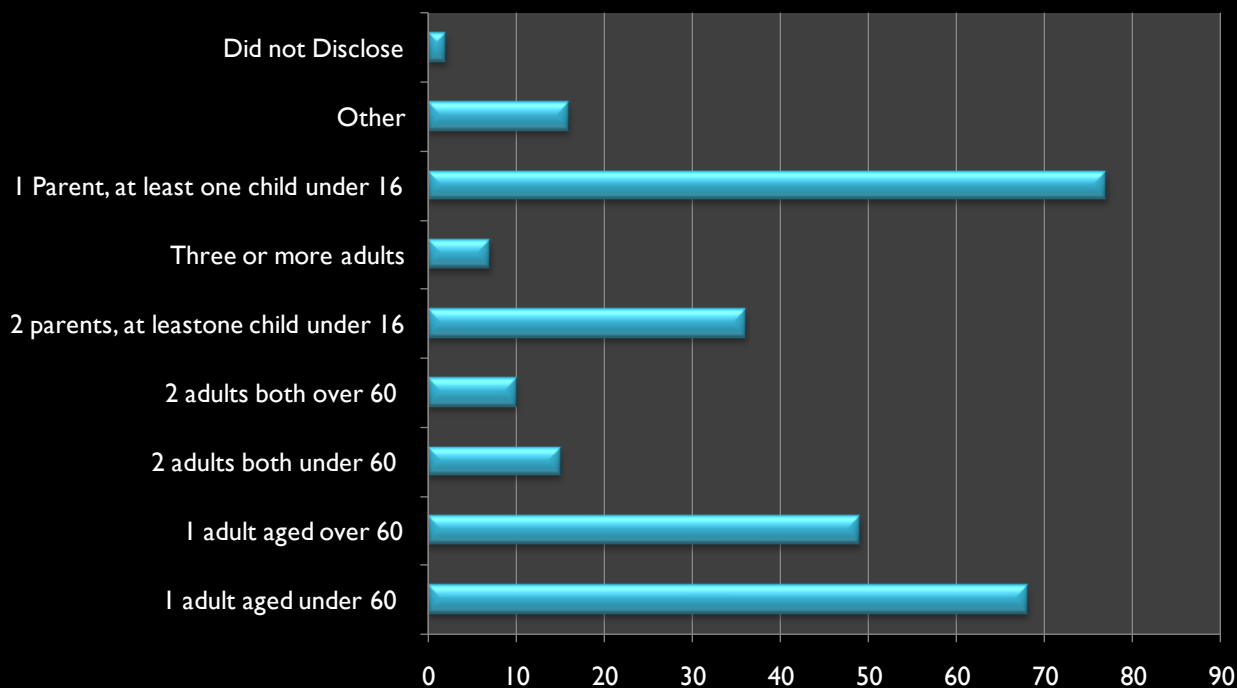
3. Gender of respondent:



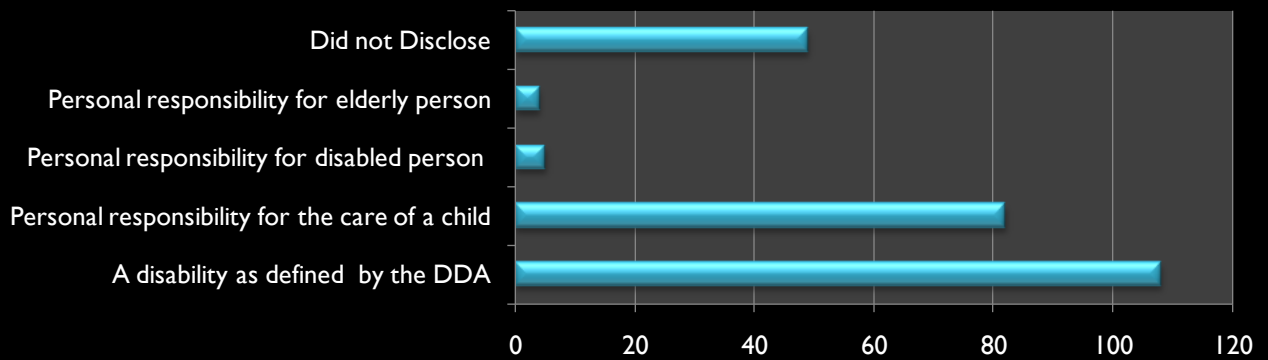
4. Marital Status of Respondent:



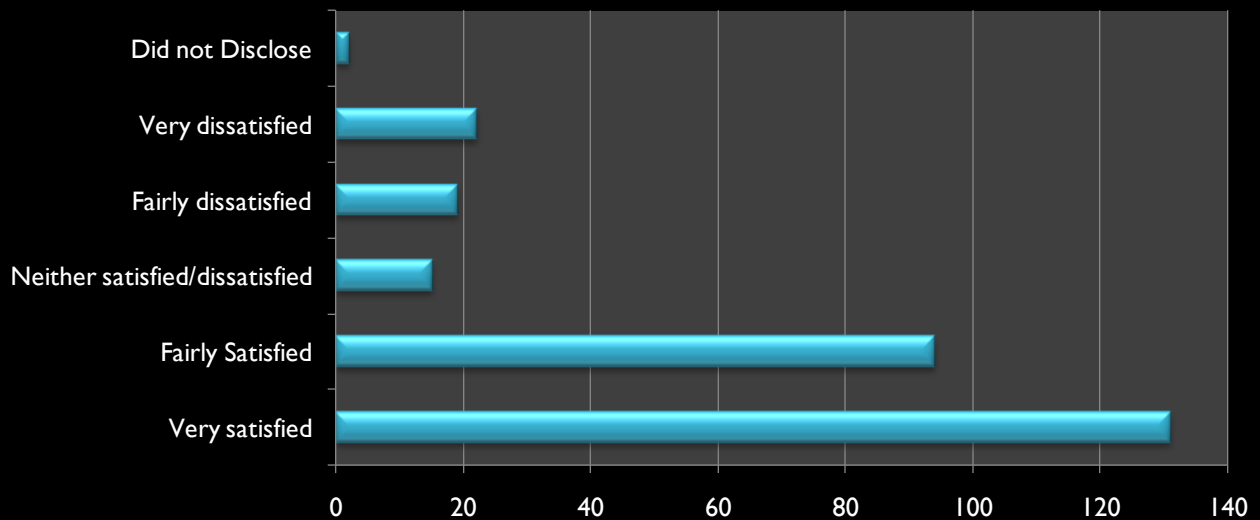
5. How would you describe the composition of your household?



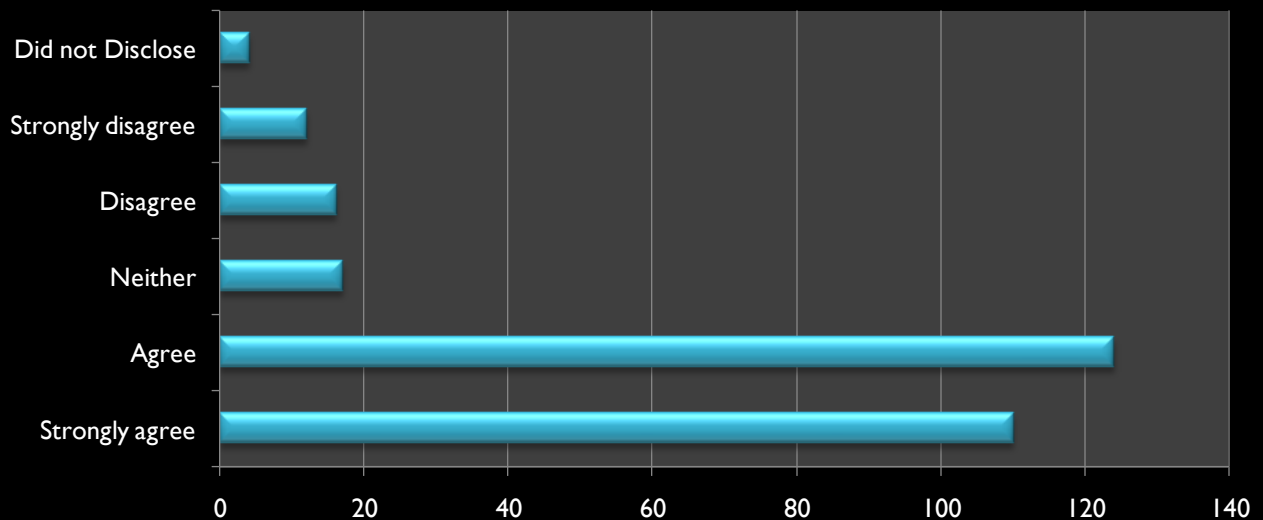
6. Does the head of household have:



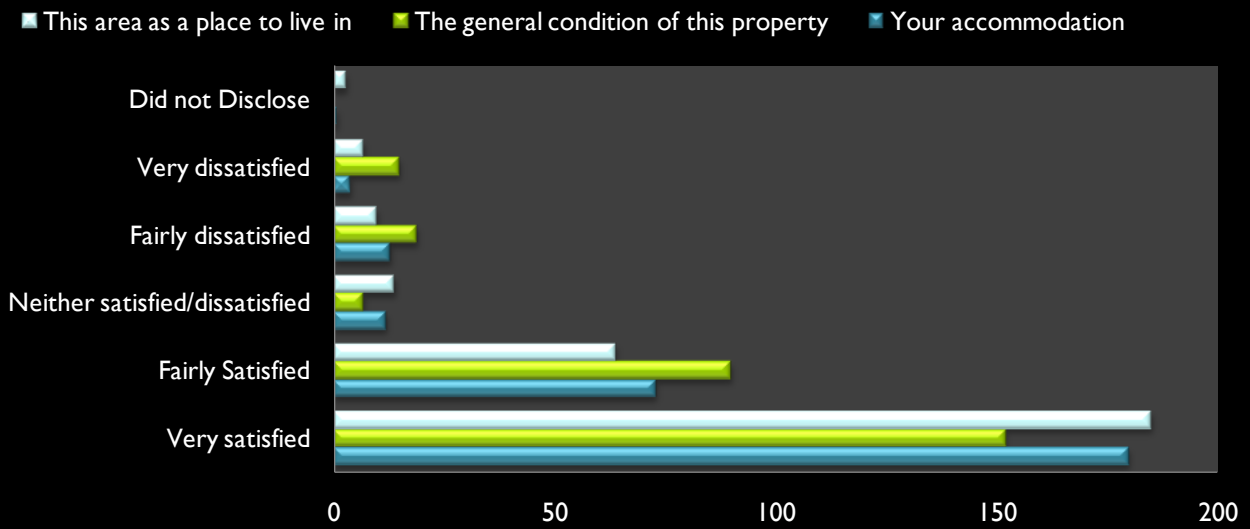
7. Taking everything into account how satisfied or dissatisfied are you with the services provided by Habinteg?



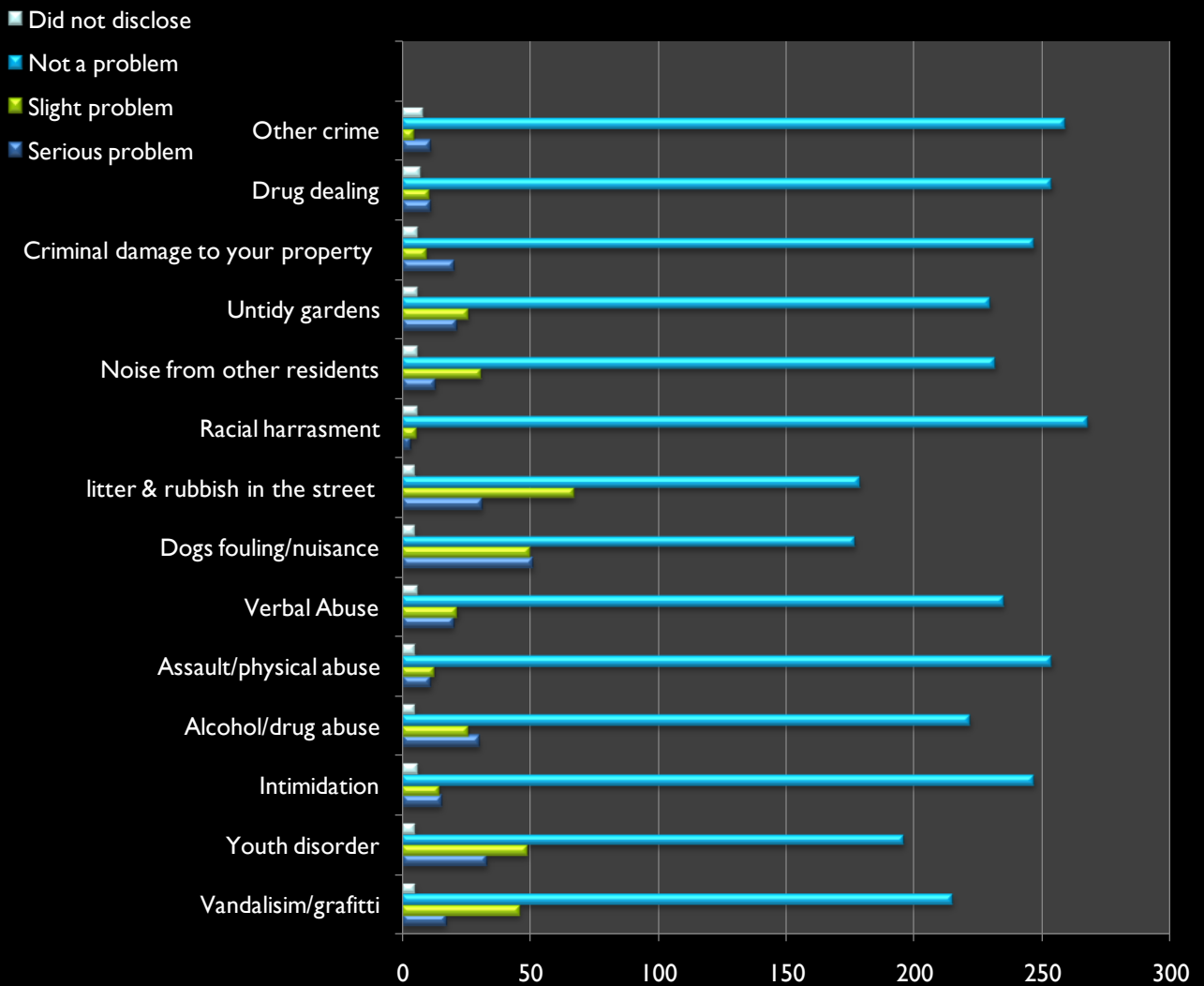
8. Taking into account your home and services Habinteg provide, do you agree the rent for this property represents good value for money?



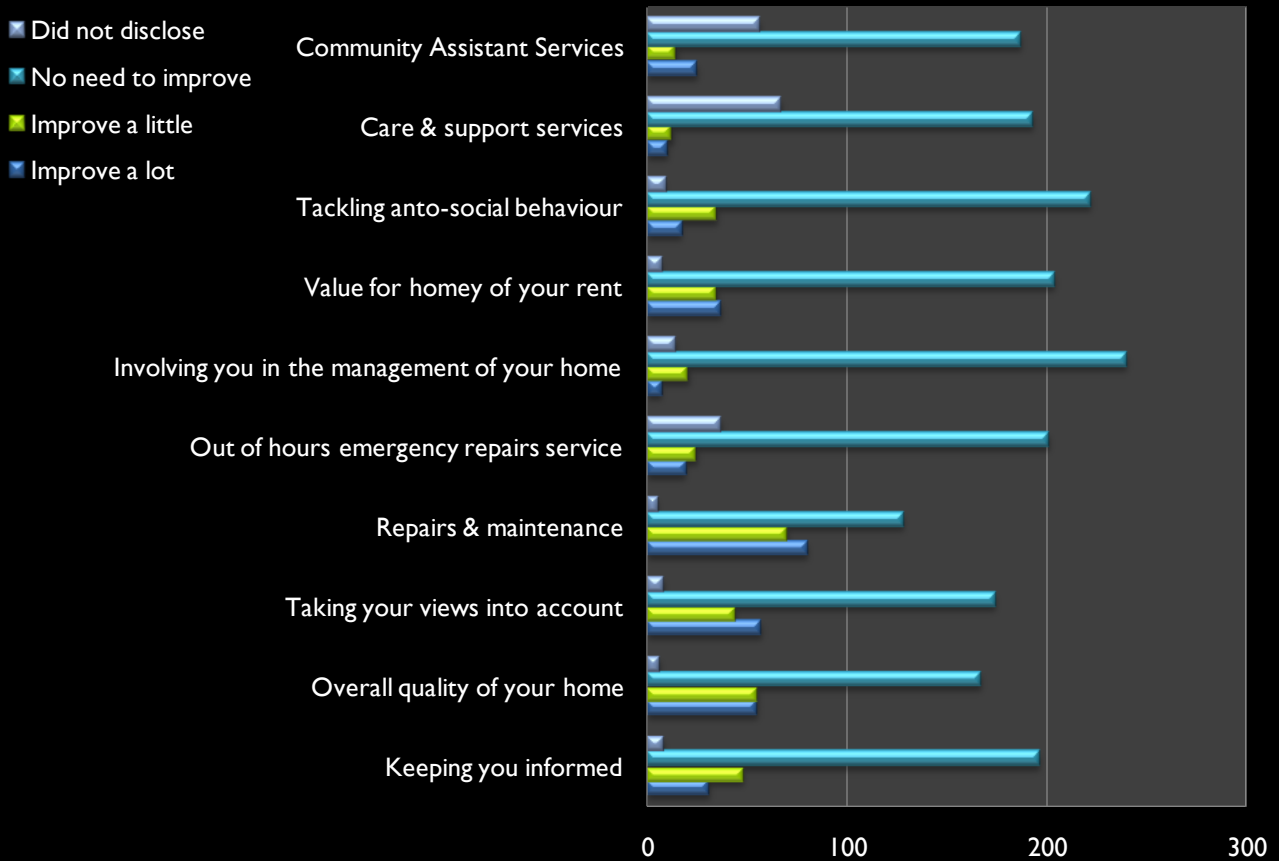
9. Overall, how satisfied or dissatisfied are you with the following:



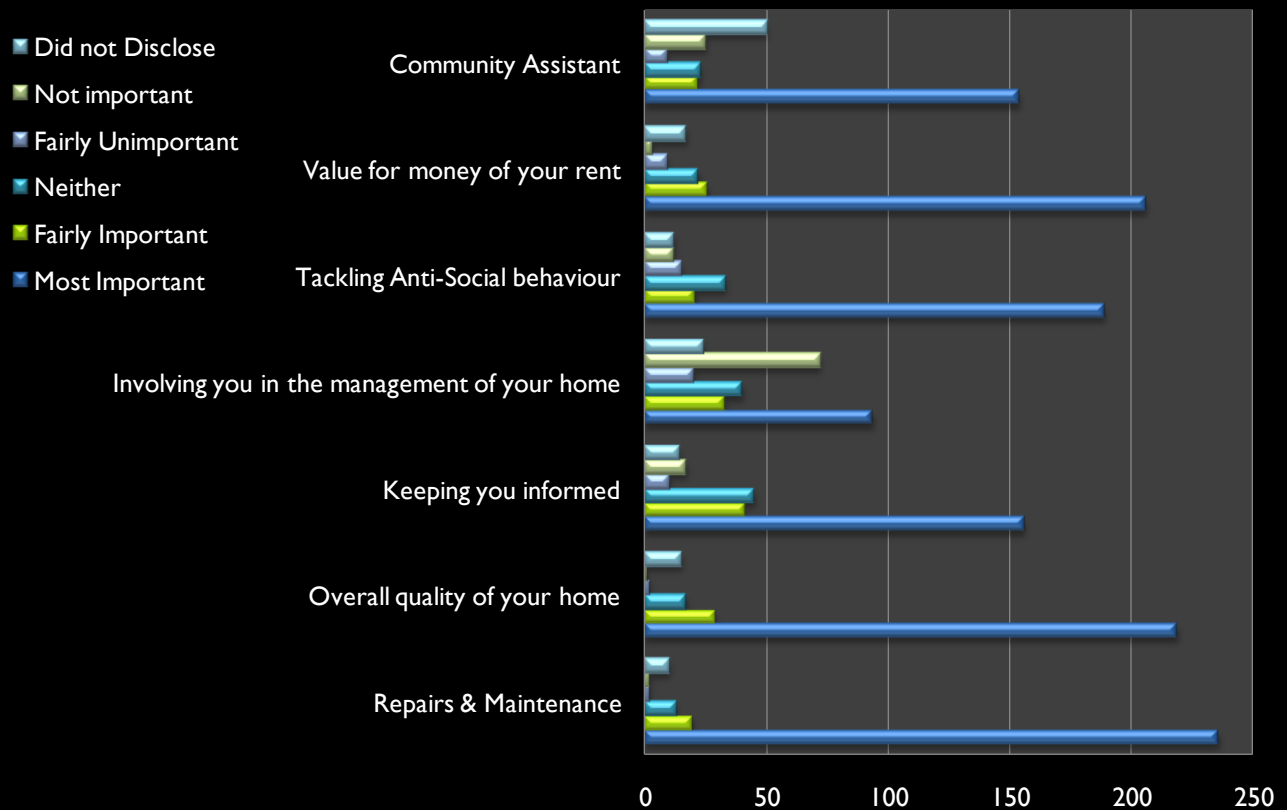
10. To what degree are each of the following a problem in your neighbourhood?



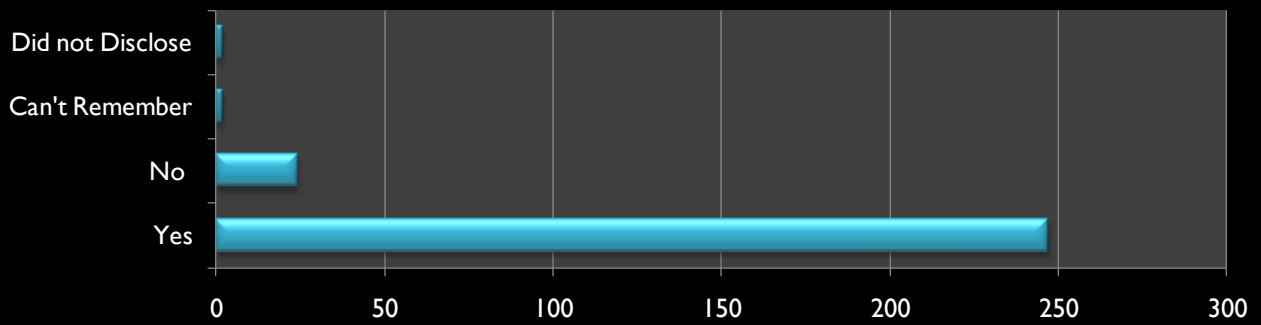
11. To what degree do you think the following services need improving?



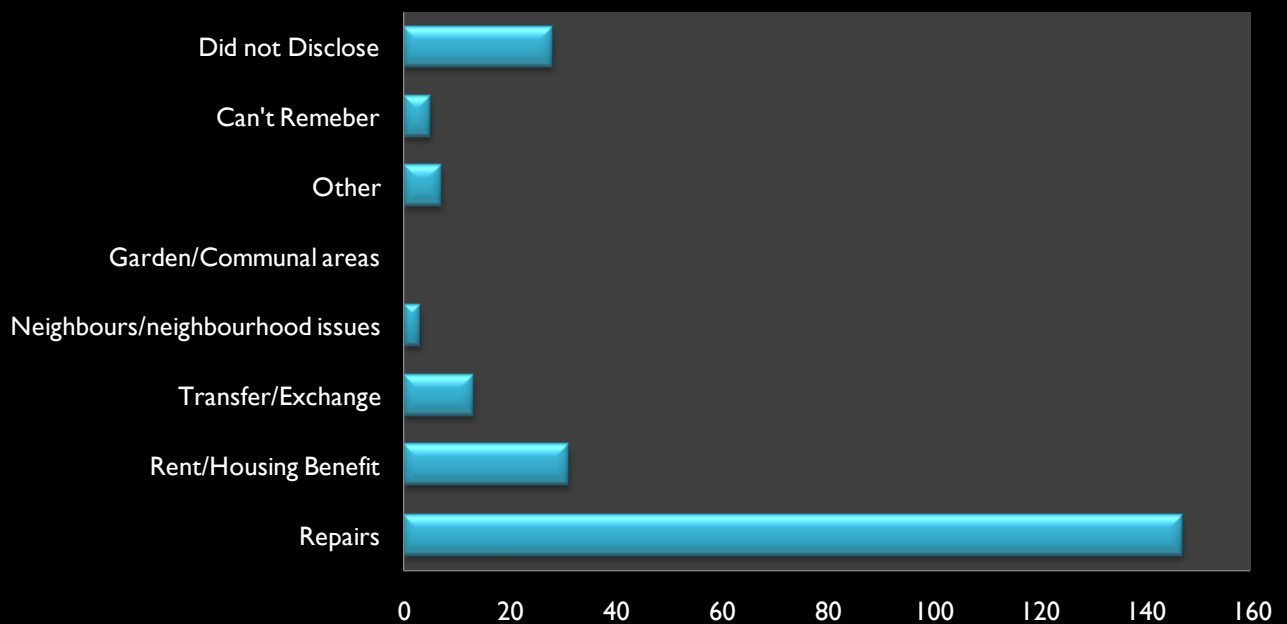
12. Rate the services, in the following list, according to their importance to you:



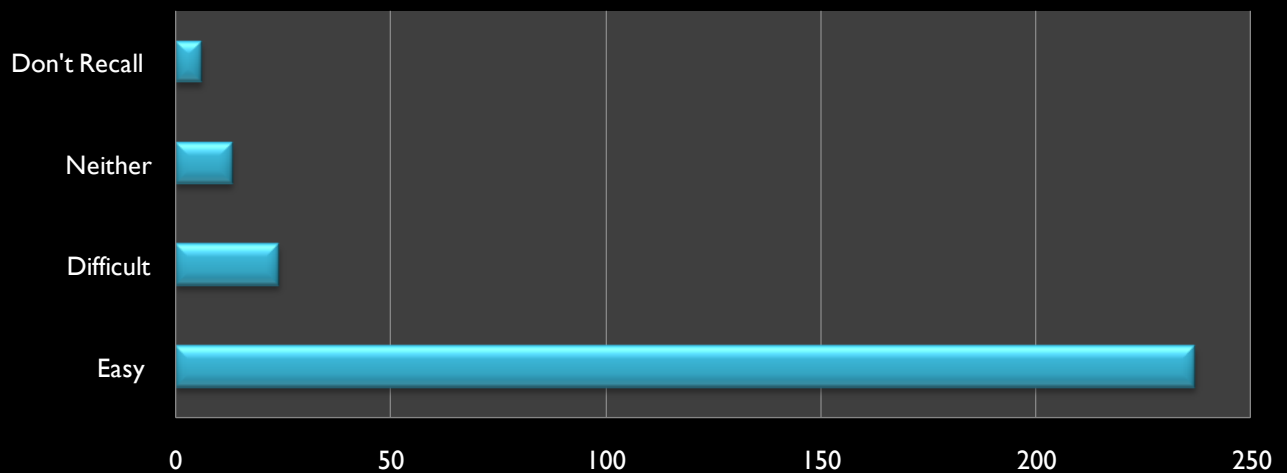
13. Have you been in contact with Habinteg within the last 12 months?



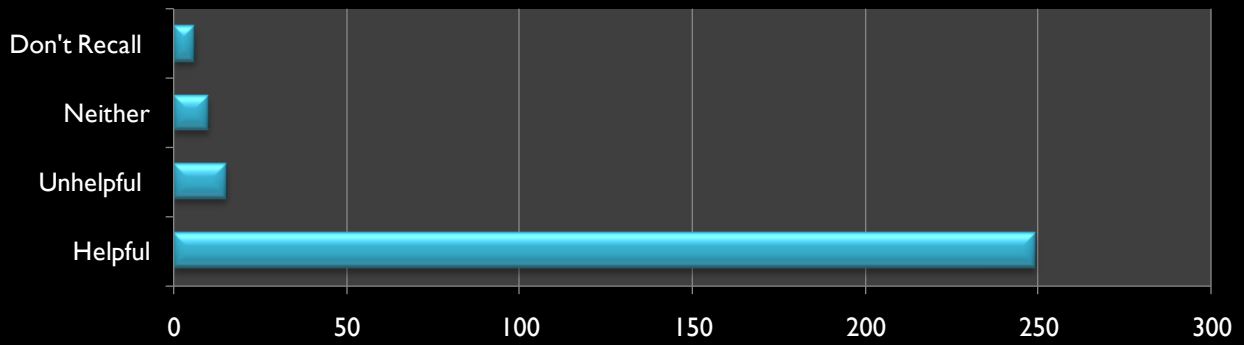
14. If yes, what was the subject of your most recent contact?



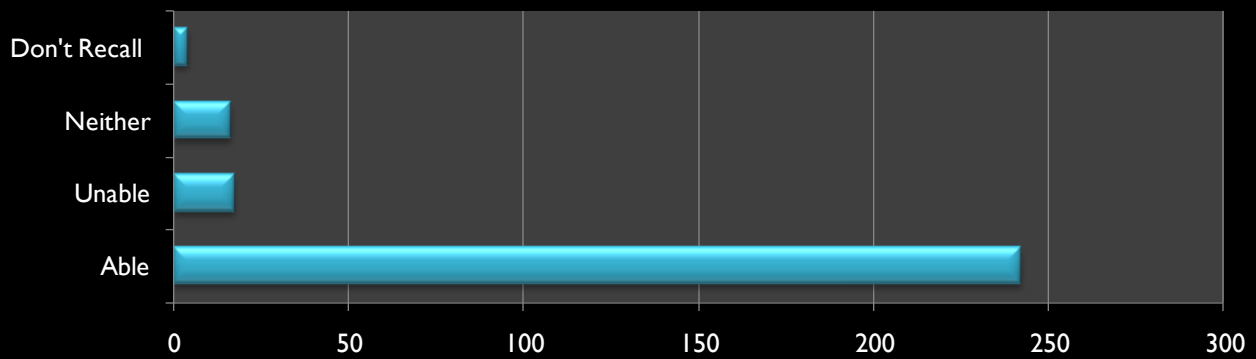
15. When you had contact with the Association, how difficult was it, to speak to the relevant member of staff?



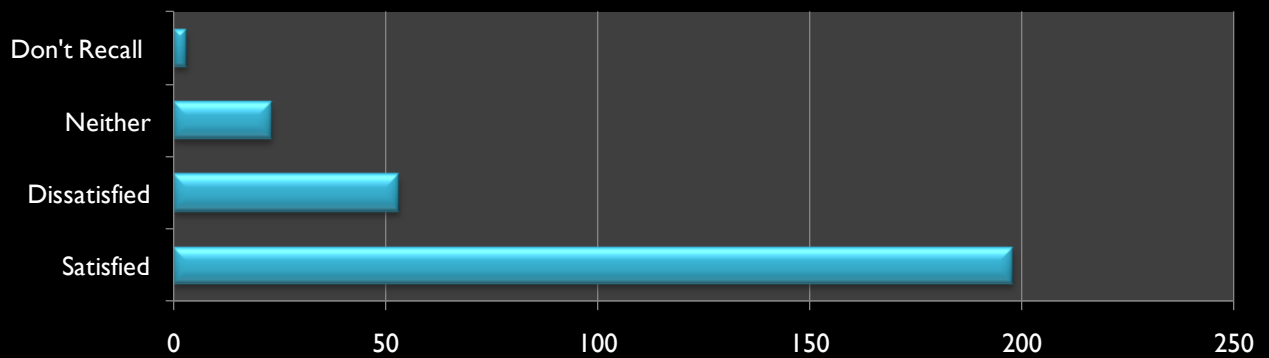
16. How helpful were the staff you spoke with?



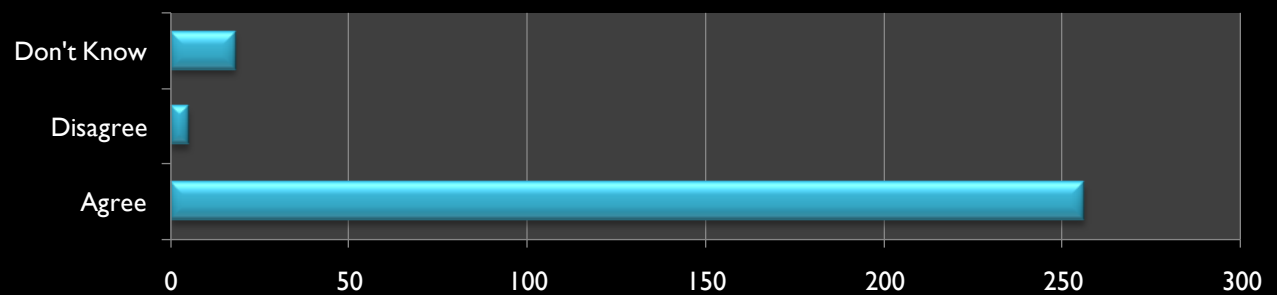
17. How able were they to deal with your call/enquiry?



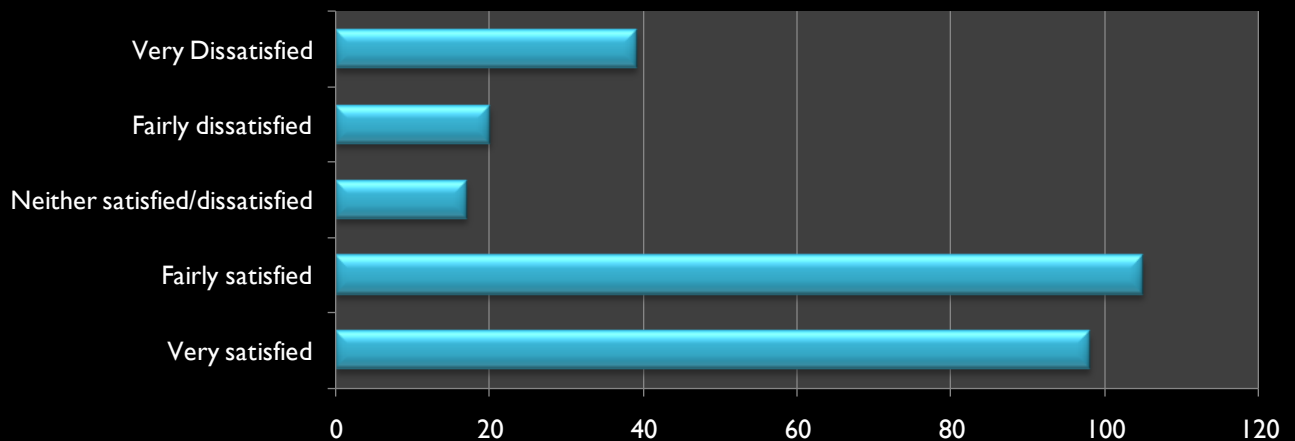
18. How satisfied were you with the final outcome?



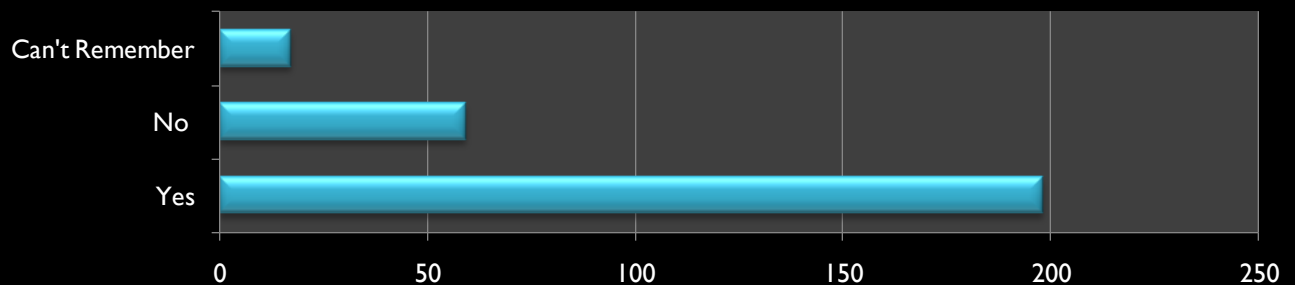
19. Habintegs Offices are open for business during the times advertised:



20. Generally, how satisfied or dissatisfied are you with the way the Association deals with repairs & maintenance?



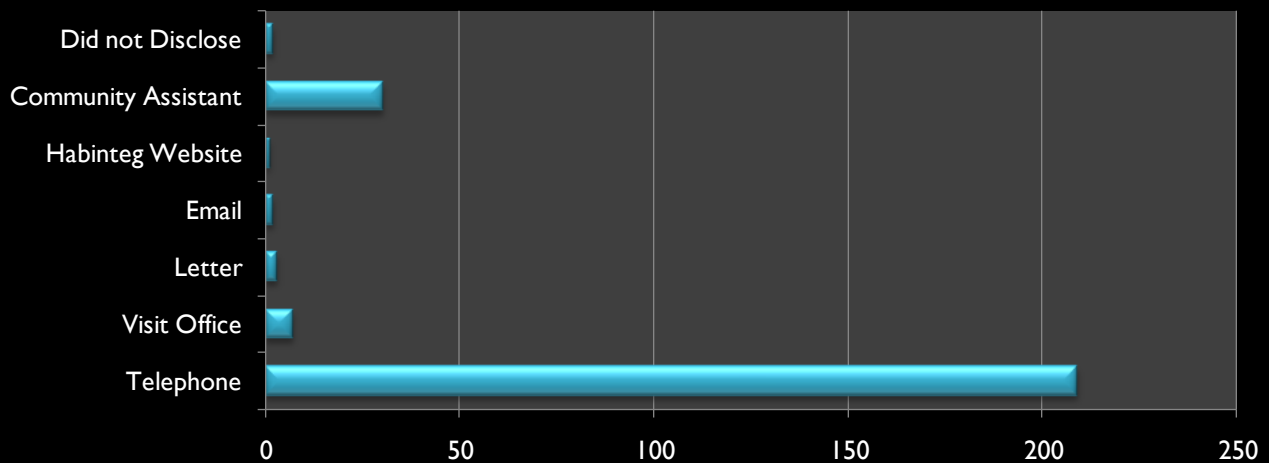
21. Have you had any repairs completed in the last 12 months?



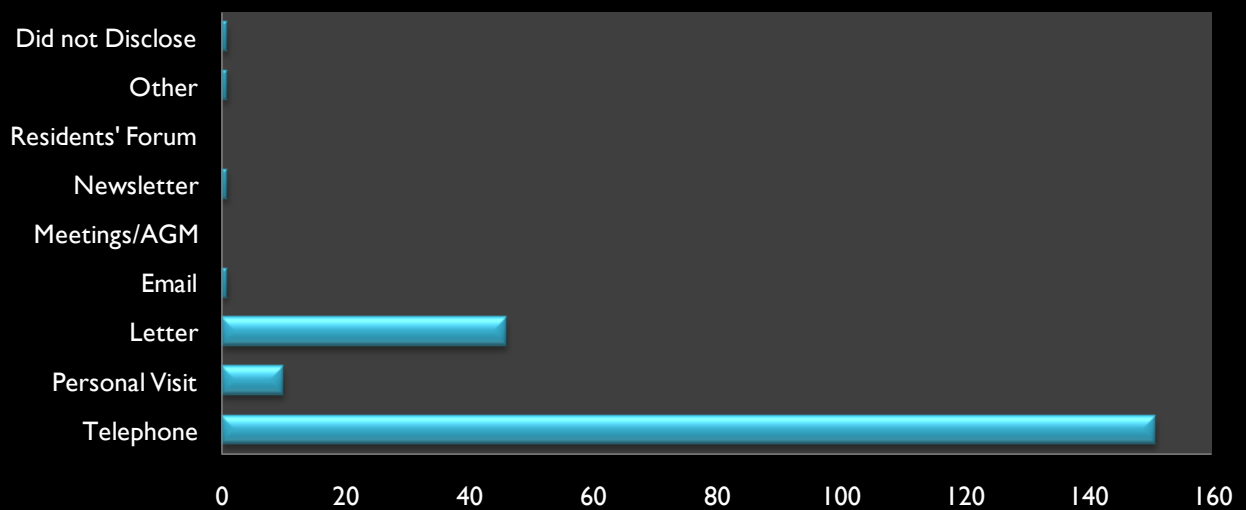
22. Thinking about your last completed repair, how would you rate the following?



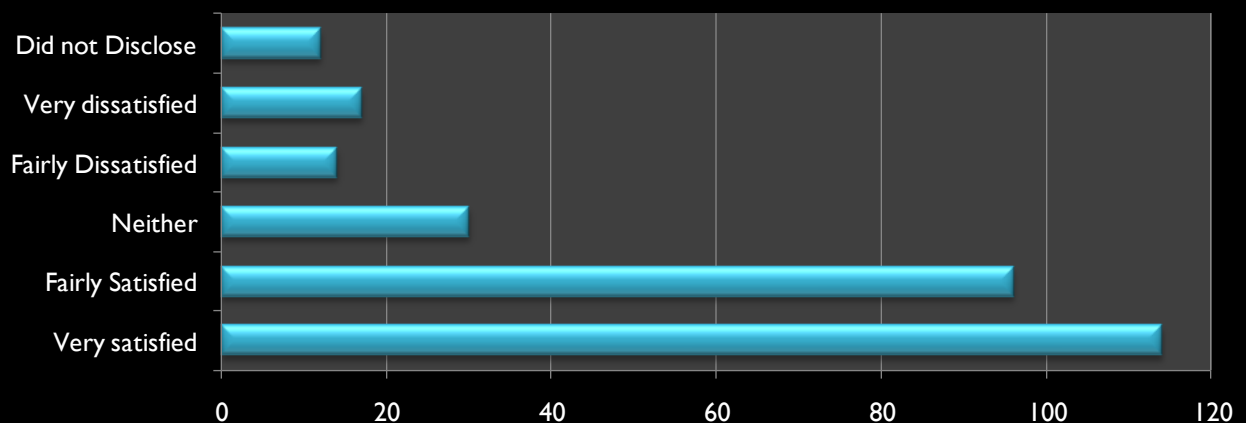
23. What is your preferred method of contacting the Association?



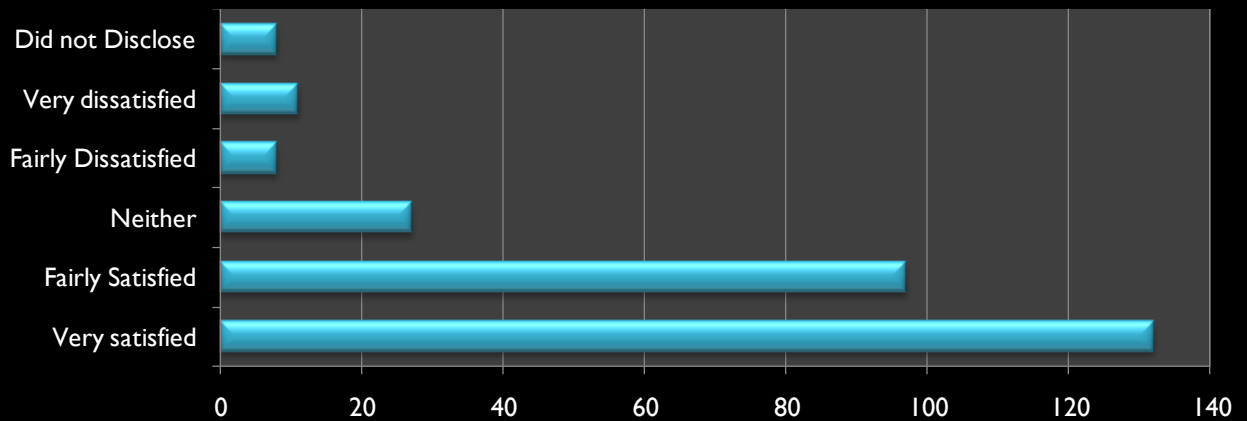
24. Which methods do you prefer the Association to use to inform you or consult you about issues that may affect you?



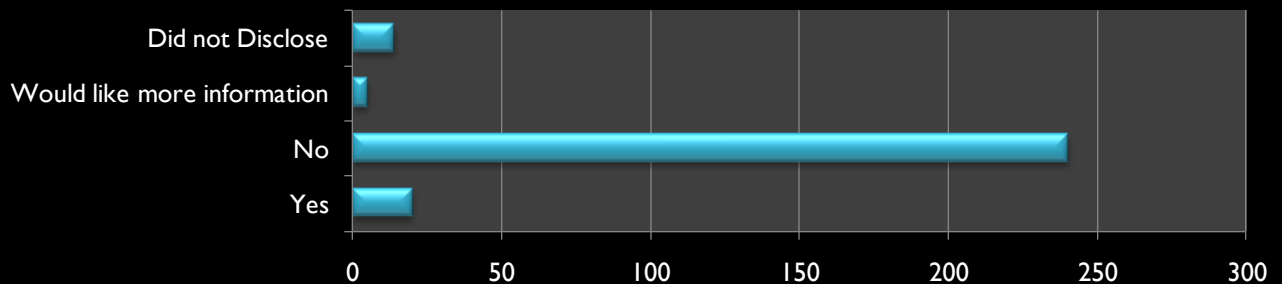
25. Generally, to what degree are you satisfied that your views are taken into account by the Association?



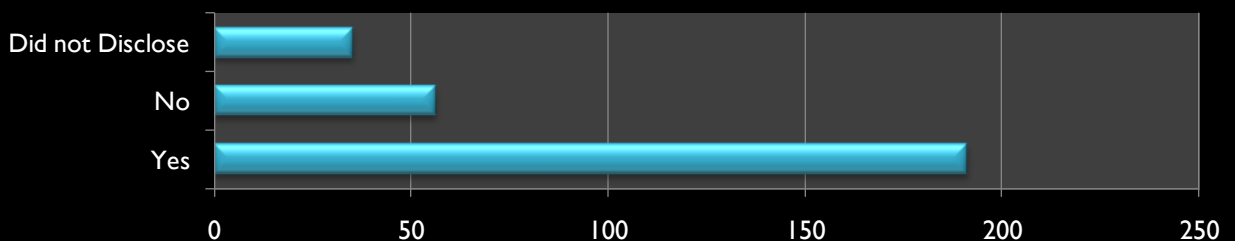
26. Generally how satisfied are you with how the Association is keeping you informed about things that might affect you as a tenant?



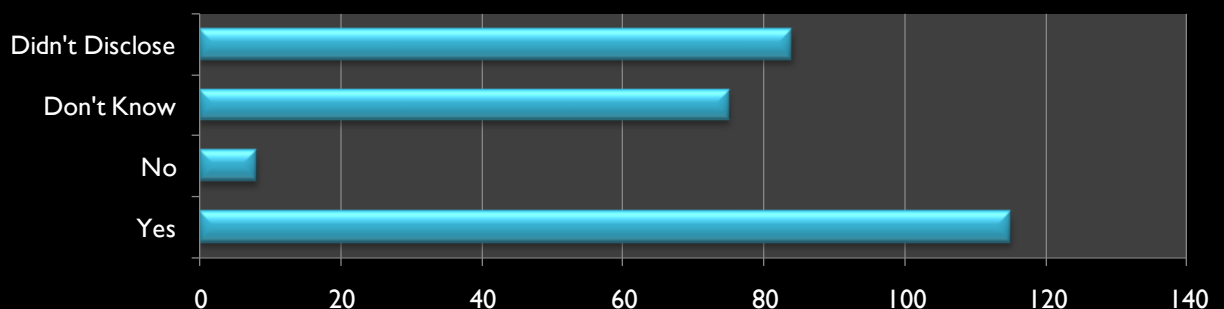
27. If your housing scheme did not have a resident representative would you be interested in this role and joining the Residents' Forum?



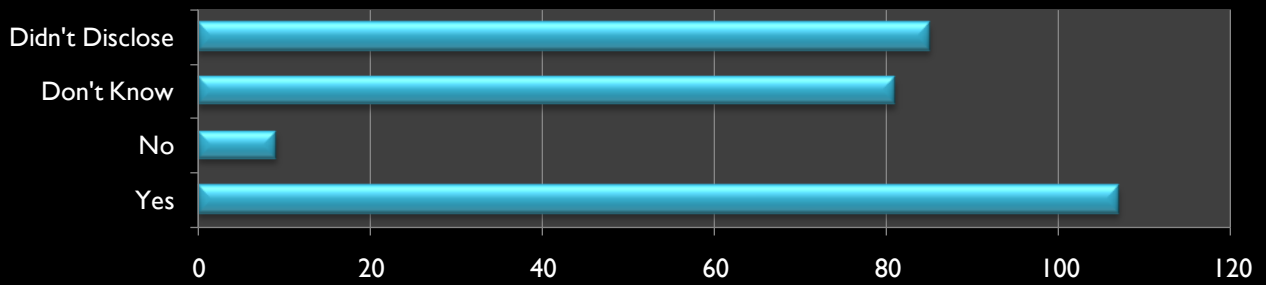
28. Do you agree that the Associations Residents Newsletter is informative and interesting?



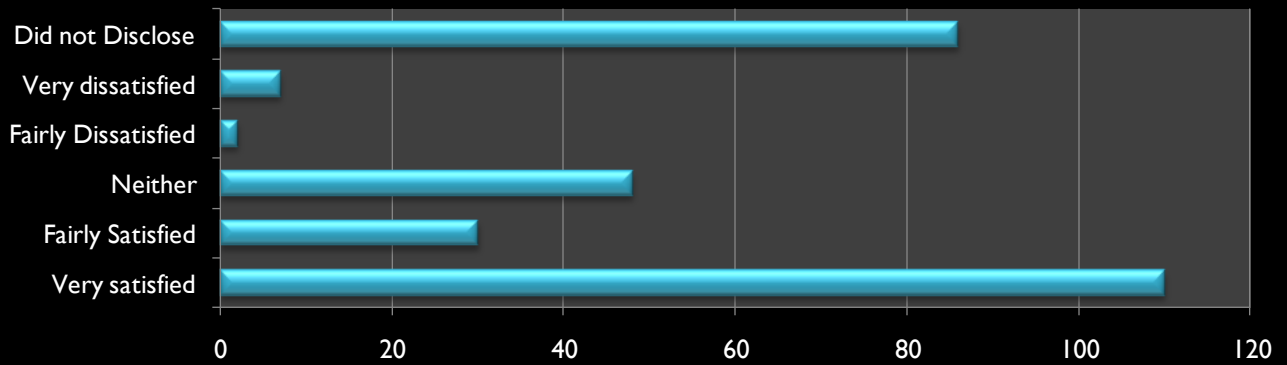
29. Are the Community Assistant office hours clearly displayed?



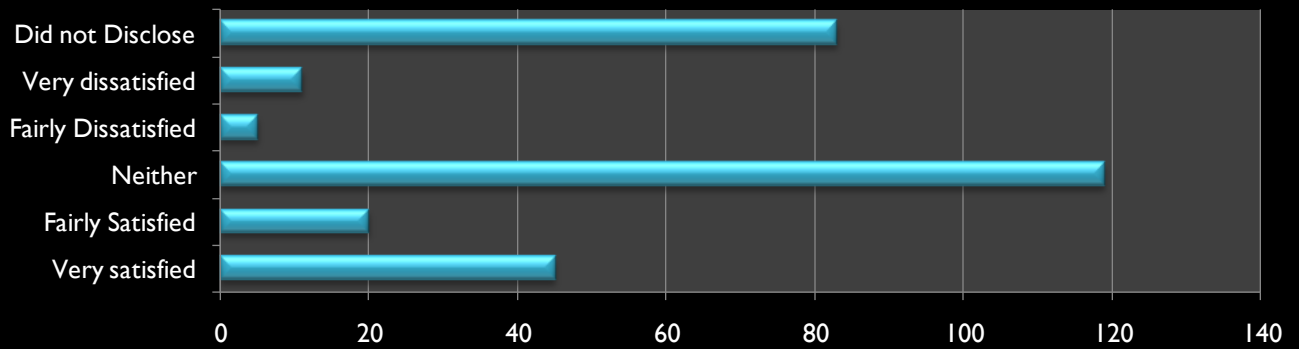
30. Is the Community Assistant office open for business during these hours?



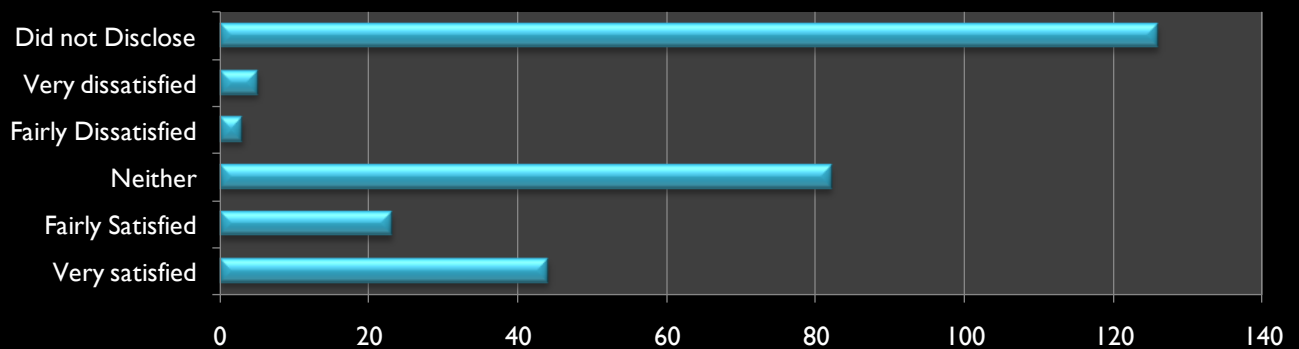
31. How satisfied are you with your Community Assistant service?



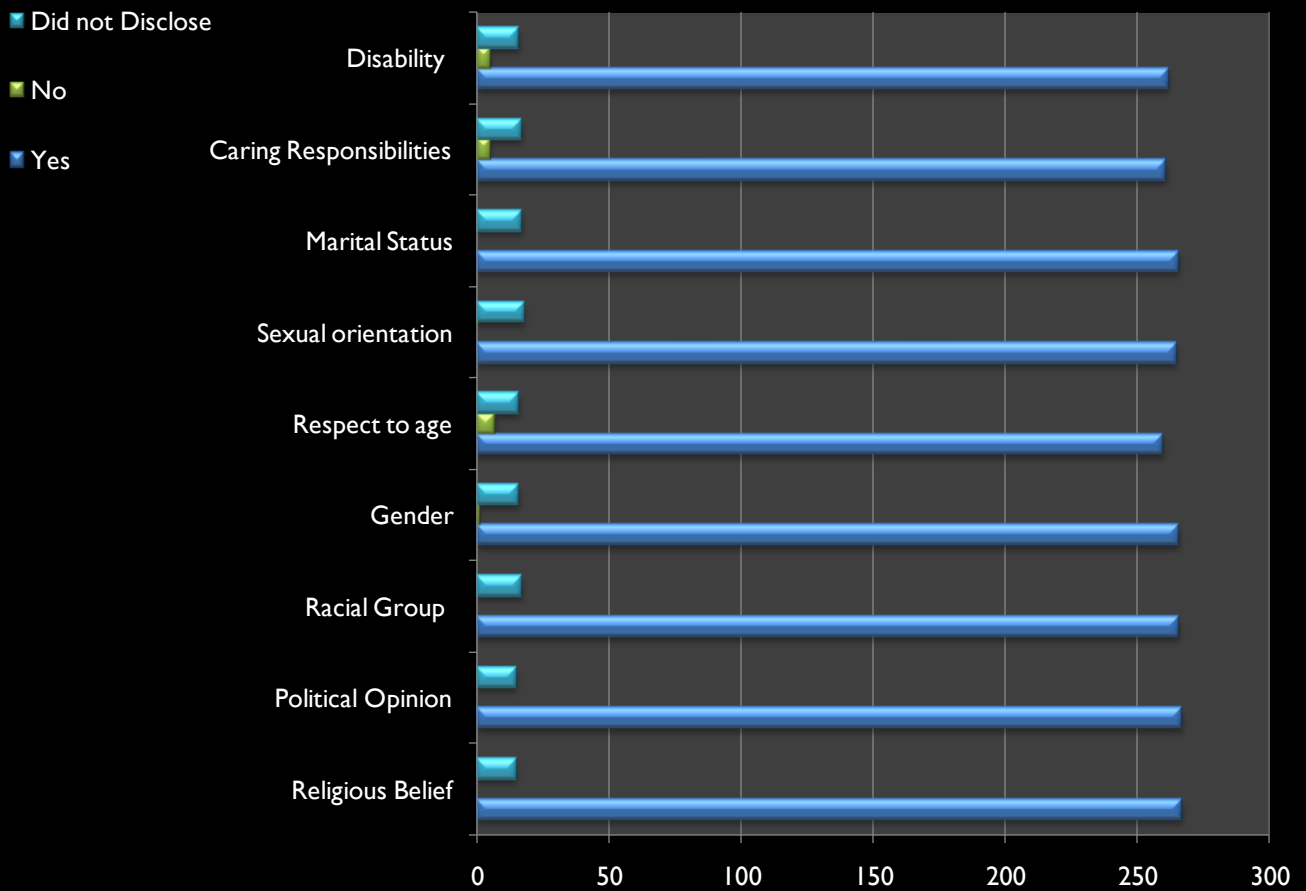
32. How satisfied are you with the activities that are provided at the scheme?



33. How satisfied are you with the Telecare service?



34. Do you feel that Habinteg treats all tenants fairly with respect to the following?



35. Overall, how would you rate your satisfaction with the following service areas?

