

CUSTOMER SATISFACTION STANDARDS 2009
Habinteg Housing Association (Ulster) Ltd

SECTION 1.0 EQUALITY

Total Tenants Surveyed: 209
Total Tenants Surveyed: 239 [2008]

1.1 Are you aware that Habinteg has an Equality Duty in accordance with Section 75 of the Northern Ireland Act 1998?

Yes	64%	[51%]
No	34%	[49%]
Unsure	2%	

If yes, are you familiar with any of the nine categories in our community who are protected by this duty?

Religious Belief	92%	[82%]
Political Opinion	74%	[77%]
Sexual Orientation	78%	[78%]
Dependant Status	68%	[71%]
Marital Status	74%	[30%]
Gender	73%	[72%]
Age	80%	[30%]
Race	84%	[80%]

**Results based on tenants who ticked yes to question 1.*

Please note: 2008 results are in brackets.

Bearing this in mind, would you agree that Habinteg treats all customers with fairness, equity and sensitivity regardless of to which these categories they belong?

Yes	99%	[91%]
No	0%	[9%]
Sometimes	1%	

1.2 Do you feel that Habintegs staff members treat you:

	Yes	No	Sometimes
Fairly	99%	0%	1%
Equally	99%	0%	1%
Courteously	99%	0%	1%

SECTION 2.0 CONFIDENTIALITY

2.1 Do you feel that you are not asked for information which is not relevant to your dealings with Habinteg?

Yes	98%	[99%]
No	2%	[1%]

2.2 Do you agree that all information related to your enquiries is treated in confidence?

Yes	97%	[96%]
No	1%	[3%]
Unsure	2%	[2%]

2.3 Do you agree that Habinteg's staff respect your confidentiality at all times?

Yes	98%	[95%]
No	0%	[3%]
Unsure	2%	[2%]

2.4 If you have special needs, do you agree that Habinteg endeavours to supply specialized services to meet your needs?

Yes	90%	[53%]
No	8%	[5%]
Unsure	2%	[42%]

SECTION 3.0 IDENTIFICATION

3.1 Do staff members' address you by your name at all times?

Yes	96%	[95%]
No	2%	[5%]
Unsure	1%	
Sometimes	1%	

3.2 Do staff members wear identification badges at all times?

Yes	70%	[83%]
No	19%	[5%]
Unsure	10%	[11%]
Sometimes	1%	[1%]

3.3 Do staff members introduce themselves to you before commencing discussions at all times (either face to face or on the telephone)?

Yes	94%	[96%]
No	4%	[3%]
Unsure	1%	[1%]
Sometimes	1%	

SECTION 4.0 OUR OFFICES

4.1 Do you agree that our offices are open for business during the times advertised (8.45am-4.45pm Monday-Thursday, 8.45am-4.30pm Friday)?

Yes	53%	[97%]
No	0%	[1%]
Unsure	1%	[1%]
Sometimes	46%	[1%]

4.2 If applicable, are the Community Assistant office hours at your scheme clearly displayed?

Yes	92%	[73%]
No	4%	[6%]
Unsure	4%	[3%]
N/A		[18%]

4.3 To best of your knowledge, is the Community Assistant office at your scheme open for business during the times advertised?

Yes	96%	[69%]
No	2%	[8%]
Unsure	2%	[5%]
N/A		[18%]

Please note: 2008 results are in brackets.

SECTION 5.0

WRITTEN CORRESPONDENCE

5.1 When you write to the Association is your correspondence responded to or acknowledged within 5 working days?

Yes	77%	[38%]
No	20%	[7%]
Unsure	1%	[3%]
Sometimes	2%	[1%]
N/A		[51%]

5.2 When you receive written correspondence from the Association do you agree that it contains details of the Officer's name and position?

Yes	100%	[57%]
No	0%	[2%]
Sometimes		[1%]
N/A		[40%]

5.3 Is all written correspondence clear, concise and written in plain English?

Yes	99%	[57%]
No	1%	[1%]
Sometimes		[1%]
N/A		[41%]

SECTION 6.0

TELEPHONE CALLS

6.1 When you contact the Association by telephone, is your call generally answered promptly within three rings?

Yes	88%	[86%]
No	8%	[4%]
Unsure	3%	[4%]
Sometimes	1%	[1%]
N/A		[5%]

6.2 When you call does the Habinteg representative answer the phone with a “good morning **or** good afternoon, Habinteg Housing Association, how may I help you?” greeting?

Yes	98%	[93%]
No	1%	[0%]
Unsure	1%	[0%]
N/A		[7%]

6.3 If the person with whom you wish to speak is not available, are you offered the opportunity to leave a message for that person?

Yes	97%	[92%]
No	1%	[1%]
Unsure	1%	[0%]
Sometimes	1%	[0%]
N/A		[1%]

6.4 When you leave a message, are your calls generally returned within one working day, unless otherwise stated?

Yes	79%	[74%]
No	17%	[16%]
Unsure	1%	[1%]
Sometimes	3%	[1%]
N/A		[8%]

6.5 If the officer to whom you wish to speak is not going to be available within one working day timeframe, are you generally offered the opportunity to speak with another officer?

Yes	93%	[77%]
No	7%	[14%]
Unsure		[1%]
N/A		[8%]

6.6 When it has not been possible to respond to your query immediately, are all details relating to your query taken and your query responded to within 48 hours?

Yes	82%	[81%]
No	15%	[11%]
Unsure	2%	[1%]
Sometimes	1%	
N/A		[8%]

6.7 Do you generally agree that your calls are not transferred unnecessarily to other officers in the Association?

Yes	90%	[89%]
No	7%	[3%]
Unsure	2%	[8%]
Sometimes	1%	
N/A		[8%]

Please note: 2008 results are in brackets.

6.8 When it has been necessary to transfer your call, do you agree that you are given the reason why and that this is done efficiently with as much information as possible passed on to the officer to whom your call is being transferred?

Yes	96%	[89%]
No	3%	[2%]
Unsure	1%	
N/A		[9%]

6.9 When an officer from the Association telephones you do they clearly introduce themselves and state the purpose of their call?

Yes	98%	[92%]
No	1%	[1%]
Unsure	1%	
N/A		[7%]

SECTION 7.0 ELECTRONIC CORRESPONDENCE

7.1 Do you use email as a means of contacting the Association?

Yes	6%	[1%]
No	94%	[99%]

7.2 When you email us, do you receive a response or acknowledgement within five working days of receipt of your email correspondence by the Association?

Yes	75%	[67%]
No	25%	[0%]
Unsure		[33%]

Please note: 2008 results are in brackets.

7.3 When it has not been possible to give you a full response, do you agree that you receive a response within twenty working days?

Yes	80%	[67%]
No	20%	[33%]

7.4 Do you agree that all email correspondence from the Association contains the name and position of the responding officer?

Yes	85%	[100%]
No	15%	[0%]

7.5 Do you agree that all email correspondence is clear, concise and written in plain English?

Yes	87%	[100%]
No	13%	[0%]

7.6 Are you aware that the Association has a website?

Yes	43%	[4%]
No	57%	[0%]
Unsure		[96%]

7.7 Have you ever accessed the website?

Yes	27%	[3%]
No	73%	[97%]

SECTION 8.0 CHOICE

8.0 In your dealings with Habinteg have you been offered adequate choices to meet your needs?

Yes	88%	[87%]
No	10%	[8%]
Unsure	2%	[5%]

SECTION 9.0 PUBLISHING INFORMATION

9.1 Are you aware that we publish our standards performance on an annual basis?

Yes	80%	[85%]
No	19%	[15%]
Unsure	1%	

9.2 Are you aware that our up to date Complaints Procedure is widely available and on display in each of our offices and scheme offices, where applicable?

Yes	68%	[62%]
No	31%	[37%]
Unsure	1%	[1%]

SECTION 10.0

GENERAL SATISFACTION WITH SERVICE AREAS

10.1 How do you rate the:

Integrated Housing Approach?

Good	80%	[72%]
Satisfactory	16%	[27%]
Poor	4%	[1%]

Repairs Service?

Good	37%	[46%]
Satisfactory	31%	[28%]
Poor	32%	[26%]

Community Assistant Service?

Very Good	2%	[80%]
Good	77%	[16%]
Satisfactory	18%	[0%]
Poor	3%	[4%]

Housing Management Service?

Good	82%	[86%]
Satisfactory	12%	[11%]
Poor	6%	[3%]

Eight Weekly Scheme Surgeries?

Very Good	2%	
Good	77%	[82%]

Please note: 2008 results are in brackets.

Satisfactory	14%	[15%]
Poor	7%	[3%]

10.2 In general, how do you find the Associations staff?

Helpful & Pleasant	27%	
Very Helpful	1%	
Helpful	58%	[67%]
Pleasant	13%	[41%]
Disinterested	1%	[3%]
Unhelpful	0%	[2%]

Please note: 2008 results are in brackets.