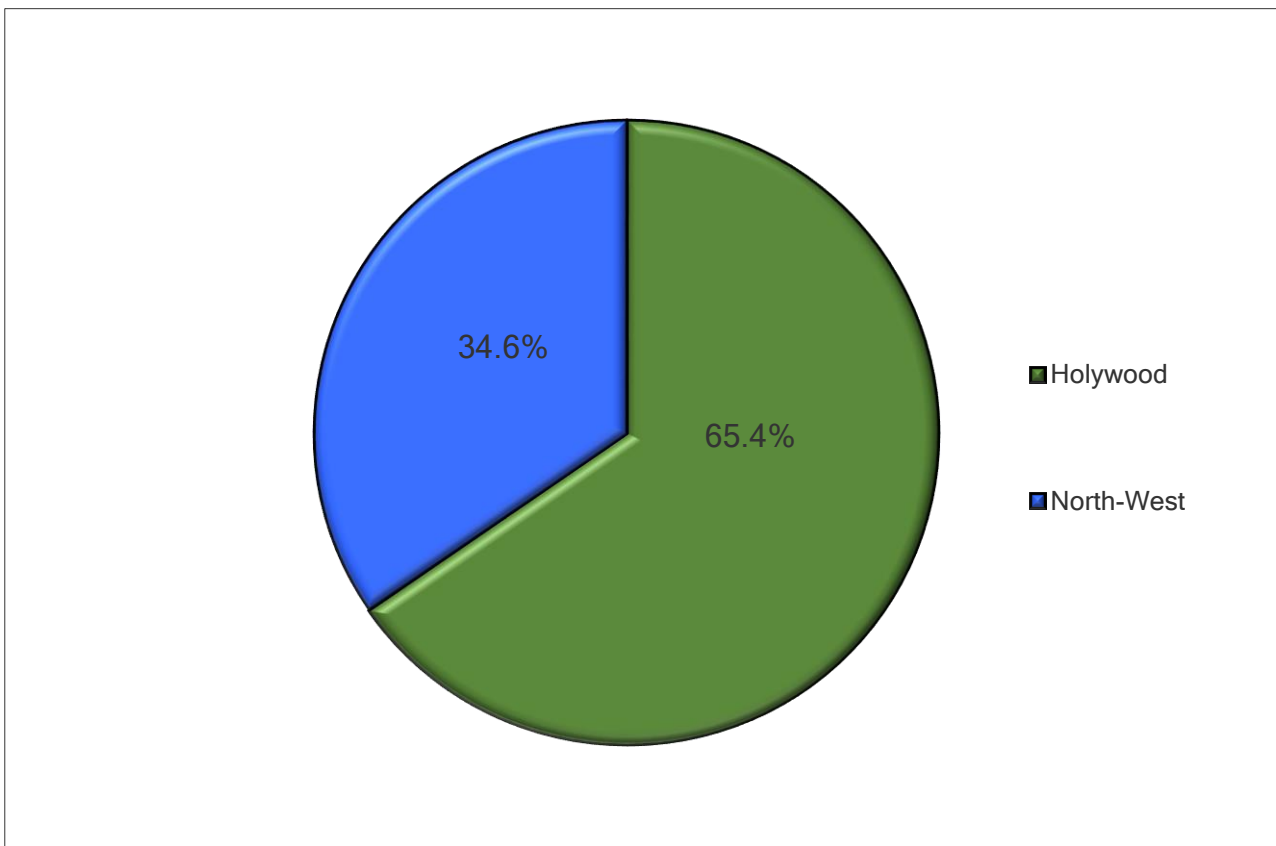


## TENANT SATISFACTION SURVEY 2015-16 RESULTS

286 households across the region participated.

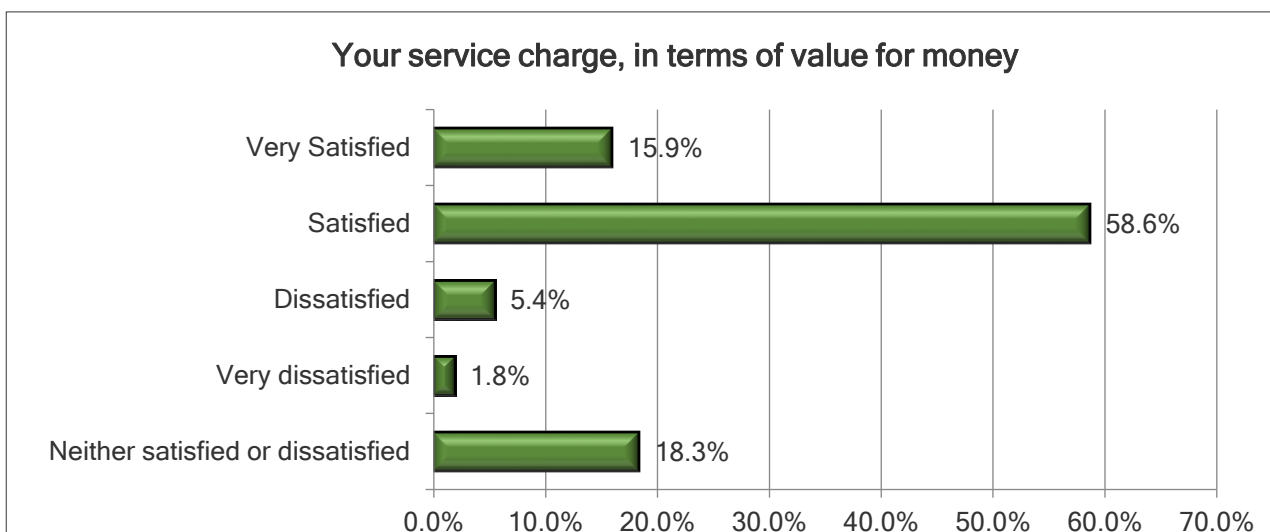
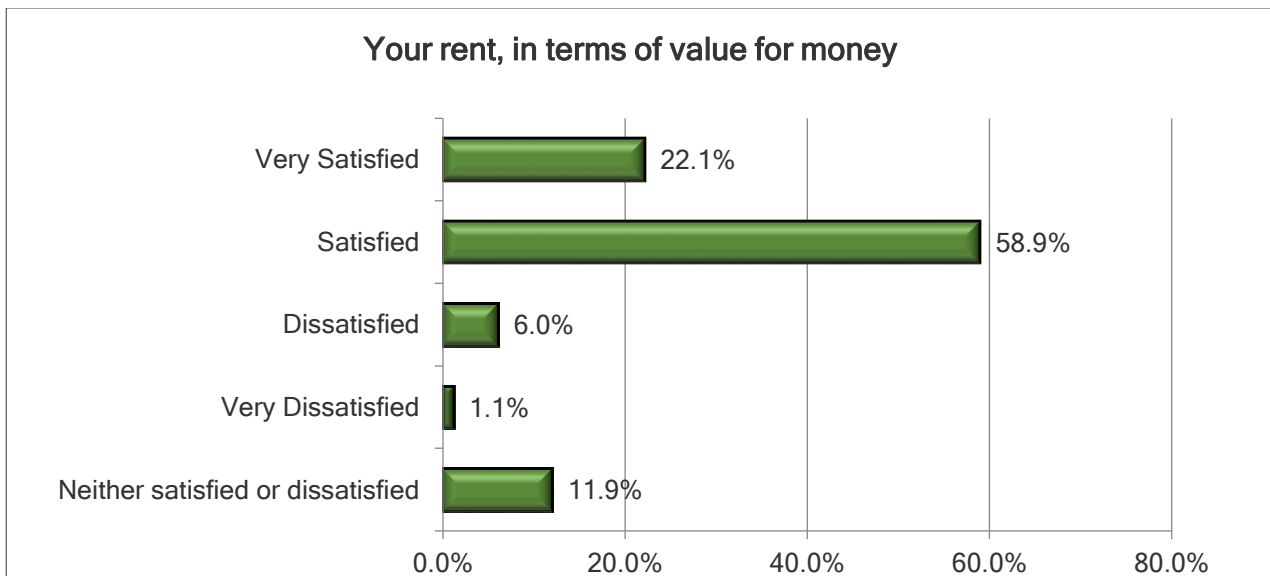
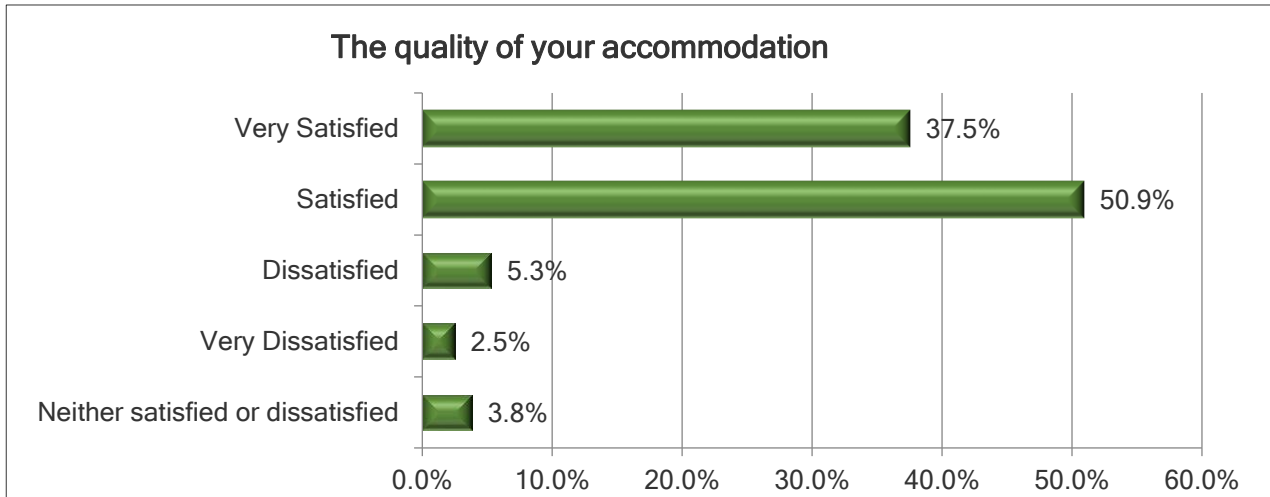
Please note, the charts below show the figures only for those tenants who responded to a given question or where the question was applicable.

### Breakdown of responses



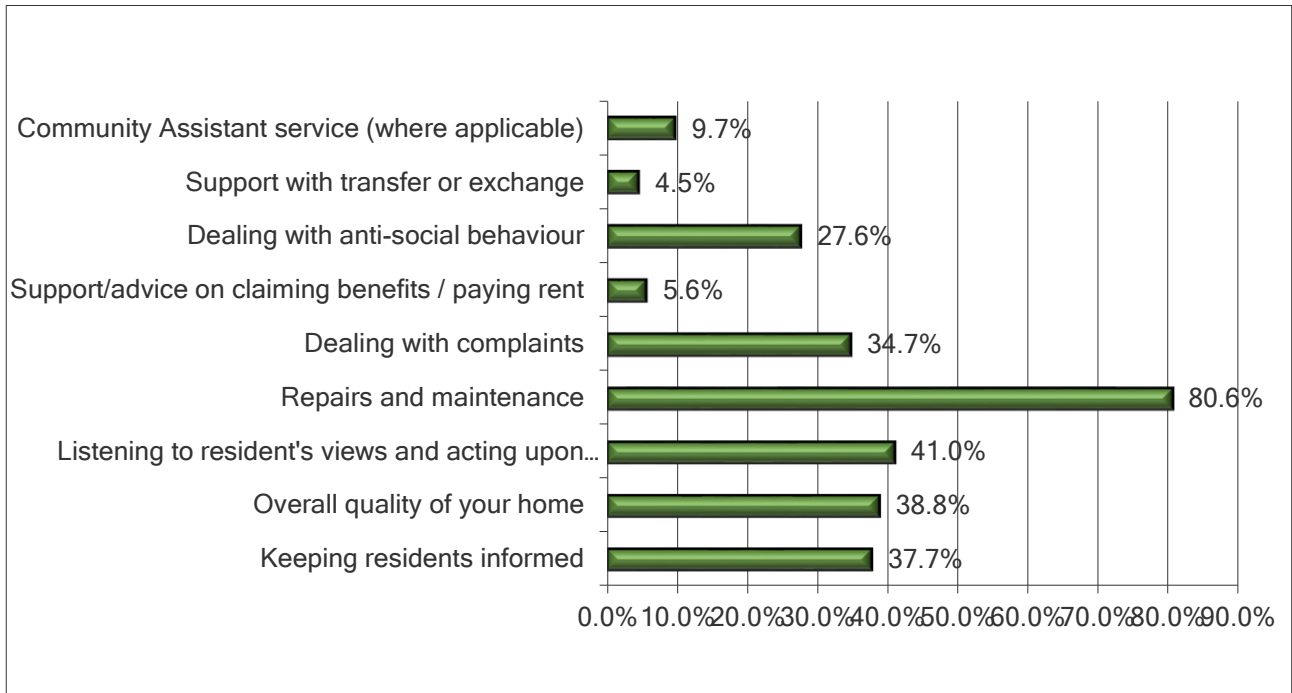
## SECTION 1: HOUSING AND SERVICES

### 1. Overall, how satisfied are you with the following:

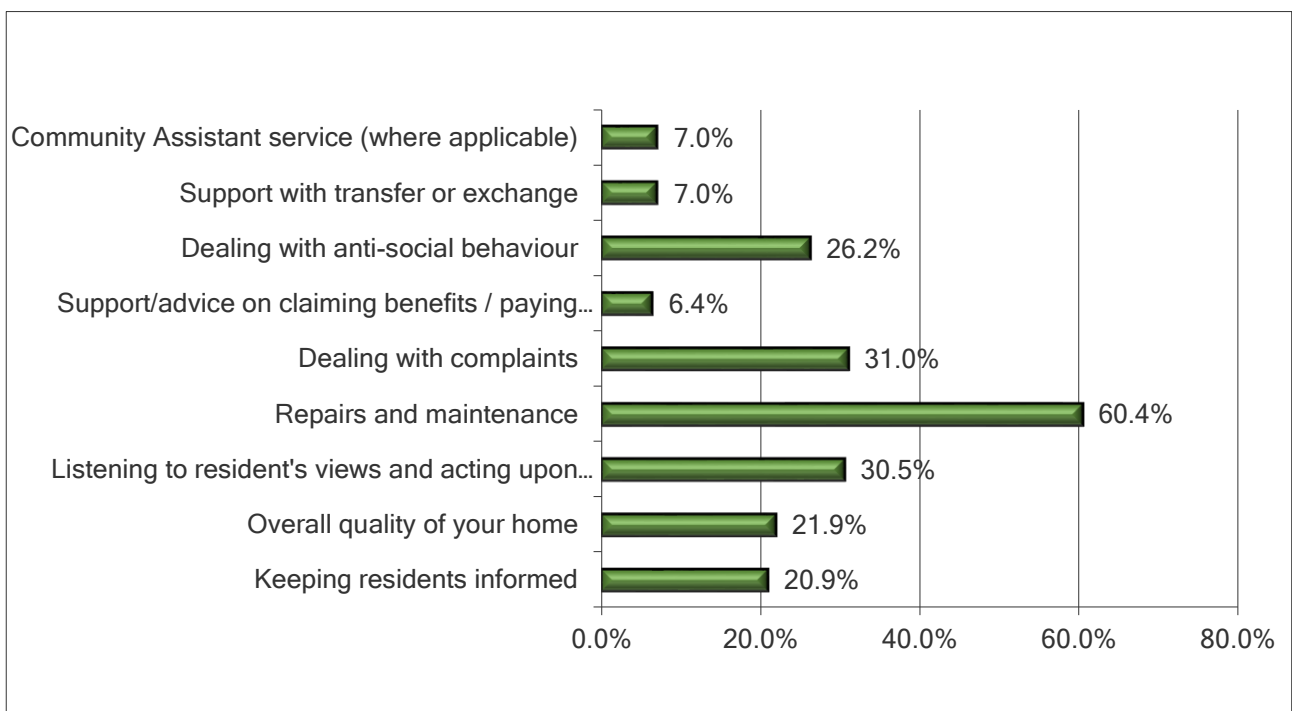


## SECTION 2: IMPROVING SERVICES

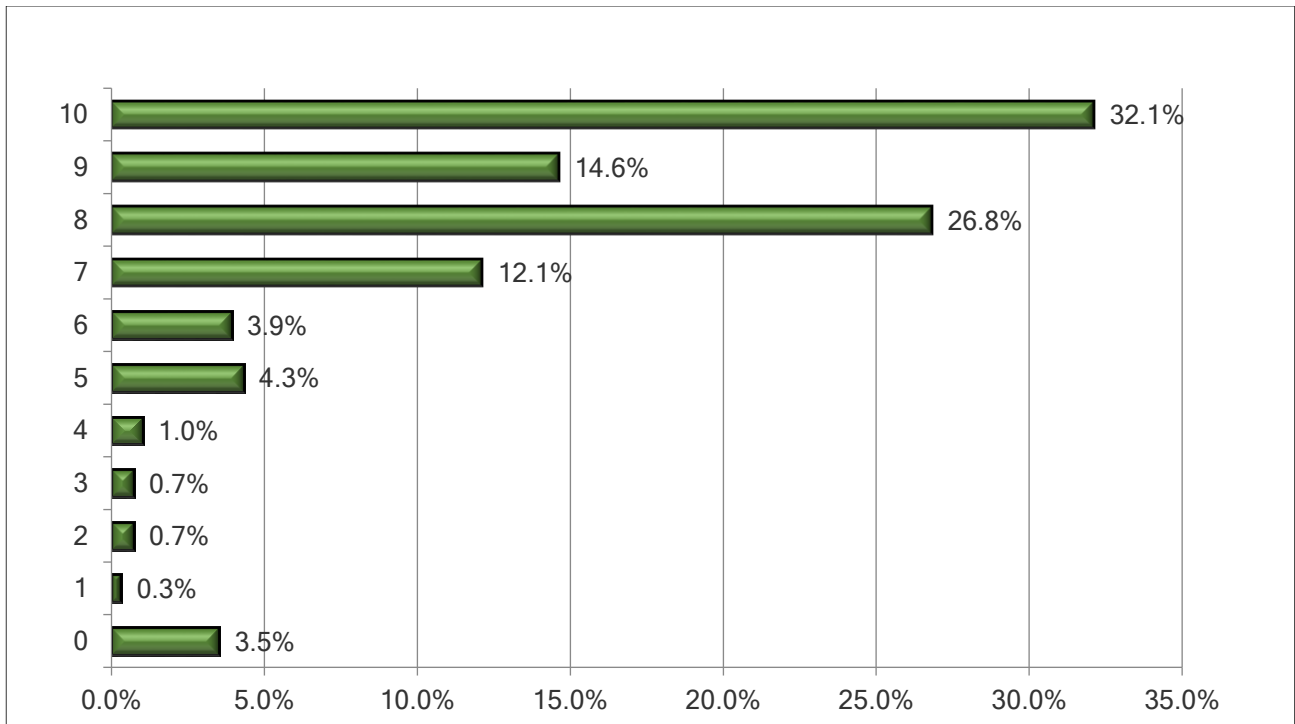
### 2. Looking at the list of services on Prompt Card A which three do you consider to be the main priorities?



### 3. Looking again at list which three do you consider to be the most in need of improvement?

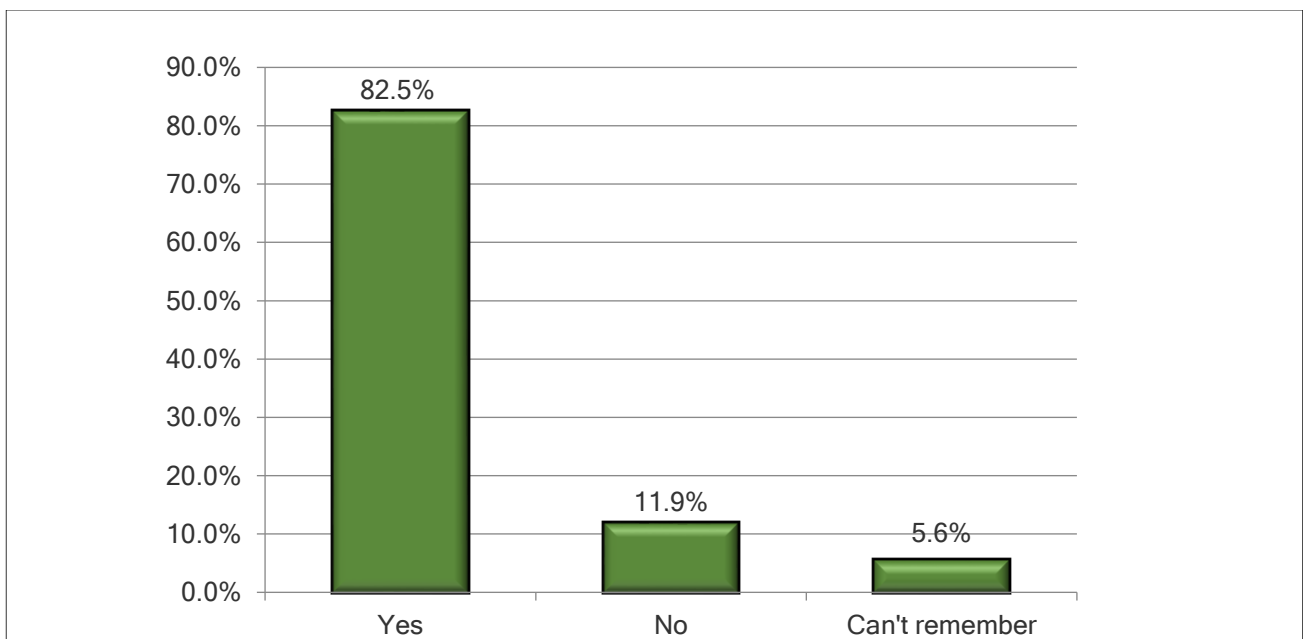


**4. How likely would you be to recommend Habinteg to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?**

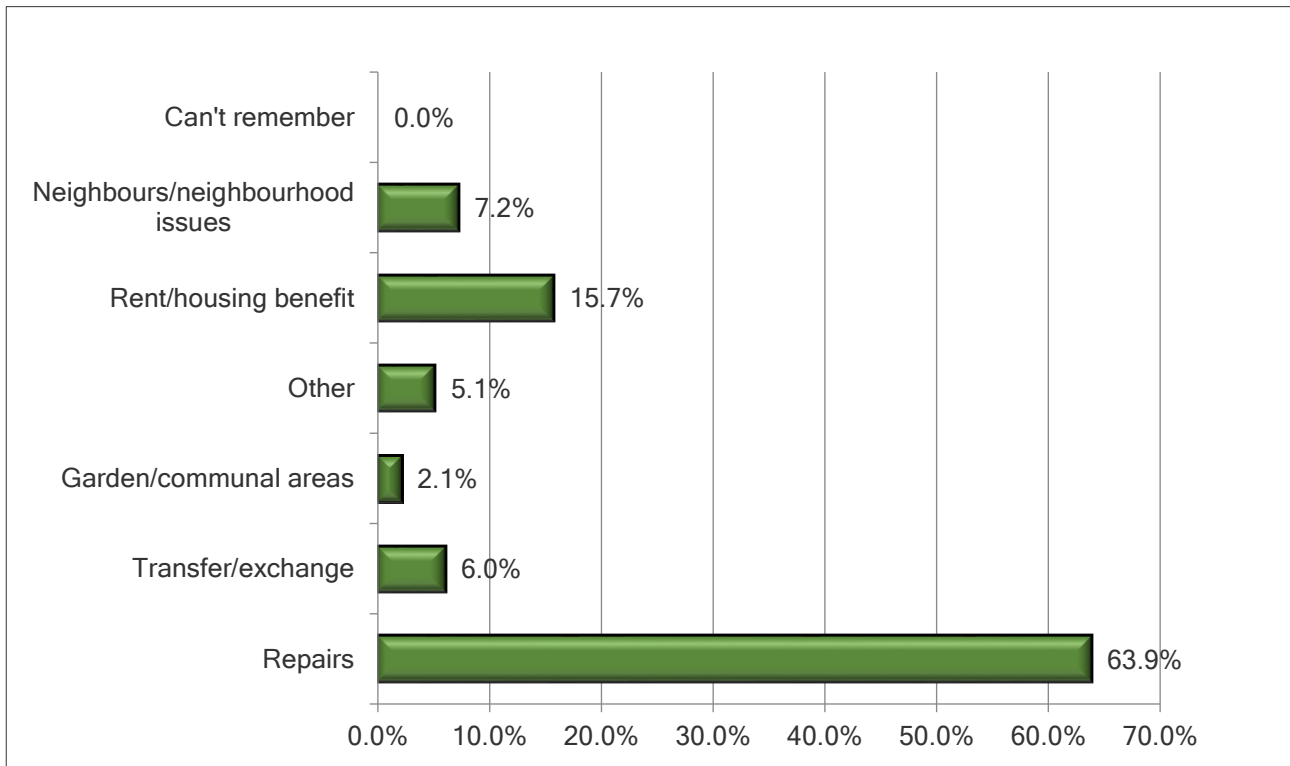


### **SECTION 3: CONTACT WITH THE ASSOCIATION**

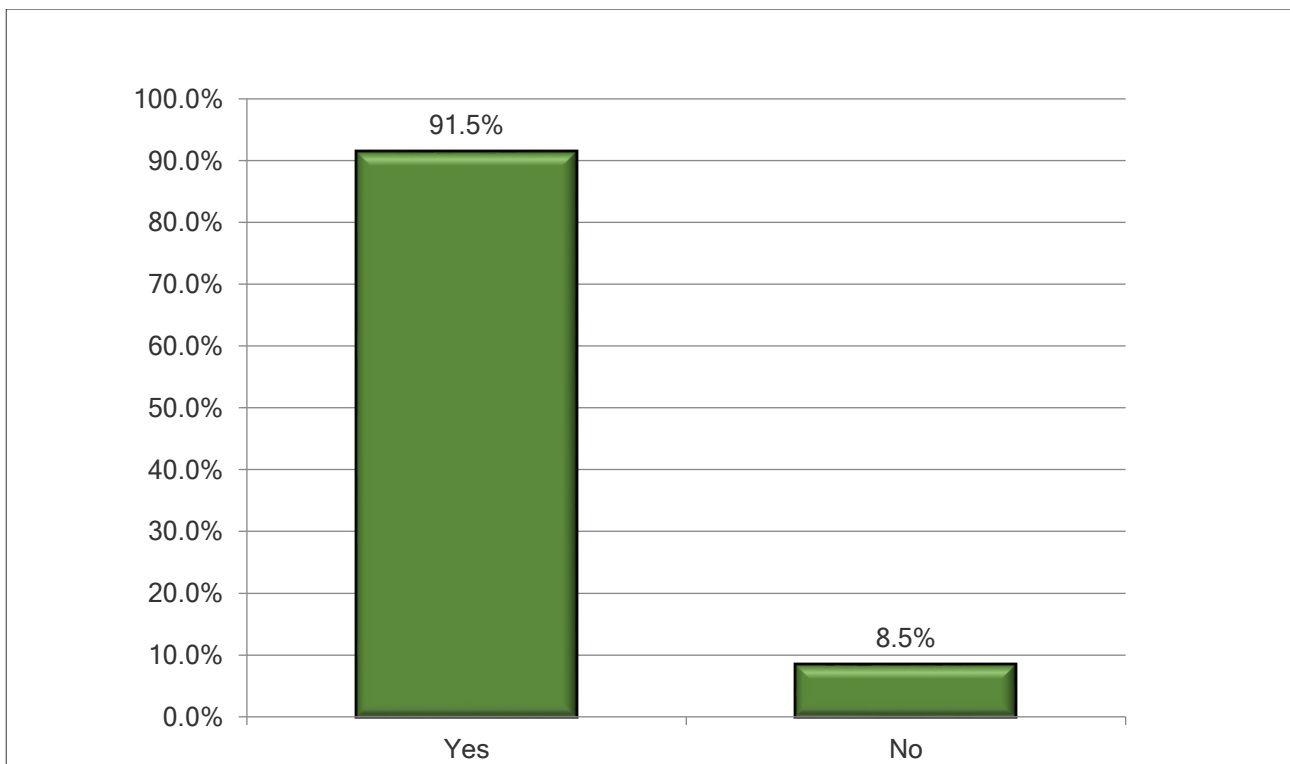
**5. Have you been in contact with Habinteg within the last 12 months?**



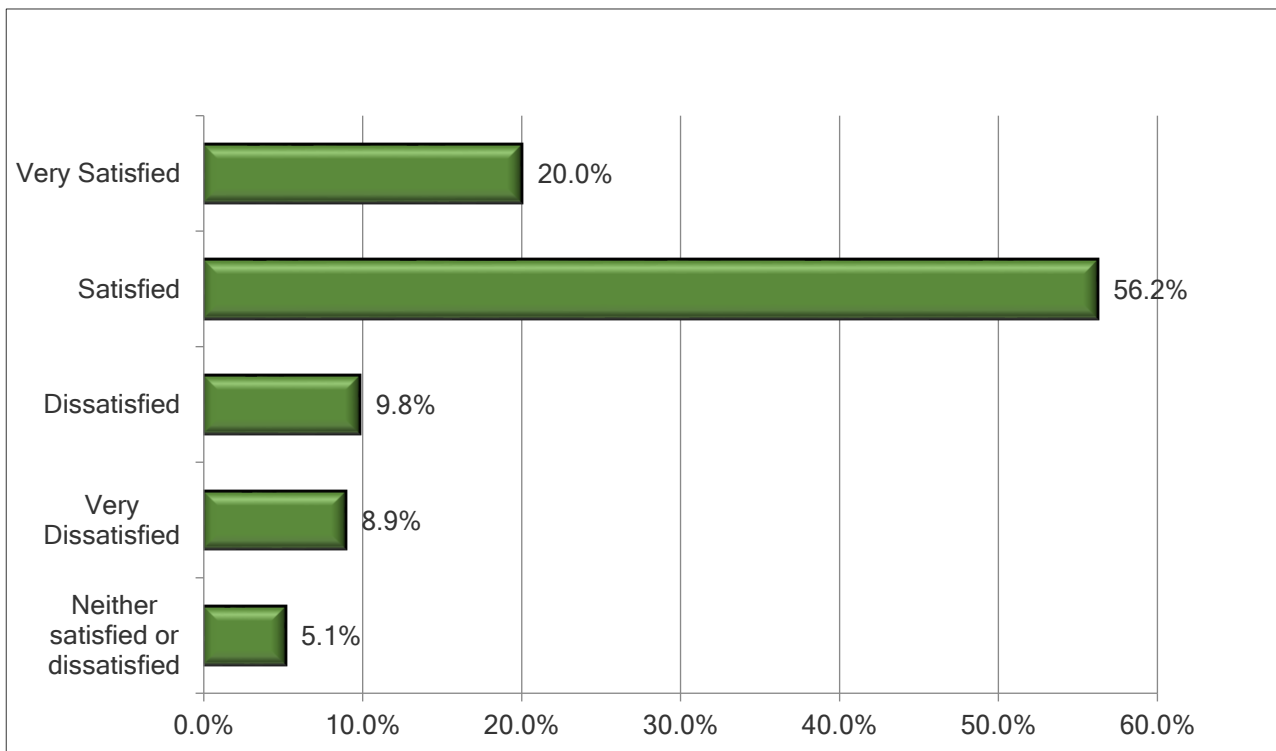
## 6. What was the subject of your most recent contact?



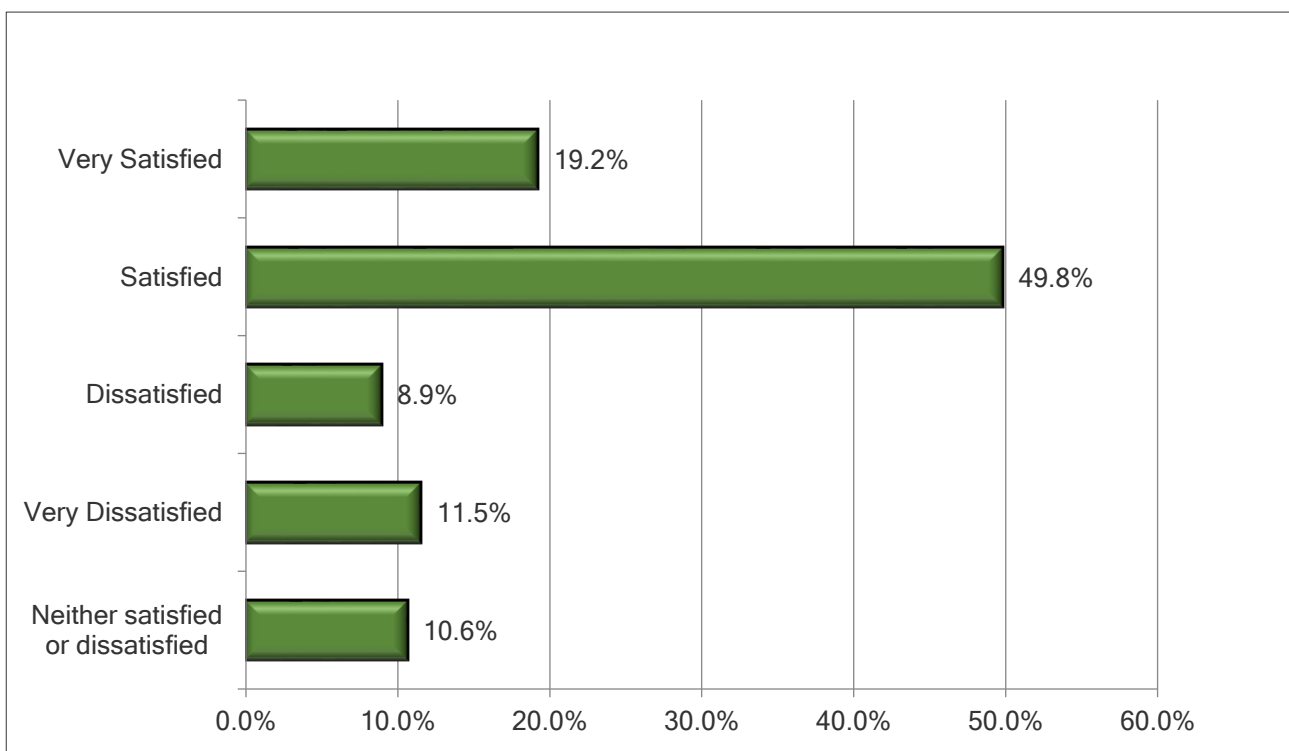
## 7. When you last had contact with Habinteg, did you manage to speak to the right person easily?



**8. How satisfied were you with the ability of staff to deal with your query quickly and efficiently?**

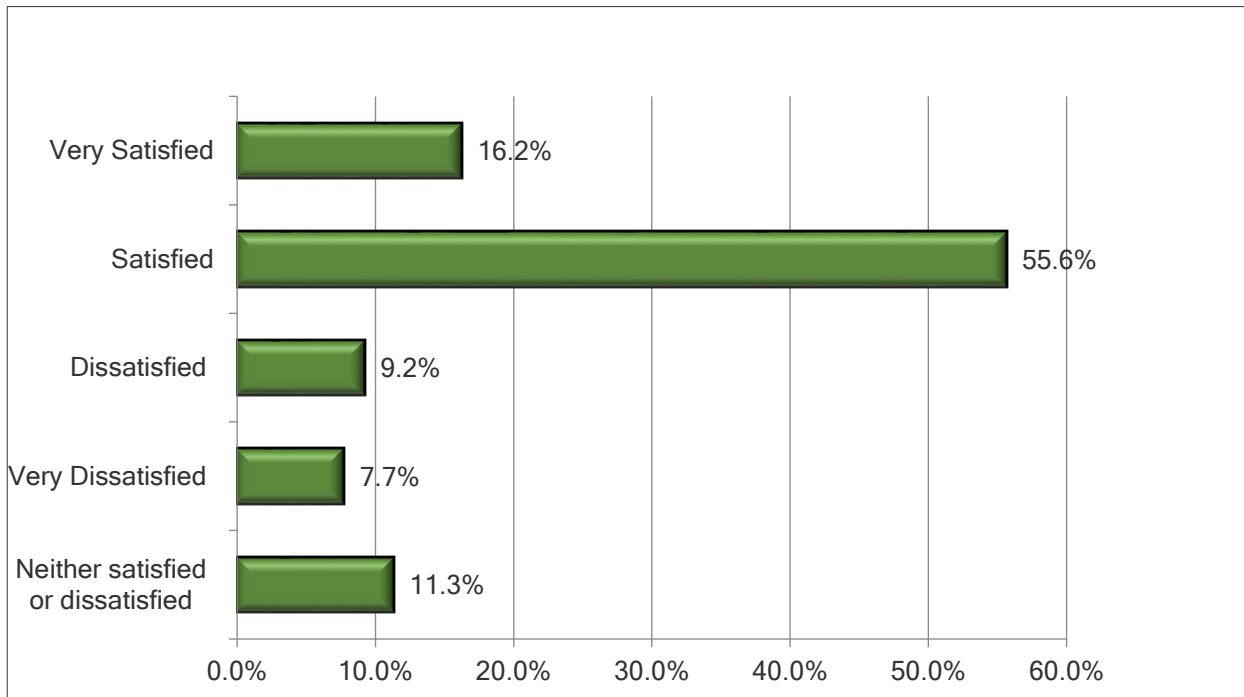


**9. How satisfied were you with the final outcome?**

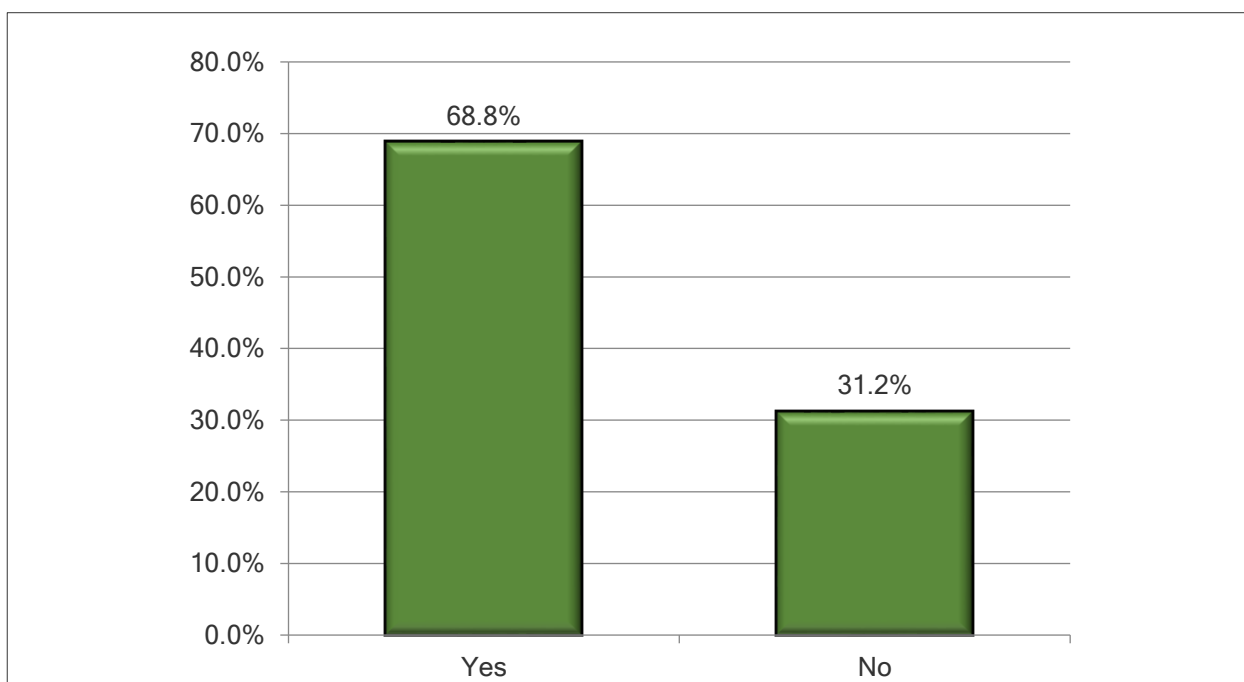


## SECTION 4: REPAIRS AND MAINTENANCE

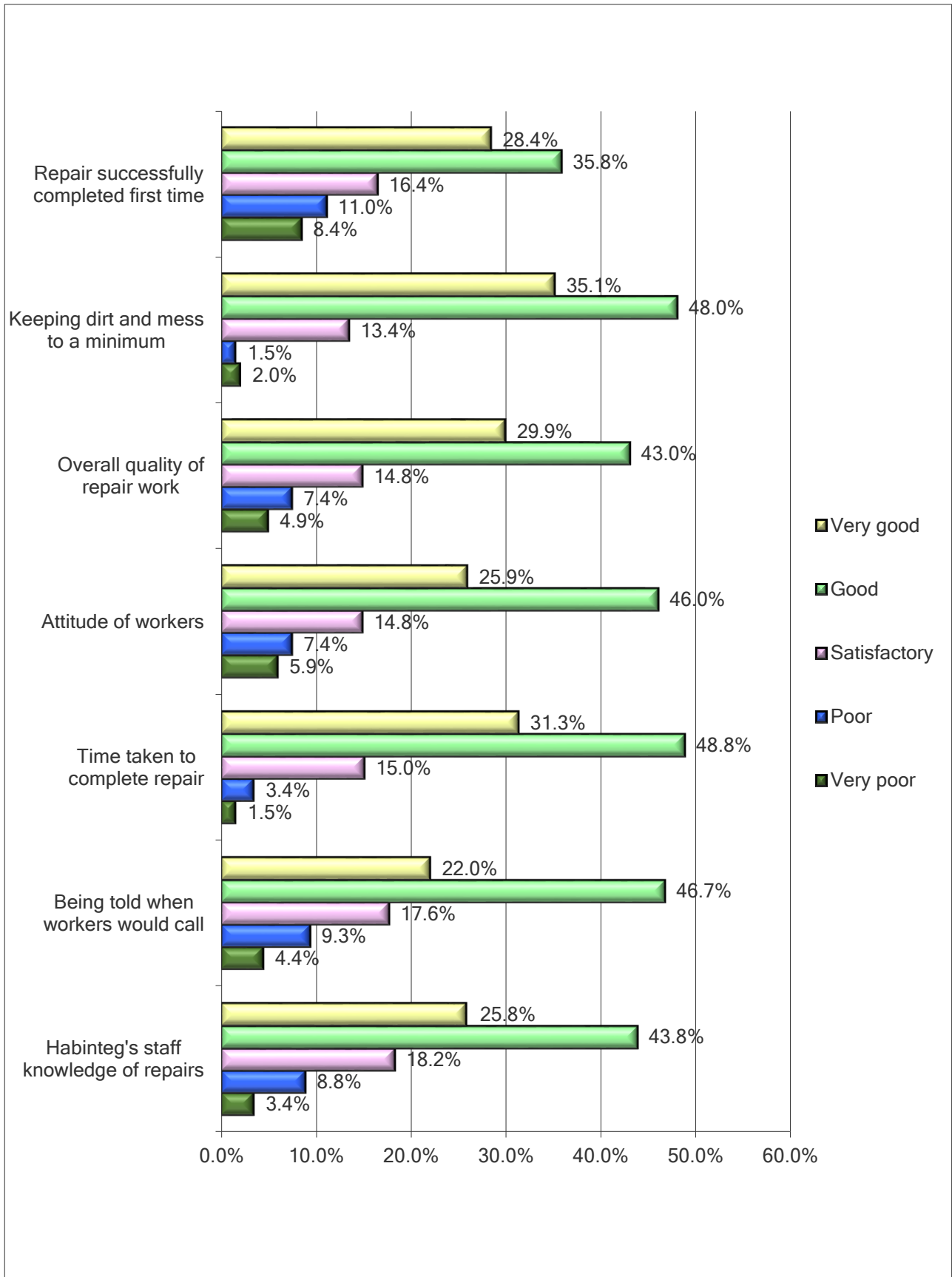
**10. Generally, how satisfied are you with the way Habinteg deals with repairs and maintenance?**



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



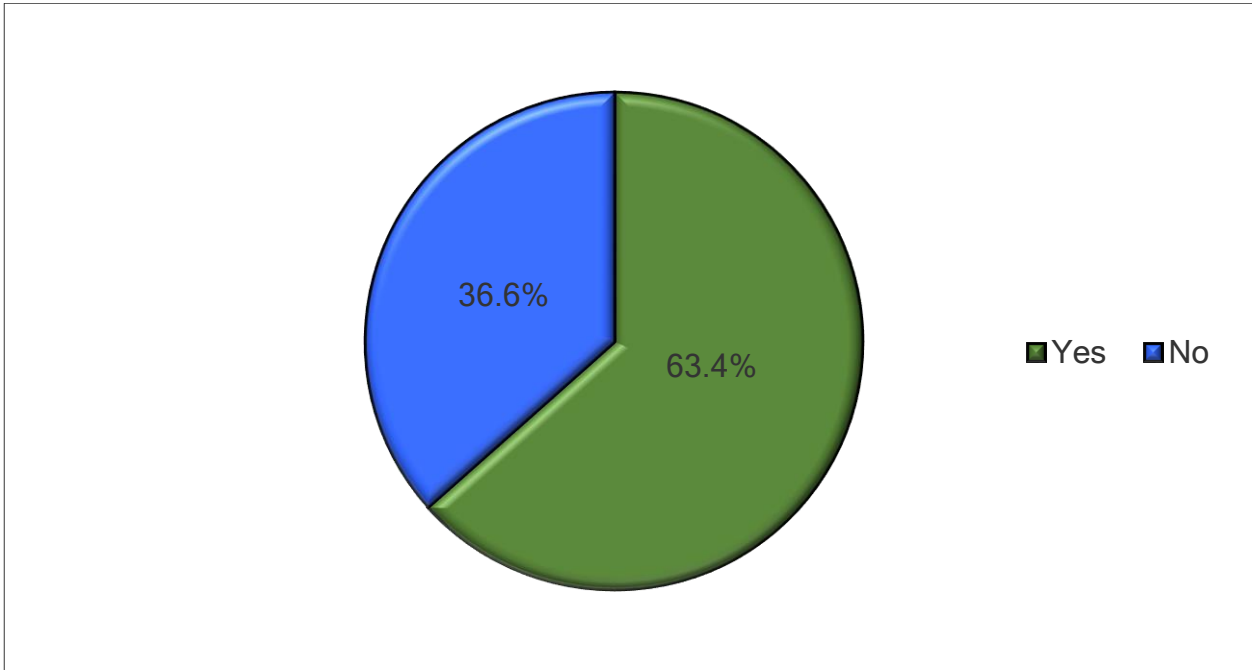
## 12. Thinking about your last completed repair, how would you rate the following?



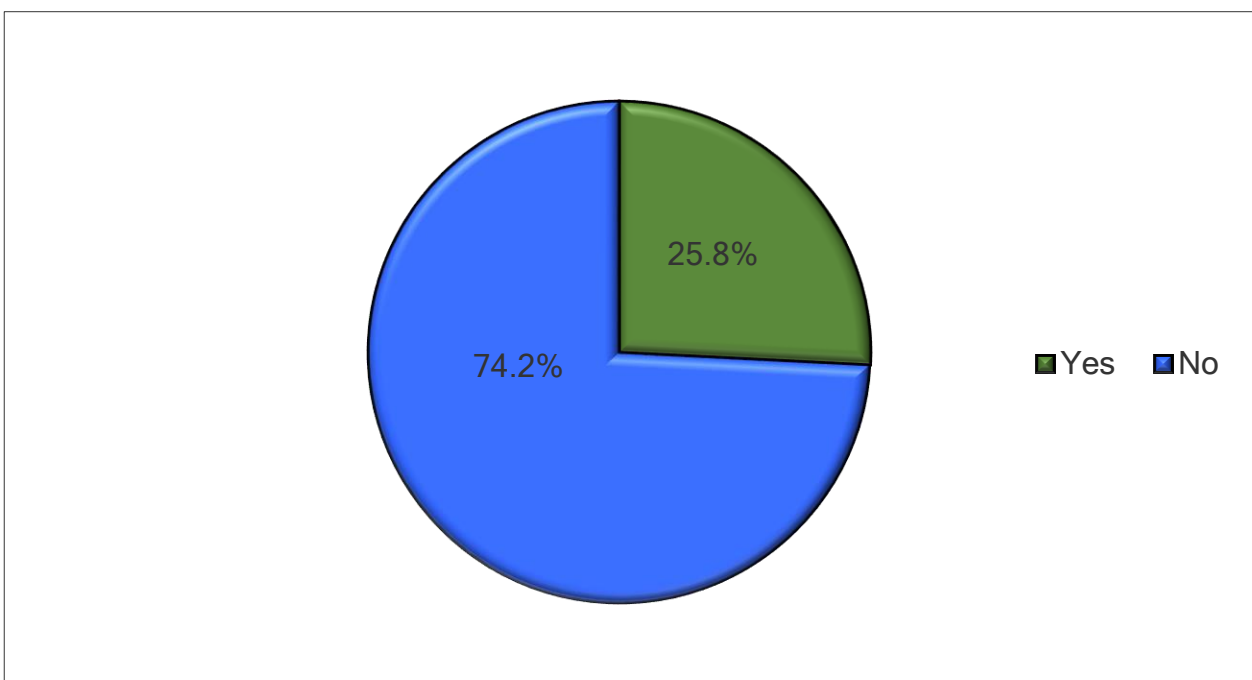


**SECTION 5: COMMUNICATION AND INFORMATION**

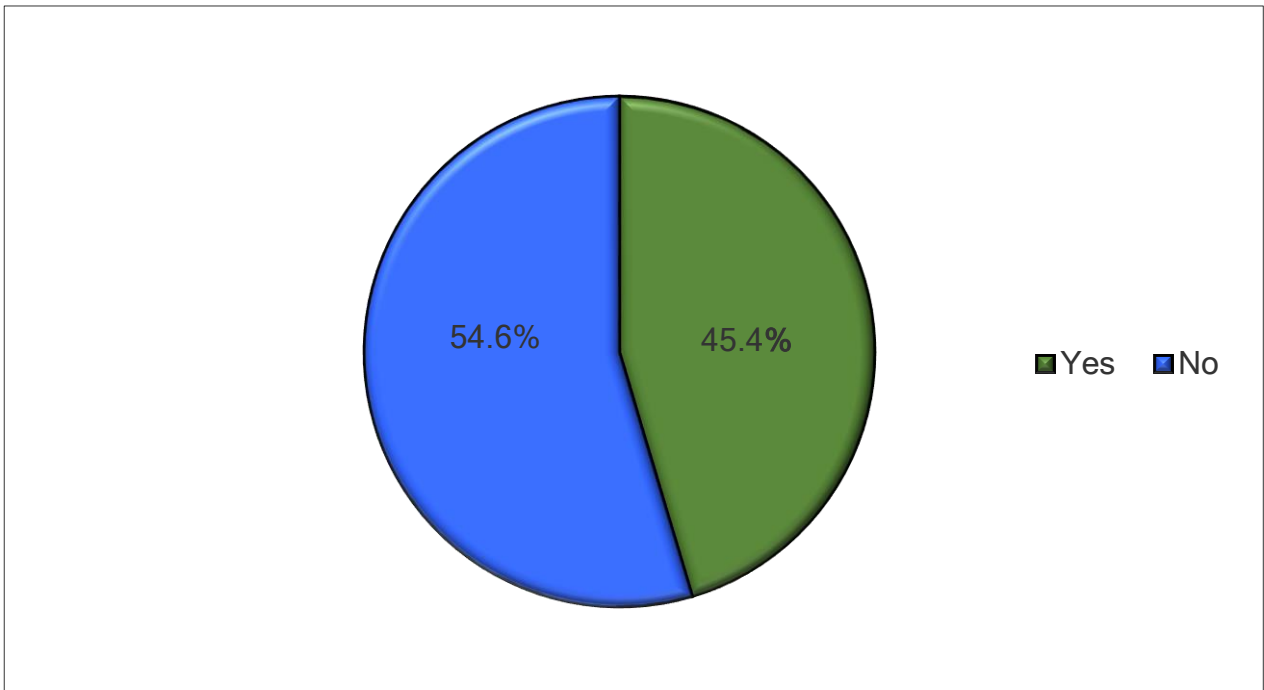
**13. Do you have access to the internet? (pc/smartphone)**



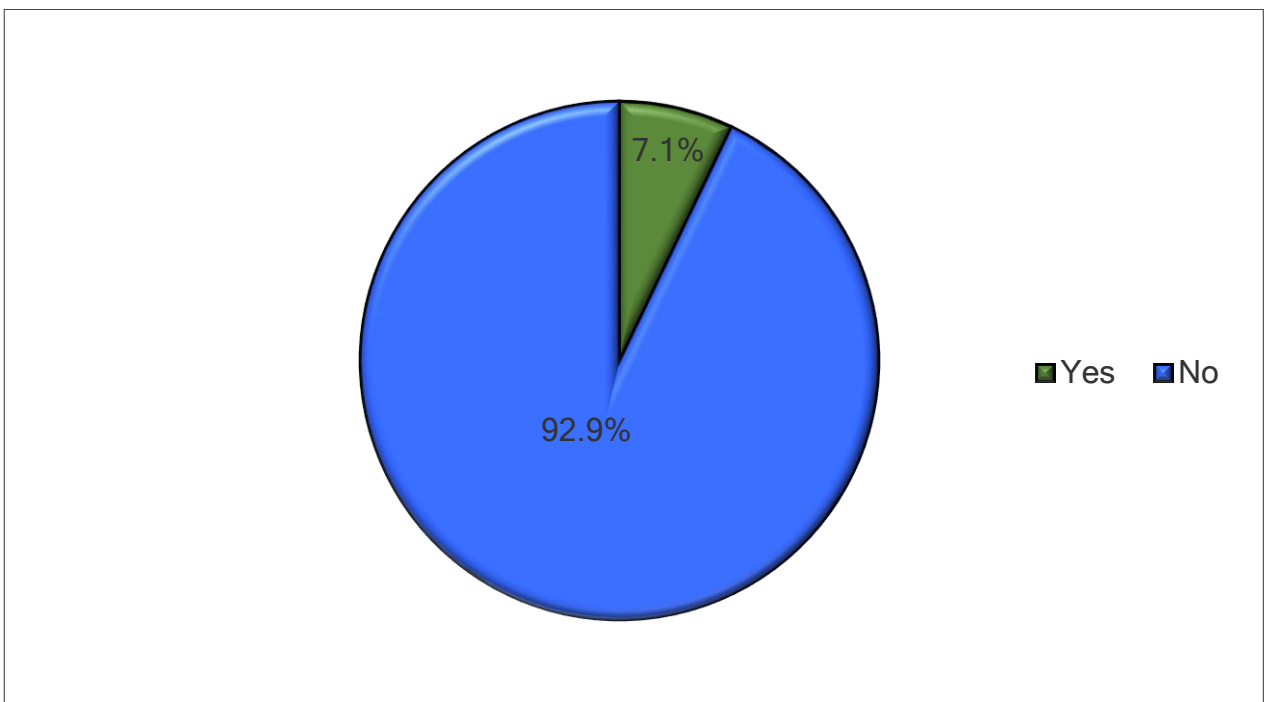
**14. Would you be happy for us to provide information to you electronically?**



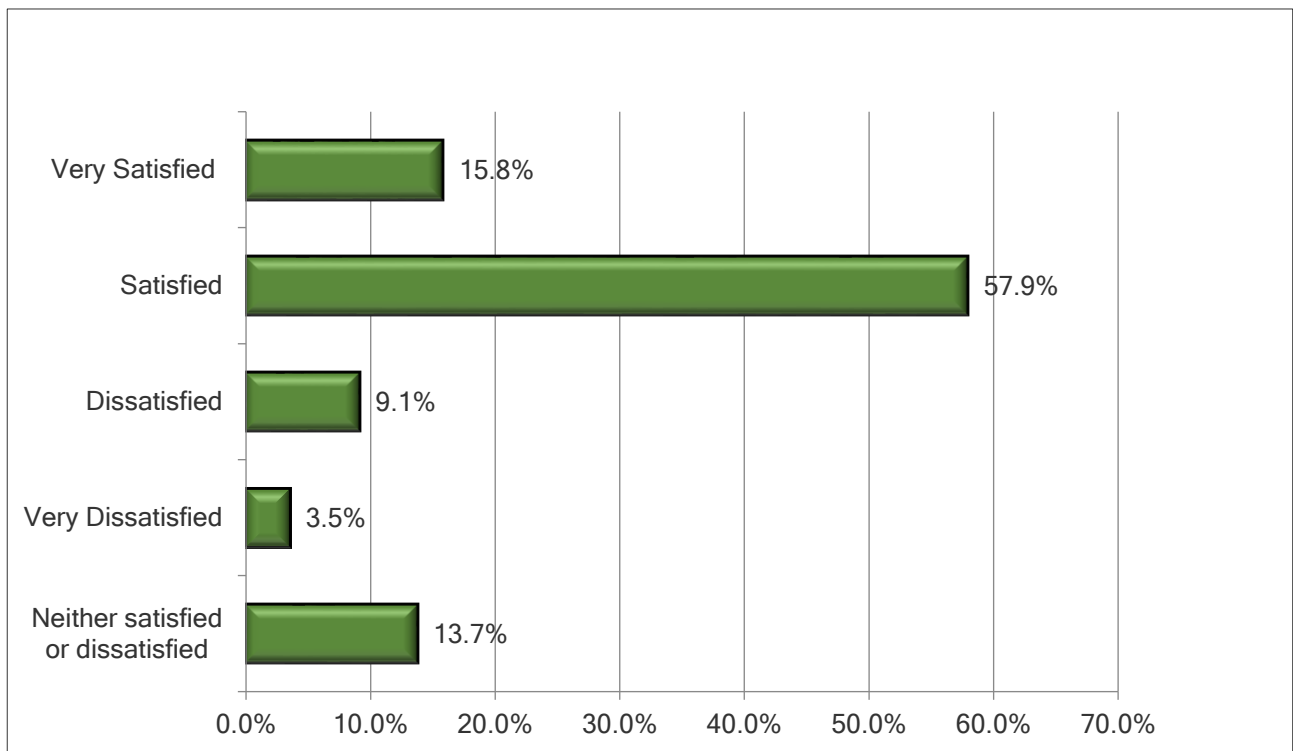
**15. If we were to introduce SMS text messaging, would you be interested in using this service?**



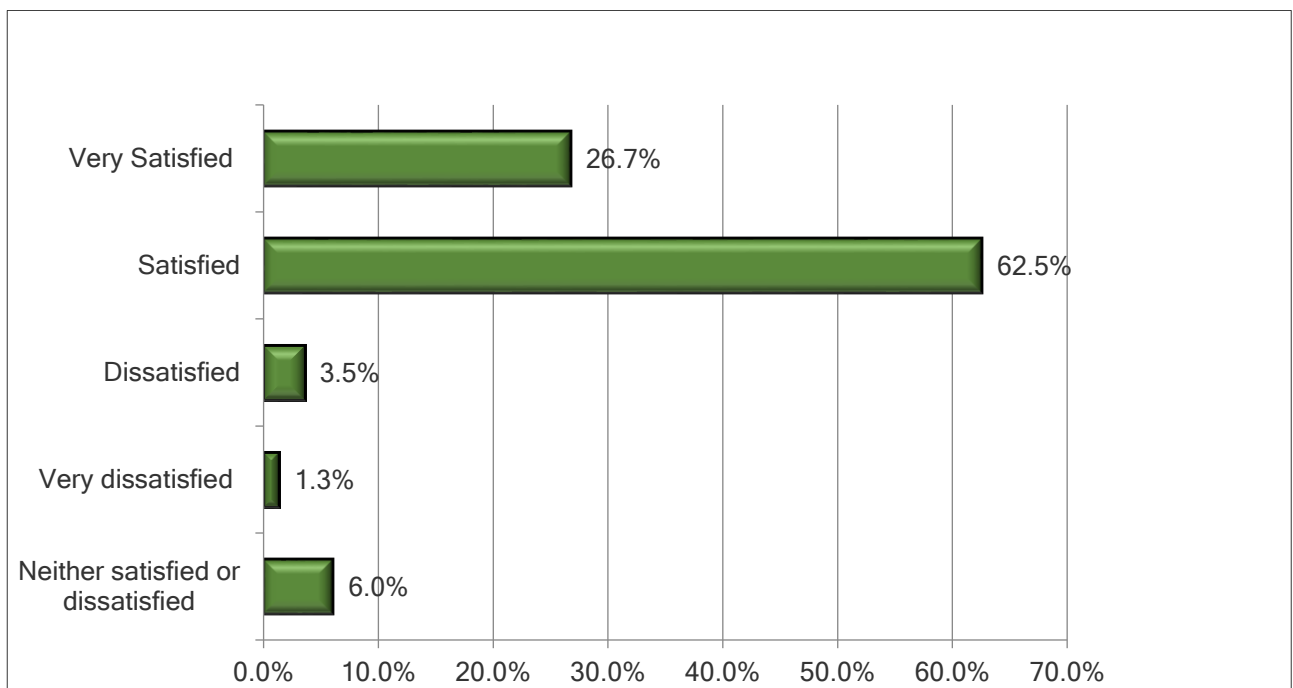
**16. Have you used the Habinteg website to access our services (report a repair, pay your rent, download a leaflet etc)?**



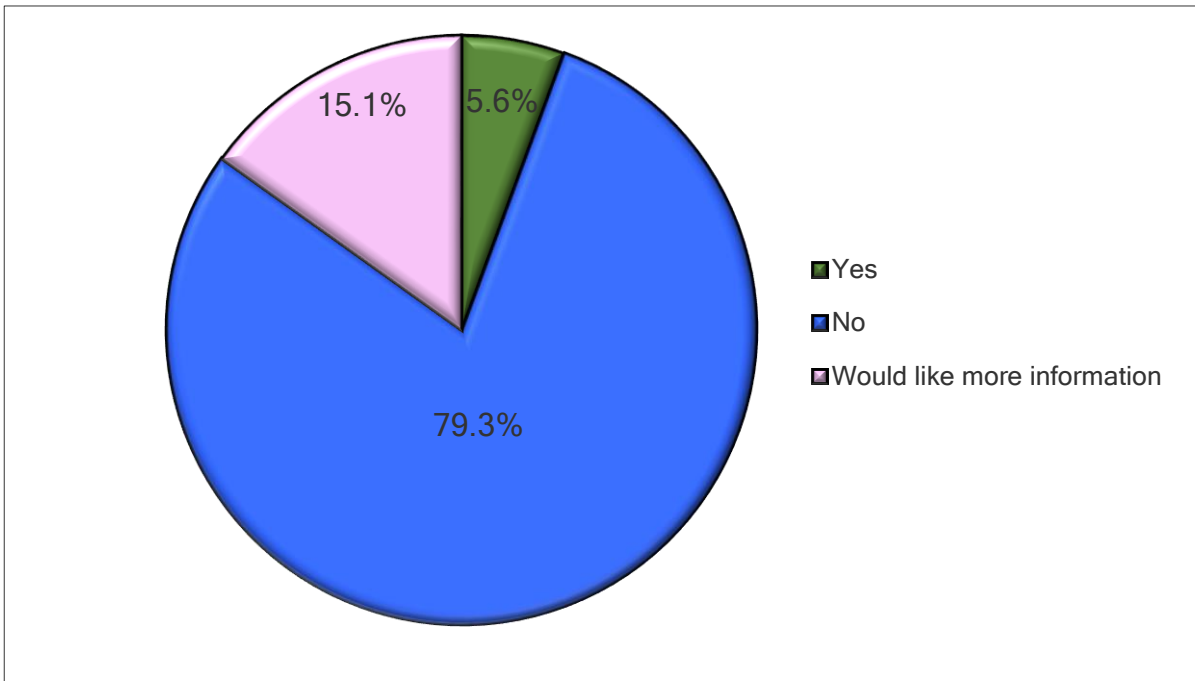
**17. Generally, how satisfied are you that Habinteg listens to your views and acts upon them?**



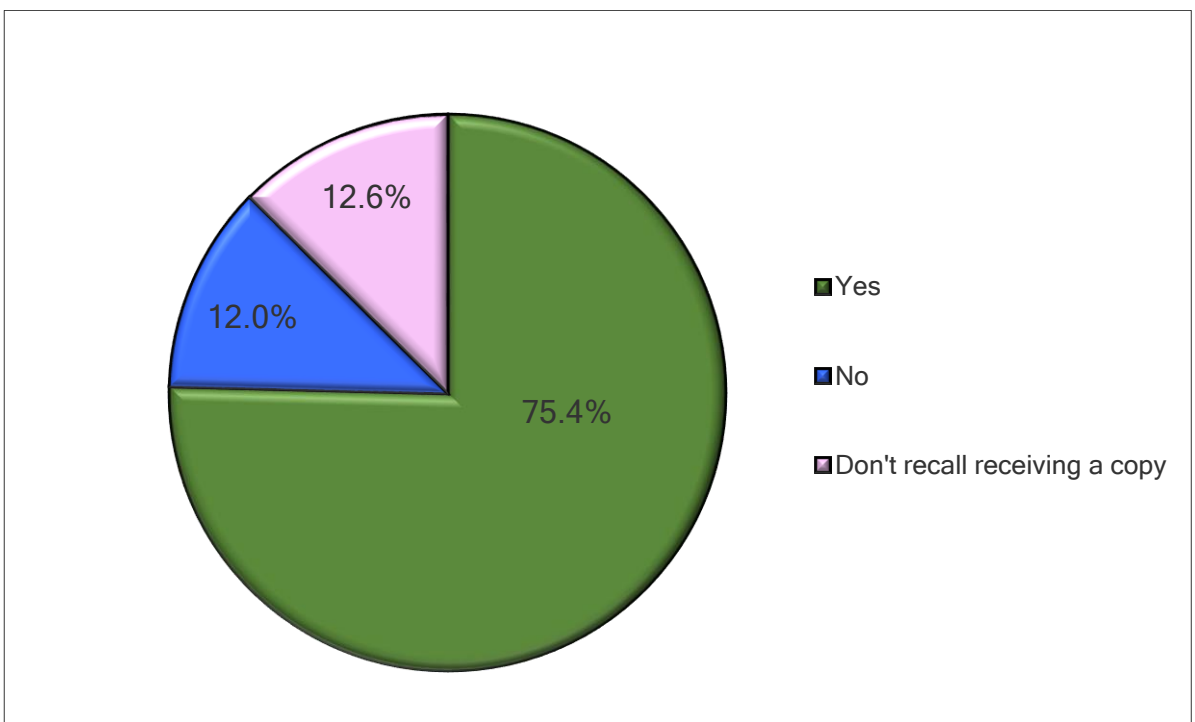
**18. Generally how satisfied are you with how Habinteg is keeping you informed about things that might affect you as a resident?**



**19. Are you interested in participating in our Resident Involvement activities?**

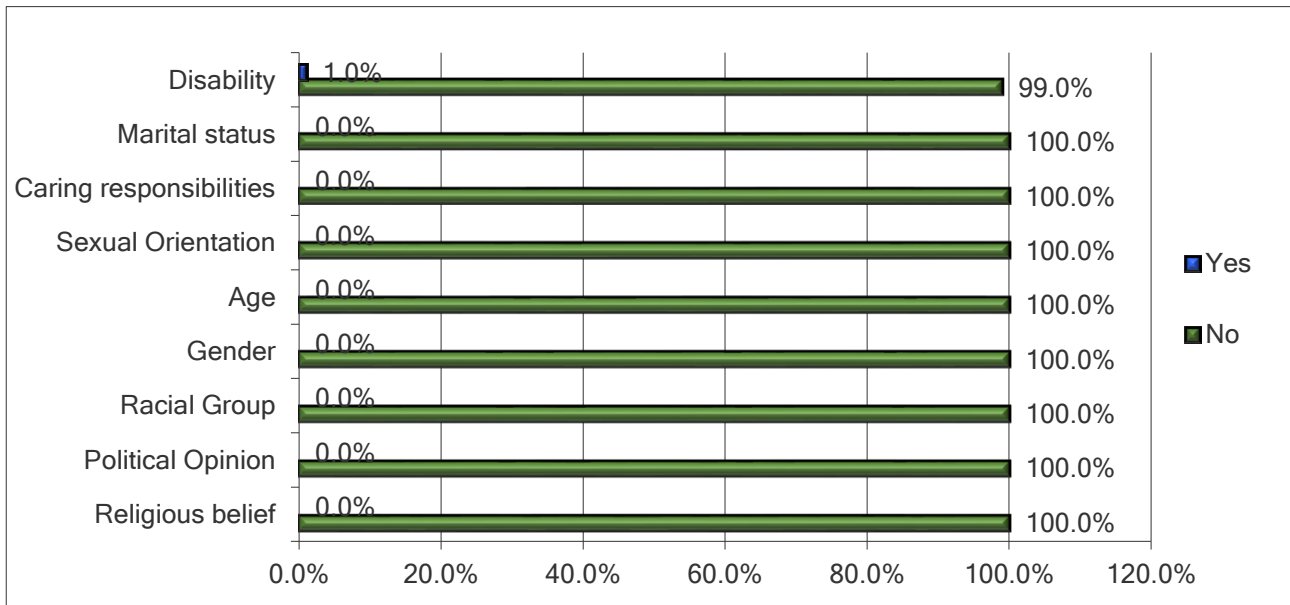


**20. Do you agree that the Associations annual publications – Habinteg News and How Did We Do? are informative and interesting?**



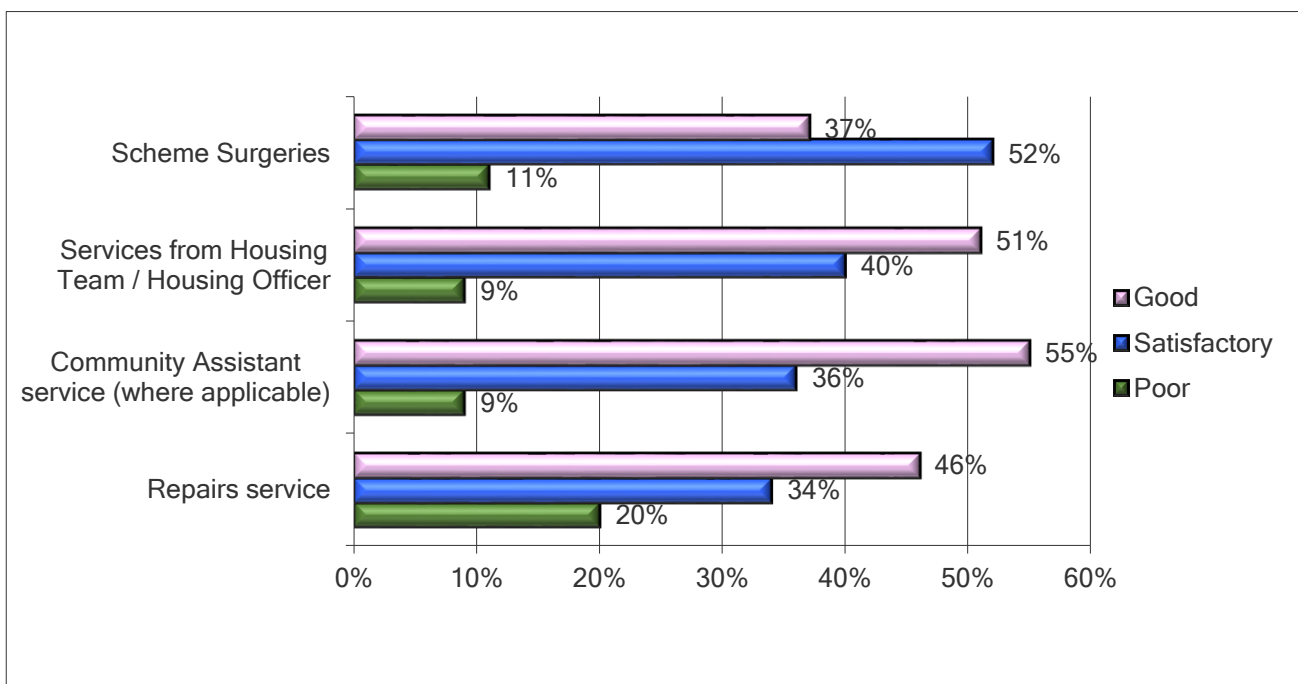
## SECTION 6: EQUALITY

**21. In your experience, has Habinteg ever discriminated against tenants on grounds of:**



## SECTION 7: GENERAL SATISFACTION WITH SERVICE AREAS

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



**23. Taking everything into account how satisfied are you with the housing and services provided by Habinteg?**

