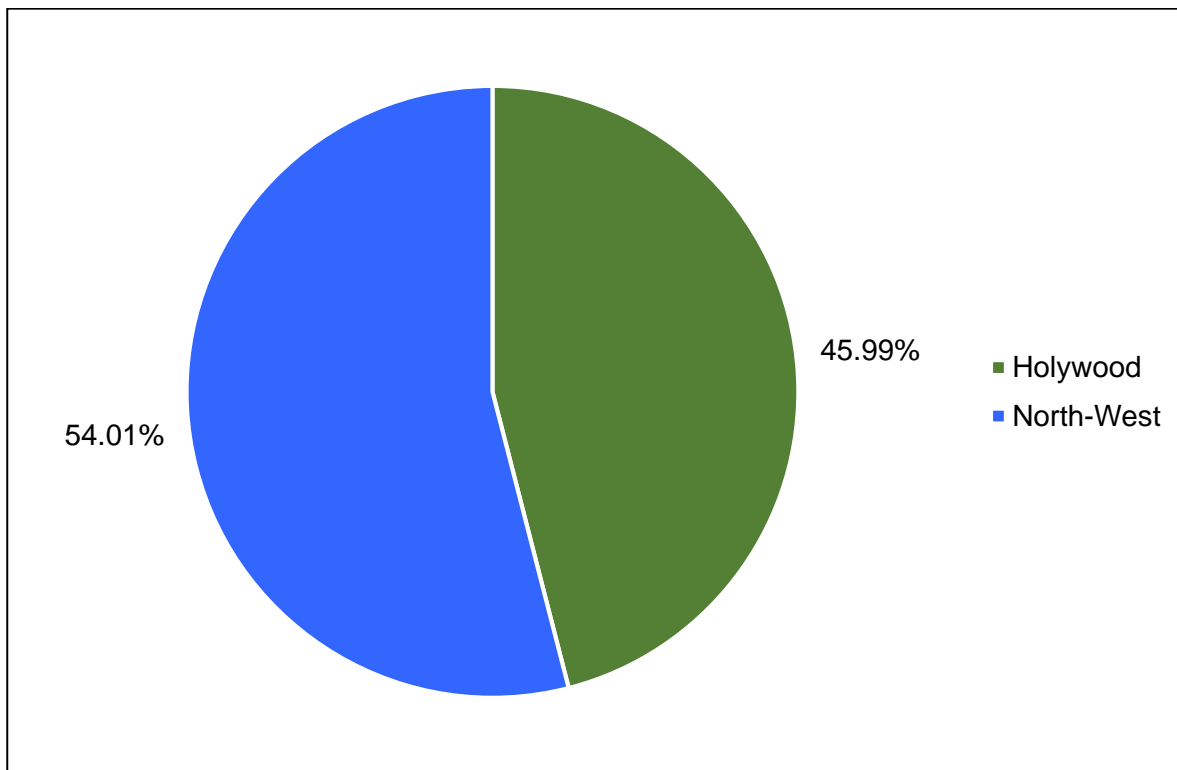


TENANT SATISFACTION SURVEY 2017-18 RESULTS

337 households across the region participated.

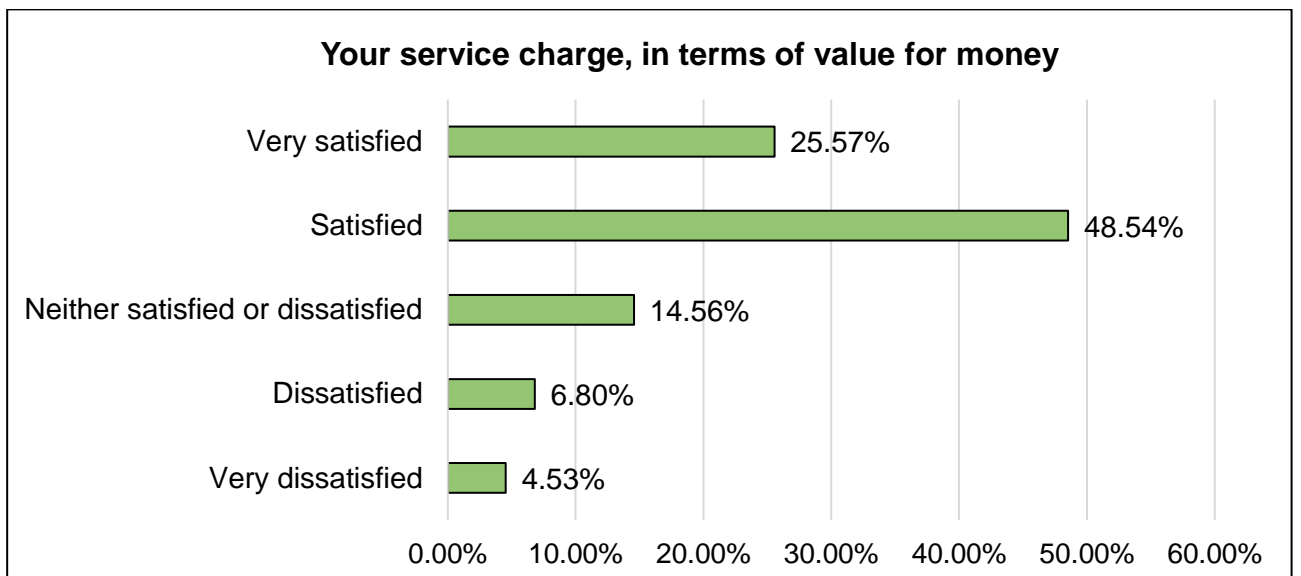
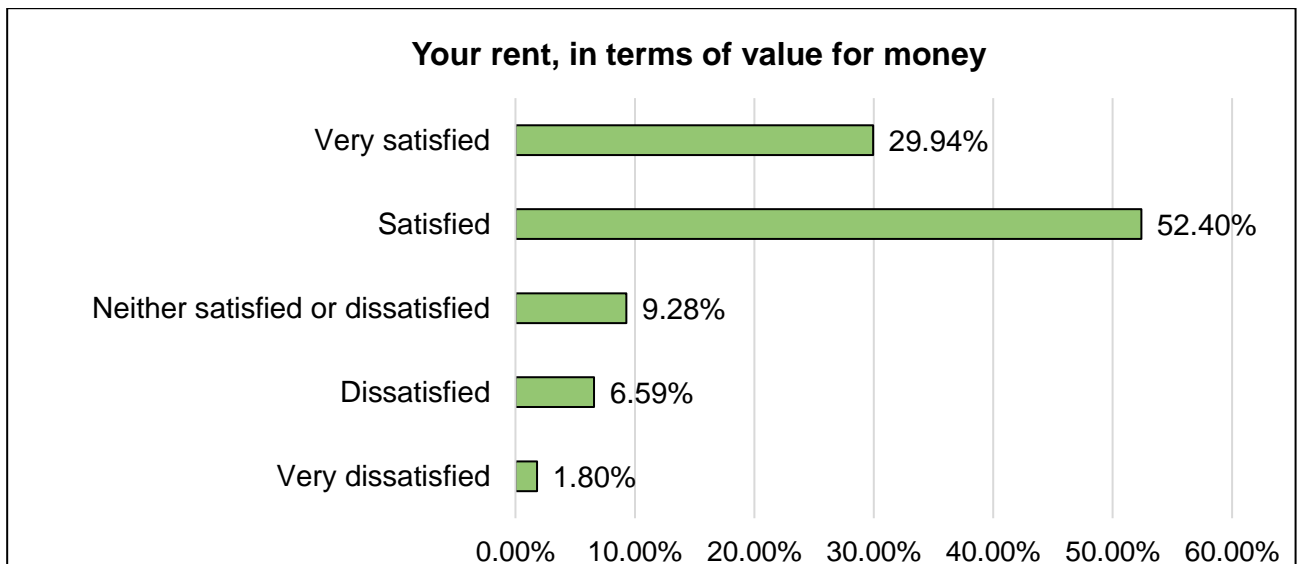
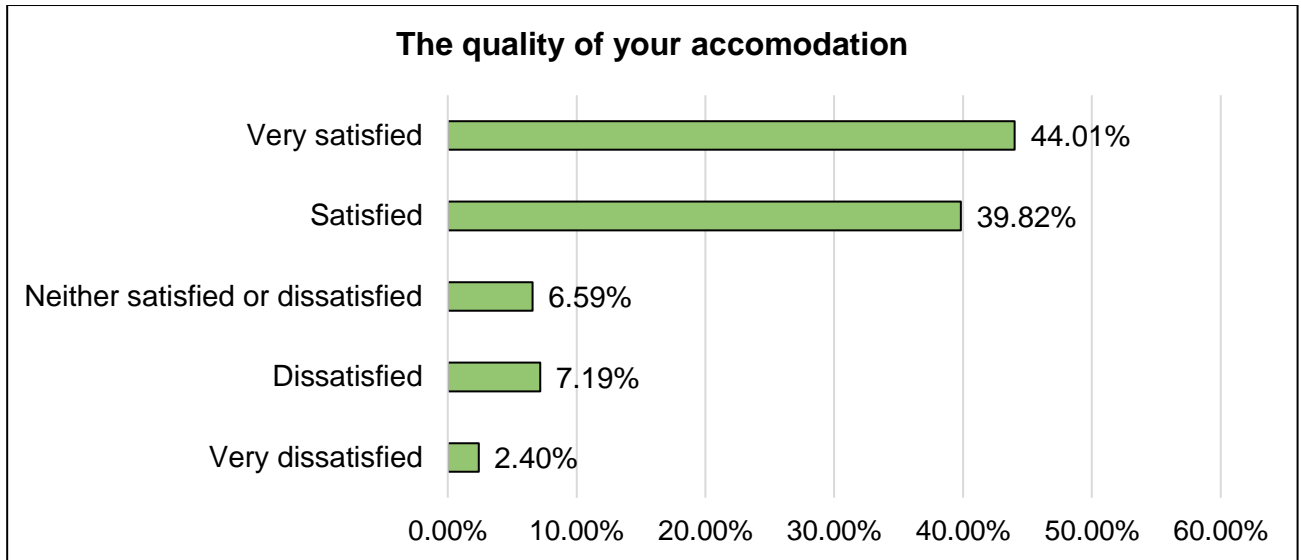
Please note, the charts below show the figures only for those tenants who responded to a given question or where the question was applicable.

Breakdown of responses



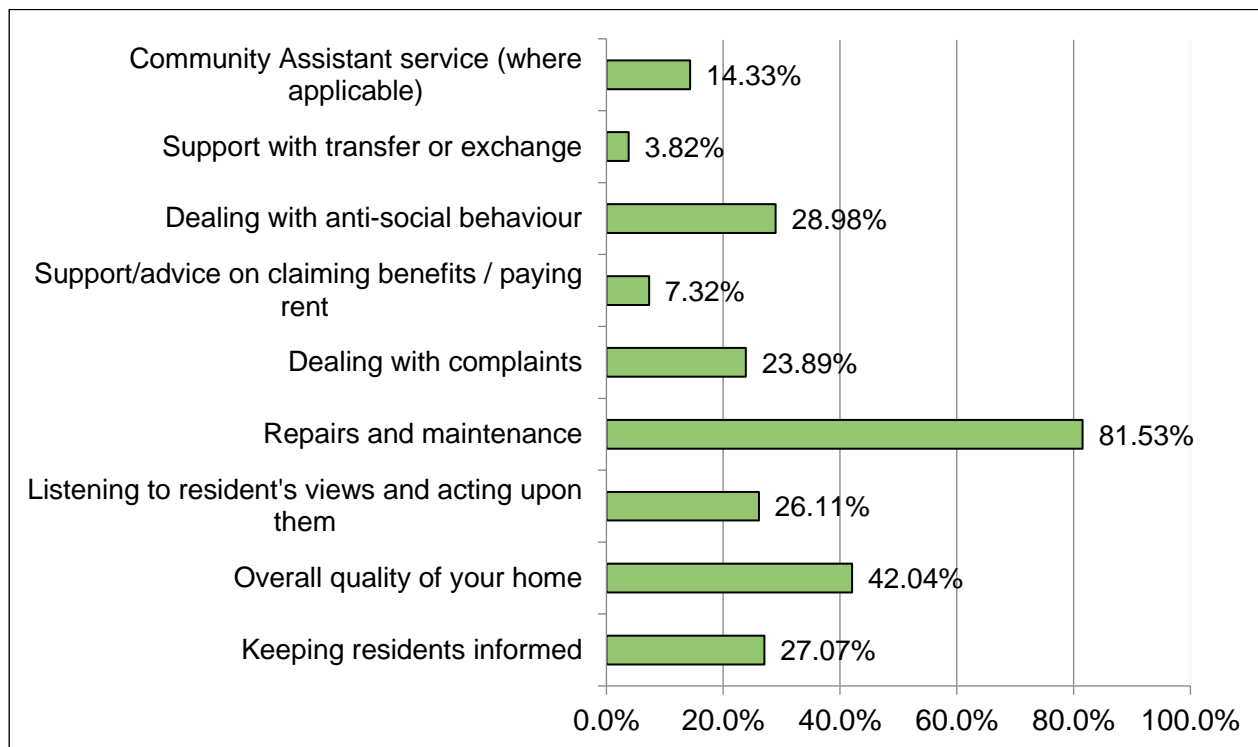
SECTION 1: HOUSING AND SERVICES

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

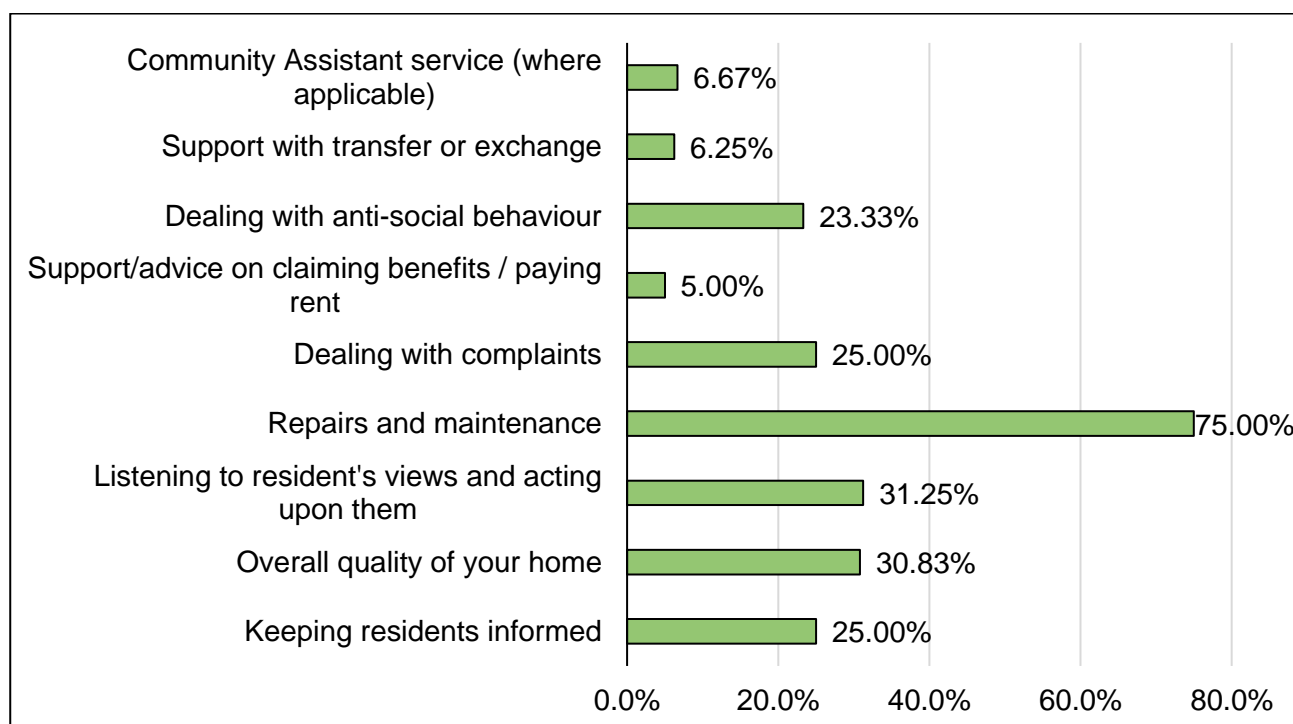


SECTION 2: IMPROVING SERVICES

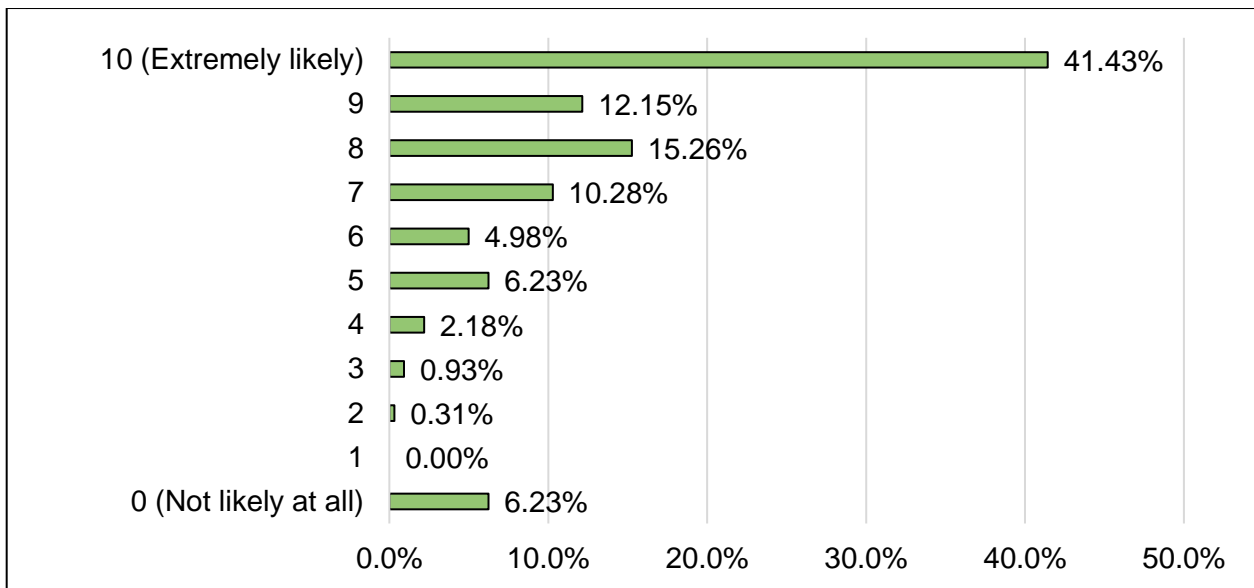
2. Looking at the list of services on Prompt Card A which three do you consider to be the main priorities?



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

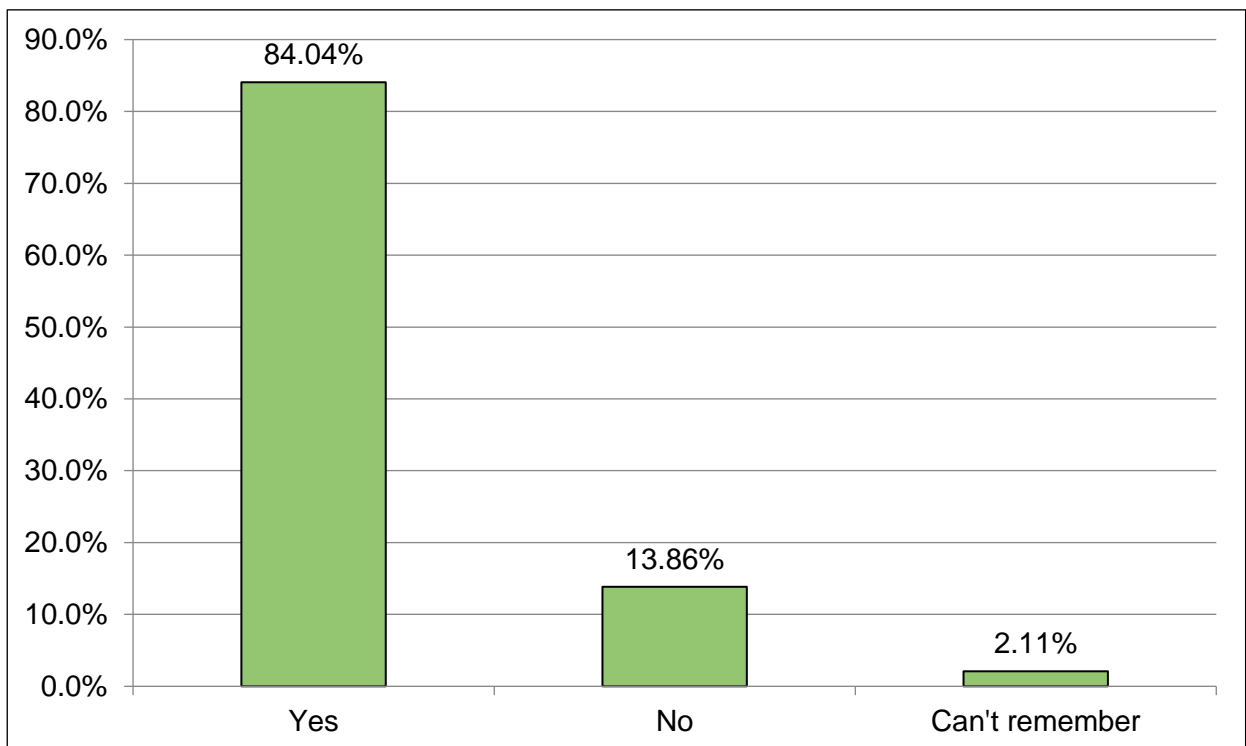


4. How likely would you be to recommend Habinteg to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

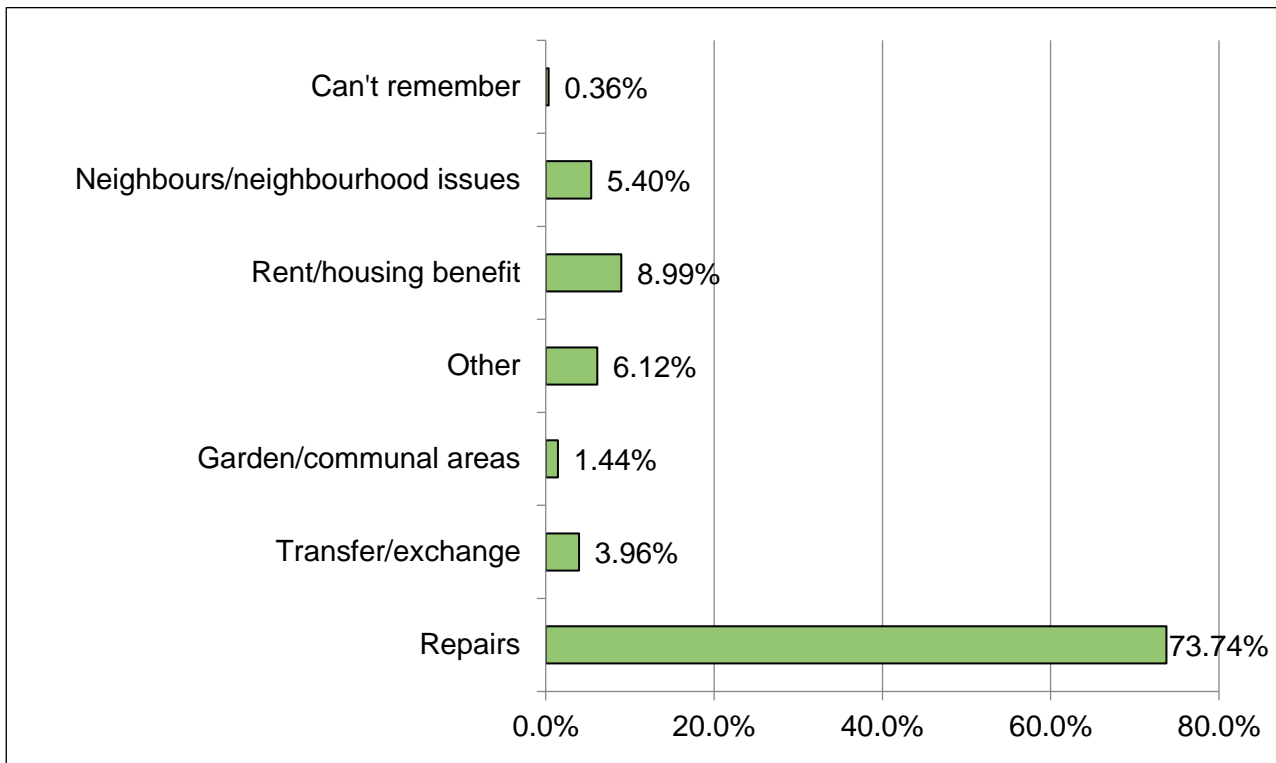


SECTION 3: CONTACT WITH THE ASSOCIATION

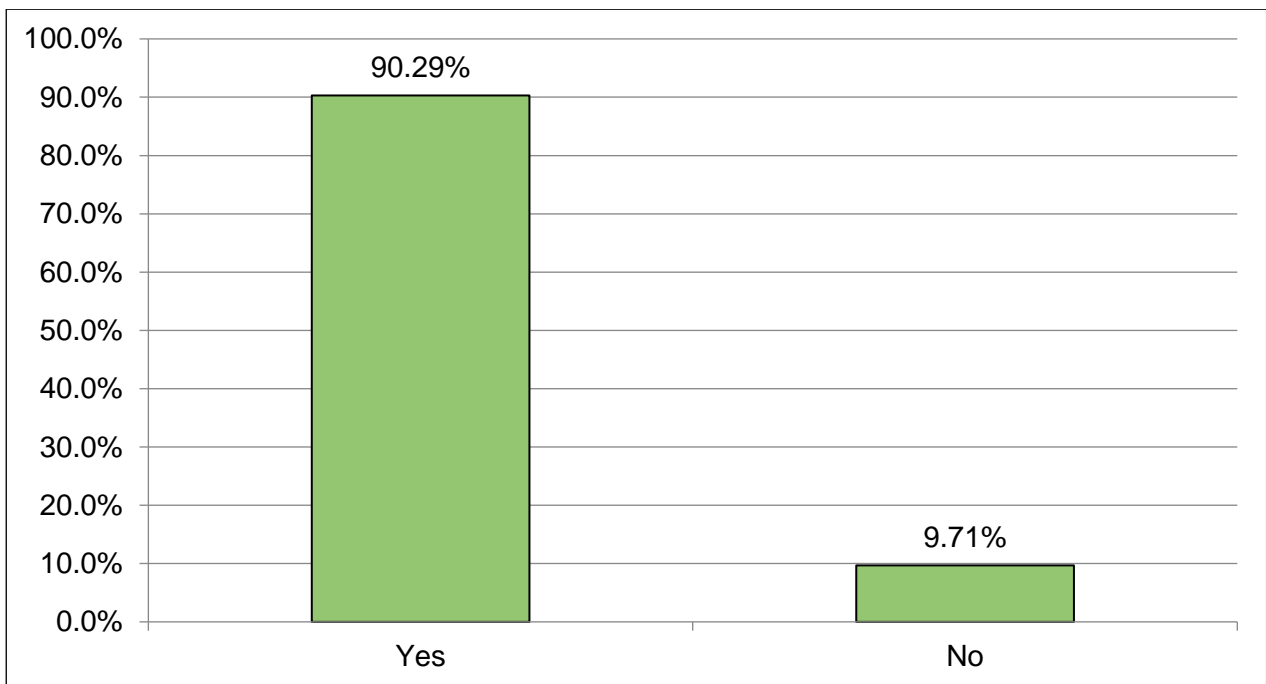
5. Have you been in contact with Habinteg within the last 12 months?



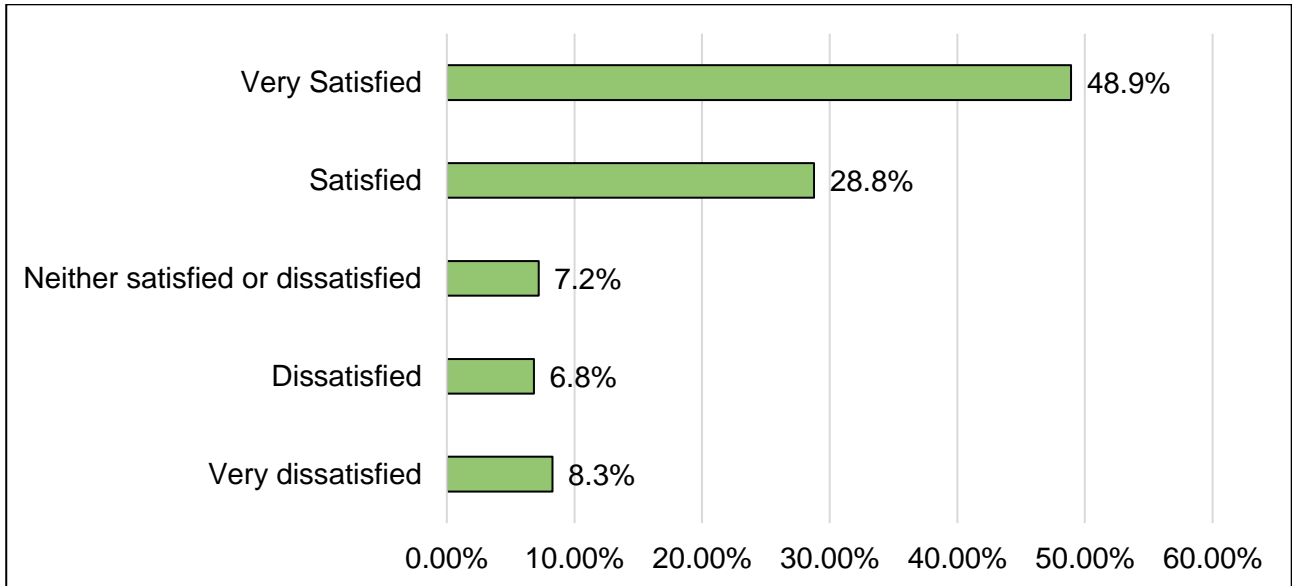
6. What was the subject of your most recent contact?



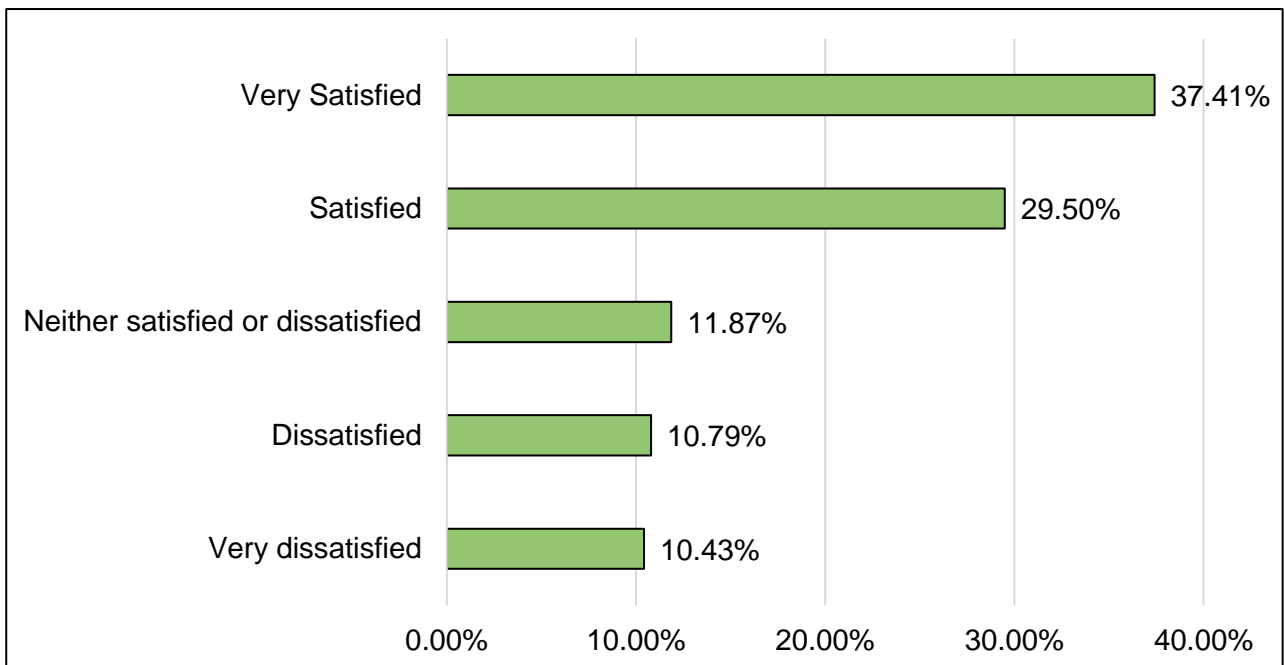
7. When you last had contact with Habinteg, did you manage to speak to the right person easily?



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

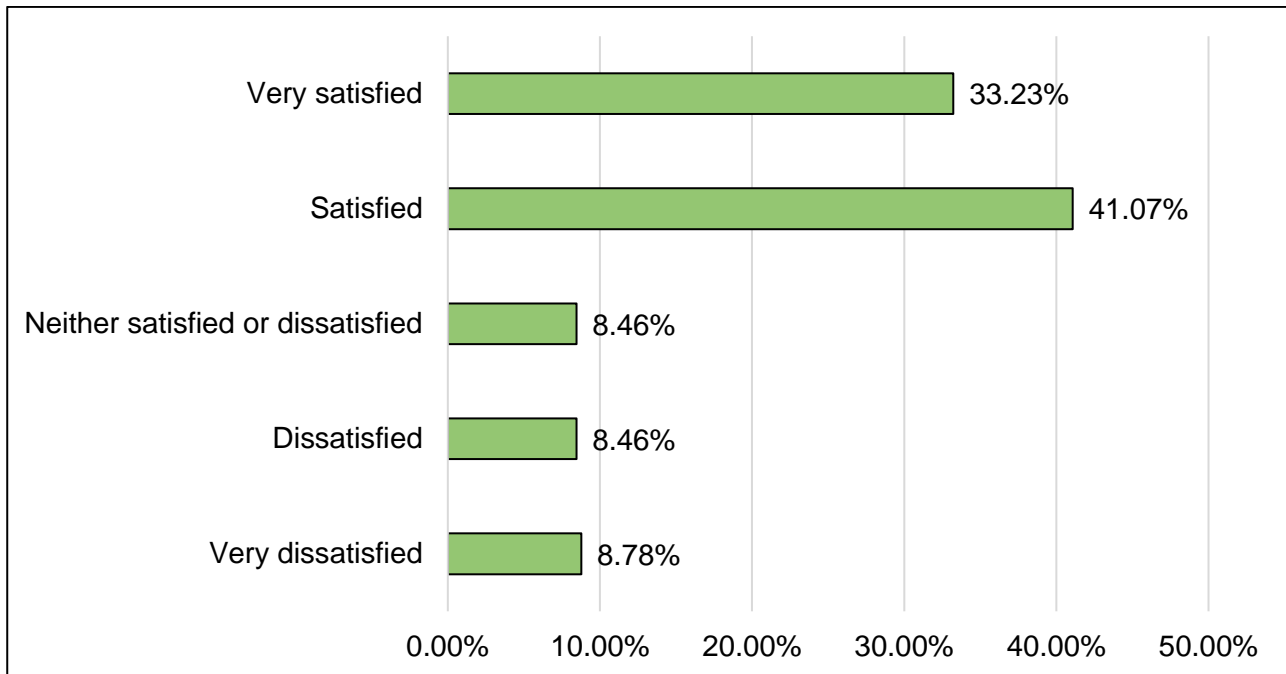


9. How satisfied were you with the final outcome?

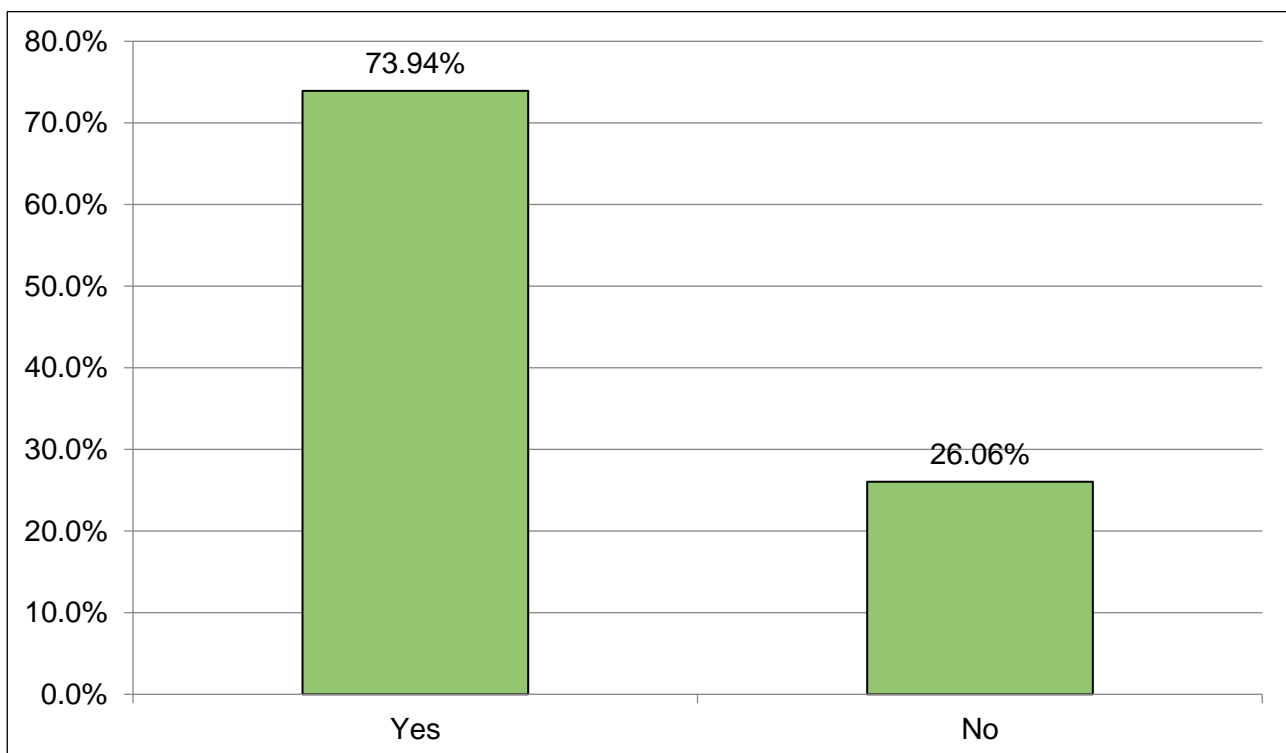


SECTION 4: REPAIRS AND MAINTENANCE

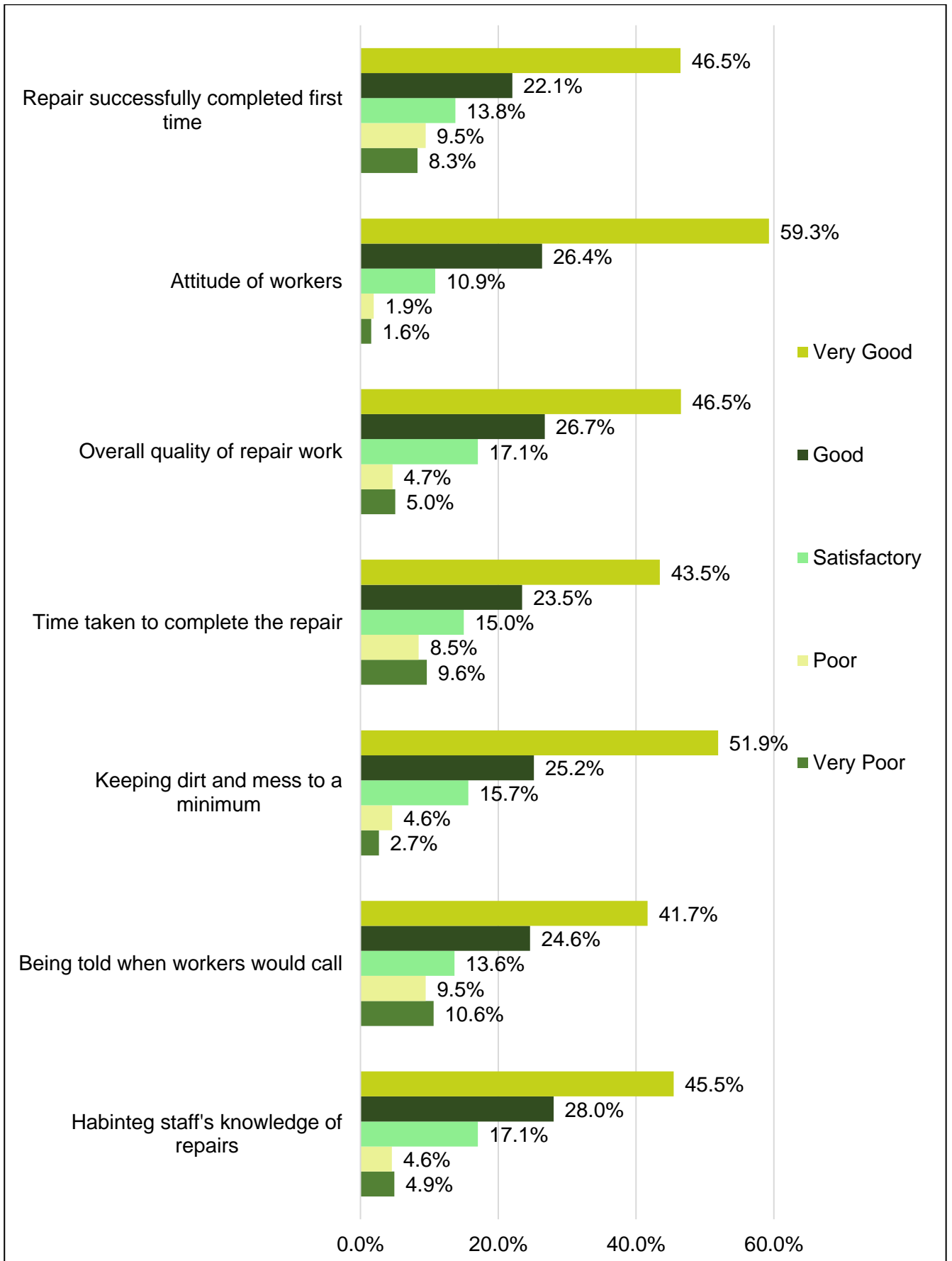
10. Generally, how satisfied are you with the way Habinteg deals with repairs and maintenance?



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

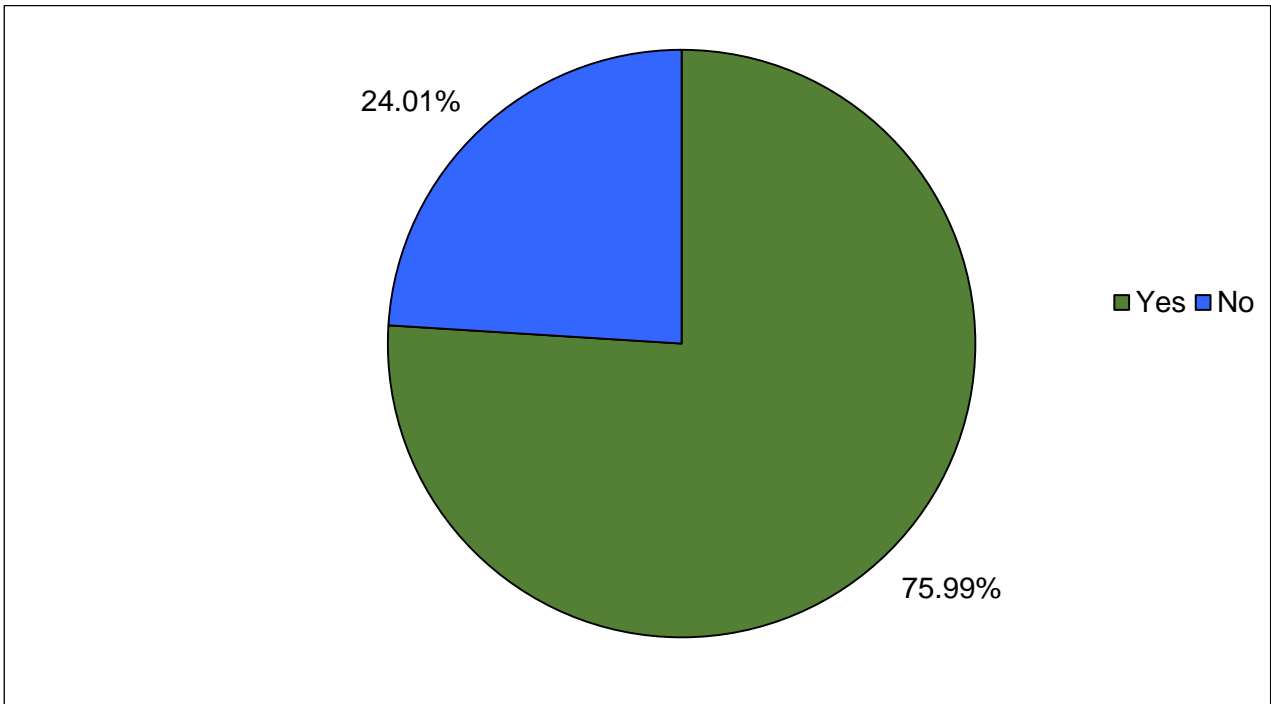


12. Thinking about your last completed repair, how would you rate the following?

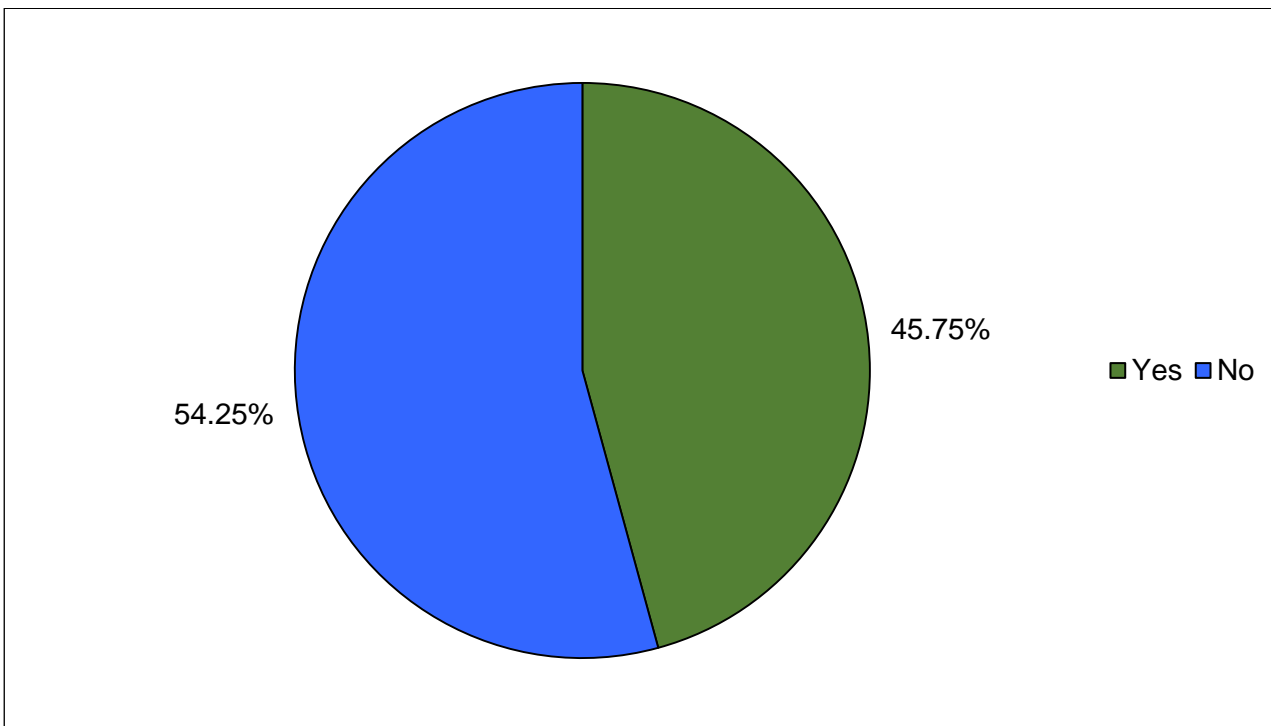


SECTION 5: COMMUNICATION AND INFORMATION

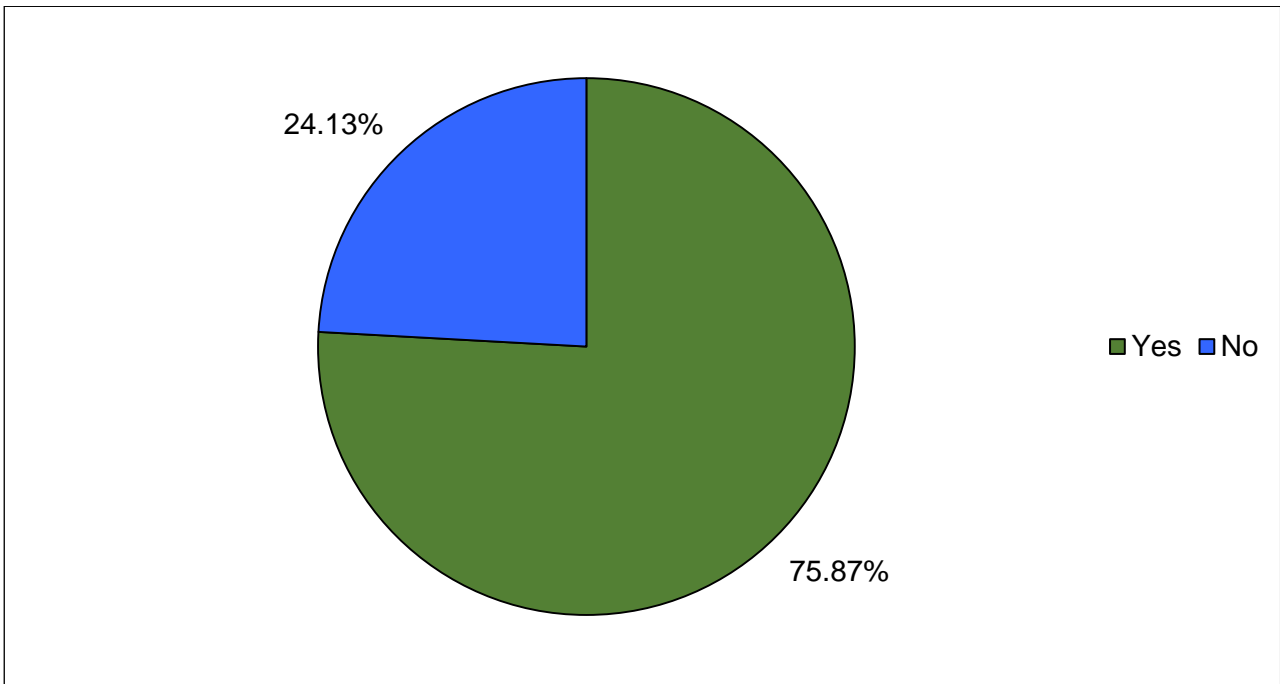
13. Do you have access to the internet? (pc/smartphone)



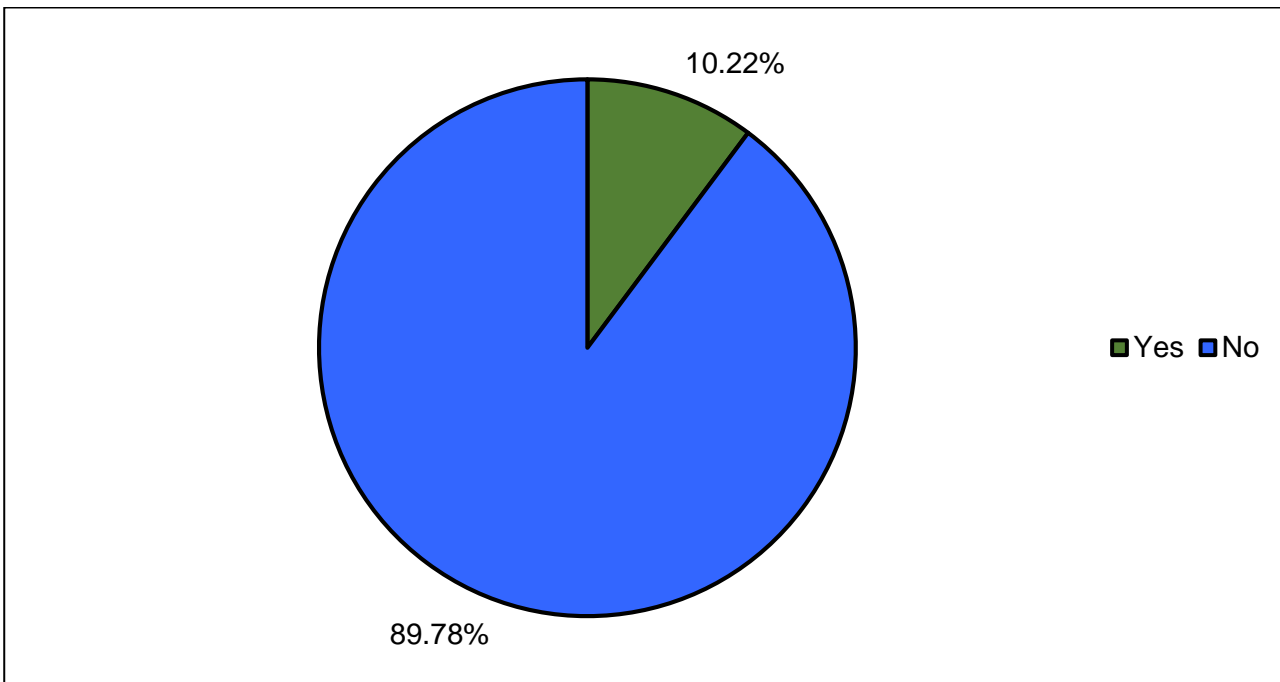
14. Would you be happy for us to provide information to you electronically?



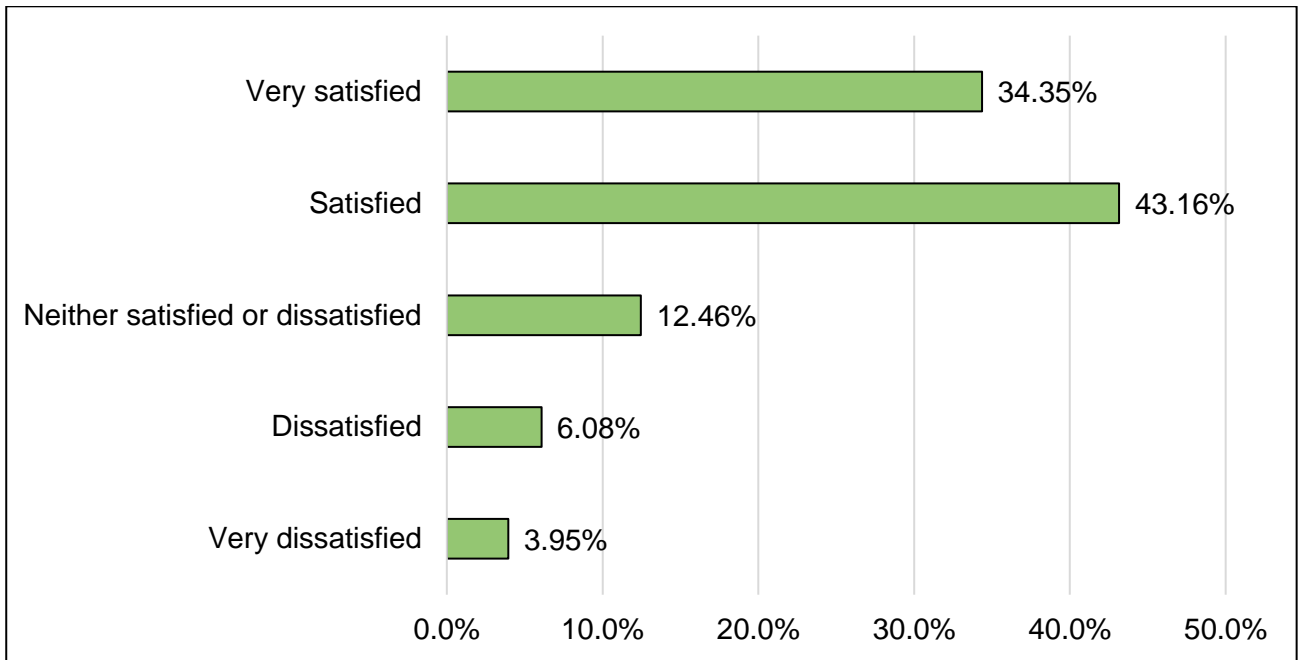
15. If we were to introduce SMS text messaging, would you be interested in using this service?



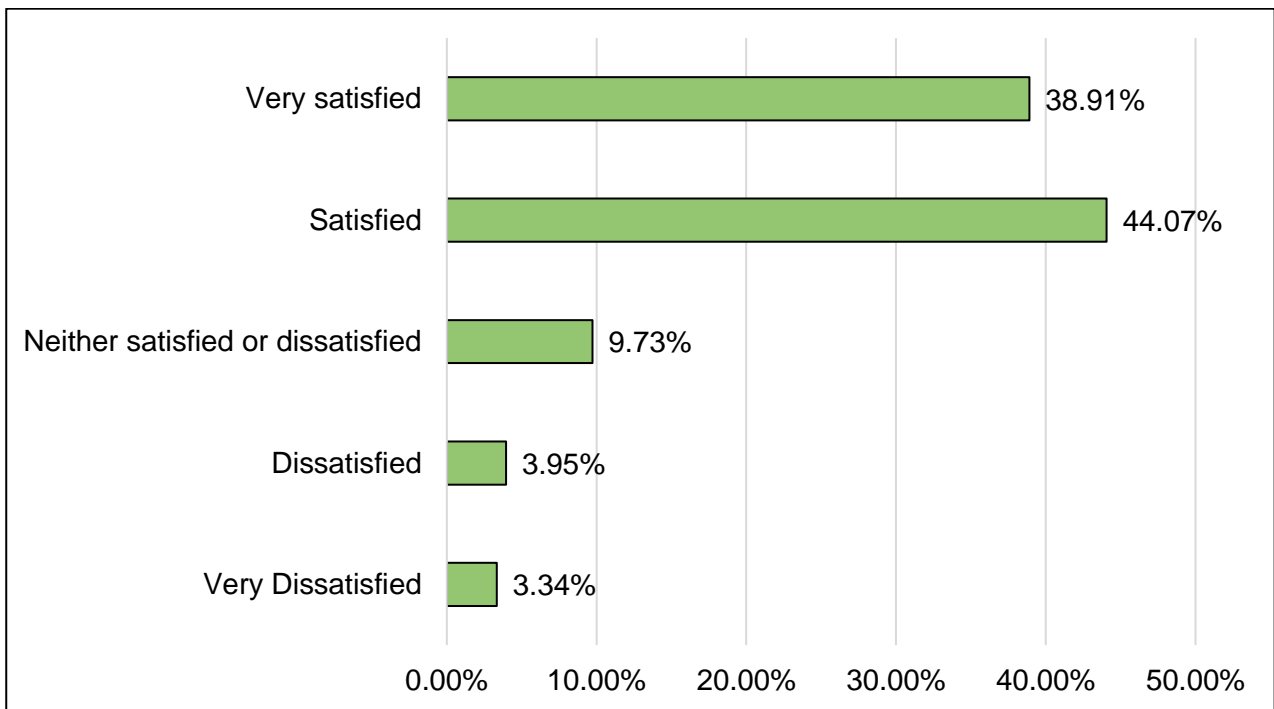
16. Have you used the Habinteg website to access our services (report a repair, pay your rent, download a leaflet etc)?



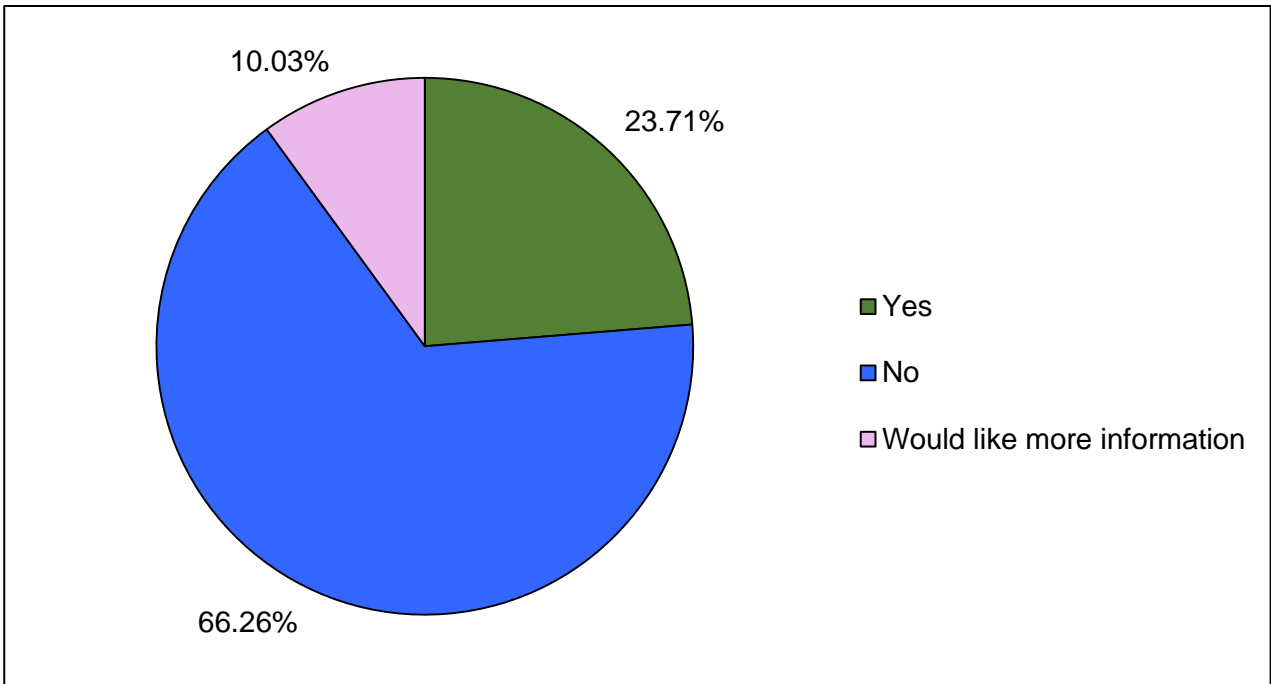
17. Generally, how satisfied are you that Habinteg listens to your views and acts upon them?



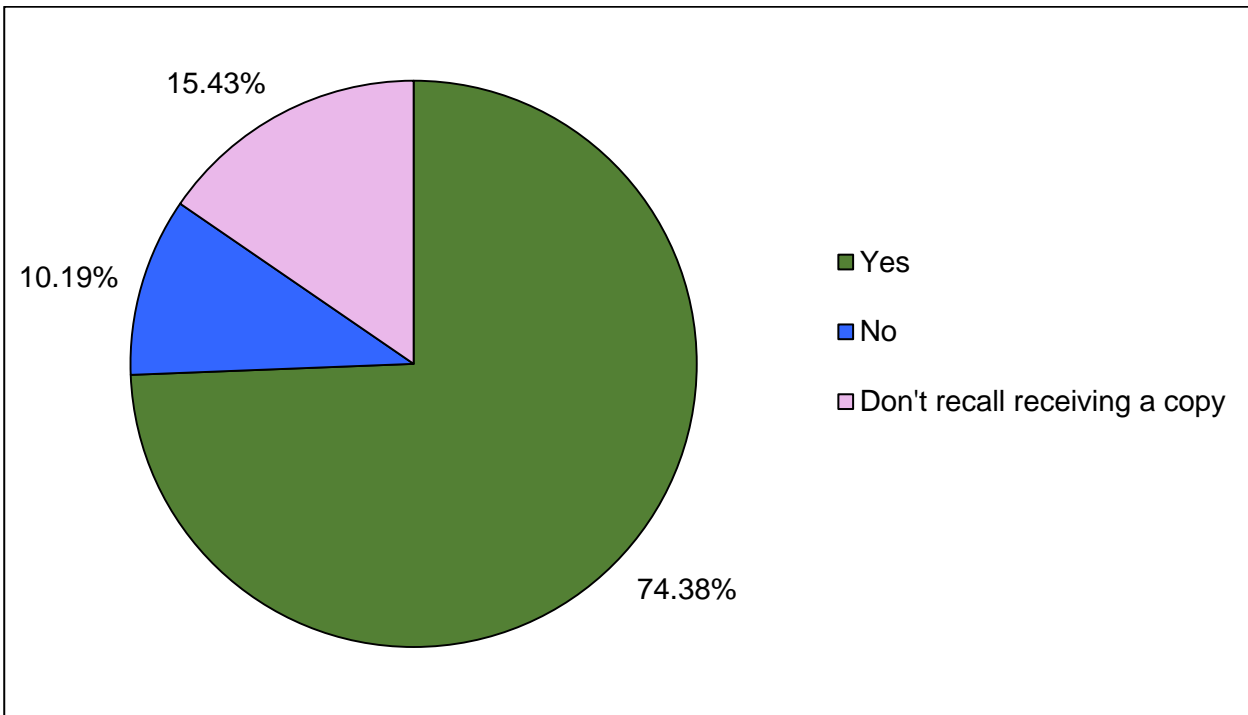
18. Generally how satisfied are you with how Habinteg is keeping you informed about things that might affect you as a resident?



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

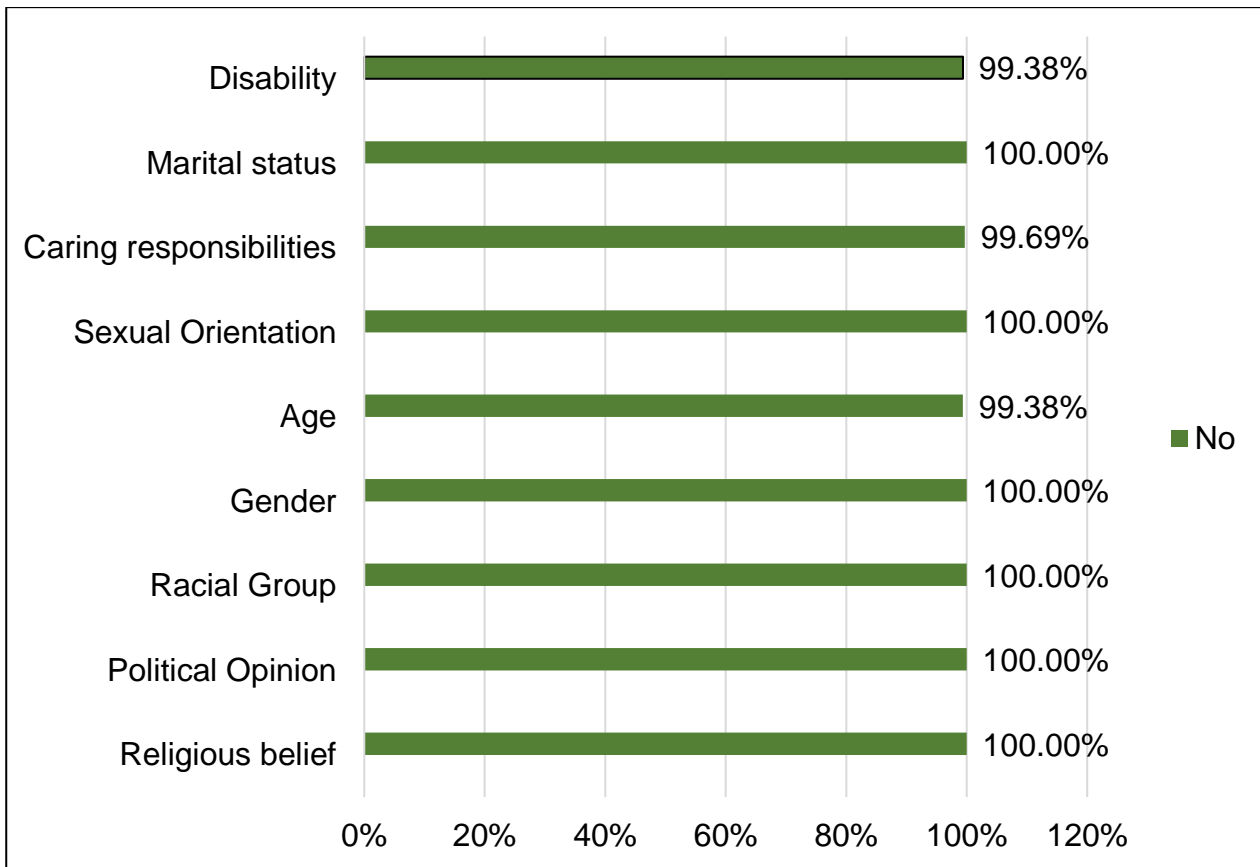


20. Do you agree that the Associations annual publications – Habinteg News and How Did We Do? are informative and interesting?



SECTION 6: EQUALITY

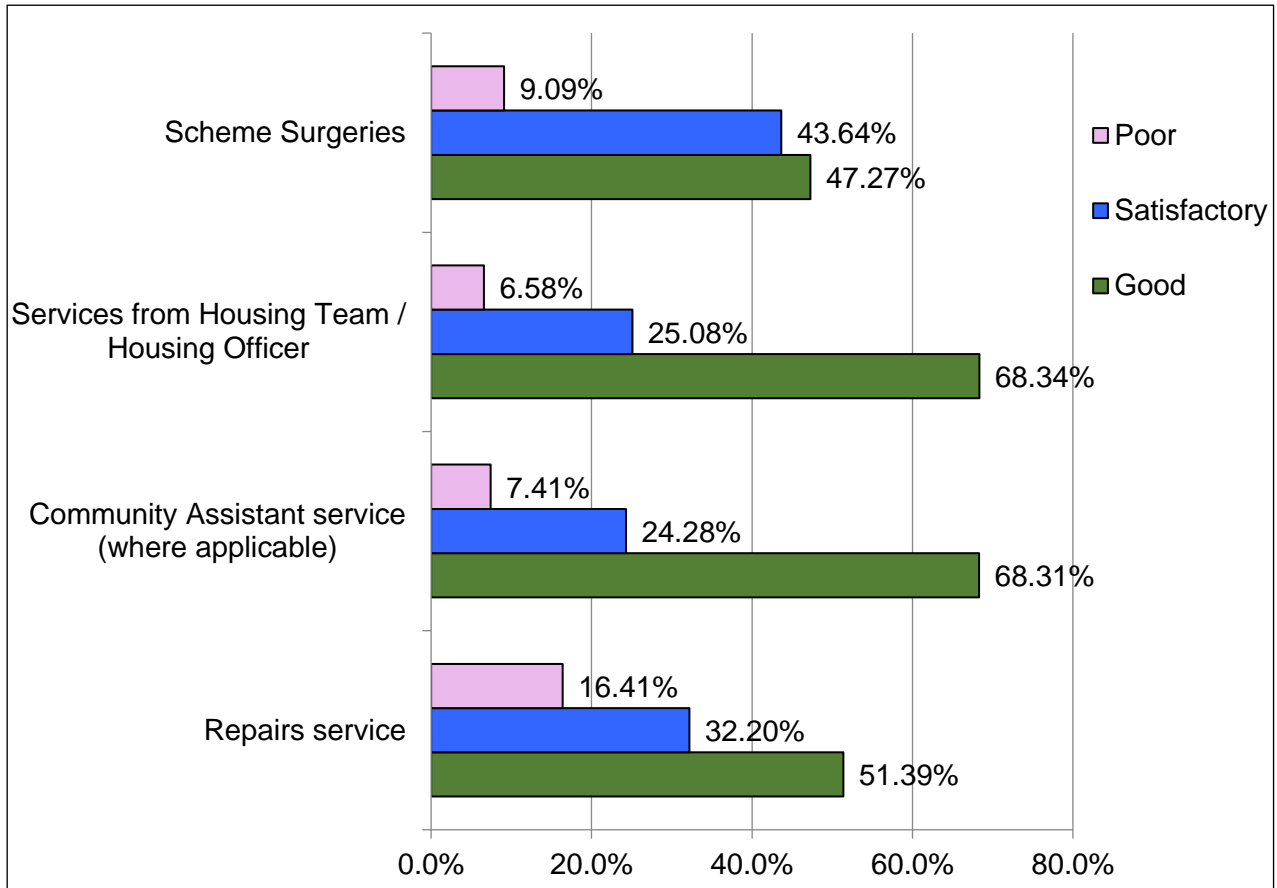
21. In your experience, has Habinteg ever discriminated against tenants on grounds of:



NB Please note the Association adheres to its Equality Duties taking all reports of discrimination very seriously. We can report that on receipt of the small number of reports of discrimination in the above categories of Disability, Caring responsibilities and Age the Association followed up immediately and are pleased to confirm that the reports were found to be unsubstantiated.

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?

