

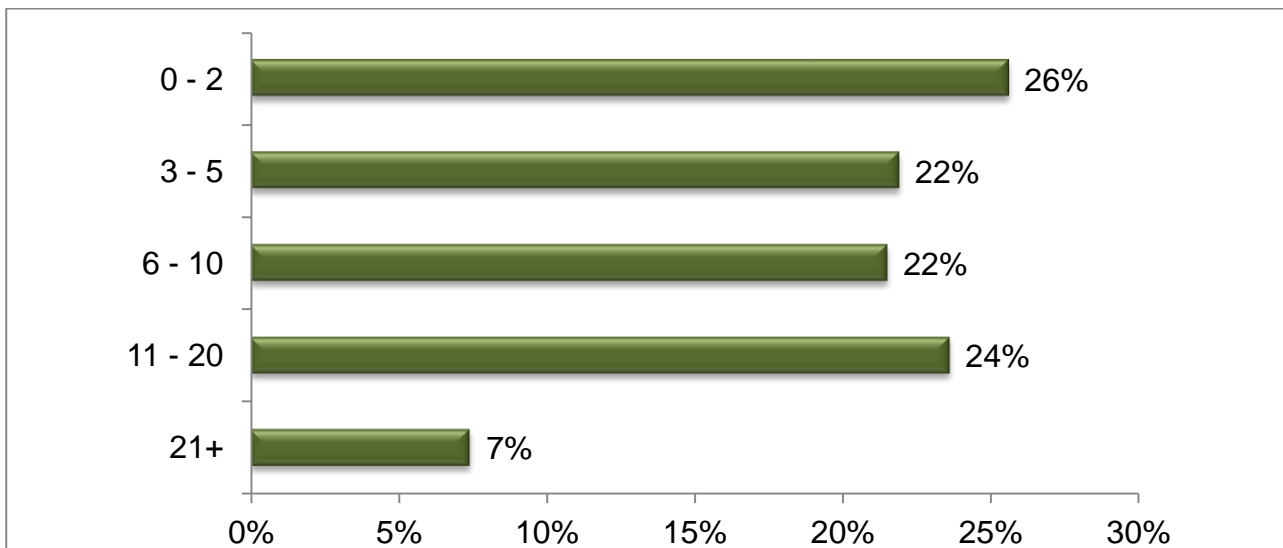


TENANT SATISFACTION SURVEY 2012-13 – RESULTS

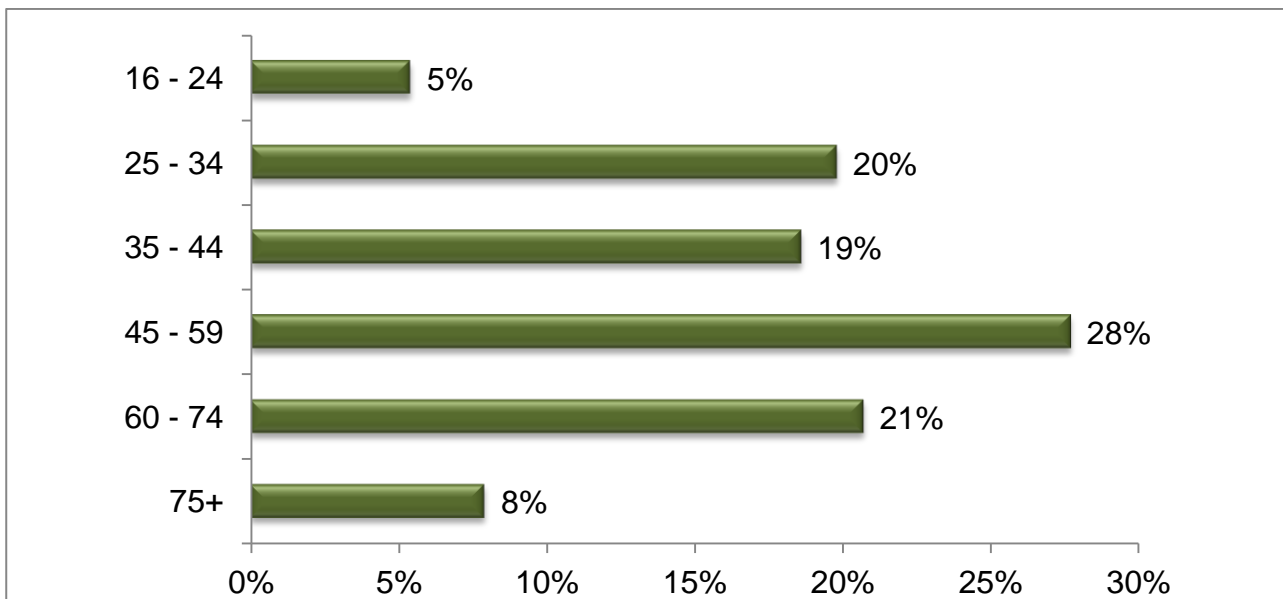
242 households across the region participated.

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

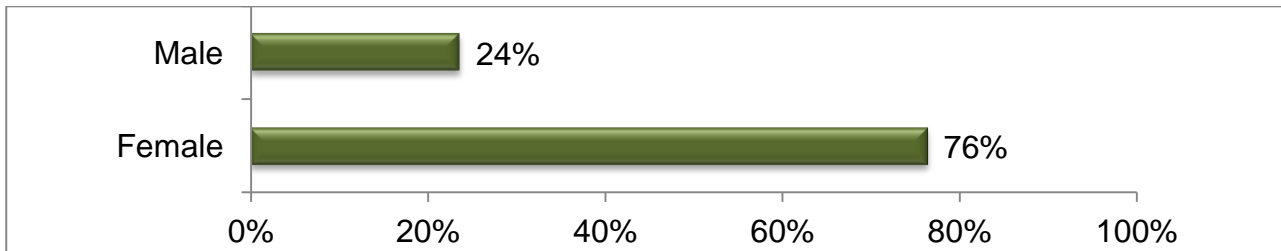
1. How many years have you/your household been a tenant of this home?



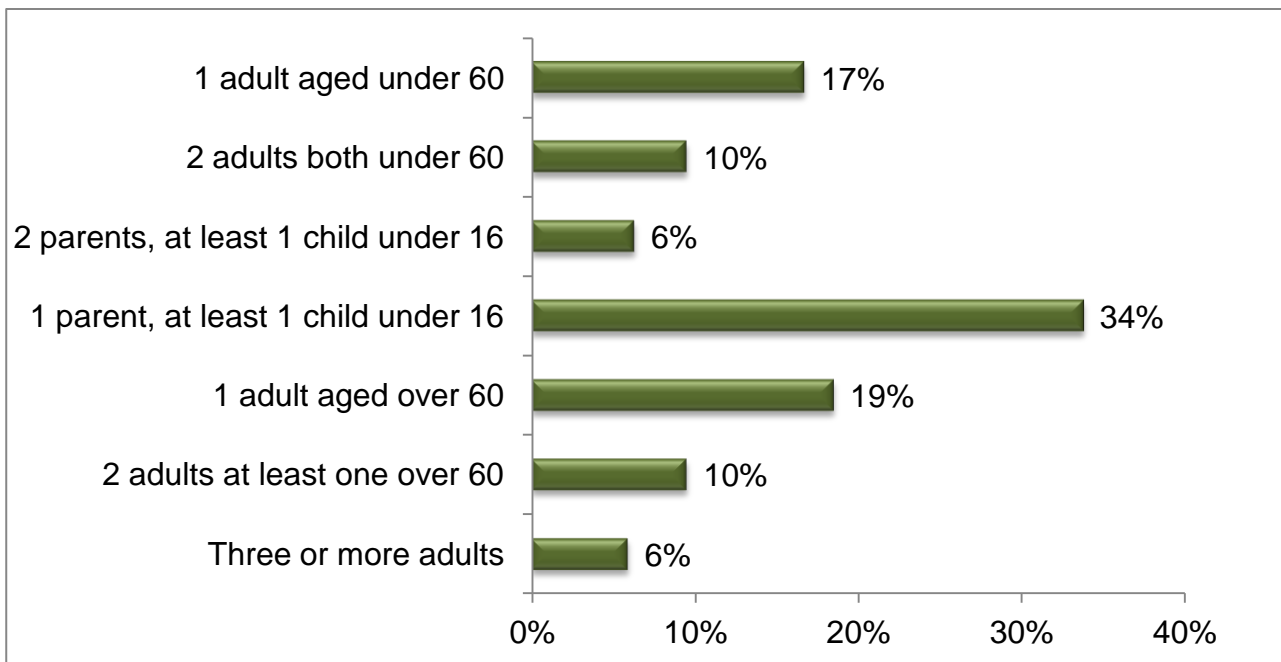
2. Please tick the age group to which you belong:



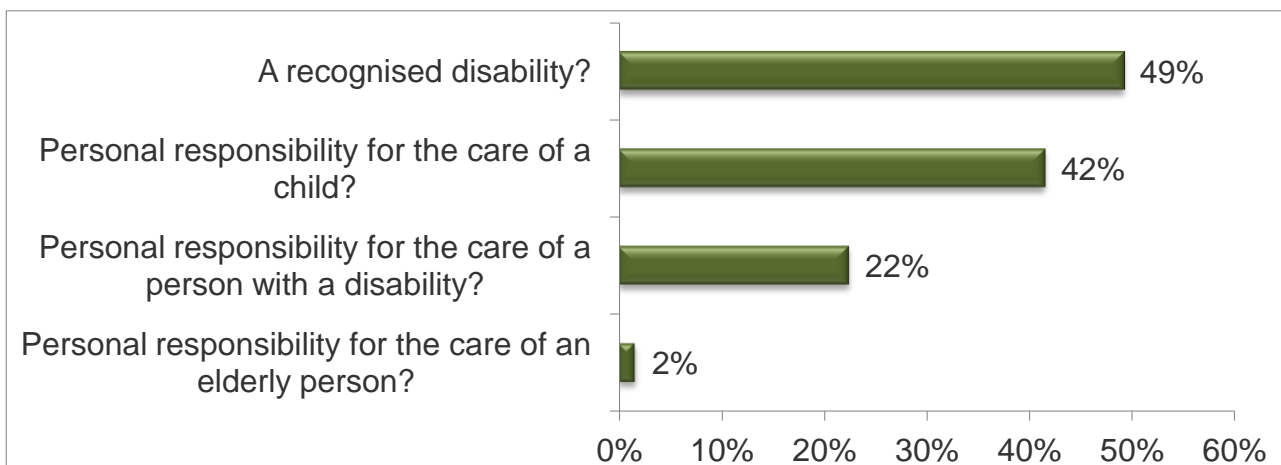
3. Gender of respondent:



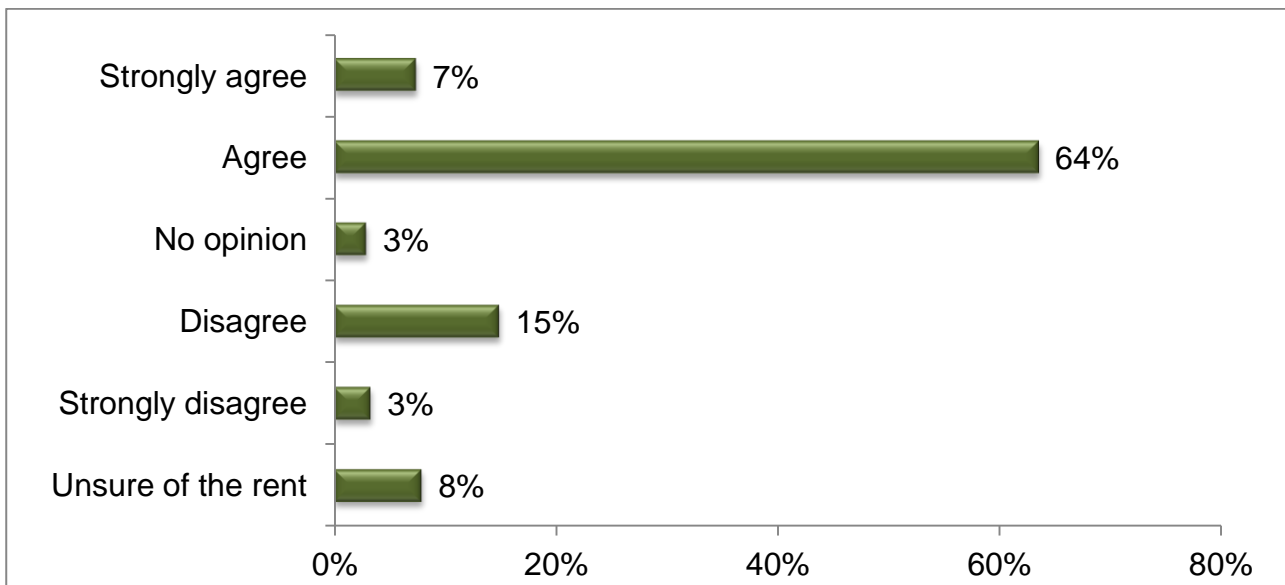
4. How would you describe the composition of your household?



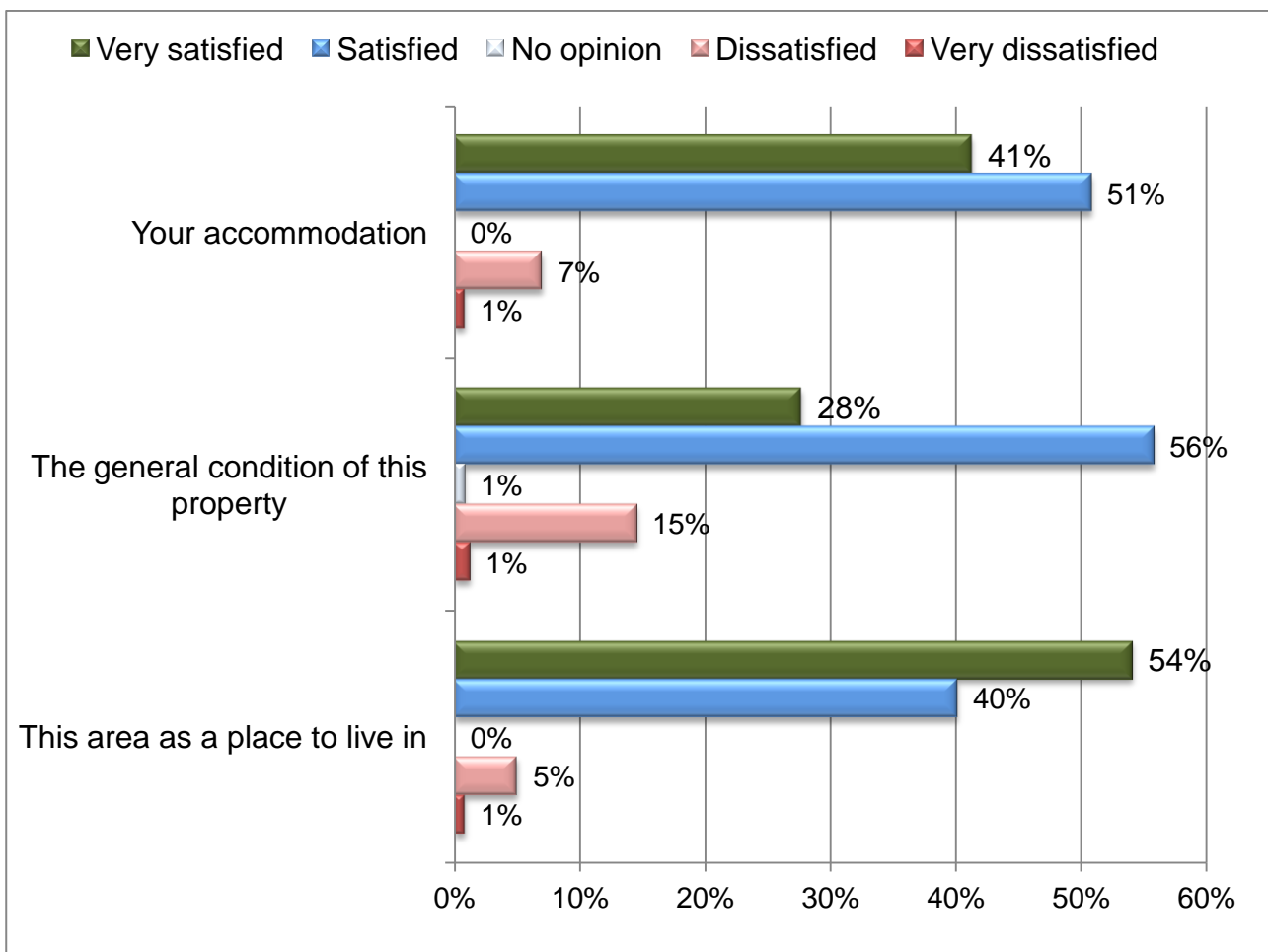
5. Does the head of household have:



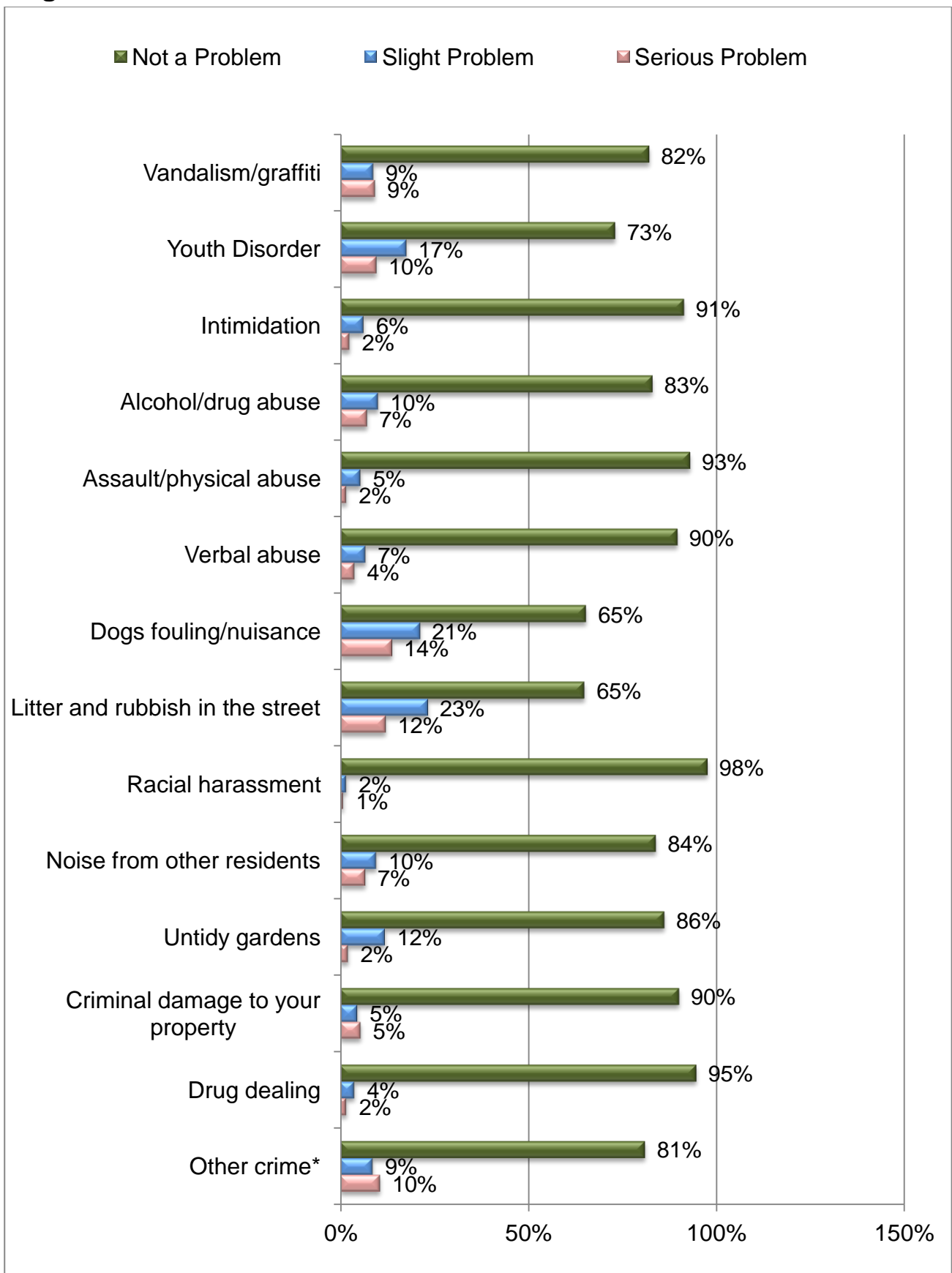
6. Taking into account your home and the services Habinteg provide, do you agree the rent for this property represents good value for money?



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

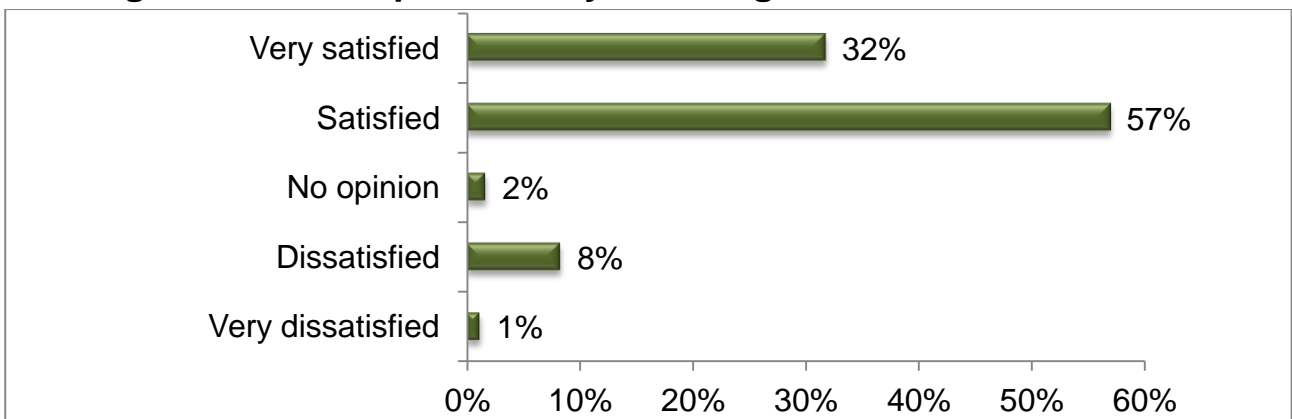


8. To what degree are each of the following a problem in your neighbourhood

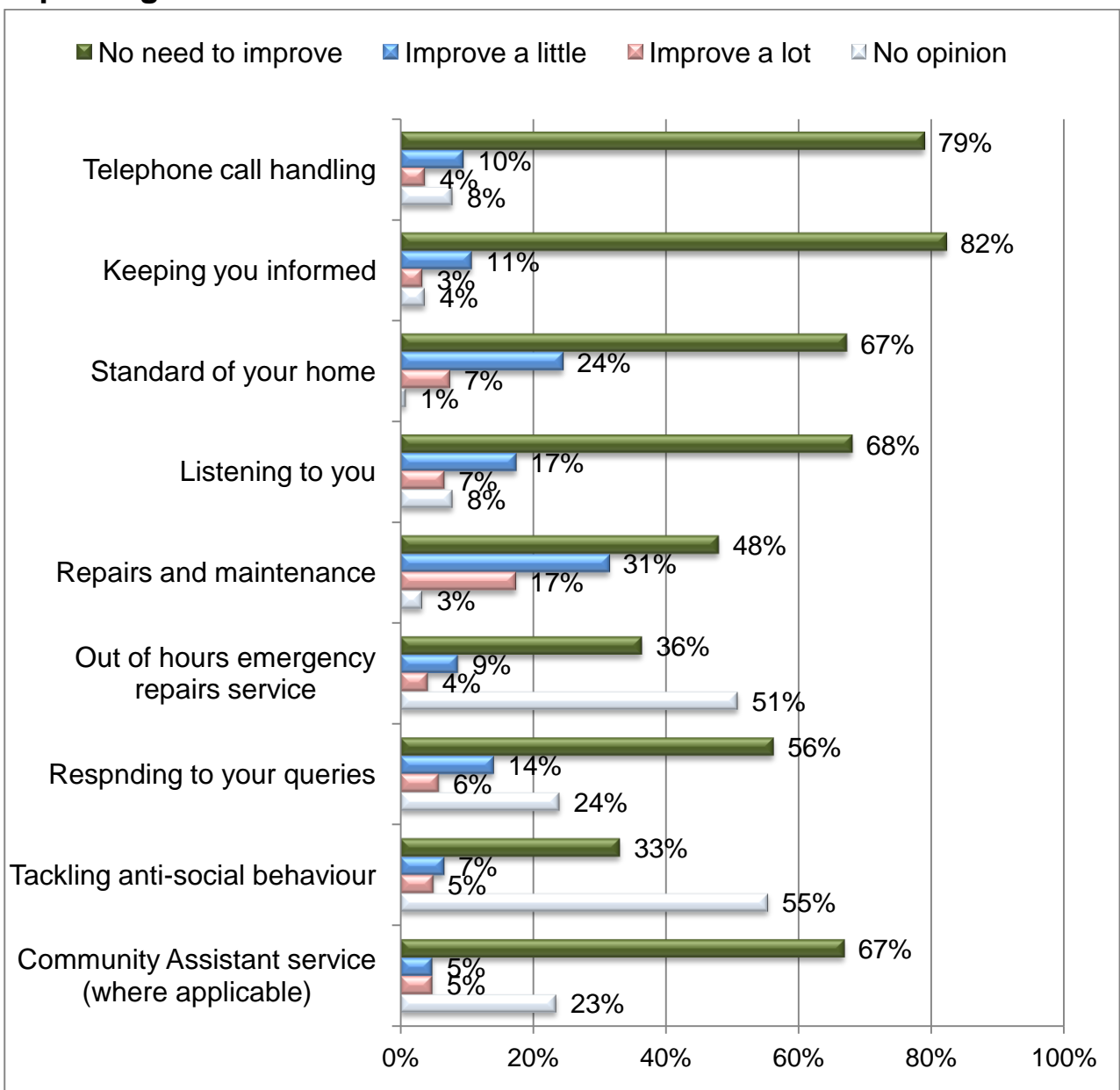


*Other crime reported included Burglary, Break-ins and Joyriding.

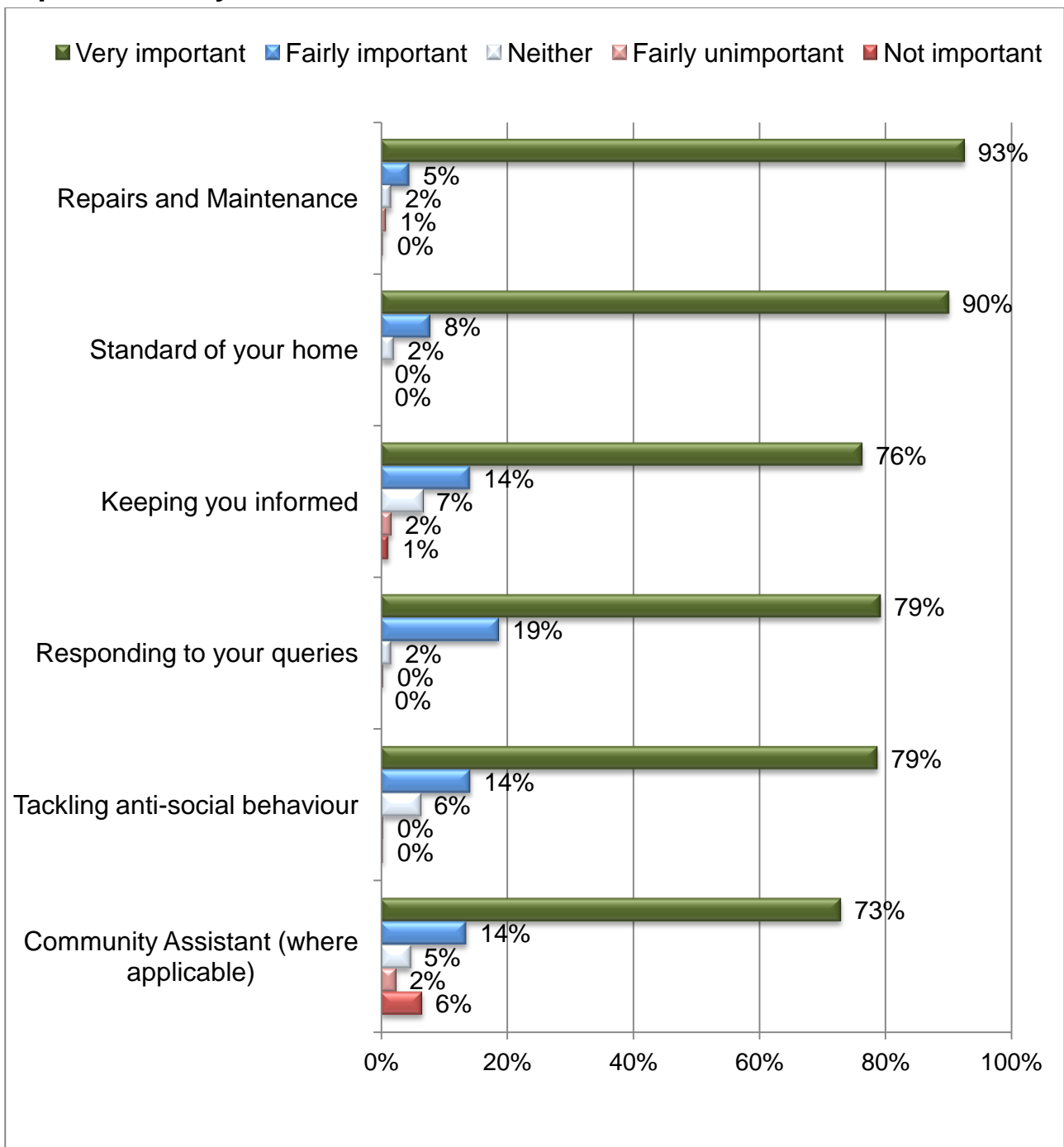
9. Taking everything into account how satisfied are you with the housing and services provided by Habinteg?



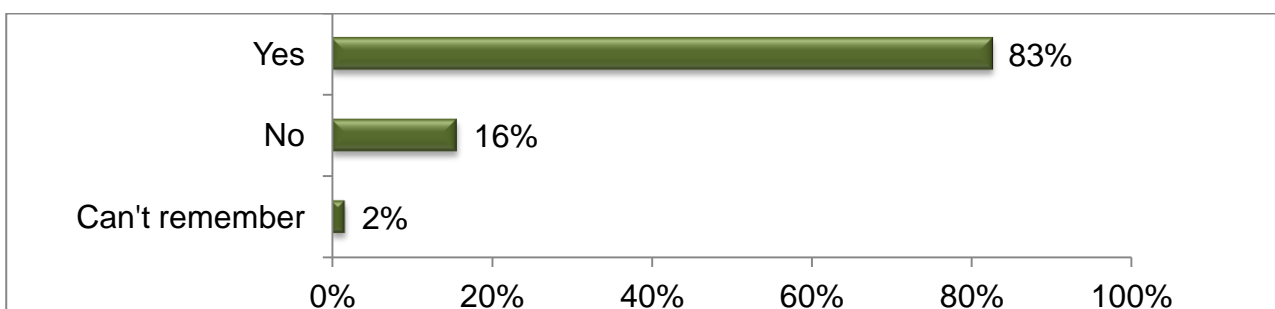
10. To what degree do you think the following services need improving?



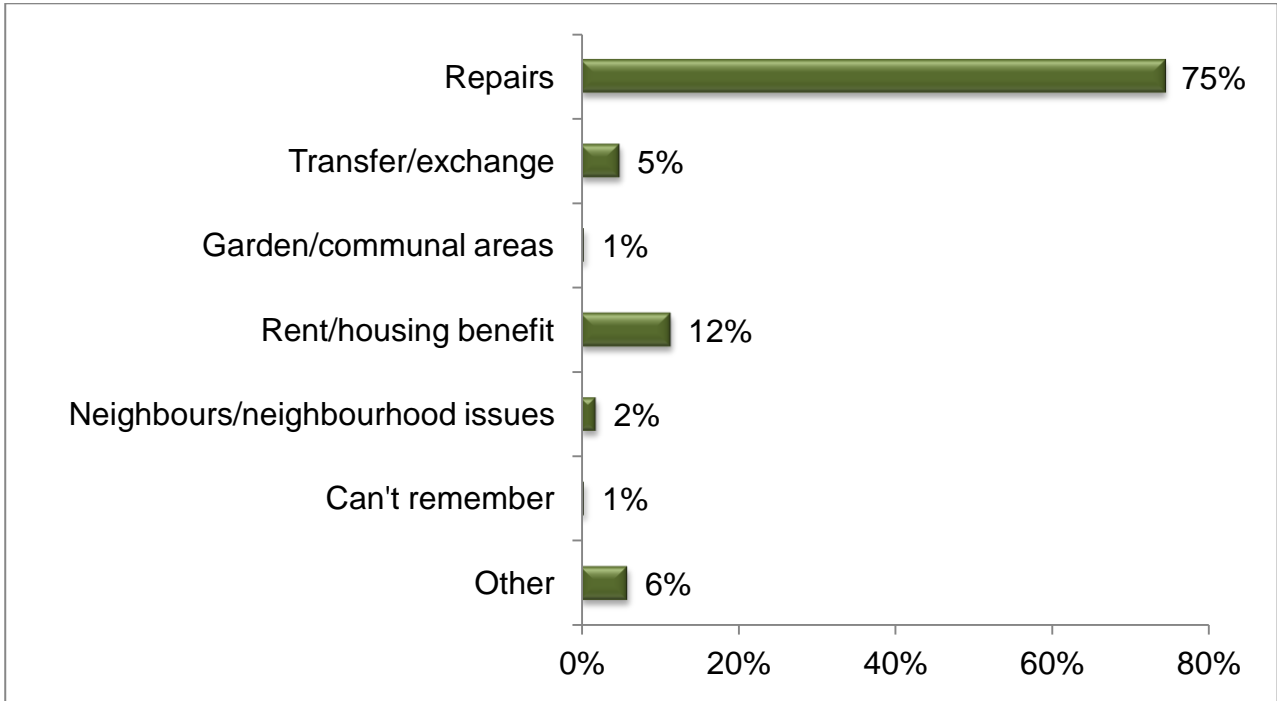
11. Rate the services, in the following list, according to their importance to you.



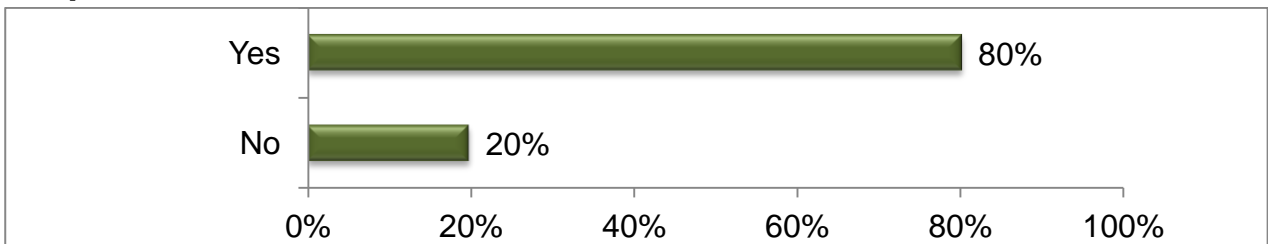
12. Have you been in contact with Habinteg within the last 12 months?



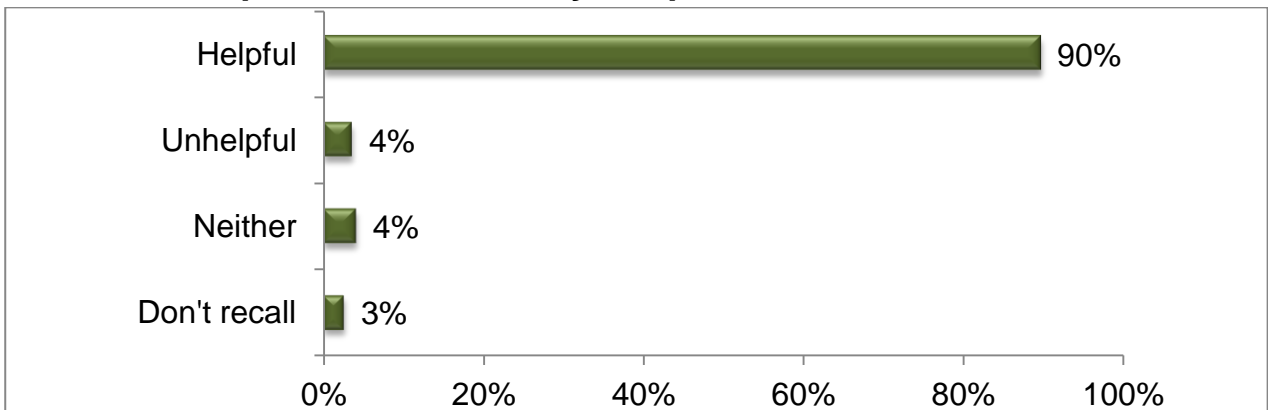
13. If yes, what was the subject of your most recent contact?



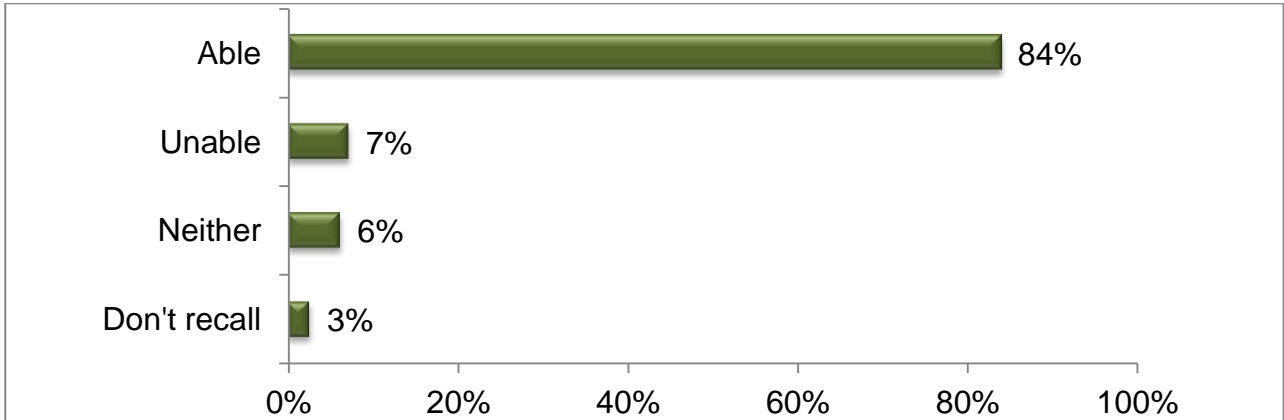
14. When you last had contact with the Association, did you manage to speak to the relevant member of staff?



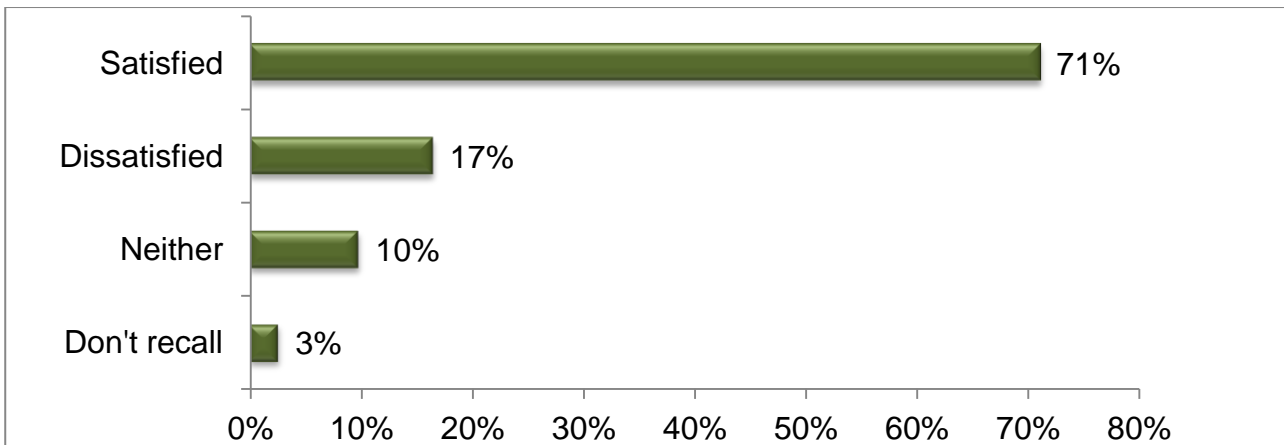
15. How helpful were the staff you spoke with?



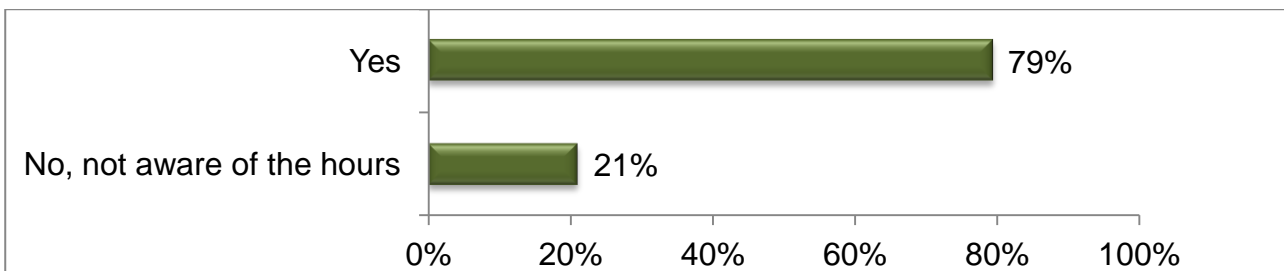
16. How able were they to deal with your call/enquiry?



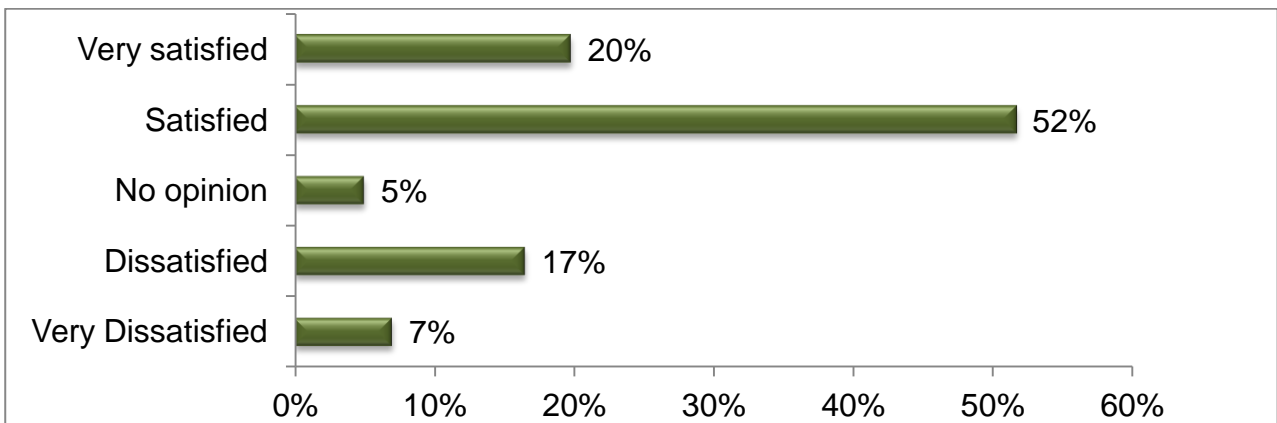
17. How satisfied were you with the final outcome?



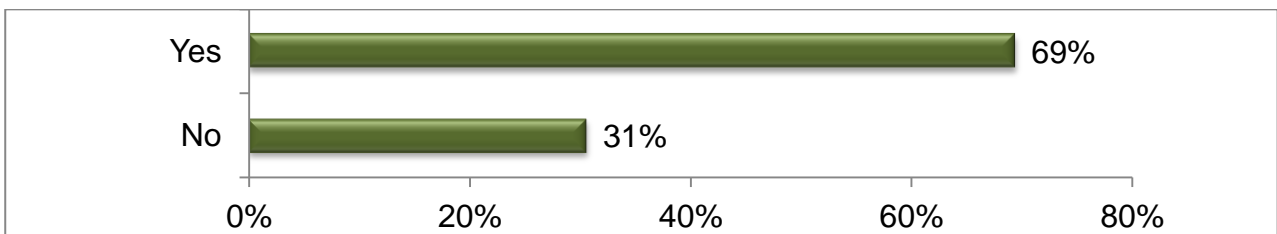
18. Are you aware of our main offices opening hours (8:45 - 4:45pm Monday - Thursday and 8:45 - 4:30pm on Friday)



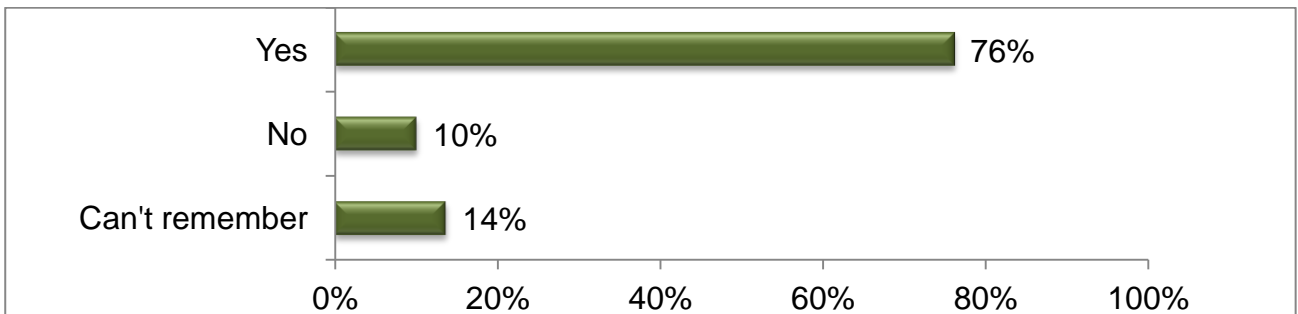
19. Generally, how satisfied are you with the way the Association deals with repairs and maintenance?



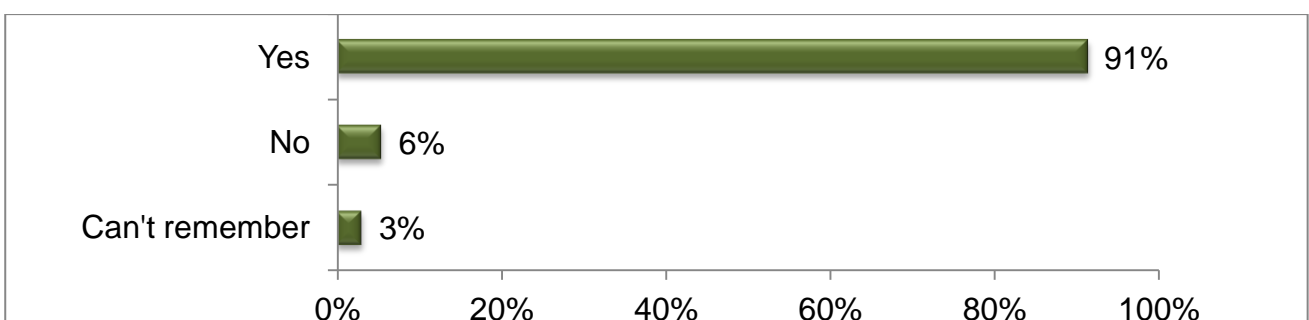
20. Have you had any repairs completed in the last 12 months?



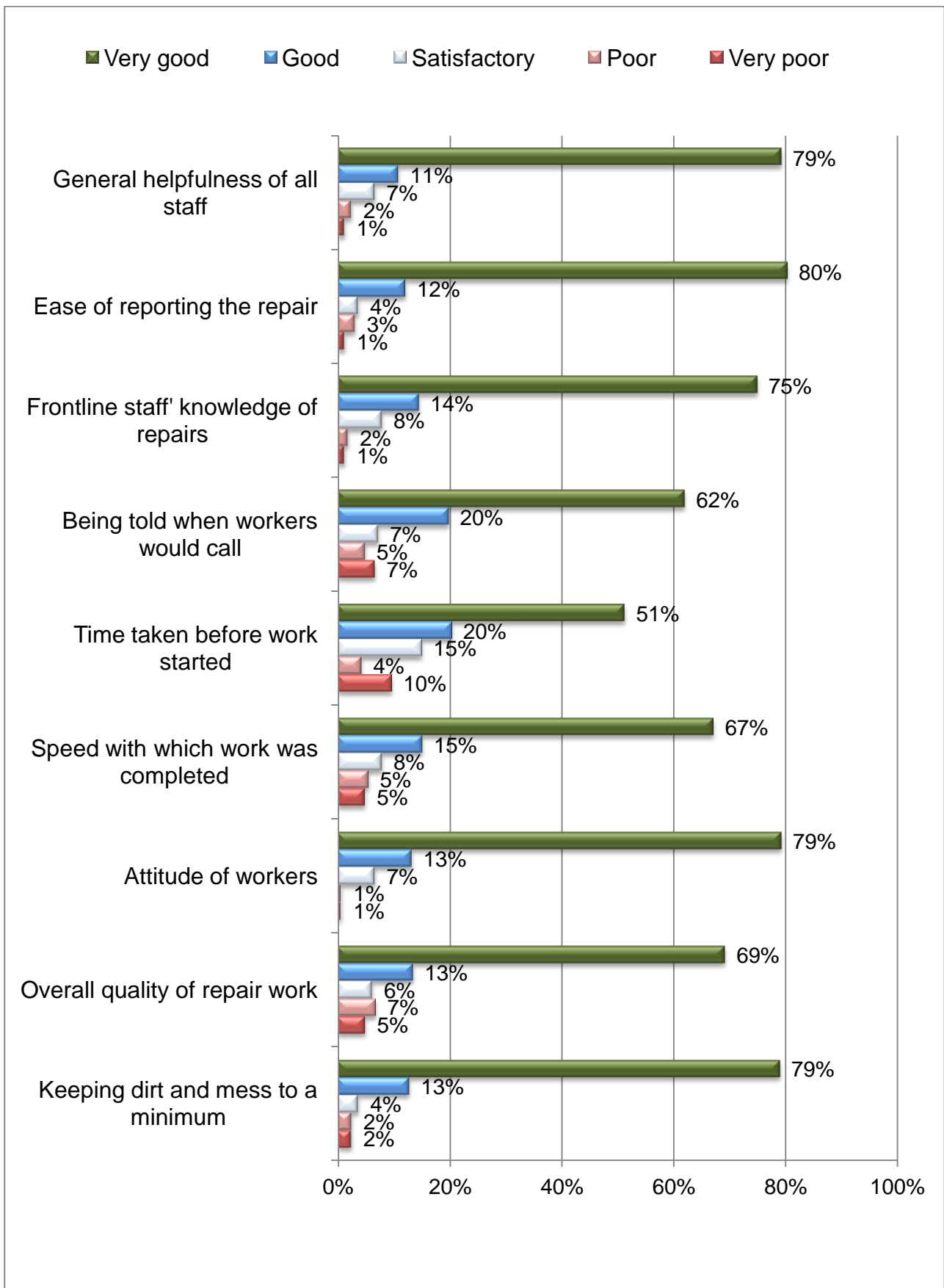
21. Did you receive a copy of the Works Order & Satisfaction Questionnaire?



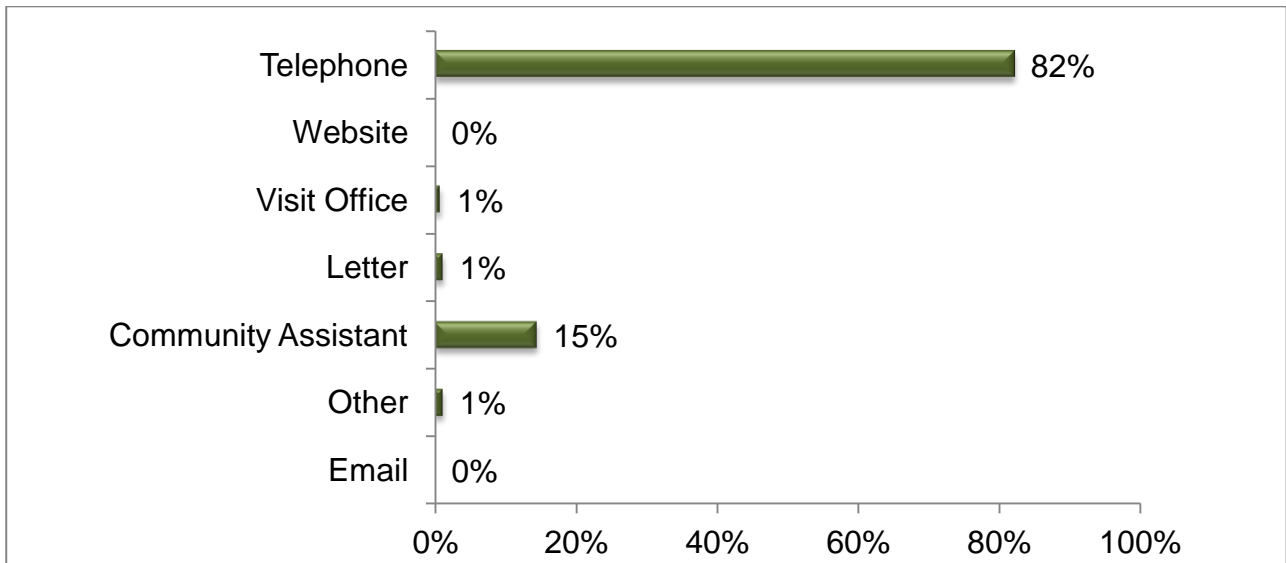
22. If Yes, were you asked by the Contractor to sign it when the work was completed and fill out the Satisfaction Questionnaire?



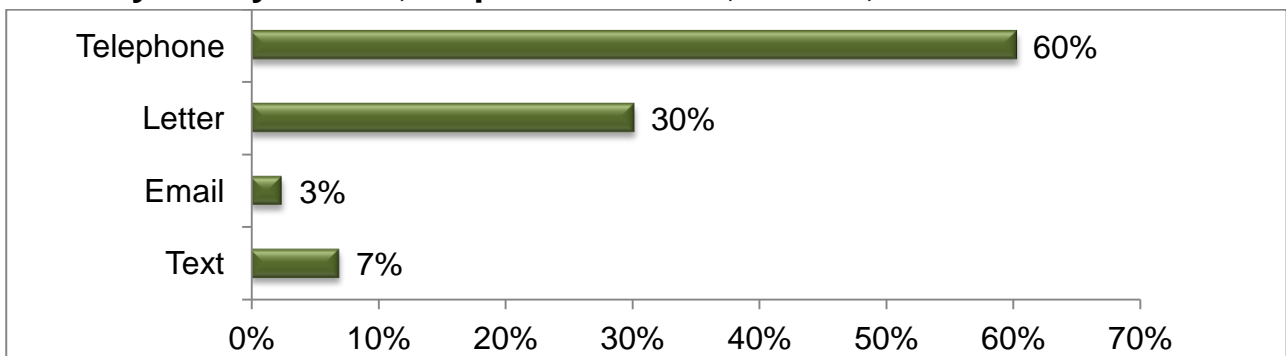
23. Thinking about your last completed repair, how would you rate the following?



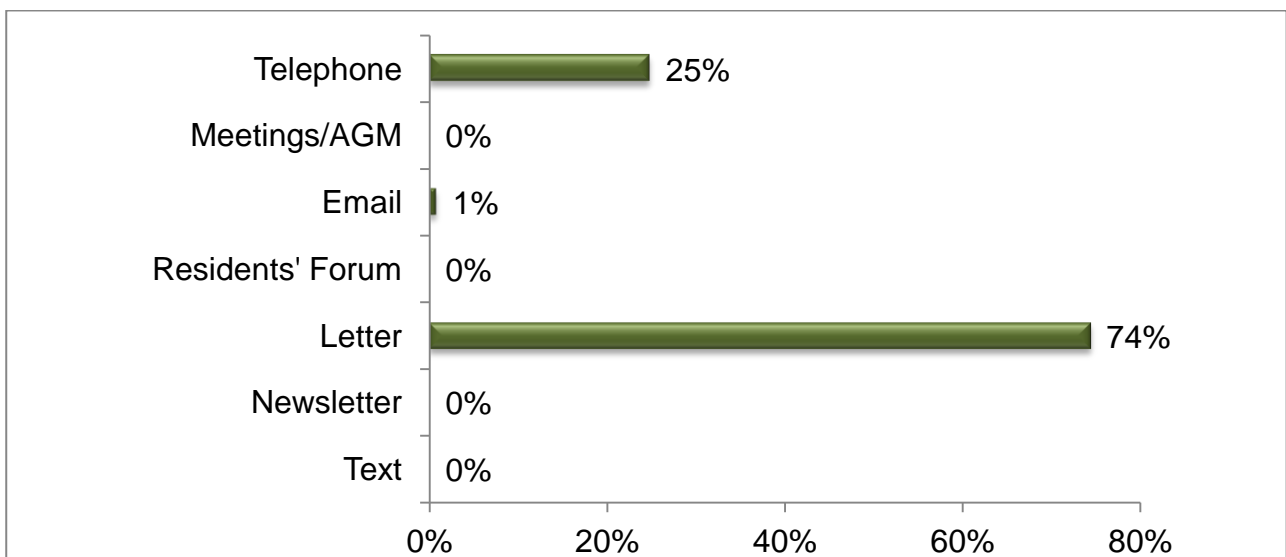
24. What is your preferred method of contacting the Association?



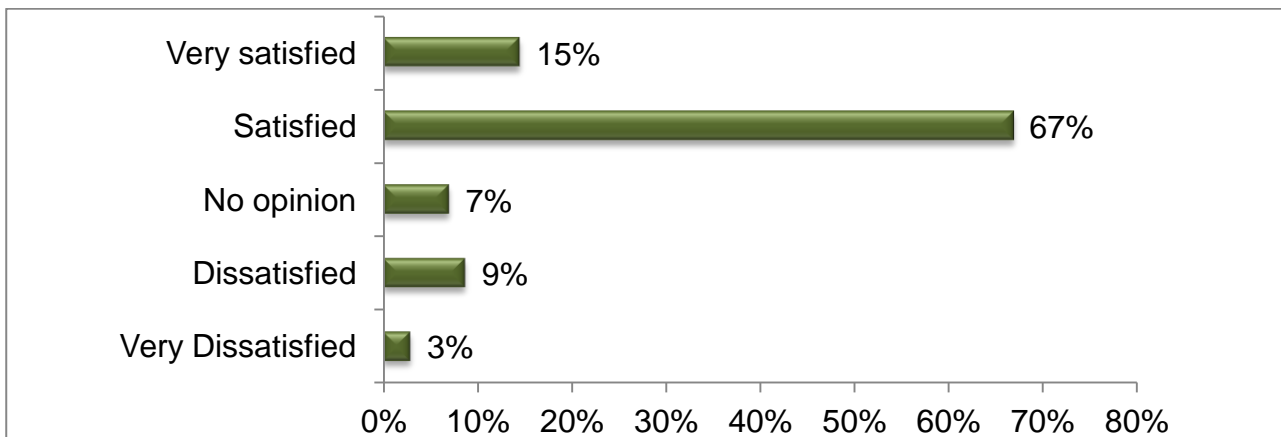
25. By which method do you prefer the Association to contact you with day to day issues, ie questionnaires, events, reminders etc?



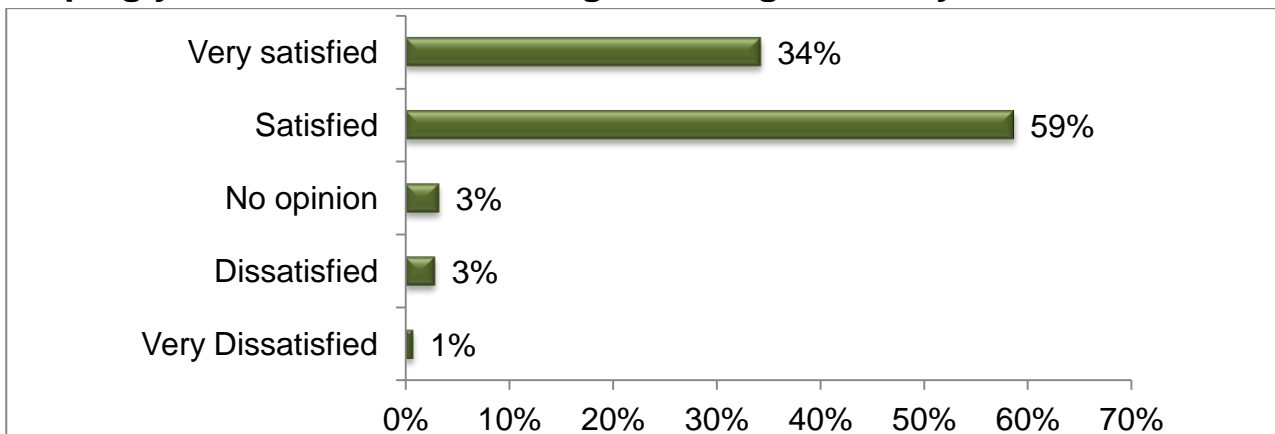
26. By which method do you prefer the Association to contact you with more significant issues, ie information on policies, rent, benefit etc?



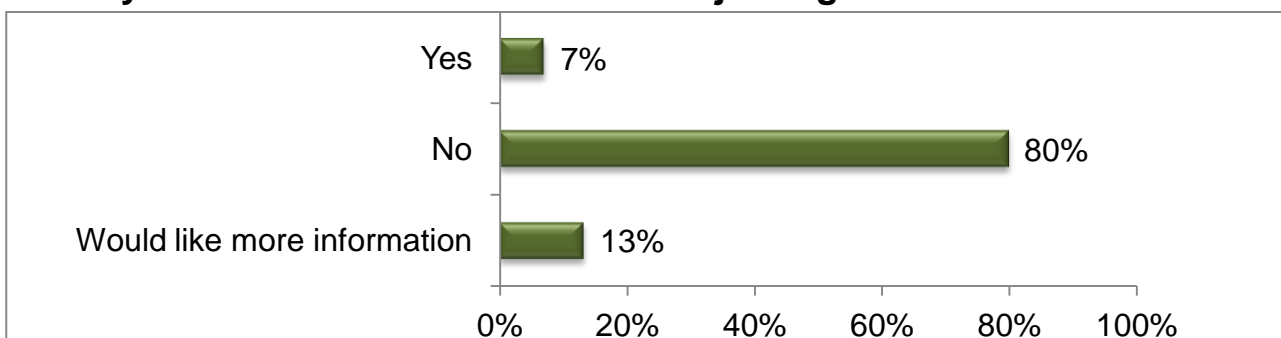
27. Generally, to what degree are you satisfied that your views are listened to by the Association?



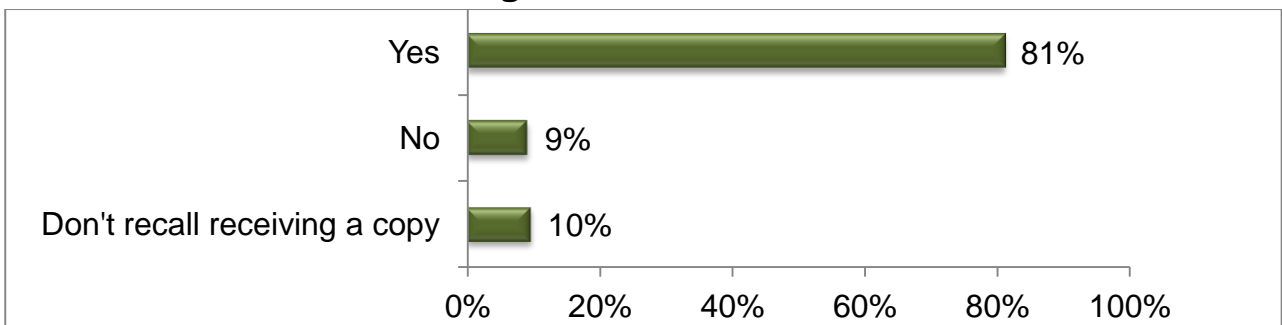
28. Generally how satisfied are you with how the Association is keeping you informed about things that might affect you as a tenant?



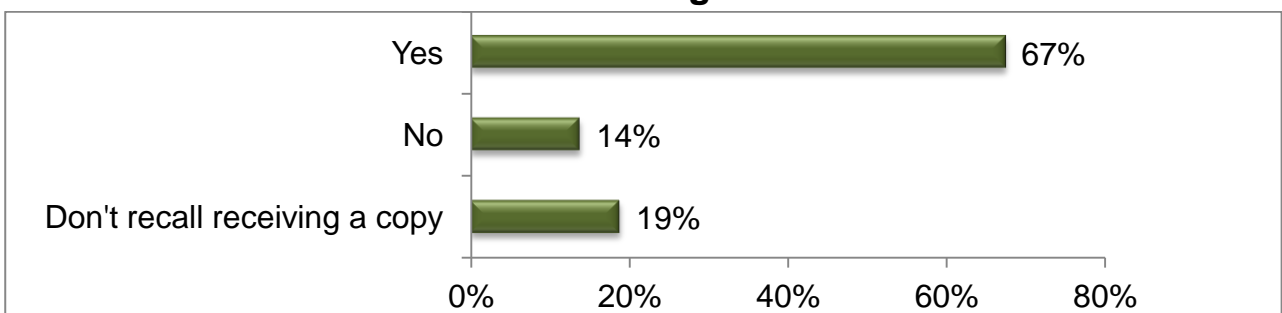
29. If your housing scheme does not have a resident representative would you be interested in this role and joining the Residents' Forum?



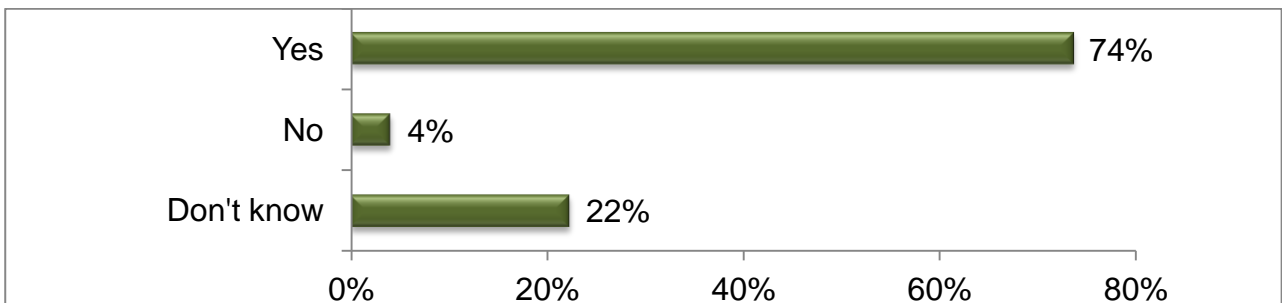
30. Do you agree that the Association's annual Residents Newsletter is informative and interesting?



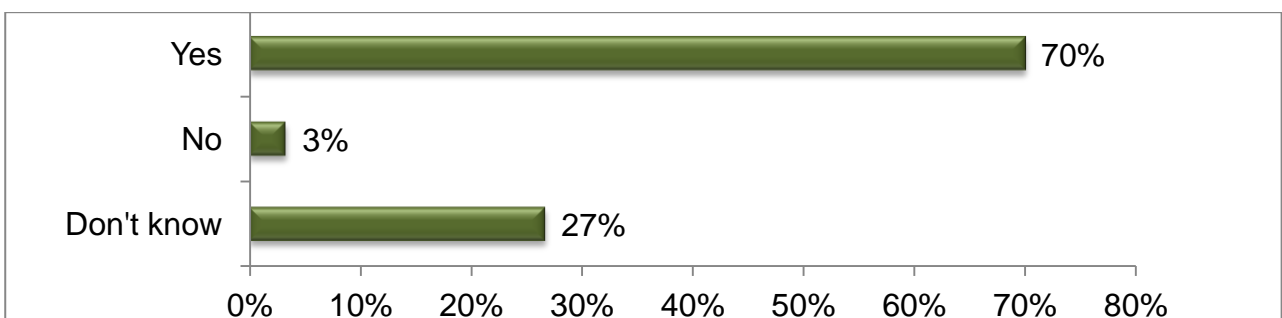
31. Do you agree that the Association's annual 'How Did We Do' document is informative and interesting?



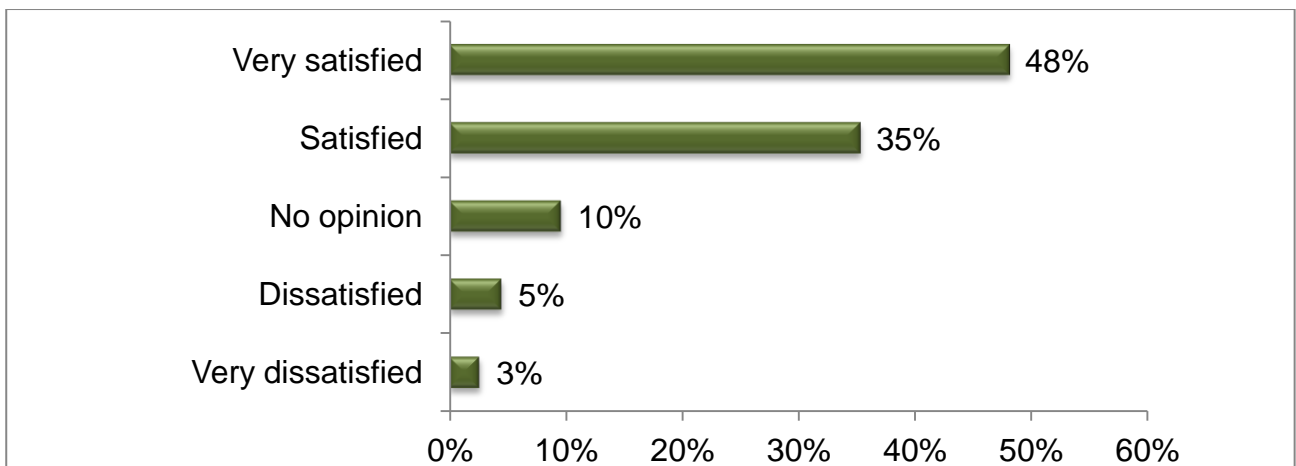
32. Are the Community Assistant office hours clearly displayed?



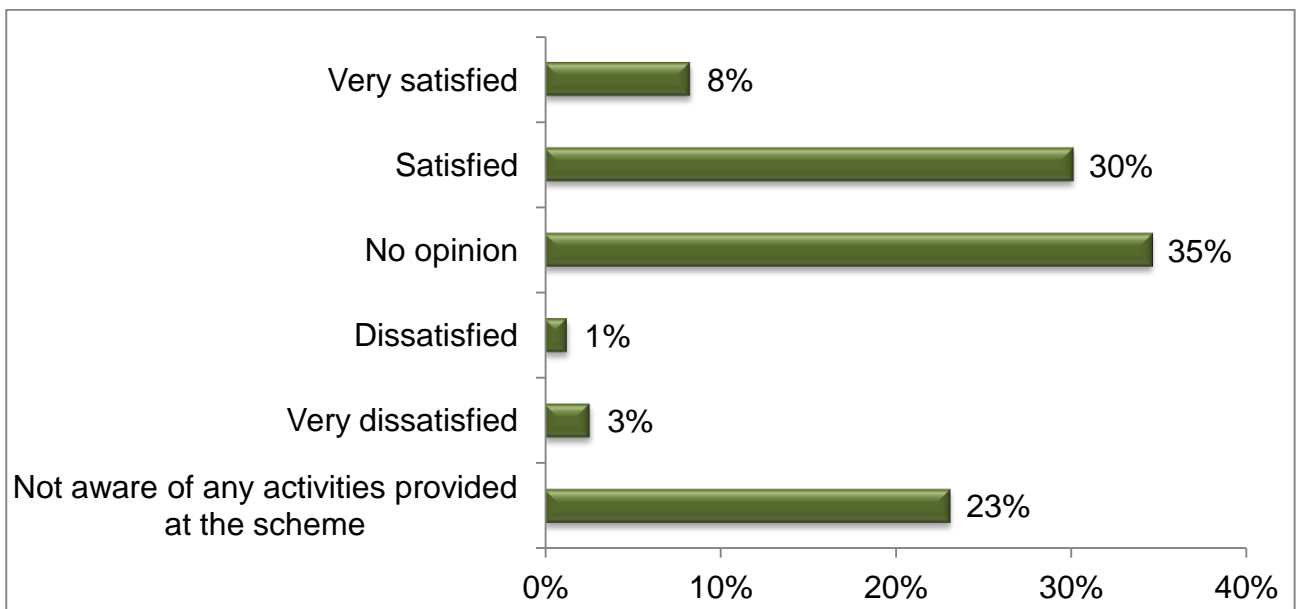
33. Is the Community Assistant office open for business during these hours?



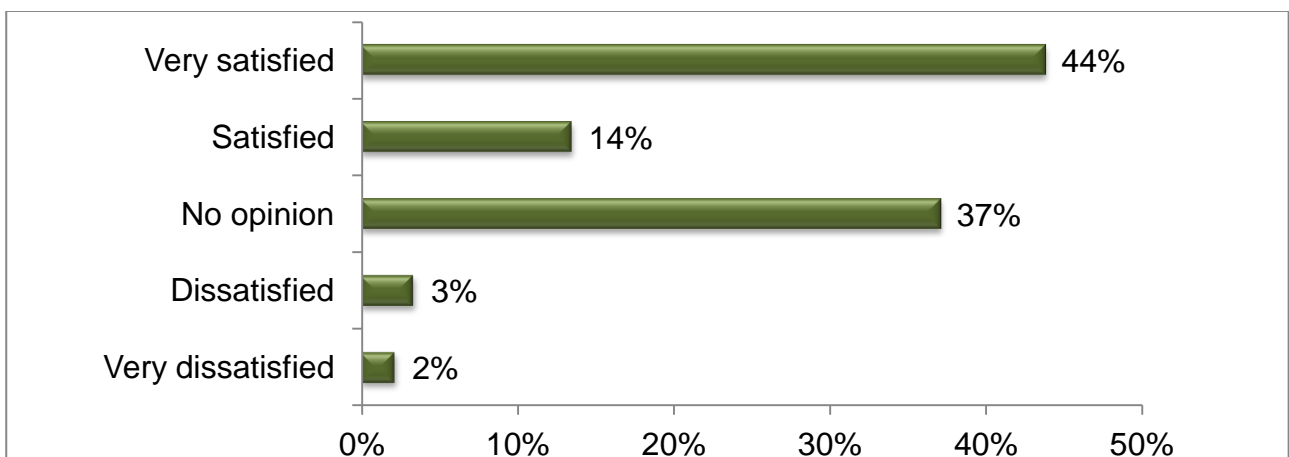
34. How satisfied are you with your Community Assistant/Concierge service?



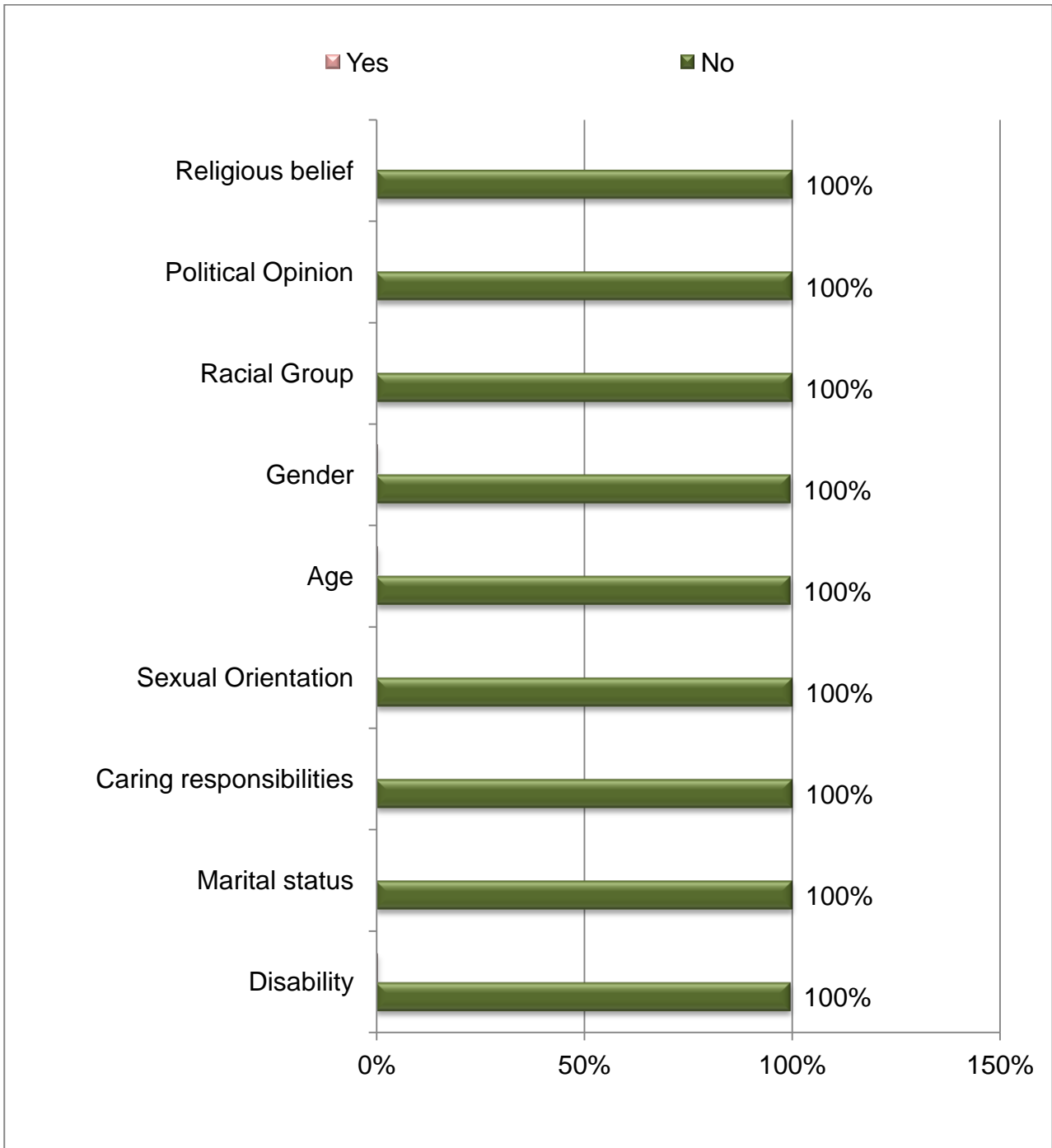
35. How satisfied are you with the activities that are provided at the scheme?



36. If you have used the Telecare Service, how satisfied were you?



37. Are you aware of Habinteg ever discriminating against tenants on grounds of:



38. Overall, how would you rate your satisfaction with the following service areas? NB *The 'integrated approach' refers to the provision of different house types within a development to meet the wide range of housing needs

