



**A DETAILED ANALYSIS
OF THE RESIDENTS
SURVEY 2006**



**Produced by
Leicestershire Rural Housing Association**

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Leicestershire Rural Housing Association

CONTENTS

1. Introduction
2. Respondent details
 - Responses by Scheme
 - Length of Residency
 - Age of Respondents
 - Gender of Respondents
 - Work Status of Respondent
 - Ethnic origin of Respondent
3. General
 - Contact made to LRHA within the last 12 months.
 - Method of Contact
 - Preferred Method of Contact
 - Level of satisfaction with last Contact
 - Level of satisfaction with the overall service provided by LRHA
4. Customer Care
 - Are the telephones answered promptly
 - Are the telephone answered in a friendly and helpful manner
 - Do staff give their names out on the telephone
 - Are the telephone queries handled satisfactorily?
 - Preferred method for leaving messages
 - Was message acknowledged within 2 working days
 - Level of satisfaction with the way queries/complaints are handled
 - Did Officers wear a name badge or show ID
 - Are rent account statements received on a quarterly basis
 - Is internet access available for personal use
 - What would respondents consider using on the Internet
 - Would respondents consider contacting the Association by email
 - Do residents receive the residents' newsletter
5. Housing Management
 - Level of satisfaction with the Association's home
 - Level of satisfaction for residents to participate in decision making
 - Level of satisfaction with the Association's ability to tackle Anti-Social Behaviour
 - Level of satisfaction with advice and information provided to help residents avoid falling into rent arrear and facing legal action

6. Maintenance

- Level of satisfaction with the repairs services
- Did contractors show ID when visiting
- Did contractors provide a convenient time to visit
- Did LRHA give 5 days notice before starting major works
- Level of satisfaction with LRHA's out of hours repairs service

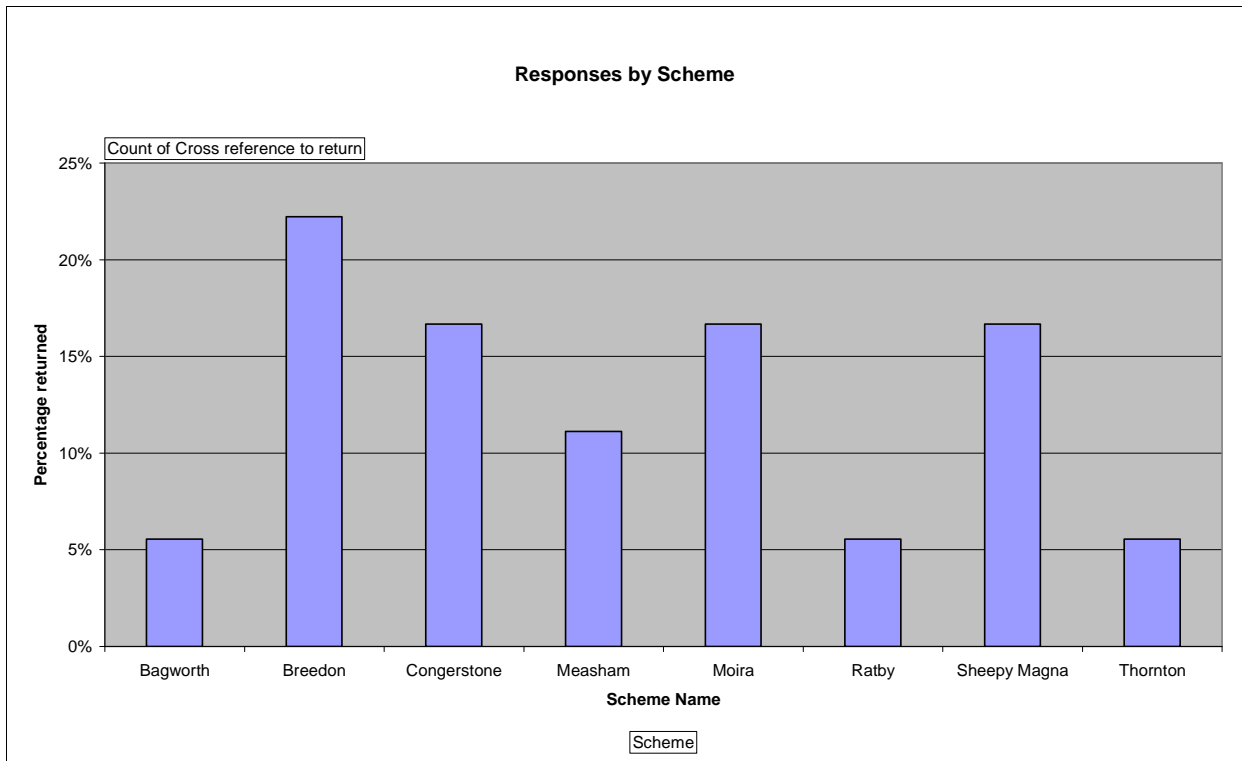
1. Introduction

Leicestershire Rural Housing Association has undertaken a postal Survey to the Association's tenants in September 2006. This was the first population survey that has been conducted and this report shows the full results based on all responses from the survey.

62 survey forms were distributed to all rented households and 18 forms have been returned. 29% return rate is considered fairly high for a large postal survey.

2. Respondent details

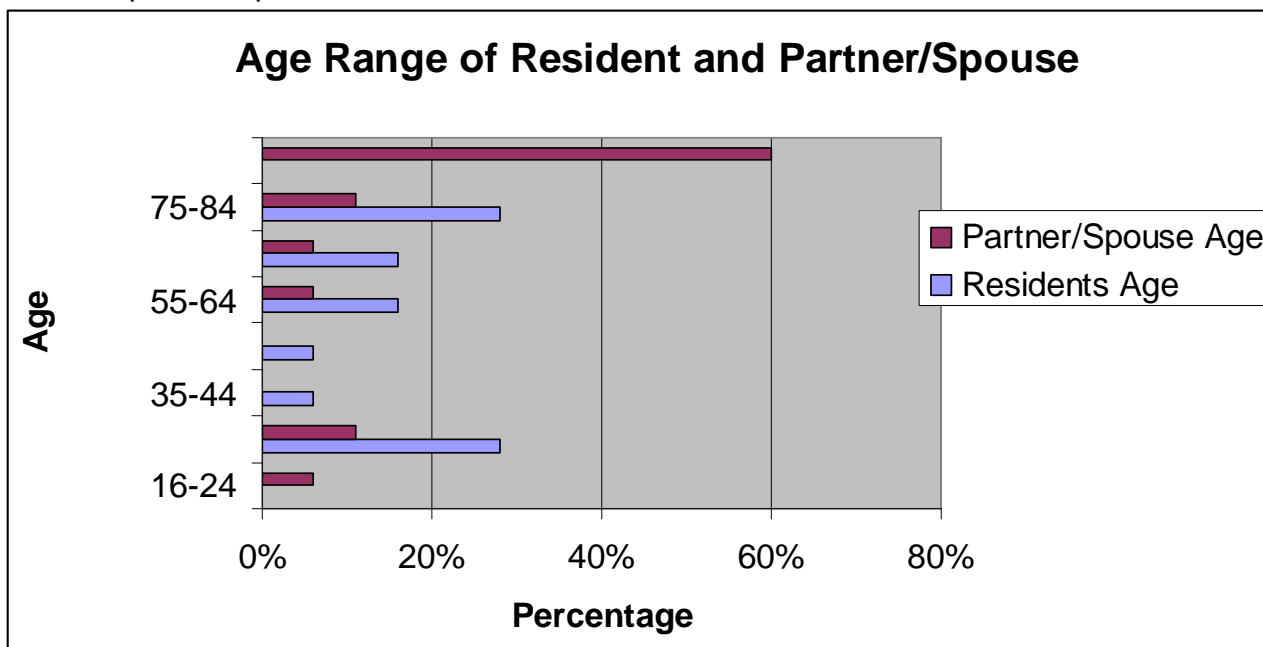
This Personal Information is collected to give an overview of the demographics of the respondents and these should be taken into consideration through the report and importantly within the recommendations and actions.



The average length of residency with Leicestershire Rural Housing Association is between 6-10 years. The largest proportions have been a resident for 3-5 years (39%).

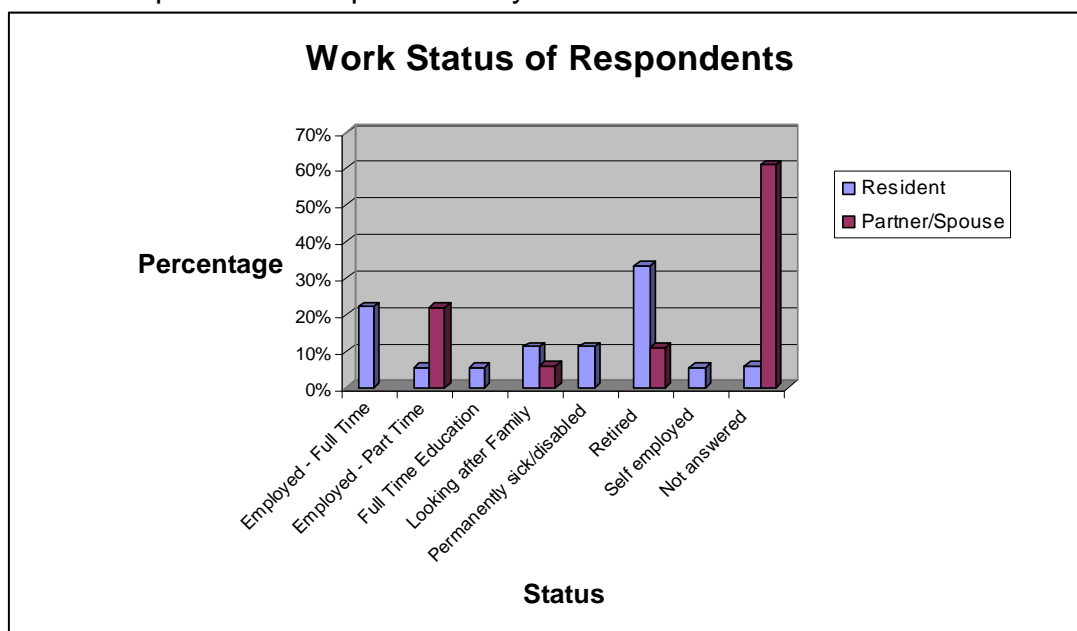


67% of respondents were female and 31% male, 2% did not answer. Just under a half (45%) of residents who responded are aged 65 and above. A quarter (28%) are aged between 25-34 and 29% between 34-64. The graph shows the age range of partner/spouse also.



A third of respondents are retired (33%), whilst a further third's form of income is earnings from employment (full and part)/self employed (33%) and a higher figure 57% of partner/spouse who responded falls into this earning category and 29% retired.

11% of respondents are permanently sick or disabled.



89% of respondents were White British origin; 6% white/black Caribbean and 6% who did not answer the question. This is representative of the ethnic mix of the Association's residents.

3. General

76% of respondents have been in contact with LRHA within the last 12 months. 90% made the contact by telephone; 2% via the Housing Officer and 4% did not answer. The preferred method of contact is also by telephone and via Housing Officer, however, 4% would like to make contact via email and 4% by letter.

Only 12% were dissatisfied with the outcome of their last contact. The reasons for the dissatisfaction are:-

Customer Care:

- *Did not receive a return call.*

Housing Management

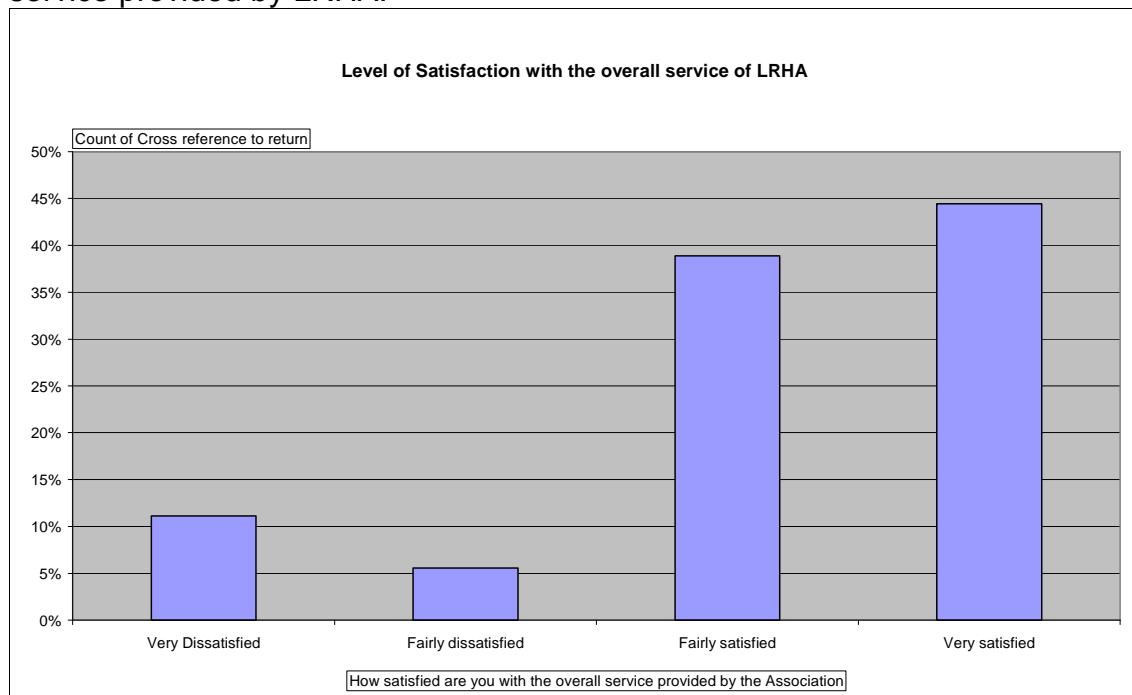
- *Housing Officer wants a shake up*

Maintenance

- *still waiting for gates to be fitted.*

- *Maintenance Manager appears to be in denial*

The bar chart below shows that **83%** of Respondents are satisfied with the overall service provided by LRHA.



Some of the reasons why respondents were dissatisfied are:

Housing Management

- *poor, delayed and sometimes non-existent contact*

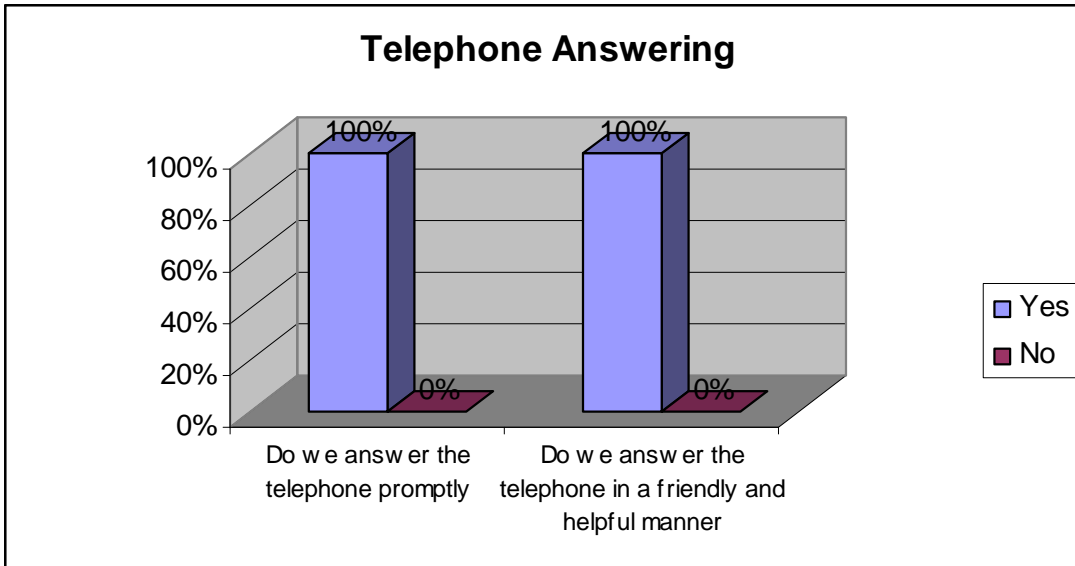
- *Housing Officer the problem*

Maintenance

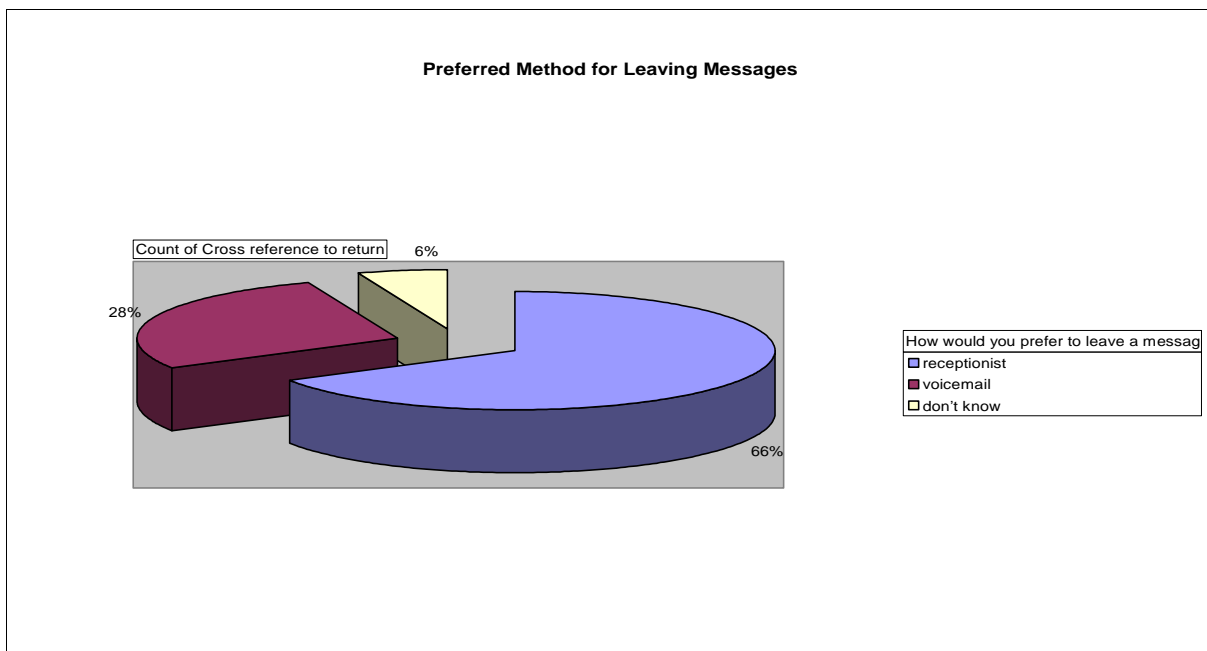
- *Moved property and repair requests were put into old property not new one, i.e. wrong fireplace.*

4. Customer Care

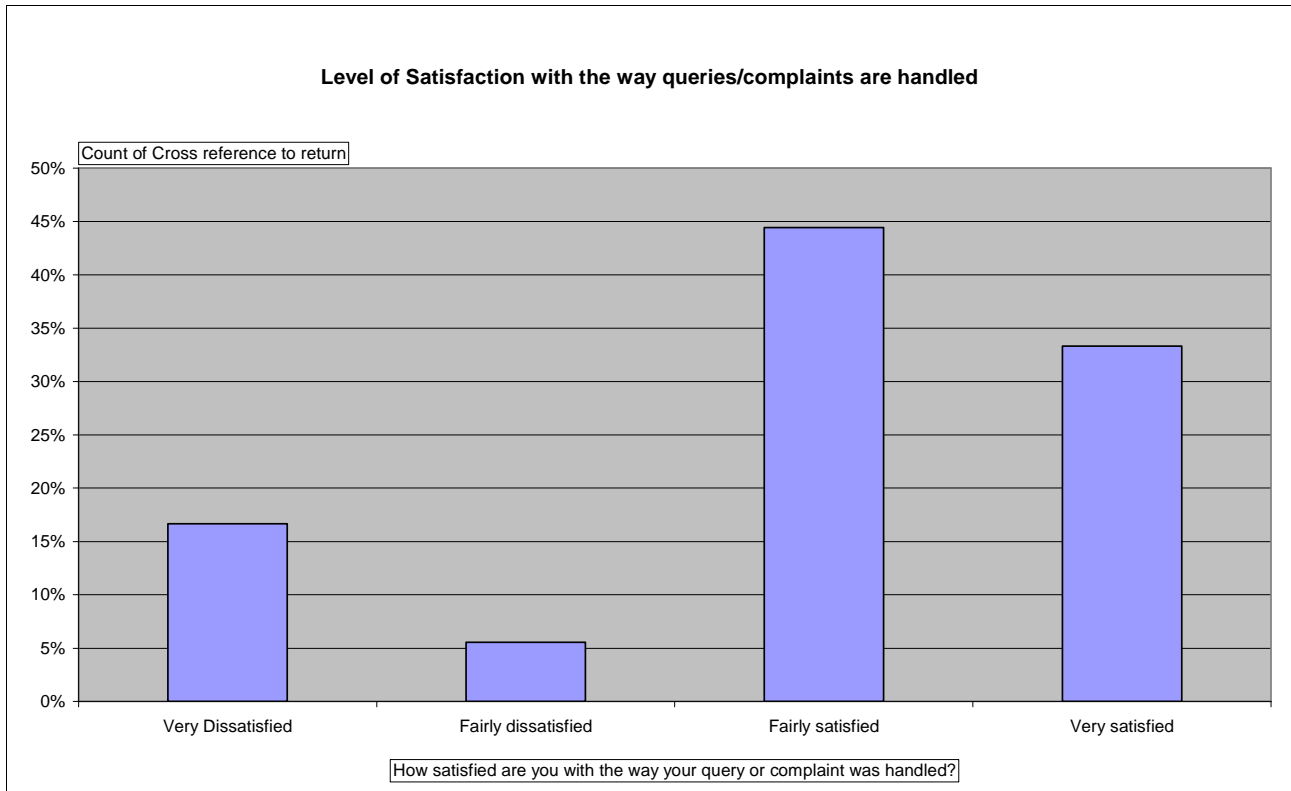
The section includes some standard questions that are repeated 6 monthly to monitor trends. It also includes some questions that are specific to areas of development, for example, questions on the internet are relevant for the development of the Association's website.



82% of respondents said that staff gave their name when speaking to them and 88% are happy with the way their telephone queries were handled. Over half of respondents (63%) would like to leave their message with a receptionist.



61% of telephone messages were acknowledged within 2 days; 22% were not acknowledged within 2 days and 17% couldn't remember. 28% of respondents would consider using email facilities to contact the Association.



23% of respondent were dissatisfied with the way their query or complaint was handled. The reasons why respondent were unhappy with the way their telephone query was handled are:-

Customer Care

- No one contacted them

Housing Management

- Housing Officer shuns things off

Maintenance

- Faulty boiler and problem not resolved

50% of respondents said that an officer wore a name badge/showed ID. However, a third (33%) of respondents couldn't remember whether they had or not.

94% of respondents received a quarterly rent statement. The 6% didn't know.

33% of respondents have access to the Internet for personal use and the services they would like to use are:-

9% to pay rent

18% to make an enquiry

14% to make comment on the service

23% to report a repair

18% to find out information about NRHA

18% to find out contact details for staff/contractors etc

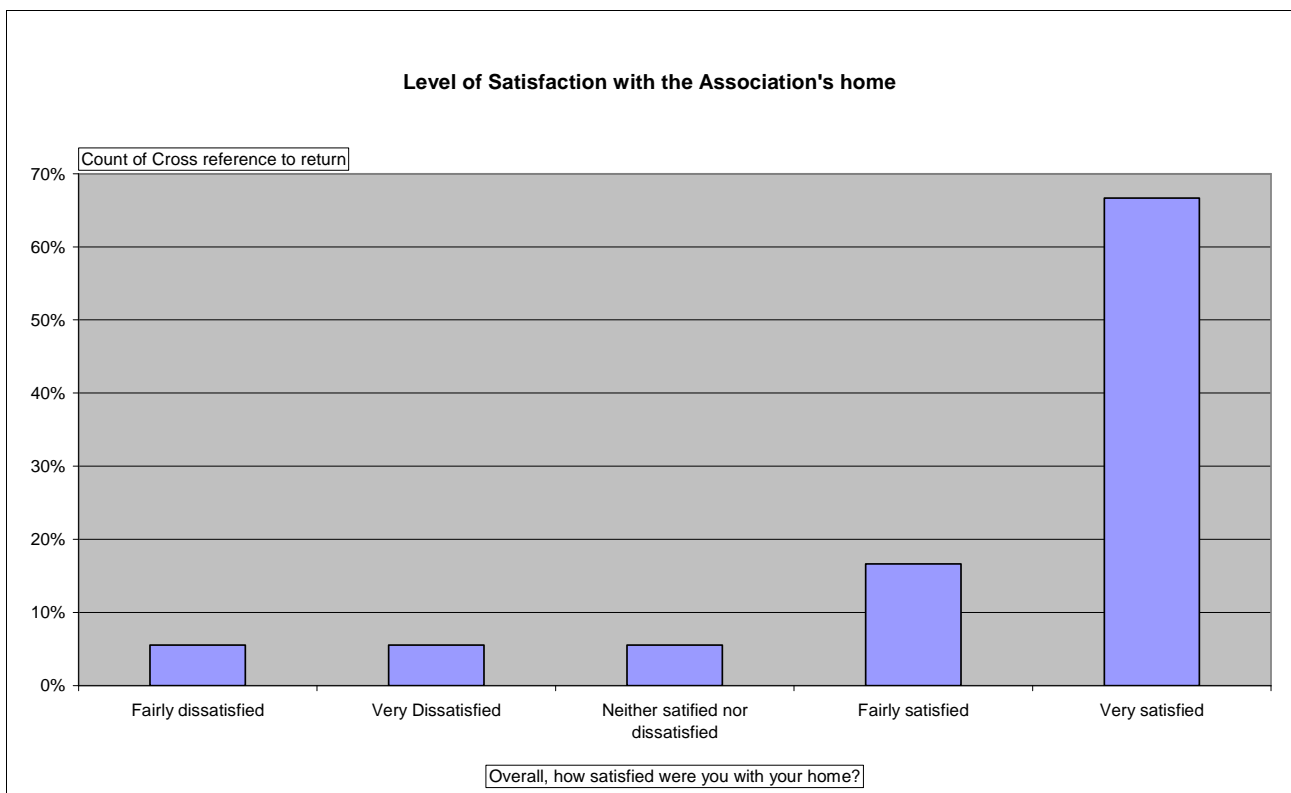
100% of respondents receive the residents' newsletter, 44% read it briefly and 56% read it thoroughly. Articles they would like to see in the future include:-

- how budgets for repairs/replacement work are spent and where.
- Maintenance problems to be followed up with qualified inspection.
- New builds and work in progress

5. Housing Management

This section of the report summarises residents' satisfaction and involvement, including Anti-Social Behaviour.

Over four out of five tenants (84%) are satisfied with their home, including 67% who are very satisfied and 17% who are fairly satisfied. 12% are dissatisfied, including 6% fairly dissatisfied and 6% very dissatisfied. 6% are 'on the fence' being neither satisfied nor dissatisfied.



The reasons why respondents were dissatisfied are:-

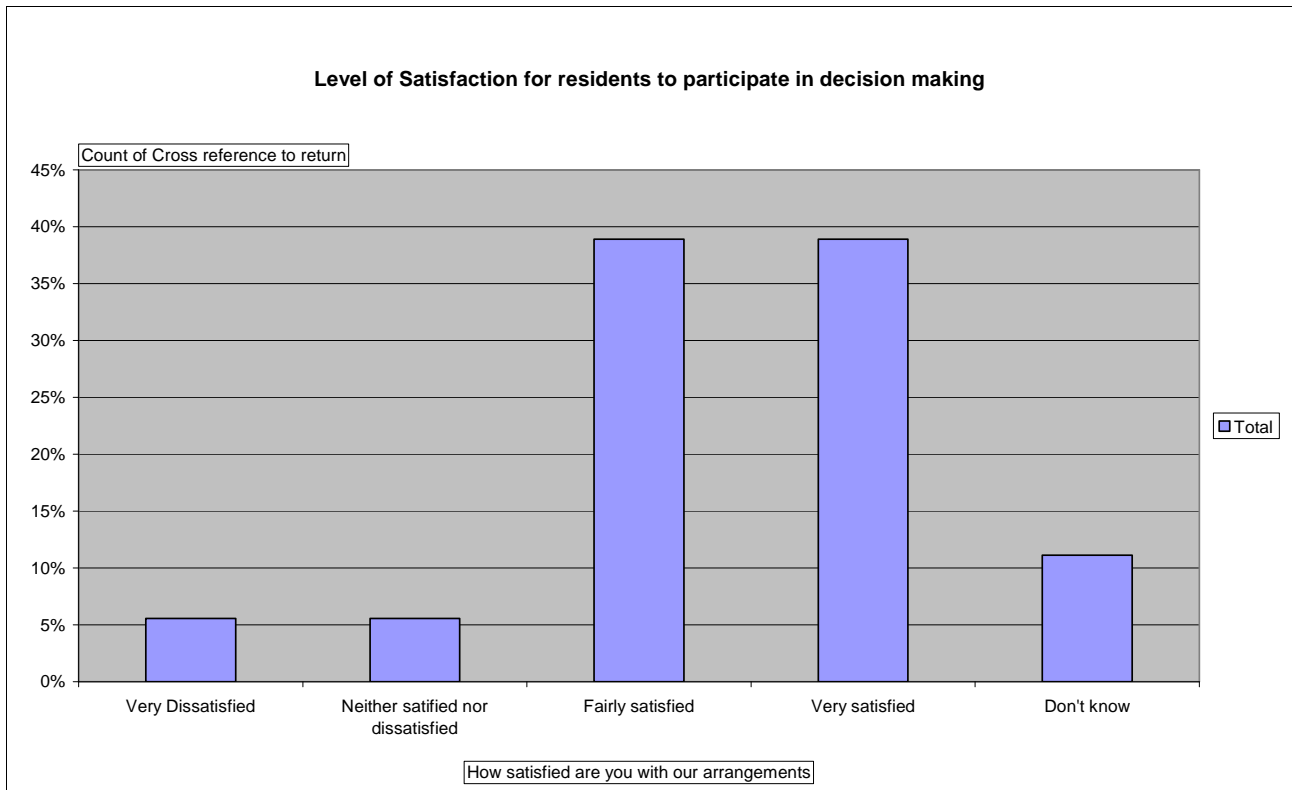
Housing Management

- poor response and lack of follow up

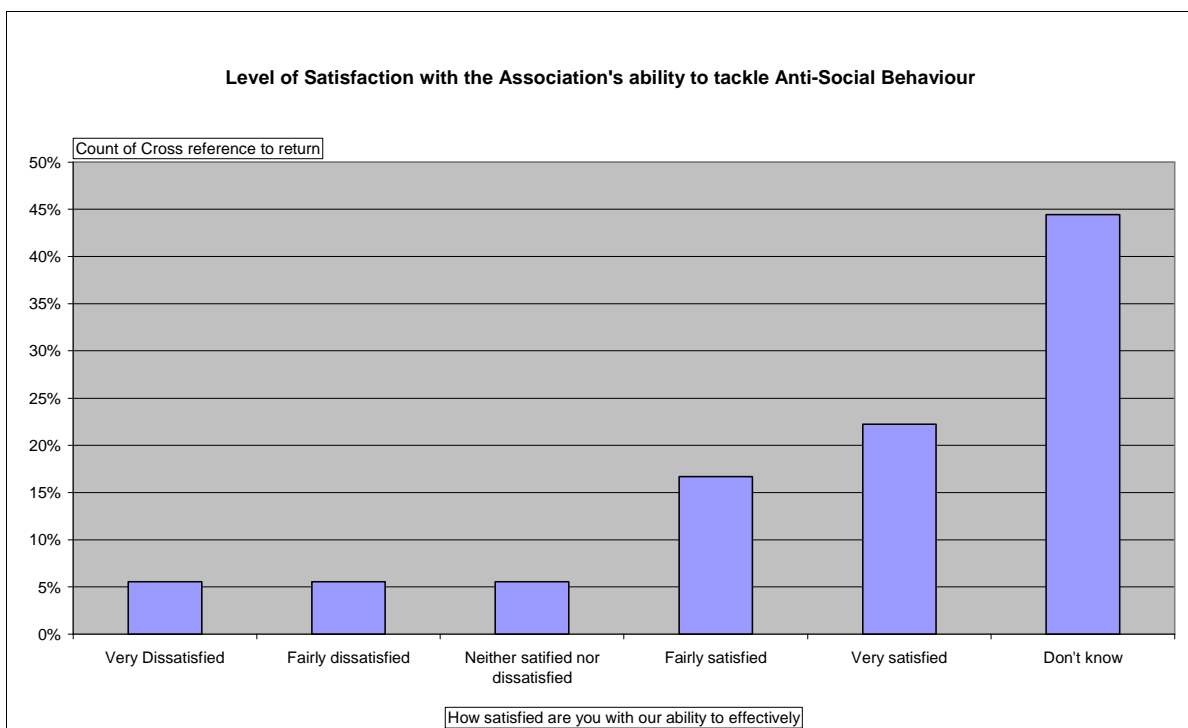
Maintenance

- Asked what colour wanted kitchen painting and they painted it white.
- Heating could be better – coal expensive
- overall condition of property, i.e. external re-decs/draughts etc

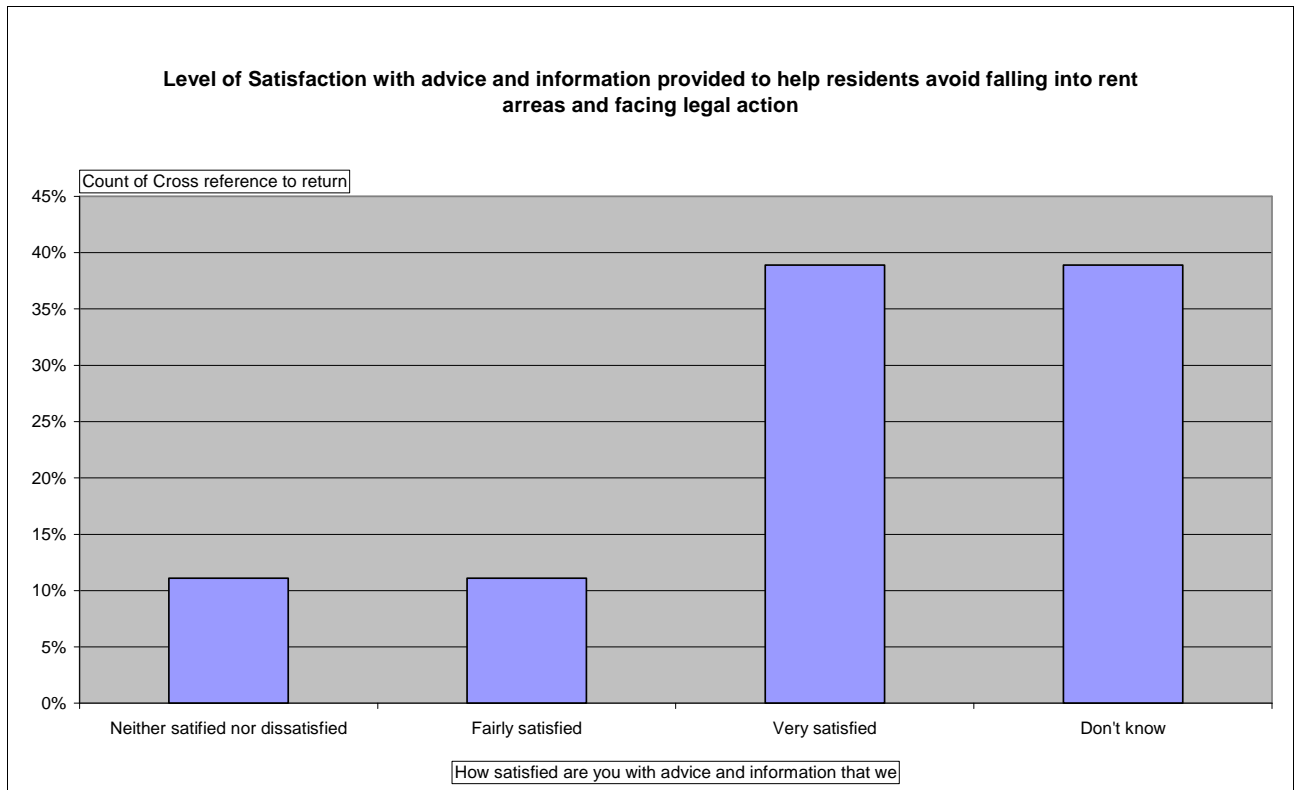
The level of satisfaction for residents to participate in decision making is shown in the diagram below. 78% of respondents were satisfied with participation in decision making, only 6% were dissatisfied and 17% either don't know about decision making or were neither satisfied nor dissatisfied.



12% of respondents were dissatisfied with the Association's ability to tackle Anti-Social Behaviour.



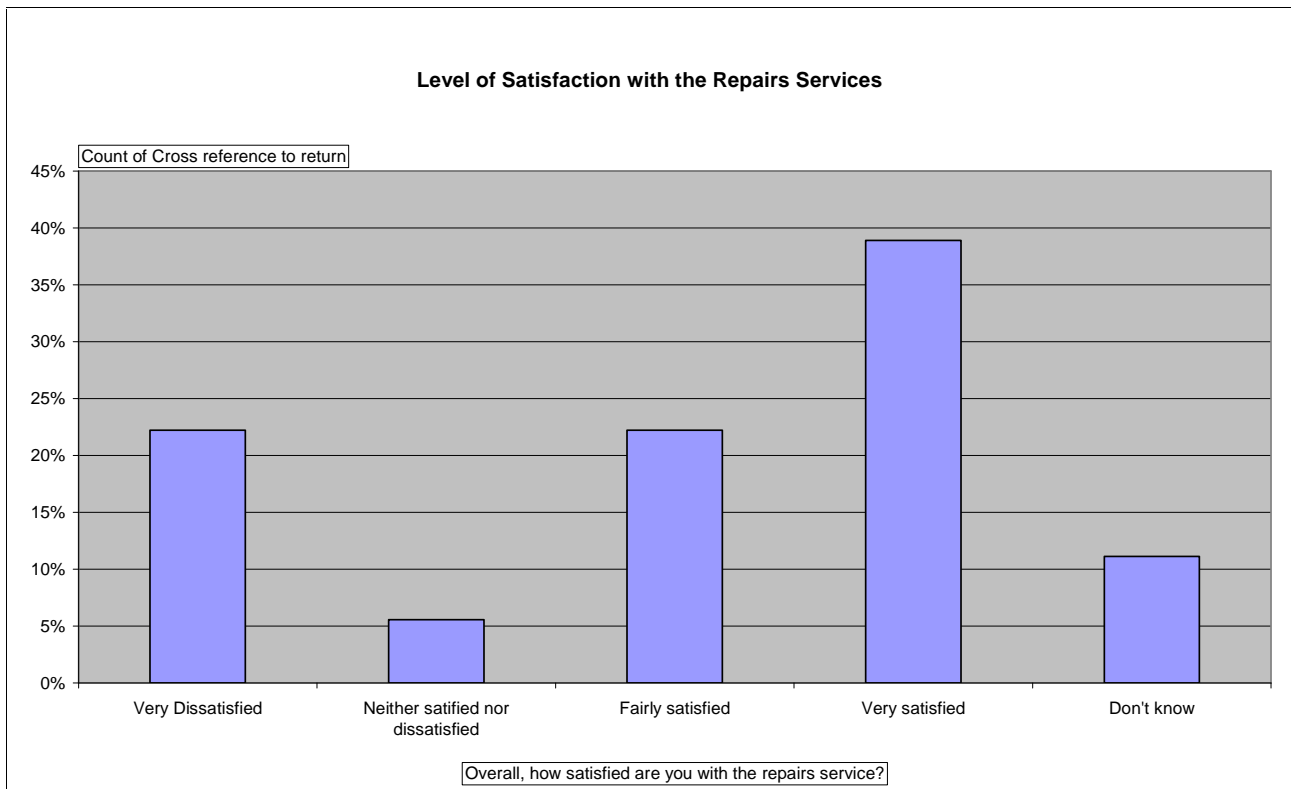
No respondents were dissatisfied with the advice and information provided to help residents avoid falling into rent arrears and facing legal action. 50% were satisfied, 39% didn't know and 11% were neither satisfied nor dissatisfied.



6. Maintenance

This section presents the findings of a series of questions relating to aspects of the repairs service.

61% of respondents are satisfied with the repairs service, 39% being very satisfied and 22% fairly satisfied. 22% were dissatisfied with the repairs service. 6% were neither satisfied nor dissatisfied or didn't know.



The reasons why respondents were dissatisfied are:-

Maintenance

- never have any money available to repair/replace.
- poor response/no follow up
- windows and doors not good
- it doesn't get done – i.e gate

When asked whether the contractor presented ID when visiting 56% said they did; 33% said they didn't and 12% could not remember or did not answer.

61% of respondents said that contractors provided them with a convenient time for them to call. 28% said a convenient time was not made and 12% either couldn't remember or didn't answer.

56% of respondents said that they were given 5 days notice before starting major works. 53% did not answer this question as it would not apply to all respondent.

A third (34%) didn't know if they were satisfied with the out of hours repair service, this service may not have been used by all respondents. Of the respondents that did have a view 92% were satisfied with the service and 8% dissatisfied.

