



**Tenant Satisfaction Survey 2007  
Redland Housing Association  
June 2007**

**Prepared for:  
Redland Housing Association**

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Because people matter.

## Table of contents

<b>1</b>	<b>Executive Summary</b> .....	<b>4</b>
1.1	Introduction and methodology.....	4
1.2	Contact with Redland Housing Association .....	4
1.3	Satisfaction with home and neighbourhood.....	4
1.4	Repairs and maintenance .....	5
1.5	Communicating with Redland Housing Association .....	5
1.6	Satisfaction with Redland Housing Association .....	5
<b>2</b>	<b>Benchmarking against national and local organisations</b> .....	<b>6</b>
2.1	Comparison with national averages .....	6
2.2	Directional change .....	7
<b>3</b>	<b>Introduction</b> .....	<b>9</b>
3.1	Introduction.....	9
3.2	Methodology .....	10
<b>4</b>	<b>Contact with Redland Housing Association</b> .....	<b>11</b>
4.2	Contact in the last 12 months .....	11
4.3	Method of contacts.....	12
4.4	Reason for last contact.....	13
4.5	Ease of getting hold of the right person.....	14
4.6	Helpfulness of staff .....	15
4.7	Satisfaction with the final outcome .....	16
4.8	Complaints management.....	17
4.9	Overall satisfaction with customer service experience .....	20
<b>5</b>	<b>Satisfaction with home and neighbourhood</b> .....	<b>21</b>
5.1	Introduction.....	21
5.2	Satisfaction with accommodation .....	21
5.3	General condition of homes .....	23
5.4	Quality of accommodation .....	24
5.5	Value for money.....	25
5.6	Number of rooms.....	25
5.7	Local neighbourhoods and the communities in which tenants live.....	26
<b>6</b>	<b>Repairs and maintenance</b> .....	<b>30</b>
6.1	Introduction.....	30
6.2	Reporting a repair.....	30
6.3	Repairs completed .....	30
6.4	Overall satisfaction with repairs and maintenance .....	32
<b>7</b>	<b>Communicating with Redland Housing Association</b> .....	<b>33</b>
7.1	Introduction.....	33
7.2	Keeping tenants informed .....	33
7.3	Taking into account tenants' views .....	34
7.4	Opportunities for participation in management and decision-making.....	35
<b>8</b>	<b>Overall satisfaction with Redland Housing Association</b> .....	<b>36</b>
8.1	Introduction.....	36
8.2	Overall satisfaction .....	36
<b>9</b>	<b>Improving services</b> .....	<b>38</b>
9.1	Introduction.....	38
9.2	Important Services .....	38
9.3	Services most in need of improving .....	39
9.4	Priorities for improvement.....	40
9.5	Achievement priorities.....	41
<b>10</b>	<b>Sample Profile</b> .....	<b>42</b>
10.1	Introduction.....	42
10.2	Household information .....	42

**10.3 Background information.....43**

# 1 Executive Summary

## 1.1 Introduction and methodology

- 1.1.1 As part of its ongoing commitment to seek the views of its tenants, in January 2007, Redland HA commissioned BMG Research Ltd (BMG) to carry out a postal survey amongst its tenants. The overall objective of the survey was to gain levels of customer satisfaction with Redland HA in key service areas.
- 1.1.2 A postal customer satisfaction survey of Redland HA tenants and leaseholders was carried out between February and April 2007. In total, 1,168 questionnaires were mailed out to tenants and 281 questionnaires were mailed to leaseholders (owners), with 1 reminder mailing going out to those who did not or could not respond to prior mailings. Overall, 635 questionnaires were completed (497 tenants and 138 owners); thus the response rate was 44%.
- 1.1.3 As 635 questionnaires were completed, the Redland HA sample is subject to a maximum standard error of  $\pm 3.9\%$  at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.9% of the percentages reported.

## 1.2 Contact with Redland Housing Association

- 1.2.1 Over four fifths of tenants (84%) have contacted Redland HA in the last 12 months. This represents a 15% point decrease from the results returned from the 2004 tenant survey (99%).
- 1.2.2 When contacting their landlord, over nine in ten tenants (92%) used the telephone. Other forms of contact mentioned, but at significantly lower levels, are by letter (3%), visits to the office (1%) and email (1%).
- 1.2.3 Tenants who had contacted Redland HA in the last 12 months did so primarily to ask about repairs (73%), rent / housing benefits (7%) and about their neighbours (6%). In 2004 the proportions of tenants citing these repairs were similar (79%).
- 1.2.4 Over four fifths (83%; 93% in 2004) of tenants who had contacted Redland HA in the last 12 months indicated it was easy to get hold of the right person, whilst just 10% said it was difficult. Approaching nine in ten (88%) indicated staff were helpful, whilst just 6% thought they were unhelpful.
- 1.2.5 Four fifths (81%) of tenants contacting Redland HA indicated the Association was able to deal with their problem. Three quarters of tenants (75%) were satisfied with the final outcome of their last contact, whilst one in seven (17%) was dissatisfied.

## 1.3 Satisfaction with home and neighbourhood

- 1.3.1 Nine in ten of all tenants (90%) are currently satisfied with their accommodation, including almost half (53%) who are very satisfied. In contrast just 6% are dissatisfied and 3% ambivalent. This level of satisfaction is in line with the 84% observed nationally in the 2004 RSL tenant survey.
- 1.3.2 That said, over four fifth of tenants (84%) consider the condition of their property to be good, including two fifths (39%) going as far as to describe it as very good.
- 1.3.3 Over four fifths of tenants (84%) are satisfied with the area in which they live, including over two fifths (45%) who are very satisfied. Of note is that the level of satisfaction is higher than the national average, where 80% of participants indicated they were satisfied.

- 1.3.4 Overall, the top issues that are causing most problems in tenants' neighbourhoods are parking problems (23%); litter and rubbish in the street (17%); problems with neighbours (10%); dog excrement (10%); and noise from people (7%). In 2004, the issues tenants were most concerned about were similar (although parking was not asked about in the last survey), as litter and rubbish in the street has increased by 4% points, as have problems with neighbours (up 3% points). Concern about dogs has also increased (up by 2% points), however, concern for drug dealing/use has remained fairly constant (up by 1% point).

## **1.4 Repairs and maintenance**

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- 1.4.1 Three quarters of tenants (73%) have requested repairs to their home in the last 12 months, which is a higher proportion as that returned in 2004 (70%). Over seven in ten (71%) have had repairs completed in the same period.
- 1.4.2 Provided with a list of six issues related to their last completed repair, the majority of tenants indicated that the attitude of staff (96%), keeping dirt and mess to a minimum (93%) and the speed with which the work was completed (91%) were good.
- 1.4.3 That said, over four fifths (84%; 88% in 2004) indicated they are satisfied with the way Redland HA deals with repairs and maintenance, which is higher than the national average (63% - DCLG Survey of English Housing 2004/5). Conversely, one in ten tenants (10%) are dissatisfied with the repairs and maintenance service and a further one in twenty (6%) remain ambivalent.

## **1.5 Communicating with Redland Housing Association**

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- 1.5.1 In terms of tenants' views on whether Redland HA keeps them well informed about things that might affect them, the vast majority (89%) indicated that the Association is good at doing so. This is similar as was seen three years ago. Just 3% of tenants feel Redland HA is poor at keeping them informed about things that might affect them, whilst 7% remained indifferent.
- 1.5.2 Nine in ten tenants (92%) believe Redland HA, to some extent, takes into account their views when making decisions, with just 8% citing that their views are not taken into account. This has increased considerably since 2004 (52% takes views into account).
- 1.5.3 Approaching four fifths (78%) are satisfied with the opportunities for participation in management and decision-making, whereas only 5% are dissatisfied. The remainder are ambivalent (18%). In comparing this with 2004, there has been a 16% point increase over the last 3 years.

## **1.6 Satisfaction with Redland Housing Association**

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- 1.6.1 Well over four fifths (86%) are satisfied with the service provided by Redland HA, including 49% who are very satisfied. This in line with the last tenant survey in 2004 where 90% were satisfied.
- 1.6.2 Looking at this by ethnicity, BME tenants appear to be slightly less satisfied than their non-BME counterparts (87% and 70% respectively).

## 2 Benchmarking against national and local organisations

### 2.1 Comparison with national averages

- 2.1.1 One of the common questions asked following any tenant satisfaction survey is 'how do we compare with other organisations?'
- 2.1.2 Here, we have selected 5 key measures of performance and compared the Redland HA results with the national averages obtained from the RSL Tenant survey carried out in 2004 and the DCLG Survey of English Housing (2004/5).
- 2.1.3 Across all measures, Redland HA has achieved higher levels of tenant satisfaction. (NB. The data below is for tenants only and does not include leaseholders / owners).

Table 1

Satisfaction with key aspects of service			
		<b>Tenants</b>	<b>National average (2004/5)<sup>1</sup></b>
		<b>Total satisfaction</b>	<b>Total satisfaction</b>
Satisfaction with accommodation	(%)	<b>90</b>	<b>84 (RSL)</b>
Satisfaction with neighbourhood	(%)	<b>84</b>	<b>80 (RSL)</b>
Overall satisfaction with Redland HA	(%)	<b>86</b>	<b>74 (DCLG)</b>
Satisfaction with repair service	(%)	<b>84</b>	<b>63 (DCLG)</b>
Satisfaction with opportunities to take part in management and decision making*	(%)	<b>78</b>	<b>58 (DCLG)</b>

\* Stripping out all those who did not provide a response and those expressing no opinion

<sup>1</sup> Housing Corporation 2004 National survey of existing Housing Association Residents; DCLG Survey of English Housing

## 2.2 Directional change

- 2.2.1 The following table looks at the key measures of performance and compares how they fair with the results achieved from the previous survey undertaken in 2004.
- 2.2.2 Across most measures, Redland HA has performed similar to how it did in 2004, illustrated by the slight movements in satisfaction levels.
- 2.2.3 There have been substantial increases in the proportion of tenants indicating that they are satisfied with various aspects of the repairs service.

Table 2

<b>Where you live</b>	<b>2004</b> %	<b>2007</b> %	<b>%</b> <b>Change</b> <b>'04-'07</b>
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided? % <b>satisfied</b>	90	86	-4
Taking into account your home and the services provided, do you think that your rent represents good or poor value for money? % <b>good</b>	89	86	-3
Overall, how satisfied or dissatisfied are you with your home? % <b>satisfied</b>	91	90	-1
How would you describe the general condition of this property? % <b>good</b>	92	84	-8
How satisfied or dissatisfied are you with this area as a place to live? % <b>satisfied</b>	82	84	+2
<b>Contacting Redland HA</b>	<b>2004</b> %	<b>2007</b> %	<b>%</b> <b>Change</b> <b>'04-'07</b>
Was getting hold of the right person easy or difficult? % <b>easy</b>	93	83	-10

<b>Your repairs service</b>	<b>2004 %</b>	<b>2007 %</b>	<b>% Change '04-'07</b>
How satisfied or dissatisfied are you with the way Redland HA deals with repairs and maintenance? <b>% satisfied</b>	88	84	-4
Thinking about your last completed repair, how would you rate it in terms of... <b>% good:</b>			
a) Being told when workers would call	66	83	+17
b) Time taken before work started	57	84	+27
c) Speed with which work was completed	62	91	+29
d) Attitude of workers	67	96	+29
e) Overall quality of repair work	65	89	+24
f) Keeping dirt and mess to a minimum	68	93	+25
<b>Communicating with Redland HA</b>	<b>2004 %</b>	<b>2007 %</b>	<b>% Change '04-'07</b>
How much account do you think Redland HA takes of your views? <b>% a lot</b>	52	92	+40
Generally, how good or poor do you feel Redland HA is at keeping you informed about things that might affect you as a tenant? <b>% good</b>	90	89	-1
How satisfied are you with the opportunities for participation in management and decision-making? <b>% satisfied</b>	62	78	+16

## 3 Introduction

### 3.1 Introduction

- 3.1.1 As part of its ongoing commitment to seek the views of its tenants, in February 2007, Redland HA commissioned BMG Research Ltd (BMG) to carry out a postal survey amongst its tenants and leaseholders. The overall objective of the survey was to gain levels of customer satisfaction with Redland HA in key service areas. More specifically, however, the objectives of the research are outlined below:
- To assess levels of satisfaction with the housing services offered to Redland HA;
  - To identify areas of the service which require improvement and examine the future needs and aspirations of tenants and leaseholders;
  - To enable Redland HA to benchmark the results of the survey against national statistics and previous year's surveys;
  - To continue to provide baseline data to inform the organisation's approach to Best Value; and
  - To establish the socio-economic and demographic profile of tenants and leaseholders.
- 3.1.2 This report presents the findings of the survey for Redland HA.
- 3.1.3 The data was collected in accordance with the Department for Communities and Local Government (DCLG) and National Housing Federation (NHF) guidance.
- 3.1.4 The survey was carried out using a questionnaire designed jointly by Redland HA and BMG Research. The questionnaire incorporated questions from the Housing Corporation and National Housing Federation's Standardised Tenant Satisfaction questionnaire, known as STATUS. The use of STATUS allows comparison with the performance of other social housing providers. In addition to the STATUS questions, localised question areas were also included.
- 3.1.5 The data used in this report is rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance, which is any larger than 1%.
- 3.1.6 Unweighted bases are shown in the tables and graphs. This is the actual number of respondents who answered that particular question. The percentages themselves are weighted to be representative of the sample.
- 3.1.7 In addition to this written report, data tabulations have also been produced which present the data as a whole, and includes data broken down by the following groups:
- Housing Type;
  - Household composition, gender, age, disability and ethnicity;
  - General needs and sheltered housing tenants; and
  - Satisfaction with landlord, repairs service, home, value for money of rent.

## 3.2 Methodology

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- 3.2.1 A postal customer satisfaction survey of Redland HA tenants and leaseholders was carried out between February and April 2007. In total, 1,168 questionnaires were mailed out to tenants and 281 questionnaires were mailed to leaseholders (owners), with 1 reminder mailing going out to those who did not or could not respond to prior mailings. Overall, 635 questionnaires were completed (497 tenants and 138 owners); thus the response rate was 44%.
- 3.2.2 As 635 questionnaires were completed, the Redland HA sample is subject to a maximum standard error of  $\pm 3.9\%$  at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.9% of the percentages reported.

## 4 Contact with Redland Housing Association

4.1.1 This section includes details as to whether and how tenants and owners have contacted Redland HA (Redland HA) and whether they were satisfied with the final outcome of their last contact experience. Tenants and owners were also asked about a set of issues regarding that contact experience.

### 4.2 Contact in the last 12 months

4.2.1 Over four fifths (84%) of tenants who provided a valid response have contacted Redland HA in the last 12 months other than to pay their rent. This figure is lower for owners at 57%. This represents a 15% point decrease on the results returned in the 2004 tenant survey (2004: 99%).

4.2.2 Looking specifically at the results in 2007, younger tenants are more likely than their older counterparts to have contacted Redland HA in the last 12 months (84% of those under 60 compared with 75% of those aged 60+). Tenants with children are significantly more likely than their counterparts to have been in contact with Redland HA in the last 12 months (92%).

4.2.3 General needs tenants are significantly more likely to have contacted Redland HA over the last 12 months in comparison with sheltered tenants (87% and 61% respectively).

4.2.4 Unsurprisingly, tenants who are dissatisfied with the neighbourhood are significantly more likely than those who are satisfied to have contacted their landlord in the last 12 months (93% compared with 82%).

4.2.5 Furthermore, of those tenants who are dissatisfied with Redland HA, 91% had contacted the Association in the last 12 months compared with 84% of those who are satisfied.

### 4.3 Method of contacts

4.3.1 Respondents were also asked by which method they last contacted Redland HA. When contacting their landlord, the vast majority do so via the telephone (92%). Other forms of contact mentioned, but at significantly lower levels, are by letter (3%), visits to the office (1%), and email (1%). There is some variation with owners, as a lower proportion (75%) phoned, and higher proportions wrote and emailed (8% and 9% respectively).

Table 3

<b>How did they last contact their Redland HA?</b>		
<b>(All respondents who have contacted Redland HA in the last 12 months, where provided a valid response)</b>		
	<b>Tenants</b>	<b>Owners</b>
	<b>%</b>	<b>%</b>
Phoned	92	75
Visited office	1	0
Wrote	3	8
Email	1	9
Other	3	8
Unweighted sample base:	383	75

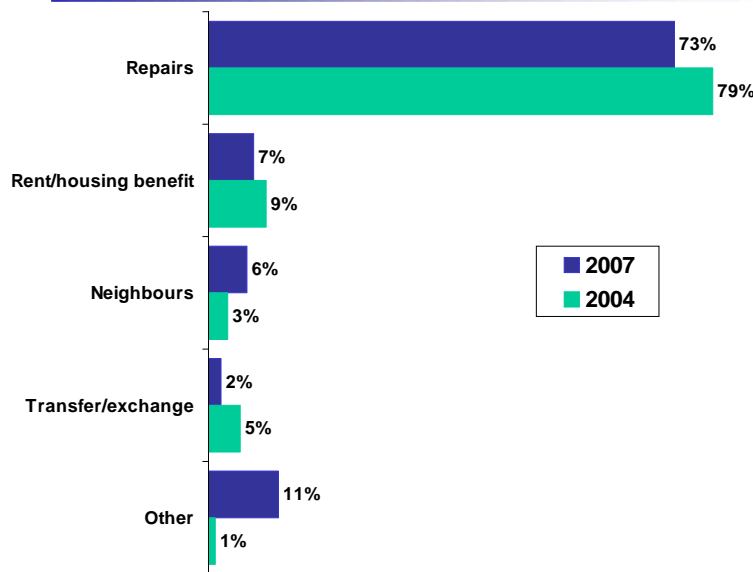
4.3.2 Female tenants are significantly more likely than males to contact the Association by phone (95% compared with 87%).

## 4.4 Reason for last contact

4.4.1 Tenants and owners who had contacted Redland HA in the last 12 months were asked what they last had contact about. The majority (73%) of tenants last contacted Redland HA to ask about repairs (owners, 42%). At lower levels tenants last contacted the Association regarding rent / housing benefits (7%); about neighbours (6%); and transfers / exchanges (2%). In 2004 the proportions of tenants citing these reasons were similar; however a greater proportion contacted about repairs (79%) and more about rent / housing benefits (9%) and transfers / exchange (5%).

Figure 1

**What did you last have contact about?**  
 (All tenants who have contacted their landlord in the past 12 months, where provided a valid response)



Unweighted sample base = 2007: Tenants 364

4.4.2 There is some variation by age with those aged 65 yrs+ being most likely to request repairs (78% compared with 70% of those aged 64 years or less).

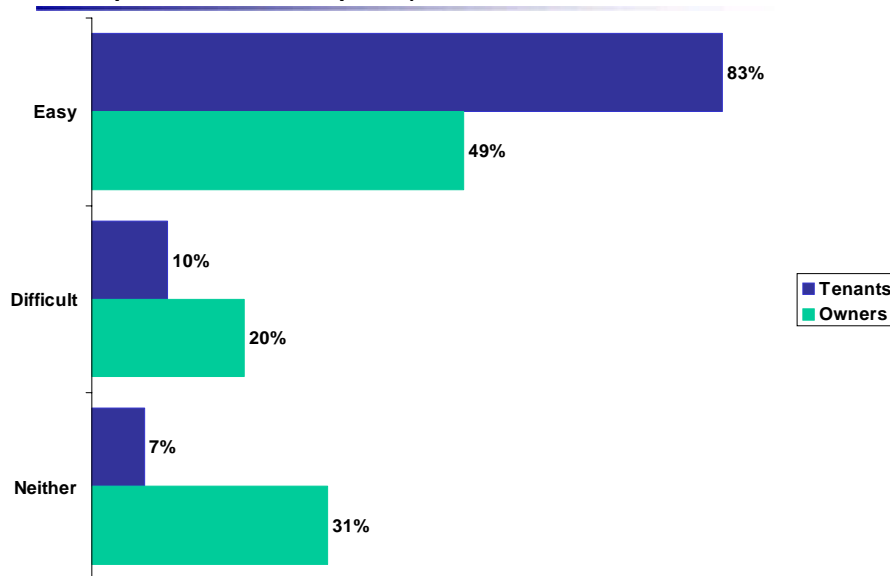
4.4.3 Tenants who have lived in their home for more than a year are also more likely to contact regarding repairs than those who have lived there for under one year (79% [6-10 years]; 71% [1-5 years]; and 48% [under 1 year] respectively).

## 4.5 Ease of getting hold of the right person

- 4.5.1 Tenants who had contacted Redland HA were asked whether getting hold of the right person was easy or difficult. Approximately eight in ten (83%; 93% in 2004) indicated that it was easy to get hold of the right person whilst just 10% indicated that it was difficult and 7% indifferent.
- 4.5.2 For owners, the proportion of respondents who found getting hold of the right person easy is much lower (49%), whereas those who found it difficult represent a fifth of all owners (20%). The proportion indifferent is also higher at one in three (31%).

Figure 2

**When tenants last had contact, was getting hold of the right person...?  
(All respondents who have contacted their landlord in the last 12 months where provided a valid response)**



Unweighted sample base = 2007: 387 Tenants; 78 owners

- 4.5.3 Looking more closely at tenants who find it difficult to get hold of the right person, overall, those aged 16-64 find it more difficult than those aged 65+ (12% compared with 4%).
- 4.5.4 Tenants who find it easy to get hold of the right person are more likely to be satisfied overall with Redland HA (89%) in comparison with those who find it difficult (just 7% satisfied).

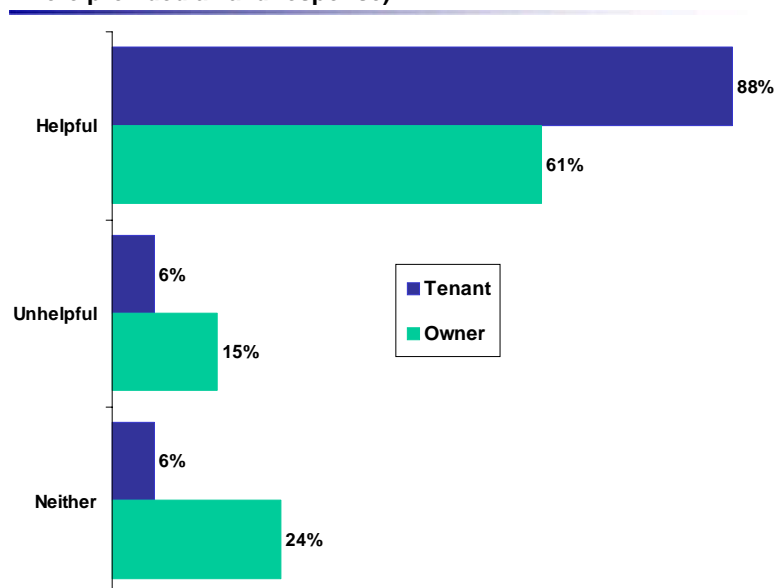
## 4.6 Helpfulness of staff

4.6.1 Tenants who had contacted Redland HA in the last 12 months were asked whether or not they found the staff helpful. Approaching nine in ten (88%) indicated staff were helpful, whilst just 6% said they were unhelpful.

4.6.2 Once more, the figures are different for owners, with 61% stating that staff were helpful, whereas 15% expressed the opposite. One quarter (24%) were indifferent.

Figure 3

**When you last had contact, did you find the staff ...?**  
 (All respondents who have contacted their landlord in the past 12 months, where provided a valid response)



Unweighted sample base = 2006: Tenants 386; Owners 75

4.6.3 Of note is the finding that younger tenants are more likely than their older counterparts to say that staff were unhelpful (8% among those 16 – 64 years old, and 1% of those 65yrs+).

4.6.4 Households who have been a tenant of Redland HA for more than six years are significantly more likely than those who have been there for less time to say they find staff helpful (91% and 83% respectively).

4.6.5 Of tenants who are dissatisfied with repairs and maintenance, 32% indicated staff were unhelpful compared with just 3% of those who are satisfied with repairs.

4.6.6 Those tenants who had contacted Redland HA in the last 12 months were then asked whether the staff / Association was able to deal with their problem. Four fifths (81%) indicated that the Association was able to deal with their problem.

4.6.7 Once again, the proportions for owners was lower, with 55% stating that staff were able to deal with the problem and one in three who said staff were not able (31%).

4.6.8 One in ten of tenants (10%) however, indicated that their problem was not dealt with whilst just 9% said the Association was neither able nor unable to deal with their problem.

4.6.9 Demographically there are some similarities with the results returned on the preceding question. For example, younger tenants are more likely than their older counterparts to say the Association was unable to deal with their problem (77% among those aged 16 – 64 years old compared with 88% of those aged 65+).

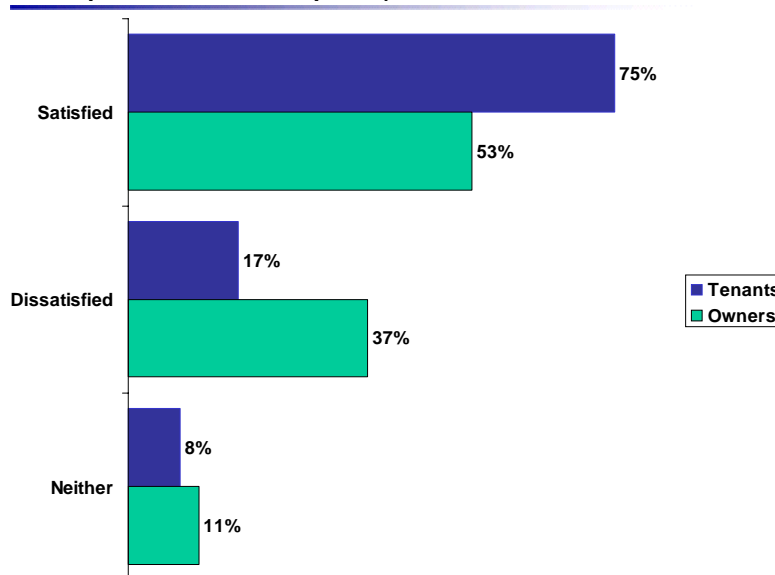
- 4.6.10 Of tenants who are dissatisfied with repairs and maintenance, 43% indicated staff were unable to deal with their problem compared with just 5% of those who are satisfied with repairs.
- 4.6.11 Respondents who are disabled are also more likely to experience staff who are able to deal with their query (85%) than those who are not (74%), as are wheelchair users (89%).

## 4.7 Satisfaction with the final outcome

- 4.7.1 Finally, tenants and owners who contacted the Association were asked whether they were satisfied or dissatisfied with the final outcome of their last contact.
- 4.7.2 Three quarters of tenants (75%) were satisfied with the overall experience of their last contact with the Association contrasting with one in six (17%) who were dissatisfied and just 8% who were ambivalent.
- 4.7.3 Owners are less likely to be satisfied with the final outcome than tenants (53% satisfied), with over a third who are dissatisfied (37%).

Figure 4

**Were tenants/owners satisfied or dissatisfied with the final outcome?  
(All respondents who have contacted their landlord in the past 12 months, where provided a valid response)**



Unweighted sample base = Tenants 382; Owners 76

- 4.7.4 Respondents who are dissatisfied with repairs and maintenance are significantly more likely to be dissatisfied with the final outcome compared with those who are satisfied with repairs and maintenance (73% and 9% respectively).
- 4.7.5 A similar pattern applies for those who have had repairs completed (80% satisfied compared with 55% satisfied who have not had repairs completed).

## 4.8 Complaints management

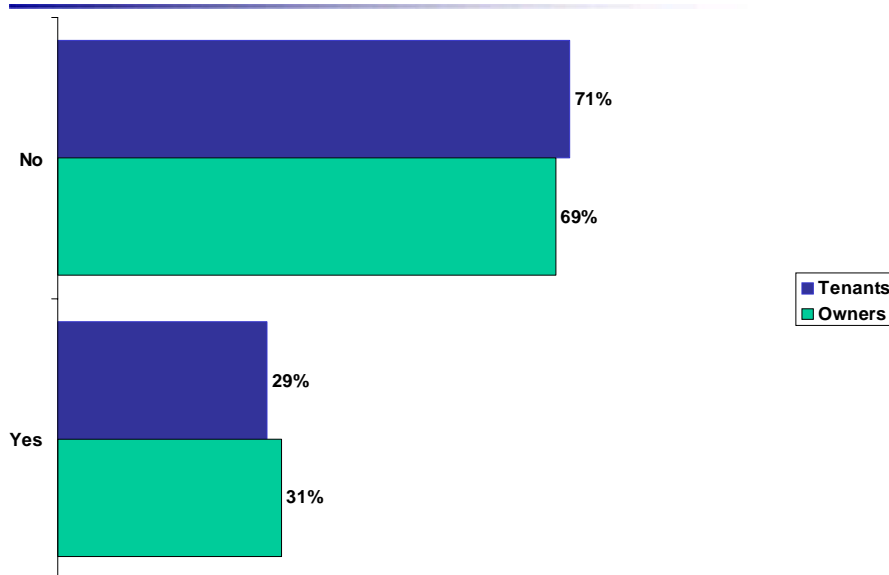
4.8.1 Redland HA is interested in gauging its customers' views on how the complaints process is handled by its staff. Once those respondents who had made a complaint in the last 12 months were identified, questions were asked about how staff took responsibility for the respondent's query and whether the respondent was kept informed during the complaints process.

### Making a complaint

4.8.2 Respondents were initially asked whether or not they had had to make a complaint to Redland HA over the last 12 months. The majority (71%) of all tenants had not made a complaint over the last 12 months, however one in three (29%) had. A similar proportion of owners had not made complaints either (69%) and 31% had.

Figure 5

**Have you had to make a complaint to Redland Housing Association over the last 12 months?  
(All respondents, where provided a valid response)**



Unweighted sample base = Tenants 473; Owners 131

4.8.3 Respondents significantly more likely to have had to make a complaint are:

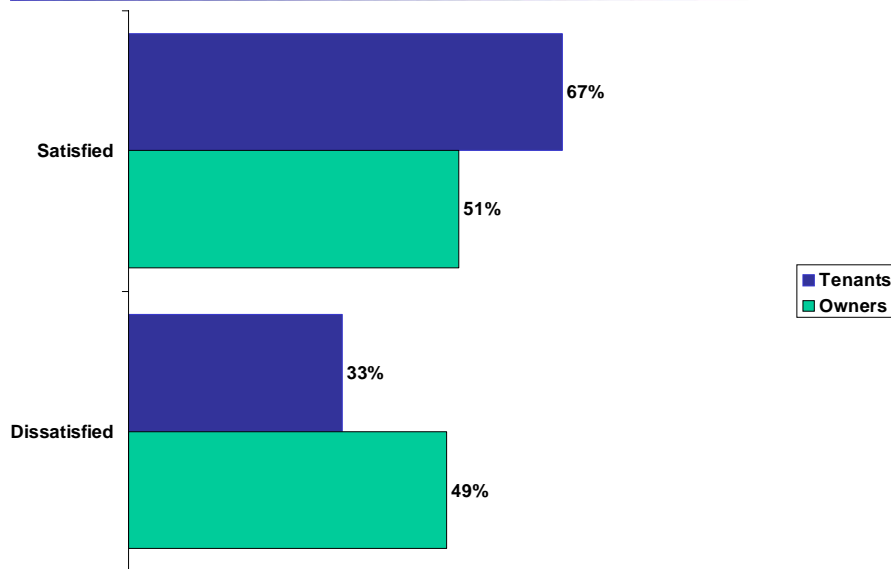
- Tenants with a disability (32%);
- Tenants dissatisfied with their accommodation (61%);
- Tenants who consider the quality of their home to be poor (57%);
- Tenants who are dissatisfied with the overall service (79%); and
- Tenants who requested repairs (34%).

**Responsibility of staff**

- 4.8.4 Respondents who had had to make a complaint were asked to comment on how satisfied or dissatisfied they are with the way staff took responsibility for their query.
- 4.8.5 The majority of tenants (67%) were satisfied with the way staff took responsibility for their query. However, one third (33%) were dissatisfied. Of owners, satisfaction is at a half (51%) and 49% of owners are dissatisfied.

*Figure 6*

**How satisfied or dissatisfied were you with the way staff took responsibility for your query? (all respondents who made a complaint in the last 12 months, where provided a valid response)**



Unweighted sample base = Tenants 190; Owners 40

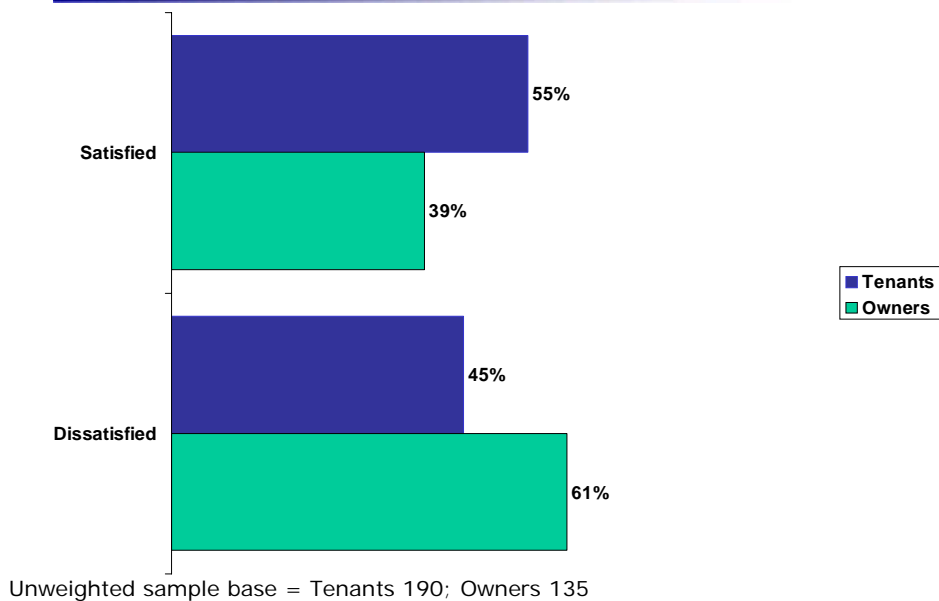
- 4.8.6 Tenants who are dissatisfied with repairs and maintenance are more likely to be dissatisfied with the way staff took responsibility for their query (73% dissatisfied) compared with those who are satisfied (18%).

### Resolving the complaint

- 4.8.7 Respondents who had had to make a complaint were asked to comment on how satisfied or dissatisfied they are with how staff kept them informed of the progress to resolve the situation.
- 4.8.8 The majority of tenants (55%) are satisfied with the way staff kept them informed of the progress to resolve the situation. However, approaching half (45%) are dissatisfied. Of owners, the minority are satisfied (39%) and the majority, 61%, dissatisfied.

Figure 7

**How satisfied or dissatisfied were you with the way staff kept you informed of progress to resolve any situation? (all respondents who made a complaint in the last 12 months, where provided a valid response)**



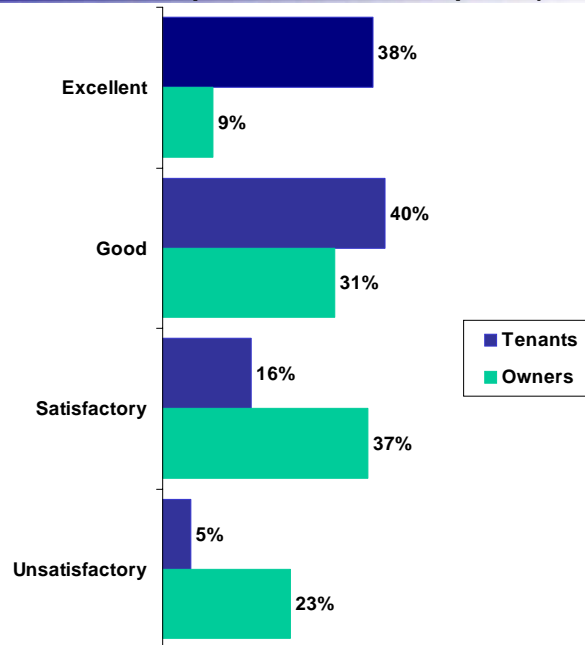
- 4.8.9 Once again, tenants who are dissatisfied with repairs and maintenance are more likely to be dissatisfied with the way staff kept them informed about the progress of any situation (88% dissatisfied) compared with those who are satisfied (27%).

## 4.9 Overall satisfaction with customer service experience

- 4.9.1 Tenants and owners were asked to take everything into account and state how satisfied they are with the overall customer service provided by Redland HA.
- 4.9.2 Over nine in ten (95%) tenants find the overall customer service provided satisfactory, including 38% who consider it to be excellent. Just one in twenty (5%) stated that the service was unsatisfactory.
- 4.9.3 For owners, the proportion satisfied is lower (77% excellent/satisfactory) and approaching one quarter (23%) are dissatisfied.

Figure 8

**How would you rate your level of satisfaction with the overall customer service provided by Redland Housing Association?  
(All respondents where provided a valid response)**



Unweighted sample base = 2007: Tenants 482; Owners 133

## 5 Satisfaction with home and neighbourhood

### 5.1 Introduction

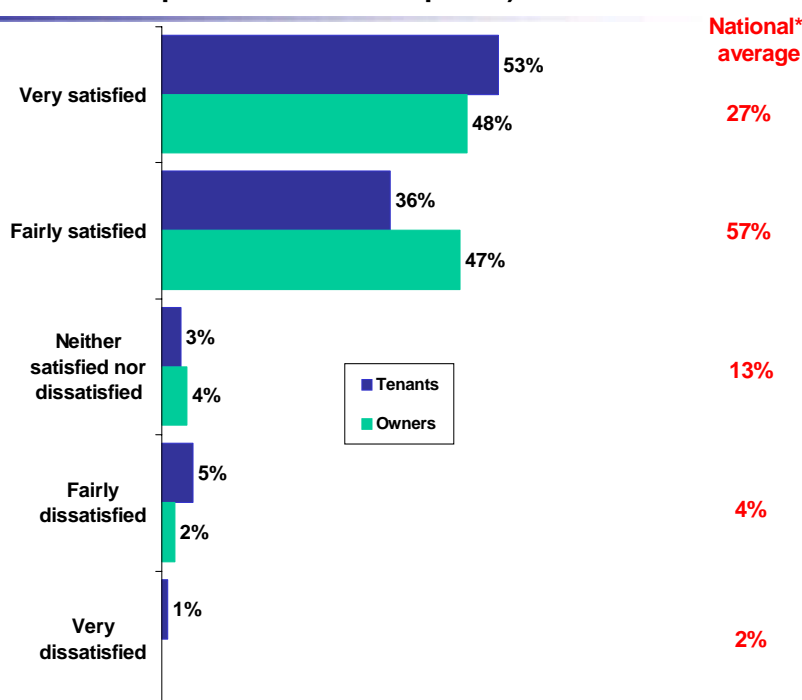
5.1.1 This section looks at tenants' and owners' homes and surrounding areas. It investigates satisfaction with their homes, attitudes towards the condition of their property and those neighbourhood issues likely to be seen as slight or serious problems.

### 5.2 Satisfaction with accommodation

5.2.1 Nine in ten of all tenants (90%) are currently satisfied with their accommodation, including over half (53%) who are very satisfied. This level of satisfaction is slightly higher than the observed national statistic (84%) in 2004.

Figure 9

**Overall how satisfied or dissatisfied are you with your accommodation?  
(All respondents where provided a valid response)**



Unweighted sample base = 2007: Tenants 491; Owners 133

\* National average taken from the RSL Tenant Survey 2004

5.2.2 The following table compares levels of satisfaction with the accommodation across different types of tenant groups whether classified by gender, household composition, condition of home, satisfaction with neighbourhood and overall satisfaction.

5.2.3 Not surprisingly, satisfaction with the accommodation is closely related to attitudes towards the condition of the property. Only 39% of those who consider their property to be in a poor condition are satisfied with their accommodation. The suggestion is that improving the property (most likely by repairs) will tackle levels of dissatisfaction.

- 5.2.4 Interestingly, sheltered tenants are significantly more likely to be satisfied with their accommodation than general needs tenants (100% and 88% respectively).
- 5.2.5 Levels of satisfaction with accommodation are closely linked to the age of tenants, with 98% of older tenants (i.e. those tenants aged 65yrs+) being satisfied compared with 84% of younger tenants (16-64 years old).
- 5.2.6 Families are significantly less likely to be satisfied with their accommodation (84%).

Table 4

<b>How satisfied or dissatisfied are you with your accommodation? (All tenants)</b>				
	<b>Sample</b>		<b>Satisfied</b>	<b>Unweighted sample base</b>
<b>Total</b>			90	491
<b>Status</b>	General needs	(%)	88	433
	Sheltered	(%)	<b>100</b>	58
<b>Gender</b>	Male	(%)	88	433
	Female	(%)	<b>100</b>	58
<b>Household composition</b>	Under 60	(%)	85	93
	Over 60	(%)	<b>98</b>	155
	Family	(%)	84	50
<b>Condition of the home</b>	Good	(%)	<b>96</b>	410
	Neither	(%)	<b>65</b>	46*
	Poor	(%)	39	31*
<b>Satisfaction with neighbourhood</b>	Satisfied	(%)	<b>94</b>	407
	Neither	(%)	68	38*
	Dissatisfied	(%)	63	41*
<b>Overall satisfaction</b>	Satisfied	(%)	<b>96</b>	416
	Neither	(%)	66	35*
	Dissatisfied	(%)	38	34*
<b>BME</b>	BME	(%)	73	33*
	Non-BME	(%)	<b>91</b>	448
<b>Age</b>	Working age (16-64yrs)	(%)	84	665
	Non-working age (65yrs+)	(%)	<b>98</b>	431

**NB – Please note that those figures in bold are significant when tested against their opposite sample e.g. satisfied to dissatisfied.**

**\*caution, low base size**

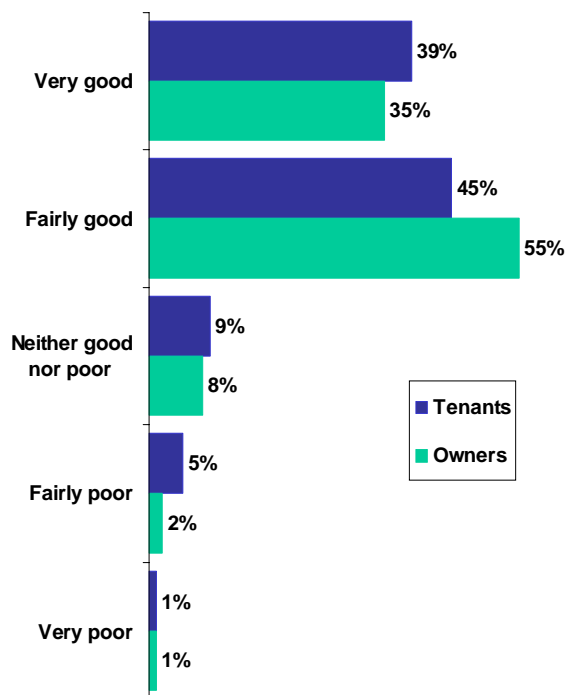
- 5.2.7 Satisfaction with the home is closely related to views on the neighbourhood. Of those dissatisfied with the neighbourhood, just over three fifths (63%) are satisfied with their accommodation. Similarly and unsurprisingly, of those who are dissatisfied with the overall service of Redland HA, only 38% are satisfied with their accommodation.

### 5.3 General condition of homes

- 5.3.1 Looking further into this key issue, tenants were then asked to rate the general condition of their homes.
- 5.3.2 The result is similar to that found for levels of satisfaction with their accommodation, where over four fifths (84%; 92% in 2004) consider the condition of their property to be good, including 39% going as far as to describe it as very good. Just 6% describe the condition of their property as poor. The proportion of owners who consider the condition of their property to be good is higher, at 89%, with just 2% who think their property is in a poor condition.
- 5.3.3 By household composition, families express more dissatisfaction with the condition of their property: 80% describe the condition of their property as good, and approaching one in ten (8%) describe it as poor.
- 5.3.4 Once again, older residents express higher levels of satisfaction than younger residents. Respondents aged 65yrs+ are significantly more likely to be satisfied (96%) than respondents under 65yrs (77% consider the condition of their property to be good).

Figure 11

#### How would you describe the general condition of your property? (All respondents, where provided a valid response)



Unweighted sample base = 2007: Tenants 487; Owners 133

- 5.3.5 As seen below, a clear relationship exists between attitudes towards the condition of the home and satisfaction with repairs completed. Of those dissatisfied with repairs to their home, 38% consider the condition of their property to be poor. By contrast, of those satisfied with repairs completed, only 3% consider the condition of their property to be poor. It should be noted, however, that not everyone has experienced the repairs service from Redland HA.

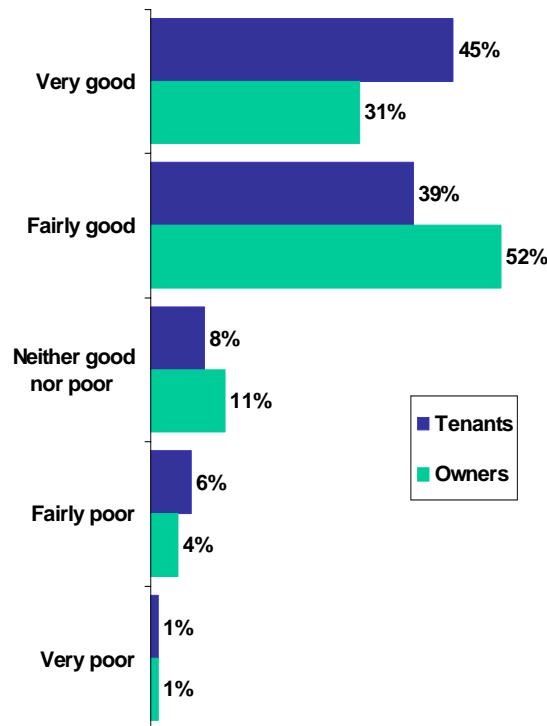
- 5.3.6 Indeed, of those respondents who have had a repair completed, just 5% consider the condition of their property to be poor. This indicates a perception gap between residents who have actually had repairs completed and all respondents.
- 5.3.7 Furthermore, of those who indicated that the value for money of rent was poor, 50% consider the condition of their property to be poor. By contrast, of those who think that the value for money of their rent is good, only 3% consider the condition of their property to be poor.

## 5.4 Quality of accommodation

- 5.4.1 Looking further into this key issue, tenants were then asked how satisfied or dissatisfied they are with the quality of their home.
- 5.4.2 The result is similar to that found for levels of satisfaction with the general condition of the property, as over four fifths (85%) are satisfied with the quality of their home, including 45% who are very satisfied. Just 7% are dissatisfied. The same proportion of owners is satisfied, 84%, with just 5% who are dissatisfied.
- 5.4.3 By household composition, families express more dissatisfaction with the quality of their home: 74% are satisfied and one in ten (10%) are not.
- 5.4.4 Younger tenants express higher levels of dissatisfaction than older tenants. Respondents aged 16-64yrs are significantly more likely to be dissatisfied (11%) than respondents over 65yrs (2% dissatisfied).

Figure 12

### How would you describe the quality of your home? (All respondents, where provided a valid response)



Unweighted sample base = 2007: Tenants 487; Owners 133

- 5.4.5 Interestingly, respondents who are disabled are significantly more satisfied with the quality of their home than those who are able-bodied (87% and 80% respectively).

- 5.4.6 A clear relationship exists between attitudes towards the quality of the home and satisfaction with repairs completed. Of those dissatisfied with repairs to their home, 38% are dissatisfied with the quality of their property. By contrast, of those satisfied with repairs, 4% are dissatisfied with the quality of their home.
- 5.4.7 Once more, sheltered tenants are significantly more satisfied with the quality of their home in comparison with general needs tenants (100% and 83% respectively).

## 5.5 Value for money

- 5.5.1 Respondents were asked whether their property reflected good or poor value for their rent. The majority (86%) of tenants described their property as good value for money; 8% were indifferent; and 6% described it as poor value for money.
- 5.5.2 The proportion of owners who consider their property to be good value for money is approaching two thirds (38%), 6% consider their property to be poor value and one quarter (25%) are indifferent.
- 5.5.3 Interestingly, the proportion of respondents who think their property is good value for money is higher for respondents who are economically inactive (92%) than for economically active tenants (71%).
- 5.5.4 Axiomatically, respondents who are satisfied with the way Redland HA deals with repairs and maintenance tend to be significantly more satisfied with value for money than those who are dissatisfied with repairs and maintenance (92% and 55% respectively).

## 5.6 Number of rooms

- 5.6.1 The majority (78%) of tenants think that the number of rooms in their home is about right, whereas approaching a fifth (17%) think there are too few and one twenty (5%) think there are too many.

Table 8

Do you think the number of rooms in your home is...? (All tenants, where provided a valid response)						
Sample			Too few	Too many	About right	Unweighted sample base
<b>Total (tenants)</b>			17	5	78	483
<b>Economic activity</b>	Active	(%)	24	4	72	123
	Inactive	(%)	15	6	79	311
<b>Status</b>	General needs	(%)	17	5	78	427
	Sheltered	(%)	16	5	79	56
<b>Age</b>	Working age (16-64)	(%)	21	5	74	658
	Non-working age (65+)	(%)	10	5	85	424

## 5.7 Local neighbourhoods and the communities in which tenants live

5.7.1 Thinking about the neighbourhood in which they reside, tenants and owners were asked about their satisfaction with their neighbourhood and whether, from a list of issues, serious or slight problems were felt to exist in their neighbourhood.

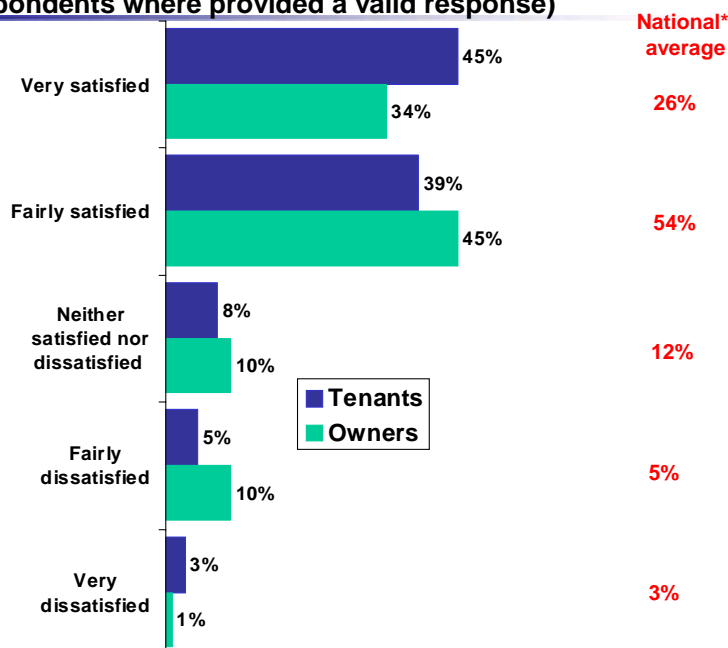
### Satisfaction with the neighbourhoods in which tenants live

5.7.2 Over four fifths of tenants (84%; 82% in 2004) are satisfied with the area in which they live, including over two fifths (45%) who are very satisfied. Conversely, just 8% are currently dissatisfied. Noteworthy, level of satisfaction is higher than the national average, where 80% of participants indicated they are satisfied.

5.7.3 For owners, the proportions are similar, with 79% satisfied with their neighbourhood and one in ten (11%) dissatisfied.

Figure 13

**Overall how satisfied or dissatisfied are you with your neighbourhood as a place to live?  
(All respondents where provided a valid response)**



Unweighted sample base =2007: Tenants 486; Owners 137

\* National average taken from the RSL Tenant Survey 2004

5.7.4 Households with children are significantly less likely to be satisfied with their neighbourhood (70% satisfied).

5.7.5 Looking at the results amongst different age groups, tenants aged 65yrs+ (95%) are more likely to be satisfied with their neighbourhood than those aged 16 – 64 years (76%).

5.7.6 Unsurprisingly, tenants who are satisfied with their accommodation, satisfied with the overall service provided by Redland HA, and satisfied with the repairs are more likely than their direct opposite to indicate that they are satisfied with their neighbourhood.

Table 9

<b>How satisfied or dissatisfied are you with your neighbourhood?</b>				
<b>(All tenants where provided a valid response)</b>				
	<b>Sample</b>		<b>Satisfied</b>	<b>Unweighted sample base</b>
<b>Total</b>			84	486
<b>Status</b>	General needs	(%)	82	429
	Sheltered	(%)	<b>100</b>	57
<b>Age</b>	Working age (16-64)	(%)	76	660
	Non-working age (65+)	(%)	<b>95</b>	426
<b>Economic activity</b>	Economically active	(%)	79	124
	Economically inactive	(%)	86	311

**Issues that impact on local neighbourhoods**

5.7.7 Tenants and owners were presented with a list of 16 issues and were asked whether they thought each item was not a problem, a slight problem or a serious problem within their neighbourhood.

5.7.8 Overall, the top issues that are causing most problems in tenants' neighbourhoods are parking problems (23%); litter and rubbish in the street (17%); problems with neighbours (10%); dog excrement (10%); and noise from people (7%). In 2004, the issues tenants were most concerned about were similar (although parking was not asked about in the last survey), as litter and rubbish in the street has increased by 4% points, as have problems with neighbours (up 3% points). Concern about dogs has also increased (up by 2% points), however, concern for drug dealing/use has remained fairly constant (up by 1% point).

5.7.9 Just 2% of respondents believe that racial harassment is a serious problem.

5.7.10 For owners, the top three problems remain similar to those for tenants: parking problems (35%); litter and rubbish in the street (23%); and dog excrement (14%).

5.7.11 The table below shows the full analysis of the issues tenants face in their neighbourhoods.

Table 10

<b>Do you think that each of these is a serious, slight or not a problem in your neighbourhood? (All tenants, where provided a valid response)</b>				
		<b>Serious problem (2007)</b>	<b>Serious problem (2004)</b>	<b>Unweighted sample base 2007</b>
Parking problems	(%)	23	Not asked	1016
Litter and rubbish in the street	(%)	17	13	1014
Dog excrement	(%)	10	Not asked	988
Problems with neighbours	(%)	10	7	1007
Noise from people	(%)	7	6	986
Dogs	(%)	6	4	984
Noise from traffic	(%)	6	5	1000
Vandalism	(%)	6	6	1019
Access to adequate recycling facilities	(%)	5	Not asked	977
Drug use/prostitution	(%)	4	3	986
Cleaning/caretaking of communal areas	(%)	4	Not asked	960
Other crime	(%)	4	4	970
Graffiti	(%)	3	3	986
Abandoned vehicles	(%)	3	Not asked	967
People causing damage to your home	(%)	3	1	986
Racial harassment	(%)	2	1	970

5.7.12 The table overleaf looks at tenants who are currently dissatisfied with their home or neighbourhood, the aim being to establish whether focusing on any particular issue is likely to change attitudes and, ultimately, levels of satisfaction.

5.7.13 At the outset, it is important to note that the proportion of tenants citing any of the issues as a serious (or slight) problem rises considerably when they have expressed some degree of dissatisfaction with either their home or their neighbourhood.

5.7.14 Looking at those issues dissatisfied tenants cite as a serious problem in their neighbourhood, there are notable differences in the three issues raised.

5.7.15 Noteworthy, 66% of those dissatisfied with their neighbourhood and 54% of those dissatisfied with their accommodation cited problems with neighbours as a serious problem.

5.7.16 It is also important to note the high proportions of tenants dissatisfied with their neighbourhood and their home (46% and 54% respectively) who cite parking problems as a serious problem.

5.7.17 An interesting point to consider is that noise from people is considered to be a serious problem by high proportions of tenants dissatisfied with their home and neighbourhood (42% and 49% respectively).

Table 11

<b>Top three issues for those who are dissatisfied with their home and neighbourhood</b>			
<b>Dissatisfied with accommodation</b>	Parking problems (54%)	Problems with neighbours (54%)	Dog excrement/Noise from people (42%)
<b>Dissatisfied with neighbourhood</b>	Problems with neighbours (66%)	Noise from people/Litter and rubbish in the street (49%)	Parking problems (46%)

## 6 Repairs and maintenance

### 6.1 Introduction

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6.1.1 This section will look at the repairs service provided by Redland HA, focusing on satisfaction not only with the service overall, but also various aspects of the service.

### 6.2 Reporting a repair

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6.2.1 Approaching three quarters of all tenants (73%) have requested repairs to their home in the last 12 months, which is an increase of 3% points since 2004 (70%).

6.2.2 In contrast, around one in three owners have requested repairs in the last 12 months (31%).

6.2.3 General needs tenants are more likely to have requested a repair in the last 12 months in comparison with sheltered tenants (74% compared with 67% respectively).

6.2.4 Families are slightly more likely to have requested repairs in the last 12 months than households without children (84% of families, 70% of those without children).

### 6.3 Repairs completed

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6.3.1 In all, seven in ten (71%) tenants have had repairs completed in the last 12 months. This is higher than the national average of 45% taken from the 2004 Housing Corporation RSL tenants' survey.

6.3.2 For owners, the proportion of respondents who have had repairs completed over the last 12 months is similar to that of the proportion of owners who have requested a response (32% and 31% respectively).

6.3.3 Looking across resident groups there are few differences, with the main difference being that tenants who are disabled are significantly more likely to have had a repair completed compared with those who do not have a disability (75% and 64% respectively).

6.3.4 Tenants who have had a repair completed were then provided with a list of six issues related to their last completed repair and asked how they would rate each on a five point scale moving from very good to very poor.

6.3.5 Over four fifths of tenants (84%; 57% in 2004) thought the time taken to start the repair was good and a similar proportion of tenants were satisfied with the information they were given about when a worker would call (83%; 66% in 2004).

6.3.6 Tenants rated all aspects of the actual repairs service extremely high, with the attitude of the workers (96%; 67% in 2004) and keeping dirt and mess to a minimum (93%; 68% in 2004), achieving the highest ratings. Around nine in ten tenants thought the quality (89%; 65% in 2004) and the speed of work were good (91%; 62% in 2004). A slightly smaller proportion (85%) agreed that they were offered an appointment for the repair.

6.3.7 It is important to note that tenants' levels of satisfaction with each of the issues highlighted above are greatly improved from the results seen in 2004.

Table 12

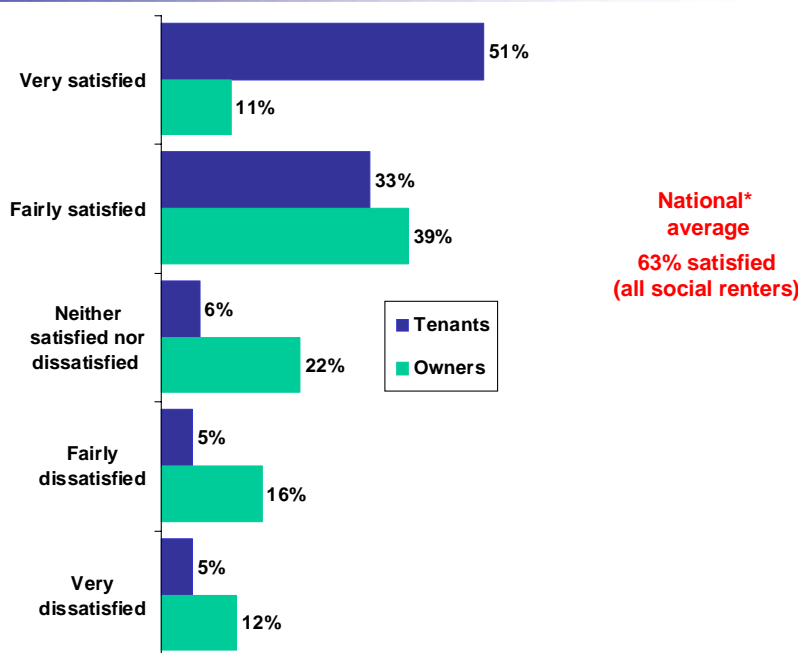
Thinking about your last completed repair, how would you rate it in terms of...? (Respondents who have had any repairs completed in the last 12 months, where provided a valid response)									
		Very Good	Fairly good	Neither	Fairly poor	Very poor	Sum Good (2007)	Sum Good (2004)	Unweighted sample base
Attitude of workers	(%)	80	16	2	1	2	96	67	719
Keeping dirt and mess to a minimum	(%)	73	20	4	2	1	93	68	731
Speed with which work was completed	(%)	68	23	2	3	3	91	62	735
Overall quality of repair work	(%)	70	19	5	3	3	89	65	726
Being offered an appointment for the repair	(%)	60	25	5	5	4	85	Not asked	719
Time taken before work started	(%)	51	33	7	5	4	84	57	691
Being told when workers would call	(%)	59	24	6	7	4	83	66	735

## 6.4 Overall satisfaction with repairs and maintenance

- 6.4.1 Tenants and owners were asked how satisfied or dissatisfied they are with the way their landlord deals with repairs and maintenance.
- 6.4.2 Over four fifths (84%; 88% in 2004) indicated they are satisfied with the way Redland HA deals with repairs and maintenance, showing a 4% point decrease. However, this is above the national average, where just over three in five tenants are satisfied (63% - DCLG Survey of English Housing 2004/5).
- 6.4.3 Conversely, one in ten tenants (10%) are dissatisfied with the repairs and maintenance service, whilst the proportion of ambivalent respondents was 6%.
- 6.4.4 Half (50%) of owners are satisfied with the way Redland HA deals with repairs and maintenance, however approaching one in three (28%) are not and 22% are ambivalent.

Figure 14

**Overall how satisfied or dissatisfied are you with the way Redland Housing Association deals with repairs and maintenance?  
(All respondents where provided a valid response)**



Unweighted sample base = 2007: Tenants 481; Owners 130

\* National average taken from the DCLG Survey of English Housing 2004/5

- 6.4.5 Looking at this amongst different tenant groups, satisfaction with the way Redland HA deals with repairs and maintenance is linked to the age of tenants, with over nine in ten (94%) tenants aged 65yrs+ satisfied, compared with 78% of those aged 16 - 64 years.
- 6.4.6 Tenants with children are significantly less likely than their counterparts without children to say they are satisfied with the way the Association deals with repairs and maintenance (74% and 89% respectively). Indeed, dissatisfaction levels with families reaches one in seven (14%).
- 6.4.7 Tenants who have had a repair completed are significantly more likely to be satisfied with the repairs and maintenance services (86% compared with 78%).

# 7 Communicating with Redland Housing Association

## 7.1 Introduction

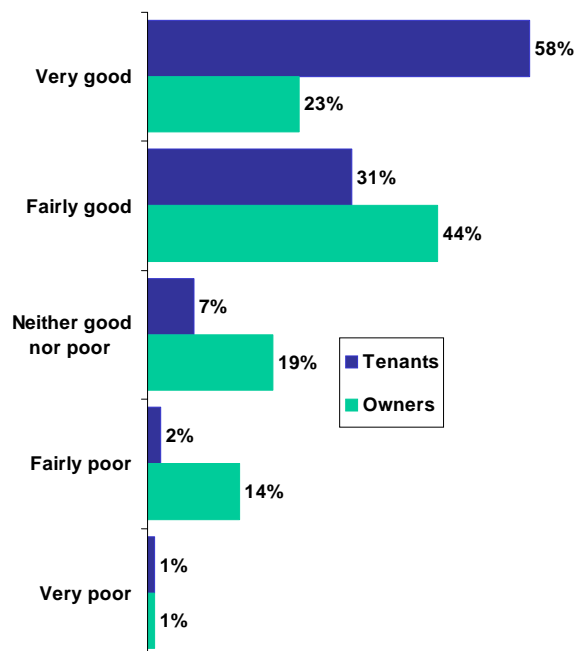
7.1.1 This section looks at tenants' perceptions of how well they feel they are kept informed by Redland HA about things that may affect them, how much account is taken of their views when decisions are made, and the opportunities for participation in management and decision-making. Overall we are aiming to understand the level at which tenants would like to be involved in improvements to services.

## 7.2 Keeping tenants informed

- 7.2.1 Tenants were asked how good or poor they feel Redland HA is at keeping them informed about things that might affect them.
- 7.2.2 The majority of tenants (89%) feel Redland HA is good at keeping them informed about things that might affect them. This is in line with the results from 3 years ago (2004), where 90% felt that Redland HA kept them informed and higher than the National Average of 74% (provided by the DCLG survey of English Housing).
- 7.2.3 In contrast, just 3% feel Redland HA is poor at keeping them informed about things that might affect them, while 7% remained indifferent.
- 7.2.4 For owners, two thirds (67%) believe that Redland HA is good at keeping them informed, whereas 15% do not.

Figure 15

**Generally, how good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?**  
**(All respondents where provided a valid response)**



Unweighted sample base = 2007: Tenants 491; Owners 135

### 7.3 Taking into account tenants' views

- 7.3.1 Tenants were asked how much account they feel Redland HA takes of their views when it makes decisions.
- 7.3.2 Over nine in ten (92%) believe that Redland HA, to some extent, takes into account their views when making decisions, with 55% citing that the Association takes their views into account a lot. This result has increased considerably since 2004 (52%).
- 7.3.3 Conversely, just under one in ten (8%) tenants believe that Redland HA does not take into account their views when making decisions.
- 7.3.4 Around four fifths (79%) of owners think that Redland HA takes their views into account, which is an encouraging result. Conversely, one fifth (21%) think the opposite.

Table 13

<b>How much account the Association takes of tenants' views when it makes decisions</b>	
<b>(All tenants where provided a valid response)</b>	
	%
A lot	55
A little	37
None at all	8
Unweighted base	417

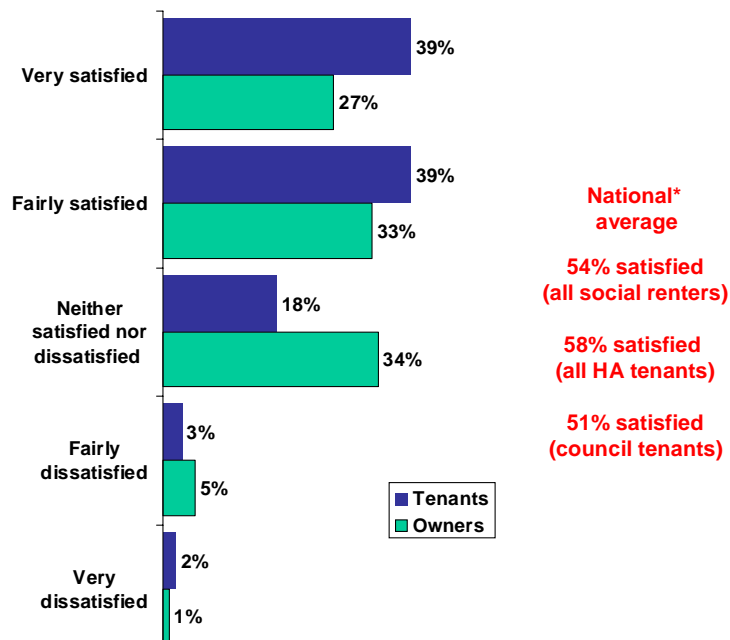
- 7.3.5 Unsurprisingly, tenants who are most likely to say that Redland HA does not take any of their views into account are those who are dissatisfied with repairs and believe that the rent they pay represents poor value for money.

## 7.4 Opportunities for participation in management and decision-making

- 7.4.1 Tenants were then asked how satisfied they are with the opportunities for participation in management and decision-making.
- 7.4.2 Approaching four fifths of tenants who provided a valid response (78%) are satisfied with the opportunities for participation in management and decision-making. Conversely, only 5% are dissatisfied and 18% ambivalent.
- 7.4.3 Owners report a slightly lower proportion satisfied with opportunities for participation in management and decision-making (60%), however an equally low percentage of owners are dissatisfied (6%). Around a third are ambivalent (34%).

Figure 16

**How satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?  
(All respondents where provided a valid response)**



Unweighted sample base = Tenants 436; Owners 121

\* National average taken from the DCLG Survey of English Housing 2004/5

- 7.4.4 When compared with the results of 2004, it can be seen that at that point, 62% of tenants were satisfied with the opportunities for participation. When this result is compared with results returned in 2007 (78%), this shows an encouraging 16-percentage point increase.
- 7.4.5 There is slight difference in satisfaction levels between BME and non-BME tenants (67% and 78% respectively), although the base size for BME is too small to analyse confidently.

# 8 Overall satisfaction with Redland Housing Association

## 8.1 Introduction

8.1.1 This section presents overall satisfaction with Redland HA and looks at some of the drivers of satisfaction.

## 8.2 Overall satisfaction

8.2.1 Tenants and owners were asked to take everything into account and state how satisfied or dissatisfied they are with the overall service provided by Redland HA.

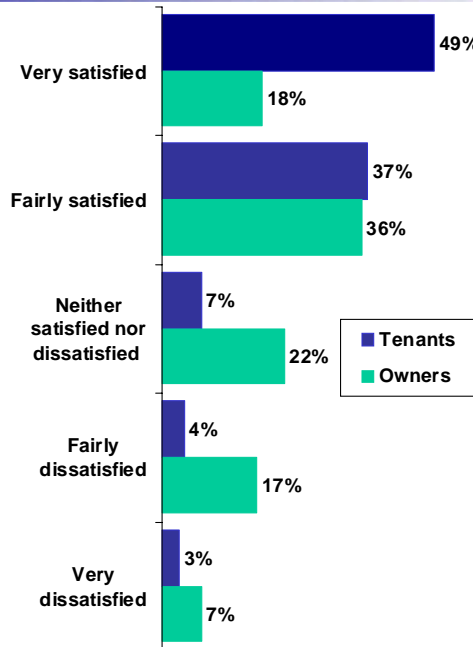
8.2.2 Over four fifths (86%) of tenants are satisfied with the overall service provided, including 49% who are very satisfied. This is in line with the last tenant survey in 2004 where 90% were satisfied.

8.2.3 When compared with results returned nationally (74% all Housing Association tenants – DCLG Survey of English Housing; 69% all social sector tenants – source as before), Redland HA reports much higher figures of satisfaction.

8.2.4 For owners, the proportion satisfied is lower (54% very / fairly) and one quarter (24%) are dissatisfied. Over a fifth (22%) were neither satisfied nor dissatisfied.

Figure 17

**Taking everything into account how satisfied or dissatisfied are you with the overall service provided by Redland Housing Association?  
(All respondents where provided a valid response)**



Unweighted sample base = 2007: Tenants 490; Owners 138

8.2.5 Looking at this by ethnicity, BME tenants appear to be less satisfied than their non-BME counterparts (87% and 70% respectively), although once again, caution must be exercised in this case, as the base size for BME is too small to provide robust results.

8.2.6 There appears to be a direct link between levels of satisfaction with the service provided overall and by age. Older tenants are more likely than their younger counter parts to say they are satisfied with the overall service provided by Redland HA. This is illustrated in the table below where 94% of tenants of non-working age are satisfied compared with 82% of those of working age. Indeed, dissatisfaction amongst those of a working age reaches 9%.

8.2.7 Households without children are more likely than those with to indicate they are satisfied with the overall service provided by the Association (91% compared with 80%).

Table 14

<b>Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Redland HA? (All tenants where provided a valid response)</b>				
<b>Sample</b>		<b>Satisfied</b>	<b>Unweighted sample base</b>	
<b>Total</b>		86	490	
<b>Age</b>	Working age (%)	82	660	
	Non-working age (%)	<b>94</b>	433	
<b>Gender</b>	Male (%)	89	166	
	Female (%)	84	291	
<b>Ethnicity</b>	BME (%)	70	33	
	Non-BME (%)	87	452	
<b>Household composition</b>	With children (%)	80	50	
	Without children (%)	<b>91</b>	585	
<b>Disability</b>	Has disability (%)	<b>88</b>	276	
	No disability (%)	81	197	

8.2.8 Interestingly, respondents who have had repairs completed are more likely to be satisfied overall than those who have not (89% and 80% respectively).

## 9 Improving services

### 9.1 Introduction

9.1.1 This section presents the views of respondents regarding the services provided by Redland HA. Included in this section are strategic messages examining the relationship between which services are most important, and which services are most in need of improvement.

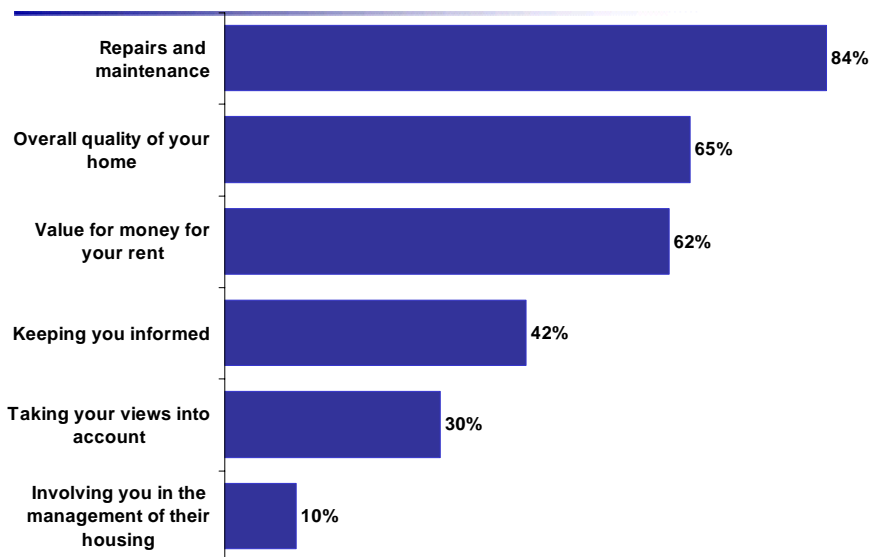
### 9.2 Important Services

9.2.1 Tenants and owners were asked to identify, from a list of 6 options, which services they felt were the most important Redland HA provides.

9.2.2 Unsurprisingly, tenants indicated that repairs and maintenance (84%) was most important to them followed by the overall quality of their home (65%) and the value for money of their rent (62%).

Figure 18

**Of the following services, which do you consider to be the three most important? (All tenants, valid response)**



Unweighted sample base = 2007:485  
Multi response

9.2.3 For owners, the results are markedly different. Value for money for the service charge is considered to be top priority for owners (81%); closely associated with the second most popular choice: grounds maintenance (75%); and third, keeping residents informed achieved almost three fifths (58%).

### 9.3 Services most in need of improving

- 9.3.1 Tenants and owners were then asked whether these services need some or much improvement.
- 9.3.2 Overall quality of homes is the service tenants feel needs most improvement. Over half (56%) said that this needs some (45%) or much (11%) improvement. Linked to this is taking tenants' views into account, where 53% of tenants feel this needs improving. The third service is the repairs and maintenance service (46% think this needs improving).
- 9.3.3 For owners, once more the results are slightly different, with the top service in need of improvement being grounds maintenance (84%); followed by value for money for the service charge (81%) and then taking home owners' views into consideration (74%).

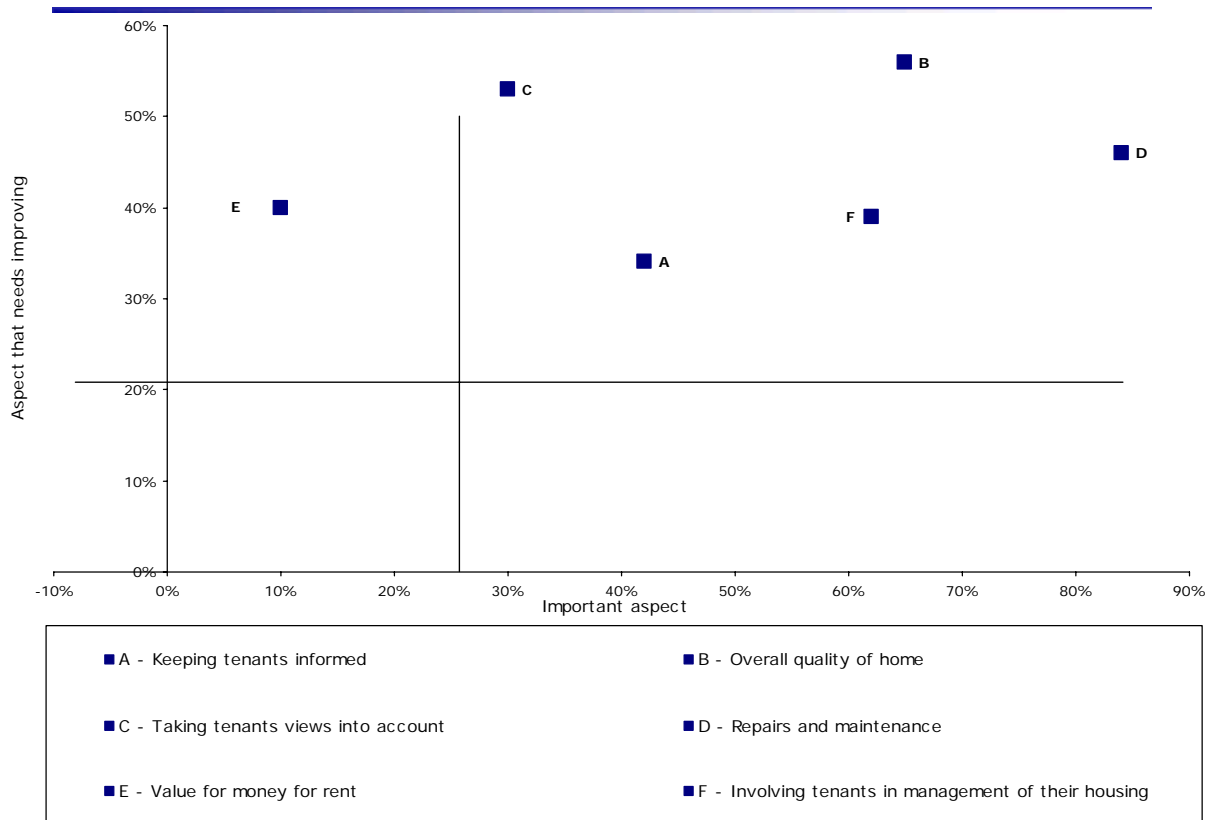
Table 15

How much do you think each of the following services needs improving? (All tenants, where provided a valid response)						
		Need improving overall 2006	Much IMPRV <sup>2</sup> needed 2006	Some IMPRV needed 2006	No IMPRV needed 2006	Unweighted sample base
Overall quality of your home	(%)	<b>56</b>	11	45	44	1007
Taking tenants' views into account	(%)	<b>53</b>	13	40	47	932
Repairs and maintenance	(%)	<b>46</b>	13	33	54	1002
Value for money for your rent	(%)	<b>40</b>	7	33	60	972
Involving tenants in the management of their housing	(%)	<b>39</b>	6	33	62	827
Keeping tenants informed	(%)	<b>34</b>	6	28	65	974

<sup>2</sup> IMPRV means improvement

## 9.4 Priorities for improvement

9.4.1 The priorities for improvement reside in the top right-hand quarter of this graph. As the figure shows, the top priorities for improvement are repairs and maintenance, the overall quality of the property, and involving tenants in management and decision-making.



## 9.5 Achievement priorities

- 9.5.1 Residents were provided with a list of ten objectives that Redland HA are trying to achieve and were asked to prioritise these objectives in order of importance. The question is structured in such a way that residents were able to provide up to ten ratings of importance. As a result, an objective can appear more than once. This section of the report will select and analyse the five most commonly mentioned 'first' most important objectives. This approach will more accurately meet the objective of this question.
- 9.5.2 The most important aspects Redland HA should pay most attention to are: keeping rents below the average housing association levels (44%); a good repairs service (22%); regular consultation with tenants (12%); providing more new rented accommodation (7%); and good welfare / benefits advice to tenants (4%).

Table 16

<b>Which of the following do you think are the most important things Redland HA should be trying to achieve?</b>					
<b>(All tenants where provided a valid response)</b>					
	<b>1<sup>st</sup></b>	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>4<sup>th</sup></b>	<b>5<sup>th</sup></b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Keeping rents below average housing association rent levels	44	14	14	7	4
A good repairs service	22	36	17	10	6
Regular consultation with tenants	12	7	11	14	18
Providing more new rented accommodation	7	11	8	10	8
Good welfare/benefits advice to tenants	4	8	10	11	12
A fair complaints and compensation policy	3	5	7	10	15
A high standard of services (gardening, lighting etc) to common areas	3	11	16	17	12
A fair and prompt response to neighbours disputes	3	5	8	11	10
Providing clear and concise information about Redland's tendencies and promises	2	3	8	10	13
Other	1	1	*	1	1
<b>Unweighted sample bases</b>	<b>890</b>	<b>888</b>	<b>881</b>	<b>862</b>	<b>855</b>

## 10 Sample Profile

### 10.1 Introduction

10.1.1 The following tables present the key demographics in terms of composition of household, gender, age, ethnicity, disability, and employment status. Due to rounding, some responses may add up to 1% more or less than 100%.

10.1.2 For multiple response questions, percentages may sum considerably more than 100%.

### 10.2 Household information – Tenants

Table 17

Time with Redland HA (%)			
Under 1 year	9	11 – 20 years	23
1 – 2 years	11	21+ years	11
3 – 5 years	19	Don't know/can't recall	1
6 - 10 years	22	Not provided	4
Time in current home (%)			
Under 1 year	10	11 - 20 years	23
1 – 2 years	12	21+ years	10
3 – 5 years	19	Don't know/can't recall	1
6 – 10 years	20	Not provided	4
Household Composition (%)			
One adult under 60	19	One parent family with children	10
One adult aged 60 or over	32	Other	2
		Not provided	37
Ethnicity (%)			
White	92	Asian	1
Mixed	1	Chinese/Other	1
Black	3	Not provided	2
Disability in Household (%)			
Yes	56	No	40
		Not provided	4
Wheelchair usage (%)			
Yes	9	No	89
		Not provided	2
Limiting disability in Household (%)			
Yes	80	No	20

## 10.3 Background information

Table 18

Tenancy (%)			
Tenant	89	Tenant partner/spouse	7
Not provided	4		
Age of respondents (%)			
16-24	3	60 - 64	7
25-34	9	65 - 74	14
35 - 44	13	75+	24
45 - 54	17	Not provided	5
55 - 59	7		
Age (Spouse or Partner) (%)			
16-24	1	60 - 64	3
25-34	2	65 - 74	5
35 - 44	4	75+	3
45 - 54	3	Not provided	77
55 - 59	3		
Gender (%)			
Male	34	Female	59
		Not provided	7
Employment status (%)			
Full time paid employment	14	Long term health problems	16
Part time paid employment	9	Retired	37
Self employed	2	Looking after home and family	6
Out of work	4	Other	1
Full time education/ Government training programme	2	Not provided	10
Streams of income (%) – multiple response			
Earning from employment or self employment	27	Pension from former employer	19
Child benefits	17	Job Seeker's allowance	3
Income support	22	Other regular allowance from outside the household	1
Disability living allowance/ attendance allowance	27	Interest from saving	5
State pension	41	Other state benefits	10
Working family tax credit	7	Child tax credit	11
Pension tax credit	13	Other sources	2

<b>Income (%)</b>			
Less than £3,120	4	£10,400 - £15,599	15
£3,120 - £5,199	13	£15,600 - £20,799	6
£5,200 - £8,319	21	£20,800 - £25,999	2
£8,320 - £10,399	12	£26,000 or more	2
		Not provided	24
<b>Household receiving benefits (%)</b>			
Yes	60	No	30
Don't know	1	Not provided	8
<b>Bank/building society (%)</b>			
Yes	81	No	8
		Not provided	10
<b>Insurance cover (%)</b>			
Yes	57	No	33
Don't know	2	Not provided	8