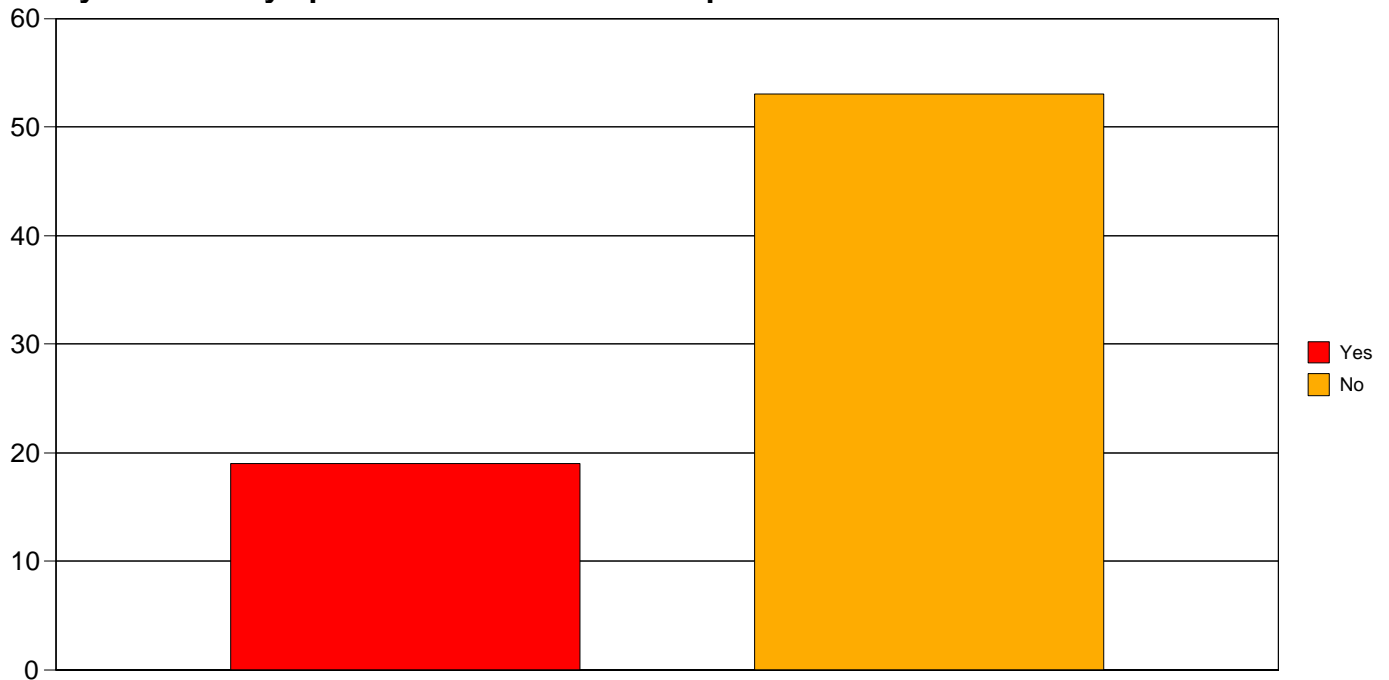


# Void and Lettings Survey results

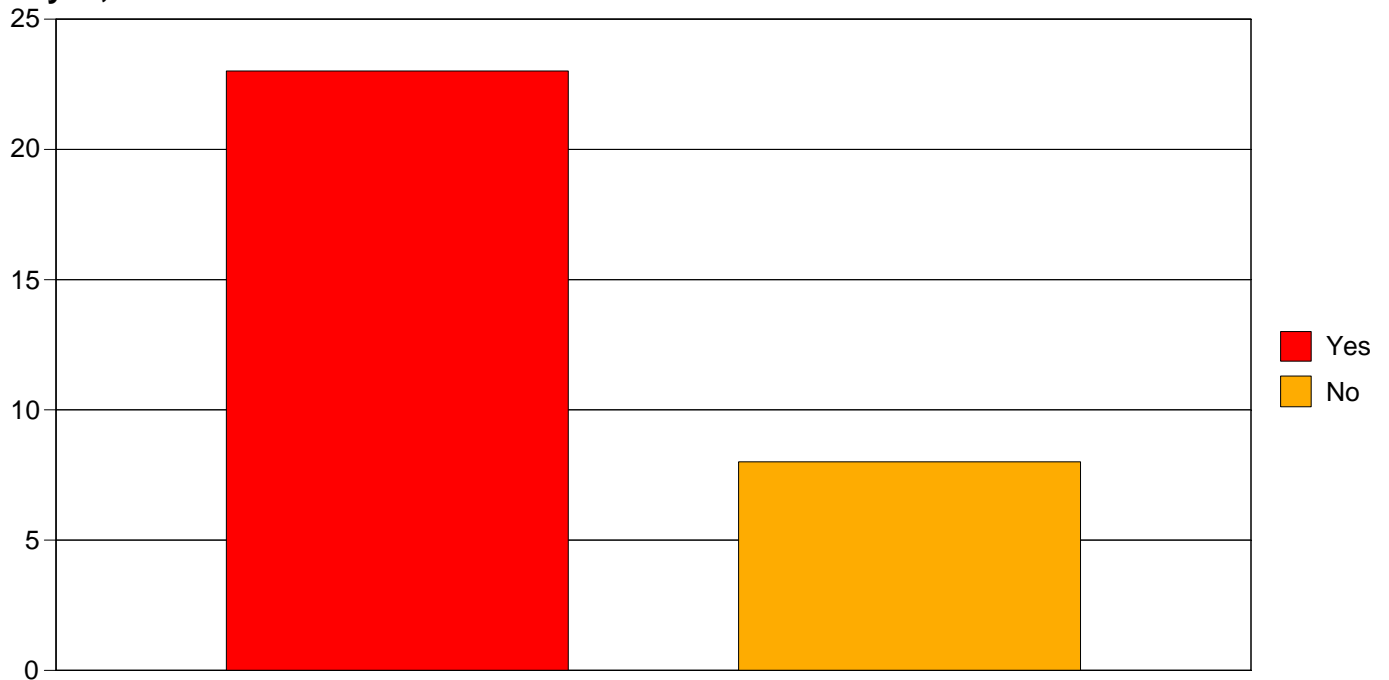
The survey was sent to 143 Viewpoint members as well as 50 residents who had started new tenancies with the Trust within the last three weeks.

We received 72 completed surveys; this is a 37% response rate.

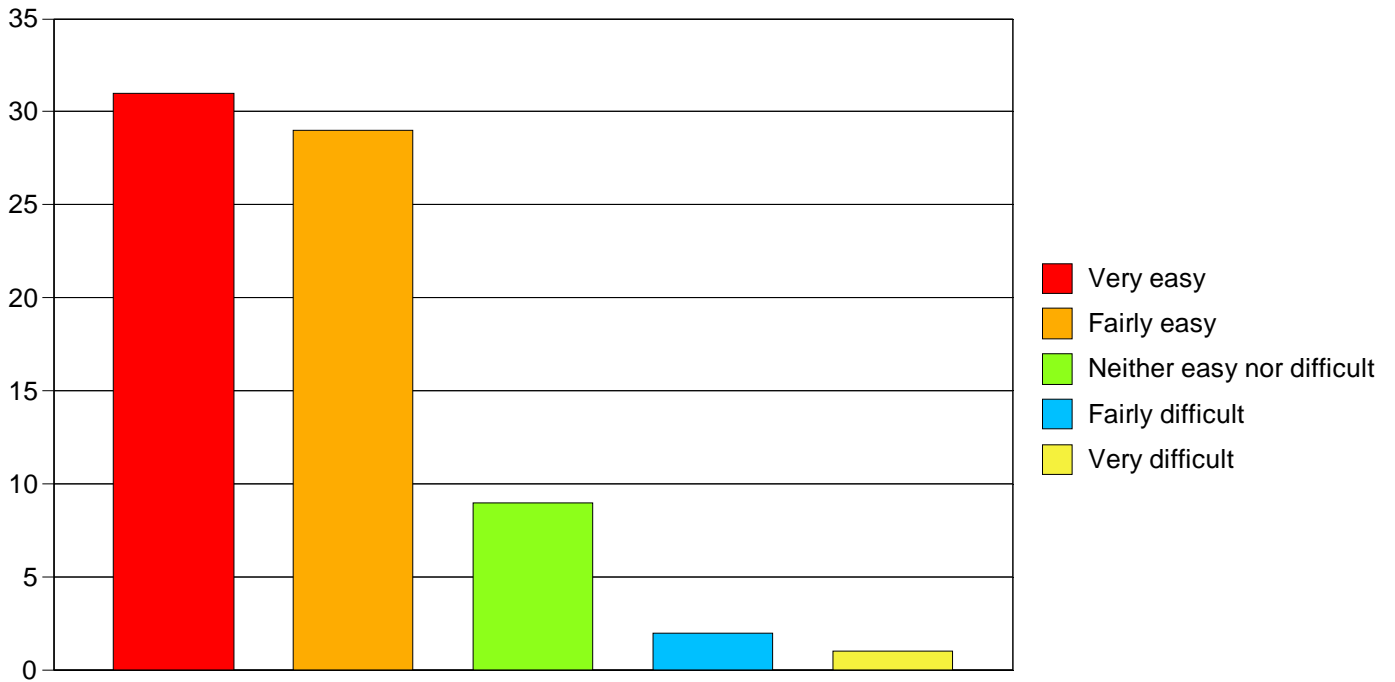
## 1. Did you have any specific communication requirements?



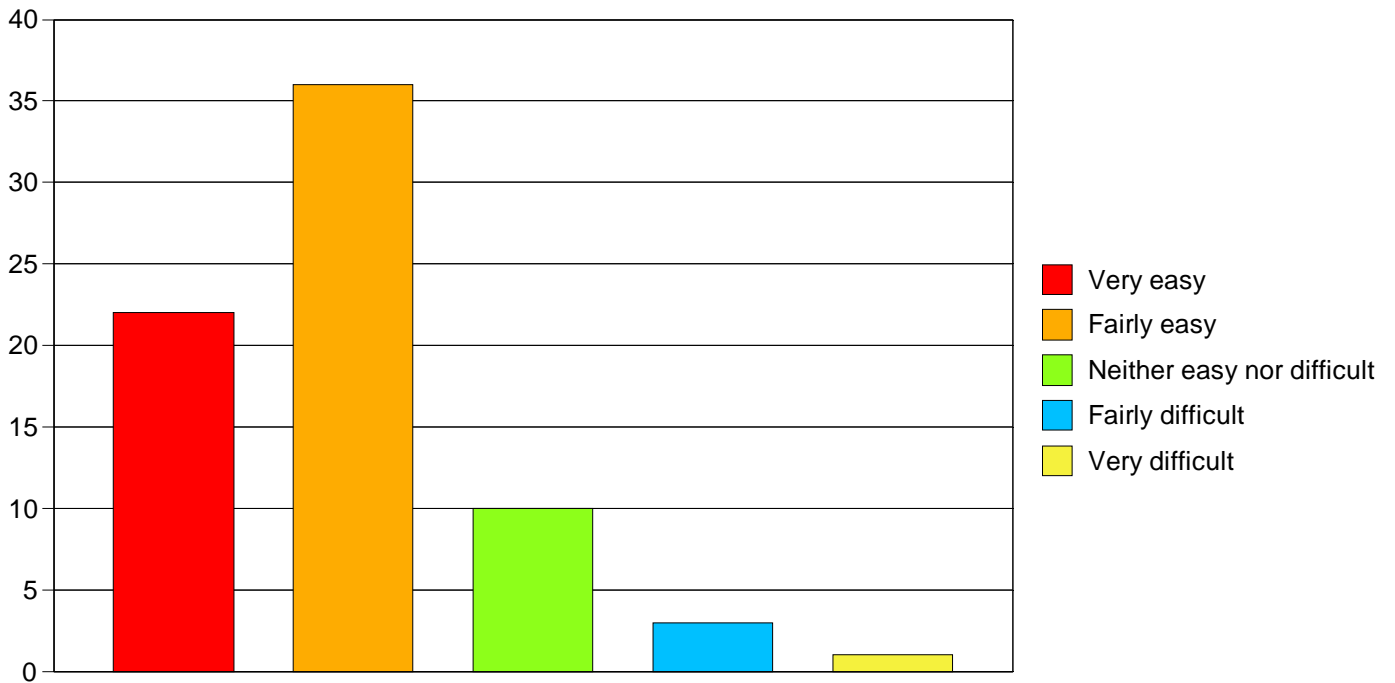
## 2. If yes, were we able to meet them?



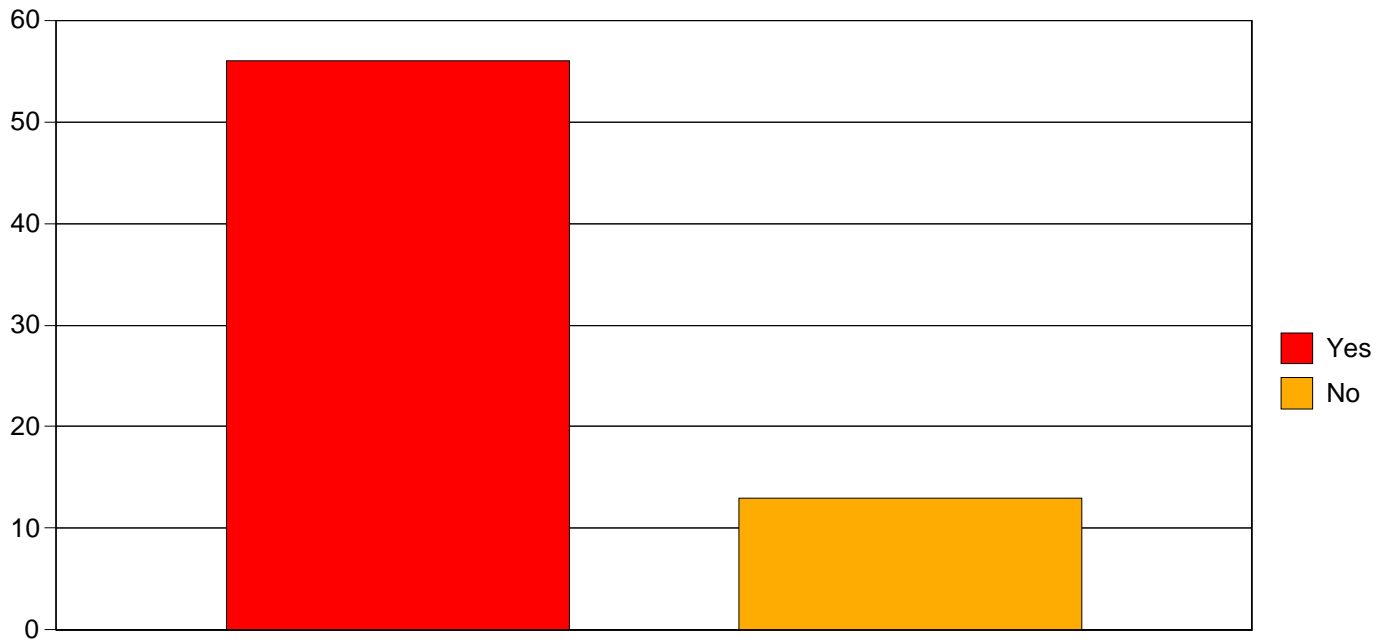
### 3. How easy was it to contact us?



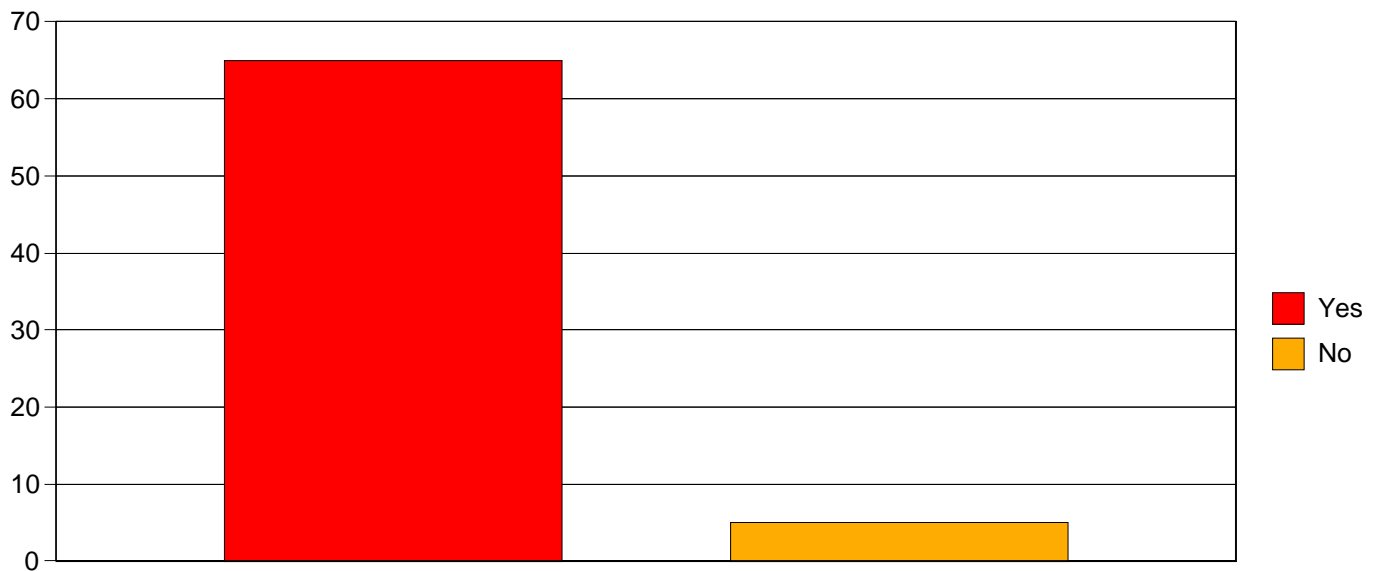
### 4. How easy was it for you to speak to the person you wanted?



**5. Were any queries you may have had dealt with properly and to your satisfaction?**



**6. Were you given information on how much your rent was, how to pay it and who your Housing Officer was?**



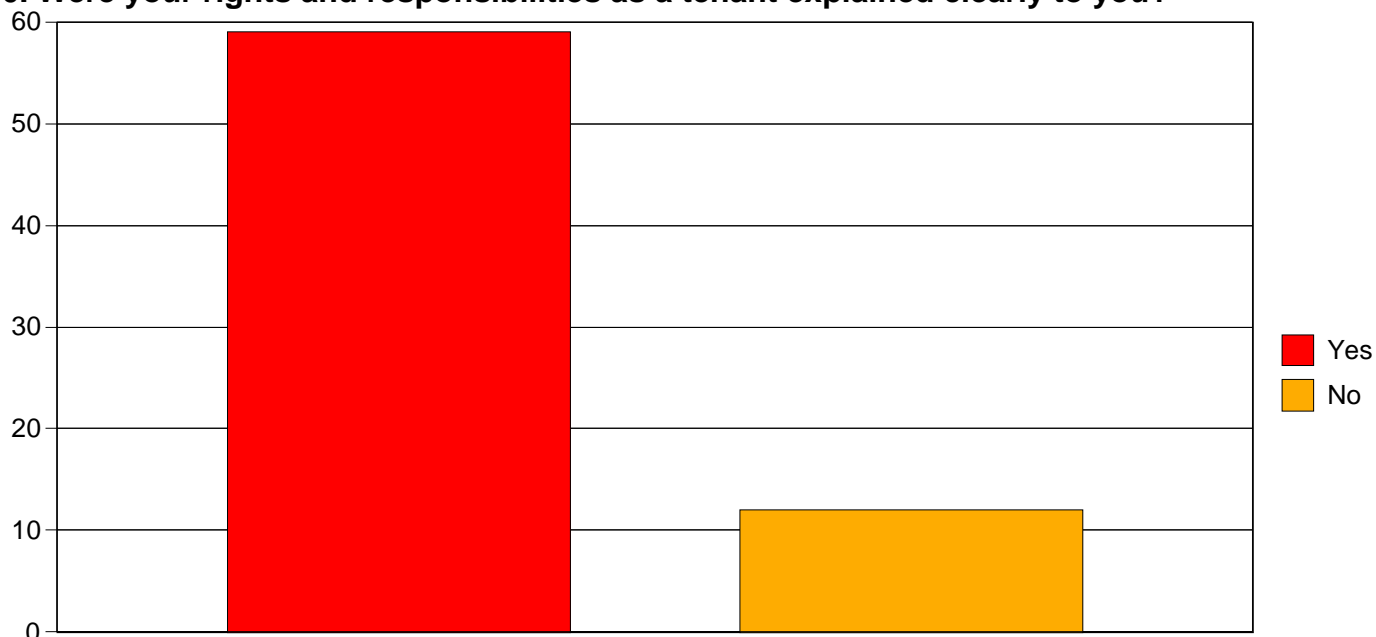
### 8. What other information would you like to have received from us?

- Details on fire alarms and evacuation would have been helpful. Tenant has set off fire alarms making dinner several times.
- More information on the television connection and details would have been terrific. Window keys missing from bedroom, living room and bathroom windows and cannot open bedroom windows.
- Information on carpets or partial fitted carpets would have been good
- I received everything I needed at the time.
- House number (before expressing an interest)
- If we were unhappy about the area etc would it be fairly easy to exchange for a similar property
- No more than normal
- Nothing in particular
- My wife and I feel we were treated very well with every courtesy, all our questions were answered.
- More choice, maybe if SOMer had contact with local painter/decorator so I could get basic decorating done
- I had all the information I needed I knew if I wanted more I only had to ask
- With the phone numbers giving us abilities to ask when a pr
- None, all my questions were answered by my Housing Officer
- Information regarding state of repair of property and appropriate contact numbers.
- Local transport, market days, play facilities for children or where to find out

### 9. Were you clear as to what to expect from us as a Landlord?



**10. Were your rights and responsibilities as a tenant explained clearly to you?**

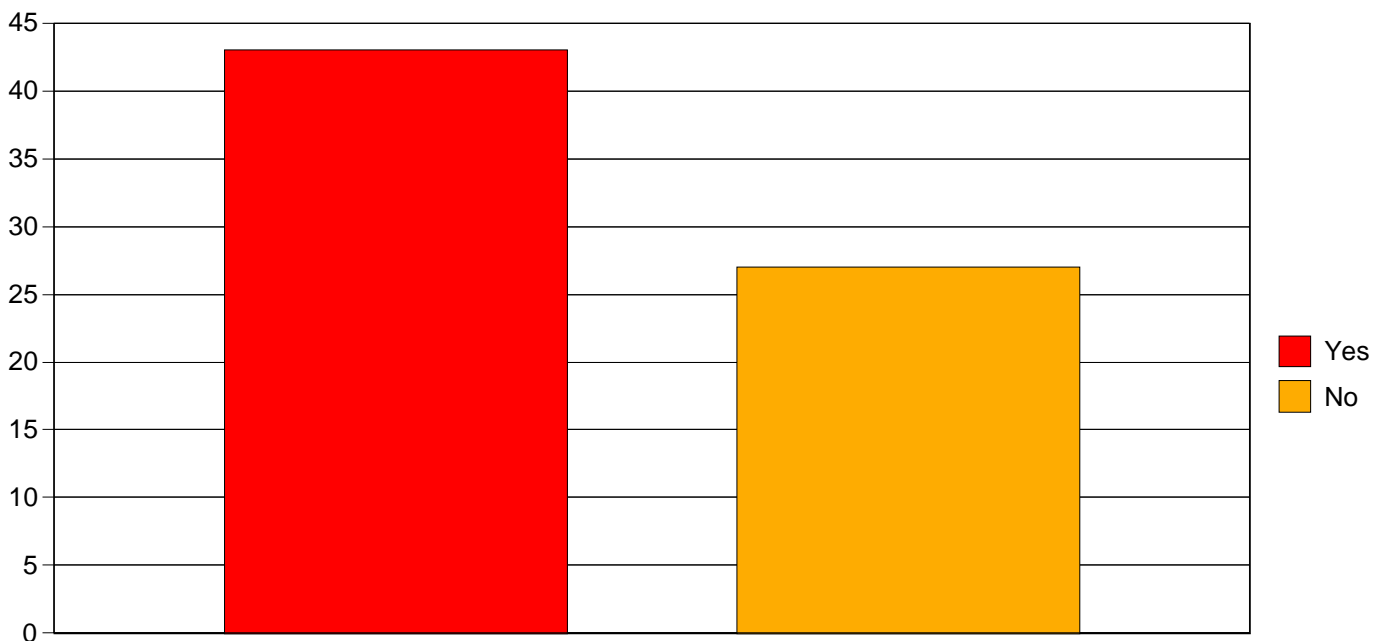


**Q11. What was important to you when moving into your new home?**

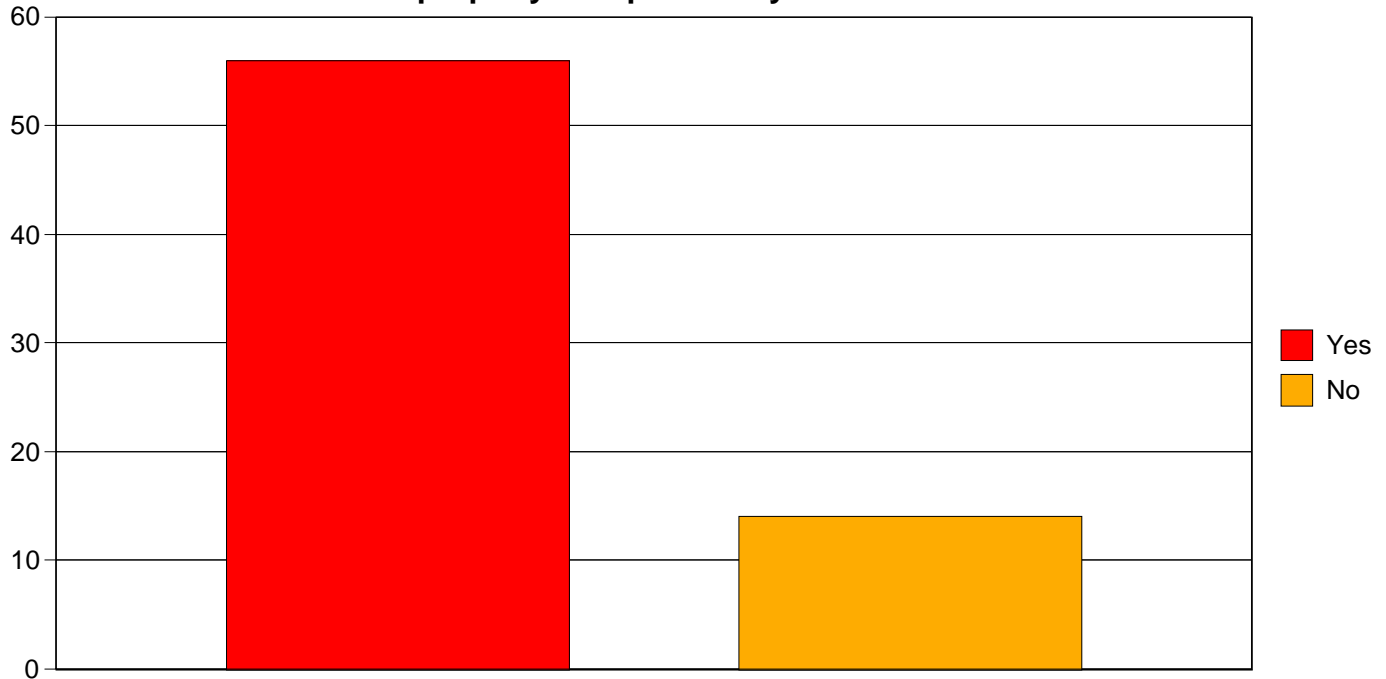
- Full details on how everything worked - which were not given - nor was the promised visit to show her around.
- I needed to move to Bath to be close to my Mother
- Peace and quiet and secure was all I was expecting
- The premises should be clean and tidy and in working order - the property was grubby and slightly dirty - needed a better clean
- Needs wheelchair so what was important was to have a bungalow and access outside
- Security and comfort
- My own place after a long time
- That it was well managed and a safe area
- Secure property, satisfactory bathroom and kitchen, nice neighbours
- Having a bathroom and extra bedroom
- That everything was painted, but I had to decorate it myself and it took a week to do. I was really bad now it needs a complete over of lounge and sleeping area and hall again
- Space as I had just had twins and was living in a tower block in a one bedroom flat.
- That we now had a safe home as my husband is partially sighted. No stairs or steps also a call system
- Having a bedroom
- A first home for us and children. Have been in same home for 34 years.
- Being able to stay
- Just getting a home to move into was important

- That all the sanitary equipment was cleaned
- That everything explained was correct
- Being a bungalow and the area around us. Being near public transport and shops.
- Everything in good order
- The interior was clean, dry, heating system was efficient and affordable to run
- Independence, off road parking
- A nice area, hopefully good neighbours, I have all of that
- Safety, nearness to centre, good outside maintenance
- How soon I could move in. When the previous tenant had moved out, which was quite quickly after the cleaning team had finished with the flat.
- I was expecting the property to be in a good state of repair and not spend a lot of my own money on rectifying what state it was in
- Having a comfortable home within the Twerton area, smaller property, lower rent, less stairs
- To move from 3 bed to a 1 bed
- More room for the children, mainly bedrooms
- That it was habitable from day 1. It remained uninhabitable for the first 6 months while I struggled to care for my toddler, decorate, unpack, and find bits and pieces of useable furniture. We coughed the excessive dust up permanently from the floor and walls

**12. Did you know what to expect in terms of standard of decoration and repairs?**



**13. Was the condition of the property acceptable to you?**



**Q14. Thinking about what was provided, what other things would you have liked to have seen?**

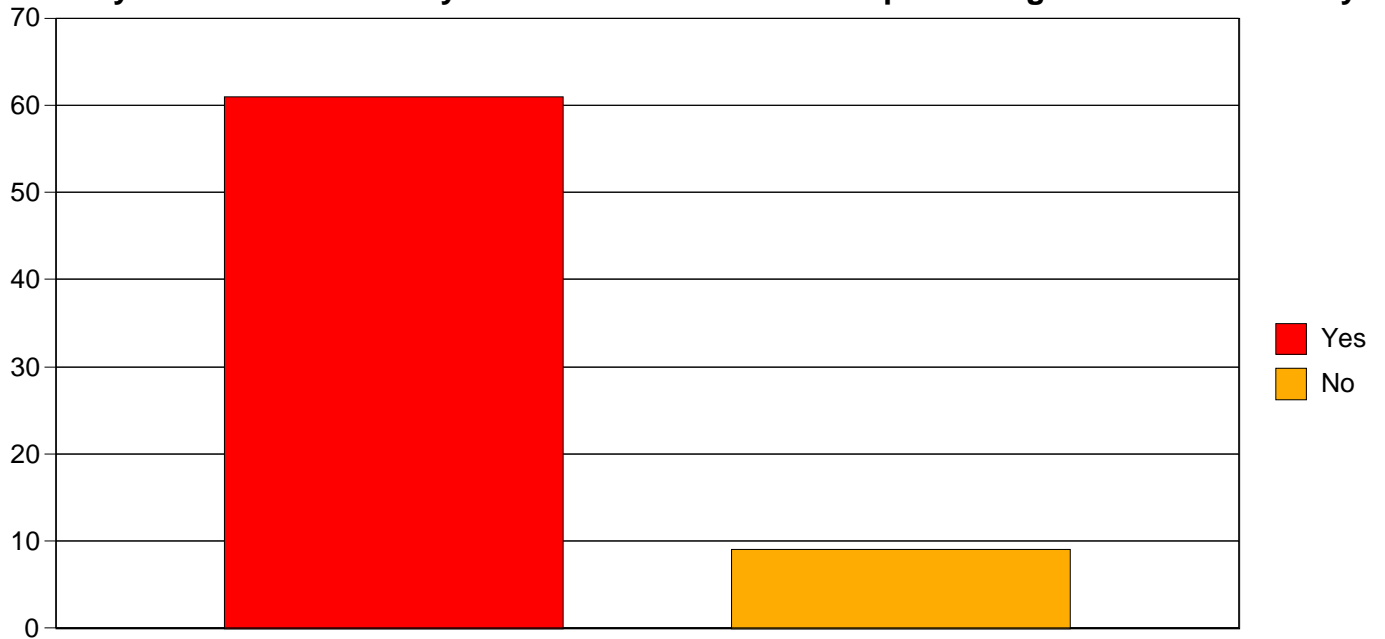
- Details on technical issues
- The floors were concrete - which is really difficult to live with when you have a young family and money is restricted.
- Nothing obvious, it was as I had expected
- Carpets
- Very clean and beautiful
- Nothing, couldn't fault you guys, you were great
- Electric fire as storage heaters are too expensive to put on and I suffer from arthritis and a bad back and need warmth
- I would like to have seen inspectors checking on people who let the area down with untidy gardens which spoil the whole street
- Shower, loft cleared, more secure window locks (now have new windows)
- Bath replaced
- New plasterboards, the flooring done properly and replaced, new PVC windows and door. I would of been very happy then, I have been here 10 years in the studio
- Fenced front garden - which residents provide the labour for
- Decoration was very poor when we moved here, broken toilet seat etc. We would have liked help with painting etc
- Clean toilet, sink and shower and tray. Also front hall was very dirty, wallpaper hanging off over the front door
- Everything was ok

- More decorating equipment offered, we had to decorate the whole house and was only offered one tin of paint.
- I did most things myself
- Well satisfied with everything
- Apart from the kitchen sink and one wall cupboard the kitchen was empty. We did not complain to the Trust but had a new litchen fitted at our own expense
- cleaner lobby area and better parking facilities
- I was happy with everything; I knew I could change decor, garden it all takes time, I feel now expectations are high but I believe once you have been given a home it is up to the tenant to do things and not to expect everything to be done for you.
- Bathroom updated, both basin and bath were not new and we were promised it would be done (basin cracked & is not a proper bathroom basin) the kitchen was also going to be modernised
- As the walls or wallpaper was black it could have been cleaned down, but I redecorated and it looks good now and had something towards paint.
- Seeing as I am a disabled widow, having the property decorated rather than expecting me to do it myself
- More security, outside lights etc
- Walls, ceilings and floors in sound condition, whitewashed throughout and any fixtures and fittings neatly silicone smoothed. Basics but done properly, something to work with

**Q15. What things in your home would you have liked to have had a choice on?**

- Nothing done, painting and decorating not up to scratch - poor quality
- Taps - have arthritic hands and finds using the taps a problem
- Kitchen and bathroom was done just before I moved in, the blue in the bathroom is not my perfect choice but it's ok.
- Where the radiators are located
- Cooker, washing machine and carpet I choose.
- Kitchen layout, cooker too near the kitchen curtains
- We found the NSH inefficient and very expensive to run - gas was not available from the Trust then (2004) but the Trust has since (2008) installed GCH - top range boiler - efficient and economic to run.
- Shower opposed to a bath, gas along with electricity
- It was not a matter of choice back then. We felt so fortunate to be given a home
- The changes of stairs and extra safety for front door.
- None, otherwise everything was ok
- Having the walls and ceilings plastered would be nice!
- Anything new to be done, to be offered some sort of choice where possible even prior to moving in where the home is already allocated. I have been VERY satisfied in this respect

**Q16. Do you think the service you have received from us represents good value for money?**



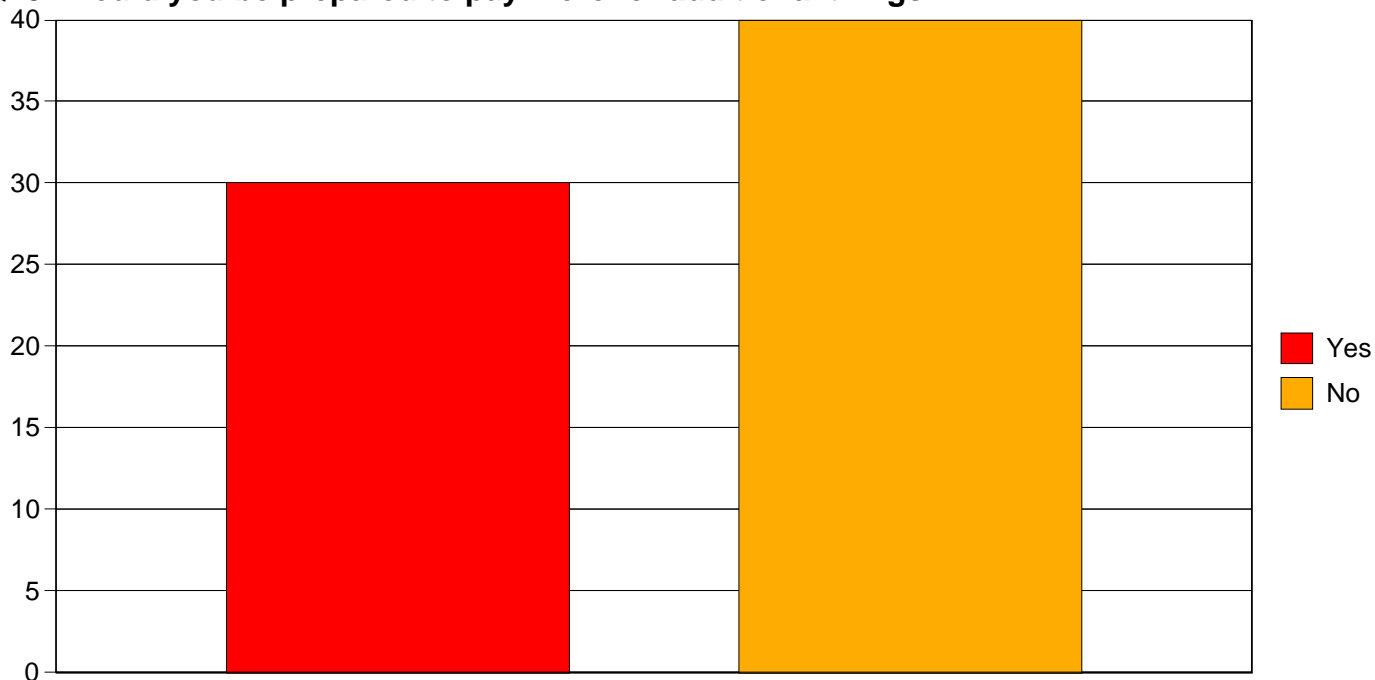
**Q17. DO you think your home represents good value for money against the weekly rent and service charge?**



**Q18. What other things would you expect to have got for your money?**

- Floor covering so we didn't have to live on a concrete floor
- Nothing - it was as expected , except aside from not having any carpets
- Nothing apart from electric fire
- I think it could be cheaper on the rent, I think £65 for a studio, £80 1 bed flat and £100 2 bed flat and there on
- Choice as to if we need visit from warden
- Nothing, very happy with all from the Trust
- sprucing up area externally would help the place look more appealing
- I did not expect anything. With time as I said before you make it your own. Enjoy seeing it turn from a house to a home.
- The kitchen and bathroom updated as promised
- I don't think I would want anything more
- Decent, efficient heating, a front door that fits properly and back door you can look securely. Holes in the walls just not covered by wallpaper
- More help with decorating
- A sound home to move into. Basic, clean, in good state of repair.

**Q19. Would you be prepared to pay more for additional things?**



**Q20. If yes, what would they be?**

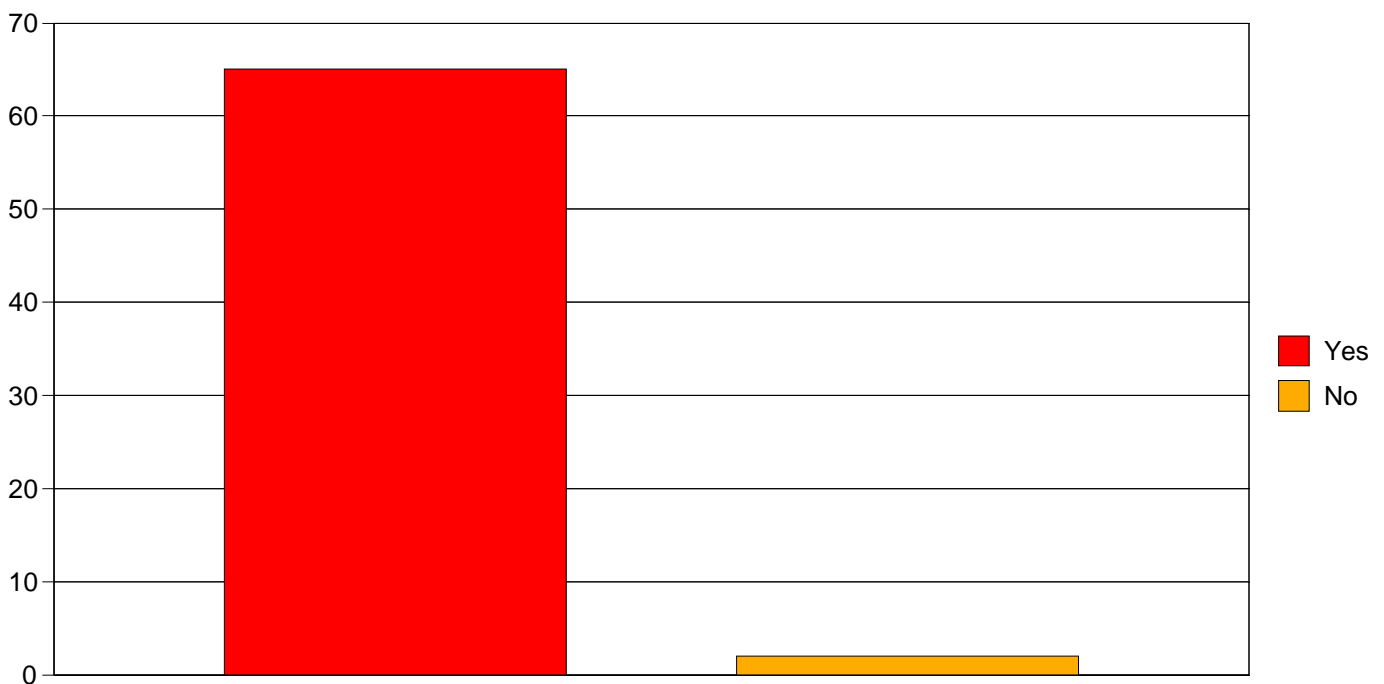
- If I had the funds would have had cleaning (windows etc) and extras to be fitted.
- Cupboards and storage space is limited. Would pay for more storage space.
- Sky - upgrades, window cleaning etc
- I think if you can rent, do it with a cooker and washing machine, fridge etc. I think it is a lot of money for low income people.
- Sunlounger and patio doors
- Shower
- If you would consider kitchen layout being changed i.e. cooker moved and let us have an input into how is was designed to make it easier for access from backdoor etc. Also cupboards at a better height
- Up dated kitchen
- Interior decorating and garden maintenance
- The cleaning of windows externally arranged en mass by Somer to clean whole block in one go.
- For me it would be a little patio, inside I have it just as I like it.
- Satisfied as they are
- Decent, efficient heating, a front door that fits properly and back door you can look securely. Holes in the walls just not covered by wallpaper
- I think you could do away with the decoration allowance in place of neatly whitewashing, smooth, clean walls and ceilings.

**Q21. Thinking of your own experience, what are the three most important things that you would want us to do to improve the lettings and voids service?**

- It was all done very quickly, I am not able to think or anything else that I wanted.
- Television services were poor, I can only get BBC channels. Shower plug is blocked and drain way is blocked.
- The overall appearance of the inside of my property was grubby and not as clean and tidy as it should have been.
- I was in very urgent need and the service was first class. The decoration of the flat was poor but I have my Dad to tidy it up. Otherwise very good.
- Make sure we have electric fires or radiators.
- Myself I would like to have had guttering put above the bedroom windows as when raining water drops down onto the plastic windowseals which makes it hard to sleep
- I had to have an interview with the Hsouing Officeras the SOMer Offices. I never understood the purpose of this and it was really hard for me to get there so early in the morning (ery pregnant and a toddler), I felt scared because I was desperate for housing
- Ensure empty properties are let ASAP
- Done most important things
- Decorate. Clean toilet facilities and kitchen. Quickness in letting
- Maybe more bungalows with 2 bedrooms. For you to keep paths etc up together and to think more about the peoples futures
- Since we've moved in bungalows now seem to be cleared out and decorated and the kitchen layout has changed.
- Standard of decoration
- You provide a good service and I am well satisfied

- Re-decorate before the tenant moves in (tenant could be asked to contribute towards the cost) provide kitchen units (the Trust did offer to upgrade the present kitchen but it was not required in our case).
- Nowadays with mobile phones etc communication is a lot easier.
- I was happy with my experience. Just one change, when we age it would be nice to be told what warden controlled properties are and invited to see one. We do not all have computers or can get to look each week in the high street
- More attention paid to history of new tenants so we don't keep getting troublesome families
- I think with me everything was satisfactory. The information I got was informative and all my questions were answered. The state of the flat was very black and the cleaning team did their best due to the last tenant had a coal fire, it could have been washed
- Keep people in the area who wish to stay and use empty properties to house people while their homes are being improved/updated
- To give more time on moving in and out of previous premises
- Decorating, security and repairs
- Good sound insulation.

**Q22. Would you recommend the service to a friend?**



**Q23. Would you recommend the standard of your property to a friend?**

