



RESIDENTS

SURVEY 2006



Produced by
Northamptonshire Rural Housing Association

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Northamptonshire Rural Housing Association

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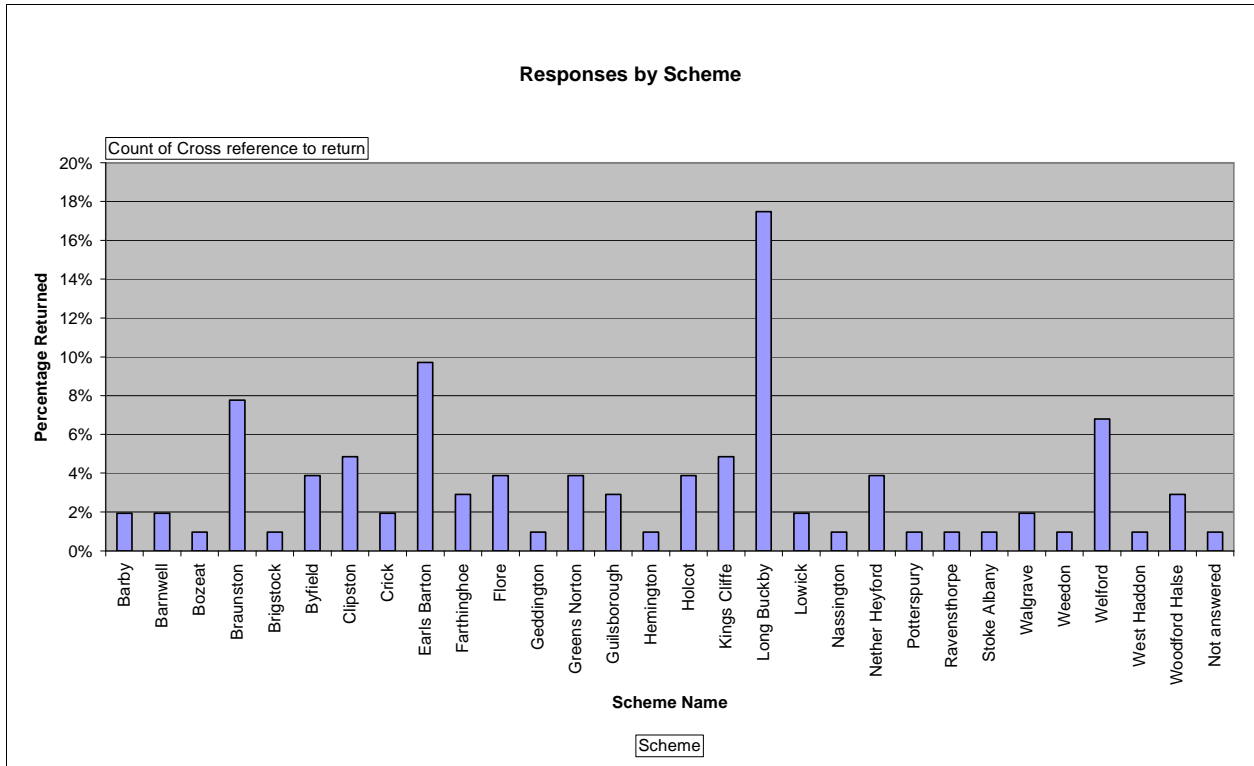
- Level of satisfaction with the Association's home
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- Level of satisfaction with advice and information provided to help residents avoid falling into rent arrears and facing legal action

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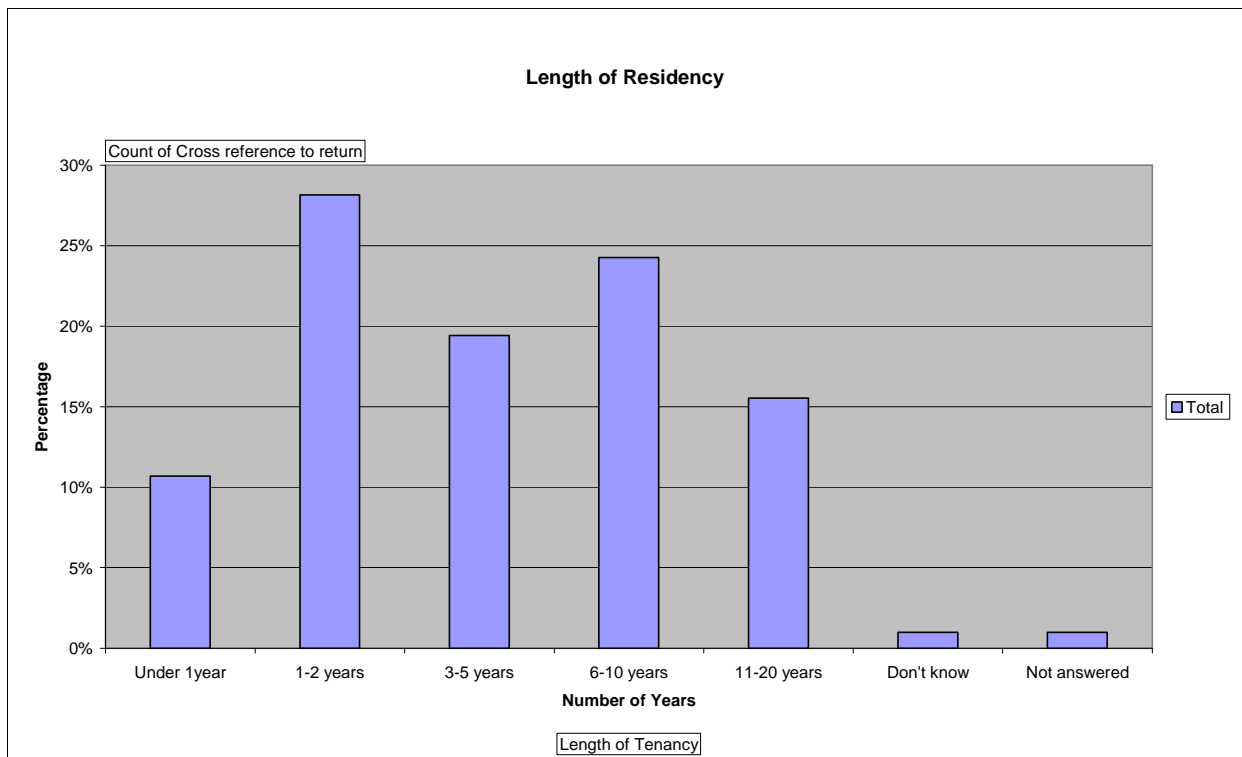
- Level of satisfaction with the repairs services
- Did contractors show ID when visiting?
- Did contractors provide a convenient time to visit?
- Did NRHA give 5 days notice before starting major works?
- Level of satisfaction with NRHA's out of hours repairs service

1. Respondent details

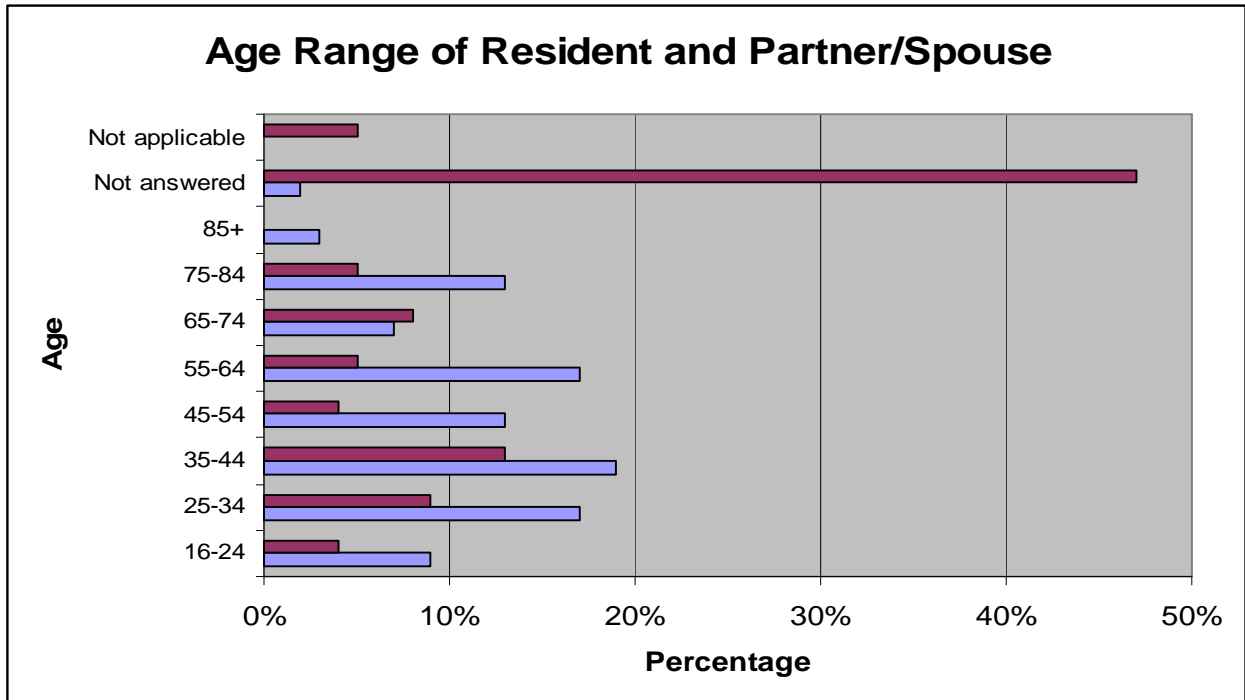
This Information is collected to give an overview of the status of respondents. This needs to be taken into consideration throughout the report and within the recommendations and actions that may emerge.



The average length of residency with Northamptonshire Rural Housing Association is between 3-5 years. The largest proportion have been resident for 1-2 years (28%).

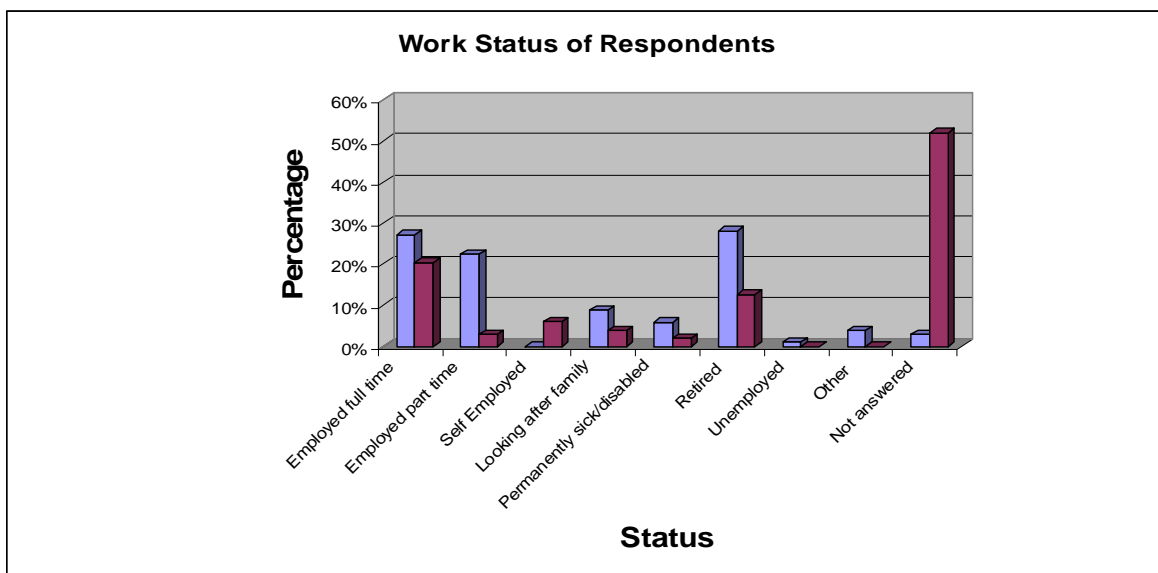


62% of respondents were female and 37% male, 1% did not complete this question. Half (50%) of residents who responded are aged 35-64, 26% were aged between 16-34 and 23% were over 65 years of age. The graph below also shows the age range of partner/spouse.



Nearly half of those who responded derived income from employment (full and part/self employed - 49%).

6% of respondents are permanently sick or disabled.



98% of respondents were of White British origin and 2% did not answer the question. This is largely representative of the ethnic mix of the Association's residents.

2. General

83% of respondents have been in contact with NRHA within the last 12 months. 87% made the contact by telephone; 3% by letter; 2% via the Housing Officer and 2% by email. The preferred method of contact is by telephone (86%). However, 6% would like to make contact via email; 3% via the Housing Officer and 1% by letter and 1% by Internet/Website.

10% were dissatisfied with the outcome of their last contact. The reasons for the dissatisfaction are generally incident specific and include:

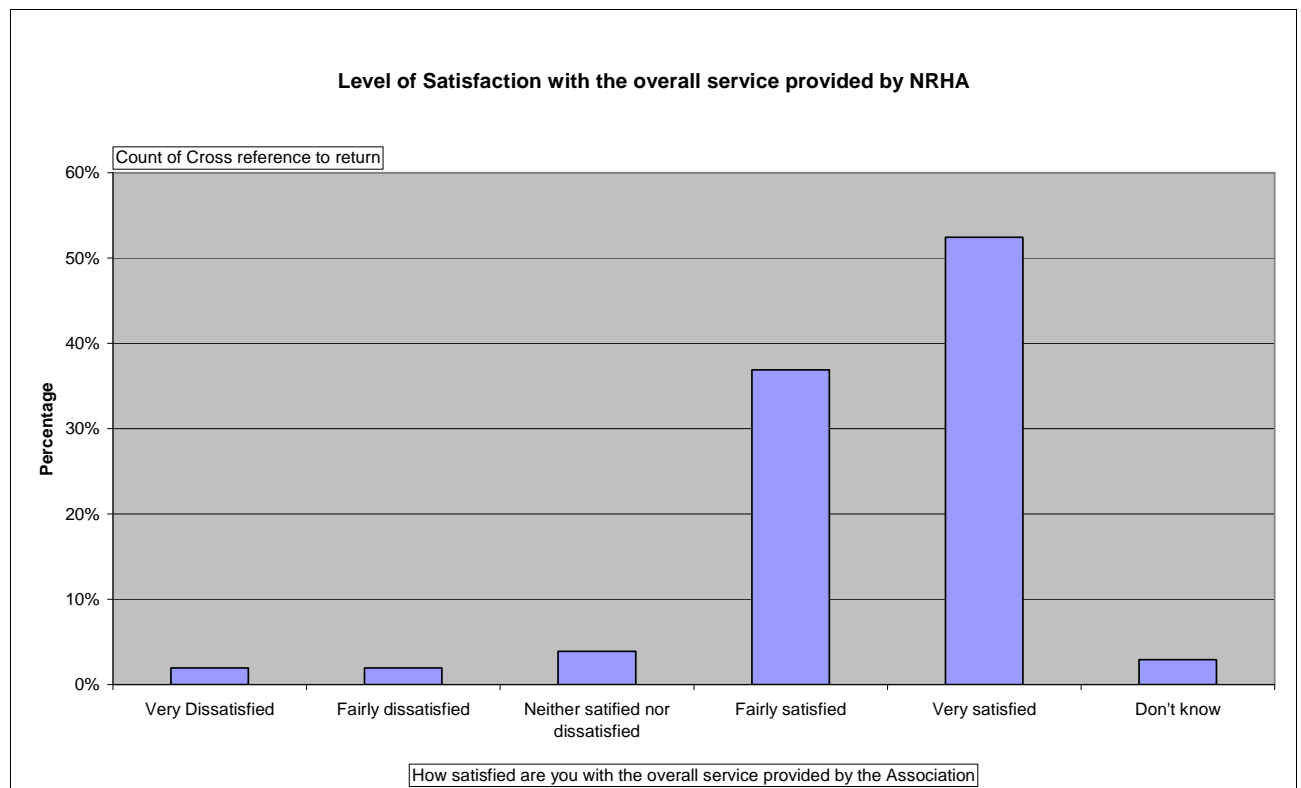
Customer Care:

- *Did not receive a return call*
- *Rang three times to report fault and still nothing happened*
- *Got details wrong – sent someone out when no one would be there.*
- *It took ages for someone to come back to me.*

Maintenance

- *Been waiting for door to be fixed and no one been in contact.*
- *Unresolved chimney problem and leak into kitchen*
- *Wrote letter regarding service of emergency repairs and didn't receive a response*
- *Outstanding repairs*
- *New back door doesn't fit, nobody came to look at the problem*
- *Still waiting for replacement window at front bedroom*

The bar chart below shows that **89%** of Respondents are satisfied with the overall service provided by NRHA.



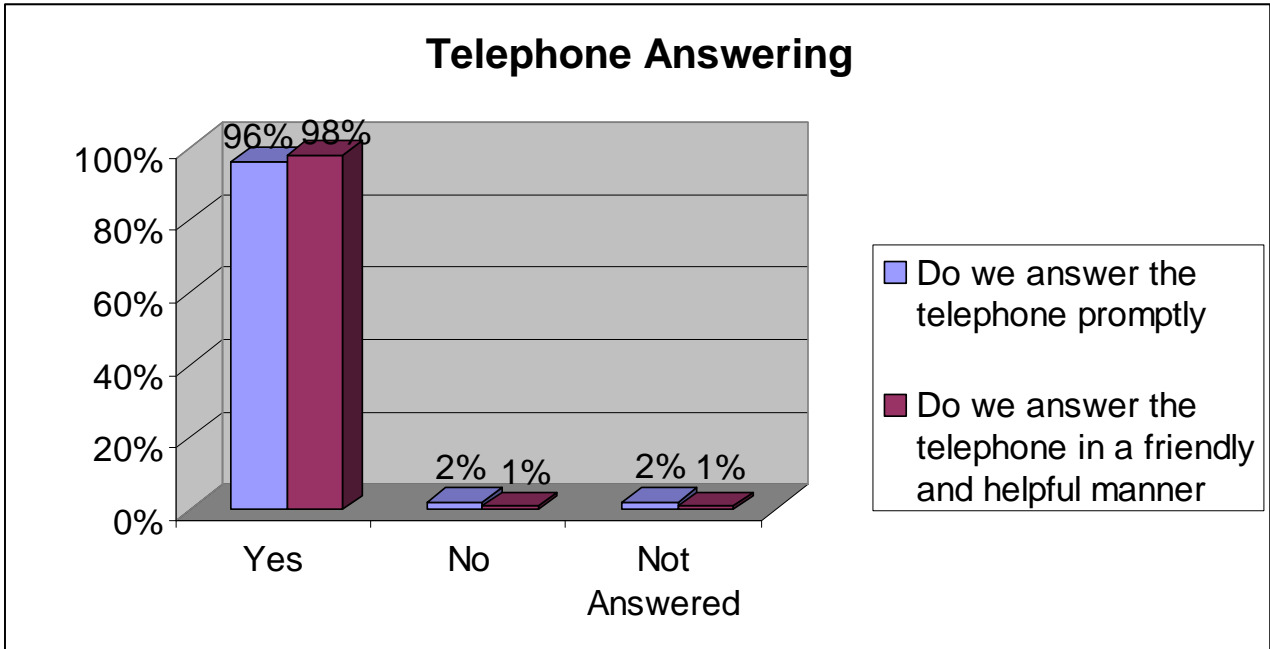
Some of the reasons why respondents were dissatisfied (4%) are:

Maintenance

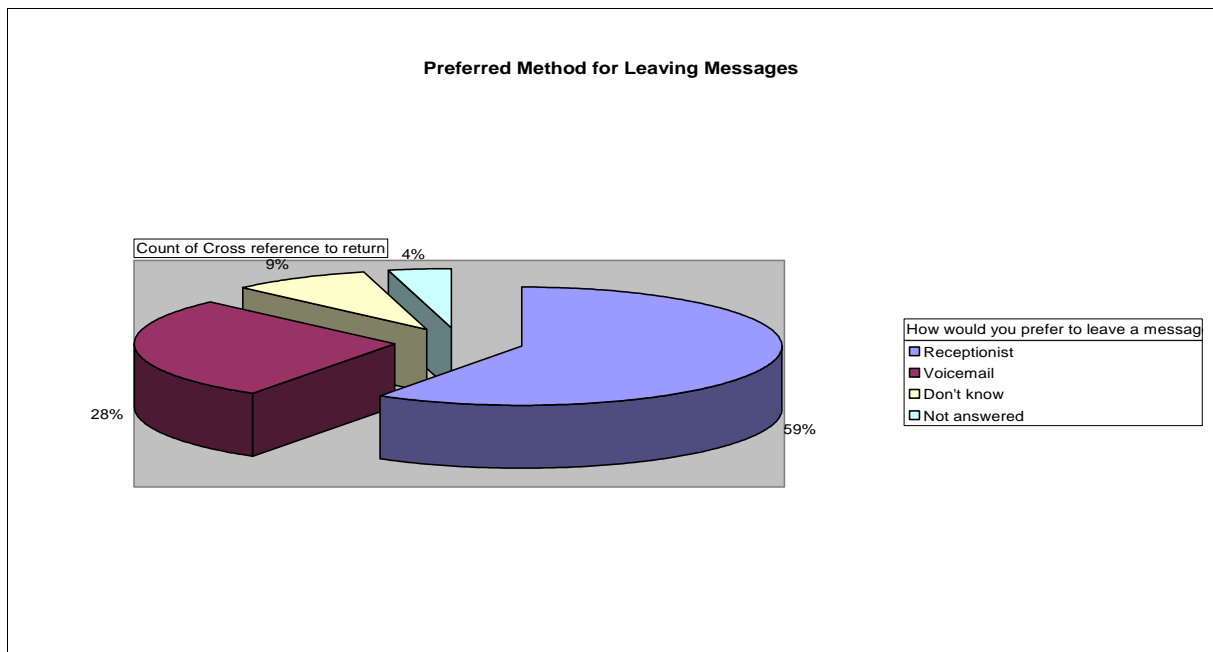
- *repairs not being done*
- *windows not safe, don't lock properly*
- *still waiting for back door*
- *No feedback on home improvements*

3. Customer Care

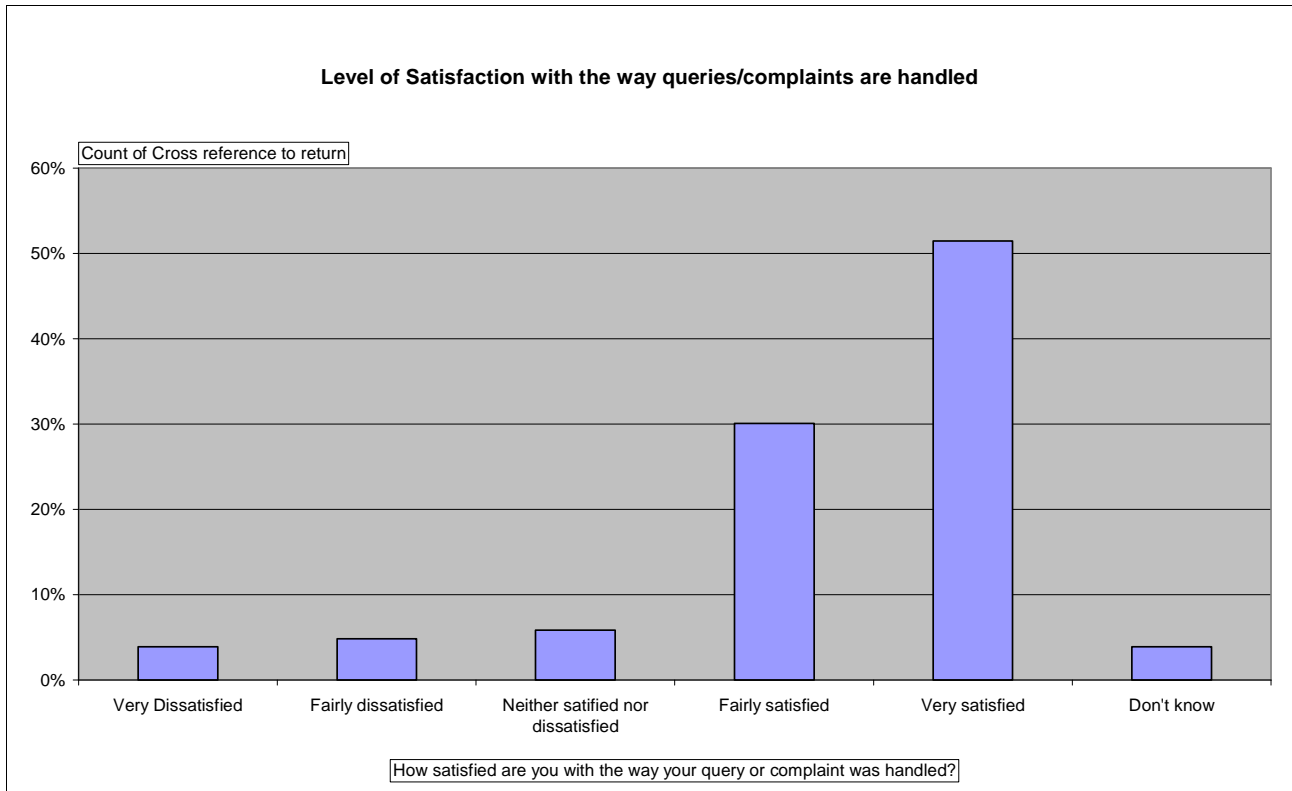
The section includes some standard questions that are repeated 6 monthly to monitor trends. It also includes some questions that are related to future customer service proposals. For example; questions on the internet are relevant to the development of the Association's website.



72% of respondents said that staff gave their name when speaking to them and 89% are happy with the way their telephone queries were handled. Over half of respondents (59%) would prefer to leave their message with a receptionist.



79% of telephone messages were acknowledged within 2 days, 16% could not remember or did not answer the question. 28% of respondents would consider using email facilities to contact the Association.



9% of respondent were dissatisfied with the way their query or complaint was handled. The reasons why respondents were unhappy with the way their telephone query was handled are:

Customer Care

- Telephone call not returned
- Never the same person so have to go through the whole thing again
- No one could answer my question it took ages to call me back

Housing Management

- No answer regarding noise

Maintenance

- Reported repair and still waiting
- Wrote letter about neighbour having a number of repairs done but didn't get a response.
- Rang three times to report fault and nothing happened
- Wrote regarding emergency repairs service and never got a response

47% of respondents said that an officer was wearing a name badge/showed ID. 34% of respondents could not remember whether they had or not.

95% of respondents received a quarterly rent statement. The 3% didn't received one and 2% could not remember.

37% of respondents have access to the Internet for personal use and the services they would like to use are:

9% to pay rent
25% to make an enquiry
17% to make comment on the service
18% to report a repair
17% to find out information about NRHA
14% to find out contact details for staff/contractors etc

Other preferred uses were:

<i>Local Housing</i>
<i>Future Development</i>
<i>Check Rent Account</i>
<i>Access details about repairs</i>
<i>General info – same as newsletter</i>

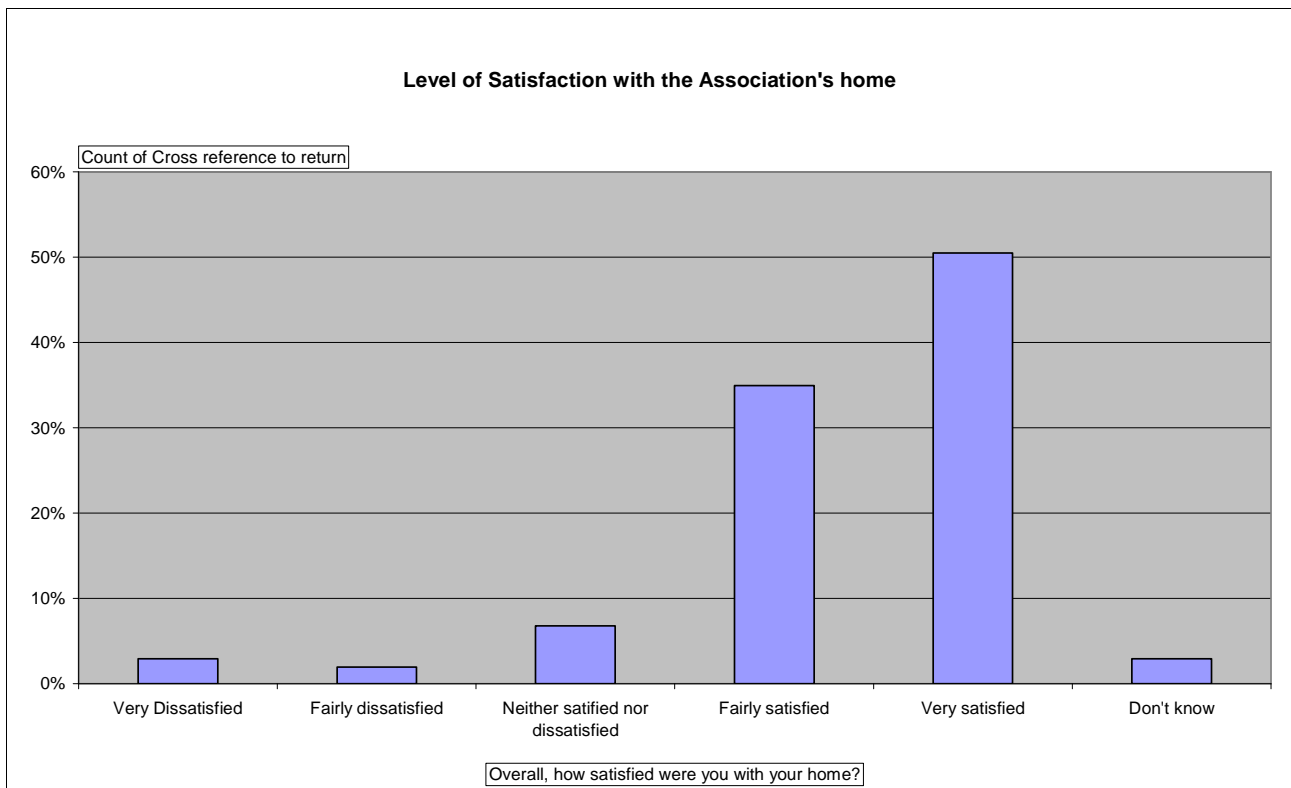
95% of respondents said they receive the residents' newsletter. Of these, 36% briefly read it and 59% read it thoroughly. Articles they would like to see in the future include:

- Transfers/exchanges*
- Comments from households*
- New builds and work in progress*
- Up and coming changes*
- Housing in local areas*
- Crime*
- Arrears*
- Aims and Objectives of the Association*
- Pictures of people who work there*
- Gardening tips*
- Home decorating ideas*
- Events/Issues in Area*

4. Housing Management

This section of the report summarises residents' satisfaction with the Housing Management Services; views on Resident Involvement, and tackling Anti-Social Behaviour.

Over four out of five tenants (85%) are satisfied with their home, including 50% who are very satisfied and 35% who are fairly satisfied. Only 5% are dissatisfied, including 2% fairly dissatisfied and 3% very dissatisfied.



The reasons why respondents were dissatisfied are:

Customer Care

- No feedback regarding our situation

Housing Management

- Pay same rent as flats with garden.
- Too small, want 3 bed roomed house
- Close very noisy with children

Maintenance

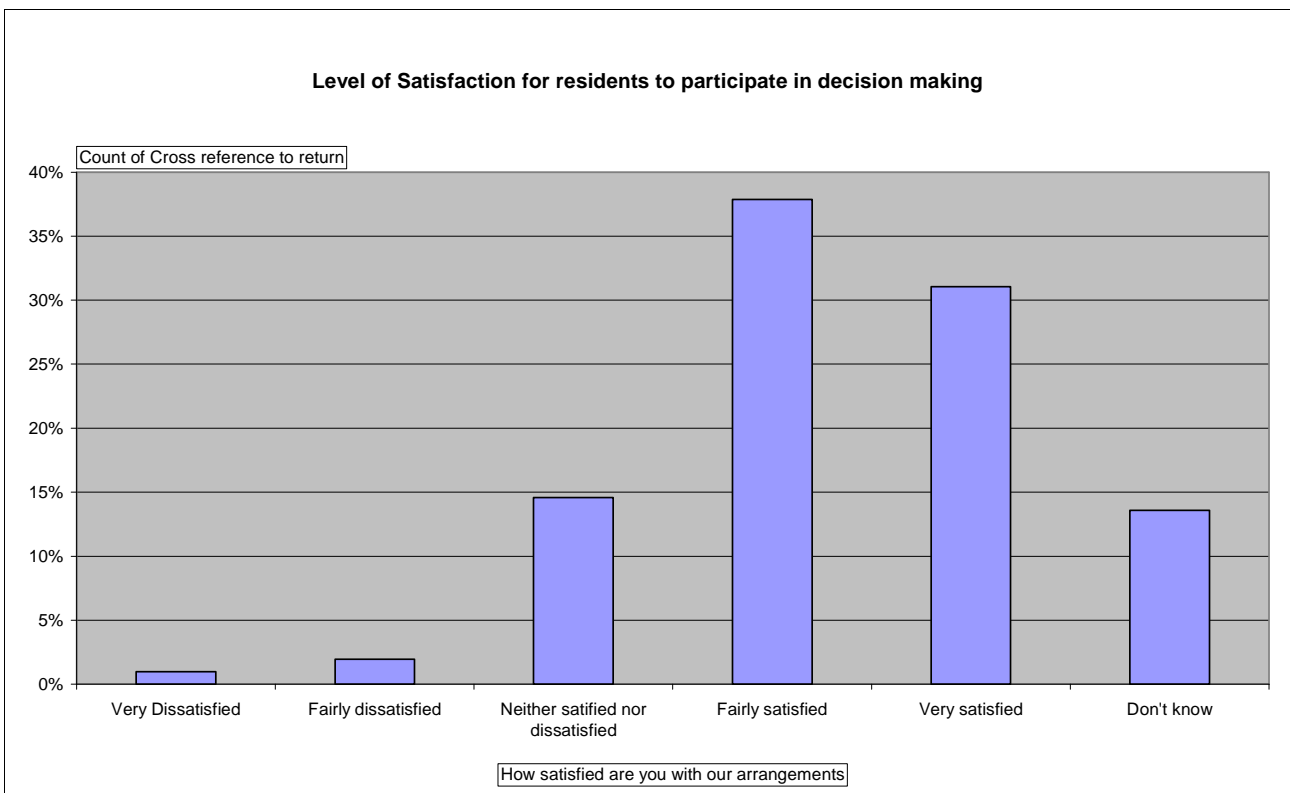
- Very poor windows
- Landscape needs attention
- Boiler takes half an hour to hear hot water
- Gas meter inaccessible due to over grown shrubbery
- Old kitchen units
- Windows insecure
- Door handles poor
- Leaking roof
- Things need upgrading

- New windows needed and extra heating

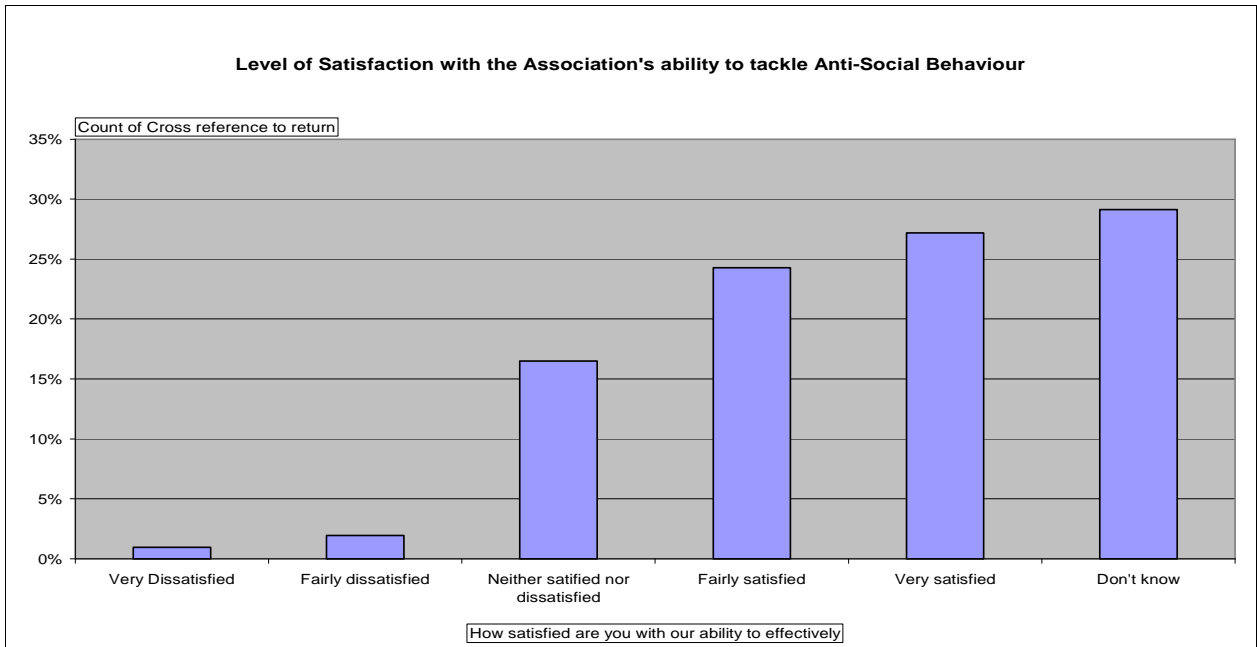
Development

- Flats need sound proofing
- Storage Heater too big
- Lack of space
- Bin store too close to garden
- Would like a proper shower
- Storage heaters costly and take up a lot of room in a small house

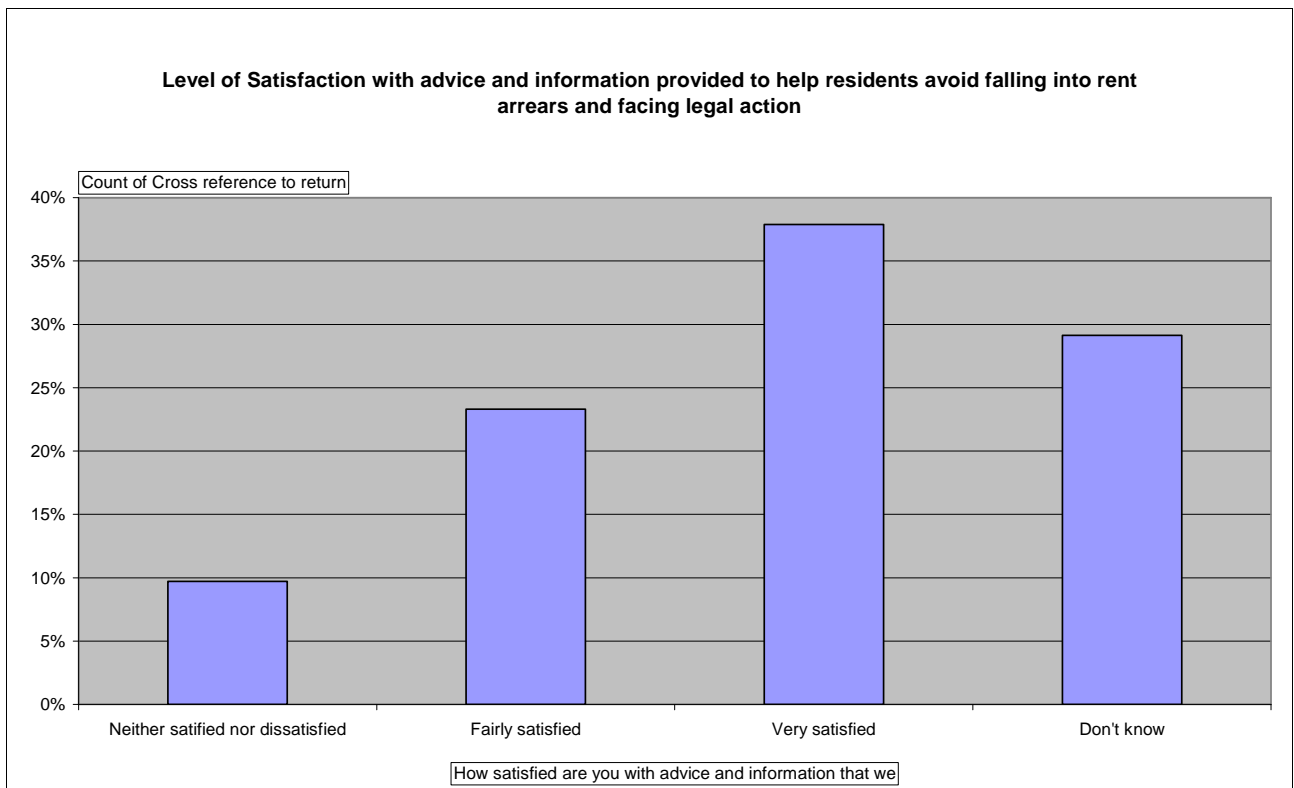
The level of satisfaction for residents' opportunities to participate in decision making is shown below. 69% of respondents said they were satisfied with participating in decision making; 29% did not know about how they felt about the opportunities to participate in decision making, or were neither satisfied nor dissatisfied. Only 3% were dissatisfied with participating in decision making.



51% of respondents were satisfied with the Association's ability to tackle Anti-Social Behaviour; 3% were dissatisfied; however nearly half, 46%, either did not know or were non committal on this point.



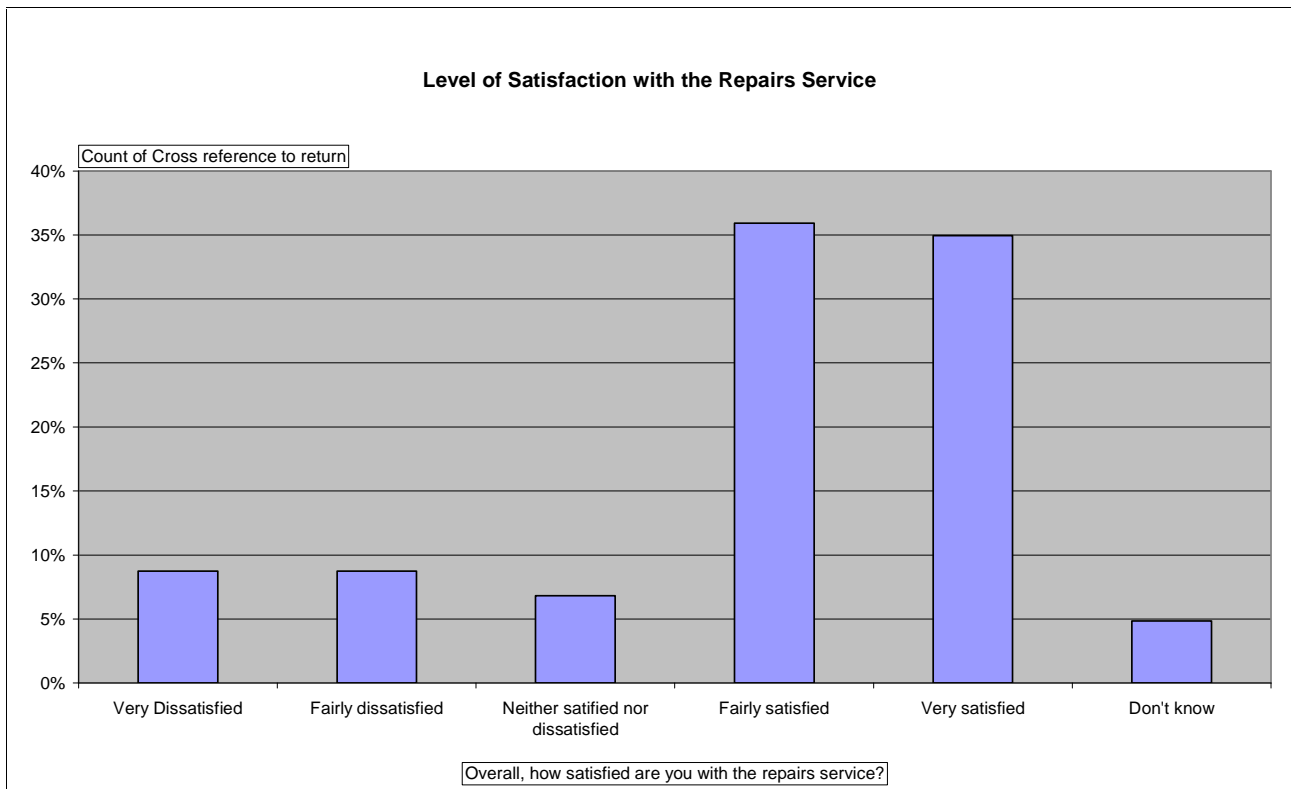
None of the respondents were dissatisfied with the advice and information provided to help residents avoid falling into rent arrears and facing potential legal action. 61% were satisfied, 29% did not know and 10% were neither satisfied nor dissatisfied.



5. Maintenance

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

Over two thirds of respondents (71%) are satisfied with the repairs service, 35% being very satisfied and 36% fairly satisfied. 18% were dissatisfied with the repairs service and 7% were neither satisfied nor dissatisfied, 5% did not know.



The reasons why respondents were dissatisfied are:

- jobs don't get done or if they do, not properly
- electric meter door still not fixed
- had man 3 times to fix door and still not right
- ongoing problem with leaking chimney
- door needs painting
- contractor said needed replacing but nothing happened
- was without a fire alarm for 3 weeks
- report faults but still not repaired
- need repairs that shouldn't need repairing in a new house
- sometimes takes too long for someone to come and do the repairs
- bodge jobs to try and cut costs
- contractor arrived without making an appointment
- rude engineers and unhelpful telephone operators
- had to call more than once for the same job
- waiting for replacement window
- few outstanding issues
- workmen don't turn up
- still have outstanding repairs from 2005

- took months to actually complete repair
- slow response
- have to take a day off to wait for call out

When asked whether the contractor presented ID when visiting, nearly half (49%) said they did; 29% could not remember them doing so; 16% said they did not present ID and 7% didn't answer.

77% of respondents said that contractors provided them with a convenient time for them to call. 12% said a convenient time was not made and 10% either could not remember or did not answer.

50% of respondents said that they were given 5 days notice before starting major works. (44% did not answer this question as it did not apply to all respondents.)

Nearly half (44%) did not know if they were satisfied with the out of hours repair service, as 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.

