



Durham Aged Mineworkers Homes Association

RESIDENT SATISFACTION SURVEY 2010



Vision Management Systems
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4th August 2010

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Introduction

In May 2010, Vision Management Systems (VMS) were commissioned by DAMHA to carry out a confidential survey of tenants.

The current survey was intended to determine levels of customer satisfaction in June 2010.

The survey was based on the current version of the National Housing Federation STATUS questionnaire (Issue 4NA).

Aim of survey

The main aim of the report was to gauge customer's opinions in the following areas:

- Information about households
- Housing and services
- Contact with us
- Repairs and maintenance
- Communication and information
- Anti Social Behaviour
- Tenant involvement

The survey was also used to collect customer background information.

Method of Survey

A postal method was adopted to contact DAMHA residents, in line with STATUS guidance. A sample of 489 tenants were invited to take part in the survey. Tenants were randomly selected by area and were sent questionnaires by post. The completed surveys were returned in postage paid envelopes.

DAMHA has approximately 1578 social properties from which 489 tenants (31%) were invited to participate in the Tenant Satisfaction Survey in June 2010.

The survey achieved 251 completed returns, a response rate of 51%, representing 16% of all households.

Note regarding the calculations within the report

The figures and percentages are rounded for ease of interpretation and therefore there may be a slight variance to the percentage totals (i.e. does not add up to 100%).

There are some questions with a selection of several alternative answers which can be selected and therefore the sum of the percentages to these questions will exceed 100%.

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Executive Summary

Key findings of the survey for each of the main headings are:

About the household Q1 – Q9

53% of respondents have been a tenant for more than 5 years (Q1)

51% of respondents have lived in their current home for less than 5 years (Q2)

58% of households only have 1 person, and 41% have 2 persons living there (Q3)

99.6% of households have nobody under 16 living in their home (Q4)

57% of households have 1 person over 60 and 37% have two people (Q5)

51% households are composed of one adult aged 60 or over, 35% two adults both over 60 and 5% one adult under 60 (Q6)

98% of tenants and 98% partners/spouses were White British (Q7)

81% of respondents have long term illness or disability (Q8)

17% of respondents have mobility issues (Q9)

Housing and Services Q10- Q14

93% of respondents are satisfied overall with services provided (Q10)

94% are satisfied with the overall quality of their home (Q11a)

92% are satisfied with the condition of their home (Q11b)

91% are satisfied with their neighbourhood (11c)

91% are satisfied with the value for money for the rent (11d)

94% are satisfied with the advice on payments (Q12a)

73% are satisfied with the advice on moving (Q12b)

89% are satisfied with the support to new tenants (Q12c)

81% are satisfied with the support to vulnerable tenants (Q12d)

93% are satisfied with the way in which enquiries are dealt with generally (Q12e)

The 3 most important issues to respondents were repairs and maintenance (27%), overall quality of your home (19%) and keeping tenants informed (17%). (Q13)

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Generally there are no significant problems with neighbourhoods. The main areas where problems have been identified are:- 18% car parking, 13% rubbish and litter and 11% noise from traffic. (Q14)

Contact with DAMHA Q15 – Q21

87% of respondents have contacted DAMHA in the last 12 months (Q15)

93% telephoned and 3% visited the office (Q16)

75% contacted about repairs and 10% about rent/housing benefit

92% considered it easy to contact the right person (Q18)

96% considered the staff to be helpful (Q19)

91% considered staff dealt with their problem (Q20)

87% were satisfied with the final outcome (Q21)

Information about repairs and maintenance Q22 – Q24

93% were satisfied with the way in which repairs and maintenance are conducted Q22)

77% had repairs and maintenance completed in the last 12 months (Q23)

94% were satisfied with being told when workmen would call (Q24a)

93% were satisfied with the time taken before work started (Q24b)

96% were satisfied with the speed of completion (Q24c)

98% were satisfied with the attitude of the workers (Q24d)

93% were satisfied with the quality of the work (Q24e)

96% were satisfied with keeping mess to a minimum (Q24f)

Communication and Information Q25 – Q27

81% preferred to be contacted letter, 51% by telephone call, 27% by personal visit and 20% magazine/newsletter (Q25)

84% are satisfied their views are taken into account (Q26)

92% were satisfied about being kept informed of tenants issues (Q27)

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Anti social Behaviour Q28 – Q32

4% reported ASB issues in the last 12 months (Q28)

80% thought contacting the right person was easy (Q29)

60% found the staff helpful (Q30)

50% had their problem dealt with by the staff (Q31)

67% were satisfied with the advice provided (Q32a)

67% were satisfied with being kept informed (Q32b)

67% were satisfied with the support provided (Q32c)

67% were satisfied with how the report was addressed (Q32d)

78% were satisfied with the speed of resolution (Q32e)

67% were satisfied with the final outcome (Q32f)

General; Q33 – Q35

9% were likely to move homes in the next 3 years (Q33)

35% of tenants likely to move would be to a DAMHA home (Q34).

The main comments (Q10 / Q35) related to thanks / well done to DAHMA. Other property issues were with:

- Doors and windows
- Central heating
- Kitchens and bathrooms

Background information Q36 – Q45

7% of tenants and 14% of their partners were under 60 (Q36)

51% of tenants were male and 49% were female (Q37)

82% of respondents were heterosexual and 15% preferred not to say (Q38)

93% of tenants were Christians, 5% non believers and 2% preferred not to say (Q39)

79% of tenants are retired and 9% are permanently sick/disabled (Q40)

86% of respondents are on state pensions, 49% are on a pension from a previous employer, 17% are on other state benefits and 12% are on income support (Q41)

55% of respondents receive housing benefit (Q42)

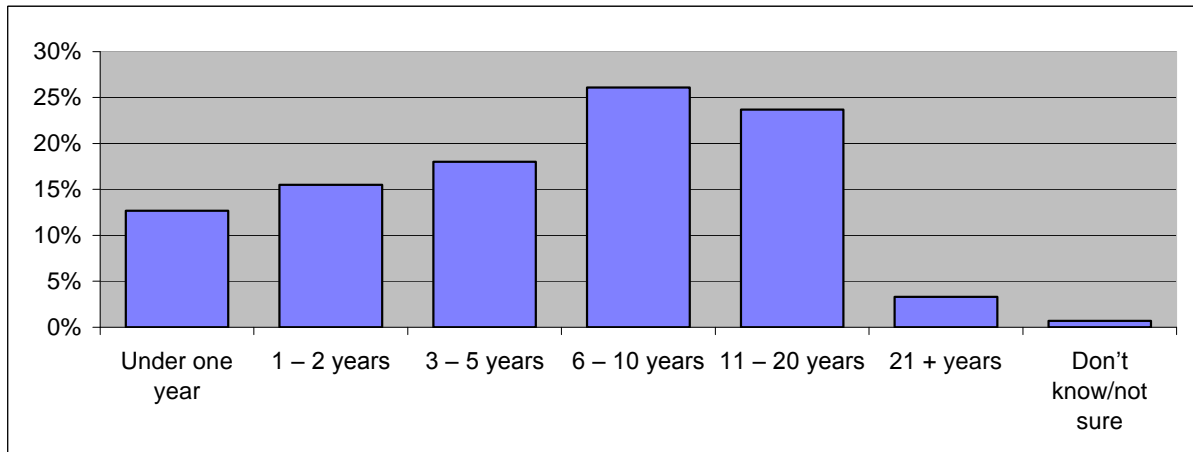
58% of household income is less than £10,399, 34% have £10400 - £15599 and 9% have £15600+ per annum (Q43)

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Q1 How long have you/your household been a resident of DAMHA

Under one year	12.7%
1 – 2 years	15.5%
3 – 5 years	18.0%
6 – 10 years	26.1%
11 – 20 years	23.7%
21 + years	3.3%
Don't know/not sure	0.7%

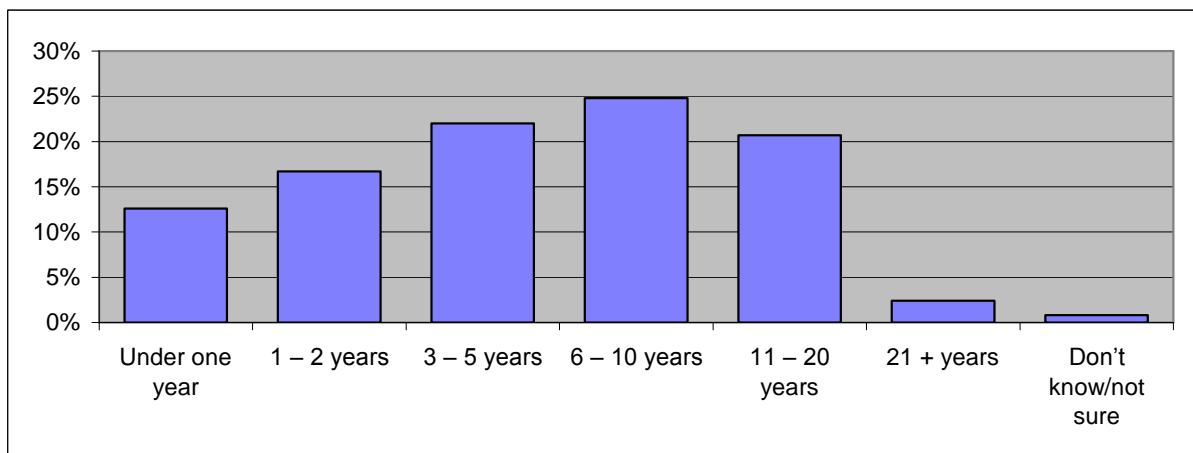
No of Respondents = 245



Q2 And how long have you/your household lived in this home?

Under one year	12.6%
1 – 2 years	16.7%
3 – 5 years	22.0%
6 – 10 years	24.8%
11 – 20 years	20.7%
21 + years	2.4%
Don't know/not sure	0.8%

No of Respondents = 246

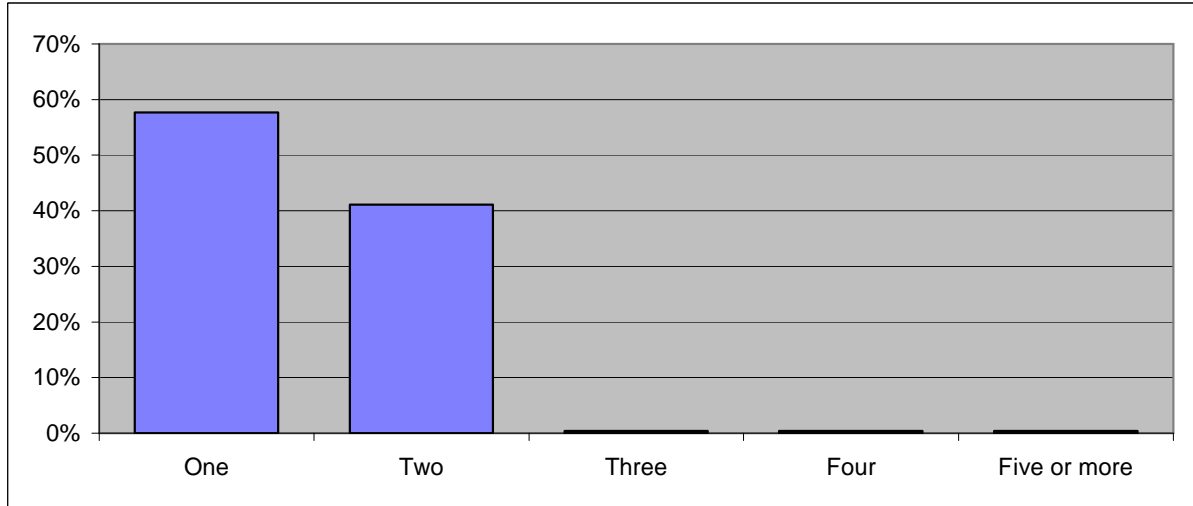


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Q3 How many people usually live here in total?

One	57.7%
Two	41.1%
Three	0.4%
Four	0.4%
Five or more	0.4%

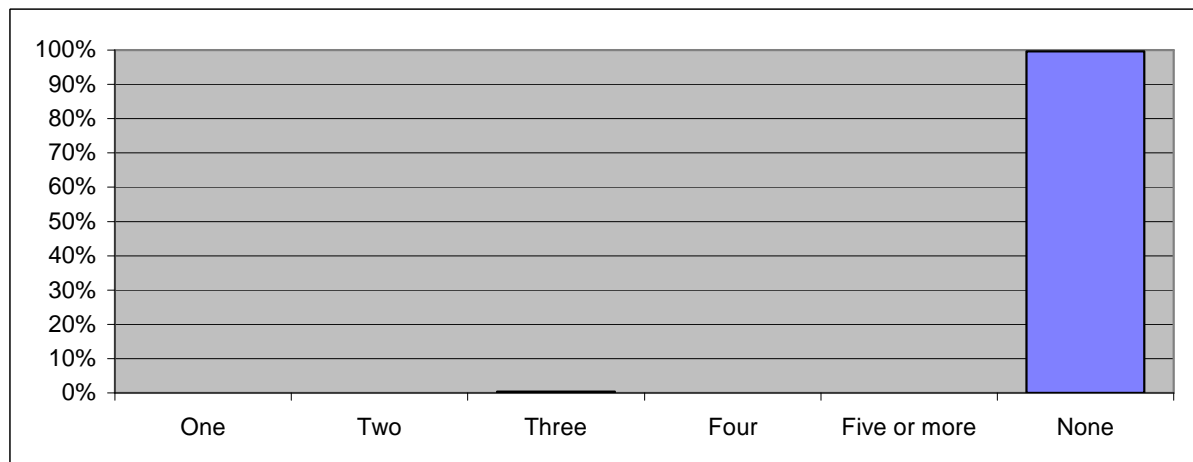
No of Respondents = 248



Q4 How many people living in your household are aged under 16?

One	0.0%
Two	0.0%
Three	0.4%
Four	0.0%
Five or more	0.0%
None	99.6%

No of Respondents = 245

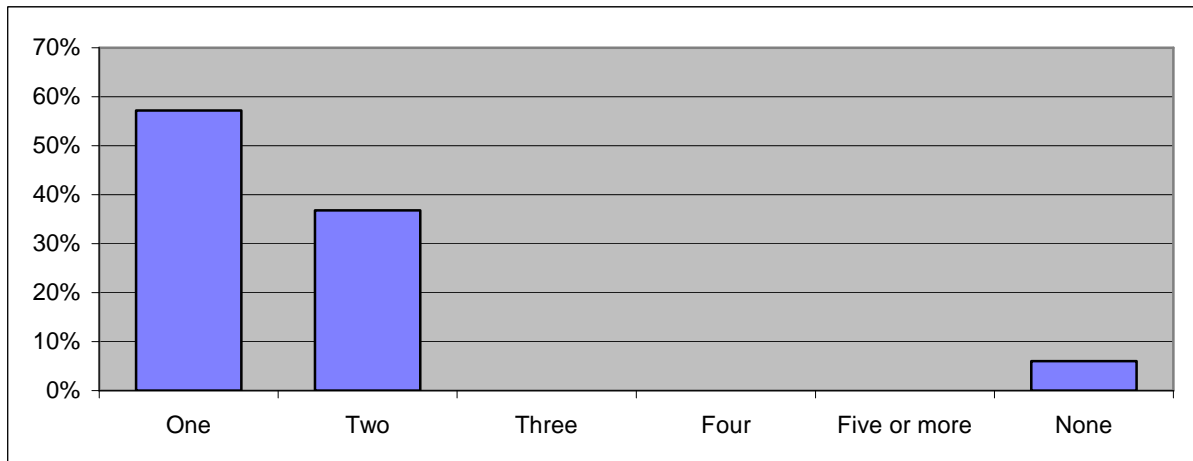


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Q5 How many people living in your household are aged 60 or over?

One	57.2%
Two	36.8%
Three	0.0%
Four	0.0%
Five or more	0.0%
None	6.0%

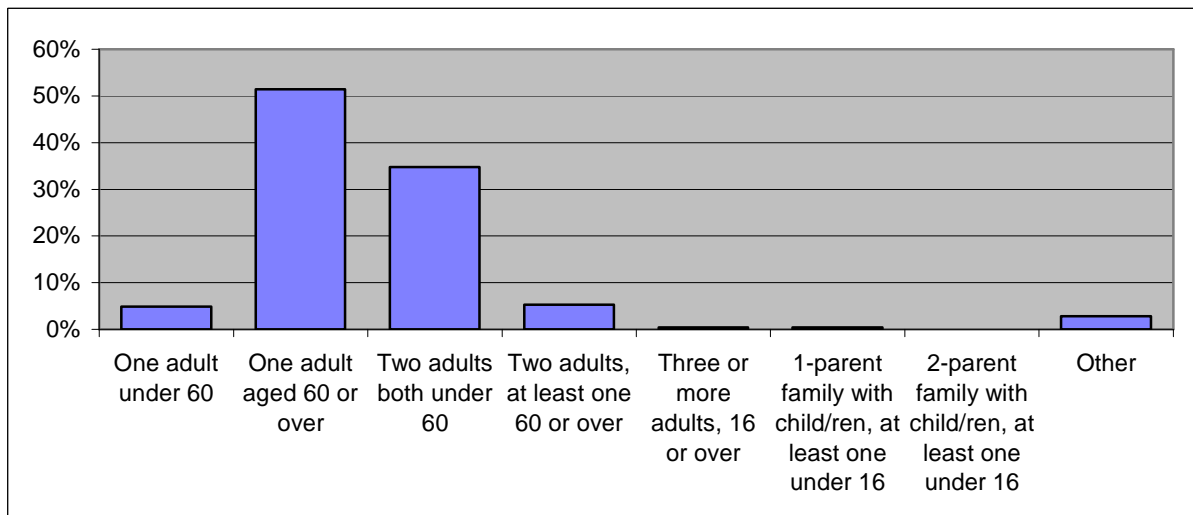
No of Respondents = 250



Q6 How would you describe the composition of your household?

One adult under 60	4.9%
One adult aged 60 or over	51.4%
Two adults both under 60	34.8%
Two adults, at least one 60 or over	5.3%
Three or more adults, 16 or over	0.4%
1-parent family with child/ren, at least one under 16	0.4%
2-parent family with child/ren, at least one under 16	0.0%
Other	2.8%

No of Respondents = 247

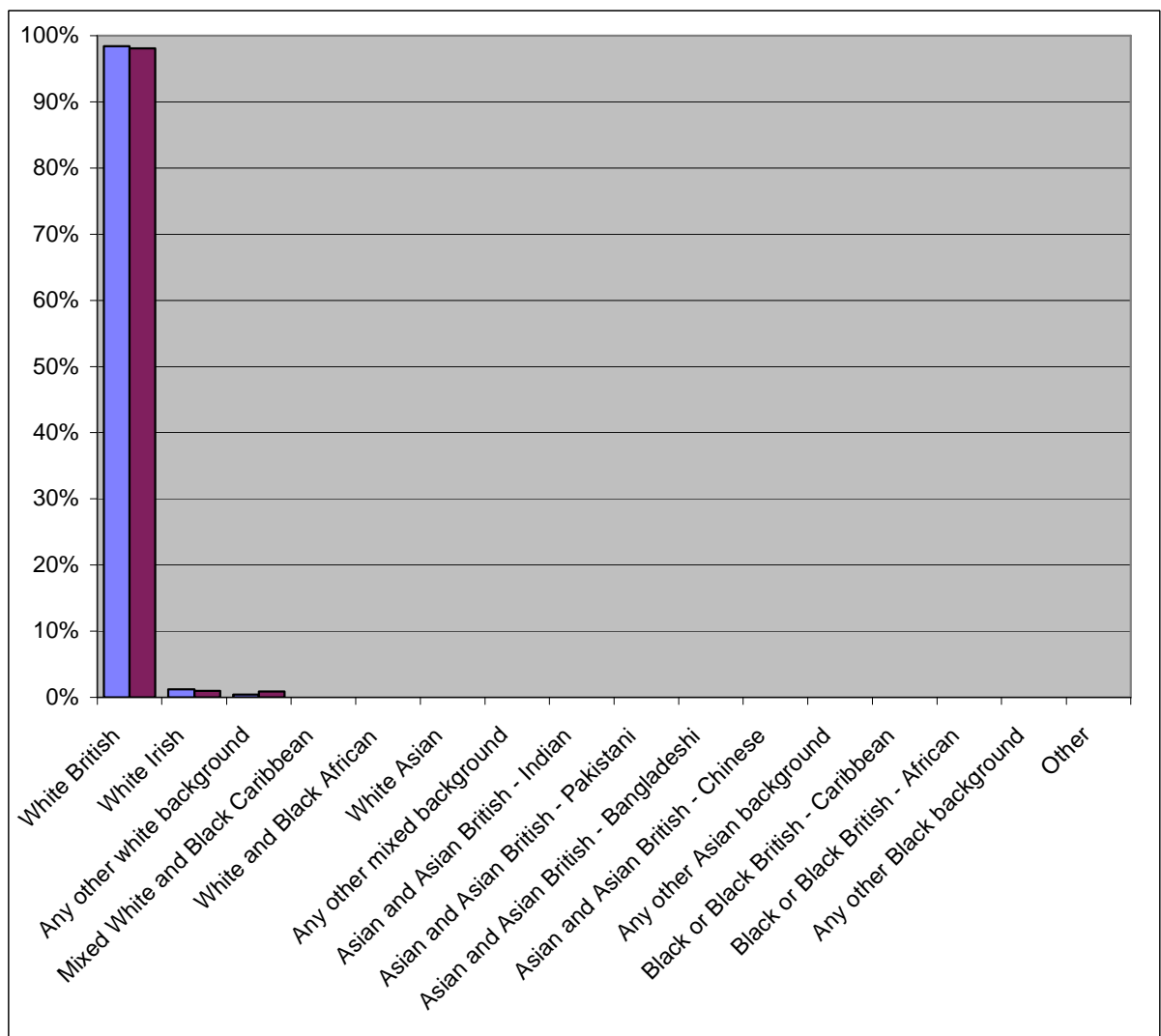


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Q7 What is your and your partner/spouse ethnic group(s)?

	Tenant	Partner
White British	98.4%	98.1%
White Irish	1.2%	1.0%
Any other white background	0.4%	0.9%
Mixed White and Black Caribbean	0.0%	0.0%
White and Black African	0.0%	0.0%
White Asian	0.0%	0.0%
Any other mixed background	0.0%	0.0%
Asian and Asian British - Indian	0.0%	0.0%
Asian and Asian British - Pakistani	0.0%	0.0%
Asian and Asian British - Bangladeshi	0.0%	0.0%
Asian and Asian British - Chinese	0.0%	0.0%
Any other Asian background	0.0%	0.0%
Black or Black British - Caribbean	0.0%	0.0%
Black or Black British - African	0.0%	0.0%
Any other Black background	0.0%	0.0%
Other	0.0%	0.0%

No of Respondents - Residents = 250 - Partner/Spouse = 103

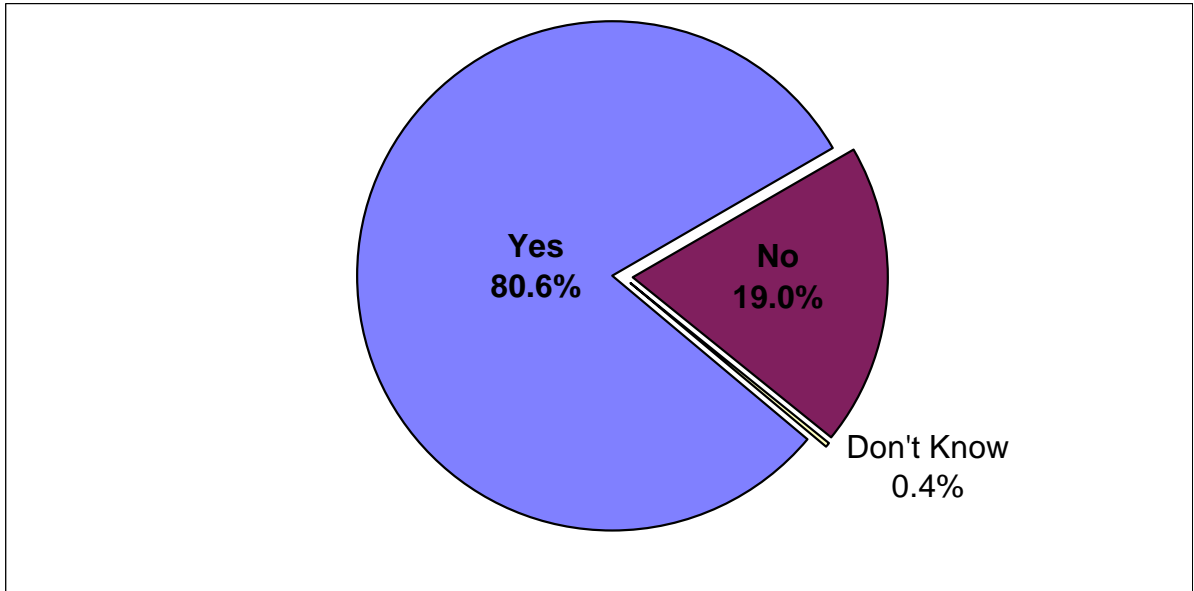


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Q8 Does anyone in your household have any longstanding illness, health problems or disability which limits their daily activities or the work they can do including any problems which are due to old age?

Yes	80.6%
No	19.0%
Don't Know	0.4%

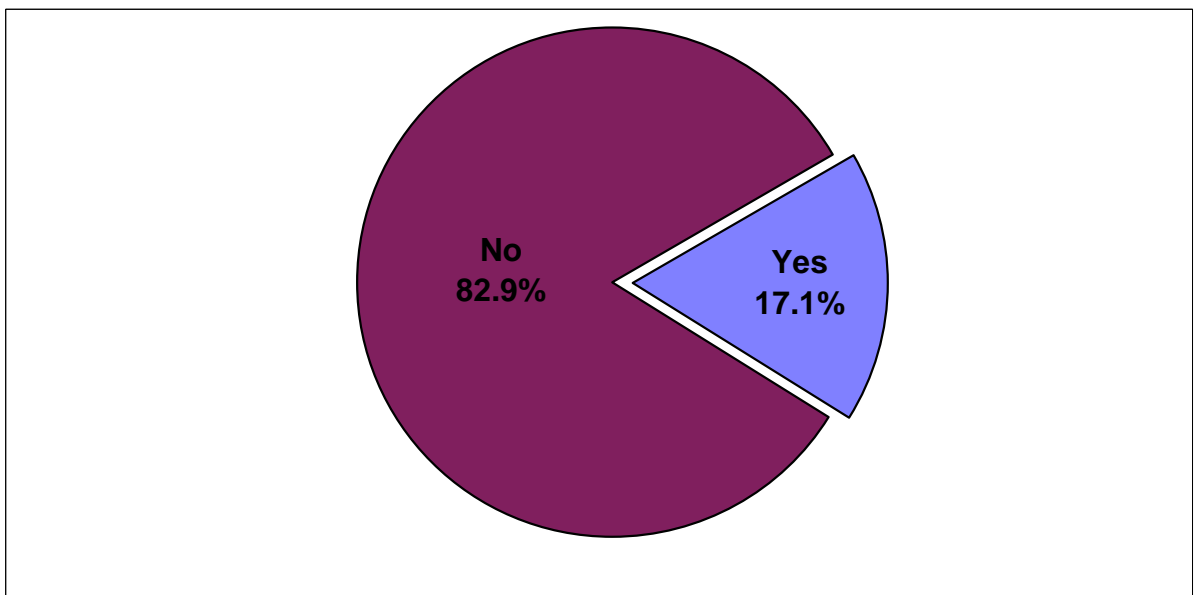
No of Respondents = 237



Q9 Does anyone in your household use a wheelchair?

Yes	17.1%
No	82.9%

No of Respondents = 234



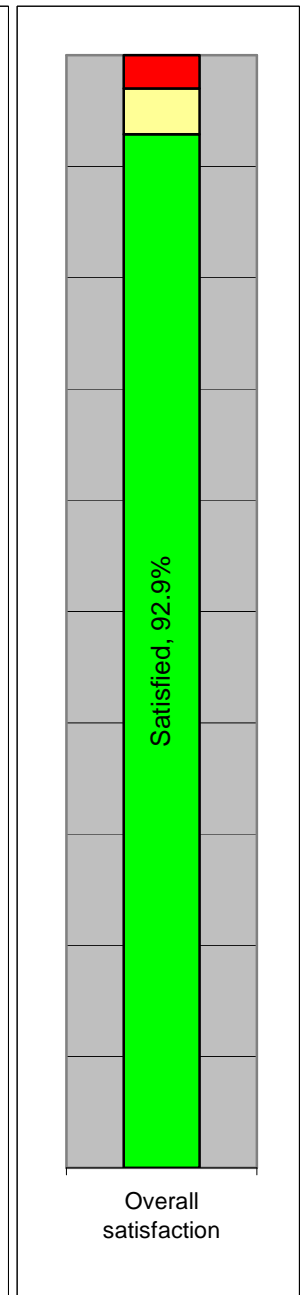
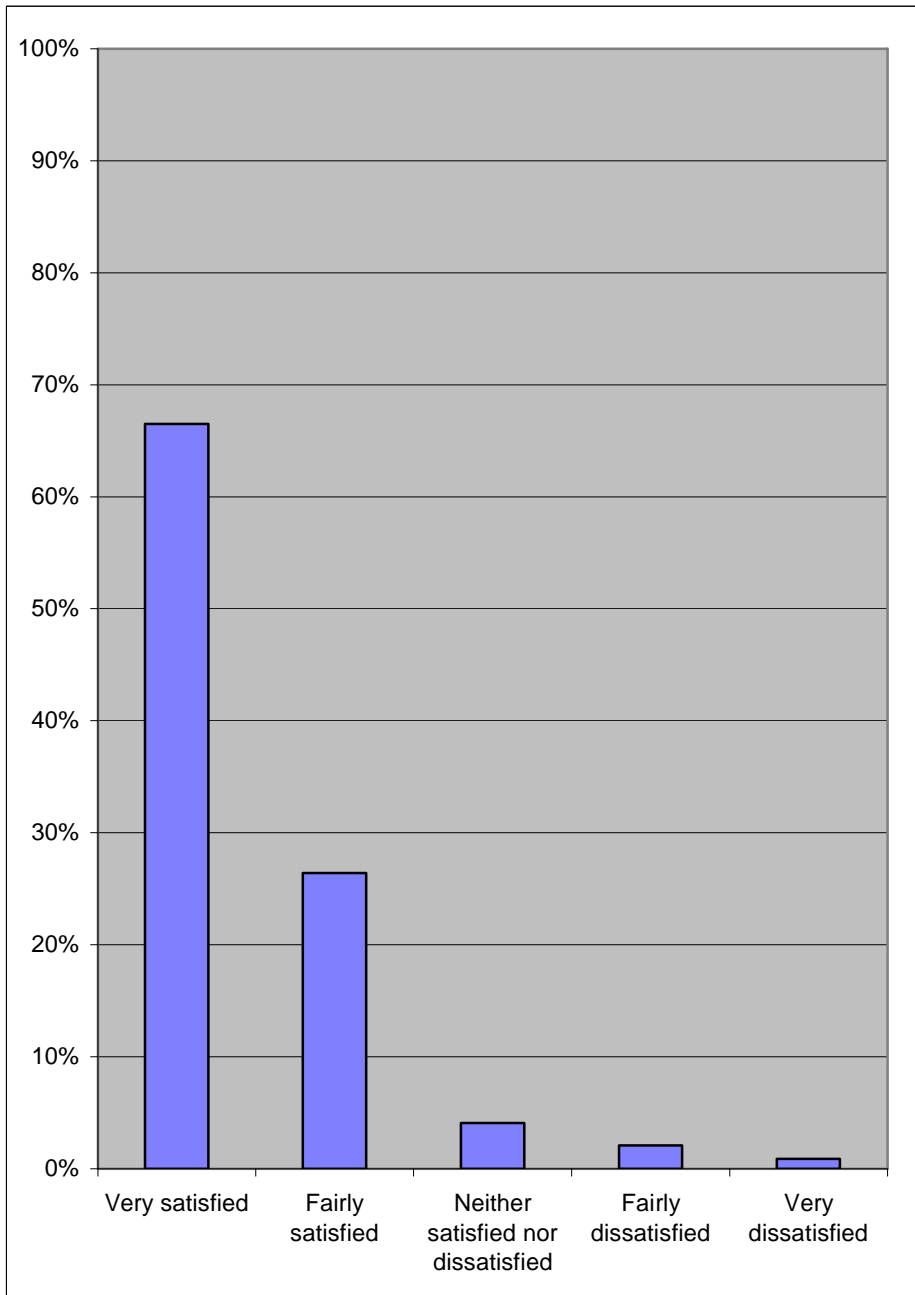
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Q10 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by DAMHA?

Very satisfied	66.5%
Fairly satisfied	26.4%
Neither satisfied nor dissatisfied	4.1%
Fairly dissatisfied	2.1%
Very dissatisfied	0.9%

Satisfied	92.9%
Neither	4.1%
Dissatisfied	3.0%

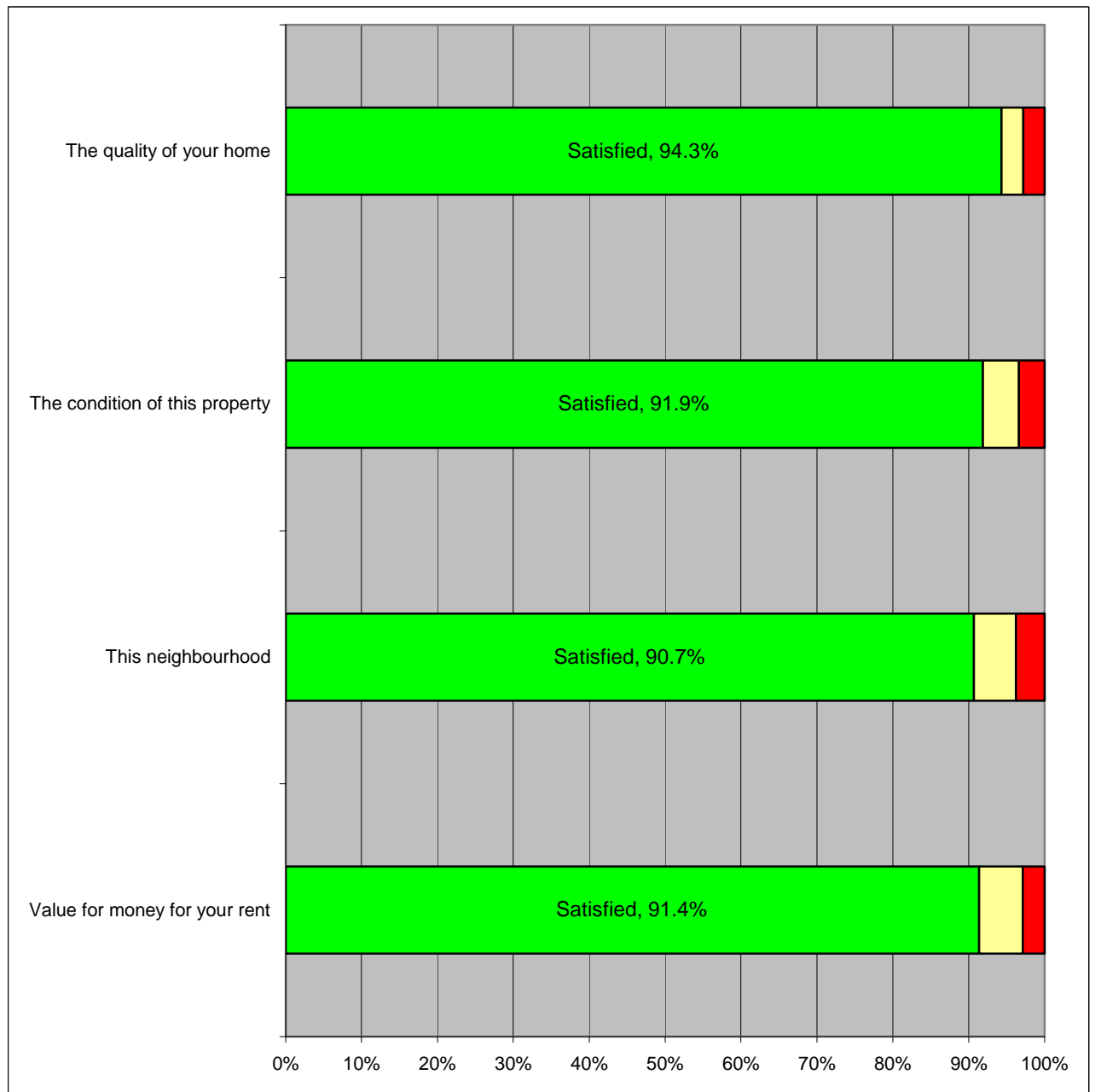
No of Respondents = 242



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Q11 Overall, how satisfied or dissatisfied are you with the following?

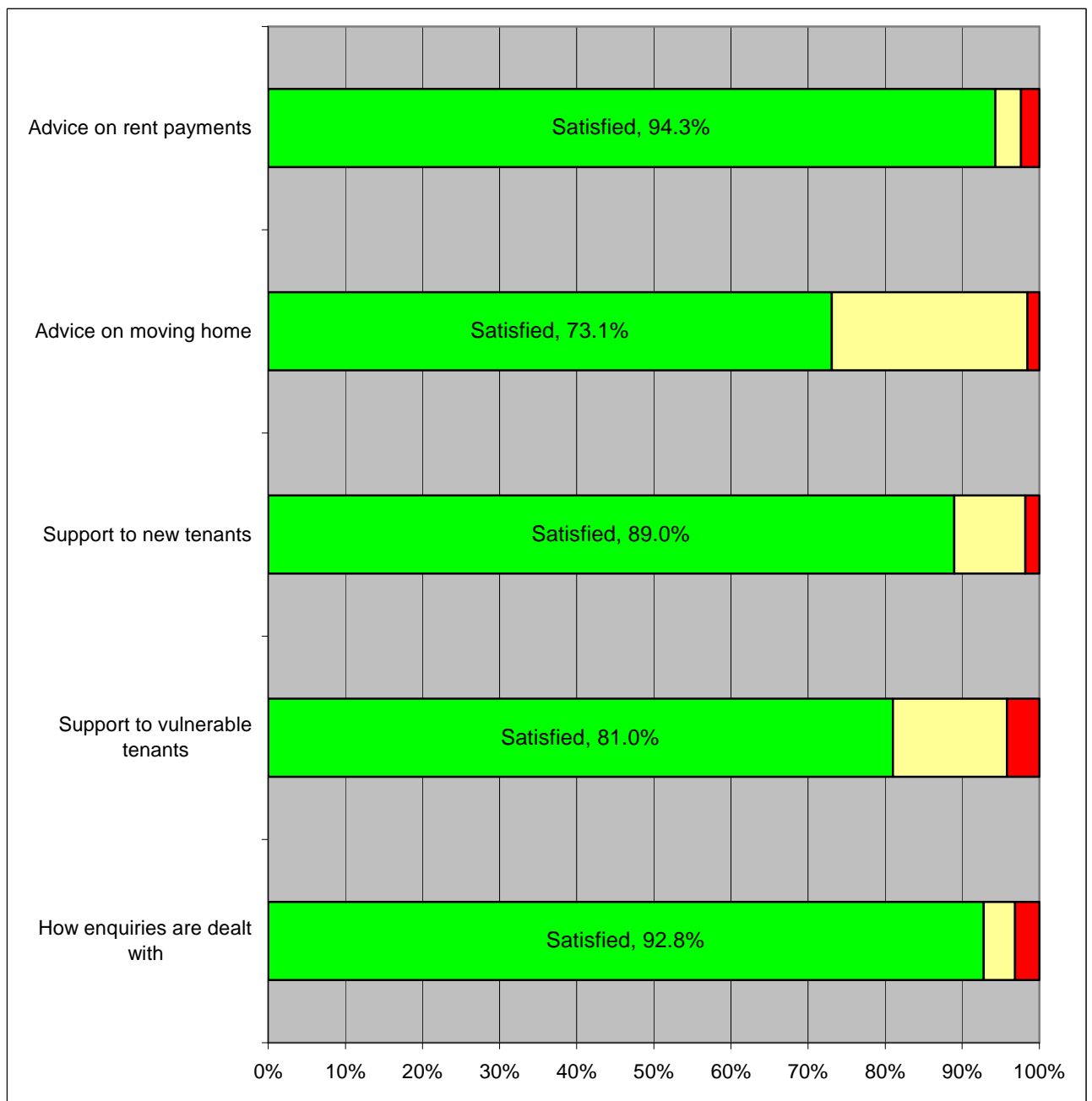
	No of Respondents	Very satisfied (a)	Fairly satisfied (b)	Neither satisfied nor dissatisfied (c)	Fairly dissatisfied (d)	Very dissatisfied (e)	Satisfied (a)+(b)	Neither satisfied nor dissatisfied (c)	Dissatisfied (d)+(e)
The quality of your home	242	51.7%	42.6%	2.9%	2.8%	0.0%	94.3%	2.9%	2.8%
The condition of this property	236	45.3%	46.6%	4.7%	3.4%	0.0%	91.9%	4.7%	3.4%
This neighbourhood	238	67.6%	23.1%	5.5%	3.4%	0.4%	90.7%	5.5%	3.8%
Value for money for your rent	230	55.7%	35.7%	5.7%	2.6%	0.3%	91.4%	5.7%	2.9%



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Q12 How satisfied or dissatisfied are you with each of the following services?

	No of Respondents with an opinion	Very satisfied (a)	Fairly satisfied (b)	Neither satisfied nor dissatisfied (c)	Fairly dissatisfied (d)	Very dissatisfied (e)	Satisfied (a)+(b)	Neither satisfied nor dissatisfied (c)	Dissatisfied (d)+(e)
Advice on rent payments	209	74.2%	20.1%	3.3%	2.4%	0.0%	94.3%	3.3%	2.4%
Advice on moving home	130	51.5%	21.5%	25.4%	0.8%	0.8%	73.1%	25.4%	1.5%
Support to new tenants	163	57.7%	31.3%	9.2%	0.6%	1.2%	89.0%	9.2%	1.8%
Support to vulnerable tenants	142	49.3%	31.7%	14.8%	2.1%	2.1%	81.0%	14.8%	4.2%
How enquiries are dealt with	222	65.3%	27.5%	4.1%	1.4%	1.8%	92.8%	4.1%	3.2%

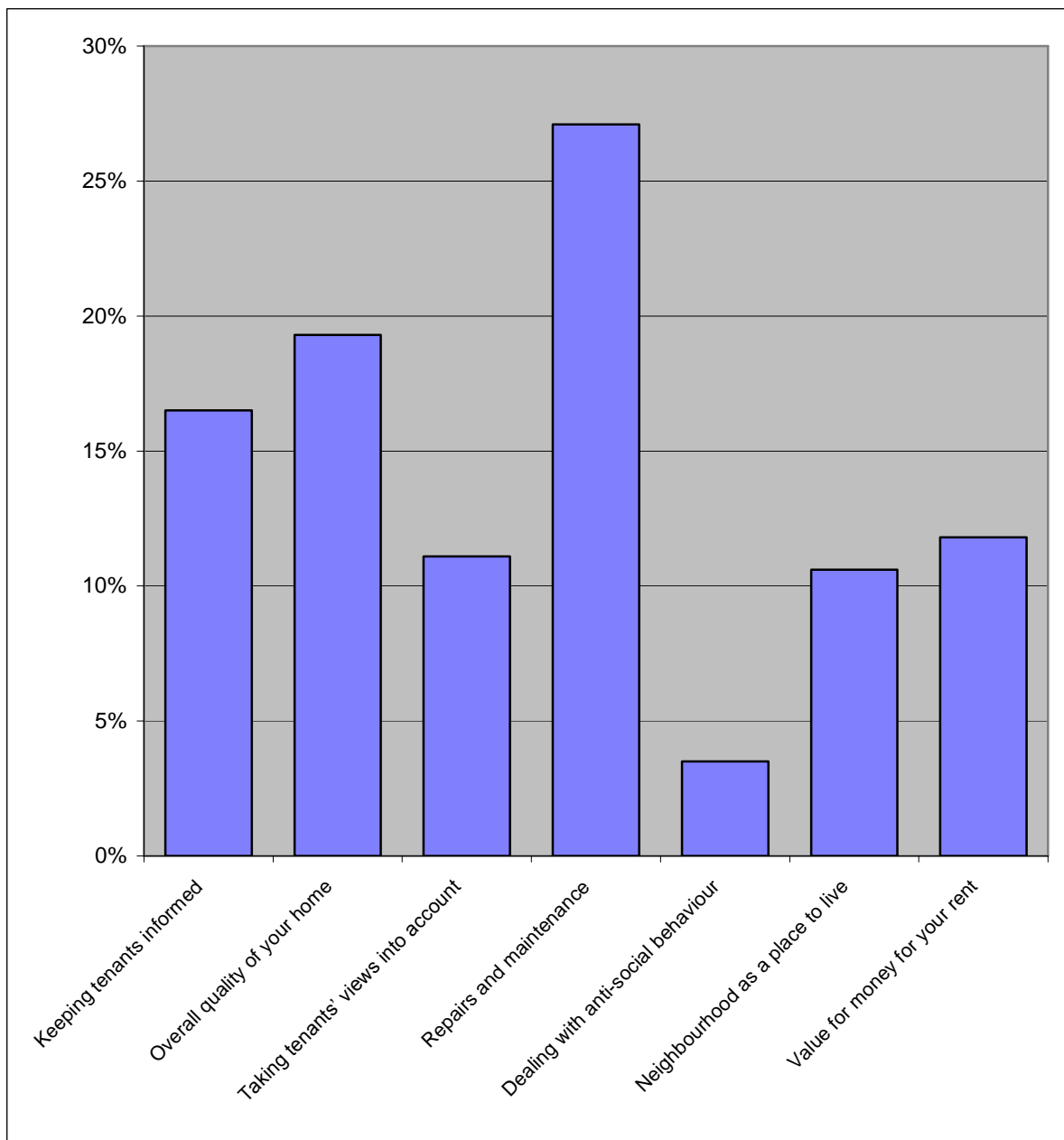


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Q13 From the list below, which do you consider to be the three most important to you?

		Rank
Keeping tenants informed	16.5%	3
Overall quality of your home	19.3%	2
Taking tenants' views into account	11.1%	5
Repairs and maintenance	27.1%	1
Dealing with anti-social behaviour	3.5%	7
Neighbourhood as a place to live	10.6%	6
Value for money for your rent	11.8%	4

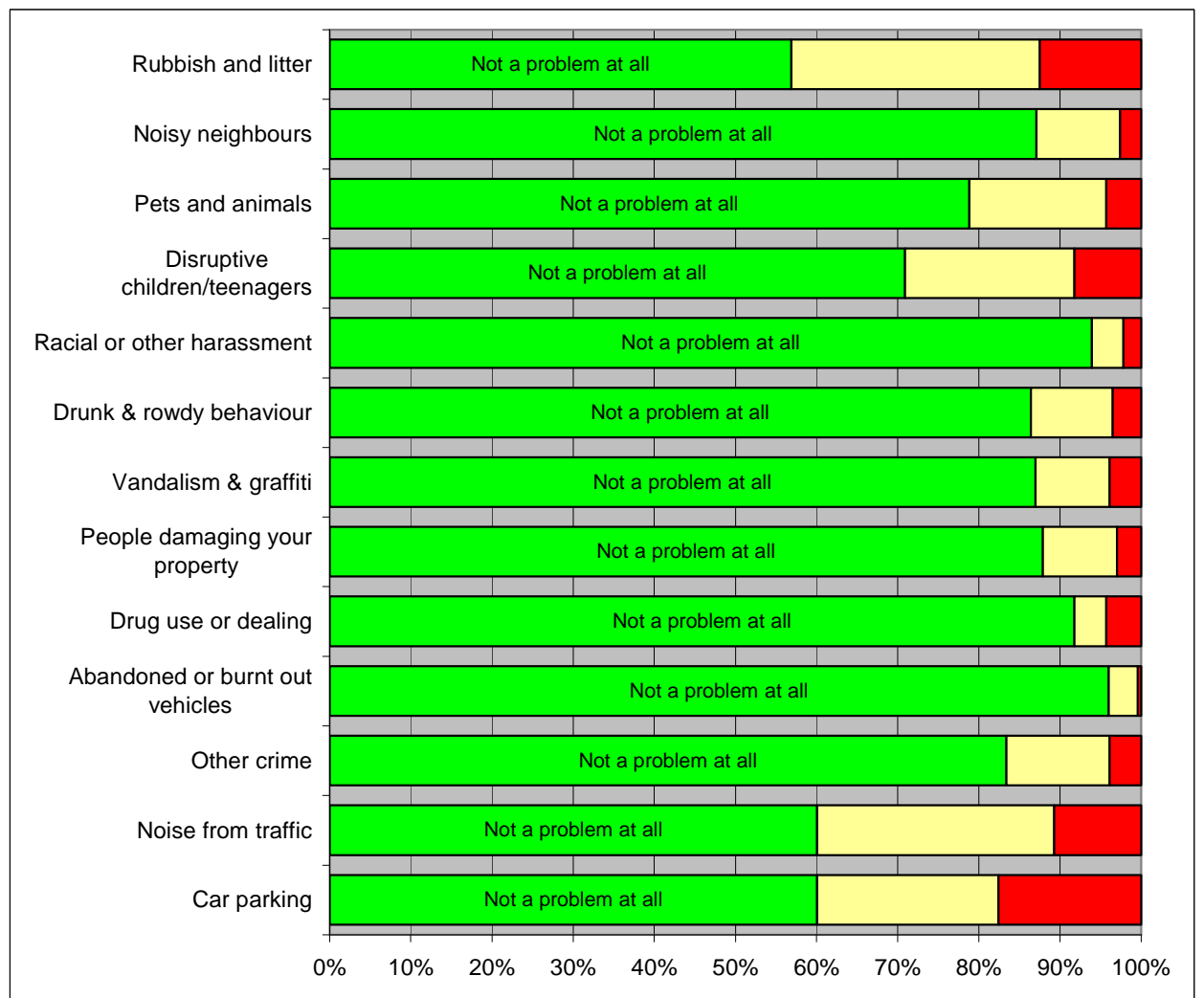
No of Respondents (Multiple choice answer) = 241



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Q14 To what extent are any of the following a problem in your neighbourhood?

	No of Respondents	Very big problem (a)	Fairly big problem (b)	Not a very big problem (c)	Not a problem at all (d)	Problem (a)+(b)	Not a very big Problem (c)	Not a problem at all (d)
Rubbish and litter	232	3.9%	8.6%	30.6%	56.9%	12.5%	30.6%	56.9%
Noisy neighbours	232	1.3%	1.3%	10.3%	87.1%	2.6%	10.3%	87.1%
Pets and animals	231	1.7%	2.6%	16.9%	78.8%	4.3%	16.9%	78.8%
Disruptive children/teenagers	230	3.0%	5.2%	20.9%	70.9%	8.2%	20.9%	70.9%
Racial or other harassment	229	0.9%	1.3%	3.9%	93.9%	2.2%	3.9%	93.9%
Drunk & rowdy behaviour	227	0.9%	2.6%	10.1%	86.4%	3.5%	10.1%	86.4%
Vandalism & graffiti	230	1.7%	2.2%	9.1%	87.0%	3.9%	9.1%	87.0%
People damaging your property	230	1.7%	1.3%	9.1%	87.9%	3.0%	9.1%	87.9%
Drug use or dealing	230	1.3%	3.0%	3.9%	91.8%	4.3%	3.9%	91.8%
Abandoned or burnt out vehicles	225	0.4%	0.0%	3.6%	96.0%	0.4%	3.6%	96.0%
Other crime	228	0.4%	3.5%	12.7%	83.4%	3.9%	12.7%	83.4%
Noise from traffic	233	3.4%	7.3%	29.2%	60.1%	10.7%	29.2%	60.1%
Car parking	233	8.2%	9.4%	22.3%	60.1%	17.6%	22.3%	60.1%

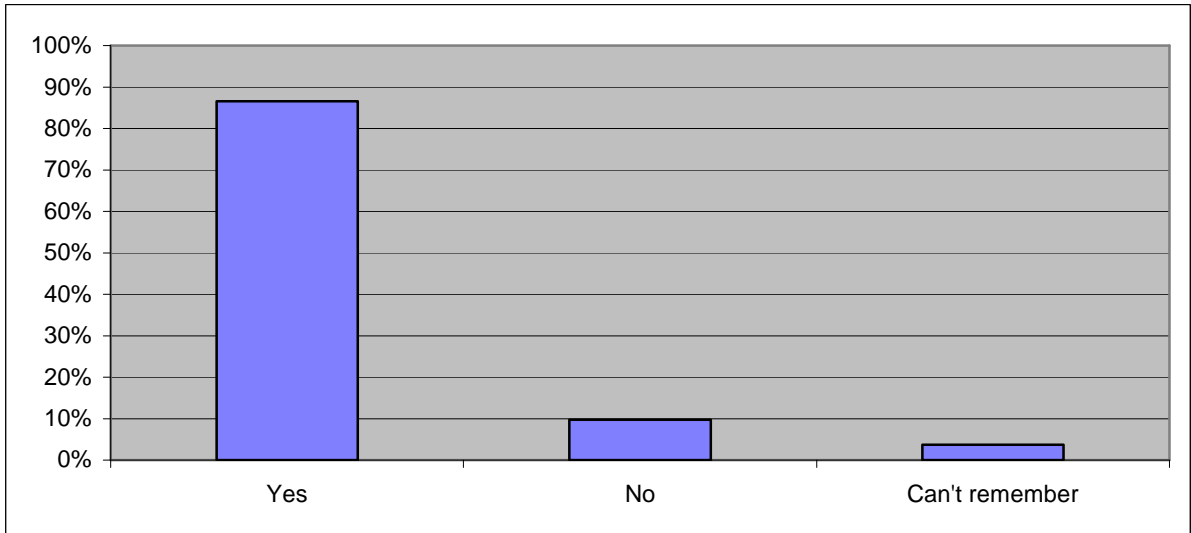


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Q15 Have you been in contact with DAMHA in the last 12 months?

Yes	86.6%
No	9.7%
Can't remember	3.7%

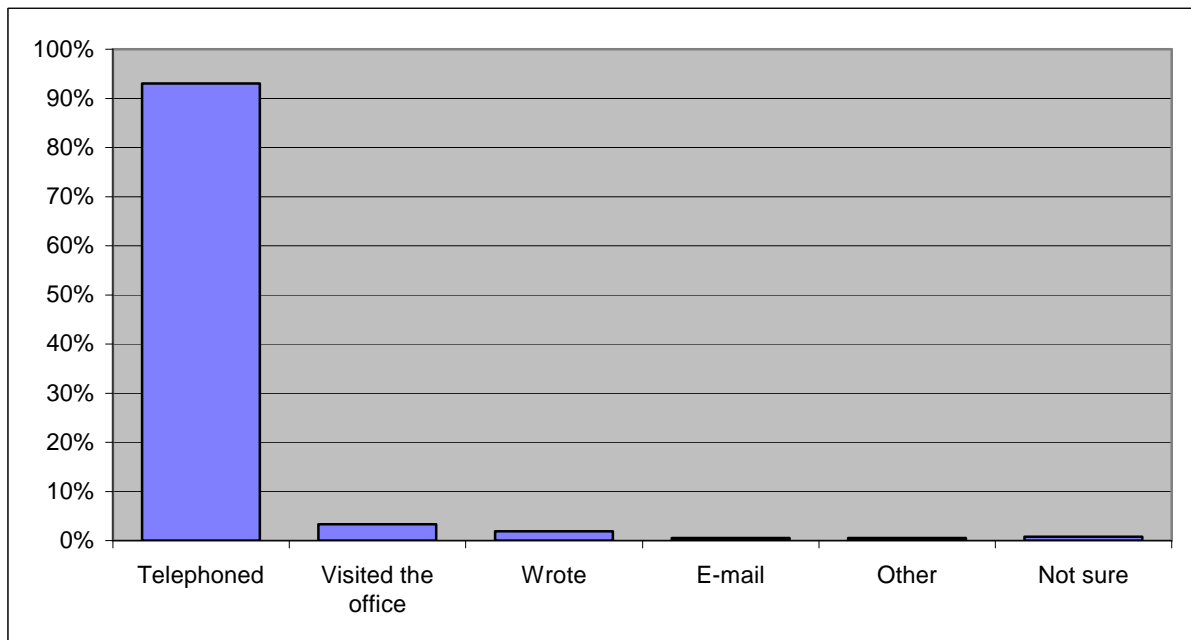
No of Respondents = 238



Q16 How did you last contact DAMHA?

Telephoned	93.0%
Visited the office	3.3%
Wrote	1.9%
E-mail	0.5%
Other	0.5%
Not sure	0.8%

No of Respondents = 215

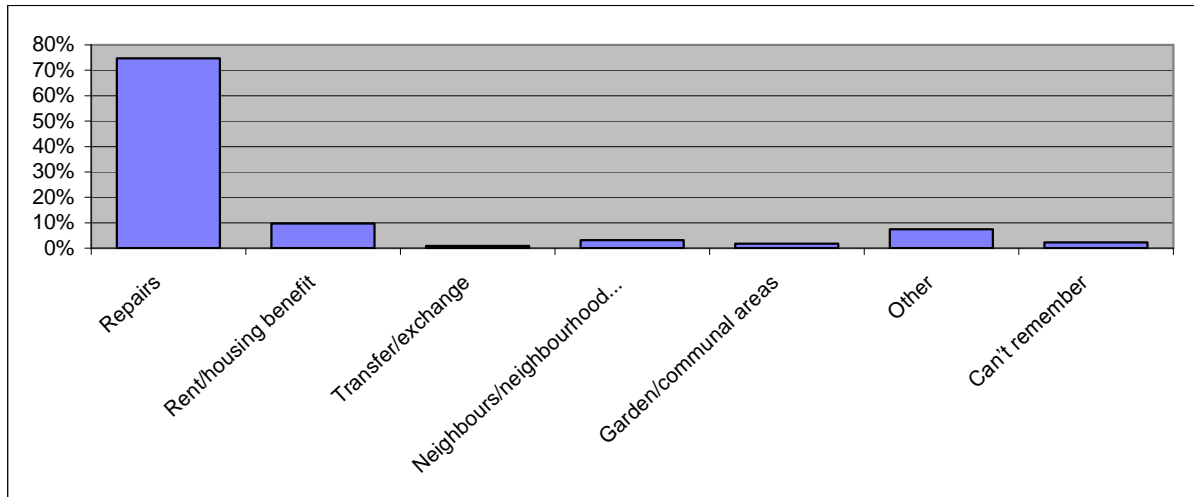


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Q17 What did you last have contact about?

Repairs	74.7%
Rent/housing benefit	9.7%
Transfer/exchange	0.9%
Neighbours/neighbourhood issues	3.2%
Garden/communal areas	1.8%
Other	7.4%
Can't remember	2.3%

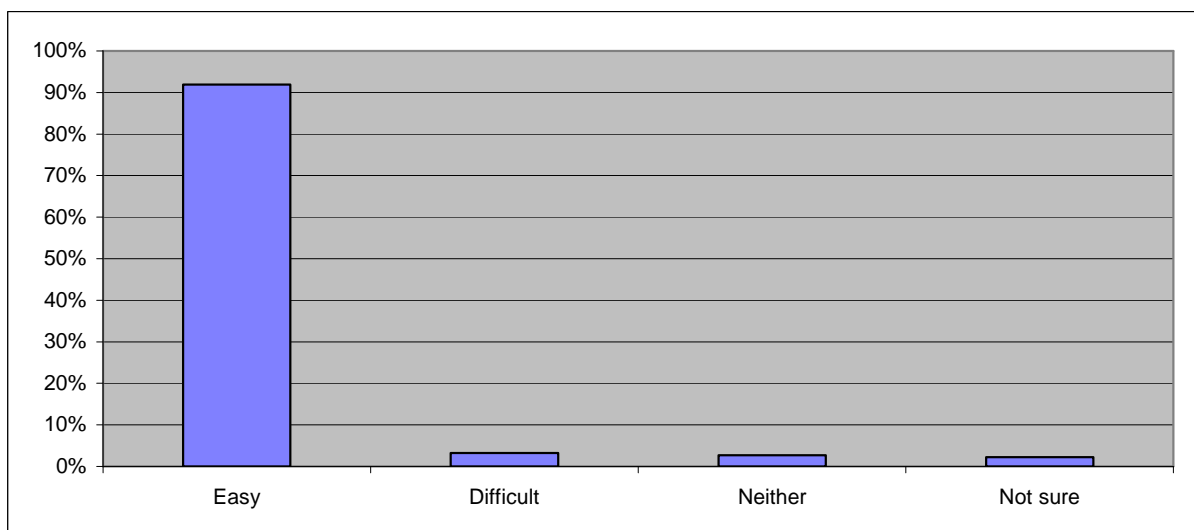
No of Respondents = 217



Q18 When you last had contact, was getting hold of the right person.....?

Easy	91.9%
Difficult	3.2%
Neither	2.7%
Not sure	2.2%

No of Respondents = 222

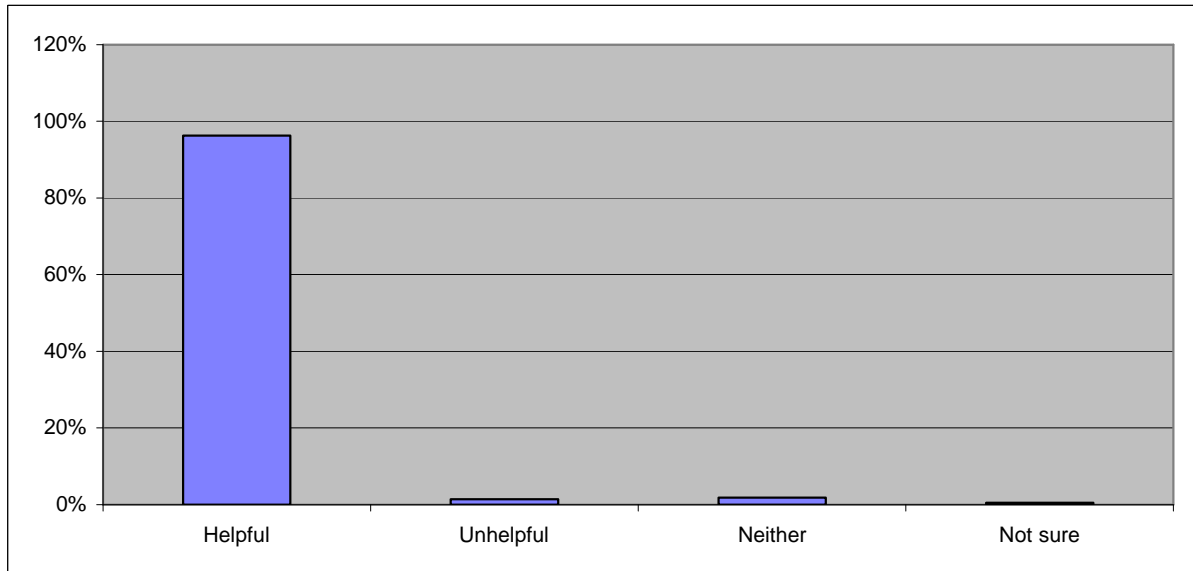


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Q19 Did you find the staff....?

Helpful	96.3%
Unhelpful	1.4%
Neither	1.8%
Not sure	0.5%

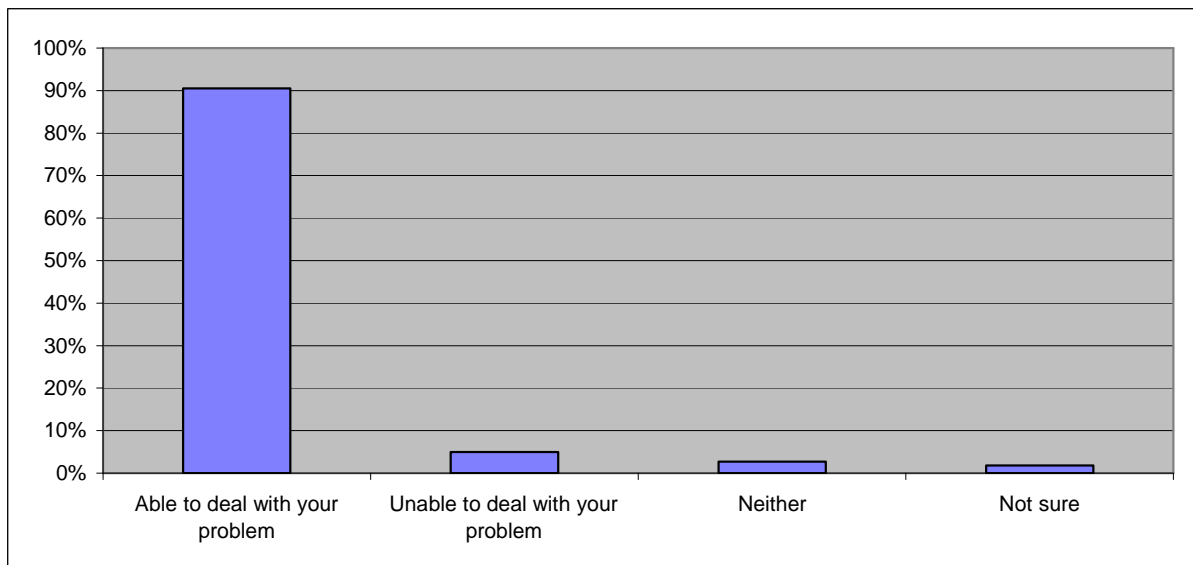
No of Respondents = 218



Q20 And were they....?

Able to deal with your problem	90.5%
Unable to deal with your problem	5.0%
Neither	2.7%
Not sure	1.8%

No of Respondents = 222

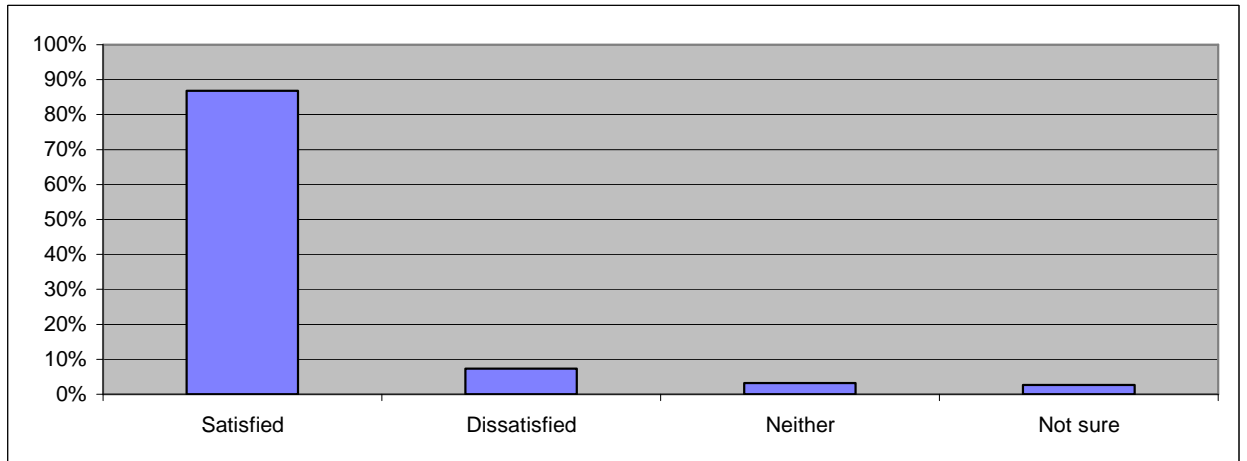


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Q21 Were you satisfied or dissatisfied with the final outcome?

Satisfied	86.8%
Dissatisfied	7.3%
Neither	3.2%
Not sure	2.7%

No of Respondents = 219

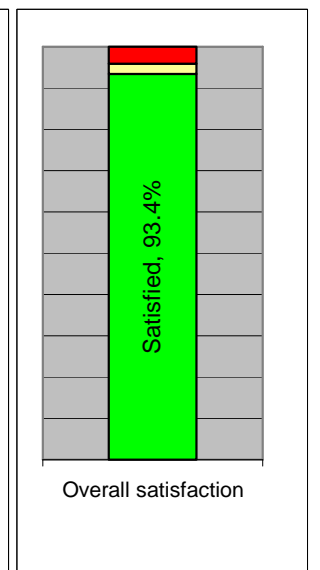
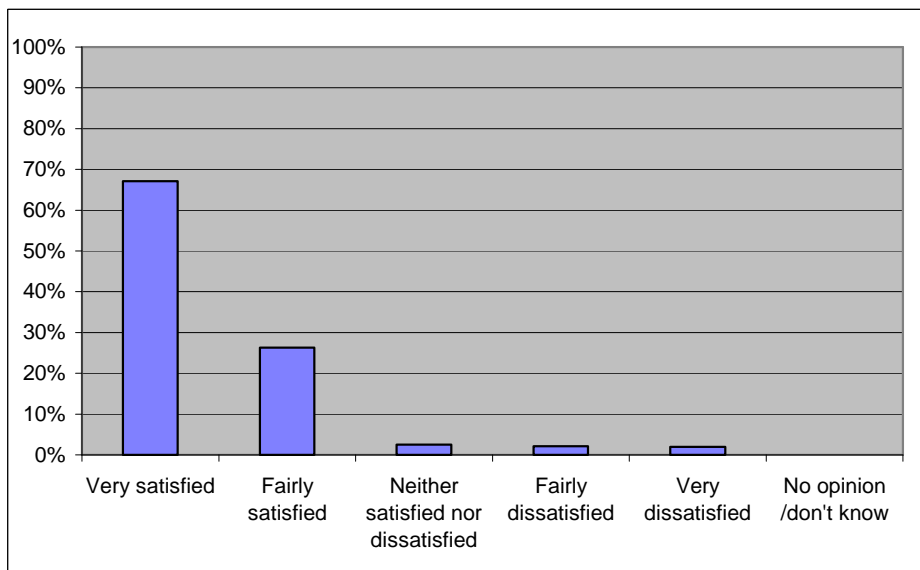


Q22 Generally, how satisfied or dissatisfied are you with the way DAMHA deals with repairs and maintenance?

Very satisfied	67.1%
Fairly satisfied	26.3%
Neither satisfied nor dissatisfied	2.5%
Fairly dissatisfied	2.1%
Very dissatisfied	2.0%
No opinion /don't know	0.0%

No of Respondents = 240

Satisfied	93.4%
Neither	2.5%
Dissatisfied	4.1%

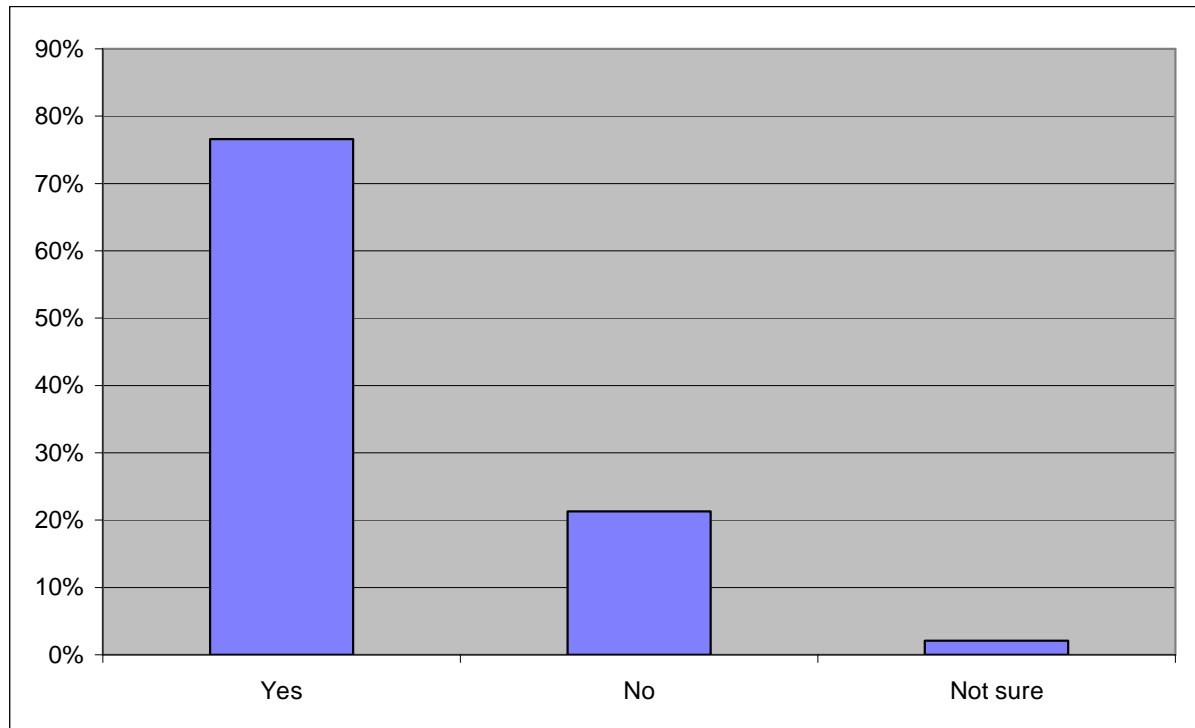


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Q23 Have you requested any repairs to your home in the last 12 months?

Yes	76.6%
No	21.3%
Not sure	2.1%

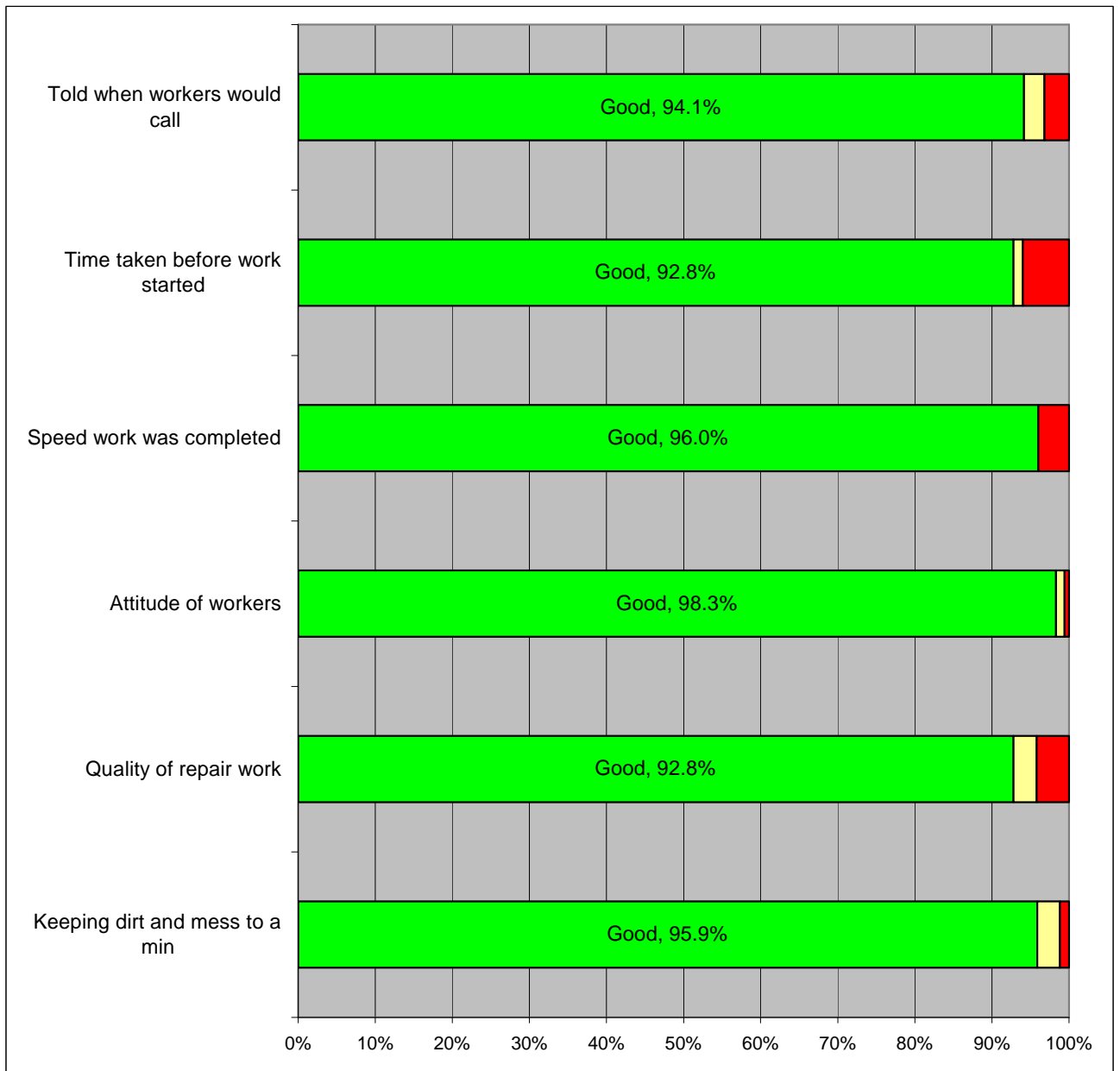
No of Respondents = 235



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Q24 Thinking about your last completed repair, how would you rate it in terms of....?

	No of Respondents with an opinion	Very good (a)	Fairly good (b)	Neither (c)	Fairly poor (d)	Very poor (e)	Good (a)+(b)	Neither (c)	Poor (d)+(e)
Told when workers would call	188	78.7%	15.4%	2.7%	3.2%	0.0%	94.1%	2.7%	3.2%
Time taken before work started	167	61.7%	31.1%	1.2%	4.2%	1.8%	92.8%	1.2%	6.0%
Speed work was completed	175	76.6%	19.4%	0.0%	2.3%	1.7%	96.0%	0.0%	4.0%
Attitude of workers	178	86.0%	12.4%	1.1%	0.0%	0.6%	98.3%	1.1%	0.6%
Quality of repair work	167	74.9%	18.0%	3.0%	3.0%	1.2%	92.8%	3.0%	4.2%
Keeping dirt and mess to a min	169	77.5%	18.3%	3.0%	0.6%	0.6%	95.9%	3.0%	1.2%

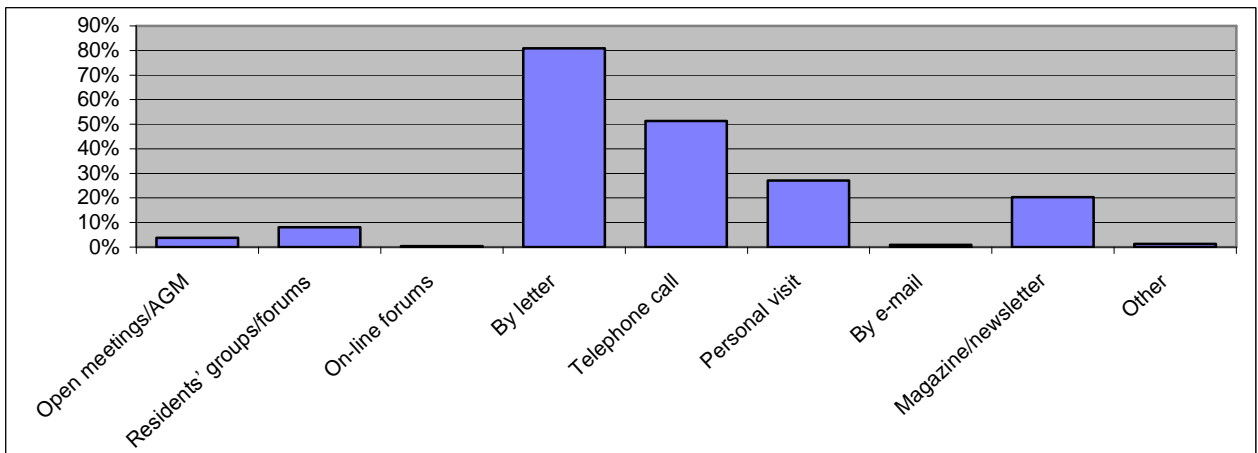


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Q25 Which methods do you prefer your housing association to use to inform you or consult with you about issues that may affect you?

		Rank
Open meetings/AGM	3.8%	6
Residents' groups/forums	8.1%	5
On-line forums	0.4%	9
By letter	80.9%	1
Telephone call	51.3%	2
Personal visit	27.1%	3
By e-mail	0.8%	8
Magazine/newsletter	20.3%	4
Other	1.3%	7

No of Responses to Question = 236 (Multiple choice answer)

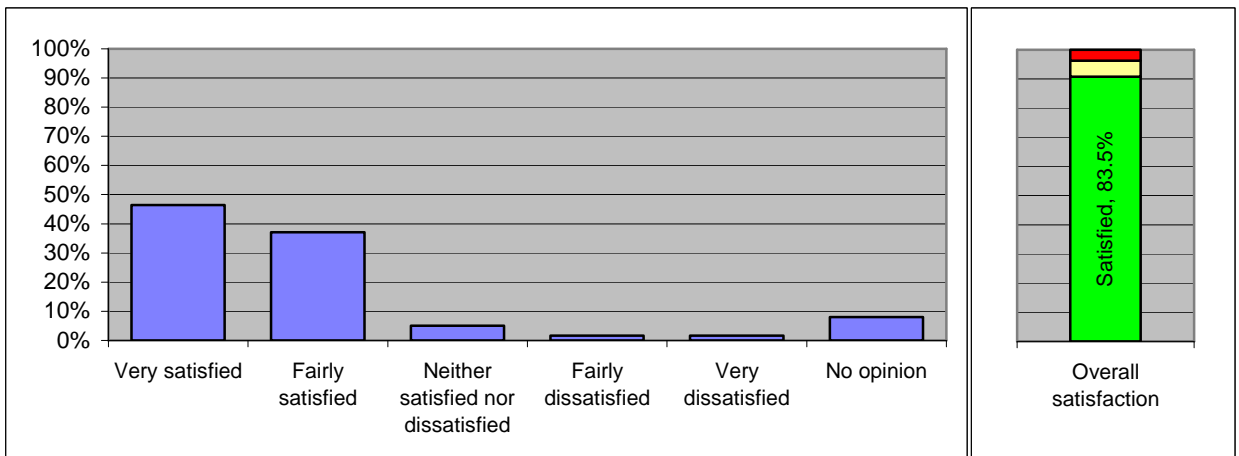


Q26 Generally, how satisfied or dissatisfied are you that your views are being taken into account by DAMHA?

Very satisfied	46.4%
Fairly satisfied	37.1%
Neither satisfied nor dissatisfied	5.1%
Fairly dissatisfied	1.7%
Very dissatisfied	1.7%
No opinion	8.0%

Satisfied	83.5%
Neither	5.1%
Dissatisfied	3.4%

No of Respondents = 237



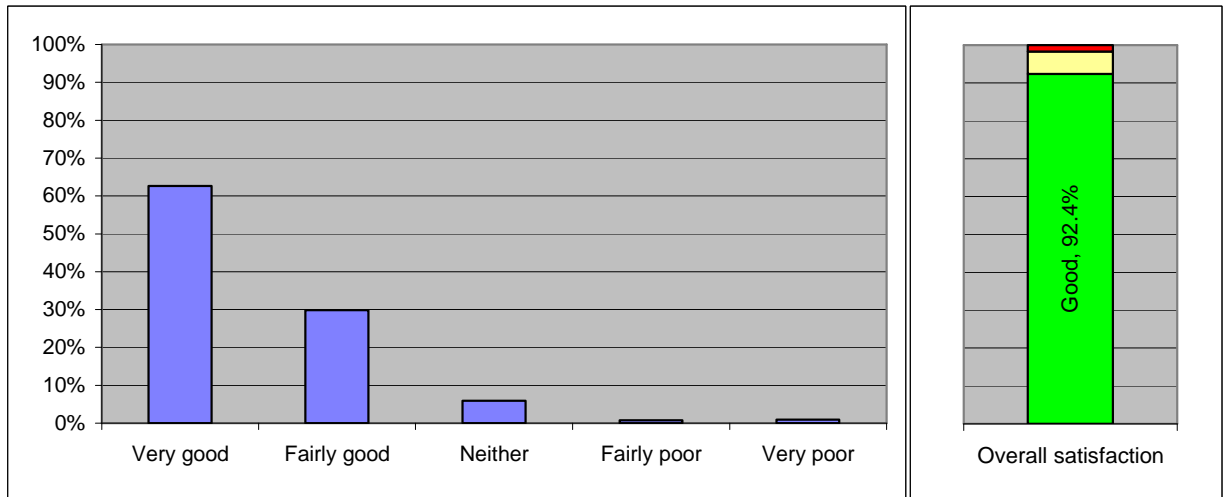
RESIDENT SATISFACTION SURVEY 2010

Q27 How good or poor do you feel your Housing Association is at keeping you informed about things that might affect you as a resident?

Very good	62.6%
Fairly good	29.8%
Neither	5.9%
Fairly poor	0.8%
Very poor	0.9%

Good	92.4%
Neither	5.9%
Poor	1.7%

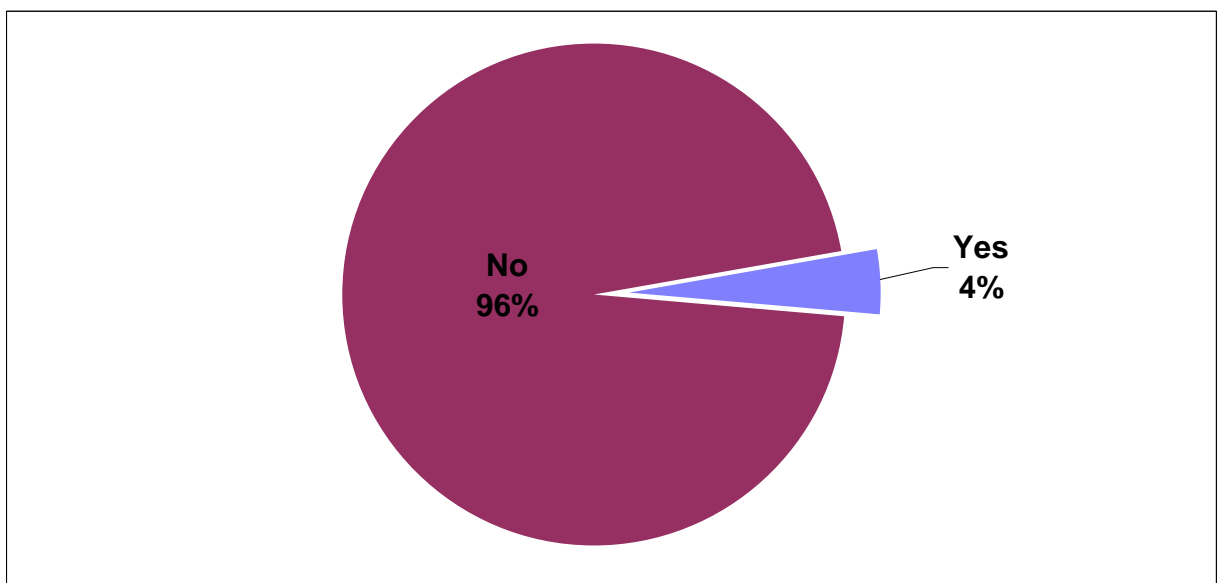
No of Respondents = 238



Q28 Have you reported any anti-social behaviour to DAMHA in the past 12 months?

Yes	4.2%
No	95.8%

No of Respondents = 238

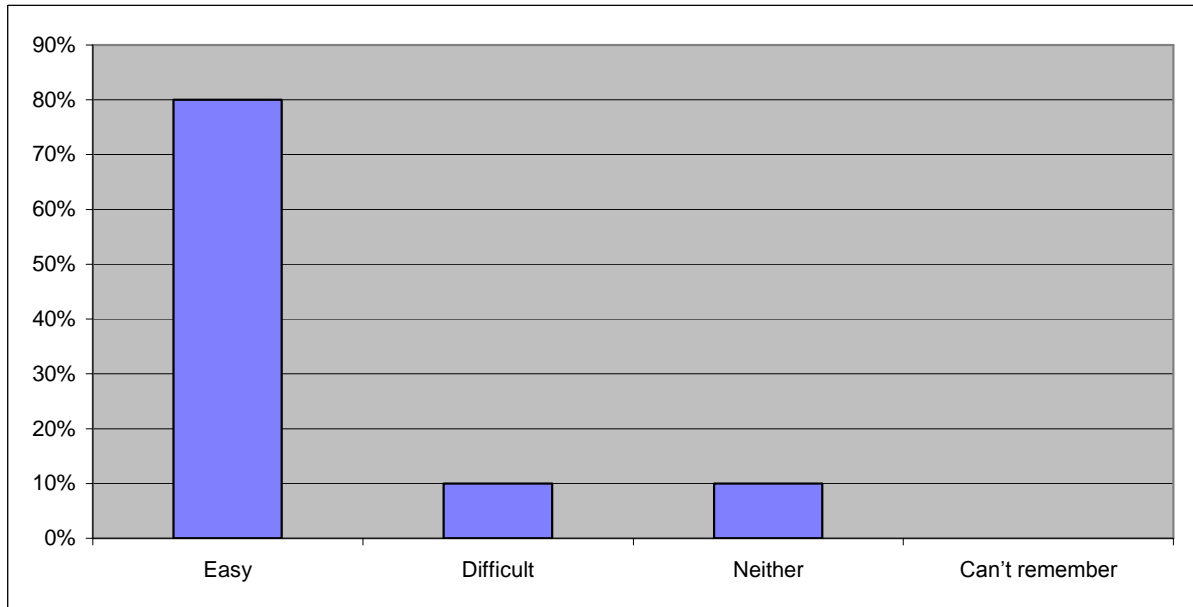


RESIDENT SATISFACTION SURVEY 2010

Q29 When you last contacted us was getting hold of the right person...?

Easy	80.0%
Difficult	10.0%
Neither	10.0%
Can't remember	0.0%

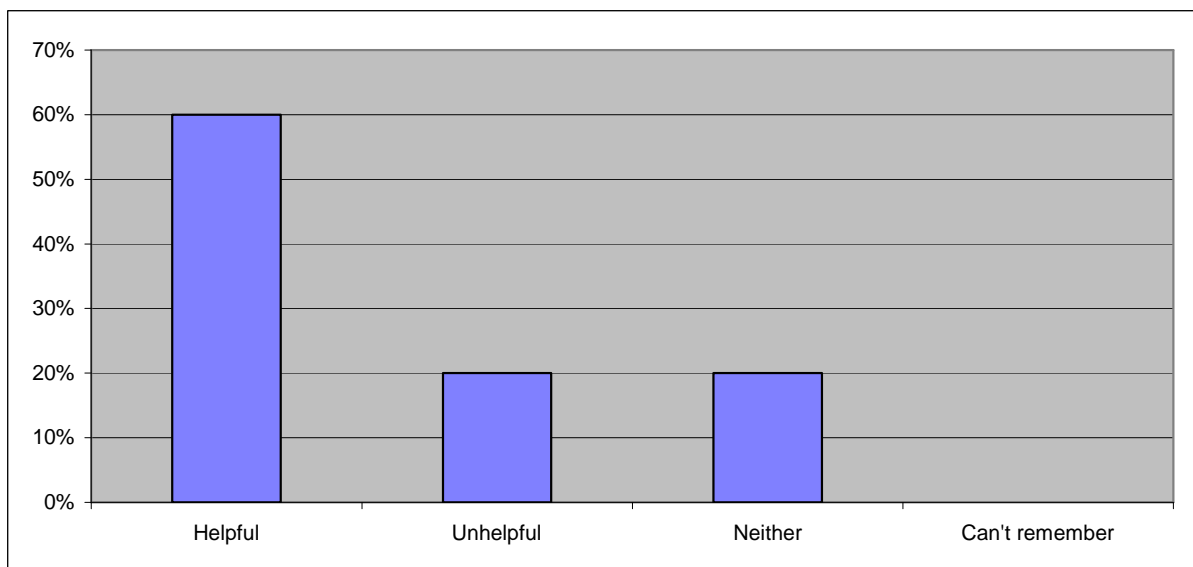
No of Respondents = 10



Q30 Did you find the staff...?

Helpful	60.0%
Unhelpful	20.0%
Neither	20.0%
Can't remember	0.0%

No of Respondents = 10

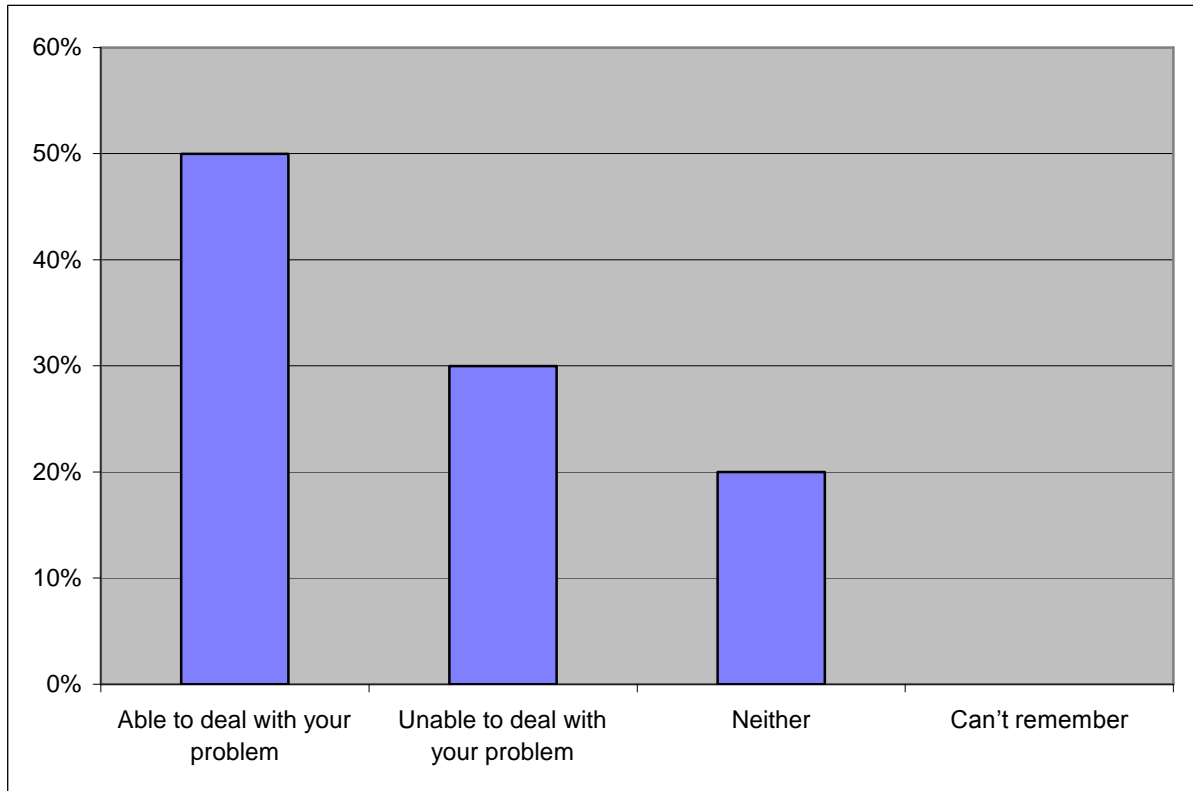


RESIDENT SATISFACTION SURVEY 2010

Q31 And were they?

Able to deal with your problem	50.0%
Unable to deal with your problem	30.0%
Neither	20.0%
Can't remember	0.0%

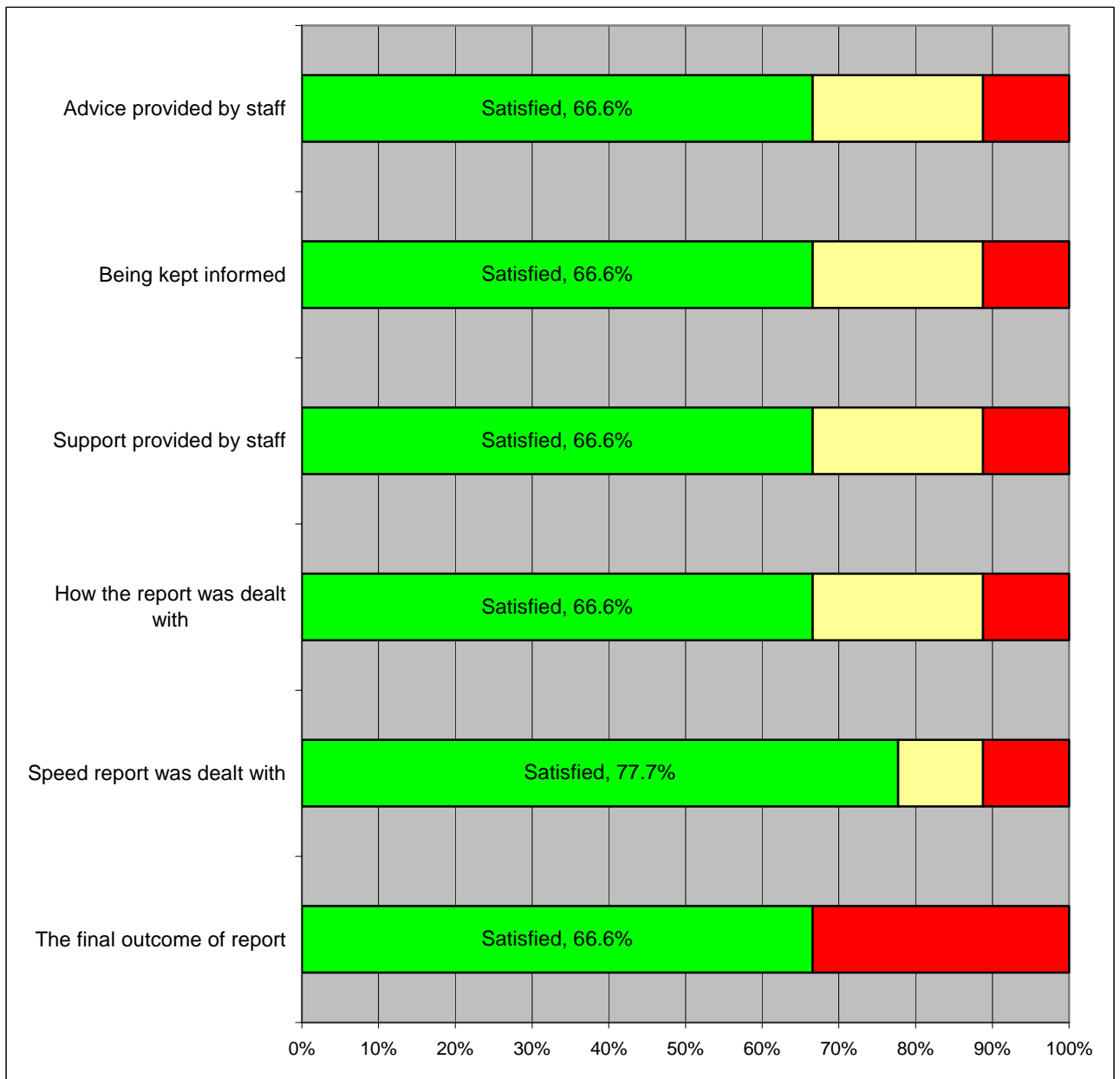
No of Respondents = 10



RESIDENT SATISFACTION SURVEY 2010

Q32 How satisfied were you with how your report of anti-social behaviour was handled?

	No of Respondents	Very satisfied (a)	Fairly satisfied (b)	Neither satisfied nor dissatisfied (c)	Fairly dissatisfied (d)	Very dissatisfied (e)	Satisfied (a)+(b)	Neither satisfied nor dissatisfied (c)	Dissatisfied (d)+(e)
Advice provided by staff	9	33.3%	33.3%	22.2%	11.2%	0.0%	66.6%	22.2%	11.2%
Being kept informed	9	44.4%	22.2%	22.2%	11.2%	0.0%	66.6%	22.2%	11.2%
Support provided by staff	9	44.4%	22.2%	22.2%	11.2%	0.0%	66.6%	22.2%	11.2%
How the report was dealt with	9	44.4%	22.2%	22.2%	11.2%	0.0%	66.6%	22.2%	11.2%
Speed report was dealt with	9	44.4%	33.3%	11.1%	11.2%	0.0%	77.7%	11.1%	11.2%
The final outcome of report	9	33.3%	33.3%	0.0%	22.2%	11.2%	66.6%	0.0%	33.4%

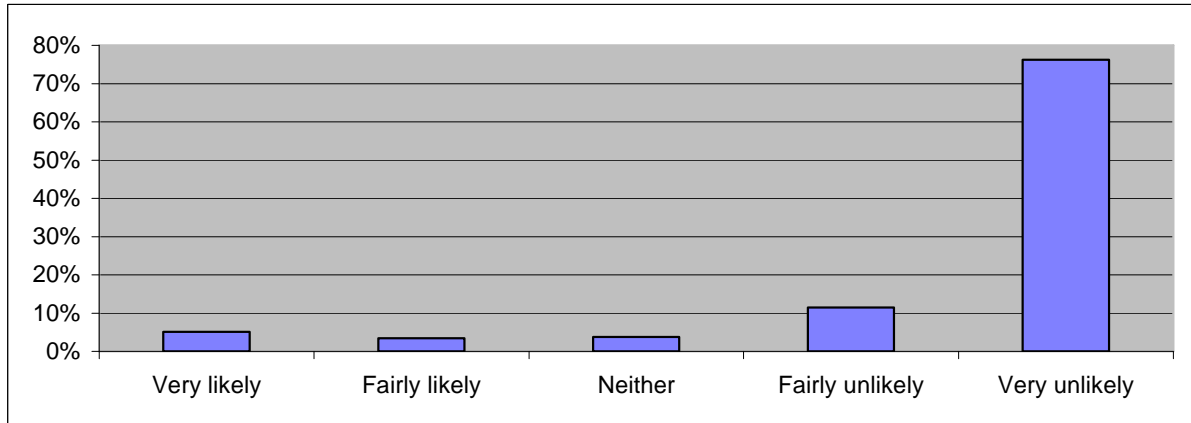


RESIDENT SATISFACTION SURVEY 2010

Q33 How likely are you to move from your current home in the next 3 years?

Very likely	5.1%
Fairly likely	3.4%
Neither	3.8%
Fairly unlikely	11.5%
Very unlikely	76.2%

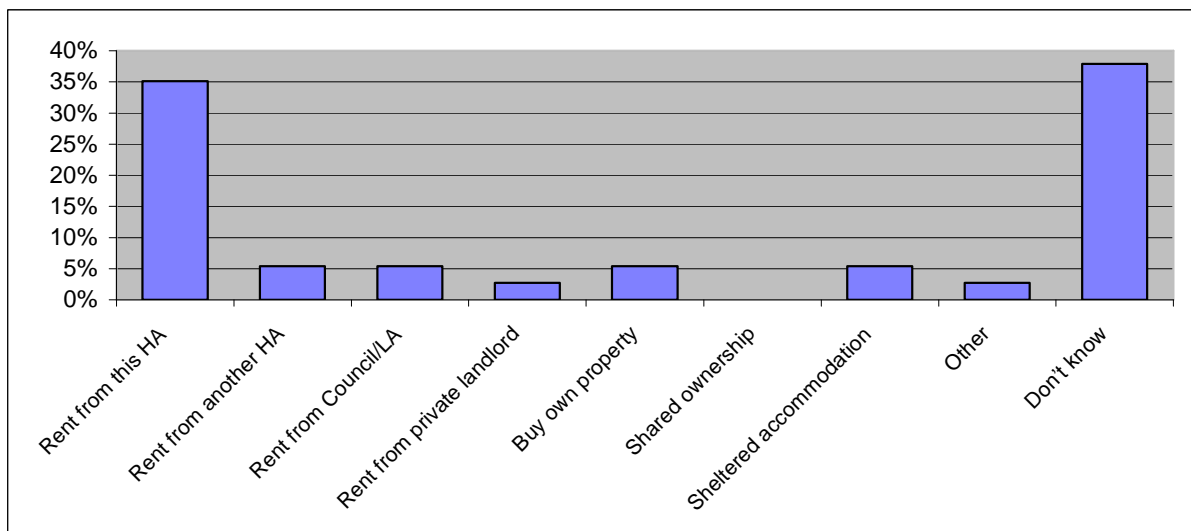
No of Respondents = 235



Q34 Where are you most likely to move to?

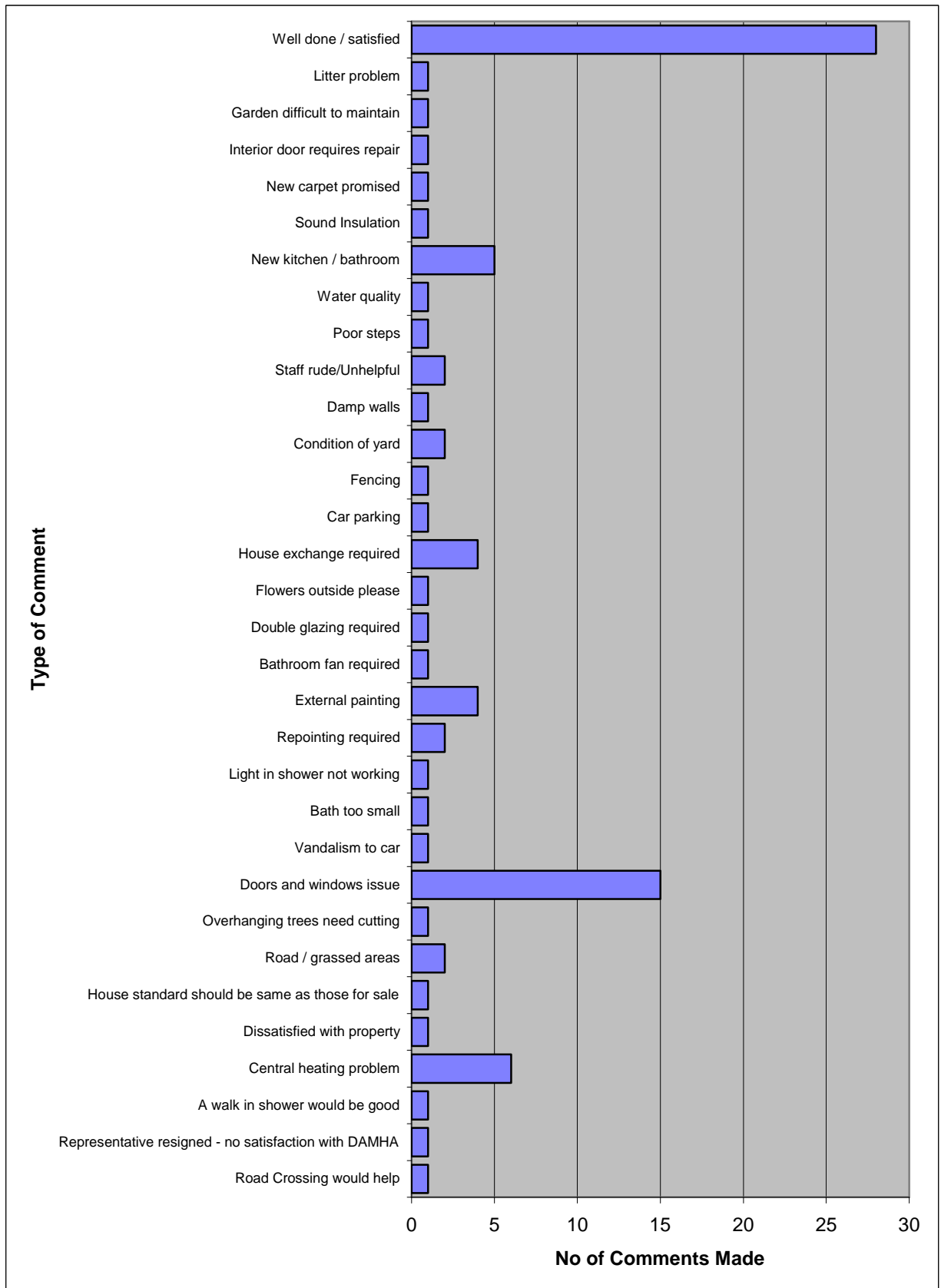
Rent from this Housing Association	35.1%
Rent from another Housing Association	5.4%
Rent from Council/Local Authority	5.4%
Rent from private landlord	2.7%
Buy own property (mortgage, buy outright)	5.4%
Shared ownership (i.e. part rent, part buy)	0.0%
Sheltered accommodation	5.4%
Other	2.7%
Don't know	37.9%

No of Respondents = 37



RESIDENT SATISFACTION SURVEY 2010

Q35 Is there anything else you would like to say about your home and/or the services your landlord provides?



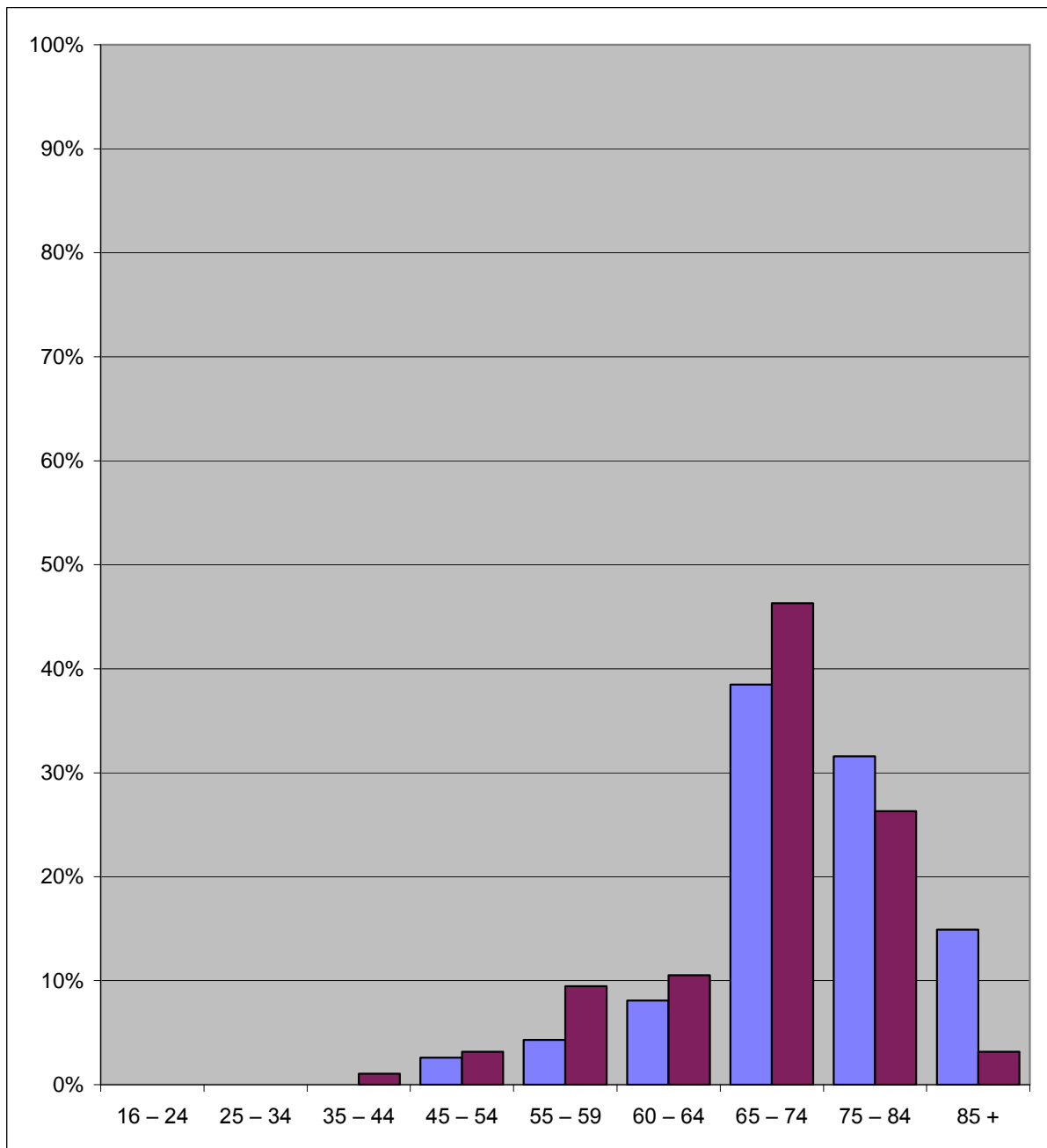
RESIDENT SATISFACTION SURVEY 2010

Q36 What is your and your partner / spouse age...?

	Tenant	Partner
16 – 24	0.0%	0.0%
25 – 34	0.0%	0.0%
35 – 44	0.0%	1.1%
45 – 54	2.6%	3.2%
55 – 59	4.3%	9.5%
60 – 64	8.1%	10.5%
65 – 74	38.5%	46.3%
75 – 84	31.6%	26.3%
85 +	14.9%	3.2%

No of Respondents = 234 (Tenant)

No of Respondents = 95 (Partner / Spouse - 58% not applicable)



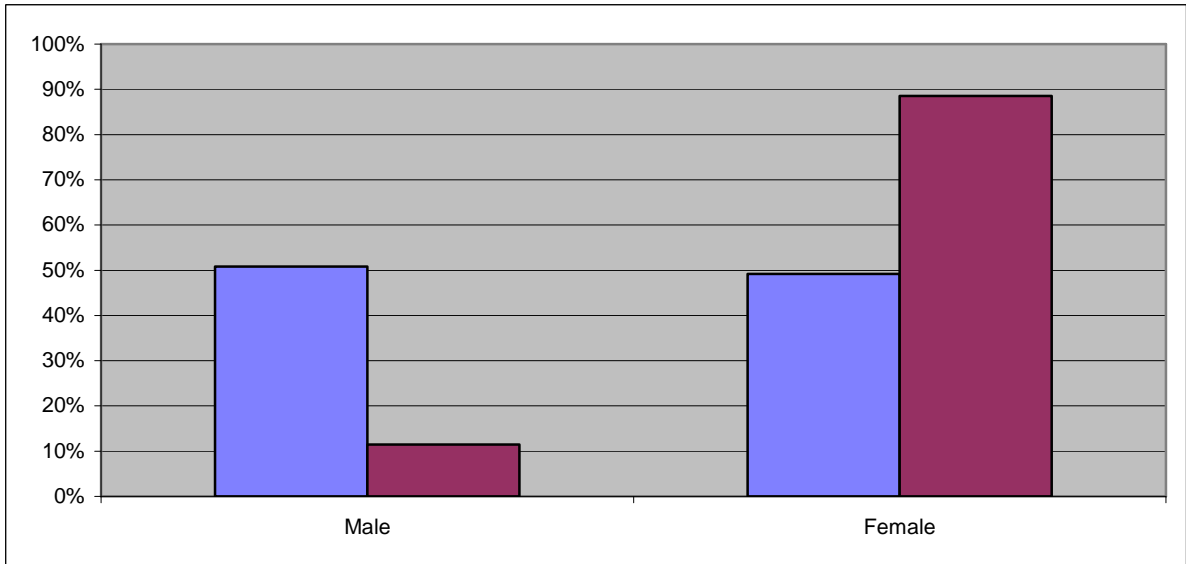
RESIDENT SATISFACTION SURVEY 2010

Q37 What is your and your partner / spouse gender...?

	Tenant	Partner
Male	50.8%	11.5%
Female	49.2%	88.5%

No of Respondents = 236 (Tenant)

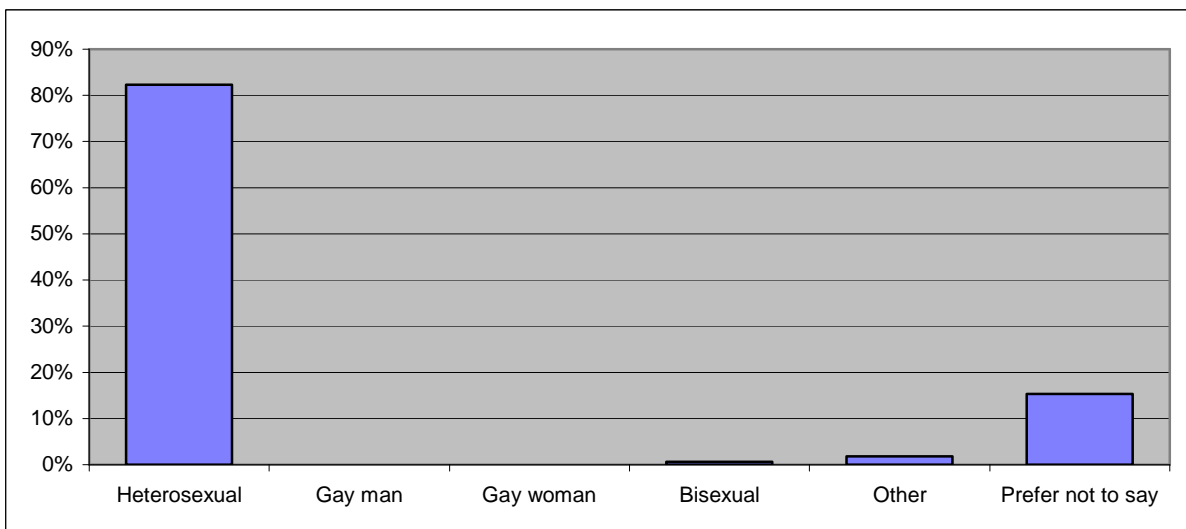
No of Respondents = 96 (Partner / Spouse - 58.2% not applicable)



Q38 How would you describe your sexual orientation?

Heterosexual	82.3%
Gay man	0.0%
Gay woman	0.0%
Bisexual	0.6%
Other	1.8%
Prefer not to say	15.3%

No of Respondents = 164

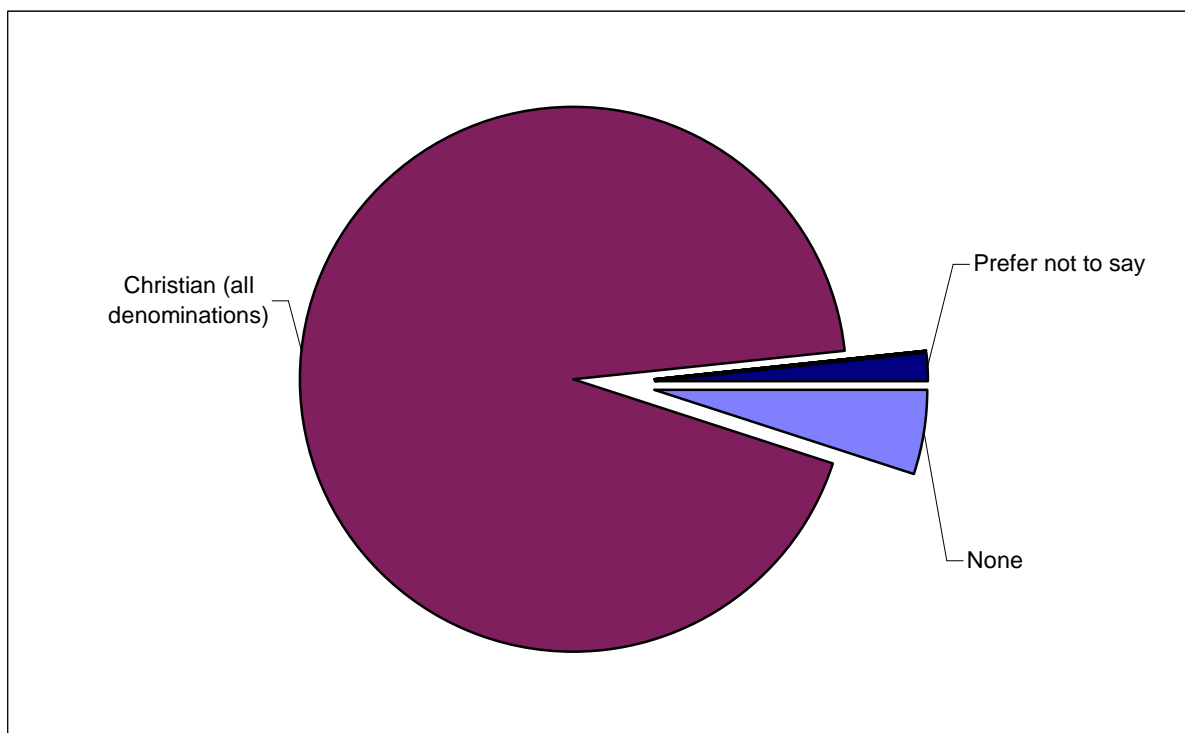


RESIDENT SATISFACTION SURVEY 2010

Q39 What is your religion?

None	5.1%
Christian (all denominations)	93.2%
Buddhist	0.0%
Hindu	0.0%
Jewish	0.0%
Muslim	0.0%
Sikh	0.0%
Any other religion	0.0%
Prefer not to say	1.7%

No of Respondents = 234



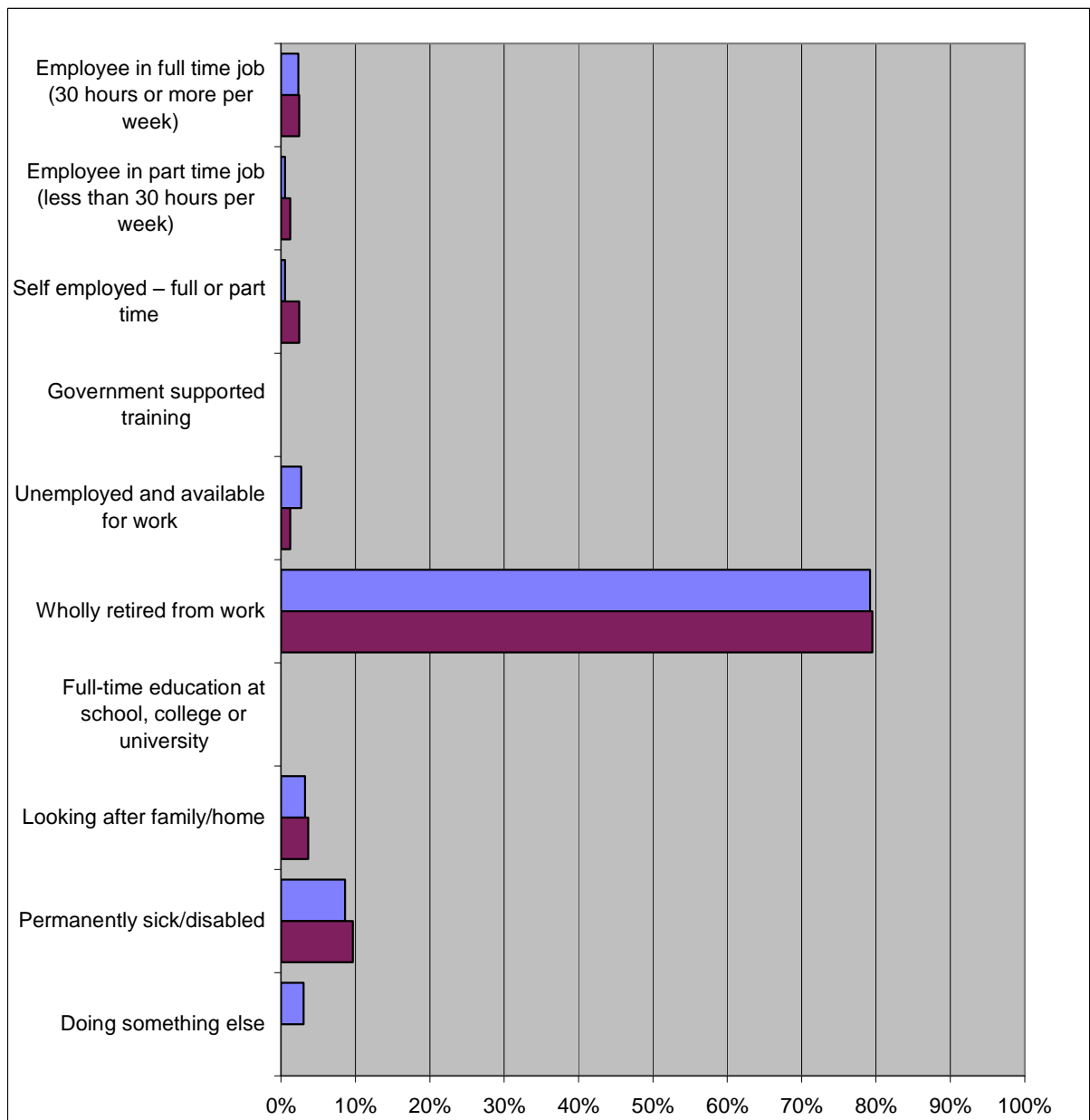
RESIDENT SATISFACTION SURVEY 2010

Q40 What is your and your partner / spouse work status...?

	Tenant	Partner
Employee in full time job (30 hours or more per week)	2.3%	2.4%
Employee in part time job (less than 30 hours per week)	0.5%	1.2%
Self employed – full or part time	0.5%	2.4%
Government supported training	0.0%	0.0%
Unemployed and available for work	2.7%	1.2%
Wholly retired from work	79.2%	79.5%
Full-time education at school, college or university	0.0%	0.0%
Looking after family/home	3.2%	3.6%
Permanently sick/disabled	8.6%	9.6%
Doing something else	3.0%	0.0%

No of Respondents = 221 (Tenants)

No of Respondents = 83 (Partner / Spouse - 60.9% not applicable)

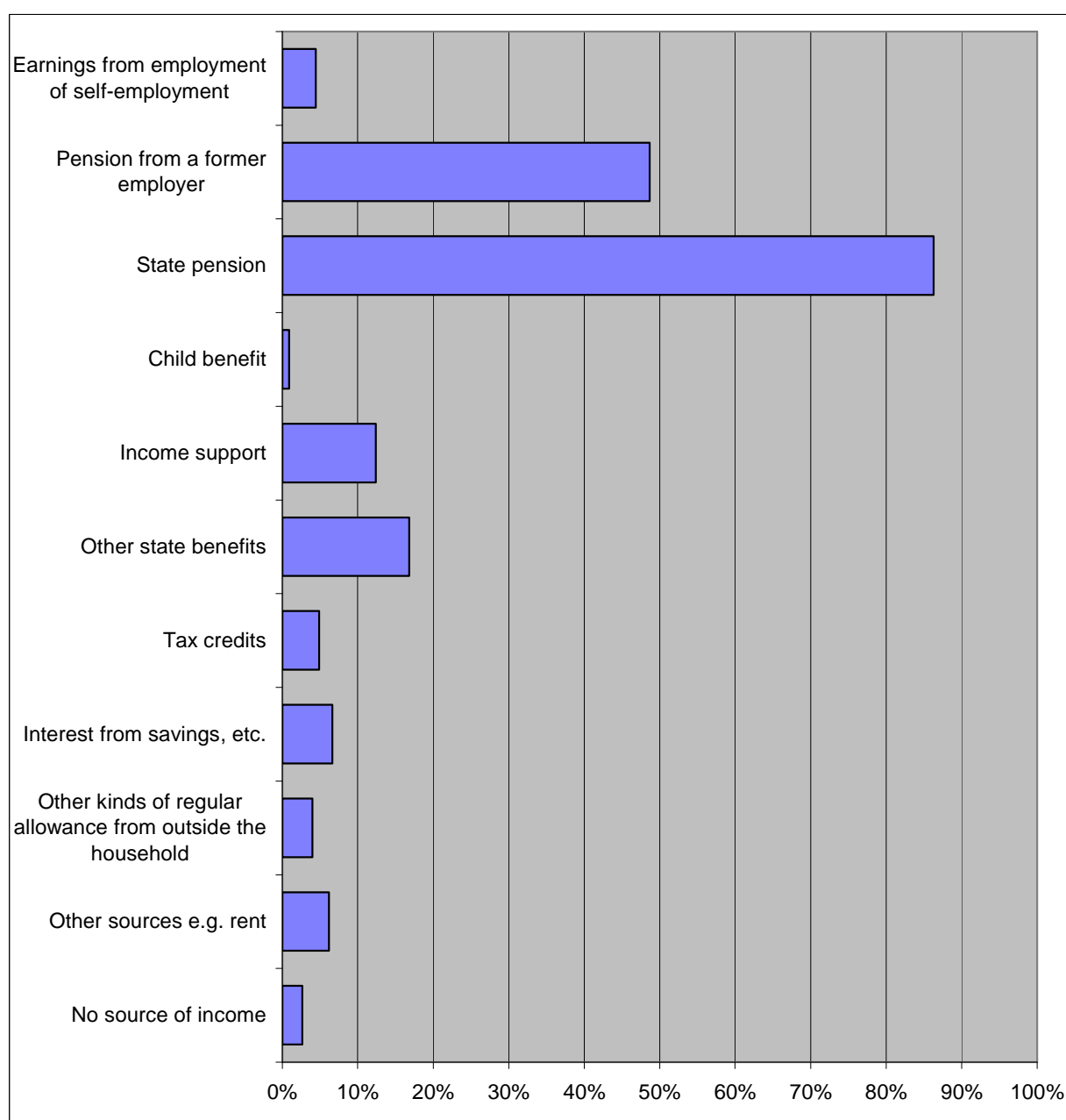


RESIDENT SATISFACTION SURVEY 2010

Q41 What kinds of income do you (and your partner / spouse) receive?

Earnings from employment of self-employment	4.4%
Pension from a former employer	48.7%
State pension	86.3%
Child benefit	0.9%
Income support	12.4%
Other state benefits	16.8%
Tax credits	4.9%
Interest from savings, etc.	6.6%
Other kinds of regular allowance from outside the household	4.0%
Other sources e.g. rent	6.2%
No source of income	2.7%

No of Respondents = 226 (Multiple choice answer)

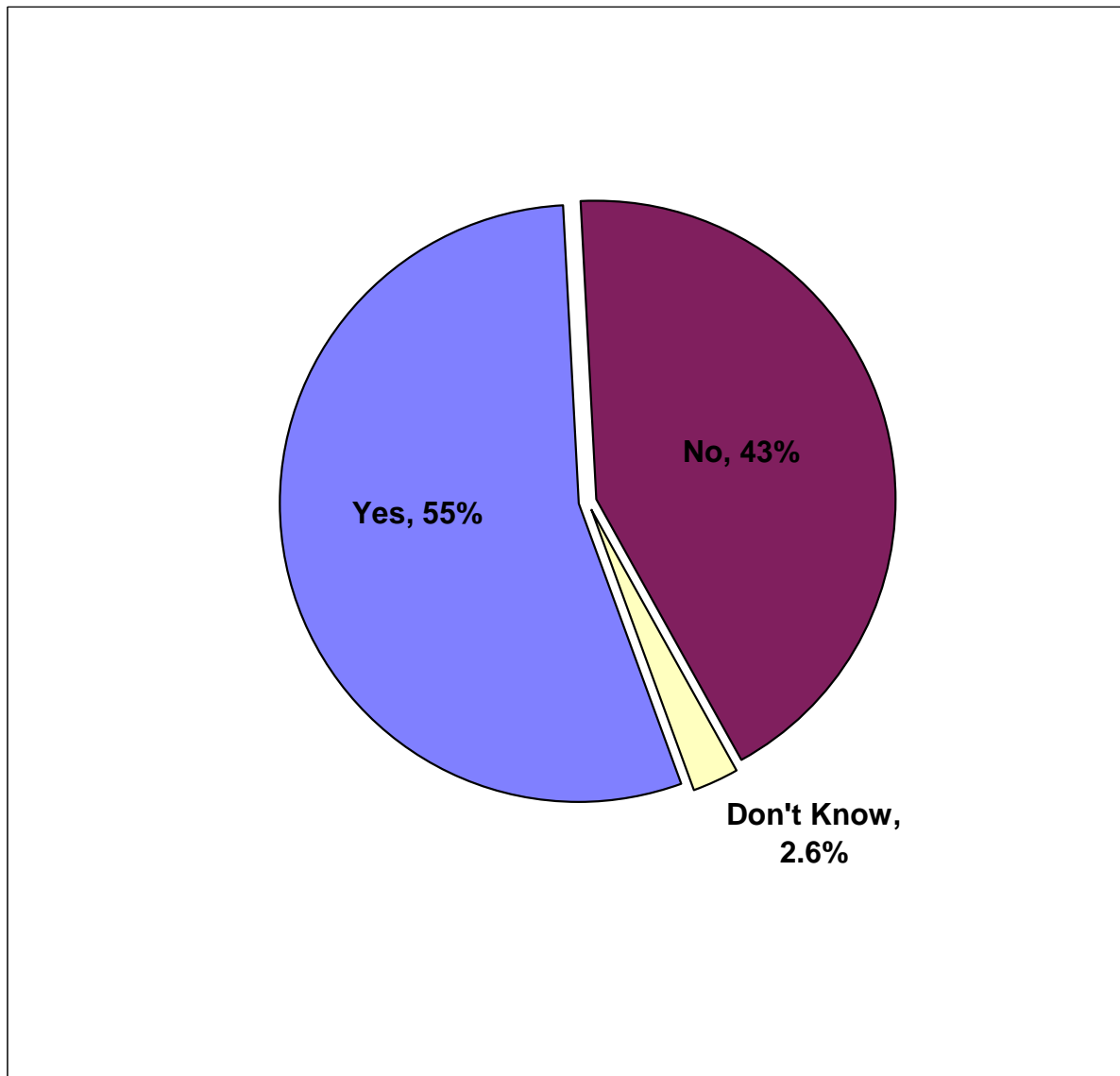


RESIDENT SATISFACTION SURVEY 2010

Q42 Does your household currently receive housing benefit (either paid to you, or directly to your landlord)?

Yes	54.8%
No	42.6%
Don't Know	2.6%

No of Respondents = 230

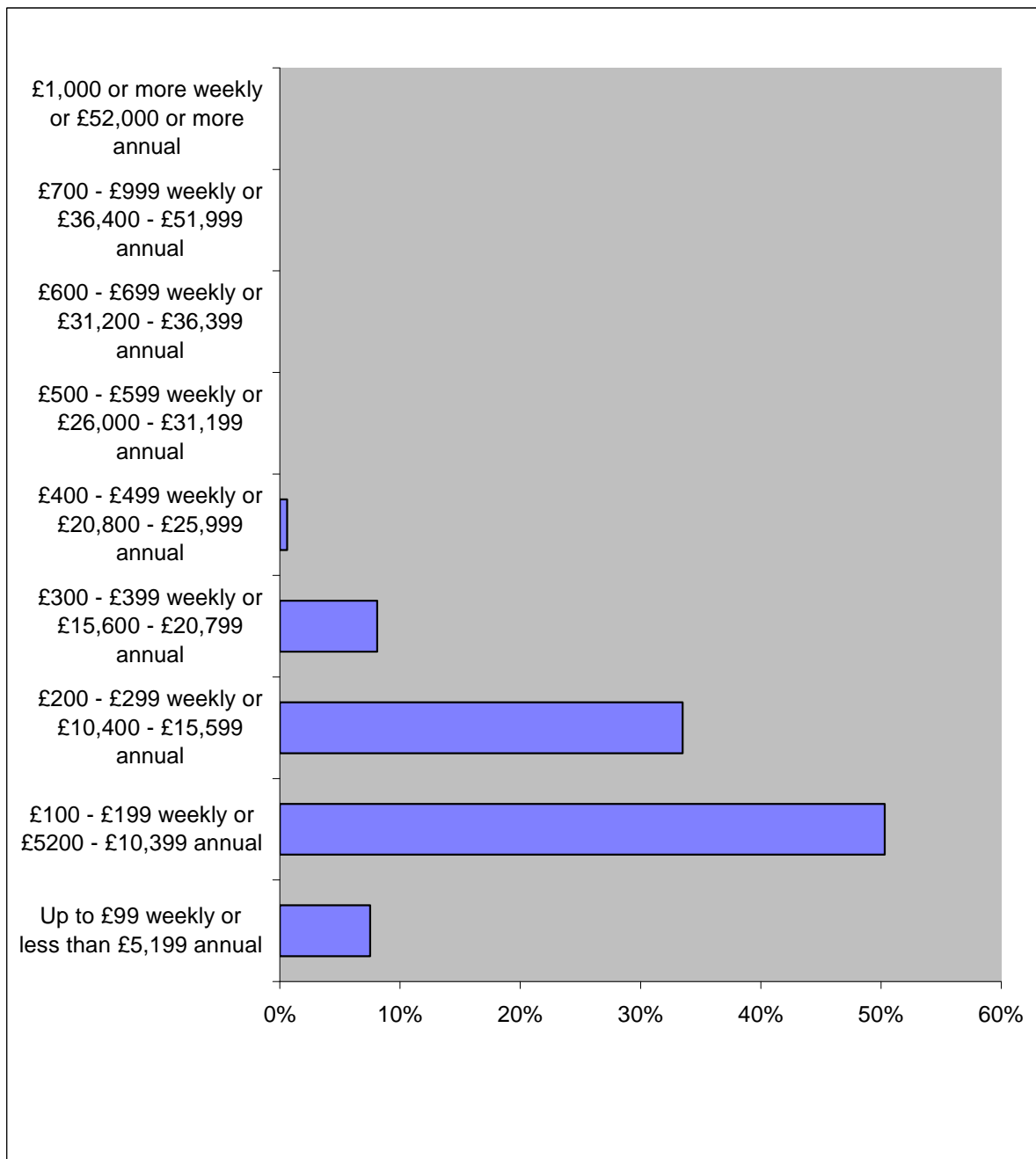


RESIDENT SATISFACTION SURVEY 2010

Q43 Which group represents you (and your partner's) total net income from all these sources after deductions for income tax and national insurance?

Up to £99 weekly or less than £5,199 annual	7.5%
£100 - £199 weekly or £5200 - £10,399 annual	50.3%
£200 - £299 weekly or £10,400 - £15,599 annual	33.5%
£300 - £399 weekly or £15,600 - £20,799 annual	8.1%
£400 - £499 weekly or £20,800 - £25,999 annual	0.6%
£500 - £599 weekly or £26,000 - £31,199 annual	0.0%
£600 - £699 weekly or £31,200 - £36,399 annual	0.0%
£700 - £999 weekly or £36,400 - £51,999 annual	0.0%
£1,000 or more weekly or £52,000 or more annual	0.0%

No of Respondents = 173



RESIDENT SATISFACTION SURVEY 2010

Conclusion

About your household Q1 – Q9

53% of tenants responding to this survey have been a tenant of DAMHA for over 5 years and 51% have lived in their current home for less than 5 years.

Many of the respondents (58%) live alone and (41%) of households are occupied by two people. Also 99.6% of respondents had no children under 16 living in the property.

English / British respondents accounted for 98% of the returned surveys.

Limitations to daily activities due to illness, health or disability affects 81% of the tenants.

Housing and Services Q10 – Q14

Between 91% and 94% of respondents were satisfied with the quality and condition of their home, the neighbourhood as a place to live and that they received value for money for their rent.

The three most important things to the respondents were repairs and maintenance, overall quality of your home and keeping tenants informed.

The main problems highlighted in their neighbourhoods were issues with:-

- car parking (18%)
- rubbish and litter (13%)
- noise from traffic (11%)

Contact with DAMHA Q15 – Q21

87% of respondents contacted DAMHA in the last 12 months.

Most of the contact was by telephone (93%) and only (3%) visited the office with the remaining methods of contact little used.

75% of the contact related to repairs, 10% related to rent/housing benefit.

91% of customers indicated their issues were dealt with effectively at the point of contact and 92% considered it easy to get hold of the right person.

87% were satisfied with the final outcome.

Repairs and Maintenance Q22 – Q24

77% of those surveyed had repairs to their properties in the last 12 months.

Most of the respondents 93% were satisfied with repairs and maintenance.

RESIDENT SATISFACTION SURVEY 2010

The main predictors of satisfaction with the service are:-

- Told when workers would call was 94%
- Attitude of workers was 98%
- Quality of repair work was 93%

Overall 93% of respondents were satisfied with the way repairs and maintenance are conducted.

Communication and information Q25 – Q27

Most tenants prefer to be contacted by letter, followed by telephone call, then personal visit or magazine/newsletter.

92% of respondents felt they were kept well informed about things that affected them as tenants.

When respondents were asked about how well DAMHA listen to their views 84% were satisfied.

Anti Social Behaviour Q28 – Q32

Anti Social behaviour was reported by 4% of respondents and 80% of them thought it was easy to get hold of the right person.

Staff were helpful according to 60% of respondents and 50% were satisfied staff were able to deal with the problem.

The advice given by staff satisfied 67% of respondents and 67% were satisfied about being kept informed.

Support provided by staff and how the report was dealt with satisfied 67% of respondents and the speed of resolution satisfied 78%.

67% were satisfied with the final outcome of their report.

General Comments Q35 (Q10)

The main comments related to thanks / well done to DAHMA. Other property issues were with:

- Doors and windows
- Central heating
- Kitchens and bathrooms

Background information Q36 – Q45

Only 7% respondents are under 60 years of age, and 79% were retired and 9% are permanently sick/disabled.

Male and female tenants are in almost equal proportions and 93% are Christians.

RESIDENT SATISFACTION SURVEY 2010

Main income is from benefit support e.g. State Pension / Pension Credit, Income Support, Tax Credits.

Annual household income is 58% less than £10399, 34% between £10400-£15599 and 9% have £15600+.