

Introduction

In summer 2008, we conducted a tenant survey using an independent company named Priority Research. This survey used a brand new version of the standard national questionnaire (called STATUS), which meant the results could be compared with similar housing providers around the country.

Castle Morpeth Housing was set up in October 2007, to manage the former Castle Morpeth Borough Council homes. At the time of this survey Castle Morpeth Housing had been in operation for less than a year. The results of this survey will give us a good base to monitor our progress. We have been making continuous improvement since this survey was carried out.

The questionnaire was sent to a random selection of half of our tenant households, and 601 completed surveys were returned, giving a response rate of 54%.

The following pages contain some of the main results from the survey.

Overall satisfaction

Taking everything into account, 71% of tenants were satisfied with the overall service that they received, compared to only 13% who were dissatisfied.

There was a marked variation in satisfaction by age - the highest age group (85 and over) gave a rating of 92%, whilst the youngest (16 to 24) scored only 46%.

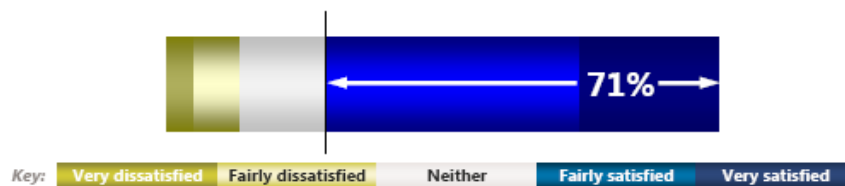


Fig 1 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 591

Although the figure of 71% is below the average of 79% for other comparable housing associations, it nevertheless represents a significant improvement on the satisfaction level of 64% obtained last year.

The home

Three quarters of tenants (73%) were satisfied with the overall quality of their home, a reduction from 77% in the 2007 survey and below the average amongst surveys of other landlords which was 81%.

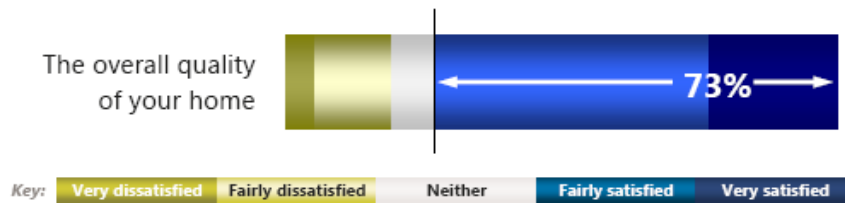


Fig 2 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 579

Two ratings did improve, these being *Value for money* (up to 73% from 64% last year) and *The general condition of your home* (66% vs. 60%); however, these were still below the average results from other landlords of 79% and 80% respectively.

The local neighbourhood

Most tenants were happy with the area in which they lived (80%), although again this rating varied with age. Ratings of problems in the area were generally slightly lower than those recorded by other landlords. Ratings were understandably worse by people who had experienced antisocial behaviour.

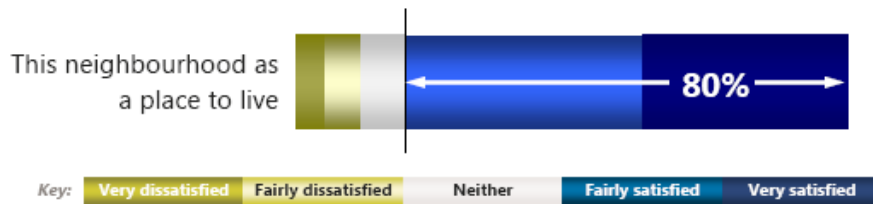


Fig 3 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 567

A quarter of tenants (23%) had had some sort of problem with antisocial behaviour (ASB) or neighbours in the last year, 27% of whom had reported these to us. Although 55% of tenants were satisfied with advice we gave them the way we deal with reports of ASB achieved scores that were generally lower than the averages of other housing providers.

Repairs and maintenance

Two thirds (68%) were satisfied with the way we deal with repairs and maintenance, which was an increase from 64% last year. The highest rating was for the *Attitude of workers* at 92%, up from 89% last year, whilst the lowest was for *Being told when the workers would call* at 64% (no change).

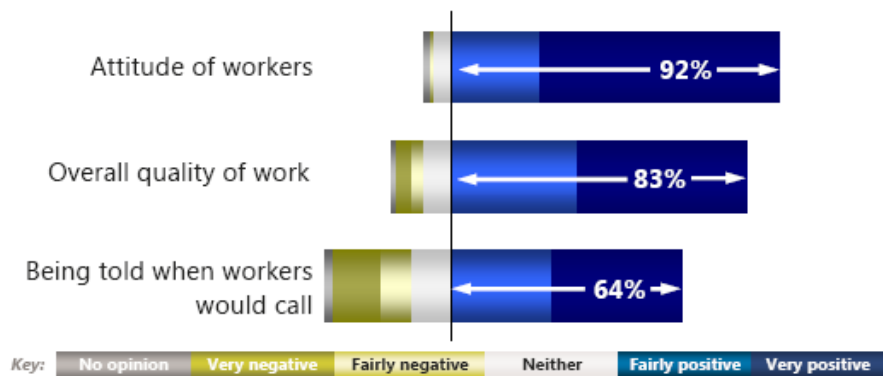


Fig 4 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 318, 317, 328

Customer service

Satisfaction with the levels of customer service was generally positive, both with the helpfulness of staff (87%) and their ability to deal with the query (80%). Satisfaction levels with the final outcome of queries was 63%. These figures were close to those for other, similar landlords.

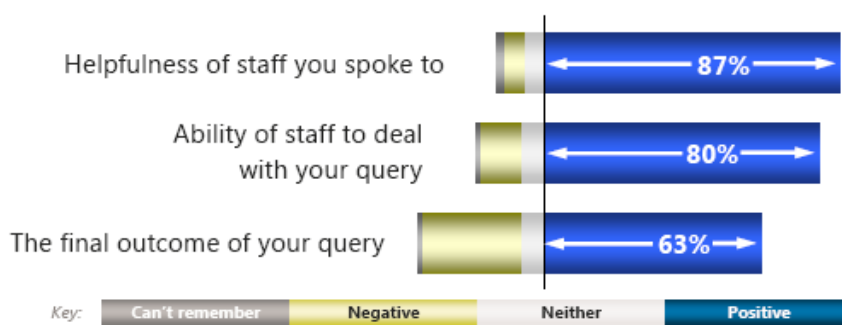


Fig 5 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 378

Communication and information

The survey results suggest while our tenants show an average level of satisfaction with the way we take account of their views when making decisions, there is room for improvement in how we keep them informed.

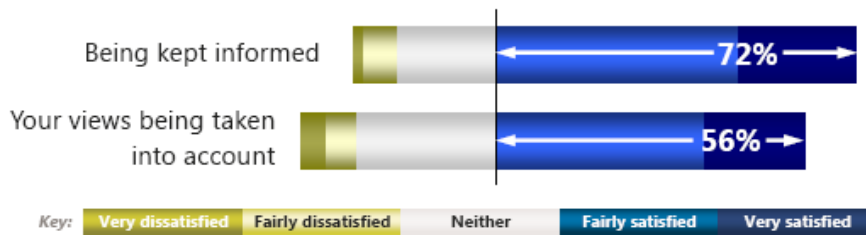


Fig 6 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 585, 584

The figure of 72% satisfaction with how well we keep tenants informed represents a decrease from 75% obtained in 2007, and remains below the average for similar landlords of 79%.

Your priorities for improvement

Over the next few months we will be working with the Tenants Forum to develop an action plan to implement your priorities for improvement. Using the survey results and other information available to us we have been looking at what actions we can take. Your priorities were:

- 1** Work towards energy efficiency wherever you can to save tenants' money
Actions: we will continue to explore partnerships with energy advice agencies and grants for energy efficiency measures
- 2** Keep tenants informed when major improvements will be done
Action: we will continue to provide tenants with timely information on the major improvement programme
- 3** Take individual needs into account when improving our homes
Actions: we will continue to use our household information to plan our maintenance programmes and develop tenants' extras options
- 4** Give tenants more information about when repairs will be carried out
Action: we will develop an appointment system for routine repairs
- 5** When taking a message, make sure someone always gets back in touch
Actions: we will develop a mystery shopping programme and ensure we improve our performance on getting back in touch with you when you contact us

Thank you!

We would like to thank all of those who took the time to take part in the survey - the information that you provided will play an important role in improving our services in the future!