

## Communication and information

The survey results suggest that while our home owners show an average level of satisfaction with how we keep them informed, there is room for improvement in the way we take account of their views when making decisions. However, both scores were higher than those achieved by comparable landlords.

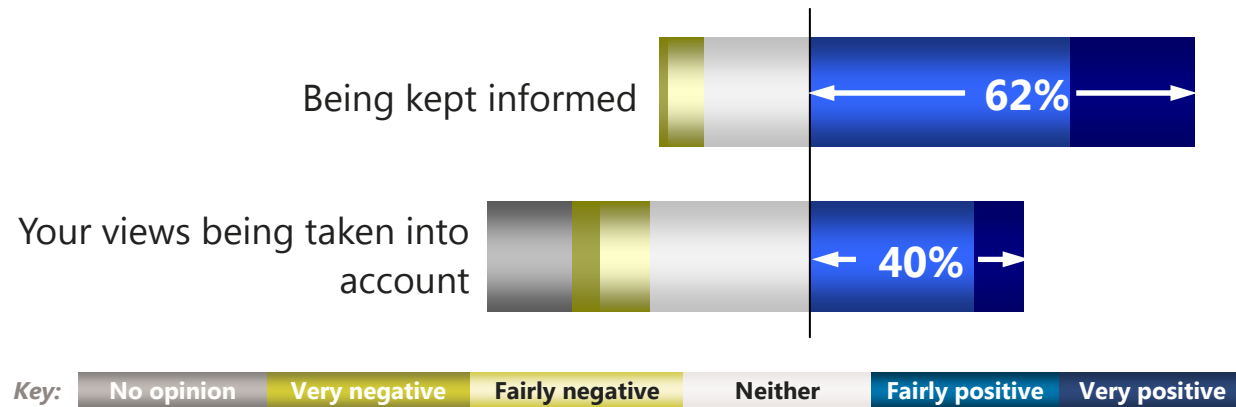


Fig 6 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 585, 584

The vast majority of home owners prefer to be informed or consulted by letter (74%), although a significant proportion would prefer a telephone call (20%).

## Value for money

Nearly six out of ten home owners felt that the rent/service charge they paid represented good value for money (58%), whilst 17% held the opposite view. Whilst not directly comparable, on average 51% typically rate the rent/service charge as good value in other home owner surveys around the country.

In addition just over half of home owners believed the cleaning and upkeep of communal areas represented good value.

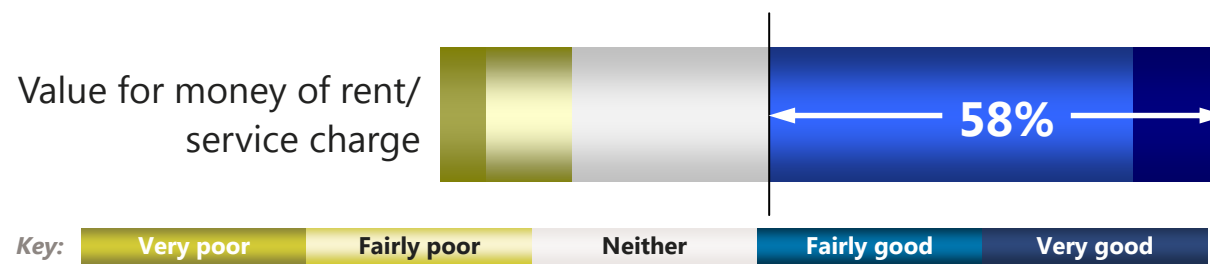


Fig 3 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 288

## 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!

## Introduction

In summer 2008, we conducted a survey of home owners 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.

The questionnaire was sent to all home owners across the Isos Group (this includes NomadE5, Castle Morpeth Housing and Milecastle Housing) during July 2008, and 380 completed surveys were returned, giving a response rate of 40%.

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

## Overall satisfaction

When Isos home owners took everything into account and gave their overall assessment of the service they received, just over three fifths concluded that they were satisfied (62%), whilst 13% were dissatisfied. This result was slightly higher than the average for similar organisations (58%).

Certain subgroups scored higher than average:

- Those who were permanently sick or disabled (91%)
- Those reporting new build defects which had been resolved (77%)

Sub-groups which gave lower satisfaction ratings were:

- Those with problems paying bills (52%)
- Residents of South Tyneside (40%)

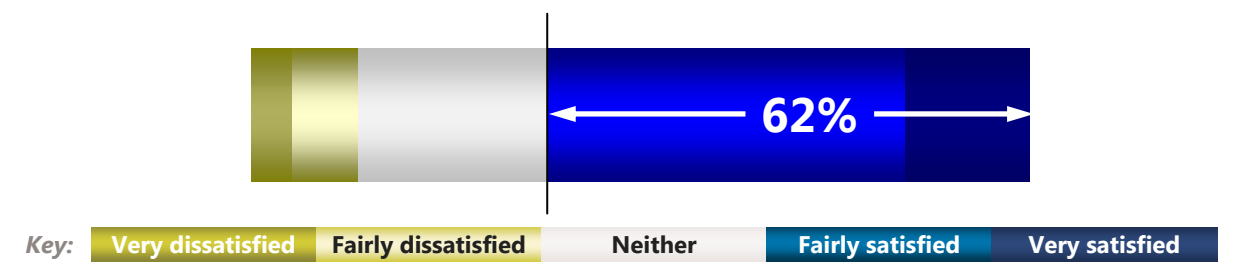


Fig 1 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 369

## The home

Around nine out of ten home owners (88%) were satisfied with the overall quality of their home, which is slightly higher than the average amongst surveys of other landlords which was 86%.

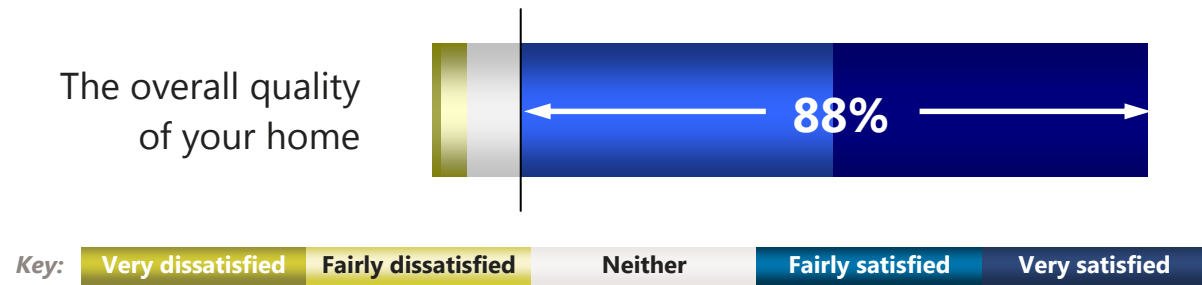


Fig 2 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 370

Satisfaction ratings with individual components were very much in line with the benchmark figures. One aspect that did stand out as being higher than average was *security measures* which was eleven percentage points higher than expected (72% satisfied v 61% benchmark).

## Sales process

It was positive to see that three quarters of homeowners who had bought in the last three years were satisfied overall with the experience, compared to only 8% who were dissatisfied.

As a result of their generally positive experiences, a quarter of recent customers said that they would recommend this type of ownership to family or friends (24%), with a further 8% already having done so.

Satisfaction with the various components of the customer process, (see opposite page), were all above benchmark.

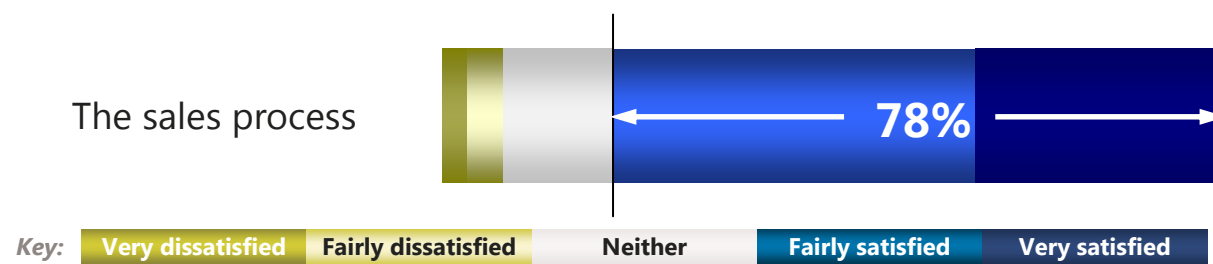


Fig 3 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 129

## Repairs and maintenance

A little over two fifths of home owners (43%) were satisfied with the way we deal with repairs and maintenance, which is slightly higher than average. The highest rating was for the *Attitude of workers* at 79%, 10% better than the benchmark, whilst the lowest was for the *time taken before work started* at 49%.

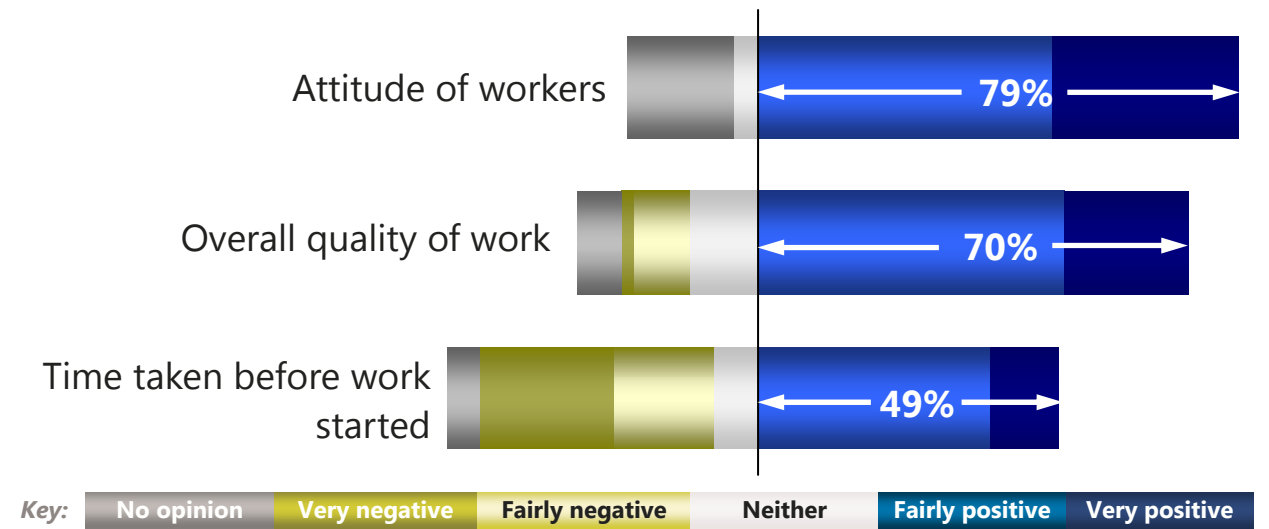


Fig 4 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 52, 54, 54

## Customer service

Satisfaction with the levels of customer service was generally positive, both with the helpfulness of staff (74%) and their ability to deal with the query (67%). Satisfaction levels with the final outcome of queries was 57%. These figures were all higher than those of other similar landlords.

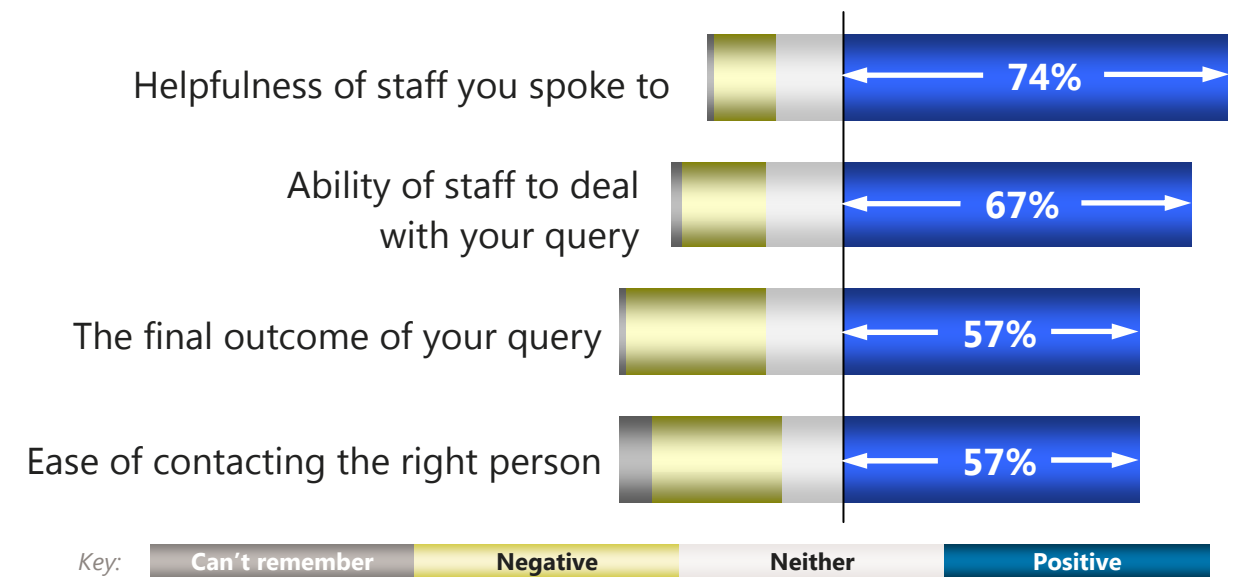


Fig 5 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 198