

CASTLE MORPETH HOUSING LIMITED

Customer Satisfaction (VMS) Summary Report

1. Introduction

- 1.1 This report provides details of the customer satisfaction data collected using VMS (Vision management System) for Castle Morpeth Housing during 2008-09. Results covering the following service areas are included: Responsive Repairs, Gas Servicing, New Tenants, End of Tenancy, Major Improvement Works and Flood Survey results.
- 1.2 The report provides an overview of the performance data collected. Responding to customer comments is a key part of using the VMS system and is integral to achieving high satisfaction levels, by demonstrating a *'you said, we did'* culture in the organisation.

2. Recommendation

Board are recommended to receive this report for information and comment.

3. Key Findings Overview

- 3.1 Performance across all of the surveys has been consistently good with average scores above 6.0 (scores collected out of 10, 1-being poor and 10- being excellent). As monitoring using VMS began in April 2008, it is not possible in this report to provide comparative data for previous years.

4. Response Rates

- 4.1 The response rates received have been reasonable throughout the year. The aim is for each individual survey to receive a response rate of 30% plus, though this has not been achieved for each survey carried out.

4.2 Service Areas:

A. Responsive Repairs - random sample

Over the year 1,033 scorecards were sent out and 330 were returned. This provides an annual response rate of 31.9%.

B. Gas Servicing - random sample

Over the year 799 scorecards were sent out and 303 were returned. This provides an annual response rate of 37.9%.

C. New Tenants - 100% sample

Over the year 220 scorecards were sent out and 63 were returned. This provides an annual response rate of 28.6%.

D. End of Tenancy - 100% sample

Over the year 210 scorecards were sent out and 19 were returned. This provides an annual response rate of 9.0%. The reason for this low response rate is possibly due to the number of households who were decanted due to the floods who did not return their completed scorecards.

E. Major Improvements - 100% sample

Mears – over the year 191 scorecards were sent out and 134 were returned. This provides an annual response rate of 70.2%.

Warmseal – over the year 341 scorecards were sent out and 44 scorecards were returned. This provides an annual response rate of 12.9%.

FHM – over the year 111 scorecards were sent out and 87 were returned. This provides an annual response rate of 78.4%.

F. Flood survey - 100% sample

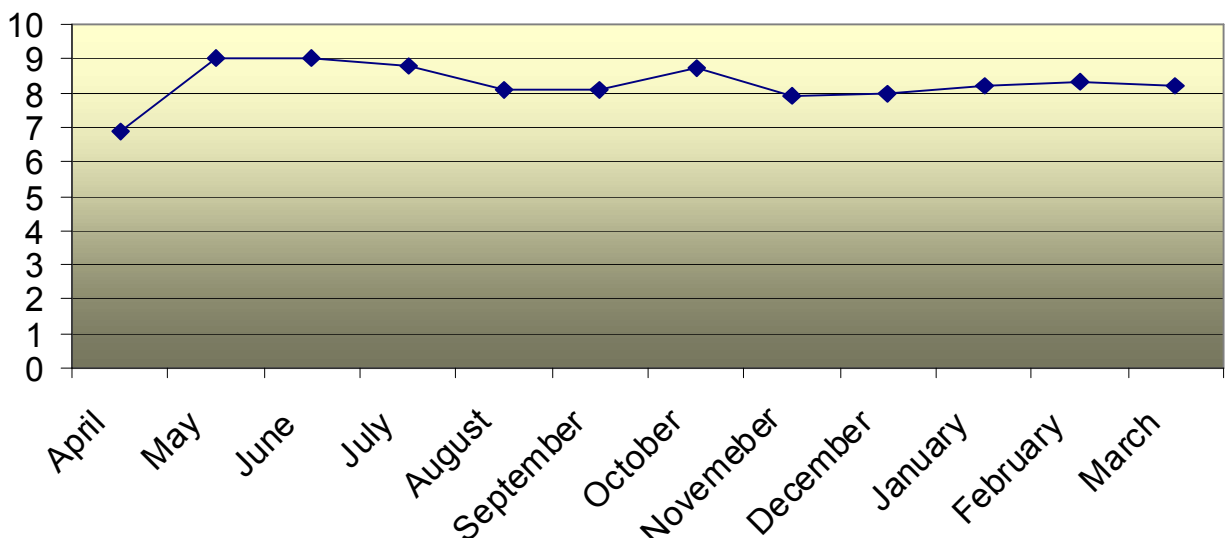
152 questionnaires were sent out and 35 were returned. This provides a response rate of 23%.

5. Overall Annual Performance - Responsive Repairs

5.1. Tenants were asked to score the Responsive Repair Service on a scale of 1- being very poor to 10- being excellent. The following parts of the service were scored; reporting a repair (including methods and attitude of staff), arrangements made to carry out the repair, information received from the tradesperson, care taken to protect the tenants home (before and after), satisfaction of the repair in meeting the tenants needs, quality of completed work and overall rating of the service.

5.2 Graph A illustrates how tenants rate the Housing Repair Service. The survey results indicate a high satisfaction level, with an overall score for the year of 8.3.

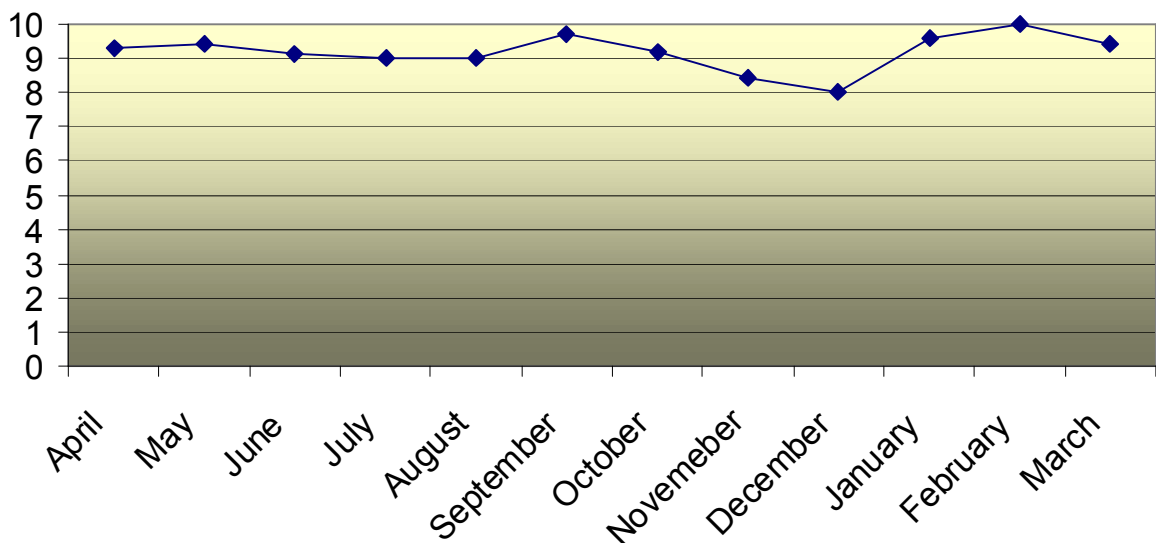
Graph A: Overall satisfaction with the responsive repair service



6. Overall Annual Performance – Gas Servicing

- 6.1 Tenants were asked to score their annual Gas Service on a scale of 1- being very poor to 10- being excellent. The following parts of the service were scored; the appointment system, attitude of staff, conduct of the gas engineer, the care taken to protect their home and overall rating of the service.
- 6.2 Graph B provides illustrates how tenants rate the Gas Servicing Service. The survey results indicate a very high satisfaction level, with an overall score for the year of 9.2.

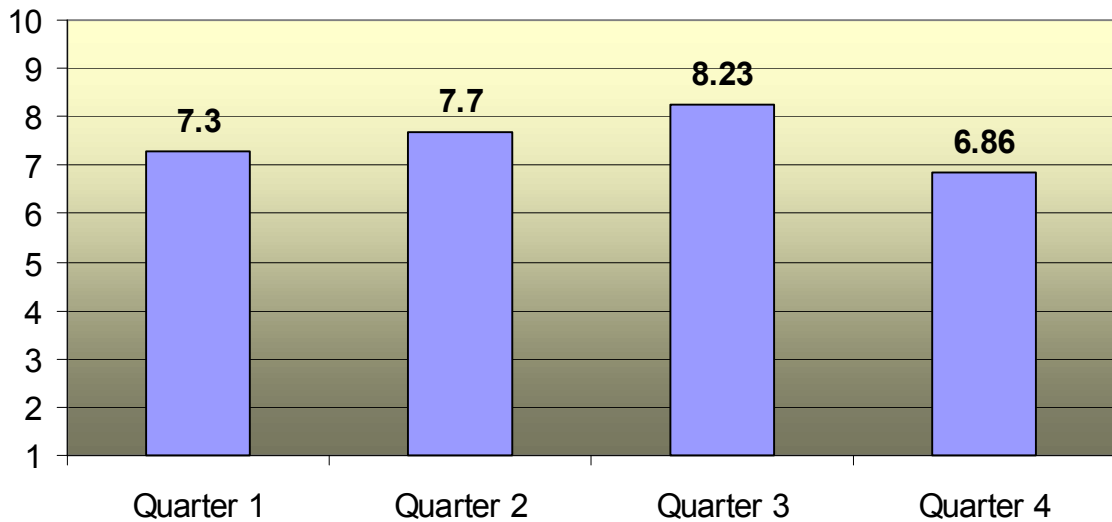
Graph B: Overall satisfaction with gas servicing



7. Overall Annual Performance - New Tenants

- 7.1 Tenants were asked to score the Lettings Service on a scale of 1- being very poor to 10- being excellent. The following parts of the service were scored; information received, timescales of housing offer, size of property, service provided by staff, standard of repairs, external and internal conditions of properties, cleanliness of home and overall rating of the service.
- 7.2 Graph C illustrates how tenants rate the Lettings Service. The overall score for the year is 7.5.

Graph C: Overall satisfaction with the lettings service



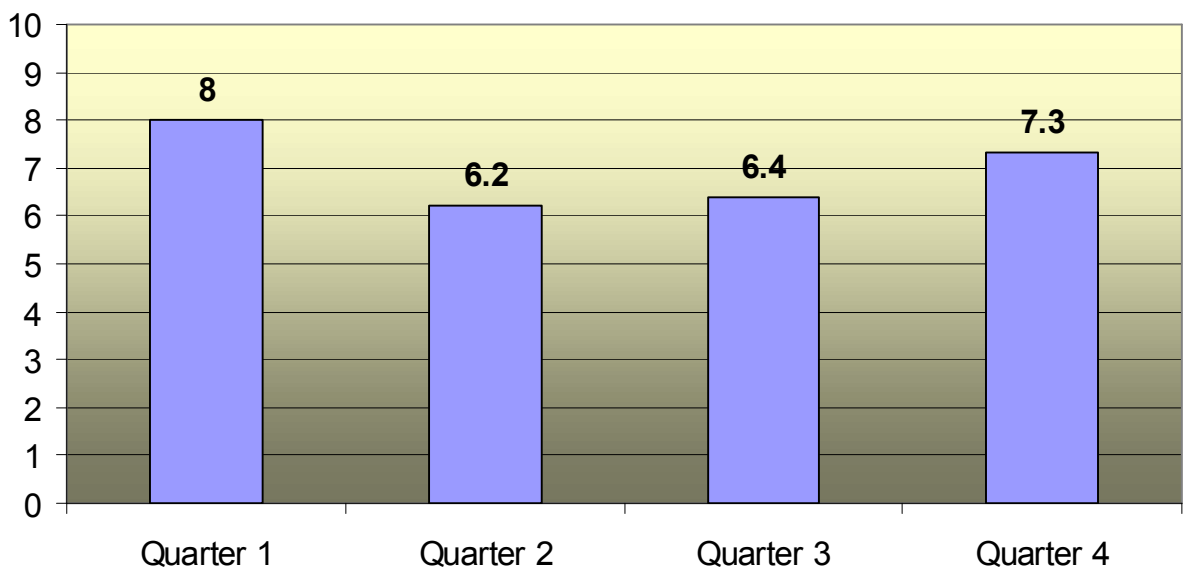
7.3 The themes which received low scores for this service area related to the timescale in which a decision to accept or decline a property has to be made, the standard or repairs and the internal and external condition of the property.

8. Overall Annual Performance - End of Tenancy

8.1 Tenants were asked to score the service they received when ending their tenancy as well as general satisfaction questions regarding the service they had received whilst being a tenant of Castle Morpeth Housing, on a scale of 1- being very poor to 10- being excellent.

8.2 Graph D illustrates how tenants rate the service. The overall score for the year is 7.

Graph D: Overall satisfaction with CMH and ending a tenancy



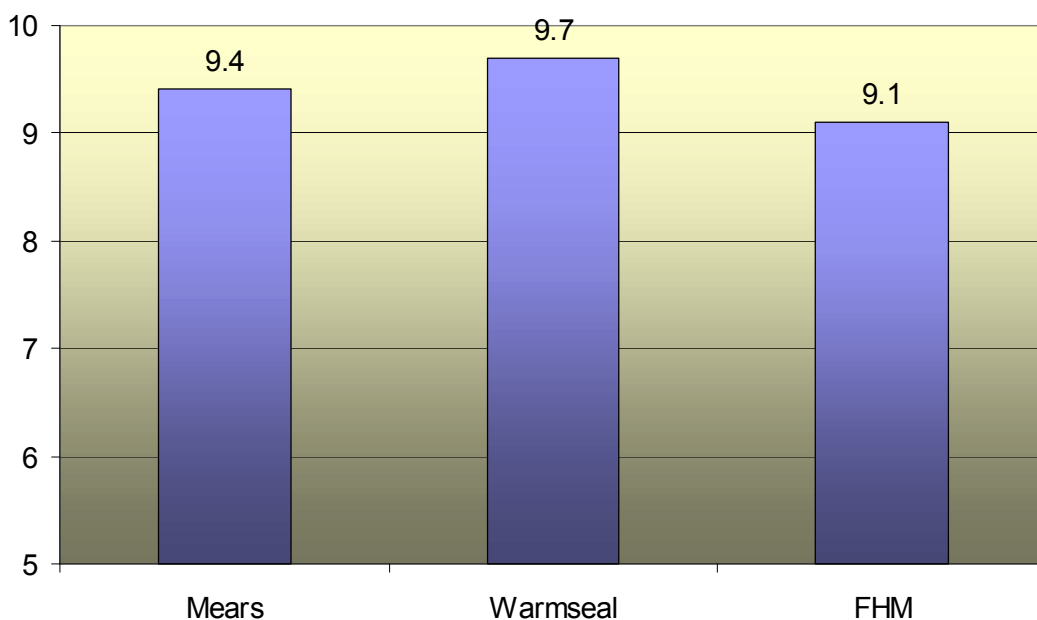
8.3 The themes which received low scores for this service area regarded the standard and location of the property, repairs/maintenance issues, the way in which tenancy issues were resolved and the help received whilst ending the tenancy.

9. Overall Annual Performance - Major Improvement Works

9.1 Tenants were asked to score the major improvement work carried out to their homes on a scale of 1- being very poor to 10- being excellent. The following parts of the service were scored; the information provided, attitude of staff, conduct of the worker, the care taken to protect the property, and overall rating of the service.

9.2 Graph E illustrates how tenants rate the Planned Maintenance Programme by contractor. Each contractor has a very high overall satisfaction score for the year.

Graph E: Overall satisfaction with planned maintenance work

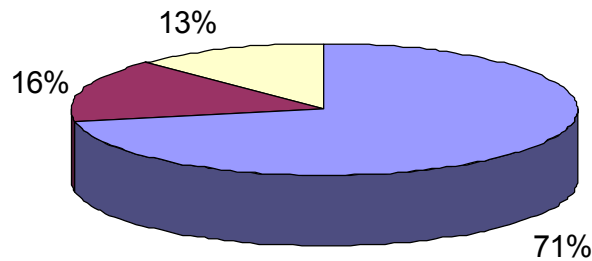


10. Overall Annual Performance - Flood survey results

10.1 Tenants effected by the floods in September 2008 were asked to rate the service provided by Castle Morpeth Housing during and after the floods. VMS was not used for this particular survey. The following parts of the service were surveyed; the information provided, attitude of staff, conduct of the worker, the care taken to protect the property, and overall rating of the service.

10.2 Graph F illustrates how tenants rated the service provided by Castle Morpeth Housing during and after the floods.

Graph F: Satisfaction with the overall service provided by CMH during and after the flooding



- Very Satisfied / Satisfied
- Neither Satisfied Nor Dissatisfied
- Dissatisfied / Very Dissatisfied

10.3 Only 4 out of the 35 respondents stated they were dissatisfied with the service they had received. The reasons for this dissatisfaction included: not being informed of what was happening during work to the property and inadequate amount of decoration allowance.

10.4 Ideas for improvements included help with storage, more help with rehousing, more information and more personal calls.

11. Diversity Monitoring

11.1 Each survey provides a demographic breakdown of respondents results by the following diversity strands, ethnicity, religion, age, gender, disability and sexual orientation. These individual reports allow particular attention to be made to these minority groups feedback. Close monitoring of this information also enables Castle Morpeth Housing to ensure that the respondents are representative of our customer base.

12. Summary

12.1 The results highlight a high level of customer satisfaction with all the services carried out by Castle Morpeth Housing, though levels are lower for the letting service and the service provided when ending a tenancy. The regular surveys provide a continuous flow of information to allow for close monitoring of satisfaction levels.

12.2 Additional VMS surveys will be introduced this year, including monitoring of satisfaction with the way complaints and cases of anti social behaviour are dealt with.

12.3 Further information regarding satisfaction levels are available on request.