



PEAK District

Rural Housing Association



**A DETAILED ANALYSIS
OF THE RESIDENTS
SURVEY 2006**



**Produced by
Peak District Rural Housing Association**

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Peak District Rural Housing Association

CONTENTS

1. Introduction
2. Respondent details
 - Responses by Scheme
 - Length of Residency
 - Age of Respondents
 - Gender of Respondents
 - Work Status of Respondent
 - Ethnic origin of Respondent
3. General
 - Contact made to PDRHA within the last 12 months.
 - Method of Contact
 - Preferred Method of Contact
 - Level of satisfaction with last Contact
 - Level of satisfaction with the overall service provided by PDRHA
4. Customer Care
 - Are the telephones answered promptly
 - Are the telephone answered in a friendly and helpful manner
 - Do staff give their names out on the telephone
 - Are the telephone queries handled satisfactorily?
 - Preferred method for leaving messages
 - Was message acknowledged within 2 working days
 - Level of satisfaction with the way queries/complaints are handled
 - Did Officers wear a name badge or show ID
 - Are rent account statements received on a quarterly basis
 - Is internet access available for personal use
 - What would respondents consider using on the Internet
 - Would respondents consider contacting the Association by email
 - Do residents receive the residents' newsletter
5. Housing Management
 - Level of satisfaction with the Association's home
 - Level of satisfaction for residents to participate in decision making
 - Level of satisfaction with the Association's ability to tackle Anti-Social Behaviour
 - Level of satisfaction with advice and information provided to help residents avoid falling into rent arrear and facing legal action

6. Maintenance

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

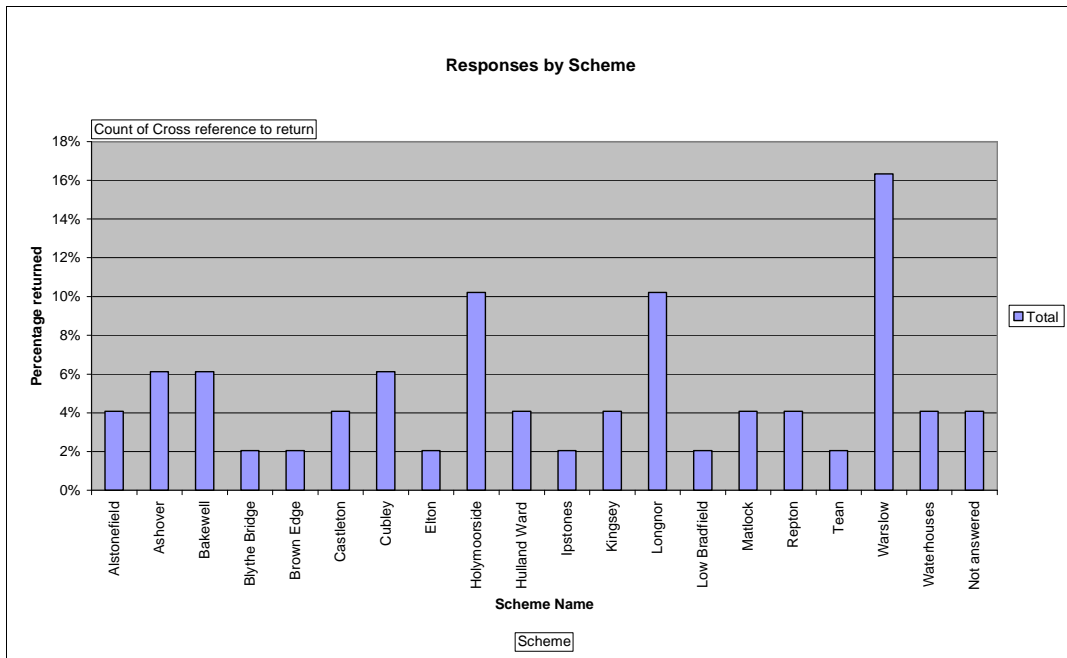
1. Introduction

Peak District Rural Housing Association has undertaken a postal Survey to the Association's tenants in September 2006. This was the first population survey that has been conducted and this report shows the full results based on all responses from the survey.

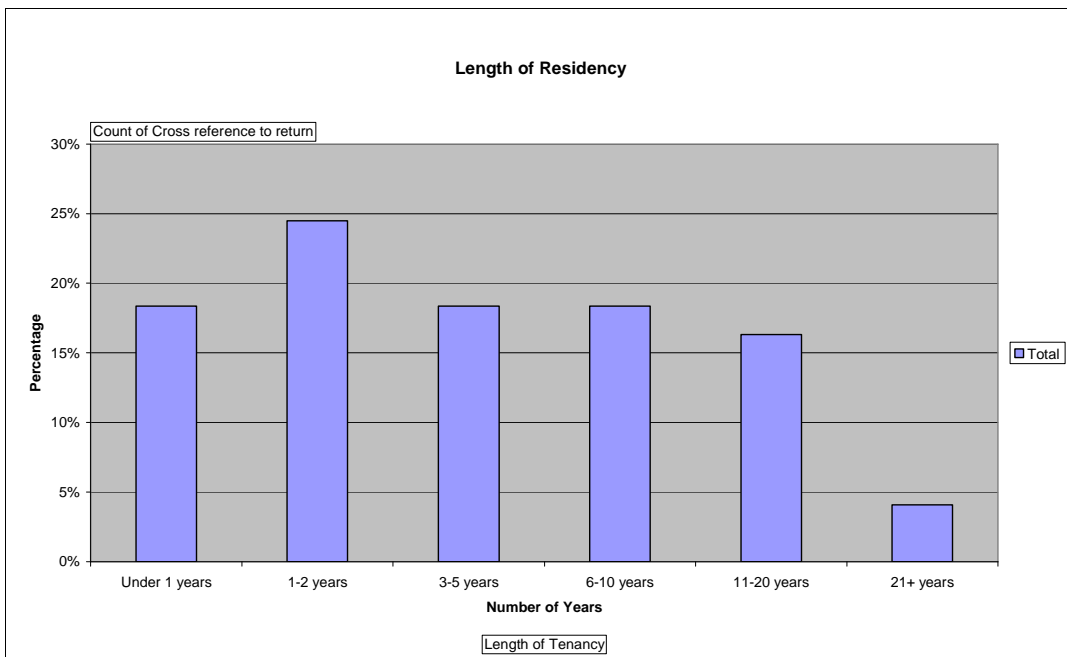
170 survey forms were distributed to all rented households and 47 forms have been returned. 28% return rate is considered fairly high for a large postal survey.

2. Respondent details

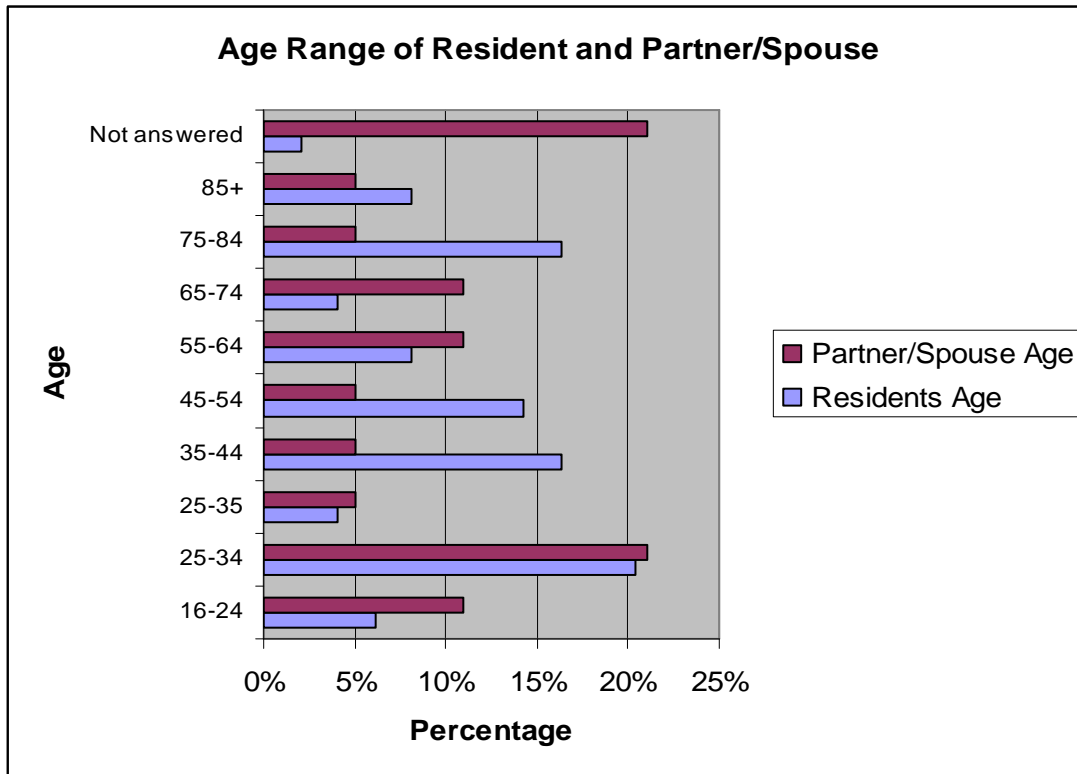
This Personal Information is collected to give an overview of the demographics of the respondents and these should be taken into consideration through the report and importantly within the recommendations and actions.



The average length of residency with Peak District Rural Housing Association is between 3-5 years. The largest proportions have been a resident for 1-2 years (24%).

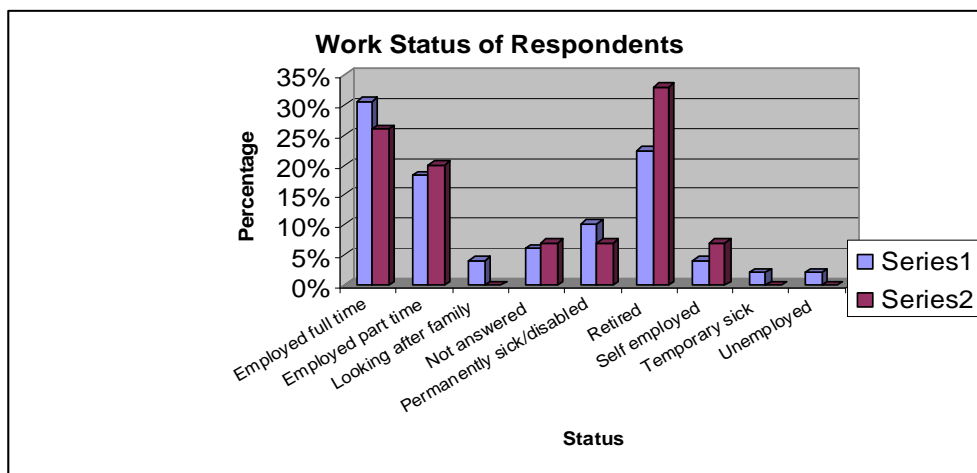


67% of respondents were female and 31% male, 2% did not answer. Over one quarter (29%) of residents who responded are aged 65 or over, over one third (39%) are aged 35-64 and 31% are aged between 16 and 34. The remaining did not disclose their age. The graph shows the age range of partner/spouse also.



Over half of the respondents' form of income is earnings from employment (full and part)/self employed (53%) and the same figure 53% of partner/spouse who responded falls into this earning category.

10% of respondents are permanently sick or disabled.



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

3. General

76% of respondents have been in contact with PDRHA within the last 12 months. 90% made the contact by telephone; 2% via the Housing Officer and 4% did not answer. The preferred method of contact is also by telephone and via Housing Officer, however, 4% would like to make contact via email and 4% by letter.

Only 12% were dissatisfied with the outcome of their last contact. The reasons for the dissatisfaction are:-

Customer Care:

- was recent enquiry so not sure of outcome yet.
- Did not receive a return call.

Housing Management

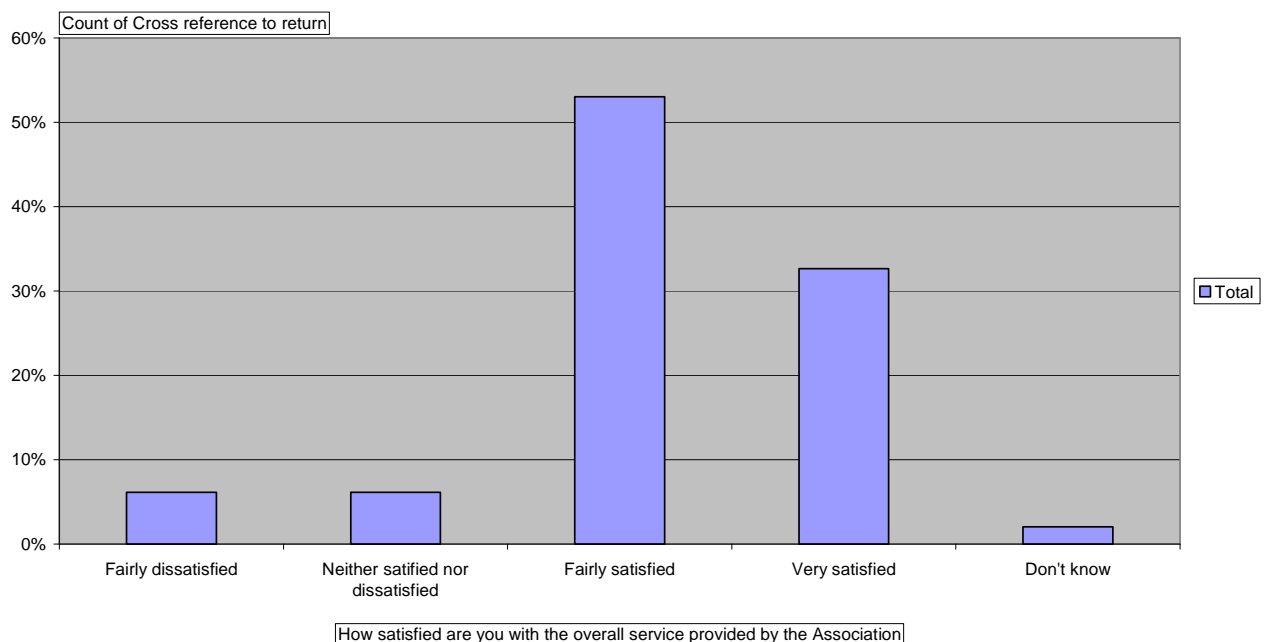
- No contact by Housing.

Maintenance

- kitchen light fell off and no one came to fix it.
- Complained about gardening not satisfactory and bushes never pruned.
- No contact by Maintenance Department.
- Never weeded or pruned. Cuttings left behind.
- Took a long time for job to be done.

The bar chart below shows that **86%** of Respondents are satisfied with the overall service provided by PDRHA.

Level of Satisfaction with the overall service provided by PDRHA



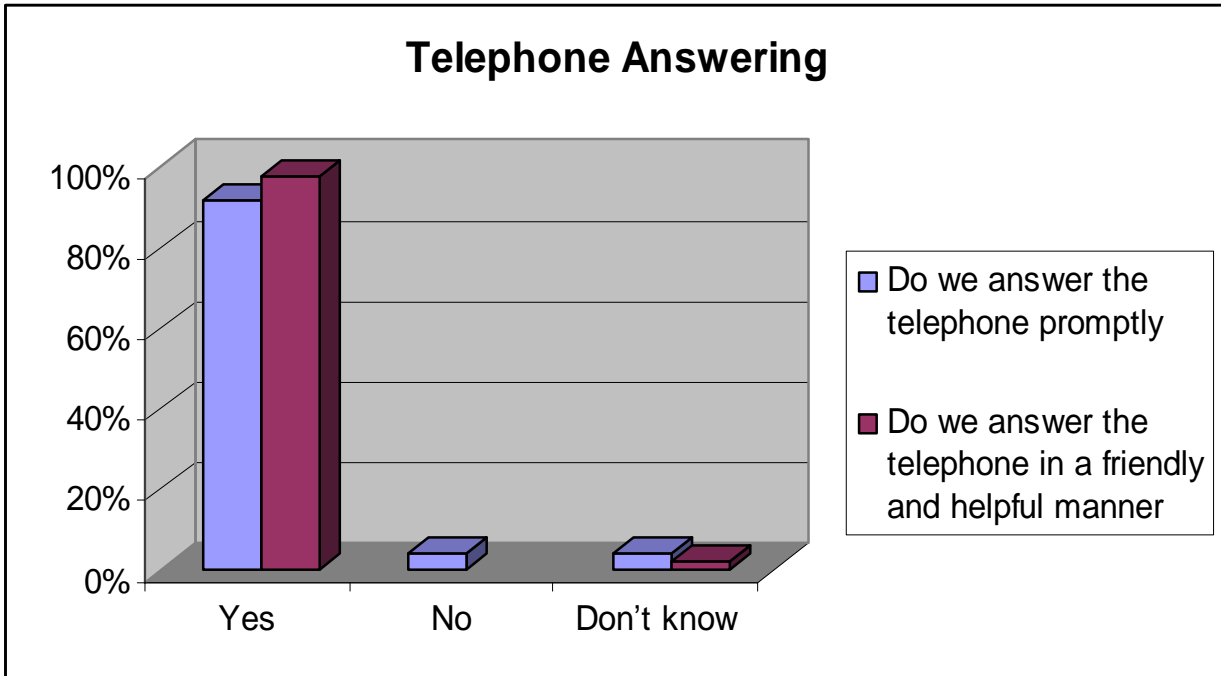
Some of the reasons why respondents were dissatisfied are:

Maintenance

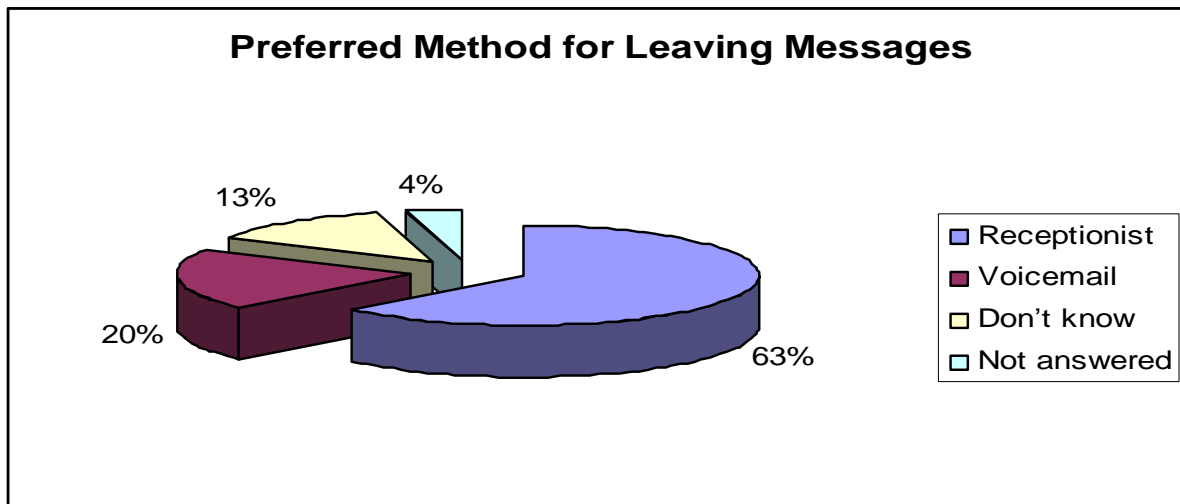
- *Outstanding repairs*
- *Dissatisfied with the gardener and gardening service*
- *Gardening not satisfactory*
- *Slow not sympathetic*

4. Customer Care

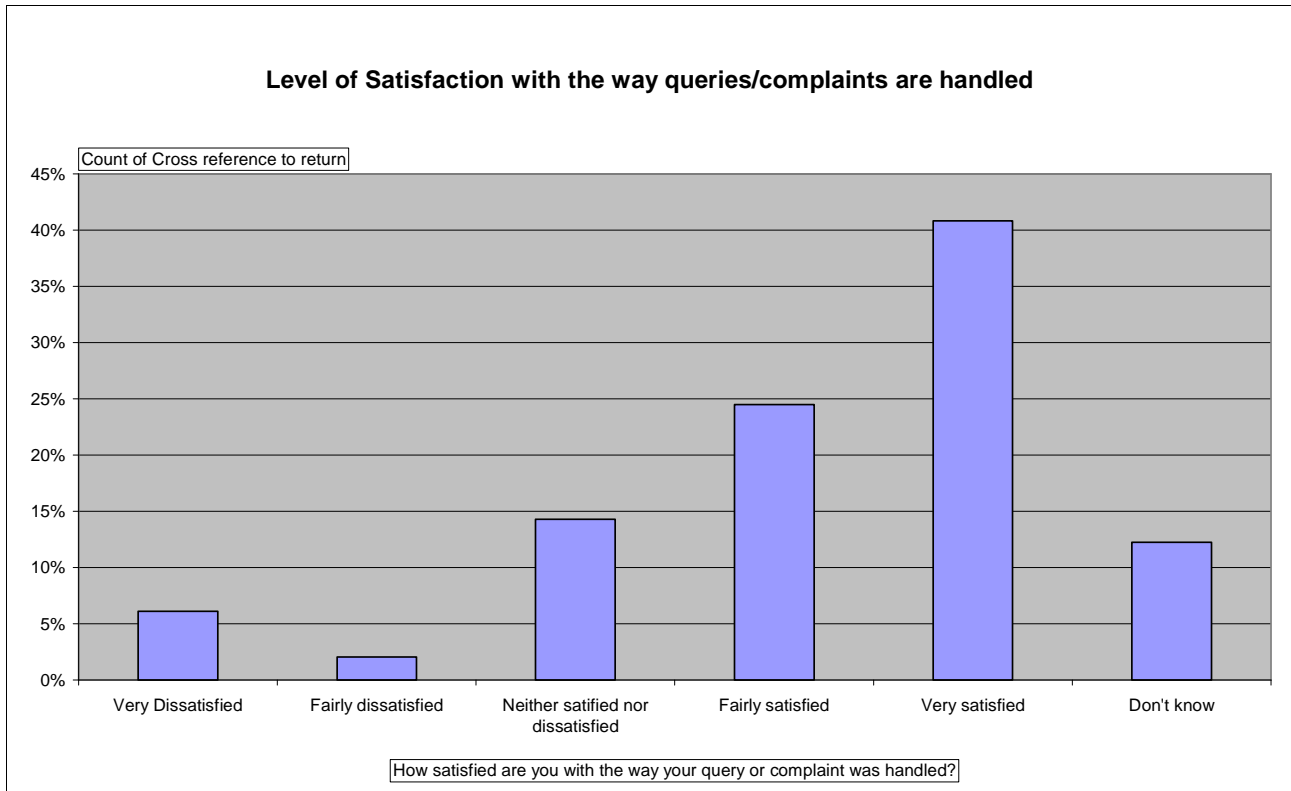
The section includes some standard questions that are repeated 6 monthly to monitor trends. It also includes some questions that are specific to areas of development, for example, questions on the internet are relevant for the development of the Association's website.



82% of respondents said that staff gave their name when speaking to them and 88% are happy with the way their telephone queries were handled. Over half of respondents (63%) would like to leave their message with a receptionist.



61% of telephone messages were acknowledged within 2 days, 30% couldn't remember or did not answer the question. 20% of respondents would consider using email facilities to contact the Association.



8% of respondent were dissatisfied with the way their query or complaint was handled. The reasons why respondent were unhappy with the way their telephone query was handled are:-

Customer Care

- No action was taken
- Person needed to speak to wasn't in and call was never returned.

Housing Management

- No action was taken

Maintenance

- No action was taken
- Still waiting for patio step to be repaired.
- Made complaints regarding gardening and nothing been done.

29% of respondents said that an officer wore a name badge/showed ID. However, over half (51%) of respondents couldn't remember whether they had or not.

92% of respondents received a quarterly rent statement. The 2% that didn't could be new tenancies. 4% didn't know.

39% of respondents have access to the Internet for personal use and the services they would like to use are:-

- 9% to pay rent
- 24% to make an enquiry

19% to make comment on the service
17% to report a repair
17% to find out information about NRHA
14% to find out contact details for staff/contractors etc

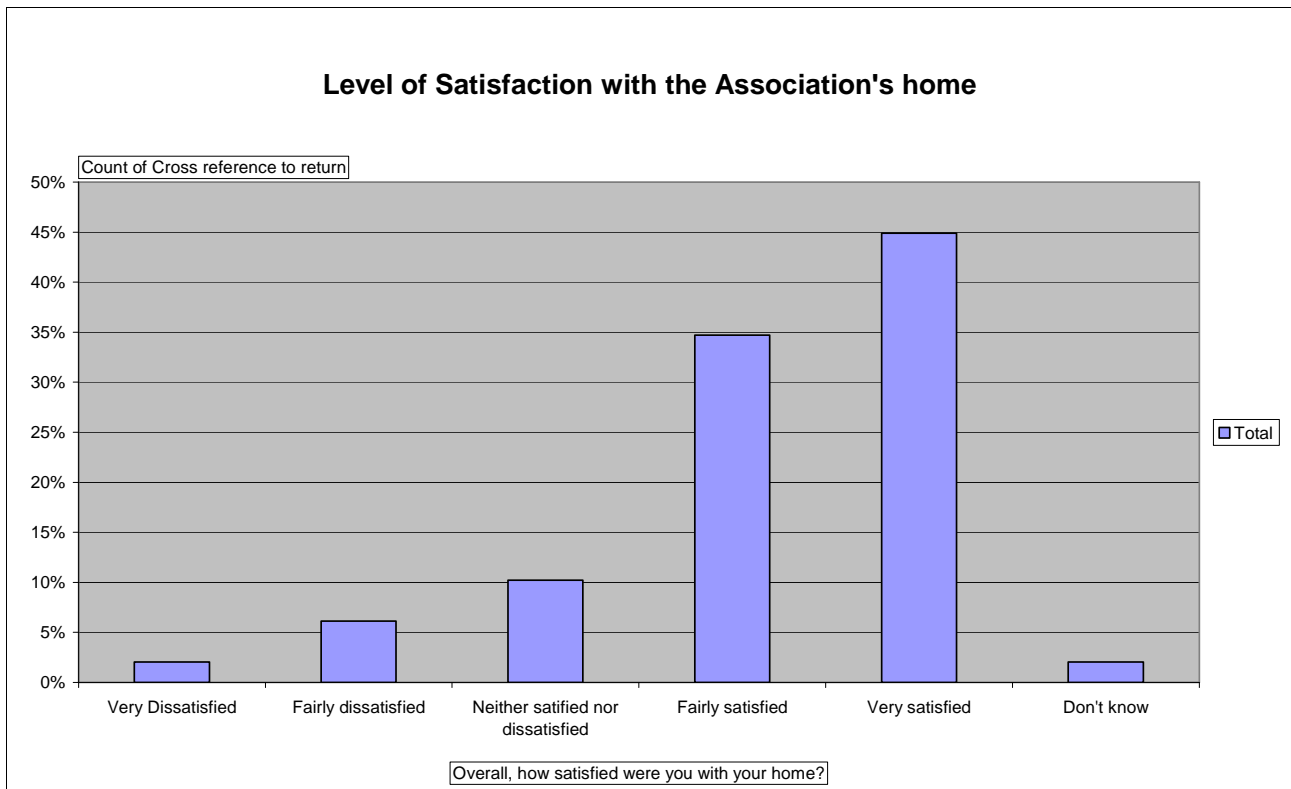
90% of respondents receive the residents' newsletter, of the 90% who read the newsletter, 60% briefly read it and 29% read it thoroughly. Articles they would like to see in the future include:-

- More about the Village/Area*
- People's views on various procedures/events*
- Mention of scheme visits*
- Cost of repairs/how prompt repairs are done*
- Result of Survey*
- OAP services*
- New builds and work in progress*
- Up to date news on local housing*

5. Housing Management

This section of the report summarises residents' satisfaction and involvement, including Anti-Social Behaviour.

Over four out of five tenants (80%) are satisfied with their home, including 45% who are very satisfied and 35% who are fairly satisfied. Less than one in ten (8%) are dissatisfied, including 6% fairly dissatisfied and just 2% very dissatisfied. 10% are 'on the fence' being neither satisfied nor dissatisfied.



The reasons why respondents were dissatisfied are:-

Housing Management

- no contact made

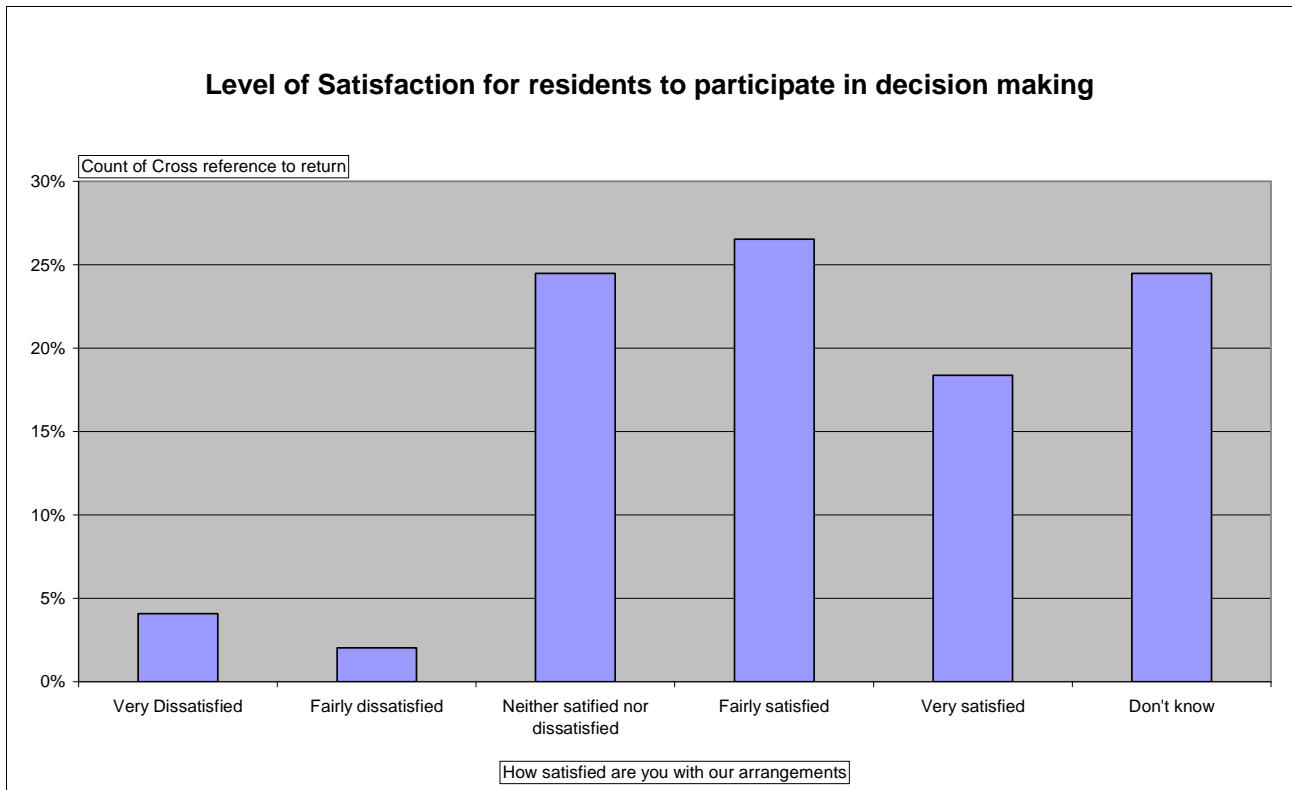
Maintenance

- dissatisfied with the garden maintenance
- various repair works outstanding
- windows and doors need replacing
- had a repair that took hours to clean up
- paint peeling

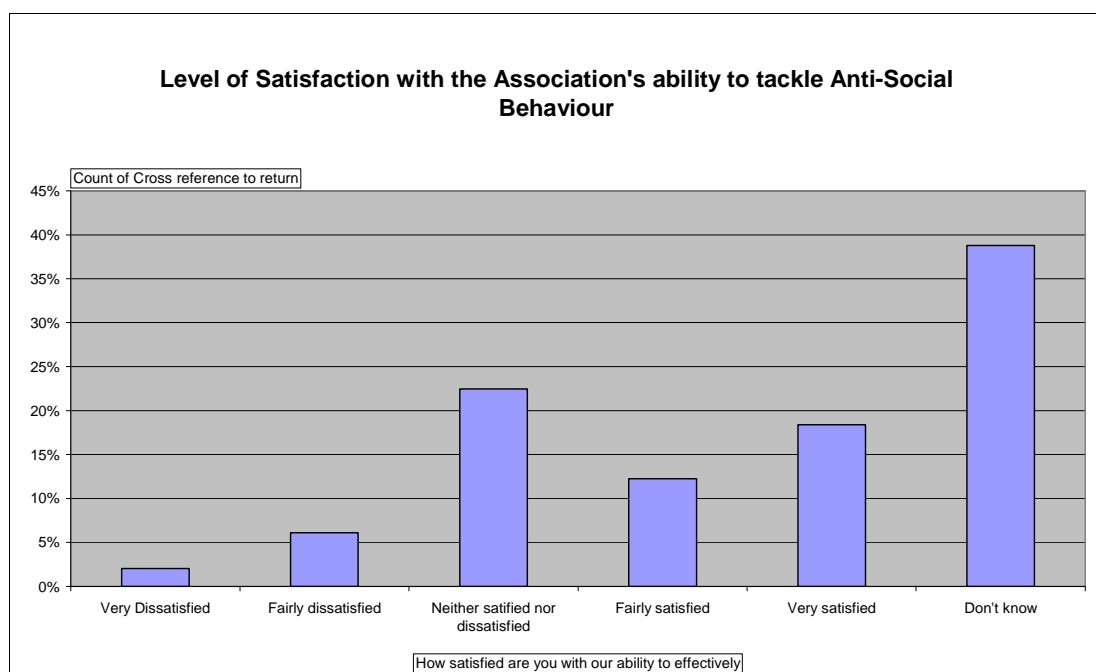
Development

- small size of house/rooms
- no natural light
- badly designed

The level of satisfaction for residents to participate in decision making is shown in the diagram below. One half of respondents either don't know about decision making or were neither satisfied nor dissatisfied. From those who did make a decision 88% were satisfied.



Only 8% of respondents were dissatisfied with the Association's ability to tackle Anti- Social Behaviour.



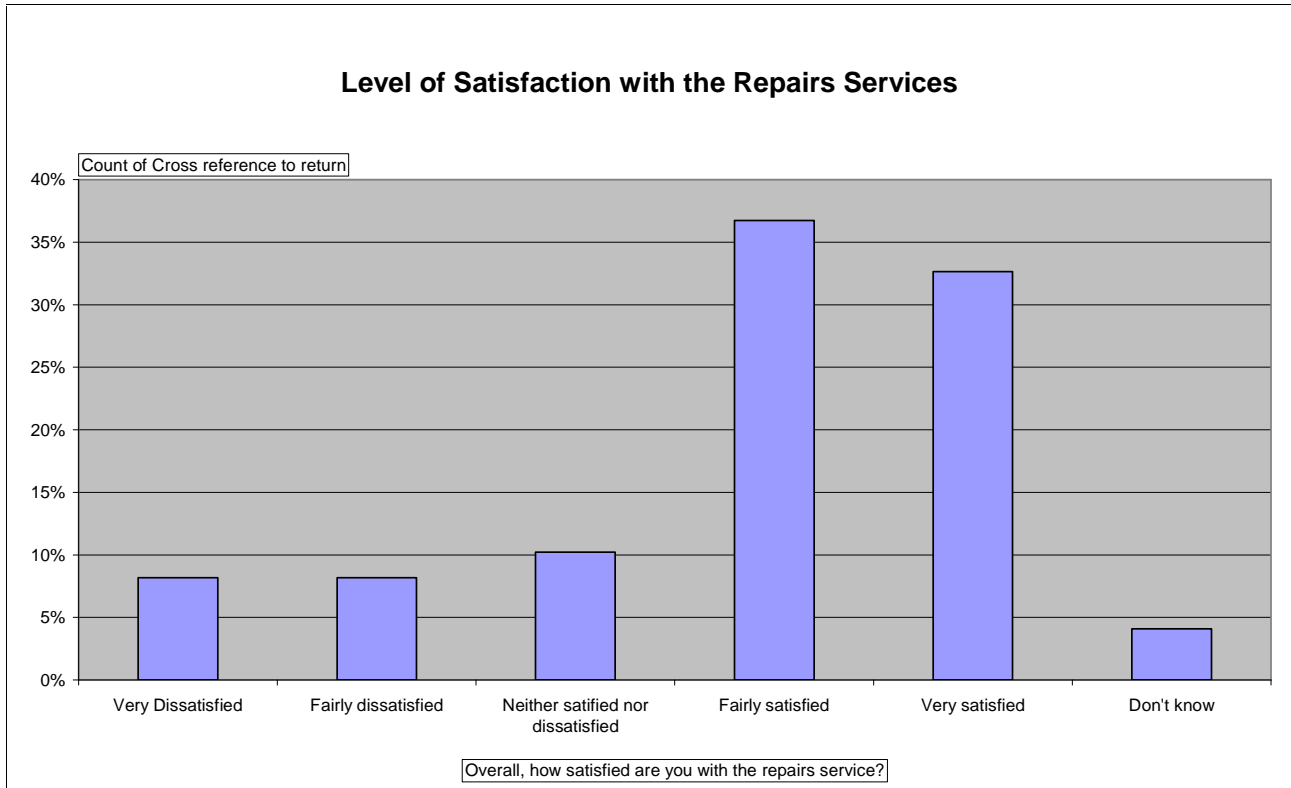
No respondents were dissatisfied with the advice and information provided to help residents avoid falling into rent arrears and facing legal action. 53% were satisfied, 37% didn't know and 10% were neither satisfied nor dissatisfied.



6. Maintenance

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

Two thirds of respondents are satisfied with the repairs service, 33% being very satisfied and 37% fairly satisfied. 16% were dissatisfied with the repairs service. 10% were neither satisfied nor dissatisfied and 4% didn't know.



The reasons why respondents were dissatisfied are:-

Maintenance

- problem with roof tiles
- draughty doors and windows
- takes too long for repairs to be done
- not informed about outstanding issues

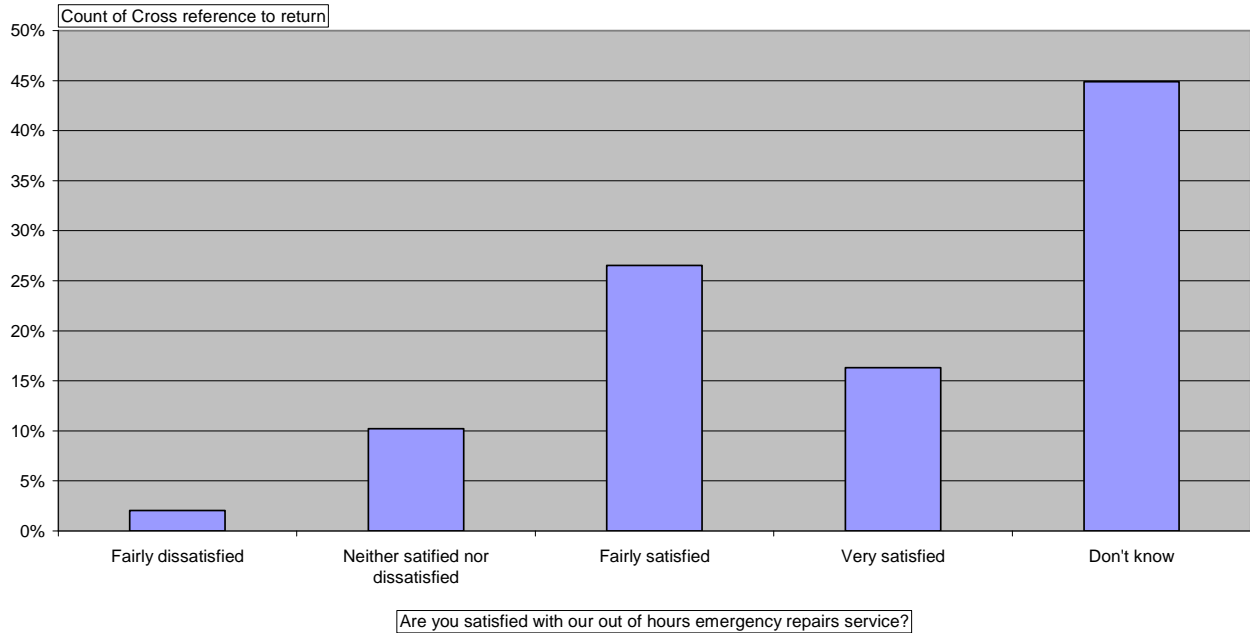
When asked whether the contractor presented ID when visiting 36% could not remember them doing so but 31% said they did.

73% of respondents said that contractors provided them with a convenient time for them to call. 10% said a convenient time was not made and 17% either couldn't remember or didn't answer.

43% of respondents said that they were given 5 days notice before starting major works. 51% did not answer this question as it would not apply to all respondent.

Nearly half (45%) didn't know if they were satisfied with the out of hours repair service, this service may not have been used by all respondents. Of the respondents that did have a view 95% were satisfied with the service and 5% dissatisfied.

Level of Satisfaction with PDRHA's out of hours repairs service



7. Conclusion

- a) Summaries level of satisfaction (adding together very and fairly) and identifying areas where higher level of dissatisfaction.
- b) Compare figures with 2 large Assoc (inclu EMH) and 2 smaller (incl FHA i.e. Lincs Rural/Falcom Rural).
- c) Recommend actions to address areas of dissatisfaction.
- d) Measure against 2010 survey but other ongoing survey – BV to address specific areas for improvement; repair satisfaction and Customer Service Survey to monitoring services provided.