2011 Annual Tenant Satisfaction Results Summary

Background

Cestria Community Housing currently undertakes a Tenant Survey annually with the last survey being conducted in 2011. The survey was based around the STATUS form and methodology. The survey form was tested and approved by the tenants Readers Group. The 2011 Tenant survey was carried out by in house staff.

This year 1467 tenants responded (35%) and the results were very positive, with 90.8% of tenants stating they were satisfied with the overall services provided by Cestria – a 1% increase compared to 2010 and a 20.8% increase since 2006, before transfer.

Initial findings

All survey figurers are quoted as an actual percentage, although, as with all sample surveys, the statistical error must be taken into account. In this survey for example, the overall satisfaction is between plus or minus 2.066% of the quoted figure. This level of statistical error is well within accepted limits..

Overall

Taking everything into account 90.8% are satisfied with the services provided by Cestria Community Housing.

Housing and Services

90.8% of tenants are satisfied with the services provided by Cestria Community Housing; this is an increase of 1.1% from the previous year.

75.3% of tenants were satisfied with the advice given on rent payments, this is an increase of 0.9% from the previous year.

42.6% of tenants were satisfied with the advice given on moving home, this is an increase of 4.7% from the previous year.

45.9% of tenants were satisfied with the support given to new tenants; this is an increase of 2.2% from the previous year.

44.4% of tenants were satisfied with the support provided to vulnerable tenants; this is an increase of 3.4% from the previous year.

78.1% of tenants were satisfied with how enquires are dealt with generally, this is an increase of 3.3% from the previous year.

Tenants considered repairs and maintenance, overall quality of their home and the neighbourhood as a place to live in to be the three most important things.

Contact with Cestria

78.2% of tenants have contacted Cestria in the last 12 months; this is a decrease of 0.1% from the previous year.

79.4% of tenants said that when they last had contact getting hold of the right person was easy; this is an increase of 2.2% from the previous year

45.0% of tenants had visited the One Stop Shop (an increase of 4.3% from the previous year), 79.8 of these said that the staff had been able to deal with their problem (an increase of 1.1%) and 76.2 were satisfied with the final outcome of their visit (an increase of 3.3%)

82.2% agree that Cestria cares about its tenants, an increase of 7.1%

78.9% agree that Cestria consults tenants on the things that matter, an increase of 3.6% from the previous year

84.5% of tenants agree that Cestria is an efficient landlord, an increase of 6.2%

Repairs and Maintenance

83.9% of tenants are satisfied with the way Cestria deals with repairs and maintenance, an increase of 5.8% from the previous year

Communication and Information

The four main method tenants would prefer Cestria to use to inform or consult with them about issues that may affect them are, in descending order by letter, by telephone call, personal visit and by magazine/ newsletter.

75.1% of tenants were satisfied that their views are taken into account by Cestria; this is an increase of 0.8% from the previous year.

87.8% of tenants think Cestria is good at keeping them informed about the things that might affect them; this is an increase of 1.5% from the previous year.

86.6% feel that tenants are given enough opportunity to get involved; this is an increase of 0.8% from the previous year

Anti-Social Behaviour

7.9% of tenants have reported anti-social behaviour in the last 12 months; this is a decrease of 1.9% from the previous year

Of those who reported anti-social behaviour 60.1% said that getting hold of the right person was easy (an increase of 2.1% from the previous year) and 70.1% said that they found the staff helpful (an increase of 10.4% from the previous year)

Future Plans

13.1% of tenants said that they were likely to move from their current home in the next three years, this is an increase of 0.2% from the previous year

Of those who said they were likely to move in the next three years 43.7% said they were most likely to rent from this housing association.

Financial Inclusion

55.7% of tenants think that the cost of heating their home is very/fairly expensive; this is an increase of 9.3% from the previous year.

19.9% of tenants have contacted the income management team about their rent account in the last 12 months, of these 91.1% were satisfied with the advice they were given, an increase of 2.8%