

*Warwickshire  
Rural  
Housing  
Association*



# **RESIDENTS SURVEY 2006**



**Produced by  
Warwickshire Rural Housing Association**

**October 2006**

# Warwickshire Rural Housing Association

## CONTENTS

### 1. Respondent details

- Responses by Scheme
- Length of Residency
- Age of Respondents
- Gender of Respondents
- Work Status of Respondent
- Ethnic origin of Respondent

### 2. General

- Contact made with WRHA 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 WRHA

### 3. Customer Care

- Are the telephones answered promptly?
- Are the telephones 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?

### 4. Housing Management

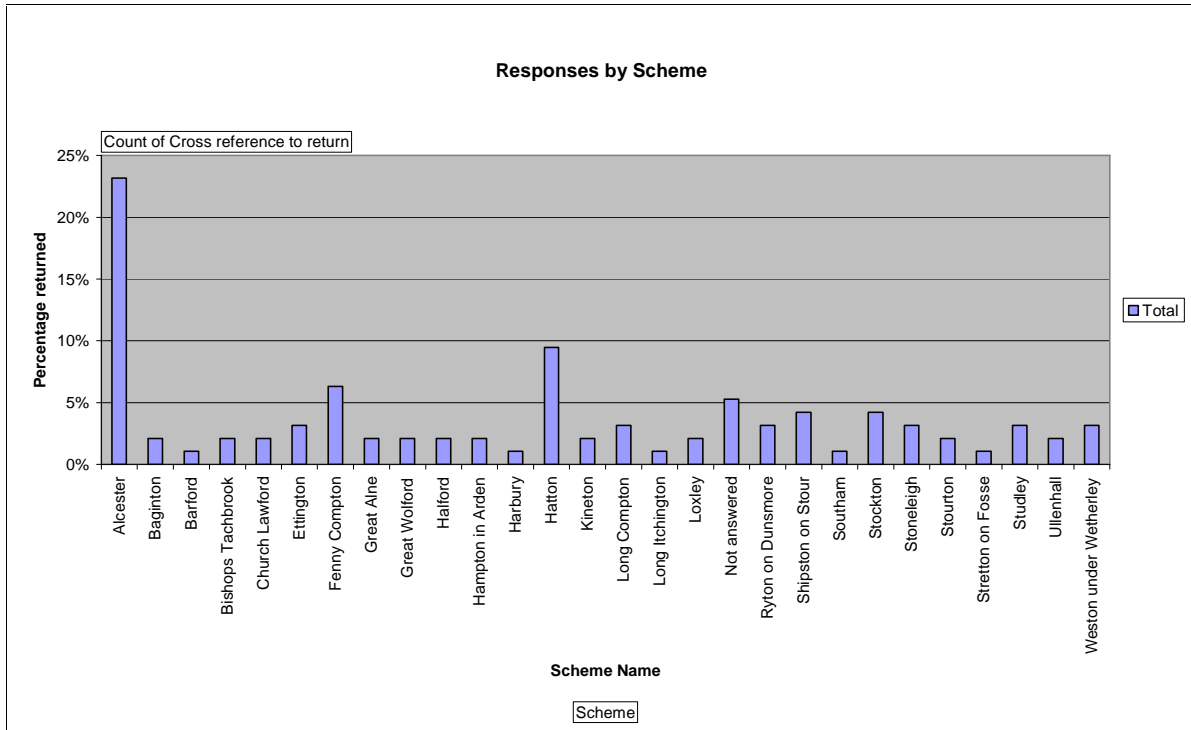
- Level of satisfaction with the Association's home
- Level of satisfaction for residents to participate in decision making
- Level of satisfaction with the Association's ability to tackle Anti-social Behaviour
- Level of satisfaction with advice and information provided to help residents avoid falling into rent arrears and facing legal action

## 5. Maintenance

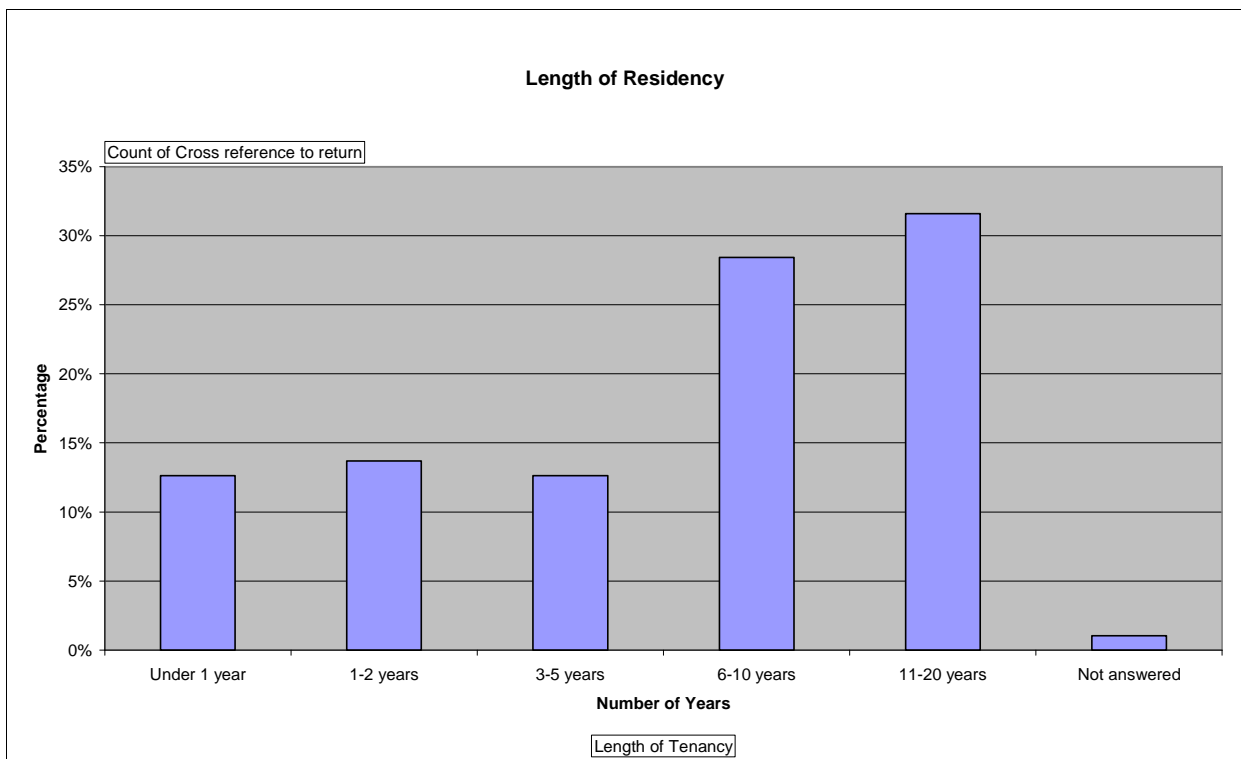
- Level of satisfaction with the repairs services
- Did contractors show ID when visiting?
- Did contractors provide a convenient time to visit?
- Did WRHA give 5 days notice before starting major works?
- Level of satisfaction with WRHA's out of hours repairs service

# 1. Respondent details

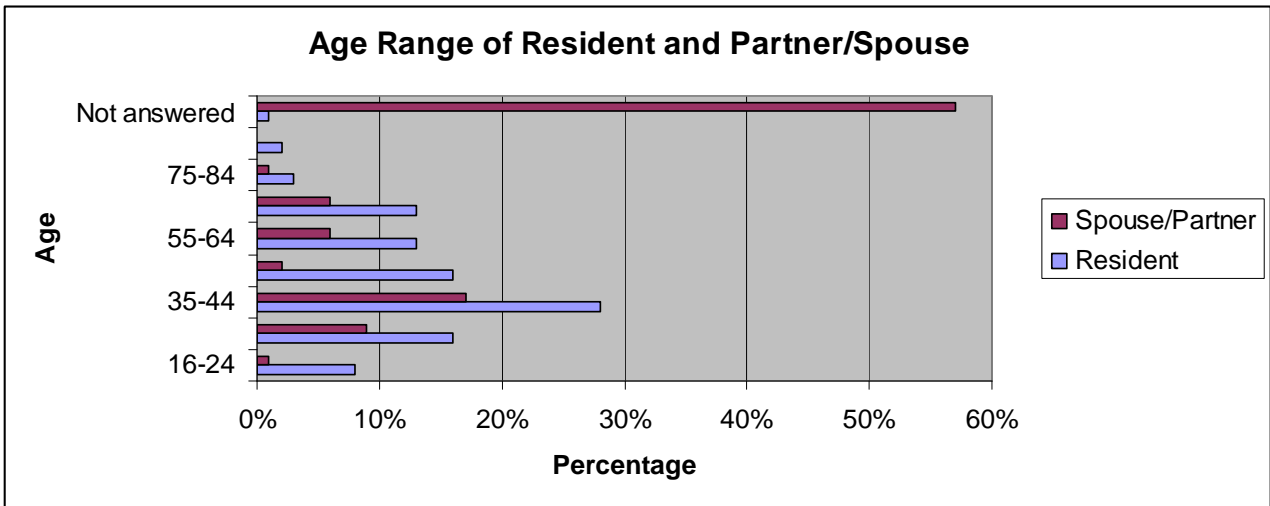
This Information is collected to give an overview of the status of respondents. This needs to be taken into consideration throughout the report and within the recommendations and actions that may emerge.



The average length of residency with Warwickshire Rural Housing Association is between 6-10 years. The largest proportion have been resident for 11-20 years (32%).

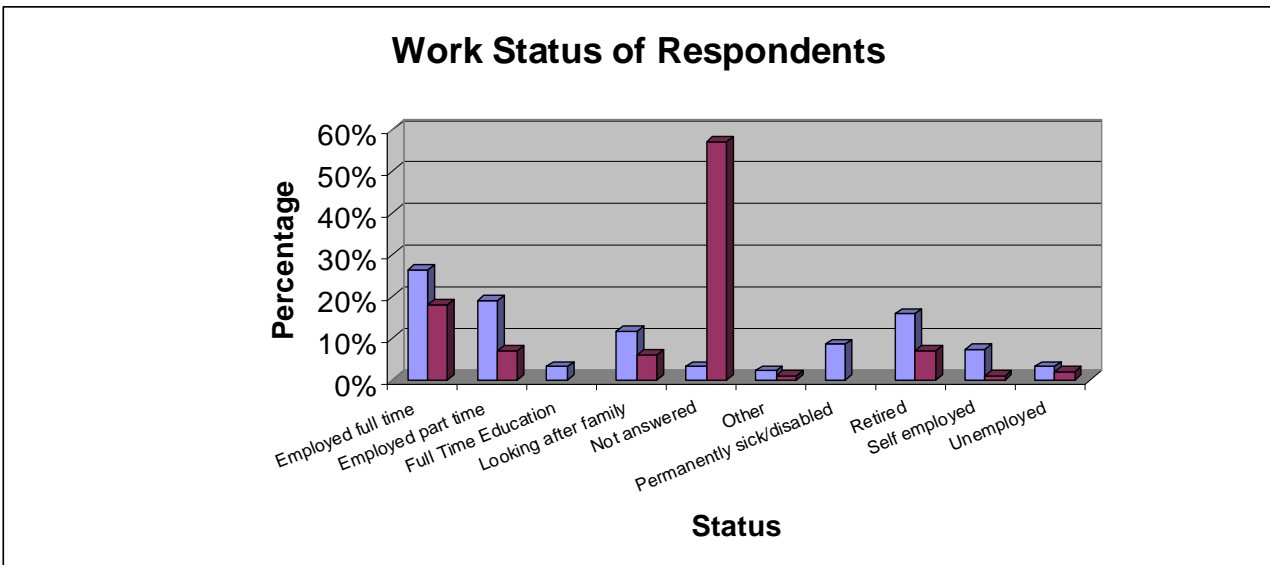


66% of respondents were female and 33% male, 1% did not complete this question. Over one quarter (28%) of residents who responded are aged 35-44. The remaining age ranges were relatively equal. The graph below also shows the age range of partner/spouse.



Over half of those who responded derived income from employment (full and part/self employed - 53%).

8% of respondents are permanently sick or disabled.



96% of respondents were of White British origin with 1% Indian; 1% Spanish. 2% did not answer the question. This is largely representative of the ethnic mix of the Association's residents.

## 2. General

76% of respondents have been in contact with WRHA within the last 12 months. 92% made the contact by telephone; 4% by letter; 2% via the Housing Officer and 2% by email. The preferred method of contact is by telephone (85%). However, 7% would like to make contact via email; 5% via the Housing Officer and 1% by letter and 1% by Internet/Website.

12% were dissatisfied with the outcome of their last contact. The reasons for the dissatisfaction are generally incident specific and include:

### **Customer Care:**

- Did not receive a return call

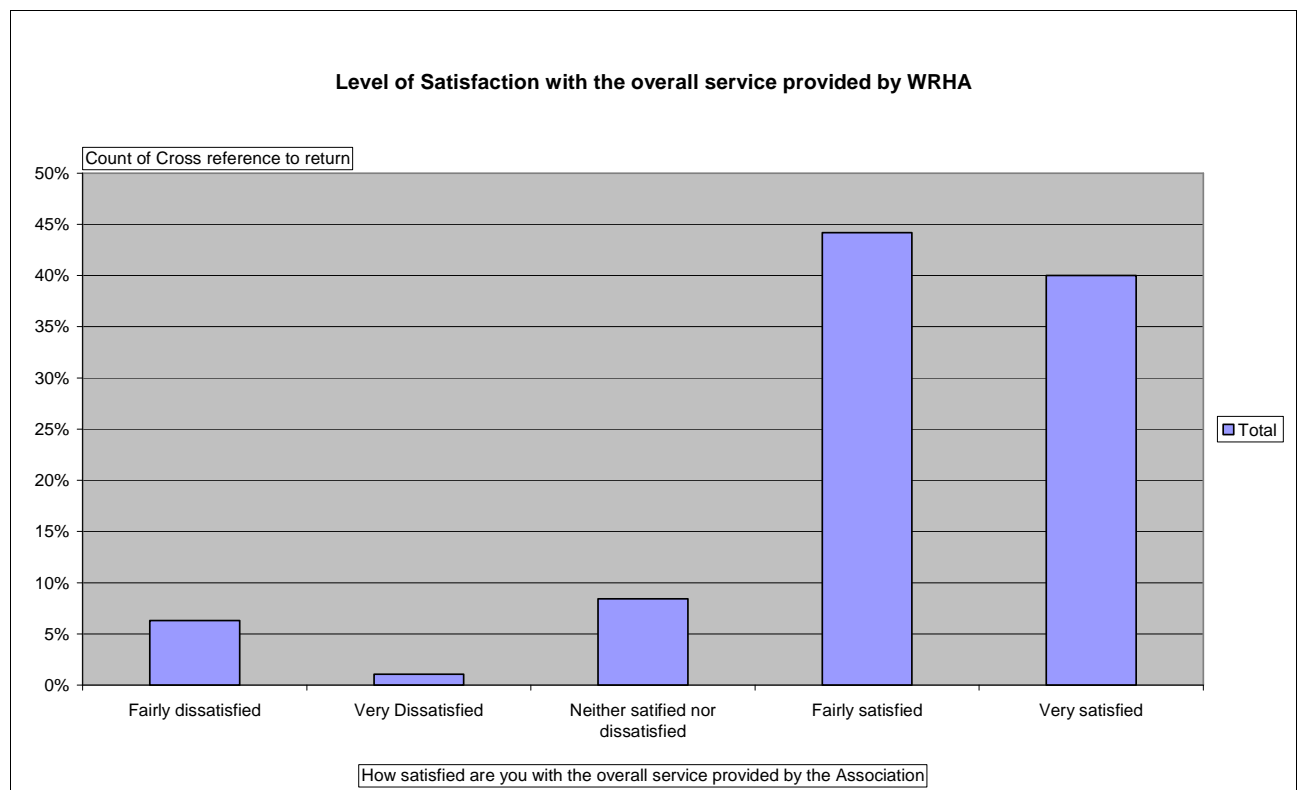
### **Housing Management**

- Association not firm enough in allowing children to play football on scheme

### **Maintenance**

- Jobs not recommended to be done or issues were not resolved satisfactorily.
- The Association did not have any interest in dissatisfaction with contractor poor performance.
- Reported several problems, they got inspected but were never done.
- Reported repair which took 3 days to be put onto computer.
- Been waiting 2 months for door to be fixed.

The bar chart below shows that **84%** of Respondents are satisfied with the overall service provided by WRHA.



Some of the reasons why respondents were dissatisfied (7%) are:

**Housing Management**

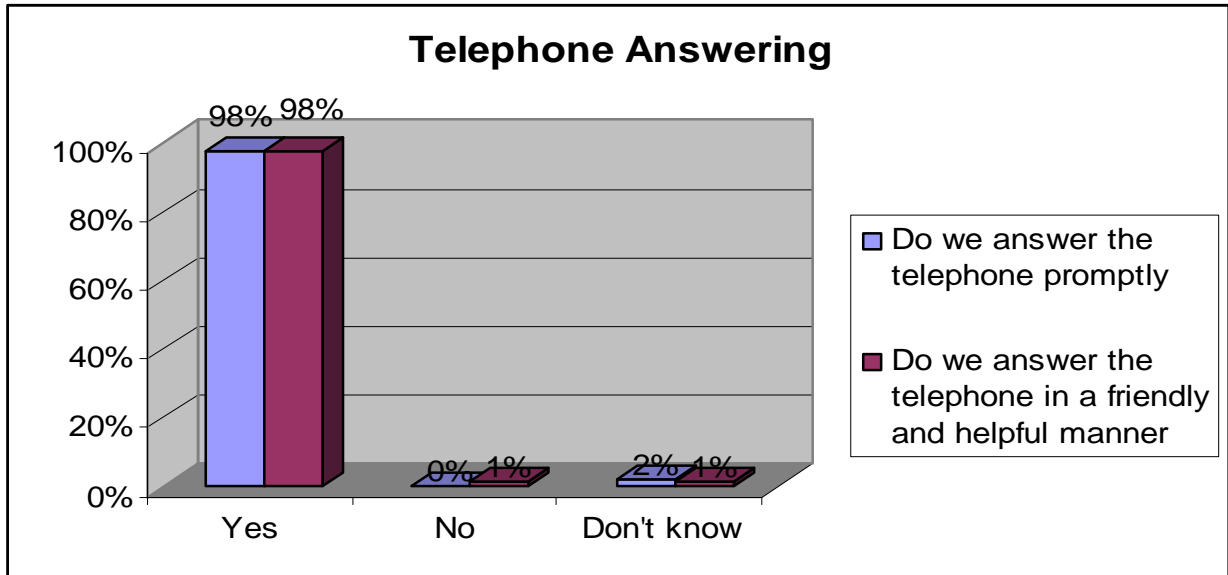
- desperate to move to a 3 bed house
- lack of contact – no meetings arranged

**Maintenance**

- no void work was undertaken before moving in
- things not being maintained
- major problems with door; kitchen cupboards; sink and worktop
- gardening very poor and rarely done
- happy with everything except current need for repair

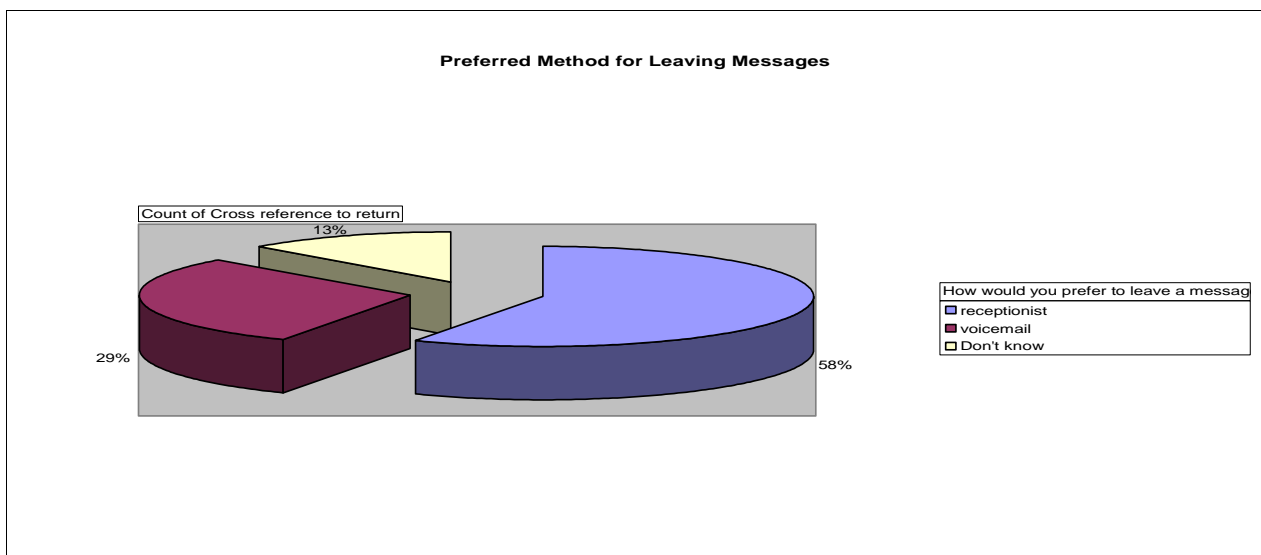
### 3. Customer Care

The section includes some standard questions that are repeated 6 monthly to monitor trends. It also includes some questions that are related to future customer service proposals. For example; questions on the internet are relevant to the development of the Association's website.

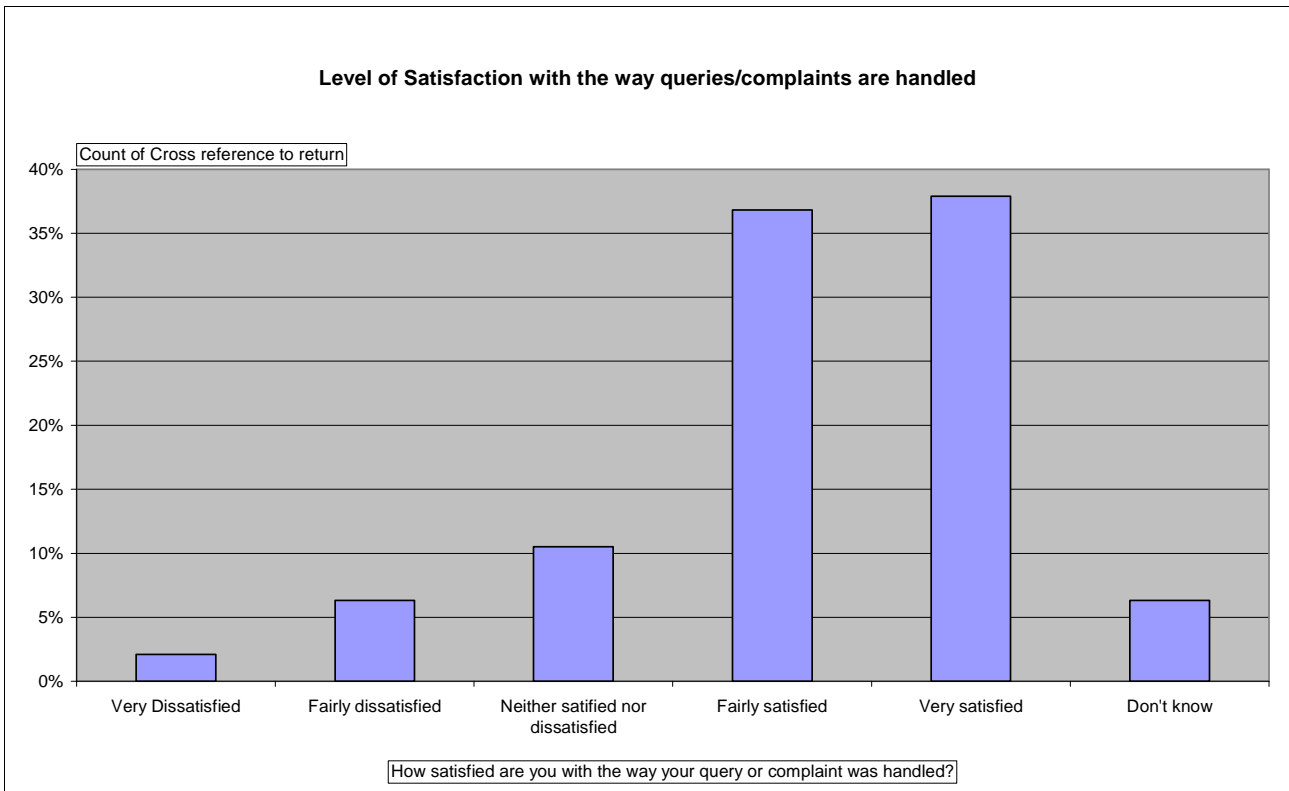


77% of respondents said that staff gave their name when speaking to them; 9% said that they did not and 14% did not know.

92% are happy with the way their telephone queries were handled. If respondents were required to leave a message, over half (58%) would prefer to do so with a receptionist.



56% of telephone messages were acknowledged within 2 days, 31% could not remember or did not answer the question. 36% 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 respondents were unhappy with the way their telephone query was handled are:

**Customer Care**

- Had to telephone 3 times before someone got back to me.
- No action taken or acknowledgement of email.

**Housing Management**

- No action taken or acknowledgement of email.

**Maintenance**

- No reply over matter concerning my trees.
- Nature of urgency was not recognised.
- No action taken or acknowledgement of email

32% of respondents said that an officer was wearing a name badge/showed ID. However, just under half (49%) of respondents could not remember whether they had or not.

94% of respondents received a quarterly rent statement. The 6% did not know or could not remember.

49% of respondents have access to the Internet for personal use and the services they would like to use are:

*8% to pay rent*  
*20% to make an enquiry*  
*18% to make comment on the service*  
*18% to report a repair*  
*19% to find out information about WRHA*  
*17% to find out contact details for staff/contractors etc*

*Other preferred uses were:*

<i>Vacant Properties</i>
<i>New Properties</i>
<i>Rent Statements</i>
<i>Resident Surveys</i>
<i>Exchanges</i>
<i>Frequently Asked Questions</i>

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

- More about the Village/Area*
- New Homes coming up*
- Articles for older people*
- Achievements*
- General information*
- Environmental initiatives and incentives/conservation recycling services/solar energy*
- House improvements*
- More for kids*
- What the Association is doing for the community*
- Moving House options*
- Where to contact with a complaint*
- Tips on saving money*
- Property exchanges*
- Places of interest*
- More tenant stories*
- Problem tenants should be named and shamed*

## 4. Housing Management

**This section of the report summarises residents' satisfaction with the Housing Management Services; views on Resident Involvement, and tackling Anti-Social Behaviour.**

Over four out of five tenants (90%) are satisfied with their home, including 54% who are very satisfied and 36% who are fairly satisfied. Only 7% are dissatisfied, including 1% fairly dissatisfied and 6% very dissatisfied.



**The reasons why respondents were dissatisfied are:**

### ***Housing Management***

*- was in an awful state when I got it*

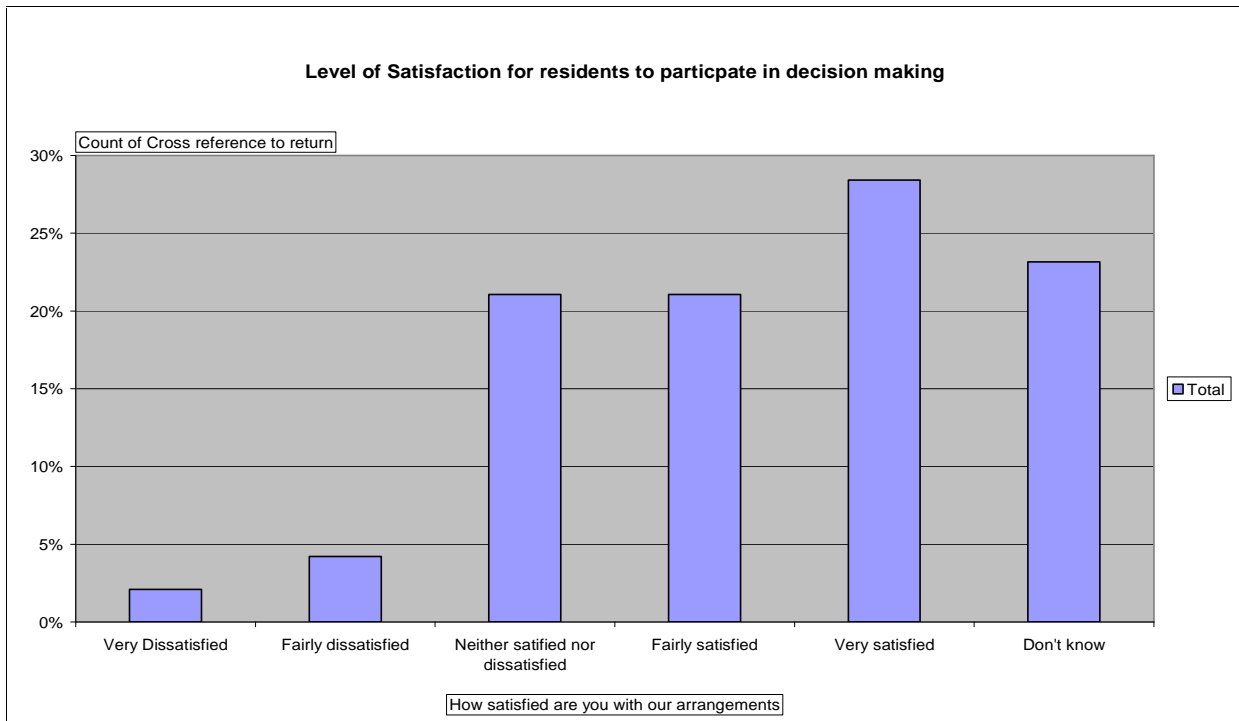
### ***Maintenance***

- windows a mess/mould and damp*
- gardens are messy*
- new windows/doors/bathroom/kitchen needed*
- subsidence of the garden and nothing being done*
- many repairs outstanding*
- condensation*

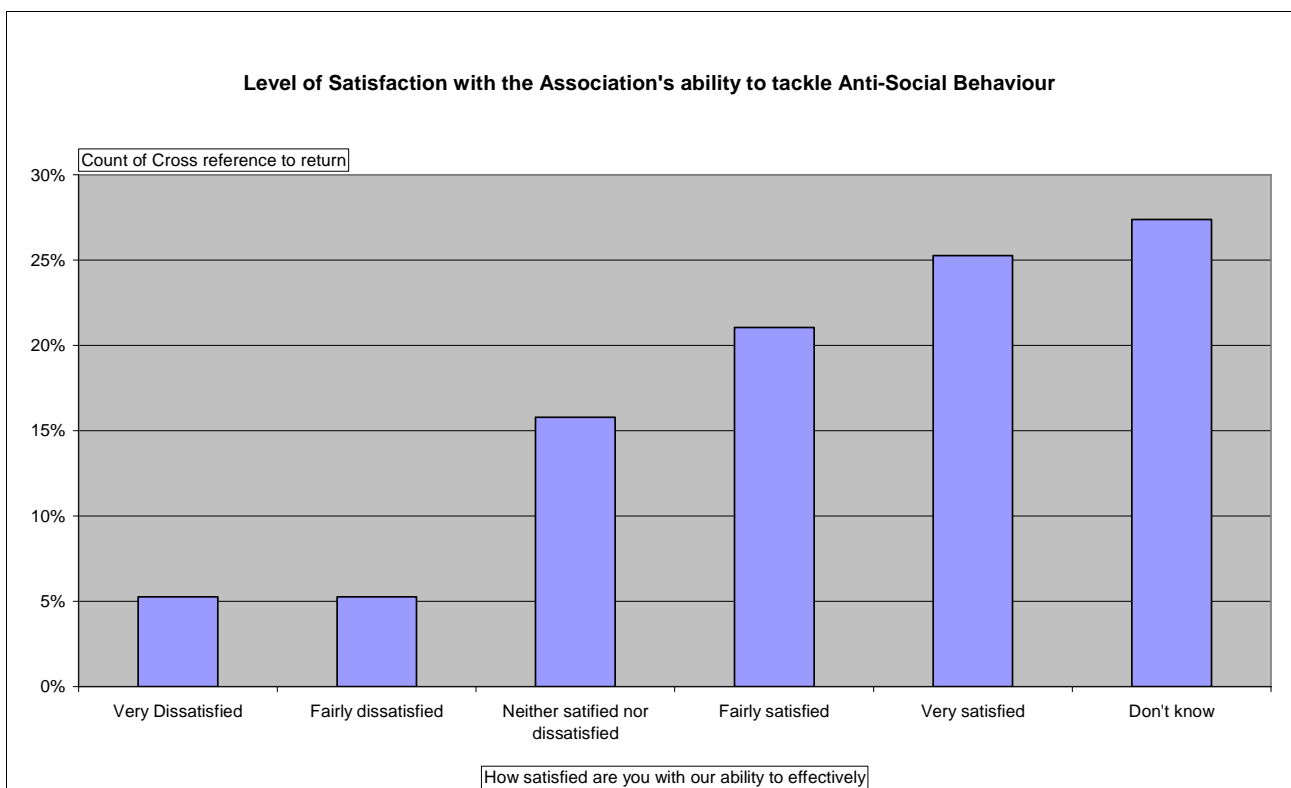
### ***Development***

- small size of house/rooms*
- design aspects*
- needs more cost effective savings on heating and lighting*

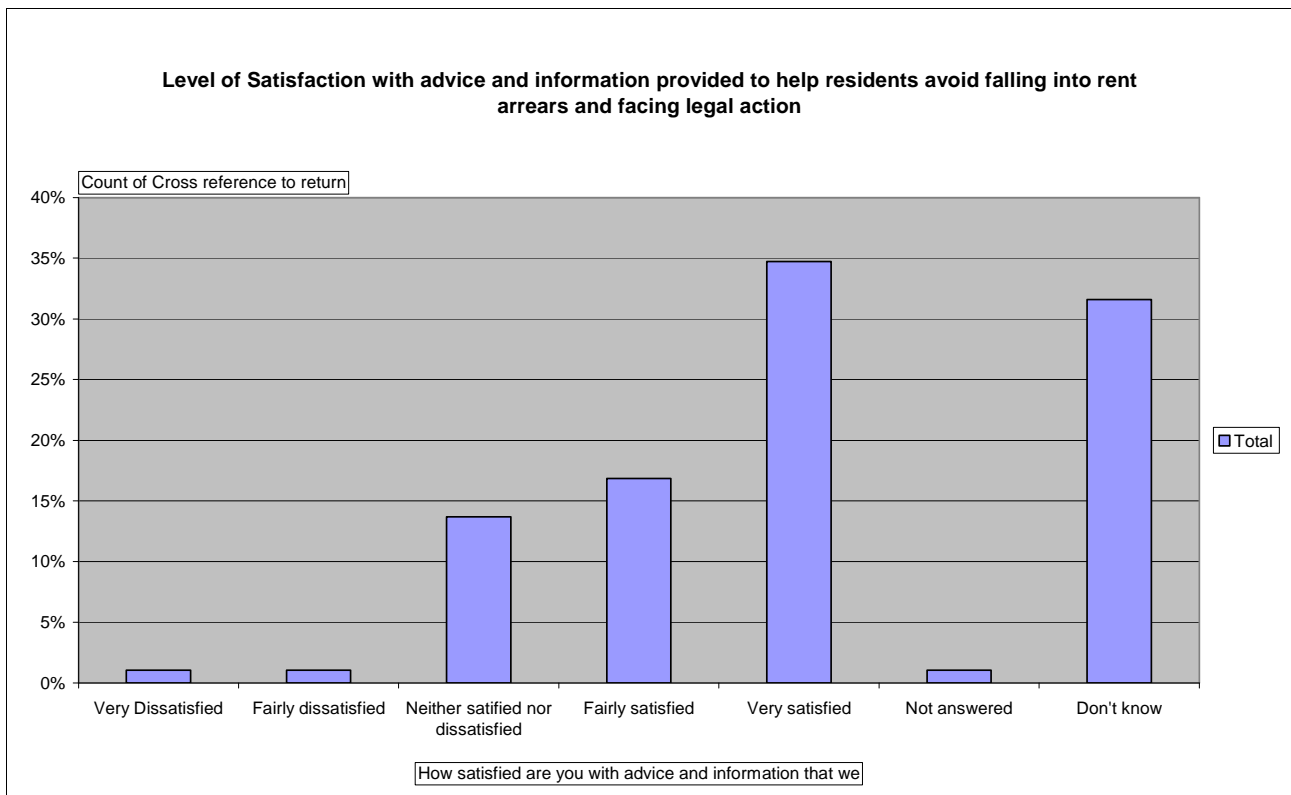
The level of satisfaction for residents opportunities to participate in decision making is shown below. Just under a half (44%) of respondents said they did not know about how they felt about the opportunities to participate in decision making, or were neither satisfied nor dissatisfied. From those who did take a view, 89% were satisfied.



46% of respondents were satisfied with the Association's ability to tackle Anti-Social Behaviour; 10% were dissatisfied; however nearly half, 43%, either did not know or were non committal on this point.



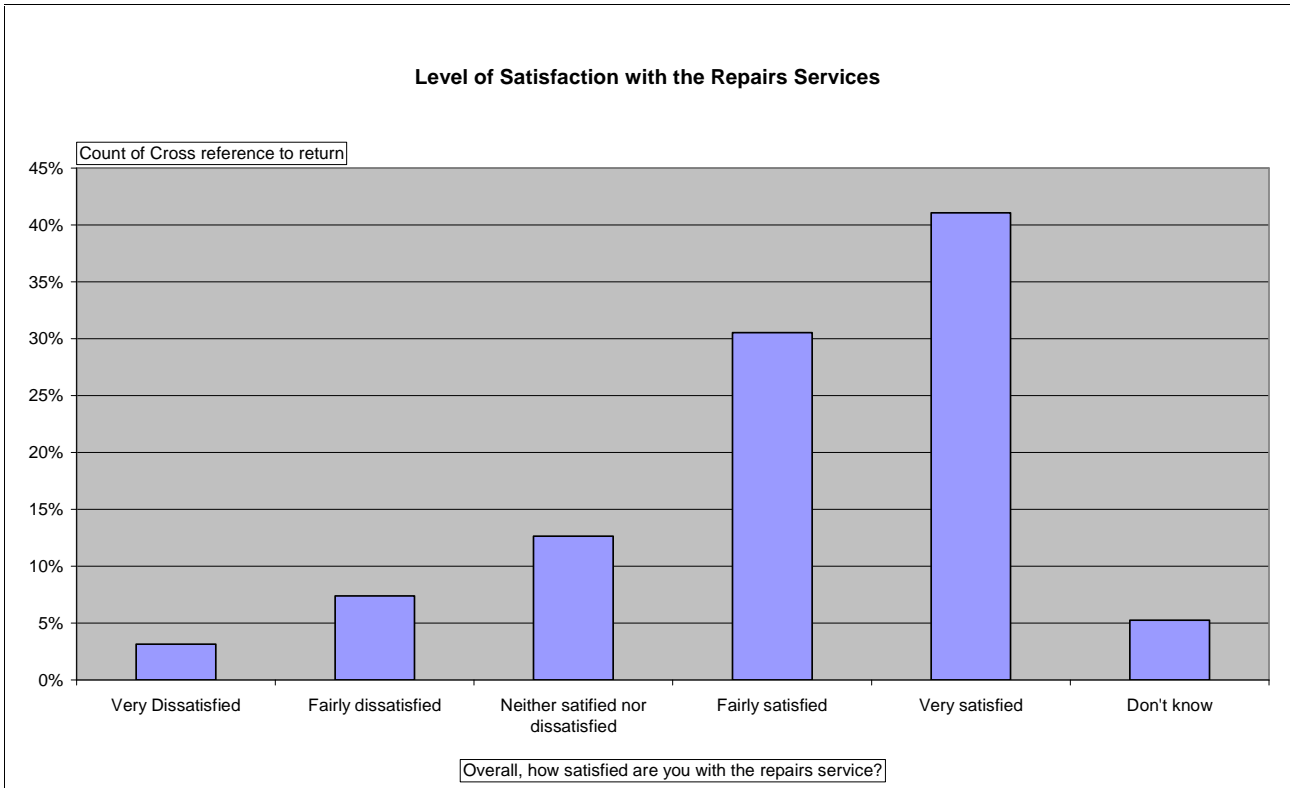
Only 2% of respondents were dissatisfied with the advice and information provided to help residents avoid falling into rent arrears and facing potential legal action. 52% were satisfied, 32% did not know and 14% were neither satisfied nor dissatisfied.



## 5. Maintenance

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

Over two thirds of respondents are satisfied with the repairs service, 41% being very satisfied and 31% fairly satisfied. 10% were dissatisfied with the repairs service and 10% were neither satisfied nor dissatisfied, 4% did not know.



The reasons why respondents were dissatisfied are:

### ***Maintenance***

- notice for repairs/maintenance very short
- repairs shoddy
- contractor does not carry out work on day agreed
- no appointments made
- outstanding repair issues (i.e. doors/kitchen draws)
- dissatisfaction with garden
- contractor put hole in wall and plaster on floor
- would like an emergency rating
- not found the staff in the maintenance dept helpful, concerned or informative
- priority not given to urgent repairs

When asked whether the contractor presented ID when visiting, 42% could not remember them doing so, but 32% said they did.

77% of respondents said that contractors provided them with a convenient time for them to call. 13% said a convenient time was not made and 10% either could not remember or did not answer.

45% of respondents said that they were given 5 days notice before starting major works. (46% did not answer this question as it did not apply to all respondents.)

Nearly half (49%) did not know if they were satisfied with the out of hours repair service, as this service may not have been used by all respondents. Of the respondents that did have a view, 96% were satisfied with the service and 4% dissatisfied.

