

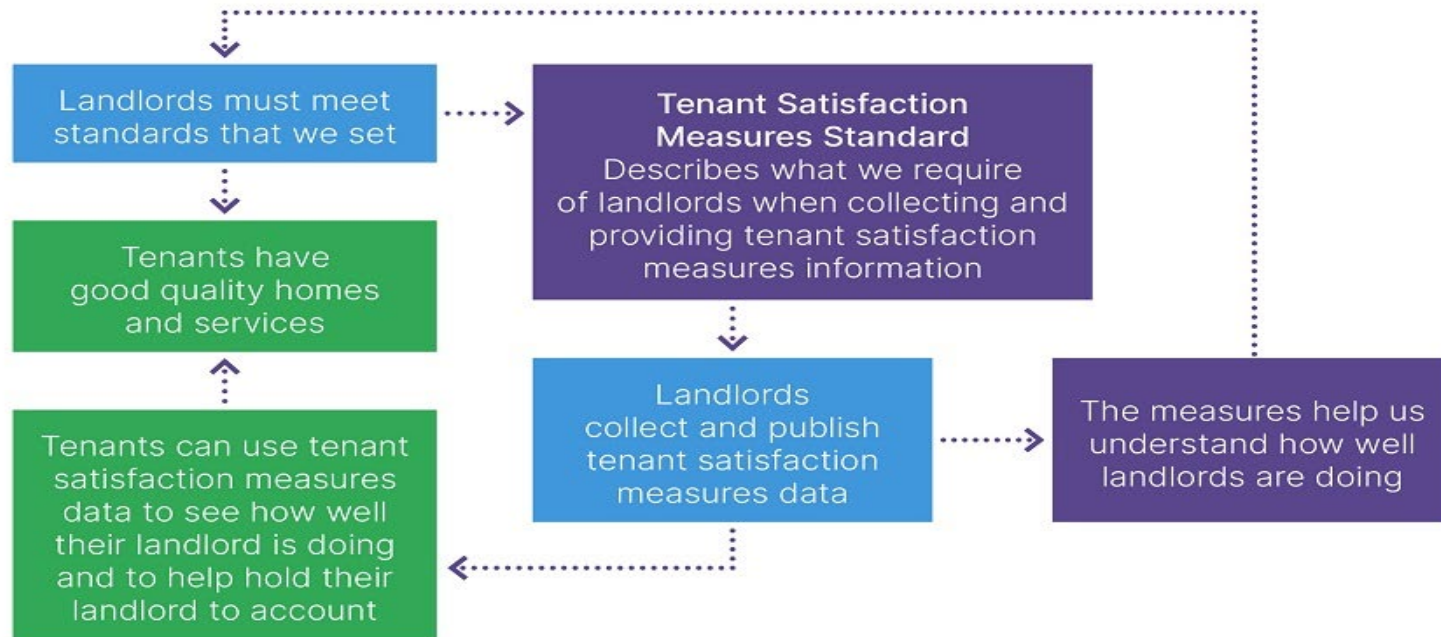
Tenant Satisfaction Surveys



The charter for social housing residents: social housing white paper

Tenant satisfaction measures: what the government are proposing

How will tenant satisfaction measures work?



Proposals to be measured by tenant perception

Keeping properties in good repair

- Satisfaction with repairs
- Satisfaction with time taken to complete most recent repair

Maintaining building safety

- Satisfaction that home is well maintained and safe to live in

Satisfaction with repairs - measured by tenant perception survey

The proposal is that tenant perception surveys should include this question:

- Has your landlord carried out a repair to your home in the last 12 months?
- If yes, how satisfied or dissatisfied are you with the repairs service you have received to your home from your landlord over the last 12 months?
- This measure would be based on the percentage of tenants who say they are “fairly satisfied” or “very satisfied”.

Satisfaction with time taken to complete most recent repair

The proposal is that all tenant perception surveys should include this question:

- Has your landlord carried out a repair to your home in the last 12 months?
- If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
- This measure would be based on the percentage of tenants who say they are “fairly satisfied” or “very satisfied”.

Satisfaction that the home is well maintained and safe to live in

It is proposed that all tenant perception surveys should include this question:

- Thinking specifically about the building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is well maintained and safe for you to live in?
- This measure would be based on the percentage of tenants who say they are “fairly satisfied” or “very satisfied”.
- The phrase “Thinking specifically about the building you live in” is to make sure people are thinking about things to do with their building, and not about the safety of the neighbourhood more generally.

If you have undertaken a customer satisfaction analysis...			Was the operative helpful, courteous and suitably attired?		Was work completed within the timescale allocated ?		Were you satisfied with the standards of workmanship?		Was site left clean, and in the manner found, on completion of work?	
... in the past 3 years was it via another market research agency	... in the past 3 years was it designed, managed & analysed internally	... with regard to the responsive repairs service in the past 3 years what percentage rating / score did you achieve	Yes responses	No responses	Yes responses	No responses	Yes responses	No responses	Yes responses	No responses
CSPNA	CSPIN	CSRRS1	CSSRA	CSSRB	CSSRC	CSSRD	CSSRE	CSSRF	CSSRG	CSSRH
	Y	99.83	2389	10	2399	2	2395	2	2394	2
Y		99.70	0	0	0	0	0	0	0	0
Y	Y	99.29	10438	760	10878	320	11118	80	11134	64
	Y	97.65	0	0	0	0	0	0	0	0
	Y	96.30	331	2	320	8	326	6	0	0
	Y	96.04	2953	18	2919	28	2873	46	2895	31
	Y	95.27	776	11	971	3	893	28	664	12
	Y	95.00	765	28	741	52	726	67	0	0
Y	Y	94.00	0	0	0	0	285	14	294	3
Y		88.00	0	0	0	0	0	0	0	0
Y		79.24	0	0	0	0	0	0	0	0