

Satisfaction Survey 2009: Executive Summary of Findings

Response rates

- Fifty-six percent of households responded to the survey.
- Fifty-six percent of tenants responded to the survey.
- Twenty-five percent of responses were submitted electronically.

The big picture

Residents were asked to take everything into account and rate their satisfaction (on a numeric scale from one to five) with the value for money for their rent and the services provided by their landlord.

	Positive responses %
The value for money for your rent	65
The services provided by your housing association	71

Home and neighbourhood

Residents were asked to rate their satisfaction with their home and neighbourhood.

	Positive responses %
The overall quality of your home	86
The general condition of this property	84
This neighbourhood as a place to live	88

Services to tenants

Residents were asked to rate their satisfaction with services.

	Positive %	Negative %
Repairs and maintenance to your home	66	15
Anti-social behaviour	48	21
Advice on rents and service charges	77	10
Improvements to your home	53	22
Empty properties	67	18
Looking after communal and shared areas	56	23
Neighbour disputes	58	18
Rehousing for existing tenants	54	27
Overall rating for all services provided	65	13

Customer service

Residents, who had contacted their landlord within the last 12 months, were asked to rate customer service by reference to their most recent experience.

	Positive responses %
I had no difficulty in contacting my landlord	93
I was able to speak to the right person	86
I received a helpful response	81
I received a friendly response	91
I was treated fairly	79
I was kept informed of progress	66
I was happy with the outcome	66
Overall rating for last contact with landlord	80

Repairs and maintenance

Residents, who have had a repair carried out within the last 12 months, were asked rate different aspects of their experience.

	Positive responses %
I had no difficulty in reporting the repair	95
Happy with arrangements for work to be carried out	90
The worker(s) arrived on time	78
My home was treated respectfully	85
I was happy with the attitude of the worker(s)	84
The worker(s) cleaned up any mess	82
The work was of a high standard	72
The work was completed within an acceptable time	72

Communications

Residents were asked to rate how satisfied they are with the way their landlord communicates with them.

	Positive	Don't know
Your landlord keeps you informed about things that might affect you as a tenant?	81	4
Your views are being taken into account by your housing association?	57	17
Your landlord does enough to support local tenants' associations and other representative groups?	51	35
Your landlord does enough to involve tenants in its Board of Management?	57	29
Your landlord deals adequately with complaints?	52	19

Residents were invited to indicate which communication methods their landlord should use to inform or consult them about things that might affect them as tenants.

Option	% of respondents
Letter	86
Newsletter	62
E-mail	40
Website	39
Telephone	38
Tenants association meetings	31
Community events	23
Open meetings	21
Text	7

Residents were also invited to provide an e-mail address if they want their landlord to communicate with them via e-mail. As a result of the survey, e-mail addresses are now available for 33% of households.

In responding to the survey, 17 residents indicated that they would like to find out more about getting involved in how their association is run (e.g. through a tenants' association or the Board of Management).