



Tenant Satisfaction Survey 2008 Summary Report

Question	Connswater Mark 2007	Connswater Mark 2008	UK Benchmark	Comment
% of tenants who are satisfied with services provided by Connswater Homes	79%	84%	76%	Top 9 score within benchmarking group
% of tenants who thought the rent charged was good value for money	80%	87%	72%	
% of tenants who were satisfied with the condition of their home	86%	88%	77%	Top 7 score within benchmarking group
% of tenants who are satisfied overall with their home	83%	90%	81%	Top 5 score within benchmarking group
% of tenants who were satisfied with their area	86%	87%	75%	Top 7 score within benchmarking group
% of tenants who were satisfied with the repairs service	65%	73%	71%	Increase in mark from last year, we are pleased to note this as we worked hard to address any problems
% of tenants who were satisfied with the range of contact methods available	97%	99%	N/A	
% of tenants who found the staff helpful	93%	97%	82%	Top score within benchmarking group

Question	Connswater Mark 2007	Connswater Mark 2008	UK Benchmark	Comment
% of tenants who said Connswater Homes were good at keeping them informed	82%	94%	79%	Top 2 score within benchmarking group
% of tenants who were satisfied that the staff were able to deal with their problem	94%	88%	74%	Top 4 score within benchmarking group
% of tenants who were satisfied with the final outcome of their contact with the Association	84%	87%	64%	Top 2 score within benchmarking group
% of tenants who on average felt they were treated fairly across all 9 equality dimensions	99%	99%	N/A	

Benchmark Key:

Above UK Benchmark  Slightly below UK Benchmark  Significantly below UK Benchmark 