

# Performance Report 2014

Connswater Homes is committed to continuous improvement in all aspects of its service. To help in planning and to see where it needs to make improvements for you, its tenants, the Association carried out a Tenant Satisfaction Survey during the Summers of 2013 and 2014.

In 2013, 367 properties received surveys and this year 358 properties received a survey. Giving a totalling 725 properties surveyed.

Questionnaires were sent to all tenants to be returned in the prepaid envelopes provided. There was a prize draw for those tenants who wished to be included for return of questionnaires and one lucky tenant won £50 in Tesco vouchers. The lucky tenant from this years survey was **Mr Gould of 1 Old School Yard, Lisburn**, pictured here receiving his prize from Niamh Glenholmes, Compliance Assistant.



In total just under 200 questionnaires were completed and returned. The results in this report are based on the information returned from the completed questionnaires.

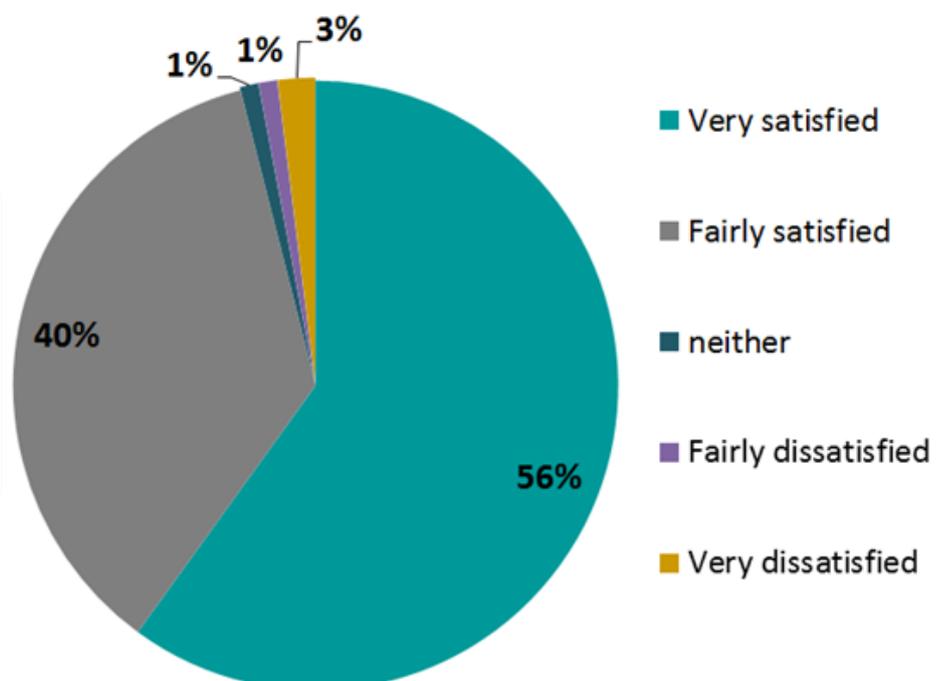
A table of the results showing comparison against the 2012 survey is included on page 9

Areas covered were:

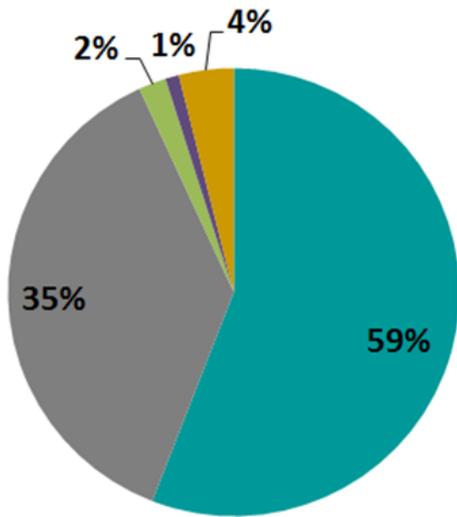
**Your home**, **Your area**, **Repairs**, **Anti-Social Behaviour** and **Customer Service**.

## Your home

Chart shows that 96% of tenants are satisfied with their home.



# Your area

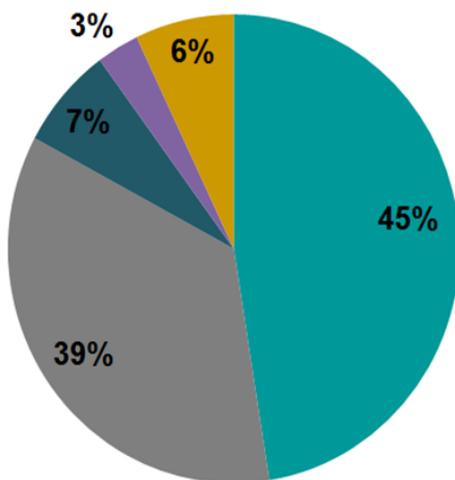


- Very satisfied
- Fairly satisfied
- neither
- Fairly dissatisfied
- Very dissatisfied

Overall 94% of tenants are satisfied with their area as a place to live

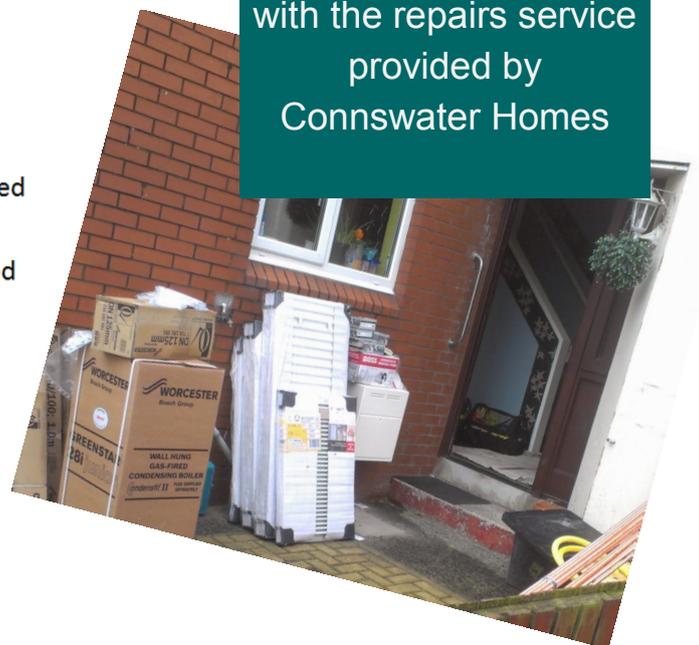


# Repairs



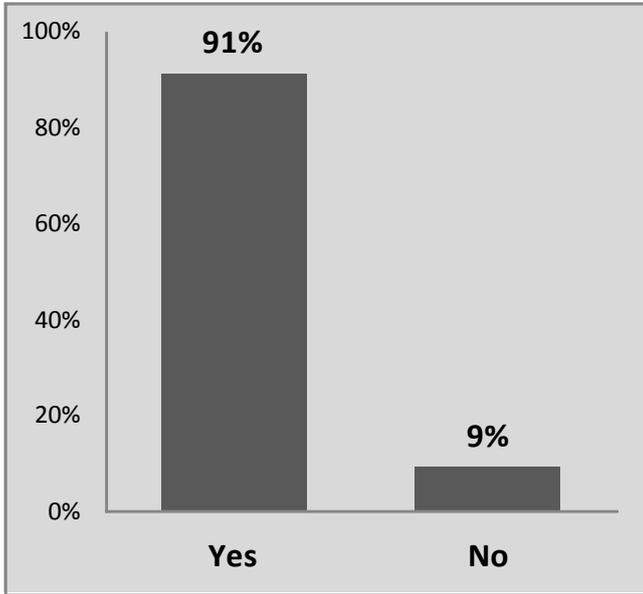
- Very satisfied
- Fairly satisfied
- neither
- Fairly dissatisfied
- Very dissatisfied

Chart shows how satisfied tenants are with the repairs service provided by Connswater Homes

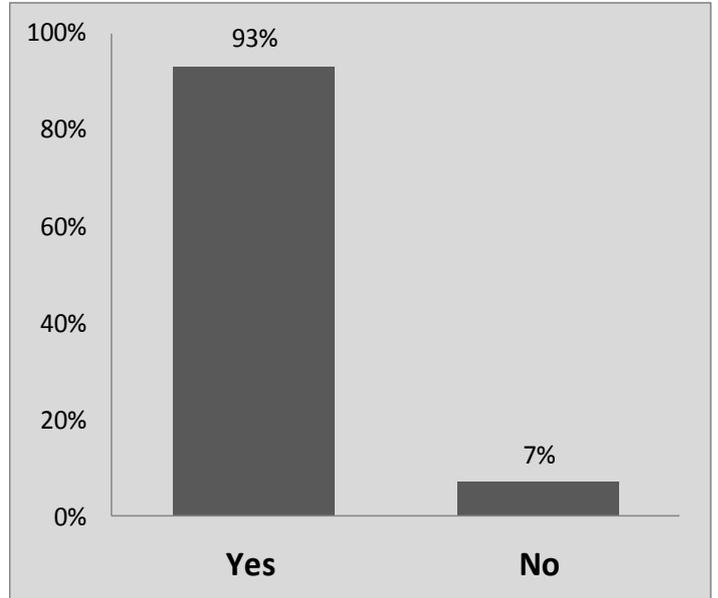


# Anti-social behaviour

98% of tenants are aware of the Associations policy regarding anti-social behaviour.



93% of tenants are happy with how the policy proposes to deal with anti-social behaviour.



# Customer Service

The Association is pleased to note the positive feedback it received from completed questionnaires. Connswater Homes strives to provide excellent customer service and recognises that, in order to continually deliver quality services, it needs to monitor its performance to help identify any improvements that can be made.

Connswater Homes is committed to consulting you on decisions that affect you and your home. It also recognises that one of the best ways it can improve what it does is to listen to you and what you want from its services.



**94%**

of tenants found staff were helpful in dealing with their repairs .

**96%**

of tenants found staff were very helpful when answering their phone calls

Question	2012 results	2014 results	NI HA benchmark
% of tenants who are satisfied with services provided by Connswater Homes	86%	<b>91%</b>	85%
% of tenants who thought the rent charged was good value for money	87%	<b>88%</b>	76%
% of tenants who were satisfied with the condition of their home	85%	<b>91%</b>	84%
% of tenants who are satisfied overall with their home	95%	<b>93%</b>	87%
% of tenants who were satisfied with their area	94%	<b>93%</b>	84%
% of tenants who were satisfied with the repairs service	82%	<b>84%</b>	77%
% of tenants who found the staff helpful	91%	<b>95%</b>	83%
% of tenants who said Connswater Homes were good at keeping them informed	93%	<b>94%</b>	88%
% of tenants who were satisfied that the staff were able to deal with their problem	85%	<b>82%</b>	88%
% of tenants who were satisfied with the final outcome of their contact with the Association	82%	<b>82%</b>	70%
% of tenants who on average felt they were treated fairly across all 9 equality dimensions	92%	<b>98%</b>	N/A