

Tenant Satisfaction Survey

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 2015 and 2016.

In 2015, 390 properties received surveys and this year 378 properties received a survey. Giving a totalling 768 properties surveyed.

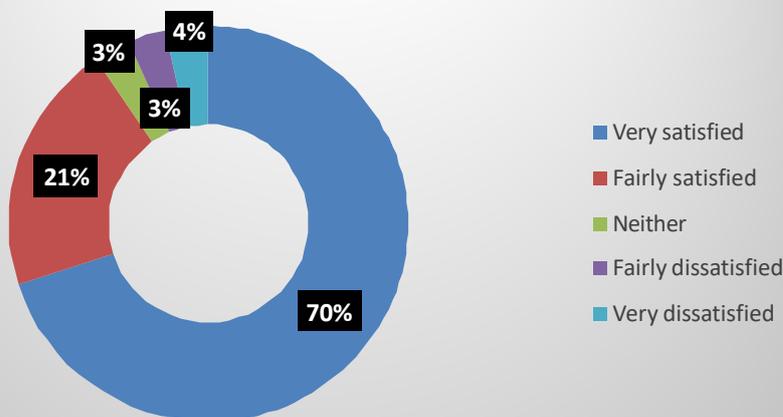
Questionnaires were sent to all tenants to be returned in the prepaid envelopes provided. There was a prize draw for those tenants who wished to be included for return of questionnaires and one lucky tenant won £50 worth of shopping vouchers.

The lucky tenant from this years survey was **Kim Brown of Mersey Street**, pictured right, receiving her prize from Eduardo.

In total, under 200 questionnaires were completed and returned, giving a return rate of 38%. The results included below are based on the full survey return.

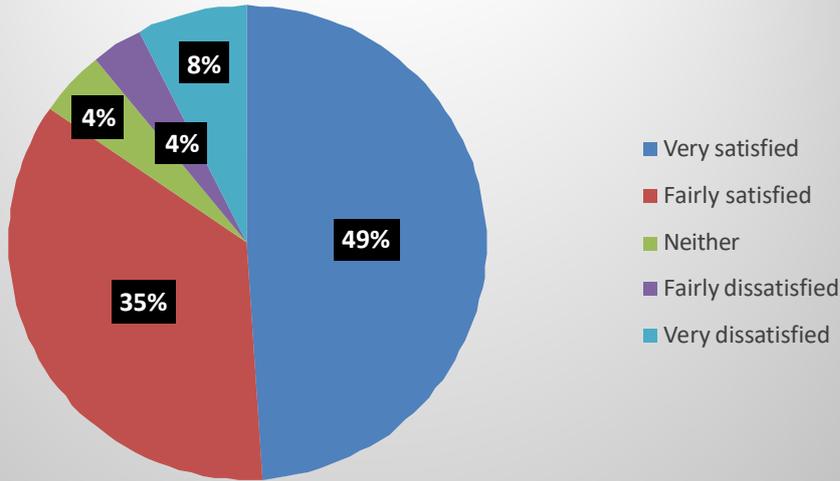


Your Home



This chart shows that 91% of tenants surveyed are satisfied, or very satisfied with their home

Repairs & Maintenance



The chart on the right shows that 84% of tenants surveyed are satisfied, or very satisfied with the repairs and maintenance service provided by Connswater Homes



Customer Service

The survey results showed that 92% of participating tenants said that they were satisfied with the services provided by Connswater Homes.

93% of participating tenants found staff to be very helpful with their enquiries.

Your Area

The survey results showed that 87% of our tenants are satisfied with the area in which they live.

This was broken down into:

- 69% very satisfied
- 18 % fairly satisfied
- 5% fairly dissatisfied
- 7% very dissatisfied
- 3% neither satisfied or unsatisfied



Anti-Social Behaviour

The survey showed that 92% of participating tenants were aware of the Association's policy regarding anti-social behaviour. 83% of participating tenants are happy with how the policy proposes to deal with anti-social behaviour.

Tenant Satisfaction Survey Results

Summary Report

Question	2016 Results	2014 Results	NIHA Benchmark
% of tenants who are satisfied with services provided by Connswater Homes (Qu.1)	92%	91%	84%
% of tenants who thought the rent charged was good value for money (Qu.15)	80%	88%	81%
% of tenants who were satisfied with the condition of their home (Qu.5)	86%	91%	81%
% of tenants who were satisfied overall with their home (Qu.3)	91%	88%	88%
% of tenants who were satisfied with the area in which they live (Qu.4)	87%	93%	84%
% of tenants who were satisfied with the repairs service (Qu.13)	85%	84%	75%
% of tenants who found the staff helpful (Qu.10)	93%	95%	87%
% of tenants who said Connswater Homes were good at keeping them informed (Qu.24)	90%	94%	89%
% of tenants who were satisfied that staff were able to deal with their problem (Qu.11)	86%	82%	81%
% of tenants who were satisfied with the final outcome of their contact with the Association (Qu.12)	80%	82%	70%
% of tenants who on average felt they were treated fairly across all 9 equality dimensions (Qu.30)	94% (average)	98% (average)	N/A