

Steve Biko Tenants Satisfaction Survey 2005

Presentation by
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- Aims of the survey
- Background Information
- Information About Your Household
- Information About Your Housing and Neighbourhood
- Your Repairs Service
- Communicating With Your Landlord
- Improving Services
- Key findings to the survey

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Aims of the survey

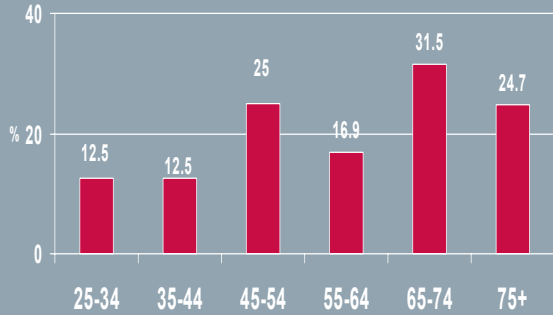
- To obtain up to date information regarding the socio demographic characteristics of Steve Biko Tenants and other household information.
- To assess satisfaction with the wide range of services provided by Steve Biko Housing Association.
- To determine which issues are considered to be the biggest problems in respondents neighbourhoods.

Background Information

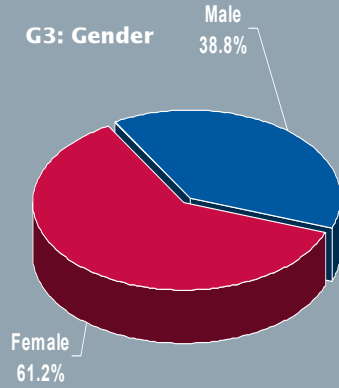
- 187 questionnaires were mailed out
(with gone away, deceased etc. being removed from the calculation)
- 98 questionnaires were returned
- This gave a 52.4% response rate

Background Information

G2: Age



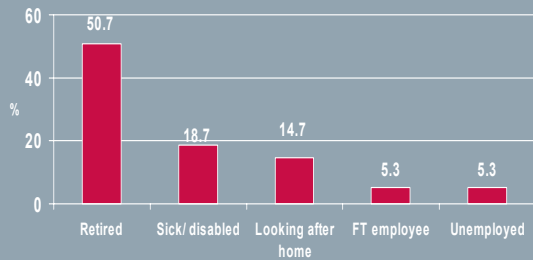
G3: Gender



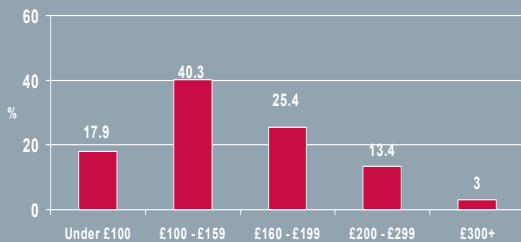
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Background Information

G4: Work status



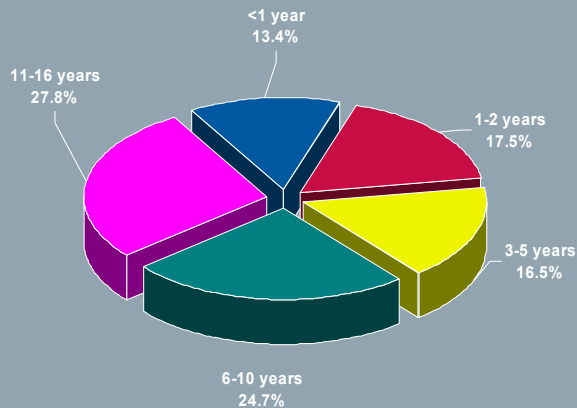
G6: Net Income



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Information About Your Household

A1: Time as tenant of Steve Biko Housing Association

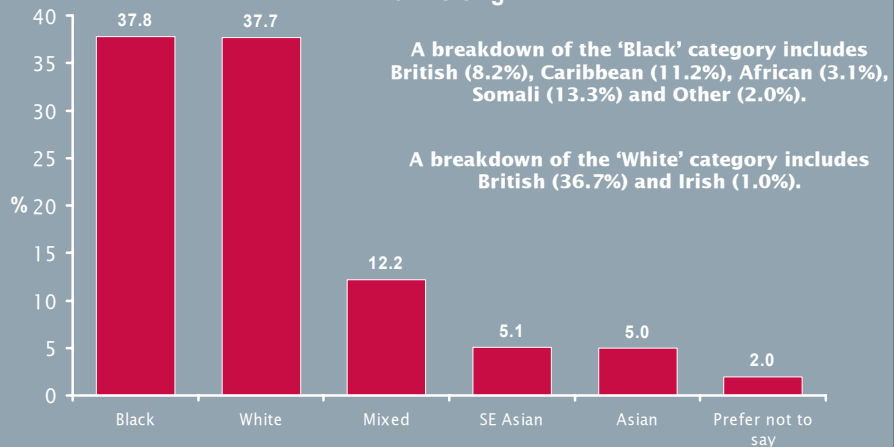


A3: 58.5% of respondents said that they live alone. The mean average number of people living in respondents homes was 2.18 people.

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Information About Your Household

A7: Ethnic origin



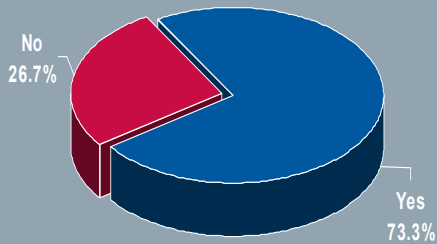
A breakdown of the 'Mixed' category includes White & Black Caribbean (5.1%), White & Black African (5.1%), White & Asian (1.0%) and Other (1.0%).

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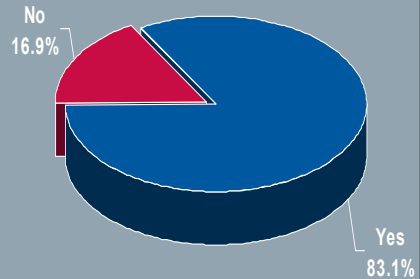
Information About Your Household

A8: Of the 16 respondents to provide an answer to the question of which language they would like correspondence to be sent to them in; 10 requested Somali, 3 Chinese, 2 Arabic and 1 requested Bangladeshi.

A9: Illness disability or infirmity in family



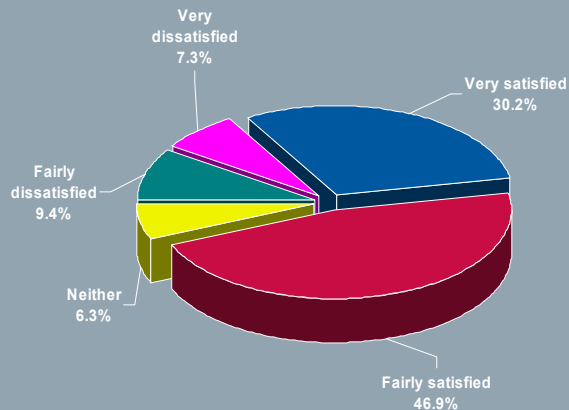
A10: Limited activities because of illness disability or infirmity



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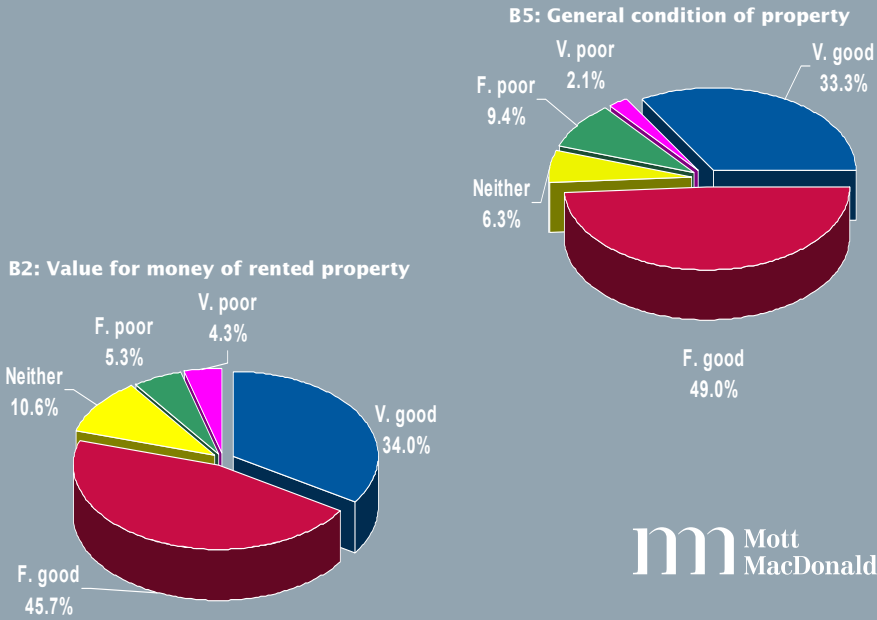
Information About Your Housing & Neighbourhood

B1: Satisfaction with overall service provided by landlord (BVPI 74)

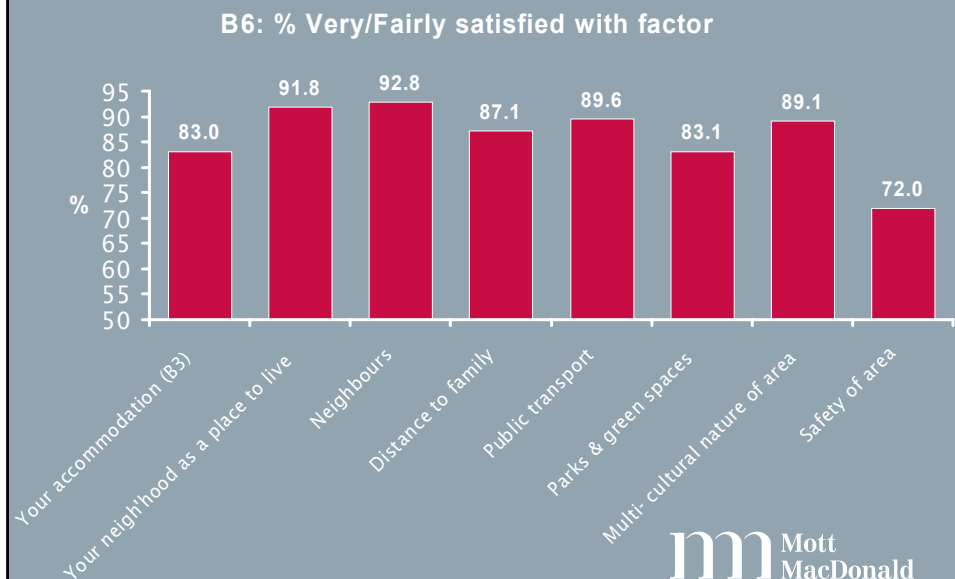


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Information About Your Housing & Neighbourhood

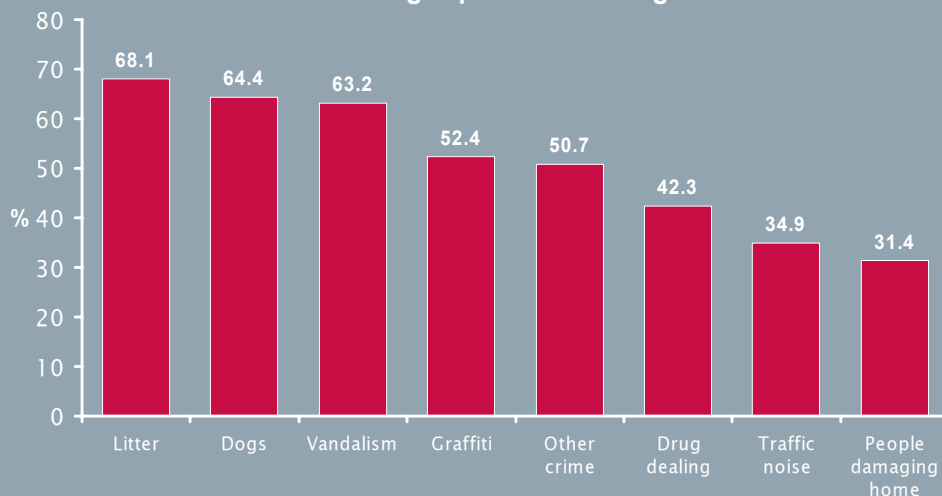


Information About Your Housing & Neighbourhood



Information About Your Housing & Neighbourhood

B7: % Serious/slight problem in neighbourhood



The two factors considered to be the least problematical were 'problematical neighbours', by 15.1%; and 'Racial harassment', by 10.7%)

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Information About Your Housing & Neighbourhood

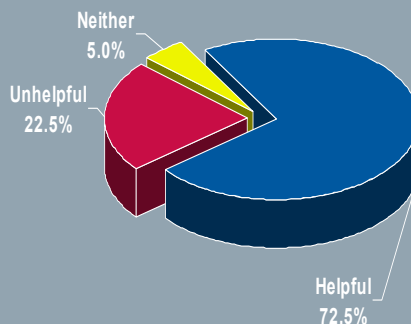
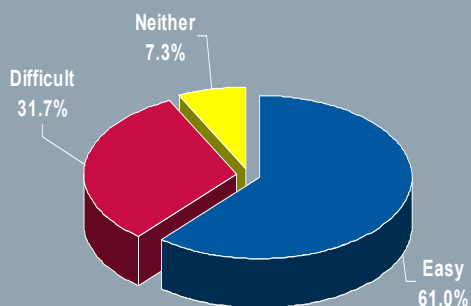
Of the 50.6% of respondents who had been in contact with their landlord in the past 12 months (B8)...

B9: ...65.9% made contact by telephone.

B12: Respondent found the staff...

B10: ...61.9% called relating to repairs.

B11: Getting hold of the right person was...

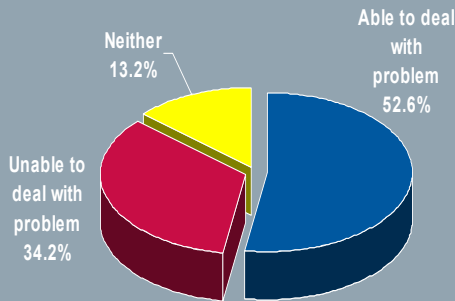


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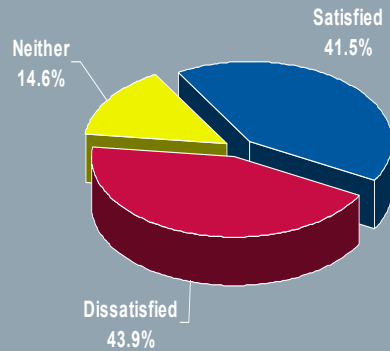
Information About Your Housing & Neighbourhood

Of the 50.6% of respondents who had been in contact with their landlord in the past 12 months (B8)...

B13: Staff member was...



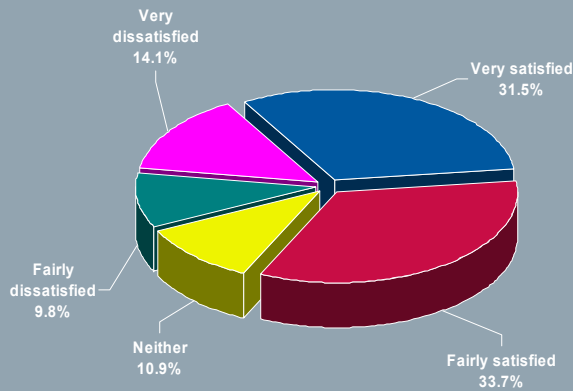
B14: Satisfaction with outcome of contact



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Your Repairs Service

C1: Satisfaction with way landlord deals with repairs/maintenance

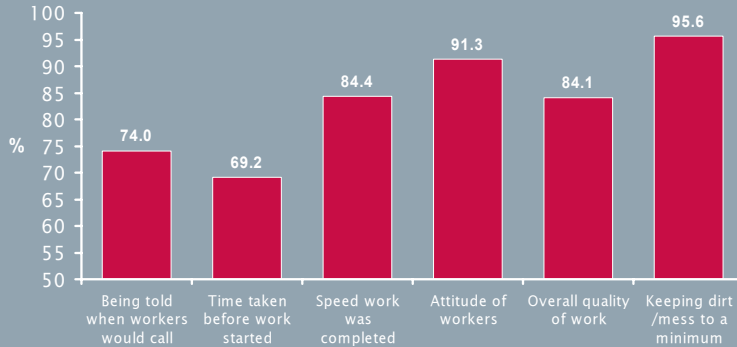


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Your Repairs Service

69.9% of respondents had requested repairs to their home in the last 12 months (C2). 53.3% of respondents had repairs completed in that same 12 month period (C3), whose opinions on the quality of the work can be seen in the figure below...

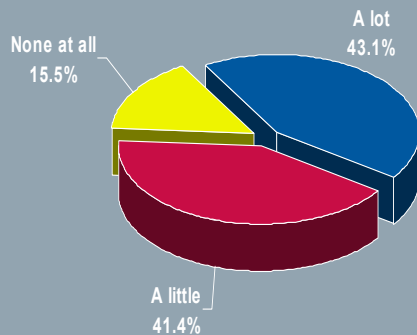
C4: % saying factor was very/fairly good



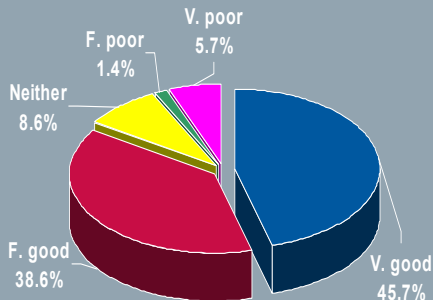
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Communicating With Your Landlord

D2: Account of tenants views by landlord



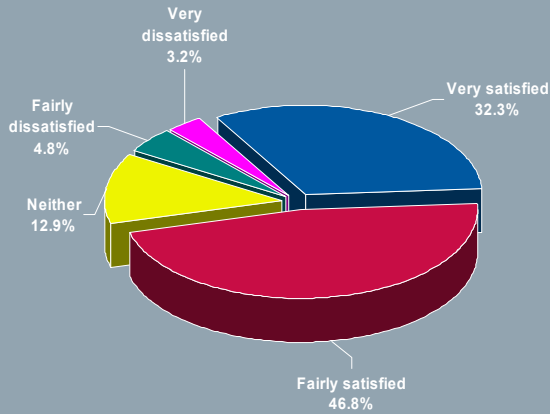
D1: How good landlord is at keeping respondent informed



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Communicating With Your Landlord

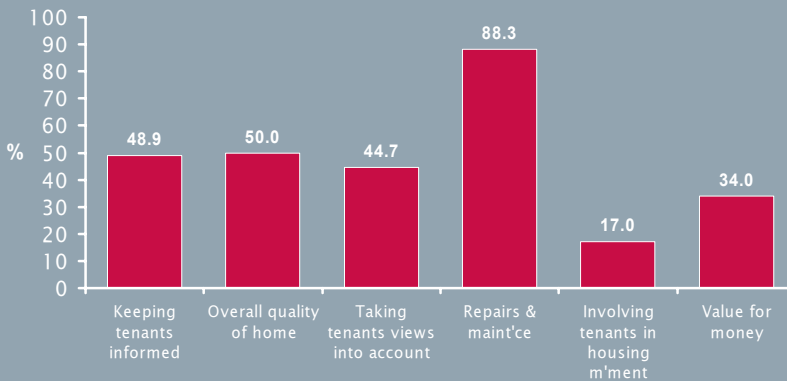
D3: Satisfaction with opportunities for participation in management & decision making (BVPI 75)



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Improving Services

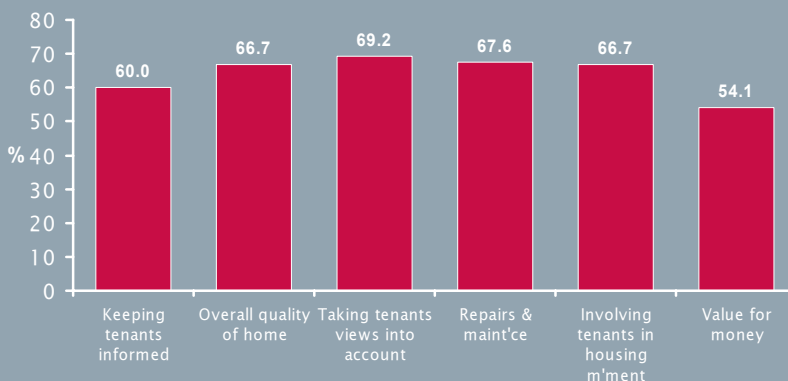
E1: % saying factor is one of top 3 important services



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Improving Services

E2: % saying factor needs some/much improvement



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Key findings to the survey

- 58.2% of respondents stated that their net income (including their partner) was below £160 per week (£8,320 per year).
- 37.8% of respondents said they were Black, 37.8% said White, 12.2% Mixed Race, and 10.1% were of Asian/SE Asian origin.
- 77.1% were satisfied with the overall service provided by Steve Biko Housing Association, whilst 16.7% were dissatisfied .
- 79.7% felt that the rent they paid on their property represented good value for money.
- 82.3% felt that the general condition of their property was good.

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Key findings to the survey

- Respondents were most satisfied with their neighbours (92.8%) whilst they were least satisfied with the safety of the area (72.0%) .
- Respondents felt that the best factor about their last repair was keeping dirt/mess to a minimum (95.6%) whilst they felt the worst was the time taken before work started (69.2%).
- 84.3% felt Steve Biko HA was good at keeping them informed with 84.3% feeling the landlord did take account of tenants views.
- 79.2% were satisfied with their opportunities for participation in management and decision making.
- The most important service provided by Steve Biko HA was considered by 88.3% to be repairs and maintenance. The least important service was considered to be involving tenants in the management of their housing.

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