

Bangla Housing Association Ltd

Tenants Satisfaction Survey – January 2010

This report outlines the key findings of the Tenants Satisfaction Survey carried out by Bangla between October and December 2009. It is hoped that the survey findings will help Bangla to focus on areas of the service which may require improvement.

A standard STATUS survey form was sent to all of the Bangla 210 tenants in October 2009 with stamped addressed envelopes for returning the completed forms to Bangla office

In some cases, members of Bangla Tenants Focus Group visited tenant's homes to assist them in completing these forms.

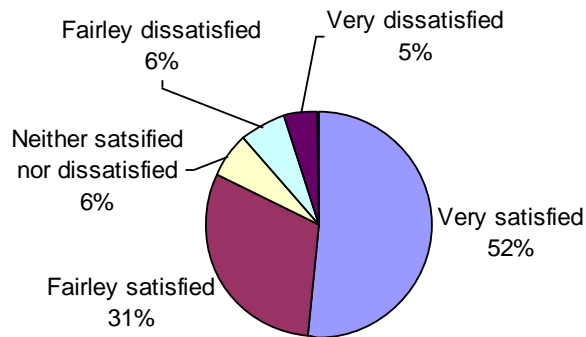
We received 56 completed forms in the post and 13 forms were completed by Tenants Focus Group members during home visits. A total of 69 completed forms were received, a response rate of 33%.

Below is a brief summary of the key points taken from the survey.

A. Information about the services provided and the neighbourhood

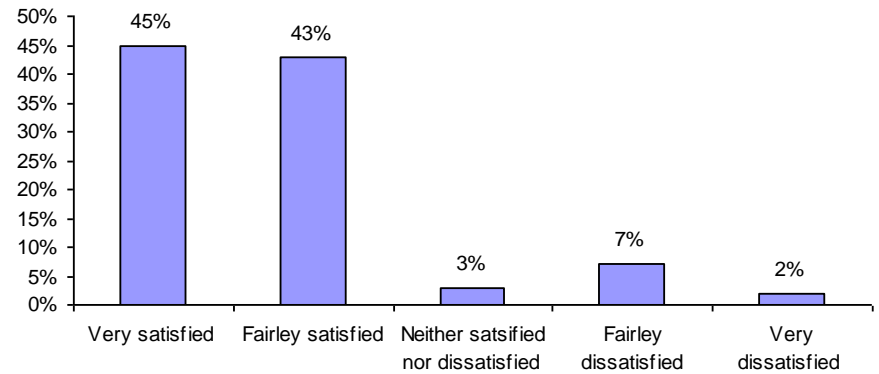
Q10 Taking everything into account how satisfied or dissatisfied are you with the overall services provided by your housing association?

Satisfaction with overall services



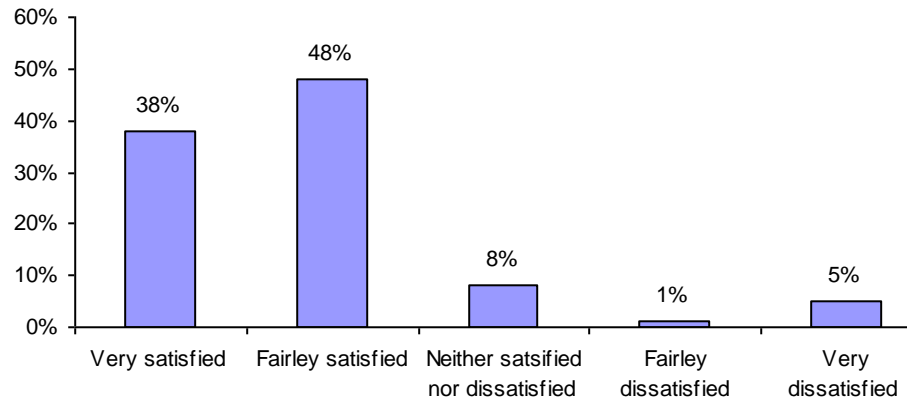
Q11a) How satisfied or dissatisfied are you with the overall quality of your home?

Satisfaction with overall quality of home



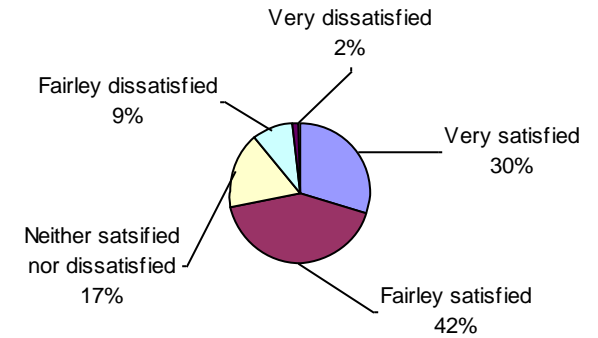
Q11c) Overall, how satisfied or dissatisfied are you with this neighbourhood as a place to live?

Neighbourhood as a place to live



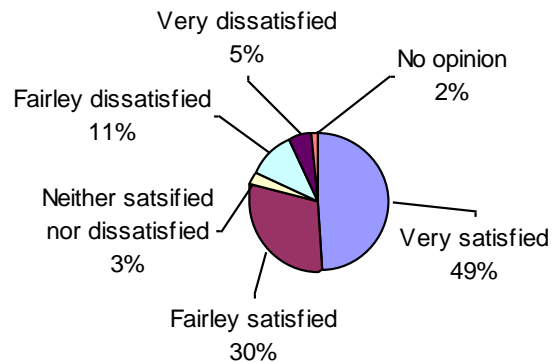
Q11d) Overall, how satisfied or dissatisfied are you with the value for money for your rent?

Value for money for rent



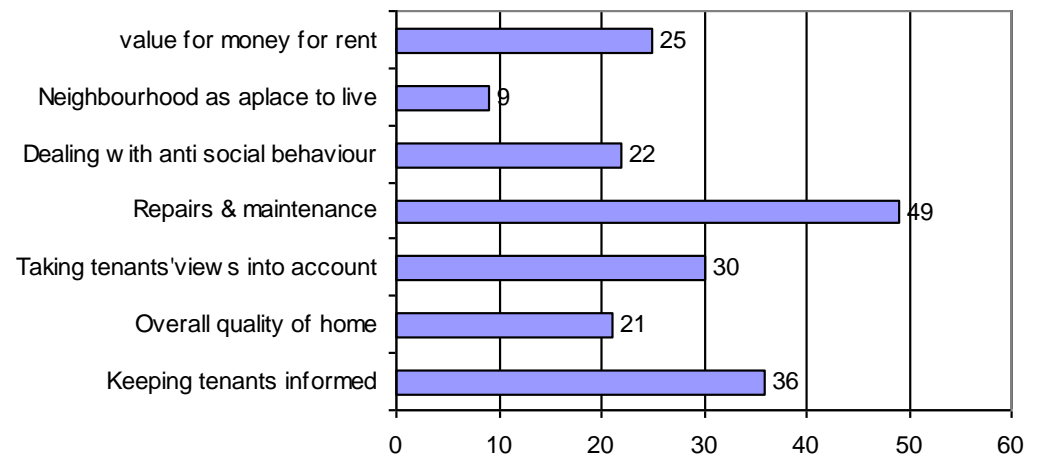
Q12e) How satisfied or dissatisfied are you with how enquiries are dealt with generally by the housing association?

Satisfaction with how enquiries are dealt with by the housing association



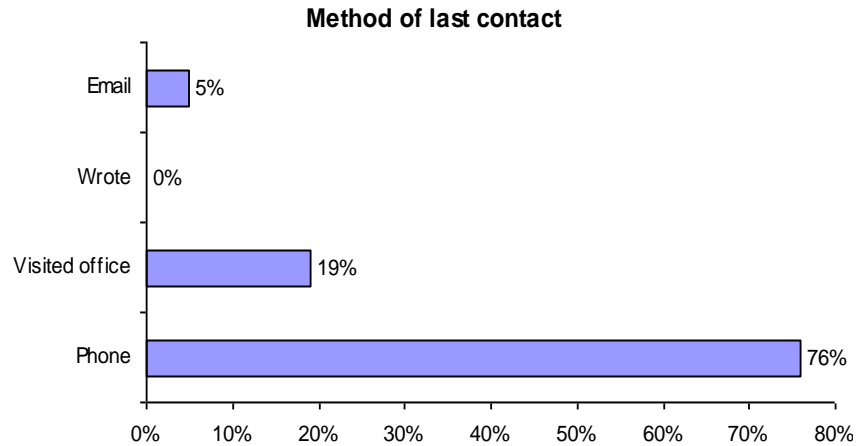
Q13) Of the following which do you consider to be the **three** most important?

Three most important services ?

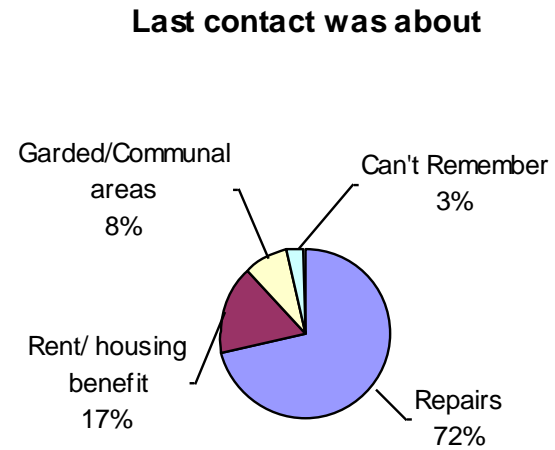


B. Contact with your housing association

Q16. If you contacted your housing association in the last 12 months how did you last contact your housing association?

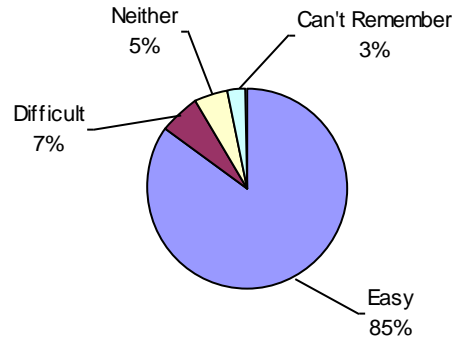


Q17. What did you last contact about?



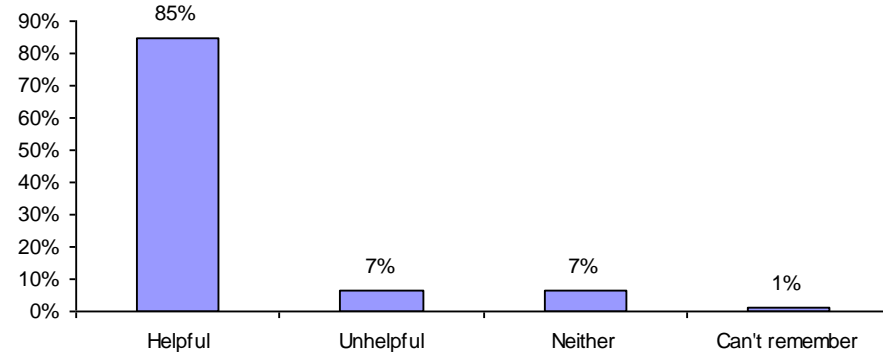
Q18. When you last had contact, was getting hold of the right person?

How easy was it to get hold of the right person?



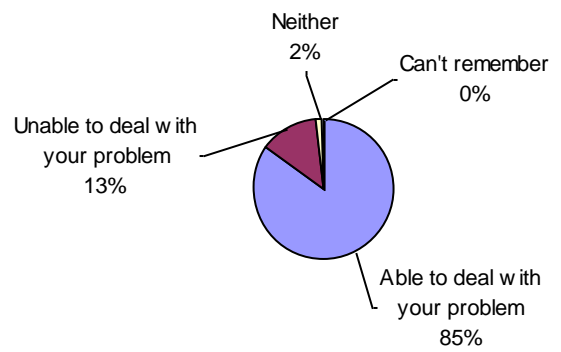
Q19. Did you find the staff ...?

When you last contacted the housing association, did you find the staff?



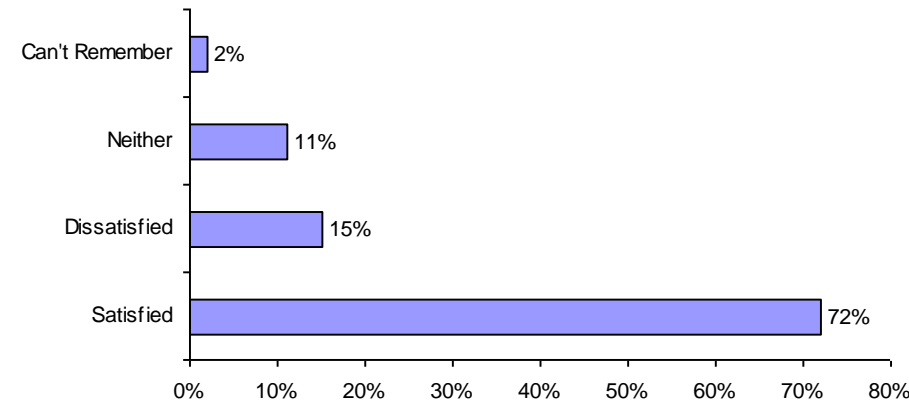
Q20. And were they ...?

was staff able to deal with the problem?



Q21. Were you satisfied or dissatisfied with the final outcome ...?

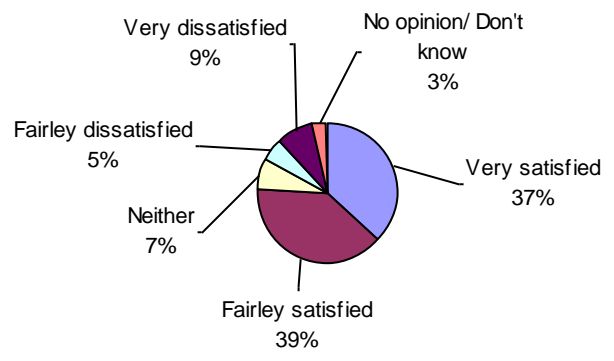
Satisfaction with final outcome



C. Repairs and Maintenance

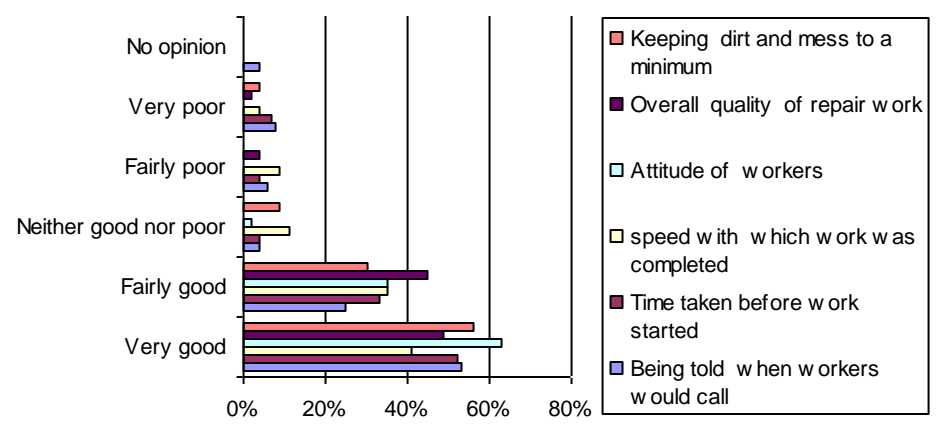
Q22. Generally how satisfied or dissatisfied are you with the way your housing association deals with repairs and maintenance?

Satisfaction with repairs service



Q24. Thinking about your last completed repair how would you rate it in terms of?

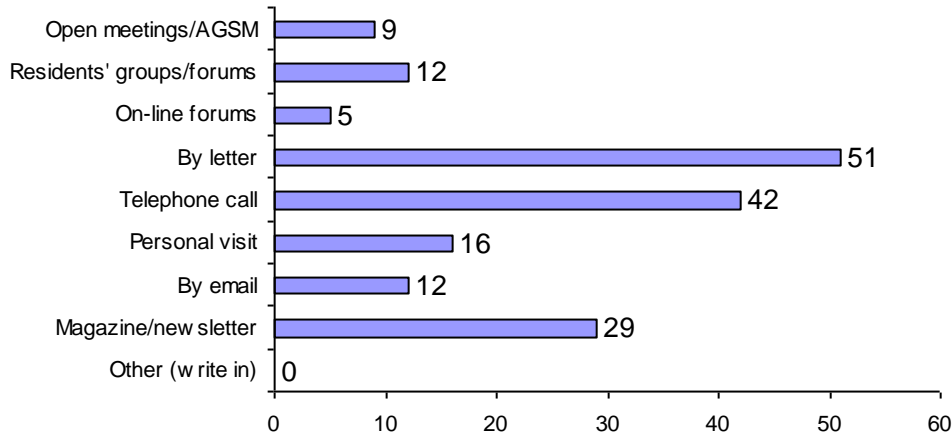
Satisfaction with last completed repair



D. Communicating with your landlord

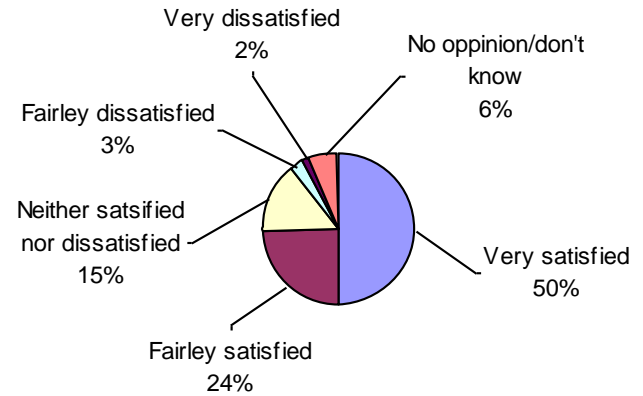
Q25. Which methods do you prefer your housing association to use to inform you or consult with you about issues that may affect you?

Preferred method of communication



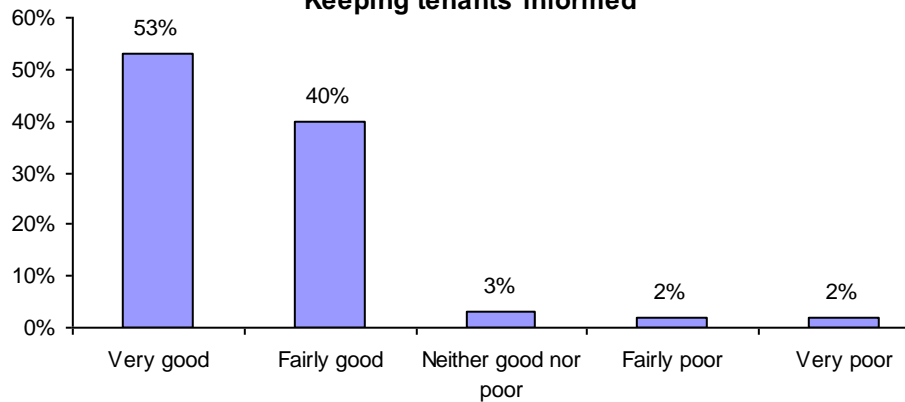
Q26. How satisfied or dissatisfied are you that your views are taken into account by your housing association?

Tenants' views taken into account



Q27. How good or poor do you feel your housing association is at keeping you informed about things that might affect you as a tenant?

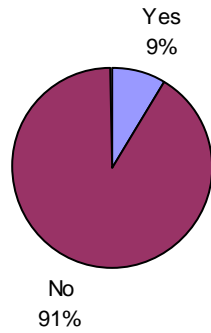
Keeping tenants' informed



E. Anti-social Behaviour

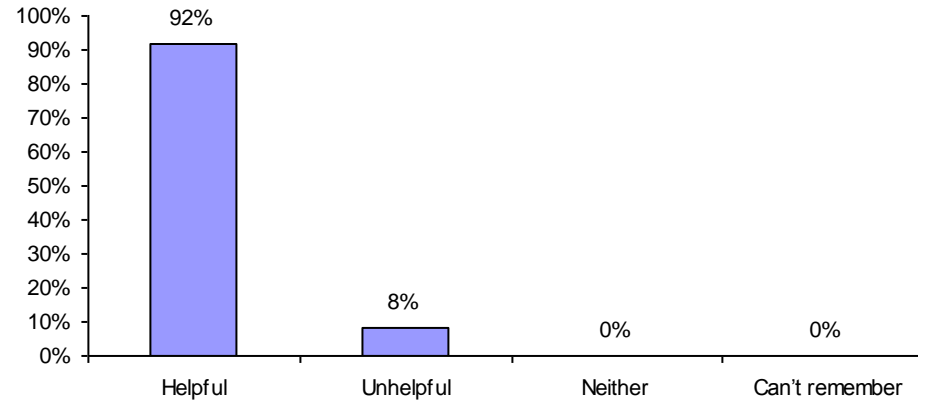
Q28. Have you reported any anti-social behaviour to your housing association in the past 12 months?

Reported anti-social behaviour



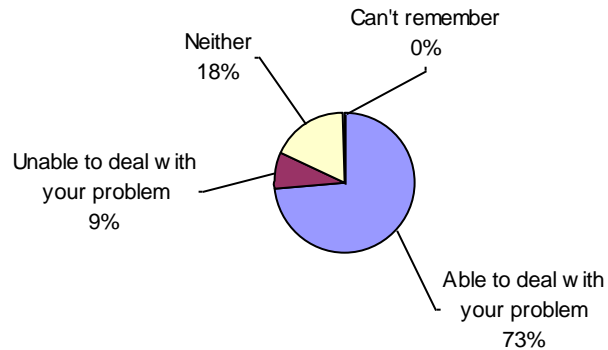
Q30. Did you find the staff?

Did you find the staff...



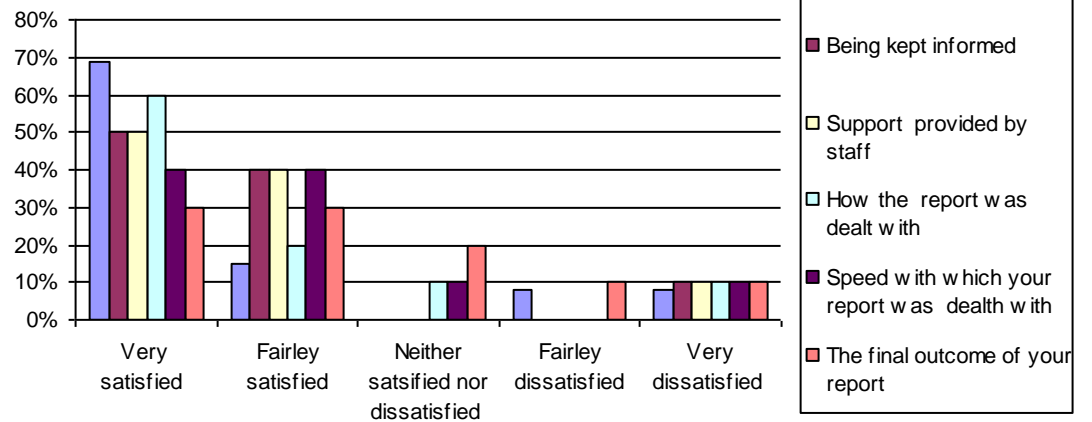
Q31. And were they?

Were they able to deal with the problem?



Q32. How satisfied or dissatisfied were you with the following aspects of how your report was handled?

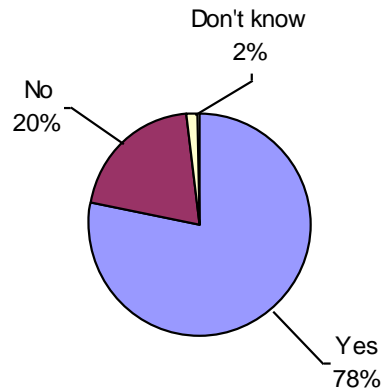
Satisfaction with staff dealing with anti-social behaviour



Background information

Q42. Does your household currently receive housing benefit (either paid to you, or directly to your landlord)?

Claiming housing benefit



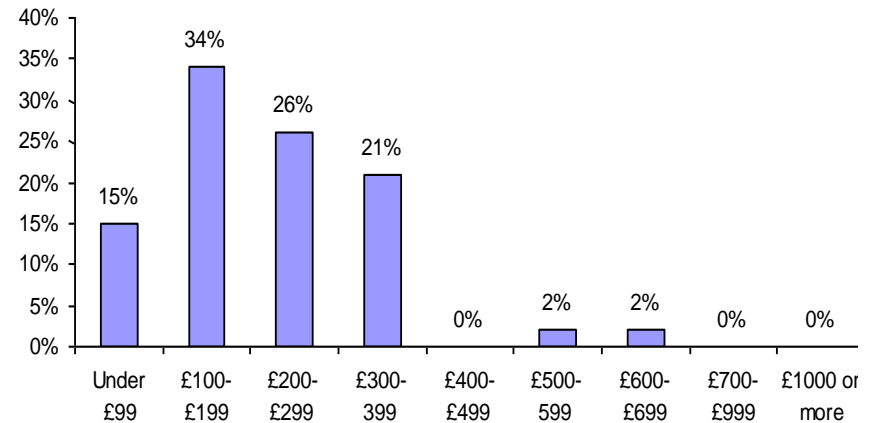
Conclusion

Response rate of 33% is considered to be a very low turnout. Those who have replied, 83% have said that they are either very or fairly satisfied with the overall services provided by Bangla. When they last contacted Bangla, 85 % said it was easy to get hold of the right person. 88% said that they are very or fairly satisfied with the quality of their homes and 86% are very or fairly satisfied with their neighborhood. 72% said they getting value for money for their rent.

Most favoured method of contact with Bangla is by telephone (76%), followed by visit to the office (19%) and by email (5%). The contacts were mostly for repairs (72%) followed by rent/housing benefit (17%).

Q43. Which group represents you (and your partner's) total net income from all these sources after deductions for income tax and national insurance?

Tenant and partner's net weekly income



Generally tenants said they found Bangla staff helpful (85%) and 7% felt they were unhelpful. 76% of tenants said that they are very or fairly satisfied with Bangla repairs service but 14% said they are very or fairly unsatisfied with our repairs service.

Regarding communication, 93% said Bangla is very or fairly good at keeping tenants informed about things that might affect them. 74% said they are very or fairly satisfied that their views are taken into account by Bangla. The three most important services to tenants are (1) repairs and maintenance. (2) keeping tenants informed and (3) taking tenants views into account.

The net weekly income for 75% of our tenants is below £300 and 78% are on full or partial housing benefit.