

London Borough of Harrow – Housing Services 2010 Customer Satisfaction Survey

31st March 2011



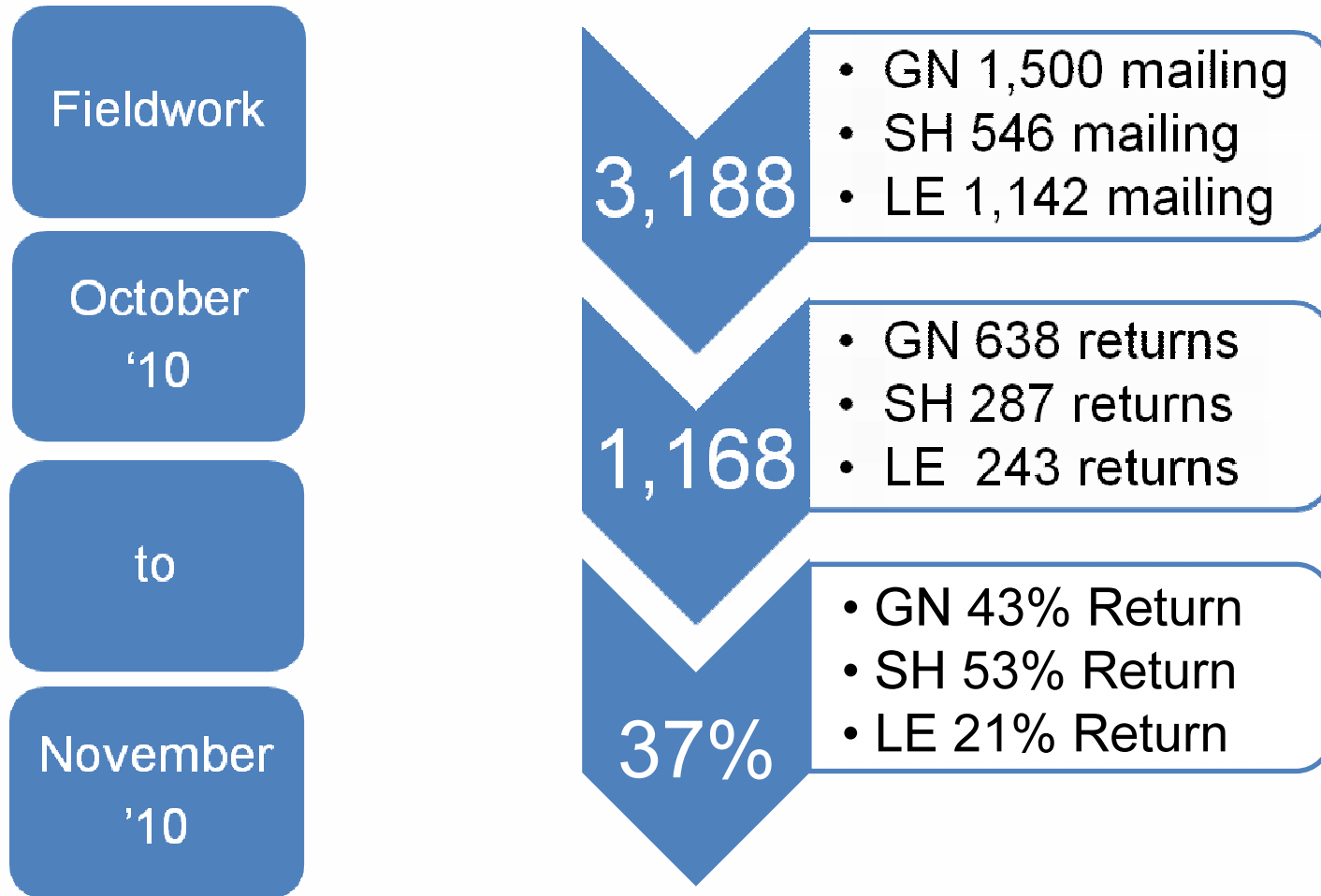
Because people matter

- Methodology
- Satisfaction with the service provided by Housing Services
- Satisfaction with the home and neighbourhood – Tenants only
- Estate and caretaking services
- Satisfaction with repairs and maintenance – Tenants only
- Contacting Housing Services
- Key points



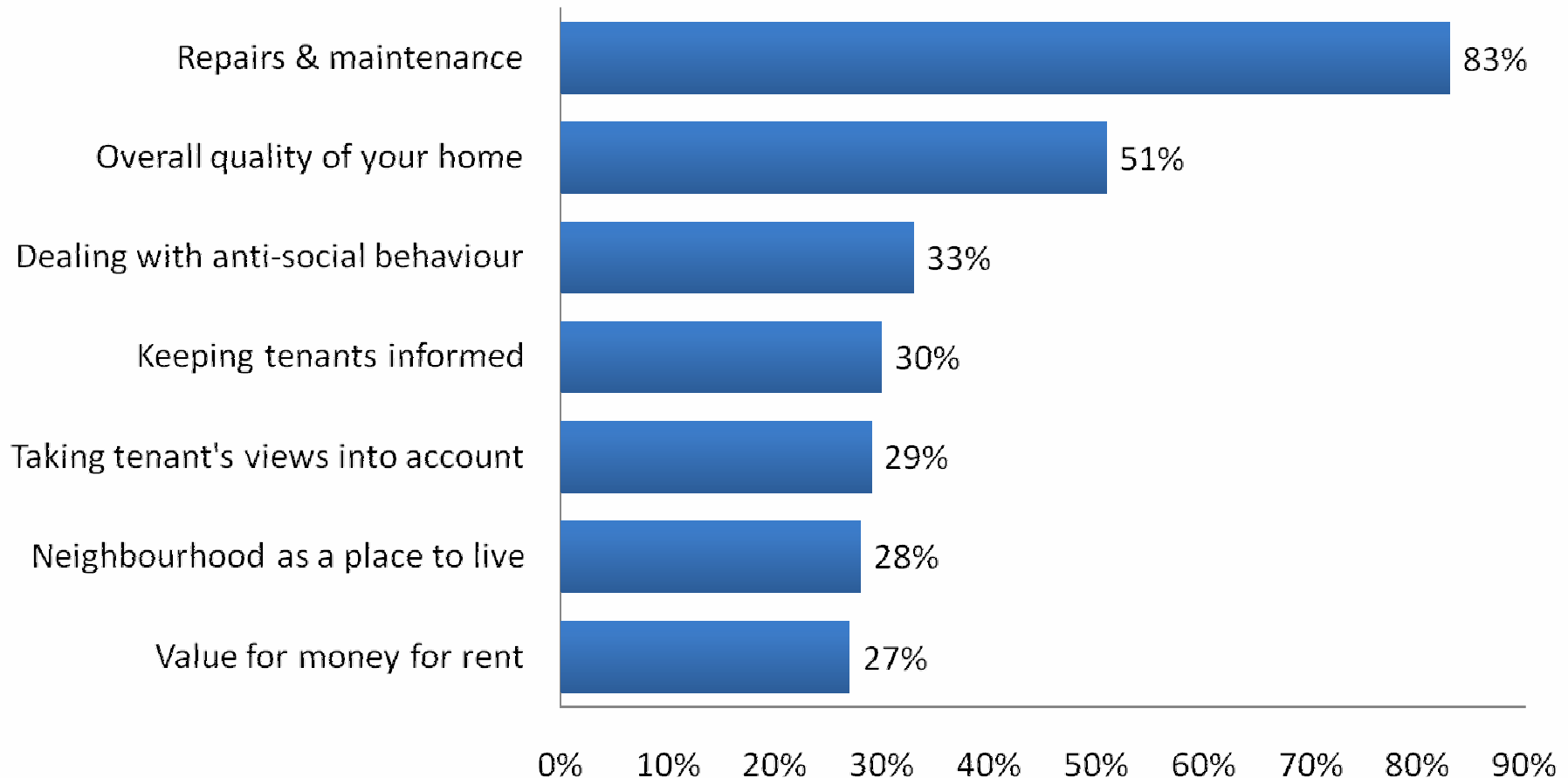


Methodology





What is important to tenants?



Unweighted sample base: 897





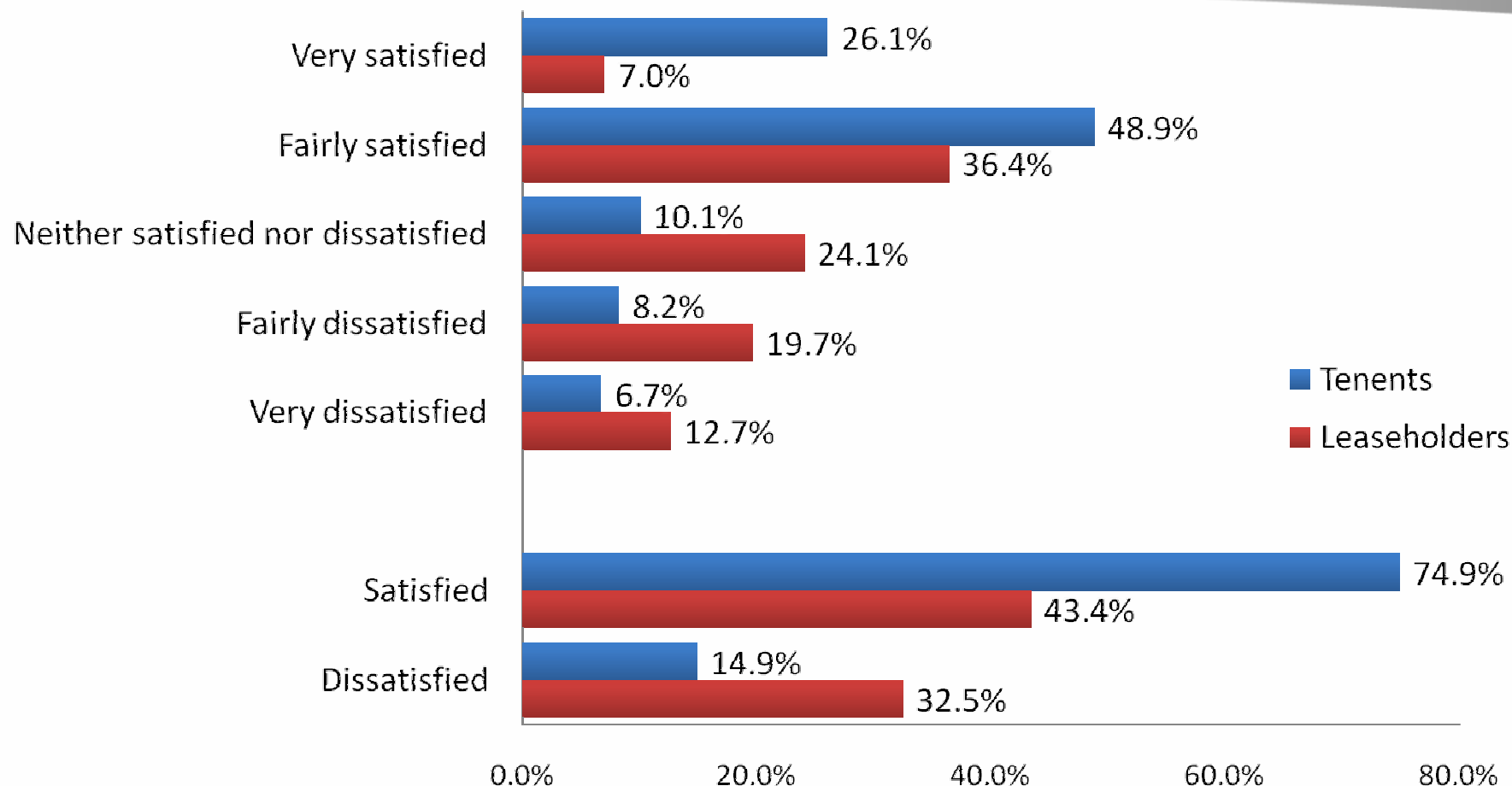
Satisfaction with the service provided by Housing Services



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Satisfaction with overall service provided by Housing Services



Unweighted sample bases : Tenants 915; Leaseholders 228





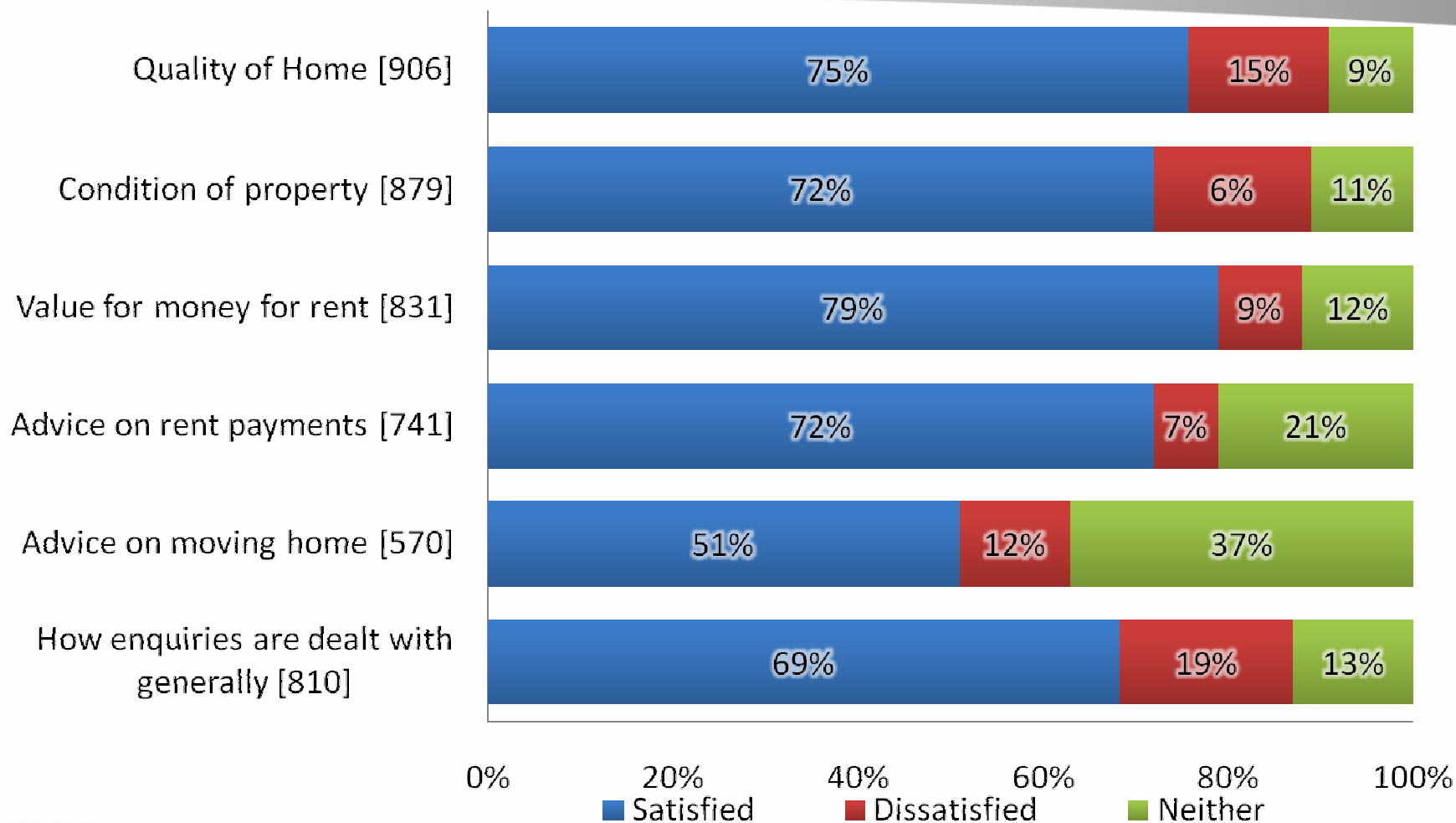
Satisfaction with the home and neighbourhood – Tenants only



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Satisfaction with the home and associated services – Tenants only



Unweighted sample bases in brackets





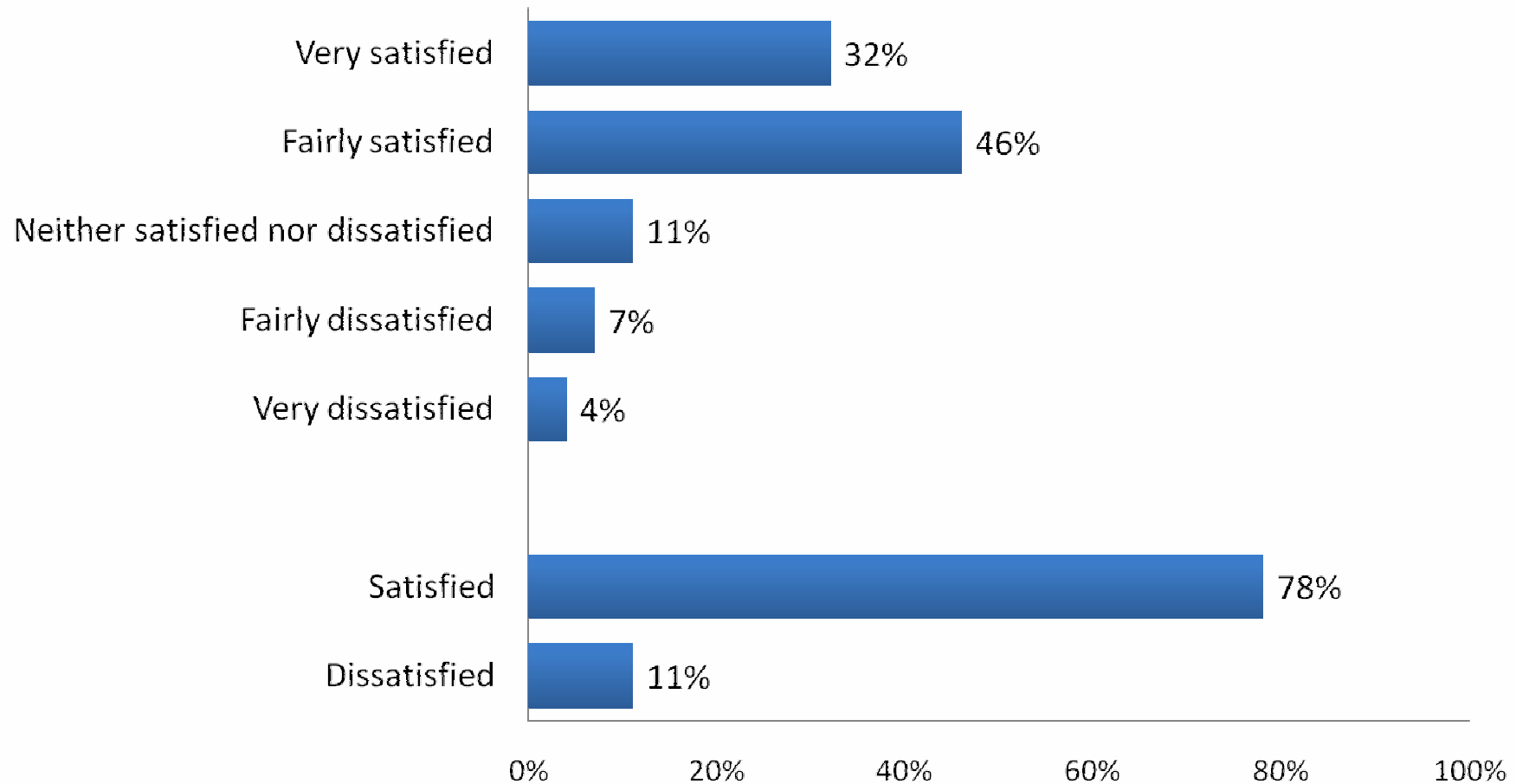
Satisfaction with the home and associated services – 2008 to 2010

	2008	2010	Change
Quality of home	72%	75%	+3%
Condition of property	67%	72%	+5%
Value for money	70%	79%	+9%
Advice on rent payments	71%	72%	+1%
Advice on moving home	43%	51%	+8%
How enquiries are dealt with	57%	69%	+12%





Satisfaction with the neighbourhood – Tenants only

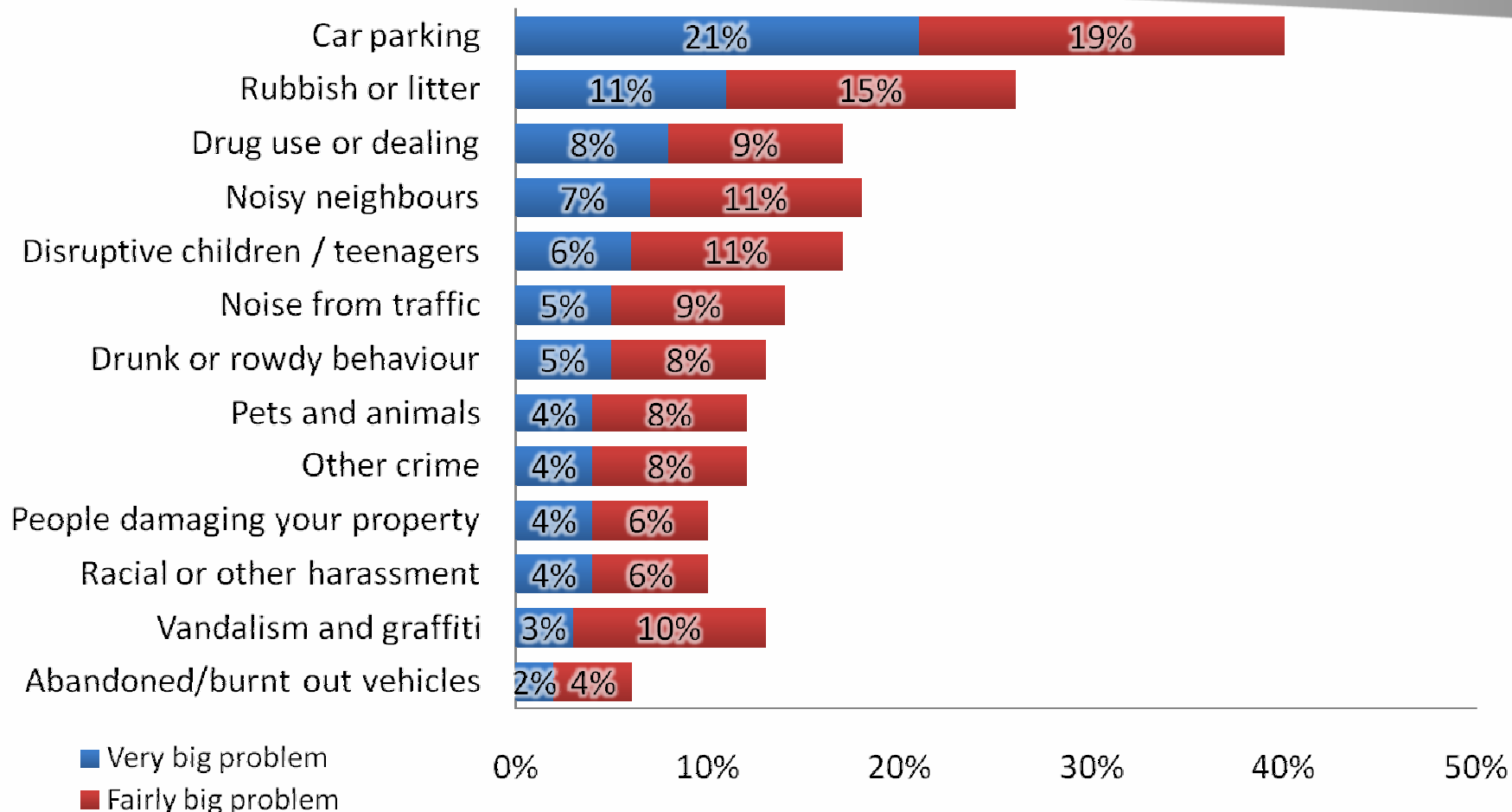


Unweighted sample base: 853





Neighbourhood problems – Tenants only



Unweighted sample bases vary



Reporting ASB – Tenants only

- Only a minority (10%) of tenants have *reported* ASB to Housing Services.
- Of these . . .

35% found it easy to get hold of the right person (48% difficult)

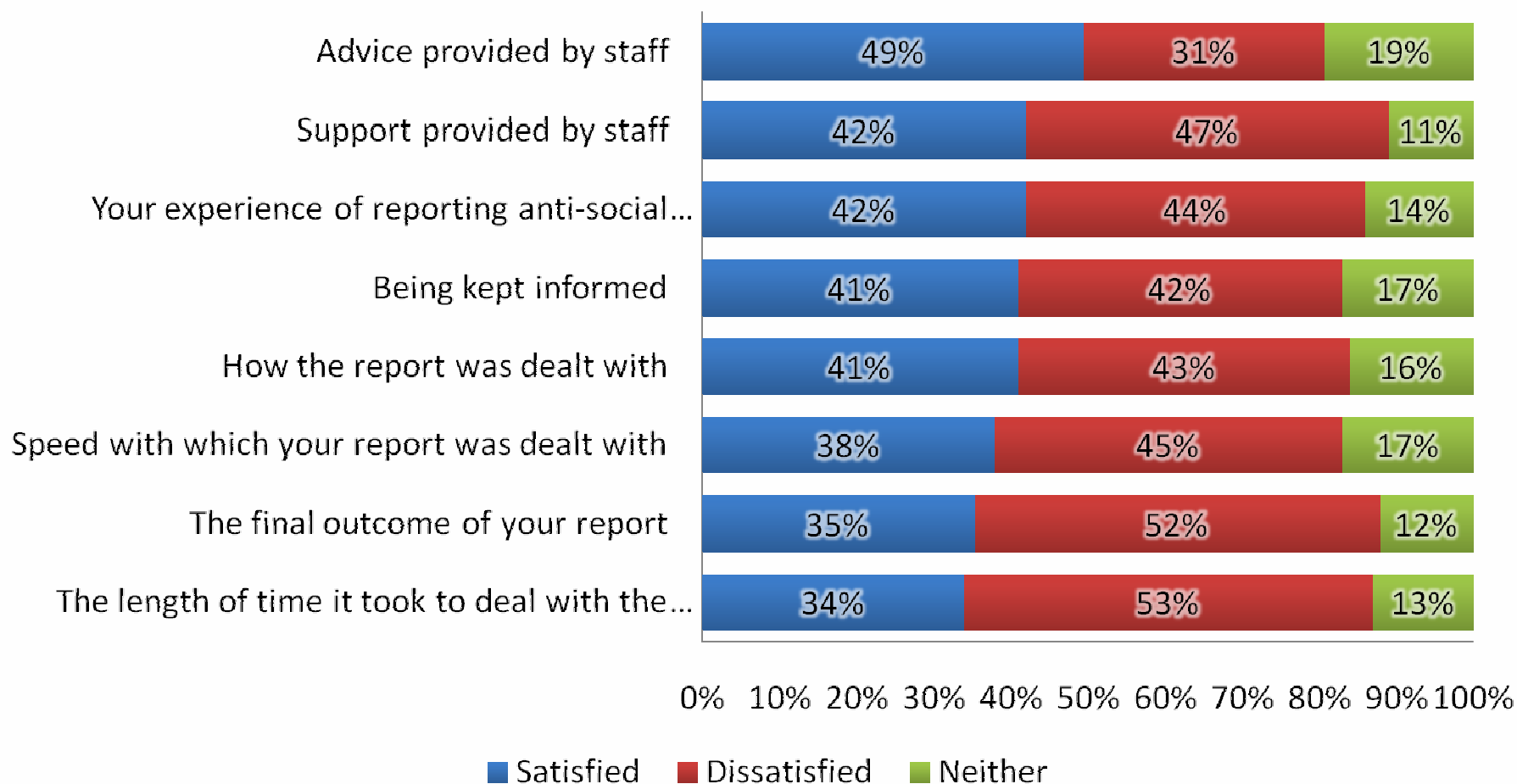
50% found staff helpful (31% found staff unhelpful)

35% found staff able to deal with their problem (51% found staff unable)





Satisfaction with aspects of ASB report - General Needs Tenants



Unweighted sample bases vary





Satisfaction with aspects of the ASB report – 2008 to 2010

	2008	2010	Change
Advice provided by staff	42%	49%	+7%
Being kept informed	32%	41%	+9%
How the report was dealt with	31%	41%	+10%
Speed with which report was dealt with	28%	38%	+10%
Support provided by staff	25%	42%	+17%
The final outcome	25%	35%	+10%





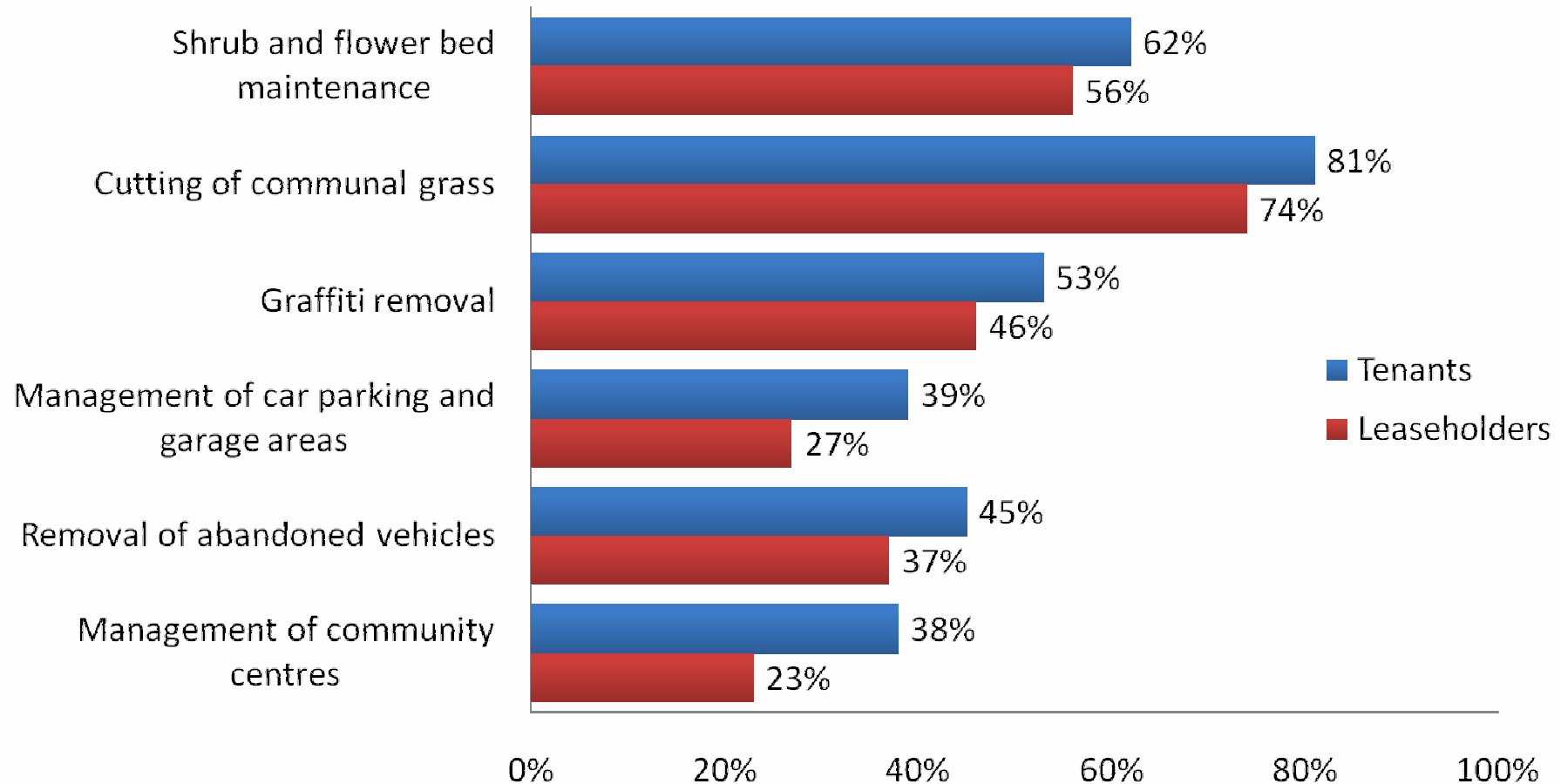
Estate and caretaking services



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Estate services rated as 'Good'

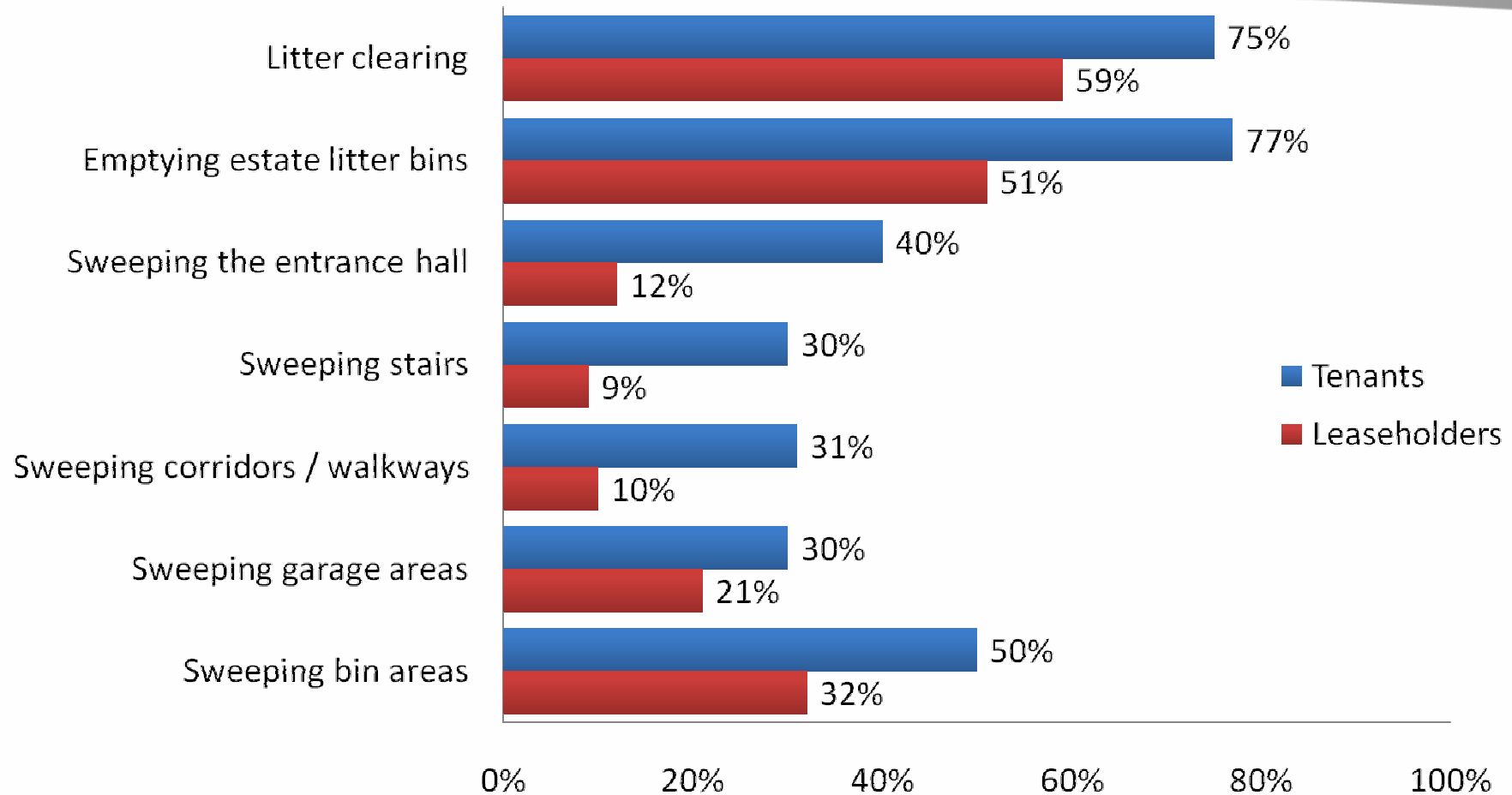


Unweighted sample bases vary





Caretaking services rated as 'Good' (A)

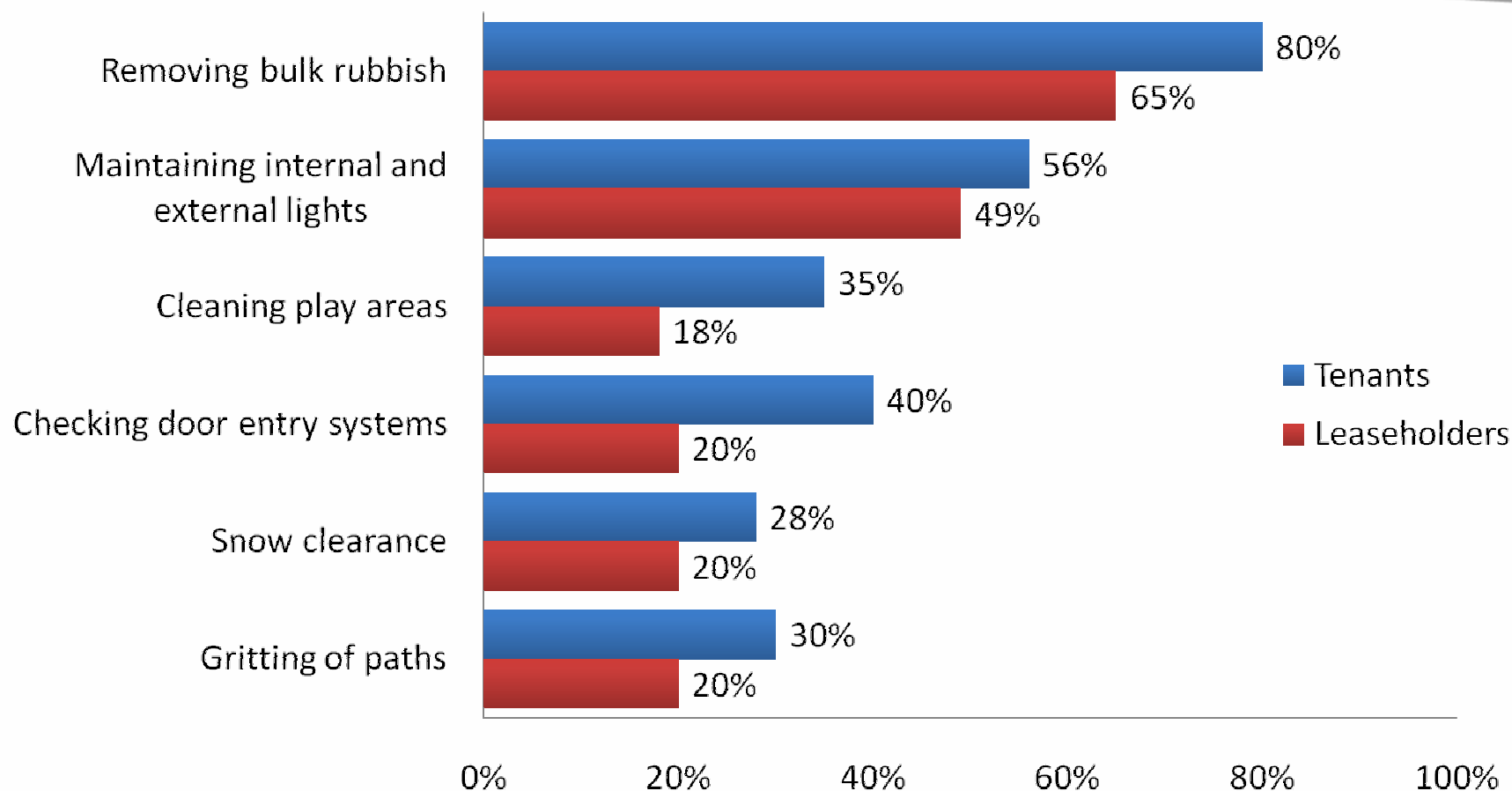


Unweighted sample bases vary





Caretaking services rated as 'Good' (B)



Unweighted sample bases vary





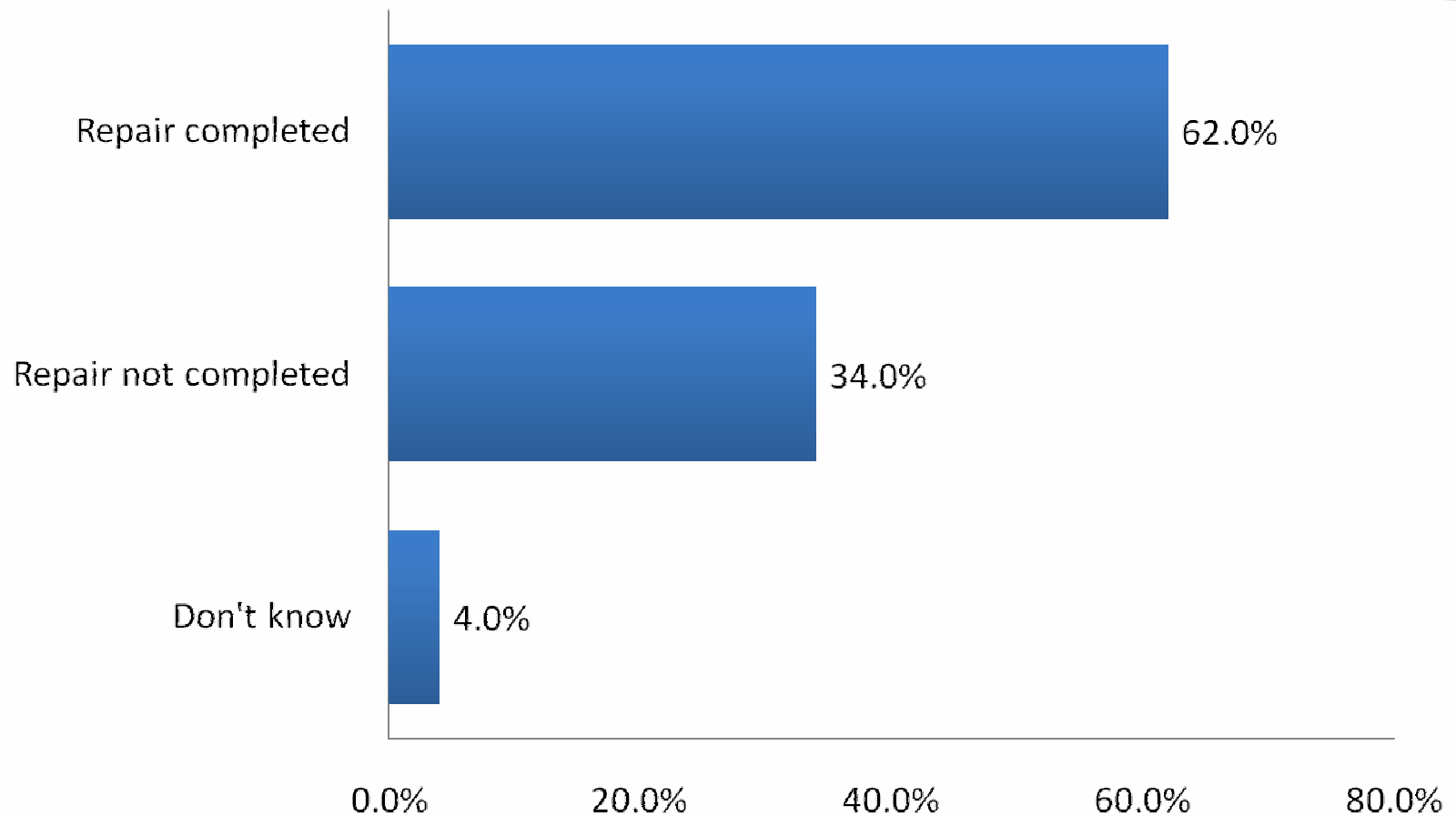
Satisfaction with repairs and maintenance – Tenants only



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Repairs completed in the past 12 months – Tenants only

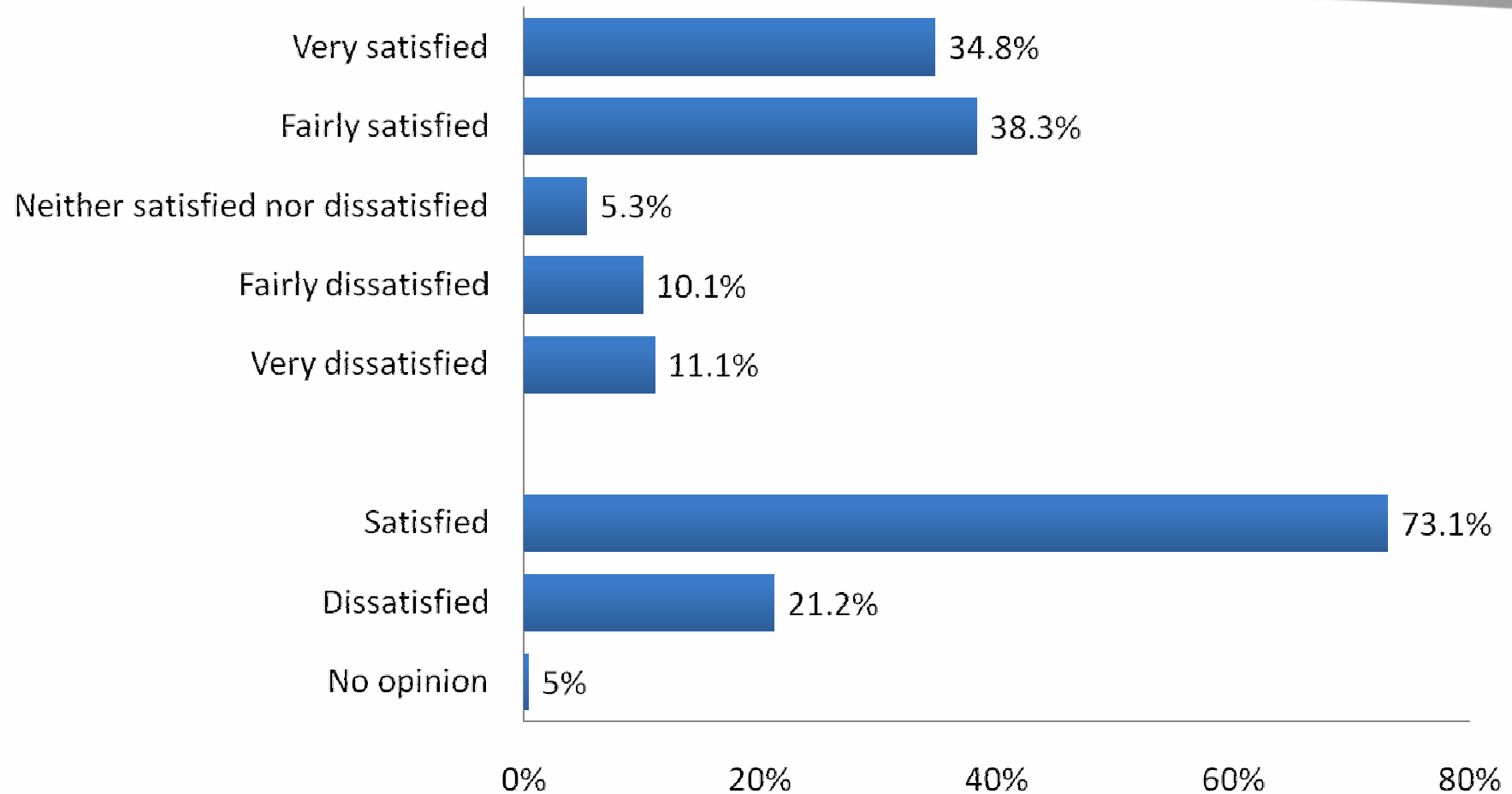


Unweighted sample base: 912





Satisfaction with repairs and maintenance – Tenants only

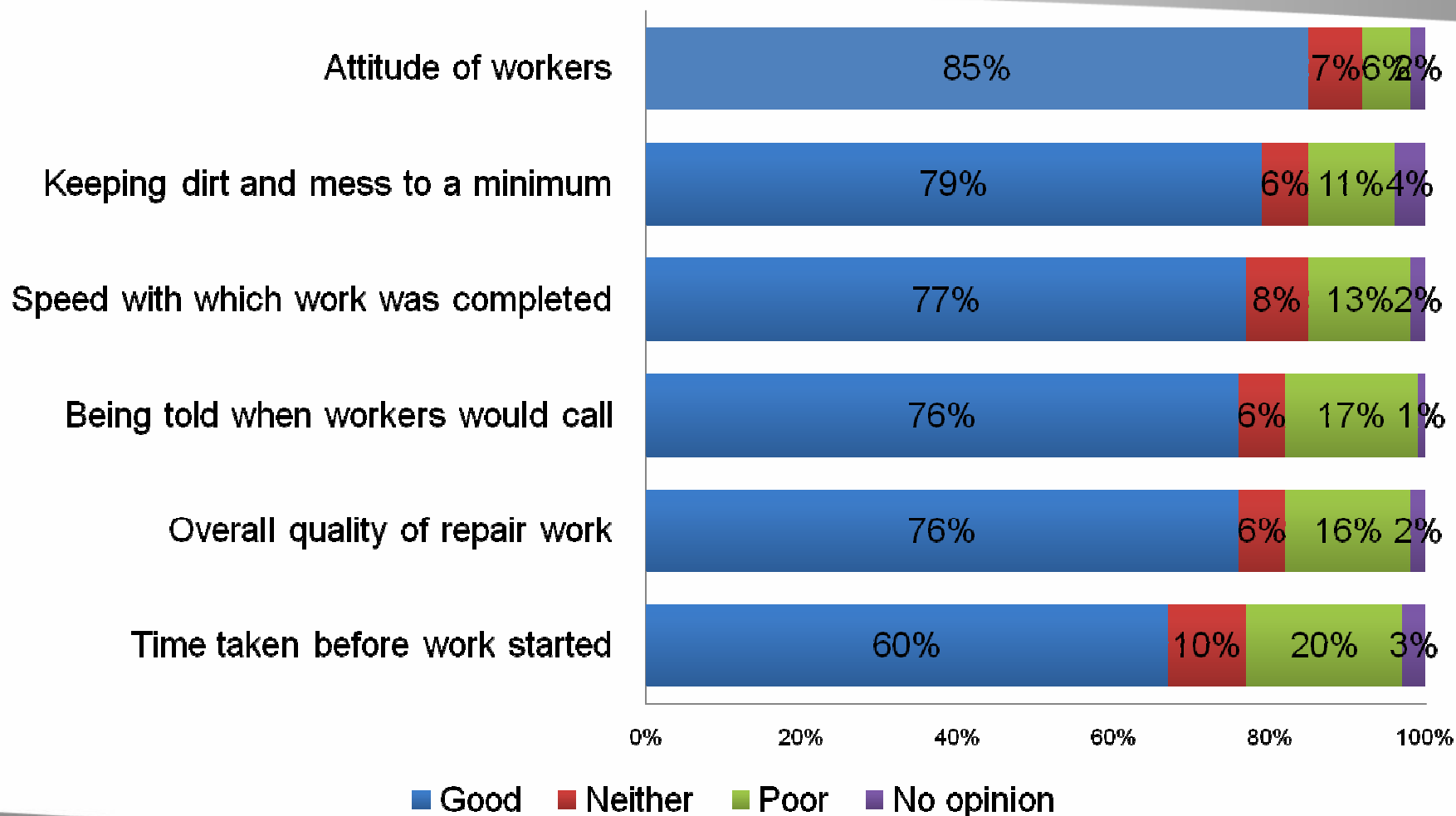


Unweighted sample base: 563





Satisfaction with aspects of the repairs and maintenance service – Tenants only



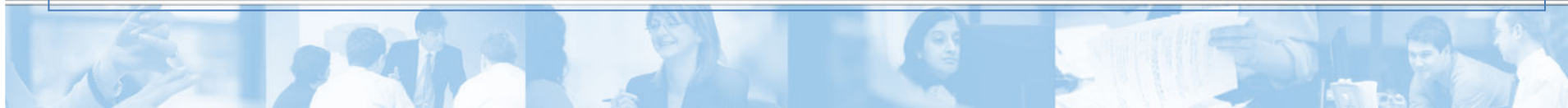
Unweighted sample bases vary





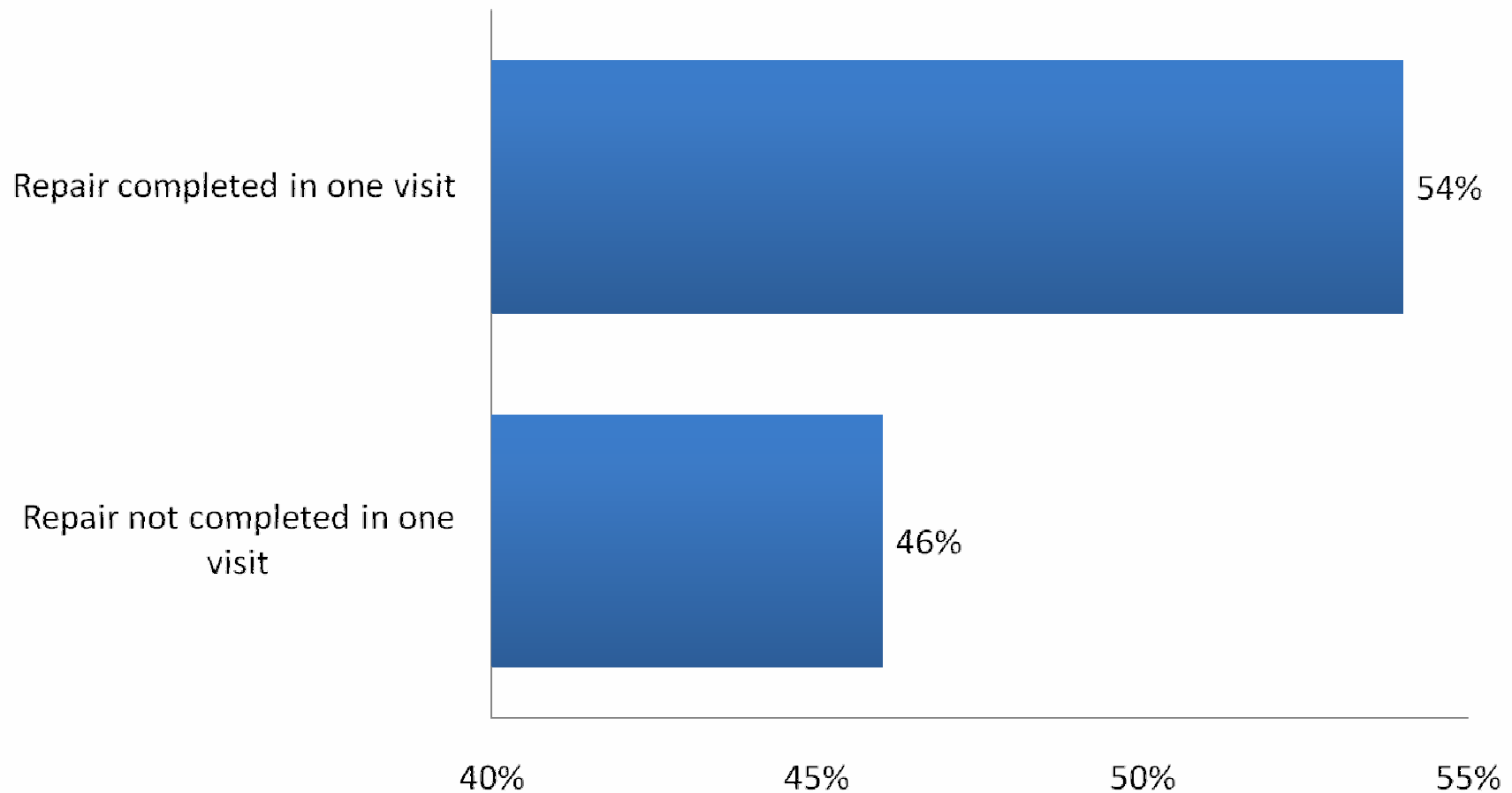
Satisfaction with aspects of the repairs and maintenance service – 2008 to 2010

	2008	2010	Change
Attitude of workers	83%	85%	+2%
Keeping dirt and mess to a minimum	75%	79%	+4%
Speed with which work was completed	70%	77%	+7%
Overall quality of repair work	68%	76%	+8%
Being told when workers would call	68%	76%	+8%
Time taken before work started	60%	60%	-





Repairs completed in one visit – Tenants only



Unweighted sample base: 539



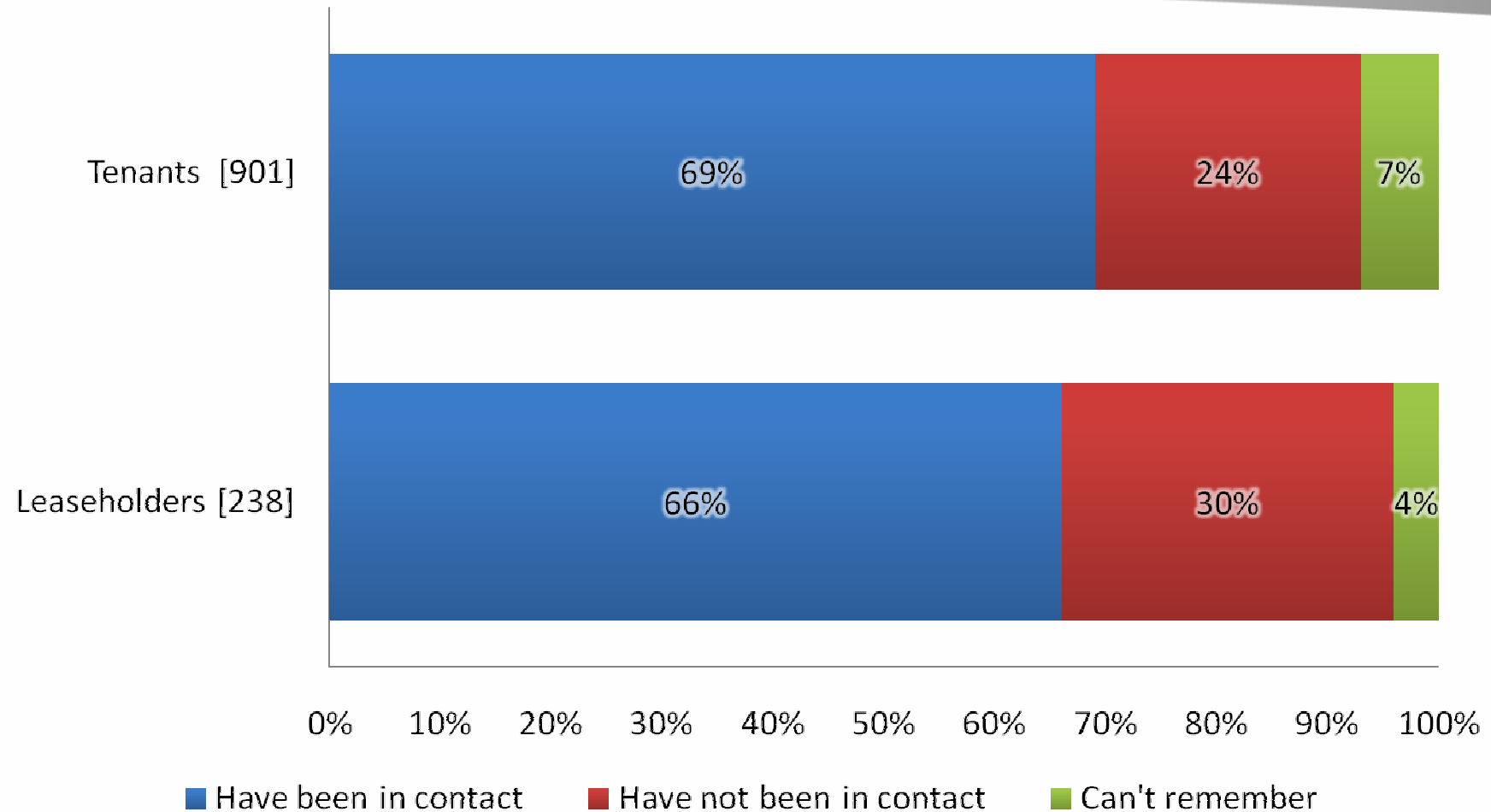
Contacting Housing Services



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Contacting Housing Services





Contacting Housing Services – Tenants

80% phoned
14% visited office

71% contacted re: repairs
14% rent/housing benefit
3% neighbours
3% transfer / exchange

Outcome, 57% satisfied

54% easy to get hold of the right person
29% difficult

69% staff helpful
16% unhelpful

64% staff able to deal with their problem
26% unable





Contacting Housing Services – Leaseholders

59% phoned
17% letter
17% e-mail
8% visited office

38% service charge bill
34% communal repairs
7% garden / communal repairs

Outcome, 41% satisfied

30% easy to get hold of the right person
52% difficult

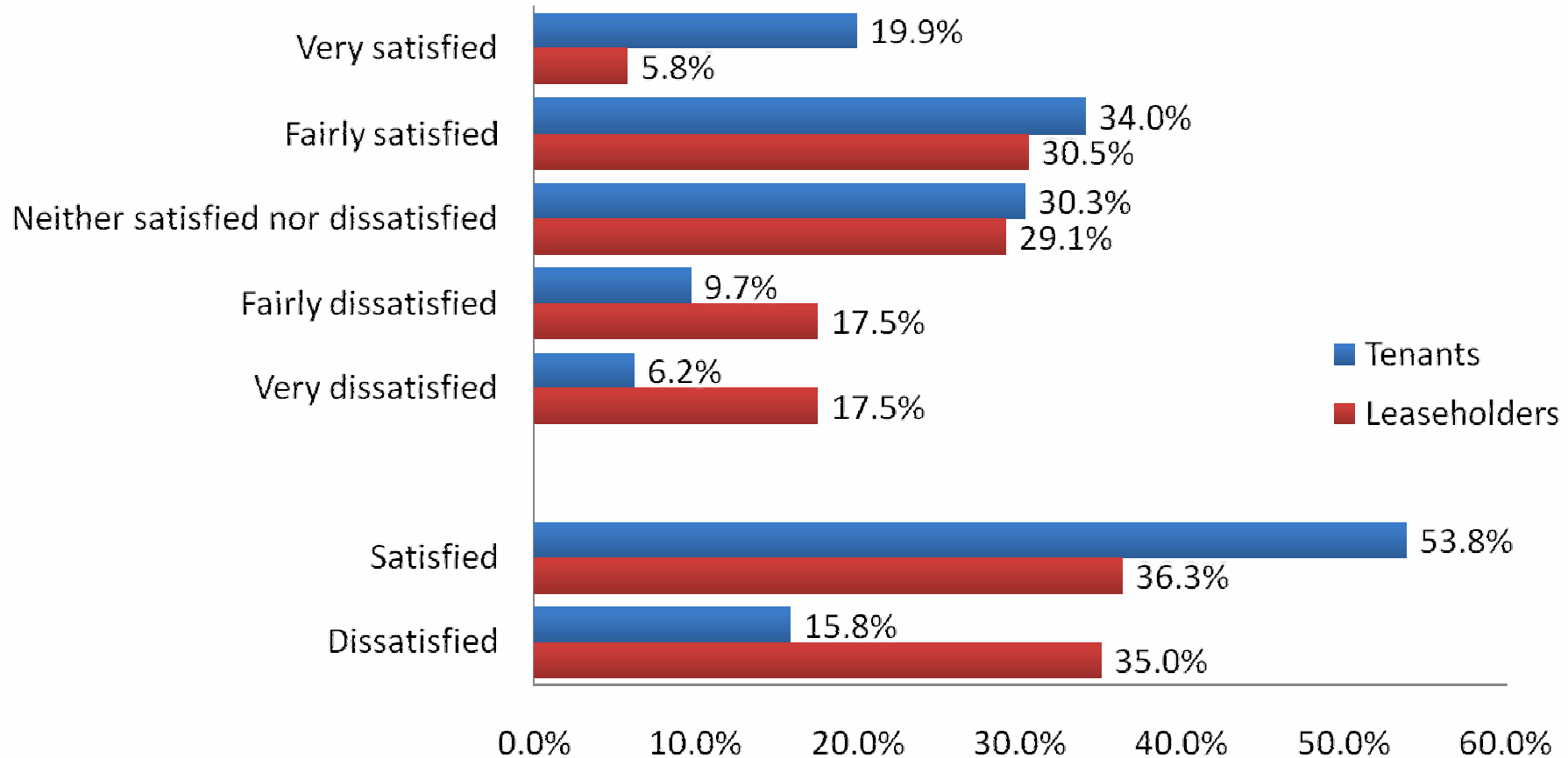
55% staff helpful
21% unhelpful

51% staff able to deal with their problem
48% unable





Satisfaction that views are being taken into account

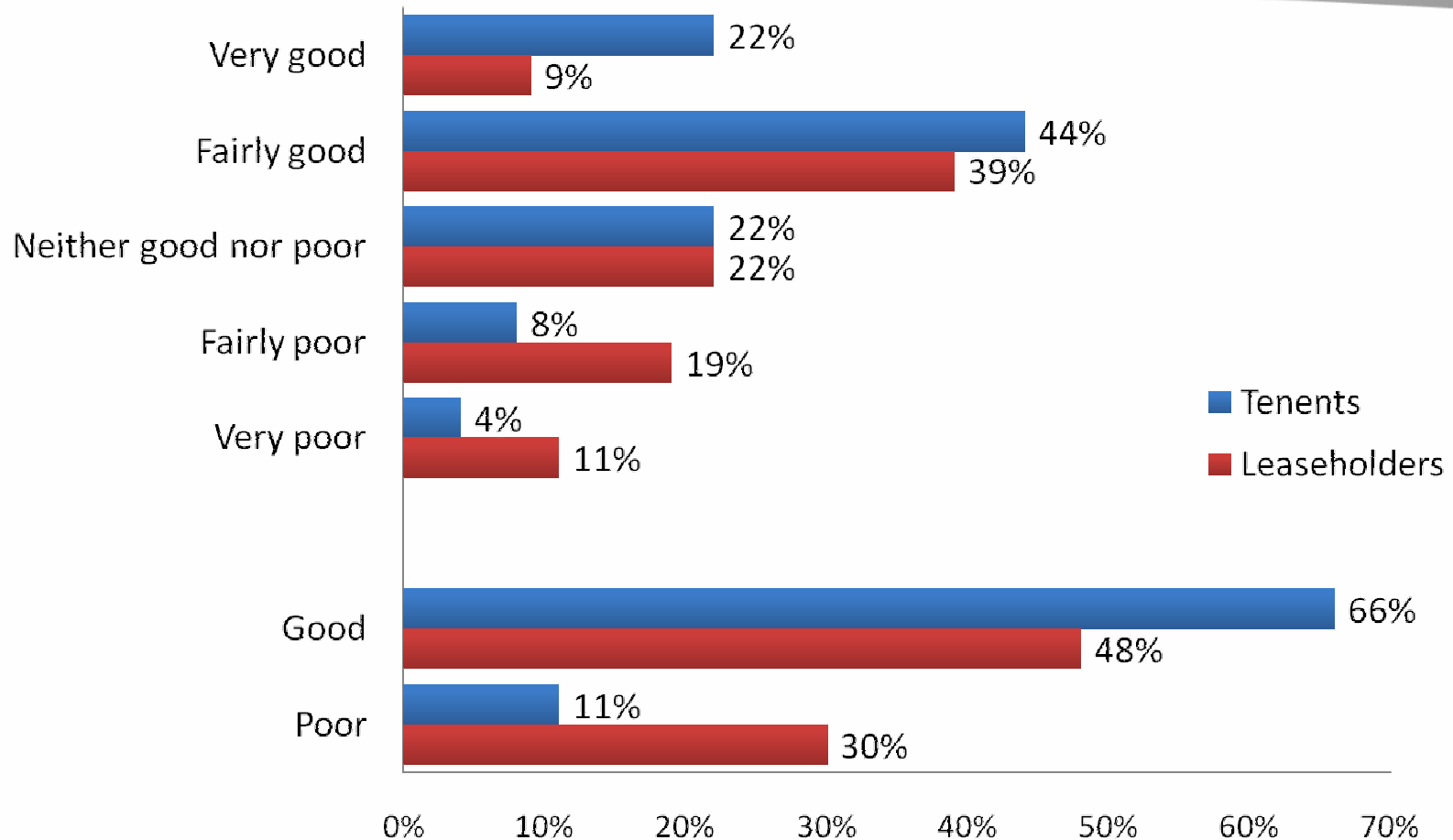


Unweighted sample bases: Tenants: 884; Leaseholder: 206





Keeping residents informed



Unweighted sample base: Tenants 915; Leaseholders 229





Key points



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Key points

- Views of Tenants and Leaseholders differ
 - Why? – Importance of comparing like with like
- Views of GN and SH Tenants differ
 - SH Tenants – more positive
 - 16-34 years – more negative
- Direction of travel from 2008 is stable / positive
 - Overall Satisfaction
 - Aspects of repairs service





Key points

- Keys to success
 - Importance of the repairs service to tenants
 - High level of contact
 - Contact dominated by repairs
 - Satisfaction with repairs and maintenance
 - Enquiry handling
 - Improvement seen from 2008



Thank you

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