

Example pages from a:

Sheltered Tenant Satisfaction Survey

Report 2004



Prepared by:
Priority Research Ltd

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On behalf of:
A Housing Association

1. Introduction

Background

This Customer Satisfaction Survey was undertaken at the request of the Housing Association in order to provide a baseline of customer opinions.

Aims and objectives

The primary aim was to inform the organisation's business plan which is to be developed for the next five years.

The parameters of the survey were determined by representatives of the housing association and its tenants and a Priority Research consultant. The qualitative phase involved asking all tenants:

"As your landlord, what could we do to provide better services and improve your quality of life?"

This was initially sent as a query to all tenants. The exercise gathered a broad range of ideas, which are given in full elsewhere. The qualitative information was then used to inform the design of a questionnaire, which was administered in person to a sample of tenants by a team of interviewers working to Market Research Society standards.

The target was to complete 250 interviews and this was achieved on time and within budget.

3.1 The flat - other features and facilities

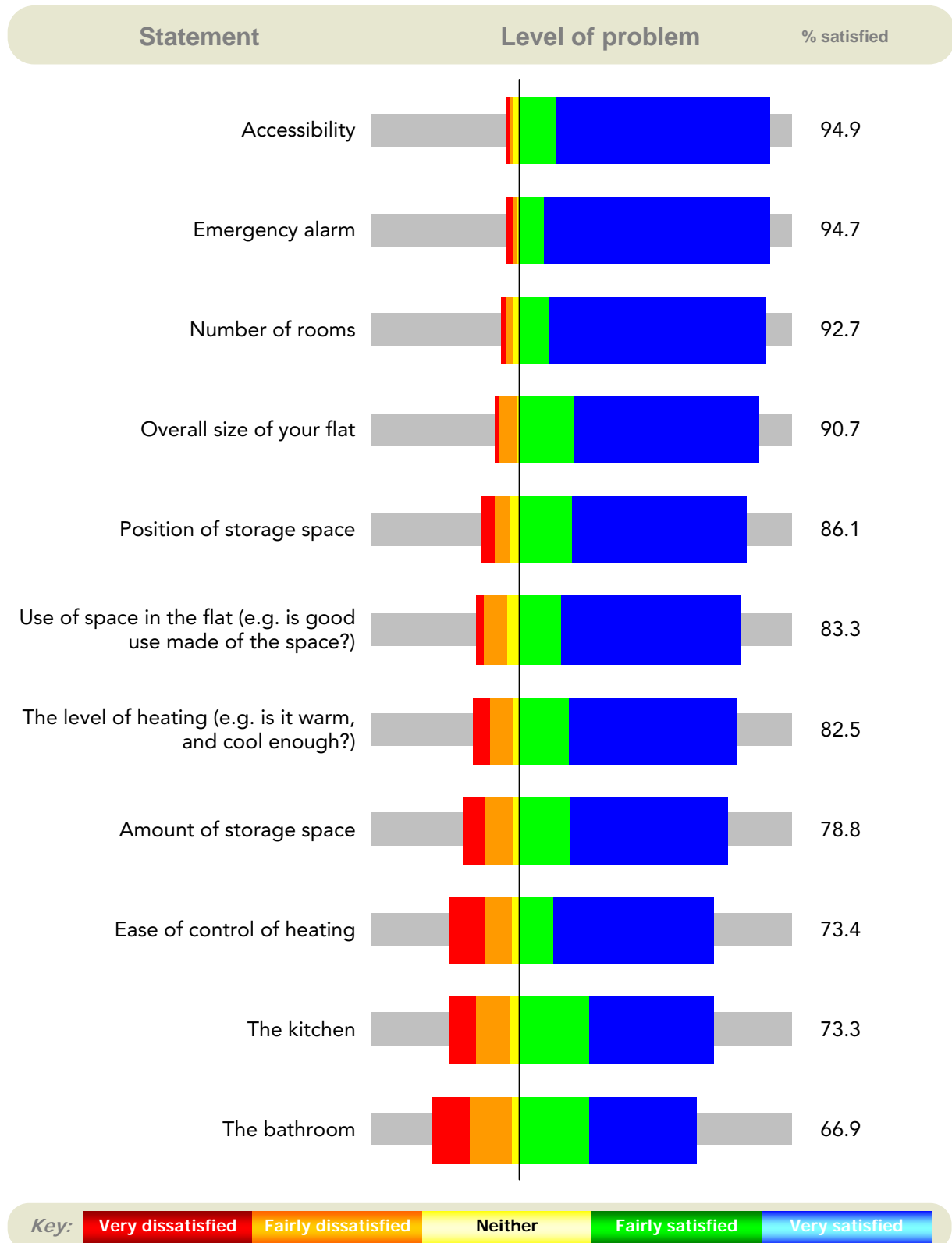
Notes on the presentation of data

The chart below summarises the level of satisfaction with various aspects of the flats.

Respondents were asked to rate each aspect on a five-point scale, marked 'Very satisfied' through to 'Very dissatisfied'. There was also a category for 'Don't know/NA'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond, or express an opinion.

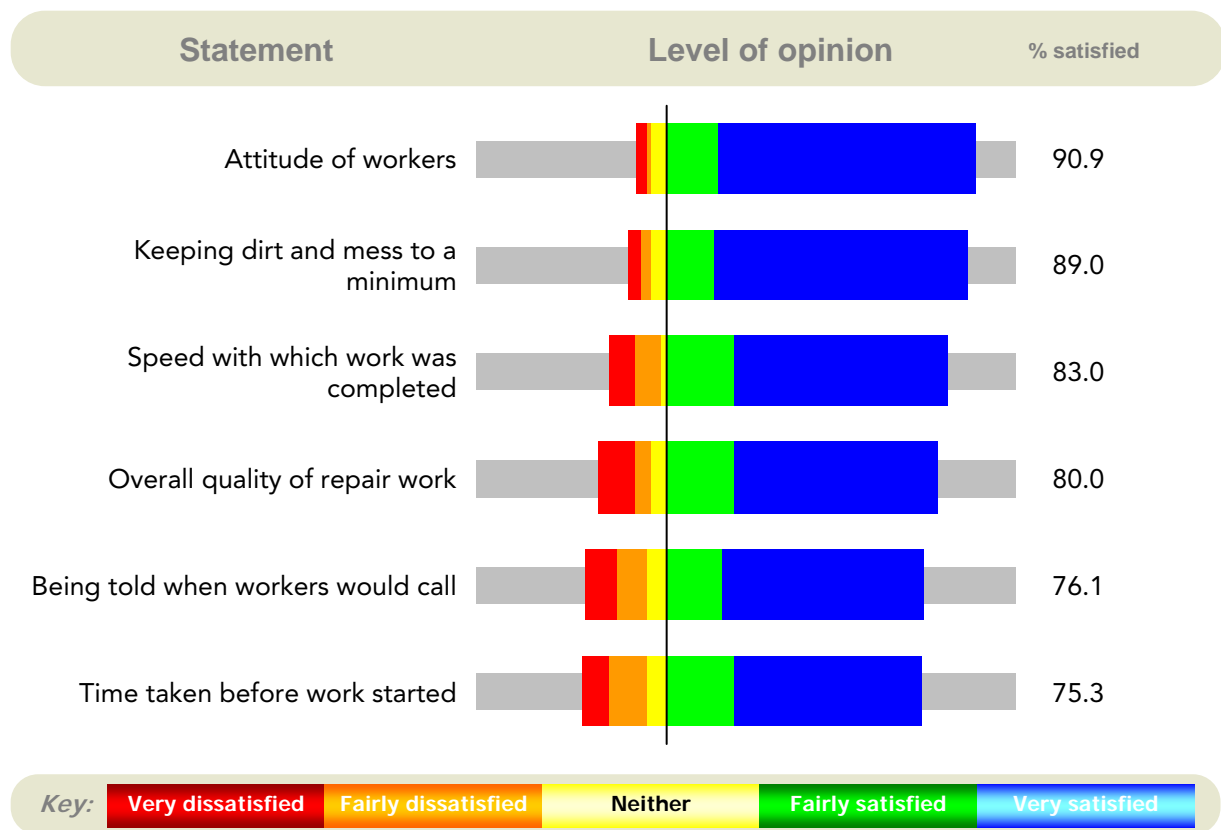
The column of figures at the right of the chart shows the percentage of respondents who were either fairly or very satisfied.

3.1.1 The flat - summary of opinion



3.2 Repairs

3.2.1 Repairs - summary of opinion



3.2.2 Repairs - detailed response

	Percentages					Further details				
	Very poor	Fairly poor	Neither	Fairly good	Very good	Base	N/R	Don't know/ N.A.	Response	Total base
Being told when workers would call	9.0	9.0	6.0	16.4	59.7	x	0.0%	0.0%	100.0%	x
Time taken before work started	7.7	10.8	6.2	20.0	55.4	x	0.0%	3.0%	97.0%	x
Speed with which work was completed	7.7	7.7	1.5	20.0	63.1	x	0.0%	3.0%	97.0%	x
Attitude of workers	3.0	1.5	4.5	15.2	75.8	x	0.0%	1.5%	98.5%	x
Overall quality of repair work	10.8	4.6	4.6	20.0	60.0	x	0.0%	3.0%	97.0%	x
Keeping dirt and mess to a minimum	3.1	3.1	4.7	14.1	75.0	x	0.0%	4.5%	95.5%	x

Commentary

The satisfaction ratings reported are very high - repairs usually attract the lowest ratings (often below 50%) in tenant satisfaction surveys.

There were no significant variations in satisfaction either between schemes or any demographic variables.

3.3 Problems in the area

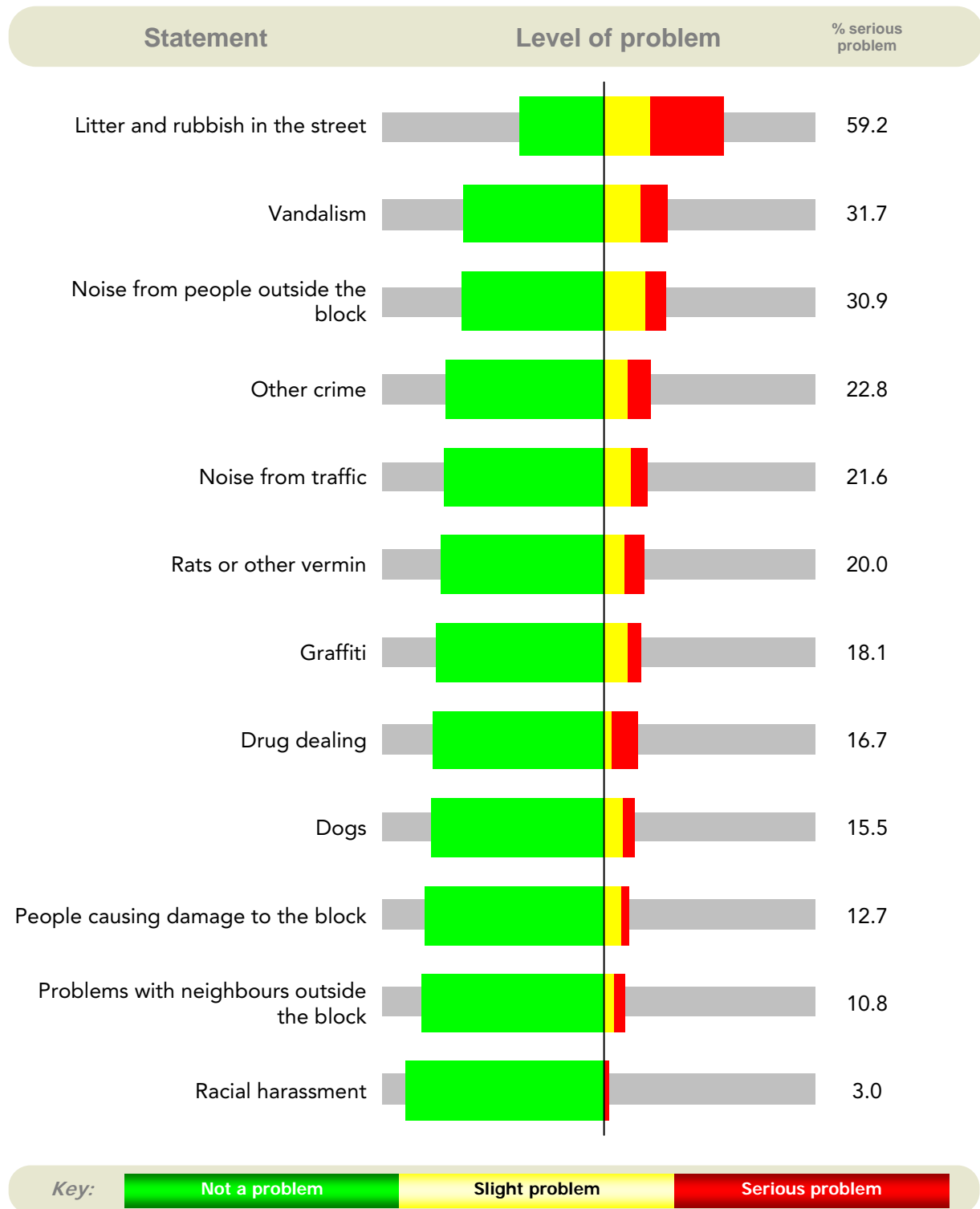
Notes on the presentation of data

The chart below summarises the seriousness of various problems in the local area..

Respondents were asked to rate each aspect on a 3-point scale, marked 'Serious problem' through to 'Not a problem'. There was also a category for 'Don't know/NA'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond, or express an opinion.

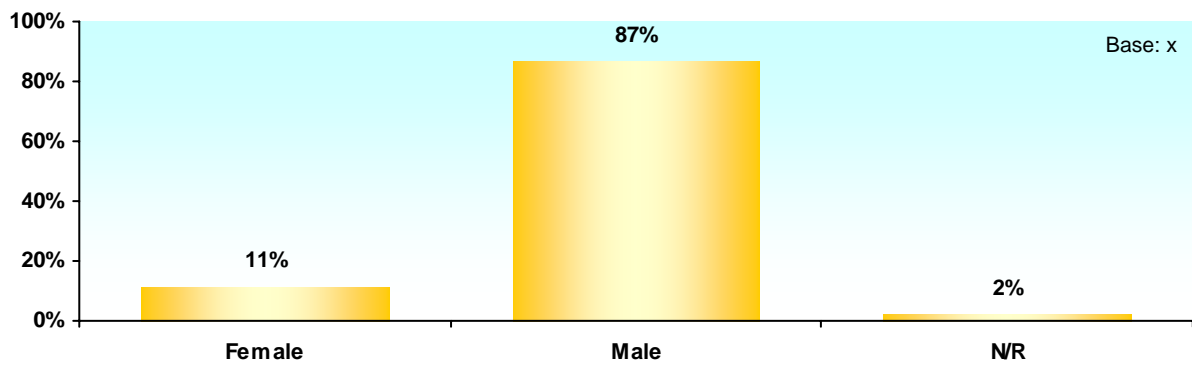
The column of figures at the right of the chart shows the percentage of respondents who reported a problem.

3.3.1 Problems in the area - summary of opinion

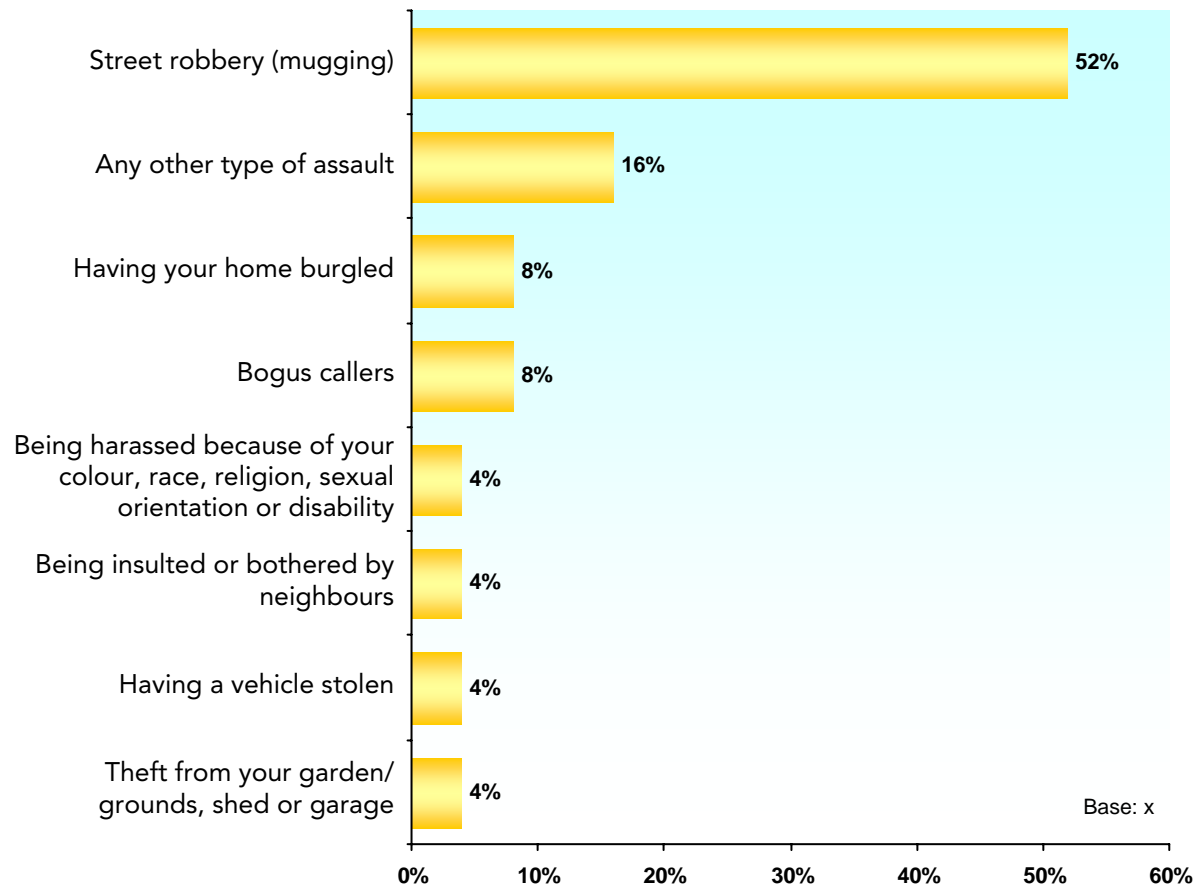


3.4 Crime and safety

3.4.1 Have you been a victim of crime in the last two years?



3.4.2 Which of the following crimes have you been a victim of in the last two years?



Commentary

Eleven percent of residents (25 individuals) had experienced a crime in the last two years, over half of these (52%) being street robbery.

Ratings of safety in the home were very high, both by day and night, but lower outside, especially at night, as would be expected.

Other charts elsewhere in the report show several items of interest relating to crime and safety:

- The various measures of safety are correlated
- Perceptions of safety outside in the day are linked to the availability of good public transport
- Feelings of safety are also affected by the signs of urban problems such as graffiti and vandalism

3.5 Services and Facilities

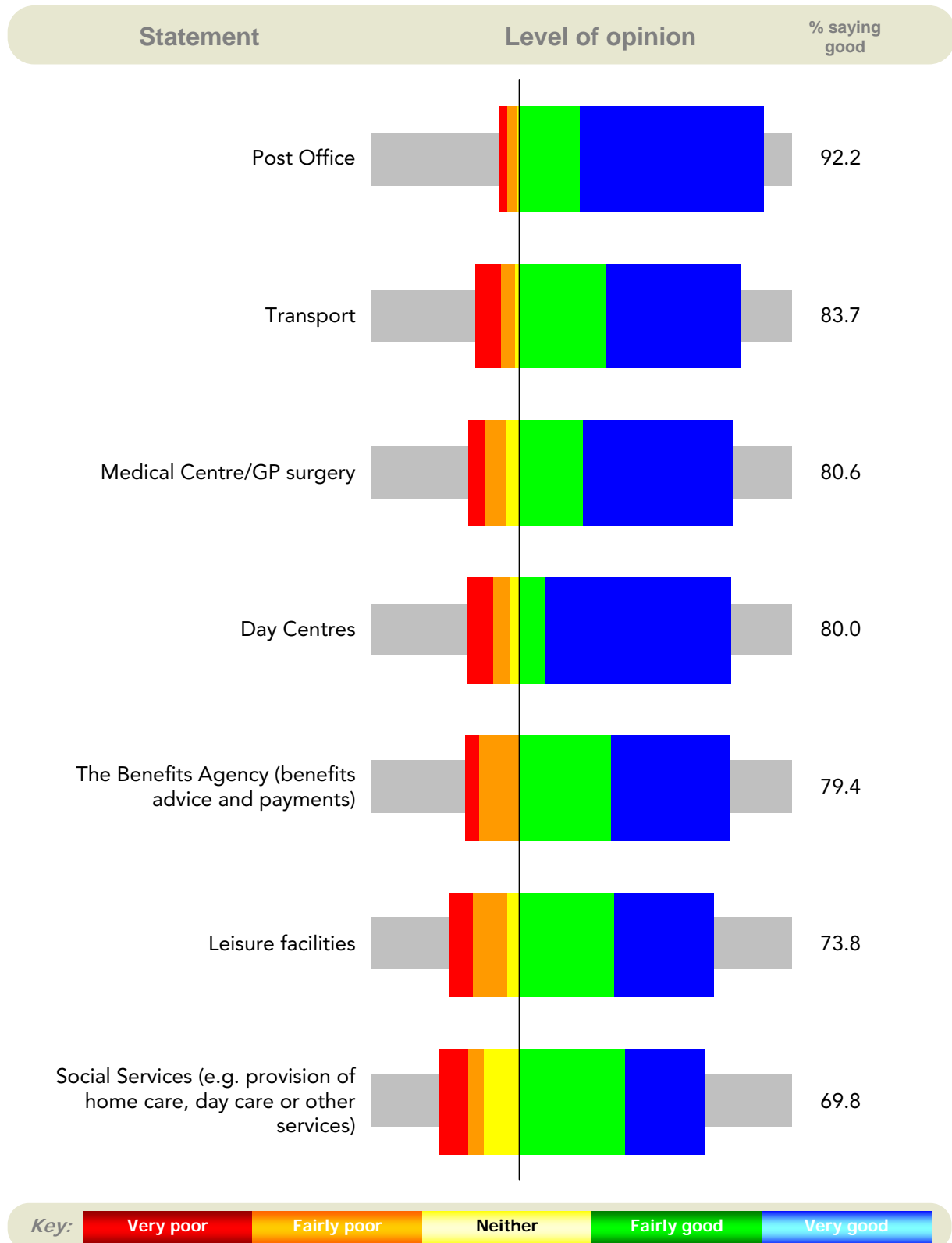
Notes on the presentation of data

The chart below summarises how good access is to various services in the neighbourhood.

Respondents were asked to rate each aspect on a five-point scale, marked 'Very good' through to 'Very poor'. There was also a category for 'Don't know/NA'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond, or express an opinion.

The column of figures at the right of the chart shows the percentage of respondents who thought that particular aspect was good.

3.5.1 Services and Facilities - summary of opinion



3.6 Priorities for the future

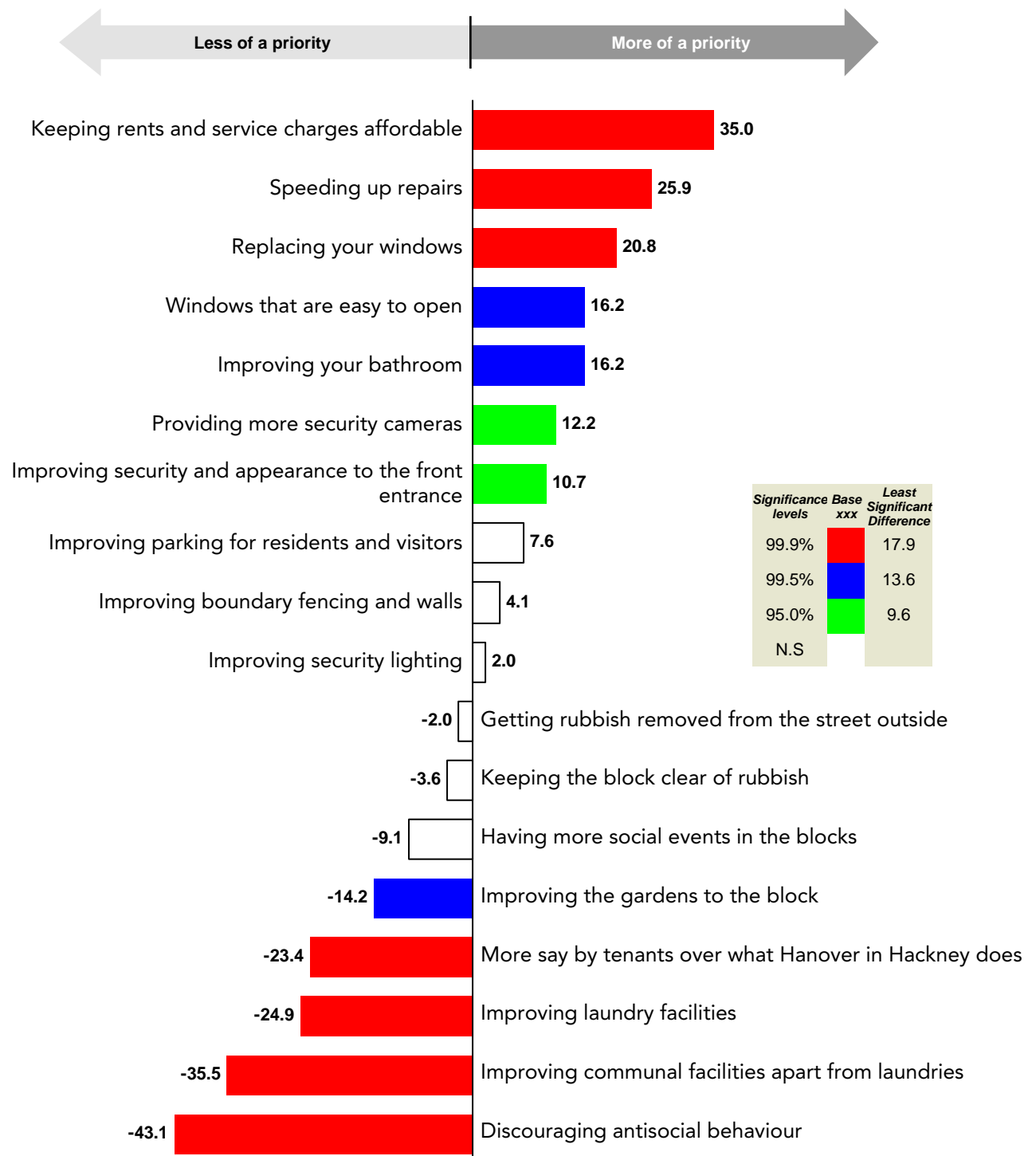
Notes on the presentation of data

The chart below represents the prioritised agenda of respondents to the 'Priority Search' paired comparison section of the questionnaire. It shows the *relative* importance that they as a whole placed on each of the issues they were asked to rank.

The numbers at the end of each bar show the percentage of respondents who placed that item in the top third of their preferences, minus the percentage who placed it in their bottom third. The result is that if a bar projects to the right, the respondent group illustrated favours that item. If the bar projects to the left, the item is regarded as less important by that group.

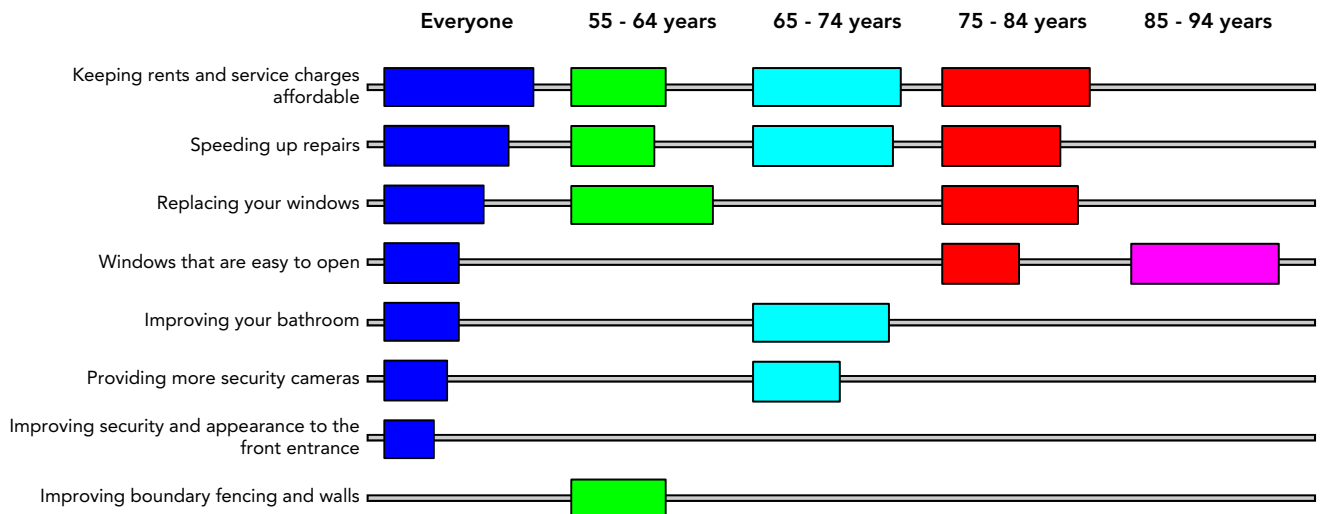
The "least significant differences" (LSDs) quoted give the minimum figure by which any two values must differ in order for the difference to be statistically significant at the 99.9%, 99% and 95% confidence levels.

3.6.1 Overall priorities for the future

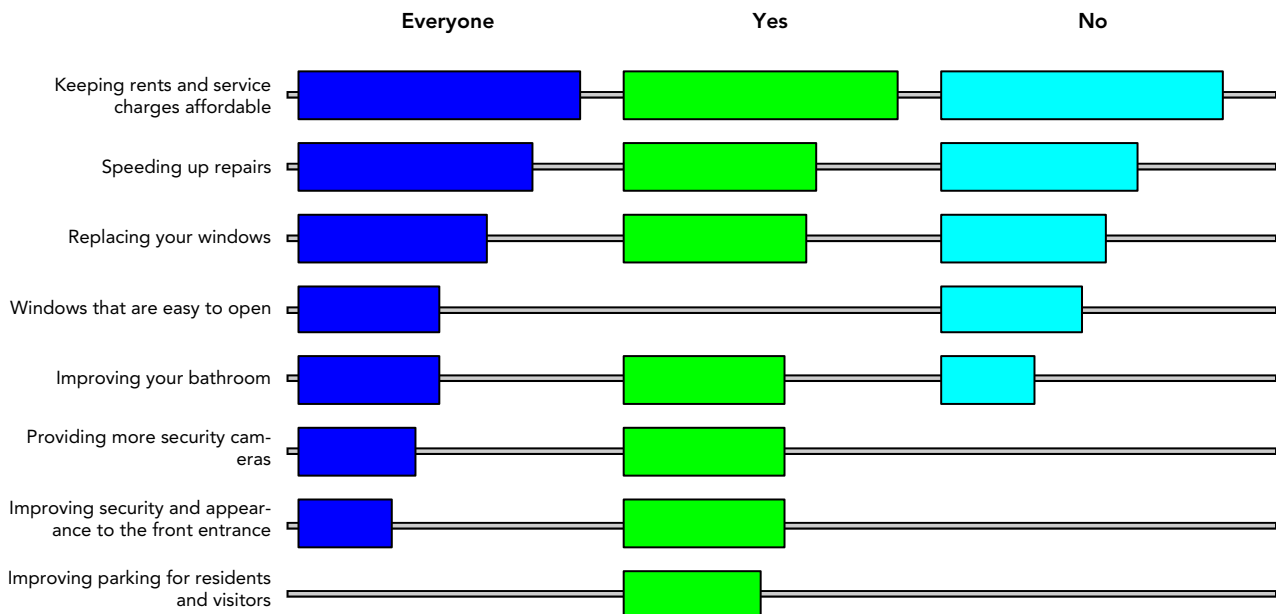


3.4 Priorities for the future

3.4.2 Age group



3.4.3 Registered disabled or not



Commentary

The importance of the ease of opening windows increases with the age of the respondent, while the lower chart suggests that this is not related to infirmity (there is no strong relationship between disability and age in these data).

Security and parking are important issues for those with a disability.



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