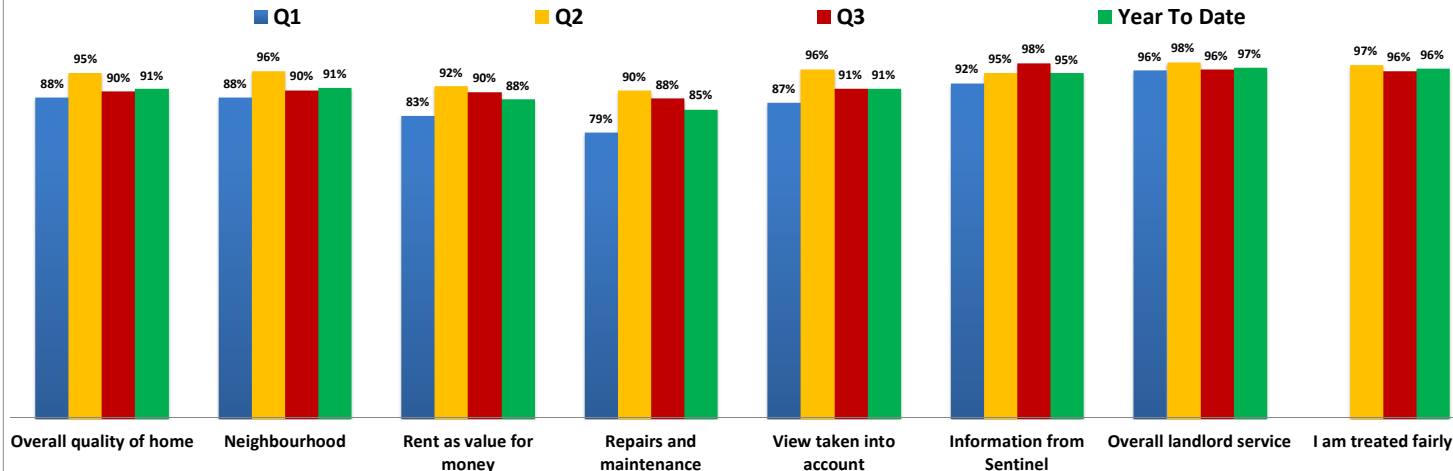
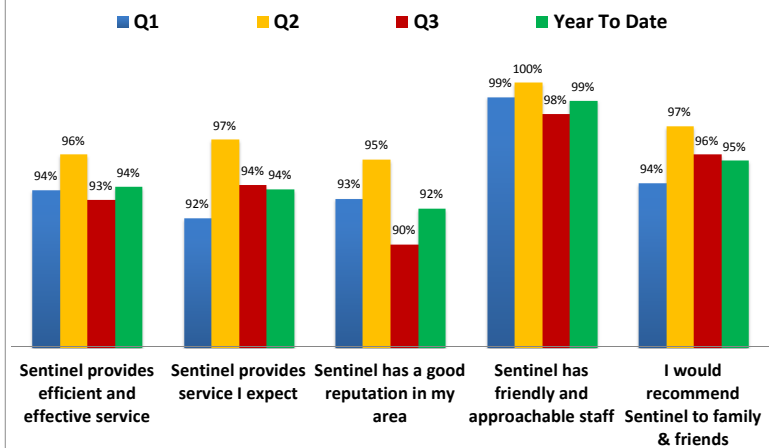


Sentinel Homing-In General Survey Tracker - Quarters 1, 2 & 3 2011/12 and Year 2011/12 To Date

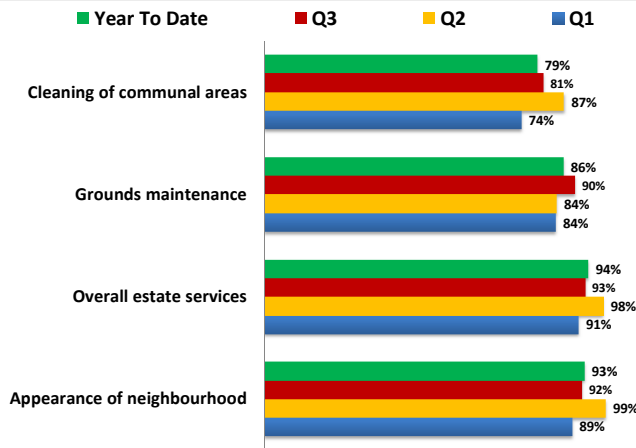
Satisfaction with key services



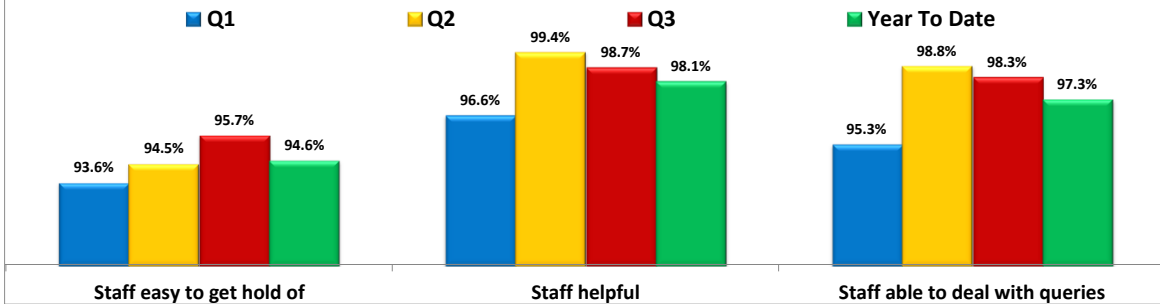
Perceptions of Sentinel



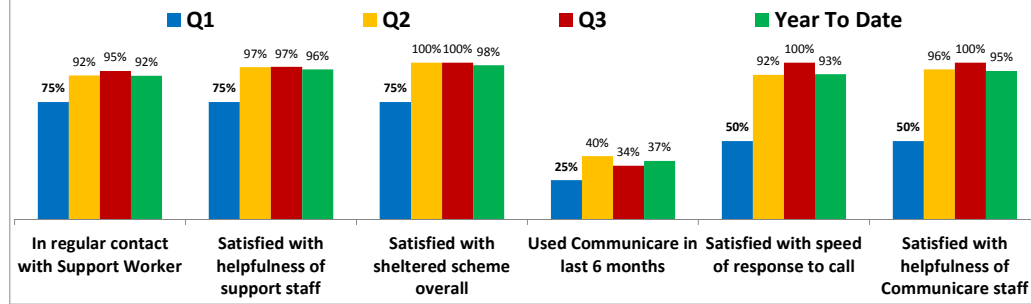
Satisfaction with estate services



Making contact with Sentinel



Sheltered housing



Overall results for the year 2011/12 are accurate to within a margin of error of $\pm 3.8\%$	Quarter 1	Quarter 2	Quarter 3	Year To Date
Numbers of interviews completed	240	166	240	646
Satisfaction with key services				
Overall quality of home	88%	95%	90%	91%
Neighbourhood	88%	96%	90%	91%
Rent as value for money	83%	92%	90%	88%
Repairs and maintenance	79%	90%	88%	85%
View taken into account	87%	96%	91%	91%
Information from Sentinel	92%	95%	98%	95%
Overall landlord service	96%	98%	96%	97%
I am treated fairly	n/a	97%	96%	96%
Perceptions of Sentinel				
Sentinel provides efficient and effective service	94%	96%	93%	94%
Sentinel provides service I expect	92%	97%	94%	94%
Sentinel has a good reputation in my area	93%	95%	90%	92%
Sentinel has friendly and approachable staff	99%	100%	98%	99%
I would recommend Sentinel to family & friends	94%	97%	96%	95%
Satisfaction with estate services				
Appearance of neighbourhood	89%	99%	92%	93%
Overall estate services	91%	98%	93%	94%
Grounds maintenance	84%	84%	90%	86%
Cleaning of communal areas	74%	87%	81%	79%
Making contact with Sentinel				
Staff easy to get hold of	94%	94%	96%	95%
Staff helpful	97%	99%	99%	98%
Staff able to deal with queries	95%	99%	98%	97%
Sheltered housing				
In regular contact with Support Worker	75%	92%	95%	92%
Satisfied with helpfulness of support staff	75%	97%	97%	96%
Satisfied with sheltered scheme overall	75%	100%	100%	98%
Used Communicare in last 6 months	25%	40%	34%	37%
Satisfied with speed of response to call	50%	92%	100%	93%
Satisfied with helpfulness of Communicare staff	50%	96%	100%	95%