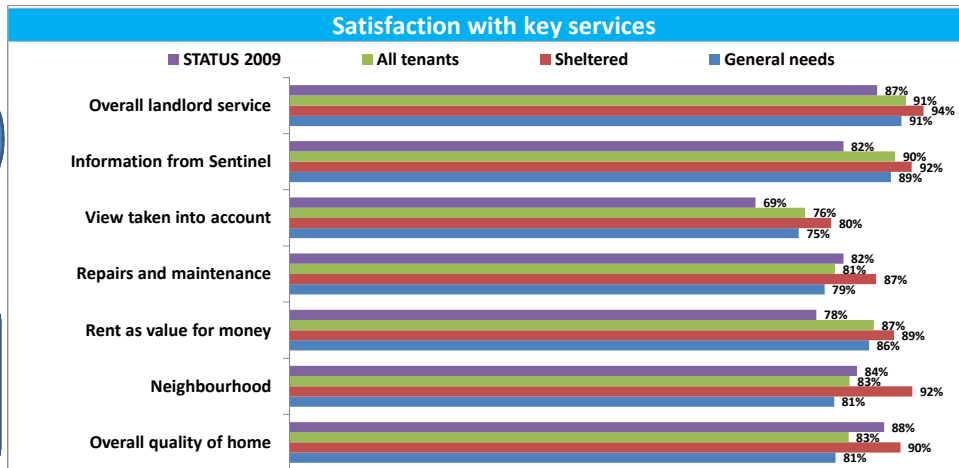


# Sentinel Homing-In General Survey Tracker - Aug to Dec 2010 Year To Date

Satisfaction with the overall landlord service is 91%, a rise of 4% since 2009

87% of tenants think their rent is value for money, a rise of 9% since 2009



The results of the general survey to date are accurate to within a sampling error of  $\pm 3.9\%$  at the 95% confidence level - this is the accuracy required for STATUS

Numbers of interviews completed Year To Date	General Needs	Sheltered	All tenants	STATUS 2009
Numbers of interviews completed Year To Date	463	117	580	1479
<b>Satisfaction with key services</b>				
Overall quality of home	81%	90%	83%	88%
Neighbourhood	81%	92%	83%	84%
Rent as value for money	86%	89%	87%	78%
Repairs and maintenance	79%	87%	81%	82%
View taken into account	75%	80%	76%	69%
Information from Sentinel	89%	92%	90%	82%
Overall landlord service	91%	94%	91%	87%
<b>Perceptions of Sentinel</b>				
Sentinel provides efficient and effective service	90%	94%	91%	90%
Sentinel provides service I expect	87%	100%	88%	89%
Sentinel has a good reputation in my area	77%	88%	77%	88%
Sentinel has friendly and approachable staff	96%	94%	96%	96%
I would recommend Sentinel to family and friends	92%	100%	92%	
<b>Satisfaction with neighbourhood &amp; estate services</b>				
Appearance of neighbourhood	79%	92%	81%	
Overall estate services	78%	92%	81%	
Grounds maintenance	76%	0%	76%	
Cleaning of communal areas	61%	0%	61%	
<b>Making contact with Sentinel</b>				
Staff easy to get hold of	88%	87%	88%	79%
Staff helpful	95%	94%	95%	91%
Staff able to deal with queries	92%	94%	92%	84%
<b>Sheltered housing</b>				
In regular contact with Support Worker		91%		
Satisfied with helpfulness of support staff		95%		
Satisfied with sheltered scheme overall		96%		
Used Communicare in last 6 months		28%		
Satisfied with speed of response to call		100%		
Satisfied with helpfulness of Communicare staff		100%		

