



# FEEDBACK

The tenant satisfaction survey  
service for social landlords

Sentinel Housing Association  
Survey Report

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## Executive Summary

### 1. Context

In 2006 Sentinel Housing Association (Sentinel HA), commissioned the National Housing Federation's (NHF) Feedback service to carry out a combined STATUS survey and data collection exercise based on census of all tenants. The survey took place during a six-week period from 27<sup>th</sup> June until 9<sup>th</sup> August 2006.

Postal surveys are an important way of gauging how satisfied tenants are with service delivery. They provide a snapshot of tenant views at a particular time. The advantage of using the standard questionnaire used by the Feedback service is that the survey can be repeated and results compared over a period of time.

The current survey is similar to a previous STATUS survey undertaken by the Sentinel Housing Association in 2002. Oakfern Housing Association also carried out a full STATUS survey in 2000. Tenant satisfaction at Sentinel HA can also be compared with satisfaction levels at other landlords that have used the Status survey.

### 2. Overall Results

Sentinel HA tenants are pleased with their homes and the services provided by their landlord. Forty nine percent of tenants responded to the survey, which is good for a postal survey of this size. The high levels of tenant satisfaction are demonstrated in the following key findings:

- 90% of tenants are satisfied with the Customer Service Centre.
- 89% of tenants find staff helpful.
- 87% of tenants feel that Sentinel HA keeps them well informed.
- 86% of tenants are satisfied with their accommodation.
- 82% of tenants are satisfied with the overall condition of their homes.
- 81% of tenants are satisfied with their landlord overall.
- Over 81% of tenants who had a repair completed in the last 12 months rated all aspects of the actual work as "good" or "very good".
- 78% of tenants are satisfied with the overall repairs and maintenance service.
- 75% of tenants feel they obtain good value for money from their rent.



- 64% of tenants feel they obtain good value for money from their service charge.
- 63% of tenants think that their landlord takes account of their views.
- 51% of tenants are satisfied with the opportunities for involvement.

### 3. Tenant Profile

A high percentage of households are made up of older tenants i.e. tenants over the age of 60 (46%), while over a quarter of households are adult households - people aged under 60 and living in a household without children (28%). Families are found in just under a quarter of the homes (23%).

Sentinel HA has an aging tenant population with 43% of principal tenants over retirement age (65 or over) and a further 15% are aged between 55 and 64. The vast majority of Sentinel HA tenants are “White” (90.8% British, 1.2% Irish and 0.9% Other). According to the Housing Corporation’s definition, which includes White Irish tenants, 4% of households are Black and Minority Ethnic (BME) households.

Over a third of principal tenants are in employment (35%) and almost half of partners or spouses are also working (47%). Unemployment is running at 3% for principal tenants and 2% for partners. 38% of principal tenants are retired, as are 28% of partners. 21% of principal tenants are outside employment (11% permanently sick or disabled and 10% at home looking after family).

### 4. Issues which impact on satisfaction levels

Although the results of the survey represent tenants’ views, it is important to recognise that views on quality of service delivery are affected significantly by the profile of the tenant group and by problems in the areas where tenants live. For example, an Association with a large proportion of older tenants will always get significantly higher satisfaction levels than an Association with a high proportion of families and single person households (46% of Sentinel HA tenants are older tenants). Tenants living in rural communities will always have higher satisfaction



levels than tenants in inner city areas, and inner city tenants often have significantly lower levels of satisfaction than the average national figures.

It is recognised that landlords working in relatively deprived areas (as measured by the Index of Multiple Deprivation 2004) tend to receive lower ratings from tenants than those who cover less deprived areas. However, this should not be a problem for Sentinel HA as no tenants live the worst quartile of wards, and 73% of tenants live in wards above average (45% in the top quartile of wards).

### **Demographic differences**

The survey found that certain groups of tenants are more satisfied than other groups. Older tenants are often more satisfied than families. Retired tenants are more satisfied than working tenants and those at home looking after family. Long-standing tenants (over 21 years) are more satisfied than relatively new to medium-term tenants (2 to 20 years). New tenants awarded mixed ratings, while permanently sick or disabled tenants are just as satisfied as the average tenant. BME tenants are on some occasions more satisfied than non-BME tenants. Although this is not always the case for every aspect of the home and service provided by Sentinel HA, and some groups of tenants are sometimes satisfied and sometimes dissatisfied, the findings are similar to those of other landlords who have used the STATUS survey.

### **Management areas**

With over 6,000 tenants in eleven different management areas across several Boroughs, it is difficult to summarise the differences between the areas. The survey did find considerable differences in tenant satisfaction in the eleven areas, and while some patterns are more distinguishable than others the patterns are not always clear. Differences in tenant demographics are also noted and may account for some of the variations found.

### **Sheltered tenants**

Overall sheltered tenants are extremely happy with their homes and the services



provided by Sentinel HA. Sheltered tenants awarded high ratings for landlord overall (85%), value for money from the rent (80%), accommodation (92%) and condition of property (88%). 81% of sheltered tenants are satisfied with the repairs and maintenance service and rated all aspects of the repairs service very highly. Sheltered tenants rated the Customer Service Centre highly (86%), they found staff helpful (91%) and able to deal with their problems (84%), and were generally satisfied with the final outcome after contacting their landlord (78%).

Sheltered tenants were noticeably less satisfied with the value for money from the service charge (73%) and 11% are dissatisfied. Sheltered tenants rated the reputation, community spirit and quality of the environment in their neighbourhood highly (81% - 86%); however, far fewer were satisfied with access to leisure facilities (56% satisfied). Over half of sheltered tenants thought that lack of police presence (57%) and facilities for young people (67%) in their neighbourhood were a problem.

When compared to sheltered tenants at other landlords, Sentinel HA's sheltered tenants awarded noticeably lower ratings for value for money, account taken of their views and opportunities for tenant involvement.

## 5. Comparison with previous survey

The results from the latest survey show that the overall satisfaction with the Association has leapt from 73% in 2002 to 81% in 2006 – a rise of 8%. Satisfaction with the value for money, condition of the property and accommodation are also higher (2% to 4% higher).

Tenant satisfaction with customer contact rose dramatically with the introduction of the new Customer Service Centre in April 2003. The latest survey found that satisfaction has not changed from the 2004 survey and satisfaction with the Centre is now 1% higher. When the 2002 and 2006 satisfaction levels are compared the dramatic improvement is highlighted with rises of between 12% and 16% for each element of the service.



Satisfaction with the overall repairs service (78%) is much higher than in 2002 (69%). The higher level of satisfaction is obviously linked to the dramatic increases in satisfaction with the pre-commencement work. There has been a considerable increase in satisfaction with the information given out (16% higher) and the time taken before the repair started (12% higher). Satisfaction with the individual aspects of the repairs service has also improved (all 2% to 3% higher).

Tenants today feel far more informed (87%) than they did four years ago (81%). However there has been a slight decline in the amount of notice tenants think their landlord takes of their views (2% lower) and satisfaction with the opportunities for involvement has remained at nearly the same level (1% higher).

### **Changing dynamics within the Association**

The 2002 survey noted differences in the satisfaction levels between Ex-Oakfern and Ex-Hart tenants, and the results from the 2006 survey have been analysed to identify if satisfaction was converging between the two groups of tenants. The survey found that in many areas only small differences between the two tenant groups were noted in each survey (value for money and accommodation, condition of the property, aspects of the repairs service (information given, quality of the work, attitude of the workers and their ability to minimise dirt and mess) and opportunities for involvement).

In some areas the difference between the tenants groups are converging (landlord overall, tenant contact (ease of contact, helpfulness of staff and ability to solve problems), repairs overall, keeping tenants informed and account taken of view), but still remain higher amongst Ex-Oakfern HA tenants. In only one area the difference between the two tenant groups has not changed (satisfaction after contacting the landlord) and remains much higher amongst Ex-Oakfern HA tenants.

The survey found only two areas in which Ex-Hart HA tenants are now noticeably more satisfied than Ex-Oakfern HA tenants (speed of the workers and



the time taken before the work started).

## 6. Comparison with other landlords

The results of key satisfaction questions in the Sentinel HA survey have been compared with those of nine other housing associations who have undertaken the STATUS survey in the last three years. The landlords in the comparative group were selected to match Sentinel HA as closely as possible – all stock transfers, of similar size and operating in similar geographical areas.

When the results of the survey were compared to the other landlords that have used Status, Sentinel HA performed well with the majority of ratings the close to average in the group. Overall, the average ratings of landlords in the chosen comparative group were higher than the average found in the National Housing Federation's database of landlords who have used the Status survey.

- Sentinel HA's performance was above average (4% higher) for the ability of staff to deal with problems and satisfaction after contacting their landlord.
- Sentinel HA performance close to average (+/-3%) for satisfaction with the landlord overall, value for money from the rent, accommodation, condition of the property, ease of contacting the right person, helpfulness of staff, repairs and maintenance overall, information given about repair, time taken before the repair work started, attitude shown by the repair contractors, ability of the repair contractors to minimise dirt and mess and keeping tenants informed.
- Sentinel HA's performance was below average (6% to 6%) for the speed of the repair contractors, quality of the repair, account taken of tenants' views and the opportunities for involvement.



## 7. Conclusion and recommendations

The results from the survey demonstrate convincingly that Sentinel HA tenants believe that the Association is providing a standard good of housing service. Satisfaction is particularly high with the Customer Service Centre, accommodation and the way in which the landlord keeps tenants informed, staff are also particularly highly praised for their helpfulness. Satisfaction in many service areas is considerably higher than the levels found in the 2002 survey. Overall satisfaction with the landlord is now 8% higher than in 2002 and the greatest areas of improvements have been around tenant contact and the pre-commencement work of the repairs service – which has helped increase overall satisfaction. The Association's satisfaction levels are boosted by the high percentage of older tenants and the low areas of deprivation in which it operates.

The 2002 survey found significant differences in the satisfaction levels between ex-Oakfern HA and ex-Hart HA tenants, and encouragingly the latest survey shows that satisfaction levels between the two groups of tenants are generally converging.

Generally, Sentinel HA tenants are just as satisfied with the landlord services they receive as the tenants of other similar social landlords; however tenants do not rate some aspects of the repairs service and tenant participation as highly as those at similar landlords.

It is clear that the majority of tenants are satisfied with their landlord and the overall services. There are still some areas and opportunities where performance and service delivery can be improved further and Sentinel HA should use the results of the survey to refine service enhancements further and promote the Association.

### Tenant contact

Satisfaction with the Customer Service Centre and the helpfulness of staff is very high (89% - 90%). However, despite solving 83% of tenants problems, only 73%



of tenants were left satisfied with the outcome of contact and 20% were dissatisfied. Arguably satisfaction with the final outcome of contact should be higher given that tenants' experience of customer contact is rated higher.

The Association has contact with a high percentage of tenants each year (75%), higher than many other landlords (with high levels of satisfaction). It is encouraging that 87% of the contact is made by telephone, as tenants who telephoned found it easier to contact the right member of staff, found staff more able to solve their problems and were more satisfied with the outcome. Those that visited the office, wrote or emailed were less impressed. The survey also found evidence to suggest that the quarter of tenants who made contact for non-repair reasons, found contacting the right member of staff more difficult. There were also differences in ratings between the eleven management areas, and sheltered tenants are perhaps not as satisfied as they should be.

It is recommended that the Association uses the survey findings to carry out a small review of the service in these areas. The Association should also consider promoting contact details widely, highlighting who and how tenants should contact them with non-repairs enquiries. The review should also include tenants' preferences for revising its opening hours, which were also collected in the survey. A well thought-out promotion campaign may also help improve tenants' overall ratings.

### **Neighbourhood**

Overall tenants rated their neighbourhood's reputation relatively highly (70%); however fewer tenants are impressed with the community spirit (56%) and to some extent the quality of the local environment (64%). Car parking is clearly an issue (51%), as is access to leisure facilities (51%). Local problems are most useful when they are further broken down into the smaller management areas; however it is worth noting the five main problems which tenants find to be the most serious; disturbance from neighbours (24%), lack of police presence (24%), car parking provision (26%), disturbance from young people (38%) and lack of



facilities for young people (40%).

The open ended questions in the survey collected detailed information on the local problems experienced by tenants, these can be further broken down into areas to provided an insight into problems at the local level.

Quality of life is one of the key requirements of a sustainable community and satisfaction with the neighbourhood and environment could be higher in some areas. More work is needed to identify the issues that are affecting tenants at the local level. Some measures could be taken directly – via cleaning contracts, caretaker services and through tenancy agreement enforcement – to help remedy some of these problems. Other solutions may need liaison with the local authority and other agencies.

### **Repairs and maintenance service**

Overall 78% of tenants are satisfied with the repairs and maintenance service and 11% are dissatisfied. While the rating has improved considerably since 2002 (8% higher) satisfaction with the speed of the workers and the quality of the work were the second lowest ratings in the comparative group. Tenants appear to be the most dissatisfied with the time taken before the work started (13% poor) and the quality of the work (12%). The quality of the repair was identified as a key driver in terms of overall satisfaction with the repairs service. Sentinel HA should consider promoting the survey results to help raise tenant opinions of the overall service and focus upon any improvements in the areas identified.

### **Estate/Grounds maintenance**

Estate/grounds maintenance issues were mentioned by significant number of tenants in the open ended questions. The main areas were linked with the need to improve fences and gates, paths and driveways and gardening services – which included tree cutting, garden maintenance in general, grass cutting and hedges. A number of tenants would like to see their area or estate tidied up and mentioned the state of neighbour's gardens. Sentinel HA needs to identify those areas



where improvements are needed, and to work with tenants via estate walkabouts, neighbourhood initiatives etc. to address the problems.

### **Different areas and tenant groups**

The survey found considerable differences in tenant satisfaction in the eleven areas and amongst different tenant groups. It is likely that local housing stock condition, tenant demographics and environmental issues are part of an explanation for the varying satisfaction levels. A detailed review of the survey results, incorporating other information where possible, may be needed to evaluate the different levels of tenants' satisfaction in different management areas and the results should be used in conjunction with any service reviews.

### **Tenant Participation**

While tenants feel highly informed (87%), far fewer feel that the Association takes account of their views (63%) and are satisfied with the opportunities for involvement (51%). Tenants are not necessarily dissatisfied, although 13% of tenants felt that the Association took no account of their views, many simply do not have an option. Compared to other similar landlords satisfaction with the account taken of tenants views and opportunities for involvement are lower than average (second or third lowest in the group) and there have been no significant increases since the 2002 survey. The survey found that families and medium-term tenants do not feel as informed, medium-term tenants also thought that less account was taken of their views and relatively new tenants, families and working tenants were less satisfied with the opportunities for involvement. Sheltered tenants also are not as highly satisfied with tenant participation as sheltered tenants at other landlords. A review of tenant participation, using the preferences found in the survey and further work in this area are vital for the Association.

### **Value for money**

Satisfaction with value for money, in terms of the rent (75%) and especially the service charge (64%), are noticeably lower than tenants' ratings in other areas. Value for money was identified as a key driver of overall satisfaction. The

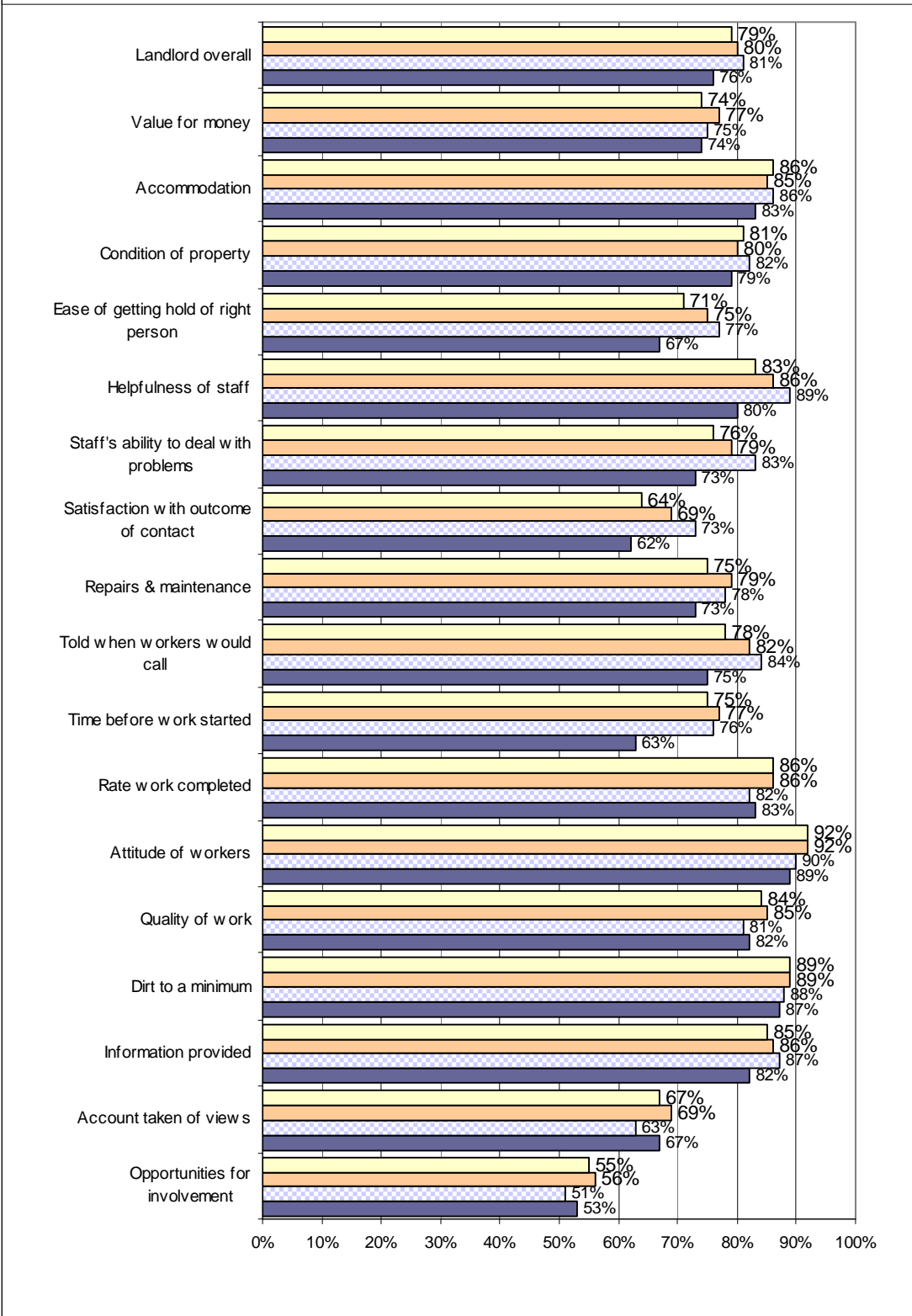


Association should consider promoting its high quality service and the benefits to social housing renting compared to other sectors in order to improve tenant perception.



### Principal satisfaction questions - percentage of tenants saying they were satisfied

■ NHF Average (all landlords) □ Sentinel Housing Group ■ Peer Group Average □ NHF Average (LSVTs)





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## 1. BACKGROUND INFORMATION

### 1.1 Status

Status is a standardised tenants' satisfaction survey developed by the National Housing Federation (NHF) funded by an Innovation and Good Practice Grant from the Housing Corporation (HC).

The Status questionnaire is endorsed by the Office for the Deputy Prime Minister (ODPM) and the Housing Corporation. The questionnaire has been evaluated and piloted by the Audit Commission, and the Housing Inspectorate uses Status as part of its review of landlords. The Status questionnaire collects information used for two of the Housing Corporation and the ODPM's Best Value Performance Indicators.

The Status questionnaire was designed to be used by social landlords to survey tenants in general needs and sheltered housing. It is designed to be a baseline survey, which can be repeated after a number of years, and allows for the comparison of data between different social landlords, as an integral part of the Best Value regime.

### 1.2 Aims of the survey

The main aims of the survey were to record tenant satisfaction and collect additional information to update the Association's housing management system; allowing Sentinel HA to:

- Measure changes in tenants' opinions since the previous surveys (2000, 2002 and 2004).
- Compare performance as a landlord with other social landlords using Status.
- Inform decisions regarding service reviews.
- Collect additional information on tenant satisfaction in key service areas (neighbourhood, Customer Service Centre, contact hours and tenant involvement) and tenant demographics (household members, marital status, nationality, religion, languages, disability and health issues, access to information and adaptations).



The NHF's FEEDBACK service was chosen as it provides a standardised survey form, which is used by a number of Registered Social Landlords (RSLs) and local authorities, this also provides the opportunity for benchmarking and comparison with the previous surveys (2000, 2002 and 2004) – all of which was successfully carried out by the NHF.

### **1.3 The questionnaire**

The survey consisted of a 12 page questionnaire which was designed in the Associations corporate style (see Appendix 13.1). The questionnaire was in two main sections. The first section was designed to collect information on Sentinel's performance and was confidential information passed on only to the NHF. The second section was designed to gather information about Sentinel's tenants and the people who live with them. The information was sent to Sentinel to update their housing management system. The more information a landlord has about its tenants the better placed it is to deliver a tailored service. The information is to be used to make sure that the service provided is consistent and that everyone has access to the services in a fair and equal way. The questionnaire consisted of 33 questions in first part, while the second section was not numbered.

### **1.4 Census and subgroups**

Planning for the survey took place between February and June 2006. In June 2006, Sentinel HA had 6,348 tenants who fell within the groups appropriate for the survey. All tenants were surveyed and a decision was made to split the tenants into general needs and sheltered tenants. General needs tenants were further split into eleven management areas.

### **1.5 The survey**

The survey took place during a six-week period from 27<sup>th</sup> June until 9<sup>th</sup> August 2006. Three individual mailings took place. Feedback carried out the administration of the first mailout, which consisted of a copy of the questionnaire, a covering letter written by Feedback (Appendix 13.2) and a reply-paid envelope. All questionnaires were returned



to Feedback.

After two weeks, Feedback sent any tenant who had not responded a reminder postcard asking them to complete the questionnaire. Feedback sent a second covering letter, questionnaire and reply-paid envelope to tenants who had still not returned the questionnaire after a further two weeks. The survey period ended on 9<sup>th</sup> August 2006 when the final questionnaires were sent for data entry.

### 1.6 Use of incentives and response rates

Incentives were used to boost the response rate. Questionnaires were drawn at random and there were three prizes of £200, £100 and £50 shopping vouchers. FEEDBACK randomly selected the winners. The overall response rate for tenants was 49%, with 3,088 of the 6,348 questionnaires being returned.

<b>Figure 1.1 Survey period</b>		
	<b>Number of questionnaires returned</b>	<b>Response rate</b>
After first mailout	1,378	22%
After reminder postcard	2,006	32%
Close of survey	3,088	49%

### 1.7 Statistical reliability

For the overall results, FEEDBACK aims at +/-4% accuracy at the 95% confidence level. This means that, for example, if 35% of tenants answered, "Yes" to a particular question, there are 95 chances out of 100 that the correct figure for all tenants will be between 31% and 39%. For the results when the tenant data is analysed at group level, 3,088 responses were achieved. This response was high enough to conclude that any figures quoted at group level are accurate within +/-1.3% accuracy for tenants.

Sheltered tenants returned more questionnaires (62%) than general needs tenants. General needs tenants in South View (51%), Yateley (51%) and Rural Areas (52%) returned more questionnaires than tenants elsewhere, particularly those in Bishops



Green (38%), Cove/Pyestock & Farnborough (40%) and Oakridge (42%). The results for small subgroups need to be reliable and within the +/-10% sampling error interval. With the good response rates, all subgroups fall within this criteria, with the exception of Bishops Green (+/-14.8%) – due in part to the low response rate but also the small size of the subgroup (72 tenants in total). The response rates and the sampling errors for all the subgroups are given in the table below.

<b>Figure 1.2 Response rates of subgroups</b>					
<b>Sub group</b>	<b>Total No. of tenants</b>	<b>No. Surveyed</b>	<b>No. of responses</b>	<b>% Response</b>	<b>Confidence interval</b>
Bishops Green	72	72	27	38%	+/-14.8%
Blackwater	176	176	82	47%	+/-7.9%
Church Crookham	268	268	119	44%	+/-6.7%
Fleet	381	381	183	48%	+/-5.3%
Cove/Pyestock & Farnborough	186	186	75	40%	+/-8.8%
Oakridge	657	657	273	42%	+/-4.6%
Popley	1,080	1,080	485	45%	+/-3.4%
Rural areas	2,039	2,039	1,056	52%	+/-2.1%
South View	266	266	136	51%	+/-5.9%
Winklebury	424	424	188	44%	+/-5.4%
Yateley	277	277	142	51%	+/-5.8%
Sheltered tenants	522	522	322	62%	+/-3.4%
<b>Total</b>	<b>6,348</b>	<b>6,348</b>	<b>3,088</b>	<b>49%</b>	<b>+/-1.3%</b>

### 1.8 Weighting and representativeness

The raw data has been weighted to take into account any differences between the responses and the total tenant population. The number of bedrooms was used to check the similarity between the returned questionnaires and the property stock for each subgroup (that is the “representativeness” of the response). The response from each subgroup was then further weighted for analysis at group level to ensure that the results did not include undue influence from one particular subgroup, and that they reflected the composition of the whole of the tenant population.

At subgroup and group level, analysis data was weighted for each area to match the profile of the overall stock. A full breakdown of the weighting used can be found in the



appendix to the data tables.

<b>Figure 1.3 Representativeness of responses</b>										
No. of Bedrooms	Bedsit		1 Bed		2 Bed		3 Bed		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Total Stock	83	1%	1,362	21%	1,919	30%	2,984	47%	6,348	100%
Returned questionnaires	49	2%	723	23%	996	32%	1,320	43%	3,088	100%

### 1.9 Guide to survey reports

This report forms part of a series of reports based on the survey of Sentinel HA tenants. This report is the survey report, and is based on the data found in the other reports.

Survey report (written report)

Part 1: Standard analysis of responses (data tables)

Part 2: Individual comments (text comments)

Part 3: Analysis of responses by management subgroups (data tables)

Part 3: a – d etc.: Response for management subgroups (data tables)

Part 4: Comparative Data Analysis (data tables)

Part 5: Response by ethnicity (data tables)

Please note that throughout this report some data tables and results displayed may not add up to 100%; this is the result of rounding up or down.





## 2. SENTINEL HA TENANTS

The following analysis of results can be taken to represent the views of all Sentinel HA tenants including sheltered tenants and is accurate to within a margin of +/-1.3%.

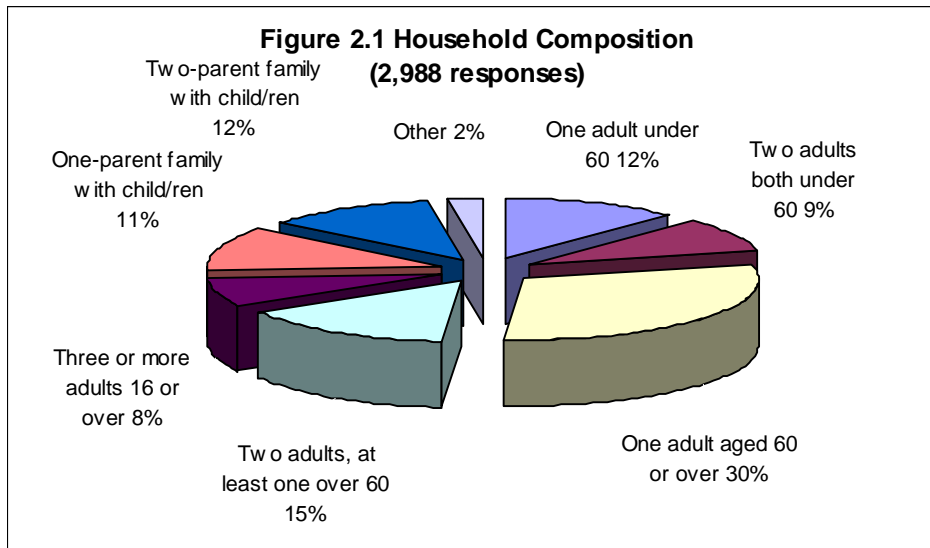
### 2.1 Length of tenancy

Just under a seventh of Sentinel HA tenants have not been tenants for any length of time, 6% joined in the last 12 months and a further 8% have been tenants for between 1 and 2 years. Over a quarter of the tenants have been with the Association for between 3 and 10 years (28%), while a much larger percentage of Sentinel HA are long-standing tenants (56%), having been with Sentinel HA for over 11 years - 40% of which have been residents for more than 21 years.

### 2.2 Household composition

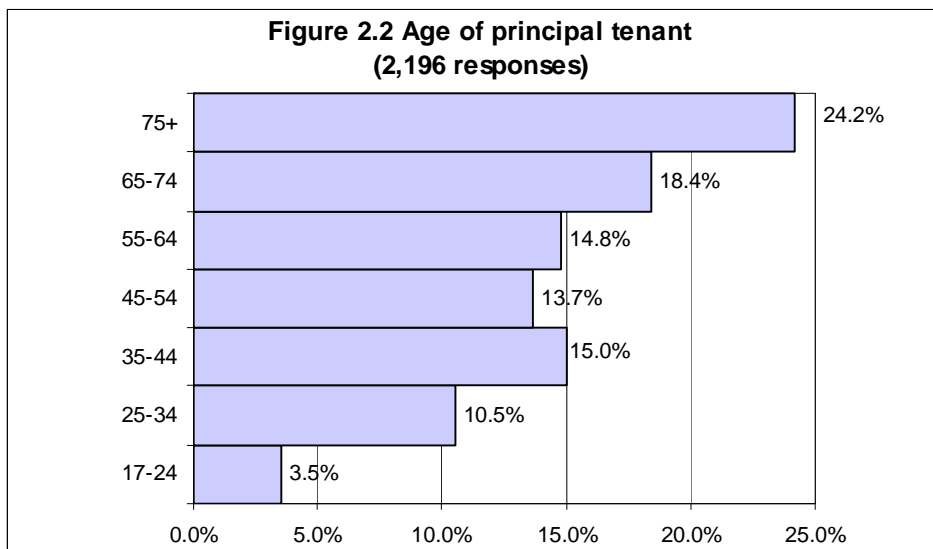
59% of tenants who completed the survey (referred to as the principal tenant) were female. In terms of household size, the average number of people living in a household is 2.2 people per household. The household composition is shown in the chart below (Figure 2.1).

A high percentage of households are made up of older tenants i.e. tenants over the age of 60 (46%), with twice as many single older tenants (30%) compared to older couples (15%). Over a quarter of Sentinel HA households are made up of adult households - people aged under 60 and living in a household without children (28%), 12% are single, 9% are couples and 8% have three or more adults living in the household. Families are found in just under a quarter of the homes (23%); with roughly the same number of one-parent families (11%) and two-parent families (12%). The remaining households comprised of other household compositions (2%).



### 2.3 Age of tenants

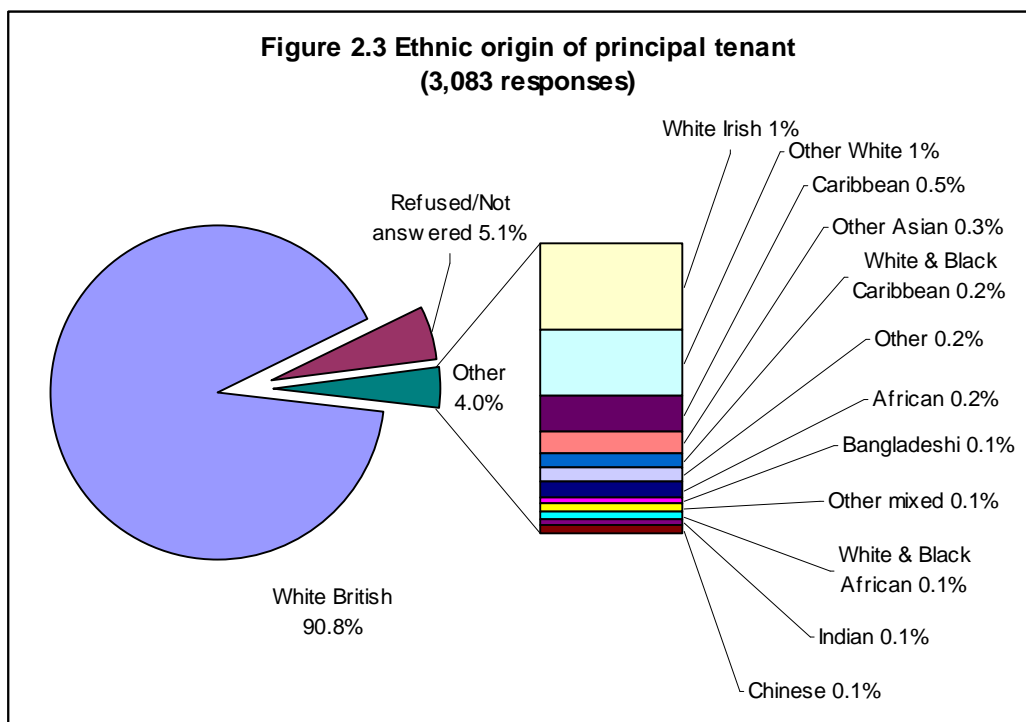
The mix of household types is also reflected in the age of the principal tenants. Sentinel HA has an aging tenant population. 43% of principal tenants are over retirement age (65 or over) and a further 15% are aged between 55 and 64. Around four out of every ten principal tenants (39%) are aged between 25 and 54 and just 4% of tenants are 24 years old or younger.





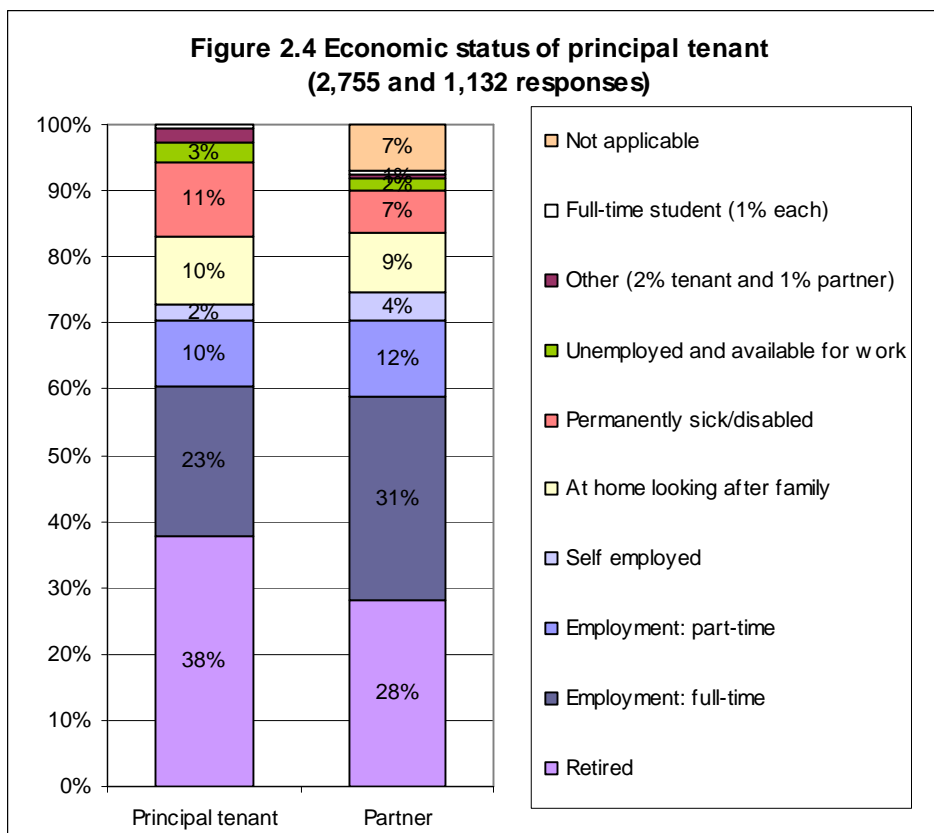
## 2.4 Ethnic origin

The vast majority of Sentinel HA tenants are “White” (90.8% British, 1.2% Irish and 0.9% Other). According to the Housing Corporation’s definition, which includes White Irish tenants, 4% of households are Black and Minority Ethnic (BME) households. As the chart below shows no one group of BME tenants predominate. 5.1% of tenants refused to answer the question.



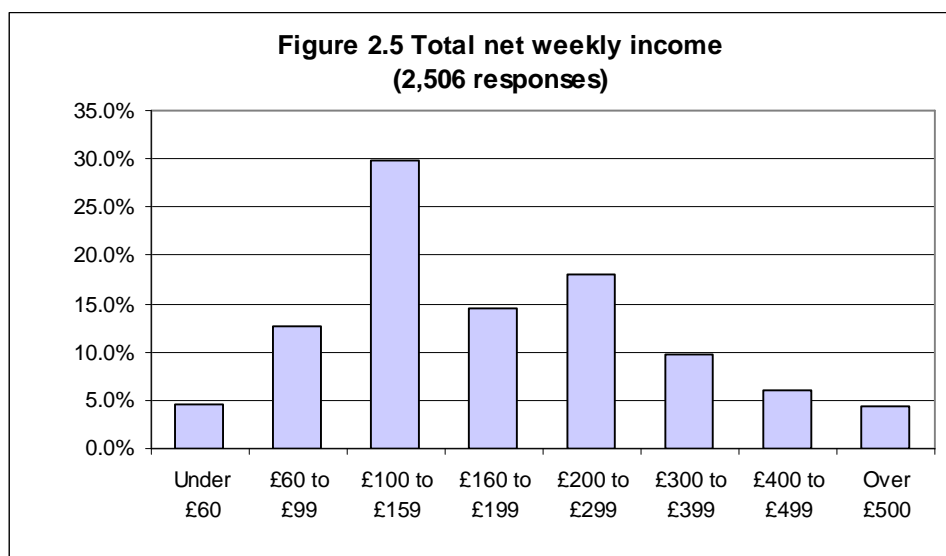
## 2.5 Economic status

Over a third of principal tenants are in employment (23% in full-time employment, 10% in part-time employment and 2% self-employed). Almost half of partners or spouses are also working (31% full-time employment, 12% part-time and 4% self-employed). Unemployment is running at 3% for principal tenants and 2% for partners. 38% of principal tenants are retired, as are 28% of partners. 21% of principal tenants are outside employment (11% permanently sick or disabled and 10% at home looking after family).



## 2.6 Income levels and sources of income

The graph below (Figure 2.5) shows the distribution of the total net weekly household income. Sentinel HA house a small number of households with incomes under £60 per week (5%). Three quarters of households have incomes between £60 and £299 per week (75%), with almost a third having incomes between £100 and £159 per week (30%). A fifth of households have incomes over £300 per week (20%), of which 6% are between £400 and £499 per week and 4% over £500 per week.



Three quarters of tenants are on state benefits (77%); 52% are wholly reliant with another 25% of households on partial state benefits. 45% of households have at least one member who receives a state pension, while far fewer have a private or occupational pension (21%). 36% of households have a member in employment, while fewer households are in receipt of income support (18%). Children under the age of 16, or under 18 if still at school, are found in 23% of the households.

<b>Figure 2.6 Sources of income</b>	
Type of income	Percentage of tenants in receipt
State pension	45%
Income from employment	36%
Child benefit	23%
Pension from an employer	21%
Mobility Allowance	19%
Income support	18%
Child Tax Credit	16%
Pension Tax Credit	11%
Working Tax Credit	8%
Other state benefits	7%
Interest from savings	3%
Job Seekers Allowance	2%
Other sources	2%



## **ADDITIONAL HOUSEHOLD INFORMATION**

The following section provides a brief summary of some of the information which was collected in the second part of the survey, which was collected to update Sentinel HA's housing management system.

### **2.7 Marital Status (2,496 responses)**

Just under a fifth of principal tenants are single (18%), while two fifths are either married (33%) or living with their partner (7%). A fifth of principal tenants are divorced or separated, while 23% are widowed.

### **2.8 Religion (3,088 responses)**

Just over half of Sentinel HA's tenants gave their religion as Church of England (55%). Although a significant number of tenants did not state any religion and perhaps would class themselves as not having a religion (28%), the remaining tenants are from a range of religions (Agnostic, Agnostic Humanist, Anglican, Baptist, Believer, Born Again Christian, Buddhist, Catholic, Christian-Methodist, Christian, Christian Science, Church Of Scotland, Church Of The Latter Day Saint, Evangelist, Free Church, Greek Orthodox, Hindu, Humanity, Islam, Jehovah's Witness, Jewish, Judais, Katapheugo Fellowship, Methodist, Mormon, Muslim, Non Conformist, Orthodox, Pagan, Pentecostal, Presbyterian, Protestant, Quaker, Roman Catholic, Sahaja Yogi, Salvation Army, Scottish Presbyterian, Self Faith & Belief, Seventh Day Adventist, Sikh, Solvitor, Spiritualist, Taoist, Thai, United Reformed and Wiccan).

### **2.9 Nationality (2,725 responses)**

The majority of tenants are English (95%). However the remaining tenants who answered the question have a wide range of nationalities (Arabic, Bangla & English, Bengali, BSL, Cambodian, Czech, Dutch, English/Spanish, Fijian, Filipina, French, German, Gujarati, Hungarian, Italian, Maltese/English, Nepalese, Nepali, Polish, Portuguese, Scottish, Serbian, Spanish, Tagalog, Tamil, Thai, Tula, Turkish, Twi, Ukrainian and Zambian).

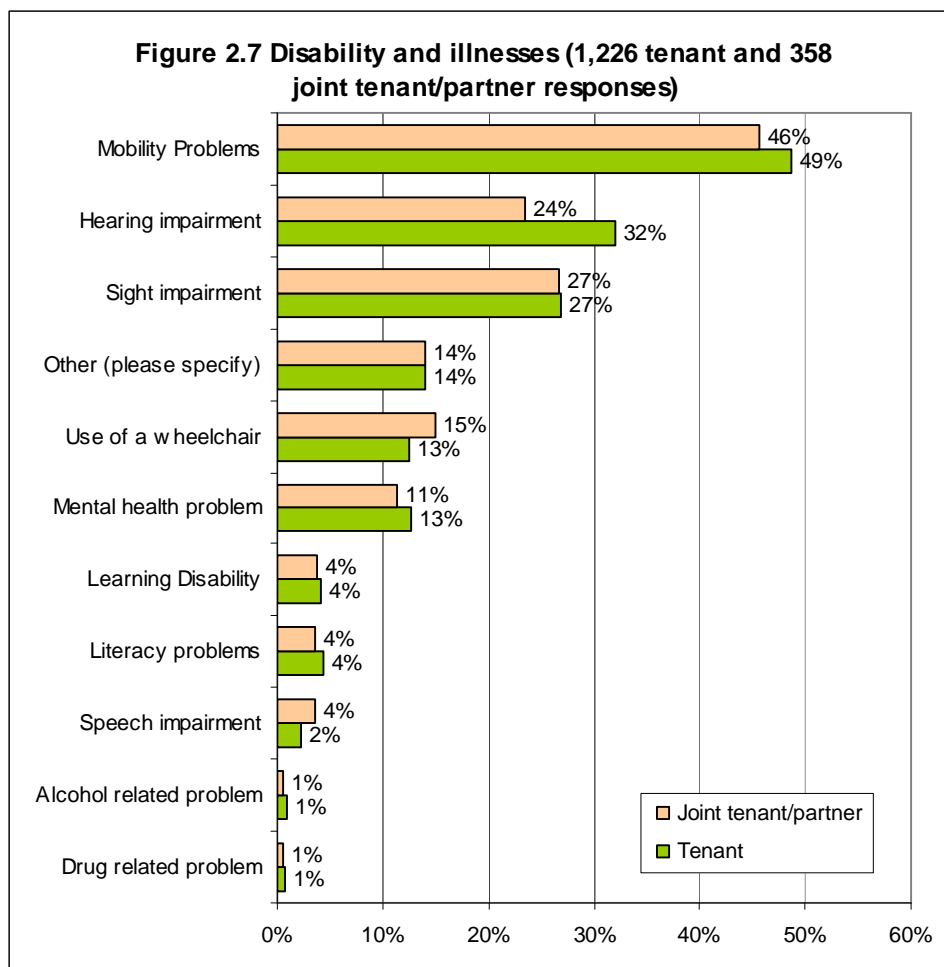


### 2.10 Language (2,581 responses)

Less than one percent of tenants (0.8%) would prefer to have written information translated into another language.

### 2.11 Disability and health issues (1,226 tenant and 358 joint tenant/partner responses)

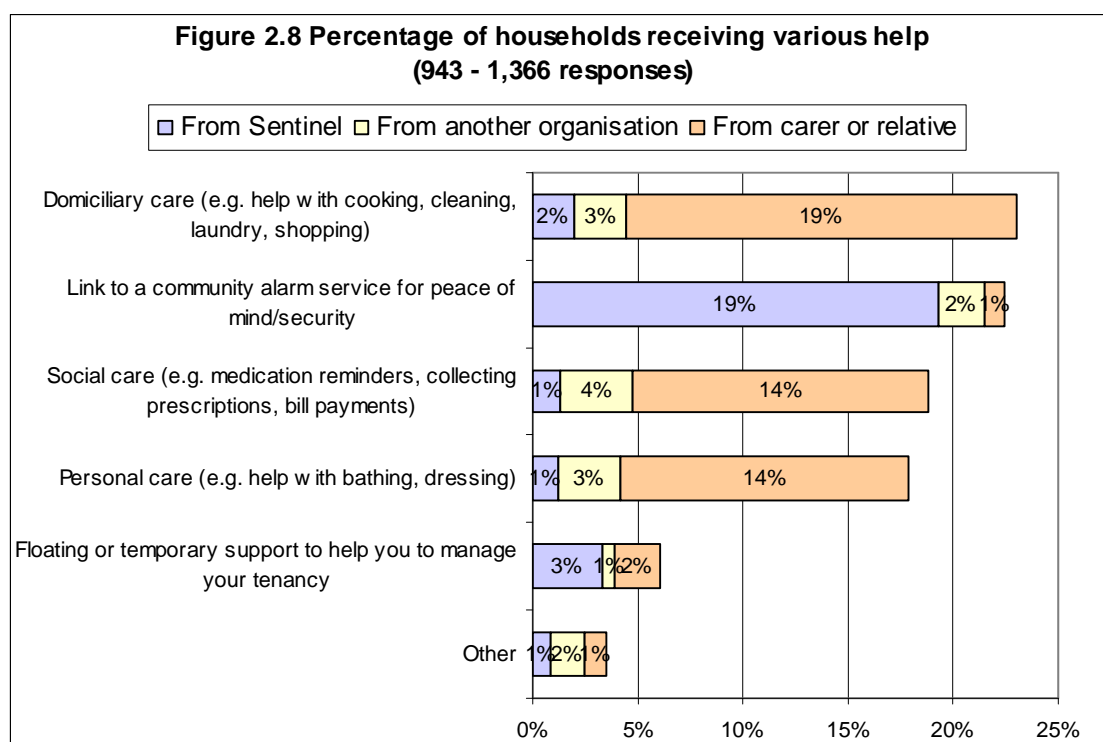
Approximately two fifths of tenants said that they suffered from at least one illness or disability listed in the questionnaire. Clearly mobility issues and hearing or sight impairment are the greatest problems for tenants and their partners.





## 2.12 Help received (943 – 1,366 responses)

While the vast majority of tenants said that they do not need any help in terms of care (77% - 97%), many tenants are receiving care packages. The majority of care is being provided by a carer or relative – especially social care (14%), personal care (14%) and domiciliary care (19%).



238 tenants said that were not currently receiving the care they wanted including personal care (15%), social care (20%), floating support (20%), domiciliary care (32%) and a community alarm service (46%). A further 22% of tenants wanted other care packages, which included help with decorating, gardening and installing showers.

## 2.13 Aids and adaptations (669 responses)

Just over a fifth of tenants recorded the different ways their property had been adapted to meet the needs of a disabled tenant or visitor. Handrails or grab rails are the most popular adaptation made (68%), while almost a third of tenants said that they had a level entry shower (30%). 12% of tenants had a ground floor toilet. A number of homes had



a ramp to the front door (17%) and/or the rear door (13%). 11% of tenants said that they had had wheelchair adaptations made – such as doors widened and lower kitchen units. Fewer tenants mentioned that they had a hoist installed (4%) or an extension built (2%).

## **Access to information**

### **2.14 Receiving information from Sentinel HA (2,094 responses)**

The vast majority of tenants prefer to receive written information from their landlord (85%) – of which 5% would like it to be in large print. 7% of tenants would prefer to receive information via emails, while 4% would be happy to use the website to access the information they needed from their landlord. 2% of tenants would be happy with text messaging. A small number of tenants would be interested in Braille (0.2%), Audio tape (0.6%) and information in another language (0.1%).

### **2.15 Access to the Internet (937 tenants)**

Less than a third of tenants who responded to the survey have access to the Internet. Of those who did 78% had access at home, 22% at work and 15% used a Library (13%) or Internet café (2%) to access the Internet. 6% of tenants used other methods to access the Internet, the majority of which were friends and family.

### **2.16 Using Sentinel HA's website (702 responses)**

Just over a fifth of tenants who responded said that would like to use Sentinel HA's website to access information – including rent payments (46%), checking rent balances (75%) and enquiring about the status of their repair (85%).



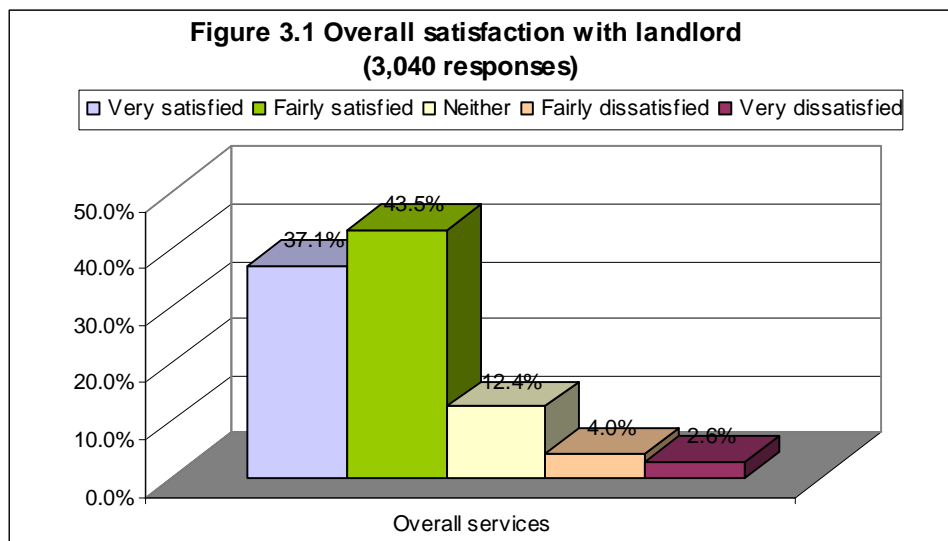


### 3. SENTINEL HA SATISFACTION RATINGS

The following analysis of results can be taken to represent the views of all Sentinel HA tenants including sheltered tenants and is accurate to within a margin of +/-1.3%.

#### 3.1 Satisfaction with landlord

Sentinel HA tenants are highly satisfied with their landlord. Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?" 81% of tenants are satisfied with their landlord, and over a third of the tenants are "very satisfied" (37%) and 44% "fairly satisfied". A small number of tenants are dissatisfied with their landlord, 5% "fairly" and 2% "very" dissatisfied; a further 12% are neither satisfied nor dissatisfied.

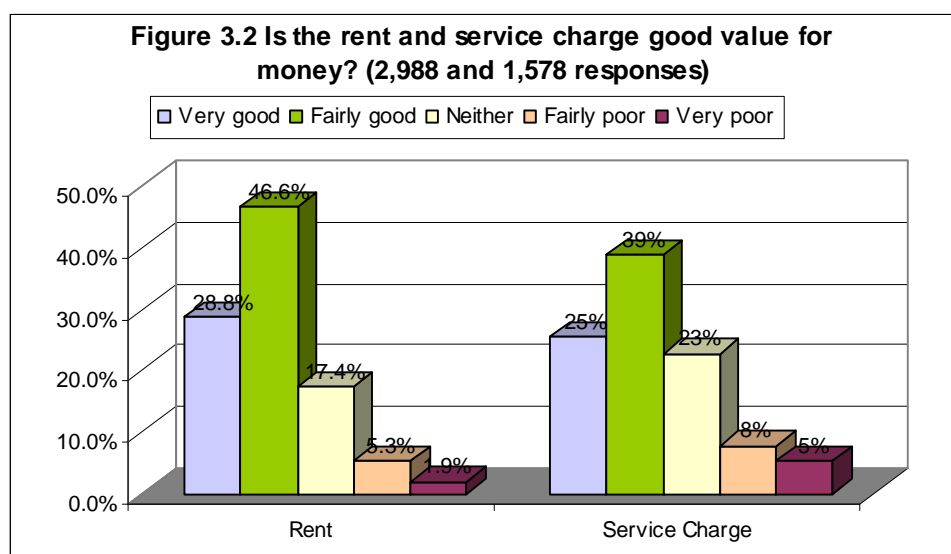


#### 3.2 Value for money

Tenants were asked, "Taking into account your home and the services your landlord provides, do you think that the rent/service charge for this property represents good or poor value for money?" Three quarters of tenants think the rent represents good value for money (75%); 29% of the tenants thought it was "very good" and 46% of tenants



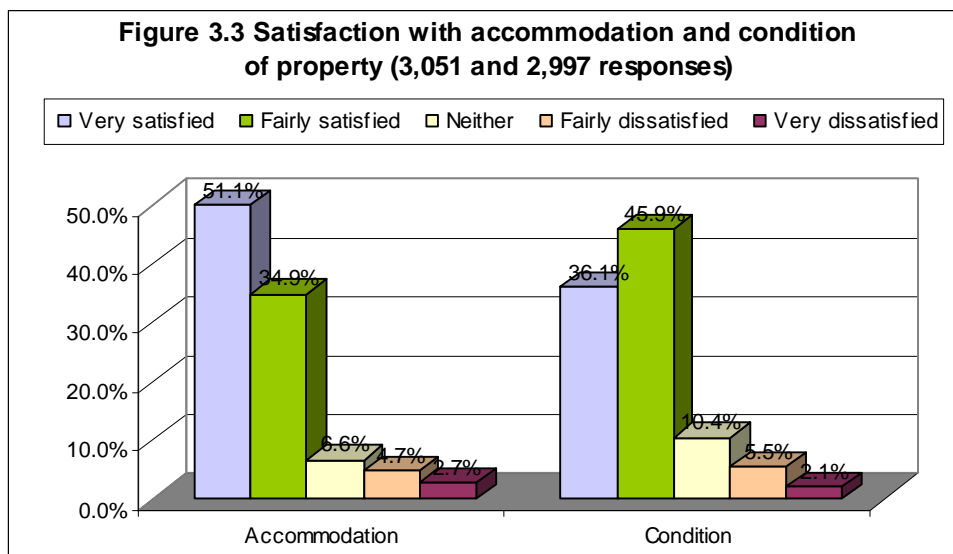
thought it was “fairly good” value for money. A large percentage of tenants are indifferent (17%), while just 7% of tenants think that the rent represents “poor” or “very poor” value for money. Satisfaction with the service charge is lower (64% good); and a number of tenants thought that the value for money from the charge was poor (13%). Over a fifth of tenants rated the value for money as neither good nor poor (23%).



### 3.3 Quality and condition of home

Sentinel HA tenants are highly satisfied with their homes, 86% of tenants are satisfied with their accommodation and encouragingly half are very satisfied (51%), significantly more than the 35% who are fairly satisfied. Only 7% of tenants were dissatisfied (“fairly” or “very”) and 7% were neither satisfied nor dissatisfied.

Approximately four out of every five tenants are satisfied with the general condition of their property (82%); although fewer tenants thought it was “very good” (36%), while nearly half of all tenants thought it was “fairly good” (46%). Again a small percentage of tenants rated the general condition as “fairly poor” or “very poor” (8%), while 10% of tenants rated their property as neither good nor poor.

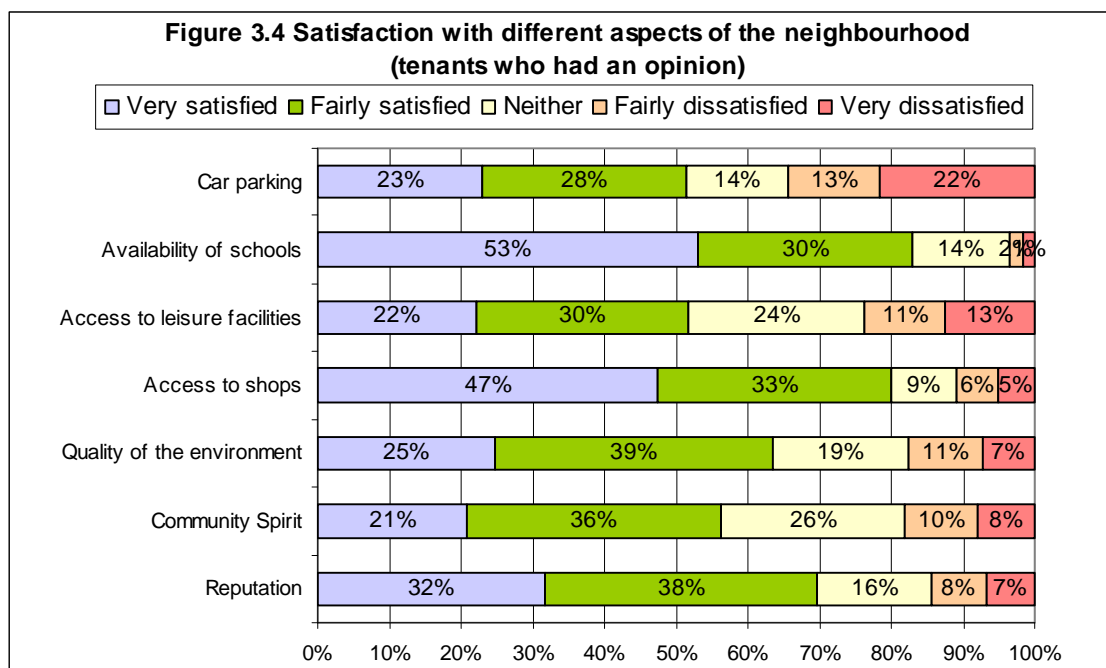


### 3.4 Satisfaction with neighbourhood and local problems

The chart below shows tenant satisfaction with different aspects of the neighbourhood – and is based on tenants who had an opinion. Around one in ten tenants did not have an opinion on car parking and access to leisure facilities (9% - 11%), while almost a fifth had no opinion on the availability of schools (19%).

Just over three quarters of tenants are satisfied with the reputation of their neighbourhood (70%), while fewer tenants are satisfied with the quality of the environment (64%) and especially community spirit (56%). Almost a fifth of tenants are dissatisfied with the environment and community spirit (both 18%).

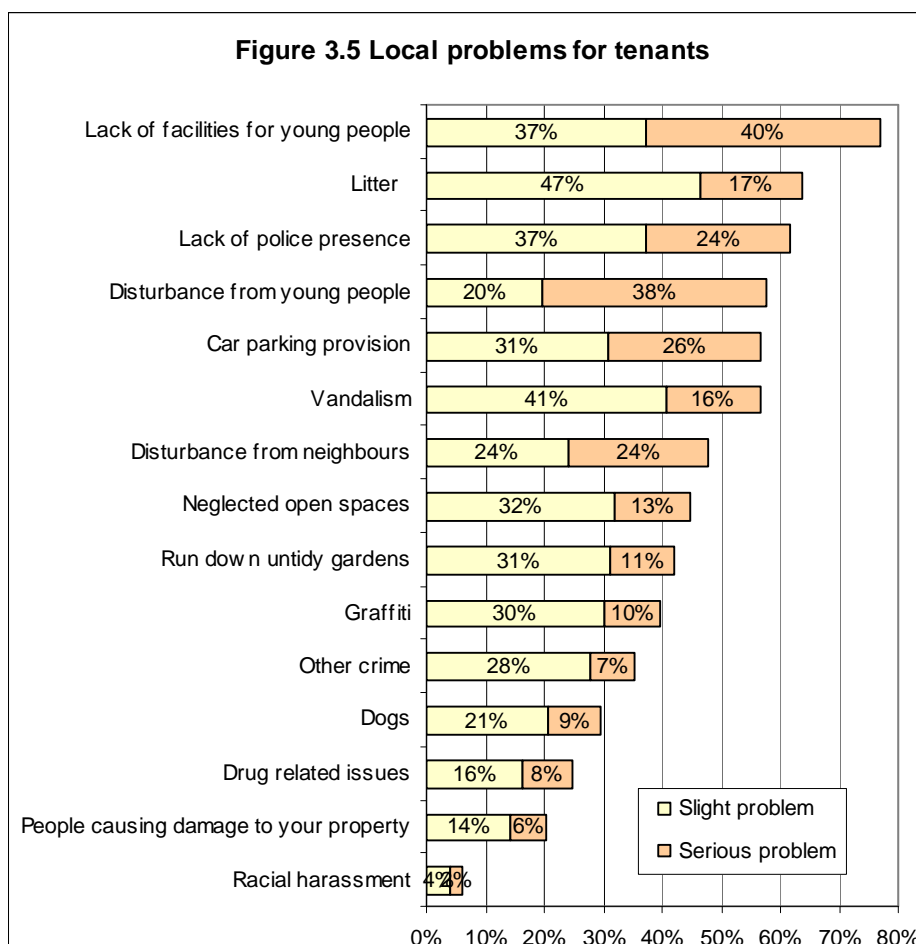
A high percentage of tenants are satisfied with the access to shops (80%) and the availability of schools (83%) in their neighbourhood, and few are dissatisfied (11% and 3% respectively). Tenants appear to be much less satisfied with car parking (51%) and access to leisure facilities (52%), and many are dissatisfied (34% and 24% respectively).



Over half of tenants thought that vandalism (57%), car parking provision (57%), disturbance from young people (58%), lack of police presence (62%), litter (64%) and lack of facilities for young people (77%) in their neighbourhood are real problems. In addition to this a quarter or more tenants also mentioned problems with drug related issues (25%), dogs (30%), other crimes (35%), graffiti (40%), run down untidy gardens (42%), neglected open spaces (45%) and disturbance from neighbours (48%). Fewer tenants had problems with racial harassment (6%) and people causing damage to their property (20%).

All of which paints a rather poor picture of neighbourhoods in which 70% of tenants are satisfied with the reputation. The local problems are most useful when they are further broken down into small areas – however it is worth noting the five main problems which tenants find to be the most serious.

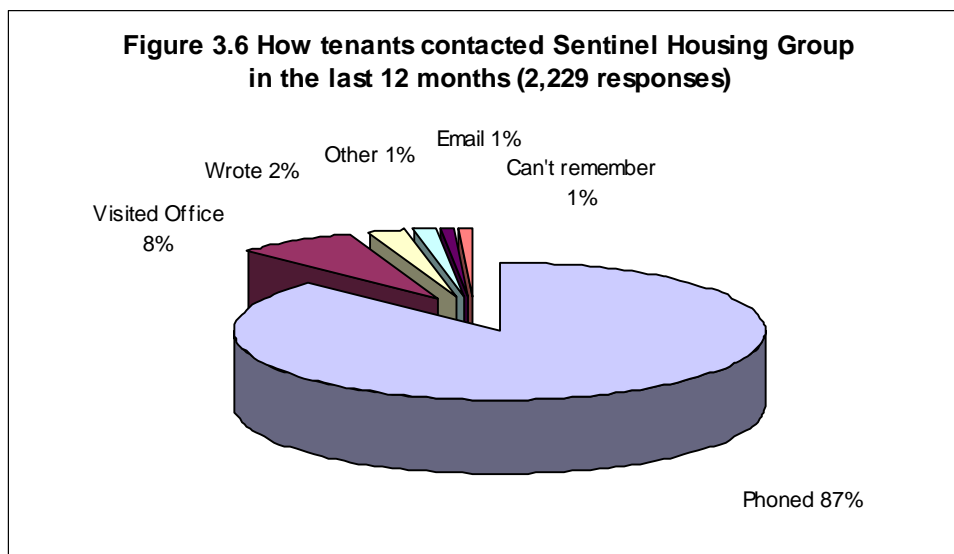
- Disturbance from neighbours (24%)
- Lack of police presence (24%)
- Car parking provision (26%)
- Disturbance from young people (38%)
- Lack of facilities for young people (40%)



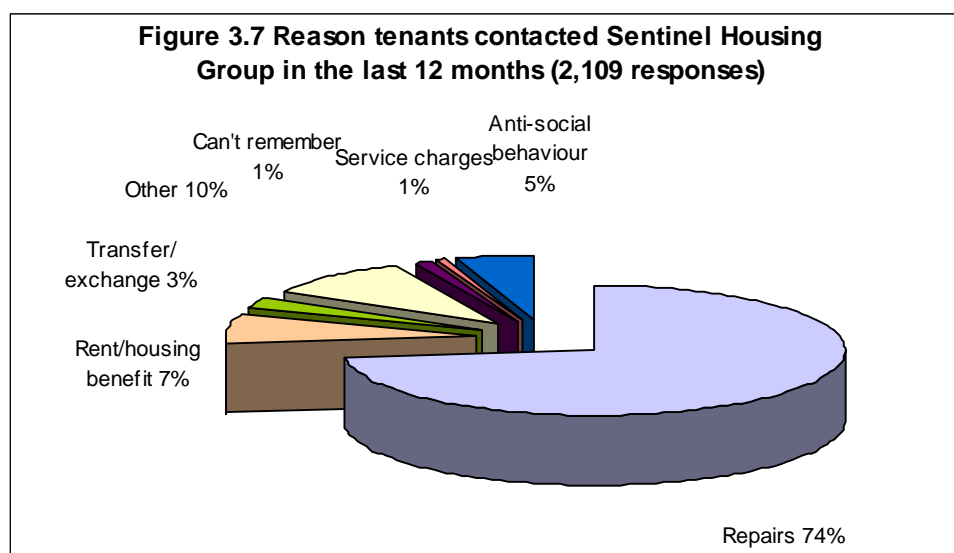
Problems with car parking may be exacerbated by the lack of appropriate parking spaces surrounding tenant properties. The survey found that 59% of tenants owned at least one vehicle; of which 14% owned two vehicles and 2% owned three or more vehicles.

### 3.5 Contact with landlord

Three quarters of tenants (75%) had contacted their landlord in the last 12 months. When communicating with their landlord the vast majority of tenants telephoned Sentinel HA (87%), while just 8% visited the office. Few tenants wrote (2%), emailed (1%) or used other means of communications (1%).



The main reason that tenants had contacted their landlord for in the last 12 months was to report a repair (74%). The other reasons for contact included rent or housing benefit queries (7% of contacts), transfer or exchanges queries (3% of contacts), anti-social behaviour (5% of contacts), service charges (1% of contacts) or other reasons (10% of contacts).

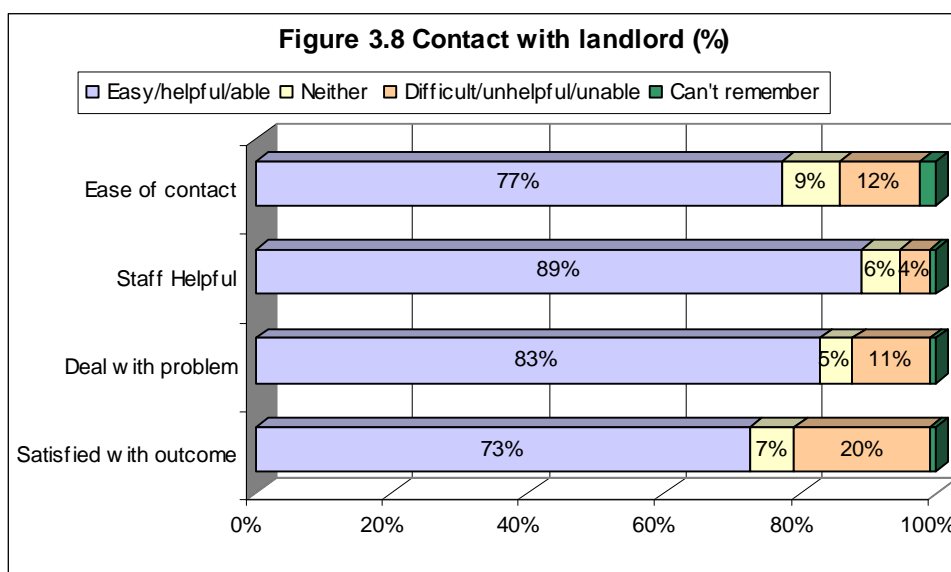




### 3.7 Quality of contact

When Sentinel HA tenants contacted their landlord, 77% found that getting hold of the right person was easy, while 12% found it difficult. The remainder of tenants either could not remember (2%) or found it neither easy nor difficult to contact the right person (9%). Once the staff had been contacted 89% of tenants found them to be helpful, with only 4% of tenants saying staff were unhelpful (6% neither).

A high percentage of tenants found staff able to deal with the problem (83%), while 11% said staff were unable to solve their problem. Despite the impressive findings above, only 73% of tenants were satisfied with the outcome after contacting their landlord – which is surprising. A fifth of tenants were left dissatisfied (20%), while 7% were neither satisfied nor dissatisfied.



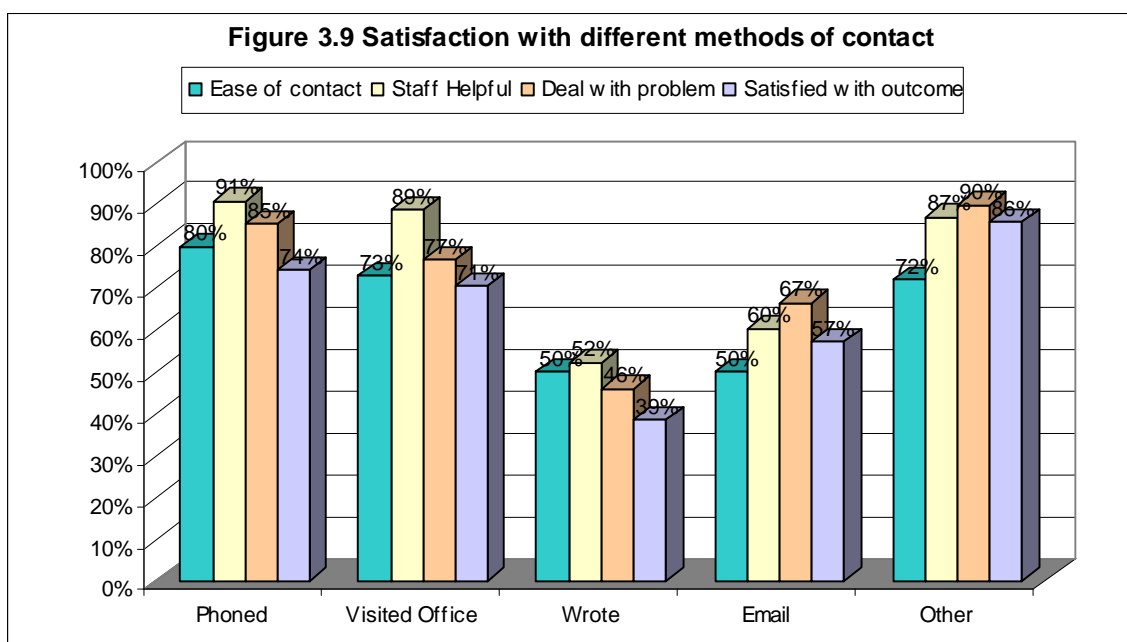
The survey also found that 90% of tenants are satisfied with the overall Customer Service Centre and just 3% said it was poor (8% neither).

Further analysis of tenants' experiences of contacting Sentinel HA revealed differences between levels of satisfaction and method of contact, and also tenants' perceptions varied depending on the reason for the enquiry.



When the enquiry was regarding a repair, 93% of tenants would use the telephone, much higher than those with a transfer or exchange enquiry (57%), a rent/housing benefit enquiry (72%), service charge query (60%) or any other query (67%). More tenants preferred to visit the offices with these types of queries (11% -35%) compared to a repairs enquiry (3%).

The quality of the contact varied depending on whether tenants had telephoned or visited the office. Tenants who telephoned found staff it easier to contact the right member of staff (7% higher), found staff more able to solve their problems (8% higher) and were slightly more satisfied with the outcome (3% higher). Tenants who wrote or emailed rated the contact much lower. Tenants with other enquiries – while initially finding it harder to contact the right person (72%), when they did so found staff helpful (87%), able to solve their problems (90%) and were satisfied with the outcome (86%).

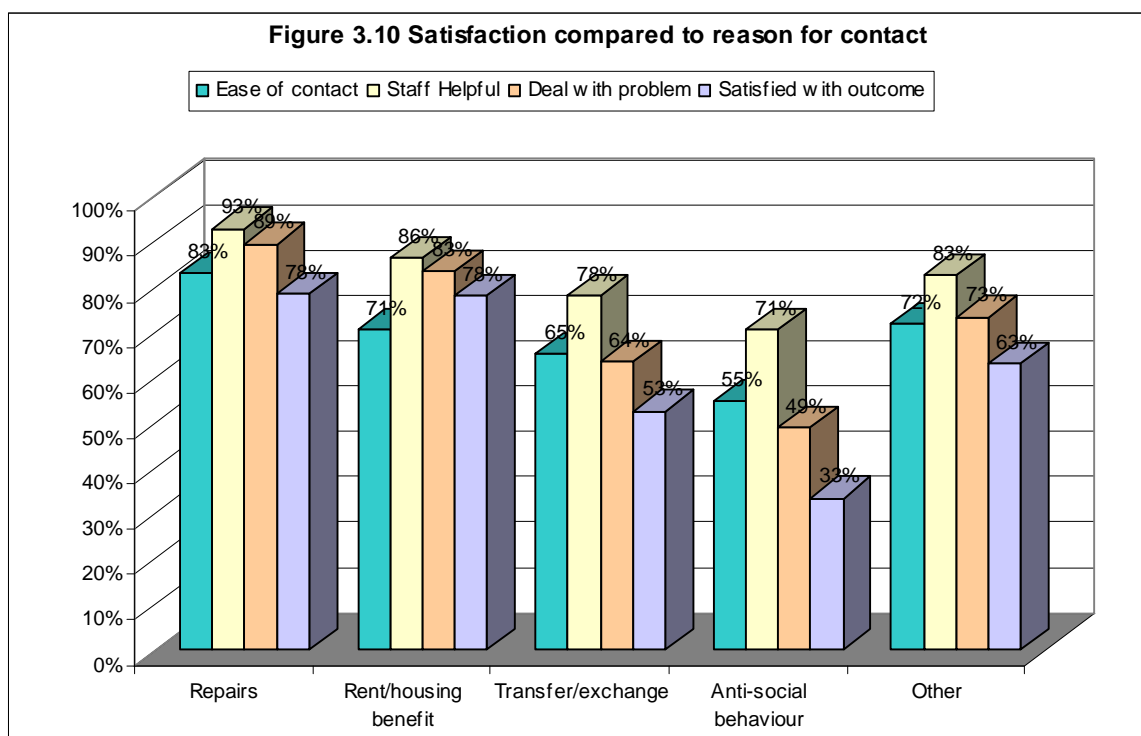


In terms of the reason for contact, tenants who had a repairs enquiry were highly impressed with customer service. They found staff easy to contact (83%), very helpful (92%) and able to solve their problems (89%). Tenants with rent or housing benefit enquiries did not always find it easy to contact the right person (71% easy), however



rated customer contact highly in general.

Tenants with transfer/exchange or anti-social behaviour problems rated the contact lower – which is likely to be influenced by the nature or the query and the difficulty of resolving these types of issues and meeting tenants’ expectations. However, the high regard tenants have for the helpfulness of staff is still evident for these and other types of enquiries.

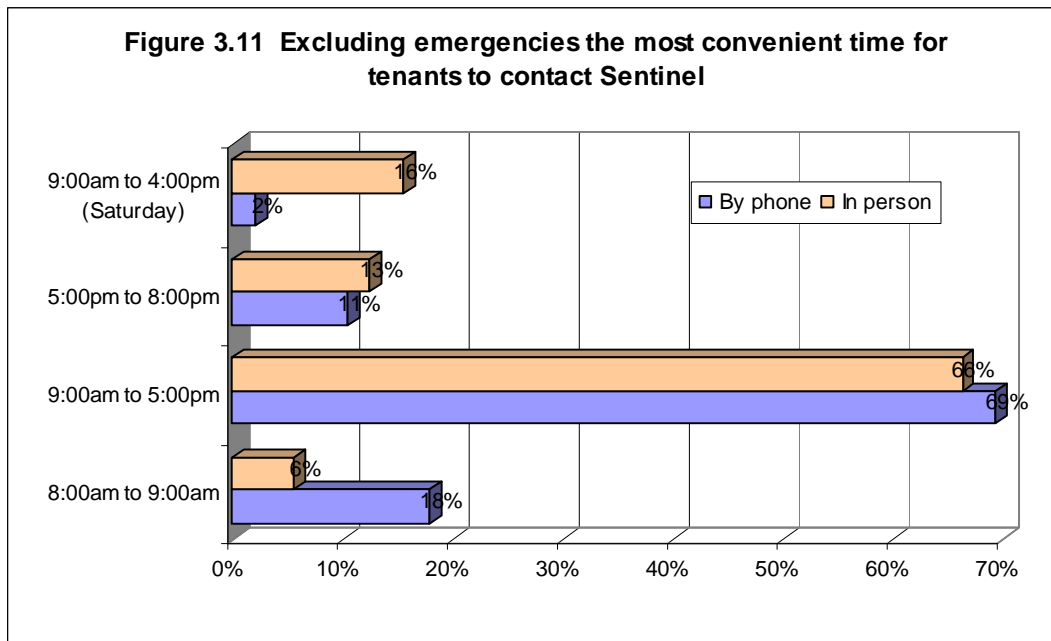


### Opening hours

Excluding emergencies the most convenient time for tenants to contact their landlord is between 9:00 am and 5:00 pm – either by phone (69%) or in person (66%). The ability to telephone the Association up to one hour earlier (between 8:00 am and 9:00 pm) would be popular with almost a fifth of tenants (18%), while fewer would telephone in the evenings (11% 5:00 to 8:00 pm) and virtually none on a Saturday (2%). A significant number of tenants would consider visiting their landlord on a Saturday (16%) or early evenings (13%), while fewer would be interested in visiting in person early in the morning

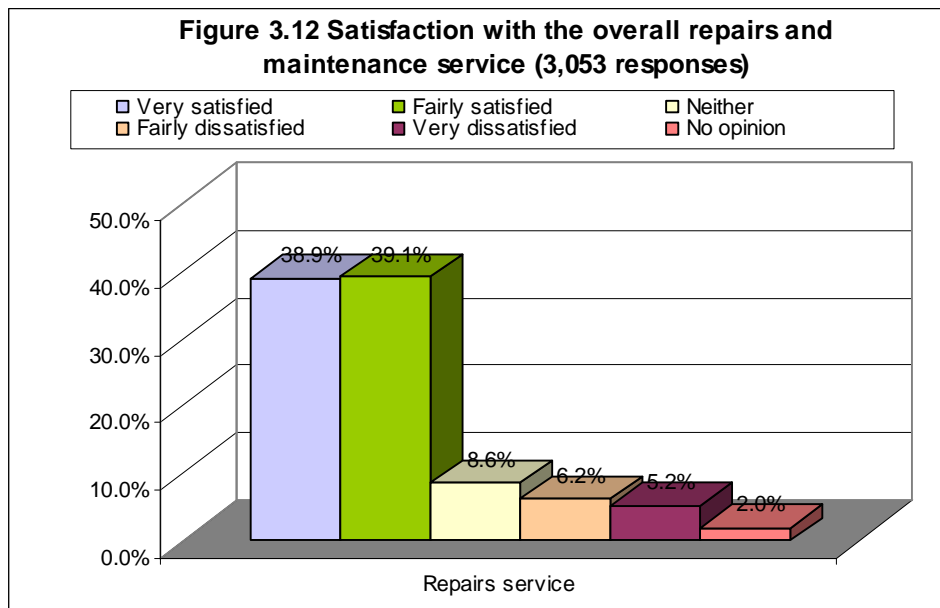


(6%).



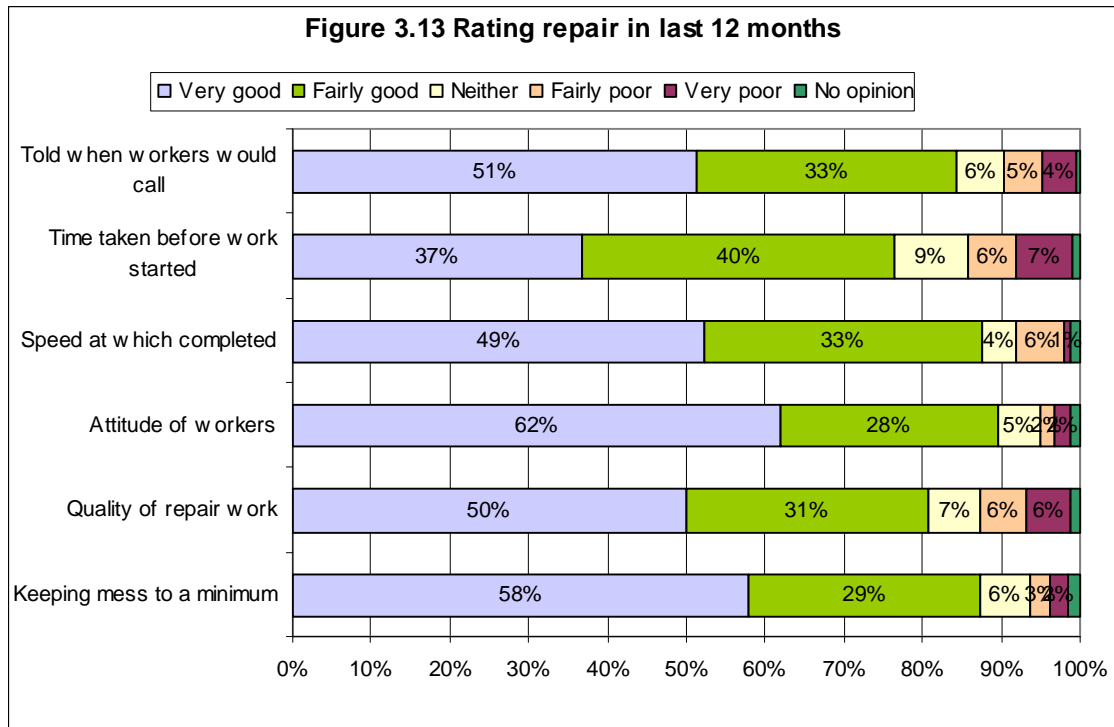
### 3.8 Repairs and maintenance

Just over three quarters of tenants were satisfied with the repairs and maintenance service (78%), with 39% of tenants “very satisfied” tenants. A number of tenants were dissatisfied with the service (6% “fairly” and 5% “very”) and a further 11% held no opinion (2%) or were neither satisfied nor dissatisfied (9%).



The 68% of tenants who had had a repair completed in the last 12 months were asked a series of questions regarding the repair. 84% of tenants were satisfied with the information they were given, while three quarters said that the time taken to start the repair was good (76%). A number of tenants were however dissatisfied with the two aspects of the pre-commencement works (9% information and 13% time before work started).

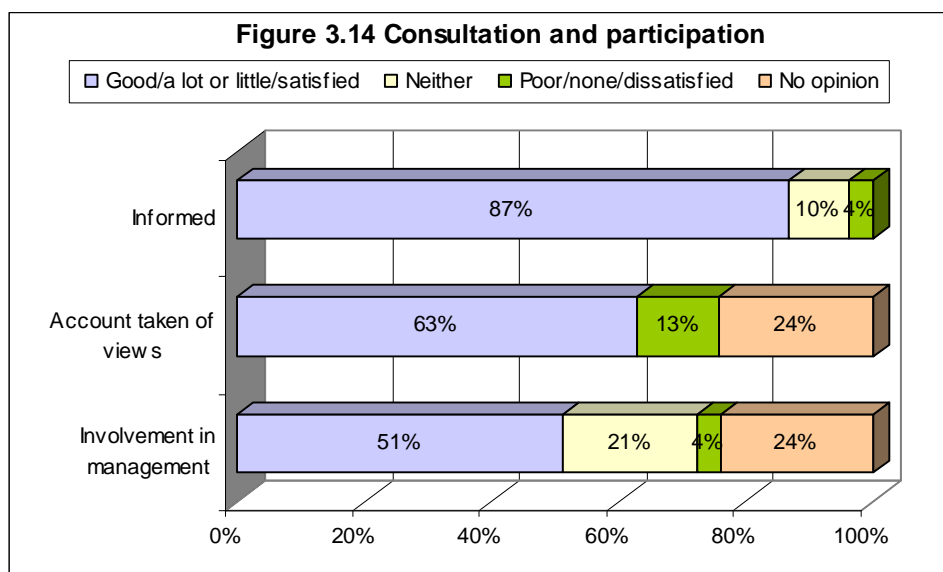
Tenants rated the aspects of the actual repairs service highly. The attitude of the workers (90%) achieved the highest rating, followed by the ability of the workers to minimise dirt and mess (87%). Tenants were also satisfied with the quality of the work (81%) and the speed at which the work was completed (82%). Few tenants were dissatisfied with the other aspects of the repair work (4% - 6%), apart from the quality of the work where 12% thought it was poor.



### 3.9 Communication and participation

Sentinel HA is doing a good job in keeping its tenants informed. Tenants were asked, “Generally, how good or poor do you feel your landlord is at keeping you informed about the things that might affect you as a tenant?” 87% of tenants said they are kept well informed (49% “very good” and 38% “fairly good”). Only 4% of tenants did not think they were kept informed and 10% were not sure.

When asked, “How much account do you feel your landlord takes of tenants’ views when making decisions?” 63% percent of tenants said Sentinel HA took account of tenants’ views, either “a lot” or “a little”, although 13% said Sentinel HA took no account at all of tenants’ views and 24% of tenants had no opinion on the question. When tenants were asked, “How satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?” 51% of tenants were satisfied. Although only 4% of tenants were dissatisfied, 21% are neither satisfied nor dissatisfied and a further 24% had no an opinion.

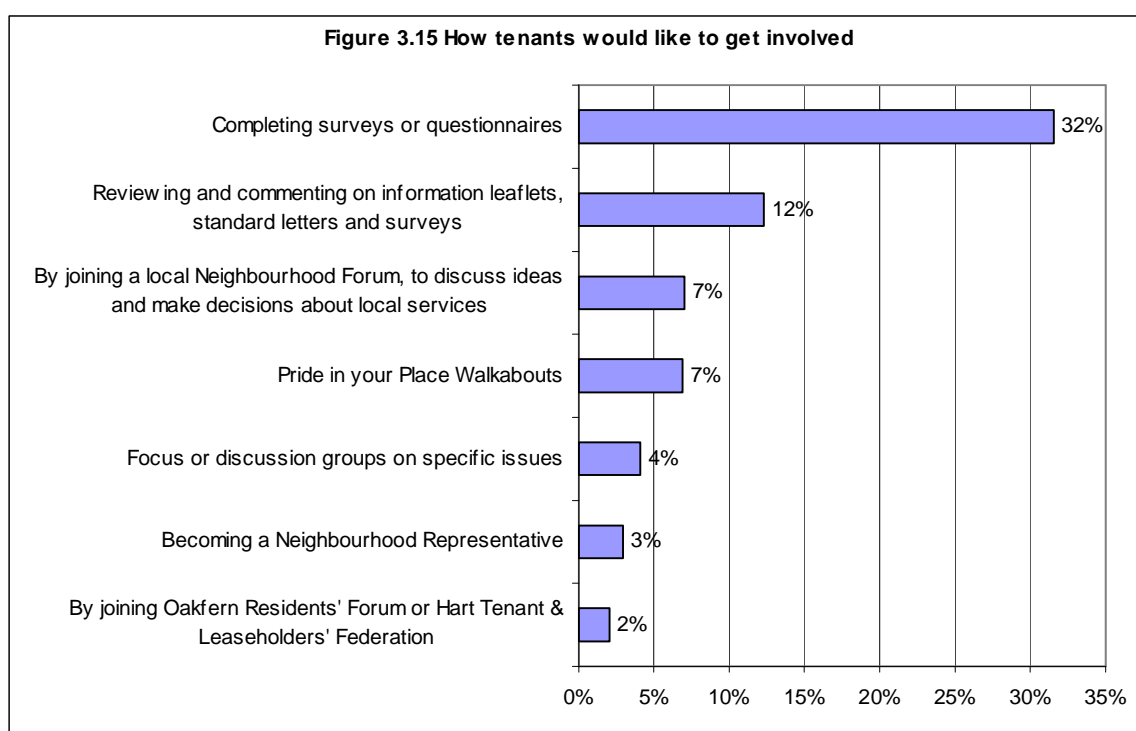


### Tenant involvement

Sentinel HA is committed to tenant participation and wish to encourage more tenants to become involved, to have a real say and make a difference to their neighbourhoods and the services provided by Sentinel. The survey measured the popularity amongst tenants of different involvement methods and 226 tenants identified themselves and asked for further information to be sent to them.



The most popular method for involvement is completing surveys and questionnaires – popular with a third of tenants (32%). A number of tenants are also interesting in getting involved in Pride in your Place Walkabouts (7%), joining local neighbourhood forums (7%) and reviewing and commenting upon different publications such as information leaflets, standard letters and surveys (12%). A smaller group of tenants would be interested in joining the Oakfern Residents' Forum or Hart Tenant & Leaseholders' Federation (2%), becoming a neighbourhood representative (3%) or joining focus/discussion groups on specific issues (4%). 58% of tenants are not interested in any further involvement.



### 3.10 Improving services

Sentinel HA used the survey to ask tenants to identify which areas of service they would like them to do better. A second question asked tenants what improvements they would like to see to their property or area. 3,594 tenants responded to the first question and 1,461 to the second. In both questions tenants did not restrict their answers to the specific question and there are areas of overlap, however the questions have been



analysed separately and the responses are presented in two charts regardless of duplication.

Around two-thirds of the comments given in reply to which areas of service Sentinel HA could do better, were focused on local problems (22%), estate/grounds maintenance (21%) and planned maintenance/modernisation works (22%). A number of tenants also mentioned tenancy support and services (6%), improvements they would like to see to their properties (5%), facilities for children (4%), security (4%), day-to-day repairs (2%), refuse storage and collection problems (2%), lack of local services (2%) and tenancy management (1%). 7% of tenants mentioned other areas in which they would like to see improvements, while 1% of tenants gave positive comments on the home, neighbourhood or the work that Sentinel HA is already doing. It is perhaps worth mentioning that only 5 specific issues were mentioned by more than 100 tenants.

In terms of local problems, by far the most significant are car parking issues (435 tenants). While tenants listed a wide range of related problems, the main problem however is not enough parking spaces. A number of other tenants mentioned problems with people parking in their street and the need for restrictions and double yellow lines. Other local problems mentioned by tenants included litter (70 tenants), problems with neighbours and noise (45 tenants), the need for traffic calming measures (44 tenants), problems with children/noise from children (35 tenants), the need for more police (32%), problems with anti-social behaviour (21 tenants) and youths hanging around on the streets (20 tenants).

Estate/grounds maintenance issues were mentioned by many tenants; however the main areas were linked with the need to improve fences and gates (164 tenants), paths and driveways (102 tenants) and gardening services – which included tree cutting (83 tenants), garden maintenance in general (62 tenants), grass cutting (60 tenants) and hedges (52 tenants). A number of tenants would like to see their area or estate tidied up (59 tenants) and mentioned the state of their neighbours gardens (43 tenants).

Significant numbers of tenants mentioned that they wanted to see their kitchen (233



tenants) or bathroom (172 tenants) replaced. While other tenants mentioned new heating systems (94 tenants), new windows (74 tenants) and new external doors (63 tenants).

In terms of tenancy support, a number of tenants would like a shower installed (72 tenants), others mentioned a wide range of aids, adaptations and access issues (48 tenants) or a downstairs toilet (20 tenants). 59 tenants mentioned that they would like help with their garden, decorating or repairs.

For those tenants who mentioned that they would like to see improvements to their property the top two were new internal doors (33 tenants) and internal decoration (25 tenants).

<b>Figure 3.16 Which areas of service would tenants like Sentinel HA to do better? (3,594 responses)</b>	
<b>LOCAL PROBLEMS (22%)</b>	
Car parking	435
Litter on streets	70
Problems neighbours/noise	45
Traffic calming/more crossings	44
Problem/noise from children	35
Dog problems - fouling, need bins	32
More police	32
Anti-social behaviour	21
Youths/gangs hanging around	20
Drug/alcohol problems	16
Vandalism	14
Graffiti	9
Fly tipping	6
Motorbike noise problems	6
Abandoned cars	4
Cats	3
Other crimes	3
<b>ESTATE/GROUNDS MAINTENANCE (21%)</b>	
Fences/gates	164
Paths and driveways	102
Trees cutting	83
Garden/grounds maintenance	62
Grass cutting	60
Tidy up estate	59
Hedges	52
Untidy gardens	43
Cleaning/decoration of communal areas	41
Improve garage areas	30
Street cleaning	23
Washing lines	9
<b>IMPROVEMENTS TO PROPERTY (5%)</b>	
New internal doors	33
Internal decoration	25
Porch	16
Condition of property	16
Sound proofing	13
Enclose garden/bigger garden	12
Cavity wall insulation	11
Patio door/balcony	10
More cupboards	10
Shed	8
Additional toilet	7
Draught proofing	7
Air conditioning	6
More sockets	4
Better ventilation	3
<b>FACILITIES FOR CHILDREN (4%)</b>	
Play areas	97
Activities for children/teenagers	49
<b>SECURITY (4%)</b>	
Street lighting	61
Improved security measures	46
Entrance security/intercoms	11
CCTV	7
Window locks	2
<b>DAY TO DAY REPAIRS (2%)</b>	
Carry out repairs	32
Listed specific repair work	19
Improve repairs	9



Walls (external)	8	Quality of repairs	6
Landscaping	8	Better contractors	2
Road/street repairs	6		
New signs	4	<b>REFUSE COLLECTION (2%)</b>	
Renew outbuildings	3	Improved rubbish collection	53
		More/better rubbish bins	21
<b>MODERNISATION/PLANNED MAINTENANCE WORK (22%)</b>		Skip service/free service	4
New kitchen	233	Recycle bins	2
New bathroom	172		
Update heating system	94	<b>LOCAL SERVICES (2%)</b>	
New windows	74	Improved local transport/bus service	21
New external doors	63	More shops	19
External maintenance	40	Leisure/sport facilities	13
Damp problems	27	Local facilities	4
Guttering and fascias	23	Youth club	4
Rewiring	19	Post office/box	3
Brickwork	17	More or improved parks	15
Roof repairs	16	Outdoor seating area	4
Modernisation work	11		
Plastering	8	<b>POSITIVE COMMENTS (1%)</b>	
		Satisfied/positive comment	36
<b>TENANCY SUPPORT &amp; SERVICES (6%)</b>			
Install shower	72	<b>TENANCY MANAGEMENT (1%)</b>	
Aids and adaptations, ramps	48	Larger property	16
Help tenants with decoration	22	Want transfer	8
Downstairs toilet	20	Want a garden	7
Help older/disabled tenants	16	Tenant mix	6
Help with gardening	10	Check on tenants, visit us	4
Window cleaning service	6	Check tenants	4
More wardens	5	Condition of property for new tenants	2
Decorating service for older tenants	5	Evict problem tenants	2
Landlord do more repairs for free	5		
		<b>OTHER (7%)</b>	
		Other	266

When tenants were asked what improvements they would like to see to their property or area, the focus of responses were around improving day-to-day repairs (21%), local problems (6%), planned maintenance/modernisation work (5%) and grounds maintenance (5%); while a number of tenants mentioned estate management (3%), security (2%), refuse collection (2%), facilities for children (1%), building communities (1%) and social responsibilities (1%).

A significant number of tenants mentioned areas and services which were not directly related to either their property or area – tenancy services and support (10%), relationship with tenants (8%), tenancy management (5%), customer services (5%) and tenant information and participation (3%). Encouragingly, 5% of the responses were



positive comments. 1% of tenants mentioned the complaints system and 14% of tenants mentioned other issues such as lower rents and better rent statements.

In terms of day-to-day repairs, tenants want to see repairs carried out quicker (72 tenants), better contractors (46 tenants), quality repair work (44 tenants) and properties inspected for repairs (44 tenants). A number of tenants wanted more suitable appointment times, more information about appointment times and appointments being kept (45 tenants), repair work to be carried out (20 tenants) and completed on the first visit (15 tenants).

A number of tenants would like help with decoration, gardening, repairs and a window cleaning service (118 tenants).

105 tenants mentioned that they would like their landlord to listen to them, visit them, be more caring, understanding, considerate, helpful and polite; and also to be fair, impartial, honest and responsible.

In terms of local problems, the main problems were again linked to car parking (51 tenants), while a number of tenants mentioned anti-social behaviour (17 tenants), litter (13 tenants) and dog-fouling (12 tenants).

Tenancy management issues were linked to tenants wanting transfers (16 tenants), consideration for tenants already in the area when making allocations (13 tenants) and the condition of the property for new tenants (11 tenants).

For tenants who mentioned planned maintenance or modernisation work and grounds maintenance the views largely followed the responses in the early question.

A small number of tenants mentioned customer services, with regards to extended opening hours (16 tenants), ease of contact (14 tenants) and the need to return telephone calls (13 tenants).



<b>Figure 3.17 Improvements tenants would like to see to their property or area (1461 responses)</b>	
<b>DAY TO DAY REPAIRS (21%)</b>	
Quicker repairs	72
Better contractors	46
Inspect properties for repairs	44
Quality repairs, check repair work	44
More suitable appointment times	25
Carry out the repairs	20
Do repair first time, finish the job	15
Repairs and maintenance - general	14
More information about repair work	12
Keep appointments	8
<b>TENANCY SERVICES AND SUPPORT (10%)</b>	
Help older/disabled tenants with decorating	43
Garden service	36
Decorating service	25
Window cleaning service	11
More wardens	14
Aids and adaptations, including showers	10
Help tenants with repairs	3
Look after new tenants	2
<b>RELATIONSHIP WITH TENANTS (8%)</b>	
Listen to tenants	35
Visit us	33
Be more caring, understanding, considerate, respect tenants	21
Be honest, fair, impartial, responsible	16
Be more helpful, polite	7
<b>LOCAL PROBLEMS (6%)</b>	
Car parking problems	51
Anti-social behaviour	17
Litter problems	13
Dog fouling	12
Neighbour problems	9
Traffic calming	8
Noise from other people, children	8
Improve area/local problems	5
More police	4
Stop fly tipping	4
Other (property damage, abandoned cars, bonfires, graffiti, drugs, other crime, racial harassment)	7
<b>TENANCY MANAGEMENT (5%)</b>	
Transfers	16
Make sensitive allocations	13
Standard of property when move in	11
Better accommodation	11
Deal with problem neighbours	9
<b>CUSTOMER SERVICES (5%)</b>	
Extend opening hours	16
Ease of contact, better contact information	14
Return telephone calls	13
Better internal communication	5
Answer letters	4
Improve website	4
More access to senior management, staff, Housing Officers	4
Direct phone lines, named contact	3
Answer phone	2
Deal with our problems	2
Free phone	2
Better staff training	2
Use email	1
Improve customer service	1
<b>ESTATE MANAGEMENT (3%)</b>	
Improve cleaning of communal areas	15
Better street cleaning	6
Tidy up estate	5
Washing lines	3
Untidy tenant gardens	6
Handyman	2
Road repairs	4
<b>TENANT INFORMATION AND PARTICIPATION (3%)</b>	
Keep tenants informed	19
Consult/involve tenants more, let tenants have more say	9
More face to face contact, talk to us, more meeting	10
<b>SECURITY (2%)</b>	
Street lighting	16
Improved security, window locks, intercoms	12
<b>REFUSE COLLECTION (2%)</b>	
Improved rubbish collection , wheelie bins, more rubbish bins	18
Removal service for large items, skip service	9
Garden waste bins	2
Recycling bins, bottle bank	4
<b>FACILITIES FOR CHILDREN (1%)</b>	
Activities for kids/children, youth clubs	11
Play areas	7
<b>BUILDING COMMUNITIES (1%)</b>	
More local facilities, buses, leisure facilities	10
Encourage a community spirit	4
More parks/open spaces	4



Enforce tenancy agreements	5		
Overcrowding	3		
Check new tenants	3		
Allocations to local people	2		
<b>PLANNED MAINTENANCE/MODERNISATION WORK (5%)</b>			
Kitchen, bathrooms, more information	23		
Property condition	14		
Better heating system	12		
Guttering and drains	11		
External maintenance	8		
New doors	4		
<b>GROUNDS MAINTENANCE (5%)</b>			
Pathways and driveways	20		
Grass cutting	15		
Grounds maintenance	16		
Tree cutting	11		
Gates and fences	11		
Hedges	7		
<b>POSITIVE COMMENTS (5%)</b>			
Positive comment, satisfied	72		
<b>SOCIAL RESPONSIBILITY (1%)</b>			
Provide more houses	4		
Help house younger people	3		
Deal with empty properties	2		
Serve community needs	1		
Support single mothers	1		
Help lower income tenants	1		
<b>COMPLAINTS (1%)</b>			
Reply, act on complaints	10		
<b>OTHER (14%)</b>			
Other	136		
Lower rents	29		
Better rent statements	10		
Rent collection/payment methods	7		
Right To Buy information	6		
Do what you promised	6		
Improve service	2		
Reward good tenants	2		



#### 4. DEMOGRAPHIC INFLUENCES

The Feedback database, which now contains data for more than 350,000 social housing tenants, shows that BME tenants, younger tenants and families are generally less satisfied with their housing service. A link has also been found between tenant satisfaction and the level of deprivation of the area in which tenants live, as measured by the Index of Multiple Deprivation (IMD), which has been divided into four equal groupings (or quartiles). The IMD is constructed at ward level from a number of indicators covering six areas: income, employment, health and disability, education/skills/training, housing and geographical access to services. For this analysis, all survey address postcodes were matched to wards with the corresponding IMD then applied to each address.

Tenants living in more deprived areas are generally less satisfied than other tenants; none of Sentinel HA tenants live the worst quartile of wards. Although 27% live in the second quartile of deprived wards, 73% of Sentinel HA stock is in wards that are above average, in terms of the levels of deprivation (45% of in the top quartile). These findings may be more significant at the local level, however would suggest that the local neighbourhood is not contributing to lower satisfaction ratings.

The survey shows that certain groups of tenants are more satisfied than other groups. Older tenants are often more satisfied than families. Retired tenants are more satisfied than working tenants and those at home looking after family. Long-standing tenants (over 21 years) are more satisfied than relatively new to medium-term tenants (2 to 20 years). New tenants awarded mixed ratings, while permanently sick or disabled tenants are just as satisfied as the average tenant. BME tenants are on some occasions more satisfied than non-BME tenants. Although this is not always the case for every aspect of the home and service provided by Sentinel HA, and some groups of tenants are sometimes satisfied and sometimes dissatisfied, the findings are similar to those of other landlords who have used the STATUS survey.



## Older tenants

Older tenants account for just under half of the tenants (46%), and their impact on overall satisfaction ratings is considerable. The survey found, as with other surveys, that older tenants (single tenants and couples) are one of the most satisfied groups of tenants – and on the whole single older tenants are just as satisfied as older couples. Older tenants rated their landlord overall very highly (88% - 90%) and were impressed with the value for money from the rent (82% - 86%) and service charge (71% - 77%), accommodation (both 94%) and the condition of the property (both 91%).

They like the neighbourhood in which they live, rating the reputation (81% - 83%), community spirit (68% - 72%), environment (71% - 77%) and car parking (56% - 58%) higher than other tenants. When older tenants contacted their landlord they found staff easy to contact (83% - 84%), helpful (93% - 94%), able to solve their problems (89% - 90%) and were more satisfied with the outcome of contact (82% - 84%).

Older tenants were pleased with the repairs service overall (87% - 89%) and rated all aspects of the service higher than average. Older tenants felt very informed (91% - 94%), that more account was taken of their views (67% older couples) and were more satisfied with the opportunities for tenant involvement (56% - 60%).

## Length of tenancy

Sentinel HA tenants generally followed the usual pattern of other landlords as regards satisfaction and length of tenancy. New tenants at some landlords are more satisfied than average, while at others they are less satisfied than average. At Sentinel HA new tenants were often just as satisfied as the “average” tenant; although they are slightly more satisfied with the value for money from the rent (86%) and service charge (72%), the Customer Service Centre (95%) and the helpfulness of staff (93%) they are less satisfied with the repairs service (70%) and the reputation of their neighbourhood (64%).

Like many other landlords satisfaction levels did dip with an increase in the length of tenancy; and like many landlords medium-term tenants are the least satisfied. However, at Sentinel HA the least satisfied tenants are those with tenancies between 1 and 10



years, while 11 to 20 year tenants also rated some aspects of the service lower. One to two year tenants – who are still relatively new tenants - were less satisfied with the landlord overall (75%), accommodation (77%), condition of property (74%), tenant contact (ease of contact (66%), helpfulness of staff (84%), ability to deal with problems (73%) and satisfaction with outcome (63%), overall repairs service (72%) and opportunities for involvement (46%). They also rated their neighbourhood lower in terms of reputation (57%), community spirit (50%) and quality of the environment (60%).

Medium-term tenants (3 to 5 years) were also less satisfied with the value for money from the rent (69%) and service charge (57%), accommodation (79%), condition of property (76%), tenant contact (ease of contact (72%), helpfulness of staff (85%), ability to deal with problems (77%) and satisfaction with outcome (61%) and the overall repairs service (71%). They too rated their neighbourhood lower in terms of reputation (63%), community spirit (51%) and quality of the environment (59%).

Six to ten year tenants were less satisfied with the landlord overall (75%), value for money from the rent (69%) and service charge (54%), accommodation (78%), condition of property (75%), ease of contacting staff (70%), repairs service (69%) and keeping tenants informed (80%). They rated their neighbourhood lower in terms of reputation (62%), community spirit (50%) and quality of the environment (57%).

Tenants who have been with Sentinel HA for between 11 and 20 years are more satisfied than medium-term tenants (1 to 10 years), however they still awarded lower ratings for the landlord overall (76%), value for money from the rent (70%) and service charge (57%), condition of the property (75%) and the account taken of their views (58%). They also rated the community spirit (51%) and quality of the environment (58%) below average.

Longstanding tenants (over 21 years) followed the pattern found at the majority of other landlords and awarded higher ratings. They were particularly satisfied with the landlord overall (87%), value for money from the rent (80%) and service charge (72%), accommodation (93%), condition of property (90%), neighbourhood (reputation (78%),



community spirit (64%) and environment (71%)), tenant contact (ease of contact (84%), helpfulness of staff (93%), ability to deal with problems (89%) and satisfaction with outcome (81%)), repairs overall (86%) and keeping tenants informed (91%).

## **Families**

Families (both one-parent and two-parent) account for just under a quarter of Sentinel HA tenants (23%) and unfortunately they are one of the least satisfied groups of tenants – a finding which is repeated in the majority of other status surveys. Two-parent families are considerably less satisfied than one-parent families. The lower levels of satisfaction may be linked to higher levels of aspirations amongst families and is obviously an important factor for consideration within the drive for continuous improvement across the sector.

Families rated most services below average; they are not as satisfied with their landlord overall (75% one-parent and 65% two-parent), value for money from the rent (60% - 71%) and service charge (46% - 57%), accommodation (71% - 80%), condition of property (67% - 74%) and the repairs service overall (57% - 68%). Families are less satisfied with the neighbourhood in terms of its reputation (both 56%), community spirit (43% - 45%), quality of the environment (34% two-parent families) and reported more local problems with than other tenants.

High percentages of families contact their landlord each year (82% - 84%) and were often less impressed with customer care. Fewer families found it easy to contact the right member of staff (71% - 72%), they found staff slightly less helpful (83% - 85%), less able to deal with their problems (75% - 79%) and they were considerably less satisfied with the final outcome (61% - 63%). Families also felt slightly less informed (79% - 83%) and were considerably less satisfied with the opportunities for involvement (36% - 44%).

## **Economic status**

Retired tenants are highly satisfied with all aspects of their homes and the housing services provided by Sentinel HA. Their ratings match, or are extremely close to, the ratings of older tenants; however they were noticeably no more satisfied with the



account taken of their views (65%) than the average tenant (63%).

Around a third of tenants are working households and therefore they are an important group. Like many other landlords, working tenants at Sentinel HA are less satisfied than the “average” tenant. Working tenants awarded lower ratings for the landlord overall (72% - 76%), value for money from the rent (66% - 68%) and service charge (49% - 55%), accommodation (80% - 81%), condition of the property (72% - 74%), satisfaction after contact (both 65%), repairs overall (69% - 73%) and the opportunities for involvement (45% - 46%). Working tenants also thought less of their neighbourhood in terms of reputation (59% - 63%), community spirit (46% - 49%) and environment (53% full-time working tenants).

10% of principal tenants are at home looking after a family and they were on occasions less satisfied; they awarded lower ratings for landlord overall (75%), value for money from the rent (69%) and service charge (56%), accommodation (81%), condition of the property (76%), neighbourhood (reputation (59%), community spirit (49%) and environment (58%)), satisfaction after contact (65%) and repairs overall (64%). A considerable percentage of tenants are also permanently sick or disabled (11% principal tenants) and are just as satisfied as the average tenant.

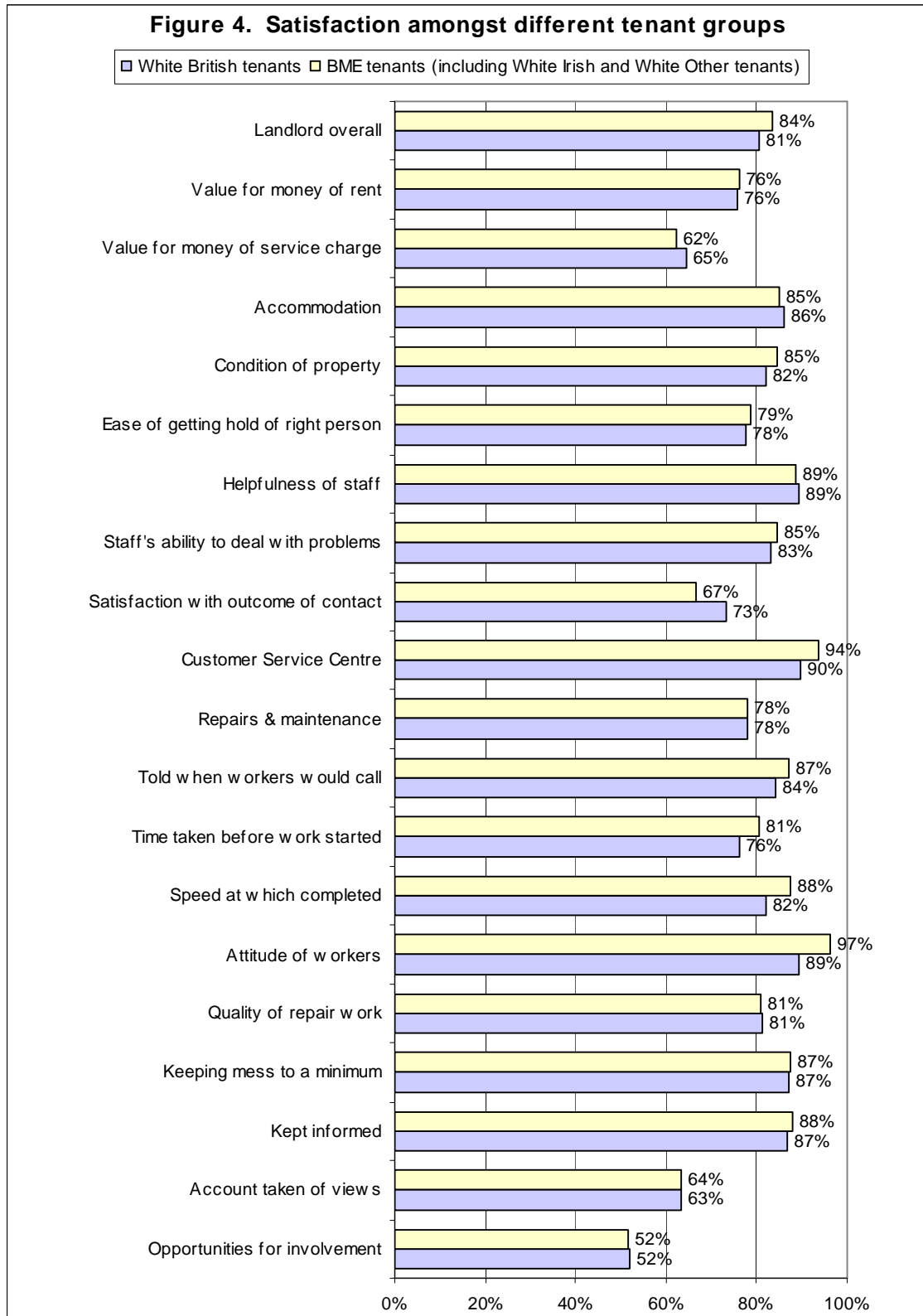
### **BME tenants**

Few of Sentinel HA tenants are BME tenants (4%), with no group of notable size. When the satisfaction ratings of BME (including White Irish and Other White tenants) and Non-BME tenants are compared, there are some differences – however the results must be treated with caution due to the low number of BME tenants.

Encouragingly the survey found that there were little difference between BME tenants and Non-BME tenants. While in other areas BME tenants are slightly more satisfied than Non-BME tenants - landlord overall (3% higher), condition of property (3% higher), Customer Service Centre (4% lower) and individual aspects of the repairs service (information given (3% higher), time taken before work started (4% higher), speed of workers (6% higher) and attitude of workers (7% higher)). BME tenants were only less



satisfied in one area – satisfaction with the outcome after contacting their landlord (7% lower).





## 5. KEY DRIVER ANALYSIS

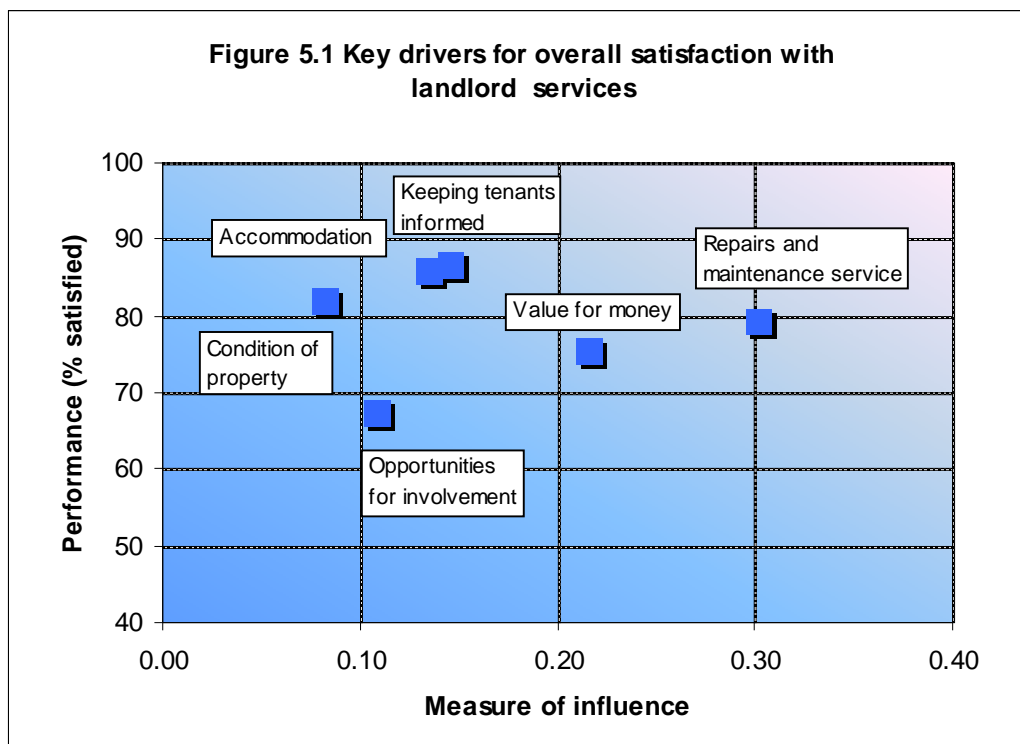
The report to date has examined the survey results using very simple analysis, and the results simply show how satisfied tenants are with various aspects of the service they receive. In order to fully understand which services are key to residents' overall satisfaction, the statistical process called Key Driver Analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determines which elements of the service are actually the key drivers for customers' overall satisfaction.

### 5.1 Overall landlord satisfaction

In order to examine the relationship between various aspects of the service and residents' overall satisfaction with their landlord, the following aspects were compared; satisfaction with the repairs service, value for money, accommodation, condition of property, neighbourhood, keeping tenants informed, account taken of views and opportunities for involvement. The chart below shows the results and the greater the number for the influence the more important this aspect of service is.

In terms of overall satisfaction with service provided by Sentinel HA, the key driver is the repairs and maintenance service, followed by value for money. The analysis also found that overall satisfaction is influenced more by satisfaction with accommodation and keeping residents informed than by the condition of the property and the opportunities for involvement; the latter rated lower than the former. Only a weak relationship exists between overall satisfaction and taking account of residents' views, in fact the relationships could be due to chance and therefore has not been plotted in the chart.

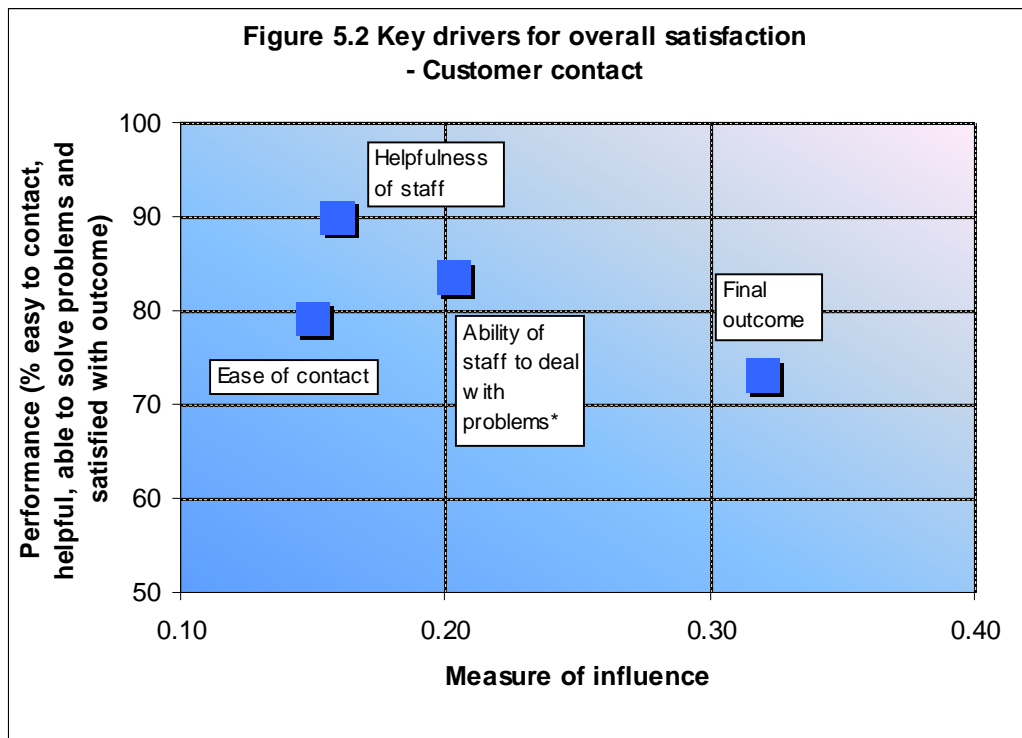
These findings reveal that, Sentinel HA should concentrate its resources on the repairs and maintenance service and value for money, and any improvement will have a corresponding benefit in terms of overall resident satisfaction with the landlord.



## 5.2 Customer contact

Key Driver Analysis was also used to examine the relationship between overall satisfaction with the landlord and the various aspects of customer contact measured in the survey. The findings indicate that, in terms of overall satisfaction with the landlord, the most influential aspect of service is satisfaction with the final outcome; far more so than the ability of staff to deal with problems, the helpfulness of staff and the ease of contact.

Sentinel HA should concentrate its resources on improving satisfaction with the final outcome (which has the lowest rating and is closely linked to the ability of staff to deal with problems) to increase overall resident satisfaction. \*The analysis also confirmed the strong relationship between the ability of staff to deal with the problem and satisfaction with the final outcome.



### 5.3 Repairs Service

Key Driver Analysis was also used to examine the relationship between various aspects of the repairs service for the last completed repair and residents overall view of the service.

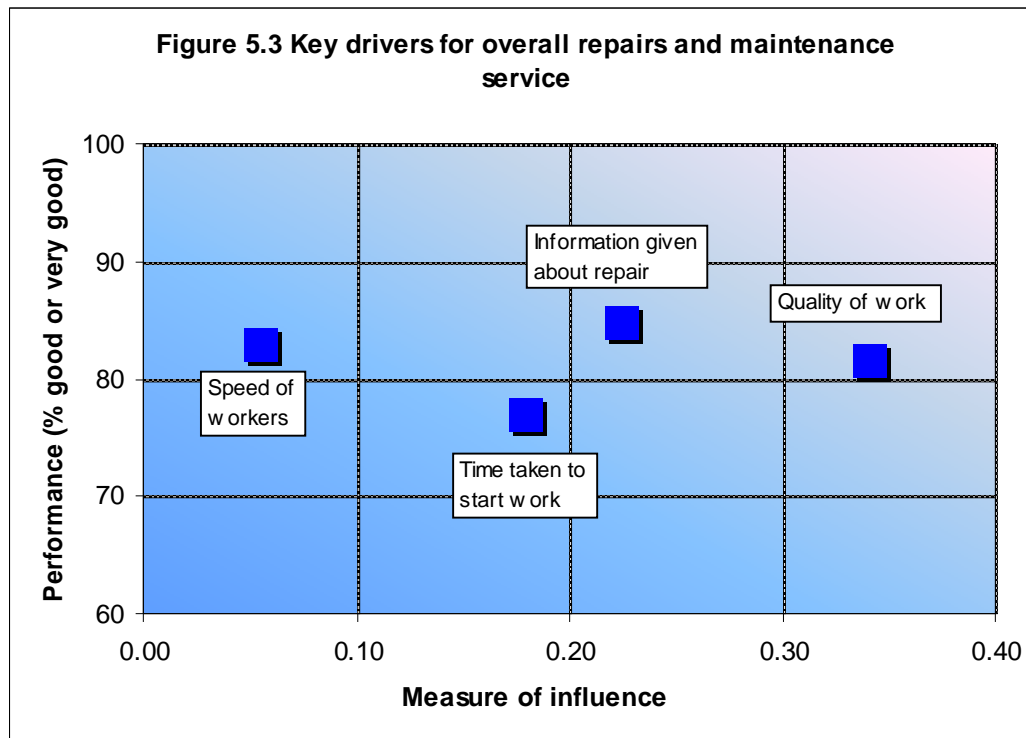
The findings indicate that, in terms of overall satisfaction with the repairs and maintenance service, the most important aspect of service is the overall quality of the repair work, followed by the information given out about the repair and the time taken before the repair work started. While the speed of the workers did have an impact on overall satisfaction but it is not as important as other aspects of the service.

The analysis also found only a weak relationship between satisfaction with the attitude of the workers and their ability to minimise dirt and mess and overall satisfaction, which is not statistically significant and could be due to chance.

Sentinel HA should concentrate its resources on improving the quality of the work and the information given out, and also the time taken before the work started - which had a



lower performance rating. This will enable them to drive up resident satisfaction with the overall repairs service.





## 6. DIFFERENCES BETWEEN THE MANAGEMENT AREAS

This section of the report looks at significant differences between tenants living in the eleven subgroups defined in this survey. The subgroups range in size from Bishops Green with just 72 tenants to the Rural Areas with over 2,039 tenants. The majority of subgroups range between 176 and 424 tenants, apart from those mentioned previously and Oakridge (657 tenants) and Popley (1,080 tenants). The recommended sampling errors for subgroups is +/-10% or lower and all fall below this criterion apart from Bishops Green (+/-14.8%) and therefore the results from this subgroup must be treated with caution. Differences in the demographic profile of tenants and their satisfaction levels are recorded. It is also worthwhile remembering that differences between the satisfaction levels of the subgroups can be due to demographic rather than any geographical differences. Older tenants, as shown in the previous chapter, are the most satisfied group of tenants, and areas with high percentages of older tenants can have correspondingly higher satisfaction ratings.

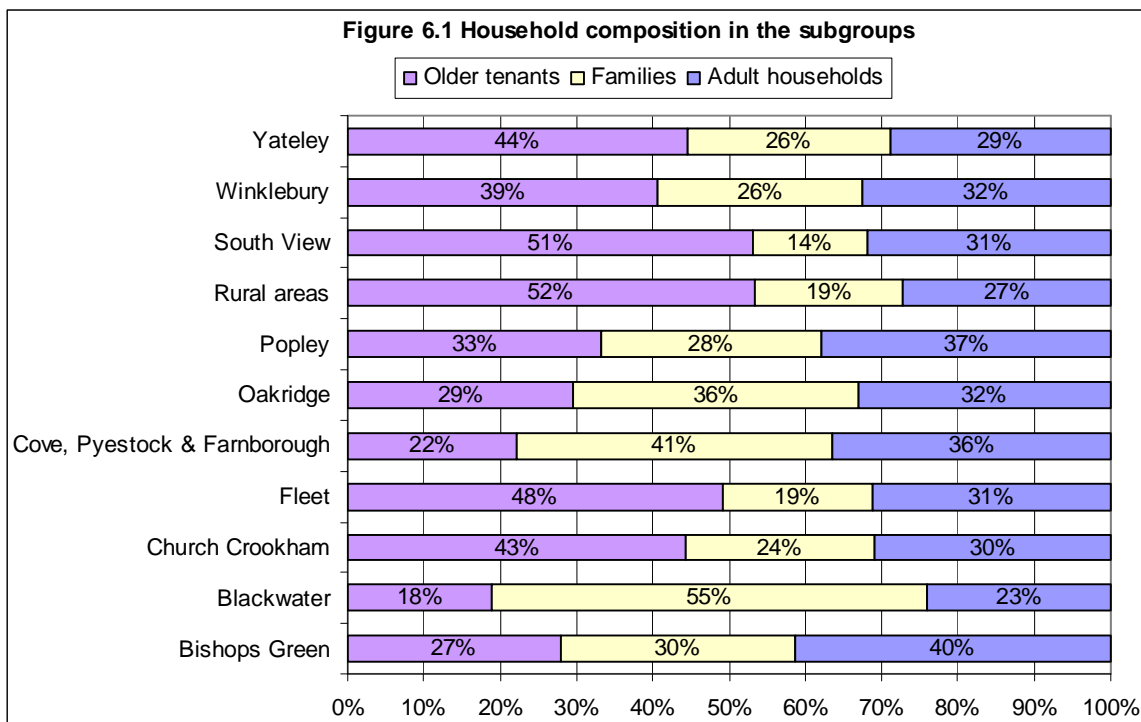
### 6.1 Tenant profile

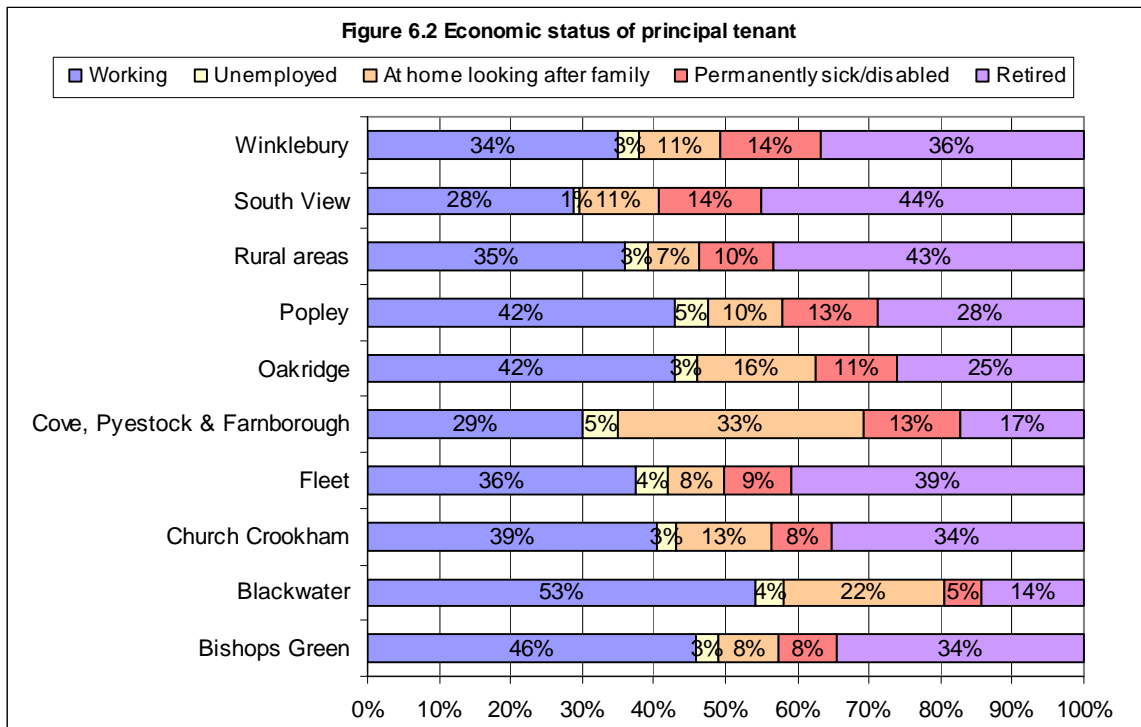
There are considerable differences in tenant profiles between the eleven areas. Notably there are more older tenants in Winklebury (39%), Church Crookham (43%), Yateley (44%), Fleet (48%), South View (51%) and the Rural Areas (52%) than the remaining five areas. A higher percentage of families are found in Oakridge (36%), Cove/ Pyestock & Farnborough (41%) and especially Blackwater (55%). The percentage of adult household usually falls between 27% and 37%, with the exception of Blackwater (23%) and Bishops Green (40%).

In terms of employment, there are also significant differences. South View (28%) and Cove/Pyestock & Farnborough (29%) have the lowest percentage of principal tenants working, while Bishops Green (46%) and Blackwater (53%) have the highest. It is worth noting that where a tenant has a partner or spouse they are more likely to be in employment than the person completing the questionnaire. More partners are also



working in Oakridge (46%) and especially Bishops Green (67%). More tenants in Fleet (39%) the Rural Areas (43%) and South View (44%) are retired tenants compared to the other areas. In terms of unemployment all areas have similar lower levels of unemployment for principal tenants (1% to 5%). In terms of ethnic origin, there are slightly more BME tenants in Blackwater (7%) than any other areas (0% - 3%).





## 6.2 Overall satisfaction

Looking at overall satisfaction within the eleven subgroups in the chart below, two general trends are noted – the low levels of satisfaction in Bishops Green and the slightly higher levels in Cove/Pyestock & Farnborough South View and the Rural Areas.

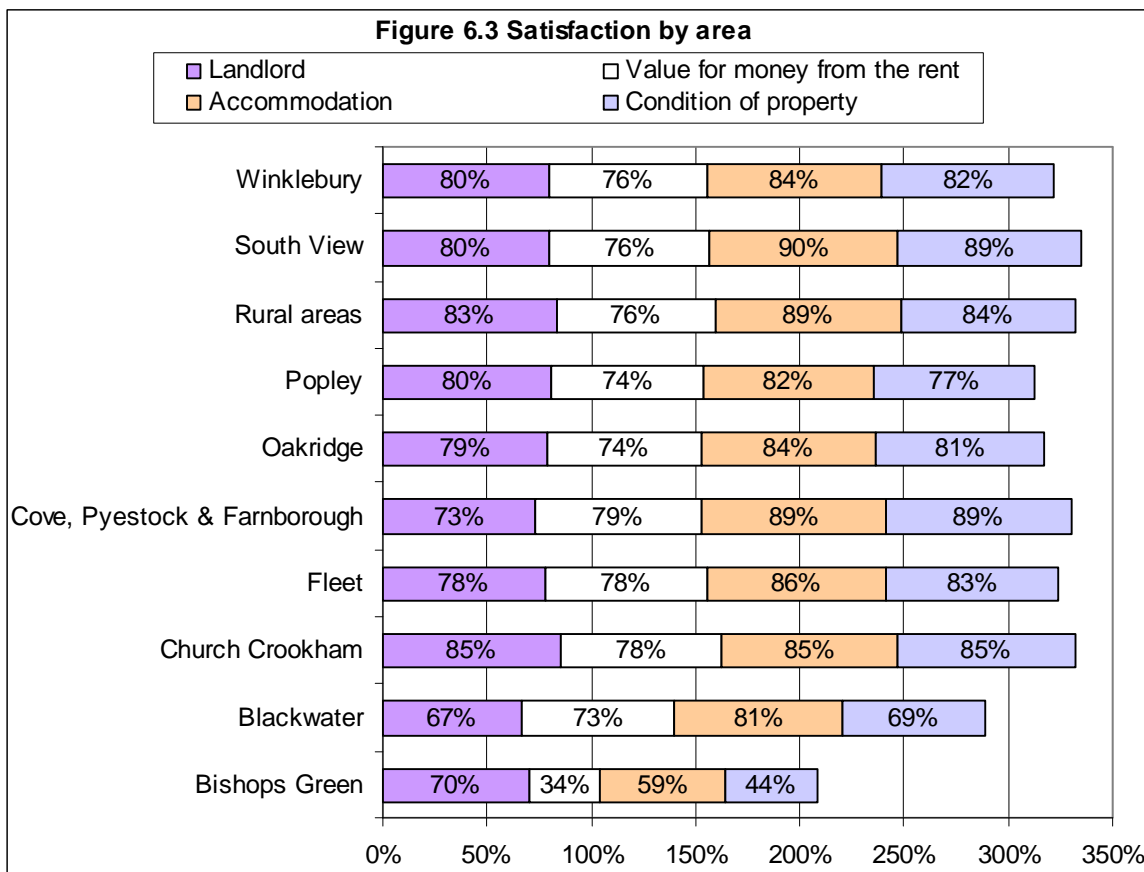
Satisfaction with the landlord is in many arrears around 80% (76% - 83%, Fleet, Oakridge, Popley, Rural Areas, South View, Winklebury and Yateley). Notably fewer tenants however, are satisfied in Bishops Green, Blackwater and Cove (67% - 73%), while more are in Church Crookham (85%).

Satisfaction with the value for money from the rent is remarkably similar in the different management areas (73% - 79%), while there is much more variation in terms of the value for money from the service charge. Tenants in Church Crookham and Fleet are not as satisfied (both 55%) as those in Blackwater, Oakridge, Popley, Winklebury and Yateley (59% - 63%), who are less satisfied than those in Cove/Pyestock & Farnborough South View and the Rural Areas (65% - 70%). Few tenants in Bishops Green, who have not yet been mentioned, are satisfied with the value for money from either the rent (34%) or



the service charge (32%).

Satisfaction with the accommodation is generally consistently high amongst tenants (82% - 90%), although again in Bishops Green it is much lower (59%). And, while tenants in the majority of areas are satisfied with the condition of their property (81% - 89%), fewer tenants in Blackwater (69%), Popley (77%) and especially Bishops Green (44%) are as satisfied.



### 6.3 Neighbourhood and local issues

Satisfaction with the neighbourhood with regards to reputation, community spirit and environment, as well as car parking and access to facilities varies considerably between the areas. Tenants in Bishops Green, Cove/Pyestock & Farnborough Oakridge, and



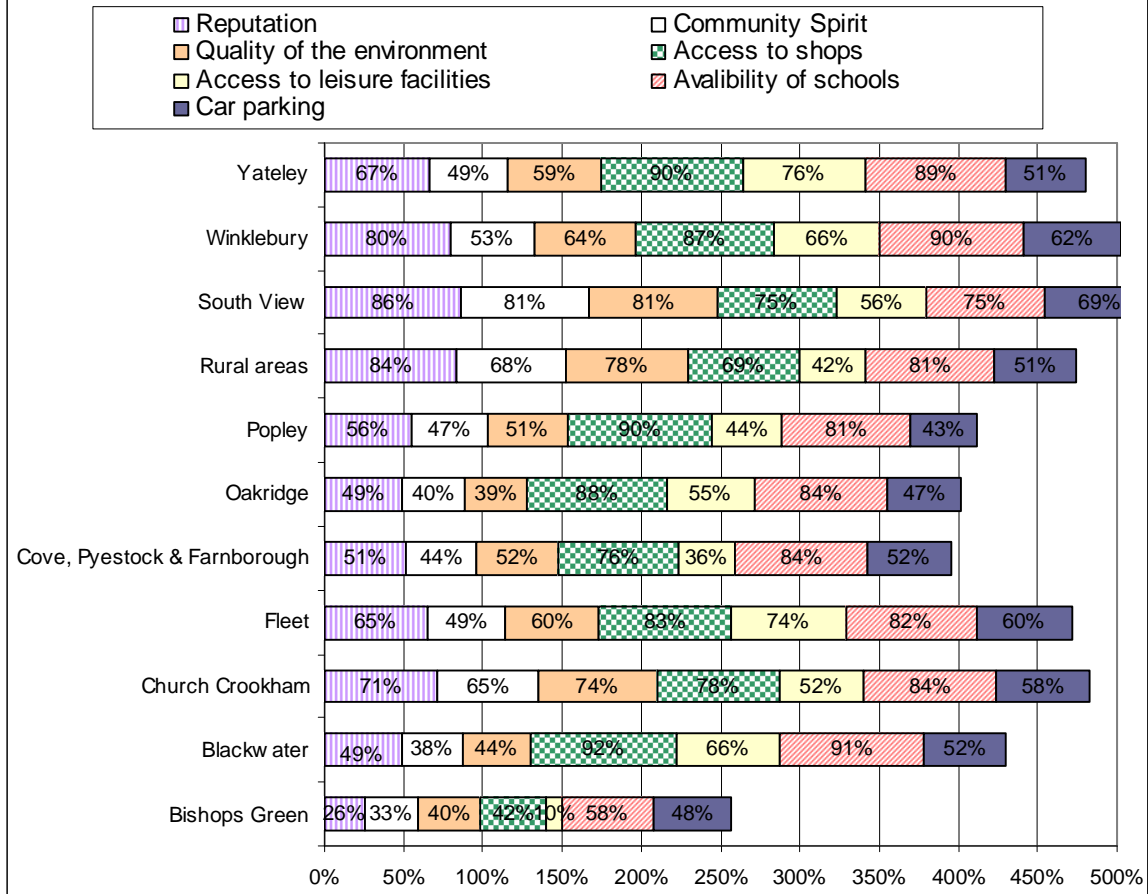
Popley are not as satisfied as those in South View and Winklebury – but the patterns are not always as clear cut.

Five areas stand out as having much lower ratings for their reputation, community spirit and quality of the environment – Bishops Green, Blackwater, Cover, Oakridge and Popley. Community spirit is also rated low in Fleet, Winklebury and Yateley. Only South View tenants rated community spirit highly (81%), while Church Crookham and the Rural Areas (65% - 68%) are also notably higher than elsewhere. Tenants in South View, Winklebury and the Rural areas thought that their neighbourhoods had the best reputation (80% - 86%), while the quality of the environment is rated highly in Church Crookham, South View and the Rural Areas (74% - 81%).

A high percentage of tenants in Blackwater, Oakridge, Popley, Winklebury and Yateley are satisfied with their access to shops (87% - 92%), while tenants in Fleet and Yateley are the most satisfied with the access to leisure facilities (74% - 76%). Tenants in Bishops Green (42%) and the Rural Area (69%) were the least impressed with their access to shops, while hardly any tenants in Bishops Green (10%) and less than half of the tenants in Cove/Pyestock & Farnborough Popley and the Rural Areas (36% - 44%) were satisfied with their access to leisure facilities. The availability of schools was more of a problem for tenants in Bishops Green (58%) and South View (75%) than tenants in other areas (81% - 91%). Lack of car parking is more problematic in Bishops Green, Oakridge and Popley (43% - 48%) than other areas.



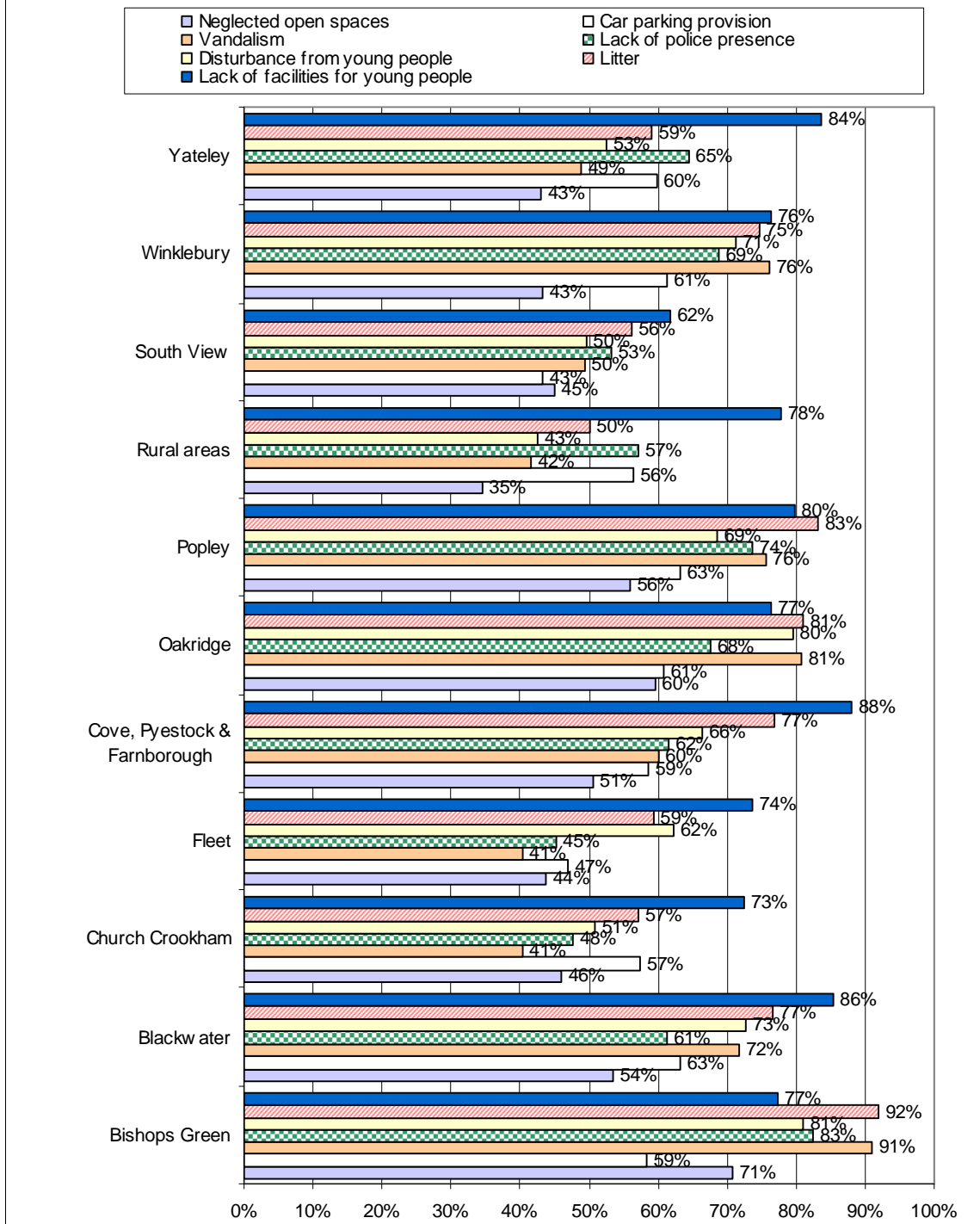
**Figure 6.4 Satisfaction with different aspects of the neighbourhood (for tenants who had an opinion)**



The following two charts show the levels of local problems in each area. Generally speaking tenants in Bishops Green, followed by those in Blackwater, Oakridge and Popley reported the highest levels of local problems, while those in Church Crookham, South View and the Rural Areas reported lower levels of problems.

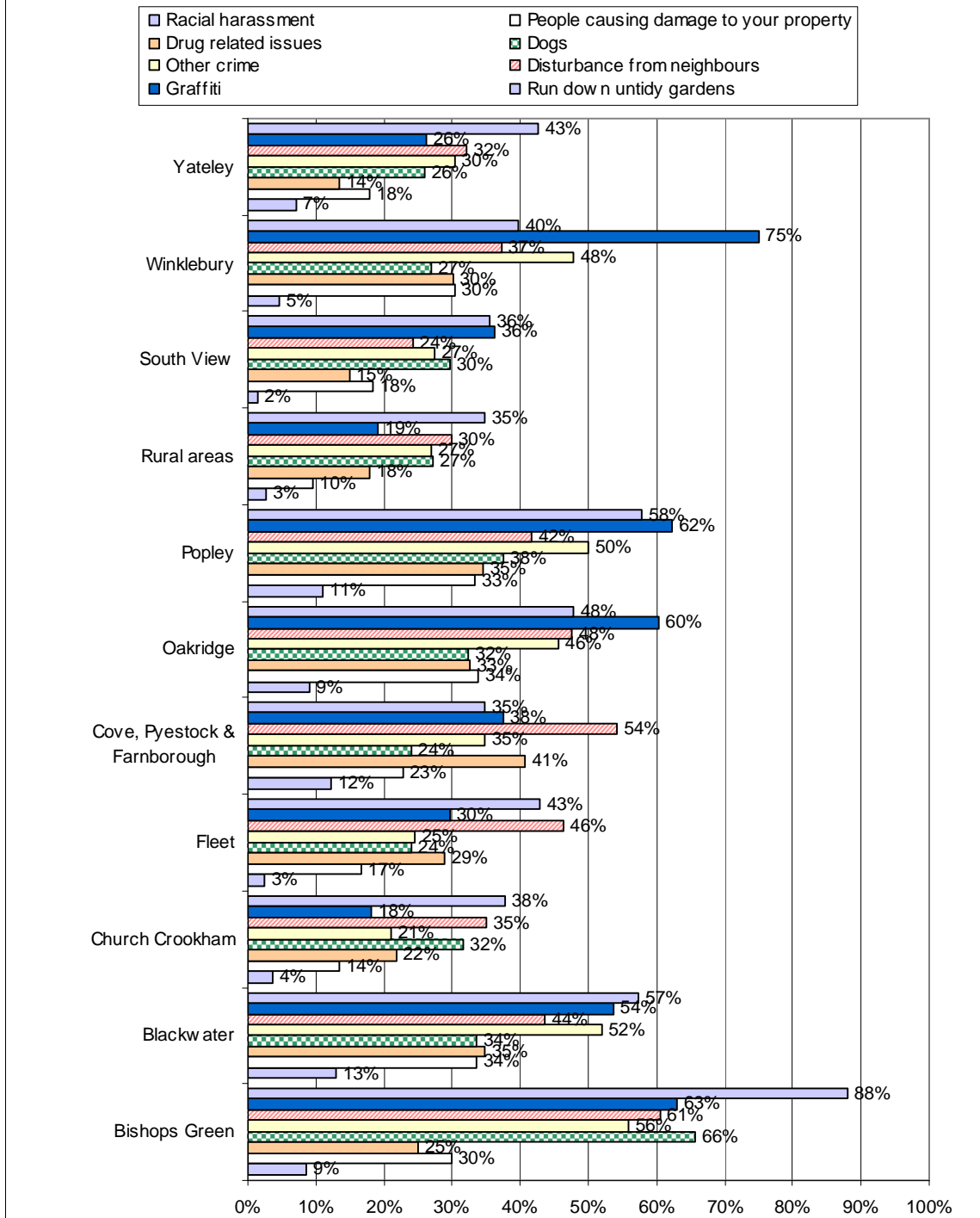


**Figure 6.5 Levels of local problems in each area  
(top 7 local problems only)**





**Figure 6.6 Levels of local problems in each area (remaining local problems only)**

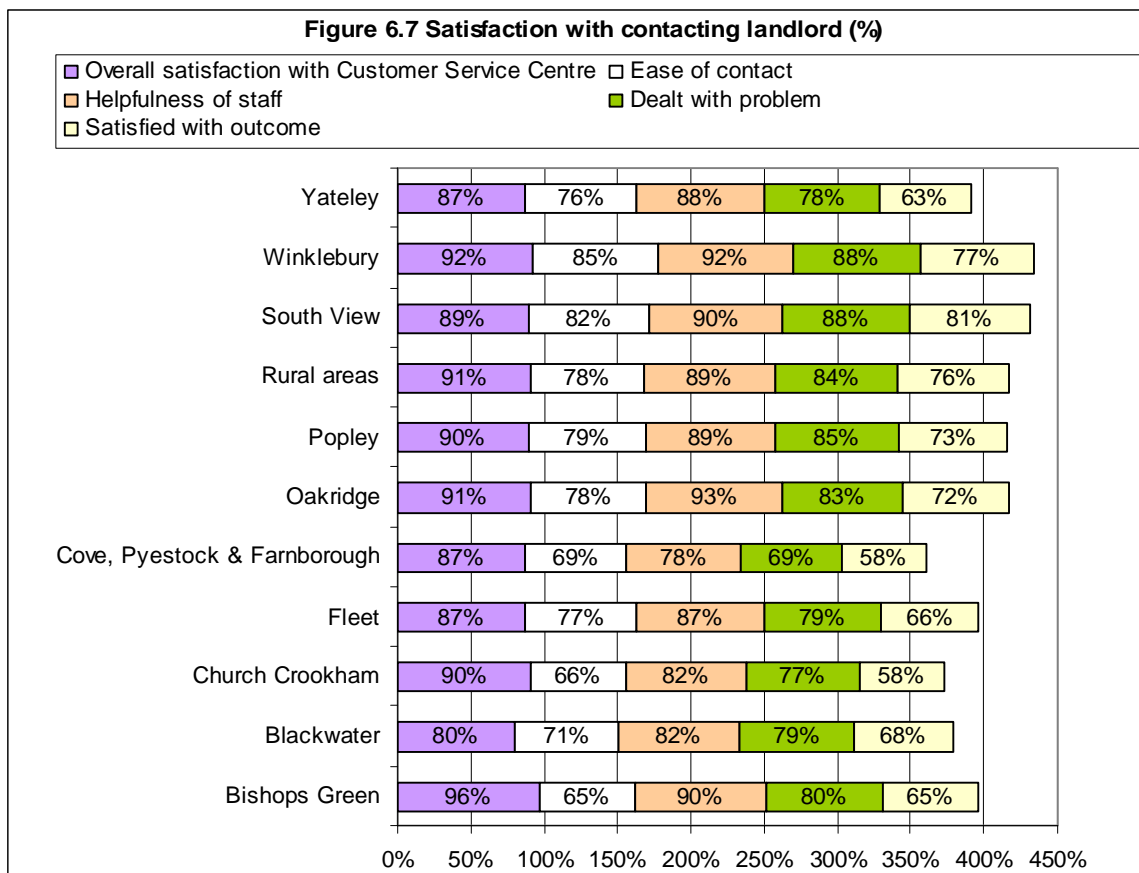




#### **6.4 Contact with landlord**

Tenants' perceptions about contact with Sentinel HA (getting hold of the right person, the ability of staff to deal with the problem and satisfaction with the final outcome) varied between the areas. Tenants in South View and Winklebury were generally the most impressed, while those in Church Crookham and Cove/Pyestock & Farnborough were the least impressed.

Tenants in South View and Winklebury awarded higher ratings for the ease of contact (82% - 85%), helpfulness of staff (90% - 92%), ability of staff to deal with problems (both 88%) and satisfaction with the outcome (77% - 81%); tenants in Oakridge also highly praised staff for their helpfulness (93%). Bishops Green tenants, who also awarded a high rating for the helpfulness of staff (90%), actually awarded the highest rating overall for the Customer Service Centre (96%). Despite this fewer Bishop Green tenants find it easy to contact the right member of staff (65%).



Three areas stand out as being the least satisfied with customer contact – Church Crookham, Cove/Pyestock & Farnborough and Blackwater. Fewer tenants in Church Crookham and Cove/Pyestock & Farnborough found it easy to contact the right person (66% - 69%), while tenants in all three areas found staff less helpful (78% - 82%), Cove/Pyestock & Farnborough tenants found staff less able to deal with their problems (69%) and those in Church Crookham and Cove/Pyestock & Farnborough were less satisfied with the final outcome (both 58%). Blackwater tenants actually awarded the lowest rating to the Customer Service Centre (80%) – some 7% lower than any other area.

## 6.5 Repairs

There are differences between areas in terms of tenants' use of and opinion of, the repairs service. For overall satisfaction with the service, tenants in Popley, the Rural Areas, South View, Winklebury and Yateley awarded the highest ratings (78% - 80%);



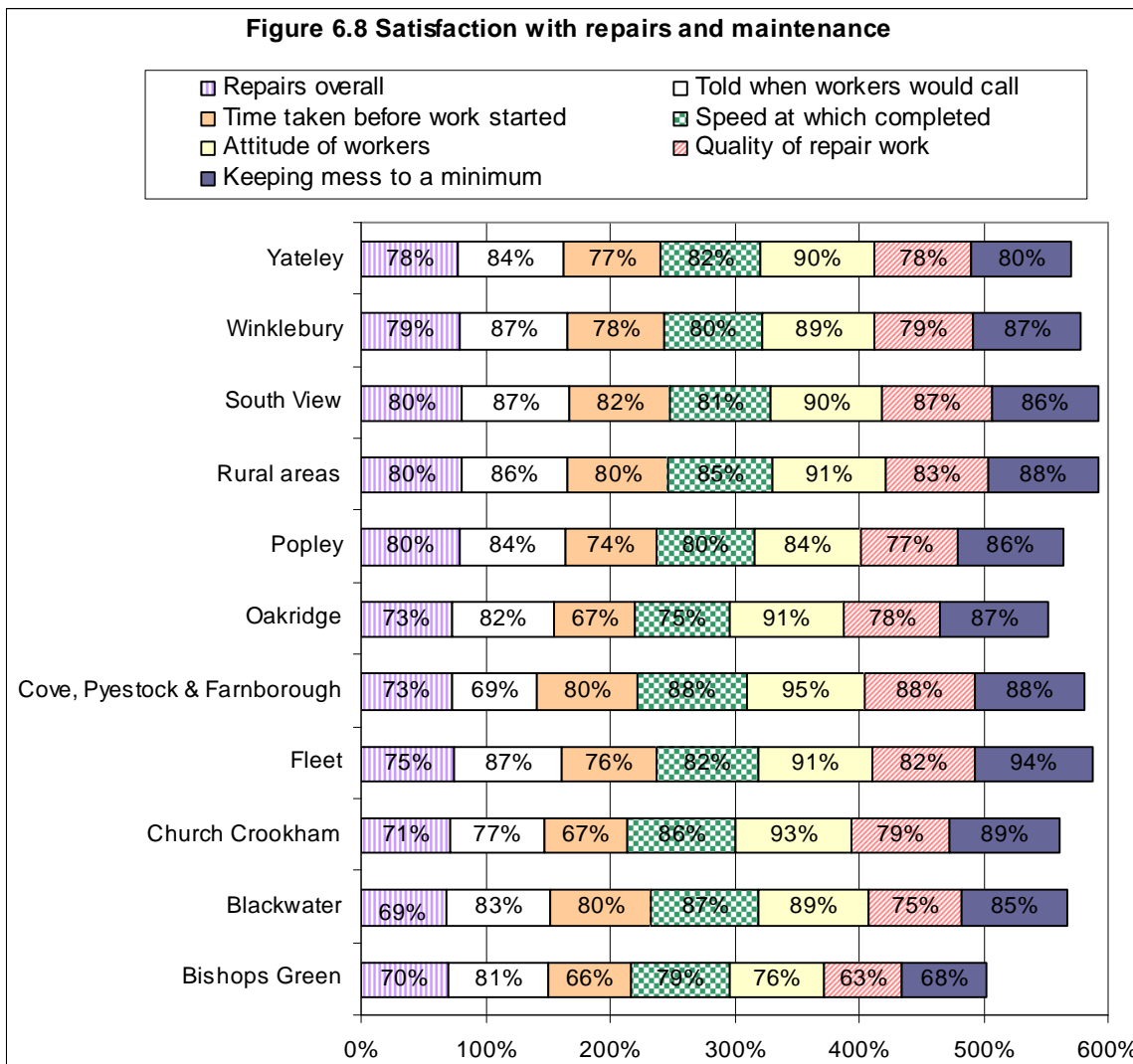
however in terms of the individual aspects of the repair some areas awarded higher ratings (Popley, Rural Areas, South View, Winklebury and Yateley), others lower ratings (Bishops Green and Oakridge) and a third group awarded a mixture of higher and lower ratings (Church Crookham, Cove/Pyestock & Farnborough and Yateley).

Satisfaction with the information given was best received in Fleet, the Rural Areas, South View and Winklebury (86% - 87%), while those in Cove/Pyestock & Farnborough were far less satisfied (69%). Tenants in Cove/Pyestock & Farnborough, the Rural Areas, Blackwater and South View were far more satisfied with the time they had to wait before the repair work started (80% - 82%) compared to tenants in Bishops Green, Church Crookham and Oakridge (66% - 67%).

Tenants in Church Crookham and the Rural Areas were happier with the speed of the workers (85% - 86%) than those in Oakridge (75%). The quality of the repair work was rated at its highest in Cove/Pyestock & Farnborough and South View (87% - 88%) – far higher than in Bishops Green (63%) and Blackwater (75%). While the attitude of the workers was rated very highly in Church Crookham and Cove/Pyestock & Farnborough (93% - 95%) and their ability to minimise dirt and mess in Fleet (94%), tenants in Bishops Green (76% and 68% respectively) and Yateley (80% ability to minimise dirt and mess) were not as satisfied.



**Figure 6.8 Satisfaction with repairs and maintenance**

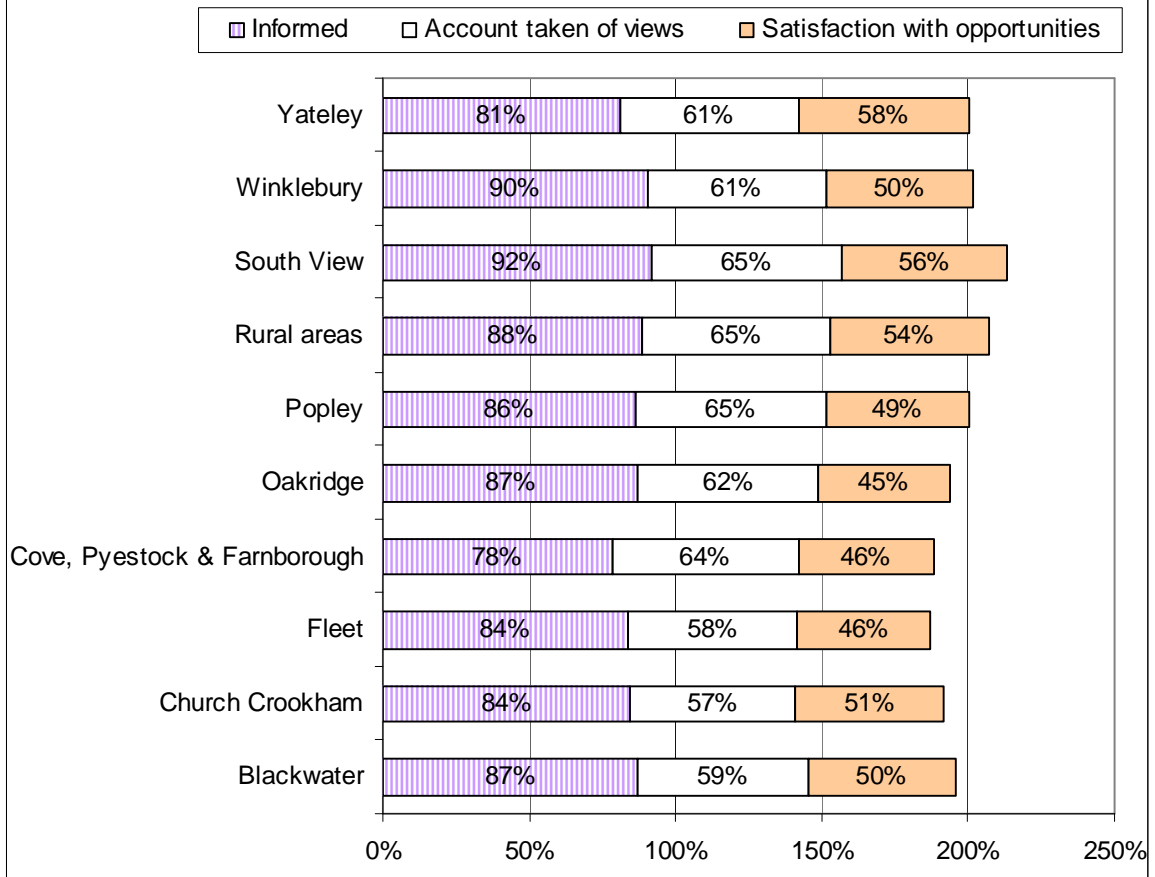


### 6.6 Communication and participation

Tenants in South View and Winklebury felt marginally more informed (90% - 92%) than their counterparts in other areas (81% - 88%), and especially those in Bishops Green (67%) and Cove/Pyestock & Farnborough (78%). Surprisingly though, Bishops Green felt that more account was taken of their views (70%) than tenants in other areas (61% - 65%) and especially those in Blackwater, Church Crookham and Fleet (57% - 58%). Satisfaction with the opportunities for involvement in decision-making was slightly higher in the Rural Areas, South View and Yateley (54% - 58%) than other areas (49% - 51%), with less satisfaction in Fleet, Cove/Pyestock & Farnborough and Oakridge (45% - 46%).



**Figure 6.9 Satisfaction with communication and tenant involvement**







## 7. SHELTERED TENANTS

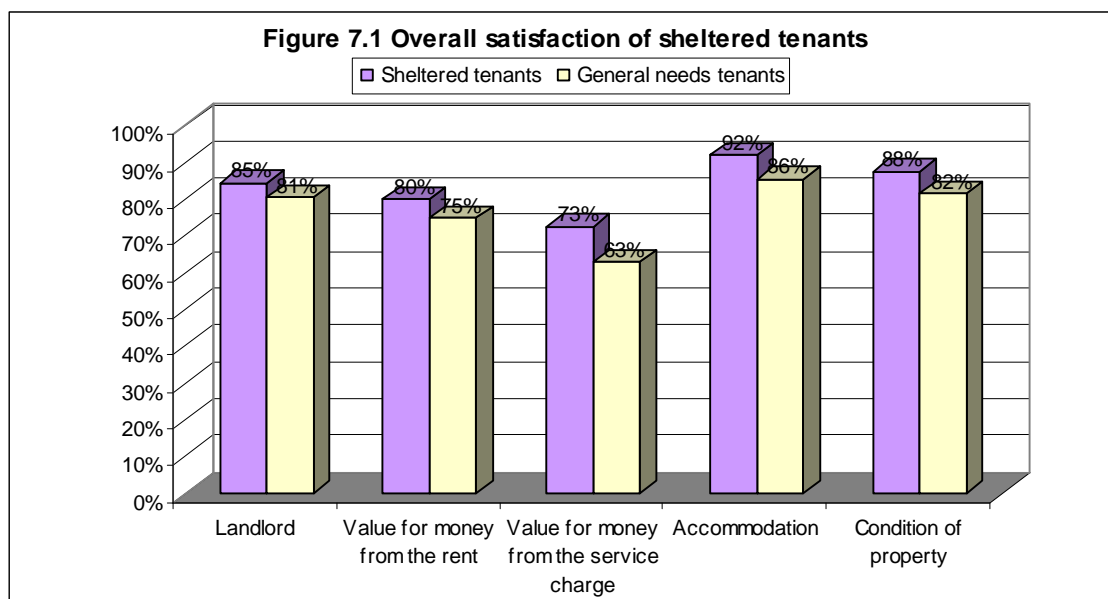
This section of the report looks at significant differences between the sheltered tenants and general needs tenants. Approximately 8% of Sentinel HA tenants are sheltered tenants. The data for sheltered tenants is accurate to within a margin of +/-3.4%.

### 7.1 Sheltered tenants - tenant profile

As expected the household composition of sheltered tenants differs greatly from general needs tenants. Not surprisingly most of the households are comprised of older tenants (90%), the vast majority being single older tenants (77%). 96% of sheltered tenants are White, either British (95%) or Irish (1%) tenants. A high percentage of principal sheltered tenants are over 75 years old (75%) and a further 18% are aged between 65 and 74 years old. As expected, the majority of sheltered tenants are retired (77% principal tenants and 59% partners); while 9% considered themselves as permanently sick or disabled. 98% of households claim state benefits, 68% of households are wholly reliant on state benefits and a further 30% partly.

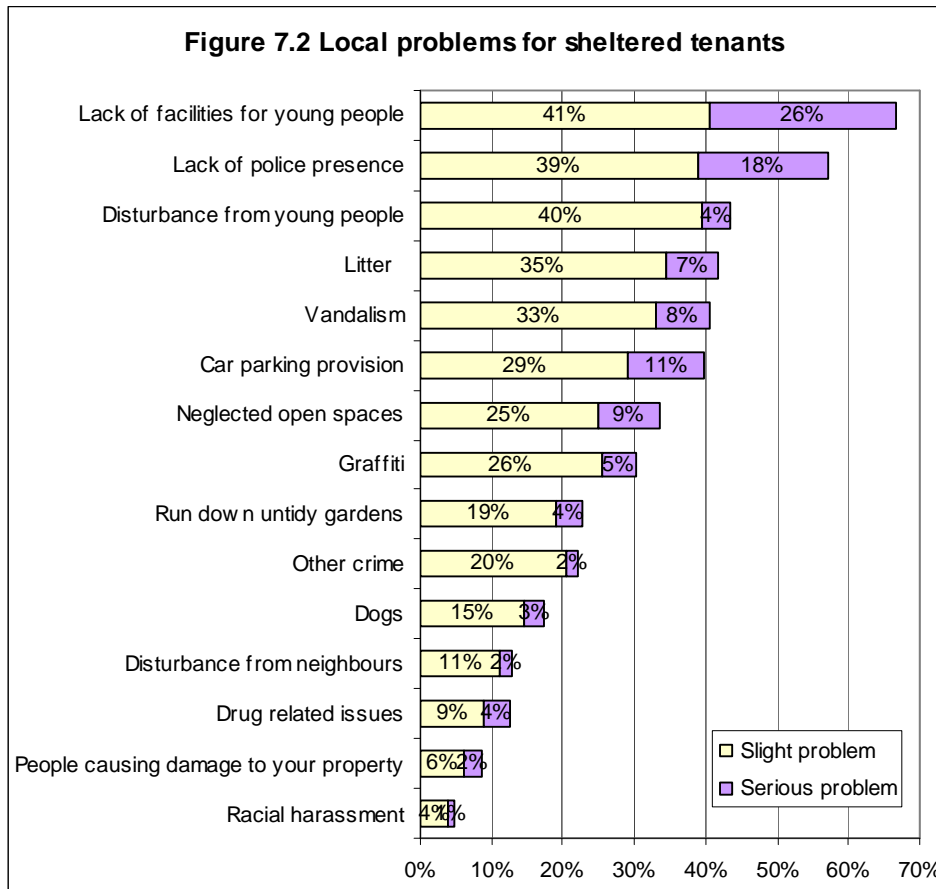
### 7.2 Overall satisfaction levels

Overall sheltered tenants are extremely happy with their homes and the services provided by Sentinel HA. Sheltered tenants awarded high ratings for landlord overall (85%), value for money from the rent (80%), accommodation (92%) and condition of property (88%). The ratings are higher than general needs tenants (4% - 7% higher) and few sheltered tenants are dissatisfied (2% to 5%) in these areas. Sheltered tenants were however noticeably less satisfied with the value for money from the service charge (73%) and 11% are dissatisfied.

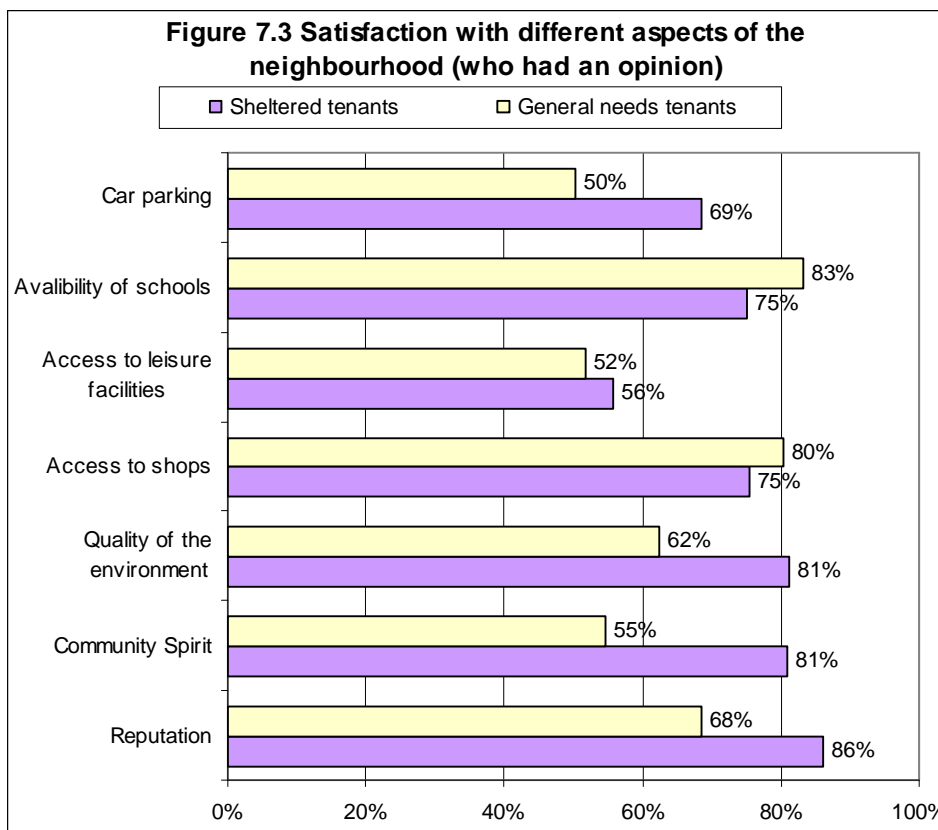


### 7.3 Neighbourhood, local services and the estate

Over half of sheltered tenants thought that lack of police presence (57%) and facilities for young people (67%) in their neighbourhood was a problem – and many thought that they were a serious problem (18% and 26% respectively). While over a third of sheltered tenants mentioned problems with neglected open spaces (34%), car parking provision (40%), vandalism (41%), litter (42%) and disturbance from young people (44%). Other crimes (20%), run down untidy gardens (23%) and graffiti (30%) were also identified as local problems by many sheltered tenants; while drug related issues (13%), disturbance from neighbours (13%), dogs (17%) were less of a problem. Few sheltered tenants had problems with racial harassment (5%) and people causing damage to their property (9%).



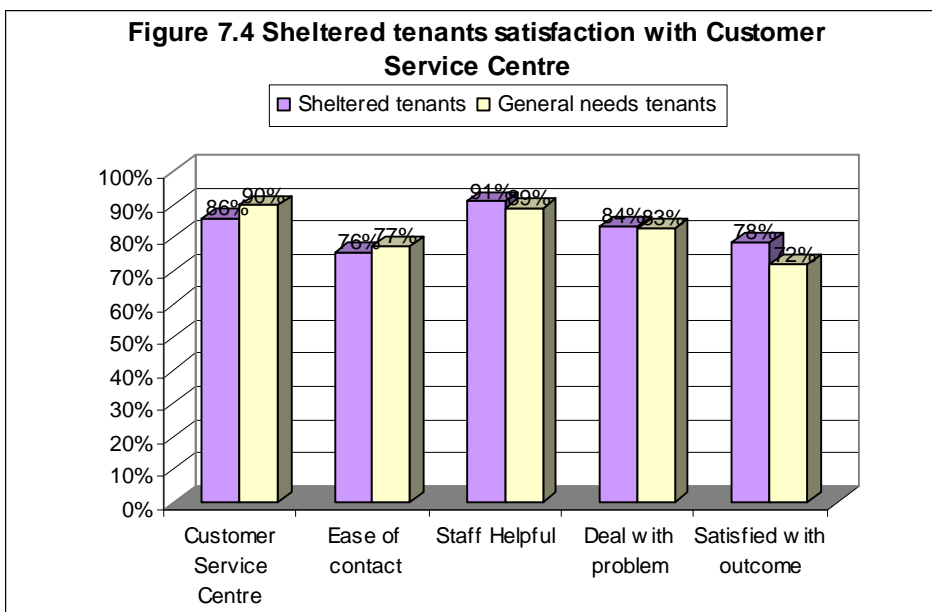
Sheltered tenants rated the reputation and community spirit of the area in which they lived (86% and 81% respectively) much higher than general needs tenants (68% and 55% respectively). In terms of local facilities in their neighbourhood, sheltered tenants were far more satisfied with the quality of the environment (19% higher) and car parking (18% higher). However, only just over half of sheltered tenants, similar to general needs tenants, were satisfied with the access to leisure facilities (56% satisfied) and sheltered tenants were actually less satisfied with the access to shops (5% lower) and surprisingly schools (8% lower).



#### 7.4 Customer contact

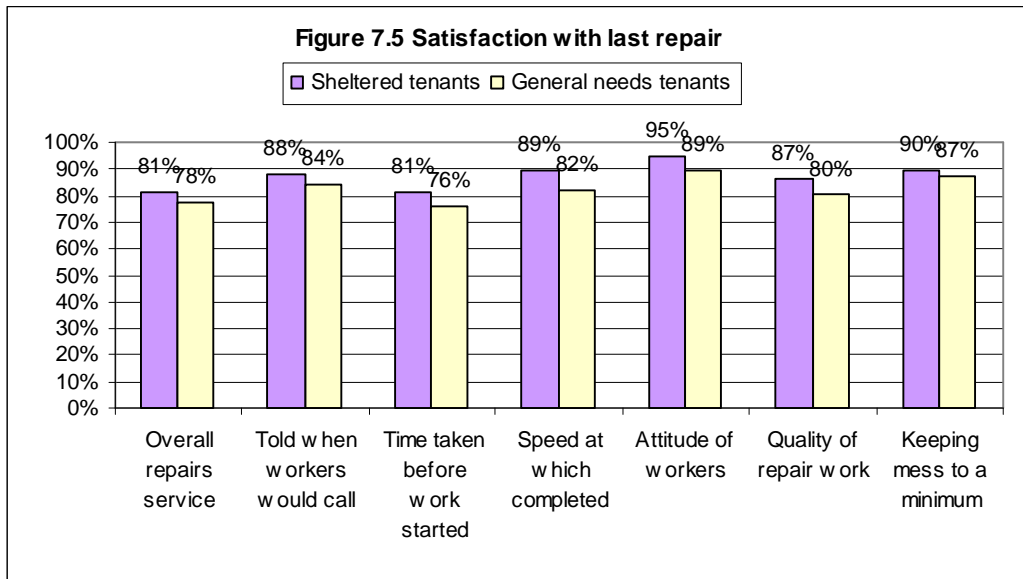
Sheltered tenants contacted Sentinel HA far less often than general needs tenants (59% and 76% respectively). Of those who made contact 78% phoned and just 5% visited the office while 7% wrote and 8% used other methods.

Surprisingly although sheltered tenants rated the Customer Service Centre highly (86%), the rating is lower than general needs tenants (90% lower). Sheltered tenants who were more satisfied with the final outcome of contacting their landlord than general needs tenants (6% higher), actually only found it just as easy to get hold of the right person, found staff just as helpful and just as able to solve their problems as general needs tenants.



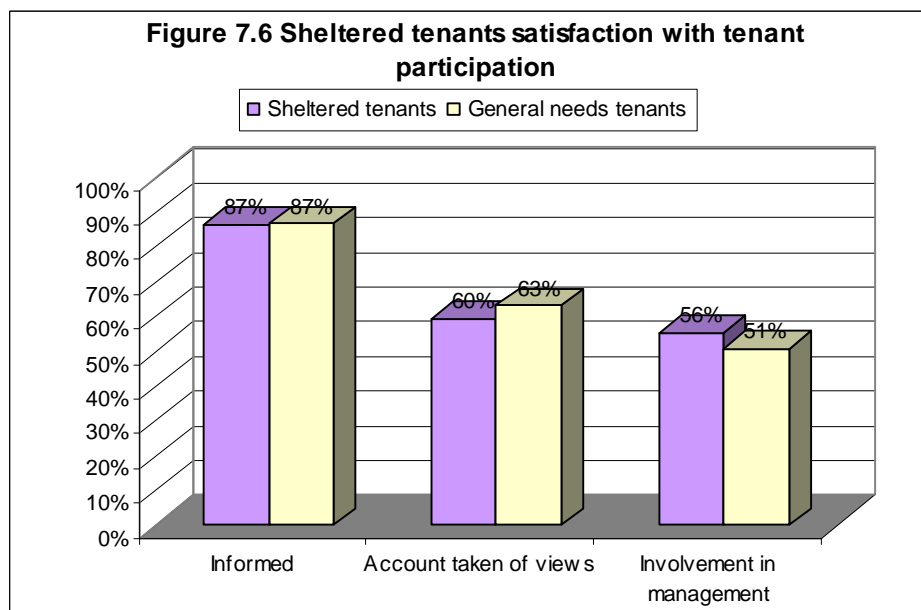
## 7.5 Repairs and maintenance

81% of sheltered tenants are satisfied with the repairs and maintenance service (78% general needs tenants). Sheltered tenants rated all aspects of the repairs service very highly. 88% of sheltered tenants were satisfied with the information they were given and 81% with the time taken before the work started. 95% of sheltered tenants said the attitude of the workers was good and 90% were happy with their ability to minimise dirt and mess. 89% thought the speed at which the work was completed was good and 87% praised the quality of the work.



## 7.6 Communications and involvement

Sentinel HA sheltered tenants felt highly informed (87%); although fewer felt that account was taken of their views (60%) and less were satisfied with the opportunities to be involved in management (56%).





## **7.7 Comparison with other landlords' sheltered tenants**

The satisfaction ratings of Sentinel HA sheltered tenants have been compared with those of other landlords in the NHF's database (over 100 landlords including local authorities), whose sheltered tenants have undertaken a similar STATUS survey. A table outlining the differences can be found in Appendix 13.3.1. Overall 85% of Sentinel HA sheltered tenants are satisfied with their landlord; 4% lower than the average rating for other landlords (89%). The performance was considerably higher than the lowest rating (69%), although below the highest rating for any landlord (98%).

### **Average performance**

The majority of ratings were rated close to average (+/-4%). Satisfaction with the accommodation (1% lower), condition of property (4% lower) were both close to the NHF's average for sheltered tenants. As was tenant contact (ease of contacting the right member of staff, helpfulness of staff, ability to deal with tenant problems and satisfaction after contact (1% to 3% higher)). The repairs service overall was also rated just below average (4% lower), as was the overall quality of the work (3% lower) and the ability of workers to minimise dirt and mess (3% lower). Satisfaction with the information given about the work as part of the repairs service was slightly higher than average (4% higher), while the ratings for the time taken before the work started, the speed of the workers and the attitude of the workers were close to average. Sentinel HA's sheltered tenants felt nearly as well informed as sheltered tenants at other organisations (2% lower).

### **Below average performance**

Sheltered tenants at Sentinel HA's were noticeably less satisfied with the value for money (8% lower) and two aspects of tenant involvement (account taken of their views (13% lower) and opportunities for tenant involvement (6% lower)).



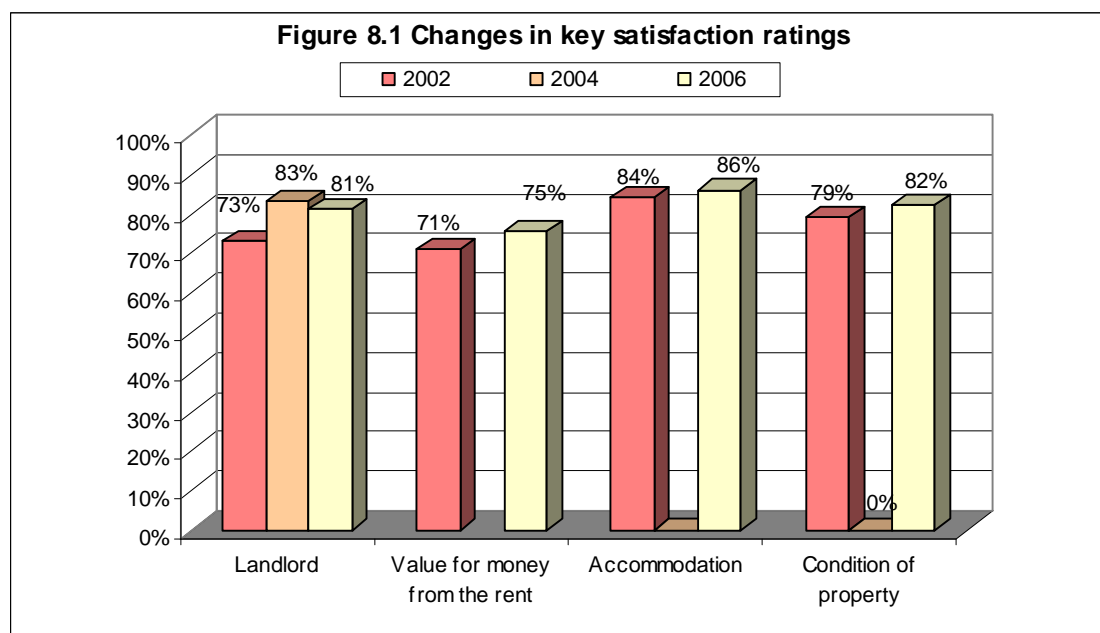


## 8. COMPARISON WITH PREVIOUS SURVEYS

This section of the report looks at significant differences between the previous surveys (2002 and 2004) and the current survey (2006). The 2002 survey used a STATUS questionnaire, while the 2004 survey was more focused on customer service and only contained a few standard STATUS questions. Unless specified this compares current satisfaction levels with those found in 2002 and general trends are noted and reported upon in this chapter. Summary charts of the comparison of the three surveys can be found in Appendix 13.3.2.

### 8.1 Key satisfaction ratings

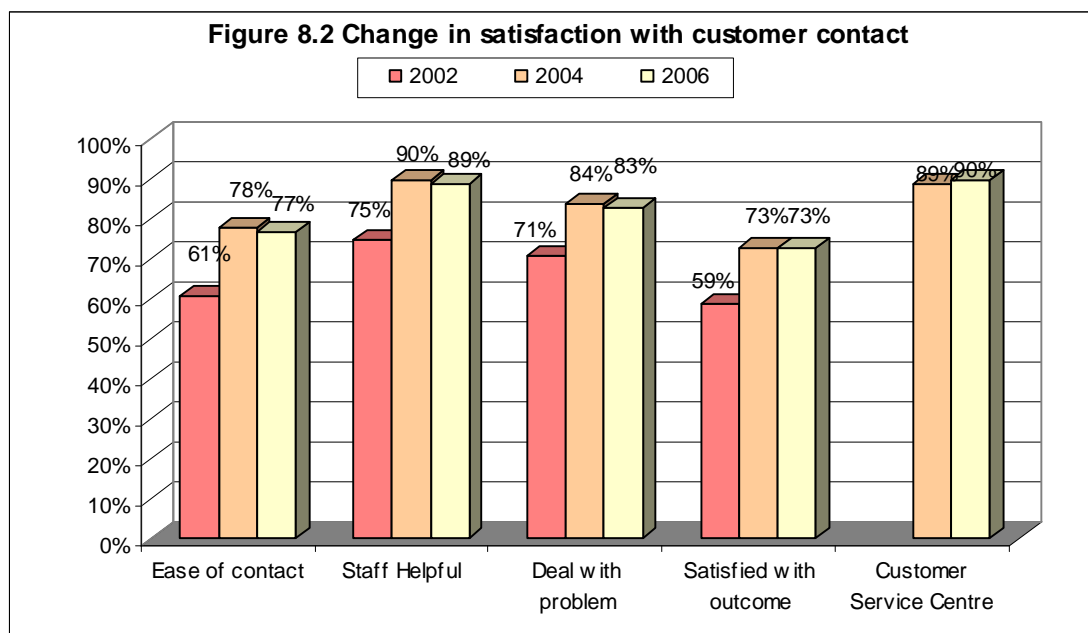
Encouragingly, results from the latest survey show that the overall satisfaction with the Association has leapt from 73% in 2002 to 81% in 2006 – a rise of 8%. Satisfaction with the value for money, condition of the property and accommodation are also higher (2% to 4% higher). It is worth noting that satisfaction with the landlord has actually decreased by 2% since 2004, however the difference is not significant and the survey questionnaires were also different making a comparison between the two years more difficult.





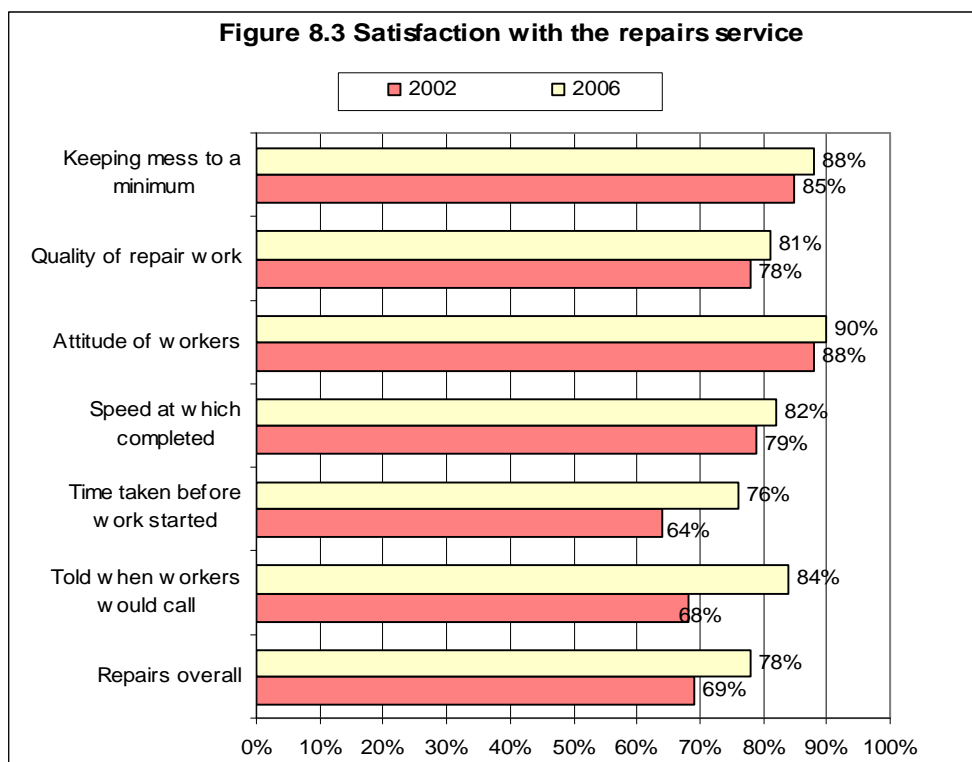
## 8.2 Contact with landlord

Tenant satisfaction with customer contact rose dramatically with the introduction of the new Customer Service Centre in April 2003. The latest survey found that satisfaction has not changed from the 2004 survey and satisfaction with the Centre is now 1% higher. When the 2002 and 2006 satisfaction levels are compared the dramatic improvement is highlighted with rises of between 12% and 16% for each element of the service.



## 8.3 Repairs

Satisfaction with the repairs service has not been measured since 2002, and encouraging tenants now rate the overall repairs service (78%) much higher than in 2002 (69%). The increased satisfaction is obviously linked to the dramatic increases in satisfaction with the pre-commencement work. There has been a considerably increase in satisfaction with the information given out (16% higher) and the time taken before the repair started (12% higher). Satisfaction with the individual aspects of the repairs service has also improved (all 2% to 3% higher).

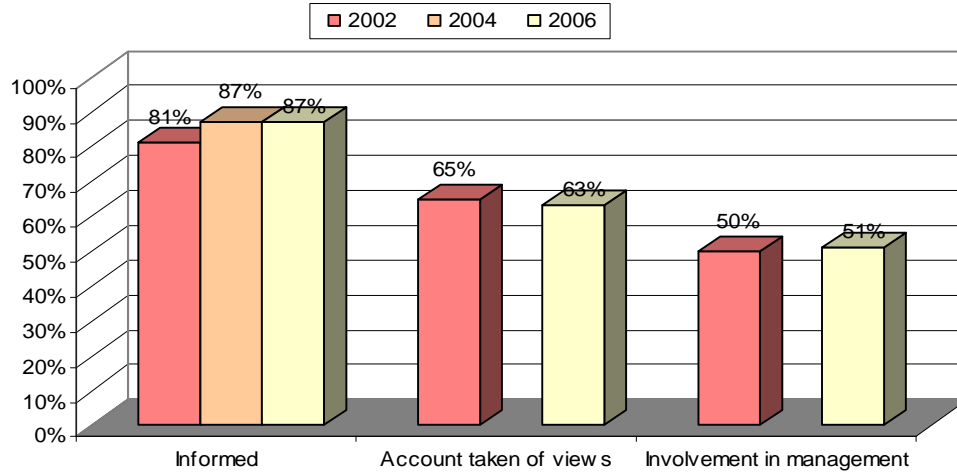


#### 8.4 Communication and participation

Tenants today feel far more informed (87%) than they did four years ago (81%). However there has been a slight decline in the amount of notice tenants think their landlord takes of their views (2% lower) and satisfaction with the opportunities for involvement has remained at the same level (1% higher).



**Figure 8.4 Change in satisfaction with tenant participation and opportunities for involvement**





## 9.TWO HOUSING ASSOCIATIONS

The results from the 2002 survey were analysed both at group level and for the two individual housing associations in the Association. The results showed that tenant satisfaction in some areas was similar at both associations (value for money, accommodation, aspects of the repairs service and the opportunities for involvement). However in other areas satisfaction amongst Ex-Oakfern HA tenants was generally higher than found amongst Ex-Hart HA tenants, with one noticeable exception – Ex-Hart HA tenants were more satisfied with their neighbourhood.

The results from the 2006 survey have also been analysed to show the differences in tenant satisfaction between tenants who were previously with Hart HA and those who were with Oakfern HA. The full results can be found in Appendix 13.3.3.

### **Converging satisfaction**

In some areas the difference between the two housing associations has closed considerably. In 2002 Ex-Oakfern HA tenants awarded much higher ratings for landlord overall, tenant contact (ease of contact, helpfulness of staff and ability to solve problems), repairs overall and keeping tenants informed – 9% to 16% higher than Ex-Hart HA tenants. Four years later the differences are greatly reduced (3% to 7% higher). The difference in terms of satisfaction with the account taken of views has also reduced, from 7% higher amongst Ex-Oakfern HA tenants to 4% higher in 2006.

### **Difference remains**

Satisfaction after contacting the landlord is the only area where the difference between Ex-Oakfern HA and Ex-Hart HA tenants has remained unchanged (still 9% higher amongst Ex-Oakfern HA tenants).

### **Equal satisfaction (2002 and 2006)**

Satisfaction with some aspects of the repairs service, which were at similar levels in 2002 have remained very similar in 2006 (information given, quality of the work, attitude of



the workers and their ability to minimise dirt and mess) and remain within two percentage points between the old association groupings. Interestingly, though the quality of the work, attitude of the workers and their ability to minimise dirt and mess, which were marginally higher amongst Ex-Hart HA tenants in 2002 continue to be marginally higher amongst Ex-Hart HA tenants in 2006, while satisfaction with the information given – which was marginally higher amongst Ex-Oakfern HA tenants is still marginally higher.

Satisfaction with the value for money and accommodation, which were rated marginally higher by Ex-Oakfern HA tenants (1% and 2% respectively) are now rated marginally higher by Ex-Hart HA tenants (both 1% higher).

### **Equalisation in 2006**

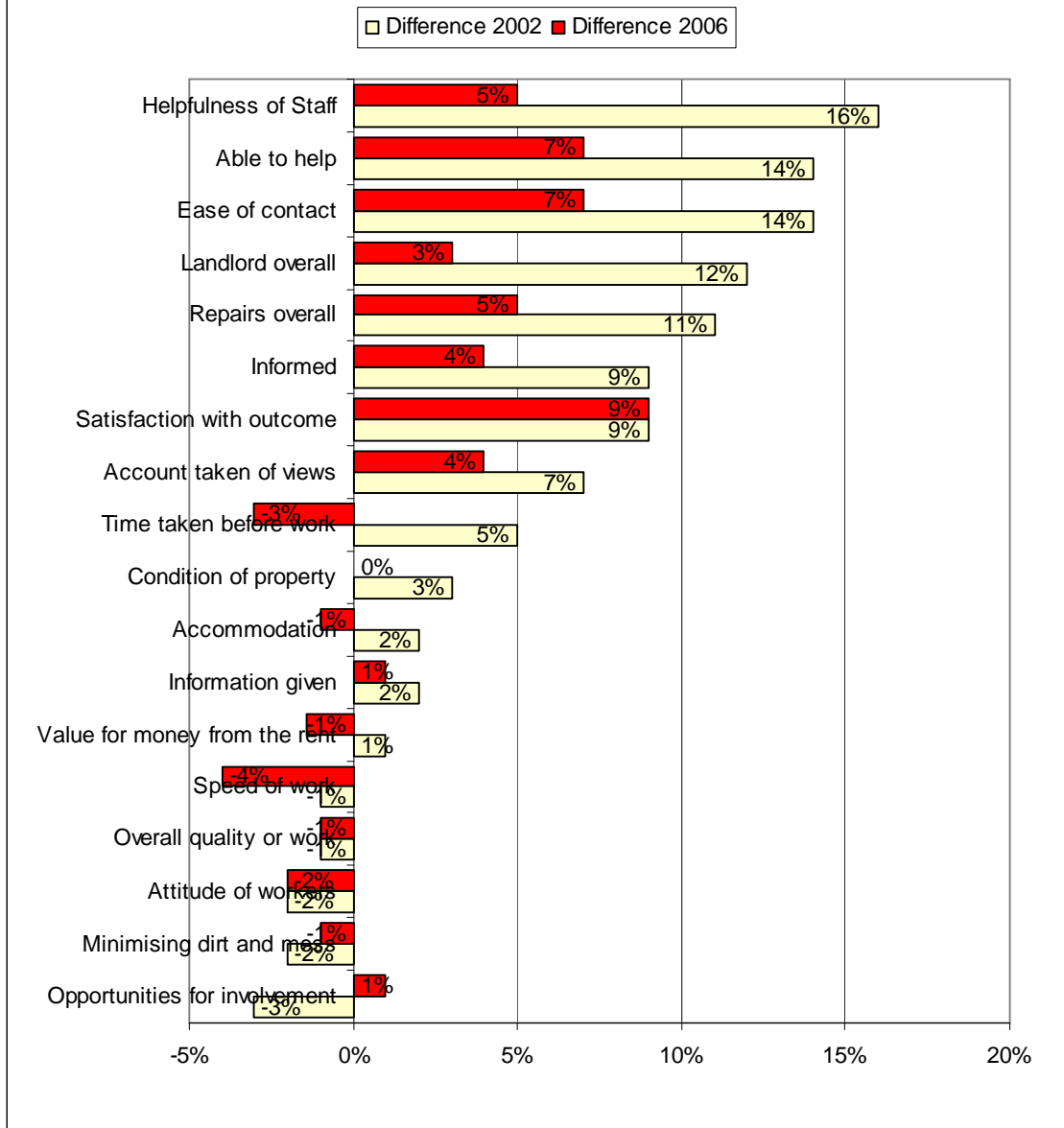
Satisfaction with the condition of the property used to be rated higher by Ex-Oakfern HA tenants (3% higher) but is now at the same level across the Association; while satisfaction with the opportunities for involvement used to be rated higher by Ex-Hart HA tenants (3% higher) is now also at a similar level across the Association (1% higher Ex-Oakfern HA tenants).

### **Diverging satisfaction**

Satisfaction with the speed of the workers used to be rated at a similar levels at both housing associations (1% higher amongst Ex-Hart HA tenants), but is now rated much higher by Ex-Hart HA tenants (4% higher). Ex-Hart HA tenants, who used to be less satisfied with the time taken before the work started (5% higher amongst Ex-Oakfern HA tenants) are now more satisfied than Ex-Oakfern HA tenants (3% higher).



**Figure 8.1. Difference between Oakfern and Hart HA's in 2002 and 2006  
(difference = Oakfern HA - Hart HA)**







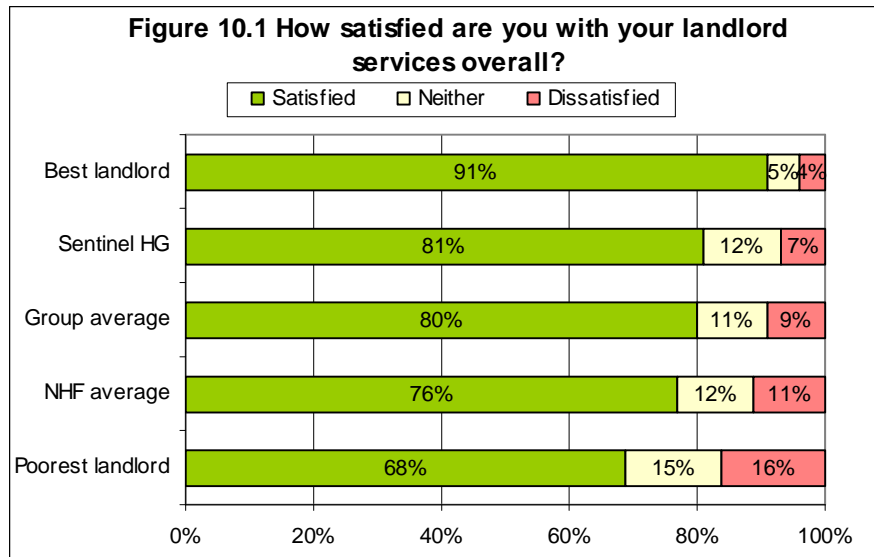
## 10. COMPARISON WITH OTHER LANDLORDS

The results of key satisfaction questions in the Sentinel HA survey have been compared with those of nine other housing associations who have undertaken the STATUS survey in the last three years. The landlords in the comparative group were selected to match Sentinel HA as closely as possible – all stock transfers, of similar size and operating in similar geographical areas.

The following charts display results from the best and poorest landlords, and the average score for all landlords in the comparative group. Also included in the tables is the average result for the NHF's entire database (named "NHF Average" in the following charts). The names of the landlords have been withheld to protect their confidentiality. A full report containing the data tables and information on the landlords chosen for the comparative analysis is held by the NHF.

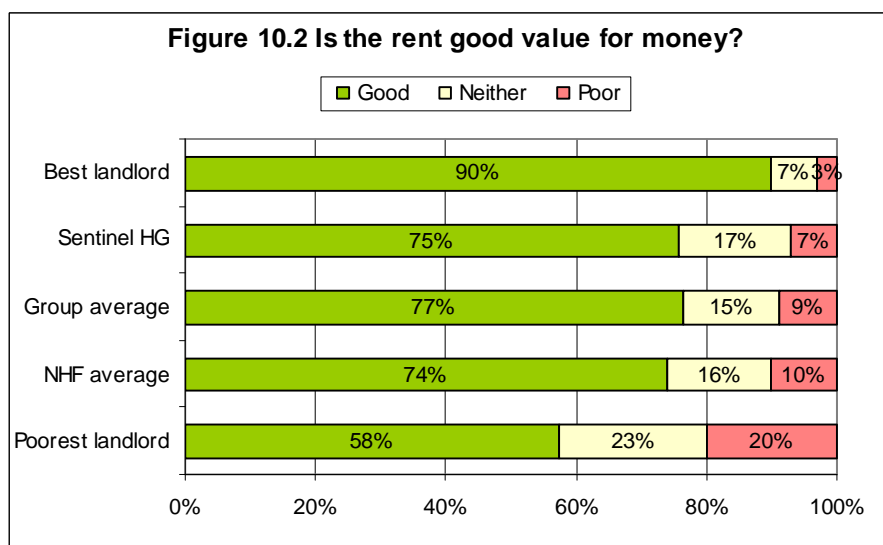
### 10.1 Satisfaction with landlord

The majority of Sentinel HA tenants are satisfied with their landlord (81% "fairly" or "very" satisfied). The result compares well with the results of other landlords in the comparative group and is the fifth highest performance, 1% higher than the group average (80%). The result is however 10% lower than the top-performing landlord in the comparative group (91%), although much higher than the NHF average (76%). Only 68% of tenants were satisfied with their landlord at the poorest performing landlord in the group.



## 10.2 Value for money

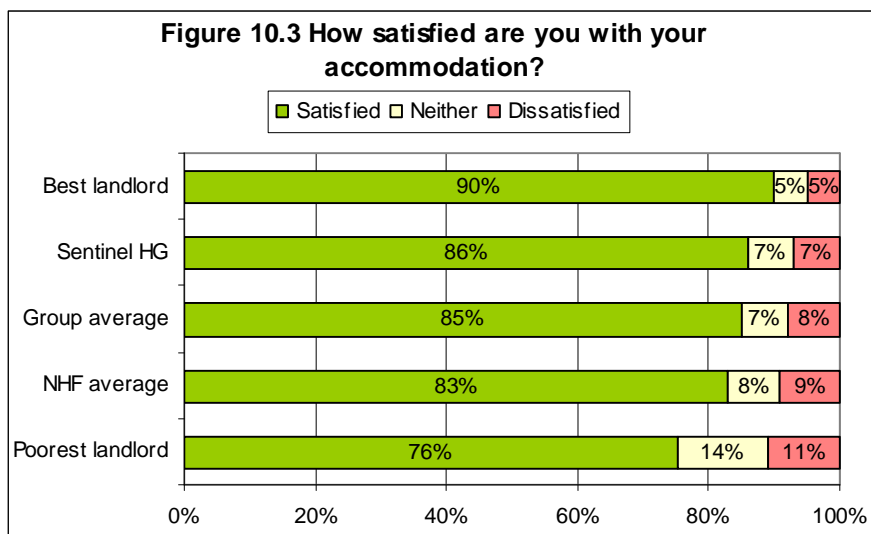
Tenants were asked whether they thought the rent for their property represented good or poor value for money. Sentinel HA tenants were again generally satisfied (75%), although the rating was the sixth highest in the group and 2% below the peer group average (77%). The worst performing landlord had just 58% of tenants satisfied with the value for money, much lower than the NHF average (74%) and nowhere near the top performing landlord (90%).



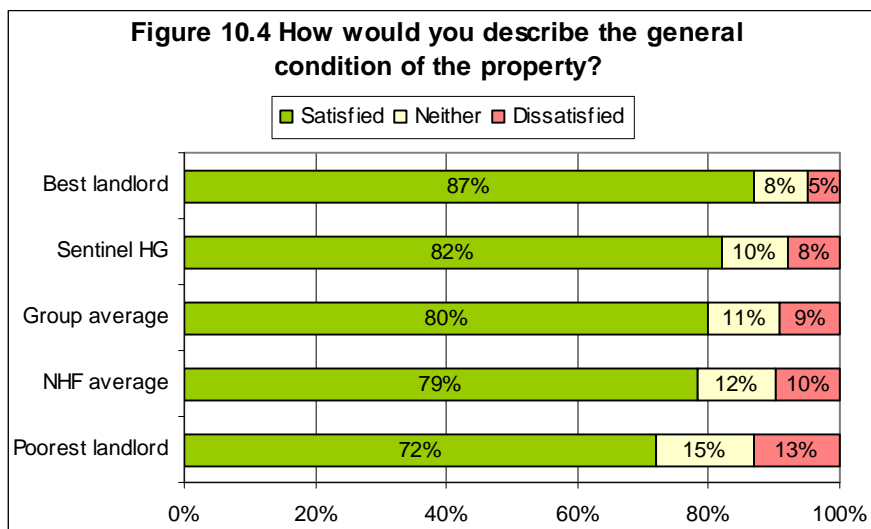


### 10.3 Quality and condition of home

Satisfaction with the accommodation, like many other landlords, generated one of the highest satisfaction ratings for Sentinel HA (86% of tenants satisfied). Compared to the landlords in the peer group, Sentinel HA rating was the fifth highest rating and 1% above average for the group (85%). Sentinel HA rating is higher than the NHF Average (83%), and considerably higher than the poorest performing landlord (76%) and just 4% below the top performing landlord.



Sentinel HA tenants are also satisfied with the condition of their properties (82%). The rating was the fifth highest, and 2% higher than the peer group average (80%), which was close to the NHF average (79%). Sentinel HA's rating was much higher than the poorest performing landlord achieving 72% of tenants satisfied with the condition of their property. 87% of tenants were satisfied with the condition of the property at the highest performing landlord.

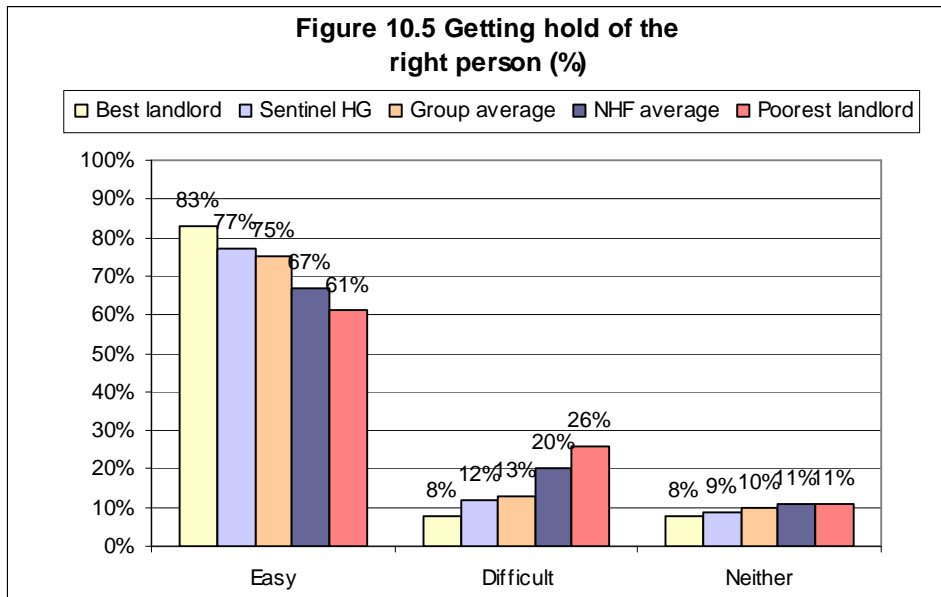


#### 10.4 Contact with landlord

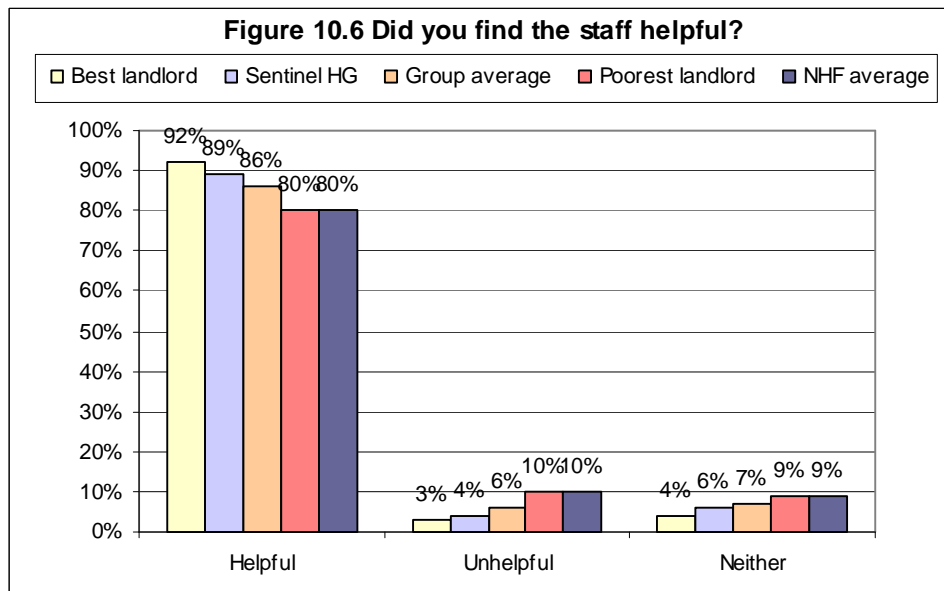
The level of contact made by tenants during the past 12 months (75%) is slightly higher than average for the peer group (70% average). Using the telephone, as a means to contact their landlord is more popular at Sentinel HA (87%), compared to elsewhere (81%). The Association had fewer tenants visiting the office (8%) than other landlords (average 13%).

Tenants were asked a series of questions about the last time they contacted their landlord and the responses have been compared with the average for all the others, and with the best and worst performing landlords.

77% of Sentinel HA tenants found it easy to contact the right person at their landlord. Compared to other landlords Sentinel HA performance was above average for the group (75%) and was the sixth highest rating. 83% of tenants found it easy at the top performing landlord, while only 61% did at the poorest performing landlord. The result for Sentinel HA was much higher than the NHF's average (67%).



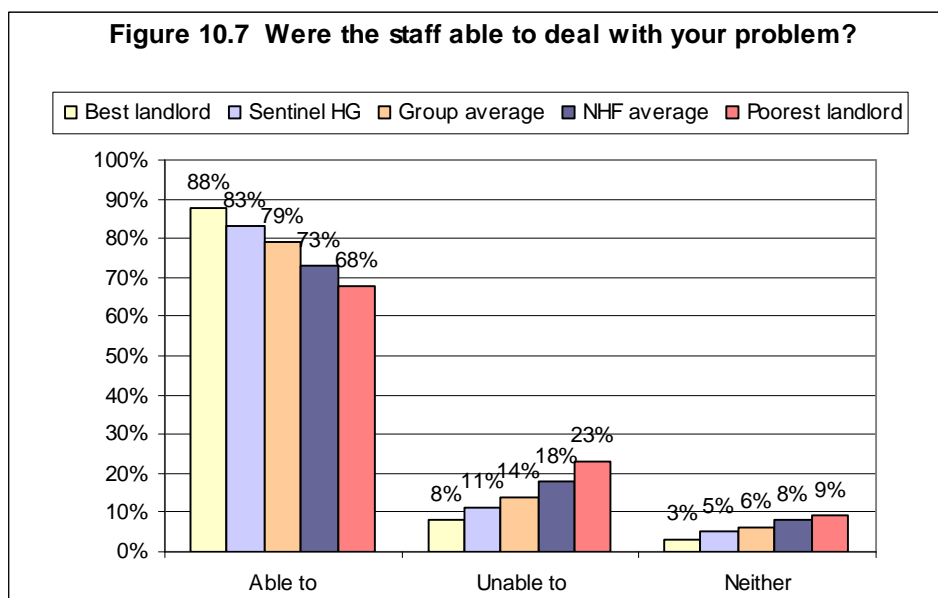
The vast majority of Sentinel HA tenants found the staff helpful (89%); the result was the third highest in the peer group and 3% above average for the group (86%). The result was much higher than the NHF's average (80%). 80% of tenants found staff helpful at the poorest performing landlord, much lower than the top performing landlord (92%).



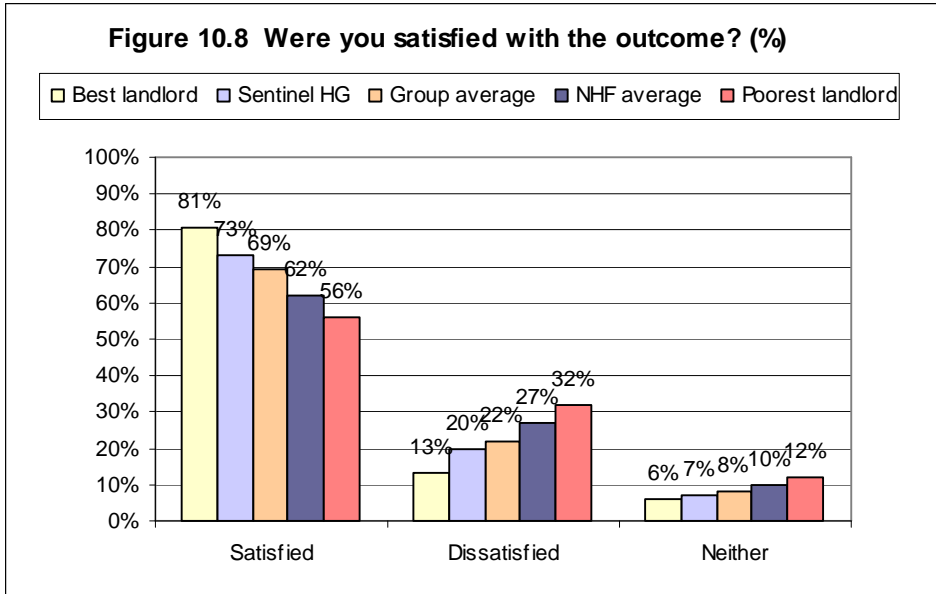
Staff at Sentinel HA were able to deal with most tenants' problems. 83% of tenants considered their problems to have been solved, which was 4% above average for the



group (79%) and much higher than the NHF average (73%). The poorest performing landlord was rated by only 68% of tenants as having staff capable of solving their problems, while 88% did so at the top-performing landlord.

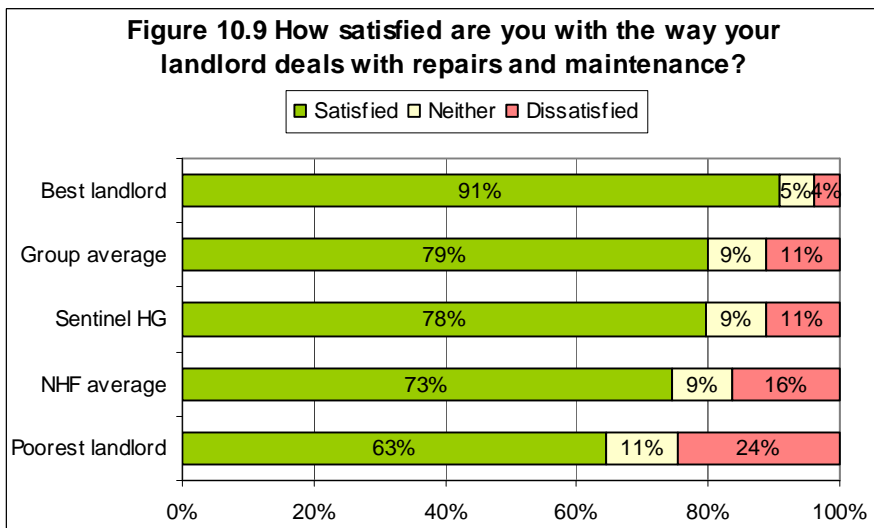


73% of Sentinel HA tenants were satisfied with the outcome of the contact, the fifth highest in the group, and 4% higher than average for the peer group (69%). The result was however 8% lower than the top performing landlord (81%), but much higher than the poorest performer landlord (56%). The rating is considerably higher than the NHF average (62%). 20% of tenants were left dissatisfied after contacting Sentinel HA; lower than average (22%), but much higher than the best performing landlord (13% dissatisfied).



### 10.5 Repairs and maintenance

78% of Sentinel HA tenants were satisfied with the way their landlord dealt with repairs and maintenance overall. Tenants rated their landlord the sixth highest in the group and close to average (79%). Sentinel HA's rating was well above the poorest performing landlord in the group (63%), which was much lower than the NHF Average (73%).

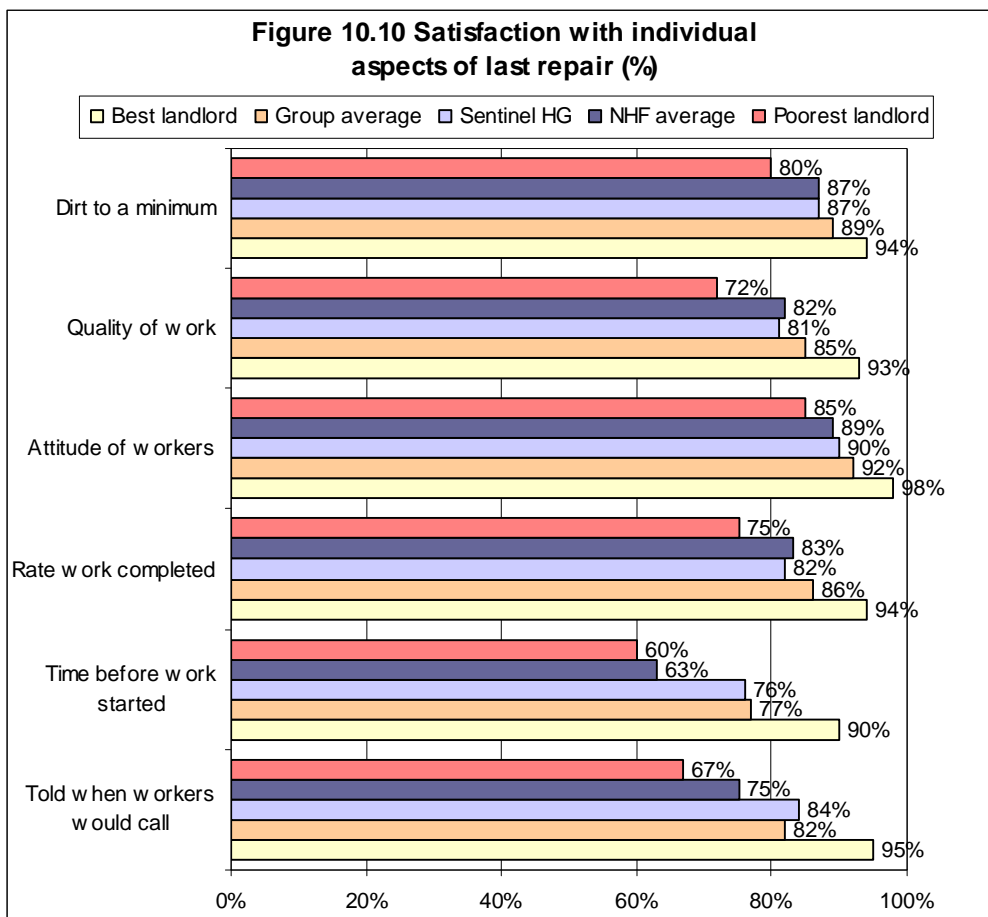


The chart below shows performance levels for different aspects of the last completed repair. Tenants at Sentinel HA rated the information given about the repair work slightly



higher than average (2% higher) while the different aspects of their repairs and maintenance service were rated slightly below average (speed of workers, attitude, quality of work and ability of workers to minimise dirt and mess – all 2% to 4% lower than average). All of the ratings were considerably lower than the highest in the peer group (7% to 14% lower); and the speed of workers of the quality of work were rated the second lowest in the group.

Compared to the NHF averages, Sentinel HA's ratings for the actual repair work were virtually the same (+/-1%). Encouragingly the information given out about the work and the time taken before the work started were rated much higher (9% and 13% respectively).



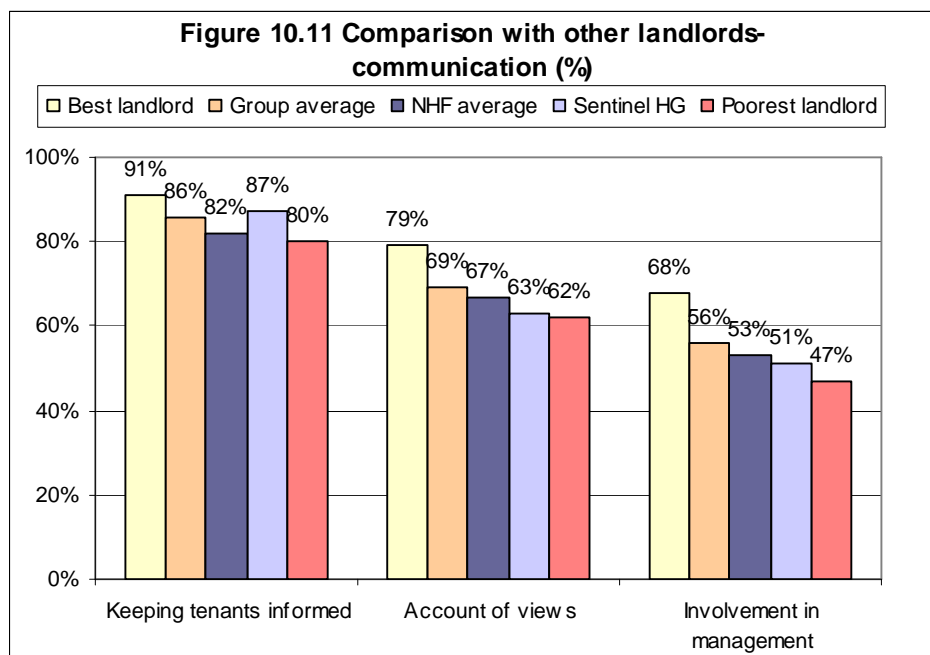


## 10.6 Communication and participation

87% of Sentinel HA tenants consider that their landlord keeps them informed; the figure was 1% higher than average for the peer group (86%) and the fourth highest rating in the group. Sentinel HA rating is higher than the NHF average (82%), but 4% lower than the best performing landlord (91%).

63% of Sentinel HA tenants said their views were taken into account when decisions were made. The result was lower than average for the peer group (69%), and the second lowest rating in the group. 79% of tenants thought that their views were taken into account at the top performing landlord, while only 62% did so at the poorest performing landlord.

Half of Sentinel HA tenants are satisfied in terms of their opportunity to be involved in management and decision-making, as shown in the table below - 51% of tenants "very" or "fairly" satisfied and is unfortunately the third lowest in the group. The rating is actually lower than the NHF's average rating (53%), the group average (56%); and some 17% lower the best performing landlord (68%).







## 11. BEST VALUE PERFORMANCE INDICATORS

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What was the percentage of tenants that stated they were very or fairly satisfied with the overall service provided by your RSL?	80.3%
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What was the percentage of tenants that stated they were very or fairly satisfied with the opportunities for participation in management and decision making?	50.9%
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From your tenant satisfaction survey, what percentage of tenants replied that they were very satisfied or satisfied with the way their landlord deals with repairs and maintenance?	77.6%
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What percentage of non-BME tenants replied that they were very satisfied or satisfied with the way their landlord deals with repairs and maintenance?	77.8%
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What percentage of BME tenants replied that they were very satisfied or satisfied with the way their landlord deals with repairs and maintenance?	78.0%
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### **Post 2001 LSVTs only**

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What percentage of BME tenants stated they were very or fairly satisfied with the overall service provided by the association?	83.2%
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What percentage of BME tenants stated that they were very or fairly satisfied with the opportunities for participation in management and decision making?	51.9%
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What percentage of all tenants describe the general condition of their property as very or fairly good?	81.5%
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## 12. CONCLUSION

The survey of Sentinel HA using the Status questionnaire has been successful; both in terms of the opinions tenants have of their landlord, and in the administration of the survey.

### 12.1 General conclusion

The results from the survey demonstrate convincingly that Sentinel HA tenants believe that the Association is providing a standard good housing service. Satisfaction is particularly high with the Customer Service Centre, accommodation and the way in which the landlord keeps tenants informed, staff are also particularly highly praised for their helpfulness. Satisfaction in many service areas is considerably higher than the levels found in the 2002 survey. Overall satisfaction with the landlord is now 8% higher than in 2002 and the greatest areas of improvements have been around tenant contact and the pre-commencement work of the repairs service – which has helped increase overall satisfaction. The Association's satisfaction levels are boosted by the high percentage of older tenants, and the low areas of deprivation in which it operates.

The 2002 survey found significant differences in the satisfaction levels between ex-Oakfern HA and ex-Hart HA tenants, and encouragingly the latest survey shows that satisfaction levels between the two groups of tenants are generally converging.

Generally, Sentinel HA tenants are just as satisfied with the landlord services they receive as the tenants of other similar social landlords; however tenants do not rate some aspects of the repairs service and tenant participation as high as those at similar landlords.

### 12.2 Specific recommendations for action

It is clear that the majority of tenants are satisfied with their landlord and the overall services. There are still some areas and opportunities where performance and service



delivery can be improved further and Sentinel HA should use the results of the survey to refine service enhancements further and promote the Association.

### **Tenant contact**

Satisfaction with the Customer Service Centre and the helpfulness of staff is very high (89% - 90%). However, despite solving 83% of tenants problems, only 73% of tenants were left satisfied with the outcome of contact and 20% were dissatisfied. Arguably satisfaction with the final outcome of contact should be higher given that tenants' experience of customer contact is rated higher.

The Association has contact with a high percentage of tenants each year (75%), higher than many other landlords (with high levels of satisfaction). It is encouraging that 87% of the contact is made by telephone, as tenants who telephoned found it easier to contact the right member of staff, found staff more able to solve their problems and were more satisfied with the outcome. Those that visited the office, wrote or emailed were less impressed. The survey also found evidence to suggest that the quarter of tenants who made contact for reason other than repairs, found contacting the right member of staff more difficult. There were also differences in ratings between the eleven management areas, and sheltered tenants are perhaps not as satisfied as they should be.

It is recommended that the Association uses the survey findings to carryout a small review of the service in these areas. The Association should also consider promoting contact details widely, highlighting who and how tenants should contact them with non-repairs enquiries. The review should also include tenants' preferences for revising its opening hours, which were also collected in the survey. A well thought-out promotion campaign may also help improve tenants' overall ratings.

### **Neighbourhood**

Overall tenants rated their neighbourhood's reputation relatively highly (70%); however fewer tenants are impressed with the community spirit (56%) and to some extent the quality of the local environment (64%). Car parking is clearly an issue (51%), as is access to leisure facilities (51%). Local problems are most useful when they are further broken



down into the smaller management areas; however it is work noting the five main problems which tenants find to be the most serious; disturbance from neighbours (24%), lack of police presence (24%), car parking provision (26%), disturbance from young people (38%) and lack of facilities for young people (40%).

The open ended questions in the survey collected detailed information on the local problems experienced by tenants, these can be further broken down into areas to provided an insight into problems at the local level.

Quality of life is one of the key requirements of a sustainable community and satisfaction with the neighbourhood and environment could be higher in some areas. More work is needed to identify the issues that are affecting tenants at the local level. Some measures could be taken directly – via cleaning contracts, caretaker services and through tenancy agreement enforcement – to help remedy some of these problems. Other solutions may need liaison with the local authority and other agencies.

### **Repairs and maintenance service**

Overall 78% of tenants are satisfied with the repairs and maintenance service and 11% are dissatisfied. While the rating has improved considerably since 2002 (8% higher) satisfaction with the speed of the workers and the quality of the work were the second lowest ratings in the comparative group. Tenants appear to be the most dissatisfied with the time taken before the work started (13% poor) and the quality of the work (12%). The quality of the repair was identified as a key driver in terms of overall satisfaction with the repairs service. Sentinel HA should consider promoting the survey results to help raise tenant opinions of the overall service and focus upon any improvements in the areas identified.

### **Estate/Grounds maintenance**

Estate/grounds maintenance issues were mentioned by significant number of tenants in the open ended questions. The main areas were linked with the need to improve fences and gates, paths and driveways and gardening services – which included tree cutting, garden maintenance in general, grass cutting and hedges. A number of tenants would like



to see their area or estate tidied up and mentioned the state of neighbour's gardens. Sentinel HA needs to identify those areas where improvements are needed, and to work with tenants via estate walkabouts, neighbourhood initiatives etc. to address the problems.

### **Different areas and tenant groups**

The survey found considerable differences in tenant satisfaction in the eleven areas and amongst different tenant groups. It is likely that local housing stock condition, tenant demographics and environmental issues are part of an explanation for the varying satisfaction levels. A detailed review of the survey results, incorporating other information where possible, may be needed to evaluate the different levels of tenants' satisfaction in different management areas and the results should be used in conjunction with any service reviews.

### **Tenant Participation**

While tenants feel highly informed (87%), far fewer feel that the Association takes account of their views (63%) and are satisfied with the opportunities for involvement (51%). Tenants are not necessarily dissatisfied, although 13% of tenants felt that the Association took no account of their views, many simply do not have an option. Compared to other similar landlords satisfaction with the account taken of tenants views and opportunities for involvement are lower than average (second or third lowest in the group) and there have been no significant increases since the 2002 survey. The survey found that families and medium-term tenants do not feel as informed, medium-term tenants also thought that less account was taken of their views and relatively new tenants, families and working tenants were less satisfied with the opportunities for involvement. Sheltered tenants also are not as highly satisfied with tenant participation as sheltered tenants at other landlords. A review of tenant participation, using the preferences found in the survey and further work in this area is vital for the Association.

### **Value for money**

Satisfaction with value for money, in terms of the rent (75%) and especially the service charge (64%), are noticeably lower than tenants' ratings in other areas. Value for money



was identified as a key driver of overall satisfaction. The Association should consider promoting its high quality service and the benefits to social housing renting compared to other sectors in order to improve tenant perception.





## 13. APPENDICES

### 13.1 The questionnaire





## 13.2 Covering letter

### What do you think about sentinel?

Sentinel knows that good communication between you, as our customer and us, as your landlord is essential. We need your feedback and want to know what you think of your home, your neighbourhood and the services you receive.

We have asked the National Housing Federation (NHF) to carry out this independent survey to find out what you think and to report on any areas that we may need to improve. Your views are important and will help us to understand and plan how we can meet your expectations and provide good quality services.

It is also important that we understand your needs as an individual and of the people who live with you. The more information we know about you and your family the better service we are able to provide. This information will also help us make sure that the service we provide is consistent, and that everyone has access to our services in a fair and equal way.

For this reason the survey has two sections. The first section is designed for you to comment on our performance. All information from this section is confidential and will only be seen by the NHF. They will tell us where we are doing well and where we need to make improvements. The second section is designed to give us information about you and the people who live with you. This information will be sent to us so we can update our housing management system. The more information we have the better we can tailor our services to suit your needs.

Finally, as a thank you for taking the time (about 20 minutes) to complete and return the survey, your name will be entered into a prize draw. There are three prizes and you could win £200, £100 or £50 worth of shopping vouchers. Please use the enclosed reply paid envelope and return your survey to the NHF by 11<sup>th</sup> July 2006.

If you have any questions or concerns about the survey please contact Kim Drewery on 0800 195 5515 or via email at [kim.drewery@sentinelha.org.uk](mailto:kim.drewery@sentinelha.org.uk)

Yours sincerely

A handwritten signature in blue ink that reads "Val Bagnall".

**Val Bagnall**  
Business Director



### 13.3 Comparison tables

<b>Table 13.3.1 Comparison of sheltered tenants with the NHF average for sheltered tenants</b>			
<b>Question</b>	<b>Sentinel HA Sheltered tenants</b>	<b>NHF average for Sheltered tenants</b>	<b>Difference</b>
Q5. Landlord overall	85%	89%	-4%
Q6. Value for money (rent)	80%	88%	-8%
Q7. Accommodation	92%	93%	-1%
Q8. Condition of property	88%	92%	-4%
Q15. Ease of contact	76%	75%	+1%
Q16. Helpfulness of Staff	91%	88%	+3%
Q17. Able to help	84%	81%	+3%
Q18. Satisfaction with outcome	78%	75%	+3%
Q21. Repairs overall	81%	85%	-4%
Q23. Information given	88%	84%	+4%
Q23. Time taken before work	81%	81%	=
Q23. Speed of work	89%	90%	-1%
Q23. Attitude of workers	95%	95%	=
Q23. Overall quality of work	87%	90%	-3%
Q23. Minimising dirt and mess	90%	93%	-3%
Q24. Informed	87%	89%	-2%
Q25. Account taken of views	60%	73%	-13%
Q26. Opportunities for involvement	56%	62%	-6%



<b>Table 13.3.2 Comparison of Oakfern HA, Hart HA and Sentinel Housing Association</b>			
<b>Question</b>	<b>SHG 2002</b>	<b>SHG 2006</b>	<b>Difference</b>
Q5. Landlord overall	73%	81%	+8%
Q6. Value for money (rent)	71%	75%	+4%
Q7. Accommodation	84%	86%	+2%
Q8. Condition of property	79%	82%	+3%
Q15. Ease of contact	61%	77%	+16%
Q16. Helpfulness of Staff	75%	89%	+14%
Q17. Able to help	71%	83%	+12%
Q18. Satisfaction with outcome	59%	73%	+14%
Q21. Repairs overall	69%	78%	+9%
Q23. Information given	68%	84%	+16%
Q23. Time taken before work	64%	76%	+12%
Q23. Speed of work	79%	82%	+3%
Q23. Attitude of workers	88%	90%	+2%
Q23. Overall quality of work	78%	81%	+3%
Q23. Minimising dirt and mess	85%	88%	+3%
Q24. Informed	81%	87%	+6%
Q25. Account taken of views	65%	63%	-2%
Q26. Opportunities for involvement	50%	51%	+1%



<b>Table 13.3.3 Comparison of Oakfern HA, Hart HA and Sentinel Housing Association</b>									
<b>Question</b>	<b>Oakfern HA 2002</b>	<b>Hart HA 2002</b>	<b>SHG 2002</b>	<b>Oakfern HA 2004</b>	<b>Hart HA 2004</b>	<b>SHG 2004</b>	<b>Oakfern HA 2006</b>	<b>Hart HA 2006</b>	<b>SHG 2006</b>
Q5. Landlord overall	79%	67%	73%	87%	77%	83%	82%	79%	81%
Q6. Value for money from rent	72%	71%	71%				75%	76%	75%
Q7. Accommodation	84%	82%	84%				86%	87%	86%
Q8. Condition of property	81%	78%	79%				82%	82%	82%
Q. Area/Neighbourhood	74%	82%	78%				-	-	-
Q15. Ease of contact	69%	55%	61%	82%	72%	78%	80%	73%	77%
Q16. Helpfulness of Staff	84%	68%	75%	91%	88%	90%	91%	86%	89%
Q17. Able to help	79%	65%	71%	89%	74%	84%	85%	78%	83%
Q18. Satisfaction with outcome	63%	54%	59%	79%	64%	73%	76%	67%	73%
Q.19 Customer Service Centre	-	-	-	93%	83%	89%	91%	87%	90%
Q21. Repairs overall	75%	64%	69%				80%	75%	78%
Q23. Information given	69%	67%	68%				85%	84%	84%
Q23. Time taken before work	66%	61%	64%				75%	78%	76%
Q23. Speed of work	79%	80%	79%				81%	85%	82%
Q23. Attitude of workers	86%	88%	88%				89%	91%	90%
Q23. Overall quality of work	78%	79%	78%				80%	81%	81%
Q23. Minimising dirt and mess	84%	86%	85%				87%	88%	88%
Q24. Informed	86%	77%	81%	91%	80%	87%	88%	84%	87%
Q25. Account taken of views	69%	62%	65%				64%	60%	63%
Q26. Opportunities for involvement	48%	51%	50%				52%	51%	51%