

7. Comparison with other landlords

The results of key satisfaction questions in the ISHA survey (general needs and sheltered tenants combined) have been compared with those of ten other social landlords that have undertaken the STATUS survey in the last three years. The landlords in the peer group were selected to match ISHA as closely as possible, being medium sized housing associations operating in London.

The following charts display results from the best and poorest performing landlords, and the average score for all landlords in the peer group. Also included in the tables are average results for the National Housing Federation's entire database (named "Federation average" in the following charts). The names of the landlords have been withheld to protect their confidentiality. The NHF holds a full report containing the data tables and information on the landlords chosen for the comparative analysis.

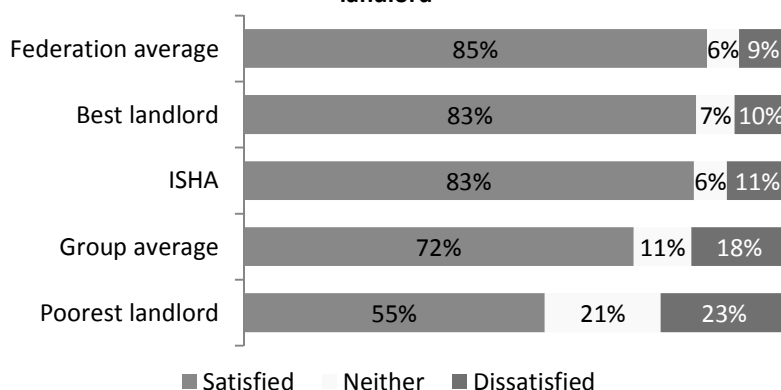
Notes:

1. The results for ISHA in this chapter have been compared with those of other landlords. Feedback compares tenant satisfaction at different landlords using a combined rating for both general needs and sheltered tenants.
2. As stated above the figures presented in this section are based on responses from general needs and sheltered tenants only in order to allow comparison with the wider benchmark dataset. This can result in a slight differential between the figures reported in this section and those shown in the main body of the report which are based on general needs, sheltered and supported tenants. For example, for the three areas of 'value for money', 'attitude of repair workers' and 'account taken of views' it creates a +1% difference in the satisfaction figures reported in this section.
3. Although the National Housing Federation's average includes a broad mix of housing associations, local authorities and Arms Length Management Organisations, it is not based on a fully representative sample of social landlords and therefore should only be taken as an indication of average national performance.
4. Figures in this chapter exclude no opinions and thus may differ slightly from the results reported to the individual landlords.
5. When ISHA's result is the best performance in the peer group, the next best result from the peer group is shown rather than repeating the result for ISHA.

7.1 Satisfaction with landlord

The majority of ISHA's tenants were satisfied with their landlord (83% "fairly" or "very" satisfied). The rating was the equal highest in the peer group, with 28% separating the highest performing landlords (83%) and the poorest performing landlord (55%). ISHA's result was substantially higher (11% higher) than the peer group average (72%), and close to the Federation's average (85%).

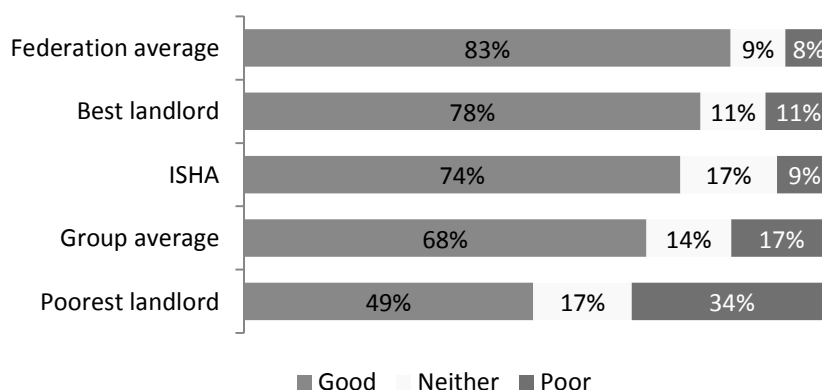
Figure 7.1 Satisfaction with the overall service provided by the landlord



7.2 Value for money

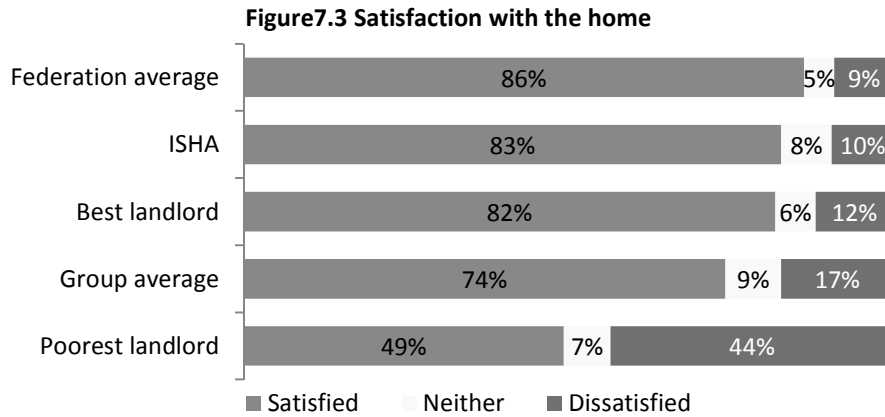
Tenants were asked whether they thought the rent for their property represented good or poor value for money. Almost three quarters of ISHA's tenants were satisfied that it was good value (74%) - 6% above average for the peer group (68%) and much higher than the lowest performing landlord in the peer group (49%). The result was 9% lower than the Federation's average (83%). ISHA's performance was the equal third highest in the peer group, being 4% below the best performing landlord in the peer group (78%).

Figure 7.2 Satisfaction with value for money

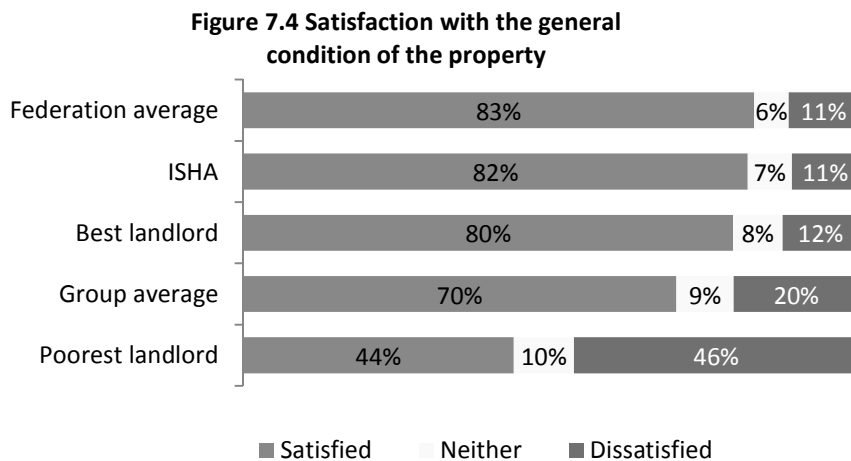


7.3 Quality of the home and condition of home

Over four fifths of ISHA’s tenants were satisfied with the quality of the home (83%). The rating was the highest in the peer group which had an average of 74%. ISHA’s rating was just lower than the Federation’s average (86%) but some 34% above the poorest performing landlord in the peer group (49%).



The majority of ISHA’s tenants were satisfied with the condition of their property (82%); the rating was 12% higher than average in the peer group (70%) and was the highest rating in the peer group. The rating for ISHA was just 1% below the Federation’s average (83%).



7.4 Contact with landlord

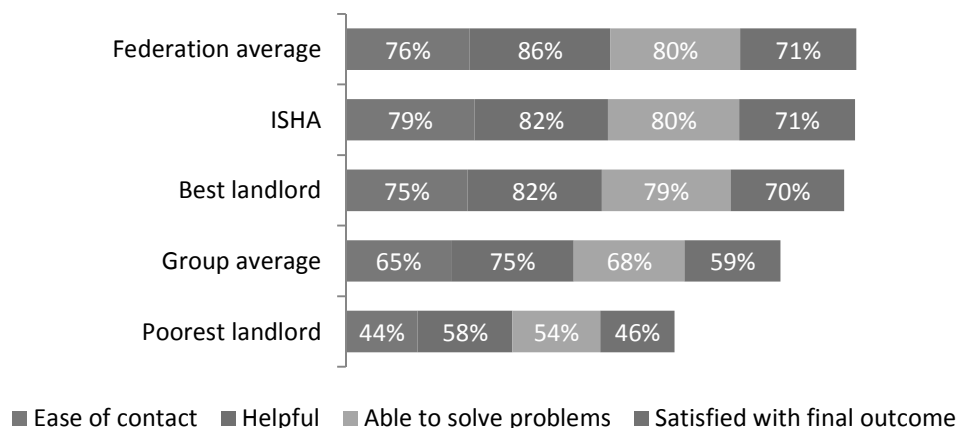
Ease of contact – 79% of ISHA’s tenants found it easy to contact the right person at their landlord. Compared with other landlords, ISHA’s performance was the highest in the peer group and 14% above the average (65%). 75% of tenants found it easy at the next best performing landlord, some 4% lower than at ISHA. The result for ISHA was also 3% above than the Federation’s average (76%).

Helpfulness of staff – 82% of ISHA’s tenants found staff helpful - equal highest in the peer group, despite being some 4% below the Federation’s average (86%). The result was 7% higher than the peer group average (75%), and much higher than the poorest performing landlord in the peer group (58%).

Ability to solve problems – Staff at ISHA were able to deal with the majority of tenants’ problems – 80% of tenants felt that staff were able to solve their problem. This was the highest in the peer group (which had an average of 68%) and matched the Federation’s average (80%).

Satisfaction with outcome – 71% of ISHA’s tenants was satisfied with the outcome of contact – the highest in the peer group. The rating was some 12% above the average in the peer group (59%).

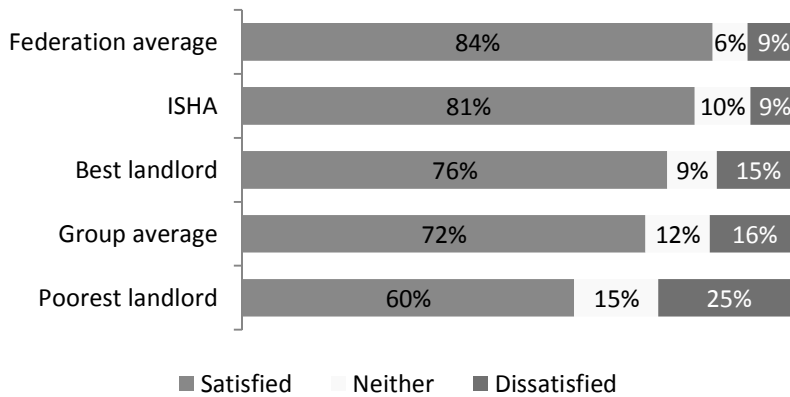
Figure 7.5 Satisfaction with customer contact



7.5 Neighbourhood and anti-social behaviour

A high percentage of tenants at ISHA were satisfied with their neighbourhood – 81%, which was the highest rating in the peer group and 9% above the peer group average rating of 72%. Encouragingly for an inner city housing association, the high rating was only 3% lower than the Federation’s average (84%).

Figure 7.6 Satisfaction with the neighbourhood as a place to live



Anti-social behaviour (general needs tenants only)

A similar percentage of tenants at ISHA had reported anti-social behaviour to their landlord (20%) compared with the average of the peer group landlords (23%). ISHA's performance was compared with the other landlords in the peer group who had used the latest suite of STATUS questionnaires, while the Federation's averages are based on the responses from over 60,000 tenants.

Ease of contact – 66% of ISHA's tenants found it easy to contact the right person at their landlord when reporting anti-social behaviour - 12% above average in the peer group (54%) and 5% above the Federation's average (61%).

Helpfulness of staff – 70% of ISHA's tenants found staff helpful, just above the Federation's average (68%) and 12% above the peer group average (58%).

Ability to deal with problem – 54% of tenants at ISHA felt that staff were able to deal with their problem, well above average in the peer group (44%) and 5% higher than the Federation's average (49%).

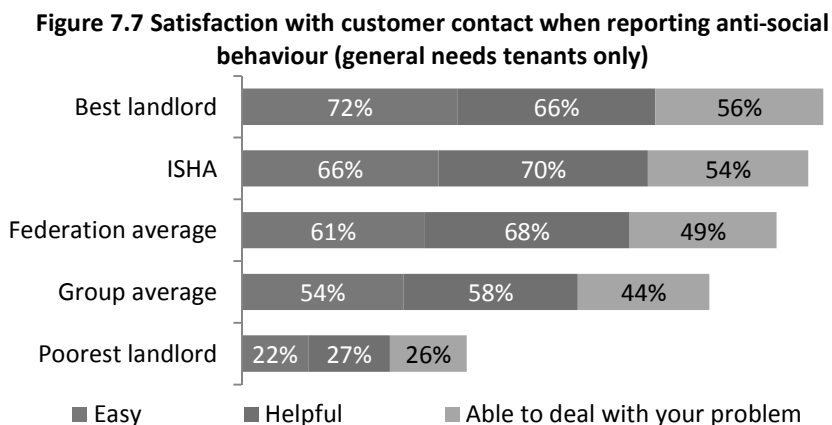
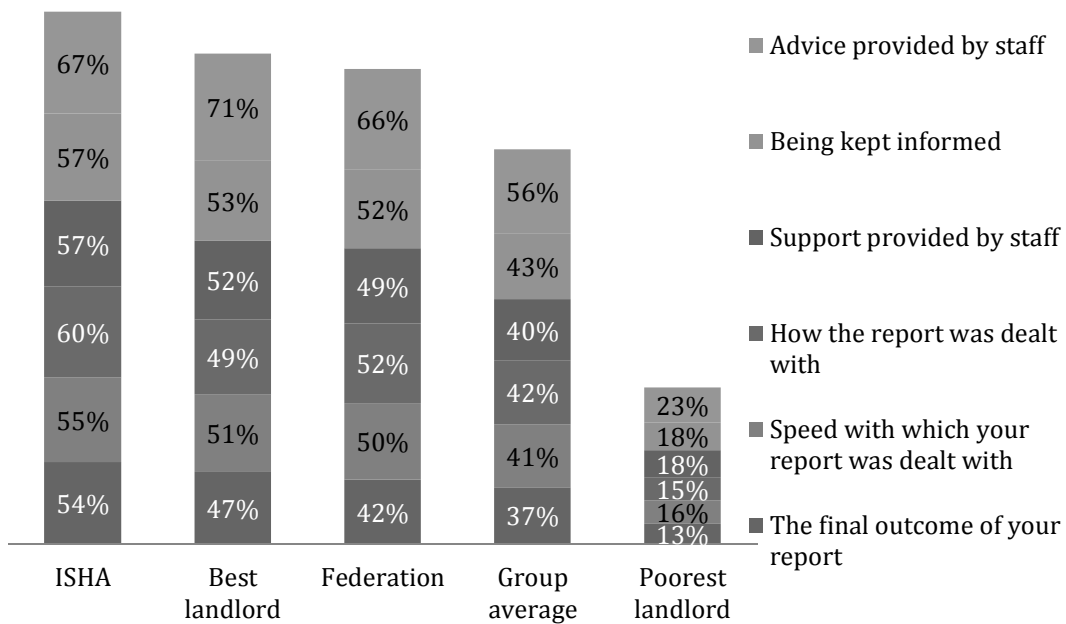


Figure 7.8 shows that when individual aspects of reporting anti-social behaviour are examined, ISHA's tenant ratings were with only one exception (the advice provided by staff) the highest in the peer group (4% to 11% higher than the next best performing landlord) and well above the peer group averages (9% - 17% higher). It is noteworthy that ISHA's satisfaction levels in relation to all these individual aspects of the anti-social behaviour service were also above the Federation's national averages (1% - 12% higher).

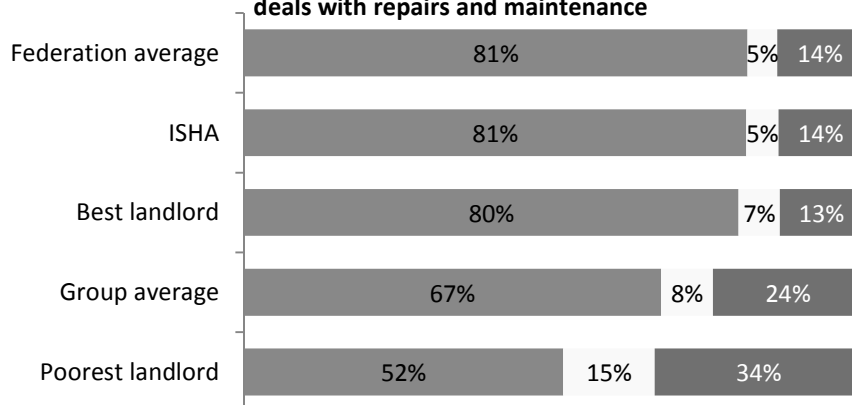
Figure 7.8 Satisfaction with the different aspects of service when reporting anti-social behaviour (general needs tenants only)



7.6 Repairs and maintenance

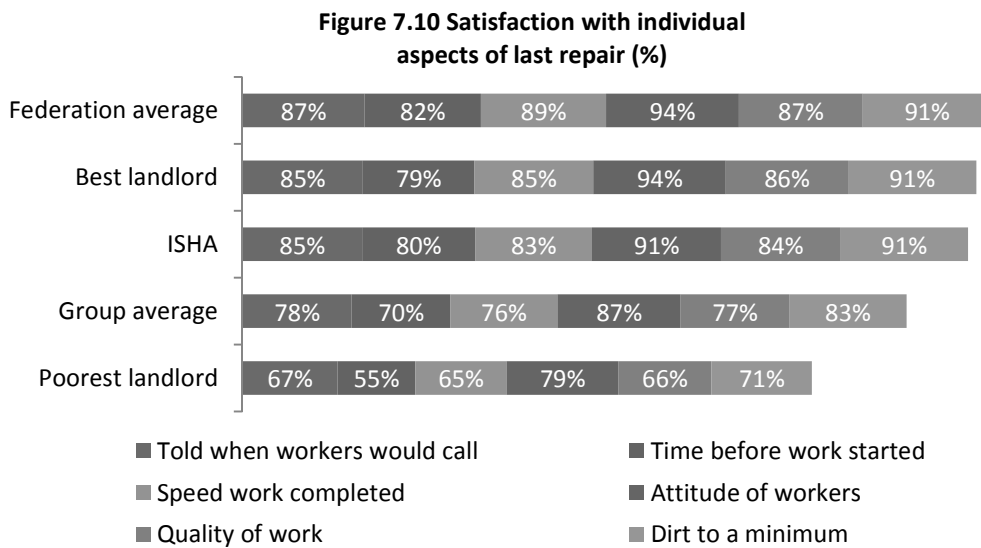
81% of ISHA's tenants were satisfied with the way ISHA deals with repairs and maintenance overall. Tenants' ratings placed their landlord the highest in the peer group and an impressive 14% above average (67%). ISHA's rating matched the Federation's average (81%), and was 29% above the poorest performing landlord in the peer group (52%).

Figure 7.9 How satisfied tenants are with the way their landlord deals with repairs and maintenance



The chart below shows performance levels for different aspects of the last completed repair. All aspects of the service were rated close to the highest ratings in the peer group (3% lower to 1% higher). Satisfaction with the information given, the time taken before the work started and the ability of workers to minimise dirt and mess were the highest or equal highest ratings in the peer group – with the other aspects rated in the top three in the peer group.

When compared with the Federation’s averages ISHA’s ratings were close to or slightly lower (equal to 3% lower).



7.7 Communication and participation

84% of ISHA’s tenants considered that their landlord keeps them informed; the figure is second highest in the peer group (75% peer group average). ISHA’s rating was 2% lower than the top performing landlord in the peer group (86%) and close to the Federation’s average rating (83%).

66% of ISHA’s tenants felt that account is taken of their views (excluding no opinions) – this was 5% higher than average in the peer group (61%), but some 13% below the top performing landlord in the peer group (79%). The rating was lower than the Federation’s average rating (71%).

Figure 7.11 Satisfaction with keeping tenants informed (%)

