

## 6. Comparison with previous surveys

This section of the report looks at significant differences between the previous surveys undertaken in 2002, 2005 and 2008 and the latest survey (2011), all of which were based on the STATUS questionnaire.

Please note that figures presented in this section are based on responses from general needs and sheltered tenants only in order to allow comparison with earlier data sets. 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.

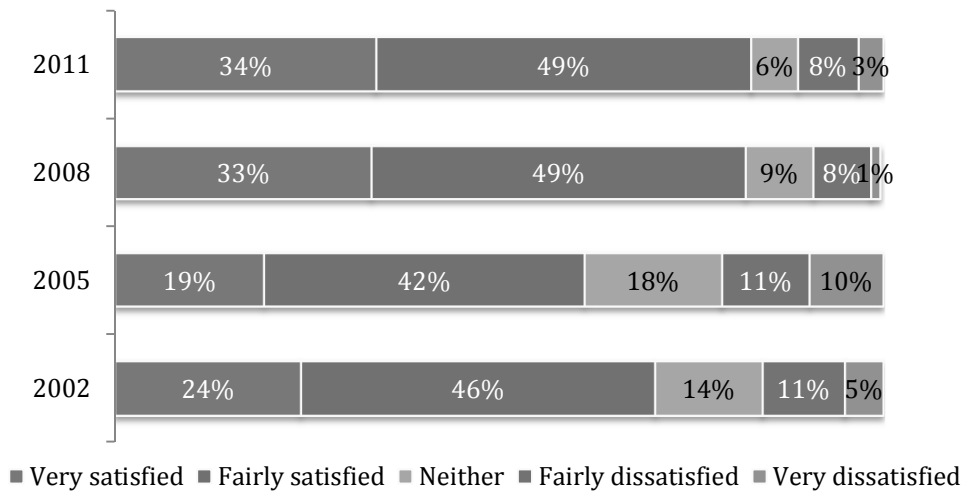
The sampling errors from surveys have to be taken into account when comparing different surveys. It is important to note that changes in satisfaction levels of less than 5% are likely to fall within the combined surveys' margins of error and thus any comparison is made with this cautionary note. This note of caution will apply to any small changes recorded for questions. Any results must be interpreted with this in mind, and general trends are noted and reported upon in this chapter. A summary table of the comparison of the surveys can be found in Appendix 3.

Please Note: The latest two surveys both used the most recent suite of STATUS questionnaires (released in October 2007). The figures from the 2011 survey exclude no opinion, can't remember and don't know responses and, when required, information from the earlier surveys has been amended accordingly.

6.1 Overall satisfaction

The latest survey found overall satisfaction with landlord services (83%) has increased very slightly by 1% compared with the previous survey in 2008 (82%). Encouragingly the latest overall figure remains much higher than the levels found in the 2002 and 2005 surveys.

Figure 6.1 Satisfaction with overall services between 2002 and 2011



## 6.2 Key ratings

Despite the similar overall rating it is pleasing to report that satisfaction with value for money (3% higher), the condition of the property (4% higher) and the neighbourhood (7% higher) have all increased. Given the current economic climate the increase in satisfaction with the value for money is a noteworthy endorsement of the Association's services. In each case the improvement continues the positive increases found between the 2005 and 2008 surveys.

Satisfaction with the home has fallen slightly, down from 86% to 83%, but remains at a much higher level than found in 2002 and 2005.

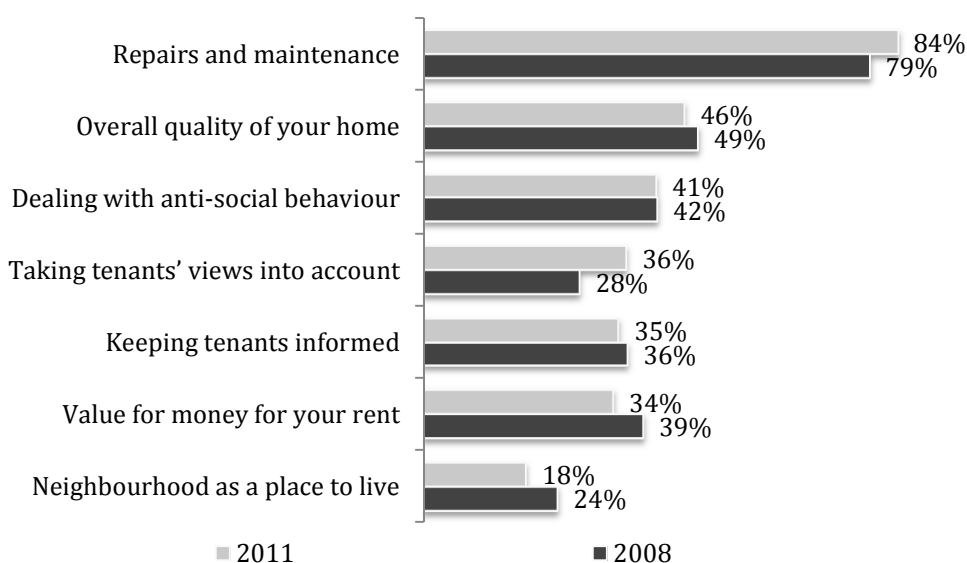
**Figure 6.2 Tenant satisfaction with key ratings in 2002 and 2011  
(% satisfied)**



### 6.3 Important services to tenants

The chart below shows the services tenants felt were most important, when asked to pick their top three. The latest survey found that the repairs and maintenance service is now important to more tenants (5% higher) than three years ago, as is taking account of tenants' views (8% higher). In 2011 fewer tenants placed importance on the overall quality of the home (3% lower), value for money (5% fewer) and the neighbourhood (6% fewer).

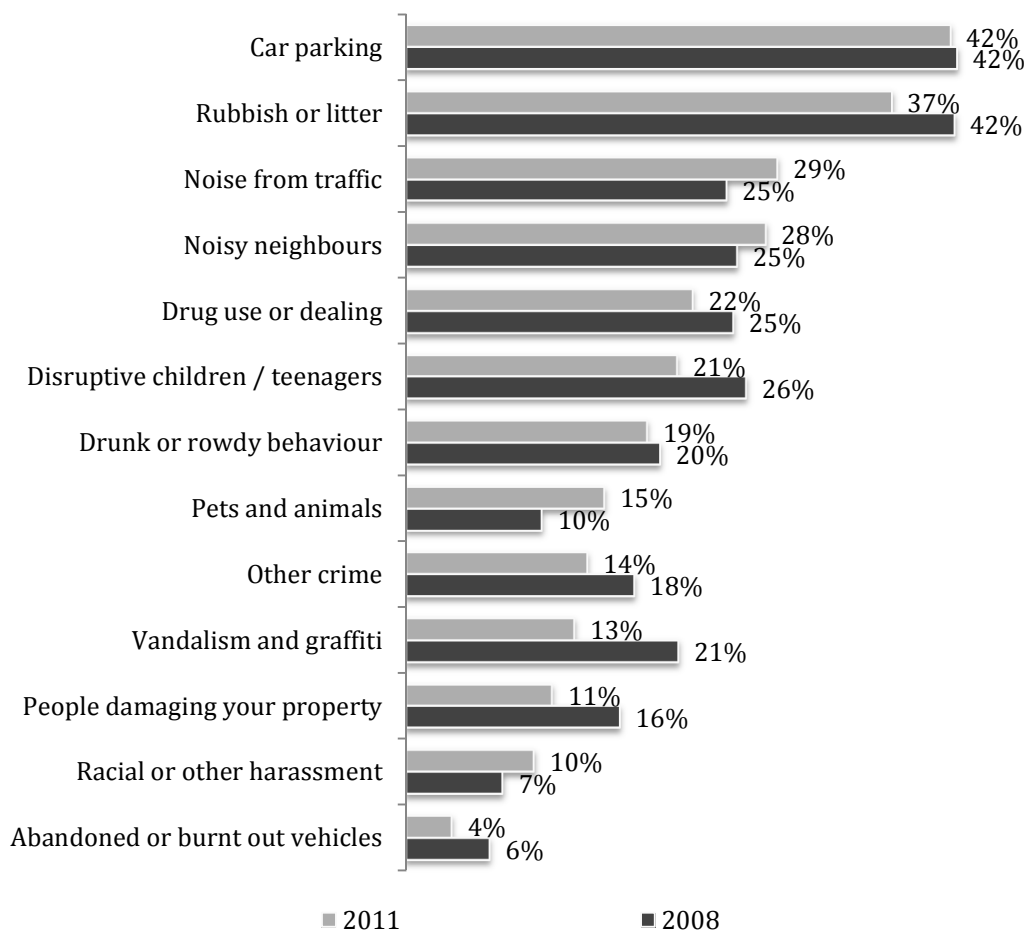
**Figure 6.3 Changing tenant priorities between 2008 and 2011**



## 6.4 Local problems

Compared with three years ago, fewer tenants in 2011 were concerned about local problems like rubbish or litter (5% lower), disruptive children/teenagers (5% lower), vandalism and graffiti (8% lower) and 'other crime' (4% lower). Areas that seem to be a problem for more ISHA tenants in 2011 were noise from traffic (4% higher) and pets and animals (5% higher).

**Figure 6.4 Percentage of tenants reporting local problems (very and fairly big problem) - 2008 and 2011)**



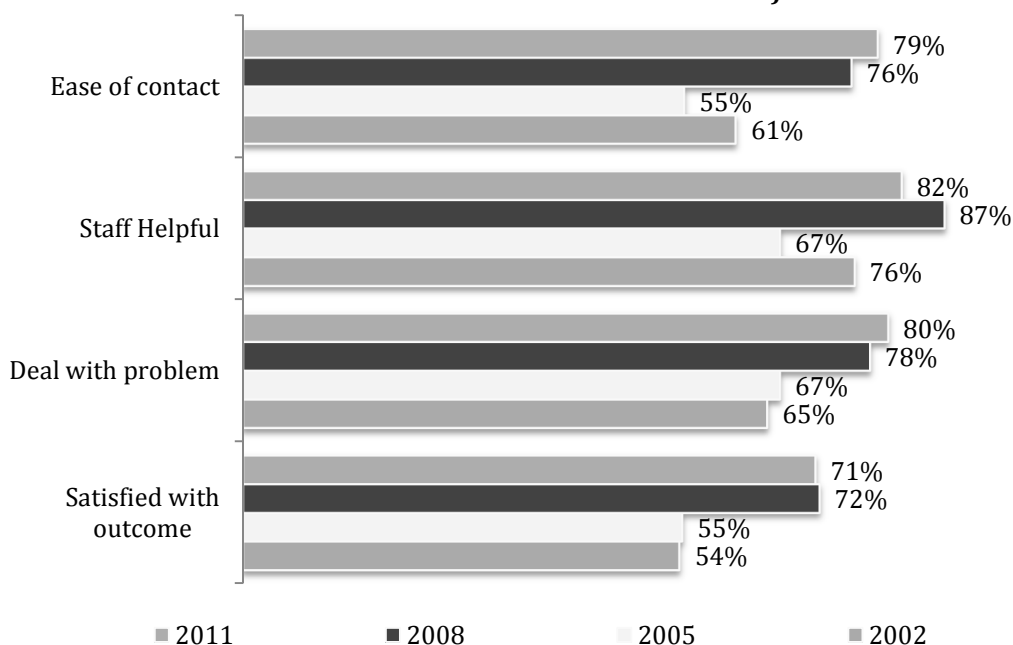
### 6.5 Contact with landlord

The latest survey found that a slightly lower percentage of tenants had contacted ISHA in the 12 months prior to the survey (85%) compared with three years ago (90%), and that fewer tenants are now telephoning the Association (3% lower). A higher percentage of contact related to repairs in 2011 (72% of contact compared with 66% of contact in 2008).

In 2011 slightly more tenants found it easy to contact the right person (3% higher) and found staff able to deal with problems (2% higher) compared with three years ago. Satisfaction with the final outcome in 2011 has remained at more or less the same high level (71%) as achieved in 2008 (72%).

Somewhat disappointingly, fewer tenants found staff helpful in 2011 than in 2008 (5% lower), although the percentage remains much higher than in 2002 and 2005.

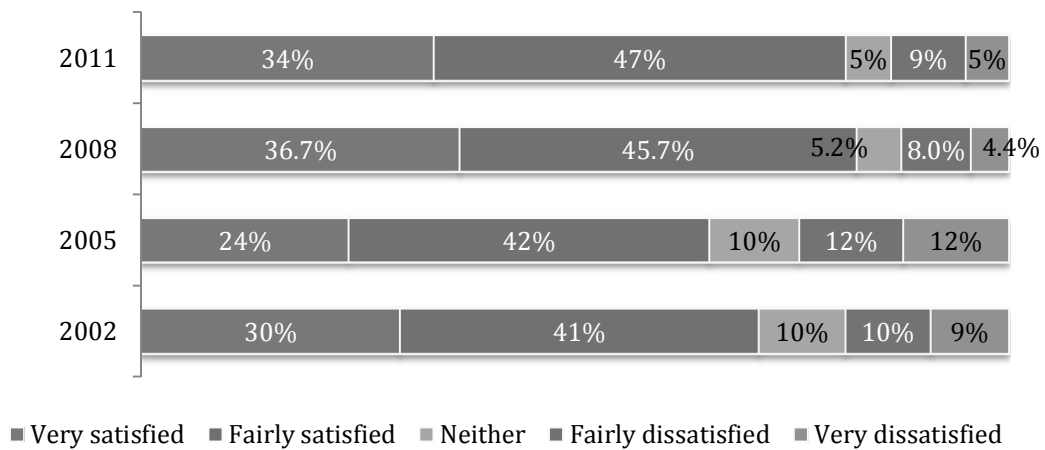
**Figure 6.5 Satisfaction with contacting landlord (% excluding can't remember - 2002 to 2011)**



## 6.6 Repairs and maintenance

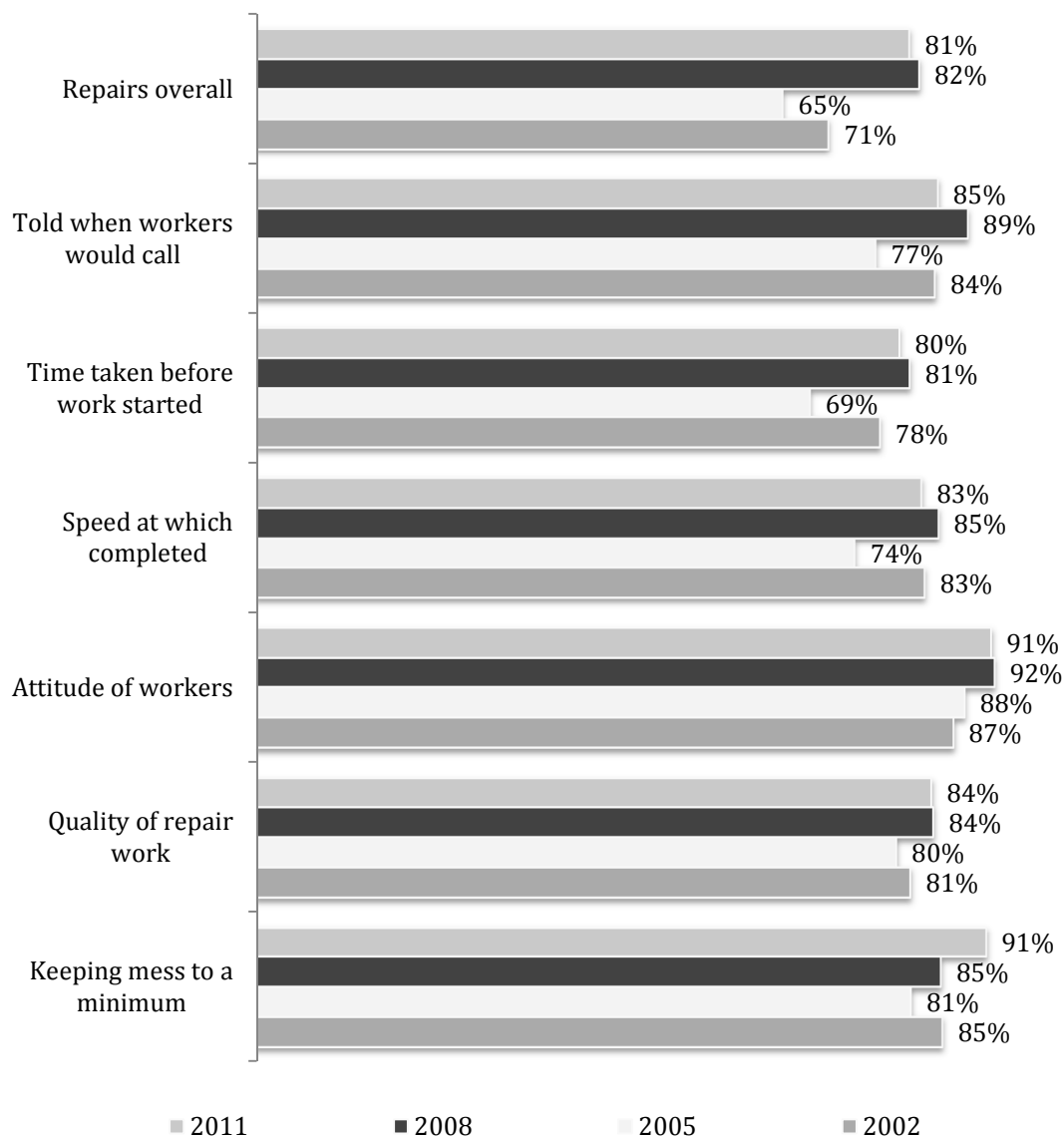
Satisfaction with the overall repairs service in 2011 (81%) remains at a very similar positive level as revealed in the 2008 survey (82%). Closer inspection of the 2011 finding shows a slight increase in dissatisfied tenants compared with 2008 (2% higher). However, the 2011 satisfaction rating remains much higher than the levels achieved in 2005 (66%) and 2002 (71%)

**Figure 6.6 Satisfaction with repairs and maintenance service between 2002 and 2011**



The small decrease in satisfaction for the repairs service overall reflects changes found between 2008 and 2011 in the ratings for the individual aspects of the repair work. The latest survey found increased satisfaction with the ability of workers to minimise dirt and mess (6% higher), however in the five other areas satisfaction fell slightly.

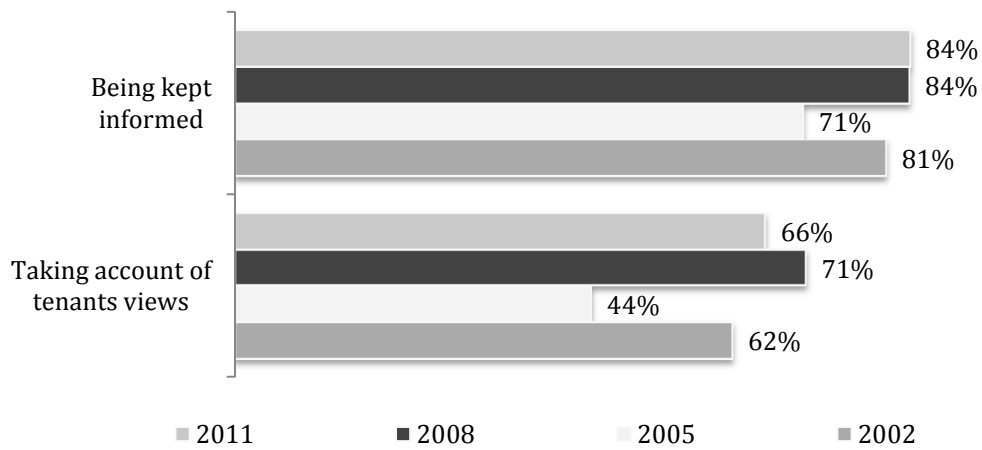
**Figure 6.7 Satisfaction with repairs and maintenance service  
(% excluding no opinions - 2002 to 2011)**



6.7 Communication and information

In 2011 the satisfaction rating for keeping tenants informed was at an identical level to that found in 2008 (both 84%). Satisfaction with the account taken of tenants' views has decreased (5% lower) compared with 2008 (71%) but remains at a very respectable 66% in 2011.

**Figure 6.8 Satisfaction with being kept informed and account taken of views (% excluding no opinions - 2002 to 2011)**

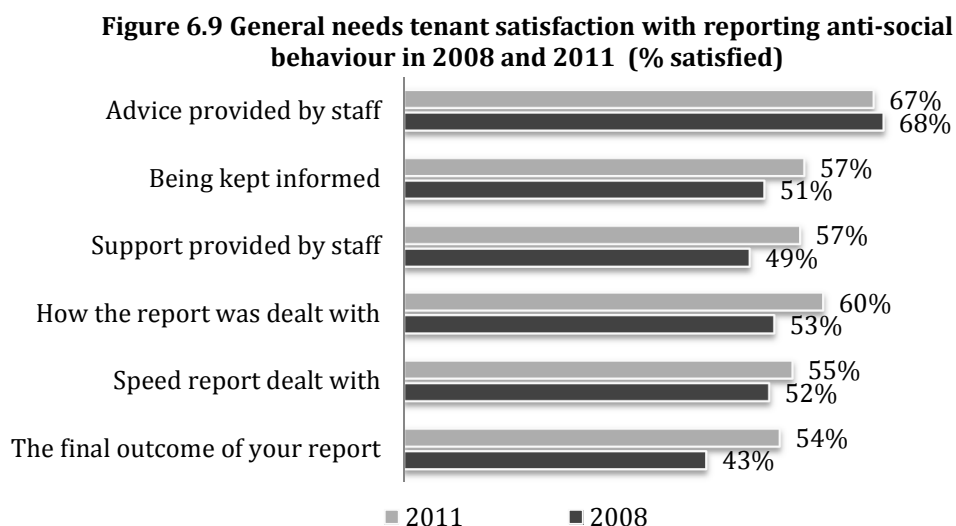


## 6.8 Anti-social behaviour

The latest survey found that a similar percentage of tenants had reported anti-social behaviour (ASB) to ISHA (20%) as in 2008 (21%). The survey found that while satisfaction with the initial reporting of antisocial behaviour was generally lower in 2011 than in 2008, more tenants were satisfied with the way in which ISHA delivered the ASB service.

Initial reporting of ASB	2008	2011
Ease of contacting ISHA	77%	66%
Staff helpfulness	78%	70%
Staff ability to deal with the request	54%	54%

Figure 6.9 shows that more tenants were satisfied with nearly all the aspects of how their ASB case was handled in 2011 compared with 2008. There was an increase in satisfaction with being kept informed (6% higher), the support provided by staff (8% higher), how the report was dealt with (7% higher), the speed the report was deal with (3% higher) and the final outcome (11% higher). Satisfaction with the advice provided by staff fell very slightly by 1% in 2011.



## 6.9 Satisfaction with support and advice

Encouragingly far more tenants in the latest survey were satisfied with several aspects of the support and advice given by ISHA compared with the levels found in 2008. More tenants were satisfied with the support given to vulnerable and new tenants (6% and 11% higher respectively) and the advice on moving home (7% higher). However, although a similar percentage of tenants was satisfied with the advice on rent payments (1% lower); fewer tenants were satisfied with how enquiries are dealt with (5% lower).

**Figure 6.10 Support and advice given to tenants 2008 and 2011**

