

Background to the survey

We commissioned Research Resource to carry our Tenant Satisfaction Survey 2016.

Research Resource worked with a tenant focus group to design a questionnaire which would record your views and experiences and gather important data for the Annual Report on the Charter.

Research Resource sent the questionnaire to all tenants either by post, by email or by telephone survey.

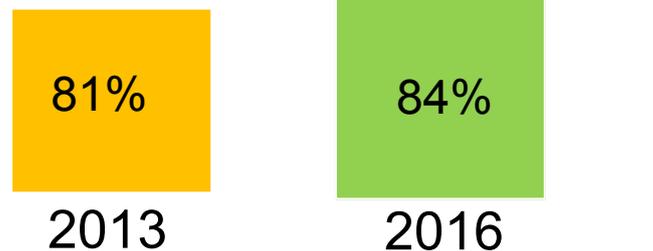
A total of 1,096 tenants completed the questionnaire. This provided an excellent response rate of 42%.

Overall Satisfaction

We asked you how satisfied or dissatisfied you are with the overall service provided by Langstane.

84% of you said you were satisfied or fairly satisfied compared to 2013 when 81% were satisfied with our service.

This is a 3% increase.

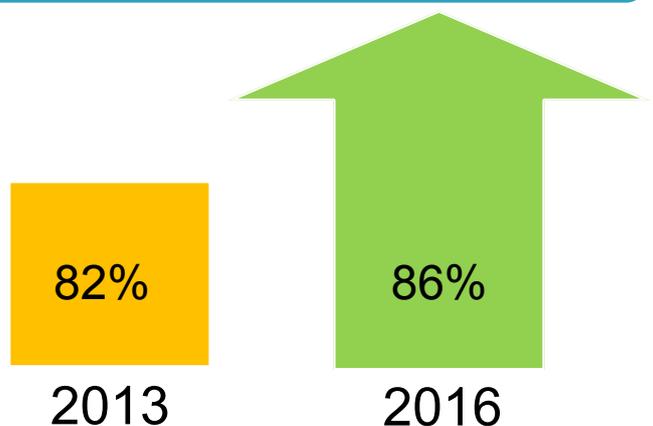


Keeping you informed

We asked you how good or poor you feel we are at keeping you informed about our services and decisions.

86% of your said we were good or fairly good compared to 82% in 2013.

This is a 4% increase.



How we contact you

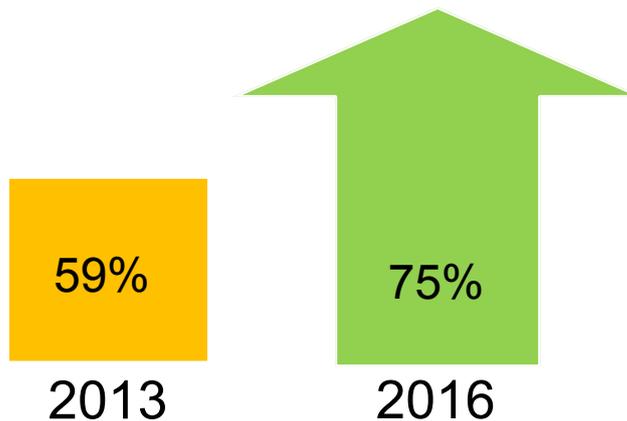
67% of you said you prefer us to get in touch by letter. 67% also said that you want us to give you information by letter. Another 38% want to hear about services in the newsletter.

Participation

We asked you how satisfied or dissatisfied you are with the opportunities we give you to take part in the way we make decisions.

75% of you said you were satisfied or fairly satisfied compared to 59% in 2013.

This is a rise of 16%.



Interest in becoming involved

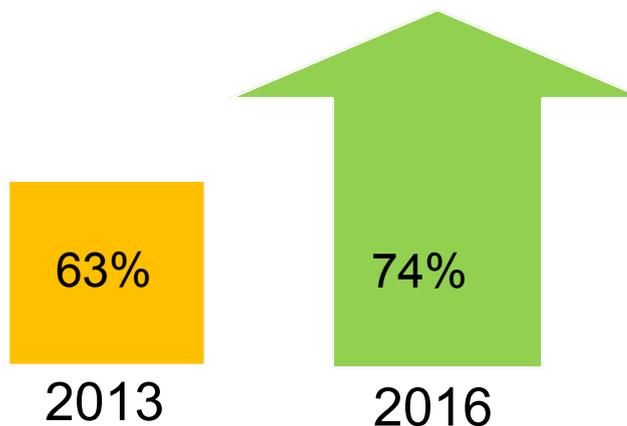
We asked you how you would like to give us your views. You told us you were most interested in taking part in consultations in our newsletter. We also asked if you knew about the ways you could take part. 41% said they knew about our Register of Interested Tenants. 36% of you were not aware of ways to get involved in our work.

Value for money

We asked you if you think the rent you pay for your accommodation and services represents good or poor value for money.

74% of you said you thought the rent was good or fairly good value for money.

This is a 11% increase from 2013.



Your Priorities

You also told us that your top priorities for good value for money were providing a responsive repairs service dealing with anti social behaviour.



Quality of your home

We asked you how satisfied or dissatisfied you are with the quality of your home..

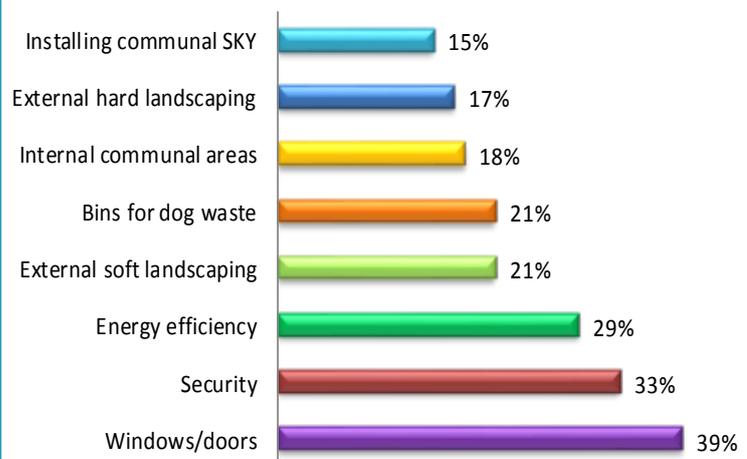
83% of you said you were satisfied or fairly satisfied.

This has not changed since 2013.



Your priorities

You told us that your top priorities for improving your schemes are good quality windows and doors and good security.

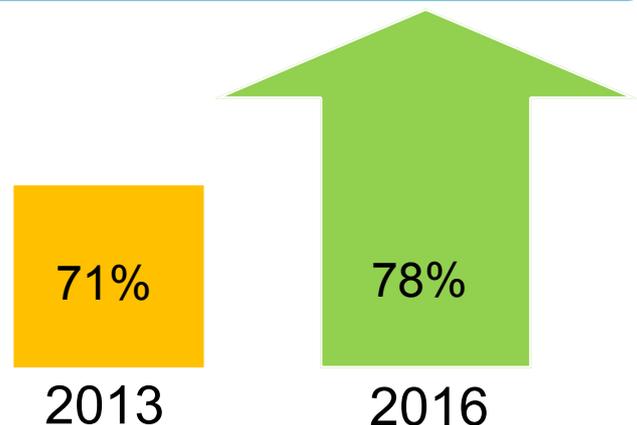


Your neighbourhood

We asked you how satisfied or dissatisfied you are with the way we manage the area you live in.

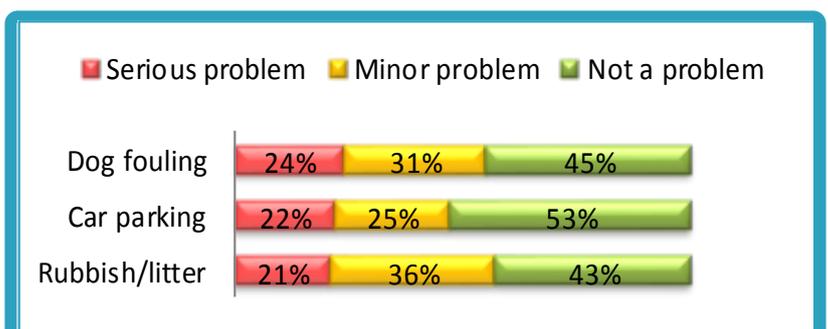
78% of you said you were satisfied or fairly satisfied compared to 71% in 2014.

This is an increase of 7%.



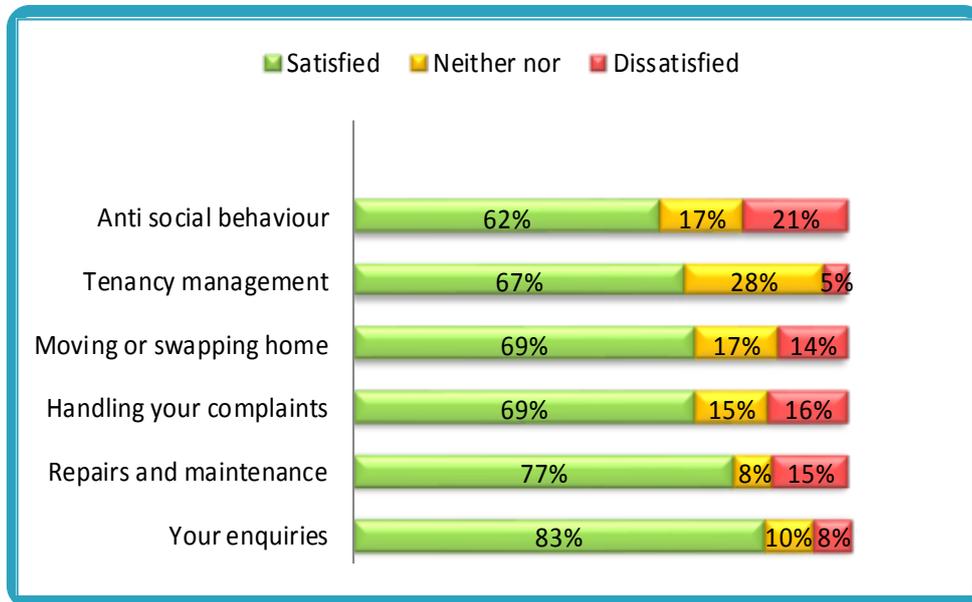
Neighbourhood problems

You told us that the main problems in your schemes are dog fouling, car parking and rubbish or litter.



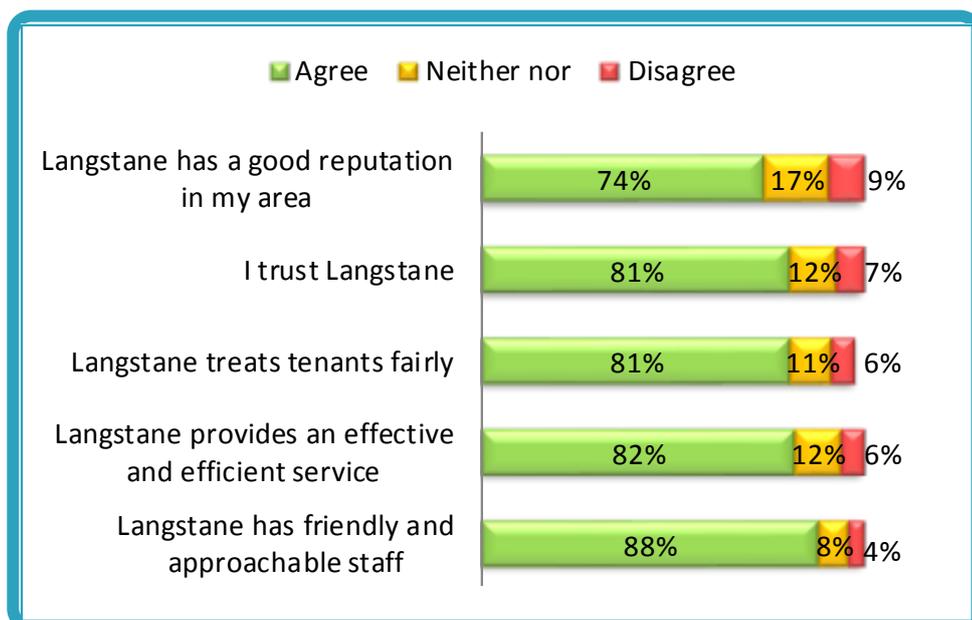
Customer care

We asked you how satisfied or dissatisfied you are with the way we provide the services that are most important to you.



How do you rate Langstane?

We asked you whether you agree or disagree with these statements.



Next steps

Thank you to all 1096 tenants who took part in the survey. We will be using all the results to develop an action plan for improvement. This action plan will be available on our website after The Board of Management approves it.

The main areas of service highlighted for improvement are:

- **Tenancy management** – this has a dissatisfaction level of 33%. This involves how we deal with things like transfer applications, mutual exchange requests, joint tenancy requests, sub-let requests and assignments
- **The way we deal with anti social behaviour** – 38% of tenants experiencing problems with neighbours are dissatisfied with the service provided
- **Our reputation in the area** - 26% of you say this could be improved
- **Our gardening and cleaning services** – only 65% of you reported satisfaction with the gardening service and 55% satisfaction with the cleaning service. We have reviewed and re-tendered the gardening work since the survey was carried out, and are looking at options for improving the quality of the cleaning service provided.

Look out for our annual report, due out in October. This contains information about how we are doing against the standards and outcomes in the Social Housing Charter. We also publish information about performance every three months on our website – you can find that in the 'How we are doing' page.

