

# Ducane Housing Association

## Resident Satisfaction Survey for 2009 As at 28 May 2009

A survey, provided by the Housing Corporation, but with minor adjustments to suit our client base, was sent to all 195 (181 tenants for 2008) Ducane tenants. Questions were slightly changed in order to compare as much as possible with the previous years survey.

### Section 1

#### Number of responses:

2009	2008	2007	2006	2005
56	49	42	61	72

#### This represents a response rate of:

29%	27%	20%	28%	33%
-----	-----	-----	-----	-----

#### Broken down into tenancy type as follows:

##### 1 bed flat (46 units)

	2009	2008	2007	2006	2005
Number replied	19	14	11	19	14
% Total replies based one bed	34%	29%	26%	31%	20%

##### 3 bed maisonette (64 units)

Number replied	22	24	14	24	24
% Total replies based 3 bed maisonette	40%	49%	32%	39%	33%

##### Vellacott study room (40 units)

Number replied	12	10	9	10	10
% Total replies based study room	22%	20%	21%	17%	14%

##### Street room (65 units for 2006, 57 units for 2007, 31 units for 2008 & 35 units for 2009)

Number replied	1	1	9	8	24
% Total replies based street room	1%	2%	21%	13%	33%

##### Du Cane House (10 units)

Number replied	2	-	-	-	-
% Total replies based street room	3%	-	-	-	-

Section 2

**Tenants were asked, overall, how satisfied or dissatisfied they were with the quality of their home:**

	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>
Very satisfied	49.2%	30.6%	37.5%	38%	38%
Fairly satisfied	45.7%	57.1%	57%	48%	56%
Neither satisfied nor dissatisfied	4.1%	8.1%	5.5%	11%	4%
Fairly dissatisfied	1%	0%	0%	3%	1%
Very dissatisfied	0%	4.2%	0%	0%	1%

Sub Total – satisfied	94.9%	87.7%	94.5%	86%	94%
-----------------------	-------	-------	-------	-----	-----

Section 3

**Tenants were asked, overall, how satisfied or dissatisfied they were with the general conditions of the property:**

	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>
Very satisfied	44.6%	16.2%	17.5%	26%	16.5%
Fairly satisfied	46.3%	63.5%	57.5%	43%	55%
Neither satisfied nor dissatisfied	8.1%	18.3%	22.5%	26%	22%
Fairly dissatisfied	1%	0%	2.5%	5%	5.5%
Very dissatisfied	0%	2%	0%	0%	1%

Sub Total – satisfied	90.9%	79.7%	75%	69%	71.5%
-----------------------	-------	-------	-----	-----	-------

Section 4

**Tenants were asked, overall, how satisfied or dissatisfied they were with the neighbourhood as a place to live**

	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>
Very satisfied	48.5%	20.8%	20%	13%	12%
Fairly satisfied	38.4%	44.6%	52.5%	49%	38%
Neither satisfied nor dissatisfied	10.1%	20.4%	14.5%	15%	34%
Fairly dissatisfied	3%	14.2%	10%	20%	14%
Very dissatisfied	0%	0%	3%	3%	2%

Sub Total – satisfied	86.9%	65.4%	72.5%	62%	50%
-----------------------	-------	-------	-------	-----	-----

Section 5 – The percentage is calculated from section 2,3 & 4 for the results

**Tenants were asked how satisfied or dissatisfied they were overall with Ducane Housing**

	2009	2008	2007	2006	2005
Very satisfied	53.8	30.6%	37.5%	38%	38
Fairly satisfied	38.2	57.1%	57%	48%	56
Neither satisfied nor dissatisfied	6.8%	8.1%	5.5%	11%	4%
Fairly dissatisfied	1.2%	0%	0%	3%	1%
Very dissatisfied	0.0%	4.2%	0%	0%	1%
<b>Sub Total – satisfied</b>	<b>91.8%</b>	<b>87.7%</b>	<b>94.5%</b>	<b>86</b>	<b>94%</b>

Section 6

**Tenants were asked if the following is a problem in the area.**

- Dogs and litter on the street – slight problem
- Racial harassment – not a problem
- Noise from roads or railway lines – slight problem
- Drug dealing other crime – not a problem

Section 7

**Tenants were asked if there was anything they would like to say about their satisfaction or dissatisfaction with their home and/or neighbourhood as a place to live.**

**Satisfaction**

- Peaceful at night
- Communal areas are always clean
- Properties are very clean when you move in
- Very pleasant neighbours

**Dissatisfaction**

- Heaters
- High electricity bills (56 responses, 36 complained about the high electricity bills) and why key meters were not installed over a year ago as promised.
- Repeating problems with mice/rats
- Lack of parking for visitors
- Furniture very old and dated
- Mould problems
- Balcony, gives visitors vertigo and are unable to put a chair on the balcony out in the sun (Du Cane House)

Section 8

**Tenants were asked with regards to the services that the landlord supplies.**

**Repairs & Maintenance**

	2009	2008	2007	2006	2005
Very satisfied	72.7%	36.7%	47.5%	47%	40%
Fairly satisfied	22.2%	40.8%	37.5%	33%	42%
Neither satisfied nor satisfied	5.1%	6.1%	10%	11%	9%
Fairly dissatisfied – 3 people	0%	8.1%	0%	5%	7%
Very dissatisfied – 1 person	0%	2%	0%	2%	2%
No opinion	0%	6.3%	5%	2%	0%

Sub Total – satisfied	94.9%	77.5%	80%	82%	89%
-----------------------	-------	-------	-----	-----	-----

Sections 9, 11, 13, 14 & 16 show in the first column the majority of responses and as a percentage of the majority of responses.

Section 9

**Other**

**Ratings 1= very satisfied and 5 = very dissatisfied**

	Majority of responses	Percentage of majority of responses
Anti Social Behaviour	1	57.1%
Advise on rent, electricity and service charges	2	85.7%
Improvement to your home	2	50%
Looking after communal and shared areas	2	75%
Neighbour disputes	-	-
Rehousing for existing tenants	2	66%
Other services	1	87.5%

<b>Overall rating for all services provided</b>	2	60%
---	---	-----

Section 10

**Tenants were asked how they could improve the landlords' services**

- Sealing of plumbing to prevent rats from moving from flat to flat
- Installation of humidifiers, to prevent damp in flats

Section 11

**Tenant were asked about the last time they contacted the Association and rate how strongly you agree or disagree with the following**

Ratings 1= very satisfied and 5 = very dissatisfied

	Majority of responses	Percentage of majority of responses
I had no difficulty in contacting my landlord	1	87.5%
I was able to speak to the right person	1	75%
I received a helpful response	1	78.5%
I received a friendly response	1	71.4%
I was treated fairly	2	55.3%
I was kept informed of progress	2	67.8%
I was happy with the outcome	1	78.5%
<b>Overall rating for last contact with landlord</b>	<b>1</b>	<b>73.4%</b>

Section 12

**Tenants were asked if there was anything else they would like to say about the last time they contacted their landlord.**

- Very friendly and efficient office staff
- Efficient and friendly maintenance team
- Quick response times

Section 13

**Tenants were asked about the last time the Association carried out a repair to your home and rate how strongly they agreed or disagree with the following.**

Ratings 1= very satisfied and 5 = very dissatisfied

	Majority of responses	Percentage of majority of responses
I had no difficulty in reporting the repair	1	100%
I was happy with the arrangements for the work to be carried out	2	77.3%
The worker(s) arrived on time	-	-
My home was treated respectfully	1	100%
I was happy with the attitude of the workers	1	100%
The worker(s) cleaned up any mess	1	85.7%
The work was of a high standard	1	98.2%
The work was completed within an acceptable time	2	75.6%
<b>Overall rating for the repairs</b>	<b>1</b>	<b>79.6%</b>

Section 14

**Tenant were asked how satisfied or dissatisfied they were with the way Ducane HA communicates with them:**

Ratings 1= very satisfied and 5 = very dissatisfied

	Majority of responses	Percentage of majority of responses
Your landlord keeps you informed about things that might affect you as a tenant	1	72.8%
Your views are being taken into account by DHA	2	64.7%
Your landlord does enough to support those representing tenants on the Board	-	-
Your landlord does enough to involve tenants in its Board	3	42.6%
Your landlord deals adequately with complaints	2	63.8%
<b>Overall rating for communication</b>	<b>2</b>	<b>48.7%</b>

Section 15

**Tenants were asked how they would prefer to be communicated by DHA**

Open meetings	12.6%
Letter	26.5%
Telephone	6.3%
Fax	-
Email	28.5%
Website	14.5%
Newsletter	11.6%
Community events	-
Other (please specify)	-

Section 16

**Tenants were asked how satisfied or dissatisfied they were with the following:**

Ratings 1= very satisfied and 5 = very dissatisfied

	Majority of responses	Percentage of majority of responses
<b>The value for money for your rent</b>	2	77.6%
<b>The services provided by Ducane HA</b>	1	98.6%

Section 17

**Tenants were asked if anything else they would like to say about what they liked or disliked about being a tenant of DHA**

Liked

- Friendly & efficient staff
- Staff make you feel as part of a big family
- Truly impressed and hope DHA continue to run in this manner

Dislike

- High electricity bills
- Increase in rents
- Car parking space for visitors
- Not having a communal room for prayers

Section 18

**Tenants were asked which group do they consider they belong to :**

<b>Group</b>	<b>Total Replies</b>
<b>White</b> / British	4
White / Irish	0
White / European	5
White / Any other white background	8
<b>Mixed</b> / White & Black Caribbean	0
Mixed / White & Black African	7
Mixed / White & Asian	0
Mixed / Any other mixed background	0
<b>Asian</b> or Asian British / Indian	4
Asian or Asian British / Pakistani	3
Asian or Asian British / Bangladeshi	0
Asian or Asian British / Any other Asian background	11
Asian or Asian British / Chinese	3
<b>Black or Black British</b> / Caribbean	0
Black or Black British / African	6
Black or Black British / Any other Black background	0
Black or Black British / Middle East	13
Black or Black British / Other	5

Section 19

**Tenants were asked if any of their household had any longstanding illness, disability or infirmity**

Yes	2
No	48
Don't know	0