

Communication and information

The survey results suggest that we provide a good standard of information to our tenants, and take account of their views when making decisions. These results were very similar to those achieved by other housing associations.

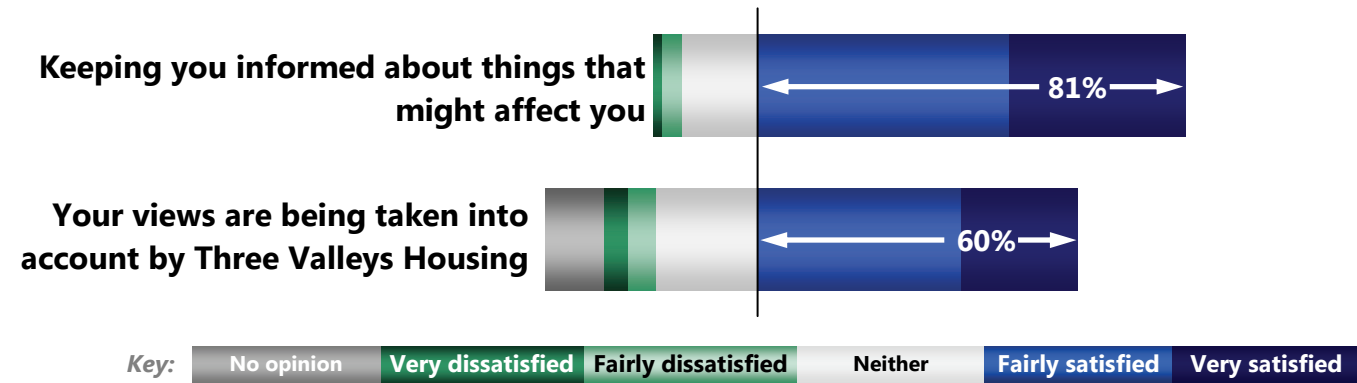


Fig 6 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 2478, 2429

Four out of five tenants said that they read 'Contact' magazine, the vast majority of whom were satisfied (only 3% were dissatisfied!)

Value for money

Eight out of ten tenants also felt that the rent they paid represented good value for money (84%), whilst only 7% held the opposite view. This was higher than it had been in 2005, with 43% now 'very satisfied' with value for money.

The figure remained high even amongst tenants who did not receive housing benefit. (74%).

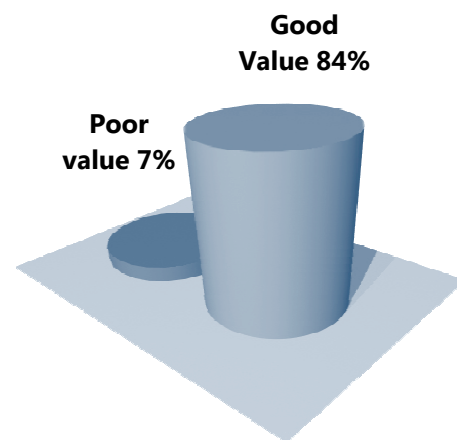


Fig 7 "The value for money of your rent" Base: 2220

Thank you!

We would like to thank all of those who took the time to take part in the survey - the information that you provided will play an important role in improving our services in the future!

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Introduction

In December 2007, we conducted a tenant survey using an independent company named Priority Research. This survey used a brand new version of the standard national questionnaire (called STATUS), which meant the results could be compared with the previous satisfaction survey from 2005, as well as with similar housing providers around the country.

The questionnaire was sent to every household, and 2547 completed surveys were returned. This meant that exactly half of our households took part, which is a very good response rate.

The following pages contain some of the main results from the survey.

Overall Satisfaction

Taking everything into account, the overall satisfaction level amongst tenants with the service that they received was very good - 82% said that they were satisfied whilst only 9% were dissatisfied. This was almost exactly the same as it was in 2005, and is in line with the national average.

Tenants living in sheltered housing were particularly satisfied with the services they received (88%), although satisfaction remained high across all the different areas and types of home.

New customers were also very satisfied, although levels were a little lower for younger tenants or those who had recently experienced anti-social behaviour.

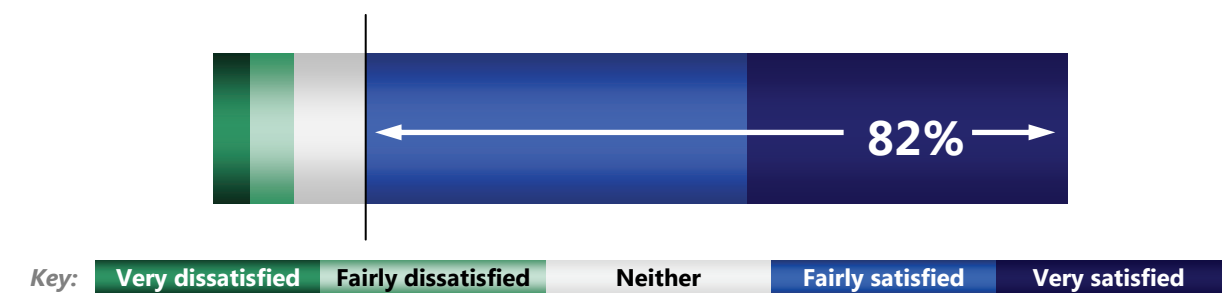


Fig 1 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 2474

The home

The overall quality of the homes we provided was one of the main reasons why most tenants were happy with the service as a whole (87%).

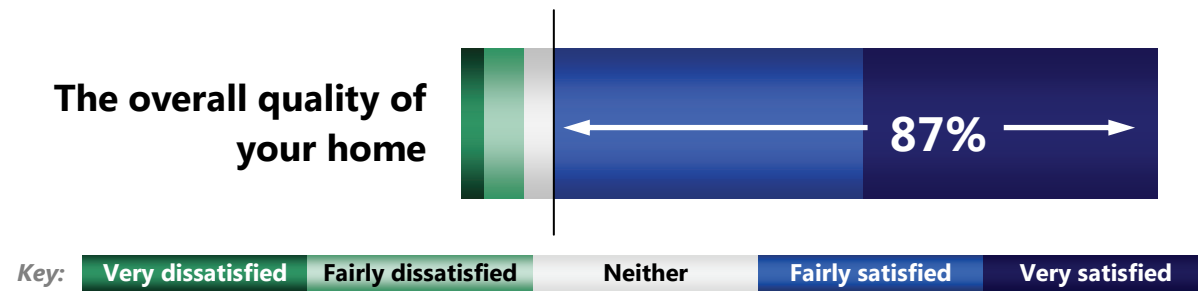


Fig 2 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 2415

Tenants were particularly happy with the windows, doors and heating in their homes (average 84%+), although in some areas satisfaction with kitchens and bathrooms was a little lower.

The majority of tenants who received communal services such as landscaping and cleaning were satisfied with those services. However there were a number of tenants who expressed their dissatisfaction and we will be investigating this further. In particular, 34% of sheltered housing respondents were dissatisfied with the gardening services.

The local neighbourhood

Most tenants were happy with the area in which they lived (84%), although this rating varied depending on neighbourhood. The issue that seemed to have most impact on happiness with the local area was noisy neighbours. A quarter of tenants recently had some sort of problem with anti-social behaviour or neighbours, although only half had reported it to us.

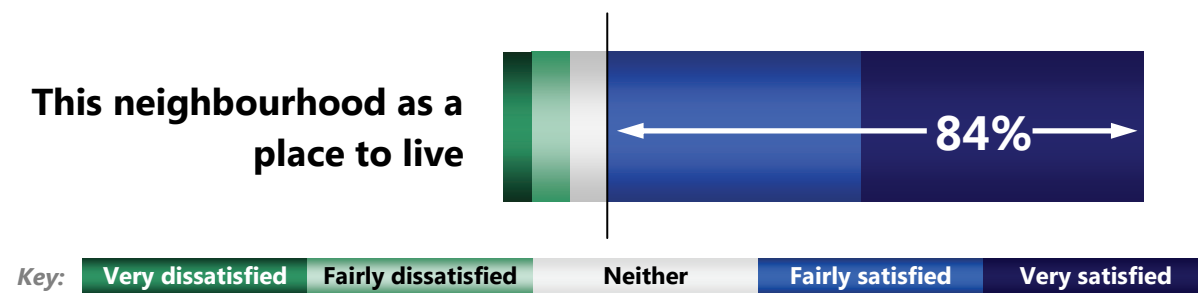


Fig 3 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Base: 2280

Repairs and maintenance

It is positive to see that the vast majority were satisfied with the way we deal with repairs and maintenance (78%). Tenants who had recently received a repair were particularly positive overall (82%), especially regarding improvements in the time taken before work started and being told when workers would call.

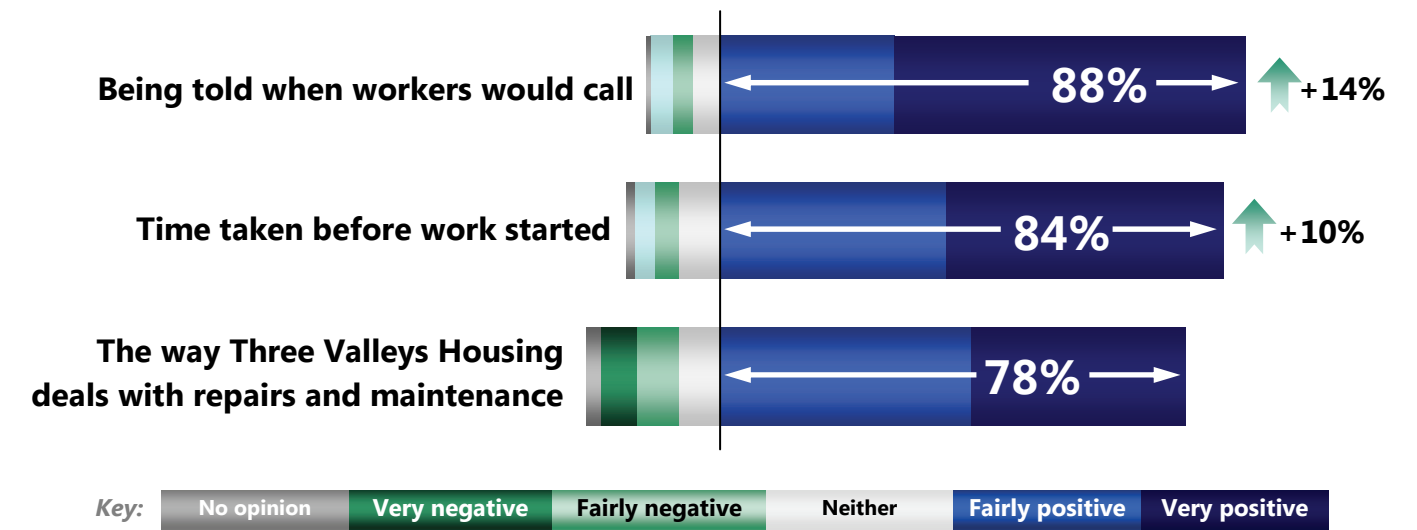


Fig 4 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases 2478, 1274, 1445

However, it was also clear that many tenants still felt that they had outstanding repairs that had not yet been dealt with (17%). This group were far less satisfied (51%) and dealing with this issue will be a priority for us.

Customer service

Satisfaction with the levels of customer service was generally very high, with the helpfulness of staff, their ability to deal with problems and the final outcome of queries all rated at least as good as other housing associations. Since 2005, our staff had also significantly improved their ability to deal with tenant's problems (81% in 2007 v 78% in 2005).

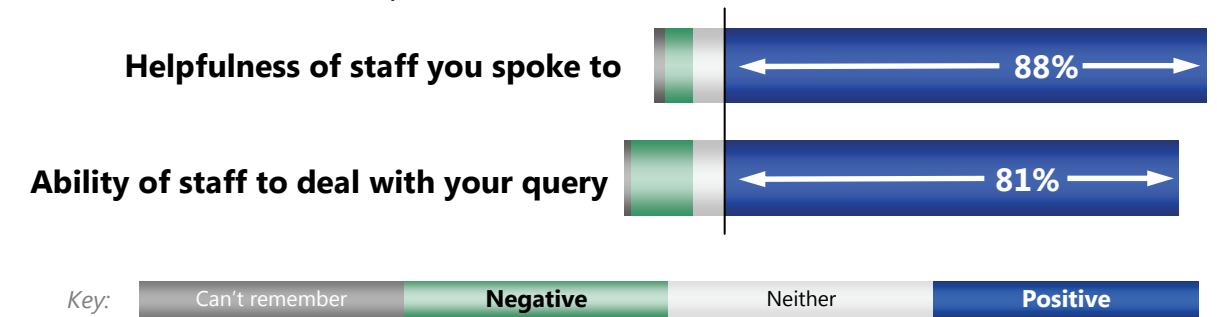


Fig 5 Figures represent the percentage of those who gave an opinion, excluding those who did not respond. Bases: 1839, 1822