

Background to the Survey

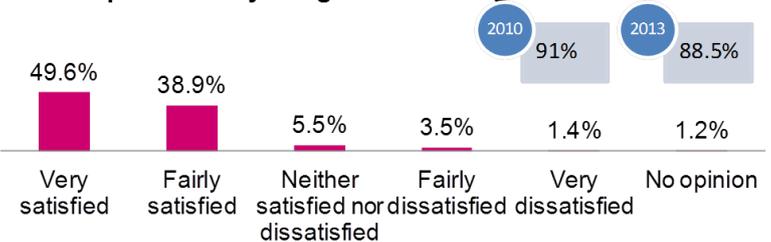
We were commissioned by Kingdom Housing Association to carry out their customer satisfaction survey. We sent all of you, as Kingdom tenants, sharing owners and owners, survey packs containing a questionnaire, a covering letter explaining the purpose of the research and a reply paid envelope. A small number of telephone interviews were undertaken to boost the survey response from younger tenants. A total of 1,481 responses were received from tenants, 60 from owners and 78 from sharing owners. Kingdom carried out a previous survey in 2010 when face to face interviews were carried out on a much smaller sample size (454 interviews). This newsletter provides a summary of the key findings arising from the 2013 survey.

Overall Satisfaction

Overall satisfaction

The survey opened by asking you how satisfied you were with the overall service provided by Kingdom. Just under 9 in 10 (88%) of you said you were very or fairly satisfied, compared to 4.9% who were very or fairly dissatisfied. In 2010 91% of tenants were either very or fairly satisfied with the overall service provided by Kingdom.

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingdom Housing Association?

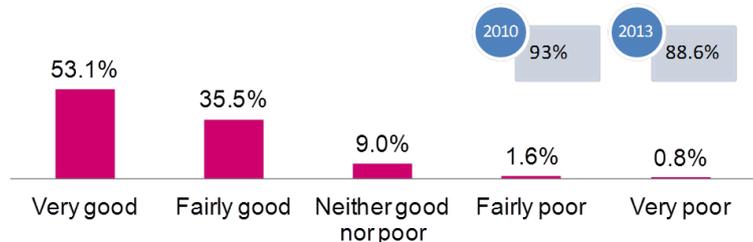


Information and Communication

Keeping tenants informed

Just under 9 in 10 (88.6%) of you were of the opinion that Kingdom was very or fairly good at keeping you informed about their services and decisions. This is a slight decrease from the 2010 survey results, where 93% were satisfied. Just 2.4% stated that Kingdom was poor in this respect.

How good or poor do you feel Kingdom Housing Association is at keeping you informed about their services and decisions?



Communication methods

The majority of you (70%) told us you would prefer Kingdom to keep you informed in writing and just over half (53%) said you would be happy for Kingdom to keep you informed through newsletters.

Internet access

Just under 7 in 10 (69%) of you said you had access to the internet in some way, with the majority stating this was through broadband internet at home. The proportion of respondents with internet access has continued to increase, from 36% in 2006 and 54% in 2010.

Taking account of tenants' views

Customer relations panel

Only 37% of those surveyed were aware of Kingdom's Customer Relations Panel. This is the same level of awareness recorded in the 2010 survey. A total of 26 individuals said they were current members of the Panel and a further 123 respondents said they would be interested in joining the Panel.

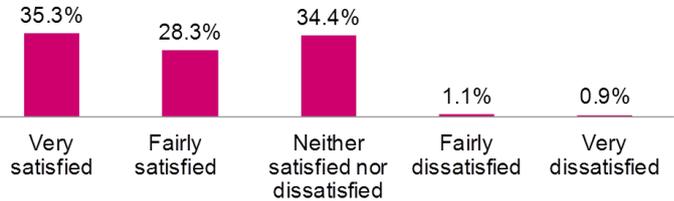
Satisfaction with participation opportunities

In terms of satisfaction with the opportunities for participation, 63.6% of you stated that you were satisfied with the opportunities given to you to participate.

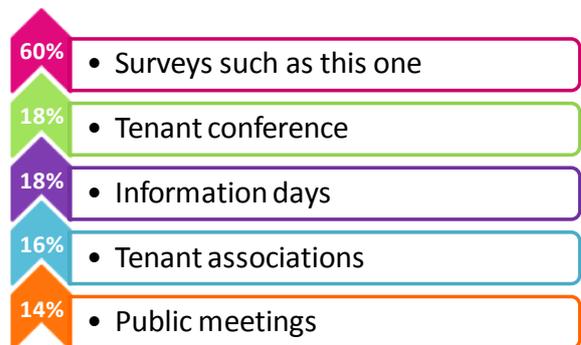
Consultation methods

6 in 10 (60%) of you said you would like Kingdom to consult with you through customer surveys on aspects that affect you. Tenant conferences and tenant information days were the next most popular choice at 18% respectively.

How satisfied or dissatisfied are you with opportunities given to you to participate in Kingdom Housing Association's decision making processes?



Preferred consultation methods



Contacting Kingdom Housing

Reasons for contacting Kingdom Housing

Just over 8 in 10 (81%) of you said you had contacted Kingdom with a query or a problem in the previous 12 months, with 64% of this contact being to report a repair.

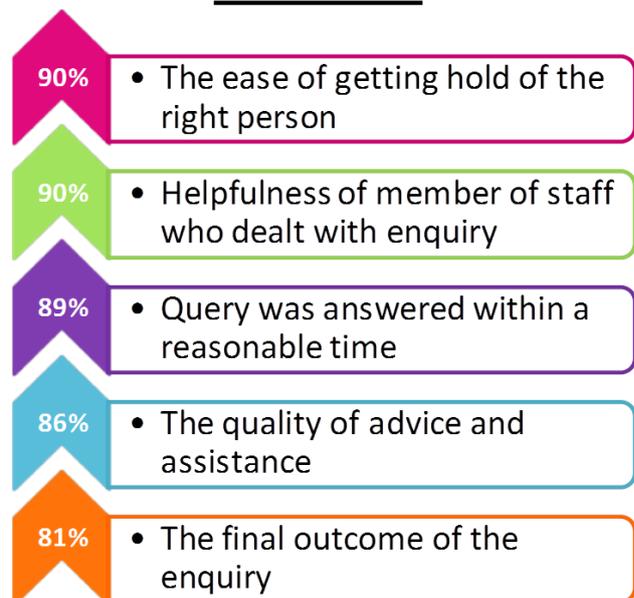
Contact method

At 88%, telephone was the most popular method of contact, followed by office visits at 5%, email 4% and 2% by letter.

Satisfaction with contact

We asked you to rate various aspects of the service provided the last time you contacted Kingdom. At 90%, satisfaction levels were highest in terms of the ease of getting hold of the right person and the helpfulness of the member of staff and lowest (81%) in terms of the final outcome of the enquiry.

Satisfaction with contact with the Association



The repairs service

Satisfaction with the repairs service

Over 8 in 10 (86.4%) of those of you who had repairs carried out in your property within the previous 12 months were satisfied with the service provided by Kingdom, compared to 7.9% who were dissatisfied. This is a marginal improvement on the 2010 survey.

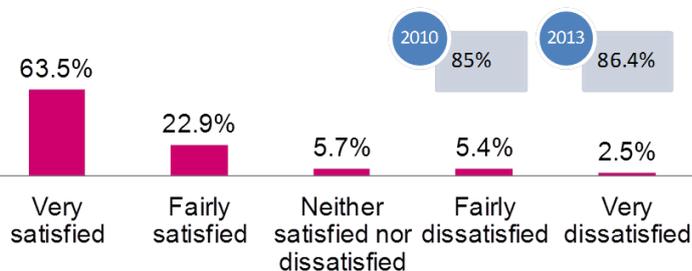
Nature of the repair

In terms of the nature of the repair, 37% of you said the last repair was a joinery repair, 31% said the repair was plumbing related and 25% said it was a gas repair.

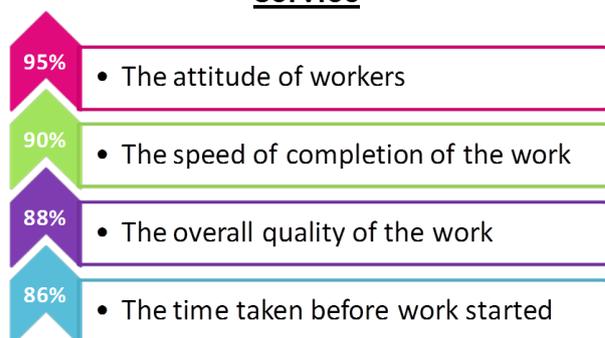
Various aspects of the repairs service

Those of you who have had repairs carried out were then asked about your satisfaction with specific aspects of the repairs service. As shown, satisfaction levels range from 86% in terms of the time taken before work started to 95% in terms of the attitude of the workers.

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Kingdom?



Satisfaction with aspects of the repairs service



Value for money

Value for money

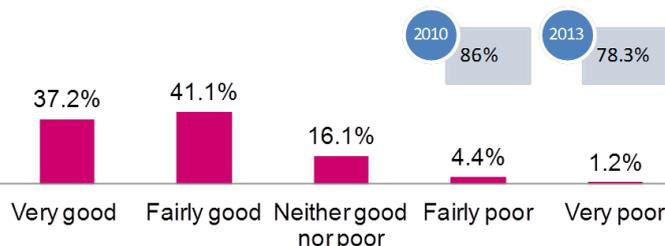
78.3% of you stated that your rent represented good value for money, compared to 5.6% who said that the rent charge was poor value. The proportion of respondents who said their rent was very good or good value for money has decreased from 83% in 2010 to 78% in 2013, however the proportion of respondents who said their rent was poor value for money has also decreased, from 7% in 2010 to 5.6% in 2013.

Financial advice and support

84% of you who had received advice and support from Kingdom on claiming housing benefit and other welfare benefits were satisfied with the advice you received.

79% of you who received advice and support from Kingdom on managing your finances and paying rent and service charges were satisfied with the advice you received.

Do you think that the rent for this property represents good or poor value for money? Is it...



Rent setting

The majority of you (77%) were of the opinion that properties which have similar characteristics should have similar rent.

We then asked you what you felt should be the top priority for rent setting. The top response was size of property (74%) followed by the condition of the property (54%) and the type of property (40%).

The home and neighbourhood

Quality of the home

83.1% of you were satisfied with the quality of your home compared to 8.9% who were dissatisfied.

Neighbourhood management

More than 8 in 10 of you (81.6%) were satisfied with Kingdom's management of the neighbourhood you live in compared to 4.9% who were dissatisfied.

Neighbourhood aspects

We asked you how satisfied you were with various aspects of your neighbourhood:

- 88% were satisfied with the neighbourhood as a place to live;
- 78% were satisfied with the stair cleaning service (if part of your service charge);
- 73% were satisfied with the grass cutting service (if part of your service charge).

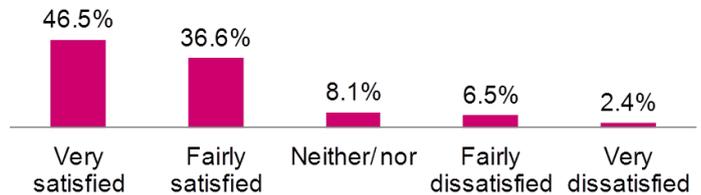
Grass cutting and stair cleaning service

Those of you who received a grass cutting and/or stair cleaning service were asked to what extent the charge you paid for these services represented good or poor value for money. More than 6 in 10 of you (62%) said the service charge represented good value for money compared to 13% who said it was poor value for money.

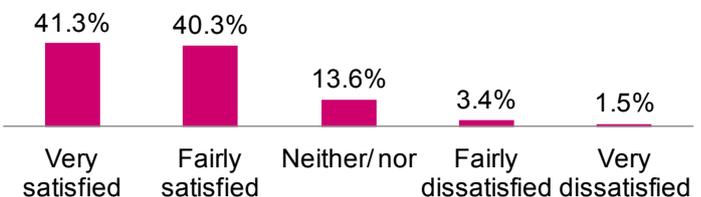
Neighbourhood problems

You told us that the biggest concern in your neighbourhood was car parking, followed by dog fouling and rubbish or litter.

Overall, how satisfied or dissatisfied are you with the quality of your home?



Overall, how satisfied or dissatisfied are you with Kingdom's management of the neighbourhood you live in?



Neighbourhood concerns (% stating serious problem)



Owners

Owners

More than half (51%) of Kingdom's owners were satisfied with the services provided by Kingdom, compared to 29% who were dissatisfied and 19% who were neither satisfied nor dissatisfied.

Sharing Owners

For sharing owners, 41% were either very or fairly satisfied with the services provided by Kingdom compared to 23% who were neither satisfied nor dissatisfied and 36% who were dissatisfied.

Kingdom would like to thank you for taking part in the survey. They are currently identifying the main areas for improvement based on your feedback. They plan to carry out further consultation to ensure they are prioritising those service developments that will help you most and that you see as most important. If you would like to be involved in this work, please telephone Marjory Sneddon on 01592 630922 or email m.sneddon@kingdomhousing.org.uk.