



SATISFACTION SURVEY

HOUSING REGISTER (GPA) - ANALYSIS

(December 2002)

70 questionnaires issued
20 questionnaires received
21% response rate

	Base	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied
1 When you first approached the Council were you satisfied with the way our staff helped you?	97	53	26	11	7
		55%	27%	11%	7%
2 Were you satisfied that our staff were sympathetic to your problems?	20	11	6	2	1
		55%	30%	10%	5%
3 Were you satisfied with the information you were given?	19	12	2	3	2
		63%	11%	16%	11%
4 Were you satisfied that the written material provided was clear and understandable?	20	10	5	3	2
		50%	25%	15%	10%
5 Were you satisfied that the application form was easy to complete?	19	11	5	1	2
		58%	26%	5%	11%
6 Where a home visit was made, were you satisfied that this was done within a reasonable time after you returned your application?	12	10	2	-	-
		83%	17%	-	-
7 Were you satisfied that the home visit was useful and informative?	12	9	3	-	-
		75%	25%	-	-
8 After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?	5	2	3	-	-
		40%	60%	-	-
9 Were you satisfied that you were given adequate information about the outcome of your application?	9	7	2	-	-
		78%	22%	-	-
10 Were you satisfied with the information in your points breakdown	12	7	3	-	2
		58%	25%	-	17%

11 An idea of how long it's likely to take or our position on the 'list' would be very helpful. It's not easy to gain a realistic idea of where we stand in comparison to others with such little information available.

No

No

I can't understand why I am not able to get a council house. When I was born in Sudbury and lived in Suffolk most of my life. When I live in a shit hole in the centre of Sudbury with 2 kids a dog with no garden. The lady

No

No

No

Completed by daughter. Mrs. Church is presently in a care home awaiting housing into a bungalow/ground floor flat with disabled access following a stroke.

I think there are too many forms to fill in and can be difficult for pensioners to understand sometimes.

Maybe request a character reference from an employer so you can place decent people who are genuine.

No

I have been very satisfied by the way I have been treated by the council staff I have seen.

Re No. 10 - did not receive a letter.

It would be helpful if you were given an approx. time span to how long it will take to house families.

I have never received a points breakdown letter, despite requesting one several times. And never be able to talk to the person 'in charge' of my area, and had to resort to writing to him to get a response. No one seems to be interested or have time to listen to treat applicants on their individual merits/needs.

No

No

No letter received re. question 10!!

Since application form was sent back a letter arrived saying I would receive a home visit that was about 5 months ago and nothing since. Very poor.

		Base	YES	NO
12	Would you be interested in joining a Focus Group aimed at improving the Council's Lettings Service?	14	3	11
		100%	21%	79%



SATISFACTION SURVEY

HOUSING REGISTER (GPB) - ANALYSIS

(December 2002)

25 questionnaires issued
7 questionnaires received
28% response rate

	Base	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied
1 When you first approached the Council were you satisfied with the way our staff helped you?	7	4	2	1	-
		57%	29%	14%	-
2 Were you satisfied that our staff were sympathetic to your	7	4	1	2	-
		57%	14%	29%	-
3 Were you satisfied with the information you were given?	7	5	1	1	-
		71%	14%	14%	-
4 Were you satisfied that the written material provided was clear and understandable?	7	3	3	-	1
		43%	43%	-	14%
5 Were you satisfied that the application form was easy to complete?	5	3	1	1	-
		60%	20%	20%	-
6 Where a home visit was made, were you satisfied that this was done within a reasonable time after you returned your application?	4	2	1	1	-
		50%	25%	25%	-
7 Were you satisfied that the home visit was useful and informative?	4	1	1	1	1
		25%	25%	25%	25%
8 After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?	4	1	1	2	-
		25%	25%	50%	-
9 Were you satisfied that you were given adequate information about the outcome of your application?	4	2	-	1	1
		50%	-	25%	25%
10 Were you satisfied with the information in your points breakdown letter?	5	3	-	1	1
		60%	-	20%	20%
11 If you have been offered a property by the Council was that offer to your satisfaction?	2	-	-	1	1
		-	-	50%	50%

12 Do you have any suggestions about how the service would be improved such as improved literature or application forms?

No

Updates on your application progress.

The bungalow we were offered was not big enough for our needs we have got five children and 12

I believe the system as a whole needs reviewing. And how come a person with proven behaviour problems be offered a council house before someone with 2 children in a house with inadequate heating and not enough rooms, who live on a busy street? Whats going on!

No

Maybe when I phone up don't get the right person to speak to.

No

	Base	YES	NO
13 Would you be interested in joining a Focus Group aimed at improving the Council's Lettings Service?			
	3	-	3
	100%	-	100%



SATISFACTION SURVEY

HOUSING REGISTER (GPC) - ANALYSIS

(December 2002)

40 questionnaires issued
18 questionnaires received
45% response rate

SECTION A

	Base	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied	Not Applicable
1 When you first approached the Council did you find our staff helpful?	18	13	4	-	-	1
		72%	22%	-	-	6%
2 Were our staff sympathetic to your problems?	18	12	4	-	1	1
		67%	22%	-	6%	6%
3 Were you satisfied with the information you were given?	18	10	7	-	-	1
		56%	39%	-	-	6%
4 Was the written material provided clear and understandable?	17	10	5	1	-	1
		59%	29%	6%	-	6%
5 Was the application form easy to complete?	18	10	5	3	-	-
		56%	28%	17%	-	-
6 Where a home visit was made, did you feel this was done within a reasonable time after you returned your application?	17	11	2	2	-	3
		65%	12%	12%	-	18%
7 Did you find the home visit useful and informative?	16	9	3	1	-	3
		56%	19%	6%	-	19%
8 After the home visit was any necessary follow-up action (such as medical assessments) completed within a reasonable time?	15	4	3	1	-	7
		27%	20%	7%	-	47%
9 Do you feel that you were given adequate information about the outcome of your application?	18	13	2	2	1	1
		72%	11%	11%	6%	6%
10 Did you understand the letter giving your points breakdown?	18	11	5	1	1	-
		61%	28%	6%	6%	-
11 If you have been offered a property by the Council was that offer to your satisfaction?	17	15	2	-	-	-
		88%	12%	-	-	-

12 Do you have any suggestions about how the service would be improved such as improved literature or application

Explain the rent is higher than a 3 story house & only just covered by income support & bills are higher because every light is kept on and when you go away or in summer you still have to pay though not using cooker, washer, lights, heating.

No

In my case the points system just didn't work because my file had not been updated so they said. I had no chance of a flat - But looking at my file again they said I had plenty of points - enough to go to the moon and back. I was homeless at the time and the woman who was dealing with my case didn't give a s---t. So I had to go to the head of housing Dept in the end. Anyway I'm very satisfied now. Thank you. The admin was very so so and the grant was very low - A thank you to H. Shackleton.

I think there should have been an inspection to look at the property when the workmen have been in.

no

First two properties offered were highly unsuitable due to their location and my mental health, but once my social worker explained this to your staff the property offered which I accepted took this into consideration and was perfect. I don't think people with mental health problems should be homed in volatile neighbourhoods. Thank you for offering me Stanstead.

No

None, I found the service first class.

SECTION B

1	How did you learn that you were going to be offered a property?	Base	By phone	By letter	By visit
		18	10	7	1
		100%	56%	39%	6%

2	How much time did you have from first being made aware that you had been offered a property to when your tenancy started?	Base	Less than a week	Less than 2 weeks	Less than 3 weeks	Less than 4 weeks	More than 4 weeks
		18	5	5	2	5	2
		100%	28%	28%	11%	28%	11%

3	How satisfied were you with the amount of time that you had to arrange your move?	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		18	8	7	2	-	1
		100%	44%	39%	11%	-	6%

If you were fairly dissatisfied or very dissatisfied, please give details:-

I am a disabled person and although I was moving from a 3 bedroom house no consideration was allowed for another very satisfied because moved out of parents so no arrangements needed to be made prior to moving.

Flat was left in a dirty and unbearable condition and only had a week to get it degreased and clean.

I was told on a Friday picked up keys and moved in on the following Monday.

4	Were you able to view the property before you signed your tenancy agreement?	Base	YES	NO
		17	15	3
		100%	88%	18%

5	How satisfied were you with how the conditions of tenancy ie. anti social behaviour, tenants participation, other responsibility, were explained to you before you signed your tenancy agreement?	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		17	10	5	1	1	1
		100%	59%	29%	6%	6%	6%

If you were fairly dissatisfied or very dissatisfied, please give details:-

Nothing explained.

6	How satisfied were you with the manner of the member of staff who signed you up for your tenancy?	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		18	17	1	-	-	-
		100%	94%	6%	-	-	-

If you were fairly dissatisfied or very dissatisfied, please give details:-

She was very informative and I felt that I could approach her with any questions that I had.

Thank you Mrs Stone

7	How satisfied were you with the information you were given about your home?						
		Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		18	7	8	1	2	1
	100%	39%	44%	6%	11%	6%	

If you were fairly dissatisfied or very dissatisfied, please give details:-

It was implied that my rent etc. would be done the same way, but its £42 MORE. I did not pay for heating & water. I did not have a TV so not included in costs. Did not pay community charges and very little for water - did my own windows. When I went away no heat etc. used so no usual bills, where now its every wk/mth. Not given any guidance on situation of electrics, stopcocks for water or how the heating system works. Had no instructions left about the heating. Left everything I had at my old house. I moved in May this year and I am still trying to remove mould from all upstairs rooms, which I have been told is not the Councils concern.

8	How satisfied were you over the arrangements made for you to get the keys?						
		Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		18	13	4	-	1	-
	100%	72%	22%	-	6%	-	

If you were fairly dissatisfied or very dissatisfied, please give details:-

We were sent to Stour House to collect them, but they weren't there, then we had to to Hadleigh. That was quite badley arranged. Got letter on Saturday was so excited but couldn't get keys till Monday.

9	Overall, how satisfied were you with the way that you were offered your property, and the quality of the information and help provided?						
		Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		18	11	5	1	-	1
	100%	61%	28%	6%	-	6%	

If you were fairly dissatisfied or very dissatisfied, please give details:-

I needed extra time to clean & get repairs done but it was just told nothing doing unless £86 extra and my pensin won't allow such extras. Thank you

10	How satisfied were you with the condition of the property when you moved in?						
		Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		18	3	7	1	2	5
	100%	17%	39%	6%	11%	28%	

11	If there have been repairs carried out in your property prior to you moving in, how satisfied were you with the quality of the repairs that were done?						
		Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		17	7	3	2	2	3
	100%	41%	18%	12%	12%	18%	

If you were fairly dissatisfied or very dissatisfied, please give details:-

Although funigated it was not clean - Sinks, plugs, bath, behind pipes, window frames etc all disgusting. Cooker too. Have taken photos. The kitchen walls were left in a very bad state after they removed all the tiles off the walls. A new panel was put in the front door but no effort was made to make it appear to match. Had job to find out who turned water off at the front gate. Still waiting jobs to be done.

12	Do you think that other repairs should have been done in the property?	Base	YES	NO
		17	8	10
		100%	47%	59%

If YES, please give details

Rubber around windows, bath drain, cracks in wall and fan extractor.

Windows (Locks/keys handles etc) repaired where necessary heating thermostat replaced - BIG cracks in walls.

No shelves in the airing cupboard. Flooring in the linen cupboard still in a bad state- also there was a gas leak. No grant given inspite a lot of decoration wanted.

Radiator in kitchen wall above window in hallway windows in back bedroom, I've contacted council twice, both times someone came out. It still has not been sorted.

Gas heater not working and had to wait 2/5 weeks before part was fitted.

We would all like gas central heating fitted instead of storage heaters.

Window catches, tiling behind new cooker, extra electric socket in kitchen.

13	If you were given a grant to assist with the cost of decorating, were you satisfied with the amount?	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		13	7	4	1	-	1
		100%	54%	31%	8%	-	8%

14	Overall, how satisfied are you with the condition of the property that you have been offered?	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		13	7	4	1	-	1
		100%	54%	31%	8%	-	8%

15	Overall, how satisfied are you with the service offered by Babergh District Council?	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
		18	14	3	-	-	1
		100%	78%	17%	-	-	6%

If you were fairly dissatisfied or very dissatisfied, please give details:-

The kitchen will need to be done as the grease comes through. Now my flat is cleaner I am happy to be in Playford Court. But as a semi-invalid it has caused terrible exhaustion cleaning all the filth - complaint goes on for a page see returned questionnaire.

You couldn't have moved me to a better place. Thank you.

We were awarded a grant of £232 for decoration. We have not to date received this money.