



**SATISFACTION SURVEY**

**HOUSING REGISTER (GPC) - ANALYSIS**

(JUNE 2003)

40 questionnaires issued
13 questionnaires received
33% response rate

**SECTION A**

		Base	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied	Not Applicable
		138	89	34	4	8	3
			64%	25%	3%	6%	2%
1	When you first approached the Council did you find our staff helpful?	13	9	3	-	1	-
			69%	23%	-	8%	-
2	Were our staff sympathetic to your problems?	13	7	3	1	1	1
			54%	23%	8%	8%	8%
3	Were you satisfied with the information you were given?	13	10	1	1	1	-
			77%	8%	8%	8%	-
4	Was the written material provided clear and understandable?	13	6	7	-	-	-
			46%	54%	-	-	-
5	Was the application form easy to complete?	12	6	6	-	-	-
			50%	50%	-	-	-
6	Where a home visit was made, did you feel this was done within a reasonable time after you returned your application?	12	9	2	-	1	-
			75%	17%	-	8%	-
7	Did you find the home visit 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 reasonable time?	11	9	1	-	1	-
			82%	9%	-	9%	-
9	Do you feel that you were given adequate information about the outcome of your application?	13	8	3	1	1	-
			62%	23%	8%	8%	-
10	Did you understand the letter giving your points breakdown?	13	7	4	-	1	1
			54%	31%	-	8%	8%
11	If you have been offered a property by the Council was that offer to your satisfaction?	13	9	1	1	1	1
			69%	8%	8%	8%	8%

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

*Great work and assistance to tenant*

*No suggestions very satisfied with the procedure*

*May I respectfully point out that I was granted tenancy under the H.O.M.E.S. Project application between London Borough of Barking and Dagenham and Babergh District Council. Therefore, I consider this survey is probably inappropriate in the main. All in all I am satisfied with all the proceedings taken.*

*Everytime we went to the Council we were told something different. We received a property with no bathroom and were told we could have one. But ended up paying for one ourself. Repairs are still not being finished and are still waiting for them to be done since we moved in 22 March 2003. Should just be honest with people, so they know where they stand.*

SECTION B

1	How did you learn that you were going to be offered a property?	Base	By phone	By letter	By visit
		13	8	3	2
		100%	62%	23%	15%

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
		13	3	2	3	1	4
		100%	23%	15%	23%	8%	31%

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
		13	5	6	-	-	2
		100%	38%	46%	-	-	15%

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

*I was only given four days to move, I was told on the Thursday to move in by the following Monday, so no time to arrange removers, also no time to buy curtains. I asked for an extra week, which was granted if I paid rent towards the week.*

*We kept getting told it would be ready every week from the 3rd February.*

4	Were you able to view the property before you signed your tenancy agreement?	Base	YES	NO
		13	12	1
		100%	92%	8%

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
		13	9	3	-	1	-
		100%	69%	23%	-	8%	-

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

*We signed the agreement thinking the repairs would be completed when they said.*

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
		13	12	1	-	-	-
		100%	92%	8%	-	-	-

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

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
		13	8	4	-	1	-
		100%	62%	31%	-	8%	-

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

*We had a lot of problems with the bath, because we had a flush floor shower, and were unable to touch it.*

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
		13	11	-	1	-	1
		100%	85%	-	8%	-	8%

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

*It took quite a while for us to get the keys; and were told there were no copies. But the day we got our tenancy a gentleman let himself in.*

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
		13	8	3	1	1	-
		100%	62%	23%	8%	8%	-

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

*I was told on the Thursday that I was to move on the following Monday, giving me no time to arrange the moving van, also lay carpets which needed ordering first. So I asked for another week when I was granted and I paid towards the rent.*

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
		11	6	1	1	2	1
		100%	55%	9%	9%	18%	9%

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
		10	5	3	1	-	1
		100%	50%	30%	10%	-	10%

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

*Tiles in bathroom weren't put up properly but were paying out of our own money to put it right.*

12	Do you think that other repairs should have been done in the property?	Base	YES	NO
		12	2	10
		100%	17%	83%

If YES, please give details

*2 locks on bathroom and toilet door, cupboard with damp, bricks need repointing, switch needs plastering underneath, son's door needs look at etc.*

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
		11	8	2	-	1	-
		100%	73%	18%	-	9%	-

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	11	1	1	-	-
		100%	85%	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
		13	8	3	1	1	-
		100%	62%	23%	8%	8%	-

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