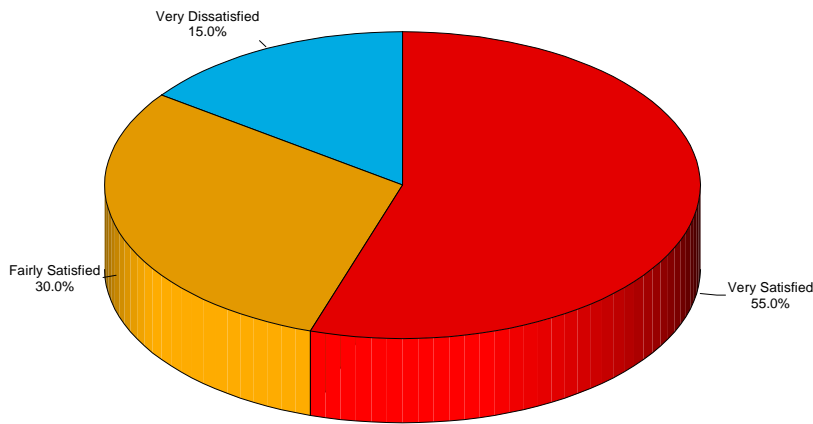




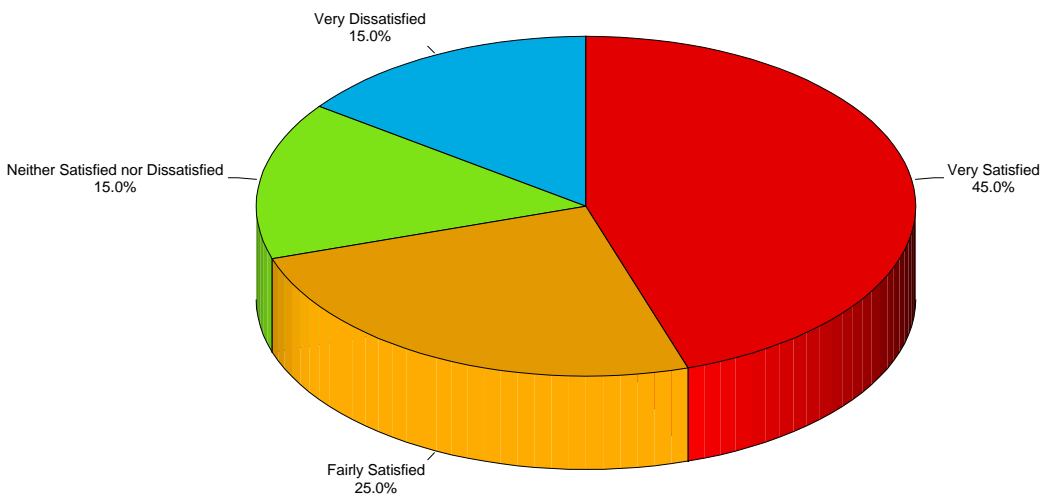
BABERGH DISTRICT COUNCIL
HOUSING REGISTER SURVEY JUNE 2004
ANALYSIS GROUP 'A'

70 surveys were sent out.
20 surveys were returned
Return rate: 28.57%

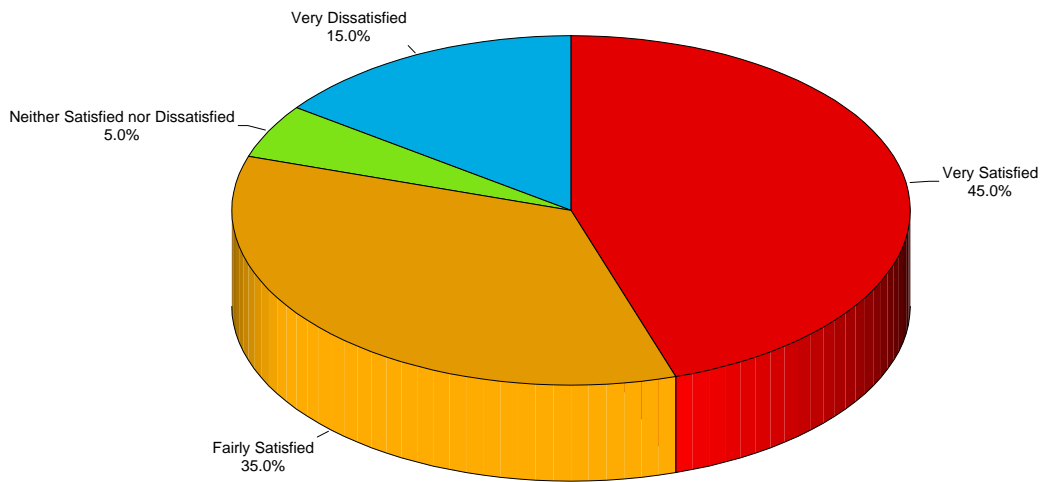
1. When you first approached the Council were you satisfied with the way our staff helped you?



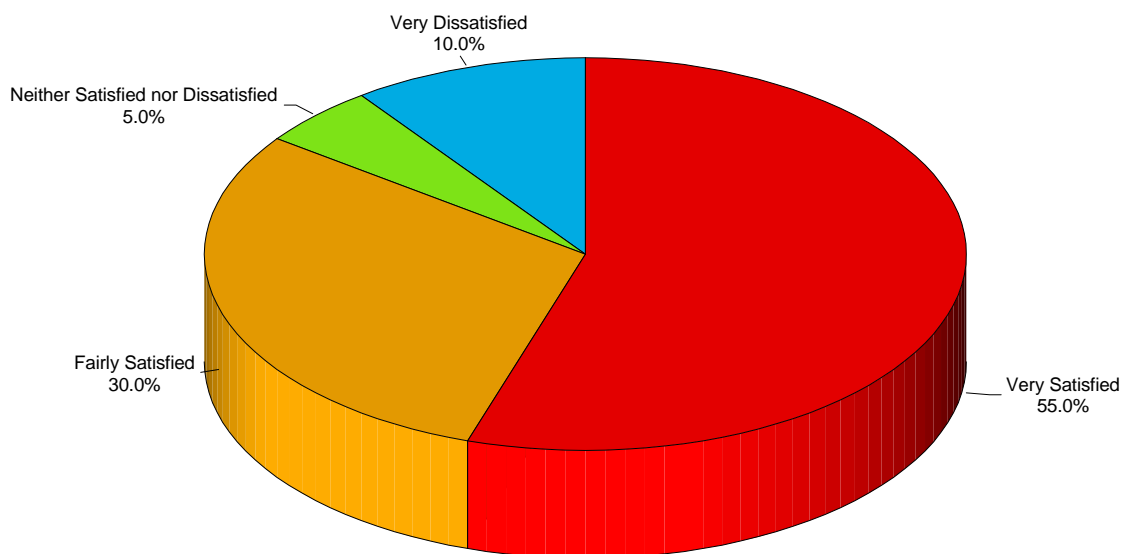
2. Were you satisfied that our staff were sympathetic to your problems?



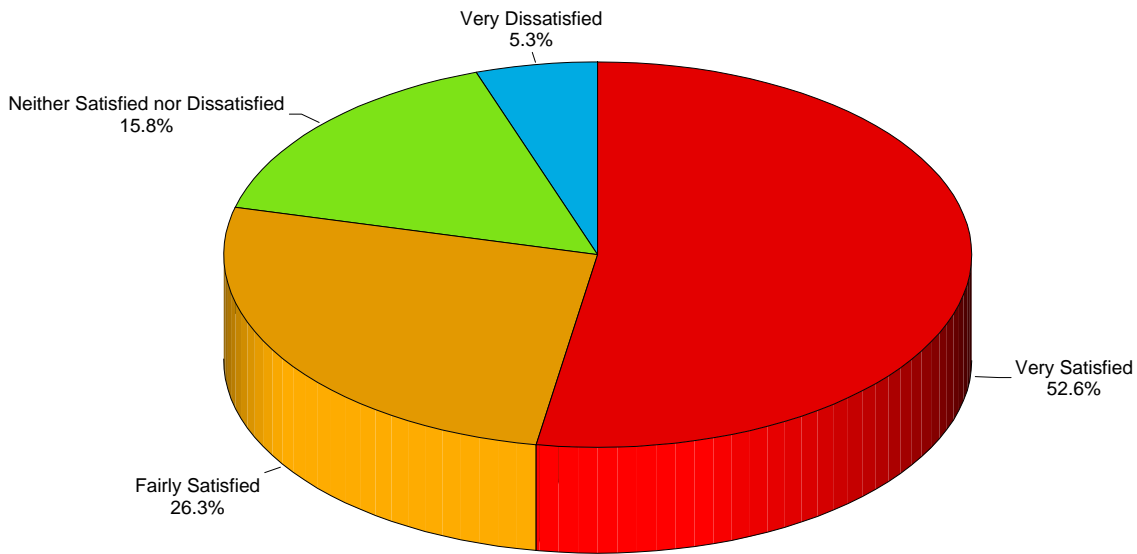
3. Were you satisfied with the information you were given?



4. Were you satisfied with the information provided was clear and understandable?



5. Were you satisfied that the application form was easy to complete?



6. Where a home visit was made, were you satisfied that this was done within a reasonable time after you returned your application?

Absolute Respondents	
Base	2
Where a home visit was made, were you satisfied that this was done within a reasonable time after yo	
Very Satisfied	-
Fairly Satisfied	1
Neither Satisfied nor Dissatisfied	-
Very Dissatisfied	1

7. Were you satisfied that the home visit was useful and informative?

Absolute Respondents	
Base	2
Were you satisfied that the home visit was...	
Very Satisfied	-
Fairly Satisfied	-
Neither Satisfied nor Dissatisfied	-
Very Dissatisfied	2

8. After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?

Absolute Respondents	
Base	2
After the home visit was any necessary fol...	
Very Satisfied	-
Fairly Satisfied	-
Neither Satisfied nor Dissatisfied	1
Very Dissatisfied	1

9. Were you satisfied that you were given adequate information about the outcome of your application?

Absolute Respondents	
Base	4
Were you satisfied that you were given ade...	
Very Satisfied	1
Fairly Satisfied	1
Neither Satisfied nor Dissatisfied	-
Very Dissatisfied	2

10. Were you satisfied with the information in your points breakdown letter?

Absolute Respondents	
Base	13
Were you satisfied with the information in...	
Very Satisfied	3
Fairly Satisfied	5
Neither Satisfied nor Dissatisfied	3
Very Dissatisfied	2

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

- Yes. I do not understand how the points are allocated.
- I needed and still need help. I have to leave my husband with £65,000 cash - not enough to buy and not enough to rent indefinitely. I have 2 jobs and am still struggling, had hoped for help/guidance
- We have been treated most unfairly. We've had 12 or 13 different excuses in the last year or so and I intend to speak to my local MP Mr Tim Yeo as we have 3 children in a 2 bed house. I sleep downstairs for health reasons etc and we are getting no joy whatsoever
- Sometimes some of the questions are written in an (unclear) ambiguous way. If I recall correctly - I believe the questions relating to past addresses. In general, I feel Babergh's services are excellent. I was previously with Babergh then moved to a Housing Association, which is nowhere near the same standard.
- Listen to the people and act straight away, not wait six months and then expect us to wait another year before you do anything. We are trapped in this front room which is fallen down around us. We cannot use the front because the path is blocked by a concrete bollard, wheelie bins and a slab of concrete. This is a testament that you are discriminating against the disables and fouling in maintaining your properties and providing access to them.
- I would like a home visit. I have never had one. I must move from here. I am very unhappy. I have lived in Sudbury all my life. All my family are there. My mother bought up 10 children in Sudbury too so all my children and all my family. I also have a harassment from two ladies in the home day and night, so please see if you could help me.
- Please update your records at this opportunity. I have separated from my partner and since February have been renting a two bed house for myself and two children.



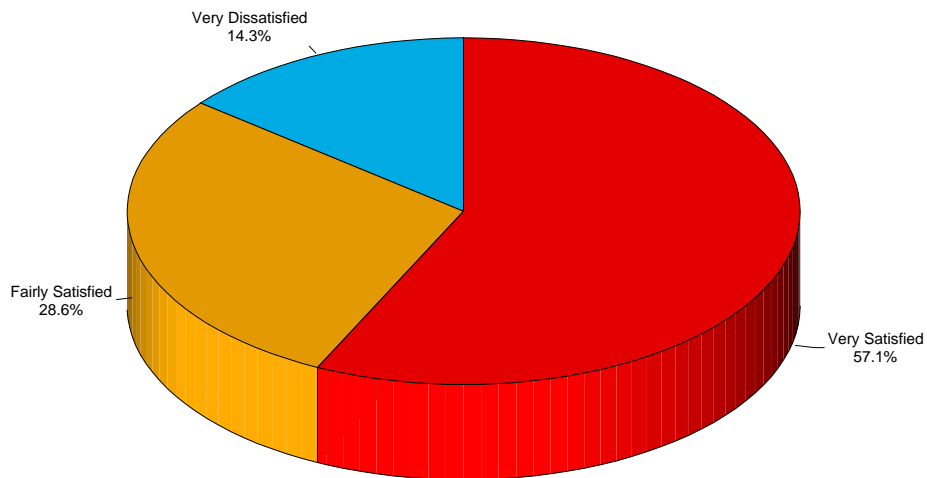
BABERGH DISTRICT COUNCIL

HOUSING SURVEY JUNE 2004

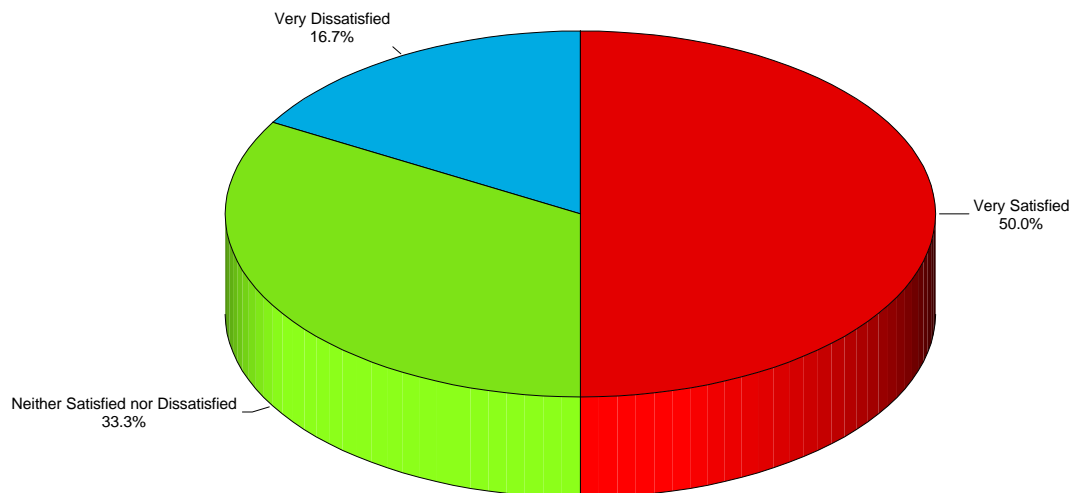
ANALYSIS GROUP 'B'

25 surveys were sent out
7 surveys were returned
Return rate: 28%

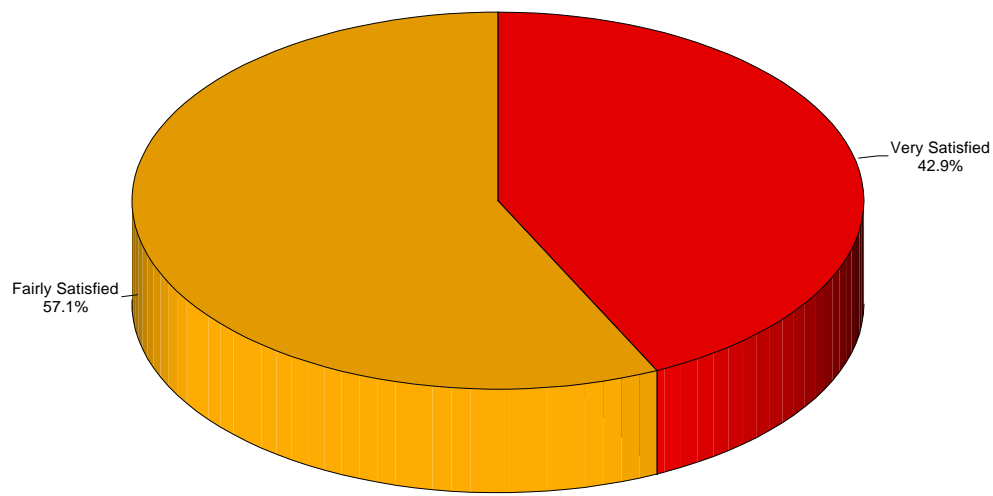
1. When you first approached the Council were you satisfied with the way our staff helped you?



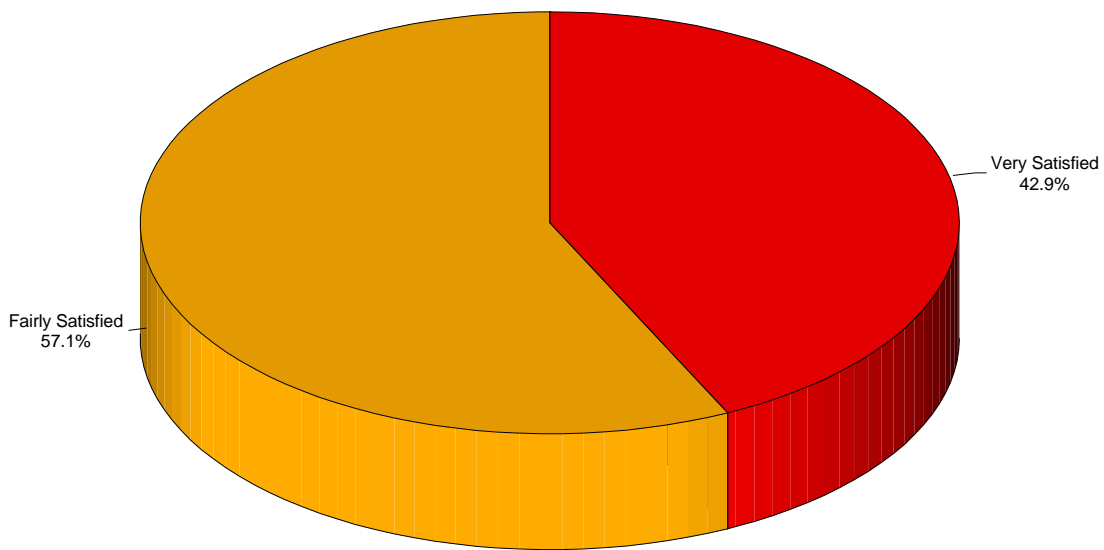
2. Were you satisfied that our staff were sympathetic to your problems?



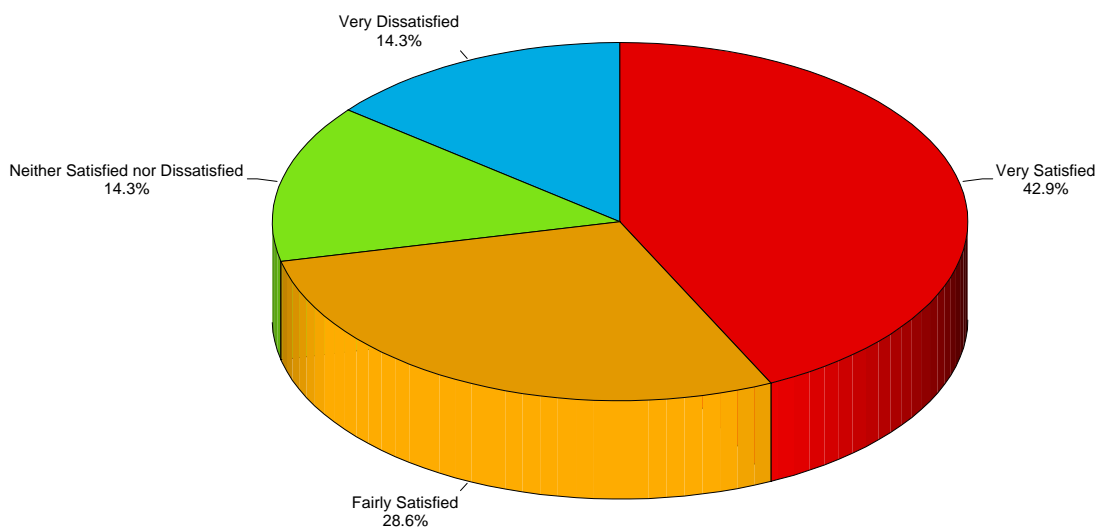
3. Were you satisfied with the information you were given?



4. Were you satisfied with the information provided was clear and understandable?



5. Were you satisfied that the application form was easy to complete?



6. Where a home visit was made, were you satisfied that this was done within a reasonable time after you returned your application?

Absolute Respondents	
Base	4
Where a home visit was made, were you satisfied that this was done within a reasonable time after yo	
Very Satisfied	3
Fairly Satisfied	1
Neither Satisfied nor Dissatisfied	-
Very Dissatisfied	-

7. Were you satisfied that the home visit was useful and informative?

Absolute Respondents	
Base	4
Were you satisfied that the home visit was...	
Very Satisfied	2
Fairly Satisfied	1
Neither Satisfied nor Dissatisfied	1
Very Dissatisfied	-

8. **After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?**

Absolute Respondents	
Base	2
After the home visit was any necessary fol...	
Very Satisfied	-
Fairly Satisfied	-
Neither Satisfied nor Dissatisfied	-
Very Dissatisfied	2

9. **Were you satisfied that you were given adequate information about the outcome of your application?**

Absolute Respondents	
Base	5
Were you satisfied that you were given ade...	
Very Satisfied	2
Fairly Satisfied	-
Neither Satisfied nor Dissatisfied	-
Very Dissatisfied	3

10. **Were you satisfied with the information in your points breakdown letter?**

Absolute Respondents	
Base	7
Were you satisfied with the information in...	
Very Satisfied	3
Fairly Satisfied	1
Neither Satisfied nor Dissatisfied	1
Very Dissatisfied	2

11. If you have been offered a property by the Council was that offer to your satisfaction?

Absolute Respondents	
Base	2
If you have been offered a property by the...	
Very Satisfied	-
Fairly Satisfied	-
Neither Satisfied nor Dissatisfied	-
Very Dissatisfied	2

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

- Pictures symbols for people who can't read very well
- I found it very helpful that a renewal letter was sent regarding the housing register, but I was not aware this would be so - I thought that I would have to contact the Council as is the case with other Council's registers - perhaps this service could be put into a letter on initial application acceptance
- More regular information on how far up the list you are and what the council are doing to solve your housing problems.



BABERGH DISTRICT COUNCIL

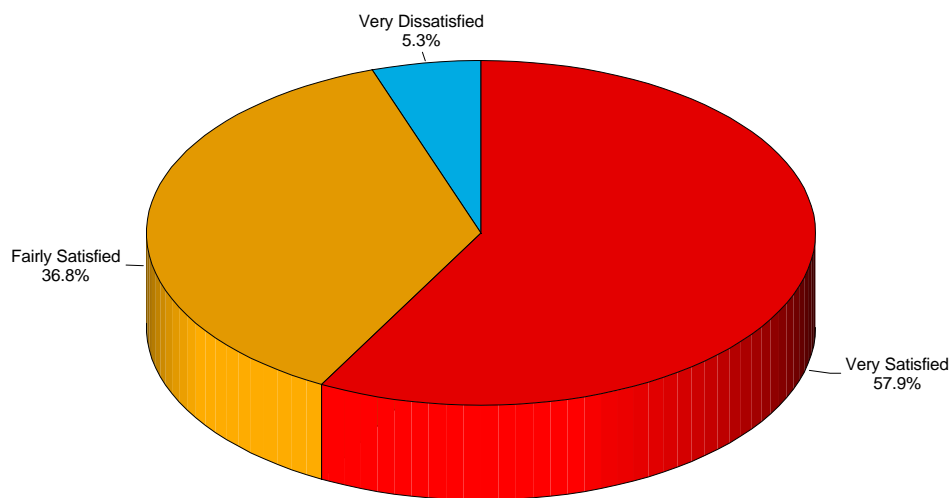
HOUSING SURVEY JUNE 2004

ANALYSIS GROUP 'C'

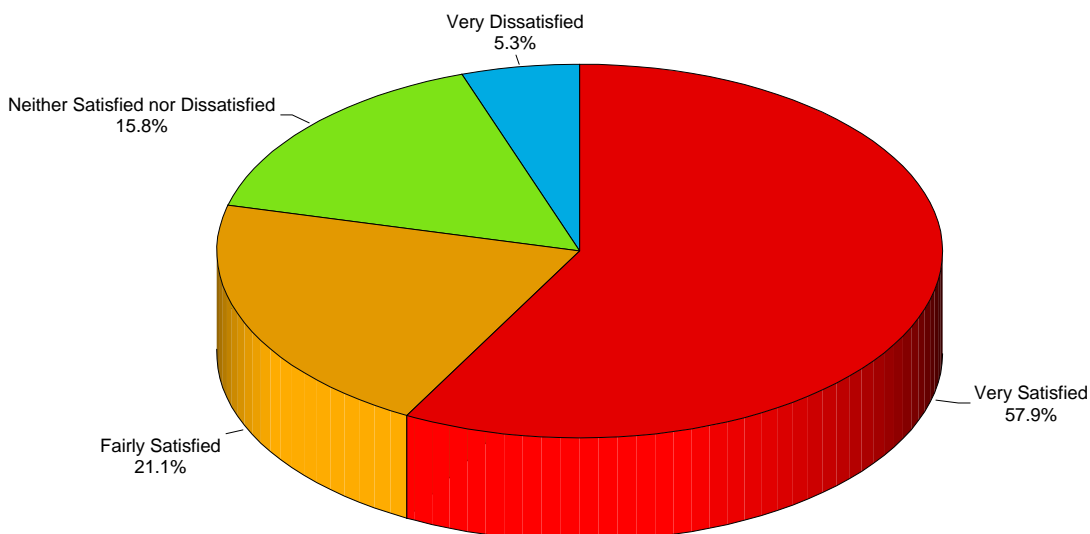
40 surveys were sent out
19 surveys were returned
Return rate: 47.5%

SECTION A

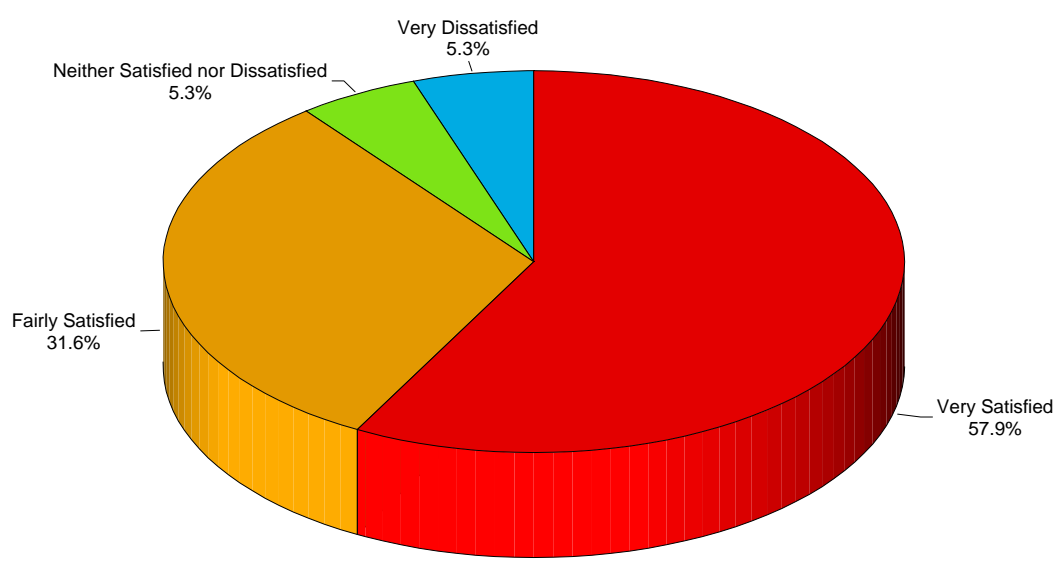
1. When you first approached the Council were you satisfied with the way our staff helped you?



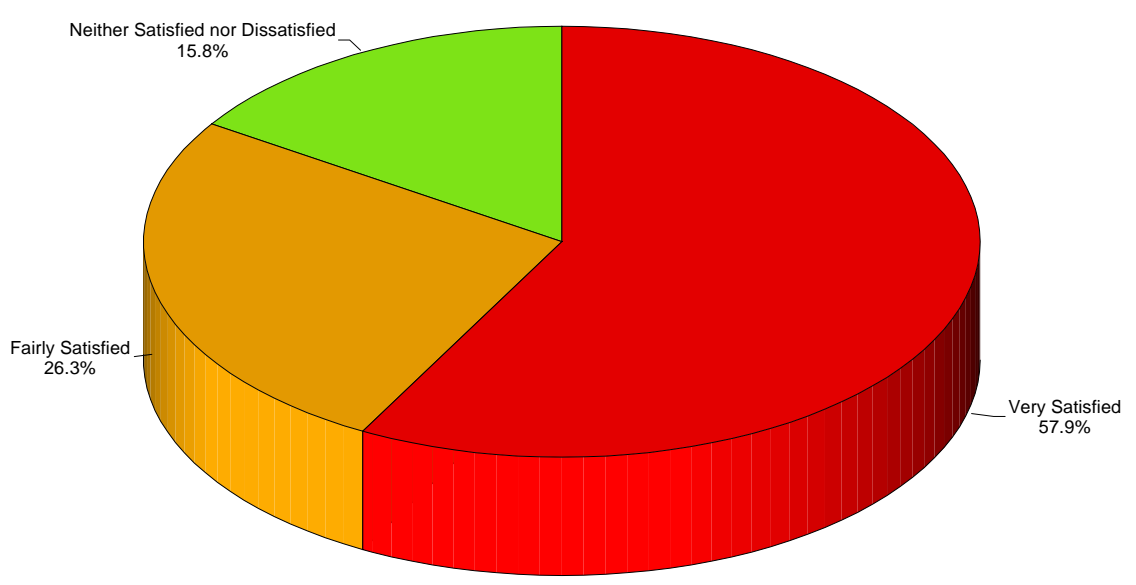
2. Were you satisfied that our staff were sympathetic to your problems?



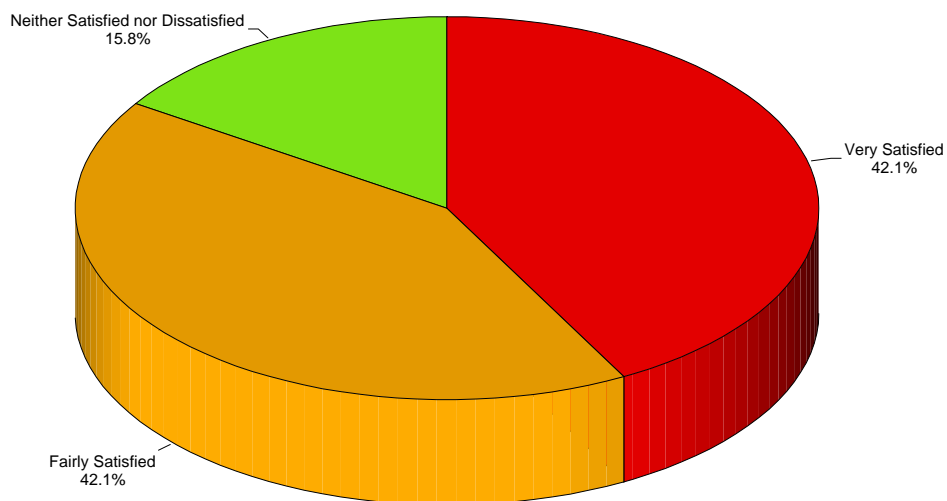
3. Were you satisfied with the information you were given?



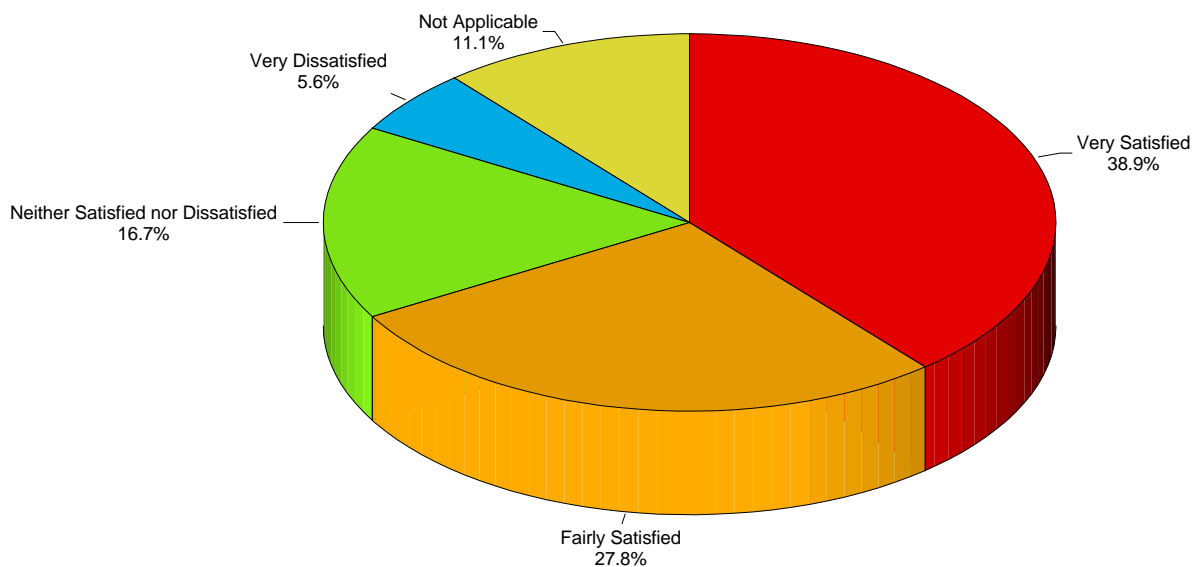
4. Was the written material provided clear and understandable?



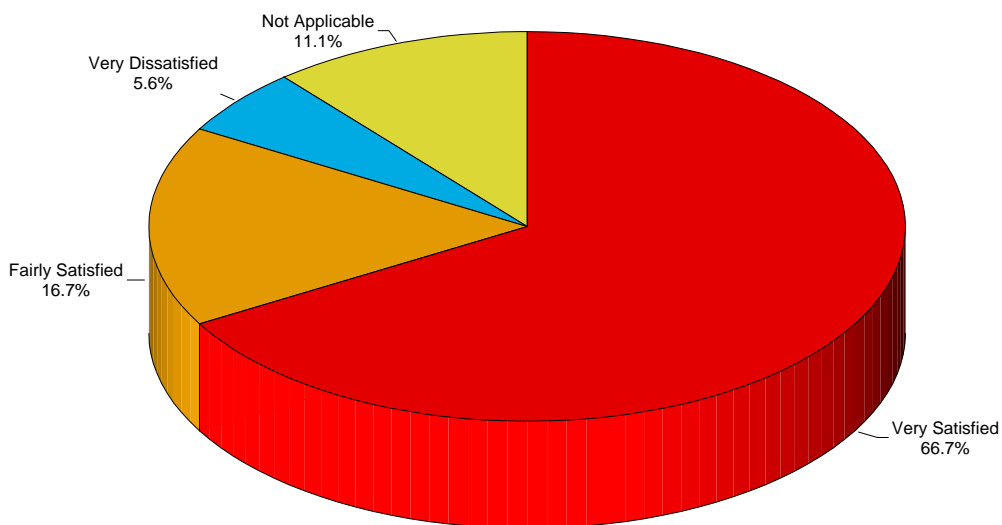
5. Was the application form easy to complete?



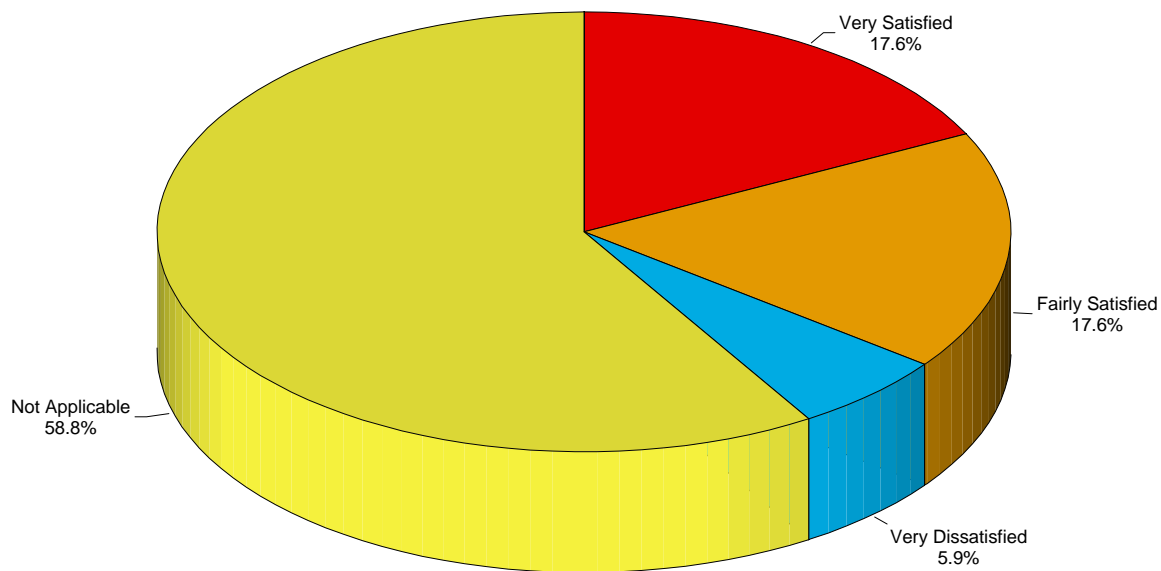
6. Where a home visit was made, did you feel this was done within a reasonable time after you returned your application?



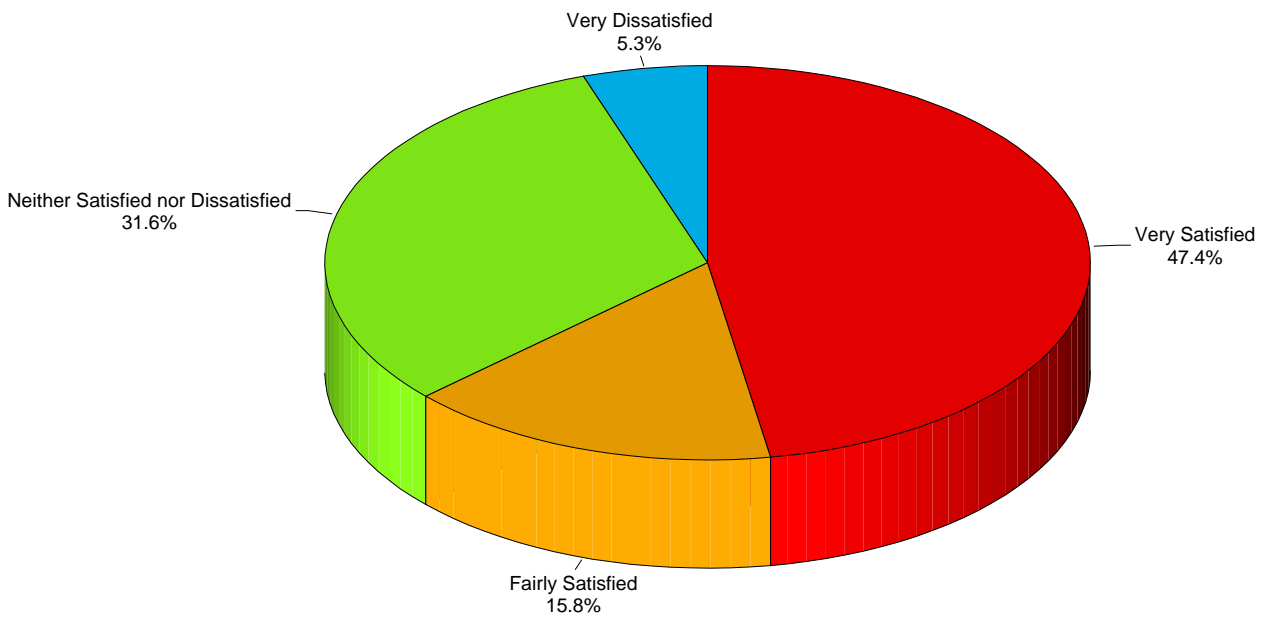
7. Did you find the home visit useful and informative?



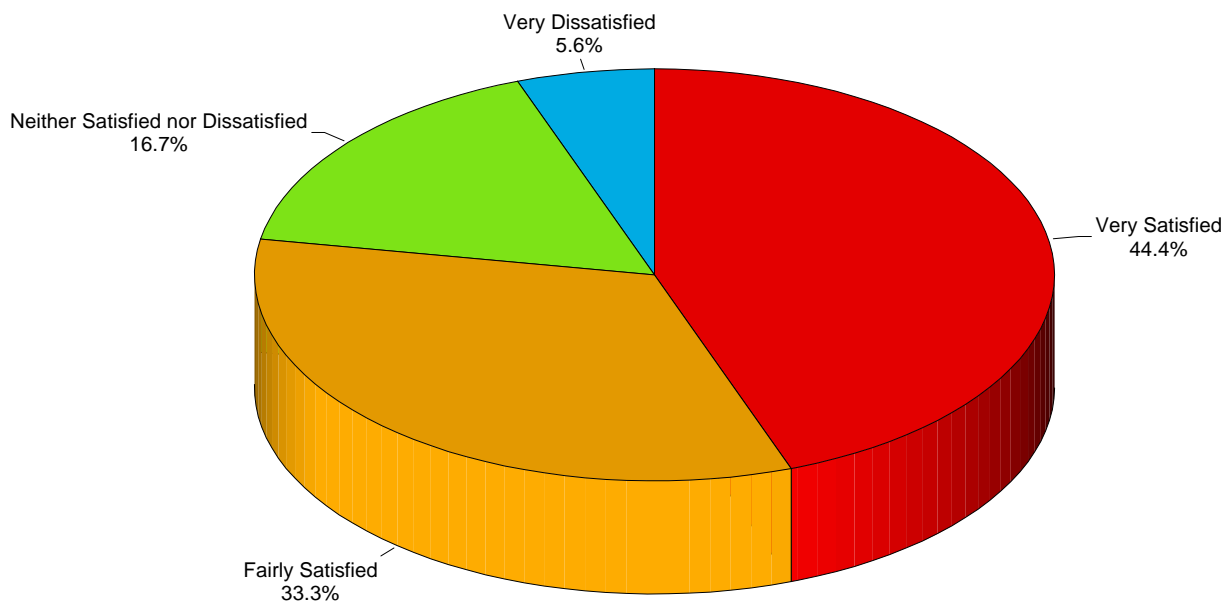
8. After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?



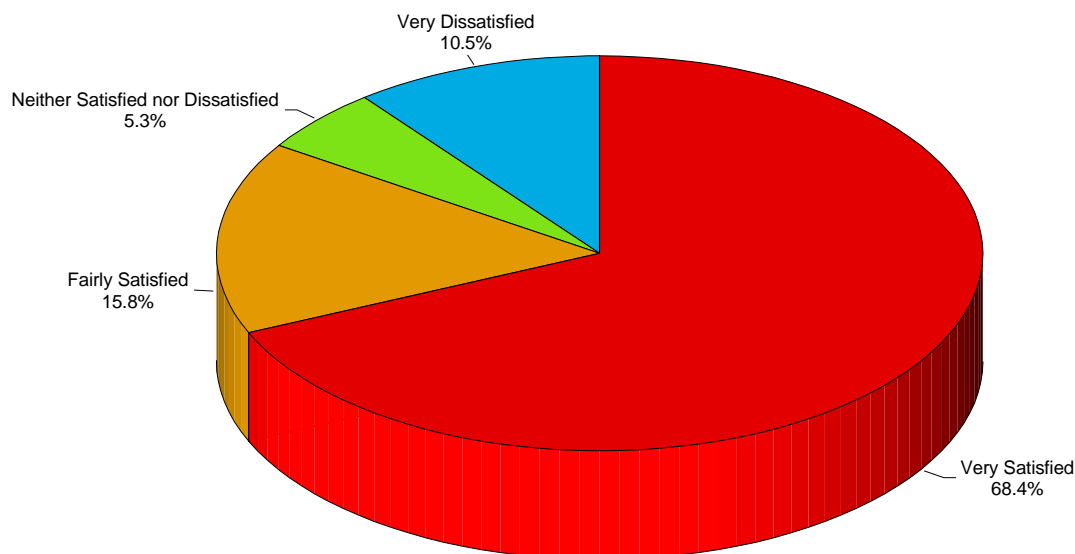
9. Do you feel that you were given adequate information about the outcome of your application?



10. Did you understand the letter giving your points breakdown?



11. If you have been offered a property by the Council was that offer to your satisfaction?

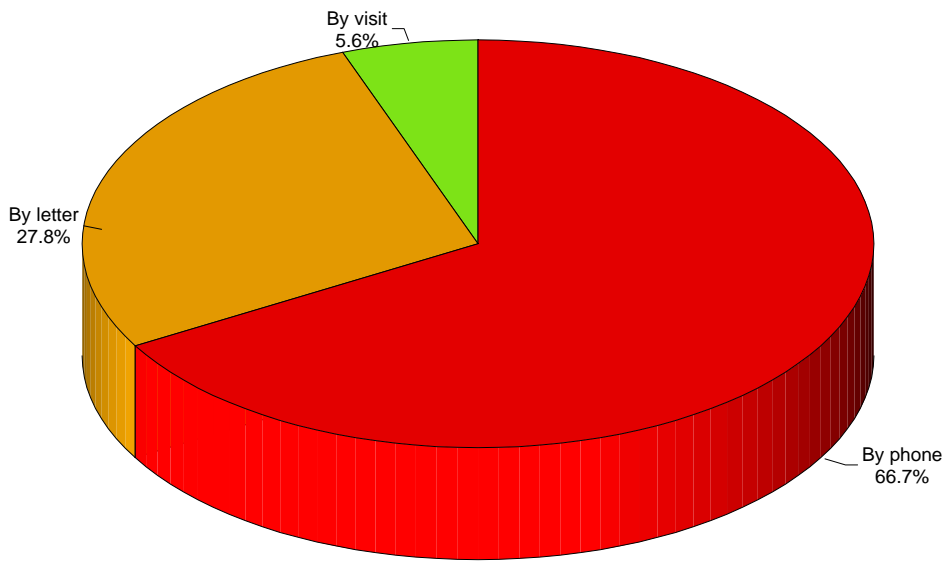


12. Do you have any suggestions about how the service would be improved such as improved literature or application forms?

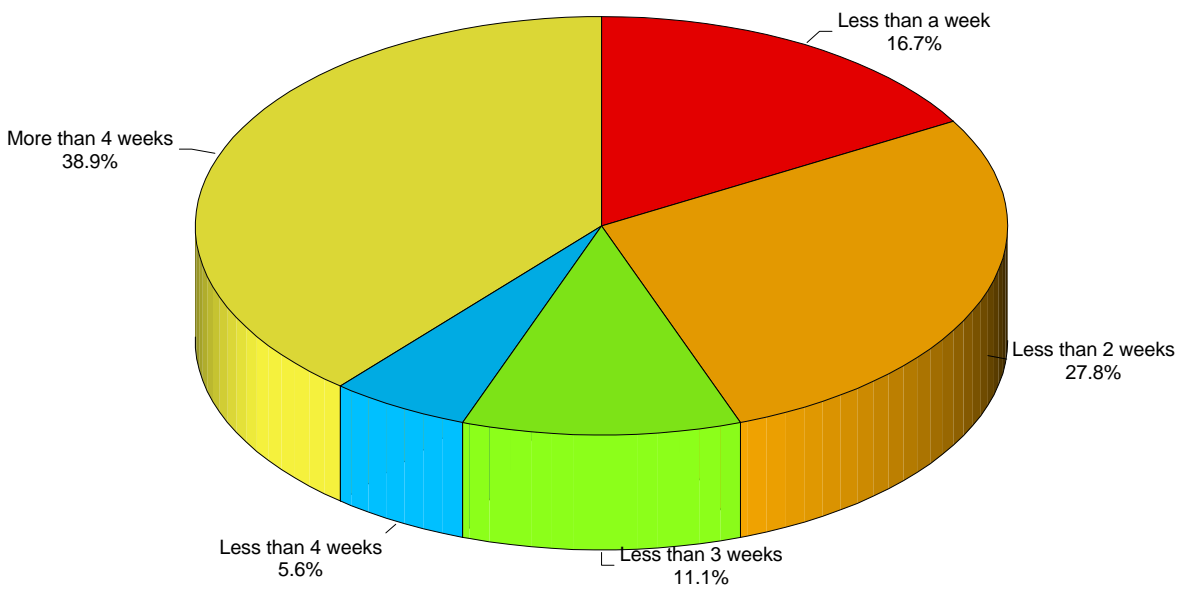
- More training given to staff to teach them Customer Service. Also stop Council members lying about dates moving in or repair dates. Also many questions were unable to be answered unless pursued by myself for weeks!
- I think that the housing section on your web site could do with updating. Other than that I was very impressed and happy with the service that you provided. Notably Janet Carter, Sue Stone and Mary were of great help in which was a difficult time for us. Thank you!
- Read the answers people give on application forms
- I did not have a home visit but my problems were dealt with promptly and satisfactorily and have not had any problems since moving
- Being told more often where you was on the waiting list as not knowing how far you had got was the hardest thing

SECTION B

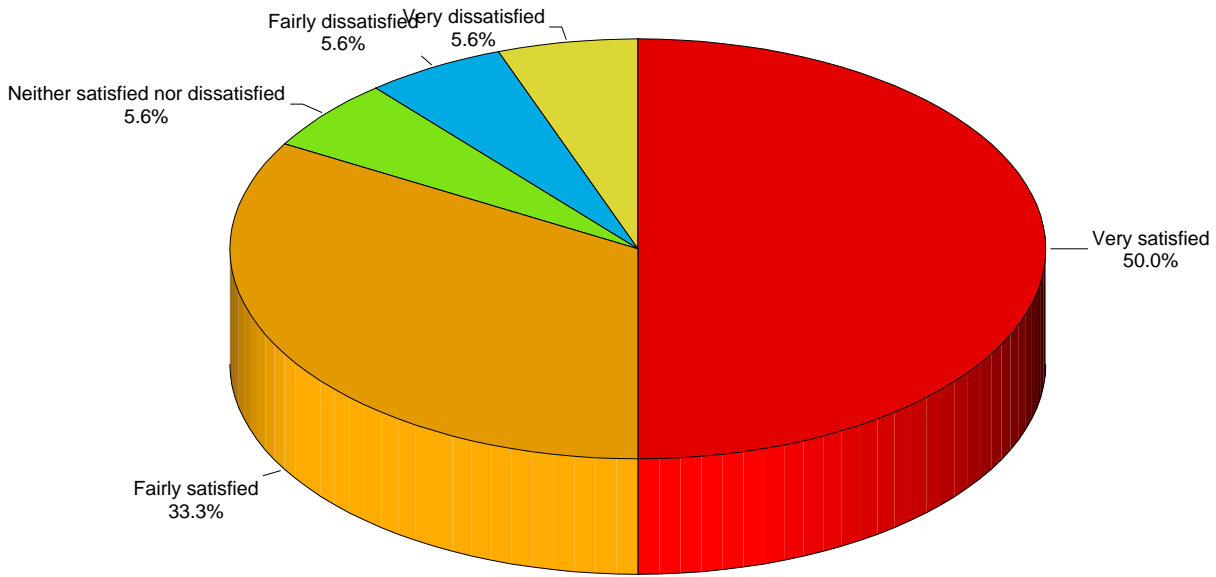
1. How did you learn that you were going to be offered a property?



2. How much time did you have from first being made aware that you had been offered a property to when your tenancy started?



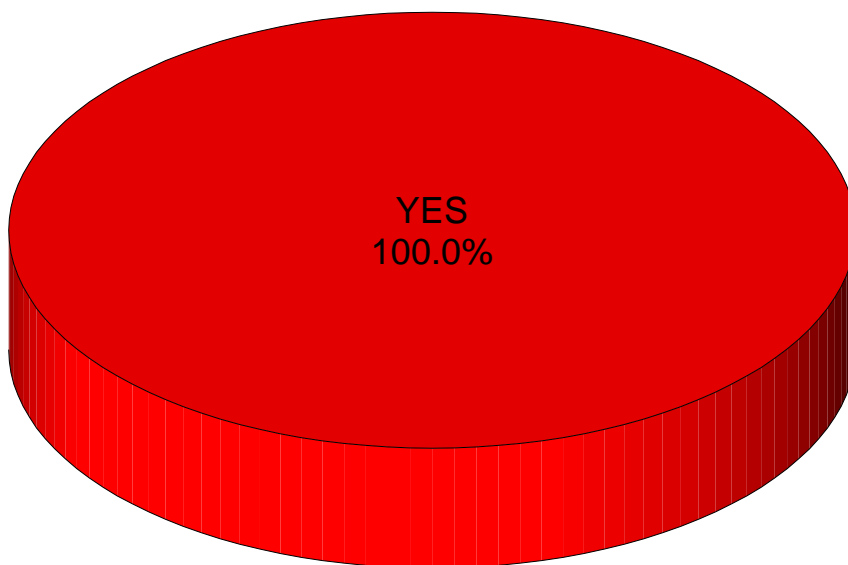
3. How satisfied were you with the amount of time that you had to arrange your move?



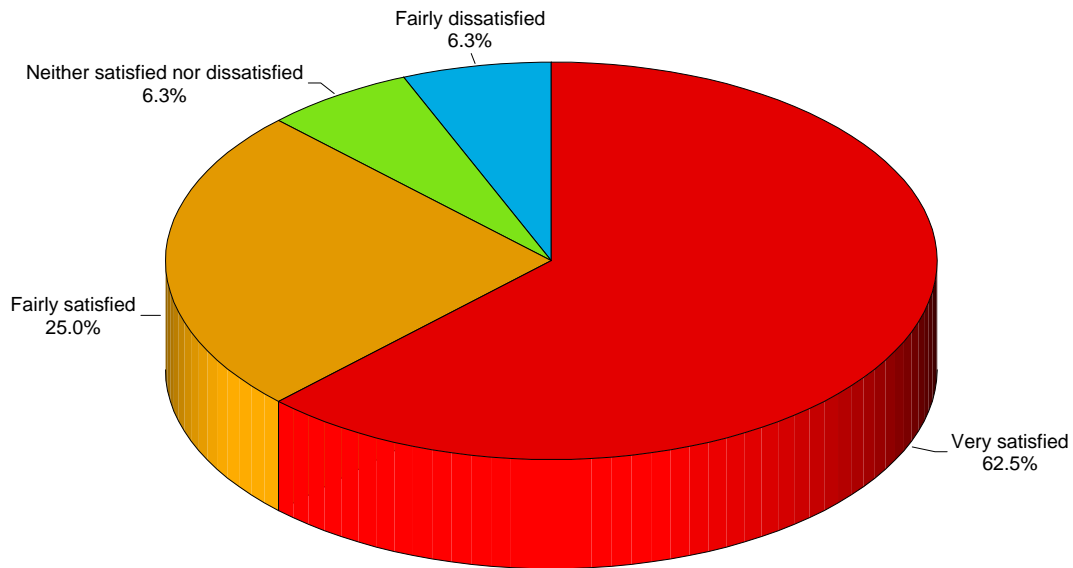
If you were fairly dissatisfied or very dissatisfied, please give details:

- We were told we could move in on Friday as it needed an electric check even though we moved in on Friday 16th anyway after we discovered it was checked on the 7th of the same month.
- I do not think this was an adequate amount of time

4. Were you able to view the property before you signed your tenancy agreement?



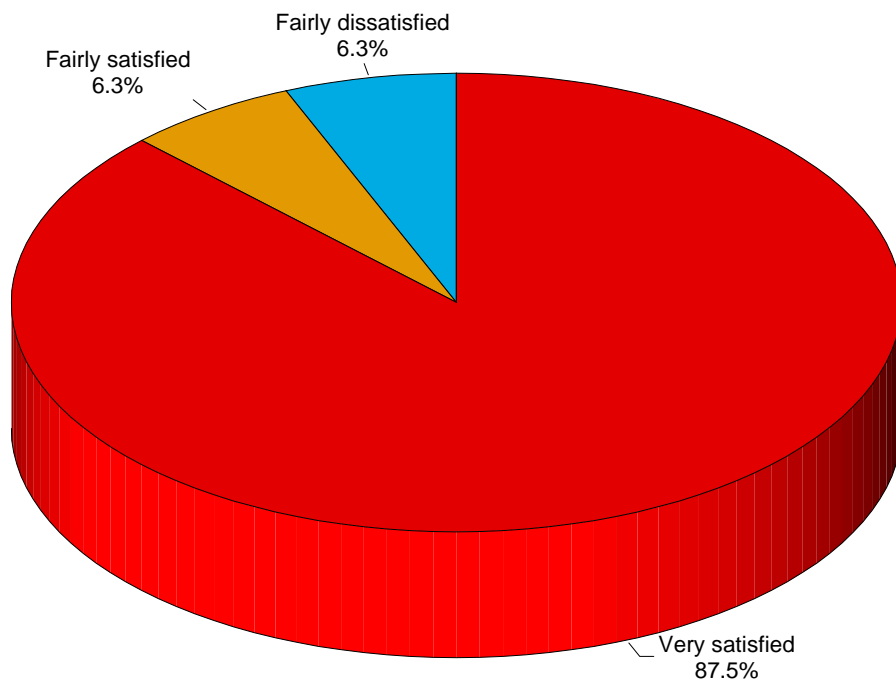
5. How satisfied were you with how the conditions of tenancy i.e. anti-social behaviour, tenants participation, other responsibility, were explained to you before you signed your tenancy agreement?



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

- At first I was asked to sign without reading. I had to ask to read it.

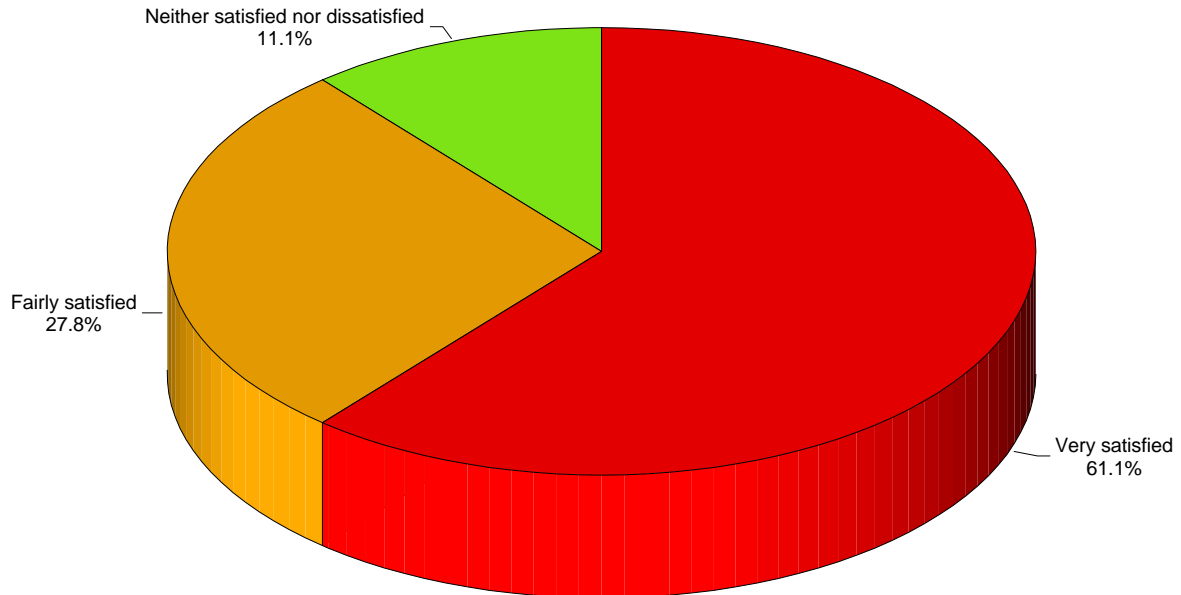
6. How satisfied were you with the manner of the member of staff who signed you up for your tenancy?



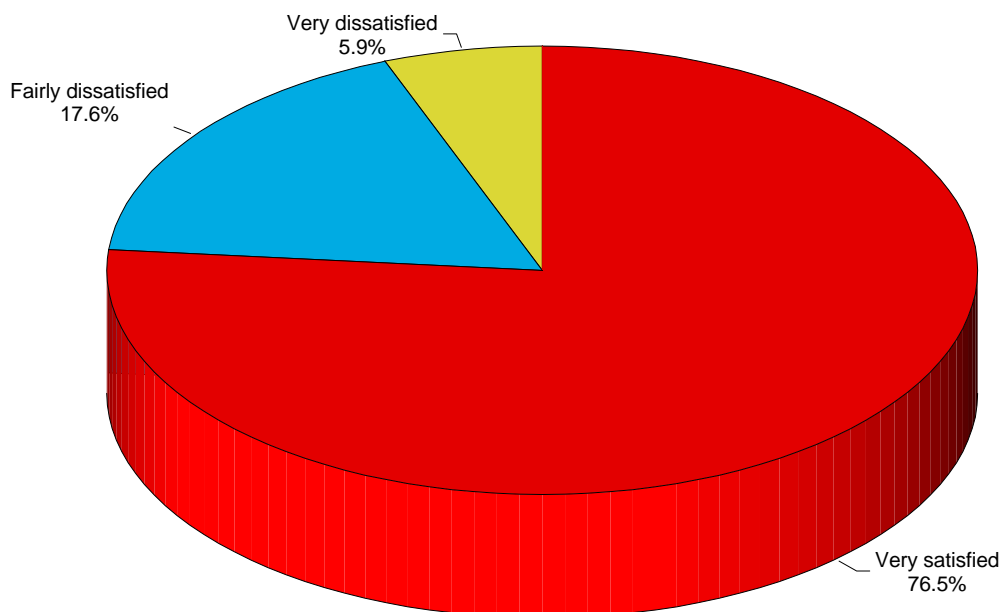
If you were fairly dissatisfied or very dissatisfied, please give details:

- She has a nice manner but was unable to give us accurate dates, and was often not there when we phoned

7. How satisfied were you with the information you were given about your home?



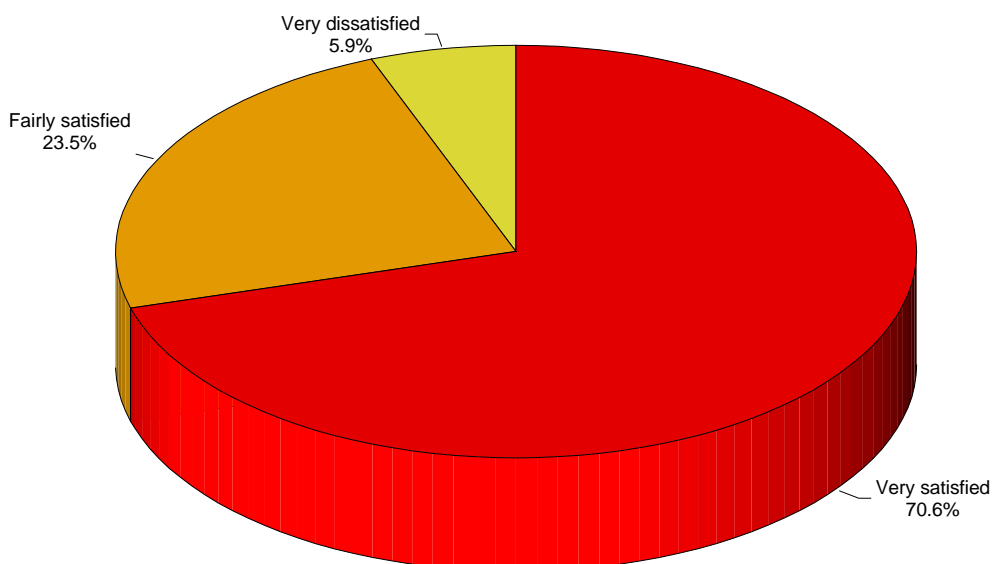
8. How satisfied were you over the arrangements made for you to get the keys?



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

- As I said, we were told Yes/No several times then we picked them up from Stour House after being told to meet at house.
- I had to collect from builder
- Not Council's fault gentleman wouldn't move out. Very satisfied with outcome after he had gone.
- We were told I could pick up key from the house. When I phoned to check the keys were there I was told no staff would be there at the agreed time.

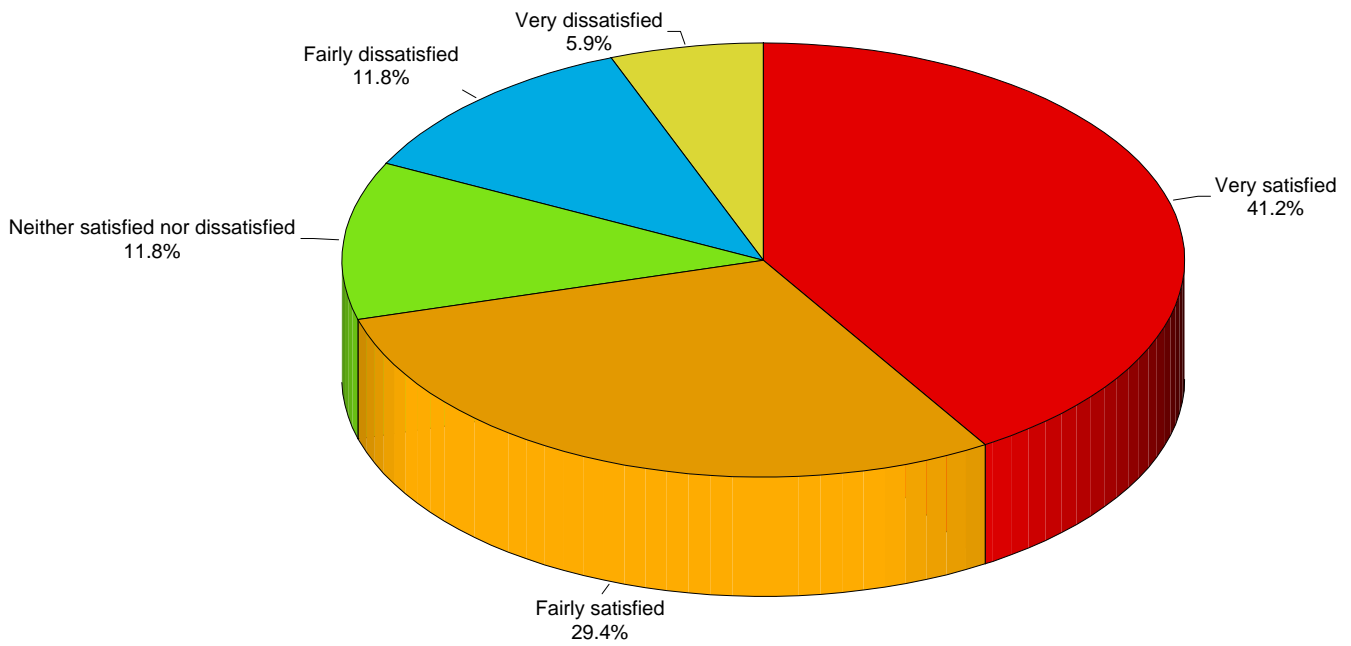
9. Overall, how satisfied were you with the way that you were offered the property, and the quality of the information and help provided?



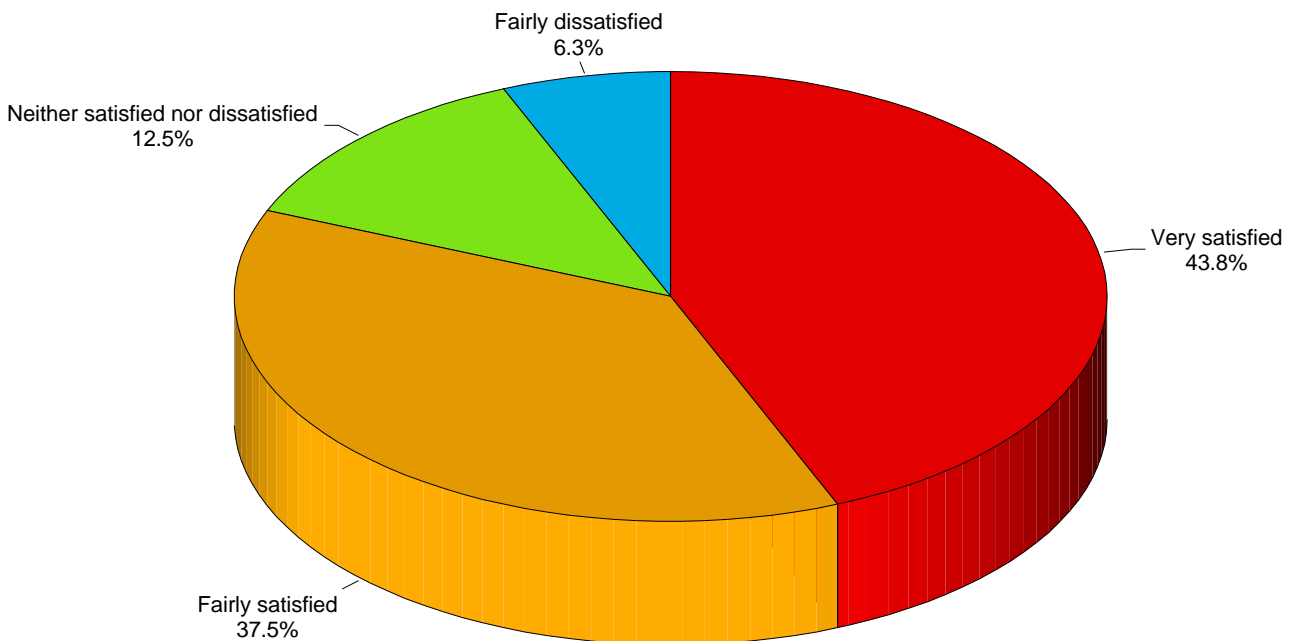
If you were fairly dissatisfied or very dissatisfied, please give details:

- Staff were very confused by claim and gave conflicting statements constantly.

10. How satisfied were you with the condition of the property when you moved in?



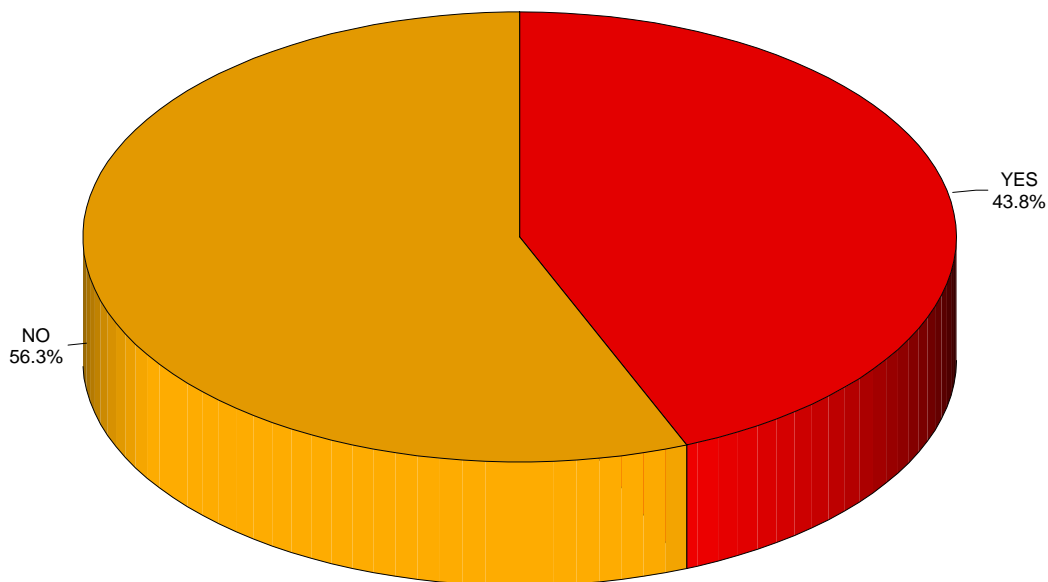
11. If there had been repairs carried out in your property prior to you moving in, how satisfied were you with the quality of the repairs that were done?



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

- Still having some problems
- The condition of all the ceilings

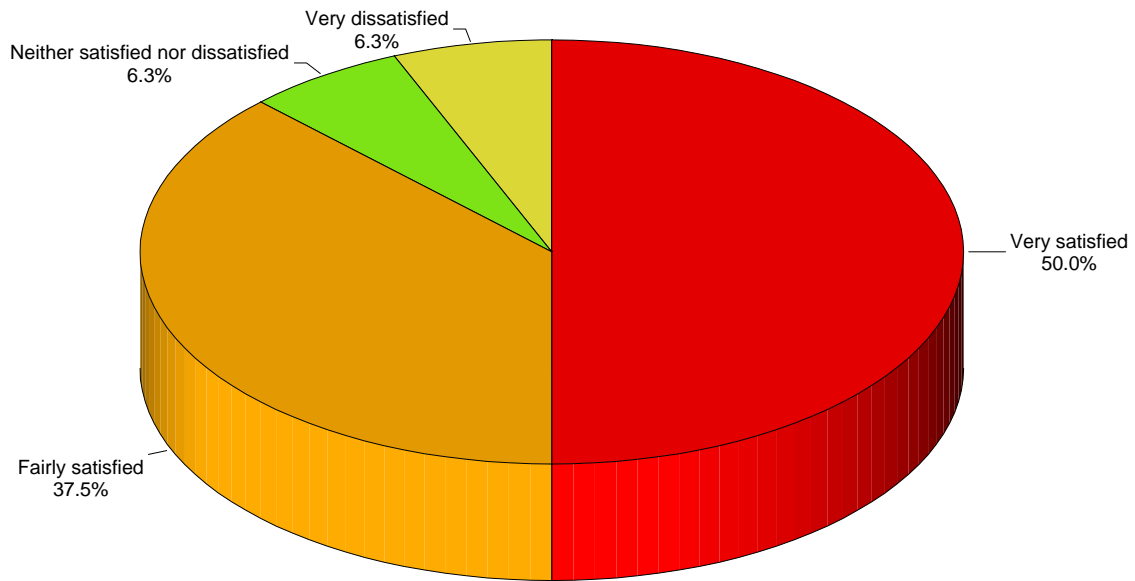
12. Do you think that other repairs should have been done in the property?



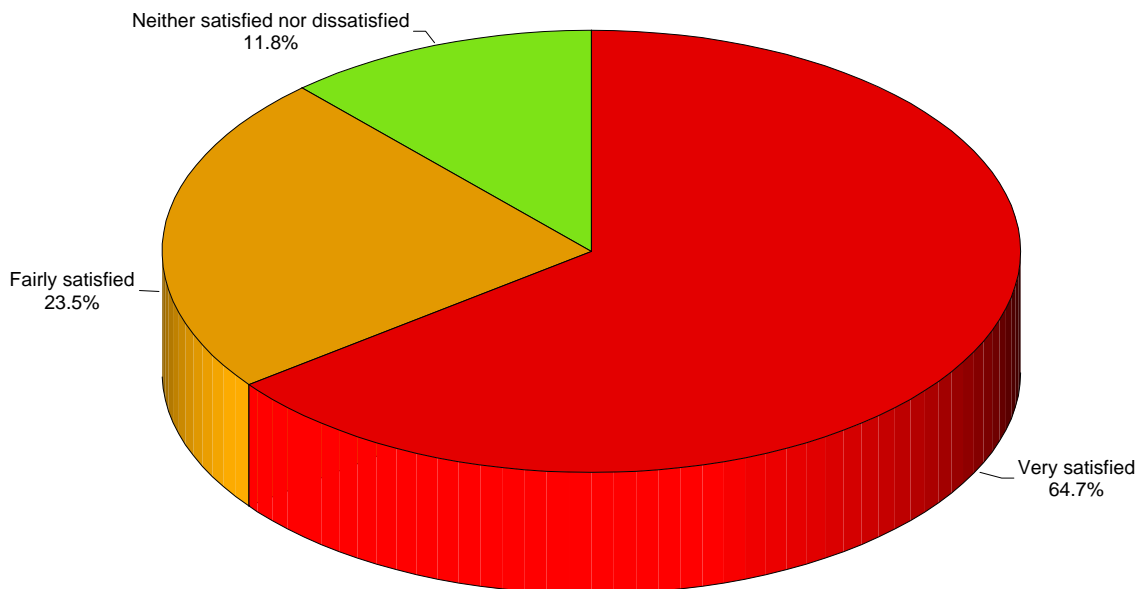
If YES, please give details:

- Garage door, window, front door
- External decoration.
- The back door doesn't fit - it has big spaces and a cat flap that give a cold room
- Heating repaired still not done / dripping overflow still
- Garden rubbish cleared
- Toilet

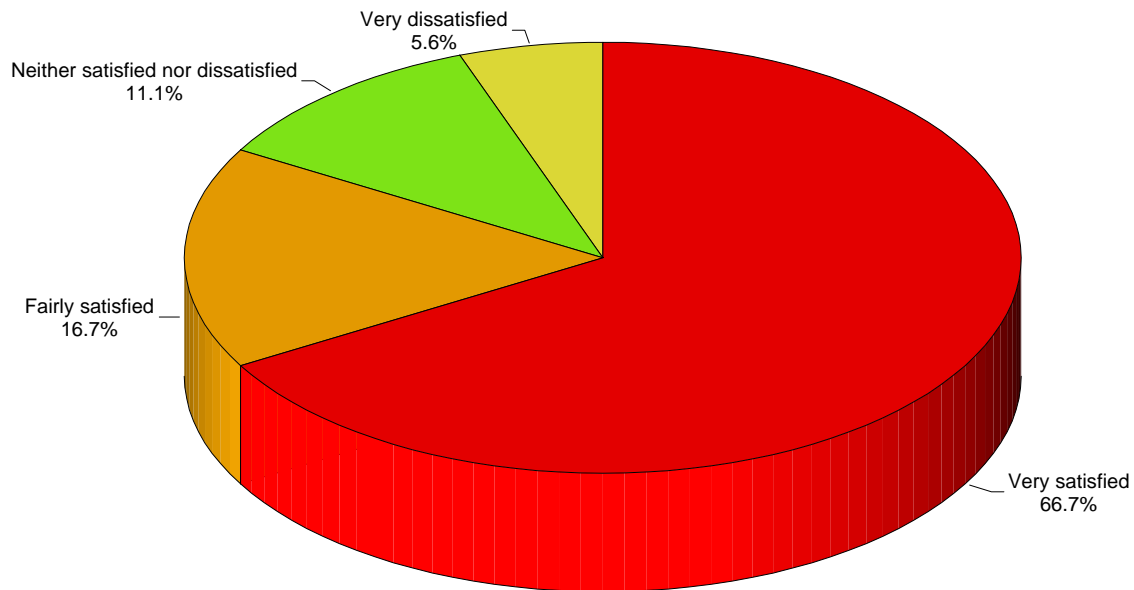
13. If you were given a grant to assist with the cost of decorating, were you satisfied with the amount?



14. Overall, how satisfied are you with the condition of the property that you have been offered?



15. Overall, how satisfied are you with the service offered by Babergh District Council?



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

- I have described reasons throughout this survey
- Thank you for all you have done for me. You are all so very kind
- The service once we were offered a house was very good, but the 7 year wait was very unsatisfactory