

SATISFACTION SURVEY

HOUSING REGISTER (GPA; GPB & GPC) - COMBINED ANALYSIS

(DECEMBER 2001)

Questionnaires Issued	135
Questionnaires Received	34
Response Rate	25%

	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?	34	23	8	1	2
	100%	67%	24%	3%	6%
2 Were you satisfied that our staff were sympathetic to your problems?	32	21	6	4	1
	100%	65%	19%	13%	3%
3 Were you satisfied with the information you were given?	32	19	11	1	1
	100%	60%	34%	3%	3%
4 Were you satisfied that the written material provided was clear and	32	14	16	0	2
	100%	44%	50%	0	6%
5 Were you satisfied that the application form was easy to complete?	32	19	12	0	1
	100%	59%	38%	0	3%
6 Where a home visit was made, were you satisfied that this was done within a reasonable time after you returned your application?	14	10	3	1	0
	100%	72%	21%	7%	0
7 Were you satisfied that the home visit was useful and informative?	14	9	5	0	0
	100%	64%	36%	0	0
8 After the home visit was any necessary follow-up action (such as medical assessments) completed within a satisfactory time?	9	6	2	0	1
	100%	67%	22%	0	11%
9 Were you satisfied that you were given adequate information about the outcome of your application?	15	9	4	1	1
	100%	59%	27%	7%	7%
10 Were you satisfied with the information in your points breakdown letter?	28	15	7	4	2
	100%	54%	25%	14%	7%
11 If you have been offered a property by the Council was that offer to your	18	11	1	3	3
	100%	60%	6%	17%	17%

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

More detailed questions on Alsmhouse tenancy and the restrictions placed on tenants.

No, they are OK

Information as to how many properties are available and where.

So far I have heard nothing from the Housing Dept. since 20th November, which was an acknowledgement of my application - so cannot answer questions 10 - 12.

I posted my application on 24.11.01 - have not yet had a reply - so I cannot answer your questions.

Not 100% sure what property - if any - entitled too - living alone - post major operation - may need small maintenance free property later.

Application forms could reflect the needs of requirements of the disabled more clearly.

Very satisfied

Maybe you should listen to the social services (Anthony Allot) Occupational Therapist who informed your office I required a two bedroom property (due to need for home help /carer) I was forced to accept a single bedroom place. After your office losing 4 applications over a 6 year period I was forced to bring a witness and record (audibly) the latest application, made in your own offices, even then the form was modified by an unknown person to reflect (improperly) that I owned a property, I was renting privately!! I was thus left with only a few days in which to move. The property required extensive repairs/decorating to make it habitable! Cost (to date) £12,500 excludes electrical modernisation repairs. In addition despite promises that no increase in rent will be carried out until central heating has been installed I have had several letters to the contrary.

No.

None, but would have been happier with more information about electric and gas supplier.

	Base	YES	NO
13 Would you be interested in joining a Focus Group aimed at improving the Council's Lettings Service?	26	2	24
	100%	8%	92%