

### Background to the survey

We were commissioned by Easthall Park Housing Co-operative to carry out their 2012 resident satisfaction survey. Our team of interviewers undertook the survey of tenants and owners on a face to face basis, interviewing 280 tenants and 20 owners at their home. The aim of the survey was to collect customer opinions on the services that you receive from Easthall Park.

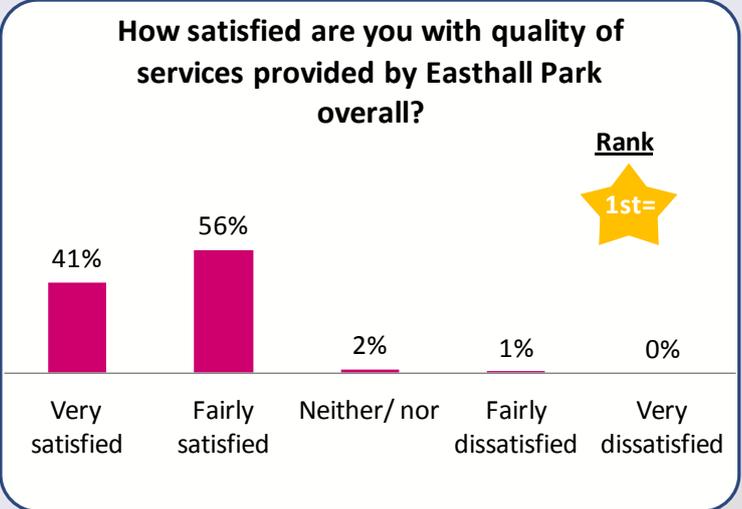
This newsletter provides a summary of the key findings arising from the tenants survey.

### Quality of services

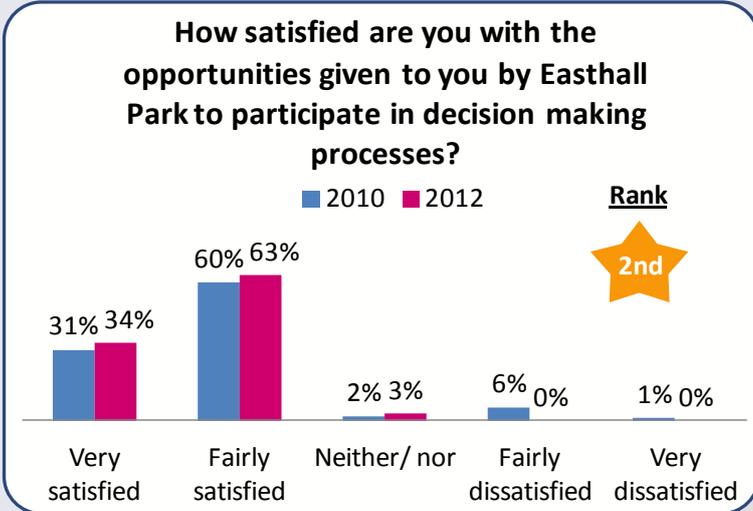
#### Overall satisfaction

97% of you said you were very or fairly satisfied with the quality of services provided by Easthall Park overall.

The results for Easthall Park have been compared to 6 other similar sized local housing providers and the results of this analysis have been highlighted throughout the newsletter. In terms of quality of services provided Easthall Park was rated the top equal performer.



### Tenant participation



#### Participation opportunities

We asked you how satisfied you were with the opportunities given to you by Easthall Park to participate in their decision making processes. 97% of you said you were very or fairly satisfied in this respect which is more than was reported in the 2010 survey report where 91% of you said were satisfied with how well the Co-operative took account of your views.

#### Preferred consultation method

When asked how you would prefer to give your views, 29% of you said you would prefer to take part in face to face surveys, 15% of you said you would prefer local meetings, 14% preferred postal surveys and 40% were unsure.

## Information and communication

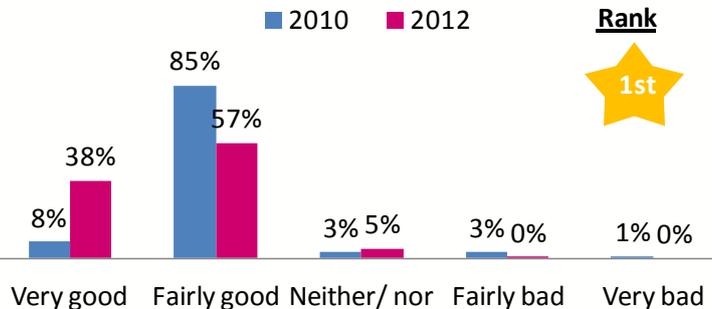
### Keeping tenants informed

95% of you said that Easthall Park was very or fairly good at keeping you informed. This is slightly more than in 2010 where 93% were satisfied. Easthall Park is the top performer for this service indicator.

### Sources of information

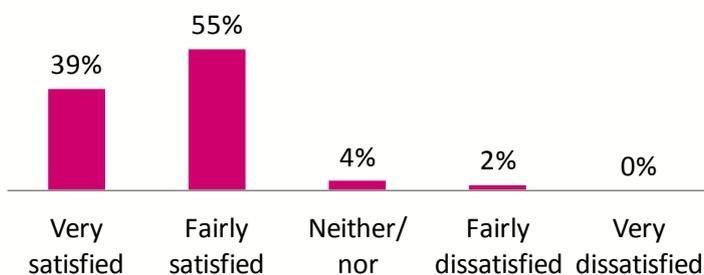
You told us that you preferred to obtain information about the Co-operative via newsletters (86%) and letters (76%).

How good do you think Easthall Park is at keeping you informed about its services and decisions?



## Customer contact

How satisfied are you with quality of customer care provided overall when you have contact with a member of Easthall Park staff?



### Quality of customer care

94% of you said that you were very or fairly satisfied with the quality of customer care provided overall when you have contact with a member of Easthall Park staff.

### Office opening hours

Almost all of you (98%) said the office opening hours were very or fairly convenient (98%).

### Contact method

The majority of you prefer to contact Easthall Park by telephone (79%) and 20% of you prefer to contact the office in person.

### Satisfaction with member of staff

All of you who had contact with the Co-operative within the last 12 months were satisfied that the member of staff introduced themselves and 99% of you said the member of staff you spoke to was friendly, courteous, helpful and willing to listen.

### Satisfaction with staff



# The repairs service

## Reporting method

The vast majority of you said you usually report repairs to the Co-operative by telephone (78%).

## Ease of reporting

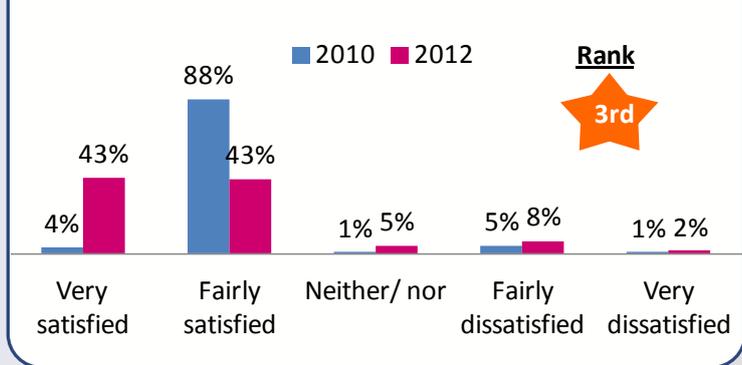
Almost all of you said you found it very or fairly easy to report a repair to the Co-operative.

## Satisfaction with repairs

We asked you about how satisfied you were with the repairs service overall. 86% of you said you were very or fairly satisfied compared to 10% who were very or fairly dissatisfied. Overall satisfaction has decreased from 92% in 2010.

We also asked you to tell us how satisfied you were with various aspects of the repairs service. You told us that you were most satisfied with the helpfulness of Easthall Park staff (99%) and least satisfied regarding the speed of completion of the work (83%).

### How satisfied are you overall with the repairs service provided by Easthall Park?

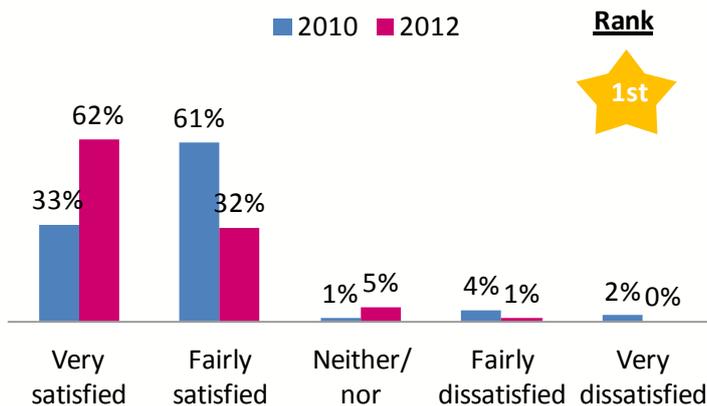


### Satisfaction with repairs



# The home

### How satisfied are you with the quality of your home?



## Satisfaction with the home

94% of you said that you were very or fairly satisfied with the quality of your home compared to just 1% who were dissatisfied. Satisfaction with the home has remained consistent with the 2010 survey where 94% were satisfied.

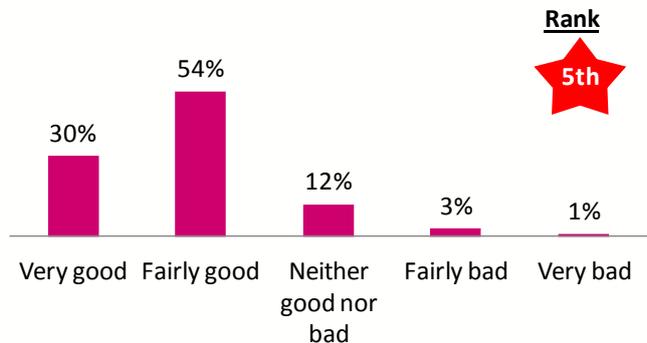
Satisfaction with the quality of the home was highest for Easthall Park when compared to the 6 peer organisations.

# The neighbourhood

## Neighbourhood management

Just over 8 in 10 of you (84%) told us you were very or fairly satisfied with the management of the neighbourhood you live in. On the other hand, only 4% of you told us that they were very or fairly dissatisfied.

How satisfied are you with the management of the neighbourhood you live in?



## Neighbourhood problems

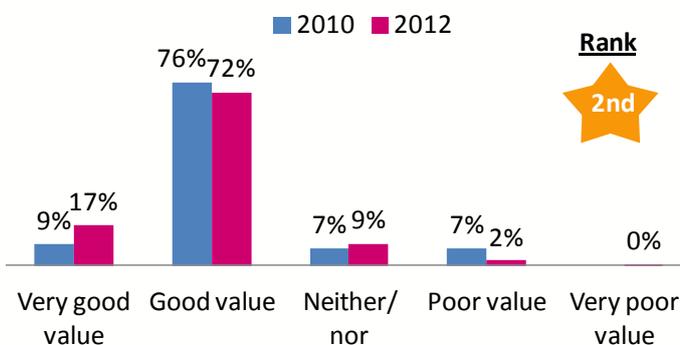
We asked you to rate the extent to which you consider various issues to be a problem in your neighbourhood. You told us that the main problems you faced were regarding groups of young people hanging around and litter and rubbish in the streets. The diagram opposite shows the top 5 neighbourhood concerns.

### Top 5 neighbourhood concerns



# Value for money

Taking account of your home and the service you receive, do you think your rent represents good value for money?



## Value for money

Just under 9 in 10 of you (89%) told us that your home and the services you receive represent very good or good value for money. Only 2% of you said that your rent represented bad or very bad value for money. In 2010 85% of you rated your rent good or very good value for money.

## THANK YOU

Thanks to all of you who took part in the survey. Your views are very important to Easthall Park Housing Co-operative. If you require any further information on the survey please contact **Research Resource** on **0141 641 6410** or email us at **info@researchresource.co.uk**.