



North Lincolnshire Homes 2011 Customer Satisfaction Survey

March 2011

Feedback Services - the tenant satisfaction
survey service for social landlords

Executive Summary

North Lincolnshire Homes commissioned the National Housing Federation (NHF)'s Feedback service to carry out a STATUS survey. General needs tenants, sheltered tenants and homeowners were included in the postal survey, which took place between January and February 2011.

Tenant satisfaction at North Lincolnshire Homes

Half of all tenants (51%) responded to the survey and high levels of satisfaction with homes and services are demonstrated in the following key findings (for general needs and sheltered tenants combined, excluding no opinions/can't remember, with the figures from the 2008 survey given in brackets):

- All aspects of the actual repair work are rated as “good” or “very good” by 88% or more of tenants who had a repair completed in the last 12 months (88%)
- 86% are satisfied with the quality of their home (81%)
- 85% find staff helpful (81%)
- 84% are satisfied with the services provided by their landlord (80%)
- 83% are satisfied with the neighbourhood as a place to live (79%)
- 83% feel they obtain good value for money from their rent (80%)
- 83% are satisfied with the general condition of their home (77%)
- 80% are satisfied with the overall repairs and maintenance service (79%)
- 77% feel that North Lincolnshire Homes keeps them informed (75%)
- 67% think that their landlord takes account of their views (69%).

Key performance indicators

When the results for North Lincolnshire Homes are compared with the Tenant Services Authority (TSA)'s national figures, satisfaction with overall services at the Company (84.3%) is 1.1% above the TSA's 2010 average rating (83.2%). The result places North Lincolnshire Homes in the second quartile (Quartile 2), and 3.1% below the cut off point for the TSA's 2010 top quartile (Quartile 1).

Table 1. Satisfaction with services provided by landlord – TSA performance indicator	% satisfied
TSA Top 10th centile (2010)	90.4%
TSA PI Upper Quartile (2010)	87.4%
North Lincolnshire Homes	84.3%
TSA PI Average (2010)	83.2%
TSA PI Lower Quartile (2010)	78.8%
TSA Bottom 10th centile (2010)	72.6%

Satisfaction with the overall repairs and maintenance service at North Lincolnshire Homes (79.0% including don't know responses) is just 0.6% above the TSA's 2010 average (78.4%). The rating for North Lincolnshire Homes is below the TSA's Quartile 1 cut off point of 83.4% placing the Company in Quartile 2.

Table 2. Overall satisfaction with repairs and maintenance service – TSA performance indicator (including don't knows)	% satisfied
TSA Top 10th centile (2010)	86.8%
TSA PI Upper Quartile (2010)	83.4%
North Lincolnshire Homes (including don't knows)	79.0%
TSA PI Average (2010)	78.4%
TSA PI Lower Quartile (2010)	72.0%
TSA Bottom 10th centile (2010)	66.0%

When the result for North Lincolnshire Homes for satisfaction with the account taken of views (58.0% including no opinions) is examined, North Lincolnshire Homes' rating is 6.1% below the TSA's 2010 average rating. The rating is also below the lower quartile cut off (58.9%) placing the Company in the lowest quartile (Quartile 4).

Table 3. Satisfaction that views are taken into account – TSA performance indicator (including no opinions)	% satisfied
TSA Top 10th centile (2010)	74.2%
TSA PI Upper Quartile (2010)	70.0%
TSA PI Average (2010)	64.1%
TSA PI Lower Quartile (2010)	58.9%
North Lincolnshire Homes (including no opinions)	58.0%
TSA Bottom 10th centile (2010)	52.6%

Notes:

The latest performance figures available from the Tenant Service Authority (TSA) are for 2010 and are based on all tenants. The figures for North Lincolnshire Homes in Table 2 include 'don't know' responses and in Table 3 include 'no opinion' responses in the base to match the TSA's requirements.

Throughout the report however 'don't know', 'can't remember' and 'no opinion' responses are excluded from the presentation of the results. This is to match the NHF's consistent approach to reporting, comparing and benchmarking over the last 10 years and is a format widely used and recognised by market research companies.

North Lincolnshire Homes' tenants

The survey found:

- Older tenants are found in half of general needs properties (49%), including 34% single older tenants. Adult households (single tenants or couples under 60 years old with no children) make up 23% of the households. Just under a fifth of households are family households (17%). As would be expected, the vast majority of sheltered tenants are in households that include someone over 60 years old (89%) with the majority single tenants (80%).
- A high percentage of general needs tenants (53%) and sheltered tenants (73%) have a member of the household who has a long-term illness, health problem or disability which

limits their daily activities. 13% of general needs tenants and 22% of sheltered tenants said that they have someone living in their household who uses a wheelchair.

- The majority of North Lincolnshire Homes' tenants are White British households (94% general needs and 95% sheltered tenants).
- In terms of economic status, just over a fifth of general needs principal tenants (22%) and slightly more partners (27%) are in employment. Unemployment is running at 8% for principal tenants and 6% for partners. Two fifths of principal tenants are retired (41%), as are many partners (30%). Over a quarter of principal tenants are outside employment (19% permanently sick or disabled and 7% at home looking after family). The majority of sheltered tenants (85%) and their partners (67%) are retired.
- Two thirds of households receive housing benefit (67% - 68%). The majority of North Lincolnshire Homes' general needs households are on incomes under £300 per week (88%) and few have incomes over £500 per week (2%). 94% of sheltered tenants are on incomes below £300 per week.
- The majority of general needs tenants and sheltered tenants classed their sexual orientation as heterosexual (78% - 79%), although some preferred not to say (17%).
- Six out of seven sheltered tenants (85%) are Christian, a higher percentage than for general needs tenants (68%). Only a small percentage of tenants have other religions (2% - 4%) while many said that they have no religion (22% general needs tenants and 11% sheltered tenants).

Conclusion

The results from the survey demonstrate that the majority of tenants (general needs and sheltered) believe that North Lincolnshire Homes is providing a good housing service. Overall, 84% of tenants were satisfied with landlord services and the rating puts the Company close to national averages.

Tenant satisfaction ratings for the overall repairs service (80%), condition of the property (83%), value for money (83%), the neighbourhood (83%), helpfulness of staff (85%), quality of the home (86%) and all aspects of the actual repair (88% - 94%) were high.

Encouragingly satisfaction with overall services has increased by 4% since the level found in 2008 and this reflects the increases in satisfaction found across many key areas of service and customer contact (1% to 6% higher). In particular, significant increases in satisfaction were found for the quality of the home (5% higher), the ability of staff to deal with enquiries (5% higher) and the condition of the property (6% higher).

When North Lincolnshire Homes' ratings are compared with the NHF's averages, North Lincolnshire Homes' tenant ratings were on most occasions close to the average ratings, with only a few exceptions where satisfaction was rated significantly below average (account taken of tenants' views and keeping tenants informed). This is perhaps to be expected as North Lincolnshire Homes is a recent stock transfer organisation; typically this type of registered social provider would have

ratings much higher than traditional housing associations and local authorities.

Some of North Lincolnshire Homes' geographic and demographic characteristics would also commonly give rise to higher satisfaction ratings than at some other landlords, for example those with higher percentages of younger tenants or operating in inner cities. When comparisons were made with a peer group of similar landlords (comprising of both stock transfers and traditional housing associations), North Lincolnshire Homes' tenant ratings were generally close to or just below the peer group averages.

The survey found areas and opportunities where performance and service delivery could be improved and North Lincolnshire Homes should use the results of the survey to undertake service improvements and promote the Company. The results are encouraging and reflect the significant investment in homes and service delivery improvements implemented since the Council transfer in 2007. However, given the higher satisfaction ratings found at more long-standing stock transfer organisations, and the high percentage of older residents - who traditionally award higher than average satisfaction ratings - North Lincolnshire Homes has some way to go before its ratings are on a par with other stock transfer organisations.

Repairs and maintenance service

The repairs and maintenance service was identified as the most important service by both general needs and sheltered tenants. The results of this survey show that 80% of general needs tenants were satisfied with the repairs and maintenance service (88% of sheltered tenants) and tenants awarded high ratings for the individual aspects of the work (88% - 97%, combined ratings for general needs and sheltered tenants). There were only a few areas with lower ratings – the time taken before the work started (82% general needs tenants and 84% sheltered tenants) and the information given out about the repair (85% general needs tenants). Arguably, given these high ratings from tenants who have used the service, the overall rating from general needs tenants should be higher. The high levels of satisfaction with the repairs service may need to be communicated to tenants as the survey revealed that general needs tenants who had used the service recently rated it more highly (83%) than those who had not (71%).

Satisfaction with the overall repairs service for all tenants (general needs and sheltered) was only 1% higher than the level found in 2008. This may partly be due to the slight fall in satisfaction with the speed of the workers (2% lower) and the information given out (3% lower) in the last three years.

The survey found that satisfaction with the repairs service was one of the main drivers of overall satisfaction with the landlord. Satisfaction with the repairs service was found to be influenced principally by the quality of the work followed by the time taken before the work started. Compared with other landlords in the peer group, North Lincolnshire Homes' performance was at best close to average, with the overall rating some 4% below that of the peer group average.

Customer contact

North Lincolnshire Homes' ratings in 2011 for all four measures of customer contact have increased since the previous survey in 2008 (1% to 5% higher), placing the Company's performance for customer contact close to the NHF's averages for each measure.

Key driver analysis found that satisfaction with the final outcome of contact was the most important influence on overall satisfaction for North Lincolnshire Homes' tenants. Unusually sheltered tenants awarded satisfaction ratings for the helpfulness of staff and the ability of staff to deal with the enquiry below those of general needs tenants (while the rating for ease of contact was the same) – this is the opposite to the findings at most other housing associations.

Neighbourhood and anti-social behaviour

The neighbourhood is relatively popular with tenants at North Lincolnshire Homes (83% - the fourth highest rating in the peer group) and satisfaction has increased since 2008 (4% higher). In terms of local problems, car parking and rubbish or litter were clearly the main issues for tenants (identified as a problem by the greatest proportions of tenants).

The survey found around one in ten tenants had reported anti-social behaviour to North Lincolnshire Homes in the last 12 months. Encouragingly the latest survey found that in 2011 a much higher percentage of tenants were satisfied with the way in which staff handled the reporting of anti-social behaviour and dealt with the report (6% to 18% higher).

Communications and tenant involvement

Taking tenants' views into account (67% - 2% lower than in 2008) and being kept informed (77% - 2% higher than in 2008) were found to be drivers of overall satisfaction at North Lincolnshire Homes and these were the two areas where performance was noticeably lower than the peer group averages and the NHF's averages (4% to 6% lower). In fact the rating for the account taken of tenants' views was the second lowest in the peer group while the rating for being kept informed was the lowest rating in the peer group. The survey collected information as to which methods tenants prefer their landlord to use to inform, consult or involve them. These findings can be used to develop further tenant involvement at North Lincolnshire Homes.

Sheltered tenants

When the results from North Lincolnshire Homes' sheltered tenants were compared with the NHF's database averages the satisfaction ratings were on some occasions close to the NHF's averages (value for money, neighbourhood, satisfaction with final outcome and the repairs service). However North Lincolnshire Homes' sheltered tenants awarded lower than average ratings for overall services (7% lower), quality of home (5%), condition of property (5% lower), ease of contact (6% lower), helpfulness of staff (6% lower), ability of staff to deal with problems (6% lower), account taken of views (8% lower), being kept informed (8% lower) and ease of access around the home and building (8% to 11% lower). This perhaps merits some attention.

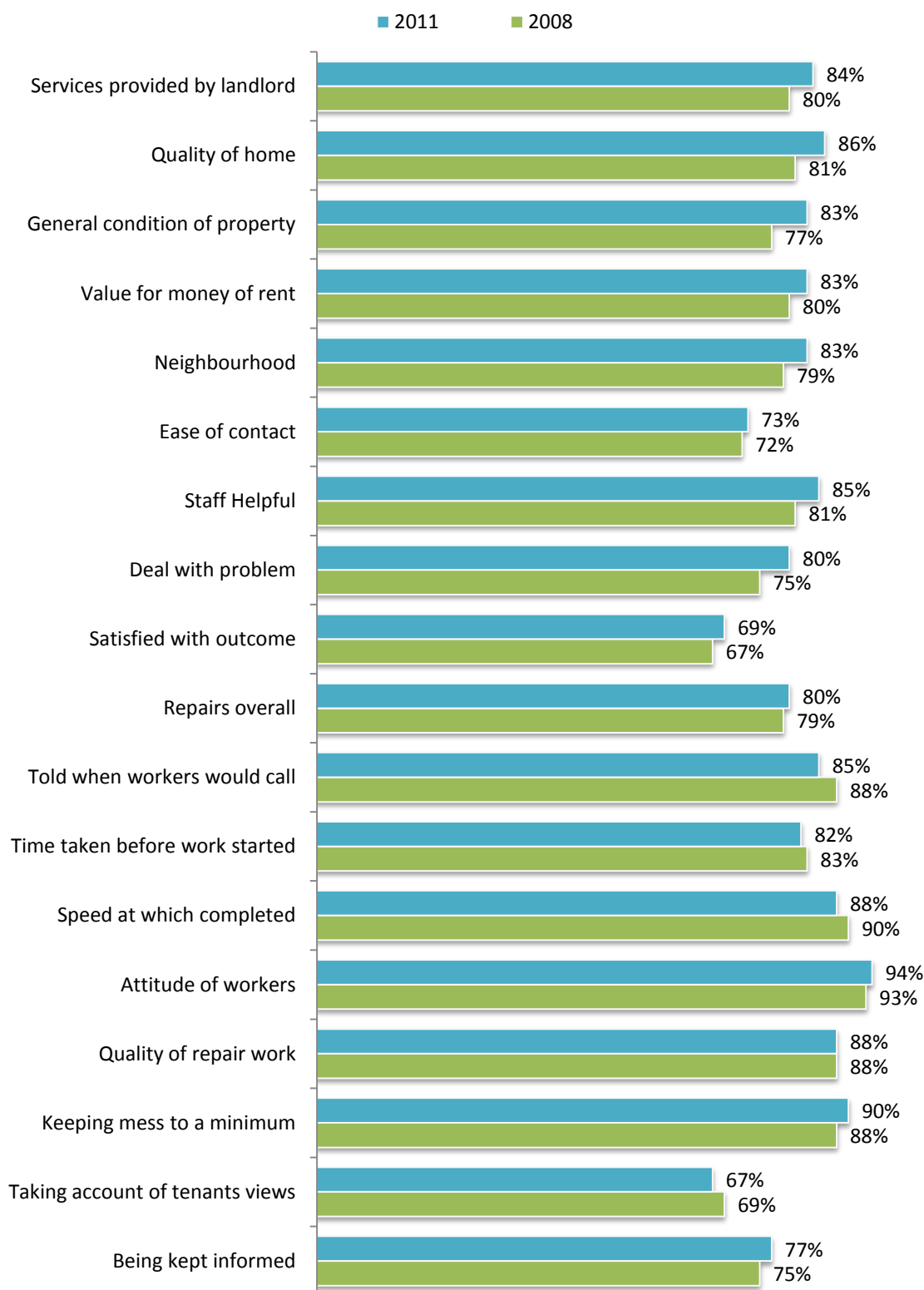
Geographical subgroups

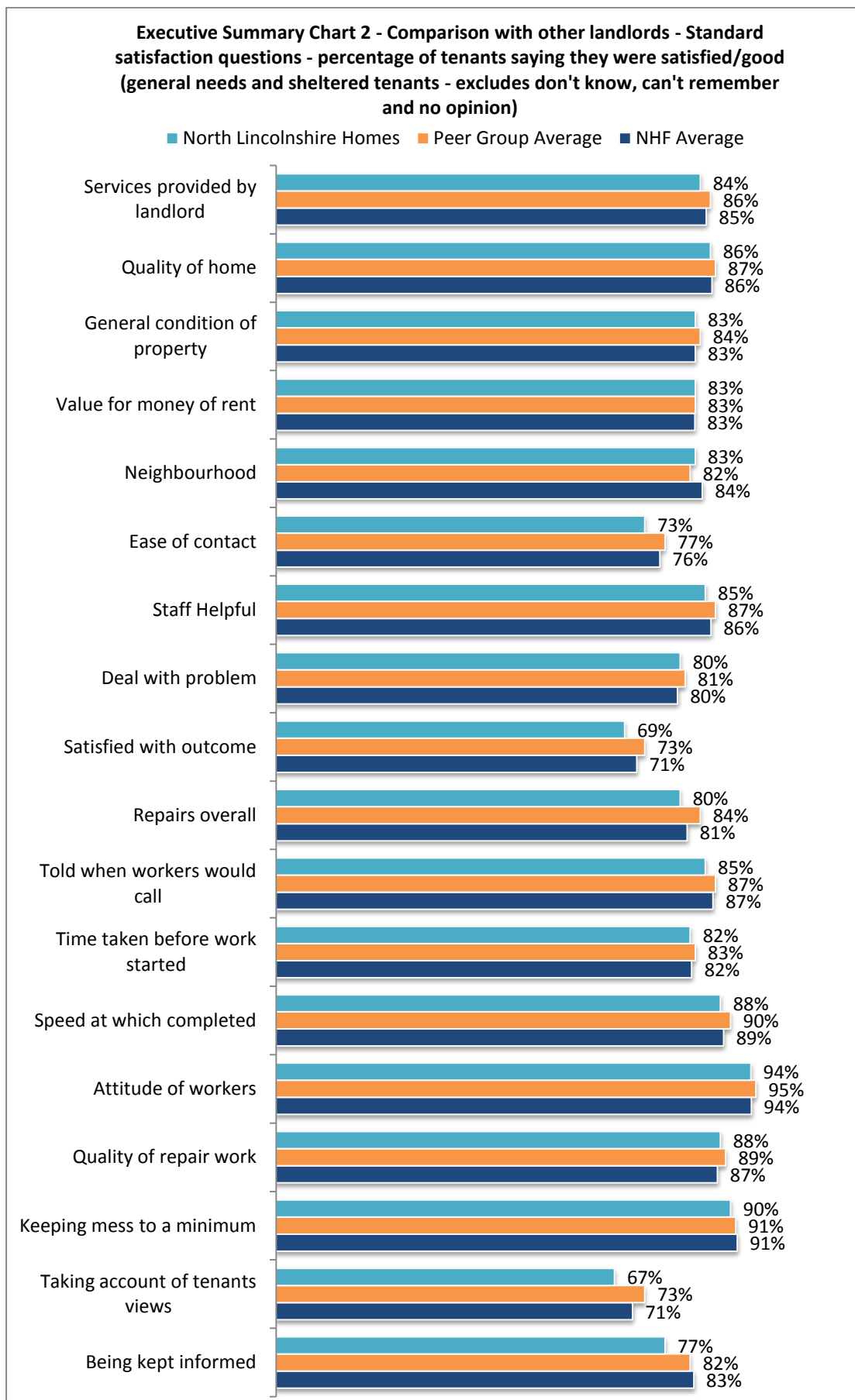
The results from general needs tenants were split into three geographical areas. The survey found that, generally, tenants living in Area 1 gave lower satisfaction ratings than tenants living in Area 2 and Area 3. Some of the differences may require further investigation once tenant demographics, property type, stock condition and neighbourhood/environmental issues are taken into account.

Homeowners

Homeowners at North Lincolnshire Homes awarded an overall rating for services of 38% which reflects the low ratings awarded by homeowners throughout the survey. While surveys often find homeowner satisfaction at lower levels compared with tenants, there is evidence to suggest that North Lincolnshire Homes' performance is not as highly regarded by homeowners as at many other landlords and further work may be required.

Executive Summary Chart 1 - Changes over time for standard satisfaction questions - percentage of general needs and sheltered tenants saying they were satisfied/good
 (Note: all figures exclude don't know, can't remember and no opinion)





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1. Introduction

The National Housing Federation's Feedback service was commissioned to undertake an independent survey of North Lincolnshire Homes' tenants and homeowners to collect data on their opinions of and attitudes towards their landlord and the services provided. The STATUS questionnaire collects information used for the Tenant Services Authority's Key Performance Indicators.

1.1 About STATUS

The series of surveys used STATUS questionnaires, which are based on a standardised resident satisfaction survey developed by the National Housing Federation funded by an Innovation and Good Practice Grant from the Housing Corporation.

The original STATUS questionnaire was designed to be used by social landlords to survey residents. It was designed to be a baseline survey, which can be repeated after a number of years, and allows for the comparison of data between different social landlords. Since then the Housing Corporation has ceased to exist and its regulatory role has passed to the Tenant Services Authority (TSA). The TSA is an independent regulator charged with promoting and championing the interests of residents in social housing in England.

In 2009 the TSA carried out a national conversation to inform the new regulatory framework and the standards by which landlord performance will be judged. The new approach to regulation saw a greater emphasis placed on the relationship between landlords and their residents at the local level - one where residents are at the heart of shaping, influencing and monitoring the services they receive. The standards focus on six areas: resident involvement and empowerment, the home (including repairs and maintenance), the tenancy (including allocations and rent), neighbourhood and community (including anti-social behaviour), value for money, and governance and financial viability.

For residents this means a greater focus on issues that matter the most to them (such as repairs, tackling anti-social behaviour and affordable rents), more opportunities to have their say, get involved and hold their landlord to account, and more feedback from the landlord, including an annual report setting out just how well the landlord is doing against local standards that have been set to complement the national standards.

Seeking to embed a customer focus in the way social landlords prioritise investment, shape services and make decisions is not a new concept. Increasingly, many landlords are seeing this kind of approach as good business sense – a way to differentiate their services from those of other providers by ensuring resources are focused on the right things and that the services they provide are what residents want.

Meaningful involvement places a focus on the resident as an empowered consumer and delivers better services by ensuring that residents are able to influence service design and hold their landlord to account for performance. Undertaking STATUS surveys is just one of many different methods of involvement which landlords use to engage with their residents as part of a wider and coordinated customer engagement strategy.

In October 2010 the coalition government announced that the TSA will be abolished from April 2012 with reduced regulatory functions moving to the Home and Communities Agency, however it recognised many of the strengths of the new standards.

1.2 Aims of the survey

The aim of the survey was to provide data on resident satisfaction, which would allow North Lincolnshire Homes to:

- Present an up to date demographic and socio-economic profile of North Lincolnshire Homes' tenants and homeowners
- Provide an up to date picture of residents' satisfaction with their homes and with the services North Lincolnshire Homes provides
- Compare the performance of North Lincolnshire Homes as a landlord with that of other social landlords who have undertaken STATUS surveys
- Compare the current performance against previous surveys where possible
- Inform decisions regarding service reviews.

1.3 How the findings are presented

This report presents the findings of the survey for all resident groups: general needs tenants, sheltered tenants and homeowners. The term resident is used to refer to all tenants and homeowners. The report focuses on the key findings of the survey and the results are analysed by:

- geographical area
- key strands of diversity
- comparison with previous STATUS surveys, and
- comparison with the results from other landlords.

Key driver analysis is used to explore and highlight which elements of the service or customer care drive overall satisfaction. A comparison is made with the previous survey also conducted by Feedback in 2008. The report includes topline findings for quick reference in the appendices and accompanying this report is a full set of data tables.

1.4 Survey methodology

Planning

Planning for the survey took place between September and December 2010. A postal methodology was adopted for the research as this provides a cost effective way of surveying tenants and follows the TSA's recommendations for STATUS surveys. North Lincolnshire Homes supplied Feedback with background information on the properties in management drawn from North Lincolnshire Homes' database, including information on property type and management area. This information was used for the administration of the survey, to control the mailing process and to ensure the statistical reliability of the survey.

Sampling and sub-groups

A decision was made to undertake a sample survey of general needs tenants and a census of

sheltered tenants and homeowners. In order to ensure the views of Black and Minority Ethnic (BME) tenants were captured in the survey a census of all known BME households was included in the sample. All results for general needs tenants were then further broken down into three geographical subgroups.

Fieldwork

The survey was planned to take place during a six-week period. Three individual mailings took place. Feedback carried out the administration of the first mailing, which was sent out on 10th January 2011. This consisted of a copy of the questionnaire, a covering letter written by Feedback (see Appendix 1) and a reply-paid envelope. All questionnaires were returned to Feedback. After two weeks, Feedback sent any resident who had not responded a reminder postcard asking them to complete the questionnaire. Feedback sent a second covering letter, questionnaire and reply-paid envelope to residents who had still not returned the questionnaire after a further two weeks. The survey closed on 28th February and the final questionnaires were then sent for data entry.

Incentives

Incentives were used to boost the response rate. Three questionnaires were drawn at random from those returned and the three lucky winners won high street shopping vouchers of £100, £50 and £20.

1.5 Questionnaire design

Three of the four STATUS questionnaires (4NA, 4NC and 4NE) were used in the survey. The general needs questionnaire, for example, comprised 48 questions on eight pages. A copy of the general needs questionnaire can be found in Appendix 2. Sheltered tenants and homeowners were each sent their own tenure specific questionnaires.

1.6 Response rates

The overall response rate for general needs tenants was 48%, returning 1,419 of the 2,937 questionnaires. The response from general needs tenants is similar to the return rates found at other landlords who have undertaken STATUS surveys in the last year. 67% of sheltered tenants responded to the survey. The response rate from homeowners was much lower (35%) and again is similar to the response rate found at other landlords. See Figure 1.1 below for the full figures and returns rates.

1.7 Accuracy

For the overall results, Feedback aims at +/-4% accuracy at the 95% confidence level which complies with both the TSA's and the CLG's recommendations. This means that, for example, if 35% of tenants answered "Yes" to a particular question, there are 95 chances out of 100 that the correct figure for all tenants – including those who did not respond and those who were not included in the survey - would be between 31% and 39%.

For North Lincolnshire Homes, when the data is analysed for all tenants, 1,773 responses were

achieved. This response was high enough to conclude that any figures quoted at this level are accurate to within +/-2.1%. The raw data has been checked to take into account any differences between the responding tenants and the total tenant population. Although the data was representative, weightings have been applied to take into account the over sampling of pre-recorded BME households.

Figure 1.1 Client group	Number of tenants	Sample size	Number returned	Response rate	Sampling error (%)
Area 1	2922	907	404	45%	±4.6%
Area 2	2854	886	464	52%	±4.2%
Area 3	3019	937	468	50%	±4.2%
Pre-recorded BME tenants	207	207	83	40%	±8.5%
Total general needs tenants	9002	2937	1419	48%	±2.4%
Sheltered tenants	530	530	354	67%	±3.0%
Total tenants	9532	3467	1773	51%	±2.1%
Homeowners	276	276	97	35%	±8.0%
Total residents	9808	3743	1870	50%	±2.1%

1.8 Notes to figures

Throughout this report, the figures show the results as percentages and base numbers are also shown where appropriate.

Rounding

Throughout this report, the vast majority of figures show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason may not in all cases add exactly to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report percentages are expressed to one decimal place.

Multiple response questions

In some figures, totals do not add to 100 because they are based on responses to a number of questions or because respondents were invited to make more than one response to a single question.

Excluding ‘don’t know’ and ‘no opinion’

In general, in line with the convention for satisfaction surveys, only valid responses to questions have been included and all non-valid responses (for example, where a response to a question has not been stated) have been excluded. Responses such as ‘no opinion’, ‘can’t remember’ or ‘don’t know’ (where these were possible responses to questions) are also excluded from the base in this report. Where these results are excluded this is noted in the written comments and charts.

1.9 Acknowledgements

Our thanks go first to the tenants of North Lincolnshire Homes who took part in the survey. We would also like to thank the staff of North Lincolnshire Homes for their assistance with the project, and our particular thanks go to Toni Mosley for her help throughout the project.

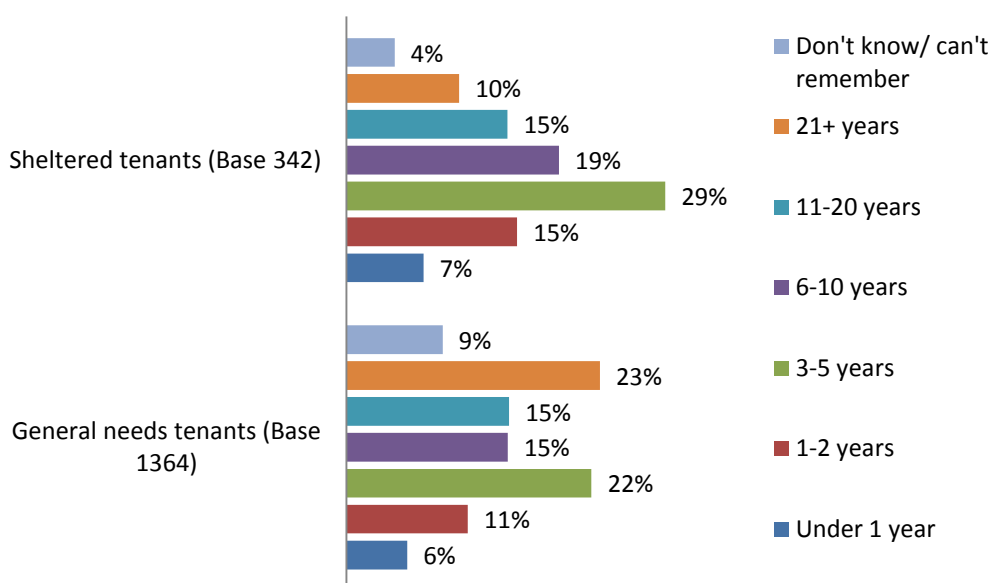
2. North Lincolnshire Homes' tenants

The following chapter examines the household demographics of North Lincolnshire Homes' tenants. This chapter examines the profile of general needs and sheltered tenants.

2.1 Length of tenancy

Around a fifth of general needs tenants (17%) and sheltered tenants (23%) have been with North Lincolnshire Homes for less than two years. Over a third of general needs tenants (37%) and almost half of sheltered tenants (48%) have been tenants for between 2 and 10 years. Two in five general needs tenants have been with North Lincolnshire Homes for more than 11 years (38%), while a quarter of sheltered tenants are long standing tenants (25% over 10 years). The chart below shows the length of time tenants have been with the Company.

Figure 2.1 Length of tenancy



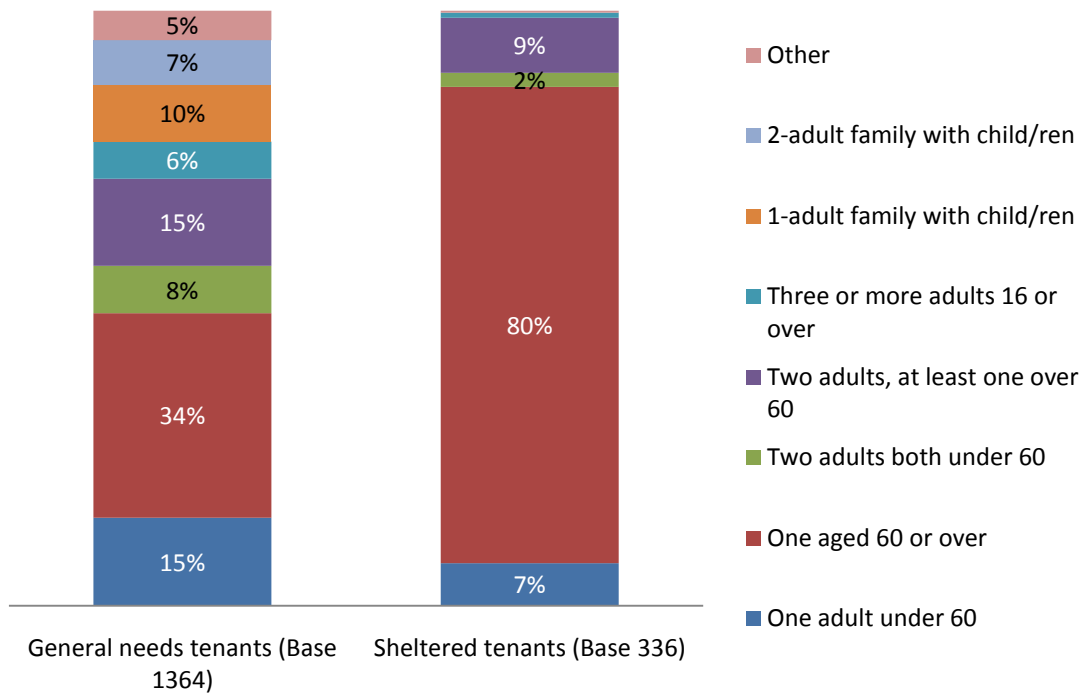
2.2 Household composition

For tenants living in general needs properties, older tenants are found in half of the properties (49%), including 34% single households. Adult households – couples or single tenants aged under 60 and living in a household without children – make up 23% of the households. Just under a fifth of households are family households (17%), with slightly more one-parent families (10%) than two-parent families (7%). A number of general needs households contain three or more adults (6%) and 5% have other household compositions.

As would be expected, the vast majority of sheltered tenant households include someone over 60 years old (89%), with the majority single tenants (80%).

Three out of five general needs and sheltered tenants who completed the questionnaire (classified as the principal tenant) were female (both 60%).

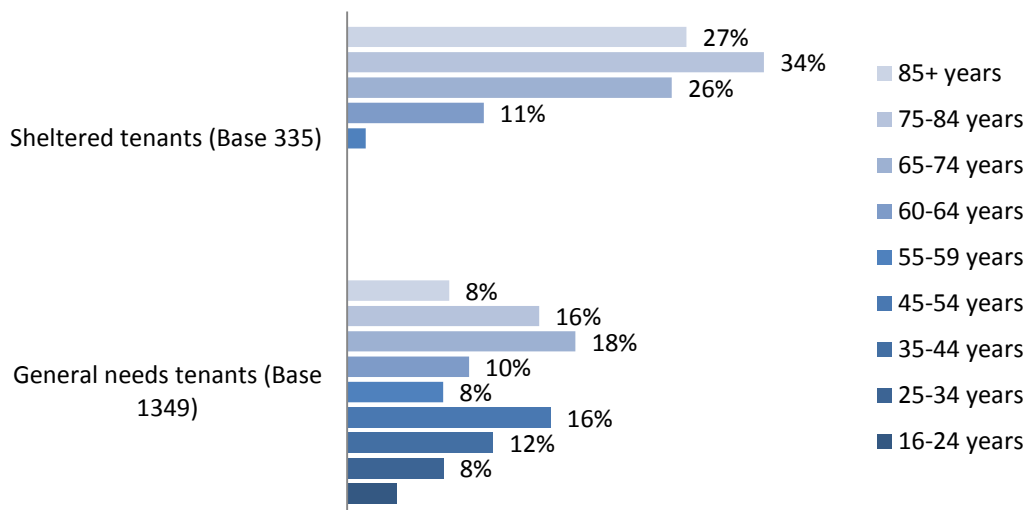
Figure 2.2 Household composition



2.3 Age and health of tenants

The mix of household types is also reflected in the age of the principal tenant. 52% of general needs tenants are over 60 years old. Virtually all sheltered tenants stated that they are over 60 years old (99%), with 34% aged between 75 and 84 years old and 27% aged 85 or over.

Figure 2.3 Age of principal tenant

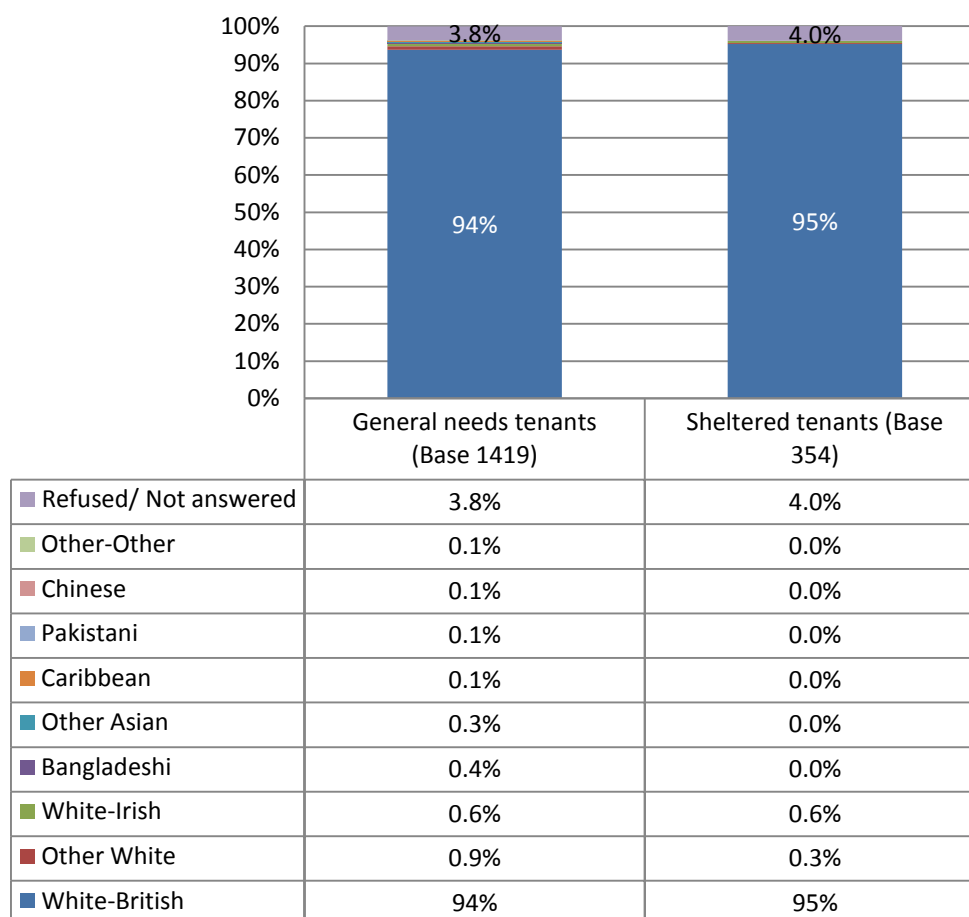


A high percentage of general needs tenants (53%) and sheltered tenants (73%) have a member of the household who has a long-term illness, health problem or disability which limits their daily activities. 13% of general needs tenants and 22% of sheltered tenants said that they have someone living in their household who uses a wheelchair.

2.4 Ethnic origin

The majority of North Lincolnshire Homes’ tenants are White British households (94% of general needs tenants and 95% of sheltered tenants). According to the TSA’s definition, which includes White Irish and White Other tenants, 2.5% of general needs and 0.8% of sheltered tenants are Black and Minority Ethnic households. 4% of tenants refused to answer the question.

Figure 2.4 Ethnic origin of principal tenant

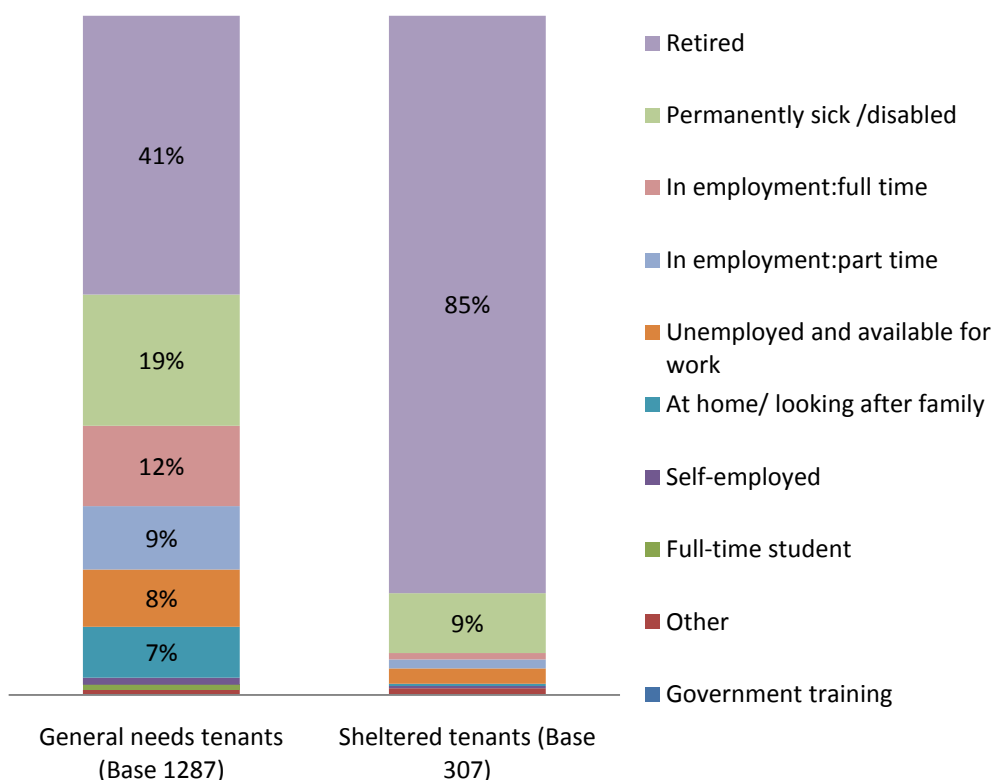


2.5 Economic status

In terms of economic status, less than a quarter of general needs principal tenants are in employment (12% in full-time employment, 9% in part-time employment and 1% self-employed), while slightly more partners or spouses are working (27%). Two out of five principal tenants are retired (41%), as are many partners (30%). Unemployment is running at 8% for principal tenants and 6% for partners. A quarter of principal tenants are outside employment (19% permanently sick or disabled and 7% at home looking after family).

The majority of sheltered tenants (85%) and their partners (67%) are retired. A small percentage of sheltered tenants are working (3%), while 9% of principal sheltered tenants classed themselves as permanently sick or disabled.

Figure 2.5 Work status of principal tenant



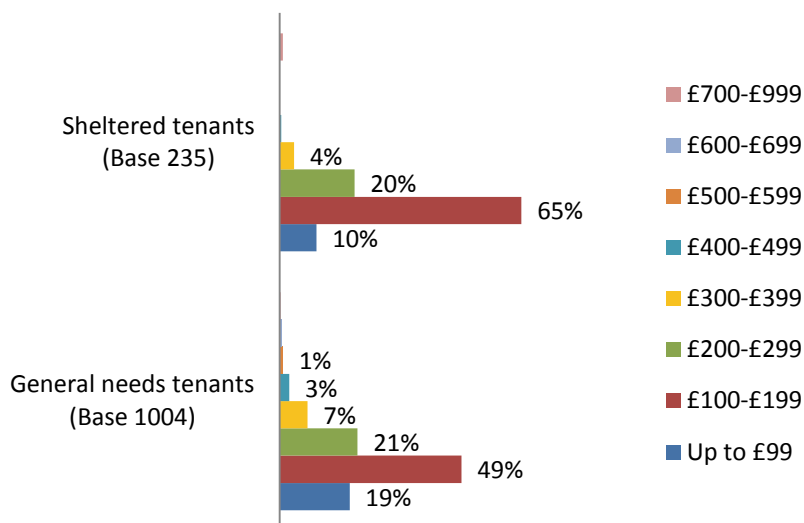
2.6 Income levels and sources of income

Two thirds of general needs and sheltered tenant households receive housing benefit (67% and 68% respectively). The table below (Figure 2.6) shows the sources of household incomes for general needs and sheltered tenants.

Figure 2.6 Sources of income	General needs tenants (Base 1347)	Sheltered tenants (Base 320)
State pension	47%	89%
Other state benefits	26%	27%
Income support	23%	16%
Earnings from employment or self-employment	22%	3%
Tax credits	22%	7%
Child benefit	21%	1%
Pension from a former employer	15%	28%
Other sources e.g. rent	2%	5%
Interest from savings, etc.	2%	7%
Other kinds of regular allowance from outside the household	1%	3%
No source of income	0%	0%

The majority of North Lincolnshire Homes' general needs households are on incomes under £300 per week (88%). Few households have higher incomes, although some receive over £500 per week (2%). 94% of sheltered tenants are on incomes below £300 per week.

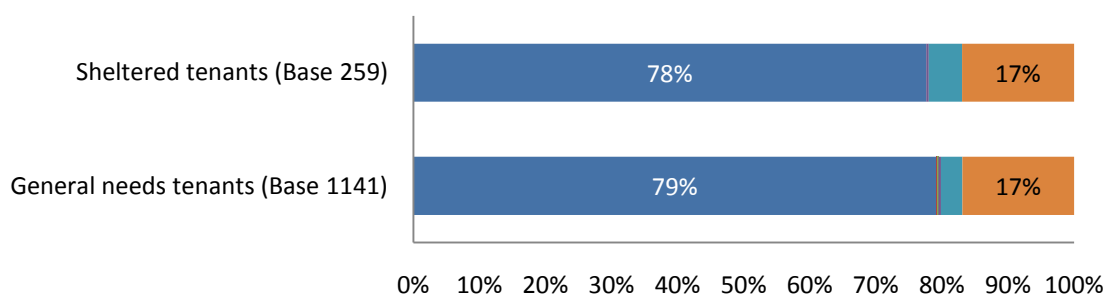
Figure 2.7 Household net income



2.7 Sexual orientation

The majority of general needs tenants and sheltered tenants classed their sexual orientation as heterosexual (78% - 79%), although some preferred not to say (both 17%).

Figure 2.8 Sexual orientation

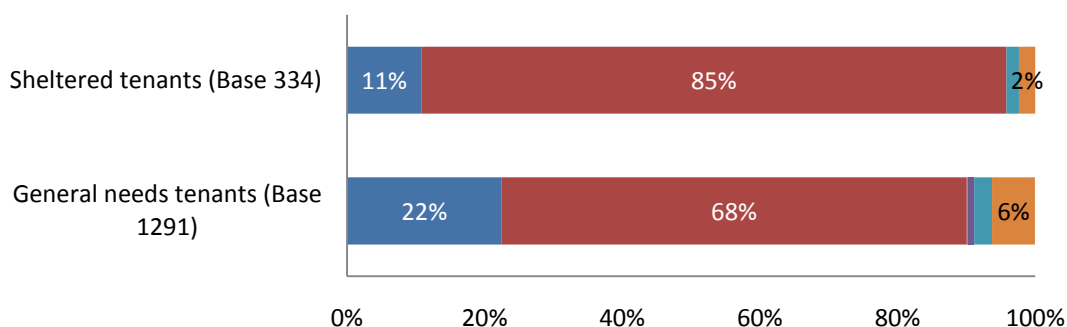


	General needs tenants (Base 1141)	Sheltered tenants (Base 259)
■ Heterosexual	79%	78%
■ Gay man	0.1%	0.0%
■ Gay woman	0.2%	0.0%
■ Bisexual	0.4%	0.4%
■ Other	3%	5%
■ Prefer not to say	17%	17%

2.8 Religion

Six out of seven sheltered tenants (85%) are Christian, a higher percentage than for general needs tenants (68%). Few households were of any other religion (2% - 4%), while some tenants preferred not to say (2% - 6%).

Figure 2.9 Household religion



	General needs tenants (Base 1291)	Sheltered tenants (Base 334)
■ None	22%	11%
■ Christian (All denominations)	68%	85%
■ Buddhist	0.2%	0.0%
■ Muslim	0.8%	0.0%
■ Any other religion	3%	2%
■ Prefer not to say	6%	2%

2.9 Access and take up of financial services

A slightly higher percentage of sheltered tenants had a bank account (92%) and home contents insurance (62%) compared with general needs tenants (88% and 56% respectively).

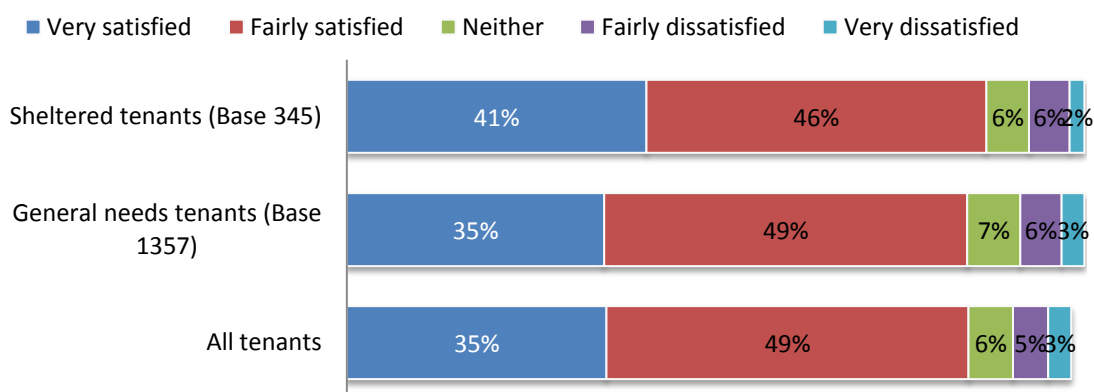
3. North Lincolnshire Homes’ satisfaction ratings

The following analysis of results includes the views of North Lincolnshire Homes’ tenants – both general needs and sheltered tenants. Commentary is also given in this chapter where there is a noticeable difference in satisfaction between the different areas identified as subgroups in the survey - full details can be found in Appendix 3. Please note that the percentages quoted in the text and graphics may not always add up to 100% because of rounding.

3.1 Overall satisfaction and key services

The majority of North Lincolnshire Homes’ tenants were satisfied with the services provided by their landlord. Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord?”. The majority of general needs (84%) and sheltered (87%) tenants said they were satisfied with their landlord. Slightly more sheltered tenants were “very satisfied” (41%) compared with general needs tenants (35%). Relatively few tenants were dissatisfied with the overall services provided by the Company (9% general needs tenants and 8% sheltered tenants).

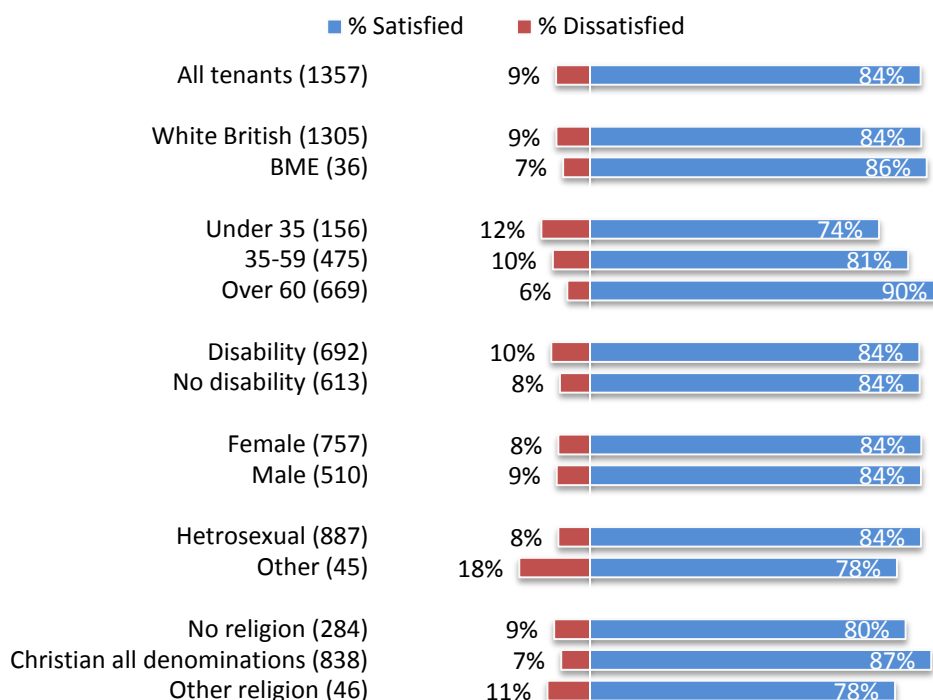
Figure 3.1 Taking everything into account how satisfied or dissatisfied residents are with services provided by their landlord



Satisfaction at area level – When the results for overall satisfaction amongst general needs tenants are analysed at the subgroup level, tenants in Area 2 and Area 3 gave marginally higher satisfaction ratings for landlord services (both 85%) compared with general needs tenants living in Area 1 (82%).

As the chart below shows (Figure 3.2), overall satisfaction with landlord services amongst general needs tenants varied slightly by some of the key diversity strands – age, religion and sexual orientation. Note: throughout this chapter some of the results when analysed by key strands of diversity have to be treated with caution due to the small number of tenants in some groups.

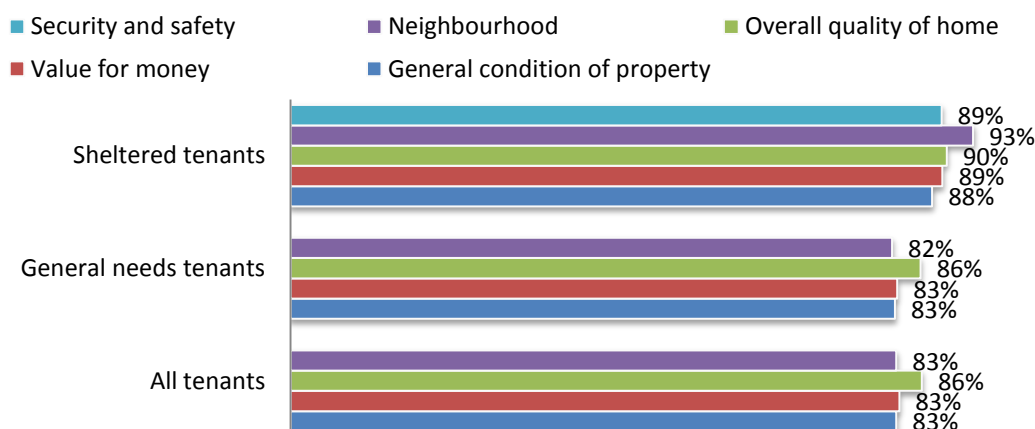
Figure 3.2 Satisfaction with overall services by key diversity strands (general needs tenants)



Satisfaction with key services

The majority of general needs tenants were satisfied with the value for money of the rent (83%), the condition of the property (83%) and the neighbourhood (82%); with the quality of the home rated slightly more highly (86%). High percentages of sheltered tenants were satisfied with these key services (88% - 93%) and a large majority was also satisfied with the safety and security of the home (89%).

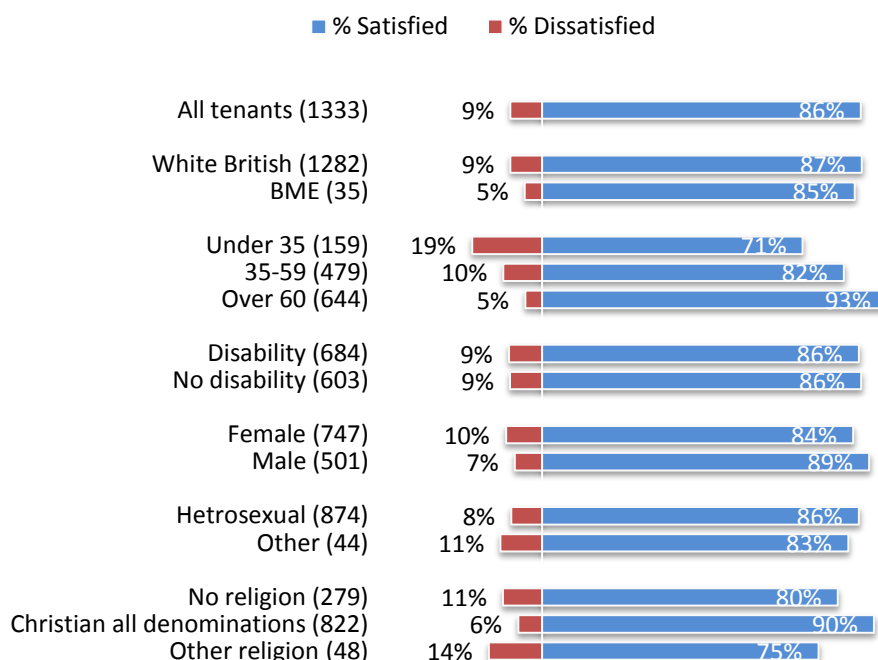
Figure 3.3 Satisfaction in other key areas



Satisfaction at area level – General needs tenants in Area 3 awarded slightly higher ratings for the condition of the property (84%), value for money (85%), the neighbourhood (87%) and the quality of the home (88%) compared with tenants living in other areas. Satisfaction ratings for the quality of the home (84%) and the neighbourhood (78%) were lower in Area 1 than elsewhere.

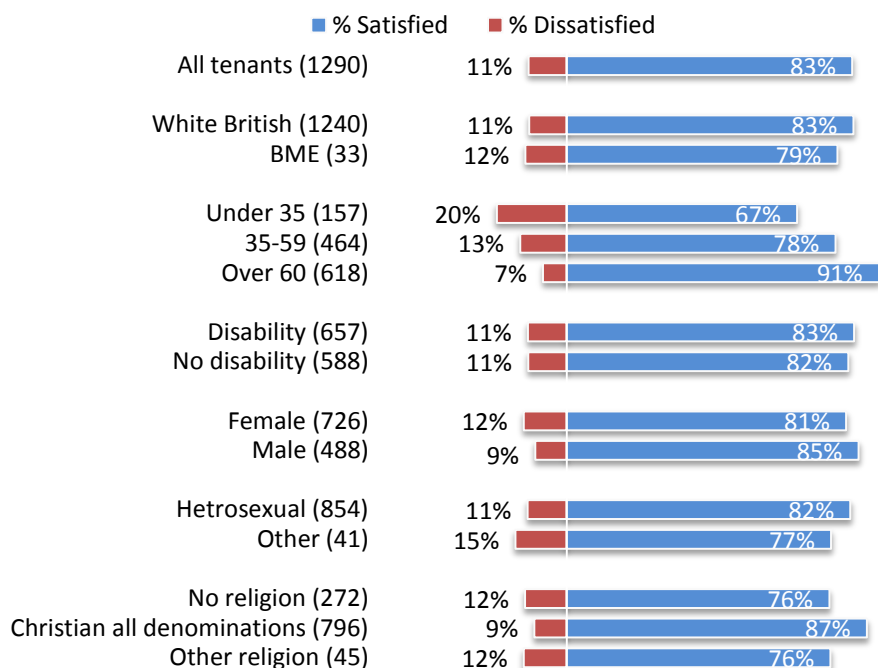
As the chart below shows, satisfaction with the quality of the home varied amongst general needs tenants to some degree by some of the key diversity strands – age, gender and religion of the principal tenant.

Figure 3.4 Satisfaction with quality of the home by key diversity strands (general needs tenants)



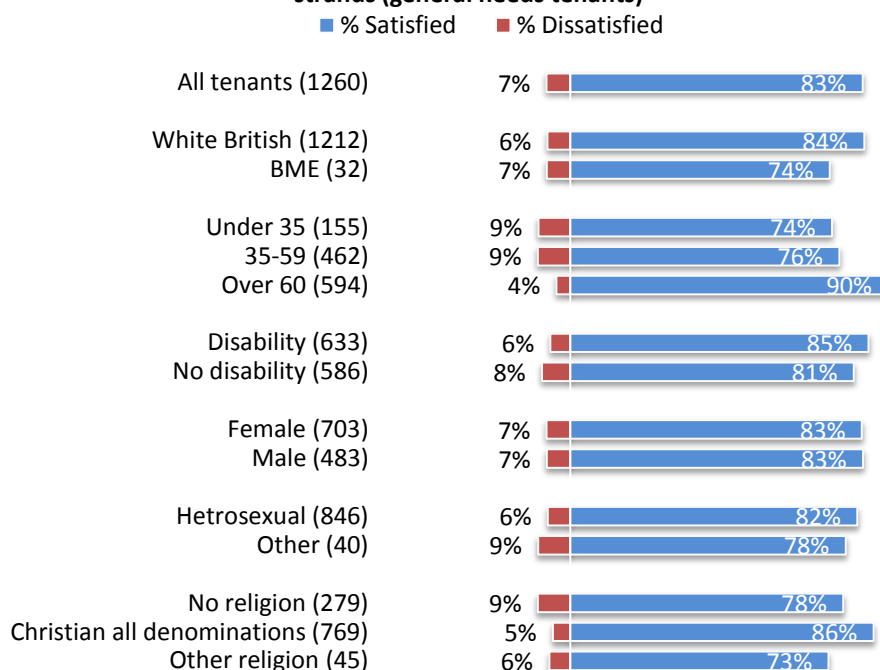
Satisfaction with the condition of the property varied slightly amongst general needs tenants depending upon the principal tenant’s age, gender, religion and sexual orientation.

Figure 3.5 Satisfaction with general condition of property by key diversity strands (general needs tenants)



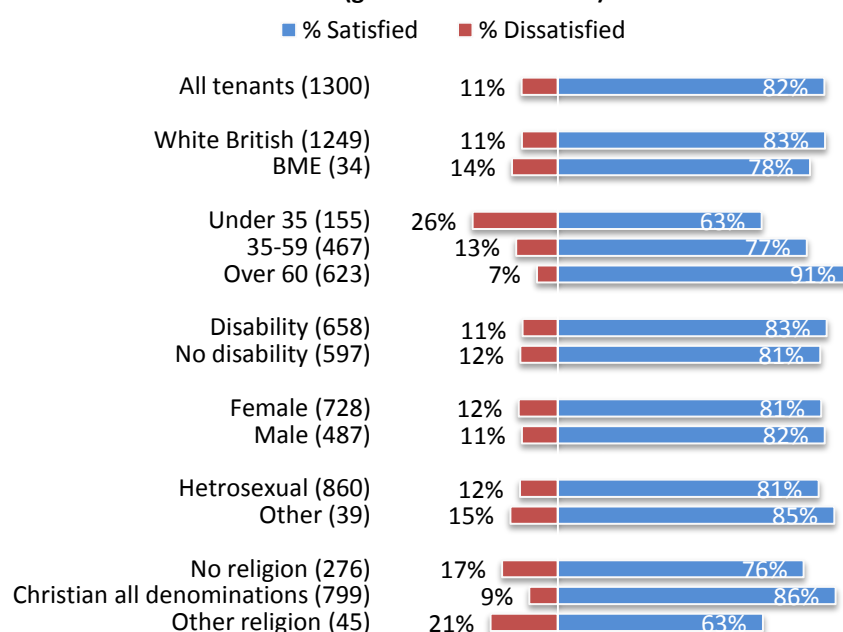
Satisfaction with value for money amongst general needs tenants varied by many of the key diversity strands – age, disability, sexual orientation, ethnic origin and religion.

Figure 3.6 Satisfaction with value for money by key diversity strands (general needs tenants)



As the chart below shows, satisfaction with the neighbourhood amongst general needs tenants varied by some of the key diversity strands for the principal tenant – age, religion, ethnic origin and sexual orientation.

Figure 3.7 Satisfaction with the neighbourhood by key diversity strands (general needs tenants)

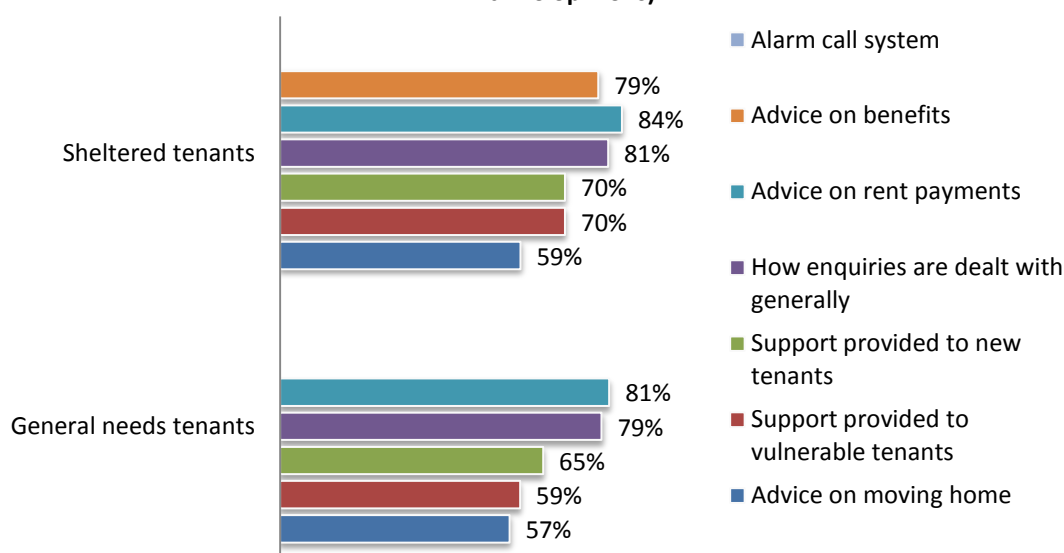


Satisfaction with support and advice

Tenants were asked how satisfied they were with a number of support and advice services. The majority of general needs tenants (who had an opinion) were satisfied with how their enquiries are dealt with generally (79%) and the advice on rent payments (81%). Fewer general needs tenants were satisfied with the advice on moving home (57%), the support given to vulnerable tenants (59%) or the support provided to new tenants (65%), however few tenants were dissatisfied with the services (4% - 14%).

The majority of sheltered tenants were satisfied with the advice on benefits (79%), how enquiries are dealt with generally (81%) and the advice on rent payments (84%). Satisfaction was slightly lower for the support given to new and vulnerable tenants (both 70%). The area with the lowest satisfaction rating was the advice on moving home (59%).

Figure 3.8 Satisfaction with advice and support services (excluding tenants with no opinions)



Importance of services to tenants

Tenants were asked to pick which three services from a list of standard services they felt were most important. The services prioritised in terms of importance differed slightly for each group. However, as Figures 3.9 and 3.10 show, the repairs and maintenance service was the most important service for both tenant groups with 68% of sheltered tenants and 84% of general needs tenants placing it in their top three.

The overall quality of the home was also clearly important to many general needs tenants (53%). More than a third of general needs tenants thought that being kept informed (39%) and dealing with anti-social behaviour (35%) were among the three most important services.

After the repairs service, more sheltered tenants placed importance on the quality of the home (49%) (followed by being kept informed (43%) and the Support Officer (38%)) than on any other service.

Figure 3.9 The most important service areas for general needs tenants - when asked to select top three

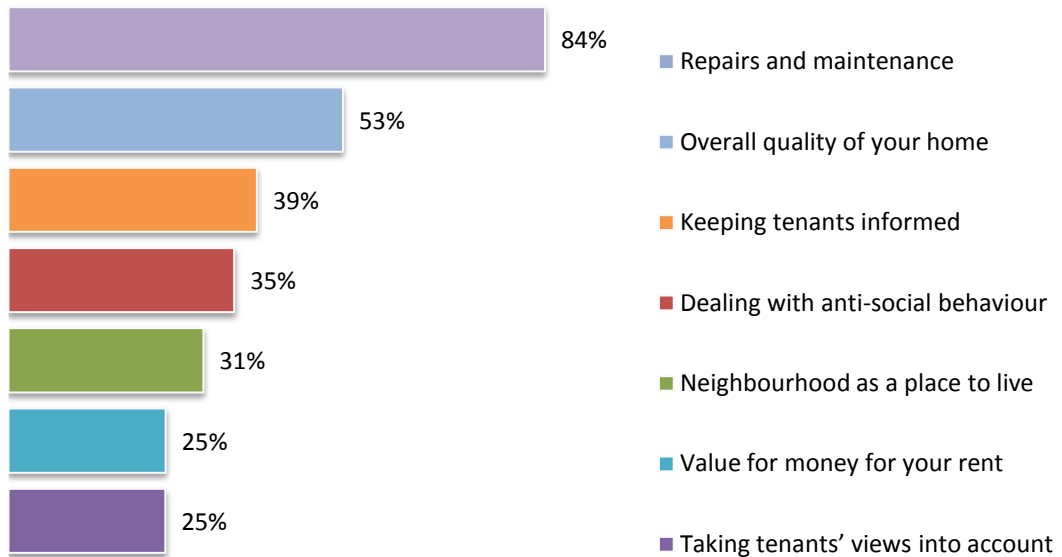
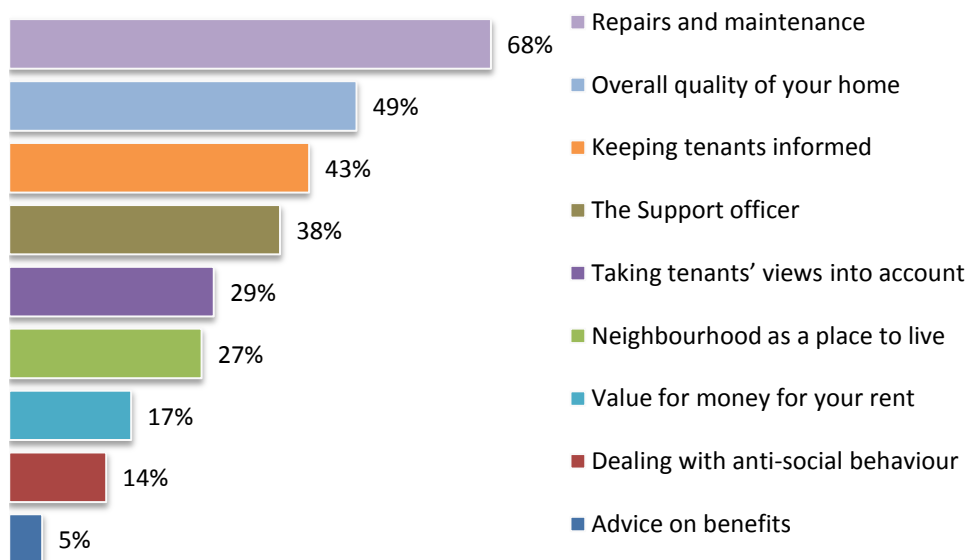


Figure 3.10 The most important service areas for sheltered tenants - when asked to select top three



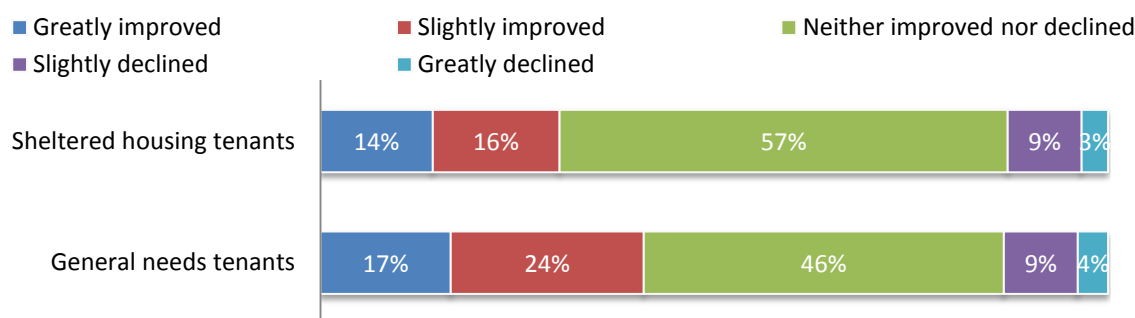
3.2 Neighbourhood and local problems

A far higher percentage of sheltered tenants were satisfied with the neighbourhood in which they live (93%) compared with general needs tenants (82%).

Neighbourhood improvements

Tenants were asked whether they felt that their neighbourhood had improved or declined in the last three years, and the majority of tenants had an opinion (8% of general needs tenants and 21% of sheltered tenants did not have an opinion). Of those tenants who had an opinion many felt that the neighbourhood had not changed in the last few years (46% - 57%). Encouragingly however, 41% of general needs tenants and 30% of sheltered tenants felt that their neighbourhood had improved – including some tenants who felt it had improved greatly (17% and 14% respectively). Relatively few tenants felt that their neighbourhood had declined in the last three years (13% both general needs and sheltered tenants).

Figure 3.11 Has the neighbourhood improved or declined in the last three years? (tenants with an opinion)

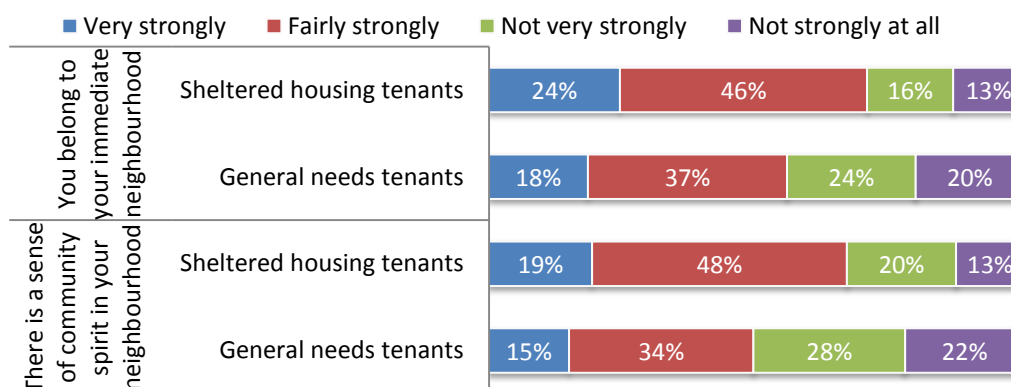


Satisfaction at area level – More general needs tenants in Area I felt that their neighbourhood had improved (44%) compared with the other areas (39% - 40%), however an identical percentage in all areas felt that their neighbourhood had declined (all 13%).

Sense of community and belonging

As the chart below shows, a higher percentage of sheltered tenants felt that there was a sense of community spirit in their neighbourhood (67%) and felt they belong to their immediate neighbourhood (71%) compared with general needs tenants (49% and 56% respectively).

Figure 3.12 How strongly tenants feel about their neighbourhood



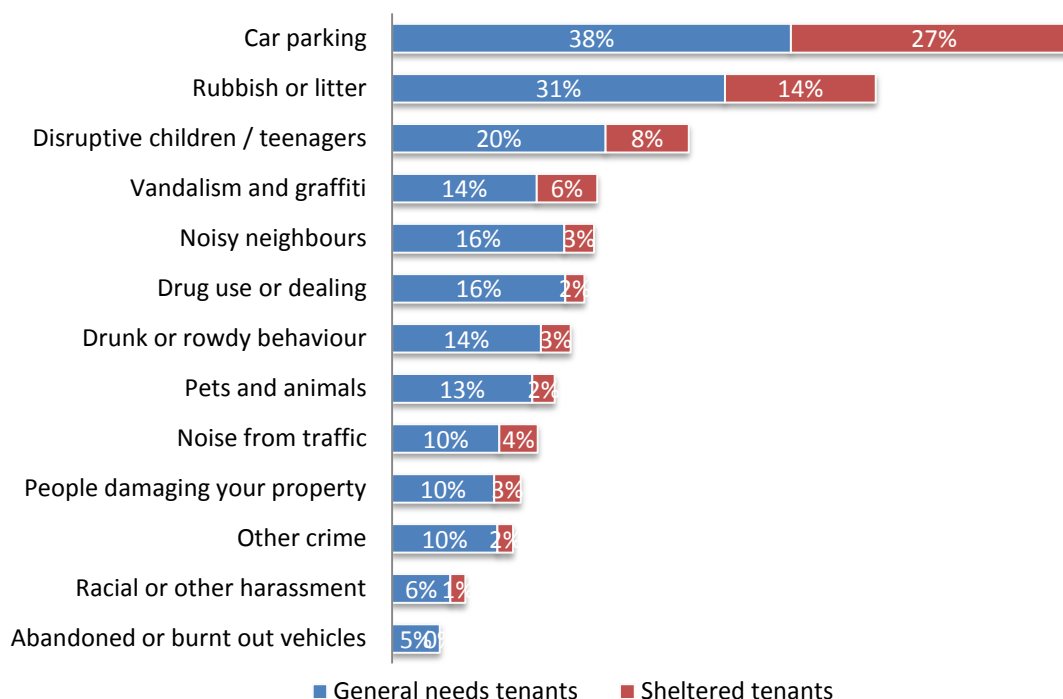
Satisfaction at area level – Slightly more general needs tenants in Area 2 felt a sense of community spirit (54%) and felt they belong to their neighbourhood (61%) compared with the other two areas, and especially those in Area 1 (46% and 52% respectively).

Local problems

Tenants were asked to what extent a range of issues were problems in their neighbourhood. As Figure 3.13 shows, car parking was by far the biggest problem for all tenants followed by rubbish or litter. No other problem was mentioned by more than one in five general needs tenants, although a fifth of general needs tenants had problems with disruptive children or teenagers (20%).

Sheltered tenants generally reported far lower levels of local problems, with only rubbish or litter (14%) and car parking (27%) reported by more than one in ten sheltered tenants.

Figure 3.13 Local problems (% very big or fairly big problem)



Satisfaction at area level – Far more general needs tenants in Area 1 reported local problems (with the exception of traffic noise and car parking) than tenants in Area 2 and Area 3. Around a fifth or more of tenants in Area 1 reported local problems with drunk or rowdy behaviour (19%), noisy neighbours (19%), vandalism and graffiti (20%), drug use or dealing (24%), disruptive children/teenagers (25%), rubbish or litter (38%) and car parking (39%).

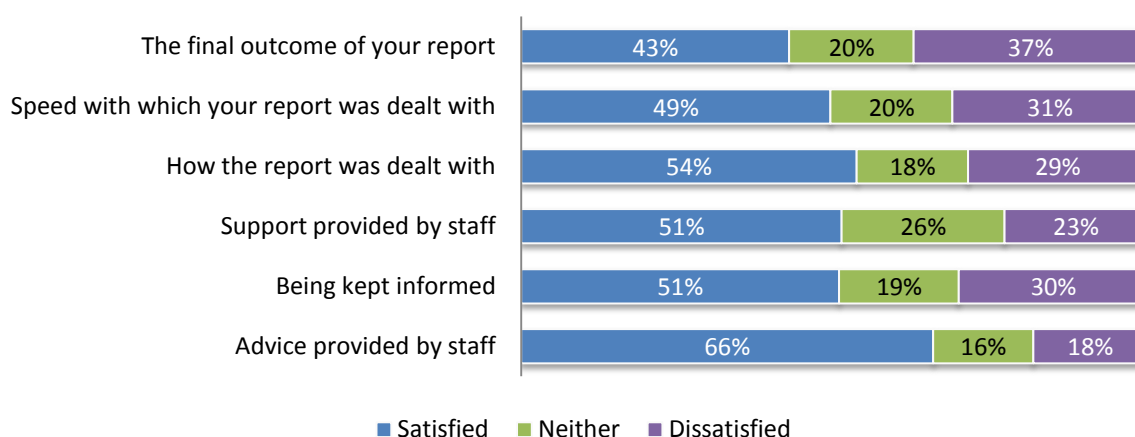
Anti-social behaviour – general needs tenants

Approximately one in ten general needs tenants had reported anti-social behaviour to North Lincolnshire Homes in the past 12 months (11%). For those general needs tenants who had

reported the problem to their landlord, half found it easy to contact the right person (50%), while two thirds found staff helpful (67%). Just half of the tenants found staff able to deal with their problem (51%) and a third found staff unable to deal with their problem (33%).

Around half of tenants were satisfied with the speed the report was dealt with (49%), being kept informed (51%), the support provided by staff (51%) and how the report was dealt with (54%). Two thirds of tenants were satisfied with the advice provided by staff (66%). Fewer were satisfied with the final outcome of the report (43%) and significant numbers of tenants were dissatisfied with all aspects of the service (18% - 37%).

Figure 3.14 Tenant satisfaction with way in which anti-social behaviour report was dealt with (Base 130 - 137)



Satisfaction at area level – A slightly higher percentage of general needs tenants in Area 1 reported problems with anti-social behaviour to North Lincolnshire Homes (12%) compared with tenants in Area 2 (11%) and Area 3 (9%). Fewer tenants in Area 3 were satisfied with the reporting and handling of their report compared with tenants in Area 1 and Area 2.

Anti-social behaviour – sheltered tenants

An identical percentage of sheltered tenants (11%) had reported anti-social behaviour in the past 12 months. Of the 55% of tenants who reported the problem to North Lincolnshire Homes, 56% were satisfied with the way in which their landlord dealt with the problem while 44% were not.

3.3 Customer care

Method of contact

Three quarters of general needs tenants (77%) had contacted their landlord in the last 12 months higher than sheltered tenants (59%). When communicating with their landlord the vast majority of general needs and sheltered tenants telephoned North Lincolnshire Homes (74% - 84%); few visited the office (8% - 12%).

Figure 3.15 How tenants last contacted their landlord	General needs tenants	Sheltered tenants
Phoned	84%	74%
Visited office	12%	8%
Email	2%	2%
Other	1%	6%
Wrote	1%	1%
Can't remember	0%	1%
Visited scheme manager's office	n/a	6%
Staff visit to scheme	n/a	2%
Responses	1021	179

Reason for contact

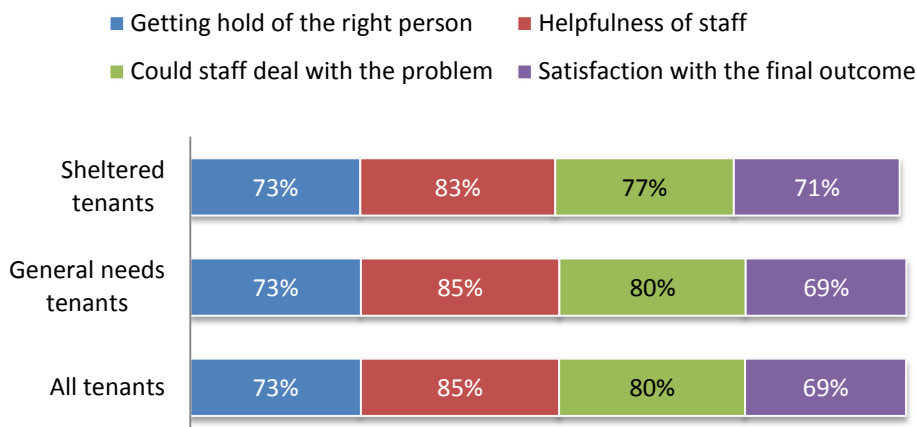
Four out of five general needs tenants contacted their landlord in the last 12 months in order to report a repair (81%), higher than amongst sheltered tenants (72%). A number of general needs tenants (5%) and sheltered tenants (9%) made contact with a query regarding rent, service charge or housing benefit, while a few made contact with a transfer/exchange query (4% - 6%), a neighbour or neighbourhood issue (3% - 4%), or a garden or communal area issue (1% - 2%).

Figure 3.16 Reason for last contact	General needs tenants	Sheltered tenants
Repairs	81%	72%
Rent or housing benefit	5%	9%
Neighbours or Neighbourhood issues	4%	3%
Transfer or exchange	4%	6%
Garden or Communal areas	1%	2%
Other	4%	6%
Can't remember	1%	1%
Home help/care services	n/a	1%
Responses	976	178

Quality of contact

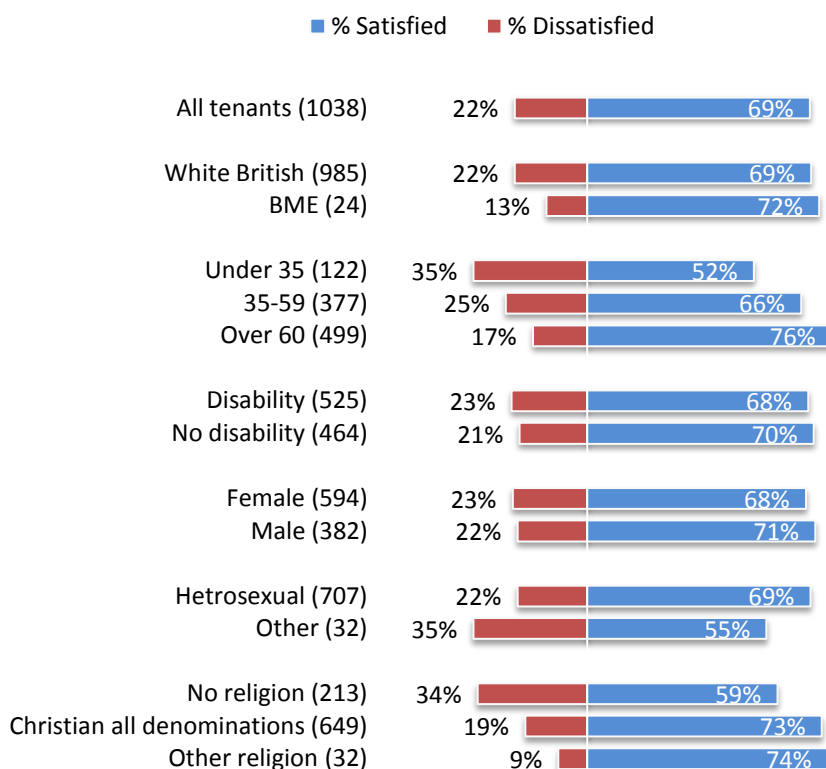
When North Lincolnshire Homes' tenants contacted their landlord, just under three quarters of all tenants found getting hold of the right person easy (73%) and a higher percentage of tenants found staff helpful (83% - 85%). Three quarters of tenants found staff able to deal with their enquiry (77% - 80%); however fewer were left satisfied with the outcome of contact after contacting North Lincolnshire Homes (69% - 71%). Surprisingly, sheltered tenants were only marginally more satisfied with customer contact compared with general needs tenants – larger differences are found at many other social landlords.

Figure 3.17 Satisfaction with customer contact



As the chart below shows, satisfaction with the final outcome of contact amongst general needs tenants varied by two key diversity strands – age and sexual orientation of the tenant.

Figure 3.18 Satisfaction with the final outcome of contact by key diversity strands (general needs tenants)



Satisfaction at area level – Satisfaction with customer contact was rated noticeably lower in Area I. Fewer general needs tenants found staff easy to contact (69% compared with 74% - 76% elsewhere), helpful (81% compared with 86% - 88% elsewhere) or able to deal with their problems (76% compared with 81% - 83% elsewhere). Consequently far fewer tenants in Area I were left satisfied with the outcome (63%) compared with those in Area 2 and Area 3 (72% - 73%).

Different methods of communication

As the chart below shows the majority of general needs tenants own a mobile telephone (83%), higher than amongst sheltered tenants (62%). As would be expected, ownership of smart phones is much lower; however more sheltered tenants own a smart phone (10%) compared with general needs tenants (8%). Far more general needs tenants use text messaging (52%), have access to the Internet (40%) and use email (36%) compared with sheltered tenants (22% for each). Half of sheltered tenants have a digital television (50%), higher than general needs tenants (43%).

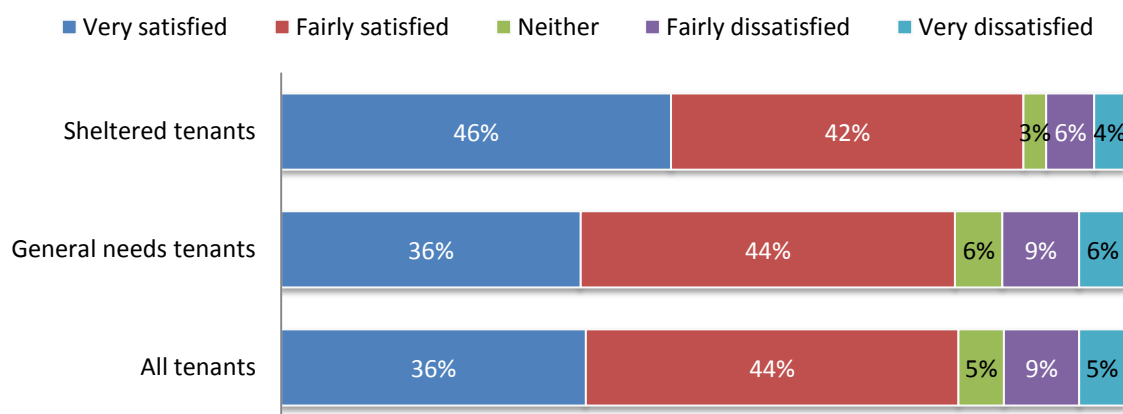
Figure 3.19 Tenant ownership of different methods of communication	General needs tenants	Sheltered tenants
Mobile phone	83%	62%
Text messaging	52%	22%
Digital TV	43%	50%
Internet	40%	22%
Email	36%	22%
Smart phone	8%	10%
Responses	1161	250

3.4 Repairs and maintenance

The majority of general needs tenants (80%) and even more sheltered tenants (88%) who had an opinion were satisfied with the repairs and maintenance service. Around one in ten sheltered tenants were dissatisfied with the service (9%), while more general needs tenants were dissatisfied (15%).

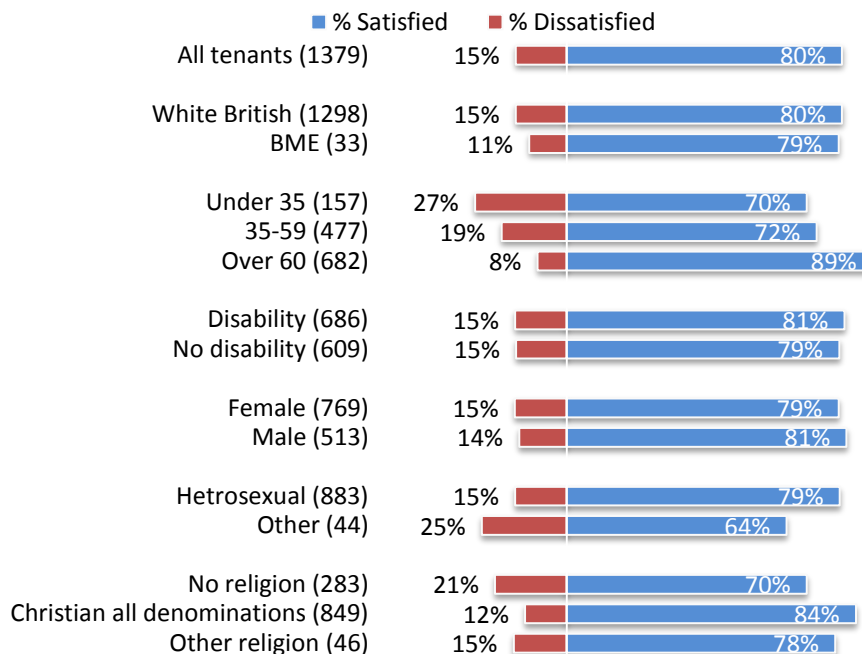
Tenants who had used the service in the last 12 months rated it noticeably higher (83% general needs and 90% sheltered tenants) than those who had not (71% general needs and 84% sheltered tenants).

Figure 3.20 Satisfaction with repairs and maintenance service



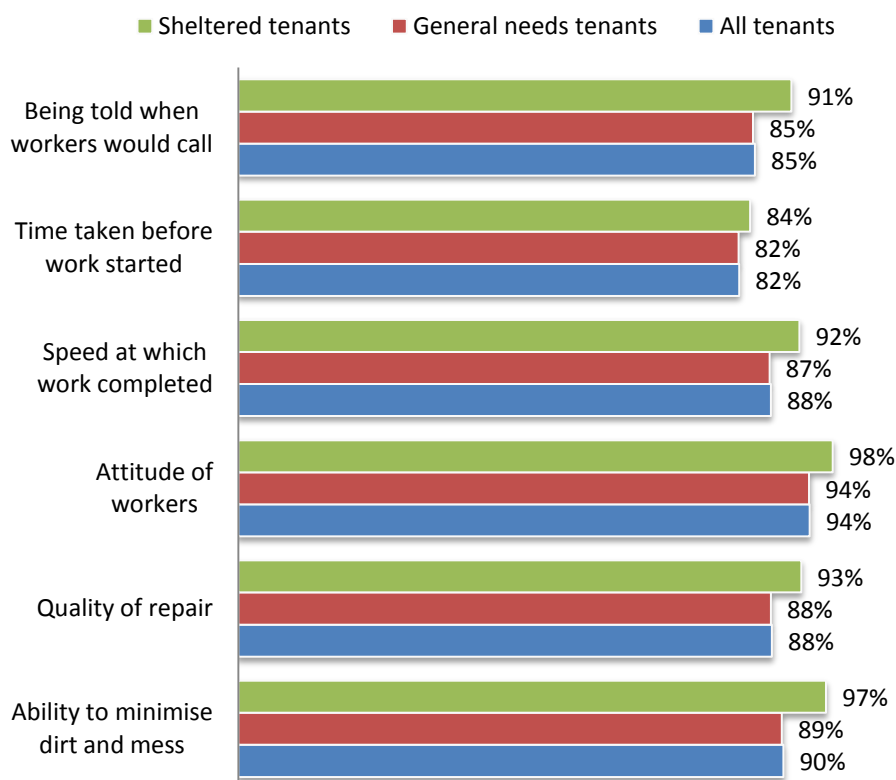
Satisfaction with the overall repairs and maintenance service amongst general needs tenants varied by the key diversity strands of age, religion and sexuality of the principal tenant.

Figure 3.21 Satisfaction with overall repairs and maintenance service by key diversity strands (general needs tenants)



Around three quarters of general needs tenants (78%) and two thirds of sheltered tenants (66%) had a repair completed in the last twelve months.

Figure 3.22 Satisfaction with repairs and maintenance



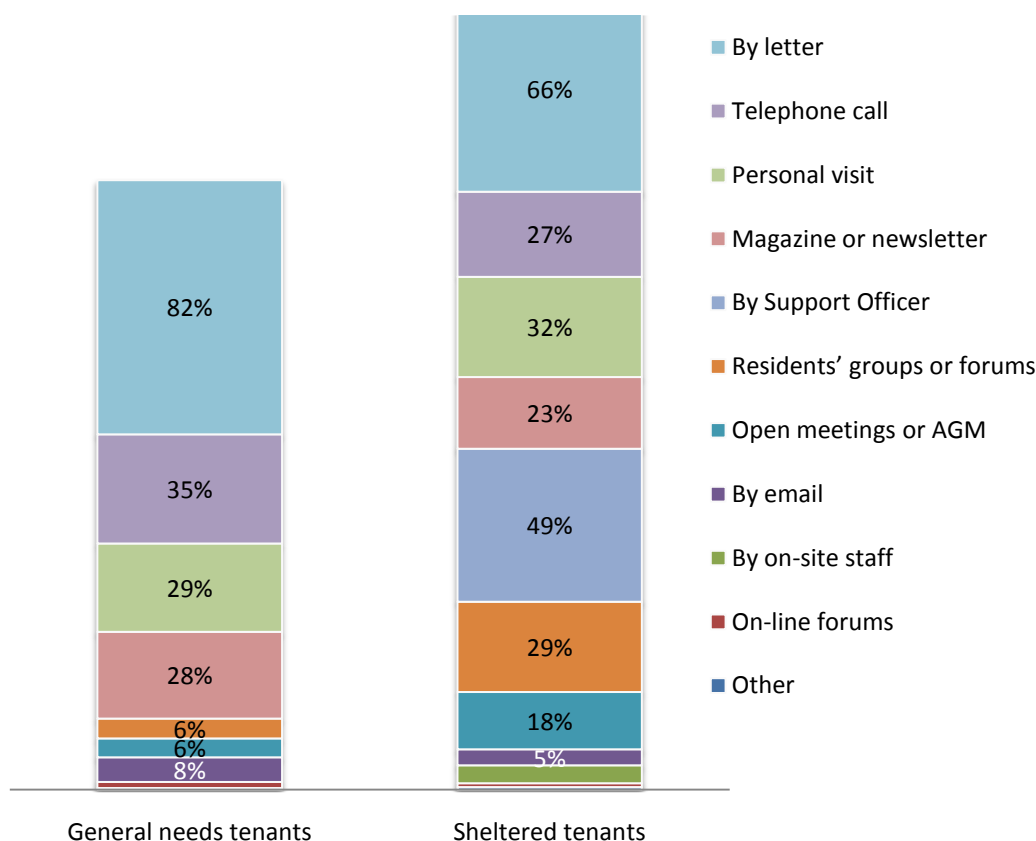
In terms of the individual aspects of the work, sheltered tenants awarded very high ratings throughout (91% - 98%), with only the time taken before the work started rated noticeably lower (84%). General needs tenants were also largely satisfied with the aspects of the repair work – awarding generally high ratings (85% - 89%), and a particularly high rating for the attitude of the workers (94%). As for sheltered tenants, a lower rating was given for the time taken before the work started (82% satisfied).

Satisfaction at area level – General needs tenants in Area 2 and Area 3 awarded similar ratings for the repairs and maintenance service – both overall (81% - 82%) and for the different aspects of the service. Tenants in Area 1 awarded a slightly lower rating for the overall service (77%) and were slightly less satisfied with the aspects of the repair compared with other tenants – awarding ratings some 1% to 6% lower than tenants in Area 2 and Area 3.

3.5 Tenant communication and information

Tenants were asked to show which methods they prefer North Lincolnshire Homes to use to inform them or consult them about issues which may affect them. The vast majority of tenants said that a preferred method of contact is by letter (66% - 82%). Other generally popular methods of communication for tenants included a telephone call (27% - 35%), a personal visit (29% - 32%) or information in a magazine or newsletter (23% - 28%).

Figure 3.23 Which methods tenants prefer their housing association to use to inform them or consult with them about issues that may affect them



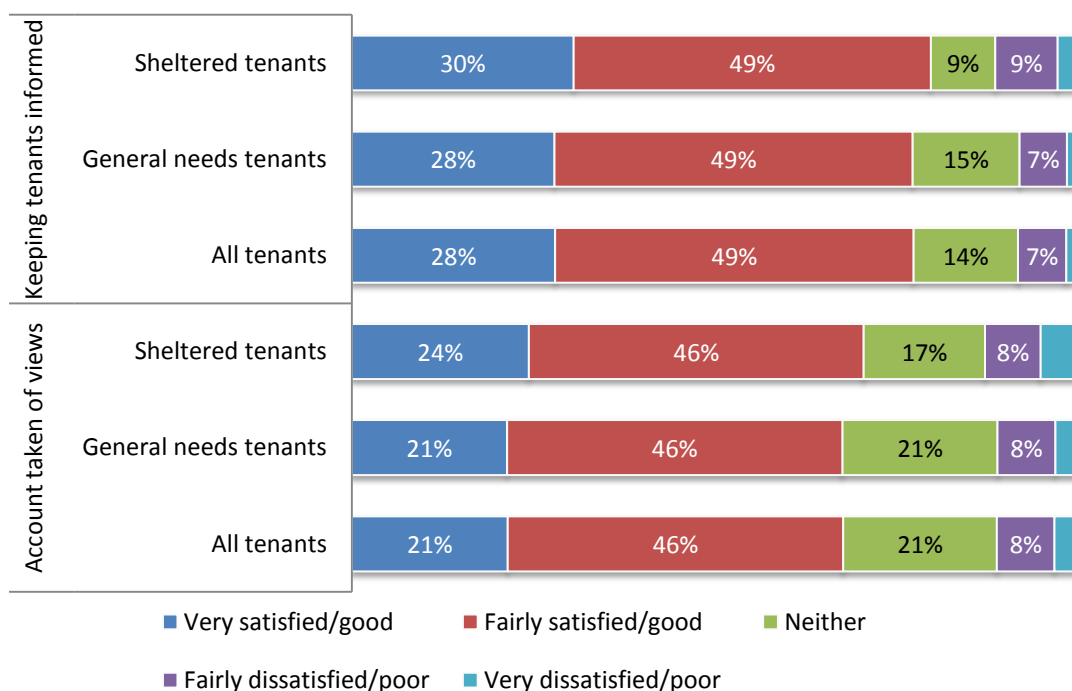
As Figure 3.23 shows, some methods appeal to different groups of tenants more than others, for example many sheltered tenants would be happy to be informed at meetings (18%), by their Support Officer (49%) or through tenant groups or forums (29%). 8% of general needs tenants and 5% of sheltered tenants would be happy to be informed by email.

Keeping tenants informed and account taken of views

The majority of tenants felt that North Lincolnshire Homes is doing a good job in keeping them informed (77% - 79%), although some tenants said North Lincolnshire Homes is doing a poor job in keeping tenants informed (9% of general needs tenants and 12% of sheltered tenants).

When asked, “How satisfied or dissatisfied are you that your views are taken into account by your landlord?”, two thirds of general needs tenants (67%) and slightly more sheltered tenants (70%) were satisfied (excluding no opinions). A number of general needs and sheltered tenants were dissatisfied with the account taken of their views (12% - 13%).

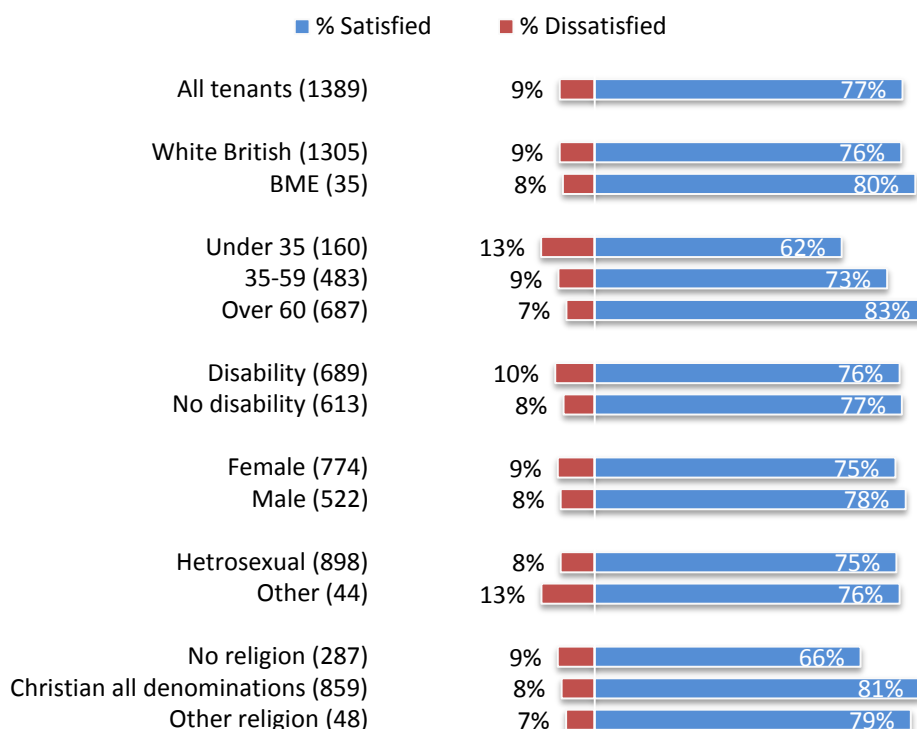
Figure 3.24 Satisfaction with information and consultation



Satisfaction at area level – More general needs tenants in Area 3 felt that account is taken of their views (71%) than elsewhere, especially in Area 1 (63%). Slightly fewer tenants in Area 1 felt informed (75%) compared with the other areas (both 78%).

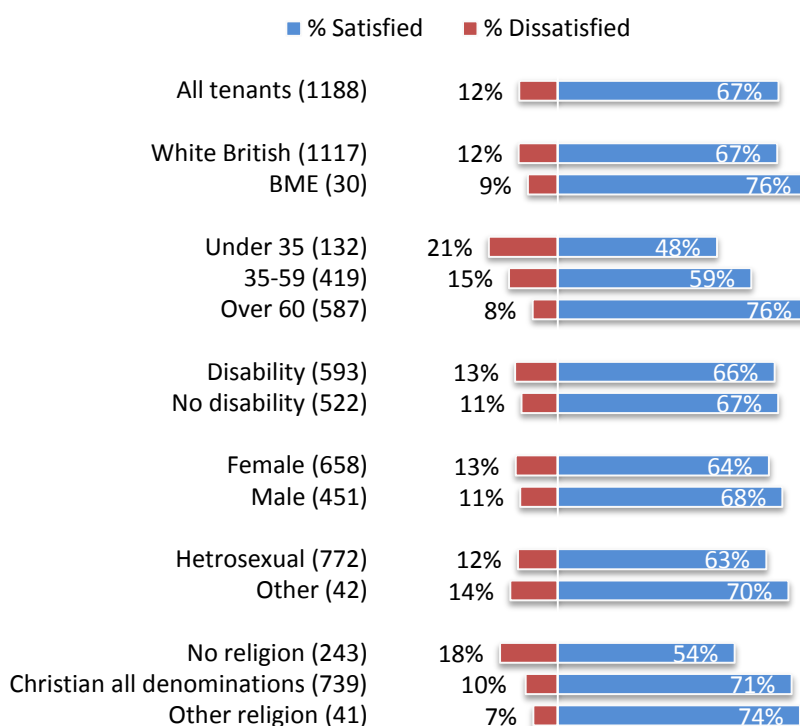
Satisfaction with keeping tenants informed varied amongst general needs tenants by the age of the principal tenant and ethnic origin.

Figure 3.25 Satisfaction with keeping tenants informed by key diversity strands (general needs tenants)



As the chart below shows, satisfaction amongst general needs tenants with the account taken of tenants' views varied by the key diversity strands of age, gender, ethnic origin and sexual orientation of the principal tenant.

Figure 3.26 Satisfaction with account taken of views by key diversity strands (general needs tenants)

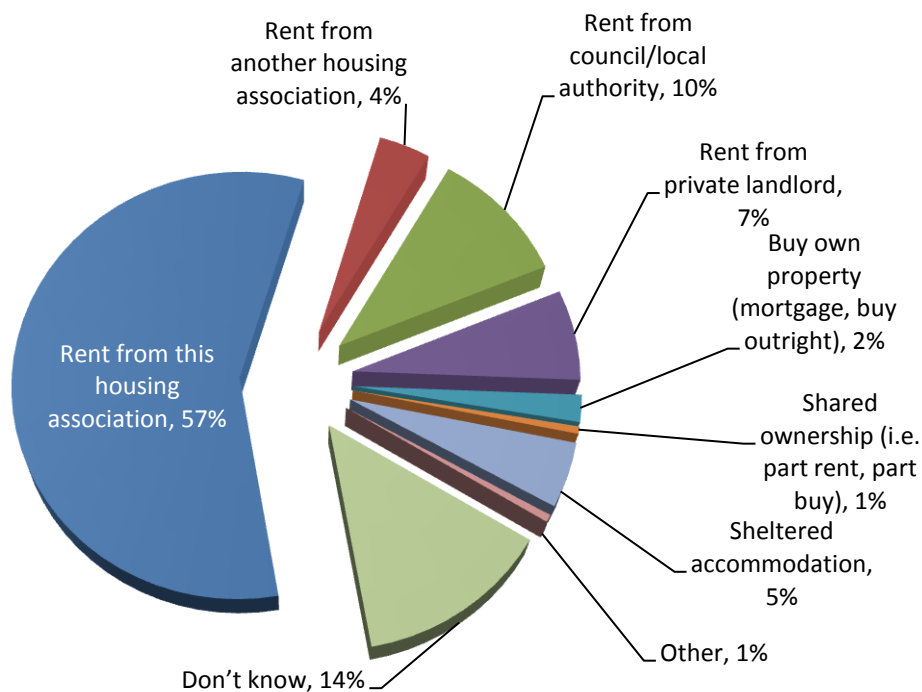


3.6 Future plans (general needs tenants only)

Less than one in five of North Lincolnshire Homes’ tenants felt it was very or fairly likely that they would move from their current home in the next three years (19%). Just over two thirds of tenants felt a move was unlikely (70%) and 11% were unsure.

Of those tenants who felt that they were likely to move in the next three years, encouragingly 57% would still want to rent from North Lincolnshire Homes. Some tenants would consider renting from another housing association (4%), from a private landlord (7%) or a council/local authority (10%). A few tenants are considering buying a property either outright (2%) or on a shared ownership basis (1%). 5% of tenants would like to move to sheltered accommodation. A number of tenants did not know (14%) or are considering other alternatives (1%).

Figure 3.27 Where tenants are likely to move (Base 216)



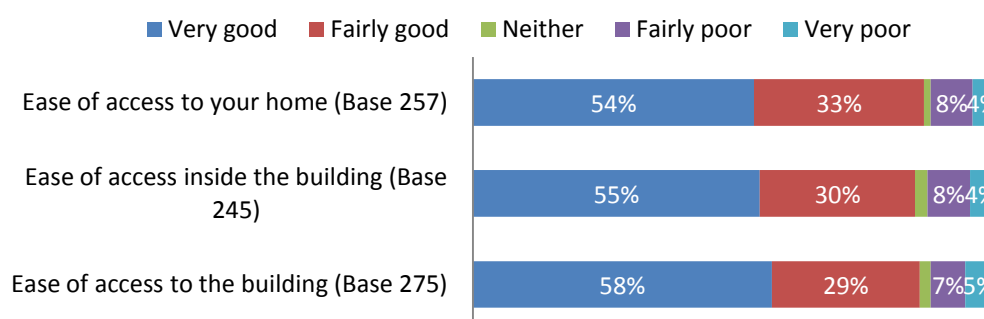
4. Care and support services

This chapter reports on the additional results found from the questionnaire used in the survey for sheltered tenants. Please note that the percentages quoted in the text and graphics may not always add up to 100% because of rounding.

Ease of access

The majority of sheltered tenants said that there was good ease of access to the building (86%), inside the building (85%) and to their home (87%). However a number of sheltered tenants were dissatisfied with the ease of access (12% in each case) suggesting a small but significant percentage of tenants have a problem with access.

Figure 4.1 Rating aspects of the scheme - tenants who have an opinion

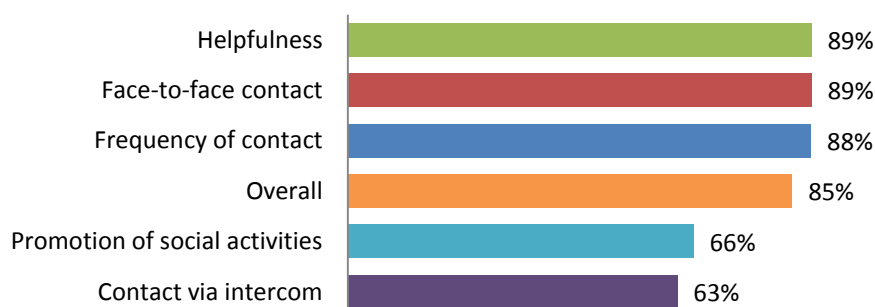


Support officer

83% of the sheltered tenants who responded to the survey said that they had a support officer who either lived in (25%), visited every day (40%) or visited less frequently (18%).

A high percentage of sheltered tenants were satisfied with the overall support officer (85%), which was backed up by high ratings for frequency of contact (88%), face to face contact (89%) and helpfulness (89%). Satisfaction with contact via the intercom (63%) and the promotion of social activities (66%) was much lower.

Figure 4.2 Sheltered tenants' satisfaction with support officer



Complaints procedure

The majority of sheltered tenants were aware that North Lincolnshire Homes has a formal complaints procedure (67%); although over a third were not (33%).

Sheltered tenants and general needs tenants

As the table below shows, sheltered tenants were on most occasions more satisfied with services than general needs tenants (3% to 11% higher). However, on some occasions – mostly linked to customer contact - sheltered tenants were no more satisfied than general needs tenants or were slightly less satisfied (2% lower to 2% higher).

Figure 4.3 Comparison of satisfaction between general needs and sheltered tenants	General needs tenants	Sheltered tenants	Difference (when figures rounded to 1%)
Services provided by landlord	84%	87%	3%
General condition of property	86%	90%	4%
Value for money	83%	88%	5%
Overall quality of home	83%	89%	6%
Neighbourhood	82%	93%	11%
Getting hold of the right person	73%	73%	0%
Helpfulness of staff	85%	83%	-2%
Could staff deal with the problem	80%	77%	-3%
Satisfaction with the final outcome	69%	71%	2%
Repairs & maintenance	80%	88%	8%
Being told when workers would call	85%	91%	6%
Time taken before work started	82%	84%	2%
Speed at which work completed	87%	92%	5%
Attitude of workers	94%	98%	4%
Quality of repair	88%	93%	5%
Ability to minimise dirt and mess	89%	97%	8%
Account taken of views	67%	70%	3%
Keeping tenants informed	77%	79%	2%

Sheltered tenants and the NHF's averages

As the table below shows, while satisfaction ratings for the value for money, the neighbourhood, the final outcome of contact and the repairs service (overall and many of the individual aspects of the service) were close to the NHF's averages, sheltered tenants at North Lincolnshire Homes generally awarded ratings lower than the average found in the NHF's database.

Table 4.4 Difference in satisfaction between North Lincolnshire Homes' sheltered tenants and the NHF's average ratings for sheltered tenants			
Question	North Lincolnshire Homes	NHF	Difference (rounded to 1%)
Services provided by landlord	87%	94%	-7%
Quality of home	90%	95%	-5%
General condition of property	88%	93%	-5%
Security and safety of home	89%	93%	-4%
Value for money	89%	90%	-1%
Neighbourhood	93%	93%	0%
Ease of getting hold of right person	73%	79%	-6%
Helpfulness of staff	83%	89%	-6%
Staff's ability to deal with problems	77%	82%	-5%
Satisfaction with outcome of contact	71%	69%	2%
Repairs & maintenance	88%	90%	-2%
Told when workers would call	91%	91%	0%
Time before work started	84%	88%	-4%
Rate work completed	92%	93%	-1%
Attitude of workers	98%	97%	1%
Quality of work	93%	94%	-1%
Dirt to a minimum	97%	96%	1%
Account taken of views	70%	80%	-10%
Keeping tenants informed	79%	87%	-8%
Awareness of formal complaints procedure	67%	69%	-2%
Happy with dealing of ASB report	56%	63%	-7%
Ease of access to the building	86%	95%	-9%
Ease of access inside the building	85%	96%	-11%
Ease of access to your home	87%	95%	-8%
Support office (North Lincolnshire Homes) and Scheme manager (NHF)			
Contact via intercom	63%	85%	-22%
Promotion of social activities	66%	82%	-16%
Frequency of contact	88%	91%	-3%
Overall services provided	85%	90%	-5%
Helpfulness	89%	93%	-4%
Face-to-face contact	89%	92%	-3%

5. Homeowners

The following chapter is based on the analysis of results from North Lincolnshire Homes' homeowners, who have not been included in the report so far. The survey used the homeowner questionnaire, which comprised 44 questions. At the time of the survey North Lincolnshire Homes had 276 homeowners. A census was carried out on the homeowners and 97 responded (35%), with the following results reliable to +/-8.0% at the 95% confidence interval. This chapter reports on the views of those homeowners.

5.1 Homeowner demographics

Just under half of homeowner households (46%) are older households (over 60 years old) – being either single older homeowners (26%) or older couples (20%). An identical percentage of the households are made up of adult households i.e. couples or single homeowners under the age of 60 with no children under 16 living in the household (46%) – including 29% single adult households. The survey found that 3% of homeowner households are multi-adult households (with three or more adults over 16 years old) and 4% have other household compositions.

62% of homeowners who completed the survey (the principal homeowner) are female. Just over two fifths of households have at least one member with a long-term illness, health problem or disability (43%).

In terms of ethnicity, the majority of homeowners are White British (93%). The TSA's definition of Black and Minority Ethnic (which includes White Irish and White Other homeowners) means that 5% of households are BME households (2% refused to answer the question).

Over half of principal homeowners (56%) and a high percentage of partners (44%) are in employment. A third of principal homeowners are retired (32% and 28% of partners). The majority of homeowners have gross incomes under £32,000 (92%).

Over two thirds of homeowners are Christian (70%), while 19% indicated that they have no religion. In respect of sexuality, 75% of homeowners stated they are heterosexual, while 19% preferred not to say.

5.2 Homeowner satisfaction with services

Overall services

Just 38% of homeowners were satisfied with the overall services provided by North Lincolnshire Homes, including only 5% who were very satisfied. Just over a third of homeowners (36%) expressed dissatisfaction with overall services (21% said that they were "very dissatisfied"). A relatively large percentage of homeowners were neither satisfied nor dissatisfied (26%).

Services received

The type of services homeowners receive depends on the specifications in the lease and the type of property they own. Homeowners were therefore asked how they rated North Lincolnshire Homes

in respect of specific services offered. Few homeowners who had an opinion were satisfied with the external repairs and maintenance service (20%), the upkeep of the communal areas (34%) or the rent/service charge information (39%). High percentages of homeowners were dissatisfied with the services (38% - 53%).

In respect of the services provided, homeowners were asked if they considered these to be good value for money. Less than a third of homeowners thought they received value for money for the external repairs and maintenance (20%), the cleaning of the communal areas (24%) or the rent/service charge (29%). Far more homeowners who had an opinion rated the value for money for these three aspects of their services as poor (46% - 55%).

Paying a higher service charge for more services

The services that homeowners receive are limited to those specified in the lease; however there was no desire to pay a higher service charge in order to obtain extra services – 99% of homeowners would not be prepared to pay a higher charge. Only 1% said that they would.

Neighbourhood

The majority of homeowners (78%) were satisfied with their neighbourhood (23% “very satisfied”) and just 12% were dissatisfied. Homeowners were asked whether their neighbourhood had improved or declined over the past two years. Half of homeowners felt it had stayed the same (52%), while 22% felt that it had improved to some degree. A quarter of homeowners (26%) felt that their neighbourhood had declined in the last two years (11% said it had declined greatly).

Although North Lincolnshire Homes has limited opportunities in many cases to deal with neighbourhood problems for homeowners in the same way as on rented housing estates, homeowners were asked similar questions to those on the tenant STATUS questionnaire regarding these issues and were asked to rate how big they thought a range of problems or issues were in their neighbourhood. The most prevalent problems, reported by around a quarter or more of homeowners, were noisy neighbours (24%), drug use or dealing (25%), pets and animals (25%), disruptive children/teenagers (26%), vandalism and graffiti (28%), car parking (41%) and rubbish or litter in the street (45%) – all reported at higher levels compared with tenants.

A third of homeowners felt that there was a sense of community in their neighbourhood (33%) and felt they belonged to their immediate neighbourhood (35%) – much lower than reported by tenants.

Customer contact

60% of those responding had contacted North Lincolnshire Homes in the last 12 months. The most common method of contact was by telephone (59%), although many had visited the office (27%) – much higher than for tenants. A small percentage of homeowners wrote or emailed (both 6%). The main reasons for contact were to report a defect/repair or maintenance issue (36%) or service charge or rent information (39%). One in ten homeowners made contact regarding a neighbour or neighbourhood issue (11%), while a small number of homeowners made contact about buying or selling their home (3%) or to make a complaint (6%).

When homeowners contacted North Lincolnshire Homes, two fifths (42%) found that getting hold of

the right person was easy, while more found it difficult (49%). 58% of those contacting the Company found staff helpful (27% unhelpful). Fewer homeowners found staff able to deal with their problem (37%) and many more found staff unable to deal with their problem (50%). Only 26% of homeowners were satisfied with the final outcome of their enquiry and two thirds were dissatisfied (67%).

Different methods of communication

Five out of six homeowners own a mobile telephone (83%), while just 8% have a smart phone. Around half of homeowners said that they have digital television (52%), use text messaging (52%), have access to the Internet (54%) or use email (55%).

Awareness of service standards

Homeowners were asked if they were aware of North Lincolnshire Homes' published service standards for customer service. Only two fifths of homeowners were aware of the standards (38%). A slightly higher percentage were not aware of these standards (45%), while 17% did not know.

Repairs and maintenance service

Not all homeowners receive a repairs and maintenance service. Of those that had an opinion, only a quarter were satisfied with the service (26%); and almost half were dissatisfied (45%). A large percentage of homeowners were neither satisfied nor dissatisfied (29%). Homeowners gave the highest ratings to the time taken before the work started (38%), the quality of the repair work (39%), the speed at which the work was completed (44%) and the attitude of the workers (50%), with much lower ratings given for the ability of workers to minimise dirt and mess (26%) and the information given (29%).

Communication and consultation

Just under half of homeowners felt that North Lincolnshire Homes is doing a good job in keeping them informed about issues that affect them (45%), while far fewer felt that North Lincolnshire Homes takes account of their views when making decisions (32%).

Just under a third of homeowners felt that the level of consultation they had regarding the way in which North Lincolnshire Homes sets the service charge was about right (34%), few homeowners felt that there was too much consultation (3%) and 15% said there was too little consultation. Two fifths of homeowners said that there had been no consultation at all (38%).

Homeowner information

Homeowners were also asked a number of questions regarding how satisfied they were with different types of communications received. While almost half of those responding were satisfied with the newsletter (47%), around two fifths were satisfied with the clarity of the service charge statement (38%) and the handbook (43%). A third of homeowners were satisfied with the information provided on budgets and accounts (34%). Satisfaction was at its lowest for the website information (20%) (although few homeowners were dissatisfied with this (7%)) and the complaints procedure (23%) (where 25% of homeowners were dissatisfied). Dissatisfaction was also high with the information on budgets/accounts (26%) and the clarity of the service charge statement (31%).

Homeowners prefer to get information from North Lincolnshire Homes in writing (87%), although some like to hear by telephone (7%), or by email (5%).

The majority of homeowners prefer the Company to write to them to inform or consult them on issues which might affect them (80%). A number of homeowners would also be happy to receive information by email (13%), telephone (15%), in a magazine/newsletter (15%), via an open meeting or AGM (24%) or a personal visit (24%).

When looking at the best method for obtaining homeowners' views, over half of respondents opted for completing a questionnaire (55%), while a fifth would be interested in groups or forums (20%). A number of homeowners would be interested in engaging in small discussion groups (13%), particularly an email panel or completing an on-line survey (15%), attending open days/conferences (17%) or completing telephone surveys (16%). Over a fifth of homeowners stated that they do not want to get involved at all (22%).

Household costs

Homeowners were asked whether they had experienced any financial difficulties in paying regular payments/bills in the last 12 months. Pleasingly 69% had experienced none. Of the 31% who had experienced problems, two thirds said that this was because the costs of owning their own home had been higher than they expected (68%).

Half of homeowners said that if they got into financial difficulties they would resolve the matter themselves (49%), while just over a fifth would either approach family and friends (22%), their mortgage lender (23%) or Citizens Advice (26%). A smaller percentage of homeowners said that they would seek help from their landlord (9%) or would consult an independent advice agency (9%); while some homeowners said that they would not know who to contact (9%).

The majority of homeowners have a bank account (97%) and home contents insurance (90%).

Future plans

One in seven homeowners are considering moving in the next few years – 6% in the next year, 5% in the next year or two and 2% in three to four years time. Two thirds of those responding had no plans to move in the next few years (66%), while a fifth of homeowners did not know (20%).

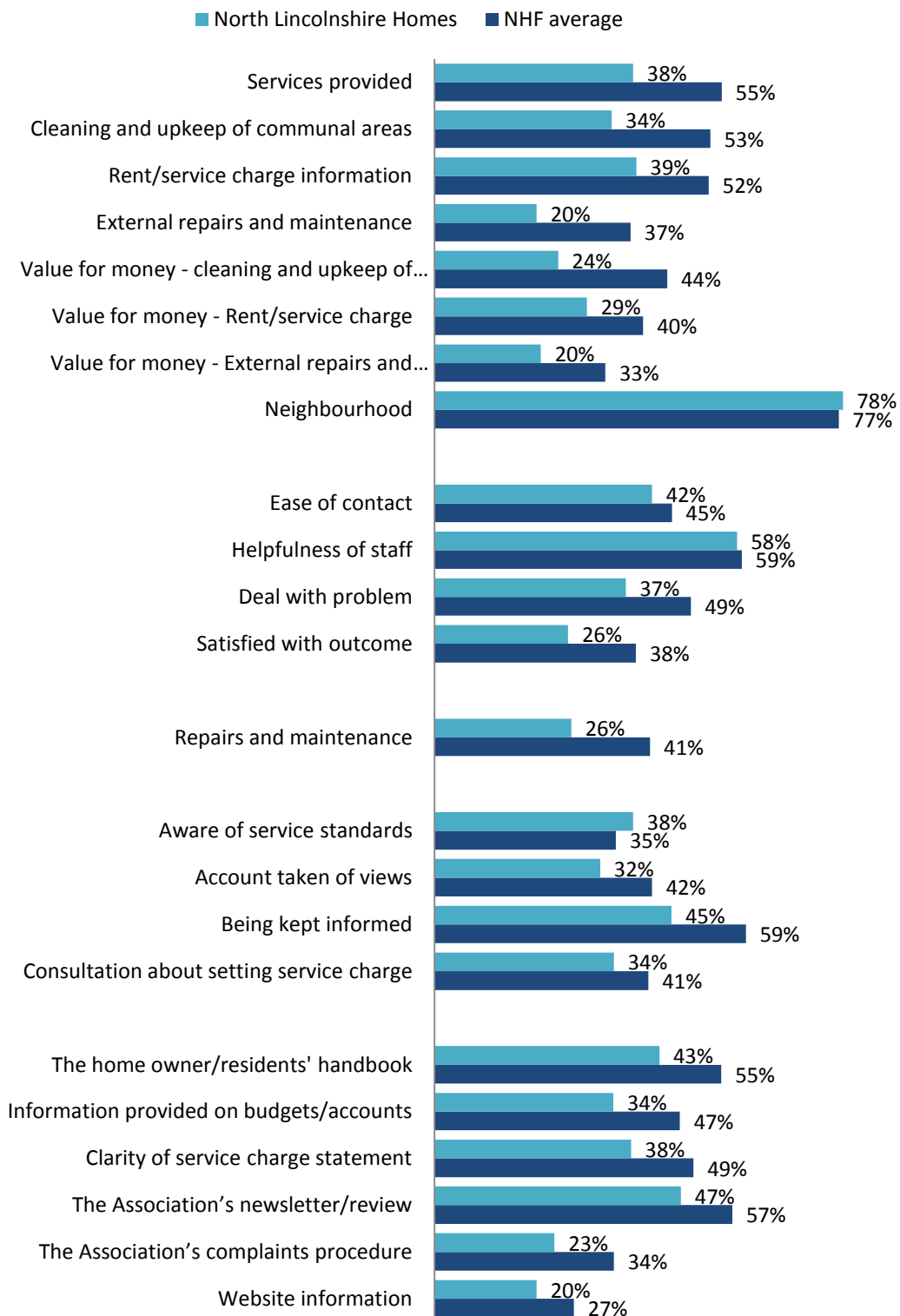
5.3 Comparison with other landlords' homeowners

The chart below compares the satisfaction levels of North Lincolnshire Homes' homeowners with those of other landlords, by way of the NHF's database average. A note of caution is given here as the NHF's averages are calculated using only those landlords who have carried out surveys using the STATUS homeowner questionnaire launched in October 2008 and thus should not be taken as fully representative of satisfaction at a national level.

Far fewer homeowners at North Lincolnshire Homes were satisfied with the overall services provided (38%) compared with the NHF's database average (55%). This result reflects the fact that the majority of North Lincolnshire Homes' homeowner ratings were lower than the NHF's

homeowner averages.

Figure 5.1 Difference in satisfaction between homeowners and the NHF's averages - key ratings (% very or fairly satisfied/good - who had an opinion)



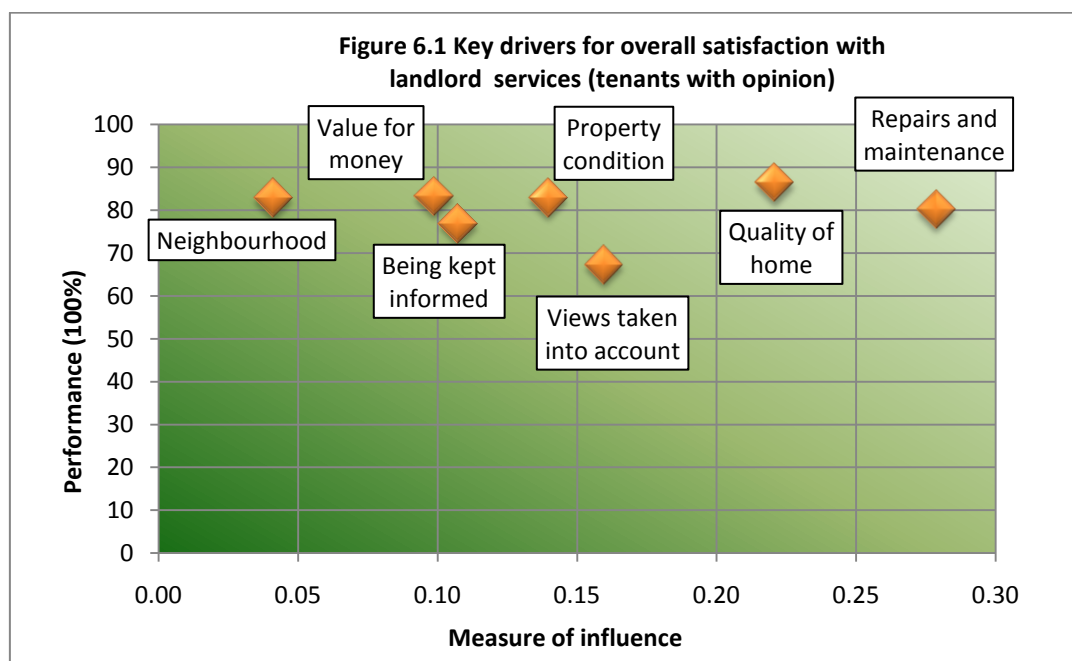
6. Key Driver Analysis

The report to date has examined the survey results using simple analysis, and the results simply show how satisfied tenants are with various aspects of the service they receive. In order to understand fully which services are key to tenants' overall satisfaction, the statistical process called Key Driver Analysis is used to examine the relationship between the different variables (the questions asked in the survey) and to determine which elements of the service are the key drivers for customers' overall satisfaction. Multiple regression is used to analyse the relationship between several key satisfaction questions and determine which ones have the most influence in terms of overall satisfaction with landlord services.

Key Driver Analysis is useful to identify service areas in which increases in satisfaction potentially could lead to an increase in the overall satisfaction rating. Only tenants are included in this analysis and tenants who did not have an opinion are excluded from this analysis.

Overall satisfaction with landlord

In order to examine the relationship between various aspects of the service and tenants' overall satisfaction with their landlord, the following aspects were considered: the repairs service, value for money, the quality of the home, the condition of property, the neighbourhood, keeping tenants informed and account taken of views. The chart below shows the results - the greater the number for the measure of influence, the more important this aspect of service is; tenants who were satisfied overall were more likely to be satisfied with the aspects with the greatest influence.

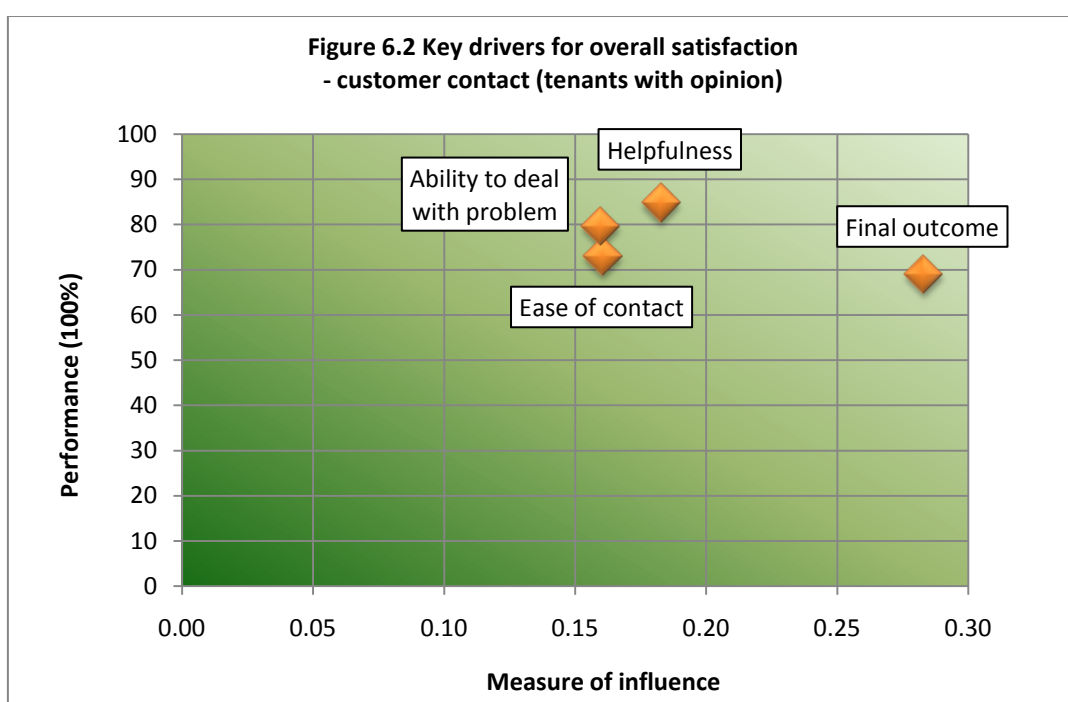


The chart indicates that, in terms of overall satisfaction with the services provided by North Lincolnshire Homes, the most important driver is the repairs and maintenance service, followed by the quality of the home. The condition of the property and account taken of tenants' views were also drivers of overall satisfaction, more so than value for money, being kept informed and the neighbourhood.

These findings clearly show the link between overall satisfaction with the landlord and satisfaction with the repairs and maintenance service - and thus the importance of ensuring the Company continues to deliver a high quality repairs and maintenance service and maintains the high quality of tenants' homes.

Customer contact

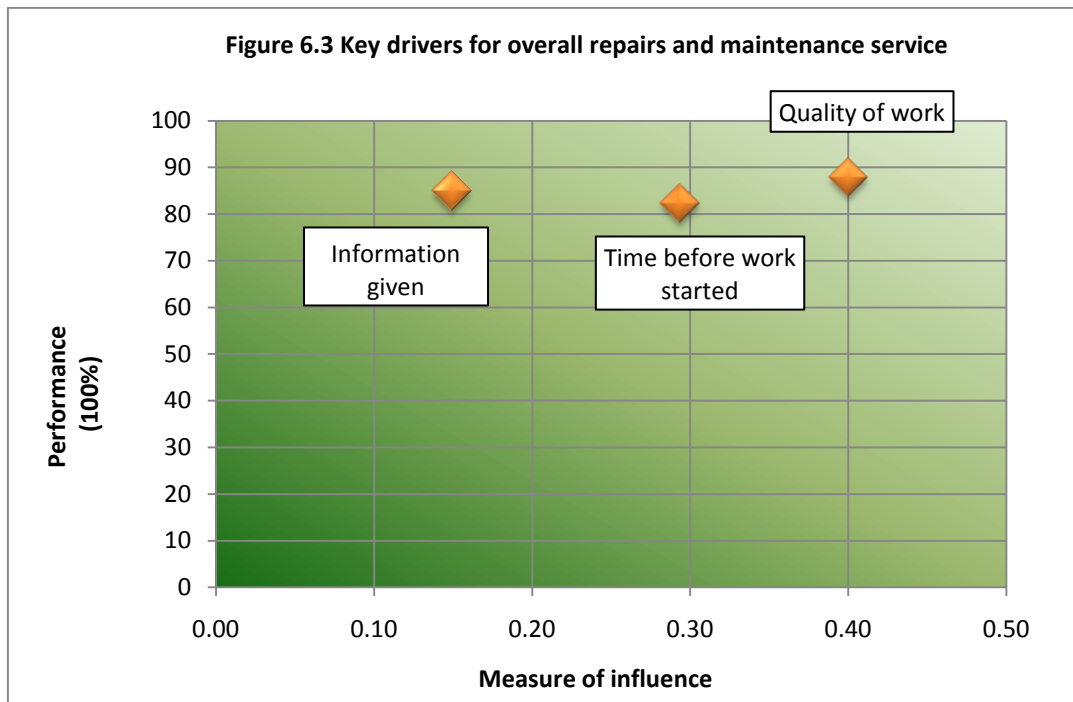
Key Driver Analysis was also used to examine the relationship between overall satisfaction with the landlord and the various aspects of customer contact measured in the survey. The findings indicate that, in terms of overall satisfaction with the landlord, by far the most influential aspect of service was satisfaction with the final outcome – which has the lowest rating. Satisfaction with the helpfulness of staff, the ability of staff to deal with the enquiry and ease of contact were also influential but not to the same degree.



Repairs Service

Key Driver Analysis was also used to examine the relationship between various aspects of the repairs service for the last completed repair and tenants' overall view of the service. The findings indicate that, in terms of overall satisfaction with the repairs and maintenance service, the most important aspect of service was the quality of the work, followed by the time taken before the work started and the information given out about the repair work.

The analysis found only a weak relationship between satisfaction with the speed of the workers, the attitude of the workers and the ability of workers to minimise dirt and mess, and overall satisfaction; this relationship was not statistically significant and could be due to chance. The findings show the importance of maintaining the quality of the repair work and ensuring there is no delay before the repair work is carried out.



7. Comparison with previous surveys

This section of the report looks at significant differences between the previous survey undertaken in 2008 and the latest survey (2011), both of which were based on the STATUS questionnaire and carried out by the NHF's Feedback service. The chapter is based on the combined responses of general needs and sheltered tenants. The sampling errors from surveys have to be taken into account when comparing different surveys. It is important to note that changes in satisfaction levels of less than 5% are likely to fall within the combined surveys' margins of error and thus any comparison is made with this cautionary note. This note of caution will apply to any small changes recorded for questions. Any results must be interpreted with this in mind, and general trends are noted and reported upon in this chapter. A summary table of the comparison of the surveys can be found in Appendix 3.

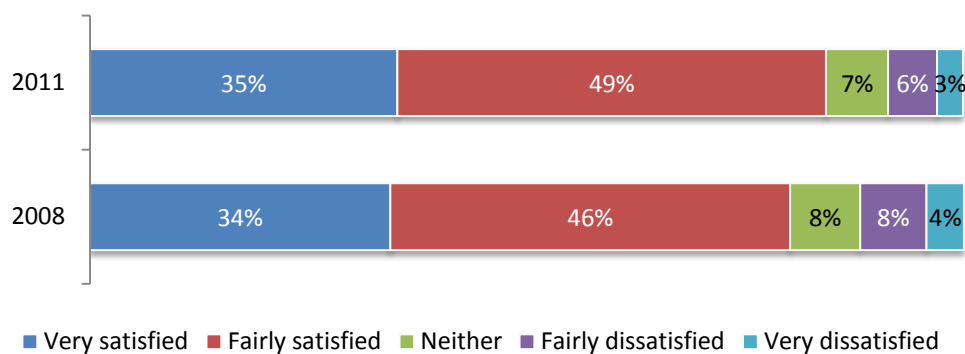
Please Note:

- 1) The latest two surveys used the most recent suite of STATUS questionnaires (released in October 2008).
- 2) The figures from the 2011 survey exclude no opinion, can't remember and don't know responses and, when required, information from the 2008 survey has been amended accordingly.

7.1 Overall satisfaction

Encouragingly the latest survey found overall satisfaction with landlord services (84%) has increased since the previous survey in 2008 (80%). The latest survey found that more tenants are now fairly satisfied than previously (3% higher) and there are fewer dissatisfied tenants (3% lower) compared with the survey three years ago.

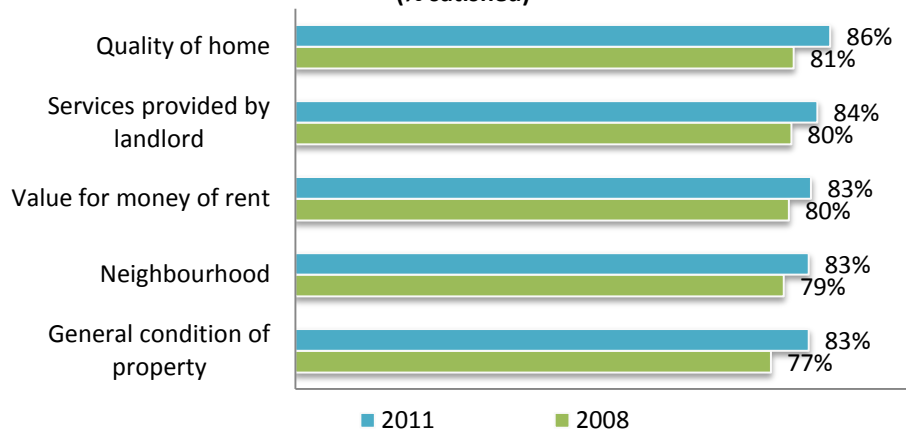
Figure 7.1 Satisfaction with overall services between 2008 and 2011



7.2 Key ratings

As with overall satisfaction with landlord services, ratings for the value for money (3% higher), the neighbourhood (4% higher), the quality of the home (5% higher) and the general condition of the property (6% higher) have all increased.

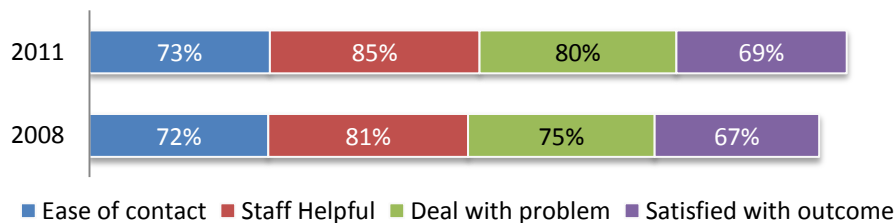
**Figure 7.2 Tenant satisfaction with ratings between 2008 and 2011
(% satisfied)**



7.3 Contact with landlord

More tenants are now contacting North Lincolnshire Homes each year (76% in 2011 compared with 70% in 2008). The latest survey found that satisfaction with customer contact has increased significantly since three years ago. More tenants found staff helpful (4% higher) and able to deal with the problem (5% higher) than three years ago. While the percentage of tenants who found staff easy to reach has only increased marginally (1% higher), slightly more were left satisfied with the outcome (2% higher).

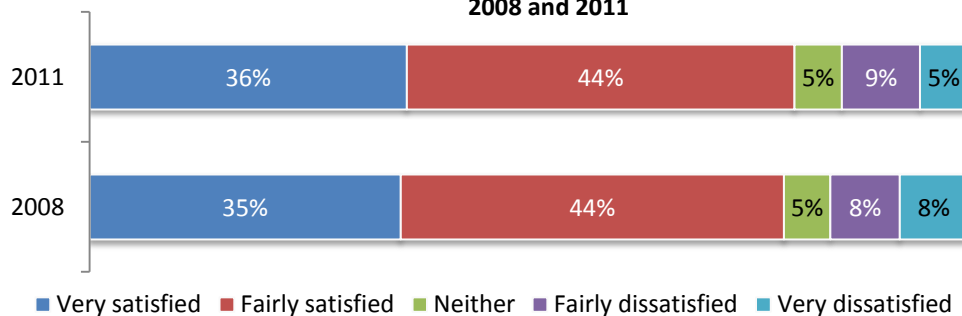
**Figure 7.3 Satisfaction with contacting landlord
(% excluding can't remember - 2008 to 2011)**



7.4 Repairs and maintenance

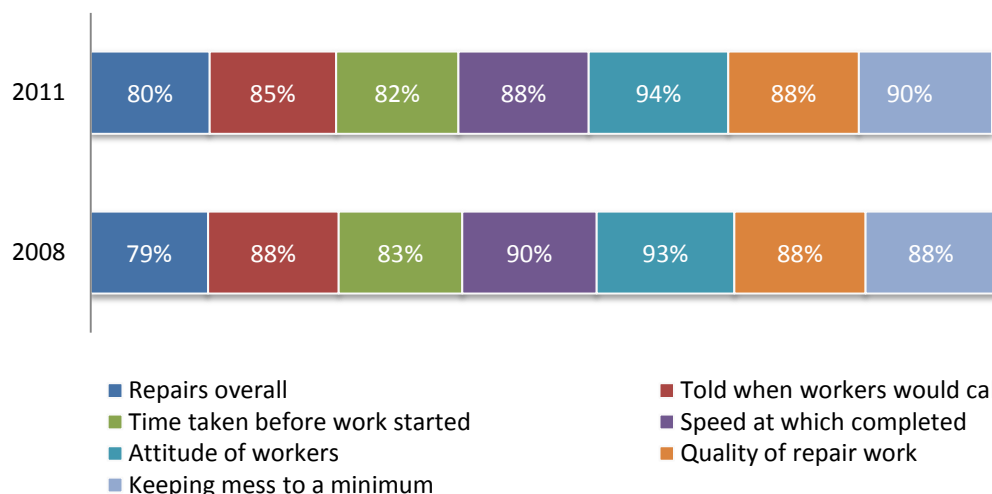
Satisfaction with the overall repairs service (80%) remains at a similar level to that found in the previous survey (79%), and the percentage of dissatisfied tenants has fallen marginally from 16% to 14%.

**Figure 7.4 Satisfaction with repairs and maintenance service between
2008 and 2011**



The marginal increase in the overall rating reflects the changes found between the 2008 and 2011 surveys for some of the individual ratings for the repair work with generally little difference in satisfaction between the two surveys (2% lower to 2% higher). The most noticeable change is the slight fall in satisfaction with the information given out about when workers would call which fell from 88% in 2008 to 85% in 2011.

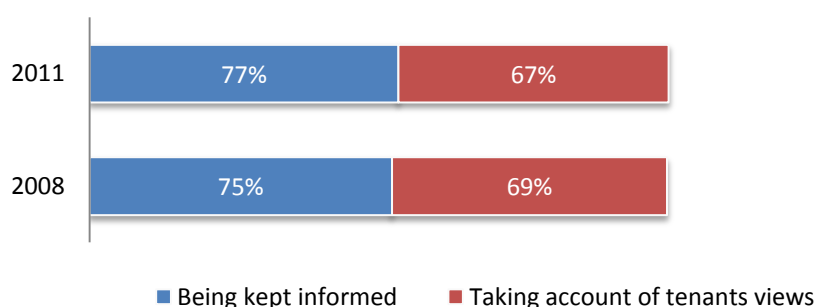
**Figure 7.5 Satisfaction with repairs and maintenance service
(% excluding no opinions - 2008 to 2011)**



7.5 Communication and information

In 2011 the satisfaction rating for keeping tenants informed was marginally higher (2% higher) than in 2008 while the percentage of tenants who felt that their landlord takes account of tenants’ views was slightly lower than that found in 2008 (2% lower).

Figure 7.6 Satisfaction with being kept informed and account taken of views (% excluding no opinions - 2008 to 2011)

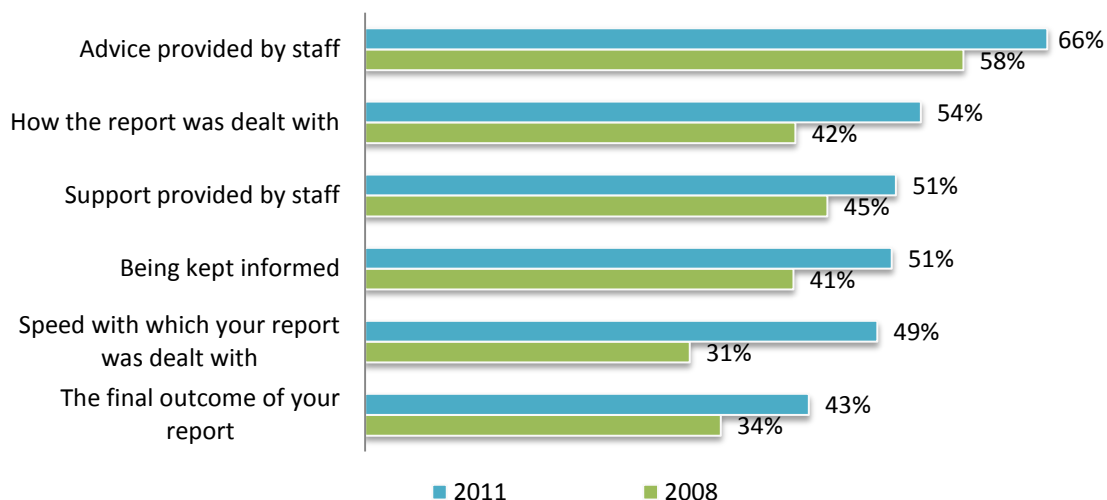


7.6 Anti-social behaviour (general needs tenants only)

On a positive note the latest survey found that fewer general needs tenants reported anti-social behaviour to North Lincolnshire Homes in 2011 (11%) than in 2008 (18%). Tenants rated customer contact when dealing with anti-social behaviour issues much more highly than in 2008 –more tenants found staff easy to contact (9% higher), helpful (10% higher) and able to deal with the problem (8% higher).

A much higher percentage of tenants in 2011 were satisfied with the support (6% higher) and advice (8% higher) provided by staff, the final outcome (9% higher), being kept informed (10% higher), how the report was dealt with (12% higher) and the speed the report was dealt with (12% higher).

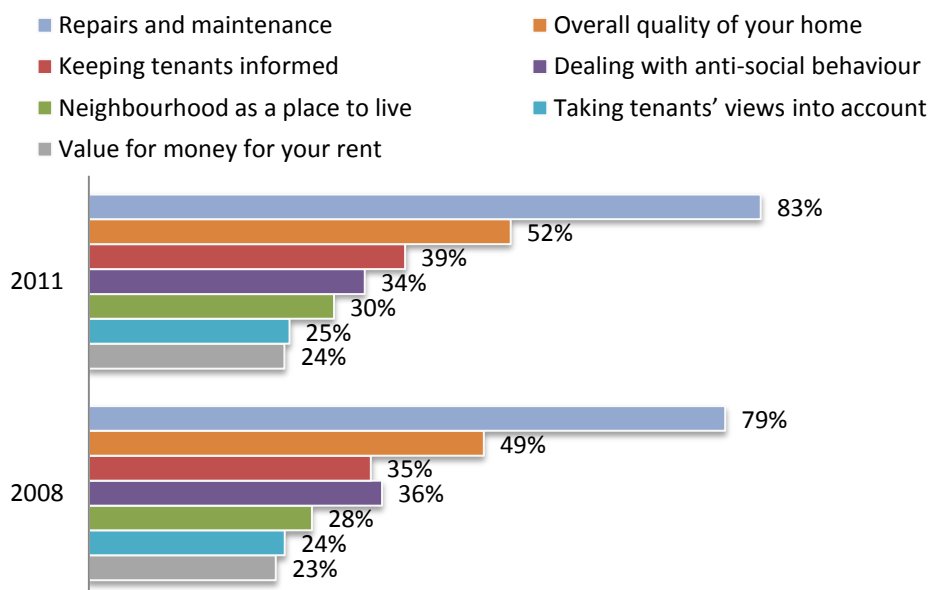
Figure 7.7 Satisfaction with reporting anti-social behaviour in 2008 and 2011 (general needs tenants; % satisfied)



7.7 Important services

The chart below shows how tenants' priorities (general needs and sheltered tenants combined) have changed (when asked to identify the top three important services from a list). While the repairs service and the quality of the home have remained the most important services, more tenants in 2011 placed importance on being kept informed than on dealing with anti-social behaviour.

Figure 7.8 How tenants' priorities have changed over the last three years (when asked to identify top three important services)



8. Comparison with other landlords

The results of key satisfaction questions in the North Lincolnshire Homes survey (general needs and sheltered tenants combined) have been compared with those of twelve other social landlords that have undertaken the STATUS survey in the last three years. The landlords in the peer group were selected to match North Lincolnshire Homes as closely as possible, being mainly medium to large sized housing associations, including stock transfer landlords, operating in the same or similar areas across the country.

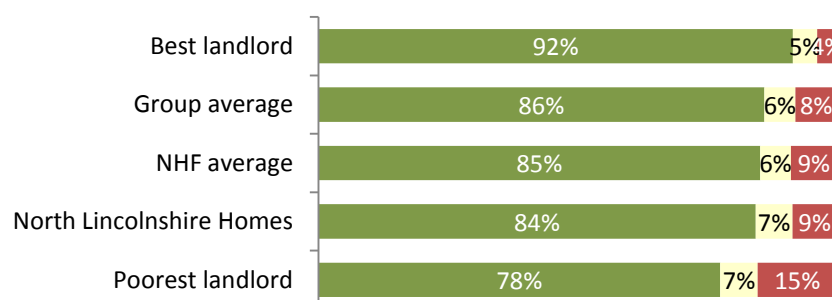
The following charts display results from the best and poorest performing landlords, and the average score for all landlords in the peer group. Also included in the tables are average results for the NHF's entire database (named "NHF average" in the following charts). The names of the landlords have been withheld to protect their confidentiality. The NHF holds a full report containing the data tables and information on the landlords chosen for the comparative analysis.

- Notes: (1) The results for North Lincolnshire Homes in this chapter have been compared with those of other landlords. Feedback compares tenant satisfaction at different landlords using a combined rating for both general needs and sheltered tenants.
- (2) Although the NHF's average includes a broad mix of housing associations, local authorities and Arms Length Management Organisations, it is not based on a fully representative sample of social landlords and therefore should only be taken as an indication of average national performance.
- (3) Figures in this chapter exclude no opinions and thus may differ slightly from the results reported to individual landlords.
- (4) When North Lincolnshire Homes' result is either the best or lowest performance in the peer group, the next best or next lowest result from the peer group is shown rather than repeating the result for North Lincolnshire Homes.

8.1 Satisfaction with landlord

The majority of North Lincolnshire Homes' tenants were satisfied with their landlord (84% "fairly" or "very" satisfied). The result is close to the NHF's average (85%) and the average in the peer group (86%). The rating was the tenth highest in the peer group, with 14% separating the highest performing landlord (92%) and the poorest performing landlord (78%) in the peer group.

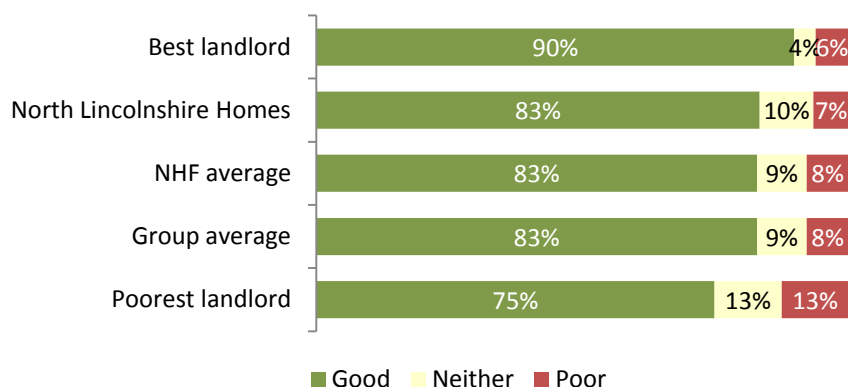
Figure 8.1 How satisfied are you with the overall service provided by your landlord?



8.2 Value for money

Tenants were asked whether they thought the rent for their property represented good or poor value for money. The majority of North Lincolnshire Homes’ tenants were satisfied (83%) and the rating matched the peer group average and the NHF’s average (both 83%). The result was considerably lower than the highest performing landlord (90%), but much higher than the lowest rating in the peer group (75%). The result was the eighth equal highest in the peer group.

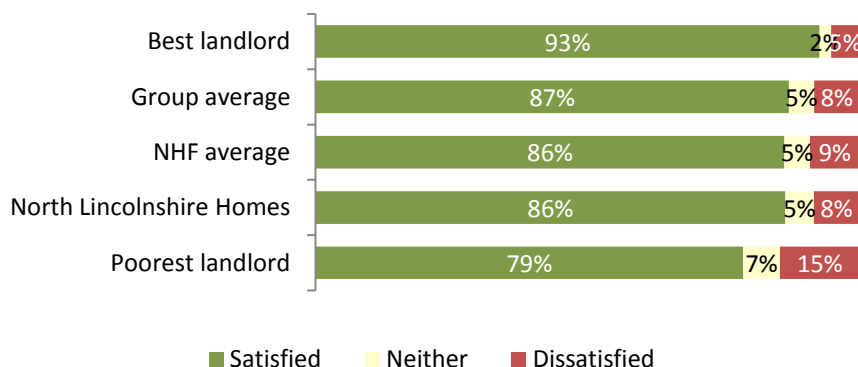
Figure 8.2 Is the rent good value for money?



8.3 Quality of the home and condition of home

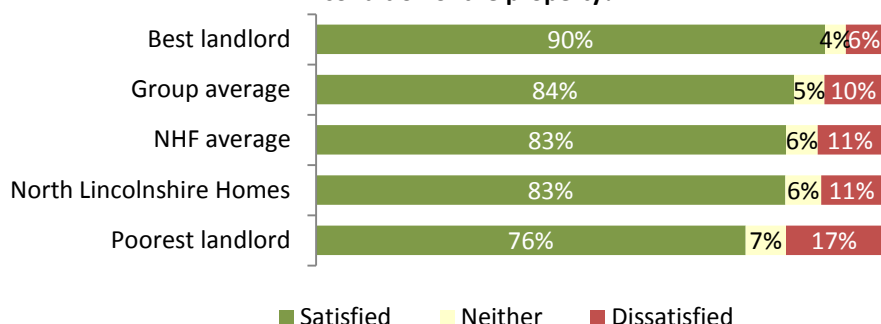
The majority of North Lincolnshire Homes’ tenants were satisfied with the quality of the home (86%). The rating was the eighth highest in the peer group which had an average of 87%. North Lincolnshire Homes’ rating equalled the NHF average (86%). 93% of tenants were satisfied with their home at the top performing landlord in the peer group, much higher than at the poorest performing landlord (79%).

Figure 8.3 Satisfaction with the home



The majority of North Lincolnshire Homes’ tenants were satisfied with the condition of their property (83%); the rating was 1% lower than average in the peer group (84%) and was the tenth highest rating. 76% of tenants were satisfied with the condition of the property at the poorest performing landlord in the peer group, while 90% were satisfied at the highest performing landlord.

Figure 8.4 How would you describe the general condition of the property?



8.4 Contact with landlord

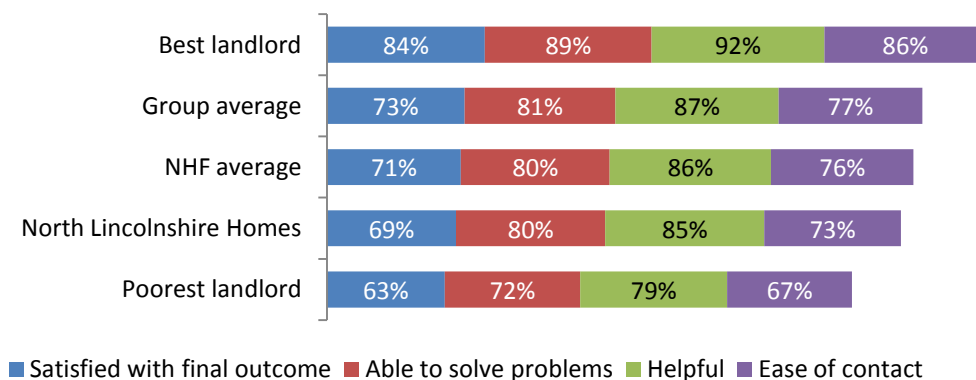
Ease of contact - 73% of North Lincolnshire Homes’ tenants found it easy to contact the right person at their landlord. Compared with other landlords, North Lincolnshire Homes’ performance was the eleventh highest in the peer group (average 77%). 86% of tenants found it easy at the best performing landlord in the peer group, some 13% higher than at North Lincolnshire Homes. The result for North Lincolnshire Homes was lower than the NHF’s average (76%), but much higher than the poorest performing landlord in the peer group (67%).

Helpfulness of staff - 85% of North Lincolnshire Homes’ tenants found staff helpful, the tenth highest in the peer group. The result was 1% lower than the NHF’s average (86%) and 2% lower than the peer group average (87%).

Ability to solve problems - Staff at North Lincolnshire Homes were able to deal with the majority of tenants’ problems - 80% of tenants felt that staff were able to solve their problem – equal to the NHF’s average (80%). This rating was equal seventh highest in the peer group which had an average of 81%

Satisfaction with outcome - 69% of North Lincolnshire Homes’ tenants were satisfied with the outcome of contact - the tenth highest in the peer group and 4% lower than average for the peer group (73%). The rating was also slightly lower than the NHF’s rating (71%), which was considerably lower than the top performing landlord in the peer group (84%).

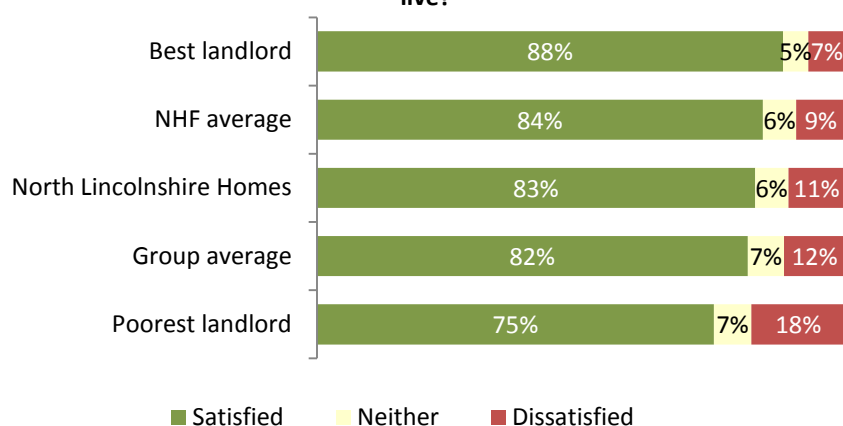
Figure 8.5 Satisfaction with customer contact



8.5 Neighbourhood and anti-social behaviour

A relatively high percentage of tenants at North Lincolnshire Homes were satisfied with their neighbourhood - 83%, which was the equal fourth highest rating in the peer group (which had an average rating of 82%). The rating was close to the NHF's average (84%).

Figure 8.6 How satisfied are you with this neighbourhood as a place to live?



Anti-social behaviour (general needs tenants)

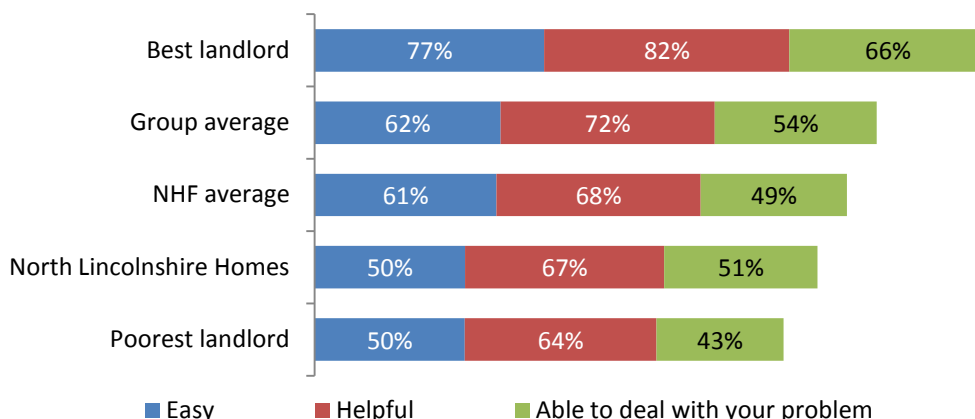
A lower percentage of tenants at North Lincolnshire Homes had reported anti-social behaviour to their landlord (11%) compared with the average of the peer group landlords (13%). North Lincolnshire Homes' performance was compared with the other landlords in the peer group who had used the latest suite of STATUS questionnaires, while the NHF's averages are based on the responses from over 25,000 tenants (since January 2010).

Ease of contact - 50% of North Lincolnshire Homes' tenants found it easy to contact the right person at their landlord when reporting anti-social behaviour. Compared with other landlords, North Lincolnshire Homes' performance was below average in the peer group (62%) and below the NHF's average (61%).

Helpfulness of staff - 67% of North Lincolnshire Homes' tenants found staff helpful, close to the NHF's average (68%), but 5% below the peer group average (72%).

Ability to deal with problem – 51% of tenants at North Lincolnshire Homes felt that staff were able to deal with their problem, this was below average in the peer group (54%), but higher than the NHF's average (49%).

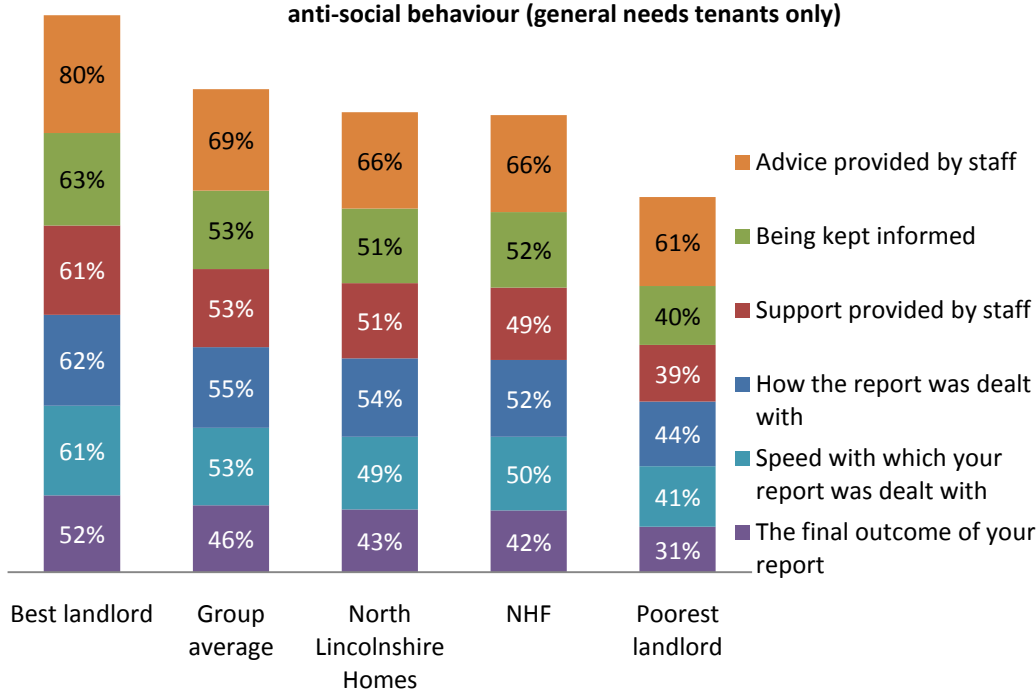
Figure 8.7 Satisfaction with customer contact when reporting anti-social behaviour (general needs tenants only)



The peer group average ratings for the individual aspects of the report were consistently just above the NHF's averages. North Lincolnshire Homes' ratings were all close to or slightly above the NHF's averages (1% lower to 2% higher) and only slightly lower than the peer group averages (2% to 3% lower).

However, the ratings were considerably below the highest performing landlord in the peer group for each measure (9% to 15% lower), although considerably higher than the poorest performing landlord in each case (5% to 13% higher).

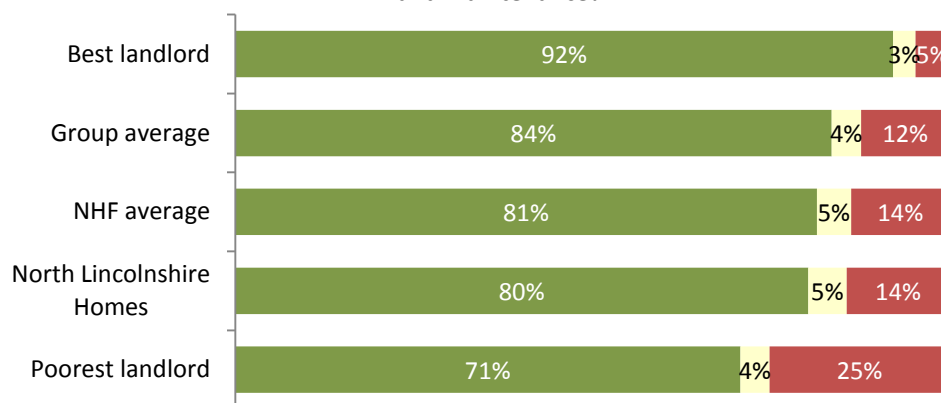
Figure 8.8 Satisfaction with the different aspects of service when reporting anti-social behaviour (general needs tenants only)



8.6 Repairs and maintenance

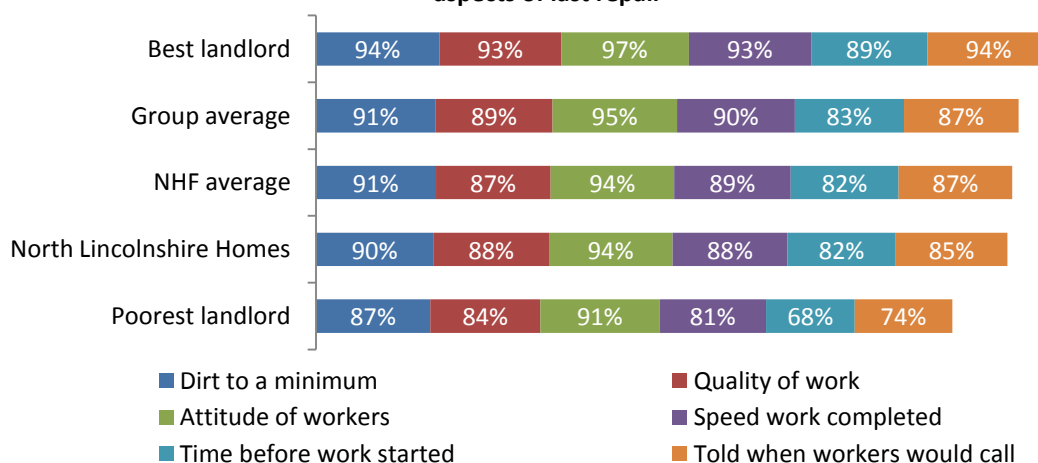
80% of North Lincolnshire Homes’ tenants were satisfied with the way their landlord deals with repairs and maintenance overall. Tenants’ ratings placed their landlord the eleventh highest in the peer group and 4% lower than average in the peer group (84%). North Lincolnshire Homes’ rating was close to the NHF’s average (81%).

Figure 8.9 How satisfied are you with the way your landlord deals with repairs and maintenance?



The chart below shows performance levels for different aspects of the last completed repair. All aspects of the service were rated just below average in the peer group (1% to 2% lower) and close to the NHF’s averages (2% lower to equal). The results were higher than the poorest performing landlord in the peer group in each case (3% to 15% higher), but noticeably below the highest rated landlord for each measure (3% to 9% lower).

Figure 8.10 Satisfaction with individual aspects of last repair

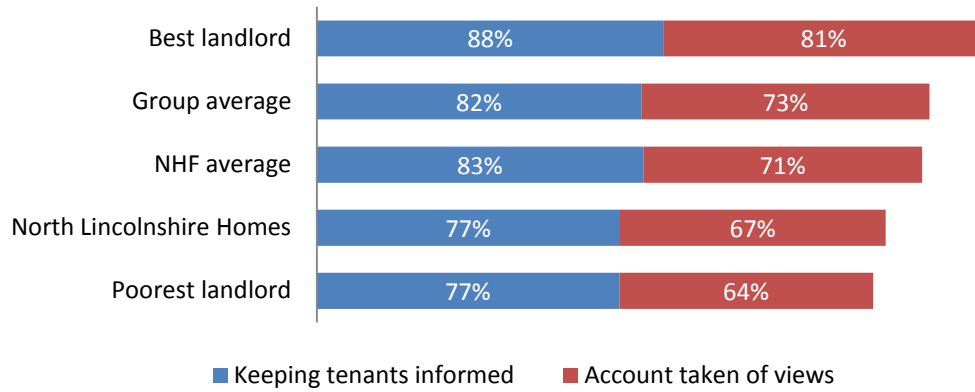


8.7 Communication and participation

77% of North Lincolnshire Homes’ tenants considered that their landlord keeps them informed; the figure is the lowest in the peer group (82% average). North Lincolnshire Homes’ rating was 6% below the NHF’s average (83%) and 11% below the top performing landlord in the peer group (88%).

67% of North Lincolnshire Homes’ tenants felt that account is taken of their views (excluding no opinions) – this was below average in the peer group (73%) and the second lowest rating in the peer group.

Figure 8.11 Satisfaction with tenant communication and information



9. TSA Performance Indicators

The STATUS questionnaire contains Performance Indicators (PIs) as specified by the Tenant Services Authority. The methodology used by the Feedback service conforms to the criteria recommended by the Tenant Services Authority. The figures below are shown to one decimal point as required by the Tenant Services Authority.

Please note that the percentages for two of the PIs (account taken of views and the repairs and maintenance service) include no opinion and don't know responses in the base denominator to match the TSA's reporting requirements. These figures differ from those presented throughout the rest of the report where the figures exclude no opinion, don't know and can't remember responses to match the NHF's consistent approach to reporting, comparing and benchmarking the information over the last 10 years - the format recognised by most market research companies.

TENANT PIs

North Lincolnshire Homes tenant satisfaction Performance Indicators for 2011 and quartile position based on the 2010 RSR results.

TSA Performance Indicator	Percentage satisfied	Quartile banding (RSR 2010)
What was the percentage of tenants that were very or fairly satisfied with landlord services?	84.3%	Q2
What was the percentage of tenants that stated they were very or fairly satisfied that their views were being taken into account?	58.0%	Q4
From your tenant satisfaction survey, what percentage of tenants replied that they were very satisfied or satisfied with the way their landlord deals with repairs and maintenance?	79.0%	Q2

Appendices

Appendix I. Covering letter

Dear

As part of our commitment to listening to the views of our residents, we have asked the National Housing Federation's Feedback Services Limited, to carry out a postal survey on our behalf to find out how satisfied you are with your home and the services you receive from us. This important information will be used to help improve our services in future.

We would very much appreciate your help. You can do this by completing the enclosed questionnaire and returning it to Feedback Services in the pre-paid envelope supplied by **25th February 2011**.

I would like to assure you that all your answers will be treated in the strictest confidence, and used for research purposes only. This means that it will not be possible for any person or address to be identified from the survey findings.

If you have any questions or concerns about this survey, please contact **Jennifer Williams**, Organisational Learning Officer on TEL **01724 298643** who will be happy to help you.

I very much hope that you will take part and would like to thank you for your help in advance. Three questionnaires will be drawn at random from those returned, and the lucky winners will receive High Street shopping vouchers to the value of £100, £50 or £20.

The results of the survey will be published. However, no information will be released in a way that allows it to be traced to an individual.

Yours sincerely



Toni Mosley
Business Improvement Manager

Appendix 2. The STATUS questionnaire (general needs questionnaire)

TO BE INSERTED WHEN PRINTED

Appendix 3. Data tables

Table 1. Difference in satisfaction between general needs tenants and sheltered tenants (excluding no opinion/don't know)			
Question	General needs tenants	Sheltered tenants	Difference (when figures rounded to 1%)
Services provided by landlord	84%	87%	3%
Overall quality of home	86%	90%	4%
General condition of property	83%	88%	5%
Value for money	83%	89%	6%
Neighbourhood	82%	93%	11%
Getting hold of the right person	73%	73%	0%
Helpfulness of staff	85%	83%	-2%
Could staff deal with the problem	80%	77%	-3%
Satisfaction with the final outcome	69%	71%	2%
Repairs & maintenance	80%	88%	8%
Being told when workers would call	85%	91%	6%
Time taken before work started	82%	84%	2%
Speed at which work completed	87%	92%	5%
Attitude of workers	94%	98%	4%
Quality of repair	88%	93%	5%
Ability to minimise dirt and mess	89%	97%	8%
Account taken of views	67%	70%	3%
Keeping tenants informed	77%	79%	2%

**Table 2. Satisfaction amongst different subgroups by management areas
(general needs tenants only)**

	Area 1 (448 responses)	Area 2 (450 responses)	Area 3 (459 responses)
Services provided by landlord	82%	85%	85%
Quality of home	84%	86%	88%
General condition of property	82%	82%	84%
Value for money of rent	83%	82%	85%
Neighbourhood	78%	82%	87%
Neighbourhood improved	44%	40%	39%
Neighbourhood declined	13%	13%	13%
Sense of community spirit	46%	54%	49%
Feel belong to immediate neighbourhood	52%	61%	55%
Ease of getting hold of right person	69%	76%	74%
Helpfulness of staff	81%	88%	86%
Staff's ability to deal with problems	76%	83%	81%
Satisfaction with outcome of contact	63%	73%	72%
Repairs & maintenance	77%	82%	81%
Told when workers would call	83%	85%	86%
Time before work started	80%	83%	84%
Rate work completed	86%	89%	87%
Attitude of workers	92%	95%	95%
Quality of work	84%	90%	88%
Dirt to a minimum	89%	89%	90%
Account taken of views	63%	67%	71%
Keeping tenants informed	75%	78%	78%
Abandoned or burnt out vehicles	10%	3%	1%
Racial or other harassment	8%	5%	4%
Other crime	17%	8%	6%
People damaging your property	14%	9%	6%
Drug use or dealing	24%	16%	9%
Vandalism and graffiti	20%	11%	10%
Noise from traffic	9%	11%	10%
Drunk or rowdy behaviour	19%	14%	8%
Noisy neighbours	19%	16%	14%
Disruptive children / teenagers	25%	19%	16%
Pets and animals	16%	13%	10%
Rubbish or litter	38%	31%	25%
Car parking	39%	37%	37%
Anti-social behaviour			
Reported ASB	12%	11%	9%

Ease	47%	60%	43%
Helpful	70%	66%	63%
Deal with problem	49%	59%	45%
Advice provided by staff	74%	66%	53%
Being kept informed	47%	58%	48%
Support provided by staff	51%	55%	46%
How the report was dealt with	63%	54%	39%
Speed with which your report was dealt with	52%	52%	42%
The final outcome of your report	43%	52%	29%

Table 3. Difference in satisfaction between North Lincolnshire Homes, the peer group average and the NHF average (excluding no opinion/don't know)

Question	North Lincolnshire Homes	Peer group average	NHF average
Services provided by landlord	84%	86%	85%
Quality of home	86%	87%	86%
General condition of property	83%	84%	83%
Value for money of rent	83%	83%	83%
Neighbourhood	83%	82%	84%
Ease of contact	73%	77%	76%
Staff Helpful	85%	87%	86%
Deal with problem	80%	81%	80%
Satisfied with outcome	69%	73%	71%
Repairs overall	80%	84%	81%
Told when workers would call	85%	87%	87%
Time taken before work started	82%	83%	82%
Speed at which completed	88%	90%	89%
Attitude of workers	94%	95%	94%
Quality of repair work	88%	89%	87%
Keeping mess to a minimum	90%	91%	91%
Taking account of tenants views	67%	73%	71%
Being kept informed	77%	82%	83%

**Table 4. Difference in satisfaction between 2008 and 2011
(excluding no opinion/don't know)**

	2011	2008	Difference
Services provided by landlord	84%	80%	4%
Quality of home	86%	81%	5%
General condition of property	83%	77%	6%
Value for money of rent	83%	80%	3%
Neighbourhood	83%	79%	4%
Ease of contact	73%	72%	1%
Staff helpful	85%	81%	4%
Deal with problem	80%	75%	5%
Satisfied with outcome	69%	67%	2%
Repairs overall	80%	79%	1%
Told when workers would call	85%	88%	-3%
Time taken before work started	82%	83%	-1%
Speed at which completed	88%	90%	-2%
Attitude of workers	94%	93%	1%
Quality of repair work	88%	88%	0%
Keeping mess to a minimum	90%	88%	2%
Taking account of tenants views	67%	69%	-2%
Being kept informed	77%	75%	2%