

Main Report

Prepared March 2009 for

Odu-Dua Housing Association

STATUS Survey 2008



**Kwest  
Research**



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# Introduction



## **1 INTRODUCTION**

In November 2008, Kwest Research was commissioned by Odu-Dua Housing Association to carry out an independent and confidential survey of its tenants. The main aims of the research can be summarised as follows:

- To obtain information on levels of satisfaction with key areas of service and to identify areas for review and improvement
- To benchmark performance against that of other housing providers surveyed by Kwest (see Appendix C)
- To gather demographic information about the tenant population

### **1.1 METHODOLOGY**

A postal methodology was adopted for the research as this is an efficient and cost-effective way of contacting households and is in line with STATUS guidelines. All of Odu-Dua's 158 households were included in the survey.

A copy of the questionnaire was mailed to each household, together with an introductory letter from Kwest, a translation sheet and a reply-paid envelope for returning completed questionnaires. The translation sheet included ten of the principal languages spoken by Odu-Dua's tenant population. It asked respondents who could not complete the questionnaire in English to indicate their language requirements and return the sheet in the pre-paid envelope so that Kwest could pass the request onto Odu-Dua.

All non-respondents received two reminder mailings in line with STATUS guidelines.

In order to maximise response rates, Odu-Dua offered a prize draw incentive, giving tenants who responded to the survey the chance to win one of two prizes of £100. In addition, the organisation publicised the survey in the tenant newsletter and staff contacted all households by telephone to encourage people to return their questionnaires.

After three mailings of the questionnaire a total of 60 replies were received, representing a response rate of 38%.

## **1.2 ACCURACY OF THE DATA**

The accuracy of the data when using 60 replies to measure the views of the Association's 158 tenant population is  $\pm 10.1\%$ . To explain, an accuracy level of  $\pm 10.1\%$  means that if 50% of respondents answer "yes" to a yes/no question, then we know that between 39.9% and 60.1% of all households would give the same response, *including those who did not return a completed survey form*. As the STATUS guidelines acknowledge, it is "an unfortunate statistical anomaly that the smaller the overall population the higher the return rate required to achieve the desired reliability". However, the results serve as a useful indication of tenant opinion.

## **1.3 QUESTIONNAIRE DESIGN**

The latest STATUS form (4NA) was used for the project. The questionnaire was printed in colour and included the Association's logo. A copy of the questionnaire is included in Appendix A of this report.

The questionnaire was designed under the following headings:

- Information About Your Household
- Housing Services
- Contact With Your Association
- Repairs & Maintenance
- Communication & Information
- More About Communication
- Anti-Social Behaviour
- Additional Services
- Future Plans
- Any Other Comments
- Background Information
- Disability Monitoring
- In Your Own Words

## **1.4 PRESENTATION OF FINDINGS**

The following graphical analyses have been produced and are presented in full in the separate graphical documents that accompany this written report:

- Overview Of Findings
- Kwest's London Tenant Benchmarks (comparing the results with those of other London organisations surveyed by Kwest)

Please note that when examining the graphical documents, the percentages may not always add up to 100%. This is due to the rounding of figures.

## **1.5 APPENDICES**

The following appendices have been included at the end of this report:

- Appendix A – A copy of the questionnaire used in the survey
- Appendix B – A recent Kwest client list
- Appendix C – How to read Kwest's Performance Benchmarks



# Executive Summary



## 2 EXECUTIVE SUMMARY

The survey findings confirm that the services provided by Odu-Dua are meeting the needs of the majority of tenants. Supporting examples of this can be found throughout the results and include majorities expressing satisfaction with a number of key service areas such as homes, staff service and repairs.

This executive summary provides details of key findings from the survey.

### 2.1 ODU-DUA'S OVERALL PERFORMANCE AS A LANDLORD

As Odu-Dua has fewer than 1,000 properties in management the organisation does not need to complete the performance indicator questions on the Regulatory Statistical Returns. We have detailed the results for these questions below for information purposes only. They will provide the information required should Odu-Dua wish to conduct its own external benchmarking with organisations completing the RSR.

| Key Questions  | Very/Fairly Satisfied |
|--|-----------------------|
| Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? | 73%                   |
| How satisfied or dissatisfied are you that your views are being taken into account by your landlord?*              | 60%                   |
| Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?*   | 66%                   |

Table 1 Key Questions \*Includes "Don't know/No opinion" in the denominator

## 2.2 KEY SURVEY COMPARISONS

In recent years, Kwest has undertaken more than 650 surveys for around 300 organisations in the housing sector. Detailed databases of responses from this research have been compiled, enabling comparisons against peer organisations to be drawn. Thus, wherever possible, to place findings into context, the results from Odu-Dua's general needs tenants have been compared to those of other London organisations surveyed by Kwest. Please note that, where applicable, the figures exclude the "Don't know/No opinion" option in the key questions.

## 2.3 HOW TO READ KWEST'S PERFORMANCE BENCHMARKS

The colours give you different information about your organisation. We have used four colours to convey the following information.

### Colours For Rating Questions

-  Green shows the performance of your organisation is strong in this area.
-  Amber indicates that performance falls within the central range when compared to other organisations.
-  Red shows that the performance of your organisation is weak in this area.

The number in the circle indicates the decile in which your organisation falls. For example, if you are in the first decile, this means that you are in the top 10% of organisations surveyed by Kwest, or, if you are in the tenth decile you are in the bottom 10%.

### Colour For Factual Questions

-  Blue is used for factual questions, which are not indicative of either a strong or weak performance.

In some graphs, blue is used for the "Neither" option, as this answer also does not indicate a weak or strong performance

Factual questions are benchmarked using 1,2,3,4,5,6,7,8,9,10. A benchmark score of 10 shows that, compared to other organisations, a much higher proportion of respondents gave this reply.

## 2.4 RESULTS FROM THE KEY SURVEY COMPARISONS

| Satisfaction With Key Service Area                      | % tenants expressing a positive view | Performance Comparison  |
|---|--------------------------------------|---|
| Overall satisfaction with area as a place to live       | 82%                                  |  |
| Overall satisfaction with services provided by landlord | 73%                                  |  |
| Overall satisfaction with repairs service*              | 68%                                  |  |
| Rating landlord on keeping residents informed           | 83%                                  |  |

 = above average  
  = average  
  = below average

Table 2 Key Comparisons 1 –\*Excludes “Don’t know/No opinion” in the denominator

## 2.5 KEY POINTS FROM THE SURVEY

### **Overall Satisfaction With Odu-Dua**

- Three-quarters of tenants (73%) express satisfaction with the services provided by Odu-Dua.
- Two-thirds of tenants (64%) express satisfaction with the value for money for their rent.

### **Homes & Neighbourhoods**

- Two-thirds of tenants (65%) are satisfied with the overall quality of their home, and seven in ten (69%) are satisfied with the general condition of their property.
- Eight in ten tenants (82%) express satisfaction with their area as a place to live.
- The most commonly cited neighbourhood problems are *car parking* and *rubbish/litter*.

### **Repairs & Maintenance**

- Two-thirds of tenants (68%) express overall satisfaction with the repairs and maintenance service, whilst a fifth (21%) are dissatisfied.

- Tenants are most positive about the *attitude of workers*, whilst they tend to be less positive towards the *time taken before work started*.

### **Contact & Staff Service**

- Nine in ten tenants (91%) have contacted Odu-Dua within the past twelve months – most commonly by telephone and in most cases with a repair related request.
- Three-quarters of tenants (74%) found it *easy* to get hold of the right person when they last contacted the organisation and eight in ten (84%) found staff *helpful*.

### **Anti-Social Behaviour**

- 15% of tenants have reported anti-social behaviour to Odu-Dua in the past twelve months.

### **Consultation & Communication**

- Eight in ten tenants (83%) rate Odu-Dua as good at keeping them informed of things that may affect them.
- As is commonly found in Kwest's experience, tenants are less positive about their views being taken into account, with two-thirds (65%) expressing satisfaction.

# Overview Of Service



### 3 OVERVIEW OF SERVICE

Tenants’ views were sought on how satisfied they are with Odu-Dua overall and which services they consider to be the most important. These findings can help identify areas of service that are strong, along with elements that require further development.

Three-quarters of tenants (73%) express satisfaction with the services provided by the Association, whilst 14% are dissatisfied. These proportions are in the central range when compared to other London-based housing providers surveyed by Kwest.

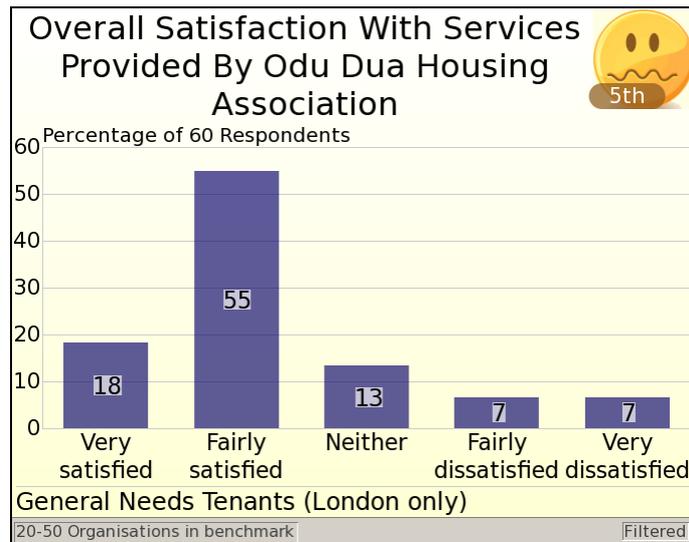


Figure 3.1

For an explanation of how to read Kwest’s performance benchmarks, please see Appendix C of this report.

#### 3.1 RATING ASPECTS OF OVERALL SERVICE

To investigate service provision further, tenants were asked their opinions on individual aspects of service provided by Odu-Dua. The highest levels of satisfaction are with *how enquiries are dealt with*, with seven in ten tenants (71%) expressing satisfaction with this aspect of service. Two-thirds of tenants (66%) express satisfaction with the *advice on rent payments*. Full details are shown in the graph overleaf.

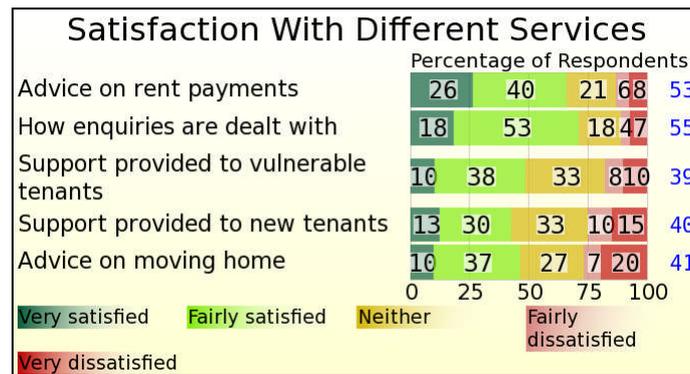


Figure 3.2

### 3.2 VALUE FOR MONEY

Further insight into tenants’ overall opinions of the service they receive from the Association can be gained from examining views on the value for money of rent.

64% of tenants express satisfaction with the value for money of their rent, compared to a fifth (19%) who express dissatisfaction.

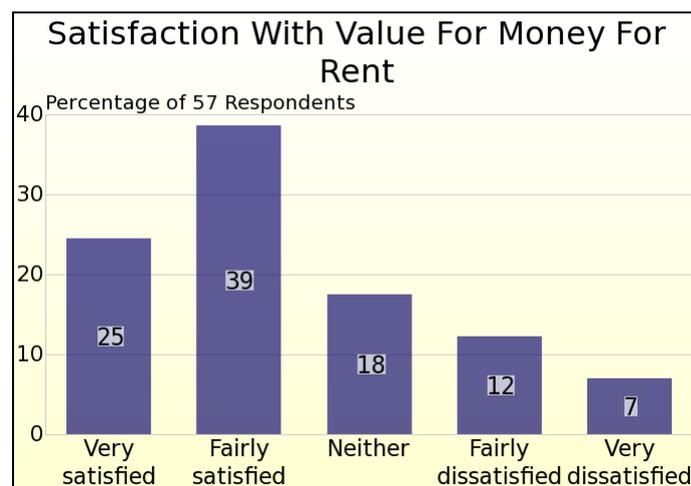


Figure 3.3

### 3.3 TENANTS’ PRIORITIES

In order to gauge tenants’ priorities and identify areas of strength and weakness with overall landlord service, customers were asked to select three key areas of service from a list of seven.

*Repairs and maintenance* is by far the most frequent choice (a common finding in Kwest’s experience), with over eight in ten tenants (83%) selecting it. The second most frequent choice is *overall quality of homes*, which is selected by half of tenants (52%). Full details are shown in the graph overleaf.

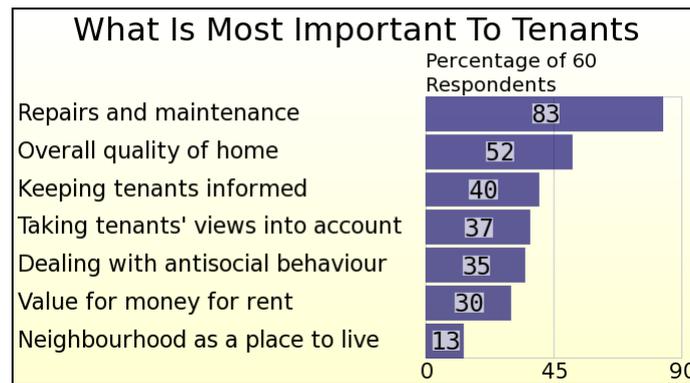


Figure 3.4

Tenants were asked which projects they would like Odu-Dua to develop to help improve their quality of life. Half of tenants (50%) indicate they would like the Association to develop *health projects/advice* and a similar proportion (46%) indicate they would like *education support and grants*. Full details are shown in the graph below.

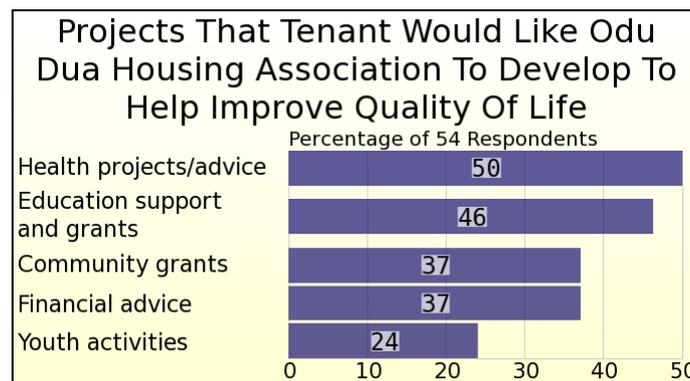


Figure 3.5

### 3.4 SUMMARY & ACTION POINT

The majority of tenants are positive about the overall service they receive and their rent as value for money. When asked to name the most important services provided by Odu-Dua, the most frequently cited choice is *repairs and maintenance*, followed by the *overall quality of homes*.

- 3:1 Odu-Dua may wish to undertake further research to fully understand tenants’ choices for the types of quality of life projects they would like the organisation to develop.



# Homes & Neighbourhoods



## 4 HOMES & NEIGHBOURHOODS

Homes are the most tangible aspect of the service provided by a landlord, therefore tenants’ opinions of their homes is a key factor in overall satisfaction levels. Similarly, the local environment has a significant impact on quality of life, and tenants are increasingly looking to their landlord to provide a safe and attractive neighbourhood.

### 4.1 THE HOMES PROVIDED BY ODU-DUA HOUSING ASSOCIATION

This section examines tenants’ satisfaction with the overall quality of their home and the general condition of their property.

Two-thirds of tenants (65%) are satisfied with the overall quality of their home, whilst a fifth (21%) are dissatisfied.

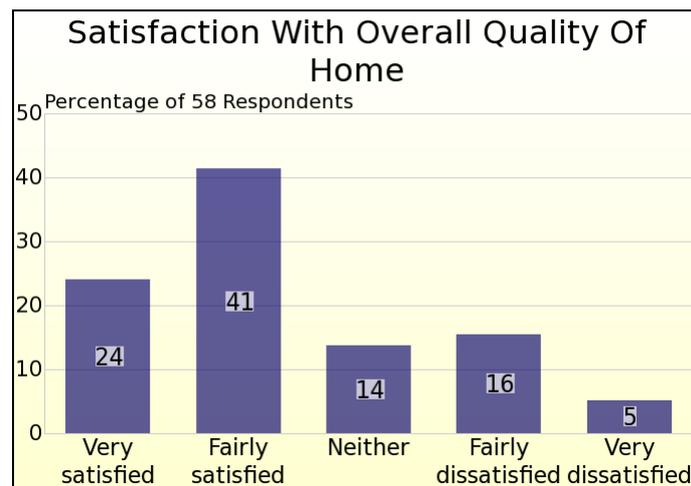


Figure 4.1

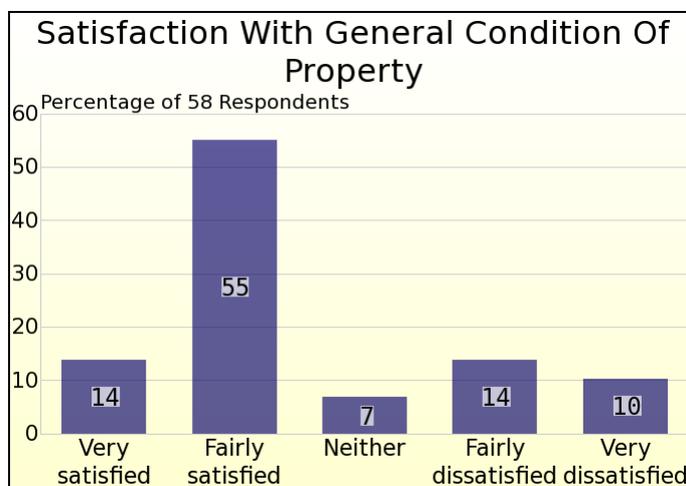


Figure 4.2

Seven in ten tenants (69%) are satisfied with the general condition of their property, whilst a quarter (24%) are dissatisfied.

**4.2 FUTURE PLANS**

Three in ten tenants (30%) are *very or fairly likely* to move from their current home in the next three years. Half (50%) are unlikely to move in the next three years.

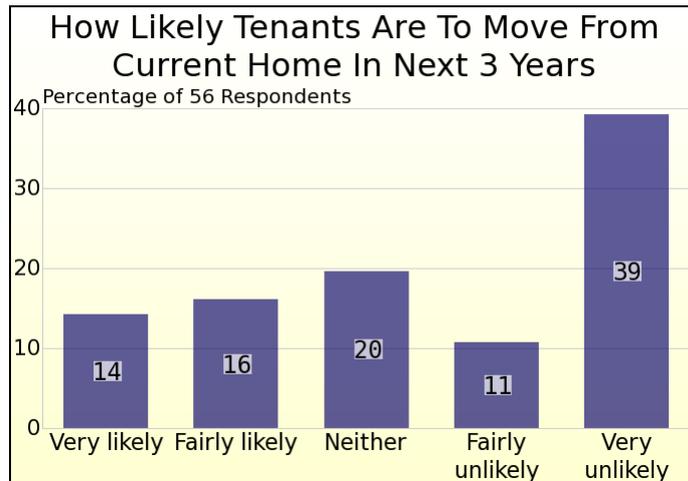


Figure 4.3

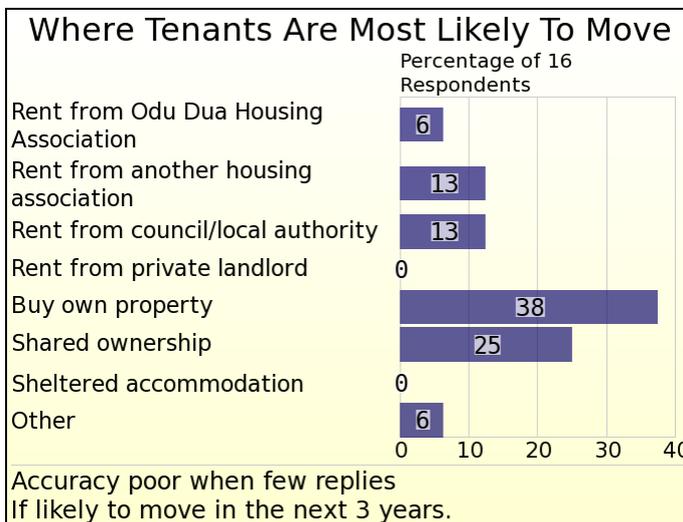


Figure 4.4

Amongst tenants who are likely to move the most common future plan is homeownership. Indeed, of those who are likely to move four in ten (38%) are most likely to *buy their own property*, whilst a quarter (25%) are most likely to move to a *shared ownership* property.

**4.3 NEIGHBOURHOODS**

The research sought to ascertain levels of satisfaction with the local areas, as well as identifying key problems and concerns.

Eight in ten tenants (82%) are satisfied with their area as a place to live, whilst a tenth (11%) are dissatisfied. This is in the central range when compared to other London organisations surveyed by Kwest.

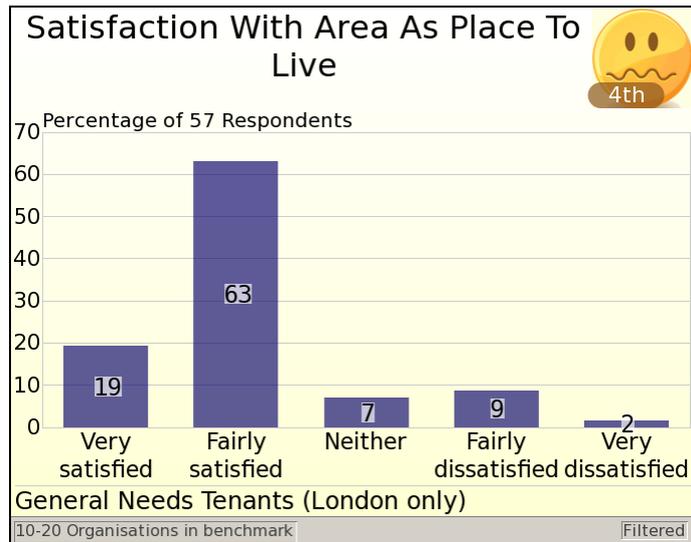


Figure 4.5

#### 4.4 NEIGHBOURHOOD PROBLEMS

In order to gain a more detailed picture of tenants’ perceptions of their local neighbourhood, customers were asked to cite problems in their area.

The main issues identified are *car parking*, which 18% of tenants cite as a *very big problem* in their area and *rubbish/litter*, cited as a *very big problem* by 15% of tenants. In contrast, *harassment* is the least frequently cited problem.

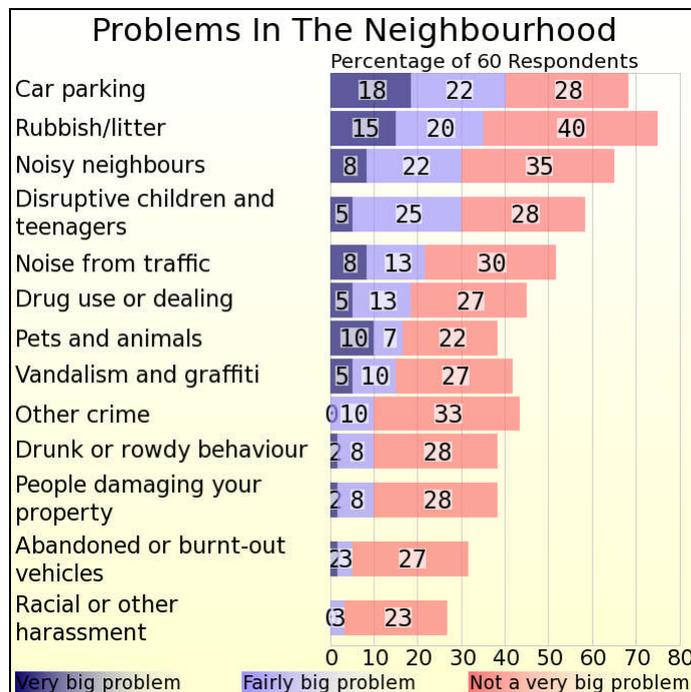


Figure 4.6

## 4.5 QUALITATIVE FEEDBACK

Tenants were also given the opportunity to provide qualitative feedback on their neighbourhood and how they feel it could be improved. A selection of the comments received are detailed below:

### **Positive Comments**

*"I really like the community feeling"*

*"My neighbourhood is very quiet and peaceful"*

*"The neighbourhood is generally quiet and the neighbours are mostly decent working class people"*

*"Great improvement. No more gangs of youths hanging around"*

### **Negative Comments And Suggestions For Improvement**

*"Parking - although I pay for my permit I'm not always able to get a space"*

*"An improvement could be neighbourhood watch"*

*"The neighbourhood is not very united as there are several landlords and a lot of sub-letting. It could be improved (and slowly is) by the landlords working closely with each other"*

*"Somewhere for the teenagers to go would be a good idea to stop them hanging around the streets"*

## 4.6 SUMMARY & ACTION POINTS

The results indicate that Odu Dua is providing homes that meet the needs of the majority of tenants. Indeed, two-thirds of tenants (65%) express satisfaction with the overall quality of their homes and seven in ten (69%) are satisfied with the general condition of their property. Overall, views on the local area are generally positive, with eight in ten tenants (82%) expressing satisfaction with their area as a place to live. Despite these generally positive views, some tenants say that problems do exist where they live. *Car parking* and *rubbish/litter* are the most commonly cited issues.

- 4:1 Car parking is one of the biggest issues concerning tenants. Further investigation may be required to ascertain the exact nature of the problem. From the qualitative feedback it appears that for some tenants the issue is people without permits using their parking spaces, whilst others feel that car parking is more of a problem on days when permits are not required (e.g. Sundays).
- 4:2 There are practical steps that can be taken to address the amount of rubbish and litter in neighbourhoods. For example, having regular 'skip days', where tenants are able to easily dispose of bulky items can help reduce the amount of fly tipping.



# Repairs & Maintenance



## 5 REPAIRS & MAINTENANCE

Repairs and maintenance is a frequently used service and thus helps shape tenants’ opinions of the overall landlord service. The survey results confirm the importance of the repairs service. Indeed, around eight in ten tenants (83%) choose the repairs and maintenance service as one of their three most important services provided by Odu-Dua. Further, eight in ten tenants (81%) have had a repair completed in the last twelve months.

The proportion of tenants who have had a repair completed in the last twelve months is above average compared to other London organisations surveyed by Kwest.

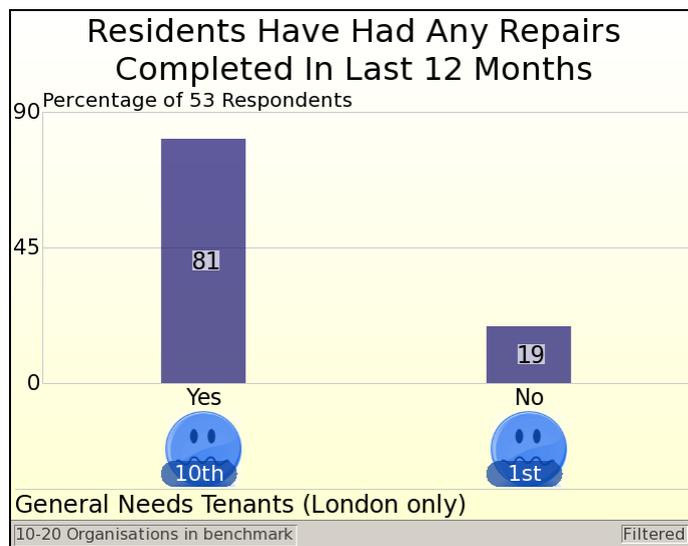


Figure 5.1

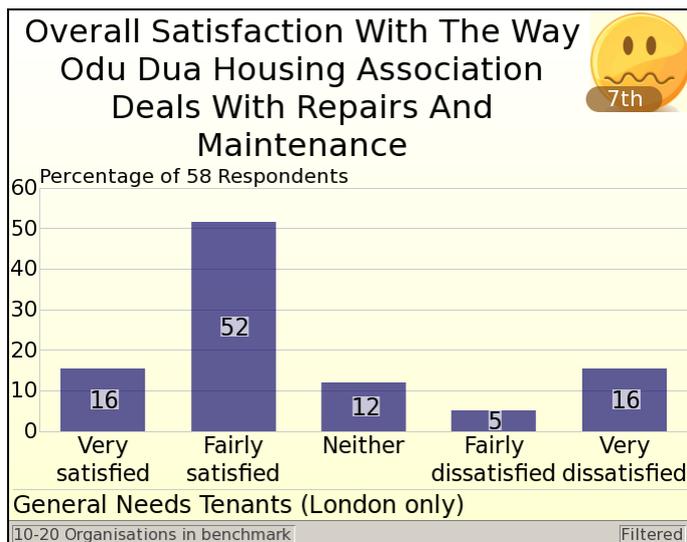


Figure 5.2

Two-thirds of tenants (68%) express satisfaction with the way the Association deals with repairs and maintenance, whilst a fifth (21%) express dissatisfaction. These proportions are in the central range compared to other London organisations surveyed by Kwest.

## 5.1 RATING ASPECTS OF THE REPAIRS SERVICE

To further investigate tenants' opinions of the repairs service, tenants who have had a repair completed in the last twelve months were asked to rate aspects of the service they received on a scale of *very good* to *very poor*.

Highest ratings are returned for the *attitude of workmen*, with nine in ten (90%) rating this as good. Least positive ratings are returned for the time taken before work started, with a quarter (23%) rating this aspect as poor. Ratings for all aspects of the last completed repair are in the central range in comparison with other London organisations surveyed by Kwest. Full details are shown in the graph below.

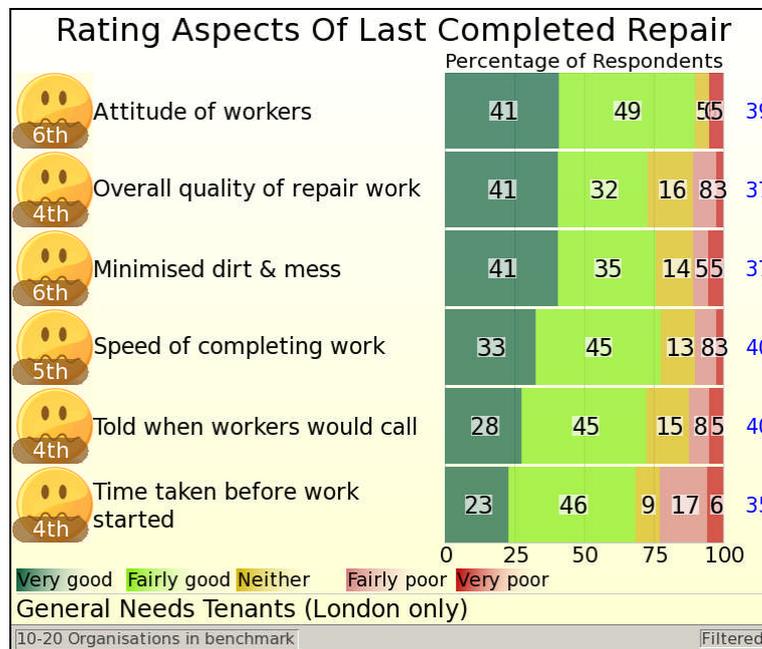


Figure 5.3

## 5.2 QUALITATIVE FEEDBACK

As the repairs service is one of great importance to tenants, many also provided qualitative feedback about it. A selection of the comments returned is provided overleaf.

## **Positive Comments**

*“When the boiler went the repair man was fantastic and didn’t rest until it was up and working. Extremely satisfied”*

*“Last year I had a faulty lock on my bedroom door. The workman fixed it very quickly, was polite and efficient and cleaned up after himself”*

*“They have always been very efficient and responded to the problem quickly. They even go as far as to call up afterwards to ensure that the work was carried out effectively”*

*“Recently the service I have received from contractors is very good i.e. arranging an appointment, sticking to the appointment, carrying out repairs and cleaning up after the repair has been done”*

## **Negative Comments & Suggestions For Improvement**

*“I do think they need to take into account that some tenants work full time and it is difficult to take time off for repairs. I think they should be more flexible”*

*“Not really sure what the housing will do and what repairs we have to do ourselves”*

*“It takes a long time for them to get back to you with an actual repair date and time. The repair man was given the wrong contact details for me”*

*“Building has suffered from damp for years – advised to open windows – difficult when there are no locks on them. Untreated damp will be more expensive to repair if left”*

### 5.3 SUMMARY & ACTION POINT

Two-thirds of tenants (68%) express satisfaction with the way Odu-Dua deals with repairs and maintenance, whilst a fifth (21%) are dissatisfied. The most highly regarded aspect of the repairs service is the *attitude of workers*, whilst lower ratings are returned for the *time taken before work started*.

- 5:1 Tenants are most critical of the time taken before repair work is undertaken. A key to raising satisfaction in this area is to ensure that people are aware of the timescales involved, as this will help to manage their expectations.

# Contact & Staff Service



## 6 CONTACT & STAFF SERVICE

Staff form the initial point of contact for customers accessing Odu-Dua’s services, so it is important that they are regarded as professional and helpful in order to promote a positive image of the organisation. Indeed, nine in ten tenants (91%) have contacted the Association in the last twelve months, emphasising the importance of front line customer service.

Repairs are usually the most common reason why tenants contact their housing provider (other than to pay rent), and the survey findings reveal that this is also true of Odu-Dua’s tenants. Indeed, two-thirds of tenants (65%) last contacted the Association regarding *repairs*, whilst 15% made contact about *rent/housing benefit*.

The telephone is the most common method for tenants to contact the organisation, with around nine in ten (87%) last making contact by *telephone*. A tenth of tenants (9%) last contacted the Association by *visiting an office*.

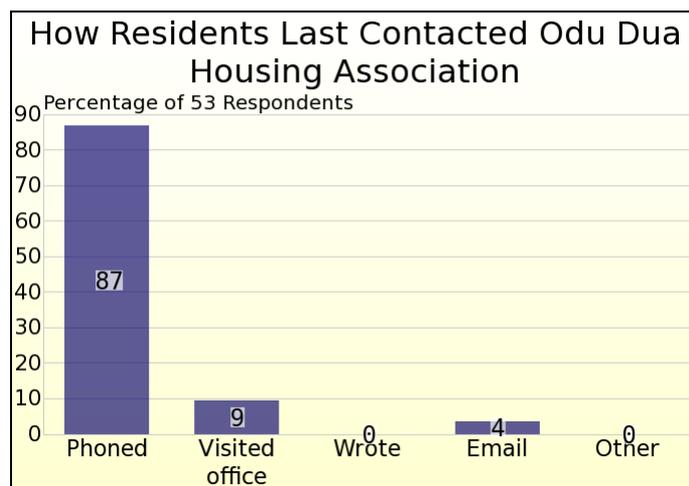


Figure 6.1

### 6.1 THE MOST RECENT CONTACT

In order to gain a more comprehensive view of staff service, tenants were asked to rate elements of the service they received from staff when they last contacted the organisation.

Three-quarters of tenants (74%) found it easy to get hold of the right person last time they contacted Odu-Dua, whilst a fifth (18%) found it *difficult*. 84% of tenants found staff *helpful*, compared to 6% who found them *unhelpful*. Full details are shown in the graphs overleaf.

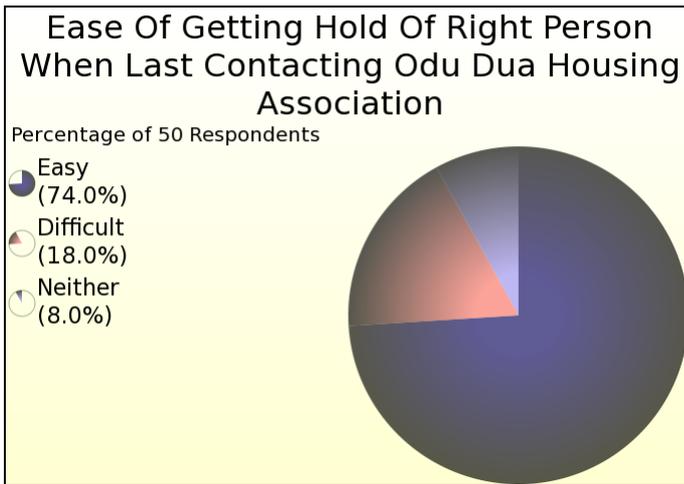


Figure 6.2

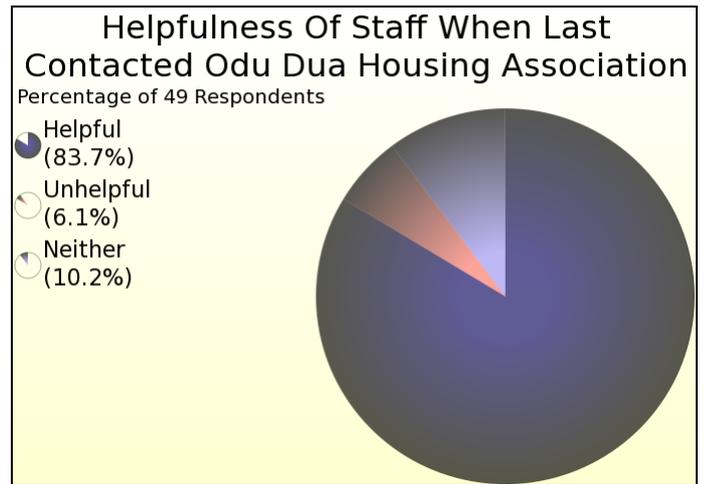


Figure 6.3

It is encouraging to report that the proportions who found it *easy* to get hold of the right person and who found staff *helpful* are both above average compared to other London organisations surveyed by Kwest. The proportions who found it *difficult* to get hold of the right person and who found staff *unhelpful* are both lower than average. Full details are shown in the graphs below.

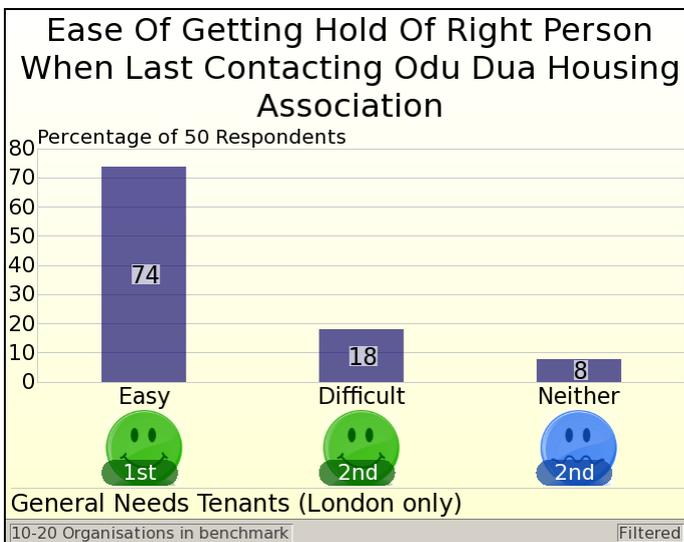


Figure 6.4

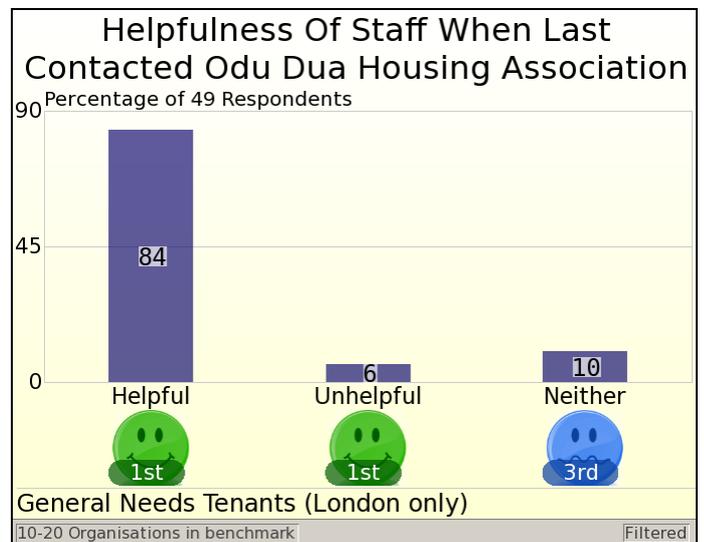


Figure 6.5

Two-thirds of tenants (65%) say staff were *able* to deal with their problem, whilst a fifth (20%) say that staff were *unable to deal with it*.

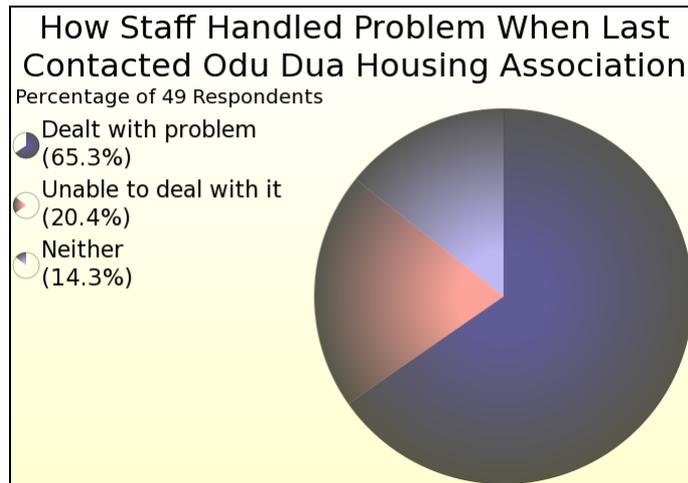


Figure 6.6



Figure 6.7

The proportion who felt that staff were able to deal with their problem are lower than average compared to other London organisations surveyed by Kwest.

Six in ten tenants (58%) are satisfied with the final outcome of their last contact with the organisation, whilst 36% were dissatisfied.

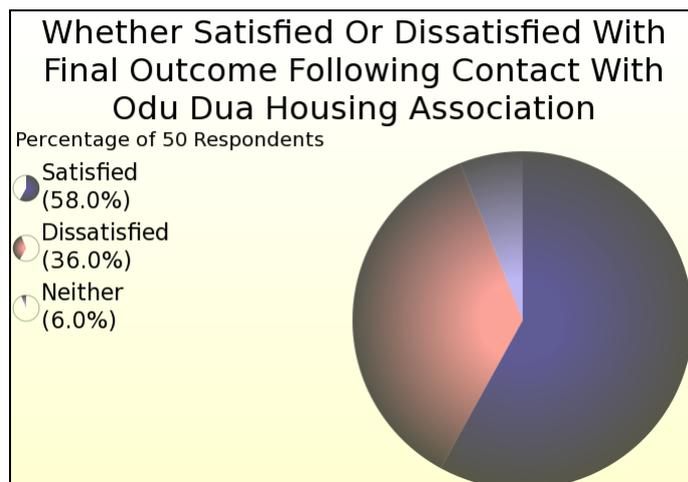


Figure 6.8

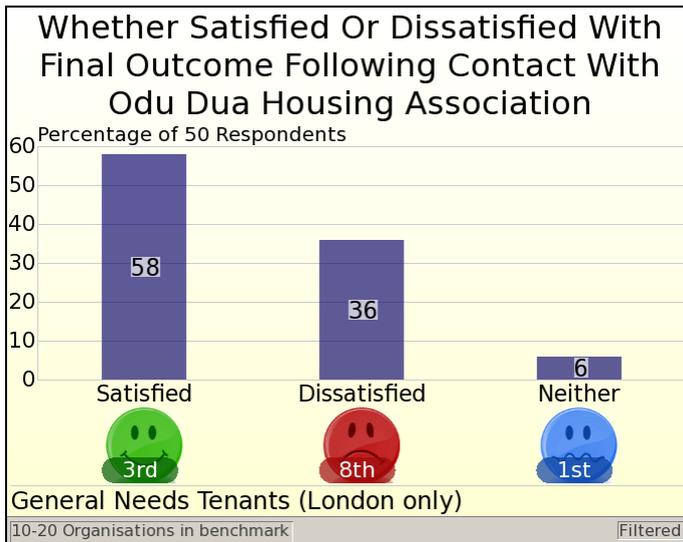


Figure 6.9

The proportion of tenants expressing satisfaction with the final outcome is above average. However, the proportion who were dissatisfied is also higher than average compared to other London organisations surveyed by Kwest (indicating that a lower than average proportion selected *neither* satisfied nor dissatisfied).

## 6.2 QUALITATIVE FEEDBACK

Tenants were asked to give details of any very good or very bad service they have received from a member of the Association’s staff. Some examples are detailed below:

### Positive Comments

*“The caretaker is always on hand to help with meter readings, cleaning etc. He is very helpful and polite”*

*“When the new housing officer was employed we started to get good service. We are informed a lot more about issues that may occur”*

*“Very good service – friendly, helpful attitude on the phone”*

*“Staff contact is not a problem – when there’s anything to be sorted out they contact me straight away”*

*“xxx is an outstanding housing officer. She is very professional, confident and very efficient”*

## **Negative Comments & Suggestions For Improvement**

*“They always promise the repairs man will call and he never does”*

*“Sometimes hard to get hold of the right person in the office”*

*“Applied for a visitor parking permit. Very inefficient, staff disorganised and to this day have not provided me with one”*

*“Bad service – when there was no telephone number available to contact staff/contractors about an emergency”*

### **6.3 SUMMARY & ACTION POINT**

Tenants are generally positive about staff service. Indeed, eight in ten tenants (84%) found staff *helpful* and two-thirds (65%) felt that staff were *able* to deal with their problem when they last contacted Odu-Dua.

- 6:1 The majority of tenants contacted the Association by telephone, thus it is important that the telephone systems in place are monitored to ensure that these are sufficient to meet the demands placed on them by customers.
- 6:2 Odu-Dua may wish to undertake further research to establish the reason a high proportion of tenants are dissatisfied with the outcome of their last contact with the Association. Reasons may include unrealistic expectations of the outcome or a lack of information about the actual outcome.



# Anti-Social Behaviour



## 7 ANTI-SOCIAL BEHAVIOUR

Tackling anti-social behaviour is becoming an increasingly important part of a social landlord's role as housing providers strive to improve local neighbourhoods.

15% of tenants have reported anti-social behaviour to Odu-Dua in the last twelve months.

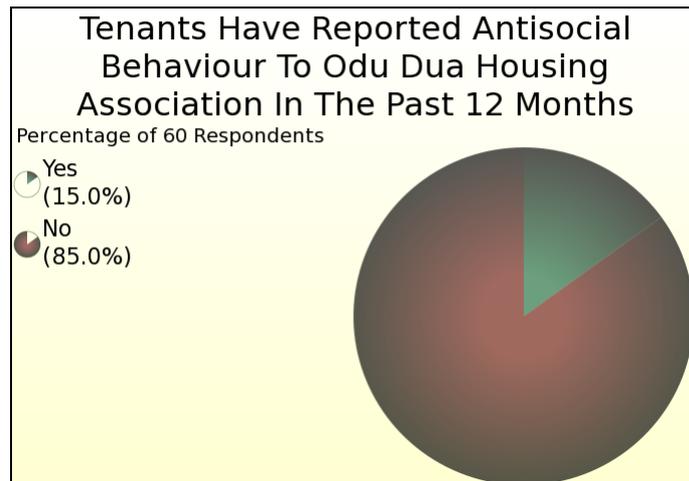


Figure 7.1

There were additional questions on the questionnaire that asked tenants about the service they received after reporting anti-social behaviour to Odu-Dua. However, the number of replies is so small that it might be possible to identify individuals and hence the graphs are not displayed.

### 7.1 QUALITATIVE FEEDBACK

Although tenants were not asked specifically for their feedback on anti-social behaviour issues, some did provide comments within the 'In Your Own Words' section of the questionnaire. A selection of these are detailed overleaf:

## **Problem Areas**

*“Neighbours are friendly, but unhelpful in problem situations”*

*“About five months ago I was attacked by about 20 youths. They took my bicycle while I was fighting the older boys. However, I have not reported this as it is an ongoing problem with the youth of today”*

*“I’m not very happy because this estate is very loud and noisy, people always screaming at me and my wife”*

*“Many neighbours have no consideration of their neighbours, making excessive noise early in the morning”*

*“Some tenants continue to throw bin bags around the bin rather than into empty or nearly empty bins. This attracts mice and other vermin.”*

## **Recommendations**

*“I have a car which is constantly being interfered with by idiot youths. An improvement could be neighbourhood watch”*

*“The problem with this neighbourhood is it’s filled with people who have issues causing anti-social behaviour. I’m not sure how this neighbourhood can be improved apart from by generating finance and offering people centres to improve their lives i.e. education, community centres for kids, learning a trade”*

*“I think anti-social behaviour should be taken very seriously. Tenants should be given maybe three warnings and then evicted if bad behaviour continues”*

*“Unfortunately the neighbourhood has taken a downward turn over the last 3-5 years. We have had a lot of anti-social behaviour, drug problems and graffiti – suggest a bigger police presence”*

## **7.2 SUMMARY & ACTION POINTS**

15% of tenants have reported anti-social behaviour to the Association in the last twelve months. Some tenants have provided qualitative feedback of their experiences of anti-social behaviour, whether they reported it or not.

- 7:1 Addressing anti-social behaviour requires a multi-lateral approach involving numerous organisations working in partnership (such as the police and probation service as well as housing providers) and involving the community as a whole.
- 7:2 Due to the nature of anti-social behaviour it can be difficult to provide to address the issues in a manner that is satisfactory to all. When seeking to improve customer satisfaction in this area, Odu-Dua should focus on ensuring that tenants know who to contact to report anti-social behaviour and keeping customers updated on the progress of their report.



# Consultation & Communication



## 8 CONSULTATION & COMMUNICATION

In order to maintain a positive and constructive relationship with tenants, it is important that their views are taken into account and they are kept informed of things that may affect them. This will enable Odu-Dua to ensure that the services provided meet the needs of tenants.

Two-thirds of tenants (65%) express satisfaction with their views being taken into account by the Association, whilst a fifth (22%) express dissatisfaction.

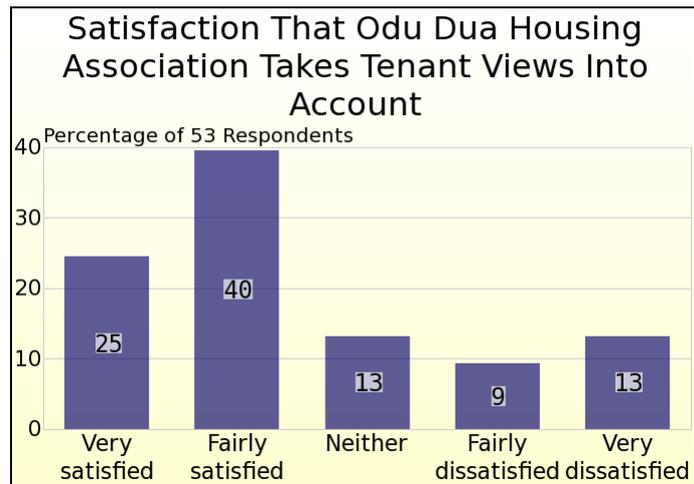


Figure 8.1

In Kwest’s experience it is common for tenants to express higher levels of satisfaction with *being kept informed of things that may affect them* than with their *views being taken into account* by their landlord. The results show that Odu-Dua’s tenants are no exception.

Indeed, eight in ten tenants (83%) rate the Association as *very* or *fairly good* at keeping them informed of things that may affect them, compared to a tenth (12%) who rate this as *very* or *fairly poor*. The proportion of tenants rating the Association as good at keeping them informed is above average compared with other London organisations surveyed by Kwest. Full details are shown in the graph overleaf.

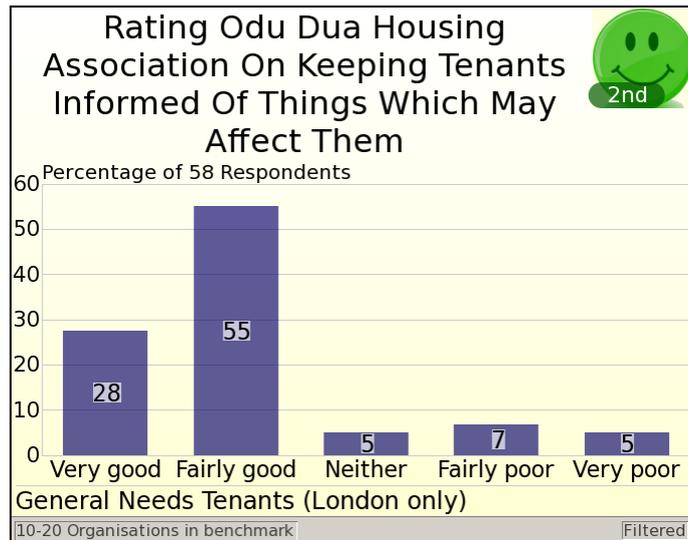


Figure 8.2

It is common for tenants to prefer passive means of communication, and Odu Dua’s customers are no exception. Indeed, nine in ten tenants (88%) prefer to be informed or consulted by *letter*. A third (35%) prefer *telephone calls* and three in ten (30%) prefer *magazines/newsletters*. Full details are shown in the graph below.

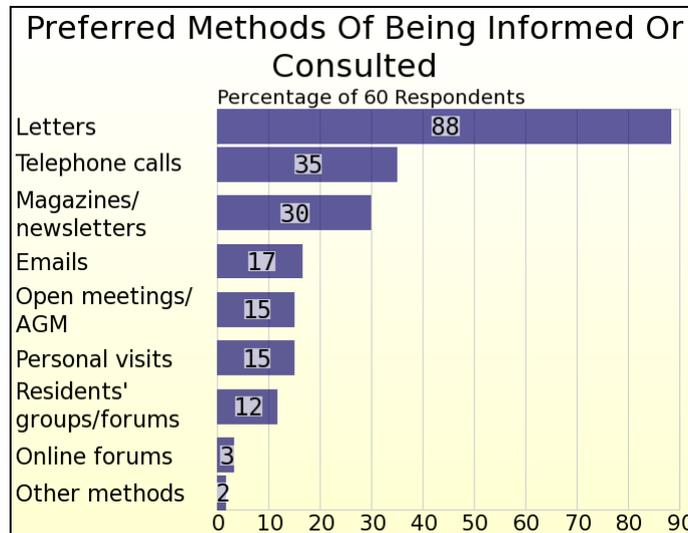


Figure 8.3

To gain further insight into tenants’ communication preferences, customers were asked to list the methods they prefer the Association to use when contacting them. Two-thirds (68%) indicate that their first choice would be contact by *letter*, whilst 16% prefer contact via *mobile telephone* and a tenth (11%) prefer to be contacted via their *home telephone*. Full details are shown in the graph overleaf.

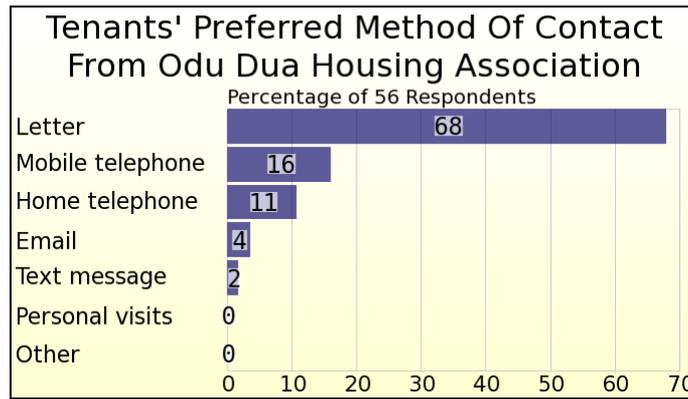


Figure 8.4

**8.1 COMMUNICATING IN ENGLISH**

Three-quarters of tenants (73%) feel that they can speak English *very well*, whilst a fifth (21%) feel they can speak English *fairly well*.

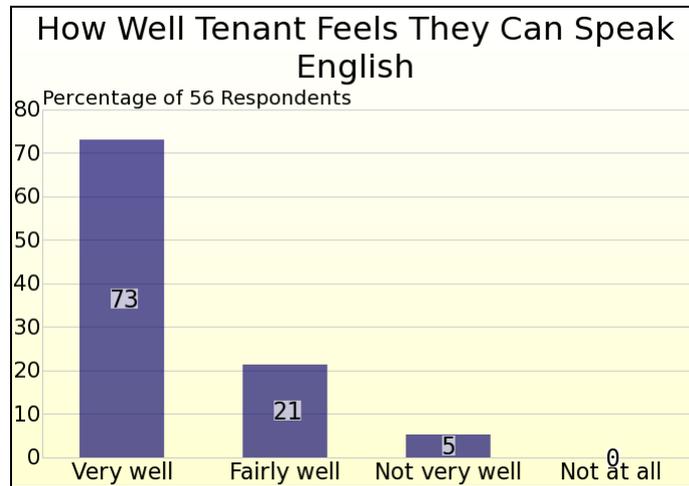


Figure 8.5

85% of tenants prefer to communicate in English, whilst small proportions prefer other languages such as *Amharic* (2%), *Arabic* (4%), *Bengali* (2%), *French* (2%) or *Somali* (2%).

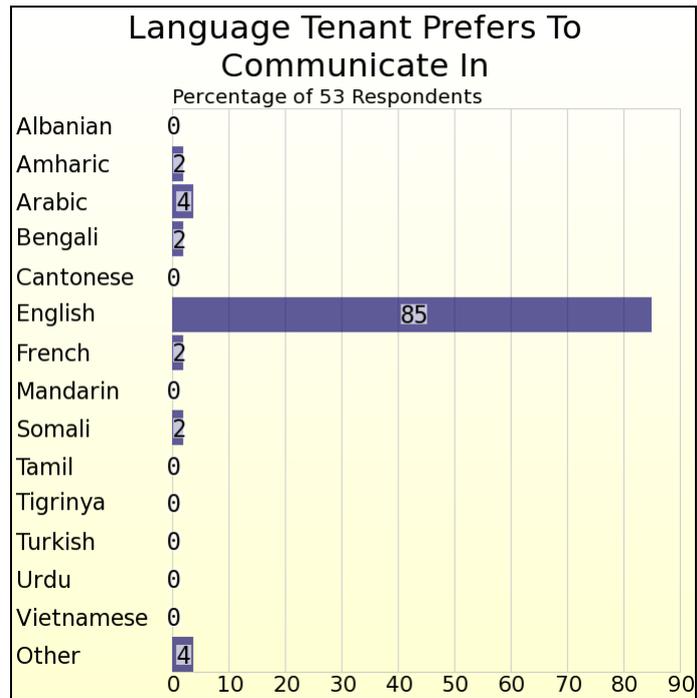


Figure 8.6

## 8.2 QUALITATIVE FEEDBACK

Tenants were asked how they felt communication and consultation with the Association could be improved. Some examples of their responses are given below:

### **Positive Responses**

*“It has improved a lot of late”*

*“I am very happy about the way Odu-Dua communicate with their tenants”*

*“Easy by telephone”*

*“They listen to you very carefully then deal with your problem as soon as possible”*

## Negative Responses & Suggestions For Improvements

*“To improve communication & consultation Odu-Dua would have to have a department where tenants could be more involved i.e. Tenant’s Involvement Team and Customer Relations”*

*“More up-to-date letters informing us about new developments or up-coming activities”*

*“They need to learn to inform people of all information in one go and not half-way down the line”*

*“A summary of the AGM would be useful and plans for the future, schemes to move on to – shared ownership, discounts etc”*

### 8.3 SUMMARY & ACTION POINT

Two-thirds of tenants (65%) express satisfaction with their views being taken into account by the Association, and eight in ten (83%) rate Odu-Dua as good at keeping them informed of things that may affect them. The Association’s tenants prefer passive means of communication, a common finding in Kwest’s experience.

- 8:1 As tenants have indicated clear preferences for how they prefer to receive information, Odu-Dua can ensure that communications are sent in the tenants’ preferred styles.



# Household Profile



## 9 HOUSEHOLD PROFILE

This section of the report presents household profiling and background information about Odu-Dua's tenant population in order to help the organisation determine how to tailor the service it provides to best meet the needs of customers.

### 9.1 LENGTH OF TENANCY & TIME IN HOME

Odu-Dua was founded in 1986, registered with the Housing Corporation in 1988 and its original properties were short-life units, so it is no surprise that none of its tenants have been with the organisation for more than twenty years.

13% of tenants have been with the Association for two years or less and a similar proportion (15%) have been a tenant for *three to five years*. A quarter (23%) have been with Odu-Dua for *six to ten years*, whilst half (48%) are long standing tenants who have been with Odu-Dua for *eleven to twenty years*.

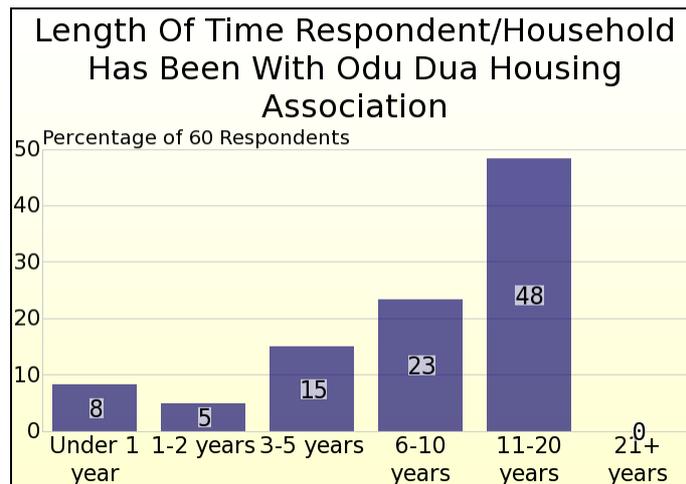


Figure 9.1

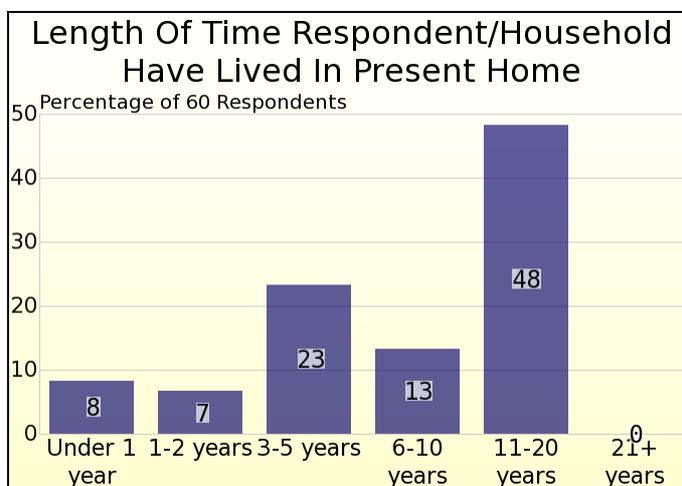


Figure 9.2

15% of tenants have lived in their present home for two years or less, whilst around a quarter (23%) have been at their current address for *three to five years*. 13% of tenants have lived in their present home for *six to ten years*, whilst half (48%) have been at their current address for *eleven to twenty years*.

**9.2 HOUSEHOLD COMPOSITION**

37% of the Association’s homes are one-person households, whilst a fifth in each case accommodate two (22%) or three people (19%). A similar proportion (22%) are home to four or more people.

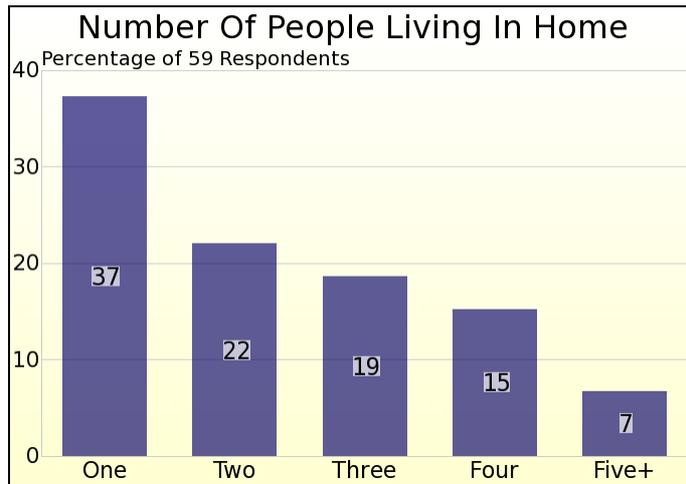
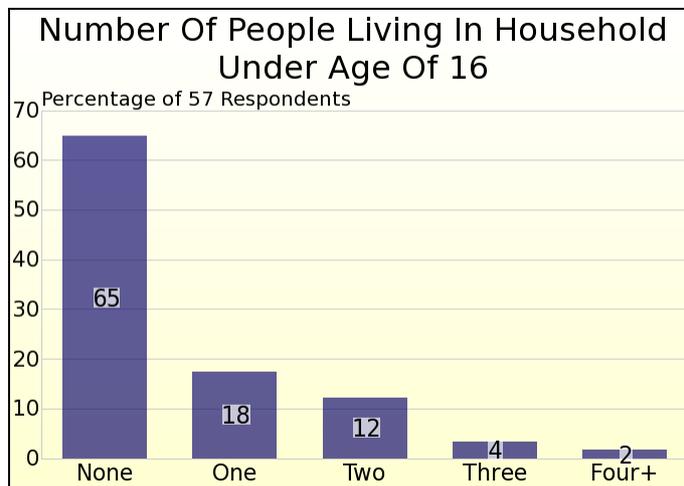


Figure 9.3



18% of households in each case are home to one child or two or more children.

Figure 9.4

A below average proportion of Odu-Dua’s households accommodate anyone aged 60 or over.

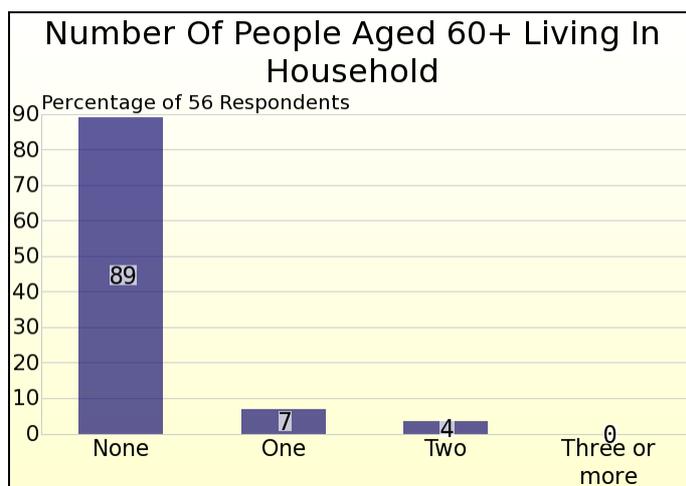


Figure 9.5

Half of homes (52%) comprise one or two adults under 60, whilst a quarter (26%) are families with children.

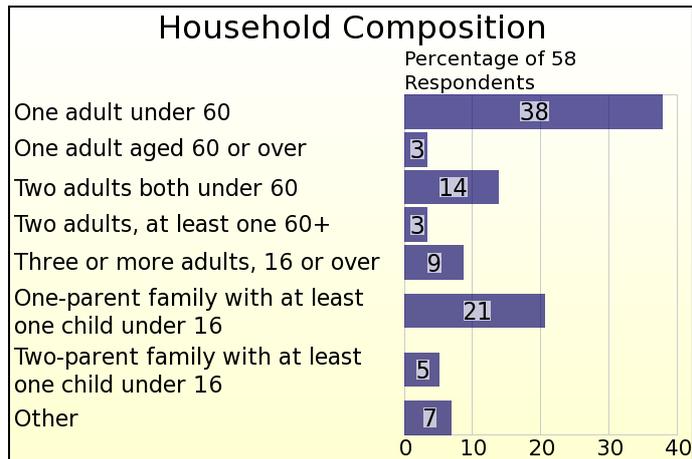


Figure 9.6

### 9.3 ETHNICITY

Odu-Dua was originally established to provide accommodation for single homeless black men. It still has a high proportion of ethnic minority tenants compared to other London organisations surveyed by Kwest. However, as shown in the graph below, a third of tenants (32%) belong to the ethnic majority (being White-British, White-Irish or from other white backgrounds).

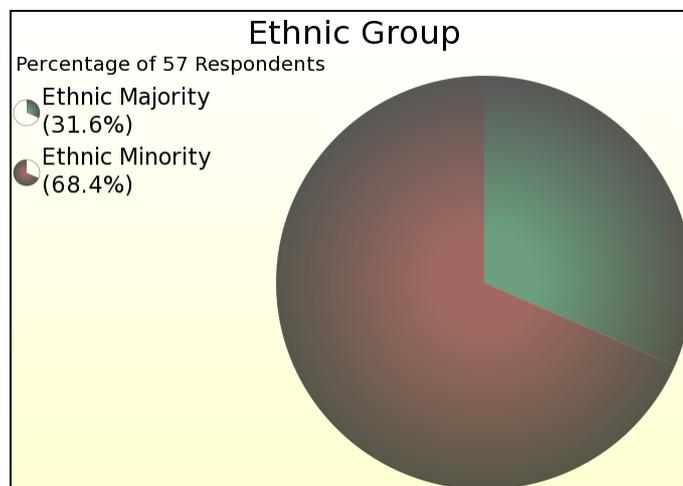


Figure 9.7

35% of respondents are Black British/African, whilst a fifth are Black British/Caribbean (21%). A quarter are White-British (23%). Smaller proportions are from other ethnic backgrounds. The ethnic origins of respondents and their partners are shown in the graphs overleaf.

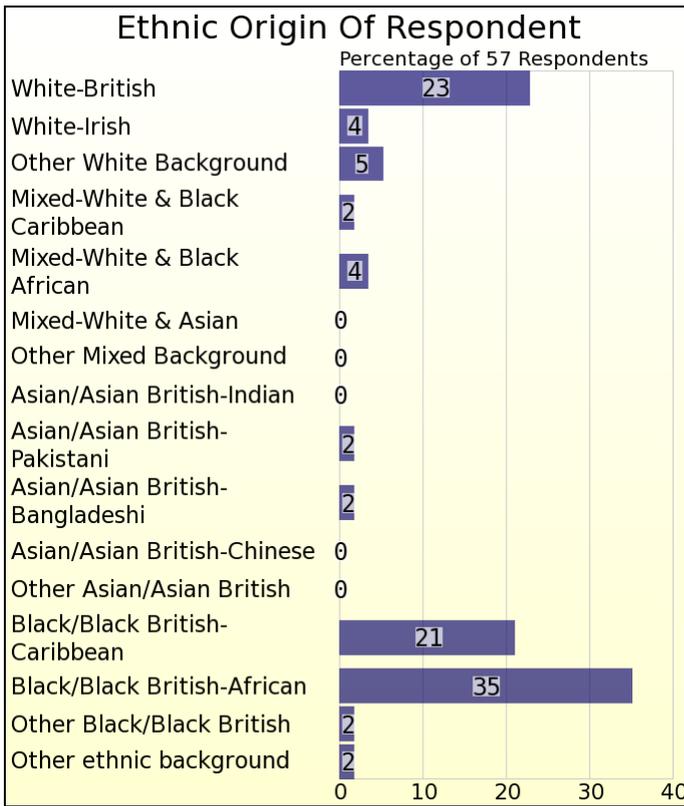


Figure 9.8

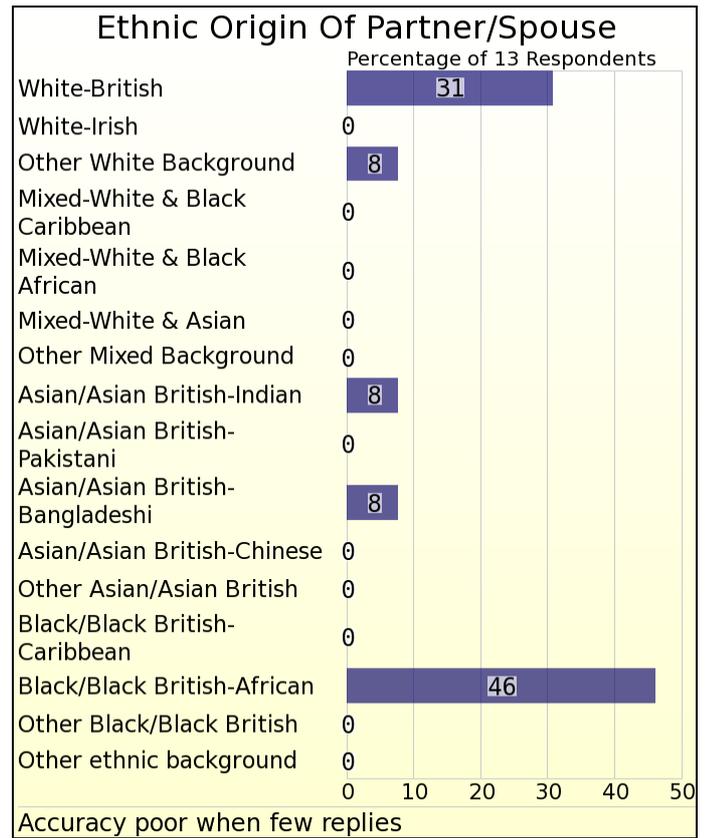


Figure 9.9

Tenants were also asked for their opinion of their immigration status. Six in ten (63%) consider themselves *settled* in the UK, whilst 5% see themselves as *migrants* and 2% as *refugees*. A quarter of tenants (23%) feel they have another unspecified immigration status.

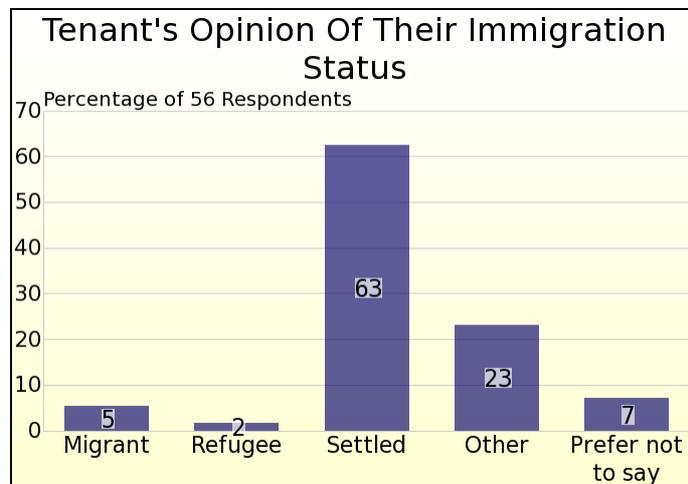


Figure 9.10

**9.4 DISABILITY**

Three in ten households (28%) include someone with a long-standing illness, disability or infirmity which limits their activities.

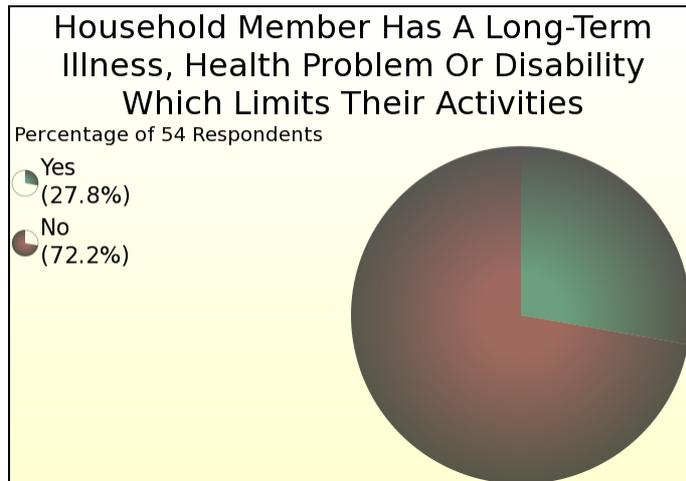
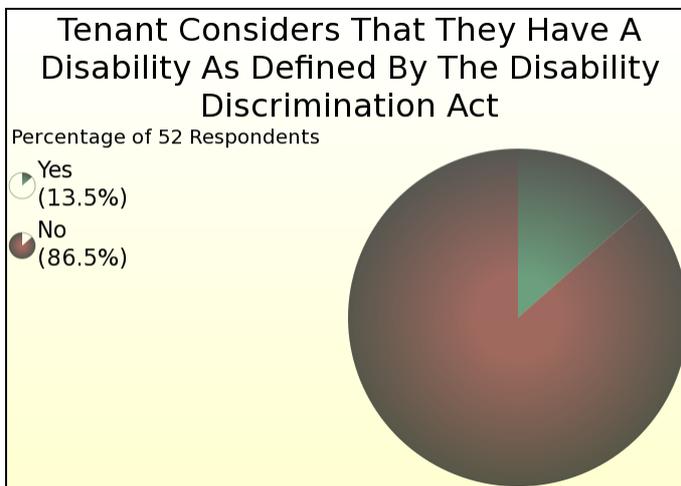


Figure 9.11



14% of tenants consider that they have a disability as defined by the Disability Discrimination Act.

Figure 9.12

14% of tenants are registered for Disability Living Allowance.

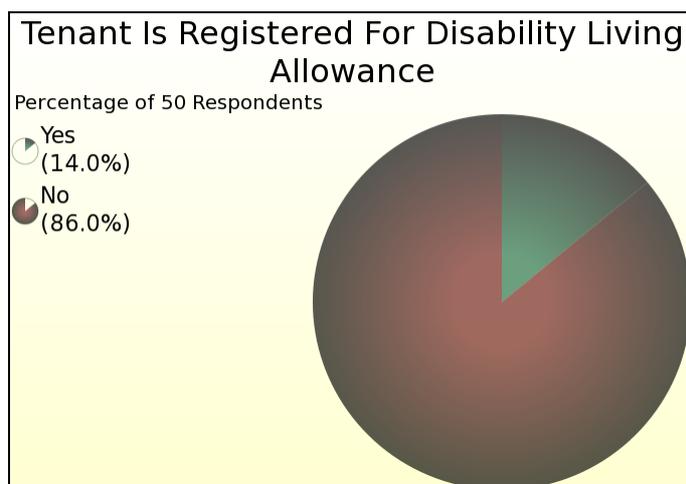


Figure 9.13

3% of households accommodate someone who uses a wheelchair.

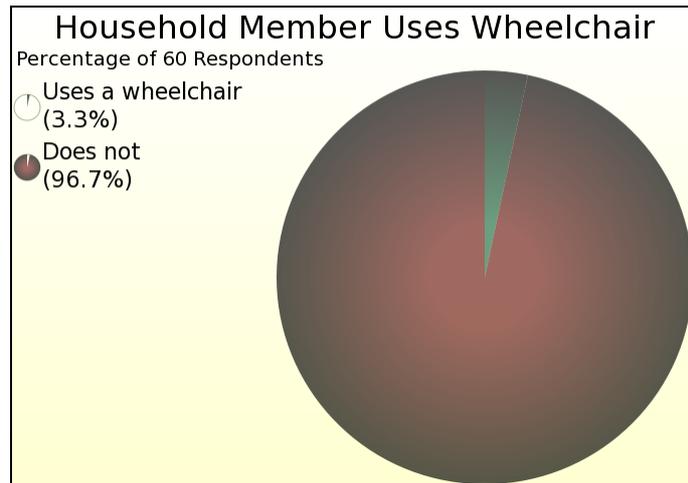
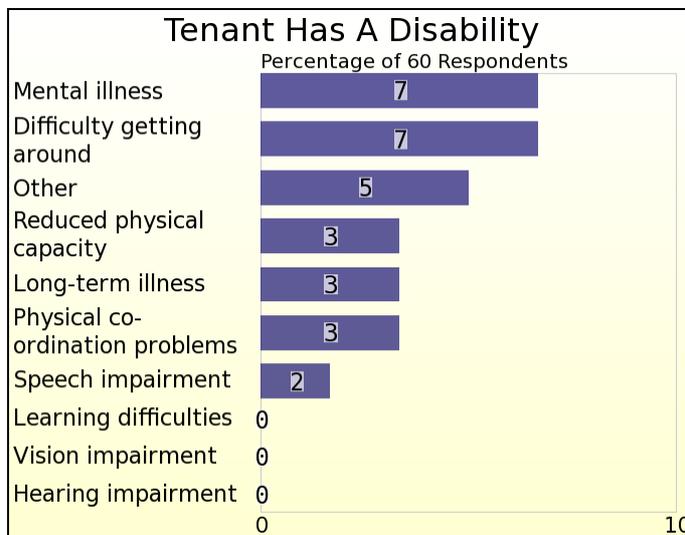


Figure 9.14



7% of tenants in each case have a *mental illness* or *difficulty in getting around*, whilst 5% have another unspecified form of disability.

Figure 9.15

## 9.5 AGE

A fifth of respondents (22%) are aged between 16 and 34, whilst 36% are aged 35 to 44. A quarter (27%) are aged between 45 and 54, whilst 14% are aged 55 and over. The age profile of respondents and their partners is shown in the graphs overleaf.

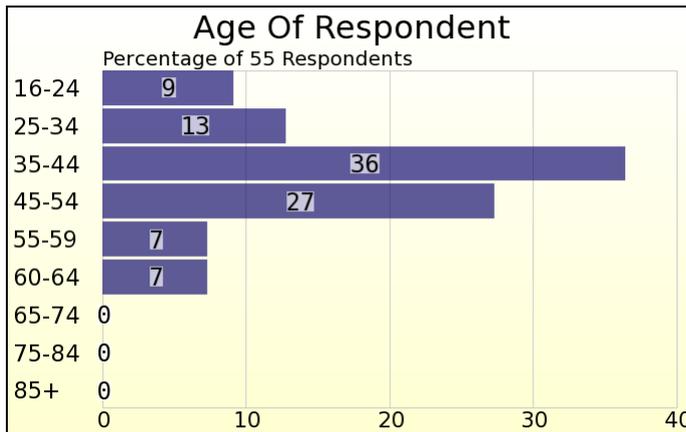


Figure 9.16



Figure 9.17

Comparison with other London organisations surveyed by Kwest reveals that Odu-Dua's tenant population is younger than average. In Kwest's experience it is common for younger tenants to express less positive views than their older counterparts. Therefore the younger than average age profile of Odu-Dua's tenant population should be considered when examining levels of satisfaction.

## 9.6 GENDER

Three in ten respondents (30%) are male and seven in ten (70%) are female.

## 9.7 SEXUAL ORIENTATION

Eight in ten respondents (78%) are heterosexual, whilst 4% are not. A fifth of tenants (18%) prefer not to disclose their sexual orientation. Full details are shown in the graph overleaf.

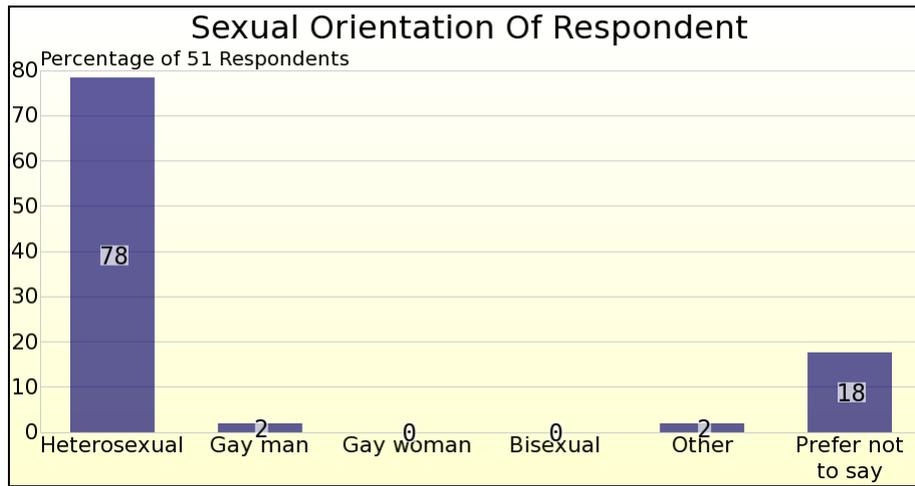


Figure 9.18

**9.8 RELIGION**

Two-thirds of respondents (64%) are Christian and 14% are Muslim. 13% have no religion.

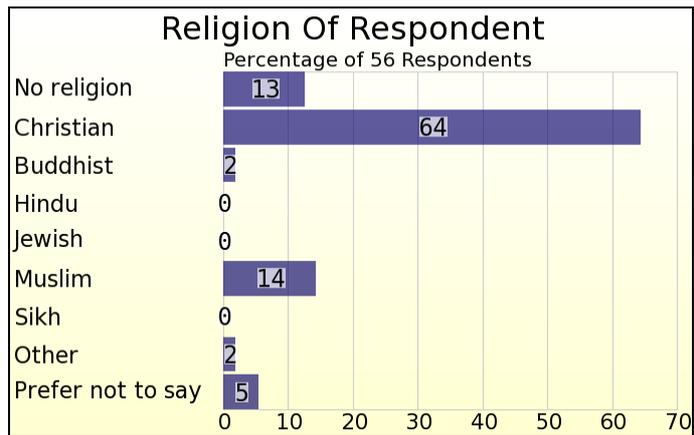


Figure 9.19

## 9.9 WORK STATUS

Two-thirds of respondents (68%) are employed or self employed, whilst a tenth (9%) are *unemployed and available for work*. 7% are in *full-time education*.

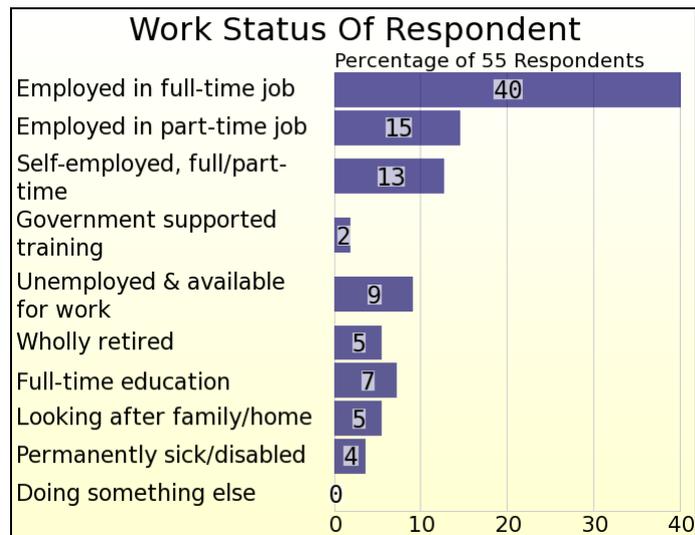


Figure 9.20

Comparison with other London organisations surveyed by Kwest reveals that a higher than average proportion of Odu-Dua's tenant population is in employment or education and training. This reflects the Association's younger than average population.

## 9.10 INCOME & HOUSING BENEFIT

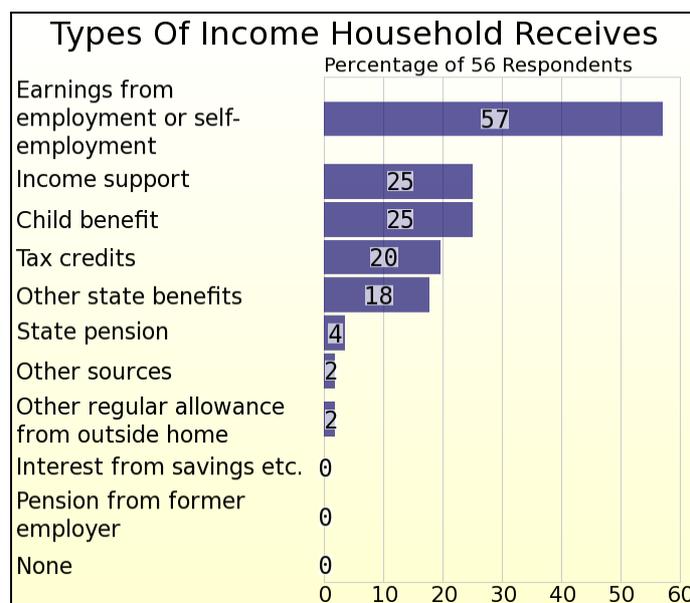


Figure 9.21

Six in ten households (57%) derive some of their income from paid employment. A quarter in each case (25%) receive *income support* or *child benefit*, whilst a fifth in each case receive *tax credits* (20%) or *other state benefits* (18%).

A quarter of households in each case have a weekly net income of *under £100* (23%) or *£100 to £199* (26%). 15% have a weekly net income of *£200 to £299*, whilst a tenth (11%) have a weekly net income of *£300 to £399*. A fifth (19%) have a weekly net income of *£400 to £499*, whilst 6% have a weekly net income of over *£500*. Full details are shown in the graph below.

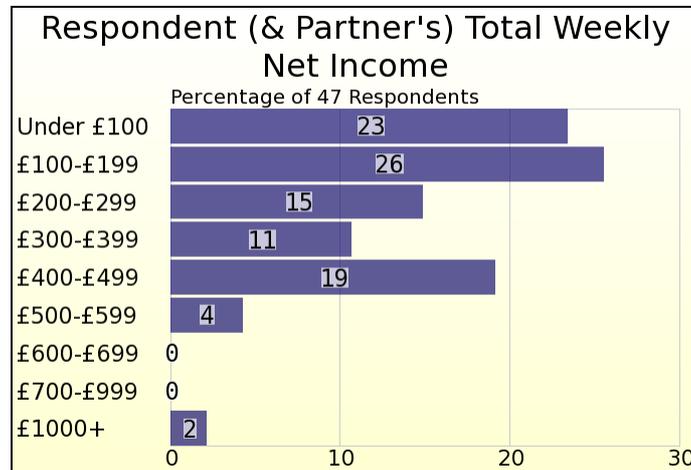


Figure 9.22

Half of tenants (52%) currently receive housing benefit.

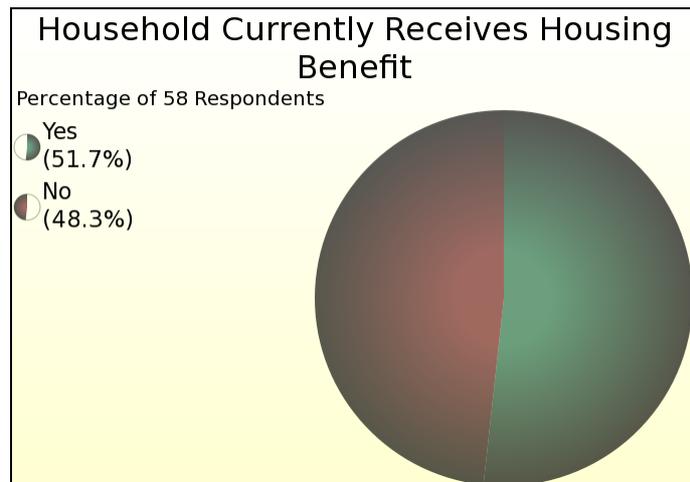


Figure 9.23

**APPENDIX A**

**THE QUESTIONNAIRE USED IN**

**THE RESEARCH**





**AN INDEPENDENT AND CONFIDENTIAL SURVEY**  
*Of Tenants Of*  
**ODU DUA HOUSING ASSOCIATION**



Please spare 20 minutes of your time to complete this confidential questionnaire.  
 The feedback we receive will enable Kwest to advise your housing association on how to improve the service it provides.

*Please don't miss this chance to give your views and enter the prize draw where you could win one of two prizes of £100 shopping vouchers!*

**INFORMATION ABOUT YOUR HOUSEHOLD**

*Building up a picture of each household allows us to assess which groups of tenants are satisfied with their home and the services provided by their housing association.*

**1 How long have you/your household been a tenant of this housing association?**

|                          |                          |                          |                          |                          |                          |                               |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| Under 1 year             | 1-2 years                | 3-5 years                | 6-10 years               | 11-20 years              | 21+ years                | Don't know/<br>can't remember |
| <input type="checkbox"/>      |

**2 And how long have you/your household lived in this home?**

|                          |                          |                          |                          |                          |                          |                               |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| Under 1 year             | 1-2 years                | 3-5 years                | 6-10 years               | 11-20 years              | 21+ years                | Don't know/<br>can't remember |
| <input type="checkbox"/>      |

**3 How many people usually live here in total?**

Write number in box:

**4 How many people living in your household are aged under 16?**

Write number in box:

*Please enter "0" if none in household*

**5 How many people living in your household are aged 60 or over?**

Write number in box:

*Please enter "0" if none in household*

**6 How would you describe the composition of your household?**

✓ one only

|   |                          |
|---|--------------------------|
| One adult under 60                                    | <input type="checkbox"/> |
| One adult aged 60 or over                             | <input type="checkbox"/> |
| Two adults, both under 60                             | <input type="checkbox"/> |
| Two adults, at least one 60 or over                   | <input type="checkbox"/> |
| Three or more adults, 16 or over                      | <input type="checkbox"/> |
| 1-parent family with child/ren, at least one under 16 | <input type="checkbox"/> |
| 2-parent family with child/ren, at least one under 16 | <input type="checkbox"/> |
| Other   | <input type="checkbox"/> |

**7 To which of these groups do you and your household consider you belong?** ✓ one only for each

|   |                                |                          |
|---|--------------------------------|--------------------------|
| <u>White</u>  | <b>Partner/<br/>You spouse</b> |                          |
| British   | <input type="checkbox"/>       | <input type="checkbox"/> |
| Irish   | <input type="checkbox"/>       | <input type="checkbox"/> |
| Any other White background (please tick & write in)     | <input type="checkbox"/>       | <input type="checkbox"/> |
| <input style="width: 100%; height: 20px;" type="text"/> |                                |                          |

|   |                          |                          |
|---|--------------------------|--------------------------|
| <u>Mixed</u>  | <input type="checkbox"/> | <input type="checkbox"/> |
| White and Black Caribbean                               | <input type="checkbox"/> | <input type="checkbox"/> |
| White and Black African                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| White and Asian   | <input type="checkbox"/> | <input type="checkbox"/> |
| Any other mixed background (please tick & write in)     | <input type="checkbox"/> | <input type="checkbox"/> |
| <input style="width: 100%; height: 20px;" type="text"/> |                          |                          |

|   |                          |                          |
|---|--------------------------|--------------------------|
| <u>Asian or Asian British</u>                           | <input type="checkbox"/> | <input type="checkbox"/> |
| Indian  | <input type="checkbox"/> | <input type="checkbox"/> |
| Pakistani   | <input type="checkbox"/> | <input type="checkbox"/> |
| Bangladeshi   | <input type="checkbox"/> | <input type="checkbox"/> |
| Chinese   | <input type="checkbox"/> | <input type="checkbox"/> |
| Any other Asian background (please tick & write in)     | <input type="checkbox"/> | <input type="checkbox"/> |
| <input style="width: 100%; height: 20px;" type="text"/> |                          |                          |

|   |                          |                          |
|---|--------------------------|--------------------------|
| <u>Black or Black British</u>                           | <input type="checkbox"/> | <input type="checkbox"/> |
| Caribbean   | <input type="checkbox"/> | <input type="checkbox"/> |
| African   | <input type="checkbox"/> | <input type="checkbox"/> |
| Any other Black background (please tick & write in)     | <input type="checkbox"/> | <input type="checkbox"/> |
| <input style="width: 100%; height: 20px;" type="text"/> |                          |                          |
| Other (please tick & write in)                          | <input type="checkbox"/> | <input type="checkbox"/> |
| <input style="width: 100%; height: 20px;" type="text"/> |                          |                          |

**8 Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?**

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | Don't know               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**9 Does anyone in your household use a wheelchair?**

|                          |                          |
|--------------------------|--------------------------|
| Yes                      | No                       |
| <input type="checkbox"/> | <input type="checkbox"/> |

**Your Prize Draw Number Is: 1000**

## HOUSING & SERVICES

*Understanding how you feel about your home and the services you receive is important to your housing association.*

**1 Taking everything into account, how satisfied or dissatisfied are you with the services provided by your housing association?**

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> |

**2 Overall, how satisfied or dissatisfied are you with the following?**

✓ **one only for each**

|  |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
| The overall quality of your home       | <input type="checkbox"/> |
| The general condition of this property | <input type="checkbox"/> |
| This neighbourhood as a place to live  | <input type="checkbox"/> |
| The value for money for your rent      | <input type="checkbox"/> |

**3 How satisfied or dissatisfied are you with each of the following services provided by your housing association?**

✓ **one only for each**

|  |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        | No opinion               |
| Advice on rent payments                | <input type="checkbox"/> |
| Advice on moving home                  | <input type="checkbox"/> |
| Support provided to new tenants        | <input type="checkbox"/> |
| Support provided to vulnerable tenants | <input type="checkbox"/> |
| How enquiries are dealt with generally | <input type="checkbox"/> |

**4 Of the following, which do you consider to be the three most important?**

✓ **no more than three boxes**

|                                    |                          |
|------------------------------------|--------------------------|
| Keeping tenants informed           | <input type="checkbox"/> |
| Overall quality of your home       | <input type="checkbox"/> |
| Taking tenants' views into account | <input type="checkbox"/> |
| Repairs and maintenance            | <input type="checkbox"/> |
| Dealing with anti-social behaviour | <input type="checkbox"/> |
| Neighbourhood as a place to live   | <input type="checkbox"/> |
| Value for money for your rent      | <input type="checkbox"/> |

**5 To what extent are any of the following a problem in your neighbourhood?**

|                                    |                          |                          |                          |                          |
|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Please answer <u>each</u> question | Very big problem         | Fairly big problem       | Not a very big problem   | Not a problem at all     |
| Rubbish or litter                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Noisy neighbours                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pets and animals                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disruptive children/teenagers      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Racial or other harassment         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drunk or rowdy behaviour           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vandalism and graffiti             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| People damaging your property      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drug use or dealing                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Abandoned or burnt out vehicles    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other crime                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Noise from traffic                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Car parking                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## CONTACT WITH YOUR ASSOCIATION

*Knowing about your experience when contacting your housing association helps them improve the service they provide.*

**1 Have you contacted your housing association within the last 12 months?**

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | Can't remember           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

*Only answer Q2 – Q7 if you answered “Yes” to Q1*

**2 How did you last contact your housing association?**

✓ **one only**

|        |                          |                |                          |
|--------|--------------------------|----------------|--------------------------|
| Phoned | <input type="checkbox"/> | Visited office | <input type="checkbox"/> |
| Wrote  | <input type="checkbox"/> | Emailed        | <input type="checkbox"/> |
| Other  | <input type="checkbox"/> | Can't remember | <input type="checkbox"/> |

**3 What did you last have contact about?**

✓ **one only**

|                                 |  |
|---------------------------------|--|
| Repairs                         | <input type="checkbox"/>                                 |
| Rent/housing benefit            | <input type="checkbox"/>                                 |
| Transfer/exchange               | <input type="checkbox"/>                                 |
| Neighbours/neighbourhood issues | <input type="checkbox"/>                                 |
| Garden/communal areas           | <input type="checkbox"/>                                 |
| Other (write in)                | <input style="width: 150px; height: 20px;" type="text"/> |
| Can't remember                  | <input type="checkbox"/>                                 |

**4 When you last had contact, was getting hold of the right person ...?**

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Easy                     | Difficult                | Neither                  | Can't remember           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**5 Did you find the staff ...?**

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Helpful                  | Unhelpful                | Neither                  | Can't remember           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6 And were they ...?  one only

- Able to deal with your problem
- Unable to deal with your problem
- Neither
- Can't remember

7 Were you satisfied or dissatisfied with the final outcome?

- Satisfied  Dissatisfied  Neither  Can't remember

### REPAIRS & MAINTENANCE

*Information about repairs and maintenance helps your housing association improve the service they provide.*

1 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

- Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion/don't know

2 Have you had any repairs completed in the last 12 months?

- Yes  No  Can't remember

*Only answer Q3 if you answered "Yes" to Q2*

3 Thinking about your last completed repair, how would you rate it in terms of ...?

| Please answer <u>each</u> question  | Very good                | Fairly good              | Neither                  | Fairly poor              | Very poor                | No opinion               |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Being told when workers would call  | <input type="checkbox"/> |
| Time taken before work started      | <input type="checkbox"/> |
| Speed with which work was completed | <input type="checkbox"/> |
| Attitude of workers                 | <input type="checkbox"/> |
| Overall quality of repair work      | <input type="checkbox"/> |
| Keeping dirt and mess to a minimum  | <input type="checkbox"/> |

### COMMUNICATION & INFORMATION

*Providing the right information, and knowing how you want to receive it, is important to your housing association.*

1 Which methods do you prefer your housing association to use to inform you or consult with you about issues that may affect you?

any that apply

- Open meetings/AGM  Personal visit
- Residents' groups/forums  By email
- On-line forums  Magazine/newsletter
- By letter  Other (write in)
- Telephone call

2 How satisfied or dissatisfied are you that your views are being taken into account by your housing association?

- Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion

3 How good or poor do you feel your housing association is at keeping you informed about things that might affect you as a tenant?

- Very good  Fairly good  Neither  Fairly poor  Very poor

### MORE ABOUT COMMUNICATION

1 Please indicate which method of contact from the list below you prefer your housing association to use when contacting you. Please write the number of your preference in the boxes below:

- Letter
  - Email
  - Personal visit
  - Home telephone
  - Mobile telephone
  - Text message
  - Other (please state)
- 1<sup>st</sup> choice  2<sup>nd</sup> choice  3<sup>rd</sup> choice

2 How well would you say you speak English?

- Very well  Fairly well  Not very well  Not at all

3 Which language do you prefer to communicate in?  one only

- Albanian  Amharic
- Arabic  Bengali
- Cantonese  English
- French  Mandarin
- Somali  Tamil
- Tigrinya  Turkish
- Urdu  Vietnamese
- Other (please say)

4 How do you classify yourself? (Please note, your answer will be treated in strictest confidence.)  one only

- Migrant  Refugee  Settled  Other  Prefer not to say

### ANTI-SOCIAL BEHAVIOUR

*Gathering information about anti-social behaviour complaints will help your housing association to appropriately deal with them.*

1 Have you reported any anti-social behaviour to your housing association in the past 12 months?

- Yes  No

*If "No" please go to the next section 'Additional Services'*

2 When you last had contact, was getting hold of the right person ...?

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Easy                     | Difficult                | Neither                  | Can't remember           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

3 Did you find the staff ...?

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Helpful                  | Unhelpful                | Neither                  | Can't remember           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

4 And were they ...? ✓ one only

|                                  |                          |
|----------------------------------|--------------------------|
| Able to deal with your problem   | <input type="checkbox"/> |
| Unable to deal with your problem | <input type="checkbox"/> |
| Neither                          | <input type="checkbox"/> |
| Can't remember                   | <input type="checkbox"/> |

5 How satisfied or dissatisfied were you with the following aspects of how your report was handled?

| Please answer <u>each</u> question          | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Advice provided by staff                    | <input type="checkbox"/> |
| Being kept informed                         | <input type="checkbox"/> |
| Support provided by staff                   | <input type="checkbox"/> |
| How the report was dealt with               | <input type="checkbox"/> |
| Speed with which your report was dealt with | <input type="checkbox"/> |
| The final outcome of your report            | <input type="checkbox"/> |

### ADDITIONAL SERVICES

*Knowing what services you would like to receive will help your housing association improve the range of services it provides.*

1 Which projects would you like your housing association to develop to help improve your quality of life? ✓ any that apply

|                            |                          |
|----------------------------|--------------------------|
| Education support & grants | <input type="checkbox"/> |
| Health projects/advice     | <input type="checkbox"/> |
| Financial advice           | <input type="checkbox"/> |
| Community grants           | <input type="checkbox"/> |
| Youth activities           | <input type="checkbox"/> |

### FUTURE PLANS

*This section will help your housing association to plan for the future.*

1 How likely are you to move from your current home in the next 3 years?

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very likely              | Fairly likely            | Neither                  | Fairly unlikely          | Very unlikely            |
| <input type="checkbox"/> |

*Only answer Q2 if you are likely to move in the next 3 years*

2 Where are you most likely to move to? ✓ one only

|   |                          |  |                          |
|---|--------------------------|--|--------------------------|
| Rent from this housing association        | <input type="checkbox"/> | Rent from another housing association                    | <input type="checkbox"/> |
| Rent from council/local authority         | <input type="checkbox"/> | Rent from private landlord                               | <input type="checkbox"/> |
| Buy own property (mortgage, buy outright) | <input type="checkbox"/> | Shared ownership (i.e. part rent, part buy)              | <input type="checkbox"/> |
| Sheltered accommodation                   | <input type="checkbox"/> | Other (write in)   | <input type="checkbox"/> |
| Don't know                                | <input type="checkbox"/> | <input style="width: 150px; height: 20px;" type="text"/> |                          |

### ANY OTHER COMMENTS

1 Is there anything else you would like to say about your home and/or the services your housing association provides?

### BACKGROUND INFORMATION

*This information is optional, but by answering these questions you will help your housing association make sure that they are not discriminating against you or anyone else.*

1 Age: ✓ one only for each

|                                    | You                      | Partner/spouse           |
|------------------------------------|--------------------------|--------------------------|
| 16-24                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 25-34                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 35-44                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 45-54                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 55-59                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 60-64                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 65-74                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 75-84                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 85+                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Not applicable (no partner/spouse) |                          | <input type="checkbox"/> |

2 Gender: ✓ one only for each

|                                    | You                      | Partner/spouse           |
|------------------------------------|--------------------------|--------------------------|
| Male                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Female                             | <input type="checkbox"/> | <input type="checkbox"/> |
| Not applicable (no partner/spouse) |                          | <input type="checkbox"/> |

3 How would you describe your sexual orientation?

|              |                          |                   |                          |
|--------------|--------------------------|-------------------|--------------------------|
| Heterosexual | <input type="checkbox"/> | Gay man           | <input type="checkbox"/> |
| Gay woman    | <input type="checkbox"/> | Bisexual          | <input type="checkbox"/> |
| Other        | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |

**4 What is your religion?  one only**

- |                                   |  |
|-----------------------------------|--|
| None <input type="checkbox"/>     | Christian (All denominations) <input type="checkbox"/> |
| Buddhist <input type="checkbox"/> | Hindu <input type="checkbox"/>                         |
| Jewish <input type="checkbox"/>   | Muslim <input type="checkbox"/>                        |
| Sikh <input type="checkbox"/>     | Any other religion <input type="checkbox"/>            |
|                                   | Prefer not to say <input type="checkbox"/>             |

**5 Work status:  one only for each**

- |   | <b>You</b>               | <b>Partner/spouse</b>    |
|---|--------------------------|--------------------------|
| Employee in full-time job (30 hours or more per week)   | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee in part-time job (less than 30 hours per week) | <input type="checkbox"/> | <input type="checkbox"/> |
| Self employed - full or part-time                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Government supported training                           | <input type="checkbox"/> | <input type="checkbox"/> |
| Unemployed and available for work                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Wholly retired from work                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Full-time education at school, college or university    | <input type="checkbox"/> | <input type="checkbox"/> |
| Looking after family/home                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Permanently sick/disabled                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Doing something else                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Not applicable (no partner/spouse)                      |                          | <input type="checkbox"/> |

**6 What kinds of income do you (and your partner) receive?  any that apply**

- |  |  |
|--|--|
| Earnings from employment or self-employment <input type="checkbox"/> | Tax credits <input type="checkbox"/>   |
| Pension from a former employer <input type="checkbox"/>              | Interest from savings, etc. <input type="checkbox"/>                                 |
| State pension <input type="checkbox"/>                               | Other kinds of regular allowance from outside the household <input type="checkbox"/> |
| Child benefit <input type="checkbox"/>                               |  |
| Income support <input type="checkbox"/>                              | Other sources e.g. rent <input type="checkbox"/>                                     |
| Other state benefits <input type="checkbox"/>                        | No source of income <input type="checkbox"/>   |

**7 Does your household currently receive housing benefit (either paid to you, or directly to your housing association)?**

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't know <input type="checkbox"/> |
|------------------------------|-----------------------------|-------------------------------------|

**8 Which group represents your (and your partner's) total net income from all these sources after deductions for income tax and national insurance? If unsure, please estimate.**

- | <b>WEEKLY</b>  | <b>or</b> | <b>ANNUAL</b>    | <input checked="" type="checkbox"/> <u>one only</u> |
|----------------|-----------|------------------|---|
| Up to £99      |           | Less than £5,199 | <input type="checkbox"/>                            |
| £100-£199      |           | £5,200-£10,399   | <input type="checkbox"/>                            |
| £200-£299      |           | £10,400-£15,559  | <input type="checkbox"/>                            |
| £300-£399      |           | £15,600-£20,799  | <input type="checkbox"/>                            |
| £400-£499      |           | £20,800-£25,999  | <input type="checkbox"/>                            |
| £500-£599      |           | £26,000-£31,199  | <input type="checkbox"/>                            |
| £600-£699      |           | £31,200-£36,399  | <input type="checkbox"/>                            |
| £700-£999      |           | £36,400-£51,999  | <input type="checkbox"/>                            |
| £1,000 or more |           | £52,000 or more  | <input type="checkbox"/>                            |

**DISABILITY MONITORING**

*This section will help your housing association to improve the services it offers disabled tenants. The definition of disability according to the Disability Discrimination Act 1995 is: "A physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities". (Long-term is taken to mean longer than 12 months). This definition also includes long-term illnesses such as cancer, HIV or mental health problems.*

**1 Do you consider yourself to have a disability as described by the Disability Discrimination Act definition?**

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't know <input type="checkbox"/> |
|------------------------------|-----------------------------|-------------------------------------|

**2 Are you registered for Disability Living Allowance?**

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't know <input type="checkbox"/> |
|------------------------------|-----------------------------|-------------------------------------|

**3 Have you any of the following ...?  any that apply**

- Hearing impairment (deaf or hard of hearing)
- Vision impairment (blind or partially sighted)
- Difficulty getting around
- Speech impairment
- Mental illness
- Learning difficulties
- Physical co-ordination problems
- Reduced physical capacity - unable to lift/carry everyday objects
- Long-term illness (e.g. cancer, HIV, multiple sclerosis)
- Other (please say)

*Your housing association would like to use the information you have provided in order to update its records and improve its services to you. The information held will be kept in accordance with the Data Protection Act 1998.*

**Do you give permission for Kwest to pass your contact details to your housing association along with your answers to the following sections of the questionnaire: 'Information About Your Household', 'Communication & Information', 'More About Communication', 'Additional Services', 'Future Plans', 'Background Information' and 'Disability Monitoring'?**

- |                              |                             |
|------------------------------|-----------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|------------------------------|-----------------------------|

### IN YOUR OWN WORDS

Please use the space below to tell us, in your own words, what it is like to be a tenant with your housing association. These comments will be used to support the survey findings. However, all comments will remain confidential and therefore Odu Dua Association will be unable to act upon individual requests.

### REPAIRS AND MAINTENANCE

1. Please say what you think about the repairs service and describe any examples of good or bad repairs you have received. ]

[

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### YOUR NEIGHBOURHOOD

2. Please say what you think about your neighbourhood and how you feel it could be improved. ]

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### SERVICE FROM STAFF

3. Please describe any examples of very good or very bad service from a member of your housing association's staff.

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### COMMUNICATION & CONSULTATION

4. Please say what you think about communication and consultation with your housing association, and how you feel it could be improved.

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THANK YOU FOR YOUR HELP. PLEASE RETURN YOUR QUESTIONNAIRE IN THE REPLY-PAID ENVELOPE PROVIDED.

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**APPENDIX B**

**A RECENT KWEST CLIENT LIST**



## RECENT KWEST CLIENT LIST

- Accent Group
- Acton Housing Association
- Airways Housing Group
- Anchor Housing Association
- Arawak Housing Association
- Ashton Pioneer Homes
- Asra Housing Association
- B&N Group
- Beth Johnson Group
- Blackpool Borough Council
- Bradford & Northern Housing Association
- Braintree District Council
- Bristol Churches Housing Association
- Broomleigh Housing Association
- Brunel Housing Association
- Bury Metro Housing Services
- Bury Metropolitan Borough Council
- Caldmore Area Housing Association
- Cannock Chase Council
- Carmarthenshire County Council
- Carr-Gomm Society
- CC Housing Trust - Guinness Trust
- Central Methodist Housing Association
- Chantry Housing Association
- Chester & District Housing Trust
- Chichester Diocesan Housing Association
- Chichester District Community Housing
- Circle 33 Housing Association
- City West Homes
- Cloverhall Co-Operative
- Coastal Counties Housing Association
- Cobalt Housing
- Collingwood Housing Association
- Crewe & Nantwich Borough Council
- Croydon Churches Housing Association
- Crystal Palace Housing Association
- Dartford Borough Council
- Dawson Heights Tenants Group
- De Montford Housing Society
- Derby County Council
- Derby Homes
- Doncaster Metropolitan Borough Council
- East Hampshire Housing Association
- East Ridings Council
- East Thames Housing Group
- Eastlands Homes
- Edinvar Housing Association
- Eildon Housing Association
- English Churches Housing Group
- Enham Trust
- Family Housing Association
- First Choice Homes Oldham
- Genesis Housing Group
- Gravesend Churches Housing Association
- Guardian Housing Association
- Guildford Borough Council
- Habinteg Housing Association
- Hafod Housing Association
- Hallam Housing Society
- Hanover Housing Association
- Harden Housing Association
- Harding Housing Association
- Hart Housing Association
- Hastoe Housing Association
- Hermitage Housing Association
- Hexagon Housing Association
- High Peak Borough Council
- High Peak Community Housing
- Hillingdon Homes
- Holly Street Partnership
- Homes For Islington
- Hornby Homes Housing Association
- Hounslow Homes
- Housing Services Agency
- Hulme 3 Design Group
- Hyde Housing Association
- Hyndburn Borough Council
- Inquilab Housing Association
- Irwell Valley Housing Association
- Islington Council Housing Services
- James Butcher Housing Association
- Jephson Homes Housing Association
- Johnnie Johnson Housing Trust
- Keniston Housing Association
- Kensington & Chelsea TMO
- Kingfisher Housing Association
- Knightstone Housing Association
- Knowsley Housing Trust
- Kush Housing Association
- Lambeth Housing Services
- Leeds Federated Housing Association
- Liver Housing Association
- Liverpool Housing Trust
- London Borough Of Brent
- London Borough Of Camden
- London Borough Of Enfield
- London Borough Of Hillingdon
- London Borough Of Hounslow
- London Borough Of Islington
- London Borough Of Lambeth
- London Borough Of Newham
- London Borough Of Redbridge

- London Borough Of Southwark
- London Borough of Tower Hamlets
- London Borough Of Waltham Forest
- London Borough Of Westminster
- Macclesfield Borough Council
- Maidstone Borough Council
- Maidstone Housing Trust
- Manchester & District Housing Group
- Manchester City Council
- Manchester Methodist Housing Group
- Maritime Housing Association
- Martlet Housing Association
- Merthyr Tydfil Housing Association
- Merton Housing Services
- Metropolitan Home Ownership
- Moat Housing Society
- Mosscafe Housing
- Muir Group Housing Association
- Network Housing
- New Downland Housing Association
- New East Manchester
- Newcastle-Under-Lyme Borough Council
- North British Housing
- North Cheshire Housing Association
- North Wiltshire Housing Association
- Northern Counties Housing Association
- Norwich City Council
- Notting Hill Home Ownership
- Nottingham City Homes
- Nuneaton & Bedworth Borough Council
- Oakfern Housing
- Octavia Hill Housing Trust
- Oldham Metropolitan Borough Council
- Oldham & Rochdale Housing Market Renewal Pathfinder
- Orbit Housing Association
- Pavilion Housing Association
- Peabody Housing Association
- Peerless Housing Group
- Pennine Housing 2000
- Places For People Group
- Plymouth City Council
- Port Of Leith Housing Association
- Portico Housing Association
- Portsmouth City Council
- Presentation Housing Association
- Redcar & Cleveland Council
- Reigate & Banstead Borough Council
- Retirement Lease Housing Association
- Richmond Housing Partnership
- Richmond Upon Thames Churches Housing Trust
- Rivers Housing Association
- Rochdale Boroughwide Housing
- Rosebery Housing Association
- Royal Borough Of Kensington & Chelsea
- Rugby Borough Council
- Sadeh Lok Housing Association
- Salford City Council
- Salford Community Housing Association
- Samuel Lewis Housing Trust
- School For Advanced Urban Study
- Selhal (Manchester Methodists Housing Group)
- Sir Oswald Stoll Foundation
- Slough Borough Council
- Solon South West Housing Association
- Somer Community Housing Trust
- South London Family Housing Association
- South Oxfordshire Housing Association
- South Staffordshire Housing Association
- Southern Housing Group
- Sovereign Housing Association
- Sp@ce
- St George's Housing Association
- St Helens Housing Association
- St Vincent's Housing Association
- Stadium Housing Association
- Staffordshire Housing Association
- Staffordshire Moorlands District Council
- Stockport Metropolitan Borough Council
- Surrey Heath Housing Association
- Swaythling Housing Society
- Tameside Metropolitan Borough Council
- Templar Housing Association
- Thames Housing Association
- The ABC Partnership
- The Guinness Trust
- The New Deal For Communities Partnership
- The Ridings Housing Association
- Threshold Tenant Trust
- Torfaen County Borough Council
- Touchstone Housing Association
- Trafford Metropolitan Borough Council
- Tung Sing Housing Association
- Two Castles Housing Association
- Ujima Housing Association
- United Welsh Housing Association
- Unity Housing Association
- Valley Residents' Association

- Victoria Park Housing Association
- Warden Housing Association
- Warrington Borough Council
- Wealden District Council
- West Mercia Housing Group
- West Yorkshire Housing Association
- Westlea Housing Association
- Weston Homes
- Wigan Metropolitan Borough Council

- William Sutton Housing Trust
- Willow Park Housing Trust
- Winchester Housing Association
- Wolds Housing Association
- Wolverhampton Homes
- Womens Trust Housing
- Wrekin District Council
- Wulvern Housing



**APPENDIX C**

**KWEST'S PERFORMANCE**

**BENCHMARKS**



# KWEST'S PERFORMANCE BENCHMARKS

## READING KWEST PERFORMANCE BENCHMARKS

The colours give you different information about your organisation. We have used four colours to convey the following information.

### Colours For Rating Questions

-  Green shows the performance of your organisation is strong in this area.
-  Amber indicates that performance falls within the central range when compared to other organisations.
-  Red shows that the performance of your organisation is weak in this area.

The number in the circle indicates the decile in which your organisation falls. For example, if you are in the first decile, this means that you are in the top 10% of organisations surveyed by Kwest, or, if you are in the tenth decile you are in the bottom 10%.

### Colour For Factual Questions

-  Blue is used for factual questions, which are not indicative of either a strong or weak performance. In some graphs, blue is used for the "Neither" option, as this answer also does not indicate a weak or strong performance

Factual questions are benchmarked using 1,2,3,4,5,6,7,8,9,10. A benchmark score of 10 shows that, compared to other organisations, a much higher proportion of respondents gave this reply.





## **Kwest Research**

Suite 5, Egerton House  
The Towers Business Park  
865 Wilmslow Road  
Didsbury  
Manchester  
M20 2DX

Tel: 0161 448 1388  
Fax: 0161 445 3551  
email: [sales@kwest.info](mailto:sales@kwest.info)