



feedback

Feedback - The tenant satisfaction survey service for
social landlords

Innisfree Housing Association
Survey Report

April 2007

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Forward

Numbers and statistics fascinate me but they are not what a survey is all about. The key outcome of the survey is that it enables both staff and board members to understand your views. Listening to our tenants is very important to Innisfree because it is crucial to us in improving our services to you.

We are encouraged by many of the findings from our recent tenants' survey, not least because there are clear indications of improvement since the last survey. Such surveys are meaningless unless we act upon the findings and take seriously any issues raised. The response rate to the latest survey was very high for a postal survey (49% of tenants responded). We are delighted that so many people took the trouble to reply and would like to thank those of you who did and to invite those who didn't respond to do so next time. Thanks also for the honesty that you have shown in your responses.

The survey indicates that tenants, generally, are very satisfied with their accommodation, with the condition of the property, helpfulness of staff, overall repairs service and individual aspects of the repair work and being kept informed. Over three quarter of our tenants think it is important that we are an Irish association. We also fare well by comparison to similar social landlords and within the sector as a whole. The results are deemed to be impressive given that we have a young tenant population and operate in areas of high levels of deprivation. We have done a lot of work in the last couple of years to engage more proactively with tenants' groups and individual tenants and I would like to think that some of the survey results reflect this work.

However, there are always areas for improvement. Some tenants have not always found it easy to contact us; some people are not completely satisfied with the attitude of our contractors. Worryingly, some people have experienced racist and/or anti-Irish harassment close to home. We will be following up on these and other issues over the coming months and we will listen and learn from what tenants tell us.

Innisfree would not exist without its tenants and so our primary aim must be to improve all areas of tenant satisfaction within our control. We won't shirk from the challenges and will aim to do even better next time.

Redmond Lee
Chair



Executive Summary

1. Context

In 2006 Innisfree Housing Association (Innisfree HA) commissioned the National Housing Federation's Feedback service to carry out a STATUS survey based on a census of tenants. The survey was similar to a previous STATUS survey undertaken in 2003.

Postal surveys are an important way of gauging how satisfied tenants are with service delivery. They provide a snapshot of tenant views at a particular time. The advantage of using the standard questionnaire used by the Feedback service is that the survey can be repeated and results compared over a period of time. Tenant satisfaction at Innisfree HA can also be compared with satisfaction levels at other landlords that have used the STATUS survey.

2. Overall Results

Innisfree HA's tenants are pleased with their homes and the services provided by their landlord. 49% of tenants responded to the survey, which is good for a postal survey. The high levels of tenant satisfaction are demonstrated in the following key findings:

- § 89% of tenants feel that Innisfree HA keeps them well informed.
- § Over 87% of tenants who had a repair completed in the last 12 months rated all aspects of the actual work as "good" or "very good".
- § 86% of tenants find staff helpful.
- § 83% of tenants are satisfied with their accommodation.
- § 82% of tenants are satisfied with the overall condition of their homes.
- § 81% of tenants are satisfied with the overall repairs and maintenance service.
- § 78% of tenants are satisfied with their landlord overall.
- § 78% of tenants feel they obtain good value for money from their rent.
- § 76% of tenants think that their landlord takes account of their views.
- § 70% of tenants are happy with the neighbourhood in which they live.

3. Tenant Profile

Key findings:-

- § A fifth of tenants are new tenants, who have not been with Innisfree HA for any length of time - 4% joined in the last 12 months and a further 15% have been tenants for between 1 and 2 years. Nearly half of the tenants have been with the Association for between 3 and 10 years (47%). A third of tenants are long-standing tenants (34%),



having been with Innisfree HA for over 11 years.

- § Half of Innisfree HA households are made up of adult households - people aged under 60 and living in a household without children (49%). Families are found in just over a third of the homes (35%), while a small percentage of households are made up of older tenants (14% over the age of 60).
- § 47% of households have at least one member who has a long-term illness, health problem or disability. Of those tenants who have a disability 78% said that their disability limited their daily activity. 2% of households have at least one member who uses a wheelchair.
- § Three quarters of Innisfree HA's tenants described themselves as "White Irish" tenants (76%), while a further fifth were either "White British" (18%) or "White Other" (1.8%). According to the Housing Corporation's definition, which includes White Irish and White Other tenants, 81% of households are Black and Minority Ethnic (BME) households. 1.2% of tenants refused to answer the question.
- § Over a quarter of principal tenants are in employment (16% in full-time employment, 10% in part-time employment and 3% self-employed). More partners or spouses are working (46%). Unemployment is running at 12% for principal tenants and 14% for partners. 43% of principal tenants are outside employment (26% permanently sick or disabled and 17% at home looking after family). 12% of principal tenants are retired, as are 7% of partners
- § Over half of the households have incomes between £60 and £159 per week (59%); while a quarter have incomes between £159 and £299 per week (25%). Only 11% of households have incomes over £300 per week, 5% are between £400 and £499 per week and 2% over £500 per week.

4. Issues which impact on satisfaction levels

Although the results of the survey represent tenants' views, it is important to recognise that views on quality of service delivery are affected significantly by the profile of the tenant group and by problems in the areas where tenants live. For example, an Association with a large proportion of older tenants will always get significantly higher satisfaction levels than an Association with a high proportion of families and single person households. Tenants living in rural communities will always have higher satisfaction levels than tenants in inner city areas, and inner city tenants often have significantly lower levels of satisfaction than the average national figures. It is also recognised that landlords working in relatively deprived areas (as measured by the Index of Multiple Deprivation 2004) tend to receive lower ratings from tenants than those who cover less deprived areas. As just 14% of Innisfree HA's tenants are older tenants and 53% of the Innisfree HA tenants live in the worst quartile of wards (a further 44% live in the second quartile of deprived wards) based on the Index of Multiple Derivation, tenant demographics and environment are likely to have a significant



influence on satisfaction levels.

Area differences

Generally satisfaction did not vary greatly between the two subgroups chosen in the survey (Brent and Other Areas). Tenants in both areas awarded similar ratings for overall services, value for money, helpfulness of staff, ability of staff to solve problems, satisfaction with the final outcome of contact, overall repairs service, keeping tenants informed and opportunities for involvement.

However there were noticeable differences elsewhere. More tenants in Brent were satisfied with their accommodation (5% higher), condition of the property (7% higher), the neighbourhood (8% higher) and the attitude of the repairs workers (6% higher). More Brent tenants also thought that account was taken of their views (5% higher). Tenants in the Other Areas however found it noticeably easier to get hold of staff compared with those in Brent (11% higher).

5. Comparison with previous survey

Over the past three years there have been some significant changes in tenant ratings of the overall services provided to Innisfree HA tenants. Encouragingly, satisfaction with some aspects of the service are higher than in 2003 - there has been a noticeable increase in satisfaction with some aspects of customer contact (ability of staff to solve problems (4% higher) and satisfaction with final outcome (5% higher)) and the repairs service (information given out (3% higher) and overall quality of the work (5% higher)). Satisfaction with the account taken of tenants views is higher (3%) and the neighbourhood is slightly more popular (4% higher).

In 2006 satisfaction with many key ratings are at similar high levels to 2003 – in particular for landlord overall, value for money, condition of the property and the overall repairs and maintenance service. Satisfaction has fallen slightly in some areas and the concern for Innisfree HA would be if these were to develop into a trend. Only three areas of decline were found in the survey – satisfaction with the accommodation (4% lower), ease of contacting staff (4% lower) and the attitude of repair workers (3% lower).

Having an Irish landlord

While in 2006 a similar percentage of tenants felt that is important to be a tenant of an Irish Housing Association (71%) compared with three years ago (72%), far more tenants now think that it is very important (57%) compared with three years ago (50%).

Developing new homes

The latest survey found slightly more tenant who thought the Association should continue to develop new housing for rent (86% compared to 84% in 2003).

Racial harassment

49 tenants said that they had experienced anti-Irish or any other racial harassment recently



or in the past compared to 41 in 2003. While a similar percentage of tenants said that they had experienced harassment in their current home (39% - 41%), the percentage of tenants who experienced harassment in their local area has fallen considerably (27% compared with 46% three years ago). Disappointingly though, more tenants are now experiencing harassment in a completely different place (52% compared to 39% in 2003).

6. Comparison with other landlords

The results of key satisfaction questions in the Innisfree HA survey have been compared with those of eight other housing associations who have undertaken the STATUS survey in the last three years. The landlords in the comparative group were selected to match Innisfree HA as closely as possible – all small, black and minority ethnic housing associations operating in London.

When the results of the survey were compared with the other landlords that have used STATUS, Innisfree HA performed well with virtually all of the ratings higher than average in the group. Overall, the average ratings of landlords in the chosen comparative group were lower than the average found in the National Housing Federation's database of landlords who have used the STATUS survey.

- § Innisfree HA's performance was above average (5% to 18% higher) for satisfaction with the landlord overall, value for money, accommodation, condition of the property, ease of contacting the right person, helpfulness of staff, ability of staff to deal with problems, satisfaction after contacting their landlord, repairs and maintenance overall, information given about repair, time taken before the repair work started, speed of the repair contractors, quality of the repair, attitude shown by the repair contractors, ability of the repair contractors to minimise dirt and mess, keeping tenants informed, account taken of tenants' views and the opportunities for involvement.
- § No area of Innisfree HA's performance was average.
- § Innisfree HA's performance was below average (3% lower) for satisfaction with the neighbourhood.

7. Conclusion and recommendations

The results from the survey demonstrate convincingly that Innisfree HA's tenants believe that the Association is providing a good housing service. Tenants are particularly satisfied with their accommodation, condition of the property, helpfulness of staff, overall repairs service and individual aspects of the repair work and being kept informed. Generally, satisfaction remains just as high, or slightly higher, than in 2003. Innisfree HA tenants are more likely to be satisfied with the services they receive from their landlord compared with tenants at other similar social landlords, in fact some ratings were amongst the top three ratings in the peer group. The results are even more impressive taking into account that



the Association has a young tenant population and operates in areas of high levels of deprivation. The majority of tenants think that it is important that their landlord is an Irish Housing Association.

It is clear that the majority of tenants are satisfied with their landlord and the overall services. There are still some areas and opportunities where performance and service delivery can be improved further and Innisfree HA should use the results of the survey to refine service enhancements further and promote the Association.

Ø Customer contact

Innisfree HA operates a good customer service. Tenants are generally pleased with the services that they receive and the Association is in contact with a very high percentage of its tenants each year (92%). The majority of tenants did not have any problems contacting staff (76% easy), they found staff helpful (86%), and able to solve their problems (78%), and were on the whole satisfied with the final outcome of contact (72%). Encouragingly tenants who had contacted their landlord in the twelve months prior to the latest survey found staff more able to deal with their problems and were more satisfied with the final outcome (4% to 5% higher than the levels found in the previous survey).

Not all tenants found it easy to contact the right member of staff (18% difficult) and those in Brent found it harder than tenants in the Other Areas. The percentage has also fallen since the last survey (4% lower). Just under a fifth of tenants were left dissatisfied with the outcome of contact (17%); and while tenant expectations of what a landlord can achieve can be unrealistic, it is important that tenants are given full and accurate information and guidance depending on the nature of their query.

It is possible to argue that satisfaction with the final outcome of contact (72%) should be even higher given the other ratings (76% - 86%) and perhaps the Association should consider promoting the high levels of satisfaction with customer service standards.

The survey found that the Association has a high level of contact with tenants, and the level has increased since the previous survey (6% higher). This must require additional resources from the Association and the reason for the increase is unknown. Innisfree HA is currently developing its online services for tenants, which will be of use to those tenants with Internet and email; however the survey found that only a third of tenants will be able to access the website. It is recommended that the Association continues to improve its customer service using the survey findings.

Ø Repairs and maintenance service

Overall, 81% of tenants are satisfied with the repairs and maintenance service and 13% are dissatisfied. The rating is lower than the pre-commencement work (information given (88%) and time taken before the work started (84%)) and especially the actual repair work (89% - 93%). Satisfaction with some aspects of the repair work has increased in the last three years and some of the ratings were amongst the highest in the peer group. It is disappointing that the rating for the overall repairs service does not reflect the ratings for the actual work and



Innisfree HA should consider promoting the survey results to help raise tenant opinions of the overall service.

Ø Neighbourhood

Satisfaction with the neighbourhood (70%) has increased slightly since 2003 (4% higher); and tenants reported noticeably fewer local problems. Despite this, 17% of tenants are dissatisfied with their neighbourhood; the levels of some local problems reported are still high and much higher than the average for other landlords. Clearly any work carried out by Innisfree HA on improving local communities and neighbourhoods is having a significant impact and the results are encouraging, however this is an important issue affecting tenants in their everyday lives; 14% of tenants said that they would like to discuss their neighbourhood with Innisfree HA. 49 tenants said that they had experienced anti-Irish or any other racial harassment recently or in the past (29% of respondents). Of those tenants 39% said they had experienced it in their current home, 27% in their local area and 53% in a completely different place.

Ø Reviewing services

Around half of the tenants thought that the long-term maintenance of properties (52%) and cleaning (46%) needed reviewing, while around a quarter of tenants wanted to see problems with neighbours, day to day maintenance, lettings and transfers and dealing with complaints reviewed (22% - 28%). Far fewer tenants thought that customer service, gardening, consulting tenants and tenant involvement needs reviewing (11% - 16%). Encouragingly, 31 tenants said they would like to help in specific service reviews in the future and their names and addresses (with their permission) have been given to Innisfree HA.

Ø Different management areas

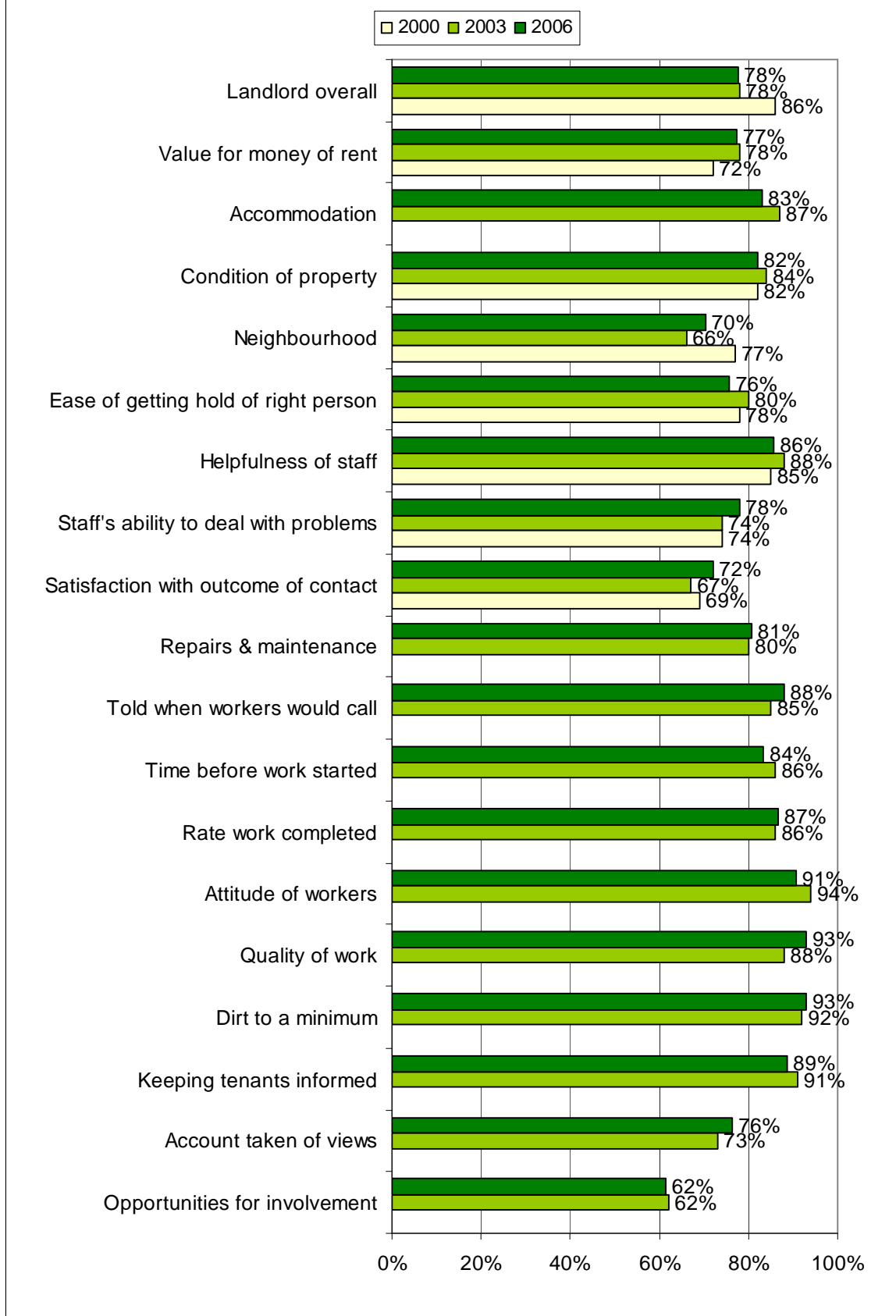
The survey found that satisfaction with service delivery varied between tenants in Brent and Other Areas. More tenants in Brent are satisfied with their accommodation, condition of the property, neighbourhood, attitude of the repairs workers and account taken of views (5% to 8% higher). However more tenants in the Other Areas found it easy to get hold of staff (11% higher). Tenant demographics could be influencing the findings; however they should be taken into consideration during service reviews.

Ø Different client groups

Due to the small number of tenants at Innisfree HA it has not been able to carry out a full investigation into the differences in satisfaction levels found amongst different tenants; however there is a significant difference in satisfaction levels between White Irish and White British tenants.

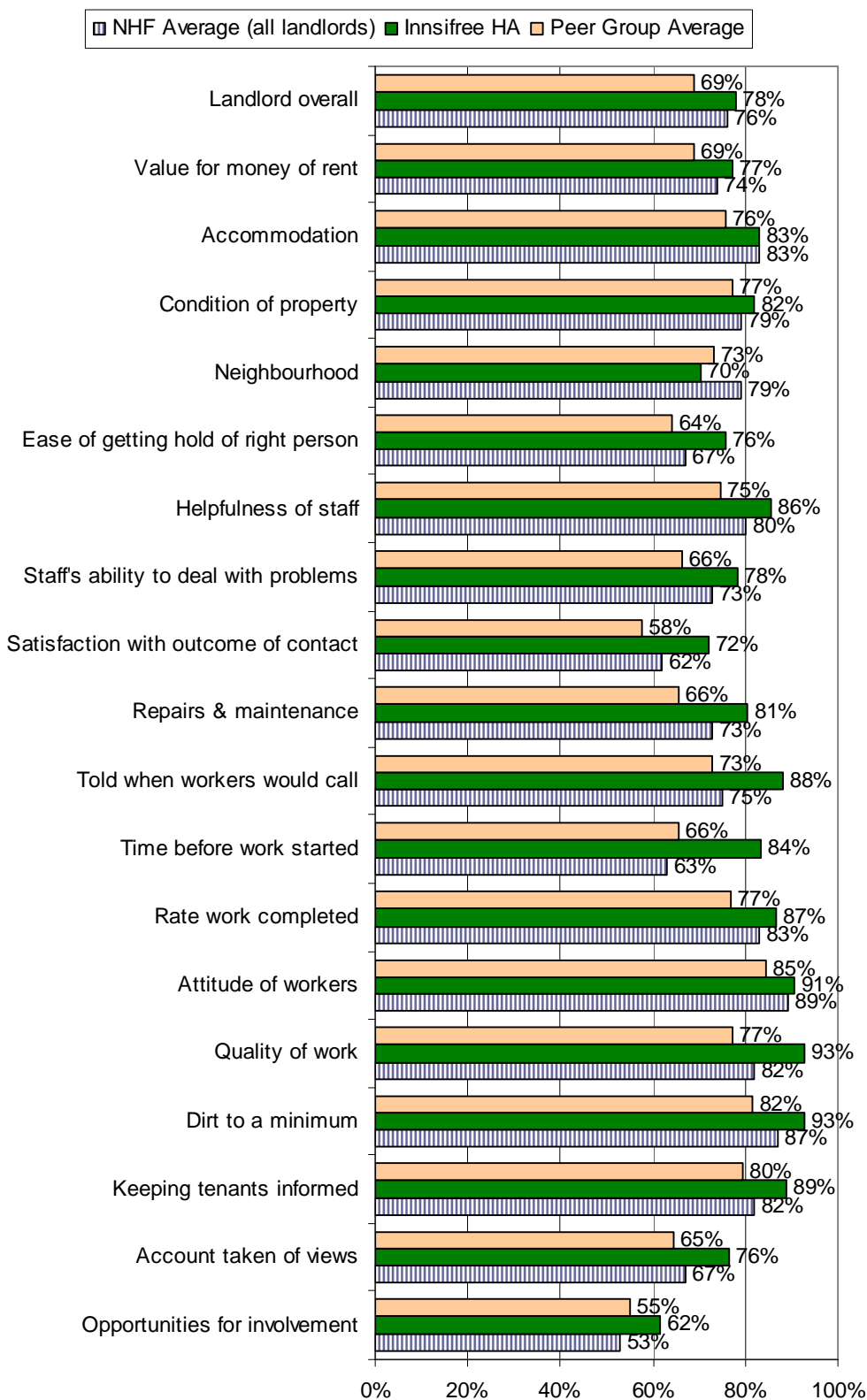


Executive Summary Chart 1 - Innisfree HA 2000, 2003 and 2005
Standard satisfaction questions - percentage of tenants saying they were satisfied/good





Executive Summary Chart 2 - Comparison with other landlords - Standard satisfaction questions - percentage of tenants saying they were satisfied/good







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1. BACKGROUND INFORMATION

1.1 STATUS

STATUS is a standardised tenants' satisfaction survey developed by the National Housing Federation funded by an Innovation and Good Practice Grant from the Housing Corporation.

The STATUS questionnaire is endorsed by the Communities and Local Government department (CLG) and the Housing Corporation. The questionnaire has been evaluated and piloted by the Audit Commission, and the Housing Inspectorate uses STATUS as part of its review of landlords. The STATUS questionnaire collects information used for two of the Housing Corporation and the CLG's Best Value Performance Indicators.

The STATUS questionnaire was designed to be used by social landlords to survey tenants in general needs and sheltered housing. It is designed to be a baseline survey, which can be repeated after a number of years, and allows for the comparison of data between different social landlords, as an integral part of the Best Value regime.

1.2 Innisfree HA

Innisfree HA was formed in 1985 and now owns over 300 properties in North and West London. The Association began as an Irish housing association but now accepts members from wider black and ethnic minority groups.

1.3 Aims of the survey

The aim of the survey was to generate a benchmark on tenant satisfaction, which would allow Innisfree HA to:

- § Update the demographic and socio-economic profile of Innisfree HA's tenants collected by the previous surveys.
- § Provide an up to date picture of the satisfaction levels of tenants with their homes and with the services the Association provides.
- § Compare the performance of the Association as a landlord with the performance recorded by the previous surveys.
- § Compare the performance of the Association with other social landlords who have used STATUS.
- § Inform decisions regarding service reviews.
- § Collect information on two of the Housing Corporation's Performance Indicator questions, using the prescribed methodology.
- § Ascertain tenants' views concerning a number of issues relating to the value of being an Irish housing association, and ascertain tenant's views on development, improving communications and the need for reviewing services.



The Federation's Feedback service was chosen as it provides a standardised survey form, which is used by a number of housing associations and local authorities, providing the opportunity for benchmarking. The survey results can also be compared with a previous STATUS survey (2003) – which was successfully carried out by the Federation.

1.4 Survey methodology

1.4.1 Planning the survey

Innisfree HA contacted the Federation's Feedback Service about carrying out another survey early in 2006. A project brief was submitted to the Association in June 2006 and the National Housing Federation was commissioned to carry out the work.

1.4.2 The questionnaire

The survey used the STATUS questionnaire (see Appendix 9.1) and the questionnaire comprised of 49 questions in the following categories:

- § Information about the household (Q1-Q10)
- § Information about housing and neighbourhood (Q11-Q20)
- § Contact with landlord (Q21-Q27)
- § Repairs (Q28-Q31)
- § Communication and participation (Q32-Q33)
- § Improving services (Q37-Q39)
- § Additional comments (Q40)
- § Background information (Q41-Q49)

1.4.3 Property information

Innisfree HA supplied the Federation with background information on Innisfree HA's stock drawn from the Association's database. This information included information on property type, area, rent and service charges.

1.4.4 Census and subgroups

Planning for the survey took place between June and September 2006. In October 2006, Innisfree HA had 345 tenants who fell within the groups appropriate for the STATUS survey. Tenants were split into two subgroups (Brent and Other areas).

1.4.5 The survey process

The survey was planned to take place during a six-week period. Three individual mailings took place. Feedback carried out the administration of the first mailout which was sent on 17th October 2006. This consisted of a copy of the questionnaire, a covering letter written by Feedback (Appendix 9.2)



and a reply-paid envelope. All questionnaires were returned to Feedback.

After two weeks, Feedback sent any tenant who had not responded a reminder postcard asking them to complete the questionnaire. Feedback sent a second covering letter, questionnaire and reply-paid envelope to tenants who had still not returned the questionnaire after a further two weeks. The survey period was closed in the New Year when the final questionnaires were sent for data entry.

1.4.6 Use of incentives and response rates

Incentives were used to boost the response rate. Questionnaires were drawn at random from those returned and three lucky winners won cash prizes of £50, £30 and £20. Feedback randomly selected the winners. The overall response rate for tenants was 49%, with 168 of the 345 questionnaires being returned; this was slightly lower than the previous survey (56%).

Figure 1.1 Survey period		
	Number of questionnaires returned	Response rate
After first mailout	82	23%
After reminder postcard	108	31%
Close of survey	168	49%

1.4.7 Sampling, response rate and statistical reliability

For the overall results, Feedback aims at +/-4% accuracy at the 95% confidence level. This means that, for example, if 35% of tenants answered, "Yes" to a particular question, there are 95 chances out of 100 that the correct figure for all tenants will be between 31% and 39%. For the results when the tenant data is analysed at group level, 168 responses were achieved. This response was high enough to conclude that any figures quoted at group level are accurate within +/-5.5% accuracy for tenants.

The results for small subgroups need to be reliable and within the +/-10% sampling error interval. With the good response rates, both subgroups fall within this criterion. The response rates and the sampling errors for both subgroups are given in the table below.

Figure 1.2 Response rates of subgroups					
Sub groups	Total No. of tenants	No. Surveyed	No. of responses	% Response	Confidence interval
Brent	198	198	95	48%	+/-7.3%
Other areas	147	147	73	50%	+/-8.2%
Total	345	345	168	49%	+/-5.5%



1.4.8 Weighting and representativeness

The raw data is normally weighted to take into account any differences between the responses and the total tenant population. The number of bedrooms was used to check the similarity between the returned questionnaires and the property stock for each subgroup (that is the “representativeness” of the response). As the survey was a census the data was checked for representativeness and was subsequently not weighted. A full breakdown can be found in the appendix to the data tables.

No. of Bedrooms	Bedsit		1 Bed		2 Bed		3 Bed		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Total Stock	26	8%	119	34%	106	31%	94	27%	345	100%
Returned questionnaires	14	8%	60	36%	42	27%	49	29%	168	100%

1.5 Guide to the survey reports

This report forms part of a series of reports based on the survey of Innisfree HA tenants. This report is the survey report, and is based on the data found in the other reports.

- § Survey report (written report)
- § Part 1: Standard analysis of responses (data tables)
- § Part 2: Individual comments (text comments)
- § Part 3: Analysis of responses by management subgroups (data tables)
- § Part 3: a – b etc.: Response for management subgroups (data tables)
- § Part 4: Comparative Data Analysis (data tables)
- § Part 5: Response by ethnicity (data tables)

Please note that throughout this report some data tables and results displayed may not add up to 100%; this is the result of rounding up or down. This can also happen when two percentages are added together; the percentages in the text can differ from the percentages in the charts by 1%.



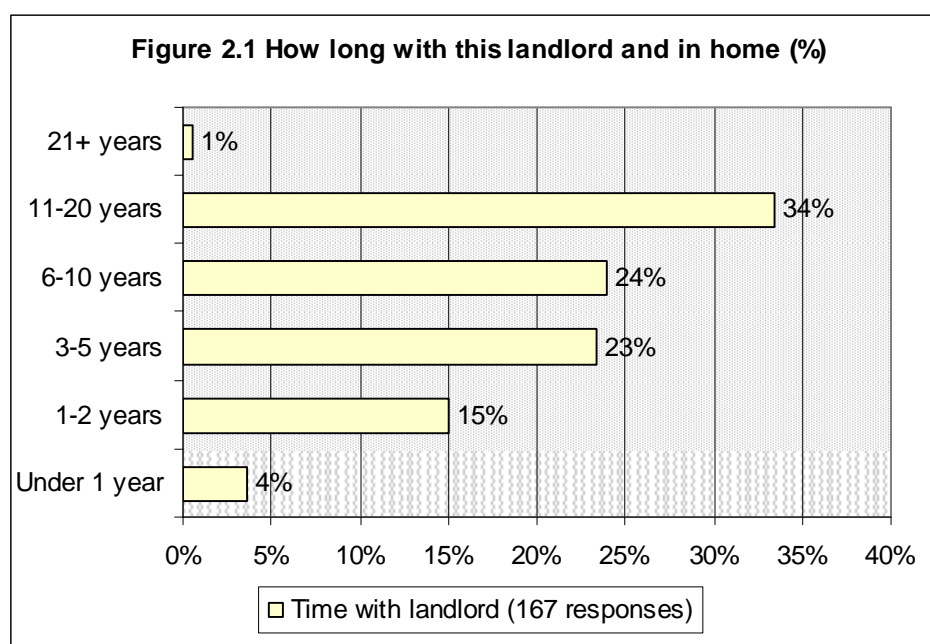
2. INNISFREE HA TENANTS

The following analysis of results can be taken to represent the views of all Innisfree HA tenants including sheltered tenants and is accurate to within a margin of +/-5.5%.

2.1 Length of tenancy

A fifth of tenants are new tenants, who have not been with Innisfree HA for any length of time; 4% joined in the last 12 months and a further 15% have been tenants for between 1 and 2 years. Nearly half of the tenants have been with the Association for between 3 and 10 years (47%). While a third of Innisfree HA are long-standing tenants (34%), having been with Innisfree HA for over 11 years.

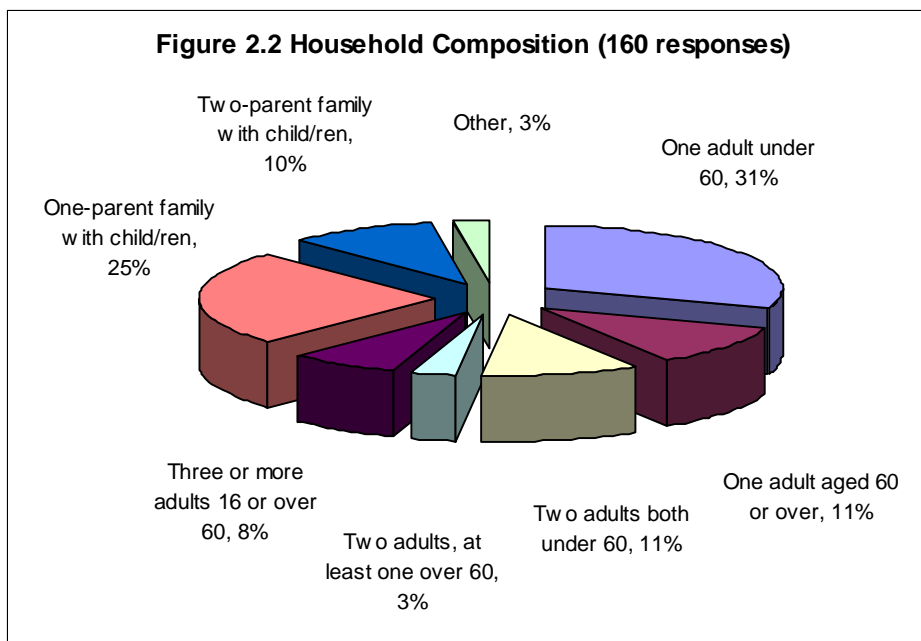
A fifth of tenants (19%) have been with Innisfree HA for less than two years.



2.2 Household composition

61% of tenants who completed the survey (referred to as the principal tenant) were female. In terms of household size, the average number of people living in a household is 2.4 – with an average child density (under 16) of 0.7 per household and a density of 0.2 people per household aged over 60. The household composition is shown in the chart below (Figure 2.2).

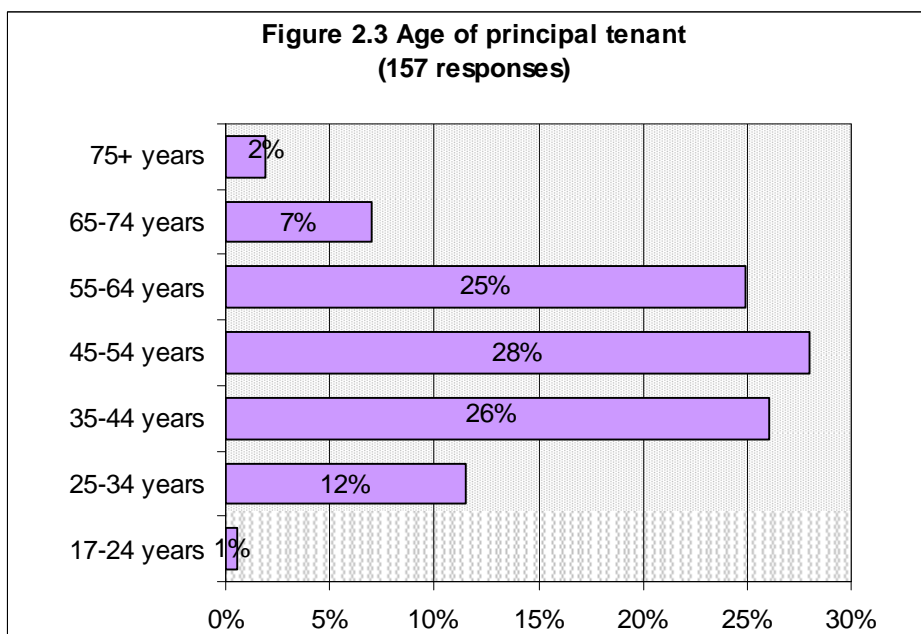
Half of Innisfree HA households are made up of adult households - people aged under 60 and living in a household without children (49%), 31% are single, 11% are couples and 8% have three or more adults living in the household. Families are found in just over a third of the homes (35%) and there are more one-parent families (25%) than two-parent families (10%). A small percentage of households are made up of older tenants i.e. tenants over the age of 60 (14%), with nearly three times as many single older tenants (11%) compared with older couples (3%). The remaining households comprised of other household compositions (3%).



Adult tenants are found in half of the homes (49%), while families are found in over a third of the homes (35%).

2.3 Age of tenants

The mix of household types is also reflected in the age of the principal tenants. Few principal tenants are over retirement age (9% 65 or over) and only 2% are over 75 years old (27%); a quarter of principal tenants are however aged between 55 and 64 (25%). Two-thirds of principal tenants (66%) are aged between 25 and 54 and just 1% of principal tenants are under 25 years old.



Over three quarters of tenants are aged between 35 and 64 years old (79%).

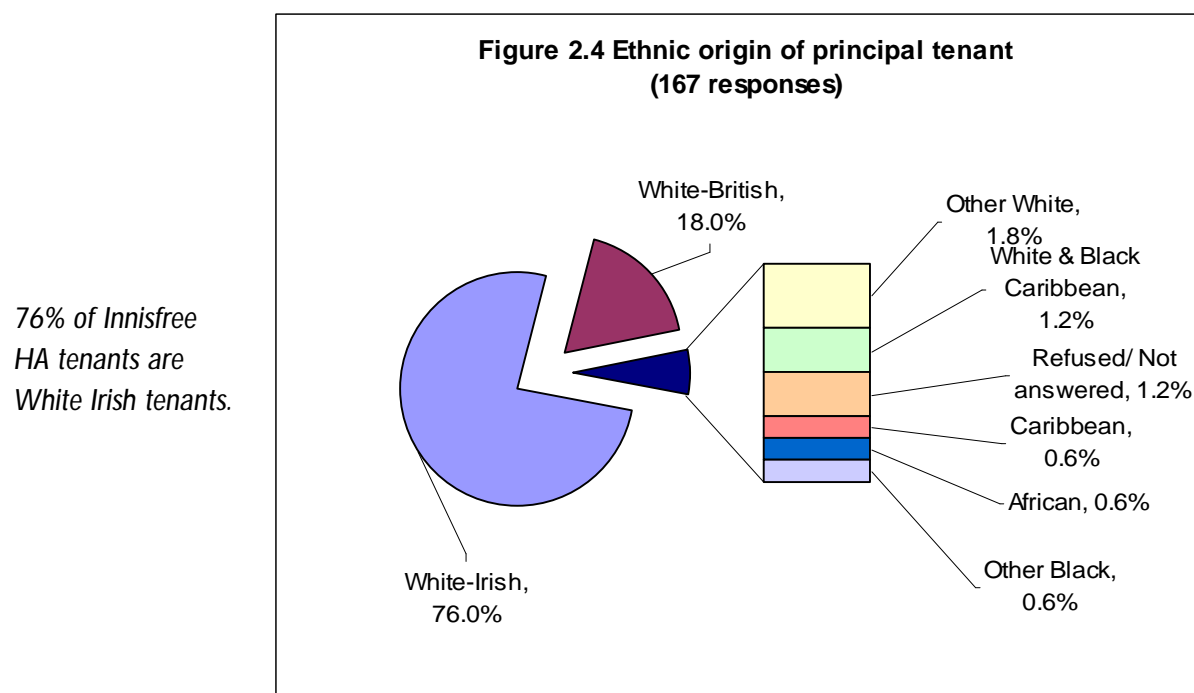
2.4 Illness and disabilities

47% of households have at least one member who has a long-term illness, health problem or disability. Of those tenants who have a disability 78% said that their disability limited their daily activity. 2% of households have at least one member who uses a wheelchair.



2.5 Ethnic origin

Three quarters of Innisfree HA's tenants described themselves as "White Irish" tenants (76%), while a further fifth were either "White British" (18%) or "White Other" (1.8%). According to the Housing Corporation's definition, which includes White Irish and White Other tenants, 81% of households are Black and Minority Ethnic (BME¹) households. 1.2% of tenants refused to answer the question.



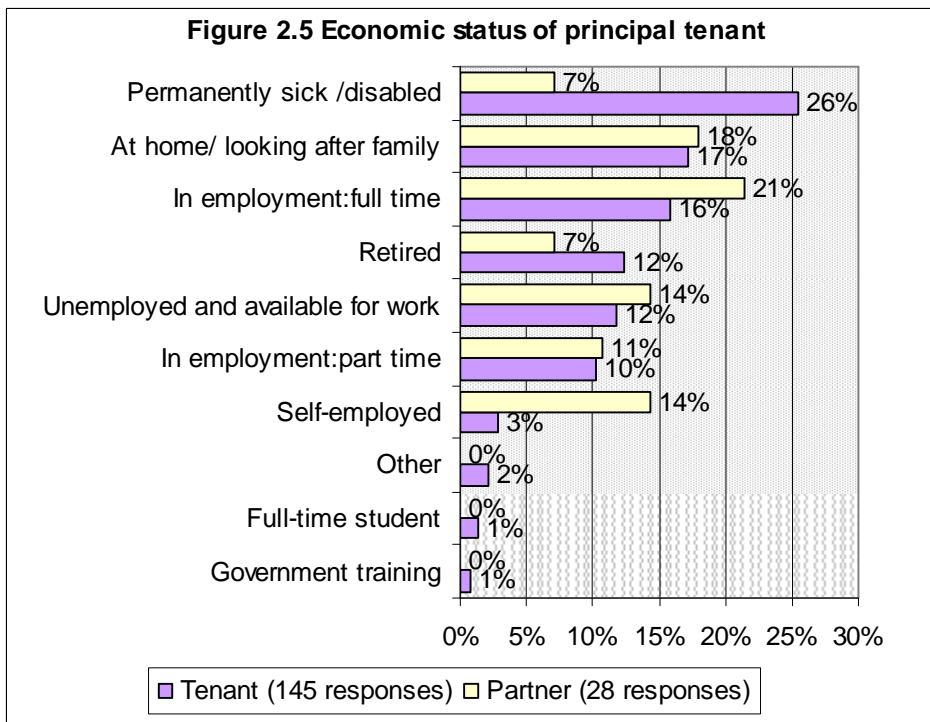
2.6 Economic status

In terms of economic status, over a quarter of principal tenants are in employment (16% in full-time employment, 10% in part-time employment and 3% self-employed). A high percentage of partners or spouses are working (46%). Unemployment is running at 12% for principal tenants and 14% for partners. 43% of principal tenants are outside employment (26% permanently sick or disabled and 17% at home looking after family). 12% of principal tenants are retired, as are 7% of partners

¹ There is no universally agreed definition of what ethnic groups should be included in the term 'BME'. At the time of writing, the CLG requires local authorities to not include white-Irish and white-other tenants as BME tenants. However, since April 2006 the Housing Corporation has included all tenants that are not white-British in its BME definition to bring it into line with the BME categories used by the Commission for Racial Equality. Previously, the Corporation defined white-Irish but not white-other tenants as BME tenants. In this report 'BME' tenants can be taken to mean all tenants classifying themselves as belonging to any ethnic background other than white-British.



Figure 2.5 Economic status of principal tenant

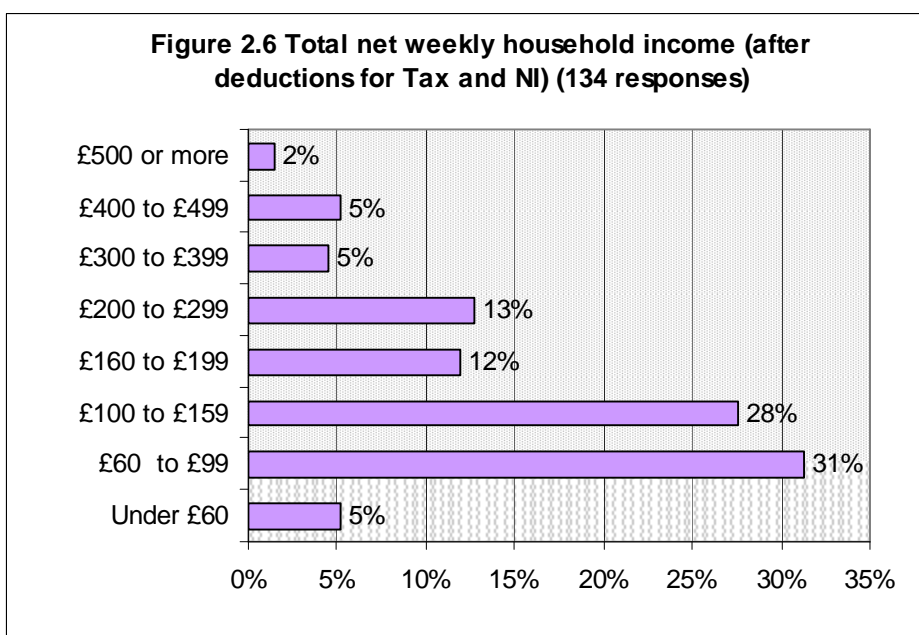


29% of principal tenants are working, compared with 46% of partners. 43% of principal tenants are either permanently sick or disabled (26%) or at home looking after family (17%).

2.7 Income levels and sources of income

The graph below (Figure 2.6) shows the distribution of the total net weekly household income. Innisfree HA houses a small number of households with incomes under £60 per week (5%). Over half of the households have incomes between £60 and £159 per week (59%); while a quarter have incomes between £159 and £299 per week (25%). Only 11% of households have incomes over £300 per week, of which 5% are between £400 and £499 per week and 2% over £500 per week.

Figure 2.6 Total net weekly household income (after deductions for Tax and NI) (134 responses)

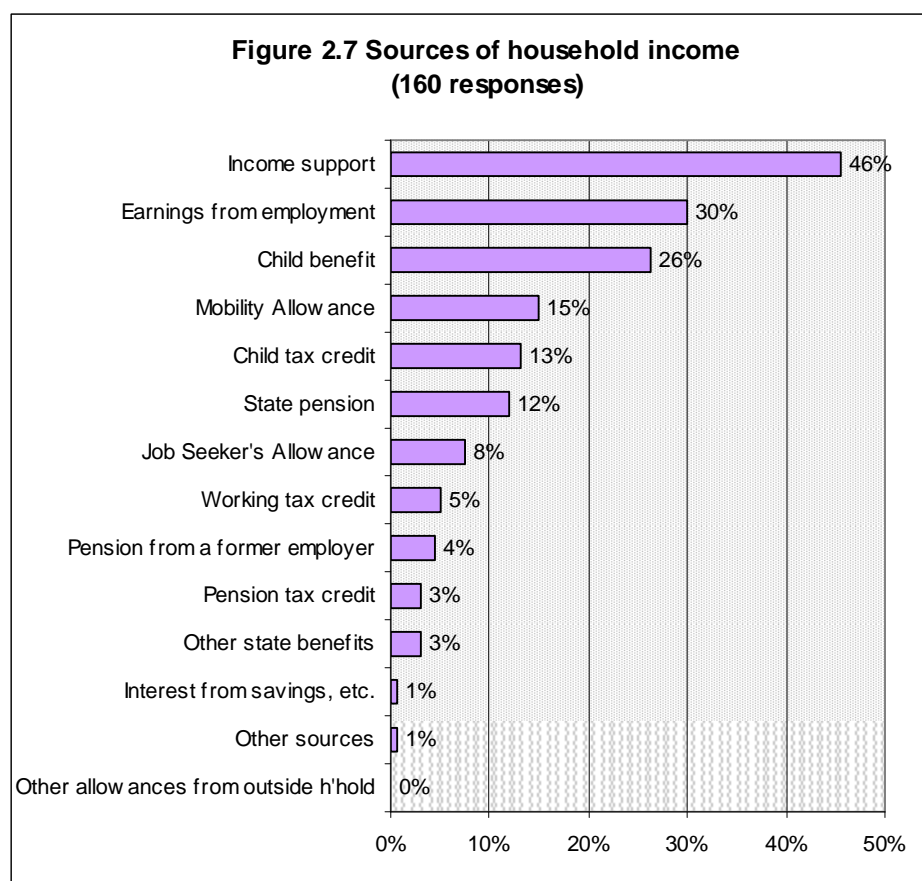


Nearly a third of households have incomes between £60 and £99 per week (31%), only 11% of tenants have net weekly incomes over £300 per week



Four-fifths of tenants are on state benefits (79%) - 63% are wholly reliant on benefits with another 16% of households on partial state benefits. Few tenants receive no state benefits (21% excluding child benefit). Virtually all of the households receive housing benefit (99%), of which 76% are on full housing benefit and 23% on partial. The sources of income are shown in the table below.

Nearly half of the households receive income support. Just under a third of households have a member in employment (30%) and children are found in just under a quarter of the households (26%).



12% of households have at least one member who receives a state pension, while far fewer have a private or occupational pension (4%). 30% of households have a member in employment, while far more households are in receipt of income support (46%). Children under the age of 16, or under 18 if still at school, are found in 26% of the households.



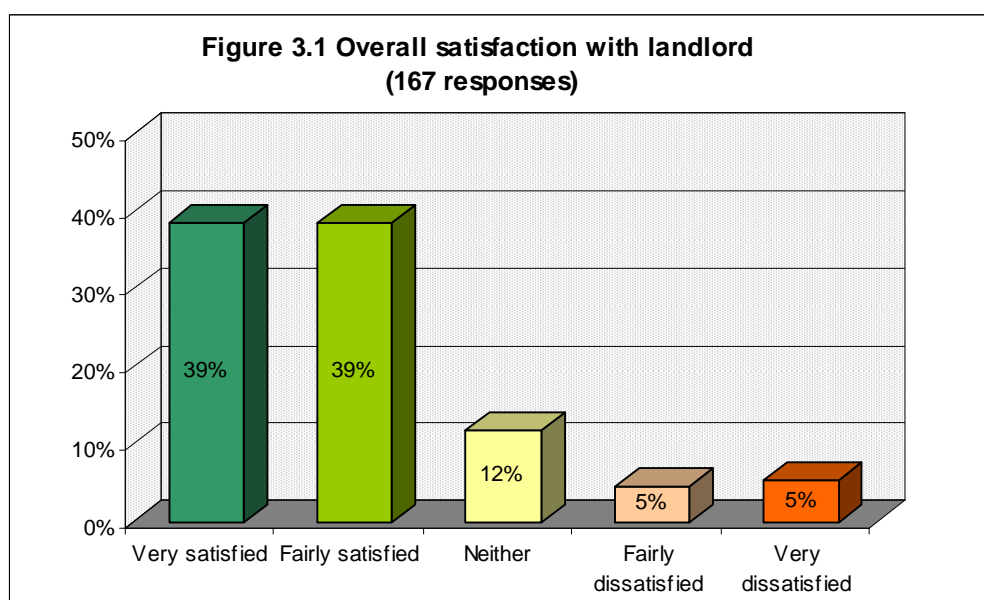


3. INNISFREE HA SATISFACTION RATINGS

The following analysis of results can be taken to represent the views of all Innisfree HA tenants and is accurate to within a margin of +/-5.5% at the 95% confidence level. Please note that the percentages quoted in the text and graphics may not always add up to 100% and the figures in the text and charts may differ by 1% because of rounding.

3.1 Satisfaction with landlord

Innisfree HA's tenants are satisfied with their landlord. Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?" 78% of tenants are satisfied with their landlord, and encouragingly just as many tenants are "very satisfied" (39%) as "fairly satisfied" (39%). A number of tenants are dissatisfied with their landlord, 5% "fairly" and 5% "very" dissatisfied; a further 12% are neither satisfied nor dissatisfied.



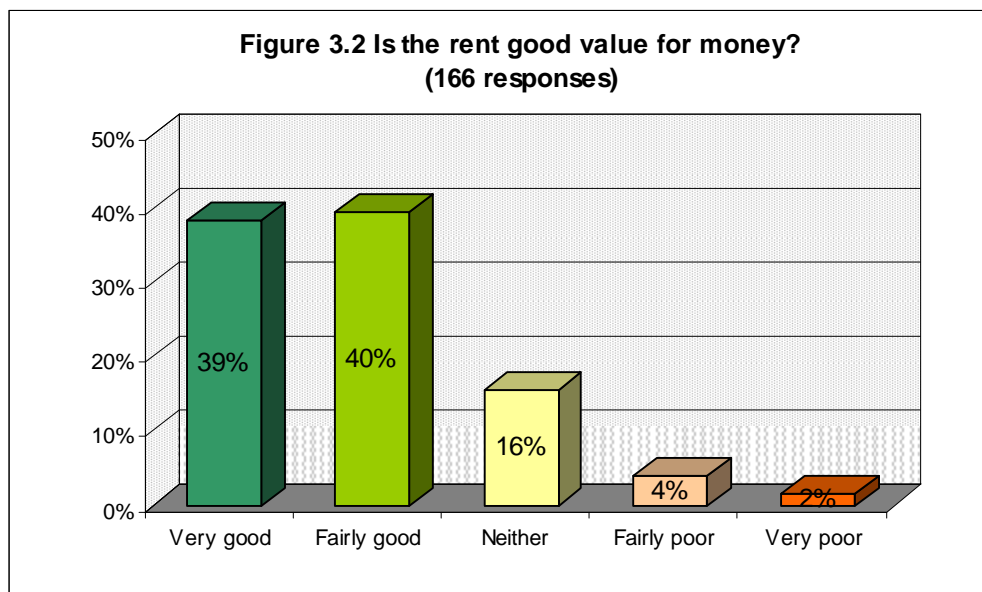
Four out of five tenants are satisfied with the overall services provided by Innisfree HA.

3.2 Value for money

Tenants were asked, "Taking into account your home and the services your landlord provides, do you think that the rent for this property represents good or poor value for money?" Four out of five tenants thought the rent represents good value for money (78%); 38.6% of the tenants thought it was "very good" and 39.8% of tenants thought it was "fairly good" value for money. 16% of tenants thought it was neither good nor poor value, while just 6% of tenants thought that the rent represents "poor" or "very poor" value for money.



Four out of five tenants think that the rent is good value for money.

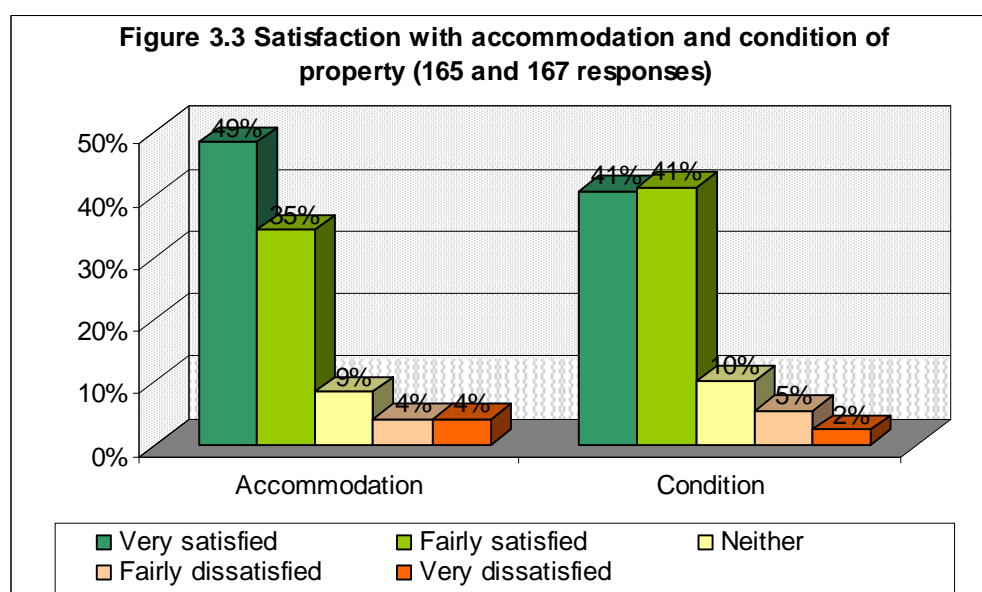


3.3 Quality and condition of home

Innisfree HA's tenants are even more satisfied with their homes - 83% of tenants are satisfied with their accommodation. Encouragingly nearly half are very satisfied (48.5%), more than the 34.5% who are fairly satisfied. While 8% of tenants were dissatisfied ("fairly" or "very"), a further 9% were neither satisfied nor dissatisfied.

Almost as many tenants are satisfied with the general condition of their property (82%); and similar percentages of tenants thought it was "very good" (41%), and "fairly good" (41%). Again a small percentage of tenants rated the general condition as "fairly poor" or "very poor" (7.8%), while 10% of tenants rated their property as neither good nor poor.

Satisfaction with the accommodation and condition of the property is rated highly at Innisfree HA.



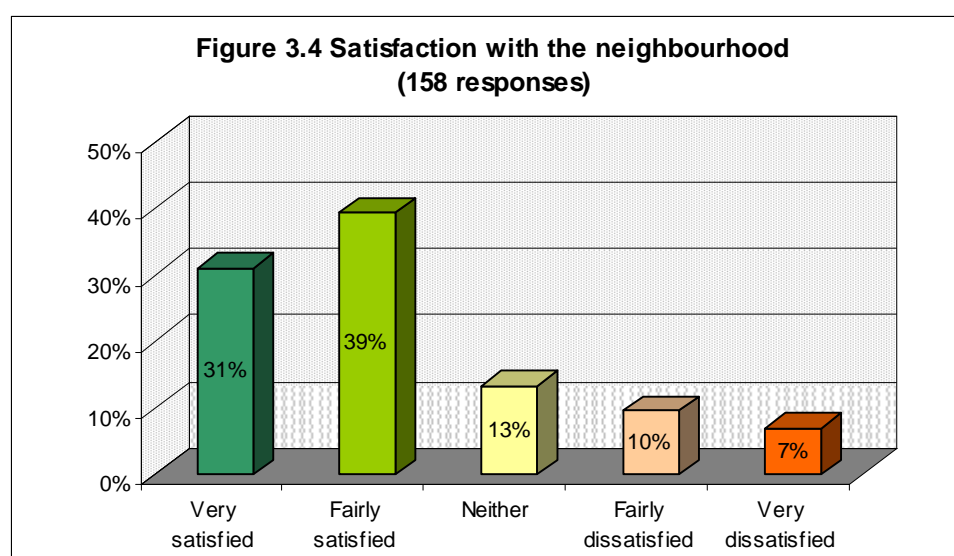


Number of rooms

Tenants were asked, "Do you think the number of rooms you have in your home is too few, too many or about right?" The majority of tenants believed their home had enough rooms (76%), while almost a quarter felt that there were too few (24%). Few tenants thought that they had too many rooms in their home (0.6%).

3.4 Satisfaction with neighbourhood and local problems

Satisfaction with the neighbourhood received a lower rating than satisfaction with key services at Innisfree HA (70%). 17% of tenants are dissatisfied with the neighbourhood they live in, with 9.5% being fairly dissatisfied and 7% of tenants very dissatisfied. A further 13% are neither satisfied nor dissatisfied.



Less than a third of tenants are very satisfied with their neighbourhood (31%).

Index of Multiple Deprivation

A link has also been found between tenant satisfaction and the level of deprivation of the area in which tenants live, as measured by the Index of Multiple Deprivation (IMD), which has been divided into four equal groupings (or quartiles). The IMD is constructed at ward level from a number of indicators covering six areas: income, employment, health and disability, education/skills/training, housing and geographical access to services. For this analysis, all survey address postcodes were matched to wards with the corresponding IMD then applied to each address.

Tenants living in more deprived areas are generally less satisfied than other tenants. Half of Innisfree HA tenants (53%) live in the worst quartile of wards, and a further 44% are included in the second quartile of deprived wards. Only 3% of Innisfree HA's stock is in wards that are above average.

Local problems

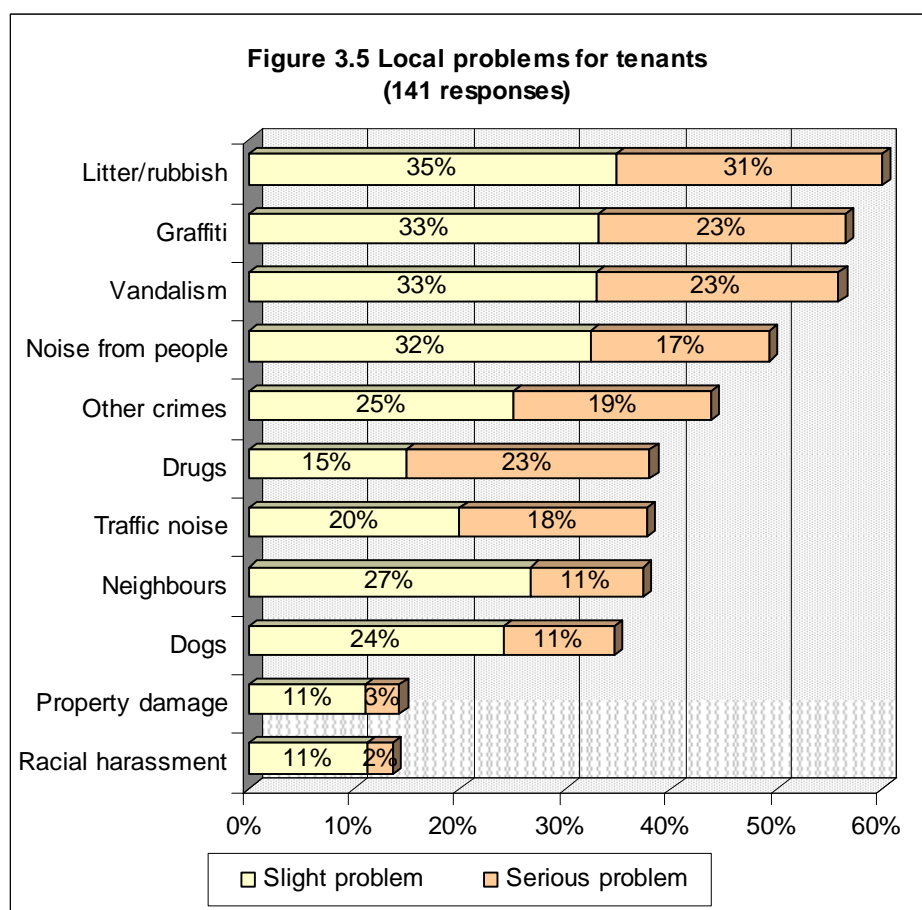
Tenants were asked to rate how seriously they thought a range of problems or issues were in their area. The most prevalent problem reported by tenants was litter and rubbish in the street (65%), followed by noise from other people (49%), vandalism (56%) and graffiti (56%). A high percentage of tenants also had problems with dogs (35%), neighbours (37%), traffic noise (38%), drugs (38%) and other crimes (44%). Small numbers of tenants were affected by property damage (14%) and racial



harassment (14%).

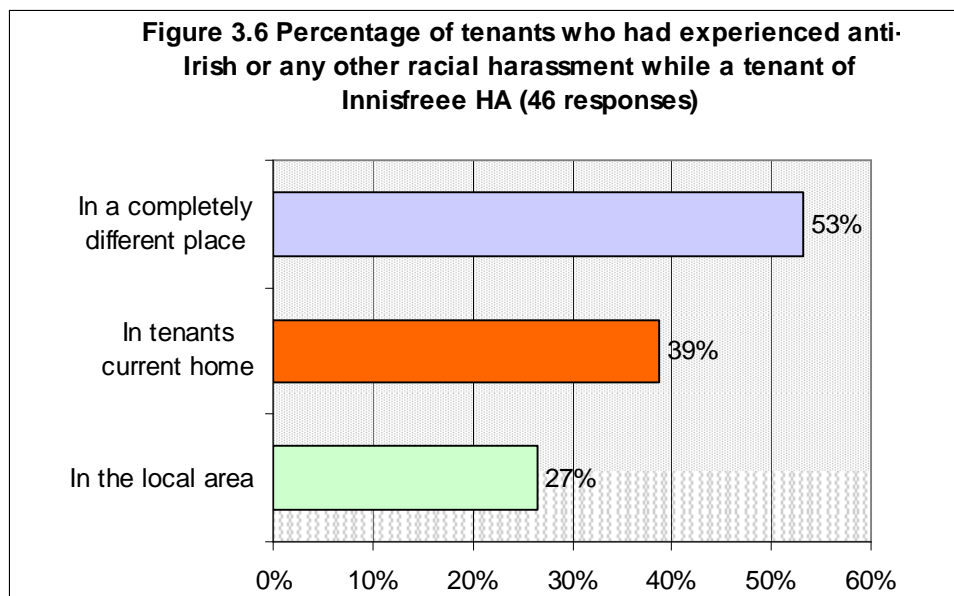
At Innisfree HA a high percentage of tenants reported numerous local problems, and a significant percentage said that the levels of some local problems are serious. Around a fifth of tenants had serious problems with traffic, other crimes and noise from people (17% - 19%), while almost a quarter had serious problems with vandalism and graffiti (both 23%). Litter was deemed a serious problem by around three in ten tenants (31%).

The most prevalent problem reported by tenants was litter and rubbish in the street (65%) – followed by noise from other people, vandalism and graffiti (49% - 56%).



Racial harassment

A number of tenants (46 tenants) had experienced either anti-Irish or other racial harassment whilst they have been a tenant of Innisfree HA. One in four of the tenants had experienced problems in their current home (39%) and one in three tenants in the local area (27%), while half had experienced the harassment in a completely different place.

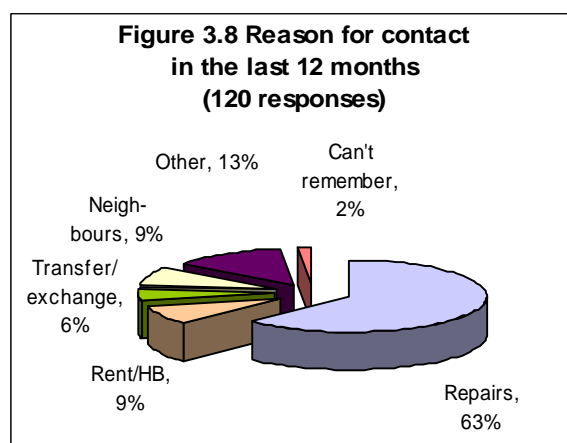
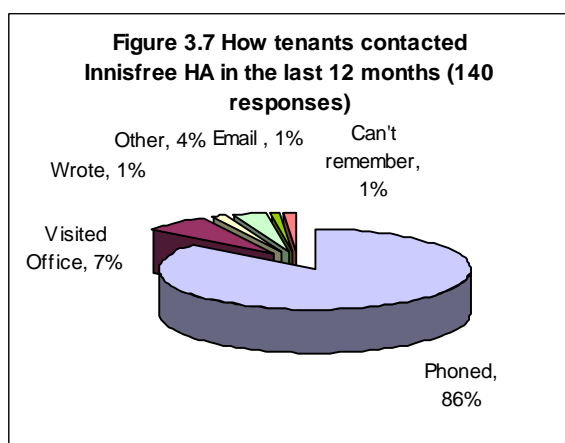


46 tenants who responded to the survey had experienced racial harassment whilst being a tenant of Innisfree HA.

3.5 Contact with landlord

Nine out of ten tenants (92%) had contacted their landlord in the last 12 months – higher than many other housing associations. When communicating with their landlord the majority of tenants telephoned Innisfree HA (86%), while a small number visited the office (7%). Few tenants wrote (1%), emailed (0.7%) or used other means of communications (4%).

Just under two-thirds of tenants had last contacted their landlord in the last 12 months to report a repair (63%). The other reasons for contact included rent or housing benefit queries (9% of contacts), transfer or exchanges queries (6% of contacts), neighbours (9% of contacts) or other reasons (13% of contacts).



3.6 Quality of contact

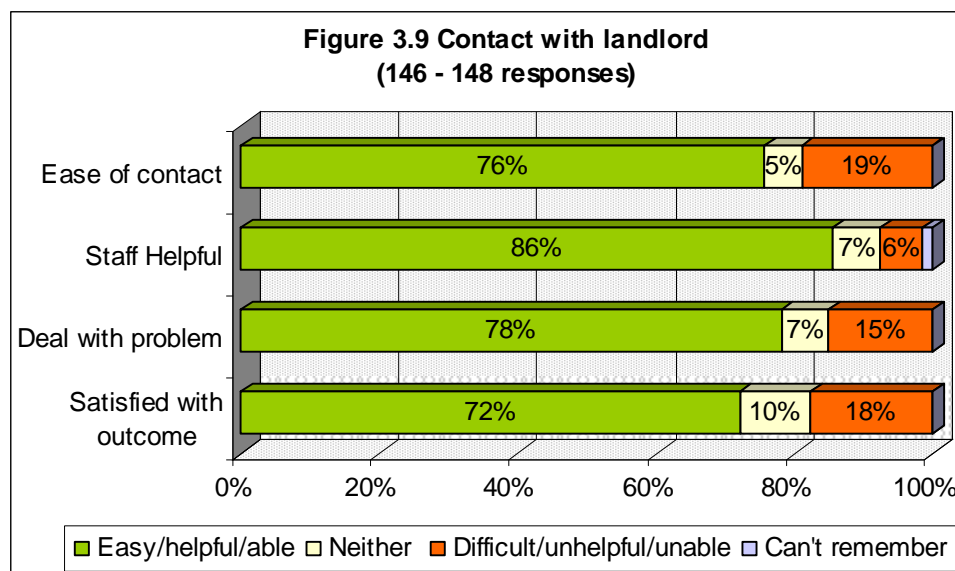
When Innisfree HA's tenants contacted their landlord, 76% found that getting hold of the right person was easy, while 18% found it difficult. The remainder of tenants either could not remember (1%) or found it neither easy nor difficult to contact the right person (5%). Once the staff had been contacted an impressive 86% of tenants found them to be helpful, with only 6% of tenants saying staff



were unhelpful (6% neither).

The majority of tenants found staff able to deal with the problem (78%), while 15% said staff were unable to solve their problem. Just under three quarters of tenants were satisfied with the outcome after contacting their landlord (72%), while just under a fifth of tenants were left dissatisfied (17%), 10% were neither satisfied nor dissatisfied.

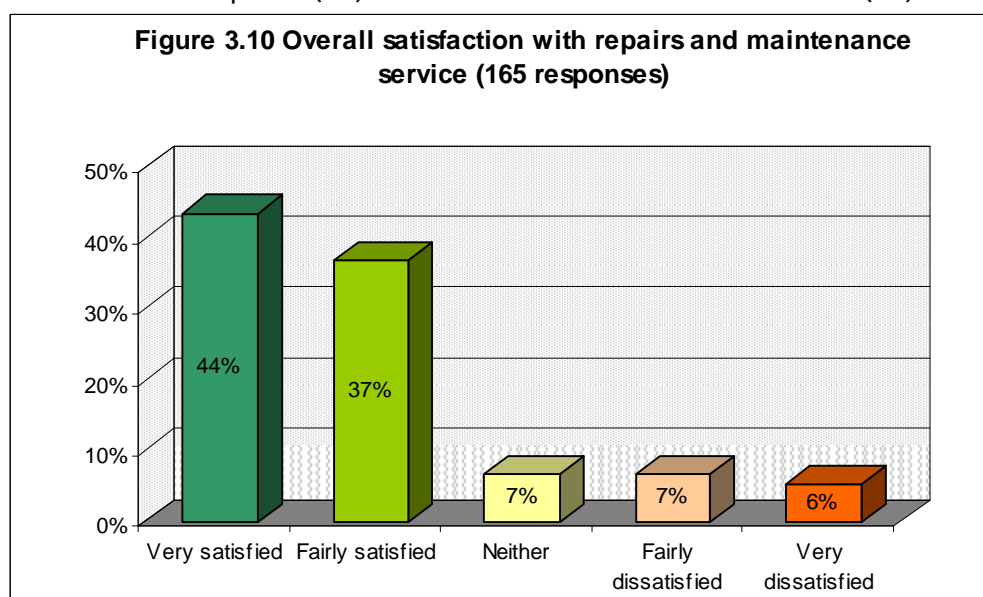
Tenants praised staff helpfulness (86%) and around three quarters of tenants found staff able to deal with their problem (78%).



3.7 Repairs and maintenance

Four out of five tenants were satisfied with the repairs and maintenance service (81%), with 44% of tenants "very satisfied". A number of tenants were dissatisfied with the service (7% "fairly" and 6% "very") and a further 13% held no opinion (6%) or were neither satisfied nor dissatisfied (7%).

81% of tenants are satisfied with the overall repairs and maintenance service, 12% are dissatisfied.

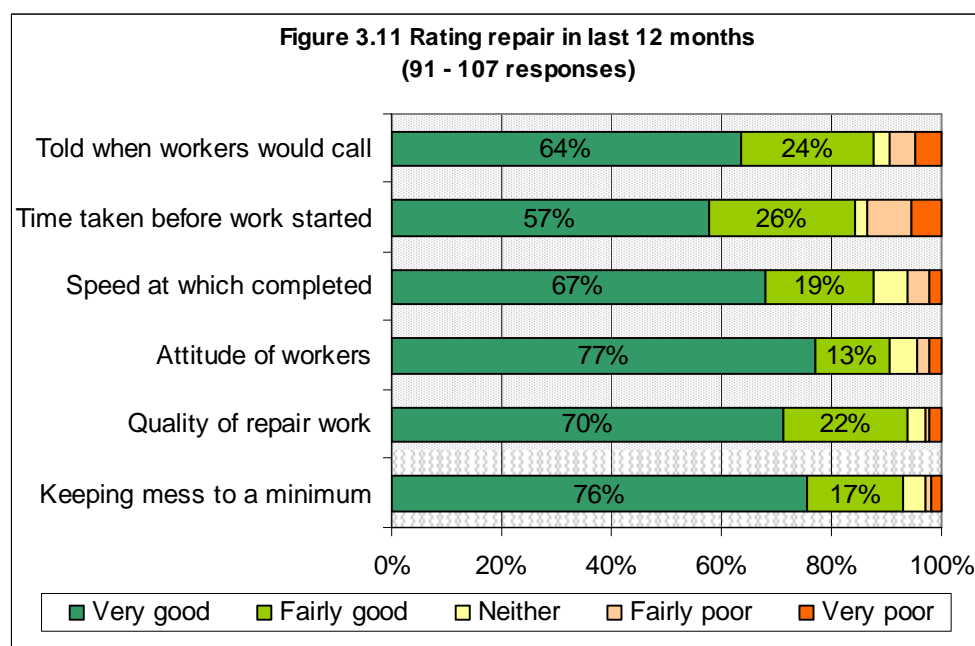


76% of tenants had reported a repair in the last 12 months and the 68% of tenants who had had a repair completed in the last 12 months were asked a series of questions regarding the repair.



A high percentage of tenants were satisfied with the information they were given and only slightly fewer were satisfied with the time taken to start the repair (88% and 84% respectively). A number of tenants were however dissatisfied with the two aspects of the pre-commencement works (9% information and 13% time before work started).

Tenants rated the aspects of the actual repairs service even higher. The attitude of the workers (91%), their ability to minimise dirt and mess (93%) and the quality of the work (93%) achieved the highest ratings. The speed of the workers was only rated marginally lower (87%). Few tenants were dissatisfied with any aspects of the actual repair work (3% - 6%).



Tenants are highly satisfied with the information given out about repair work (88%) and the actual repair work (87% - 93%).

3.8 Communication and participation

Innisfree HA is doing a good job in keeping its tenants informed. Tenants were asked, "Generally, how good or poor do you feel your landlord is at keeping you informed about the things that might affect you as a tenant?" 89% of tenants said they are kept well informed (63.3% "very good" and 25.3% "fairly good"). Only 5% of tenants did not think they were kept informed and 6% were not sure (neither).

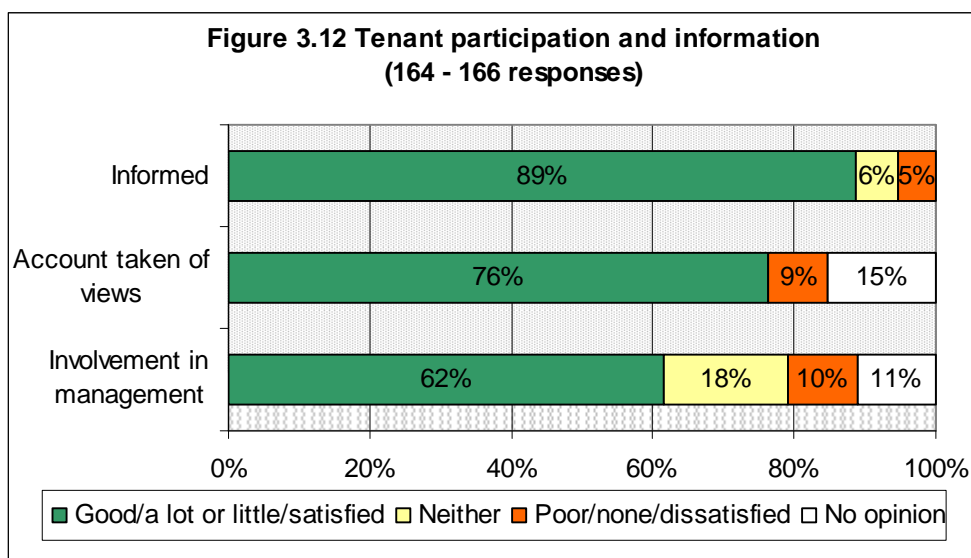
When asked, "How much account do you feel your landlord takes of tenants' views when making decisions?" 76% percent of tenants said Innisfree HA took account of tenants' views, either "a lot" or "a little". Only 9% said Innisfree HA took no account at all of tenants' views and 15% of tenants had no opinion on the question.

When tenants were asked, "How satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?" 62% of tenants were satisfied. Although 10% of tenants were dissatisfied 18% were neither satisfied nor dissatisfied and a further 11% had no opinion



on the issue.²

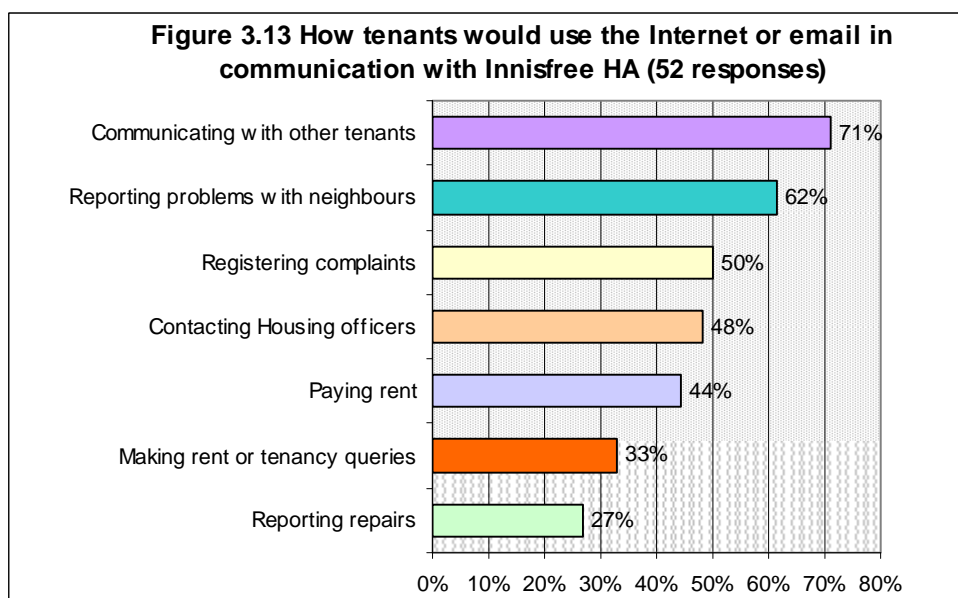
Tenants felt very informed (89%) and that account is taken of their views (76%). Few tenants are dissatisfied (5% - 10%).



New methods of communication

Innisfree HA is currently reviewing different methods of communicating with their tenants and used the survey to collect information on tenant preferences. Only 62 tenants out of the 168 tenants who responded to the survey said that they either had access to the Internet (32% of all tenants) or email (27% of all tenants). For those tenants who did have access, 52 tenants said that they would use the Internet/email to communicate with their landlord. The most popular uses would be to communicate with other tenants (71%) or report problems with neighbours (62%).

Around a third of tenants (32%) had access to the Internet, while even fewer were email users (27%).

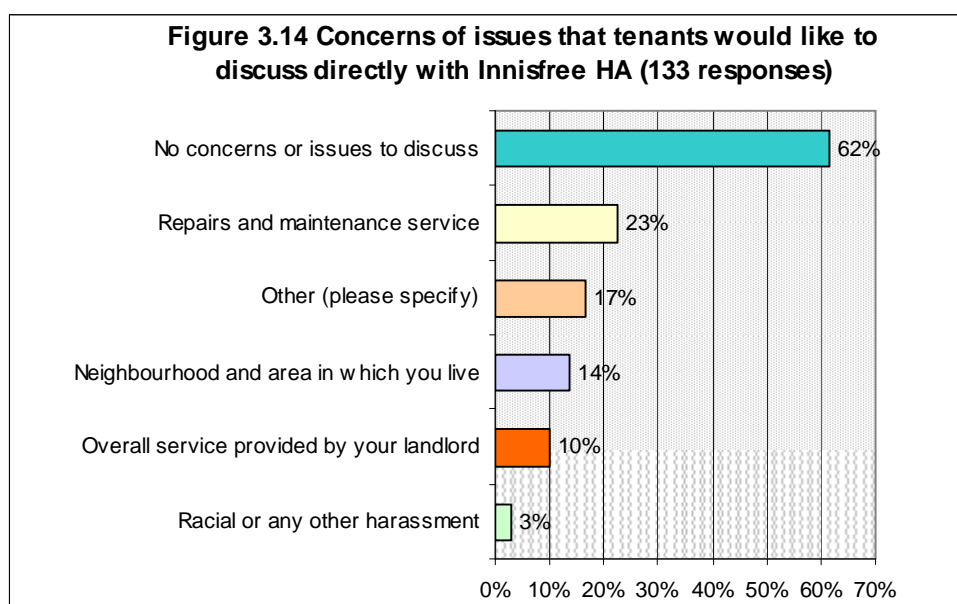


² The latest advice from the Housing Corporation to housing associations contained in the guidance on completing the Regulatory and Statutory Return (RSR) says that 'no opinion' responses should be included in the denominator of the calculation for BVPI 75. Also, unlike local authorities, housing association calculations for both BVPI 74 and BVPI 75 now cover general needs tenants only and exclude sheltered tenants.



Concerns or issues that tenants would like to discuss with Innisfree HA

The majority of tenants do not have any concerns or issues that they would like to discuss with Innisfree HA; however almost a quarter of tenants would like to discuss the repairs and maintenance service with their landlord (23%). Around one in ten tenants would like to discuss the overall service provided by Innisfree HA (10%) or their neighbourhood (14%). Few tenants felt the need to discuss racial or other harassment with their landlord (3%). 17% of tenants had other concerns that they would like to discuss with Innisfree HA and the areas of concern mentioned by tenants included: repairs (9 tenants), noise from neighbours (4 tenants), transfer problems (4 tenants), drug problems (1 tenant) and benefits advice (1 tenant).



The majority of tenants did not have any issues or concerns that they wished to discuss with Innisfree HA, of those that did repairs were the most often mentioned.

3.9 Importance and improvement of services

Tenants were asked to pick which three services from a list of six standard services they felt were most important. They were then asked to say whether each service needed 'no improvement', 'some improvement' or 'much improvement'. They were also offered a 'no opinion' option. The six services covered were:-

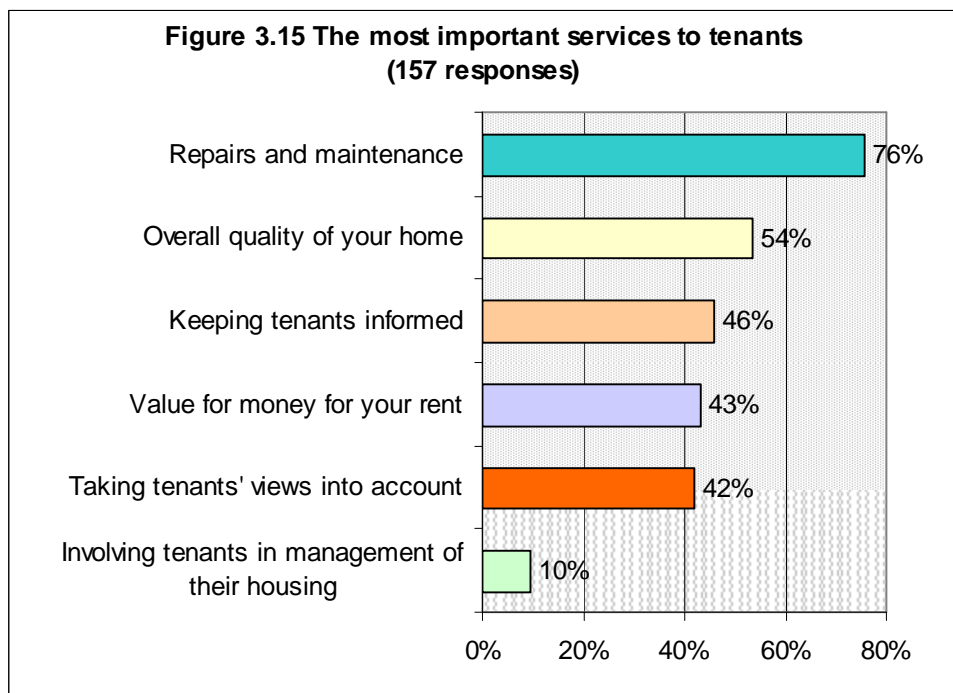
- Keeping tenants informed;
- Overall quality of your home;
- Taking tenant's views into account;
- Repairs and maintenance;
- Involving tenants in the management of their housing;
- Value for money for your rent/service charge.

Three quarters of tenants thought that repairs and maintenance was one of the three most important services (76%) and just over half thought that the quality of their home was also important (54%). Slightly fewer tenants thought that taking tenants' views into account (42%), value for money (43%) and keeping tenants informed (46%) were in the top three, while just 10% think it is important to involve tenants in the management of their housing.



Figure 3.15 The most important services to tenants (157 responses)

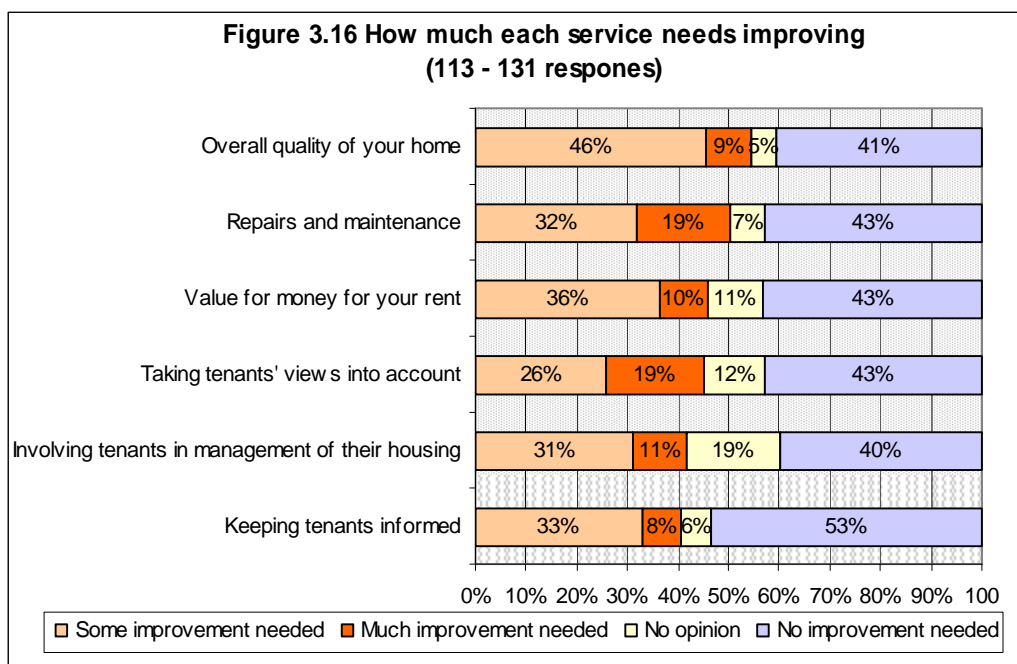
76% of tenants thought that repairs and maintenance was an important service.



Tenants were then asked to say how much each of those services needed improving. Encouragingly, over half of the tenants thought that Innisfree HA could do no more to keep tenants informed (53%), while around four out of every ten tenants thought that Innisfree HA could do no more to improve the other services (40% - 43%). Of those tenants who had an opinion, around half would like to see the Association improve the repairs service (50%) and the overall quality of their home (54%). Slightly fewer tenants said that some or much improvement was needed in terms of keeping tenants informed (40%), involving them in the management of their homes (42%), taking account of tenants' views (45%) and the value for money (46%).

Figure 3.16 How much each service needs improving (113 - 131 responses)

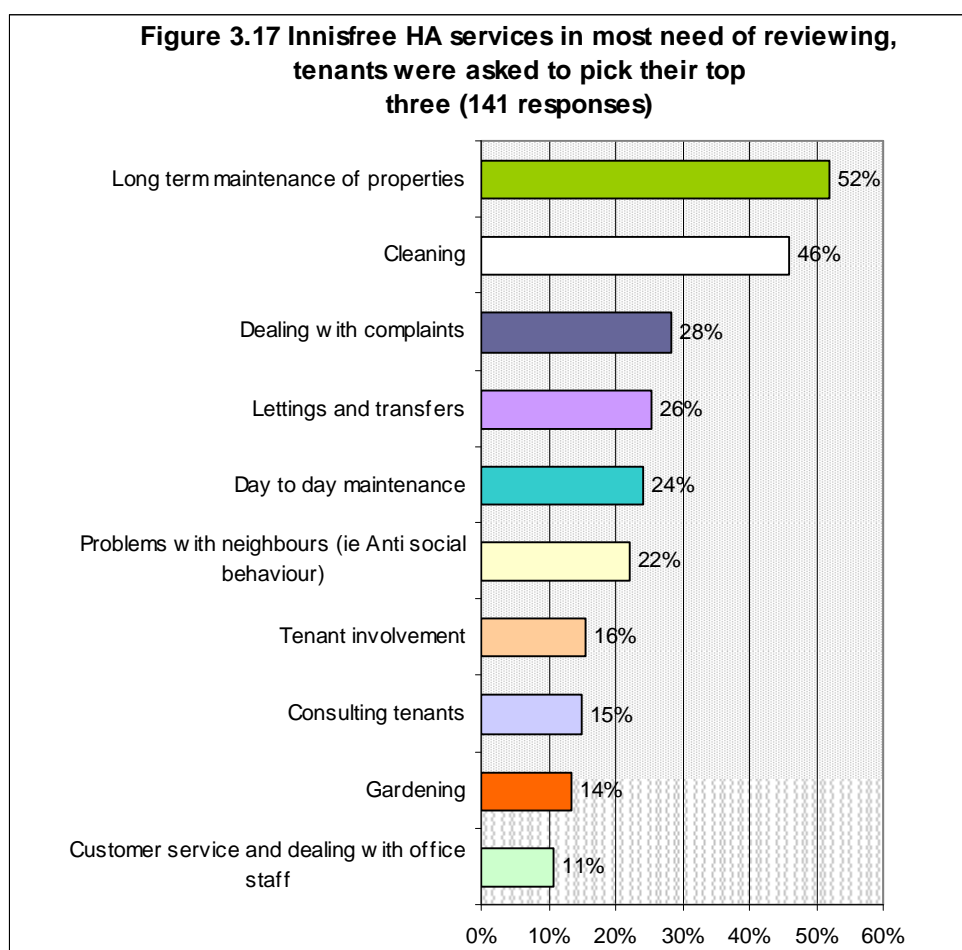
Around half of tenants would like to see improvements to the repairs service, and the quality of their home.





Services that need reviewing

Tenants were asked to indicate which services needed reviewing. Encouragingly, 31 tenants said they would like to help in specific service reviews in the future and their names and addresses (with their permission) have been given to Innisfree HA. Around half of the tenants thought that the long-term maintenance of properties (52%) and cleaning (46%) needed reviewing, while around a quarter of tenants wanted to see problems with neighbours, day to day maintenance, lettings and transfers and dealing with complaints reviewed (22% - 28%). Far fewer tenants thought that customer service, gardening, consulting tenants and tenant involvement (11% - 16%) needed reviewing.



Long term maintenance of the properties and cleaning are the two areas that tenants thought needed reviewing the most.

Belonging to an Irish HA

71% of Innisfree HA's tenants said that it is important for them that their landlord is an Irish Housing Association. 12% of tenants said that it was not important. A number of tenants had no opinion or did not know (5%) or thought it was neither important nor unimportant (12%).

Developing new housing

86% of Innisfree HA's tenants think that the Association should continue to develop new homes for rent. Only 3% said that they should not develop new homes, 11% had no opinion or did not know.



3.10 Additional comments

Sixty three tenants who took part in the survey used the opportunity provided by the free comments question included on the questionnaire (Q40) to add a comment. This represented 38% of the tenants who returned questionnaires. Encouragingly, twenty six of the comments (41%) were positive comments about the standard of tenant's homes and the services they received from Innisfree HA. The full text of the comments received is provided in Data Report 2.



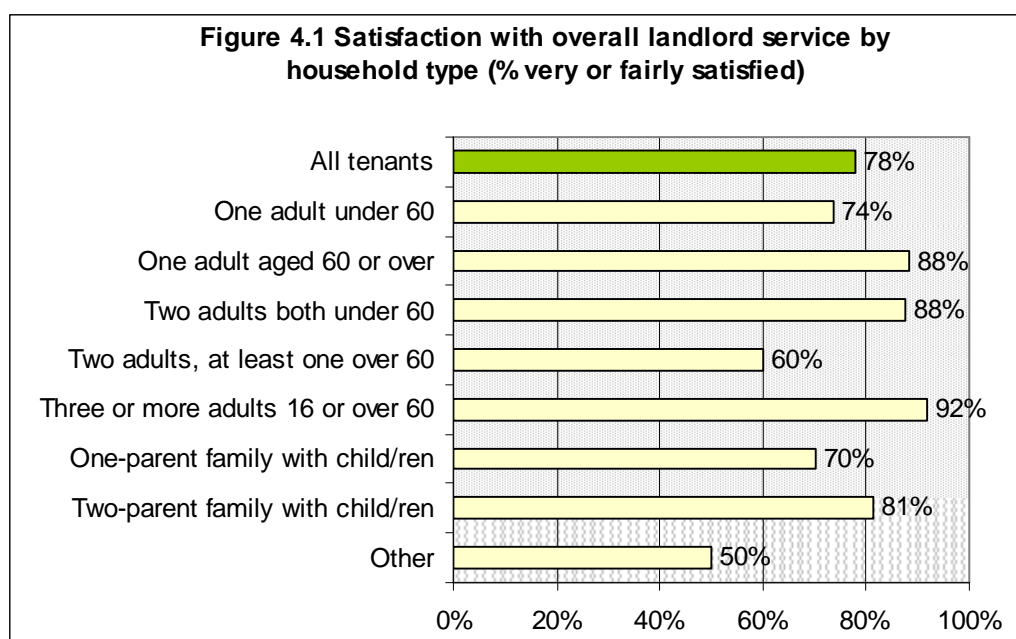
4. DEMOGRAPHIC INFLUENCES

The Feedback database contains data for more than 400,000 social housing tenants. Analysis of this data shows that some types of households tend to have higher levels of satisfaction with their housing services than other types of households and the Innisfree HA survey was no exception.

4.1 Type of Household

The results from the current survey found that adult couples (88% under 60), single older tenants (88%) and multi-adult households (92%) were the most satisfied with the overall services provided by Innisfree HA. Older couples (60%) and one-parent families (70%) are far less satisfied, as were 'Other' households (50%), which were usually larger complex households. The general trend found at other landlords is that older tenants are more satisfied than families; however at Innisfree HA older couples (who only account for 3% of all tenants) are less satisfied than the "average" tenant. Also, at Innisfree HA some adult only households are more satisfied than the average tenant, whereas at other landlords the group often awarded "average" ratings.

In terms of household composition, satisfaction at Innisfree HA does not follow the trend found at other landlords.

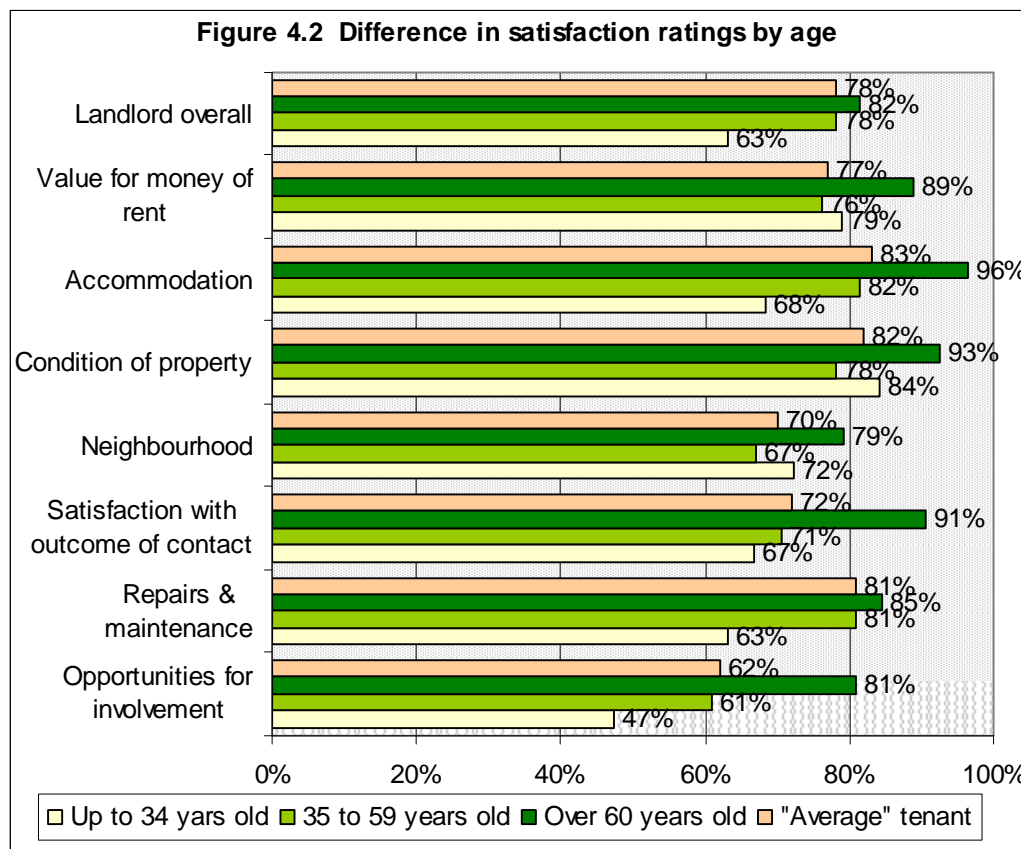


Age of tenant

As already indicated by the analysis by household type, satisfaction levels do not always follow the trends found at other landlords. As the chart below shows satisfaction generally rises with the age of the tenant for many key ratings. However, middle aged tenants (35 to 59 years old) are less satisfied compared with younger tenants with the value for money, condition of property and the neighbourhood.

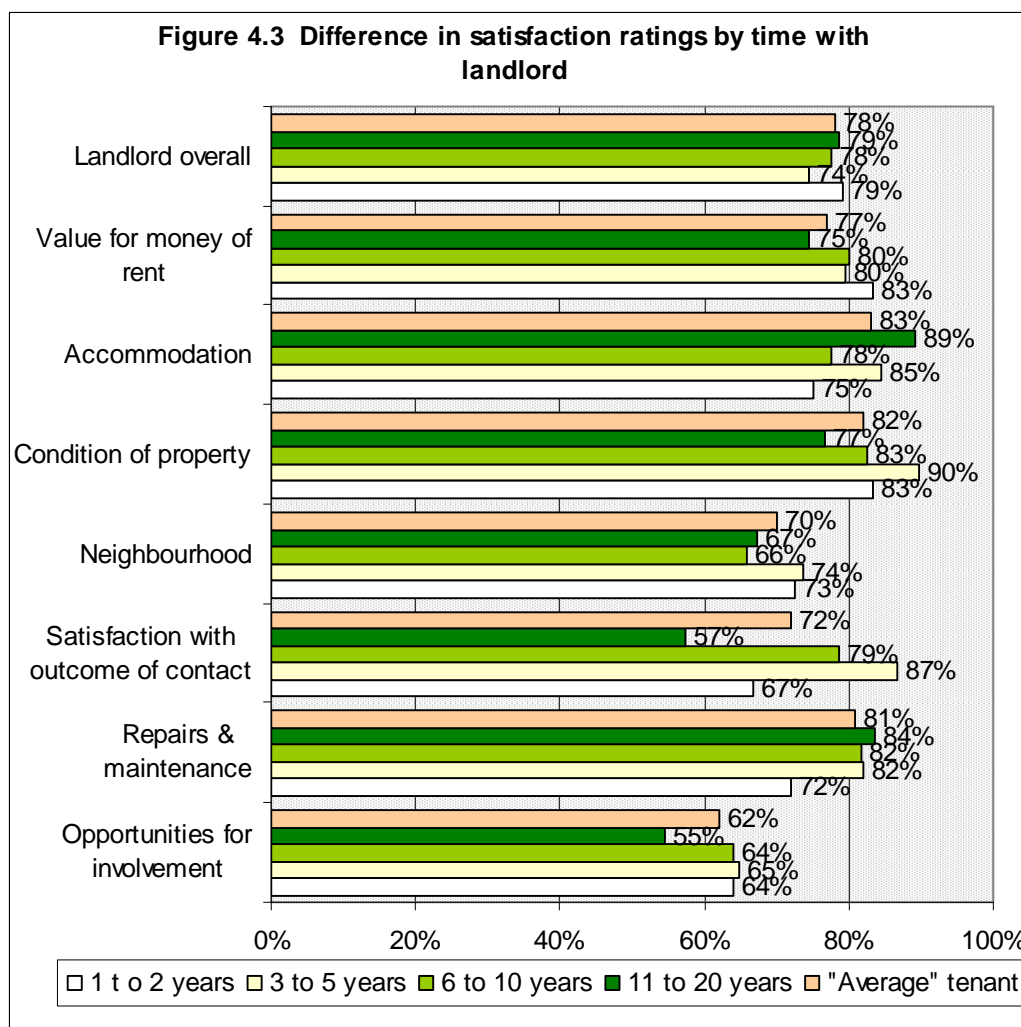


Satisfaction levels tend to increase with the age of the tenant, but this is not always the case.



4.2 Length of tenancy

Satisfaction with the landlord overall does not appear to be linked to the length of tenancy. New tenants at some landlords are more satisfied than average, while at others they are less satisfied than average. At Innisfree HA new tenants are more satisfied than the “average” tenant with the value for money and neighbourhood; however they are less satisfied with their accommodation and the repairs and maintenance service. Satisfaction with the condition of the property is much higher amongst 3 to 5 year tenants than any other group. Long-standing tenants are the most satisfied with their accommodation and the repairs and maintenance service.



There is no overall pattern with regards satisfaction and time spent with Innisfree HA as a landlord.

4.3 Economic status

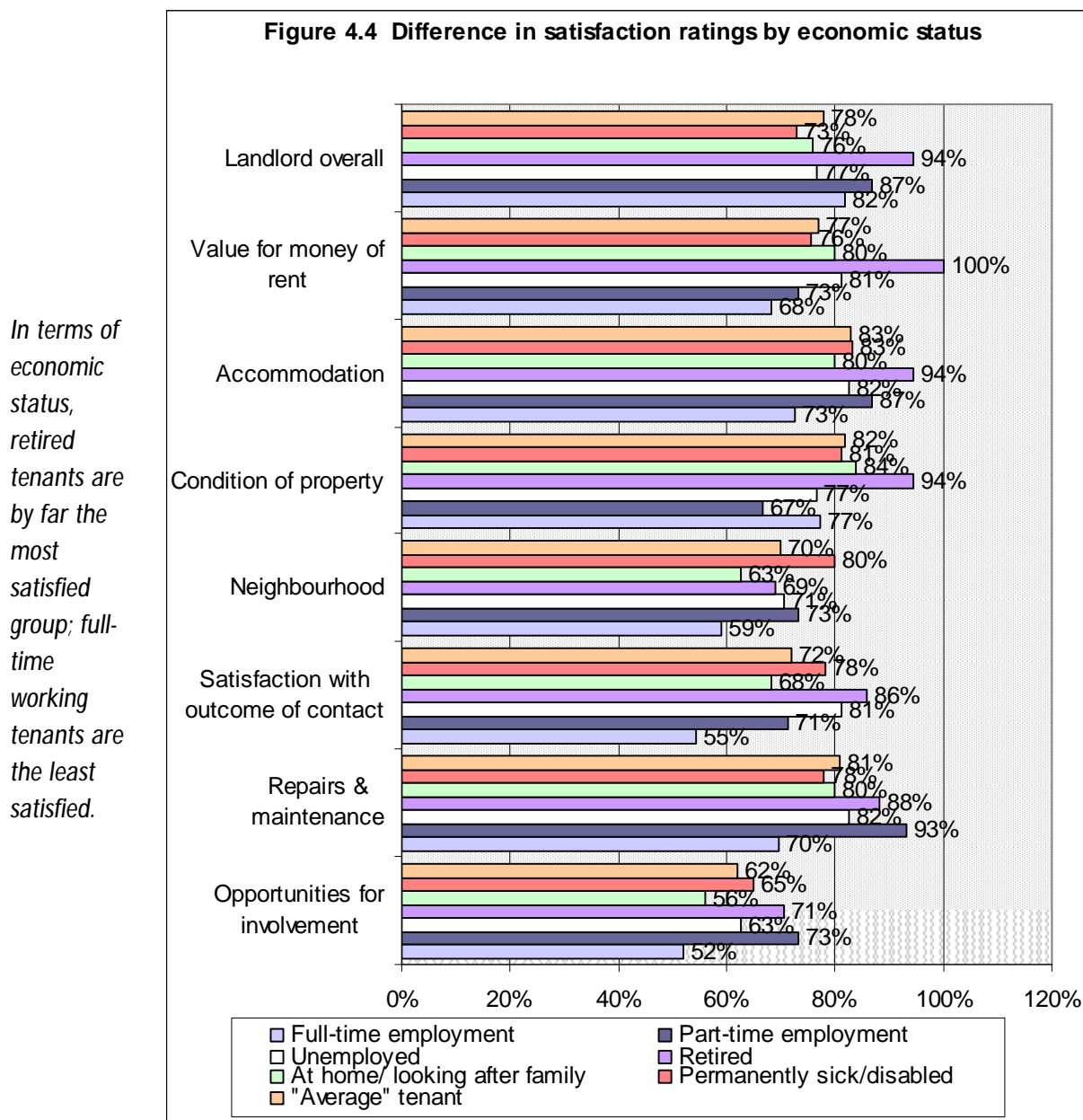
Just under a third of households are working households. Working tenants at many other landlords are less satisfied than the “average” tenant. At Innisfree HA it is really only full-time working principal tenants who awarded ratings below average - value for money (68%), accommodation (73%), neighbourhood (59%), satisfaction after contact (55%), repairs and maintenance service (70%) and opportunities for involvement (52%). Part-time working tenants awarded higher ratings for the landlord overall (87%), accommodation (87%), repairs and maintenance service (93%) and the opportunities for involvement (73%) – however they were far less satisfied with the condition of the property (67%).

Retired tenants were highly satisfied with all aspects of their homes and the housing services provided by Innisfree HA and awarded ratings higher than average; with the exception of the neighbourhood, which was rated close to average.

A considerable percentage of tenants are also permanently sick or disabled (26% principal tenants). This group was highly satisfied with the neighbourhood (80%) and the outcome of tenant contact (78%), however they were less satisfied with their landlord overall (73%).



Just under a fifth of principal tenants are at home looking after a family (17%). They awarded many ratings close to average, apart from the neighbourhood (63%) and the opportunities for involvement (56%) which were rated lower than average.

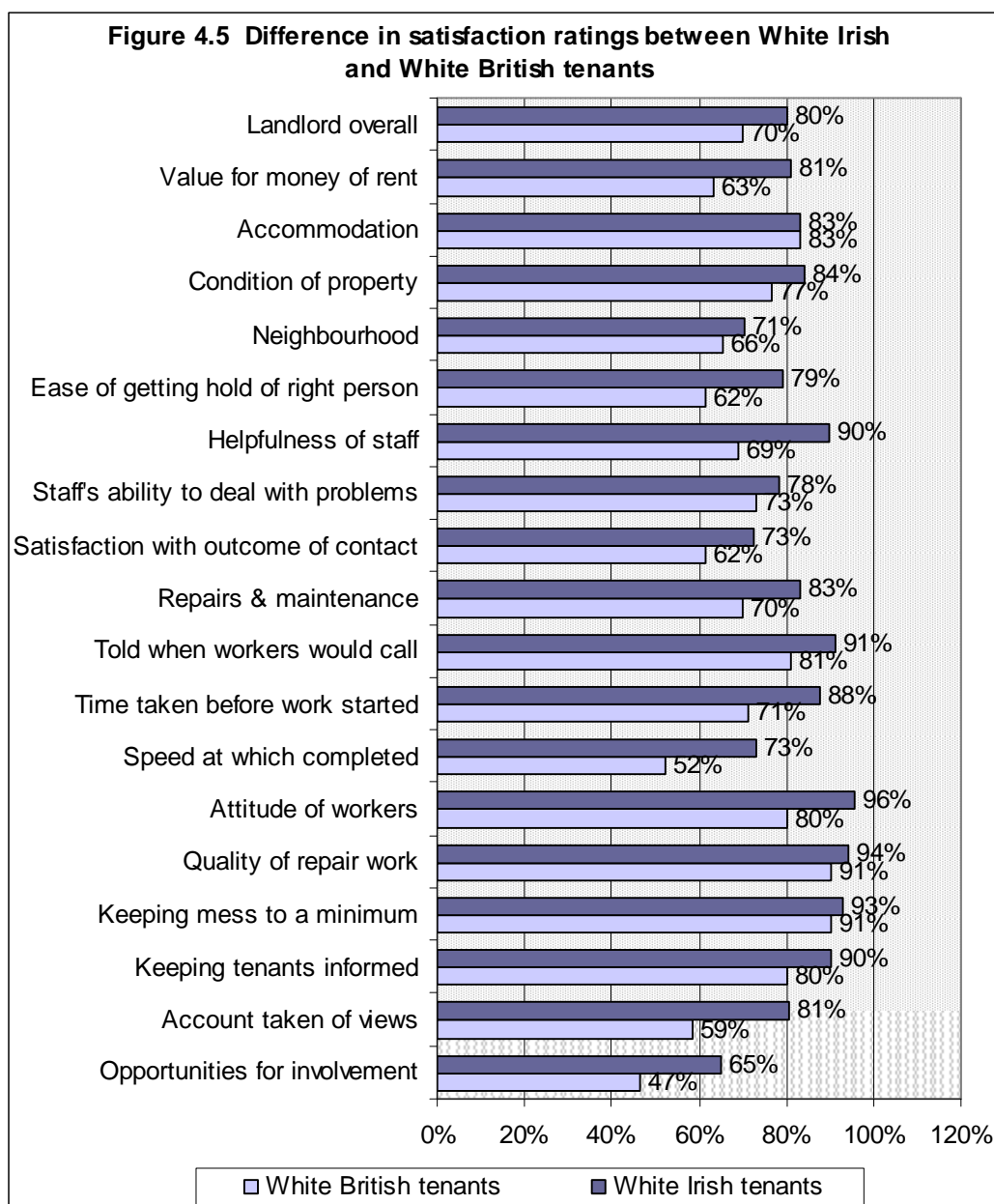


4.4 BME tenants

At Innisfree HA, 76% of tenants classed themselves as White Irish tenants and 18% as White British tenants, the remaining 6% of tenants fell into different groups. Due to the small number of tenants at the Association only the results of White Irish and White British tenants can be statistically compared. The chart below shows that generally White Irish tenants were far more satisfied than White British tenants; White Irish tenants were often some 8% to 22% more satisfied than White British tenants. In only one area were the ratings identical (accommodation), while a few ratings were only slightly higher amongst White Irish tenants (3% to 5% higher) - neighbourhood, staff ability to deal with problems, the quality of the repair work and the repair workers' ability to minimise dirt



and mess.





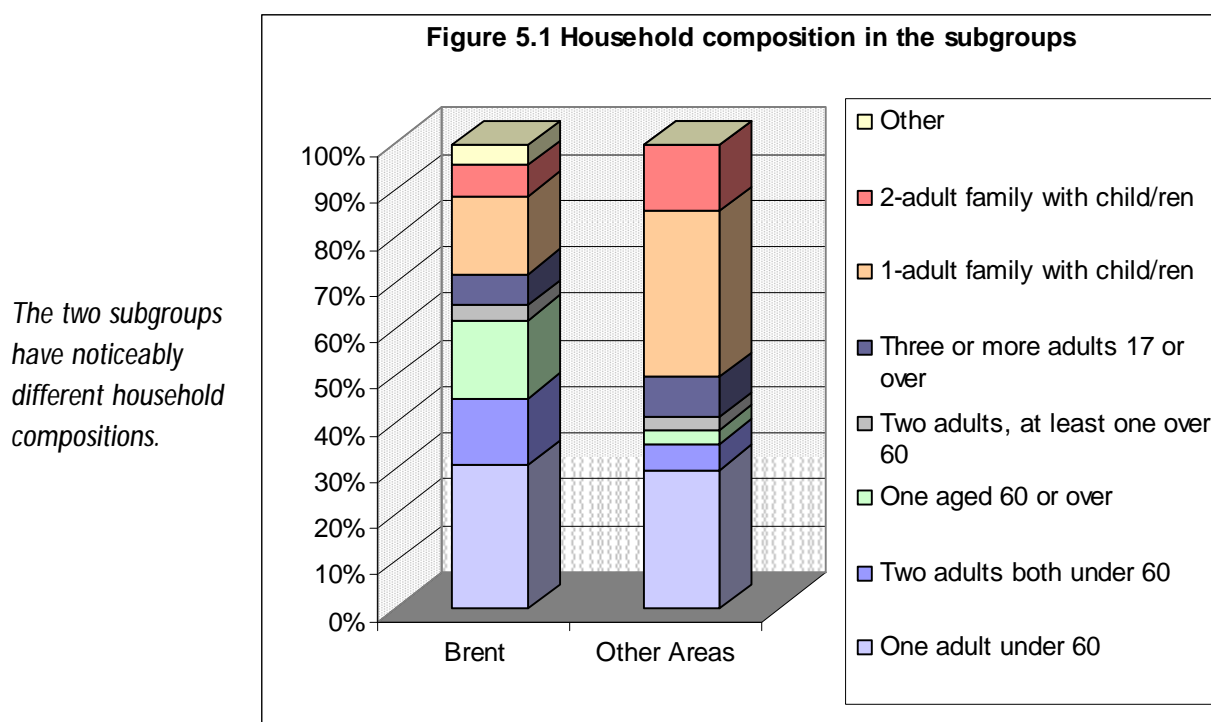


5. SUBGROUPS

This section of the report looks at significant differences between the two geographical subgroups chosen in the survey. It is worthwhile remembering that differences between the satisfaction levels of the subgroups can be due to demographics rather than to differences in the levels of service delivery.

5.1 Tenant profile

It is important to compare the household demographics of each area as this may affect the recorded satisfaction levels. As the chart below shows, the demographics of general needs tenants in the two different management areas do vary. Tenants living in Brent have a different household composition compared with the other tenant group; half of the households are adult households (52%) slightly higher than the Other Areas (44%). Perhaps the biggest difference between the two subgroups is the percentage of families and older tenants. In the Other Areas families account for half of the households (50%), more than double the number in Brent (23%). Brent tenants are also far more likely to be older households (20%) compared to tenants in the Other Areas (6%).

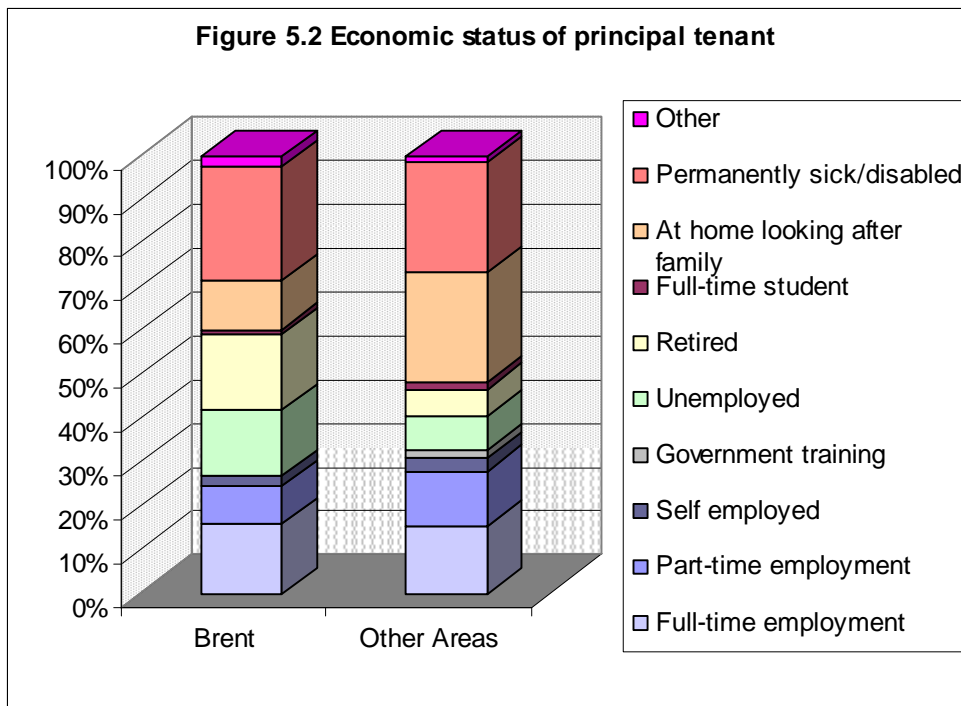


Despite the differences in household compositions the percentage of working principal tenants found in both areas is similar (Brent (27%) and Other Areas (31%)); however there are far more partners working in Brent (60%) than in the Other Areas (31%). As expected Brent has the highest percentage of retired tenants (17%). Both areas have similar percentages of permanently sick and disabled tenants (25% to 26%).

The influence of more working partners perhaps explains why far more households in Brent have incomes over £300 per week (18%) compared to those in the Other Areas (3%).



Figure 5.2 Economic status of principal tenant



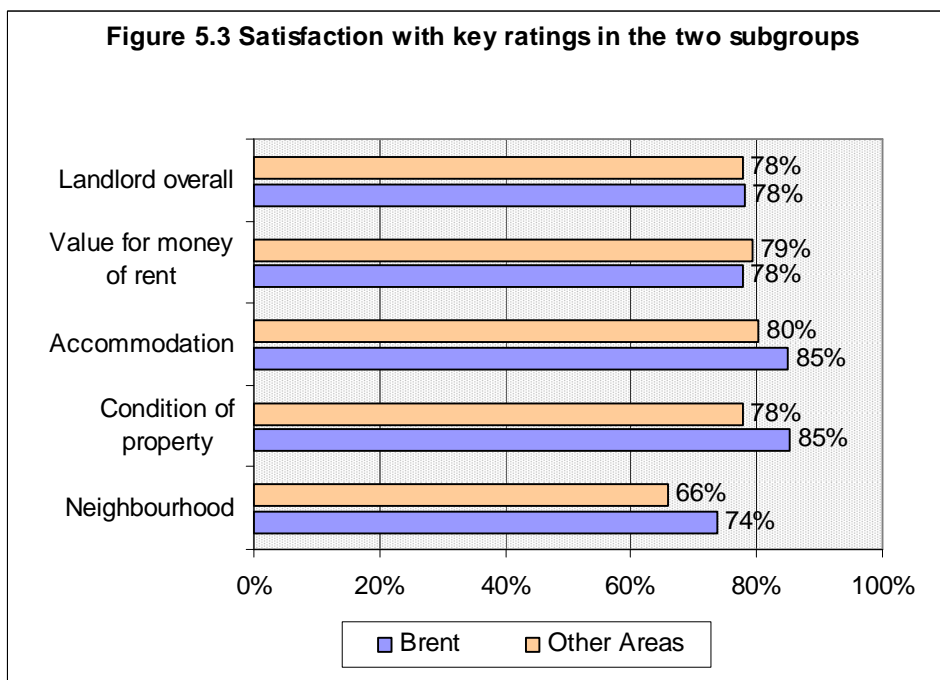
While the economic differences between principal tenants in each area is not significant far more principal tenants in Brent are working than in the Other Areas.

5.2 Overall satisfaction levels

Key statistics

Encouragingly, tenants in both subgroups share the same levels of satisfaction with the overall services (both 78%) and value for money (78% - 79%) provided by Innisfree HA. However there were noticeable differences elsewhere. More tenants in Brent are satisfied with their accommodation (5% higher) and the condition of the property (7% higher) than in the Other Areas.

Figure 5.3 Satisfaction with key ratings in the two subgroups

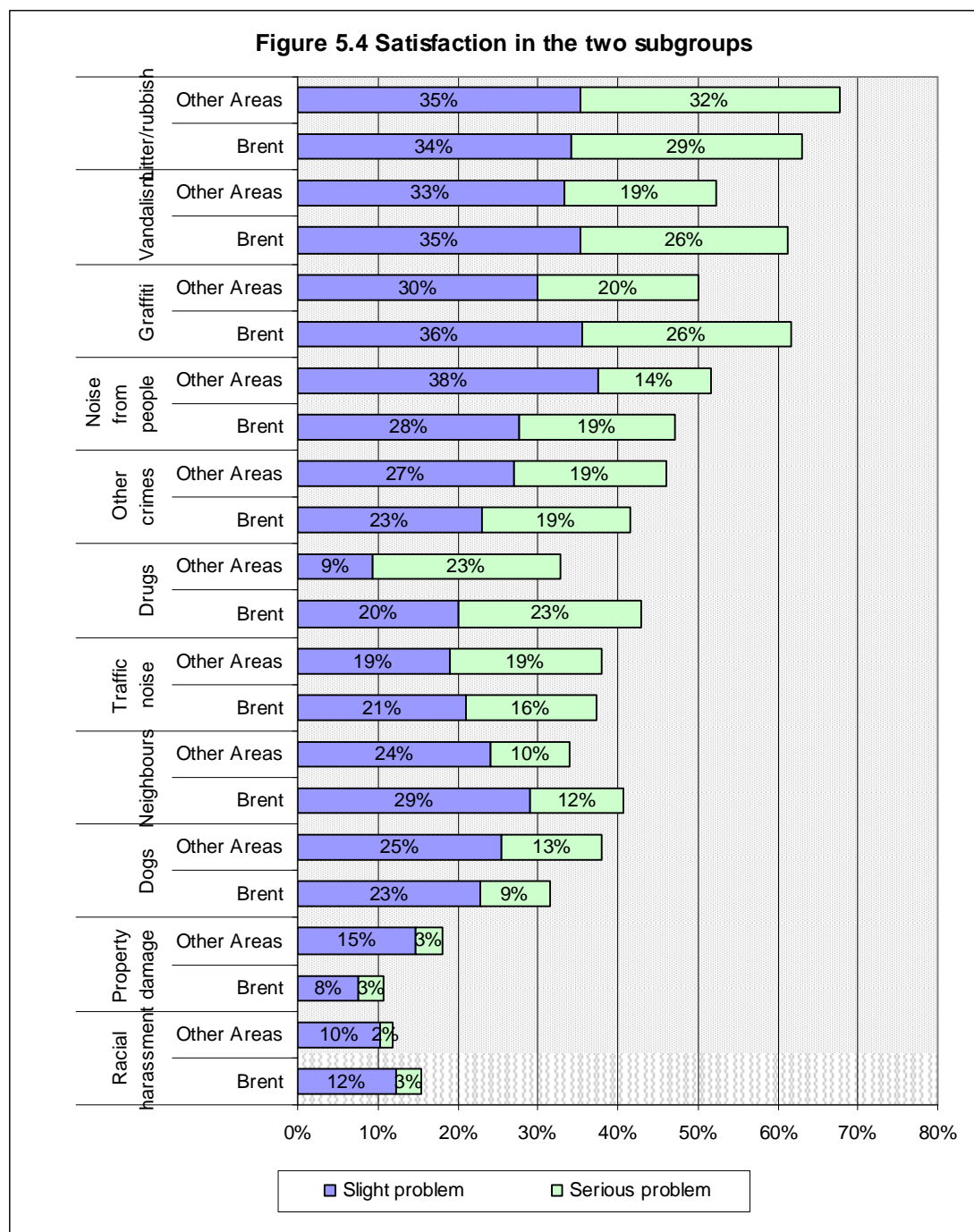


Tenants in Brent awarded slightly higher ratings for their accommodation, the condition of the property and the neighbourhood.



Neighbourhood and local problems

Satisfaction with the neighbourhood is far higher in Brent (74%) compared with the Other Areas (66%). The levels of local problems reported by tenants in each of the two subgroups varied. Tenants in Brent reported slightly higher levels of problems with vandalism (61%), graffiti (62%) and neighbours (41%), while those in the Other Areas have more problems with litter (68%), dogs (38%) and property damage (18%).



29 tenants in Brent said that they had experienced anti-Irish or other racial harassment whilst being a tenant of Innisfree, compared with 20 tenants in the Other Areas. 41% of those tenants in Brent

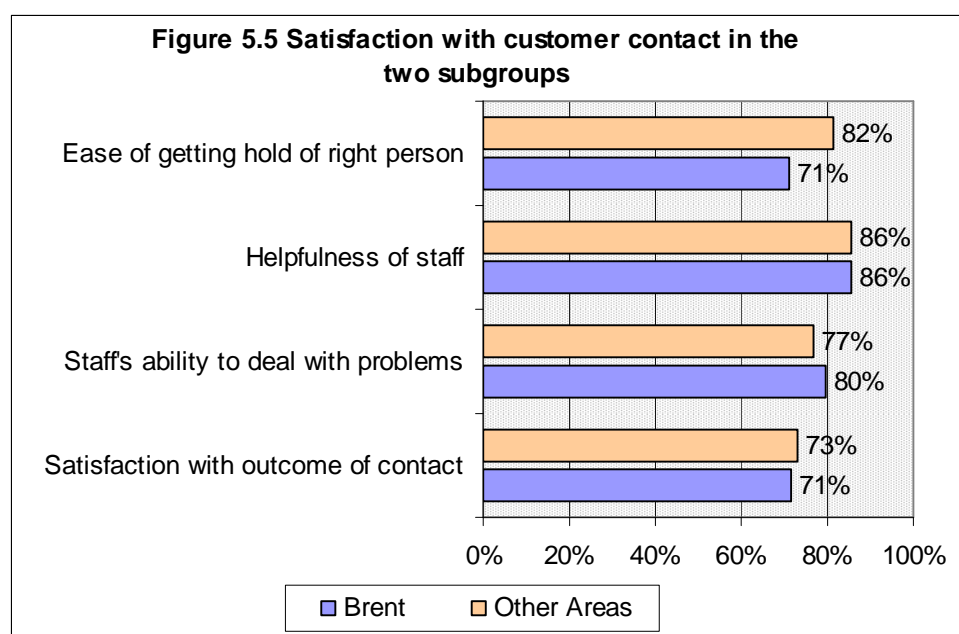


said that they had experienced it in their current home, compared with 35% in the Other Areas. The tenants in the Other Areas has experienced slightly more harassment in their local area (30%) and in a completely different place (55%) compared with those in Brent (24% and 52% respectively).

Customer contact

Innisfree HA has a high percentage of contact from tenants in both subgroups (90% - 93%). The majority of tenants telephone their landlord (85% - 86%), with those in Brent more likely to visit the office (10%) than those in other areas (3%). Tenants in the Other Areas had more repairs enquiries (73%) than those in Brent (54%).

Tenants in the Other Areas found it noticeably easier to get hold of staff compared with those in Brent (11% higher). In terms of the helpfulness of staff, tenants in both subgroups were in agreement. While tenants in Brent found staff slightly more able to solve their problems (3% higher) it was tenants in Other Areas who were slightly more satisfied with the final outcome (2% higher).



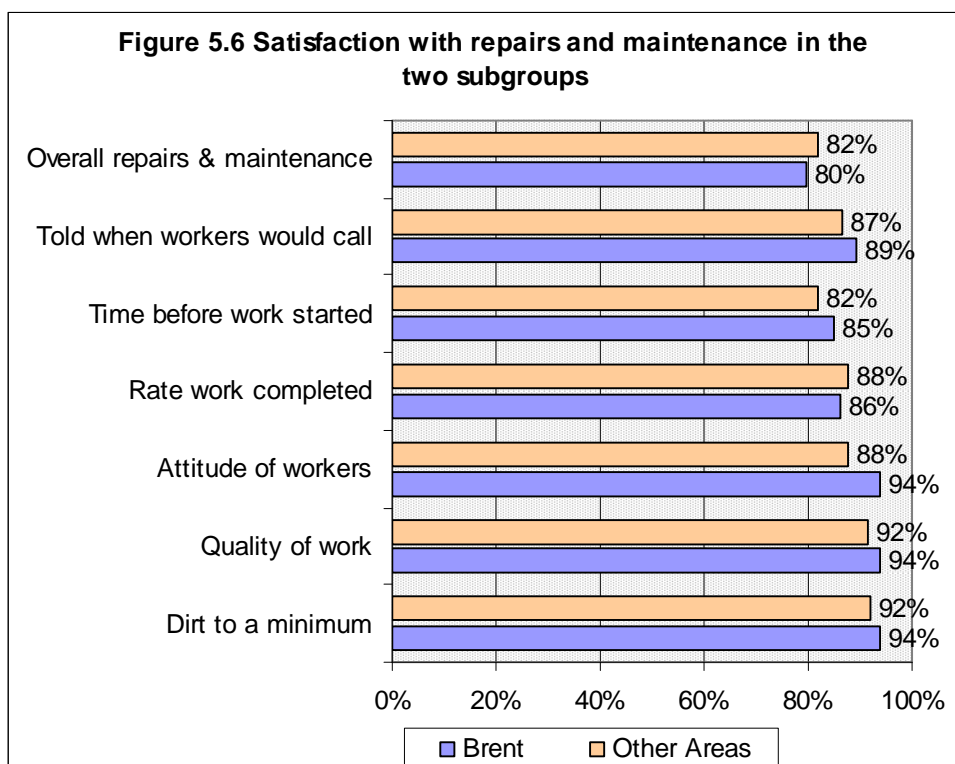
Tenants in the Other Areas find it much easier to contact staff.

Repairs and maintenance

Tenants in both areas rate the repairs and maintenance service highly; however those in the Other Areas gave a marginally higher rating overall (2% higher). This is unexpected as it is tenants in Brent who appear to be slightly more satisfied with the pre-commencement work (3% higher) and the majority of aspects of the work, rating the attitude of the workers 6% higher than tenants in the Other Areas.



Tenants in Brent awarded slightly higher ratings, however those in the Other Areas were slightly more satisfied with the overall service.



Tenant communication and involvement

The majority of Innisfree HA's tenants feel informed; however slightly more tenants in the Other Areas felt informed (90%) than tenants in Brent (87%). More Brent tenants however, thought that account was taken of their views (79%) than tenants in Other Areas (74%). Tenants in all areas were just as satisfied with the opportunities for involvement (61% - 62%).

Additional questions

Similar percentages of tenants in both areas think that it is important that their landlord is an Irish housing association (57% - 58%) and that the association should continue to develop new housing for rent (both 86%).



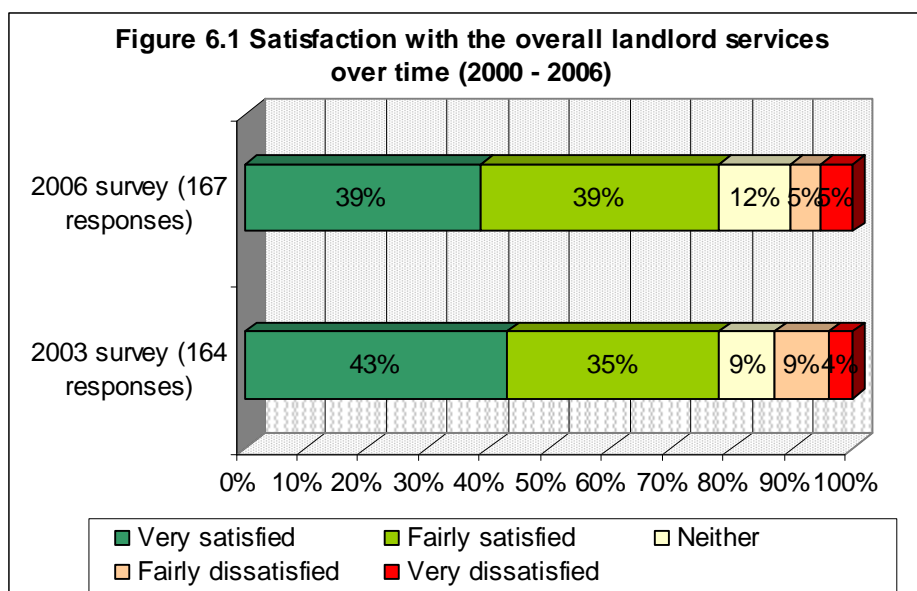


6. COMPARISON WITH PREVIOUS SURVEYS (2003 AND 2000)

This section of the report looks at significant differences between the previous survey (2003) and the current survey (2006), and where available the results from the 2000 survey. With sampling errors of +/-5.1% and +/-5.5% in the last two surveys, the sampling error when comparing these two surveys is +/-10.6%. Any results must be interpreted with this in mind, and general trends are noted and reported upon in this chapter. Summary charts of the comparison of the three surveys can be found in Appendix 9.

6.1 Key satisfaction ratings

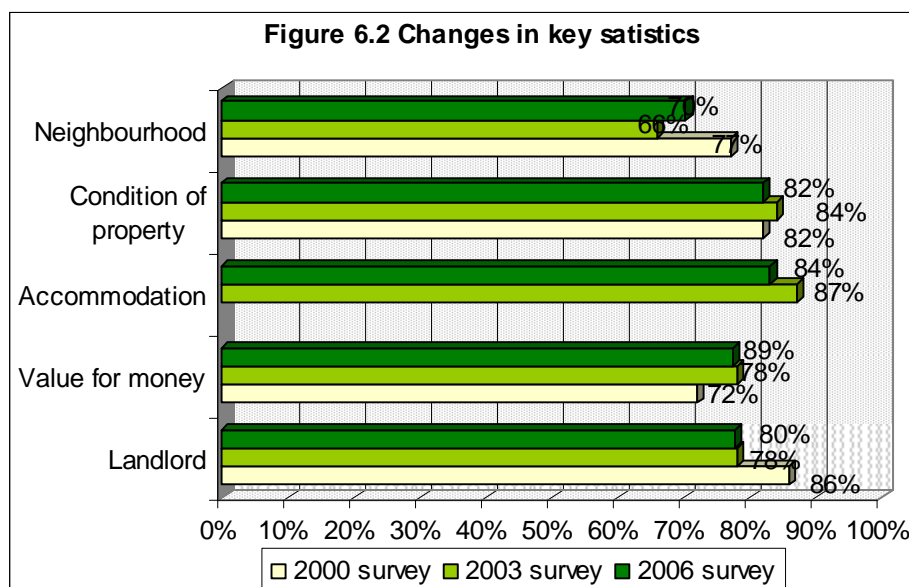
In 2006 satisfaction with the landlord is just as high as it was in 2003; however not as many tenants said that they were “very satisfied” in 2006 (39%) compared with three years ago (43%). Encouragingly fewer tenants are now dissatisfied (10%) compared with three years ago (13%).



Satisfaction with the overall landlord services has remained the same in the last three years, however fewer tenants are now dissatisfied.

In 2006 satisfaction with the value for money, accommodation and condition of the property have all fallen slightly (1% to 4% lower), with satisfaction with the accommodation showing the greatest decline. Encouragingly, satisfaction with the neighbourhood – which is much lower than many other satisfaction ratings, has increased (4% higher). However, the very small differences recorded between the 2003 survey findings and the current findings are too small to be statistically significant³.

³ It is important to note that changes in satisfaction levels of less than 10%, such as recorded by this question, fall within the combined surveys’ margins of error. Although percentage changes of less than 10% probably show a marginal shift in tenant opinion, they do not conclusively show that this has occurred. The same note of caution will equally apply to any similarly small changes recorded for other questions.

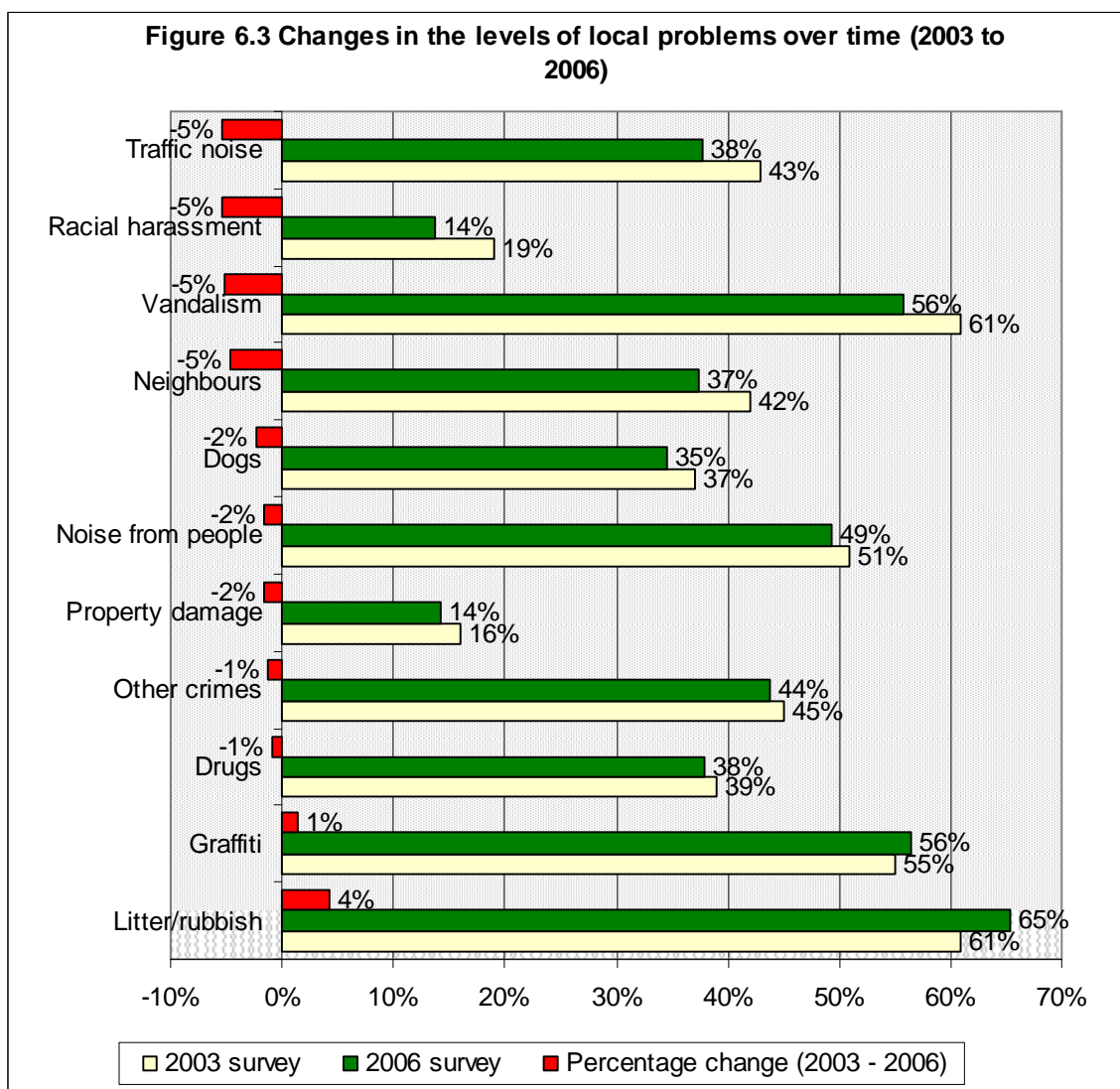


Satisfaction with some ratings are marginally lower than in 2003.

6.2 Neighbourhood and local issues

The increase in satisfaction with the neighbourhood in the last three years correlates with some decreases in the percentage of tenants reporting local problems. The last three years have seen a decrease in the percentage of tenants reporting problems with neighbours, vandalism, racial harassment and traffic noise (all 5% lower), whilst there is some evidence of a decline in the levels of problems with property damage, noise from other people, and dogs (all 2% lower). Litter was the only problem area where tenants reported an increase.

Other STATUS surveys have recently seen a rise in tenants reporting problems with noise from other people; this could possibly be linked to the increased awareness and discussion in the public about problems with neighbours and anti-social behaviour.



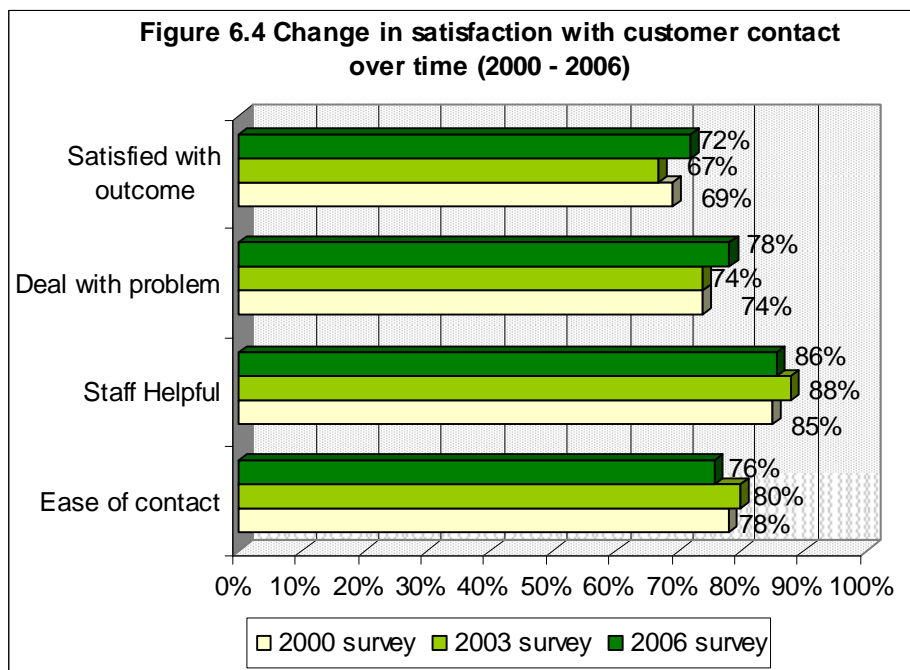
6.3 Contact with landlord

The level of tenant contact, which was already high, has increased further in the last three years, from 86% in 2003 to 92% in 2006. More tenants are now contacting Innisfree HA by phone than before (86% compared with 75% three years ago) and fewer are visiting the office (only 7% compared with 18% three years ago). The latest survey also found that tenants are reporting far more repairs and fewer rent or housing benefit enquires.

Tenant satisfaction with customer contact has changed over the last three years. The survey found that tenants now find it harder to contact the right member of staff (76%) compared with three years ago (80%) and although they found staff helpful (86%) the percentage has fallen slightly (88%). Encouragingly in 2006 more tenants found staff able to deal with their problems (4% higher) and were satisfied with the outcome (5% higher); with both ratings also higher than the 2000 levels.



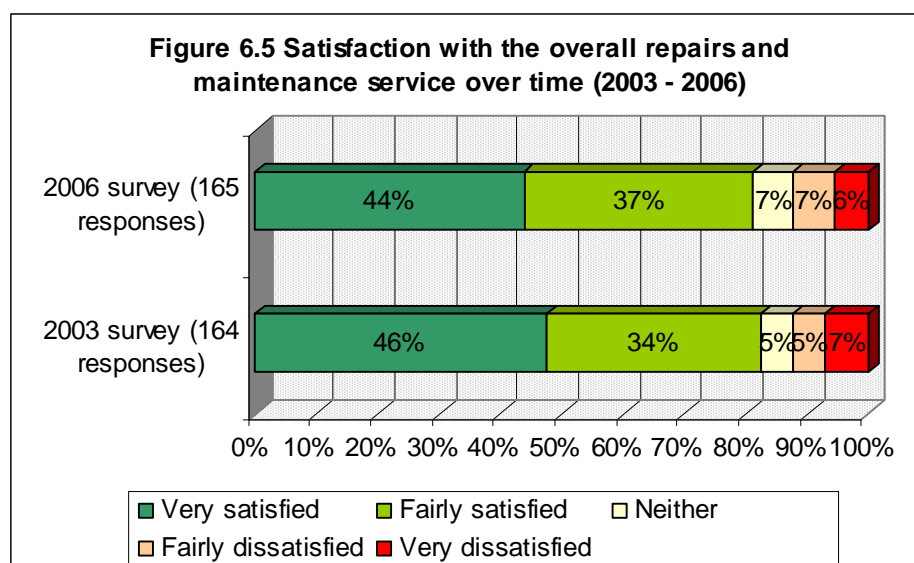
Satisfaction with customer contact has changed since 2003; tenants now find it harder to contact the right member of staff, however find staff more able to deal with their enquiry and are more satisfied with the outcome.



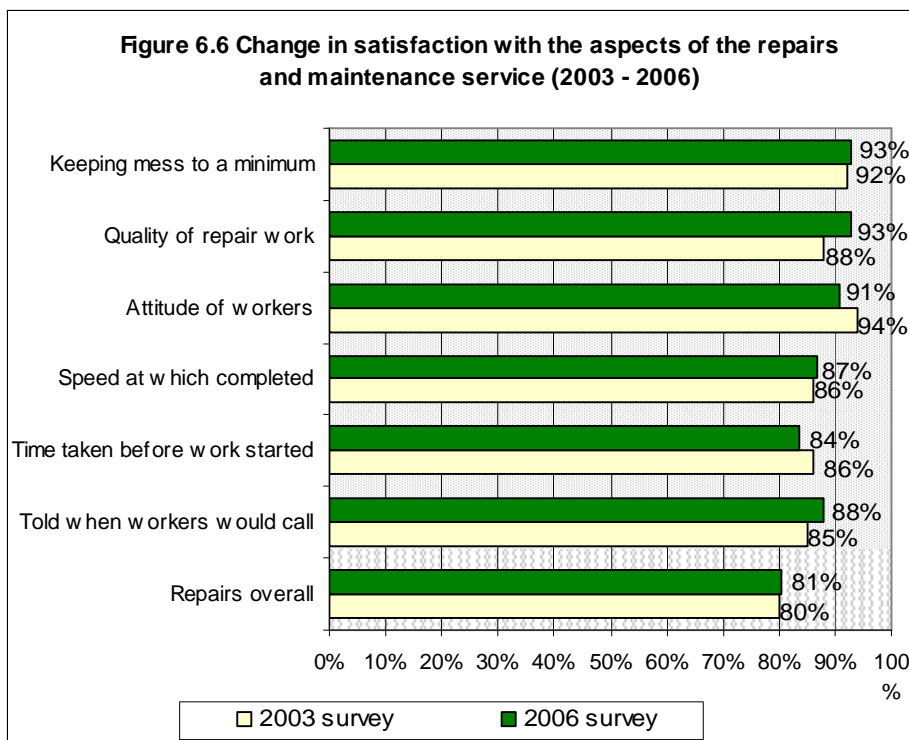
6.4 Repairs

Innisfree HA tenants rated the overall repairs service just as highly as in 2003 (80% - 81%).

Satisfaction with the overall repairs and maintenance remains high.



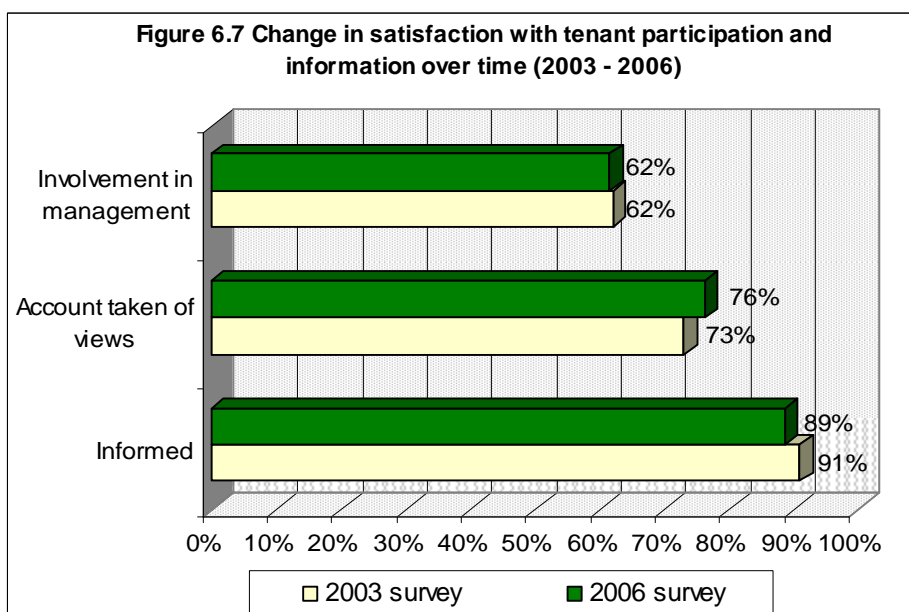
The minor increase in overall satisfaction reflects the changes in tenant satisfaction with the individual aspects of the repairs service. While there has been a noticeable increase in satisfaction with the information given out (3% higher) and the quality of the repair (5% higher), tenants are slightly less satisfied with the time taken before the repair started (3% lower) and the attitude of the workers (3% lower). Satisfaction elsewhere has remained at roughly the same high levels.



Individual ratings with many aspects of the repairs and maintenance service show some increases and decreases in tenant ratings.

6.5 Communication and participation

Satisfaction with the measured aspects of tenant communication and participation remain at roughly the same levels compared with three years ago. While slightly fewer tenants felt informed (2% lower) more tenants now feel that the Association takes account of their views (3% higher). Satisfaction with the opportunities for involvement in decision-making remains at the same level as three years ago.



There is no overall pattern to the changes in satisfaction with tenant participation and information in the last three years.



6.7 Additional questions

Having an Irish landlord

While in 2006 a similar percentage of tenants felt that is important to be a tenant of an Irish Housing Association (71%) compared with three years ago (72%), far more tenants now think that it is very important (57%) compared with three years ago (50%).

Developing new homes

The latest survey found slightly more tenant who thought the Association should continue to develop new housing for rent (86% compared with 84% in 2003).

Racial harassment

Forty-nine tenants said that they had experienced anti-Irish or any other racial harassment recently or in the past compared with forty-one in 2003. While a similar percentage of tenants said that they had experienced harassment in their current home (39% - 41%), the percentage of tenants who experienced harassment in their local area has fallen considerably (27% compared with 46% three years ago). Disappointingly though, more tenants are now experiencing harassment in a completely different place (52% compared to 39% in 2003).



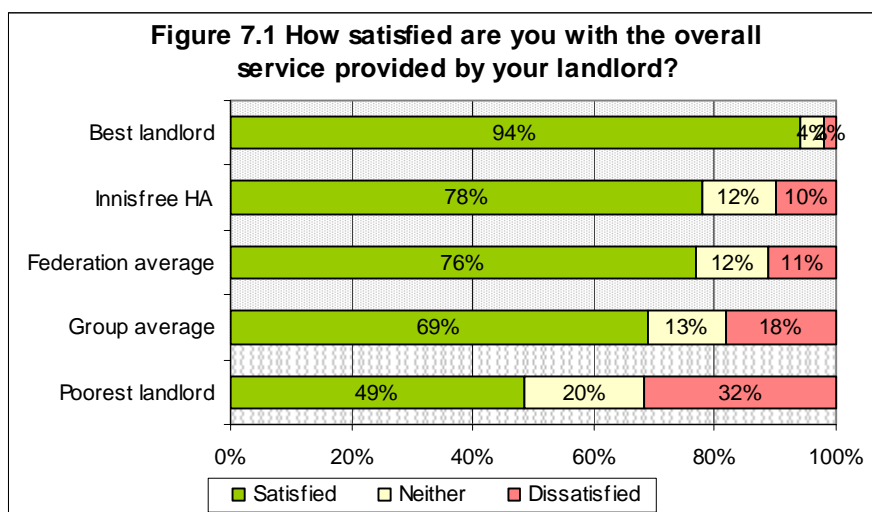
7. COMPARISON WITH OTHER LANDLORDS

The results of key satisfaction questions in the Innisfree HA survey have been compared with those of eight other housing associations who have undertaken the STATUS survey in the last three years. The landlords in the comparative group were selected to match Innisfree HA as closely as possible – all small, black and minority ethnic housing associations operating in London.

The following charts display results from the best and poorest landlords, and the average score for all landlords in the comparative group. Also included in the tables is the average result for the Federation’s entire database (named “Federation Average” in the following charts). The names of the landlords have been withheld to protect their confidentiality. A full report containing the data tables and information on the landlords chosen for the comparative analysis is held by the Federation. Please note that although the National Housing Federation’s average includes a broad mix of housing associations, local authorities and Arms Length Management Organisations it is not based on a fully representative sample of social landlords and so should therefore only be taken as an indication of average national performance.

7.1 Satisfaction with landlord

The majority of Innisfree HA tenants are satisfied with their landlord (78% “fairly” or “very” satisfied). The result compares well with the results of other landlords in the comparative group and is the third highest performance, 9% higher than the group average (69%) – which is noticeably lower than the Federation average (76%). The result is however some 16% lower than the top-performing landlord in the comparative group (94%). Only 49% of tenants were satisfied with their landlord at the poorest performing landlord in the group.



Innisfree HA's performance was the third highest in the group.

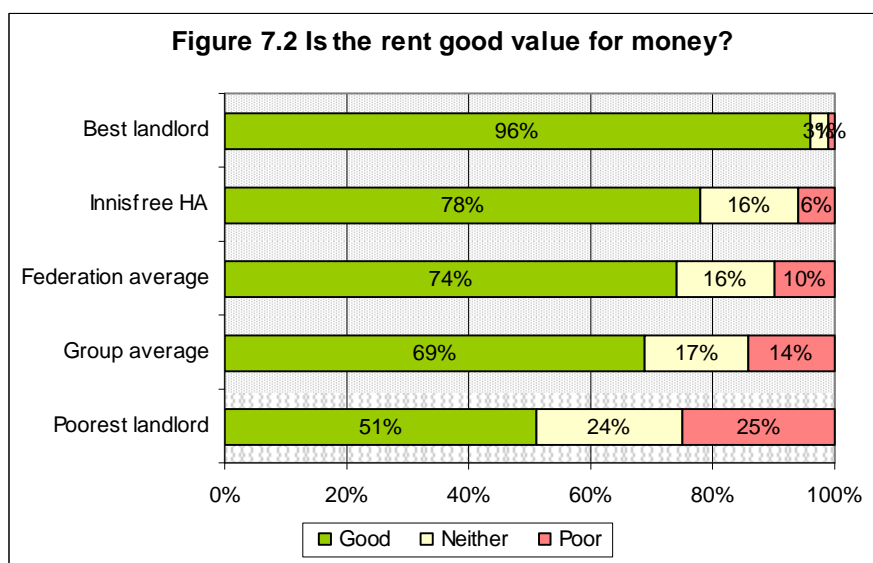
7.2 Value for money

Tenants were asked whether they thought the rent for their property represented good or poor value for money. Innisfree HA tenants were again satisfied (78%) – much higher than the peer group average (69%), and the result is the third highest in the peer group. The worst performing landlord had just 51% of tenants satisfied with the value for money. Innisfree HA rating is encouragingly



higher than the Federation average (74%). 96% of tenants were satisfied at the best performing landlord.

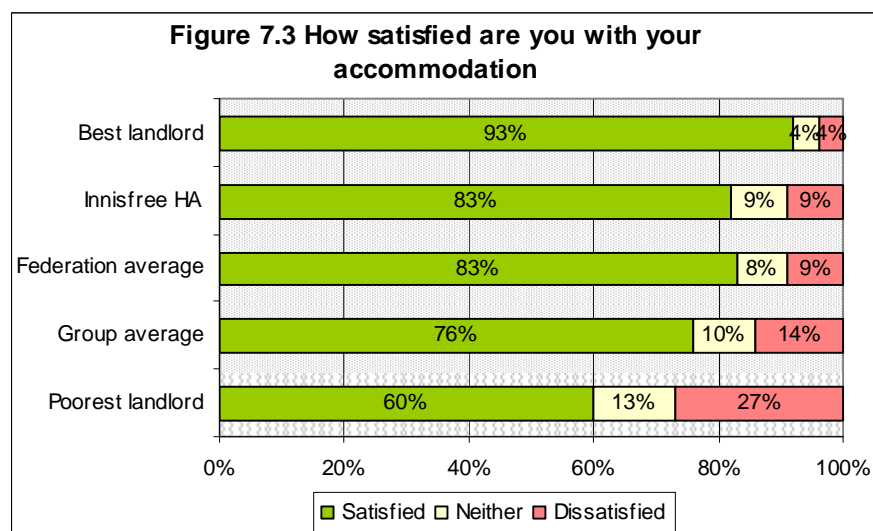
Innisfree HA's performance was the third highest in the group and 9% above average.



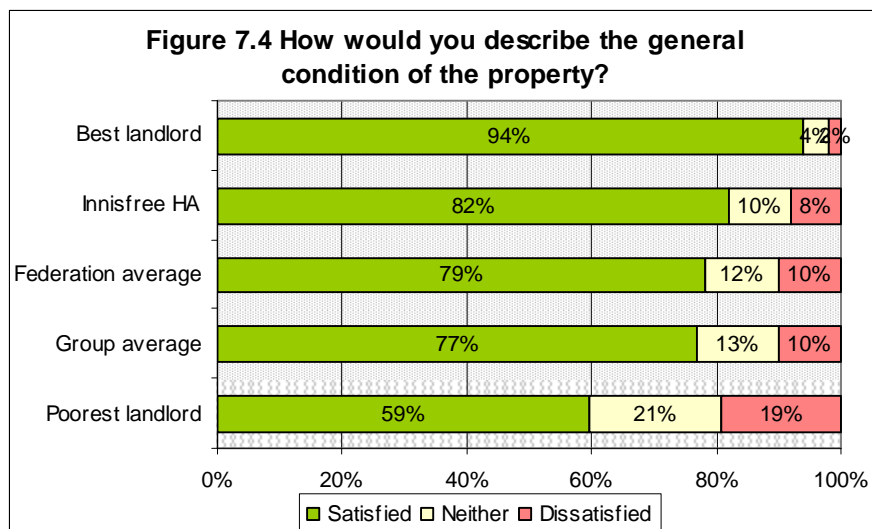
7.3 Quality and condition of home

Satisfaction with the accommodation, like many other landlords, generated one of the highest satisfaction ratings for Innisfree HA (83% of tenants satisfied). Compared with the landlords in the peer group, Innisfree HA rating was the second highest and 7% above average for the group (76%). Innisfree HA's rating matched the Federation average (83%).

Innisfree HA's performance was the second highest in the group and matched the Federation average.



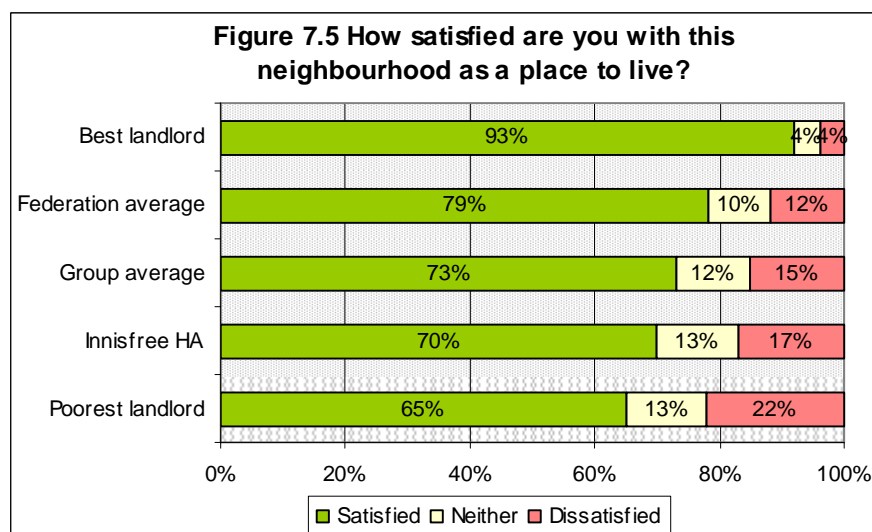
Innisfree HA's tenants are also satisfied with the condition of their properties (82%). The rating was the fourth highest, and 5% higher than the peer group average (77%), which was close to the Federation average (79%). Innisfree HA's rating was much higher than the poorest performing landlord where only 59% of tenants satisfied with the condition of their property. 94% of tenants were satisfied with the condition of the property at the highest performing landlord.



Innisfree HA's performances was the fourth highest in the group and 3% higher than the Federation' average.

7.4 Neighbourhood

The neighbourhood is reasonably popular with Innisfree HA tenants (70% satisfied). The rating was the sixth lowest in the peer group and 3% below the group average (73%). 93% were satisfied with the area at the highest performing landlord and 65% at the poorest. The Federation average rating is 79% of tenants satisfied with the area in which they live.



Innisfree HA's tenants rated their neighbourhood the sixth highest in the group, the only rating below average in the peer group.

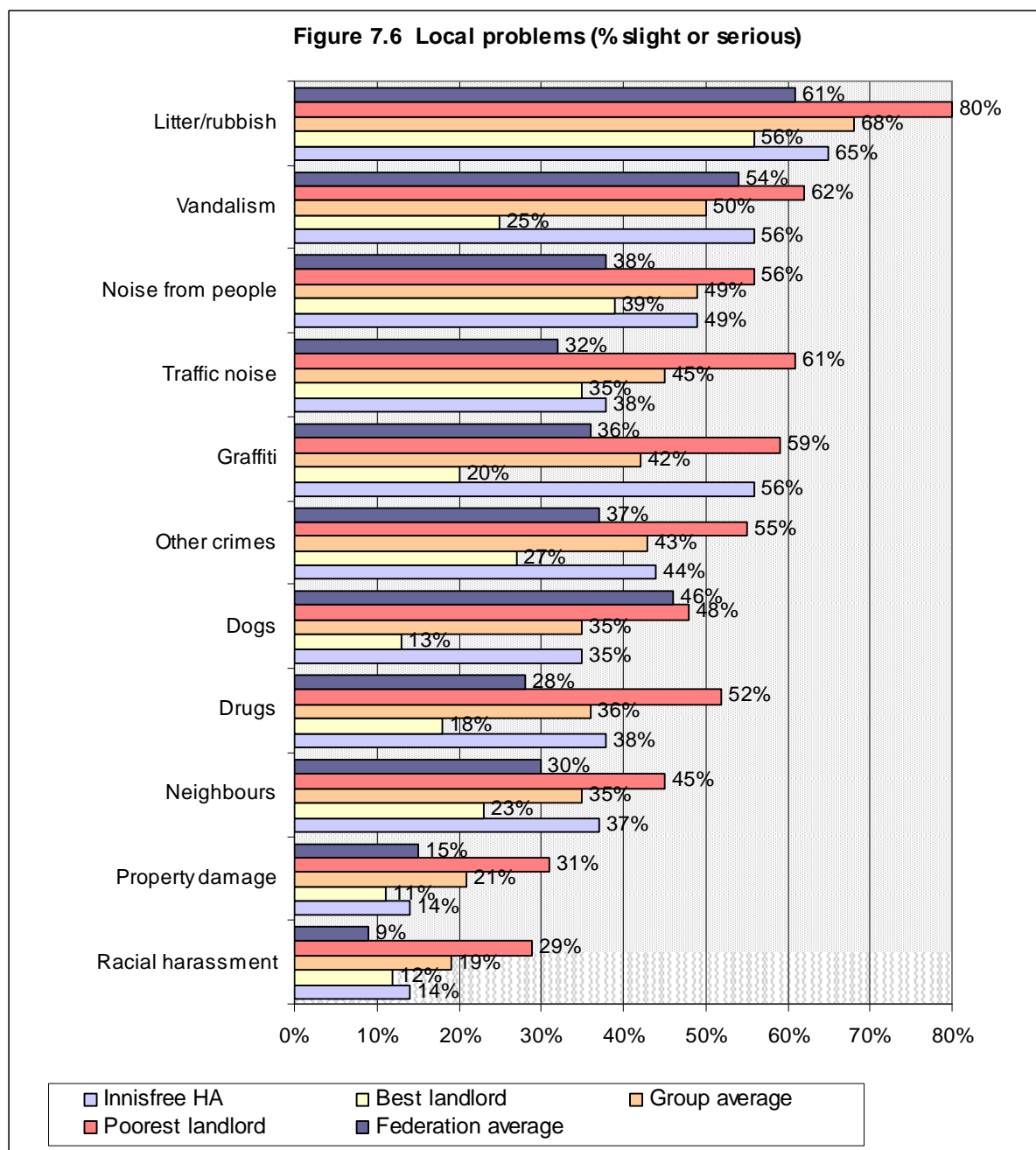
Any dissatisfaction with an area could be the result of a number of factors - lack of work opportunities, dissatisfaction with current accommodation, a desire to move to another area or the local problems found in that area. The chart below looks at the percentage of tenants who reported local problems. The most prevalent problem reported by Innisfree HA's tenants was vandalism (56%), graffiti (56%) and rubbish in the street (65%).

Innisfree HA tenants reported many local problems at similar levels to the average for the peer group (dogs, other crimes, noise from other people, litter, drugs and neighbours); while the levels of problems with traffic noise, property damage and racial harassment were slightly lower than average for the peer group (5% to 7% lower). Only two local problems were reported at higher levels than



average for the peer group - vandalism (6% higher) and graffiti (14% higher).

Compared with the Federation averages, Innisfree HA's tenants only reported a few local problems at similar levels (property damage and vandalism). Many local problems were reported at either slightly higher levels litter (4% higher), racial harassment (5% higher), traffic noise (6% higher), neighbours (7% higher), other crimes (7% higher) or considerably higher levels (drugs 10% higher), noise from people (11% higher) and graffiti (20% higher).



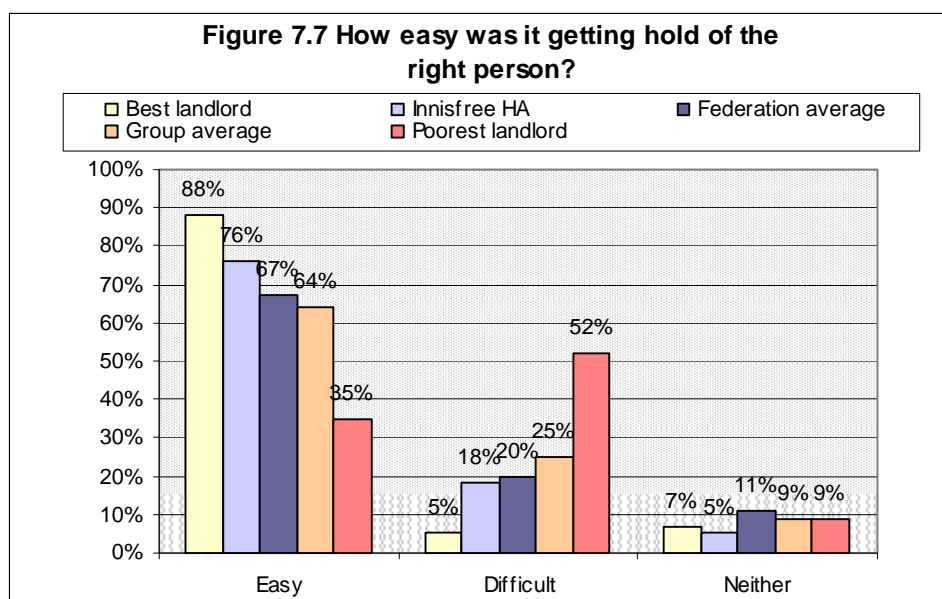


7.5 Contact with landlord

The level of contact made by tenants during the past 12 months (92%) is considerably higher than average for the peer group (81% average). Using the telephone as a means to contact their landlord is popular at Innisfree HA (86%) compared with elsewhere (69%), and the landlord had slightly fewer tenants visiting the office. Innisfree HA had proportionally more tenants contact them with repairs enquiries (7% higher than average) and handled fewer rent/housing benefit enquiries (9% lower). Neighbour problems also accounted for a higher percentage of contact in the last twelve months (4% higher).

Tenants were asked a series of questions about the last time they contacted their landlord. The survey asked how easy it was getting hold of the right person, how helpful the staff were, whether staff were able to deal with the problem, and how satisfied they were with the final outcome. The responses of Innisfree HA tenants have been compared with the average for all the others, and with the best and worst performing landlords.

76% of Innisfree HA's tenants found it easy to contact the right person at their landlord. Compared with other landlords Innisfree HA performance was above average for the group (64%) and was the fourth highest rating. 88% of tenants found it easy at the top-performing landlord, while only 35% did at the poorest performing landlord. The result for Innisfree HA was much higher than the Federation average (67%).

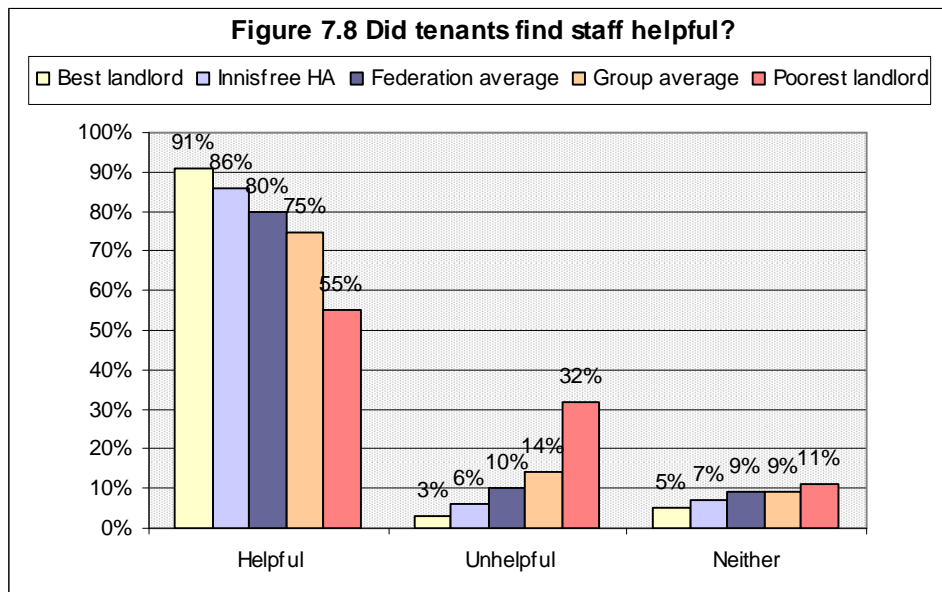


Innisfree HA's rating was the fourth highest in the group.

Innisfree HA's tenants found the staff helpful (86%); the result was the fourth highest in the peer group and some 11% above average for the group (75%). The result was much higher than the Federation average (80%). 55% of tenants found staff helpful at the poorest performing landlord, much lower than at the top-performing landlord (91%).



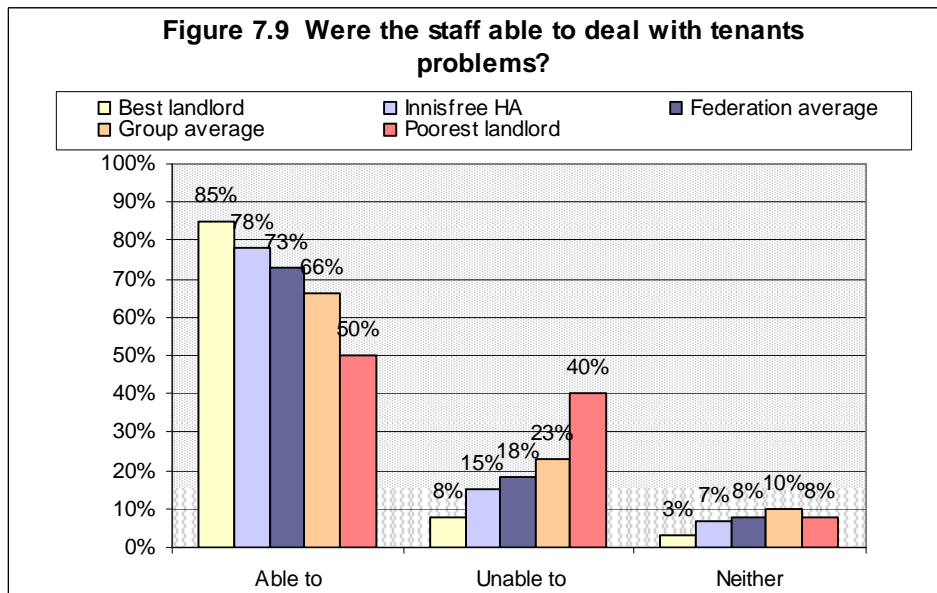
Figure 7.8 Did tenants find staff helpful?



Innisfree HA's rating was the fourth highest in the group.

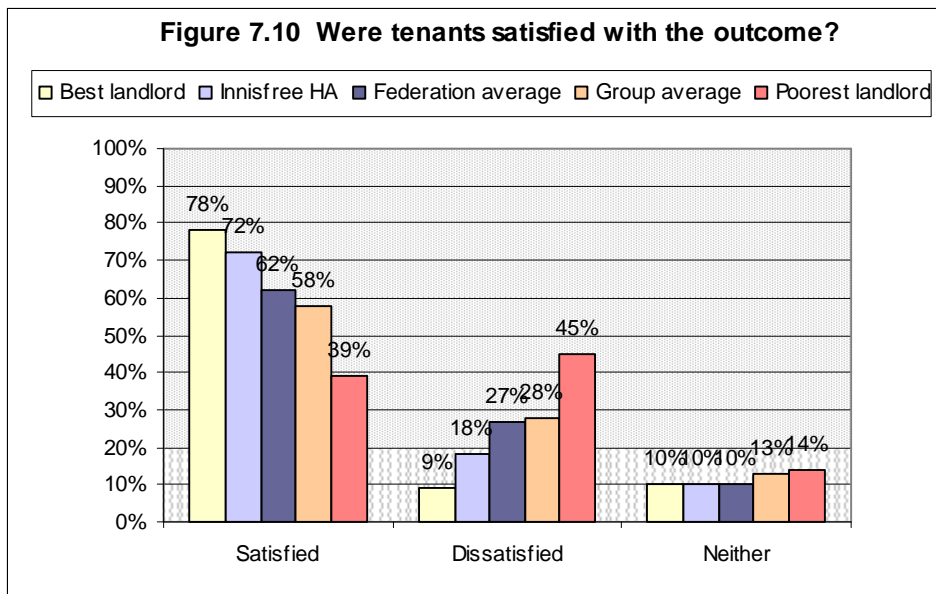
Staff at Innisfree HA were able to deal with most tenants' problems. 78% of tenants considered their problems to have been solved, which is 12% above the average for the group, and 5% higher than the Federation average (73%). The rating is the second highest in the group. The poorest performing landlord was rated by only 50% of tenants as having staff capable of solving their problems, while 85% did so at the top-performing landlord.

Figure 7.9 Were the staff able to deal with tenants problems?



Innisfree HA's rating was the second highest in the group.

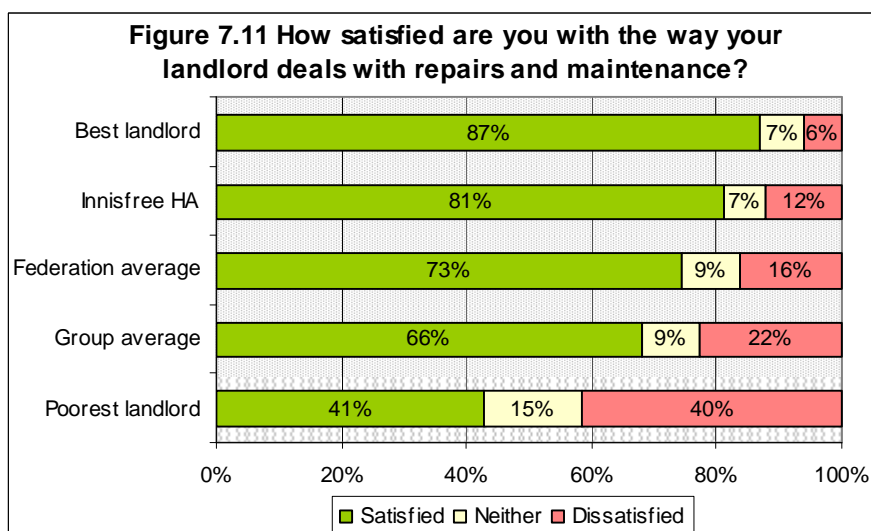
72% of Innisfree HA's tenants were satisfied with the outcome of the contact, the third highest in the group, and some 14% higher than average for the peer group (58%). The result was only 6% lower than the top performing landlord (78%), and much higher than the poorest performer landlord (39%). The rating is considerably higher than the Federation average (62%). 18% of tenants were left dissatisfied after contacting Innisfree HA; lower than average (28%) but higher than the best performing landlord (9%).



Innisfree HA's rating was the third highest in the group.

7.6 Repairs and maintenance

81% of Innisfree HA's tenants were satisfied with the way their landlord dealt with repairs and maintenance overall. Tenants rated their landlord the third highest in the group and 15% above average (66%). Innisfree HA's rating was well above the poorest performing landlord in the group (41%), and much higher than the Federation Average (73%). 87% of tenants were satisfied with the overall repairs service at the top-performing landlord.



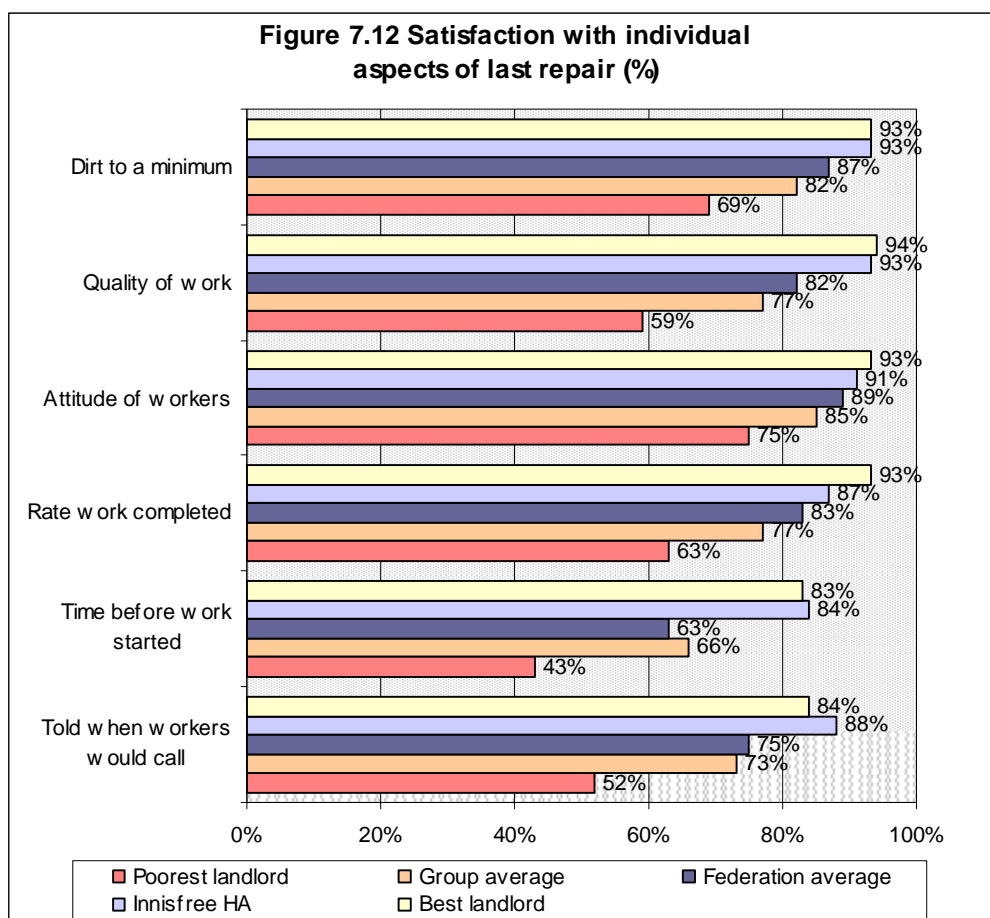
Innisfree HA's rating was the third highest in the group, and was 15% higher than average.

The chart below shows performance levels for different aspects of the last completed repair. Tenants at Innisfree HA rated the pre-commencement work (information given (15% higher) and time taken before the work started (18% higher) and the actual repair work (6% to 16% higher) considerably higher than average. In fact, the information given out about the repair work, the time before work started and the ability of workers to minimise dirt and mess were the highest rated in the group, with the attitude of the workers and the quality of the repair rated the second highest in



the group.

The majority of ratings were the highest or second highest ratings in the peer group.

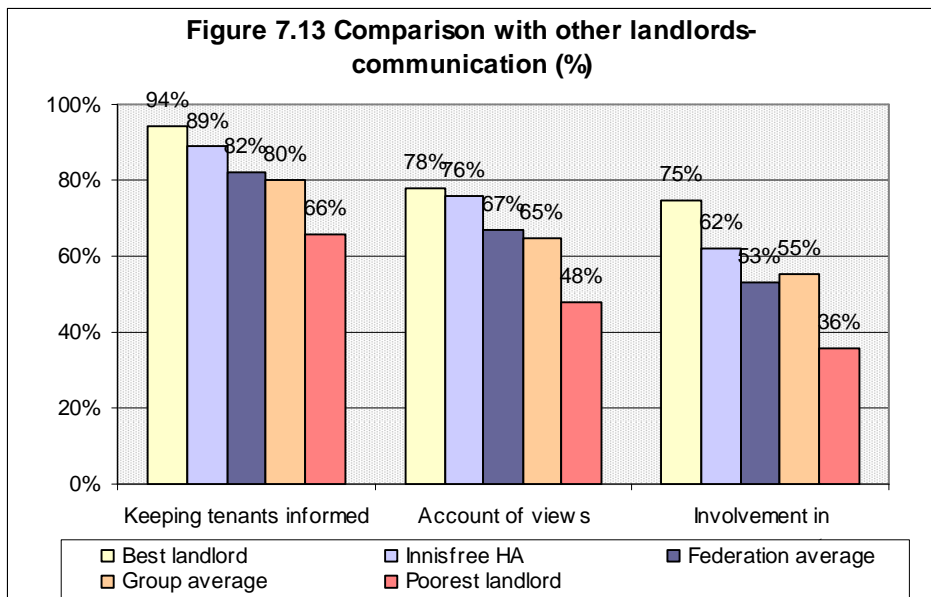


7.7 Communication and participation

89% of Innisfree HA's tenants consider that their landlord keeps them informed; the figure is 9% higher than the average for the peer group (80%) and the third highest rating in the group. Innisfree HA's rating is higher than the Federation average (82%).

76% of Innisfree HA's tenants said their views were taken into account when decisions were made. The result was again much higher than the average for the peer group (11% higher) and was the second highest rating.

Innisfree HA's tenants are satisfied in terms of their opportunity to be involved in management and decision-making; 62% of tenants "very" or "fairly" satisfied. The rating is the fourth highest in the group and some 7% above average (55%). The rating is above the Federation average (53%), but some 13% lower than the best performing landlord (75%).



Innisfree HA's ratings were amongst the top four in the peer group.





8. CONCLUSION

The survey of Innisfree HA using the STATUS questionnaire has been successful; both in terms of the opinions tenants have of their landlord, and in the administration of the survey.

8.1 General conclusion

The results from the survey demonstrate convincingly that Innisfree HA's tenants believe that the Association is providing a good housing service. Tenants are particularly satisfied with their accommodation, condition of the property, helpfulness of staff, overall repairs service and individual aspects of the repair work and being kept informed. Generally, satisfaction remains just as high, or slightly higher, than in 2003. Innisfree HA tenants are more likely to be satisfied with the services they receive from their landlord compared with tenants at other similar social landlords, in fact some ratings were amongst the top three ratings in the peer group. The results are even more impressive taking into account that the Association has a young tenant population and operates in areas of high levels of deprivation. The majority of tenants think that it is important that their landlord is an Irish Housing Association.

8.2 Specific recommendations

It is clear that the majority of tenants are satisfied with their landlord and the overall services. There are still some areas and opportunities where performance and service delivery can be improved further and Innisfree HA should use the results of the survey to refine service enhancements further and promote the Association.

Ø Customer contact

Innisfree HA operates a good customer service. Tenants are generally pleased with the services that they receive and the Association is in contact with a very high percentage of its tenants each year (92%). The majority of tenants did not have any problems contacting staff (76% easy), they found staff helpful (86%), and able to solve their problems (78%), and were on the whole satisfied with the final outcome of contact (72%). Encouragingly tenants who had contacted their landlord in the twelve months prior to the latest survey found staff more able to deal with their problems and were more satisfied with the final outcome (4% to 5% higher than the levels found in the previous survey).

Not all tenants found it easy to contact the right member of staff (18% difficult) and those in Brent found it harder than tenants in the Other Areas. The percentage has also fallen since the last survey (4% lower). Just under a fifth of tenants were left dissatisfied with the outcome of contact (17%); and while tenant expectations of what a landlord can achieve can be unrealistic, it is important that tenants are given full and accurate information and guidance depending on the nature of their query.

It is possible to argue that satisfaction with the final outcome of contact (72%) should be even higher given the other ratings (76% - 86%) and perhaps the Association should consider promoting the high levels of satisfaction with customer service standards.

The survey found that the Association has a high level of contact with tenants, and the level has increased since the previous survey (6% higher). This must require additional resources from the Association and the reason for the increase is unknown. Innisfree HA is currently developing its



online services for tenants, which will be of use to those tenants with Internet and email; however the survey found that only a third of tenants will be able to access the website. It is recommended that the Association continues to improve its customer service using the survey findings.

Ø Repairs and maintenance service

Overall, 81% of tenants are satisfied with the repairs and maintenance service and 13% are dissatisfied. The rating is lower than the pre-commencement work (information given (88%) and time taken before the work started (84%)) and especially the actual repair work (89% - 93%). Satisfaction with some aspects of the repair work has increased in the last three years and some of the ratings were amongst the highest in the peer group. It is disappointing that the rating for the overall repairs service does not reflect the ratings for the actual work and Innisfree HA should consider promoting the survey results to help raise tenant opinions of the overall service.

Ø Neighbourhood

Satisfaction with the neighbourhood (70%) has increased slightly since 2003 (4% higher); and tenants reported noticeably fewer local problems. Despite this, 17% of tenants are dissatisfied with their neighbourhood; the levels of some local problems reported are still high and much higher than the average for other landlords. Clearly any work carried out by Innisfree HA on improving local communities and neighbourhoods is having a significant impact and the results are encouraging, however this is an important issue affecting tenants in their everyday lives; 14% of tenants said that they would like to discuss their neighbourhood with Innisfree HA. 49 tenants said that they had experienced anti-Irish or any other racial harassment recently or in the past (29% of respondents). Of those tenants 39% said they had experienced it in their current home, 27% in their local area and 53% in a completely different place.

Ø Reviewing services

Around half of the tenants thought that the long-term maintenance of properties (52%) and cleaning (46%) needed reviewing, while around a quarter of tenants wanted to see problems with neighbours, day to day maintenance, lettings and transfers and dealing with complaints reviewed (22% - 28%). Far fewer tenants thought that customer service, gardening, consulting tenants and tenant involvement needs reviewing (11% - 16%). Encouragingly, 31 tenants said they would like to help in specific service reviews in the future and their names and addresses (with their permission) have been given to Innisfree HA.

Ø Different management areas

The survey found that satisfaction with service delivery varied between tenants in Brent and Other Areas. More tenants in Brent are satisfied with their accommodation, condition of the property, neighbourhood, attitude of the repairs workers and account taken of views (5% to 8% higher). However more tenants in the Other Areas found it easy to get hold of staff (11% higher). Tenant demographics could be influencing the findings; however they should be taken into consideration during service reviews.

Ø Different client groups

Due to the small number of tenants at Innisfree HA it has not been able to carry out a full investigation into the differences in satisfaction levels found amongst different tenants; however



there is a significant difference in satisfaction levels between White Irish and White British tenants.





9. APPENDICES

9.1 The STATUS questionnaire





9.2 Covering letter

Dear

As part of our commitment to listening to the views of our tenants, **Innisfree Housing Association** has asked the National Housing Federation (NHF) to carry out a postal survey on our behalf to find out how satisfied you are with your home and the services you receive from us. This important information will be used to help improve our services in future.

We would very much appreciate your help. You can do this by completing the enclosed questionnaire and returning it to the NHF in the pre-paid envelope supplied by **31st October 2006**.

The questionnaire has been designed to be easy to complete and should take no longer than ten to fifteen minutes of your time. If you have any questions or concerns about this survey, please contact our admin department, on TEL **020 7625 1818** who will be happy to help you.

By completing the questionnaire you will not only be helping Innisfree HA to improve its services but you could also win a cash prize. You will be entered into a prize draw when you return your questionnaire and the lucky winners will receive cash prizes of £50, £30 or £20.

I would like to assure you that all your answers will be treated in the strictest confidence, and used for research purposes only. This means that it will not be possible for any person or address to be identified from the survey findings. The results of the survey will be published; however, no information will be released in a way that allows it to be traced to an individual.

I very much hope that you will take part and would like to thank you for your help in advance.

Yours sincerely

Lee Daly
Housing Director



9.3 Comparison tables

Table 9.3.1 Comparison of the different surveys – Innisfree HA				
Question	Innisfree HA 2000 (where available)	Innisfree HA 2003	Innisfree HA 2006	Difference (2003 – 2006)
Q11. Landlord overall	86%	78%	78%	=
Q12. Value for money	72%	78%	77%	-1%
Q13. Accommodation		87%	83%	-4%
Q15. Condition of property	82%	84%	82%	-2%
Q16. Area/Neighbourhood	77%	66%	70%	+4%
Q24. Ease of contact	78%	80%	76%	-4%
Q25. Helpfulness of Staff	85%	88%	86%	-2%
Q26. Able to solve problems	74%	74%	78%	+4%
Q27. Satisfaction after contact	69%	67%	72%	+5%
Q28. Repairs overall		80%	81%	+1%
Q31. Information given		85%	88%	+3%
Q31. Time taken before work		86%	84%	-2%
Q31. Speed of work		86%	87%	+1%
Q31. Attitude of workers		94%	91%	-3%
Q31. Overall quality of work		88%	93%	+5%
Q31. Minimising dirt and mess		92%	93%	+1%
Q32. Informed		91%	89%	-2%
Q33. Account taken of views		73%	76%	+3%
Q34. Opportunities for involvement		62%	62%	=



Table 9.3.2 Changes in tenant satisfaction at Innisfree HA between 2003 and 2006			
Question	Innisfree HA 2003	Innisfree HA 2006	Difference (2003 – 2006)
Improved			
Q31. Overall quality of work	88%	93%	+5%
Q27. Satisfaction after contact	67%	72%	+5%
Q16. Area/Neighbourhood	66%	70%	+4%
Q26. Able to solve problems	74%	78%	+4%
Q31. Information given	85%	88%	+3%
Q33. Account taken of views	73%	76%	+3%
Stayed the same			
Q28. Repairs overall	80%	81%	+1%
Q31. Speed of work	86%	87%	+1%
Q31. Minimising dirt and mess	92%	93%	+1%
Q11. Landlord overall	78%	78%	=
Q34. Opportunities for involvement	62%	62%	=
Q12. Value for money	78%	77%	-1%
Q15. Condition of property	84%	82%	-2%
Q25. Helpfulness of Staff	88%	86%	-2%
Q31. Time taken before work	86%	84%	-2%
Q32. Informed	91%	89%	-2%
Declined			
Q31. Attitude of workers	94%	91%	-3%
Q13. Accommodation	87%	83%	-4%
Q24. Ease of contact	80%	76%	-4%