

Innisfree HA  
2009 Tenant Survey

by  
The Feedback Service - the tenant satisfaction  
survey service for social landlords

August 2009

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## Forward

I am pleased to present the findings of the latest survey of our General Needs tenants and I would like to thank all tenants who responded, including tenants previously with Family Mosaic.

Surveys are a guide to how tenants feel about their landlord and the services that they provide; these results offer useful comparison with previous surveys in 2003 and 2006 and also how Innisfree compares with other housing associations of a similar size.

We decided to include in this survey tenants who had recently transferred from Family Mosaic to Innisfree at the end of April 2009, as we felt that it was right to gauge their satisfaction even though we had been their landlord for a very short time. We also want to be able to have a benchmark to improve on and use as a basis for a specific survey of these tenants in 2010.

The survey provides some very positive feedback expressed about our maintenance service and the way tenants feel about their neighbourhood. However, there are a number of areas where we need to improve services and increase satisfaction ratings, particularly the way that Innisfree keeps tenants informed about its business and how easy it is for tenants to get hold of the right person when they contact Innisfree. We will carry out additional research in 2010 to find out why satisfaction has dropped in these areas and see how we can make improvements.

Whilst Innisfree is a Housing Association with predominantly Irish tenants, it is important that we provide a quality service to all and any service improvements that we make must reflect this.

I know that staff at Innisfree are committed to providing the best possible service to tenants and I look forward to seeing tangible results over the next three years.

**Sinéad McQuillan, Chair of Innisfree**



## **Executive Summary**

### **1. Context**

In 2009 Innisfree Housing Association (“Innisfree HA”) commissioned Feedback Services to carry out a STATUS survey. The survey took place during the period June - August 2009.

Postal surveys are an important way of gauging how satisfied tenants are with service delivery. They provide a snapshot of tenants’ views at a particular time. The advantage of using the STATUS questionnaire used by the Feedback Service is that the survey can be repeated and the 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.

217 of the 473 Innisfree residents participated in the survey including 19 tenants who transferred from Family Mosaic in April 2009 just prior to the commencement of the STATUS survey. A table comparing the overall findings with data excluding the responses of former Family Mosaic residents is provided at Figure 9.3.3 in the appendices.

### **2. Overall Results**

On the whole Innisfree HA’s tenants expressed positive levels of satisfaction with their homes and the services provided by their landlord as demonstrated in the following key findings:

- 72% were satisfied with the services provided by Innisfree
- 74% were satisfied with the overall repairs and maintenance service
- All aspects of the actual repair work carried out were rated as “good” or “very good” by over 81% of tenants who had a repair completed in the last 12 months
- 82% were satisfied with the quality of their homes
- 75% were satisfied with the general condition of their homes
- 72% were satisfied with their neighbourhood as a place to live
- 68% felt their rent represents good value for money
- 82% stated that Innisfree HA keeps them informed
- 72% believe that Innisfree HA takes account of their views
- 73% found getting hold of the right person easy
- 83% found staff helpful
- 78% were satisfied with staff ability to deal with their problem
- 69% were happy with the outcome of their most recent enquiry
- 95% think Innisfree should continue to develop new homes for rent
- 54% believe it important that their landlord is an Irish Housing Association.

### 3. Tenant Profile

- The majority of Innisfree HA tenants are long-standing tenants (41%), having been with the association for over 11 years. Just over a fifth are new tenants (22%), who have not been with Innisfree HA for any length of time - 7% joined in the last 12 months and a further 15% have been tenants for between 1 and 2 years. Over two thirds have been with the Association for between 3 and 10 years (37%).
- 43% of Innisfree HA households are made up of adult households - people aged under 60 and living in a household without children. Families make up just over a third of the homes (34%), most being one-parent families (25%). A fifth are older households (20% over the age of 60).
- Over two thirds of households are headed by women (65%) compared to just over a third that are headed by men (35%).
- Half of Innisfree residents (50%) report that someone in their household has a long-term illness, health problem or disability (including any problems which are due to old age). 4% of households report that someone in their household uses a wheelchair.
- The majority of Innisfree tenants are “White Irish” (55%). Nearly a fifth are “White British” (17%) and almost a tenth are “White Other” (9%). The next largest ethnic group are African Black households (6%) with Caribbean Black households making up 4% of Innisfree tenants. According to the Regulator’s definition, which includes White Irish and White Other tenants, 80% of households are Black and Minority Ethnic (BME) households. 3% of tenants refused to answer the question.
- 29% of principal tenants are economically active (14% in full-time employment, 12% in part-time employment and 3% self-employed). Unemployment is at 15% for principal tenants and two fifths (40%) are outside employment (22% permanently sick or disabled and 18% at home looking after family).
- The large majority of Innisfree households are on incomes under £200 per week (68%) with nearly a third surviving on less than £100 per week (31%). This bias towards low incomes is reflected in the fact that three quarters of tenants are in receipt of Housing Benefit (75%).
- The vast majority of tenants classed their sexual orientation as heterosexual (83%), although some preferred not to say (12%). No respondents classed themselves as gay men or women.
- Perhaps as a result of Innisfree’s origins as a Minority Ethnic Housing Association supporting the housing needs of the Irish Community there is relatively little religious diversity amongst tenants. Nearly three quarters of tenants (72%) are Christian. The next largest household religion is Muslim (7%). No tenants classify themselves as either Sikh, Hindu or Jewish. 8% of tenants have no religious beliefs and a further 7% prefer not to say which religion they follow.

### 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, a landlord with a large proportion of older tenants will always get significantly higher satisfaction levels than a landlord with a high proportion of families and adult 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. Another important influence is the extent to which respondents are 'relatively deprived' in terms of wealth, opportunity and quality of life. It is recognised that landlords working in deprived areas (as measured by the Index of Multiple Deprivation) tend to receive lower ratings from tenants than those who have stock in more affluent areas.

### Demographic Influences

The survey shows that certain groups of Innisfree HA tenants are more satisfied than other groups.

**Age** Satisfaction gradually increases with age for some but certainly not all elements of the Innisfree service. Older tenants (over 60 years old) recorded above average levels of satisfaction for value for money (+11%), neighbourhood (+19%), account taken of views (+6%), quality of home (+7%) and condition (+12%) but below average for 'services overall' (4% below average). Tenants aged between 39 and 54 years are the most satisfied age group with services overall (76%); four percent above the Innisfree HA average score of 72%.

**Length of tenancy** Innisfree HA's tenants generally followed the pattern found at other landlords as regards satisfaction and length of tenancy. New tenants (under one year) are more satisfied than average. Overall satisfaction appears to fall dramatically after the first year (dropping 28%), reaching the lowest levels for tenants of between 1 and 2 years.

**Work status** Tenants in full-time employment are the most satisfied group when it comes to overall services (85%), ease of contact (86%) and being kept informed (100%). Retired residents are also a satisfied group, achieving the highest satisfaction scores for seven of the ten key STATUS indicators including neighbourhood, value for money, repairs and quality and condition of home.

**Health and disability** Half of Innisfree HA tenants have either long term health issues or a disability (50%). It is reassuring to find that these tenants are generally more satisfied than tenants without health or disability problems. For example, three quarters of tenants with a long term illness or disability are satisfied with 'services overall' (75%) - three percent higher than average (72%).

**Ethnicity** At odds with the norm for other HAs Minority Ethnic and Irish White tenants are more satisfied than British White tenants across the majority of key indicators. In many cases the difference is marginal but more marked in relation to the elements of the repair service where Minority Ethnic satisfaction is between 8% and 29% higher than British White satisfaction levels. Looking across the range of STATUS questions Irish White tenants are

the most satisfied of the three broad sub-groups overall, recording the highest or joint highest level of satisfaction for twelve of the eighteen indicators including 'value for money', 'quality and condition of home' and 'neighbourhood'.

**Gender** Overall, the findings suggest that male only tenant households are more positive than mixed and female only tenanted households. For example, male only tenanted households are ten percent more satisfied with 'services overall' (79%) than mixed tenanted households (69% satisfied) and nine percent more satisfied than female only tenanted households (70% satisfied).

**Property size** In terms of overall satisfaction tenants in one bedroom accommodation are the most satisfied group (78%) and tenants of three-bedroom properties are the least satisfied (67%).

**Area** Brent residents score very close to average (within 3%) for all indicators except for 'ease of getting hold of the right person' where satisfaction is just 65% (8% below the figure for 'all tenants') and condition of home where satisfaction is 5% above average at 80%. Similarly, Camden residents have satisfaction ratings similar to 'all tenants' for seven of the ten indicators. Former Family Mosaic residents in Camden are less satisfied than all tenants with 'services overall' (53%), but it must be noted that the dataset is small for this sub-group.

## 5. Comparison with other landlords

The results of key satisfaction questions in the Innisfree HA survey have been compared with nine other social landlords that have undertaken the STATUS survey in the last three years. The landlords in the peer group were selected to match Innisfree HA as closely as possible, being small and Minority Ethnic Housing Associations operating in London.

When the results of the survey were compared with the other landlords who have used STATUS, Innisfree HA's performance was found to be close to the average.

- Innisfree HA's satisfaction level is six percent below the peer group average for 'services overall', 'value for money' and 'neighbourhood'.
- Innisfree scores the same as the peer group average for 'satisfaction with quality of home' and just one percent lower for 'condition of property'.
- Although satisfaction with 'ease of contact' has slipped 7% below the peer group average, opinion relating to 'staff ability to solve problems' is 2% above the norm and satisfaction with 'final outcome of enquiry' is 1% above average.
- Repair satisfaction at Innisfree HA is 3% below average but tenants rated all aspects of repair work above the peer group average (1% - 6% higher) and above the Federation average by between 2% and 6%.
- Satisfaction with 'being kept informed' and 'having views taken into account' are similarly close to group average – 4% below and 2% above respectively,

## 6. Comparison with previous survey

Satisfaction with landlord services has fallen by six percent to 72% over the period since the last STATUS survey in 2006 (78%). The drop in overall satisfaction is reflected by slight falls in satisfaction in key areas, in particular 'value for money' – down 10% to 68% in 2009 and condition of property, down 7% to 75%. Satisfaction with quality of home is virtually unchanged at 82%; down just 1% from 83% in 2006. Satisfaction with neighbourhood has increased marginally since 2006; up 2% to 72%.

When it comes to satisfaction with customer access, three key indicators - 'ease of contact', 'staff helpfulness' and 'satisfaction with outcome' have all fallen marginally since 2006 (all down by 3%). Satisfaction with 'staff ability to deal with the problem' remains the same level achieved in 2006 (78%).

Satisfaction with the overall repair service has also fallen since 2006; down 7% to 74%. Some elements of the repair service also exhibit slight falls. 'Time taken before work starts' is down 3%, 'quality of repair work' has fallen by 3% and 'keeping mess to a minimum' has reduced by 2%. 'Being told when workers would call' remains at the same level as in 2006 (89%) while 'speed at which work is completed' and 'attitude of workers' have both improved since 2006 (by 2% and 3% respectively).

Looking across the range of STATUS questions, more indicators have fallen since 2006 than have risen. However, the falls are relatively small and have declined from very positive levels in 2006 meaning the 2009 rates are still respectable.

The number of tenants who felt it was important that their landlord was an Irish Housing Association has fallen from 71% in 2006 to 54% in 2009.

It is important to view the changes in satisfaction in the context of a rapidly growing tenant base at Innisfree. Since the 2006 STATUS, the number of Innisfree tenants has increased significantly, by 128 or 37%. Analysis of the factors that influence satisfaction reveals a national trend, reflected at Innisfree, that tenants who have held tenancies for between 3-5 years are generally less satisfied than tenants of different length tenures.

## 7. Conclusion and recommendations

The results from the survey demonstrate that the majority of tenants believe that Innisfree HA is providing a good housing service. Overall, 72% of tenants were satisfied with landlord services overall and tenants awarded relatively high ratings for the quality of the home (82%), the condition of the home (75%), being kept informed (82%), ease of contact (73%) and all aspects of the repairs service (81% - 94%).

Innisfree HA's performance is very close to the average for the peer group of housing associations; slightly above for some indicators (e.g. all aspects of the repair service were rated 1% – 6% above the peer group average) and a little below for others (e.g. overall satisfaction was 6% lower than average and satisfaction with 'ease of contact' was 7% below the mean).

Although satisfaction overall and with some areas is lower than in 2006, the decline is marginal and rates remain at a relatively healthy level. It is important to view the movement in satisfaction at Innisfree in the context of a changing tenant base which has increased in size by 37% since the last STATUS survey. A small reduction in satisfaction is not a cause for alarm but Innisfree must guard against these fluctuations becoming an established downward trend.

## Recommendations

It is clear that the majority of tenants remain satisfied with their landlord and the range of services provided. There are areas and opportunities where performance and service delivery can be improved further and Innisfree HA should use the results in conjunction with operational information and further resident consultation to plan service improvements.

### ■ Value for money

This is an area where satisfaction has fallen by 10% since 2006 and is 6% below the peer group average. Perceptions around value for money can often be strongly influenced by the quality of communications. Further consultation with tenants may shed more light on this relatively weak area for Innisfree.

### ■ Advice and support

There are excellent levels of satisfaction with advice on rent payments (79%) compared moving home advice (52% satisfaction) and support available for vulnerable tenants (55% satisfaction). There may be scope for sharing good practice across these services, particularly in relation to how the services are promoted and communicated, with the aim of improving awareness and perceptions.

### ■ Customer contact

A high proportion of tenants had contacted Innisfree HA in the last year (86%). Comparison with other landlords shows that Innisfree experiences 4% higher levels of customer interaction than the average. Most contact related to repairs (61%) followed by garden/communal area enquiries (9%) and rent issues (8%). Although Innisfree achieved good levels of satisfaction with customer contact, on a par with peer HA's, marginally fewer tenants were satisfied with how their enquiries were handled compared with three years ago. Small reductions in tenant satisfaction could be attributable to operational or service changes that may have impacted negatively on residents. However, it is important to bear in mind that falls in satisfaction can be influenced by changes in tenant expectations and attitudes towards customer services.

### ■ Neighbourhood

Satisfaction with neighbourhood has increased from 70% in 2006 to 72% in 2009. The biggest local problems perceived by tenants were rubbish and litter, noisy neighbours and car parking which seem fairly typical for a central London neighbourhood. 15% fewer tenants reported experiencing anti-Irish or other racial harassment in their home than was the case in 2006. The proportion of tenant experiencing racial harassment in the local area remains at a very similar level to 2006 (27%).

### ■ Anti-social behaviour (ASB)

Findings from this survey illustrate how satisfaction with the ASB service declines during the ASB case handling process. Good levels of satisfaction with accessing the right person (67%) and initial advice (61%) are undermined by low levels of satisfaction with speed at which the report was dealt with (46%) and the final outcome, where satisfaction, at 33%, is equally matched by levels of dissatisfaction. While recognising that, by its nature, the ASB service is difficult to deliver consistently and efficiently, there may be scope for improving the case handling service or at least better managing expectations by developing and communicating clearly defined service standards.

### ■ **Tenant involvement and communications**

Overall, the number of tenants who felt informed has fallen since 2006, albeit from a high level. Seven percent fewer feel informed which is a concern for Innisfree as this area was considered one of the three most important by tenants. Satisfaction with having views taken into account has also fallen slightly (4% down) since the last STATUS survey. The survey collected information as to which methods tenants prefer Innisfree HA to use to inform or consult them which should inform any future review of these services. Asked if they would consider using a the e-mail or internet to access services, 80% of tenants said 'yes they would' to contact their Housing Officer and 78% thought they would do so to report a repair.

### ■ **Repairs and maintenance service**

The repair service is considered to be the most important service by Innisfree tenants with two thirds of tenants having reported a repair during the last 12 months (66%). Nearly three quarters were satisfied with the overall repairs and maintenance service (74%) and there were high levels of satisfaction with both the pre-commencement aspects of the repair work (81% - 88%) and the actual repair work itself (89% - 94%). Satisfaction with all aspects of the repair service work were 1% - 6% higher than average for the peer group.

Asked which services were most in need of review, just over half of tenants chose the long-term property maintenance (52%). Long-term maintenance is no doubt more a challenge for Innisfree than for many Housing Associations because the central London location. In addition, little of the stock is new-build with much of it being older property requiring an ongoing cycle of planned maintenance.

### ■ **Moving on**

Residents were asked whether they were likely to move from their current home in the next three years. Just over half had no plans to move (57%) while a quarter 25% felt it likely they would move and nearly a fifth were undecided (18%). Of those anticipating a move, nearly a third believed they would move within the Association's stock (30%) and 2% thought they would go into sheltered accommodation. Interestingly none had plans to buy a property via a mortgage or shared ownership which is possibly a reflection of the low incomes and reliance on benefits experienced by Innisfree HA tenants described in section 2.6. It may also be significant that of the advice and support areas, 'moving home advice' scored the lowest levels of satisfaction with just over half of tenants satisfied (52%). This suggests the need for a communications campaign to promote mobility and low cost home ownership options. In particular such an approach would be essential were Innisfree HA planning to

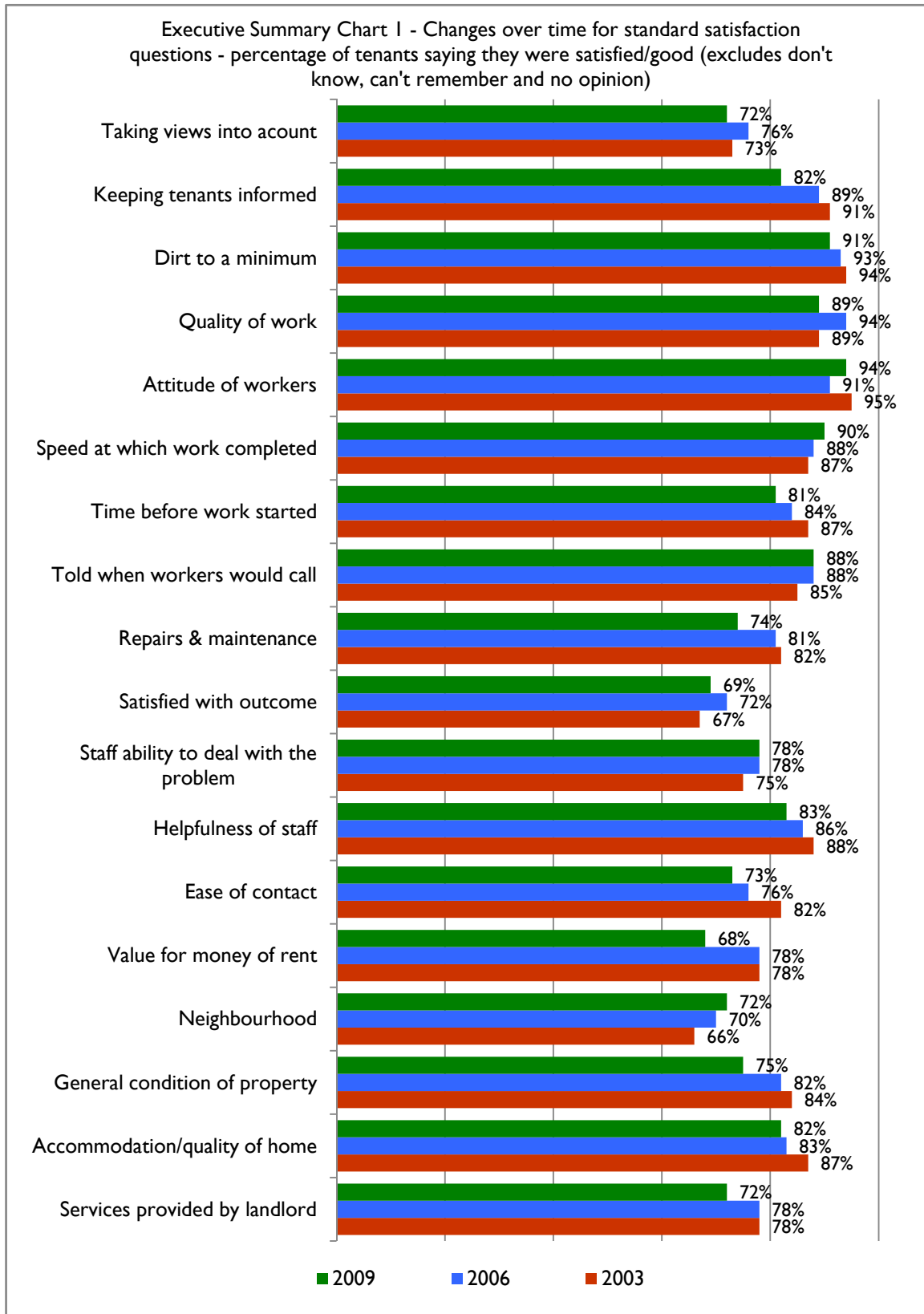
develop their own low-cost home ownership properties.

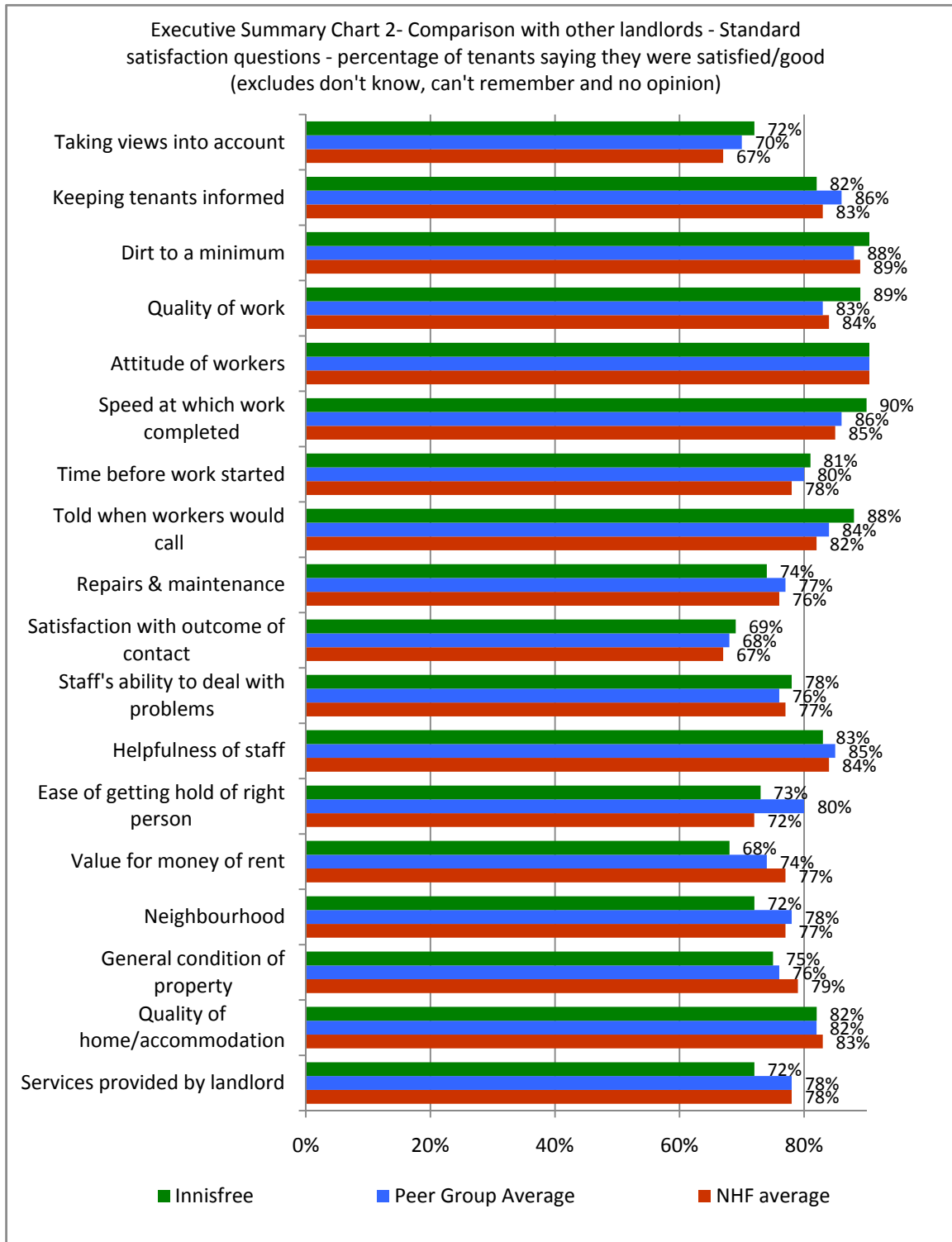
■ **Different client groups**

Given that female tenanted households are 9% less satisfied (70%) than male tenanted households (79%) with 'overall services' there may be value in assessing to what extent services can be better tailored to suit the needs of households headed by women particularly since they comprise the majority of households (65%) at Innisfree HA.

■ **Management areas**

Although the sample size is too small to be relied upon to give a true picture of tenant satisfaction, the findings that comparatively fewer former Family Mosaic tenants are satisfied with services overall and value for money may be worthy of further investigation. It may be worth assessing whether this group has been targeted with useful information and to what extent they understand how to access the range of services provided by their new landlord.





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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 Tenant Services Authority.

The STATUS questionnaire is endorsed by the Tenant Services Authority. 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 the Tenant Services Authority's Key Performance Indicators.

The STATUS questionnaire was originally 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 and continuous improvement.

### 1.2 Aims of the survey

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

- Update the demographic and socio-economic profile of Innisfree HA's residents
- Provide an up to date picture of residents' satisfaction with their homes and with the services Innisfree HA provides
- Compare the performance of Innisfree HA as a landlord with other social landlords who have used STATUS surveys
- Compare performance against previous surveys
- Inform decisions regarding service reviews.

The Feedback service was chosen as it provides a standardised survey form, which is used by a number of local authorities, ALMOs and housing associations, providing the opportunity for benchmarking.

### 1.3 Survey methodology

#### 1.3.1 Planning the survey

Innisfree HA first contacted Feedback Services Ltd about carrying out a tenant satisfaction survey in April 2009. A project brief was submitted to Innisfree HA and Feedback were commissioned to carry out the work.

#### 1.3.2 The questionnaire

The survey used the latest version of the STATUS questionnaire (see Appendix 9.1). The tenant questionnaire comprised 50 questions in the following categories:

- Information about the household (Q1-Q9)
- Housing and services (Q10 - Q17)
- Contact with landlord (Q18-Q24)
- Repairs and maintenance (Q25-Q27)

- Communication and information (Q28-Q33)
- Anti-social behaviour (Q34-Q38)
- Future plans (Q39-Q40)
- Reviewing services (Q41)
- Comments (Q42)
- Background information (Q43-Q50)

### **1.3.3 Property information**

Innisfree HA supplied Feedback with background information, drawn from Innisfree HA's database, on the properties in management. This information included information on property type and management area. This information was used for the administration of the survey, to control the mailing process and to ensure the statistical reliability of the survey.

### **1.3.4 Sampling and subgroups**

Planning for the survey took place in spring 2009. In June 2009, Innisfree HA had 473 tenants. A decision was made to undertake a census survey of residents. The survey and this report includes and examines the satisfaction ratings and opinions of tenants living in Camden who were taken over from Family Mosaic on 27<sup>th</sup> April 2009. A table comparing the overall findings with data excluding the responses of former Family Mosaic residents is provided at Figure 9.3.3 in the appendices.

Two separate supplementary reports are provided with analysis focussing on:

1. Results relating to former Family Mosaic tenants only
2. Findings net of the opinions of former Family Mosaic tenants

### **1.3.5 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 mailing, which was sent out on 10<sup>th</sup> June 2009 - this consisted of a copy of the questionnaire, a covering letter written by Feedback (Appendix 9.2), a translation statement 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 held open until 7<sup>th</sup> August to boost the response which was initially lower than anticipated.

### **1.3.6 Use of incentives and response rates**

Incentives were used to maximise the response rate. Three questionnaires were drawn at random from those returned and the lucky winners won cash prizes of £100, £50 and £20. The overall response rate was 46%. Overall, residents returned 217 of the 473 questionnaires.

### 1.3.7 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 Innisfree STATUS survey, 217 of the 473 tenants participated in the survey. This response was high enough to conclude that any figures quoted at this level are accurate within +/-4.9% accuracy.

Figure 1.1 Sample size and response rate	Number of tenants	Sample size	Number returned	Response rate	Sampling error (%)
	473	473	217	46%	±4.9%

### 1.3.8 Weighting and representativeness

The raw data has been checked 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). This check found the response data to be representative of the actual population so there was no need to weight the data.

## 1.4 Guide to the survey reports

This report forms part of a series of reports based on the survey of Innisfree HA’s 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 4: Comparative Data Analysis (data tables)
- Part 5: Responses 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%.**

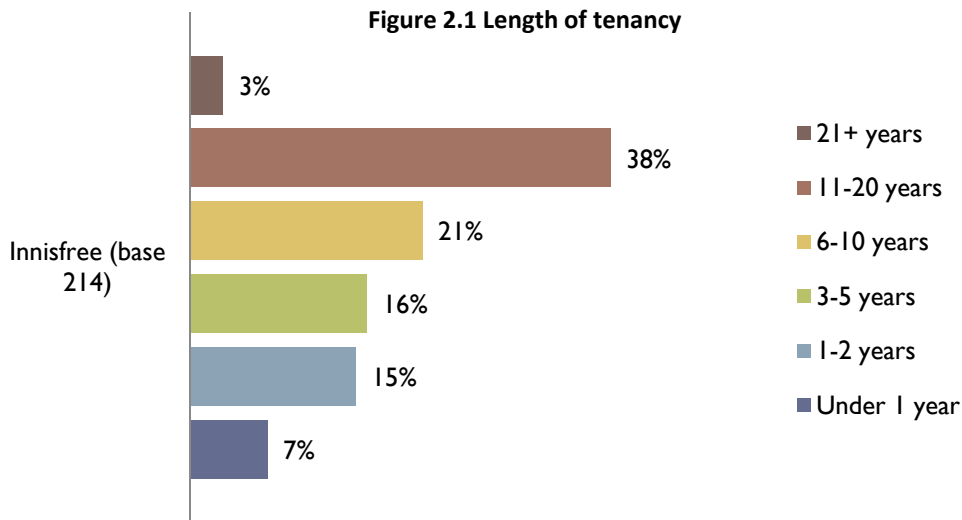


## 2. INNISFREE HA RESIDENTS

The following chapter examines the household demographics of Innisfree HA residents. Throughout the chapters the term “residents” may be used to refer to tenants.

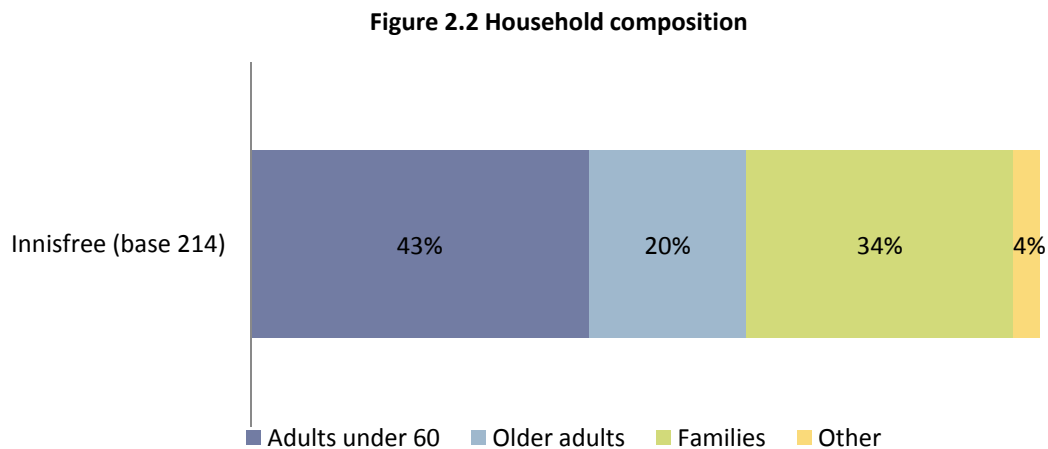
### 2.1 Length of tenancy

The majority of residents have held a tenancy with Innisfree HA for over 11 years (41%). Over two thirds have been with Innisfree for between three and ten years (37%) and just over a fifth of have been tenants of Innisfree for less than two years (22%).



### 2.2 Household composition

A fifth of the Innisfree tenant population is made up of older tenants (20%), most of whom are single older tenants (15%). Adult households - people aged under 60 and living in a household without children – make up over two fifths of households (43%). Just over a third of Innisfree households are families (34%) - most being one parent families (25%). Two parent families make up 9% of Innisfree households.

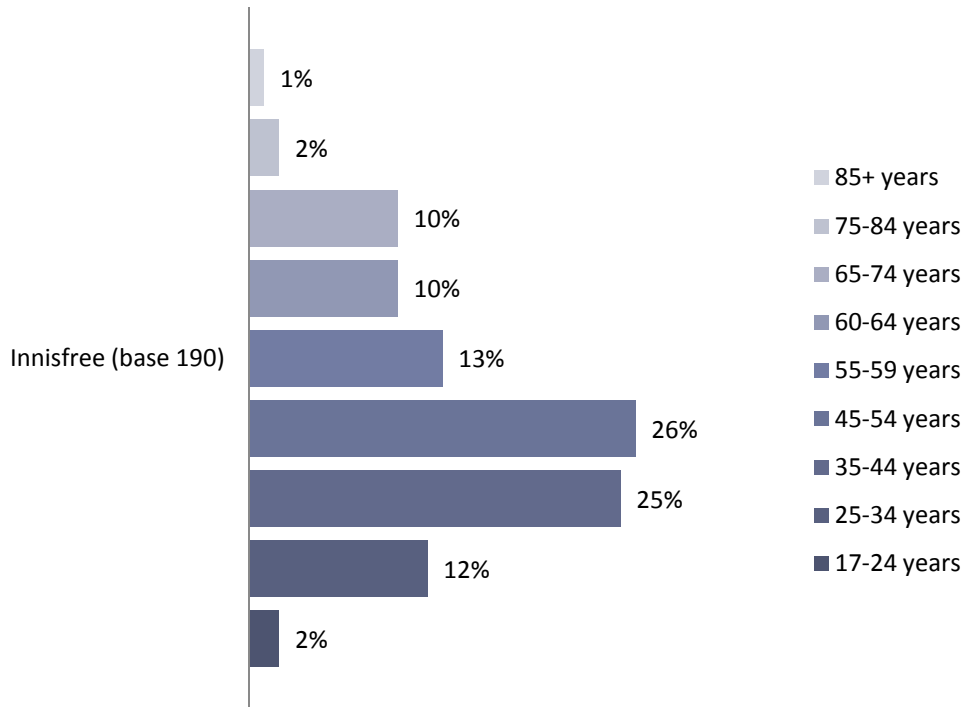


Over two thirds of households are headed by women (65%) compared to just over a third that are headed by men (35%).

### 2.3 Age, health and mobility of residents

A broad range of age groups make up the Innisfree tenant population. Just over half of residents are between the age of 35 and 54 years old (51%). 14% of tenants are 24 or under. Over two thirds of tenants are 55+ (36%) with 13% over the age of 65.

Figure 2.3 Age of principle resident



Half of Innisfree residents (50%)\* report that someone in their household has a long-term illness, health problem or disability which limits their daily activities or the work they can do (including any problems which are due to old age). 4% of households report that someone in their household uses a wheelchair.

\*figures based on analysis excluding 'don't know' responses

## 2.4 Ethnic origin

The majority of Innisfree tenants are “White Irish” (55%). Nearly a fifth are “White British” (17%) and almost a tenth are “White Other” (9%). The next largest ethnic group are African Black households (6%) with Caribbean Black households making up 4% of Innisfree tenants. Because of the small percentages involved Figure 2.4 combines some of the standard ethnic categories. The associated table 2.5 shows all ethnic groups identified during the Innisfree STATUS 2009.

According to the Regulators definition, which includes White Irish and White Other tenants, 80% of households are Black and Minority Ethnic (BME) households. 3% of tenants refused to answer the question.

Figure 2.4 Ethnic origin of principal tenant

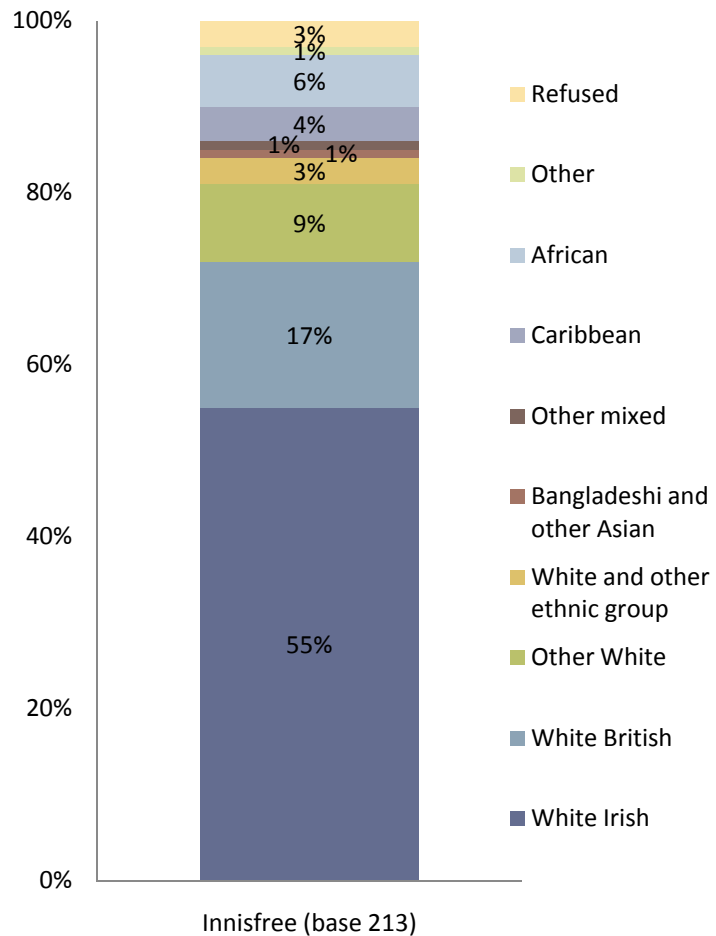


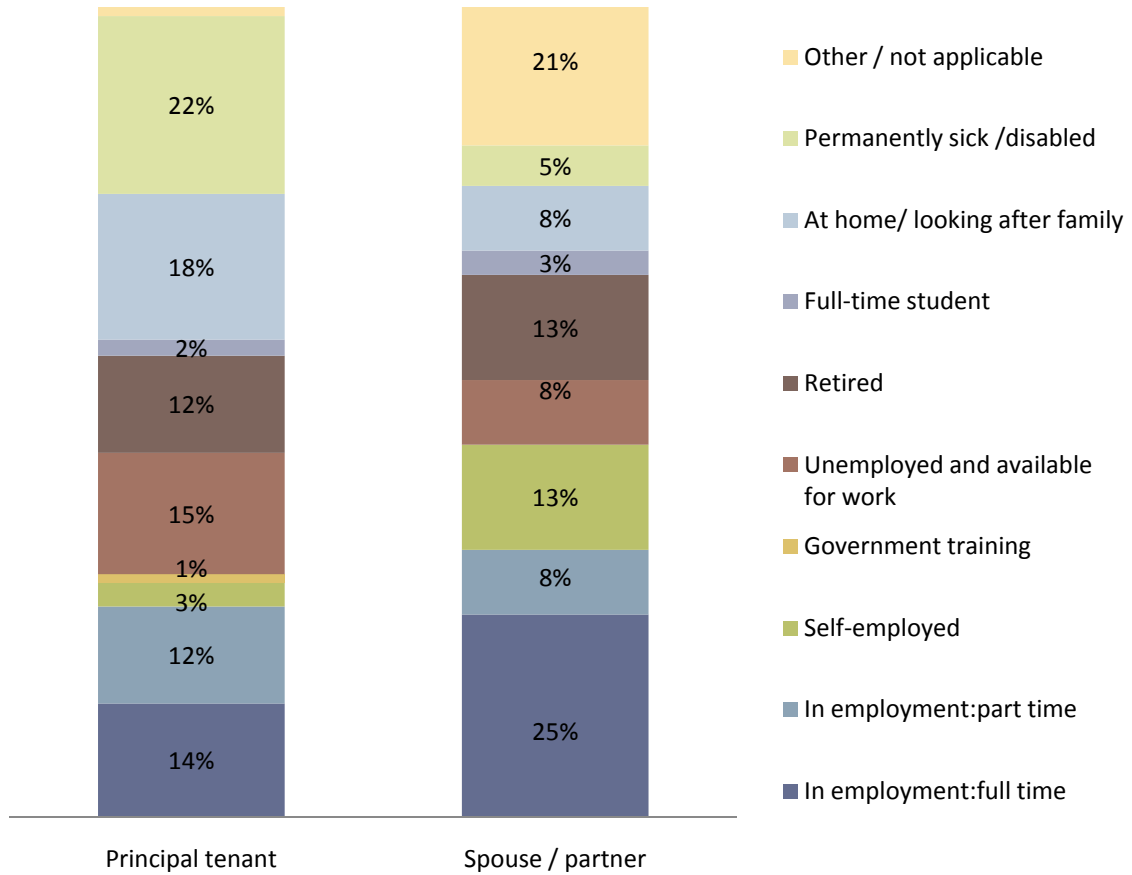
Figure 2.5 Ethnicity of Innisfree residents (base 213)

White-Irish	White-British	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
55%	17%	9%	1%	1%	1%	1%
Bangladeshi	Other Asian	Caribbean Black	African Black	Other-Other	Refused / no answer	
1%	1%	4%	6%	1%	3%	

## 2.5 Economic status

29% of principal tenants are economically active (14% in full-time employment, 12% in part-time employment and 3% self-employed), with more partners or spouses working (45%). 12% of principal tenants are retired, as are 13% of partners. Unemployment is running at 15% for principal tenants and 8% for partners. Two fifths of principal tenants (40%) are outside employment (22% permanently sick or disabled and 18% at home looking after family), compared to 13% of partners.

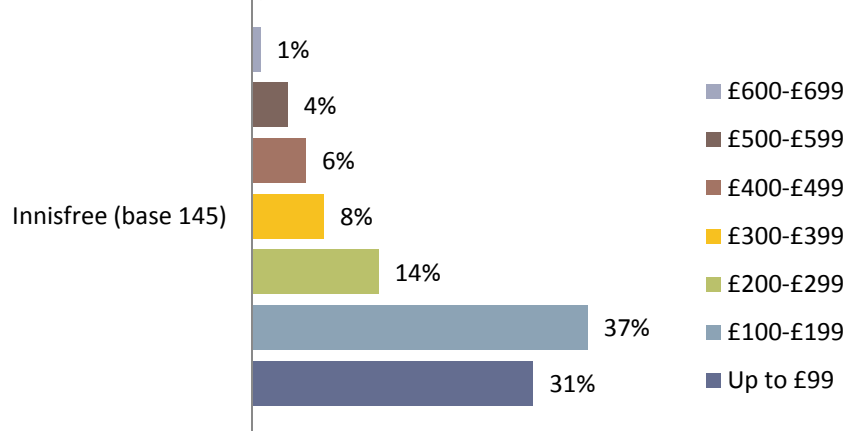
Figure 2.6 Work status of principal tenant and partner



**2.6 Income levels and sources of income**

The graph below (Figure 2.7) shows the distribution of the total net weekly household income for tenants. The majority of Innisfree households are on incomes under £200 per week (68%); this bias towards low incomes is reflected in the fact that three quarters of tenants are in receipt of Housing Benefit (75%). Just over a fifth of residents (22%) have incomes between £200 and £400 a week. Only 11% have higher incomes of £400+ per week.

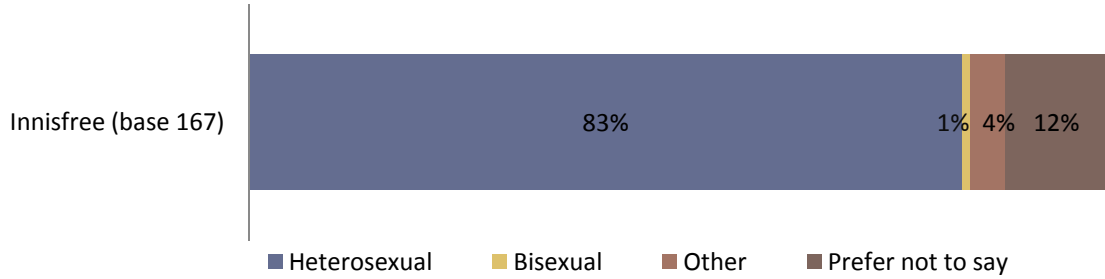
Figure 2.7 Household net income



### 2.7 Sexual orientation

The vast majority of tenants classed their sexual orientation as heterosexual (83%), although some preferred not to say (12%). No tenants class themselves as gay men or women.

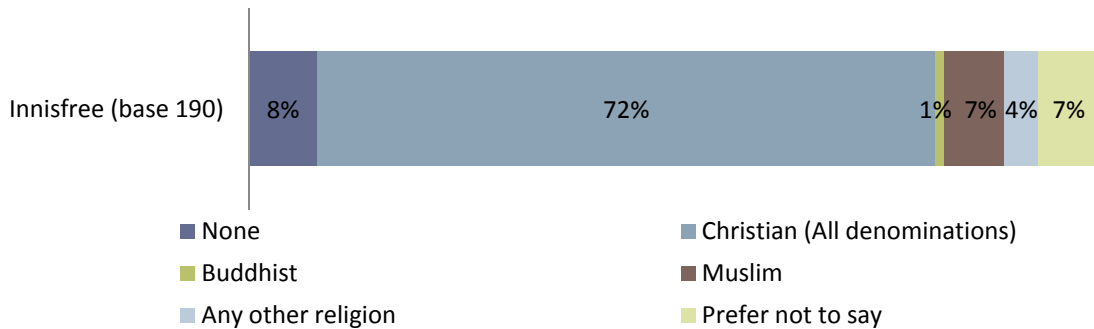
Figure 2.8 Sexual orientation



### 2.8 Religion

Perhaps as a result of Innisfree’s origins as a Minority Ethnic Housing Association supporting the housing needs of the Irish Community there is relatively little religious diversity amongst tenants. Nearly three quarters of tenants (72%) are Christian. The next largest household religion is Muslim (7%). No tenants classify themselves as either Sikh, Hindu or Jewish. 8% of tenants have no religious beliefs and a further 7% prefer not to say which religion they follow.

Figure 2.9 Household religion





### 3. INNISFREE HA'S SATISFACTION RATINGS

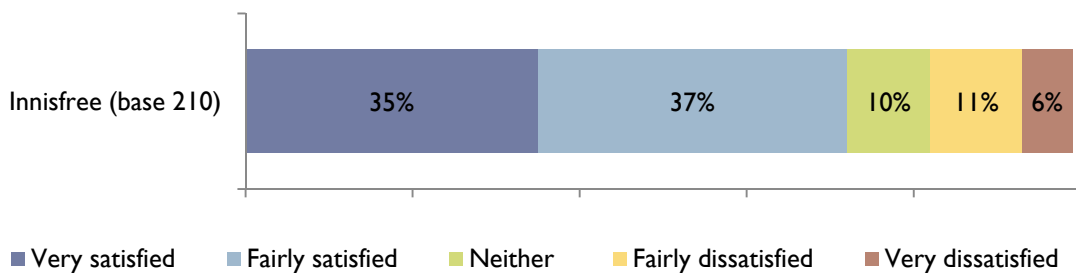
The following analysis of results describes the views of Innisfree HA's tenants. Please note that the percentages quoted in the text and graphics may not always add up to 100% because of rounding.

All figures are shown excluding 'no opinion'/'can't remember'.

#### 3.1 Overall satisfaction and key services

The majority of residents were satisfied with the services provided by Innisfree HA. Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the services provided by Innisfree HA?" 72% of tenants were satisfied with the services of whom 35% were very satisfied and 37% were fairly satisfied. Nearly a fifth of tenants were dissatisfied with Innisfree services (17%).

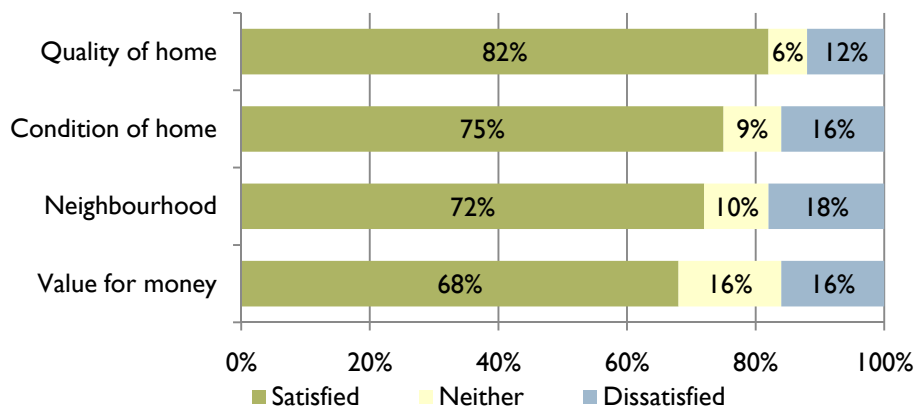
Figure 3.1 Taking everything into account how satisfied or dissatisfied are you with the services provided by your landlord?



#### Satisfaction with key services

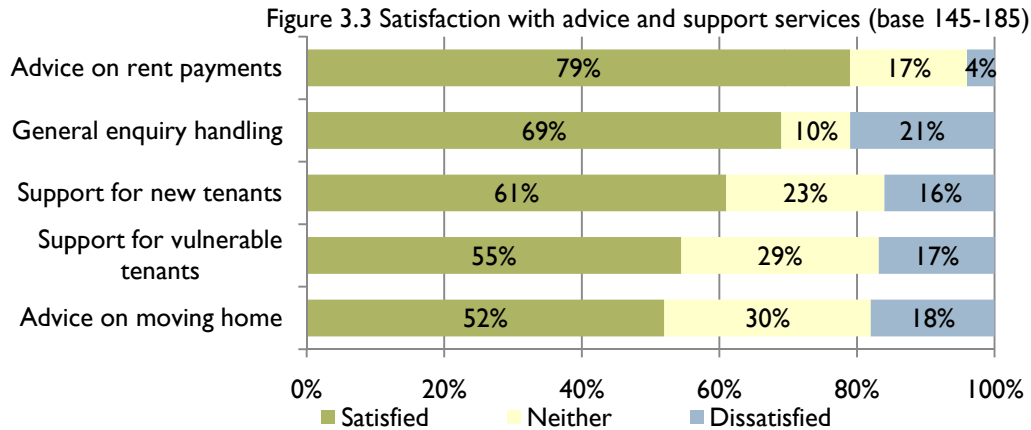
A high percentage of tenants were satisfied with key services. Over four fifths were satisfied with the quality of their home (82%), and three quarters were satisfied with its condition (75%). Slightly fewer tenants were satisfied with their neighbourhood (72%) and just over two thirds (68%) felt they received good value for money for their rent.

Figure 3.2 Satisfaction with key services (base 189-199)



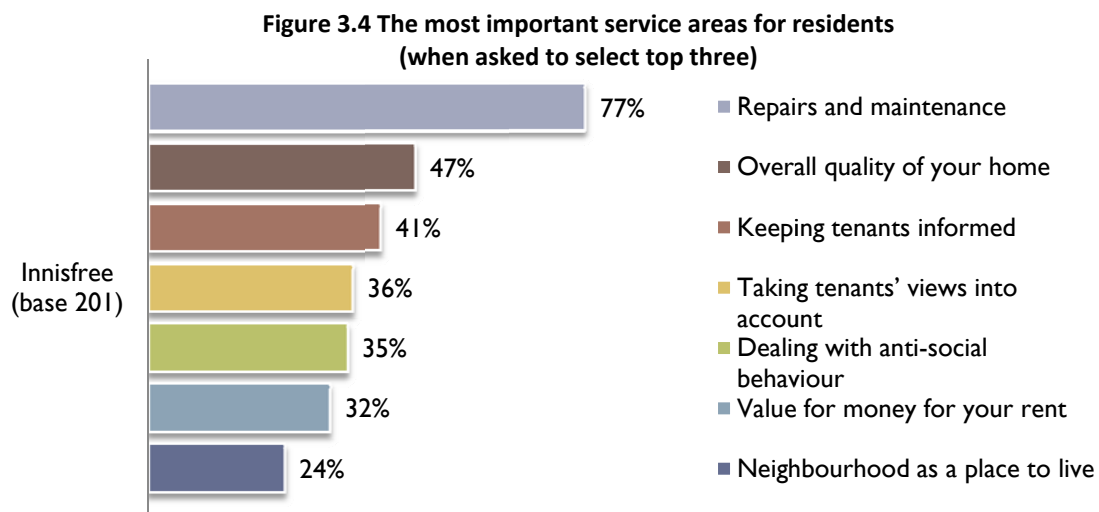
### 3.2 Satisfaction with support and advice

Tenants were asked how satisfied they were with a some key support and advice services provided by Innisfree. A good proportion of tenants are satisfied with the way enquiries are dealt with generally by Innisfree (69%). Almost four out of five tenants felt Innisfree offered good advice and support relating to rent payments (79%). There were lower levels of satisfaction relating to advice and support on moving home (52%) and with support offered to vulnerable tenants (55%), although a fair proportion of respondents to those questions were neither satisfied nor dissatisfied (30% and 29% respectively) possibly because they had no experience of those services.



### 3.3 The most important services

Tenants were asked to pick which three services from a list of standard services they felt were most important. Clearly the repairs and maintenance service was the most important service for residents with over three quarters (77%) placing it in their top three. Overall quality of the home was also important to many tenants – just under half include it in their top three (47%). Over two fifths of tenants thought that being kept informed was in the top three most important services (41%) and over a third felt that having views taken into account was important to them (36%).



### 3.4 Services in need of review

Tenants were asked to choose three services they felt were most in need of review. The area identified as needing review by more tenants than any other was the planned maintenance service. Over half of tenants voted it as one of the three services most in need of review (52%). The cleaning service was the second most popular choice, selected by 39% of tenants, followed by the responsive repair service, chosen by nearly two thirds of tenants (32%).

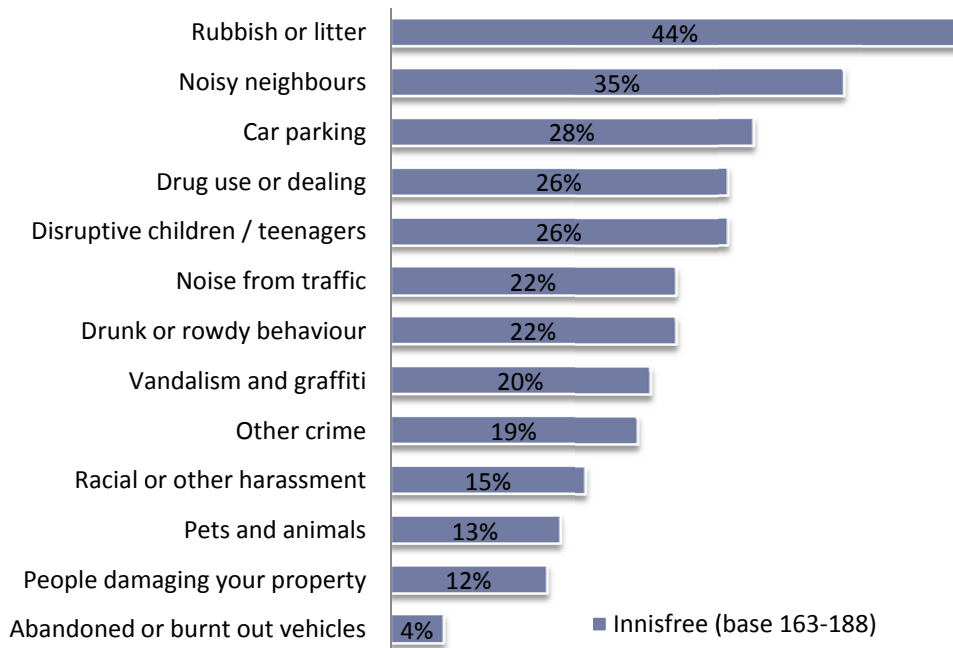


\* Tenants could select up to three services

### 3.5 Neighbourhood and local problems

Around three quarters of tenants (72%) were satisfied with their neighbourhood. Residents were asked 'to what extent' a range of issues were local problems. As the chart below shows, rubbish or litter, noisy neighbours and car parking were the biggest neighbourhood problems for residents (28% - 44%). Drug use or dealing was considered a problem by over a quarter of tenants (26%); the same as disruptive youths (26%) and more so than noise from traffic (22%).

**Figure 3.5 Local problems (% very big or fairly big problem)**



**Anti-social behaviour (ASB)**

The survey found that four out of five tenants had not reported any ASB to Innisfree during the previous 12 months (81%).

Of the 19% who had reported ASB to Innisfree, two thirds (67%) found it easy to get hold of the right person whilst 18% found it difficult. Nearly three quarters of those who had reported ASB found staff helpful (72%) with 17% believing staff had been unhelpful. Half thought staff had been able to deal with the problem (50%) whilst a quarter felt they had not (25%) - a further quarter were undecided (25%).

**ASB case handling**

Table 3.6 below illustrates how the ASB service declines during the ASB case handling process. Good levels of satisfaction with initial advice (61%) are undermined by low levels of satisfaction with the speed at which the report was dealt with (46%) and the final outcome, where satisfaction at 33% is equally matched by levels of dissatisfaction.

**Figure 3.6 Satisfaction with way in which anti-social behaviour report was dealt with (base 28-33)**



### 3.6 Customer care

A high proportion of tenants (86%) had contacted Innisfree the last 12 months. By far the most popular method of contact was by phone (82%) followed by office visits (11%). A sign of the impact of modern technology on communications is that more tenants contacted Innisfree by e-mail (4%) than by letter (2%) in 2008/09.

Figure 3.7 How residents last contacted Innisfree HA	
Phoned	82%
Visited Office	11%
Email	4%
Wrote	2%
Other	1%
Can't remember	1%
Responses	169

#### Reason for contact

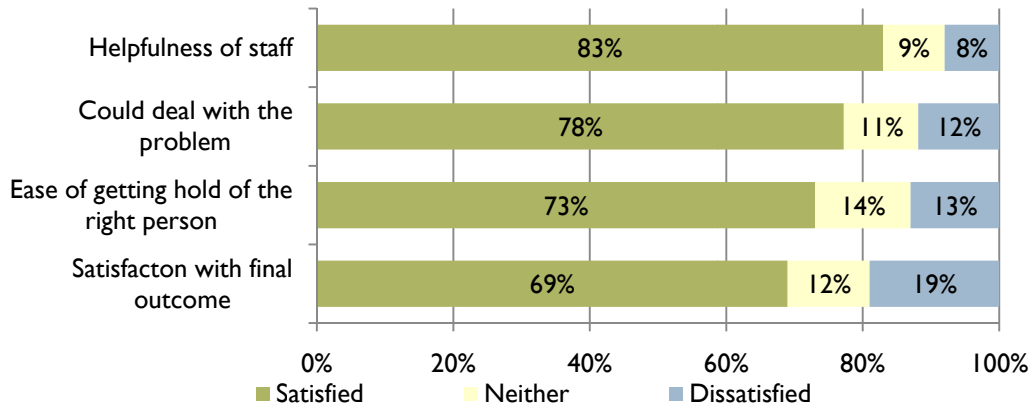
Almost two-thirds of tenants contacted their landlord in the last 12 months in order to report a repair (61%). Nearly one in ten tenants contacted Innisfree about gardens / communal areas (9%), rent / housing benefit issues (8%) and neighbourhood problems (8%). Very few tenants contacted their landlord to seek advice or assistance relating to a transfer or exchange (3%)

Figure 3.8 Reason for last contact	
Repairs	61%
Garden or Communal areas	9%
Rent or housing benefit	8%
Neighbours or neighbourhood issues	8%
Other	7%
Transfer or exchange	3%
Can't remember	1%
Responses	152

**Quality of contact**

There were high levels of satisfaction with the quality of contact experienced by Innisfree tenants. Around four fifths found staff ‘helpful’ (83%) and thought staff were ‘able to deal with the problem’ (78%). There are good levels of satisfaction with ‘ease of getting hold of the right person’ (73%); only 13% found it difficult. 69% of Innisfree residents were satisfied with the ‘final outcome of their enquiry’ compared to nearly a fifth who were dissatisfied (19%).

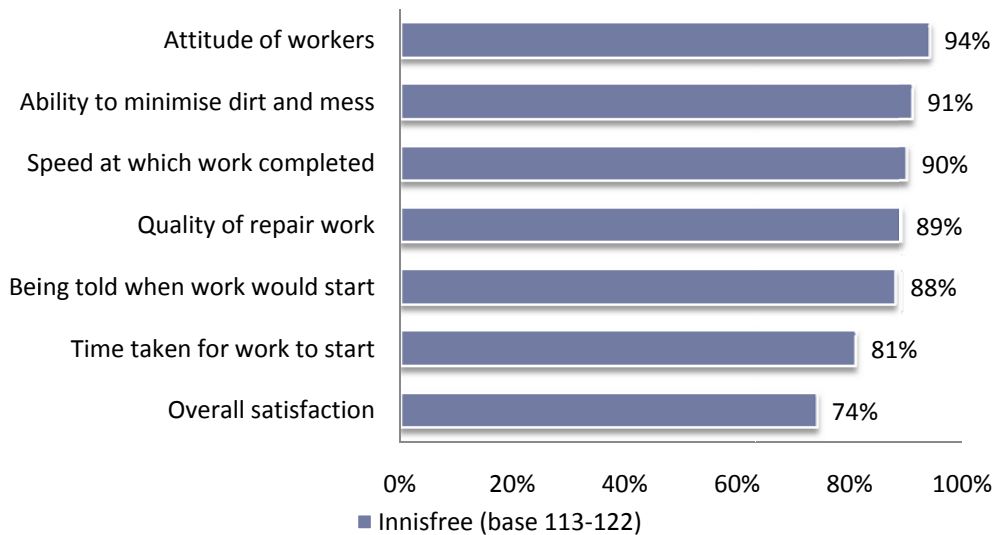
Figure 3.9 Satisfaction with final outcome of customer contact (base 160-169)



**3.7 Repairs and maintenance**

Three quarters of general needs tenants (74%) who had an opinion were satisfied with the repairs and maintenance service and 20% were dissatisfied. Table 3.10 below shows there were high levels of satisfaction with both the pre-commencement aspects of the repair work (81% - 88%) and the actual repair work itself (89% - 94%).

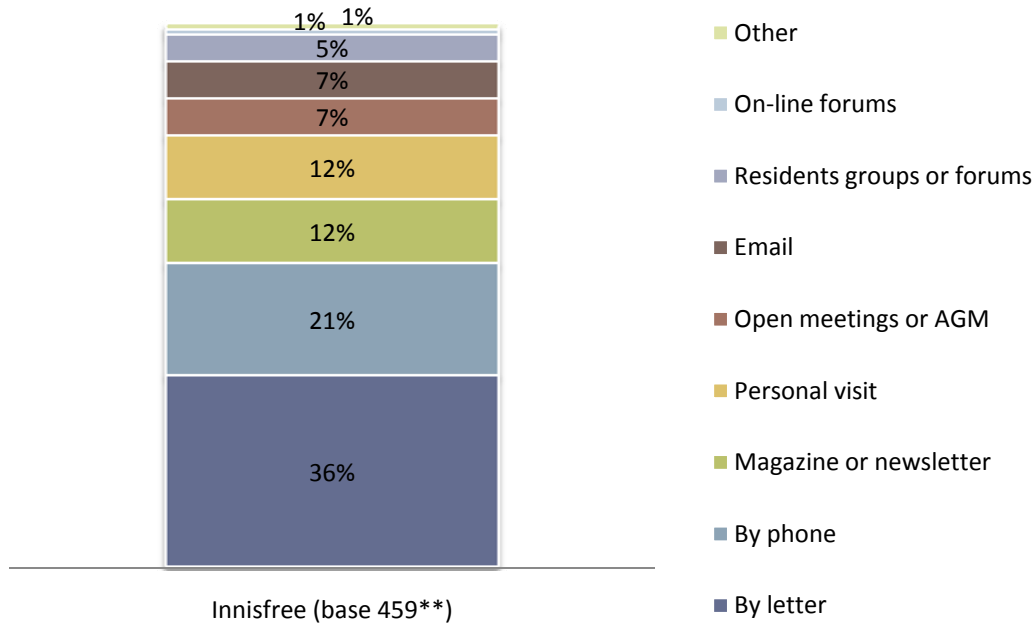
Figure 3.10 Satisfaction with repairs and maintenance



### 3.8 Resident communication and information

Residents were asked to choose which methods they prefer Innisfree HA to use to inform them or consult them about issues which may affect them. The most popular method of contact is by letter (36%) followed by phone (21%). Other popular methods of communication for tenants include a personal call (12%), or information in a magazine or newsletter (12%). A growing number of prefer being contacted by e-mail (7%).

**Figure 3.11 Preferred methods for landlord to use to inform/consult residents about issues that may affect them**



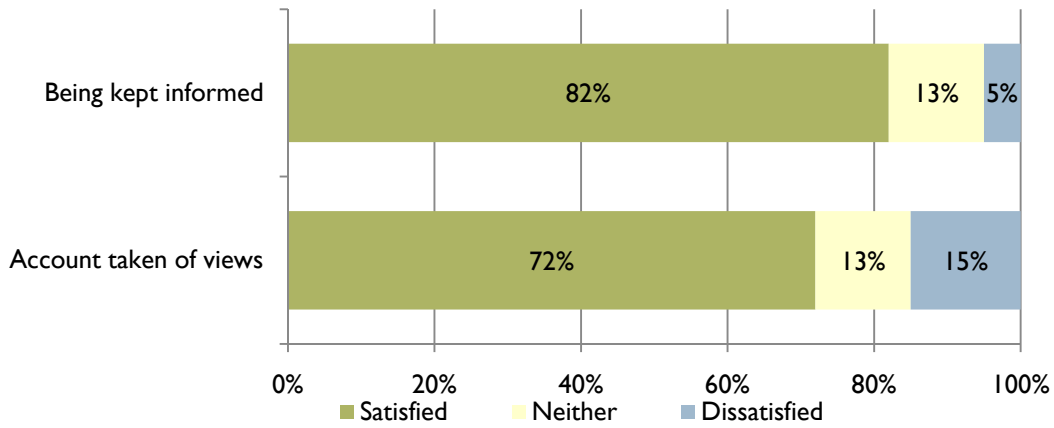
\*\*Respondents could select more than one preferred method of communication.

When asked about access to different communications methods most replied that they had access to neither the internet nor e-mail (63%). A third of tenants do have internet access (33%) and three out of ten have e-mail (30%). Table 3.12 shows that around four out of five tenants can envisage using the e-mail or internet to contact housing staff or report repairs. They are less sure about using these new forms of communication to pay their rent.

Figure 3. 12 Would you use e-mail or the internet for any of the following?	Yes
Communicating with other tenants	23%
Paying rent	26%
Neighbour problem reporting	52%
Rent or tenancy enquiries	52%
Registering a complaint	58%
Reporting repairs	78%
Contacting Housing Officers	80%

Over four fifths of tenants feel Innisfree is good at keeping them informed of things that might affect them as tenants (82%). Nearly three quarters feel Innisfree takes their views into account (72%).

Figure 3.13. Satisfaction with information and consultation (base 190-208)



### 3.9 Moving home

Residents were asked whether they were likely to move from their current home in the next three years. Just over half had no plans to move (57%) while a quarter 25% felt it likely they would move and nearly a fifth were undecided (18%). Of those anticipating a move, nearly a third believed they would move within the Association’s stock (30%). Interestingly none had plans to buy a property via a mortgage or shared ownership which is possibly a reflection of the low incomes experienced by Innisfree HA tenants and reliance on benefits described in section 2.6. Only 2% anticipated entering sheltered accommodation.

Figure 3.14 Where are you most likely to move to?	General needs tenants (Base 43)
Rent from this HA	30%
Rent from another HA	2%
Rent from council	7%
Rent from private landlord	0%
Buy own property	0%
Shared ownership	0%
Sheltered accommodation	2%
Other / Don't know	57%

### 3.10 Experience of anti-Irish and other racial harassment

Table 3.15 shows that around a quarter of Innisfree residents have experienced anti-Irish or other racial harassment within their home (24%) or the local area (28%). The STATUS findings suggest tenants are more likely to experience this kind of anti-social behaviour outside their home and neighbourhood since 48% have experienced racist or anti-Irish sentiments ‘somewhere else’. The proportion of tenants who have experienced anti-Irish or other racial harassment appears to be fairly consistent across the broad ethnic groups as illustrated in table 3.15.

Figure 3.15 Have you experienced anti-Irish or other racial harassment while a tenant of Innisfree?	In your current home	In your local area	In a completely different place
All tenants	24%	28%	48%
White Irish and White Other	26%	29%	45%
Black, Asian, Black or Asian British, Mixed, Chinese & Other	20%	27%	53%
All ethnic origins except White British	25%	29%	47%

### 3.11 The importance of having an Irish Housing Association as landlord

Just over half of tenants feel it important that their landlord is an Irish Housing Association (54%). Over a quarter state it is unimportant (28%) and nearly a fifth think it is neither important nor unimportant (19%).

Perhaps not surprisingly a greater proportion of Irish White tenants feel it is important their landlord is an Irish Housing Association with over two thirds (68%) of that opinion compared to just over half of Minority Ethnic residents (58%) and a third of British White tenants (33%).

### 3.12 Developing new homes for rent

The vast majority of tenants feel that Innisfree should continue to develop new housing for rent (95%). Only 5% think not.

### 3.13 Concerns and issues

A third of Innisfree respondents wanted the opportunity to discuss a repair issue directly with Innisfree HA (33%) while around one in ten stated they would like to discuss the 'overall service' (9%) or their neighbourhood (13%). 6% were keen to discuss a racial or other harassment issue. Over half of respondents had no concerns or issues they wished to discuss with Innisfree (55%).

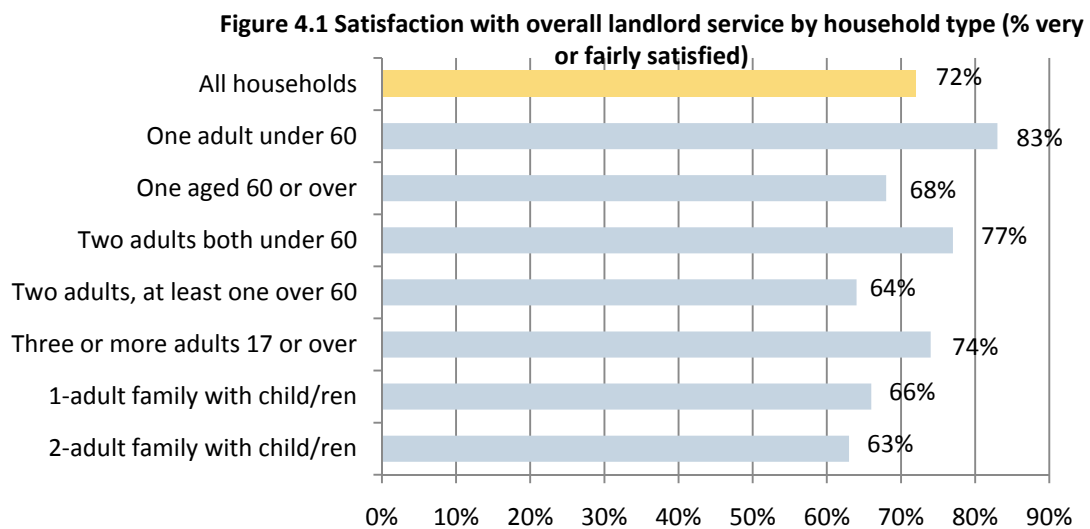


## 4. GENERAL NEEDS TENANTS – INFLUENCES AND SUBGROUPS

The Feedback database contains data for more than 650,000 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 proved to be no exception. This chapter is based on general needs tenants only.

### 4.1 Type of Household

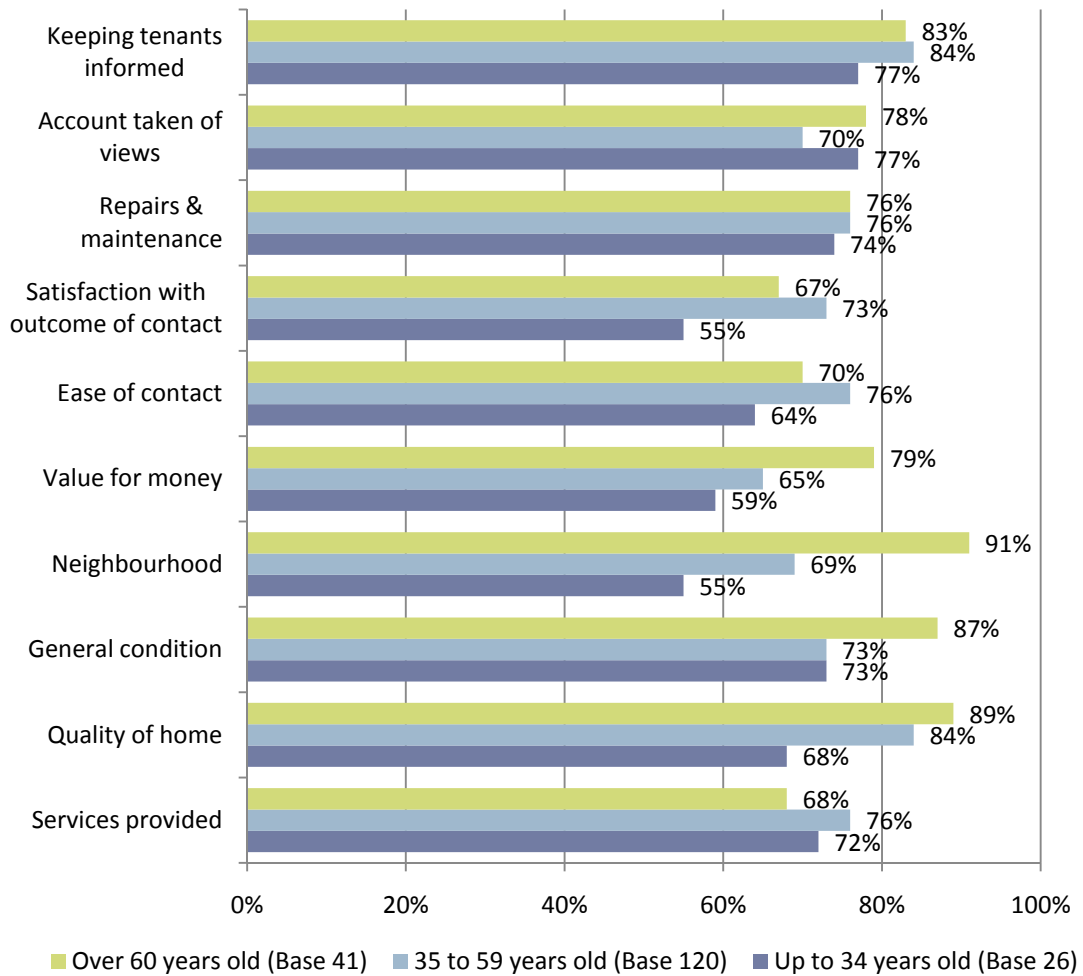
Contrary to the pattern generally found in other STATUS surveys, younger Innisfree households tended to be more satisfied with overall services (74% - 83%) than older tenants who were less satisfied with overall landlord services (64 - 68%) than the “average” tenant (72%). Satisfaction was lowest amongst households with children. Interestingly single parent households tended to be more satisfied at 66% than two parent households who were least satisfied of all (63%).



### 4.2 Age of tenant

- Figure 5.2 shows that satisfaction gradually increases with age for some but certainly not all elements of the Innisfree service. Older tenants (over 60 years old) recorded above average levels of satisfaction for value for money (+11%), neighbourhood (+19%), account taken of views (+6%), quality of home (+7%) and condition (+12%).
- Older tenants are a little less satisfied than the norm with ease of contact (3% below average) and outcome of contact (2% below average) and with services overall (4% below average).
- Tenants aged between 39 and 54 years are the most satisfied age group with ‘services overall’ (76%); four percent above the Innisfree average score of 72%.
- Although younger tenants have an overall satisfaction rating that is the same as the average (72%) they tend to record the lowest ratings for the individual elements of the Innisfree housing service. An exception to this is ‘having view taken into account’ where 77% are satisfied; higher than 39-54 years olds (70%) and almost as high as that recorded by over 60’s (78%).
- The areas that younger tenants are least satisfied with are ‘value for money’ (59% = 9% below average), ‘neighbourhood’ (55% = 17% below average) and ‘outcome of contact’ (55% = 14% below average).

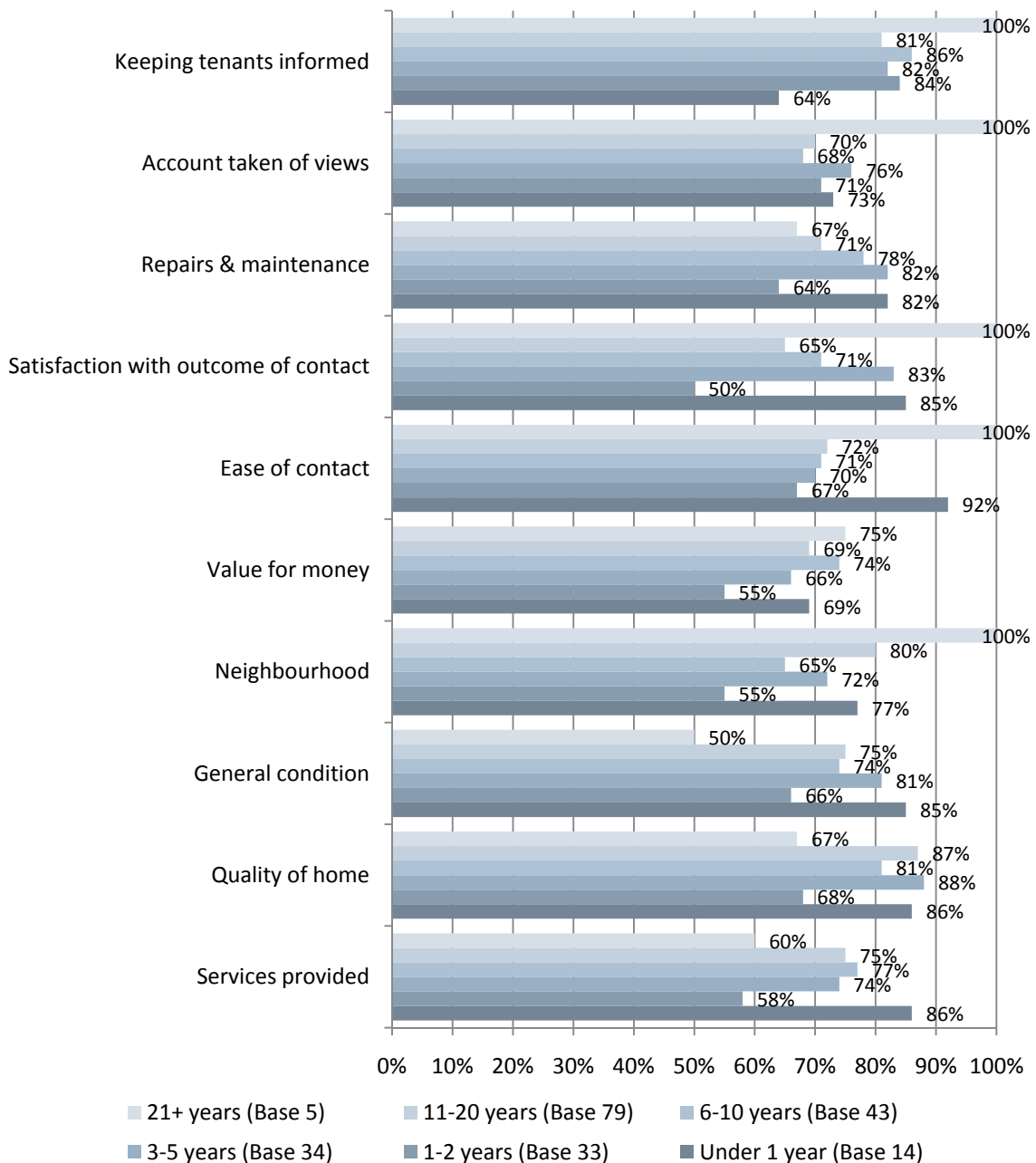
Figure 4.2 Difference in satisfaction ratings by age



### 4.3 Length of tenancy

Please note that the data sets for both tenants who have been Innisfree residents for under a year and over 21 years are small (14 and 5 respondents respectively). Innisfree HA's tenants generally followed the pattern found at other landlords as regards satisfaction and length of tenancy. At the majority of other landlords, new tenants are more satisfied than average – at Innisfree HA new tenants (under one year) were on many occasions more satisfied than tenants of different lengths of tenure. Overall satisfaction appears to fall dramatically after the first year (down 28%), reaching the lowest levels for tenants of between 1 and 2 years.

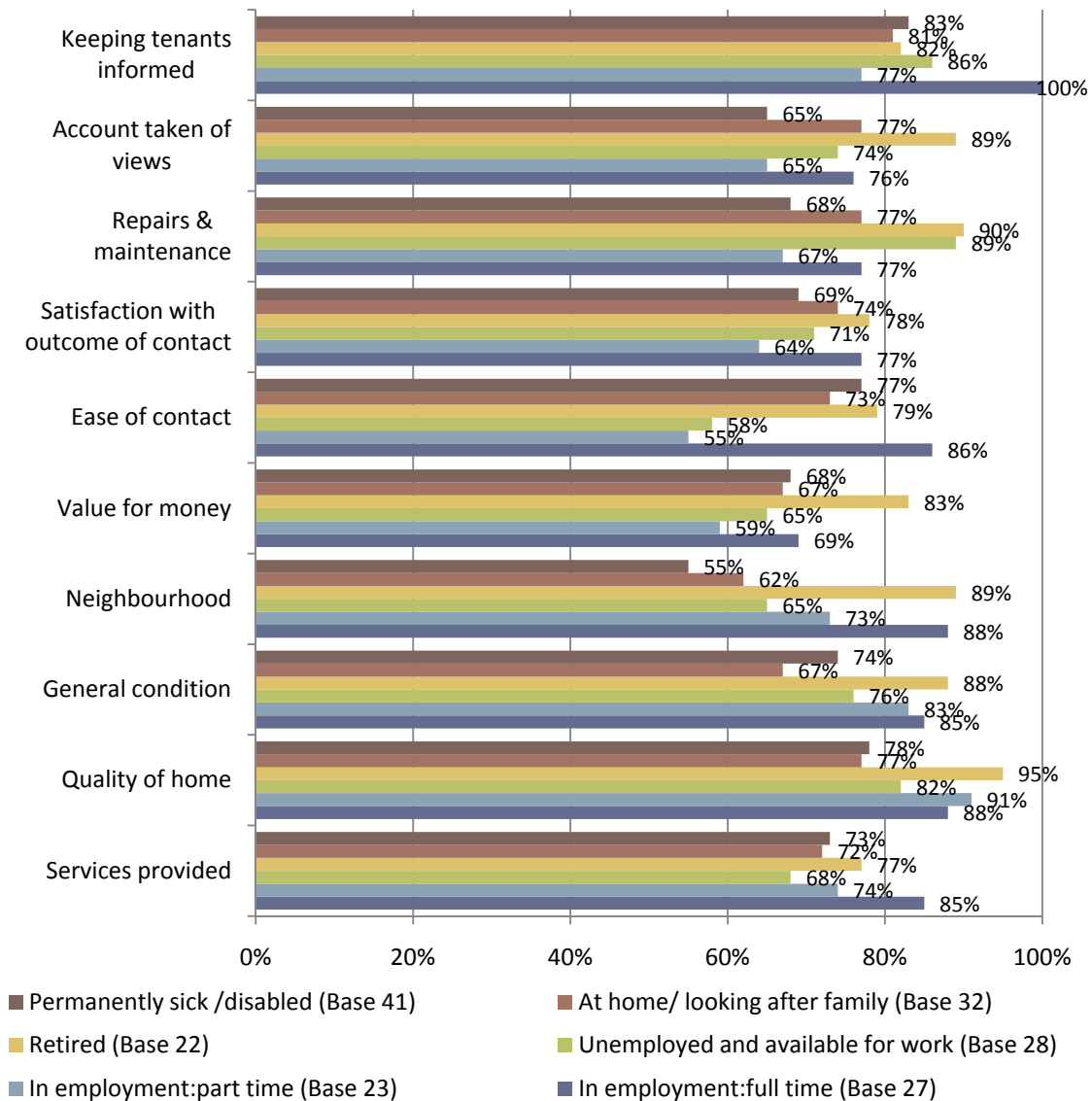
Figure 4.3 Difference in satisfaction ratings by time with landlord



#### 4.4 Economic status

Although tenants in full time employment are the most satisfied group when it comes to overall services (85%), ease of contact (86%) and being kept informed (100%) it is retired residents who appear to be the most satisfied group when you consider that they achieve the highest satisfaction scores for seven of the ten indicators including neighbourhood, value for money, repairs and quality and condition of home. Tenants who are unemployed but available for work are the least satisfied of all the groups with Innisfree services overall (68%) but it is part time workers who record the majority of the lowest scores for these key indicators (six out of ten).

Figure 4.4 Difference in satisfaction ratings by economic status

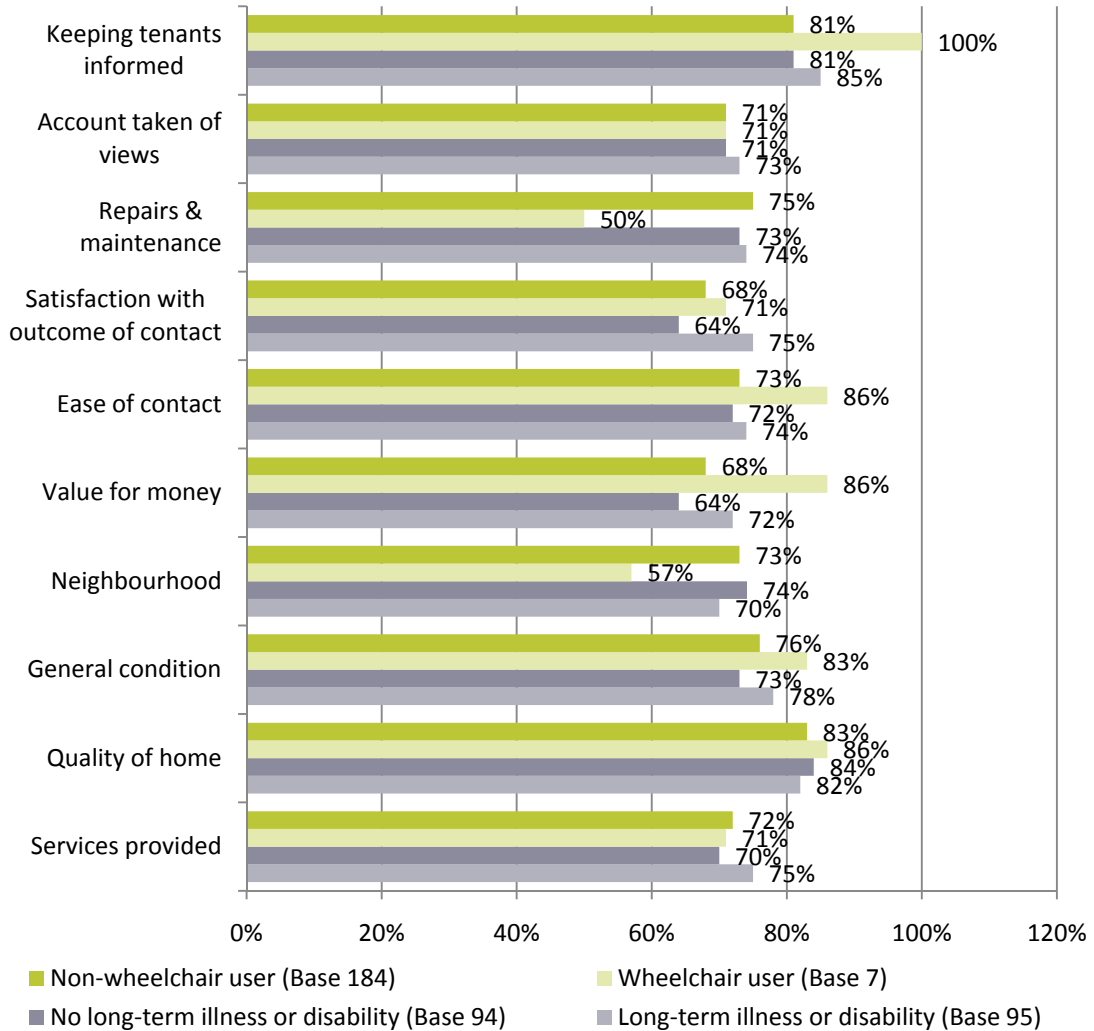


**4.5 Tenants with long-term illnesses or disabilities and wheelchair users**

The results of the survey were analysed to see if there were any differences between tenants with long-term illness or disability and wheelchair users and those without long-term illness or disability and non-wheelchair users. Please note the low base (7 respondents) for ‘wheelchair users’ dataset.

- It is noteworthy that generally speaking tenants with long-term illness or disability and wheelchair users are more satisfied than those without long-term illness or disability and non-wheelchair users.
- Tenants with a long-term illness or disability are more satisfied with ‘services overall’ than those without such health problems and record comparatively higher satisfaction scores for eight of the ten key indicators.
- For seven of the ten indicators wheelchair users record the same or higher levels of satisfaction than non-wheelchair users. A key area where satisfaction for wheelchair users is comparatively low is with the repair service (just 50% satisfied) and may be worthy of further investigation.

**Figure 4.5 Difference in satisfaction between tenants with and without long-term illnesses and disability and wheelchair and non-wheelchair users**



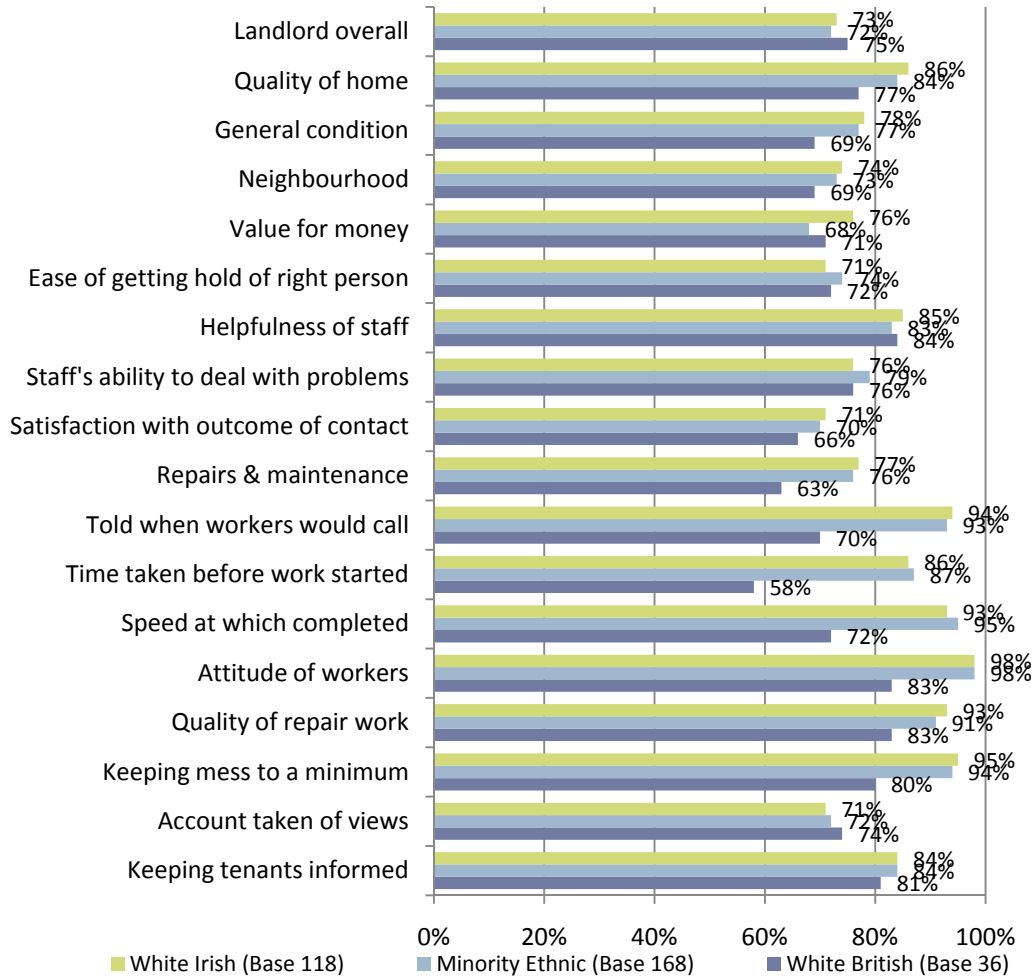
#### 4.6 Ethnicity

The survey found differences in responses between households made up of different ethnic backgrounds. Please note the findings are based on the views of just 36 White British tenants. Another factor to note is that White Irish tenants form part of the Minority Ethnic data set as defined the Housing Regulator as well as having their own unique data set for the purposed of this comparison.

- At odds with the norm for STATUS, Minority Ethnic and Irish White tenants are more satisfied than British White tenants across the majority of key indicators. In many cases the difference is marginal but more marked in relation to the elements of the repair service where Minority Ethnic satisfaction is between 8% and 29% higher than British White satisfaction levels.
- Irish White tenants are the most satisfied of the three sub-groups overall, recording the highest or joint highest level of satisfaction for twelve of the eighteen indicators including ‘value for money’, ‘quality and condition of home’ and ‘neighbourhood’.

- There are just two areas where British White tenants are the most satisfied of the three broad sub-groups. They are satisfaction with service overall and having views taken into account.

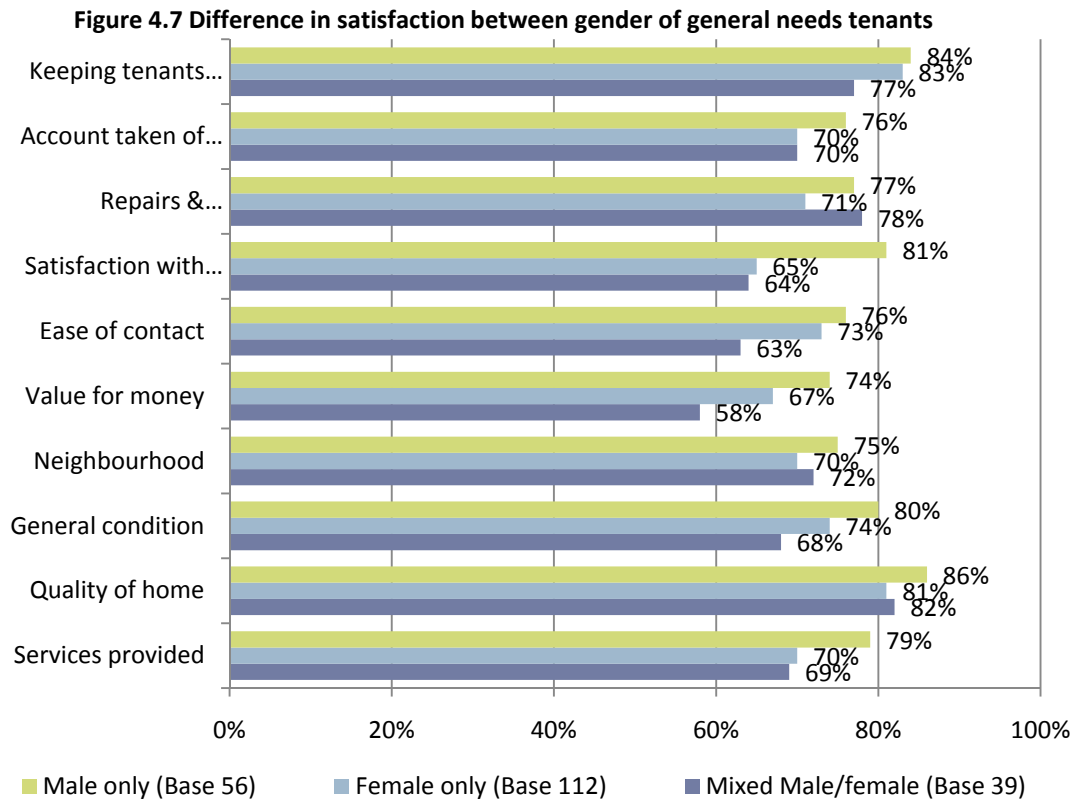
Figure 4.6 Satisfaction amongst different tenant groups



#### 4.7 Gender

The results of the survey were analysed to see if there was any difference in responses between households headed by men and women. The graph below illustrates the differing levels of satisfaction for male only tenants, female only tenants and mixed tenanted households.

- Overall, the findings suggest that male only tenant households are more positive than mixed and female only tenanted households. For example, male only tenanted households are ten percent more satisfied with 'services overall' (79%) than mixed tenanted households (69% satisfied) and nine percent more satisfied than female only tenanted households (70% satisfied).
- Of the three groups, mixed households are the least or joint least satisfied for seven of the ten indicators.

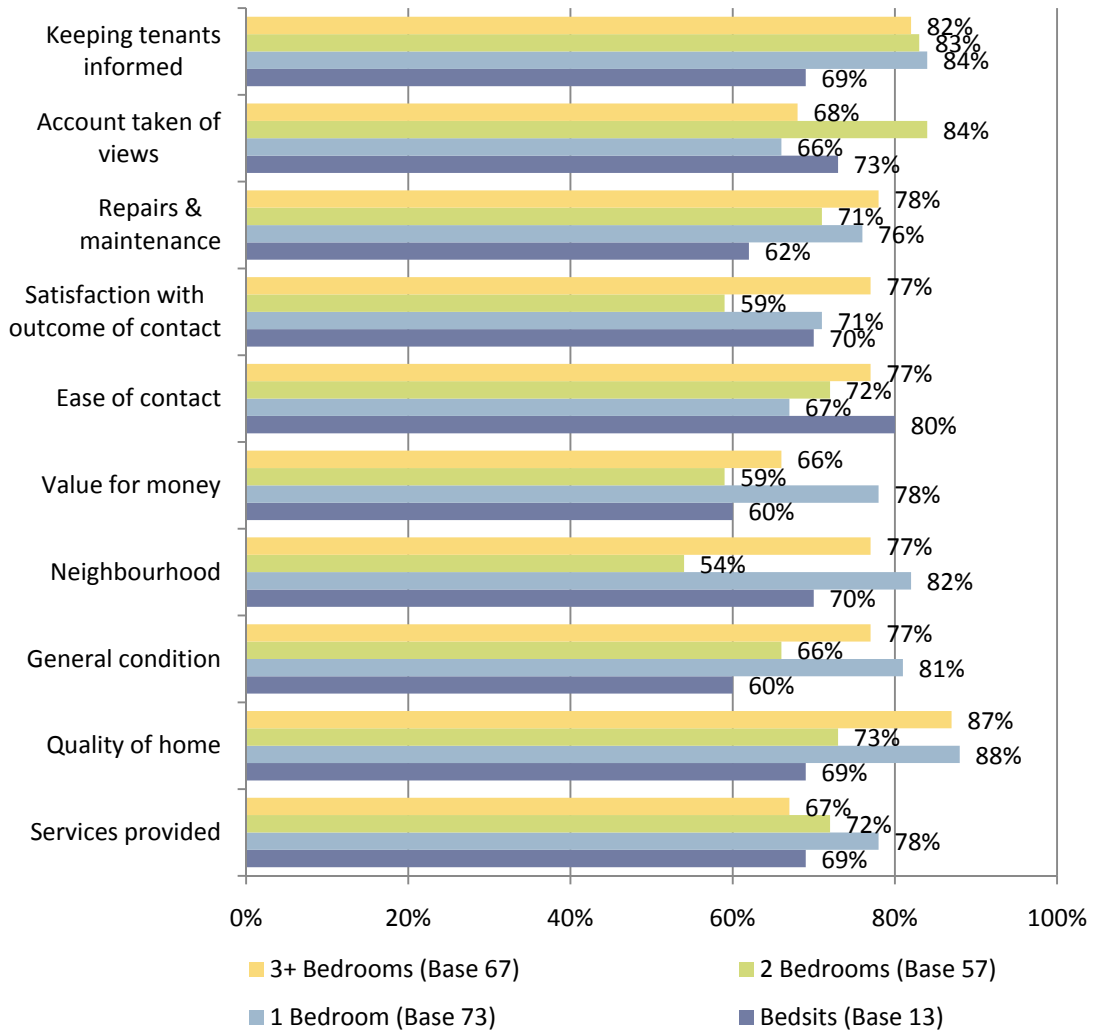


#### 4.8 Number of bedrooms

The survey found differences in responses between tenants with different numbers of bedrooms.

- In terms of overall satisfaction tenants in one bedroom accommodation are the most satisfied group (78%) and tenants of three-bedroom properties are the least satisfied (67%).
- People in one-bedroom properties are a fairly well satisfied group overall scoring between 1% and 10% above average for nine of the ten indicators. The exceptions being ‘having views taken into account’ where satisfaction is 6% lower than average and ‘ease of contact’ – 5% lower.
- Tenants of bedsits score below average (2% – 15% below) for eight of the ten indicators.
- Although tenants of two bedroom homes score the same as the overall average for services as a whole they record below average satisfaction scores for seven of the ten indicators (1% - 18% lower than the average).

Figure 4.8 Difference in satisfaction by number of bedrooms



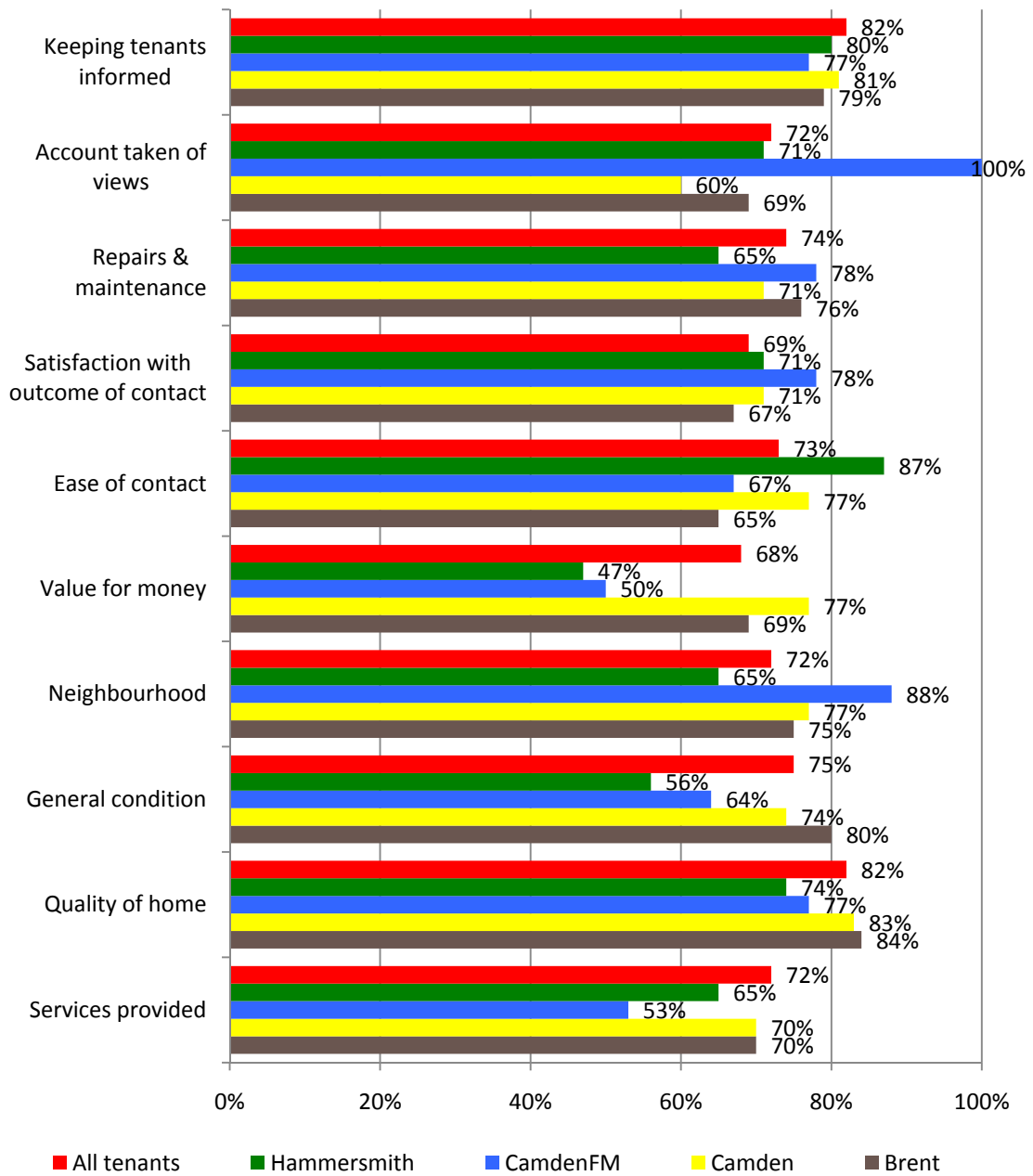
#### 4.9 Local authority area

This section compares the responses of tenants in boroughs where Innisfree holds most stock. It also provides an overview of a sub-group of Camden tenants who were transferred from Family Mosaic on 27<sup>th</sup> April 2009. Please note, with the exception of Brent (97 responses), the borough datasets are small:

- Camden - 37 responses
- Camden-Family Mosaic - 19 responses
- Hammersmith and Fulham - 20 responses

Data relating to Camden, Camden-Family Mosaic, Hammersmith and Fulham are really not large enough to be relied upon as accurate measures of satisfaction for those locations but may be useful as broad indicators of tenant opinion pending more a comprehensive survey of those groups.

Figure 4.9 Difference in satisfaction between local authority populations



- Brent residents score very close to average (within 3%) for all indicators except for ease of getting hold of the right person where satisfaction is just 65% (8% below the figure for 'all tenants') and condition of home where satisfaction is 5% above average at 80%.
- Similarly, Camden residents have satisfaction ratings similar to 'all tenants' for seven of the ten indicators but are more satisfied than average by 9% with value for money and by 5% with neighbourhood (both 77%). Only 60% of Camden tenants feel their views are taken into account - 12% less than the average (72%).
- Former Family Mosaic residents in Camden are less satisfied than all tenants with 'services overall' (53%). Because of the small sample size, ratings for this sub-group are noticeably higher or lower than the figures for 'all residents'. For example, 100% of former Family Mosaic tenants believe their views are taken into account - 28% above the average (72%) while only 50% think their rent offers value for money (18% below average).
- Hammersmith tenants are less satisfied than the average tenant with eight of the ten service areas including 'services overall' where satisfaction is 7% lower than average at 65%. Three areas where Hammersmith tenants exhibit markedly less satisfaction than 'all tenants' are value for money (21% below average), condition of home (19% below average) and repairs (9% below average). Almost all Hammersmith residents surveys found it 'easy to get hold of the right person' (87%). Satisfaction with 'outcome of enquiry' is 2% above average at 71%.

#### **4.10 Religion and sexual orientation**

While the survey collected information on religion and sexual orientation, the numbers of households with a religion other than 'none' or Christian and with a sexual orientation other than heterosexual were too small for the data to be analysed.

## 5. COMPARISON WITH PREVIOUS SURVEYS

This section of the report looks at significant differences between the previous surveys (2003 and 2006) and the current survey (2009), all of which were based on the STATUS questionnaire. The comparison however is made with a cautionary note as the latest survey used the new version of the STATUS questionnaire (released in 2008) in which some questions are asked differently or offer a revised set of responses.

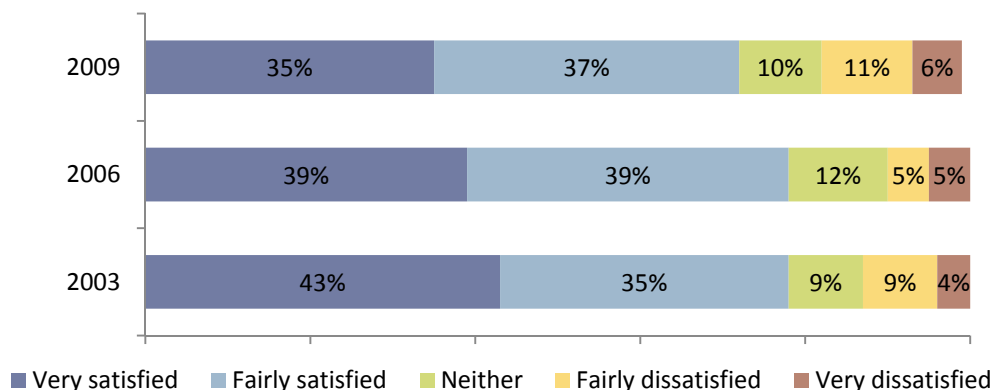
### Notes:

- 1) The sampling errors from surveys also have to be taken into account when comparing different surveys. It is important to note that changes in satisfaction levels of less than 6% are likely to fall within the combined surveys' margins of error. This note of caution will apply to any small changes recorded for questions. Any results must be interpreted with this in mind, and general trends are noted and reported upon in this chapter.
- 2) The figures from the 2009 survey exclude no opinion/can't remember. The figures from the earlier survey have been altered accordingly and are different from those appearing in any earlier reports to Innisfree HA.
- 3) In the latest version of the STATUS questionnaire some questions are asked differently and others offer a revised set of responses. Some questions have been altered considerably, making any comparison between the surveys impossible. In a few cases, questions have moved within the survey and now form part of one larger question. Summary tables of the comparison of the three surveys can be found in the Appendix 9.3.1

### 5.1 Key ratings

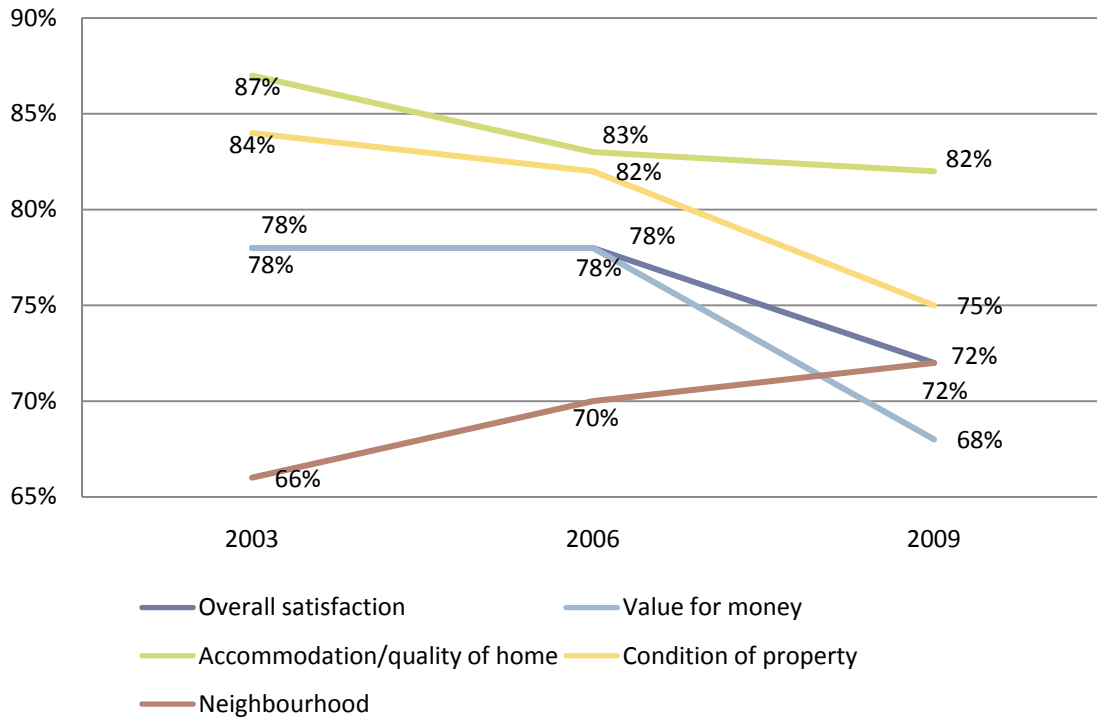
In 2009 satisfaction with landlord services (72%) has fallen 6% from the level recorded in 2006 and 2003 (78%). Over the period of the three surveys the number of tenants who are very satisfied has gradually fallen from 43% in 2003 to 35% in 2009.

Figure 5.1 Satisfaction with overall services between 2003 and 2009



The comparatively lower overall rating illustrated in Figure 8.1 may be linked to lower levels of satisfaction in other key areas, namely value for money (10% fall since 2006), and condition of property (7% fall since 2003). Satisfaction with the local neighbourhood is the only key indicator to show an increase over the three surveys.

Figure 5.2 Satisfaction with key aspects of the service between 2003 and 2009

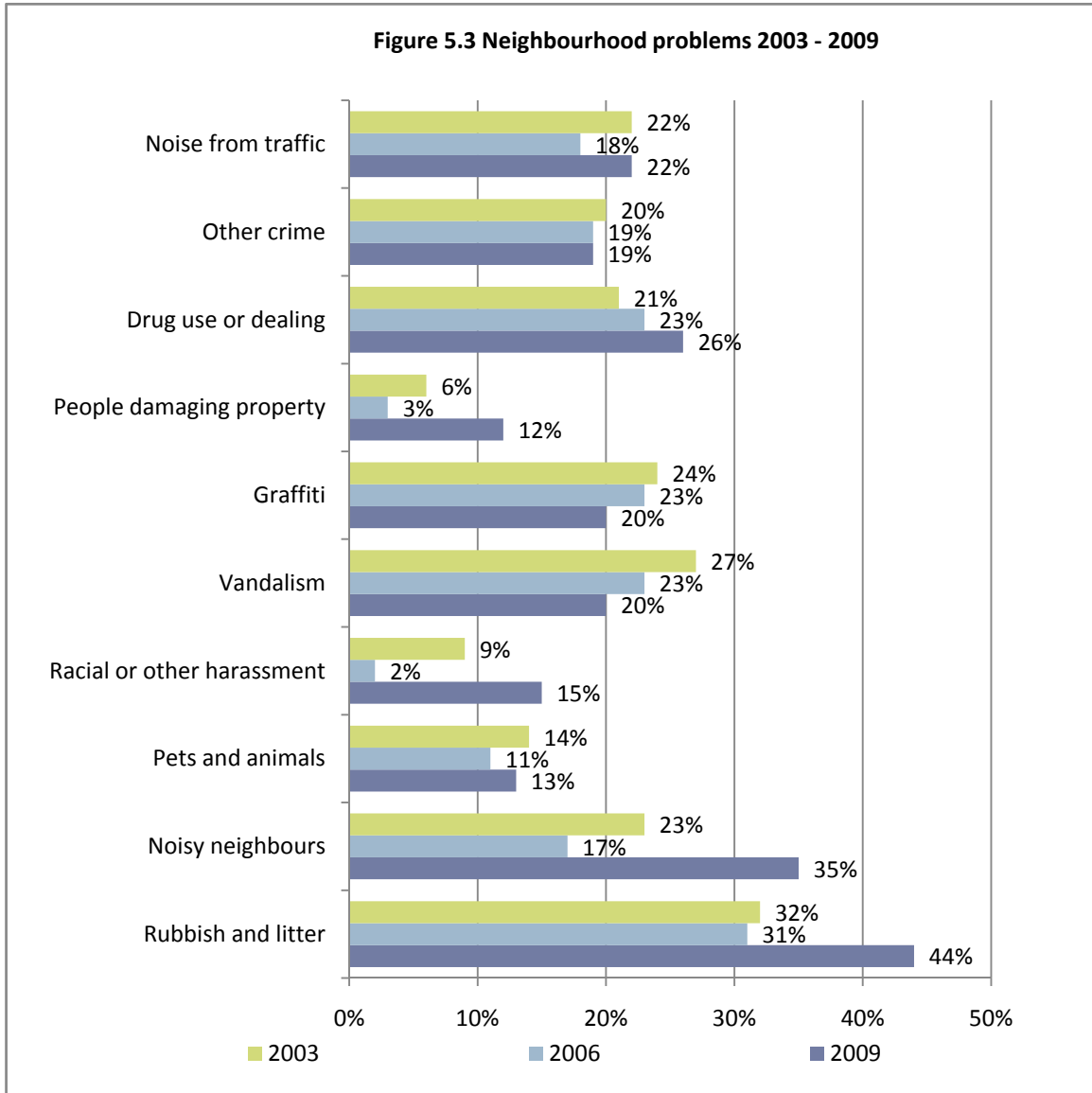


**5.2 Neighbourhood and local issues considered to be fairly or very big problems**

Figure 5.3 shows that some issues have gradually become more of a problem over the period of the last three STATUS surveys while others are perceived as less of a problem now compared to 2003.

Focussing on changes over the last three years it is clear that overall, seven of the ten neighbourhood factors have become more of an issue, one has stayed the same and two have become less of a concern for residents.

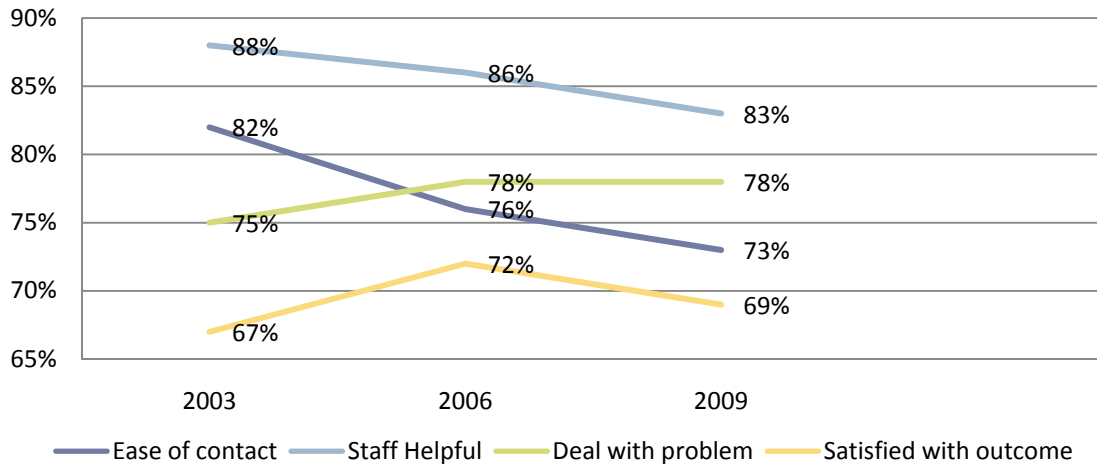
The two areas that residents perceive to be less of a local problem are graffiti and vandalism (both down 3% compared to 2006). Three areas that are perceived as significantly bigger problem now compared to 2006 are racial harassment and litter/rubbish (both up 13%) and noisy neighbours (up 18%).



### 5.3 Contact with landlord

Although satisfaction with customer contact remains at a positive level in 2009, satisfaction with ‘ease of contact’, ‘staff helpfulness’ and ‘final outcome’ show a slight decline compared to 2006, all having fallen by 3%. Satisfaction with staff ‘ability to deal with the problem’ remains the same as in 2006 - 78%.

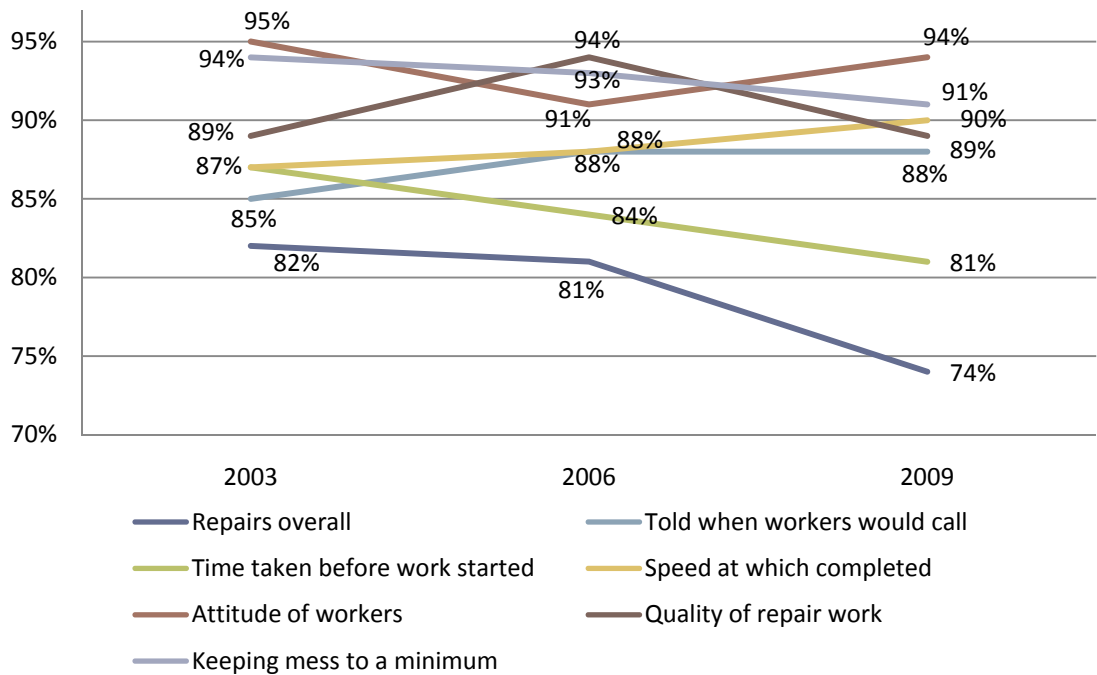
Figure 5.4 Satisfaction with contacting landlord 2003 - 2009



### 5.4 Repairs

After remaining constant at around 82% between 2003 and 2006, repair satisfaction has fallen by 7% over the last three years to 74% 2009. The fall in overall satisfaction is not matched by falls in satisfaction with individual aspects of the repair service and in fact ‘speed at which work is completed’ and ‘attitude of workers’ achieved higher levels of satisfaction in 2009 than they did in 2006. Three repair indicators (quality of repair work, keeping mess to a minimum time taken before work starts) and are slightly down on 2006 performance (1-4%) while satisfaction with ‘being told when workers would call’ remains at the same level as in 2006.

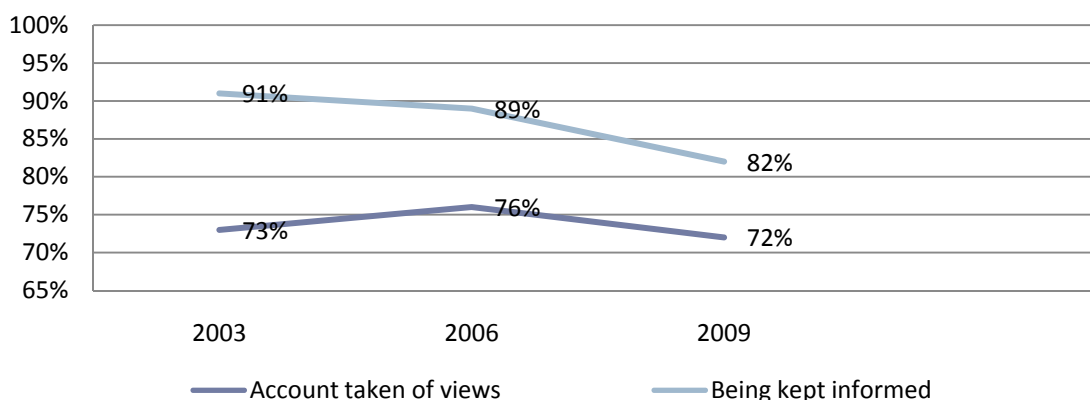
Figure 5.5 Satisfaction with repairs and maintenance service 2003 - 2009



### 5.5 Communication and information

In 2009, over four fifths of tenants were satisfied that their views were taken into account (82%). While this is a good score and shows that the vast majority of tenants have confidence that Innisfree is listening to them, there has been a downward trend over the last six years from an even higher score of 91% in 2003. The proportion of tenants who feel account is taken of their views has remained at a very similar level over the last six years.

Figure 5.6 Communications and involvement 2003 - 2009



### 5.6 Additional questions

#### Having an Irish landlord

In 2009, just over half of Innisfree tenants felt it was important their landlord (54%) was an Irish organisation. This is significantly lower than in 2003 and 2006 when around seven out of ten tenants felt that was important (71% in 2006 and 72% in 2003).

#### Racial harassment

Figure 5.7 Experience of anti-Irish harassment	2003	2006	2009
Anti-Irish harassment in home	41%	39%	24%
Anti-Irish harassment in local area	46%	27%	28%
Anti-Irish in a completely different place	39%	53%	48%

The proportion of tenants who have experienced anti-Irish racial harassment in their home has fallen to around a quarter (24%) from just under two fifths in 2006 (39%). Just over a quarter of tenants said that they had experienced anti-Irish harassment in their local area in 2009 (28%); very similar to the figure recorded three years ago (27%). Experience of this kind of harassment is most prevalent in other locations with around half of tenants (48%) saying they had experienced anti-Irish abuse or sentiment somewhere other than their home and local neighbourhood. This is slightly lower than was the case in 2006 (53%) but higher than in 2003 (39%).



## 6. COMPARISON WITH OTHER LANDLORDS

The results of key satisfaction questions in the Innisfree HA survey have been compared with nine other social landlords that have undertaken the STATUS survey in the last three years, making a peer group of ten HA's. The landlords in the peer group were selected to match Innisfree HA as closely as possible; all being small and Black and Minority Ethnic Housing Associations operating in London.

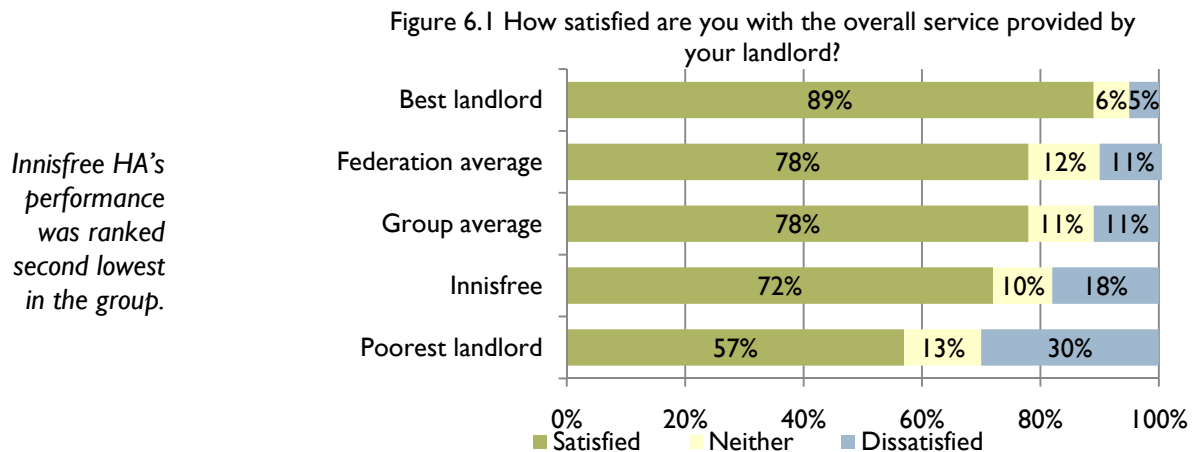
The following charts display results from the best and poorest performing landlords, and the average score for all landlords in the peer group. Also included in the tables are average results for the Federation's entire database (named "Federation average" in the following charts). The names of the landlords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

### Notes:

- 1) 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.
- 2) Figures in this chapter exclude no opinions and may differ slightly from the results reported to the actual landlords.

### 6.1 Satisfaction with landlord

72% of Innisfree HA's tenants were satisfied with their landlord ("fairly" or "very" satisfied). The result is 6% lower than average for the peer group and the Federation benchmark dataset (both 78%). Innisfree's rating is a good deal higher than the poorest performing landlord in the group (57%) but 17% below the best performing landlord (89%).



## 6.2 Key indicators

In comparison with the peer group, Innisfree’s performance is firmly mid-table for the key indicators of neighbourhood, value for money, quality and condition of home. The association scores slightly below or equal to the group average; well above the performance of the poorest landlord in the group but also 10-22% below the best performing landlord.

Figure 6.2 Is rent good value for money?

*Innisfree’s score was third lowest within the peer group.*

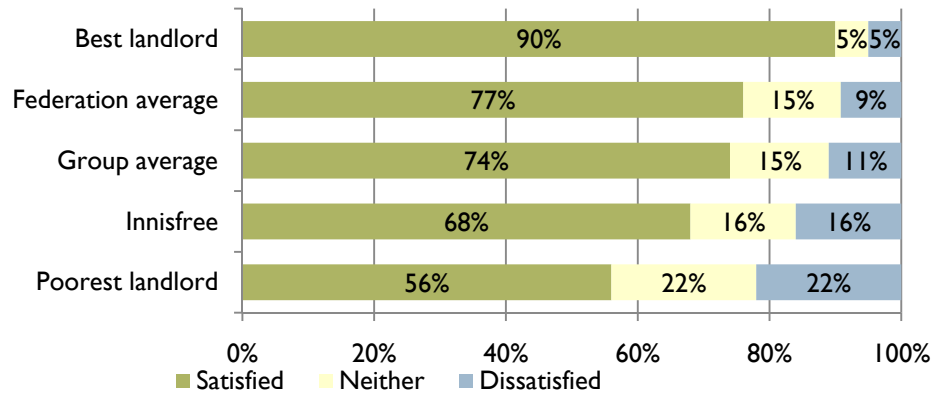


Figure 6.3 Satisfaction with quality of home

*Innisfree’s score was the same as the peer group.*

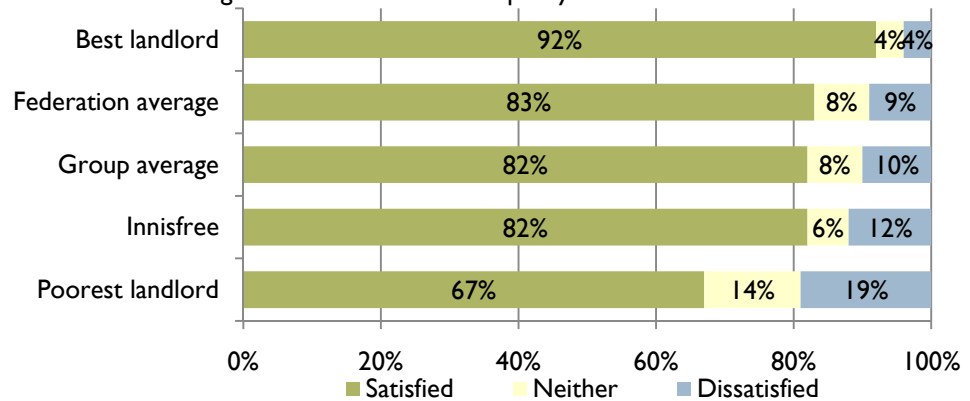


Figure 6.4 How would you describe the general condition of the property?

*Innisfree were very close to the average for peer group.*

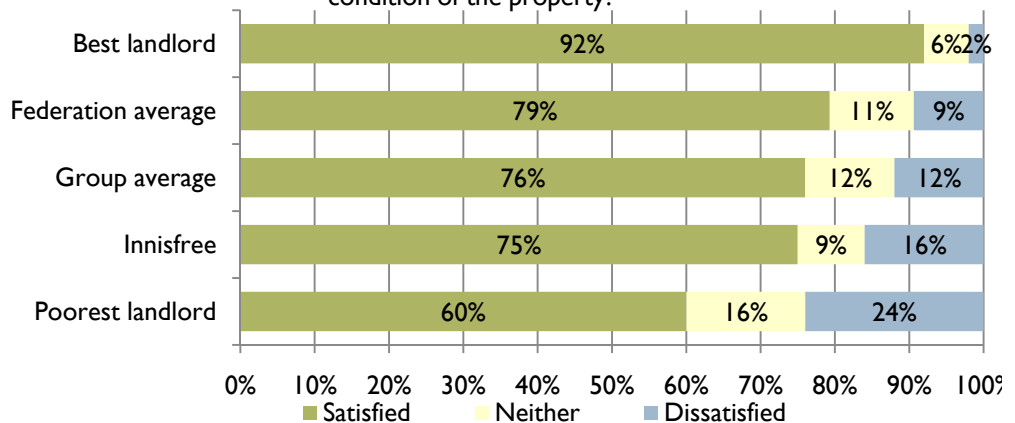
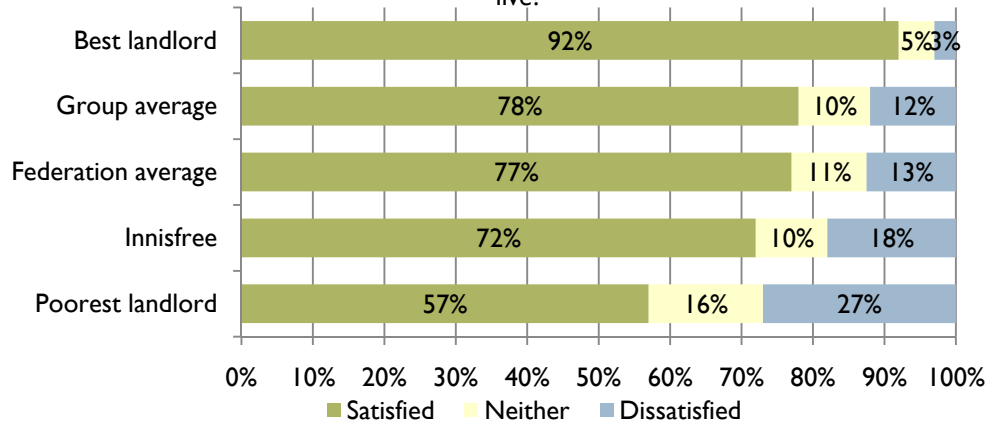


Figure 6.5 How satisfied are you with this neighbourhood as a place to live?

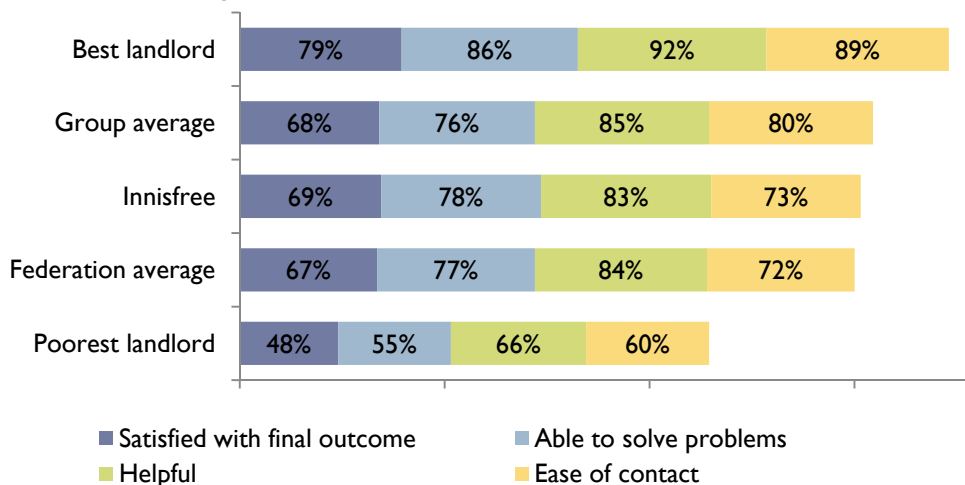
Although Innisfree's score is within 6% of the peer group average it is also the third lowest.



### 6.3 Contact with landlord

- Level of contact** The level of contact made by tenants during the past 12 months (86%) was above average for peer group (82%) and not far off the level recorded by the busiest landlord within the group landlord where 93% of tenants had been in contact. The landlord with the lowest levels of customer interaction had been contacted by just 60% of tenants.
- Helpfulness of staff** Performance is very close to the average for the group when it comes to helpfulness of staff. Tenants satisfaction with helpfulness at Innisfree is 17% higher than at the worst performing HA and 9% below the best performer.
- Ability to solve problems and satisfaction with outcome** Innisfree HA recorded above peer group and Federation average scores for these important indicators of customer service.
- Ease of contact** This is the one area of customer contact where Innisfree performance, at 73%, is somewhat lower than the average for peer group of small London HA's (80%). However, it is very similar to the Federation average (72%). In comparison with the extremes within the group, Innisfree scores 16% lower than the best HA in the group and 13% higher than the worst performer.

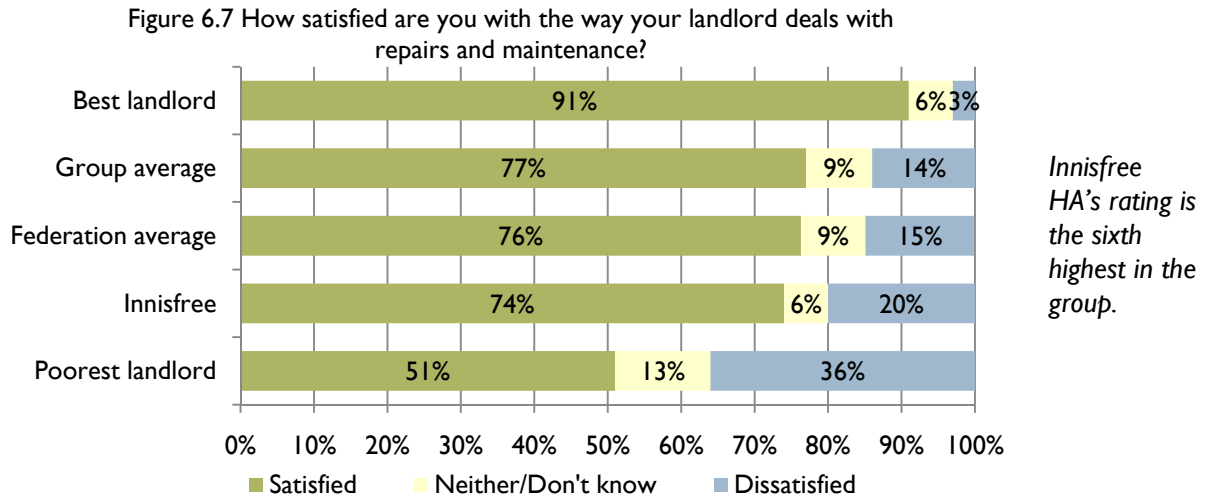
Figure 6.6 Satisfaction with customer contact



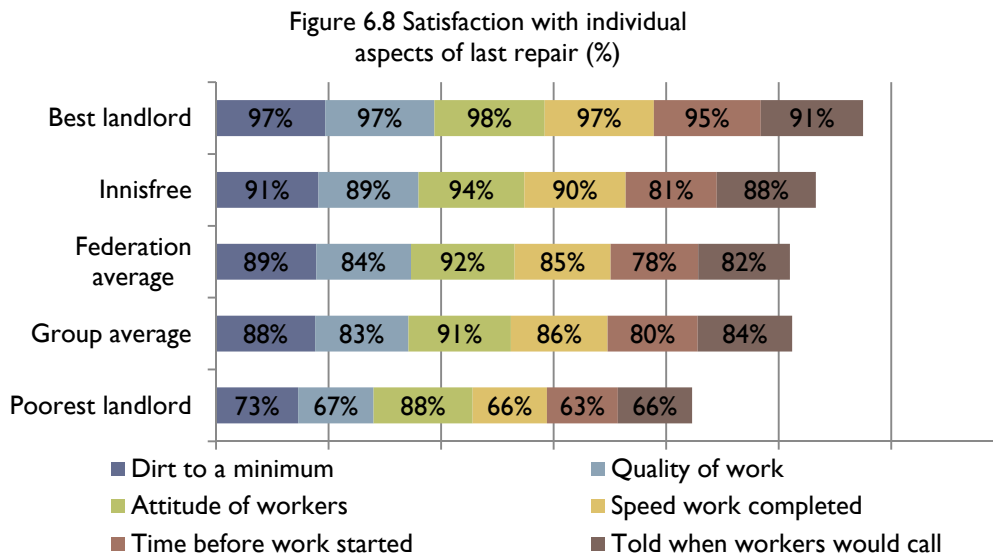
Innisfree HA's ratings for customer contact are within 2% of the average except for ease of contact where it is 7% lower than the peer group.

### 6.4 Repairs and maintenance

Nearly three quarters of Innisfree HA's tenants were satisfied with the way their landlord dealt with repairs and maintenance overall (74%), just 3% below the benchmark group average (77%).



The chart below shows performance levels for different aspects of the last completed repair. Tenants at Innisfree HA rated all aspects of repair work above the group average (1% - 6% higher) and above the Federation average (2% – 6% higher).

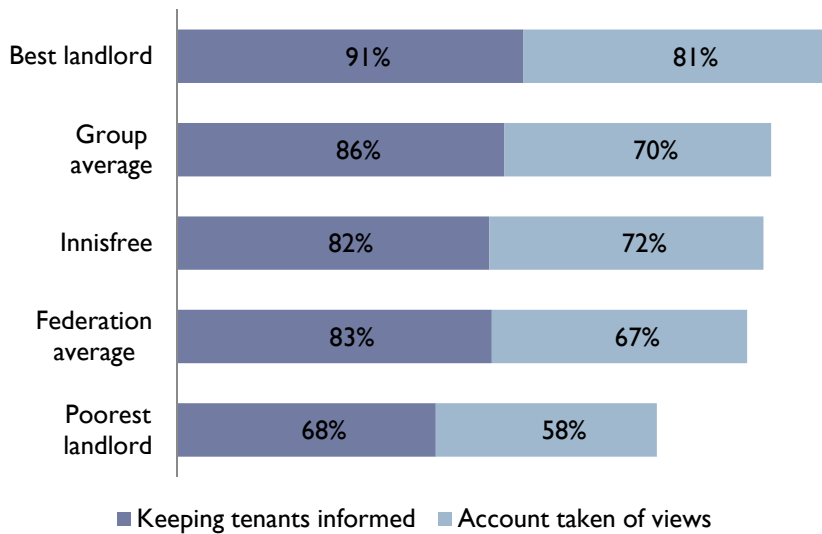


### 6.5 Communication and consultation

Just over four fifths of respondents think Innisfree HA keeps them informed (82%); just below the averages for the Federation (83%) and the peer group (86%). The top performing HA was rated as good at keeping tenants informed by 91% of tenants while the worst scored just 68%.

72% of tenants felt that Innisfree HA takes account of their views, just above both the group and Federation averages (70% and 67% respectively) but 11% adrift of the best performing landlord where four fifths are satisfied (81%).

Figure 6.9 Satisfaction with tenant communication and information





## 7. BEST VALUE PERFORMANCE INDICATORS

The STATUS questionnaire contains Performance Indicators (PIs) as specified by the Department of Communities and Local Government. The methodology used by the Feedback service conforms to the criteria recommended by the CLG.

<p>What was the percentage of tenants that stated they were very or fairly satisfied with the overall service provided by their landlord?</p>	<p>72.4%</p>
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## 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 that the majority of tenants believe Innisfree HA is providing a good housing service. Overall, 72% of general needs tenants were satisfied with the landlord services and tenants awarded relatively high ratings for the quality and condition of the home (82% and 75%), being kept informed (82%), ease of contact (73%) and all aspects of the repairs service (81% - 94%).

Innisfree HA's performance is very close to the average for the peer group of housing associations; above for some indicators (e.g. all aspects of the repair service were rated 1% – 6% above the peer group average) and below for others (e.g. overall satisfaction was 6% lower than average and satisfaction with 'ease of contact' was 7% below the mean).

Although satisfaction overall and with some areas is lower than in 2006, the decline is marginal and rates remain at a relatively healthy level. It is important to view the changes in satisfaction at Innisfree in the context of a changing tenant base which has increased in size by 37% since the last STATUS survey. A small reduction in satisfaction is not a cause for alarm but Innisfree must guard against these fluctuations becoming an established downward trend.

### 8.2 Specific recommendations for action

It is clear that the majority of tenants remain satisfied with their landlord and the range of services provided. There are areas and opportunities where performance and service delivery can be improved further and Innisfree HA should use the results in conjunction with operational information and further resident consultation to plan service improvements.

#### ■ Value for money

This is an area where satisfaction has fallen by 10% since 2006 and is 6% below the peer group average. Perceptions around value for money can often be strongly influenced by the quality of communications. Further consultation with tenants may shed more light on this relatively weak area for Innisfree.

#### ■ Advice and support

There are excellent levels of satisfaction with advice on rent payments (79%) compared moving home advice (52% satisfaction) and support available for vulnerable tenants (55% satisfaction). There may be scope for sharing good practice across these services, particularly in relation to how the services are promoted and communicated, with the aim of improving awareness and perceptions.

#### ■ Customer contact

A high proportion of tenants had contacted Innisfree HA in the last year (86%). Comparison with other landlords shows that Innisfree experiences 4% higher levels of customer interaction than the average. Most contact related to repairs (61%) followed by garden/communal area enquiries (9%) and

rent issues (8%). Although Innisfree achieved good levels of satisfaction with customer contact, on a par with peer HA's, marginally fewer tenants were satisfied with how their enquiries were handled compared with three years ago. Small reductions in tenant satisfaction could be attributable to operational or service changes that may have impacted negatively on residents. However, it is important to bear in mind that falls in satisfaction can be influenced by changes in tenant expectations and attitudes towards customer services.

### ■ **Neighbourhood**

Satisfaction with neighbourhood has increased from 70% in 2006 to 72% in 2009. The biggest local problems perceived by tenants were rubbish and litter, noisy neighbours and car parking which seem fairly typical for a central London neighbourhood. 15% fewer tenants reported experiencing anti-Irish or other racial harassment in their home than was the case in 2006. The proportion of tenant experiencing racial harassment in the local area remains at a very similar level to 2006 (27%).

### ■ **Anti-social behaviour (ASB)**

Findings from this survey illustrate how satisfaction with the ASB service declines during the ASB case handling process. Good levels of satisfaction with accessing the right person (67%) and initial advice (61%) are undermined by low levels of satisfaction with speed at which the report was dealt with (46%) and the final outcome, where satisfaction, at 33%, is equally matched by levels of dissatisfaction. While recognising that, by its nature, the ASB service is difficult to deliver consistently and efficiently, there may be scope for improving the case handling service or at least better managing expectations by developing and communicating clearly defined service standards.

### ■ **Tenant involvement and communications**

Overall, the number of tenants who felt informed has fallen since 2006, albeit from a high level. Seven percent fewer feel informed which is a concern for Innisfree as this area was considered one of the three most important by tenants. Satisfaction with having views taken into account has also fallen slightly (4% down) since the last STATUS survey. The survey collected information as to which methods tenants prefer Innisfree HA to use to inform or consult them which should inform any future review of these services. Asked if they would consider using a the e-mail or internet to access services, 80% of tenants said 'yes they would' to contact their Housing Officer and 78% thought they would do so to report a repair.

### ■ **Repairs and maintenance service**

The repair service is considered to be the most important service by Innisfree tenants with two thirds of tenants having reported a repair during the last 12 months (66%). Nearly three quarters were satisfied with the overall repairs and maintenance service (74%) and there were high levels of satisfaction with both the pre-commencement aspects of the repair work (81% - 88%) and the actual repair work itself (89% - 94%). Satisfaction with all aspects of the repair service work were 1% - 6% higher than average for the peer group.

Asked which services were most in need of review, just over half of tenants chose the long-term property maintenance (52%). Long-term maintenance is no doubt more a challenge for Innisfree than for many Housing Associations because the central London location. In addition, little of the stock is new-build with much of it being older property requiring an ongoing cycle of planned maintenance.

### ■ Moving on

Residents were asked whether they were likely to move from their current home in the next three years. Just over half had no plans to move (57%) while a quarter 25% felt it likely they would move and nearly a fifth were undecided (18%). Of those anticipating a move, nearly a third believed they would move within the Association's stock (30%) and 2% thought they would go into sheltered accommodation. Interestingly none had plans to buy a property via a mortgage or shared ownership which is possibly a reflection of the low incomes and reliance on benefits experienced by Innisfree HA tenants described in section 2.6. It may also be significant that of the advice and support areas, 'moving home advice' scored the lowest levels of satisfaction with just over half of tenants satisfied (52%). This suggests the need for a communications campaign to promote mobility and low cost home ownership options. In particular such an approach would be essential were Innisfree HA planning to develop their own low-cost home ownership properties.

### ■ Different client groups

Given that female tenanted households are 9% less satisfied (70%) than male tenanted households (79%) with 'overall services' there may be value in assessing to what extent services can be better tailored to suit the needs of households headed by women particularly since they comprise the majority of households (65%) at Innisfree HA.

### ■ Management areas

Although the sample size is too small to be relied upon to give a true picture of tenant satisfaction, the findings that comparatively fewer former Family Mosaic tenants are satisfied with services overall and value for money may be worthy of further investigation. It may be worth assessing whether this group has been targeted with useful information and to what extent they understand how to access the range of services provided by their new landlord.



9. APPENDICES

9.1 The STATUS questionnaire

09-2020/

45. How many of the following services are provided at your home? **TICK ONE BOX ONLY**

High-speed internet	<input type="checkbox"/>
Garage	<input type="checkbox"/>
Garage workshop	<input type="checkbox"/>
Basement	<input type="checkbox"/>
Driveway	<input type="checkbox"/>
Pool/spa/hot tub	<input type="checkbox"/>

46. What is your typical monthly utility bill? **TICK ONE BOX ONLY**

Less than \$100	<input type="checkbox"/>
\$100 - \$150	<input type="checkbox"/>
\$150 - \$200	<input type="checkbox"/>
\$200 - \$250	<input type="checkbox"/>
\$250 - \$300	<input type="checkbox"/>
\$300 - \$350	<input type="checkbox"/>
\$350 - \$400	<input type="checkbox"/>
\$400 - \$450	<input type="checkbox"/>
\$450 - \$500	<input type="checkbox"/>
\$500 - \$550	<input type="checkbox"/>
\$550 - \$600	<input type="checkbox"/>
\$600 - \$650	<input type="checkbox"/>
\$650 - \$700	<input type="checkbox"/>
\$700 - \$750	<input type="checkbox"/>
\$750 - \$800	<input type="checkbox"/>
\$800 - \$850	<input type="checkbox"/>
\$850 - \$900	<input type="checkbox"/>
\$900 - \$950	<input type="checkbox"/>
\$950 - \$1,000	<input type="checkbox"/>
More than \$1,000	<input type="checkbox"/>

47. **WORK STATUS**

How often do you work? **TICK ONE BOX ONLY FOR EACH**

Full-time	<input type="checkbox"/>
Part-time	<input type="checkbox"/>
Seasonal	<input type="checkbox"/>
Temporary	<input type="checkbox"/>
Contract	<input type="checkbox"/>
Freelance	<input type="checkbox"/>
Self-employed	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>
Retired	<input type="checkbox"/>
On leave	<input type="checkbox"/>
Other	<input type="checkbox"/>

48. What is your typical monthly mortgage payment? **TICK ONE BOX ONLY**

Less than \$100	<input type="checkbox"/>
\$100 - \$150	<input type="checkbox"/>
\$150 - \$200	<input type="checkbox"/>
\$200 - \$250	<input type="checkbox"/>
\$250 - \$300	<input type="checkbox"/>
\$300 - \$350	<input type="checkbox"/>
\$350 - \$400	<input type="checkbox"/>
\$400 - \$450	<input type="checkbox"/>
\$450 - \$500	<input type="checkbox"/>
\$500 - \$550	<input type="checkbox"/>
\$550 - \$600	<input type="checkbox"/>
\$600 - \$650	<input type="checkbox"/>
\$650 - \$700	<input type="checkbox"/>
\$700 - \$750	<input type="checkbox"/>
\$750 - \$800	<input type="checkbox"/>
\$800 - \$850	<input type="checkbox"/>
\$850 - \$900	<input type="checkbox"/>
\$900 - \$950	<input type="checkbox"/>
\$950 - \$1,000	<input type="checkbox"/>
More than \$1,000	<input type="checkbox"/>

49. How long have you lived in your home? **TICK ONE BOX ONLY**

Less than 1 year	<input type="checkbox"/>
1 - 2 years	<input type="checkbox"/>
3 - 5 years	<input type="checkbox"/>
6 - 10 years	<input type="checkbox"/>
11 - 15 years	<input type="checkbox"/>
16 - 20 years	<input type="checkbox"/>
21 - 25 years	<input type="checkbox"/>
26 - 30 years	<input type="checkbox"/>
31 - 35 years	<input type="checkbox"/>
36 - 40 years	<input type="checkbox"/>
41 - 45 years	<input type="checkbox"/>
46 - 50 years	<input type="checkbox"/>
51 - 55 years	<input type="checkbox"/>
56 - 60 years	<input type="checkbox"/>
61 - 65 years	<input type="checkbox"/>
66 - 70 years	<input type="checkbox"/>
71 - 75 years	<input type="checkbox"/>
76 - 80 years	<input type="checkbox"/>
81 - 85 years	<input type="checkbox"/>
86 - 90 years	<input type="checkbox"/>
91 - 95 years	<input type="checkbox"/>
96 - 100 years	<input type="checkbox"/>

50. What is your typical monthly rent? **TICK ONE BOX ONLY**

Less than \$100	<input type="checkbox"/>
\$100 - \$150	<input type="checkbox"/>
\$150 - \$200	<input type="checkbox"/>
\$200 - \$250	<input type="checkbox"/>
\$250 - \$300	<input type="checkbox"/>
\$300 - \$350	<input type="checkbox"/>
\$350 - \$400	<input type="checkbox"/>
\$400 - \$450	<input type="checkbox"/>
\$450 - \$500	<input type="checkbox"/>
\$500 - \$550	<input type="checkbox"/>
\$550 - \$600	<input type="checkbox"/>
\$600 - \$650	<input type="checkbox"/>
\$650 - \$700	<input type="checkbox"/>
\$700 - \$750	<input type="checkbox"/>
\$750 - \$800	<input type="checkbox"/>
\$800 - \$850	<input type="checkbox"/>
\$850 - \$900	<input type="checkbox"/>
\$900 - \$950	<input type="checkbox"/>
\$950 - \$1,000	<input type="checkbox"/>
More than \$1,000	<input type="checkbox"/>

Thank you for completing this questionnaire. Please return it as requested in the envelope provided.

**STATUS** THE STANDARD TRIANGLE HOUSING SURVEY

HOW TO COMPLETE THE QUESTIONNAIRE  
Please read these instructions carefully before completing the questionnaire

1. You should read the questionnaire carefully before completing it.
2. When you are asked to tick a box, you should tick only one box.
3. If you are asked to tick a box, you should tick only one box.
4. If you are asked to tick a box, you should tick only one box.
5. If you are asked to tick a box, you should tick only one box.
6. If you are asked to tick a box, you should tick only one box.

INFORMATION ABOUT YOUR HOUSEHOLD

1. How long have you lived in your home? **TICK ONE BOX ONLY**

Less than 1 year	<input type="checkbox"/>
1 - 2 years	<input type="checkbox"/>
3 - 5 years	<input type="checkbox"/>
6 - 10 years	<input type="checkbox"/>
11 - 15 years	<input type="checkbox"/>
16 - 20 years	<input type="checkbox"/>
21 - 25 years	<input type="checkbox"/>
26 - 30 years	<input type="checkbox"/>
31 - 35 years	<input type="checkbox"/>
36 - 40 years	<input type="checkbox"/>
41 - 45 years	<input type="checkbox"/>
46 - 50 years	<input type="checkbox"/>
51 - 55 years	<input type="checkbox"/>
56 - 60 years	<input type="checkbox"/>
61 - 65 years	<input type="checkbox"/>
66 - 70 years	<input type="checkbox"/>
71 - 75 years	<input type="checkbox"/>
76 - 80 years	<input type="checkbox"/>
81 - 85 years	<input type="checkbox"/>
86 - 90 years	<input type="checkbox"/>
91 - 95 years	<input type="checkbox"/>
96 - 100 years	<input type="checkbox"/>

2. How many bedrooms are there in your home? **TICK ONE BOX ONLY**

0	<input type="checkbox"/>
1	<input type="checkbox"/>
2	<input type="checkbox"/>
3	<input type="checkbox"/>
4	<input type="checkbox"/>
5	<input type="checkbox"/>
6	<input type="checkbox"/>
7	<input type="checkbox"/>
8	<input type="checkbox"/>
9	<input type="checkbox"/>
10	<input type="checkbox"/>
11	<input type="checkbox"/>
12	<input type="checkbox"/>
13	<input type="checkbox"/>
14	<input type="checkbox"/>
15	<input type="checkbox"/>
16	<input type="checkbox"/>
17	<input type="checkbox"/>
18	<input type="checkbox"/>
19	<input type="checkbox"/>
20	<input type="checkbox"/>
21	<input type="checkbox"/>
22	<input type="checkbox"/>
23	<input type="checkbox"/>
24	<input type="checkbox"/>
25	<input type="checkbox"/>
26	<input type="checkbox"/>
27	<input type="checkbox"/>
28	<input type="checkbox"/>
29	<input type="checkbox"/>
30	<input type="checkbox"/>

3. How many bathrooms are there in your home? **TICK ONE BOX ONLY**

0	<input type="checkbox"/>
1	<input type="checkbox"/>
2	<input type="checkbox"/>
3	<input type="checkbox"/>
4	<input type="checkbox"/>
5	<input type="checkbox"/>
6	<input type="checkbox"/>
7	<input type="checkbox"/>
8	<input type="checkbox"/>
9	<input type="checkbox"/>
10	<input type="checkbox"/>
11	<input type="checkbox"/>
12	<input type="checkbox"/>
13	<input type="checkbox"/>
14	<input type="checkbox"/>
15	<input type="checkbox"/>
16	<input type="checkbox"/>
17	<input type="checkbox"/>
18	<input type="checkbox"/>
19	<input type="checkbox"/>
20	<input type="checkbox"/>
21	<input type="checkbox"/>
22	<input type="checkbox"/>
23	<input type="checkbox"/>
24	<input type="checkbox"/>
25	<input type="checkbox"/>
26	<input type="checkbox"/>
27	<input type="checkbox"/>
28	<input type="checkbox"/>
29	<input type="checkbox"/>
30	<input type="checkbox"/>

4. How many balconies or patios are there in your home? **TICK ONE BOX ONLY**

0	<input type="checkbox"/>
1	<input type="checkbox"/>
2	<input type="checkbox"/>
3	<input type="checkbox"/>
4	<input type="checkbox"/>
5	<input type="checkbox"/>
6	<input type="checkbox"/>
7	<input type="checkbox"/>
8	<input type="checkbox"/>
9	<input type="checkbox"/>
10	<input type="checkbox"/>
11	<input type="checkbox"/>
12	<input type="checkbox"/>
13	<input type="checkbox"/>
14	<input type="checkbox"/>
15	<input type="checkbox"/>
16	<input type="checkbox"/>
17	<input type="checkbox"/>
18	<input type="checkbox"/>
19	<input type="checkbox"/>
20	<input type="checkbox"/>
21	<input type="checkbox"/>
22	<input type="checkbox"/>
23	<input type="checkbox"/>
24	<input type="checkbox"/>
25	<input type="checkbox"/>
26	<input type="checkbox"/>
27	<input type="checkbox"/>
28	<input type="checkbox"/>
29	<input type="checkbox"/>
30	<input type="checkbox"/>

5. How many swimming pools are there in your home? **TICK ONE BOX ONLY**

0	<input type="checkbox"/>
1	<input type="checkbox"/>
2	<input type="checkbox"/>
3	<input type="checkbox"/>
4	<input type="checkbox"/>
5	<input type="checkbox"/>
6	<input type="checkbox"/>
7	<input type="checkbox"/>
8	<input type="checkbox"/>
9	<input type="checkbox"/>
10	<input type="checkbox"/>
11	<input type="checkbox"/>
12	<input type="checkbox"/>
13	<input type="checkbox"/>
14	<input type="checkbox"/>
15	<input type="checkbox"/>
16	<input type="checkbox"/>
17	<input type="checkbox"/>
18	<input type="checkbox"/>
19	<input type="checkbox"/>
20	<input type="checkbox"/>
21	<input type="checkbox"/>
22	<input type="checkbox"/>
23	<input type="checkbox"/>
24	<input type="checkbox"/>
25	<input type="checkbox"/>
26	<input type="checkbox"/>
27	<input type="checkbox"/>
28	<input type="checkbox"/>
29	<input type="checkbox"/>
30	<input type="checkbox"/>

All the information you give will be kept completely confidential. It will only be used to monitor your housing association's performance, and to compare it with that of other housing associations.

09-2020/





**CONTACT WITH YOUR HOUSING ASSOCIATION**

How do you contact your housing association? (Please tick all that apply)

18. How do you contact your housing association? (Please tick all that apply)
- |                 |                          |          |                          |
|-----------------|--------------------------|----------|--------------------------|
| By phone        | <input type="checkbox"/> | GO TO 18 | <input type="checkbox"/> |
| By email        | <input type="checkbox"/> | GO TO 18 | <input type="checkbox"/> |
| By letter       | <input type="checkbox"/> | GO TO 18 | <input type="checkbox"/> |
| By text message | <input type="checkbox"/> | GO TO 18 | <input type="checkbox"/> |

**ONLY ANSWER QUESTIONS 19 TO 24 IF YOU ANSWERED "YES" TO 18**

19. How do you get involved in your home? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

20. What do you do to get involved in your home? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

21. How do you get involved in your home? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

**REPAIRS AND MAINTENANCE**

How do you get repairs and maintenance done? (Please tick all that apply)

22. How do you get repairs and maintenance done? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

**ONLY ANSWER QUESTION 27 IF YOU ANSWERED "YES" TO 26**

How do you get repairs and maintenance done? (Please tick all that apply)

27. How do you get repairs and maintenance done? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

**COMMUNICATION AND INFORMATION**

How do you get information and communication? (Please tick all that apply)

28. How do you get information and communication? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

29. How do you get information and communication? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

**REPAIRS AND MAINTENANCE**

How do you get repairs and maintenance done? (Please tick all that apply)

30. How do you get repairs and maintenance done? (Please tick all that apply)
- |                                  |                          |                                  |                          |
|----------------------------------|--------------------------|----------------------------------|--------------------------|
| Attend meetings                  | <input type="checkbox"/> | Attend meetings                  | <input type="checkbox"/> |
| Vote in elections                | <input type="checkbox"/> | Vote in elections                | <input type="checkbox"/> |
| Stand for election               | <input type="checkbox"/> | Stand for election               | <input type="checkbox"/> |
| Sign petitions                   | <input type="checkbox"/> | Sign petitions                   | <input type="checkbox"/> |
| Write to the council             | <input type="checkbox"/> | Write to the council             | <input type="checkbox"/> |
| Write to the housing association | <input type="checkbox"/> | Write to the housing association | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/> | Other                            | <input type="checkbox"/> |

## 9.2 Covering Letter

10 June 2009

**Mr and Mrs Bloggs**  
99 Anystreet  
Anyplace  
Anytown  
ANYCOUNTY  
XXX 999

**Dear Mr and Mrs Bloggs**

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

We would very much appreciate your help. You can do this by completing the enclosed questionnaire and returning it to Feedback Services in the pre-paid envelope supplied by 24 June 2009.

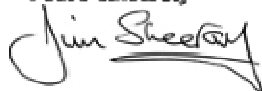
I would like to assure you that all your answers will be treated in the strictest confidence, and used for research purposes only. This means that it will not be possible for any person or address to be identified from the survey findings.

If you have any questions or concerns about this survey, please contact Jim Sheeran, Tenant Involvement Officer, on TEL 020 7692 1252 who will be happy to help you.

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

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

Yours sincerely



**Supported Housing Manager  
Responsible for Tenant involvement**



**Innisfree**  
Housing Association

190 Iverson Road  
London NW6 2HL  
Tel: 020 7625 1818  
Fax: 020 7328 9943  
email: info@innisfree.org.uk

**Chair**  
Redmond Lee

**Chief Executive**  
Clare Winstanley

Register of Friendly Societies  
Registration No 248473  
Member of the National  
Housing Federation  
A charitable housing association

Registered Office:  
190 Iverson Road London NW6 2HL

Housing Corporation  
Registration No LH 3928



In business for neighbourhoods



### 9.3 Comparison tables

Figure 9.3.1 Difference in satisfaction over time  
(excluding no opinions/don't know)

Question	2003	2006	2009
Services provided by landlord	78%	78%	72%
Quality of your home	87%	83%	82%
General condition of property	84%	82%	75%
Neighbourhood	66%	70%	72%
Value for money of rent	78%	78%	68%
Ease of getting hold of right person	82%	76%	73%
Helpfulness of staff	88%	86%	83%
Staff's ability to deal with problems	75%	78%	78%
Satisfaction with outcome of contact	67%	72%	69%
Repairs & maintenance	82%	81%	74%
Told when workers would call	85%	88%	88%
Time before work started	87%	84%	81%
Speed at which work completed	87%	88%	90%
Attitude of workers	95%	91%	94%
Quality of work	89%	94%	89%
Dirt to a minimum	94%	93%	91%
Keeping tenants informed	91%	89%	82%
Taking views into account	73%	76%	72%



**Figure 9.3.2 Comparison with benchmark groups  
(excluding no opinions/don't know)**

<b>Question</b>	<b>Average of NHF dataset</b>	<b>Average of small London HA Peer Group</b>	<b>Innisfree</b>
Services provided by landlord	78%	78%	72%
Quality of your home	77%	82%	82%
General condition of property	79%	76%	75%
Neighbourhood	77%	78%	72%
Value for money of rent	83%	74%	68%
Ease of getting hold of right person	72%	80%	73%
Helpfulness of staff	84%	85%	83%
Staff's ability to deal with problems	77%	76%	78%
Satisfaction with outcome of contact	67%	68%	69%
Repairs & maintenance	76%	77%	74%
Told when workers would call	82%	84%	88%
Time before work started	78%	80%	81%
Speed at which work completed	85%	86%	90%
Attitude of workers	92%	91%	94%
Quality of work	84%	83%	89%
Dirt to a minimum	89%	88%	91%
Keeping tenants informed	83%	86%	82%
Taking views into account	67%	70%	72%



Figure 9.3.3 Comparison of findings with data excluding former Family Mosaic residents  
(excluding no opinions/don't know)

Question	Including Former Family Mosaic Tenants	Excluding Former Family Mosaic Tenants	Differential
Services provided by landlord	72%	<b>74%</b>	+2%
Quality of your home	82%	<b>83%</b>	+1%
General condition of property	75%	<b>75%</b>	-
Neighbourhood	72%	<b>71%</b>	-1%
Value for money of rent	68%	<b>69%</b>	+1%
Ease of getting hold of right person	73%	<b>73%</b>	-
Helpfulness of staff	83%	<b>82%</b>	-1%
Staff's ability to deal with problems	78%	<b>77%</b>	-1%
Satisfaction with outcome of contact	69%	<b>69%</b>	-
Repairs & maintenance	74%	<b>74%</b>	-
Told when workers would call	88%	<b>88%</b>	-
Time before work started	81%	<b>82%</b>	+1%
Speed at which work completed	90%	<b>90%</b>	-
Attitude of workers	94%	<b>95%</b>	+1%
Quality of work	89%	<b>89%</b>	-
Dirt to a minimum	91%	<b>91%</b>	-
Keeping tenants informed	82%	<b>83%</b>	+1%
Taking views into account	72%	<b>70%</b>	-2%