

Tristar Homes Limited  
STATUS Survey 2008

Overall satisfaction with landlord services has increased from 81% to 83%, however it is not possible to accurately compare results with the 2006 survey as the Audit Commission has changed the questions in many cases, and has changed the way the results are weighted and calculated. The 'don't knows', no replies and 'neither' answers were included last time but haven't been included this time.

Tristar will be doing a much more detailed analysis of the survey, and have obtained some background information from NWA which was previously unavailable so it will be possible to look at differences in satisfaction for different locations, etc.

It should also be possible to provide benchmarking information with other ALMOs when all the scores are published on the HouseMark website.

**National Indicator – NI 160 – “Percentage of Tenants of Tristar Homes satisfied with the overall service provided by their landlord”**

82.7% (83%) were satisfied;

7% were neither satisfied nor dissatisfied;

10.3% were dissatisfied.

This is an improvement on the 2006 figure of 81%.

**Satisfaction with Housing – a summary of results are shown below**

80.8% satisfied with the quality of their home;

78% satisfied with value for money for your rent;

77.4% with the condition of their property;

76.3% with the neighbourhood as a place to live.

**Importance of Services – top 3 issues**

- 1) Repairs & Maintenance;
- 2) Overall quality of their home;
- 3) Dealing with ASB.

**Repairs & Maintenance**

76.1% were generally satisfied with the R&M service. 62.9% have had repairs completed in the last 12 months. 88.6% said 'workers' were good at keeping dirt and mess to a minimum. 85.8% said the overall quality of the work was good. 93.5% said the attitude of the 'workers' was good and 88.2% said the speed in which the work was completed was good.

**Improvements to your home**

20.5% said that they had had no major works/ improvements and 62.7% said that no adaptations had been undertaken.

Out of the respondents who had had major improvements to their home the satisfaction rate was 74.4% and out of the respondents who had had adaptations undertaken the satisfaction rate was 69.2%.

**Anti Social Behaviour**

15.5% of respondents have reported ASB to THL in the past 12 months. 65.5% of those who had made contact said that on the last occasion getting hold of the right person was 'easy', 67.7% said they found the staff to be 'helpful' and 57% of respondents said that staff were 'able to deal with' their problem. 73.3% were satisfied with advice from staff.

**Neighbourhood Problems**

Rubbish and litter, disruptive children and teenagers, drunk or rowdy behaviour, drug use or dealing, and car parking were highlighted as being a problem areas.

**Satisfaction with Advice and Support – a summary of results are shown below**

71.6% satisfaction with advice on rent payments and 65.5% satisfaction with how enquiries are dealt with generally.

**Contact with customers**

77.8% have contacted THL within the last 12 months. 78.9% last made contact by phone, and 17.2% through an office visit. 71.6% had made contact in relation to repairs, 9.7% in relation to rent or housing benefit.

**Satisfaction with Contact**

77.7% said it was easy to get hold of the right person, 87% said staff were helpful, 80.7% said staff were able to deal with their problem and 72.8% were satisfied with the final outcome.

**Information and Consultation**

81.3% of respondents prefer to receive communication in letter form whilst 35% would prefer a phone call. 35.9% said they would prefer to receive information through a newsletter or magazine whilst 30.4% would prefer a personal visit.

**Taking Views into account**

67.3% of all respondents were satisfied that their views are being taken into account by THL. 79% of respondents felt THL was either 'very good' or 'fairly good' at keeping them informed of things that might affect them as tenants.

**Tenant Participation Compacts (TPCs)**

23.5% of respondents had heard of the TPCs whilst 76.5% had not. 73% of those who had heard of TPCs expressed satisfaction with them, with only 3% expressing dissatisfaction.