

## Our Trust Mission Statement:

'Providing good quality housing, care and support services, making a positive difference to people's lives in the communities in which we work'



### East Boro Head Office

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'...big enough to cope,  
but small enough to care'.

# Housing Support Survey Results 2018

Over February and March 2018, East Boro Housing Trust carried out its annual Customer Satisfaction Survey to canvass the opinions of its customers. These include our Sheltered Housing tenants, Sheltered customers to whom we give Support Only, as well as our Supported Living tenants and our General Needs and Young tenants.

The questions were the same as the last few years so we can compare the results 'like for like' and see what the current trends are. Our customers were still being offered help from Support Workers and Sheltered Housing Officers for those who could not complete it on their own. Everyone was given the opportunity to complete the questionnaire in confidence, but the vast majority were happy to identify themselves.

Overall, the returns were not as high this year, with 36.1% returns as opposed to 48.2% in 2017 and 50.7% in 2016. We will make a significant effort over the next 12 months to encourage a higher percentage return as our residents' views are vital to us.

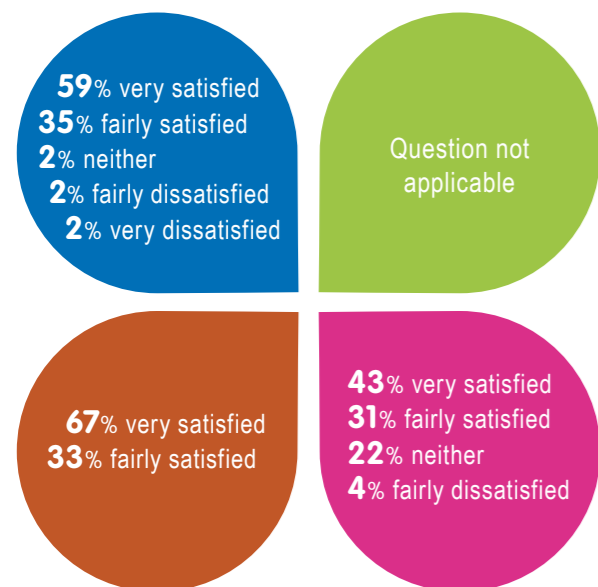
In total, 572 surveys were sent out, of which 207 were returned, just over 36%. Of these, 193 were sent out to our Sheltered tenants, of which 54 were returned. 23 were sent to our General and Young tenants, with 3 returns. Our 233 Sheltered/Support Only tenants returned 82, and our Supported Living tenants were sent 121 and returned 68.

We are grateful to those who have helped us by giving their opinion, and hope more customers will do so next year. All comments have been noted and will be read and dealt with as appropriate. We thank everyone who has taken the time to complete the survey for their input. As per usual, we will endeavour to deal with all issues and requests to the best of our ability.

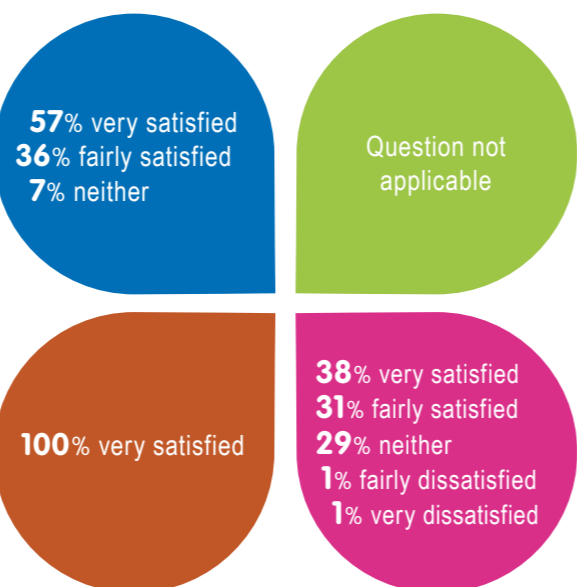
Dorothy Allen, Customer Liaison Manager



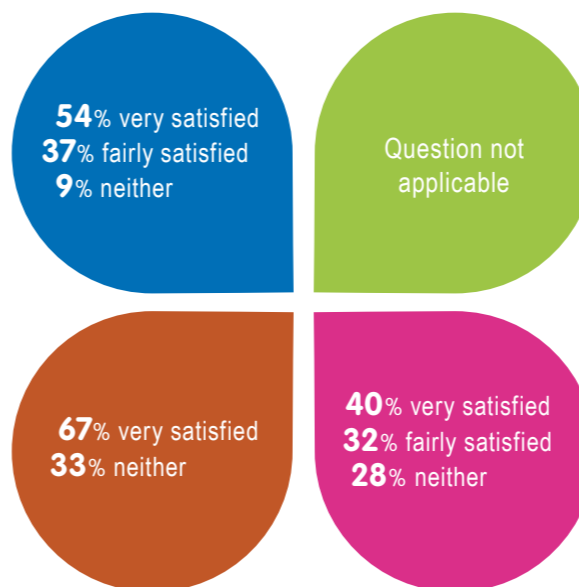
**How satisfied are you with the overall quality of your home?**



**Generally how satisfied are you with the way East Boro deals with repairs and maintenance?**



**How satisfied are you that your service charges provide value for money?**



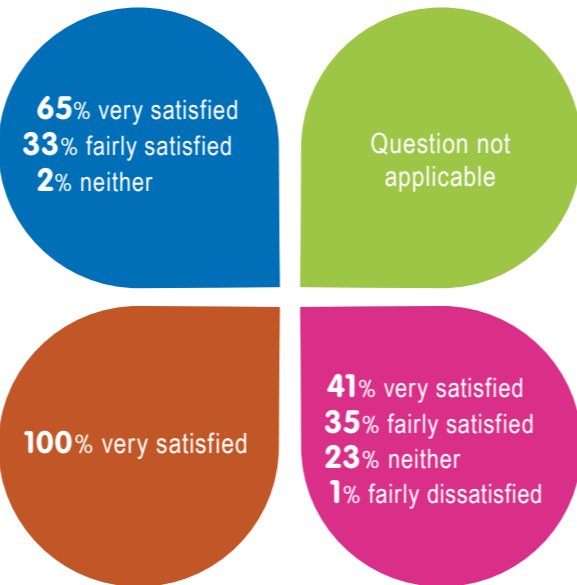
**How satisfied are you with the support you receive from East Boro?**



**How satisfied are you with your neighbourhood / scheme?**



**How satisfied are you that your rent provides value for money?**



**How satisfied are you that East Boro listens to your views and acts upon them?**



**Taking everything into account, how satisfied are you with the services provided by East Boro?**

