

‘To satisfy our customers every day’



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East Boro Housing Trust is a Charitable Registered Society under the Co operative and Community Benefits Societies Act 2014 No. 16946R
Registered Provider with the Homes and Communities Agency No. L0519



2017

Housing Support Survey 2017

In February/March 2017, East Boro Housing Trust carried out a **Customer Satisfaction Survey** to canvass the opinions of its customers, including **Sheltered Housing** Tenants, as well as those receiving **Support Only** from us. They were also sent to our **Supported Living** tenants with learning disabilities and our **General Needs & Young** tenants. We asked a variety of questions related to the services provided by East Boro. The survey has the same questions for all our tenant groups, so we can compare the results 'like for like'.

This is the third year we have used this questionnaire and our customers are getting used to it. Where people wanted to complete the questions but were unable to do so independently, **Support Workers** and **Sheltered Housing Officers** were encouraged to assist. Everyone was given the opportunity to complete the questionnaire in confidence, although the vast majority were happy to identify themselves.

Overall, the results were good, especially taking into consideration the cuts in services we have had to implement over the past year, due to Government legislation. This year, we had three times as many comments as we had in the past and all comments have been noted and will be dealt with by the housing staff. As a Housing provider, we are pleased with the feedback. The number of returns was slightly down from last year, but every year we encourage our tenants to complete the survey, and encourage our staff to give all the help they need. We will continue to do so next year.

In total, **547** surveys were sent out, of which **264** were returned, just over **48%**. Of these, **22** were sent out to our **General Needs & Young Tenants**, with a **27%** return. The **Sheltered Housing Tenants** did a lot better with a **40%** return and the **Sheltered/Support Only** customers came back with a **45%** return. Our **Supported Tenants** (Learning Disability) did very well with a whopping **73%** return.

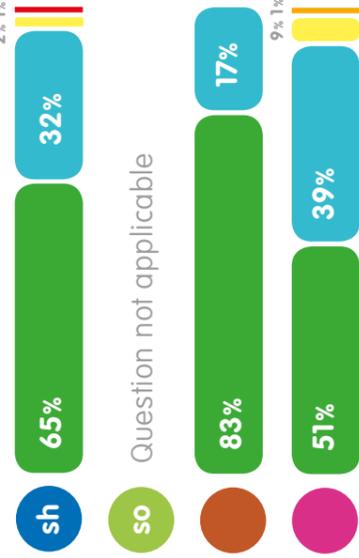
We would like to thank everyone who has taken time to complete the survey for their input and comments. You know we will endeavour to deal with all of your comments and requests to the best of our ability.

Dorothy Allen, Customer Liaison Manager



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

“Very happy with East Boro Housing. Best wishes to all staff and many thanks”



Question not applicable

How satisfied are you that your service charges provide value for



Question not applicable

“Very happy with flat painted in pink, my favourite colour”



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



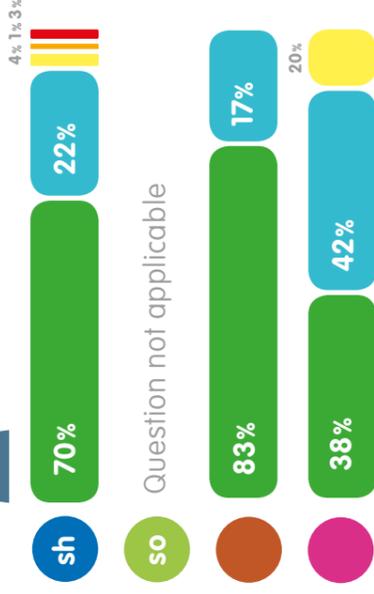
Question not applicable

“Main front door security needs to be improved.”



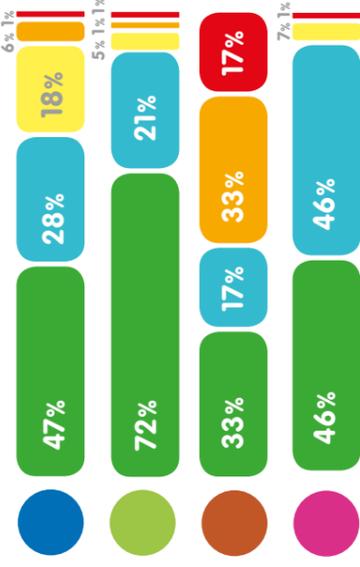
How satisfied are you with your neighbourhood / scheme?

“Service here is very good. Staff are very helpful and friendly, nothing is too much trouble.”



Question not applicable

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



“My adverse comments last year about my support plan were dealt with.”



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



Question not applicable

“External wall still damp, even though it has been reported several times”



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

“I love living here, it is so well run, and I am fully satisfied with it”

