


Our values are straightforward and underpin our commitment to support and assist our customers every step of the way. They include:

- To be a person centred organisation
- To enable independence & dignity
 - To provide security & quality
 - To be approachable & to listen
 - To be honest & reliable
- To offer choice, opportunity & value

Our 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’



Housing
Support
Survey
Results
2019

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Housing Support Survey Results 2019

Over February and March 2019, 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 slightly higher than last year, with over 47.3% returns as opposed to 36.1% in 2018. We always make a significant effort throughout the year to encourage a higher percentage return, as our customers' views are vital to us.

In total, 463 surveys were sent out, of which 219 were returned. Of these, 192 were sent out to our Sheltered tenants, of which 61 were returned. 20 were sent to our General and Young tenants, with 4 returns. Our 128 Sheltered/Support Only residents returned 76, and our Supported Living tenants were sent 123 and returned 78.

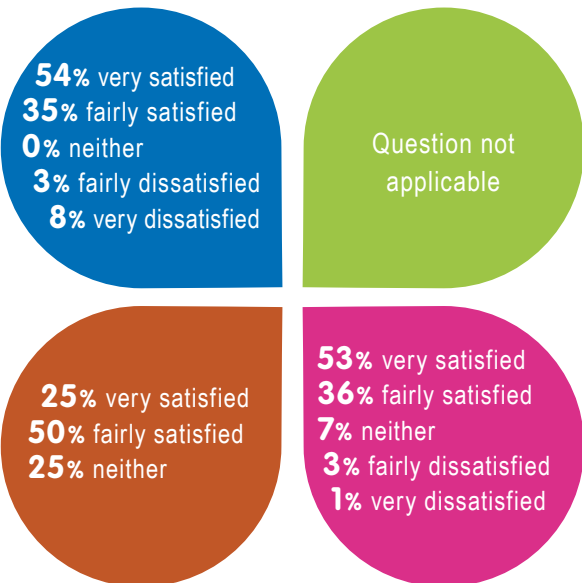
We are grateful to those who have helped us by giving their opinion, and hope more customers will do so next year. All comments have been noted and will be read and dealt with as appropriate. We thank everyone who has taken the time to complete the survey for their input. As per usual, we will endeavour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

Dorothy Allen, Customer Liaison Manager

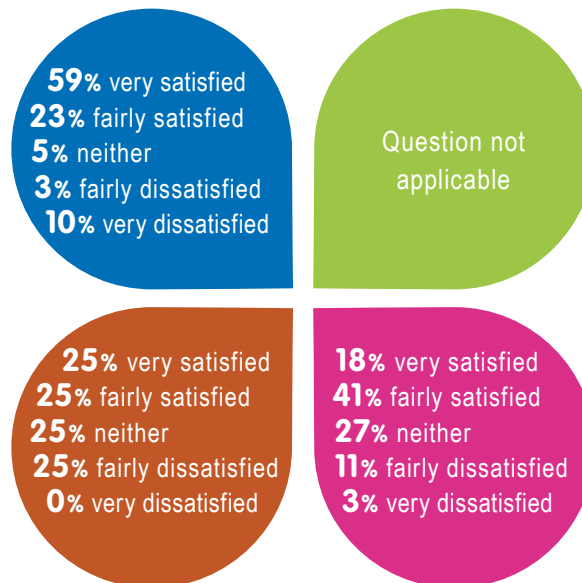
- Sheltered Housing
- Support Only - Sheltered Housing
- General Needs & Young People
- Supported Living (Learning Disability)



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?



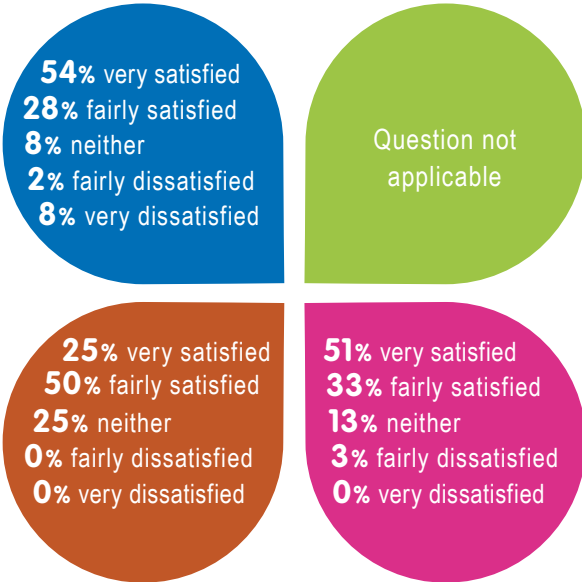
How satisfied are you that your service charges provide value for money?



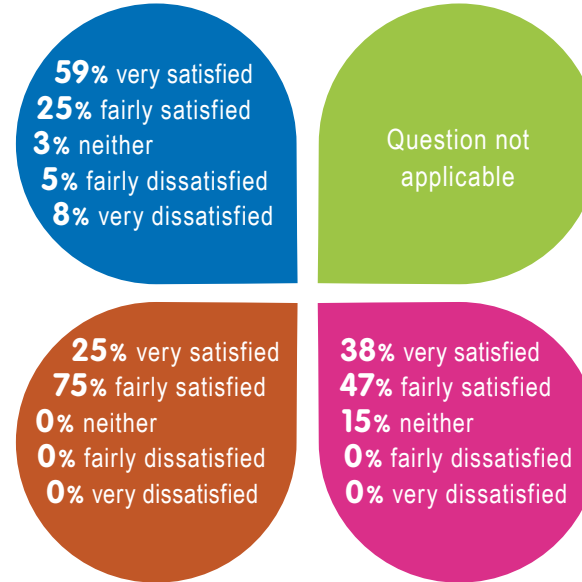
How satisfied are you with the support you receive from East Boro?



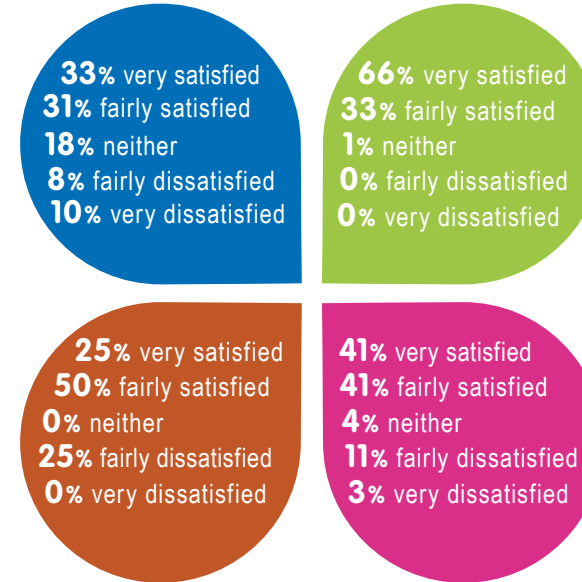
How satisfied are you with your neighbourhood / scheme?



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?

