

“For over 55 years we have prided ourselves on being big enough to cope... but small enough to care”



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Housing Support Survey Results 2016

Overview

Housing Support Survey 2016

During March 2016, East Boro canvassed the opinions of its customers, including Sheltered Housing Tenants, as well as those who received Housing Officer support only, Supported Living tenants with Learning Disabilities and our General and Young Tenants by way of a Satisfaction Survey.

A variety of questions were asked relating to the services provided by East Boro. The survey is based on the STAR format and has a number of core questions which are the same for all our tenant groups. Where individuals wanted to complete the questions but were unable to do so independently, support workers were encouraged to assist.

In total, **465** surveys were sent out to our customers and **235** were returned; over **50%**. Of these, **174** were sent to our Sheltered Tenants with a **44%** return. **178** surveys were sent to Sheltered Tenants (Support Only) with a **35%** return. In the General and Young Tenants group, the return was **21%**. Supported Living tenants with Learning Disabilities received surveys in a special format. **99** were sent out with a **94%** return.

Everyone was given the opportunity to complete the survey in confidence, although most people were happy to identify themselves. Overall, the results reflect very well on East Boro Housing Trust. As a Housing and Support Service provider, we are very pleased with the feedback. Where items were raised by customers who identified themselves, visits have been arranged to try to achieve the suggestions made and/or to offer help and advice.

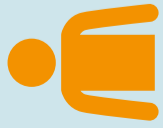
Although the return was adequate and well up from last year, next year we will be providing more staff support to encourage and assist more of our customers to complete the survey, if they wish to do so.

Dorothy Allen, Customer Liaison Manager



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

“Everyone is nice and positive and always has a smile”



so Question not applicable



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



so Question not applicable



“We would like a new TV in the kitchen diner”



How satisfied are you with your neighbourhood / scheme?

“A good provider of service, hopefully to continue despite future uncertainty”



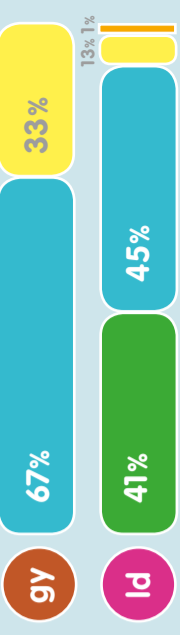
so Question not applicable



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



so Question not applicable



“The trees need pruning.”



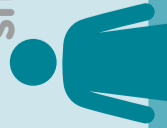
How satisfied are you that your service charges provide value for money?



so Question not applicable



“Would like to upgrade shed at the back into useable space”



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



so 47%



“I preferred the old telephone system as I would rather speak to a receptionist”



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

“Staff always cheerful, ready to give advice and go out of their way to help”

