



## TENANT SATISFACTION SURVEY - 2014

All courts 30/51 59%

The purpose of the Agamemnon Housing Association Ltd's questionnaire to tenants is to help the Association in assessing its performances and identify areas where performance could be improved.

I would be most grateful if you would answer the following questions about your accommodation. Your answers will be anonymous.

Patrick Burns MSc CEng MIET - Chief Executive Officer

### **A. About the Agamemnon Housing Association Ltd**

Q1. How would you rate the overall service provided by the Association as a provider of Sheltered Housing? Please tick one box only.

Excellent	9	Very Good	13	Good	8	Poor		Very Poor	
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If **POOR** or **VERY POOR** please give reasons:


Q2. Are you aware of the Associations policies on:

	Yes	No
Letting 2 left blank	28	
Complaints 2 left blank	27	1
Equal Opportunities 2 left blank	26	1
Sexual and Racial Harassment and Nuisance 1 left blank	27	2
Health and Safety 1 left blank	27	2
Compensation 1 left blank	22	7

Q3. Are you aware that a member of the Administration Staff is in your building each week and appointments can be made via the warden if you have any complaints/suggestions?

Yes	23	No	7
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Q3a. Do you think your level of contact with the Association's Management is sufficient?

Yes	25	No	4
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1 too early to comment

If the answer is **NO** please indicate areas for improvement

But then we have no complaints, unfortunately those who complain get the attention.
My fault as I do not read the notice boards
I have only seen them at management meetings at court

Q3b. Are you aware of the Tenant Participation Meetings in your Court?

Yes	28	No	2
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Q3c. Do you attend the meeting?

Yes	23	No	6
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1 Sometimes

If the answer is **NO** please advise why

Sometimes I forget or have visitors
Recently moved in and surgery
Feedback good from newsletter
Twice we have been away at the time of meeting
Not aware of meetings
Moan about nothing

Q3d. Are you happy with the action taken and feedback from these meetings?

Yes	23	No	3
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1 too early to comment

3 no answer

If the answer is **NO** please enter your suggestions in the box below

But would add sometimes feedback is a bit slow
The follow up from meetings is slow in coming forward.
The leaders do not get much support from head office.
Heating was promised, not yet done

## **B. About your flat.**

Q4. How long have you lived in your flat? Please tick one box.

Less than six months	9	Over six months	21
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Q5. Generally do you regard your flat as being adequate for your needs?

Yes	27	No	3
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If the answer is **NO** please give the reasons

Not enough storage facilities inside the flats. Heaters placed in wrong positions so they take up vital space.
Bedroom too small and not enough cupboard room
Could have made bedrooms bigger

Q6. Are you satisfied with the energy efficiency of your flat? For example, is it draught free and not too expensive to heat?

Yes	22	No	5
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3 Too early to say

**C. About your rent.**

Q7. In comparison with friends/relatives etc who are tenants in other than Agamemnon Housing Schemes, do you think the rent level on your flat is?

Too high	2	About right	21
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3 Have no comparisons

1 N/A

2 no answer

1 Don't know

**D. About the maintenance of your flat.**

Q8. Have you reported a fault within the past twelve months?

Yes	20	No	10
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**If no, please go onto Q 11.**

Q9. Were you satisfied with the time taken to complete the repairs?

Yes	17	No	1
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1 Still waiting – in hand

1 too early to comment

Q10. Were you satisfied with the standard of repair and the cleanliness of your flat afterwards?

Yes	17	No	1
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1 Still waiting – in hand

1 too early to comment

Leak from outside caused damp patch in lounge ceiling and kitchen. Not done and not been reported again since last winter

Q11. Are you satisfied with the cleaning of the Communal Areas?

<b>Yes</b>	27	<b>No</b>	1
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2 no answer

Q11a. How do you rate the services provided by the Cleaner/Contract Cleaner? Please tick one box.

Excellent	11	Very Good	13	Good	4	Poor		Very Poor	
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1 no answer

1 cannot comment because we don't know that services they provide!

Please put any additional comments below, but particularly if **POOR** or **VERY POOR** please give reasons:

Cornwell court is always spotless
Over head lights in communal areas need cleaning.

Q12. In comparison with friends/relatives etc who are tenants in other than Agamemnon Housing Schemes, do you think the Service Charge levy on your flat is?

Observing that the Service Charge covers such elements as - Administration, Warden Service, Building Maintenance, Cleaning of Common Parts, Window Cleaning, Gardening, Central Heating and Hot Water, Cleaning Materials, Refuse Collection, Lift Installations, Fire Detection and Alarms, Warden Alarm systems, Water Softener Plant, Laundry Equipment, Communal Area Furniture.

<b>Too high</b>	4	<b>About right</b>	21
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1 No comparisons

3 no answer

1 Unable to answer as unaware what tenants in other schemes pay.

(1 commented except refuse collection is council tax and no water softner)

Q13. How do you rate the services provided by the Warden? Please tick one box.

Excellent	16	Very Good	7	Good	6	Poor		Very Poor	
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1 no answer

Please put any additional comments below, but particularly if **POOR** or **VERY POOR** please give reasons:

Always there for us with a smile, joins in with us.
Jackie is so wonderful, caring and always willing to advise or help.
Unable to comment, too early with a new warden
New warden, too early to say

Q13a. How do you rate the services provided by the Property Services Engineer? Please tick one box.

Excellent	2	Very Good	12	Good	8	Poor		Very Poor	
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2 Too early to say, haven't met him yet

6 no answer

Please put any additional comments below, but particularly if **POOR** or **VERY POOR** please give reasons:

No cause to comment, no dealings to date with new staff
I don't really know, he is new and haven't had reason to need his services
Do not know what information is required.

Q14. How do you rate the services provided by Emergency Central Control?

Excellent	4	Very Good	10	Good	9	Poor		Very Poor	
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3 Have not been used

4 no answer

If **POOR** or **VERY POOR** please give reasons:

We haven't needed them personally but we did need emergency help on one occasion on a weekend due to a water leak in communal area and we were unable to contact anyone on emergency numbers

## **E. Facilities**

Q15. Have you booked the Guest Room within the last year?

<b>Yes</b>	8	<b>No</b>	22
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**If no, please go onto Q 19.**

Q16. Were you satisfied with the facilities provided?

<b>Yes</b>	8	<b>No</b>	
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Q17. Was the room clean and tidy?

<b>Yes</b>	8	<b>No</b>	
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Q18. In comparison with friends/relatives etc. who are tenants in other than Agamemnon Housing Schemes, do you think the Charge levy for the Guest Room is?

<b>Too high</b>	1	<b>About right</b>	17
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1 not known

9 no answer  
 2 no idea what prices are

Please put any additional comments below:

I do not know that detailed rates
As we pay for washing and drying of the bedding and towels afterwards I feel this should be included in the price
Cant comment, don't know anyone in other courts

**F. General.**

Q19. What services do you consider that the Association provides well?

Difficult to assess after only 5 months tenancy, but in this short time there are no complaints about any of the services.
A warm comfortable home
All round services very good.
Early days yet.
All
All the services are excellent I never have any problems.
Security, cleanliness, friendly environment
Good feedback from the meetings via the newsletter. Prompt action taken when needed.
As far as I know all
Gardening, upkeep of building
Garden service
Warden services
Cleaning, maintenance

Q20. What services do you consider that the Association provides poorly?

Difficult to say after only 5 months tenancy, but no complaints so far.
Poor communication relating to planned maintenance ie, smoke alarm test engineer turns up without prior notice
I feel more should be done to sort more efficient and economical heating inside the flats
None
Garage car park not swept, frontage lacks attention, weeds etc.
Window cleaning
Heating, no checking on residents when wardens on holiday
Laundry facilities
Too much hassle about the heating, our flat is large and draughty we should be able to put our heat on or off when we need to. It is wasteful to keep switching on and off

Q21. Do you read the Association's twice yearly Newsletters?

<b>Yes</b>	29	<b>No</b>	
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1 no answer

Q22. Do you consider the content to be informative and helpful?

Yes	27	No	1
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2 no answer

Q23. If you answered **NO** to Q22 what suggestions have you for improving it?

Please use plain English and not new speak or abreviations!
Haven't yet read anything about our court. (CC)

## **F. General Comments.**

Q24. Please use the space below if you have any general comments/recommendations or suggestions to make regarding your flat, Court or the service provided by the Association.

Very satisfied with tenancy so far
All ok so far
I enjoy living here and don't miss my big old 3 bedroomed house. Some power points seem to be in awkward places eg behind lounge door, behind wardrobe and in small storage cupboard. We could do with another tumble dryer when the money becomes available.
It's a shame the bedroom isn't square to give that little bit extra for moving around. It is taken up by the electric meter cupboard. Im not complaining overall im happy with my flat and the service provided by the Association.
We are very disappointed in the quality of the kitchen and bathroom fittings. They are of poor quality. Cleaning of windows and flats generally should have been done before occupation by the builders. Situation regarding TV licence should have been resolved before opening building. Laundry facilities inadequate. Hair salon not finished. Everything appears to have been rushed to open the building. It appears that no snagging list was done before occupation.
Remove heater from kitchen, waste of energy. Install extractor fan in kitchen negating degration of surfaces by steam etc.
Each flat has a heater in the kitchen which none of us use. Some form of extractor would be better and would save the fire alarms going off so often just for a bit of toast.
Everything is great, like a first class hotel
Recently moved in and too early too pass on any comments, other than that I am perfectly happy with my flat here, it's lovely.
Windows don't open wide, I suffer with asthma and panic attacks, gets too hot I cannot breathe, it is bad trying to get fresh air, I have to roam around the building night time to get air this should not happen. I would like the windows to open .
Having no modern kitchen or bathroom during the years, new tenants arrive with excellent updates, rather annoying but we don't complain. Front door lighting for winter,

can see cars along but not any visitors calling at night
Windows are an issue if we cannot have new windows that actually open then perhaps the existing ones could be made to open further. It can be very stifling in here, have to had install fans in all rooms which increase electric bill, windows not cleaned often enough.
Very content, clean, quiet and handy bus service
Wardens absent and no morning calls, laundry room machines keep breaking down, heating systems needs updating
Heating is poor, having to use extra heat after 4pm, no one to check on us while warden away which is what my family wanted to know I was safe.
Too much water wastage, too many flats have warm water coming from kitchen cold taps
Considering the number of residents the laundry facilities are not sufficient

Thank you for taking time to complete this questionnaire, please return it to the Warden in the envelope provide by 31 December 2014.

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