

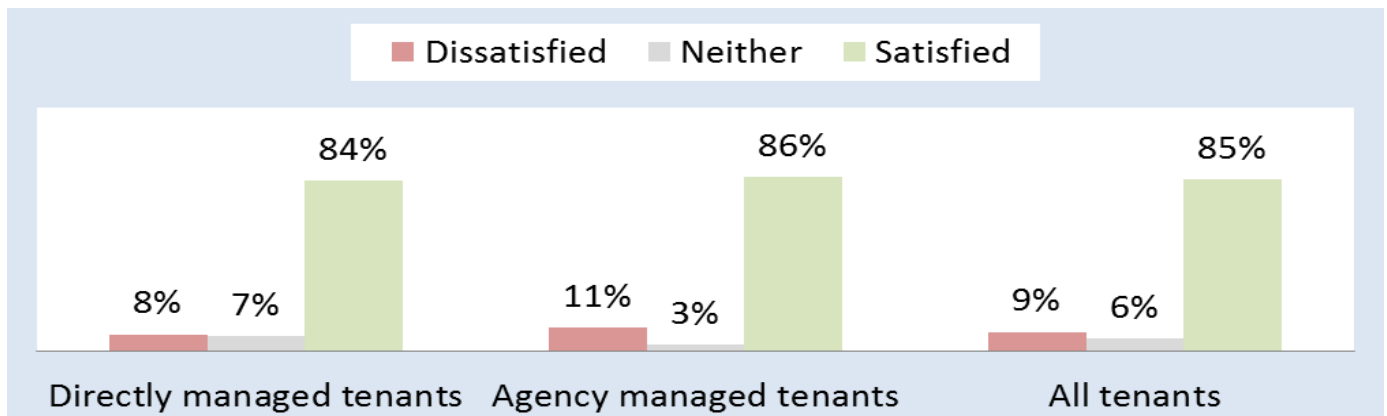
Tenant Survey 2016

Thank you to everyone who took part in the survey. We had a really good response rate; out of 244 tenants we received responses from 125 tenants, giving a response rate of 51%.

The results of the survey are shown in more detail over the next few pages and are compared to the results of the last survey we did, which was in 2010.

The results from the 2016 survey demonstrate that the majority of tenants are satisfied with CHISEL as a landlord and the homes and services we provide, and in many areas satisfaction is now higher than it was six years ago. Overall satisfaction with the service provided by CHISEL is at 84%, some 16% higher than it was in 2010 and reflects the high ratings awarded for the quality of the homes we provide, neighbourhood, the repairs service and CHISEL's overall customer service.

Overall satisfaction with CHISEL's services

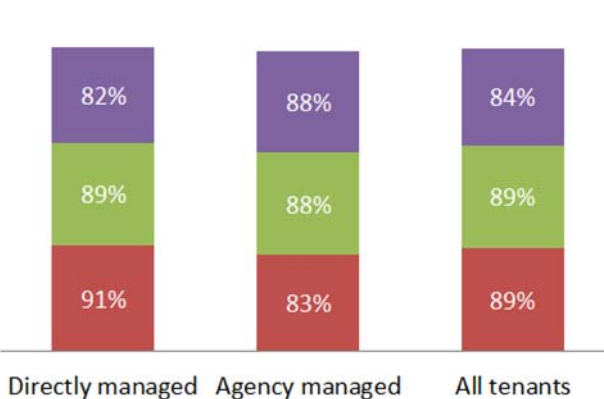


Change from 2010 Survey

OVERALL SERVICES	2010	2016	% Change
Satisfied	68%	84%	+16%
Dissatisfied	17%	8%	-9%

Satisfaction with aspects of the home

Nine out of ten tenants are satisfied with the **quality** of their home (89%) with 8% dissatisfied and 3% neutral; this has increased from 84% in 2010.



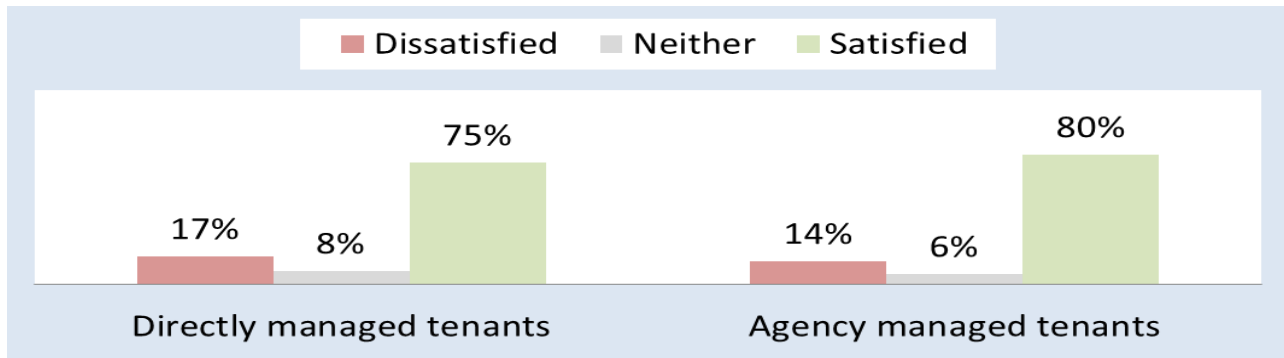
89% of tenants expressed a positive view about the **neighbourhood** in which they live; this has increased from 79% in 2010.

Five out of 6 tenants said that they are satisfied that their rent provides **value for money** (84%); this has increased from 81% in 2010.

- Value for money of rent
- Neighbourhood as a place to live
- Quality of home

Satisfaction with Repairs and Maintenance

75% of directly managed tenants are satisfied with our repairs and maintenance service, a much higher rating than found in 2010. Tenants in agency managed properties awarded a higher rating for the overall repairs and maintenance service, with 80% of tenants satisfied.



Change from 2010 Survey

REPAIRS AND MAINTENANCE	2010	2016	% Change
Satisfied	62%	75%	+13%
Dissatisfied	27%	17%	-10%

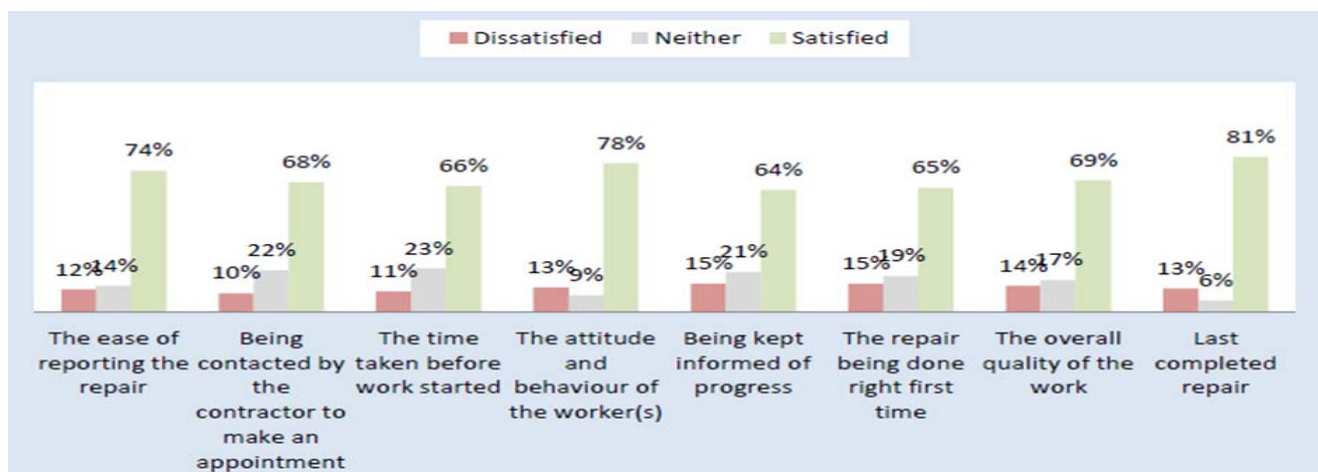
Tenants were asked “is there anything you would like to say about how CHISEL could improve its repairs and maintenance service?” and some 35 tenants responded.

Issues mentioned by more than 5 tenants included:

- improve the contractors
- provide more information about planned works
- tenants to be kept informed of progress, especially in the period between inspection of the work and the work starting

Last completed repair

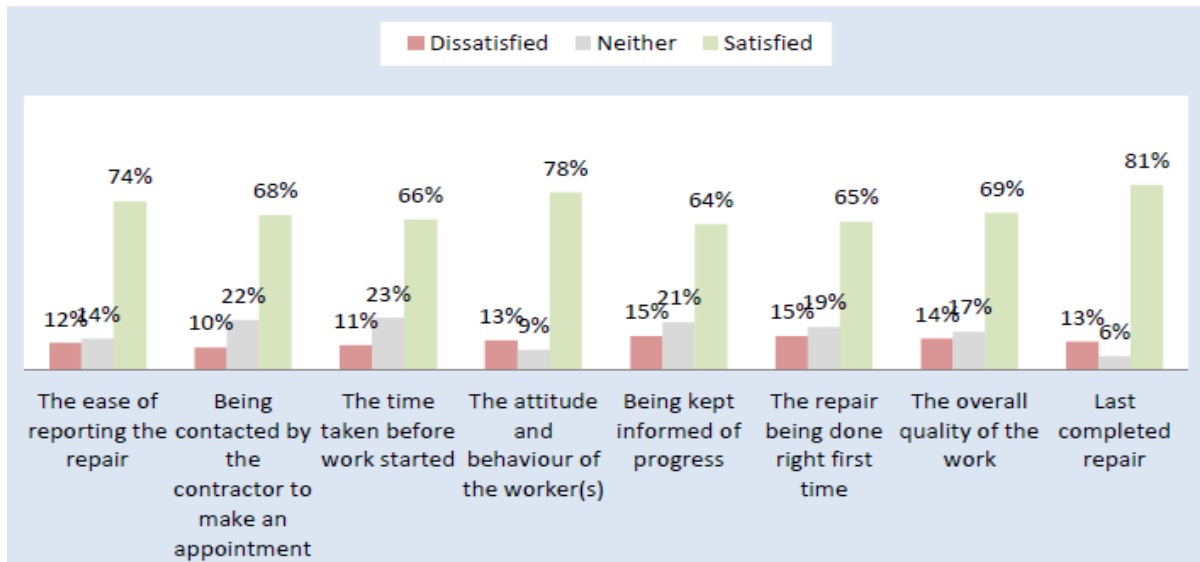
81% of directly managed tenants and 84% of agency managed tenants expressed a positive view about their last repair. Around two thirds of tenants were satisfied with many aspects of the repairs service and one in ten or more tenants were dissatisfied with some aspect of the service.



Customer Service

81% of tenants who contacted CHISEL in the last 12 months were happy with the overall experience, while 16% expressed a negative view and 3% were neutral.

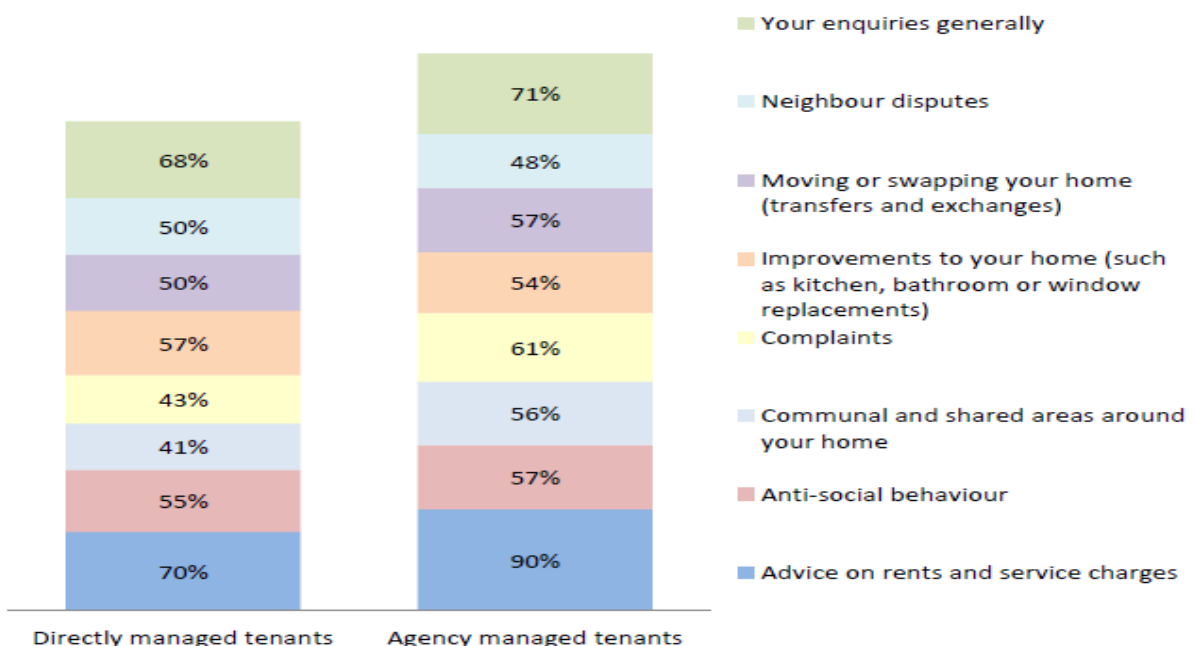
Three quarters of tenants found it easy to contact the right person at CHISEL (75%), with similar ratings awarded for receiving a helpful response (75%) and being able to speak to the right person (74%). Far fewer tenants were satisfied with being kept informed of progress (59%) or felt that the repair they reported was dealt with in a reasonable time (65%).



Dissatisfaction was highest for being kept informed of progress (17%), dealing with the query in a reasonable time (13%) and final outcome of query (19%).

CUSTOMER SERVICE	2010	2016	% Change
I was able to speak to the right person	55%	74%	+19%
I received a helpful response	76%	75%	-1%
I was satisfied with the final outcome of my query	64%	72%	+8%

Satisfaction with other services



Communication and Information

79% of tenants felt that CHISEL kept them informed about things that might affect them
78% of tenants felt that CHISEL provides them the opportunity to make their views known
67% of tenants felt that CHISEL listens to tenants views and acts upon them.

Other interesting facts from the survey

51% of directly managed tenants and 66% of agency managed tenants are interested in home ownership
65% of tenants find the website useful
72% of tenants find the newsletter useful
51% of CHISEL tenants are happy and would recommend CHISEL to family & friends
54% of tenants in agency managed properties are happy to recommend their managing agents to family & friends

Comparison with other Housing Associations

CHISEL is a member of a benchmarking club, the BM320 benchmarking club which comprises of other similar small housing associations operating in London. Looking at 6 key satisfaction measures the table below shows how CHISEL compares with our peer group. This shows that although tenant's satisfaction is improving within CHISEL we have still got some way to go before we become a top performer in comparison to our peers.

Core Satisfaction Measure	CHISEL	BM 320 Group Average	BM 320 Group Top Performers
Services Overall	84%	89%	94%
Quality of Home	91%	88%	91%
Neighbourhood	89%	89%	90%
Value for Money of Rent	82%	80%	87%
Repairs and Maintenance	75%	83%	87%
Listens & Acts on Tenants views	61%	63%	85%

What are we going to do about this?

We will use the results of the survey to help inform the focus of our work over the coming year. The survey in itself is effectively a “can opener”, we need to work with tenants to understand what issues lay beneath these results and look deeper into the comments and written feedback tenants have given as part of this process. We will be organising a workshop in the spring for tenants to look more deeply into the areas where services need to improve and looking to tenants for ideas on how we can achieve this.

Operational Scrutiny Committee, our tenant led committee that feeds into the Board will play a key role in leading and driving through improvements needed as a result of the survey.