

INTRODUCTION

This report provides the results of an independent customer satisfaction survey of residents affected by improvements to their homes, undertaken as part of the Islington HRA PFI R1 Project, which were completed during the period July to September 2006. The survey was undertaken for United House Ltd (UH) from September to November 2006 by LM Research & Marketing Consultancy Ltd (LM).

SUMMARY

This seventh survey achieved a response rate of 50%; prior surveys achieved c56%. The tenant response rate was 53%; however, the leaseholder response rate dipped to 31%. Despite repeated contact attempts, it was not possible to obtain more than 11 respondents from a total of 36 leaseholders whose properties were completed in this period.

62% of residents were satisfied and 20% dissatisfied, overall, with the improvements to their home, with a mean question score of 70%. This shows a decrease in the proportion satisfied and a small increase in the proportion dissatisfied, overall, by comparison with properties completed between April and June 2006. This decrease in satisfaction is exhibited by both tenants and leaseholders.

The decrease in residents' satisfaction, overall, with the improvements has been driven by a decrease in residents' satisfaction with the attention to detail in the improvements. Improvements in the 'standard of work' have returned as resident's highest priority.

54% of residents were satisfied and 26% dissatisfied, overall, with the service provided, with a mean question score of 66%. This shows an increase in the proportion satisfied, overall, by comparison with properties completed between April and June 2006. This improvement in satisfaction is exhibited by both tenants and leaseholders.

The increase in residents' satisfaction, overall, with the service provided has been influenced predominantly by an increase in residents' satisfaction with protection, cleanliness and tidiness during the improvements, particularly amongst tenants. 'Communications', particularly about the overall time likely to be taken for the work, and the 'duration' of the work itself, remain high amongst residents' priorities for further improvement.

Residents' satisfaction with problem/complaint handling, on first analysis, is the lowest performing service aspect. However, when the proportion of residents who said that they did not have a problem or complaint is taken into account, the proportion satisfied is greater than that for information and time commitments kept, which exhibited the lowest level of satisfaction of all aspects.

Analysis of trends in satisfaction with the improvements and the service, against operational timescales, has shown that one of the main influences on results has been the delay in completing the works caused by the gap between certification and carrying out the internal decorations variation.

During successive surveys, LM has found that leaseholders have been less willing, generally, than tenants, to take part in the survey. Although special measures will be taken in future surveys to target the leaseholder response rate, if the proportion of leaseholders in the population to be surveyed declines, it is likely that the leaseholder response rate will become more volatile. In addition, as the number of leaseholders responding declines, the level of confidence, that the reported result represents all leaseholders in the population, will also decline.

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1 BACKGROUND

There were no changes to the survey questions or the survey methodology during this survey period.

Note: it is expected that all future surveys, of residents whose properties are completed after 1st January 2007, will be undertaken using a survey script based upon that used by Kwest Research in its routine customer surveys for Homes for Islington (Hfi).

2 THIS SURVEY

2.1 Population

The population to be surveyed consisted of the 258 properties that were completed between 1st July and 30th September 2006:

- July 2006 70
- August 2006 83
- September 2006 105

100% [57%] of properties were first completions and 0% [43%] had undergone rework as part of a backlog programme (voids excluded).

2.2 Sampling

The target sample rate remained at 100% rate, so that lessons could be learned with the maximum level of confidence. No inducements were nor will be offered.

2.3 Questionnaire

The current questionnaire script was used for all surveys. A copy of the survey specification, Rev 5, was attached to the January to March 2006 report.

2.4 Methodology

LM attempted to contact each resident, by telephone (mobile or landline). Calls were made every day, until a successful response was obtained - or the resident indicated that they did not want to participate.

2.5 Data Analysis

Resident responses were captured on a database and, upon completion of each batch of surveys, the database was returned to United House for analysis. Analysis was undertaken during early-December.

The database and analysis can be inspected at United House's premises in Swanley.

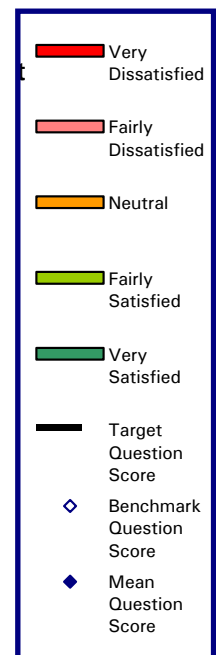
2.6 Score Breakdown in Graphs

The graphs in this report show the full breakdown of performance scores from '1' (very dissatisfied) to '5' (very satisfied) for each question, as captured by LM. See the adjacent key to graph columns.

2.7 Prior Survey Performance Benchmark

Benchmark performance from the prior survey report has been included in performance descriptions in square parentheses, for example: [nn%].

Similarly, performance graphs provide the prior 'all properties' mean score in the form of an open diamond shape.

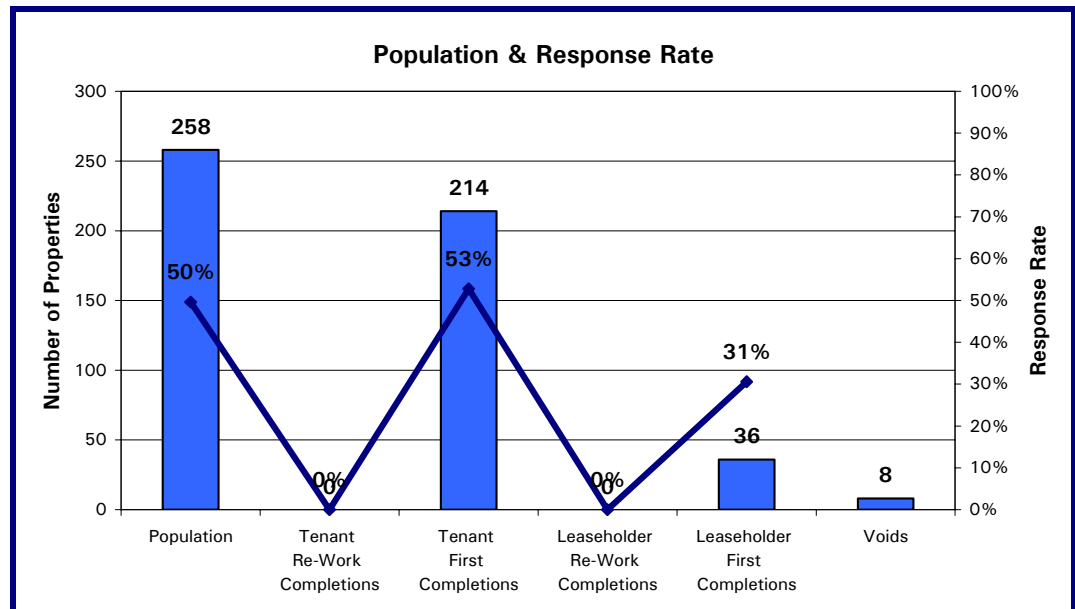


3 SURVEY AND PERFORMANCE RESULTS

3.1 Overall Survey Response

The initial population to be surveyed consisted of 258 properties, as described in Section 2.1, 'Population' above.

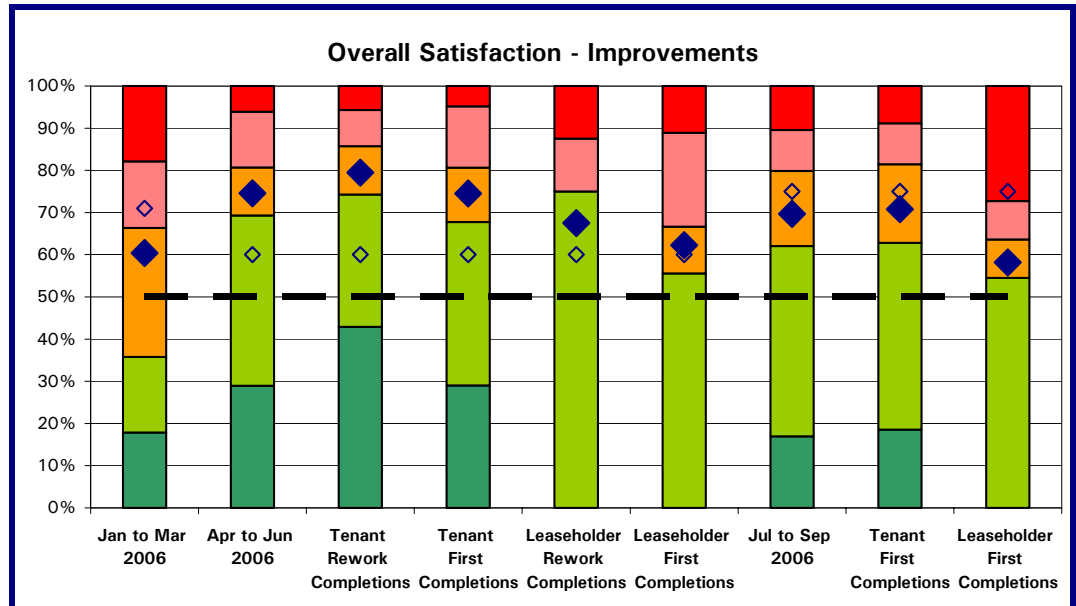
- 214 properties were occupied by tenants and 36 by leaseholders, 83% and 14% of properties, respectively.
- 8 properties were voids.
- All other residents had valid contact information; thus, all remaining properties could be surveyed; equivalent to a general survey rate of 97% [95%].
- 126 residents could not be contacted or did not want to participate in the survey.
- 124 residents provided valid survey responses; equivalent to a general response rate of 50% [56%].
- 113 tenants and 11 leaseholders provided valid survey responses, equivalent to response rates of 53% [58%] and 31% [45%], respectively.



3.2 Overall Performance

3.2.1 Improvements

62% [69%] of residents were 'fairly satisfied' or 'very satisfied' overall with the improvements to their home, against 20% [19%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 70% [75%].



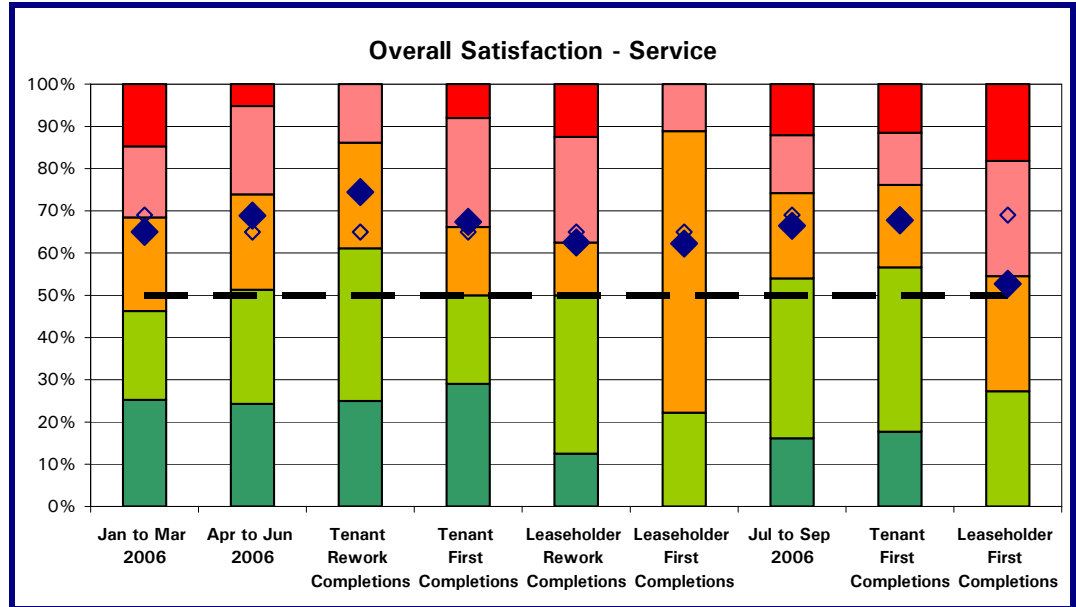
63% [68%] of first completion tenants were satisfied overall with the improvements to their home, with a mean question score of 71% [75%].

18% [20%] of residents provided comments. The greatest driver of their dissatisfaction with the improvement works, at 54%, was the lack of attention to detail. Other factors included: the resident would have preferred other work/products to be done/used, at 14%, outstanding work, at 9%, etc.

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3.2.2 Service

54% [51%] of residents were 'fairly satisfied' or 'very satisfied' overall with the service provided by United House's staff, against 26% [26%], who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 66% [69%].



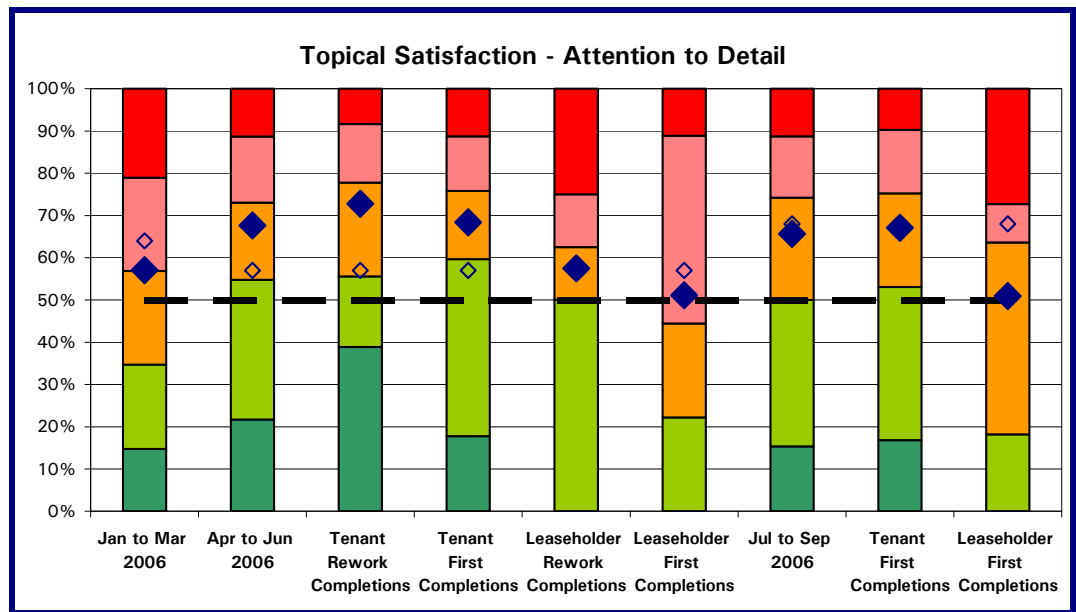
57% [50%] of first completion tenants were satisfied overall with the service provided, with a mean question score of 68% [67%].

22% [24%] of respondents provided comments. The greatest driver of their dissatisfaction with the service provided, at 67%, was the standard of problem/complaint handling. Other factors included: the standard of information/communication received, at 19%, etc.

3.3 Individual Aspect Performance

3.3.1 Attention to Detail

In assessing the improvements to their home, 50% [55%] of residents assessed the attention to detail as 'fairly good' or 'very good', against 26% [27%] who assessed the attention to detail as 'fairly poor' or 'very poor'; giving a mean question score of 66% [68%].



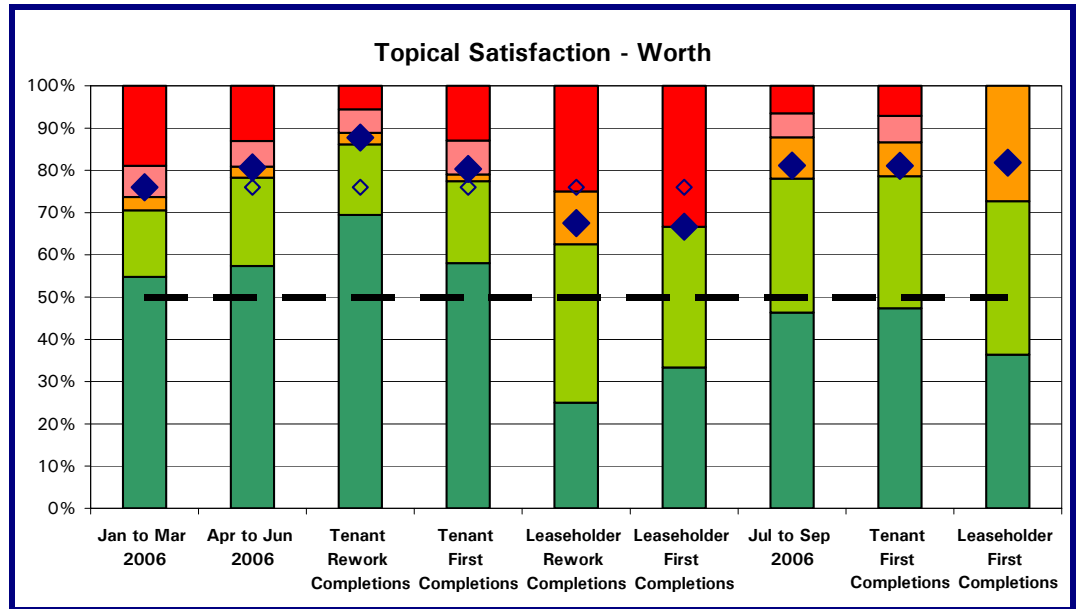
53% [60%] of first completion tenants were satisfied with the attention to detail, with a mean question score of 67% [68%].

23% [23%] of respondents provided comments. The greatest drivers of their dissatisfaction with the attention to detail, at 43%, was the poor standard of workmanship, generally, and, at 25%, the poor standard of painting.

Comments given at the end of the survey concerning the 'standard of work', in Section 3.4, 'Improvement Priorities', below, indicate that, *in residents' opinion, this has again become the most important aspect for further improvement.*

3.3.2 Worth

Taking into account the disruption, 78% [78%] of residents considered that the improvements were 'probably' or definitely worthwhile, against 13% [26%] who considered that they were 'probably' or definitely not worthwhile; giving a mean question score of 81% [81%].

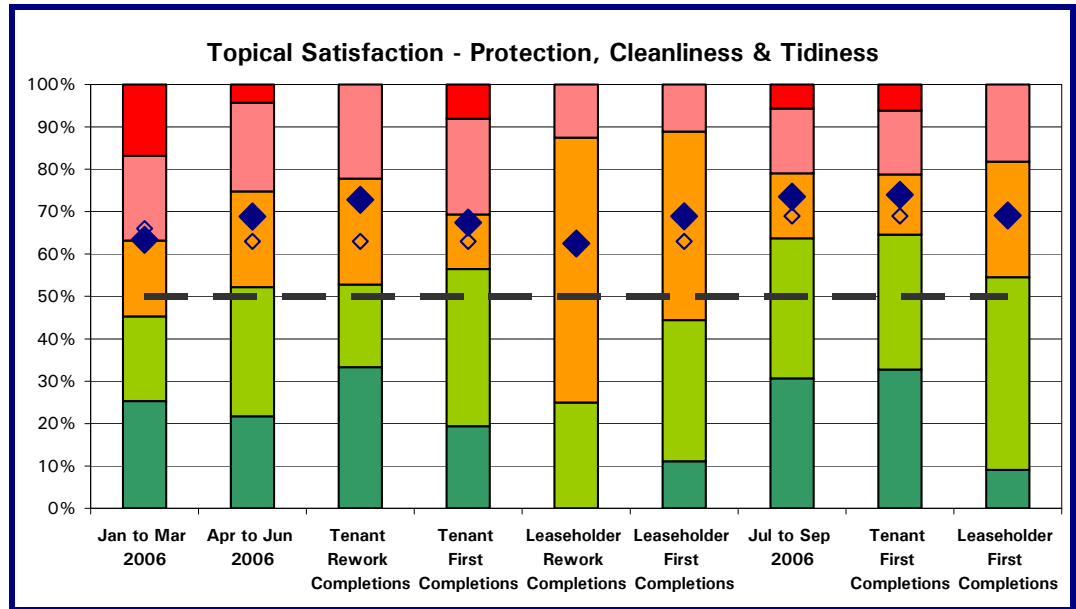


79% [77%] of first completion tenants considered that the improvements were worthwhile, with a mean question score of 81% [80%].

12% [20%] of respondents provided comments. The greatest drivers of their dissatisfaction with the value of the improvement works were the lack of attention to detail, at 40%, and that the improvements were not wanted or thought to be necessary, at 27%. Other factors included: that the improvements were not worth the disruption caused, at 13%, etc.

3.3.3 Protection, Cleanliness & Tidyness

In assessing the care taken to ensure that resident’s belongings were protected, and the work carried out in a clean and tidy manner, 64% [52%] of residents were ‘fairly satisfied’ or ‘very satisfied’, against 21% [25%] who were ‘fairly dissatisfied’ or ‘very dissatisfied’; giving a mean question score of 74% [69%].



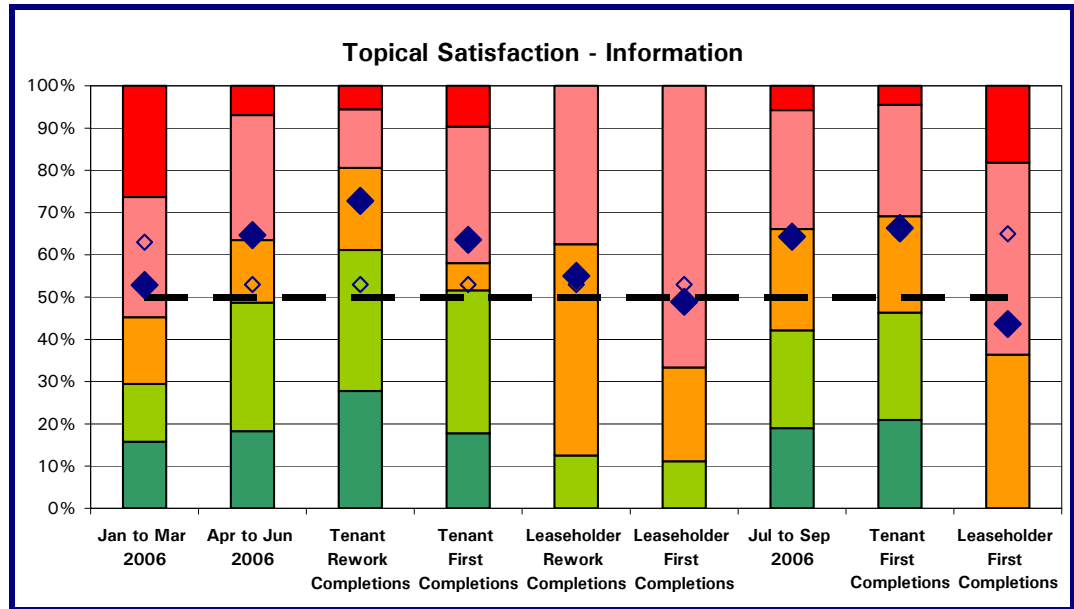
65% [56%] of first completion tenants considered that their belongings were protected, and the work carried out in a clean and tidy manner, with a mean question score of 74% [67%].

17% [23%] of respondents provided comments. The greatest drivers of their dissatisfaction were the amount of dirt and dust created and the lack of cleaning up, at 43%, and damage caused to property (including to freezers full of food), at 29%. Other factors included: that materials or tools were stored/left in the property, at 10%, etc.

Comments given at the end of the survey concerning ‘cleaning/tidyness’, in Section 3.4, ‘Improvement Priorities’, below, again indicate that, in residents’ opinion, this aspect no longer remains amongst the highest priorities for further improvement. This contrasts with mid-2005, where almost 50% of resident comments about priorities for improvement, concerned cleanliness/tidyness.

3.3.4 Information

In assessing the way in which they were kept informed prior to and during the improvements, 42% [49%] of residents were 'fairly satisfied' or 'very satisfied', against 34% [37%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 64% [65%].



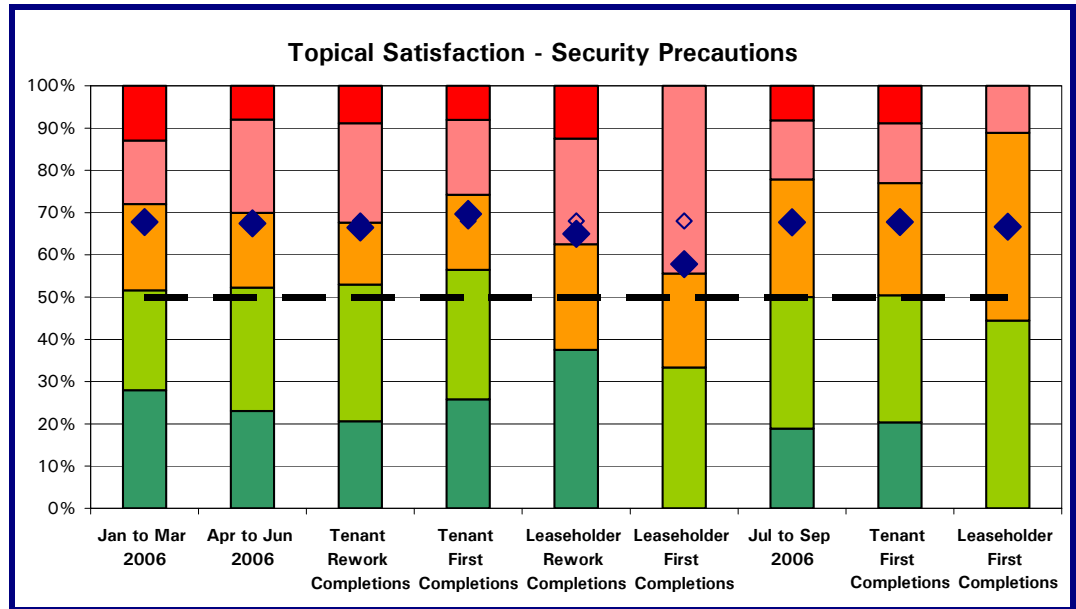
46% [52%] of first completion tenants were satisfied that they were kept informed prior to and during the improvements, with a mean question score of 66% [64%].

36% [37%] of respondents provided comments. The greatest drivers of their dissatisfaction was a lack of information about the difficulty caused by and the duration of the work, before it started, at 59%, and a lack of adequate liaison and communication during the course of the work, at 32%.

Comments given at the end of the survey concerning the 'communications', in Section 3.4, 'Improvement Priorities', below, indicate that, *in residents' opinion, this has again become one of the most important aspect that must be improved.*

3.3.5 Security Precautions

In assessing the security precautions taken (for example, that workers showed their identification, doors were kept latched, keys were kept securely, etc), 50% [52%] of residents were 'fairly satisfied' or 'very satisfied', against 22% [30%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 68% [67%].



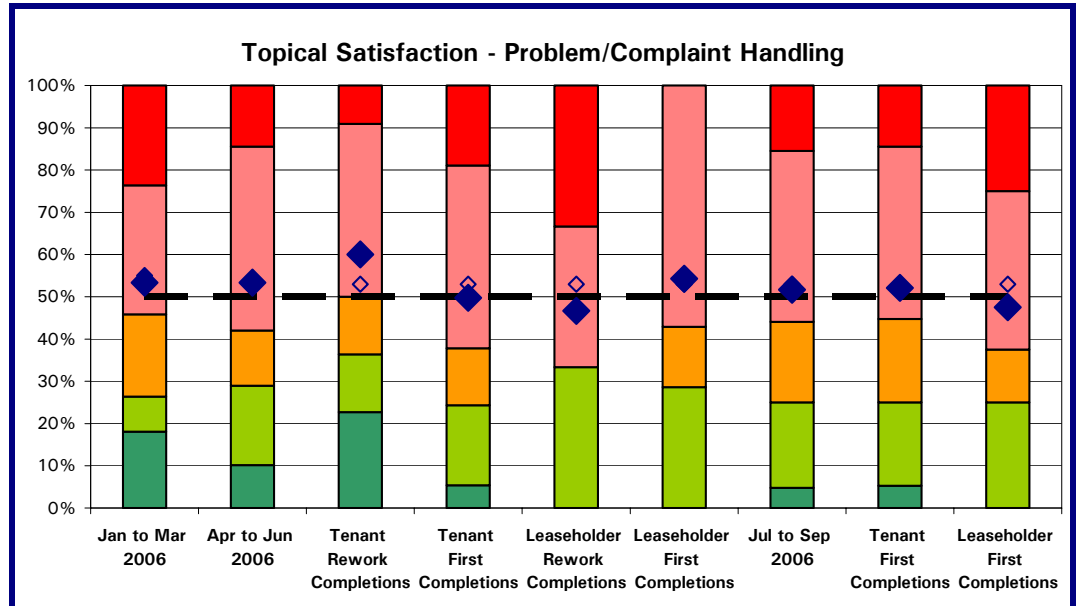
50% [56%] of first completion tenants were satisfied with the security precautions taken, with a mean question score of 68% [70%].

15% [14%] of respondents provided comments. The greatest drivers of their dissatisfaction with security were that scaffolding was left up for an excessive period, at 33%, that doors and windows were left open, at 27%, and that keys were lost, at 20%.

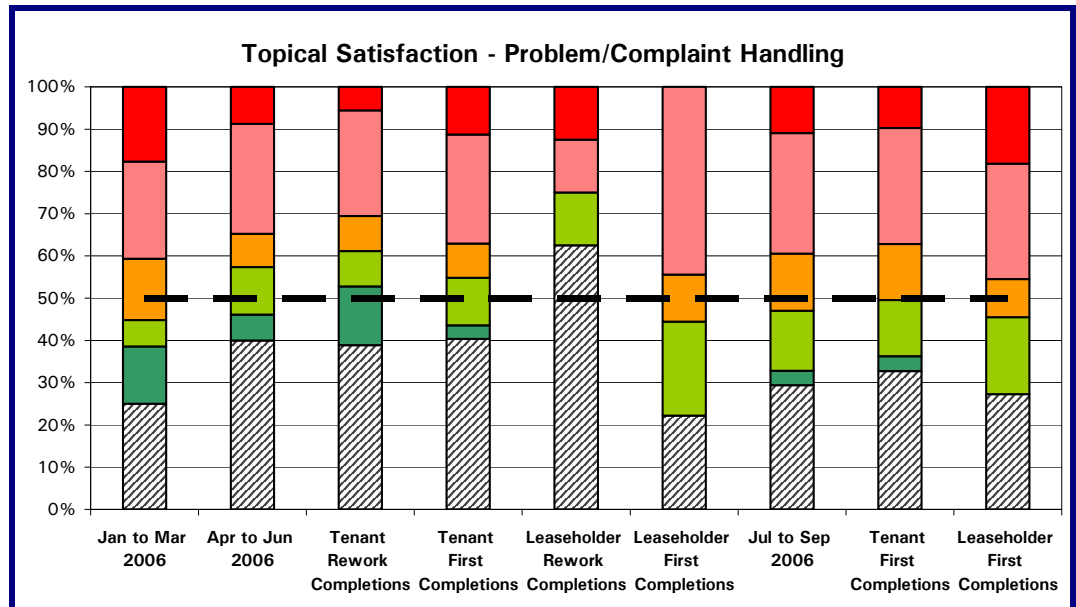
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3.3.6 Problem/Complaint Handling

When asked whether they had had a problem or complaint, 29% [40%] of residents indicated that they had not had a problem or complaint. In assessing the way in which any problems or complaints were handled 25% [29%] were 'fairly satisfied' or 'very satisfied', against 55% [57%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 52% [53%].



If the proportion of residents who did *not* have a problem or complaint is taken into account, different proportions result.



Here, 47% [57%] of residents either did not have a problem or complaint or were 'fairly satisfied' or 'very satisfied' with the way that it was handled; against 40% [35%] who did have a problem or complaint and were 'fairly dissatisfied' or 'very dissatisfied' with the way that it was handled.

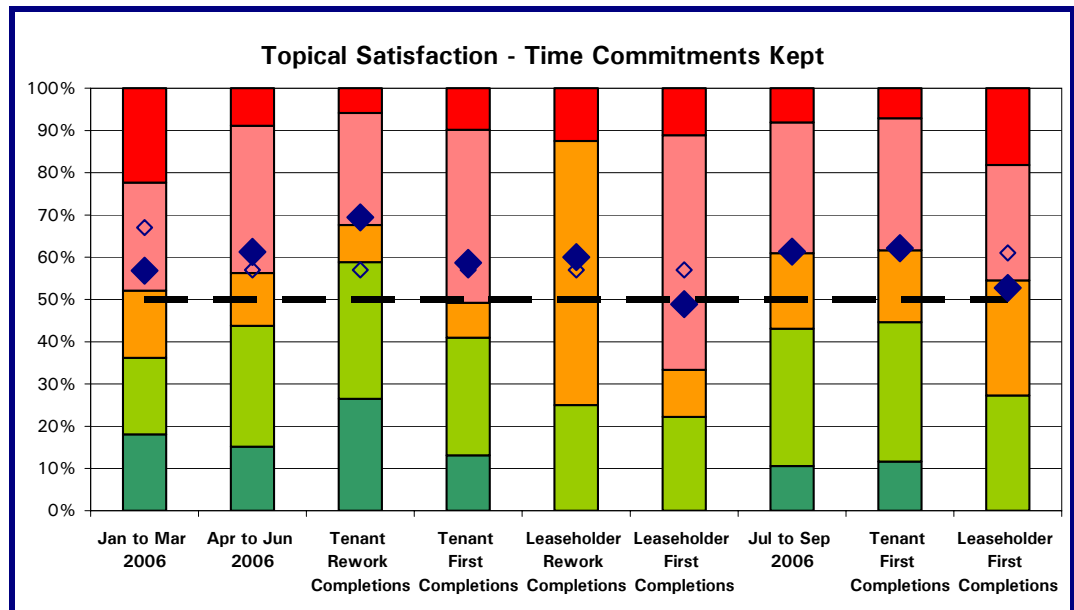
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26% [32%] of respondents, who had a problem or complaint, provided comments. The greatest drivers of their dissatisfaction were their difficulty in getting actions to resolve problems implemented, at 46%, and difficulty in getting management staff (not Resident Liaison staff) to respond to their problems, at 36%. Other factors included: repairs not being completed, or not being completed in the time that residents thought appropriate, at 18%, etc.

Although this question still generates a significant number of comments about problems (not complaints), comments given at the end of the survey concerning 'problem/complaint handling', in Section 3.4, 'Improvement Priorities', below, indicate that, in residents' opinion, this aspect is now amongst the lowest priorities for further improvement.

3.3.7 Time Commitments Kept

In assessing that time commitments made (for example, that the work started and finished on time that appointments were kept, that follow-on decorative work and inspections were completed promptly, etc), 43% [44%] of residents were 'fairly satisfied' or 'very satisfied' that time commitments were kept, against 39% [44%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 61% [61%].



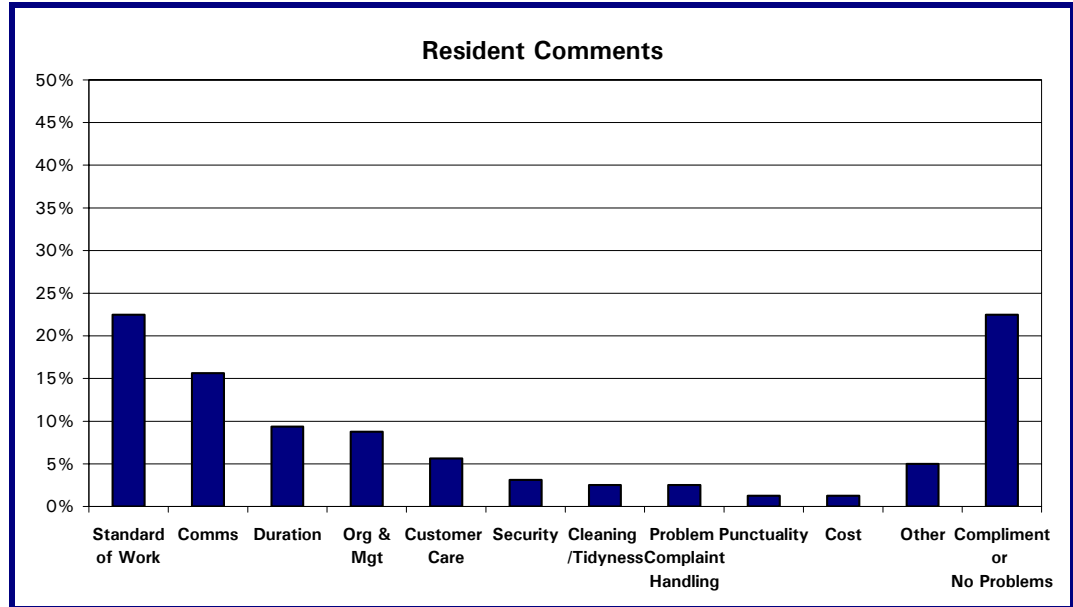
45% [41%] of first completion tenants were satisfied that that time commitments were kept, with a mean question score of 62% [59%].

18% [11%] of respondents provided comments. The greatest drivers of their dissatisfaction with the keeping of time commitments, was that the work took longer than expected, at 50%, and that (even though work had been finished in their home) the scaffolding still remained up or that communal and/or external work remained to be completed, at 44%.

Comments given at the end of the survey concerning the 'duration' of the work, in Section 3.4, 'Improvement Priorities', below, indicate that, *in residents' opinion, this has again become one of the most important aspect for further improvement.*

3.4 Improvement Priorities

At the end of the survey, every resident was asked for “the two most important things ... to improve?”, 43% [43%] of residents provided comments. 122 comments were received.



The highest priority issues for improvement were:

- Standard of work, at 23% [10%], has again become the most important topic for improvement, having ranked third in the previous survey. This is described in more detail in Section 3.3.1, ‘Attention to Detail’, above.
- Communications between people, not just hard information provided, at 16% [26%]. This is described in more detail in Section 3.3.4, ‘Information’, above.
- Overall time taken for the improvements, at 9% [3%], has returned as a high priority topic having ranked seventh most important for improvement in the previous survey. Note, dissatisfaction with the overall duration is different from the dissatisfaction with starting on time and keeping appointments which are described in more detail in Section, 3.3.7, ‘Time Commitments Kept’, above.

Organisation and management and general customer care issues have returned, in this survey, to being lower priority issues.

5% [8%] of comments received concerned other issues, which ranged from lack of compensation for disruption or decanting, to “everything”.

23% [13%] of comments received specifically indicated that there were no particular items that required improvement or provided a compliment, for example: “Everything was excellent - nothing they could have improved on”, “excellent workmanship and service”, “happy with everything, they've done a good job”, etc.

4 HFI OVERALL PERFORMANCE BREAKDOWN

Quarter Period

Overall % satisfaction rating for all residents (tenants and leaseholders) with improvements to their homes	62%
Overall % satisfaction rating for all residents (tenants and leaseholders) satisfied with service provided by United House	54%

Prior 12 months

Overall % satisfaction rating for all residents (tenants and leaseholders) with improvements to their homes	58%*
Overall % satisfaction rating for all residents (tenants and leaseholders) satisfied with service provided by United House	50%*

* Note, due to the survey method employed in late 2005, data was only available over a 13 month period from the start of September 2005 to the end of September 2006.

Quarter Period

	Tenants Satisfied with Improvements	Leaseholders Satisfied with Improvements	Tenants Satisfied with Service	Leaseholders Satisfied with Service
Tenants in backlog properties	Not applicable		Not applicable	
Leaseholders in backlog properties		Not applicable		Not applicable
Tenants not in backlog properties	63%		57%	
Leaseholders not in backlog properties		55%		27%

Paul R Greenwood
 Best Practice Director
 United House Limited

Rev 2, 20th December 2006.