

CUSTOMER SATISFACTION SURVEY

From 1st April 2007 to 30th June 2007

Islington HRA PFI Round 1



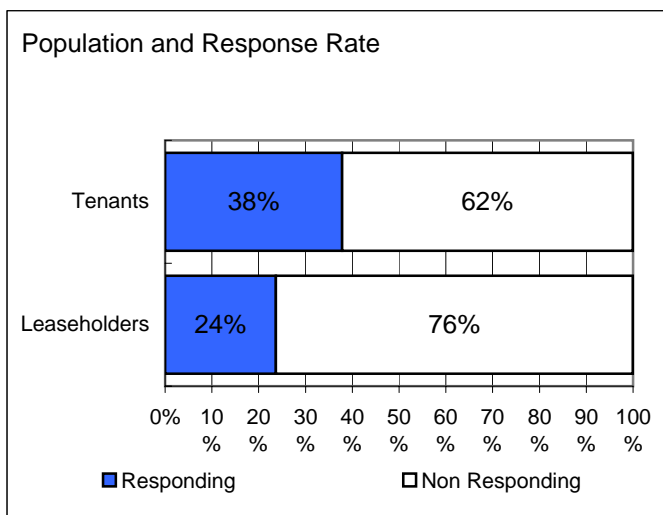
INTRODUCTION

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. The survey was undertaken for United House Ltd (UHL) by Market Research UK Ltd (MRUK).

This is the first survey undertaken by MRUK. MRUK were procured after UHL had experienced repeated difficulties with the speed and standard of service of the previous survey company. Delay in the production of this report has been caused by the procurement of the new survey company and in de-bugging new data exchange arrangements. It is expected that future reports will be available in a more timely manner.

SURVEY POPULATION AND OVERALL RESPONSE RATES

The population surveyed consisted of the residents of 239 properties completed between 1st April and 30th June 2007; they comprised 201 tenants and 38 leaseholders.



The survey achieved a response rate of c38% for tenants and c24% for leaseholders; the prior survey achieved 33% and 20%, respectively. Although this response rate is higher than the previous quarter, discussions have been held with the new survey company to ascertain, from their experience, the additional time that must be allowed and inducements offered (eg, prize draw for respondents) to improve the response rate to meet UHL's target of 50% of residents taking part in the survey.

Paul R Greenwood
Best Practice Director
United House Limited
Rev 1, 27th September 2007

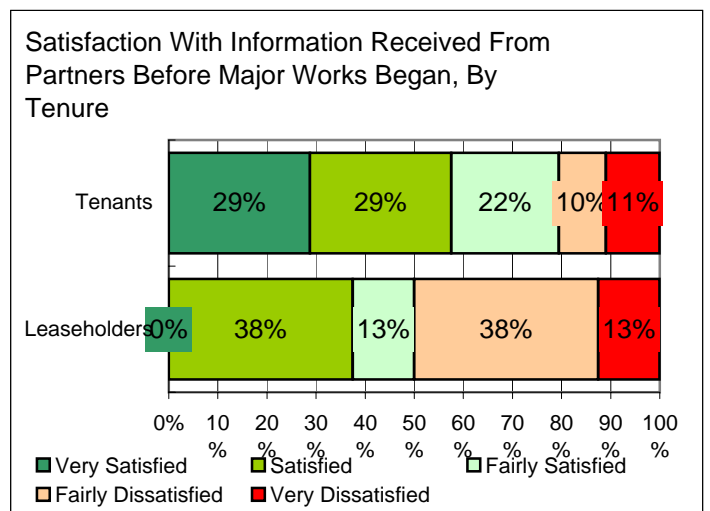
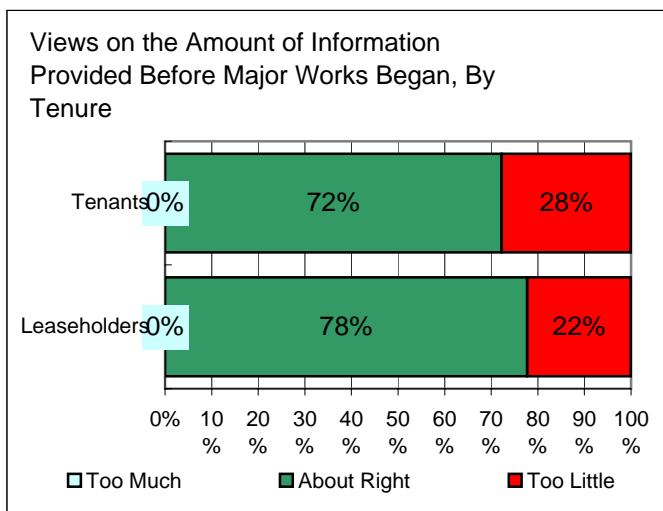
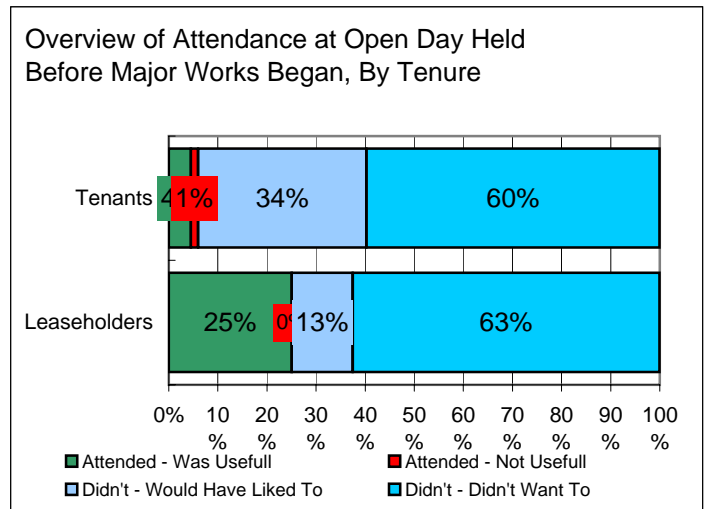
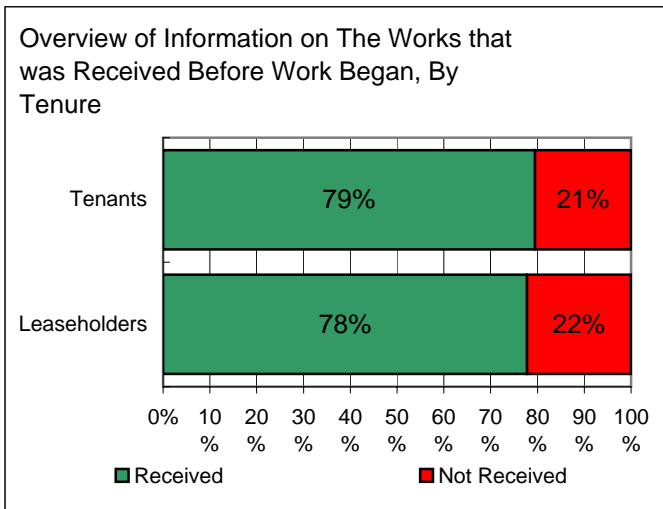
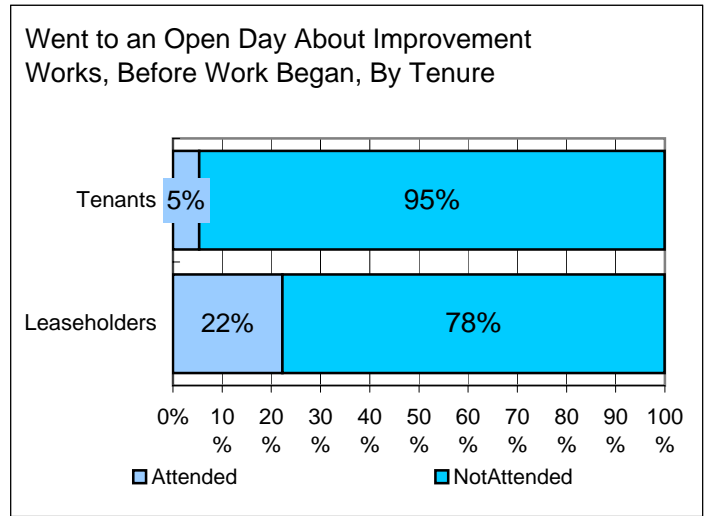
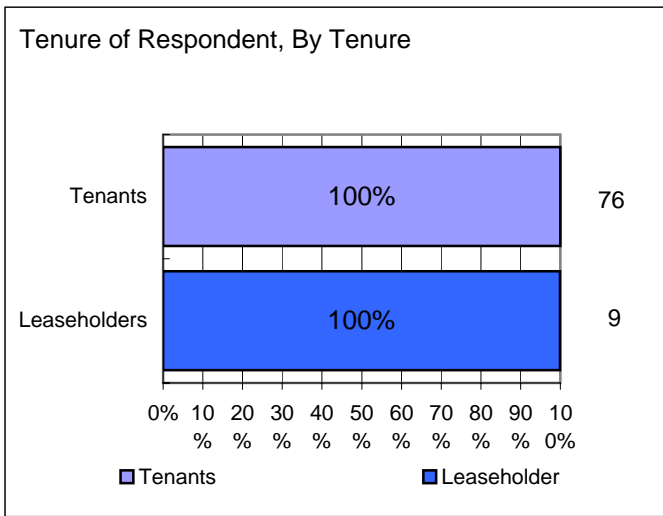
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BEFORE THE IMPROVEMENT WORK BEGAN



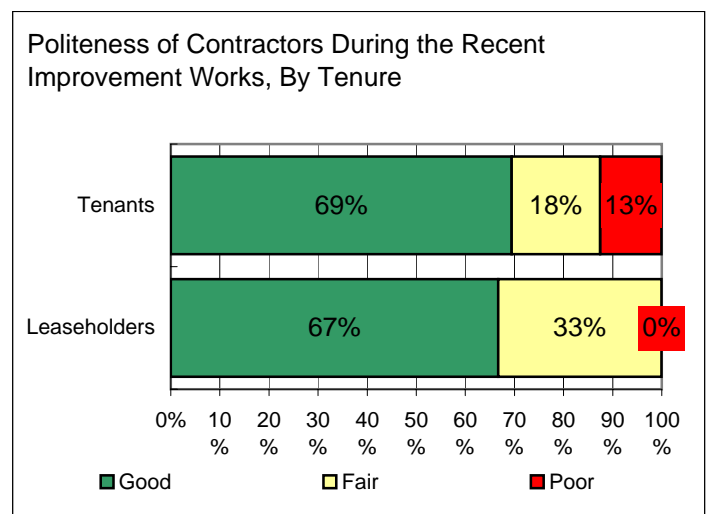
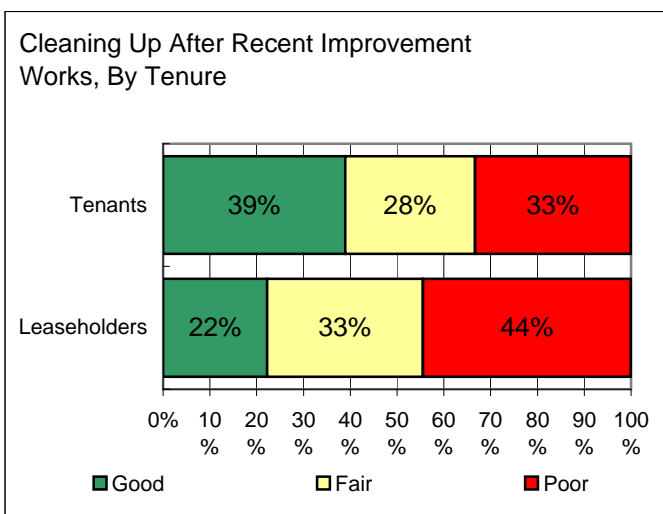
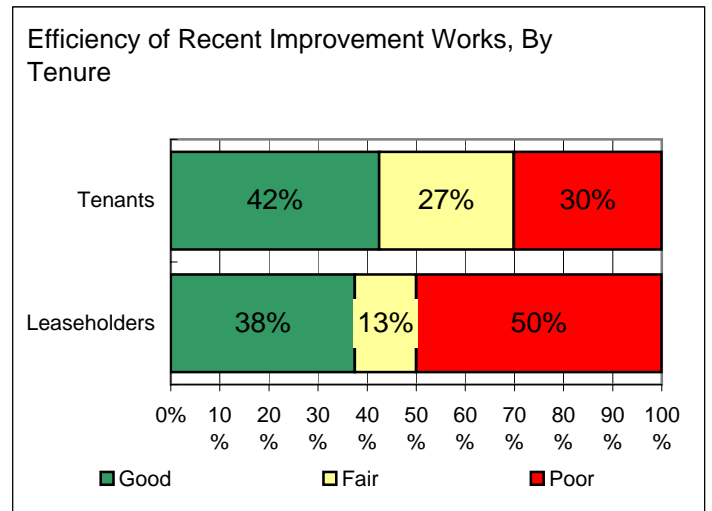
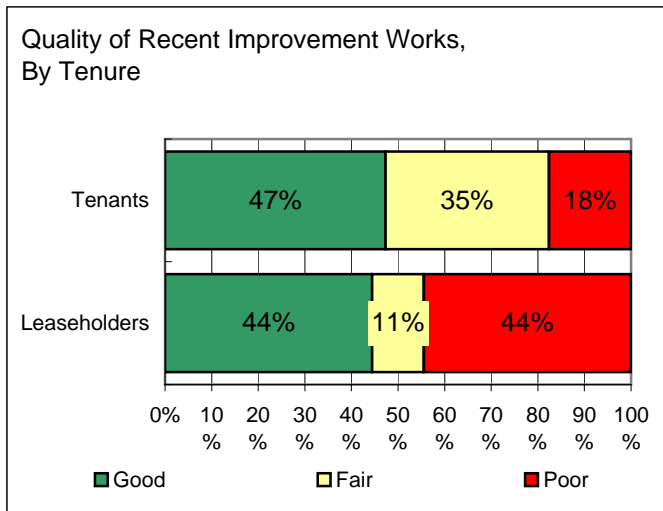
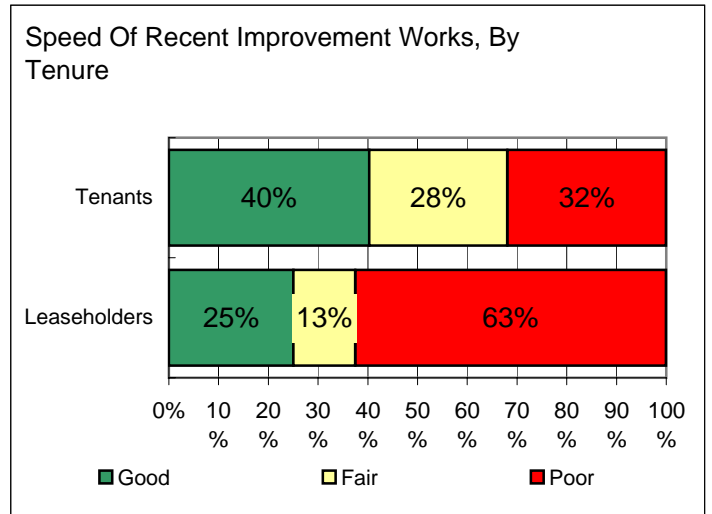
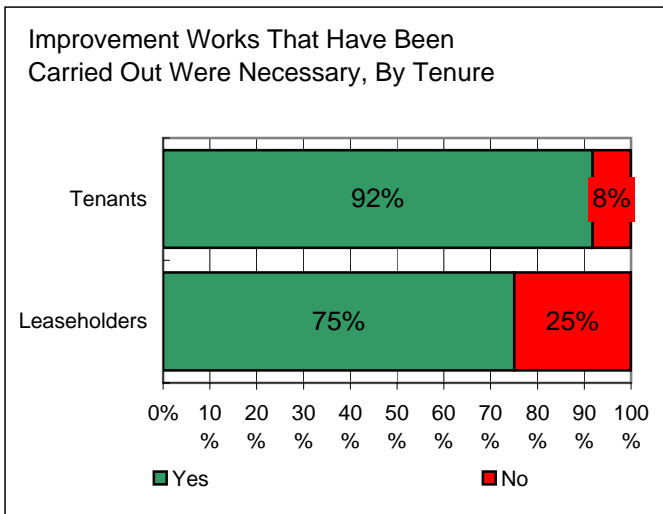
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THE WORK ITSELF



CUSTOMER SATISFACTION SURVEY

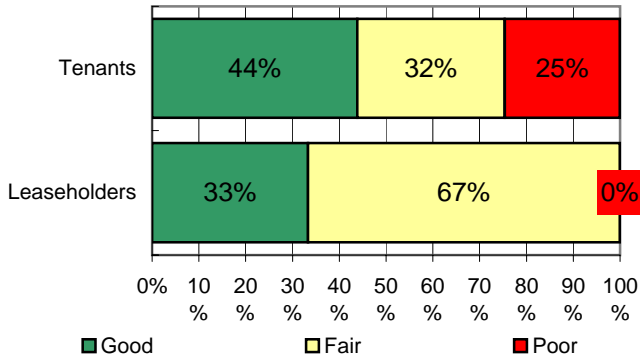
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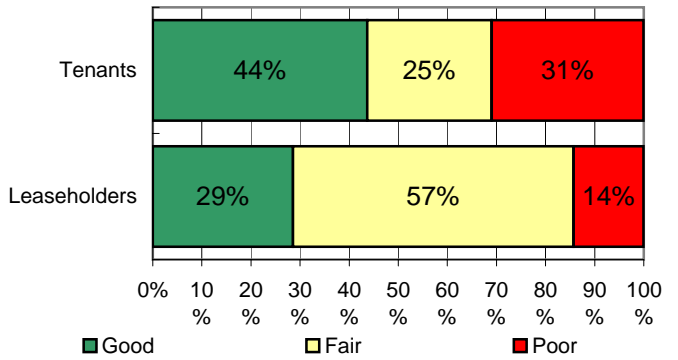


THE WORK ITSELF (Continued)

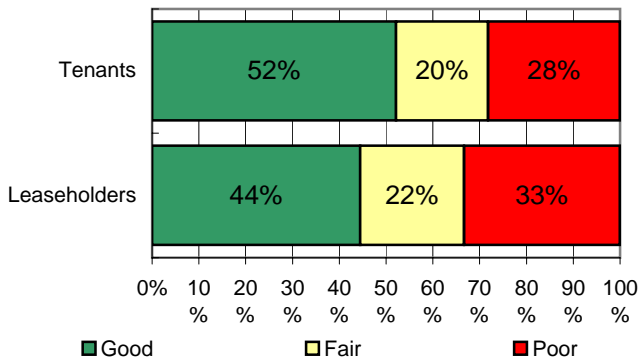
Tidiness, During Recent Improvement Works, By Tenure



Protection of Belongings, During Recent Improvement Works, By Tenure



Security, During Recent Improvement Works, By Tenure



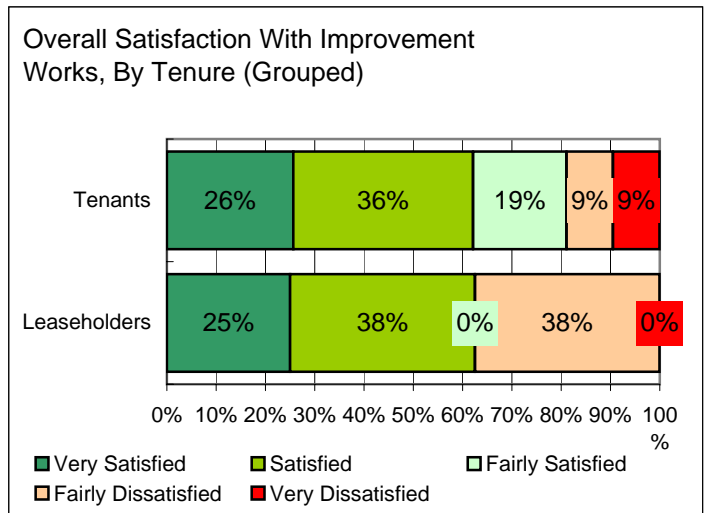
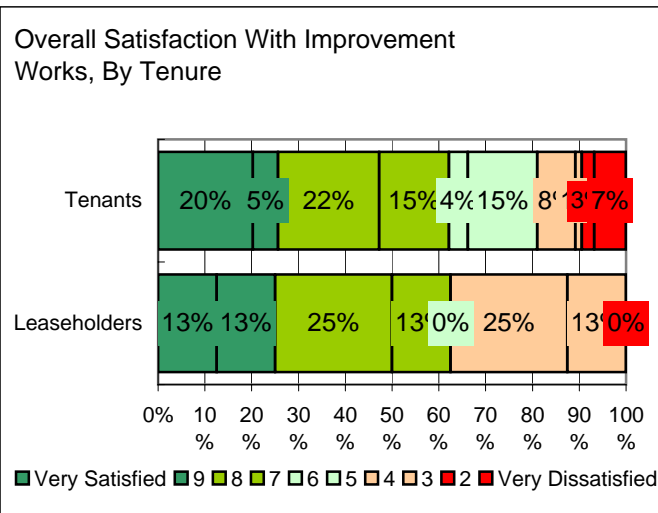
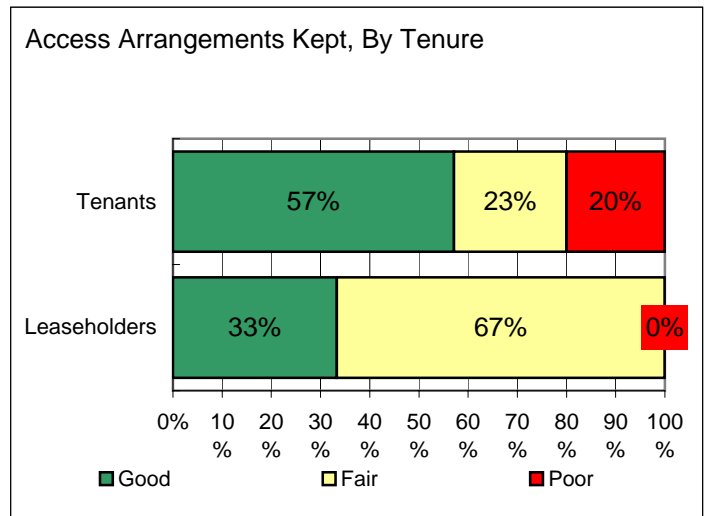
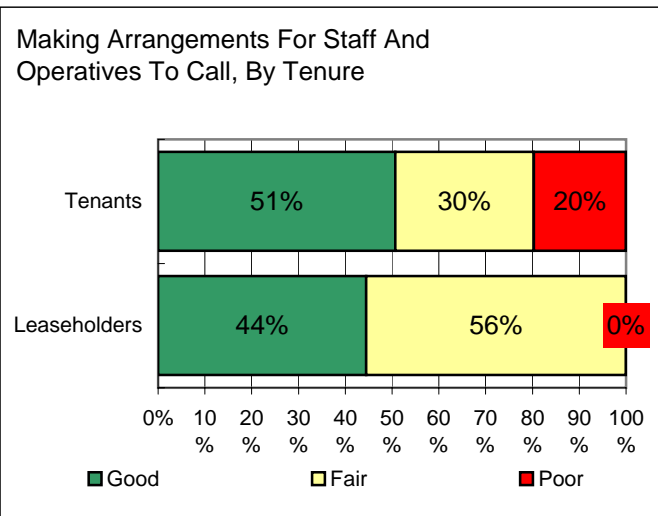
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THE WORK ITSELF (Continued)



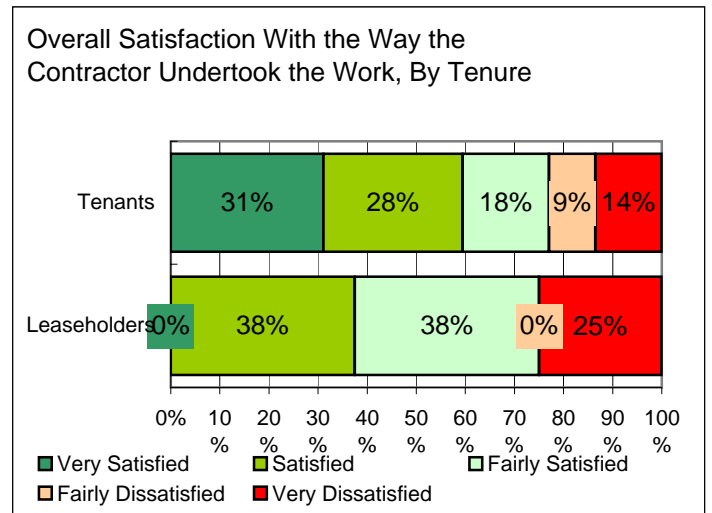
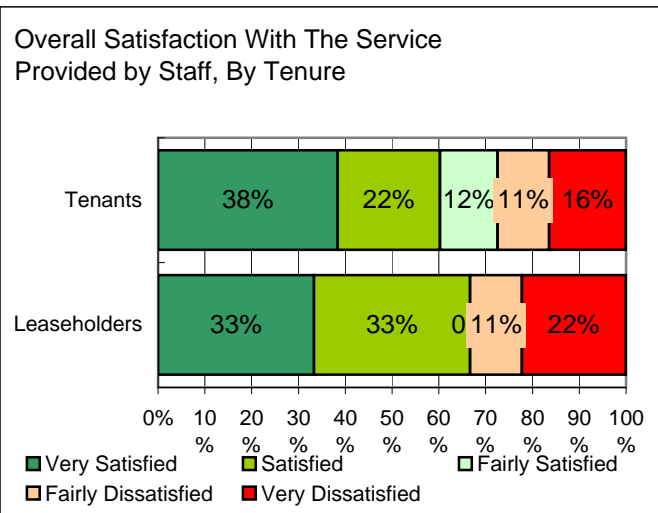
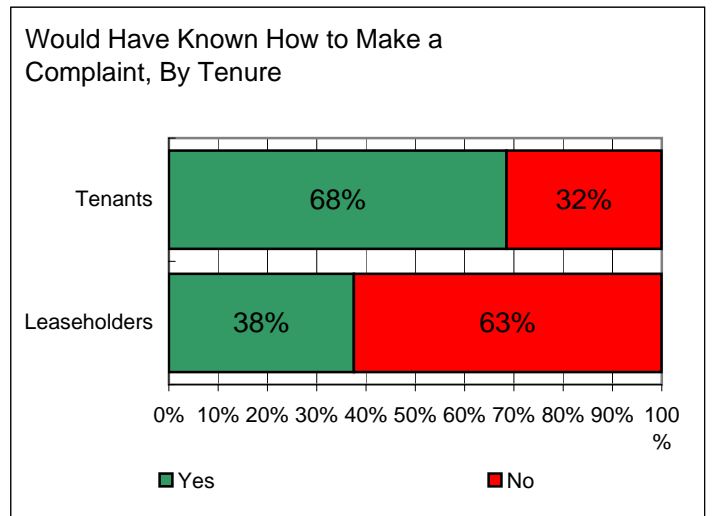
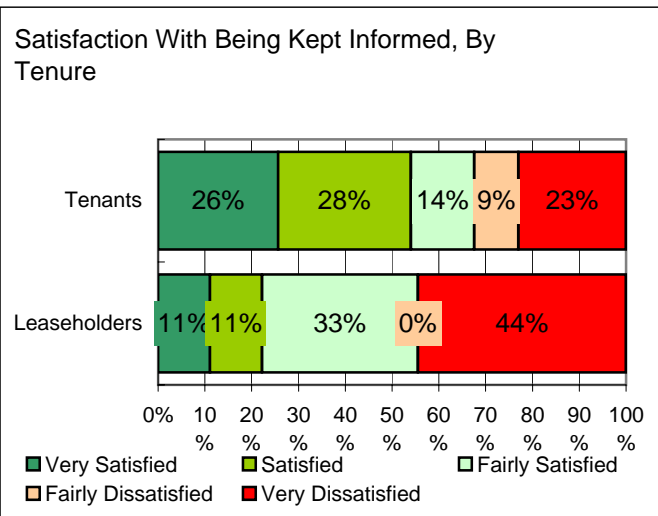
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DURING THE WORK



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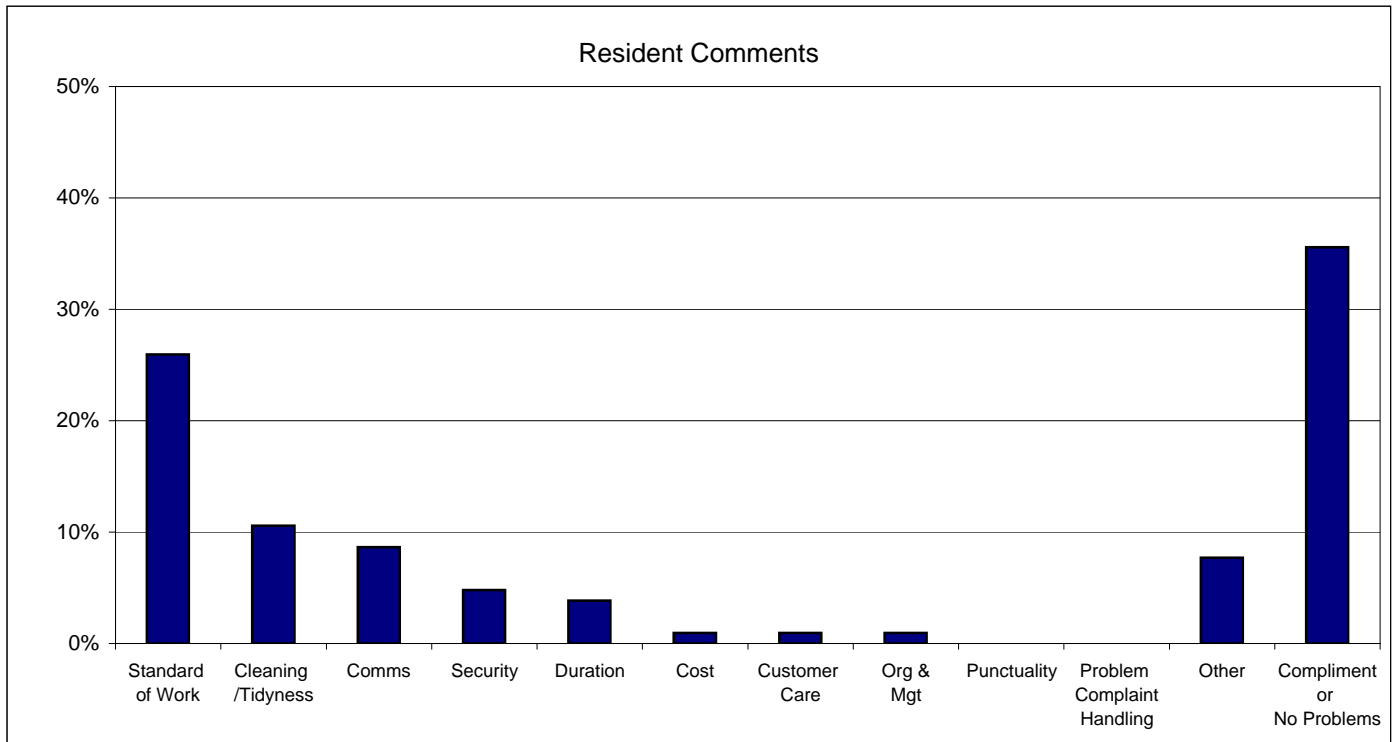
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IMPROVEMENT PRIORITIES

At the end of the survey, every resident was asked for "the two most important things ... to improve?". Comments were analysed and categorised, and are shown below.

Total number of comments received: 104
Proportion of residents making comments: 61%



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HFI OVERALL PERFORMANCE BREAKDOWN

Proportion of tenants and leaseholders satisfied with the product or service.

Quarter Period

| | |
|--|-----|
| Overall % satisfaction rating for all residents (tenants and leaseholders) with improvements to their homes | 79% |
| Overall % satisfaction rating for all residents (tenants and leaseholders) satisfied with service provided by United House | 72% |

Prior 12 Month Period

| | |
|--|-----|
| Overall % satisfaction rating for all residents (tenants and leaseholders) with improvements to their homes | 80% |
| Overall % satisfaction rating for all residents (tenants and leaseholders) satisfied with service provided by United House | 74% |

Quarter Period

| | Tenants | Lease holders | Tenants | Lease holders |
|--|----------------|----------------|----------------|----------------|
| | Improvements | | Service | |
| Tenants in backlog properties | Not applicable | | Not applicable | |
| Leaseholders in backlog properties | | Not applicable | | Not applicable |
| Tenants not in backlog properties | 81% | | 73% | |
| Leaseholders not in backlog properties | | 63% | | 67% |