

CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007
Islington HRA PFI Round 1



INTRODUCTION

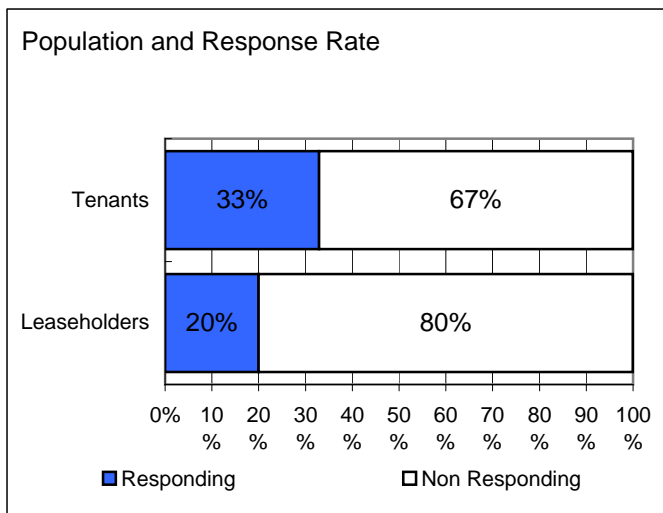
This report provides the results of an independent customer satisfaction survey of residents affected by improvements to their homes, undertaken as part of the Islington HRA PFI R1 Project. The survey was undertaken for United House Ltd by LM Research and Marketing Consultancy Ltd (LM).

This is the first survey undertaken with a new interview script based upon that used by Homes for Islington (Hfi) for its Decent Homes Programme. The script was agreed with Hfi in December 2006. This report format is based as closely as possible upon that of the Hfi Major Works Monitoring report.

This is a revised version of the report providing additional analysis of resident responses to three service questions (concerning tidiness, protection and security), a breakdown of residents' improvement priorities, and a matrix showing overall performance scores for the quarter and the year.

SURVEY POPULATION AND OVERALL RESPONSE RATES

The population surveyed consisted of the residents of 173 properties completed between 1st January and 31st March 2007; they comprised 158 tenants and 15 leaseholders. This population is less than half the size of the prior quarter, from October to December 2006, which comprised 259 tenants and 113 leaseholders.



The survey achieved a response rate of c33% for tenants and c20% for leaseholders; the prior survey achieved 41% and 36%, respectively. Despite additional repeated contact attempts, which delayed the compilation and issue of this survey, it was not possible to obtain any more respondents from properties completed in this period.

CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007

Islington HRA PFI Round 1



BACKGROUND TO THE RESULTS

The new interview script, upon which this survey is based, is different from that used for properties completed up to the end of 2006. Questions in the new survey are completely different from those used previously. For example, in the new survey residents are asked for their opinion on the speed of the improvement works (a subjective approach), whereas in the previous survey they were asked about whether time commitments for the works had been kept (an objective approach). In the new survey, residents' responses are scored on a variety of three, five and ten-point scales, whereas in the previous survey this was scored on a universal five point scale. Thus, it is not possible to compare the results obtained in this survey with those obtained previously. Again comparisons have not been made with conventional Decent homes programmes, due to the disruptive nature of the greater scope of works carried out under the Islington HRA PFI programme.

Results for those questions which are scored on a three point scale and where only a very small proportion of residents provided responses (eg, two out of three leaseholders providing views on the amount of information provided before major works began) show highly polarised results. It is expected that this polarisation will reduce in subsequent periods when a greater number of properties, perhaps with a less uneven tenant/leaseholder balance, are completed in a quarter.

Paul R Greenwood
Best Practice Director
United House Limited

Rev 3, 5th September 2007

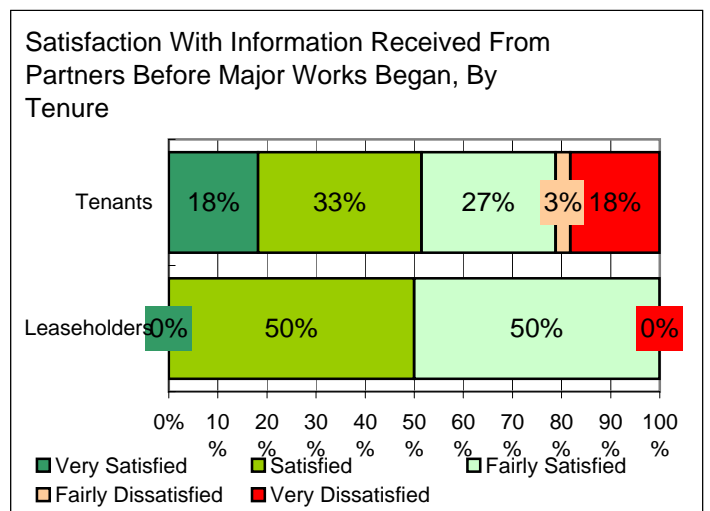
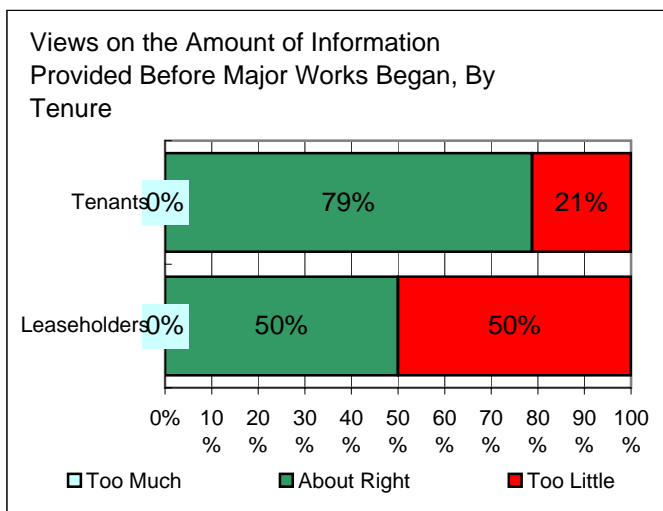
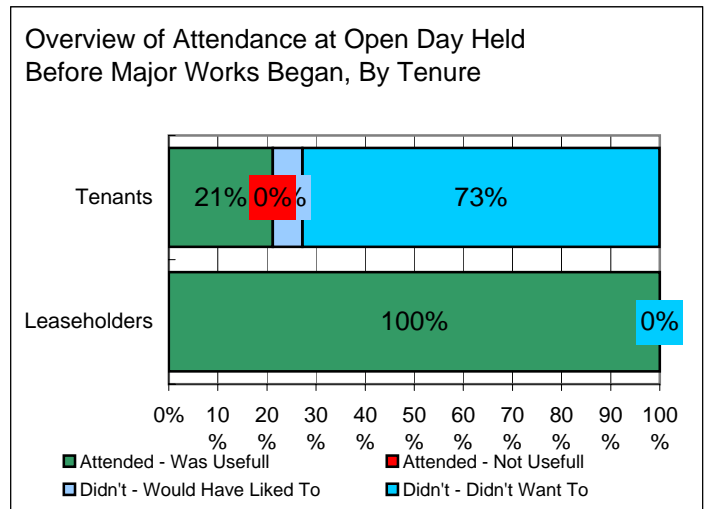
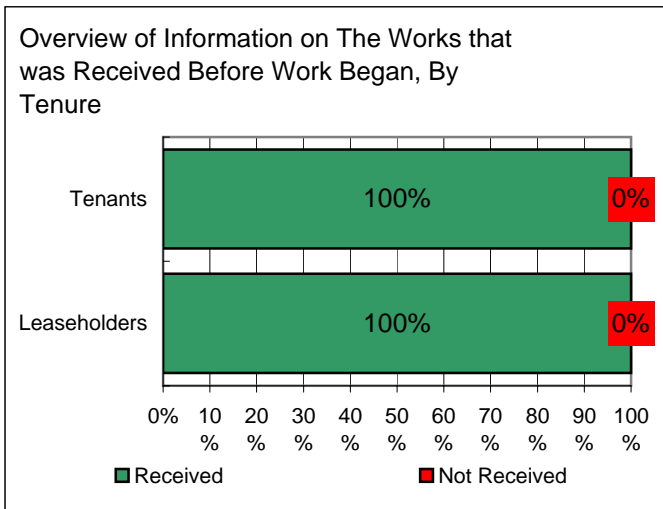
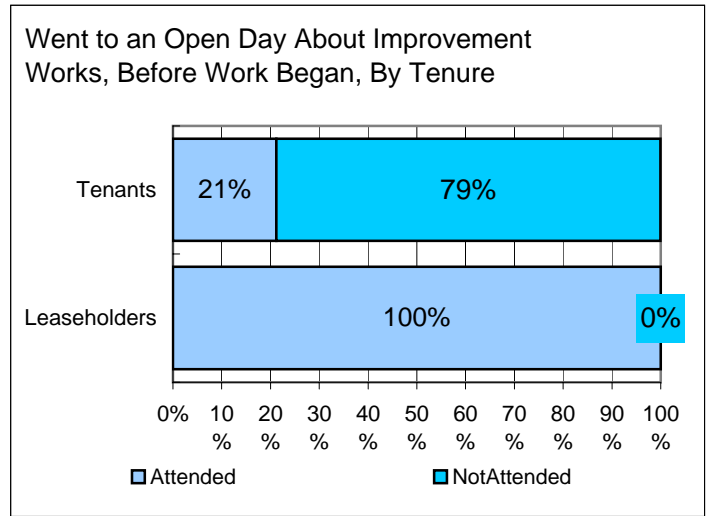
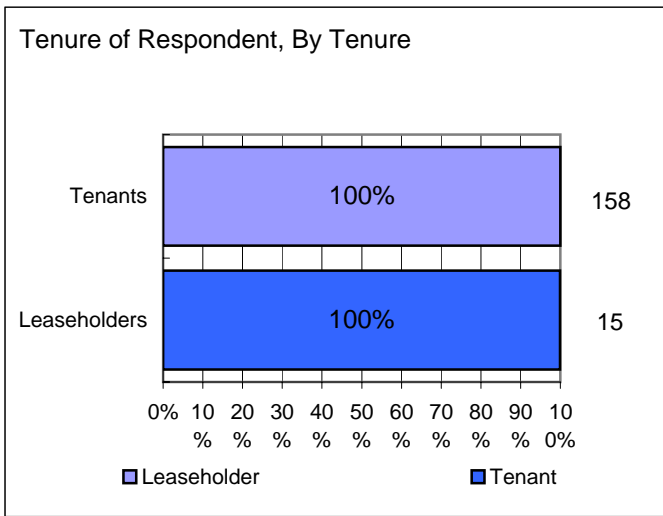
CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007

Islington HRA PFI Round 1



BEFORE THE IMPROVEMENT WORK BEGAN



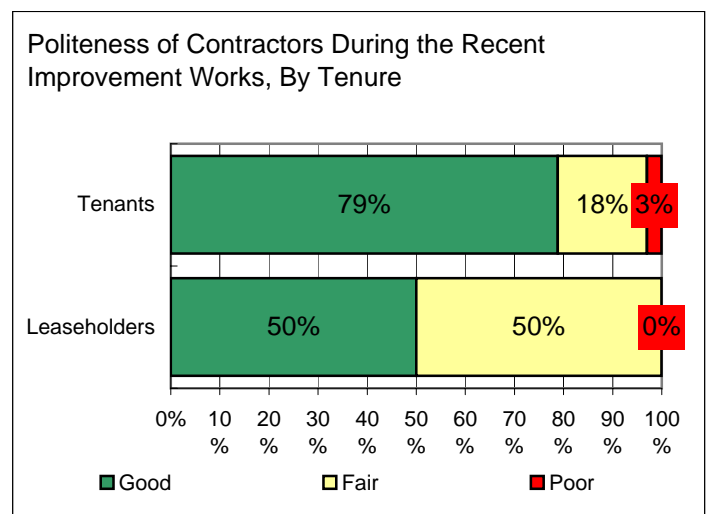
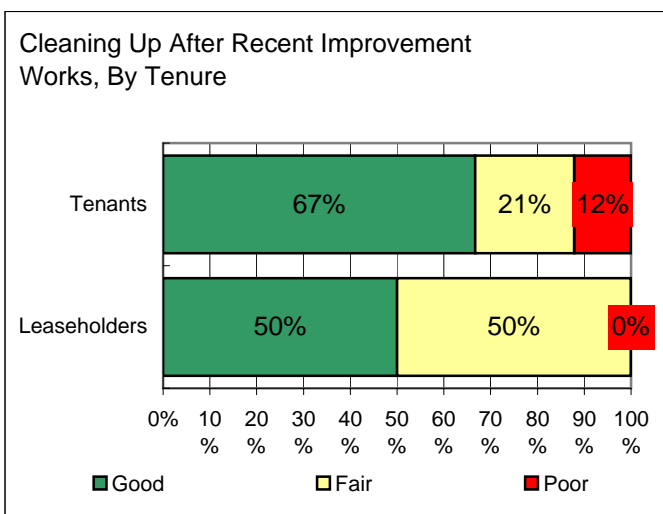
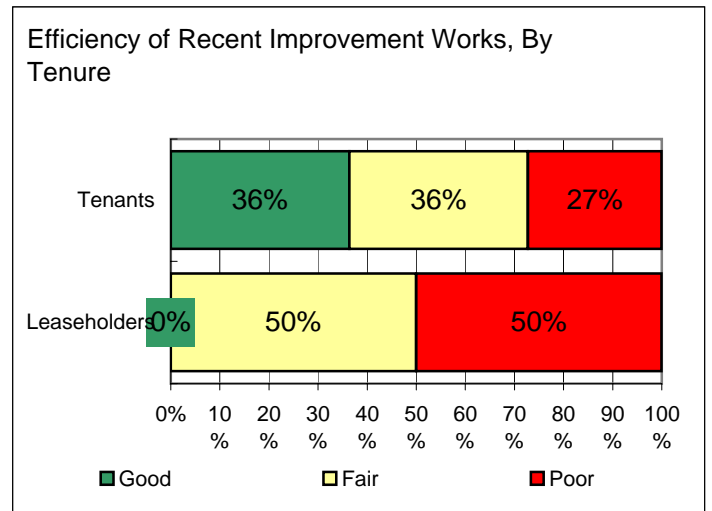
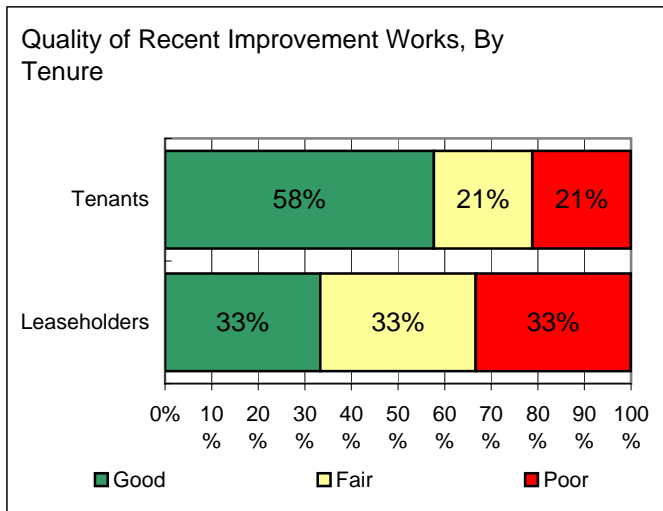
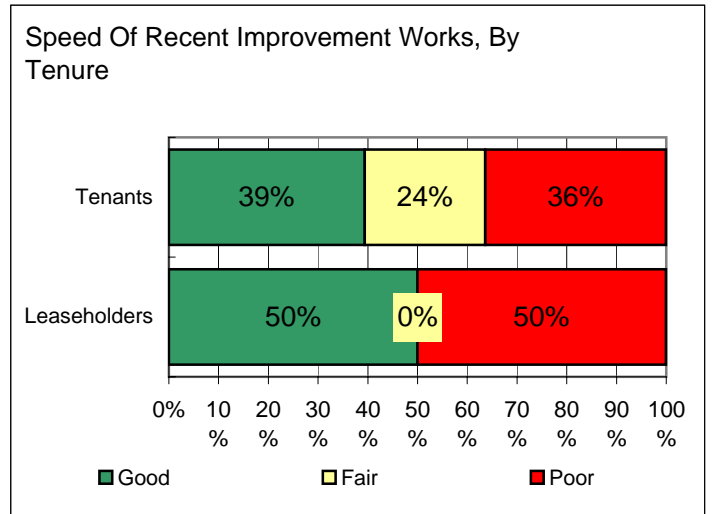
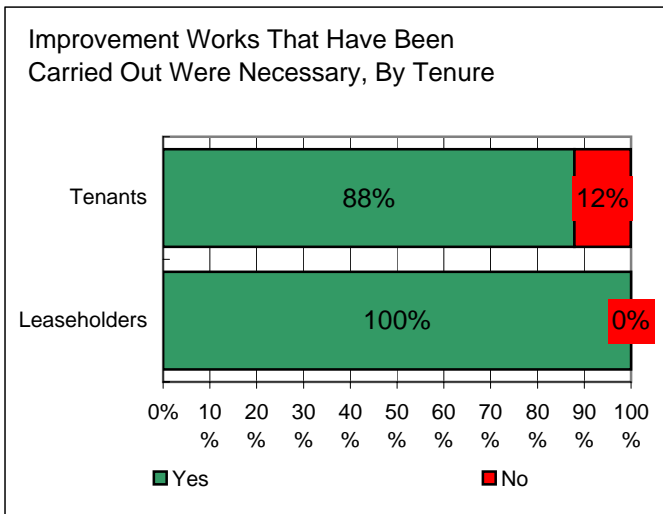
CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007

Islington HRA PFI Round 1



THE WORK ITSELF



THE WORK ITSELF (Continued)

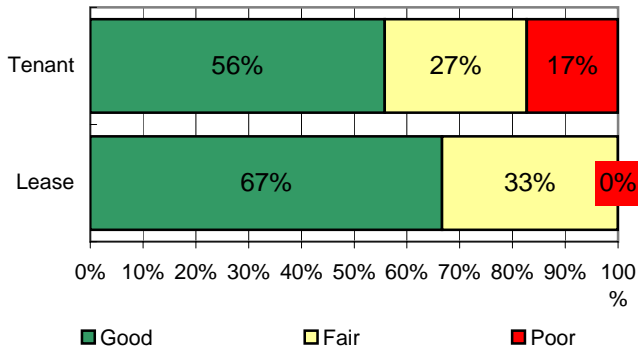
CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007

Islington HRA PFI Round 1

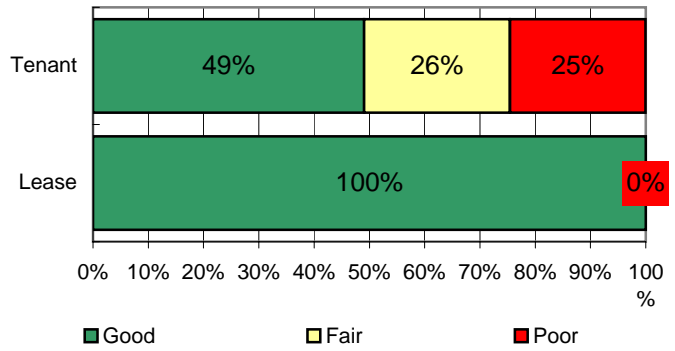


Tidiness, During Recent Improvement Works, By Tenure



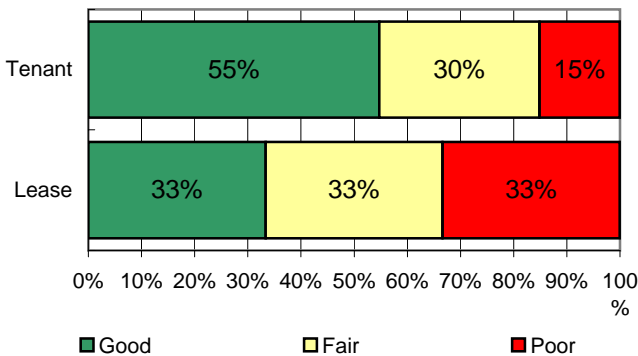
New question

Protection of Belongings, During Recent Improvement Works, By Tenure



New question

Security, During Recent Improvement Works, By Tenure



New question

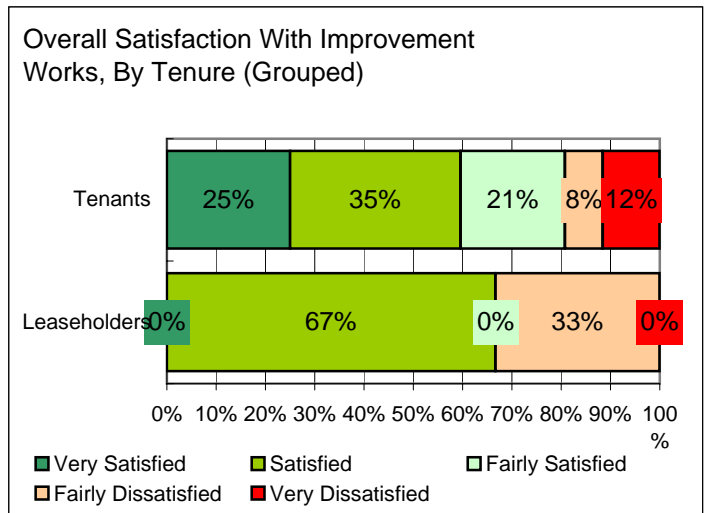
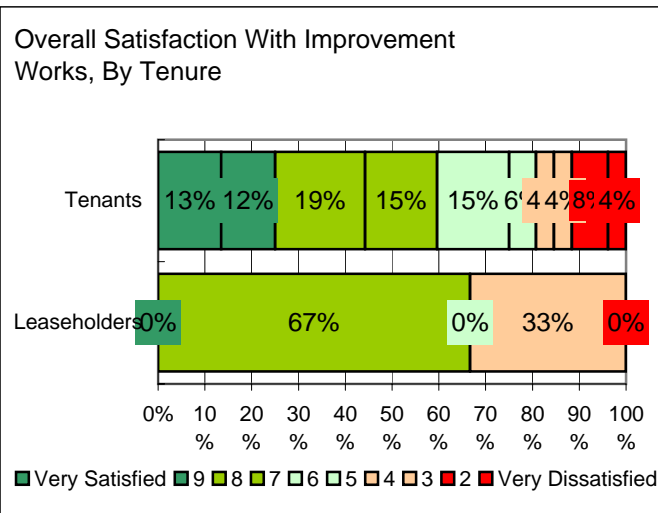
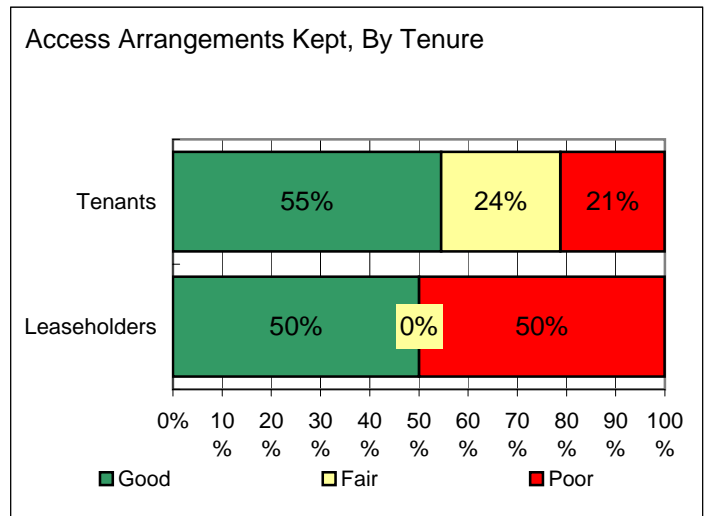
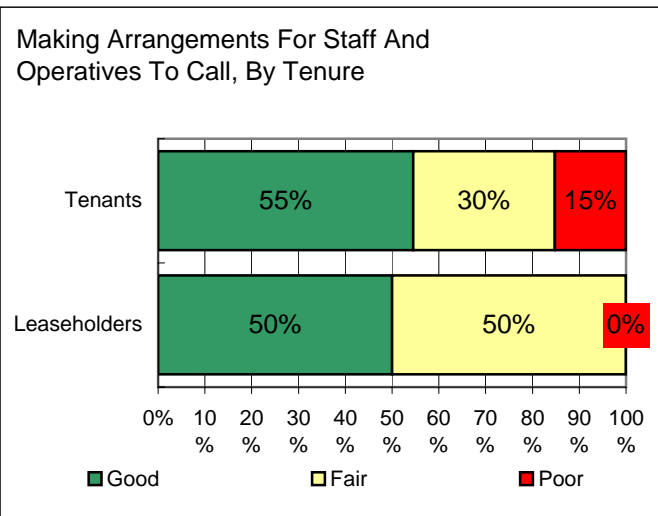
CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007

Islington HRA PFI Round 1



THE WORK ITSELF (Continued)



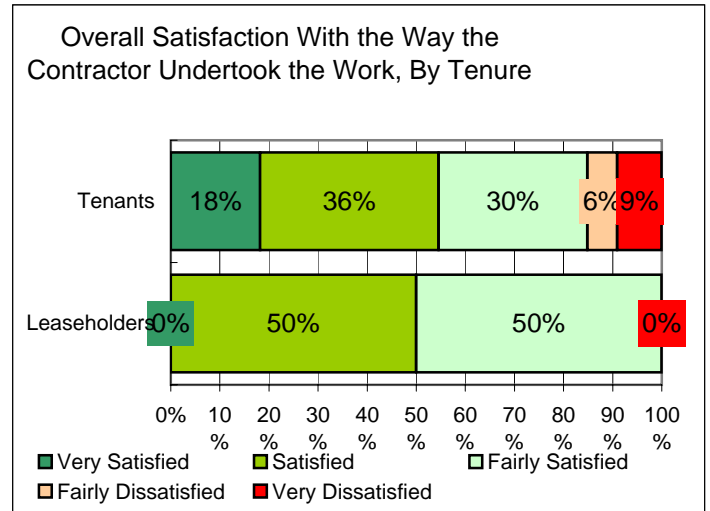
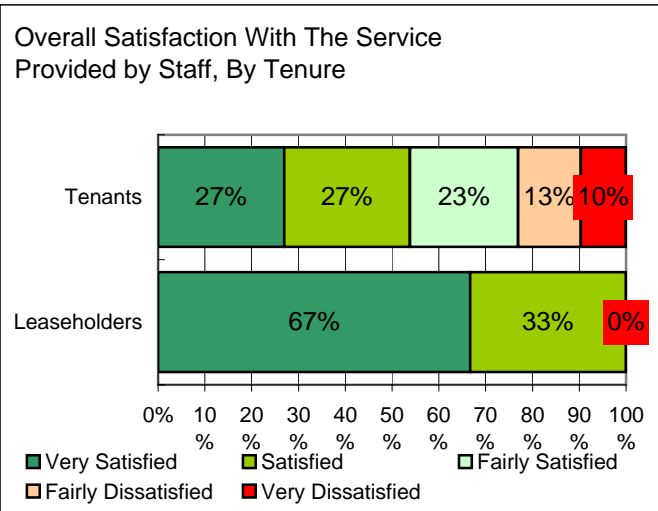
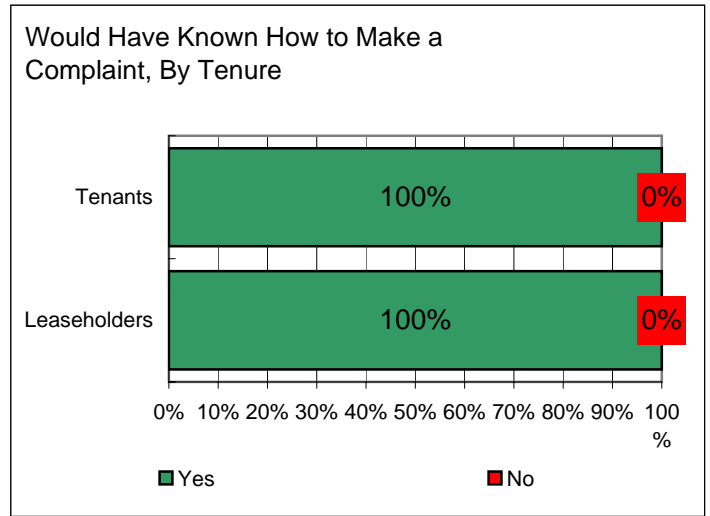
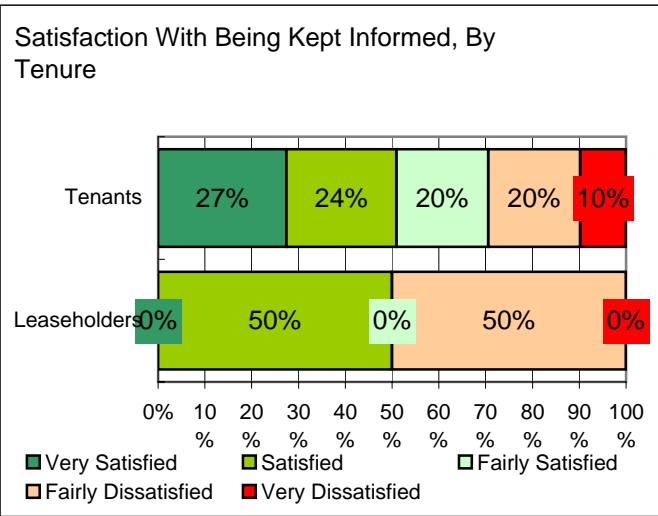
CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007

Islington HRA PFI Round 1



DURING THE WORK



CUSTOMER SATISFACTION SURVEY

From 1st January 2007 to 31st March 2007

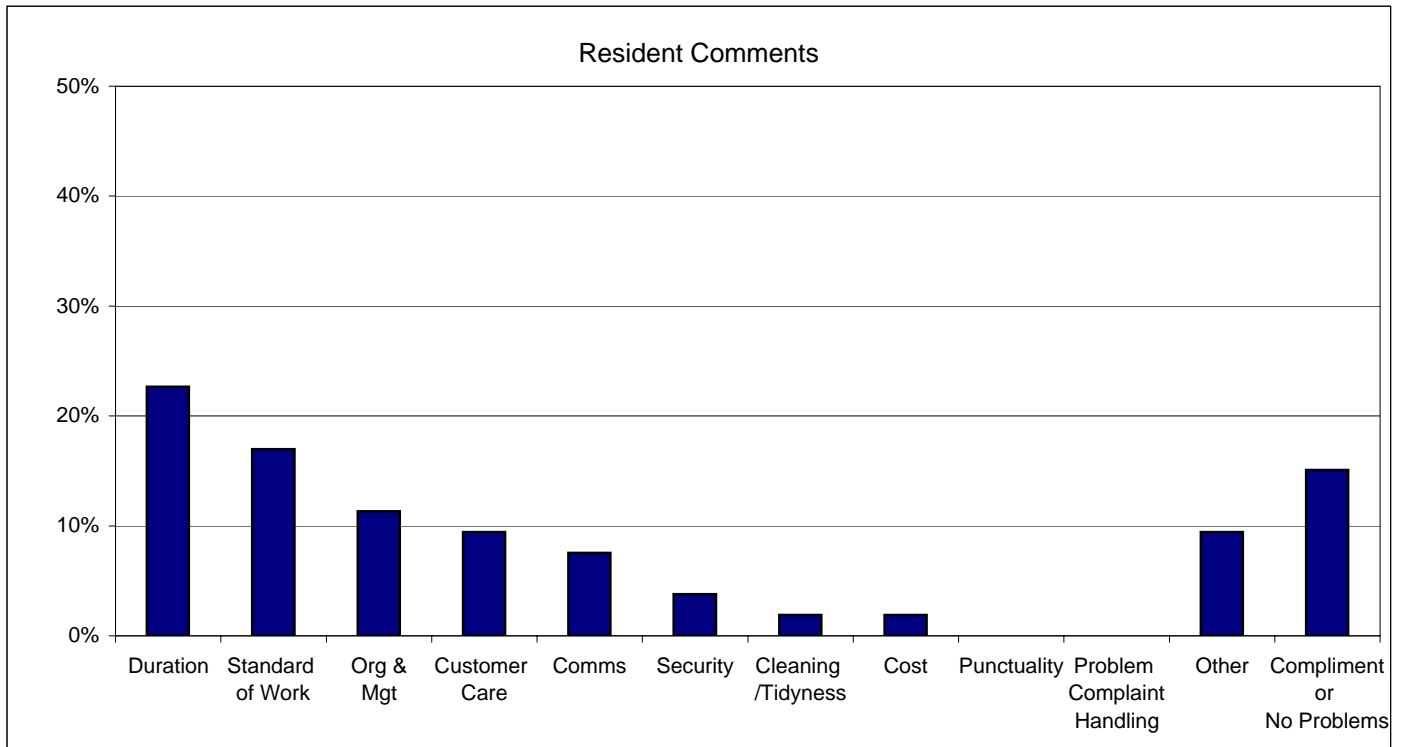
Islington HRA PFI Round 1



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: 53
Proportion of residents making comments: 30%



New breakdown

CUSTOMER SATISFACTION SURVEY
From 1st January 2007 to 31st March 2007
Islington HRA PFI Round 1



HFI OVERALL PERFORMANCE BREAKDOWN

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

New breakdown

Quarter 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	78%

Prior 12 Month Period

Overall % satisfaction rating for all residents (tenants and leaseholders) with improvements to their homes	73%
Overall % satisfaction rating for all residents (tenants and leaseholders) satisfied with service provided by United House	76%

Quarter Period

New breakdown

	Tenants		Lease holders	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%		77%	
Leaseholders not in backlog properties		67%		100%