

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 April to June 2006. The survey was undertaken for United House Ltd (UH) from June to August 2006 by LM Research & Marketing Consultancy Ltd (LM).

SUMMARY

This sixth survey achieved a response rate of 56%; prior surveys achieved c58%.

69% of residents were satisfied and 18% dissatisfied, overall, with the improvements to their home, with a mean question score of 75%. This shows a large increase in the proportion satisfied and a decrease in the proportion dissatisfied, overall, by comparison with properties completed between January and March 2006. This increase in satisfaction is exhibited by both tenants and leaseholders.

The increase in residents' satisfaction, overall, with the improvements has been driven by a clear increase in residents' satisfaction with the attention to detail in the improvements. However, further improvements in the 'standard of work' remain a high resident priority.

51% of residents were satisfied and 26% dissatisfied, overall, with the service provided, with a mean question score of 69%. This shows an increase in the proportion satisfied and a decrease in the proportion dissatisfied, overall, by comparison with properties completed between January and March 2006. This improvement is exhibited by both tenants and leaseholders.

The increase in residents' satisfaction, overall, with the service provided has been influenced by an increase in residents' satisfaction with the information provided prior to and during the improvements, particularly amongst tenants. However, 'communications' has returned as the highest resident priority for further improvement.

Residents' satisfaction with problem/complaint handling, on first analysis, remains one of the lowest performing service aspects. However, when the proportion of residents who said that they had not had a problem of complaint is taken into account this becomes the best performing service aspect, exhibiting a clear increase in the proportion satisfied, by comparison with properties completed between January and March 2006.

The increase in residents' satisfaction, overall, with the service provided has also been influenced by an increase in residents' satisfaction with the keeping of time commitments, by comparison with properties completed between January and March 2006 when the proportion satisfied with this aspect reached its lowest. Although this remains one of the lowest scoring service aspects, the 'duration' of the work is no longer the residents' highest priority for improvement as it had become for residents of properties completed between January and March 2006.

Analysis of trends in overall satisfaction with the improvements and with the service, particularly the detailed aspects of 'attention to detail' and 'time commitments kept', has shown that one of the main influences on prior declines and recent increases has been the performance of the post-works certification process, particularly the now improving timeliness of its completion.

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1 BACKGROUND

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

Analysis of the equalities strands will be undertaken for future surveys, as soon as practicable after the equalities data becomes available from Hfl's telephone surveys and the customer satisfaction survey database has been appropriately restructured.

2 THIS SURVEY

2.1 Population

The population to be surveyed consisted of the 217 properties that were completed between 1st April and 30th June 2006:

- April 2006 54 • May 2006 90 • June 2006 73

57% [70%] of properties were first completions and 43% [30%] 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-September.

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

2.6 Score Breakdown in Graphs

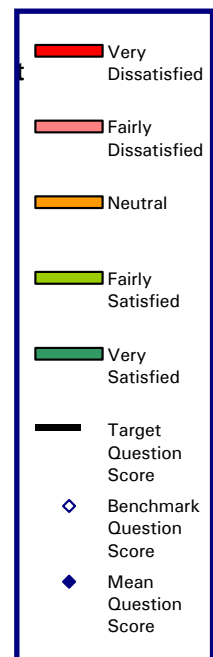
The graphs in this report show the full breakdown of performance scores from '1' (very dissatisfied) to '5' (very satisfied) for each question, as captured by LM. See the adjacent key to graph columns.

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.

Note, in the January to March 2006 survey, there were only 4 leaseholders whose properties were part of the re-work programme. Of these four leaseholders, only one took part in the survey. Thus, results for prior 'Leaseholder Re-work Completions' have been omitted from the graphs due to the small population and sample sizes.

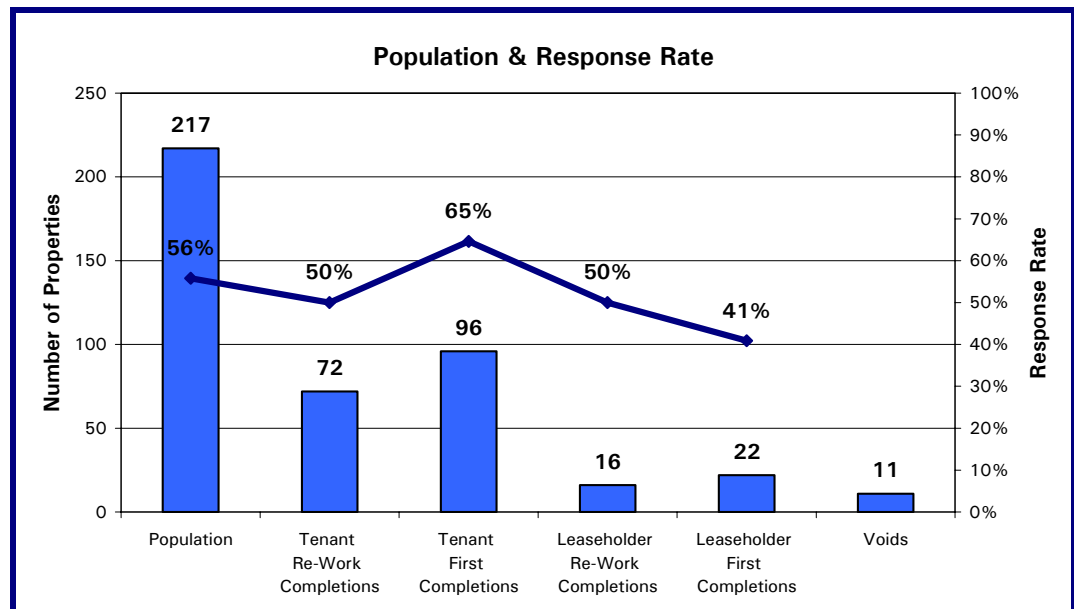


3 SURVEY AND PERFORMANCE RESULTS

3.1 Overall Survey Response

The initial population to be surveyed consisted of 217 properties, as described in Section 2.1, 'Population' above.

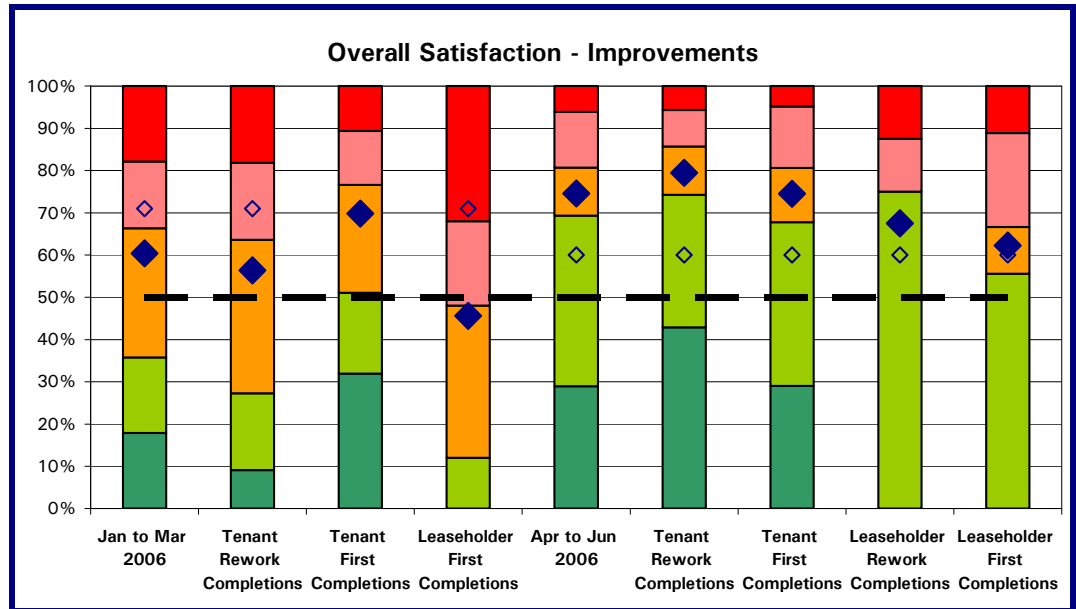
- 11 properties were voids.
- All other residents had valid contact information; thus, all remaining properties could be surveyed; equivalent to a general survey rate of 95% [100%].
- 91 residents could not be contacted or did not want to participate in the survey.
- 115 residents provided valid survey responses; equivalent to a general response rate of 56% [58%].
- 44 residents of rework properties and 71 residents of first completion properties provided valid survey responses, equivalent to response rates of 50% and 60%, respectively.



3.2 Overall Performance

3.2.1 Improvements

69% [36%] of residents were 'fairly satisfied' or 'very satisfied' overall with the improvements to their home, against 19% [34%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 75% [60%].

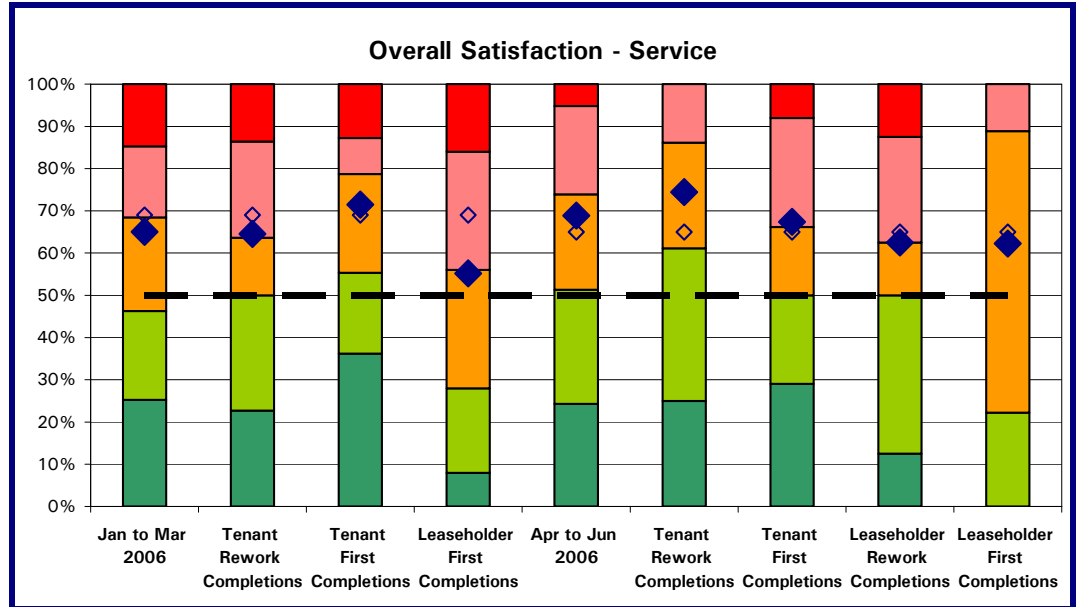


68% [51%] of first completion tenants were satisfied overall with the improvements to their home, with a mean question score of 75% [70%].

20% [22%] of residents provided comments. The greatest driver of their dissatisfaction with the improvement works, at 48%, was the lack of attention to detail. Other factors included: outstanding work, at 17%, the resident would have preferred other work/products to be done/used, at 13%, etc.

3.2.2 Service

51% [46%] of residents were 'fairly satisfied' or 'very satisfied' overall with the service provided by United House's staff, against 26% [32%], who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 69% [65%].



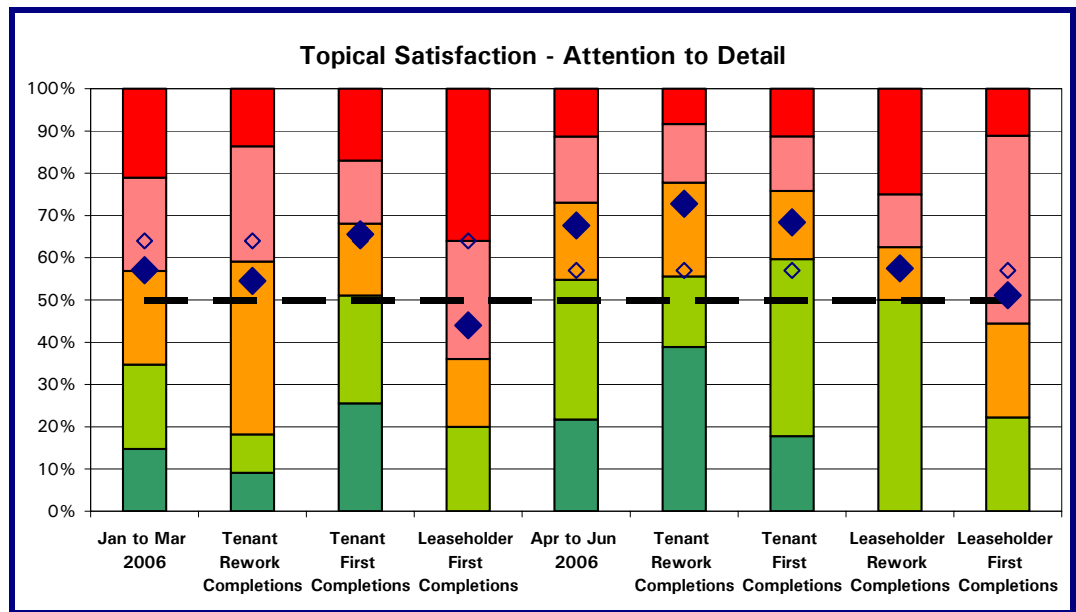
50% [55%] of first completion tenants were satisfied overall with the improvements to their home, with a mean question score of 67% [71%].

24% [30%] of respondents provided comments. The greatest driver of their dissatisfaction with the service provided, at 25%, was the standard of information received. Other factors included: problem/complaint handling, at 21%, staffing, at 21%, protection of belongings, at 18%, etc.

3.3 Individual Aspect Performance

3.3.1 Attention to Detail

In assessing the improvements to their home, 55% [35%] of residents assessed the attention to detail as 'fairly good' or 'very good', against 27% [43%] who assessed the attention to detail as 'fairly poor' or 'very poor'; giving a mean question score of 68% [57%].



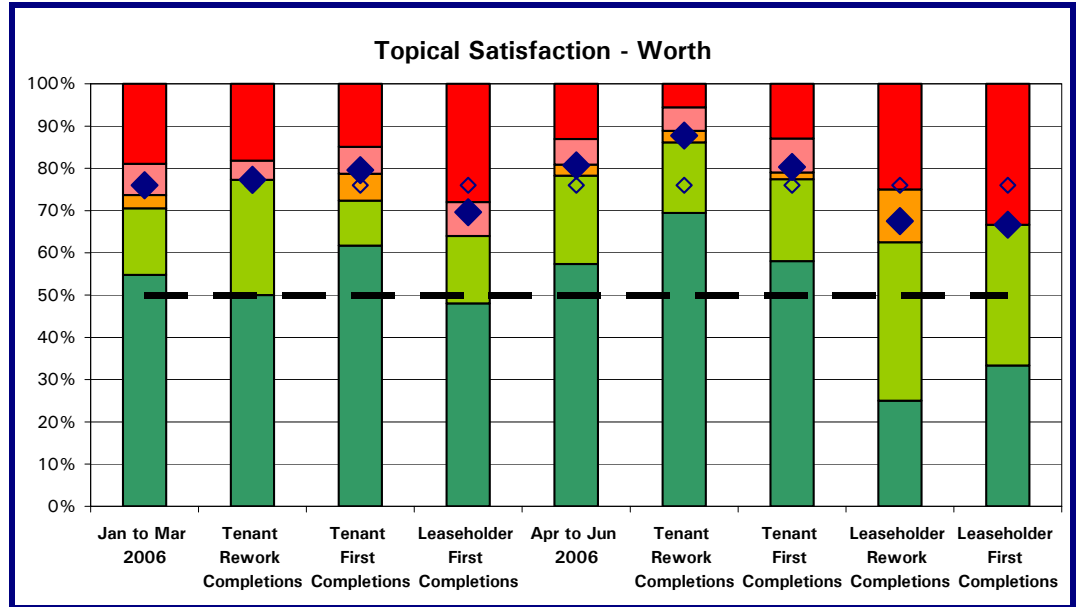
60% [51%] of first completion tenants were satisfied with the attention to detail, with a mean question score of 68% [66%].

23% [31%] of respondents provided comments. The majority of comments concerned the finishing of work. In particular, greatest drivers of their dissatisfaction with the attention to detail were incorrect siting of electrical sockets or loose wiring, at 23%, and the poor standard of painting, at 19%.

There has been a clear improvement in performance, and a reduction in the comments made in response to this particular question. However, 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 remains an important aspect for further improvement.

3.3.2 Worth

Taking into account the disruption, 78% [71%] of residents considered that the improvements were 'probably' or definitely worthwhile, against 19% [26%] who considered that they were 'probably' or definitely not worthwhile; giving a mean question score of 81% [76%].

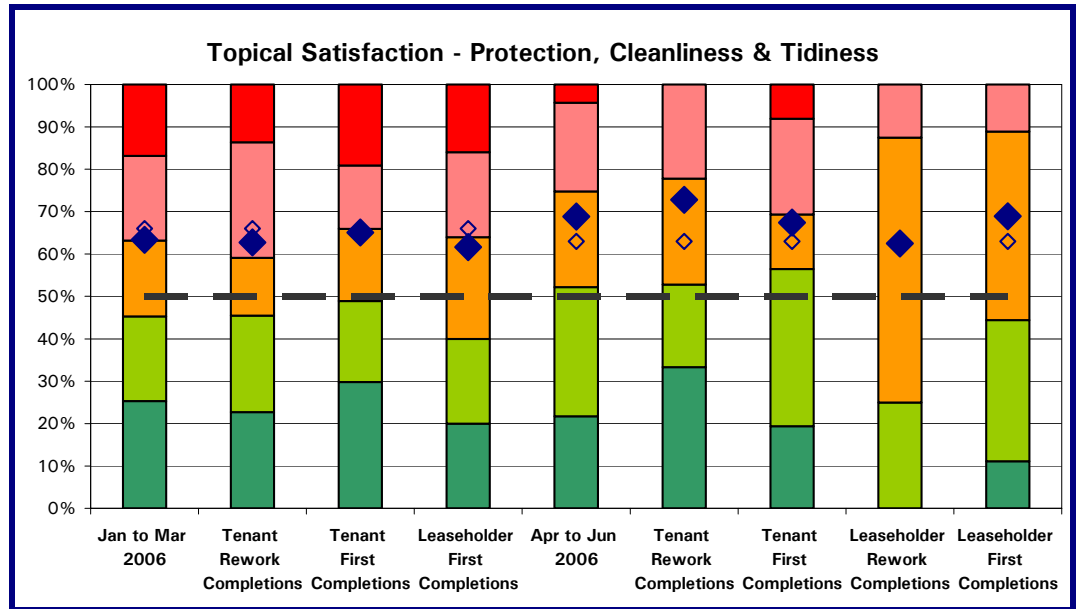


77% [72%] of first completion tenants considered that the improvements were worthwhile, with a mean question score of 80% [80%].

20% [40%] 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 works were not wanted, thought to be necessary, or worth the disruption caused, at 22%.

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, 52% [45%] of residents were ‘fairly satisfied’ or ‘very satisfied’, against 25% [37%] who were ‘fairly dissatisfied’ or ‘very dissatisfied’; giving a mean question score of 69% [63%].



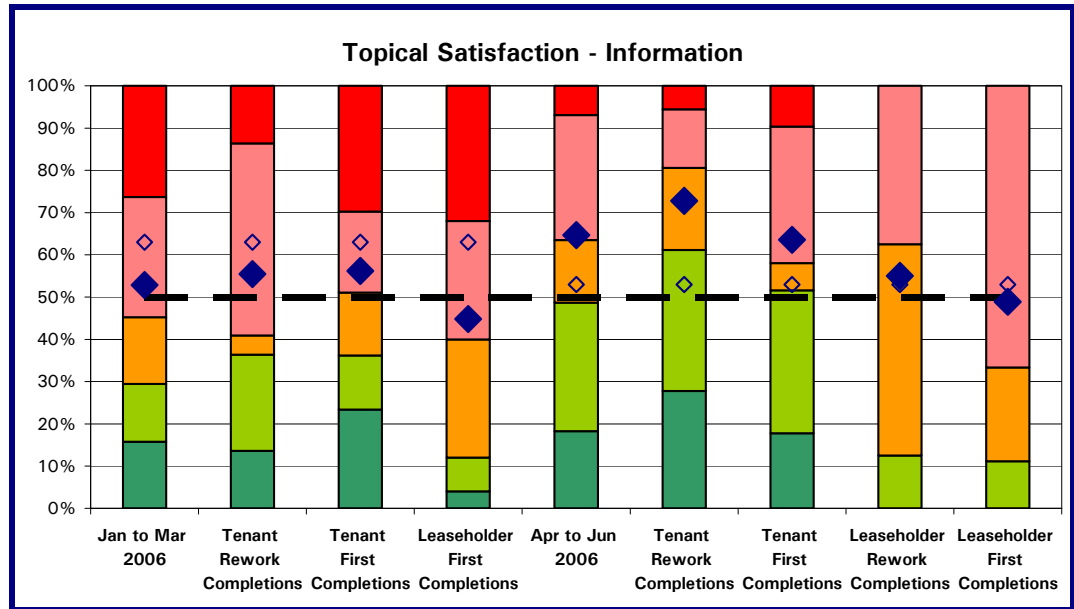
56% [49%] of first completion tenants considered that their belongings were protected, and the work carried out in a clean and tidy manner, with a mean question score of 67% [65%].

23% [19%] of respondents provided comments. The greatest drivers of their dissatisfaction were the lack of adequate protection prior to the work commencing and cleanliness and tidiness during the work, both at 26%.

Comments given at the end of the survey concerning ‘cleaning/tidyness’, in Section 3.4, ‘Improvement Priorities’, below, 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/tidiness.

3.3.4 Information

In assessing the way in which they were kept informed prior to and during the improvements, 49% [29%] of residents were 'fairly satisfied' or 'very satisfied', against 37% [54%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 65% [53%].



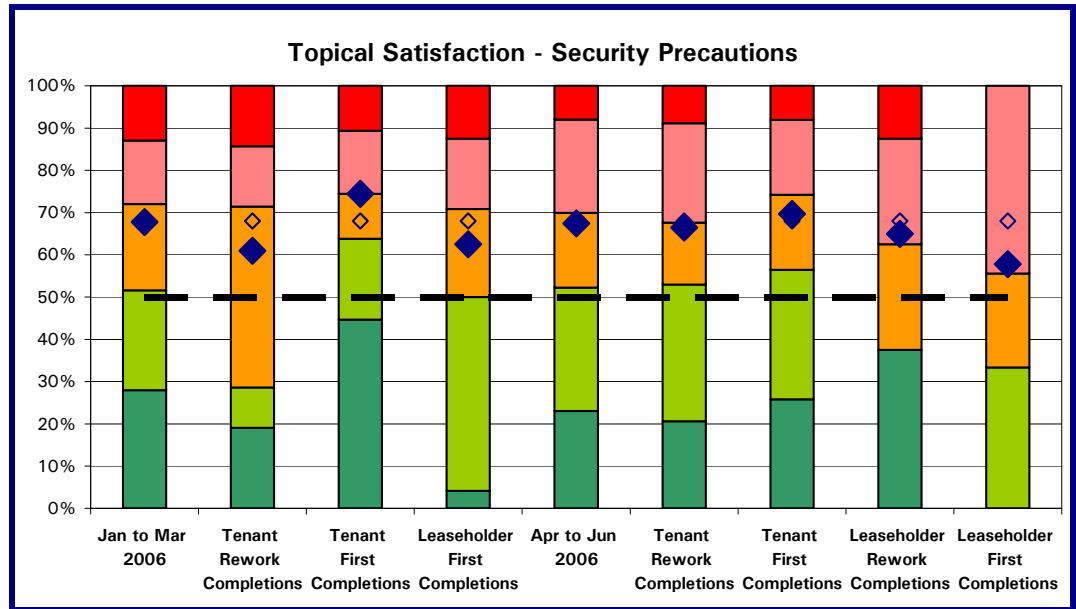
52% [36%] of first completion tenants were satisfied that they were kept informed prior to and during the improvements, with a mean question score of 64% [56%].

37% [23%] of respondents provided comments. The greatest driver of their dissatisfaction was a lack of communication before work started, at 79%.

This aspect remains one of the two lowest scoring aspects (the other being Time Commitments Kept). 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 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), 52% [52%] of residents were 'fairly satisfied' or 'very satisfied', against 30% [28%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 67% [68%].



56% [64%] of first completion tenants were satisfied with the security precautions taken, with a mean question score of 70% [74%].

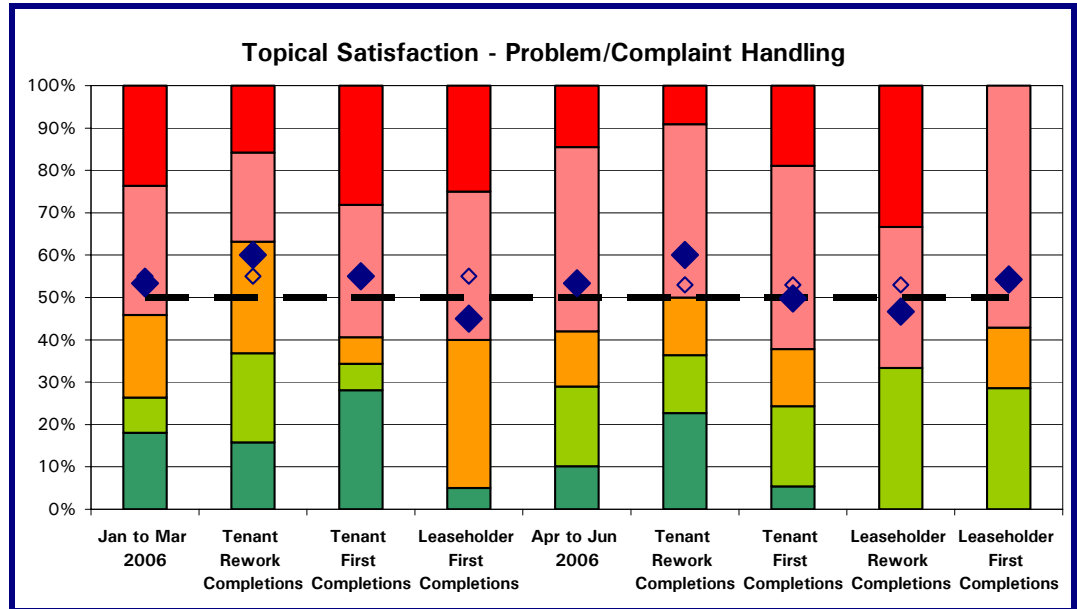
14% [15%] of respondents provided comments. The greatest drivers of their dissatisfaction with security were that doors and windows were left open, at 47%, and that scaffolding was left up for an excessive period, at 33%.

Comments given at the end of the survey, outlined in Section 3.4, 'Improvement Priorities', below, confirmed that the duration that scaffolding is in place, is becoming, in residents' opinion, an aspect that requires improvement.

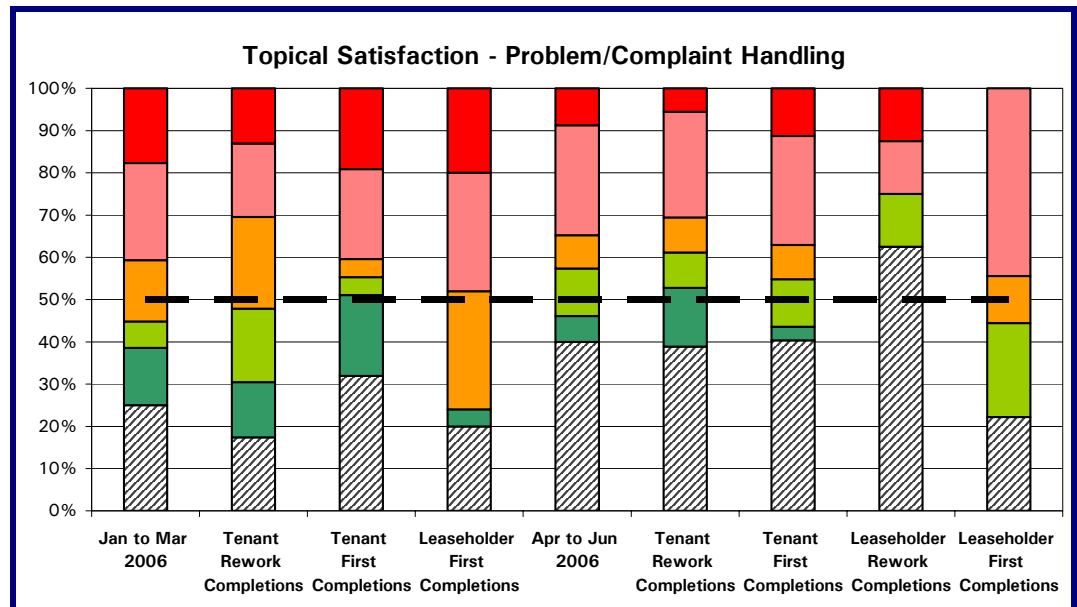
Customer Satisfaction Survey
 April to June 2006
 C124, Islington HRA PFI R1 Project

3.3.6 Problem/Complaint Handling

When asked whether they had had a problem or complaint, 40% [25%] of residents indicated that they had not had a problem or complaint. In assessing the way in which any problems or complaints were handled 29% [26%] were 'fairly satisfied' or 'very satisfied', against 57% [55%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 53% [53%].



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



Here, 57% [45%] 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 35% [41%] who did have a problem or complaint and were 'fairly dissatisfied' or 'very dissatisfied' with the way that it was handled.

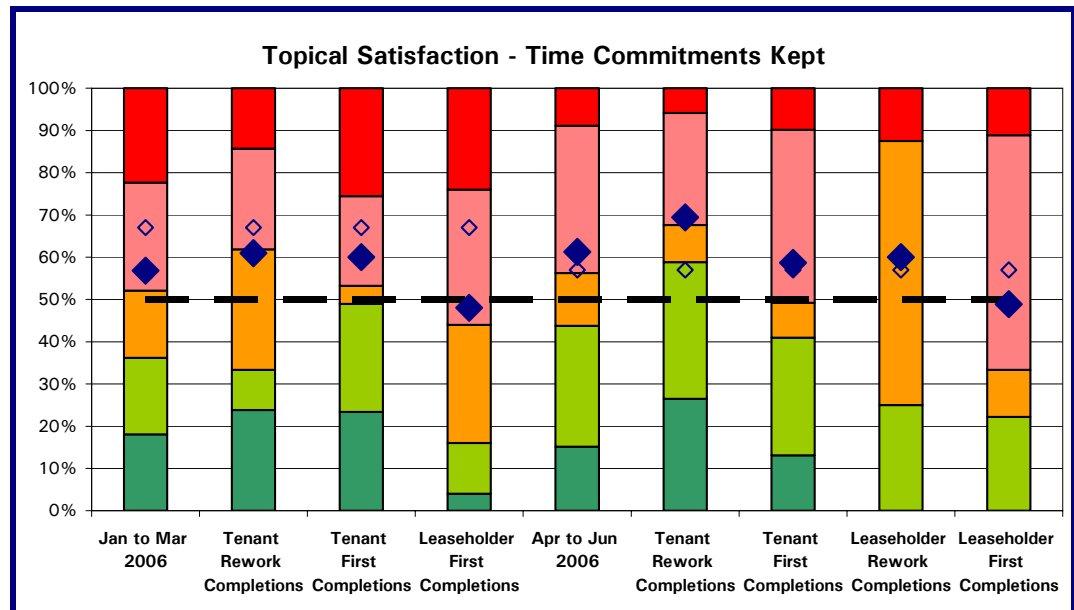
Customer Satisfaction Survey
April to June 2006
C124, Islington HRA PFI R1 Project

32% [15%] of respondents, who had a problem or complaint, provided comments. The greatest driver of their dissatisfaction with the way that their problems or complaints were handled, at 64%, was that they found it difficult to get their problem solved. Subsequently, 32% of comments concerned their dissatisfaction with the action taken to resolve the problem or complaint.

If the increasing proportion of residents who did not have a problem or complaint is not considered, this remains the lowest scoring aspects (the other being Time Commitments Kept). When comments analysed above are reviewed with those comments given at the end of the survey concerning the 'customer care', in Section 3.4, 'Improvement Priorities', below, *in residents' opinion, this is an important aspect that must be improved.*

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), 44% [36%] of residents were 'fairly satisfied' or 'very satisfied' that time commitments were kept, against 44% [48%] who were 'fairly dissatisfied' or 'very dissatisfied'; giving a mean question score of 61% [57%].



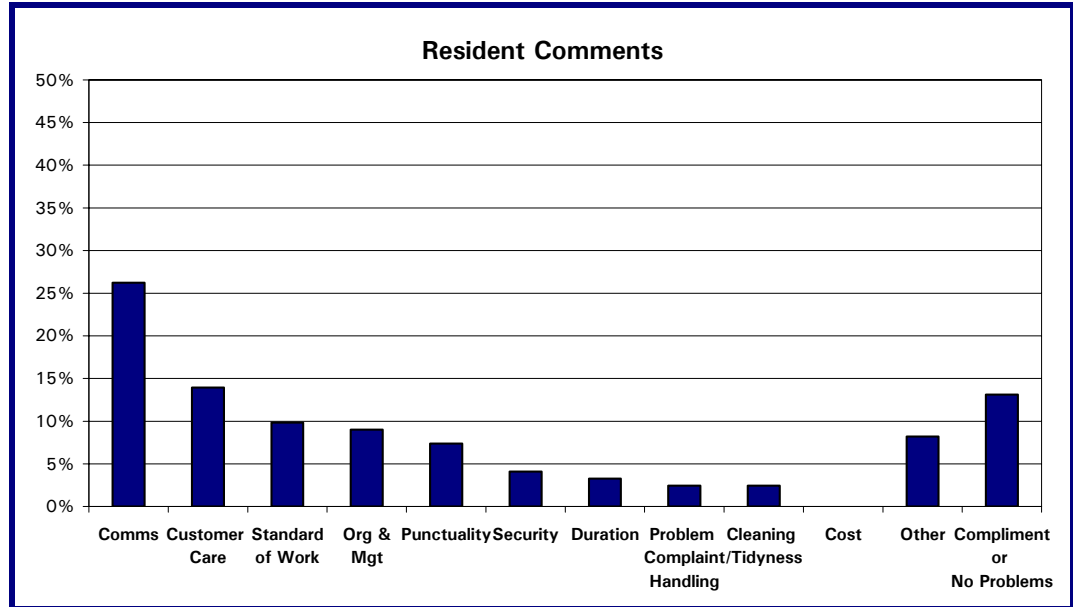
41% [49%] of first completion tenants were satisfied that that time commitments were kept, with a mean question score of 59% [60%].

11% [16%] of respondents provided comments. The greatest driver of their dissatisfaction with the keeping of time commitments, at 75%, was that the work took longer than agreed.

Note, although different from the question asked concerning commitments kept, comments given at the end of the survey concerning the overall 'duration' of the work, in Section 3.4, 'Improvement Priorities', below, indicate that the overall time taken for the improvements has now become less of a priority for improvement. This contrasts with properties completed between January and March 2006, where this had become the most important aspect for 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:

- Communications between people, not just hard information provided, at 26% [15%], which is described in more detail in Section 3.3.4, ‘Information’, above.
- Customer care issues, at 14% [4%], have become a much higher priority topic for improvement, having ranked 5th in the prior survey.
- Standard of work, at 10% [12%], which is described in more detail in Section 3.3.1, ‘Attention to Detail’, above.
- Organisation and management, at 9% [14%]. This concerned in most cases, supervision of or coordination between sub-contractors and their operatives.

The proportion of comments concerning the overall time taken for the improvements dropped to 3% [17%]. In the previous survey this issue had been the most important for improvement.

8% of comments received concerned other issues, which ranged from scaffolding being left up for an extended period (4 instances), giving priority to tenants with children, “everything”, etc.

13% [12%] of comments received specifically indicated that there were no particular items that required improvement or provide a compliment, for example: “everything was excellent”, “very happy with everything”, “it all ran very smoothly”, etc.

4 HFI OVERALL PERFORMANCE BREAKDOWN

Quarter Period

Overall % satisfaction rating for all residents (tenants and leaseholders) with improvements to their homes	69%
Overall % satisfaction rating for all residents (tenants and leaseholders) satisfied with service provided by United House	51%

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	54%

Quarter Period

	Tenants Satisfied with Improvements	Leaseholders Satisfied with Improvements	Tenants Satisfied with Service	Leaseholders Satisfied with Service
Tenants in backlog properties	74%		61%	
Leaseholders in backlog properties		75%		50%
Tenants not in backlog properties	68%		50%	
Leaseholders not in backlog properties		56%		22%

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Rev 1, 20th September 2006