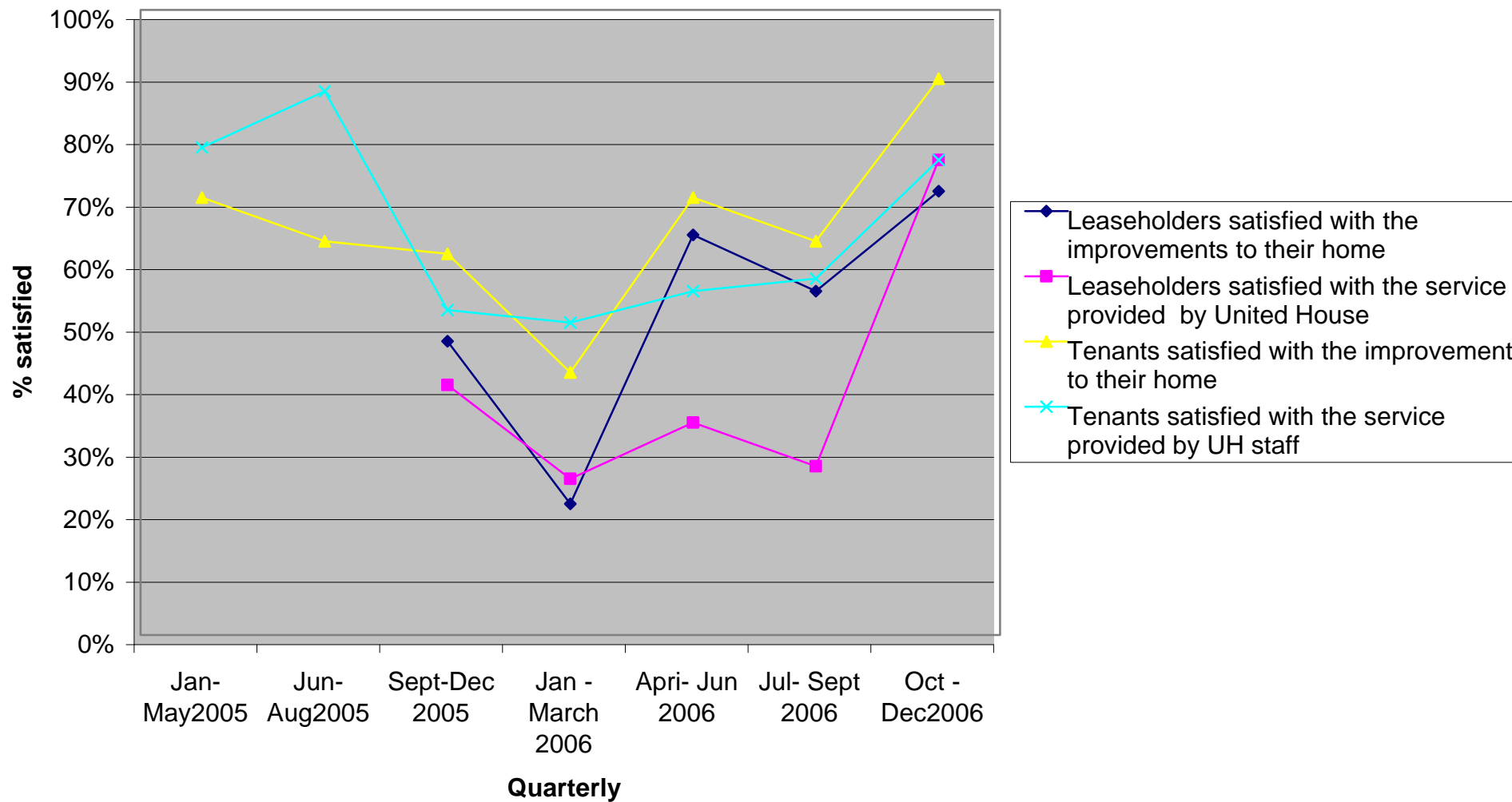
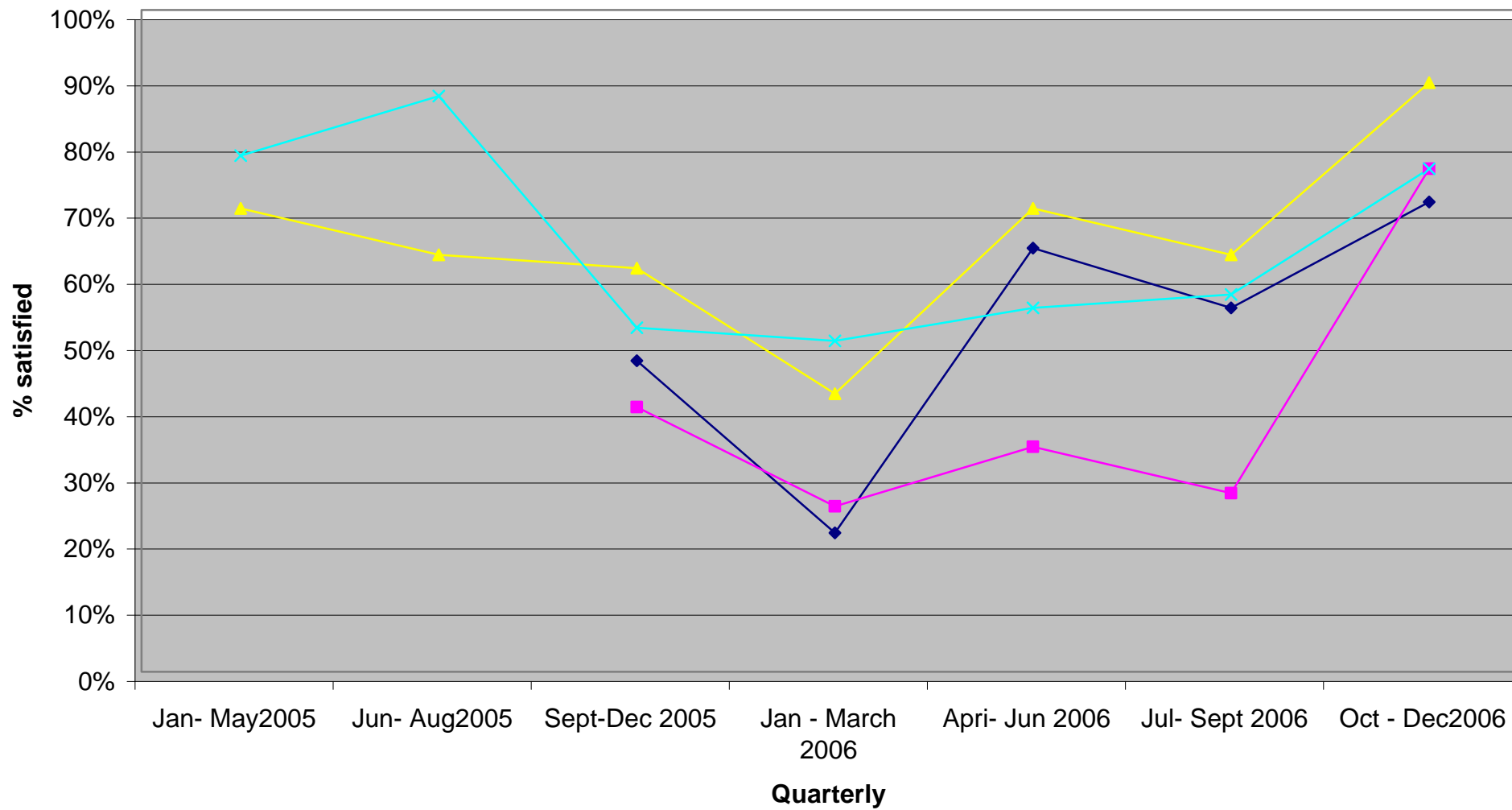
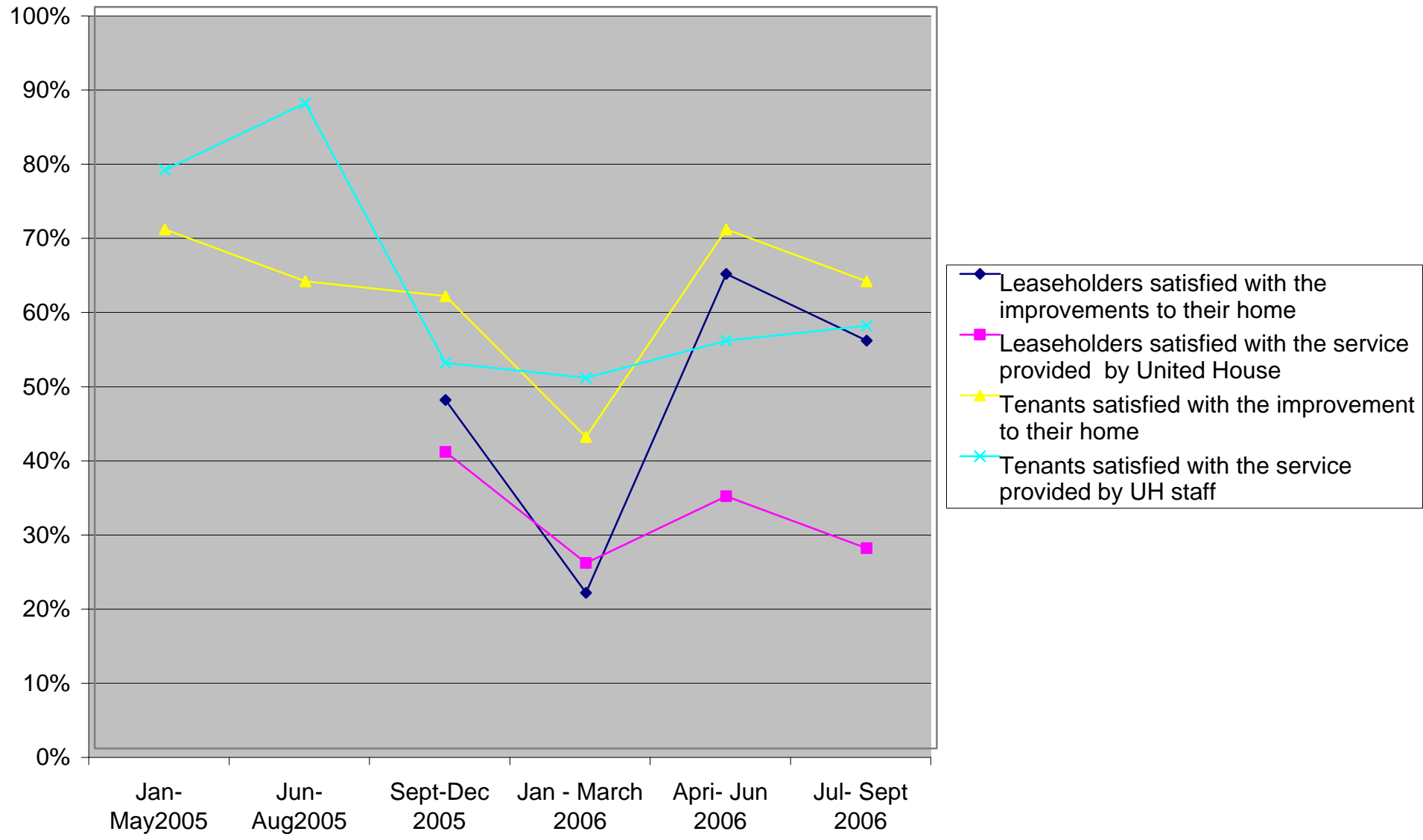


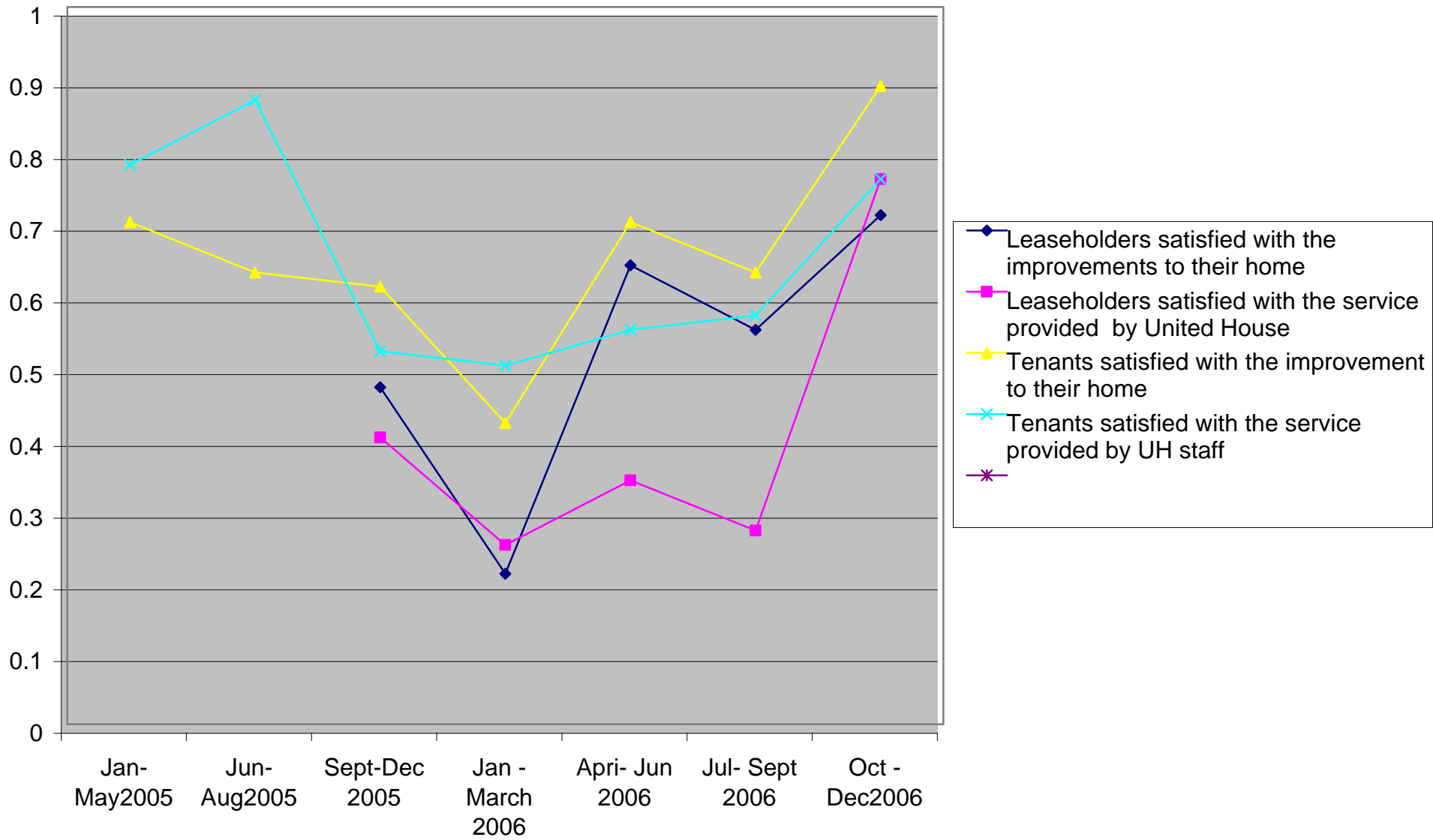
Overall satisfaction with the Works programme 2005/6

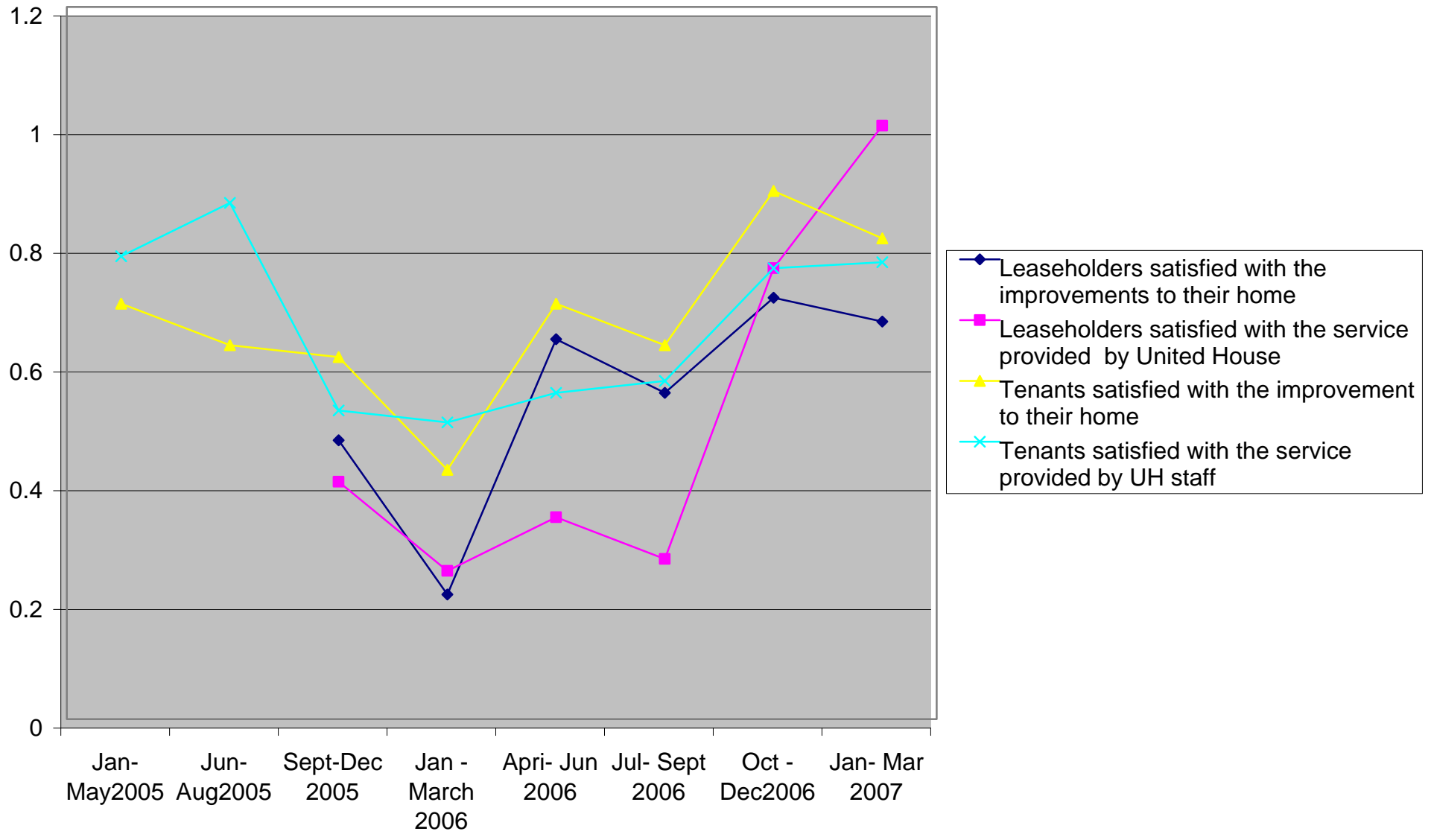


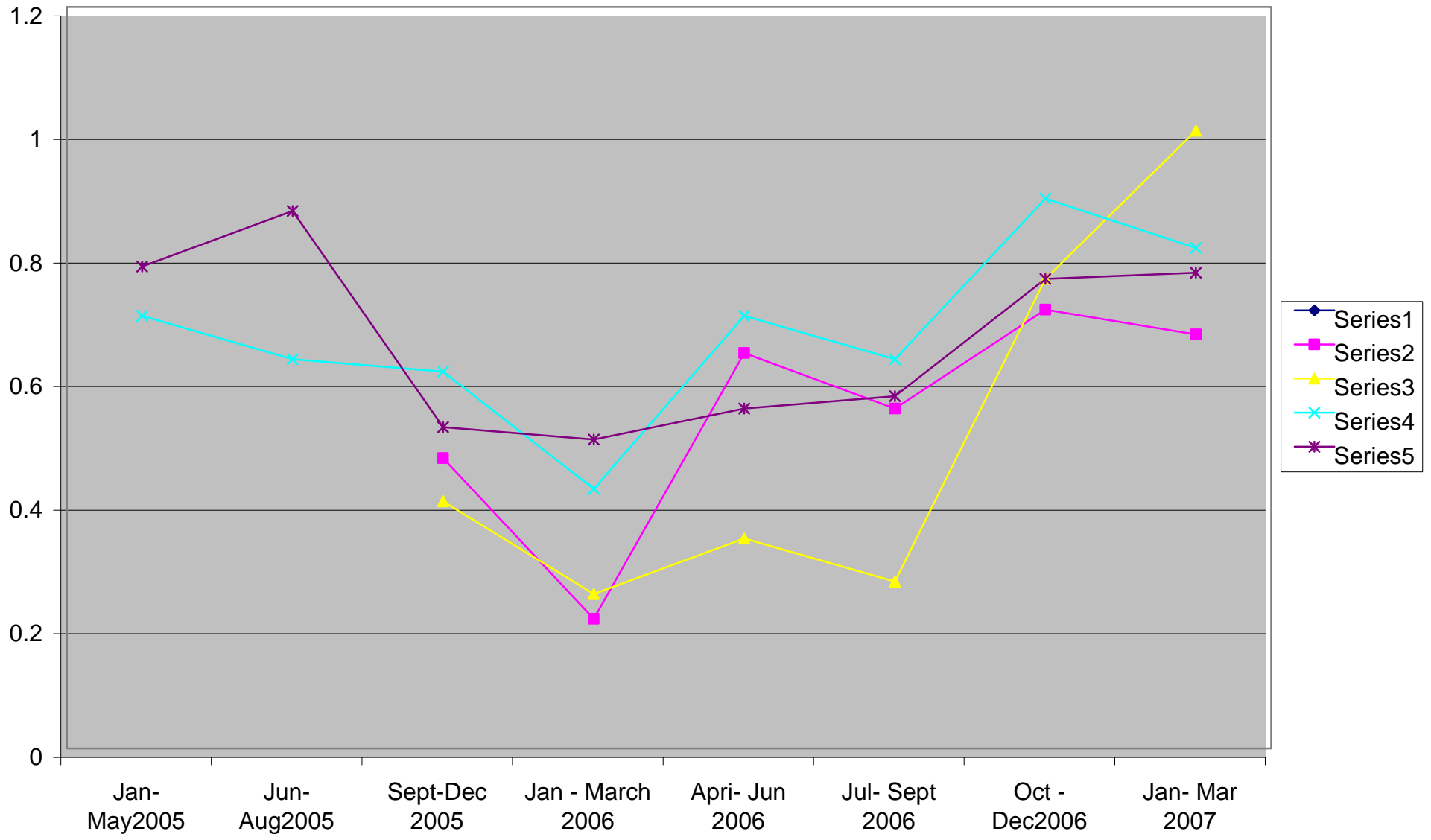
Overall satisfaction with the Works programme 2005/6



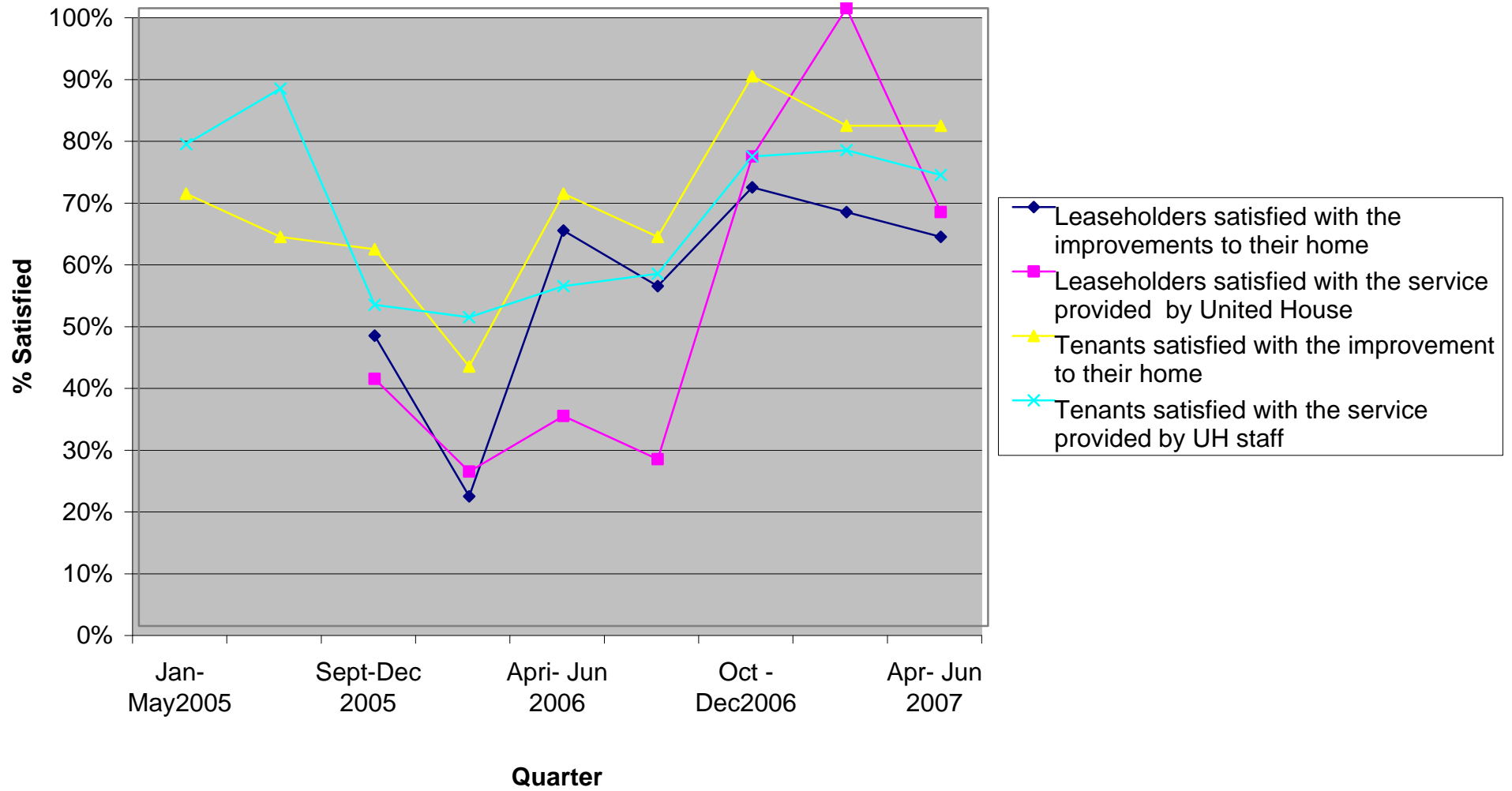








Resident satisfaction with the Works PFI 1



Jan- May2005

Leaseholders satisfied with the improvements to their home	
Leaseholders satisfied with the service provided by United House	
Tenants satisfied with the improvement to their home	70%
Tenants satisfied with the service provided by UH staff	78%

Jun- Aug2005 Sept-Dec 2005 Jan - March 2006 Apr- Jun 2006 Jul- Sept 2006

	47%	21%	64%	55%
	40%	25%	34%	27%
63%	61%	42%	70%	63%
87%	52%	50%	55%	57%

Oct - Dec2006 Jan- Mar 2007 Apr- Jun 2007

71%	67%	63%
76%	100%	67%
89%	81%	81%
76%	77%	73%