

TITLE: RESULTS OF THE TENANT AND LEASEHOLDER SATISFACTION SURVEY

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1. Purpose

- 1.1 To present Forum members with the results of the 2007 Tenant and Leaseholder Satisfaction Surveys.

2. Recommendation

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| 2.1 To note the report. |
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3. Background

- 3.1 The council is required to carry out a satisfaction survey of its tenants. The government stipulates that this must be done at least every 3 years. In 2006 all authorities were instructed to carry out a survey so that national comparisons can be made in April 2007.
- 3.2 This is the fourth survey the council has carried out since January 2001. In previous years the survey had assessed tenant satisfaction only. This year leaseholders (including shared owners) were also surveyed. Primarily this was because there had been no previous statistically sound survey of leaseholders and shared owner's views and the Housing Inspectorate recommended one being done as soon as possible. It therefore made sense to carry out the two surveys at the same time.

4. The 2006 Surveys

- 4.1 The format of the tenant survey is strictly prescribed by government using what is known as the STATUS model. By using this standard survey comparisons can be made across all social landlords, including registered social landlords. Audited figures for comparative purposes across all social landlords will be available later in the year. The leaseholder survey is not prescribed but follows the STATUS model quite closely.

- 4.2 This surveys were carried out by ORC International after a competitive tendering process. The Executive Summary of their report is shown in the appendix. The full report is available from the Tenants Resource Centre, from the Tenant Involvement webpage or from the Tenant Participation Manager.
- 4.3 In summary the tenant survey shows slow but steady increasing satisfaction with the housing service. Because this is the first leaseholder survey it is not possible to make comparisons over time. There are areas for improvement, particularly around service charges and how we deal with enquiries. The Executive Summary gives more details.
- 4.4 The Housing Management Team are analyzing the report and will devise an action plan based on the survey findings. This action plan will be reported to a later meeting of the Housing Forum. Comparison with other authorities will be carried out when the national results are published in April.
5. **Conclusion**
- 5.1 The results of the survey show that tenants are increasingly satisfied with the housing service. The leaseholder survey will form the benchmark against which future progress can be measured. There are areas for improvement and these will be the focus of an action plan currently in preparation and that will be reported back to the Housing Forum at a later meeting.

Background Papers: Results of the 2006 Tenant Satisfaction Survey.