



STATUS Survey Report September 2008

Customer Research Team

Business Improvement

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Contents

Executive Summary.....	3
Key Findings.....	3
Suggestions for Areas of Focus.....	4
Introduction.....	5
Data Sources.....	5
Methodology.....	5
Definitions.....	6
Resident Profile.....	7
Results.....	8
Comparison of Satisfaction with other ALMOs.....	37
Analysis.....	38
Conclusion.....	50
Feedback Proforma.....	51

Executive Summary

STATUS is an industry standard questionnaire developed by the National Housing Federation. By conducting this survey ENEHL meets the Department of Communities and Local Government and Housing Corporation requirements for conducting satisfaction surveys.

This questionnaire and report collates tenant satisfaction in the following business areas: Contact with ENEHL, Housing Services, Communication and Information, Repairs and Maintenance, Anti-Social Behaviour, and Tenant Participation Compacts.

A weighted population sample of 10,000 tenants were sent a 54 question postal survey. A 17% response rate was achieved, (1658 returns). 78% of respondents were satisfied with the overall service provided by ENEHL.

Key Findings

Strengths

- 78% of tenants are satisfied with the overall service provided by ENEHL.
- Satisfaction with condition of property, neighbourhood, quality of home and value for money are all above 70%.
- 85% of tenants find using one free phone number easier.
- When having repairs, 87% of tenants are satisfied with the attitude of the workers.

Challenges

- Overall satisfaction for BME tenants is 64%. Only 54% of BME tenants are satisfied that their views are being taken into account.
- When contacting us, 21% of tenants find it difficult to get hold of the right person (24% when contacting us about Anti Social Behaviour), and 32% are dissatisfied with the final outcome.
- 56% of tenants find it hard to heat their home and 23% of tenants think their family's health is affected by their current heating conditions. Both of these measures have increased significantly since the 2007 Status Survey.
- Over 25% of tenants feel that car parking, rubbish or litter, disruptive children / teenagers and drug use or dealing are problems in their area.

Suggestions for areas of focus:

- Investigate lower satisfaction for BME tenants in order to set SMART targets for improvement. (Q12, Q13, Q27, Q33)
- Target significantly lower satisfaction levels in Harehills & Chapeltown NHO area, specifically regarding quality of home, condition of property and consultation of tenants. Ensure that they understand the repairs that we are able to complete for them. Identify whether any further repair and maintenance issues are relevant to this specific NHO area that can be addressed. (Q12, Q13, Q27, Q33)
- Ensure that alternative methods of communication are offered to groups that struggle to comprehend written and numerical information. Ensure that these groups are aware that such methods of communicating with us are available. (Q30, Q31)
- Effectively promote the ways that tenants can make a real difference to the decisions made by ENEHL. (Q33)
- Instigate measures to increase the ease of tenants contacting the 'right person'. In addition, ensure that all staff have the correct information that they need to handle customers enquiries effectively with particular reference to Anti Social Behaviour, communal gardens, transfers and exchanges, and neighbours or neighbourhood issues. (Q21, Q37)
- Address the main estate problems highlighted within each neighbourhood (see Q16).
- Target preventative measures and policies at households that we have identified as more likely to experience specific problems. For example, as drug use and dealing is most frequently reported by households aged under 45, we can now target information specifically at such homes. (Q16)
- Consider alternative methods of gathering views of younger tenants and BME tenants. (Q7, Q44)
- Improve tenant feedback into decision-making processes and develop more widespread resident involvement. (Q33)
- Put in place an action plan to address the increasing problem of fuel poverty. (Q51 – Q54) This may include:
 - Pro-actively consulting about issue of fuel poverty with tenants
 - Producing more information on fuel poverty for tenants
 - Continuing to improve housing stock through Home Improvement work such as Central heating Installation, Loft Insulation, Cavity Wall Insulation, Draft Excluders
 - Identifying vulnerable residents and providing support

Introduction

This report summarises the responses to each question within the survey. Findings are then discussed, highlighting areas of both success and concern.

The Status Survey helps to improve and develop our service and assist in performance management. It is used to assess tenants' opinions about how well we're working towards our vision of enriching lives, homes and communities and core values of Decent Homes, Decent Places, Fair Access and Valuing Resources. It is also used to inform our strategic Service Improvement Plan. These actions are then incorporated into team plans for implementation.

This report is split in to two parts. The first is the graphical representation of the customer responses. Where appropriate, responses are broken down according to the six strands of equality and location of NHO :

- Gender
- Age
- Disability
- Faith
- Sexual Orientation
- Ethnicity
- NHO Area

The second part concerns trend analysis from the questions which assists in drawing conclusions about customer satisfaction and suggestions.

Data sources

Recipients were selected using information held on Orchard GUI which is ENEHL's housing stock and tenant / leasehold management system software. This system contains full details of a customer's name, address and equality data. Information from this database is extracted using the Discoverer statistical tool to create data sets.

Methodology

Population Sample – from a population of 18,839 a sample of 10,000 was used.

Weighting – ENEHL's current tenant profile is based on customer profile information extracted from Orchard GUI:

	BME	Disabilities	Gender		Age						
			Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65+
%	17	17	46	54	6	19	20	16	7	7	25

A lower response rate from BME tenants was anticipated, so the survey was sent to 20% of tenants who are of Black or Minority Ethnicity.

The sample was also selected to be representative in terms of location, with the appropriate number of tenants being chosen from each Area Panel area.

Delivery Method – 10,000 postal surveys sent via Royal Mail between the dates of 30/06/08 and 07/07/08. This ensured that responses were staggered and tenant queries were staggered.

Analysis – statistical package SPSS.

Satisfaction – calculated using dissatisfied, satisfied, and neither satisfied nor dissatisfied levels. No opinion and can't remember are calculated separately.

Reliability of results – Based on confidence level of 95%, the overall results are accurate within a maximum of 2.3%. For example, satisfaction given is 77%. If all ENEHL tenants responded, we'd be 95% confident the satisfaction would be between 74.7% and 79.3%. This is more accurate than the margin of 4% required in the Status Survey guidelines.

Definitions

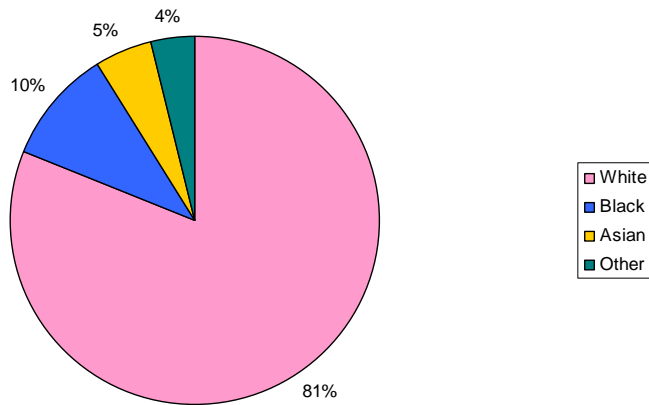
- ENEHL** – East North East Homes Leeds
- NHO** – Neighbourhood Housing Office
- OSC** – One Stop Centres
- BME** – Black Minority Ethnic
- LGBT** - Lesbian, Gay, Bi-sexual, and Transsexual.

Area Profile

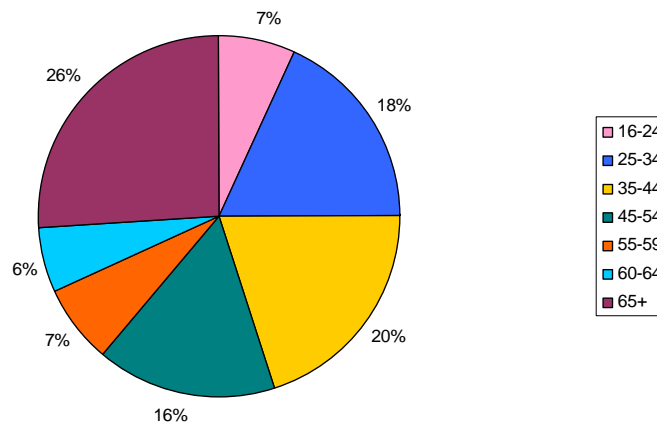
Leeds is a successful and vibrant city that has effectively managed the transition from a declining industrial city to a modern, broad-based commercial centre regarded as the most important financial, legal and business service centre outside of the city of London. Leeds is the second largest metropolitan district in England and the ENEHL area is home to around 200,000 people living in just under 90,000 households. Of these just under 22% of the households live in homes managed by ENEHL.

From the community profile monitoring we carried out, we know this information about our tenants:

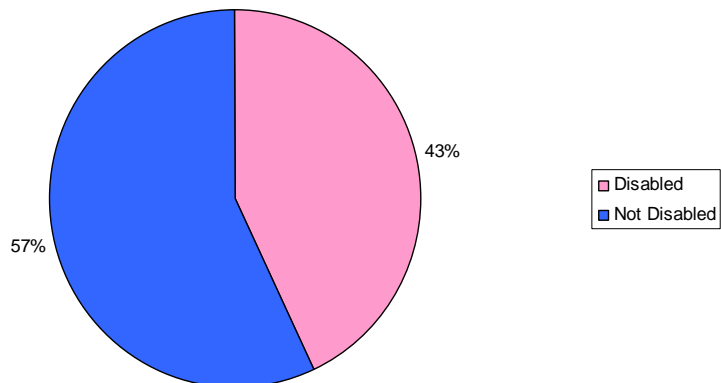
Ethnicity



Age



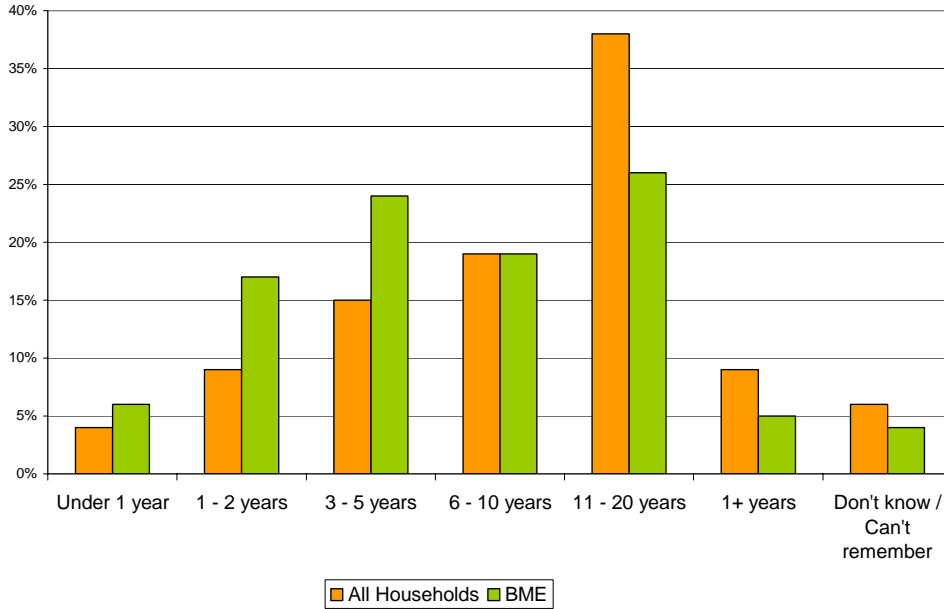
Disability



Results

INFORMATION ABOUT YOUR HOUSEHOLD

1. How long have you / your household been a tenant of ENEHL? (1566 responses)



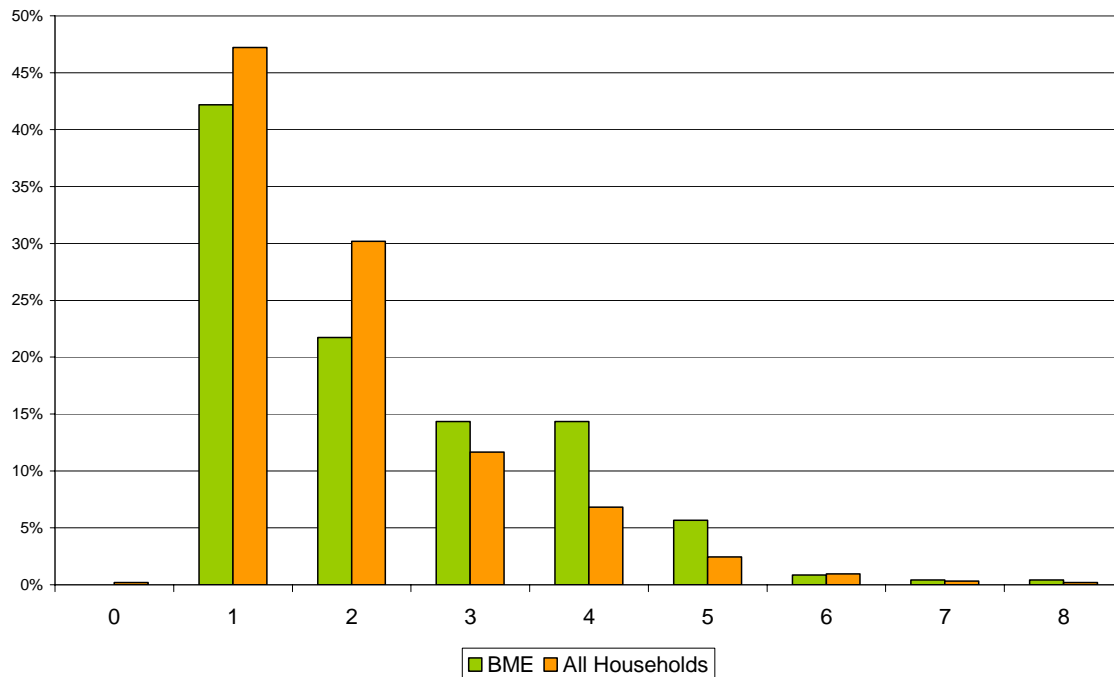
Noticeable trends: In spite of the ALMO merger that created ENEHL in 2007, most tenants consider themselves to have been a tenant of ENEHL for a considerable length of time. BME tenants are less likely than White British tenants to have been a tenant of ENEHL for more than 10 years.

2. How long have you / your household lived in this home? (1570 responses)

- Under 1 year – 5%
- 1 – 2 years – 10%
- 3 - 5 years – 18%
- 6 – 10 years – 21%
- 11 – 20 years – 34%
- 21 years plus – 9%
- Don't know – 2%

Noticeable trends: Richmond Hill is the area least likely to have tenants staying for more than 11 years. Wetherby is the area most likely to have tenants staying for more than 11 years. White British households are more likely than BME households to have stayed in the property for more than 11 years. Christian households are more likely than Non Christian households to have stayed in the property for more than 11 years.

3. How many people live here in total? (1616 responses)



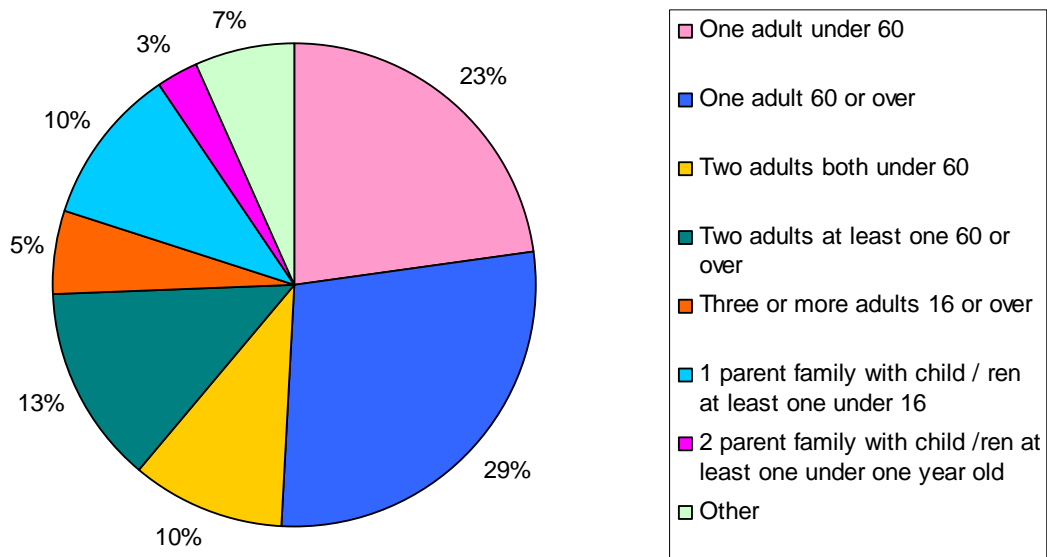
Noticeable trends: Most households contain only one adult. BME households are more likely to have two adults than all ENEHL tenancies. Single person households are most common in Moortown and Burmantofts. Larger households are most common in Seacroft South. 47% of individuals with a long term illness or disability live alone. Those aged over 45 more frequently live alone.

5. How many people living in your household are aged 60 or over? (1521 responses)

- 0 – 47%
- 1 – 38%
- 2 – 15%
- 3 – <1%
- 4 – 1%
- 5 – <1%
- 6 – <1%

Noticeable trends: The majority of households do not contain a person aged over 60. Seacroft North most frequently has households with tenants aged over 60. Halton Moor is least likely to have household members aged over 60. BME households less frequently contain residents over the age of 60.

6. How would you describe the composition of your household? (1546 responses)

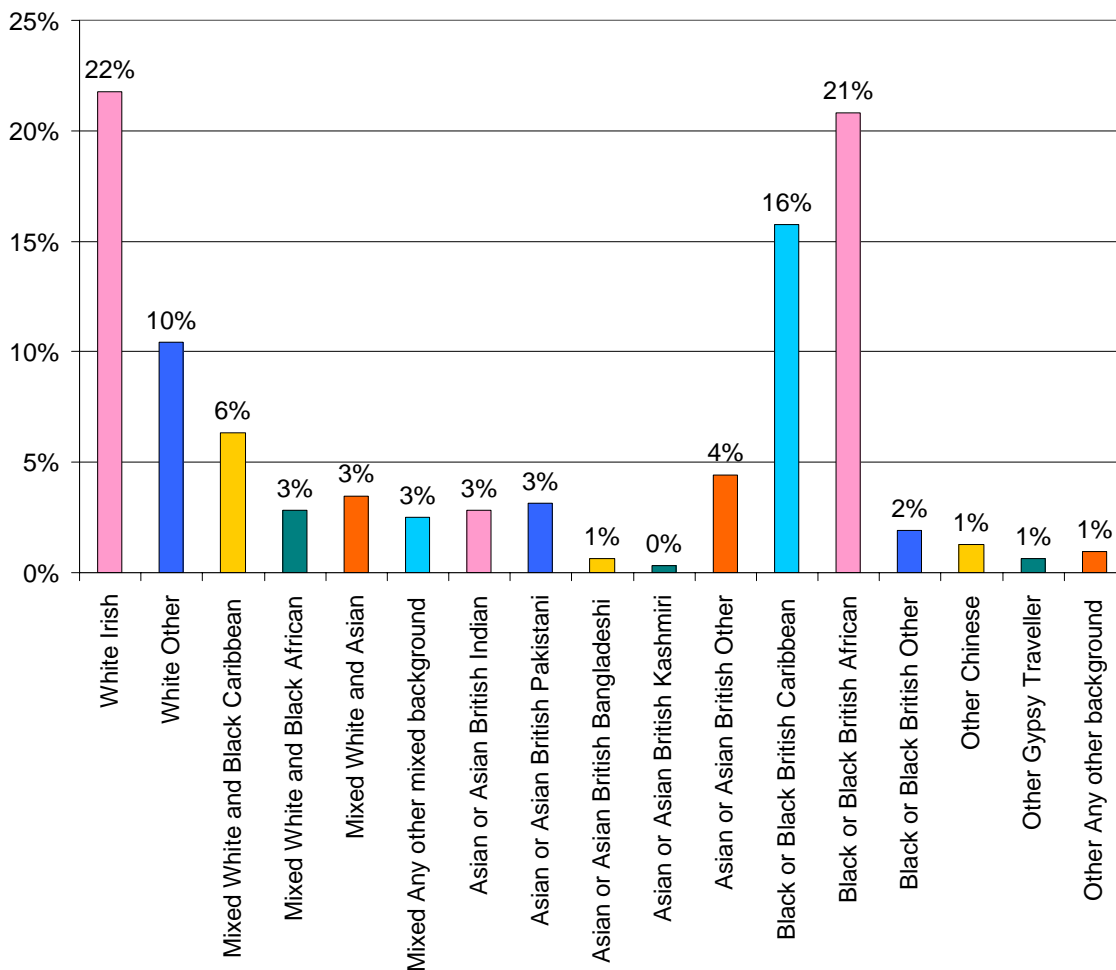


Noticeable trends: Single adults under 60 are most frequently found in Burmantofts. Families with children under 16 are most frequently found in Gipton.

7. To which of these groups do your household consider that you belong?
(2141 responses¹)

White British - 85%
BME - 15%

Non-White British Ethnicities



Non-White British ethnicities

Noticeable trends: By comparing responses with our community profile monitoring, it is possible to identify that there were good response rates from Black or Black British Caribbean / African and 'White Other' tenants. However there were low response rates from Asian or Asian British Pakistani and 'Asian Other'. For more detailed profiling information of the ENEHL area, please see our community profile monitoring reports.

¹ The question asked for response by lead tenant and by joint tenant. These responses have been added together to generate this graph.

8. Does anyone in your household have any long term illness, health problems or disability which limits their daily activity or the work they can do, including any problems due to old age? (1609 responses)

Yes – 38%
 No – 62%

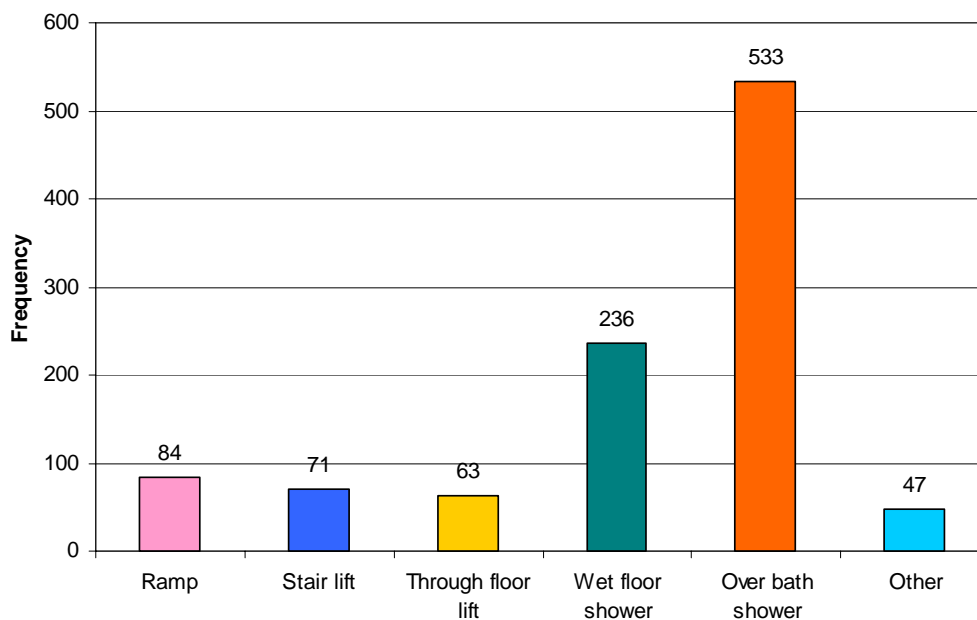
Noticeable trends: Respondents from Seacroft South and Gipton are more likely to have such a long term illness. 53% of White British Households have such an illness, compared to only 37% of BME households. 29% of households aged under 45 have a long term illness, compared to 60% of households aged over 45. 86% of respondents with a long term illness or health problem do not use a wheelchair.

9. Does anyone in your household use a wheelchair? (1598 responses)

Yes – 4%
 No – 96%

Noticeable trends: Wheelchair users typically live in Seacroft South, Wetherby, and Gipton.

10. Does the property have any of the following adaptations?



Noticeable trends: An appendix will be provided detailing properties with adaptations.

11. Is there anyone in this household who does not currently need an adaptation, but may within the next 5 years? (1368 responses)

Ethnicity % Yes	Age % Yes	Gender % Yes	Disability % Yes	Sexuality % Yes	Religion % Yes
Non BME: 23%	Under 45: 7%	Male: 24%	Disabled: 41%	Hetrosexual: 23%	Christian: 27%
BME:17%	45 plus: 29%	Female: 21%	Not disabled: 5%	LGBT: 20%	Non Christian: 14%

Yes – 22%
No – 88%

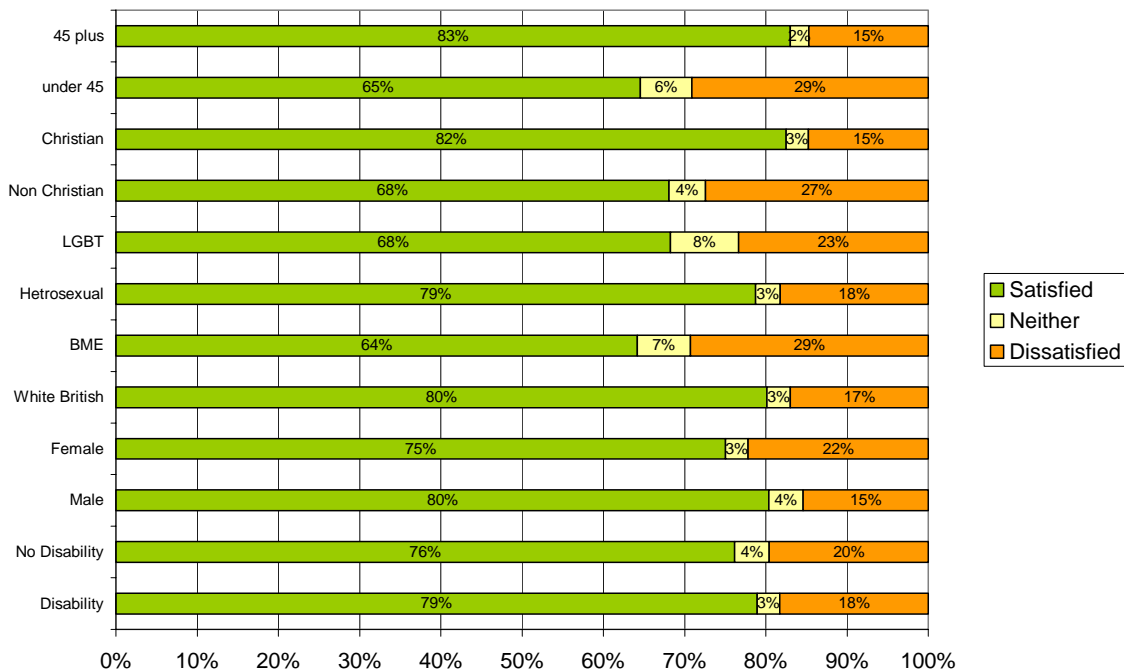
Noticeable trends: Those Housing Office areas most frequently anticipating help are Seacroft North, Seacroft South, and Gipton.

HOUSING AND SERVICES

12. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by ENEHL? (1590 responses)

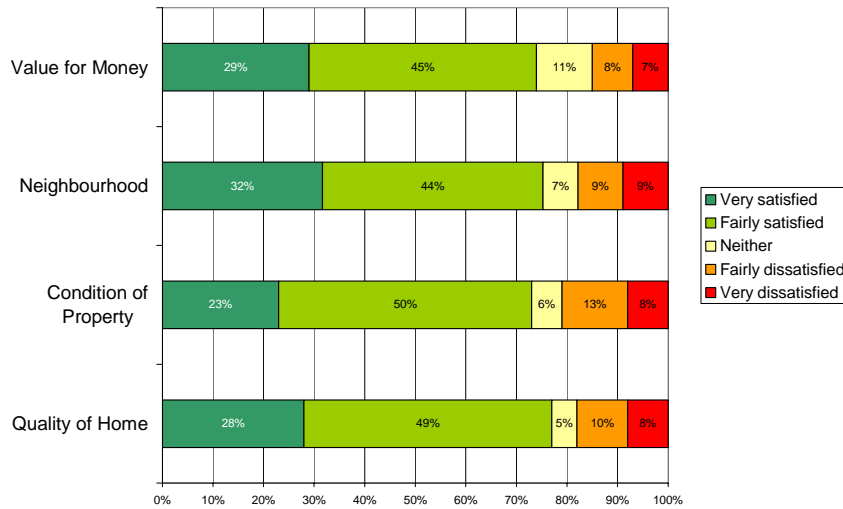
Ethnicity % Satisfied	Age % Satisfied	Gender % Satisfied	Disability % Satisfied	Sexuality % Satisfied	Religion % Satisfied
Non BME: 80%	Under 45: 65%	Male: 80%	Disabled: 79%	Hetrosexual: 79%	Christian: 82%
BME:64%	45 plus: 83%	Female: 75%	Not disabled: 76%	LGBT: 68%	Non Christian: 68%

Very satisfied – 27%
 Fairly satisfied – 50%
 Neither satisfied nor dissatisfied – 3%
 Fairly dissatisfied – 9%
 Very dissatisfied – 10%



Noticeable Trends: 52% of respondents from Harehills & Chapeltown are satisfied with the overall service we provide. Every other NHO records satisfaction of at least 70%.

13. Overall, how satisfied or dissatisfied are you with the following? (1581 responses)

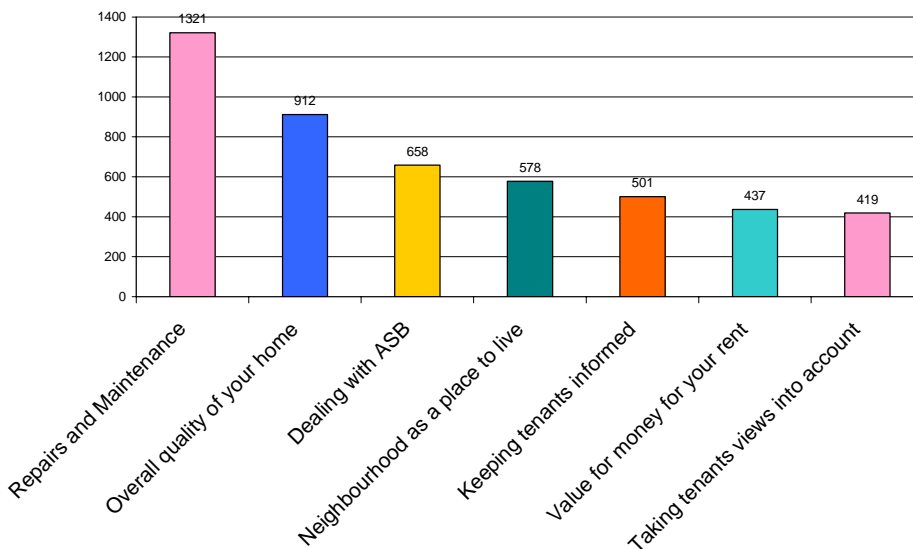


Noticeable Trends: White British respondents are more likely to be satisfied with the overall quality of their home than BME respondents (80%, compared to 62%). Those under 45 are less likely to be satisfied with the quality of their home, than those over 45, (60%, compared to 84%).

White British respondents are more likely to be satisfied with their neighbourhood as a place to live than BME respondents, (78% compared to 65%). Those under 45 are less likely to be satisfied with their neighbourhood as a place to live than those over 45, (61% compared to 82%).

59% of those under 45 were satisfied with the value for money of their rent. 80% of those over 45 were satisfied with the value for money of their rent.

15. Of the following, which do you consider to be the three most important?



Noticeable Trends: There are no noticeable trends when comparing this information with monitoring information.

16. To what extent are any of the following a problem in your neighbourhood?



Noticeable Trends:

Noisy neighbours are more likely to be a problem for non Christian households, and those aged under 45. Disruptive children and teenagers are more likely to be a problem for those aged under 45. Racial or other harassment is more likely to be a problem for BME households, and non-Christian households. Other people damaging your property is more likely to be a problem for BME households, and households aged under 45. Drug use and drug dealing is most frequently a problem for households aged under 45. 'Other crime' is more frequently a problem for LGBT households, BME households, and for those aged under 45.

The problems have been reported by NHO area, and this information is available as an appendices. Graphs show the percentage of respondents reporting the issue as a problem.

CONTACT WITH EAST NORTH EAST HOMES LEEDS

17. Have you contacted your landlord within the last 12 months? (1586 responses)

Yes (go to question 18) – 73%

No (go to question 26) – 19%

Can't remember (go to question 26) – 8%

Noticeable Trends: There are no noticeable trends when comparing this information with monitoring information.

18. How did you last contact your landlord? (1275 responses)

Phoned – 62%

Visited office – 33%

Wrote – 1%

E-mailed – 1%

Other – 1%

Can't remember – 2%

Noticeable Trends: There are no noticeable trends when comparing this information with monitoring information.

19. All tenants now contact us using the same 'free phone' telephone number, 0800 915 1600. Do you find using one free phone number easier? (1225 responses)

Yes – 85%

No – 15%

Noticeable Trends: There are no noticeable trends when comparing this information with monitoring information.

20. What did you last have contact about? TICK ONE BOX ONLY (1215 responses)

Repairs – 77%
Rent / housing benefit – 6%
Transfer / exchange – 3%
Neighbours / Neighbourhood issues – 4%
Garden / Communal areas – 5%
Other – 4%
Can't remember – 2%

Noticeable Trends:

LGBT respondents are twice as likely as heterosexual respondents to have contacted us about rent or housing benefit enquiries. There are no other significant trends when comparing this information with monitoring information.

21. When you last had contact, was getting hold of the right person...? (1239 responses)

Easy – 68%
Difficult – 22%
Neither – 11%

Noticeable Trends: Customers were more likely to find it difficult to get hold of the right person when contacting us about communal gardens, transfers and exchanges, and neighbours or neighbourhood issues.

Customers were more likely to find it easy to get hold of the right person when contacting us about Repairs or Rent.

There are no noticeable trends when comparing this information with monitoring information.

22. Did you find staff...? (1291 responses)

Helpful – 84%
Unhelpful – 8%
Neither – 8%

Noticeable Trends: Customers were more likely to find staff helpful when contacting us about repairs and rent. Customers were more likely to find staff unhelpful when contacting us about transfers and exchanges, and neighbours or neighbourhood issues.

There are no noticeable trends when comparing this information with monitoring information.

23. And were they...? (1218 responses)

Able to deal with your problem – 75%
Unable to deal with your problem – 18%
Neither – 7%

Noticeable Trends: Customers were more likely to find staff able to deal with their problem when enquiring about rent and repairs. Customers were least likely to find staff able to deal with their problem when contacting us about transfers and exchanges. There are no noticeable trends when comparing this information with monitoring information.

24. Were you satisfied or dissatisfied with the final outcome? (1256 responses)

Satisfied – 58%
Dissatisfied – 32%
Neither – 10%

Noticeable Trends: 58% of heterosexual respondents were satisfied with the final outcome, compared to 43% of LGBT respondents. 60% of White British households were satisfied with the final outcome, compared to 44% of BME households. 50% of those who e mailed ENEHL were dissatisfied with the final outcome, compared to 30% of those who telephoned us.

Satisfaction with the final outcome is higher where customers found it easy to get hold of the right person, and where staff were able to deal with their problem.

25. If you needed to make a complaint about a housing related issue, would you know how to? (1309 responses)

Yes – 76%
No – 24%

Noticeable Trends: There are no noticeable trends when comparing this information with monitoring information.

REPAIRS AND MAINTENANCE

26. In your opinion, which is the quickest way to report a repair? (1586 responses)

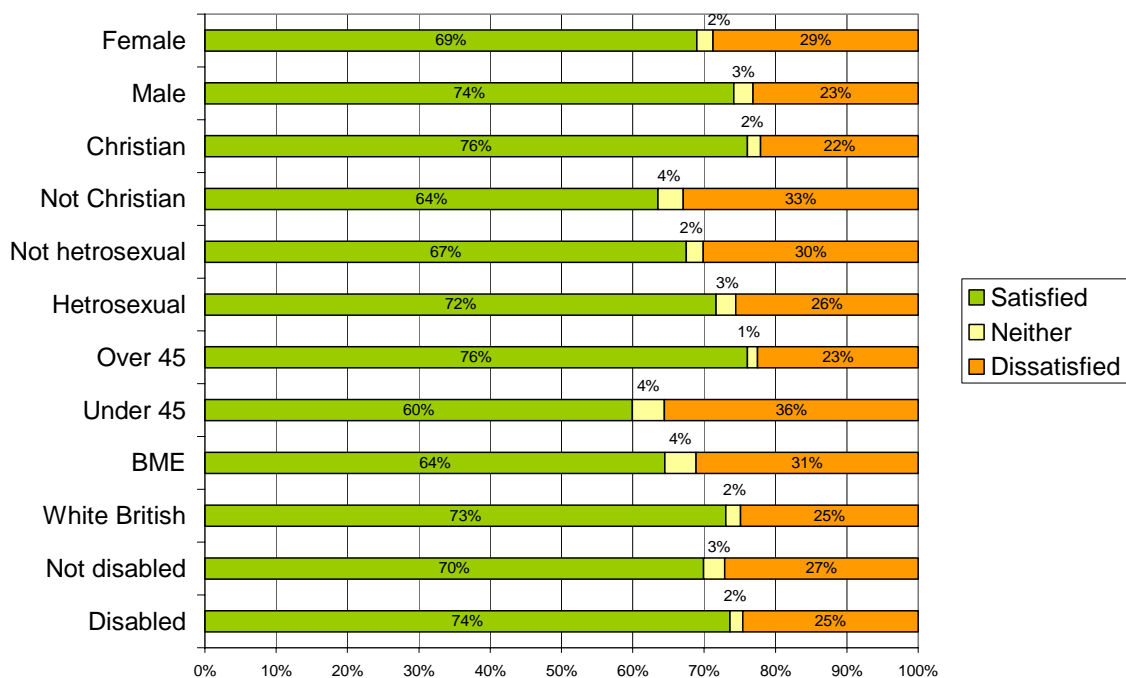
Telephoning 0800 9151600 – 59%
Visiting a Housing Office – 30%
Local Councillor – 2%
One Stop Centre – 7%
Other – 1%

Noticeable Trends: 65% of women, and 55% of men, prefer to report a repair by telephone. 35% of men, and 25% of women, prefer to report a repair at their Housing Office. Reporting repairs through the Housing Office is most popular in Burmantofts and Richmond Hill.

27. Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance? (1600 responses)

Ethnicity % Satisfied	Age % Satisfied	Gender % Satisfied	Disability % Satisfied	Sexuality % Satisfied	Religion % Satisfied
Non BME: 73%	Under 45: 60%	Male: 74%	Disabled: 74%	Hetrosexual: 72%	Christian: 76%
BME: 64%	45 plus: 76%	Female: 69%	Not disabled: 70%	LGBT: 67%	Non Christian: 64%

Very satisfied – 30%
 Fairly satisfied – 42%
 Neither satisfied nor dissatisfied – 2%
 Fairly dissatisfied – 14%
 Very dissatisfied – 12%



Noticeable Trends:

49% of households in Harehills & Chapeltown are satisfied with the way in which their landlord handles repairs and maintenance. 78% of households in Gipton are satisfied with the way in which their landlord handles repairs and maintenance.

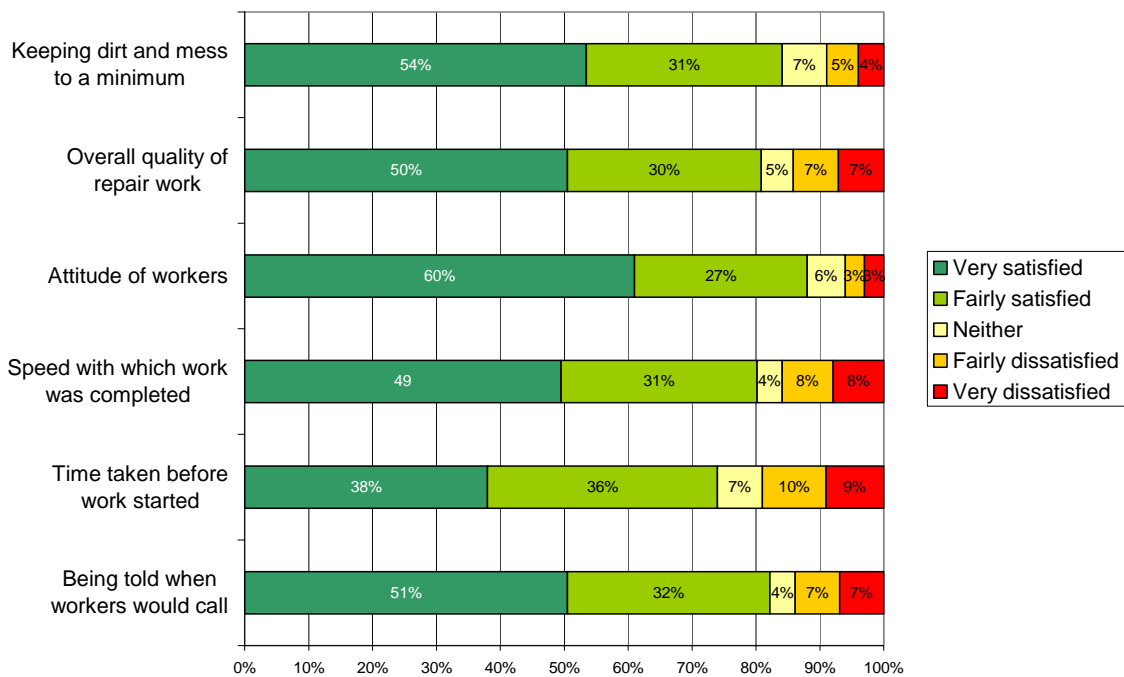
28. Have you had any repairs completed in 12 months? (1589 responses)

Yes (go to question 29) – 66%
 No (go to question 30) – 25%
 Can't remember (go to question 30) – 5%

Noticeable Trends:

There are no noticeable trends when comparing this information with monitoring information.

29. Thinking about your last completed repair, how would you rate it in terms of...?



Noticeable Trends:

There are no significant trends when comparing this information with monitoring information.

COMMUNICATION AND INFORMATION

30. How confident are you when reading and writing? (1595 responses)

Always confident – 73%
Sometimes confident – 19%
Rarely confident – 4%
Not confident – 4%

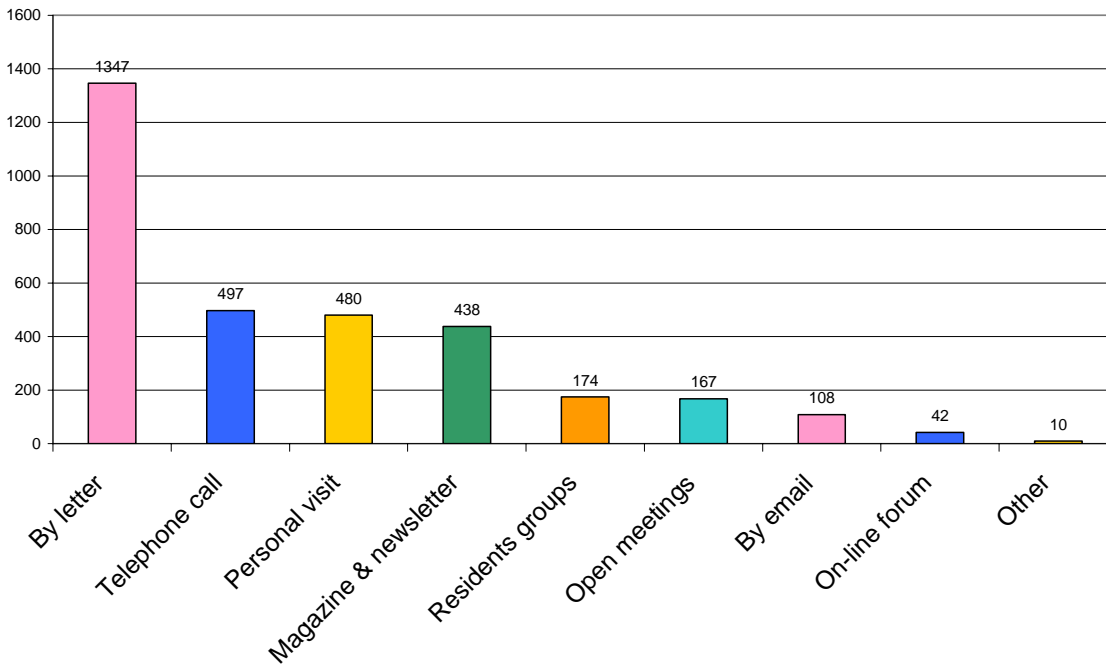
Noticeable Trends: 78% of Heterosexual respondents are always confident when reading and writing, compared to 67% of LGBT respondents. 74% of White British respondents are always confident when reading or writing, compared to 66% of BME respondents. The NHO areas with the lowest levels of respondents confident in reading and writing are Gipton and Halton Moor each with 67% of respondents always confident when reading and writing.

31. How confident are you in understanding numerical information, such as your rent statement? (1595 responses)

Always confident – 72%
Sometimes confident – 19%
Rarely confident – 3%
Not confident – 2%

Noticeable Trends: There are no significant trends when comparing responses to this question with monitoring information.

32. Which methods do you prefer your landlord to use to inform you or consult with you about issues that may affect you? TICK AS MANY BOXES AS APPLY



Noticeable Trends: People within each group monitored selected each method with which to contact the organisation.

33. How satisfied or dissatisfied are you that your views are being taken into account by ENEHL? (1539 responses)

Ethnicity % Satisfied	Age % Satisfied	Gender % Satisfied	Disability % Satisfied	Sexuality % Satisfied	Religion % Satisfied
Non BME: 69%	Under 45: 73%	Male: 70%	Disabled: 69%	Hetrosexual: 64%	Christian: 72%
BME: 54%	45 plus: 66.7%	Female: 63%	Not disabled: 64%	LGBT: 60%	Non Christian: 53%

Very satisfied – 24%
 Fairly satisfied – 43%
 Neither satisfied nor dissatisfied – 15%
 Fairly dissatisfied – 10%
 Very dissatisfied – 8%



Noticeable Trends:

43% of households in Harehills & Chapeltown are satisfied with the way that their views are taken into account. This is considerably lower than every other NHO area.

34. How good or poor do you feel ENEHL is at keeping you informed about things that might affect you as a tenant? (1548 responses)

Very good – 30%
Fairly good – 48%
Neither – 11%
Fairly poor – 7%
Very poor – 4%

Noticeable Trends: 63% of respondents from Harehills & Chapeltown NHO area consider ENEHL to be 'good' at keeping them informed, and this is considerably lower than other NHO areas. There are no significant trends when comparing responses to this question with other monitoring information.

35. Would you like to get involved with ENEHL and provide further feedback about our service to you? (1503 responses)

Yes, I would like more information about this – 32%
No, I do not require any further information about this – 68%

Noticeable Trends: 46% of respondents from Harehills & Chapeltown stated that they would like to get involved with ENEHL, and this is the highest percentage response rate from any NHO area.

54% of BME respondents stated that they would like to be involved, this is much higher than respondents of White British ethnicity (28%). 45% of LGBT respondents stated that they would like more information about this, which is much higher than respondents stating they are heterosexual, (31%). 46% of respondents under the age of 45 stated that they would like to get more involved with ENEHL, this is much higher than those aged over 45, (27%).

ANTI –SOCIAL BEHAVIOUR

36. Have you reported any Anti Social Behaviour to your landlord in the past 12 months? (1598 responses)

Yes (go to 37) – 17%
No (go to 41) – 84%

Noticeable Trends: 25% of respondents from Halton Moor NHO area had reported ASB in the last 12 months. This is the highest percentage response rate of any NHO area. Only 7% of respondents from Wetherby had reported ASB in this period. People aged under 45 were more likely to report ASB than those aged over 45.

37. When you last had contact was getting hold of the right person...? (630 responses)

Easy – 63%
Difficult – 25%
Neither – 12%

Noticeable Trends: 38% of respondents from Harehills & Chapeltown found it easy to get hold of the right person regarding ASB, and this is considerably lower than any other NHO area. There were no other significant trends when comparing responses with monitoring information.

38. Did you find the staff...? (646 responses)

Helpful – 78%
Unhelpful – 10%
Neither – 11%

Noticeable Trends: Respondents from Harehills & Chapeltown are most likely to find staff unhelpful regarding ASB enquiries. Respondents from Halton Moor are most likely to find staff helpful regarding ASB. Those aged over 45 are more likely to find staff helpful regarding ASB enquiries.

39. And were they...? (626 responses)

Able to deal with your problem – 66%
Unable to deal with your problem – 23%
Neither – 11%

Noticeable Trends: More than 70% of respondents from Wetherby and Halton Moor found staff helpful and able to deal with ASB enquiries. These are the most positive performances of any NHO area. 36% of respondents from Richmond Hill and 36% of respondents from Harehills & Chapeltown found staff unable to deal with their ASB enquiry. These are the most negative performances from any NHO area. Tenants aged over 45 are more likely to find staff able to deal with their enquiry, (70%). Tenants aged under 45 are less likely to find staff able to deal with their enquiry, (47%).

40. How satisfied or dissatisfied were you with the following aspects of how your report was handled? (570 responses)

Ethnicity % Satisfied Outcome	Age % Satisfied Outcome	Gender % Satisfied Outcome	Disability % Satisfied Outcome	Sexuality % Satisfied Outcome	Religion % Satisfied Outcome
Non BME: 56 % BME: 53%	Under 45: 38% 45 plus: 64%	Male: 56% Female: 53%	Disabled: 62% Not disabled: 47%	Hetrosexual: 52% LGBT: 50%	Christian: 64% Non Christian: 39%



Noticeable Trends:

The final outcome of your report:

Satisfaction is highest in the Halton Moor NHO area (64%), and lowest in the Richmond Hill NHO area, (43%).

Speed with which your report was dealt with:

Satisfaction is highest in the Wetherby NHO area (74%), and lowest in the Richmond Hill NHO area, (45%).

How the report was dealt with:

Satisfaction is highest in the Wetherby NHO area (82%), and lowest in the Richmond Hill NHO area, (34%).

Being kept informed:

Satisfaction is highest in the Wetherby NHO area (76%), and lowest in the Harehills &

Chapelton NHO area, (48%).

Support provided by staff:

Satisfaction is highest in the Wetherby NHO area (79%), and lowest in the Harehills & Chapelton NHO area, (42%).

Advice provided by staff:

Satisfaction is highest in Wetherby NHO area (90%), and lowest in the Harehills & Chapelton NHO area, (61%).

TENANT PARTICIPATION COMPACTS

41. Have you heard of Tenant Participation Compacts – agreements between local councils and their tenants, which set out how tenants will be involved in shaping local decisions about housing? (1529 responses)

Yes (go to 37) – 28%

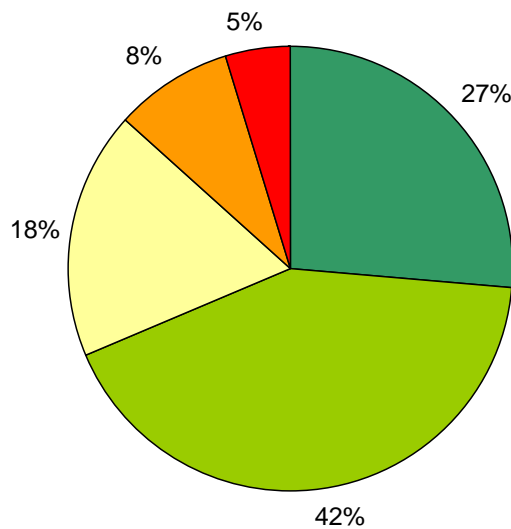
No (go to 41) – 72%

Noticeable Trends: 18% of those under the age of 45 had heard of a Tenant Participation Compact, 32% of those over the age of 45 had heard of a Tenant Participation Compact. There were no other noticeable trends when comparing the responses to this question with monitoring information.

Please note that ENEHL does not currently have any Tenant Participation Compacts. ENEHL currently has in place Estate Agreements. Respondents may be referring to previous compacts, or Estate Agreements.

42. How satisfied or dissatisfied are you with your locally agreed Tenant Participation Compact? (629 responses)

Ethnicity % Satisfied Outcome	Age % Satisfied Outcome	Gender % Satisfied Outcome	Disability % Satisfied Outcome	Sexuality % Satisfied Outcome	Religion % Satisfied Outcome
Non BME:57%	Under 45: 51	Male: 58%	Disabled: 58%	Hetrosexual: 57%	Christian: 60%
BME: 57%	45 plus: 58%	Female: 55%	Not disabled: 52%	LGBT: 56%	Non Christian: 49%



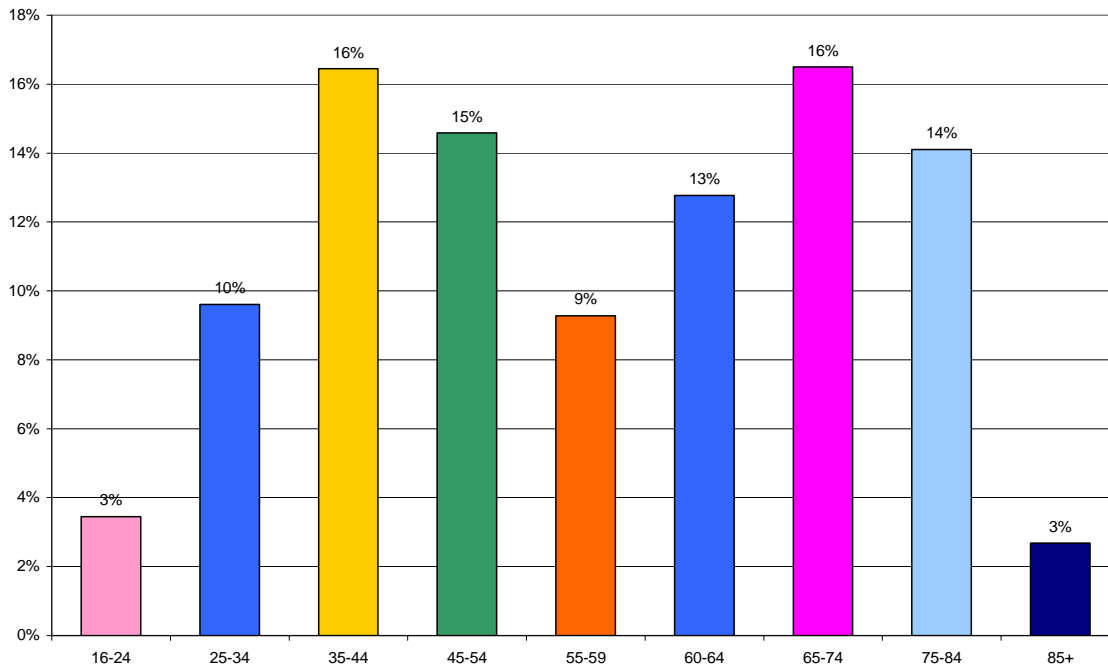
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Noticeable Trends: Higher satisfaction in Halton Moor, Seacroft North and Wetherby. Lower satisfaction in Harehills & Chapeltown and Richmond Hill.

43. Is there anything else you would like to say about your home and/or the services provided by ENEHL?

This question invited a written response from tenants. These responses are detailed in the appendices.

44. Age (Responses: 2091²)



Noticeable trends: Seacroft North has the highest quantity of respondents aged 16-24. Moortown and Seacroft North both have the highest quantity of respondents aged 85 plus. All gay men and women are aged under 64. No respondent aged over 74 receives earnings from employment. Self employed respondents are most frequently aged between 34 and 54.

45. Gender (Responses 2044³)

Male – 45%

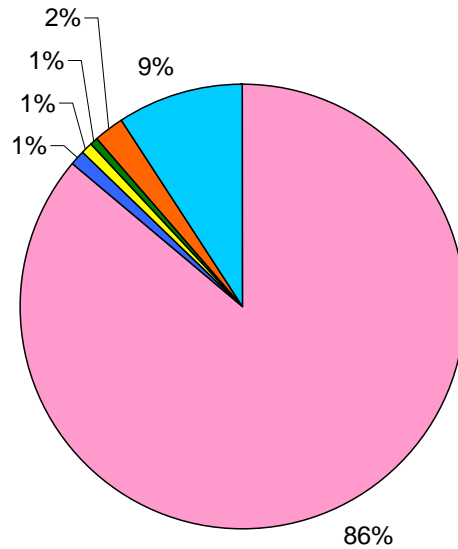
Female – 54%

Noticeable trends: Moortown has the lowest percentage of male tenants, Burmantofts has the highest percentage of male tenants. 62% of males are in full time employment, compared to 38% of females. Females are more likely to be in part time employment, or caring for another person.

² The question asked for response by lead tenant and by joint tenant. These responses have been added together to generate this graph.

³ The question asked for response by lead tenant and by joint tenant. These responses have been added together to generate this graph.

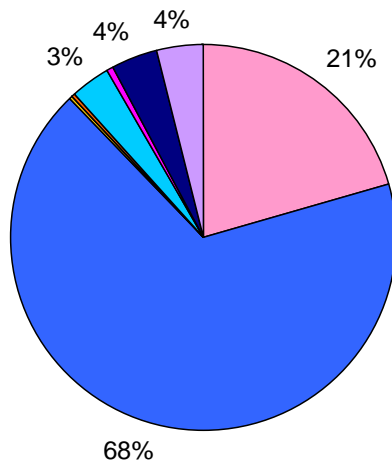
Question 46. **Sexuality** (Responses 1596⁴)



Hetrosexual
 Bisexual
 Gay man
 Gay woman
 Other
 Prefer not to say

Noticeable trends: No respondents from Wetherby, or Seacroft South identified themselves as a gay man or gay woman or as bisexual.

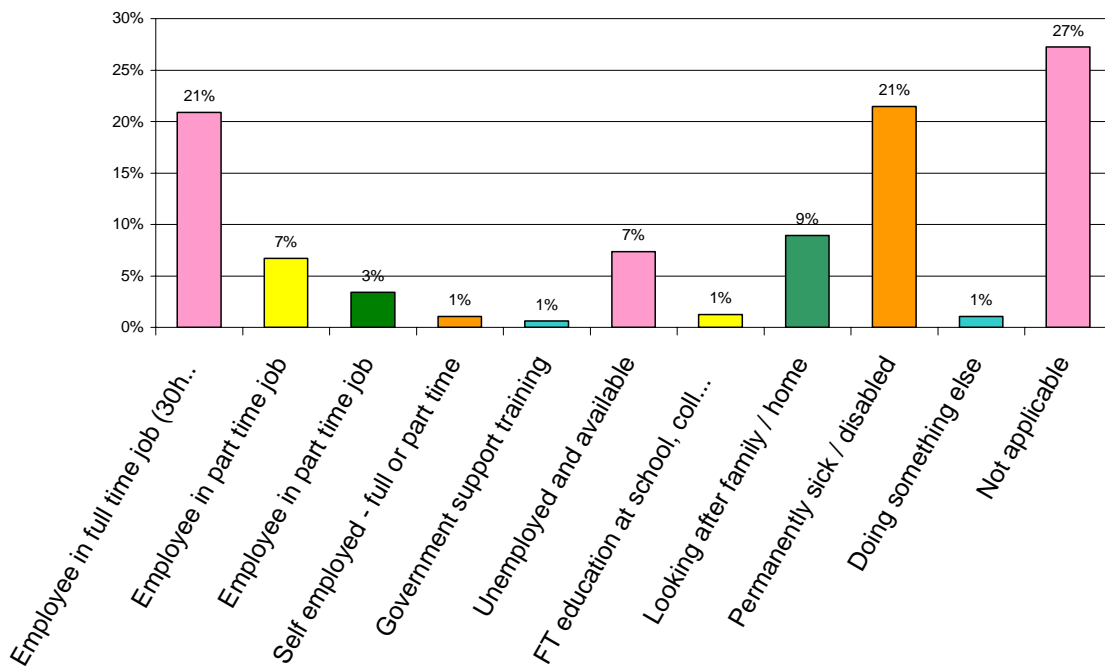
Question 47. **Religion** (Responses 2004)



None
 Christian
 Buddhist
 Hindu
 Jewish
 Muslim
 Any other religion
 Prefer not to say

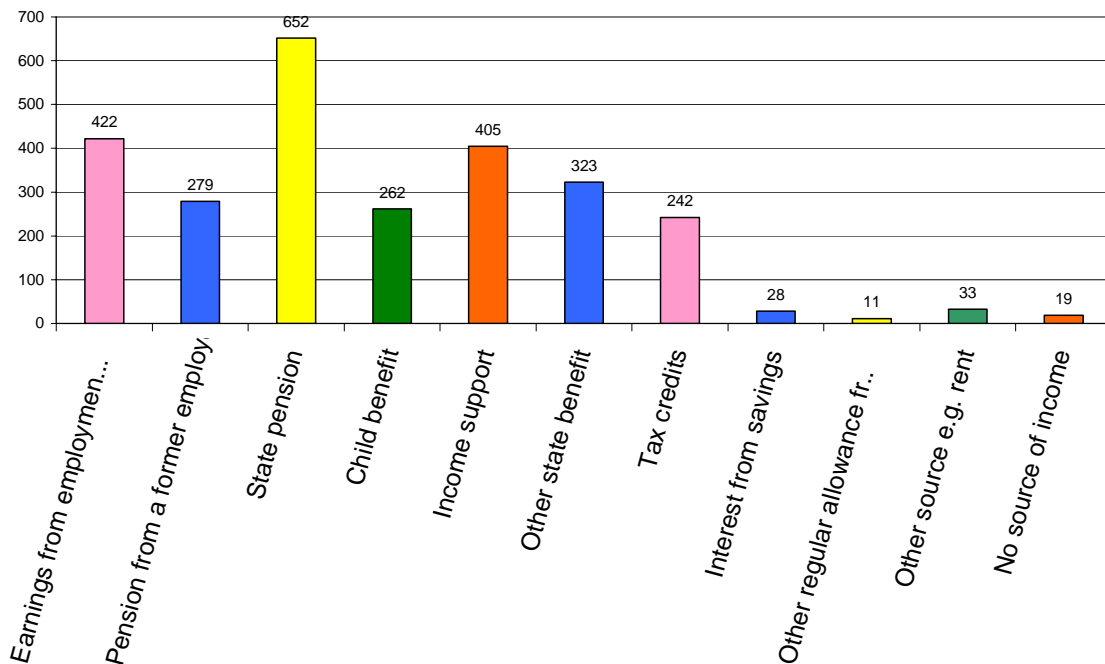
Noticeable Trends: 95% of people of no religion are White British. 89% of Christians are White British, and 6.1% of Christians are Black or Black British African. 21% of Muslims are White British, 21% of Muslims are Black or Black British African, 16% of Muslims are Asian or British Asian Pakistani.

Question 48. Work Status (Responses 1790)



Noticeable Trends: Seacroft North and Burmantofts have the highest percentage of respondents in full time employment. 19% of White British respondents are in full time employment. 100% of Asian Kashmiri respondents and 54% of Black British or Black African respondents, and 50% of Chinese respondents are in full time employment. Those responding as 'Not applicable' are usually in receipt of pension.

Question 49. What kind of income do you receive? (Responses 2676⁵)



Noticeable trends: Those earning a pension most frequently live in Gipton or Seacroft North. Those earning child benefit, most frequently live in Seacroft. People in receipt of child benefit are most frequently aged between 25 and 44. People in receipt of pension are most frequently aged over 65. People in receipt of no income are most frequently aged 75-84.

50. Does your household currently receive housing benefit (either paid to you, or directly to ENEHL)? (Responses 2044)

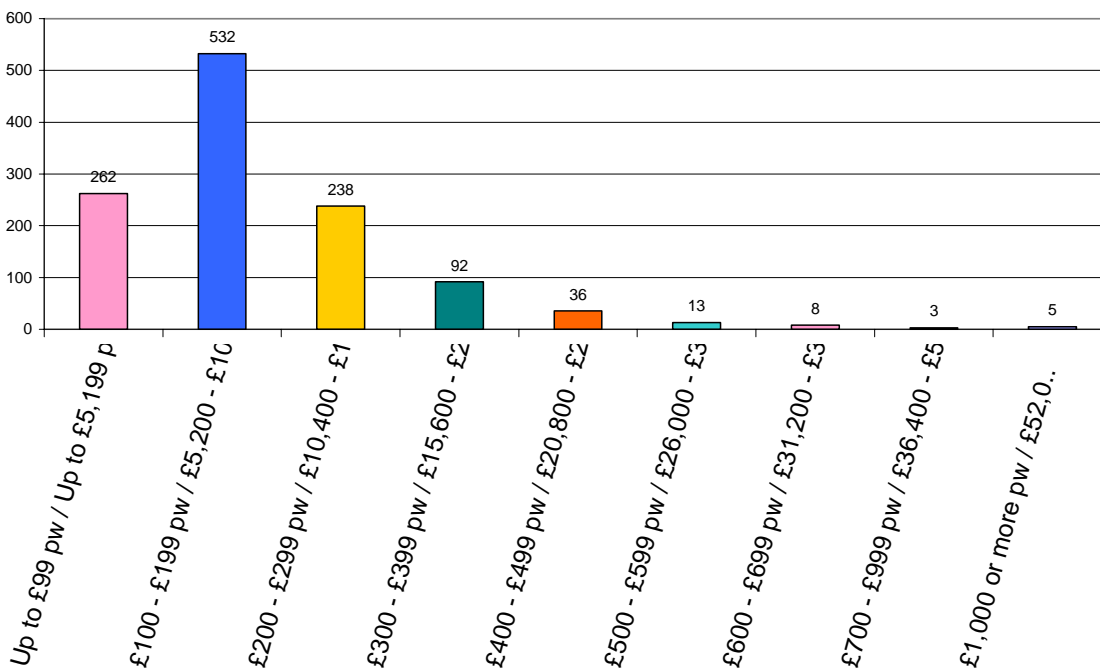
Yes – 62%
 No – 37%
 Don't know – 2%

Noticeable trends: The Housing Office area with the highest percentage of housing benefit claimants is Seacroft South. The area with the lowest percentage of housing benefit claimants is Wetherby. 63% of White British Respondents claim Housing Benefit. 56% of BME Respondents claim Housing Benefit.

76% of households with a person who has a long term illness or disability claim housing benefit. The age groups most likely to receive Housing Benefit are 16-24, and 85 plus

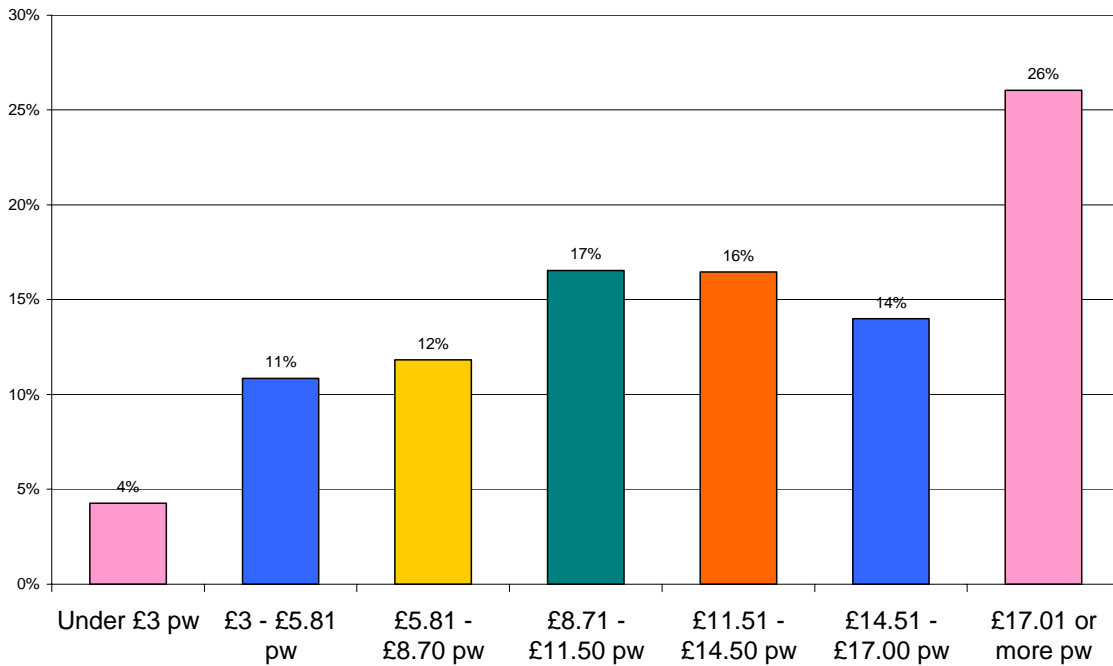
69% of Housing Benefit claimants are very satisfied with the overall service that we provide. 38% of people who do not receive housing benefit are very satisfied with the overall service that we provide. The trend for affordability of heating the home is very similar between those who do and those who do not receive housing benefit.

51. Which group represents you (and your partner's) total net income, from all of these sources, after deductions for income tax and national insurance? (Responses 1189)



Noticeable trends: This question had a 71% response rate. 53% of 16-24 year olds are in the lowest income bracket. 67% of those classed as unemployed and available to work are in the lowest income bracket. More than 90% of people who are rarely confident in understanding numerical information earn less than £10,399 per household per year. 66% of one parent families have an income of up to £10,399 per year. The housing office areas with the largest percentage of households in the lowest income bracket is Harehills & Chapeltown.

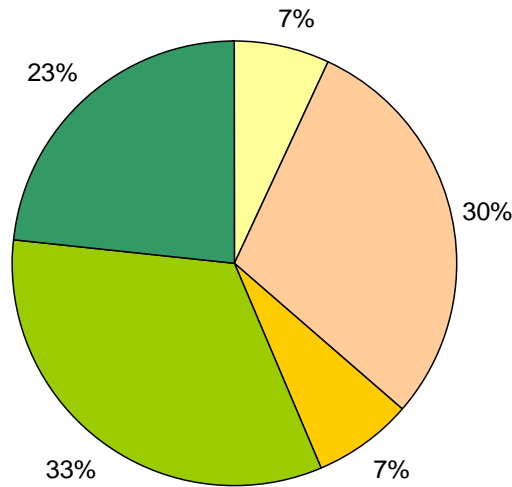
52. In 2007, approximately how much did you spend on electricity and gas? (1336 responses)



160 households that responded to this question are considered to be in Fuel Poverty. A household is considered to be in fuel poverty where 10% of income or more is spent on heating the home.

The Housing Office Area with the greatest percentage of homes in fuel poverty are Seacroft South, and Harehills & Chapeltown. Households aged 16-24 and 45-54 are most likely to experience fuel poverty. Those that are unemployed and available to work most frequently experience fuel poverty.

53. How easy or difficult do you find it to be able to afford your heating conditions?
(1566 responses)



Very easy Fairly easy Neither Fairly difficult Very difficult

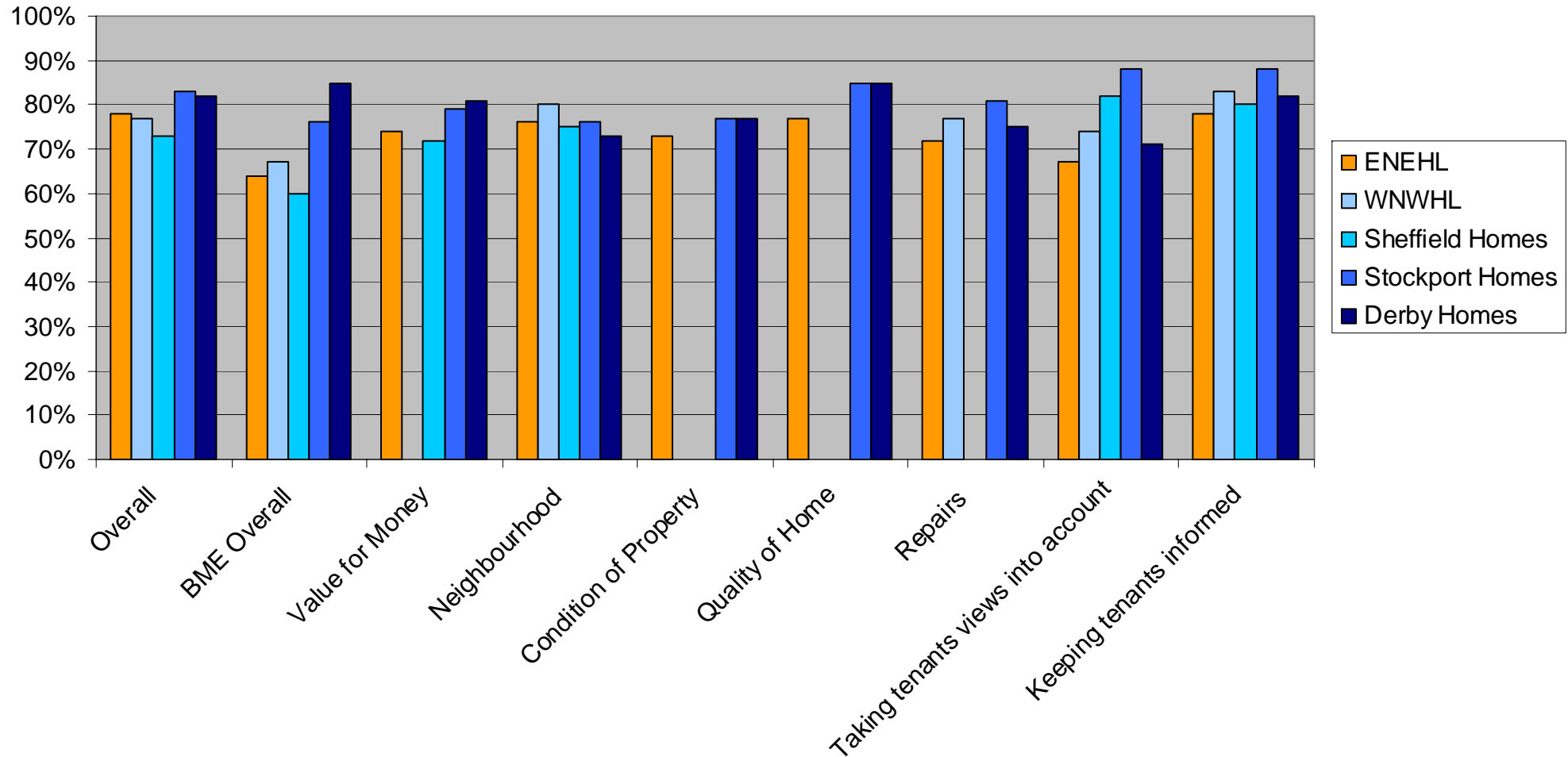
Noticeable Trends: Tenants living in Harehills & Chapeltown NHO and Wetherby NHO areas found it hardest to heat their home with over 60% of people in these areas stating this.

54. Do you feel that your family's health is affected by your current heating conditions?
(1563 responses)

Yes – 18.6 %
No – 63.6%
Not sure – 17.8%

Noticeable Trends: Households in Harehills & Chapeltown are typically most likely to feel that their family's health is affected by the current heating conditions. Households aged 16-24 are typically most likely to feel that their family's health is affected by the heating conditions. Those on Government Supported training and permanently sick and disabled are most likely to feel that their family's health is affected by the heating conditions. 51% of those living in Fuel Poverty do not believe that their family's health is affected by current heating conditions.

Comparison of Satisfaction with other ALMOs



This comparison is with the latest available Status Surveys completed by West North West Homes Leeds and a selection of 3* ALMOs. Further analysis is provided in the relevant sections of the analysis part of this document.

Analysis

INFORMATION ABOUT YOUR HOUSEHOLD (Q1 – Q11)

Overview:

Responses to the question regarding tenancy duration broadly reflects the information that the company already holds. The majority of responses were from single person households. 47% of households have a member over the age of 60. Most respondents are White British. Of BME respondents, White Irish respondents and Black or Black British African respondents are most frequent. 4% of households contain wheelchair users.

Over bath showers and wet floor showers are the most common adaptation reported. In terms of anticipating future need for adaptations, those over the age of 45 are most likely to identify a need.

Comparison with 2007 Status Survey:

In 2007 the NHO with the most new tenants was Seacroft South, however in 2008 the NHO with the most new tenants was Gipton.

There has been a slight reduction in one person households since 2007, and a slight increase in the number of 2 person households.

There has been a slight increase in the number of households with a resident over the age of 60 since 2007.

There has been a significant reduction in the percentage of households containing a person with a disability or long standing illness, (53% in 2007, 38% in 2008).

Comparisons with monitoring information:

The NHO with the most long standing tenants is Wetherby. The areas with more transient tenant communities are Richmond Hill and Burmantofts.

Seacroft North most frequently has household member aged over 60.

The profiling generated from Orchard GUI is more accurate than that contained within the Status Survey.

Comparisons with internal surveys:

The Customer Research Team can provide a full break down of ethnicity, gender, age, and disability status for nearly all 18,839 households should this be required.

Comparisons with other ALMOs' Status Surveys:

Not applicable.

Recommendations:

- Data from Question 11 can be used to provide only a broad indication of future need for adaptations, and should be treated with caution should it be used for this purpose.

HOUSING AND SERVICES (Q12 – Q16)

Overview:

77% of respondents were satisfied with the overall service provided by their landlord. Tenant satisfaction with Value for Money, their Neighbourhood as a Place to Live, the Condition of their Property, and the Quality of their Home, are all over 70%. Tenants consider Repairs and Maintenance, the overall quality of their home, and dealing with ASB to be their three main priorities. Across the ENEHL area, the most frequent problem for tenants is car parking, followed by rubbish and litter. However there are variations within NHO area, and these have been reported on.

Comparison with 2007 Status Survey:

The perceived value of money for rent has slightly increased from 73% satisfaction in 2007 to 74% satisfaction for 2008.

Tenant satisfaction with the quality of their accommodation has remained constant at 77% satisfaction.

Tenant satisfaction with the condition of their property has increased slightly from 72% in 2007 to 73% this year.

Satisfaction with the neighbourhood as a place to live has increased from 74% in 2007 to 76% this year.

In 2007 the most frequent problem with our neighbourhoods was rubbish or litter. This is still the most frequently reported problem. The percentage of respondents reporting issues has increased in all areas. For example in 2007, 26% of respondents believed rubbish was a problem, and in 2008, 30% of respondents believe rubbish is a problem.

Comparisons with internal surveys:

No comparable questions.

Comparisons with other ALMOs' Status Surveys:

Overall satisfaction compares well, better than West North West Homes Leeds and 3* ALMO Sheffield Homes. Similarly, satisfaction with value for money and neighbourhood is also comparable with 3* ALMOs. BME satisfaction however is relatively low, and satisfaction with the condition of property and quality of home are also lower than the ALMOs that the comparison was made with.

Comparisons with monitoring information:

Noisy neighbours are more likely to be a problem for non Christian households, and those aged under 45. Disruptive children and teenagers are more likely to be a problem for those aged under 45.

Racial or other harassment is more likely to be a problem for BME households, and non-Christian households. Other people damaging your property is more likely to be a problem for BME households, and households aged under 45.

Drug use and drug dealing is most frequently a problem for households aged under 45. 'Other crime' is more frequently a problem for LGBT households, BME households, and for those aged under 45.

This is perhaps a reflection of the estates in which younger families are most frequently housed.

Recommendations:

- Target significantly lower satisfaction levels in Harehills & Chapeltown NHO area, specifically regarding quality of home and condition of property.
- Address the main problem highlighted within each neighbourhood, (see Q16).
- Target preventative measures and policies at households that we have identified as more likely to experience these problems. For example, as drug use and dealing is most frequently reported by households aged under 45, we can now target information specifically at such homes.

CONTACT WITH ENEHL (Q17 – Q21)

Overview:

73% of respondents have contacted us within the last 12 months. Most respondents contacted us by telephone, and the vast majority find the transfer to one telephone number to be “easier”. Most contact with ENEHL was about a repair. Most people found it easy to get hold of the right person. 83% of respondents found staff to be helpful, and 73% of respondents found that staff were able to deal with their problem. 57% of respondents were satisfied with the outcome of their enquiry. 76% of respondents felt that they knew how to make a housing related complaint, should they need to.

Comparison with 2007 Status Survey:

The percentage of people contacting the organisation within the last 12 months has remained constant at 73% of respondents in 2007 and 73% in 2008.

Fewer people now know how to make a complaint, (85% in 2007, compared to 76% in 2008).

More people are contacting us by telephone. In 2007, 34% of respondents contacted us by telephone, this year 62% of respondents contacted us by telephone.

77% of enquiries were about repairs in 2007, and this is unchanged in 2008.

Ease of contacting the right person is unchanged, (65%). Staff helpfulness has increased from 81% to 83%. Staff ability to deal with a problem has declined from 79% in 2007, to 73% in 2008.

Comparisons with monitoring information:

58% of heterosexual respondents were satisfied with the final outcome, compared to 43% of LGBT respondents. 60% of White British households were satisfied with the final outcome, compared to 44% of BME households. 50% of those who e mailed ENEHL were dissatisfied with the final outcome, compared to 30% of those who telephoned us.

Comparisons with internal surveys:

Some results in the latest ‘Contacting Us’ survey results were slightly better than from the Status Survey, with 89% saying the member of staff was helpful. The ability to contact the right person has improved.

Comparisons with other ALMOs’ Status Surveys:

Not applicable.

Recommendations:

- Identify why 27% of respondents have not contacted us within the last 12 months. Where we can identify specific characteristics of individuals not using our service we can ensure that these people are not being excluded, and are fully aware of the services that we offer.
- Effectively promote the ways that tenants can make complaints to us.
- Instigate measures to increase the ease of tenants contacting the ‘right person’. This should improve staff ability to deal with the problem in hand. In

addition, ensure that all staff have the correct information that they need to handle customers enquiries effectively with particular reference to communal gardens, transfers and exchanges, and neighbours or neighbourhood issues.

- Take actions to address identified issues with satisfaction and ethnicity, and satisfaction and sexuality. Address identified problem with contact via email.

REPAIRS AND MAINTENANCE (Q26 – Q29)

Overview:

59% of respondents believe that the quickest way to report a repair is by telephone. 72% of respondents are satisfied with the way that we deal with repairs and maintenance. 66% of households have had a repair completed within the last 12 months. 87% of respondents were satisfied with the attitude of workers, and in general the feedback about the way that the repair was carried out was very positive.

Comparison with 2007 Status Survey:

Satisfaction with the way that we handle repairs and maintenance is unchanged, being 72% in both 2007 and 2008.

Fewer respondents reported repairs this year. In 2007, 75% of respondents reported a repair, and this has decreased to 66% in 2008.

Performance has increased slightly in terms of the speed with which the repair is carried out, and being told when the worker will call. Performance has declined slightly in terms of the overall quality of repair work, and the attitude of workers, time taken before work starts.

Comparisons with monitoring information:

Households aged under 45 are most likely to be dissatisfied with the way in which we handle repairs. Non Christian households and LGBT households are also more likely to be dissatisfied with the way in which we handle repairs and maintenance.

49% of households in Harehills & Chapeltown are satisfied with the way in which their landlord handles repairs and maintenance. 78% of households in Gipton are satisfied with the way in which their landlord handles repairs and maintenance.

There are no other significant trends when comparing question responses with monitoring information.

Comparisons with internal surveys:

Feedback from repairs slips was even more positive with the repairs service. The latest information indicates that 91% tenants found worker(s) courteous / polite, 86% said the quality of work was satisfactory and 91% said the work was good or excellent overall. This suggests that some dissatisfaction could be due to perception of those who have not used the service recently.

Comparisons with other ALMOs' Status Surveys:

Satisfaction with repairs (72%) was slightly lower than the other ALMOs the results were compared with, but no ALMO had a satisfaction of greater than 80%.

Recommendations:

- Further research to investigate how we can better meet the needs of specific groups that are more likely to be dissatisfied with the repairs and maintenance service. Groups identified are; those aged under 45, LGBT tenants, and non Christian tenants.
- Identify why performance has decreased in some areas of the repairs service since 2007. Put in place actions to address these issues.
- Target households in Harehills & Chapeltown to ensure that they understand the repairs that we are able to complete for them. Identify whether any further

repair and maintenance issues are relevant to this specific NHO area that can be addressed.

COMMUNICATION AND IMPROVEMENT (Q30 – Q35)

Overview:

73% of respondents are always confident when reading and writing, and 72% are always confident in understanding numerical information such as their rent statement. The majority of tenants would prefer for us to contact them by letter. 67% of respondents are satisfied that their views are being taken into account by ENEHL. The majority of respondents think that we are good at keeping them informed about relevant issues. 480 respondents have requested more information about getting involved with ENEHL and providing us with further feedback.

Comparison with 2007 Status Survey:

The question regarding the extent to which the organisation takes views into account has been reworded for the 2008 Status survey. However, in 2007 67% of respondents were satisfied with their role in ENEHL decision making, and this figure is unchanged in 2008.

Comparisons with monitoring information:

78% of Heterosexual respondents are always confident when reading and writing, compared to 67% of LGBT respondents. 74% of White British respondents are always confident when reading or writing, compared to 66% of BME respondents. The NHO areas with the lowest levels of respondents confident in reading and writing are Gipton and Halton Moor each with only 67% of respondents always confident when reading and writing.

Those that are aged under 45, LGBT, of BME, or non Christian are most likely to be dissatisfied with the extent to which their views are taken into account. 43% of households in Harehills & Chapeltown are satisfied with the way that their views are taken into account. This is considerably lower than every other NHO area.

Comparisons with internal surveys:

There is 94% satisfaction with the 'Your Home' magazine and similar good feedback regarding leaflets. It is possible that dissatisfaction may be due to the type of communication used or the choice issues communicated, rather than the quality of communication.

Comparisons with other ALMOs' Status Surveys:

ENEHL rated poorly in terms of taking tenants' views into account with the 3* ALMOs. Satisfaction with keeping tenants informed was slightly but not significantly lower.

Recommendations:

- Consider that those that struggle to read or write may not have completed the survey at all, and therefore the 'real' figure may be somewhat higher.
- Ensure that alternative methods of communication are offered to groups that struggle to comprehend written and numerical information. Ensure that these groups are aware that such methods of communicating with us are available.
- Effectively promote the ways that tenants can make a real difference to the decisions made by ENEHL. Particularly target those that are currently dissatisfied. (see Monitoring information above).

ANTI SOCIAL BEHAVIOUR (Q36 – Q40)

Overview:

17% of tenants reported Anti Social Behaviour to ENEHL in the past 12 months. 76% of tenants were satisfied with advice provided by staff, but satisfaction was much lower about being kept informed, the speed with which the report was dealt with and the final outcome of the report. Of those that expressed an opinion, 79% of tenants found the staff helpful regarding ASB, although 26% found getting hold of the right person difficult, and 23% said they were unable to deal with the problem.

Satisfaction with Anti Social Behaviour services is high in the Wetherby NHO area. Tenants from Harehills & Chapeltown and Richmond Hill NHO areas are the least satisfied: 36% of respondents from these areas found staff unable to deal with their ASB enquiry. There are low levels of satisfaction in Richmond Hill NHO area regarding the speed of report and how it was dealt with, while satisfaction regarding advice and support from staff and being kept informed was lowest in Harehills & Chapeltown.

Comparison with 2007 Status Survey:

No comparable question in 2007 Status Survey.

Comparisons with monitoring information:

People aged under 45 were more likely to report ASB than those aged over 45. Those aged over 45 were more likely to find staff helpful regarding ASB enquiries and able to deal with their enquiry (70%, compared to 47% of tenants under 45). BME satisfaction is slightly but not significantly lower.

Comparisons with internal surveys:

In a recent survey, overall satisfaction with the ASB process was 67%, although this was based on significantly less respondents.

Comparisons with other ALMOs' Status Surveys:

Not comparable question in previous Status Survey questionnaires.

Recommendations:

- Instigate measures to increase the ease of tenants contacting the 'right person'.
- Provide additional support for staff in the Harehills and Chapeltown NHO who respond to ASB enquiries.
- Investigate why there is lower satisfaction with Anti Social Behaviour reporting processes in Richmond Hill.

TENANT PARTICIPATION COMPACTS (Q41 – Q42)

Overview:

We do not currently have any Tenant Participation Compacts. The 28% of respondents who have heard of them are possibly referring to previous Tenant Participation Compacts. There was higher satisfaction with Tenant Participation Compacts in Halton Moor, Seacroft North and Wetherby and lower satisfaction in Harehills & Chapeltown and Richmond Hill.

Comparison with 2007 Status Survey:

18% fewer tenants had heard about Tenant Participation Compact this year. However, last year, the question included Estate Agreements, so some respondents may have heard about these instead. Regardless, this will probably be due to not currently having any Tenant Participation Compacts, therefore less people remembering when they were in place. Satisfaction about them was consistent with last year's results.

Comparisons with monitoring information:

No significant trends.

Comparisons with internal surveys:

No comparable questions.

Comparisons with other ALMOs' Status Surveys:

Not applicable.

Recommendations:

- Consider setting up Tenant Participation Compacts in Halton Moor, Seacroft North and Wetherby where there was high satisfaction with previous Tenant Participation Compacts.

BACKGROUND INFORMATION (Q44 – Q50)

The Customer Research Team can provide a full break down of ethnicity, gender, age, and disability status for nearly all 18,839 households through customer profile monitoring should this be required. The Performance & Improvement Team can provide up to date information about tenants receiving housing benefit.

21% of tenants are in full time employment, 21% of tenants are permanently sick or disabled and 7% are unemployed and available. However, 27% selected the not applicable option so the actual figure may be slightly higher for all these options. Seacroft North and Burmantofts have the highest percentage of respondents in full time employment. 19% of White British respondents are in full time employment. 100% of Asian Kashmiri respondents and 54% of Black British or Black African respondents, and 50% of Chinese respondents are in full time employment.

Response Rates

We maintain accurate monitoring information about our tenants, and sent the Status Survey to a representative sample. By looking at the information provided by respondents, it is possible to determine what types of tenant are most or least likely to respond to questionnaires.

Response rates increased with age:

Age	Percentage of surveys sent (%)	Percentage of surveys received (%)
16-24	6	3
25-34	19	13
35-44	20	16
45-54	16	15
55-59	7	9
60-64	7	13
65+	25	34

As anticipated, response rates from BME households were lower than those from non BME households. Approximately, 16 percent of ENEHL households are of Black or Minority Ethnicity. The Status Survey mailing was weighted so that 20% of all surveys went to BME households .

ENEHL investigated alternative methods of gathering Status feedback from those groups that have typically low response rates. Telephone surveys, and doorstep canvassing, and stalls at key community points were considered. However, the NFH guidelines 'Conducting Status' specifically state that this is only a postal survey.

While a lower BME response rate will be addressed, it is important to note that there were lower response rates from those aged under 34 than from BME tenants.

There were no other significant trends.

Recommendations:

- Consider alternative methods of gathering views of younger tenants and BME tenants in other surveys.
- Weight surveys towards BME and younger (aged under 34) residents.

FUEL POVERTY (Q51 – Q54)

Overview:

26% of tenants spend £901 or more on electricity and gas per year. As the scope of this response is very broad, it has been considered that all people responding in this manner are potentially in fuel poverty.

A further 10% of tenants earn under £5,199 and spend over £300 on electricity and gas therefore may be in fuel poverty.

A further 6% of tenants earn between £5,200 and £10,399 and spend over £750 on electricity and gas therefore may be in fuel poverty.

Given the responses, 42% of tenants may be in fuel poverty.

This, combined with the fact 56% of tenants find it hard to heat their home and 23% of tenants think their family's health is affected by their current heating conditions, means that fuel poverty and fuel affordability are serious issues for tenants.

Tenants living in Harehills & Chapeltown NHO and Wetherby NHO areas found it hardest to heat their home with over 60% of people in these areas stating this.

Comparison with 2007 Status Survey:

In comparison with responses in 2007, 20% more tenants find it difficult to be able to afford to heat their home. Similarly, 11% more tenants (almost double) think their family's health is affected by their current heating conditions. Last year only 10% of tenants said they spent more than £900 on electricity and gas, in comparison with 26% this year.

Comparisons with monitoring information:

BME tenants find it harder to be able to afford to heat their homes (63% find it difficult). 27% (4% higher than overall) also felt this affect their families health.

60% of tenants with people with long term illnesses in their home found it difficult to heat their homes and 27% felt this affected their families health.

There were no strong trends with age or sexuality.

Comparisons with internal surveys:

Not applicable.

Comparisons with other ALMOs' Status Surveys:

Not applicable.

Recommendations:

- Put in place an action plan to address the increasing problem of fuel poverty.
This may include:
 - Pro-actively consulting about issue of fuel poverty with tenants
 - Producing more information on fuel poverty for tenants
 - Continuing to improve housing stock through Home Improvement work such as Central heating Installation, Loft Insulation, Cavity Wall Insulation, Draft Excluders
 - Identifying vulnerable residents and providing support.

CONCLUSION

In conclusion, satisfaction overall, and with various areas of service, has improved since 2007's Status Survey, and the findings in general are very encouraging. There are still however a number areas of concern including BME satisfaction and fuel poverty, (both which have got worse since last year's survey). In addition getting hold of the right person when contacting us and fuel poverty are of concern. The primary recommendation resulting from this survey is follow up consultation with BME tenants to identify specific reasons for dissatisfaction.

APPENDICES

For appendices of

- customer comments in response to Q43
- a list of tenants who want to know more about getting involved
- a list of tenants who will require adaptations work in the next 5 years
- a list of households with an existing adaptation
- a list of tenants who are dissatisfied

please follow this link: [Appendices](#)

Feedback Proforma:

For audit and service improvement purposes, please advise whether courses of action will be taken on each of the recommendations/ suggested areas of concern:			
Area of Focus	Possible Action	Officers / teams involved	Indicator of Success
1 Lower satisfaction for BME tenants	Meet with BME groups Invite all dissatisfied tenants to focus group.	Research Team / Partnerships / Equality and Diversity Officer	Raise satisfaction of BME tenants by 5% in 2008/09, and by a further 5% in 2010/11
2 Target significantly lower satisfaction levels in Harehills & Chapeltown NHO area, specifically regarding quality of home, condition of property and consultation of tenants.	Discussions to take place with Housing Officer Manager and how to take forward and resolve.	Research Team / Housing Services	Dependant on meeting.
3 Ensure that alternative methods of communication are offered to groups that struggle to comprehend written and numerical information.	Consider using symbols more. Benchmark with other ALMOS / Organisations.	Communications Team	Alternative methods of communication are provided.
4 Effectively promote the ways that tenants can make a real difference to the decisions made by ENEHL.	Improve tenant feedback into decision-making processes and develop more widespread resident involvement. Follow dissatisfied contact with phone call or letter.	Partnerships / Customer Research / Communications Team	Increase in tenant involvement and 5% increase in satisfaction with ENEHL taking views into account in 2009/10.
5 Instigate measures to increase the ease of tenants contacting the 'right person'.	Training for contact centres / housing officers regarding who the right people are to put tenants in touch with, and if not possible how to deal with the situation.	Performance & Improvement Team / Contact Centres / Housing Offices	5% increase in people finding it easy to speak to the right person in 2009/10 and by a further 5% in 2010/11

<p>6 Address the main estate problems highlighted within each neighbourhood</p>	<p>Discussions to take place with Housing Officer Manager and how to take forward and resolve.</p> <p>Target preventative measures and policies at households that we have identified as more likely to experience specific problems.</p>	<p>Research Team / Housing Office Managers</p>	<p>Reduction in those that consider the issues raised a problem in 2009/10.</p>
<p>7 Consider alternative methods of gathering views of younger tenants and BME tenants.</p>	<p>Investigate alternative methods of gathering views of younger tenants and BME tenants. Benchmark with other ALMOS / Organisations.</p>	<p>Research Team / Partnerships</p>	<p>Increase in tenant involvement and response rates from younger and BME tenants.</p>
<p>8 Put in place an action plan to address the increasing problem of fuel poverty.</p>	<p>Put in place and carry out an action plan to address the increasing problem of fuel poverty, especially targeting those most vulnerable.</p>	<p>AMT</p>	<p>Tenants use gas and electricity in a more cost-effective manner. An increase of heat-loss preventative measures in homes.</p>

Please return this form to the Research Team by email to Nicholas Lawrence and Katy Walton.