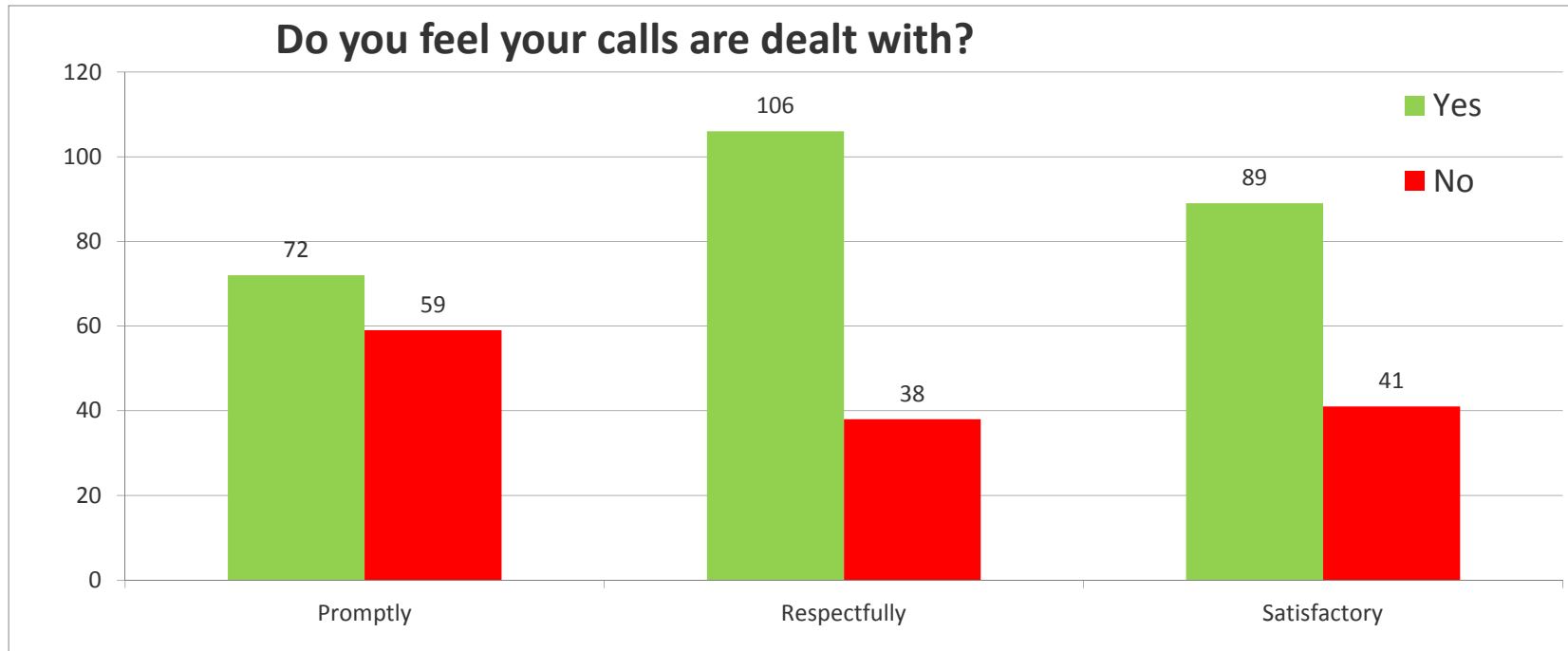


Customer Satisfaction Survey 2015

1. Do you feel your calls are dealt with?

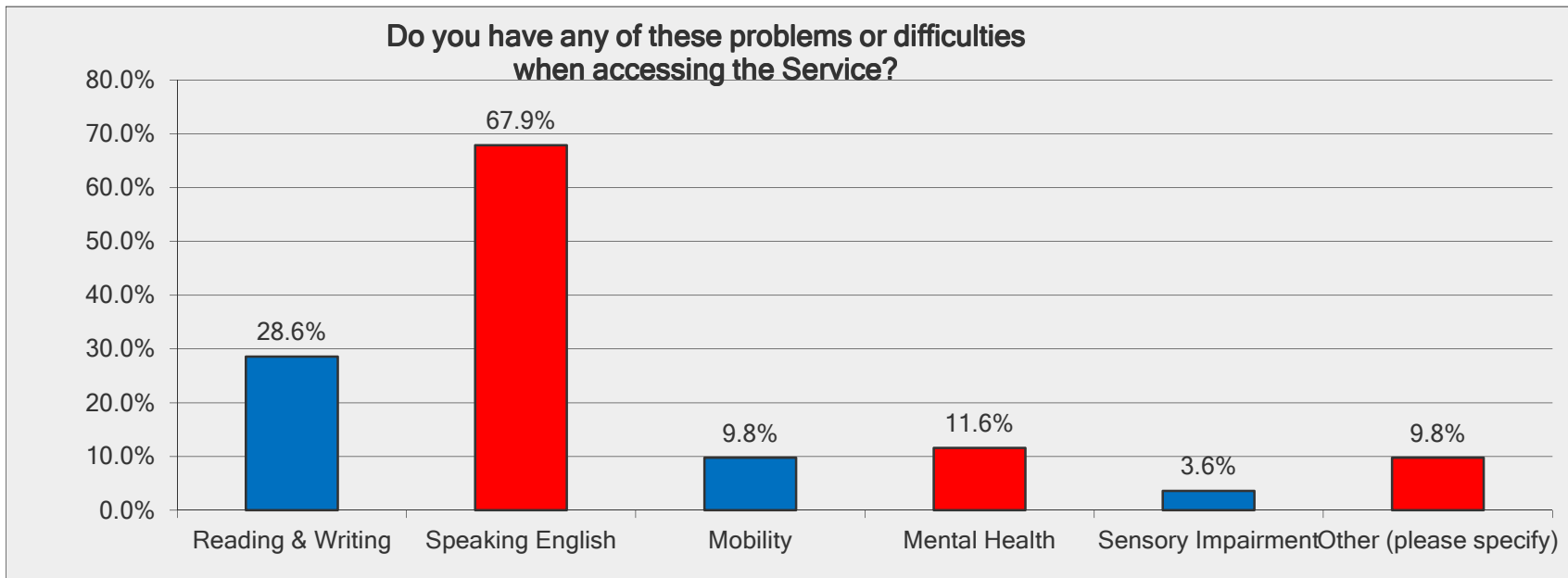
Answer Options	Yes	No	Response Count	
Promptly	72	59	131	55%
Respectfully	106	38	144	74%
Satisfactory	89	41	130	68%
<i>answered question</i>			196	
<i>skipped question</i>			29	



Customer Satisfaction Survey 2015

Do you have any of these problems or difficulties when accessing the Service?

Answer Options	Response Percent	Response Count
Reading & Writing	28.6%	32
Speaking English	67.9%	76
Mobility	9.8%	11
Mental Health	11.6%	13
Sensory Impairment	3.6%	4
Other (please specify)	9.8%	11
<i>answered question</i>		112
<i>skipped question</i>		113

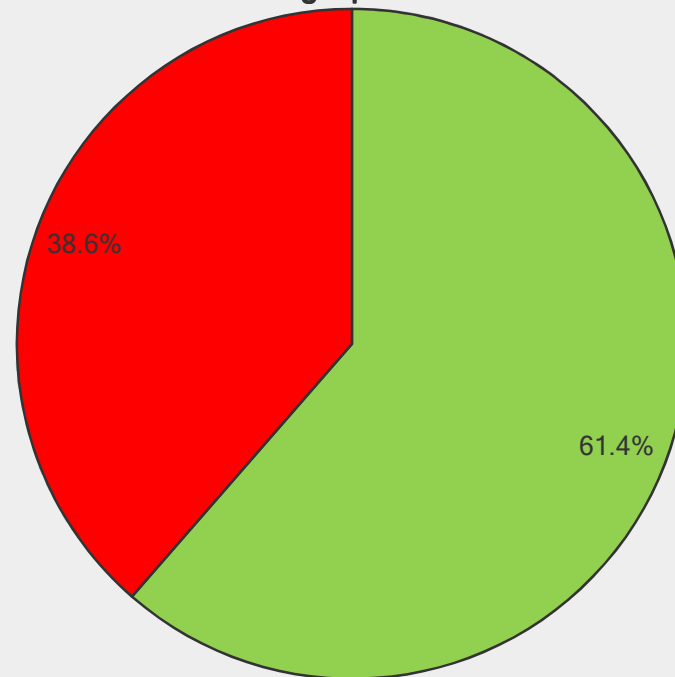


Customer Satisfaction Survey 2015

Have you visited the Tower Hamlets Housing Options Website?

Answer Options	Response Percent	Response Count
Yes	61.4%	129
No	38.6%	81
<i>answered question</i>		210
<i>skipped question</i>		15

Have you visited the Tower Hamlets Housing Options Website?



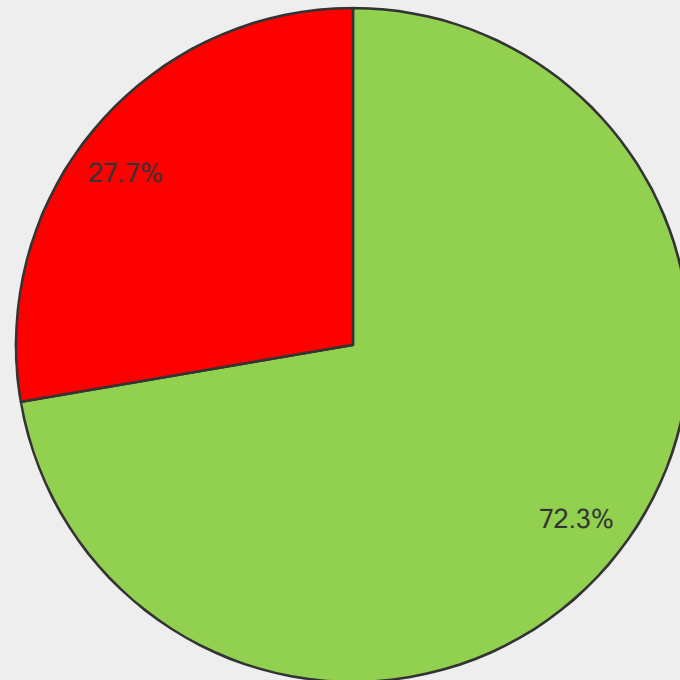
■ Yes ■ No

Customer Satisfaction Survey 2015

If yes, Did you find the information you wanted on our website?

Answer Options	Response Percent	Response Count
Yes	72.3%	107
No	27.7%	41
<i>answered question</i>		148
<i>skipped question</i>		77

If yes, Did you find the information you wanted on our website?

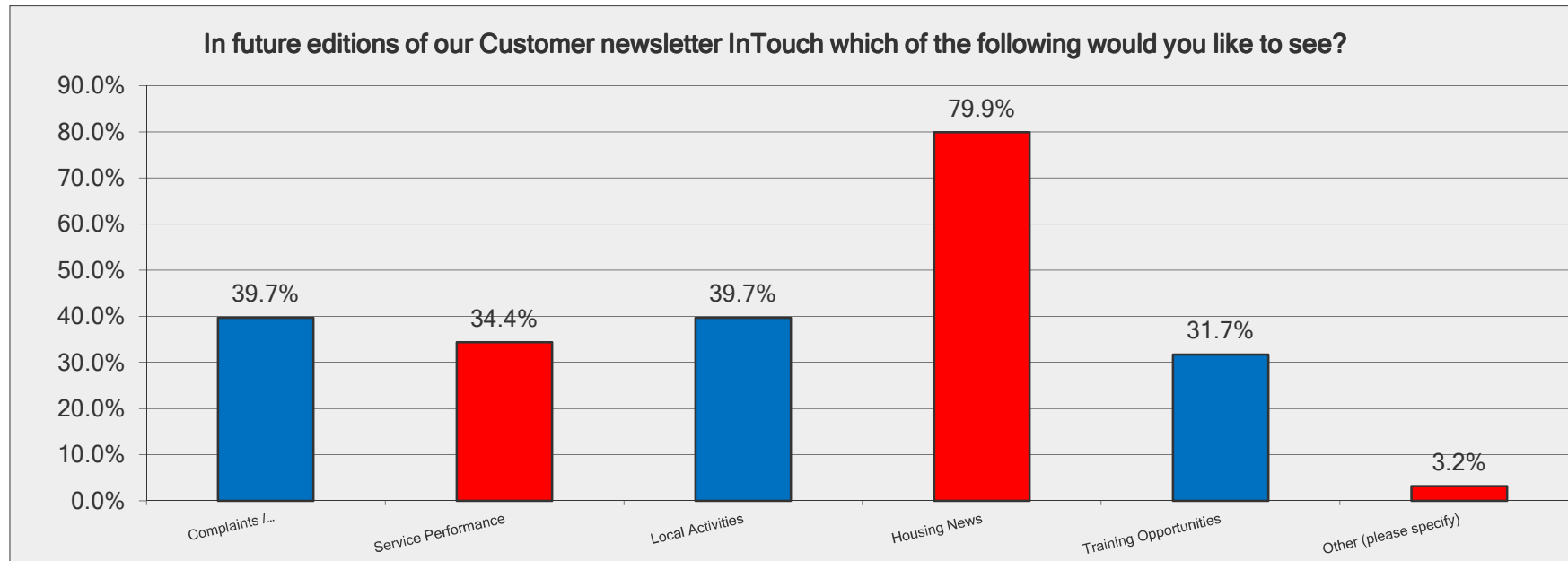


■ Yes ■ No

Customer Satisfaction Survey 2015

In future editions of our Customer newsletter InTouch which of the following would you like to see?

Answer Options	Response Percent	Response Count
Complaints / Compliments	39.7%	75
Service Performance	34.4%	65
Local Activities	39.7%	75
Housing News	79.9%	151
Training Opportunities	31.7%	60
Other (please specify)	3.2%	6
<i>answered question</i>		189
<i>skipped question</i>		36

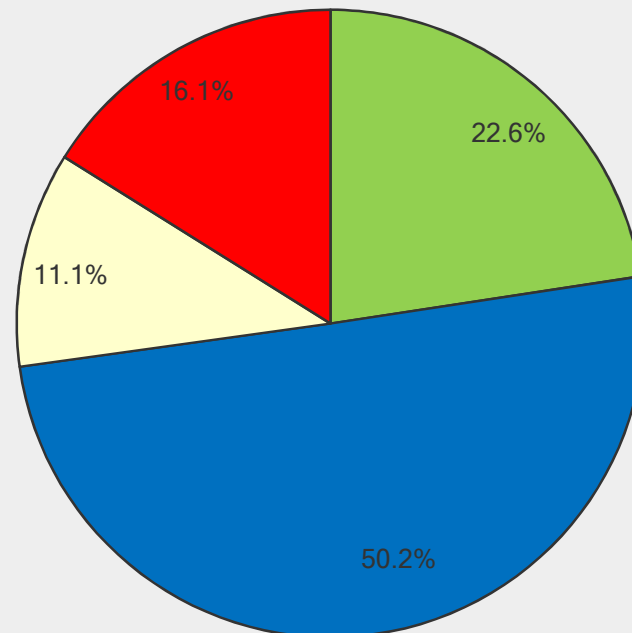


Customer Satisfaction Survey 2015

How long have you been in T/A?

Answer Options	Response Percent	Response Count
Less than six months	22.6%	49
1-3 Years	50.2%	109
4-6 Years	11.1%	24
7 Years or more	16.1%	35
<i>answered question</i>		217
<i>skipped question</i>		8

How long have you been in T/A?



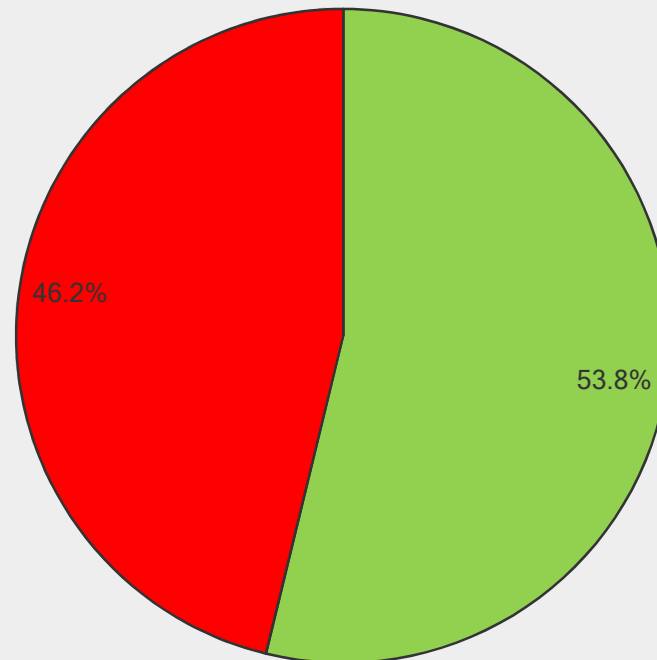
- Less than six months
- 1-3 Years
- 4-6 Years
- 7 Years or more

Customer Satisfaction Survey 2015

Were you satisfied with how long it took to assess your Housing application?

Answer Options	Response Percent	Response Count
Yes	53.8%	112
No	46.2%	96
<i>answered question</i>		208
<i>skipped question</i>		17

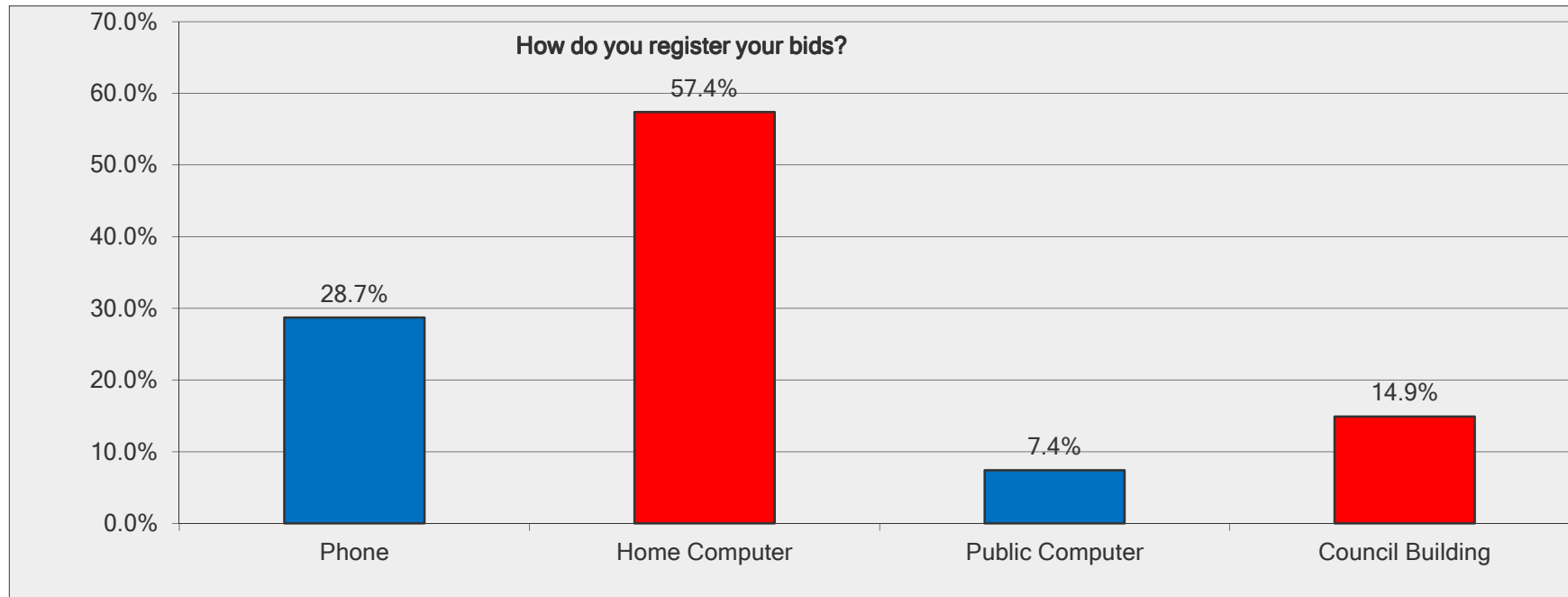
Were you satisfied with how long it took to assess your Housing application?



Customer Satisfaction Survey 2015

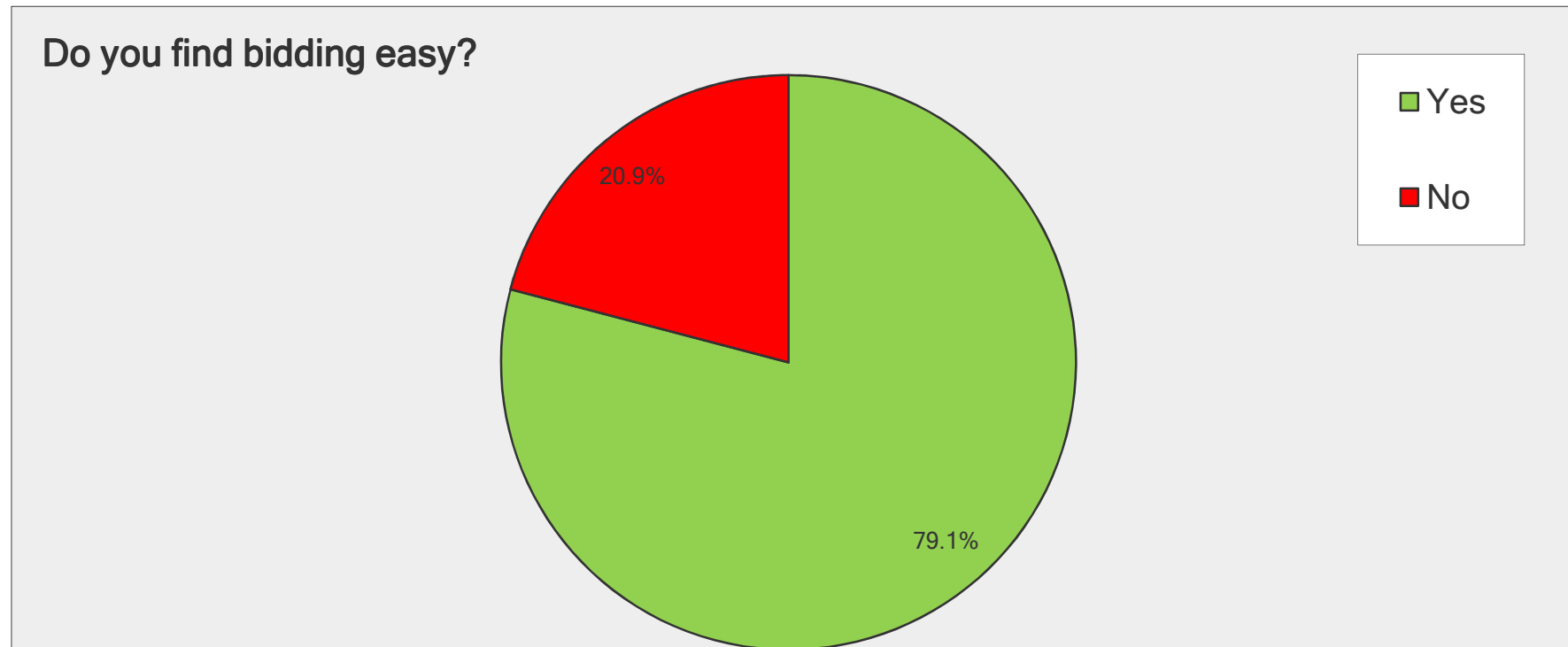
How do you register your bids?

Answer Options	Response Percent	Response Count
Phone	28.7%	54
Home Computer	57.4%	108
Public Computer	7.4%	14
Council Building	14.9%	28
<i>answered question</i>		188
<i>skipped question</i>		37



Customer Satisfaction Survey 2015

Do you find bidding easy?		
Answer Options	Response Percent	Response Count
Yes	79.1%	148
No	20.9%	39
<i>answered question</i>		187
<i>skipped question</i>		38

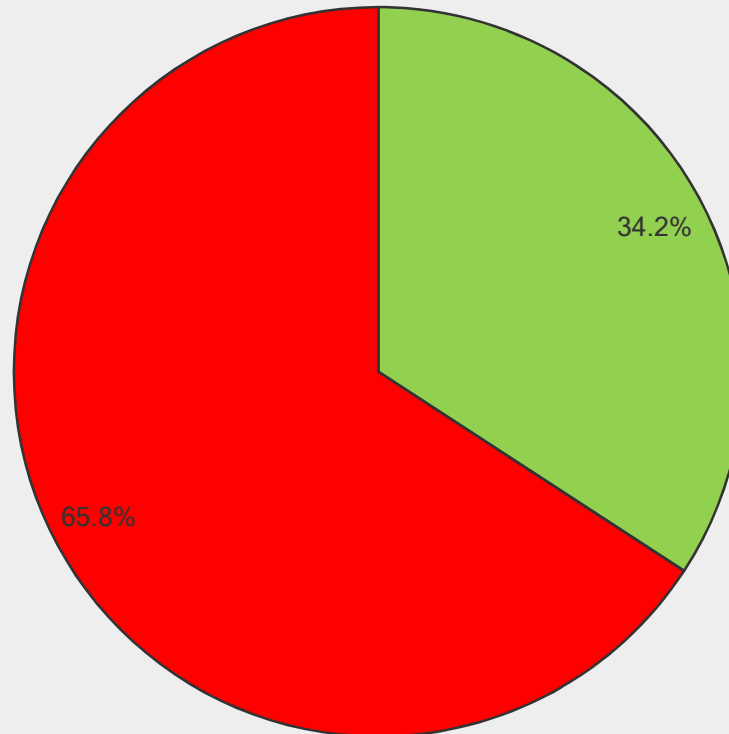


Customer Satisfaction Survey 2015

Do you need help with bidding?

Answer Options	Response Percent	Response Count
Yes	34.2%	68
No	65.8%	131
<i>answered question</i>		199
<i>skipped question</i>		26

Do you need help with bidding?



■ Yes ■ No

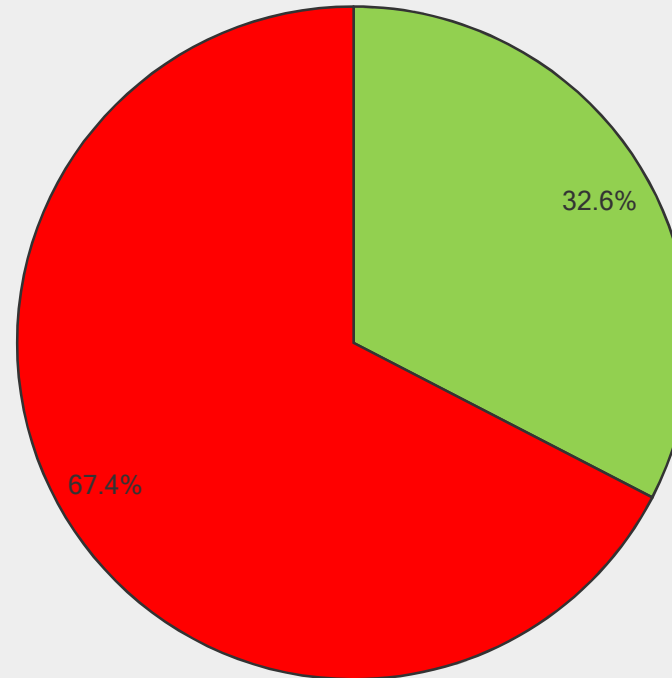
Customer Satisfaction Survey 2015

Have you asked for help with bidding, if yes were you happy with the help?

Answer Options	Response Percent	Response Count
Yes	32.6%	58
No	67.4%	120
<i>answered question</i>		178
<i>skipped question</i>		47

Have you asked for help with bidding, if yes were you happy with the help?

■ Yes ■ No

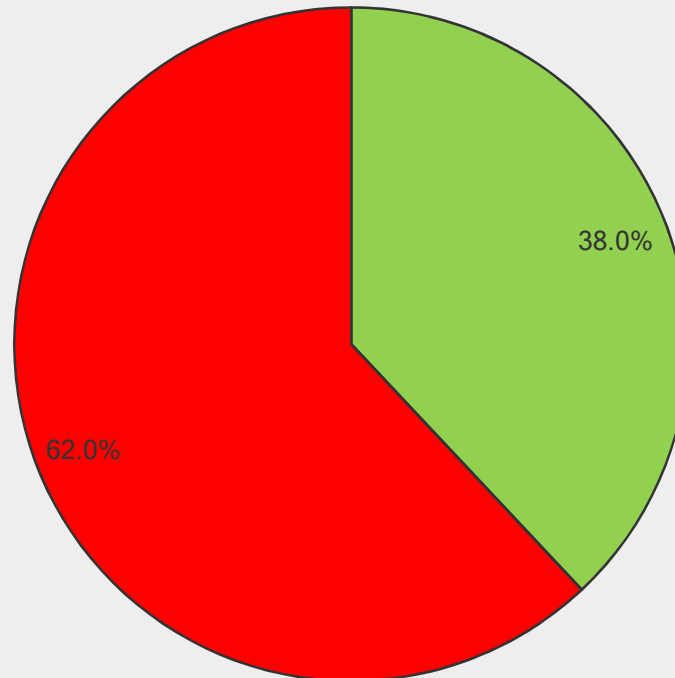


Customer Satisfaction Survey 2015

Are you aware of the bidding kiosks located at Albert Jacob House reception?

Answer Options	Response Percent	Response Count
Yes	38.0%	76
No	62.0%	124
<i>answered question</i>		200
<i>skipped question</i>		25

Are you aware of the bidding kiosks located at Albert Jacob House reception?



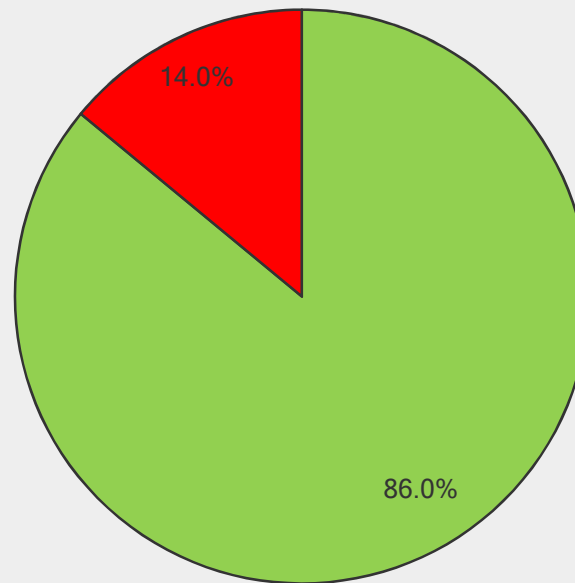
■ Yes ■ No

Customer Satisfaction Survey 2015

Do you know who your Housing Officer is?

Answer Options	Response Percent	Response Count
Yes	86.0%	191
No	14.0%	31
<i>answered question</i>		222
<i>skipped question</i>		3

Do you know who your
Housing Officer is?



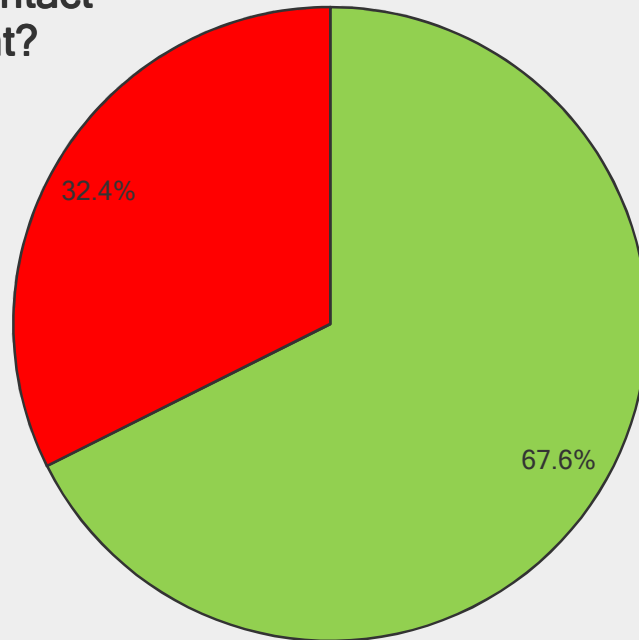
■ Yes ■ No

Customer Satisfaction Survey 2015

Do you know how to contact your Managing agent?

Answer Options	Response Percent	Response Count
Yes	67.6%	148
No	32.4%	71
<i>answered question</i>		219
<i>skipped question</i>		6

Do you know how to contact your Managing agent?

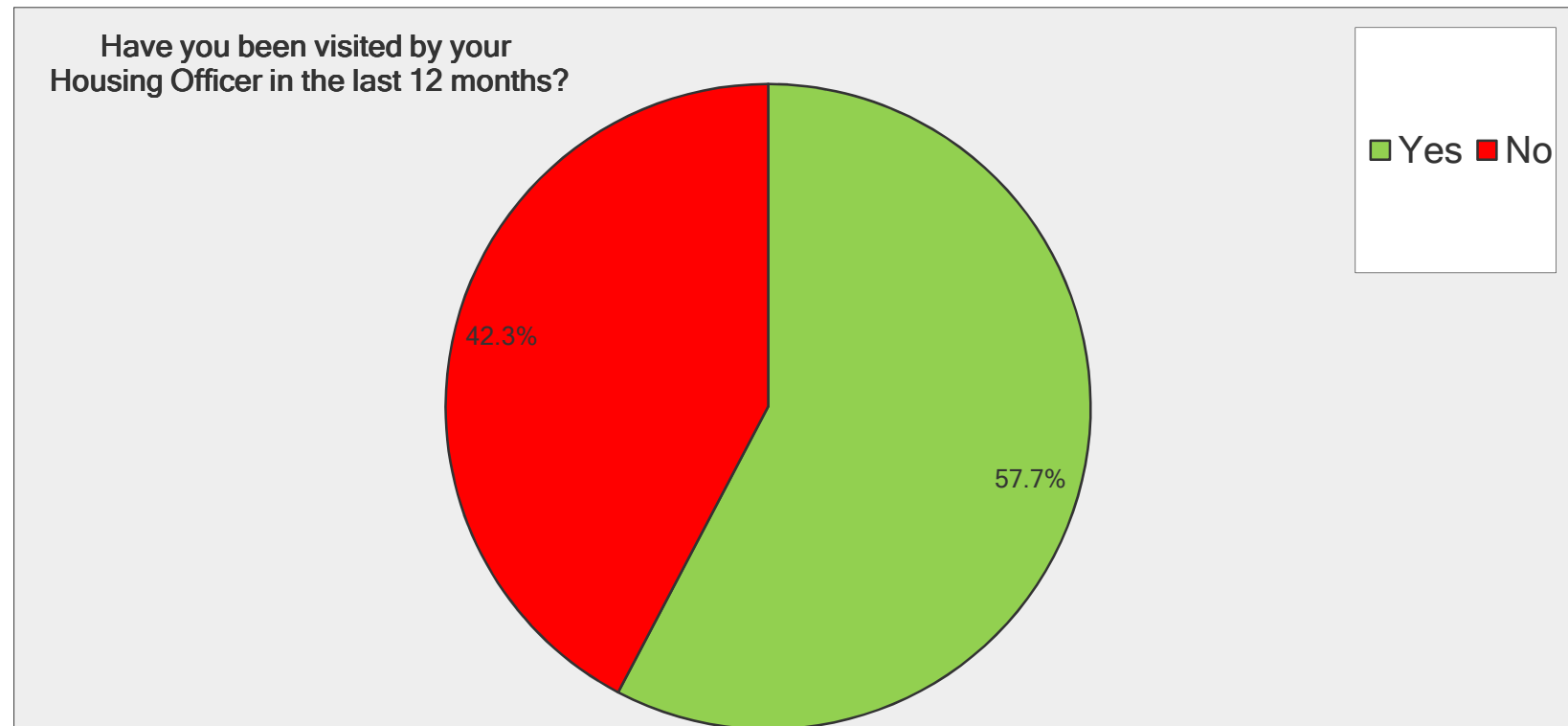


■ Yes ■ No

Customer Satisfaction Survey 2015

Have you been visited by your Housing Officer in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	57.7%	128
No	42.3%	94
<i>answered question</i>		222
<i>skipped question</i>		3

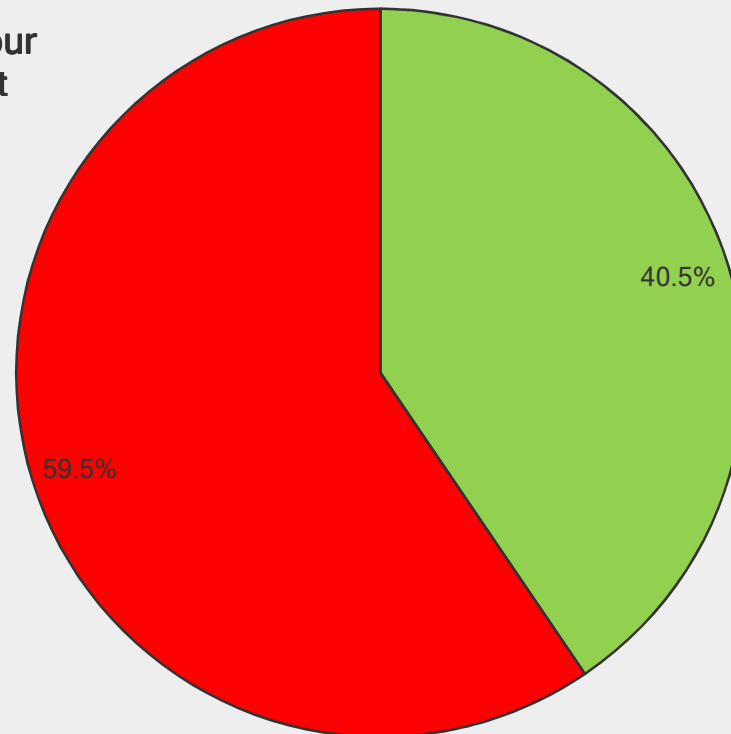


Customer Satisfaction Survey 2015

Have you been visited by your Managing Agent in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	40.5%	89
No	59.5%	131
<i>answered question</i>		220
<i>skipped question</i>		5

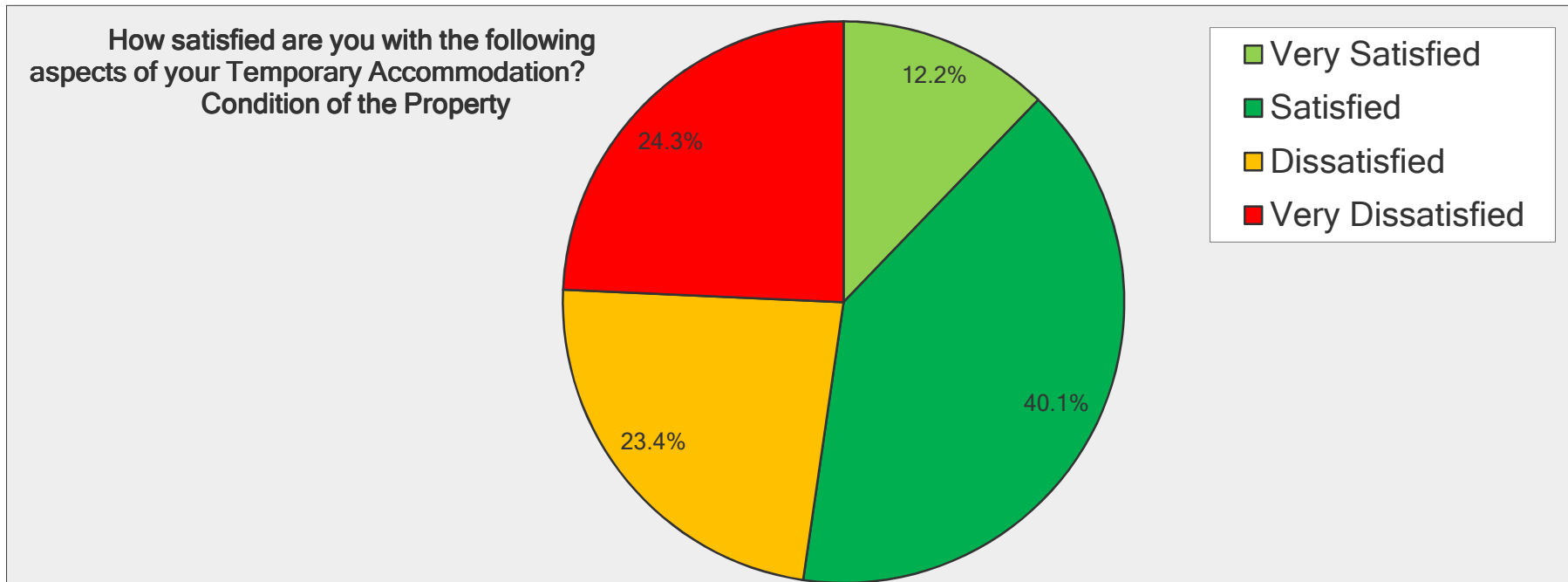
Have you been visited by your Managing Agent in the last 12 months?



■ Yes
■ No

Customer Satisfaction Survey 2015

How satisfied are you with the following aspects of your Temporary Accommodation? Condition of the Property		
Answer Options	Response Percent	Response Count
Very Satisfied	12.2%	27
Satisfied	40.1%	89
Dissatisfied	23.4%	52
Very Dissatisfied	24.3%	54
<i>answered question</i>		222
<i>skipped question</i>		3

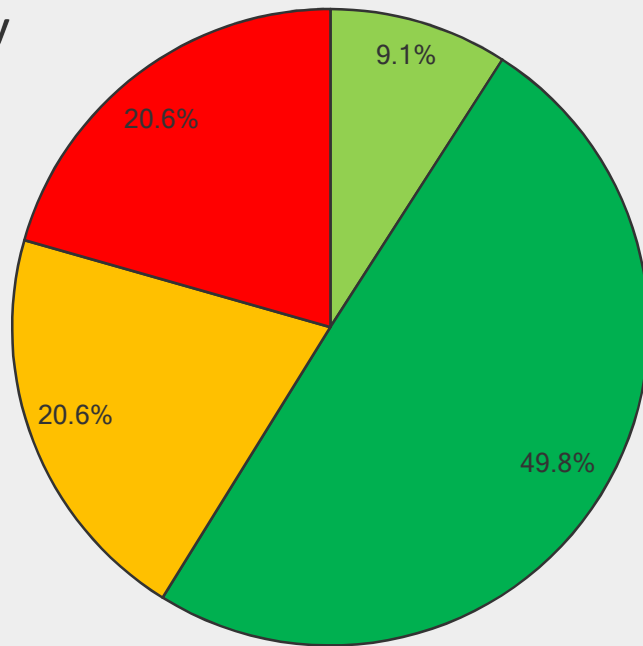


Customer Satisfaction Survey 2015

Service provided by Managing Agent

Answer Options	Response Percent	Response Count
Very Satisfied	9.1%	19
Satisfaction	49.8%	104
Dissatisfied	20.6%	43
Very Dissatisfied	20.6%	43
<i>answered question</i>		209
<i>skipped question</i>		16

Service provided by Managing Agent



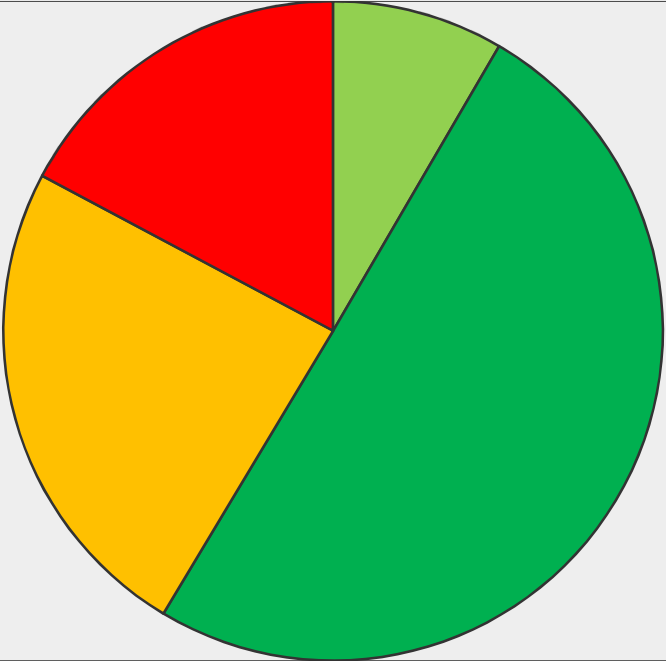
- Very Satisfied
- Satisfaction
- Dissatisfied
- Very Dissatisfied

Customer Satisfaction Survey 2015

Overall Satisfaction

Answer Options	Response Percent	Response Count
Very satisfied	8.4%	18
Satisfied	50.2%	108
Dissatisfied	24.2%	52
Very Dissatisfied	17.2%	37
<i>answered question</i>		215
<i>skipped question</i>		10

Overall Satisfaction



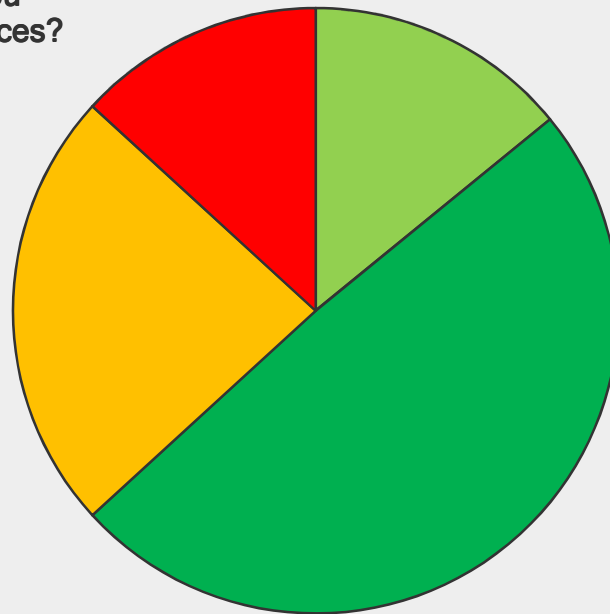
- Very satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

Customer Satisfaction Survey 2015

Overall, how satisfied are you with the Housing Options Services?

Answer Options	Response Percent	Response Count
Very Satisfied	14.1%	31
Satisfied	49.1%	108
Dissatisfied	23.6%	52
Very Dissatisfied	13.2%	29
<i>answered question</i>		220
<i>skipped question</i>		5

Overall, how satisfied are you with the Housing Options Services?



- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied