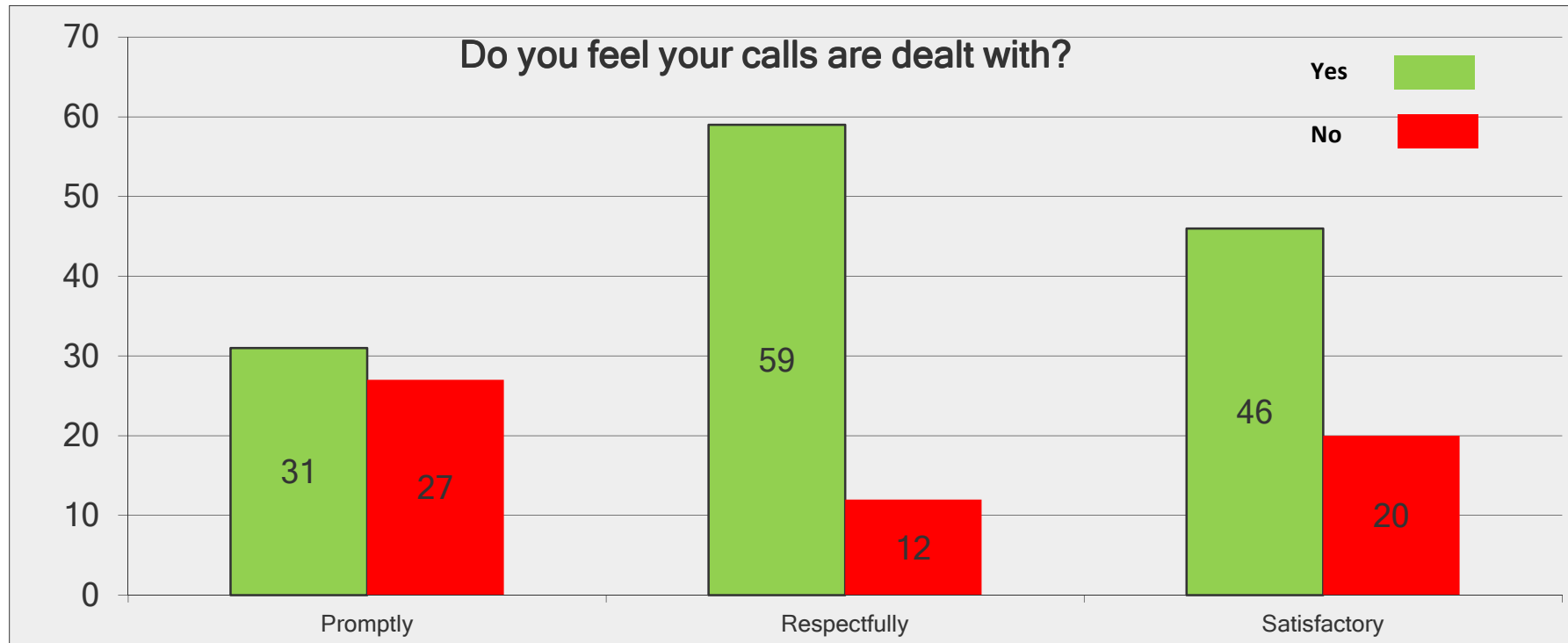


CSS Final

Do you feel your calls are dealt with?

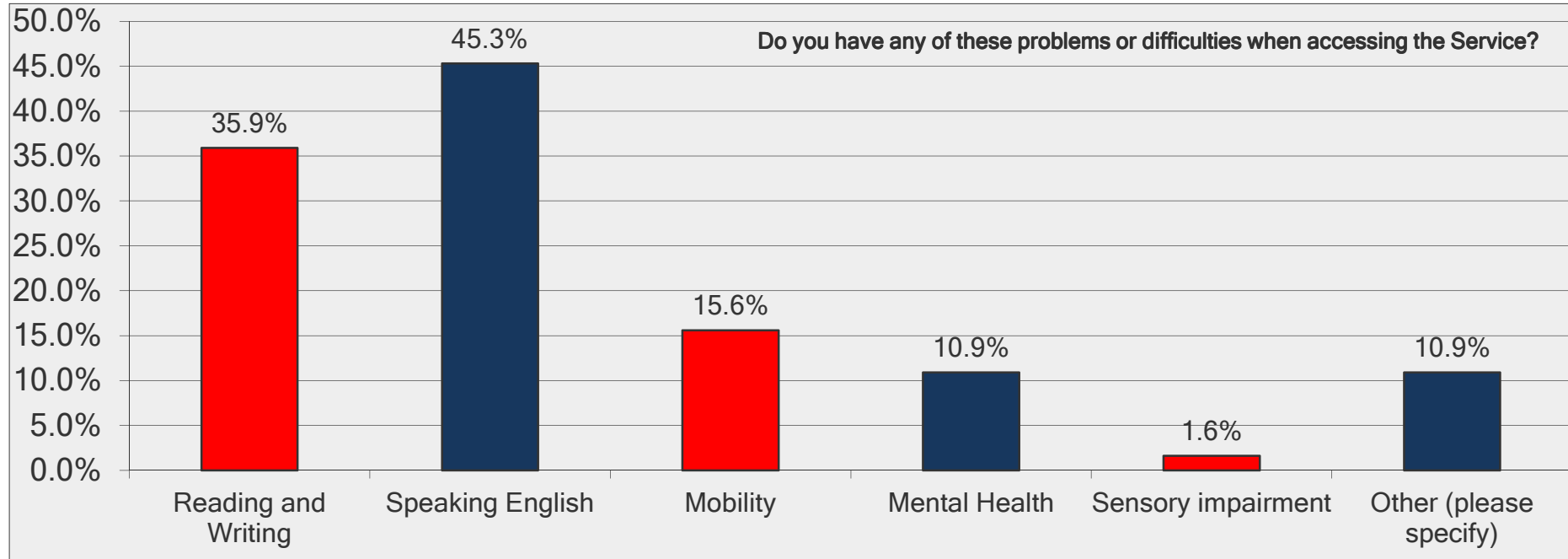
	Yes	No	Rating Average	Response Count
Promptly	31	27	1.47	58
Respectfully	59	12	1.17	71
Satisfactory	46	20	1.30	66
			<i>answered question</i>	114
			<i>skipped question</i>	47



CSS Final

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

Answer Options	Response Percent	Response Count
Reading and Writing	35.9%	23
Speaking English	45.3%	29
Mobility	15.6%	10
Mental Health	10.9%	7
Sensory impairment	1.6%	1
Other (please specify)	10.9%	7
<i>answered question</i>		64
<i>skipped question</i>		97



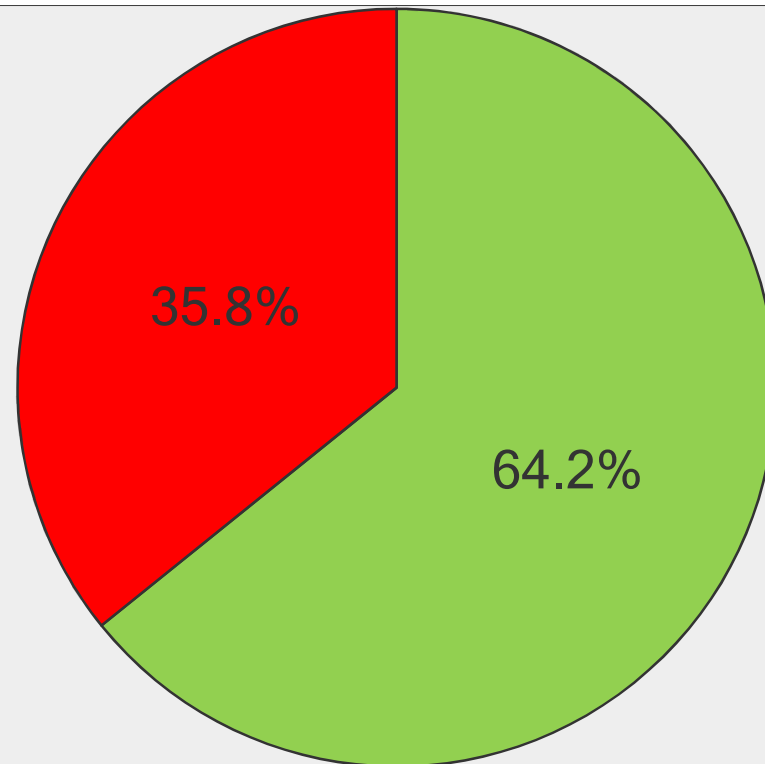
CSS Final

Have you visited the Tower Hamlets Housing Options Website?

Answer Options	Response Percent	Response Count
Yes	64.2%	79
No	35.8%	44
<i>answered question</i>		123
<i>skipped question</i>		38

Have you visited the
Tower Hamlets Housing
Options Website?

■ Yes ■ No



CSS Final

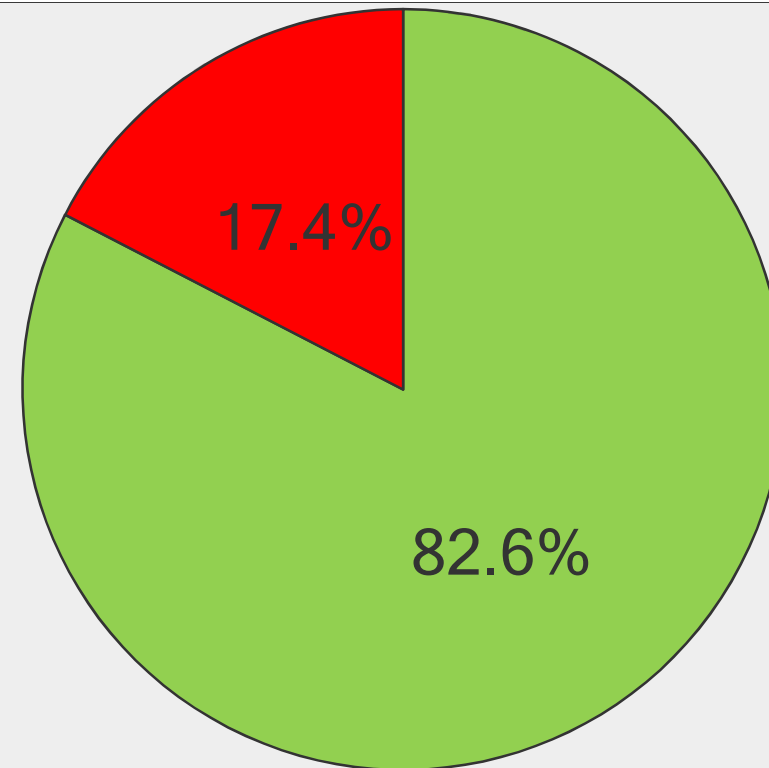
If yes, Did you find the information you wanted on our website?

Answer Options	Response Percent	Response Count
Yes	82.6%	71
No	17.4%	15
<i>answered question</i>		86
<i>skipped question</i>		75

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

■ Yes

■ No



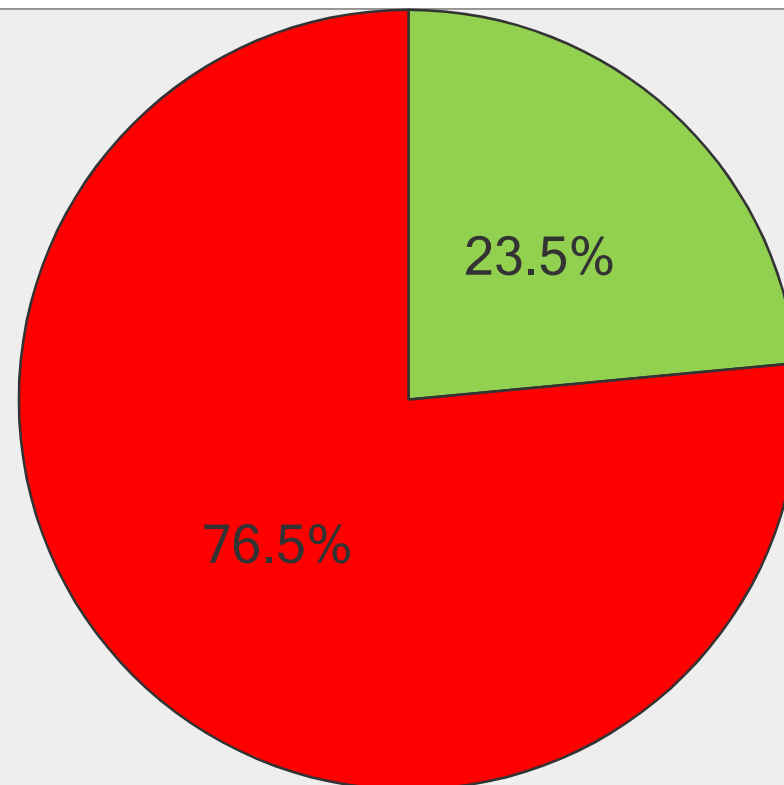
CSS Final

Have you visited the Ask Mo - My Options self-help website?

Answer Options	Response Percent	Response Count
Yes	23.5%	28
No	76.5%	91
<i>answered question</i>		119
<i>skipped question</i>		42

Have you visited the
Ask Mo - My Options
self-help website?

■ Yes ■ No

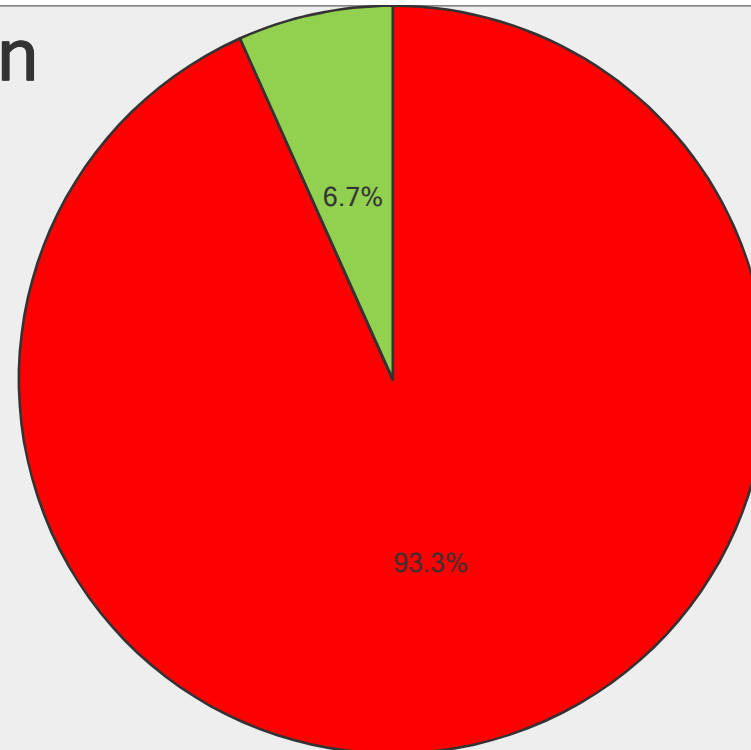
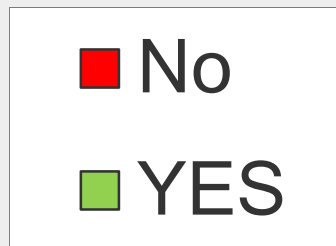


CSS Final

Would you be interested in rehousing outside London through Homefinder UK?

Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	93.3%	112
YES	6.7%	8
<i>answered question</i>		120
<i>skipped question</i>		41

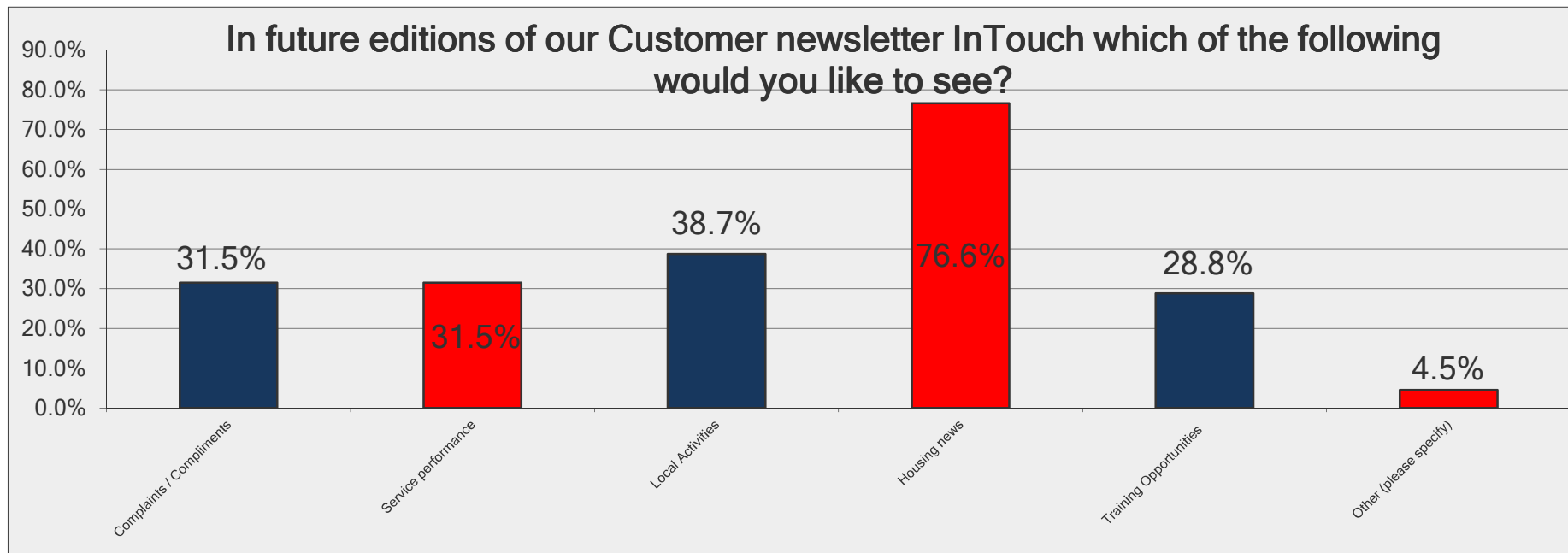
Would you be interested in rehousing outside London through Homefinder UK?



CSS Final

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	31.5%	35
Service performance	31.5%	35
Local Activities	38.7%	43
Housing news	76.6%	85
Training Opportunities	28.8%	32
Other (please specify)	4.5%	5
<i>answered question</i>		111
<i>skipped question</i>		50



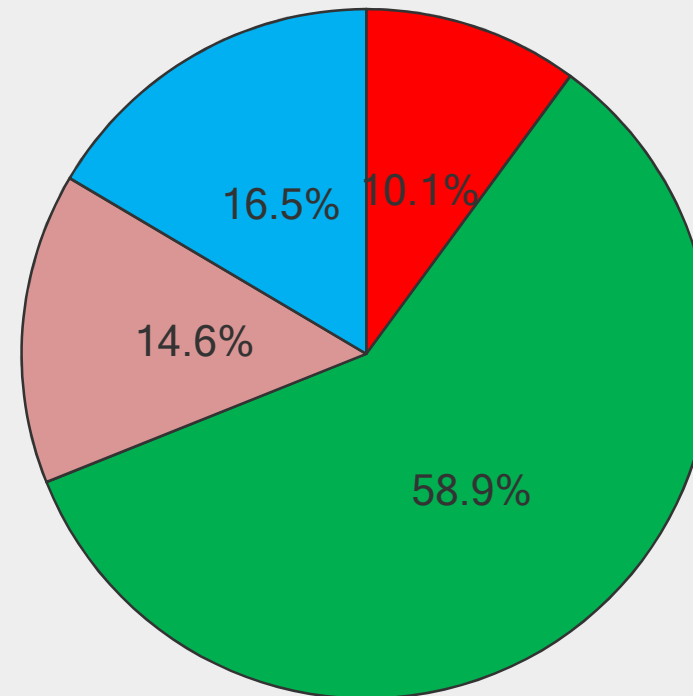
CSS Final

8. How long have you been in T/A?

Answer Options	Response Percent	Response Count
Less than six months	10.1%	16
1 - 3 years	58.9%	93
4 - 6 years	14.6%	23
7 years or more	16.5%	26
<i>answered question</i>		158
<i>skipped question</i>		3

8. How long have you been in T/A?

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

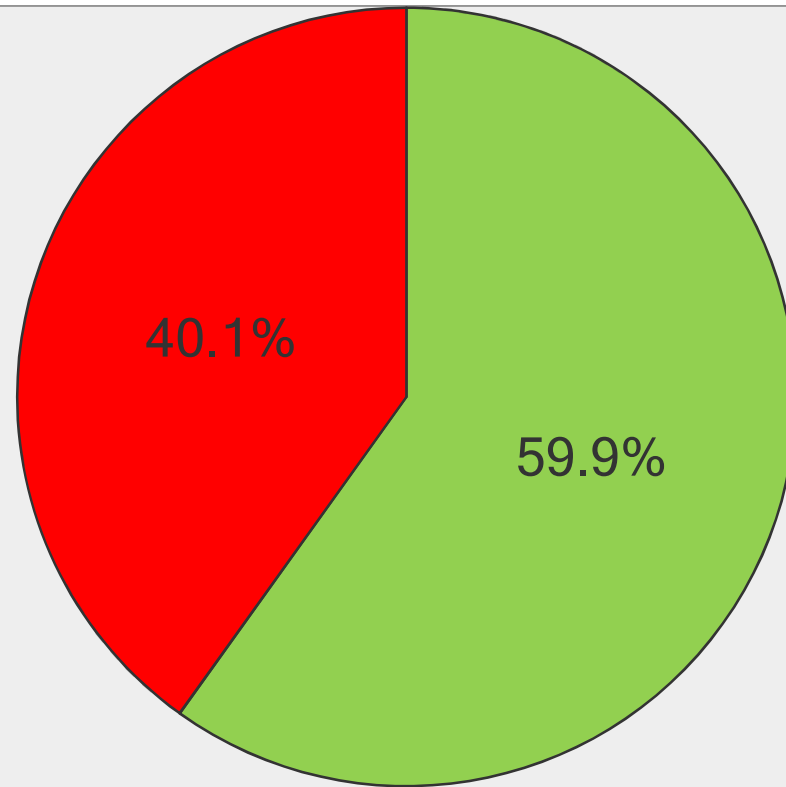


CSS Final

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

Answer Options	Response Percent	Response Count
Yes	59.9%	91
No	40.1%	61
<i>answered question</i>		152
<i>skipped question</i>		9

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



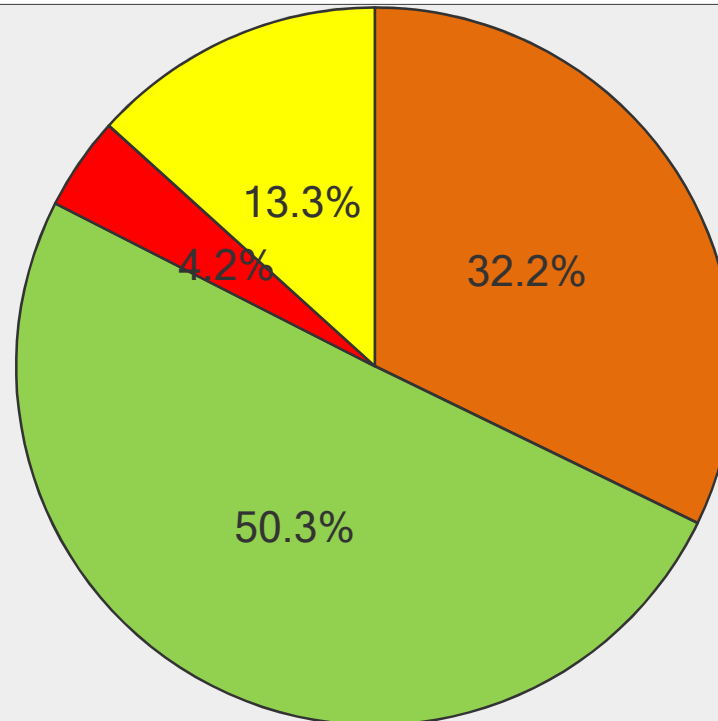
CSS Final

How do you register your bids?

Answer Options	Response Percent	Response Count
Phone	32.2%	46
home computer	50.3%	72
Public computer	4.2%	6
Council building	13.3%	19
<i>answered question</i>		143
<i>skipped question</i>		18

How do you register your bids?

- Phone
- home computer
- Public computer
- Council building



CSS Final

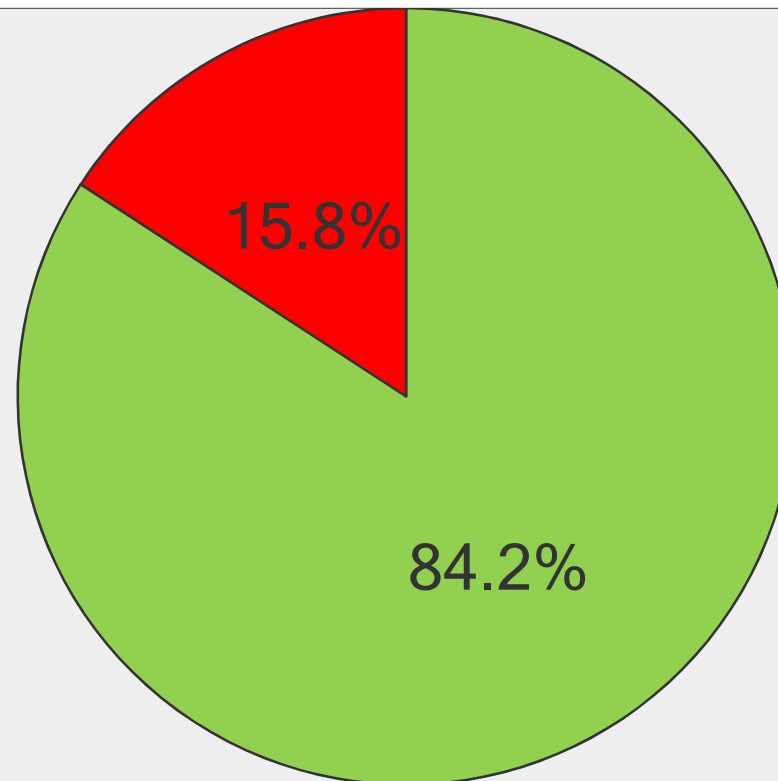
Do you find bidding easy?

Answer Options	Response Percent	Response Count
Yes	84.2%	117
No	15.8%	22
<i>answered question</i>		139
<i>skipped question</i>		22

Do you find bidding easy?

■ Yes

■ No

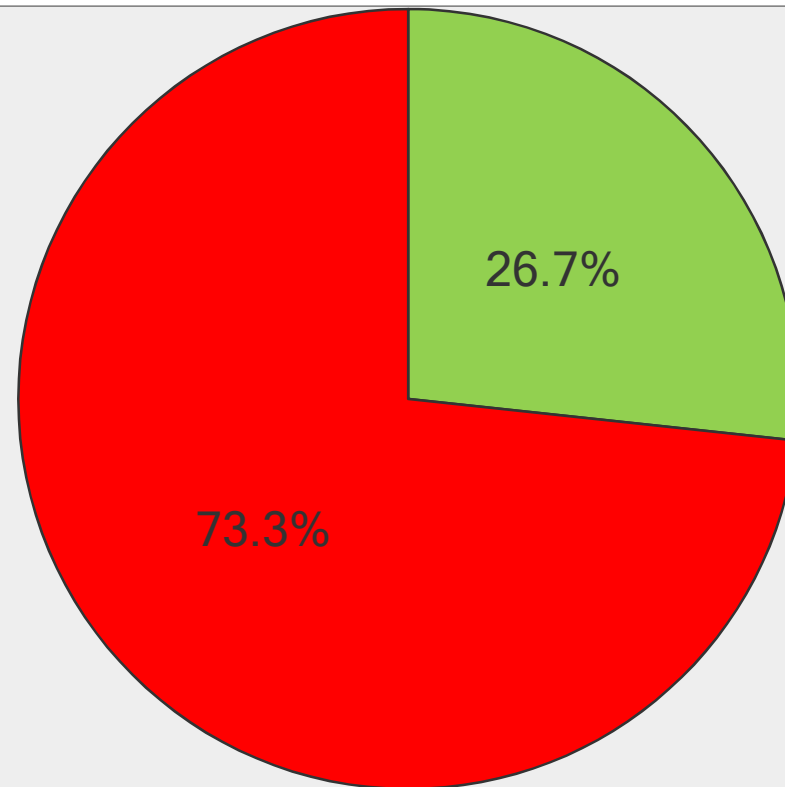


CSS Final

Do you need help with bidding?

Answer Options	Response Percent	Response Count
Yes	26.7%	40
No	73.3%	110
<i>answered question</i>		150
<i>skipped question</i>		11

Do you need help with bidding?

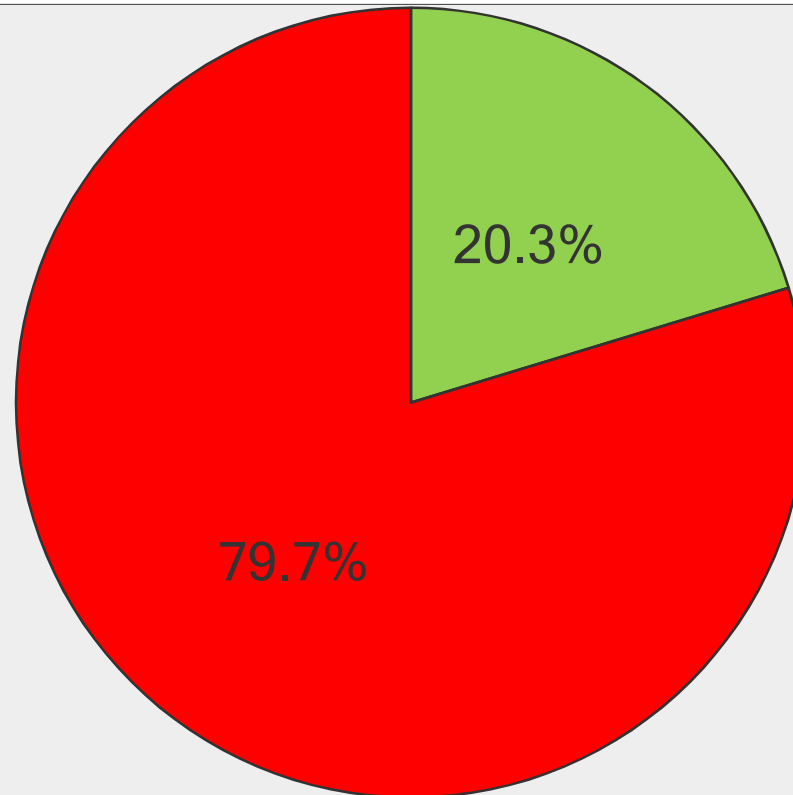


CSS Final

Have you asked for help with bidding?

Answer Options	Response Percent	Response Count
Yes	20.3%	30
No	79.7%	118
<i>answered question</i>		148
<i>skipped question</i>		13

Have you asked for help with bidding?



CSS Final

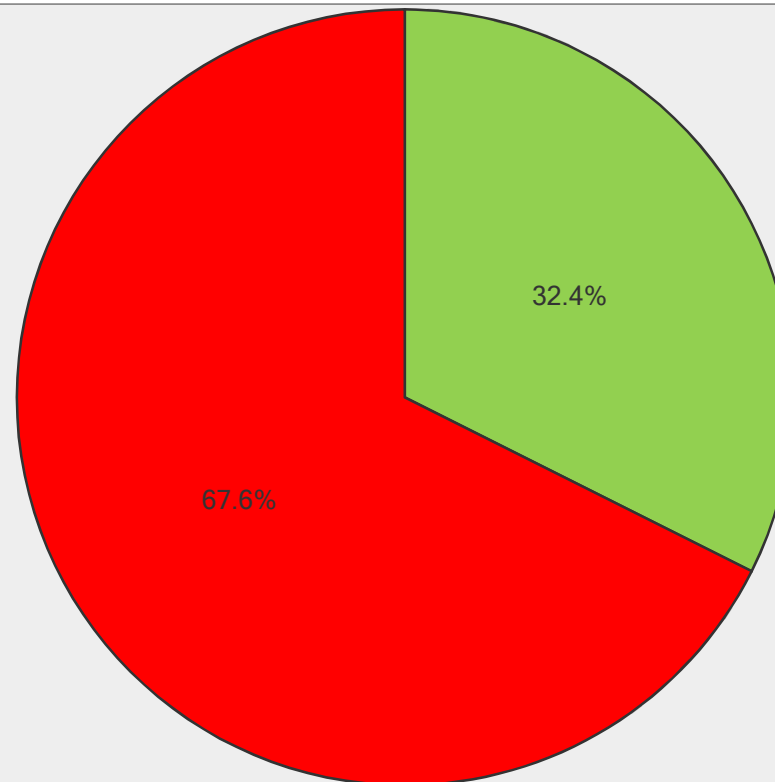
If yes were you satisfied with the help you received?

Answer Options	Response Percent	Response Count
Yes	32.4%	22
No	67.6%	46
<i>answered question</i>		68
<i>skipped question</i>		93

If yes were you satisfied with the help you received?

■ Yes

■ No

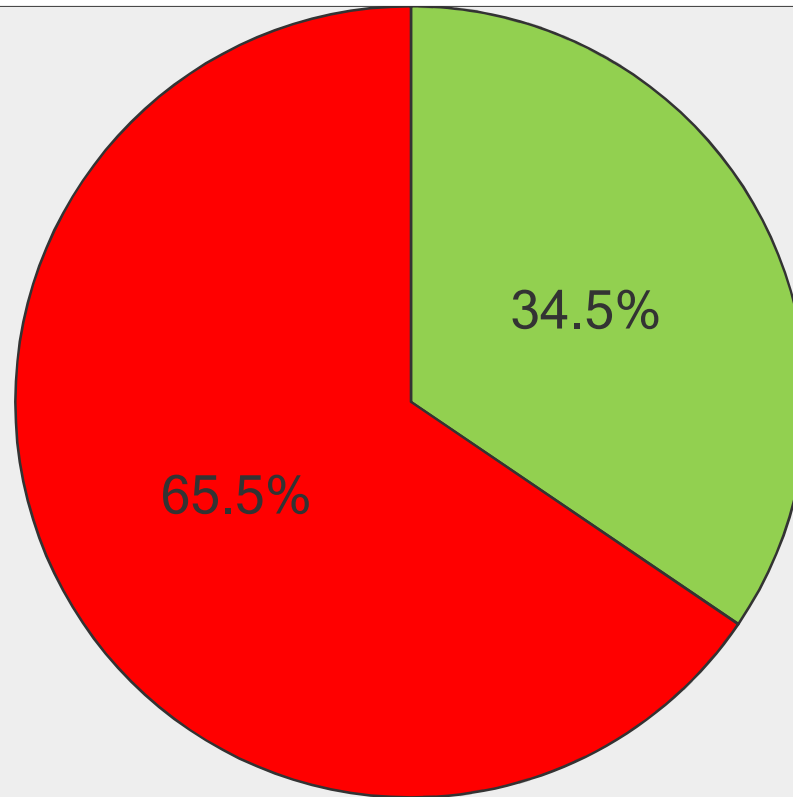


CSS Final

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

Answer Options	Response Percent	Response Count
Yes	34.5%	50
No	65.5%	95
<i>answered question</i>		145
<i>skipped question</i>		16

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

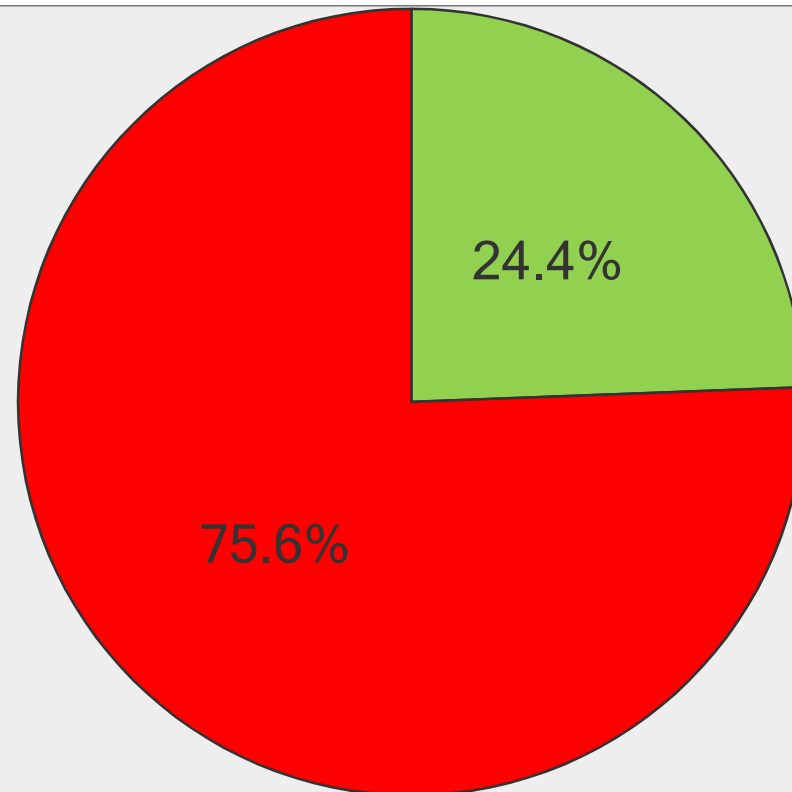


CSS Final

If yes - have you used them to register bids?

Answer Options	Response Percent	Response Count
Yes	24.4%	21
No	75.6%	65
<i>answered question</i>		86
<i>skipped question</i>		75

If yes - have you used them to register bids?

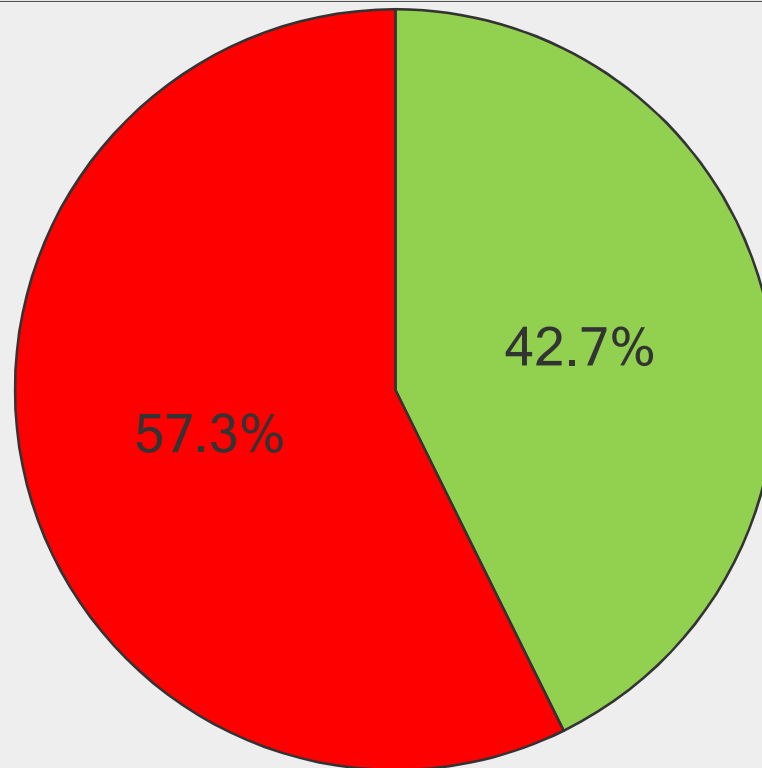


CSS Final

If no - would you like assistance to use the kiosks next time you visit the Housing Options Service at Albert Jacob House?

Answer Options	Response Percent	Response Count
Yes	42.7%	56
No	57.3%	75
<i>answered question</i>		131
<i>skipped question</i>		30

If no - would you like assistance to use the kiosks next time you visit the Housing Options Service at Albert Jacob House?

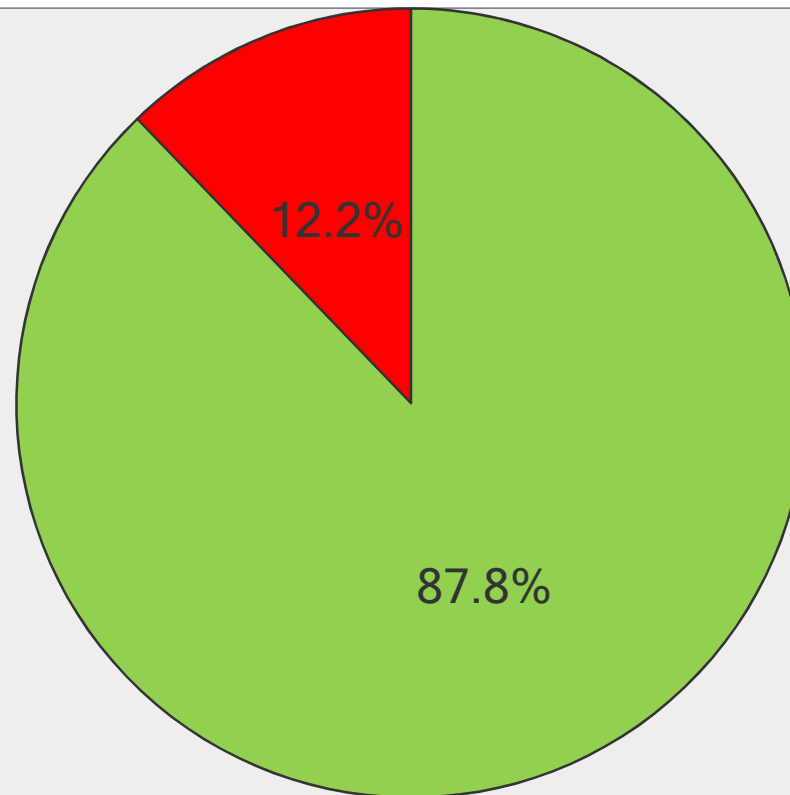


CSS Final

Do you know who your Housing Officer is?

Answer Options	Response Percent	Response Count
Yes	87.8%	137
No	12.2%	19
<i>answered question</i>		156
<i>skipped question</i>		5

Do you know who your
Housing Officer is?

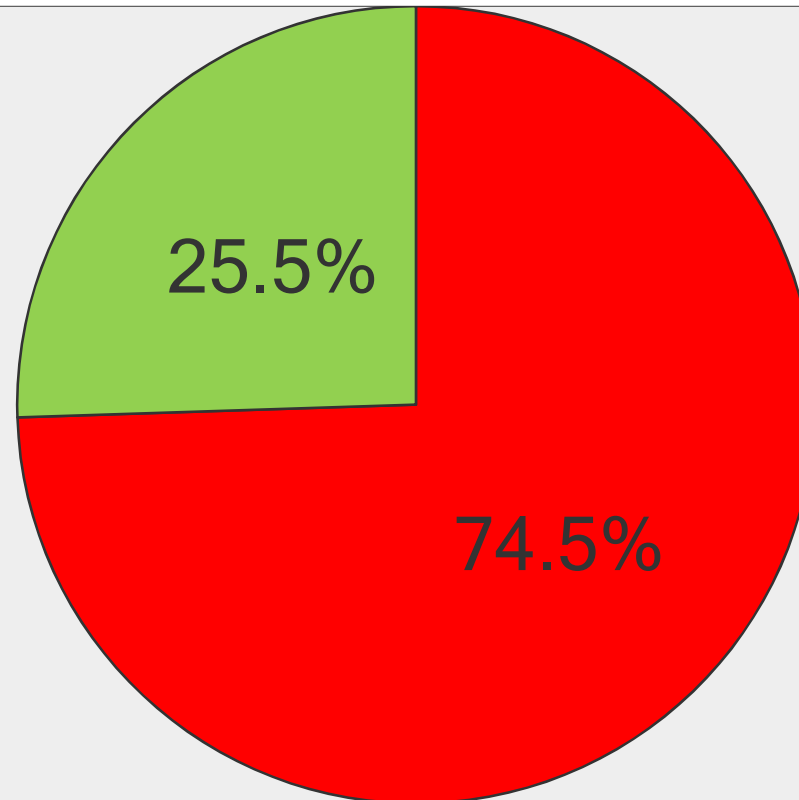


CSS Final

Have you contacted your Housing Officer in the last 6 months?

Answer Options	Response Percent	Response Count
Yes	74.5%	117
No	25.5%	40
<i>answered question</i>		157
<i>skipped question</i>		4

Have you contacted your
Housing Officer in the
last 6 months?



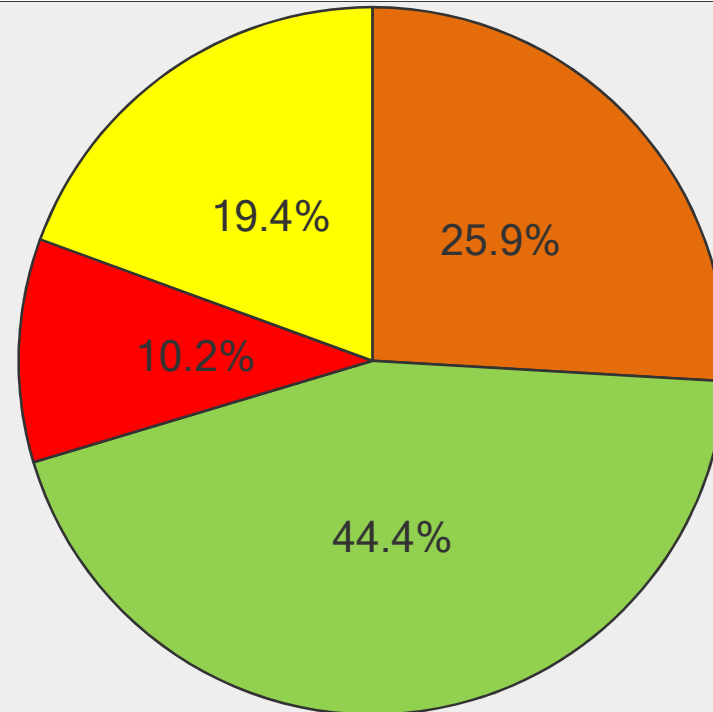
CSS Final

If yes, was it for?

Answer Options	Response Percent	Response Count
Bidding	25.9%	28
Rent Account	44.4%	48
Disrepair	10.2%	11
Other (please specify)	19.4%	21
<i>answered question</i>		108
<i>skipped question</i>		53

If yes, was it for?

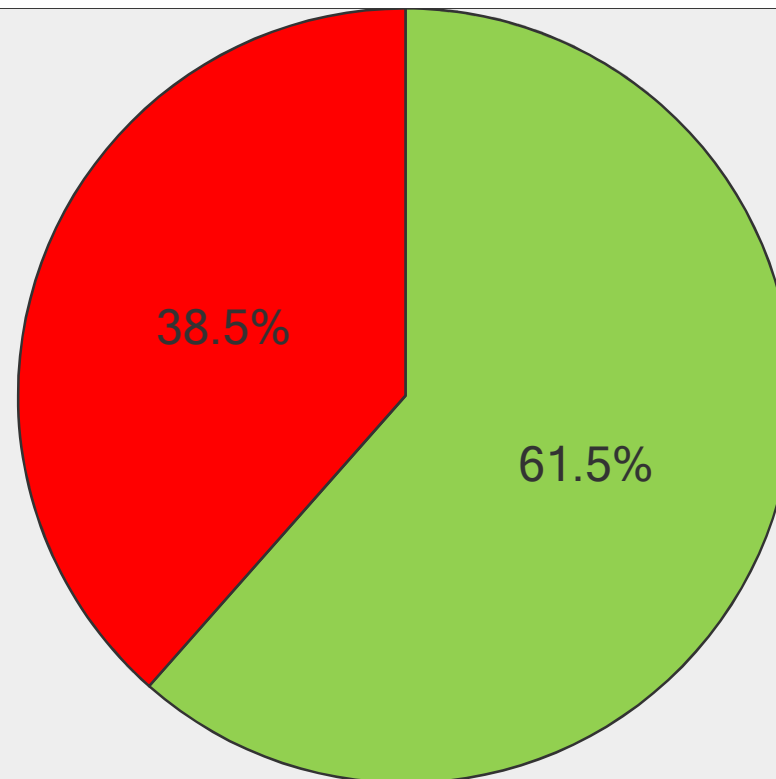
- Bidding
- Rent Account
- Disrepair
- Other (please specify)



CSS Final

Were you satisfied with their response?		
Answer Options	Response Percent	Response Count
Yes	61.5%	80
No	38.5%	50
<i>answered question</i>		130
<i>skipped question</i>		31

Were you satisfied with their response?



CSS Final

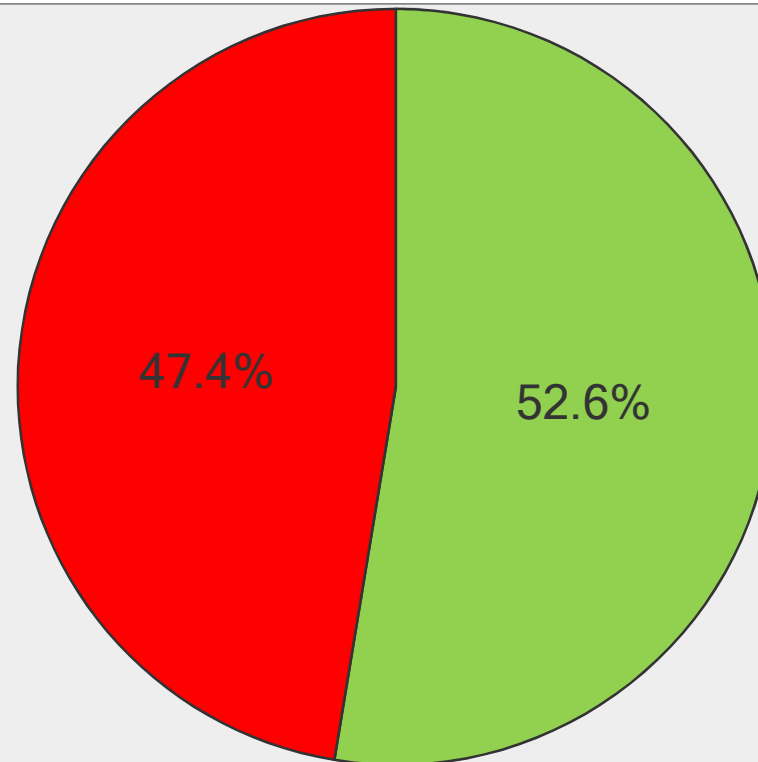
Have you been visited by your Housing Officer in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	52.6%	81
No	47.4%	73
<i>answered question</i>		154
<i>skipped question</i>		7

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

■ Yes

■ No



CSS Final

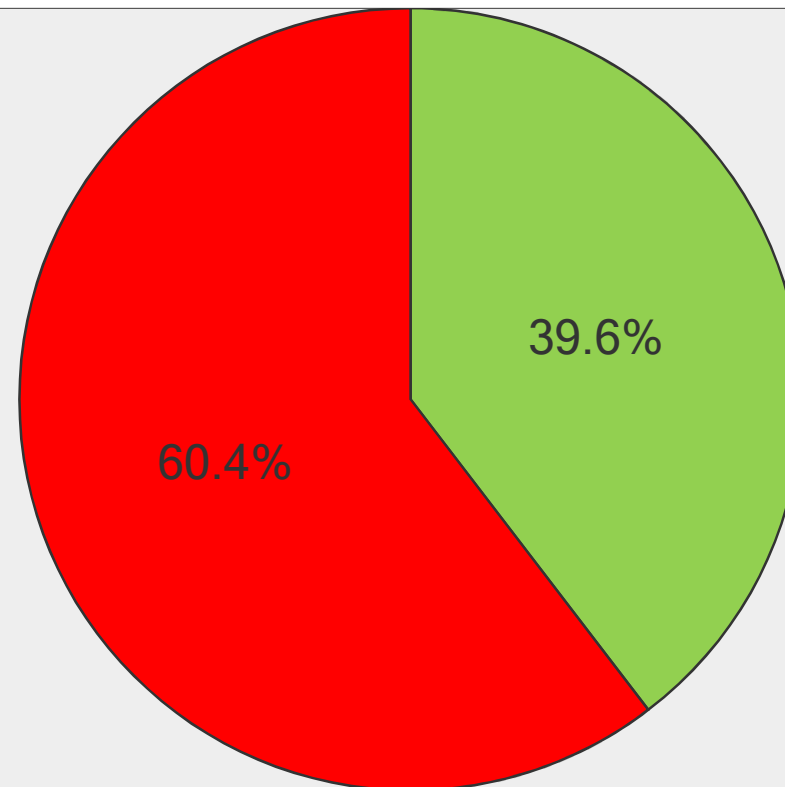
Have you been visited by your Managing Agent in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	39.6%	63
No	60.4%	96
<i>answered question</i>		159
<i>skipped question</i>		2

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

■ Yes

■ No

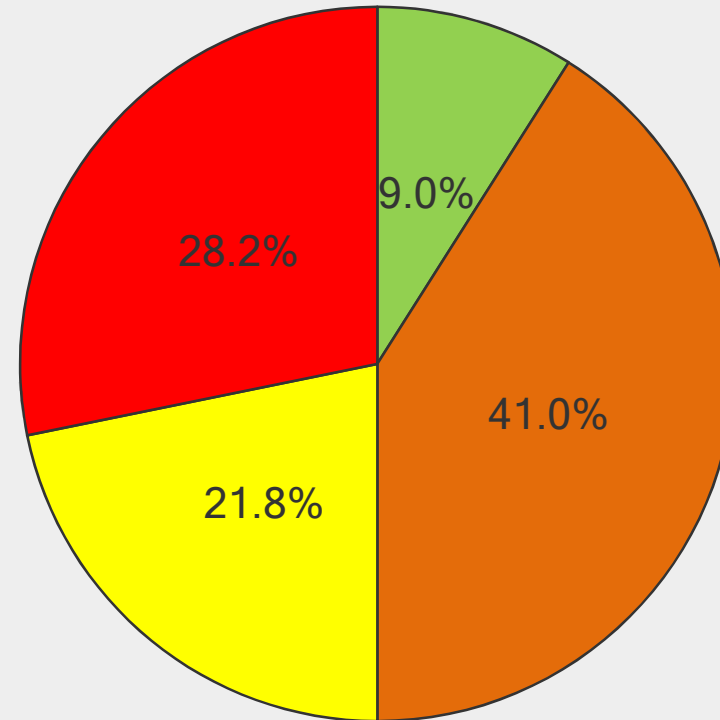


CSS Final

How satisfied are you with the following aspects of your Temporary Accommodation Condition of the Property - conditions		
Answer Options	Response Percent	Response Count
Very Satisfied	9.0%	14
Satisfied	41.0%	64
Dissatisfied	21.8%	34
Very Dissatisfied	28.2%	44
<i>answered question</i>		156
<i>skipped question</i>		5

How satisfied are you with the following aspects of your Temporary Accommodation Condition of the Property

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied



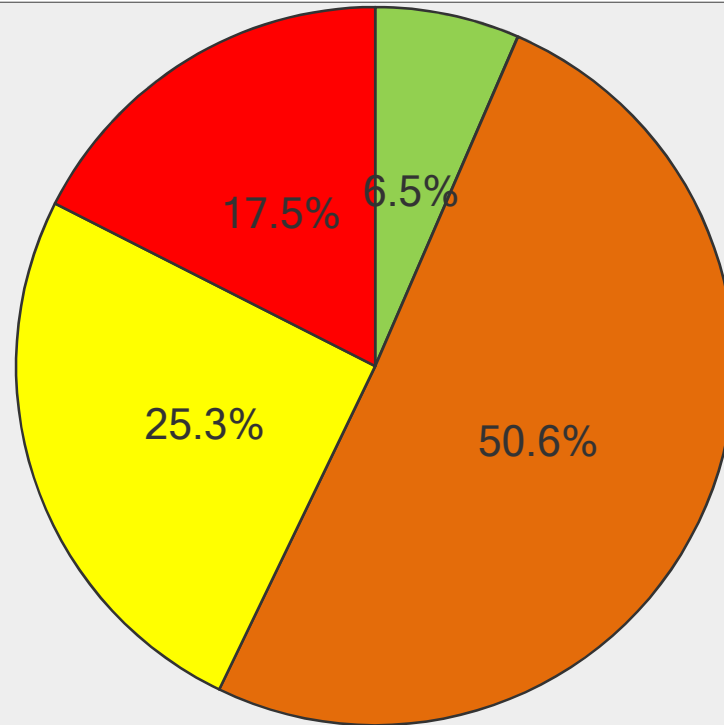
CSS Final

Service provided by Managing Agent

Answer Options	Response Percent	Response Count
Very Satisfied	6.5%	10
Satisfied	50.6%	78
Dissatisfied	25.3%	39
Very Dissatisfied	17.5%	27
<i>answered question</i>		154
<i>skipped question</i>		7

Service provided by Managing Agent

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied



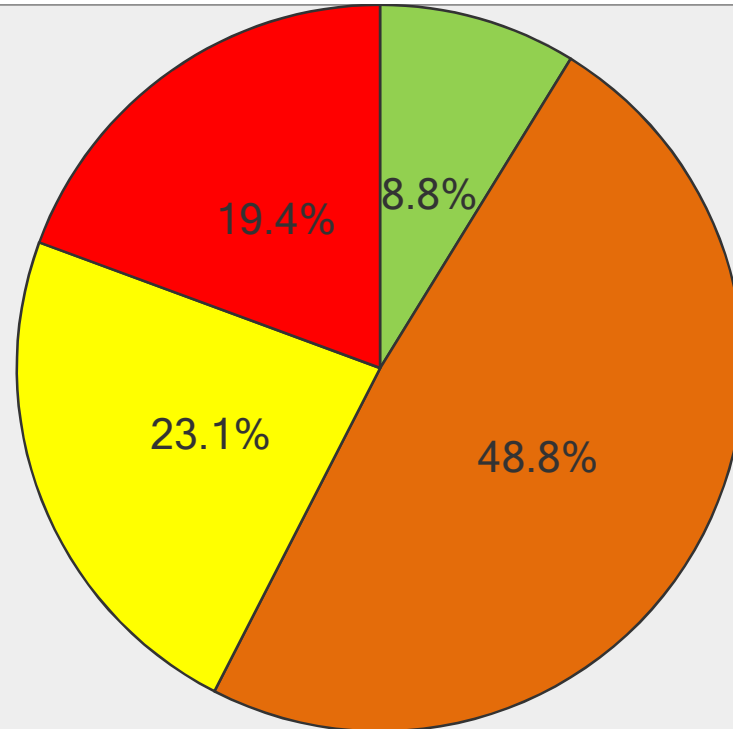
CSS Final

Overall Satisfaction

Answer Options	Response Percent	Response Count
Very satisfied	8.8%	14
Satisfied	48.8%	78
Dissatisfied	23.1%	37
Very Dissatisfied	19.4%	31
<i>answered question</i>		160
<i>skipped question</i>		1

Overall Satisfaction

- Very satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied



CSS Final

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

Answer Options	Response Percent	Response Count
Very Satisfied	11.6%	18
Satisfied	54.2%	84
Dissatisfied	20.0%	31
Very Dissatisfied	14.2%	22
<i>answered question</i>		155
<i>skipped question</i>		6

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

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

