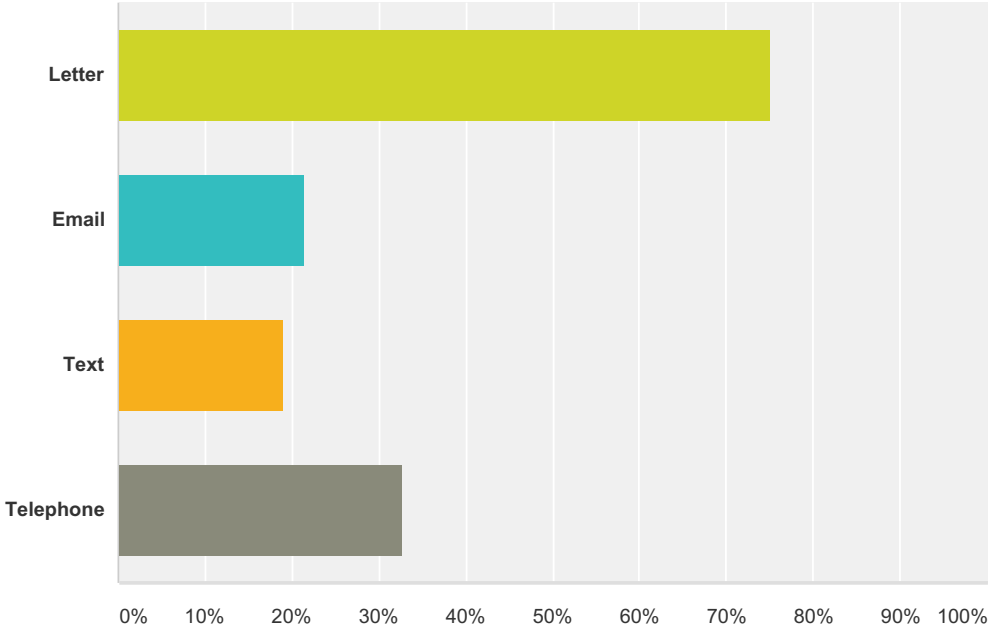


Q1 How would you prefer to be contacted?

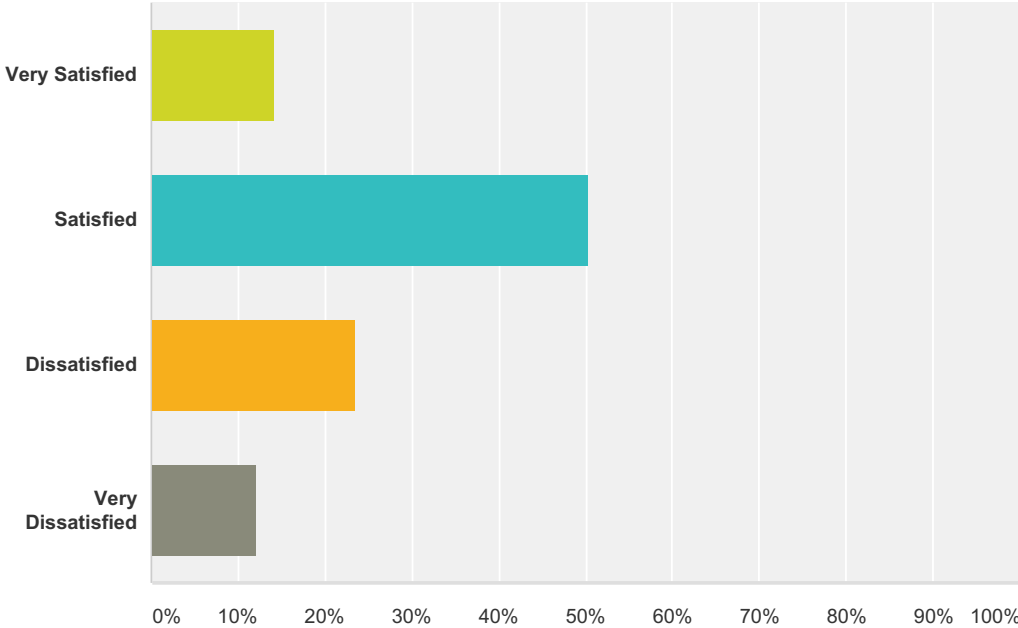
Answered: 153 Skipped: 24



Answer Choices	Responses
Letter	75.16% 115
Email	21.57% 33
Text	18.95% 29
Telephone	32.68% 50
Total Respondents: 153	

Q2 Time taken to answer your calls;

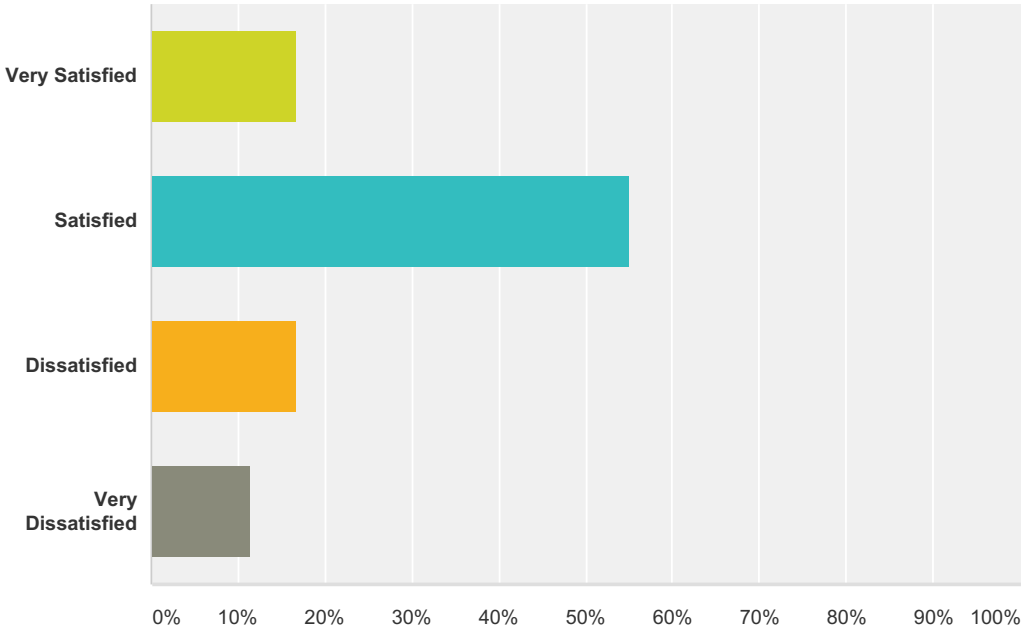
Answered: 149 Skipped: 28



Answer Choices	Responses
Very Satisfied	14.09% 21
Satisfied	50.34% 75
Dissatisfied	23.49% 35
Very Dissatisfied	12.08% 18
Total	149

Q3 Overall, how well do we deal with your calls?

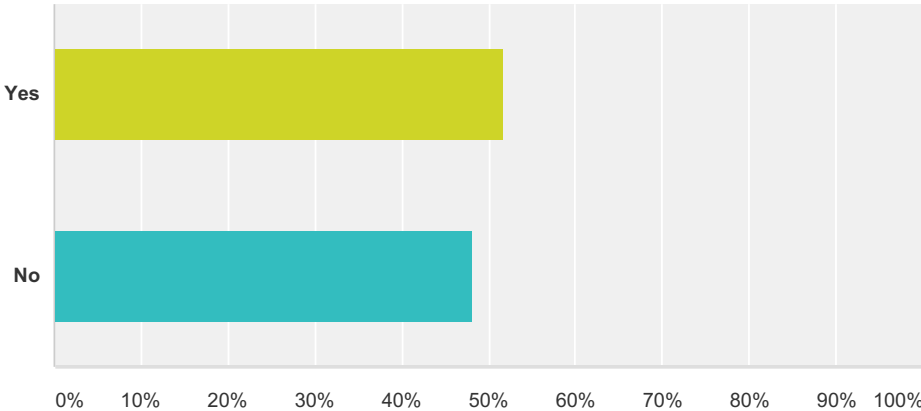
Answered: 149 Skipped: 28



Answer Choices	Responses	Count
Very Satisfied	16.78%	25
Satisfied	55.03%	82
Dissatisfied	16.78%	25
Very Dissatisfied	11.41%	17
Total		149

Q4 Do you think we can improve on the way we answer telephone calls?

Answered: 143 Skipped: 34



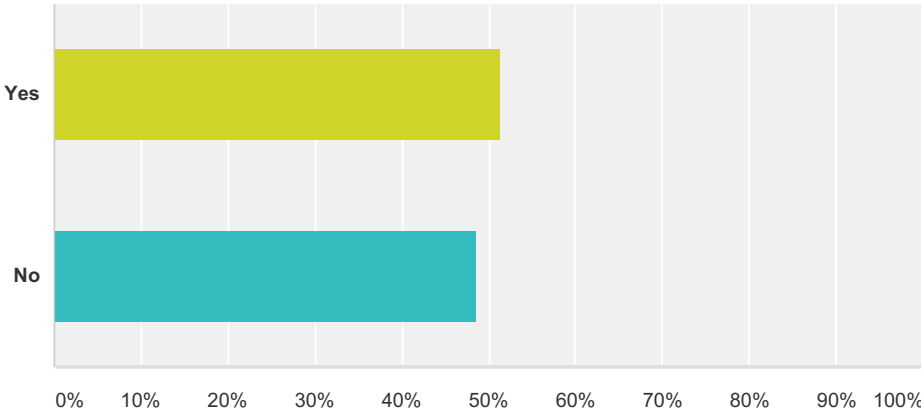
Answer Choices	Responses
Yes	51.75% 74
No	48.25% 69
Total	143

Q5 If yes, please tell us how we can improve:

Answered: 46 Skipped: 131

Q6 Do you know how to make a complaint about the service?

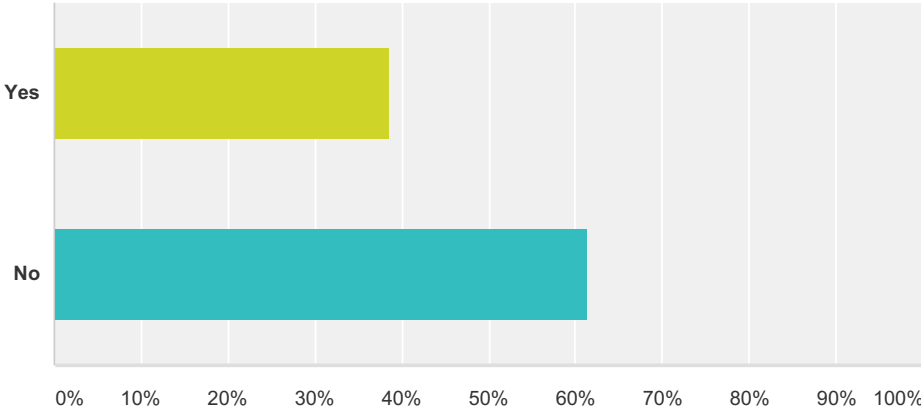
Answered: 148 Skipped: 29



Answer Choices	Responses
Yes	51.35% 76
No	48.65% 72
Total	148

Q7 Did you know that we have feedback cards in our Albert Jacob House reception area?

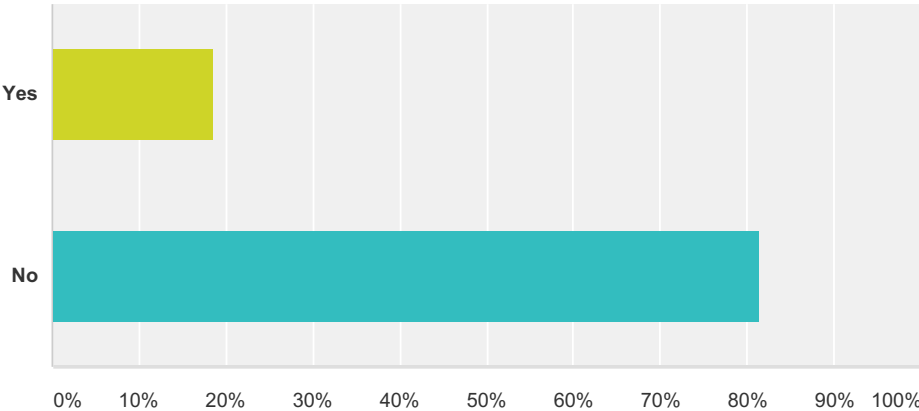
Answered: 150 Skipped: 27



Answer Choices	Responses	
Yes	38.67%	58
No	61.33%	92
Total		150

Q8 Have you ever made a complaint about the Service?

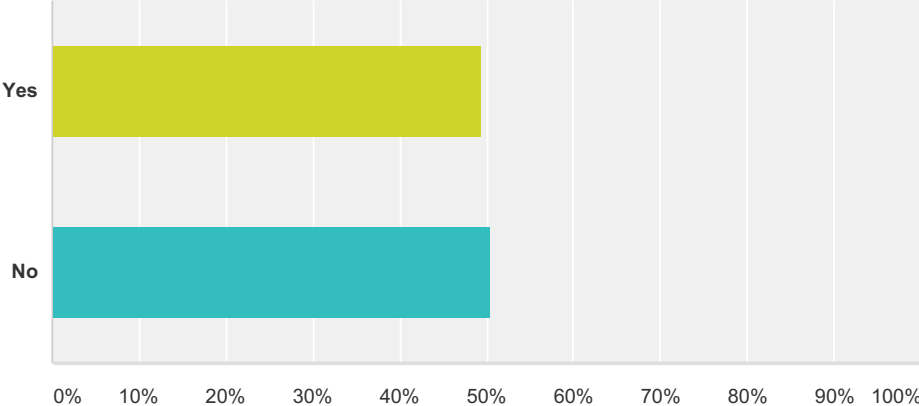
Answered: 151 Skipped: 26



Answer Choices	Responses
Yes	18.54% 28
No	81.46% 123
Total	151

Q9 Were you satisfied with the outcome?

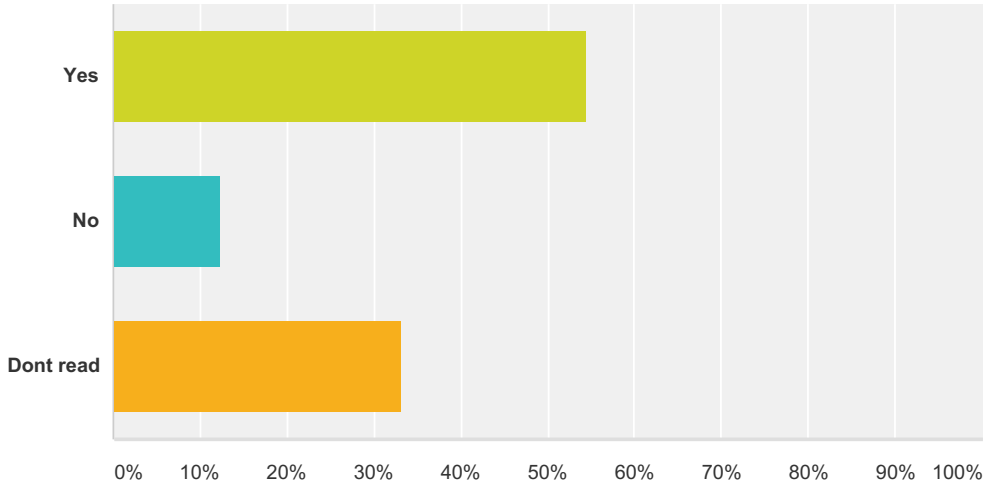
Answered: 107 Skipped: 70



Answer Choices	Responses	
Yes	49.53%	53
No	50.47%	54
Total		107

Q10 Do you find the Intouch newsletter useful;

Answered: 145 Skipped: 32



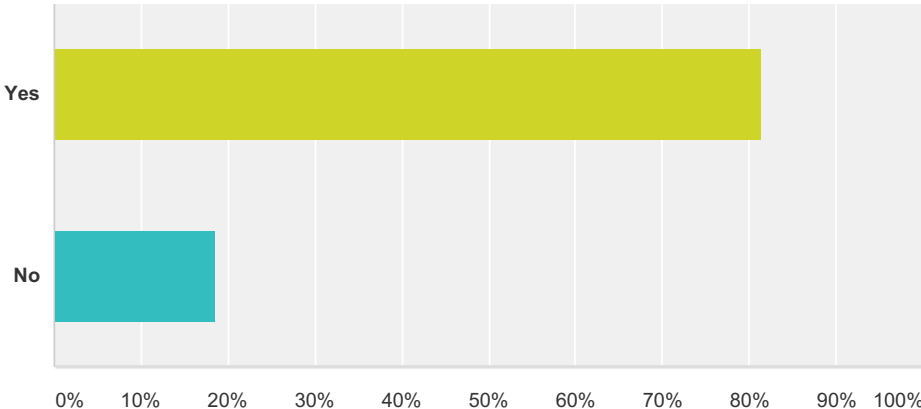
Answer Choices	Responses
Yes	54.48% 79
No	12.41% 18
Dont read	33.10% 48
Total	145

Q11 What would you like to see in future editions of the InTouch newsletter?

Answered: 40 Skipped: 137

Q12 Do you know who your Housing Officer is?

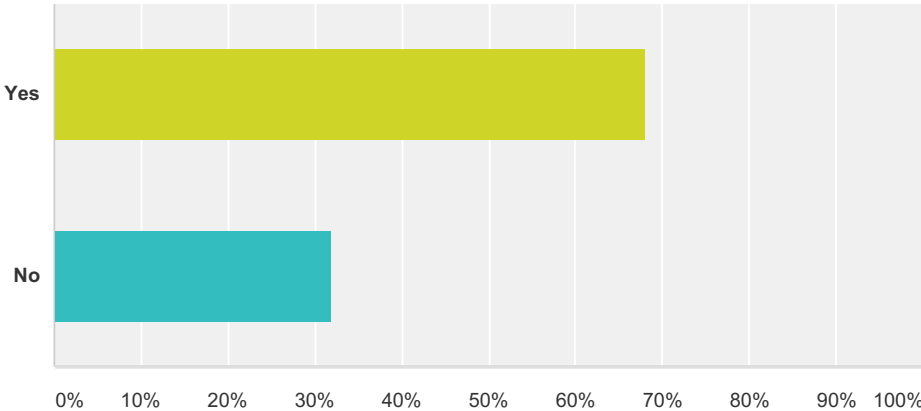
Answered: 173 Skipped: 4



Answer Choices	Responses
Yes	81.50% 141
No	18.50% 32
Total	173

Q13 Do you know how to contact your Managing agent?

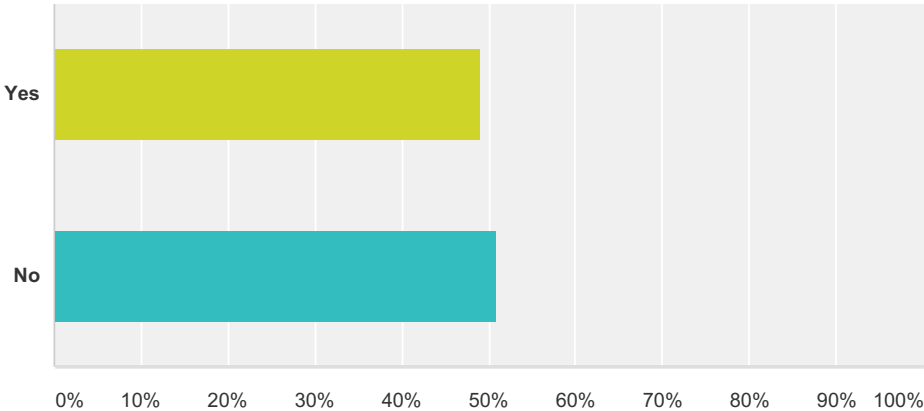
Answered: 172 Skipped: 5



Answer Choices	Responses
Yes	68.02% 117
No	31.98% 55
Total	172

Q14 Have you been visited by your Housing Officer in the last 12 months?

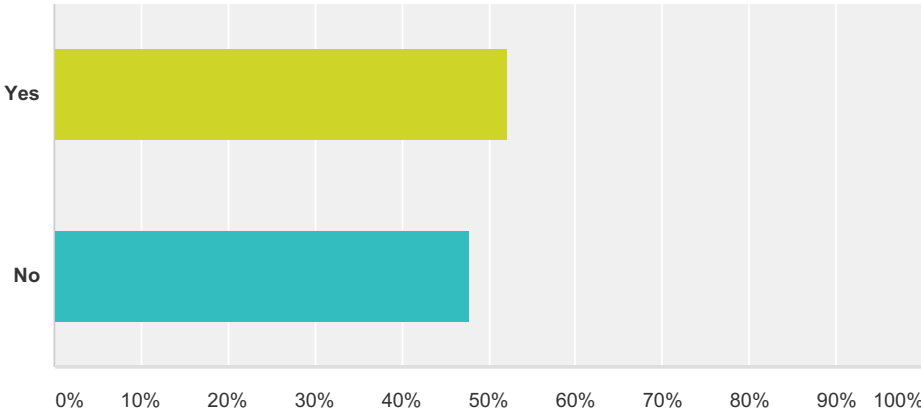
Answered: 163 Skipped: 14



Answer Choices	Responses	
Yes	49.08%	80
No	50.92%	83
Total		163

Q15 Have you been visited by your Managing Agent in the last 12 months?

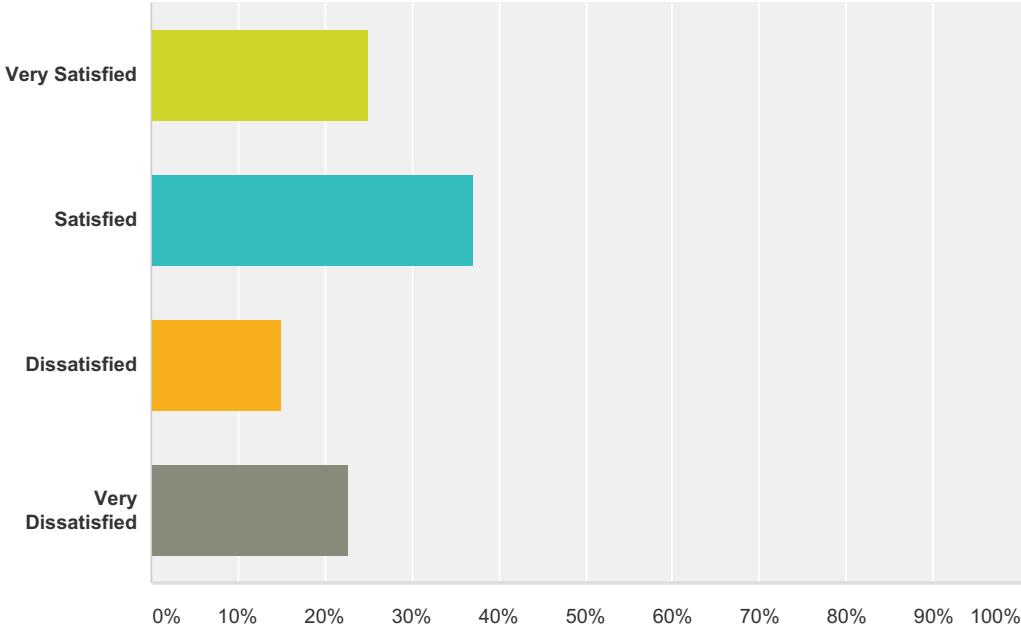
Answered: 161 Skipped: 16



Answer Choices	Responses
Yes	52.17% 84
No	47.83% 77
Total	161

Q16 Location

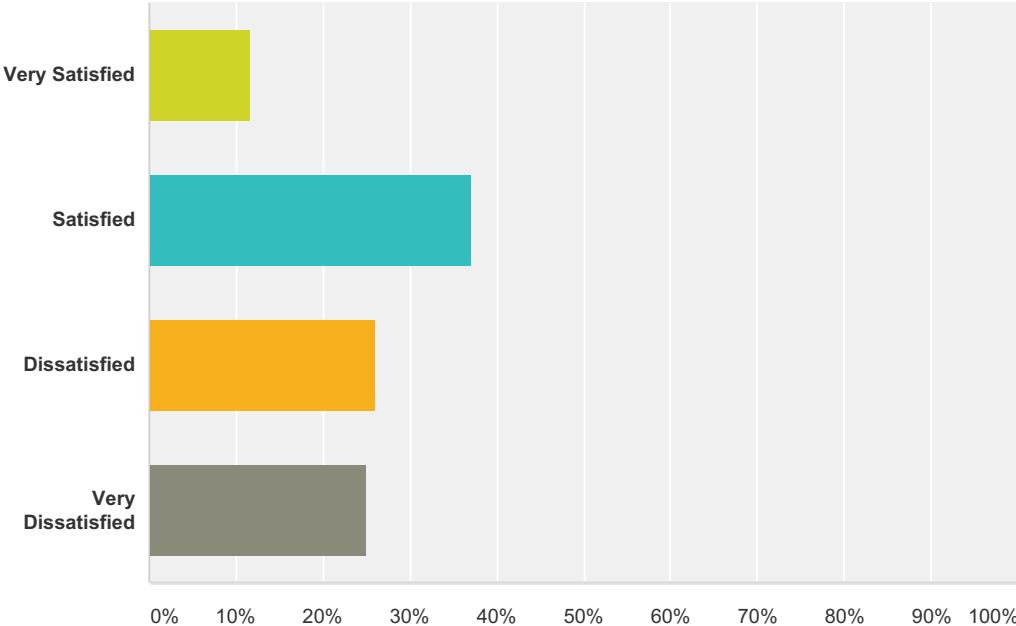
Answered: 172 Skipped: 5



Answer Choices	Responses
Very Satisfied	25.00% 43
Satisfied	37.21% 64
Dissatisfied	15.12% 26
Very Dissatisfied	22.67% 39
Total	172

Q17 Condition of the property

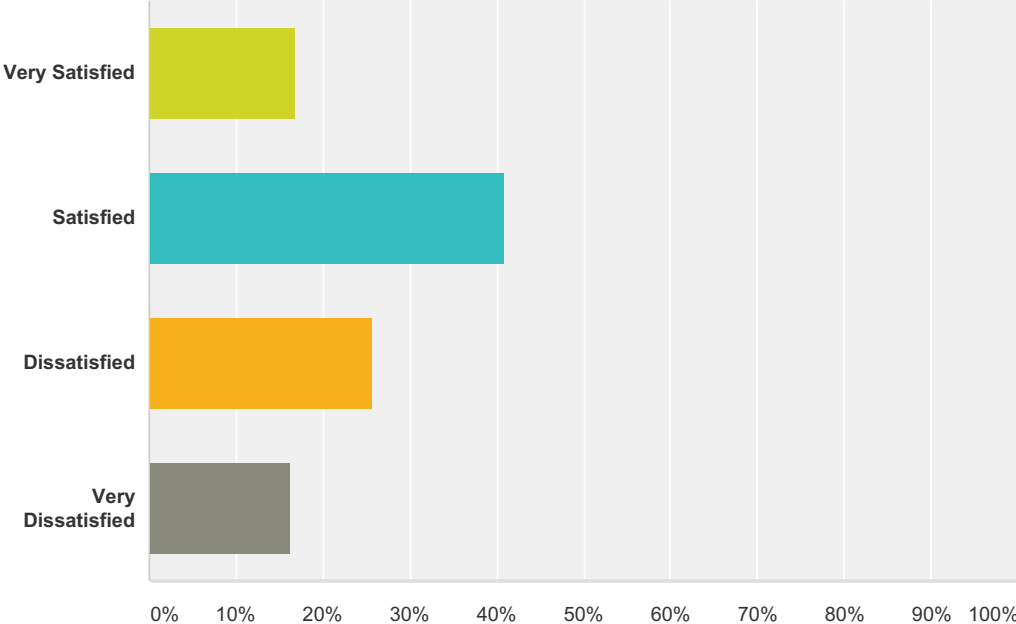
Answered: 172 Skipped: 5



Answer Choices	Responses
Very Satisfied	11.63% 20
Satisfied	37.21% 64
Dissatisfied	26.16% 45
Very Dissatisfied	25.00% 43
Total	172

Q18 Service provided by Managing Agent

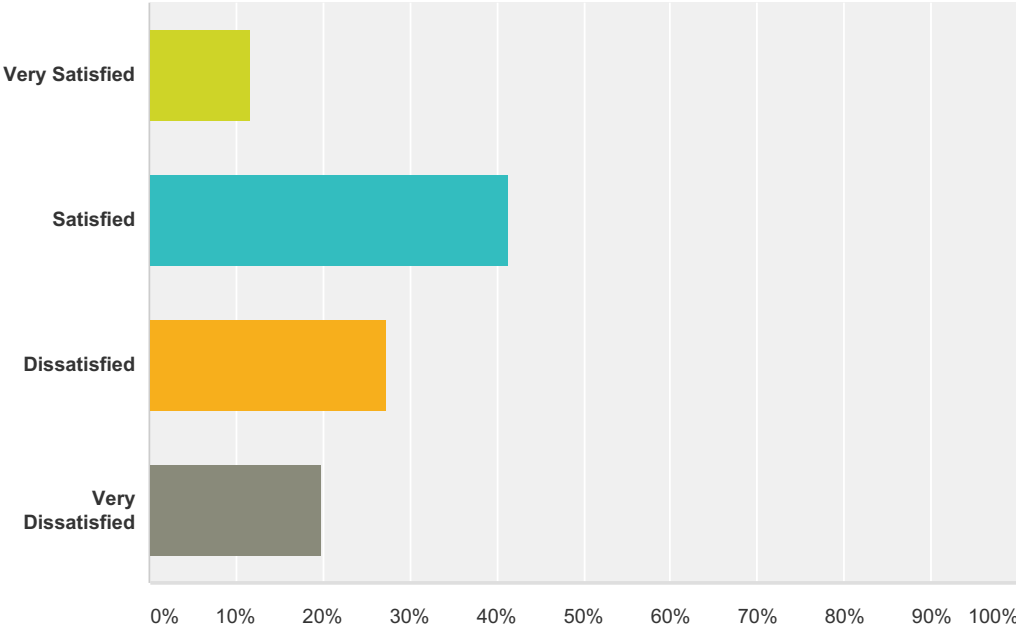
Answered: 171 Skipped: 6



Answer Choices	Responses
Very Satisfied	16.96% 29
Satisfied	40.94% 70
Dissatisfied	25.73% 44
Very Dissatisfied	16.37% 28
Total	171

Q19 Overall Satisfaction

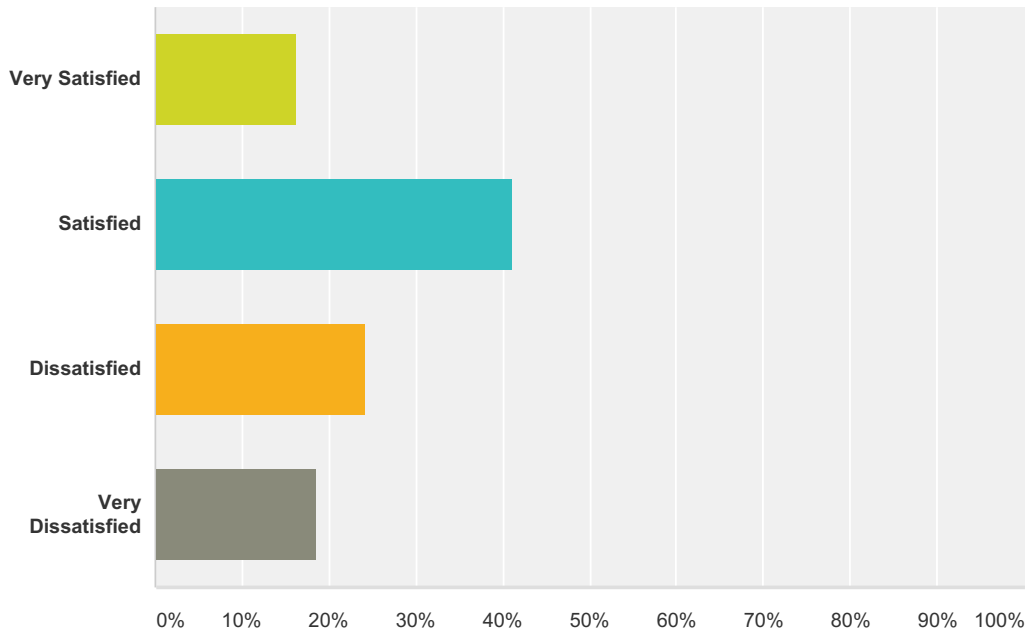
Answered: 172 Skipped: 5



Answer Choices	Responses
Very Satisfied	11.63% 20
Satisfied	41.28% 71
Dissatisfied	27.33% 47
Very Dissatisfied	19.77% 34
Total	172

Q20 Overall, how satisfied are you with the Housing Options Services?

Answered: 173 Skipped: 4



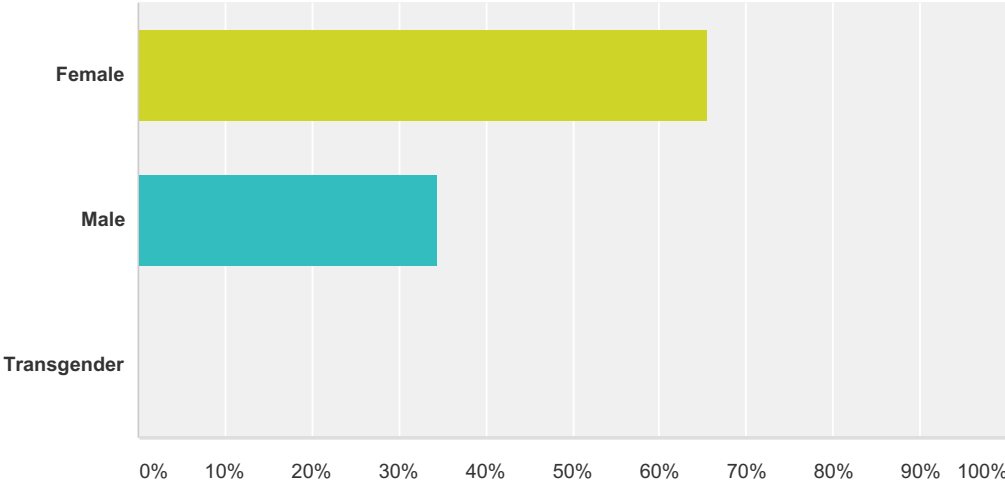
Answer Choices	Responses	
Very Satisfied	16.18%	28
Satisfied	41.04%	71
Dissatisfied	24.28%	42
Very Dissatisfied	18.50%	32
Total		173

Q21 Please tell us one thing we can do to improve the Housing Options Services;

Answered: 90 Skipped: 87

Q22 What gender are you?

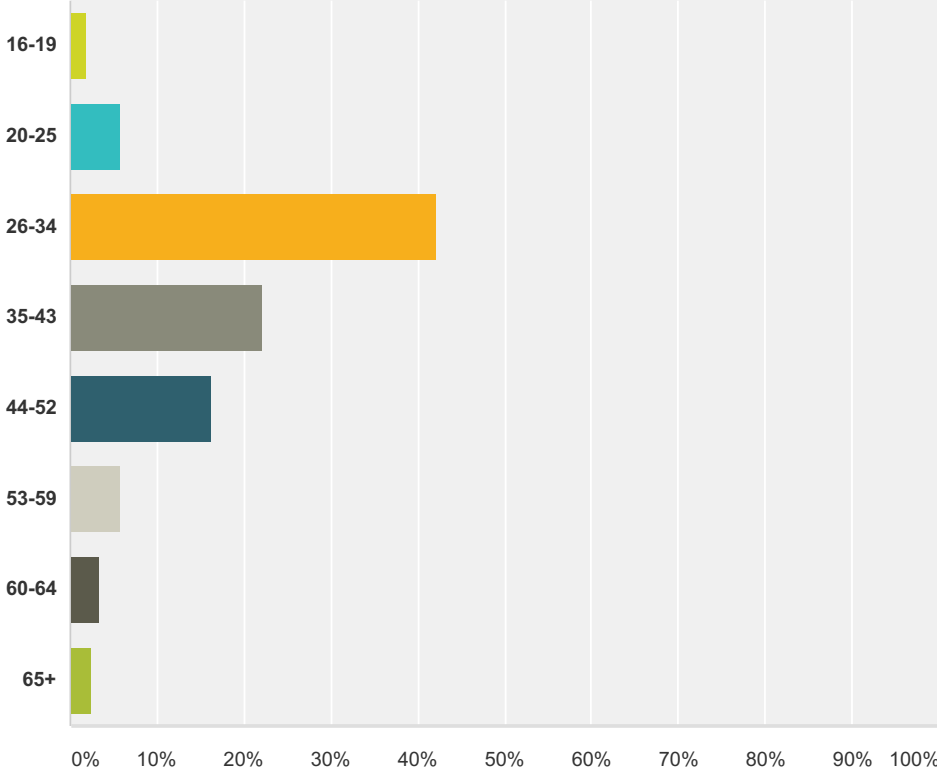
Answered: 160 Skipped: 17



Answer Choices	Responses
Female	65.63% 105
Male	34.38% 55
Transgender	0.00% 0
Total	160

Q23 How old are you?

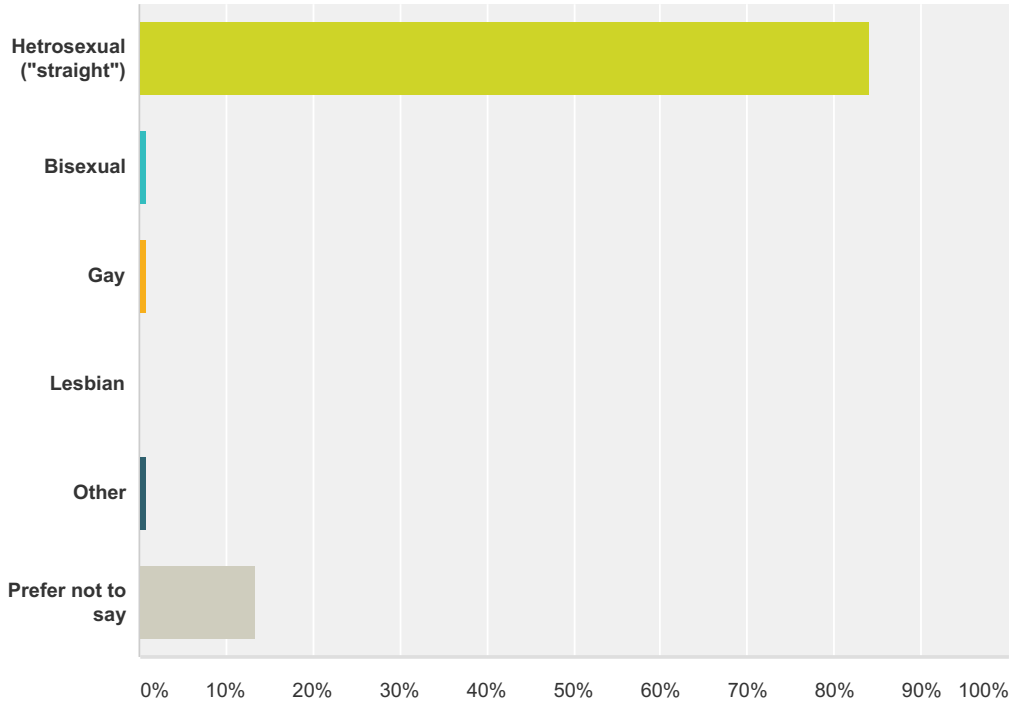
Answered: 154 Skipped: 23



Answer Choices	Responses
16-19	1.95% 3
20-25	5.84% 9
26-34	42.21% 65
35-43	22.08% 34
44-52	16.23% 25
53-59	5.84% 9
60-64	3.25% 5
65+	2.60% 4
Total	154

Q24 How would you define your sexual orientation?

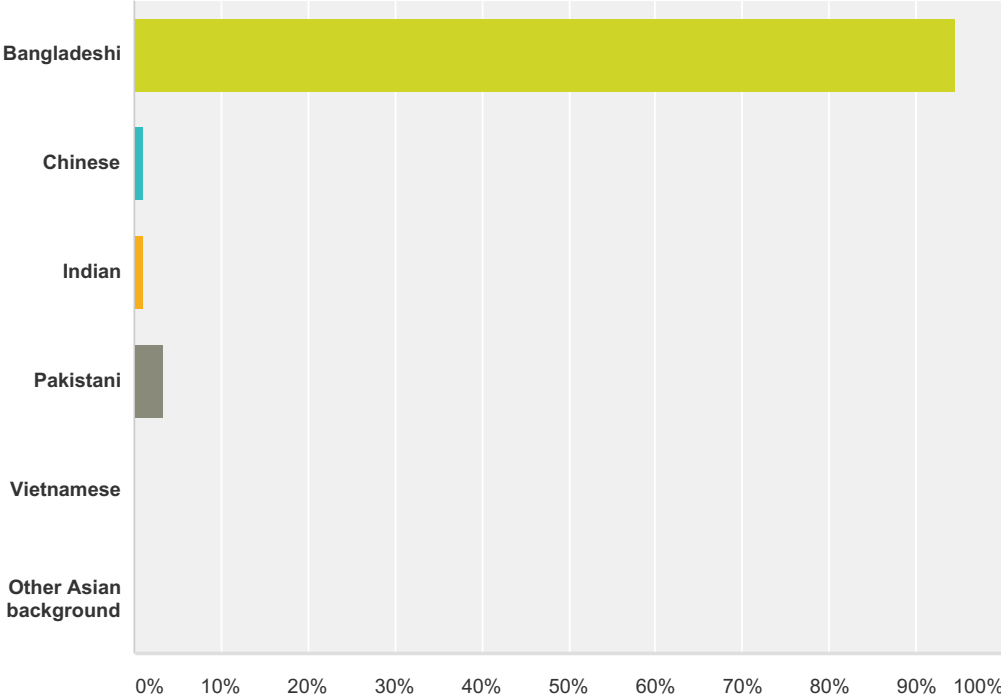
Answered: 119 Skipped: 58



Answer Choices	Responses	
Hetrosexual ("straight")	84.03%	100
Bisexual	0.84%	1
Gay	0.84%	1
Lesbian	0.00%	0
Other	0.84%	1
Prefer not to say	13.45%	16
Total		119

Q25 Asian or Asian British

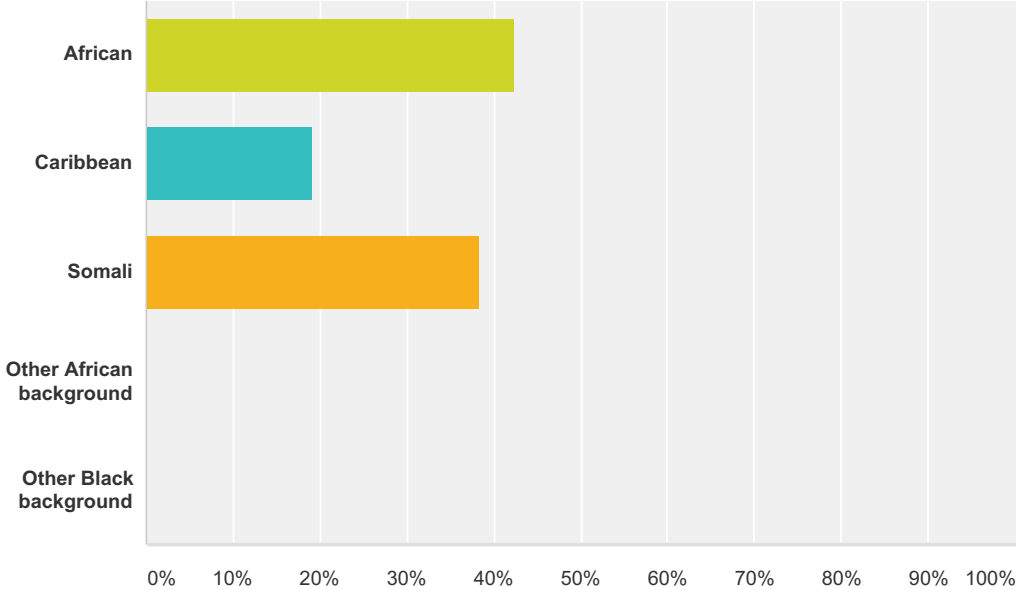
Answered: 92 Skipped: 85



Answer Choices	Responses	
Bangladeshi	94.57%	87
Chinese	1.09%	1
Indian	1.09%	1
Pakistani	3.26%	3
Vietnamese	0.00%	0
Other Asian background	0.00%	0
Total		92

Q26 Black or Black British

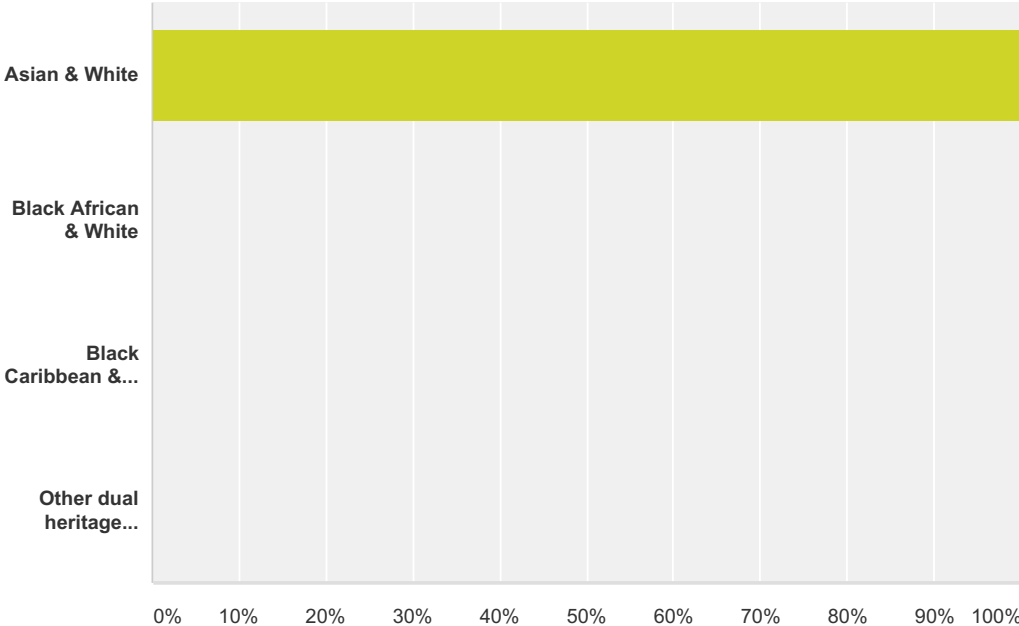
Answered: 26 Skipped: 151



Answer Choices	Responses	
African	42.31%	11
Caribbean	19.23%	5
Somali	38.46%	10
Other African background	0.00%	0
Other Black background	0.00%	0
Total		26

Q27 Dual Hirtage

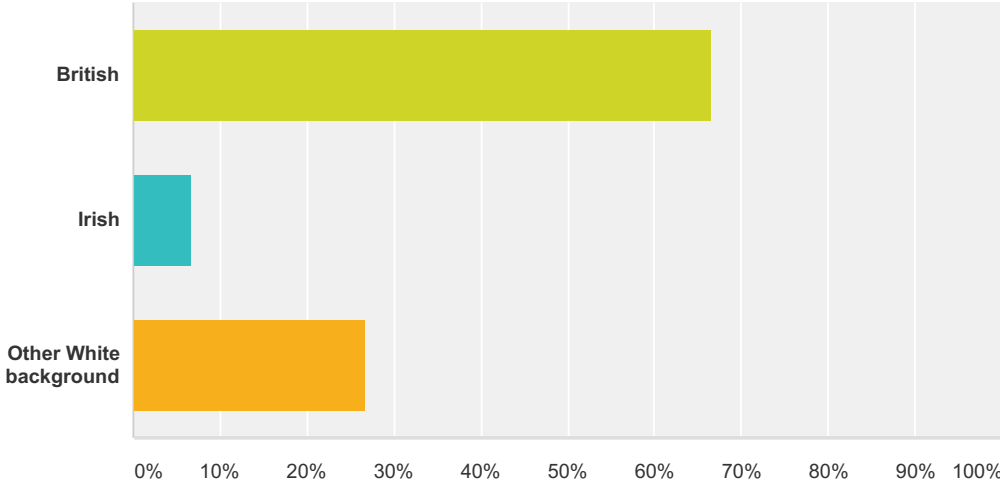
Answered: 3 Skipped: 174



Answer Choices	Responses
Asian & White	100.00% 3
Black African & White	0.00% 0
Black Caribbean & White	0.00% 0
Other dual heritage background	0.00% 0
Total	3

Q28 White

Answered: 15 Skipped: 162



Answer Choices	Responses	
British	66.67%	10
Irish	6.67%	1
Other White background	26.67%	4
Total		15

Q29 Other (any other racial group please tell us;

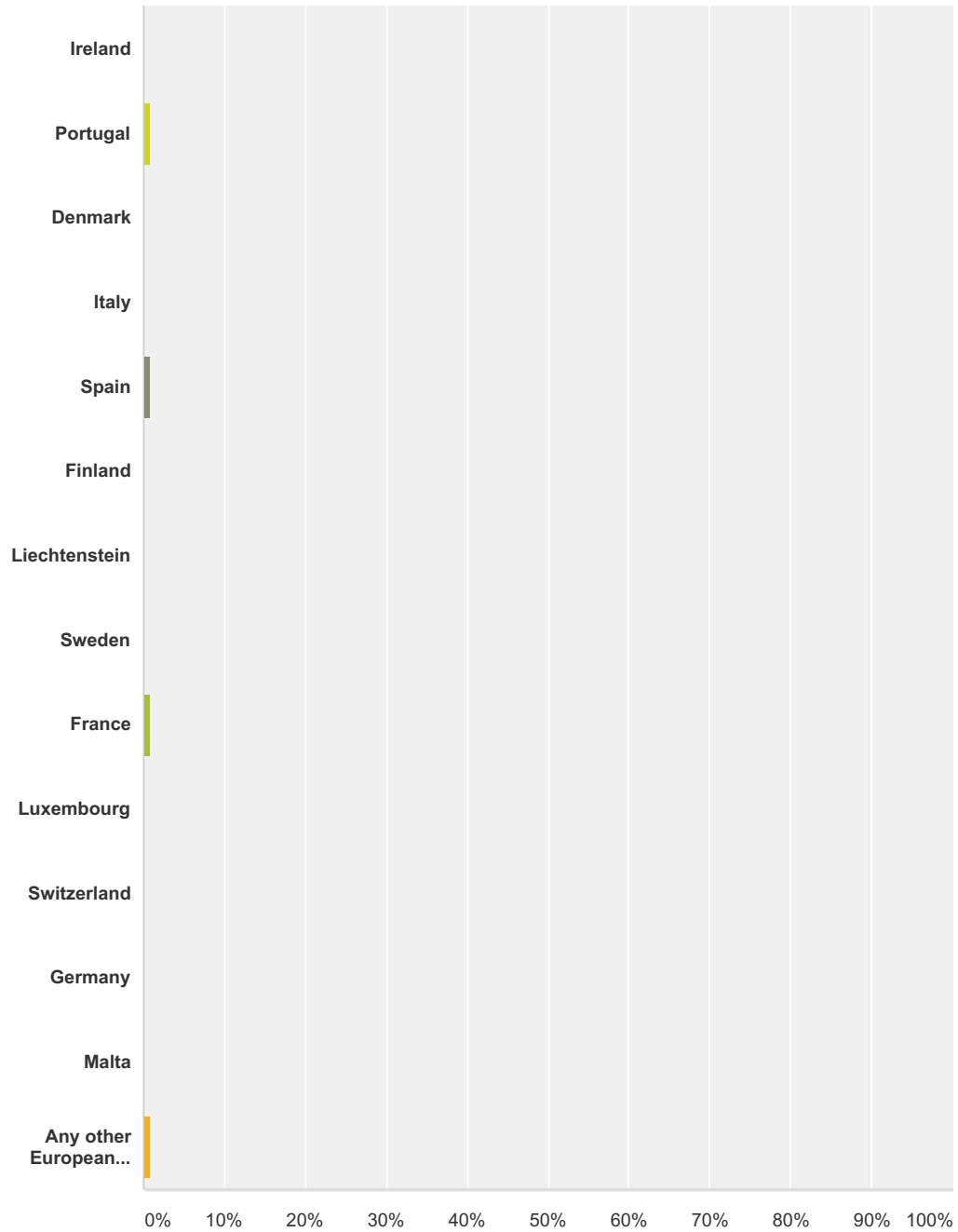
Answered: 0 Skipped: 177

Q30 European national

Answered: 115 Skipped: 62



Housing Options Customer Satisfaction Survey 2014



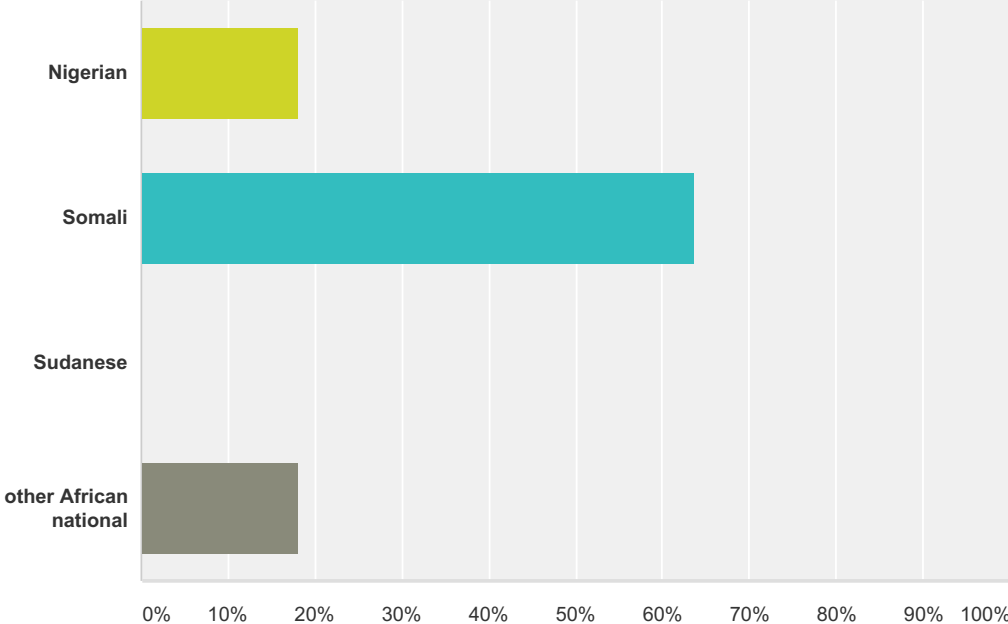
Answer Choices	Responses	Count
UK national resident in the UK	93.04%	107
UK national returning from overseas	0.00%	0
Bulgarian	0.00%	0
Lithuanian	0.87%	1
Czech Republic	0.00%	0
Polish	0.87%	1
Estonian	0.00%	0

Housing Options Customer Satisfaction Survey 2014

Romanian	0.00%	0
Hungarian	0.00%	0
Slovakian	0.00%	0
Latvian	0.87%	1
Slovenian	0.00%	0
Austria	0.87%	1
Greece	0.00%	0
Netherlands	0.00%	0
Belgium	0.00%	0
Iceland	0.00%	0
Norway	0.00%	0
Cyprus	0.00%	0
Ireland	0.00%	0
Portugal	0.87%	1
Denmark	0.00%	0
Italy	0.00%	0
Spain	0.87%	1
Finland	0.00%	0
Liechtenstein	0.00%	0
Sweden	0.00%	0
France	0.87%	1
Luxembourg	0.00%	0
Switzerland	0.00%	0
Germany	0.00%	0
Malta	0.00%	0
Any other European national	0.87%	1
Total		115

Q31 African national

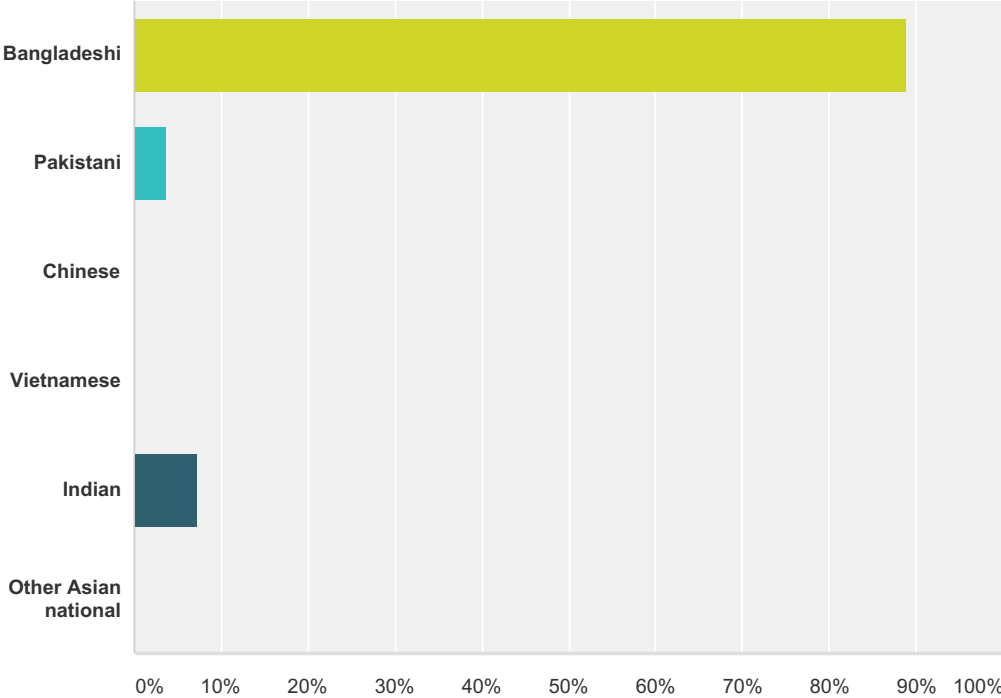
Answered: 11 Skipped: 166



Answer Choices	Responses
Nigerian	18.18% 2
Somali	63.64% 7
Sudanese	0.00% 0
other African national	18.18% 2
Total	11

Q32 Asian national

Answered: 27 Skipped: 150



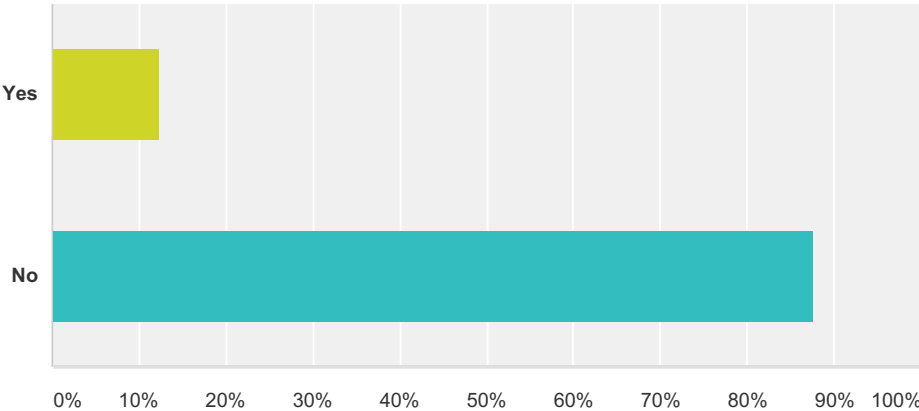
Answer Choices	Responses	
Bangladeshi	88.89%	24
Pakistani	3.70%	1
Chinese	0.00%	0
Vietnamese	0.00%	0
Indian	7.41%	2
Other Asian national	0.00%	0
Total		27

Q33 Other - please tell us;

Answered: 0 Skipped: 177

Q34 Do you consider yourself to be a disabled person?

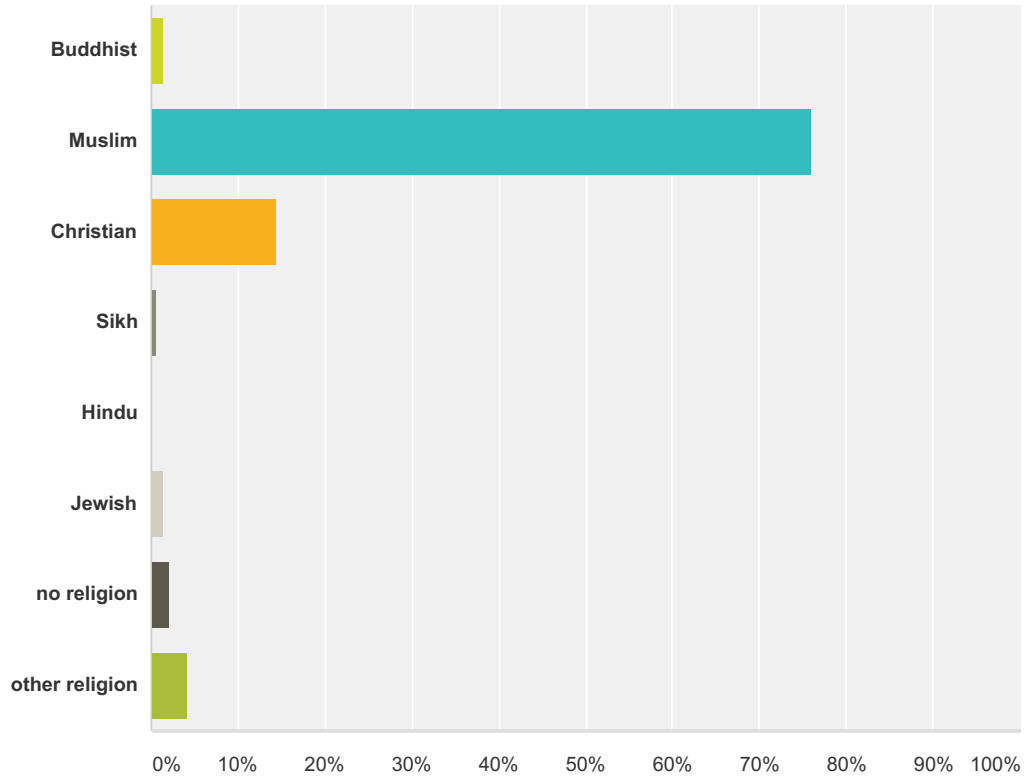
Answered: 145 Skipped: 32



Answer Choices	Responses
Yes	12.41% 18
No	87.59% 127
Total	145

Q35 What are your religious beliefs?

Answered: 146 Skipped: 31



Answer Choices	Responses
Buddhist	1.37% 2
Muslim	76.03% 111
Christian	14.38% 21
Sikh	0.68% 1
Hindu	0.00% 0
Jewish	1.37% 2
no religion	2.05% 3
other religion	4.11% 6
Total	146