



Anchor Property Holdings Ltd
Satisfaction Survey Results
2012 & 2013

[Report Introduction](#)

Every year our tenants are given the opportunity to let us know what they think about the housing services we provide. We send them (and their families) Satisfaction Surveys and the results we receive help us measure how happy our tenants are with our services and to identify areas where reviews and improvements are required.

This report summarises and compares our Satisfaction Survey results for 2012 and 2013 and will be used as a guide as we develop our Local Offers which we plan to publish in May 2014.

[Results](#)

The following results are based on the completed surveys we received. We received 38 replies in 2012 and 19 replies in 2013.

Home & Tenancy Documents:

	<u>2012</u>	<u>2013</u>
How happy are tenants with their home in general and its suitability for them?	87%	93%
How happy are tenants with where they live and the area they live in?	89%	87%
How happy are tenants with the people they share their home with?	76%	84%
How happy are tenants with the opportunities we give them to move within Anchor Properties?	73%	71%
How happy are tenants with the tenancy documents that we use?	76%	86%
How happy are tenants with the way we help them understand their tenancy documents?	76%	83%

Contractual Charges:

	<u>2012</u>	<u>2013</u>
How happy are tenants with their contractual charges for their home?	75%	77%
How happy are tenants with the way we keep them informed about their contractual charges and changes to them?	70%	81%

How happy are tenants with the ways we support them to claim housing related benefits?	75%	85%
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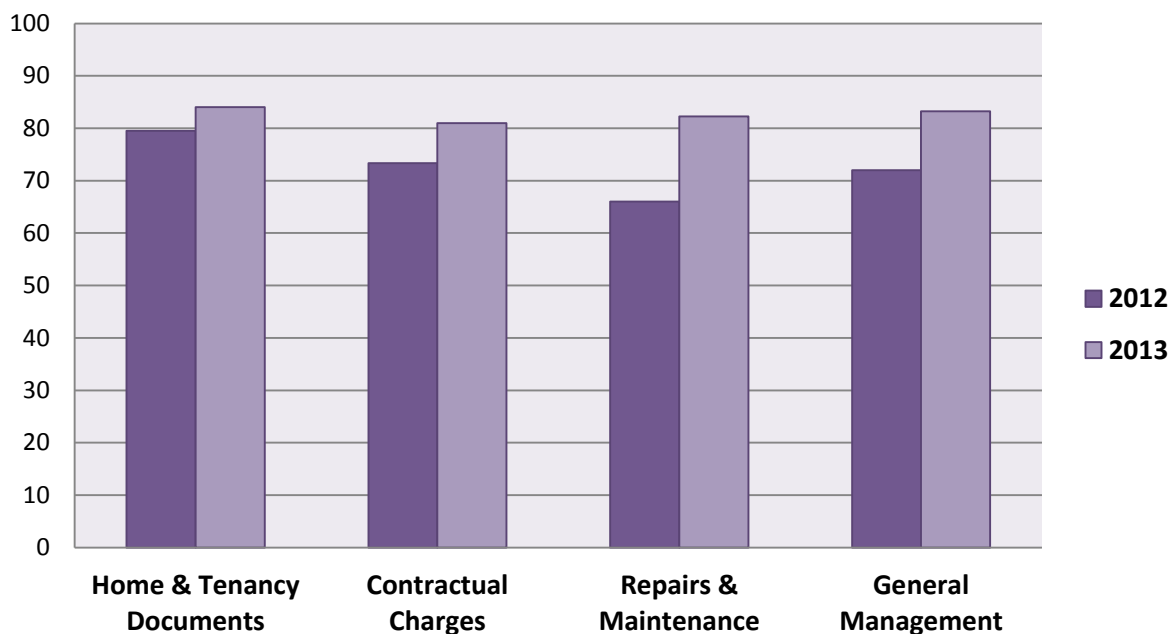
Repairs & Maintenance:

	<u>2012</u>	<u>2013</u>
How happy are tenants with the condition of their home and the furniture/furnishings we provide?	66%	84%
How happy are tenants with the way that we deal with repairs?	64%	78%
How happy are tenants with the planned maintenance work that we carry out?	61%	80%
How happy are tenants with the people that go to their homes to complete maintenance work?	73%	87%

General Management Arrangements:

	<u>2012</u>	<u>2013</u>
How happy are tenants with the way we keep them informed about things?	76%	87%
How happy are tenants with the way that we manage Anchor Properties' in general?	72%	79%
How happy are tenants with the opportunities they have to be involved with the decisions we make?	67%	83%
How happy are tenants with our complaints procedure and the way we handle complaints?	73%	84%

Here are the average satisfaction levels for each area above in a chart format:



Overall Satisfaction Levels

We have used all of the above results to calculate an overall satisfaction score which we have recorded below and categorised as Poor, Satisfactory, Good or Excellent. Our aim is to achieve excellent satisfaction levels of at least 90%.

	<u>2012</u>	<u>2013</u>
Poor 0% - 50%		
Satisfactory 51% - 70%		
Good 71% - 90%	73%	83%
Excellent 91% - 100%		

We also asked...

As part of our survey, we also asked our tenants a number of 'Yes' or 'No' questions.

	<u>YES</u>	<u>NOT SURE</u>	<u>NO</u>
Would you like more opportunities to move home?	20%	20%	60%
Would you like us to offer a wider choice of properties?	33%	22%	45%
Would you like more help understanding our documents?	49%	13%	38%
Would you like to know more about how we set our contractual charges?	47%	13%	40%
Would you like to have more say in how we improve your home?	75%	13%	12%
Would you like to know more about maintenance plan?	73%	9%	18%
Would you like to have more information about our staff and our company?	62%	11%	27%
Would you like a service that helps you with private maintenance issues?	67%	5%	27%
Would you like to receive more regular Newsletters and updates from us?	89%	4%	9%
Would you like more opportunities to be involved with our company?	69%	13%	20%
Would you be interested in taking part in a Tenant Panel?	62%	7%	33%
Would you like us to keep your family more informed about our services?	69%	11%	22%
Do you think we treat everyone equally and fairly?	85%	9%	7%