





















Appendix 2 Interim STATUS Results

Question	05/06	06/07	07/08	08/09	Trend
Overall Opinions of the Housing Service					
Overall satisfaction with services provided	62%	60%	69%	81%	12% 
Satisfaction with value for money for rent	59%	68%	68%	74%	6% 
Satisfaction with value for money with council tax	N/A	N/A	51%	60%	9% 
Satisfaction with rent advice	N/A	N/A	71%	76%	5% 
Satisfaction with how enquiries are dealt with	N/A	N/A	61%	73%	12% 
Satisfaction with support to new tenants	N/A	N/A	49%	54%	5% 
Satisfaction on advice on moving home	N/A	N/A	47%	53%	6% 
Satisfaction with support for vulnerable tenants	N/A	N/A	45%	53%	8% 
Percentage of tenants who felt that repairs and maintenance is most important service	86%	84%	82%	78%	-4% 
Percentage of tenants who felt that overall quality of the home was the most important service	65%	62%	51%	54%	3% 

Question	05/06	06/07	07/08	08/09	Trend	
Percentage of tenants who felt that dealing with ASB was the most important service	N/A	N/A	53%	52%	-1%	↓
Percentage of tenants who felt that the neighbourhood as a place to live is the most important service	N/A	N/A	34%	34%	0%	↔
Percentage of tenants who feel that keeping them informed is the most important service	51%	51%	28%	31%	3%	↑
Percentage of tenants who feel that taking their view into account is the most important service	38%	33%	23%	23%	0%	↔
Percentage of tenants who felt that value for money with rent is the most important service	42%	40%	21%	20%	-1%	↓
Homes						
Satisfaction with the overall quality of the home	N/A	N/A	69%	75%	6%	↑
Satisfaction with the general condition of the home	56%	63%	65%	70%	5%	↑
Satisfaction with the areas as a place to live	65%	64%	71%	75%	4%	↑
Tenants feeling that rubbish/ litter was a serious problem	35%	27%	36%	35%	-1%	↑
Tenants feeling that speeding cars/ motor bikes is a serious problem	N/A	30%	41%	39%	-2%	↑













Question	05/06	06/07	07/08	08/09	Trend	
Tenants feeling that disruptive teenagers and children are a serious problem	N/A	21%	32%	31%	-1%	↑
Tenants feeling that theft/ burglary is a serious problem	N/A	16%	29%	25%	-4%	↑
Tenants feeling that untidy gardens is a serious problem	35%	15%	26%	25%	-1%	↑
Tenants feeling that car parking is a serious problem	N/A	N/A	30%	31%	1%	↓
Tenants feeling that noisy neighbours is a serious problem	N/A	N/A	28%	27%	-1%	↑
Tenants feeling that drug use/ dealing is a serious problem	32%	21%	29%	27%	-2%	↑
Tenants feeling that vandalism and graffiti is a serious problem	29%	20%	22%	18%	-4%	↑
Tenants feeling that other crime is a serious problem	29%	12%	22%	19%	-3%	↑
Tenants feeling that noise from traffic is a serious problem	N/A	12%	22%	21%	-1%	↑
Tenants feeling that pets and animals is a serious problem	N/A	16%	16%	19%	3%	↓
Tenants feeling that people damaging property is a serious problem	N/A	6%	18%	14%	-4%	↑
Tenants feeling that racial or other harassment is a serious problem	8%	4%	10%	11%	1%	↓

Question	05/06	06/07	07/08	08/09	Trend	
Tenants feeling that abandoned or burnt out cars is a serious problem	N/A	N/A	10%	10%	0%	
How safe do residents feel walking in area after dark	31%	N/A	37%	45%	8%	
How safe do residents feel in their homes after dark	61%	N/A	66%	70%	4%	
How safe do residents feel walking in area during the day	77%	N/A	82%	86%	4%	
How safe do residents feel in their homes during the day	87%	N/A	89%	90%	1%	
Rents						
Tenants paying rent by Direct Debit	N/A	N/A	16%	17%	1%	
Tenants who would like to pay by Direct Debit	N/A	N/A	4%	5%	1%	
Awareness in procedures for helping tenants with rent arrears	41%	53%	48%	56%	8%	
Ever been behind with rent	40%	40%	38%	38%	0%	
Staff helpful when behind with rent	68%	74%	71%	73%	2%	

Question	05/06	06/07	07/08	08/09	Trend	
Contact with NCH						
Number of tenants who have contacted NCH in the past 12 months	66%	71%	72%	71%	-1%	↓
How did tenant last contact NCH	78%-Phone	73% Phone	82% Phone	76% Phone	-6%	↓
	Visited office- 3%	Visited office- 22%	Visited office- 15%	Visited office- 21%	6%	↑
	Letter- 1%	Letter- 3	Letter- 2%	Letter- 2%	0%	↔
	Email- 17%	Email- 1	Email- 1%	Email- 1%	0%	↔
	Other- 2%	Other- 1	Other – 1%	Other- 1%	0%	↔
Reasons for contacting NCH	Repairs- 73%	Repairs- 70%	Repairs- 70%	Repairs- 67%	-3%	↓
	Rent/ benefits- 7%	Rent/ benefits- 11%	Rent/ benefits- 13%	Rent/ benefit- 15%	2%	↑
	Transfer/ exchange- 5%	Transfer/ exchange- 5%	Transfer/ exchange- 3%	Transfer/exchange- 2%	-1%	↓
	Neighbours- 6%	Neighbours- 5%	Neighbours- 4%	Neighbours- 6%	2%	↑
	-	-	Garden/ communal areas- 4%	Garden/ communal areas- 5%	1%	↑
	Other- 8%	Other- 8%	Other- 6%	Other- 5%	-1%	↓

Question	05/06	06/07	07/08	08/09	Trend	
Ease of getting hold of the right person on last contact	51%	60%	60%	69%	9%	↑
Helpfulness of staff when last contacted	65%	72%	72%	80%	8%	↑
How well staff dealt with the problem	60%	67%	69%	77%	8%	↑
Satisfaction with final outcome of last contact	43%	53%	54%	65%	11%	↑
Service from staff						
Tenants describing staff as friendly	37%	50%	55%	61%	6%	↑
Tenants describing staff as helpful	39%	51%	38%	43%	5%	↑
Tenants describing staff as slow	28%	24%	19%	14%	-5%	↑
Tenant describing staff as efficient	21%	27%	27%	35%	8%	↑
Tenants describing staff as disorganised	20%	18%	13%	9%	-4%	↑
Tenants describing staff as not caring about customers	15%	11%	12%	8%	-4%	↑
Tenants describing staff as well informed	N/A	11%	15%	17%	2%	↑







Question	05/06	06/07	07/08	08/09	Trend	
Tenants describing staff as quick	7%	11%	15%	20%	5%	↑
Tenants describing staff as well organised	7%	11%	11%	16%	5%	↑
Tenants describing staff as inaccessible	N/A	4%	4%	3%	-1%	↑
Rating of the politeness of staff	N/A	61%	62%	66%	4%	↑
Rating of staff willingness to help	N/A	47%	48%	54%	6%	↑
Rating of staff ability to answer queries	N/A	37%	43%	49%	6%	↑
Rating of the ease to get hold of staff	N/A	35%	39%	44%	5%	↑
Rating of the knowledge of staff	N/A	33%	38%	44%	6%	↑
Rating of service for staff doing what they say	N/A	28%	33%	42%	9%	↑
The Repairs Service						
Overall satisfaction with the way in which NCH deals with repairs and maintenance	54%	59%	63%	75%	12%	↑
Number of residents having had repairs completed in the past 12 months	67%	68%	72%	74%	2%	↑







Question	05/06	06/07	07/08	08/09	Trend	
Satisfaction with the attitude of workers on last repair	87%	88%	90%	90%	0%	
Satisfaction with the minimisation dirt and mess on last repair	79%	81%	84%	83%	-1%	
Satisfaction with the speed that the last repair was completed	77%	81%	83%	86%	3%	
Satisfaction with being advised of when workers will call	75%	82%	84%	87%	3%	
Satisfaction with the quality of the repair	74%	76%	79%	79%	0%	
Satisfaction with the length of time before work started	63%	71%	74%	83%	9%	
Overall satisfaction with the last completed repair	N/A	72%	78%	80%	2%	
Percentage of appointment slots made for repairs	N/A	91%	87%	88%	1%	
Percentage of appointments kept for repairs	N/A	85%	87%	91%	4%	
Communication and Consultation						
Tenants preferring to be informed or consulted with by letter	52%	50%	79%	80%	1%	
Tenants preferring to be informed or consulted with by telephone	N/A	N/A	30%	32%	2%	
Tenants preferring to be informed or consulted with by newsletters	45%	46%	26%	28%	2%	

Question	05/06	06/07	07/08	08/09	Trend	
Tenants preferring to be informed or consulted with by personal visits	N/A	N/A	18%	15%	-3%	↓
Tenants preferring to be informed or consulted with by emails	8%	8%	7%	8%	1%	↑
Tenants preferring to be informed or consulted with by residents groups	6%	6%	7%	5%	-2%	↓
Tenants preferring to be informed or consulted with by text message	N/A	N/A	7%	9%	2%	↑
Tenants preferring to be informed or consulted with by open meetings	16%	16%	5%	5%	0%	↔
Tenants preferring to be informed or consulted with by online forums	6%	9%	2%	2%	0%	↔
Tenants preferring to be informed or consulted with by other methods	4%	6%	2%	1%	-1%	↓
Satisfaction that NCH takes tenants views into account	N/A	N/A	58%	69%	11%	↑
Satisfaction with keeping tenants informed of things which may affect them	60%	76%	68%	76%	8%	↑
Satisfaction with the present level of information supplied	55%	65%	64%	71%	7%	↑
Tenants reading all of the current newsletter	N/A	43%	50%	55%	5%	↑
Tenants feeling that the information within the newsletter is very useful	28%	29%	29%	39%	10%	↑

Question	05/06	06/07	07/08	08/09	Trend	
Is interested in getting involved	N/A	19%	15%	15%	0%	↔
Tenants wishing to get involved through surveys	58%	54%	56%	58%	2%	↑
Tenants wishing to get involved by reading information	55%	43%	51%	51%	0%	↔
Don't want an active role	39%	34%	39%	37%	-2%	↓
Tenants wishing to get involved by filling out suggestion/ comment cards	28%	22%	22%	19%	-3%	↓
Tenants wishing to get involved by attending a local open meeting	15%	11%	10%	8%	-2%	↓
Tenants wishing to get involved with issues of special interest	14%	11%	10%	4%	-6%	↓
Tenants wishing to get involved by joining a TRA but take no active role	16%	8%	8%	8%	0%	↔
Tenants wishing to get involved by undertaking a telephone survey	11%	10%	9%	10%	1%	↑
Tenants wishing to get involved by undertaking an active role in a TRA	6%	4%	4%	6%	2%	↑
Satisfaction with the opportunities to take part on decision making	40%	55%	59%	68%	9%	↑

Question	05/06	06/07	07/08	08/09	Trend	
Anti-social behaviour						
Tenants not know about our approach to nuisance tenants	23%	35%	34%	32%	-2%	↑
Tenants perceiving that we deal with nuisance tenants as best we can	32%	32%	32%	37%	5%	↑
Tenants perceiving that we are too soft with nuisance tenants	33%	25%	27%	23%	-4%	↑
Tenants perceiving that we don't care about antisocial behaviour	13%	8%	7%	7%	0%	↔
Tenants perceiving that we are too hard on nuisance tenants	1%	0%	1%	1%	0%	↔
Tenants who have reported ASB in the past 12 months	N/A	N/A	16%	15%	-1%	↓
Ease of getting hold of the right person when last contacted to report ASB	N/A	N/A	38%	49%	11%	↑
Helpfulness of staff when last contacted about ASB	N/A	N/A	47%	54%	7%	↑
How staff handled when last contacted about ASB	N/A	N/A	33%	39%	6%	↑
Satisfaction with how last ASB case was reported- advice from staff	N/A	N/A	50%	57%	7%	↑
Satisfaction with how last ASB case was reported- support from staff	N/A	N/A	36%	44%	8%	↑

Question	05/06	06/07	07/08	08/09	Trend	
Satisfaction with how last ASB case was reported- being kept informed	N/A	N/A	36%	39%	3%	
Satisfaction with how last ASB case was reported- how report was dealt with	N/A	N/A	38%	35%	-3%	
Satisfaction with how last ASB case was reported- speed report was dealt with	N/A	N/A	35%	38%	3%	
Satisfaction with how last ASB case was reported- final outcome	N/A	N/A	31%	31%	0%	
Tenant Participation Compacts						
Percentage of tenants who have heard of tenant participation compacts	15%	46%	20%	25%	5%	
Satisfaction with locally agreed compacts	64%	67%	74%	81%	7%	

Key	
Improved performance	
Performance deteriorated	
Performance has remained the same	
Percentage increase (change neither positive or negative)	
Percentage decrease (change neither positive or negative)	
Percentage unchanged (neither positive or negative)	

Notes

- * Overall satisfaction with value for money with rents- in 2007 the question has been rated on satisfaction rather than an overall rating used in 05/06 and 06/07. Therefore, these results are not directly comparable.
- * Overall satisfaction with the general condition of the home- in 2007 the question has been rated on satisfaction rather than an overall rating used in 05/06 and 06/07. Therefore, these results are not directly comparable.
- * Problems in the neighbourhood- in 05/06 and 06/07 there was a two point scale (slight problems, serious problem) in 07/08 there is a three point scale (very big problem, fairly big problem, not very big problem). For this exercise, the 07/08 results are the very big and fairly big responses added together. Therefore, these results are not directly comparable.