

Spring Housing Association

Spring Housing Association

Customer Survey 2015 - 2016



Complete Survey results:

Sample comments from customers

'I am happy in this property, everyone is pleasant and gets on, I couldn't of found a better place'

Anonymous customer from Frances Road, Erdington.

'Happy with service provided and staff are very helpful and supportive in all matters, keep up the good work'






Anonymous customer from Hunters Road, Hockley.

'Generally great service offered by Spring, Thank you'

Anonymous customer from Hunters Road, Hockley.

'This is my first time in shared housing, if I had to do it again it would only with Spring Housing Association'

Anonymous customer from Brookfield Road, Hockley.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
					
○ Your Home					
How comfortable is your property?	69% (35)	14% (7)	12% (6)	2% (1)	3% (2)
Do the furniture and white goods provided meet your needs?	62% (31)	24% (12)	4% (2)	2% (1)	8% (4)
Do you like area you live in?	46% (21)	26% (12)	15% (7)	4% (2)	9% (4)
Do you feel safe in the area you live in?	62% (31)	18% (9)	10% (5)	6% (3)	4% (2)
Do you feel the personal service charge you pay is good value for money?	60% (30)	26% (13)	4% (2)	4% (2)	6% (3)
	148	53	22	9	15

○ **Repairs and Maintenance Service**

Are you happy with the way repairs are dealt with?	57% (29)	27% (14)	14% (7)	0% (0)	2% (1)
How easy is it for you to report a repair?	68% (34)	28% (14)	2% (1)	0% (0)	2% (1)
How happy are you with the time it takes for the repair to be carried out?	63% (31)	20% (10)	10% (5)	2% (1)	5% (2)
Are the repairs staff polite and courteous?	86% (43)	10% (5)	2% (1)	0% (0)	2% (1)
How happy are you with the cleanliness after repairs have been completed?	63% (32)	20% (10)	12% (6)	0% (0)	5% (3)
	169	53	20	1	8

○ **Services**

How happy are you with the help and guidance you receive from the Tenancy Sustainment Team?	88% (44)	6% (3)	4% (2)	0% (0)	2% (1)
How happy are you with the way viewings and assessments are carried out?	82% (41)	16% (8)	0% (0)	0% (0)	2% (1)
How happy were you with assistance provided to you when you moved into your property?	85% (40)	11% (5)	2% (1)	0% (0)	2% (1)
How happy are you with the way Spring staff help you with your Housing Benefit Claim?	83% (39)	9% (4)	4% (2)	0% (0)	4% (2)
How happy are you with the help you receive to move on to another property?	67% (29)	19% (8)	8% (4)	3% (1)	3% (1)
	193	28	9	1	6

○ **Improvements**

Do you feel your views are being listened to?	80% (35)	10% (5)	5% (2)	0% (0)	5% (2)
How happy are you with the way in which Spring Housing Association communicates with you?	83% (40)	8% (4)	5% (2)	2% (1)	2% (1)
Would you like to be involved in developing the services you receive from Spring Housing Association?	69% (27)	21% (8)	10% (4)	0% (0)	0% (0)
How satisfied or dissatisfied are you with your home overall?	66% (31)	23% (11)	9% (4)	0% (0)	2% (1)
	133	28	12	1	6

What are your hobbies and interest?	Sample of comments made by customers: <ul style="list-style-type: none"> ○ Watching TV ○ Meeting new people ○ Reading books ○ Singing ○ Football ○ Computer access ○ Gym ○ Arts & Crafts ○ Shopping ○ Exercise 				
Would you recommend Spring Housing accommodation to a friend or relative?		Yes	143	No	1
What other services would you like to see Spring Housing provide?	Sample of comments made by customers: <ul style="list-style-type: none"> ○ One bedroom apartments (move one options) ○ Wifi ○ Money Advice ○ Computer Classes 				
Would you like any help or support in the following areas? <ul style="list-style-type: none"> · Education · Training · Employment · Volunteering opportunities 		Yes	17	No	18
		Yes	19	No	16
		Yes	19	No	15
		Yes	11	No	21

END OF REPORT

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