



# Spring Housing Association

Customer Survey 2016-2017

## Complete Survey results:

### Sample comments from customers

**Foad from Hagley Lodge**

*'the staff here are very polite sincere and*

**Terry from Hagley Lodge**

*'I would recommend spring to anyone'*

**Dara from Douglas Road**

*'Thank you for all you done for us last year and we wish to keep in touch with you: you are very friendly and we were very happy dealing with you'*



**David from Hagley Lodge:**

*'Because you help people'*

**Mohammed from Pershore Road**

*'Spring Housing is very good housing provider and takes care of people'*

**Troy from St Georges Road**

*'Thank you for all the help'*

**Ebed from Festival Court**

*'I would like to thank all of you in Spring HA and want to ask you to keep supporting us as much as you can'*

**David from Shaftmore Lane**

*'I am very satisfied with everything'*

**Terry from Hunton Road**

*'100 percent I've told many people about spring housing and most of them are here and love it'*

**David from Bansley Road**

*'I've been in a few hostels since 2013 and this place is number one'*

**Joseph from Bigwood Drive**

*'very happy with support provided and very understanding'*

**Andrew from Pershore Road**

*'making/changing a vulnerable man's life getting better god bless you'*

**Stella from Hutners Road**

*'very nice decent place and well organised'*



## Introduction

This is the second customer satisfaction survey to be conducted by Spring Housing Association (HA), the aim of the survey is to measure the overall customer experience and measure the quality of service delivery.

The survey was sent out to all customers residing within our Supported, Specialist and General Needs accommodation sites across all regions.

## Objectives

When compiling our survey actively involved our customers and key stakeholders to ensure we formulate a comprehensive set of questions, we will also theme our are questions in line with the Homes and Communities (HCA) Four Consumer standards.

HCA; The four consumer standards are:

- Tenant Involvement and Empowerment
- Home
- Tenancy
- Neighbourhood and Community

## Results

The survey shows that **99.38%** of residents are either very satisfied or satisfied with the overall service provided by the Association. This compares to a national average of **89.2%**.

A total of 167 customers responded to the survey (44% of Spring Housing total housing stock). Although this provides a good snap shot and is comparable with statistical returns from other registered providers we are disappointed we did not receive higher return rates.

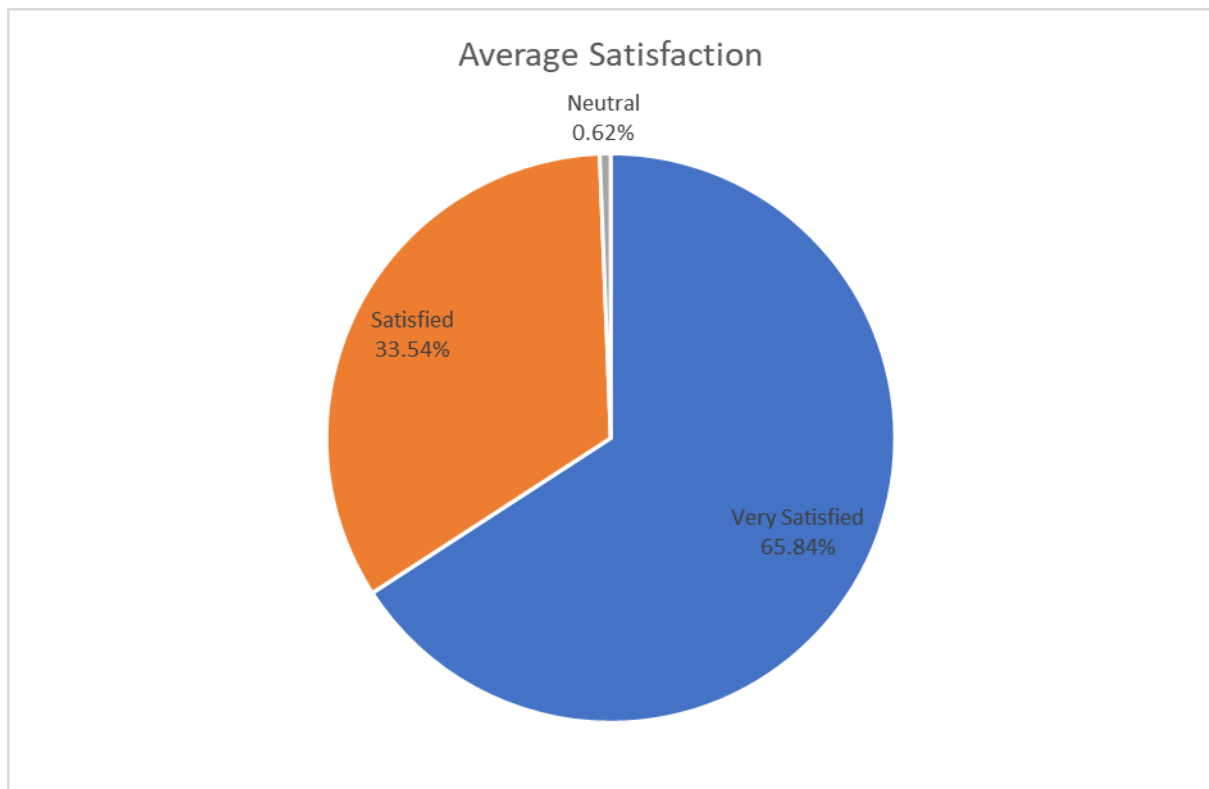
### *Other results from the survey included:*

- 96% of customers are either very satisfied or satisfied with the neighbourhood where they live
- 81% of customers said they would recommend Spring Housing to a friend or relative
- 85.6% of customers are satisfied with Springs repairs service
- 86% of customers were satisfied with the support they received from Spring
- 65% of customers were happy with the cleanness of their homes (communal areas)
- 78% of customers advised they felt that the areas lived in was safe
- 89% of customers were satisfied with the initial tenancy sign up and assessment process

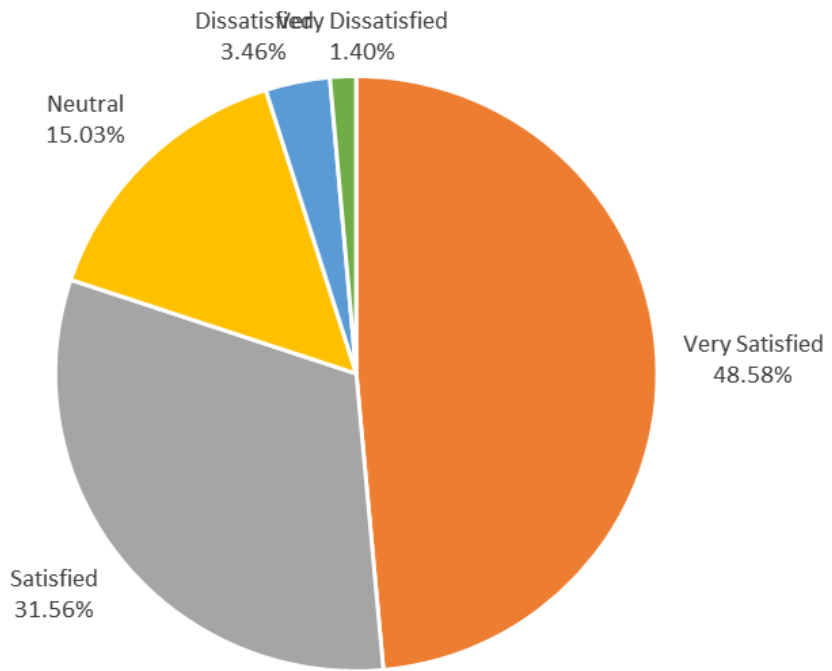
- 82% were satisfied with the viewing process
- 70% of customers were satisfied with Spring support directly related to housing options and move on advice
- 81% of customers were satisfied with the level of support they received Since living with Spring and felt they were more able to live independently
- 83% of customers were satisfied with the way Spring tailored service delivery to meet their individual needs
- 77% of customers were satisfied and found Springs communication styles easy to read
- 78% of customers were satisfied with the information we provided i.e. leaflets, hand outs, newsletters etc.
- 76% of customers found our notice board within our supported housing accommodation useful

## Conclusion

Moving forward we will further analyse the results received and implement a service improvement plan moving forward to ensure areas such repairs & maintenance are further enhanced.



### Individual Responses



### Repairs Satisfaction

