



NEW PROGRESS  
HOUSING ASSOCIATION LIMITED

## Exit Survey Report Quarter 1 and 2 2007-08

Three questionnaires were received in quarter two. Only those questions that were answered are included in the analysis.

### Q1. What is the main reason for leaving your New Progress tenancy?

- purchase of property (2)
- poor service from new progress

### Q2. Can New Progress do anything to help you stay in your property?

- No (3)

### Q3. Please give your views on the following parts of your house?

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
<b>Kitchen</b>						
Replaced in last 2 years	-	-	33.3% (1)	-	-	16.7% (1)
Needs replacing	-	66.7% (2)	33.3% (1)	-	-	50.0% (3)
Poor	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)
Satisfactory	-	-	-	-	-	-
Good	-	-	-	-	-	-
<b>Bathroom</b>						
Replaced in last 2 years	-	-	33.3% (1)	-	-	16.7% (1)
Needs replacing	-	66.7% (2)	33.3% (1)	-	-	50.0% (3)
Poor	-	-	33.3% (1)	-	-	16.7% (1)
Satisfactory	-	33.3% (1)	-	-	-	16.7% (1)
Good	-	-	-	-	-	-
<b>Heating System</b>						
Replaced in last 2 years	-	-	-	-	-	-
Needs replacing	-	-	-	-	-	-
Poor	-	33.3% (1)	66.7% (2)	-	-	50.0% (3)
Satisfactory	-	33.4% (1)	-	-	-	16.7% (1)
Good	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)

<b>External Pathways</b>						
Replaced in last 2 years	-	-	-	-	-	-
Needs replacing	-	-	-	-	-	-
Poor	-	-	<b>66.7%</b> (2)	-	-	<b>33.3%</b> (2)
Satisfactory	-	<b>66.7%</b> (2)	<b>33.3%</b> (1)	-	-	<b>50.0%</b> (3)
Good	-	<b>33.3%</b> (1)	% ()	-	-	<b>16.7%</b> (1)

**Q4. Please give your views on the following?**

	<b>Year 06/07 Q1</b>	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>	<b>Qtr 4</b>	<b>Year 07/08 cum.</b>
<b>Happy with the overall service?</b>						
Yes	-	<b>33.3%</b> (1)	<b>66.7%</b> (2)	-	-	<b>50.0%</b> (3)
No	-	<b>66.7%</b> (2)	<b>33.3%</b> (1)	-	-	<b>50.0%</b> (3)
<b>Satisfied with the overall quality?</b>						
Yes	-	-	<b>66.7%</b> (2)	-	-	<b>33.3%</b> (2)
No	-	<b>100%</b> (3)	<b>33.3%</b> (1)	-	-	<b>66.7%</b> (4)
<b>Satisfied with the repairs service?</b>						
Yes	-	<b>66.7%</b> (2)	<b>66.7%</b> (2)	-	-	<b>66.7%</b> (4)
No	-	<b>33.3%</b> (1)	<b>33.3%</b> (1)	-	-	<b>33.3%</b> (2)
<b>Repairs outstanding?</b>						
Yes	-	<b>33.3%</b> (1)	% ()	-	-	<b>20.0%</b> (1)
No	-	<b>66.7%</b> (2)	<b>100%</b> (2)	-	-	<b>80.0%</b> (4)
<b>Satisfied with any adaptations?</b>						
Yes	-	-	-	-	-	-
No	-	-	-	-	-	-
<b>Satisfied with the garden?</b>						
Yes	-	<b>33.3%</b> (1)	<b>100%</b> (3)	-	-	<b>66.7%</b> (4)
No	-	<b>66.7%</b> (2)	% ()	-	-	<b>33.3%</b> (2)
<b>Satisfied with the car parking facilities?</b>						
Yes	-	<b>66.7%</b> (2)	<b>66.7%</b> (2)	-	-	<b>66.7%</b> (4)
No	-	<b>33.3%</b> (1)	<b>33.3%</b> (1)	-	-	<b>33.3%</b> (2)
<b>Satisfied with communal areas?</b>						
Yes	-	<b>100.0%</b> (3)	<b>50.0%</b> (1)	-	-	<b>80.0%</b> (4)
No	-	-	<b>50.0%</b> (1)	-	-	<b>20.0%</b> (1)

<b>Satisfied with the neighbourhood?</b>						
Yes	-	66.7% (2)	66.7% (2)	-	-	66.7% (4)
No	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)
<b>Do you have family / friends close to you?</b>						
Yes	-	33.3% (1)	66.7% (2)	-	-	50.0% (3)
No	-	66.7% (2)	33.3% (1)	-	-	50.0% (3)
<b>Problem with Neighbourhood Nuisance?</b>						
Yes	-	66.7% (2)	33.3% (1)	-	-	50.0% (3)
No	-	33.3% (1)	66.7% (2)	-	-	50.0% (3)
<b>Problem with ASB?</b>						
Yes	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)
No	-	66.7% (2)	66.7% (2)	-	-	66.7% (4)
<b>Do you feel safe in your neighbourhood?</b>						
Yes	-	66.7% (2)	66.7% (2)	-	-	66.7% (4)
No	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)

**Q5. Any further comments?**

- This is an old house in a poor area. No improvements have been made
- Property needs decorating throughout. When the water boiler blew it made the house damp. Due to this the walls started to turn black

**Q6. What type of accommodation is your New Progress home?**

- 3 bed semi
- 3 bed house
- 1 bed flat

**Q7. Taking into account your home and the services New Progress provide do you think that the rent for this property represents value for money?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
Very good value	-	-	-	-	-	-
Fairly good value	-	33.3% (1)	66.7% (2)	-	-	49.9% (3)
Neither good nor poor	-	33.4% (1)	% ()	-	-	16.7% (1)
Fairly poor value	-	33.3% (1)	% ()	-	-	16.7% (1)
Very poor value	-	-	33.3% (1)	-	-	16.7% (1)

**Q8. What sort of accommodation are you moving to?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
A different NP's property	-	-	-	-	-	-
A different HA's property	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)
A private rented property	-	-	-	-	-	-
Council owned property	-	-	-	-	-	-
I am buying a property	-	66.7% (2)	66.7% (2)	-	-	67.7% (4)
Lodging - friends/relatives	-	-	-	-	-	-
Other	-	-	-	-	-	-

**Q9. Who is your new landlord?**

- derwent & solway

**Q10. What is your rent or mortgage at your new property?**

- £20 a week less than PHG
- £650

**Q12. Have you always been able to meet your rent payments?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
Yes	-	66.7% (2)	100% (3)	-	-	83.3% (5)
No	-	33.3% (1)	% ( )	-	-	16.7% (1)

If no, why not?

**Q13. Would you recommend New Progress to friends and family?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
Yes	-	66.7% (2)	66.7% (2)	-	-	66.7% (4)
No	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)

If no, please specify

**Q14. Any other comments?**

- have made my rent payments without fail yet you give me poor reference to other HA's. i have been very good tenant but no improvements and all round poor treatment of myself.

**About You****Q15. What is your sex?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
Male	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)
Female	-	66.7% (2)	66.7% (2)	-	-	66.7% (4)

**Q16. What is your age?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
16-19 years	-	-	-	-	-	-
20-29 years	-	33.3% (1)	33.3% (1)	-	-	33.3% (2)
30-39 years	-	33.4% (1)	33.4% (1)	-	-	33.3% (2)
40-49 years	-	-	33.3% (1)	-	-	16.7% (1)
50-59 years	-	33.3% (1)	-	-	-	16.7% (1)
60-69 years	-	-	-	-	-	-
70+	-	-	-	-	-	-

**Q17. Do you consider yourself to have a disability?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
Yes	-	-	-	-	-	-
No	-	100.0% (3)	100.0% (3)	-	-	100.0% (6)

**Q18. What is your religion?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
None	-	50.0% (1)	-	-	-	20.0% (1)
Christian	-	50.0% (1)	100% (3)	-	-	80.0% (4)

**Q19. How would you describe your ethnic group?**

	Year 06/07 Q1	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 cum.
White British	-	100.0% (3)	100.0% (3)	-	-	100.0% (6)