



New Home Survey Report Quarter 1 and 2 2007-08

76 questionnaires were sent out in quarter two and 8 received back. Only those questions that were answered are included in the analysis.

Q1. How satisfied or dissatisfied are you with the overall service that New Progress has provided?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Very satisfied	-	53.8% (7)	37.5% (3)	-	-	47.6% (10)
Fairly satisfied	-	30.8% (4)	25.0% (2)	-	-	28.6% (6)
Neither satisfied or dissatisfied	-	7.7% (1)	12.5% (1)	-	-	9.5% (2)
Fairly dissatisfied	-	7.7% (1)	25.0% (2)	-	-	14.3% (3)
Very dissatisfied	-	-	-	-	-	-

Q2. When you signed your tenancy agreement was your property ready to move into?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Yes	-	92.3% (12)	71.4% (5)	-	-	85.0% (17)
No	-	7.7% (1)	28.6% (2)	-	-	15.0% (3)

If no, please say why:

- needed decorating
- they said it was but the gas boiler was already faulty - no heating for a week

Q3. What type of property have you moved into?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
House	-	8.3% (1)	12.5% (1)	-	-	10.0% (2)
Flat	-	50.0% (6)	62.5% (5)	-	-	55.0% (11)
Bungalow	-	-	12.5% (1)	-	-	5.0% (1)
Sheltered flat	-	41.7% (5)	12.5% (1)	-	-	30.0% (6)

How many bedrooms has your accommodation?

1 bed flat (5), flat, 3 bed house & 1 bed bungalow

Q4. How do you rate the following aspects of your home?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Overall quality of property						
Good	-	61.5% (8)	62.5% (5)	-	-	61.9% (13)
Average	-	38.5% (5)	37.5% (3)	-	-	38.1% (8)
Poor	-	-	-	-	-	-
Overall condition of property						
Good	-	38.4% (5)	50.0% (4)	-	-	42.9% (9)
Average	-	30.8% (4)	37.5% (3)	-	-	33.3% (7)
Poor	-	30.8% (4)	12.5% (1)	-	-	23.8% (5)
Overall standard of cleanliness						
Good	-	46.1% (6)	50.0% (4)	-	-	47.7% (10)
Average	-	30.8% (4)	37.5% (3)	-	-	33.3% (7)
Poor	-	23.1% (3)	12.5% (1)	-	-	19.0% (4)
Security(doors and window locks)						
Good	-	69.2% (9)	50.0% (4)	-	-	61.9% (13)
Average	-	23.1% (3)	25.0% (2)	-	-	23.8% (5)
Poor	-	7.7% (1)	25.0% (2)	-	-	14.3% (3)
Number of lights and electric sockets						
Good	-	75.0% (9)	100% (8)	-	-	85.0% (17)
Average	-	16.7% (2)	-	-	-	10.0% (2)
Poor	-	8.3% (1)	-	-	-	5.0% (1)
Standard of communal areas						
Good	-	100% (8)	62.5% (5)	-	-	81.3% (13)
Average	-	-	25.0% (2)	-	-	12.4% (2)
Poor	-	-	12.5% (1)	-	-	6.3% (1)
General condition of garden						
Good	-	40.0% (4)	71.4% (5)	-	-	52.9% (9)
Average	-	20.0% (2)	-	-	-	11.8% (2)
Poor	-	40.0% (4)	28.6% (2)	-	-	35.3% (6)
Car parking facilities						
Good	-	70.0% (7)	75.0% (6)	-	-	72.2% (13)

Average	-	20.0% (2)	25.0% (2)	-	-	22.2% (4)
Poor	-	10.0% (1)	-	-	-	5.6% (1)
Local neighbourhood/estate						
Good	-	92.3% (12)	85.7% (6)	-	-	90.0% (18)
Average	-	-	14.3% (1)	-	-	5.0% (1)
Poor	-	7.7% (1)	-	-	-	5.0% (1)
The street lighting						
Good	-	83.3% (10)	87.5% (7)	-	-	85.0% (17)
Average	-	16.7% (2)	12.5% (1)	-	-	15.0% (3)
Poor	-	-	-	-	-	-
Setting up energy supply?						
Good	-	69.2% (9)	50.0% (4)	-	-	61.9% (13)
Average	-	23.1% (3)	50.0% (4)	-	-	33.3% (7)
Poor	-	7.7% (1)	-	-	-	4.8% (1)

Q5. Do you have any comments about your home? For example, are there any features that you expected to be included that were not made available to you?

- lot of work. every room had no wallpaper. walls in poor condition. lots of filling and sanding needed

Q6. 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 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Very good value	-	58.4% (7)	37.5% (3)	-	-	50.0% (10)
Fairly good value	-	25.0% (3)	37.5% (3)	-	-	30.0% (6)
Neither good nor poor	-	8.3% (1)	12.5% (1)	-	-	10.0% (2)
Fairly poor value	-	-	12.5% (1)	-	-	5.0% (1)
Very poor value	-	8.3% (1)	-	-	-	5.0% (1)

Q7. Tenancy Conditions

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Were the tenancy conditions fully explained to you?						
Yes	-	100% (12)	100% (8)	-	-	100% (20)
No	-	-	-	-	-	-
Have you read the tenancy conditions?						
Yes	-	91.7% (11)	100% (8)	-	-	95.0% (19)
No	-	8.3% (1)	-	-	-	5.0% (1)

Did you understand them?						
Yes	-	90.9% (10)	100% (8)	-	-	94.7% (18)
No	-	9.1% (1)	-	-	-	5.3% (1)
Are you aware of our tenancy enforcement team?						
Yes	-	50.0% (6)	75.0% (6)	-	-	60.0% (12)
No	-	50.0% (6)	25.0% (2)	-	-	40.0% (8)
Do you understand the implications of not paying your rent?						
Yes	-	100.0% (12)	100% (8)	-	-	100% (20)
No	-	-	-	-	-	-
Were you advised of the various ways to pay your rent?						
Yes	-	91.7% (11)	100% (8)	-	-	95.0% (19)
No	-	8.3% (1)	-	-	-	5.0% (1)
Are you aware of the welfare benefit manager? (freeservice)						
Yes	-	72.7% (8)	87.5% (7)	-	-	78.9% (15)
No	-	27.3% (3)	12.5% (1)	-	-	21.1% (4)
Are you aware of the anti social behaviour statement?						
Yes	-	100.0% (12)	100% (8)	-	-	100% (20)
No	-	-	-	-	-	-
Were you given a copy of the void standard?						
Yes	-	100.0% (7)	100% (6)	-	-	100% (13)
No	-	-	-	-	-	-
Was it explained to you?						
Yes	-	71.4% (5)	100% (6)	-	-	84.6% (11)
No	-	28.6% (2)	-	-	-	15.4% (2)
Were the repairs priorities explained to you?						
Yes	-	81.8% (9)	87.5% (7)	-	-	84.2% (16)
No	-	18.2% (2)	12.5% (1)	-	-	15.8% (3)

Q8. Have you read and understood the minimum standard that we bring the property up to before you move in?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Yes	-	83.3% (10)	75.0% (6)	-	-	80.0% (16)
No	-	16.7% (2)	25.0% (2)	-	-	20.0% (4)

Q9. How do you think this standard could be improved to increase your satisfaction with your home? Literal Comments.

- size & layout fine. £100 vouchers was appreciated but £65 spent on lounge & on sorting walls
- standard is to my satisfaction
- we are very pleased with our flat

Q10. If you had a problem with the property after moving in, how easy was it to report the repair?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Easy	-	54.5% (6)	75.0% (6)	-	-	63.1% (12)
Difficult	-	9.1% (1)	-	-	-	5.3% (1)
Have not reported a repair	-	36.4% (4)	25.0% (2)	-	-	31.6% (6)

Q11. What was the repair(s) you reported?

- shower broken, overflow leaking, intercom
- various
- faulty boiler
- sink leak, light switch (broken)
- hot & cold piped wrong way in bathroom sink
- blocked toilet & sink

Q12. How satisfied were you with the way in which New Progress dealt with the repair?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Very satisfied	-	40.0% (2)	100% (1)	-	-	50.0% (3)
Fairly satisfied	-	60.0% (3)	-	-	-	50.0% (3)
Neither satisfied or dissatisfied	-	-	-	-	-	-
Fairly dissatisfied	-	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-

Any other comments?

- Only took few days

Q13. How long did it take for us to complete the repair?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
24 Hours	-	-	20.0% (1)	-	-	12.5% (1)
7 Days	-	33.3% (1)	40.0% (2)	-	-	37.5% (3)
31 Days	-	-	-	-	-	-
Other (please specify)	-	66.7% (2)	40.0% (2)	-	-	50.0% (4)

Any other comments?

few days

most jobs complete but 2 outstanding for 1-2 months

Q14. How satisfied or dissatisfied are you with the repairs service that we provided?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Very satisfied	-	-	66.6% (4)	-	-	57.1% (4)
Fairly satisfied	-	100.0% (1)	16.7% (1)	-	-	28.6% (2)
Neither satisfied or dissatisfied	-	-	-	-	-	-
Fairly dissatisfied	-	-	-	-	-	-
Very dissatisfied	-	-	16.7% (1)	-	-	14.3% (1)

Q15. Any further comments?

- was sleeping in car so would have accepted anything. did expect the property to be in better condition

Q16. You may be aware of our tenant involvement activities e.g. "You don't have to shout to be heard". Are you interested in receiving further information on how you could be involved?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Yes	-	66.7% (6)	12.5% (1)	-	-	41.2% (7)
No	-	33.3% (3)	87.5% (7)	-	-	58.8% (10)

Q17. What type of household are you?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Single	-	53.8% (7)	37.5% (3)	-	-	47.6% (10)
Single with children	-	23.1% (3)	12.5% (1)	-	-	19.0% (4)
Couple	-	23.1% (3)	25.0% (2)	-	-	23.8% (5)
Couple with children	-	-	12.5% (1)	-	-	4.8% (1)
Other	-	-	12.5% (1)	-	-	4.8% (1)

How many children live with you permanently? 1 Child (2)

About You

Q18. What is your sex?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Male	-	16.7% (2)	42.9% (3)	-	-	26.3% (5)
Female	-	83.3% (10)	57.1% (4)	-	-	73.7% (14)

Q19. What is your age?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
16 - 19 years	-	-	-	-	-	-
20 - 29 years	-	23.1% (3)	42.9% (3)	-	-	30.0% (6)
30 - 39 years	-	-	28.6% (2)	-	-	10.0% (2)
40 - 49 years	-	15.4% (2)	-	-	-	10.0% (2)
50 - 59 years	-	7.7% (1)	-	-	-	5.0% (1)
60 - 69 years	-	15.4% (2)	14.3% (1)	-	-	15.0% (3)
70+	-	38.5% (5)	14.3% (1)	-	-	30.0% (6)

Q20. Do you consider yourself to be disabled?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
Yes	-	38.5% (5)	37.5% (3)	-	-	38.1% (8)
No	-	61.5% (8)	62.5% (5)	-	-	61.9% (13)

Q21. What is your religion?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
None	-	15.4% (2)	37.5% (3)	-	-	23.8% (5)
Christian	-	84.6% (11)	62.5% (5)	-	-	76.2% (16)

Q22. How would you describe your ethnic group?

	Year 06/07 Qtr 1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum.
White British	-	100.0% (13)	100% (8)	-	-	100% (21)