



NEW PROGRESS
HOUSING ASSOCIATION LIMITED

Exit Survey Year End Report 2006-07

Seven questionnaires were received in quarter four. Only those questions that were answered are included in the analysis.

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

- Health reasons
- To buy a house with 3 beds
- I am moving into a property owned by my father
- Nursing care
- Moving to Cheshire near daughter
- Moving in with boyfriend
- To go private, better area

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

- No (6)
- Thank you for all your help in finding me and my family this property when we found ourselves homeless after a breakdown in my relationship - really grateful.

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
Kitchen					
Replaced in last 2 years	-	-	-	-	-
Needs replacing	-	-	-	-	-
Poor	-	-	-	14.2% (1)	14.2% (1)
Satisfactory	-	-	-	42.9% (3)	42.9% (3)
Good	-	-	-	42.9% (3)	42.9% (3)
Bathroom					
Replaced in last 2 years	-	-	-	-	-
Needs replacing	-	-	-	-	-
Poor	-	-	-	-	-
Satisfactory	-	-	-	57.1% (4)	57.1% (4)
Good	-	-	-	42.9% (3)	42.9% (3)
Heating System					
Replaced in last 2 years	-	-	-	-	-
Needs replacing	-	-	-	-	-
Poor	-	-	-	-	-
Satisfactory	-	-	-	28.6% (2)	28.6% (2)
Good	-	-	-	71.4% (5)	71.4% (5)
External Pathways					
Replaced in last 2 years	-	-	-	-	-
Needs replacing	-	-	-	-	-
Poor	-	-	-	14.3% (1)	14.3% (1)
Satisfactory	-	-	-	57.1% (4)	57.1% (4)
Good	-	-	-	28.6% (2)	28.6% (2)

Q4. Please give your views on the following?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
Happy with the overall service?					
Yes	-	-	-	100% (7)	100% (7)
No	-	-	-	-	-
Satisfied with the overall quality?					
Yes	-	-	-	100% (7)	100% (7)
No	-	-	-	-	-
Satisfied with the repairs service?					
Yes	-	-	-	100% (7)	100% (7)
No	-	-	-	-	-
Repairs outstanding?					
Yes	-	-	-	42.9% (3)	42.9% (3)
No	-	-	-	57.1% (4)	57.1% (4)
Satisfied with any adaptations?					
Yes	-	-	-	100% (4)	100% (4)
No	-	-	-	-	-
Satisfied with the garden?					
Yes	-	-	-	100% (7)	100% (7)
No	-	-	-	-	-
Satisfied with the car parking facilities?					
Yes	-	-	-	85.7% (6)	85.7% (6)
No	-	-	-	14.3% (1)	14.3% (1)
Satisfied with communal areas?					
Yes	-	-	-	85.7% (6)	85.7% (6)
No	-	-	-	14.3% (1)	14.3% (1)
Satisfied with the neighbourhood?					
Yes	-	-	-	85.7% (6)	85.7% (6)
No	-	-	-	14.3% (1)	14.3% (1)
Do you have family / friends close to you?					
Yes	-	-	-	57.1% (4)	57.1% (4)
No	-	-	-	42.9% (3)	42.9% (3)
Problem with Neighbour-hood Nuisance?					
Yes	-	-	-	28.6% (2)	28.6% (2)
No	-	-	-	71.4% (5)	71.4% (5)
Problem with ASB?					
Yes	-	-	-	28.6% (2)	28.6% (2)
No	-	-	-	71.4% (5)	71.4% (5)

Do you feel safe in your neighbourhood?					
Yes	-	-	-	83.3% (5)	83.3% (5)
No	-	-	-	16.7% (1)	16.7% (1)

Q5. Any further comments?

- The radiator in the main bedroom still needs fixing and the thermostat hasn't been fixed. the back garden gate is rotten and the outhouse was broken into and not repaired
- Ginnel through to ribble rd is used as public toilet/pub/place for sex romps and needs closing
- Was very grateful to PHG they helped me out after my split with my ex. They provided very good service. Thank you

Q6. What type of accommodation is your New Progress home e.g. a 3 bed house?

- 1 bed flat (2)
- 2 bed house (3)
- 3 bed house

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?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
Very good value	-	-	-	42.9% (3)	42.9% (3)
Fairly good value	-	-	-	42.9% (3)	42.9% (3)
Neither good nor poor	-	-	-	14.2% (1)	14.2% (1)
Fairly poor value	-	-	-	-	-
Very poor value	-	-	-	-	-

Q8. What sort of accommodation are you moving to?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
A different NP's property	-	-	-	-	-
A different HA's property	-	-	-	-	-
A private rented property	-	-	-	14.2% (1)	14.2% (1)
Council owned property	-	-	-	-	-
I am buying a property	-	-	-	28.7% (2)	28.7% (2)
Lodging - friends/relatives	-	-	-	14.2% (1)	14.2% (1)
Other	-	-	-	42.9% (3)	42.9% (3)

Q9. Who is your new landlord?

- Clough House Care Home

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

- Paid by social benefits
- £800 a month

Q11. Is it paid weekly/Monthly?

- Monthly (2)

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
Yes	-	-	-	100% (7)	100% (7)
No	-	-	-	-	-

If no, why not?

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
Yes	-	-	-	100% (7)	100% (7)
No	-	-	-	-	-

If no, please specify

Q14. Any other comments?

About You

Q15. What is your sex?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
Male	-	-	-	-	-
Female	-	-	-	100% (7)	100% (7)
Do not wish to say	-	-	-	-	-

Q16. What is your age?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
16-19 years	-	-	-	-	-
20-29 years	-	-	-	14.2% (1)	14.2% (1)
30-39 years	-	-	-	28.7% (2)	28.7% (2)
40-49 years	-	-	-	14.2% (1)	14.2% (1)
50-59 years	-	-	-	14.2% (1)	14.2% (1)
60-69 years	-	-	-	-	-
70+	-	-	-	28.7% (2)	28.7% (2)
Do not wish to say	-	-	-	-	-

Q17. Do you consider yourself to have a disability?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
Yes	-	-	-	85.7% (6)	85.7% (6)
No	-	-	-	14.3% (1)	14.3% (1)

Q18. What is your religion?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
None	-	-	-	28.6% (2)	28.6% (2)
Christian	-	-	-	71.4% (5)	71.4% (5)
Other	-	-	-	-	-

Q19. How would you describe your ethnic group?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year
White British	-	-	-	100% (7)	100% (7)
Mixed	-	-	-	-	-
Asian	-	-	-	-	-
Black	-	-	-	-	-
Chinese or Other	-	-	-	-	-
Do not wish to say	-	-	-	-	-