

KEY PERFORMANCES

We conducted a STATUS tenants' satisfaction survey. This is a standard survey that is used by a number of Registered Social Landlords. The 2008 findings shows marked improvement in our services compared to the last survey conducted in 2006.

Overall satisfaction for General Needs customers

INDICATORS	% change from 2006 to 2008	Year 2008
Overall satisfaction with Landlord and services provided*	▲ by 8%	72%
Satisfaction with accommodation	▲ by 7%	82%
Satisfaction with general condition of the property*	▲ by 5%	73%
Satisfaction with the general neighbourhood*	▲ by 4%	76%
Satisfied we represent good value for money*	▲ by 14%	76%
Ease of contact	▲ by 1%	61%
Helpfulness of staff	▲ by 3%	74%
Staff able to solve problems	▼ by 3%	65%
Satisfaction after contact	▼ by 1%	54%
Satisfaction with repairs and maintenance	▲ by 6%	64%
Information given	▲ by 7%	74%
Time taken before work	▲ by 6%	66%
Speed of work carried out	▲ by 5%	75%
Attitude of workers	▲ by 3%	89%
Overall quality or work	▲ by 4%	75%
Minimising dirt and mess	▲ by 6%	86%
Customers being kept informed	▼ by 5%	70%

Note: * Questions on the 2008 questionnaire differ slightly from previous questionnaires.

Overall satisfaction results for Leasehold customers

The overall satisfaction for the **Scheme Manager's service** was 86% for the period of 2007/8.

Services and Facilities

INDICATORS	Very Satisfied /Satisfied
Cleaning of internal communal areas	92%
Decoration of internal communal areas	81%
Lighting of internal communal areas	83%
Reliability of lifts	89%
Reliability of door entry systems	88%
External lighting	76%
Quality of external redecoration work	67%
Maintenance of external grounds	67%
Window cleaning	73%
Repairs and maintenance are dealt with	64%

Emergency Alarm Service

The measurement of satisfaction following emergency alarm calls made to emergency alarm staff was:

INDICATORS	Very Satisfied /Satisfied
Helpfulness of staff	95%
The final outcome of the call	91%
The speed of response	93%

Customer Service

Leaseholders rated their satisfaction following initial contact made as:

INDICATORS	Very Satisfied /Satisfied
Ease of contact	62%
Speed of answering the phone	64%
Politeness of the staff	83%
Promptness of replies to letters	42%

Overall satisfaction with information and consultation

INDICATORS	Very Satisfied /Satisfied
Information we provide on budgets and accounts	67%
How well we keep you informed of things that may affect you as a resident	66%
Consultation with residents when making decisions	63%

Overall satisfaction for customers within Supported accommodation

The aim of this survey was to find out how satisfied our supported housing customers are with the services provided to them. The response rate for this survey was 54.6%, which is up 5.6% from the survey carried out in 2006.

INDICATORS	% change from 2006 to 2008	Year 2008
Happy with accommodation	▼ by 2%	92%
Happy with Springboard's services and support	▼ by 5%	88%
Happy with the area they live in	▼ by 3%	87%
Satisfied with the condition of the property	▼ by 2%	87%
Springboard's services represent good value for money	▼ by 4%	85%
Kept well informed by Springboard	▼ by 6%	84%
Agreed staff are helpful*	-	81%
Satisfied with the speed of our response to their calls*	-	79%
Satisfied with the repairs and maintenance service	▼ by 3%	78%
Feel Springboard listen to their views	▼ by 10%	75%
Happy with the customer meetings	% Unchanged	73%

Note: * Questions on the 2008 questionnaire differ slightly from previous questionnaires.

RENTS

Below are tables showing rent charges for 31 March 2009.

Assured tenancies for General Needs customers

Assured tenancies	Total stock	Average weekly net rent
Non-self-contained	56	£89.74
Bedsit	109	£68.68
One bedroom	776	£73.38
Two bedrooms	782	£84.96
Three bedrooms	720	£100.38
Four bedrooms	73	£109.45
Five bedrooms	22	£126.23
Six or more bedrooms	4	£123.68
Total self-contained	2486	£86.24
Total General needs stock	2542	£86.32

Secure rent tenancies for General Needs customers

Secure rent tenancies	Total stock	Average weekly net rent
Non-self-contained	0	-
Bedsit	7	£64.40
One bedroom	83	£72.03
Two bedrooms	79	£83.08
Three bedrooms	102	£98.87
Four bedrooms	26	£120.17
Five bedrooms	17	£130.56
Six or more bedrooms	2	£169
Total self-contained	316	£91.01
Total General needs stock	316	£91.01

Rent for Assured shorthold tenancies for Supported housing customers

Supported housing and/or housing for older people	Total stock	Average weekly net rent
Non-self-contained	41	£66.40
Bedsit	492	£71.18
One bedroom	723	£75.66
Two bedrooms	30	£84.72
Three bedrooms	4	£93.48
Four bedrooms	1	£127.84
Total self-contained	1250	£74.21
Supported housing and/or housing for older people total stock	1291	£73.96