

# Our Survey Says

In July and August of 2015, Warwick District Council conducted a satisfaction survey of its housing tenants. The overall objective was to understand customer satisfaction within key service areas of the Council.

1,300 tenants and 600 Leaseholders took part in the survey.

The main objectives were to:

- ✚ To assess if and how satisfied residents were with the services offered to them by WDC.
- ✚ To identify areas of the service that could be improved.

Taking everything into account, **82%** of those surveyed **were satisfied** with the service provided by Warwick District Council.

- ❖ **80%** expressed satisfaction with the overall quality of their home, with older people more satisfied than general tenants.
- ❖ **83%** were satisfied with their neighbourhood as a place to live.
- ❖ **83%** of those surveyed indicated that they believe their rent provides good value for money, with older residents making the majority.
- ❖ **81%** of residents were satisfied with the way their housing provider deals with their repairs and general maintenance.
- ❖ **66%** of residents responded that they were fairly satisfied or better that their social housing provider listens to their views and acts upon them.
- ❖ **78%** of those surveyed were satisfied with the overall condition of their home.
- ❖ **52%** of Leaseholders were dissatisfied with the cleaning & upkeep of communal areas. A further **40%** were dissatisfied with the external building repairs and maintenance and **38%** were dissatisfied with the repairs to communal areas.

- ❖ **61%** of Leaseholders felt it was easy to understand the service charge statement and **44%** were satisfied with the information given on how service charges were calculated.
- ❖ **42%** of Leaseholders expressed dissatisfaction with the consultation they received regarding charges against their property, versus **29%** who were satisfied with the consultation they received.
- ❖ **79%** were fairly satisfied or better with the treatment they receive from WDC.
- ❖ **67%** of those surveyed were satisfied with the way WDC deals with anti-social behaviour & Anti-Social Behavioural Cases.
- ❖ **66%** of respondents were satisfied with the way WDC handles complaints.
- ❖ **59%** of residents thought car parking was either a major or minor problem, as opposed to **41%** who cited it was not a problem.
- ❖ **72%** of respondents believed that vandalism and graffiti was not a problem.
- ❖ **26%** of respondents stated that their neighbourhood had improved in the last three years while **18%** felt their neighbourhood has declined in the last three years.
- ❖ The three top priorities reported amongst residents were
  - Repairs and Maintenance (**78%**)
  - The overall quality of their home (**52%**)
  - Their neighbourhood as a place to live (**34%**).
- ❖ **74%** of those surveyed agreed that Warwick District Council provides an effective and efficient service.
- ❖ **80%** were in agreement that the Council has friendly and approachable staff.

## Contacting Warwick District Council



- ❖ 80% of respondents, who had contacted WDC, confirmed that their query was answered within a reasonable time.

## Information Provision



- ❖ **49%** of respondents stated that they do not have access to the internet at home.
- ❖ **62%** of residents are happy to use the telephone as a method of being kept informed and getting in touch with the Council.
  - **61%** said that they preferred communication to be written.
  - **42%** made reference to the WDC Newsletter.
  - **32%** of residents were happy to visit the office.

## Repairs and Maintenance



- ❖ **88%** of residents expressed satisfaction with being informed when the contractors/ workmen would be attending.
- ❖ **85%** of residents were satisfied with how easy it was to arrange an appointment.
- ❖ **84%** of residents were satisfied with the period of time it took for work to begin. Older residents accounted for **61%** of this figure.
- ❖ **87%** of residents surveyed were fairly satisfied or better with the speed

that the work was completed. Older residents accounted for **70%** of this figure.

- ❖ **86%** of residents were fairly satisfied or better with the overall quality of the work. Older people accounted for **71%** of this figure.
- ❖ **89%** of residents were satisfied with the cleaning services provided by WDC.
- ❖ **84%** of residents were satisfied with the completed work carried out by the Repairs Services. Older people accounted for **72%** of this figure.
- ❖ **93%** of residents confirmed that once a repair was booked the appointment was kept.

## Complaints



- ❖ **47%** of residents surveyed were not aware of the Council's formal complaints procedure.