



# **Leaseholder Satisfaction Survey**

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# Contents

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<b>Section 1</b>	<b>Page 3</b>
<b>Introduction</b>	<b>Page 4</b>
<b>About the questionnaire</b>	<b>Page 4</b>
<b>About the survey</b>	<b>Page 4</b>
<b>Incentives</b>	<b>Page 4</b>
<b>Summary</b>	<b>Page 4</b>
<b>Key findings</b>	<b>Page 5</b>
<b>Performance indicator</b>	<b>Page 7</b>
<b>Section 2</b>	<b>Page 8</b>
<b>Detailed questionnaire results</b>	<b>Page 9</b>
<b>Section 3</b>	<b>Page 35</b>
<b>Comments</b>	<b>Page 36</b>

# SECTION 1

**INTRODUCTION**

**ABOUT THE QUESTIONNAIRE**

**ABOUT THE SURVEY**

**INCENTIVES**

**AIMS OF THE SURVEY**

**SUMMARY**

**KEY FINDINGS**

- **Leaseholder Profile**
- **Home, Management and Service Provision**
- **Neighbourhood**
- **Contact with your Housing Association**
- **Repairs and Maintenance of Communal Areas**
- **Communication and Information**
- **Purchasing your Property**
- **Household Costs**

**PERFORMANCE INDICATOR**

## **INTRODUCTION**

This report contains the results of the second leaseholder satisfaction survey conducted by Magna Housing Association. The survey was carried out by the Customer Care and Research Department in May / June 2010. Some comparisons with the first satisfaction survey carried out in 2008 have been included.

## **ABOUT THE QUESTIONNAIRE**

The questionnaire is based on the satisfaction surveys (STATUS) devised by the Housing Federation to monitor the satisfaction levels of general needs tenants, sheltered tenants, supported tenants and shared owners.

## **ABOUT THE SURVEY**

The survey was sent to all 240 leaseholders. 105 returned the completed survey.

## **INCENTIVES**

No incentive was offered and no second mail out was carried out.

## **SUMMARY**

The summary is based on respondents who replied to each question including no opinion.

*Please note that percentages to questions may not add up to 100%; this is due to rounding or respondents may have been allowed to give more than one answer to a question.*

## KEY FINDINGS

### Leaseholder Profile

Single occupancy is the most common household composition (51%), 18% one adult under 60 and 33% one adult over 60.

Over half of the leaseholders that responded were aged over 60. 2% were aged 24 or under.

There was a higher ratio of male respondents (61%) to female 39%.

44% of leaseholders considered someone in their household to have long-term illness, health problems or disability.

97% of leaseholders described themselves as White British, 2% as White Irish and 1% as Other.

The majority of respondents (85%) said they were heterosexual, 11% preferred not to say.

Wholly retired was the most common work status (49%), followed by 35% in full time employment. The most common income bracket was up to £10,399 (41%), followed by £10,400 up to £20,799 (40%).

### Home, Management and Service Provision

47% of respondents were either very or fairly satisfied with the services provided by Magna Housing Association. 35% were very dissatisfied or fairly dissatisfied and 18% were neither satisfied or dissatisfied. (PI question)

A vast majority (91%) of respondents were either very or fairly satisfied with their home, 6% were very or fairly dissatisfied and 4% were neither satisfied or dissatisfied.

54% were satisfied with the level of service charge information they receive. Only 6% would be willing to pay a higher service charge for extra services.

### Neighbourhood

81% are satisfied with their neighbourhood.

54% said the area they lived in had stayed the same over the last 3 years. A higher number of respondents (23%) thought the area where they lived had declined in the last 3 years, compared with 22% who thought it had improved.

Leaseholders were asked, which of a list of possible problems existed in their neighbourhood. Car parking was considered the biggest problem, with 43% of respondents saying it was a very big or fairly big problem. This was followed by rubbish and litter (38%).

### **Contact with your Housing Association**

Leaseholders were asked to complete the following section only if they had contacted Magna in the last 12 months.

79% of those who had contacted Magna in the last 12 months did so by telephone.

Defect / repair issue (45%) was the most common reason for contact, followed by 25% contacting Magna regarding service charge information.

38% found it easy to contact the right person, 48% found it difficult. 59% found the staff to be helpful. 47% said the staff were able to deal with the problem. However, more leaseholders (46%) were dissatisfied with the outcome than were satisfied (35%).

### **Repairs and Maintenance of Communal Areas**

Leaseholders were asked to complete the following section if they had any repairs completed in the communal area in the last 12 months.

80% thought workers were good at keeping dirt and mess to a minimum, 76% thought the overall quality of the work was very or fairly good. 35% thought the time taken before work started was very or fairly poor.

### **Communication and Information**

35% were satisfied that their views were being taken into account, 31% were dissatisfied, 25% were neither satisfied or dissatisfied and 9% had no opinion.

59% thought Magna were very or fairly good at keeping them informed.

32% said the amount of consultation they receive when Magna sets the services charges was about right. However, 46% said they received no consultation at all.

64% are satisfied with the clarity of the service charge information. 56% are satisfied with the lease holders handbook.

The majority (80%) would prefer to receive information in writing.

89% would prefer to be informed or consulted on issues that may affect them by letter.

56% said they wanted to be involved in decision making via questionnaires. 22% did not want to get involved.

### **Purchasing your Property**

Only leaseholders that had purchased their property in the last 5 years were asked to complete this section.

76% were very or fairly satisfied with the sales process.

59% thought the information on how the scheme operates was very or fairly good.

### **Household Costs**

14% said they had experienced financial difficulties because the cost of owning their own home was higher than they expected.

### **PERFORMANCE INDICATOR**

The table below shows the result to the one measure which is required as part of the Housing Corporation's Regulatory and Statistical Return (RSR).

<b>MAGNA HOUSING ASSOCIATION: PERFORMANCE INDICATORS</b>	
	<b>% Very / Fairly Satisfied</b>
Taking everything into account, how satisfied or dissatisfied are you with the services provided by your housing association?	47%

# SECTION 2

## FULL QUESTIONNAIRE RESULTS

- INFORMATION ABOUT YOUR HOUSEHOLD
- YOUR HOME, MANAGEMENT AND SERVICE PROVISION
- YOUR NEIGHBOURHOOD
- CONTACT WITH YOUR HOUSING ASSOCIATION
- REPAIRS AND MAINTENANCE
- COMMUNICATION AND INFORMATION
- PURCHASING YOUR PROPERTY FROM YOUR HOUSING ASSOCIATION
- HOUSEHOLD COSTS
- ANY OTHER COMMENTS

## Questionnaire Results

This section of the report looks at each individual question. The percentage figures are calculated on the number of respondents who have answered the question. The number of respondents to each question is shown at the top of each of the tables.

*Percentages may not always add up to 100% this maybe due to rounding or because respondents are asked to give more than one answer to a question.*

No cross referencing has been carried out regarding Ethnicity as the results would be statistically very inaccurate.

## Information About your Household

The first section of the survey profiles Magna Housing Association leaseholders by household composition and demographics (gender, age and ethnicity). It also looks at work status, income and disability. Optional questions asking about the sexuality and religion of leaseholders is also included.

### How would you describe the composition of your household?

Respondents 103

	%
<b>One adult under 60</b>	18%
<b>One adult aged 60 or over</b>	33%
<b>Two adults both under 60</b>	13%
<b>Two adults, at least one 60 or over</b>	22%
<b>Three or more adults, 16 or over</b>	4%
<b>1-parent family with child/ren, at least one under 16</b>	2%
<b>2-parent family with child/ren, at least one under 16</b>	8%
<b>Other</b>	0%

The household composition shows a relatively older leaseholder population with 55% of households containing at least one adult over 60. 10% of households have at least one child under 16.

## Age

Respondents were asked which age bracket they fell into.

The results are based on the principal leaseholder. For this purpose, the principal leaseholder is the one completing the survey form.

Respondents 102

	%
<b>16 – 24</b>	2%
<b>25 – 34</b>	11%
<b>35 - 44</b>	7%
<b>45 - 54</b>	9%
<b>55 - 59</b>	9%
<b>60 - 64</b>	10%
<b>65 -74</b>	24%
<b>75 - 84</b>	20%
<b>85+</b>	9%

65% of leaseholders are aged 60 or over.

## Gender

Principal respondents gender profile.

Respondents 102

	%
<b>Male</b>	61%
<b>Female</b>	39%

There was a slightly higher proportion of male respondents (61%) to female (39%).

**Does anyone in your household have any long-term illness, health problem or disability which limits their daily activities or the work they can do, including any problems which are due to age?**

Respondents 102

	%
<b>Yes</b>	44%
<b>No</b>	55%
<b>Don't know</b>	1%

44% of leaseholders considered someone in their household to have a long-term illness, health problem or disability that limits their daily activities or the work they can do. This has risen from 38% in 2008.

## To which of these groups do you and your household consider you belong?

Respondents were asked to describe their background. Sixteen options were given, the table below includes the three options that leaseholders used to describe themselves.

Respondents 100

	%
<b>White British</b>	97%
<b>White Irish</b>	2%
<b>Other</b>	1%

97% of respondents described themselves as “White British”. The remaining 3% were from BME (including White Irish) background. It is due to the low number of responses from BME backgrounds that would make any break down in statistics very inaccurate.

## Work Status

Respondents were asked to describe their work status

Respondents 101

	%
<b>Employee in full time job (30 hours or more per week)</b>	35%
<b>Employee in part time job (Less than 30 hours per week)</b>	5%
<b>Self employed – full or part time</b>	3%
<b>Government supported training</b>	0%
<b>Unemployed and available for work</b>	2%
<b>Wholly retired from work</b>	49%
<b>Full-time education at school, college or university</b>	0%
<b>Looking after family/home</b>	3%
<b>Permanently sick/disabled</b>	4%
<b>Doing something else</b>	0%

As reflected by the age and household composition, nearly half of leaseholders describe themselves as wholly retired from work. 43% are employed or self employed in full or part time work. This has dropped by 4% since 2008.

**How much is your (and your partner's, if applicable) total gross income before any deductions for income tax and national insurance?**

Respondents 79

	%
<b>Up to £10,399</b>	41%
<b>£10,400 up to £20,799</b>	40%
<b>£20,800 up to £31,199</b>	17%
<b>£31,200 up to £41,599</b>	1%
<b>£41,600 up to £51,999</b>	1%
<b>£52,000 up to £57,999</b>	0%
<b>£58,000 up to £64,999</b>	1%
<b>£65,000 up to £74,999</b>	0%
<b>£75,000 up to £89,999</b>	0%
<b>£90,000 or more</b>	0%

**How would you describe your sexual orientation?**

Respondents 53

	%
<b>Heterosexual</b>	85%
<b>Gay man</b>	0%
<b>Gay woman</b>	0%
<b>Bisexual</b>	2%
<b>Other</b>	2%
<b>Prefer not to say</b>	11%

**What is your religion?**

Respondents 77

	%
<b>None</b>	20%
<b>Christian (all denominations)</b>	73%
<b>Buddhist</b>	0%
<b>Hindu</b>	0%
<b>Jewish</b>	0%
<b>Muslim</b>	0%
<b>Sikh</b>	0%
<b>Any other religion</b>	0%
<b>Prefer not to say</b>	8%

## Your Home, Management and Service Provision

This section looks into how leaseholders feel about their home and the services provided by Magna Housing Association.

### Taking everything into account, how satisfied or dissatisfied are you with the services provided by Magna Housing Association?

Respondents 103

	%
<b>Very satisfied</b>	8%
<b>Fairly satisfied</b>	39%
<b>Neither</b>	18%
<b>Fairly dissatisfied</b>	19%
<b>Very dissatisfied</b>	16%

#### **This is the performance indicator question.**

47% of leaseholders are satisfied with the service provided by Magna Housing Association, 35% are dissatisfied and 18% are neither satisfied nor dissatisfied.

#### **Comparison with 2008**

	2008	2010
<b>Very satisfied</b>	10%	8%
<b>Fairly satisfied</b>	50%	39%
<b>Neither</b>	12%	18%
<b>Fairly dissatisfied</b>	18%	19%
<b>Very dissatisfied</b>	9%	16%

The above table compares the results of this survey with those of the 2008 survey.

## How satisfied or dissatisfied are you with your home?

Respondents 103

	%
<b>Very satisfied</b>	43%
<b>Fairly satisfied</b>	48%
<b>Neither</b>	4%
<b>Fairly dissatisfied</b>	3%
<b>Very dissatisfied</b>	3%

A large majority (91%) of leaseholders were satisfied with their home, nearly half being very satisfied. Only 6% were dissatisfied. 4% were neither satisfied or dissatisfied. There has been no change to this result since the 2008 survey was carried out.

## How satisfied or dissatisfied are you with the following services that you may receive from Magna Housing Association (as specified in your lease?)

Respondents were asked to tick one box only for each of the following.  
The total actual number (base) of respondents has been given for each option.

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
Cleaning and upkeep of communal areas Respondents 82	Percentage	5%	35%	18%	13%	18%	10%
Service charge information Respondents 96	Percentage	10%	45%	13%	15%	15%	3%
External building repairs & maintenance Respondents 96	Percentage	3%	31%	14%	17%	31%	4%

Leaseholders are most satisfied with service charge information (55%).

### Combined satisfaction / dissatisfaction comparison with 2008

		Very / fairly satisfied		Neither		Very / fairly dissatisfied		No opinion	
		2008	2010	2008	2010	2008	2010	2008	2010
Cleaning and upkeep of communal areas	Percentage	39%	40%	9%	18%	34%	31%	18%	10%
Service charge information	Percentage	73%	54%	10%	14%	15%	30%	1%	3%
External building repairs & maintenance	Percentage	46%	34%	9%	14%	43%	48%	2%	4%

The biggest fall in satisfaction since 2008 has been with service charge information. This also has the highest increase in dissatisfaction amongst leaseholders. On a positive note leaseholders are slightly more satisfied with

cleaning and upkeep of communal areas and dissatisfaction has reduced.

**Thinking about the level of service charge you pay towards individual services (as specified in your lease), do they represent good or poor value for money?**

Respondents were asked to tick one box only for each of the following.  
The total actual number (base) of respondents has been given for each option.

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
Cleaning and upkeep of communal areas Respondents 77	Percentage	5%	26%	14%	27%	17%	10%
Service charge Respondents 95	Percentage	5%	28%	20%	22%	19%	5%
External building repairs & maintenance Respondents 97	Percentage	5%	25%	11%	21%	30%	8%

33% of respondents think the level of service charge they pay is good value for money. 30% think the level of service charge they pay for external building repairs and maintenance is poor value for money.

**Combined satisfaction / dissatisfaction comparison with 2008**

		Very / fairly good		Neither		Very / fairly poor		No opinion	
		2008	2010	2008	2010	2008	2010	2008	2010
Cleaning and upkeep of communal areas	Percentage	40%	31%	13%	14%	33%	44%	18%	10%
Service charge information	Percentage	51%	33%	18%	20%	29%	41%	1%	3%
External building repairs & maintenance	Percentage	44%	30%	10%	11%	44%	51%	2%	4%

## Would you be prepared to pay a higher service charge for extra services?

Respondents 101

	%
<b>Yes</b>	6%
<b>No</b>	94%

Respondents who said they would pay for the extra services were asked what services they would be willing to pay for. Comments are at the end of the report.

## Your Neighbourhood

This section looks at what leaseholders think about the area where they live.

### How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Respondents 104

	%
<b>Very satisfied</b>	30%
<b>Fairly satisfied</b>	51%
<b>Neither</b>	9%
<b>Fairly dissatisfied</b>	9%
<b>Very dissatisfied</b>	2%

81% of leaseholders are satisfied with their neighbourhood as a place live. This is a slight drop since 2008, when satisfaction was 85%

## In the last 3 years, would you say that your neighbourhood has?

Respondents 100

	%
<b>Greatly improved</b>	1%
<b>Slightly improved</b>	11%
<b>Stayed the same</b>	54%
<b>Slightly declined</b>	23%
<b>Greatly declined</b>	11%

Over half of respondents (54%) said that the area they lived in had stayed the same, however a greater number of respondents (34%) thought the area they lived in had declined rather than improved (12%).

### Comparison with 2008

	2008	2010
<b>Greatly improved</b>	1%	1%
<b>Slightly improved</b>	15%	11%
<b>Stayed the same</b>	53%	54%
<b>Slightly declined</b>	21%	23%
<b>Greatly declined</b>	11%	11%

## To what extent are any of the following a problem in your neighbourhood?

Respondents were asked to tick one box only for each of the following.  
The total actual number (base) of respondents has been given for each option.

The results from this question are often based on perception, it does not necessarily mean that the respondent has suffered any of the problems first hand.

		Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter Respondents 92	Percentage	13%	25%	41%	21%
Noisy neighbours Respondents 91	Percentage	9%	17%	37%	37%
Pets and animals Respondents 85	Percentage	13%	12%	35%	40%
Disruptive children / teenagers Respondents 84	Percentage	6%	8%	26%	60%
Racial or other harassment Respondents 81	Percentage	1%	1%	11%	86%
Drunk or rowdy behaviour Respondents 90	Percentage	4%	6%	24%	66%
Vandalism and graffiti Respondents 74	Percentage	1%	5%	29%	66%
People damaging your property Respondents 83	Percentage	1%	4%	23%	72%
Drug use or dealing Respondents 87	Percentage	8%	7%	25%	60%
Abandoned or burnt out vehicles Respondents 81	Percentage	0%	3%	14%	84%
Other crime Respondents 80	Percentage	0%	5%	29%	66%
Noise from traffic Respondents 86	Percentage	2%	5%	38%	55%
Car parking Respondents 95	Percentage	25%	18%	28%	28%

The three most common problems were car parking (43%), rubbish or litter (38%) and noisy neighbours (26%). 1% considered racial or other harassment to be a fairly big problem.

The same 3 areas were also considered the biggest problems in 2008.

The table below compares what respondents considered a problem in 2008 to 2010.

### Comparison with 2008

		Very big / fairly big problem	
		2008	2010
Rubbish or litter	Percentage	27%	38%
Noisy neighbours	Percentage	23%	26%
Pets and animals	Percentage	15%	25%
Disruptive children / teenagers	Percentage	16%	14%
Racial or other harassment	Percentage	1%	4%
Drunk or rowdy behaviour	Percentage	14%	10%
Vandalism and graffiti	Percentage	10%	6%
People damaging your property	Percentage	3%	5%
Drug use or dealing	Percentage	20%	15%
Abandoned or burnt out vehicles	Percentage	1%	3%
Other crime	Percentage	3%	5%
Noise from traffic	Percentage	9%	7%
Car parking	Percentage	40%	43%

Problems with rubbish / litter and pets / animals have increased the most since 2008. Problems with disruptive children, drunk or rowdy behavior, vandalism and graffiti and noise from traffic have all slightly reduced since 2008.

## Contact with your Housing Association

This section looks at the experience leaseholders have had when they have contacted Magna Housing Association.

### Have you been in contact with Magna Housing Association within the last 12 months (other than to make a payment?).

Respondents 103

	%
<b>Yes</b>	76%
<b>No</b>	17%
<b>Don't know</b>	8%

Only the respondents who answered yes were asked to complete the following questions.

### How did you last contact Magna Housing Association?

Respondents 78

	%
<b>Phoned</b>	80%
<b>Visited office</b>	6%
<b>Wrote</b>	6%
<b>Emailed</b>	6%
<b>Other</b>	0%
<b>Can't remember</b>	1%

Telephone was by far the most popular way of contacting Magna Housing Association. This was followed by visiting the office.

## What did you last have contact about?

Respondents 75

	%
<b>Defect repair issue</b>	45%
<b>Service charge information</b>	25%
<b>Buying or selling your home</b>	0%
<b>Neighbours / neighbourhood issues</b>	8%
<b>Making a complaint</b>	12%
<b>Other</b>	8%
<b>Can't remember</b>	1%

Defect / repair maintenance issues were the most common reason for contacting Magna Housing Association, followed by 25% contacting Magna regarding service charge information. There has been a rise in contact regarding service charge information and neighbours / neighbourhood issues.

## When you last had contact, was getting hold of the right person...?

Respondents 77

	%
<b>Easy</b>	38%
<b>Difficult</b>	48%
<b>Neither</b>	13%
<b>Can't remember</b>	1%

### Comparison with 2008

	2008	2010
<b>Easy</b>	56%	38%
<b>Difficult</b>	28%	48%
<b>Neither</b>	12%	13%
<b>Can't remember</b>	4%	1%

Difficulty in getting hold of the right person has increased by 20% since 2008.

## Did you find the staff...?

One of the main factors which influences how customers view a company is how staff deal with enquires, even if the outcome is not what the customer wanted, if they feel a member of staff has done all they can to help them they are more likely to go away with a positive view of the company.

Respondents 76

	%
<b>Helpful</b>	59%
<b>Unhelpful</b>	15%
<b>Neither</b>	25%
<b>Can't remember</b>	1%

### Comparison with 2008

	2008	2010
<b>Helpful</b>	72%	59%
<b>Unhelpful</b>	10%	15%
<b>Neither</b>	17%	25%
<b>Can't remember</b>	2%	1%

## And were they...?

Respondents 75

	%
<b>Able to deal with your problem</b>	47%
<b>Unable to deal with your problem</b>	37%
<b>Neither</b>	16%
<b>Can't remember</b>	0%

### Comparison with 2008

	2008	2010
<b>Able to deal with your problem</b>	54%	47%
<b>Unable to deal with your problem</b>	26%	37%
<b>Neither</b>	18%	16%
<b>Can't remember</b>	2%	0%

## Were you satisfied or dissatisfied with the final outcome?

Respondents 72

	%
<b>Satisfied</b>	35%
<b>Dissatisfied</b>	46%
<b>Neither</b>	18%
<b>Can't remember</b>	1%

### Comparison with 2008

	2008	2010
<b>Satisfied</b>	42%	35%
<b>Dissatisfied</b>	44%	46%
<b>Neither</b>	13%	18%
<b>Can't remember</b>	2%	1%

It does appear that the whole experience the leaseholder has of contacting the Association has deteriorated over the last 2 years.

## Repairs and Maintenance

Respondents were asked to complete the following questions only if they had repairs completed in the communal area in the last 12 months.

### Have you had any repairs completed in the communal area (or in your home if included in the lease) in the last 12 months?

Respondents 86

	%
<b>Yes</b>	30%
<b>No</b>	58%
<b>Can't remember</b>	12%

**Thinking about your last completed repair, how would you rate it in terms of...?**

		Very good	Fairly good	Neither	Fairly poor	Very poor	No opinion
Being told when workers would call Respondents 25	Percentage	24%	24%	16%	12%	24%	0%
Time taken before work started Respondents 23	Percentage	13%	30%	17%	13%	22%	4%
Speed with which work was completed Respondents 25	Percentage	32%	36%	12%	8%	12%	0%
Attitude of workers Respondents 26	Percentage	39%	39%	8%	4%	8%	4%
Overall quality of repair work Respondents 25	Percentage	20%	56%	8%	8%	4%	4%
Keeping dirt and mess to a minimum Respondents 25	Percentage	24%	56%	0%	8%	4%	8%

80% of leaseholders think Magna are very or fairly good at keeping dirt and mess to a minimum.

Leaseholders were more pleased with the attitude of workers and keeping dirt and mess to a minimum in 2010 than in 2008. All other options saw a slight decrease in satisfaction.

## Communication and information

This section looks at how leaseholders would like to receive information and what they think about the information they receive now.

### How satisfied or dissatisfied are you that your views are being taken into account by Magna Housing Association?

Respondents 100

	%
<b>Very satisfied</b>	6%
<b>Fairly satisfied</b>	29%
<b>Neither</b>	25%
<b>Fairly dissatisfied</b>	15%
<b>Very dissatisfied</b>	16%
<b>No opinion</b>	9%

35% were satisfied their views were being taken into account by Magna Housing Association, while 31% said they were dissatisfied. Over a quarter of respondents gave the answer of neither or no opinion.

### Comparison with 2008

	2008	2010
<b>Very satisfied</b>	7%	6%
<b>Fairly satisfied</b>	39%	29%
<b>Neither</b>	10%	25%
<b>Fairly dissatisfied</b>	18%	15%
<b>Very dissatisfied</b>	12%	16%
<b>No opinion</b>	14%	9%

There has been a drop in satisfaction since 2008. There has been a rise of 15% of those who are neither satisfied or dissatisfied.

**How good or poor do you feel Magna Housing Association is at keeping you informed about things that might affect you as a home owner?**

Respondents 100

	%
<b>Very good</b>	14%
<b>Fairly good</b>	45%
<b>Neither</b>	14%
<b>Fairly poor</b>	12%
<b>Very poor</b>	15%

59% think MHA are very or fairly good at keeping them informed about things that might affect them as a home owner. 27% thought MHA could do more to keep them informed.

**Comparison with 2008**

	2008	2010
<b>Very good</b>	21%	14%
<b>Fairly good</b>	42%	45%
<b>Neither</b>	13%	14%
<b>Fairly poor</b>	16%	12%
<b>Very poor</b>	8%	15%

**How much consultation do you receive when Magna Housing Association sets the service charge.**

Respondents 100

	%
<b>Too much</b>	1%
<b>Too little</b>	14%
<b>About right</b>	32%
<b>None at all</b>	46%
<b>No opinion</b>	7%

How a leaseholder answers this question very much depends on their idea of what the right amount of consultation is. What is too little for one maybe about right for another.

## Comparison with 2008

	2008	2010
Too much	1%	1%
Too little	15%	14%
About right	34%	32%
None at all	42%	46%
No opinion	8%	7%

## How satisfied are you with the following?

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Lease holders handbook Respondents 85	Percentage	11%	45%	27%	8%	9%
Clarity of service charge statement Respondents 89	Percentage	11%	53%	15%	16%	6%
The association's newsletter / review Respondents 86	Percentage	15%	42%	34%	5%	5%
The association's complaints procedure Respondents 79	Percentage	5%	32%	44%	11%	8%
Website information Respondents 63	Percentage	5%	21%	70%	0%	5%

Leaseholders were most satisfied (64%) with the clarity of the service charge statement. Satisfaction with the website information has increased from 13% in 2008 to 26% in 2010. This could be due to the recent update of the website. Satisfaction with leaseholder handbook, clarity of service charge statement and the Association's newsletter / review has decreased. Satisfaction with the Association's complaints procedure has remained the same.

## How do you prefer to get information from Magna Housing Association?

Respondents 102

	%
<b>By telephone</b>	15%
<b>In writing</b>	79%
<b>By text message</b>	0%
<b>By email</b>	6%
<b>Via website</b>	0%

The majority of leaseholders (79%) would like to receive information in writing. No one wanted to receive information by text message or via the website.

## Which methods do you prefer Magna Housing Association to use to inform or consult with you about issues that may affect you?

Respondents were asked to pick as many choices as they wanted.

	%
<b>Open meetings / AGM</b>	9%
<b>On-line forum</b>	3%
<b>By letter</b>	89%
<b>Telephone call</b>	29%
<b>Personal visit</b>	21%
<b>By e-mail</b>	14%
<b>Magazine / newsletter</b>	24%
<b>Other</b>	1%

Respondents indicated that they preferred to be contacted by letter.

**It is important to involve residents when decisions are made about services. Which of the following methods for obtaining your views are best for you?**

Respondents 100

	%
<b>Completing questionnaires</b>	56%
<b>Telephone surveys</b>	5%
<b>Residents' groups / forums</b>	2%
<b>Open day / conference</b>	3%
<b>Small discussion groups</b>	3%
<b>Email panel / on-line survey</b>	9%
<b>Do not want to get involved</b>	22%

A higher number of leaseholders (22%) said they do not want to get involved compared to 12% in 2008. Email panel / on-line survey is the only option that has risen in popularity since 2008.

### **Purchasing your property from your housing association**

This section looks at the experience of purchasing a property. Only leaseholders who have purchased their home in the last 5 years were asked to respond.

### **How satisfied or dissatisfied were you with the sales process?**

Respondents 46

	%
<b>Very satisfied</b>	35%
<b>Fairly satisfied</b>	41%
<b>Neither</b>	13%
<b>Fairly dissatisfied</b>	7%
<b>Very dissatisfied</b>	4%

76% of respondents to this question were satisfied with the sales process.

### **Comparison with 2008**

	2008	2010
<b>Very satisfied</b>	32%	35%
<b>Fairly satisfied</b>	50%	41%
<b>Neither</b>	9%	13%
<b>Fairly dissatisfied</b>	5%	7%
<b>Very dissatisfied</b>	3%	4%

Although there has been a rise in leaseholders who are very satisfied with the

sales process since 2008, overall satisfaction has dropped.

## How do you rate the information and advice provided by Magna Housing Association?

		Very good	Fairly good	Neither	Fairly poor	Very poor
How the scheme operates Respondents 44	Percentage	9%	50%	27%	9%	5%
Responsibility for maintenance Respondents 50	Percentage	6%	44%	14%	28%	8%
Financial obligations Respondents 43	Percentage	7%	47%	21%	23%	2%
Your obligations under the terms of the lease Respondents 47	Percentage	6%	51%	30%	11%	2%
Service charges and management fees Respondents 47	Percentage	9%	32%	26%	19%	15%
The area you live in Respondents 46	Percentage	15%	46%	30%	7%	2%
What happens when you sell your property Respondents 43	Percentage	7%	26%	48%	12%	10%

61% of leaseholders thought the information and advice provided on the area they live in was very or fairly good. This has slightly increased since 2008. Fewer leaseholders in 2010 (41%) feel Information about service charges and management fees is very or fairly good compared to 58% in 2008.

**How satisfied or dissatisfied were you with the following aspects of the service received when buying your home?**

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Clarity of sales information Respondents 37	Percent -age	22%	38%	27%	11%	3%
Clarity of lease Respondents 38	Percent -age	16%	42%	26%	8%	8%
Knowledge of sales staff Respondents 34	Percent -age	18%	32%	38%	9%	3%
Politeness of sales staff Respondents 34	Percent -age	26%	32%	32%	6%	3%
Time taken to process sale Respondents 35	Percent -age	17%	29%	34%	11%	9%
Being kept informed during the sale Respondents 34	Percent -age	15%	24%	38%	15%	9%
How defects are rectified Respondents 34	Percent -age	12%	21%	47%	15%	6%

Clarity of the sales information and politeness of sales staff were the two aspects that leaseholders were the most satisfied with.

### Household Costs

This section looks at financial difficulties leaseholders may have experienced.

**Have you experienced any financial difficulties because the costs of owning your own home are higher than you expected.**

Respondents 60

	%
Yes	20%
No	68%
Not sure / don't know	13%

## Any Other comments

**Is there anything else you would like to say about your home and/or the services your housing association provides? (Open ended)**

A full list of comments made can be found in section 4.

## ADDITIONAL QUESTIONS FROM YOU HOUSING ASSOCIATION

**If Magna has carried out major works to communal area of your home, are you satisfied with how we consulted with you before the works were carried out?**

Respondents 48

	%
<b>Yes</b>	65%
<b>No</b>	35%

**If you have purchased your home within the past three years, were you happy with the information we provided you about service charges and maintaining your home?**

Respondents 21

	%
<b>Yes</b>	81%
<b>No</b>	19%

**Please indicate which one of the following needs the most improvement**

Respondents 74

	%
<b>Carrying out communal repairs</b>	26%
<b>Major repairs and improvements</b>	29%
<b>Services charges</b>	28%
<b>Estate Management</b>	16%
<b>Other</b>	9%

A full list of comments appears at the end of the report.

**Would you use any of the following to communicate or get information from Magna?**

Respondents 65

	<b>%</b>
<b>Text message</b>	23%
<b>Your landlords website</b>	28%
<b>A social networking website e.g. Twitter or Facebook</b>	5%
<b>Digital TV Channel</b>	3%
<b>E-Mail</b>	67%
<b>Drop-in events</b>	28%
<b>Focus groups</b>	13%

# SECTION 3

**Full list of written responses**

**If you would be prepared to pay a higher service charge for extra services, which services would you be interested paying for?**

Cleaning communal areas.

Cleaning communal areas inside flats and outside- also internal hallway decoration on cyclical basis.

Disabled parking or residents parking scheme.

It would be good if they actually did any planned maintenance.

**What did you last have contact about**

Careline Info

Finance.

Fitting of Sky dish

Some one at magna deleted my direct debit.

Parking improvements.

Wall insulation.

**Is there anything else you would like to say about your home and/or the services your housing association provides?**

Could be so much better.

Could do with up-to-date lease information.

Doesn't provide a service if you make a complaint, i.e. upkeep of garden/overgrown hedges. Query over who cancelled my direct debit. Zero – no help at all.

Feel landlords letting privately owned flats to tenants at DHH (Durnover/ Hall St/ Masley Ave) should be held more responsible for the conduct of their tenants.

Huge lack of communication over all aspects of repairs etc. Letters, giving information, arrive too late to take action needed. When you work full time, you can't telephone during office hours, and need at least a week to be able to reply by post or get a day off to telephone/ be home when workmen need access to the property. Some work has been carried out with no prior notice or information as to cost.

I can never speak to anyone on the phone.

I live in a block of 4 flats, and they keep getting charges for a block of 12 (which are over the road and 100 yards down the road). I have to keep complaining about this. The roof has a problem, which was reported last year (Oct) and as yet, despite promises, nothing has been done.

I live in the only block in Court Close not to be painted and have new gutters and soffitts fitted. As I pay a higher sinkage fund than some around me, I feel prejudice is taking place against us as we are a solely lease hold block of 4. Could someone tell me why this is and why I do not get a reply when I have left messages on phone.

I would like some parking spaces for leaseholders; as I am disabled. I need to park near the flat, also when friends visit or pick me up, they cannot find a parking space. We really need residential parking.

I would rather pay no service charge and be responsible for all of my own repairs Magna has been very bad at consulting over a parking issue & carried out work with no consultation and without asking for relevant planning permission. Just an example of a real waste of residents money & no one seems to be responsible for the waste.

It's impossible to ever speak to anyone if I call you. You send us continuous bills for stupid repairs that either haven't been done or certainly don't need doing. Any repair bills are completely un-realistic and over charged. We have little or no warning of future bills, no time to find the money or pay them. All demands sent to us to do our own work/repairs are completely unrealistic in time scales. Sending me a letter I receive on a Monday to do work by the previous Friday is just stupid.

My worst fear is water coming through the roof. Last year I had water through my bedroom ceiling owing to a slate, also through my porch owing to a blocked guttering.

Parking space or wide road- less grass pavement or easier parking off road. Go to planning- they send you to someone else. Would have thought it better to get the cars off the roadways: Parking is a big problem.

Poor.

Service charges greatly increased recently.

Service road is not maintained they do not make sure the trees in Wessex Road are kept trimmed back even when requested. I have been requesting a disabled sign on the wall of garage No 31 so I can get into garage no 27 and have somewhere to park my car.

Some aspects of Magna are fine; such as the legal department. I have found them very helpful. However we have been spoken to in a very condescending tone by other members of staff our home is our business.

The fascia needs cleaning badly. I recently paid for a guttering clean, but it is still leaking now.

The length of time to respond to a complaint. Various points have been raised by us regarding repairs, but nothing done. Cracks in walls. Rain pours out of guttering. Roof needs recovering.

We find flat is very damp, especially in sitting room and under stairs.

We think your charges are far too high; and each repair charge is paid for by all blocks. There is more damage done in some blocks, than others. We think this should be addressed. We have been waiting for over 2 years (approx) for flooring to our lobby and stairs!

When do repairs get done? How long does it take for a leaking roof to get fixed... been nearly 8 months!

**How can we consult you better regarding carrying out major works to the communal areas of your home?**

A hand rail was replaced down the road, which we never use, and we were billed for it- there was no explanation.

Being told would be a good start.

Better responses. To listen to leaseholders.

By giving us £100 for the 'inconvenience'.

By informing me of all the alterations in the flat below.

Information.

Not enough consultation before hand. Much earlier consultation, clarifying prices to be charged and why.

Not informed.

Received no info as to date of work to be carried out & follow up as to whether we were satisfied. (Re; external decorations)

Talk to us; not tell us.

Telephone.

Try telling us about them.

**Other areas that need the most improvement**

Car parking: supposed to be 1 car per flat, but 2-3 flats have 2 or more (vehicles) taking up space.

Communication.

Consultation.

No improvements to property for 22 years renting- Since buying; now have to pay increased service charge for works to be done in the future, that should be done now.

Random work. Stop billing us for work no one wants doing. Stop trying to find work to do that's not important or needed.

When the new flats and houses are built.

**How can things be improved?**

An occasional inspection of properties and site would help.

At Flaxhayes- our road is in terrible repair. Too fast- needs work and speed limits.

By communication when requested by lease-holder- not to just be left

By more regular work being carried out and not left until wood is rotting and falling down- 'Disgraceful'.

Car parking spaces.

Cleaner for internal/external areas (monthly basis) inspections to be notified to leasehold, not just tenants.

Cleaning done properly- not just a quick sweep. The only time it is cleaned properly (windows, cob-webbed down, and stairs all washed down) is when I do it.

Frank dealings with offenders.

Getting the work done!

I pay service charge, but don't get work done without a fight.

It would be a good idea to have the car spaces numbered 1-38, otherwise there will be a problem with some tenants.

Let the leaseholders know when the workmen are coming and the outcome of the work they have done.

Making sure everyone follows ALL the guidelines, instead of a few: some very badly kept gardens

Magna should consult with residents instead of ignoring them.

Not charge so much when you don't do any work.

Paining sheds and doors.

Reduce it.

Some rubbish needs to be taken away- left at bottom of the communal garden (washing line) left in long grass. Otherwise OK.

The car park and communal path look neglected and are only taken care of, if we complain. Very tall weeds are now apparent and small trees are growing on the edges of the path surrounding car park- looks tatty and reflects badly on Magna The last survey on which our charges are based, were presumably carried out by an outside agent. They made no contact with me and applied changes for things which are non existent!

The pointing on our property needs redoing, we have mentioned this to workers and they agree; but we have heard nothing.

To make sure your tenants keep their property/hedges etc, clean and tidy.

Too high: the worry that repairs might be too high also, if required