



Property Improvement Survey

Residents feedback

**Produced by: Customer Care and Research Team
Neighbourhood Services Department
Survey date:- Start 29 July 09 - End 11 September 09
Report date:- September 2009**

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SECTION 1

INTRODUCTION

ABOUT THE SURVEY

INCENTIVES

AIMS OF THE SURVEY

SUMMARY

KEY FINDINGS

- **Profile**
- **Major Repair and Improvement Work to your Property**
- **Major Repair and Improvement Work to the area you live**

INTRODUCTION

Magna Housing Association are about to prepare a 5 year major repair and improvement programme which will run from April 2010 to March 2015.

Magna Housing Association decided it would be beneficial to ask all residents what work they would like to see included on this programme and what priority they would give to this work.

This report contains the results of the overall views of residents plus a breakdown by each property type. A spreadsheet has also been produced to identify individuals requirements.

ABOUT THE SURVEY

The survey was carried out by the Customer Care and Research Team on behalf of the Technical Services Department between July and September 2009. The survey was sent to 5867 residents. Only one mail out was carried out.

The survey was sent out over a period of a week, beginning 29 July 2009. The Survey was closed 11 September 2009.

To achieve an overall 95% confidence level with a 3% confidence interval we needed to receive back 903 completed questionnaires. 2075 returned the questionnaire with the property improvement questions completed.

As the survey was being sent to all residents Magna Housing Association took the opportunity to also ask residents what they thought of its Opendoor Magazine and its Resident Involvement Opportunities.

INCENTIVES

The residents who returned the completed questionnaire were entered into a draw. The prizes on offer were £100 in vouchers to the first 5 pulled out and £50 in vouchers to the next 10.

AIMS OF THE SURVEY

To aid Magna Housing Association in producing a 5 year planned major repair and improvement programme.

SUMMARY

The summary is based on respondents who replied to each question. The first section takes into account all respondents, this is followed by a breakdown by property type and comparison tables.

Please note that percentages to questions may not add up to 100%; this is due to rounding.

KEY FINDINGS

Profile

A higher proportion of general needs residents responded to the survey.

The following table shows the profile of the lead resident in a property, the survey profile is based on the individual completing the questionnaire.

Group	Resident Profile %	Survey profile reached %
Gender		
Male	42%	36%
Female	58%	64%
Disability		
Disabled	51%	40%
Ethnicity		
BME	3%	3%
Age		
20 Or under	1%	1%
21 - 40	28%	21%
41 - 60	31%	30%
60+	40%	48%

Major repair and improvement work to your property

93% (1730) of respondents thought the condition of the wiring in their property was in good or adequate condition. 34% (512) thought the fencing around their property to be in a poor condition.

574 gave the highest priority for kitchen replacement (50%), followed by replacement of external doors and bathrooms (46%).

59% of respondents thought replacing the wiring in their property was the lowest priority.

50% of respondents would choose to have their kitchens replaced within 1 year.

Major repair and improvement to the area you live.

Respondents were happiest with the condition of the communal area. (91%).

36% of respondents thought priority should be given to security to communal entrances. 44% of respondents would like to see this work done within 1 year.

SECTION 2

FULL QUESTIONNAIRE RESULTS

- INFORMATION ABOUT YOUR HOUSEHOLD
- MAJOR IMPROVEMENT AND IMPROVEMENT TO PROPERTY
- MAJOR IMPROVMENT AND IMPROVEMENT TO THE AREA YOU LIVE

QUESTIONNAIRE RESULTS

This section of the report looks at each individual question. Two results are given for each question one for percentage, the other is the actual amount of respondents to that question, which makes up the total base that the result is based on. The percentage figures are calculated on the number of respondents who have answered the question.

Percentages may not always add up to 100% which is due to rounding..

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 residents. Optional questions asking about the sexuality and religion of respondents is also included. Equality and Diversity questions are included in all surveys that Magna Housing Association carries out.

Property Type

Base 2075

	%	Actual
General Needs	69%	1437
Sheltered	29%	598
Supported	2%	37

Age

Respondents were asked which age bracket they fell into.

Base 1960

	%	Actual
20 or under	1%	23
21 – 40	21%	418
41 – 60	30%	583
60+	48%	936

Gender

Respondents gender profile.

Base 1989

	%	Actual
Male	36%	722
Female	64%	1267

Do you consider yourself disabled?

Base 1854

	%	Actual
Yes	40%	746
No	60%	1108

Ethnicity

Respondents were asked to describe their background. Sixteen options were given, the table below shows the eleven options that residents used to describe themselves.

Base 1914

	%	Actual
White: British	97%	1864
White: Irish	0.9%	18
White: Other	1.1%	21
Mixed: White & Black Caribbean	0.1%	1
Mixed: White & Black African	0.1%	1
Mixed: White & Asian	0.1%	2
Asian/Asian British: Indian	0.1%	2
Asian/Asian British: Chinese	0.1%	1
Asian/Asian British: Other	0.1%	2
Black/Black British: Caribbean	0.1%	1
Black/Black British: African	0.1%	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.

Sexuality

Base 1690

	%	Actual
Heterosexual	80%	1353
Gay man	0.3%	5
Gay woman	0.1%	1
Bisexual	0.6%	10
Other	3.1%	52
Prefer not to say	16%	269

Religion

Base 1904

	%	Actual
None	24%	470
Christian denominations) (All	67%	1271
Hindu	0.1%	1
Jewish	0.2%	3
Muslim	0.1%	2
Sikh	-	-
Any other religion	2%	39
Prefer not to say	6%	118

MAJOR REPAIR AND IMPROVEMENT TO PROPERTY

What is the condition of your.....? All respondents

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Kitchen Base 2014	44%	895	30%	598	26%	521
Bathroom Base 2005	44%	881	30%	603	26%	521
Heating System Base 1969	54%	1057	27%	527	20%	385
External Doors Base 1962	44%	870	24%	477	31%	615
Windows Base 1988	58%	1149	24%	478	18%	361
Thermal Insulation Base 1789	49%	875	33%	593	18%	321
Wiring Base 1863	58%	1080	35%	650	7%	133
Roof Base 1734	61%	1061	31%	544	7%	129
Chimney Base 1112	56%	627	35%	395	9%	96
External decoration (not communal) Base 1631	42%	679	41%	660	18%	292
Fencing Base 1501	28%	418	38%	571	34%	512

If you think any of the following need replacing in your property please say what priority you would give to the replacement.

Some base levels are low due to respondents not having the item i.e. chimney or not giving an answer as they had just a replacement.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Kitchen Base 1145	50%	574	26%	294	24%	277
Bathroom Base 1151	46%	525	30%	343	25%	283
Heating System Base 988	36%	358	23%	225	41%	405
External Doors Base 1149	46%	525	22%	248	33%	376
Windows Base 938	32%	298	23%	216	45%	424
Thermal / Insulation Base 912	28%	255	24%	223	48%	434
Wiring Base 848	14%	115	27%	233	59%	500
Roof Base 761	16%	123	22%	170	61%	468

Chimney Base 496	15%	72	19%	95	66%	329
External decoration (not communal) Base 837	21%	172	24%	203	55%	462
Fencing Base 902	34%	310	28%	255	37%	337

If you could choose when replacement would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Kitchen Base 1322	%	50%	15%	8%	8%	18%
	Actual	663	200	111	105	243
Bathroom Base 1318	%	48%	18%	9%	7%	19%
	Actual	639	235	114	86	244
Heating System Base 1154	%	35%	15%	12%	11%	27%
	Actual	404	174	135	125	316
External Doors Base 1268	%	48%	14%	7%	8%	24%
	Actual	615	172	86	96	299
Windows Base 1114	%	32%	11%	8%	12%	37%
	Actual	351	122	91	138	412
Thermal / insulation Base 1035	%	26%	14%	11%	13%	35%
	Actual	272	149	116	135	363
Wiring Base 1007	%	15%	14%	13%	16%	41%
	Actual	150	145	133	162	417
Roof Base 941	%	15%	10%	11%	15%	50%
	Actual	139	91	106	138	467
Chimney Base 720	%	11%	9%	9%	14%	56%
	Actual	81	62	71	104	402
External Decoration Base 964	%	23%	18%	14%	14%	31%
	Actual	223	176	137	133	295
Fencing Base 1054	%	37%	19%	11%	9%	25%
	Actual	386	199	118	93	258

Overall kitchens, bathrooms and external doors are what respondents consider a high priority for replacement, although a greater number of respondents said they

thought fencing was in a poorer condition than kitchens and bathrooms. Wiring, roofs and chimneys are considered overall to be in good or adequate condition and are not considered a high priority. We are safe to assume that this is due to the later not having an impact on daily life or how any effect on how a resident views their home.

Do you have level access into your home?

Base 1813

	%	Actual
Yes	78%	1418
No	22%	413

Residents were asked if any major works were needed. 214 residents made comment on the steps and pathways to their home. The most common remarks were regarding:

- Leveling out
- Pathways cracked
- Resurfacing needed
- Steps to property unsafe
- Steps / pathways collecting rain water

A list of what each individual property requires is included on the spreadsheet. Although the survey has closed, responses are still being entered on the spreadsheet.

If there is any other major refurbishment work that you think needs doing to your property please state below and please state what priority you would give this work and when you think this work should take place.

The following list is the most common areas respondents commented on, a full break down of individual properties is on the spreadsheet.

- More space needed
- Fascias / guttering
- Condition of ceilings
- Drains
- Decorating of communal areas
- Condensation / damp / mould
- Cracks in walls
- Soundproofing

MAJOR REPAIR AND IMPROVEMENT TO THE AREA YOU LIVE

What is the condition of your.....? All respondents

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Car Park Base 1031	35%	360	39%	400	26%	271
Security to communal entrance Base 629	30%	191	30%	187	40%	251
Boundary / retaining walls Base 803	31%	250	34%	271	35%	282
Communal planting and landscaping Base 803	24%	193	41%	328	35%	282
Communal paths / patios / hard standings Base 938	25%	235	43%	405	31%	298
External lighting Base 1136	37%	424	37%	416	26%	296
Communal room Base 429	57%	245	34%	146	9%	38

If you think any of the following need replacing or major repair work please say what priority you would give to this work.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Car park Base 798	29%	233	23%	180	48%	385
Security to communal entrance Base 640	36%	230	15%	95	49%	315
Boundary / retaining walls Base 728	24%	176	28%	206	48%	346
Communal planting and landscaping Base 690	20%	139	28%	194	52%	357
Communal paths / patios / hard standings Base 747	30%	220	27%	203	43%	324
External lighting Base 785	32%	249	25%	192	44%	344
Communal room Base 500	10%	51	18%	89	72%	360

If you could choose when this would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Car park Base 729	%	40%	17%	9%	6%	28%
	Actual	291	124	63	47	204
Security to communal entrances Base 564	%	44%	13%	7%	5%	32%
	Actual	246	73	38	28	179
Boundary / retaining walls Base 655	%	31%	22%	10%	8%	30%
	Actual	201	146	63	52	179
Communal planting and landscaping Base 596	%	29%	24%	10%	7%	31%
	Actual	172	142	58	42	182
Communal paths/patios / hard standing Base 675	%	37%	20%	10%	6%	26%
	Actual	250	138	70	42	175
External lighting Base 686	%	43%	16%	9%	7%	26%
	Actual	292	107	60	46	181
Communal room Base 422	%	15%	15%	10%	8%	52%
	Actual	64	65	40	34	219

Communal rooms fared well in this section 91% of respondents considered them to be in a good or adequate condition, nearly 3/4 considered them a low priority for any major work and over half said that they would chose to wait over 5 years for any major work to be carried out. It is worth keeping in mind at this point that general needs residents views have been included.

Security to communal entrances was given the highest percentage priority and the lowest percentage priority for major work to be carried out. Security to communal entrances also received the highest percentage for replacement within 1 year.

SECTION 3

Break down by General Needs

- MAJOR REPAIR AND IMPROVEMENT TO PROPERTY
- MAJOR REPAIR AND IMPROVEMENT TO AREA

MAJOR REPAIR AND IMPROVEMENT TO PROPERTY

What is the condition of your.....?

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Kitchen Base 1401	36%	501	33%	466	31%	434
Bathroom Base 1392	35%	490	33%	462	32%	440
Heating System Base 1374	53%	728	27%	367	20%	279
External Doors Base 1375	43%	588	24%	337	33%	450
Windows Base 1384	54%	741	27%	367	20%	276
Thermal Insulation Base 1273	46%	588	34%	434	20%	251
Wiring Base 1331	55%	737	36%	482	9%	112
Roof Base 1268	60%	762	32%	406	8%	100
Chimney Base 912	55%	499	37%	334	9%	79
External decoration (not communal) Base 1208	41%	492	41%	498	18%	218
Fencing Base 1177	25%	297	38%	447	38%	433

If you think any of the following need replacing in your property please say what priority you would give to the replacement.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Kitchen Base 901	52%	467	26%	231	23%	203
Bathroom Base 914	47%	427	30%	276	23%	211
Heating System Base 726	35%	254	21%	156	44%	316
External Doors Base 848	45%	378	22%	183	34%	287
Windows Base 719	31%	223	27%	170	45%	326
Thermal / Insulation Base 707	29%	204	24%	168	47%	335
Wiring Base 665	13%	89	27%	179	60%	397
Roof Base 600	15%	91	23%	138	62%	371
Chimney Base 422	14%	60	19%	80	67%	282
External decoration (not communal) Base 674	20%	133	24%	162	56%	379
Fencing Base 757	35%	268	29%	218	36%	271

If you could choose when replacement would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Kitchen Base 1019	%	53%	15%	9%	7%	16%
	Actual	540	157	88	73	161
Bathroom Base 1026	%	51%	19%	9%	5%	16%
	Actual	519	194	94	53	166
Heating System Base 850	%	33%	15%	12%	11%	28%
	Actual	263	125	105	95	242
External Doors Base 936	%	48%	14%	7%	8%	23%
	Actual	450	131	61	77	217
Windows Base 853	%	31%	12%	9%	13%	35%
	Actual	267	101	73	111	301
Thermal / insulation Base 804	%	27%	15%	11%	13%	34%
	Actual	217	121	86	107	273
Wiring Base 783	%	16%	14%	14%	15%	42%
	Actual	124	106	107	120	326
Roof Base 737	%	15%	10%	12%	15%	49%
	Actual	107	72	87	109	362
Chimney Base 594	%	11%	9%	10%	15%	54%
	Actual	68	52	62	89	323
External Decoration Base 759	%	23%	18%	15%	14%	30%
	Actual	174	135	113	109	228
Fencing Base 862	%	39%	20%	11%	9%	22%
	Actual	332	170	95	76	189

As with the combined results general needs respondents considered their roofs, chimneys and wiring to be in good or adequate condition.

Fencing received the highest percentage of respondents saying it was in poor condition but kitchens and bathrooms were considered the highest priority for replacement and also what general needs residents would like to see replaced within 1 year.

MAJOR REPAIR AND IMPROVEMENT TO THE AREA YOU LIVE

What is the condition of your.....?

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Car Park Base 647	37%	238	39%	253	24%	157
Security to communal entrance Base 325	25%	82	34%	112	41%	132
Boundary / retaining walls Base 612	26%	161	40%	242	34%	209
Communal planting and landscaping Base 430	20%	84	41%	175	40%	171
Communal paths / patios / hard standings Base 517	24%	122	43%	223	33%	172
External lighting Base 675	32%	217	36%	245	32%	213

If you think any of the following need replacing or major work please say what priority you would give to this work.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Car park Base 547	27%	145	21%	116	52%	286
Security to communal entrance Base 408	29%	120	13%	54	57%	234
Boundary / retaining walls Base 519	24%	124	29%	148	48%	247
Communal planting and landscaping Base 446	18%	80	27%	120	55%	246
Communal paths / patios / hard standings Base 467	25%	118	25%	118	49%	231
External lighting Base 531	31%	165	24%	128	45%	238

If you could choose when this would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Car park Base 486	%	36%	17%	9%	7%	31%
	Actual	177	82	43	35	149
Security to communal entrances Base 350	%	38%	13%	6%	6%	37%
	Actual	133	47	20	20	130
Boundary / retaining walls Base 463	%	30%	23%	8%	8%	30%
	Actual	141	107	39	38	138
Communal planting and landscaping Base 383	%	30%	21%	8%	7%	35%
	Actual	113	81	31	25	133
Communal paths/patios / hard standing Base 422	%	34%	20%	11%	6%	29%
	Actual	145	83	45	26	123
External lighting Base 462	%	43%	17%	8%	6%	27%
	Actual	199	78	35	26	124

3 out of 4 respondents consider the car park to be in good or adequate condition and over half consider this a low priority for any major work to be carried out.

Security to communal entrances was considered to be in a poor condition but over half of the respondents considered it a low priority for major work. External lighting was considered a high priority for work and the one most respondents said they would like work carried out within 1 year.

SECTION 4

Break down by Sheltered Housing

- Major repair and improvement to property
- Major repair and improvement to the area you live

MAJOR REPAIR AND IMPROVEMENT TO PROPERTY

What is the condition of your...?

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Kitchen Base 576	65%	374	21%	120	14%	82
Bathroom Base 576	65%	372	22%	127	13%	77
Heating System Base 559	55%	305	27%	151	18%	103
External Doors Base 551	48%	265	23%	126	29%	160
Windows Base 567	68%	385	19%	107	13%	75
Thermal Insulation Base 484	56%	273	29%	142	14%	69
Wiring Base 498	65%	323	31%	156	4%	19
Roof Base 433	63%	274	30%	130	7%	29
Chimney Base 187	61%	114	30%	57	9%	16
External decoration (not communal) Base 388	44%	171	38%	147	18%	70
Fencing Base 294	35%	103	39%	115	26%	76

If you think any of the following need replacing in your property please say what priority you would give to the replacement.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Kitchen Base 219	46%	100	25%	55	17%	64
Bathroom Base 211	43%	90	29%	61	28%	60
Heating System Base 239	41%	99	28%	66	31%	74
External Doors Base 277	52%	143	22%	62	26%	72
Windows Base 192	31%	223	27%	170	45%	326
Thermal / Insulation Base 183	28%	51	27%	49	45%	83
Wiring Base 162	16%	26	30%	48	54%	88
Roof Base 143	22%	32	21%	30	57%	81
Chimney Base 66	18%	12	21%	14	61%	40
External decoration (not communal) Base 142	27%	39	25%	36	47%	67

Fencing Base 129	30%	39	26%	34	43%	56
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If you could choose when replacement would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Kitchen Base 271	%	42%	12%	7%	10%	7%
	Actual	115	32	20	28	76
Bathroom Base 259	%	43%	13%	7%	10%	27%
	Actual	111	34	19	26	69
Heating System Base 273	%	43%	15%	10%	10%	22%
	Actual	118	42	28	26	59
External Doors Base 301	%	54%	11%	7%	5%	23%
	Actual	162	33	21	16	69
Windows Base 228	%	34%	7%	7%	10%	47%
	Actual	78	16	16	23	95
Thermal / insulation Base 202	%	27%	12%	12%	11%	38%
	Actual	54	24	24	22	77
Wiring Base 193	%	12%	17%	13%	19%	38%
	Actual	24	33	26	36	74
Roof Base 175	%	17%	9%	10%	13%	51%
	Actual	30	16	17	22	90
Chimney Base 106	%	12%	7%	8%	12%	61%
	Actual	13	7	8	13	65
External Decoration Base 175	%	27%	21%	10%	11%	31%
	Actual	47	36	18	20	54
Fencing Base 165	%	32%	14%	10%	8%	36%
	Actual	53	23	16	13	60

Like general needs residents sheltered residents were happiest with wiring and roofs.

Sheltered residents gave the highest priority of replacement to external doors which was also the most popular choice of work they would also like to see carried out within 1 year.

MAJOR REPAIR AND IMPROVEMENT TO THE AREA YOU LIVE

What is the condition of your...?

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Car Park Base 367	31%	114	39%	142	30%	111
Security to communal entrance Base 277	33%	92	26%	71	41%	114
Boundary / retaining walls Base 266	29%	78	43%	115	27%	73
Communal planting and landscaping Base 347	29%	101	40%	140	31%	107
Communal paths / patios / hard standings Base 394	26%	103	42%	167	31%	124
External lighting Base 430	45%	194	37%	160	18%	76
Communal room Base 350	60%	211	33%	117	6%	22

If you think any of the following need replacing or major repair work please say what priority you would give to this work.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Car park Base 226	38%	85	27%	60	36%	81
Security to communal entrance Base 206	48%	99	19%	40	33%	67
Boundary / retaining walls Base 182	26%	48	29%	53	45%	81
Communal planting and landscaping Base 217	26%	56	32%	70	42%	91
Communal paths / patios / hard standings Base 251	37%	97	32%	81	29%	73
External lighting Base 226	34%	77	26%	58	40%	91
Communal room Base 185	17%	31	34%	63	49%	91

If you could choose when this would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Car park Base 218	%	50%	19%	8%	5%	18%
	Actual	110	41	17	11	39
Security to communal entrances Base 187	%	55%	14%	7%	3%	20%
	Actual	103	26	14	6	38
Boundary / retaining walls Base 166	%	34%	22%	12%	7%	24%
	Actual	57	37	20	12	40
Communal planting and landscaping Base 186	%	30%	30%	12%	8%	19%
	Actual	56	57	23	15	35
Communal paths/patios / hard standing Base 225	%	45%	23%	9%	6%	16%
	Actual	101	52	21	14	37
External lighting Base 196	%	43%	13%	11%	10%	22%
	Actual	85	26	22	19	44
Communal room Base 165	%	21%	25%	15%	9%	30%
	Actual	35	41	24	15	50

Security to communal entrances was the considered to be in poor condition it was also considered a for high priority and the most popular choice of work that sheltered residents would like to see carried out within the year.

Lowest priority was given to work on communal paths, patios and hard standings.

SECTION 5

Break down by Supported Housing

- Major repair and improvement to property
- Major repair and improvement to the area you live

MAJOR REPAIR AND IMPROVEMENT TO PROPERTY

What is the condition of your....?

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Kitchen Base 37	54%	20	32%	12	14%	5
Bathroom Base 37	51%	19	38%	14	11%	4
Heating System Base 36	67%	24	25%	9	8%	3
External Doors Base 36	47%	17	39%	14	14%	5
Windows Base 37	62%	23	11%	4	27%	10
Thermal Insulation Base 32	44%	14	53%	17	3%	1
Wiring Base 34	59%	20	35%	12	6%	2
Roof Base 33	75%	25	25%	8	-	-
Chimney Base 19	74%	14	21%	4	5%	1
External decoration (not communal) Base 35	46%	16	43%	15	11%	4
Fencing Base 30	60%	18	30%	9	10%	3

If you think any of the following need replacing in your property please say what priority you would give to the replacement.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Kitchen Base 25	28%	7	32%	8	40%	10
Bathroom Base 26	31%	8	23%	6	46%	12
Heating System Base 23	22%	5	13%	3	65%	15
External Doors Base 24	17%	4	12%	3	71%	17
Windows Base 27	30%	8	15%	4	56%	15
Thermal / Insulation Base 22	-	-	27%	6	73%	16
Wiring Base 21	-	-	29%	6	71%	15
Roof Base 18	-	-	11%	2	89%	16
Chimney Base 8	-	-	13%	1	87%	7
External decoration (not communal)	-	-	24%	5	76%	16

Base 21						
Fencing						
Base 16	19%	3	19%	3	63%	10

If you could choose when replacement would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Kitchen Base 32	%	25%	34%	9%	13%	19%
	Actual	8	11	3	4	6
Bathroom Base 33	%	27%	21%	3%	21%	27%
	Actual	9	7	1	7	9
Heating System Base 31	%	33%	15%	12%	11%	28%
	Actual	283	125	105	95	242
External Doors Base 31	%	10%	26%	13%	10%	42%
	Actual	3	8	4	3	13
Windows Base 33	%	18%	15%	6%	12%	48%
	Actual	6	5	2	4	16
Thermal / insulation Base 29	%	3%	14%	17%	21%	45%
	Actual	1	4	5	6	13
Wiring Base 31	%	6%	19%	-	19%	55%
	Actual	2	6	-	6	17
Roof Base 29	%	7%	10%	7%	24%	52%
	Actual	2	3	2	7	15
Chimney Base 20	%	-	15%	5%	10%	70%
	Actual	-	3	1	2	14
External Decoration Base 30	%	7%	17%	20%	13%	43%
	Actual	2	5	6	4	13
Fencing Base 27	%	4%	22%	26%	15%	33%
	Actual	1	6	7	4	9

Respondents who live in one of Magna's supported projects overall thought most areas of their homes was in a good or adequate condition. The area overall supported residents thought to be in the poorest condition was windows (27%). Bathrooms were also considered a high priority for replacement but heating was the most popular choice of residents to be replaced within 1 year.

MAJOR REPAIR AND IMPROVEMENT TO THE AREA YOU LIVE

What is the condition of your....?

	Good		Adequate		Poor	
	%	Actual	%	Actual	%	Actual
Car Park Base 16	50%	8	31%	5	19%	3
Security to communal entrance Base 26	65%	17	15%	4	19%	5
Boundary / retaining walls Base 25	44%	11	56%	14	-	-
Communal planting and landscaping Base 25	32%	8	52%	13	16%	4
Communal paths / patios / hard standings Base 27	37%	10	56%	15	7%	2
External lighting Base 31	42%	13	35%	11	23%	7
Communal room Base 22	45%	10	45%	10	9%	2

If you think any of the following need replacing or major repair work please say what priority you would give to this work.

	High		Medium		Low	
	%	Actual	%	Actual	%	Actual
Car park Base 25	12%	3	16%	4	72%	18
Security to communal entrance Base 26	42%	11	4%	1	54%	14
Boundary / retaining walls Base 27	15%	4	19%	5	67%	18
Communal planting and landscaping Base 27	11%	3	15%	4	74%	20
Communal paths / patios / hard standings Base 29	17%	5	14%	4	69%	20
External lighting Base 28	25%	7	21%	6	54%	15
Communal room Base 26	15%	4	12%	3	73%	19

If you could choose when this would take place, would it be...?

		Within 1 year	1 – 2 years	3 – 4 years	5 years	Over 5 years
Car park Base 25	%	16%	4%	12%	4%	64%
	Actual	4	1	3	1	16
Security to communal entrances Base 27	%	37%	-	15%	7%	40%
	Actual	10	-	4	2	11
Boundary / retaining walls Base 26	%	12%	8%	15%	8%	58%
	Actual	3	2	4	2	15
Communal planting and landscaping Base 27	%	11%	15%	15%	7%	52%
	Actual	3	4	4	2	14
Communal paths/patios / hard standing Base 28	%	14%	11%	14%	7%	54%
	Actual	4	3	4	2	15
External lighting Base 28	%	29%	11%	11%	4%	46%
	Actual	8	3	3	1	13
Communal room Base 28	%	11%	18%	7%	7%	57%
	Actual	3	5	2	2	16

Although 65% of supported residents considered security to communal entrances to be in good condition 42% considered it a high priority for any major work and 37% would like to see that work carried out within 1 year.

SECTION 5

- **Property type comparison**
- **Conclusion**

PROPERTY TYPE COMPARISON

The following tables shows a comparison of what each property type considered to be the area in the most good or adequate condition and the area they considered to be in the poorest condition in both property and the area they live

Property

	General Needs	Sheltered	Supported
Considered to be in the most good or adequate condition	Roof / Chimney (92%)	Wiring (96%)	Roof (100%)
Considered to be in the poorest condition	Fencing (38%)	External doors (29%)	Windows (27%)

Area

	General Needs	Sheltered	Supported
Considered to be in the most good or adequate condition	Car park (76%)	Communal Room (93%)	Boundary / retaining walls (100%)
Considered to be in the poorest condition	Security to communal entrances (57%)	Security to communal entrances (41%)	External lighting (23%)

The following table shows a comparison of what each property type considered the highest priority for replacement or major works at their property and the area they live.

Property

	General Needs	Sheltered	Supported
Considered to be the overall highest priority for replacement	Kitchen (52%)	External doors (52%)	Bathroom (31%)
Considered to be the overall lowest priority for replacement	Chimney (67%)	Chimney (61%)	Roof (89%)

Area

	General Needs	Sheltered	Supported
Considered to be the overall highest priority for replacement	External lighting (31%)	Security to communal entrances (48%)	Security to communal entrances (42%)
Considered to be the overall lowest priority for replacement	Security to communal entrances (57%)	Communal paths/ patios/ hard standings (29%)	Communal planting and landscaping (74%)

The following table shows what area received the most percentage for replacement within a year and over 5 years.

Property

	General Needs	Sheltered	Supported
Highest % for replacement within 1 year	Kitchen (53%)	External doors (54%)	Heating system (33%)
Highest % for replacement over 5 years	Chimney (54%)	Chimney (61%)	Chimney (70%)

Area

	General Needs	Sheltered	Supported
Highest % for replacement within 1 year	External lighting (43%)	Security to communal entrances (55%)	Security to communal entrances (37%)
Highest % for replacement over 5 years	Security to communal entrances (37%)	Communal room (30%)	Car park (100%)

CONCLUSION

General Needs

As expected kitchen replacement was the highest priority for a majority of residents even though the majority considered fencing to be in the poorest condition. Kitchens impact on how a resident views their home and can even effect their self esteem, which may go some way to explaining why a kitchen is more of a priority for replacement than fencing.

In the area they live the majority of general needs residents think work to external lighting is a high priority and would like to see it carried out in the next year. This again is not what is considered the poorest aspect which was security to communal entrances.

Although the results are good for looking at what general needs residents would like to their property, when it comes to area a lot more thought needs to be put in to the type of property a resident lives.

Sheltered

Overall the majority of sheltered residents agreed work to external doors was required. External doors were considered by the majority to be in the poorest condition, the highest priority for replacement and work they would like to see carried out in the next year.

Supported

Due to the low number of supported responses and each of the supported projects Magna own being different, an overall response is not entirely useful. Each individual project needs to be looked at in it's own merit.