

Magna Housing Association

STATUS

General Needs

Final report



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1 SUMMARY OF MAIN FINDINGS

1.1 Tenant profile

20% of respondents described their household as being one adult aged 60 or over. 17% described their household as being two adults with at least one aged 60 or over, and 17% described themselves as a two parent family with children, with at least one under 16. The average number of household members per household was 2.3

Almost one third (30%) of households had a household member aged under 16 years old, while (42%) of households had a household member aged over 60.

17% of households had been a tenant of Magna Housing Association for 2 years or less, 25% had been household members of Magna Housing Association for between 3 and 10 years, and 53% had been tenants for over 10 years. The length of time that residents have been tenants of Magna Housing Association and the length of time people have lived in their current homes follows a similar distribution.

56% of respondents were female, 44% were male.

17% of respondents were aged under 35, 36% were aged between 35 and 54, and 47% were aged 55 or over.

Over half of households (53%) had a total net income of less than £10,400 per annum, 23% received £10,400-£15,599 and 23% received £15,600 or more per year.

43% of the sample received earnings from employment, 35% received a state pension, 29% received child benefit and 28% received tax credits. Over half of households (61%) received housing benefit (either paid to them directly or directly to Magna Housing Association).

38% of the sample is economically active, 30% described themselves as wholly retired from work, 15% were permanently sick or disabled and 4% were unemployed and available for work.

66% described themselves as Christian, while over one quarter (27%) said that they were not religious. Younger respondents were less likely to describe themselves as religious than older people.

Approximately eight in ten respondents (85%) described themselves as heterosexual. 11% ticked the Prefer not say option in response to the sexual orientation question.

98% of respondents described themselves as White British.

48% of respondents said that someone in their household had a long-term illness, health problem or disability.

6% of respondents said that someone in their home uses a wheelchair.

1.2 Satisfaction with property and area

Almost eight in ten tenants (80%) were satisfied with the services provided by Magna Housing Association, 12% were dissatisfied.

Levels of satisfaction with the home and neighbourhood were positive:

- 84% were satisfied with the neighbourhood as a place to live, (10% dissatisfied)
- 81% were satisfied with the overall quality of their home, (12% dissatisfied)
- 80% were satisfied with the value for money for their rent, (9% dissatisfied).
- 76% were satisfied with the general condition of their property, (16% dissatisfied)

Tenants were asked to rate a number of services that they may or may not have received from Magna Housing Association.

- 73% were satisfied with advice on rent payments, (2% dissatisfied)
- 71% were satisfied with how enquiries are dealt with generally, (13% dissatisfied)
- 40% were satisfied with support provided to new tenants, (6% dissatisfied)
- 37% were satisfied with advice on moving home, (9% dissatisfied)
- 32% were satisfied with support provided to vulnerable tenants, (8% dissatisfied).

Despite some of these areas receiving relatively low levels of satisfaction, they also receive low dissatisfaction scores, relating to the fact that they received a high proportion of respondents ticking the no opinion option.

The questions receiving the highest proportions of respondents not giving an opinion related to services that are targeted to particular groups:

- Support provided to vulnerable tenants (32% no opinion, 28% neither)
- Advice on moving home (25% no opinion, 30% neither)
- Support provided to new tenants (26% no opinion, 27% neither)

Tenants were given a list of features of social housing provision and were asked to tick the three that they consider to be the most important. The most important feature was repairs and maintenance (86%); this was followed by the overall quality of the home (60%) and dealing with anti social behaviour (36%).

Tenants were given a list of possible issues that may affect the quality of life in their neighbourhood and were asked to what extent each was a problem. The main problems, by some margin were car parking (40%) and rubbish or litter (21%). This was followed by noisy neighbours (19%).

1.3 Contact with Magna Housing Association

Around eight in ten tenants (88%) had contacted Magna Housing Association in the last 12 months.

The most popular method of contact was via phone (89%).

Those who had been in contact with Magna Housing Association in the last 12 months were asked:

- Whether getting hold of the right person was easy or difficult
- Whether they found the staff helpful or unhelpful
- Whether the staff were able or unable to deal with their problems
- Whether they were satisfied or dissatisfied with the final outcome of their enquiry.

In general, the results were mixed:

- 82% said that the staff were helpful, (7% unhelpful)
- 75% said that the staff were able to deal with their problem, (13% unable to deal with their problem)
- 73% said that they found it easy to get hold of the right person, (14% it was difficult)
- 66% said that they were satisfied with the outcome of their enquiry, (21% dissatisfied).

1.4 The repairs service

Tenants were asked how satisfied or dissatisfied they were with the way Magna Housing Association deals with repairs and maintenance. Three quarters of respondents (75%) were satisfied while 18% were dissatisfied.

Almost 8 in 10 (79%) of respondents had repairs completed in the last 12 months.

All those who had repairs completed were asked to rate different elements of the repairs service. Overall, results were positive:

- 92% rated the attitude of workers positively, (3% negative)
- 89% rated keeping dirt and mess to a minimum positively, (6% negative)
- 83% rated speed with which work was completed positively, (10% negative)
- 83% rated being told when workers would call positively, (12% negative)
- 81% rated the overall quality of repair work positively, (11% negative)
- 73% rated time taken before work started positively, (19% negative).

1.5 Communication

Residents were asked which methods of contact they would prefer Magna Housing Association to inform them or consult with them, and were given a list of options. Almost nine in ten (87%) tenants said they preferred letters, approximately one third said they preferred phone calls (37%), the magazine/newsletter (29%) or a personal visit (30%).

Tenants were asked how satisfied or dissatisfied they are that their views are being taken into account by Magna Housing Association. Around half (55%) said that they were satisfied, while 13% said that they were dissatisfied and 12% gave no opinion.

When asked how good or poor Magna Housing Association is at keeping residents informed, 78% rated Magna Housing Association positively, and 7% rated Magna Housing Association negatively.

1.6 Antisocial behaviour

In total, 19% of tenants had reported ASB to Magna Housing Association in the last 12 months.

Those who had reported ASB were asked whether it was easy or difficult to get hold of the right person to make their report, whether the staff who handled their report were able to deal with the problem or not and whether they were helpful or unhelpful.

The response was mixed:

- 71% described the staff as helpful, (13% unhelpful)
- 65% said it was easy to get hold of the right person, (21% it was difficult)
- 55% said that staff were able to deal with their problem, (28% unable to deal with their problem).

Those who had contacted Magna Housing Association to report ASB were then asked to rate the quality of the service. The results were mixed:

- 70% were satisfied with the advice provided by staff, 17% were dissatisfied
- 57% were satisfied with how the report was dealt with, 24% were dissatisfied
- 56% were satisfied with being kept informed, 27% were dissatisfied

- 54% were satisfied with the support provided by staff, 26% were dissatisfied
- 53% were satisfied with the speed with which the report was dealt with, 27% were dissatisfied
- 49% were satisfied with the final outcome of the report, 30% were dissatisfied.

1.7 Future plans

Approximately one quarter of tenants (21%) said that they were likely to move in the next 3 years.

Respondents who said they were likely to move in the next 3 years were asked where they are most likely to move to. Respondents living in the regional area (30%) were more likely to say they would move than those in West Dorset (19%). Over half (57%) said they were planning to rent from their current housing association, 8% were planning to rent from the council/local authority, 6% were planning to rent from another housing association and 18% didn't know.

1.8 Additional questions

Respondents were asked if Magna Housing Association had any extra money to spend, what two things should be prioritised. The top priorities were incentives for tenants who pay their rent promptly (24%) and more car parking (22%).

Respondents were asked if they would be likely to use a mobile office if it was made available for a couple of hours, monthly. Almost half (48%) said they would.

Respondents were asked whether or not they were aware of various methods for paying their rent. 97% were aware of direct debit, payment cards at the post office (95%) and 91% were aware they could pay by cheque. Payments by debit/credit card over the phone or online were the methods respondents were least aware of (27% and 29% respectively).

Respondents were asked whether or not they would communicate with or get information from Magna Housing Association via a list of given methods. 52% said they would use the website, 43% said email and 35% said text message. Fewer said they would use social networking sites or digital tv information channel (both 11%)

2 INTRODUCTION

2.1 Background

Magna Housing Association commissioned Snap Surveys to analyse their 2010 general needs tenant satisfaction survey (STATUS). This report contains the research findings.

2.2 STATUS

STATUS is a standard resident satisfaction survey developed by the National Housing Federation to be used by Housing Associations and local authorities. The Department for Communities and Local Government (CLG) and the Tenant Services Authority now require social landlords to carry out resident satisfaction surveys at least every three years, and recommend using the standard STATUS questionnaire and methodology. The primary purpose of this is to:

- Meet the statutory duty to report key performance indicators
- Measure customer satisfaction and identify areas for improvement
- Obtain a representative picture of residents attitudes and behaviour
- Complement other methods of customer feedback
- Enable comparisons of data from different RSLs and over time.

This standardisation should ensure that data is collected in a reliable and consistent way, enabling comparisons of results between different landlords in order to develop benchmarks across the social housing sector.

2.3 Methodology

On 28 May 2010 Magna Housing Association sent a copy of the general needs STATUS survey to all 4089 of their general needs tenants. The survey closed on 25 June 2010, achieving an overall response of 36% (1459).

2.4 Analysis of results

Figures are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Not all figures add to 100%, this may be due to rounding, or because each respondent is allowed to give more than one answer to the question.

Furthermore, we often report on a combination of scores, for example the percentage of respondents who are satisfied with a given element. This involves adding together the number of people who were 'very satisfied' and 'fairly satisfied' and calculating the figure as a percentage of the number of respondents to that question. For this reason, the overall '% satisfied' score can be slightly different to the score obtained when adding together the '% very satisfied' and '% fairly satisfied' as displayed on the chart.

The data has been Z-tested at 95% confidence level. The Z-test is a statistical test which determines if the percentage difference between subgroups is large enough to be statistically significant or whether the difference is likely to have occurred by chance. The table below sets out the size of the differences in percentage terms that are required for a difference to be of statistical significance:

Approximate % to which margin relates:	Margins (%) which are just significant (at 95%)		
	10% or 90%	30% or 70%	50%
Sample size:	±%	±%	±%
25 and 25	17	25	28
50 and 50	12	18	20
100 and 100	8	13	14
150 and 150	7	10	11
250 and 250	5	8	9
500 and 500	4	6	6
100 and 900	6	9	10
1,000 and 1,000	3	4	4

2.5 Weighting

Postal surveys often run the risk of being less representative of particular groups of people or households due to some respondents being more (or less) likely to respond than others, and consequently the views would be over (or under) represented. To correct for this, these responses can be weighted to make them more representative.

The table below shows the distribution of residents by area for the whole population and also for the proportion of questionnaires returned. The proportion of respondents by area closely matches the population as a whole, it is therefore recommended in the STATUS guidelines to avoid weighting the data as the weighting factors required would be between 0.8 and 1.2.

Area	Number	%	Achieved number	%
West Dorset	3,287	80%	1,210	83%
Regional	802	20%	241	17%
Not identifiable			8	

2.6 Structure of this report

The main body of the report is divided into the following sections, which look at the survey results in detail:

- Tenant profile
- Satisfaction with property and area
- Contact with the Magna Housing Association
- The repairs service
- Communication
- Antisocial behaviour
- Future plans
- Additional questions
- Further analysis
- Comments
- Benchmarking

The appendix contains a copy of the questionnaire, listings of respondents' comments and a full set of data tabulations.

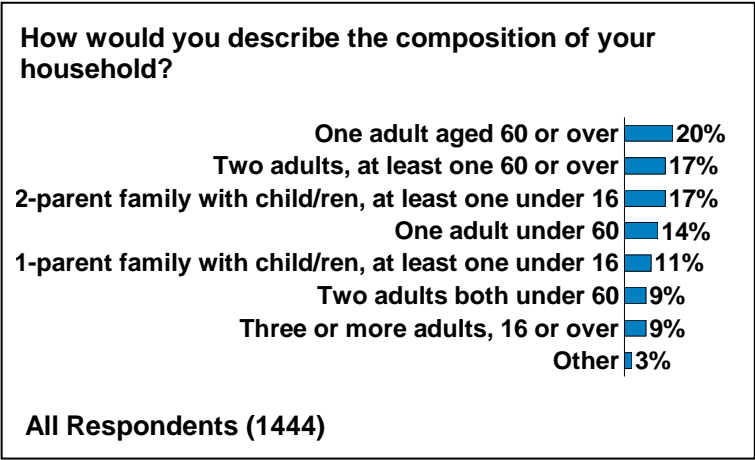
3 TENANT PROFILE

3.1 Introduction

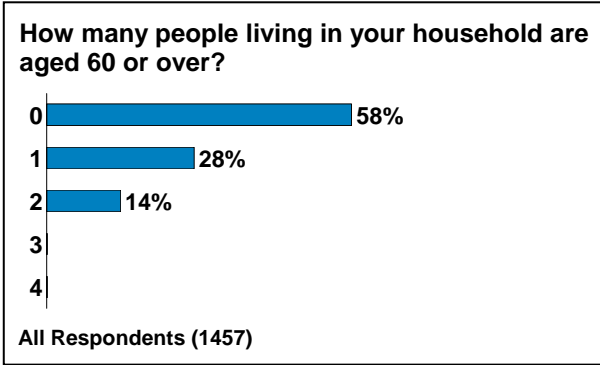
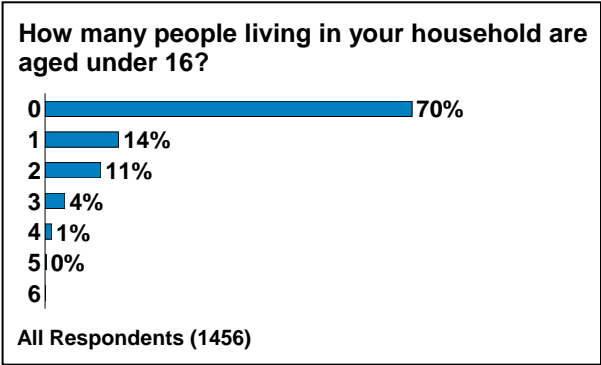
This section of the report profiles household composition, length of tenure, gender and age, level and source of income, religion and sexual orientation, ethnicity and incidence of illness/disability.

3.2 Household composition

20% of respondents described their household as being one adult aged 60 or over. 17% described their household as being two adults with at least one aged 60 or over, and 17% described themselves as a two parent family with children, with at least one under 16. The average number of household members per household was 2.3

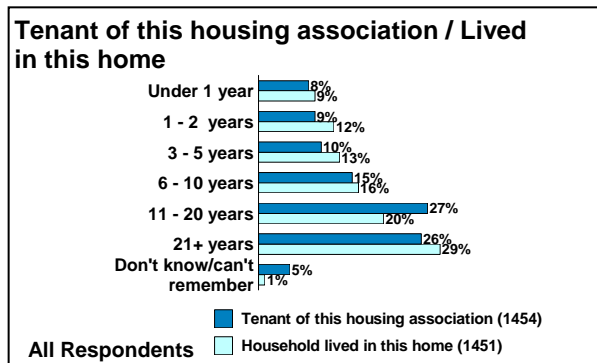


Almost one third (30%) of households had a household member aged under 16 years old, while (42%) of households had a household member aged over 60.



3.3 Length of tenure

17% of households had been a tenant of Magna Housing Association for 2 years or less, 25% had been household members of Magna Housing Association for between 3 and 10 years, and 53% had been tenants for over 10 years.

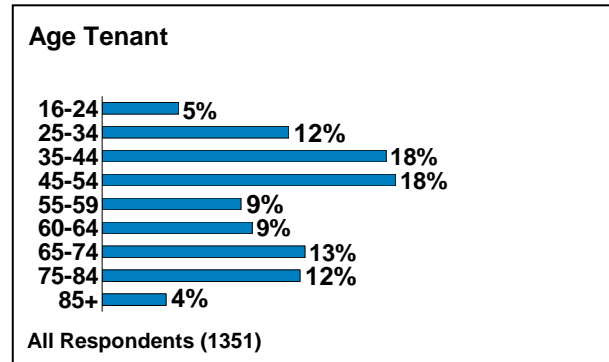
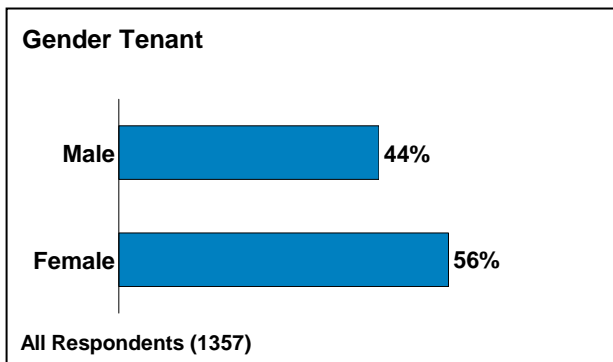


The length of time that residents have been tenants of Magna Housing Association and the length of time people have lived in their current homes follows a similar distribution.

3.4 Gender & age profile

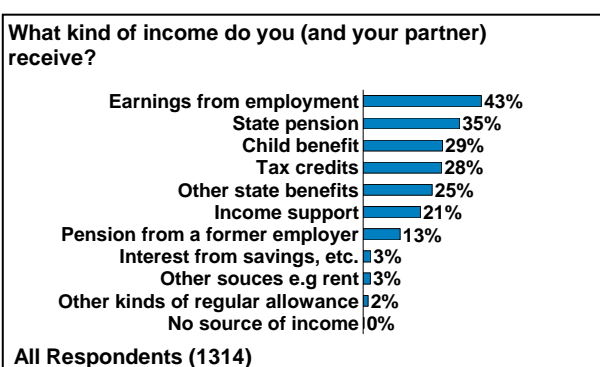
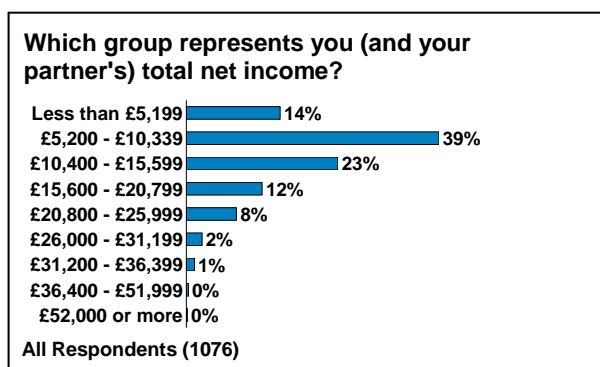
56% of respondents were female, 44% were male.

17% of respondents were aged under 35, 36% were aged between 35 and 54, and 47% were aged 55 or over.



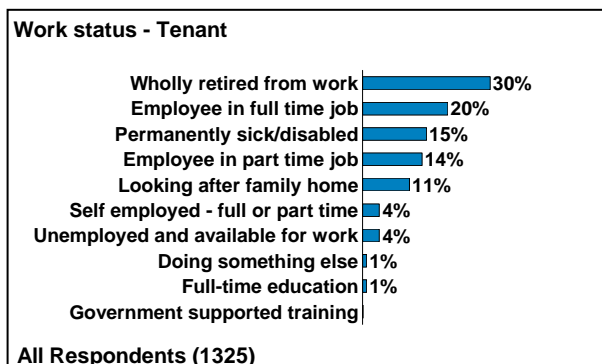
3.5 Level and source of income

Over half of households (53%) had a total net income of less than £10,400 per annum, 23% received £10,400-£15,599 and 23% received £15,600 or more per year.



43% of the sample received earnings from employment, 35% received a state pension, 29% received child benefit and 28% received tax credits. Over half of households (61%) received housing benefit (either paid to them directly or directly to Magna Housing Association).

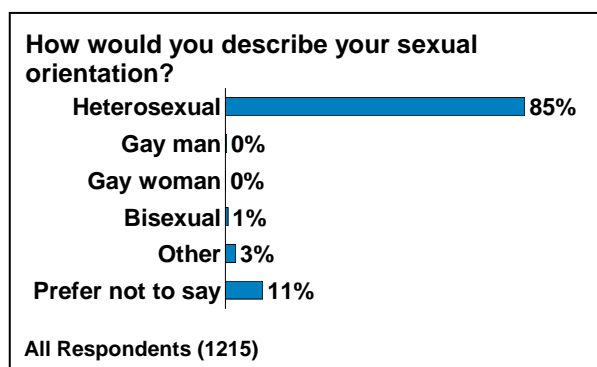
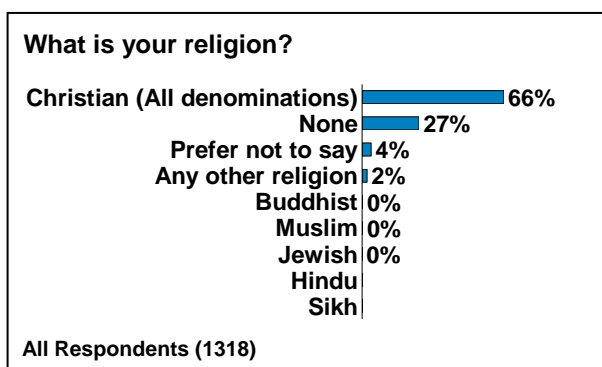
38% of the sample is economically active, 30% described themselves as wholly retired from work, 15% were permanently sick or disabled and 4% were unemployed and available for work.



3.6 Religion and sexual orientation

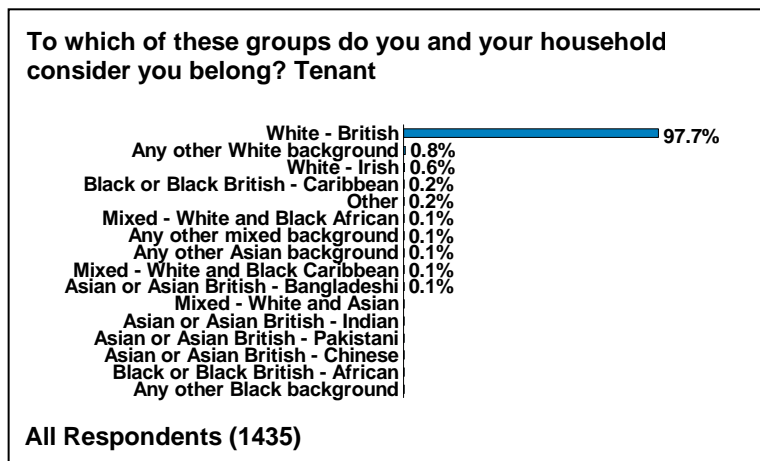
66% described themselves as Christian, while over one quarter (27%) said that they were not religious. Younger respondents were less likely to describe themselves as religious than older people.

Approximately eight in ten respondents (85%) described themselves as heterosexual. 11% ticked the Prefer not say option in response to the sexual orientation question.



3.7 Household ethnicity

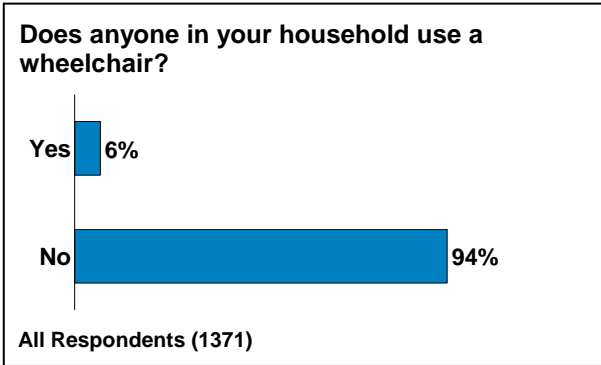
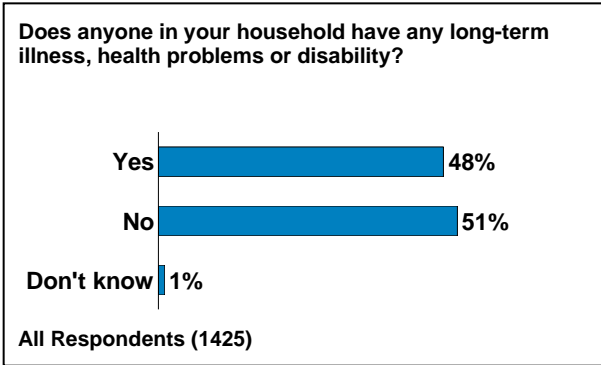
98% of respondents described themselves as White British.



3.8 Incidence of illness/disability

48% of respondents said that someone in their household had a long-term illness, health problem or disability. Older respondents were more likely to have such problems than younger respondents as did males compared with females.

6% of respondents said that someone in their home uses a wheelchair.



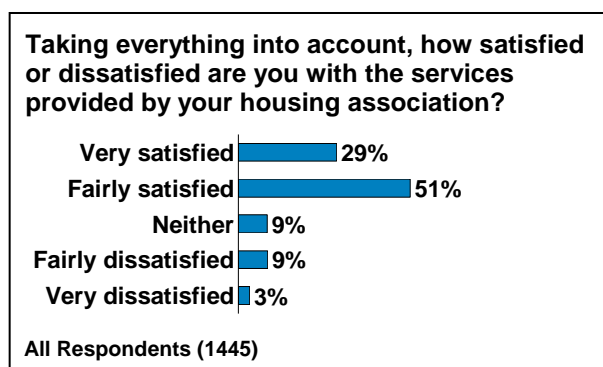
4 SATISFACTION WITH PROPERTY AND AREA

4.1 Introduction

This section looks at satisfaction with Magna Housing Association as a landlord, satisfaction with the accommodation, the neighbourhood and value for money.

4.2 Overall satisfaction with Magna Housing Association

Almost eight in ten tenants (80%) were satisfied with the services provided by Magna Housing Association, 12% were dissatisfied.



Results varied by age:

- 16-34: 70% satisfied
- 35-54: 74% satisfied
- 55-64: 84% satisfied
- 65+: 90% satisfied

It is common to find older respondents to be more satisfied than younger respondents in social research. This may be due to service-related factors (e.g. older people may receive more satisfactory services or services that are more suited to their needs) but it may also be due to other factors. Some researchers argue that older people are easier to satisfy because they are 'mellow' or have lower expectations.

Tenants living in West Dorset were more likely to be older and disabled, while respondents living in the regional area were more likely to be a younger age profile. This should be kept in mind when interpreting the difference between subgroups.

Respondents living in Regional area were significantly more likely to be dissatisfied than those living in the West Dorset area, as can be seen in the table below.

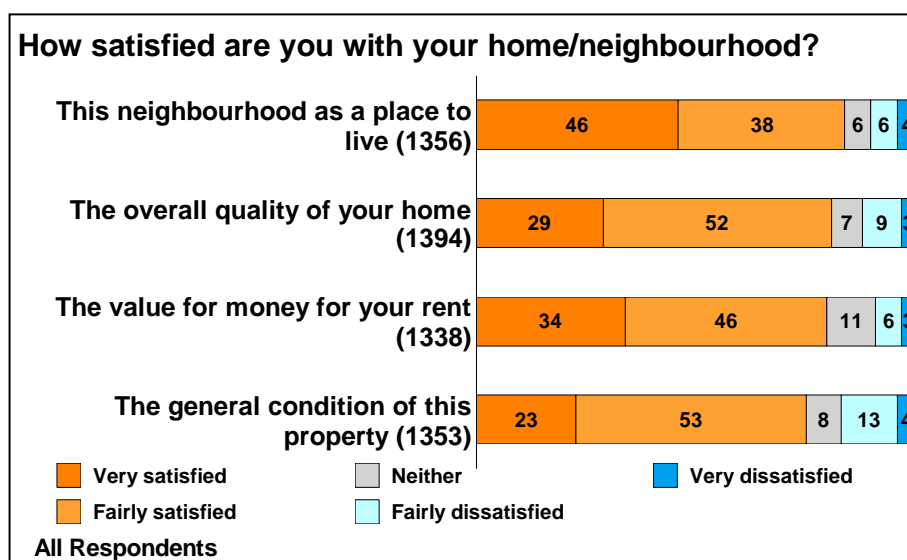
	Total	West Dorset	Regional
% Satisfied	80%	81%	75%
% Dissatisfied	12%	11%*	18%*

*Significant difference

4.3 Satisfaction with the home and neighbourhood

Levels of satisfaction with the home and neighbourhood were positive:

- 84% were satisfied with the neighbourhood as a place to live, (10% dissatisfied)
- 81% were satisfied with the overall quality of their home, (12% dissatisfied)
- 80% were satisfied with the value for money for their rent, (9% dissatisfied).
- 76% were satisfied with the general condition of their property, (16% dissatisfied)



There were some patterns in response across these questions:

- Satisfaction increased with age for all questions.
- Male respondents tended to be more satisfied than female respondents.

Results by area can be seen in the table below. Respondents living in the regional area were significantly more likely to be dissatisfied with each compared with those living in West Dorset.

% Satisfied	Total	West Dorset	Regional
This neighbourhood as a place to live	84%	85%	83%
The overall quality of your home	81%	82%	79%
The value for money for your rent	80%	81%	78%
The general condition of this property	76%	77%*	71%*

* Significant difference

Males were significantly more likely than females to be satisfied with the overall quality of the home, the general condition of the property and neighbourhood as a place to live.

Tenants were asked to rate a number of services that they may or may not have received from Magna Housing Association.

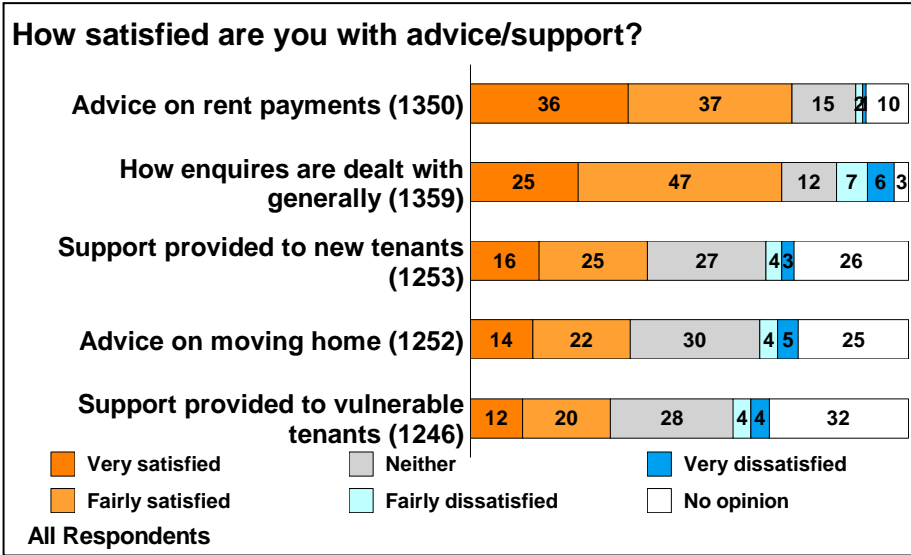
- 73% were satisfied with advice on rent payments, (2% dissatisfied)
- 71% were satisfied with how enquiries are dealt with generally, (13% dissatisfied)
- 40% were satisfied with support provided to new tenants, (6% dissatisfied)
- 37% were satisfied with advice on moving home, (9% dissatisfied)
- 32% were satisfied with support provided to vulnerable tenants, (8% dissatisfied).

Despite some of these areas receiving relatively low levels of satisfaction, they also receive low dissatisfaction scores, relating to the fact that they received a high proportion of respondents ticking the no opinion option.

The questions receiving the highest proportions of respondents not giving an opinion related to services that are targeted to particular groups:

- Support provided to vulnerable tenants (32% no opinion, 28% neither)
- Advice on moving home (25% no opinion, 30% neither)
- Support provided to new tenants (26% no opinion, 27% neither)

The data is shown in the following chart.



Again, satisfaction generally increased with age, with the exception of support provided to new tenants and advice on moving home where older respondents were more likely to answer ‘no opinion’ or ‘neither’.

Male respondents were more satisfied with support provided to vulnerable tenants than females (37% vs 29%)

Respondents who classed themselves or a household member as disabled were more likely to say they are satisfied with the support provided to vulnerable tenants than those without a disability (35% vs 29%)

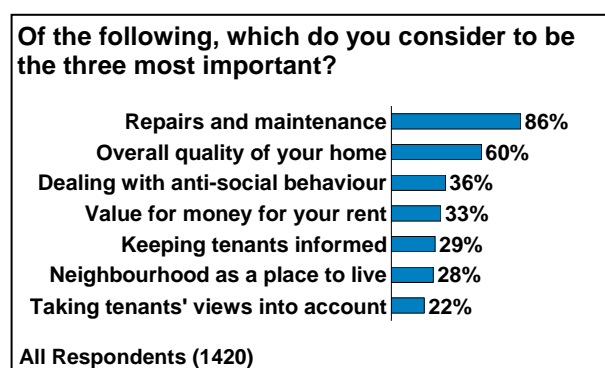
Satisfaction scores by area can be seen in the table below. Respondents living in the regional area were significantly more satisfied with support provided to new tenants than those living in West Dorset.

% Satisfied	Total	West Dorset	Regional
Advice on rent payments	73%	74%	72%
How enquiries are dealt with generally	71%	72%	68%
Support provided to new tenants	40%	39%*	50%*
Advice on moving home	37%	37%	33%
Support provided to vulnerable tenants	32%	32%	33%

*Significant difference

4.4 Most important features of housing provision

Tenants were given a list of features of social housing provision and were asked to tick the three that they consider to be the most important. The most important feature was repairs and maintenance (86%); this was followed by the overall quality of the home (60%) and dealing with anti social behaviour (36%).

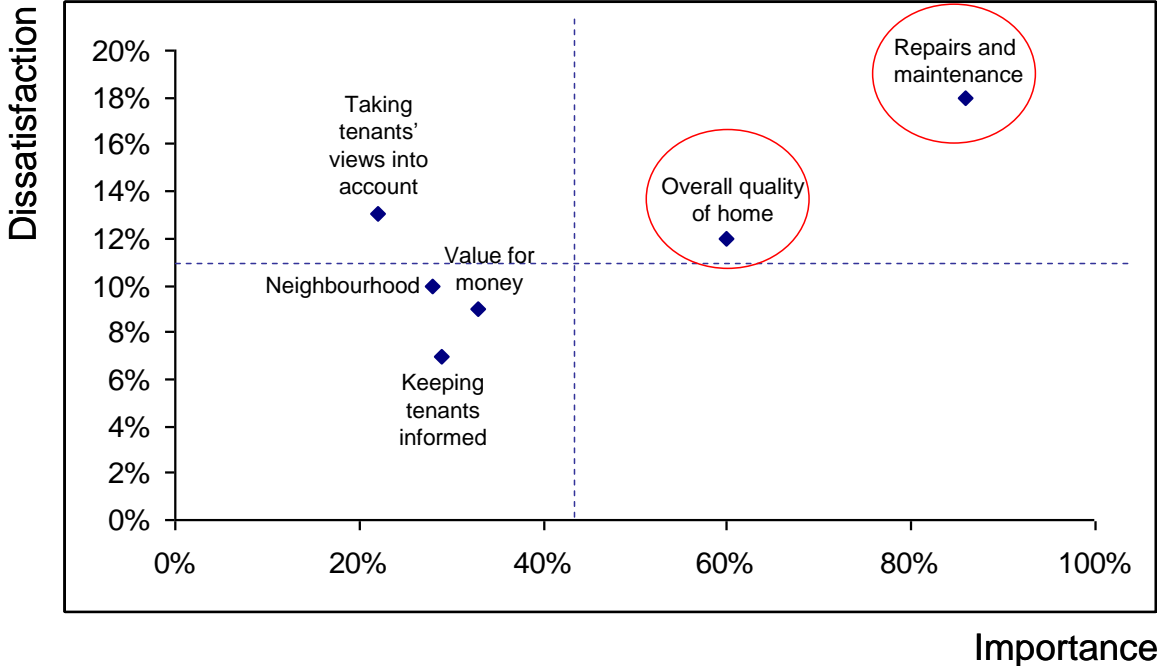


The following significant differences between subgroups were observed:

- Tenants aged 65+ were significantly more likely than other age groups to say that keeping tenants informed was important.
- Younger respondents were more likely to say that dealing with anti social behaviour was important than older respondents.
- Males were more likely to say that the value for money for rent was important compared with females.
- Respondents who classed themselves or a household member as disabled were significantly less likely to think that repairs and maintenance and value for money for rent was important than those without a disability.
- Respondents living in the West Dorset area were more likely to say that repairs and maintenance is important compared with those living in the regional area.

The following graph plots the proportion of respondents who were dissatisfied with aspects of their social housing provision against those who said they were among the three most important aspects.

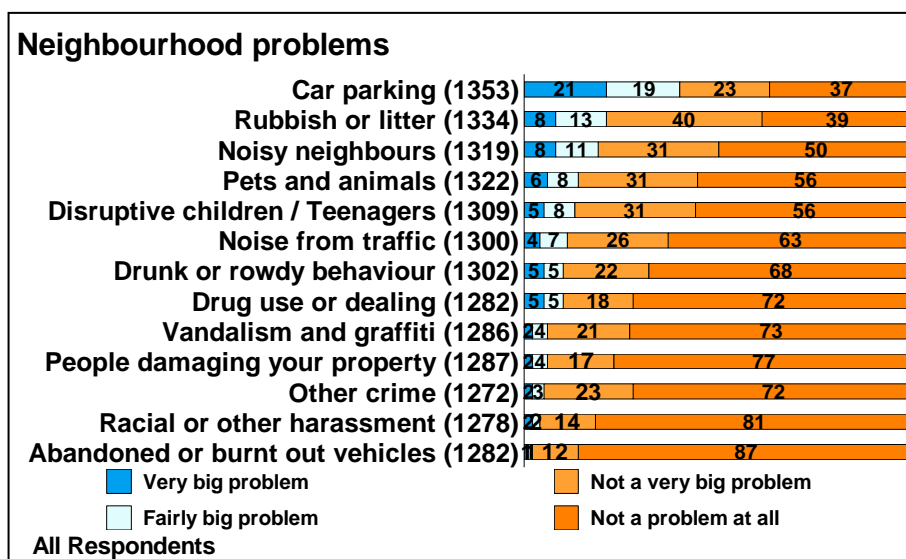
Repairs and maintenance and overall quality of your home received high proportions of dissatisfaction and high levels of importance and therefore could be key areas to focus upon. Repairs and maintenance is an RSR performance indicator which is a particularly key area as it has received the highest level of dissatisfaction and is a considered the most important feature of housing provision.



Factors plotted in the top left hand corner are of below average below importance but receive above average dissatisfaction levels. Therefore, as an RSR indicator, Magna Housing Association will need to monitor dissatisfaction levels with taking tenants views into account over time to ensure performance in this area is maintained.

4.5 Neighbourhood problems

Tenants were given a list of possible issues that may affect the quality of life in their neighbourhood and were asked to what extent each was a problem. The main problems, by some margin were car parking (40%) and rubbish or litter (21%). This was followed by noisy neighbours (19%).



Younger respondents were generally more likely to say that each were a problem in their neighbourhood.

Respondents who classed themselves or a household member as disabled were more likely to say that rubbish or litter, pets and animals, disruptive children/teenagers, racial or other harassment, noise from traffic and car parking are a problem compared with those without a disabled household member.

Results by area can be seen in the table below. The top three problems were the same across both areas.

% Problem	Total	West Dorset	Regional
Car parking	40%	41%*	34%*
Rubbish or litter	21%	21%	23%
Noisy neighbours	19%	18%*	26%*
Disruptive children / Teenagers	13%	13%	15%
Pets and animals	13%	14%*	9%*
Noise from traffic	11%	9%*	17%*
Drug use or dealing	10%	9%	11%
Drunk or rowdy behaviour	10%	9%*	15%*
Vandalism and graffiti	6%	5%*	10%*
People damaging your property	6%	4%*	11%*
Other crime	5%	4%*	7%*
Racial or other harassment	5%	4%	7%
Abandoned or burnt out vehicles	1%	1%	1%

*Significant difference

5 CONTACT WITH MAGNA HOUSING ASSOCIATION

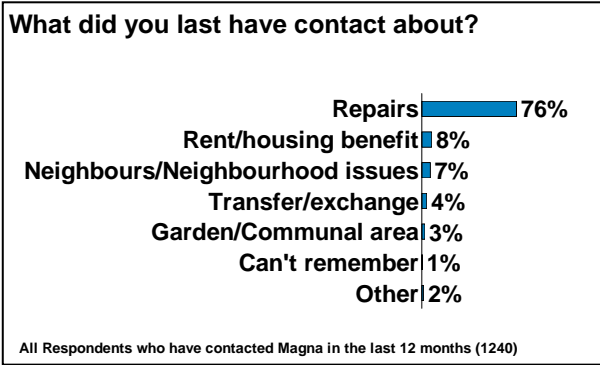
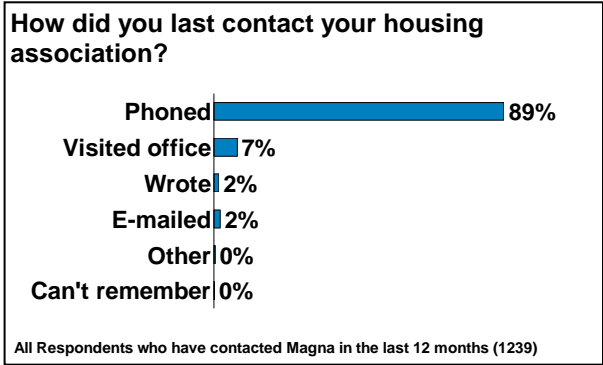
5.1 Introduction

This section looks at contact with Magna Housing Association in terms of how tenants have had contact, what they had contact about and the quality of service they received when making contact.

5.2 Method of contact

Around eight in ten tenants (88%) had contacted Magna Housing Association in the last 12 months. Respondents aged 65+ were less likely to have made contact than younger respondents. Interestingly, 95% of those who said they were dissatisfied with Magna Housing Association overall had contacted Magna Housing Association, compared to 86% of those who were satisfied with Magna Housing Association.

The most popular method of contact was via phone (89%).



Respondents living in the regional area were more likely to have phoned than those living in West Dorset. By comparison those in West Dorset were more likely to have visited the office than those in the regional area.

The main reason for contacting Magna Housing Association was regarding repairs (76%); this was followed by rent/housing benefit (8%) and neighbours and neighbourhood issues (7%).

Generally speaking, older respondents were more likely than younger respondents to have contacted Magna Housing Association regarding repairs and maintenance, whilst younger respondents were more likely than older respondents to have contacted Magna Housing Association regarding neighbours/neighbourhood issues, garden/communal area or transfer/exchange.

Respondents living in the West Dorset area were more likely than those in the regional area to have contacted about repairs. By comparison those in the regional area were more likely to have contacted about rent/ housing benefit or neighbourhood issues than the West Dorset area.

A number of other reasons for contact were identified, a selection of which can be found below.

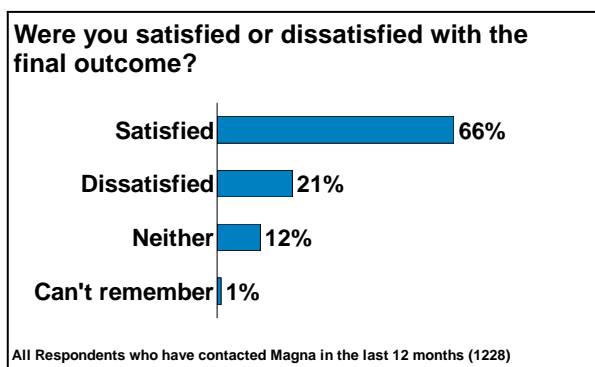
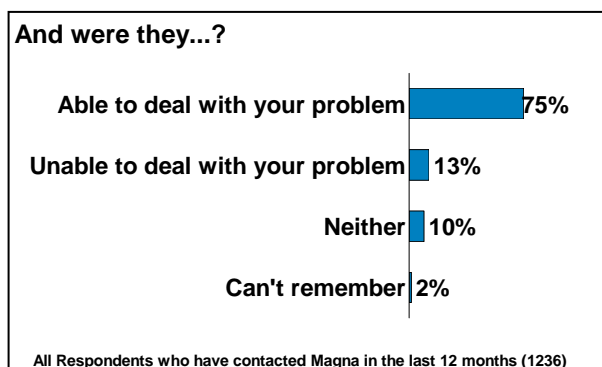
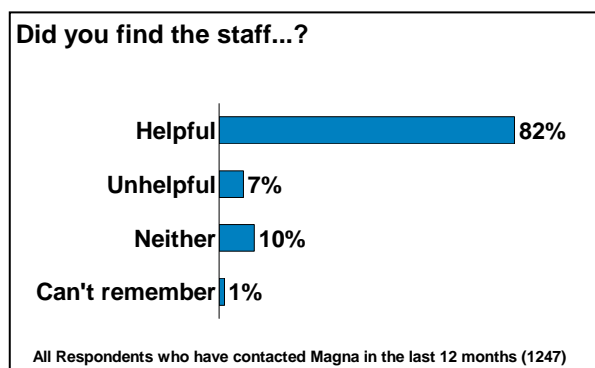
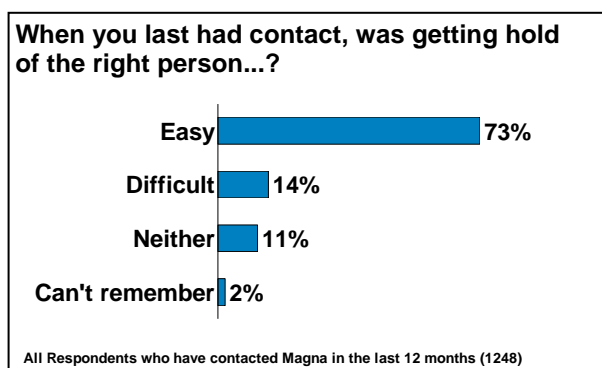
- "Bathroom adaptation"
- "Change of name on tenancy"
- "Contacted about driveway as no where to park"
- "In need of a new kitchen"
- "Permission to keep pet cat."
- "To add daughters name to tenancy agreement."
- "Year visit"

5.3 Quality of contact

Those who had been in contact with Magna Housing Association in the last 12 months were asked:

- Whether getting hold of the right person was easy or difficult
- Whether they found the staff helpful or unhelpful
- Whether the staff were able or unable to deal with their problems
- Whether they were satisfied or dissatisfied with the final outcome of their enquiry.

The charts below illustrate the findings to all four questions.



In general, the results were mixed:

- 82% said that the staff were helpful, (7% unhelpful)
- 75% said that the staff were able to deal with their problem, (13% unable to deal with their problem)
- 73% said that they found it easy to get hold of the right person, (14% it was difficult)
- 66% said that they were satisfied with the outcome of their enquiry, (21% dissatisfied).

The results by area can be seen in the tables below. Respondents living in the west Dorset area were more positive than those in the Regional area.

Area	Total	West Dorset	Regional
% Easy to get hold of right person	73%	74%*	66%*
% Helpful	82%	83%	79%
% Able to deal with problem	75%	76%	72%
% Satisfied	66%	68%*	58%*

*Significant difference

The table below shows the different methods that tenants used when making contact for different reasons. 92% of those who last contacted the landlord about repairs or maintenance areas did so by phone.

	Repairs	Rent/ housing benefit	Transfer/ exchange	Neighbours	Garden/ communal areas	Other
Phone	92%	77%	88%	84%	70%	52%
Visit	6%	14%	10%	7%	17%	19%
Email	1%	5%	-	8%	3%	10%
Letter	1%	4%	2%	-	10%	5%

In the table below we look at the responses to the questions around quality of contact with Magna Housing Association comparing the method of contact.

Area	Phone	Visit	Letter	Email
% Easy to get hold of right person	74%	68%	61%	65%
% Helpful	82%	90%	59%	74%
% Able to deal with problem	77%	70%	71%	61%
% Satisfied	67%	58%	53%	52%

The following table looks at the quality of contact people received when contacting Magna Housing Association about different issues. It shows that those who contacted about repairs and rent or benefit received a more positive experience than those who contacted Magna Housing Association about other (less common) issues. Those who contacted about garden/communal areas received the least positive experience.

	Repairs	Rent/ housing benefit	Transfer/ exchange	Neighbours	Garden/ communal areas	Other
% Easy to get hold of the right person	76%	73%	58%	64%	48%	48%
% Helpful	86%	77%	60%	69%	58%	71%
% Able to deal with problem	79%	83%	52%	60%	33%	67%
% Satisfied	70%	79%	33%	48%	19%	62%

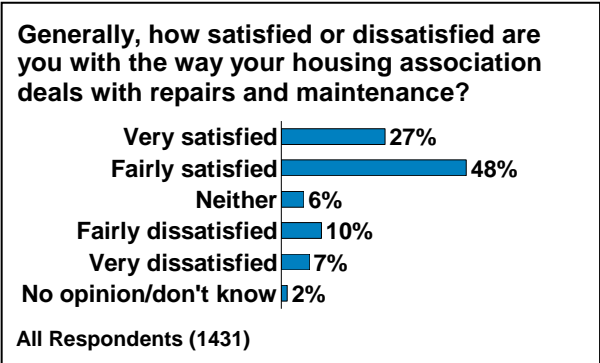
6 THE REPAIRS SERVICE

6.1 Introduction

This section looks at overall satisfaction with repairs and maintenance services, and whether tenants have had repairs completed in the last 12 months and at satisfaction with the quality of the repairs service.

6.2 Overall satisfaction with the repairs and maintenance service

Tenants were asked how satisfied or dissatisfied they were with the way Magna Housing Association deals with repairs and maintenance. Three quarters of respondents (75%) were satisfied while 18% were dissatisfied.



As with previous satisfaction questions, older respondents were more satisfied than younger respondents.

Results by area can be seen in the table below.

	Total	West Dorset	Regional
% Satisfied	75%	76%*	68%*
% Dissatisfied	18%	17%	22%

*Significant difference

6.3 Rating of repair service

Almost 8 in 10 (79%) of respondents had repairs completed in the last 12 months.

All those who had repairs completed were asked to rate different elements of the repairs service.

Overall, results were positive:

- 92% rated the attitude of workers positively, (3% negative)
- 89% rated keeping dirt and mess to a minimum positively, (6% negative)
- 83% rated speed with which work was completed positively, (10% negative)
- 83% rated being told when workers would call positively, (12% negative)
- 81% rated the overall quality of repair work positively, (11% negative)
- 73% rated time taken before work started positively, (19% negative).



Whilst older tenants tended to be more satisfied than younger tenants, and males more so than females there were few other trends in terms of comparisons between subgroups.

Results by area can be seen in the table below. Respondents in West Dorset were more satisfied than those living in the regional area.

% Satisfied	Total	West Dorset	Regional
Being told when workers would call	83%	84%	79%
Time taken before work started	73%	74%*	65%*
Speed with which work was completed	83%	84%*	77%*
Attitude of workers	92%	93%	89%
Overall quality of repair work	81%	83%*	72%*
Keeping dirt and mess to a minimum	89%	90%*	83%*

*Significant difference

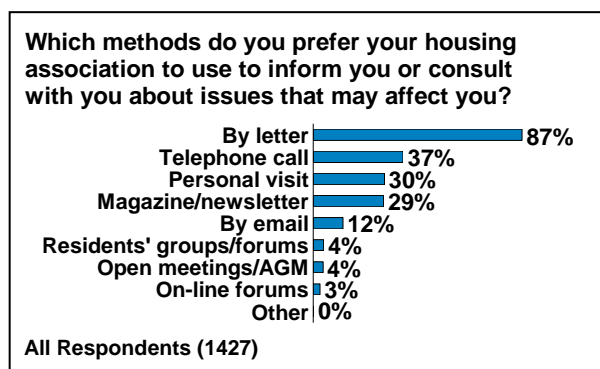
7 COMMUNICATION

7.1 Introduction

This section looks at how respondents prefer to be informed and consulted by Magna Housing Association, levels of satisfaction with how well they feel that Magna Housing Association takes account of their views and how they rate Magna Housing Association at keeping them informed about issues that may affect them.

7.2 Keeping residents informed

Residents were asked which methods of contact they would prefer Magna Housing Association to inform them or consult with them, and were given a list of options. Almost nine in ten (87%) tenants said they preferred letters, approximately one third said they preferred phone calls (37%), the magazine/newsletter (29%) or a personal visit (30%).

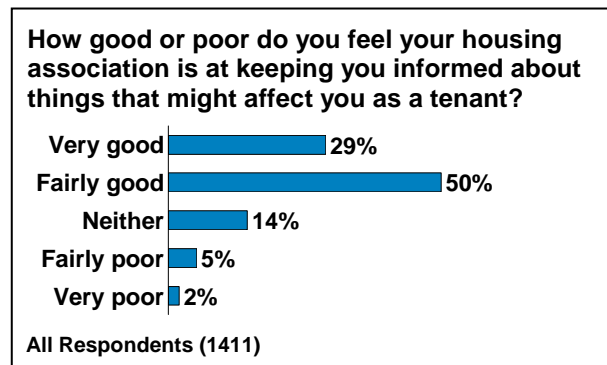
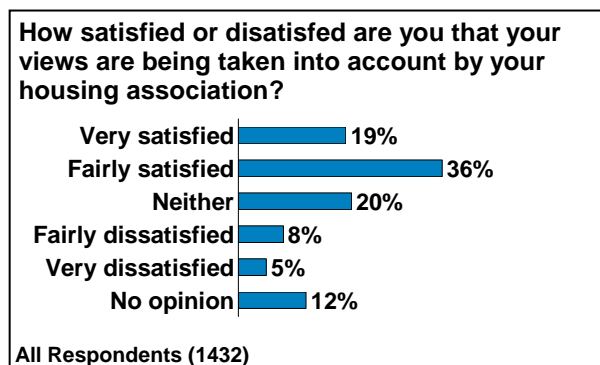


The main differences between subgroups were found when comparing the responses given by different age groups. Those aged under 65 were more likely than other age groups to prefer letters, or email than those aged over 65, who would prefer a personal visit. Disabled households were also more likely to prefer a personal visit compared with those without.

7.3 Information provision and consultation

Tenants were asked how satisfied or dissatisfied they are that their views are being taken into account by Magna Housing Association. Around half (55%) said that they were satisfied, while 13% said that they were dissatisfied and 12% gave no opinion.

When asked how good or poor Magna Housing Association is at keeping residents informed, 78% rated Magna Housing Association positively, and 7% rated Magna Housing Association negatively.



As we have seen in response to many of the other questions in this report, older respondents tended to be more positive than younger respondents.

Results by area can be seen in the table below.

	Total	West Dorset	Regional
Satisfaction with taking tenants views into account	55%	56%	50%
How good or poor is Magna Housing Association at keeping you informed?	78%	80%	69%

8 ANTISOCIAL BEHAVIOUR

8.1 Introduction

This section looks at whether or not residents have reported ASB and if so how they felt that their report was handled.

8.2 Reporting ASB

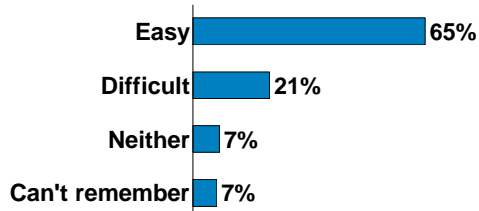
In total, 19% of tenants had reported ASB to Magna Housing Association in the last 12 months. Younger respondents were more likely than older respondents to have made such a report, as were disabled households and those living in the regional area.

Those who had reported ASB were asked whether it was easy or difficult to get hold of the right person to make their report, whether the staff who handled their report were able to deal with the problem or not and whether they were helpful or unhelpful.

The response was mixed:

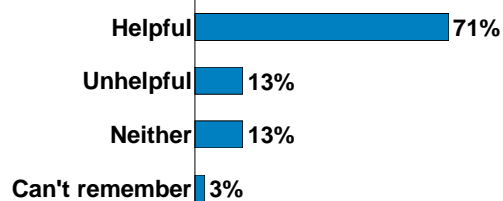
- 71% described the staff as helpful, (13% unhelpful)
- 65% said it was easy to get hold of the right person, (21% it was difficult)
- 55% said that staff were able to deal with their problem, (28% unable to deal with their problem).

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



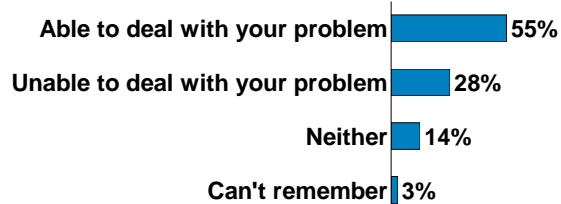
All Respondents who have reported ASB in the last 12 months (258)

Did you find the staff...?



All Respondents who have reported ASB in the last 12 months (256)

And were they...?



All Respondents who have reported ASB within the last 12 months (254)

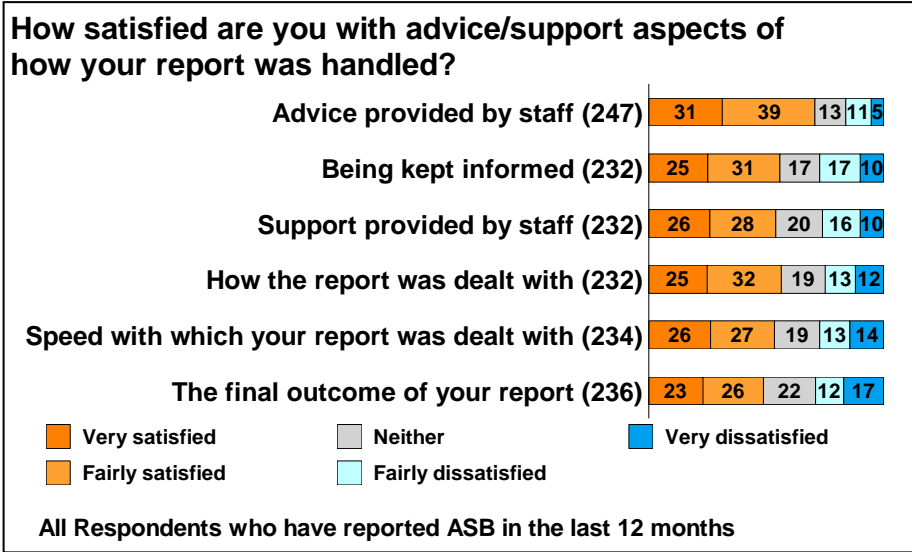
Results by area can be seen in the table below.

	Total	West Dorset	Regional
% Reported	19%	17%*	24%*
% Easy to get hold of right person	65%	67%	57%
% Helpful	71%	73%	63%
% Able to deal with problem	55%	61%*	36%*

*Significant difference

Those who had contacted Magna Housing Association to report ASB were then asked to rate the quality of the service. The results were mixed:

- 70% were satisfied with the advice provided by staff, 17% were dissatisfied
- 57% were satisfied with how the report was dealt with, 24% were dissatisfied
- 56% were satisfied with being kept informed, 27% were dissatisfied
- 54% were satisfied with the support provided by staff, 26% were dissatisfied
- 53% were satisfied with the speed with which the report was dealt with, 27% were dissatisfied
- 49% were satisfied with the final outcome of the report, 30% were dissatisfied.



Results by area can be seen in the table below.

% Satisfied	Total	West Dorset	Regional
Advice provided by staff	70%	71%	67%
How the report was dealt with	57%	59%	52%
Being kept informed	56%	57%	56%
Support provided by staff	54%	54%	53%
Speed with which your report was dealt with	53%	54%	51%
The final outcome of your report	49%	50%	44%

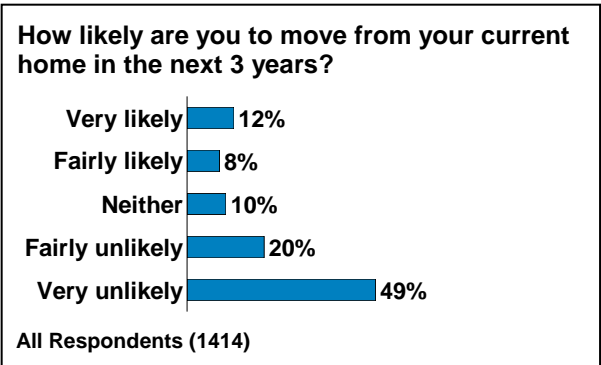
9 FUTURE PLANS

9.1 Introduction

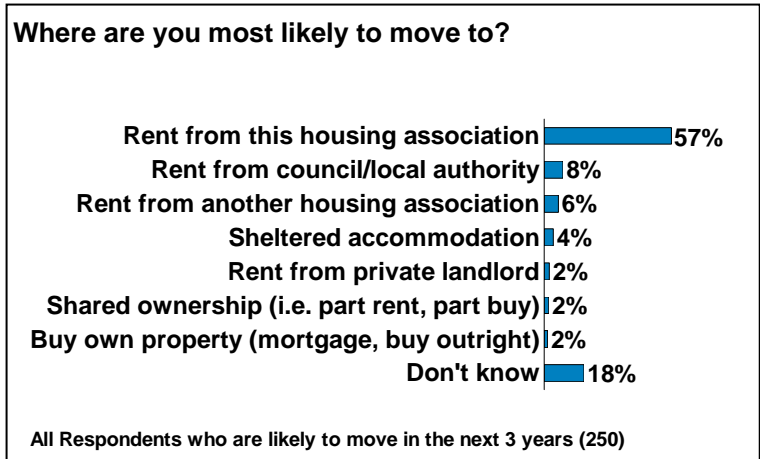
This section of the report looks at whether or not tenants feel they are likely to move in the next 3 years, and if they are likely to move where they think they might move to.

9.2 Likelihood of moving home in the next 3 years

Approximately one quarter of tenants (21%) said that they were likely to move in the next 3 years. Younger age groups were more likely than older age groups to be thinking about moving, as were female respondents compared with males.



Respondents who said they were likely to move in the next 3 years were asked where they are most likely to move to. Respondents living in the regional area (30%) were more likely to say they would move than those in West Dorset (19%). Over half (57%) said they were planning to rent from their current housing association, 8% were planning to rent from the council/local authority, 6% were planning to rent from another housing association and 18% didn't know.



As would be expected younger respondents were more likely to say they would rent from a council/local authority or buy their own property, while older respondents were more likely to move to sheltered accommodation or unsure of where they would move to.

Respondents living in the West Dorset area (66%) were significantly more likely to say they would rent from Magna Housing Association again than those living in the regional area (26%). By comparison respondents living in the regional area were more likely to say they didn't know or would rent from council/authority or private landlord.

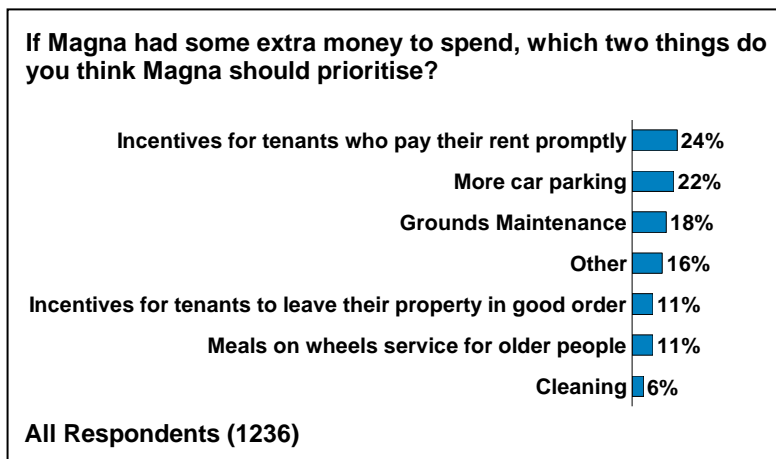
10 ADDITIONAL QUESTIONS

10.1 Introduction

Magna Housing Association added some additional questions to the standard STATUS survey.

10.2 Priorities

Respondents were asked if Magna Housing Association had any extra money to spend, what two things should be prioritised. The top priorities were incentives for tenants who pay their rent promptly (24%) and more car parking (22%).



A selection of other responses can be found below. A full list is available in the appendix.

"Building bigger homes for larger families"

"Clearing brambles, nettles, ivy etc... in areas of magna land where rats nest"

"Double glazing"

"Finish windows and doors so all houses look the same"

"Gardening help for the elderly"

"Getting property fit and proper to live in"

"Help with garden e.g. cutting grass and hedge"

"House Maintenance"

"Incentives for tenants with good behaviour"

"Kitchens and bathrooms"

"Making sure we all had efficient and economical heating systems."

"More provisions for teenagers"

"New kitchens, bathrooms and doors"

"Own personal space i.e. own garden, own shed, own parking. No more blocks of flats!!"

"Refurbishing old properties"

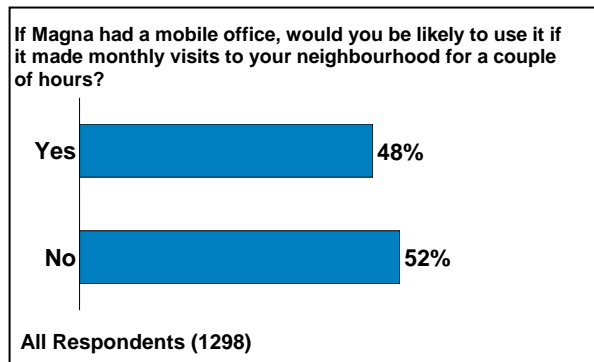
"Replacing kitchen and bathroom lighting."

"Sound proofing"

"Update of heating system"

10.3 Mobile office

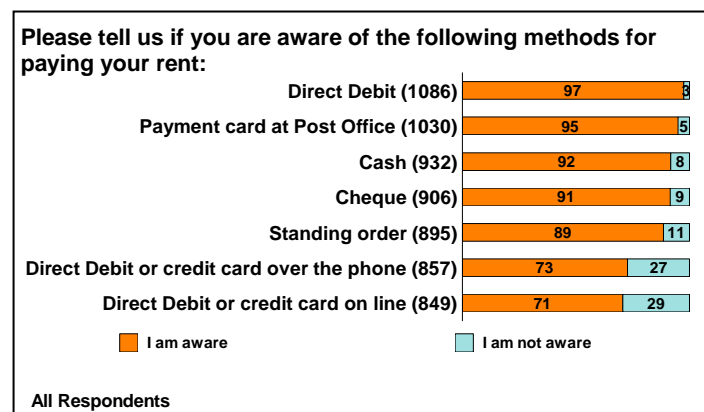
Respondents were asked if they would be likely to use a mobile office if it was made available for a couple of hours, monthly. Almost half (48%) said they would.



Respondents in the regional are (54%) were more likely to say they would use the service than those in West Dorset (47%).

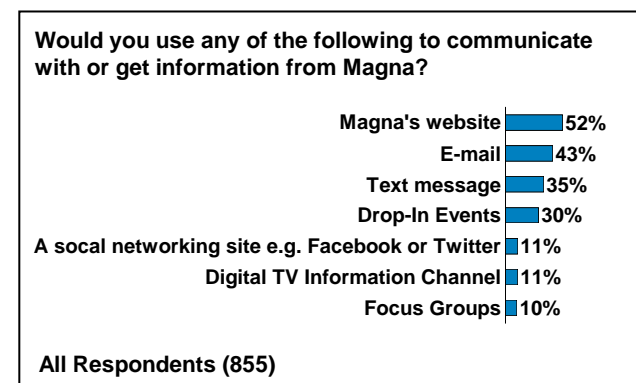
10.4 Rent payments

Respondents were asked whether or not they were aware of various methods for paying their rent. 97% were aware of direct debit, payment cards at the post office (95%) and 91% were aware they could pay by cheque. Payments by debit/credit card over the phone or online were the methods respondents were least aware of (27% and 29% respectively).



10.5 communication and information.

Respondents were asked whether or not they would communicate with or get information from Magna Housing Association via a list of given methods. 52% said they would use the website, 43% said email and 35% said text message. Fewer said they would use social networking sites or digital tv information channel (both 11%)



11 RESPONDENT COMMENTS

Respondents were asked whether or not they had any other comments regarding their home and or services Magna Housing Association provides. A selection of comments are show below, a full list can be found in the appendix.

"After asking many times for the outside woodwork to be done it still hasn't happened. This has not been done for over 15 years and looks terrible. Also, everyone in the close has numbered parking spaces except me so anyone can park there. Wooden windows need replacing with UPVC. I have spent a lot of my money on making my home better but the things that are of a very poor standard are all things Magna should be doing. Also, when going on Magna website and entering my address there are no contact details. It's as if we don't exist."

"As I work everyday at a school I used to find it difficult to organize repairs that fitted in with myself and Magna. I find it difficult to get time off work. I have noticed that this has improved within the past year or so."

"Better feedback when sending application form i.e. garage transfer also when e-mailing again for application form as I don't know if it has been received or not as well as other requests."

"Damp and mould a problem in bathrooms and bedrooms. Wall cavity insulation has made it worse? No confirmation given about this - just informed that it would be done. Do Magna ensure these companies clear up this mess during the process - did any one check up on them? Our gardens were left with masonry dust all over steps and paths."

"Everything good, I call, repairs line they always do the work in good time."

"Garage repair work needed, as when it rains water comes through the wall at the back."

"Have a small living room with one window which only jars open, was told the sealed unit will be opened, with balcony? No air in flat and am asthmatic. Need to sort out the rubbish as the whole building reeks of dirty bins as you go to the ground floor. Very pleasant people have bought flats here for over £180,000 and want to move! Need to sort out the waste problem. Also have a 12ft by 5ft living room, reminds me of a cell, without air! Whoever built these didn't take residents into consideration, I want to move as I am disabled and can't cope, and the lifts are always breaking down."

"House has damp in back part of house - larder and ceiling inside of front door ceiling damp."

"I am disabled and have to use a walking frame and have some difficulty with access to front door. Would welcome some adaptation to allow access in and out of front door."

"I am very dissatisfied with the repairs and how long they take. Me and my partner now have 4 children living with us in a two bedroom property. Magna have done nothing to help us."

"I cannot read the forms as I have problems with my eyesight. Please phone me or send someone round who will help me fill in forms. Would like a gardener - willing to pay for this service."

"I have often been told that my housing officer is ill or on holiday and it would seem that no cover for this person has been arranged, so any issues I have would have to wait until their return to work."

"I moved into this property in November last year. I was told that my housing officer was to come and pay me a visit. This visit has still not happened. Also, when I have tried to contact my housing officer all I get is her answering machine, what does she actually do?"

"I went to court to have my ex husbands name off but I still receive letters from housing association with his name on."

12 FURTHER ANALYSIS

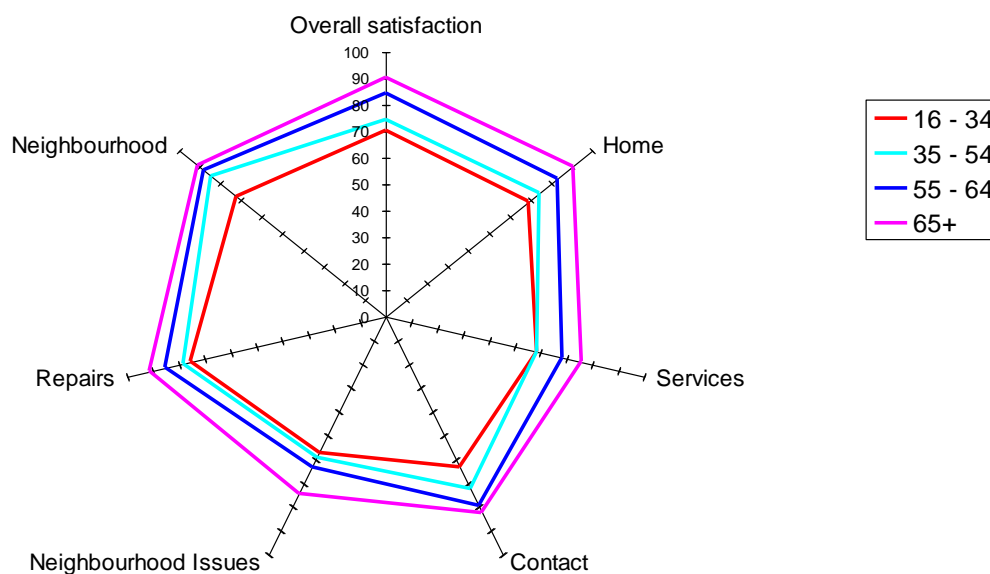
12.1 Introduction

In this section we have summarised the patterns between different subgroups. Specifically we look at how different subgroups responded to the following questions or groups of questions:

- Overall satisfaction with Magna Housing Association as a landlord
- Satisfaction with the home (a combination of satisfaction with the overall quality of the home, the general condition of the property, the security and safety of your home and value for money for rent)
- Satisfaction with services (a combination of satisfaction with advice on rent payments, advice on moving home, support provided to new tenants, support provided to vulnerable tenants, and how enquiries are dealt with generally – excluding no opinion)
- Satisfaction with contact with Magna Housing Association (a combination of the ease of getting hold of the right person, whether staff were helpful, if they were able to deal with their problem and whether or not they were satisfied or dissatisfied with the final outcome)
- Satisfaction with neighbourhood issues (all aspects included in Q15 – problems in the neighbourhood plotted as % not a problem)
- Satisfaction with repairs and maintenance (a combination of overall satisfaction with repairs and maintenance and how respondents rated elements of the repairs service)
- Satisfaction with the neighbourhood as a place to live

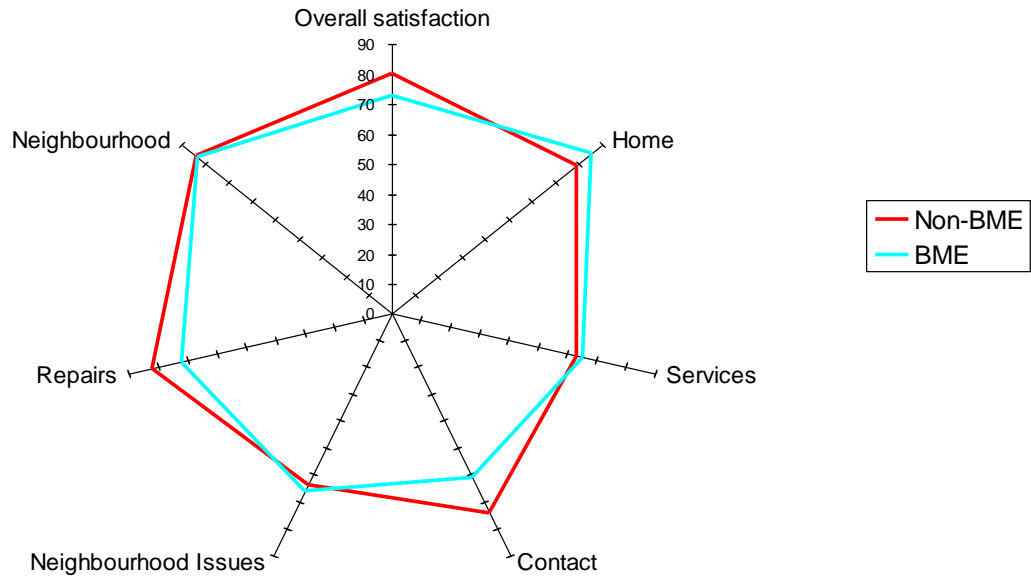
12.2 Age group

The chart below summarises the responses to these questions when looking at different age groups. The lines clearly indicate higher proportions of positive responses from older age groups: those aged 65 and over are consistently more positive than younger groups.



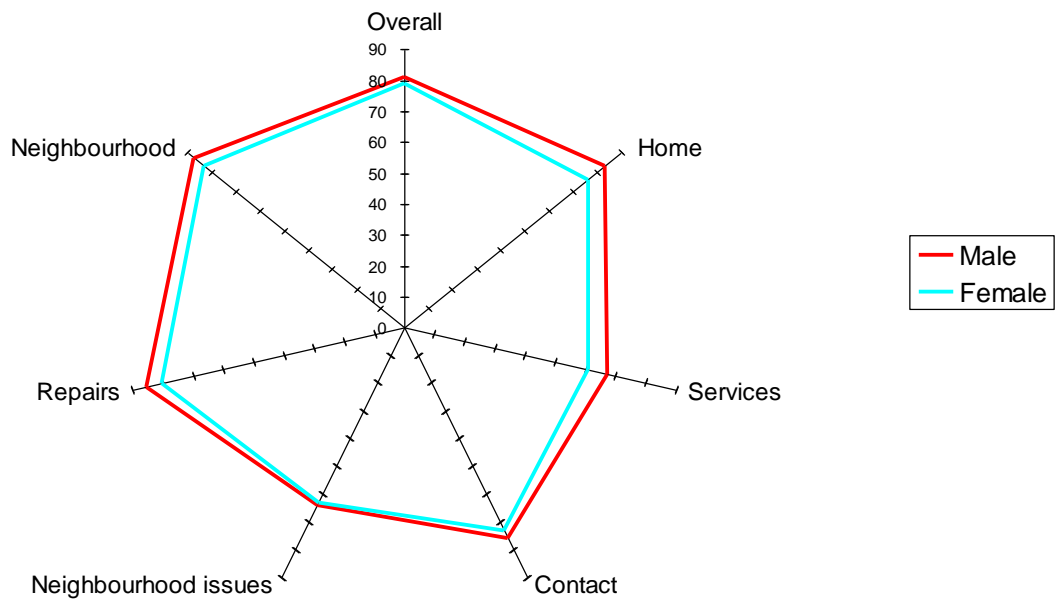
12.3 Ethnicity

The analysis has been repeated for BME and Non-BME tenants. Results are mixed between ethnicity groups.



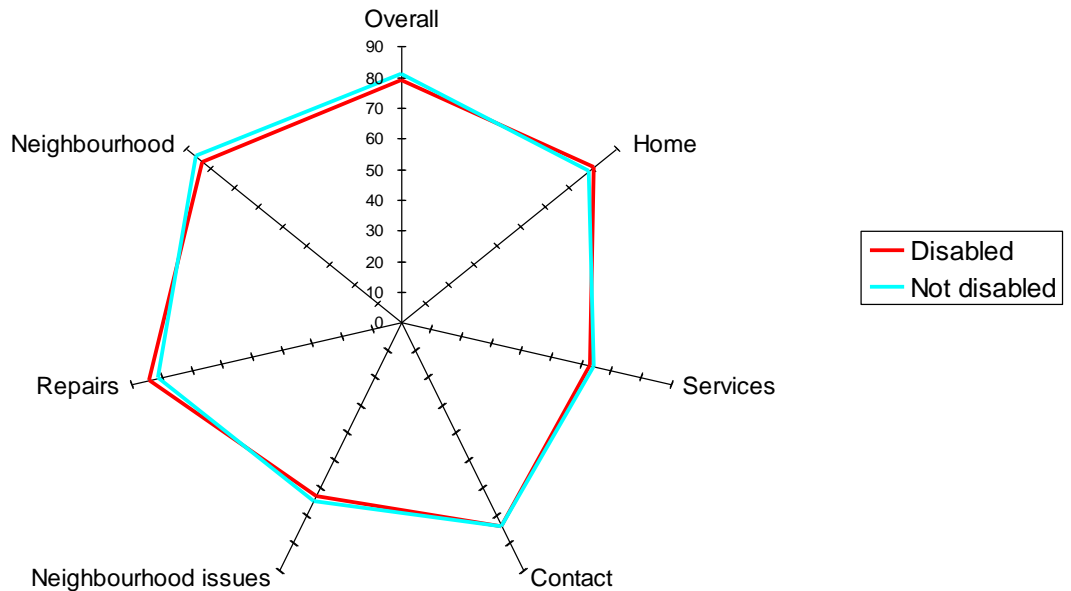
12.4 Gender

The following chart shows the same analysis by gender. Male respondents tend to be more positive than female respondents.



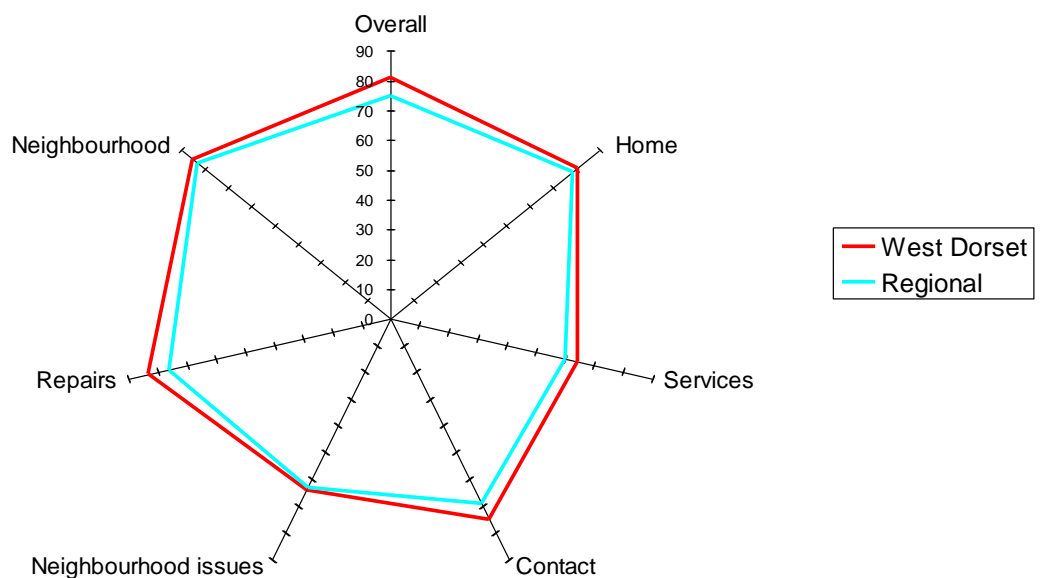
12.5 Disability

The analysis is repeated for whether or not respondents classed themselves as disabled. Respondents in West Dorset were consistently more positive than those in the regional area.



12.6 Property Area

The analysis is repeated for where respondents are based.



13 BENCHMARKING

13.1 Introduction

Results from the survey were sent to the National Housing Federation (NHF) for benchmarking. From their database of results, the NHF selected ten organisations to compare with Magna Housing Association. All peer organisations were based in the South West.

Tables in this section show results for Magna Housing Association and eight similar housing organisations, along with the average (mean) of all nine combined.

13.2 Overview

The table below shows the areas where Magna Housing Association out performed the average scores set by the benchmarking group. The biggest positive difference was when looking at service provided by staff dealing with ASB reports, in particular satisfaction with being kept informed (10.3% above average), and satisfaction with final outcome (9.4% above average), as well as the satisfaction with how the report was dealt with (8.3% above average).

Positive Differences			
Question	Average	Magna Housing Association	Difference
Q32b Satisfaction with being kept informed (ASB)	45.7	56.0	10.3*
Q32f Satisfaction with final outcome (ASB)	39.3	48.7	9.4*
Q32d Satisfaction with how report was dealt with (ASB)	49.0	57.3	8.3*
Q32c Satisfaction with support provided by staff (ASB)	46.0	53.9	7.9*
Q32e Satisfaction with speed of which report was dealt with (ASB)	46.3	53.4	7.1*
Q30 Were staff contacted helpful?	65.2	70.7	5.5*
Q32a Satisfaction with advice provided by staff (ASB)	65.0	70.0	5.0*
Q29 Was getting hold of the right person easy?	60.1	64.7	4.6*
Q11c Neighbourhood as a place to live	81.4	84.3	2.9

*Significant difference

In terms of negative differences, the main areas where Magna Housing Association is underperforming in comparison to the benchmarking group is in the handling of repairs and maintenance. In particular the time taken before work started, (6.5% below average), repairs and maintenance overall (5.6% below average). Another area where Magna Housing Association is underperforming in comparison to the benchmarking group is satisfaction of with support services, especially the satisfaction with support provided to vulnerable tenants (6.6% below average).

Negative Differences			
Question	Average	Magna Housing Association	Difference
Q24b The time taken before work started	79.3%	72.8%	-6.5%*
Q12d Support provided to vulnerable tenants	38.5%	31.9%	-6.6%*
Q11b General condition of this property	81.7%	75.7%	-6.0%*
Q24e The quality of repair work	86.9%	80.9%	-6.0%*
Q22 Repairs and maintenance overall	80.5%	74.9%	-5.6%*
Q24c The speed at which work was completed	87.9%	82.6%	-5.3%*
Q12e How enquiries are dealt with generally	76.4%	71.1%	-5.3%*
Q26 Satisfaction that views are being taken into account by HA	60.4%	55.0%	-5.4%*
Q21 Satisfaction with final outcome	71.3%	66.0%	-5.3%*
Q12c Satisfaction with support provided to new tenants	45.6%	40.5%	-5.1%*
Q10 Satisfaction with the overall service	84.7%	79.6%	-5.1%*
Q20 Could staff deal with the problem	80.1%	75.3%	-4.8%*
Q11a Overall quality of home	85.3%	81.3%	-4.0%*
Q27 How informed are you kept as a tenant	82.4%	78.4%	-4.0%*
Q19 Were staff contacted helpful	86.1%	82.3%	-3.8%*
Q18 Was getting hold of the right person easy	76.3%	72.8%	-3.5%*
Q11d Value for money for your rent	82.8%	80.0%	-2.8%
Q12b Satisfaction with advice on moving home	38.9%	36.5%	-2.4%
Q24f Keeping dirt to a minimum	91.3%	89.2%	-2.1%
Q24a Being told when workers would call	85.0%	83.1%	-1.9%
Q12a Satisfaction with advice on rent payments	75.1%	73.3%	-1.8%
Q24d The attitude of workers	93.4%	92.3%	-1.1%
Q33 Likelihood of moving home	21.1%	20.6%	-0.5%

*Significant difference

