

# Magna Housing Association

## STATUS Survey 2010

*Sheltered tenants*

*Final report*



July 2010

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**1 SUMMARY OF MAIN FINDINGS**

## **Equality and diversity**

22% of respondents were aged under 65, 31% were aged 65-74, 30% were aged 75-84 and 18% were aged 85+.

45% of respondents were male and 55% female.

79% described themselves as heterosexual and 17% ticked the 'Prefer not to say' option for this question.

Over 8 in 10 residents (83%) described themselves as Christian, 10% said that they were not religious and 5% ticked the 'Prefer not to say' option.

According to the Housing Corporation definition, 98% of the sample is classified as Non-BME, while 2% are defined as BME.

Over one in six respondents (64%) said that someone in their household had a long-term illness, health problem or disability. Just over one in ten respondents (11%) said that someone in their household uses a wheelchair.

16% of households had been tenants of Magna Housing Association for 2 years or less, 40% had been tenants of Magna Housing Association for between 3 and 10 years, and 42% had been tenants for over 10 years.

Around three quarters of respondents (73%) said that they receive housing benefit.

83% of respondents said they receive a state pension, 32% said they receive a pension from a former employer and a further 31% said they receive other state benefits.

Respondents were then asked which bracket their income fell into. The majority of respondents (58%) said £5,200 - £10,399.

## **Satisfaction with property and area**

Tenants were asked how satisfied or dissatisfied they are with Magna Housing Association as a landlord. 94% were either very or fairly satisfied, and 3% were dissatisfied.

Levels of satisfaction with the home and neighbourhood were high:

- 96% were satisfied with the overall quality of their home (2% dissatisfied)
- 95% were satisfied with the neighbourhood as a place to live (2% dissatisfied)
- 92% were satisfied with the general condition of their property (5% dissatisfied)
- 91% were satisfied with value for money for their rent (3% dissatisfied).
- 89% were satisfied with the security and safety of their home (8% dissatisfied)

Tenants were asked to rate a number of services provide by Magna Housing Association. Generally speaking responses were positive:

- 88% were satisfied with the alarm call system (3% dissatisfied)
- 84% were satisfied with how enquiries are dealt with generally (7% dissatisfied)
- 78% were satisfied with advice on rent payments (2% dissatisfied)
- 64% were satisfied with advice on benefits (4% dissatisfied)
- 53% were satisfied with support provided to vulnerable tenants (5% dissatisfied)

- 56% were satisfied with support provided to new tenants (6% dissatisfied)
- 40% were satisfied with advice on moving home (5% dissatisfied).

Respondents were asked to rate accessibility to their building, inside their building and to their home. The outcome was very positive:

- 94% rated the ease of access inside their building positively (2% negative)
- 94% rated the ease of access to their home positively (4% negative)
- 91% rated the ease of access to the building positively (6% negative).

The most important feature of tenants housing provision was repairs and maintenance (75%); this was followed by the overall quality of your home (48%) and keeping tenants informed (36%).

The main areas of neighbourhood issues were:

- Car parking: 38%
- Rubbish or litter: 10%
- Pets and animals: 9%
- Noise from traffic: 6%.
- Disruptive children / teenagers: 5%
- Noisy Neighbours: 5%

### **Home help and care services**

Over eight in ten households (81%) had not received home help or care services. 15% received home help or care services from other sources and 2% did so from Magna Housing Association. 1% were unsure.

Respondents who receive home help or care services were asked how satisfied or dissatisfied they are with the services. Satisfaction was high for all services with cleaning (78%), bathing (63%) and dressing (59%) receiving the highest level of satisfaction.

### **Emergency call system**

95% of the sample said that they have an emergency alarm call system. Of these 37% had used the system in the last 12 months, (31% had used it for themselves or another household member and 7% had used it for a neighbour or visitor). 32% of respondents with an emergency call system had never used it.

Of those who had used the emergency call system in the last 12 months, 86% said that emergency alarm call staff answered their call, 3% said the scheme manager answered their call, 2% said someone else answered their call and 10% did not know who answered their call.

Those who had used the emergency alarm system in the last 12 months were asked how satisfied they were with the speed of response to the call and the helpfulness of staff:

- 94% were satisfied with the speed of response (4% dissatisfied)
- 94% were satisfied with the helpfulness of the staff (3% dissatisfied).

## **Scheme manager & communal facilities**

61% of respondents said they have a scheme manager; of these, 8% live at the scheme, 28% visit every day and 25% visit less frequently.

The scheme managers were generally rated positively, with only small proportions expressing some dissatisfaction and no opinion.

- 88% were satisfied with the helpfulness of the scheme manager (2% dissatisfied)
- 86% were satisfied with the face-to-face contact (2% dissatisfied)
- 86% were satisfied with the frequency of contact (1% dissatisfied)
- 85% were satisfied overall (2% dissatisfied)
- 65% were satisfied with the promotion of social activities (5% dissatisfied).
- 52% were satisfied with contact via the intercom (1% dissatisfied)

## **Contact with Magna Housing Association**

73% of respondents had been in contact with Magna Housing Association in the last 12 months.

Of those respondents who have been in contact with Magna Housing Association in the last 12 months telephone (83%) was by far the most common method of contacting Magna Housing Association, followed by tenants visiting head office (4%).

Repairs (70%) were the most common reason for making contact, followed by rent/housing benefit (7%).

78% of respondents said it was easy to get hold of the right person and 11% said it was difficult.

Nearly nine out of ten (88%) tenants who contacted Magna Housing Association in the last 12 months said they found the staff helpful, 4% said staff were unhelpful.

Around 8 out of 10 tenants (80%) said that staff were able to deal with their problem, while 11% said that staff were unable to deal with their problem.

Just under three quarters of respondents (73%) were satisfied with the final outcome of their contact, while 16% were dissatisfied.

## **Repairs and maintenance**

Tenants were asked how satisfied or dissatisfied they were with how Magna Housing Association deals with repairs and maintenance. Nearly 9 out of 10 (88%) tenants were satisfied, while 8% were dissatisfied

Overall, results were very positive:

- 96% rated the attitude of workers positively (1% negative)
- 94% rated keeping dirt and mess to a minimum positively (2% negative)
- 90% rated speed with which work was completed positively (6% negative)
- 92% rated the overall quality of repair work positively (3% negative)
- 92% rated being told when workers would call positively (5% negative)
- 83% rated time taken before work started positively (12% negative).

## **Communication and information**

Residents were asked which methods of contact they would prefer Magna Housing Association to inform them or consult with them about issues that might affect them . 78% preferred to be notified by letter, 29% by telephone call and 28% by personal visit.

Tenants were then asked how satisfied or dissatisfied they were regarding their views being taken into account by Magna Housing Association. 69% said that they were satisfied, while 10% said that they were dissatisfied and 12% had no opinion.

86% of respondents said that Magna Housing Association was good at keeping them informed about issues that might affect them as a tenant, while 7% said Magna Housing Association were poor at keeping them informed.

## **Anti-social Behaviour**

12% of respondents have experienced ASB while at home in the last year. Of these, just over 7 in 10 respondents (73%) reported the incident to Magna Housing Association, 14% reported it to another organisation and 14% did not report it.

Of the tenants who reported the ASB to Magna Housing Association, 70% (40 people) were happy with the way that Magna Housing Association dealt with or is dealing with the report.

## **Additional Questions**

Respondents were asked if Magna Housing Association had any extra money to spend, what two things should be prioritised. More car parking was the top priority (38%) followed by grounds maintenance (34%).

Respondents were asked whether or not they were aware of various methods for paying their rent. 97% were aware of payments by direct debit, 94% by payment at the Post Office and 93% were aware of being able to pay via cheque. Payment by debit / credit card over the phone (74%) or online (70%) were the methods respondents were least aware of.

All respondents (100%) were satisfied with the choice that is available to them for paying rent.

95% of respondents considered the emergency support service good value for money.

Respondents were then asked whether or not they would communicate with or get information from Magna Housing Association via a list of given methods. Just over half (51%) of respondents said they would use drop-in events as a method for communication and information, 30% said Magna Housing Association's website and a further 30% said via email.

## **2 INTRODUCTION**

Magna Housing Association commissioned Snap Survey's to analyse their 2010 sheltered tenant satisfaction survey (STATUS). This report contains the research findings.

### **2.1 Background**

STATUS is a standard resident satisfaction survey developed by the National Housing Federation (NHF) to be used by housing associations, local authorities and Arms Length Management Organisations (ALMOS). Registered Social Landlords (RSLs) are required to carry out STATUS at least once every three years, although some choose to do so more frequently. The primary purpose of STATUS 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 landlords and over time.

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

### **2.2 Methodology and sampling**

On 28 May 2010 Magna Housing Association sent a copy of the sheltered STATUS questionnaires to all 1,409 of their sheltered tenants. The survey was closed on 25 June 2010 having achieved an overall response rate of 51% (724 completed questionnaires).

### **2.3 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 was allowed to give more than one answer to the question.

Furthermore, the report is often based 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%
<b>Sample size:</b>	±%	±%	±%
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

## 2.4 Structure of this report

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

- Equality, diversity and respondent profile
- Satisfaction with property and area
- Home help and care services
- Emergency call system
- Scheme manager & communal facilities
- Contact with Magna Housing Association
- Repairs and maintenance
- Communication and information
- Anti-social Behaviour
- Additional Questions
- Other Comments
- Further Analysis
- Benchmarking

### 3 EQUALITY, DIVERSITY AND RESPONDENT PROFILE

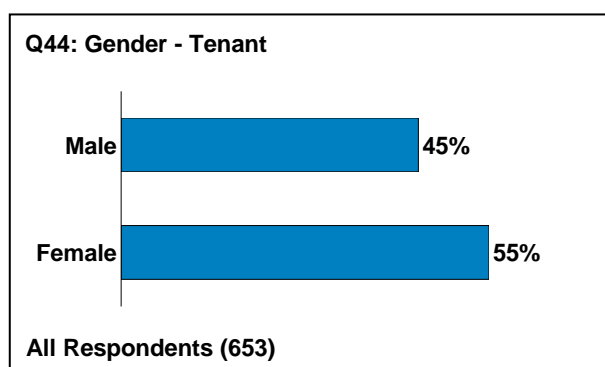
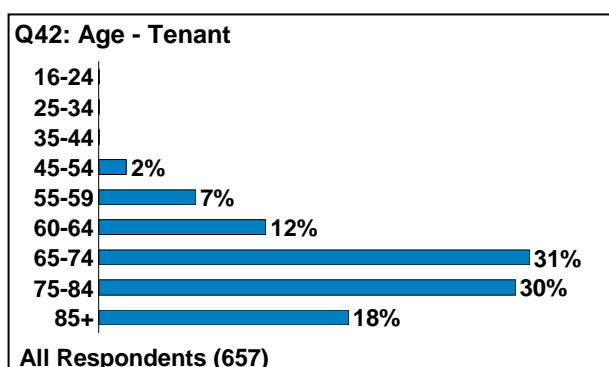
#### 3.1 Introduction

This section of the report profiles respondent gender, age, religion, sexual orientation, ethnicity and incidence of illness/disability. It also reports on length of tenancy and housing benefit.

All questions in the survey have been broken down by the diversity groups to enable comparisons between subgroups. We have only commented on differences between subgroups where they are statistically significant.

#### 3.2 Age & gender profile

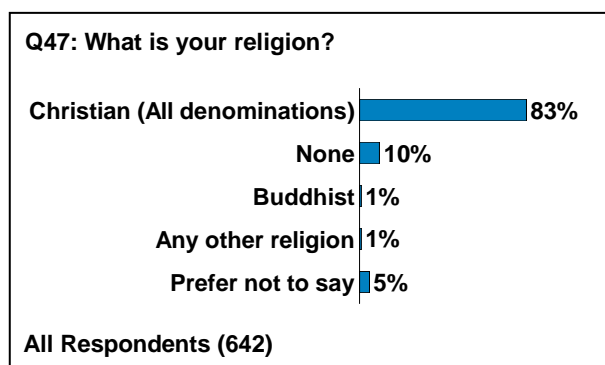
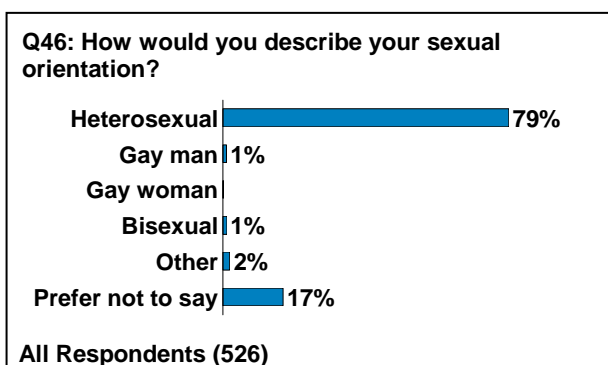
22% of respondents were aged under 65, 31% were aged 65-74, 30% were aged 75-84 and 18% were aged 85+. 45% of respondents were male and 55% female.



#### 3.3 Sexual orientation and religion

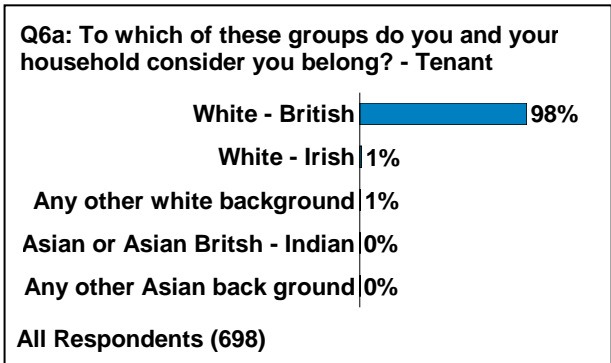
79% described themselves as heterosexual and 17% ticked the 'Prefer not to say' option for this question.

Over 8 in 10 residents (83%) described themselves as Christian, 10% said that they were not religious and 5% ticked the 'Prefer not to say' option.



### 3.4 Ethnicity

Since April 2006, the Housing Corporation has included all tenants that are not white-British in its BME definition. According to this definition, 98% of the sample is classified as Non-BME while 2% are defined as BME.

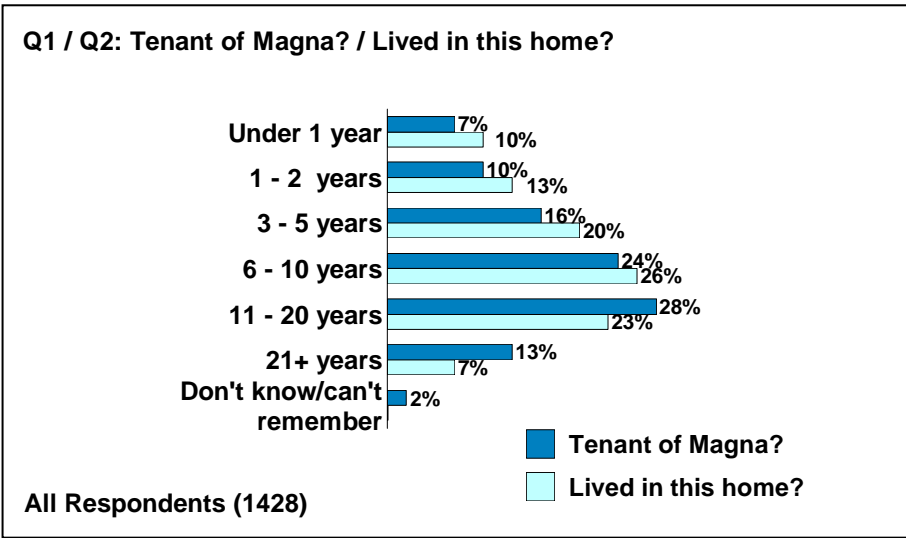


### 3.5 Disability

Over one in six respondents (64%) said that someone in their household had a long-term illness, health problem or disability. Just over one in ten respondents (11%) said that someone in their household uses a wheelchair.

### 3.6 Length of tenure

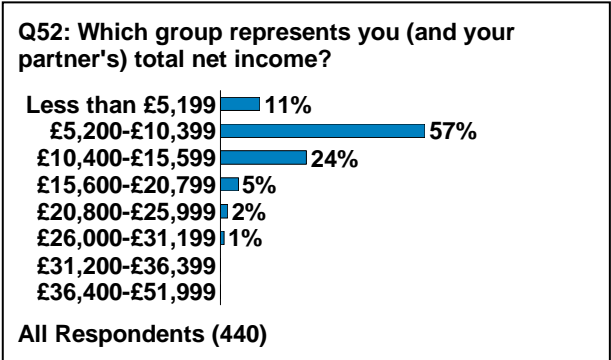
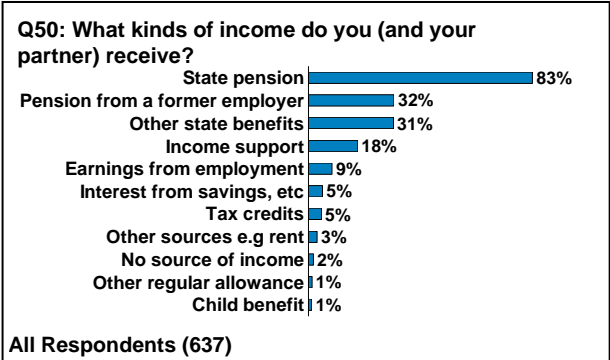
16% of households had been tenants of Magna Housing Association for 2 years or less, 40% had been tenants of Magna Housing Association for between 3 and 10 years, and 42% had been tenants for over 10 years.



### 3.7 Housing benefit and income

Around three quarters of respondents (73%) said that they receive housing benefit. Those with a disability (77%) were more likely to receive housing benefit than those without a disability (66%) as were females (77%) compared with males (68%).

Respondents were asked what types of income they received. 83% of respondents said they receive a state pension, 32% said a pension from a former employer and a further 31% said they receive other state benefits.



Respondents were then asked which bracket their income fell into. The majority of respondents (58%) received £5,200 - £10,399.

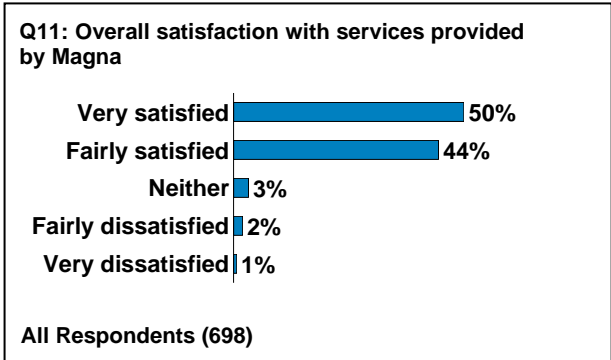
## 4 SATISFACTION WITH PROPERTY AND AREA

### 4.1 Introduction

This section looks at satisfaction with Magna Housing Association as a landlord as well as factors such as satisfaction with the accommodation, neighbourhood and value for money. It also looks at satisfaction with advice / support provided by Magna Housing Association, ease of access to the property, most important features of housing provision and neighbourhood problems.

### 4.2 Overall satisfaction with Magna Housing Association

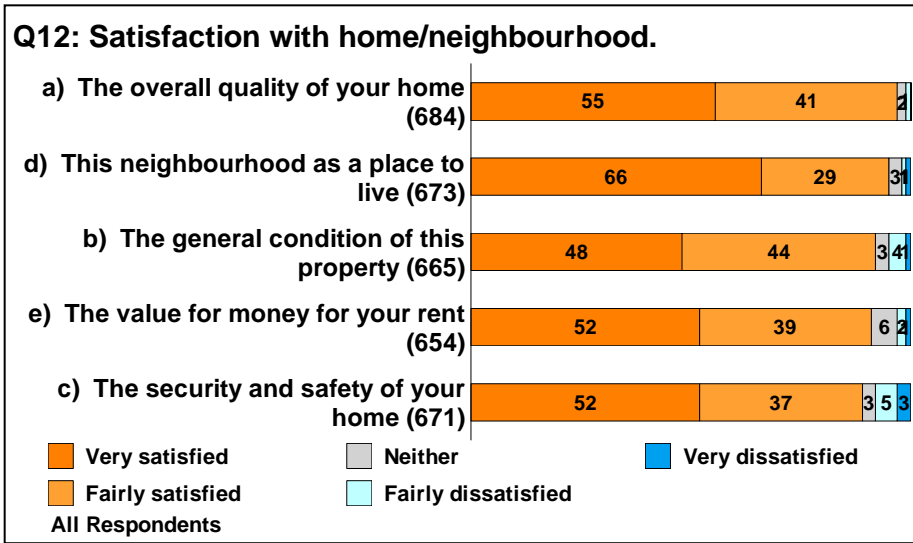
Tenants were asked how satisfied or dissatisfied they are with Magna Housing Association as a landlord. 94% were either very or fairly satisfied, and 3% were dissatisfied.



### 4.3 Satisfaction with home and neighbourhood

Levels of satisfaction with the home and neighbourhood were high:

- 96% were satisfied with the overall quality of their home (2% dissatisfied)
- 95% were satisfied with the neighbourhood as a place to live (2% dissatisfied)
- 92% were satisfied with the general condition of their property (5% dissatisfied)
- 91% were satisfied with value for money for their rent (3% dissatisfied).
- 89% were satisfied with the security and safety of their home (8% dissatisfied)



**4.4 Satisfaction with services**

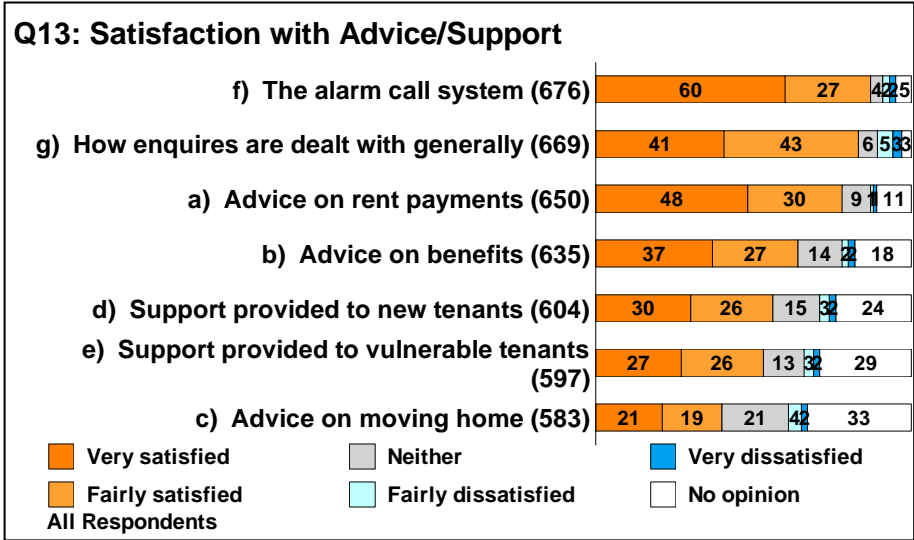
Tenants were asked to rate a number of services provide by Magna Housing Association. Since not all residents will have received the services, STATUS surveys offer the option of ticking a No opinion code. Generally speaking responses were positive:

- 88% were satisfied with the alarm call system (3% dissatisfied)
- 84% were satisfied with how enquiries are dealt with generally (7% dissatisfied)
- 78% were satisfied with advice on rent payments (2% dissatisfied)
- 64% were satisfied with advice on benefits (4% dissatisfied)
- 53% were satisfied with support provided to vulnerable tenants (5% dissatisfied)
- 56% were satisfied with support provided to new tenants (6% dissatisfied)
- 40% were satisfied with advice on moving home (5% dissatisfied).

When comparing satisfaction levels, females were generally more likely to be satisfied than male respondents with advice on benefits, as were older respondents compared with younger age groups.

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

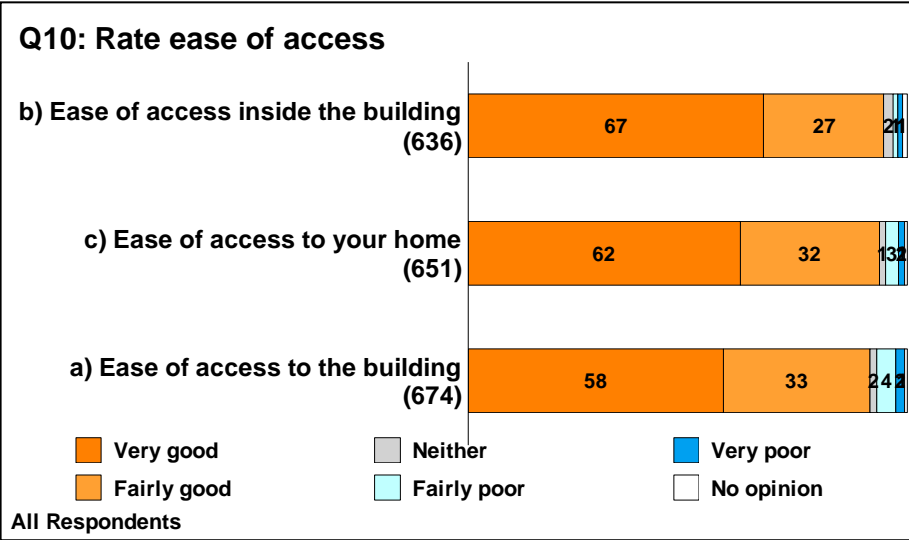
- Advice on moving home: 33% no opinion
- Support provided to vulnerable tenants: 29% no opinion.
- Support provided to new tenants: 24% no opinion



### 4.5 Ease of access

Respondents were asked to rate accessibility to their building, inside their building and to their home. The outcome was very positive:

- 94% rated the ease of access inside their building positively (2% negative)
- 94% rated the ease of access to their home positively (4% negative)
- 91% rated the ease of access to the building positively (6% negative).



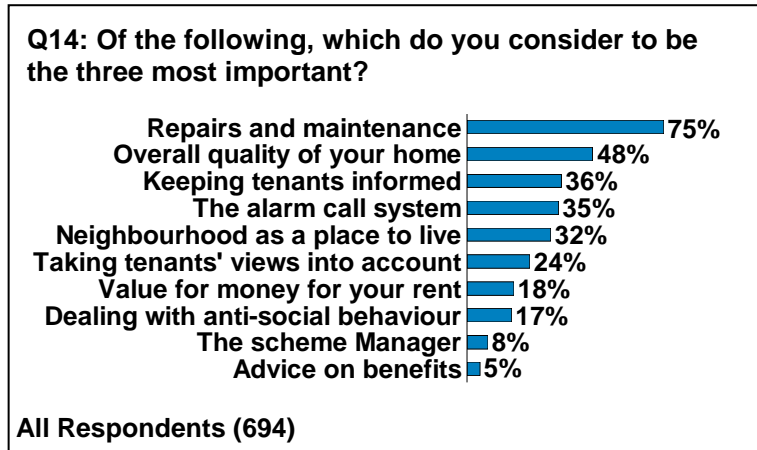
Those households with a wheelchair user were marginally less positive than those without, as would be expected. This is shown in the table below:

% Satisfied	Total	Wheelchair user in home	No wheelchair user in home
Ease of access to the building	91%	91%	92%
Ease of access inside the building	94%	85%*	96%*
Ease of access inside the home	94%	89%	94%

\*Significant

#### 4.6 Most important features of housing provision

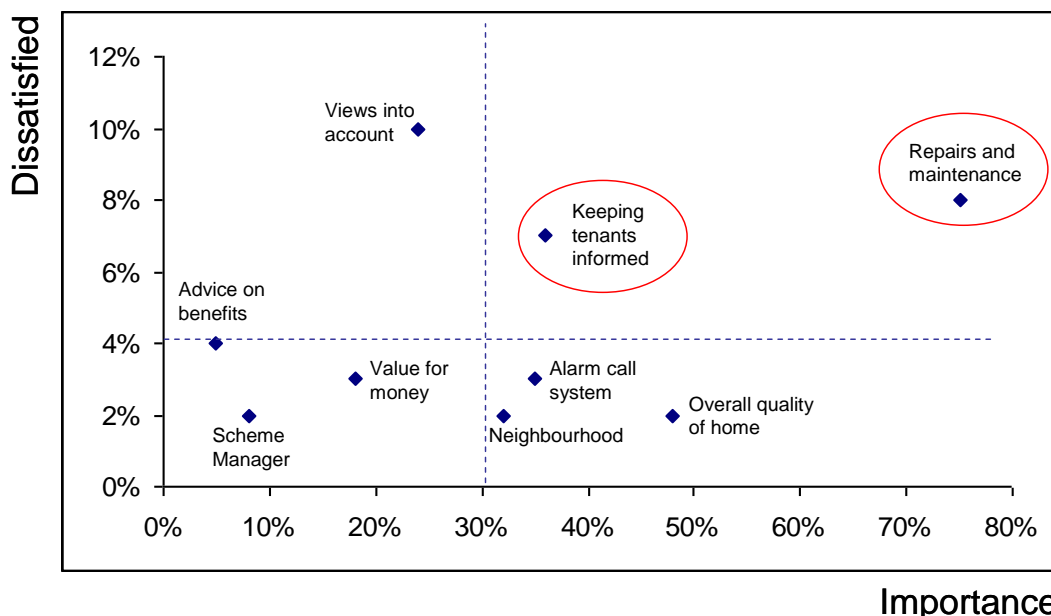
Tenants were given a list of features of social housing provision and were asked to tick the three that they consider to be the most important. The most important feature was repairs and maintenance (75%); this was followed by the overall quality of your home (48%) and keeping tenants informed (36%).



Female respondents (40%) were significantly more likely than male respondents (29%) to say that the alarm call system was important as were older respondents compared with younger respondents.

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.

Both keeping tenants informed and repairs and maintenance received high proportions of dissatisfaction and high levels of importance and therefore could be a key area to focus upon.



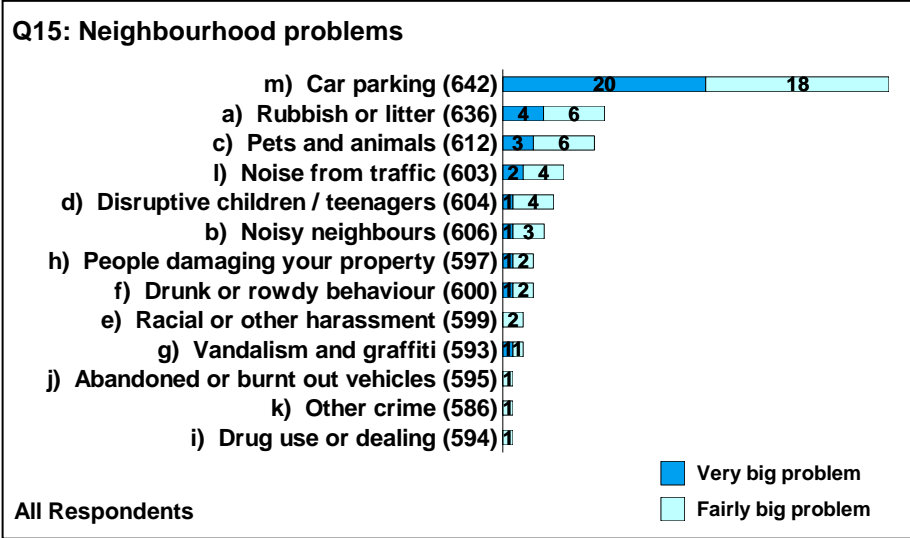
Factors plotted in the top left hand corner are of below average below importance but receive above average dissatisfaction levels. Therefore, as an RSR indicator, Magna Housing Association will need to monitor dissatisfaction levels with taking tenants views into account over time to ensure performance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

Association’s strengths in that they are managing dissatisfaction levels amongst the most important features.

**4.7 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 areas are summarised below (in terms of the proportion saying that each were a very big or fairly big problem):

- Car parking: 38%
- Rubbish or litter: 10%
- Pets and animals: 9%
- Noise from traffic: 6%.
- Disruptive children / teenagers: 5%
- Noisy Neighbours: 5%



## 5 HOME HELP AND CARE SERVICES

### 5.1 Introduction

This section looks at how satisfied or dissatisfied residents who receive home help and care services are with those services.

### 5.2 Satisfaction with care services

Over eight in ten households (81%) had not received home help or care services. 15% received home help or care services from other sources and 2% received help or care services from Magna Housing Association. 1% were unsure.

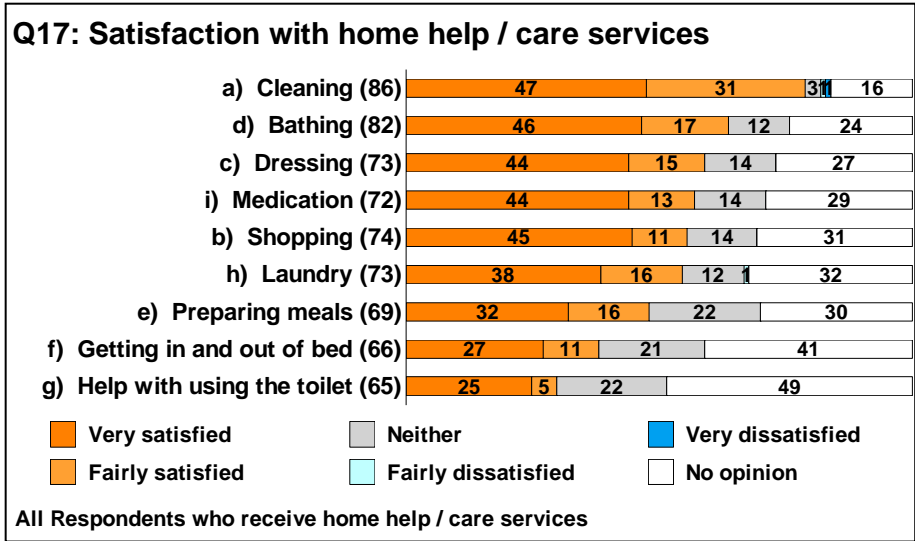
Respondents who receive home help or care services were asked how satisfied or dissatisfied they are with the services. Satisfaction was high for all services with cleaning (78%), bathing (63%) and dressing (59%) receiving the highest level of satisfaction.

Few respondents were dissatisfied with home help or care services. A large proportion of respondents did however tick the no opinion option:

Help with using the toilet: 49% no opinion

Getting in and out of bed: 41% no opinion

Laundry: 32% no opinion



With the exception of dressing, the 75 – 84 age group were less satisfied with the home help or care services than all other age groups.

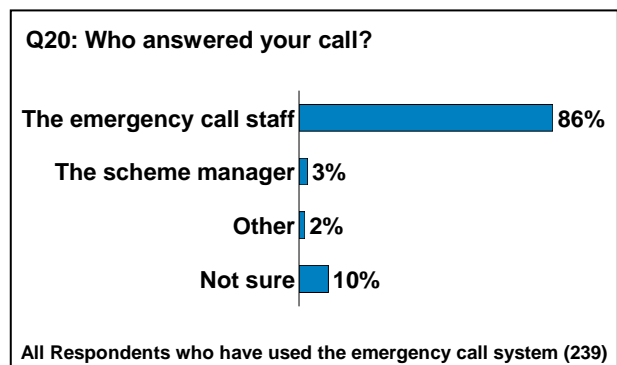
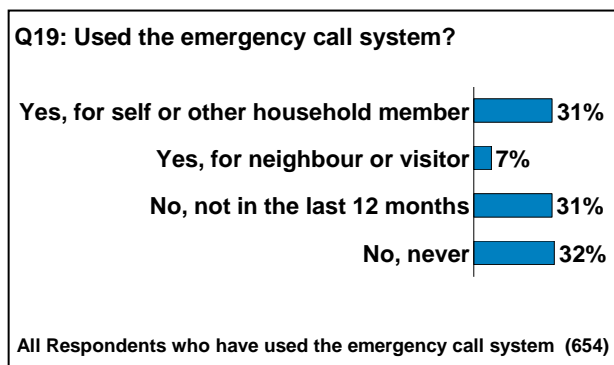
## 6 EMERGENCY CALL SYSTEM

### 6.1 Introduction

This section looks at use of the emergency call system, and for those who have used the system; who answered the call and satisfaction with how the call was handled.

### 6.2 Use of the emergency alarm call system

95% of the sample said that they have an emergency alarm call system. Of these 37% had used the system in the last 12 months, (31% had used it for themselves or another household member and 7% had used it for a neighbour or visitor). 32% of respondents with an emergency call system had never used it.

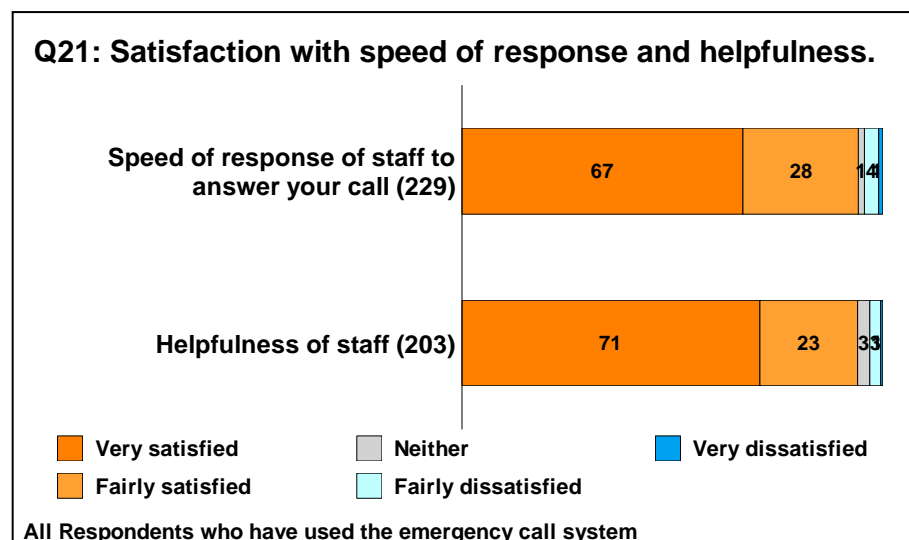


Of those who had used the emergency call system in the last 12 months, 86% said that emergency alarm call staff answered their call, 3% said the scheme manager answered their call, 2% said someone else answered their call and 10% did not know who answered their call.

Male respondents (41%) were significantly less likely than female respondents (24%) to have used the emergency call system in the past 12 months.

Those who had used the emergency alarm system in the last 12 months were asked how satisfied they were with the speed of response to the call and the helpfulness of staff:

- 94% were satisfied with the speed of response (4% dissatisfied)
- 94% were satisfied with the helpfulness of the staff (3% dissatisfied).



Those aged under 65 were less likely to be satisfied than those aged 65 and over.

Satisfaction was higher with the speed of response when the call was answered by emergency call staff but satisfaction with the helpfulness of staff was higher when the scheme manager answered the call.

<b>% Satisfied</b>	<b>Total</b>	<b>Emergency call staff</b>	<b>Scheme manager</b>
<b>Speed of response of staff to answer your call</b>	94%	96%	83%
<b>Helpfulness of staff</b>	94%	95%	100%

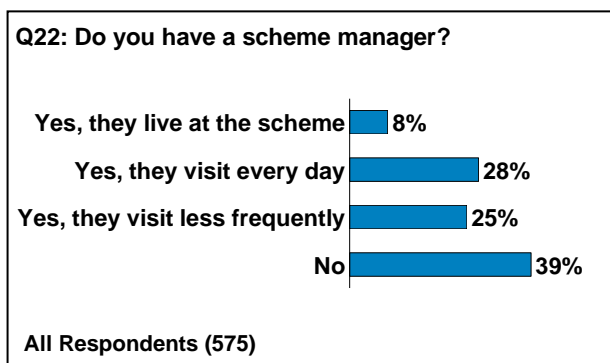
Not significant

## 7 SCHEME MANAGER & COMMUNAL FACILITIES

### 7.1 Introduction

This section looks at whether or not respondents have a scheme manager, and if so, how satisfied they are with their scheme manager.

61% of respondents said they have a scheme manager; of these, 8% live at the scheme, 28% visit every day and 25% visit less frequently.

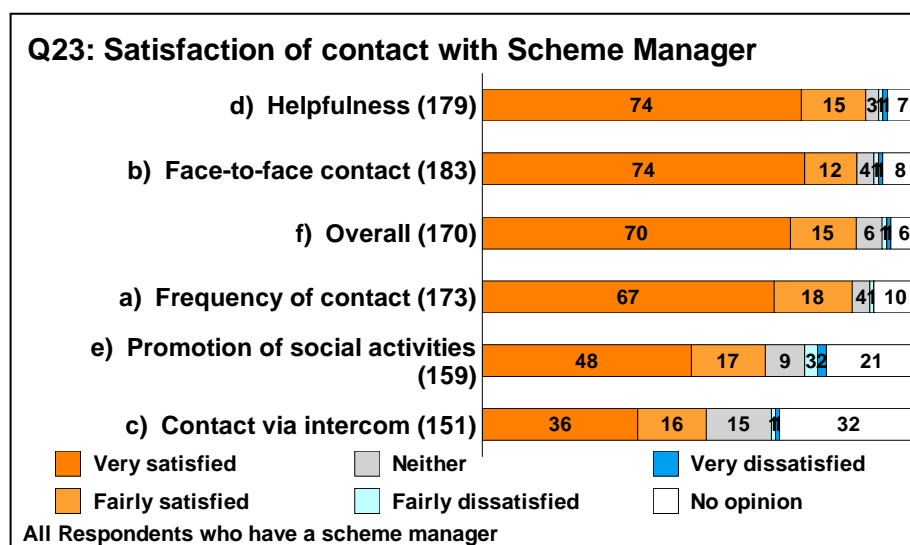


Respondents aged 85 and over were significantly more likely to have a scheme manager who visits every day than younger respondents.

### 7.2 Satisfaction with services

The scheme managers were generally rated positively, with only small proportions expressing some dissatisfaction and no opinion.

- 88% were satisfied with the helpfulness of the scheme manager (2% dissatisfied)
- 86% were satisfied with the face-to-face contact (2% dissatisfied)
- 86% were satisfied with the frequency of contact (1% dissatisfied)
- 85% were satisfied overall (2% dissatisfied)
- 65% were satisfied with the promotion of social activities (5% dissatisfied).
- 52% were satisfied with contact via the intercom (1% dissatisfied)



## 8 CONTACT WITH MAGNA HOUSING ASSOCIATION

### 8.1 Introduction

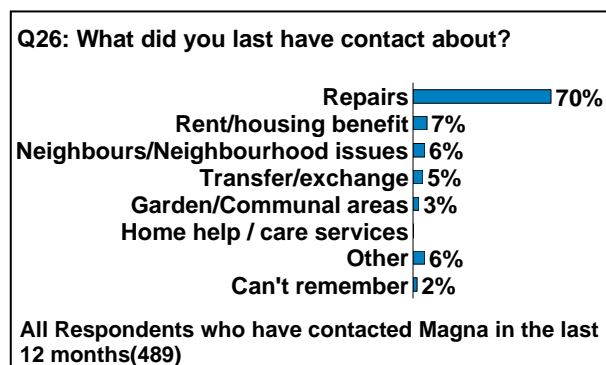
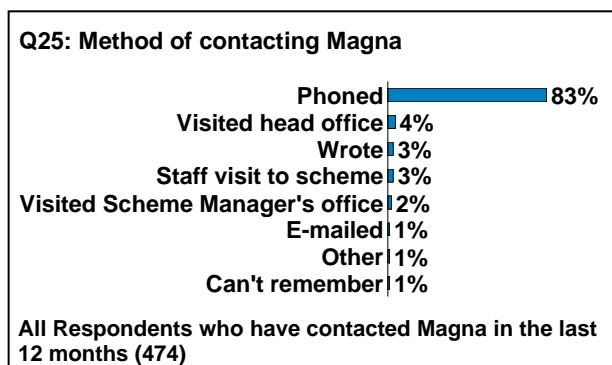
This section looks at contact with Magna Housing Association in terms of how tenants have had contact, what they had contact about and the quality of service they received when making contact.

### 8.2 Method of and reason for last contact

73% of respondents had been in contact with Magna Housing Association in the last 12 months.

Of those respondents who have been in contact with Magna Housing Association in the last 12 months telephone (83%) was by far the most common method of contacting Magna Housing Association, followed by tenants visiting head office (4%).

Repairs (70%) were the most common reason for making contact, followed by rent/housing benefit (7%).



A selection of responses for other reasons for contact with Magna Housing Association about can be found below. A full list is available in the appendix.

"Animals in loft space"

"Building security"

"Car parking bay"

"Communal metre reads"

"Lack of communication, lack of support and care in situation, lack of consultation."

"Never had six weeks or nine months visits from housing officer; which we should have had in 1st year"

"Replacement doors"

"To find new home"

"To make formal complaint"

"TV license"

"Water charge"

"Window, for kitchen window"

"Yes, lost keys"

The table below shows the different methods that tenants used when making contact with Magna Housing Association. 91% of those who last contacted their landlord about repairs did so by phone.

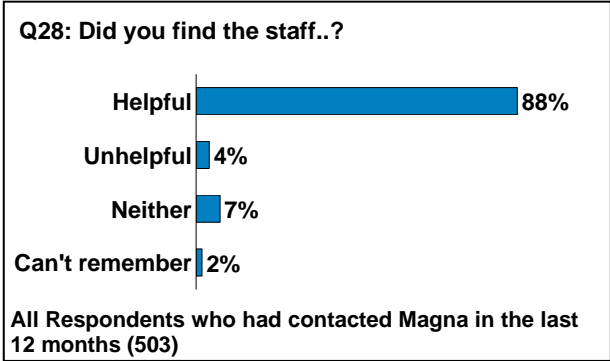
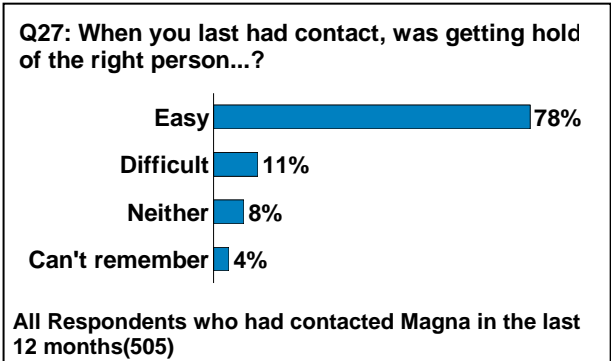
	Repairs (317)	Rent/ housing benefit (32)	Transfer/ exchange (24)	Neighbours (26)	Garden / Communal areas (14)	Other (18)
Phone	91%	88%	63%	58%	50%	61%
Visit head office	2%	6%	21%	12%	14%	4%
Wrote	1%	-	8%	12%	14%	18%
Staff visit to scheme	2%	-	4%	4%	-	7%
Visit scheme managers office	1%	3%	-	12%	-	4%
Other	1%	3%	4%	-	-	4%

NB Low base numbers

### 8.3 Quality of contact

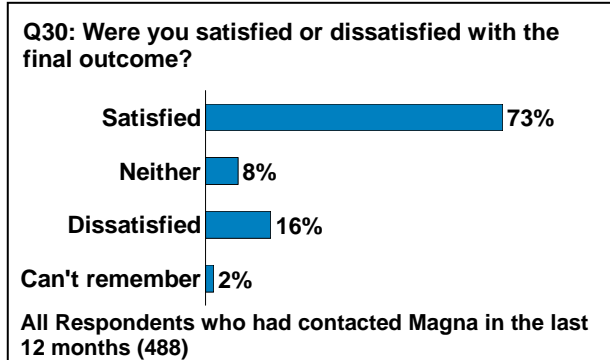
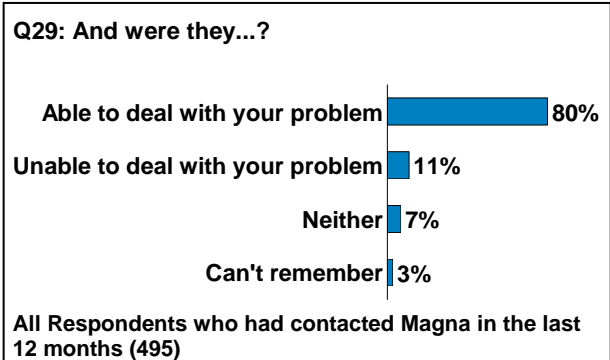
78% of respondents said it was easy to get hold of the right person and 11% said it was difficult.

Nearly nine out of ten (88%) tenants who contacted Magna Housing Association in the last 12 months said they found the staff helpful, 4% said staff were unhelpful.



Around 8 out of 10 tenants (80%) said that staff were able to deal with their problem, while 11% said that staff were unable to deal with their problem.

Just under three quarters of respondents (73%) were satisfied with the final outcome of their contact, while 16% were dissatisfied.



## 8.4 Contact with Magna Housing Association - Summary

The table below shows that the quality of service provided to tenants varies depending on the method.

	Phone	Visit HQ	Visit SM	Wrote	E-mailed	Staff visit	Other
<b>% Easy to get hold of right person</b>	79% (305)	95% (20)	70% (7)	50% (7)	71% (5)	62% (8)	71% (5)
<b>% Helpful</b>	90% (343)	95% (20)	89% (8)	50% (7)	71% (5)	100% (13)	100% (7)
<b>% Able to deal with problem</b>	82% (311)	95% (20)	80% (8)	50% (6)	57% (4)	69% (9)	86% (6)
<b>% Satisfied</b>	75% (282)	85% (17)	89% (8)	21% (3)	43% (3)	82% (9)	86% (6)

NB: Low base sizes

The following table looks at the quality of service people received when contacting Magna Housing Association about different issues. It shows that those who contacted Magna Housing Association about repairs or rent or benefits had a generally more positive than those who contacted about other issues.

	Repairs	Rent/ benefit	Transfer/ exchange	Neighbo urhood	Garden / Communal Areas	Other
<b>% Easy to get hold of right person</b>	83% (279)	91% (29)	75% (18)	75% (21)	71% (12)	48% (15)
<b>% Helpful</b>	92% (310)	100% (33)	83% (19)	74% (20)	76% (13)	65% (20)
<b>% Able to deal with problem</b>	86% (287)	94% (30)	78% (18)	54% (14)	69% (11)	47% (14)
<b>% Satisfied</b>	80% (261)	94% (30)	68% (15)	46% (13)	60% (9)	43% (13)

NB: Low base sizes

## 8.5 Awareness of complaints procedure

Nearly two thirds of respondents (65%) were aware that their landlord has a formal complaints procedure. Males (71%) were more likely than females (60%) to be aware of the complaints procedure.

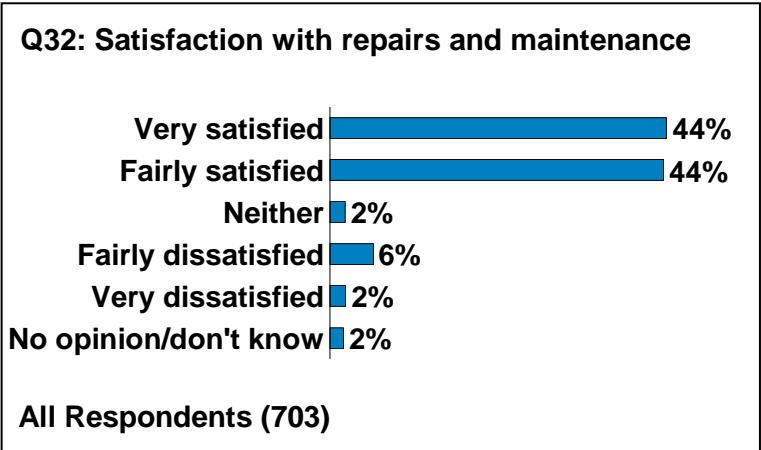
## 9 REPAIRS AND MAINTENANCE

### 9.1 Introduction

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

### 9.2 Overall satisfaction with the repairs and maintenance service

Tenants were asked how satisfied or dissatisfied they were with how Magna Housing Association deals with repairs and maintenance. Nearly 9 out of 10 (88%) tenants were satisfied, while 8% were dissatisfied.



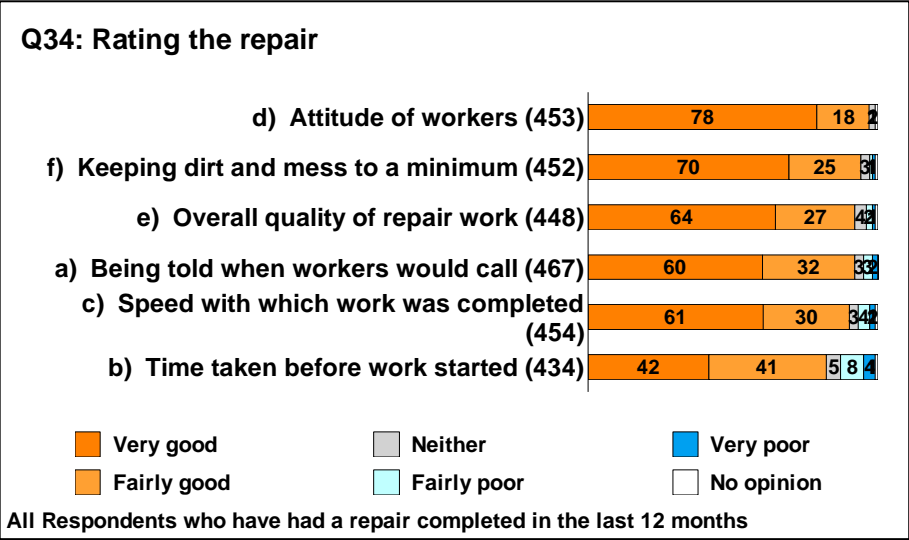
Female respondents (92%) were significantly more likely than male respondents (85%) to be satisfied with repairs and maintenance. Older respondents were also more likely to be satisfied than younger respondents.

### 9.3 Satisfaction with completed repairs

Around 7 in 10 respondents (70%) have had repairs completed in the last 12 months. Respondents who have had repairs completed were asked to rate different elements of the repairs service they received.

Overall, results were very positive:

- 96% rated the attitude of workers positively (1% negative)
- 94% rated keeping dirt and mess to a minimum positively (2% negative)
- 90% rated speed with which work was completed positively (6% negative)
- 92% rated the overall quality of repair work positively (3% negative)
- 92% rated being told when workers would call positively (5% negative)
- 83% rated time taken before work started positively (12% negative).



There were no significant differences of note when comparing subgroups.

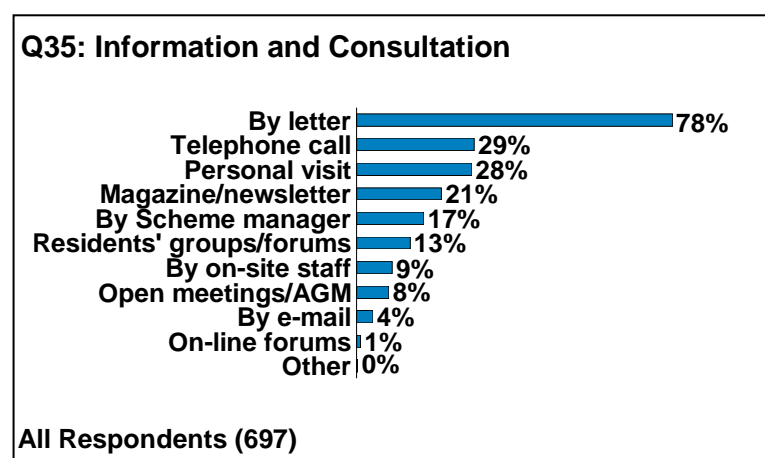
## 10 COMMUNICATION AND INFORMATION

### 10.1 Introduction

This section looks at how respondents prefer to be informed and consulted by Magna Housing Association, their levels of satisfaction with how well they feel 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.

### 10.2 Keeping residents informed

Residents were asked which methods of contact they would prefer Magna Housing Association to inform them or consult with them about issues that might affect them . 78% preferred to be notified by letter, 29% by telephone call and 28% by personal visit.

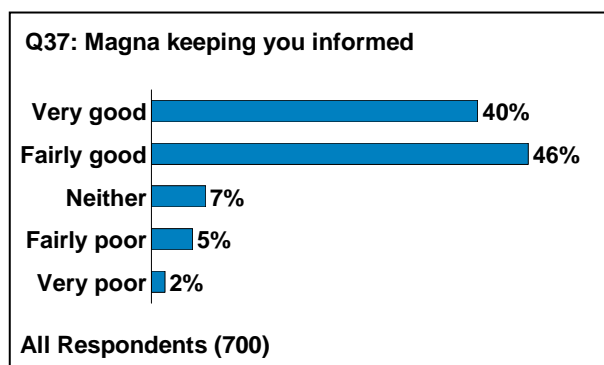
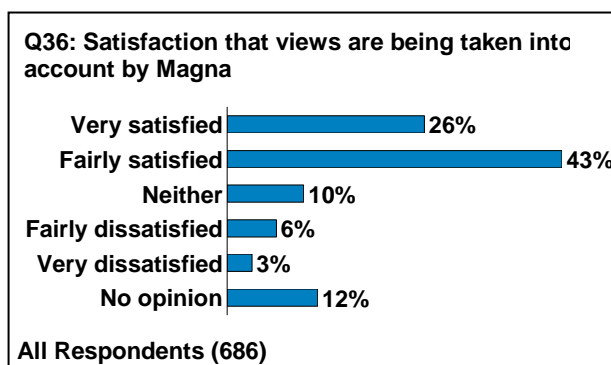


BME respondents (31%) were significantly more likely to say that open meetings / AGM were their preferred method of information and consultation than Non BME tenants (7%).

### 10.3 Information provision and consultation

Tenants were then asked how satisfied or dissatisfied they were regarding their views being taken into account by Magna Housing Association. 69% said that they were satisfied, while 10% said that they were dissatisfied and 12% had no opinion.

Those aged 75-84 (73%) were significantly more likely than those aged under 65 (61%) to be satisfied that their views are being taken into account.



86% of respondents said that Magna Housing Association was good at keeping them informed about

issues that might affect them as a tenant, while 7% said Magna Housing Association were poor at keeping them informed.

## 11 ANTI-SOCIAL BEHAVIOUR

### 11.1 Introduction

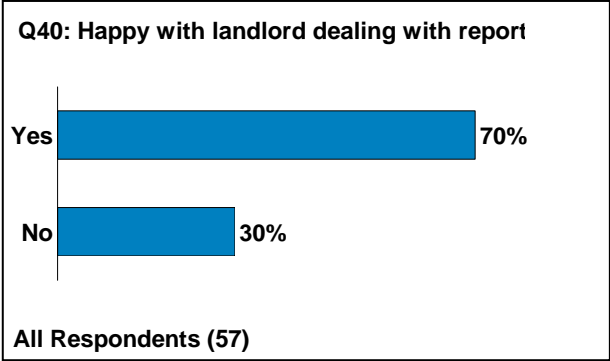
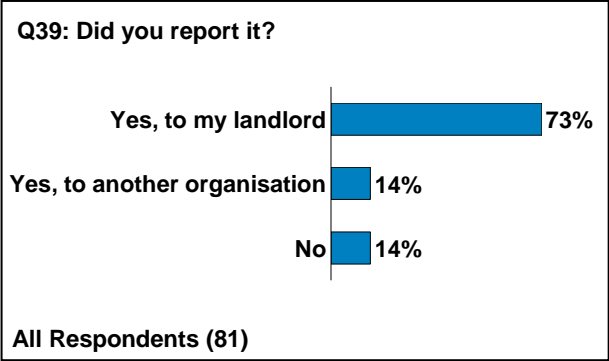
This section looks at whether or not respondents have reported incidences of Anti-social Behaviour (ASB), and whether or not they are/were happy with the way it was dealt with.

### 11.2 Reports of ASB

12% of respondents have experienced ASB while at home in the last year. Of these, just over 7 in 10 respondents (73%) reported the incident to Magna Housing Association, 14% reported it to another organisation and 14% did not report it.

Those aged under 65 (20%) were significantly more likely than other aged groups (7-10%) to have experienced anti-social behaviour in the last 12 months.

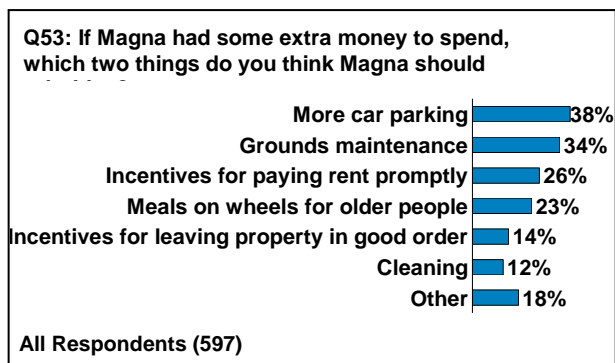
Of the tenants who reported the ASB to Magna Housing Association, 70% (40 people) were happy with the way that Magna Housing Association dealt with or is dealing with the report.



## 12 ADDITIONAL QUESTIONS

Magna Housing Association asked some questions in addition to those which are standard to the STATUS survey.

Respondents were asked if Magna had any extra money to spend, what two things should be prioritised. More car parking was the top priority (38%) followed by grounds maintenance (34%).



Respondents without a disability (19%) were significantly more likely than those with a disability (11%) to think that Magna Housing Association should prioritise incentives for tenants to leave their property in good order.

Males (32%) were significantly more likely than females (22%) to say incentives for paying rent promptly.

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

*"A stair lift"*

*"Arrange for elderly complexes to be gritted during freezing weather. Not leave it to 80/90 year olds"*

*"Decorating the interior of sheltered housing flats"*

*"Enclosed box for all our rubbish and food collection"*

*"Entrances need to be made safer. Front door to flat not very secure."*

*"External appearance of property"*

*"House maintenance, ie: internal services, like heating and heat loss"*

*"Improved insulation"*

*"New boilers fitted, should have all new radiators to complete work"*

*"New kitchens and bathrooms"*

*"Recycling collection for plastics and garden waste"*

*"Reduce service charges"*

*"Stair lifts"*

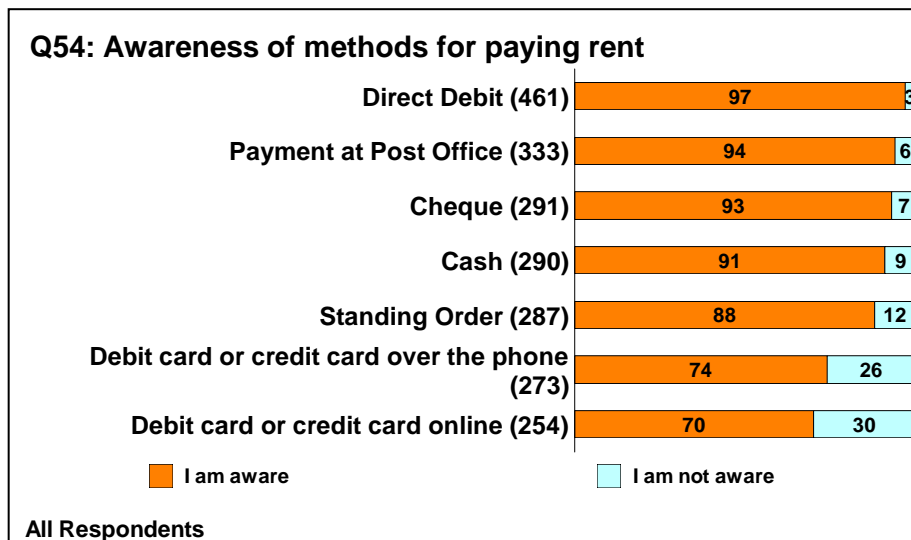
*"Up-to-date heating"*

*"Washing lines"*

*"Wheelchair access"*

## 12.1 Rent Payments

Respondents were asked whether or not they were aware of various methods for paying their rent. 97% were aware of payments by direct debit, 94% by payment at the Post Office and 93% were aware of being able to pay via cheque. Payment by debit / credit card over the phone (74%) or online (70%) were the methods respondents were least aware of.



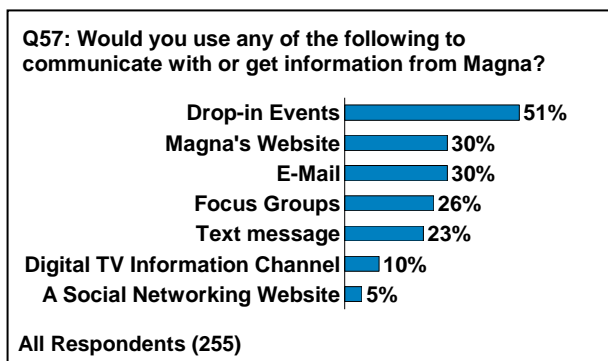
All respondents (100%) were satisfied with the choice that is available to them for paying rent.

## 12.2 Emergency Visiting Support Services

95% of respondents considered the emergency support service good value for money. Females (97%) were more likely than males (93%) to say that it was good value for money.

## 12.3 Communication and Information

Respondents were then asked whether or not they would communicate with or get information from Magna Housing Association via a list of given methods. Just over half (51%) of respondents said they would use drop-in events as a method for communication and information, 30% said Magna Housing Association's website and a further 30% said via email.



There were a few significant differences of note when looking at subgroups:

Those with a disability (60%) were significantly more likely than those without a disability (37%) to use drop-in events. Those without a disability (40%) were significantly more likely than those with a disability (24%) to use e-mail.

## 13 RESPONDENTS COMMENTS

### 13.1 Introduction

Respondents were asked whether or not they had any other comments regarding their home and / or services Magna Housing Association provides.

### 13.2 Comments

A selection of comments are shown below, a full list can be found in the appendix.

*"As a disabled person, a shower would have been better than a bath when the kitchen and bathrooms were refurbished."*

*"Beautiful little home. Wardens are really good and helpful. Services are fine. Thanks Magna"*

*"Cleaning!! We pay this in our rent! It is hit and miss, I have had to clean the hallways myself. I am 63 years old- this is a mess- please put it right. I am in sheltered accommodation."*

*"Gardens could be better looked after"*

*"I am very pleased with my home."*

*"I am very satisfied with the services my housing association provides. The only little thing about the property; it tends to feel a little damp."*

*"I feel the heating is inadequate and very poor in the winter. The storage heaters are not very good for daytime use and why should I have to supply (out of my own pocket) additional heaters?"*

*"I would like a safe front door. Also maintenance of guttering is a problem. However, overall I feel Magna Housing Association do good work on the properties, and like anything we may purchase for our homes, all needs updating at times and I can only say "Thank you" for my lovely home."*

*"Our flats are on a public footpath and youths are sometimes rowdy and kick footballs at the windows and sometimes stones. We have had plants stolen or pulled up & scattered along the path, which disheartens our attempts to make the area attractive."*

*"Magna Housing Association is improving tremendously. We are consulted about everything effecting us. Most tenants can get all the help they need, especially the elderly or disabled living on sheltered housing schemes. I love my little home."*

*"New doors were promised about 4 years ago, still not done. The police have been around and told us they are not safe, and being old people living in the close, it is very worrying. Please can the doors be done now- to help keep it safe."*

*"Repairs: tend to waste time and money trying to make do, rather than replace the part immediately; only to call more times with the same problem."*

*"Sometimes information etc. proves to be rather ambiguous."*

*"The roads on the site seem very much in need of repair, and two rails provided for steps two different levels would be useful"*

*"We were delighted with the update of the kitchen and bathroom, just recently completed. We have some very large cracks appearing in our bungalow and no one wants to make any plans to get them sorted."*

## 14 FURTHER ANALYSIS

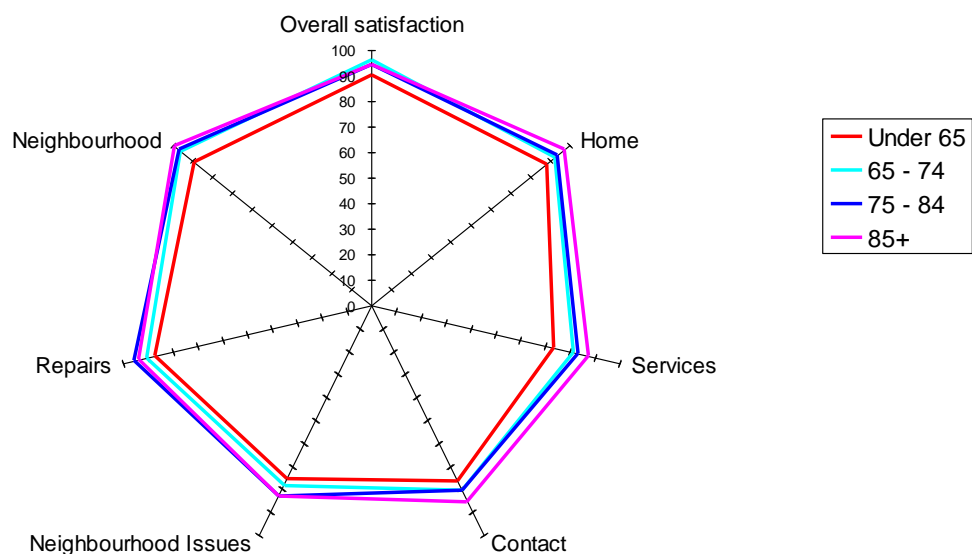
### 14.1 Introduction

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 benefits, advice on moving home, support provided to new tenants, support provided to vulnerable tenants, the alarm call system 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

### 14.2 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 85 and over are consistently more positive than younger groups.



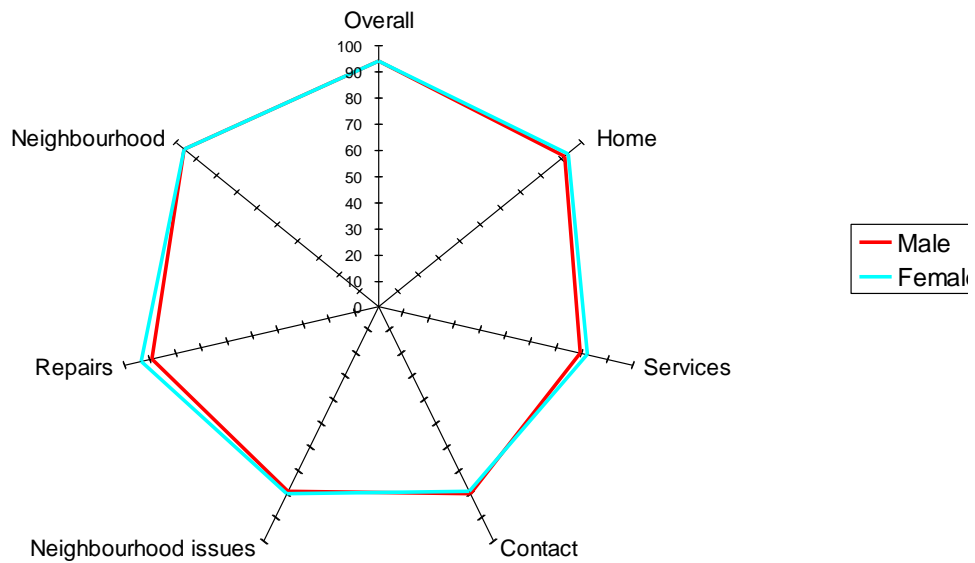
### 14.3 Ethnicity

The analysis has been repeated for BME and Non-BME tenants.



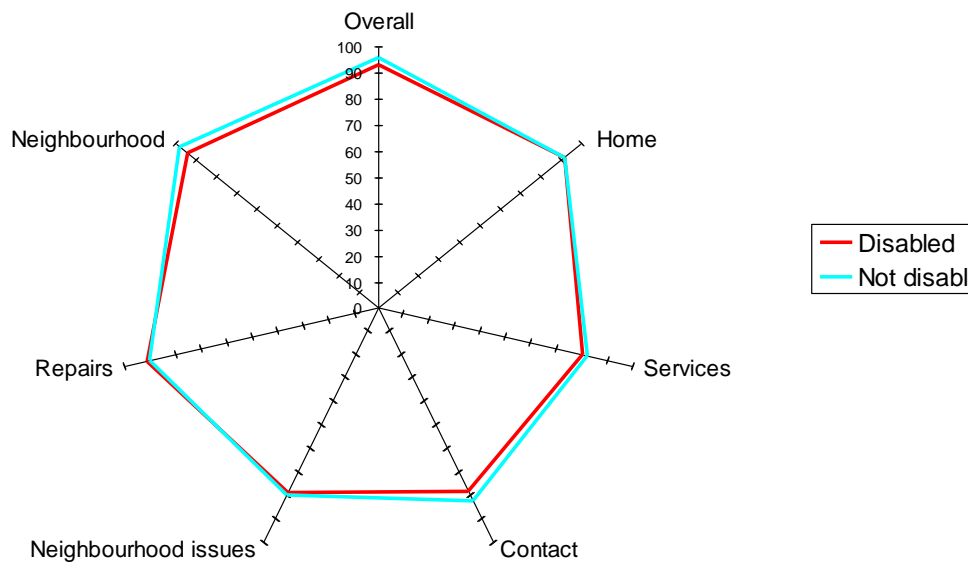
### 14.4 Gender

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



## 14.5 Disability

The analysis is repeated for whether or not respondents classed themselves as disabled. Respondents without a disability were generally more positive than those with disability.



## 15 BENCHMARKING

### 15.1 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.

### 15.2 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 satisfaction with care services, in particular bathing (5% above average) and dressing (2.4% above average).

<b>Positive Differences</b>			
<b>Question</b>	<b>Average</b>	<b>Magna Housing Association</b>	<b>Difference</b>
<b>Q16d Satisfaction with the bathing (care services)</b>	58.4	63.4	5.0
<b>Q16c Satisfaction with the dressing (care services)</b>	56.5	58.9	2.4
<b>Q22e Satisfaction with promotion of social activities</b>	62.5	64.8	2.3
<b>Q11d The neighbourhood as a place to live</b>	93.8	95.4	1.6
<b>Q16a Satisfaction with the cleaning (care services)</b>	76.8	77.9	1.1
<b>Q33a Rate being told when workers would call</b>	91.5	92.3	0.8
<b>Q20a Satisfaction with speed of response of staff to answer your call</b>	93.6	94.3	0.7
<b>Q10 Satisfaction with the overall service?</b>	93.3	94.0	0.7
<b>Q9c Ease of access to your home</b>	93.1	93.5	0.4
<b>Q11a Overall quality of home</b>	95.9	96.2	0.3

In terms of negative differences, the main areas where Magna Housing Association is underperforming in comparison to the benchmarking group is around support services such as contact via intercom (15% below average), support provided to vulnerable tenants (11% below average), support provided to new tenants (9% below average) and help using the toilet (10% below average). Another area where Magna Housing Association is underperforming in comparison to the benchmarking group is satisfaction with advice, especially with advice on benefits and moving home.

<b>Negative Differences</b>			
<b>Question</b>	<b>Average</b>	<b>Magna Housing Association</b>	<b>Difference</b>
<b>Q22c Satisfaction with contact via intercom</b>	66.9%	51.7%	-15.2%
<b>Q12e Satisfaction with support provided to vulnerable tenants</b>	63.7%	52.6%	-11.1%
<b>Q16g Satisfaction with help using the toilet (care services)</b>	39.1%	29.2%	-9.9%
<b>Q12d Satisfaction with support provided to new tenants</b>	64.3%	55.6%	-8.7%
<b>Q12b Satisfaction with advice on benefits</b>	71.8%	64.1%	-7.7%
<b>Q12c Satisfaction with advice on moving home</b>	47.0%	40.0%	-7.0%
<b>Q16f Satisfaction with getting in and out of bed (care services)</b>	44.6%	37.9%	-6.7%
<b>Q29 Satisfaction with final outcome?</b>	79.5%	73.4%	-6.1%
<b>Q16b Satisfaction with the shopping (care services)</b>	61.2%	55.4%	-5.8%
<b>Q11c Security and safety of your home</b>	94.0%	88.8%	-5.2%
<b>Q33b Rate the time taken before work started</b>	86.8%	82.7%	-4.1%
<b>Q12g Satisfaction with how enquiries are dealt with generally</b>	88.1%	84.3%	-3.8%
<b>Q12a Satisfaction with advice on rent payments</b>	81.6%	77.8%	-3.8%
<b>Q16h Satisfaction with laundry (care services)</b>	58.1%	54.8%	-3.3%
<b>Q12f Satisfaction with the alarm call system</b>	90.7%	87.7%	-3.0%
<b>Q22b Satisfaction with face-to-face contact</b>	88.4%	85.8%	-2.6%
<b>Q16e Satisfaction with preparing meals (care services)</b>	50.2%	47.8%	-2.4%
<b>Q11b General condition of this property</b>	94.0%	91.7%	-2.3%
<b>Q22a Satisfaction with frequency of contact</b>	87.6%	85.5%	-2.1%
<b>Q33c Rate the speed at which work completed</b>	92.3%	90.3%	-2.0%
<b>Q9a Ease of access to the building</b>	93.1%	91.4%	-1.7%
<b>Q35 Satisfaction that views are being taken into</b>	70.4%	68.8%	-1.6%

<b>account by HA</b>			
<b>Q22d Satisfaction with helpfulness of scheme manager</b>	89.8%	88.3%	-1.5%
<b>Q38 How informed are you kept as a tenant</b>	88.0%	86.4%	-1.6%
<b>Q11e Value for money for your rent</b>	92.7%	91.1%	-1.6%
<b>Q28 Could staff deal with the problem?</b>	81.3%	80.0%	-1.3%
<b>Q33e Rate the quality of repair work</b>	92.7%	91.5%	-1.2%
<b>Q16i Satisfaction with medication (care services)</b>	58.1%	56.9%	-1.2%
<b>Q33f Rate the keeping of dirt to minimum</b>	95.2%	94.5%	-0.7%
<b>Q31 Satisfaction with repairs and maintenance</b>	89.0%	88.3%	-0.7%
<b>Q9b Ease of access inside the building</b>	95.2%	94.5%	-0.7%
<b>Q20b Satisfaction with the helpfulness of staff</b>	94.7%	94.0%	-0.7%
<b>Q22f Satisfaction overall with scheme manager</b>	86.0%	85.3%	-0.7%
<b>Q27 Were staff contacted helpful?</b>	88.9%	88.3%	-0.6%
<b>Q26 Was getting hold of the right person?</b>	78.0%	77.8%	-0.2%
<b>Q33d Rate the attitude of workers</b>	96.1%	96.0%	-0.1%