



STATUS SUPPORTED HOUSING SATISFACTION SURVEY

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Introduction

Magna Housing Association (MHA) conducted a tenant satisfaction survey of its 126 supported residents. This report contains the research findings.

The Customer Care and Research team sent the supported housing version of the STATUS questionnaire to all MHA's supported tenants on 28 May 2010. No incentive was offered. A reminder letter and questionnaire were sent to all non-respondents on 24 June 2010. The survey was closed on 7 July 2010, having achieved an overall response rate of 41% (52 completed questionnaires).

Background

In 1999, the Housing Corporation, commissioned the National Housing Federation to develop a standardised tenant satisfaction survey (STATUS). In 2007 a thorough review of STATUS was carried out. In addition to a new standard housing association general needs questionnaire, three new questionnaires were introduced for specific housing type, Sheltered Housing, Supported Housing and Affordable Home Ownership.

Housing associations are expected to carry out STATUS at least every 3 years.

This report contains the results of the STATUS survey for Supported Housing. The questionnaire was sent out on the 1 June 2010, to all supported housing tenants. Tenants were asked to return the questionnaire by 25 June 2010. Two mail outs were carried out and no incentive was offered.

Results contained in this report are shown in actual responses as well as a percentage. Percentages may not always add up to 100% due to rounding or because respondents are asked to give more than one answer to a question.

Analysis of Results

Figures in this report are generally calculated as a proportion of respondents who answered each question – that is, excluding "No Reply". "No opinion" and "Don't know" responses have been included in the base when calculating results, in line with the latest guidelines.

Key Findings

Tenant Profile

39% of respondents said they had been a tenant of MHA for more than 10 years.

There was a higher proportion of male tenants who responded (54%) than female tenants(47%).

The age profile was mixed. The highest proportion of age of respondents were aged between 25–34 years old (26%).

The majority of respondents (62%) said they were heterosexual and 38% said they preferred not to disclose their sexuality.

66% of those who took part said they were unable to work due to long term illness or disability.

80% of respondents said they received housing benefit either paid to them or directly to MHA.

98% of respondents described themselves as 'White British'. The remaining 2% were from BME background. BME includes White Irish.

79% of respondents said they had a long term illness or disability and 14% of respondents said they used a wheelchair.

Housing Services

87% of those who took part were very or fairly satisfied with the services provided by MHA.

90% of respondents were very or fairly satisfied with the overall quality of their home and 84% were very or fairly satisfied with the neighbourhood as a place to live. 76% of those who took part were very or fairly satisfied with the value for money for rent.

Respondents consider repairs and maintenance, overall quality of your home and keeping tenants informed to be the top 3 things that are the most important to them.

37% of respondents considered car parking to be a very or fairly big problem, followed by rubbish or litter and noisy neighbours (both 22%).

Support Services

23% of respondents said they received support services from MHA, 52% said it was provided by other and 15% said that they were not sure.

Of those who received support, 87% were very or fairly satisfied by the overall services provided, 77% were very or fairly satisfied with the help they receive in developing life skills and 85% were very or fairly satisfied with the monitoring of their health and well being.

Contact with your Support Worker

37% of respondents have contact with their support worker more than once a week, 33% have contact less than once week.

61% are very or fairly satisfied with the services provided by their support worker. 4% are very dissatisfied with the services provided by their support worker.

Contact with your Housing Association

74% of those who took part have had contact with MHA in the last 12 months. 84% of those who had contact did so in connection with a repair.

53% of those respondents who had contact in the last 12 months, found getting hold of the right person was easy. 84% found the staff helpful and 79% said the member of staff was able to deal with the problem. 66% were satisfied with the final outcome.

Repairs and Maintenance

65% of respondents are very or fairly satisfied with the way MHA deals with repairs and maintenance, 15% are very or fairly dissatisfied.

80% of those who took part have had a repair completed in the last 12 months.

93% of those who had a repair completed said the attitude of workers was very or fairly good and 90% thought the overall quality of work was very or fairly good.

Communication and Information

By letter (52%) and house meetings (50%) were the two most preferred choices tenants would like MHA to use to inform or consult with them about issues which may affect them.

63% of respondents were very or fairly satisfied that their views are being taken into account.

71% of those who took part said that MHA is very or fairly good at keeping them informed about things that might affect them as a tenant.

Anti Social Behaviour

8 respondents said they had experienced anti social behaviour at home in the past 12 months. 6 of those respondents said they reported it to MHA and 4 of those 6 were happy with the way MHA dealt with or is dealing with the report.

Additional Questions from MHA

If extra money was available to spend, 44% of respondents would like to see it used on grounds maintenance.

40% of respondents would use a mobile office if it were to visit their neighbourhood.

100% of respondents are satisfied with the choices available to them to pay their rent.

Magna website was the most popular choice of how respondents would like to be communicated with or receive information, followed by drop in events.

Questionnaire Results

This section of the report looks at each individual question. Two columns are given for each question, one for percentage and one for the actual amount of respondents to that question. **The base is the total number of respondents to each question.** The percentage is calculated on the number of respondents (base) who have answered the question. Percentages may not add up to 100% this is due to rounding or because respondents are asked to give more than one answer to a question.

Information About Your Household

Q1 How long have you been a tenant of this housing association?

Base 51

	%	Actual
Under 6 months	6%	3
6 months – 1 year	6%	3
1 – 2 years	14%	7
3 – 5 years	16%	8
6 – 10 years	18%	9
11 – 20 years	39%	20
21+ years	0	0
Don't know/can't remember	2%	1

Disability

Q2 Do you have any long-term illness, health problems or disability which limits your daily activities or the work you can do, including any problems which are due to old age?

Base 52

	%	Actual
Yes	79%	41
No	21%	11

Q3 Do you use a wheelchair?

Base 51

	%	Actual
Yes	14%	7
No	86%	44

Housing Services

Q4 Taking everything into account, how satisfied or dissatisfied are you with the services provided by your housing association?

Base 52

	%	Actual
Very satisfied	29%	15
Fairly satisfied	58%	30
Neither	10%	5
Fairly dissatisfied	4%	2
Very dissatisfied	0%	0

87% are very or fairly satisfied with the services provided by MHA. 4% were fairly dissatisfied.

Q5 Overall, how satisfied or dissatisfied are you with the following?

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	%	46%	44%	6%	4%	0%
Base 50	Actual	23	22	3	2	0
The general condition of any communal areas	%	37%	35%	14%	14%	0%
Base 49	Actual	18	17	7	7	0
The general condition of any shared facilities	%	37%	39%	20%	6%	0%
Base 47	Actual	17	18	9	3	0
This neighbourhood as a place to live	%	43%	41%	8%	4%	4%
Base 51	Actual	22	21	4	2	2
The value for money for your rent	%	41%	35%	18%	4%	2%
Base 51	Actual	21	18	9	2	1

From the above list respondents showed a higher satisfaction for overall quality of their home (90%) and neighbourhood as a place to live (84%). Respondents were least satisfied (72%) and showed the most dissatisfaction (14%) with the general condition of communal areas.

Q6 How satisfied or dissatisfied are you with each of the following services provided by your housing association?

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
Advice on rent payments	%	36%	36%	18%	0%	0%	10%
Base 50	Actual	18	18	9	0	0	5
Advice on benefits	%	27%	27%	31%	0%	4%	11%
Base 45	Actual	12	12	14	0	2	5
Advice on moving home	%	21%	19%	36%	5%	5%	14%
Base 36	Actual	9	8	15	2	2	6
Your support plan	%	29%	19%	31%	0%	2%	19%
Base 42	Actual	12	8	13	0	1	8
How enquiries are dealt with generally	%	28%	40%	16%	8%	2%	8%
Base 51	Actual	14	20	8	4	1	4

Respondents were most satisfied with advice on benefits (84%) and advice on rent payment (72%). Dissatisfaction was shown for how enquiries are dealt with (10%) and advice on moving home (10%)

Q7 Of the following which do you consider to be the three most important?

Tenants were asked to tick three boxes. The choices have been listed in order of importance.

	%	Actual
Repairs and Maintenance	69%	35
Overall quality of your home	57%	29
Keeping tenants informed	41%	21
Taking tenants views into account	25%	13
Value for money for your rent	25%	13
Support services overall	22%	11
Your support worker	22%	11
Your support plan	18%	9
Neighbourhood as a place to live	18%	9

Q8 To what extent are any of the following a problem in your neighbourhood?

		Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter Base 50	%	8%	14%	36%	42%
	Actual	4	7	18	21
Noisy neighbours Base 50	%	6%	16%	22%	56%
	Actual	3	8	11	28
Pets and animals Base 49	%	0%	8%	22%	69%
	Actual	0	4	11	34
Disruptive children / teenagers Base 50	%	2%	12%	34%	52%
	Actual	1	6	17	26
Racial or other harassment Base 50	%	4%	2%	24%	70%
	Actual	2	1	12	35
Drunk or rowdy behaviour Base 51	%	6%	14%	27%	53%
	Actual	3	7	14	27
Vandalism and graffiti Base 50	%	2%	12%	32%	54%
	Actual	1	6	16	27
People damaging your property Base 50	%	2%	8%	22%	68%
	Actual	1	4	11	34
Drug use or dealing Base 50	%	0%	8%	18%	74%
	Actual	0	4	9	37
Abandoned or burnt out vehicles Base 50	%	0%	0%	18%	82%
	Actual	0	0	9	41
Other crime Base 49	%	2%	6%	33%	59%
	Actual	1	3	16	29
Noise from traffic Base 51	%	4%	14%	25%	57%
	Actual	2	7	13	29
Car parking Base 52	%	14%	23%	25%	39%
	Actual	7	12	13	20

Car parking is what respondents considered to be a very or fairly big problem.

Abandoned or burnt out vehicles was considered not a very big problem or not a problem at all by 100% of respondents.

Support Services

Q9 Do you receive any support services?

Base 52

	%	Actual
Yes, provided by landlord	23%	12
Yes, provided by other	52%	27
No	10%	5
Not sure	15%	8

Q10 How satisfied or dissatisfied are you with the following support services?

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Help developing life skills Base 39	%	44%	33%	18%	3%	0%	3%
	Actual	17	13	7	1	0	1
Information and advice Base 39	%	39%	39%	18%	5%	0%	0%
	Actual	15	15	7	2	0	0
Help establishing social activities Base 39	%	49%	31%	13%	3%	3%	3%
	Actual	19	12	5	1	1	1
Help managing my finances Base 37	%	54%	24%	16%	3%	0%	3%
	Actual	20	9	6	1	0	1
How enquires are dealt with generally Base 39	%	41%	33%	18%	8%	0%	0%
	Actual	16	13	7	3	0	0
Monitoring health and well being Base 39	%	54%	31%	13%	3%	0%	0%
	Actual	21	12	5	1	0	0
Help accessing other services Base 38	%	45%	29%	18%	8%	0%	0%
	Actual	17	11	7	3	0	0
Overall support service Base 38	%	55%	32%	10%	3%	0%	0%
	Actual	21	12	4	1	0	0

The tables below show a breakdown of tenant satisfaction with their support provider.

Support provide by other

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Help developing life skills Base 27	%	37%	41%	19%	4%	-	-
	Actual	10	11	5	1	-	-
Information and advice Base 27	%	30%	48%	19%	4%	-	-
	Actual	8	13	5	1	-	-
Help establishing social activities Base 27	%	40%	44%	11%	-	4%	-
	Actual	11	12	3	-	1	-
Help managing my finances Base 25	%	48%	36%	16%	-	-	-
	Actual	12	9	4	-	-	-
How enquires are dealt with generally Base 27	%	33%	41%	19%	7%	-	-
	Actual	9	11	5	2	-	-
Monitoring health and well being Base 27	%	48%	37%	15%	-	-	-
	Actual	13	10	4	-	-	-
Help accessing other services Base 27	%	37%	37%	19%	7%	-	-
	Actual	10	10	5	2	-	-
Overall support service Base 26	%	50%	39%	12%	-	-	-
	Actual	13	10	3	-	-	-

89% of respondents were very or fairly satisfied with the overall support service.

Support provided by MHA

		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Help developing life skills Base 12	%	58%	17%	17%	-	-	8%
	Actual	7	2	2	-	-	1
Information and advice Base 12	%	58%	17%	17%	8%	-	-
	Actual	7	2	2	1	-	-
Help establishing social activities Base 12	%	67%	-	17%	8%	-	8%
	Actual	8	-	2	1	-	1
Help managing my finances Base 12	%	67%	-	17%	8%	-	8%
	Actual	8	-	2	1	-	1
How enquires are dealt with generally Base 12	%	58%	17%	17%	8%	-	-
	Actual	7	2	2	1	-	-
Monitoring health and well being Base 12	%	67%	17%	8%	8%	-	-
	Actual	8	2	1	1	-	-
Help accessing other services Base 11	%	64%	9%	18%	9%	-	-
	Actual	7	1	2	1	-	-
Overall support service Base 12	%	67%	17%	8%	8%	-	-
	Actual	8	2	1	1	-	-

84% were very or fairly satisfied with the overall support service.

Contact with your Support Worker

Q11 How often are you in contact with your support worker?

Base 46

	%	Actual
More than once a week	37%	17
Once a week	17%	8
Less than once a week	33%	15
Never	13%	6

Q12 How often would you like to be in contact with your support worker?

Base 45

	%	Actual
More than once a week	42%	19
Once a week	27%	12
Less than once a week	22%	10
Never	9%	4

Q13 How satisfied or dissatisfied are you with the services provided by your support worker?

Base 46

	%	Actual
Very satisfied	44%	20
Fairly satisfied	17%	8
Neither	35%	16
Fairly dissatisfied	0%	0
Very dissatisfied	4%	2

Contact with your Housing Association

Q14 Have you contacted your housing association within the last 12 months?

Base 51

	%	Actual
Yes	74%	38
No	16%	8
Can't remember	10%	5

Q15 How did you last contact your housing association?

Base 38

	%	Actual
Phoned	74%	28
Visited office	11%	4
Wrote	0%	0
E-mailed	0%	0
Other	11%	4
Can't remember	5%	2

Q16 What did you last have contact about?

Base 38

	%	Actual
Repairs	84%	32
Rent/housing benefit	8%	3
Transfer/exchange	0%	0
Neighbours/Neighbourhood issues	0%	0
Support services	0%	0
Garden/Communal areas	0%	0
Other (write in)	3%	1
Can't remember	5%	2

Q17 When you last had contact, was getting hold of the right person...?

Base 38

	%	Actual
Easy	53%	20
Difficult	8%	3
Neither	24%	9
Can't remember	16%	6

Q18 Did you find the staff...?

Base 38

	%	Actual
Helpful	84%	32
Unhelpful	3%	1
Neither	5%	2
Can't remember	8%	3

Q19 And were they...?

Base 38

	%	Actual
Able to deal with your problem	79%	30
Unable to deal with your problem	5%	2
Neither	5%	2
Can't remember	11%	4

Q20 Were you satisfied or dissatisfied with the final outcome?

Base 38

	%	Actual
Satisfied	66%	25
Dissatisfied	11%	4
Neither	13%	5
Can't remember	11%	4

Repairs and Maintenance

Q21 Generally, how satisfied or dissatisfied are you with the way your housing association deals with repairs and maintenance?

Base 53

	%	Actual
Very satisfied	19%	10
Fairly satisfied	46%	24
Neither	14%	7
Fairly dissatisfied	14%	7
Very dissatisfied	2%	1
No opinion/don't know	8%	4

Q22 Have you had any repairs completed in the last 12 months?

Base 52

	%	Actual
Yes	80%	42
No	14%	7
Can't remember	6%	3

Q23 Thinking about your last completed repair, how would you rate it in terms of...?

		Very good	Fairly good	Neither	Fairly poor	Very poor	No opinion
Being told when workers would call Base 42	%	31%	50%	5%	10%	5%	0%
	Actual	13	21	2	4	2	0
Time taken before work started Base 41	%	27%	39%	15%	10%	10%	0%
	Actual	11	16	6	4	4	0
Speed with which work was completed Base 40	%	30%	45%	18%	3%	5%	0%
	Actual	12	18	7	1	2	0
Attitude of workers Base 41	%	44%	49%	7%	0%	0%	0%
	Actual	18	20	3	0	0	0
Overall quality of repair work Base 41	%	32%	59%	7%	2%	0%	0%
	Actual	13	24	3	1	0	0
Keeping dirt and mess to a minimum Base 41	%	39%	51%	7%	2%	0%	0%
	Actual	16	21	3	1	0	0

Communication and Information

Q24 Which methods do you prefer your housing association to use to inform you or consult with you about issues that may affect you?

Tenants were asked to tick all that applied.

	%	Actual
Open meetings/AGM	10%	5
House Meetings	50%	26
Residents' groups/forums	8%	4
On-line forums	2%	1
By letter	52%	27
Telephone call	25%	13
Personal visit	23%	12
By Project staff	21%	11
By email	6%	3
Magazine/newsletter	33%	17
Other	4%	2

Q25 How satisfied or dissatisfied are you that your views are being taken into account by your housing association?

Base 49

	%	Actual
Very satisfied	16%	8
Fairly satisfied	47%	23
Neither	20%	10
Fairly dissatisfied	2%	1
Very dissatisfied	4%	2
No opinion/don't know	10%	5

Q26 How good or poor do you feel your housing association is at keeping you informed about things that might affect you as a tenant?

Base 52

	%	Actual
Very good	29%	15
Fairly good	42%	22
Neither	12%	6
Fairly poor	15%	8
Very poor	2%	1

Anti-Social Behaviour

Q27 Have you experienced anti-social behaviour while at home in the past 12 months?

Base 51

	%	Actual
Yes	16%	8
No	84%	43

Q28 Did you report it?

Base 8

	%	Actual
Yes, to my landlord	75%	6
Yes, to another organisation	0	0
No	25%	2

Q29 Are you happy with the way your landlord dealt with or is dealing your report?

Base 6

	%	Actual
Yes	67%	4
No	33%	2

Any Other Comments

Q30 Is there anything else you would like to say about your home and/or the services your housing association provides?

Below is a selection of responses from tenants. A full list appears at the end of the report.

Nothing to say it's all ok
When Magna do repairs mainly on the front door lock, the service is very poor.
I think there should be a fund for the garden and I also think there should be a window cleaning service available. Signpost have this.

Background Information

Q31 Your age

Base 46

	%	Actual
16 – 24	15%	7
25 – 34	26%	12
35 – 44	17%	8
45 – 54	17%	8
55 – 59	11%	5
60 – 64	4%	2
65 – 74	4%	2
75 – 84	4%	2
85+	0%	0

Q32 Gender

Base 43

	%	Actual
Male	54%	23
Female	47%	20

Q33 To which of these groups do you consider you belong?

Base 48

	%	Actual
White – British	98%	47
Irish	2%	1
Any other White background	0%	0
	0%	0
Mixed – White and Black Caribbean	0%	0
White and Black African	0%	0
White and Asian	0%	0
Any other mixed background	0%	0
Asian or Asian British – Indian	0%	0
Pakistani	0%	0
Bangladeshi	0%	0
Chinese	0%	0
Any other Asian background	0%	0
Black or Black British – Caribbean	0%	0
African	0%	0
Any other Black back ground	0%	0
Other	0%	0

Q34 How would you describe your sexual orientation

Base 42

	%	Actual
Heterosexual	62%	26
Gay man	0	0
Gay woman	0	0
Bi sexual	0	0
Other	0	0
Prefer not to say	38%	16

Q35 What is your religion?

Base 46

	%	Actual
None	20%	9
Christian (All denominations)	52%	24
Buddhist	0%	0
Hindu	0%	0
Jewish	0%	0
Muslim	0%	0
Sikh	0%	0
Any other religion	2%	1
Prefer not to say	26%	12

Q36 Work status

Base 44

	%	Actual
Employee in full time job (30 hours or more per week)	0%	0
Employee in part time job (Less than 30 hours per week)	11%	5
Self employed – full or part time	0%	0
Government supported training	5%	2
Unemployed and available for work	9%	4
Wholly retired from work	2%	1
Full time education at school, college or university	0%	0
Looking after family/home	5%	2
Permanently sick/disabled	66%	29
Doing something else	2%	1

Q37 What kinds of income do you receive?

Tenants were asked to tick all that applied

	%	Actual
Earnings from employment or self employment	14%	6
Pension from a former employer	0%	0
State pension	12%	5
Child benefit	2%	1
Income support	56%	24
Other state benefits	63%	27
Tax credits	7%	3
Interest from savings	5%	2
Other kinds of regular allowance from outside the household	5%	2
Other sources	5%	2
No source of income	2%	1

Q38 Do you currently receive housing benefit (either paid to you, or directly to your landlord?)

Base 46

	%	Actual
Yes	80%	37
No	9%	4
Don't know	11%	5

Q39 Which group represents your total net income from all these sources after deductions for income tax and national insurance?

Base 29

Weekly	Annual	%	Actual
Up to £99	Less than £5,199	24%	7
£100 - £199	£5,200 - £10,399	59%	17
£200 – £299	£10,400 - £15,599	17%	5
£300 - £399	£15,600 - £20,799	0%	0
£400 - £499	£20, 800 - £25,999	0%	0
£500 - £599	£26,000 - £31,199	0%	0
£600 - £699	£31,200 - £36,399	0%	0
£700 - £999	£36,400 - £51,999	0%	0
£1,000 or more	£52,000 or more	0%	0

Additional Questions from your Housing Association

Q40 If Magna had some extra money to spend, which one do you think Magna should prioritise?

Base 50

	%	Actual
Grounds Maintenance	44%	22
Cleaning	16%	8
Incentives for tenants to leave their property in good order	6%	3
Incentives for tenants who pay their rent promptly	8%	4
More car parking	10%	5
Other	16%	8

Tenants who ticked other were asked to say what they would like to say Magna spend the extra money on. Below is a selection of comments. A full list appears at the end of the report.

Providing more services aimed at learning disabilities.

Decorating.

Stair lift or lift.

Q41 If Magna had a mobile office, would you be likely to use it if it made a monthly visit to your neighbourhood for a couple of hours?

Base 47

	%	Actual
Yes	40%	19
No	60%	28

Tenants who live in supported housing may not require a mobile office to visit as much as general needs residents as supported residents may have access to staff on a more regular basis.

Top 3 areas that tenants would like the mobile office to visit.

Honiton
Yeovil
Chard

Q42 Please tell us if you are aware of the following methods for paying your rent

	Aware		Not aware	
	%	Actual	%	Actual
Direct Debit Base 40	78%	31	23%	9
Standing Order Base 32	63%	20	38%	12
Cash Base 35	71%	25	29%	10
Cheque Base 34	68%	23	32%	11
Debit card or credit card over the phone Base 28	47%	13	54%	15
Debit card or credit card on line Base 27	44%	12	56%	15
Payment card at post office Base 39	77%	30	23%	9

Q43 Are you satisfied with the choice that is available to you for paying your rent?

Base 47

	%	Actual
Yes	100%	47
No	0%	0

Q44 Would you use any of the following to communicate with or get information from Magna?

Tenants were asked to tick all that applied

	%	Actual
Text message	20%	5
Magna's website	52%	13
A social networking website e.g. Facebook or Twitter	8%	2
Digital TV Information Channel	12%	3
E-Mail	28%	7
Drop-in events	36%	9
Focus groups	16%	4

Comments

Q30 Is there anything else you would like to say about your home and/or the services your housing association provides?

I do like my flat very much and at times do enjoy my own hobbies and company and having others not too far away from me.

I think there should be a fund for the garden and I also think there should be a window cleaning service available. Signpost have this.

More information geared at adults with learning disabilities and more visual aids.

Not good access for wheelchairs – live on top of hill.

Nothing to say it's all ok

Quality and good state of repair, the carpet, walls, ceilings, bathroom and kitchen layout is in good condition and looks nice with expense feels it is how it should be, more so than what is to be expected. It shows just because it is a housing association it doesn't mean it has to be either poor, poor looking, old or looks well used from previous

Repairs service does not always know what to do or where to refer you.

Repairs take time to be done. There seems to be rather a large turnover of staff from different departments. When they are done, then the repairs/upgrade are good quality, so they are worth waiting for. All I need now is my kitchen doing. That was talked about 8 months ago.

The emphasis is now only on the learning difficulties, the physically challenged have been forgotten never informed about any events, never generally consulted on anything, notices would be appreciated on any changes! The Health and Safety of all is totally lacking not enough outside lights, especially for winter.

The stairs are really difficult to get a buggy up especially for single Mums and causes back pain.

Things are generally good I will be a problem if we cannot store things in basement.

When Magna do repairs mainly on the front door lock, the service is very poor.

Would of like to have been told Graham was leaving and not just a new person turned up unannounced.

Q40 If Magna had some extra money to spend, which one thing do you think Magna should prioritise?

New sofas

Upgrading properties

Decorating lounge window

Stair lift or lift

Decorating

Extension

Update your property like Yarlington

Providing more services aimed at learning disabilities

Q41 If Magna had a mobile office, would you be likely to use it if it made a monthly visit to your neighbourhood?

Honiton x 5

Chelston Avenue

Yeovil x 9

Axminster

Weymouth

Dorchester

Chard x 2

Bournemouth