

East Devon District Council New Tenants Telephone Survey February 2011



Methodology

Due to changes to the procedures used for New East Devon District Council tenants as part of their Systems Thinking Review process, we decided to undertake a rolling programme of telephone surveys of residents that had used the new system. Housing Officers phoned new tenants and tenants that had moved between Council houses in one month. 24 respondents answered the phone survey. The results were input into Excel and analysed.

A previous survey was undertaken in August 2009, January 2010 and August 2010.

Summary

When looking at these results, the low numbers of respondents should be taken into account. For example, with only 24 respondents, one persons view will make a large difference to any percentages.

Question	Average score out of 10	% of respondents that rated it as 10
Ease of applying for an available property	8	14
<i>August 2010</i>	<i>8.4</i>	<i>34</i>
<i>January 2010</i>	<i>9.4</i>	<i>72</i>
<i>August 2009</i>	<i>8.4</i>	<i>42</i>
Visiting the property with the technical officer and contractor	9.7	83
<i>August 2010</i>	<i>9.8</i>	<i>92</i>
<i>January 2010</i>	<i>9.7</i>	<i>79</i>
<i>August 2009</i>	<i>9.3</i>	<i>75</i>
Standard of new home on arrival	8.4	13
<i>August 2010</i>	<i>8.9</i>	<i>60</i>
<i>January 2010</i>	<i>8.6</i>	<i>37</i>
<i>August 2009</i>	<i>8.1</i>	<i>50</i>
Helpfulness and friendliness of EDDC staff	9.3	50
<i>August 2010</i>	<i>9.7</i>	<i>88</i>
<i>January 2010</i>	<i>9.8</i>	<i>81</i>
<i>August 2009</i>	<i>9.2</i>	<i>77</i>
How well informed did you feel about the process	9	50
<i>August 2010</i>	<i>9.6</i>	<i>88</i>
<i>January 2010</i>	<i>9.3</i>	<i>82</i>
<i>August 2009</i>	<i>7.8</i>	<i>48</i>
Overall rating	8.7	38
<i>August 2010</i>	<i>9</i>	<i>48</i>
<i>January 2010</i>	<i>9.4</i>	<i>60</i>
<i>August 2009</i>	<i>8.6</i>	<i>46</i>

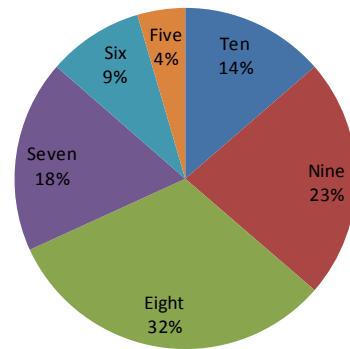
- All of respondents felt that they fully understood what they are entitled to from us, and what we expect of them as tenants of EDDC.

- 74% of respondents had issues with their new home within 4 weeks of moving in. Some people told us about these issues, and others did not. 3 respondents had told us about issues that had not yet been sorted.

Results

How would you rate, out of 10, the ease of applying for an available property with East Devon District Council?

22 respondents gave a score. The average score given was 8 out of 10. The percentage of people that gave each score is shown in the pie chart below.

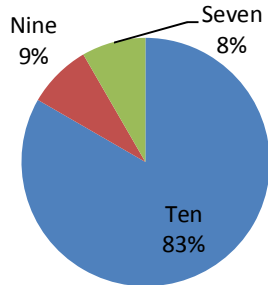


If you have not given a rating of 10, what could we do to improve your rating and make this part of the process easier?

9 respondents commented. Their comments are listed below, with the score they gave in brackets:

- Found it quite easy to apply but practically it is quite difficult at times if you are not near a computer (7)
- I received a lot of help to apply for available properties (9)
- Very easy to apply (9)
- Quite easy (8)
- Easy when you know how to get online, was sorted (7)
- Difficult as on-line (6)
- Tenant unable to use a computer. Daughter completed application online. Could have done on paper. (8)
- Availability of properties and locations (5)
- The main application process for the elderly and vulnerable could be made simpler. This is a lengthy process and complicated for those who are not computer literate. (6)

How useful did you find visiting the property with the technical officer and contractor? Please give a rating out of 10 where 10 is very good and 1 is very poor. 24 respondents gave a score. The average score was 9.7 out of 10. The percentage of people that gave each score is show in the pie chart below:



If you have not given a rating of 10, what could we do to improve your rating?

Two people commented. Their comments are listed below, with the score they gave in brackets:

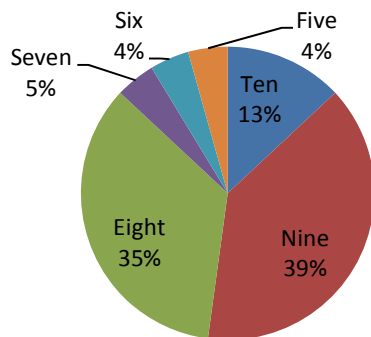
- Due to be in a flat. It didn't give a fair reflection of any noise nuisance from above (7)
- Kitchen could have been upgraded only worktops. Glue left on worksurface.(7)
- Further instructions on how to use the night storage heaters. (9)

Do you feel that you fully understand what you are entitled to from us, and what we expect from you as a tenant of East Devon District Council?

23 respondents answered this question. All stated that they understood.

How would you rate out of 10 the standard of your new home on the day you arrived?

24 respondents answered this question, giving an average score of 8.9 out of 10. The percentage of respondents that gave each score is shown below:



If you have not given a rating of 10, what would we have to improve for you to rate it as 10?

Eight people commented. Their comments are listed below, with the score they gave in brackets:

- Carpets were to be left but the painters did not cover them properly so they were dirty. They were meant to gloss but they hadn't. (8)
- Bathroom wasn't finished and toilet was leaking. Kitchen wasn't cleaned just left in a general mess. (5)

- Funny smell in the property (9)
- Cleaned better (8)
- Not cleaned properly. Rubbish left outside to be cleared. Smoke alarm kept beeping. Bathroom door needed replacing. (8)
- Not alot of decoration and leaking toilet. All issues were sorted out quickly and with no hassle. (6)
- Leaking bathtap (8)
- Kitchen worktops could have been updated. There was some sort of adhesive that cannot be removed. (7)
- Happy with the property just dont give 10's (9)
- Higher personal expectations of cleanliness (8)

Issues with your new home

Did you have any issues with your new home within four weeks of moving into it?

23 respondents answered this question, 17 stated that they did have issues within four weeks of moving in.

If yes:

Have you told us about these issues?

All 20 of the respondents that stated they had had issues responded. All of them told EDDC about these issues.

If you have told us about this issue did we sort out the issue?

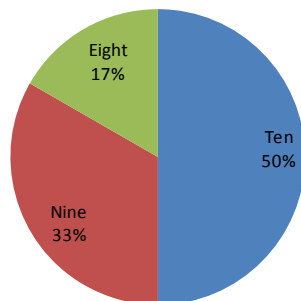
Of the 15 respondents that answered this question, 3 stated the issue had not been resolved.

If you have told us about the issue, and we haven't yet sorted it out, what is the issue?

- Door not shutting properly
- There seems to be damp coming through- still a problem. After care was good.
- The hot water tank needs replacing. Was leaking for a period of time. Other leaks in kitchen related to plumbing that feeds washing machine. Homesafeguard alarm kept on self activating. Ongoing heating problems. Heaters should have been changed on COT.

Overall, how would you rate out of 10, the helpfulness and friendliness of EDDC staff throughout the entire process of applying for and moving into your new home?

24 respondents gave a score. The average score was 9.3 out of 10. The percentage of people that gave each score is show in the pie chart below:



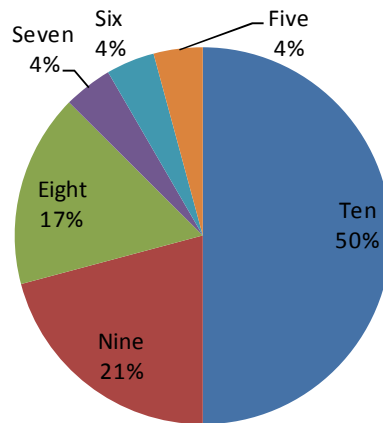
If you have not given a rating of 10, what would we have to improve for you to rate it as 10?

Three respondents commented. Their comments are listed below, with the score they gave in brackets:

- There was a level of understanding that was not reached concerning health related matters that could have made the move less stressful. (8)
- Original issues surrounding application via Anite caused a few problems. These were resolved very quickly. (8)
- Staff were all helpful- nothing was too much trouble. (9)

Throughout the process of applying for through to moving into your new home- how well informed did you feel?

24 respondents gave a score. The average score was 9 out of 10. The percentage of people that gave each score is show in the pie chart below:



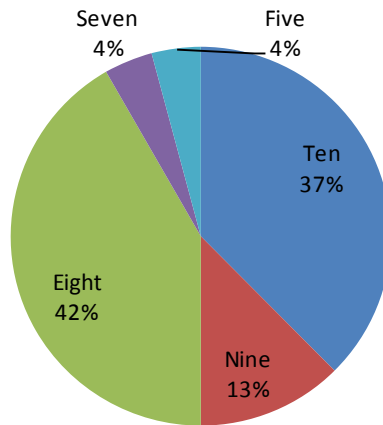
If you have not given a rating of 10, what would we have to improve for you to rate it as 10?

Five respondents commented. Their comments are listed below, with the score they gave in brackets:

- Think that how the application process is dealt with is difficult to understand. Feel that if Social Worker had not pushed for a move they wouldn't have got the property. (6)
- Felt she had alot of people involved. Better with one to one. (8)
- As things went by so quickly it was hard to keep up with everything that was happening. (7)
- Wasn't sure how the housing procedure worked. Didn't think that there was enough information for people about Devon Home Choice and how it worked and how to bid for properties in the area. (5)
- Minor issues surrounding rental issues. (8)

Please could you give an overall rating, out of 10, for the process of applying for and receiving a Council home.

24 respondents gave a score. The average score was 8.7 out of 10. The percentage of people that gave each score is show in the pie chart below:



If you have not given a rating of 10, what would we have to improve for you to rate it as 10?

6 respondents commented. Their comments are listed below, with the score they gave in brackets:

- All issues mentioned in questionnaire. Main issues relate to complicated application process. (8)
- Waiting for a property. (8)
- Found the process very quick and easy. (8)
- Everyone did as much as they could to make the process easy for him in difficult circumstances. (8)
- Filling in the application on-line is quite difficult and remembering to make sure that you have everything with you at the time. Length of time to wait for a property. (5)
- Just the application process let it down. Want gas central heating!!! (7)