

East Devon District Council

New Tenants Telephone Survey

January 2010

Methodology

Due to changes to the procedures used for new East Devon District Council tenants as part of the Systems Thinking Review process, we decided to undertake a rolling programme of telephone surveys of residents that had used the new system. Housing Officers telephoned new tenants and tenants that had moved between Council houses in the month of October 2009. 16 respondents answered the phone survey. The results were input into Excel and analysed.

This survey is to be repeated once every three months by surveying all of one month's new lettings.

A previous survey was undertaken in August 2009.

Summary

When looking at these results, the low numbers of respondents should be taken into account. For example, with only 16 respondents, one persons view will make a large difference to any percentages.

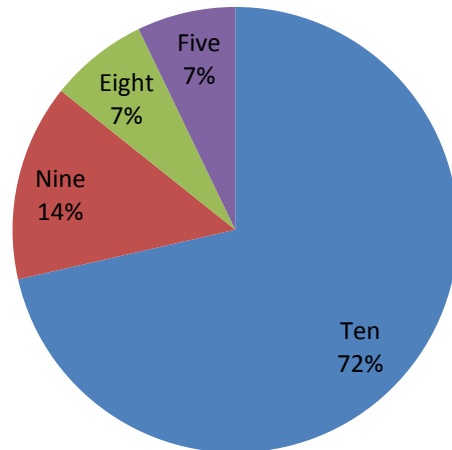
Question	Average score out of 10	% of respondents that rated it as 10
Ease of applying for an available property	9.4	72
<i>August 2009- ease of applying</i>	<i>8.4</i>	<i>42</i>
Visiting the property with the technical officer and contractor	9.7	79
<i>August 2009- visiting the property</i>	<i>9.3</i>	<i>75</i>
Standard of new home on arrival	8.6	37
<i>August 2009- standard of new home</i>	<i>8.1</i>	<i>50</i>
Helpfulness and friendliness of EDDC staff	9.8	81
<i>August 2009- EDDC staff</i>	<i>9.2</i>	<i>77</i>
How well informed did you feel about the process	9.3	82
<i>August 2009- well informed</i>	<i>7.8</i>	<i>48</i>
Overall rating	9.4	60
<i>August 2009- overall</i>	<i>8.6</i>	<i>46</i>

- 100% of respondents felt that they fully understood what they are entitled to from us, and what we expect of them as tenants of EDDC.
- 63% 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. 1 respondent had told us about issues that had not yet been resolved.

Results

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

14 respondents gave a score. The average score given was 9.4 out of 10. The percentage of people that gave each score is shown in the pie chart below.

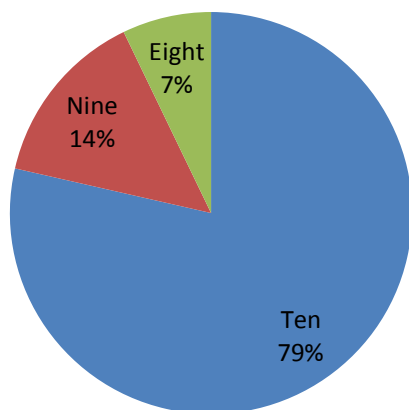


If you have not given a rating of 10, what could we do to improve your rating and make this part of the process easier?

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

- Found it very hard before you could apply on line (8)
- This mark is due to lack of property available, but found it easy to apply for the property. (5)
- Nothing else to add. Time is always the issue. Waiting for properties. (9)

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. 14 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?

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

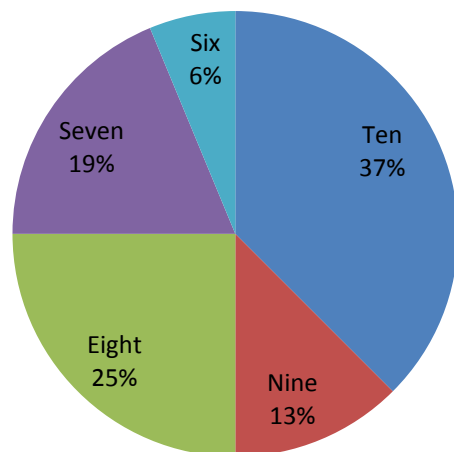
- Very helpful, it was good to see how the property would work with my disability and what other equipment I might need to be able to move in. (9)
- Payment issues surrounding decorations. Fully explained. (8)
- Too much choice in a short space of time. Too much information to take in. Too many choices?? (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?

16 respondents answered this question. All stated that they did understand.

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

16 respondents answered this question, giving an average score of 8.6 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?

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

- Issues with the standards of decoration. Getting the flat has outweighed the issues with decoration. (7)
- Rotary washing line was broken and so was the cat flap. Other cats kept coming in. (8)
- Extractor fan had a life of its own. (8)
- Quality of works carried out could have better. Quality of painting. Thin paint. Rub walls, paint starts to come away. (7)
- No carpets or furnishings help. Cash flow problem too. (9)
- Complete redecoration painting. Property was only to a preparation standard. (8)
- Complete redecoration painting. Property was only to a preparation standard. (8)
- Doing the jobs as per the specification. Curtain battens had not been replaced. Holes not filled in. Plaster work not sanded down. Dirty toilet pan, staining on wall in WC, dog fouling in rear garden (from next doors dogs possibly) or contractors dog? (6)
- Kitchen not decorated as per conversation on site on day of viewing. Yet specification stated preparation only. Same applies to bathroom. (7)

Issues with your new home

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

16 respondents answered this question, 4 stated that they did have issues within four weeks of moving in.

If yes:

Have you told us about these issues?

All 12 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?

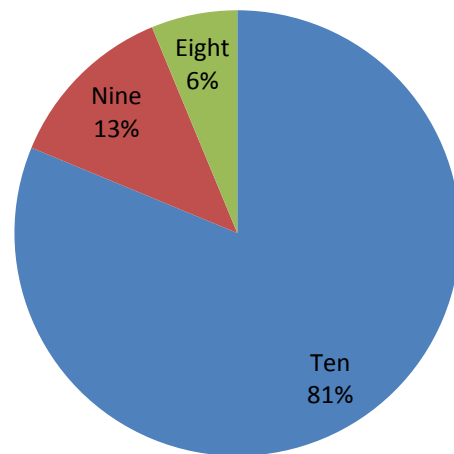
Of the 6 respondents that answered this question, 1 stated the issue had not been resolved.

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

- All extra repairs regarding missing items were resolved by the tenants.

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?

16 respondents gave a score. The average score was 9.8 out of 10. The percentage of people that gave each score is show in the pie chart below:



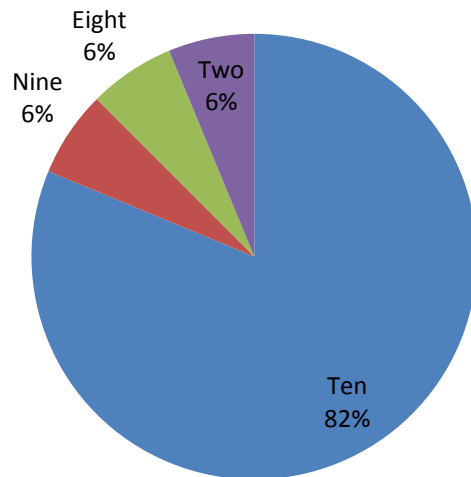
If you have not given a rating of 10, what would we have to improve for you to rate it as 10?

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

- Very helpful and friendly (9)
- No areas for improvement (8)

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

16 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:



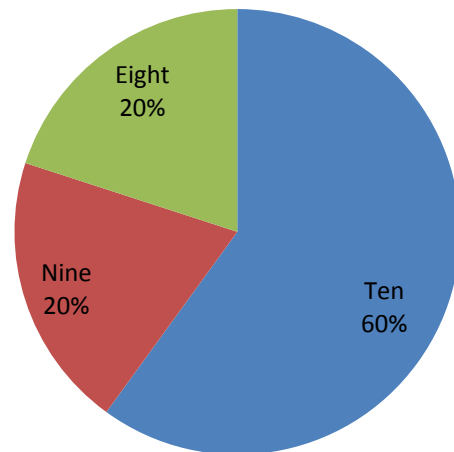
If you have not given a rating of 10, what would we have to improve for you to rate it as 10?

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

- Whilst having been given a six week timescale, no further information was provided.

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

15 respondents gave a score. The average score was 9.4 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?

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

- The problems with applying for accommodation and the standard of decoration meant a 10 wasn't given. (8)
- Length of time on the list. (8)
- Choice based lettings is far better that the old lettings system. Missed out on two properties due to others being in more need. Very happy with new accommodation and its condition. (9)
- If there was one thing....Central heating would have been fantastic. (9)
- With the six week timescale awarded between the viewing and the moving into the property the quality of workmanship was very poor. Minimal work had to be carried out, yet the finish was poor. No real attention to detail. (8)