

Excellent Tenant Survey Results

The recent three yearly tenant survey results have now been analysed and I am delighted to say they show improvements in almost every area of our service, since the last survey in 2004. We sent out around 1600 forms to half our tenants and over 1100 were returned.

Two of the questions asked were the Government's National Best Value Performance Indicators and the results show that LDC's performance is likely to remain in the top quarter in the country. I.e

- *Tenants satisfied with the overall service provided by your landlord increased from 85% in 2004 to 87% in 2007. A score of 84% or more was in the top quartile in 2004.*
- *Tenants satisfied with opportunities in management and decision making increased from 71% to 75%. A score of 69% or more was in the top quartile in 2004.*
- *Please note:- All the 2007 results over the country have not yet been sent in to enable the new quartile to be calculated.*

The overall view on the Repairs service shows an increase of 5% in the number of tenants who now rate our service as "very good".

The question asking if the rent represents good value for money, shows an increase of 6.5% of tenants that now think their rent is "very good" value. The total of the rent that represents fairly good value and very good value for money is over 87%.

There is over a 5% improvement in the number of tenants who feel that vandalism, litter in the street or drug dealing is not a problem in their area.

There is an increase of over 5% in the "very good" responses to questions on: how well we keep tenants informed, taking account of their views, and how satisfied they are with the locally agreed tenants' compact.

I think it is fair to say that a number of these improvements must be due to customer focused service changes introduced as a result of the Charter Mark process and from tenant/staff working groups, as well as improved working relationships that we now have with other agencies such as the police, enabling us to respond more effectively on the ground.

I would like to take this opportunity to thank you for all your hard work and dedication which has made these improvements possible and above all for your willingness to engage, listen and learn from our tenants, so that we can provide the best possible service to them.

A full survey report , subject to audit, will shortly be available on our website and InfoLink.

Once again, well done everybody, keep up the good work!

Mike Keeping
Head of Housing Services
15/3/07