

# Gloucester City Homes

## Tenancy Management

August-09

From an initial issue of 240 surveys, the following scores out of 10 have been achieved from 45 replies (18.75% return)

Questions	Average Score
1. How satisfied are you with information about your Neighbourhood housing officer?	6.23
2. How would you rate the ease of contacting your Neighbourhood housing officer?	6.49
3. How satisfied are you with arrangements to visit you at home if you want us to?	6.86
4. How easy do you find it to contact GCH generally?	7.30
5. How aware are you of Community Engagement Sessions on your estate?	6.41
6. How happy are you with the appearance of your neighbourhood?	6.58
7. How do you rate the quality of written answers from your Housing Officer if you have received one?	6.25
8. If you have received a visit from your Housing officer, how would you rate the outcome?	6.72
9. How do you rate your opportunity to suggest improvements to your neighbourhood?	6.26
10. Overall, how satisfied are you with the service provided by the Neighbourhood Management Team?	6.95
<b>OVERALL AVERAGE</b>	<b>6.61</b>

