

**Gloucester City Homes Residents
Survey
Tenancy and Estate Management**

Report

March 2009

Prepared For: Gloucester City Homes

Prepared By: **mruk** research
13 Queen Square
Bristol
BS1 4NT
Tel: 0117 987 2844
Fax: 0117 987 3385
email: info@mruk.co.uk

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1. Background and Objectives

Gloucester City Homes Limited is an Arms Length Management Organisation (ALMO), responsible for managing and improving Gloucester City Council's 4,700 Council homes and 221 Leasehold properties.

Gloucester City Homes aim to meet tenant needs and aspirations by delivering excellent services for its residents, and the stock it manages.

The objectives of the survey are to:

- Provide management information and survey results on the quality of its services
- Provide management information and survey results on the quality of services provided by its partners
- Provide trend analysis on service quality and performance over time to inform the design of future service delivery
- Provide information in a clear format which can be understood by a variety of key stakeholders, including the Gloucester City Council client team who will monitor the ALMO

2. Research Methodology

The research consisted of 129 telephone interviews, lasting a duration of approximately 10 minutes. The interviews were conducted using questionnaires designed by **mruk** research in conjunction with Gloucester City Homes.

The interviews were conducted by **mruk**'s in-house Computer Aided Telephone Interviews (CATI) team during March 2009. The findings from this research have been compared with the data previously collected by **mruk** research in March 2008 (125 interviews).

The sample was taken from databases of names of tenants provided by Gloucester City Homes.

A breakdown of demographics of the respondent population can be found in Appendix 1.

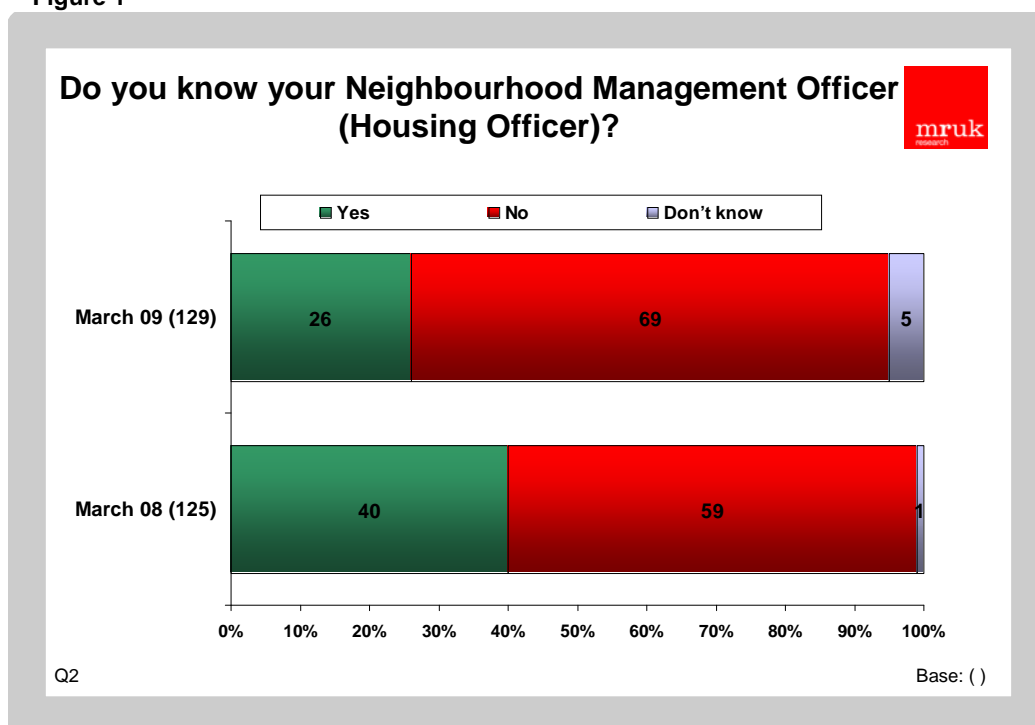
3. Research Findings

The majority of respondents (96% in both surveys) have been living in their homes for at least the last 6 months.

3.1 Neighbourhood Management Officers

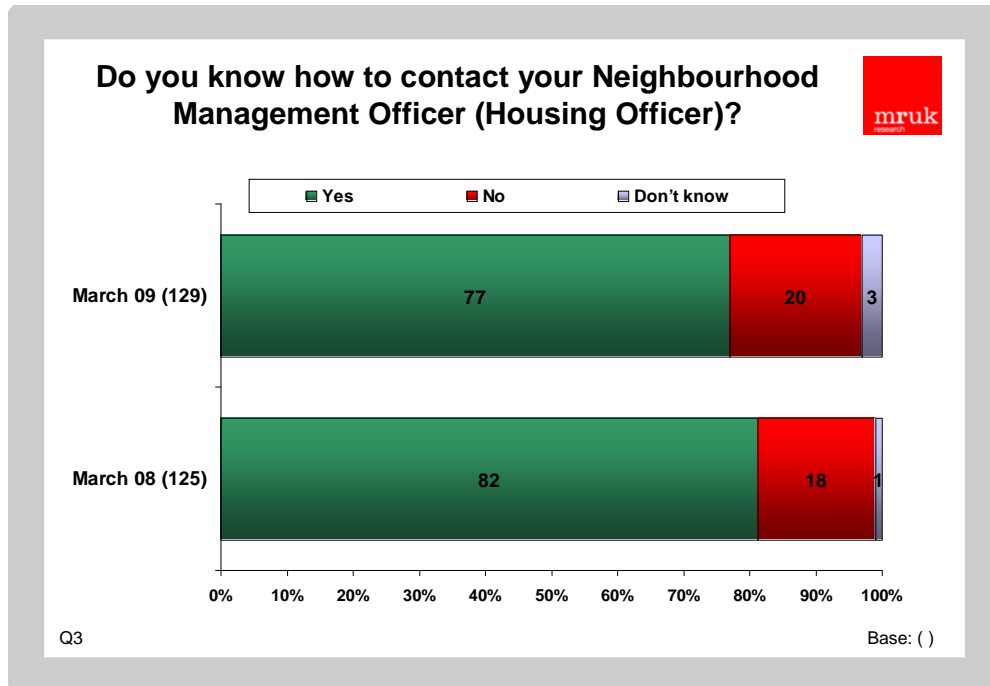
Respondents were asked a number of questions regarding their relationship with and use of their Neighbourhood Management Officer. In March 2008, 40% of respondents reported to know their Neighbourhood Management Officer. This decreased to 26% in March 2009 (see figure 1).

Figure 1



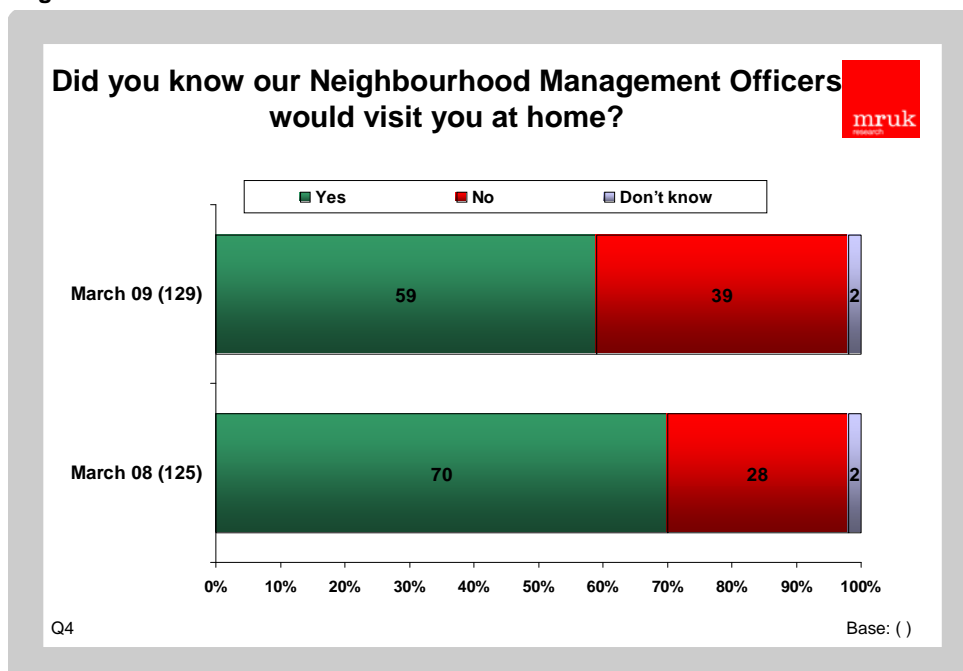
There has been a small decrease in respondent's knowledge of how to contact their neighbourhood Management Officer, from 82% in March 2008 to 77% in March 2009 (see figure 2).

Figure 2



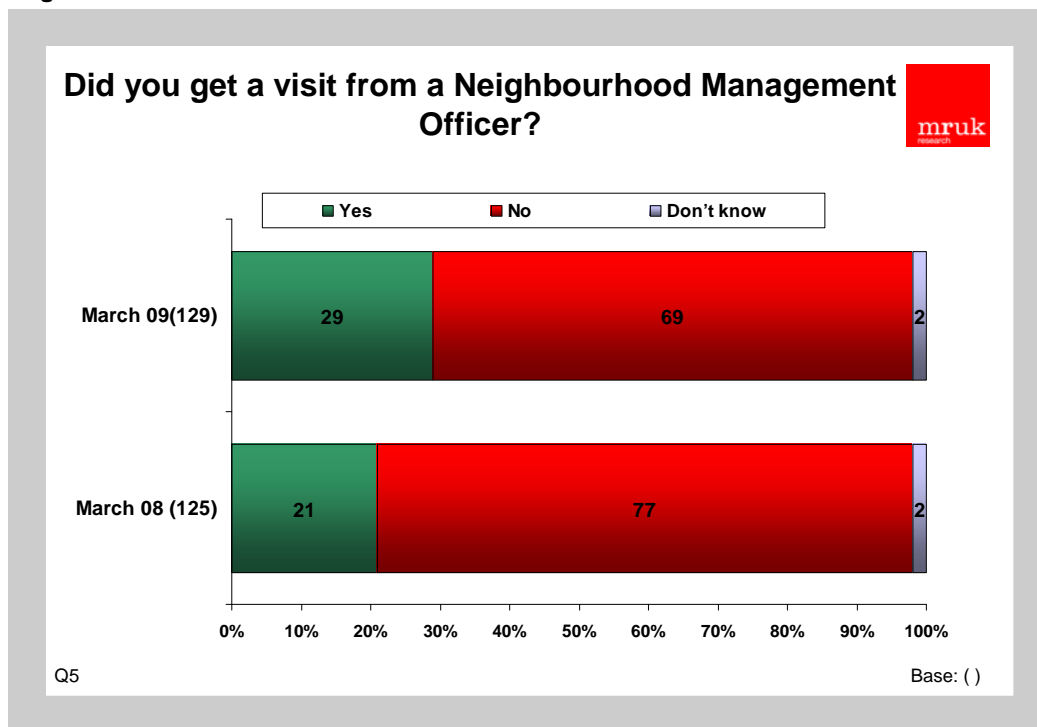
There has also been a decrease in the proportion of respondents who knew that Neighbourhood Management Officers would visit them at home. In 2008 the figure was 70% and this decreased to 59% in 2009.

Figure 3



There was an increase in the proportion of respondents who had been visited by their Neighbourhood Management Officers between the two surveys (21% in 2008 compared to 29% in 2009) as illustrated in figure 4. Of the 37 respondents who received a visit from a Neighbourhood Management Officer in March 2009, 35 (95%) indicated that they arrived on time.

Figure 4



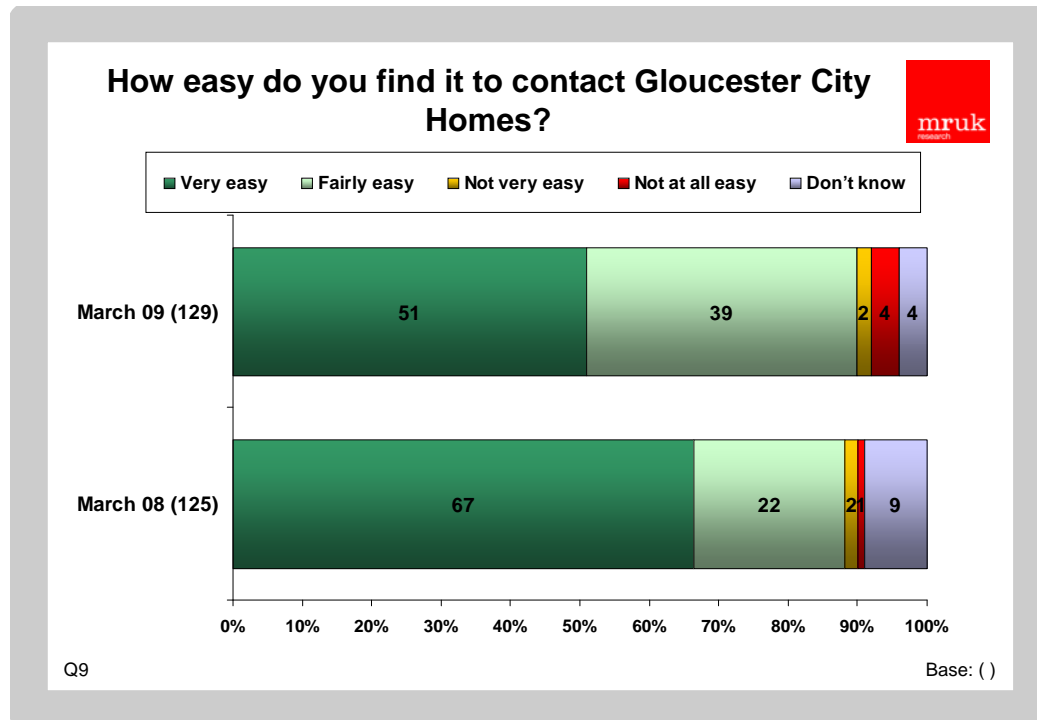
In both March 2009 and March 2008, the majority of those visited were satisfied (very or fairly) with the way their enquiry was dealt with.

In March 2009, the reasons given by respondents for their dissatisfaction were:

- Slow response times for repairs (2 responses);
- Not responding to complaints/feedback (1 response); and
- Work is not completed thoroughly (1 response).

In March 2009, 90% of respondents found Gloucester City Homes easy to contact (very easy and easy combined). This was very similar to the 2008 figure (see figure 5).

Figure 5



3.2 Estate Services and Improvements

Between March 2008 and March 2009, there was a slight decrease in the level of awareness respondents have of 'Estate Walkabouts' conducted by Gloucester City Homes (93% in March 2008 and 88% in March 2009, see figure 6), and 'Action Days' (79% in March 2008, which decreased to 71% in March 2009, see figure 7).

Figure 6

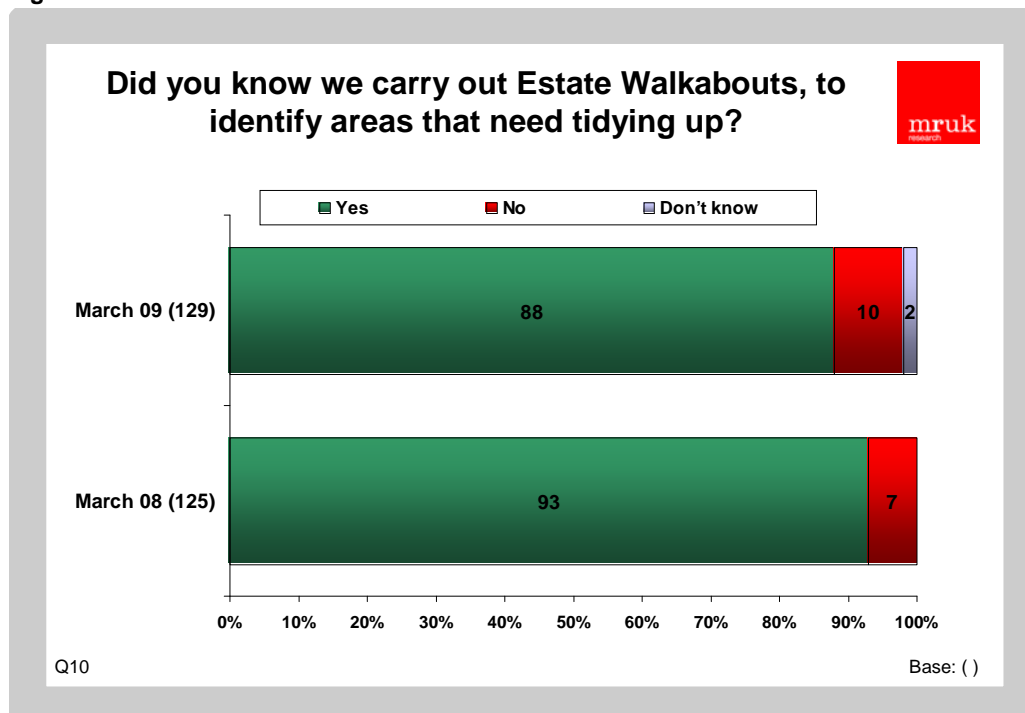
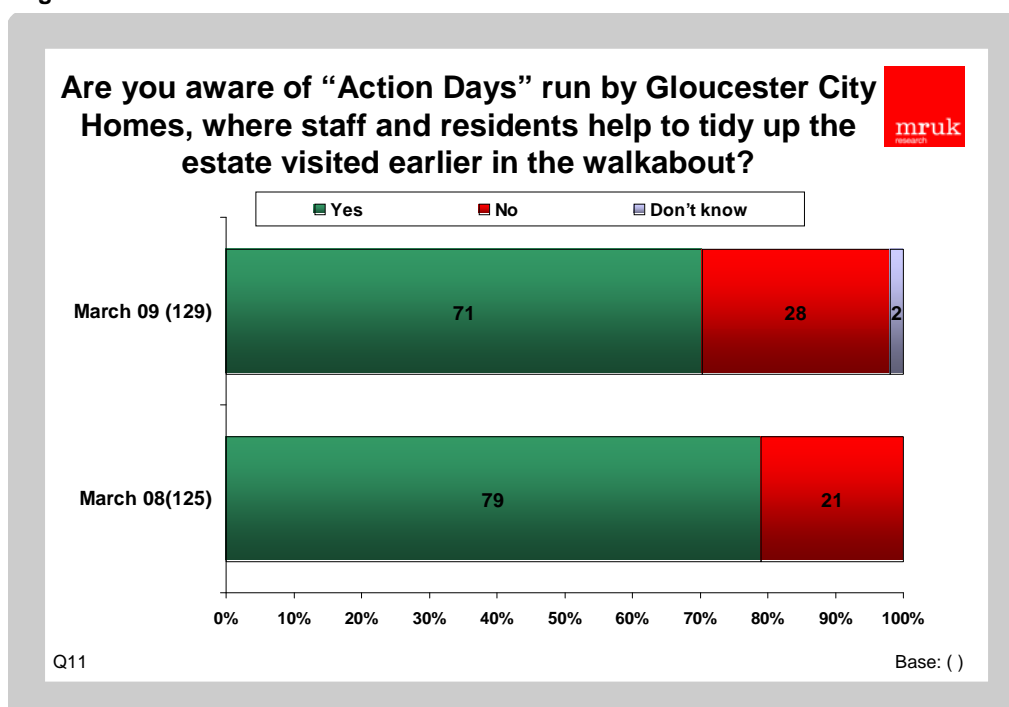
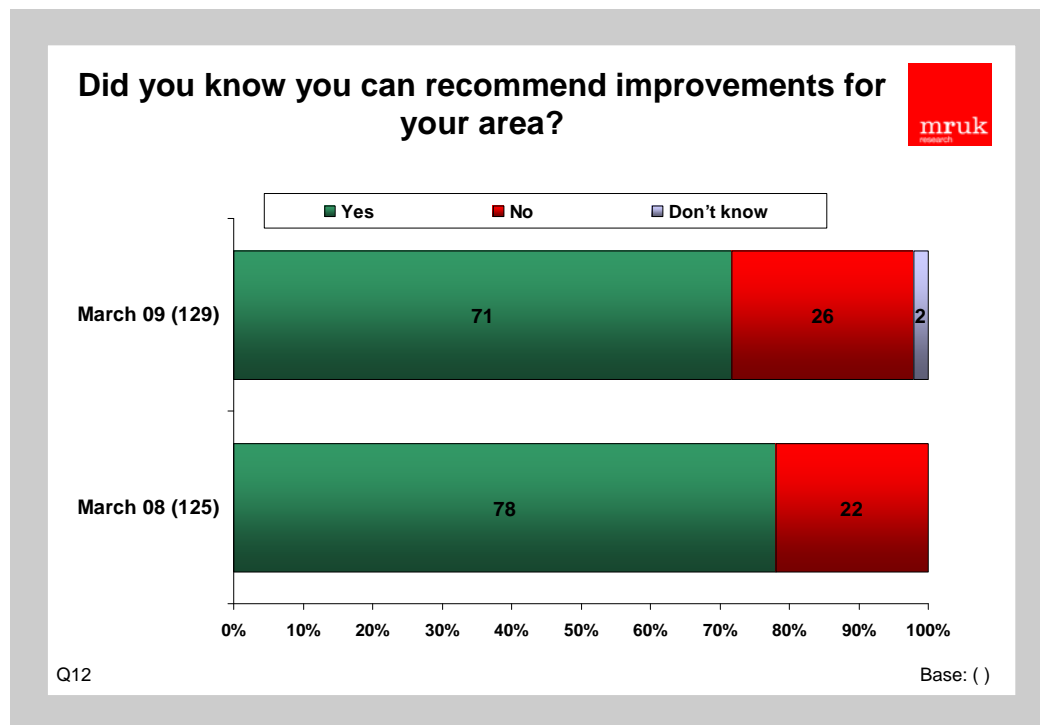


Figure 7



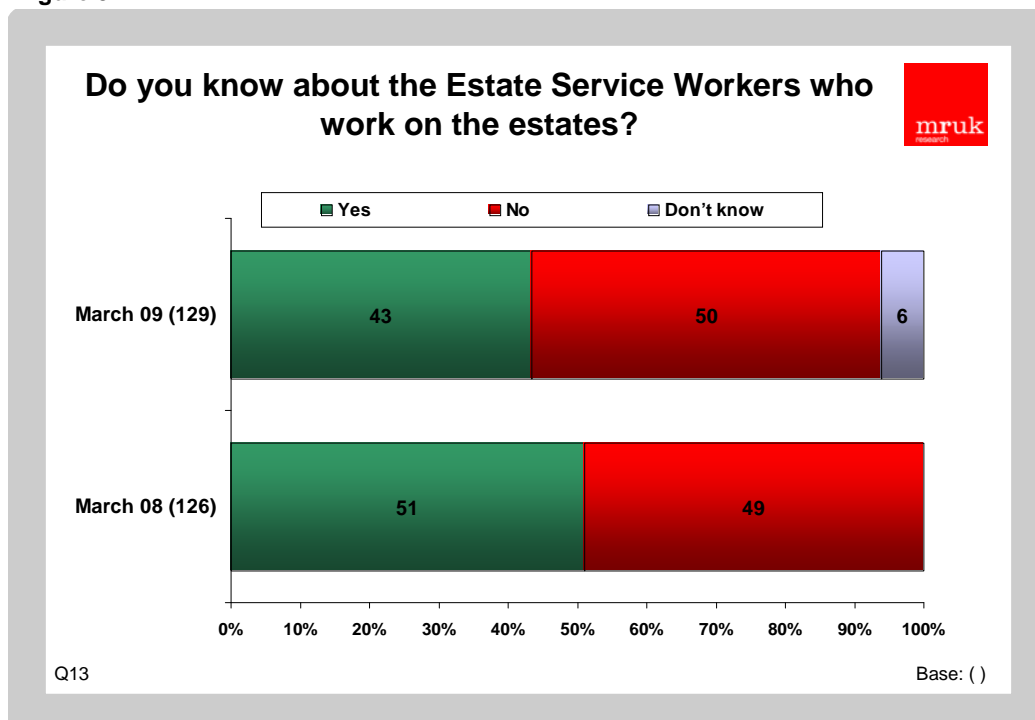
Findings from March 2008 showed that 78% of respondents were aware they could recommend improvements for their area. This decreased to 71% in March 2009 (see figure 8).

Figure 8



In March 2008 just over half of respondents were aware that Estate Service workers work on their estates. This decreased to 43% in March 2009 (see figure 9).

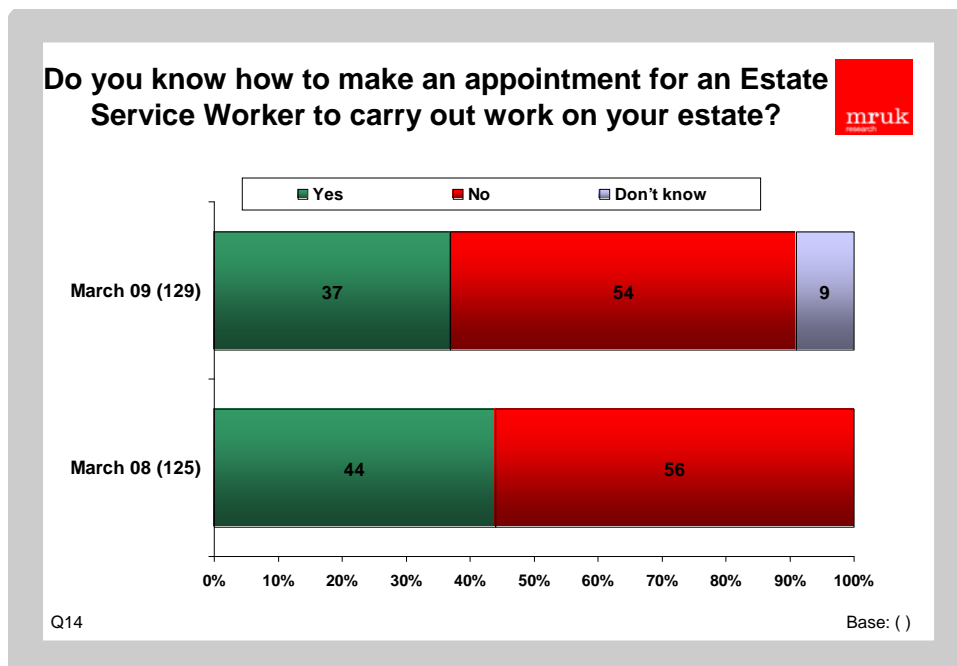
Figure 9



3.3 Communication

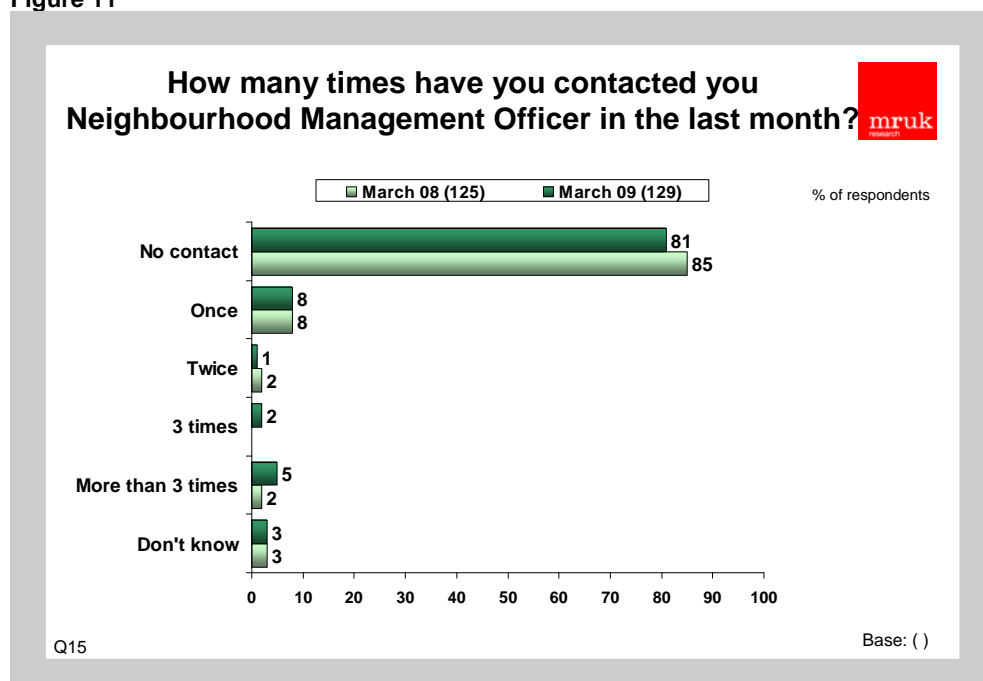
There has been a decrease in the percentage of respondents who knew how to make an appointment for an Estate Service worker to carry out work on their estate (from 44% to 37%, see figure 10).

Figure 10



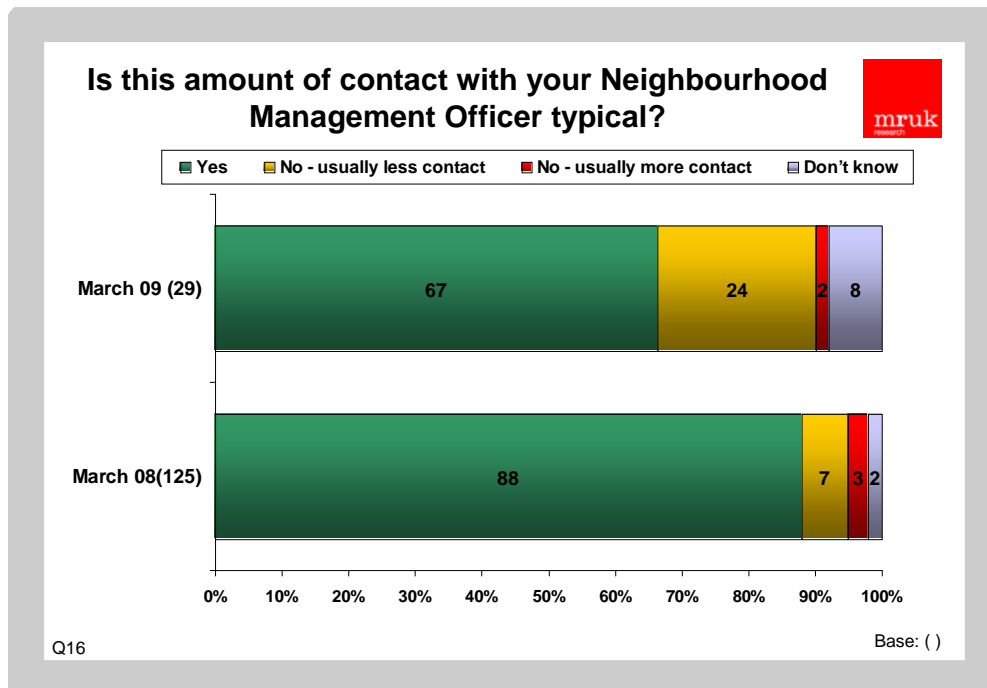
In both March 2008 and March 2009, the majority of respondents had not made contact with their Neighbourhood Management Officer in the last month (81% for March 2009; 85% March 2008) as illustrated in figure 11.

Figure 11



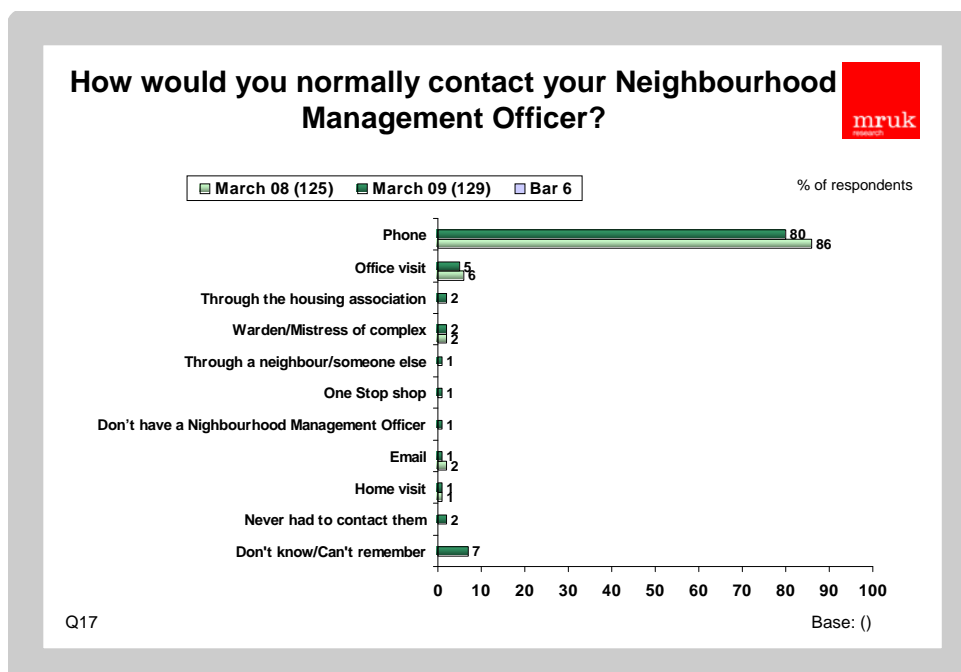
In contrast to March 2008 (88%), this amount of contact was viewed as typical by 67% of respondents in March 2009 (see figure 12).

Figure 12



In both March 2008 and March 2009, telephone was the normal method by which respondents contacted their Neighbourhood Management Officers.

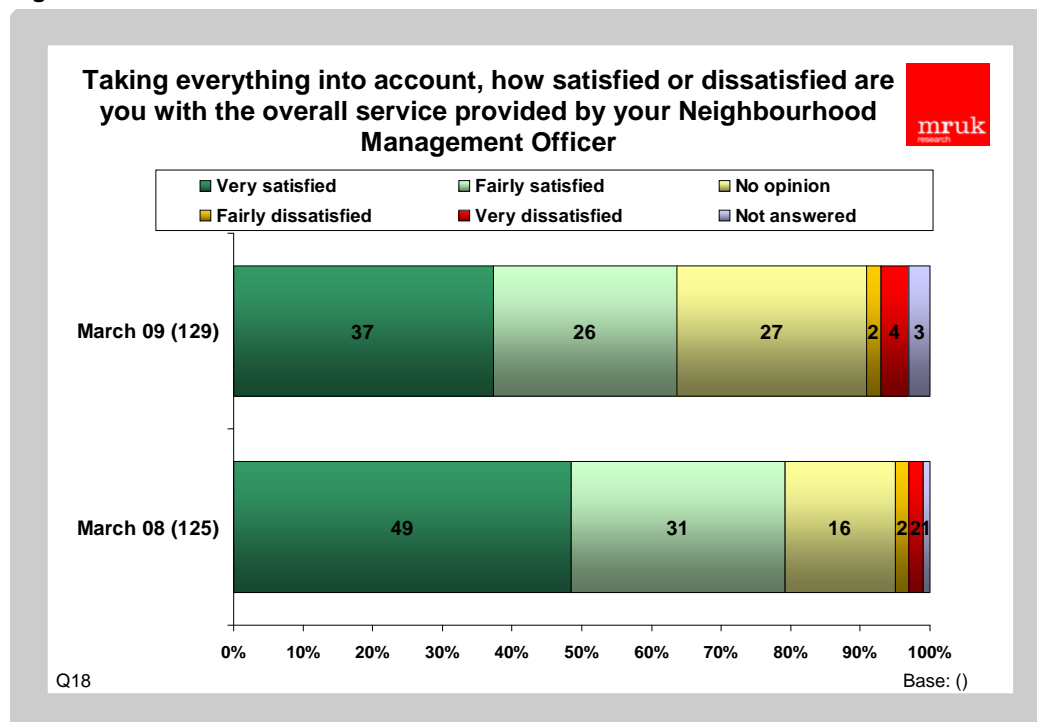
Figure 13



3.4 Overall Satisfaction

After taking everything into account, respondents were given the opportunity to state how satisfied they were with their Neighbourhood Management Officer. Sixty three percent of respondents reported being either very or fairly satisfied with the overall service they had received, a decrease from March 2008 when 80% reported that they were satisfied. As with March 2008, only a small percentage reported being dissatisfied with the service they had received (6% fairly dissatisfied or very dissatisfied, see figure 14).

Figure 14



In March 2009, reasons given by respondents for their dissatisfaction were:

- Bad communication/information (4 responses);
- Bad/ slow/ no response to problems (4 responses);
- Problems with repairs/maintenance (2 responses); and
- Problems with neighbours (1 response).

4. Summary

Below is a summary of March findings in comparison with findings from March 2008 of this research:-

- The number of respondents who reported knowing their Neighbourhood Management Officer has decreased from 40% to 26%. A lower proportion of respondents also reported knowing how to contact their Neighbourhood Management Officer should they need to.
- The proportion of respondents which knew their Neighbourhood Management Officers would visit them in their homes has decreased from 70% to 59%. However, 29% of respondents had received a home visit compared with 21% in March 2008.
- In both surveys the majority of respondents found it easy to contact Gloucester City Homes.
- There was a lower level of awareness of both 'Estate Walkabouts' (from 93% to 88%) and 'Action Days' (from 79% to 71%). Also a lower proportion of respondents were also aware they could make recommendations for improvements (from 78% to 71%).
- In both years the majority of respondents had not contacted their Neighbourhood Management Officers in the last month. When contact was made it was usually by telephone.
- Taking everything into account, the level of satisfaction with the overall service respondents have received from their Neighbourhood Management Officers has decreased from 80% to 63%.

Appendix A – Respondent Demographics

Age of respondents

Age Band	March 2009	March 2008
16-24 years	2	2
25-34 years	6	10
35-44 years	10	14
45-54 years	18	14
55-64 years	31	31
64-74 years	30	23
75+ years	31	31
Refused	1	-

Working Status

Status	March 2009	March 2008
In full time employment (24+ hours per week)	7	16
In part time employment (Less than 24 hours per week)	8	11
In full time education	1	-
Unemployed (registered)	14	6
Unemployed (unregistered)	-	3
Permanently sick/ disabled	21	11
Wholly retired from work	68	69
Looking after the home	3	5
Caring for an adult or child	6	2
Other	1	-
Refused	-	2

Gender of Respondents

Gender	March 2009	March 2008
Male	45	42
Female	84	83

Ethnicity of Respondents

Ethnicity	March 2009	March 2008
White – British	123	115
Any other white background	1	2
African	2	-
White and black Caribbean	1	-
Indian	1	-
Black Caribbean	1	2
Mixed – white and Asian	-	2
European/ Polish	-	1
Chinese	-	1
Refused	-	2