

## MRUK Tenancy Management Survey September 2006 summary sheet

The following values were calculated by allocating a value to Satisfaction/Ease of access responses, which were Very Dissatisfied/Difficult (1), Fairly Dissatisfied/Difficult (2), Neither Satisfied/Easy nor Dissatisfied/Difficult (3), Fairly Satisfied/Easy (4) or Very Satisfied/Easy (5). The number of respondents granting each value was then used to calculate the average shown below.

No.	Question	Value
1	How long have you been in your present home?	-
2	Do you know your Neighbourhood Management Officer (Housing Officer)?	-
3	Do you know how to contact your Neighbourhood Management Officer (Housing Officer)?	-
4	Did you know our Neighbourhood Management Officers would visit you at home?	-
5	Did you get a visit from a Neighbourhood Management Officer?	-
6	How easy do you find it to contact Gloucester City Homes?	3.92
7	Did you know we carry out Estates Walkabouts, to identify areas that need tidying up?	-
8	Are you aware of "Action Days" run by Gloucester City Homes, where staff and residents help to tidy up the estates visited earlier in the Walkabout?	-
9	Do you know you can recommend improvements for your area?	-
10	Do you know about the Estates Service Workers who work on the estates?	-
11	Do you know how to make an appointment for an Estates Service Worker to carry out work on your estate?	-
12	How many times in the last month have you contacted your Neighbourhood Management Officer in the last month?	-
13	Is this amount of contact with your Neighbourhood Management Officer typical?	-
14	How would you normally contact your Neighbourhood Management Officer?	-
15	How satisfied or dissatisfied are you with the overall service provided by your Neighbourhood Management Officer?	4.38

