

## MRUK Income Management Survey March 2007 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 do you usually pay your rent?	-
2	Are you aware that rent can be paid in the following ways?	-
3	How satisfied are you with the current payment options available?	4.53
4	How would you rate the help that Gloucester City Homes gives you with completing Housing Benefit forms?	3.67
5	How easy or difficult are the Rent Increase notices to understand?	4.25
6	How would you rate the way Gloucester City Homes presents the rent increase information?	4.17
7	How easy or difficult are the Rent Statements to understand?	4.34
8	How would you rate the way Gloucester City Homes presents the information in your rent statement?	4.42
9	How easy or difficult is it to contact Gloucester City Homes to discuss a rent matter?	4.17
10	Have you ever been contacted by Gloucester City Homes because you had fallen into arrears with your rent?	-
11	How well did Gloucester City Homes take your income and expenditure into account when agreeing a repayment plan with you?	4.25
12	How helpful do you find Gloucester City Homes arrears letters?	3.75
13	Have Gloucester City Homes ever told you where you can get independent debt advice from?	-
14	Did Gloucester City Homes staff offer to make a referral to any of the organisations above on your behalf?	-
15	Gloucester City Homes are considering offering extended opening hours, such as weekday evenings or Saturday mornings. How likely would you be to use such a service?	3.13
16	You say you would be likely to make use of extended opening hours to contact Gloucester City Homes. Which of the following services would you be interested in using?	-
17	Which of the following extended opening hours would you find most useful?	-
18	Overall, how satisfied are you with the service provided by the Income Management Team?	4.36

