

## Customer Satisfaction Surveys

These are the overall satisfaction results from service specific satisfaction surveys that St. Leger Homes carries out with tenants after they have accessed a service.

### Monthly Results

<b>Repairs Satisfaction:</b>	<b>Oct 2011</b>	<b>Nov 2011</b>	<b>Change</b>
Repairs and Maintenance	99.5%	99.4%	-0.1%
Electrical & Mechanical Planned Works	100%	100%	-----

<b>Decent Homes Satisfaction:</b>	<b>Oct 2011</b>	<b>Nov 2011</b>	<b>Change</b>
Service received	98.6%	94.2%	-4.40%

<b>New Tenants Satisfaction:</b>	<b>Oct 2011</b>	<b>Nov 2011</b>	<b>Change</b>
Condition of home	99.0%	88.7%	-10.3%
Cleanliness of home	86.5%	77.0%	-9.5%
General state of repair of home	86.5%	83.7%	-2.8%
Condition of garden	86.3%	77.0%	-9.3%
Empty Homes Service	97.8%	98.0%	+0.2%
Helpfulness of Home Choice Staff	97.8%	97.8%	-----
Helpfulness of the information provided at the accompanied viewing	99.0%	97.9%	-1.1%

<b>Rent Service Satisfaction:</b>	<b>Oct 2011</b>	<b>Nov 2011</b>	<b>Change</b>
Ease with which they can contact a member of staff to discuss their rent account	No surveys returned	No surveys returned	N/A
Correspondence and information received from the Rent Team about your rent account was easy to understand	No surveys returned	No surveys returned	N/A
With the way SLHD handled their rent case	No surveys returned	No surveys returned	N/A

<b>Estate Satisfaction:</b>	<b>Oct 2011</b>	<b>Nov 2011</b>	<b>Change</b>
Anti Social Behaviour	85.7%	87.5%	+1.8%
End of Tenancy Satisfaction	78.3%	78.8%	+0.5%

### Quarterly results

<b>Overall Satisfaction:</b>	<b>2011/12 Q1</b>	<b>2011/12 Q2</b>	<b>Change</b>
Complaints Handling	60.9%	69.0%	+8.1%

### Annual results

<b>Overall Satisfaction:</b>	<b>2010</b>	<b>2011</b>	<b>Change</b>
Leaseholder Services	77.8%	85.7%	+7.9%

If you would like to know more please e-mail our Customer Satisfaction Officer, [nicola.duffy@stlegerhomes.co.uk](mailto:nicola.duffy@stlegerhomes.co.uk)