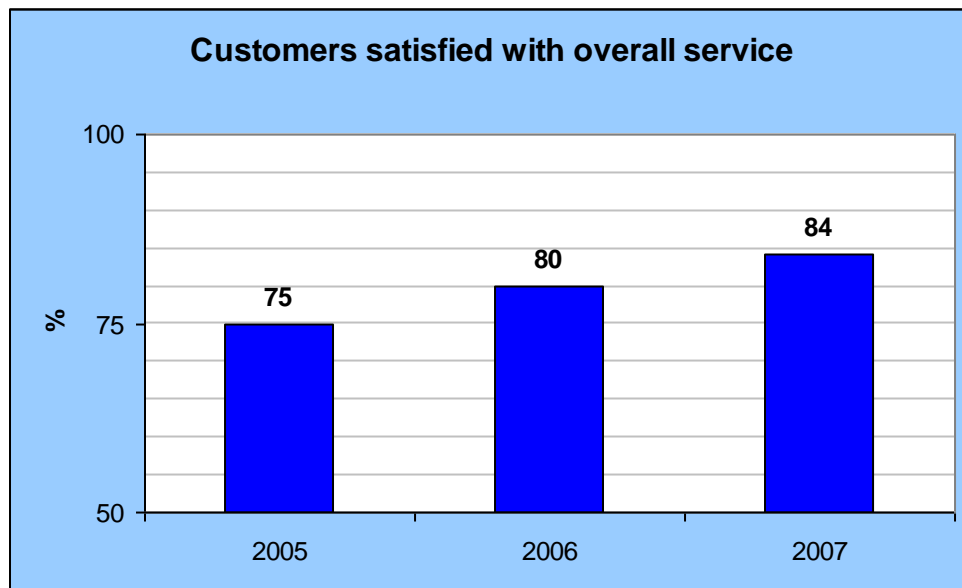


Tenant Satisfaction Survey

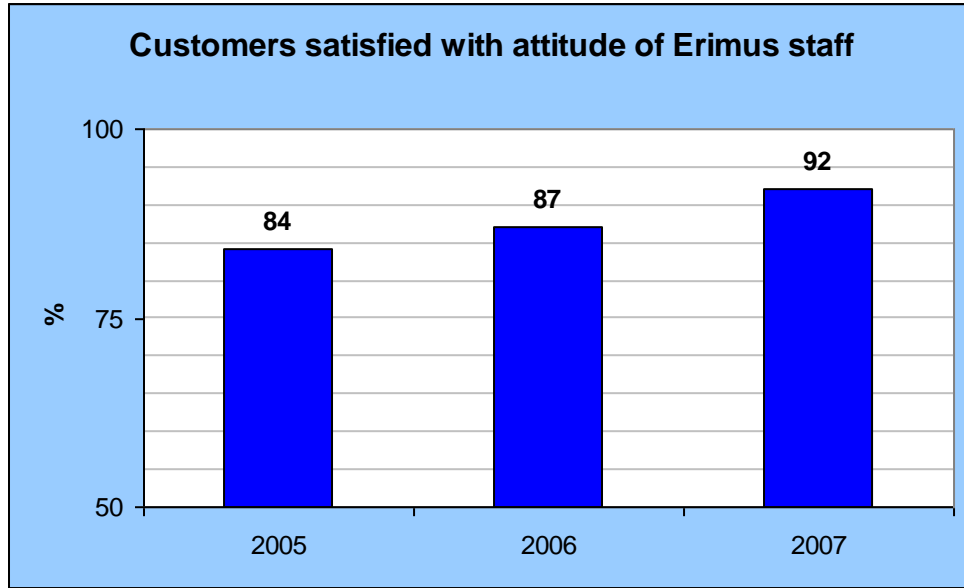
We recently completed our third annual Tenant Satisfaction exercise and we are keen to share the results with you. Your views are vital in helping us to achieve continual service improvement and we are grateful to all of you who took the time to complete a survey. Overall customer service satisfaction has increased along with satisfaction with the home, however, there are areas where we need to improve and these will be addressed by individual services in the year ahead.

We picked out key information from the areas that we asked for your opinions on and this is presented below. Please contact the Business Improvement Team on 01642 773600 if you would like any further information.

Customer Service

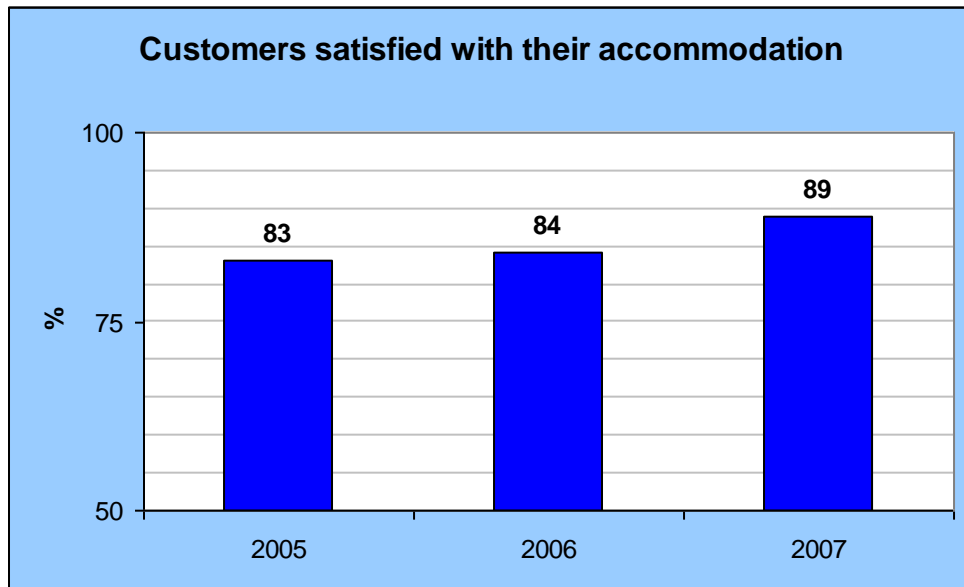


The percentage of customers satisfied with the overall service provided by Erimus Housing has increased for the second year running and this puts us on the fringe of the top 25% of housing providers in the country.

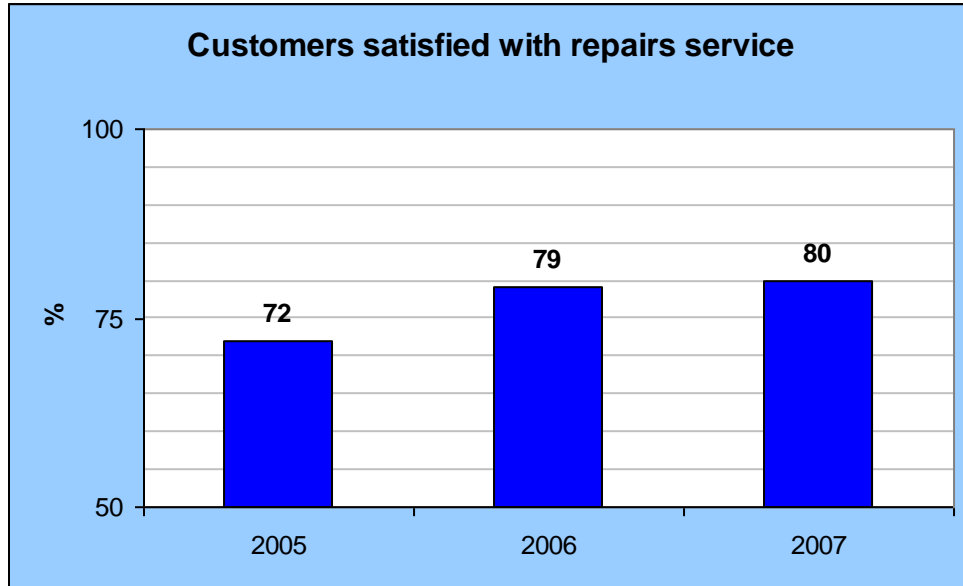


The attitude and politeness of staff when speaking to you has also improved again to reach an impressive 92%. We are still aiming to achieve as close to 100% as possible.

Your Home

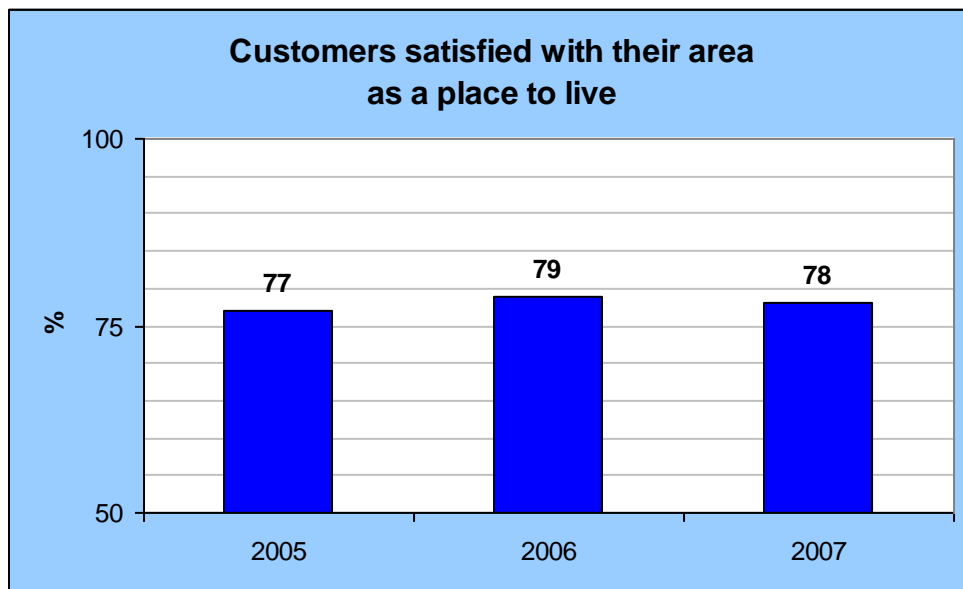


Virtually 9 out of 10 of you are satisfied with your home and we can link the continued increase down to our £103 million investment programme.



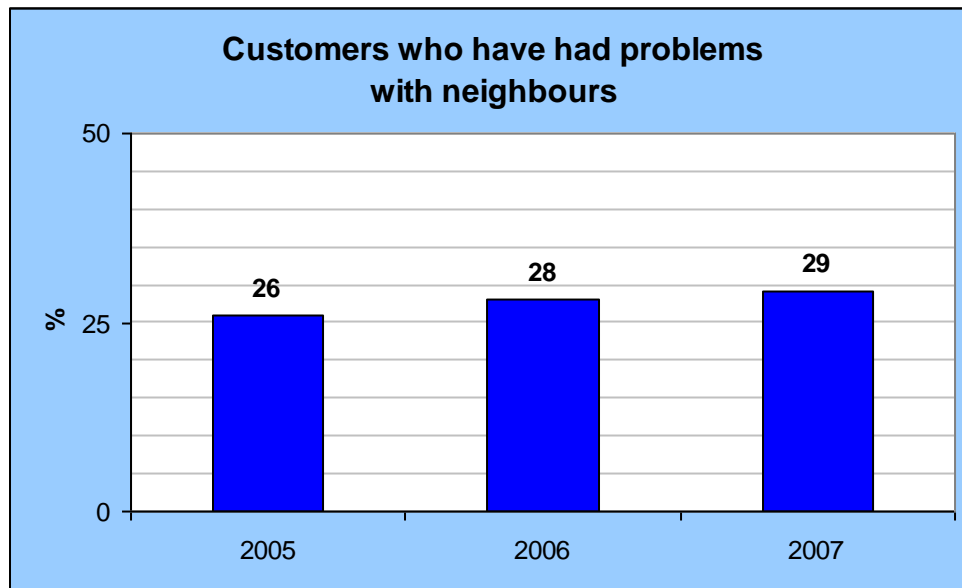
Satisfaction with the repairs service remains about the same, however we plan to make further improvements to this service during 2008.

Your Area

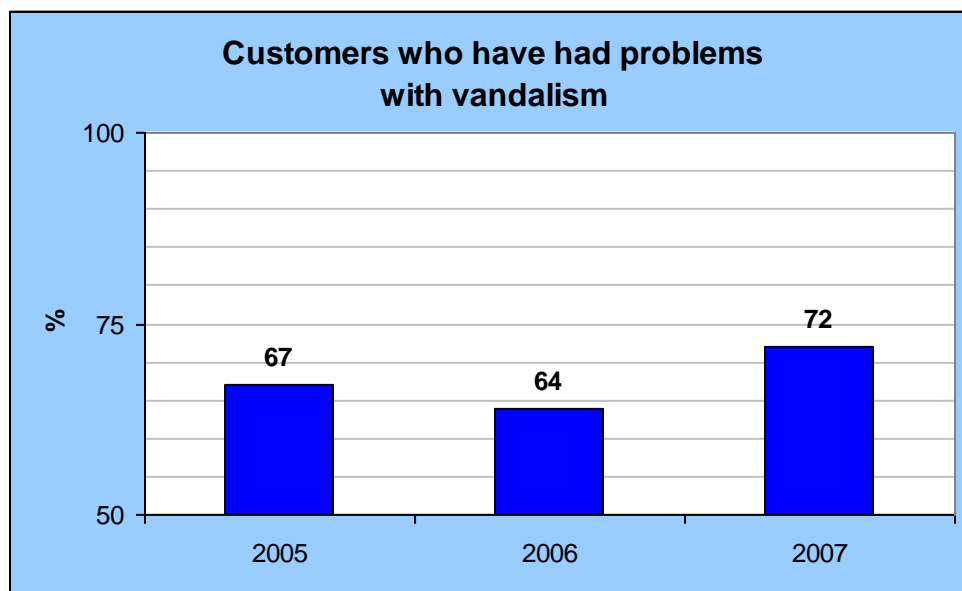


Your satisfaction has remained at just under 80% for the past 3 years; the main issues that have prevented improvement are problems with vandalism, litter/rubbish and dog mess.

Your Safety



We have seen a slight increase in the percentage of customers who have had problems with their neighbours for the second year in a row.

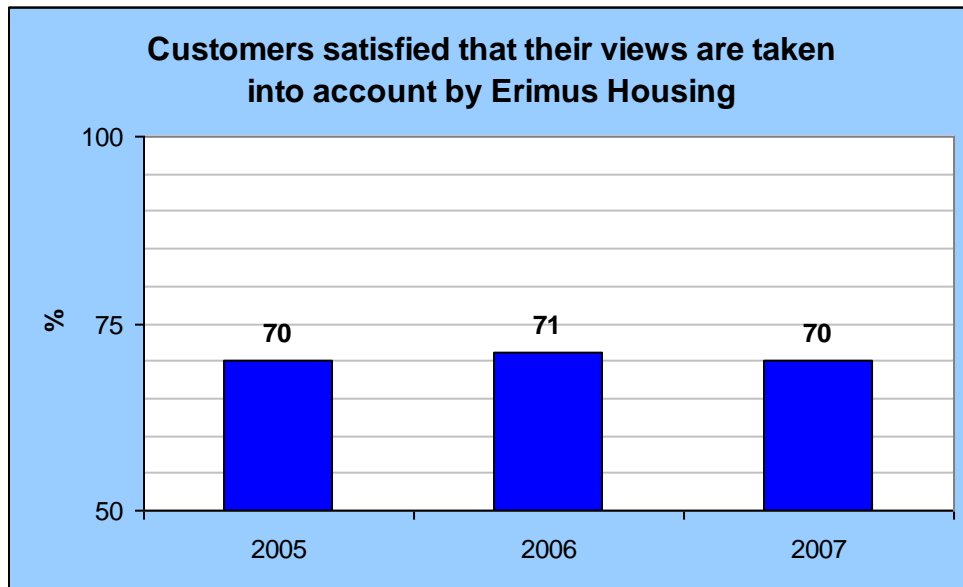


8% more of you reported that vandalism is a problem in your area. We will look at ways of preventing this, along with rubbish/litter and dog mess, to ensure that they are less of a problem for you.

Involving You

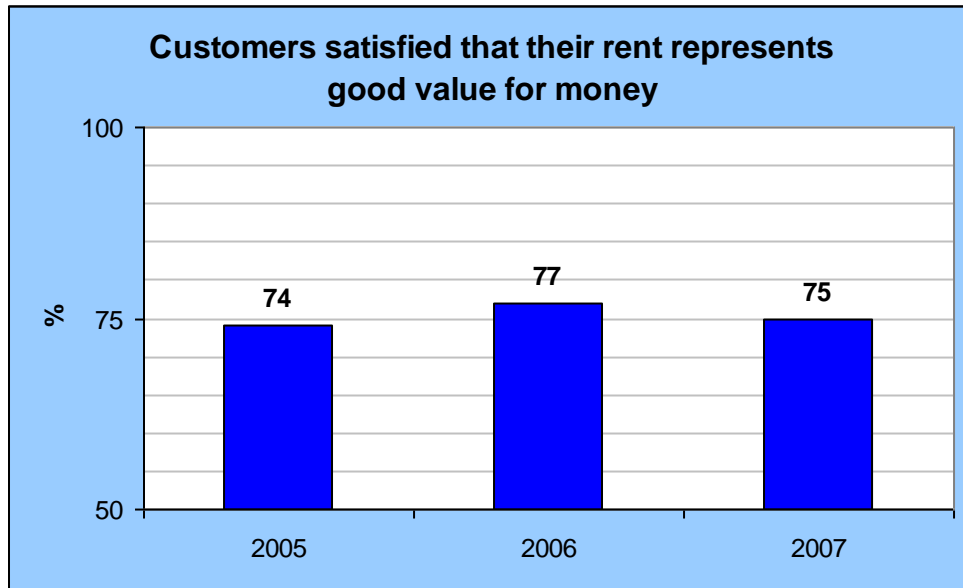


After improving last year, we have suffered a decline on this indicator. We will endeavour to use consultation methods that suit you and, therefore, allow more people to become involved in the decision-making process.



There has been very little change in your satisfaction levels regarding us listening to your views before making decisions. However, we are using several new initiatives (including Tenant Led Regulation) to ensure that we improve in this area.

Value for Money



When asked to consider their home and the services that we provide, slightly fewer of you than last year felt that this represented good value for money. We hope to keep improving the quality of your home and our service to you, so that your satisfaction will increase.