



# Performance Report 2010

Connswater Homes is committed to continuous improvement in all aspects of our service. To help us in our planning and to see where we need to make improvements for you, our tenants, the Association carried out a Tenant Satisfaction Survey during the Summer of 2010.

100% of tenants were surveyed, giving a sample size of 496. Questionnaires were sent to all tenants, some were returned in the envelopes provided, others were collected in person from your home. In total 211 questionnaires were completed and returned, this was a response rate of 43%. The results in this report are based on the information from the returned questionnaires.

A table of the results showing comparison against the 2008 survey is included.

## Areas covered were:

Your home  
Your area  
Repairs  
Anti-social behaviour  
Customer services

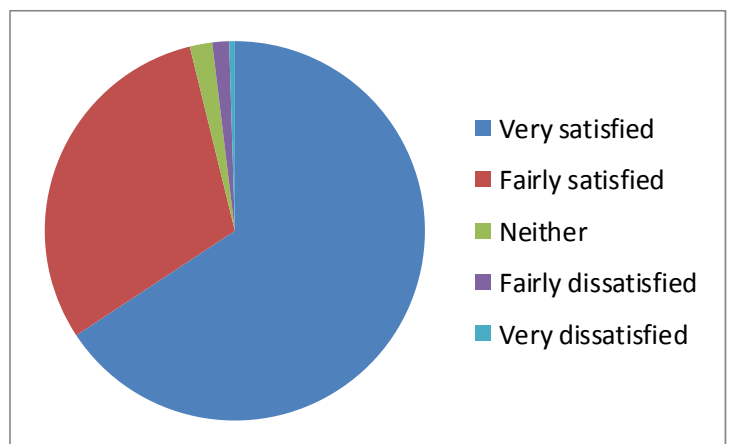
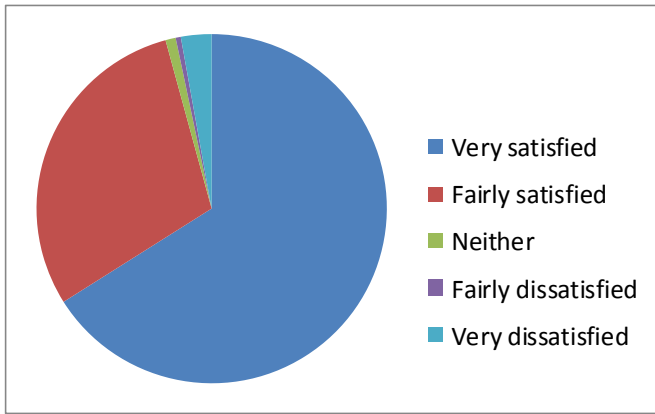


Chart shows that 96% of tenants surveyed were satisfied with the overall service provided by Connswater Homes

# Your area

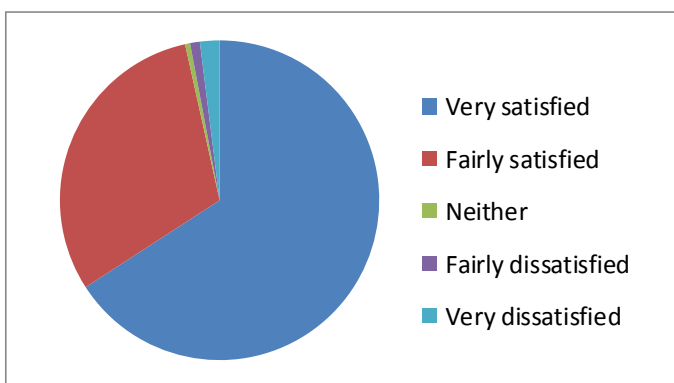


96% of tenants were satisfied with their area as a place to live

The Association is very pleased to note the positive feedback regarding repairs. We have worked hard to ensure that our repair service meets all set targets, but also, that **YOU**, our tenants get the best service that we can provide.

I am very happy in my new flat

# Repairs



92% of tenants were satisfied with the repairs service

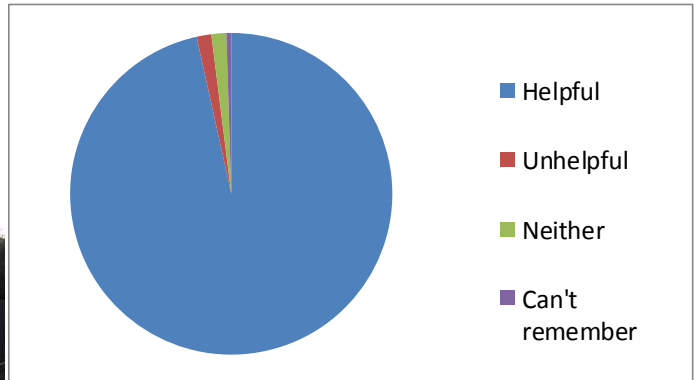
Excellent repairs service - second to none. Well done!!



## Summary Table of Results 2010

Question	Connswater 2008	Connswater 2010	NI Benchmark	UK Benchmark
% of tenants who are satisfied with services provided by Connswater Homes	84%	96%	83%	76%
% of tenants who thought the rent charged was good value for money	87%	93%	77%	72%
% of tenants who were satisfied with the condition of their home	88%	95%	74%	77%
% of tenants who are satisfied overall with their home	90%	95%	88%	81%
% of tenants who were satisfied with their area	87%	96%	87%	75%
% of tenants who were satisfied with the repairs service	73%	92%	74%	71%
% of tenants who found the staff helpful	92%	97%	94%	82%
% of tenants who said Connswater Homes were good at keeping them informed	94%	96%	88%	79%
% of tenants who were satisfied that the staff were able to deal with their problem	88%	94%	88%	74%
% of tenants who were satisfied with the final outcome of their contact with the Association	87%	90%	81%	64%
% of tenants who on average felt they were treated fairly across all 9 equality dimensions	99%	92%	N/A	N/A

## How we treat YOU

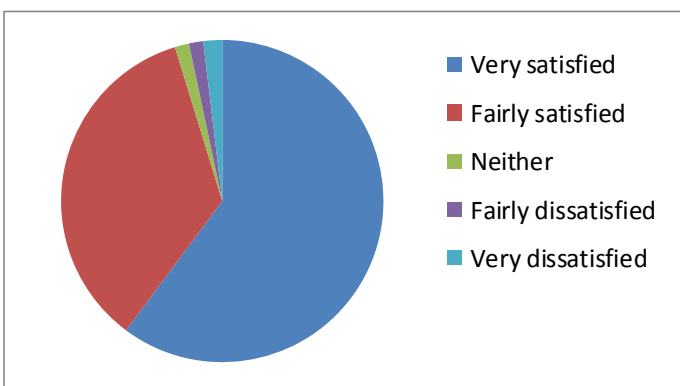


We are very pleased to report that 97% of tenants found our staff helpful

## Equality

Equality is about treating everyone fairly, regardless of their religious belief, political opinion, racial group, age, marital status, sexual orientation, disability, gender and whether they have dependants or not. Connswater Homes is delighted to report that **92%** of tenants felt they were treated fairly across all 9 equality dimensions.

## Your property



95% of tenants were satisfied with the general condition of their property



Lovely new homes  
- thank you  
Connswater it has  
changed our lives