



**CONNSWATER
HOMES**

Performance Report 2007—08

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 2007—08.

50% of tenants were surveyed. These tenants were selected at random by the team carrying out the survey and their names and addresses have been kept confidential from the Association. 87% of people asked to take part in the survey participated.

Areas covered were: Your Home, Your Area, Repairs, Anti-Social Behaviour and Customer Services.

Whilst the Association regularly achieves its repairs targets it is disappointed that the views of the tenant's interviews does not reflect this. We feel that some defects which are not required to be resolved immediately may be causing concern and we are working hard to address this.

YOUR HOME

86% of tenants were satisfied with the condition of their home

83% of tenants were satisfied with their home overall

84% of tenants said their accommodation suited their physical requirements

80% of tenants thought that the rent charged was good value for money

"I am satisfied with everything. I do like my home."

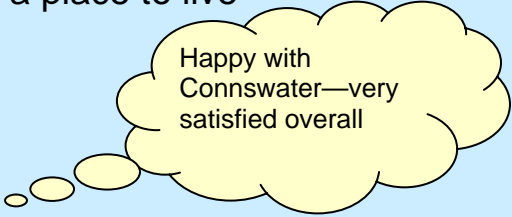




Connswater Grove, Belfast

YOUR AREA

86% of tenants were satisfied with their area as a place to live



Happy with
Connswater—very
satisfied overall

Anti—Social Behaviour

In 2007—08 we received 12 reports about anti-social behaviour. The main types of anti-social behaviour that were reports were:

- Noise from neighbours
- Children or youths loitering
- Damage to property
- Playing football / sports in the street
- Neighbours pets

90% of tenants surveyed in 2007 were satisfied with how Connswater Homes proposes to deal with anti-social behaviour

How we treat YOU

97% of tenants surveyed stated that the staff member was courteous and helpful in dealing with them

94% of tenants were satisfied that the staff were able to deal with their problem

84% of tenants were satisfied with the final outcome of their contact with the Association

97% of tenants were satisfied with the range of contact methods for the Association

Equality

Equality is about treating everybody 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:

99% of tenants felt that they were treated fairly across all 9 equality dimensions