



Resident Satisfaction STATUS Survey results 2007

As many of you will recall, we carried out our 3 year satisfaction survey with all residents in the summer of 2007. The results of the survey are now available via www.muir.org.uk or you can request a copy of the survey from calling the customer service team on 01928 72 8000.

In 2007, we used the STATUS satisfaction survey, which is the standard satisfaction survey developed by the National Housing Federation and used by most organisations within the housing sector. This will help us to compare more effectively how satisfied you, our customers, are with those of other housing associations, so we can make improvements in line with results.

We had a great response from you to the survey, with 53% of you responding.

Overall, there was a slight reduction in the overall satisfaction with the service we provide. Whilst this is disappointing, we are still pleased to report that 85.9% of you were satisfied with the service we provide overall. This puts us among the top housing associations in the country for this measure of satisfaction.

In all the other key areas of satisfaction, our results either stayed the same or improved from those in 2004. It is particularly pleasing to report that there were noticeable increases in the satisfaction levels for keeping residents informed (up to 90% in 2007 from 84% in 2004) and providing opportunities for participation in decision making (up to 69% from 64%). This reflects the work that we have undertaken, in terms of the information that we provide you, with the changes we have made to 'Voice' and the introduction of the new Factsheets and Residents' Handbook, and the stronger emphasis on involving residents.

We will be carrying out further work in 2008 across all regions resulting from the survey, having already addressed issues of dissatisfaction expressed by individual residents. We will also be carrying out some further work with our residents from a black and minority ethnic (BME) background, as satisfaction amongst those residents was lower than for residents overall in a number of key areas.

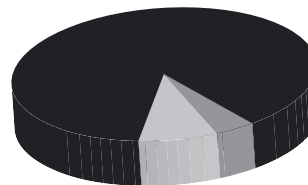
It is important that we use the information that you give us through our surveys to inform any improvements that we make to the services that we provide to you. We are currently developing new service improvement plans which will incorporate areas for improvement identified as a result of the satisfaction survey.

Resident Opinion Survey 2007 KEY QUESTIONS IN COMPARISON TO 2004 SURVEY RESULTS

Summary of Overall Results %

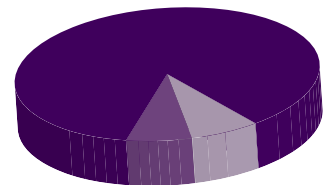
Q11. Overall Satisfaction with the Service provided

2004



Satisfaction	87.7%
Neither	8.3%
Dissatisfaction	4.0%

2007

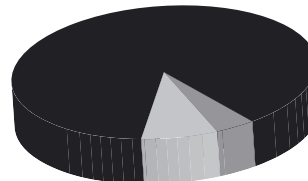


Satisfaction	85.9%
Neither	7.0%
Dissatisfaction	7.1%

Although overall resident satisfaction with the service provided by the Association has decreased from 2004 to 2007, the satisfaction level of 85.9% puts Muir Group in the top quartile for Registered Social Landlords (RSLs) nationally, and is above the national average (median) of 80%. It is worth noting that although overall satisfaction has decreased, satisfaction levels for all the other key questions have increased, as in the majority of these questions, or remained the same.

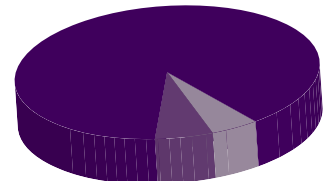
Q13. Satisfaction with Accommodation

2004



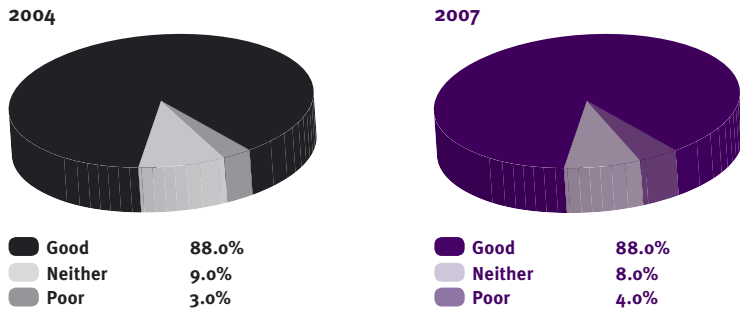
Satisfaction	88.0%
Neither	8.0%
Dissatisfaction	4.0%

2007

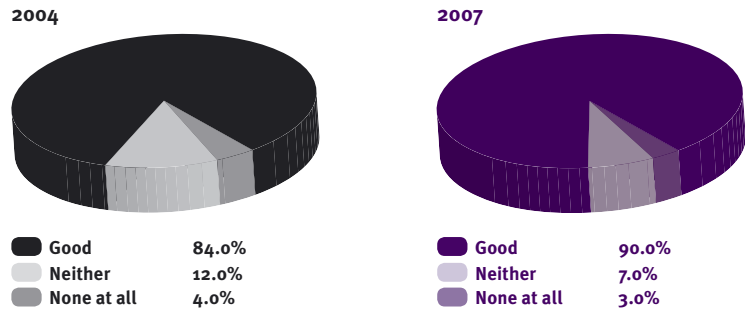


Satisfaction	89.0%
Neither	6.0%
Dissatisfaction	5.0%

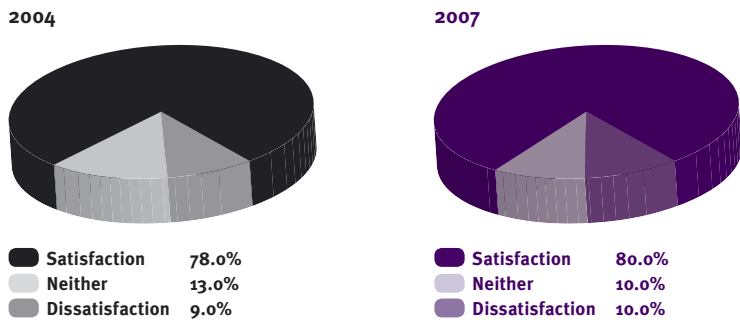
Q15. Condition of Property



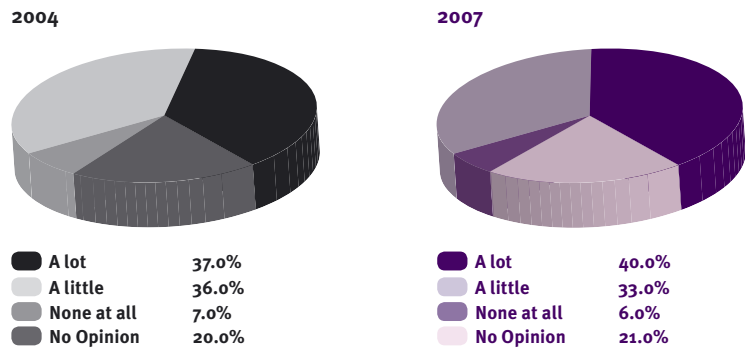
Q29. Being kept informed about relevant issues



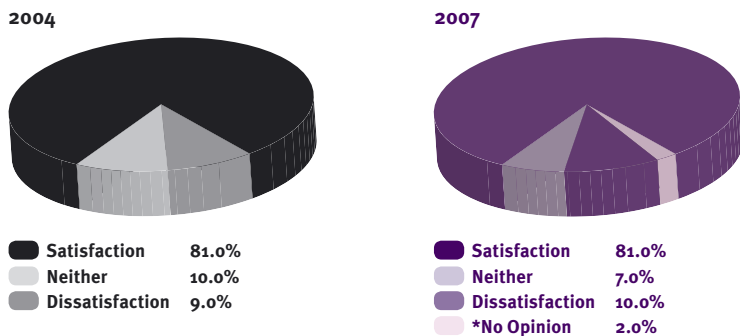
Q16. Satisfaction with neighbourhood as a place to live



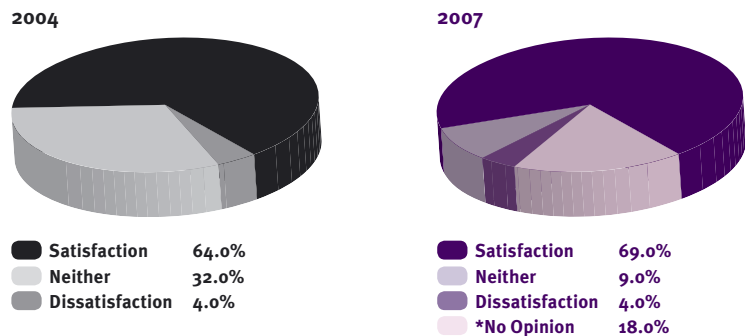
Q30. Taking account of residents' view



Q25. Satisfaction with the way Muir deals with repairs and maintenance



Q31. Satisfaction with opportunities for participation in management and decision-making.



*Option not available in 2004 questionnaire

Although the level of satisfaction with the repairs and maintenance service has remained static at 81%, there has been a slight increase in the level of dissatisfaction. It is anticipated that, in the longer term, the introduction of a Schedule of Rates in February 2008, with partner contractors, a revised system of repairs priorities and an appointments system being established, should play a key part in maintaining or increasing resident satisfaction with the way that Muir deals with repairs and maintenance.

This question is one of the two questions, in addition to that relating to overall satisfaction (Q11 above), where comparative data from other RSLs is available from the Housing Corporation, the other being that relating to resident satisfaction with the opportunities for participation in management and decision-making (Q31 below). A satisfaction level of 81% puts the Association into the second quartile for RSLs nationally, falling 1% short of the top quartile figure, although the level of satisfaction amongst Muir Group's residents does put the Association significantly above the national average (median) of 76%.

*Option not available in 2004 questionnaire

Satisfaction amongst Muir Group's residents with the opportunities to participate in management and decision-making has increased quite significantly, which perhaps reflects the work being undertaken by the Association in resident involvement and community engagement. The level of satisfaction in this area places Muir Group in the top quartile for RSLs nationally, and is well above the national average (median) of 59%.

A message from Beverley Price - Community Engagement Officer

We want to improve the services we provide to you, and we want to encourage all our residents to get more involved, by becoming more informed, giving us views and opinions, and actively helping us to make decisions that improve how we operate.

What is Resident Involvement?

At Muir, we believe resident involvement is about giving every resident, regardless of background, ability or time constraints, the opportunity to influence the standards of services we deliver through a variety of ways to suit each individual person. We have all sorts of community resident involvement initiatives going on around the country, like local resident associations and community groups, but we really want to push internal resident involvement within Muir this year. So this is more residents becoming an integral part of Muir's management processes and strategies we work from on key housing issues.

To make this happen, we are working to improve our Resident Involvement Strategy. The purpose of a Resident Involvement Strategy is to explain what resident involvement is all about, how we involve our residents in the decision making process, and it sets out an action plan that details how we will improve and what we aim to achieve.

The Resident Involvement Strategy will map out how residents can influence every aspect of service delivery, including repairs and maintenance, and housing services.

Let us make this strategy a document that is meaningful to all residents. If you are interested in helping to shape this important document, or if you have any ideas or suggestions, then please contact Beverley Price (community engagement officer), on 01925 790624 for a chat.

Anti-Social Behaviour

We revised our policy and procedures on anti-social behaviour (ASB) last year, and introduced a new central database in April 2007 to more effectively manage and monitor all cases more effectively.

We will provide you with feedback as to how we have performed in terms of dealing with ASB in the next edition of 'Voice', once we have a full year's worth of information available from the database.

We have also signed up to an ASB benchmarking service which will help us compare how we perform in dealing with ASB in comparison with other housing providers.

You may also recall that Muir signed up to the Respect Standard for Housing Management, making a commitment to you that we are doing all we can to tackle ASB and create a culture of respect in our communities in doing so.

We treat all cases of ASB seriously. Some cases, by their very nature, need to be dealt with, with greater urgency than others. Whilst an issue such as a neighbour constantly playing loud music might cause serious distress and upset, generally speaking issues such as hate crime (eg racial harassment) or domestic violence have a greater impact on the victims of these types of ASB than say a dispute over parking or dumping rubbish in a communal area.

For these reasons, we have identified three broad categories of anti-social behaviour:

- **Extreme**
- **Serious**
- **General Nuisance**

Please note that each case of ASB is dealt with individually and it may be that, due to the specific circumstances of that case, something that would usually be deemed to be general nuisance would be dealt with more urgently, say as a serious case.

Category A - Extreme

- **Physical violence and assault**

Violence or threats of violence to neighbours or staff (other than domestic violence)

- **Verbal abuse, harassment, intimidation and threatening behaviour**

Shouting, aggressive swearing, verbally abusive behaviour, arguing in the street, staring through windows for no reason

- **Hate related incidents**

Persistent nuisance targeted at an individual or group because of their race, colour, nationality, ethnic or national origin, sexual orientation, gender, disability, religion and age

- **Domestic violence and abuse**

A person physically assaulting their partner for whatever reason, mental abuse of the same

Category B - Serious

- **Criminal behaviour**

Any other types of criminal behaviour not already mentioned in other categories e.g., burglary

- **Prostitution**

Sex workers, sexual acts, soliciting, kerb crawling

- **Misuse of communal areas, public spaces or loitering**

Intimidating gangs of youths congregating outside local shops, aggressive begging in communal areas

- **Alcohol related nuisance**

Drinking heavily and causing a nuisance to other residents

- **Drugs, substance misuse and drug dealing**

Dealing drugs, leaving needles in communal areas, partaking in solvent abuse in public or communal areas

Category C - General Nuisance

- **Nuisance from vehicles**

Driving dangerously, abandoned or untaxed cars, parking issues, car repairs, residents repairing cars for a living from their property

- **Garden nuisance**

Untidy gardens, unsafe structures, old junk left in gardens

- **Vandalism and damage to property**

Spraying paint or writing on a wall, kicking and breaking a fence panel, damaging or stealing plants or flowers in a garden

- **Pets and animal nuisance**

Dogs barking repeatedly, fouling of public areas, general nuisance caused by pets

- **Litter, rubbish and fly tipping**

Placing refuse in communal areas

- **Noise nuisance**

Shouting, loud late night parties, repeatedly banging doors or buzzing intercom systems, loud music or TV

- **Boundary disputes**

Hedges, parking, landscaping, fencing

We respond to each category of anti-social behaviour as follows:

Category A – Extreme Cases

All cases deemed to be extreme ASB will be responded to within 24 hours.

If there has been a threat of or actual violence, the Association will endeavour to respond within 24 hours but no longer than 2 days.

In line with the Racial Harassment Policy, all reports of racist incidents must be fully investigated within 24 hours (see Racial Harassment Policy).

In line with the Homophobic and Transphobic Harassment Policy, all reports of homophobic or transphobic incidents must be fully investigated within 24 hours (See Homophobic and Transphobic Harassment Policy).

In line with the Domestic Violence Policy, all reports of domestic violence will be acknowledged within 48 hours. If there has been actual violence the cases will be investigated within 24 hours.

Category B – Serious Cases

All cases deemed to be high-level nuisance/ASB will be responded to within 2 working days of receiving the initial report. An interview to discuss the complaint further will be conducted within 5 working days where practicably possible.

Category C – General Nuisance

All cases deemed to be low-level nuisance/ASB will be responded to within 5 working days of receiving the initial report. An interview or telephone call to discuss the complaint further will be conducted within 10 working days where practicably possible.

We will shortly be revising our Anti-Social Behaviour Factsheet to include information about the different categories of anti-social behaviour.

More information about the way we deal with anti-social behaviour can be found in the Residents Handbook or on our website at www.muir.org.uk – click on the link “Dealing with Trouble” on the left hand side. The website also includes links to the anti-social behaviour policy and procedure. If you would like to see a copy of these documents but do not have access to the internet, please contact us at the Helsby office on 01928 728000.

A message from your housing management team...

Helping Us to Help You!

By now, you should have received a copy of our Customer Information form, along with the guidance notes Helping Us to Help You. They have been sent out to all our residents across the country – if you haven't received a form, or if you can't find it, please let us know! Contact our customer service team 01928 728000.

We are looking to collect information on all our residents and their households. We will then use this information to ensure that the needs of all our residents and their households are met in the most appropriate way, in terms of how we deliver our services to you and as we develop our services for the future.

More specifically

- the information will help us to focus the services we provide. Service delivery can be shaped to the needs of individual customers; customers on specific schemes or estates; customers in particular local authority areas or regions; groups of customers, for example based on age, size of household, ethnic background, etc; and customers as a whole. We can't shape our services in these ways if we don't have a greater understanding of who our customers are and what your needs are.
- we will use the information that we collect to take the needs of our customers into account as we develop and improve our existing policies and procedures.
- we want to make sure that we don't treat our customers unfairly because of their age, gender, ethnic background, disability, sexuality, etc. Collecting and monitoring this information will help us to ensure that we do act fairly and that all our customers have equal access to our services.
- we are committed to tackling prejudice and discrimination and promoting good relations between all groups in society.
- we will not tolerate any form of hate crime or harassment of any resident because of their ethnic background, faith or religious beliefs, sexuality, gender or disability. Having this type of information will help us be able to tackle such problems more effectively.
- having information about customers in under represented or harder to reach groups will help us to focus on looking to increase the involvement of residents from those groups to ensure that their views are effectively taken into account and represented.

You can be assured that any information that is provided to us is stored securely and confidentially in line with the Data Protection Act 1998 and our Data Protection Policy.

If you need any help to complete the form, please get in touch!

It is really helpful if you can return this information to us. If there are particular questions that you would rather not answer, or where you are not comfortable in providing us with the information, feel free to leave those sections blank or tick the box marked 'Prefer not to say'. Please remember though, that the more information you give us, the more we can take the needs of you and your household into account when we are providing our services or looking to improve their services.

A big Thank You to those of you who have already completed and returned the Customer Information Form.

For those of you who haven't yet done so, get the form back to us as soon as you can – you never know, you could be one of our lucky winners in the free prize draw!

Accessing Our Services

At the same time we sent out the Customer Information form, we also sent you a survey on Accessing Our Services.

- The survey will really help us to improve the way that customers like you access our services.
- Again, the more information we get back, the better we can take account of your views when we make any improvements.
- So if you haven't done so already, send us your completed survey as soon as you can!

And don't forget, everyone returning the survey will be entered into a separate prize draw, and who knows, it could be YOU!

Community Engagement Officer for the Southern Regions

We would like to introduce you all to Jan Keenan who is joining Muir Group as our new community engagement officer. Jan is keen to develop new activity and will be working with residents and their communities in the Southern Regions. Jan will be taking over from Beverley Price, who will now be able to concentrate on projects and initiatives throughout the Northern Regions. This extra position means that we can strengthen resident involvement, and connect with a wider range of residents, resident groups and communities to develop community engagement in the Southern Regions.



Have your say....



If you wish to share your views or suggestions about any aspect of Muir Group please let us know

I am:    (please tick)

Details of your comments:

What would you like to happen next:

You can also get in touch by:



Email



Phone



Website



Write



Visit Office



Textphone

Your details:

Name: _____

Address: _____

Telephone no 1: _____ Telephone no 2: _____

Email: _____

Please send back in the stamped addressed envelope provided.

