

# Your views

Muir Group Survey Report 2011



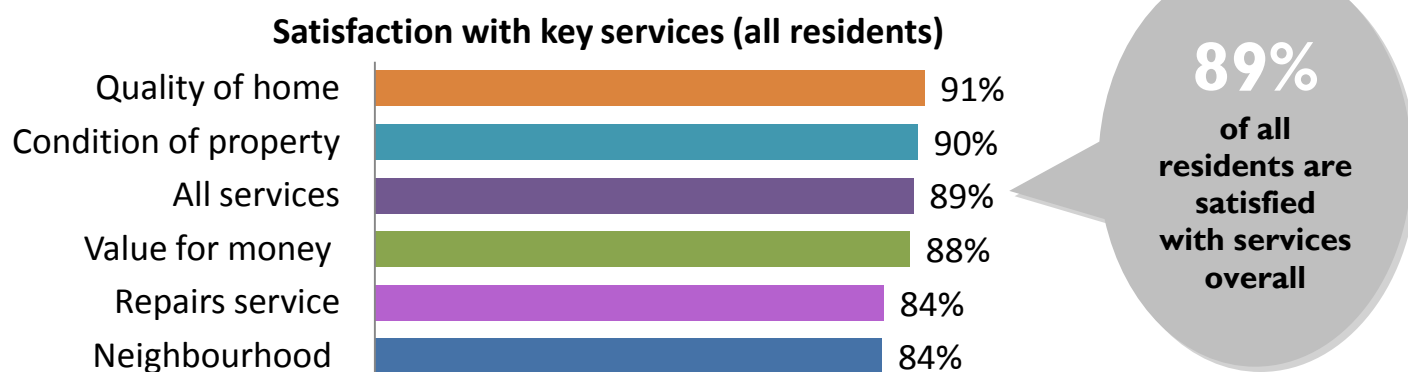
## About the survey

In the autumn of 2010 many of you took part in an important survey of residents. The survey focused on how satisfied you are with the way Muir Group Housing Association (Muir) delivers services and maintains your homes.

- The survey was sent to all residents and just under half of you (1,843 general needs and sheltered residents) took part (46%).
- Separate surveys were sent to general needs and sheltered residents.
- The survey was anonymous and carried out by an independent market research company - the National Housing Federation (NHF)'s Feedback Service.

Feedback and Muir would like to thank all those residents who took part in the survey. This report contains the key results from the survey for all residents (general needs and sheltered residents) unless specified.

## Satisfaction with key services



- The vast majority of residents are satisfied with the overall services they receive from Muir. Muir's overall satisfaction score of 89% is 7% above the National Housing Federation's average rating and the Tenant Services Authority's national average (81%) and 4% higher than the average found in a peer group of similar landlords. Just 7% of residents are dissatisfied with overall services.
- A high number of residents are satisfied with the neighbourhood (84%), repairs service (84%), value for money (88%), condition of the property (90%) and the quality of their home (91%).

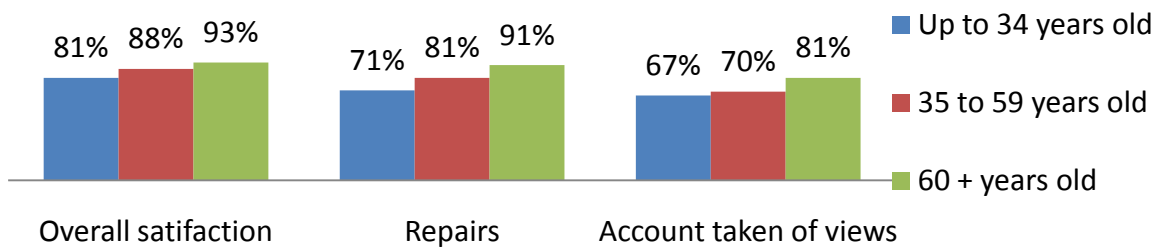
# About you

The survey collected valuable household information about things such as age and ethnicity. This type of information helps Muir to understand the needs of different groups and to plan how best to deliver services in the future. The information below shows some of the information we found out about residents living in general needs properties.

- 93% of residents are from a White British background while 4% are from a Black and Minority Ethnic background (3% refused to answer the question).
- 65% of households receive Housing Benefit to help pay their rent.
- Half of households (49%) have a member with a long-term health problem or disability.
- 19% of residents are under 35 years of age, while half are between 35 and 59 years old (49%). 32% of residents are aged 60 or over.

The charts and graphics below show the effect that things like age and health have on how people feel about services.

The views of residents of different ages (general needs residents only)



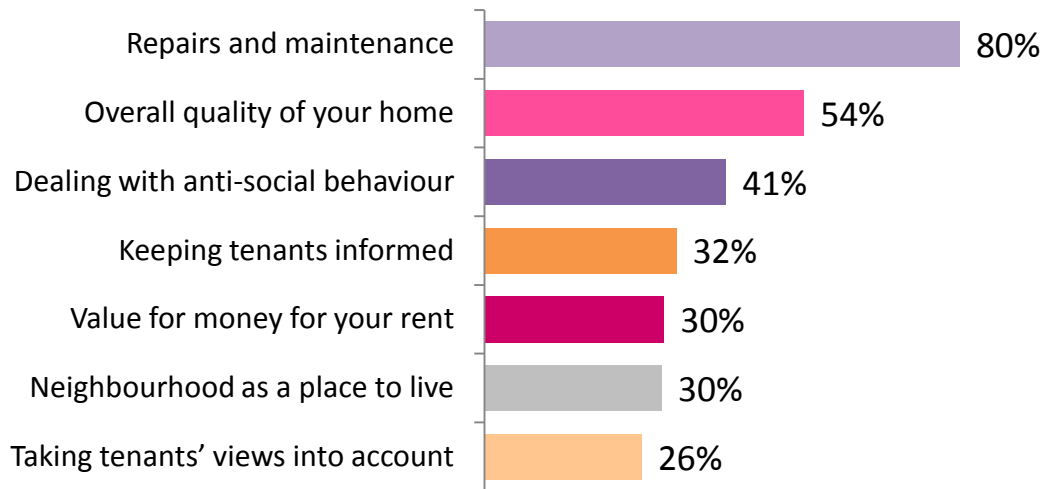
The graph above shows that, on the whole, older residents are more satisfied with services overall and the account taken of views than younger residents. Other factors such as gender did not affect satisfaction, while residents with a long-term illness or disability were often slightly more satisfied than those without (although this finding can also be influenced by age as residents with a long-term illness or disability are often older).



## Priority services

- Providing a good repairs service is considered by residents to be the most important service that Muir provides. The chart below also shows the importance of the quality of the home to residents, while dealing with anti-social behaviour is also important for around two in five general needs residents.

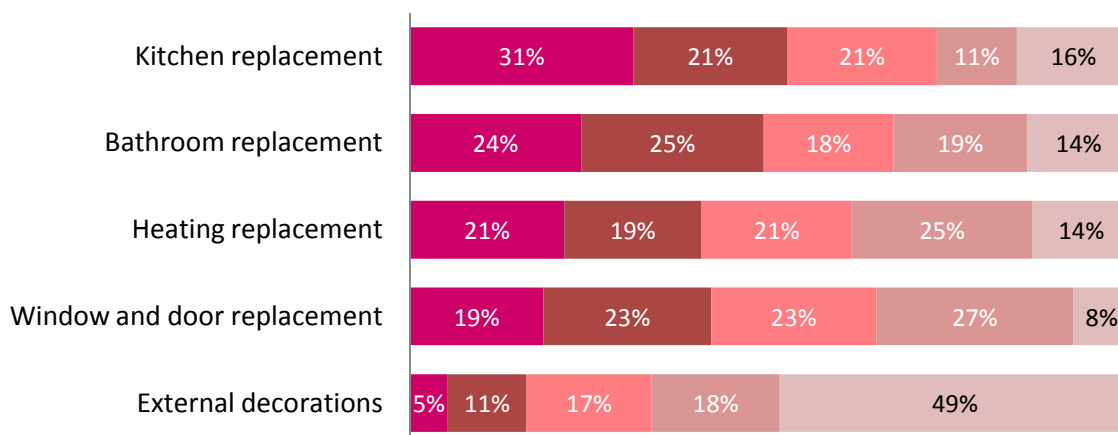
### The most important service areas for general needs residents (when asked to select three)



- Sheltered residents also placed the repairs service as the most important service (70%). This was followed by the quality of the home (47%) and keeping residents informed (33%).
- When asked to prioritise which improvements to the home Muir's residents would like to see, kitchen and bathroom replacements were the top two priorities for both general needs and sheltered residents.

### How tenants prioritised property improvements (all residents)

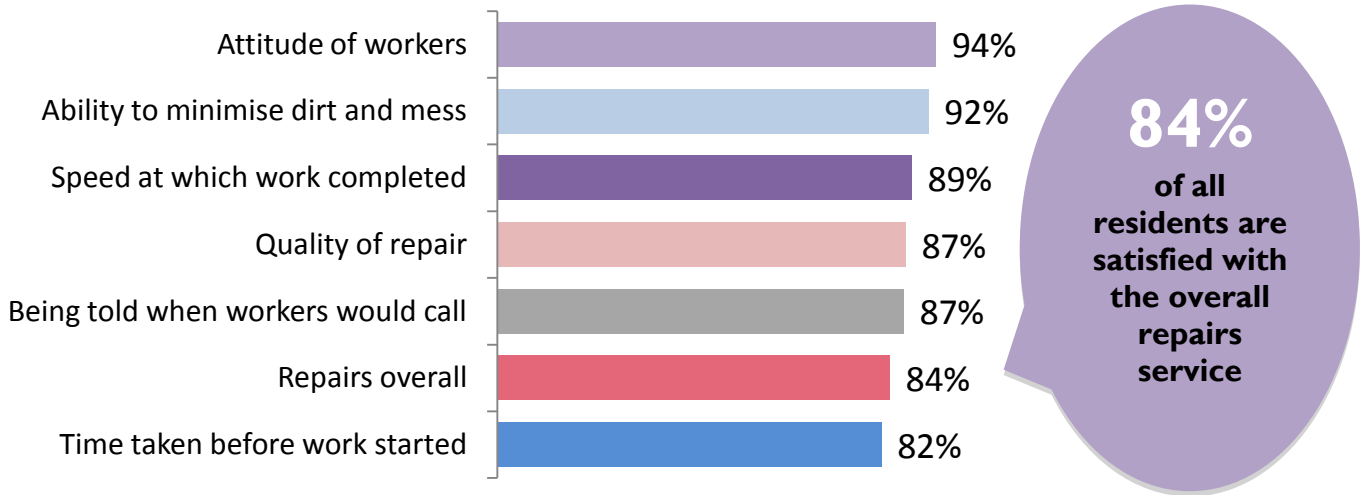
■ Priority rating 1 ■ Priority rating 2 ■ Priority rating 3 ■ Priority rating 4 ■ Priority rating 5



# Repairs and maintenance

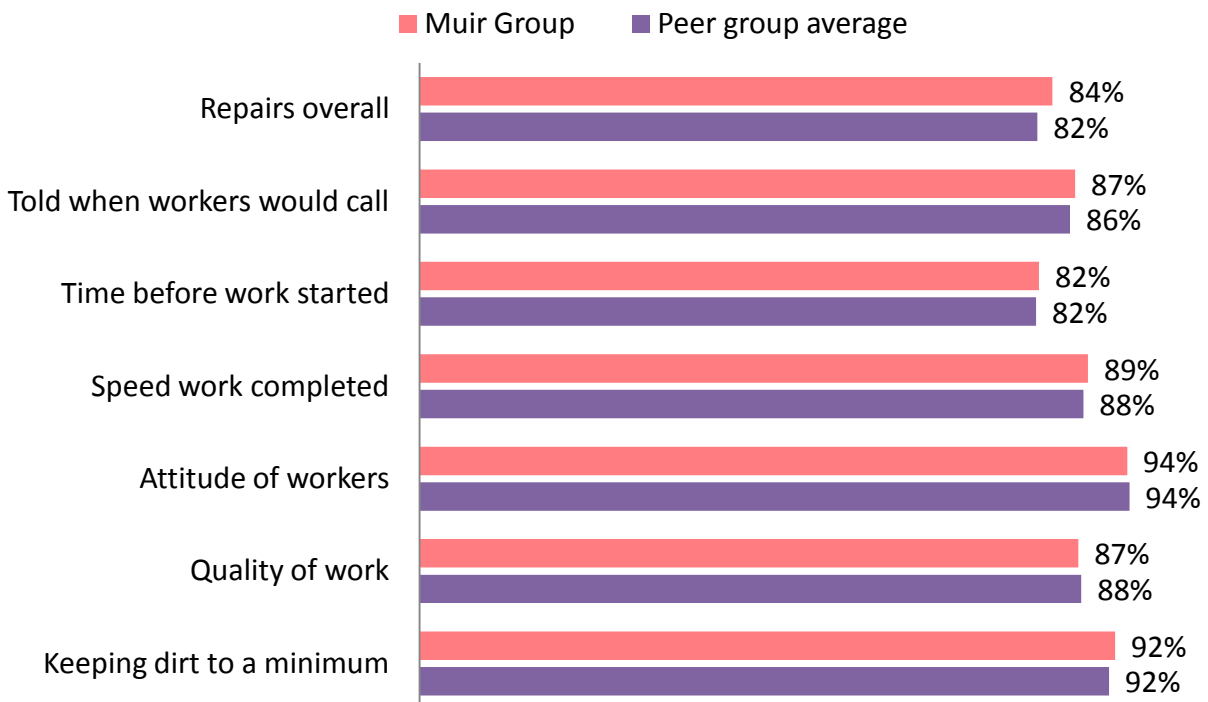
- 84% of residents are satisfied with the repairs service provided by Muir. 74% of residents said they had a repair carried out during the past year.
- The chart below shows there are very high levels of satisfaction with aspects of the repairs service provided by Muir.

Satisfaction with aspects of the repairs service (all residents)



- Compared with a peer group of similar landlords, the ratings for the repairs service at Muir are similar to those found at other landlords.

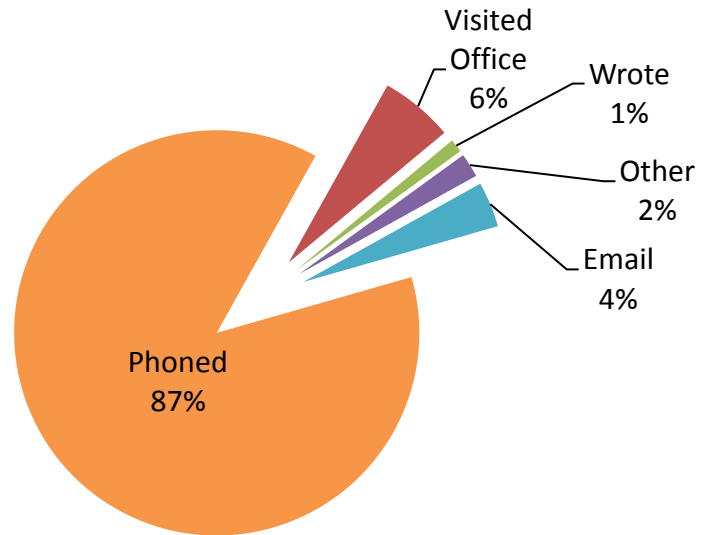
How good is the repairs service compared to other landlords?



## Customer care

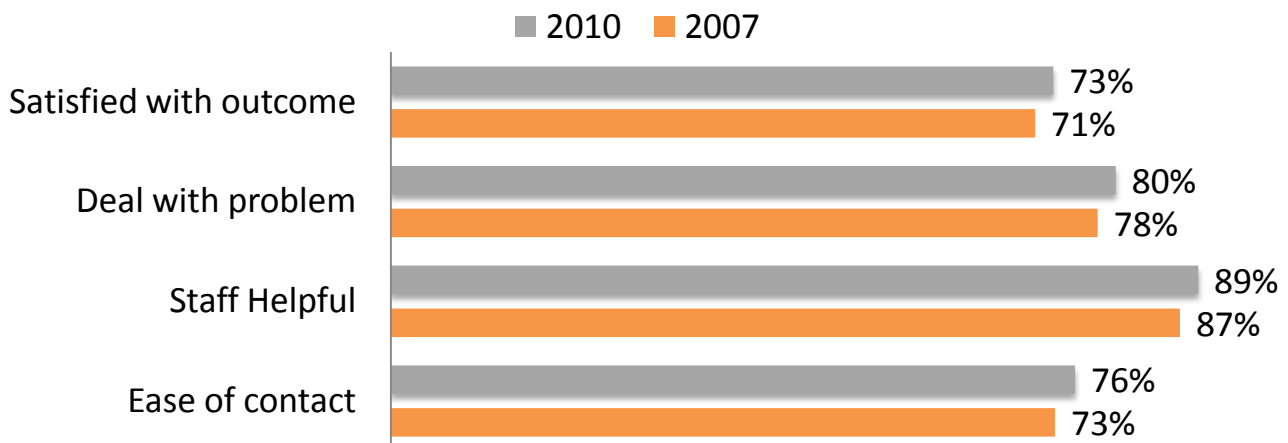
- More than four out of five residents are now contacting Muir each year (82%).
- Most residents contact Muir by phone.
- In the last year, 67% of residents had contacted Muir to discuss a repair, although 11% had a rent or housing benefit enquiry.

### How residents contacted Muir



- The chart below shows that satisfaction with customer service at Muir has increased in the last three years.

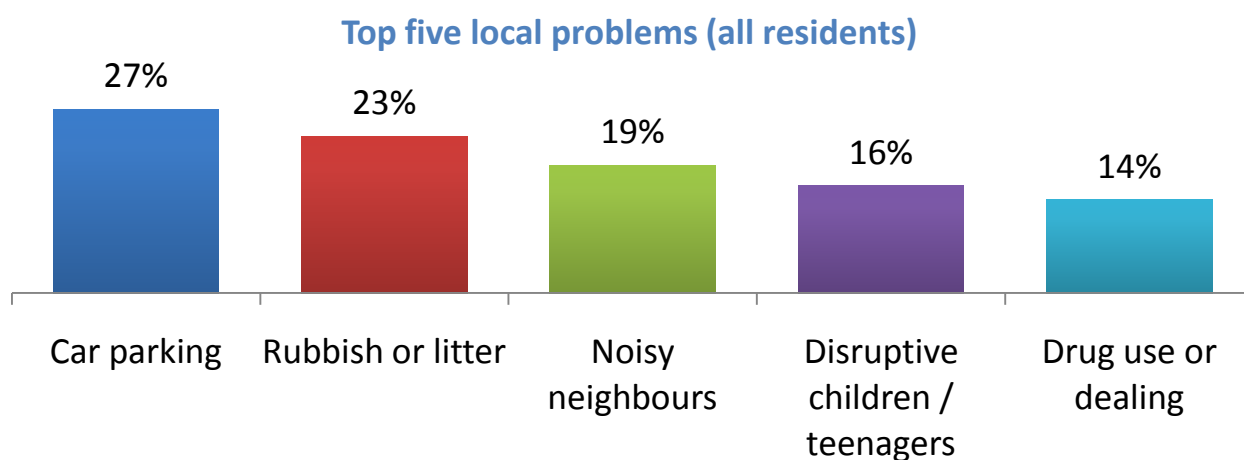
### Has customer care improved in the last three years? (all residents)



- Compared with a peer group of similar landlords, more residents at Muir found staff helpful compared to average (2% higher), while a similar percentage of Muir residents found staff easy to contact, able to deal with the enquiry and were satisfied with the final outcome.
- Customer satisfaction at Muir was rated higher than the NHF's average ratings (3% to 7% higher).

## Neighbourhood

- Residents think highly of their neighbourhood as a place to live. Five out of six residents (84%) say they are satisfied with their local neighbourhood and just 9% of residents are dissatisfied.
- The chart below shows what residents say are the five biggest local problems. Relatively few people are affected by more serious problems, although just over one in ten residents reported local problems with drunk or rowdy behaviour (11%) and pets and animals (13%).



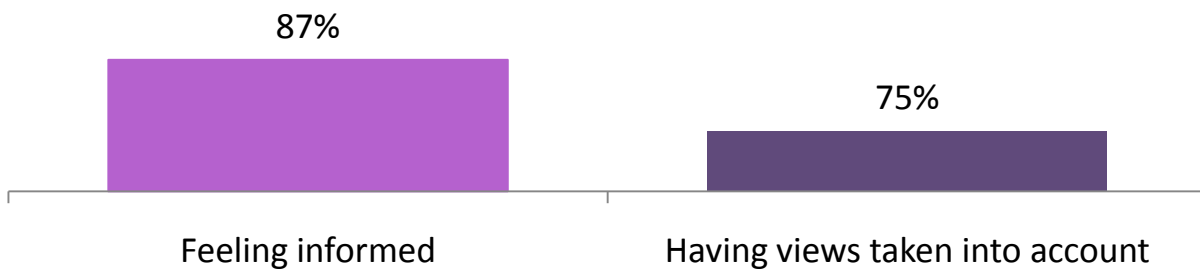
### Anti social behaviour (ASB)

- One in six general needs residents (18%) had reported a case of ASB to Muir in the last 12 months (12% sheltered residents).
- The majority of sheltered residents who reported the problem to Muir were happy with the way Muir dealt with the report (72%).
- 70% of general needs residents who reported ASB to Muir found staff easy to contact, were satisfied with the advice provided by staff (72%) and found staff helpful (76%).
- Satisfaction amongst general needs residents could be higher, only 55% of residents were satisfied with the final outcome of their ASB case. This may be because cases are often complex and difficult to resolve, requiring the involvement of different agencies. This is an area where we recognise we need to improve and we will work very hard to ensure that this service meets residents' needs.

## Communications and information

- A high percentage of all residents (87%) are satisfied that Muir keeps them informed about important matters.
- 75% of residents feel that Muir listens to their views and takes them into account (this would be 69% if residents who had no opinion are included), while 10% are dissatisfied.

### Resident satisfaction with information and being listened to



### How residents want to be contacted by Muir

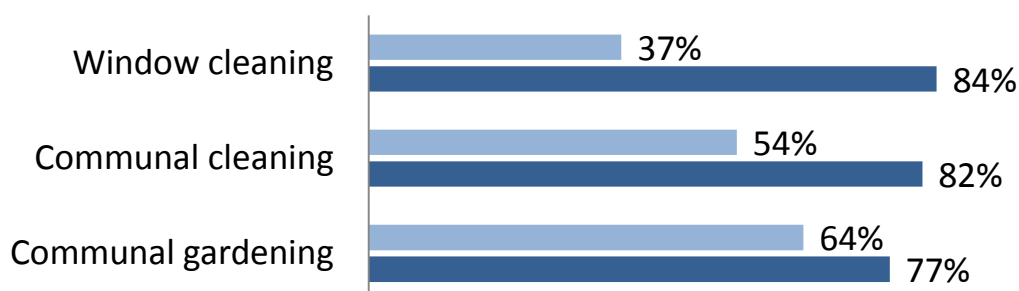
- Many general needs residents prefer Muir to consult or inform them by letter (90%), followed by a telephone call (41%), magazine article (27%) or a personal visit (24%). 15% of residents would be satisfied to receive information by email and 9% by text messaging. Sheltered residents in addition would like to be kept informed by their scheme manager (7%) or on-site staff (20%).

## Communal services

- Sheltered residents rated the cleaning of the communal areas and windows much more highly than general needs residents. (Note: the results do include the views of some residents who do not receive this service.)

### Satisfaction with communal services

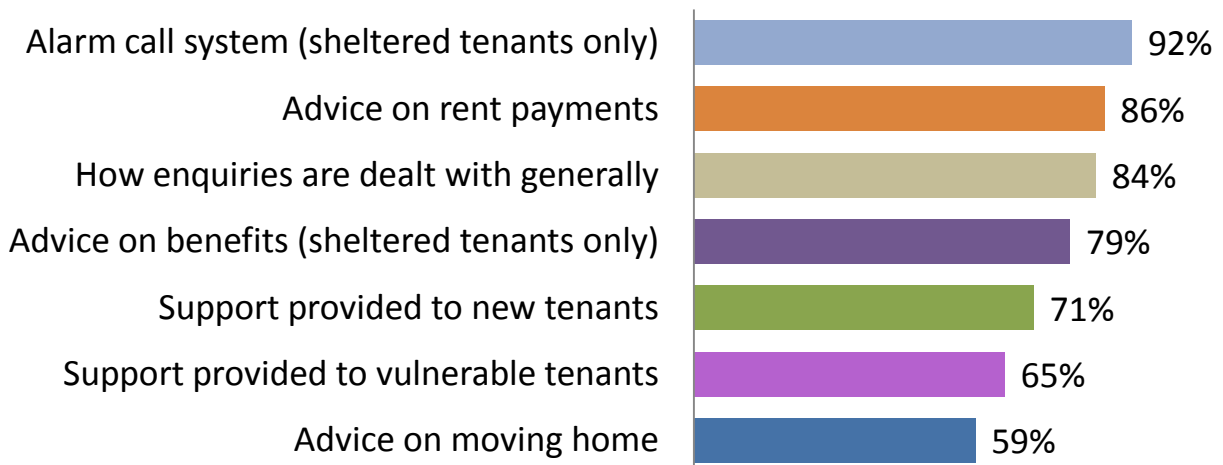
■ General needs ■ Sheltered tenants



## Care and support

- A high percentage of residents are satisfied with the way in which Muir deals with enquiries generally (84%) and with the advice provided on rent payments (86%). The vast majority of sheltered residents are satisfied with the alarm call system (92%), while not as many are satisfied with the advice on benefits (79%).
- Fewer residents are satisfied with the support provided to new and vulnerable residents and on moving home, although this may be because many residents have no personal experience of those services.

### Satisfaction with support services (all residents unless specified)



## You say – We do

- Carrying out this survey is just part of the work Muir do to involve you in developing services. As well as publishing the results of the survey Muir plan to put the findings to good use by working with residents to further improve the services they provide.

