

Customer Surveys

Ashfield Homes is committed to meeting Tenants needs and improving Customer Service. One of the ways we do this is by sending out surveys asking your thoughts on the service you have received. As a tenant of Ashfield Homes you have probably received one of our surveys.

We ask you to score a question from 1 to 10 where 1 is poor and 10 is excellent.

Once you have completed and sent back the surveys we send you, we put them onto our computer system and generate scores for each question asked. These scores are reviewed by our Corporate Development Team and any areas for concern are addressed.

As a rule an average score of 7 or above is considered good.

The following pages show the results of the recent surveys we have conducted. The results provided show the average score for each question asked, and the overall score for the survey as a whole.

If you have any comments to make on the services provided by Ashfield Homes you can contact the Performance and Business Improvement Section on 01623 608925.

Aids & Adaptations Service
Vision Management Survey Results November 2011

Questions	Average Score
1. How well were you consulted by AHL staff prior to the Adaptation being carried out?	8.49
2. How satisfied were you with the quality of the workmanship?	8.84
3. How satisfied were you with the customer service provided by the Aids & Adaptations Section?	8.77
4. How would you rate the Operatives conduct i.e. attitude, appearance, caring manner etc?	9.11
5. How satisfied were you that the property was left clean & tidy after the work was completed?	9.02
6. How would you rate how we considered your personal needs, such as age, gender & disability?	8.86
7. How effective was the adaptation in improving your lifestyle and independence?	9.06
8. How well do you rate the arrangements made to minimise your inconvenience during the work?	8.98
9. How close to Ashfield Homes' agreed timescale was work carried out?	9.08
10. How would you rate Ashfield Homes' overall performance?	9.16

OVERALL AVERAGE 8.94

Property Health & Safety Check
Vision Management Survey Results Aug 2011

Questions	Average Score
1. How would you rate how arrangements and timescales were kept to when carrying out the work?	8.28
2. How would you rate the call centre employees attitude when making your appointment?	8.59
3. How would you rate the engineers conduct, e.g. show ID, attitude, polite and respectful?	8.82
4. How well did the engineer respond to your queries regarding the heating system & smoke alarms?	8.93
5. How do you rate the way your home was left after completion of the service? E.g clean & tidy	8.99
6. How do you rate the quality of the completed work?	8.96
7. How would you rate the response time to faults that were found during the service?	8.77
8. How would you rate how the engineer considered your personal needs?	8.98
9. Did you receive a Landlords Certificate promptly within 14 days from the completion of the service?	8.55
10. How do you rate the overall service provided on this occasion?	8.90
OVERALL AVERAGE	8.78

Major Works
Vision Management Survey Results Oct-Dec 2011

Questions	FHM
1. How do you rate the level of notice given prior to commencement of works in your property?	8.68
2. How well were you kept informed, prior to and during the improvement works?	7.99
3. How do you rate the tenants choices you were offered?	8.38
4. How do you rate the contractors progress within your property?	8.01
5. How do you rate the conduct of the workmen?	8.71
6. How do you rate the care taken/cleanliness of your property during the improvement work?	7.96
7. How do you rate the arrangements that were made to minimise the inconvenience during the works?	7.74
8. How do you rate the quality of the completed work?	8.79
9. If a fault occurred as a result of the works, how do you rate the contractor's response?	8.42
10. Overall how well was this service delivered?	8.56
OVERALL AVERAGE	8.32

New Occupier
Vision Management Survey Results
Jan—Feb 2012

Questions	Average Score
1. How informative was the literature provided, when you applied and whilst on the housing register?	8.04
2. Did the property you were offered match what you asked for on your application?	8.64
3. How do you rate the service/information provided by employees when signing up for the property?	8.70
4. How responsive were we in addressing repairs that occurred soon after moving into your home?	7.69
5. How do you rate the internal appearance and location of your new home?	8.02
6. How would you rate the usefulness of the decoration vouchers allocated to you?	8.20
7. How do you rate the quality of fixtures and fittings in your home?	7.41
8. How do you rate the cleanliness of your new home?	7.39
9. How do you rate the timescale allowed for you to make a decision on your housing offer?	7.45
10. How do you rate the overall service provided on this occasion?	8.48
OVERALL AVERAGE	8.00

Repairs and Maintenance Survey July 2010

Questions	Average Score
1. How well were you consulted by our staff prior to the work starting, eg. given adequate notice?	7.64
2. How satisfied were you with the quality of the workmanship?	7.92
3. How close to the agreed time scale was the work carried out?	7.88
4. How would you rate the operatives conduct, ie.attitude, appearance, caring, manner, identity shown?	8.31
5. How satisfied were you with the condition of your property on its return ie. cleanliness/tidiness?	8.17
6. How effective were the improvements/repairs in meeting your needs?	7.95
7. How well did we respond to faults that occurred during or shortly after the work?	7.78
8. How well did staff respond to your requests during and after the work was completed?	7.93
9. How well do you rate the arrangements that were made to minimise your inconvenience during the work?	7.96
10. How would you rate Ashfield Homes overall performance?	8.11
OVERALL AVERAGE	7.96

Emergency Standby Service Survey December 2011

Questions	Average Score
1. How would you rate the customer care provided when reporting your emergency?	8.62
2. How would you rate the time it took us to arrive at your home following the reporting of your repair	8.49
3. Please rate how well we answered any questions you had?	8.40
4. How would you rate the conduct of the operative? e.g. show ID, attitude, polite and respectful?	8.99
5. How would you rate how the Operative considered your personal needs?	8.76
6. How well did we keep you informed about the work that was being carried out?	8.31
7. How satisfied were you with the quality of work, considering it is a make-safe service only?	8.77
8. How do you rate the way your home was left after completion of the repair? E.g. clean & tidy	8.88
9. How well did we respond to any follow-up work which may have been needed after the initial visit?	8.32
10. How do you rate the overall service provided on this occasion?	8.79
OVERALL AVERAGE	8.63

Planned & Cyclical Service Survey January 2012

Questions	Average Score
1. How well were you consulted before the work commenced?	7.30
2. How close to the agreed appointment timescale was the work carried out?	7.61
3. How would you rate the conduct of the operative? e.g. show ID, attitude, polite and respectful	8.30
4. How do you rate the way your home was left after the completion of repair work? E.g clean and tidy?	8.26
5. How do you rate the quality of the completed work?	8.22
6. How well did the operative protect your belongings within your home whilst completing the repair?	8.23
7. How well did our employees respond to your requests during the work	8.14
8. How well did our employees respond to your requests after the work was completed?	8.32
9. How well do you feel the repair has improved your home or surrounding area?	8.04
10. How do you rate the overall service provided on this occasion?	8.35
OVERALL AVERAGE	8.08

Repairs Call Handling Service Survey February 2012

Questions	Average Score
1. How easy was it to report your repair?	8.96
2. How do you rate how quickly we answered your call?	8.75
3. How did you rate the call centre welcoming prompts, music and information provided?	8.25
4. How would you rate the operator's attitude/manner?	9.10
5. Please rate the quality of customer service provided, in terms of how your needs were considered?	8.71
6. How would you rate the knowledge of the Call Centre operator? i.e. technical knowledge	8.42
7. How satisfied were you with the advanced notice of your appointment date? i.e. appointment letter	8.37
8. How effectively would you say your call was dealt with?	8.69
9. Please rate the speed of the follow up if your call could not be dealt with first time?	8.50
10. How do you rate the overall service provided on this occasion?	8.67
OVERALL AVERAGE	8.64

Call Monitoring Service Survey Dec 2011

Questions	Average Score
1. How would you rate your satisfaction with how quickly we answered your call?	9.00
2. How would you rate the Support Centre Officers' attitude/manner?	9.20
3. How well do you feel that the Support Centre Officer listened to your needs?	9.01
4. How do you rate the Support Centre Officers knowledge and ability to deal with your query?	9.02
5. How do you rate the helpfulness of the Support Centre Officer?	9.25
6. How well do you rate your views were taken into account during your call?	8.98
7. How effectively would you say your call was dealt with?	9.30
8. How well would you rate the service in terms of helping you to remain independent in your own home?	9.39
9. How confident do you feel in using the Lifeline equipment?	9.57
10. How would you rate the overall service provided to you by our support centre?	9.60
OVERALL AVERAGE	9.23

Home Visiting Service Survey January 2012

Questions	Average Score
1. How would you rate your satisfaction with the frequency of visits you currently receive?	8.63
2. How would you rate the conduct of the Care Co-ordinator? E.g show ID, attitude, polite and respectful	9.18
3. How do you rate the advice and information provided to you?	8.91
4. How would you rate the Support Plan that was set up for you?	8.80
5. How well do you rate your views being taken into account when setting up your Support Plan?	8.76
6. How would you rate any actions carried out by your Care Co-ordinator?	9.01
7. To what extent do you feel the service meets your current needs?	8.82
8. How easy do you find it to ask for a review of your Support Plan at any time?	8.78
9. Please rate how well the Home Visiting Service helps you to remain independent in your own home?	9.06
10. Overall how do you rate the Home Visiting service provided to you?	8.98
OVERALL AVERAGE	8.89

Rent Arrears Recovery Service Survey Sept2011

Questions	Average Score
1. How easy to understand are the rent statements you received?	7.57
2. How do you rate the signposting to other agencies who can offer help and advice with your rent?	6.95
3. How clear do you find the letters in terms of explaining the level of arrears & who you can contact?	7.24
4. How easy was it for you to contact us regarding your Rent Arrears?	7.41
5. How do you rate the effectiveness of the Tenants Reward Scheme in encouraging a clear rent account?	7.31
6. Rate the conduct of the employee in explaining the rent arrears process? e.g. polite and respectful	7.64
7. How did you rate the knowledge the employee to explain the rent arrears process?	7.59
8. How well do you understand what will happen if you fall into arrears?	7.98
9. How effective is the home visiting service in meeting your needs regarding debt and income?	6.75
10. How do you rate the overall service provided on this occasion?	7.57
OVERALL AVERAGE	7.40