

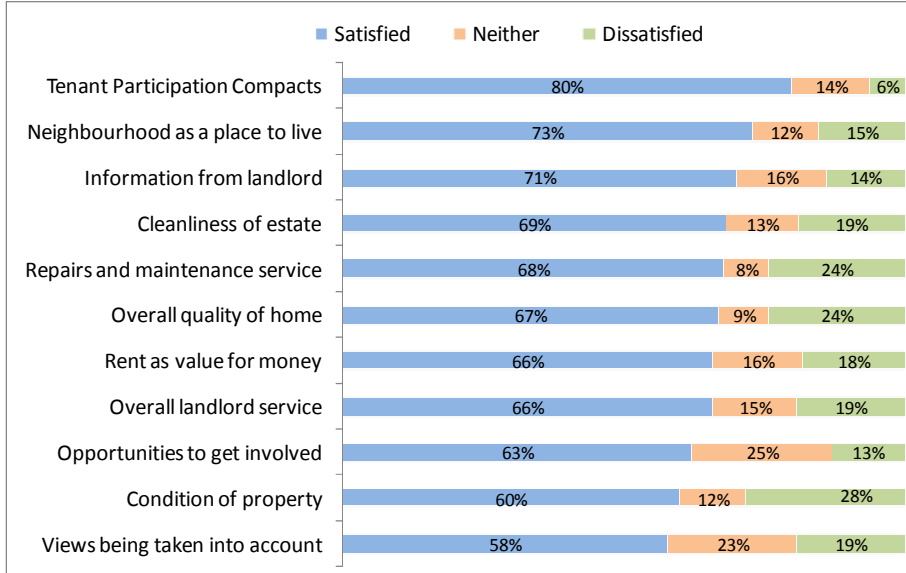
Hackney Homes
STATUS Survey 2009
Presentation of Key Findings
16 March 2010

Background and survey method

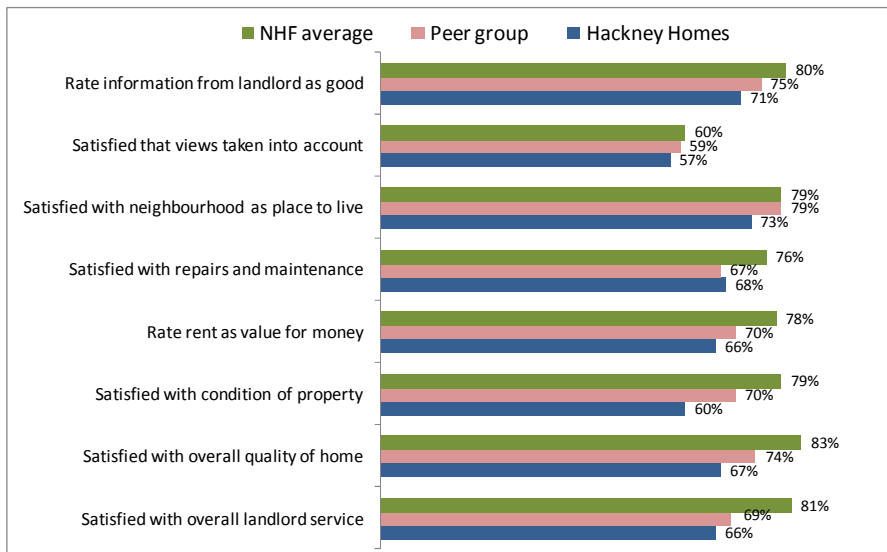
- ◆ Sample surveys of all tenants, stratified by neighbourhood office and by TMO
- ◆ Postal self completion survey method, using standard STATUS questionnaire 4NB
- ◆ Table shows numbers sampled, replies, response rate and accuracy of survey results
- ◆ All figures in report exclude 'Not stated / No opinion / Don't know' responses

Neighbourhood Office	Population	Sample size	Replies	Response rate	Sampling error
Homerton	4,471	900	274	30%	±5.8%
NE Stamford Hill	4,929	925	281	30%	±5.7%
Debeauvoir & Queensbridge	2,934	850	241	28%	±5.6%
Shoreditch	2,814	835	247	30%	±6.0%
Stoke Newington	2,975	850	241	28%	±6.1%
Total Tenants	18,123	4,360	1,284	29%	±2.1%

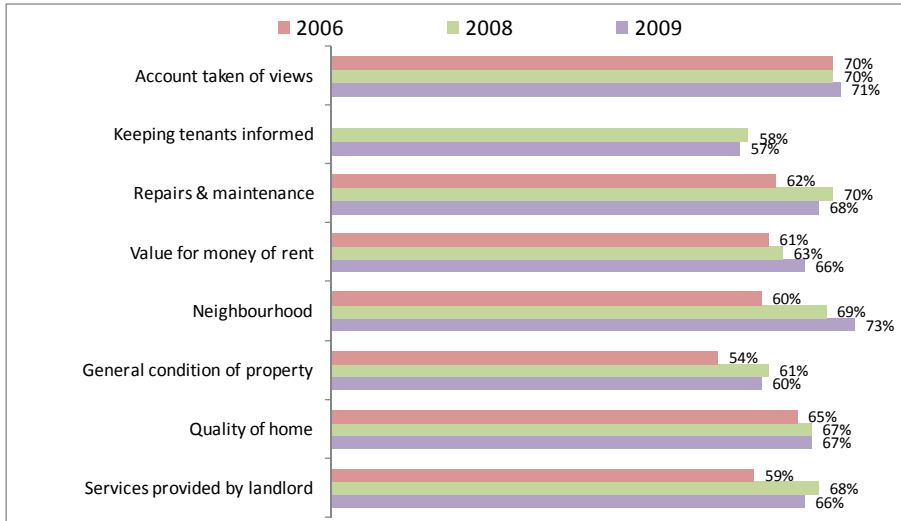
SATISFACTION WITH KEY SERVICES



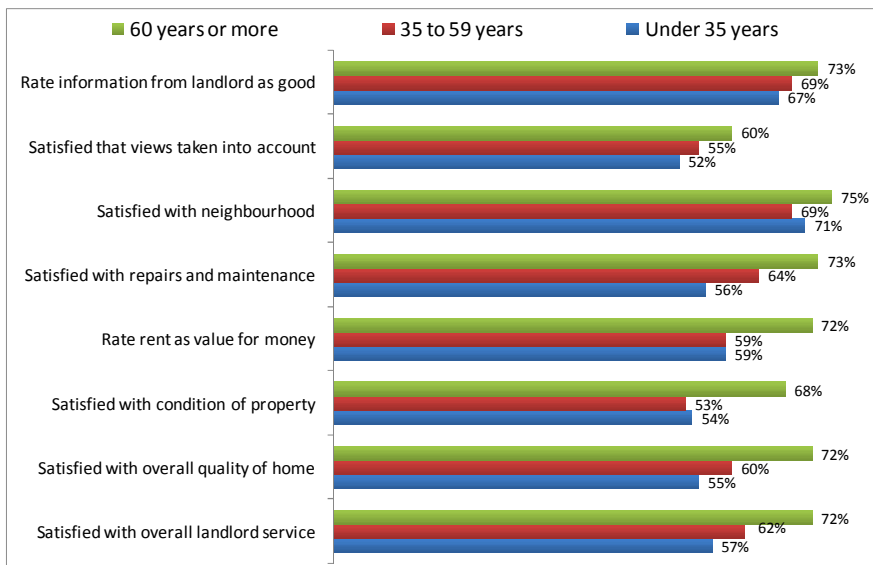
KEY INDICATORS – HACKNEY HOMES, PEER GROUP & NHF AVERAGES



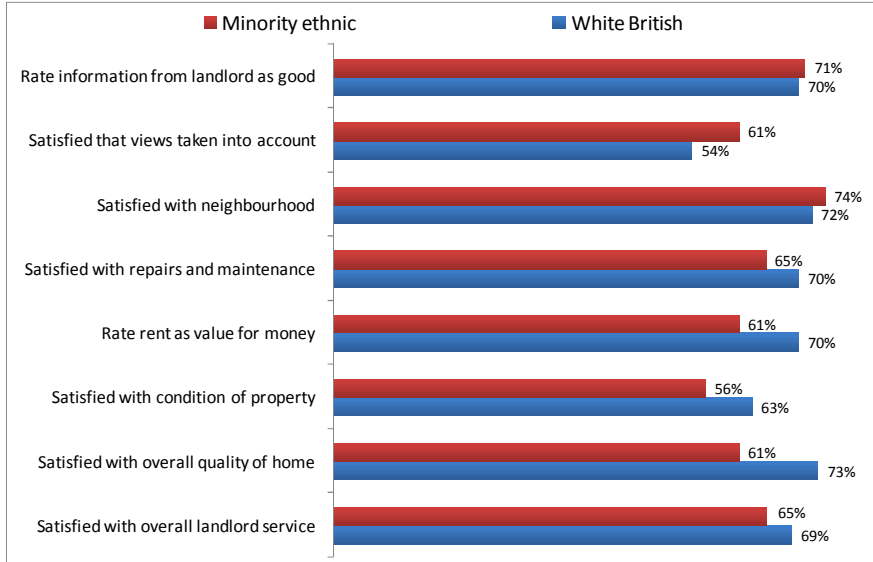
KEY INDICATORS – 2006, 2008 AND 2009 SURVEYS COMPARED



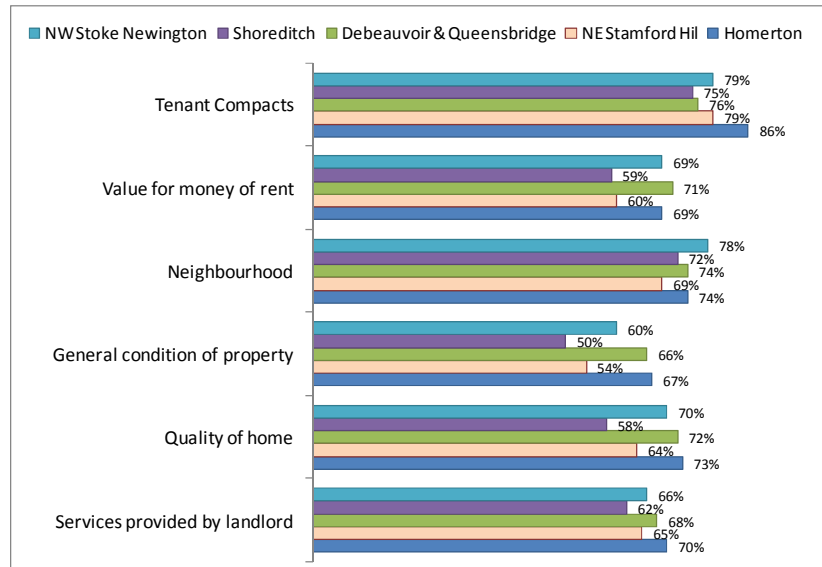
KEY INDICATORS BY AGE

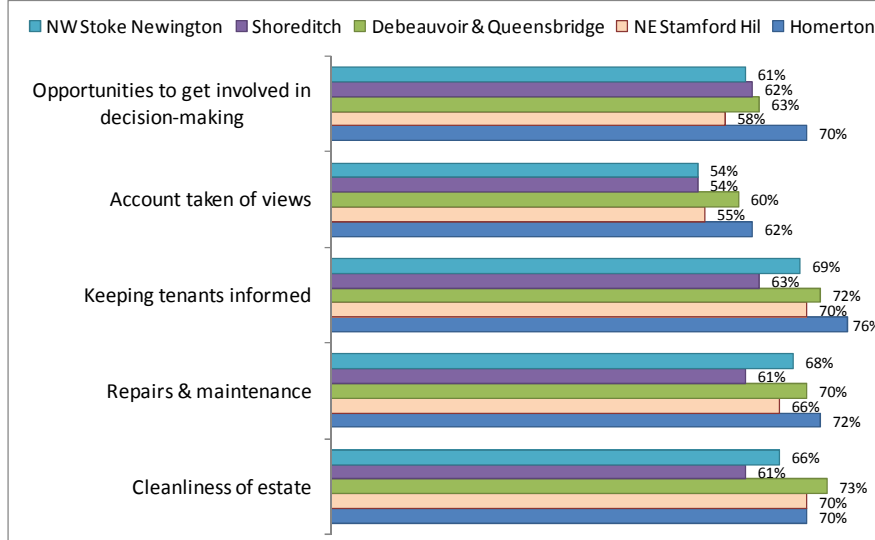


KEY INDICATORS BY ETHNIC ORIGIN



KEY PERFORMANCE INDICATORS BY NEIGHBOURHOOD – PART 1

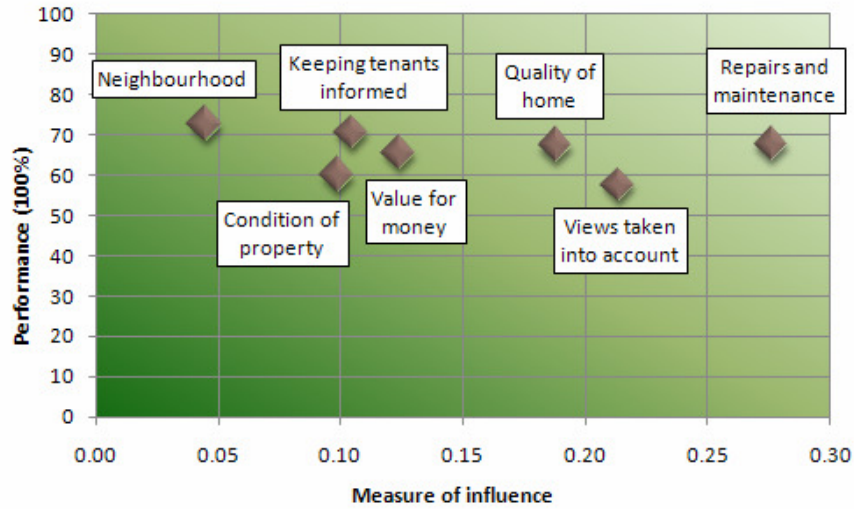




KEY SERVICES	Cranston South Estate TMO	Wyke Estate TMO	Lordship South TMO	Tower TMO	Suffolk Estate TMO	Clapton Park TMO	Wick Village TMO	Wenlock Barn TMO	Arden TMO	Downs Estate TMO
Services provided by landlord	86%	79%	77%	76%	70%	63%	62%	60%	58%	47%
Quality of home	80%	77%	77%	94%	74%	67%	93%	59%	62%	40%
General condition of property	73%	73%	75%	83%	65%	61%	85%	58%	56%	39%
Neighbourhood	85%	73%	84%	84%	67%	71%	85%	67%	71%	48%
Value for money of rent	63%	72%	85%	79%	57%	71%	70%	55%	73%	50%
Cleanliness of estate	83%	83%	88%	86%	78%	63%	93%	65%	63%	56%
Repairs & maintenance	81%	83%	67%	66%	73%	66%	72%	63%	59%	59%
Keeping tenants informed	80%	81%	77%	76%	75%	69%	65%	67%	73%	54%
Account taken of views	62%	63%	67%	63%	62%	56%	67%	60%	52%	55%
Opportunities to get involved	72%	68%	71%	78%	67%	66%	66%	60%	60%	56%
Tenant Compacts	100%	93%	78%	73%	100%	79%	80%	71%	86%	64%
TOTAL REPLIES (=BASE)	46	90	54	59	75	118	32	118	108	49

Note : TMOs ranked by satisfaction with overall landlord service

KEY DRIVER ANALYSIS – TENANT SATISFACTION WITH LANDLORD

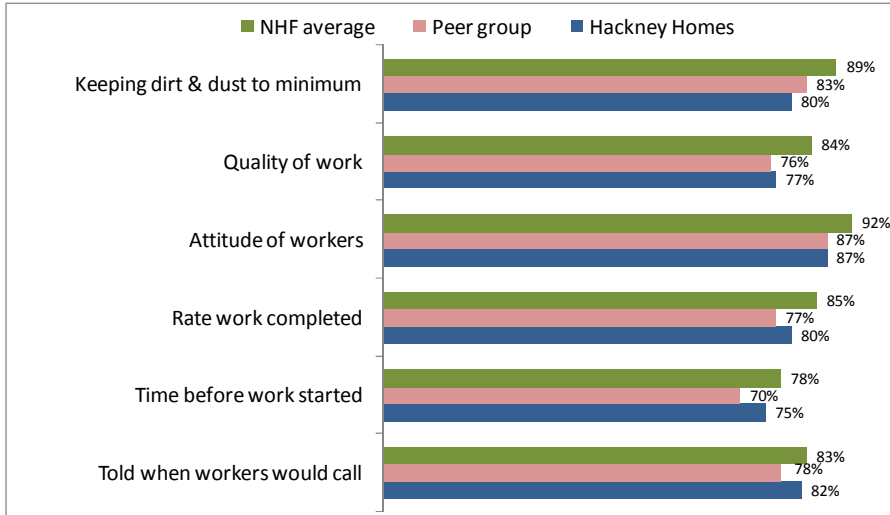


KEY RSR BENCHMARKS – LOCALLY OPERATING ASSOCIATIONS

Association	Stock	Overall landlord service	Views taken into account	Repairs and maintenance
Islington & Shoreditch HA	1551	82%	63%	80%
William Sutton	21068	81%	58%	73%
Industrial Dwellings Society	1422	76%	69%	75%
Places For People	31456	76%	54%	61%
London & Quadrant	54024	73%	52%	75%
The Guinness Trust	23361	73%	71%	59%
Metropolitan HT	22568	72%	53%	67%
Newlon HT	6153	72%	44%	62%
Toynbee HA	3267	72%	39%	62%
Southern HG	18007	71%	45%	65%
Circle 33 HT	15456	71%	59%	64%
Clapton Community HT	822	69%	58%	69%
Sanctuary HA	21718	68%	47%	64%
Peabody Trust	16221	67%	53%	59%
Hackney Homes	21736	66%	57%	68%
Family Mosaic	19198	66%	48%	67%
PCHA	16137	64%	49%	56%
Gateway HA	2553	64%	49%	55%
Stadium HA	9510	60%	43%	59%
Community HA	5206	59%	51%	56%
Presentation HA	5588	58%	46%	55%
Average (median)		71%	53%	64%
NHF average England		81%	60%	76%
TSA Top 25% average		86%	69%	83%
TSA National average		80%	63%	76%

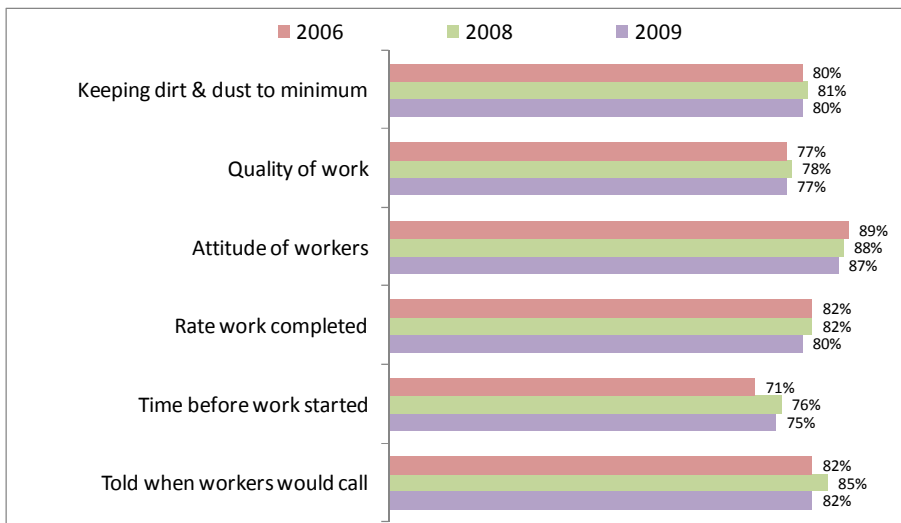
Source : TSA RSR returns; figures for taking views into account and repairs and maintenance include 'No opinion' responses

REPAIRS ATTRIBUTES – HACKNEY HOMES, PEER GROUP & NHF AVERAGES



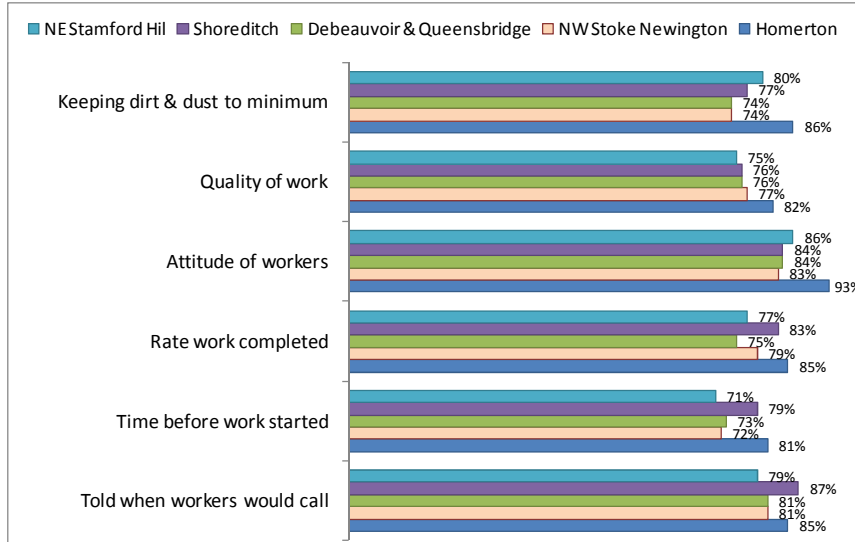
Note : Tenants with repair in last year only

REPAIRS ATTRIBUTES – 2006, 2008 AND 2009 SURVEYS COMPARED



Note : Tenants with repair in last year only

REPAIRS ATTRIBUTES BY NEIGHBOURHOOD



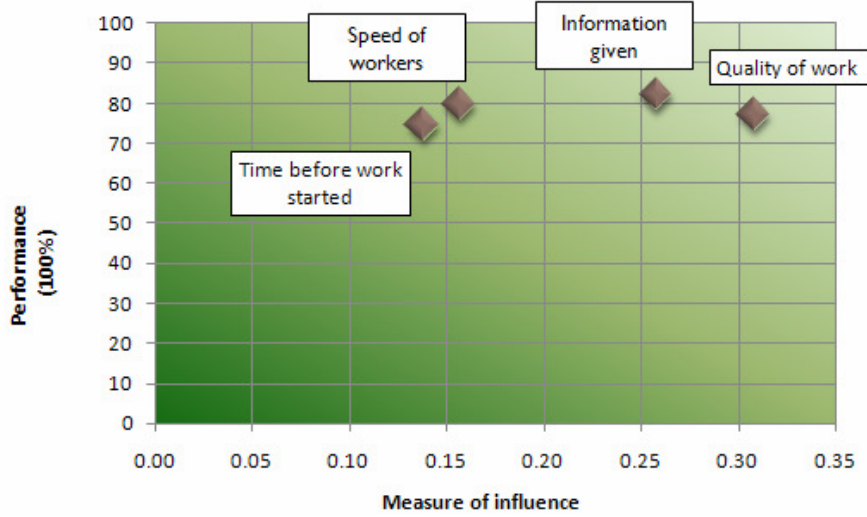
Note : Tenants with repair in last year only

REPAIRS ATTRIBUTES BY TMO

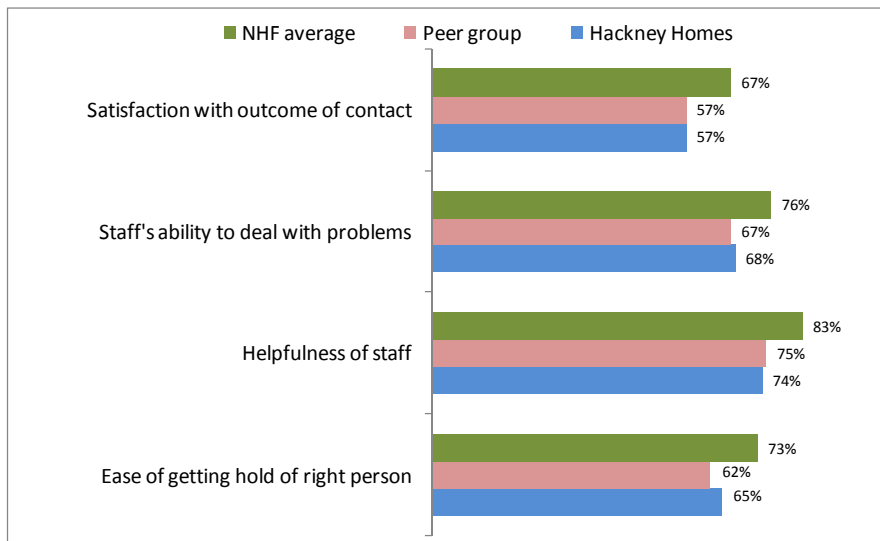
ESTATE	Repairs completed	Told when workers would call	Time before work started	Rate work completed	Attitude of workers	Quality of work	Dirt to a minimum
Tower TMO	56%	85%	71%	86%	91%	91%	100%
Wyke Estate TMO	62%	86%	86%	89%	91%	91%	96%
Cranston South Estate TMO	79%	86%	76%	85%	89%	87%	80%
Wick Village TMO	62%	100%	92%	88%	100%	87%	93%
Lordship South TMO	65%	86%	84%	85%	89%	86%	85%
Clapton Park TMO	68%	91%	80%	85%	93%	81%	90%
Downs Estate TMO	58%	71%	73%	81%	76%	81%	77%
Suffolk Estate TMO	71%	83%	86%	92%	100%	77%	78%
Arden TMO	77%	81%	66%	75%	84%	70%	73%
Wenlock Barn TMO	63%	69%	56%	68%	82%	65%	81%

Note : Tenants with repair in last year only; TMOs ranked by satisfaction with quality of work

KEY DRIVER ANALYSIS – TENANT SATISFACTION WITH REPAIRS



CONTACT ATTRIBUTES – HACKNEY HOMES, PEER GROUP & NHF AVERAGES



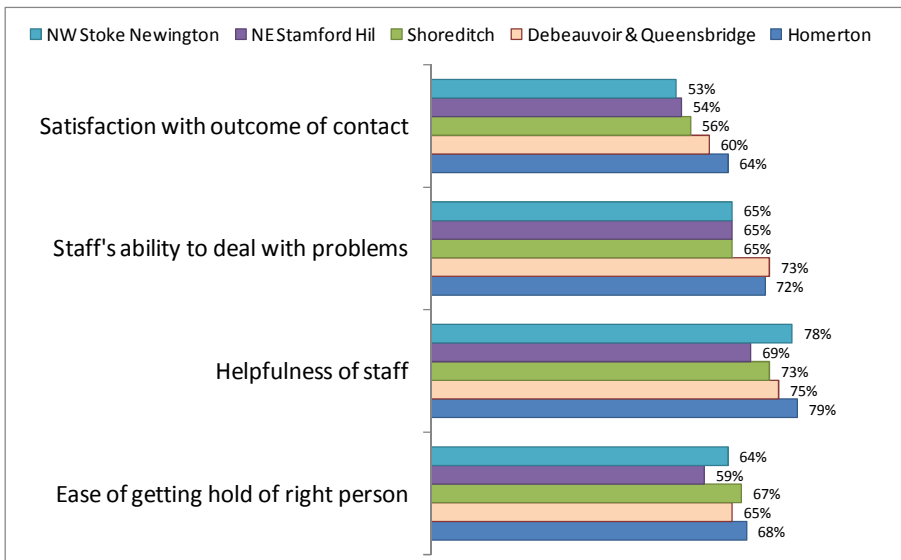
Note : Tenants with repair in last year only

CONTACT ATTRIBUTES - 2006, 2008 AND 2009 SURVEYS COMPARED



Note : Tenants making contact in last year only

CONTACT ATTRIBUTES BY NEIGHBOURHOOD



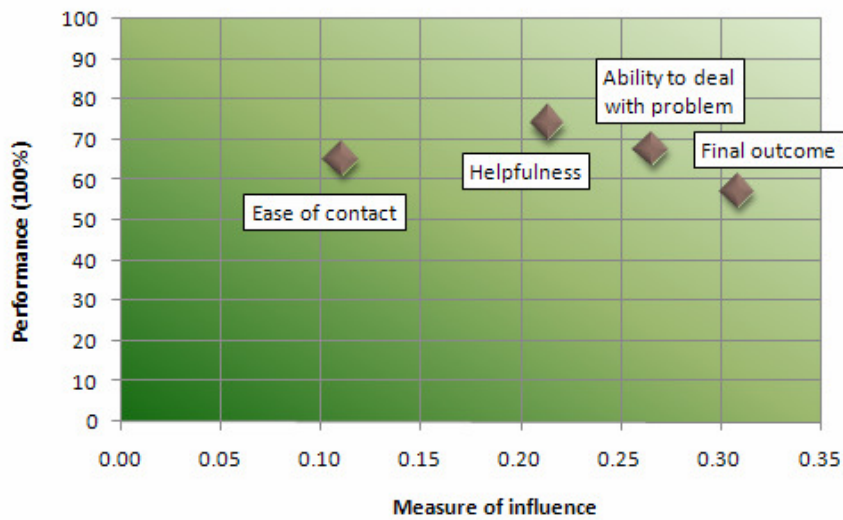
Note : Tenants making contact in last year only

CONTACT ATTRIBUTES BY TMO

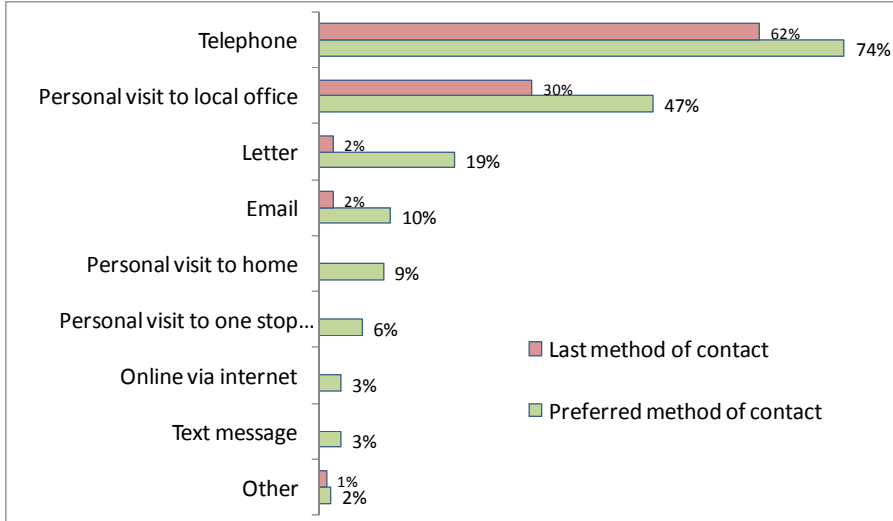
TMO	Ease of getting hold of right person	Helpfulness of staff	Staff's ability to deal with problems	Satisfaction with outcome of contact
Wick Village TMO	90%	95%	80%	90%
Wyke Estate TMO	80%	75%	77%	70%
Cranston South Estate TMO	79%	73%	73%	68%
Suffolk Estate TMO	77%	78%	77%	60%
Clapton Park TMO	75%	75%	69%	58%
Tower TMO	74%	75%	68%	57%
Arden TMO	65%	67%	66%	55%
Lordship South TMO	73%	80%	74%	50%
Wenlock Barn TMO	59%	67%	54%	47%
Downs Estate TMO	63%	58%	61%	46%

Note : Tenants making contact in last year only; TMOs ranked by satisfaction with outcome of contact

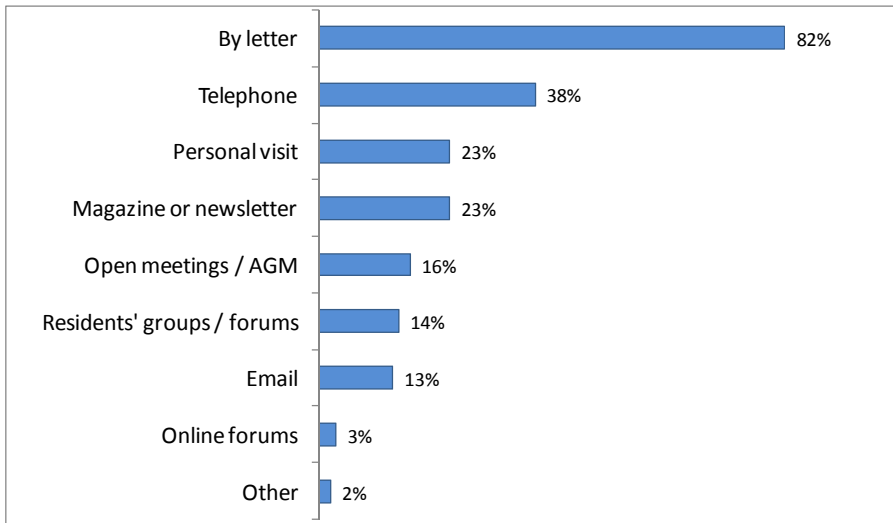
KEY DRIVER ANALYSIS – TENANT SATISFACTION WITH CUSTOMER CONTACT



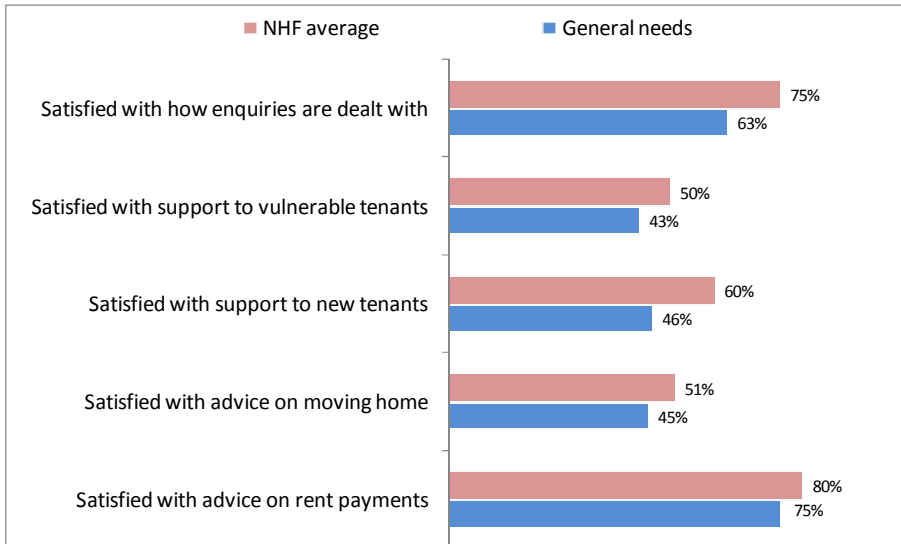
PREVIOUS AND PREFERRED METHOD OF MAKING CONTACT WITH HACKNEY HOMES



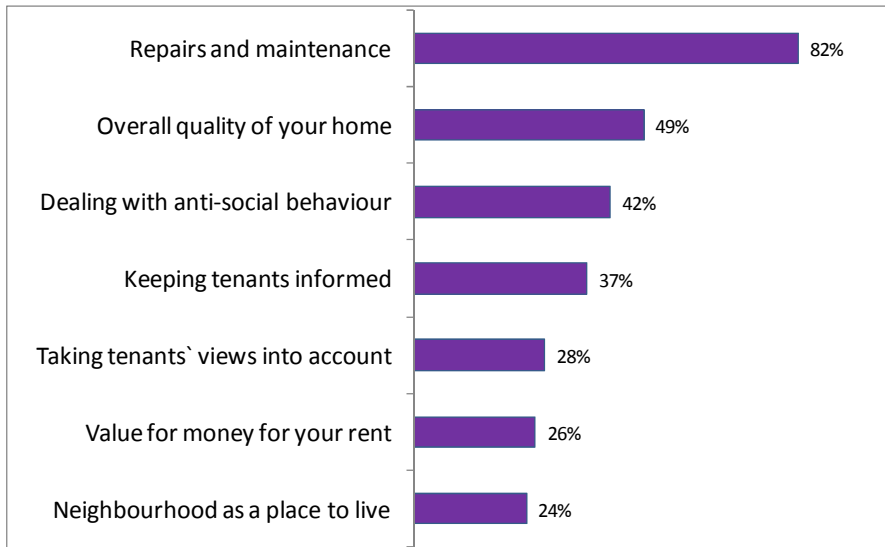
PREFERRED METHODS OF BEING CONSULTED WITH / INFORMED



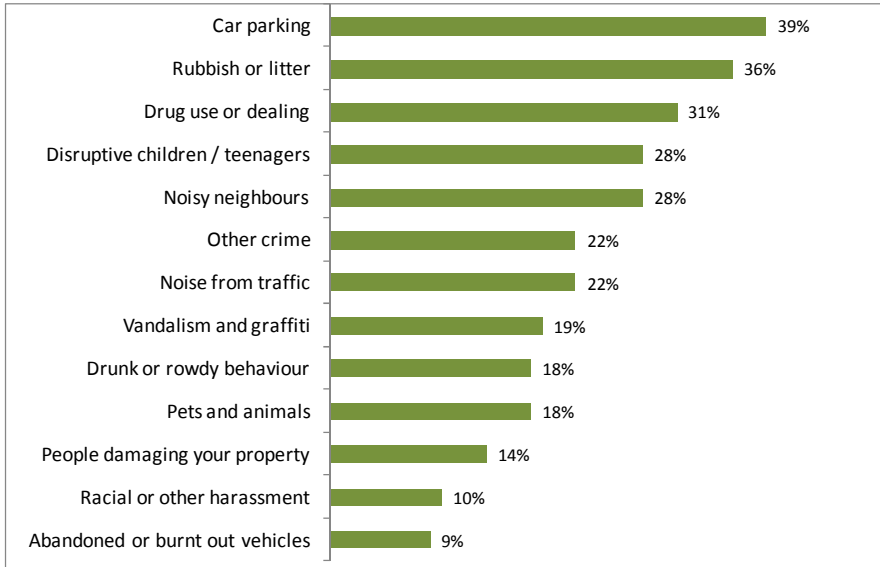
SATISFACTION WITH ADVICE AND SUPPORT SERVICES



KEY TENANT SERVICE PRIORITIES

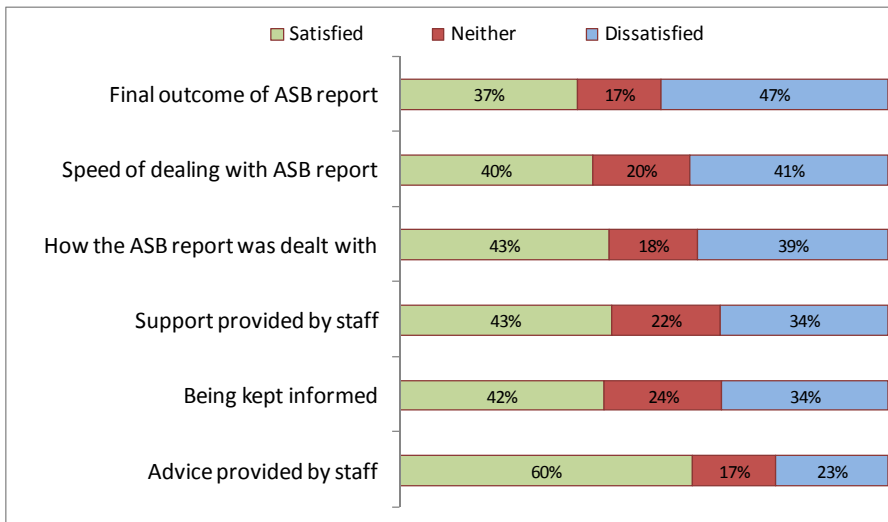


KEY NEIGHBOURHOOD ISSUES BY TENURE



Note : Those stating each issues as a 'very big' or 'fairly big' problem as percentage of all tenants

DEALING WITH ANTI-SOCIAL BEHAVIOUR



Note : Tenants reporting ASB in last year only (16%)

