

voices together



Spring 2016

Tenant satisfaction survey results



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Golden Lane Housing

working in partnership with 

Survey results



Welcome to this special issue of Voices Together. Golden Lane Housing will be giving you the results from our Tenant Satisfaction Survey 2015.

238 Tenants filled in and returned our survey. Thank you to everyone for taking part. It is important that we find out what you think so we know what we are doing well and what we can do better.

Overall satisfaction



85% of tenants were satisfied or very satisfied

15% of tenants were dissatisfied or very dissatisfied

Making our services better

We are delighted that 85% of tenants are happy with our overall service.

- We will carry on looking at ways to improve the homes and services we provide



Your home and where you live

Your home



87% of tenants were satisfied or very satisfied

13% of tenants were dissatisfied or very dissatisfied

Where you live



95% of tenants were satisfied or very satisfied

5% of tenants were dissatisfied or very dissatisfied

Making our services better

The quality of your home and area where you live is very important to us.

- We will carry on buying or renting high quality homes in good areas.
- We will improve the information we give to new tenants



Value for money

Rents provide good value for money



88% of tenants were satisfied or very satisfied

12% of tenants were dissatisfied or very dissatisfied

Service charges provide good value for money



90% of tenants were satisfied or very satisfied

10% of tenants were dissatisfied or very dissatisfied

Making our services better

Making sure we get value for money is important to us.



- Our Finance team is leading on a project to help us find ways to save money
- We are doing a financial review of all our properties to help us improve them to see if there are any ways to save money

Your maintenance service

Dealing with repairs and maintenance



74% of tenants were satisfied or very satisfied

26% of tenants were dissatisfied or very dissatisfied

Quality of repair work in your home



82% of tenants were satisfied or very satisfied

18% of tenants were dissatisfied or very dissatisfied

Making our services better



- We are working with our In-house Repairs team and contractors to improve the quality of repair work
- We are looking at ways to improve the quality of repairs services to tenants
- We are planning to run a training session with our In-house Repairs team and contractors to help them

Telling your landlord

Complaints



76% of tenants are aware that we have a formal complaints procedure.

24% of tenants were not aware of the new Complaints Procedure. In January 2016 we sent a copy of the new procedure out to anyone who said they did not know about it.

Making our services better



- We will work with the tenants who have told us they would like to be involved if we plan to make any future changes

Your views



Listening to what people say

86% of tenants agree we listen to your views.

Making our services better

We want to get tenants more involved in our work.



- We are getting tenants involved in different ways. For example, Housing Officers will be running events for tenants to take part in, such as a meeting or forum. We will let you know when these are happening

Contact and communication



What Golden Lane Housing does well

146 Tenants told us what we do well. We would like to thank you for these comments. Here are a few quotes:



“ Provides a nice house and area for me. ”

“ They are polite on the phone. ”



“ It's very nice when I have a visit from them and they understand my disability. ”

“ GLH promised me a lovely home to live in and they did - they are very friendly. ”



“ They talk to me and ask how I am doing. ”

“ Prompt response to repairs from the new In-house Repairs team - a vast improvement on services, well done. ”

What Golden Lane Housing could do better



125 Tenants told us what we could do better. We would like to thank you for your comments. Here are a few quotes:

“ Get the jobs done quickly as possible. ”



“ Answer the phones quicker. ”

“ Phone back when you say you would but I understand that you can be very busy. ”



“ I would like my housing officer to visit me more often. ”

“ I would like the contractors to arrive on time and on the day they are suppose to come. ”

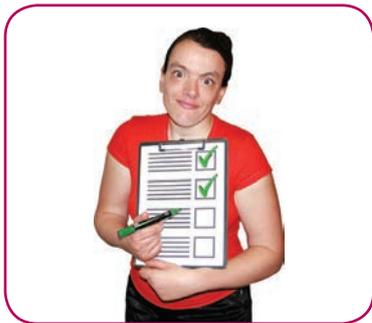
“ Contact the house about the commencement date of planned work at the house. ”

You said, we did



Golden Lane Housing has contacted 127 tenants about their questions and feedback.

We contacted tenants in 43 properties but no one was in. We left a message for them to call us back.



We spoke to tenants in 42 properties. We are now working with them to resolve the problems.

We worked with tenants in 42 properties to sort out their problems. They are happy with the work we have done.

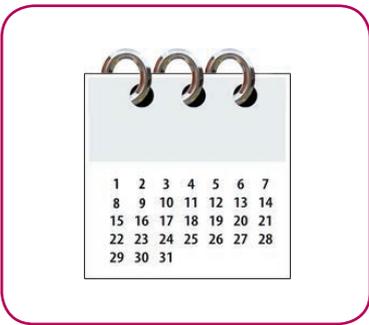
Comments from our staff who spoke to the tenants:



“Gavin now does their repairs. They said he is a lovely guy, the tenants really like him and if he attends and can't complete the repairs; he goes back to the office and make sure it gets done for them.”



“ The bathroom is due to be replaced this coming financial year. The tenants are pleased with this. They also commented that they are pleased with the repairs service since the In-house Repairs team started, and have seen a big improvement. ”



“ The tenants are happy that we now have our own In-house Repairs team to do the repairs as they don't have to wait and they keep to the appointments. ”



“ I visited the service manager in January to discuss way to support her and her team. I also met with some of the tenants to tell them more about my role and how they can contact me. ”

Prize draw winners from the survey Congratulations to:



- **1st Prize** - Karen, Linda and Victoria who each won £50 vouchers
- **2nd Prize** - Diane and Suzanne who each won £40 vouchers
- **3rd Prize** - Aquinas won £50 vouchers and put it towards a new laptop

Get involved



Please get in touch if you would like get involved in our services and have your say:

- Repair and housing forums
- Recruiting new staff at Golden Lane Housing
- Helping us at events
- Telling us what you think about our services. For example by phone, a survey or meeting



Contact Golden Lane Housing



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