



PARADIGM HOUSING GROUP

2004 Customer Satisfaction Survey

Paradigm Housing Group undertakes a major survey of its tenants every three years. The most recent was carried out in late 2004 by an independent market research company, MRUK, and involved face to face interviews with over 800 tenants using the approved Housing Corporation STATUS survey template.

This ensured a representative picture of our customer's views was collected.

The interviews were held in resident's homes and gathered valuable information which will help us shape the delivery of future services.

The main purpose of carrying out the research was:-

- To establish customer satisfaction levels with our housing services
- Identify improvements needed
- Measure performance against our surveys in 1998 and 2001

Overall Satisfaction Levels

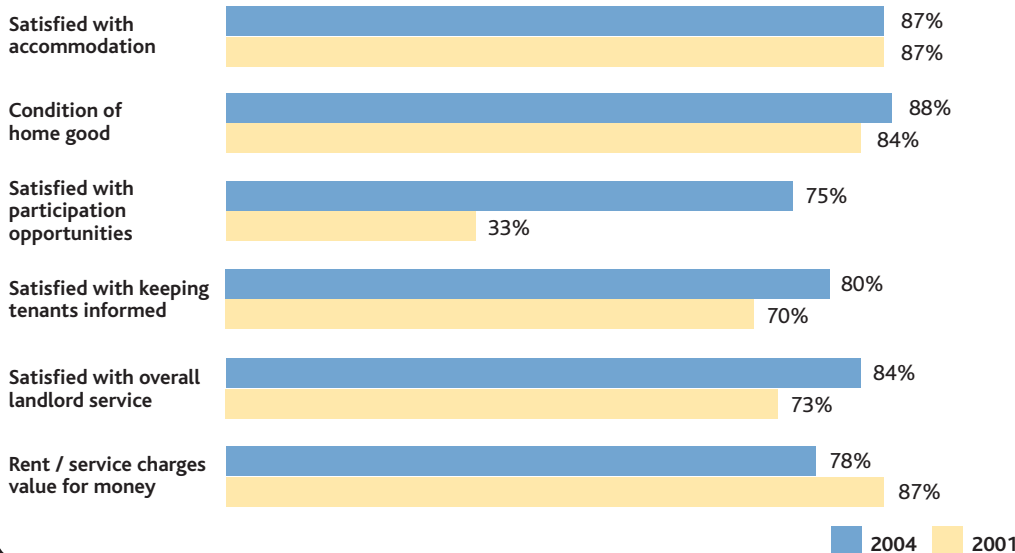
	2004	2001	1998
Satisfied	84%	72%	85%
Neither satisfied or dissatisfied	10%	11%	6%
Dissatisfied	5%	17%	8%

84% of tenants said they were satisfied with the Association as a landlord and only 5% were not.

The results are outstanding with very high satisfaction levels reported by tenants across our operation. Overall satisfaction levels were up by 12% on three years ago and seem to show that tenants appreciate the great progress made by Paradigm as service delivery has been modernised and tenant involvement increased. These changes have produced:-

- Improved problem solving and communication
- Reductions in neighbourhood problems
- A feeling of greater tenant involvement and influence
- High levels of satisfaction with the condition of homes

Key performance indicators 2001 and 2004 compared



Nearly 9 out of 10 customers expressed overall satisfaction with the Paradigm Housing Group as a housing provider and with the quality of their home. The survey also showed that our rent levels represent good value for money.



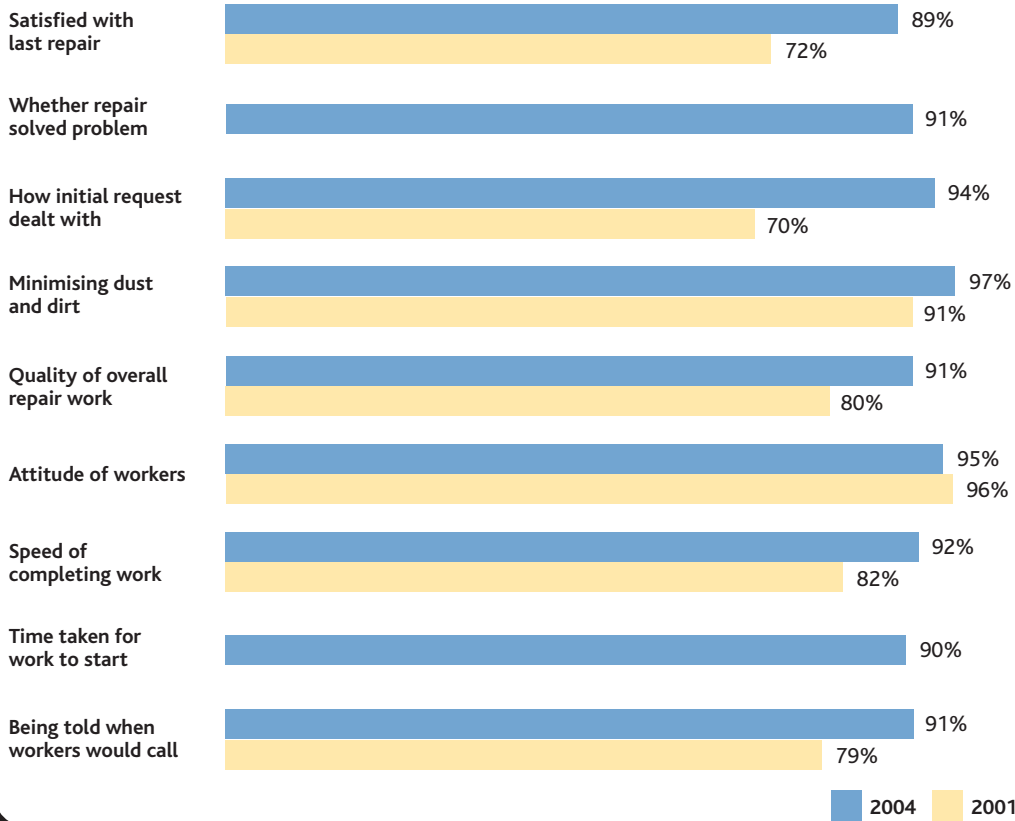
paradigm housing



PARADIGM HOUSING GROUP 2004

Repairs and Maintenance

Key day to day repairs indicators - % rating as good

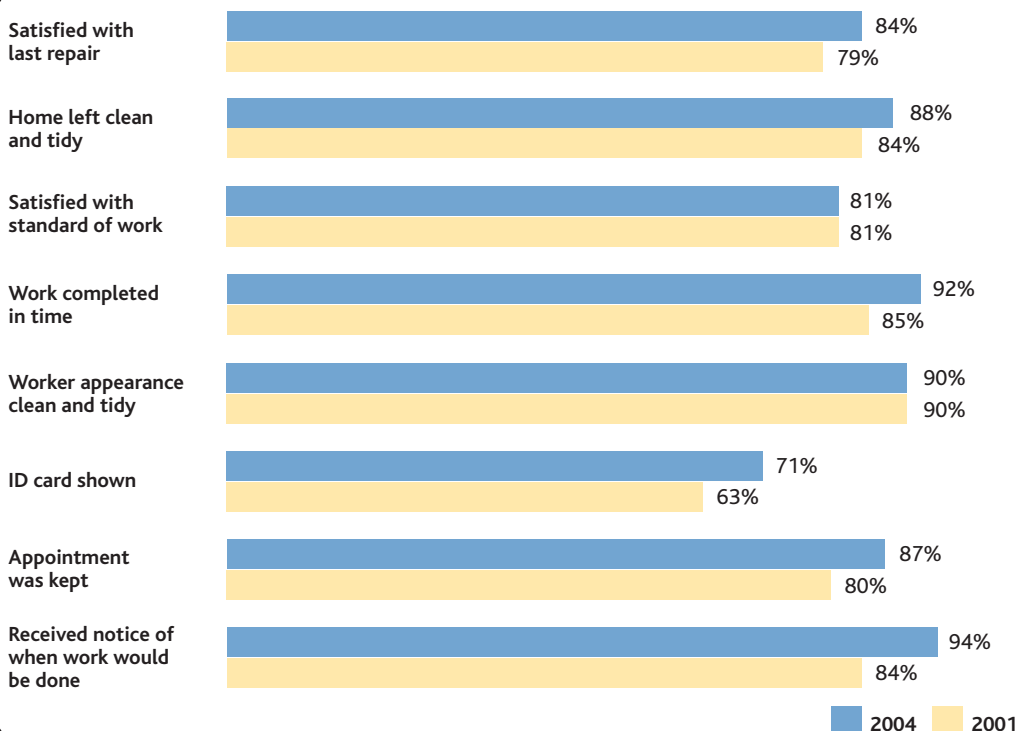


The results show 83% of residents wish to retain Paradigm Housing Group as their housing provider.

On the repairs side only 10% of customers were dissatisfied with the way repairs and maintenance are currently handled. The most important issues for tenants is quality of repair work and information when work would be carried out.

Of all the issues identified in the survey repairs and maintenance, quality of homes, good communication and hearing tenants views were ranked highest by tenants in terms of importance.

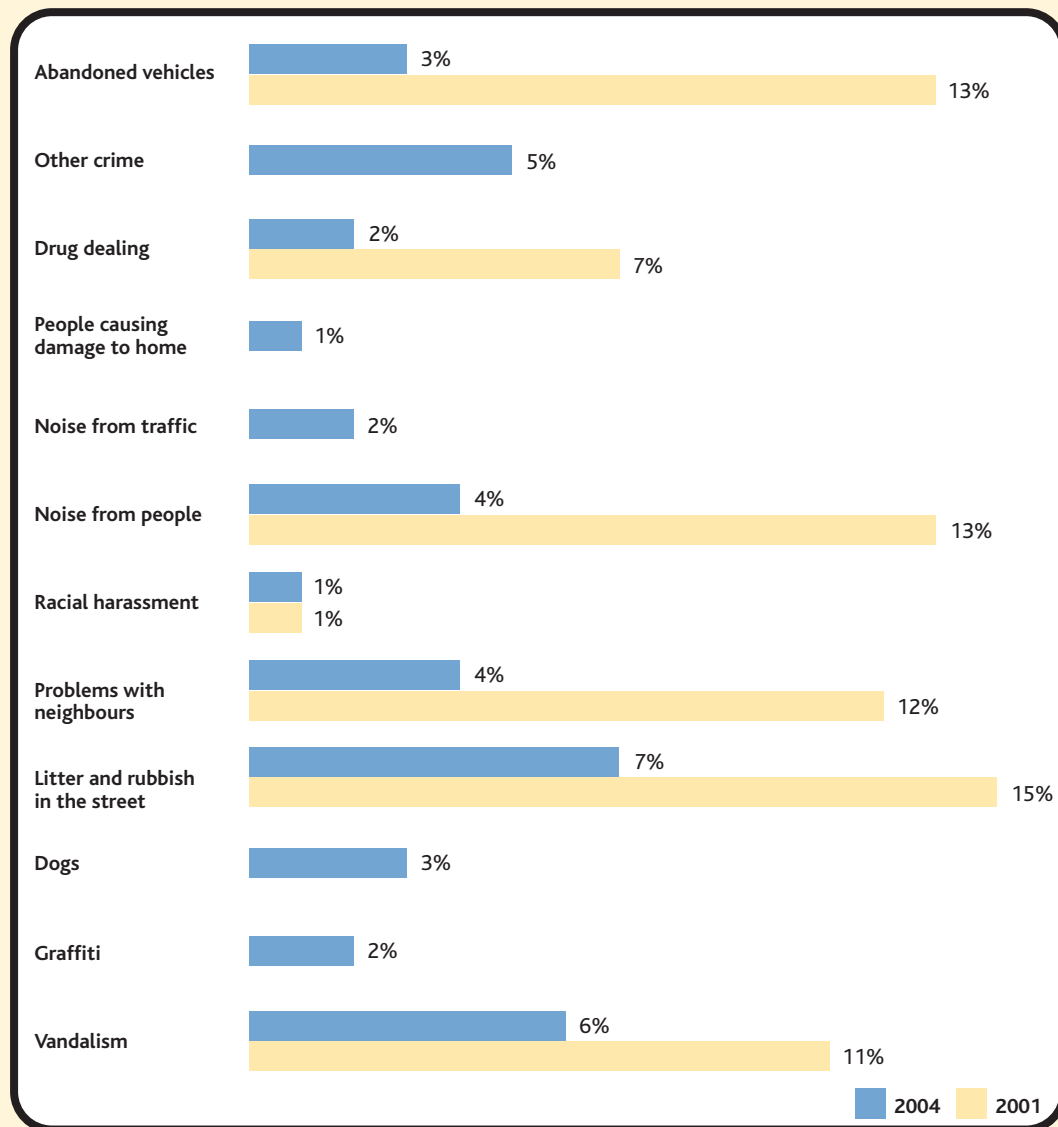
Key planned maintenance indicators % rated as good



Customer Satisfaction Survey

Neighbourhoods and Customer Service

Key neighbourhood problems - % rated as serious



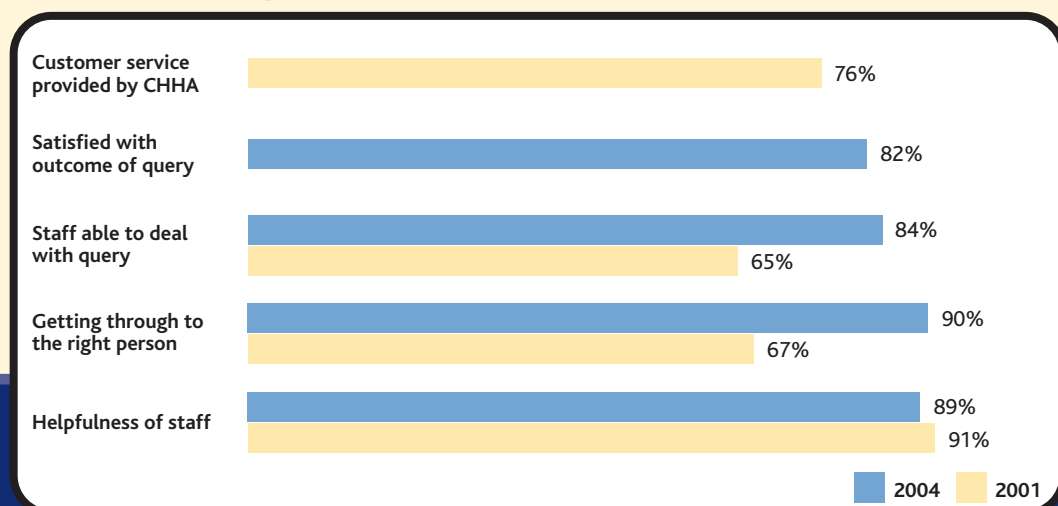
There has been a significant and positive change in how our residents feel about their neighbours and communities with noticeable improvements in respect of abandoned vehicles, neighbour problems and drug dealing.

The majority of residents didn't consider any of the matters to be a serious issue but a small percentage would like to see an improvement in the cleanliness of their streets and more action taken to tackle vandalism and other forms of anti-social behaviour.

Over 50% of residents have contacted the Association in the last 12 months. 86% of the enquiries related to repairs with the majority, 92%, being made by phone.

The results of the survey show a much improved picture of satisfaction with 9 out of 10 of callers getting through to the right person first time and a high degree of satisfaction of how the enquiry was handled and the helpfulness of the staff.

Key contact indicators (% rating as good) 2001 and 2004 compared





Opportunities to get involved

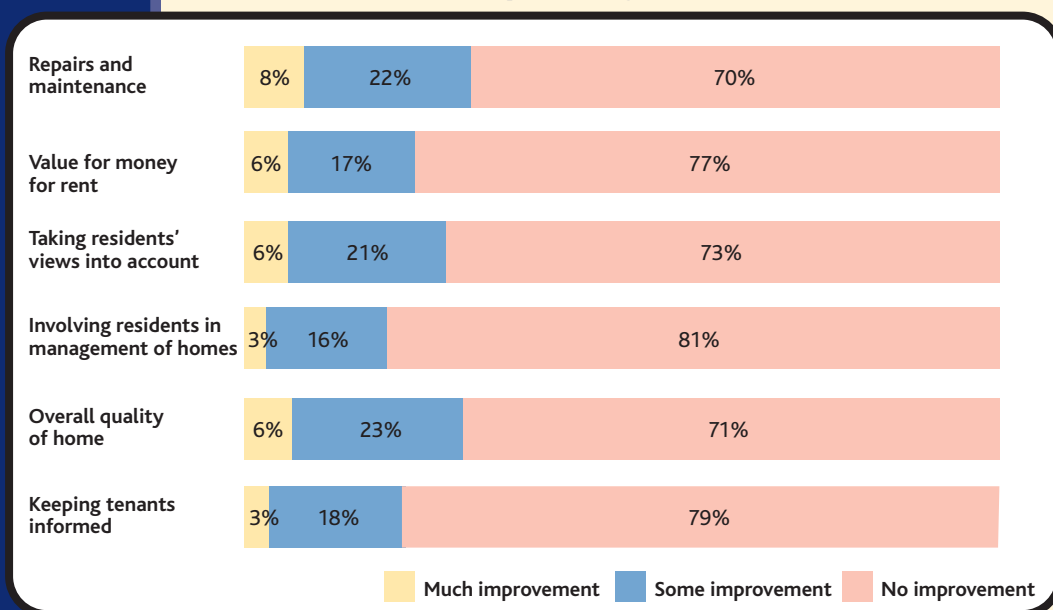
	White	BME	All
Satisfied	74%	80%	75%
Neither satisfied or dissatisfied	21%	13%	20%
Dissatisfied	4%	7%	5%

We were very pleased to see an improvement in our resident involvement. This compares very favourably to a 33% satisfaction level registered in 2001.

The survey also enabled us to gather information about other services we might provide either ourselves or through partners such as affordable insurance, educational or community grants, banking and loan facilities.

Some of these ideas have already been launched in association with our Premier Service Club and there is a commitment to work with our customers to develop relevant services and facilities.

How much do you think the following services need improving?



Despite these excellent results Paradigm will continue to review the ways in which we do business with our customers. One major new initiative, just introduced is the Premier Service Club and later this year will see the introduction of a modernised maintenance service. We will also be looking to introduce new interactive communication channels via the World Wide Web.

If you would like further details of the Tenants Survey results 2004 please contact David Smith, Deputy Chief Executive on 01494 588202.

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