

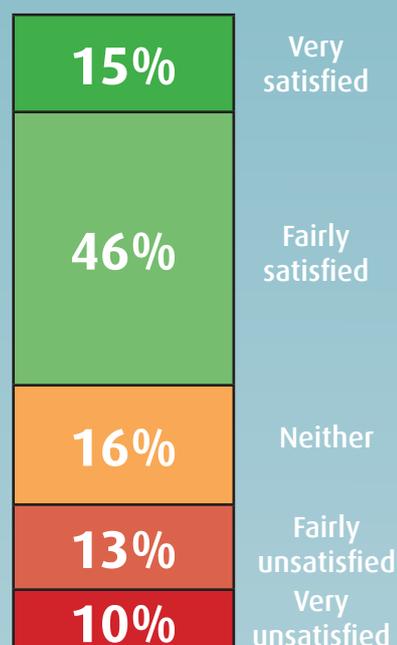
Homeowners tell us their views.

Thank you to everyone who filled in our homeowners' survey at the end of last year. We've had all the results in and we are really pleased to see significant improvements in a number of areas.

We think the better results are because of some of the things we have done differently, for example, we produced a handbook for homeowners, we have regular information in Opendoor, we have a dedicated team of staff for homeowners and we have produced information leaflets to help with questions on things like staircasing.

Although we are pleased with the results, we are not complacent and recognise that there is still further improvement to be made. We are carrying out a full review of the services we provide to homeowners to see what other changes we could make. If you'd like to be involved in this work please let us know on 01305 216513 or email careen.welsh@magna.org.uk

Overall satisfaction with Magna services:



Communication:

Satisfaction that we listen to your views:

Very satisfied

11%

38%

24%

16%

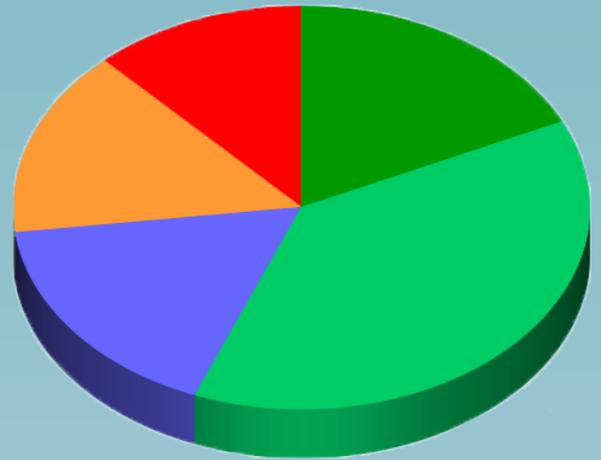
Very unsatisfied

11%

49%

Overall satisfaction that we listen to your views vs 40% in 2012

Satisfaction with the way we deal with enquiries generally:



Very satisfied

Fairly satisfied

Neither

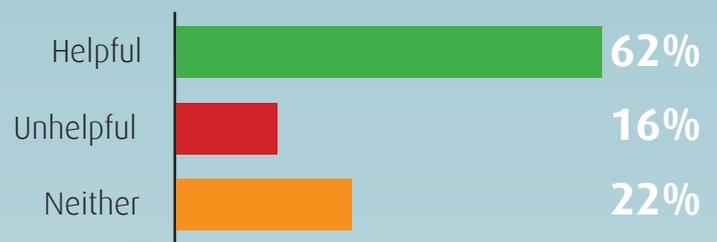
Fairly dissatisfied

Very dissatisfied

Getting hold of the right person:



Did you find our staff helpful?



61%
said their query was answered within a reasonable time
vs 57% in 2012

81%
are either very satisfied or satisfied with their neighbourhood

Services:

Grounds maintenance:

Very satisfied

6%

35%

17%

26%

Very unsatisfied

16%



Satisfaction with communal repairs & maintenance:

Very satisfied

6%

35%

17%

26%

Very unsatisfied

16%



Satisfaction with cleaning in communal areas:



Very satisfied

6%

44%

17%

20%

Very unsatisfied

14%



Satisfaction that services charges provide VFM:

Very satisfied

8%

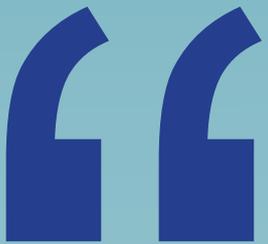
30%

22%

24%

17%

Very unsatisfied



YOU SAID, WE WILL...

The survey also gave an opportunity for you to provide feedback on other homeownership matters that weren't mentioned. Here are some of the things you said, and what we will do...

You said...	We will...
It would be good to have a question and answer section on the website, for example, what things I am responsible for and what is Magna responsible for?	This is a good suggestion, we'll add information to the websites that is already included in the handbooks (page 16 for flats, page 18 for houses). You can already see the handbooks on our websites.
Please could you tell me what is exactly covered in the buildings insurance that is included in my rent? It seems it is hardly anything, resulting in me having to pay out extra for private buildings insurance.	For the majority of our properties, we are responsible for insuring the structure of your home against major risks such as fire, flood, subsidence and storm damage. Please check your lease to see if you are responsible for your own insurance. We strongly advise that you insure your personal and household contents as we are not responsible for this. There is more information in section 3 of your handbook.
The communal bin area has declined since new recycling rules.	We're sorry to hear you have problems with the bins. For some communal areas we may be able to put extra bins in. For other areas, we are already visiting weekly to rotate the bins. Please contact the home ownership team for more advice.
I have complained about a neighbour and their visitors including leaving the front door unlocked, smoking in the communal areas, being rude and allowing visitors to park in anyone's parking. Nothing has been done.	We always recommend that people try to resolve problems first themselves by talking to their neighbours, but this does not always work. If you need someone from Magna to intervene, please get in touch with the home ownership team.
We have waited and waited for repairs.	Any major repairs will be part of a planned programme. This includes external painting, roofing or programmes to replace external doors. If it is a repair that needs fixing, for example a broken handrail on the communal stairs, you can call our response repairs team on 01305 216025 or 0800 3586025 and they should give you an appointment within 20 working days.
The staff treat me in a disrespectful and patronising way. I therefore don't contact them any more.	None of our staff should do this. If you feel that you have been given a bad service by any of our staff, please let our complaints officer know by email janet.walker@magna.org.uk or phone 01305 214071.
It would be good to have a representative from Magna to one of our residents' meetings.	We'd love to send someone along to your resident's meeting. Just get in touch with the home ownership team when you have a suitable date and let us know if there's anything in particular you'd like to talk about.
I love where I live.	We're really pleased you love where you live. We did have quite a lot of really positive comments, but we have focused on the things here where improvements need to be made.

We will be reviewing all feedback and responding to residents individually over the next few months.

