



Survey of Tenants and Residents (STAR)

MHA Sheltered Report

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APPENDIX 1: Questionnaire

APPENDIX 2: Respondents' comments (*under separate cover*)

1. SUMMARY OF MAIN FINDINGS

1.1 Tenant profile

99% of respondents described themselves as White British.

55% of respondents were women, 45% were male.

20% of respondents were aged under 65, 37% were aged between 65 and 74, 30% were aged between 75 and 84 and 13% were aged 85 plus.

51% of respondents said they or a member of their household had a disability or long-term illness.

1.2 Satisfaction with home and general services

Almost nine in ten tenants (89%) were satisfied with the services provided by MHA. 8% were dissatisfied.

53% of tenants responded that they were aware of MHA's published service standards with 47% stating they were not aware.

85% of tenants said they would be very likely or likely to recommend Magna to family or friends with 8% saying they were unlikely or very unlikely to recommend Magna.

Levels of satisfaction with the home and services were very positive, with one area, i.e. service charges providing value for money, receiving a lower level of satisfaction:

94% were satisfied with the overall quality of their home (4% dissatisfied)

90% were satisfied that their rent provided value for money (4% dissatisfied)

78% were satisfied that their service charges provided value for money (11% dissatisfied)

Over seven in ten tenants (76%) confirmed they currently receive housing benefit either paid directly to them or to Magna.

Tenants were asked if they agreed or disagreed with the following statements regarding services provided by MHA:

92% agreed that Magna has friendly and approachable staff (3% disagreed)

89% agreed that Magna is providing the service they would expect from their landlord (6% disagreed)

83% agreed that Magna treats residents fairly (8% disagreed)

80% agreed that Magna had a good reputation in their area (6% disagreed)

1.3 General contact and communication with Magna

Over six in ten tenants (66%) had contacted MHA in the last 12 months with a query. The most popular method of contact was via the telephone (73%). Excluding repairs, 17% of those respondents contacting MHA were doing so concerning gardens/communal cleaning/window cleaning/caretaking, 16% of respondents contacted Magna concerning

nuisance or ASB and 16% of respondents contacted Magna regarding paying rent or service charge query.

Apart from telephone contact, other preferred methods of contacting Magna were:

- 15% Spoke to member of staff on site
- 5% Visited office
- 3% Emailed
- 2% Wrote letter
- 0.3% Sent a text message
- 0% Through Magna's website
- 0% Facebook

- 1% Used other methods (see literal comments in Appendix 2)

Those who had been in contact with MHA in the last 12 months were asked:

- Whether getting hold of the right person was easy or difficult
- Whether they found staff helpful or unhelpful
- Whether their query was answered within a reasonable time
- About the ability of staff to deal with their query quickly and efficiently
- Whether they were satisfied or dissatisfied with the final outcome of their enquiry

The results were mixed:

- 82% said that staff were helpful (8% unhelpful)

- 83% said that they were satisfied that the query was answered within a reasonable time (17% too long)

- 76% said that they found it easy to get hold of the right person (12% it was difficult)

- 80% were satisfied with the ability of staff to deal with their query quickly and efficiently (14% dissatisfied)

- 69% were satisfied with the final outcome of their query (22% dissatisfied)

Tenants were asked how satisfied or dissatisfied they are that Magna gives them the opportunity to make their views known. 79% said they were satisfied, whilst 12% were dissatisfied and 9% were neither.

Tenants were asked how satisfied or dissatisfied they are that Magna listens to their views and acts upon them. 69% said they were satisfied, whilst 20% were dissatisfied and 11% were neither.

1.4 Neighbourhood

Levels of satisfaction with the neighbourhood were very positive with 91% satisfied with the neighbourhood as a place to live (6% dissatisfied).

Tenants were given a list of possible issues that may affect the quality of life in their neighbourhood and were asked to what extent each had improved or got worse during the last two years. The main problem that had got worse, by some margin, was car parking (29%), followed by dog fouling/dog mess (15%), and rubbish and litter (11%).

1.5 Promoting neighbourliness

Tenants were asked whether they were satisfied or dissatisfied with the level of neighbourliness shown between residents in their neighbourhood. 81% of respondents said they were satisfied (11% dissatisfied).

25% of respondents said they would benefit from their neighbours being better neighbours

1.6 Repairs and Maintenance

Tenants were asked how generally satisfied or dissatisfied they are with the way MHA deals with repairs and maintenance. 89% were satisfied whilst 9% were dissatisfied.

88% of tenants, when last making contact with Magna regarding a repairs query, found getting hold of the right person easy (5% difficult)

92% found staff helpful (2% unhelpful)

94% said their query was answered within a reasonable time (5% said it was not)

91% were satisfied with the ability of staff to deal with their query quickly and efficiently (4% dissatisfied)

88% were satisfied with the final outcome of their query (6% dissatisfied)

All those who had repairs completed were asked how satisfied or dissatisfied they were with different elements of the repairs service. Overall, results were very positive:

95% were satisfied with being told when workers would call (3% dissatisfied)

90% were satisfied with the time taken from raising the issue to finishing the work (6% dissatisfied)

88% were satisfied that the repair had been done 'right first time' (8% dissatisfied)

We asked respondents if they had an appointment made for this repair and if so, was it kept? 6% of respondents said this question was not applicable to them.

Of those respondents to whom this question was applicable, 98% of respondents said yes the appointment was kept. 2% said no

We asked tenants to consider whether they felt areas in their neighbourhood such as external communal decoration, external lighting or fencing, where they were Magna's responsibility, needed repair or maintenance work carried out. The analysis for each question does not include those for whom the question was not applicable.

Of those to whom this question was applicable, 40% said decoration was needed to the outside of their home including communal parts in blocks of flats

Of those to whom this question was applicable, 29% said repair or maintenance work was required to estate roads

Of those to whom this question was applicable, 43% said repair or maintenance work was required to pavements and footpaths

Of those to whom this question was applicable, 35% said repair or maintenance work was required to external lighting

Of those to whom this question was applicable, 29% said repair or maintenance work was required to fencing

We asked tenants whether they felt there was sufficient external lighting outside their home and in communal areas. Of those to whom this question was applicable, 87% said yes, there was sufficient external lighting.

1.7 Grounds maintenance, cleaning and caretaking

Tenants were asked how satisfied or dissatisfied they are with the grounds maintenance services, such as grass cutting in their area, where this is carried out by Magna. Of those to whom this question was applicable, 80% said they were satisfied (15% dissatisfied).

We asked tenants how satisfied or dissatisfied they are with the overall cleaning and caretaking services provided by Magna.

Of those to whom this question was applicable, 77% were satisfied with the overall cleaning and caretaking services provided by Magna for internal communal areas (17% dissatisfied)

Of those to whom this question was applicable, 75% were satisfied with the overall cleaning and caretaking for external communal areas (14% dissatisfied)

Of those to whom this question was applicable, 84% were satisfied with communal window cleaning (10% dissatisfied)

We asked if our services had improved, stayed the same or got worse over the last 12 months:

Of those to whom this question was applicable, 89% said the grounds maintenance services had improved or stayed the same over the last 12 months

Of those to whom this question was applicable, 87% said the overall cleaning and caretaking services in respect of the internal communal areas had improved or stayed the same over the last 12 months

Of those to whom this question was applicable, 88% said the overall cleaning and caretaking services in respect of the external communal areas had improved or stayed the same over the last 12 months

Of those to whom this question was applicable, 91% said communal window cleaning had improved or stayed the same over the last 12 months

2. INTRODUCTION

2.1 Background

MHA commissioned the Policy, Governance & Research team at Magna Housing Group to carry out and analyse their 2015 sheltered satisfaction survey (Survey of Tenants & Residents (STAR)). This report contains the research findings.

In 2012 MHA carried out a STAR survey of all their residents (including sheltered). In 2015 the decision was taken to survey general needs and sheltered residents through STAR.

2.2 STAR

We offered an incentive of entry into a prize draw to win one of six prizes of £100 of shopping vouchers. The questions within the 2015 STAR survey were put together following extensive discussion between directors and heads of service. Each question had to earn its place as valid. A number of questions are the same as those asked in 2012 or very similar in wording. All these questions are still very relevant to service delivery and designed to make comparisons using the results of the 2015 STAR survey with the 2012 STAR survey as to whether improvements and changes made to service delivery following the 2012 STAR have been sustained by reported improved satisfaction in the 2015 STAR survey.

New questions included in the 2015 STAR cover promoting neighbourliness and the service delivery of communal cleaning, window cleaning, caretaking and grounds maintenance.

2.3 Methodology

On 4 September 2015, we sent a copy of the sheltered STAR survey to 1,369 MHA sheltered tenants. 334 tenants, for whom we had email addresses, received the survey by email; the remaining 1,035 tenants received it through the post. 35 web surveys failed to deliver, following which we sent out paper copies of the survey to the relevant tenants. The survey closed on 23 October 2015, achieving an overall response of 46% (628).

2.4 Analysis of results

Figures are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Not all figures add to 100%. This may be due to rounding, or because each respondent is allowed to give more than one answer to the question.

Furthermore, we often report on a combination of scores, for example the percentage of respondents who are satisfied with a given element. This involves adding together the number of people who were 'very satisfied' and 'fairly satisfied' and calculating the figure as a percentage of the number of respondents to that question. For this reason, the overall 'satisfied' score can be slightly different to the score obtained when adding together the 'very satisfied' and 'fairly satisfied' as displayed on the chart.

We have calculated the minimum number of people we needed to survey in order to obtain results that reflect the target population to an acceptable level of accuracy. We have tested our results at the 95% confidence level and were aiming for a margin of error of $\pm 3\%$.

We sent out 1,369 surveys, receiving back 628. The minimum sample size required to provide a margin of error of $\pm 3\%$ is 600. We have calculated that the actual margin of error is ± 2.88 . The industry standard for an acceptable margin of error is actually $\pm 5\%$ for which we would have only required 300 returns, so this is an excellent return.

2.5 Weighting

As this survey covers only MHA sheltered housing respondents who are all older people living in West Dorset, no weighting was required.

2.6 Structure of this report

The main body of the report is divided into the following sections, which look at the survey results in detail:

Tenant profile

Satisfaction with home and general services

Contact and communication with Magna

Your neighbourhood

Promoting neighbourliness

Repairs and maintenance

Grounds maintenance, cleaning and caretaking

Benchmarking

Comparisons with MHA Sheltered STAR 2012 survey

Recommendations

Appendix 1 Copy of survey questionnaire

Appendix 2 Listing of respondents' comments (*under separate cover*)

3. TENANT PROFILE

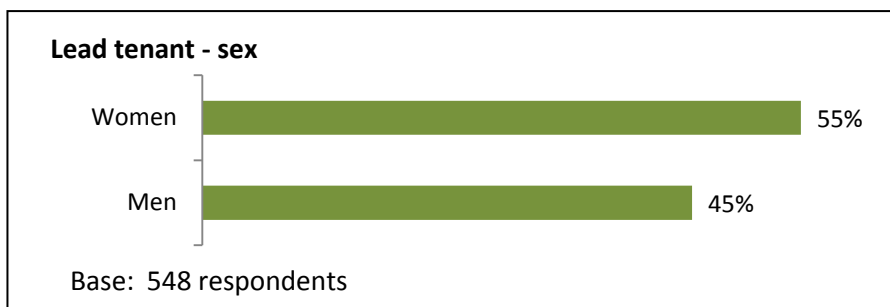
3.1 Introduction

This section of the report profiles gender and age, household composition, ethnicity, incidence of illness/disability, and receipt of housing benefit.

3.2 Sex and age

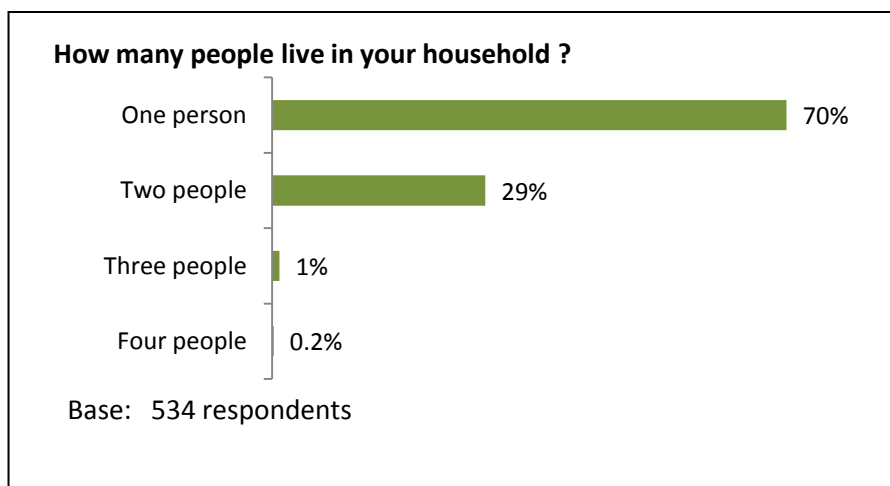
55% of respondents were women and 45% men.

20% of respondents were aged under 65, 37% were aged between 65 and 74, 30% were aged between 75 and 84 and 13% were aged 85 or over.



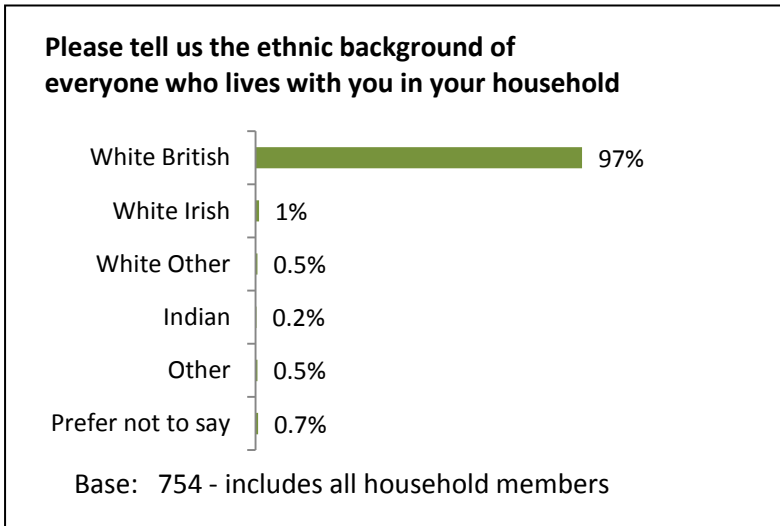
3.3 Household composition

70% of respondents described their household as being a one person household, with 29% of respondents describing their household as being a two person household. 1% described their household as being a three person household. One household was described as a four person household.



3.4 Household ethnicity

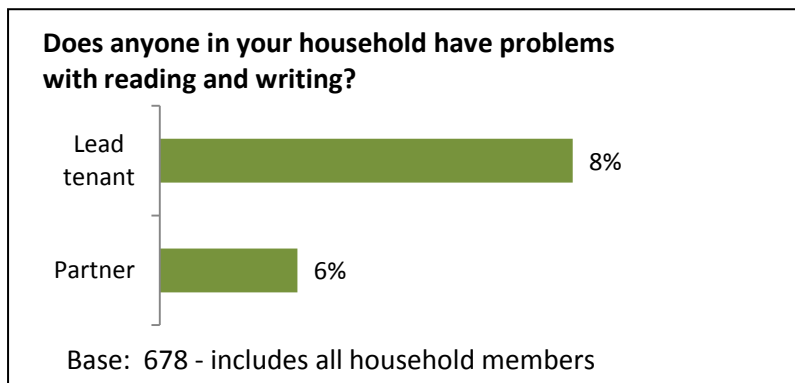
97% of respondents described themselves as White British with very few describing themselves or members of their households as black or minority ethnic (BME).



A fairly high number of respondents did not answer this question.

3.5 Problems with reading and writing

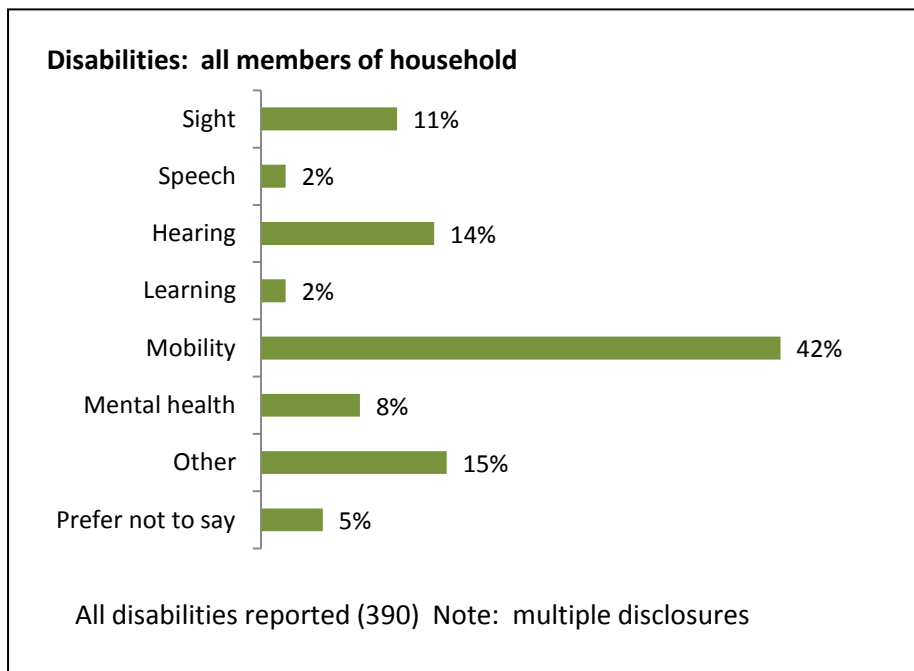
8% of respondents and 6% of their partners said they had problems with reading and writing.



Overall, 2% of respondents said they preferred not to say and the majority of lead tenants and partners indicated they had no problems.

3.6 Incidence of illness/disability

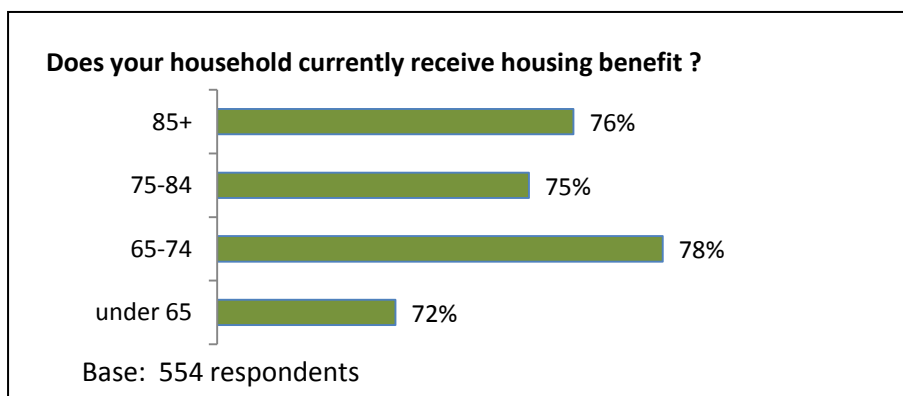
51% of respondents said that they or someone in their household had a long-term illness, health problem or disability. Older respondents were more likely to say they have sight, hearing and mobility problems than younger respondents whilst younger respondents were more likely to say they had learning or mental health problems (albeit few in number) than older respondents.



'Other' could indicate long term illnesses such as heart disease, cancer, diabetes etc.

3.7 Housing benefit

76% of respondents overall confirmed they received housing benefit, 44% male and 56% female. Of those under 65 years old, 72% of respondents were receiving housing benefit and of those aged over 85 years, 76% were receiving housing benefit.



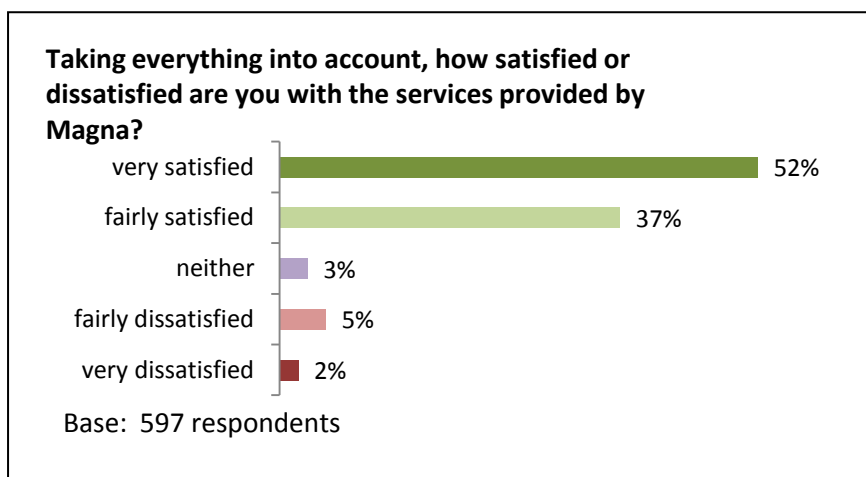
4. SATISFACTION WITH YOUR HOME AND GENERAL SERVICES

4.1 Introduction

This section looks at satisfaction with MHA as a landlord, satisfaction with the services provided, and value for money.

4.2 Overall satisfaction with MHA

Almost nine in ten tenants (89%) were satisfied with the services provided by MHA. 8% were dissatisfied.



Results varied by age:

Under 65	84% satisfied (9% dissatisfied)
65–74	89% satisfied (7% dissatisfied)
75-84	92% satisfied (6% dissatisfied)
85+	88% satisfied (10% dissatisfied)

Younger respondents, aged under 65 were less satisfied than older respondents. Generally, older respondents tend to be more satisfied than younger respondents. This may be due to service related factors (e.g. older people may receive more satisfactory services or services that are more suited to their needs) but it may be also due to other factors. It could be argued that older people are easier to satisfy because they have lower expectations.

Whilst only 1% of respondents aged 85+ were 'neither' satisfied nor dissatisfied, which was lower than the other age groups, this was offset by a higher percentage of respondents in this age group who were dissatisfied. Further analysis may pinpoint whether there are any geographical similarities.

We asked tenants if they were aware of Magna's published service standards. 53% of respondents said yes with 47% saying no.

Younger respondents, namely those aged under 65 years old, were more likely to say they were unaware of the standards.

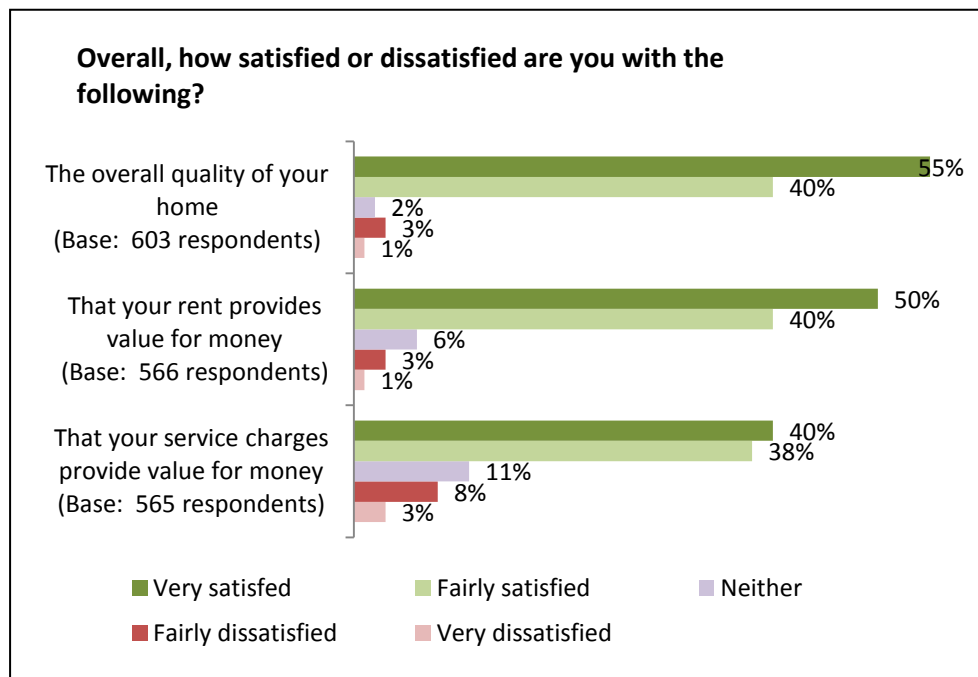
4.3 Satisfaction with the home and general services

Levels of satisfaction with the home and general services were very positive:

94% were satisfied with the quality of their home (4% dissatisfied)

90% were satisfied with the value for money for their rent (4% dissatisfied)

78% were satisfied that their service charge provided value for money (11% dissatisfied)



There were some patterns in responses across all three questions:

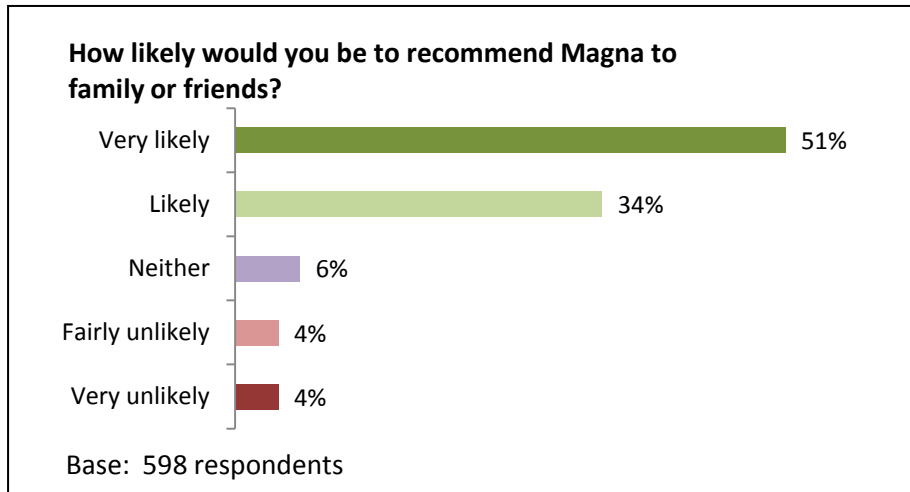
Satisfaction increased with age for all questions

Men tended to be more satisfied than women

88% of those aged 85 and over thought that their service charges provide value for money in comparison to 71% of those aged under 65 years.

4.4 Recommending Magna

Tenants were asked how likely they would be to recommend Magna to family or friends. Over eight in ten respondents (85%) said they would recommend Magna to their family or friends (8% unlikely).



Respondents were asked to give reasons why they would or would not recommend Magna to their family or friends. Comments are listed at appendix 2. Follow up details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

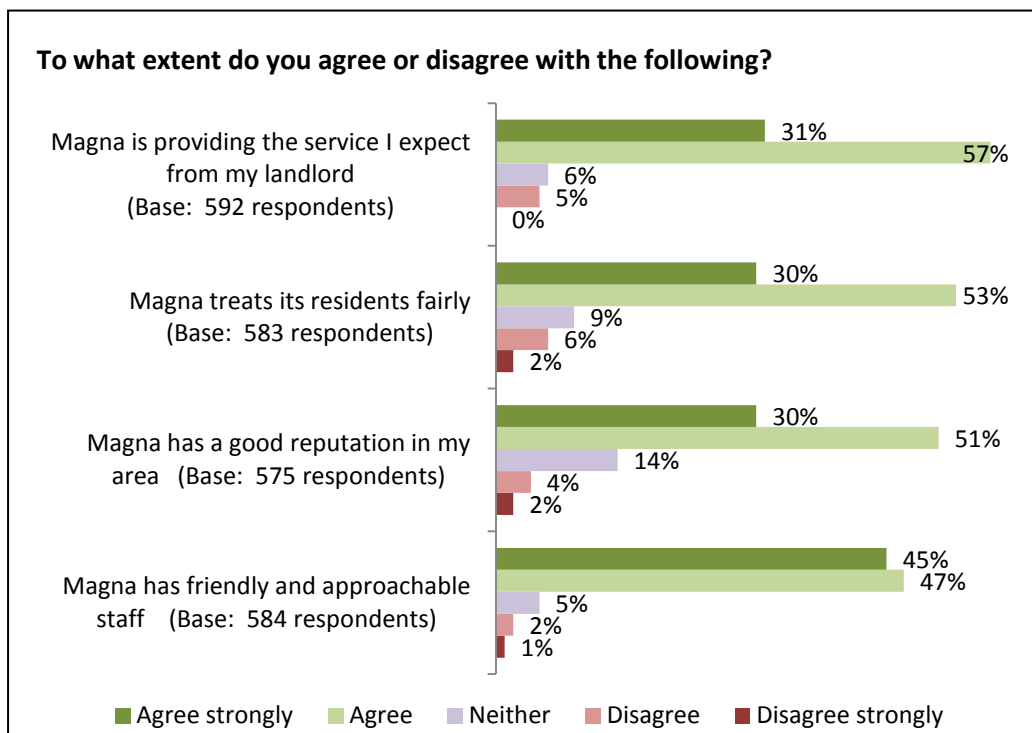
Tenants were asked if they agreed or disagreed with a number of statements relating to MHA. In general, the statements received high scores:

89% agreed Magna is providing the service expected from their landlord (6% disagreed)

83% agreed Magna treats its residents fairly (8% disagreed)

80% agreed Magna has a good reputation in their area (6% disagreed)

92% agreed Magna has friendly and approachable staff (3% disagreed)



There were some patterns in response across these questions:

Satisfaction increased with age for all questions

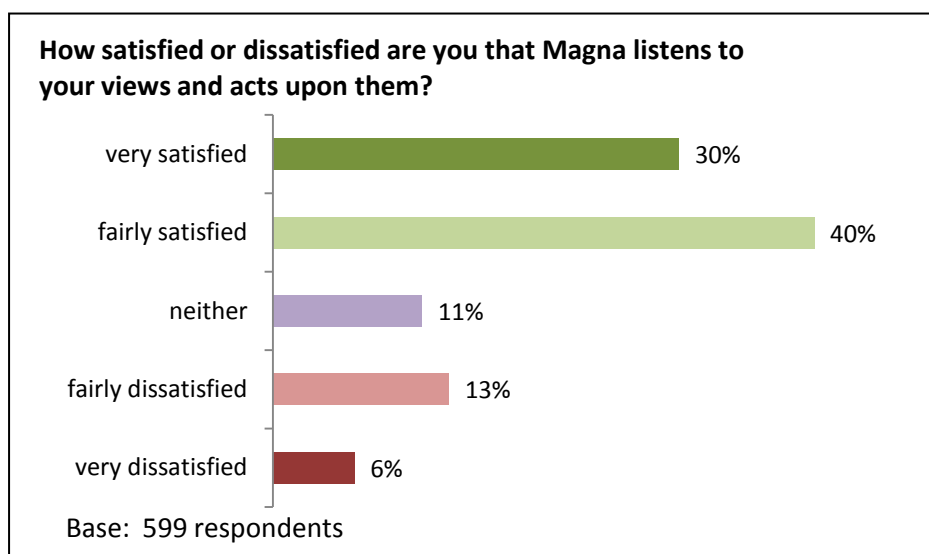
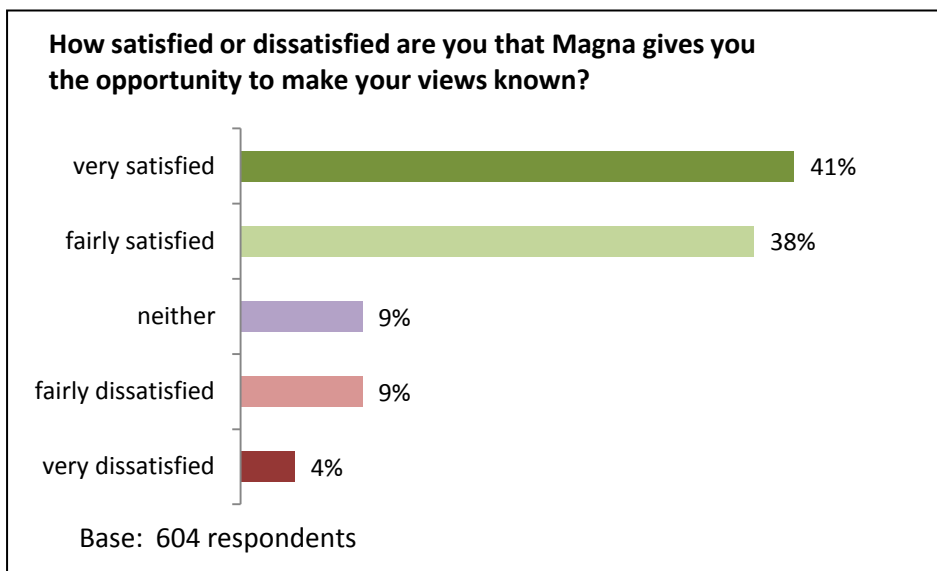
Male respondents tended to be more satisfied than female respondents

4.5 Making your views known

We asked respondents how satisfied or dissatisfied they were that Magna gives them the opportunity to make their views known. We also asked how satisfied or dissatisfied they were that Magna listened to their views and acted upon them.

79% of respondents were satisfied that Magna gave them the opportunity to make their views known (12% dissatisfied)

69% of respondents were satisfied that Magna listened to their views and acted upon them (20% dissatisfied)



Satisfaction increased by age for both questions

Male respondents were more likely to be satisfied than female respondent

5. GENERAL CONTACT AND COMMUNICATION

5.1 Introduction

This section looks at contact with MHA in terms of whether tenants had had contact in the last 12 months, how tenants have had contact, what they had contact about and the quality of service they received when making contact.

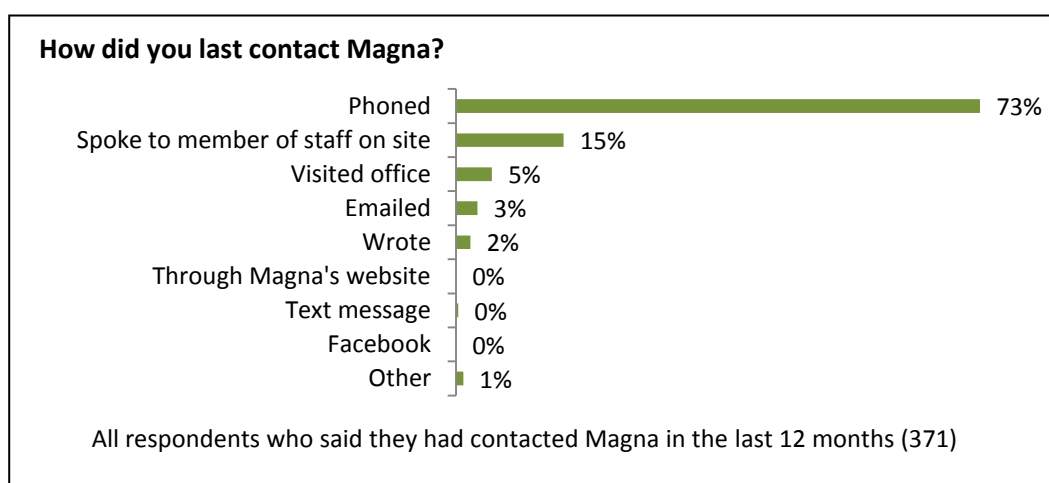
66% of respondents said they had contacted Magna in the last 12 months with a query

5.2 Method of contact

Over seven in ten respondents (73%) had contacted MHA in the last 12 months by telephone. Respondents aged under 65 and in the age group 75-84 were more likely to telephone.

Of those who did not contact Magna by telephone, older respondents (aged 75+) were more likely to speak to member of staff on site whilst younger respondents were more likely to have visited an MHA office. Respondents in the age group 65-74 were more likely than other age groups to email or write.

'Other' ways of contacting Magna have been listed in appendix 2.



5.3 Reasons for contacting Magna

The main reasons for contacting Magna were concerning 'other' (31%) and we invited respondents to give detail in the form of literal comments. Most of the 'other' comments were concerning repairs. The next most popular reason for contacting Magna was 'gardens/communal cleaning/window cleaning/caretaking' (17%) followed by 'nuisance or anti-social behaviour' (16%) and 'paying rent or service charge query' (16%).

Older respondents aged 75+ years were more likely to have contacted Magna regarding 'gardens/communal cleaning/window cleaning/caretaking' as well as 'nuisance or anti-social behaviour'.

Younger respondents were more likely to have contacted Magna regarding paying rent or service charge query.

Respondents' comments were asked for and are listed at appendix 2. Follow up details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

5.4 Quality of contact

Those who had been in contact with Magna in the last 12 months were asked:

Whether getting hold of the right person was easy or difficult

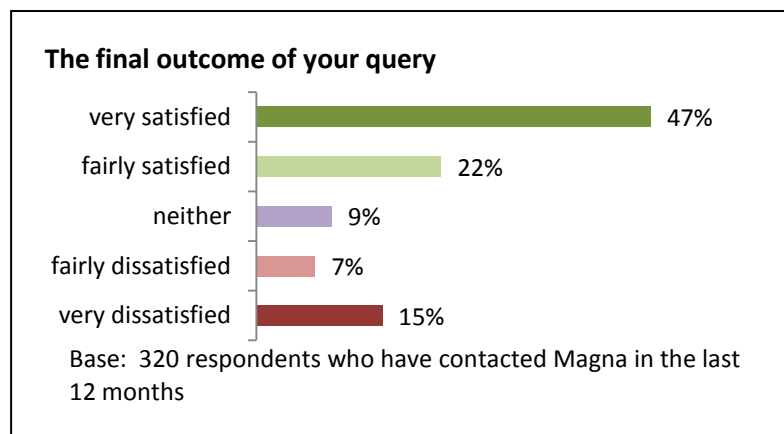
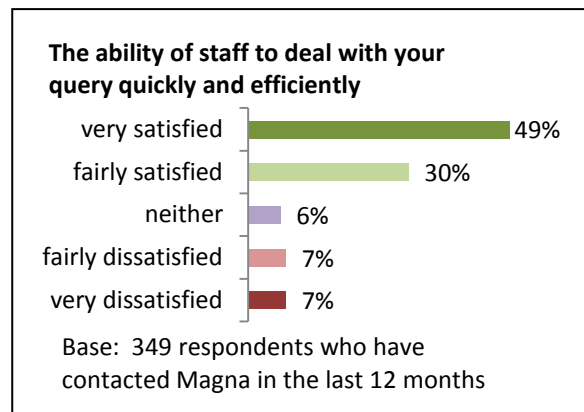
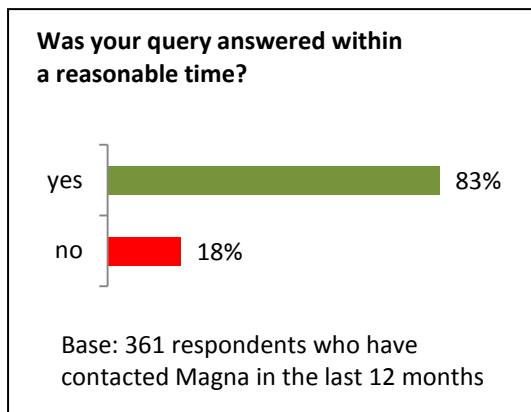
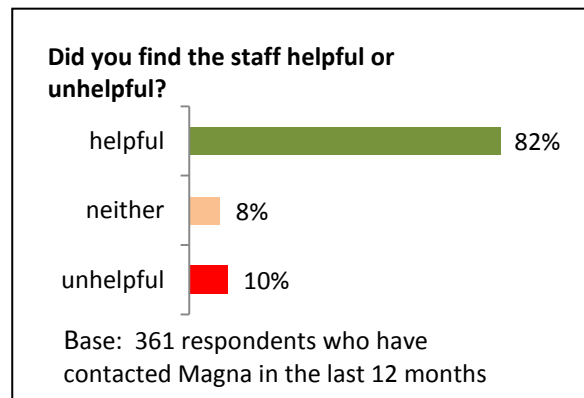
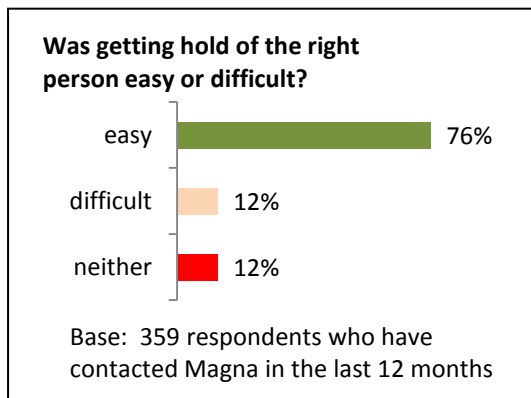
Whether they found staff helpful or unhelpful

Whether their query was answered within a reasonable time

About the ability of staff to deal with their query quickly and efficiently

Whether they were satisfied or dissatisfied with the final outcome of their query

The charts below illustrate the findings of the above questions:



The results were mixed:

82% said the staff were helpful (8% unhelpful)

83% felt their query was answered within a reasonable time (17% not)

79% were satisfied staff were able to deal with their query quickly and efficiently (14% dissatisfied)

76% said they found it easy to get hold of the right person (12% said that it was difficult)

69% were satisfied with the final outcome of their query (22% not)

Male respondents were more likely to be satisfied than female respondents

Older respondents were much more likely to be satisfied than younger respondents

6. NEIGHBOURHOOD

6.1 Introduction

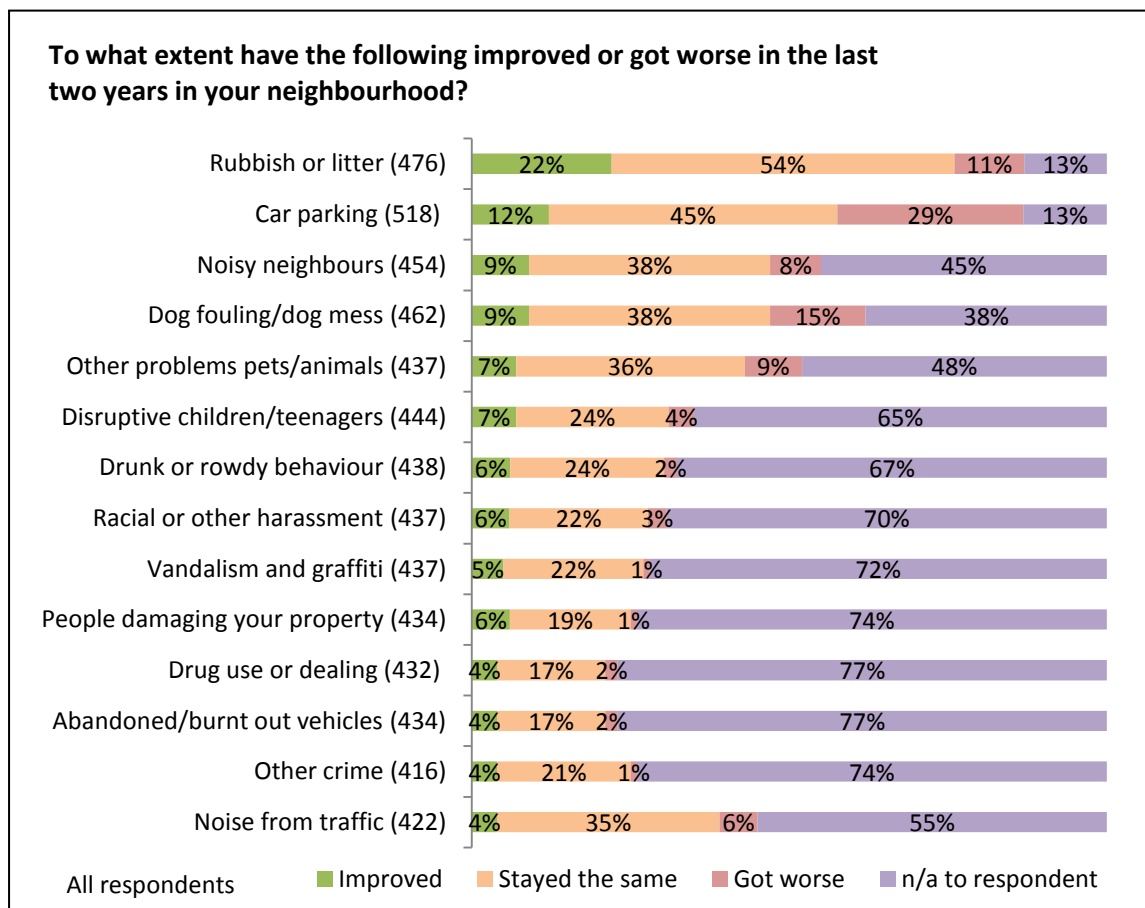
This section looks at satisfaction with the neighbourhood as a place to live.

Levels of satisfaction with the neighbourhood were generally positive:

90% were satisfied with the neighbourhood as a place to live (6% dissatisfied)

6.2 Neighbourhood problems

Tenants were given a list of possible issues that may affect the quality of life in their neighbourhood and were asked whether, in their opinion the issues had improved, stayed the same or got worse in the last two years. Respondents were asked to indicate whether each 'issue' was applicable to them.



Results indicate that in respect of potential neighbourhood 'problems', respondents have most concerns about car parking, dog fouling/dog mess, noisy neighbours and rubbish or litter.

Respondents indicated the following:

Problems that had most 'improved' over the last two years were rubbish or litter (22%), car parking (12%), noisy neighbours (9%) and dog fouling/dog mess (9%)

Respondents also indicated:

Problems that had 'stayed the same' were rubbish or litter (54%), car parking (45%) and noisy neighbours (38%)

Problems that had 'got worse' were car parking (29%), dog fouling/dog mess (15%) and rubbish or litter (11%)

Respondents indicated that car parking (13% not applicable), rubbish or litter (13% not applicable) and dog fouling/dog mess (38% not applicable) were more applicable to them than other listed 'problems'.

There was no clear evidence that younger, rather than older respondents, were more likely to say that each was a problem in their neighbourhood. However, younger people (under 65) were more concerned than older people regarding noisy neighbours. Respondents aged 75-84 were more concerned than any other group regarding dog fouling/dog mess. Respondents aged over 75 were more concerned about rubbish or litter than younger respondents.

Respondents who classed themselves or a household member as disabled, compared to those without a disabled household member, were more likely to say that car parking, rubbish or litter, noisy neighbours, dog fouling/dog mess, and pets and animals was a problem.

Results can be seen in the tables below:

% Problem - improved	Total
Rubbish or litter	22%
Car parking	12%
Noisy neighbours	9%
Dog fouling/dog mess	9%
Disruptive children/teenagers	7%
Other problems with pets and animals	7%
People damaging your property	6%
Drunk or rowdy behaviour	6%
Racial or other harassment	6%
Vandalism and graffiti	5%

Drug use or dealing	4%
Other crime	4%
Abandoned or burnt out vehicles	4%
Noise from traffic	4%

% Problem – stayed the same	Total
Rubbish or litter	54%
Car parking	45%
Noisy neighbours	38%
Dog fouling/dog mess	38%
Other problems with pets and animals	36%
Noise from traffic	35%
Drunk or rowdy behaviour	24%
Disruptive children/teenagers	24%
Vandalism and graffiti	22%
Racial or other harassment	22%
Other crime	21%
People damaging your property	19%
Drug use or dealing	17%
Abandoned or burnt out vehicles	17%

% Problem – got worse	Total
Car parking	29%
Dog fouling/dog mess	15%
Rubbish or litter	11%
Other problems with pets and animals	9%

Noisy neighbours	8%
Noise from traffic	6%
Disruptive children/teenagers	4%
Racial or other harassment	3%
Drug use or dealing	2%
Drunk or rowdy behaviour	2%
Abandoned or burnt out vehicles	2%
Other crime	1%
People damaging your property	1%
Vandalism and graffiti	1%

Respondents were asked for their comments, all of which are listed at appendix 2, each alongside the individual respondent's postcode in order to clarify the postal area where the comment is based. Follow up details, including names and contact details (where applicable) have been sent to relevant staff.

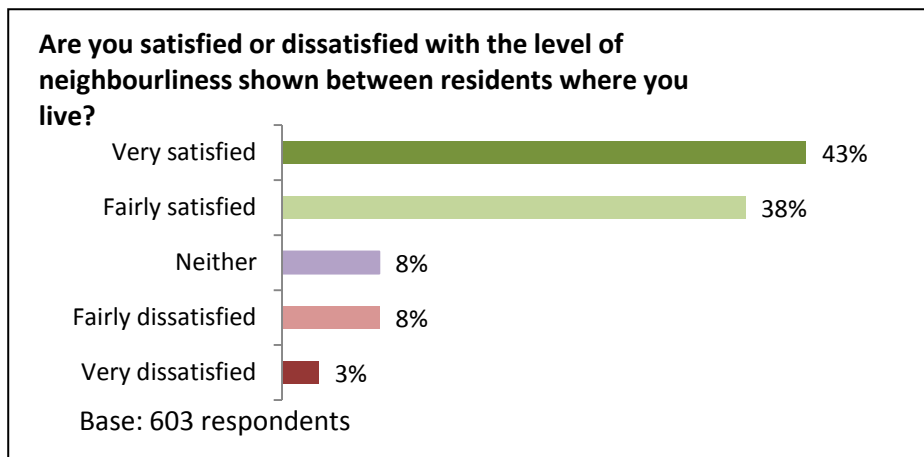
7. PROMOTING NEIGHBOURLINESS

7.1 Introduction

Magna would like to promote greater levels of neighbourliness between residents.

Tenants were asked if they were satisfied or dissatisfied with the level of neighbourliness shown between residents where they lived. Results were fairly positive:

81% of respondents were satisfied with the level of neighbourliness shown between residents where they lived (11% dissatisfied)



Men (82%) were slightly more likely to be satisfied with the level of neighbourliness than women (79%).

Satisfaction with level of neighbourliness by age group:

Under 65 years	83% satisfied
65 – 74 years	76% satisfied
75 – 84 years	84% satisfied
85 years+	86% satisfied

7.2 Better neighbours and being more neighbourly

We asked tenants if they would benefit from their neighbours being better neighbours to them. 25% said yes they would whilst 75% said no.

Of those who said yes they would benefit:

- 26% were men
- 32% were aged under 65 years
- 23% were aged between 65–74 years
- 22% were aged between 75– 84 years
- 21% were aged 85 years+

Of those with a disability:

50% of respondents with a mental health disability, 33% of respondents with a learning disability and 32% of respondents with a hearing disability said they would benefit from their neighbours being better neighbours.

Tenants were also asked for their comments on what would help them to be more neighbourly towards their neighbours.

Comments were generally mixed but take on a different perspective when linked to the age group and sex of the respondent making them. See appendix 2 for full literal comment listing including relevant age group.

8. REPAIRS AND MAINTENANCE

8.1 Introduction

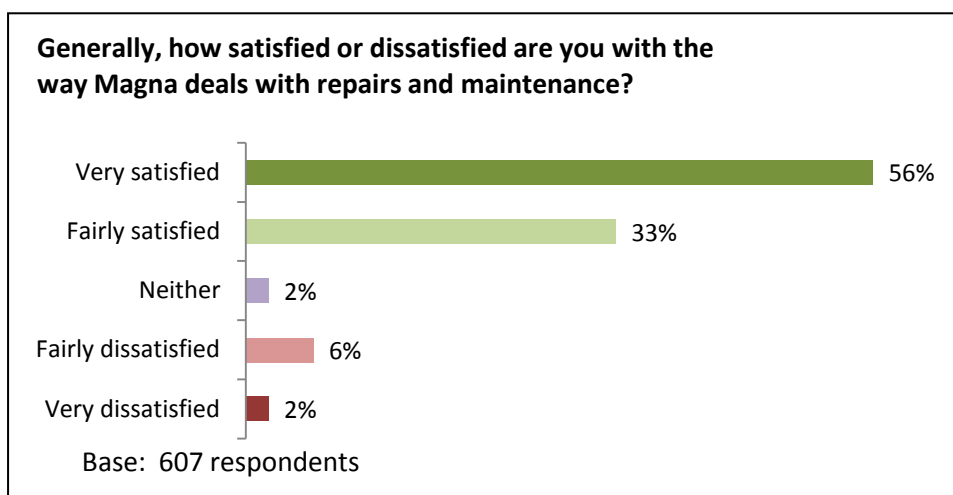
This section looks at overall satisfaction with repairs and maintenance services, making contact with Magna regarding repairs queries, and satisfaction with the quality of the repairs service.

In addition, this section looks at the neighbourhood in respect of Magna's responsibility to tenants and whether repair or maintenance work should be carried out to infrastructure where applicable.

We also asked respondents if, in their opinion, there was sufficient external lighting outside their home and in communal areas.

8.2 Overall satisfaction with the repairs and maintenance service

Tenants were asked how satisfied or dissatisfied they were with the way MHA dealt with repairs and maintenance. 89% were satisfied while 9% were dissatisfied.



Older respondents were more likely to be satisfied than younger respondents

Men were more likely to be satisfied than women

Respondents who said they had a sight, hearing or mobility disability were less likely to say they were satisfied than those with other disabilities

8.3 Quality of contact with Magna regarding repairs query

We asked tenants when last making contact with Magna regarding a repairs query:

Was getting hold of the right person easy or difficult

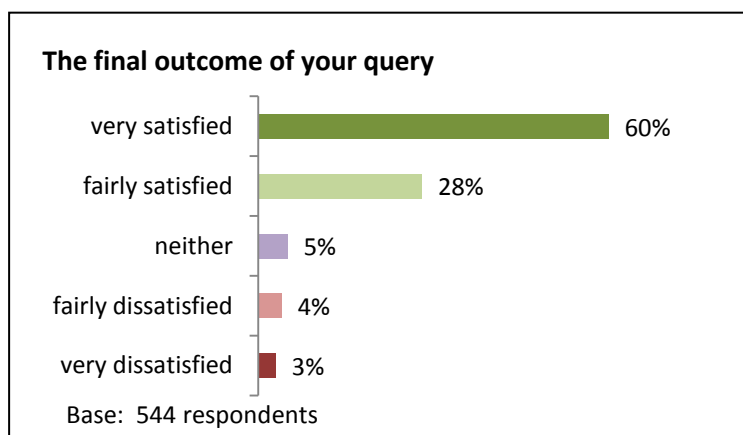
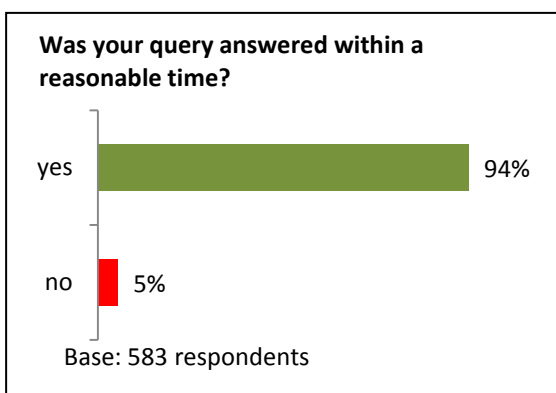
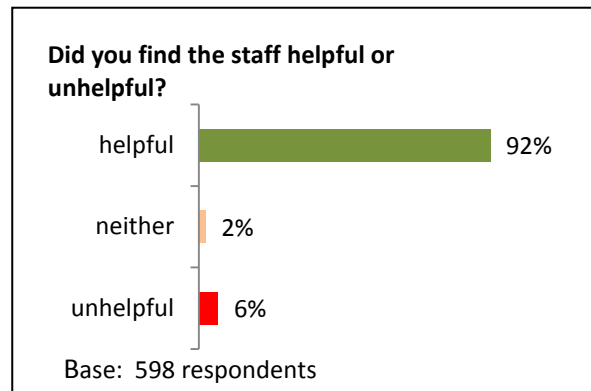
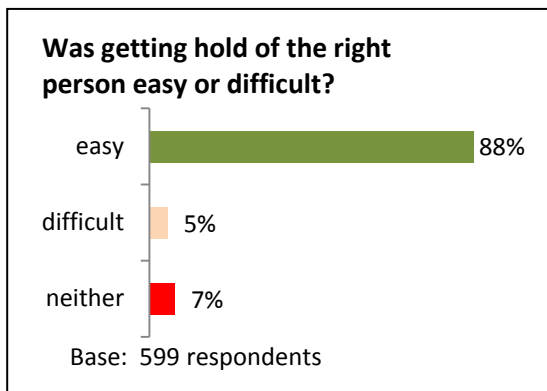
Did they find the staff helpful or unhelpful

Was their query answered within a reasonable time

About the ability of staff to deal with their query quickly and efficiently

Whether they were satisfied or dissatisfied with the final outcome of their query

The charts below illustrate the findings:



Satisfaction was very high:

94% felt their query was answered within a reasonable time (5% not)

92% found the staff helpful (6% unhelpful)

91% were satisfied that staff were able to deal with their query quickly and efficiently (4% dissatisfied)

88% said that it was easy to get hold of the right person (5% saying it was difficult)

88% were satisfied with the final outcome of their query (7% dissatisfied)

Older respondents were much more likely to be satisfied with the quality of contact they received when reporting a repairs query.

Men were more likely to be satisfied than women.

Respondents who said they had a sight or mobility disability were more likely to find it difficult in getting hold of the right person.

Respondents who had a sight or mobility disability were more likely to find staff unhelpful.

Respondents who had a hearing, sight or mobility disability were more likely to say their query was not answered within a reasonable time.

Respondents who had a sight or mobility disability were more likely to be dissatisfied with the ability of staff to deal with their query quickly and efficiently.

Respondents who had a sight, hearing, or mobility disability were more likely to be dissatisfied with the final outcome of their query.

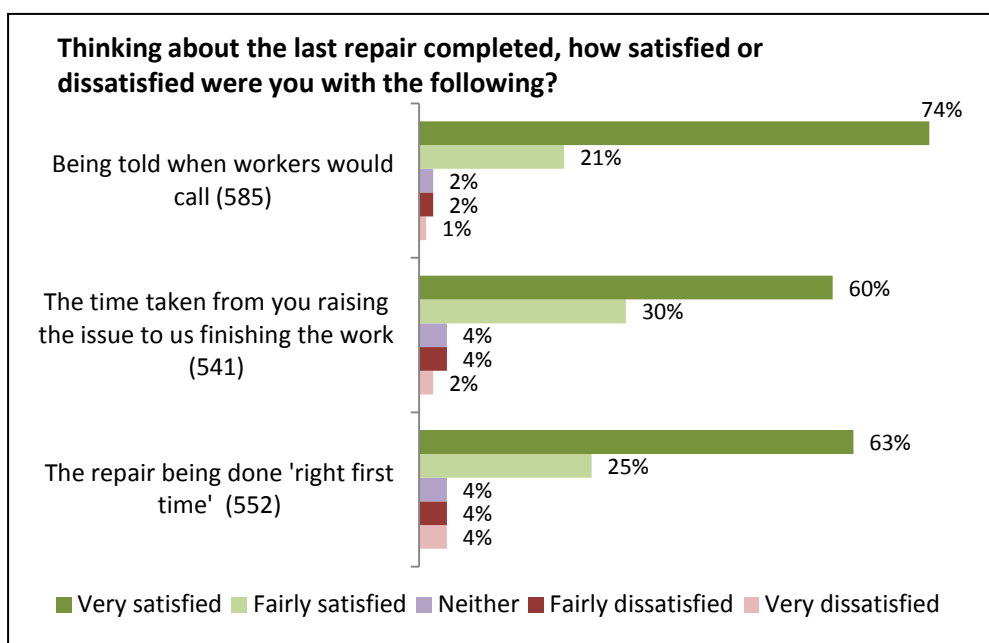
8.4 Rating of repair service

Respondents were asked how satisfied or dissatisfied they were with different elements of the repair service in respect of their last repair completed:

95% of respondents were satisfied with being told when workers would call (3% dissatisfied)

90% were satisfied with the time taken from raising the issue to finishing the work (6% dissatisfied)

88% were satisfied with the repair being done 'right first time' (8% dissatisfied)



Older respondents were more likely to be satisfied than younger respondents.

Respondents who had a sight, hearing, mobility or mental health disability were more likely to be dissatisfied with being told when workers would call.

Respondents who had a sight, hearing, or mobility disability were more likely to be dissatisfied with the time taken from raising the issue to finishing the work.

Respondents who had a sight, hearing, mobility or mental health disability were more likely to be dissatisfied with the repair being done 'right first time'.

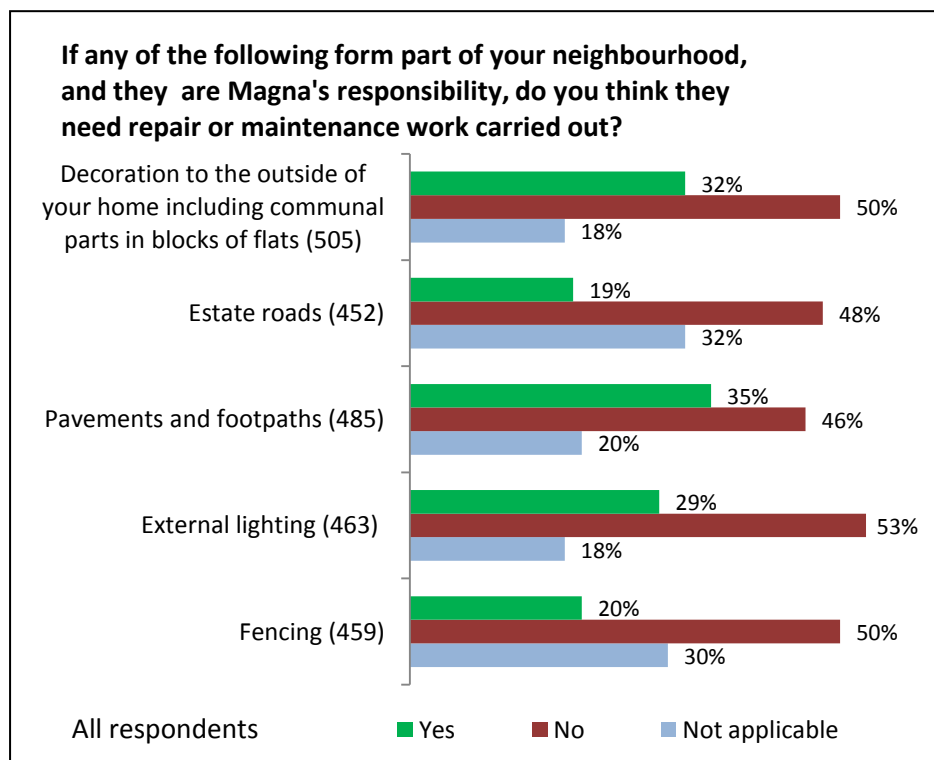
In addition, we asked respondents if they had an appointment made for their repair, was it kept. 6% of respondents said this question was not applicable to them.

Of those respondents to whom this question was applicable, 98% said it was kept (2% not)

8.5 Magna's neighbourhood responsibilities – repairs and maintenance

We listed the following areas of neighbourhood infrastructure and asked respondents if, where these areas were Magna's responsibility, they thought repair or maintenance work needed to be carried out: Areas concerned were:

- Decoration to the outside of homes including communal parts in blocks of flats
- Estate roads
- Pavements and footpaths
- External lighting
- Fencing



Of those to whom this question was applicable, 39% of respondents said that decoration to the outside of their home, including communal parts in blocks of flats was required (61% said not required). 18% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 29% said that repair or maintenance work was required to estate roads (71% not required). 33% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 43% said that repair or maintenance work was required to pavements and footpaths (57% said not required). 20% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 35% said that repair or maintenance work was required to external lighting (65% not required). 18% of respondents said this question was not applicable to them.

Of those to whom this question was applicable, 28% said repair or maintenance work was required to fencing (72% not required). 30% said this question was not applicable to them.

Respondents aged 65-74 were much more likely than all the other age groups of respondents to say that repair or maintenance works were required to the neighbourhood infrastructure where they are Magna's responsibility

Respondents with a sight, hearing or mobility disability were very likely to say that repair or maintenance works were required to the neighbourhood infrastructure where they are Magna's responsibility

Women were more likely than men to say that repair or maintenance works were required to estate roads and pavements and footpaths

Respondents were asked to give detail alongside their response. Each comment is listed in Appendix 2 alongside the relevant postcode to help pinpoint any potential problem areas that require repair or maintenance work to be carried out. Details, including names and contact details (where applicable), have been sent to relevant staff to follow up.

In addition, we asked respondents if they felt there was sufficient external lighting outside of their home and in communal areas.

86% of respondents said yes there was sufficient external lighting (14% not)
2% overall of respondents said the question was not applicable to them

Respondents with a sight, hearing, mobility, learning or mental health disability were more likely to say there was not sufficient external lighting outside their home and in communal areas.

We asked respondents for their comments on the sufficiency of external lighting outside their home and in communal areas. These comments are all listed in appendix 2 alongside relevant postcodes to help pinpoint any potential problem areas that require attention to lighting. Details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

9. GROUNDS MAINTENANCE, CLEANING AND CARETAKING

9.1 Introduction

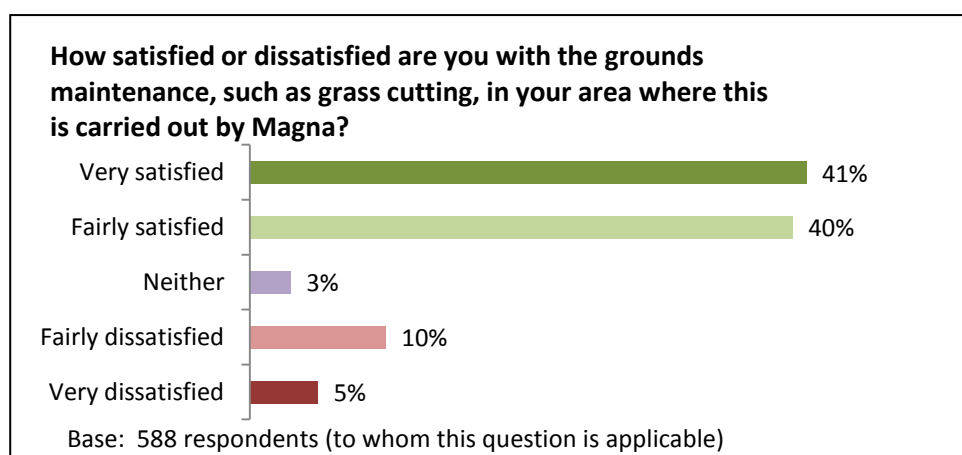
We asked questions about satisfaction with MHA's grounds maintenance (grass cutting, hedge trimming, etc.) as well as satisfaction with the overall cleaning and caretaking services in flats and communal areas (where applicable).

9.2 Grounds maintenance

Respondents were asked how satisfied or dissatisfied they were with the grounds maintenance, such as grass cutting, in their area where this is carried out by MHA.

2% of respondents said this question was not applicable to them

Of those respondents to whom this question was applicable, 81% were satisfied with the grounds maintenance such as grass cutting, in their area where this is carried out by MHA (15% dissatisfied)



Men were slightly more satisfied than women and respondents aged 85+ were more likely to be satisfied than other age groups.

Respondents who had sight, speech, hearing, or mobility disabilities were more likely to be dissatisfied.

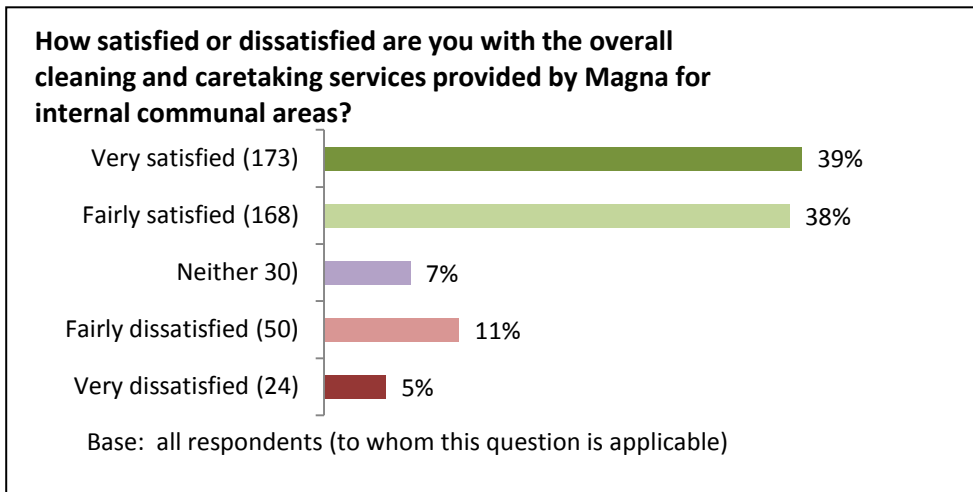
9.3 Magna cleaning and caretaking services

Respondents were asked how satisfied or dissatisfied they were with the overall cleaning and caretaking services in respect of internal and external areas and communal window cleaning provided by Magna.

9.3.1 Internal communal areas

19% of respondents said overall cleaning and caretaking services provided by Magna for internal communal areas were not applicable to them.

Of those respondents to whom this question was applicable, 77% were satisfied (16% dissatisfied)



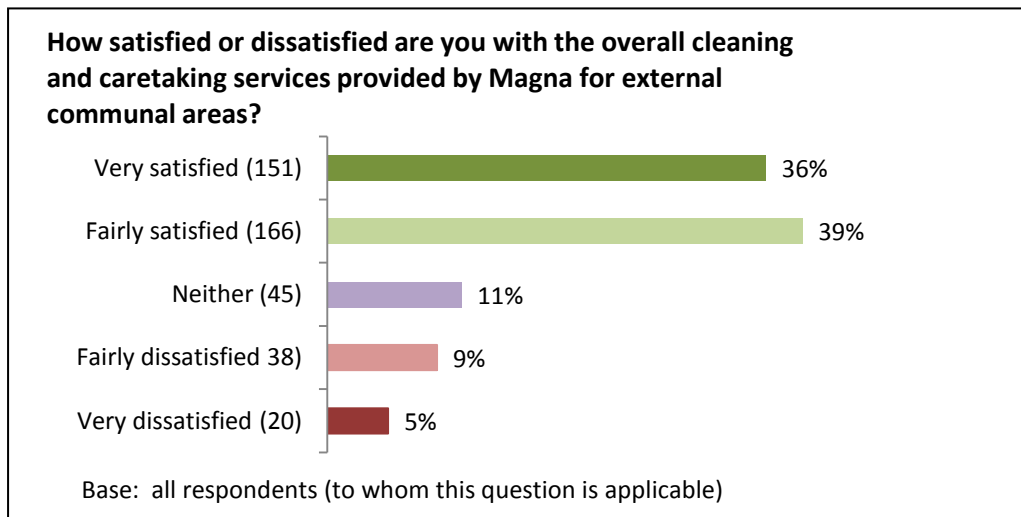
There were no significant differences in satisfaction between men and women. Younger respondents were more likely to be dissatisfied.

Respondents who said they had a mental health disability were more likely to be dissatisfied.

9.3.2 External communal areas

16% of respondents said overall cleaning and caretaking services provided by Magna for external communal areas were not applicable to them.

Of those to whom this question was relevant 75% were satisfied (14% dissatisfied)



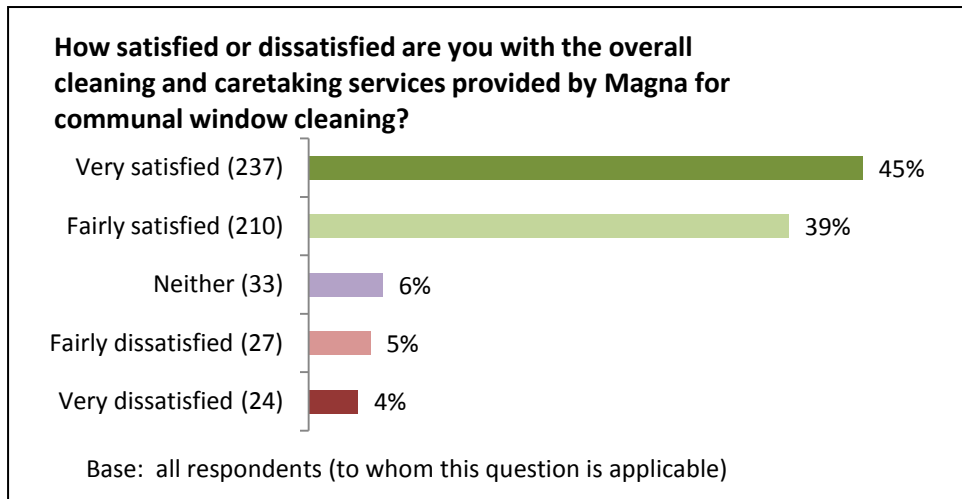
As with the internal cleaning and caretaking, there were no significant differences in satisfaction between men and women. Younger respondents (under 65 and 65 – 74 years) were more likely to be dissatisfied.

Respondents who said they had a sight, hearing, mobility or mental health disability were more likely to be dissatisfied.

9.3.3 Communal window cleaning

3% of respondents said overall cleaning and caretaking services provided by Magna for communal window cleaning were not applicable to them.

Of those to whom this question was relevant 84% were satisfied (9% dissatisfied)



Women and younger respondents (under 65) were more likely to be dissatisfied with the communal window cleaning service.

Respondents who said they had a mobility disability were more likely to be dissatisfied.

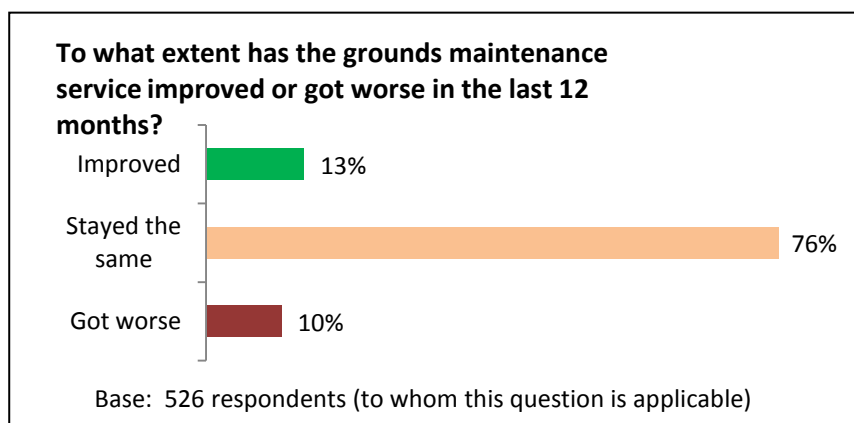
9.4 Improvements to grounds maintenance, cleaning and caretaking services

We asked respondents to what extent grounds maintenance, cleaning and caretaking services had improved or got worse over the last 12 months.

9.4.1 Grounds maintenance

5% of respondents said grounds maintenance services provided by Magna were not applicable to them.

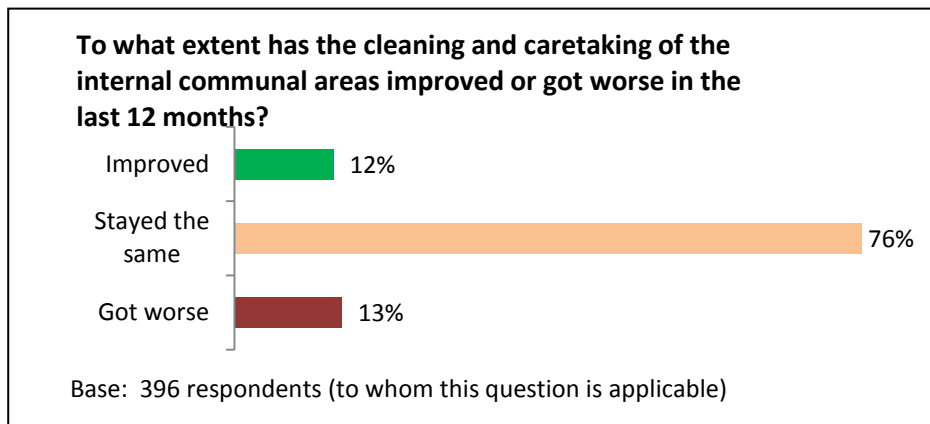
Of those to whom this question was relevant 13% said the grounds maintenance service had improved and 76% that it had stayed the same



9.4.2 Internal communal areas

23% of respondents said overall cleaning and caretaking services provided by Magna for internal communal areas were not applicable to them.

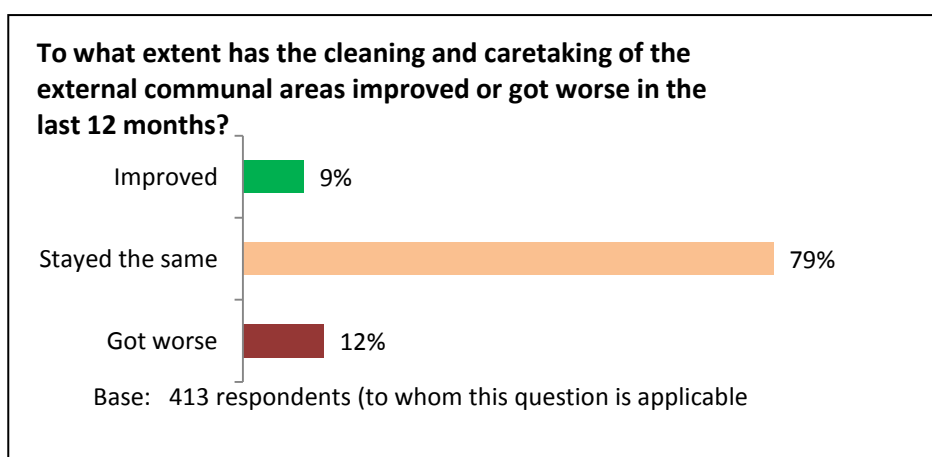
Of those to whom this question was relevant 12% said the cleaning and caretaking service of the internal communal areas had improved and 76% that it had stayed the same. 13% said it had got worse.



9.4.3 External communal areas

17% of respondents said overall cleaning and caretaking services provided by Magna for external communal areas were not applicable to them.

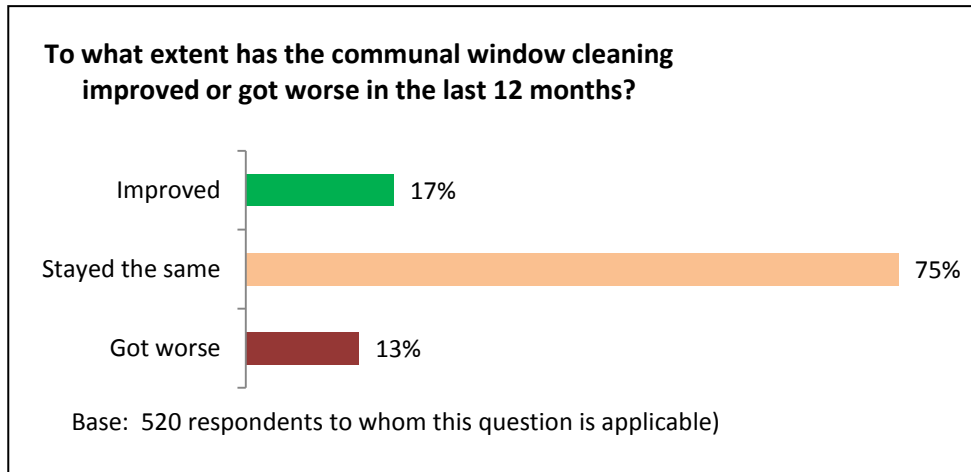
Of those to whom this question was relevant 9% said the overall cleaning and caretaking service of the external communal areas had improved and 79% that it had stayed the same. 12% said it had got worse.



9.4.4 Communal window cleaning

5% of respondents said communal window cleaning services provided by Magna was not a service that was applicable to them.

Of those to whom this question was relevant 17% said the communal window cleaning and caretaking service had improved and 75% that it had stayed the same. 13% said it had got worse.



Respondents were asked if they had any comments or suggestions regarding Magna's cleaning, caretaking and grounds maintenance services. These comments are all listed in appendix 2 alongside relevant postcodes to help pinpoint any potential problem areas that require attention. Details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

10. FURTHER COMMENTS

10.1 Introduction

Respondents were asked if they had any further comments or suggestions on how Magna can improve services. A listing is included in appendix 2.

Details, including names and contact details (where applicable) have been sent to relevant staff to follow up.

11. FURTHER ANALYSIS

11.1 Introduction

Key driver analysis (KDA) is a common market research technique used to explore the correlation between resident responses to different survey questions. For example, it is frequently used to look at what factors most influence satisfaction.

It is based on a statistical technique known as regression analysis. In regression analysis the relationship between a dependent variable (in this case general satisfaction) and several independent variables is analysed. From the analysis it can be ascertained which of the independent variables have most influence over the dependent variable. The top three most influential factors are called the 'key drivers'.

For our STAR KDA we took the question 'Taking everything into account, how satisfied or dissatisfied are you with the services provided by Magna Housing?' as the dependent variable and satisfaction with the following as the independent variables:

- The overall quality of your home
- That your rent provides value for money
- That your service charges provide value for money
- The way Magna listens to your views and acts upon them
- Your neighbourhood as a place to live
- The way Magna deals with repairs and maintenance

The degree of influence for each independent variable was calculated. The degree of influence is called a coefficient.

We have used the HouseMark STAR Analysis of findings 2013/14 'Housing for older people' median quartile percentage for 'overall satisfaction' as a vertical divider between high and low satisfaction.

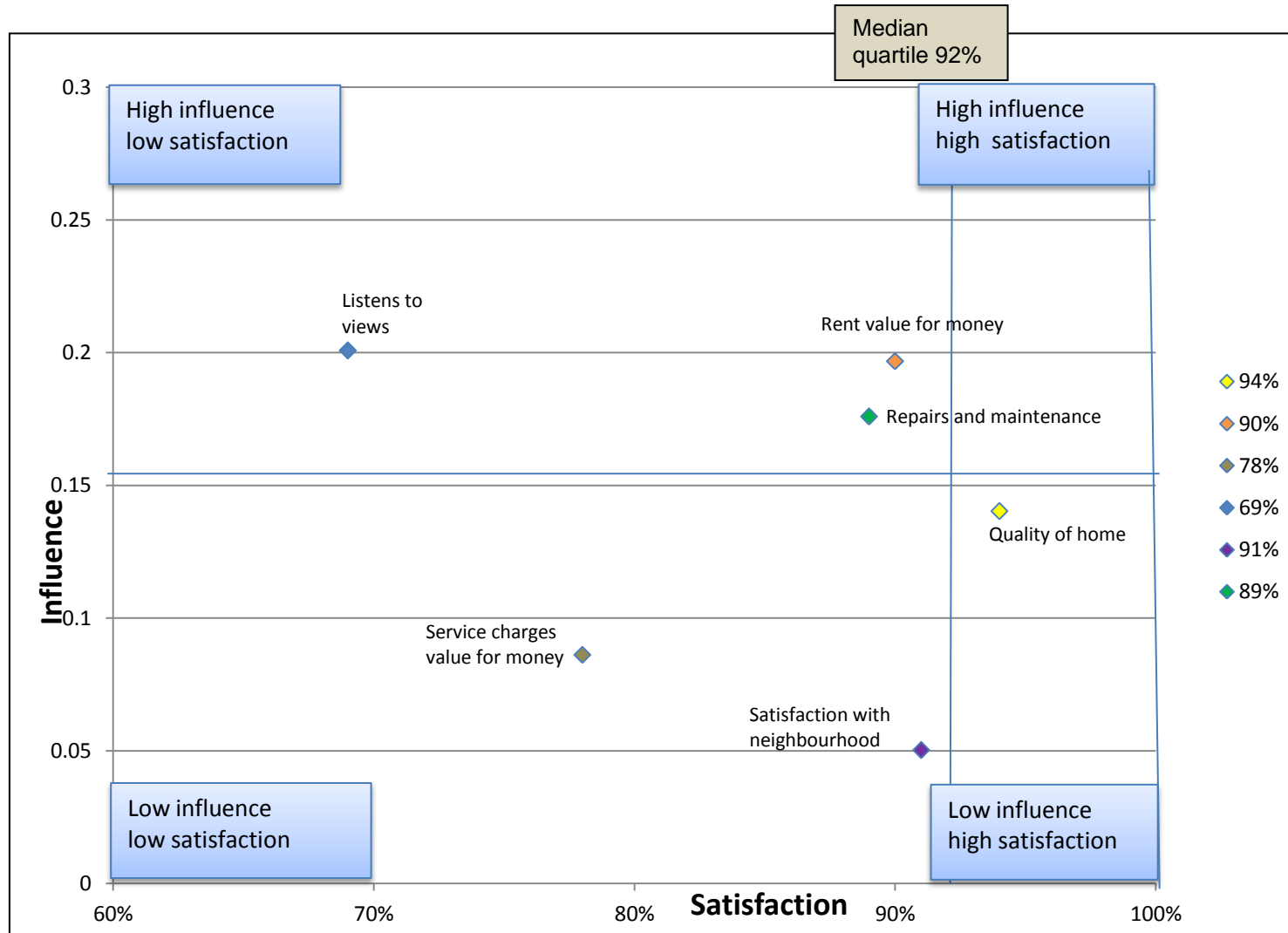
11.2 Key driver analysis coefficient score

The higher the coefficient score, the higher the influence on general satisfaction:

Question	% satisfied	Coefficient
Magna listens to your views and acts upon them	69%	0.200
Rent provides value for money	90%	0.196
Satisfaction with repairs and maintenance	89%	0.175
Overall quality of your home	94%	0.140
Service charges provide value for money	78%	0.086
Satisfaction with your neighbourhood	91%	0.050

After the measures of influence were calculated, they were plotted onto a chart alongside the percentage of those satisfied. The vertical median quartile divider line has been plotted at 92% and the horizontal co-efficient divider line has been plotted at 0.158.

Overall satisfaction of services



11.4 Results: 2015 STAR GN

Comparing influence with satisfaction highlights factors for improvement. Those independent variables which are high influence but low satisfaction are most likely to increase general satisfaction if improved.

The three key drivers of satisfaction for STAR 2015 were:

‘Magna listens to your views and acts upon them’ (high influence, low satisfaction)

‘Rent provides value for money’ (high influence, low satisfaction)

‘Repairs and maintenance’ (high influence, low satisfaction)

‘Magna listens to your views and acts upon them’ marginally had the biggest influence over overall satisfaction followed by ‘rent provides value for money, closely followed by ‘repairs and maintenance.

All three key drivers fall into the ‘high influence/low satisfaction’ quadrant of the chart, suggesting that these variables would most increase overall satisfaction if service improved, although the biggest influence would derive from ‘Magna listens to your views and acts upon them’.

Other drivers of satisfaction:

‘Quality of home’ (low influence, high satisfaction) had the next biggest influence

‘Service charges provide value for money’ (low influence, low satisfaction) had little influence

‘Satisfaction with neighbourhood’ (low influence, high satisfaction) had the least influence

11.5 Results: 2012 STAR GN

The same analysis had been undertaken for the 2012 STAR GN results and ‘quality of home’ had the biggest influence over general satisfaction with Magna’s services. ‘Service charges provide value for money’ and ‘repairs and maintenance’ had the next biggest influences.

These were followed by ‘the way enquiries are dealt with’, (not asked in 2015 STAR), and ‘Magna listens to views and acts upon them’. ‘Condition of home’ (not asked in 2015), ‘neighbourhood’ and rent provides value for money’ all had very little influence.

11.6 Comparisons: 2015 STAR GN and 2012 STAR GN

KDA paints a different picture of influences in 2015 in comparison with 2012. The biggest influence in 2015, ‘Magna listens to your views and acts upon them’ was placed fifth in 2012 in the ‘low influence, low satisfaction’ quadrant. In 2015 it had moved to ‘low influence, high satisfaction’ and had the biggest influence of all the independent variables.

‘Rent provides value for money’ has moved from having the least influence in 2012 to being the second biggest influence in 2015. ‘Repairs and maintenance’ remain as one of the top three influences.

‘Quality of home’ had very little influence in 2015 whilst the 2012 KDA indicated that this independent variable could potentially most increase overall satisfaction. ‘Service charges value for money’ has gone down in influence in 2015 from 2012. ‘Satisfaction with neighbourhood’ had little influence in 2012 and 2015.

12. BENCHMARKING

12.1 Introduction

HouseMark published their latest STAR benchmarking report in April 2015. This report was based on results from the STAR surveys conducted by 139 organisations in the 2013/14 financial year. The 2014/15 results will be published in April 2016. It is recommended that benchmarking results are updated once full figures for 2014/15 are available.

The charts below set out the combined positive (i.e. the proportions of very and fairly satisfied added together) median scores for the participating organisations for the seven core STAR questions for housing for older people (sheltered) surveys:

- Cor1 overall satisfaction
- Cor2 satisfaction with home
- Cor3 satisfaction with neighbourhood
- Cor4 rent provides value for money
- Cor5 service charges provide value for money
- Cor6 repairs and maintenance
- Cor7 listens to views and acts upon them

The scores for MHA and MWS Sheltered are set out for each of the questions for benchmarking purposes.

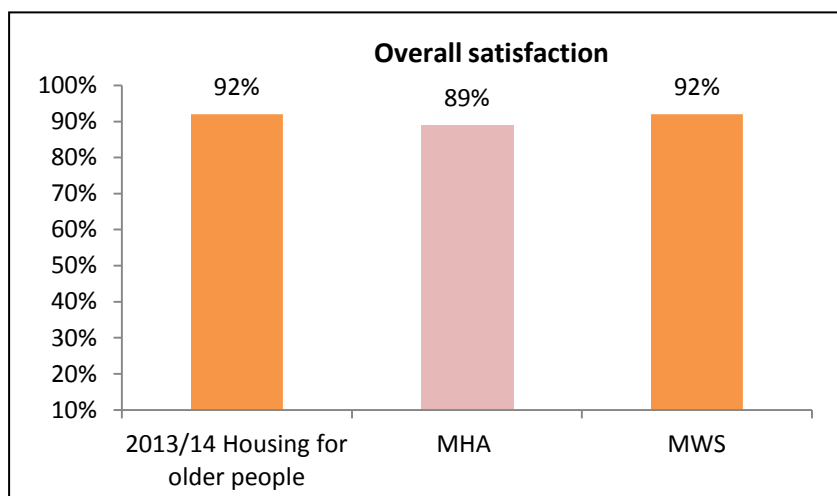
We have included the combined positive score for entry to the upper, median and lower quartiles, together with the highest and lowest score for each core STAR question as reported in the benchmarking report. This enabled us to assess the appropriate quartile for MHA and MWS based on levels of satisfaction reached in our STAR survey.

12.2 About the participating organisations

139 organisations had submitted some STAR data for one or more surveys undertaken in 2013/14. The largest sector represented was housing associations, which would be expected as there are many more housing associations than ALMOs or local authority landlords. The median stock size was 7,022.

12.3 Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?

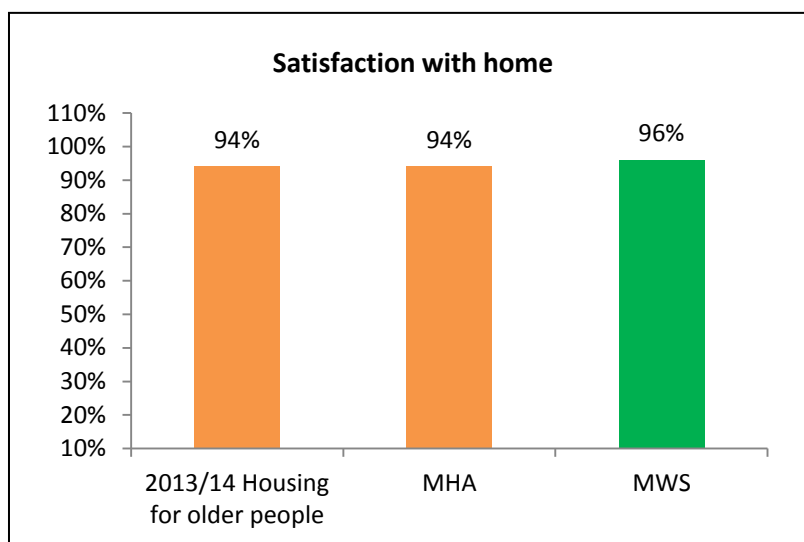


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	94	92	88	99	72	75

The combined positive scores indicate that MHA would be in the lower quartile and MWS would be in the median quartile.

12.4 Satisfaction with home

How satisfied or dissatisfied are you with the overall quality of your home?

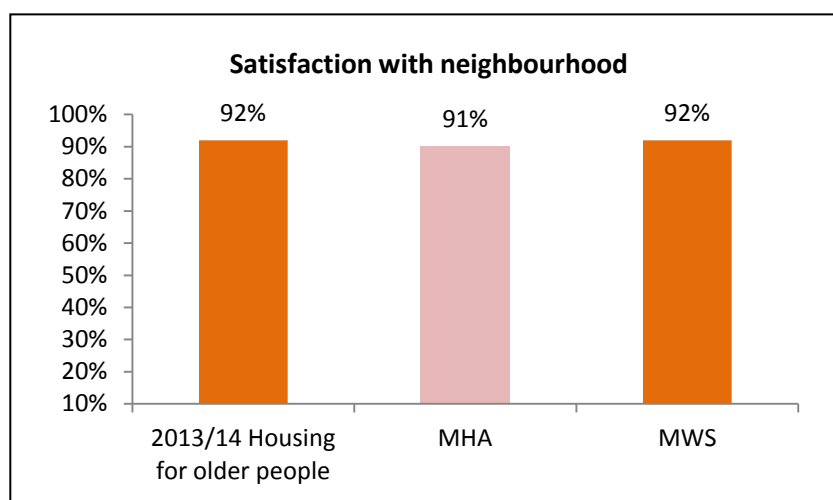


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	95	94	91	100	75	70

The combined positive scores indicate that MHA would be in the median quartile and MWS would be in the upper quartile.

12.5 Satisfaction with neighbourhood

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

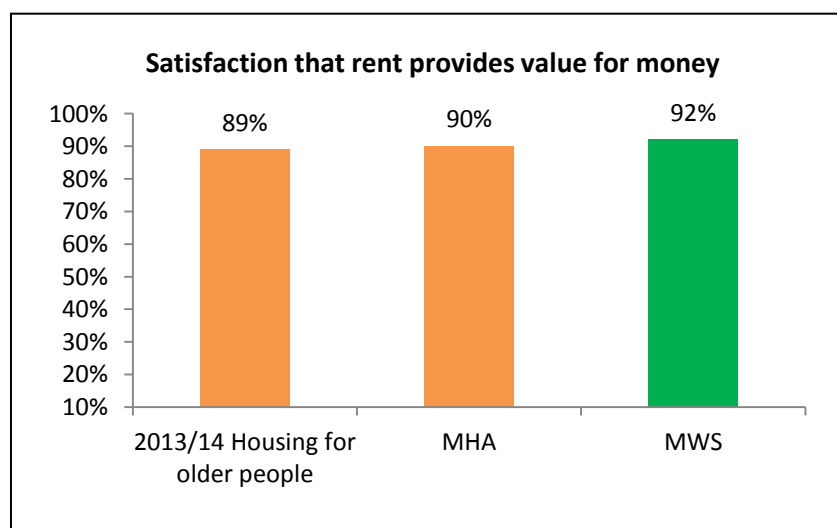


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	95	92	90	100	74	75

The combined positive scores indicate that MHA is in the lower quartile and MWS would be in the median quartile.

12.6 Satisfaction that rent provides value for money

How satisfied or dissatisfied are you that your rent provides value for money?

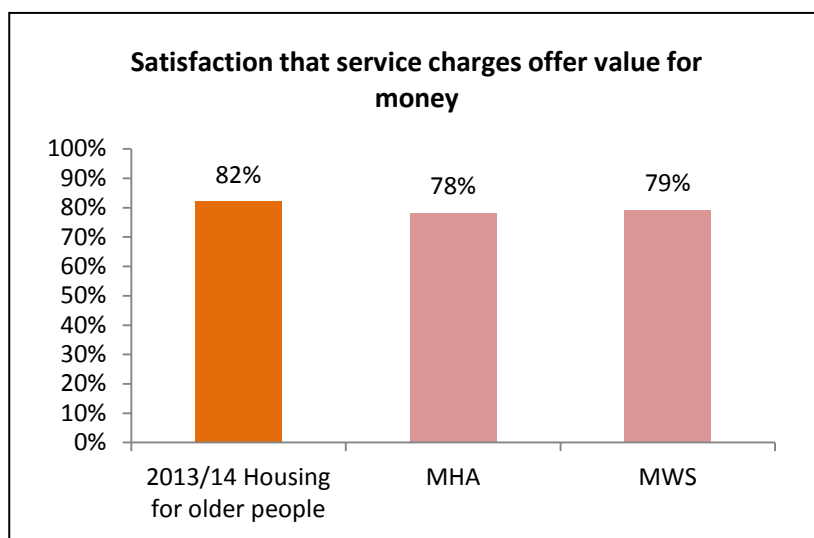


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	92	89	85	97	74	72

The combined positive scores indicate that MHA is in the median quartile and MWS would be in the upper quartile.

12.7 Satisfaction that service charges offer value for money

How satisfied or dissatisfied are you that your service charges provide value for money?

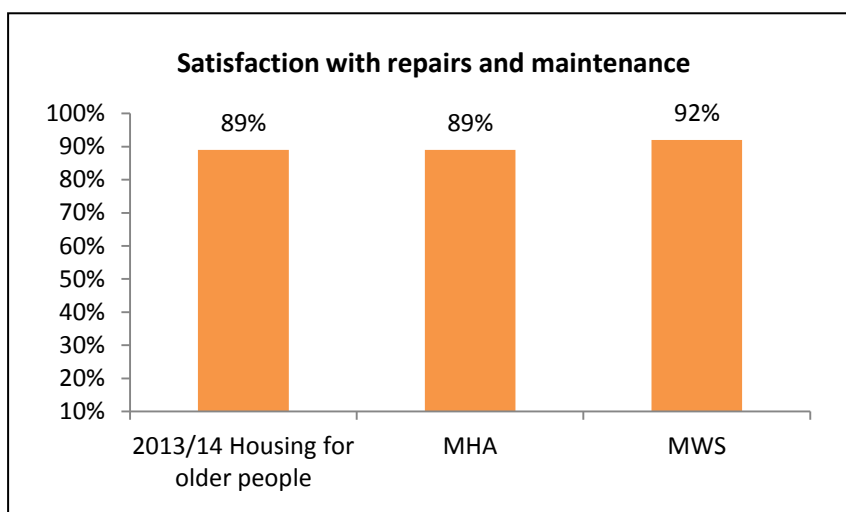


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs %
Housing for older people	86	82	78	100	68	54

The combined positive scores indicate that MHA and MWS would be in the lower quartile.

12.8 Satisfaction with repairs and maintenance

Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?

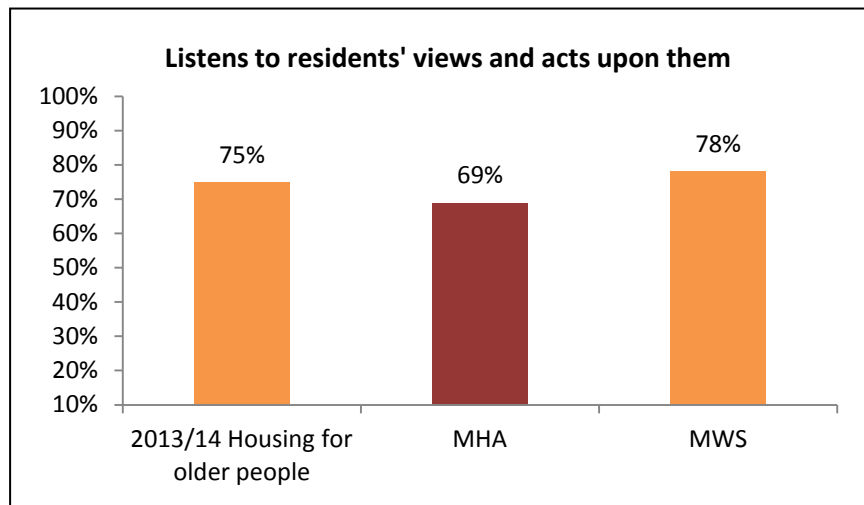


Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	93	89	83	100	71	73

The combined positive scores indicate that MHA and MWS would be in the median quartile.

12.9 Satisfaction that the landlord listens to views and acts upon them

How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?



Combined positive score	Upper quartile %	Median %	Lower quartile %	Highest %	Lowest %	No. of orgs.
Housing for older people	81	75	70	100	55	71

The combined positive scores indicate that MHA would be below the threshold of the lower quartile and MWS would be in the median quartile.

13. COMPARISONS WITH MHA SHELTERED STAR 2012 SURVEY

13.1 Introduction

STAR was first carried out by Magna in 2012 when all residents were surveyed. All tenures were sent a slightly different version of the survey and results were analysed separately. The 2015 survey has only been sent to sheltered and general needs tenants with the general needs survey including 'under occupancy' as an extra section.

For the purpose of comparison to 2012 STAR sheltered results, the table overleaf shows 2015 results broken down by MHA and MWS. Those results shaded green show an increase in satisfaction since 2012. Those shaded red show a decrease in satisfaction and the area shaded amber shows no change in satisfaction.

13.2 Results

Results of the MHA sheltered STAR 2015 survey shows that satisfaction has declined in a number of service areas since the 2012 STAR, with four out of the seven core questions indicating lower satisfaction.

Of the three core questions where satisfaction has increased, 'overall satisfaction with services' has increased by 1 percentage point from 88% to 89%. 'Satisfaction with repairs and maintenance has increased by 2 percentage points from 87% to 89% and 'satisfaction with neighbourhood has increased by 2 percentage points from 89% to 91%.

'Satisfaction that Magna listens to views and acts upon them' has declined by 2 percentage points from 71% to 69%. 'Overall satisfaction with quality of home', has declined by 1 percentage point from 95% to 94%, 'satisfaction rent provides VfM' has declined one percentage point from 91% to 90% and 'satisfaction service charges provide VfM' has also declined by 1 percentage point from 79% to 78%.

Satisfaction in respect of contact and communication with Magna has dropped in 2015. The only area to increase in satisfaction is 'ease of contact' which has increased in satisfaction by 1 percentage point from 75% to 76%. Satisfaction for 'helpful staff' has dropped by 2 percentage points from 84% to 82%, and satisfaction for 'query answered in reasonable time' has declined by 2 percentage points from 85% to 83%. Satisfaction that 'query dealt with quickly and efficiently' has dropped by 3 percentage points from 83% to 80% and satisfaction for 'outcome of query' has declined by 8 percentage points from 77% to 69%.

Comparisons of the 2012 and 2015 STAR surveys show that satisfaction has improved in 4 of the 12 questions common to both surveys.

13.3 Headline results: STAR 2015 2012 sheltered survey comparison chart						
Question	Overall result* 2015 % satisfied	Overall result* 2012 % satisfied	MHA Sheltered		MWS Sheltered	
			2015	2012	2015	2012
Overall satisfaction with services	89%	90%	89%	88%	92%	93%
Overall satisfaction with quality of home	94%	95%	94%	95%	96%	94%
Satisfaction rent provide VfM	90%	90%	90%	91%	92%	90%
Satisfaction service charges provide VfM	78%	79%	78%	79%	79%	77%
Magna listens to views and acts upon them	72%	72%	69%	71%	78%	76%
Satisfaction with neighbourhood	91%	88%	91%	89%	92%	85%
Satisfaction with repairs and maintenance	90%	88%	89%	87%	92%	92%
Ease of contact	78%	77%	76%	75%	82%	83%
Helpful staff	83%	85%	82%	84%	86%	87%
Query answered in reasonable time	84%	86%	83%	85%	87%	86%
Query dealt with quickly and efficiently	81%	84%	80%	83%	85%	89%
Outcome of query	70%	77%	69%	77%	72%	78%

*Overall result includes MHA and MWS sheltered results combined

14. RECOMMENDATIONS

14.1 Introduction:

The results of the survey show that sheltered tenants are satisfied with the overall service they receive from MHA as general satisfaction has risen by 1 percentage point from 88% in 2012 to 89% in 2015. However, the survey has revealed some areas where further work may be required as satisfaction has declined in a number of key areas when compared to 2012. Some of these are highlighted below.

14.2 Satisfaction with service charges:

Analysis shows that whether service charges provide value for money is not a key influence on overall satisfaction. This is a big change from 2012 when it had the second biggest influence on overall satisfaction. However, satisfaction has decreased slightly by 1 percentage point from 79% to 78% and MHA is lower quartile when compared to other landlords. It would be worthwhile to review the information that we provide to tenants who pay service charges, as well as the services that they pay for.

14.3 Satisfaction with rent:

Satisfaction has decreased by 1 percentage point to 90% since 2012 and MHA is median quartile on this measure. Analysis shows that whether rent provides value for money has the second biggest influence on general satisfaction with MHA's sheltered services. It is more important than it was in the 2012 survey when it had the least influence. We should do as much as we can to publicise the fact that rents will be reducing by 1% for the next 4 years, as this is good news for tenants and presents an ideal opportunity to improve satisfaction still further.

14.4 Satisfaction with dealing with queries:

Whilst satisfaction has improved on ease of contact, it has declined in all other areas of contact and communication. Helpfulness of staff is down 2 percentage points from 84% to 82%, dealing with queries within a reasonable time is down 2 percentage points from 85% to 83%, queries being dealt with quickly and efficiently is down 3 percentage points from 83% to 80% and outcome of query is down 8 percentage points from 77% to 69%. Further analysis may help to establish whether there is lower satisfaction for queries in particular service areas. The STAR results should be used to help inform work on the 2016/17 Service Improvement Review of customer service.

14.5 Repairs service: access and rating of service

Whilst satisfaction levels are high on quality of contact regarding repairs queries, the results show that tenants with disabilities were more likely to be dissatisfied with certain aspects. It would be worth reviewing the arrangements in place for accessing and delivering the service. The STAR results should be used to help inform work on the 2016/17 SIR of customer service.

14.6 **Service standards:**

Whilst awareness of service standards is slightly higher amongst sheltered residents than general needs and awareness is higher than in 2012 when 54% said they were not aware, just under half (47%) say they are not aware. It would be worthwhile to do more to publicise our service standards amongst our sheltered residents.

14.7 **Publicising results and action:**

More generally, we should publicise the results of this STAR survey to residents and outline the action we are taking/plan to take. This will help to demonstrate to tenants that we listen to their views and act upon them. MHA are below the threshold of the lowest quartile when compared to other landlords in respect of listens to their views and acts upon them. Key driver analysis indicated that 'Magna listens to your views and acts upon them' had the biggest influence on overall satisfaction for sheltered residents.

14.8 **Free text comments:**

Attention should be paid to the free text comments that tenants have made as these may give an insight into tenants' views on particular services. Where relevant and where the tenant is happy for us to contact them, we should follow up any problems with the individual tenant concerned.

Please note: SNAP survey software does not transfer survey detail very easily to WORD

MHA SH

Magna STAR Survey 2015

The STAR survey is the most important survey that we ask you to take part in. Your views are extremely important to us and will help shape the services which are available to you. Your responses will be handled confidentially.

To say thank you to all of you who take part in the survey, we will enter you into a prize draw with the opportunity of winning one of six prizes of £100 shopping vouchers.

Please return your completed survey in the pre-paid envelope provided by 23 October 2015. If you require help or would prefer to complete the survey over the telephone, please contact Lisa Holmes on 01305 216086.

General questions

Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by Magna? TICK ONE BOX ONLY

51.8%	Very satisfied	36.9%	Fairly satisfied	3.5%	Neither
5.4%	Fairly dissatisfied	2.5%	Very dissatisfied		

Q2. Overall, how satisfied or dissatisfied are you with the following? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	54.6%	39.3%	2.3%	3.0%	0.8%
That your rent provides value for money	49.8%	40.3%	5.8%	3.4%	0.7%
That your service charges provide value for money	40.0%	38.2%	10.6%	8.0%	3.2%

Q3. How satisfied or dissatisfied are you that Magna gives you the opportunity to make your views known? TICK ONE BOX ONLY

40.6%	Very satisfied	38.4%	Fairly satisfied	8.6%	Neither
8.8%	Fairly dissatisfied	3.6%	Very dissatisfied		

Q4. How satisfied or dissatisfied are you that Magna listens to your views and acts upon them? TICK ONE BOX ONLY

29.7%	Very satisfied	39.7%	Fairly satisfied	10.9%	Neither
13.2%	Fairly dissatisfied	6.5%	Very dissatisfied		

Q5. Are you aware of Magna's published service standards? TICK ONE BOX ONLY

53.1%	Yes	46.9%	No
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Q6. How likely would you be to recommend Magna to family or friends? TICK ONE BOX ONLY

51.0%	Very likely	34.4%	Likely	6.4%	Neither
4.3%	Unlikely	3.8%	Very unlikely		

Please give reasons why 100.0%

Q7. To what extent do you agree or disagree with the following? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
Magna is providing the service I expect from my landlord	31.3%	57.4%	5.6%	5.2%	0.5%
Magna treats its residents fairly	30.0%	53.3%	8.9%	5.8%	1.9%
Magna has a good reputation in my area	29.6%	50.8%	13.9%	4.2%	1.6%
Magna has friendly and approachable staff	45.5%	46.7%	4.6%	2.2%	0.9%

General contact and communication with Magna

Q8. Have you contacted Magna in the last 12 months with a query?

0.0%	Yes	100.0%	No
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Q9. How did you last contact Magna? TICK ONE BOX ONLY

72.8%	Phoned	0.0%	Through Magna's website
2.4%	Wrote	3.2%	Emailed
5.4%	Visited office	0.3%	Sent a text message
14.6%	Spoke to member of staff on site	0.0%	Facebook
1.3%	Other - please state		

100.0%

Q10. In the last 12 months what did you last have contact with Magna about? (excluding repairs) TICK ONE BOX ONLY

2.2%	Giving notice and moving home
2.9%	Exchanging home (mutual exchange)
15.6%	Paying rent or service charge query
16.3%	Nuisance or anti-social behaviour
17.0%	Gardens/communal cleaning/window cleaning/caretaking

10.9%	Request permission to do something, e.g. new shed, pet ownership			
1.8%	Changes to your tenancy agreement e.g. change of name			
2.2%	Advice on your tenancy agreement			
31.2%	Other - please state			
				100.0%

Q11. When making this query, was getting hold of the right person easy or difficult? TICK ONE BOX ONLY

75.8%	Easy	12.0%	Difficult	12.3%	Neither
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Q12. Did you find the staff helpful or unhelpful? TICK ONE BOX ONLY

82.3%	Helpful	7.8%	Unhelpful	10.0%	Neither
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Q13. Was this query answered within a reasonable time? TICK ONE BOX ONLY

82.3%	Yes	17.7%	No
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Q14. When you contacted us with this query, generally how satisfied or dissatisfied were you with the following? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The ability of staff to deal with this query quickly and efficiently	49.0%	30.4%	6.3%	7.4%	6.9%
The final outcome of this query	47.2%	21.9%	8.8%	7.2%	15.0%

Your neighbourhood

Q15. How satisfied or dissatisfied are you with your neighbourhood as a place to live? TICK ONE BOX ONLY

61.4%	Very satisfied	29.0%	Fairly satisfied	3.0%	Neither
4.7%	Fairly dissatisfied	1.8%	Very dissatisfied		

Q16. To what extent have the following improved or got worse in the last two years in your neighbourhood? TICK ALL THAT APPLY

	Improved	Stayed the same	Got worse	Not applicable
Car parking	12.5%	44.8%	29.2%	13.5%
Rubbish or litter	22.1%	53.6%	11.1%	13.2%
Noisy neighbours	9.0%	38.3%	7.7%	44.9%
Dog fouling/dog mess	8.9%	37.7%	15.4%	38.1%
Other problems with pets and animals	6.6%	36.2%	8.9%	48.3%
Disruptive children/teenagers	7.0%	23.9%	3.8%	65.3%
Racial or other harassment	5.7%	21.7%	2.7%	69.8%

Drunk or rowdy behaviour	6.4%	24.4%	2.1%	67.1%
Vandalism and graffiti	5.3%	22.0%	1.1%	71.6%
People damaging your property	6.5%	18.7%	1.2%	73.7%
Drug use or dealing	4.4%	16.7%	2.3%	76.6%
Abandoned or burnt out vehicles	3.9%	16.6%	2.1%	77.4%
Other crime	4.1%	20.9%	1.4%	73.6%
Noise from traffic	3.8%	35.3%	5.7%	55.2%
<i>Please add additional details if required</i>				100.0%

Promoting neighbourliness

Magna would like to promote greater levels of neighbourliness between its residents. To help us achieve this, please answer the following questions

Q17. Are you satisfied or dissatisfied with the level of neighbourliness shown between residents where you live? TICK ONE BOX ONLY

42.8% Very satisfied 38.3% Fairly satisfied 7.8% Neither
7.8% Fairly dissatisfied 3.3% Very dissatisfied

Q18. Would you benefit from your neighbours being better neighbours to you? TICK ONE BOX ONLY

24.8% Yes 75.2% No

Q19. What would help you to be more neighbourly towards your neighbours? please give detail

100.0%

Repairs and maintenance

Q20. Generally, how satisfied or dissatisfied are you with the way Magna deals with repairs and maintenance? TICK ONE BOX ONLY

56.2% Very satisfied 32.8% Fairly satisfied 2.3% Neither
6.3% Fairly dissatisfied 2.5% Very dissatisfied

Q21. When last making contact with Magna regarding a repairs query, was getting hold of the right person easy or difficult? TICK ONE BOX ONLY

87.6% Easy 4.8% Difficult 7.5% Neither

Q22. Did you find the staff helpful or unhelpful? TICK ONE BOX ONLY

92.0% Helpful 1.8% Unhelpful 6.2% Neither

Q23. Was your query answered within a reasonable time? TICK ONE BOX ONLY

94.5% Yes 5.5% No

Q24. How satisfied or dissatisfied were you with the following? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The ability of staff to deal with your query quickly and efficiently	62.3%	28.7%	4.6%	3.2%	1.2%
The final outcome of your query	60.3%	28.3%	4.8%	3.7%	2.9%

Q25. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	73.8%	21.5%	1.9%	1.7%	1.0%
The time taken from you raising the issue to us finishing the work	59.9%	29.6%	4.4%	4.4%	1.7%
The repair being done 'right first time'	63.0%	24.6%	4.3%	4.3%	3.6%

Q26. If you had an appointment made for this repair, was it kept? TICK ONE BOX ONLY

92.2% Yes 1.9% No 5.9% N/A

Q27. If any of the following form part of your neighbourhood, and they are Magna's responsibility, do you think they need repair or maintenance work carried out? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Yes	No	N/A
Decoration to the outside of your home including communal parts in blocks of flats	32.5%	49.7%	17.8%
Estate roads	19.5%	48.0%	32.5%
Pavements and footpaths	34.8%	45.6%	19.6%
External Lighting	28.9%	53.1%	17.9%
Fencing	20.0%	50.1%	29.8%
			100.0%

please give detail

Q28. Is there sufficient external lighting outside of your home and in communal areas? TICK ONE BOX ONLY

84.3% Yes 13.2% No 2.5% N/A

please give detail

Grounds maintenance, cleaning and caretaking

These questions are about grounds maintenance (grass cutting, hedge trimming, etc.) as well as cleaning and caretaking services in communal areas of flats and sheltered housing. Please answer these questions for any and all of the services you receive and tick 'not applicable' for any you don't receive.

If you are not sure whether you receive one or all of these services, you can check this on your service charge statement which we send you twice a year in February and September. A charge for services will be itemised on this statement, even if the actual cost is paid by housing benefit.

Q29. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area where this is carried out by Magna? TICK ONE BOX ONLY

40.4%	Very satisfied	39.4%	Fairly satisfied	3.3%	Neither
10.2%	Fairly dissatisfied	4.8%	Very dissatisfied	1.8%	N/A

Q30. How satisfied or dissatisfied are you with the overall cleaning and caretaking services provided by Magna? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Internal communal areas	31.3%	30.4%	5.4%	9.1%	4.3%	19.4%
External communal areas	30.1%	33.1%	9.0%	7.6%	4.0%	16.2%
Communal window cleaning	43.4%	38.5%	6.0%	4.9%	4.4%	2.7%

Q31. To what extent have the following services improved or got worse in the last 12 months? TICK ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Improved	Stayed the same	Got worse	N/A
Grounds maintenance	12.6%	72.6%	9.7%	5.1%
Internal communal areas	9.0%	58.6%	9.8%	22.7%
External communal areas	7.8%	65.3%	9.8%	17.1%
Communal window cleaning	16.0%	70.5%	8.0%	5.5%

Q32. If you have any comments or suggestions regarding our cleaning, caretaking and grounds maintenance services, please use the space below

100.0%

Further comments

Q33. If you have any further comments or suggestions on how we can improve any of our services please use the space below

100.0%

100.0% To help us improve our services and address any specific issues you have highlighted, we would like to pass on any comments or suggestions you make to the relevant staff member or team within Magna. This involves passing on information that may identify you and where you live. Please tick the box if you would prefer us not to do this.

Please note that if you prefer to remain anonymous this may prevent action being taken as a result of any specific comments you have made.

About You

DATA PROTECTION: We collect the information below to show we are not discriminating against you or anyone else. All responses are handled confidentially.

Q34. a. Does your household currently receive housing benefit (either paid directly to you or to Magna)?

75.6% Yes 24.4% No

b. How many people live in your household including children? 100.0%

c. Please tell us the gender (sex) of everyone who lives with you in your household

	Male	Female
Lead tenant	45.3%	54.7%
Partner	19.4%	80.6%
Person 3	50.0%	50.0%
Person 4	33.3%	66.7%
Person 5	0.0%	0.0%
Person 6	0.0%	0.0%

d. Does anyone in your household have problems with reading and writing?

	Yes	No	Prefer not to say
Lead tenant	7.5%	89.9%	2.5%
Partner	6.0%	89.6%	4.5%
Person 3	0.0%	90.0%	10.0%
Person 4	0.0%	100.0%	0.0%

Person 5	0.0%	100.0%	0.0%
Person 6	0.0%	100.0%	0.0%

e. Please tell us the age of everyone who lives in your household

Lead tenant	100.0%
Partner	100.0%
Person 3	100.0%
Person 4	100.0%
Person 5	0.0%
Person 6	0.0%

f. Do you consider anyone in your household to have a disability or long term illness?

	Yes	No	Prefer not to say
Lead tenant	51.4%	43.4%	5.2%
Partner	51.7%	45.5%	2.8%
Person 3	41.7%	50.0%	8.3%
Person 4	0.0%	100.0%	0.0%
Person 5	0.0%	0.0%	0.0%
Person 6	0.0%	0.0%	0.0%

g. If yes to question f, Please tick ALL that apply for each person

	Sight	Speech	Hearing	Learning	Mobility	Mental Health	other	Prefer not to say
Lead tenant	18.5%	1.9%	22.1%	3.2%	70.8%	13.3%	24.4%	8.1%
Partner	11.8%	7.9%	23.7%	2.6%	55.3%	11.8%	27.6%	6.6%
Person 3	0.0%	0.0%	20.0%	20.0%	40.0%	40.0%	0.0%	0.0%
Person 4	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Person 5	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Person 6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

h. Please tell us the ethnic background of everyone who lives with you in your household

	Lead tenant	Partner	Person 3	Person 4	Person 5	Person 6
White British	99.3%	27.4%	2.5%	0.5%	0.0%	0.0%
White Irish	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
White Other	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British - Bangladeshi	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British -Chinese	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British -Indian	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British - Pakistani	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Any other Asian background	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Black or Black British -African	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Black or Black British - Caribbean	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Any other Black background	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Mixed race: White and African	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mixed race: White and Asian	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mixed race: White and Caribbean	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Any other Mixed background	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Prefer not to say	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	100.0%	33.3%	0.0%	0.0%	0.0%	0.0%
<i>Please specify</i>						100.0%

Are you happy to be entered into the prize draw to win £100 of shopping vouchers?

88.0% Yes
12.0% No

If you would like to be included in the prize draw, please provide the following details so that we can contact you if you win

Email address (if you have one) 100.0%
Preferred contact telephone number 100.0%

You will find a copy of Magna's prize draw rules on the Magna Housing Group website at www.magna.org.uk or you may obtain a copy from the PGR team, Hollands House, Poundbury Road, Dorchester, Dorset DT1 1SW

100.0% The 'About you' information you supply may be used to check/update your personal details in your file on our computer system. If you do not want this information to be used to check/update your details please tick the box to the left. Please be assured that this information is handled confidentially and separately to your survey responses.

Thank you very much for giving us your views

Please return your survey in the prepaid envelope provided by 23 October 2015