



Habinteg
Housing Association (Ulster) Ltd

Homes | Lives | Communities

Here's what you said

We asked and you told us!

**Results and feedback from
customer surveys 2019/2020
with additional tenant
information**



This booklet provides information from surveys conducted during 2019/2020. Where possible, we have included answers to all questions. In the case of lengthy surveys, headline results are displayed. Figures shown are percentages unless otherwise stated and non-responses are not shown.

If you would like further information on any of these survey results or to provide feedback, please contact us (details on back cover or this document) or complete the feedback form on our website.



Habinteg
Housing Association (Ulster) Ltd

Homes | Lives | Communities

Post Sign-up Questionnaire

Tenant feedback when signing up for a new home

Number of respondents: 158

Have our staff members been polite, friendly and treated you fairly?

100% YES

Did we offer you a choice of venues / times for your sign-up appointment?

82% YES

Have we fully explained your rights, responsibilities and your tenancy?

100% YES

Does this home offer you improved Independence / Security / Wellbeing?

99.5% YES

Do you regard this move as a positive outcome for you?

100% YES

**In 2019 - 2020 there were
222 Lettings & 92 Completions /
Handovers of new properties -**

Church View, Holywood - 30 units

Eden Square, L/Derry 16 units

Oak Lodge, Banbridge 4 units

Stonyhill, Newry 37 units

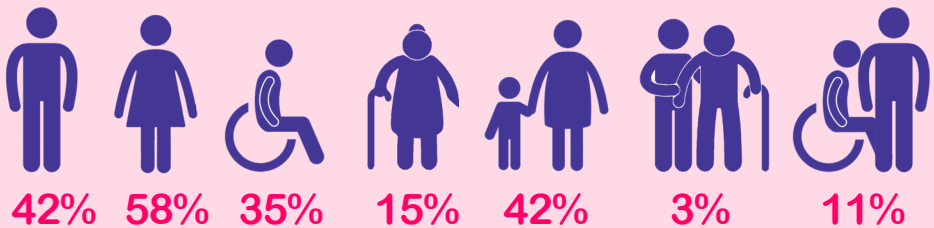
+ 5 Existing Satisfactory
Purchases (ESPs)



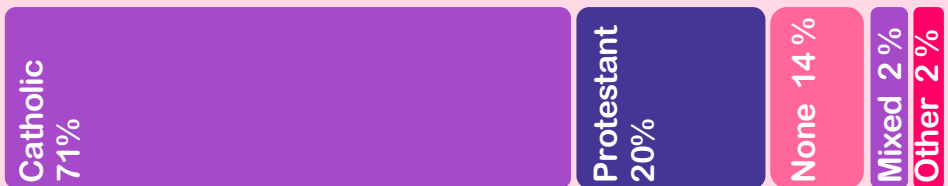
NICORE* Questionnaire Data

Tenant profile information gathered at sign-up from new tenants moving into Habinteg homes.

New Lettings 2019 / 2020 (data for head of household)
 % of tenants, at allocation, where head of household is: **1. male;**
2. female; **3. has a disability;** **4. aged 60+.** Has responsibility for care of: **5. a child;** **6. elderly;** **7. person with a disability .**



Religious Community



Ethnicity



Previous Previous Tenure of new lettings: with family/friends 27%, private tenant 19%, Habinteg tenant 11%, NIHE tenant 11%, other Association 10%, temp accommodation 8%, hostel/ supported 5%, other 5%, Womens Refuge 2%, owner/buying 1%, sleeping rough 1%

*Northern Ireland Continuous Recording

4 Week Welcome Survey

Carried out with tenants after a settling in period.

Number of respondents: 109

Are you happy with the standard and condition of your new home?*

96% YES

Are you satisfied with Habinteg and the services which we provide?**)

100% YES

Is the neighbourhood an improvement on where you lived previously?

78% YES 18% same

Is the information we provide clear and easy to understand?

100% YES

Are you satisfied we have responded fairly and promptly to queries?***)

100% YES

Do you regard your move to this property as a positive outcome?

99% YES

* 82% very happy
 **) 86% very satisfied
 ***) 80% very satisfied



Welfare Advice Feedback

Conducted with tenants who have availed of our money advice service. Number of respondents: 48

What was the nature of your advice:



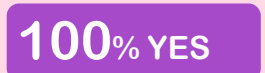
Were you able to get the assistance you needed?



How satisfied are you with the service you received?



Would you recommend this service to others?



In what way has this service made a positive impact?



- Improved peace of mind
- Practical financial benefit
- Better knowledge of available help
- All of the above

309 Customers benefitted from our Money Advice Service including new projects:

- Pre-Tenancy Workshop Initiative
- Over 65s Advice & Support Scheme
- Home Starter Packs for eligible tenants

Repair Satisfaction Survey

Carried out after repair work has been undertaken.
Number of respondents: **Maximum responses 248**



A total of 9673 repairs were completed in 2019/2020

89% Emergency on time

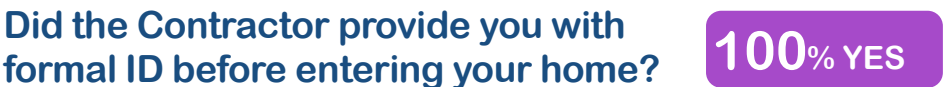
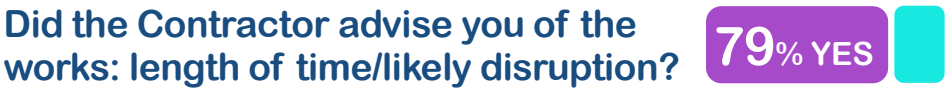
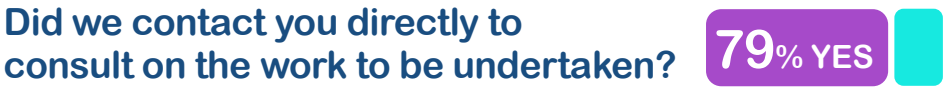
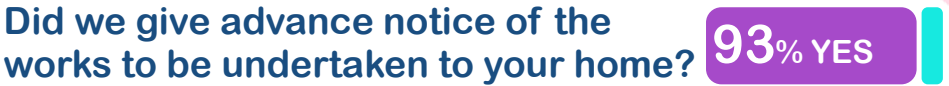
87% Urgent on time

91% Routine on time



Planned / Cyclical Maintenance

Carried out with tenants after planned major works have been undertaken.



We're changing the way we gather information

...introducing more user friendly ways of measuring levels of satisfaction and we're keen to hear your ideas about what is important to you.

Get in touch

...and let us know

Ask to speak to our Tenant Engagement Officer

email marcus.sprott@habinteg-ulster.co.uk call 07817 057846



Alex Moira House
22 Hibernia St
Holywood BT18 9JE



Exchange House
2nd floor, Queens Quay
Londonderry BT48 7AS



028 9042 7211



028 7136 0015



info@habinteg-ulster.co.uk



NWoffice@habinteg-ulster.co.uk



habinteg-ulster.co.uk



twitter.com/habintegNI



facebook.com/HabintegNI



linkedin/company/habinteg-ulster