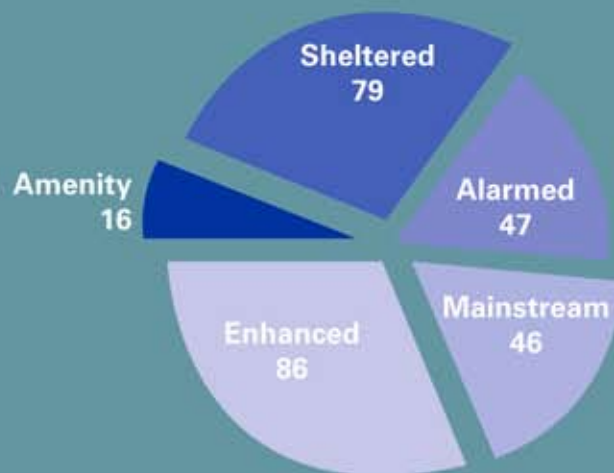


Every 4 years we appoint an independent researcher to find out what you think of Viewpoint and the services we provide. In March and April this year Research Resource carried out this tenant satisfaction survey. They also helped us develop a local toolkit so that we can find out even more information about what works well and what doesn't work so well where you live. You can read about the survey results inside, and on the back page see what we will do to improve our performance.



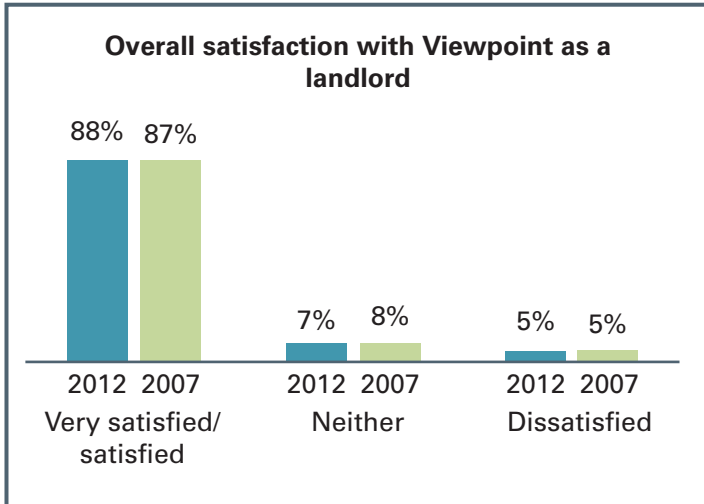
274 tenants were interviewed, living in the following types of accommodation:



2012 RESULTS

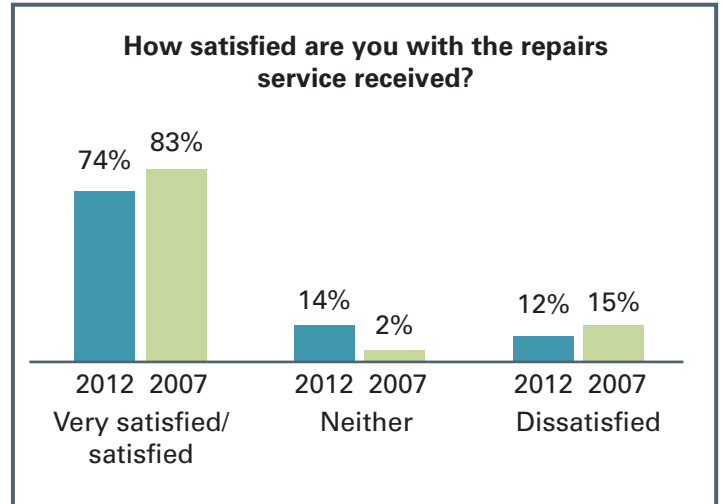
# WHAT YOU

## *about your satisfaction with Viewpoint ...*



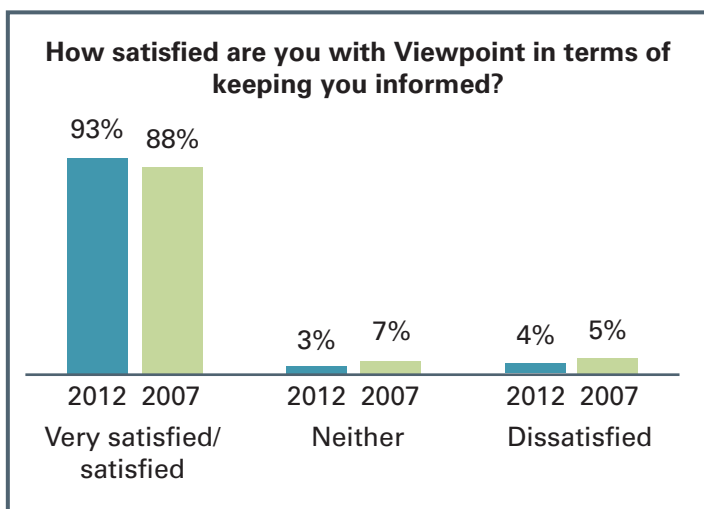
88% tenants also agreed that Viewpoint recognises their individual needs although 12% did not.

## *about our repairs service...*



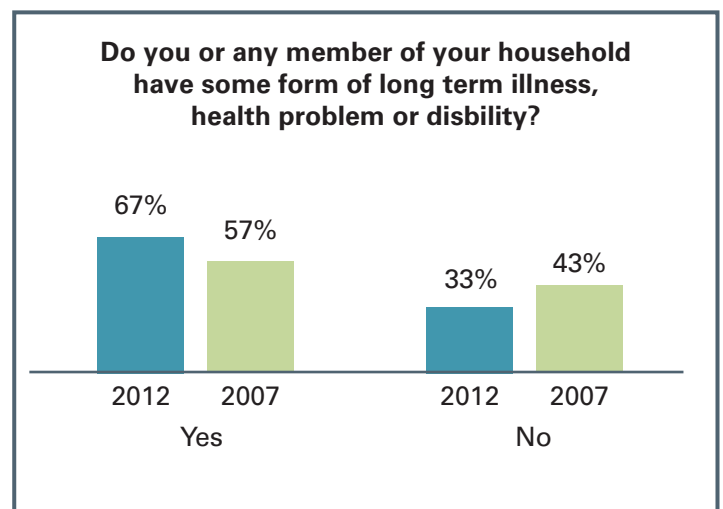
72% of tenants said they would like us to introduce a repairs appointment system and we are working on this.

## *about how we give you information...*



93% said that they are satisfied with how well we keep you informed about our activities and services. This is an important improvement on the 2007 survey where 88% said they were satisfied. However you said that we need to keep you better informed about rents and service charges.

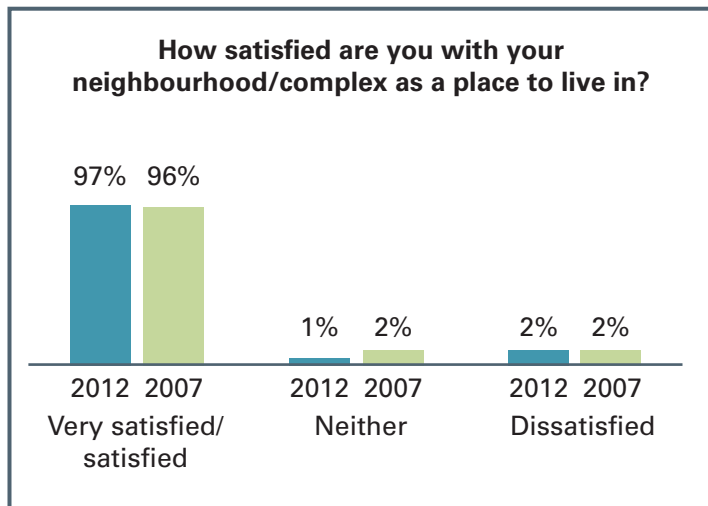
## *about your support and care needs...*



The number who said they have a health problem appears to be increasing, but we were pleased that 97% tenants think that their current housing meets their needs.

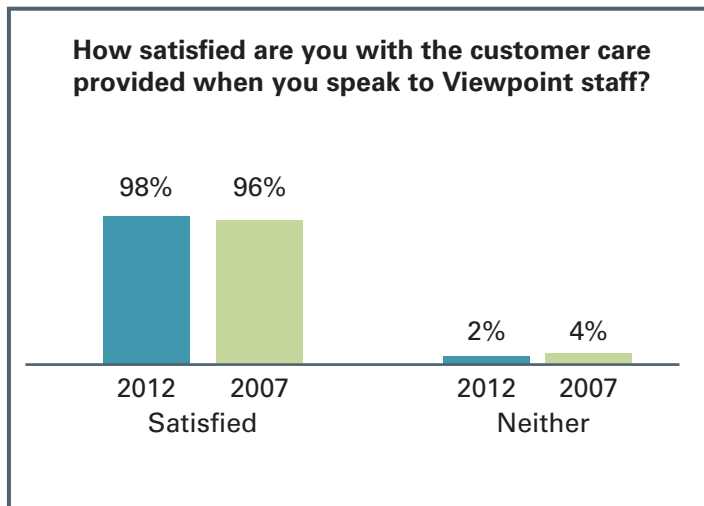
# YOU SAID....

## *about your complex/ neighbourhood....*



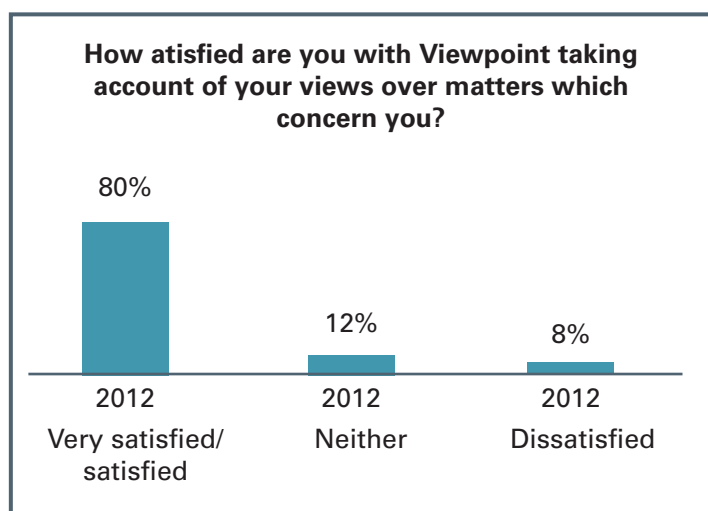
Over 30% of those who live in mainstream, amenity and alarmed housing find dog/cat fouling a problem.

## *about customer care...*



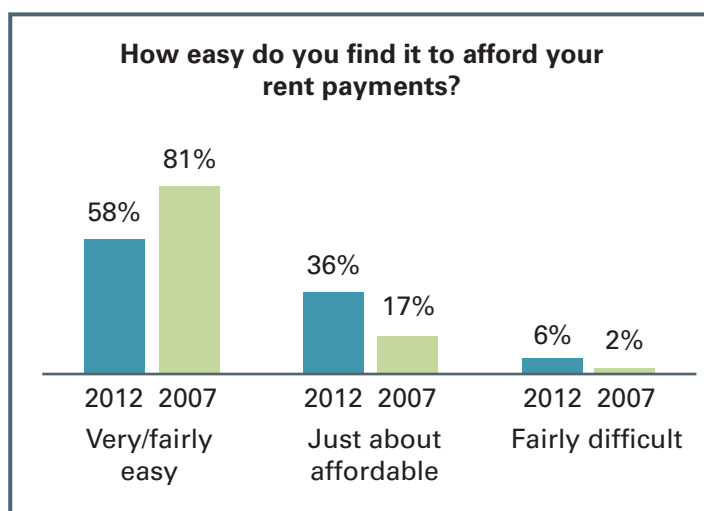
We were pleased that 84% tenants were satisfied with customer care when they write to Viewpoint, compared to only 60% in 2007.

## *about tenant involvement...*



Although 62% said they knew about the VTRG, of those 98% said they do not want to be involved. With only 40% saying that they feel that tenants can influence decisions that Viewpoint makes about services we provide, we know we have some work to do in this area.

## *about rents and service charges...*



93% of those using our Welfare Rights Service were satisfied, however, only 43% said they were aware of this service. This is an important service for us to promote as 57% of tenants said they receive full and 19% of tenants partial Housing Benefit.



You said	We will
Overall satisfaction with us as a landlord is reasonably high (88%)	Aim to increase this to 90% by introducing local surveys to find out where we can make improvements that matter locally
We do not always recognise your individual needs	Work with tenants so that our services become more responsive to your individual needs
Less than 65% are likely to read our Annual Report and Tenants Handbook	Work with tenants to revise the content and layout of these publications
You want more information about rents and service charges	Develop easy to read information leaflets on our rent setting and charging policies
There is some dissatisfaction (8%) with us taking into account your views	Revise our Customer Participation Strategy and work with tenants to develop a Customer Care & Engagement Strategy
A high proportion of you do not want to get involved with a formal Registered Tenants Organisation (such as VTRG)	As part of the development of our Customer Care & Engagement Strategy encourage new methods of engagement with tenants and promote the work of RTOs
You are unsure about how you can influence the decisions we make	Develop clearer methods in our Customer Care & Engagement Strategy for participation including the local complex improvement plans
Your health and care needs are increasing	Explore new services which could provide additional support and develop and publish Viewpoint Accommodation Standards
Affordability of rents and service charges is becoming difficult	Promote our Welfare Advice service and ensure we achieve value for money in all our business areas