

## **SUMMARY OF SATISFACTION SURVEY – 2020/21**

### **Background Information**

As part of the Association's Service Delivery Strategy, a total of 9 Resident/Customer Satisfaction Surveys have been conducted from April 2020 – March 2021. The surveys have covered a range of services delivered by the Association to determine the Resident/Customer satisfaction with the service they receive.

### **Methodology**

The methodology in collating this information varies between face to face, telephone and postal surveys.

### **Respondents**

A combined total of 1598 responses have been received.

### **Findings**

From the 1598 responses received, the average satisfaction rate is 94.3%. A breakdown of the individual satisfaction surveys and their results are noted below:

	<b>MONTH</b>	<b>SURVEY</b>	<b>SURVEY METHOD</b>
1	April 2020	Comprehensive Tenants Satisfaction Survey	Face/Face – 650 returns (93.8%)
2	October 2020	Sports Hub Survey	Face/Face – 57 returns (100%)
3	November 2020	Income Maximisation Survey	Telephone – 79 returns (100%)
4	November 2020	Post Allocation Visit Survey	Face to face/Telephone – 62 returns (100%)
5	November 2020	Customer Care Survey	Telephone – 66 returns (100%)
6	December 2020	Covid-19 Pandemic (financial impact)	Telephone/letter – 477 returns (90%)
7	January 2020	Emergency Callout Service over the Festive Period	Telephone – 29 returns (100%)
8	March 2021	Common Window Cleaning Survey	Telephone – 89 returns (66%)
9	March 2021	Private Window Cleaning Survey	Telephone – 89 returns (99%)
<b>TOTAL = 1,598 returns (94.3% average satisfaction)</b>			

## **SUMMARY OF CONSULTATION – 2020/21**

There have been no formal Consultations held with MHA residents this year. Due to Covid-19 Lockdown.