

## Survey Programme 2010 / 2011

Survey Type	Size of Sample	Size of Questionnaire	Survey Type & Timing	Sponsor	Facilitator	Progress	Information presented to
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### Annual – External

Leaseholder	550 (100%)	15 Questions	Postal	James Southern		Oct-10	
General Needs Tenant Satisfaction Survey	2400 (out of 9,300 GN)	50 Questions	Postal	Marcus Evans		Oct-10	
Sheltered Tenants Satisfaction Survey	1,703 (100% of SH)	23 Questions	Postal	Marcus Evans		Oct-10	

### Ongoing – External

Repair Jobs Satisfaction Survey	200 surveys per month	15/16 Questions	Telephone	Phil Woodhead	TBR Monitoring	Active -Ongoing	SRG / PRG / Internet
Gas Surveys (Day to day breakdowns & boiler replacements)	100 per month	15 Questions	Telephone	Eric Wignall	TBR Monitoring	Active -Ongoing	SRG / PRG / Internet
Investment Survey (Decent Homes)	2,000 - 3,000	10 Questions	Telephone	Richard Hayes	TBR Monitoring	Active -Ongoing	SRG / PRG / Internet
Aids and Adaptations Survey	200 - 300	15 Questions	Telephone	Phil Woodhead	TBR Monitoring	Active -Ongoing	SRG / PRG / Internet
Investment - Environmental	All completions per month	13 Questions	Telephone	Dave Maguire	TBR Monitoring	Active -Ongoing	SRG / PRG / Internet
Gas Surveys (Servicing)	100 per month	15 Questions	Telephone	Eric Wignall	TBR Monitoring	Active -Ongoing	SRG / PRG / Internet
External decoration Survey	50	TBA	Telephone	Phil Woodhead	TBR Monitoring	TBA	
Grounds Maintenance	50	TBA	Telephone	Phil Woodhead	TBR Monitoring	TBA	

### Ongoing – In House

New Tenants	Approx 1,000 Lettings	45 Questions	Face To Face/Leave copies	Rachel Mills	Customer Intelligence Officer	Active -Ongoing	SRG / PRG / Internet
Exit Surveys	Approx 1,000 Terminations	21 Questions	Face To Face/Leave copies	Sarah Jane Saunders	Customer Intelligence Officer	Active -Ongoing	SRG / PRG / Internet
ASB/neighbour nuisance/racial harassment	Approx 200 nuisance and harassment cases	21 Questions	Postal	Paula Simm	Customer Intelligence Officer	Active -Ongoing	SRG / PRG / Internet
Complaints Satisfaction	300 complaints	7 Questions	Telephone	Ian Mitchell	Customer Intelligence Officer	Active -Ongoing	SRG / PRG / Internet
Tenant Talk	11,000 (potentially every tenant)	3 Questions	Face to face / Telephone	Marcus Evans	Customer Intelligence Officer	Active -Ongoing	SRG / PRG / Internet
Customer Service Centre Satisfaction	100 every Qtr March and June Sept, December	13 Questions	Postal	Neil Kenwright	Customer Intelligence Officer	Half yearly (Ongoing)	SRG / PRG / Internet
Your views count	Based on foot fall	5 Questions	Face to face	Sarah Jane Saunders	Customer Intelligence Officer	Active -Ongoing	SRG / PRG / Internet
Supported Housing Survey	Annual February 300 sample	TBA	Postal	Rachel Mills	Customer Intelligence Officer	Active -Ongoing	

Marketing and Communication	Annual (May) Customer Panel	300		Helen McFarlane	Customer Intelligence Officer	Expected June 2010	
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### One off Surveys – In House

Resident Involvement	TBA	TBA	TBA	Ann Owens			
Greenfields Satisfaction Survey	All decants	9 Questions	Face to Face	Paul Mitchener	Customer Intelligence Officer	Active -Ongoing	
Kings Park (Decant) Satisfaction (Comenced Apr 2010)	All decants	7 Questions	Face to face	Richard Perrett	Customer Intelligence Officer	Active -Ongoing	
Moving into Kings Park	TBA	TBA		Richard Perrett			
Moving into Greenfieds	TBA	TBA		Paul Mitchener			
Leaseholder satisfaction	To be confirmed	To be confirmed	Jan / Feb 2010	Gaynor Robinson	Customer Intelligence Officer	Expected completion May 2010?	
Sheltered scheme cleaning survey High Rise Cleaning	1000		Face to face by scheme manger	Edna Dillon	Customer Intelligence Officer	Active -Ongoing	

### Staff Surveys – Internal

1. Staff Survey	250 (100%)	50 Questions	On-line	Colin Gibson		Annually
2. Annual Risk Management	250		On-line	Gaynor Robinson		
3. Finance	250		On-line	Gaynor Robinson	Finance	
4. ICT	250		On-line	Gaynor Robinson	ICT	
5. Legal service	250		On-line		Legal	
6. Staff Exit Survey/Interview	12-20 Staff	TBA	Face To Face On-going	Colin Gibson	HR / Performance	Active -Ongoing
7. HR Recruitment monitoring	Approx 1,000 applicants	15 Questions	Postal	Colin Gibson	HR	Active -Ongoing
8. Performance user survey	250	21 Questions	On-line	Marcus Evans	HR	Annually