

One Vision Housing

Repair and Maintenance Satisfaction Surveys 2010 - 2011

If you have had a repair of any kind undertaken on your property, you will have been asked to fill in one of our satisfaction surveys. We currently undertake 3 repairs surveys;

- Connaught Day to Day Repairs
- Gas Repairs
- Gas Servicing

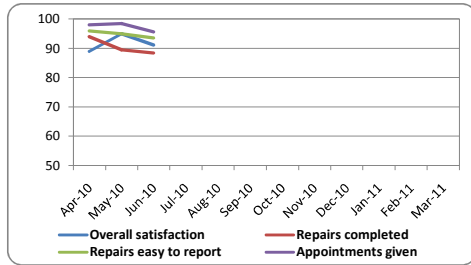
Also, if your property has been improved in any way, either as part of the ongoing Decent Homes work or if an adaptation was required, you would have been asked to fill in one of the following surveys;

- Connaught Decent Homes
- Kier Decent Homes
- Aids and Adaptations
- Environmental Survey

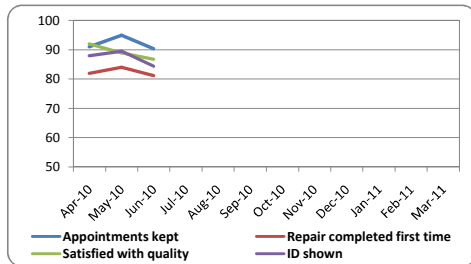
Please read the following pages to view the results of all the surveys mentioned above, this document will be updated on a monthly basis so please check our website regularly to download the latest version.

1. Connaught Day to Day Repairs

	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Total surveys received	2450	202	200	250									



	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Overall satisfaction	91	89	95	91									
Repairs completed	N/A	94	90	88									
Repairs easy to report	N/A	96	95	94									
Appointments given	N/A	98	99	96									



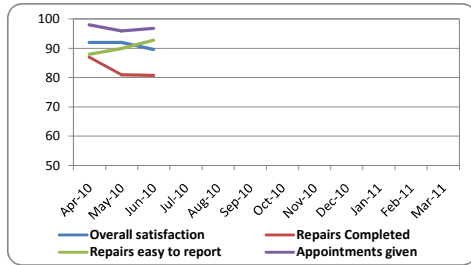
	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Appointments Kept	N/A	91	95	90									
Repair completed first time	N/A	82	84	81									
Satisfied with quality	N/A	92	89	87									
ID shown	N/A	88	90	84									



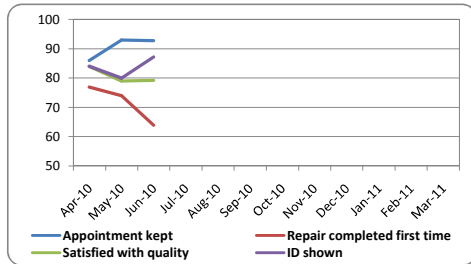
	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Home treated with respect	N/A	100	100	99									
Home left clean	N/A	98	100	99									
Workers were polite	N/A	98	100	98									
Correct tools were used	N/A	98	98	96									

2. Apollo Gas Repairs

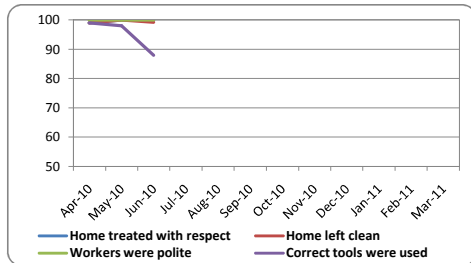
	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Total surveys received	1225	100	101	125									



	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Overall satisfaction	95	92	92	89.6									
Repairs completed	N/A	87	81	80.8									
Repairs easy to report	N/A	88	90	92.8									
Appointments given	N/A	98	96	96.8									



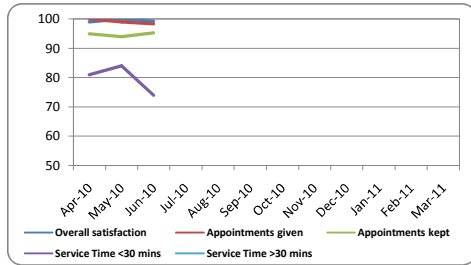
	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Appointments Kept	N/A	86	93	92.8									
Repair completed first time	N/A	77	74	64									
Satisfied with quality	N/A	84	79	79.2									
ID shown	N/A	84	80	87.2									



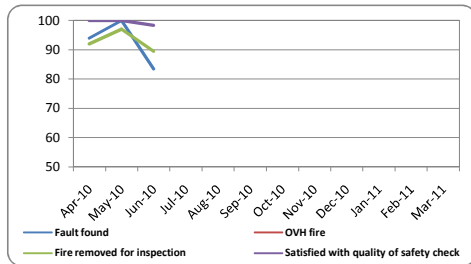
	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Home treated with respect	N/A	99	100	100									
Home left clean	N/A	99	100	99.2									
Workers were polite	N/A	100	100	100									
Correct tools were used	N/A	99	98	88									

3. Apollo Gas Servicing

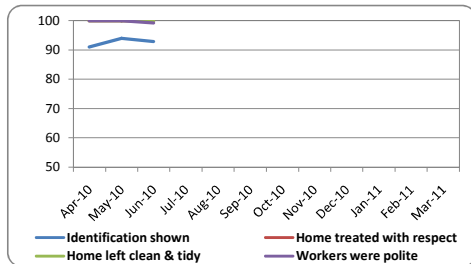
	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Total surveys received	1227	100	100	127									



	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Overall satisfaction	99	99	100	99									
Appointments given	N/A	100	99	98									
Appointments kept	N/A	95	94	95									
Service Time <30 mins	N/A	81	84	74									
Service Time >30 mins	N/A	15	15	23									

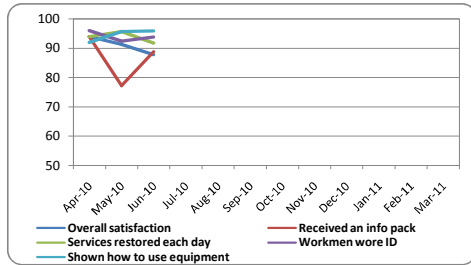


	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Fault Found	N/A	94	100	84									
OVH Fire	N/A	48	38	45									
Fire removed for inspection	N/A	92	97	90									
Satisfied with quality of safety check	N/A	100	100	98									



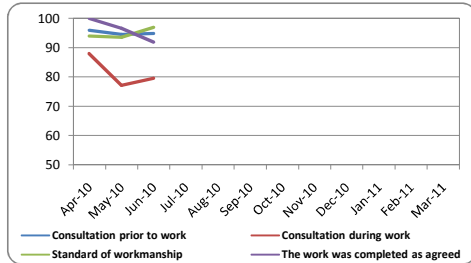
	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Identification shown to tenant	N/A	91	94	93									
Home treated with respect	N/A	100	100	100									
Home left clean and tidy	N/A	100	100	100									
Workers were polite	N/A	100	100	99									

4. Connaught Decent Homes

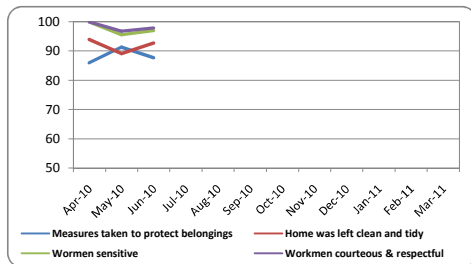


	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Total surveys received	902	50	92	98									

Overall satisfaction	96	94	91	88									
Did you receive an info pack	N/A	94	77	89									
Where Services restored each day	N/A	94	96	92									
Did workman wear ID	N/A	96	92	94									
Where you shown how to use equipment	N/A	92	96	96									

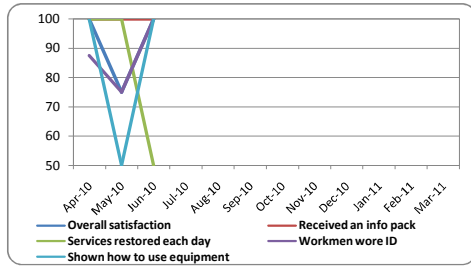


Consultation prior to work?	N/A	96	95	95									
Consultation during work?	N/A	88	77	80									
Standard of workmanship?	N/A	94	94	97									
The work was completed as agreed?	N/A	100	97	92									

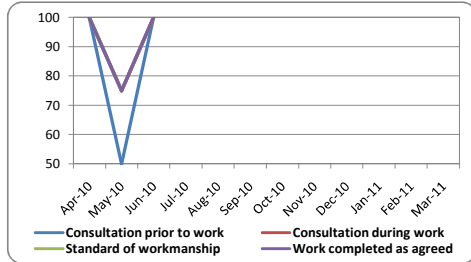


Appropriate measures were taken to protect belongings?	N/A	86	91	88									
Home was left clean and tidy at the end of each day?	N/A	94	89	93									
Workmen sensitive to individual needs?	N/A	100	96	97									
Workmen courteous and respectful?	N/A	100	97	98									

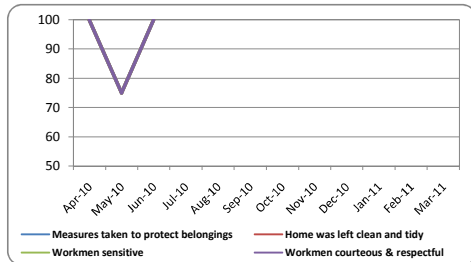
5. Kier Decent Homes



	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Total surveys received	96	8	4	2									
Overall satisfaction	95	100	75	100									
Did you receive an info pack	N/A	100	100	100									
Where Services restored each day	N/A	100	100	50									
Did workman wear ID	N/A	88	75	100									
Where you shown how to use equipment	N/A	100	50	100									

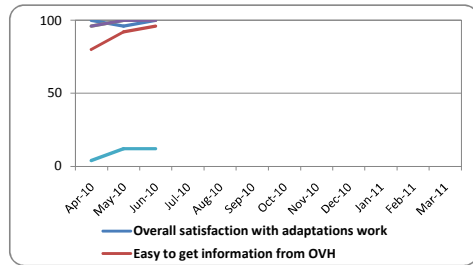


	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Consultation prior to work?	N/A	100	50	100									
Consultation during work?	N/A	100	75	100									
Standard of workmanship?	N/A	100	75	100									
The work was completed as agreed?	N/A	100	75	100									



	2009-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Appropriate measures were taken to protect belongings?	N/A	100	75	100									
Home was left clean and tidy at the end of each day?	N/A	100	75	100									
Workmen sensitive to individual needs?	N/A	100	75	100									
Workmen courteous and respectful?	N/A	100	75	100									

6. Aids and Adaptations

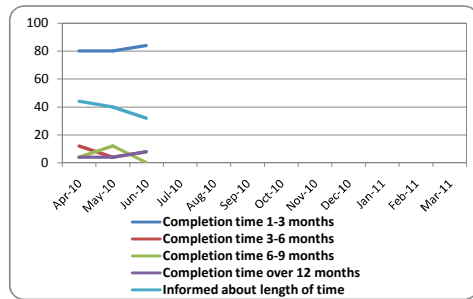


Total surveys received

Month	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Total surveys received	25	25	25									

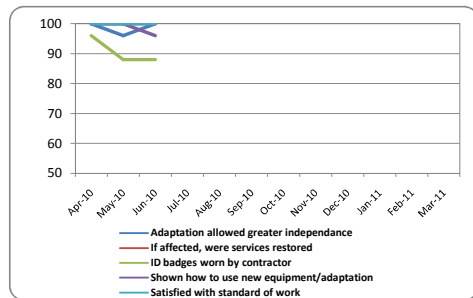
Overall satisfaction with adaptations work
 Easy to get information from OVH
 Satisfaction with information given
 Were you fairly treated during process
 Asked if move was preferable to adaptation in property

Month	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Overall satisfaction with adaptations work	100	96	100									
Easy to get information from OVH	80	92	96									
Satisfaction with information given	96	100	100									
Were you fairly treated during process	96	100	100									
Asked if move was preferable to adaptation in property	4	12	12									



Adaptation completing time 1-3 Months
 Adaptation completing time 3-6 Months
 Adaptation completing time 6-9 Months
 Adaptation completing time over 12 months
 Informed about length of time for work to be completed

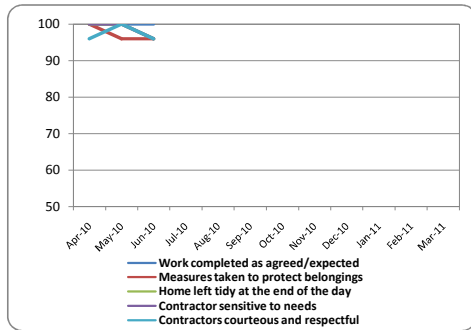
Month	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Adaptation completing time 1-3 Months	80	80	84									
Adaptation completing time 3-6 Months	12	4	8									
Adaptation completing time 6-9 Months	4	12	0									
Adaptation completing time over 12 months	4	4	8									
Informed about length of time for work to be completed	44	40	32									



Has adaptation allowed greater independence
 If services were affected during the work, were they restored at end of the day
 ID badges worn by contractors
 Were you shown how to use your new equipment/adaptation
 Satisfied with standard of work

Month	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Has adaptation allowed greater independence	100	96	100									
If services were affected during the work, were they restored at end of the day	100	100	100									
ID badges worn by contractors	96	88	88									
Were you shown how to use your new equipment/adaptation	100	100	96									
Satisfied with standard of work	100	100	100									

The results of the Aids and Adaptations Survey is continued over the page



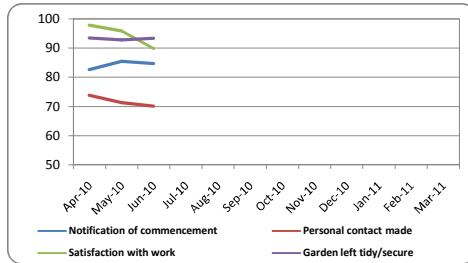
Work completed was agreed/expected
Appropriate measures taken to protect your belongings
Home was left tidy at the end of the day

Contractors sensitive to your individual needs
Contractors were courteous and respectful to you and your home

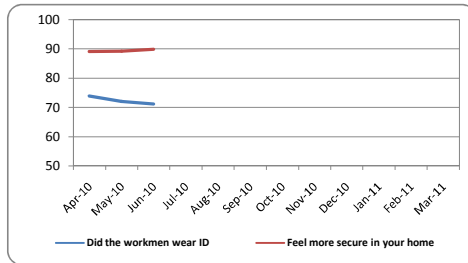
	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Work completed was agreed/expected	100	100	100									
Appropriate measures taken to protect your belongings	100	96	96									
Home was left tidy at the end of the day	100	100	96									
Contractors sensitive to your individual needs	100	100	96									
Contractors were courteous and respectful to you and your home	96	100	96									

7. Environmental Survey

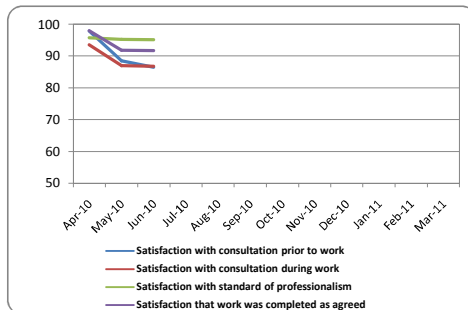
	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Total surveys received	46	269	288									



	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Notification of commencement	83	86	85									
Personal contact made	74	71	70									
Satisfaction with work	98	96	90									
Garden left tidy and secure.	94	93	93									

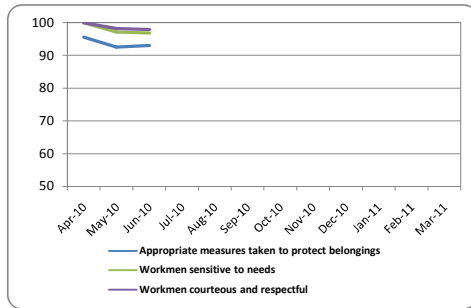


	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Did the workmen wear ID	74	72	71									
Feel more secure in your home	89	89	90									



	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Satisfaction with consultation prior to work?	97.8	88.5	86.5									
Satisfaction with consultation during work?	93.5	87	86.8									
Satisfaction with Standard of professionalism	95.7	95.2	95.1									
Satisfied that the work was completed as agreed?	97.9	91.8	91.7									

The results of the Environmental Survey is continued over the page



Appropriate measures were taken to protect belongings?
Workmen sensitive to individual needs?
Workmen courteous and respectful?

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Appropriate measures were taken to protect belongings?	95.6	92.6	93									
Workmen sensitive to individual needs?	100	97.1	96.9									
Workmen courteous and respectful?	100	98.2	97.9									