

New Tenant Survey 2010 - 2011

1 Taking everything into account, how satisfied or dissatisfied were you with the overall service provided by One Vision Housing?

	2008/09	2009/10	Mar-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
Very satisfied	48%	50%	78%	77%	77%	79%									
Satisfied	44%	43%	19%	20%	20%	18%									
Neither	6%	4%	2%	2%	2%	2%									
Dissatisfied	1%	2%	1%	1%	1%	1%									
Very Dissatisfied	1%	1%	0%	0%	0%	0%									

Overall Satisfaction with Home Search Service															
Cumulative responses	N/A	N/A	93/96	112/115	173/179	251/258									
Cumulative satisfaction	92%	93%	97%	97%	97%	97%									
Monthly responses	N/A	N/A	93/96	19/19	61/64	78/79									
Monthly satisfaction	N/A	N/A	97%	100%	95%	99%									

2 How satisfied are you with the condition of the property?

	2008/09	2009/10	Mar-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
Very satisfied	24%	28%	64%	64%	64%	65%									
Satisfied	38%	42%	32%	32%	31%	30%									
Neither	4%	7%	0%	1%	2%	2%									
Dissatisfied	18%	15%	3%	3%	3%	3%									
Very Dissatisfied	16%	8%	1%	1%	1%	0%									

Overall Satisfaction with the Condition of the Property															
Cumulative responses	N/A	N/A	92/96	111/116	170/179	243/256									
Cumulative satisfaction	62%	70%	96%	96%	95%	95%									
Monthly responses	N/A	N/A	92/96	19/20	59/63	73/77									
Monthly satisfaction	N/A	N/A	96%	95%	94%	95%									

3 Was it easy to contact One Vision Housing about your home search application?

	2008/09	2009/10	Mar-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
Yes	N/A	N/A	97%	97%	98%	98%									
No	N/A	N/A	3%	3%	2%	2%									
Cumulative satisfaction	N/A	N/A	95/98	115/118	180/184	259/263									

4 When you viewed your property was this arranged at a time that suited you?

	2008/09	2009/10	Mar-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
Yes	96%	98%	100%	100%	99%	100%									
No	1%	1%	0%	0%	1%	0%									
Cumulative satisfaction	N/A	N/A	98/98	118/118	184/185	263/264									

5 How happy are you regarding the time scale from being offered your new home to moving in?

	2008/09	2009/10	Mar-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
The length of time was right	N/A	N/A	88%	88%	86%	85%									
I wasn't given enough time	N/A	N/A	5%	4%	3%	3%									
I had to wait too long	N/A	N/A	7%	8%	11%	12%									
Cumulative satisfaction	N/A	N/A	85/97	103/117	158/184	224/264									

6 What made you decide to apply for a One Vision Housing home?

[This question requires a multiple choice response, we are unable to break this information down at present.](#)

7 How did you find out about One Vision Housing?

[This question requires a multiple choice response, we are unable to break this information down at present.](#)

8 Does the property meet our published lettable standards?

	2008/09	2009/10	Mar-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
Yes	N/A	58%	98%	98%	98%	98%									
No	N/A	16%	2%	2%	2%	2%									
Cumulative satisfaction	N/A	N/A	95/97	115/117	177/181	253/257									

9 In what ares does you new home not meet the standard?

This question is a multiple choice response, we are unable to break these down at present.

10 Have you decided to take out our home insurance option?

	2008/09	2009/10	Mar-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
Yes	N/A	N/A	23%	25%	36%	47%									
No	N/A	N/A	77%	75%	64%	53%									
Cumulative satisfaction	N/A	N/A	8/27	12/48	33/91	71/151									

11 How satisfied are you with the cleanliness of the property?

	Mar-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
Very satisfied	N/A	N/A	66%	70%									
Satisfied	N/A	N/A	27%	27%									
Neither	N/A	N/A	3%	2%									
Dissatisfied	N/A	N/A	3%	1%									
Very Dissatisfied	N/A	N/A	0%	0%									
Cumulative satisfaction					58/62	134/139							