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## **Customer satisfaction levels are up there with the best!**

Levels of satisfaction among Herefordshire Housing customers are the highest among similar sized housing associations in the region.

The verdict was delivered by customers in the 2009 customer satisfaction survey, or STATUS survey as it is more commonly known. The survey is a standard one, which other housing associations use and compare performance against.

The results show that overall, Herefordshire Housing customer satisfaction ratings sit at 84%, which places them firmly at the top of the regional league table. It also rates positively against the national benchmark of 79% (Housemark sample).

Paula Kennedy, Director of Customer Services said: "We are proud of our commitment to customer care and to delivering excellent services. To see the improvements we have made endorsed by our customers in this way, is the best possible result."

The survey has a 49% response rate with 1,511 customers responding via the postal questionnaire. Results show improved satisfaction across the board including overall quality of accommodation (86%), repairs and maintenance (87%), popular neighbourhoods (81%) and keeping residents informed (84%).

Paula added "We remain focused on improving our performance and increasing satisfaction levels. The verdicts customers have delivered will inform our Service Improvement Plans and help us to make sure we continuously improve in all we do."

### **OVERALL FINDINGS**

- 84% of customers are satisfied with Herefordshire Housing's service.
- 87% are happy with our repairs service.
- 86% are satisfied with the overall quality.
- 84% are satisfied Herefordshire Housing keep customers informed.
- 80% believe rent represents value for money.
- 81% satisfied with neighbourhoods.