

STATUS results 2010

Birmingham City Council

General Needs and Sheltered tenants

STATUS Surveys

What are they?

STATUS surveys are a way for Birmingham City Council (BCC) to find out what tenants think about the services provided to them by their landlord. They are essentially a customer satisfaction survey.

STATUS surveys are required not only so that BCC can keep improving its services, but also to report back on their performance to the Audit Commission.

What does this have to do with me?

Between September and November last year, you may have received a survey in the post from an independent research company (BMG Research) on behalf of BCC. If you completed a survey with us, thank you, your opinions are invaluable to us.

The results

BCC believes that keeping tenants informed is paramount; therefore this newsletter will provide you with the results of the general needs and sheltered tenants' STATUS survey.

COMPARING BCC NATIONALLY

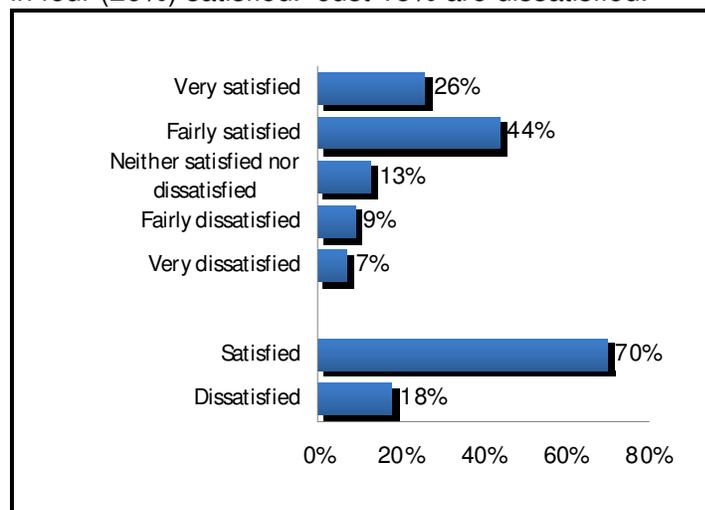
Nationally, 69% of Council tenants are satisfied with the overall service provided by their landlord, which is in line with the proportion of BCC tenants satisfied (70%).



Key Findings

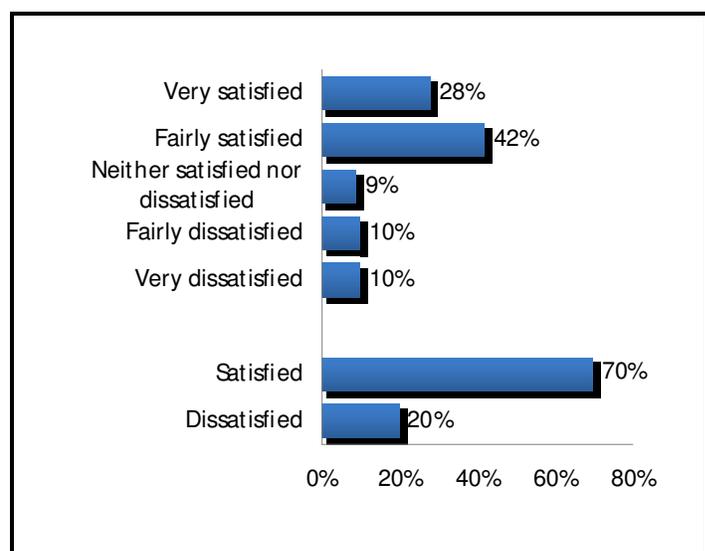
Satisfaction with the landlord's services

The majority (70%; 70% in 2009) of tenants are satisfied with the services provided to them, with one in four (26%) satisfied. Just 18% are dissatisfied.



Satisfaction with repairs and maintenance

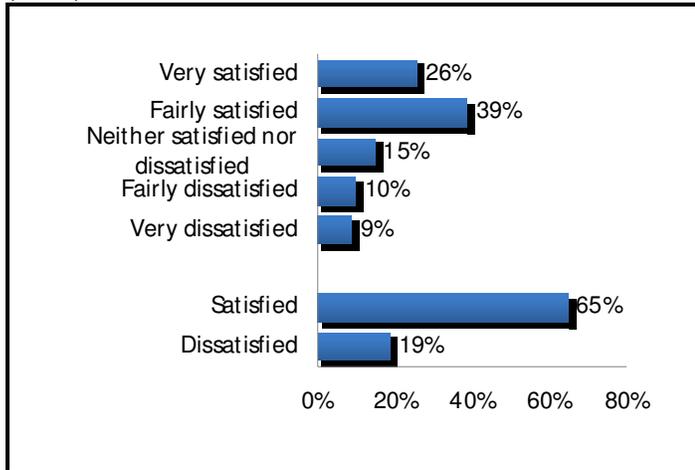
Seven in ten (70% - up 5% from 2009) are satisfied with the repairs and maintenance service, whereas 20% are dissatisfied.



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www.birmingham.gov.uk

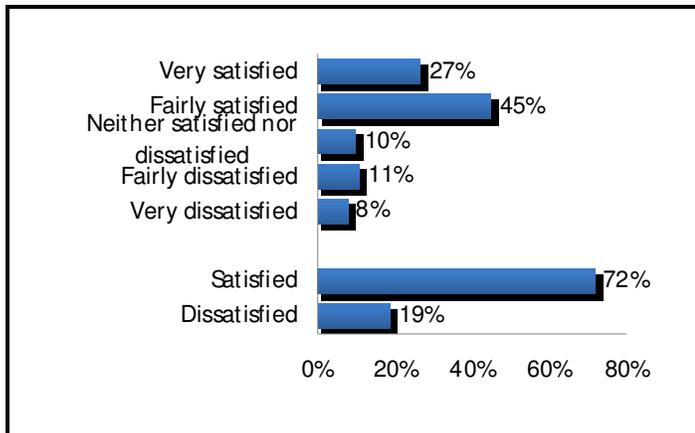
Satisfaction with value for money

Two in three (65%) tenants are satisfied with the value for money for their rent, whereas one in five (19%) are dissatisfied.



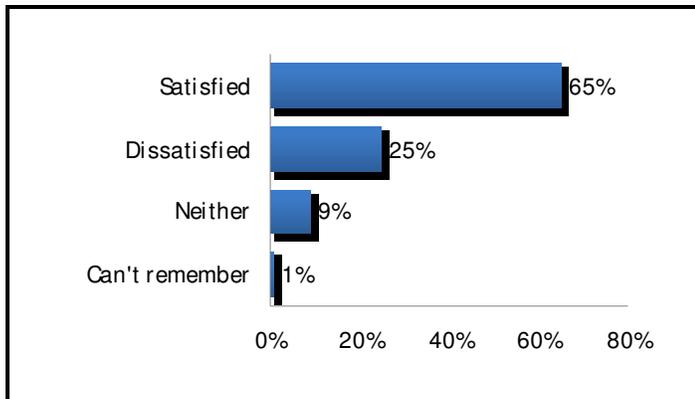
Satisfaction with the neighbourhood

Over seven in ten (72%) tenants are satisfied with their local area as a place to live, whereas less than one in five are dissatisfied (19%).



Satisfaction with final outcome of contact

Two in three (65% - up 10% since 2009) tenants are satisfied with the final outcome of their contact, when they last contacted BCC. In contrast, one in four (25% - down 8% since 2009) are dissatisfied with the final outcome.



Main problems in local areas

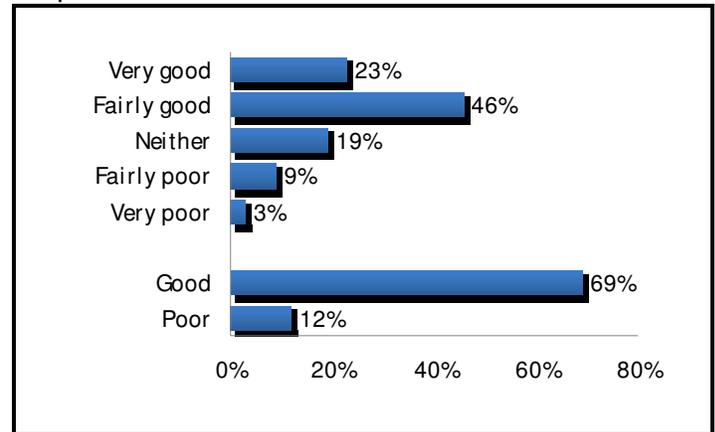
The top three problems in local areas are:

1. Car parking (21%)
2. Rubbish and litter (17%)
3. Disruptive children and teenagers (12%)

We will be looking at how we can work with tenants to address these issues.

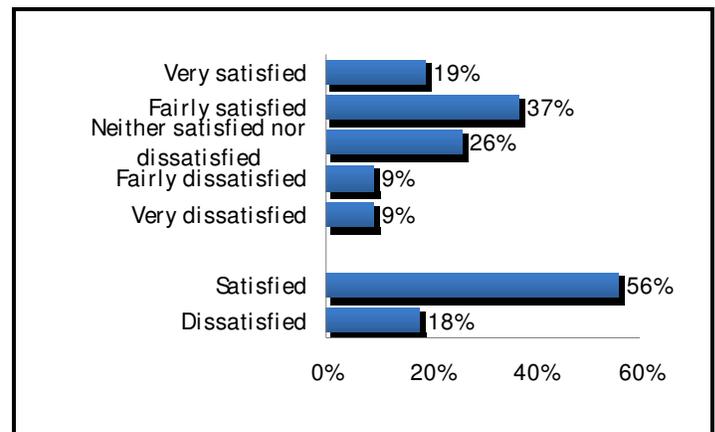
Keeping tenants informed

Seven in ten (69%) tenants rate BCC as 'good' at keeping them informed, whereas just 12% rate them as 'poor'.



Satisfaction that tenants' views are being taken into account

Over half (56%) of tenants are satisfied that their views are being taken into account.



Conclusion

Overall, BCC performs well against national data and exhibits majority levels of satisfaction amongst its tenants for most services. There is room for improvement in ensuring that tenants feel involved in their housing management and BCC will be working with tenants in these areas.

If you would like to see the full written report, please contact a BCC representative as this will be available to tenants shortly.