

Summary of Housing Rights 2011 User Survey

A big thank you to everyone who took the time to respond to our recent user survey.

Many of you made suggestions about how we could improve our services for your benefit. We are incorporating these comments into our planning for the coming year and look forward to updating you on the service innovations you have helped inform.

We have included some of the key findings coming out of the survey for you to review.

SECTION 1-GENERAL

I belong to a:

Voluntary / community organisation	65.3%
Statutory organisation	24.5%
Educational organisation	6.1%
Private organisation (e.g. solicitor, landlord, estate agent)	4.1%

I engaged with / used the following services / products during 2010/11:

Advice services	49.0%
Training services	19.6%
Information products	17.6%
Policy / communications	13.7%

SECTION 2 – SERVICE DELIVERY

Information and Access - Information provided regarding the service you used was:

Easy to understand	90%
Comprehensive	90%
Accurate	90%
In a format appropriate to my needs	90%

Delivery of the service you received - Housing Rights Service staff:

Were helpful	95%
Were courteous	95%
Were knowledgeable	95%
Treated you fairly and with respect	95%
Provided you with clear advice and information	95%
Dealt with you in a manner most appropriate to your needs	95%
Generally you were satisfied with the delivery of service you received	95%

SECTION 3 – ADVICE

Contact with Housing Rights Service - How often were you in contact with Housing Rights Service regarding your Housing Problem?

On one occasion only	23.3%
More than one occasion	76.7%

The advice received in relation to your housing problem was:

The advice and guidance offered was helpful	95%
The variety of options provided by the adviser was helpful	95%

SECTION 4-MEMBERSHIP

How satisfied are you with your Housing Right Service membership

Satisfied	98%
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Do you feel Housing Rights Service membership offers value for money

Yes	95%
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SECTION 5-INFORMATION & COMMUNICATION

As a result of HRS publications I am

Better informed of relevant housing issues	99%
Better equipped to advise clients	99%
More aware of the work of Housing Rights Service	98%

We are currently considering offering our publications in different formats. Please indicate which you would be interested in.

	Interested
PDF	10%
By email	90%

SECTION 6-TRAINING

Please indicate the number of Housing Rights Service training events your organisation attended during 2010 / 2011.

1	60%
2 - 3	20%
4 - 5	15%
5 +	5%

As a result of attending Housing Rights Service training:

Answer Options	
My / our clients benefit from receiving an enhanced level of advice	92%
I / we are better equipped to offer advice to individual clients	99%
I / we are better informed of relevant housing issues	99%
I / we are more aware of the work of Housing Rights Service	99%

SECTION 7-PURCHASES

If you were involved in purchasing a product/service from Housing Rights Service please indicate your satisfaction with the following.

	Satisfied
Availability of information regarding costs etc	100%
Range of ordering methods	100%
Range of payment methods	100%
Speed with which the invoice was forwarded to you	100%
Accuracy and clarity of the invoice forwarded to you	100%
Delivery of service / product following payment	100%

Please indicate your overall satisfaction with value for money for your purchase

	Response Percent
Satisfied	99%
Not Satisfied	1%