

“We have a firm policy against anti-social behaviour in place”

TENANT SATISFACTION SURVEY

The last survey was carried out in November/December 2009. The results are as follows:-

	Those describing this as (%) Excellent or Good
Quality of your home	79
Feeling about your neighbourhood	74
Our repairs service	70
Security	75
Service from members of staff	94
Obtaining services generally from us	90
Whether we take account of your views	80
Overall satisfaction	88

We plan to review the content of this survey before running it again, and would value comments from tenants on the questions we should ask.



Tenants at the opening of Childer Street

WHAT DO YOU THINK

Let us have your comments on what we are doing and how we are doing it, not least on this report, by:-

e-mail on:

steve.joyce@southwark.anglican.org

letter to: Steve Joyce

Director

Southwark and London

Diocesan Housing Association

Trinity House' 4 Chapel Court

Borough High Street

London SE1 1HW

telephone: 020 7089 1370

WHERE TO FIND OUT MORE

You can also access our web-site on:

www.southwark.anglican.org/sldha

You will find a number of our policies on the 'Resources' Section.

Let us have any comments you have by 12 November 2010. They will be included in a report to the meeting of the Management Committee within the following month. We intend to consult with residents over the next year on the content and preparation of subsequent report.