



SWAN'S LETTINGS REVIEW RESULTS 2009

This survey was carried out during August 2009. All those registered on the transfer list were sent a form - 598 households. 47.1% of forms were returned and this report details the replies given.

The results are broken into 5 categories – overall total, Tower Hamlets, other London, Basildon and other Essex.

Overview of results

61% of applicants understand the current policy (highest Basildon at 77%)

87% know what band they are in (highest Essex at 95%)

58% rate the letting service as good (highest Basildon at 62%)

74% thought their application was dealt with quickly (highest other London at 85%)

63% found it easy to contact the right person (highest Basildon at 68%)

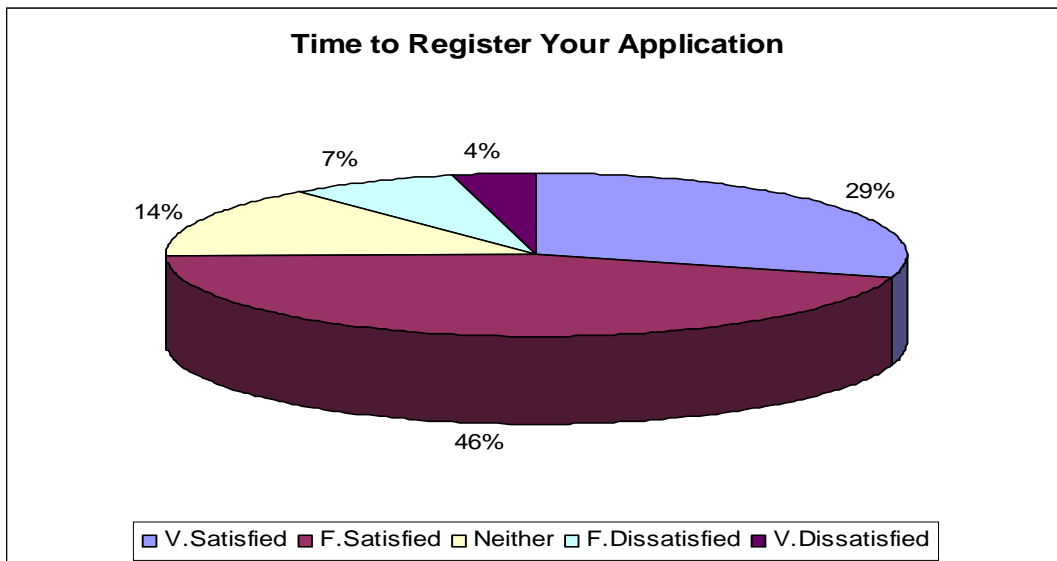
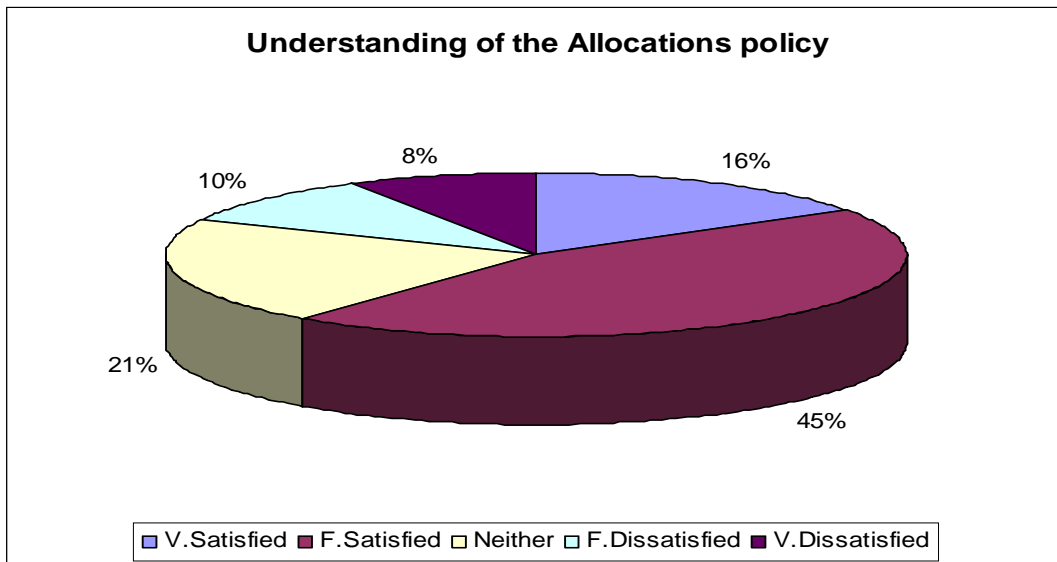
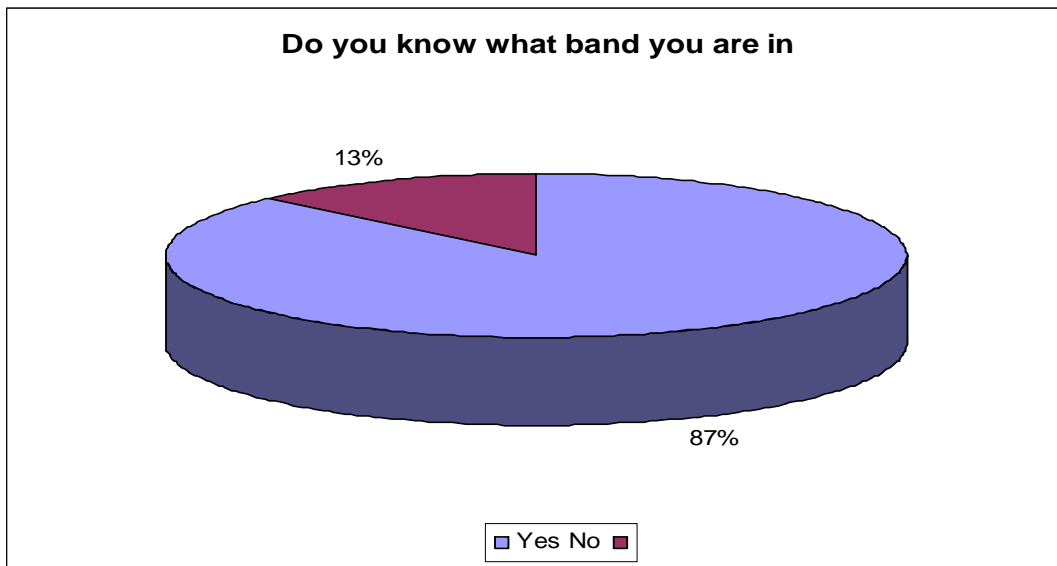
81% found the staff member they dealt with polite (highest Essex at 87%)

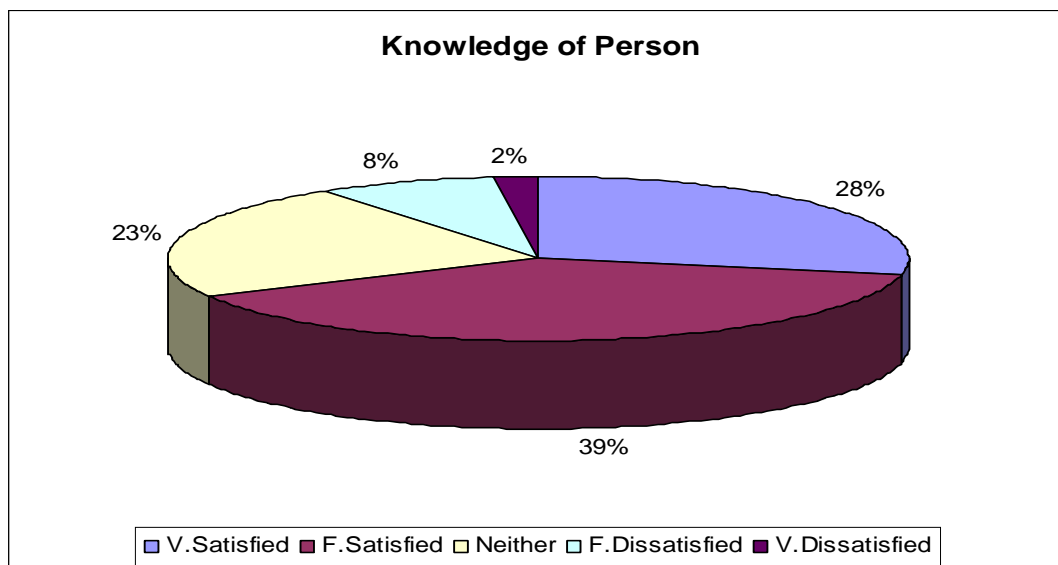
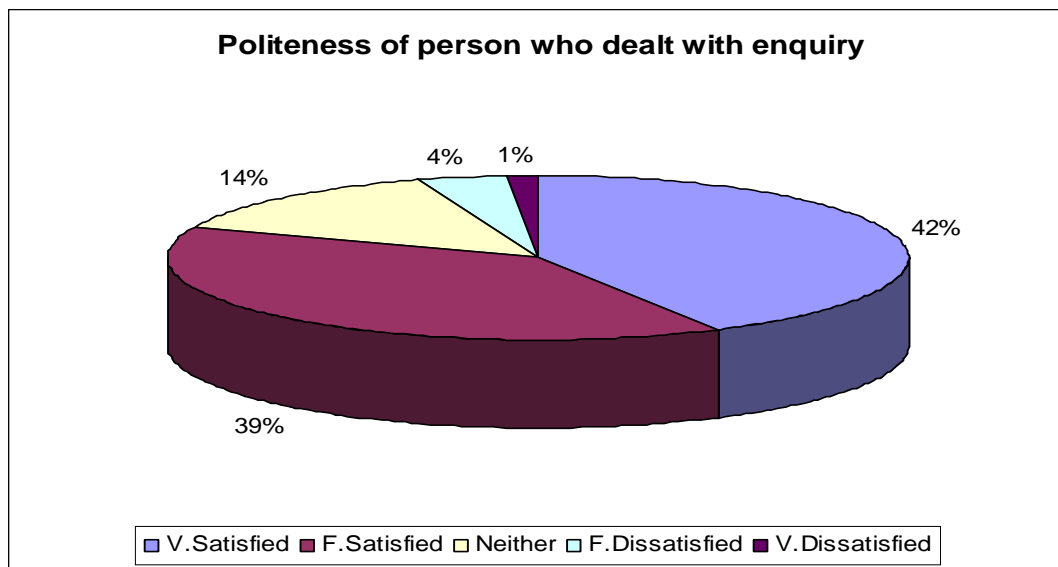
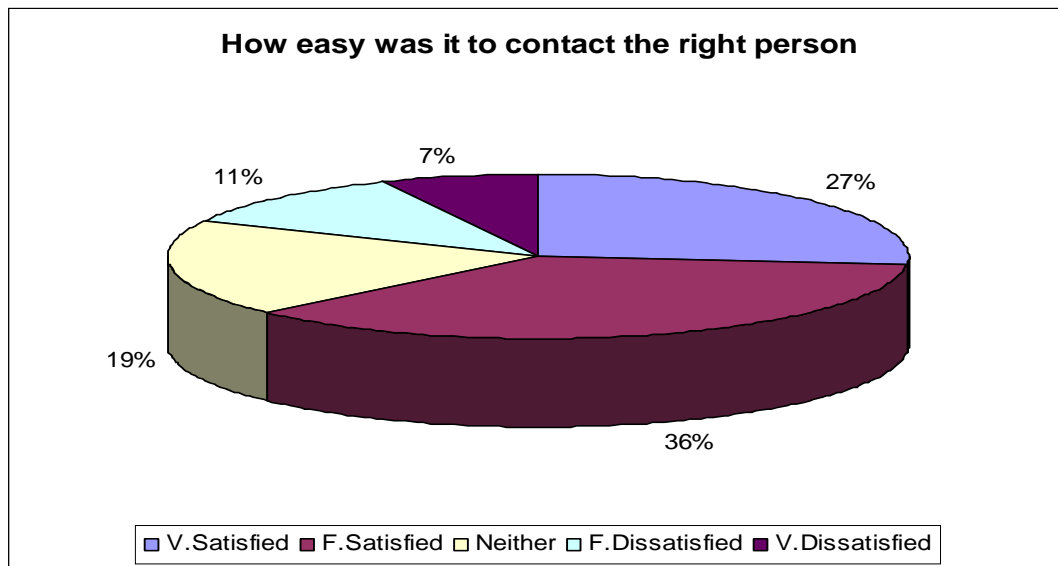
67% thought their level of knowledge was good (highest Basildon at 73%)

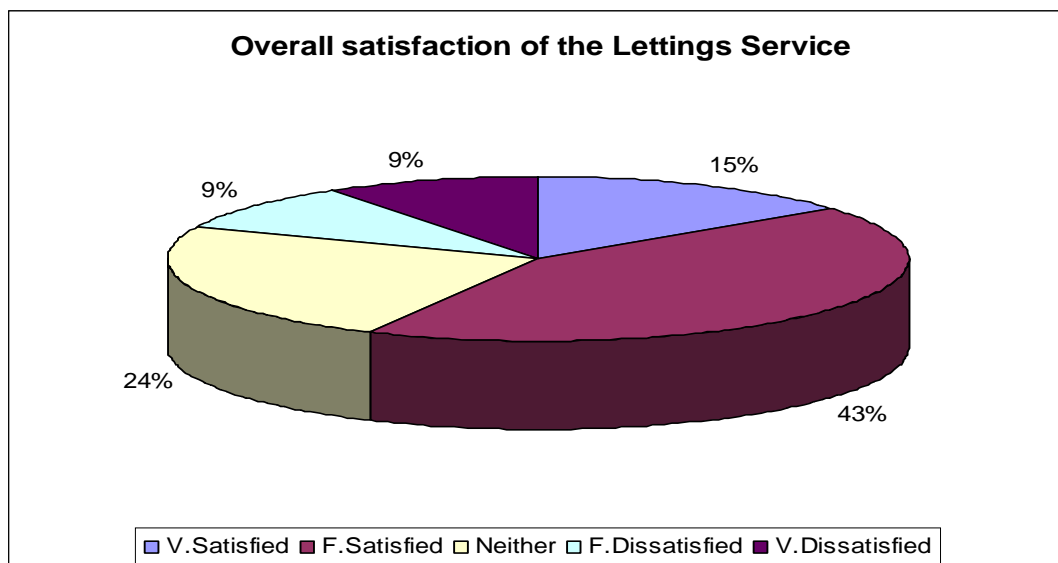
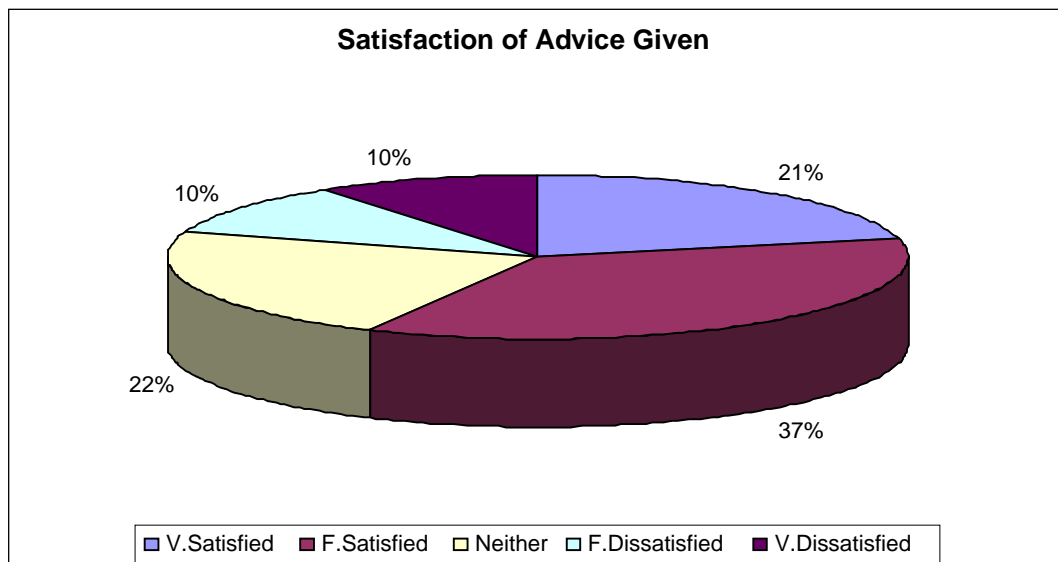
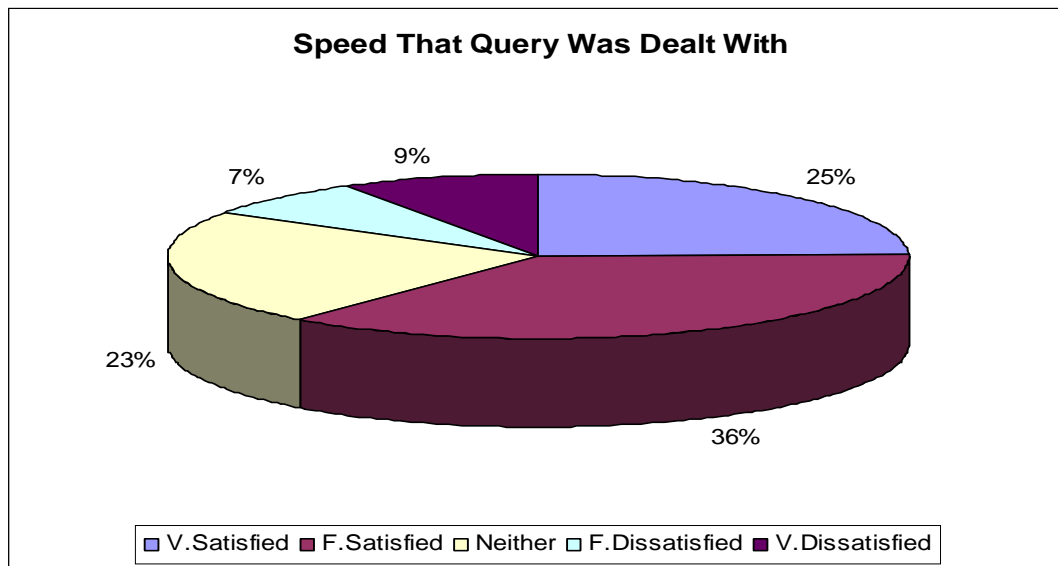
61% thought their query was dealt with quickly, (highest Basildon at 68%)

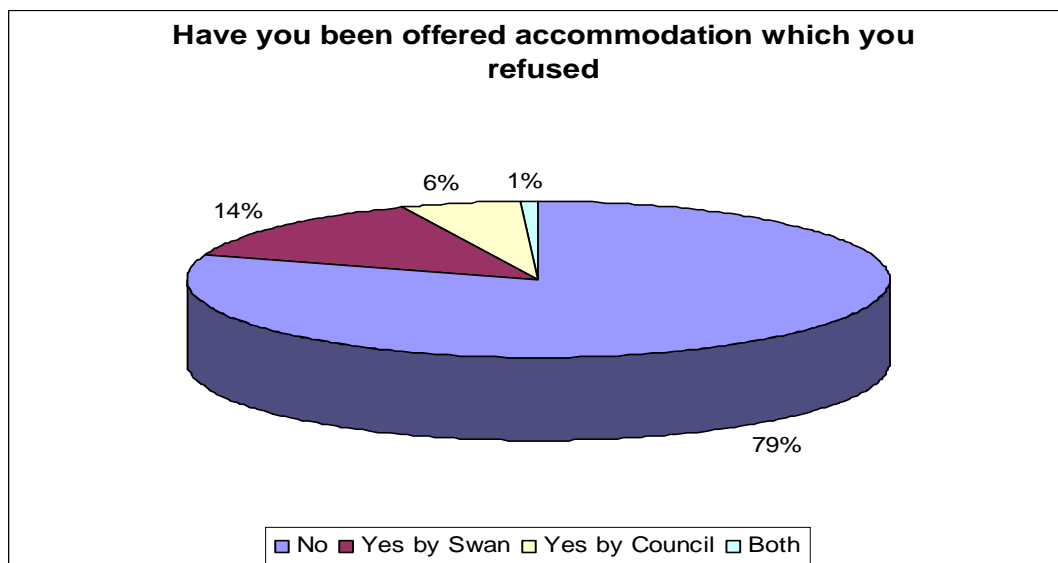
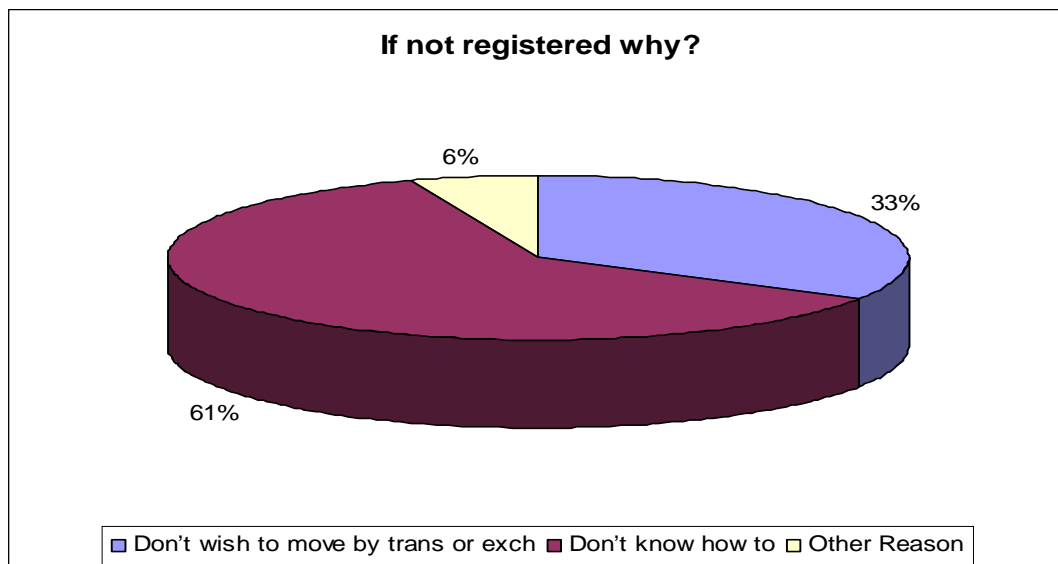
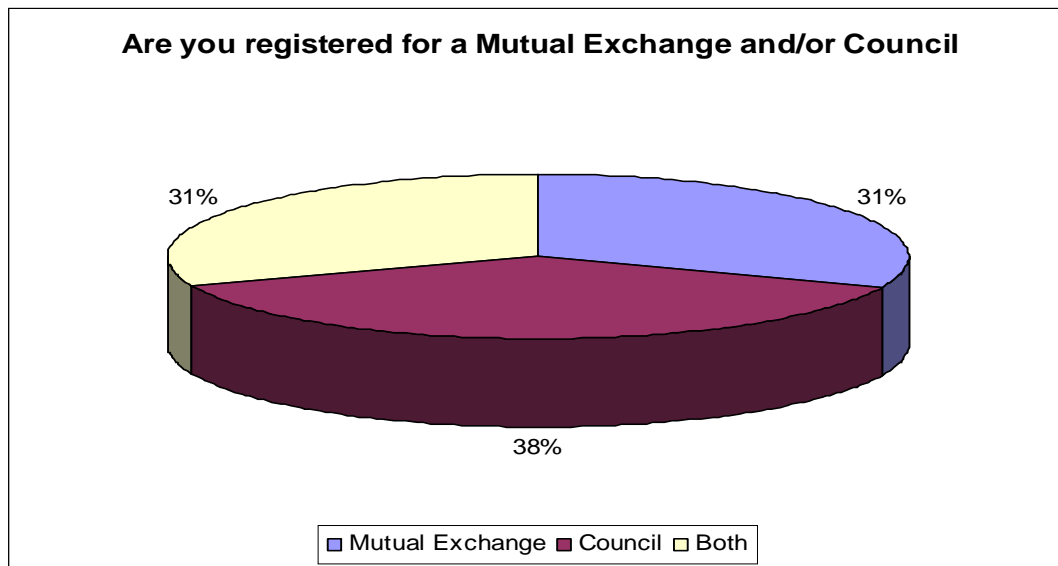
57% of people thought the quality of advice they were given was good (Highest Basildon at 61%)

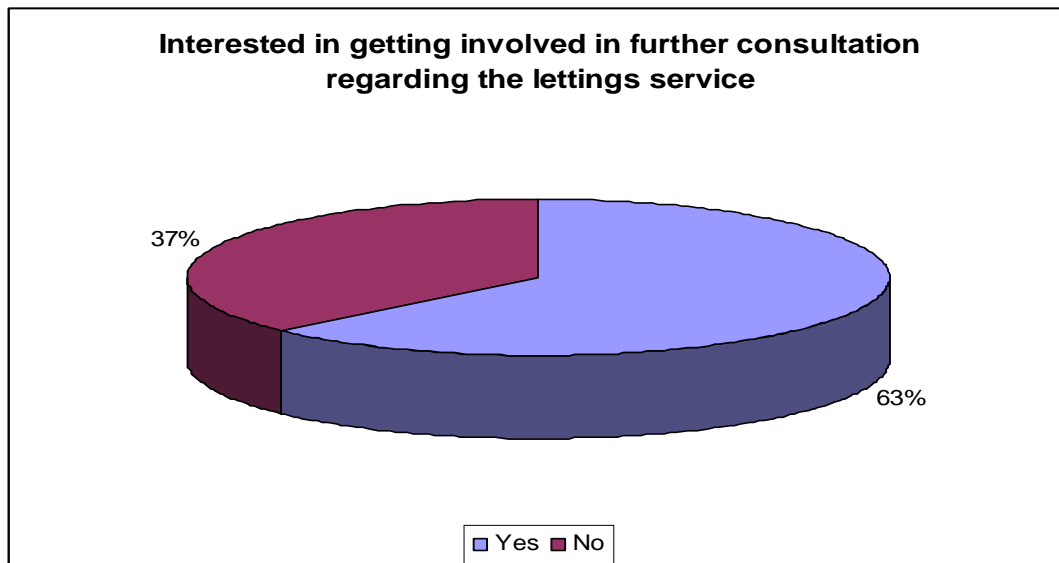
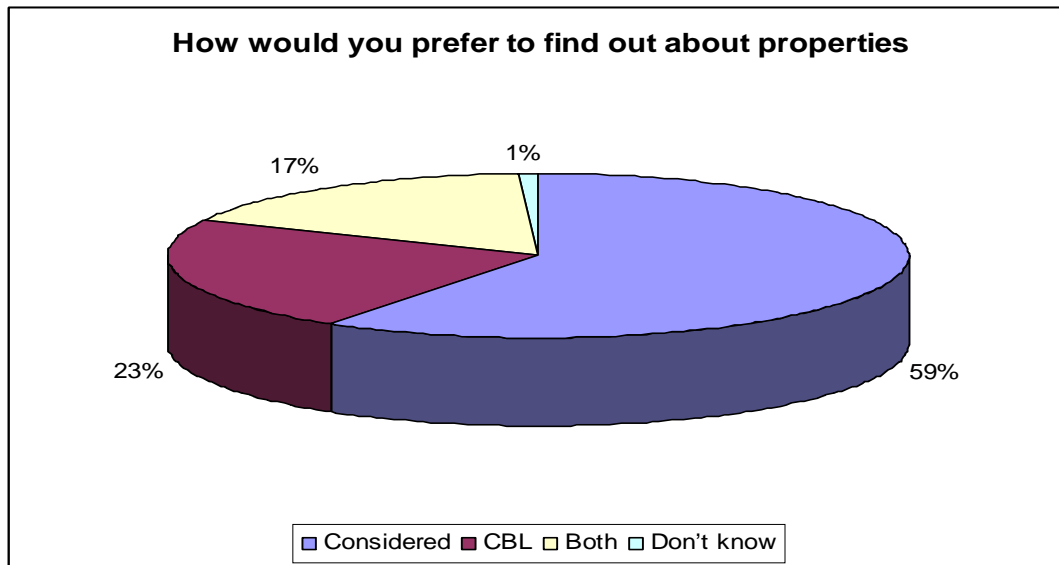
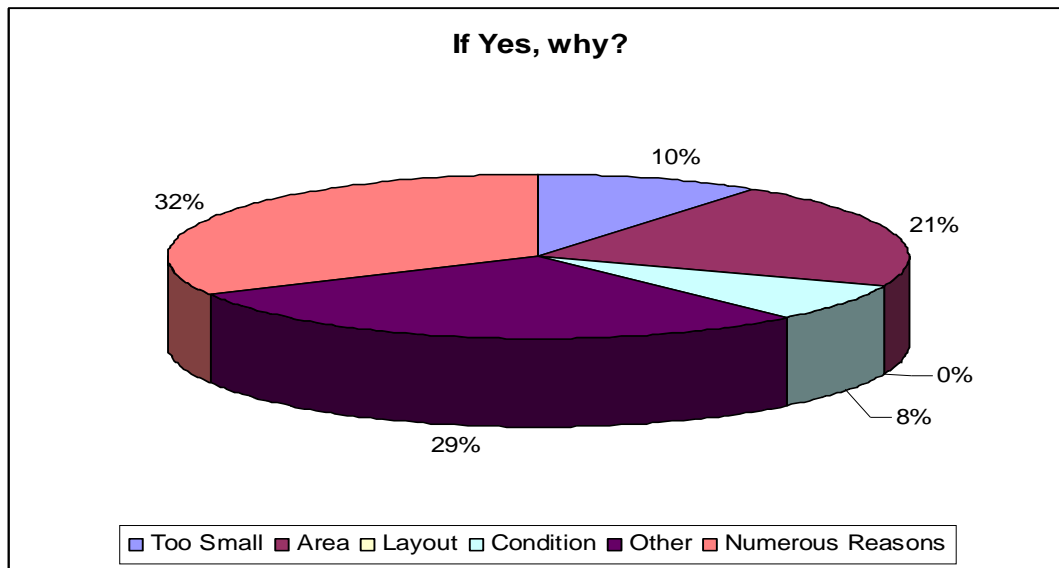
Results comparison by year and % change	2007	2008	2009	↓↑
% who understand policy	50%	73%	61%	12% ↓
% who know their banding	9%	88%	87%	1% ↓
% who rate service as good	38%	58%	58%	same
% who thought their application was dealt with quickly	62%	68%	74%	6% ↑
% who thought easy to contact the right person	51%	63%	63%	same
% who thought staff were polite	76%	78%	81%	2% ↑
% who thought knowledge of staff was good	57%	68%	67%	1% ↓
% who thought their query was dealt with quickly	54%	61%	61%	same
% who thought quality of advice given was good	50%	57%	57%	same

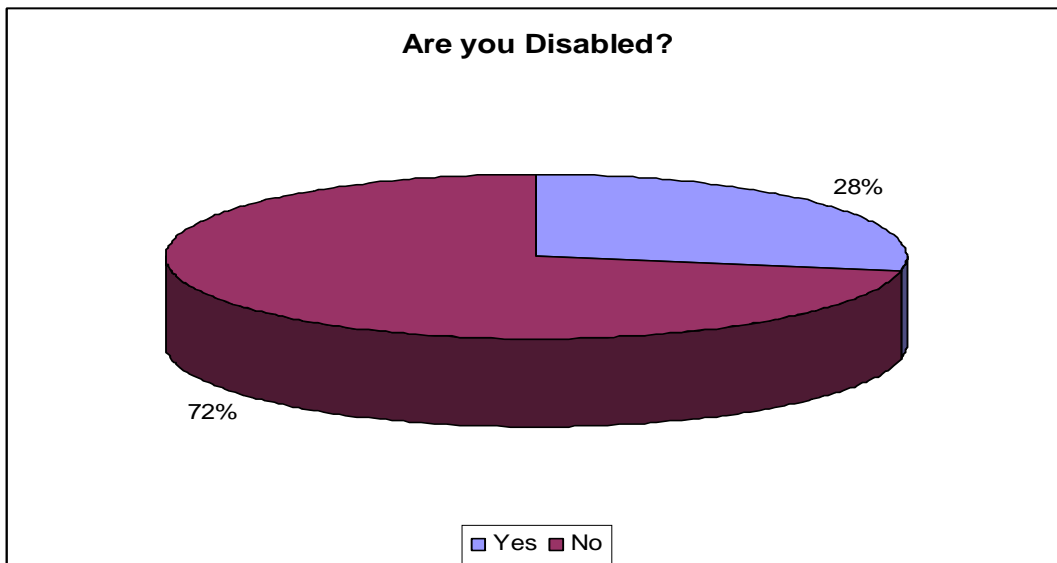
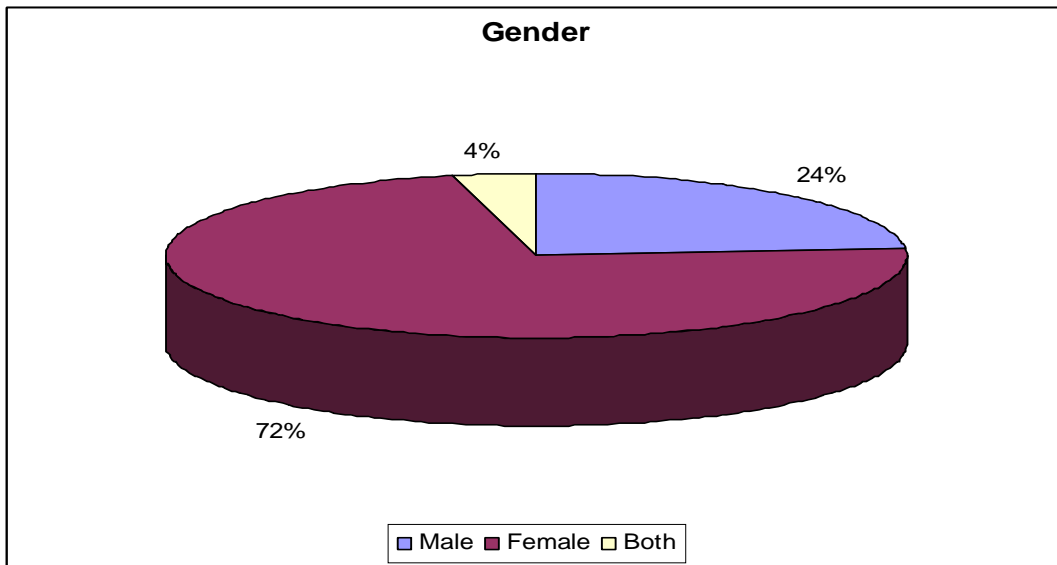
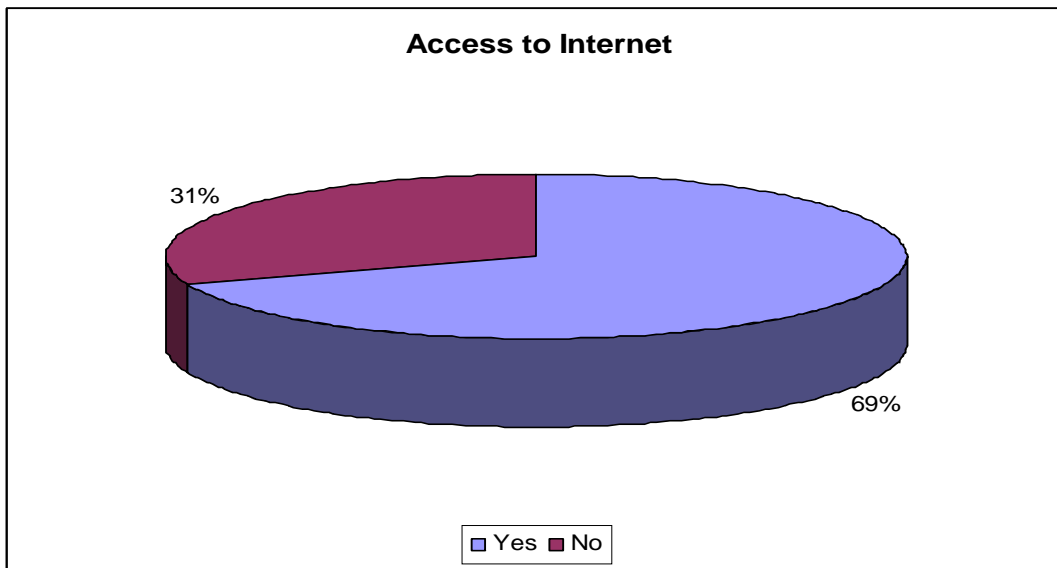


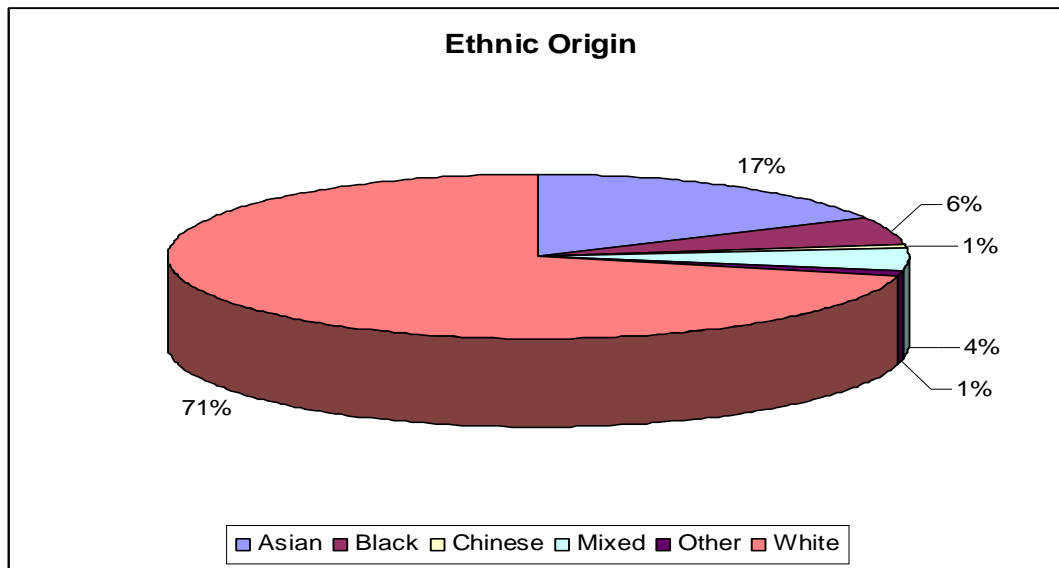




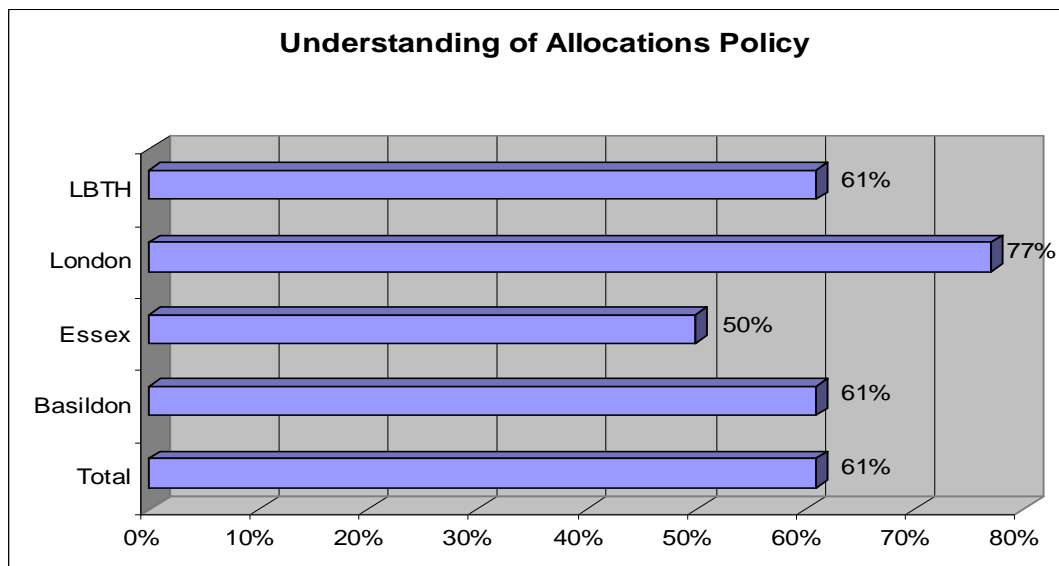
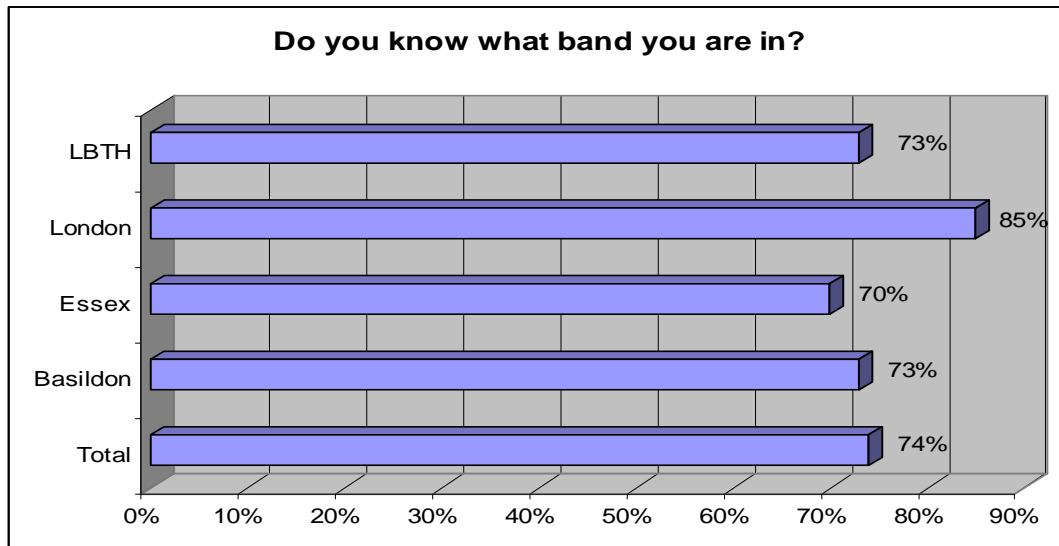


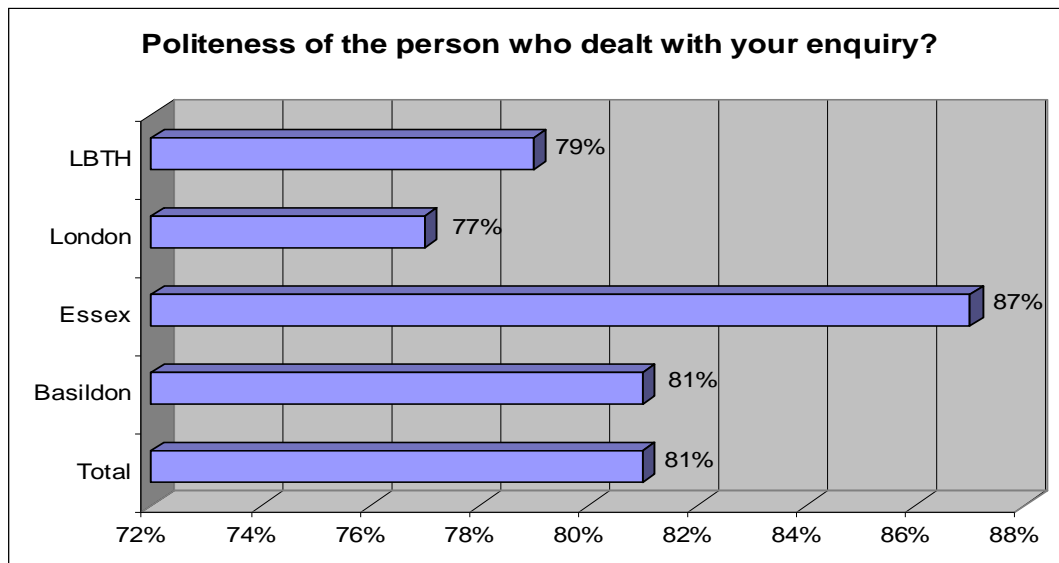
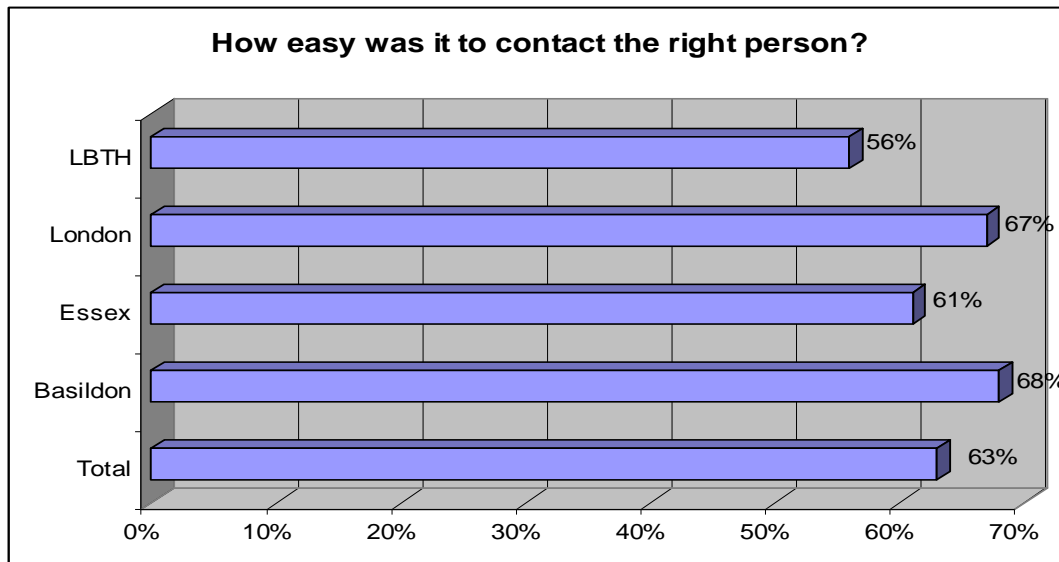
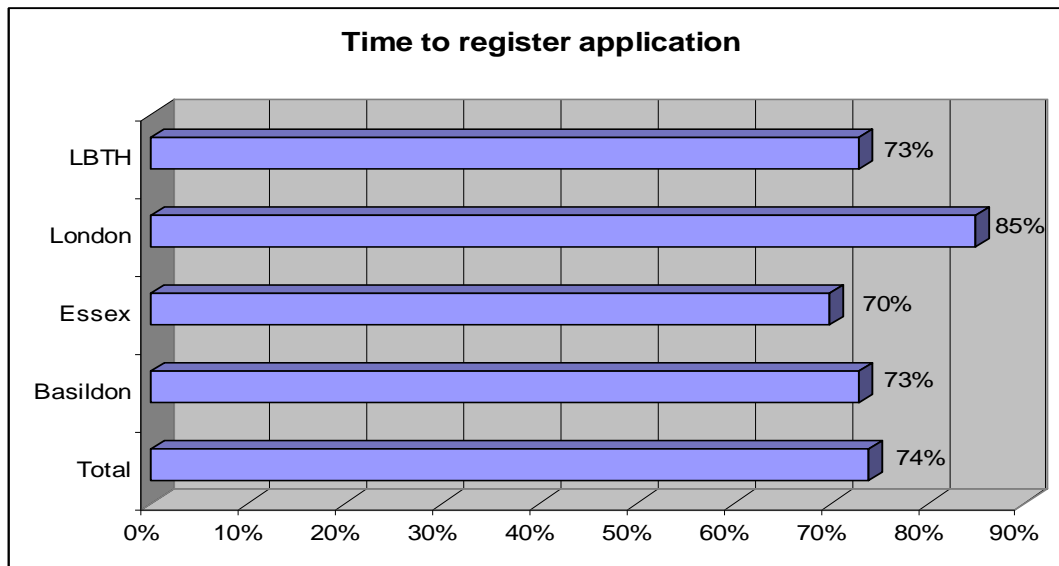


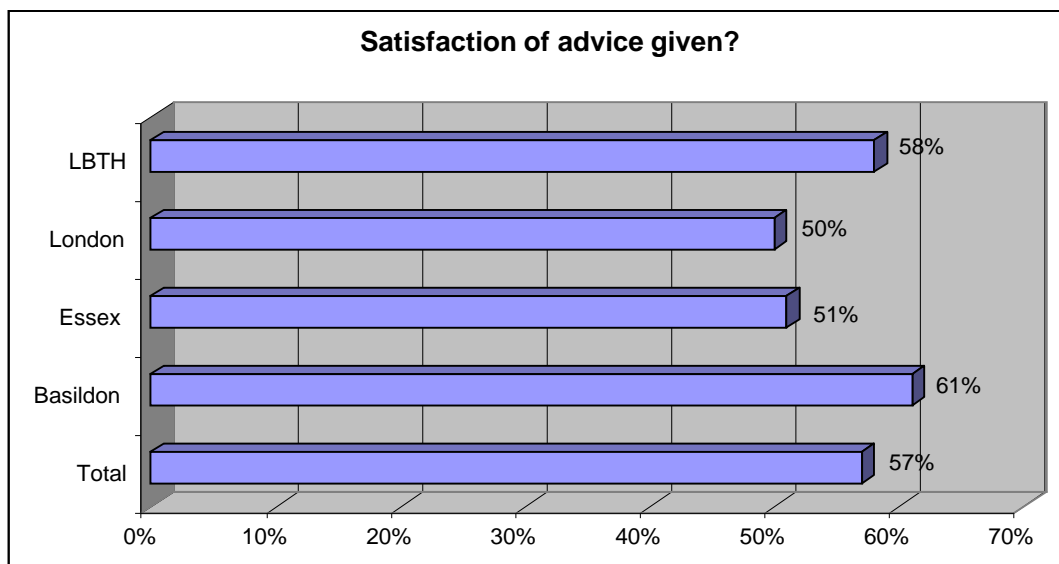
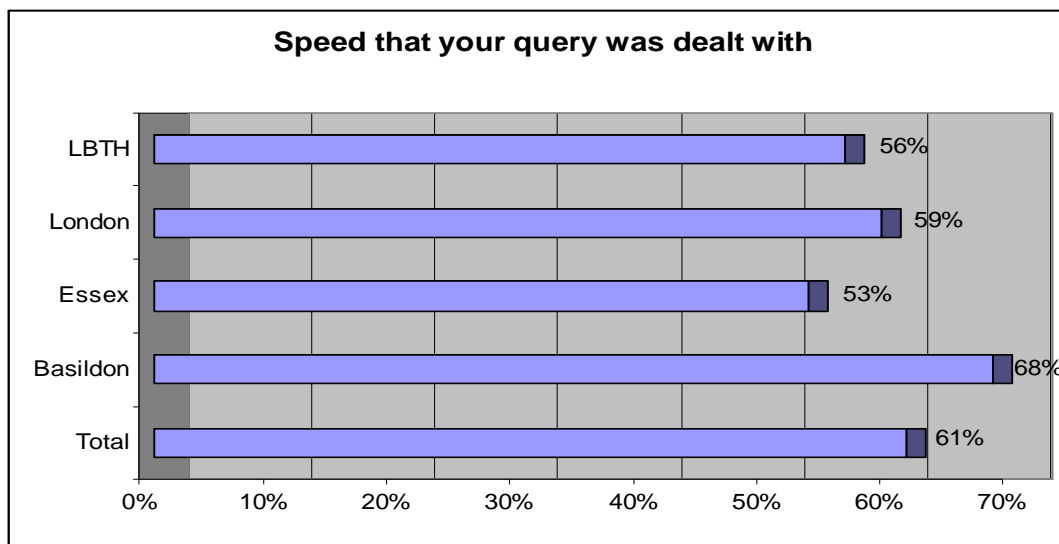
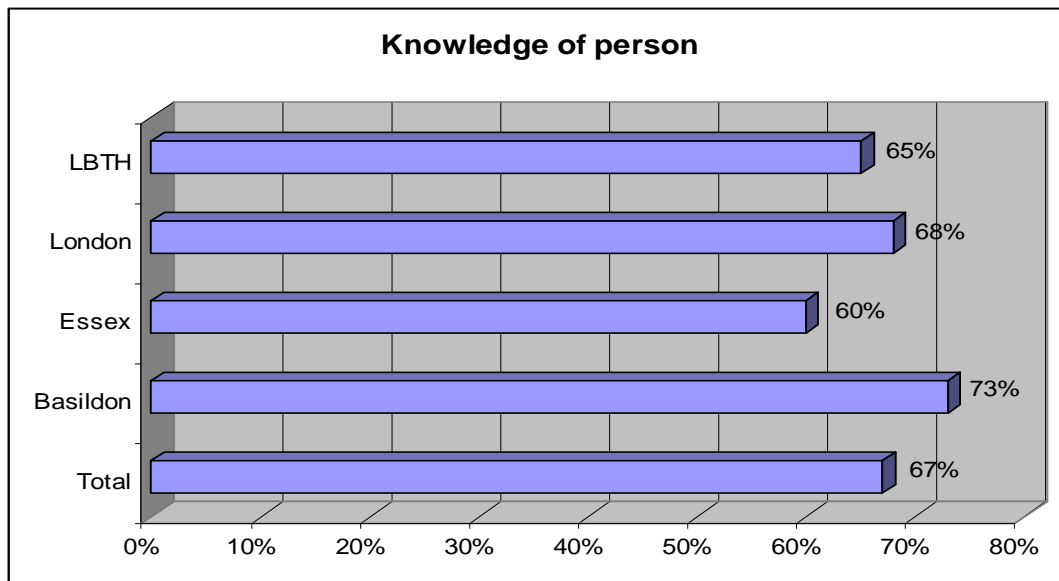


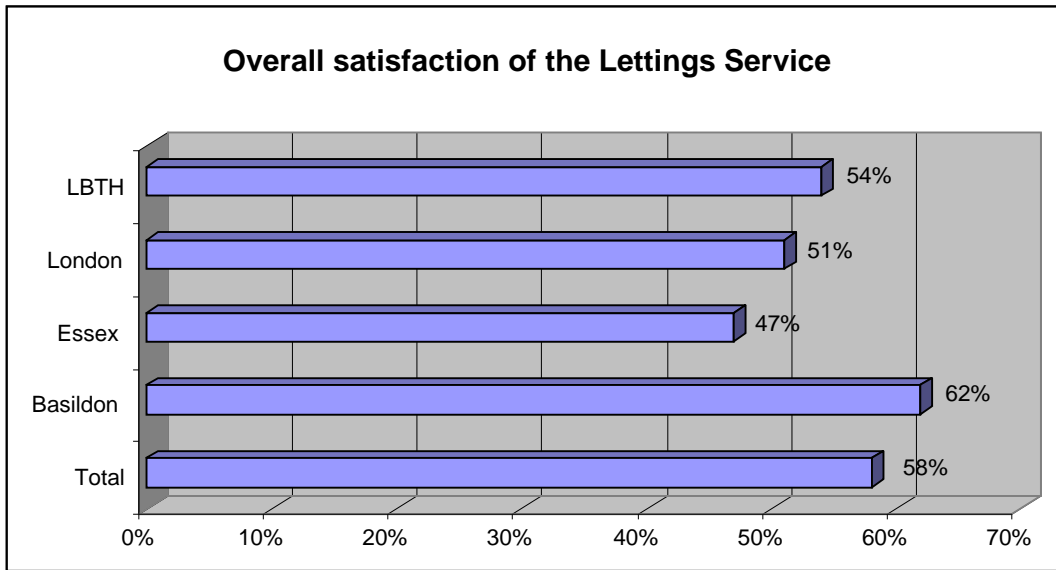


Area Comparisons









BME Comparisons

