



LETTINGS REVIEW RESULTS 2010

Questionnaire sent to those registered for a transfer on 1st August 2010. Results on based on 329 replies, which is a 40.3% return. Results are broken into 5 categories –All, Tower Hamlets, other London, Basildon, other Essex.

Overview of results

68% of applicants understand the current policy (highest Tower Hamlets 69%)

97% know what band they are in (highest Essex and other London at 100%)

76% rate the letting service as good (highest Tower Hamlets 81%)

87% thought their application was dealt with quickly (highest other London at 91%)

75% found it easy to contact the right person (highest other London at 82%)

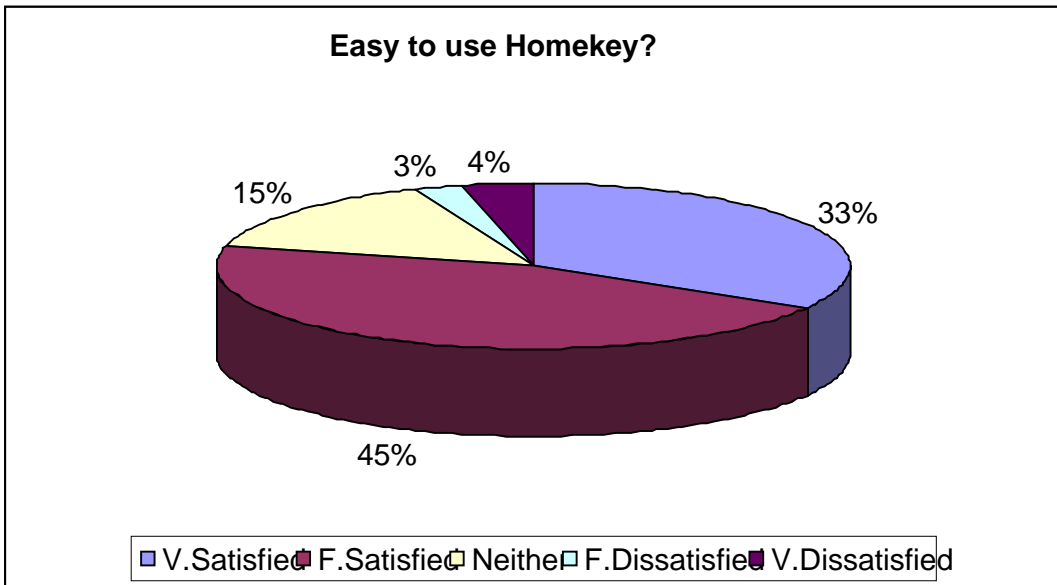
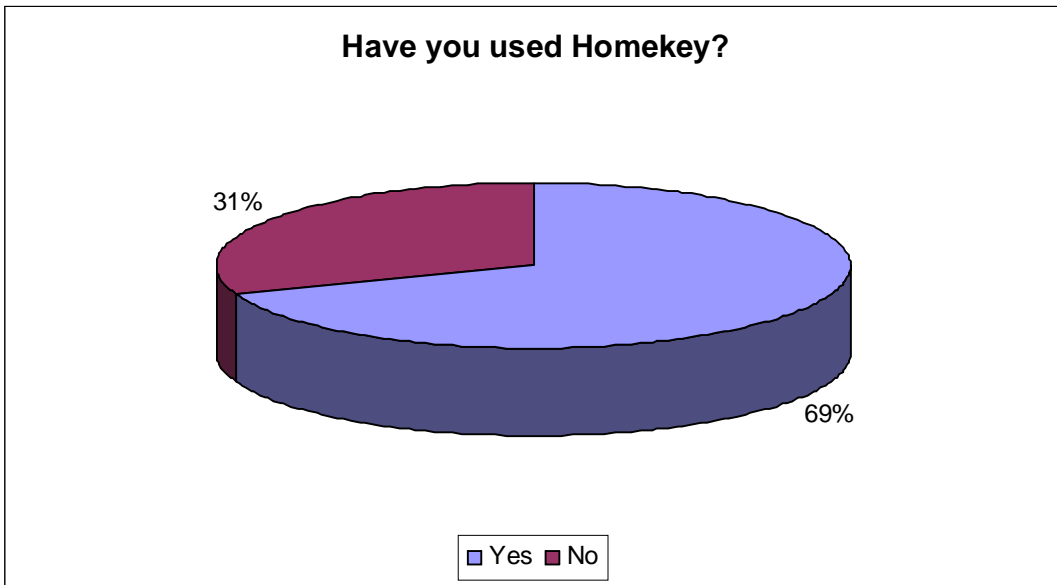
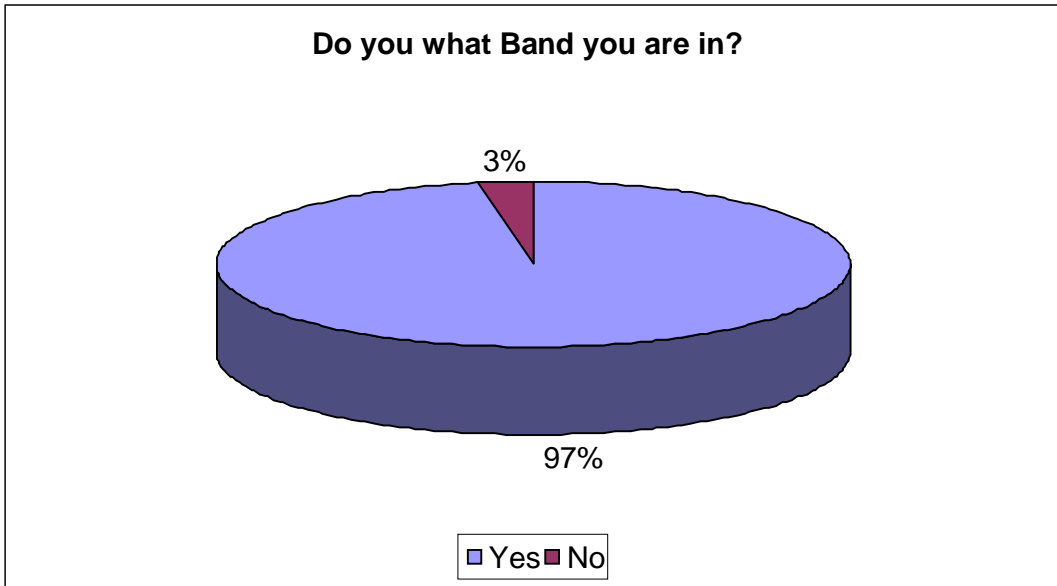
84% found the staff member they dealt with polite (highest Basildon at 89%)

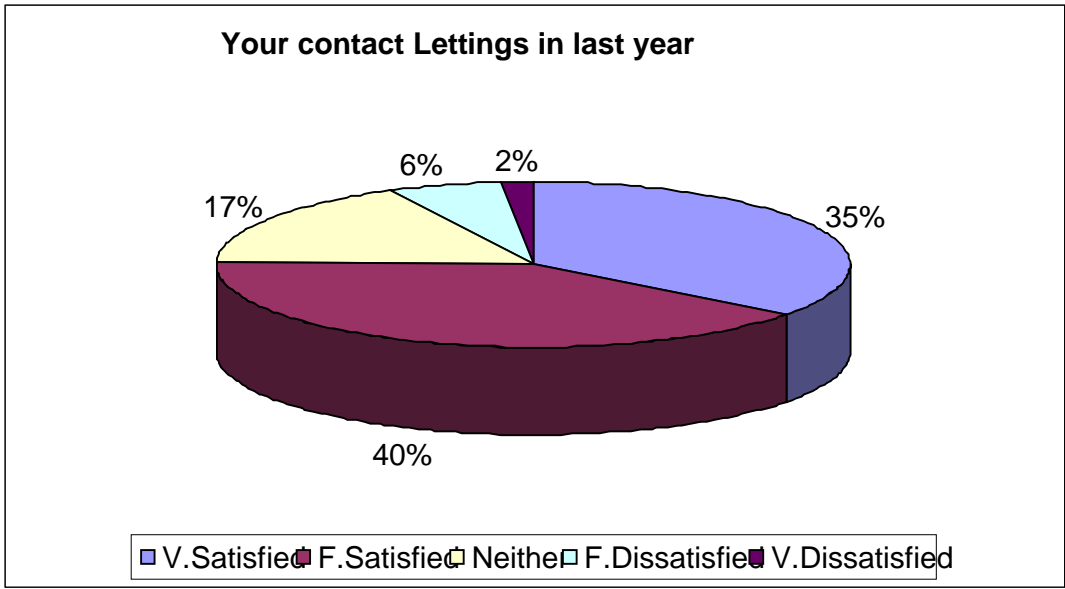
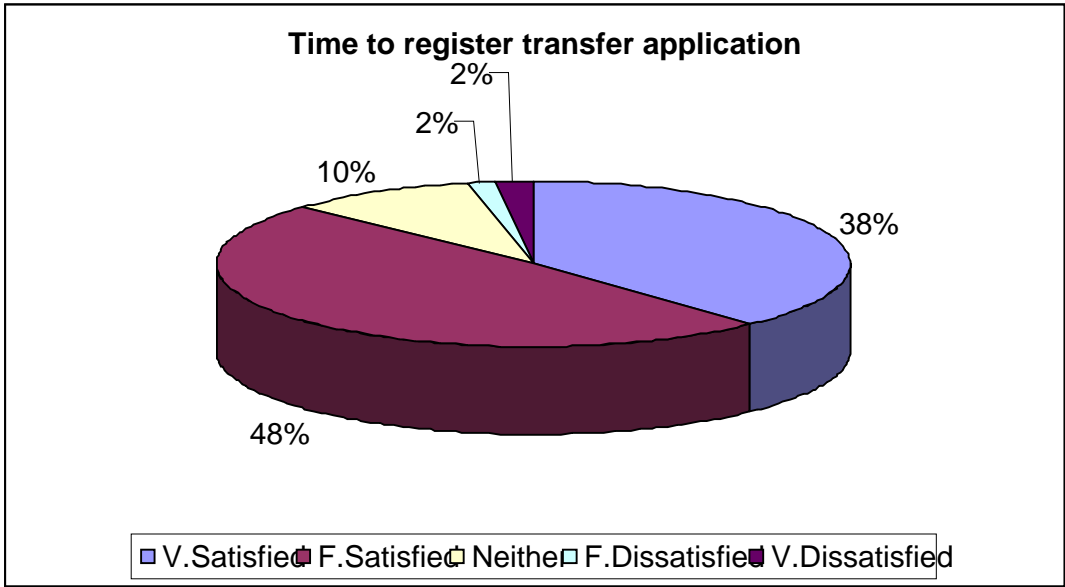
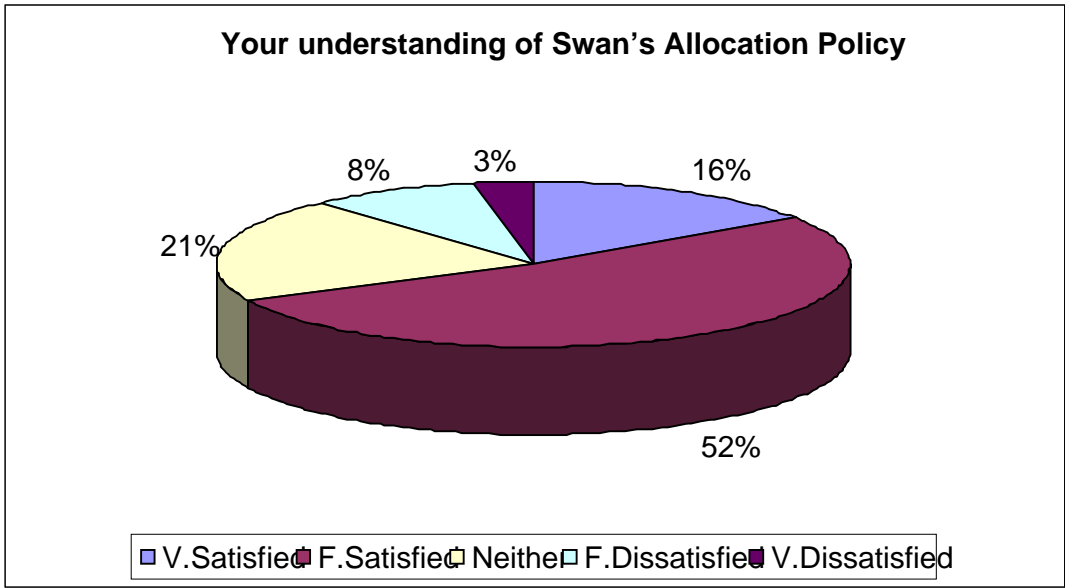
79% thought their level of knowledge was good (highest other London at 86%)

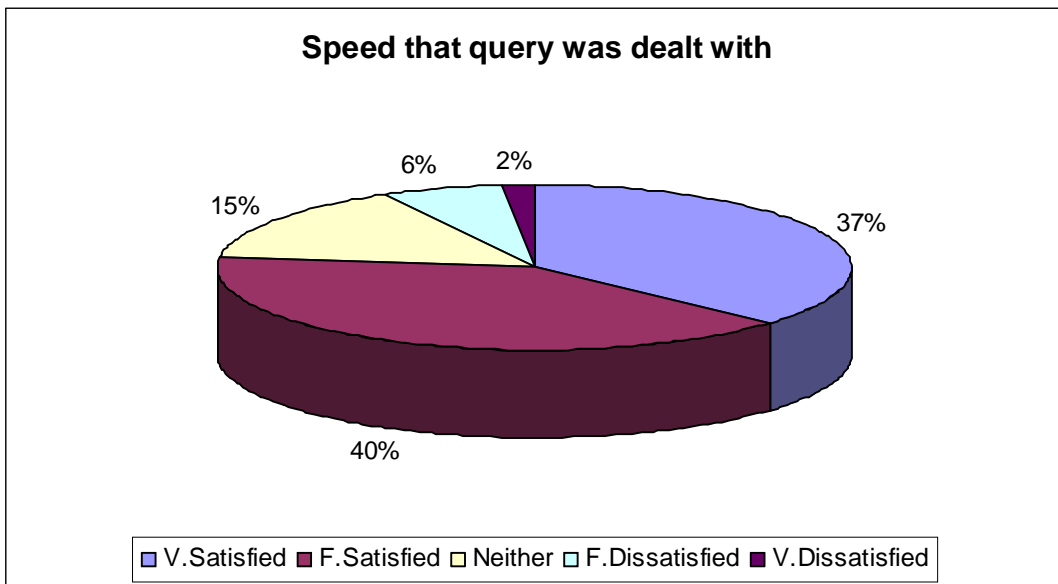
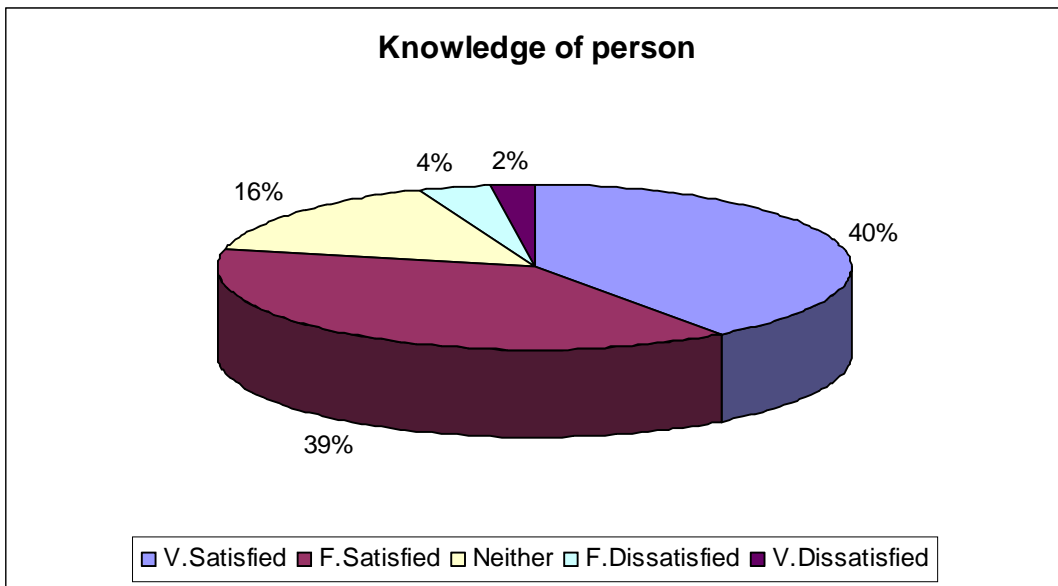
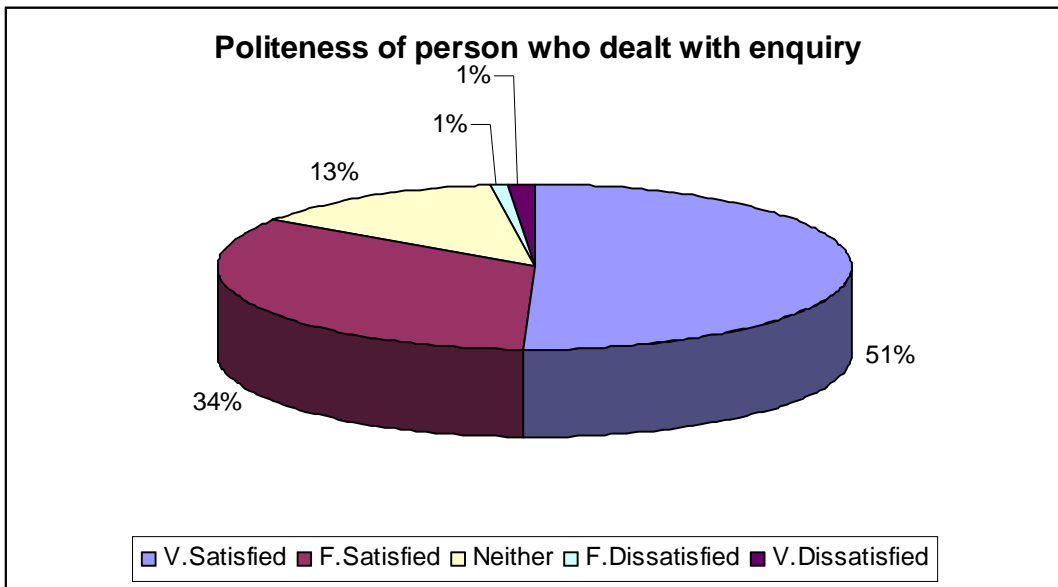
77% thought their query was dealt with quickly, (highest Basildon at 83%)

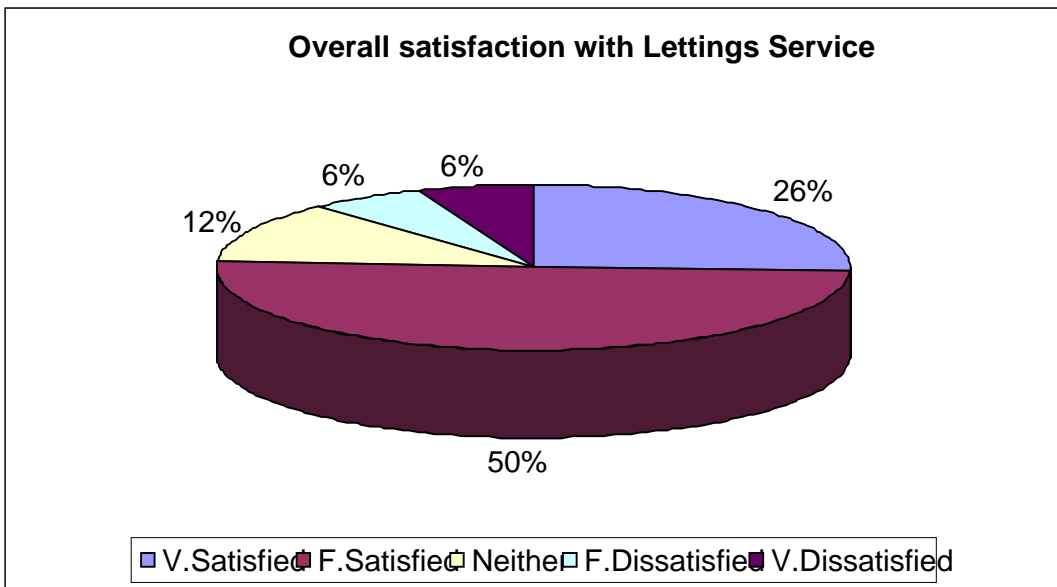
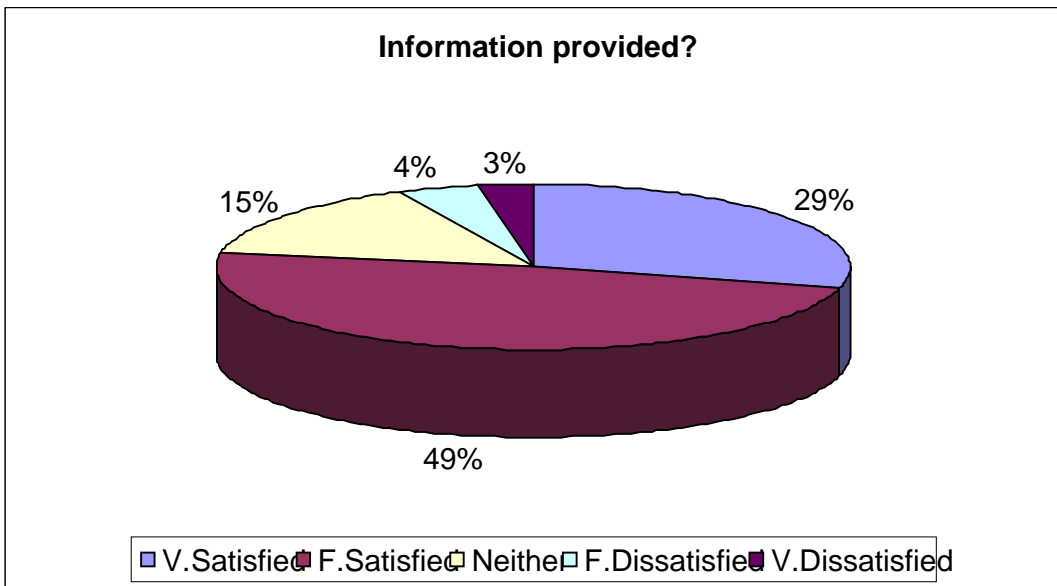
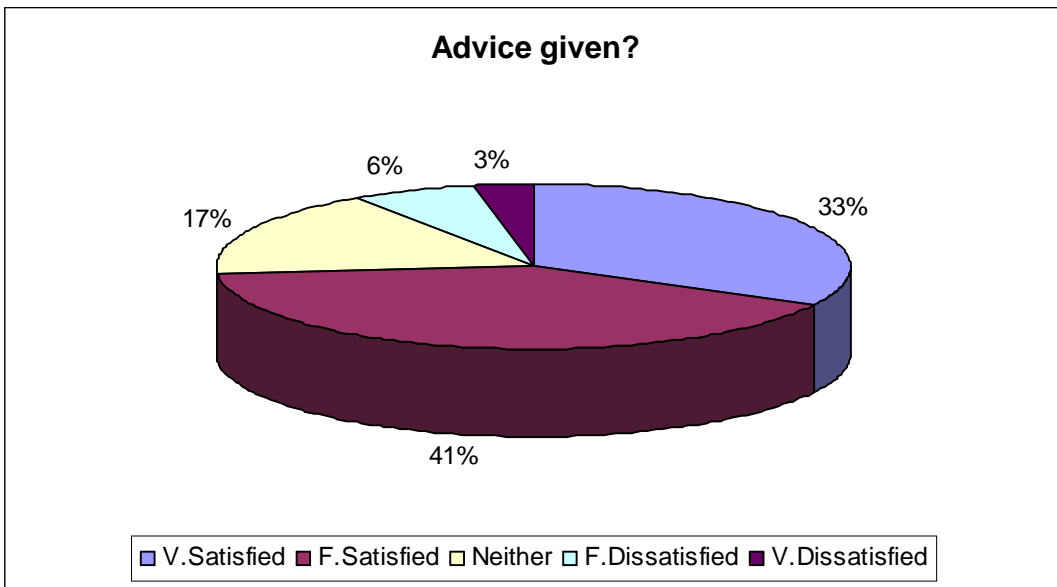
74% of people thought the quality of advice they were given was good (Highest Basildon and other London at 77%)

Results comparison by year and % change	2007	2008	2009	2010	↓↑
% who understand the Allocations policy	50%	73%	61%	68%	↑
% who know their transfer application band	9%	88%	87%	97%	↑
% who rate Swan's Lettings service as good	38%	58%	58%	76%	↑
% who thought their application was dealt with quickly	62%	68%	74%	87%	↑
% who thought it easy to contact the right person	51%	63%	63%	75%	↑
% who thought Lettings staff were polite	76%	78%	81%	84%	↑
% who thought knowledge of staff was good	57%	68%	67%	79%	↑
% who thought their query was dealt with quickly	54%	61%	61%	77%	↑
% who thought quality of advice given was good	50%	57%	57%	74%	↑
% happy with the information provided by Lettings	New question			78%	
% who have used HomeKey	New question			69%	
% who though it easy to use HomeKey	New question			79%	

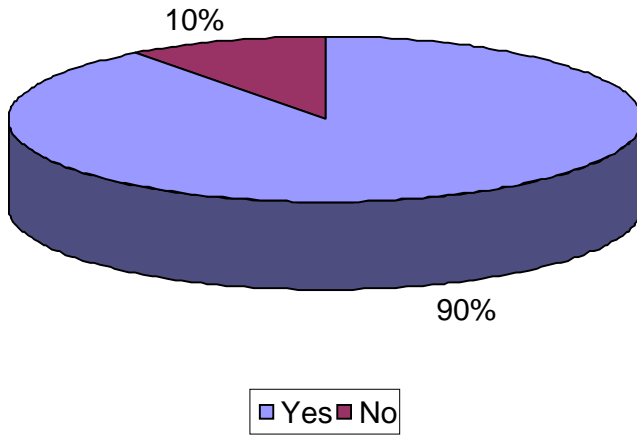




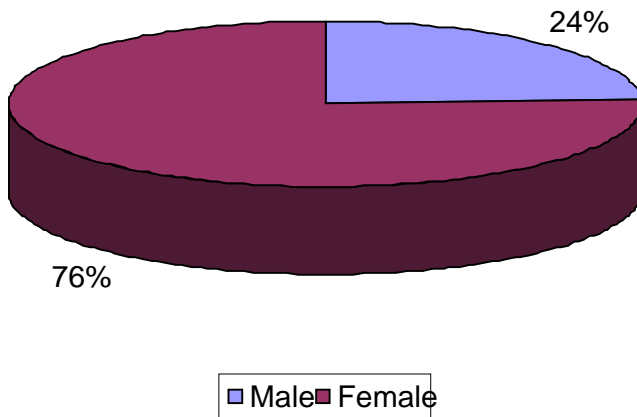




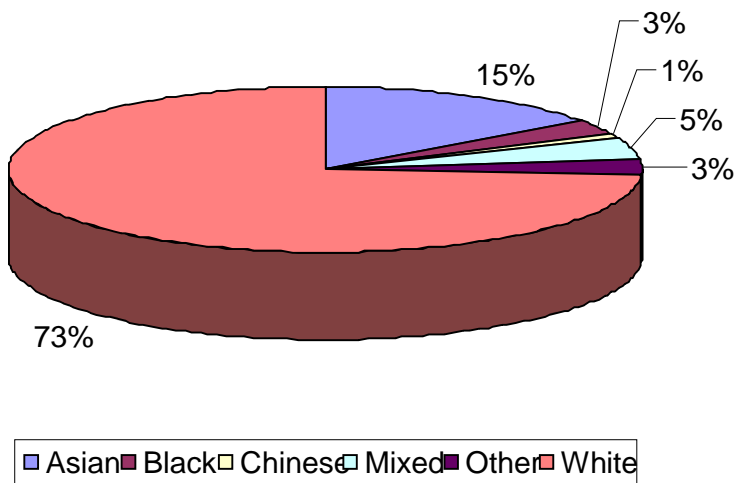
Do you agree with Local Lettings Plans?

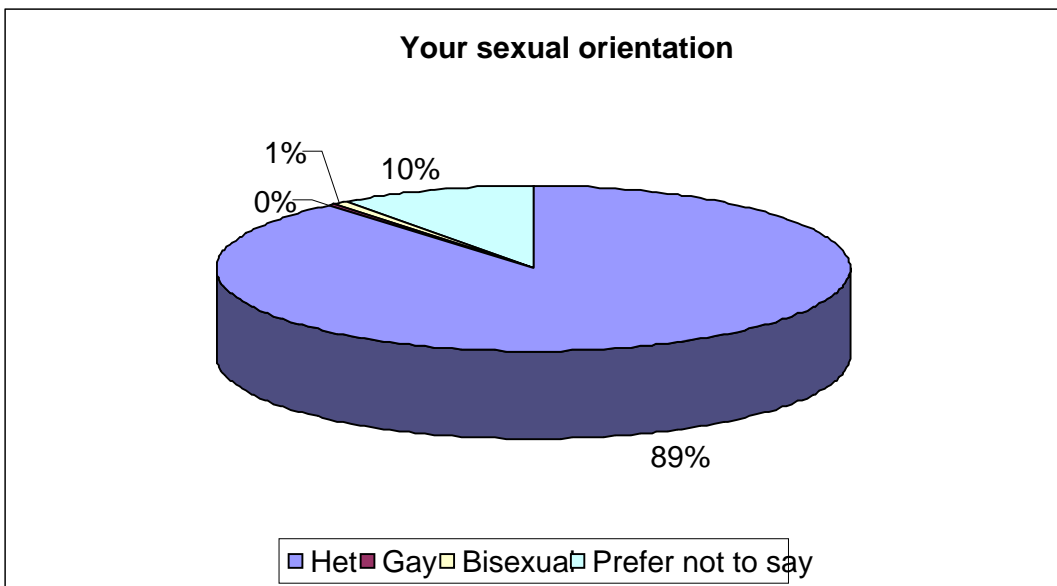
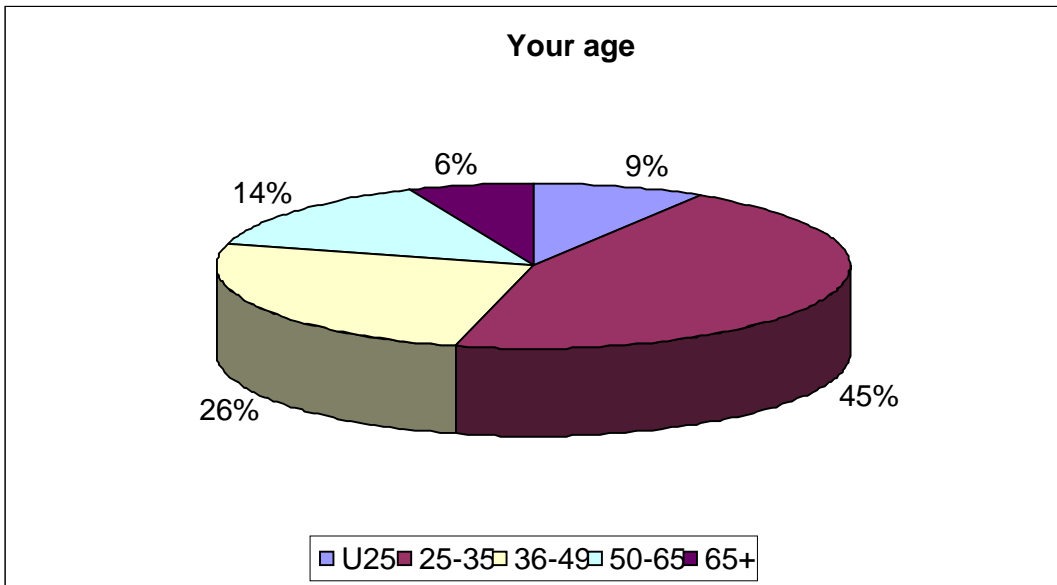
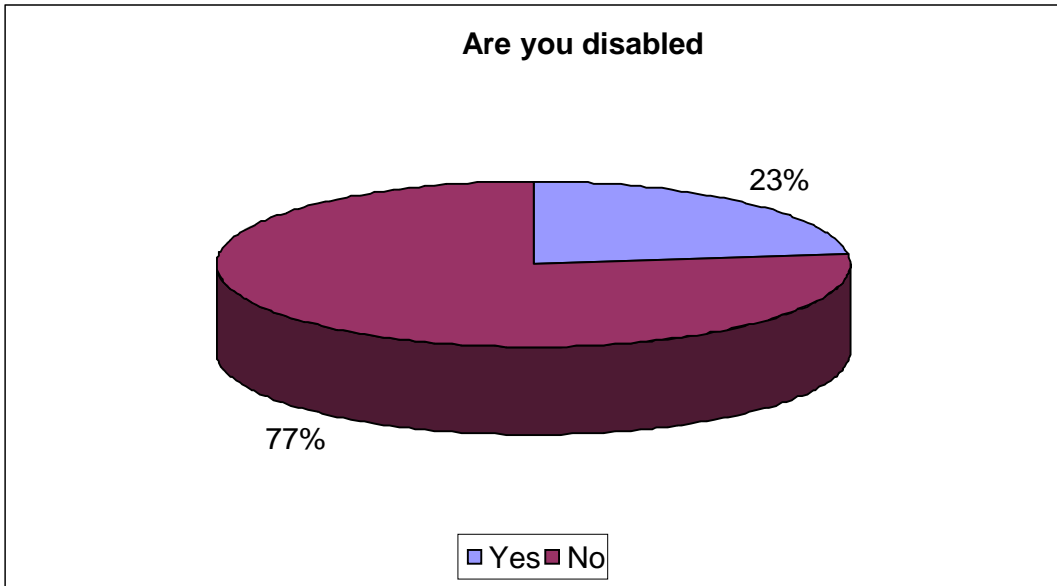


Your gender?

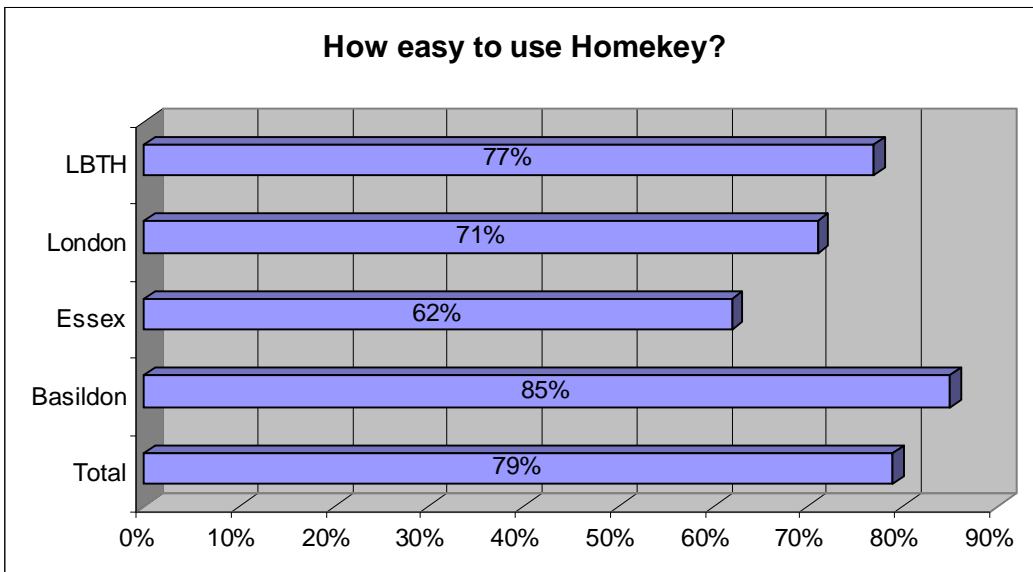
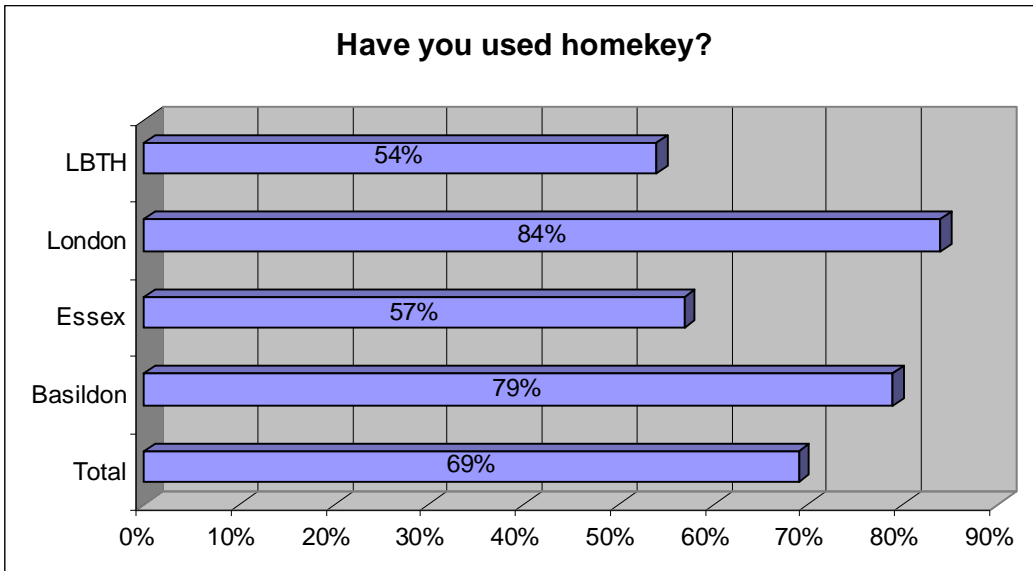
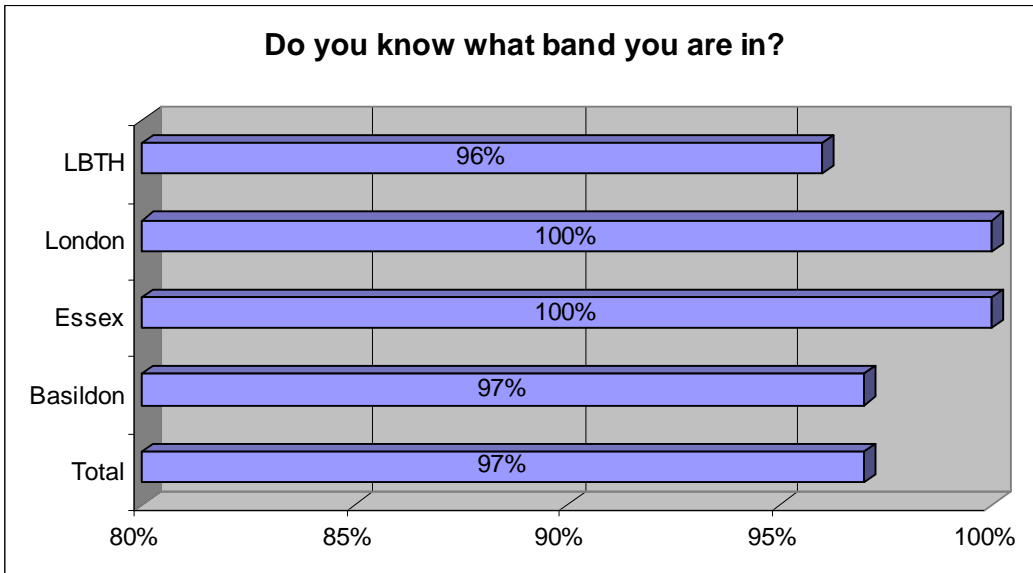


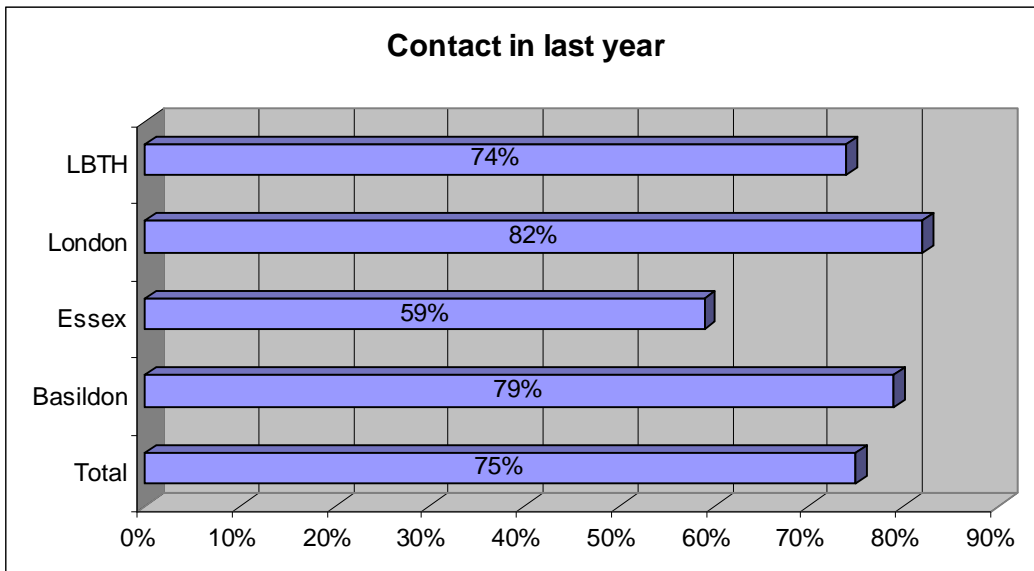
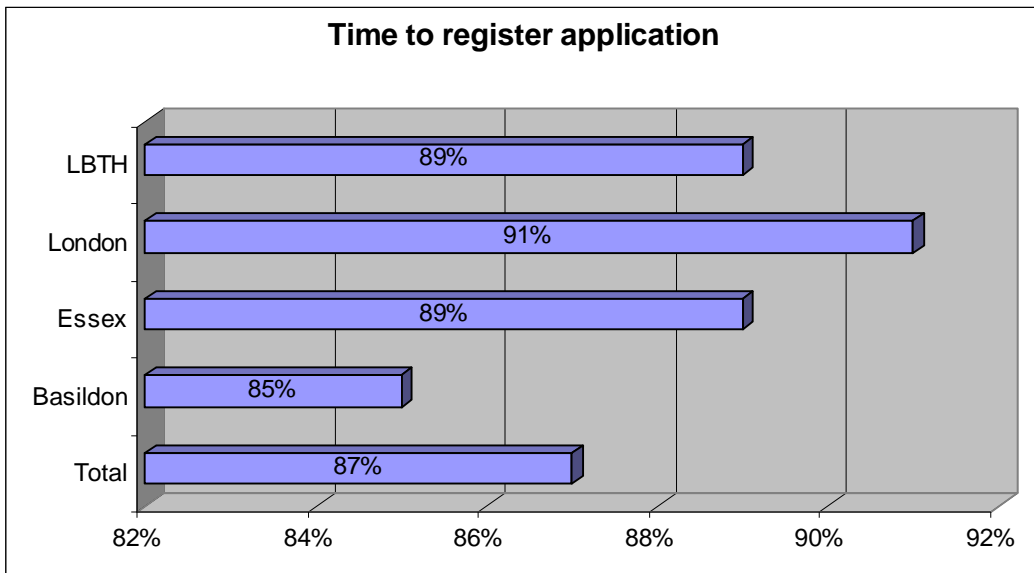
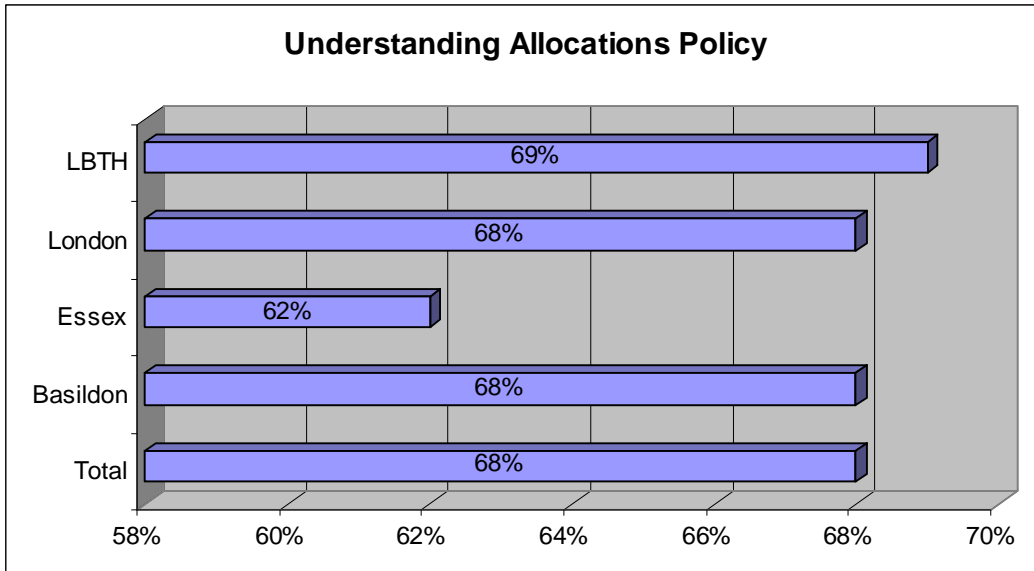
Your ethnic Origin

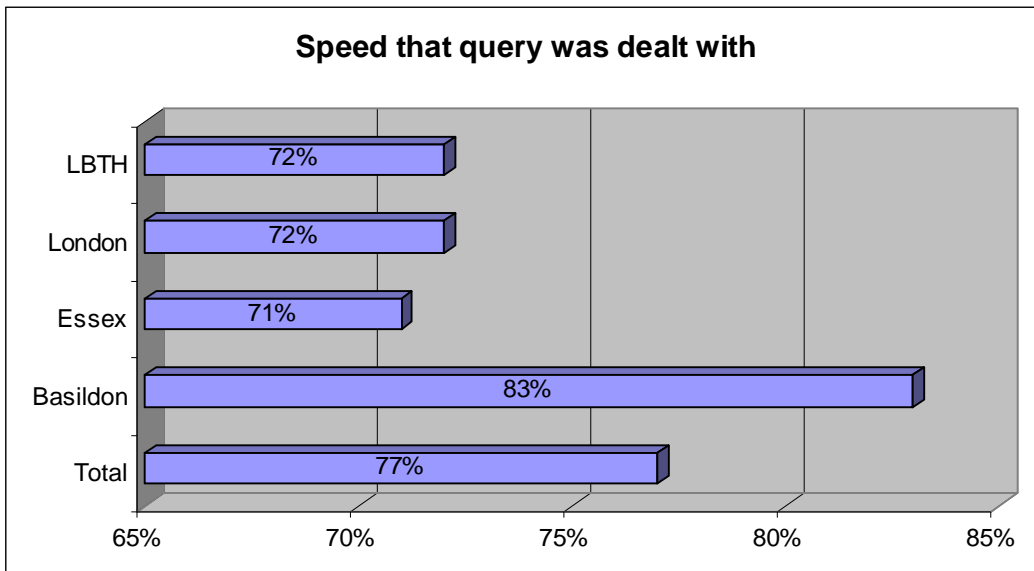
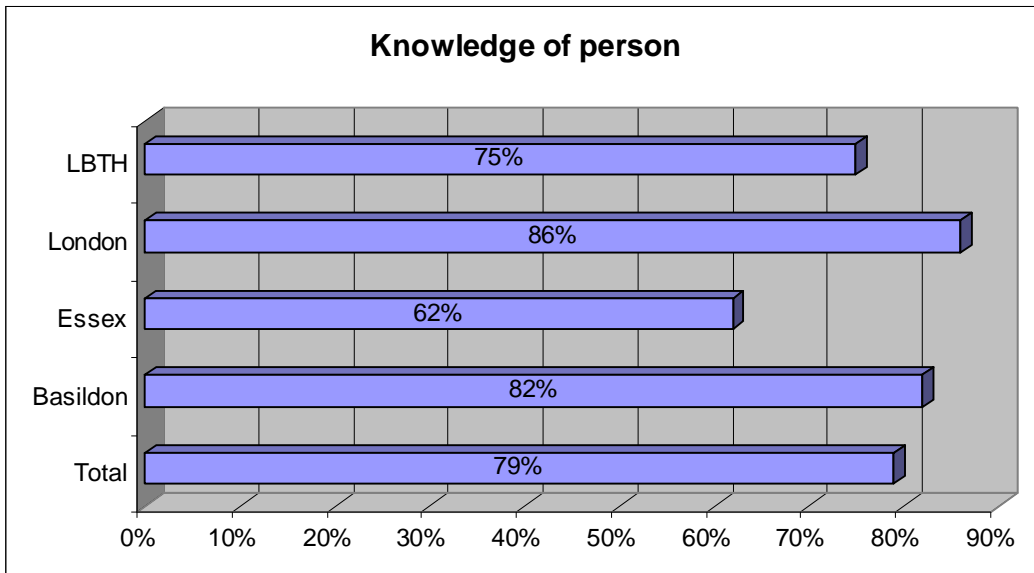
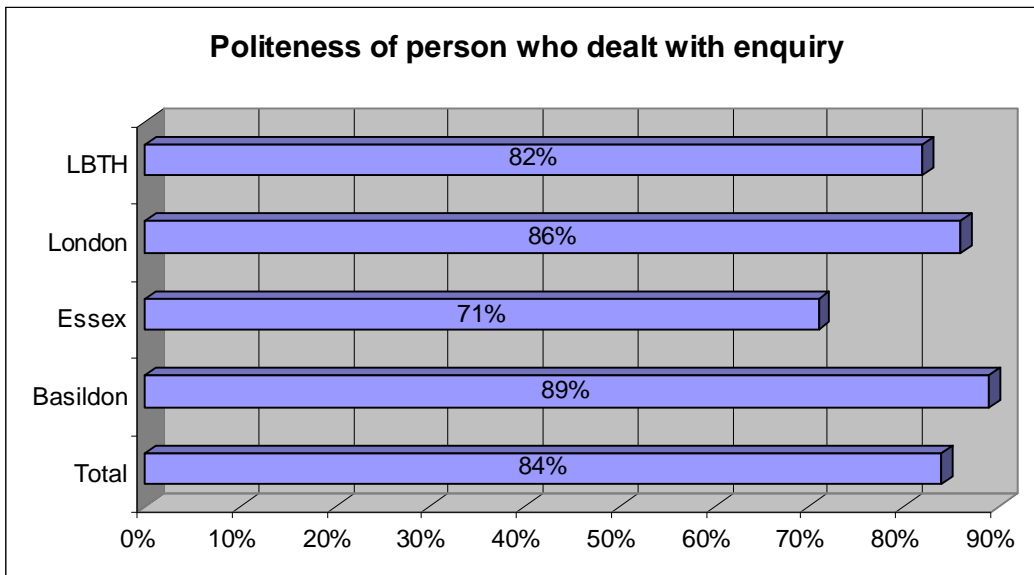


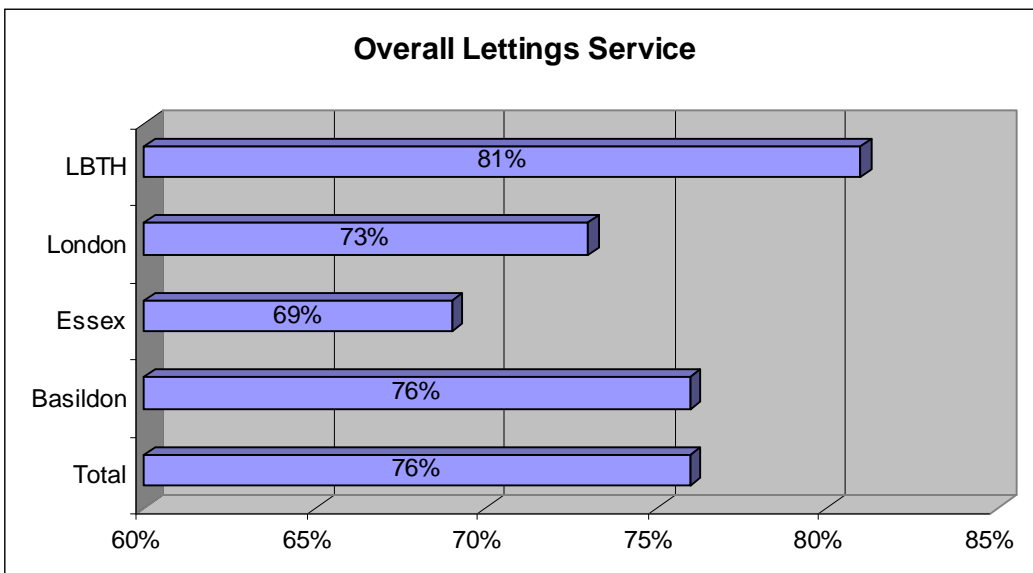
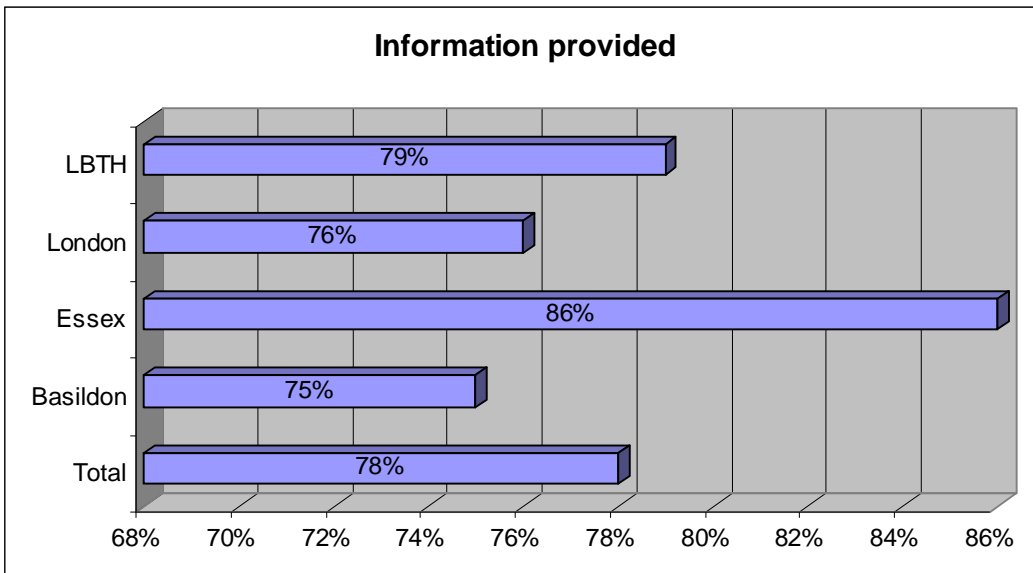
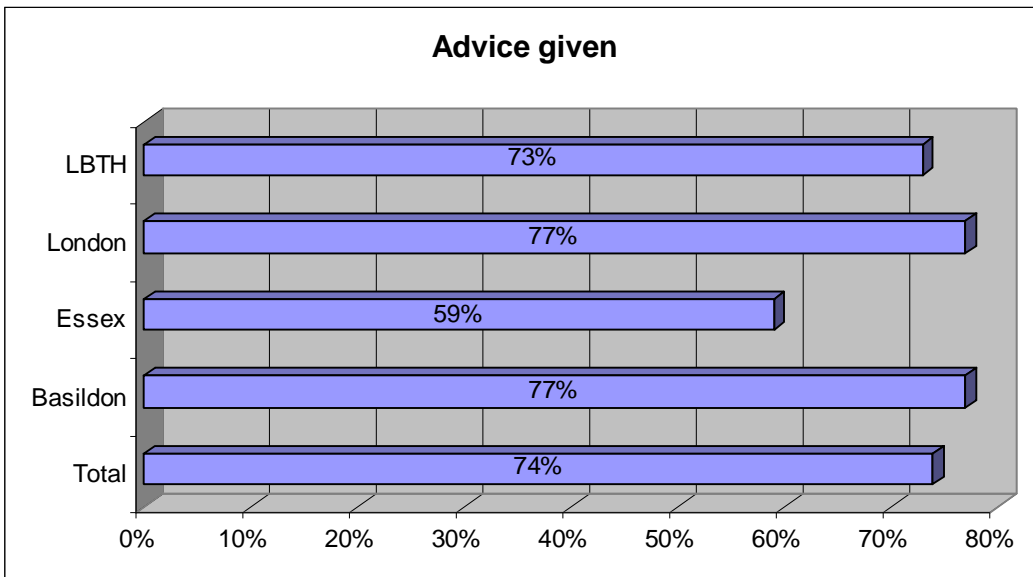


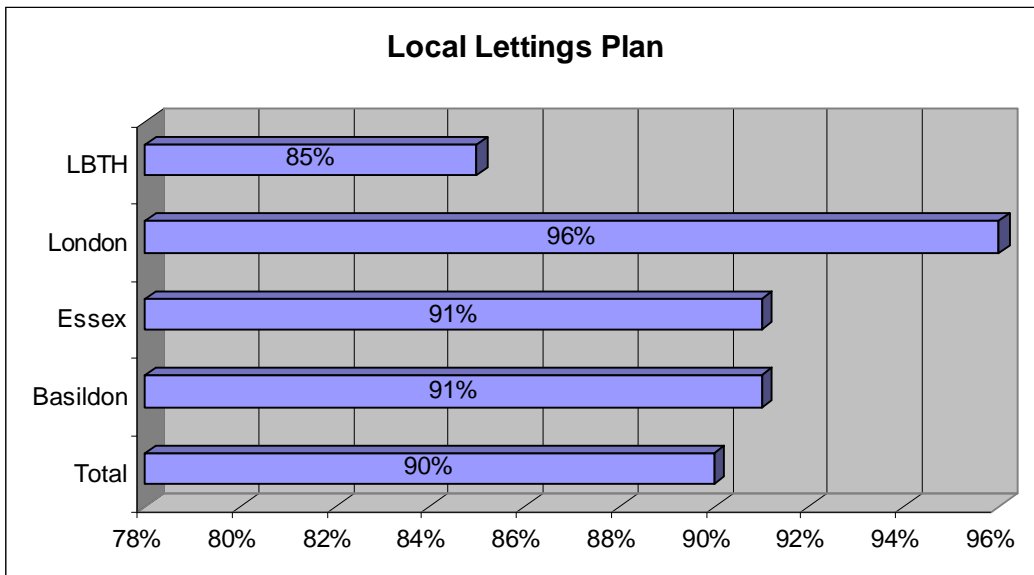
Area Comparisons











BME Comparisons

