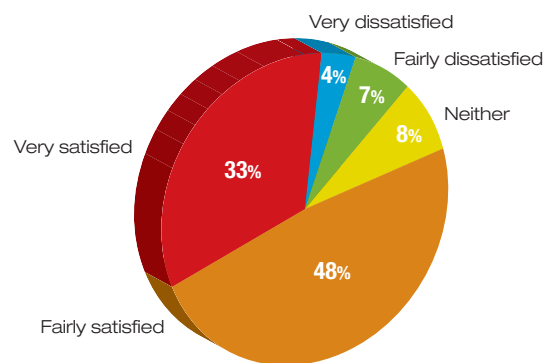


Kingfisher as your Landlord

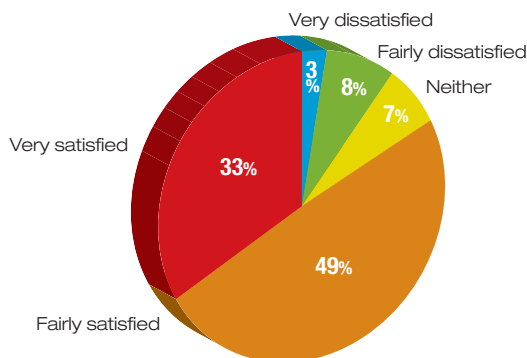
8 in 10 residents (81%) express satisfaction with Kingfisher as their landlord.

This positive finding is supported by the majority of residents expressing satisfaction with a number of key service areas such as homes and staff service.

Overall Satisfaction With Services Provided By Kingfisher
Percentage of 2275 Respondents



Satisfaction With Overall Quality Of Home
Percentage of 2065 Respondents



Kingfisher Homes

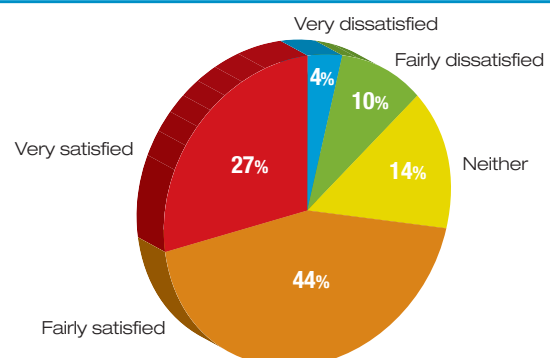
8 in 10 tenants (82%) are satisfied with the overall quality of their home, whilst 9 in 10 homeowners (89%) are satisfied with the overall quality of their accommodation.

Rents

7 in 10 tenants (71%) are satisfied with the value for money of their rent.

Over half of homeowners (55%) feel that their rent or service charge is good value for money.

Satisfaction With Value For Money With Rent
Percentage of 1993 Respondents

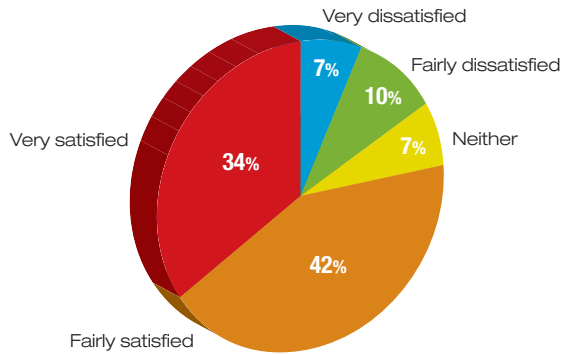


Overall Satisfaction With The Way Kingfisher Deals With Repairs and Maintenance
Percentage of 2186 Respondents

Repairs

The majority of residents (76%) express satisfaction with the way in which Kingfisher deals with repairs and maintenance.

Residents are most positive about the attitude of workers and dirt and mess being kept to a minimum.

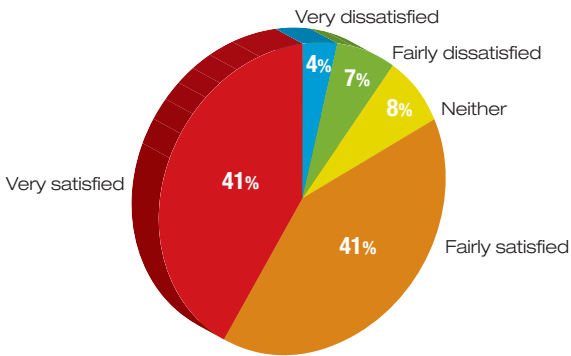


Satisfaction With Area As A Place To Live
Percentage of 2253 Respondents

Neighbourhoods

8 in 10 residents (82%) are satisfied with their area as a place to live.

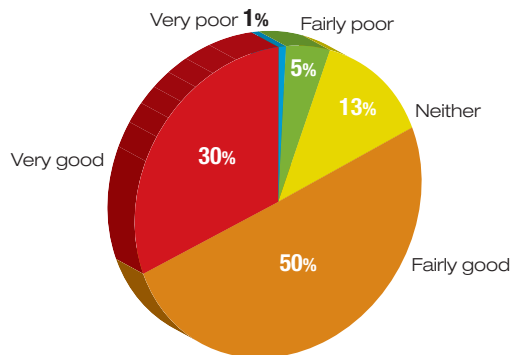
It remains that neighbourhood problems do exist, and those most commonly highlighted by both tenants and homeowners are car parking and rubbish and litter.



Communication

8 in 10 residents (80%) rate Kingfisher good at keeping them informed of things which may affect them.

Rating Kingfisher On Keeping Tenants Informed Of Things Which May Affect Them
Percentage of 2232 Respondents



Kingfisher would like to thank everyone who took part in the survey. We are busy looking at ways of improving services and will continue to consult you about this. If you would like to be more involved and work with us developing our services as a result of this survey, please contact **Carol Williams, Managing Director, on 0800 988 4858.**

The prize draw winners have been randomly selected by computer and have been notified of their good luck!