

2002 SURVEY OF TENANTS

Towards the end of 2002, a confidential survey of tenant satisfaction was undertaken by Kwest Research on behalf of Kingfisher Housing Association.

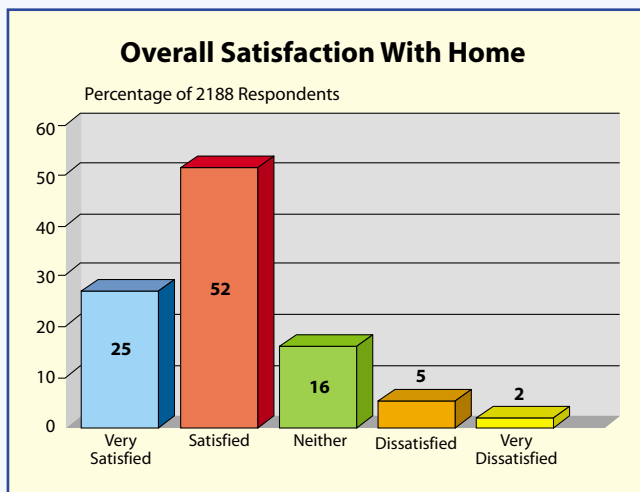
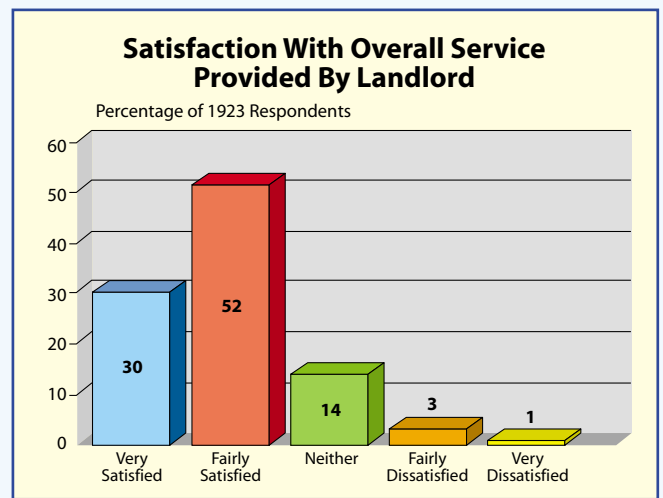
Survey forms were sent to all 4,160 households and 2,454 completed forms were returned, giving a response rate of 59%. Similar surveys were carried out in 1999 and 1996, enabling Kingfisher to monitor changes in levels of satisfaction with services.

Kingfisher thinks that your views are extremely important and would like to thank all of you who took part. This newsletter summarises some of the key findings from the survey.

KINGFISHER AS YOUR LANDLORD

Around 8 in 10 tenants (82%) express satisfaction with Kingfisher as their landlord, which is similar to the 1999 survey. Further, 83% are happy with service provided by staff.

When asked how Kingfisher's service is changing, around a third (32%) say that the service they receive is getting better, whilst six in ten (62%) say service is staying the same.



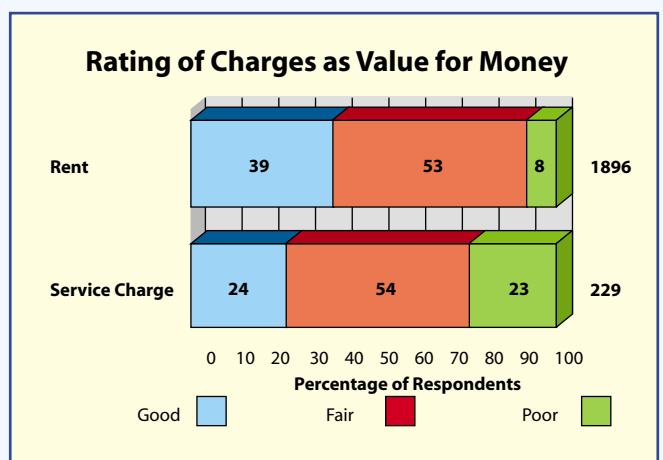
KINGFISHER'S HOMES

Overall, 77% of tenants are satisfied with their home compared to 7% who are dissatisfied. The vast majority of customers are happy with the condition of windows and the heating system, although views on security and kitchen fittings are slightly less positive.

Kingfisher acknowledges the importance of home improvements and has an on-going rolling programme to replace kitchens and bathrooms. Tenant feedback about modernisations that have taken place has been very positive.

RENTS

9 in 10 tenants (92%) consider their rent to be good or fair value for money, whilst 78% feel the same way about their service charge.



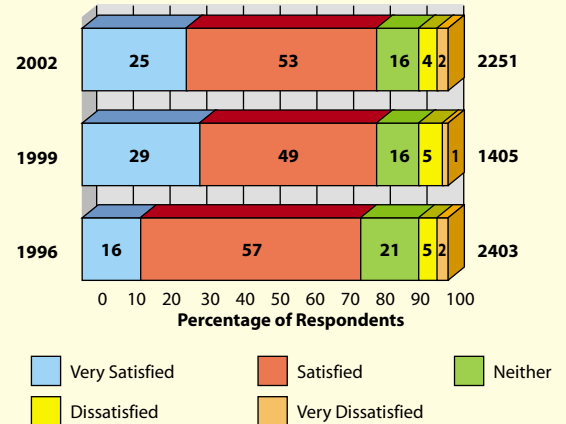
REPAIRS

In line with 1999 findings, the vast majority of tenants (78%) are satisfied with the repairs service. This places Kingfisher in the top 20% of all housing providers surveyed by Kwest.

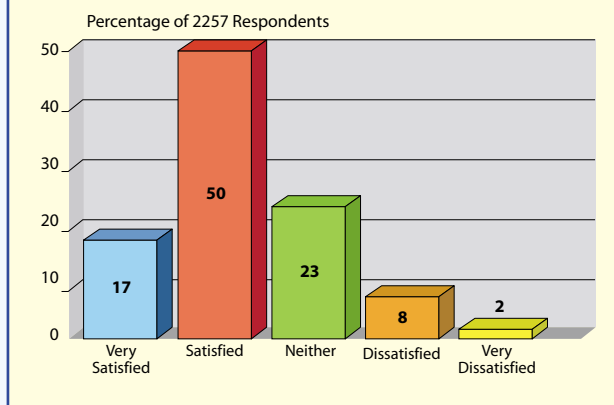
The most positive aspects of service relate to the politeness of workmen and ease of reporting repairs.

Around half of the tenants would like to be able to arrange a fixed day (in a time slot) for repair appointments, which Kingfisher is working towards.

Overall Satisfaction With Repair Service By Year Of Survey



Overall Satisfaction With Neighbourhood



NEIGHBOURHOODS

Seven in ten tenants (67%) are satisfied with the area where they live. However, compared to the 1999 survey tenants are now more likely to report problems where they live. The most common problems highlighted by tenants are car parking, litter, lack of police presence and disturbance from children/youths.

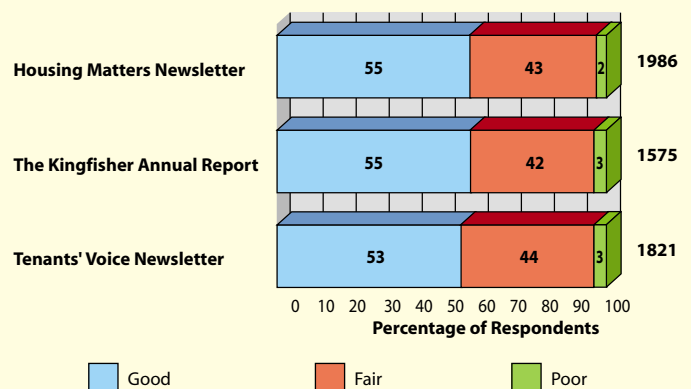
Kingfisher is aware of the importance of improving the living environment for tenants and identify this as a priority in their 2003 Action Plan, working to create a safer, healthier and more pleasant environment in partnership with local authorities.

COMMUNICATION

Eight in ten customers (79%) express satisfaction with the quality of communication from Kingfisher. Further, the vast majority (94%) find documentation easy to understand. Over 97% of tenants rate the three main publications received as good or fair in terms of usefulness.

In conclusion, the survey findings reveal that Kingfisher is continuing to provide a service which is meeting the needs of the majority of its customers. The Association is in the top 20% of all housing providers that Kwest has surveyed for repairs and maintenance, communication, staff service and consultation.

Rating Publications In Terms of Usefulness



Kingfisher Housing Association would like to thank everyone who took part in the survey.

The Association is busy looking at ways of maintaining and improving services, and will continue to consult you about this.

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