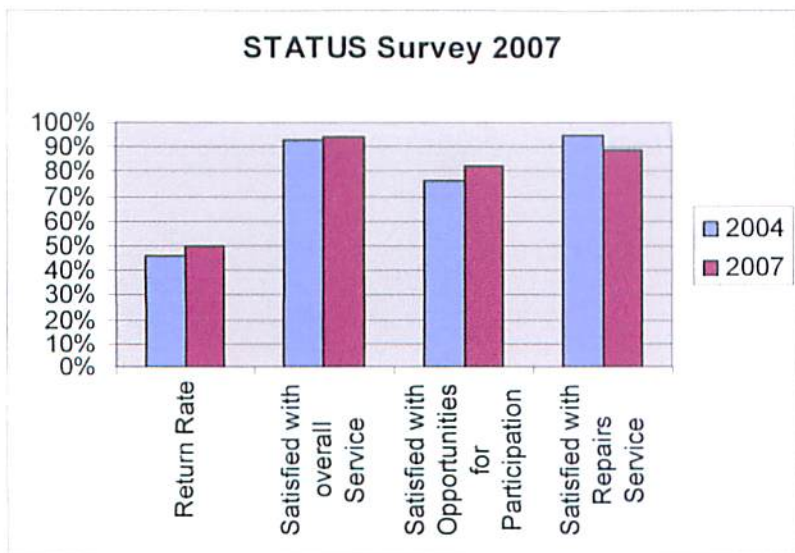
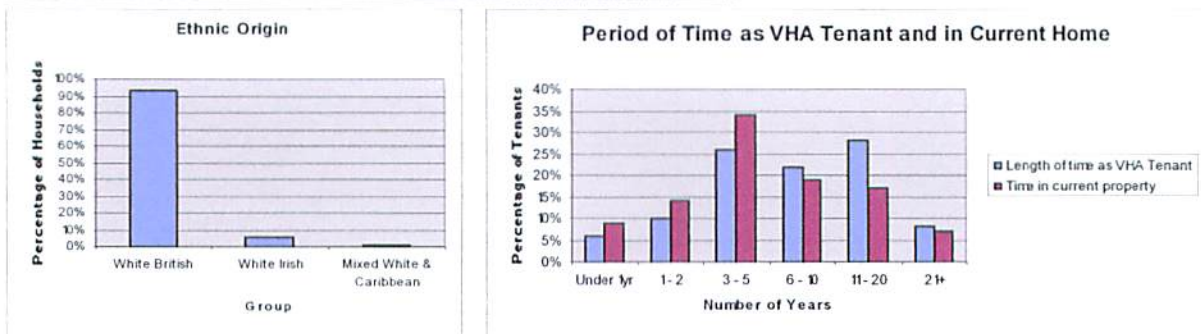
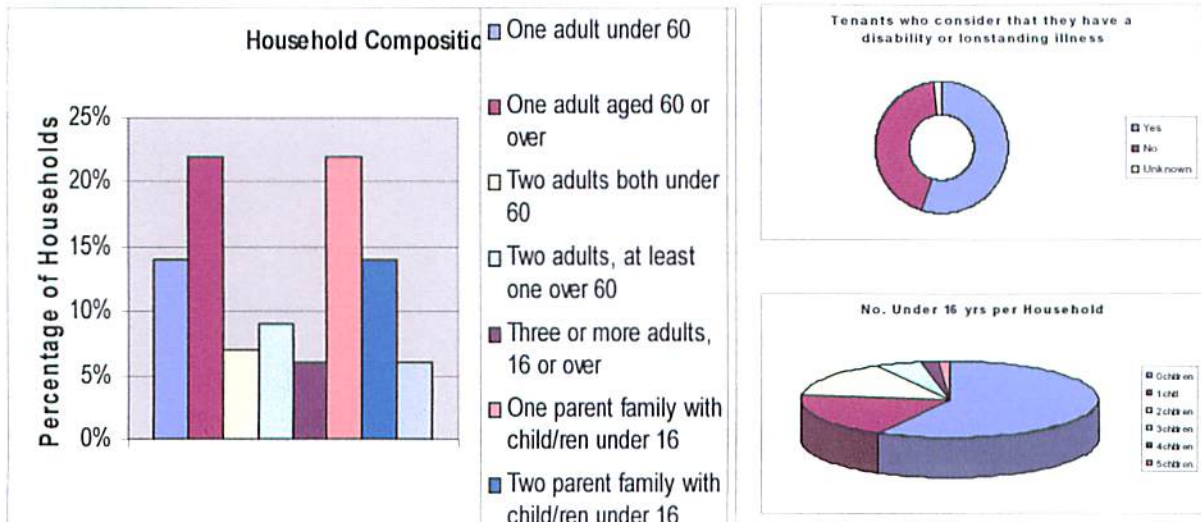


What you think

Every three years the Association is required by the Housing Corporation to conduct what is known as the STATUS Survey. By using the same survey questions and method of data collection comparison can be made between the performances of housing associations across the country. Vectis use the results to focus on areas of service delivery which are the most important to you the resident.

You may remember that such a survey was conducted last summer. Due to the length of the survey it takes awhile to analyse the results. Below you will see some charts which show results on some of the main questions.



From the last chart you can see that your satisfaction in the repairs service had fallen slightly since 2004. Your views have shaped a review in what we do. Since last summer we have introduced new Tenant designed repairs satisfaction slips, employed a new Property Services Officer and altered some of the ways in which we contact you.