

Riverside Lettings Service Standards

Performance results for 2008/9

We aim to deliver a fair and transparent lettings service. To maintain high standards, we carry out regular New Tenant Surveys across the year. The aim of the survey is to understand tenant satisfaction with the process of becoming a Riverside tenant.

All new tenants receive a survey in their welcome pack. These headline results are based on the 469 tenants who choose to respond to the survey in 2008/09.

Table One: Overall satisfaction with each of the following:

Overall satisfaction with:	Satisfied	Neither	Dissatisfied
Sign-up visit	99%	1%	0.5%
Home overall	97%	1%	2%
First visit	97%	2%	1%
Area	96%	2%	2%
Lettings process	96%	2%	2%
Landlord	96%	2%	2%
Cleanliness of your home when you moved in	88%	5%	7%
State of décor of your home	76%	12%	12%

Satisfaction with the sign-up visit was highest at 99%, followed by satisfaction with the home overall (97%) and the first visit (97%). The state of the décor (76%) was the area with lowest satisfaction rates among new tenants.

Table Two: Information provided by Riverside when moving in

Information provided by Riverside	%
Welcome brochure	94%
Customer charter	78%
Repairs promise	78%
Location of the stop cock	51%
Central heating instructions	48%
Operating manuals for equipment	36%

The welcome brochure is by far the most frequently received item by new tenants (94%) whilst only a little over a third (36%) say they received the operating manuals for the equipment in their home.

Action is being taken to ensure that manuals are left in all empty properties and this will be monitored in the next satisfaction survey.