

PRESS RELEASE

Acis positively satisfies tenants

Lincolnshire based housing association Acis Group recently received a positive set of satisfaction results from their tenants after carrying out their most important satisfaction survey for three years.

Acis, who own and manage over 5,000 homes across Lincolnshire, Nottinghamshire and South Yorkshire, sent out a standardised tenant satisfaction survey, known as STATUS, to a random selection of over 1,700 tenants between September and November last year.

STATUS was last carried out by Acis in 2007 and is a requirement set out by the Tenant Services Authority, the independent regulator for affordable housing in England. The survey was undertaken on behalf of Acis by a specialist research agency part owned by the National Housing Federation (NHF). The NHF represents 1,200 independent, not-for-profit housing associations in England and aims to be the voice of affordable housing.

Tim Steele, Marketing and Communications Manager for Acis, commented:

“STATUS is the most important survey of its kind that we carry out. It allows us to take into account the views of our tenants, helping us to shape our services accordingly to meet customer needs. It provides us with an up-to-date profile of our customers and an up-to-date picture of satisfaction with homes and services.”

The key results showed that 84% of tenants were satisfied with the overall services they receive from Acis. This was an increase of 3% from 2007. Nearly nine out of ten tenants were satisfied with the quality of their home, the general condition of their home and found staff helpful. More than eight out of ten tenants were satisfied with their neighbourhood, the value for money of rent and the overall repairs and maintenance service. All but one of the areas mentioned saw an increase in satisfaction compared to the 2007 results and out of 18 satisfaction questions, Acis rated above the NHF average in all 18.

With regard to the results, Tim added:

“To be able to compare our performance with other social landlords and compare current performance with that of previous years is vital for our ongoing development as a top performing registered provider. Overall, the results showed a positive direction of travel. Lots of good work has been completed but we need to strive to improve as an organisation going forward in order to increase customer satisfaction and deliver even better services.”

A full report of the results is available on the Acis website at www.acisgroup.co.uk/main/news.