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## **Tenants have their say**

Thousands of Coventry residents are having their say to help shape the future of housing in the city.

While youngsters across the city wait nervously for their exam results, staff at Whitefriars Housing Group are facing a test of their own.

Two thousand Whitefriars' tenants have taken part in a city-wide survey designed to discover how well the organisation is performing and what changes its tenants want to see.

The participants, who were selected at random, each received a personal visit from an interviewee, allowing them to answer the questions from the comfort of their living rooms.

Residents were asked for their views on Whitefriars' repairs service HomeWorks, their access to services, customer care, how much influence they felt they had and also issues affecting their area such as anti social behaviour.

Popping the questions on behalf of Whitefriars were independent researchers from MEL Research Limited.

Willenhall Tenants and Residents' Association member John Russell said the survey was a useful tool.

The Chepstow Close resident and Whitefriars tenant said: "Whitefriars is required to do the Customer Satisfaction Survey, but instead of sticking to the main requirements they have encouraged tenants to give their points of view on lots more issues. This, in addition to getting all the good and bad issues noted, means someone might have an idea that can benefit everybody.

"All too often people just moan to each other, instead of telling the people that can do something about the problem. The survey has been one tool to do this."

This is the second comprehensive survey Whitefriars has carried out. In 2001 research revealed that seven out of 10 residents were satisfied with the condition of their homes and nine in 10 found Whitefriars' staff helpful.

The results from this year's survey, carried out during July and August, will be revealed in full in September.

Lynn Hanson, Customer Involvement Manager at Whitefriars, said it was crucial they listened to tenants' views.

She said: "We aim to provide a high quality service that delivers value and continuous improvement and the survey results will allow us to see if we are doing that.

"We want to understand more about our tenants and their needs so we can plan for the future. Their responses will help Whitefriars make the big decisions which will affect its future housing."

**Ends**

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