

putting you in the picture

Dear Resident

Its now almost three months since the new L&H company was formed. During this time all the staff teams have been working really hard to ensure that we have been able to continue to provide a very high standard of service, whilst managing some of the necessary changes within the offices following the amalgamation.



Mike Hardy
Managing Director
Longhurst & Havelok Homes

We are now ready to begin our more detailed planning of services for next year and I am delighted to be able to report to you the first findings of some of our customer surveys that were carried out during September and October. (Please see overleaf). Full reports will be available shortly which we will analyse in more detail.

Overall customer satisfaction results confirm that the newly formed L&H Homes is already placed nationally amongst the top performing housing organisations. The amalgamation has brought together excellent staff teams and partner contractors who are committed to providing high standards of service. This is great news and means we have a firm foundation upon which to develop even better services in the years to come.

We would like to thank all of you who took part in the surveys. Your views are very important to us.

We are currently studying all the results in detail and we will use your feedback to help us plan our improvements and priorities for the next financial year. We will write to you again in the New Year with details of these plans.

Lastly, I would like to wish you all a safe and happy festive season and New Year, and remind you of our opening hours over the Christmas holiday.

Christmas Opening Hours

21-23 Dec	-	as normal, 8 am to 6 pm
24 Dec	-	8 am to 3 pm
25 - 28 Dec	-	CLOSED
29 Dec	-	9 am to 4 pm
30 Dec	-	9 am to 4 pm
31 Dec	-	9 am to 3 pm
1 - 3 Jan	-	CLOSED
4 Jan 2010 onwards	-	as normal 8 am to 6 pm

If you have an emergency out of hours repair over the Christmas period please telephone 0800 111 4013.



Seasons greetings from all of us at Longhurst & Havelok Homes

L&H builds on firm foundations

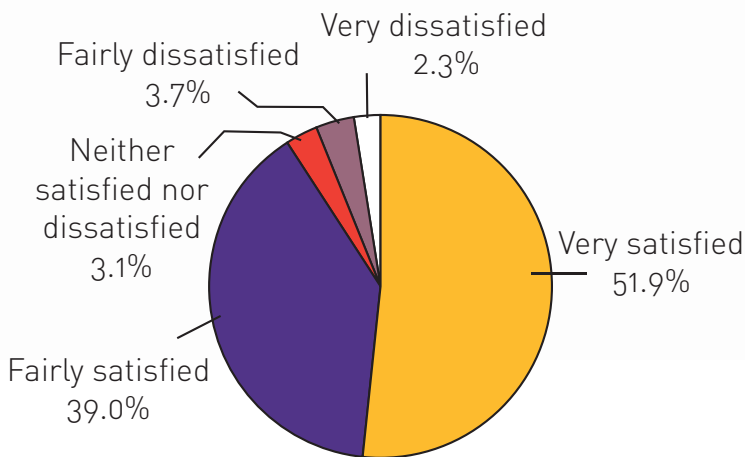
Customer satisfaction survey results

During September and early October we carried out a number of surveys with our general needs, sheltered housing and shared ownership residents. Over 900 independent telephone surveys were carried with our general needs residents by the Leadership Factor, whilst postal surveys were issued to our shared owners and face to face surveys were carried out with our sheltered housing residents.

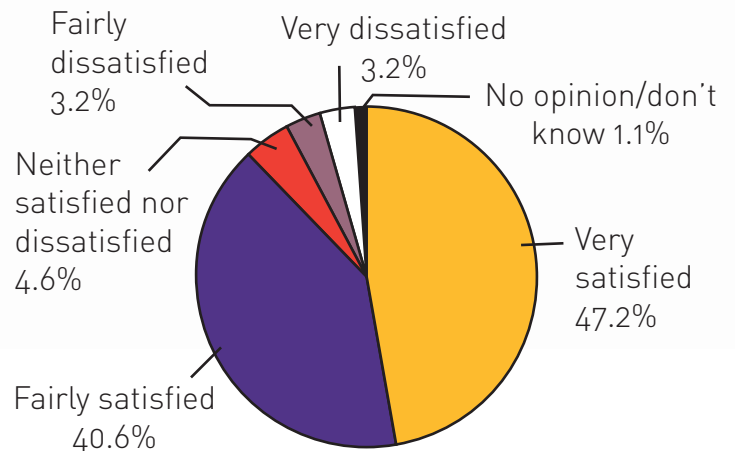
Rented housing

We are delighted with the results, with over 90% of you indicating that you are 'very or fairly satisfied' with the service.

How satisfied or dissatisfied are you with landlord services overall?



How satisfied or dissatisfied are you with being kept informed?



We also asked you about your satisfaction with three other specific areas. 81% of you told us you were very or fairly satisfied with the repairs service, 87.8% of you are satisfied with the way we keep you informed and 74.2% of you told us you were satisfied that the views were being taken in account.

Sheltered housing residents

Former Havelok residents were surveyed. When combined with our earlier survey of Longhurst sheltered housing residents, this shows that overall 89.35% of L&H sheltered housing residents were either 'very or fairly satisfied' with our service.

Shared ownership residents

All shared owners received a postal survey. Overall 71.1% of shared owners were either 'very or fairly' satisfied with our service. 86% of shared owners were either 'very or fairly satisfied' with the sales process.