

Framework Housing Association

Our service user satisfaction survey - 2012



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Acknowledgements:

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1. Summary and Key Findings

- **Satisfaction with Support Staff.** This is very high. Service users were asked to rate the knowledge, reliability and attitude of staff, and how they involve service users. The lowest level of satisfaction was 93%, which was staff reliability in accommodation services.
- **Involving Others (Agencies/family/friends).** There are high levels of satisfaction with how others are involved with support.
- **Getting Involved.** At least 80% of Framework service users are satisfied with getting their views heard, consultation and opportunities to use skills and volunteer. The proportion who are satisfied though is slightly lower in accommodation services, most significantly in Lincolnshire, which may be due to the relative newness of this service.
- **Changes to support:** Overall there is a high level of satisfaction with how changes are communicated. This is especially true for floating support.
- **Complaints and feedback.** Most service users were satisfied with the complaints and feedback process. However, 15% of accommodation residents had not heard of SEA.
- **Helping Framework to be the best it can.** Service users felt the ongoing support they had from staff to be of most importance to them. Housing was the second with money/budgeting issues the third most important. When suggesting improvements to Framework services social activities, education and employment related opportunities were mentioned most often.
- **Where you live now.** Although satisfaction remains high, the proportion of service users who are satisfied has declined since 2010. Satisfaction is lowest in relation to gardens/outdoors areas (70% satisfied), shared areas (74% satisfied) and cooking facilities (79% satisfied).
- **Staff in the service:** Most service users were satisfied with the support they receive when their worker was not available and how information about them is shared.
- **Your rights in your accommodation.** Satisfaction in this area is high overall. Though less so for privacy and visitors (82% satisfied), compared with tenancy/licence enforcement and house rules, (92.5% satisfied).
- **Safety of your accommodation** Although more than 80% of service users were satisfied with their safety in Framework's accommodation, a significant minority did have concerns. most notably safety of belongings (84% satisfied) and security of the building (81% satisfied).
- **Repairs and maintenance** While 94% of respondents were generally happy with how easy it is to report repairs, satisfaction was lower with the repairs service itself. Twenty Seven percent were dissatisfied with how quickly repairs were done. Eighteen percent were dissatisfied with how the repairs service communicates and 16% were dissatisfied with the quality of repairs.

2. Action Framework will take as a result of feedback received from the 2012 Satisfaction Survey:

What we will do:	
Awareness of SEA	We will increase Service Users knowledge of SEA by raising SEA's profile and by making sure managers know we expect services users to have heard of SEA.
Social Activities	Service Managers will consult with Service Users to make sure they have a proper say in what social activities are run by a service.
Shared areas, cooking facilities and garden/outdoor areas	We will continue to invest in our housing, to improve its quality and reduce the amount of accommodation which is shared. We will make sure residents are aware of their responsibility to show consideration for other residents at the service where they live.
Privacy and Visitors	We will make sure we offer the greatest amount of privacy, and flexibility concerning visitors that we can - whilst being sure; we are not putting other service users, staff or visitors at extra risk. To achieve this, each service will be asked to review with service users, its visitors and privacy policies.
Safety and Security	We will improve safety and security through the money we are spending improving our housing, for instance by improving CCTV. We'll also make sure residents have a good knowledge of things they can do to improve security such as locking windows or keeping possessions safe. We will also make sure that where a resident's behaviour creates a risk to other residents, we will take firm action to deal with this.
Repairs: speed, quality and communication	Framework now has a specialist Housing Management Service. One of their priorities is making sure repairs get done more quickly. If there is a problem, we'll make sure residents know exactly what the problems is, and when it is likely to be solved. We will also be monitoring the quality of repairs more closely.
How we will know we have done what we said we'd do:	
<ul style="list-style-type: none"> • Every three months we'll be asking our managers to tell us about the progress they are making against the above targets • We'll also be asking serves users for their views about these issues in the 2013 Service User Satisfaction Survey - and we'll be expecting to see better results compared to 2012. 	

3. Methodology

Every one to two years an overall satisfaction survey is sent to Framework's service users. This survey allows service users to give their satisfaction with the accommodation and services provided by Framework Housing Association in 2012. Total response was 319 service users, which is 20% of the people eligible to take part in the survey.

A set of the survey questions is included in this report at Appendix 2. As an incentive to increase participation all respondents were entered into a prize draw. SEA, an independent service advocacy service, who work with Framework service users, also encouraged and supported service users to take part.

There has been a considerable increase in responses since 2010, when 113 service users took part. For accommodation services some comparisons have been made with the previous satisfaction survey in 2010, (the 2010 survey did not include Floating Support).

The survey consisted of 12 main questions which were in most instances subdivided into subsections, for instance how satisfied are you with a) your room/flat, b) shared areas, c) clothing washing facilities etc. All questions (apart from 6 and 12) had yes and no options only. The main findings from these questions are included below. Where percentages are used these are a percentage of those answering the question. Questions 7 to 11 only related to accommodation services.

There were also spaces in the survey where respondents could write comments in relation to any question (free text) and questions 6 and 12 only had free text options. Some of the comments made appear as Quotes in this report, to illustrate typical responses.

This report refers to service users when referring to all people completing the survey. There are some particular references to accommodation and here the term "resident" is used.

A Table showing the number of responses from each of Framework's geographical areas of operation is included in **Appendix 1**.

A full set of survey questions and data can be found in **Appendix 2**.

4. Survey results

3.1 Satisfaction with support staff

All respondents were asked how satisfied they were with their support worker. Floating support responses were exceptionally positive. There has though been a small decline in satisfaction in accommodation compared to 2010. Even so more than 90% of accommodation residents are satisfied with their support staff

Table 1: Satisfaction with Support Staff	2012 Percent Satisfied		2010 Percent Satisfied
	Floating support	Accommodation	Accommodation
Their knowledge as a worker	99%	95%	98%
Their reliability	99%	93%	97%
Their efficiency	99%	95%	-
Their attitude	99%	95%	96%
Involving you in your support plan	99%	94%	98%

Almost all comments were extremely positive. A number of respondents specifically named their support worker and praised their approach.

They need medals as big as dustbin lids. They have been brill. No one knows what their help means to us

My support worker is fantastic at explaining things to me which I don't understand and helping with all the confusing paperwork.

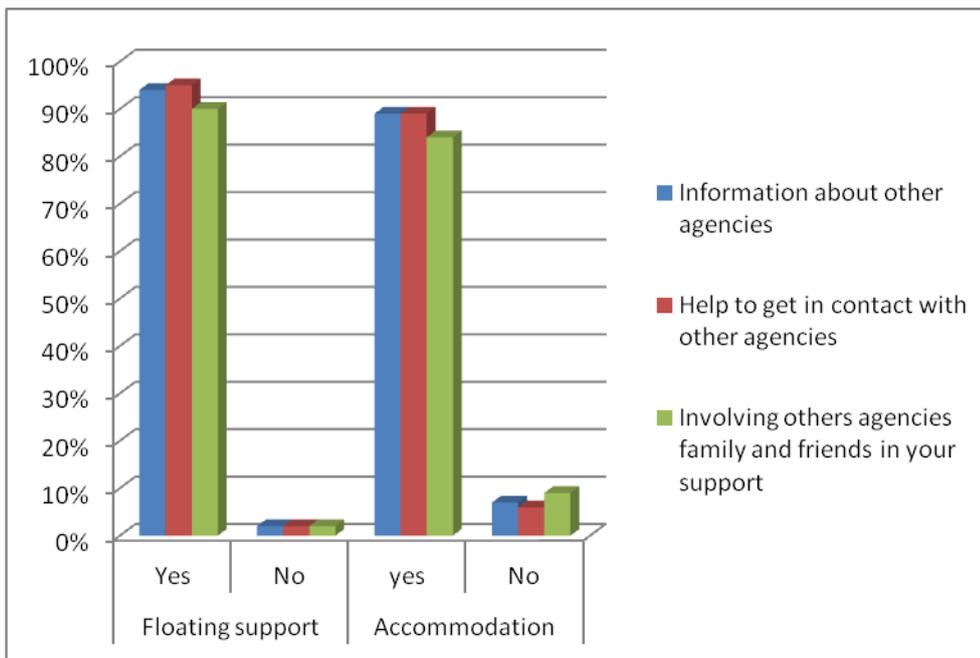
There were a few critical comments, which were about the style or approach of particular workers. Critical comments mostly came from people living in accommodation based services.

I have had some staff being rude to me. I did not deserve it because they could have told me in a different manner

Some people are more abrupt than others

3.2 Involving others in your support

The graph on the next page shows high levels of satisfaction with this area, although accommodation based service users are slightly more likely to express active dissatisfaction with how their support worker involves others in their support.



(Graph 1. Involving Others in your Support)

3.3 Getting involved with Framework

All respondents were asked about the opportunity to get involved with Framework. Over 80% of service users do feel able to get involved although there is a minority that do not. This minority are mainly in accommodation services and do not feel satisfied with volunteering opportunities or opportunities to use their skills. The data shows most dissatisfaction in Lincolnshire, although this may be explained by the service still “bedding in” at the point when the survey was carried out.

Table 2 Getting involved with the service you receive. Are you satisfied with:	2012		2010
	Floating support	Accommodation	Accommodation
Opportunities to volunteer with Framework	85	81	81
Opportunities to use your skills	90	82	-
Getting your views heard	95	88	87
Being told the results of consultations	94	87	86

(% of respondents who say they are satisfied)

A number of respondents explained that they were not yet ready to get involved. Others were interested but either didn't know that the opportunities were available or felt that Framework was not yet offering these opportunities outside of Nottingham / Notts.

Some of the comments reveal those who had been involved had, in some cases, had mixed experiences:

try to volunteer for Framework but my criminal record wouldn't allow me. I thought that I could help someone that I have been through

the process wasn't satisfactory

they have little Framework jobs in which you're rewarded in vouchers

Good how Framework gets residents involved and active

When asked how to improve the service that Framework offers, a high proportion of respondents suggested more opportunities to be involved in volunteering and service user participation.

3.4 Changes to support

Service Users were asked about the way changes to their support are communicated

Overall there is a high level of satisfaction with how changes are communicated. This is especially true for floating support although even here “having your concerns heard” is 82%, which is a bit lower than the other questions in this section.

Table 3 Changes to support	Floating support		Accommodation	
	Yes	No	yes	No
How staff explain changes	89%	2%	88%	9%
The notice you are given about changes	86%	4%	81%	15%
The way a change of support worker is explained	86%	2%	83%	12%
Having your concerns heard	82%	5%	79%	15%

For accommodation a minority of residents do not feel changes are explained well:

- 9% were not happy about how staff explain changes
- 15% were not happy with the notice given about changes
- 12% were not happy about how a change of support worker is explained to them
- 15% were not happy with their concerns being heard.

This backed by some of the comments received:

my keyworker was recently changed just after I was starting to receive great help. There wasn't a reason specified.

don't like changes of worker as have to learn to trust again

the house meetings are good

heard at the SU [service user] forum. All staff listen fair and square

worker always gives as much information as possible. I see things are difficult

nothing is hidden but that's how it's meant to be

I don't like how ALL staff know all my issues. It makes me feel uncomfortable in the office

3.5 Complaints and feedback

Table 4. Complaints and feedback.	2012 Percent satisfied		2010 Percent Satisfied
	Floating support	Accommodation	Accommodation
Are you satisfied with			
How easy it is to provide feedback or make a complaint	95%	88%	91%
How staff respect your right to complain	97%	93%	91%
How staff respond to feedback and complaints	97%	86%	88%
How easily you can ask SEA to help you give feedback or complain	96%	85%	-

The survey suggests the vast majority of Framework’s service users are satisfied with the complaints and feedback process. Although some respondents did point out they had never had to make a complaint

I have never had to complain, but if I did I think my worker would respect what I say and take it on board

Perhaps surprisingly awareness and understanding of SEA was slightly lower for accommodation where 15 people stated that they had never heard of SEA.

3.6 Help Framework to be the best it can.

Question six was an open text question asking service users what is most important to them about their service and secondly how Framework could improve.

What is most important to you about the services you receive from Framework?

The majority of respondents referred to the ongoing support they had from staff. Of the remaining comments:

- 43 people mentioned housing – either accommodation provided by Framework or support to get other housing
- 36 raised dealing with money issues – debt, bills, budgeting
- 13 stated about social support, trips and activities
- 12 said it was specific health issues, including substance dependencies & mental ill health
- 5 stated it was finding work

Without Framework I would be on the streets without any support

Doesn't just help with housing, but also education and employment

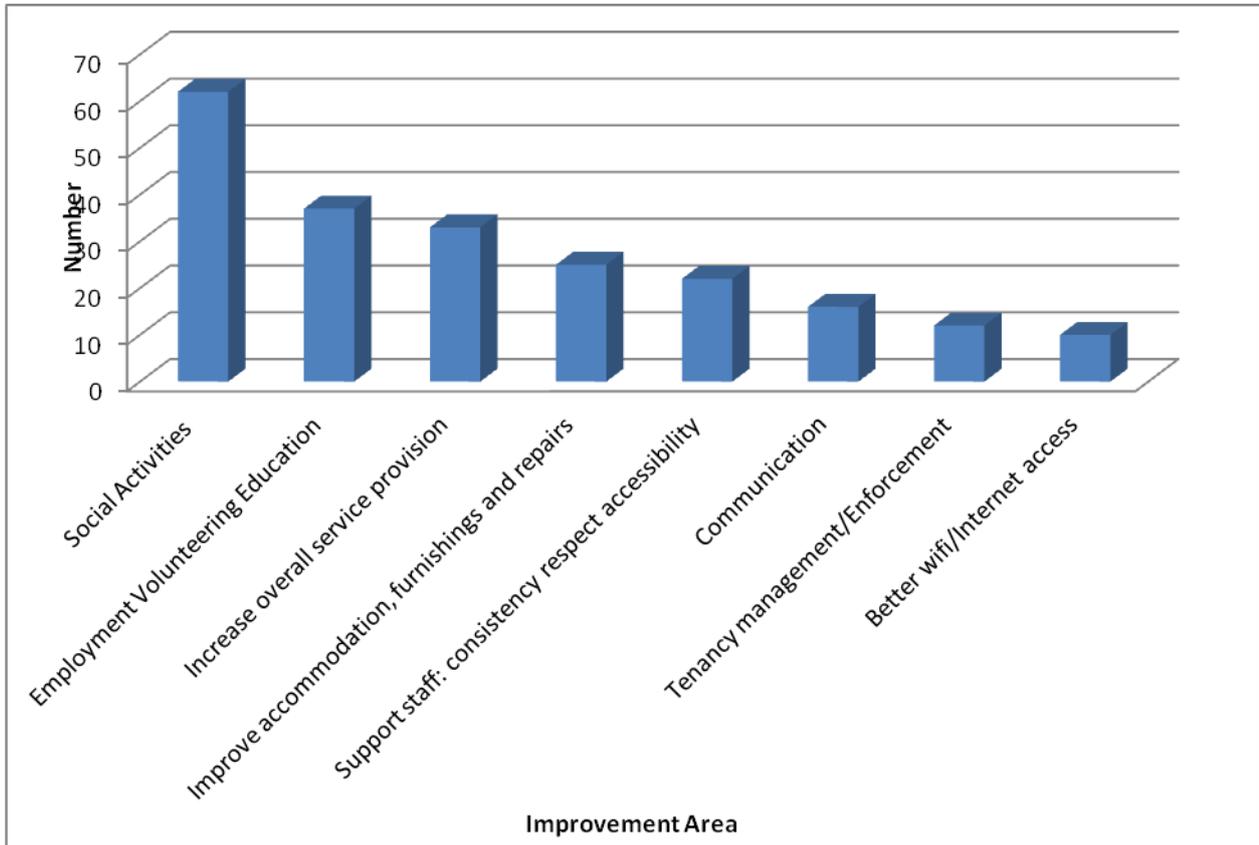
Someone to be there to explain things to me and help with my bills and reading

Staff go above and beyond. Staff always provide a willing ear to listen. Staff always calm. Work ethics is great.

They are always there when I need to speak to them. They have helped me get back to socialising with people by playing football. And they have stood by all my decisions.

What could Framework improve or develop?

It is worth noting that many respondents said that there was nothing Framework could improve or do differently. Of those that did, their suggestions can be broken down into a number of categories, which are detailed in the graph below:

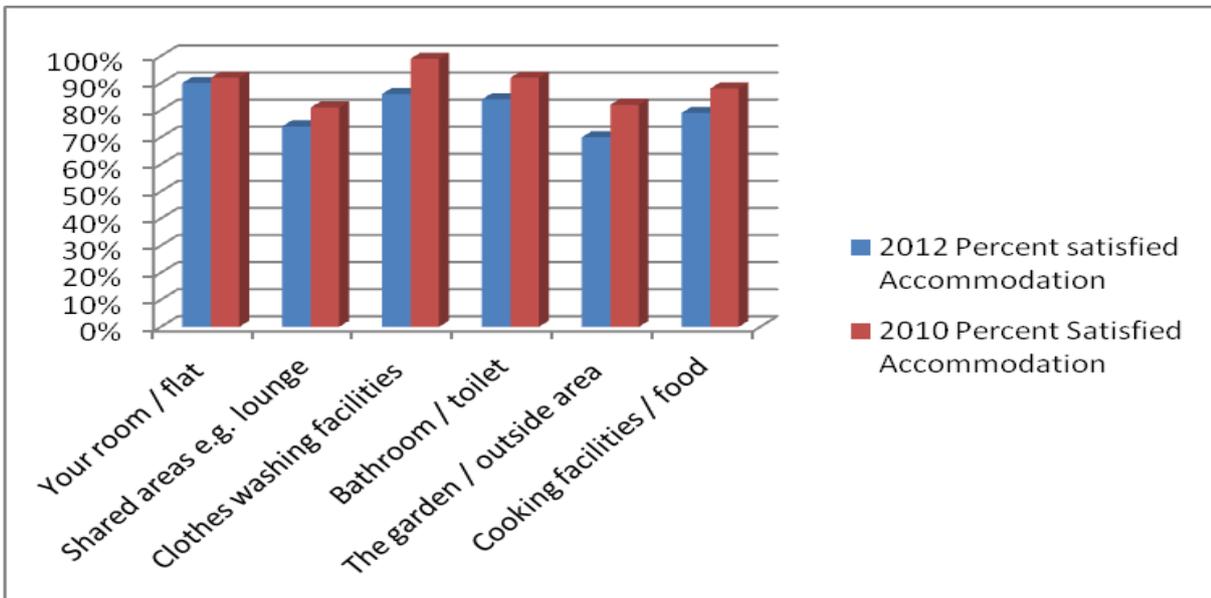


(Graph 2 What Could Framework do to improve the services it offers?)

3.7. The property where you live now

Some floating support customers mistakenly answered questions intended for those living in Framework accommodation. Their answers have been excluded from this analysis.

Satisfaction with accommodation is a little lower than in 2010 as shown by the graph on the next page. It shows that although overall satisfaction remains high the proportion who are satisfied has reduced since 2010. Satisfaction is lowest in relation to gardens/ outdoor areas (70% satisfied), shared areas (74%) and cooking facilities (79%).



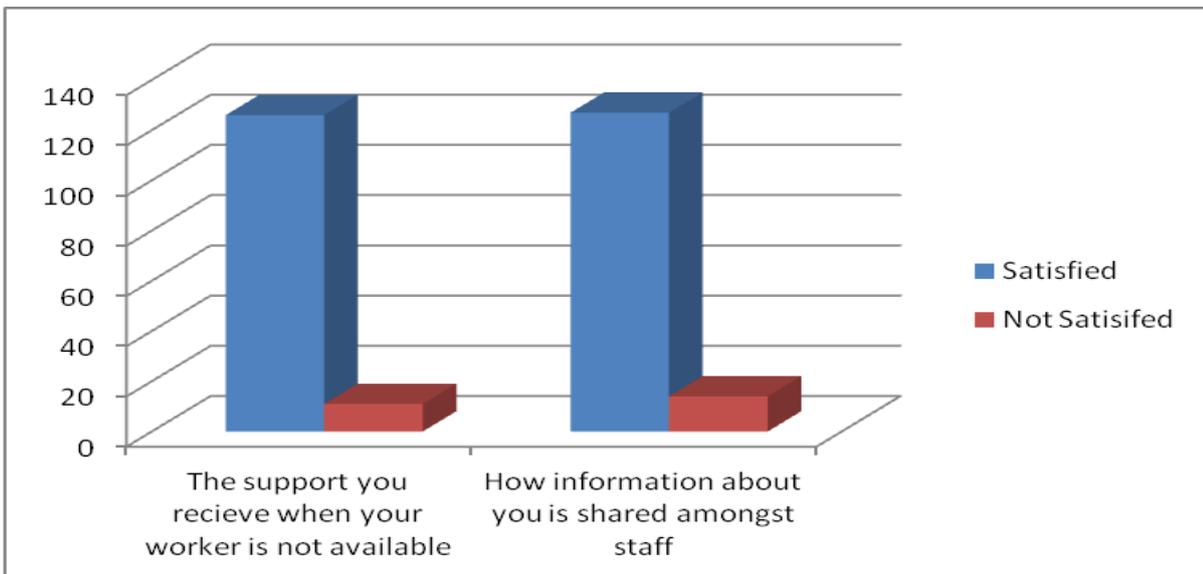
(Graph 3: Satisfaction with the property where you live now)

Most frequent comments:

- 15 people talked about the garden being untidy, unfurnished and in need of a washing line
- 11 people made complaints about white goods – cookers and washing machines
- 9 people complained about the cleanliness / tidiness of others living in shared accommodation.
- 4 people each complained about the heating and the food provided

3.8. Staff in the Service

There were two parts to this question and a very large majority of service users responded positively to both - as the graph below demonstrates:



(Graph 4 Staff in the Service)

3.9. Your rights in your accommodation

Residents were asked about the rules they are asked to follow in Framework properties, as well as satisfaction with privacy levels and rules on visitors.

Table 5: Your rights in your accommodation	Percent satisfied	Percent not satisfied
Are you satisfied with...?		
The terms of licence / tenancy and how house rules are explained	91%	5%
The terms of your licence / tenancy agreement and house rules are kept to	87%	9%
Your privacy	79%	17%
Being allowed friends / family to visit	77%	17%

Although satisfaction with rights is high there is a marked difference between satisfaction with tenancy terms and house rules and how these are enforced, and privacy and visitors. These last two had lower satisfaction levels

The most frequent comments were about how visitors were welcomed to the service. This included concerns about privacy and overnight guests. Five people said that they wanted children to be able to visit them.

A warm bed and roof overhead. No complaints. Brilliant. Thanks

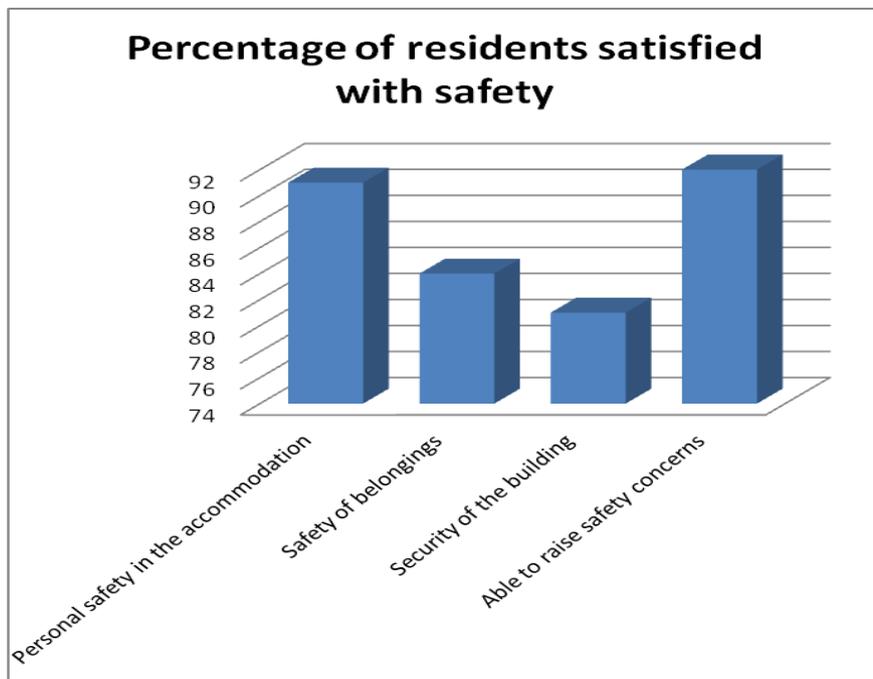
Could be allowed to take visitors into your room for privacy

Visiting times are stupid and males should be able to stay

I personally think children should be allowed on premises

3.10. Safety of your accommodation

Residents were asked about safety and security in Framework properties. Although more than 80% were satisfied with their safety in Framework's accommodation, a significant minority did have concerns as the graph below demonstrates. Satisfaction is less high regarding safety of belongings (84% satisfied) and security of the building (81% satisfied).



(Graph 5. Safety of your accommodation)

Comments about safety included highlighting the need for repairs to doors and locks; suggesting further security measures that would improve safety; and concerns about behaviour of other residents and their guests, particularly in services where there is no night time staffing.

I have had items stolen from flat. Other tenants leave doors unlocked and have unscrupulous visitors

Need locks on cupboard doors because I'm fed up of not being able to eat because it keeps getting robbed

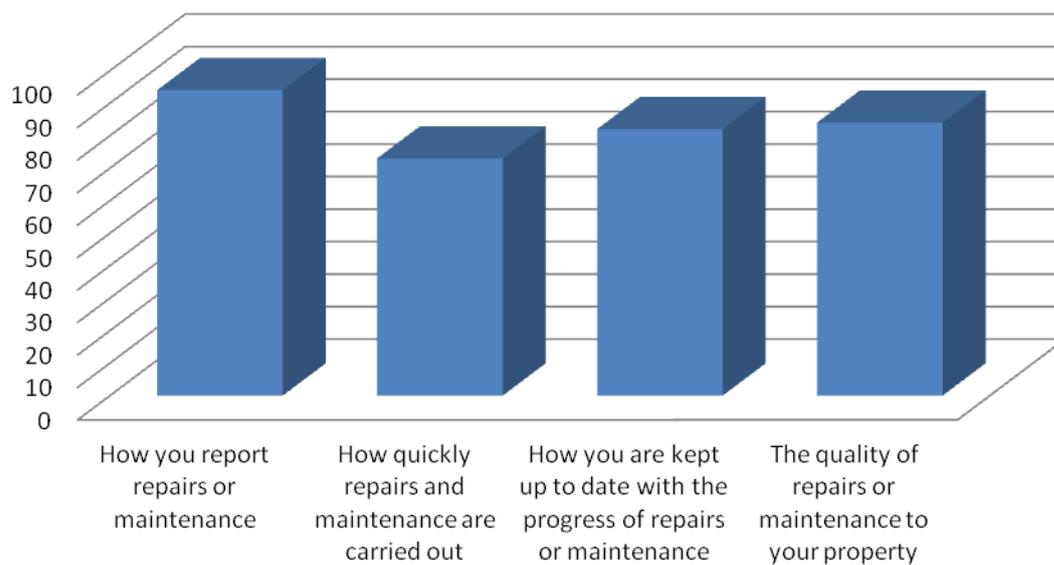
Front door needs to be more secure on the move on flats

Negative answers were spread across several services, although London Road, Boston Young Persons and Lincoln Young Persons each had four residents who were not satisfied with the security of the building.

3.11. Repairs and maintenance

While 94% of respondents were generally happy with how easy it is to report repairs, satisfaction was lower with the repairs service itself as the graph on the next page shows.

Satisfaction with Repairs and Maintenance (%)



(Graph 6. Repairs and maintenance)

- 27% were dissatisfied with how quickly repairs were done. This was the highest level of dissatisfaction of any question in the survey
- 18% were dissatisfied with how the repairs service keeps you up to date
- 16% were dissatisfied with the quality of repairs.

Thirty two residents made critical comments about the repairs service, 20 residents said that repairs take too long, 11 residents said they had repairs which they were still waiting for and 3 residents said that the quality of repairs was poor or not complete.

Once repairs are reported it seems to take over three weeks to get them done. Also a repair report receipt would be very good

Extremely dissatisfied! Takes months and then its not even fixed properly.

My bedroom door was broke and I waited two weeks for it to be fixed and had to do it myself

I have asked things to be done so many times. Instead they sit on their backside.

5. Conclusions and Recommendations for future Surveys

The vast majority of service users who took part in the survey were satisfied with the accommodation and support they receive from Framework. However there was a significant minority who expressed dissatisfaction with some areas of Framework's operation. Those who are dissatisfied live mainly in Framework's accommodation and their dissatisfaction extended to the support they receive not just the accommodation itself. Satisfaction with floating support appears to be higher with very little dissatisfaction expressed.

For accommodation services there was a similar survey conducted in 2010, and so for some questions it is possible to compare results. Although satisfaction remains very high overall, (generally greater than 80%), there has been a small decline in satisfaction compared with 2010. For instance satisfaction with worker reliability fell from 97% in 2010 to 93% in 2012.

Key findings for accommodation services include:

- Opportunities to use skills and volunteer - in accommodation 81% of residents were satisfied with this.
- In accommodation 15% of residents reported dissatisfaction with the notice they are given of changes and 15% dissatisfied with getting their concerns heard.
- Awareness and understanding of SEA was slightly lower in accommodation with 15 people stating that they had never heard of SEA.
- Considering what is most important about Framework's services the majority of respondents answering this question referred to the ongoing support they had from staff, followed by housing and money issues (debt, bills, budgeting). Those answering wanted more social activities and Employment/Education/Volunteering Opportunities.
- Satisfaction with actual accommodation though high overall, is lower in 2012 compared with 2010, particularly in relation to gardens/external areas, shared areas and cooking food facilities.
- Although high overall, satisfaction with privacy and rules on visitors was lower than 80% in accommodation.
- Satisfaction with some aspects of safety was possibly not as high as it could be – notably safety of belongs (84% satisfied) and security of the building (81%) satisfied.
- Although most service users were satisfied with the repair service, 27% were dissatisfied with how quickly repairs were done, 18% were dissatisfied with how the repairs service communicates and 16% were dissatisfied with the quality of repairs.

Recommendations for future surveys

1. The survey overlaps with many of the questions used for Exit questionnaires. It is worth considering combining the Satisfaction Survey with the yearly Exit questionnaire report. providing a fuller picture on feedback.
2. No demographics questions were asked. This means that it is not possible to tell whether Framework is equally serving different groups (e.g. men / women; age; ethnicity; disability). It is recommended demographic information is included in the next survey.
3. Floating support is a different type of service from accommodation. It is much harder to obtain meaningful feedback from floating support as most service users have nothing to compare with unless they have received floating support before. Accommodation, by contrast, is something people are more readily able to give a view on. So it may be best not to compare the two directly, for instance like comparing tennis with badminton. Floating support may best be surveyed using different methods such as peer led research based on interviews.

4. Using the same survey form for floating support customers and accommodation customers meant some floating support customers were confused and answered questions not intended for them (e.g. about their landlord).
5. Thought should be given to pre-coding the printed surveys - there are 78 out of 319 responses (24%) where it is not possible to tell which project the respondent has experienced.
6. The printed survey was clumsily formatted. This meant that 86 responses (27%) were printed on forms that asked questions out of order, and with some questions printed upside down. This was not respectful of service users, sends a message that project staff were uninterested in completion, and increased the time needed for data entry. Most importantly, it probably reduced the number of responses - for people with lower levels of literacy the form (as printed) was extremely difficult to follow.
7. Service users were incentivised to complete the survey by means of a prize draw. This does not appear to have been managed well, as 23 (7%) responses completed personal details which were left attached to the form. This breached the promise of anonymity and breached the reasonable expectation of respondents that they had a fair chance to win the draw.
8. Response rates were not consistent (see Appendix 1). For instance only 13 Nottingham City Floating Support service users responded. The next survey should seek a more consistent response across all support and accommodation services
9. Framework should explore using online surveys as well as paper based surveys. While this would not be appropriate for all, where feasible it would increase response rates and reduce data entry time.
10. Finally it is recommended that Framework considers setting customer satisfaction targets so that the performance can be measured against an agreed standard.

Appendix 1: Geographical breakdown of responses

Where the respondent lives	Floating support service	Accommodation based service	Total
Derbyshire	6	2	8
Lincolnshire	2	41	43
Doncaster	9	0	9
Nottingham	13	41	54
Nottinghamshire	83	44	127
Unknown	57	21	78
Total	170	149	319

Appendix 2: Summary of responses

Q1: Your support worker. Are you satisfied with?

	Floating support		Accommodation	
	Yes	No	Yes	No
Their knowledge as a worker	167	1	134	7
Their reliability	166	2	134	10
Their efficiency	167	1	135	8
Their attitude	167	1	136	7
Involving you in your support plan	165	1	136	8

	Floating support	Accommodation
	% satisfied	% satisfied
Their knowledge as a worker	99	95
Their reliability	99	93
Their efficiency	99	95
Their attitude	99	95
Involving you in your support plan	99	94

Q2: involving others in your support. Are you satisfied with?

	Floating support		Accommodation	
	Yes	No	Yes	No
How you are provided with information about other services and agencies	159	3	132	11
How your support worker helps you get in contact with other services and agencies	161	3	133	9
How your support worker involves others (family, friends, other agencies, etc) in your support	153	4	125	4

	Floating support	Accommodation
	% satisfied	% satisfied
How you are provided with information about other services and agencies	98	92
How your support worker helps you get in contact with other services and agencies	98	94
How your support worker involves others (family, friends, other agencies, etc) in your support	97	90

Q3: getting involved with the service you receive. Are you satisfied with?

	Floating support		Accommodation	
	Yes	No	Yes	No
Opportunities to volunteer with Framework	118	21	112	27
Opportunities to use your skills	128	14	116	25
Getting your views heard	143	7	125	17
Being told the results of consultations	132	9	122	19

	Floating support	Accommodation
	% satisfied	% satisfied
Opportunities to volunteer with Framework	85	81
Opportunities to use your skills	90	82
Getting your views heard	95	88
Being told the results of consultations	94	87

Q4: changes to the support you receive. Are you satisfied with?

	Floating support		Accommodation	
	Yes	No	Yes	No
How staff explain changes to you	151	3	131	14
The notice you are given about changes	146	6	121	22
The way a change of support worker is explained to you	147	3	124	18
Having your concerns about changes heard	139	9	117	22

	Floating support	Accommodation
	% satisfied	% satisfied
How staff explain changes to you	89	90
The notice you are given about changes	86	85
The way a change of support worker is explained to you	86	87
Having your concerns about changes heard	82	84

Q5: complaints and feedback. Are you satisfied with?

	Floating support		Accommodation	
	Yes	No	Yes	No
How easy it is to provide feedback or make a complaint	140	7	128	16
How staff respect your right to complain	135	4	129	10
How staff respond to feedback and complaints	132	4	120	19
How easily you can ask SEA to help you give feedback or complain	121	5	111	20

	Floating support	Accommodation
	% satisfied	% satisfied
How easy it is to provide feedback or make a complaint	95	88
How staff respect your right to complain	97	93
How staff respond to feedback and complaints	97	86
How easily you can ask SEA to help you give feedback or complain	96	85

Q6 To help Framework be the best it can be, tell us...

a. What is most important to you about the services you receive from Framework?

Comment box

b. What could Framework do to improve the services it offers?

Comment box

c. What new services would you like to see Framework offer in the future?

Comment box

Q7 – Q11 should only be completed if you live in Framework accommodation

Q7: The property where you live now. Are you satisfied with?

	Accommodation	
	Yes	No
Your room or flat	129	14
Shared areas e.g. lounge	95	33
Clothes washing facilities	120	19
Bathroom / toilet	119	22
The garden / outside area	95	41
Cooking facilities / food	109	29

	Accommodation	
	% satisfied	
Your room or flat	90	
Shared areas e.g. lounge	74	
Clothes washing facilities	86	
Bathroom / toilet	84	
The garden / outside area	70	
Cooking facilities / food	79	

Q8: Staff in the service. Are you satisfied with?

	Accommodation	
	Yes	No
The support you receive when your worker is not available	126	14
How information about you is shared amongst staff	126	14

	Accommodation	
	% satisfied	
The support you receive when your worker is not available	90	
How information about you is shared amongst staff	90	

Q9: Your rights in your accommodation. Are you satisfied with?

	Accommodation	
	Yes	No
The terms of your license or tenancy agreement and house rules are explained	136	7
The terms of your tenancy or license agreement and house rules are kept to	129	13
Your privacy	116	26
Being allowed family / friends to visit	115	25

	Accommodation	
	% satisfied	
The terms of your license or tenancy agreement and house rules are explained	95	
The terms of your tenancy or license agreement and house rules are kept to	91	
Your privacy	82	
Being allowed family / friends to visit	82	

Q10: safety of your accommodation. Are you satisfied with?

	Accommodation	
	Yes	No
Your personal safety	129	13
The safety of your belongings	119	23
Security of the building	116	27
Being able to raise safety concerns	131	11

	Accommodation	
	% satisfied	
Your personal safety	91	
The safety of your belongings	84	
Security of the building	81	
Being able to raise safety concerns	92	

Q11: repairs and maintenance of your property. Are you satisfied with?

	Accommodation	
	Yes	No
How you report repairs or maintenance	132	9
How quickly repairs and maintenance are carried out	100	37
How you are kept up to date with the progress of repairs or maintenance	112	25
The quality of repairs or maintenance to your property	115	21

	Accommodation	
	% satisfied	
How you report repairs or maintenance	94	
How quickly repairs and maintenance are carried out	73	
How you are kept up to date with the progress of repairs or maintenance	82	
The quality of repairs or maintenance to your property	84	