



Status Survey 2008

In 2008, Ocean Housing commissioned Feedback Services to carry out a STATUS survey. Both the general needs tenants and sheltered tenants were included in the survey, which took place between October and November 2008.



On the whole Ocean Housing's tenants are very pleased with their homes and the services provided by their landlord. 58% of tenants responded to the survey and the levels of satisfaction are demonstrated in the following key findings (*excluding no opinions/can't remember):

89% are satisfied with the services provided by their landlord

90% are satisfied with the quality of their home

87% are satisfied with the general condition of their home

84% are satisfied with their neighbourhood as a place to live

91% feel they obtain good value for money from their rent

89% found staff helpful*

90% are satisfied with the overall repairs and maintenance service*

Between 86% and 97% who had a repair completed in the last 12 months rated all aspects of the actual work as 'good' or 'very good'*

87% feel that Ocean Housing keeps them well informed about things that affect them

81% think that their landlord takes account of their views*.

77% are satisfied with the grass cutting and

75% with the cleanliness of the communal areas

For the full report, click the link below

Related Links

- [2008 STATUS Survey \(2021kb\)](#)