

# Housing Provider's Report

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## Aggregate summary of the residents views from:

... House, ... Court, ... Court, ... Garden, ... House,  
.... Court, ... House, ... Gardens, ... View

**Commissioned by:** Another Housing Association  
77-83 Mulberry Lane  
Anytown  
Anyshire  
HH27 7PL

**Produced by:** EAC  
3rd Floor  
89 Albert Embankment  
London SE1 7TP  
020 7820 3755  
[www.HousingCare.org](http://www.HousingCare.org)

## Aggregation method

The scores submitted by the residents from Another Housing Association's schemes have been aggregated to produce an organisation summary. The scores are an aggregate of the individual returns, rather than an aggregate of the scheme results, therefore giving equal weight to each individual's views.

The region and UK-wide ranks show where the aggregated scores would be placed within the region and UK as a whole.



Photographs by Sue Hendry, Hawthorn Mill, Connect Housing

## SUMMARY Scheme Star Ratings

Organisation: Another Housing Association

Scheme: 9 Schemes

Address: ... House, ... Court, ... Court, ... Garden, ... House,  
... Court, ... House, ...Gardens, ... View

Region: South East

Location: Urban (Less Sparse)

Number of Residents: 360 (Estimate)

Residents participating: 18% (Estimate)

	Aggregate Score	Region Rank	Region Average	UK-wide Rank	UK-wide Average
<b>Overall rating</b>	★★★★☆	22nd of 37	★★★★☆	211th of 319	★★★★☆
<b>Location</b>	★★★★☆	30th of 37	★★★★☆	249th of 319	★★★★☆
Convenient	★★★★☆	24th of 37	★★★★☆	223rd of 319	★★★★☆
Safety and security	★★★★☆	29th of 37	★★★★☆	236th of 314	★★★★☆
<b>Building</b>	★★★★☆	22nd of 37	★★★★☆	208th of 319	★★★★☆
Facilities	★★★★☆	24th of 35	★★★★☆	210th of 304	★★★★☆
Design	★★★★☆	21st of 37	★★★★☆	213th of 319	★★★★☆
Garden	★★★★☆	19th of 34	★★★★☆	202nd of 308	★★★★☆
<b>Individual apartments</b>	★★★★☆	20th of 36	★★★★☆	183rd of 318	★★★★☆
Space standards	★★★★☆	20th of 36	★★★★☆	197th of 313	★★★★☆
Design	★★★★☆	18th of 36	★★★★☆	164th of 318	★★★★☆
Practicality	★★★★☆	21st of 36	★★★★☆	207th of 317	★★★★☆
<b>Services</b>	★★★★☆	19th of 37	★★★★☆	192nd of 319	★★★★☆
Maintenance	★★★★☆	18th of 37	★★★★☆	207th of 318	★★★★☆
Consultation	★★★★☆	25th of 36	★★★★☆	217th of 316	★★★★☆
Staff role and interaction	★★★★☆	22nd of 37	★★★★☆	194th of 319	★★★★☆
<b>Lifestyle</b>	★★★★☆	26th of 37	★★★★☆	242nd of 319	★★★★☆
Community spirit, friendship	★★★★☆	27th of 37	★★★★☆	245th of 319	★★★★☆
Privacy	★★★★☆	30th of 36	★★★★☆	260th of 313	★★★★☆
Activities and outings	★★★★☆	25th of 37	★★★★☆	231st of 319	★★★★☆
Link with community at large	★★★★☆	18th of 37	★★★★☆	199th of 318	★★★★☆

Star ratings: ★ - Poor to ★★★★★ - Excellent

Green indicates a result in the top 10% of schemes in the UK,

Red indicates a result in the bottom 10%.

An n/a indicates that the relevant card statements were not scored by the residents.

## DETAIL Scheme Star Ratings

Scheme: 9 Schemes

### Survey results: Analysis by individual card statement.

Report on the responses to each individual statements, within the 'Home', 'Lifestyle', 'Services' and 'Where we live' topics.

Category: Where we live	Aggregate Score	Region		UK-wide	
		Rank	Average	Rank	Average
Our building is very well located; very convenient for the shops, for walks and for public transport	★★★★☆	24th of 37	★★★★☆	222nd of 317	★★★★☆
Our building is very well designed and easy to get around	★★★★☆	21st of 37	★★★★☆	243rd of 317	★★★★☆
The size and design of the communal lounge(s) meet our expectations	★★★★☆	24th of 35	★★★★☆	208th of 302	★★★★☆
Our garden is pleasant and easy to enjoy	★★★★☆	19th of 34	★★★★☆	200th of 306	★★★★☆
Our neighbourhood feels very safe	★★★★☆	29th of 37	★★★★☆	234th of 312	★★★★☆
Our communal lounge(s) is a pleasure to use	★★★★☆	23rd of 36	★★★★☆	208th of 299	★★★★☆
This building makes one proud to live in it	★★★★☆	23rd of 36	★★★★☆	206th of 311	★★★★☆

Category: Home	Aggregate Score	Region		UK-wide	
		Rank	Average	Rank	Average
My home is very well laid out; it is very practical	★★★★☆	23rd of 36	★★★★☆	192nd of 315	★★★★☆
My kitchen is very well laid out, nicely lit and ventilated, and is easy to use	★★★★☆	20th of 34	★★★★☆	235th of 304	★★★★☆
My bathroom is pleasant and well ventilated	★★★★☆	21st of 36	★★★★☆	211st of 312	★★★★☆
I like the approach to my front door; it feels welcoming	★★★★☆	24th of 35	★★★★☆	250th of 313	★★★★☆
In my home I have got all the space I need	★★★★☆	20th of 36	★★★★☆	196th of 311	★★★★☆
My home gets plenty of natural light	★★★★☆	13th of 36	★★★★☆	127th of 311	★★★★☆
I have a good view from my home; there is always something interesting to look at	★★★★☆	22nd of 36	★★★★☆	186th of 309	★★★★☆

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## DETAIL Scheme Star Ratings

Scheme: 9 Schemes

### Survey results: Analysis by individual card statement.

Report on the responses to each individual statements, within the 'Home', 'Lifestyle', 'Services' and 'Where we live' topics.

Category: Services	Aggregate Score	Region		UK-wide	
		Rank	Average	Rank	Average
All communal rooms, halls and corridors are well looked after	★★★★☆	26th of 37	★★★★☆	228th of 310	★★★★☆
We can rely on the staff for advice and information	★★★★☆	25th of 37	★★★★☆	214th of 315	★★★★☆
We are consulted when it matters, and our views are taken into account	★★★★☆	25th of 36	★★★★☆	215th of 314	★★★★☆
It is very easy to get repairs and maintenance done by the management	★★★★☆	22nd of 37	★★★★☆	225th of 316	★★★★☆
I get all the support I need from the staff	★★★★☆	21st of 37	★★★★☆	196th of 312	★★★★☆
The community alarm gives me all the peace of mind I need	★★★★☆	28th of 37	★★★★☆	232nd of 311	★★★★☆
The presence of the staff contributes to my well being	★★★★☆	22nd of 36	★★★★☆	185th of 309	★★★★☆

Category: Lifestyle	Aggregate Score	Region		UK-wide	
		Rank	Average	Rank	Average
For those who look for it, there is a good social life - a good community spirit	★★★★☆	26th of 37	★★★★☆	222nd of 314	★★★★☆
A good range of social activities, events, entertainment and classes are available	★★★★☆	24th of 37	★★★★☆	213rd of 310	★★★★☆
We have lots of opportunities to go on outings	★★★★☆	20th of 37	★★★★☆	193rd of 315	★★★★☆
We feel we are part of the wider local community	★★★★☆	18th of 37	★★★★☆	198th of 316	★★★★☆
This is a good place to make new friends	★★★★☆	27th of 37	★★★★☆	237th of 311	★★★★☆
I enjoy taking part in the social activities and outings on offer	★★★★☆	26th of 37	★★★★☆	227th of 312	★★★★☆
This is a place where you can choose to live very privately and to 'join in' when you wish	★★★★☆	30th of 36	★★★★☆	258th of 311	★★★★☆

Star ratings: ★ - Poor to ★★★★★ - Excellent

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