

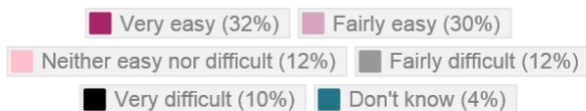
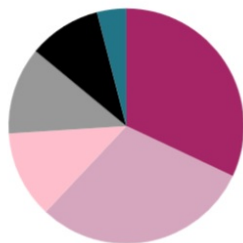
Homes Direct

Customer Satisfaction Survey

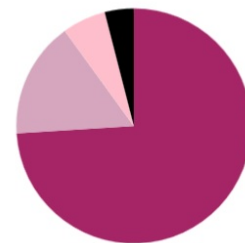
As part of the contract Midland Heart has with Newcastle-Under-Lyme Council, we provide housing options, homelessness and choice based lettings services across the district. The purpose of this study was to ascertain the satisfaction of customers who had accessed the service, provided from Midland Heart's office in Newcastle-Under-Lyme.

A total of 90 customers were contacted who had completed applications on Homes Direct between January and April 2015, 40 of the customers had completed the application without any support the remaining customers answered the following questions about the service they received.

Ease of applying for a property via Homes Direct



Helpfulness of staff who they had contact with



Overall the results of the study were very positive, highlighting the ease of use of the service and the helpful advice provided. It follows that overall satisfaction was high, which is extremely encouraging considering that the majority of customers who took part in the study were still waiting to be housed. In terms of any potential areas of improvement, the comments indicated that a small number of customers had difficulties completing the application form, due to literacy and IT concerns. However, it did not appear that they were aware of the help and advice Midland Heart could potentially provide in these cases.

Overall Satisfaction with the Homes Direct service

