



PRESS RELEASE

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## HOUSING SURVEY REVEALS COTMAN RESIDENTS ARE SATISFIED WITH SERVICE

A recent survey carried out by the National Housing Federation has shown that an overwhelming majority of residents of Norwich-based Cotman Housing Association are satisfied with the service they receive from the Association.

The survey reported that the satisfaction levels of Cotman's residents were higher than the national average in 15 out of 16 areas, with overall satisfaction at 85% and satisfaction with the way Cotman Housing deals with repairs and maintenance issues particularly high at 86%.

Vivien Farrow, Chief Executive of Cotman Housing Association, said: "The Association is pleased to report a 4% increase in overall resident satisfaction, putting the Association in the top quartile of the East of England group.

"We aim to ensure that our residents continue to be satisfied, both with the quality of their home, and with the service that the Association provides".

Cotman Housing arranged for the National Housing Federation to undertake the STATUS survey to establish how satisfied Cotman's residents were with the services that the Association provides to them. The survey questionnaire is endorsed by the Communities and Local Government department and the Housing Corporation and is used by Housing Associations and Local Authority Landlords throughout England.

The Association sent out the survey to its tenants in 2007. 615 completed surveys were returned to the Association, representing a response rate of 53 per cent. Further survey results can be found in a downloadable version of the Spring 2008 edition of Cotman's Residents Newsletter on the Association's website.

**ENDS**

**Notes to editor:**

PHOTO CAPTION: Cotman Chief Executive, Vivien Farrow.

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**For more information about the work of Cotman Housing, log on to [www.cotman-housing.org.uk](http://www.cotman-housing.org.uk) or telephone 01603 612927.**