

Your Homes Newcastle - Annual Research Programme 2008-09

Name of Survey	Methodology	Frequency	Sample	Survey timing
April 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
Gardening Service	Postal	Twice per year	All customers of service	Seasons end (twice per year) - First survey 2008/09 in April 2008.
Tenancy Enforcement ASB Annual	Postal	Annual	Random sample of tenants who report ASB to YHN	April each year
May 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
New Tenancy Survey	Postal	Quarterly	Random sample of new tenants	Week six of each quarter
Grounds Maintenance annual survey	Postal	Annual	Random sample of current customers	May each year
June 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
Leasehold Service	Postal	Annual	All customers of service	June each year
STATUS Survey	Postal	Annual	Random sample of current tenants	Conducted Between June and November each year
July 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
STATUS Survey	Postal	Annual	Random sample of current tenants	Conducted Between June and November each year
August 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
New Tenancy Survey	Postal	Quarterly	Random sample of new tenants	Week six of each quarter
STATUS Survey	Postal	Annual	Random sample of current tenants	Conducted Between June and November each year
September 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
STATUS Survey	Postal	Annual	Random sample of current tenants	Conducted Between June and November each year
October 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
STATUS Survey	Postal	Annual	Random sample of current tenants	Conducted Between June and November each year
November 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
New Tenancy Survey	Postal	Quarterly	Random sample of new tenants	Week six of each quarter
Customer Care survey	Postal	Annual	Random sample of current tenants	November each year
STATUS Survey	Postal	Annual	Random sample of current tenants	Conducted Between June and November each year
December 2008				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
Gardening Service	Postal	Twice per year	All customers of service	Seasons end (twice per year) - Second survey 2008/09 in December 2008.
January 2009				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
Tenant Involvement	Postal	Annual	Random sample of customers on Involvement database	January each year
February 2009				
New Tenancy Survey	Postal	Quarterly	Random sample of new tenants	Week six of each quarter
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details
March 2009				
All ongoing surveys	Postal & Telephone	Ongoing	See service specific report for details	See service specific report for details