



PRESS RELEASE

30th March 2007

Customer acclaim for Akxa



Picture of Chair Aslam Khan available

Four out of every five customers give Akxa Housing Association a pat on the back as their landlord, according to an independent survey out this week.

And a third of all customers say they are “**very** satisfied” in the independent survey carried out by PH Research of Oldham.

The result puts Akxa in the top quartile of specialist Black and Minority Ethnic (BME) housing associations across the country.

Staff at Akxa were singled out for special praise. Customers were pleased with their politeness (96%), professionalism (87%) and ease of access to staff, both over the phone and at the association’s office on Phoenix Street in Oldham.

More than 81% of tenants said they were satisfied with opportunities to participate in Akxa. The measure is one of only two published Key Performance Indicators on tenant opinion, and allows national and local comparisons to be drawn.

Akxa tenants mentioned repairs as the most important part of the landlord’s services, a view held by tenants across England. More than 85% said they were satisfied with their homes, and seven out of ten reckoned rents were great value for money.

Chair of Akxa, Aslam Khan said: “Our customers are at the heart of what Akxa do. I’m pleased with the overall satisfaction rating of 79.7%, although our efforts will continue to rise to match increasing expectations from tenants. The Board is particularly delighted so



business for neighbourhoods

many customers told us how good our staff are; we want to thank every employee for their contribution.”

NOTES FOR EDITORS

1. Aksa Housing Association has operated since 1990 and owns over 650 homes in Oldham, Tameside, Bury and North Manchester. Its offices are in Oldham town centre. In November 2005, it joined the New Charter Housing Trust Group based in Ashton-under-Lyne.
2. PH Research of Oldham interviewed a structured sample of 250 tenants. Fieldwork was conducted by telephone from 19th January to 11th February 2007. The survey is STATUS compliant. Full results will be posted on our website after presentation to Boards.
3. The 79.7% and 81.5% results were rounded to nearest whole numbers to compare to the satisfaction indicators for all housing associations published by the Housing Corporation on www.housingpis.co.uk
4. Satisfaction ratings are measured on a five-point scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied).
5. **iN business for neighbourhoods** is a long-term project highlighting housing associations' performance. As social businesses, housing associations do not make profit. They offer homes for rent and sale at prices local people can afford. Housing associations provide more than homes - they help create places where people want to live. Wherever you see the **iN business for neighbourhoods** sign, something great is happening in the area. Housing Associations who display this logo are committed to their customers, the neighbourhoods they work in and strive for excellence in everything they do.

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<http://www.newcharter.co.uk/Aksa/index.asp>

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