General needs

STAR Tenant Satisfaction Survey 2022

STROUD DISTRICT COUNCIL

Report by Scott Rumley & Adam Payne
adam.payne@arp-research.co.uk
scott.rumley@arp-research.co.uk

(t) 0844 272 6004
(w) www.arp-research.co.uk

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1. Introduction

Background

This report details the results of Stroud District Council's 2022 STAR tenant satisfaction survey, delivered by ARP Research. This report covers the survey results for general needs tenants. A second report is also available containing the survey results for those in independent living. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This year's questionnaire also references The Regulator of Social Housing's tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years (indicated throughout the report by the government coat of arms).

Where applicable the current survey results have also been compared against the 2019 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's STAR database of similar peer landlords, supplemented where necessary by ARP Research's own database.

About the survey

The survey was carried out between September and October 2022. Paper self completion questionnaires were distributed to a randomly selected sample of 2,000 general needs households, followed by a reminder approximately three weeks later for all those that had not yet replied. In addition, email invitations and reminders were sent to every valid email address in the sample, plus a text invitation and reminder to all mobiles in the sample. The survey was incentivised with a free prize draw.

In total there were 794 responses to the survey which represented a response rate of 40% (error margin +/- 2.6%). Online responses comprised 37% of the total (292), including 110 direct responses to email (11% response) and 74 to text message (6% response). The returns exceeded the stipulated STAR target error margin of +/- 4% with a 12% increase in response rate compared to 2019.

Understanding the results

The results were weighted by lead tenant age which ensured that they were also representative of the tenant population on the main demographic and geographic characteristics. Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant* . This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance. For further information on the methodology and statistics please see Appendix A.

2. Executive summary

Bench mark	2019 result	change over time	2022 result		Question source
80%	81%	↓	70%	satisfaction overall	HouseMark STAR
75%	81%	↓	72%	quality of home	HouseMark STAR
80%	N.A.		78%	safety and security of home	HouseMark STAR
64%	N.A.		41%	communal areas clean and maintained	
84%	N.A.		79%	rent value for money	HouseMark STAR
71%	70%	↓	55%	repairs and maintenance overall	HouseMark STAR
75%	82%	↓	64%	last completed repair	HouseMark STAR
75%	N.A.		71%	treated fairly and with respect	
79%	N.A.		66%	easy to deal with	HouseMark STAR
65%	58%	↓	56%	listens to views and acts on them	HouseMark STAR
63%	72%	↓	57%	keeps tenants informed	
63%	59%	↓	57%	opportunities to make views known	HouseMark STAR
48%	N.A.		50%	approach to handling complaints	
79%	83%	↓	77%	neighbourhood as a place to live	HouseMark STAR
56%	N.A.		57%	makes a positive contribution to area	
50%	N.A.		50%	dealing with ASB	

↑ statistically significant improvement ↑↔↓ no statistically significant change ↓ statistically significant decline

Overall satisfaction

1. Overall tenant satisfaction with the services provided by Stroud District Council has fallen to 70% compared to the 81% achieved in 2019 amongst general needs tenants. The pandemic significantly suppressed customer satisfaction scores across the sector, but this score is now below the Housemark benchmark average of 80% (section 3).

2. In addition, a number of other ratings have also fallen by a statistically significant margin since the last survey, most notably satisfaction with the quality of the home (section 4), repairs (section 5) and being kept informed (section 7). In particular, the substantial 15% fall in satisfaction with the repairs service is the obvious explanation for the disappointing overall satisfaction score.

3. The most influential demographic category in most tenant surveys is age group, with similar patterns across all of the results. Broadly speaking, overall satisfaction is much higher than average for retirement age tenants (83%).

4. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five strongest factors most closely associated with overall tenant satisfaction are:

   - Repairs and maintenance overall (55% satisfied, section 5)
   - Listening and acting on tenant's views (56%, section 7)
   - Quality of the home (72%, section 4)
   - Treated fairly and with respect (71%, section 6)
   - Safety and security of the home (78%, section 4)

Repairs and maintenance

5. Satisfaction with the repairs and maintenance is the primary key driver of overall satisfaction for the current sample, which is common in the post pandemic era, during which time repairs satisfaction scores have generally fallen.

6. However, only a little more than half of general needs tenants are generally satisfied with the repairs and maintenance service (55%), compared to a third that are actively dissatisfied (33%). This rating is 16% lower than the Housemark benchmark average (section 5).

7. From the additional comments, issues with outstanding jobs seem to be the main cause, such as delayed repairs, longstanding issues that were repeatedly reported, and incomplete work (section 11).

8. Respondents have a higher opinion of their last completed repair (64%) than for the service as a whole, although this too is below the benchmark median of 75%. Only 56% are satisfied with the time taken to complete work after it is reported, however, doing the job right first time is actually the best predictor of satisfaction with the last completed repair.

The home

9. In common with most other landlords the satisfaction with the quality of the home has fallen, in this case from 81% to 72% amongst general needs tenants. This is, however, a greater fall in satisfaction that many others experienced (section 4).

10. In the comments the single most commonly mentioned property issue is damp, mould or condensation, which was mentioned by 4% of all tenants from all across the stock (section 11).

11. Far fewer tenants commented about other safety or security issues, which also supported the finding that most tenants are satisfied with the safety and security of their home (78%).

12. However, only 41% of those with shared communal areas are satisfied that they are kept clean, which is somewhat below the benchmark median for other landlords (64%).

Value for money

13. Satisfaction with rent value for money stands at 79%, which is below the benchmark median of 84%. However, the benchmark is a lagging measure that hasn't yet caught up with the cost-of-living crisis (section 4).

14. Whilst most tenants also agree that their rent and service charges are affordable (73%), over a third say that they feel financially insecure (36%, section 10).

Communication

15. Listening to tenant's views and acting upon them is now the second strongest key driver of overall satisfaction. This rating hasn't seen the same dramatic changes as some, but at 56% this score is still 9% below the benchmark, with almost a quarter of respondents being actively dissatisfied (23%, section 7).

16. This question's status as a key driver is probably linked to the wider issues with the repairs service. Many additional comments mentioned lack of information or updates on outstanding repairs, so it is also unsurprising that that the proportion who feel that they are kept well informed has fallen from 72% to 57%

17. Just over a quarter (28%) are interested in having their say, with online and social media polls the most popular method.

Customer service

18. Being easy to deal with, known as a customer effort score, is a recently added core STAR question. Two thirds of general needs tenants are satisfied in this regard, however a fifth find it hard. This score is also below the benchmark target of 78%, with additional comments identifying that not returning calls or messages, and problems getting hold of the right person, are the most common customer service issues (section 6).

19. Another related question asks tenants if they are treated fairly and with respect, a new regulatory question. Benchmark data suggests that the Council's score for this question is closer to the average for other landlords (71% agree, 75% benchmark). This is also a key driver of satisfaction.

Complaints

20. Only half of the survey sample are satisfied with how the Council as their landlord deals with complaints (50%). Many of the rest are merely ambivalent, whilst 24% are actively dissatisfied. Nevertheless, when compared to other tenant surveys, complaints satisfaction is two points higher than the benchmark median (section 9).

21. Note that it is important to remember that relatively few tenants will have direct experience of, or even be thinking about, the formal complaints process when answering this question.

Neighbourhoods

22. Three quarters of survey respondents are satisfied with their neighbourhood as a place to live (77%). This figure has fallen, but not by a statistically significant margin, and is broadly on par with comparable landlords (section 8).

23. 57% of respondents are satisfied that their landlord makes a positive contribution to their neighbourhood, compared to 17% that are dissatisfied. This is a new regulatory question, but the limited available benchmarking places the Council's score broadly in line with other landlords.

24. One score that has not changed is the satisfied rating for the standard of grounds maintenance, which remains in the second quartile of ARP benchmarks being three points above the median of 65%.

25. As in 2019 the biggest neighbourhood problems are dog fouling/dog mess, rubbish or litter, drug use or dealing and noisy neighbours. Although most of these issues are rated broadly the same, the top three are considered by tenants to be significantly less of a problem than before.

26. The level of satisfaction appears relatively low when respondents are asked about the approach to handling anti-social behaviour (50%), but this is normal as it's such a contentious issue with the benchmark average also being 55%. Nevertheless, nearly a quarter of tenants are actively dissatisfied in this regard (22%).

Wellbeing

27. When asked about feelings of loneliness and isolation, around a fifth of those who answered (21%) say they have felt this way to at least some extent, including 5% that explicitly feel this way. It is interesting that despite what one might expect, younger tenants are the most likely to feel lonely or isolated (section 10).

28. Around half of the sample say that they would consider going to the Council for help with wellbeing or money problems, most commonly older tenants. This means that when asked if they currently need help with well-being or money problems only 15% say they do, although this includes 25% of under 35s.

3. Services overall

70% satisfied overall

top 'key drivers'

1. repairs overall
2. listen to views
3. quality of home
4. treated fairly & with respect
5. safe and secure home

Overall satisfaction has fallen, but COVID disruption has suppressed satisfaction scores across the sector

The scores are generally below comparable landlords in the Housemark benchmark database

Repairs and maintenance is the strongest theme of the 'key driver' list, which are the best predictors of overall satisfaction

Substantial differences by age group, being much higher than average for the over 65s, but having fallen substantially amongst 50-64 year olds

Overall tenant satisfaction with the services provided by Stroud District Council has **fallen** to 70% compared to the 81% achieved in 2019 amongst general needs tenants. However, the **pandemic** significantly suppressed customer satisfaction scores across the sector to the extent that even in 2022 they have yet to recover, so the Council's score has to be viewed in that context.

That said, the overall satisfaction rating remains well below the Housemark **benchmark** average of other comparable landlords, whereas it was much closer in 2019. Furthermore, most of results across the survey are also generally below the average benchmark scores.

In addition, a number of other ratings have also fallen by a statistically significant margin since the last survey, most notably satisfaction with the quality of the home (section 4), repairs (section 5) and being kept informed (section 7).

Note that 'statistically significant' means that the statistical test used to compare scores gave a positive result, showing we can be confident that the differences are real rather than being merely down to chance. Changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

In particular, the substantial 15% fall in satisfaction with the **repairs service** is the obvious explanation for the disappointing overall satisfaction score and is the dominant theme throughout the rest of the survey results. From the additional comments, issues with outstanding jobs seemed to be the main cause, such as delayed repairs, longstanding issues that were repeatedly reported, and incomplete work.

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating, but it does highlight the combination of factors that are the best predictors of overall satisfaction for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The main theme of the 2019 results, including the key drivers, was how influential the **repairs and maintenance** service was on perceptions as a whole. This pattern continues in 2022, although it is also very common amongst other landlords in the post pandemic era. Although over this period the repairs satisfaction scores have dropped significantly for most landlords, the Council's ratings have fallen further than most. This will not have been helped by the unfortunate timing of the move to an in-house repairs team that coincided with the start of the pandemic.

Satisfaction with the quality of the home has also fallen significantly, which is again a common pattern, and explains why this too is a key driver, as is safety and security as a third aspect of repairs and maintenance on this list.

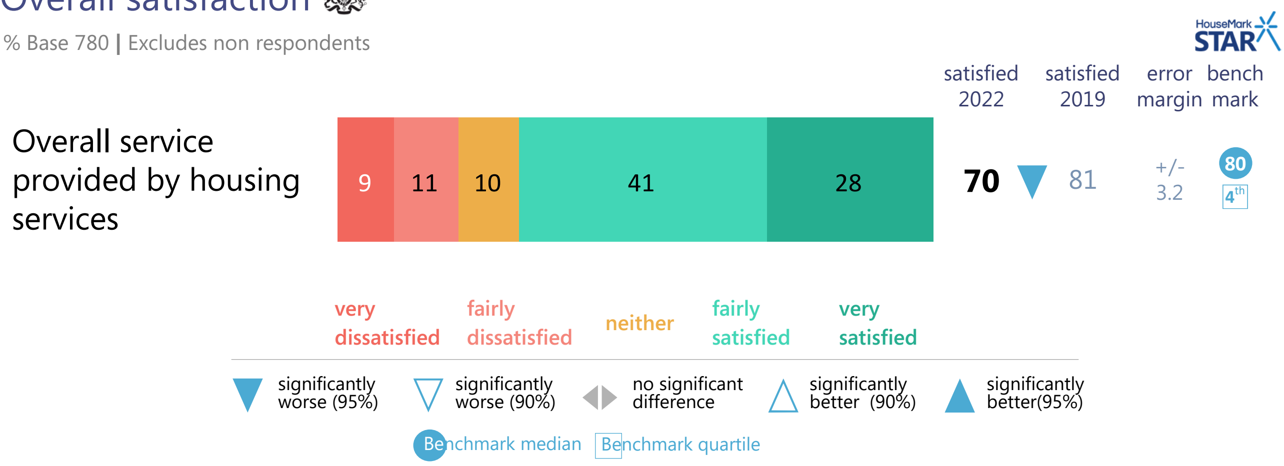
Even the extent to which the Council listens to its tenants and acts on their views, which is the second strongest of the key drivers, is also most likely affected by repairs issues. However, this score had changed little since 2019, albeit still below the benchmark for similar landlords.

The remaining key driver is a new question from the regulator's TSM question list on the topic of fairness and respect, which is likely to be an important measure going forward (also see section 6).

3. Services overall

3.1 Overall satisfaction

% Base 780 | Excludes non respondents



Change over time

- Overall satisfaction has fallen by a statistically significant 11%.
- The repairs and maintenance service remains a dominant factor as it was in 2019, with significant falls in satisfaction with this aspect of the service clearly impacting perceptions overall.

By people

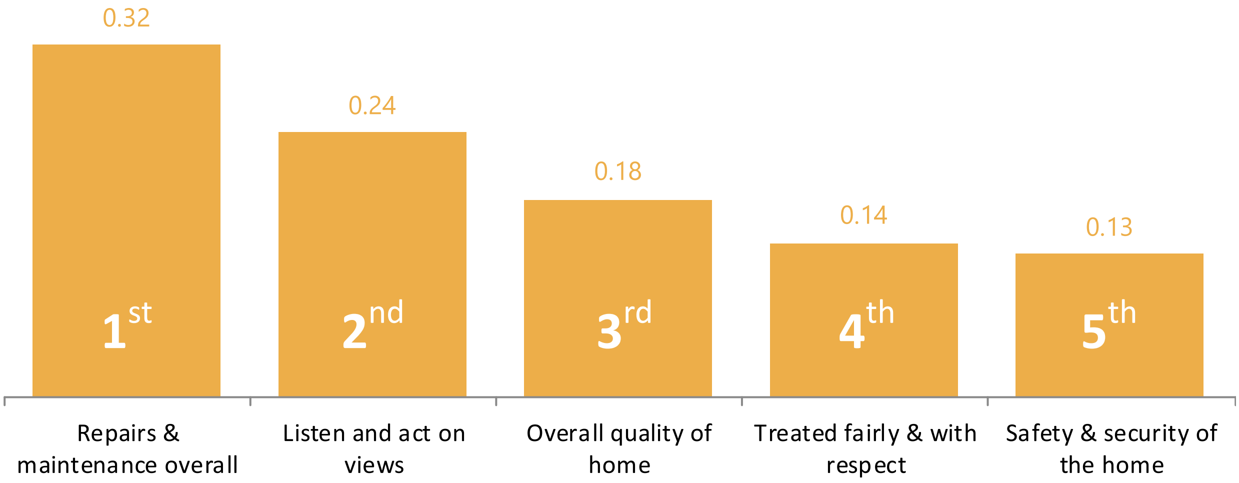
- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across all of the results. Overall satisfaction is highest amongst the youngest (67%, under 35s) and retirement age tenants (83%, over 65s). However, those aged 35 – 49 are typically the least satisfied age group. For full details see table 12.4.
- Satisfaction is relatively stable amongst the under 35s when compared to the 2019 findings (67%, was 66%), however other age groups are far less satisfied than they were three years ago including those aged 35-49 (63%, was 75%). Even greater falls are seen amongst 50-64 year olds (64%, was 81%) and those aged 65 or over (83%, was 93%)
- Overall satisfaction is also significantly lower for people that have felt lonely or isolated (51%), need help with wellbeing or money problems (55%), or had made contact with the council in the last year (66%).

By place

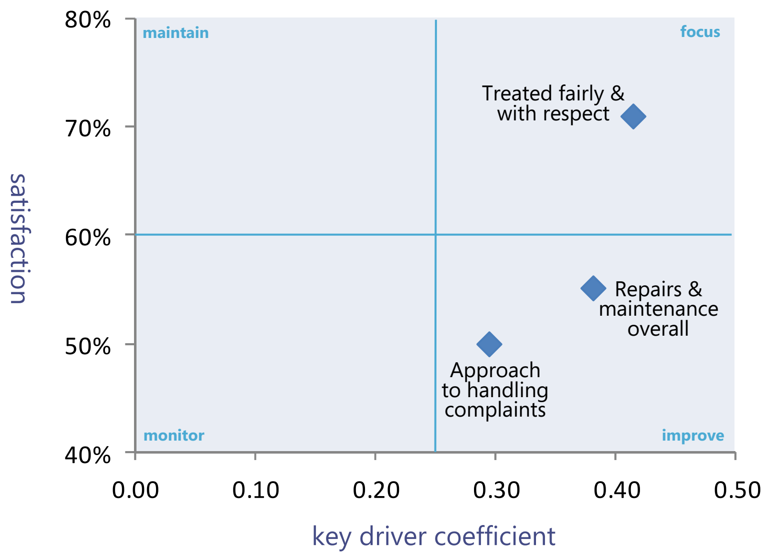
- There are some significant differences by the seven main areas, with satisfaction significantly higher than average in **Housing 5** (79%), but significantly below average in Housing 2 (62%).
- Housing 2 residents were also typically less satisfied with other core ratings including the quality of the home, value for money and communal areas (section 4). Respondents in this patch were also significantly less satisfied with the repairs and maintenance service overall (section 5) and their neighbourhood as a place to live (section 8).
- Overall satisfaction is lower for tenants in **flats** (58%), compared to houses (72%) and bungalows (77%).

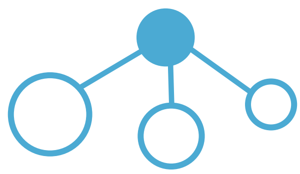
3.2 Key drivers - overall satisfaction

R Square = 0.730 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction





A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

3.4 Overall satisfaction by patch

	Sample size	% positive Overall satisfaction
Overall	***794***	**70**
Housing 1	*172*	68
Housing 2	*94*	62
Housing 3	*121*	68
Housing 4	*130*	71
Housing 5	*57*	79
Housing 6	*140*	72
Housing 7	*81*	72

Significantly **worse** than average (95% confidence*)

Significantly **worse** than average (90% confidence*)

Significantly **better** than average (95% confidence*)

Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

4. The home

78%

safe & secure

72%

quality

Satisfaction with the quality of the home has significantly fallen

Both the quality and safety & security of the home are key drivers of overall satisfaction

The most commonly mentioned requests for property improvements related to damp, mould and condensation

Only 41% of those of communal areas are happy with how they are cleaned and maintained, which is well below average

The last survey in 2019 was **before the pandemic**, so in common with most other landlords the satisfaction with the quality of the home has fallen, in this case from 81% to 72% amongst general needs tenants. This is, however, a greater **fall in satisfaction** that many others experienced, to the extent that the quality of the home is now rated in the third quartile compared to peer landlords (72% v 75%), whereas the Council was previously on par with the average.

Furthermore, the quality of the home is again a **key driver** of overall satisfaction (section 3), which provides further supporting evidence that repairs and maintenance issues are the overriding theme of this set of results, as the two questions are both inextricably linked and currently trending downwards.

Indeed, when tenants were asked at the end of the survey if there was anything else they would like to say, it is notable that over a third (37%) are **requests for property improvements**. Additional details on these comments can be found in section 11, but of particular note is that the single most commonly mentioned issue is **damp, mould or condensation**. This is obviously a high profile issue at a national level, and was also raised by 9% of the tenants who commented, which equates to 4% of all tenants. These comments show no strong pattern by age, area or property type, instead seeming to be distributed across the housing stock.

The next three most commonly requested property improvements are also in some way related, being windows replacements (8% of comments), doors (6%) and heating/energy efficiency (5%, chart 11.2).

Far fewer tenants commented about other **safety or security** issues, which also supported the finding that most tenants are satisfied with the safety and security of their home (78%), which is a new STAR/TSM question introduced since the last survey, including 44% that are 'very satisfied'. This result is also quite close to the benchmark median of 80% satisfied, and at the opposite end of the scale only 13% expressed any dissatisfaction. That isn't to say that this issue is unimportant, however, as safety and security is still the fifth strongest driver of overall satisfaction (section 3).

Another new question in this year's survey due to its inclusion in the new regulatory suite of questions asks about the cleanliness and maintenance of **communal areas**. Although there are currently only a few landlords in the Housemark database that have asked this new question, from the limited evidence available it would seem that the Council's score of 41% is unfortunately well **below average**. Indeed, an identical proportion are actively dissatisfied, including 26% that were 'very dissatisfied'. There is therefore scope to improve on this aspect of the service that is provided to around a fifth of tenant households, especially because of the renewed regulatory focus on communal areas.

Finally, the last question in this section of the results concerns **rent value for money**, which is a STAR benchmarking question. Four out of five respondents are satisfied with their rent in terms of value for money, whilst one in ten are dissatisfied.

Although there is no historic data with which to compare, other surveys completed by ARP Research in the last few months have typically seen this figure fall during the current **cost of living crisis. This is important context when comparing the Council's satisfaction score of 79% to the benchmark** median of 84%, which is a lagging measure so won't yet reflect the real-world changes in the national economy, but the Council's score is nevertheless still 5% lower. In other surveys this score typically also moves in sympathy with the property maintenance and repair ratings, so the fact that all are below the benchmark level is unsurprising.

It should also be noted that whilst most tenants also agree that their rent and service charges are affordable (73%), over a third say that they feel financially insecure (36%, section 10).

4.1 Satisfaction with the home

% Bases (descending) 781, 787, 791 | Excludes non respondents

	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2022	satisfied 2019	error margin	bench mark
Rent value for money	3	6	12	31	48	79	-	+/- 2.9	84 (3rd)
Safety and security of the home	6	7	9	35	44	78	-	+/- 2.9	80 (3rd)
Overall quality of the home	7	13	8	46	26	72 ▼	81	+/- 3.1	75 (3rd)

HouseMark STAR

▼ significantly worse (95%) ▽ significantly worse (90%) ◆ no significant difference △ significantly better (90%) ▲ significantly better(95%)

Benchmark median | Benchmark quartile

4.2 Communal areas

% Bases (descending) 152 | Living in a property with communal areas. Excludes non respondents .

	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	% satisfied	error margin	bench mark
Clean and well maintained	26	15	18	26	15	41	+/- 8.3	64 (4th)

Benchmark median | Benchmark quartile

20% of all residents live in a property with **communal areas**

Change over time

- Satisfaction with the quality of the home has fallen significantly since 2019 amongst general needs (72%, was 81%).

By people

- Slight fall in satisfaction amongst the under 35s with the quality of the home (64%, was 66%), but greater falls observed amongst the **35 – 49** year olds (65%, was 76%) and **50 – 64** year olds (68%, was 82%).
- Both the quality of the home and its safety/ security is rated significantly lower than average by respondents who feel **lonely and isolated** (59% and 63% respectively).
- Respondents who live in a building with **communal areas** are significantly less satisfied with both the quality and safety/security of their homes (63% and 71%).
- Unsurprisingly, value for money for rent is rated significantly lower by tenants who need help with **wellbeing or money problems** (69%).

By place

- All property and value for money scores are lowest in the **Housing 2** area (see table 4.3 for scores by patch).
- Housing 2 respondents are significantly less satisfied than average with the quality of their home (68% inc. only 17% very satisfied), their rent in terms of value for money (71%) and the maintenance of communal areas (28%).
- In contrast, value for money is rated significantly higher than average in **Housing 5** (86%).
- Both the quality and safety/security are rated significantly higher than average in bungalows (81% and 85%), but significantly **lower in flats** (63% and 70%).
- Rent value for money for rent rated highest by tenants in bungalows (83%), then houses (78%), and the lowest score in flats (77%).

4.3 The home by patch

% positive

	Sample size	Quality of the home	Safety and security of home	Value for money for rent	Maintenance of communal areas
Overall	***794***	**72**	**78**	**79**	**41**
Housing 1	*172*	72	79	82	33
Housing 2	*94*	68 * only 17% v. sat	75	71	28
Housing 3	*121*	67	77	73	37
Housing 4	*130*	75	81	79	59
Housing 5	*57*	78	77	86	70
Housing 6	*140*	74	78	86	44
Housing 7	*81*	74	81	73	69

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

5. Repairs and maintenance

55% ▼ service overall

64% ▼ 21/22 last repair 12 month period

Repairs and maintenance is the strongest key driver of overall satisfaction for the third survey in a row

Overall satisfaction has fallen by a significant 15% since 2019, with many tenants complaining about outstanding jobs

Repairs satisfaction is now well below the Housemark benchmark average, despite most landlord's scores also having suffered since the pandemic

The best predictor of satisfaction with the last completed repair is whether the job was done 'right first time'

Satisfaction with the repairs and maintenance service is the **strongest key driver** of overall satisfaction (section 3), continuing the pattern first observed in the 2015 STAR survey. This included a significant 9% fall in repairs satisfaction noted in 2019, and an even more dramatic **15% reduction** in the score this year. This means that only a little more than half of general needs tenants are generally satisfied with the repairs and maintenance service (55%), compared to a third that are actively dissatisfied (33%).

This is obviously a disappointing finding and will be a priority for the Council to improve, but it was at least partially expected when considering the significant disruption to repairs over the course of the **pandemic**, followed with the slow task of recovery. For context, other ARP Research clients experienced falls in repairs satisfaction of up to 10% immediately post-pandemic. Stroud DC also faced the added disruption of bringing repairs services in-house just as the pandemic started in Spring 2020.

Regardless of these factors, however, the current position in 2022 is that the Council's overall rating is 16% lower than the Housemark **benchmark average**, whereas performance was still broadly on-par with its peers in 2019.

The primary reason for this disappointing result is apparent from the additional comments that respondents were able to make at the end of the survey, over half of which (58%) were about repairs and/or property improvements. Specifically, 18% of all comments, representing 9% of the entire sample, were about **outstanding repairs**. Additional details, including quotes, can be found in section 11, but this category covered comments on delayed repairs, longstanding issues that were repeatedly reported, and incomplete work.

The impact of these issues is stark when considering the satisfaction levels amongst these commenters, with only 13% of them still being positive about the repairs service, and just 39% having a positive perception of housing services overall. Looking at it from a different perspective, a quarter of tenants that claim to be dissatisfied with the overall housing service also mentioned problems with repairs work that remains outstanding.

Additionally, it is also important to note that the second most commonly mentioned repair issue was around being kept better **informed and updated** about repairs and maintenance work, including a number who complained that planned jobs were cancelled without their knowledge (chart 11.3).

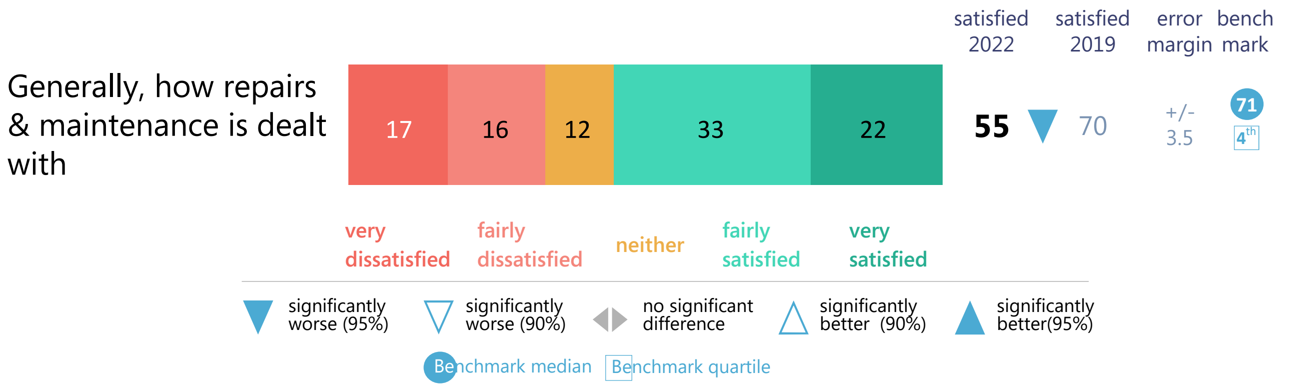
The overall STAR repairs and maintenance rating is an all-encompassing question that touches on both responsive repairs and cyclical maintenance, with a wider scope than just current performance on a day-to-day basis. When tenants were only asked about their experience on the **last completed repair** within the previous 12 months, the figure of 64% (chart 5.3) is somewhat higher than the overall repairs score. However, it is also well below the Housemark benchmark median of 75% and followed a similar trajectory to the overall measure with a significant 18% decrease in the proportion of tenants that are satisfied.

Here it is important to note that the primary measure of repairs satisfaction that the housing regulator will be using from 2023/24 is slightly different again, asking tenants to rate their overall experience of the repairs service received during the prior twelve months. This question was also asked in this years survey to provide an initial baseline for it to become the headline question in future years, with the score of 65% being almost identical to the aforementioned STAR question on last completed repair (chart 5.2).

Respondents that had received a repair in the last year were also asked a handful of additional questions on their last experience, as seen in chart 5.6. The pattern of these answers is unsurprising in light of the extra comments made by tenants, with the overall quality of work being rated far higher than the timeliness (72% v 56%), with the rating for jobs being done 'right first time' appearing between the two (63% satisfied). Interestingly, when these questions are analysed to identify which was the strongest key driver of the last completed repair, doing the job **right first time** is the best predictor of satisfaction.

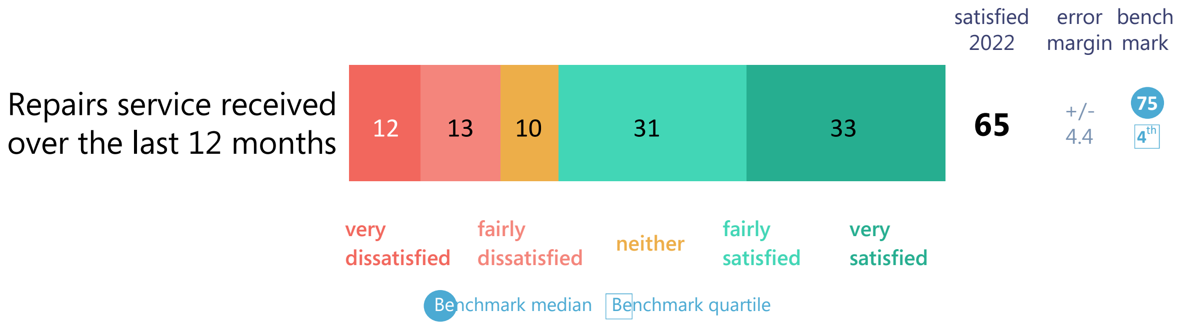
5.1 Overall repairs satisfaction

% Base 775 | Excludes non respondents



5.2 Repairs service in last 12 months

% Base 466 | Repair in last 12months.. Excludes non respondents



Change over time

- Satisfaction with the repairs and maintenance service remains the strongest key driver of overall satisfaction, as it was in both 2019 and 2015.
- Satisfaction with the repairs and maintenance service generally is down significantly from 70% to 55%.
- A smaller proportion of households received a repair this year compared to 2019 (60% v 68%).
- Satisfaction with the last completed repair is also down significantly from 82% to 64% and is now rated well below average.
- No change in perceptions of the **gas servicing** arrangements (chart 5.7).

By people

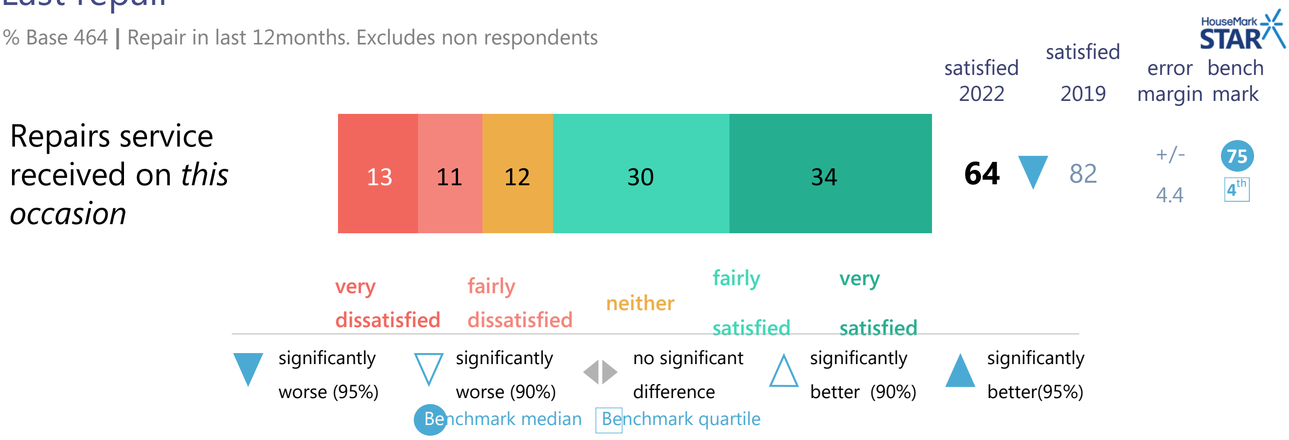
- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service overall (72%), compared to just 48% of working age tenants, including only 43% of the under 35s.
- Each aspect of the last completed repair is also rated significantly higher than average by tenants aged 65 or over.

By place

- Only one statistically significant difference by patch in terms of overall satisfaction, with respondents in **Housing 2** significantly less satisfied than average (46%, see table 5.8).
- The repairs and maintenance service overall is rated significantly lower amongst respondents in **flats** (47%), but significantly above average for those in bungalows (60%), with satisfaction somewhere in between for those in houses (57%).

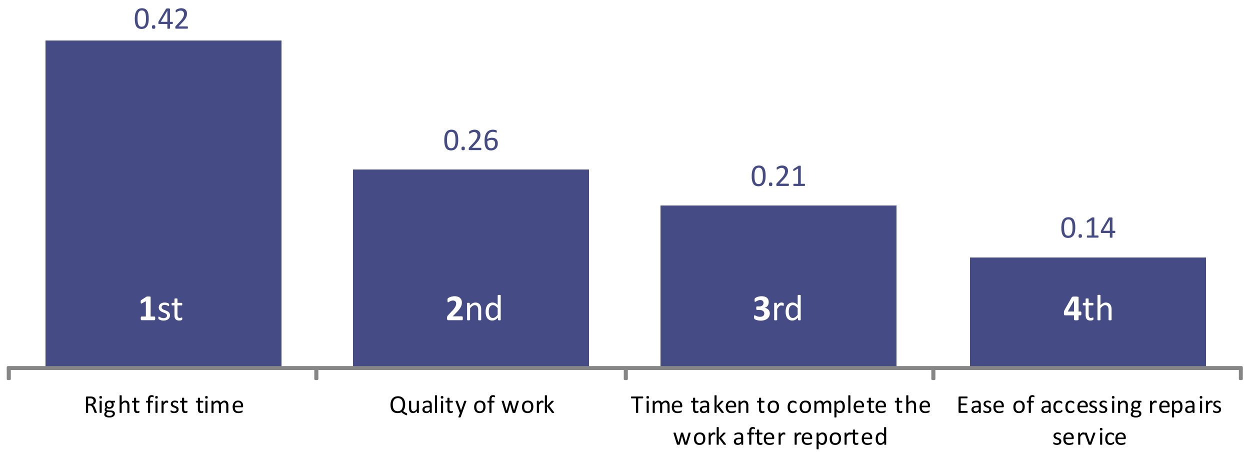
5.3 Last repair

% Base 464 | Repair in last 12months. Excludes non respondents

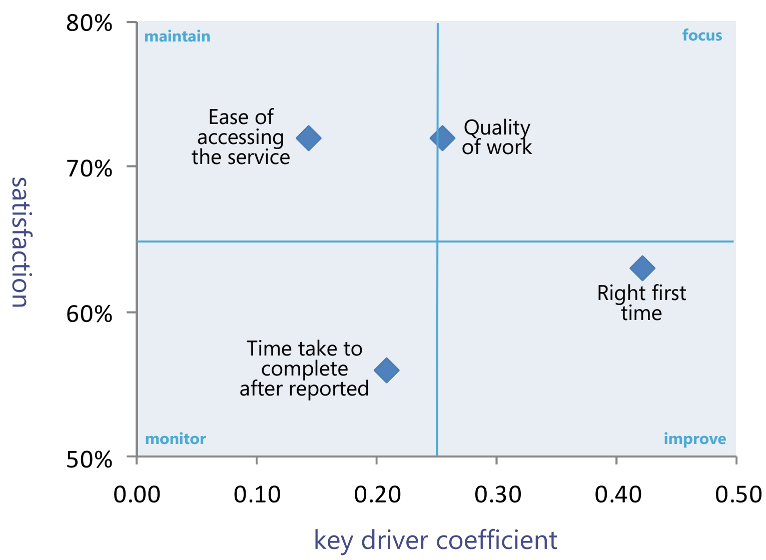


5.4 Key drivers - satisfaction with last repair

R Square = 0.851 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



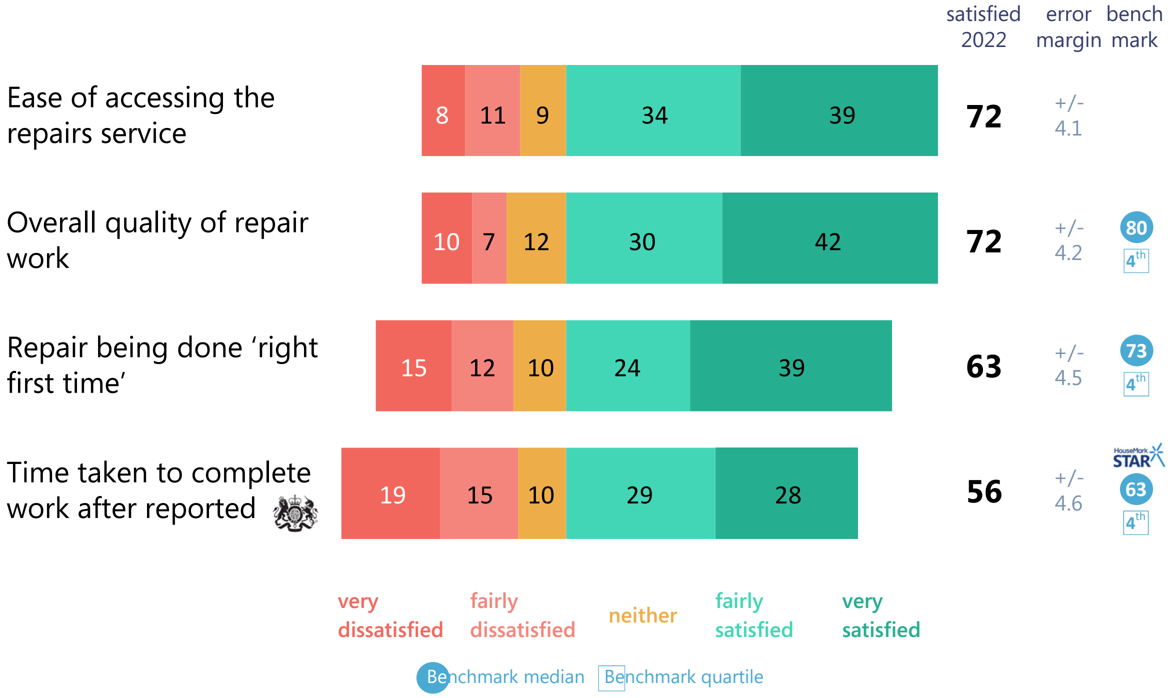
5.5 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

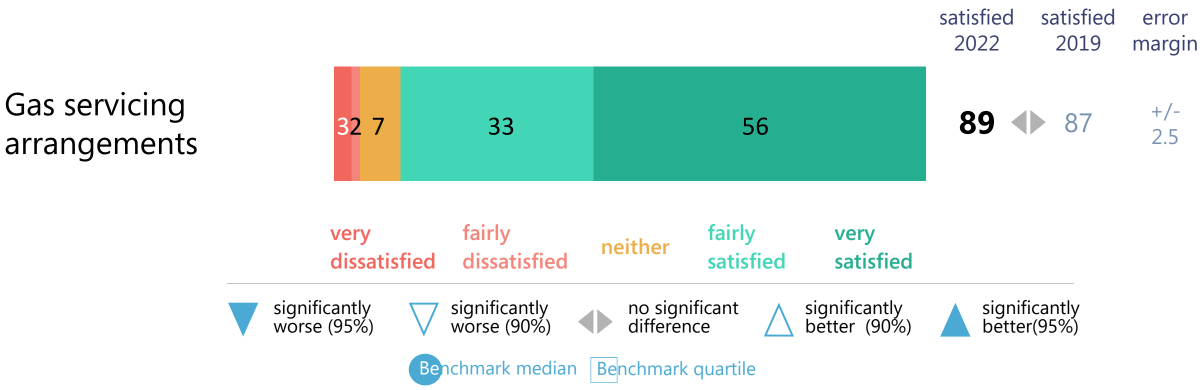
5.6 Last completed repair

% Bases (descending) 465, 462, 465, 465 | Repair in last 12 months. Excludes non respondents.



5.7 Gas servicing

% Base 631 | Excludes non respondents



5.8 Last completed repair by contractor and area

% positive

	Base	Generally how repairs and maintenance is dealt with	Repairs service received over the last 12 months	Gas servicing arrangements	Ease of accessing the repairs service	Time taken to complete the repair after reported	The overall quality of the work	The repair being done 'right first time'	The repairs service received on this occasion
Overall	*794*	**55**	**65**	**89**	**72**	**56**	**72**	**63**	**63**
Housing 1	*172*	51	64	87	67	53	72	60	59
Housing 2	*94*	46	60	83	77	61	72	61	64
Housing 3	*121*	55	67	86	69	55	73	71	63
Housing 4	*130*	63	63	93	74	59	70	65	67
Housing 5	*57*	55	60	93	79	61	77	62	65
Housing 6	*140*	57	68	92	72	58	67	62	64
Housing 7	*81*	59	67	88	73	51	75	61	68

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

6. Customer service

71%

treated fairly & with respect

- Most tenants feel they are treat fairly and with respect, which is both a new regulatory question and a key driver
- The 'customer effort' score for how easy housing services is well below the benchmark median at 66% v 79%
- The most commonly mentioned customer service issues are not returning calls or messages, and problems getting hold of the right person

The 2022 survey included the new STAR core question asking if tenants find Housing Services easy to deal with, which is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes. Two thirds of general needs tenants are satisfied this was the case, however a fifth responded to the contrary.

Because there is no previous data for this question it isn't clear how the customer experience has changed since 2019, however, because repairs is the most common reason for tenants to contact their landlord, it is reasonable to assume that disappointing repairs results will have also suppressed this score. This theory is supported by the fact that the customer effort score is also considerably below the equivalent Housemark benchmark target of 79%, and by the finding that tenants who had recently made contact are less satisfied than those that have not (see below).

Analysis of the additional comments tenants made at the end of the survey revealed that the most frequent complaints about the customer service experience, both of which will make the Council harder to deal with, are **not returning calls** or messages, and problems **getting hold of the right person** (chart 11.5).

Another related question asks tenants if they are treated **fairly and with respect**. This is one of the new TSM regulatory measures that all landlords will have to report in future years. The initial limited benchmark data suggests that the Council's score for this question is closer to the average for other landlords (71% agree, 75% benchmark). This is also a key driver of satisfaction.

Two further detailed questions were also asked of all tenants that had made contact with Housing Services over the last twelve months, something which two thirds of respondents had done (68%, down from 77%). Whilst seven out of ten respondents are satisfied that **staff were helpful** (70%), slightly fewer were satisfied that they were able to **deal with their query** (63%). Ratings for both are again below average appearing the benchmark fourth quartile, with a fifth being dissatisfied that staff were helpful, whilst a quarter were dissatisfied with how they dealt with their query.

Change over time

- Around two thirds of respondents (68%) had been in contact in the previous year, far fewer than in 2019 (was 77%), with those making contact typically less satisfied than average with most core measures.

By people

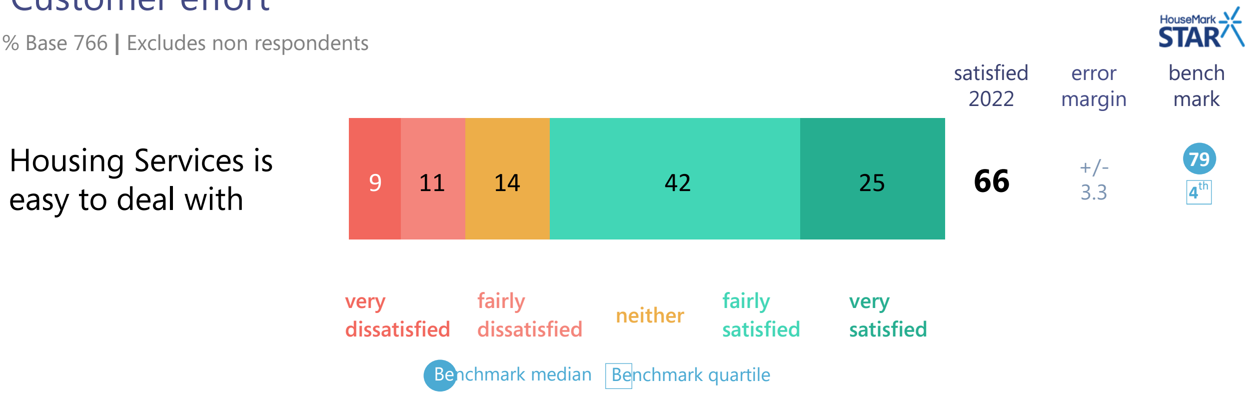
- Customer effort score is lowest for the **under 35s** (58%), with those aged 35 – 49 being significantly less satisfied than average (61%).
- Respondents who have **made contact** in the last year are significantly less satisfied than average that they were easy to deal compared to those who had not (63% v 74%).
- Respondents **aged 35 – 49** are significantly less likely to agree that they are treated fairly and with respect than any other age group (64%), compared to 81% of those aged 65 or over.
- Again, this is rated significantly lower than average by respondents who had **been in contact** in the previous year (68%) compared to 80% amongst those who had not.
- Respondents who have **had a repair** in the previous year are significantly more satisfied with their last contact in terms of helpfulness and ability of staff to deal with their query (75% and 67% respectively).

By place

- Respondents in **Housing 5** are significantly more satisfied than average that housing services were easy to deal with.
- Tenants in **flats** are significantly less likely to agree that they were treated fairly and with respect (60%).

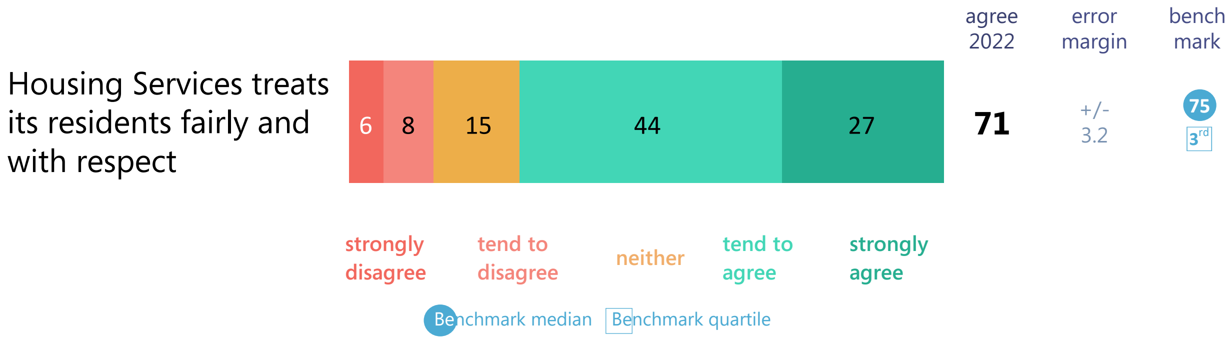
6.1 Customer effort

% Base 766 | Excludes non respondents



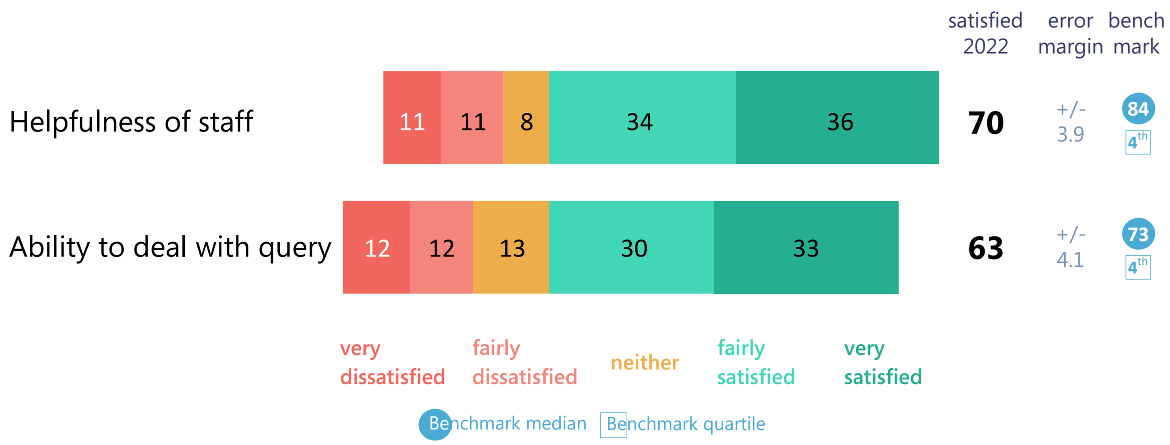
6.2 Treats residents fairly and with respect

% Base 761 | Excludes non respondents



6.3 Last contact

% Bases (descending) 535, 529 | Contact in last 12 months. Excludes non respondents.



7. Communication

56% listen & act on tenant's views

57% ▼

kept well informed

- Listening and taking account of tenants' views is the second strongest key driver of overall satisfaction
- A statistically significant 15% fall in how satisfied tenants are that they are kept informed, most likely linked to repairs
- Just over a quarter are interested in having their say, with online and social media polls the most popular method
- Around three quarters of tenants (78%) use the internet, including a third that use the Council's online services

Listening to views and acting upon them is now the second strongest key driver of overall satisfaction, having previously not appeared on the list in 2019 (section 3). Experience of other similar surveys has shown that in answering this question, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. Accordingly, it likely that it's status as a key driver is also linked to the wider issues with the repairs service.

This rating hasn't seen the same dramatic changes as others within the survey, as since 2019 it has fallen only slightly by a statistically insignificant 2%. However, this makes for a cumulative 8% drop since 2015, with this year's score of 56% being 9% below the Housemark benchmark. Indeed, at the opposite end of the scale almost a quarter of respondents are actively dissatisfied (23%).

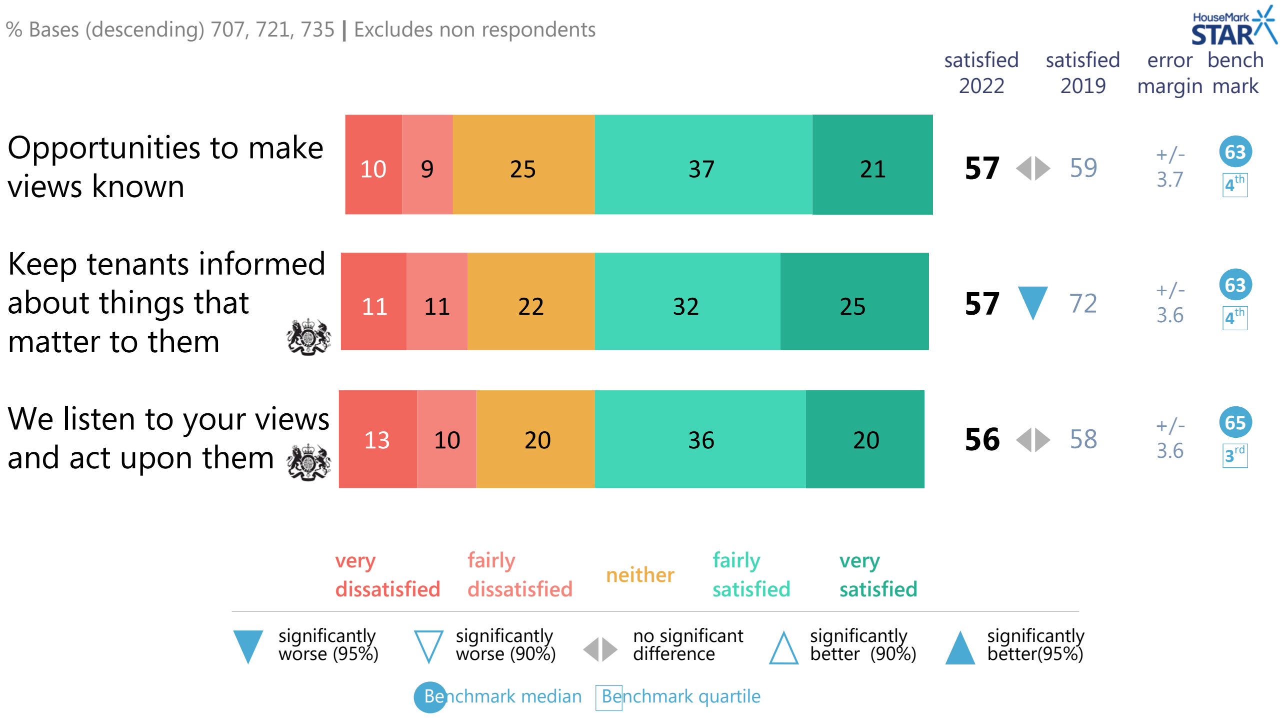
Nevertheless, whether tenants feel that they are **kept informed** is the only aspect of communication in chart 7.1 where satisfaction has fallen significantly, from 72% to 57%, with 22% dissatisfied. This too is almost certainly as a consequence of repairs issues, as many additional comments mentioned lack of information or updates on outstanding repairs (chart 11.3). This question is one of those included in the new TSM housing regulator survey starting next year, and the score needs to recover by 6% to match the average amongst other landlords.

In reference to **wider resident** involvement activities, respondents were asked to rate their opportunities to get involved by making their views known, something which around three out of five tenants are satisfied with (58%, was 55%). Unfortunately, this is also six points lower than the benchmark level of 63%, however, a sizeable proportion chose the middle 'neither' option (25%) suggesting a lack of awareness or understanding of how to do this. Indeed only 19% arere actively dissatisfied.

Similarly, only a little over a quarter of general needs tenants are interested in **having a say** about services, with the most popular method of doing so being through participation in short online/social media polls (22%). There is, however, a widespread deviation on this by age (see page 26).

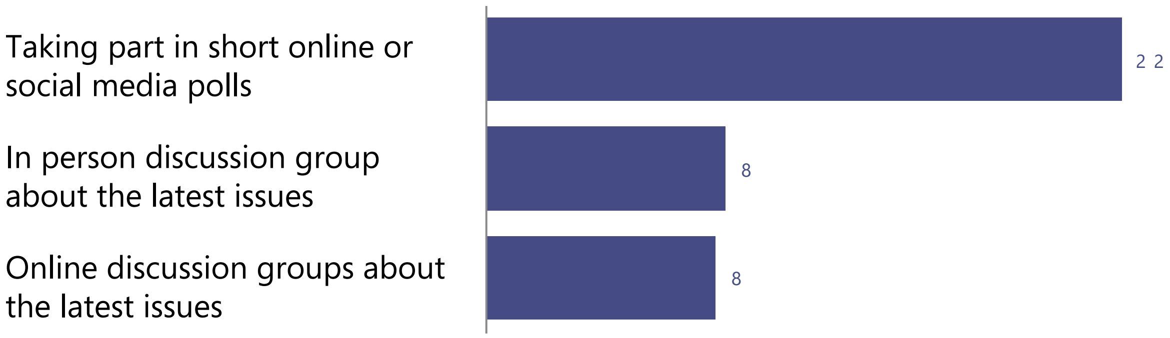
7.1 Communication

% Bases (descending) 707, 721, 735 | Excludes non respondents



7.3 Preferred method of having a say

% Base 794 | More than one answer allowed



Change over time

- No significant change in satisfaction with being listened to and having views acted upon (56%, was 58%). Same with the rating for opportunities to make views known (57%, was 59%).
- Significant fall in satisfaction with being kept informed from 72% to 57%.
- Slight increase in the proportion of respondents **using the internet** from 71% to 78%.
- More than double the proportion of respondents would like to receive an electronic version of the **newsletter** compared to 2019 (38%, was 17%). A paper version remains the preferred method for just over half of the sample (55%), but this is down 20% compared to three years ago (was 75%).

By people

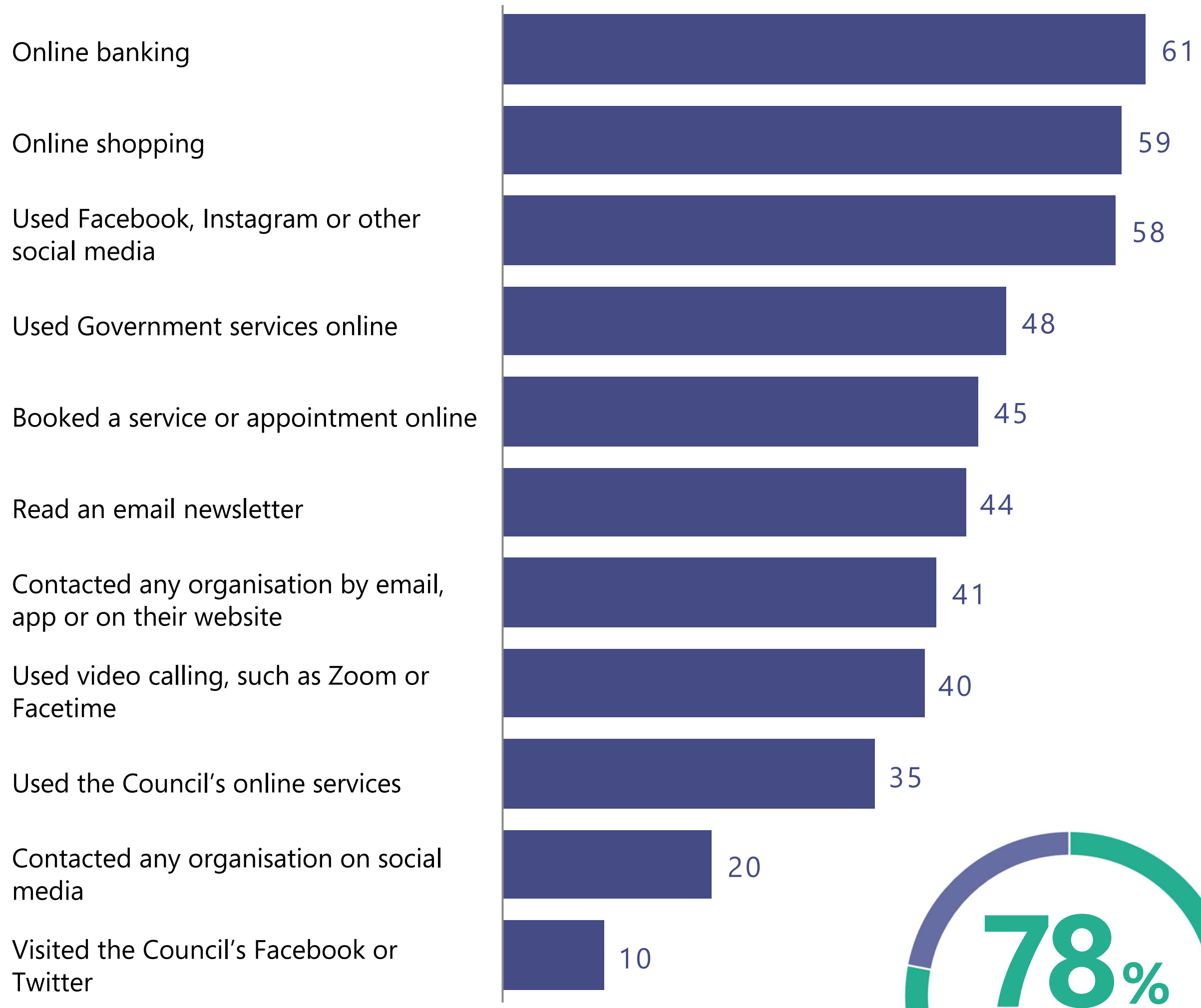
- Satisfaction with **being listened to** is up amongst the under 35s (56%, was 47%) and those aged 35 – 49 (51%, was 48%). Previously, both groups were significantly less satisfied than average, however this is no longer the case.
- Respondents aged 65 or over remain significantly more satisfied than average that they are listened to (66%), however satisfaction amongst this group is down compared to the previous findings (was 72%).
- Satisfaction with being **kept informed** is down across all age groups with the biggest fall amongst the under 35s (48%, was 71%).
- Ratings for both listening to tenants and information are significantly lower if the tenant has felt lonely or isolated (42%/43%) or made contact in the previous year (58%/55%).
- 95% of under 35s **use the internet** compared to 56% of those aged 65 or over.
- Similarly, an **online newsletter** is the preferred option amongst the majority of under 50s (61%), but paper is preferred by the majority of over 50s (72%).
- Two fifths of tenants aged under 35 are interested in **having a say** about the services, only 14% of the over 65s said the same. Unsurprisingly, younger respondents favoured doing this online via poll (35%) or discussion groups (18%).

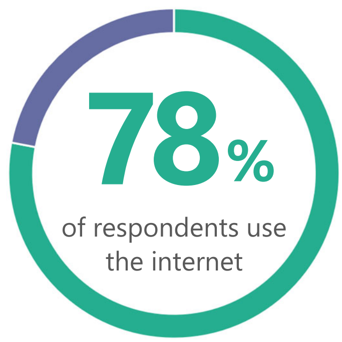
By place

- The are no notable distinctions in these results by property or geographical area that were not linked to age.

7.4 Used apps or websites to do any of the following

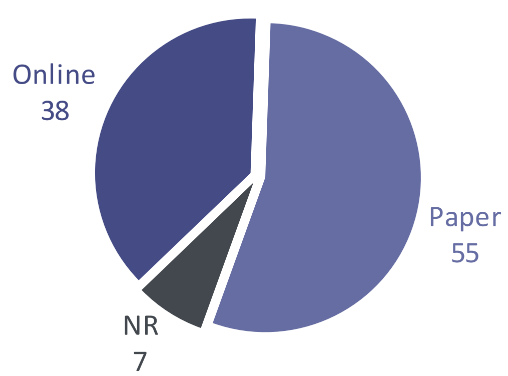
% Base 794 | More than one answer allowed





7.2 Preferred method of receiving a newsletter

% Base 794



8. Neighbourhood services

77%

good place to live

greatest problems

1. dog fouling/mess
2. rubbish or litter
3. drug use or dealing

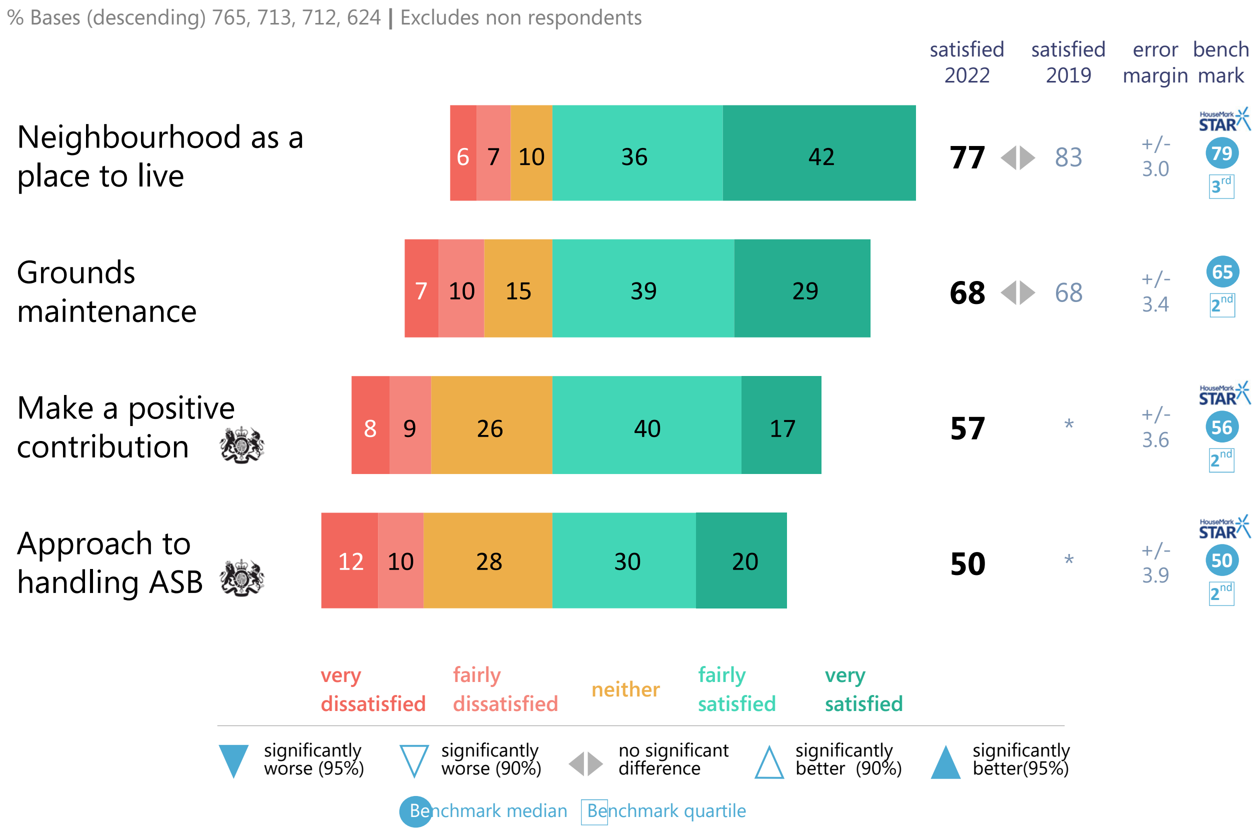
All questions in this section are broadly on par with the benchmarks

Satisfaction with the grounds maintenance service is unchanged, remained slightly above the ARP benchmark

Dog mess, litter and drugs are all rated as significantly smaller problems compared to 2019.

Residents of patches 4 and 7 report the greatest number of neighbourhood issues, whilst patches 1 and 5 report the least

8.1 Neighbourhood services



When asked to rate their local area, just over three quarters of respondents are satisfied with their neighbourhood as a **place to live** (77%), compared to only 13% that were dissatisfied. This figure has fallen, but not by a statistically significant margin, and is broadly on par with comparable landlords. Other landlords have seen this score fall since the pandemic, so the small drop is to be expected.

A new addition to the survey this year is another question from the TSM regulatory framework asks respondents to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 57% of respondents are satisfied with, compared to 17% that are dissatisfied. As this is a relatively new question, available benchmark data is based on only a limited number of other surveys, but the Council's score appears to be broadly in line with what other landlords have achieved so far.

One score that has not changed is the satisfied rating for the standard of **grounds maintenance**, which remains in the second quartile of ARP benchmarks being three points above the median of 65%.

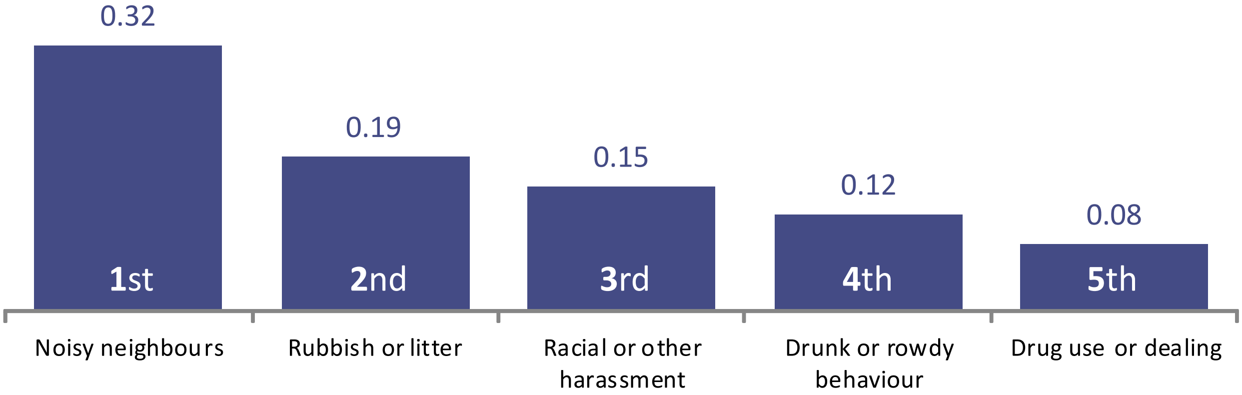
As in 2019 the biggest neighbourhood problems are dog fouling/dog mess, rubbish or litter, drug use or dealing and noisy neighbours, with most of these also being key drivers of satisfaction with the neighbourhood.

Although most of these issues are rated broadly the same as they were at the time of the last survey, it is notable that the **top three**, i.e. dog fouling/mess, rubbish or litter and drug use or dealing are considered significantly less of a problem than before.

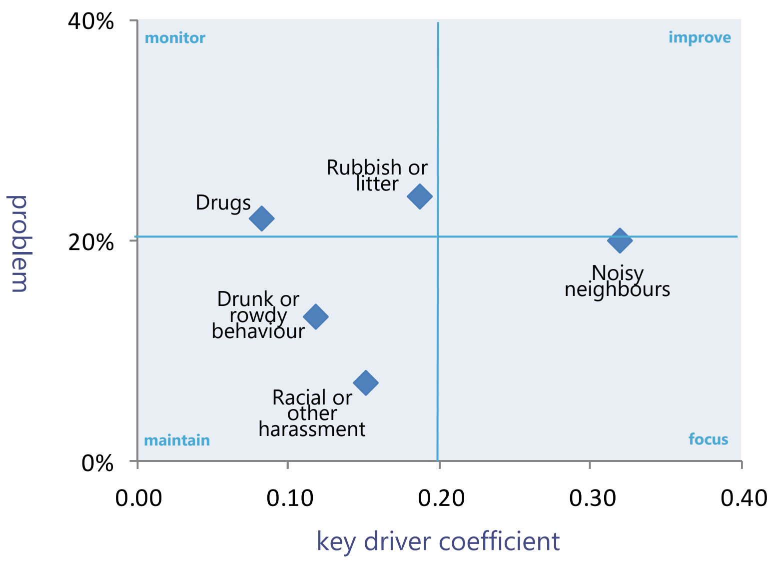
Specifically on the issue of **anti-social behaviour**, the perception of how this is handled by housing services is the lowest ranked aspect in chart 8.1 and although this means that just 50% of respondents are satisfied, this is exactly on par with the average in the benchmark database. In addition to being most commonly mentioned neighbourhood issue in the additional comments that tenants gave (see section 11), this will take on added importance as it is another TSM question that will be reported to the Regulator of Social Housing from the next financial year onwards.

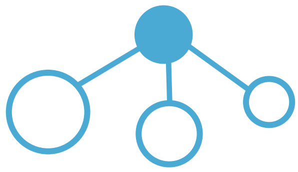
8.2 Key drivers - problems in the neighbourhood

R Square = 0.452 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



8.3 Key drivers v problems





A ‘key driver’ analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

Change over time

- No significant change in satisfaction with the neighbourhood as a place to live but it has fallen six points from 83% to 77%.
- No change at all in satisfaction with the grounds maintenance service with two thirds satisfied (68%).
- Dog fouling, rubbish or litter and drug use/ dealing remain the three most problematic neighbourhood issues, however they're significantly less of a problem than they were in 2019 (chart 8.4).

By people

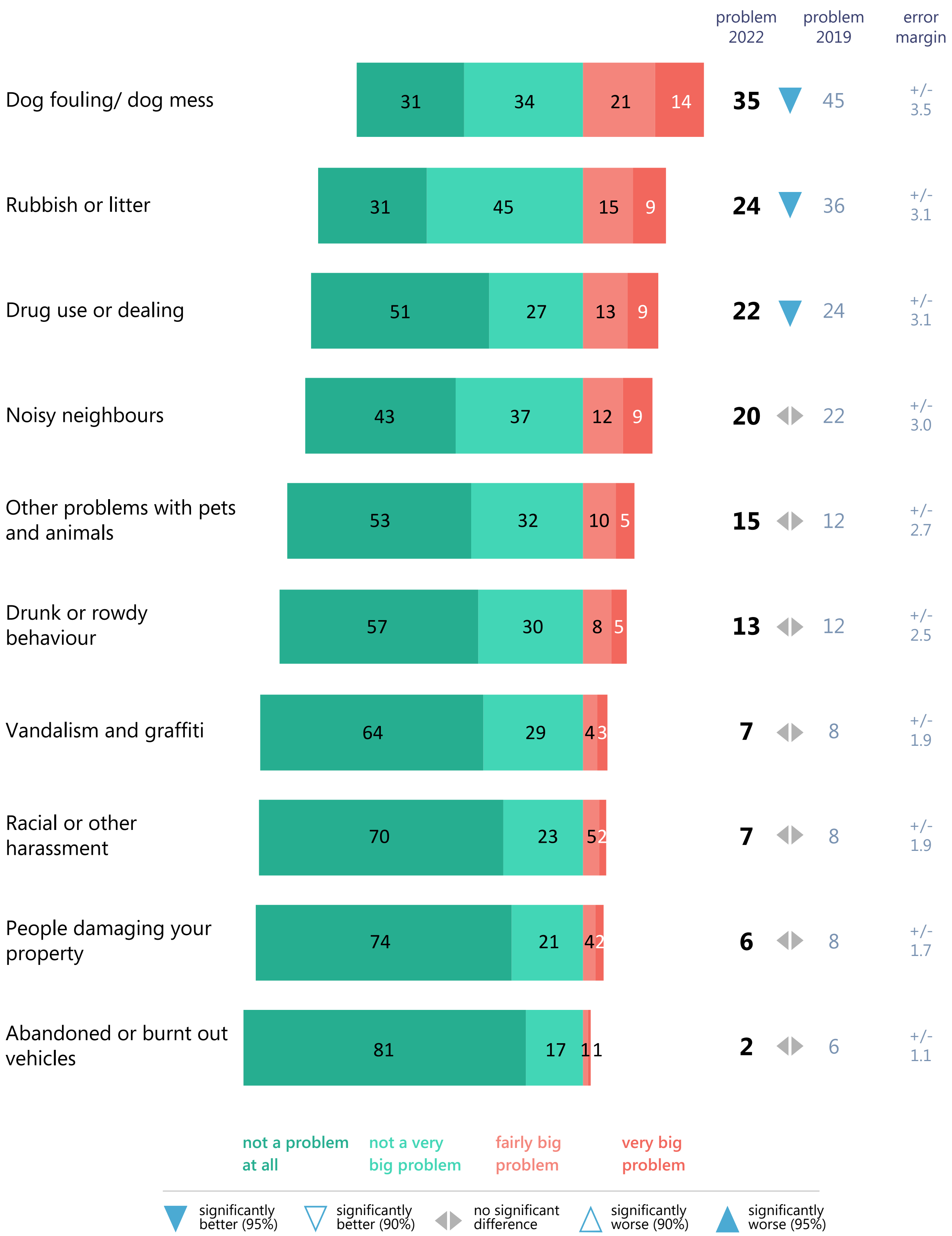
- Significantly lower than average scores if reported feel **lonely or isolated**, for example only 63% of this group are satisfied with their neighbourhood as a place to live.
- Pattern **by age** is similar to 2019, in that the under 35s are the least satisfied (67%, was 73%) with those aged 35 – 49 significantly less satisfied than average with their neighbourhood as a place to live (68%, was 77%). Tenants aged 65 or over remains significantly more satisfied than average, with only a slight drop in satisfaction amongst this group (88%, was 91%).

By place

- Some variations by patch in neighbourhood satisfaction as a place to live, with satisfaction in **Housing 2** significantly lower than average (68%), but significantly higher than average in **Housing 1** (83%).
- Tenants in **Housing 1** are also significantly more satisfied than average with the grounds maintenance service (77%).
- Detailed results by area can be found in tables 8.5 and 8.6. Some neighbourhood issues were significantly more of a problem in the **Housing 4 and 7**, but significantly less of a concern in **Housing patches 1 and 5**.
- Respondents in bungalows are significantly more satisfied with their neighbourhood (89%), whereas those in **flats** are significantly less so (65%). The same is true for the positive contribution rating (64% 'bungalows', 50% 'flats').
- Noisy neighbours and rubbish/litter is a significant concern for those living in flats (31% and 38%).

8.4 Neighbourhood problems

% Bases (descending) 729, 723, 708, 706, 698, 705, 697, 699, 703, 700 | Excludes non respondents.



8.5 Neighbourhood problems by patch

% problem

	Base	Rubbish or litter	Noisy neighbours	Dog fouling/ dog mess	Other problems with pets and animals	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles
Overall	*794*	**24**	**20**	**35**	**15**	**7**	**13**	**7**	**6**	**22**	**2**
Housing 1	*172*	14	14	30	12	3	5	4	3	10	2
Housing 2	*94*	24	22	38	13	7	18	4	5	21	0
Housing 3	*121*	25	18	31	14	6	12	2	2	26	1
Housing 4	*130*	31	14	41	18	6	9	11	8	26	3
Housing 5	*57*	12	17	37	15	6	8	0	7	11	3
Housing 6	*140*	29	29	34	16	9	20	10	6	28	5
Housing 7	*81*	29	30	37	17	11	19	19	15	30	0

8.6 Neighbourhood ratings by patch

% positive

	Base	Neighbourhood as a place to live	Positive contribution to neighbourhood	Grounds maintenance service	Dealing with ASB
Overall	*794*	**77**	**57**	**68**	**50**
Housing 1	*172*	83	58	77	56
Housing 2	*94*	68	52	61	52
Housing 3	*121*	76	53	71	38
Housing 4	*130*	77	64	73	57
Housing 5	*57*	88	55	66	46
Housing 6	*140*	76	56	57	48
Housing 7	*81*	75	57	65	43

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

9. Complaints

50% complaints handling

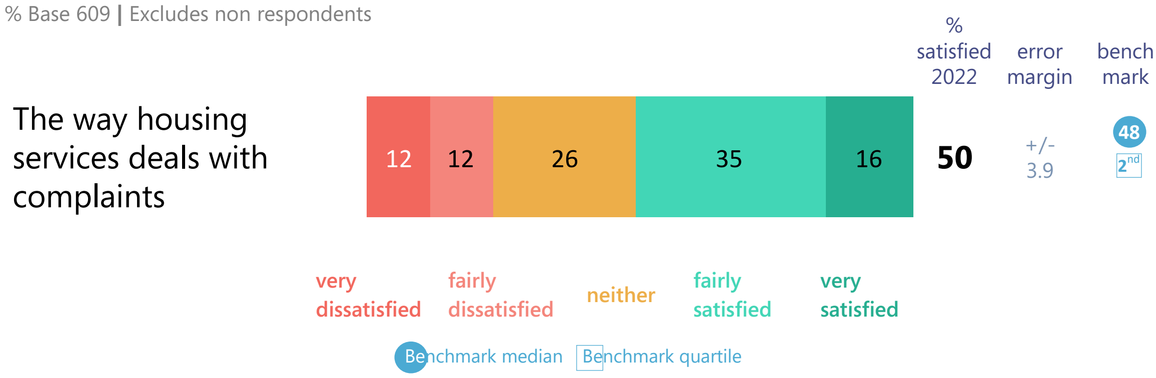
72% know how to make a complaint

Satisfaction with complaints handling is a slightly above the benchmark average

Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system

35-49 year olds are significantly less likely to either be aware of, or satisfied with, the process for complaints

9.1 Overall the way housing management services deals with complaints



A new question was added to the 2022 survey asking tenants to rate how well housing services handle complaints. This is yet another result that the Council will have to report to the regulator in future years, but a very important point to consider that relatively few of those answering the question will be referring to the **formal complaints** process. Indeed, the experience with such questions with other landlords shows that that only a small minority of tenants that think they have made a complaint have ever used the formal process, and some even categorise standard repairs reports as complaints.

With that caveat, **awareness** of the complaints process seems high as almost three quarters of the sample feel that they know how to make a complaint, compared to only 14% that actively disagree.

Only half of the sample are satisfied with how the Council deals with complaints (50%), whilst a quarter are actively dissatisfied (24%). However, when placed in context with other similar landlords this score is actually quite good being slightly **above the median** score of 48%.

By people

- Respondents aged **35 – 49** are significantly less satisfied than average with complaint handling (41%).
- The same age group were also less likely to agree that they know how to make a complaint (64%).

By place

- There are no significant variations by patch but there was by property type, with satisfaction significantly higher amongst respondents in bungalows and significantly lower for those living in **flats** (58% and 44% respectively).
- Awareness of how to make a complaint is lowest in flats, with only 66% of this group agreeing they know how to make a complaint.

10. Well-being

21% feel lonely or isolated

36% feel financially insecure

- Feelings of loneliness and isolation are more common amongst the under 35s than the over 64s
- 15% of respondents strongly disagreed that they were financially secure
- Financial security is rated lowest in the 35-49 age group
- Around half would consider wellbeing or financial help from their landlord, with 15% currently feeling in need of such support

The past few years have been a challenging time for many households, including long periods of lockdown and reduced social contact, during which customer well-being has become a more important focus across the sector.

When asked about feelings of **loneliness and isolation**, around a fifth of those who answered (21%) say they have felt this way to at least some extent, including 5% that explicitly feel this way. This group were also significantly less satisfied with the majority of the opinion rating statements asked throughout the survey. It is interesting that despite what one might expect, younger tenants are the most likely to feel lonely or isolated (see below).

Another topical issue is financial wellbeing, with the survey fieldwork completed at a time when the cost-of-living crisis was a major part of the national conversation. Earlier in the survey results it was found that the Council's value for money score of 78% is somewhat below the benchmark median average (section 4), but it is interesting that this is still a slightly greater proportion than find their rent and service charges to be affordable (73%). Of greatest import, however, is the fact that only a third of tenants currently feel **financially secure** (34%), whilst a similar proportion actively disagree (36%).

However, only around half of the sample say that they would consider going to the **Council for help** with wellbeing or money problems, most commonly older tenants (see below), which means that when asked if they currently need help with well-being or money problems around one in seven say they do (15%). Indeed, only 29% of tenants that feel financially insecure think they need help from the Council, as do 38% of those that feel lonely or isolated.

By people

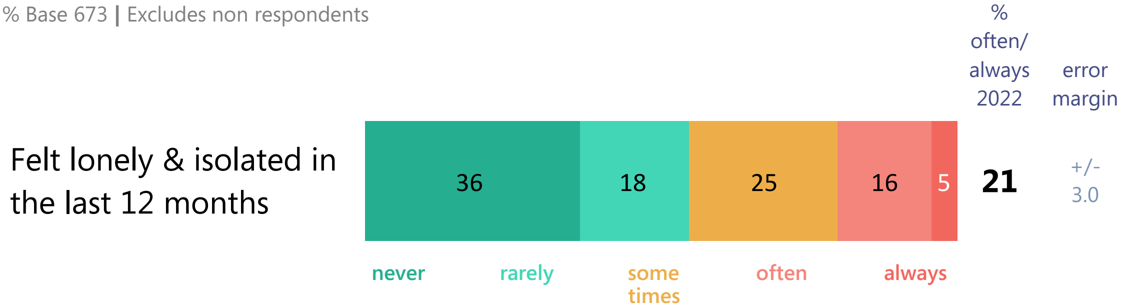
- Younger respondents are more likely than the oldest to say they always/often feel **lonely or isolated** (26% under 35s v 14% aged 65 or over).
- All respondents that feel lonely or isolated were significantly less likely to agree with the well-being and support statements in chart 10.2. The same is true for those respondents who need help or support with well-being or money problems.
- **Financial insecurity** is greatest in the 35-49 age group (44%), compared to 33% of under 35s and 24% of those aged 65+.
- Older people are significantly more likely to consider coming to the **Council for help** with wellbeing or money issues, which includes almost two thirds of retired age tenants yet only a third of those aged under 35.
- A quarter of respondents aged under 35 say they need help or support with well-being or money problems, this proportion fell for each age group to only 8% of those aged 65 or over.

By place

- There are no significant variations by patch or property type that are not linked to the age profile.
- Two thirds of respondents in **Housing 5** agree that they feel part of their community which is significantly higher than average.
- One in five respondents in **Housing 2** said they need help/support with well-being or money problems (19%).

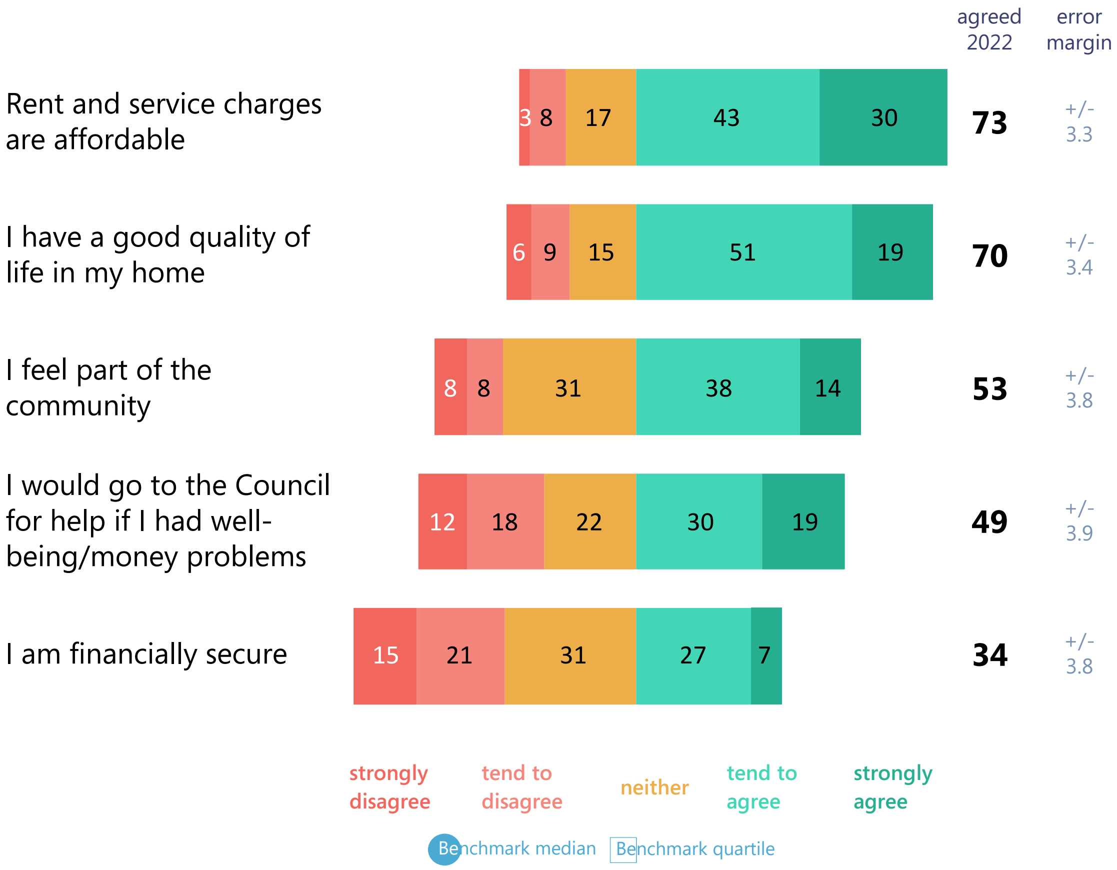
10.1 Felt lonely and isolated

% Base 673 | Excludes non respondents



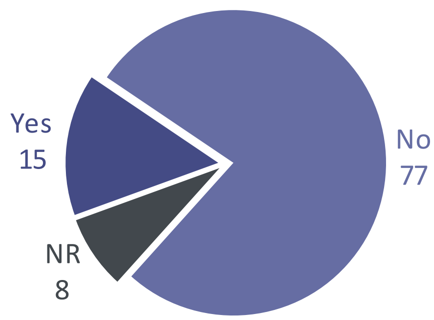
10.2 Well-being and support

% Bases (descending) 686, 700, 680, 657, 622 | Excludes non respondents.



10.3 Currently need help with well-being or money problems

% Base 794

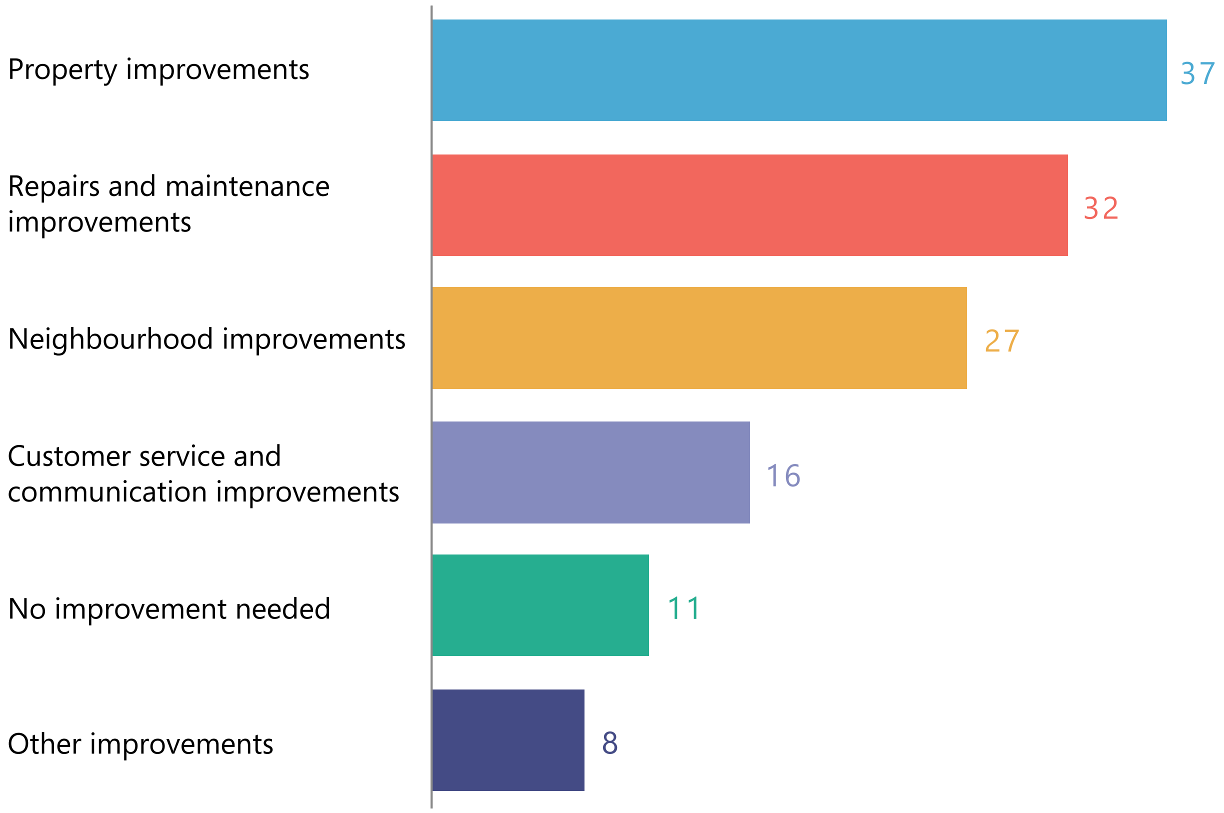


11. Further comments

49% **made additional comments**

11.1 Anything else you would like to say - summary

% Base 388 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



The final question that tenants were asked at the end of the survey was simply whether they had anything else that they would like to say about their home or the services they received, including any compliments or suggestions. Around half of the sample (49%) chose to do so, and all of the percentage results presented in the following charts are calculated as a percentage of that group. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 11.1 presents this analysis in terms of just a handful of broad categories, from which it is apparent that the theme of property maintenance, that runs throughout the survey, continues here. The two most common broad categories are requests for property improvements (37%), and comments on the repairs and maintenance service (32%). Indeed, over half of those comments (58%) touched on either one or both of these topics.

Dealing first with **property issues**, what is most obvious from chart 11.2 is that **damp, mould or condensation** was the most commonly mentioned single issue that tenants want to see addressed. This was raised by 9% of commenters, which equates to 4% of all tenants. The prominence of this issue may in part be influenced by its current prominence in national media and politics, but these commenters nevertheless gave concrete examples of their problems, a selection of which are included below. As mentioned earlier in the report, these comments are distributed across the stock rather than being limited to specific pockets.

> "Not very happy with the response I had to reporting damp on the walls in the house, was told nothing they could do and to just keep wiping it off"

> "I still have black mould in the bathroom they did not come when they were asked to, they said they were very busy"

> "My house is damp and mouldy, people came out to look but nothing has been done. House smells really damp. Black mould in kitchen and bathroom which doesn't help my asthma. Got told house is damp and walls need stripping back to bricks but nothing has been done. Been like it since I lived here."

> "Our home is covered in mould and council never resolve the issue, just temporarily fix the problem. Extremely unhappy in our home and council have been made very aware but still don't resolve issues!!"

> "Everything else is good could just be better at dealing with the mould"

Damp, mould and condensation are obviously all influenced by heating, ventilation and insulation, so it is unsurprising that **window replacements** are the next most commonly mentioned issue, followed by doors and heating/energy efficiency:

> "My windows have all blown and measurements were taken years ago and still I have no decent windows"

> "My windows have gaps around the edges that let in bonfires and the cold. They need replacing but have complained numerous times and still have them"

> "Complaints have been made about ill-fitting and draughty windows, lack of insulation. This has been confirmed by a council representative, but no action has been taken to rectify these issues"

> "My front door has a gap in and have been complaining about it for 7 years. With the energy crisis it needs sorting. I'm fed up of heating the street"

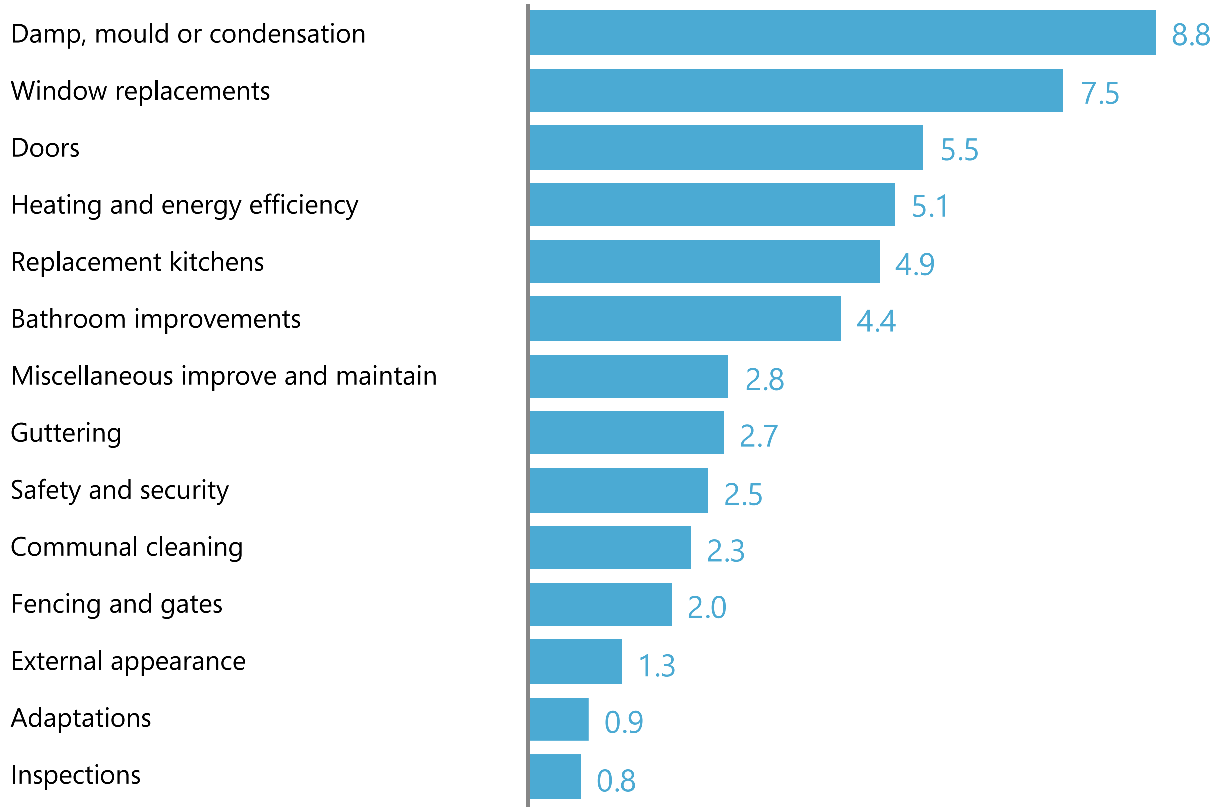
> "My back door does not lock and does not work properly. I haven't reported it because there's no point"

> "There is no insulation, the houses are very cold and damp"

> "My home is very cold at this time of year. Very draughty throughout as we are waiting for insulation to walls and loft area"

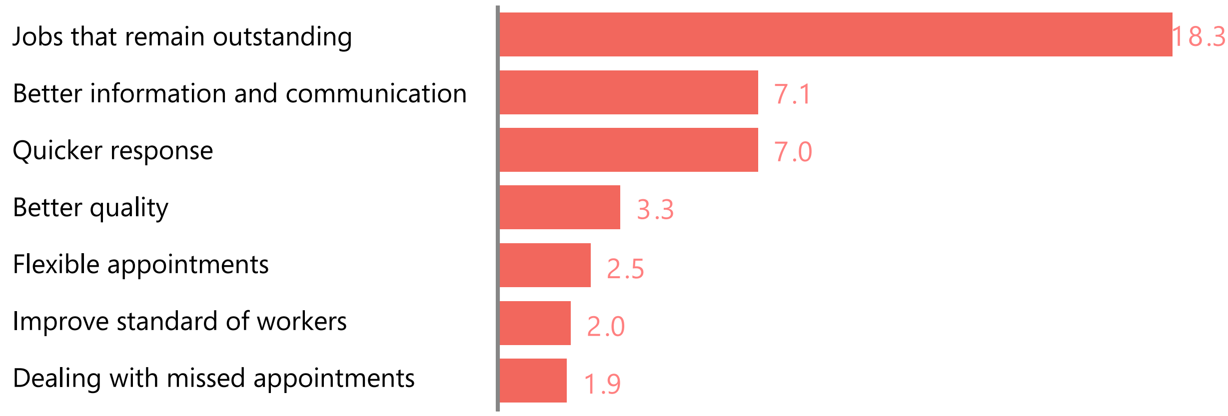
11.2 Property improvements - detail

% Base 388 | Coded from verbatim responses. Excludes non respondents.



11.3 Repair and maintenance improvements - detail

% Base 388 | Coded from verbatim responses. Excludes non respondents.



Moving on to consider comments made about the **repairs service** itself, it is immediately apparent that **outstanding repairs** jobs dominate the list, with 18% of comments (9% of the total sample) mentioning repairs that they are still waiting to be completed. Some examples of these comments are provided below, which ranged between promised work that hadn't been started on time, incomplete repairs and longstanding issues that had never received a definitive response:

> "Been waiting since before Covid for my home to be repaired. Also my back door and steps need replacing. Both jobs have been cancelled by them many times."

> "I've reported the need for repairs in February this year and only after 6 months of insisting I had half of the problems solved, others just dismissed."

> "Time and time again over 3 years have reported certain repairs and nothing has been done and each time I call they have no notification of my request for repairs. What do you have to do to get a repair done? "

> "Jobs started but not finished, crack not followed up, damp not investigated"

> "Planned Maintenance do not return phone calls … We were told planned maintenance windows balconies last June. No update from them."

> "All is ok apart for the ridiculous delay in repairing the guttering/roof. this repair was reported continuously for over 5 years!!! And nothing has been done about it!"

> "The repair to our property we have now been waiting 4 years. I have phoned numerous times, always the same reply even one of our local councillors contacted you and still got nowhere."

There are clearly issues with backlog of work dating back to the pandemic, but one way in which this issue could be managed is with improvements in how tenants are informed about planned or upcoming work, and how **updates on work is communicated to tenants**. Indeed, this was the second most common category of repairs comments (7% of all comments), with a number complaining about work being cancelled without their knowledge, and others providing suggestions for how communications can be improved.

> "Communications between tenants and service providers could be much better. There have been many instances where we have been promised that work would be done only for it to be forgotten or changed without notice."

> "We are told things are going to be done then nothing happens. The answer when we question this is staff shortages."

> "We've had problems with the repairs team well those who agree to jobs being done, spent 4 months being told something would be done to then being told no, also no one calls you when a job is cancelled."

> "It would be a great opportunity to get feedback from repairs or other issues by contacting the person making the complaint to inform them of the outcome and asking if they are satisfied with it."

> "I'd love to see an app that lets us handle council related tasks and allows us to report issues straight from it and include pictures. It would be a great way to get things reported efficiently … This would also allow easy feedback on cases raised, the council could inform the person reporting the issue when it has been acknowledged, whether it is being actioned and inform the user when actioned and request feedback"

The third listed category in chart 11.3 is again a variant on the same theme, being mainly more general comments about the speed of repairs. Indeed, timeliness issues dominate over quality, with just a modest 3% of comments specifically highlighting repairs quality.

More than a quarter of comments relate to **neighbourhood issues** (27%), and within this, as can be seen in chart 11.4, dealing with anti-social behaviour is the most commonly raised priority across the sample (10% of comments). How the Council deals with **anti-social behaviour** is also covered in section 8 but suffice to say that ASB remains a key topic for a considerable number of tenants. When looked at it more detail, the majority of comments are around respondent's experiences, such as drugs, harassment and noise nuisance.

> "Drugs are a massive problem"

> "I currently live in a block of flats, with 3 alcoholics and drug users and one who sells. I have a 8 month old baby. I have to keep taking her away from her home just so she can sleep un-interrupted and for her to be safe"

> "I've had harassment from two lots of neighbours which is unfortunate"

> "Feel very insecure in this area I'm living in, nothing but problems concerning my daughter not being able to go out on her own, due to threats she have received"

> "My next door neighbour is my main problem day and night drumming"

> "Noisy neighbours, dirty gardens, dogs barking"

However, a few did raise issues with the ASB **reporting process**, including:

> "We have been using the ASB app but are getting no response and seemingly no action is taken with the issues we have"

> "I am very unhappy with the way I was spoken to and treated regarding the anti-social behaviour we have had to endure"

Listening to tenants views is the second strongest key driver of satisfaction this year (section 3), but much of that seems to be linked specially to repairs issues, as the proportion of comments that refer to wider **customer service and communication** improvements was lower than for bricks and mortar topics, comprising 16% of comments.

The primary complaint on this general theme is around failures to return calls, or otherwise get back to tenants with a timely response (4% of comments), followed by the related problem that it is sometimes difficult to get hold of the right person;

> "Planned Maintenance do not return phone calls. Several messages left for [name] who never calls me back"

> "Overall, I'm dissatisfied with the quality of help and the length of time it takes to get things solved and especially only if I insist which is very time consuming and frustrating. Then I get a note to contact someone from council who missed me at home (came to visit without any notice or phone call) and when I tried to call back the line would not connect at all. Then I tried to email and got an automatic response that the person is on annual leave"

> "Have rang council on numerous occasions to be told we can't do anything its with the planning team we will send another email. Sent 4 emails myself with no response"

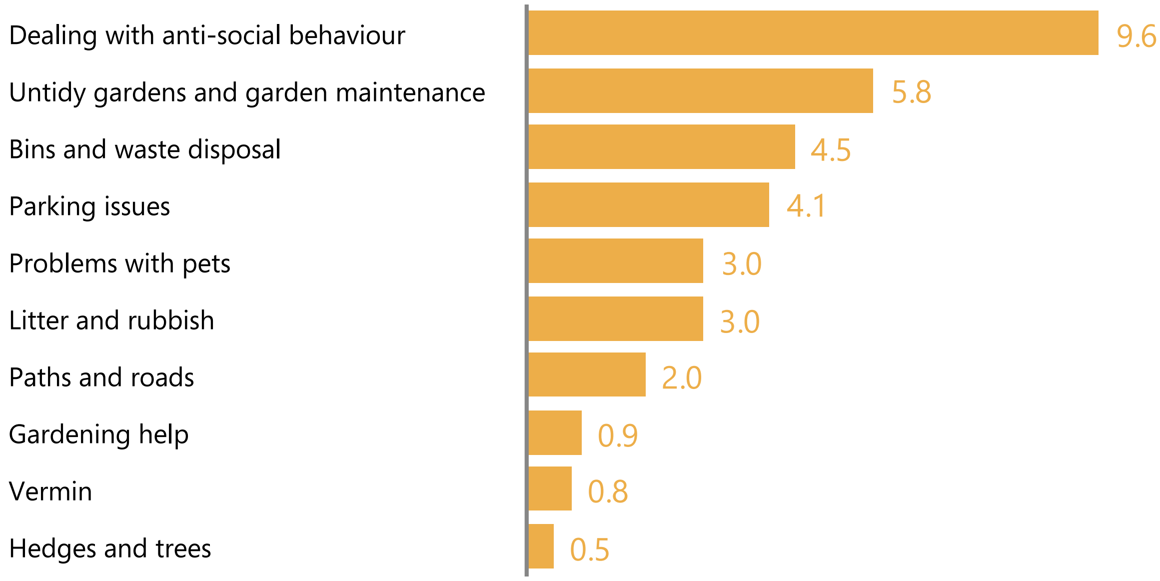
> "It is extremely difficult to contact the right person you need to speak to via telephone. Email contact is pointless as there is a long delay in reading the sent email"

> "SDC are not always very cooperative and often it is very difficult to talk to anyone. Many employees seem to still work from home, messages don't get passed on"

> "Have staff on hand by phone that can answer it instead of the call being diverted to the switch board"

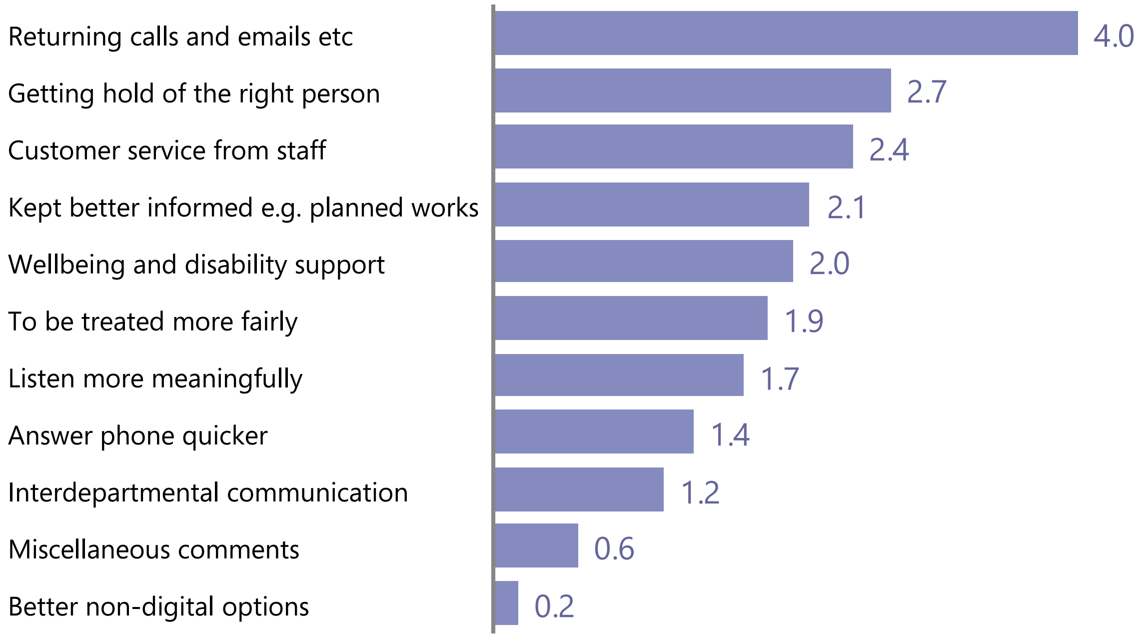
11.4 Neighbourhood improvements - detail

% Base 388 | Coded from verbatim responses. Excludes non respondents.



11.5 Customer service and communication improvements - detail

% Base 388 | Coded from verbatim responses. Excludes non respondents.

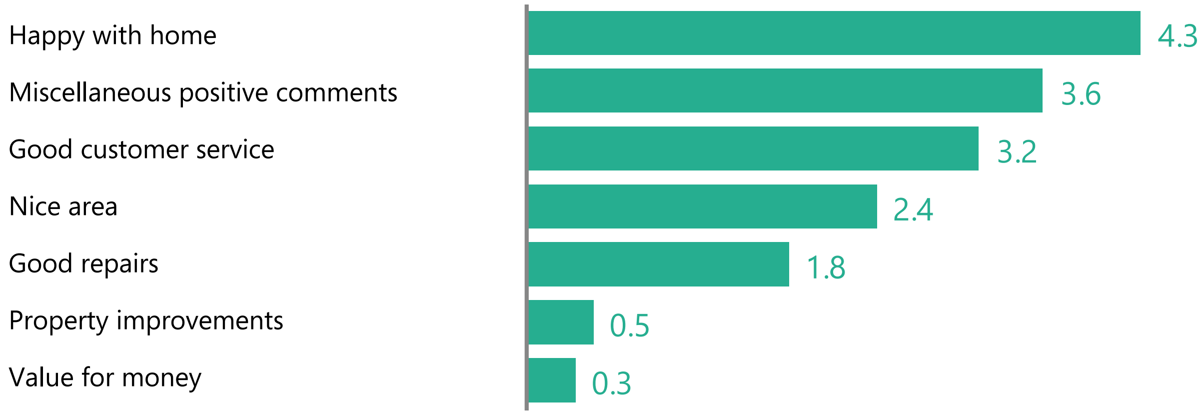


11.6 Other improvements - detail

% Base 388 | Coded from verbatim responses. Excludes non respondents.

11.7 Positive comments - detail

% Base 388 | Coded from verbatim responses. Excludes non respondents.



Finally, it is important to remember that around one in ten commenters simply wanted to **compliment** the Council on the services they received. This most commonly took the form of tenants that are happy with and grateful for their home (4% of comments), but many are also impressed with the standard of customer service they receive (3% of comments, chart 11.7).

> "I am very grateful for my home, thank you very much"

> "I love my home and garden, I have had no problems with the property recently. I have always received a prompt response if necessary. Many thanks"

> "We love our home and the area we live in is absolutely beautiful. My husband and I are very grateful for all the help and support we've received from Stroud District Council over the past 10 years"

> "There were renovations done to all the flats in the area including mine completed this year. I am very happy with the quality of the work"

> "All the maintenance has been carried out well. I was very pleased and thank the council for their support"

> "When I phone to speak to repairs they are very helpful and understanding, they will always do their upmost to sort things out. When workmen from response visit my home they are polite and repairs are done to a high standard"

> "I feel more confident about repairs to my home since contractors no longer apply"

> "Very happy living here, a very good council"

12. Respondent profile

In addition to documenting the demographic profile of the sample, tables 12.4 and 12.5 in this section also display the core survey questions according to the main equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

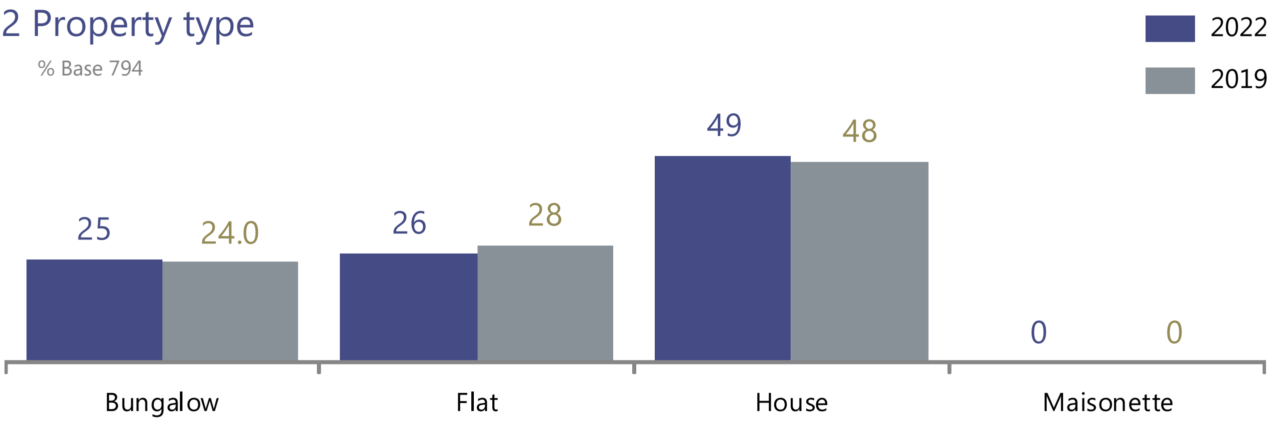
12.1 Area

% Base 794

	Total	%
Housing 1	172	21.7
Housing 2	94	11.8
Housing 3	121	15.2
Housing 4	130	16.4
Housing 5	57	7.2
Housing 6	140	17.6
Housing 7	81	10.2

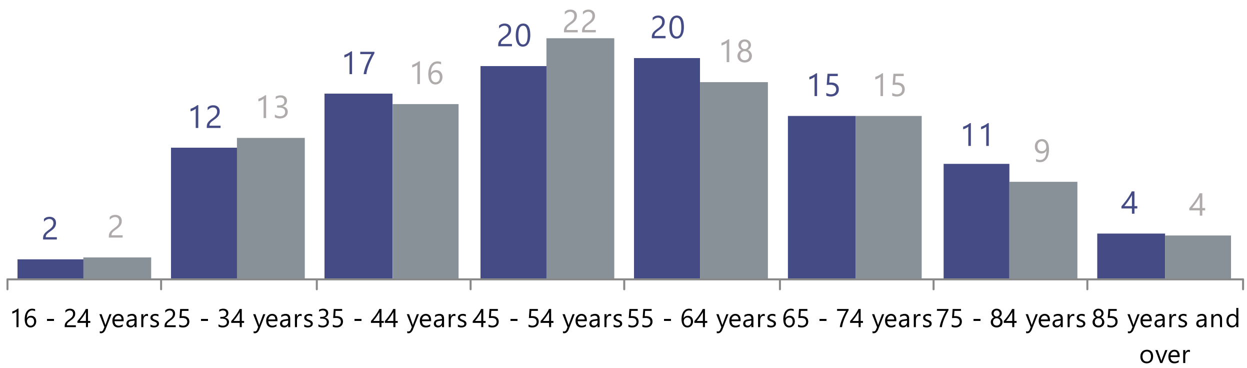
12.2 Property type

% Base 794



12.3 Age

% Base 794



12.4 Core questions by age group

% positive

	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	**794**	**110**	**201**	**249**	**234**
Service overall	70	67	63	64	83
Quality of home	72	64	65	68	86
Safety and security of home	78	76	71	76	89
Communal areas	41	31	34	48	73
Repairs & maintenance service	55	42	53	47	72
Last completed repair	64	60	58	59	78
Neighbourhood as a place to live	77	67	68	79	88
Positive contribution to communities	57	56	49	53	68
Dealing with anti-social behaviour	50	52	46	45	58
Rent value for money	79	78	75	73	89
Treated fairly and with respect	71	70	64	69	81
Is easy to deal with	66	58	61	65	77
Listen to views and act upon them	56	56	51	51	66
Keeps tenants informed	57	48	51	52	71
Opportunities to make views known	57	54	53	54	67
Approach to handling complaints	50	46	41	49	61

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

12.5 Core questions by patch

% positive

	Overall	Housing 1	Housing 2	Housing 3	Housing 4	Housing 5	Housing 6	Housing 7
Sample size	**794**	**172**	**94**	**121**	**130**	**57**	**140**	**81**
Service overall	70	68	62	68	71	79	72	72
Quality of home	72	72	68	67	75	78	74	74
Safety and security of home	78	79	75	77	81	77	78	81
Communal areas	41	33	28	37	59	70	44	69
Repairs & maintenance service	55	51	46	55	63	55	57	59
Last completed repair	64	59	64	63	67	65	64	68
Neighbourhood as a place to live	77	83	68	76	77	88	76	75
Positive contribution to communities	57	58	52	53	64	55	56	57
Dealing with anti-social behaviour	50	56	52	38	57	46	48	43
Rent value for money	79	82	71	73	79	86	86	73
Treated fairly and with respect	71	67	69	63	79	77	76	72
Is easy to deal with	66	62	61	62	74	77	67	69
Listen to views and act upon them	56	55	48	52	56	67	59	63
Keeps tenants informed	57	57	53	52	60	67	56	54
Opportunities to make views known	57	55	52	55	58	65	61	61
Approach to handling complaints	50	47	50	51	54	52	46	56

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

Appendix A. Methodology & data analysis

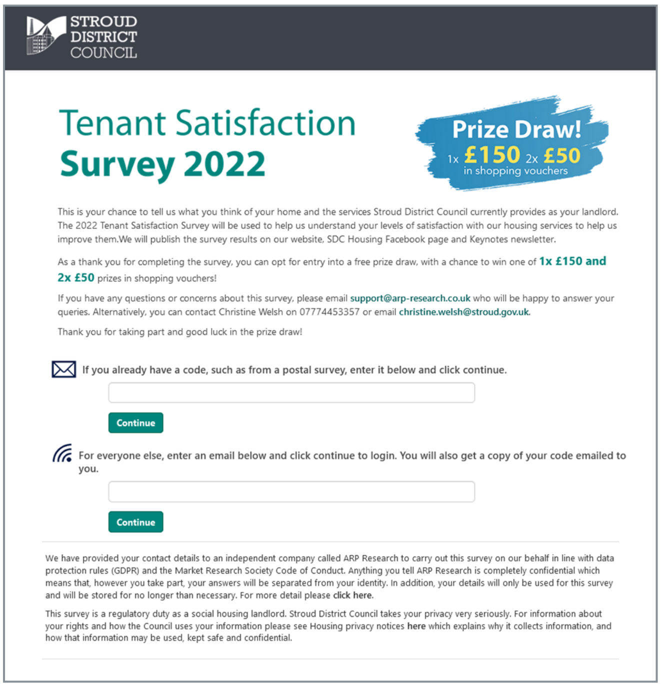
Questionnaire

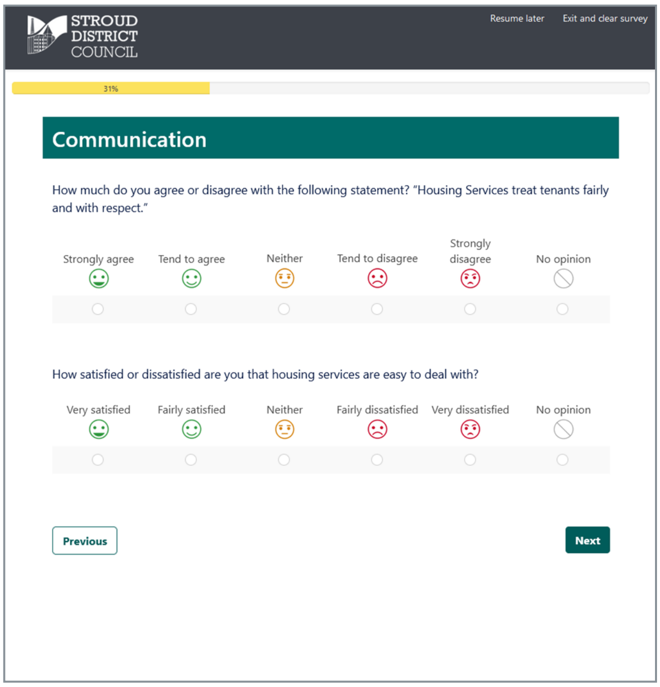
The questionnaire was based on the Housemark STAR survey methodology, with the most appropriate questions for Stroud DC being selected by them from the STAR questionnaire templates. This year's questionnaire also referenced The Regulator of Social Housing's proposed tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years. The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. Postal versions of the questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between September and October 2022. Paper self completion questionnaires were distributed to a randomly selected sample of 2,000 general needs households, followed by a reminder approximately three weeks later for all those that had not yet replied. In addition, email invitations and reminders were sent to every valid email address in the sample, plus a text invitation and reminder to all mobiles in the sample. The survey was incentivised with a free prize draw.

Online survey example pages:





Response rate

In total there were 794 responses to the survey which represented a response rate of 40% (error margin +/- 2.6%). Online responses comprised 37% of the total (292), including 110 direct responses to email (11% response) and 74 to text message (6% response). The returns exceeded the stipulated STAR target error margin of +/- 4% with a 12% increase in response rate compared to 2019.

Weighting

The results were weighted by lead tenant age which ensured that they were also representative of the tenant population on the main demographic and geographic characteristics.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2022 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as their being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

"Key driver analyses" are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The quoted *R Square* value shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against the Housemark STAR database of general needs tenants, using Stroud DC's normal peer group of English landlords with between 3,000 and 6,000 units. For the overall satisfaction score this includes 24 landlords. Housemark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 2 years using the STAR questionnaires. The group selection has been verified against the core Housemark data to ensure that both benchmark groups are closely matched on their scores across those questions. This supplementary group included 17 landlords.

Appendix B. Example questionnaire

STROUD DISTRICT COUNCIL
Ebley Mill • Ebley Wharf • Stroud • Gloucestershire • GL5 4UB
01453 766321
www.stroud.gov.uk

Mr A B Sample
1 Sample Street
Address line
Address line
Sample District
Sample Town
AB1 2CD

999999

scan me
your code:
9999mnmw
www.arpsurveys.co.uk/stroud

Dear [Contact_Name]

Tenant Satisfaction Survey 2022

This is your chance to tell us what you think of your home and the services Stroud District Council currently provides as your landlord. If you choose not to participate in this survey this will not alter our services to you.

To help us understand your levels of satisfaction with the services we provide, ARP Research (an **independent** company) is carrying out this survey on our behalf. The survey is optional and confidential. Stroud District Council will **not** be able to link your answers to your name and address without your agreement.

Please either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. The closing date is **11 October 2022**. As a thank you for completing the survey, you can opt for entry into a **prize draw**, where one lucky person will win **£150** and two more will receive **£50** in shopping vouchers.

This information will be used to help us improve our services. We will publish the survey results on our website, SDC Housing Facebook page and Keynotes newsletter.

This survey is a regulatory duty as a social housing landlord. We take your privacy very seriously. For information about your rights and how we use your information please see Housing privacy notices at **https://rb.gy/6in4u3** which explains why we collect information, and how that information may be used, kept safe and confidential.

If you have any questions or concerns about this survey, please contact ARP Research on 0800 020 9564 or email **support@arp-research.co.uk** who will be happy to answer your queries. Alternatively, you can contact Christine Welsh on 07774453357 or email **christine.welsh@stroud.gov.uk**

Yours sincerely

Michelle Elliott

Housing Manager

PRIZE DRAW! 1 x £150 2 x £50

Leading a community that is making Stroud district a better place to live, work and visit for everyone

Chief Executive: Kathy O'Leary

scan me
code: 999abcd

STROUD DISTRICT COUNCIL

Tenant Satisfaction **Survey 2022**

www.arpsurveys.co.uk/stroud your code: **999abcd**

About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council as your landlord?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

Your home

2 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. With the overall quality of your home?	☐	☐	☐	☐	☐
b. That we provide a home that is safe and secure?	☐	☐	☐	☐	☐
c. Your rent provides value for money?	☐	☐	☐	☐	☐

return by 11 October 2022

Prize Draw!
1x £150 2x £50
in shopping vouchers

Repairs & maintenance

3 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. That we provide a home that is well maintained and safe for you to live in?	☐	☐	☐	☐	☐	○
b. With the way we generally deal with repairs and maintenance?	☐	☐	☐	☐	☐	○
c. With your gas servicing arrangements (if applicable)?	☐	☐	☐	☐	☐	○

4 Have you had any day to day repairs carried out in the last 12 months, e.g. a leaking tap?

☐ Yes **go to Q5** ☐ No **go to Q7**

5 How satisfied or dissatisfied are you repair service you have received to your home from the Council in the **last 12 months**?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

6 Thinking about you most recent repair, how satisfied or dissatisfied were you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. That it was easy to access the repairs service?	☐	☐	☐	☐	☐
b. With the time taken to complete the repair after you reported it?	☐	☐	☐	☐	☐
c. With the overall quality of the work?	☐	☐	☐	☐	☐
d. That the repair was done 'right first time'?	☐	☐	☐	☐	☐
e. With the overall repairs service we provided on this repair?	☐	☐	☐	☐	☐

2

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Communication

7 How much do you agree or disagree with the following statement? "Housing Services treat tenants fairly and with respect."

Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
☐	☐	☐	☐	☐	○

8 How satisfied or dissatisfied are you that housing services are easy to deal with?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
☐	☐	☐	☐	☐	○

9 Have you contacted housing services in the last 12 months?

☐ Yes **go to Q10** ☐ No **go to Q11**

10 Thinking about the last time you contacted us, how satisfied or dissatisfied were you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very satisfied
a. With the helpfulness of the staff?	☐	☐	☐	☐	☐
b. With their ability to deal with your query?	☐	☐	☐	☐	☐

11 How satisfied or dissatisfied are you that housing services:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Listen to your views and act upon them?	☐	☐	☐	☐	☐	○
b. Give you the opportunity to make your views known?	☐	☐	☐	☐	☐	○
c. Keep tenants informed about things that matter to them?	☐	☐	☐	☐	☐	○

3

12 In your daily life, have you used any **apps** or **websites** to do any of the following in the last year?
tick all that apply ☑☐☐☑☑

- ☐ Used Facebook, Instagram or other social media
- ☐ Used video calling, such as Zoom or Facetime
- ☐ Online shopping
- ☐ Online banking
- ☐ Booked a service or appointment online
- ☐ Read an email newsletter
- ☐ Contacted any organisation by email, app or on their website
- ☐ Contacted any organisation on social media, such as Facebook or Twitter
- ☐ Used Government services online
- ☐ Visited the Council's Facebook or Twitter
- ☐ Used the Council's online services

13 If we produce a newsletter, such as Keynotes, would you prefer to receive it online via email or on paper? (If you wish you can give us your email address below).

- ☐ Online
- ☐ Paper

By answering this question you consent for the Council to record your preference.

14 If you would like housing services to contact you either by email or mobile phone, please give us your below and tick the box to confirm :

Mobile:
E-mail:

☐ I confirm that the Council can contact me via these methods

By providing this information you consent for the Council to record this information on your customer record.

4

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15 Would you be interested in having your say about our services in any of the following ways?

tick all that apply ☑☐☐☑☑

- ☐ Taking part in short online or social media polls
- ☐ Online discussion groups about the latest issues
- ☐ In person discussion group about the latest issues
- ☐ None of these

By expressing an interest in any of these you give your consent for the Council to contact you about it.

Estate and communal services

16 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Your neighbourhood as a place to live?	☐	☐	☐	☐	☐	○
b. How much we make a positive contribution to your neighbourhood?	☐	☐	☐	☐	☐	○
c. The grounds maintenance, such as grass cutting in your area?	☐	☐	☐	☐	☐	○
d. Our approach to handling of anti-social behaviour?	☐	☐	☐	☐	☐	○

17 Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building?

This includes Independent Living Schemes

☐ Yes **go to Q18** ↓ ☐ No **go to Q19** →

18 How satisfied or dissatisfied are you that housing management services keeps these communal areas or scheme clean, safe and well maintained?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
☐	☐	☐	☐	☐	○

19 To what extent are the following a problem in your neighbourhood?

	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
a. Rubbish or litter	☐	☐	☐	☐
b. Noisy neighbours	☐	☐	☐	☐
c. Dog fouling/ dog mess	☐	☐	☐	☐
d. Other problems with pets & animals	☐	☐	☐	☐
e. Racial or other harassment	☐	☐	☐	☐
f. Drunk or rowdy behaviour	☐	☐	☐	☐
g. Vandalism and graffiti	☐	☐	☐	☐
h. People damaging your property	☐	☐	☐	☐
i. Drug use or dealing	☐	☐	☐	☐
j. Abandoned or burnt out vehicles	☐	☐	☐	☐

If you would like to tell the Council about any of these problems, please call us on 01453 766321.

Complaints

20 How much do you agree or disagree with the following statement? "I know how to make a complaint to housing services if I am not happy with the service I receive."

Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
☐	☐	☐	☐	☐	○

21 How satisfied or dissatisfied are you with housing management services' approach to the handling of complaints?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
☐	☐	☐	☐	☐	○

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Well-being

These questions are **optional**, but they help us to understand what issues residents are facing and if there is any extra support we could offer.

22 Over the past 12 months, at times, have you felt lonely and isolated?

Always	Often	Sometimes	Rarely	Never	Prefer not to say
☐	☐	☐	☐	☐	○

23 How much do you agree or disagree that:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Prefer not to say
a. My rent and service charges are affordable	☐	☐	☐	☐	☐	○
b. I am financially secure	☐	☐	☐	☐	☐	○
c. I have a good quality of life in my home	☐	☐	☐	☐	☐	○
d. I feel part of the community	☐	☐	☐	☐	☐	○
e. I would come to the Council for help if I had wellbeing or money problems	☐	☐	☐	☐	☐	○

24 Do you currently need help from the Council or another support agency with wellbeing or money problems?

- ☐ Yes
- ☐ No

If you answer yes, you give your consent for the Council to contact you about it.

And finally ...

25 Is there anything else you would like to say about your home and/or the services that we provide, including any compliments or suggestions you may have?

26 Do you want to enter the prize draw for a chance to win up to **£150** in vouchers?

- ☐ Yes
- ☐ No

By answering this question you consent for the Council to contact you if you win.

Thank you!

Please now return in the enclosed freepost envelope for your chance to win up to £150 in shopping vouchers!

RETURN TO:
Freepost RTZK-RGZT-BSKU,
ARP Research,
PO Box 5928,
SHEFFIELD,
S35 5DN

Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the *'valid'* column of the data summary if it appears.

The *'valid'* column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

The results are weighted to be representative by age.

		Representative. Weighted by age			
		Count	% raw	% valid	% +'ve
	Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council as your landlord?	Base: 794			
1:	Very satisfied	219	27.6	28.1	**69.5**
2:	Fairly satisfied	323	40.7	41.4	
3:	Neither	80	10.1	10.3	
4:	Fairly dissatisfied	85	10.7	10.9	
5:	Very dissatisfied	73	9.2	9.4	
	N/R	13	1.6		
	Q2a With the overall quality of your home	Base: 794			
6:	Very satisfied	207	26.1	26.2	**72.1**
7:	Fairly satisfied	363	45.7	45.9	
8:	Neither	60	7.6	7.6	
9:	Fairly dissatisfied	105	13.2	13.3	
10:	Very dissatisfied	56	7.1	7.1	
	N/R	3	0.4		
	Q2b That we provide a home that is safe and secure	Base: 794			
11:	Very satisfied	342	43.1	43.5	**78.4**
12:	Fairly satisfied	275	34.6	34.9	
13:	Neither	69	8.7	8.8	
14:	Fairly dissatisfied	58	7.3	7.4	
15:	Very dissatisfied	43	5.4	5.5	
	N/R	7	0.9		
	Q2c Your rent provides value for money	Base: 794			
16:	Very satisfied	377	47.5	48.3	**78.9**
17:	Fairly satisfied	239	30.1	30.6	
18:	Neither	93	11.7	11.9	
19:	Fairly dissatisfied	48	6.0	6.1	
20:	Very dissatisfied	24	3.0	3.1	
	N/R	12	1.5		
	Q3a That we provide a home that is well maintained and safe for you to live in	Base: 794			
21:	Very satisfied	205	25.8	26.1	**63.9**
22:	Fairly satisfied	297	37.4	37.8	
23:	Neither	80	10.1	10.2	
24:	Fairly dissatisfied	98	12.3	12.5	
25:	Very dissatisfied	105	13.2	13.4	
26:	No opinion	2	0.3		
	N/R	8	1.0		
	Q3b With the way we generally deal with repairs and maintenance	Base: 794			
27:	Very satisfied	173	21.8	22.3	**55.1**
28:	Fairly satisfied	254	32.0	32.8	
29:	Neither	92	11.6	11.9	
30:	Fairly dissatisfied	127	16.0	16.4	
31:	Very dissatisfied	129	16.2	16.6	
32:	No opinion	9	1.1		
	N/R	11	1.4		

		Representative. Weighted by age Count	% raw	% valid	% +'ve
	Q3c With your gas servicing arrangements (if applicable)	Base: 794			
33:	Very satisfied	354	44.6	56.1	**88.7**
34:	Fairly satisfied	206	25.9	32.6	
35:	Neither	44	5.5	7.0	
36:	Fairly dissatisfied	10	1.3	1.6	
37:	Very dissatisfied	17	2.1	2.7	
38:	No opinion	77	9.7		
	N/R	86	10.8		
	Q4 Have you had any day to day repairs carried out in the last 12 months?	Base: 794			
39:	Yes	473	59.6		
40:	No	294	37.0		
	N/R	27	3.4		
	Q5 Satisfaction with the repairs service you have received to your home from the Council in the last 12 months	Base: 473			
41:	Very satisfied	155	19.5	33.3	**64.6**
42:	Fairly satisfied	146	18.4	31.3	
43:	Neither	46	5.8	9.9	
44:	Fairly dissatisfied	62	7.8	13.3	
45:	Very dissatisfied	57	7.2	12.2	
	N/R	327	41.2	1.3	
	Q6a That it was easy to access the repairs service	Base: 473			
46:	Very satisfied	179	22.5	38.5	**72.0**
47:	Fairly satisfied	156	19.6	33.5	
48:	Neither	42	5.3	9.0	
49:	Fairly dissatisfied	49	6.2	10.5	
50:	Very dissatisfied	39	4.9	8.4	
	N/R	328	41.3	1.5	
	Q6b With the time taken to complete the repair after you reported it	Base: 473			
51:	Very satisfied	129	16.2	27.7	**56.3**
52:	Fairly satisfied	133	16.8	28.6	
53:	Neither	44	5.5	9.5	
54:	Fairly dissatisfied	69	8.7	14.8	
55:	Very dissatisfied	90	11.3	19.4	
	N/R	328	41.3	1.5	
	Q6c With the overall quality of the work	Base: 473			
56:	Very satisfied	193	24.3	41.8	**71.9**
57:	Fairly satisfied	139	17.5	30.1	
58:	Neither	54	6.8	11.7	
59:	Fairly dissatisfied	31	3.9	6.7	
60:	Very dissatisfied	45	5.7	9.7	
	N/R	331	41.7	2.1	
	Q6d That the repair was done 'right first time'	Base: 473			
61:	Very satisfied	181	22.8	38.9	**63.0**

		Count	% raw	% valid	% +'ve
		Representative. Weighted by age			
62:	Fairly satisfied	112	14.1	24.1	
63:	Neither	48	6.0	10.3	
64:	Fairly dissatisfied	55	6.9	11.8	
65:	Very dissatisfied	69	8.7	14.8	
	N/R	330	41.6	1.9	
	Q6e With the overall repairs service we provided on this repair	Base: 473			
66:	Very satisfied	159	20.0	34.3	**63.8**
67:	Fairly satisfied	137	17.3	29.5	
68:	Neither	56	7.1	12.1	
69:	Fairly dissatisfied	51	6.4	11.0	
70:	Very dissatisfied	61	7.7	13.1	
	N/R	329	41.4	1.7	
	Q7 Housing Services treat tenants fairly and with respect	Base: 794			
71:	Strongly agree	206	25.9	27.1	**71.3**
72:	Tend to agree	336	42.3	44.2	
73:	Neither	112	14.1	14.7	
74:	Tend to disagree	64	8.1	8.4	
75:	Strongly disagree	43	5.4	5.7	
76:	No opinion	23	2.9		
	N/R	10	1.3		
	Q8 How satisfied or dissatisfied are you that housing services are easy to deal with	Base: 794			
77:	Very satisfied	188	23.7	24.5	**66.3**
78:	Fairly satisfied	320	40.3	41.8	
79:	Neither	110	13.9	14.4	
80:	Fairly dissatisfied	82	10.3	10.7	
81:	Very dissatisfied	66	8.3	8.6	
82:	No opinion	18	2.3		
	N/R	11	1.4		
	Q9 Have you contacted housing services in the last 12 months?	Base: 794			
83:	Yes	539	67.9		
84:	No	215	27.1		
	N/R	39	4.9		
	Q10a With the helpfulness of the staff	Base: 539			
85:	Very satisfied	195	24.6	36.4	**70.2**
86:	Fairly satisfied	181	22.8	33.8	
87:	Neither	44	5.5	8.2	
88:	Fairly dissatisfied	59	7.4	11.0	
89:	Very dissatisfied	56	7.1	10.5	
	N/R	258	32.5	0.6	
	Q10b With their ability to deal with your query	Base: 539			
90:	Very satisfied	176	22.2	33.3	**63.2**
91:	Fairly satisfied	158	19.9	29.9	
92:	Neither	71	8.9	13.4	
93:	Fairly dissatisfied	61	7.7	11.5	

		Representative. Weighted by age Count	% raw	% valid	% +'ve
94:	Very dissatisfied	63	7.9	11.9	
	N/R	264	33.2	1.7	
	Q11a Listen to your views and act upon them	Base: 794			
95:	Very satisfied	148	18.6	20.1	**56.2**
96:	Fairly satisfied	265	33.4	36.1	
97:	Neither	149	18.8	20.3	
98:	Fairly dissatisfied	76	9.6	10.3	
99:	Very dissatisfied	97	12.2	13.2	
100:	No opinion	43	5.4		
	N/R	16	2.0		
	Q11b Give you the opportunity to make your views known	Base: 794			
101:	Very satisfied	145	18.3	20.5	**57.4**
102:	Fairly satisfied	261	32.9	36.9	
103:	Neither	173	21.8	24.5	
104:	Fairly dissatisfied	61	7.7	8.6	
105:	Very dissatisfied	67	8.4	9.5	
106:	No opinion	60	7.6		
	N/R	27	3.4		
	Q11c Keep tenants informed about things that matter to them	Base: 794			
107:	Very satisfied	180	22.7	25.0	**56.8**
108:	Fairly satisfied	229	28.8	31.8	
109:	Neither	156	19.6	21.6	
110:	Fairly dissatisfied	77	9.7	10.7	
111:	Very dissatisfied	79	9.9	11.0	
112:	No opinion	45	5.7		
	N/R	28	3.5		
	Q12 In your daily life, have you used any apps or websites to do any of the following in the last year?	Base: 794			
113:	Used Facebook, Instagram or other social media	463	58.3		
114:	Used video calling, such as Zoom or Facetime	318	40.1		
115:	Online shopping	468	58.9		
116:	Online banking	485	61.1		
117:	Booked a service or appointment online	360	45.3		
118:	Read an email newsletter	350	44.1		
119:	Contacted any organisation by email, app or on their website	328	41.3		
120:	Contacted any organisation on social media	159	20.0		
121:	Used Government services online	381	48.0		
122:	Visited the Council's Facebook or Twitter	77	9.7		
123:	Used the Council's online services	281	35.4		
	N/R	172	21.7		
	R12 Use the internet	Base: 794			
124:	Yes	622	78.3		
125:	No	172	21.7		
	N/R	0	0.0		

		Representative. Weighted by age			
		Count	% raw	% valid	% +'ve
	Q13 If we produce a newsletter, such as Keynotes, would you prefer to receive it online via email or on paper?	Base: 794			
126:	Online	300	37.8		
127:	Paper	437	55.0		
	N/R	58	7.3		
	Q15 Would you be interested in having your say about our services in any of the following ways?	Base: 794			
128:	Taking part in short online or social media polls	171	21.5		
129:	Online discussion groups about the latest issues	62	7.8		
130:	In person discussion group about the latest issues	64	8.1		
131:	None of these	490	61.7		
	N/R	80	10.1		
	R15 Interested in having your say about our services	Base: 794			
132:	Yes	223	28.1		
133:	No	490	61.7		
	N/R	80	10.1		
	Q16a Your neighbourhood as a place to live	Base: 794			
134:	Very satisfied	319	40.2	41.7	**77.4**
135:	Fairly satisfied	273	34.4	35.7	
136:	Neither	73	9.2	9.5	
137:	Fairly dissatisfied	52	6.5	6.8	
138:	Very dissatisfied	48	6.0	6.3	
139:	No opinion	7	0.9		
	N/R	24	3.0		
	Q16b How much we make a positive contribution to your neighbourhood	Base: 794			
140:	Very satisfied	119	15.0	16.7	**57.0**
141:	Fairly satisfied	287	36.1	40.3	
142:	Neither	187	23.6	26.3	
143:	Fairly dissatisfied	65	8.2	9.1	
144:	Very dissatisfied	54	6.8	7.6	
145:	No opinion	45	5.7		
	N/R	38	4.8		
	Q16c The grounds maintenance, such as grass cutting in your area	Base: 794			
146:	Very satisfied	208	26.2	29.2	**67.9**
147:	Fairly satisfied	276	34.8	38.7	
148:	Neither	109	13.7	15.3	
149:	Fairly dissatisfied	68	8.6	9.5	
150:	Very dissatisfied	52	6.5	7.3	
151:	No opinion	45	5.7		
	N/R	35	4.4		
	Q16d Our approach to handling of anti-social behaviour	Base: 794			
152:	Very satisfied	122	15.4	19.6	**49.9**
153:	Fairly satisfied	189	23.8	30.3	
154:	Neither	172	21.7	27.6	

	Representative. Weighted by age Count	% raw	% valid	% +'ve
155: Fairly dissatisfied	65	8.2	10.4	
156: Very dissatisfied	76	9.6	12.2	
157: No opinion	122	15.4		
N/R	48	6.0		
Q17 Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building?	Base: 794			
158: Yes	155	19.5		
159: No	584	73.6		
N/R	55	6.9		
Q18 Satisfaction that housing management services keeps these communal areas or scheme clean, safe and well maintained	Base: 155			
160: Very satisfied	23	2.9	15.1	**41.4**
161: Fairly satisfied	40	5.0	26.3	
162: Neither	28	3.5	18.4	
163: Fairly dissatisfied	22	2.8	14.5	
164: Very dissatisfied	39	4.9	25.7	
165: No opinion	3	0.4		
N/R	639	80.5	0.0	
Q19a Rubbish or litter	Base: 794			
166: Very big problem	67	8.4	9.3	**23.8**
167: Fairly big problem	105	13.2	14.5	
168: Not a very big problem	325	40.9	45.0	
169: Not a problem at all	226	28.5	31.3	
N/R	71	8.9		
Q19b Noisy neighbours	Base: 794			
170: Very big problem	60	7.6	8.5	**20.0**
171: Fairly big problem	81	10.2	11.5	
172: Not a very big problem	259	32.6	36.7	
173: Not a problem at all	306	38.5	43.3	
N/R	88	11.1		
Q19c Dog fouling/ dog mess	Base: 794			
174: Very big problem	103	13.0	14.1	**34.8**
175: Fairly big problem	151	19.0	20.7	
176: Not a very big problem	250	31.5	34.3	
177: Not a problem at all	225	28.3	30.9	
N/R	65	8.2		
Q19d Other problems with pets & animals	Base: 794			
178: Very big problem	37	4.7	5.3	**14.8**
179: Fairly big problem	66	8.3	9.5	
180: Not a very big problem	225	28.3	32.2	
181: Not a problem at all	370	46.6	53.0	
N/R	96	12.1		
Q19e Racial or other harassment	Base: 794			

	Representative. Weighted by age Count	% raw	% valid	% +'ve
182: Very big problem	14	1.8	2.0	**6.6**
183: Fairly big problem	32	4.0	4.6	
184: Not a very big problem	161	20.3	23.0	
185: Not a problem at all	492	62.0	70.4	
N/R	96	12.1		
Q19f Drunk or rowdy behaviour	Base: 794			
186: Very big problem	32	4.0	4.5	**12.6**
187: Fairly big problem	57	7.2	8.1	
188: Not a very big problem	213	26.8	30.2	
189: Not a problem at all	403	50.8	57.2	
N/R	89	11.2		
Q19g Vandalism and graffiti	Base: 794			
190: Very big problem	21	2.6	3.0	**7.0**
191: Fairly big problem	28	3.5	4.0	
192: Not a very big problem	200	25.2	28.7	
193: Not a problem at all	448	56.4	64.3	
N/R	96	12.1		
Q19h People damaging your property	Base: 794			
194: Very big problem	16	2.0	2.3	**5.9**
195: Fairly big problem	25	3.1	3.6	
196: Not a very big problem	145	18.3	20.6	
197: Not a problem at all	517	65.1	73.5	
N/R	91	11.5		
Q19i Drug use or dealing	Base: 794			
198: Very big problem	62	7.8	8.8	**21.7**
199: Fairly big problem	91	11.5	12.9	
200: Not a very big problem	192	24.2	27.1	
201: Not a problem at all	363	45.7	51.3	
N/R	86	10.8		
Q19j Abandoned or burnt out vehicles	Base: 794			
202: Very big problem	5	0.6	0.7	**2.1**
203: Fairly big problem	10	1.3	1.4	
204: Not a very big problem	116	14.6	16.6	
205: Not a problem at all	569	71.7	81.3	
N/R	95	12.0		
Q20 I know how to make a complaint to housing services if I am not happy with the service I receive	Base: 794			
206: Strongly agree	208	26.2	28.8	**71.7**
207: Tend to agree	310	39.0	42.9	
208: Neither	103	13.0	14.3	
209: Tend to disagree	61	7.7	8.4	
210: Strongly disagree	40	5.0	5.5	
211: No opinion	41	5.2		
N/R	31	3.9		

		Representative. Weighted by age			
		Count	% raw	% valid	% +'ve
	Q21 Satisfaction with housing management services' approach to the handling of complaints	Base: 794			
212:	Very satisfied	96	12.1	15.8	**50.4**
213:	Fairly satisfied	211	26.6	34.6	
214:	Neither	159	20.0	26.1	
215:	Fairly dissatisfied	72	9.1	11.8	
216:	Very dissatisfied	71	8.9	11.7	
217:	No opinion	152	19.1		
	N/R	32	4.0		
	Q22 Over the past 12 months, at times, have you felt lonely and isolated?	Base: 794			
218:	Always	30	3.8	4.5	
219:	Often	108	13.6	16.0	
220:	Sometimes	168	21.2	25.0	
221:	Rarely	124	15.6	18.4	
222:	Never	243	30.6	36.1	
223:	Prefer not to say	74	9.3		
	N/R	47	5.9		
	R22 Over the past 12 months have you always or often felt lonely and isolated?	Base: 794			
224:	Yes	138	17.4	20.5	
225:	No	535	67.4	79.5	
	N/R	121	15.2		
	Q23a My rent and service charges are affordable	Base: 794			
226:	Strongly agree	205	25.8	29.9	**72.8**
227:	Tend to agree	294	37.0	42.9	
228:	Neither	113	14.2	16.5	
229:	Tend to disagree	56	7.1	8.2	
230:	Strongly disagree	18	2.3	2.6	
231:	Prefer not to say	43	5.4		
	N/R	64	8.1		
	Q23b I am financially secure	Base: 794			
232:	Strongly agree	44	5.5	7.1	**34.1**
233:	Tend to agree	168	21.2	27.0	
234:	Neither	190	23.9	30.5	
235:	Tend to disagree	129	16.2	20.7	
236:	Strongly disagree	91	11.5	14.6	
237:	Prefer not to say	96	12.1		
	N/R	75	9.4		
	Q23c I have a good quality of life in my home	Base: 794			
238:	Strongly agree	133	16.8	19.0	**69.6**
239:	Tend to agree	354	44.6	50.6	
240:	Neither	108	13.6	15.4	
241:	Tend to disagree	64	8.1	9.1	
242:	Strongly disagree	41	5.2	5.9	
243:	Prefer not to say	36	4.5		

		Representative. Weighted by age			
		Count	% raw	% valid	% +'ve
	N/R	58	7.3		
	Q23d I feel part of the community	Base: 794			
244:	Strongly agree	98	12.3	14.4	**52.6**
245:	Tend to agree	260	32.7	38.2	
246:	Neither	213	26.8	31.3	
247:	Tend to disagree	57	7.2	8.4	
248:	Strongly disagree	52	6.5	7.6	
249:	Prefer not to say	49	6.2		
	N/R	66	8.3		
	Q23e I would come to the Council for help if I had wellbeing or money problems	Base: 794			
250:	Strongly agree	126	15.9	19.2	**48.9**
251:	Tend to agree	195	24.6	29.7	
252:	Neither	141	17.8	21.5	
253:	Tend to disagree	119	15.0	18.1	
254:	Strongly disagree	76	9.6	11.6	
255:	Prefer not to say	73	9.2		
	N/R	65	8.2		
	Q24 Do you currently need help from the Council or another support agency with wellbeing or money problems?	Base: 794			
256:	Yes	119	15.0		
257:	No	613	77.2		
	N/R	62	7.8		
	D101 Stock type	Base: 794			
258:	General needs	794	100.0		
259:	Independent Living	0	0.0		
	N/R	0	0.0		
	D102 Property type	Base: 794			
260:	Bungalow	195	24.6		
261:	Flat	208	26.2		
262:	House	391	49.2		
263:	Maisonette	0	0.0		
	N/R	0	0.0		
	D103 Patch	Base: 794			
264:	Housing 1	172	21.7		
265:	Housing 2	94	11.8		
266:	Housing 3	121	15.2		
267:	Housing 4	130	16.4		
268:	Housing 5	57	7.2		
269:	Housing 6	140	17.6		
270:	Housing 7	81	10.2		
	N/R	0	0.0		
	D104 Main Tenant Age Group	Base: 794			

		Representative. Weighted by age			
		Count	% raw	% valid	% +'ve
271:	16 - 24 years	14	1.8		
272:	25 - 34 years	96	12.1		
273:	35 - 44 years	134	16.9		
274:	45 - 54 years	155	19.5		
275:	55 - 64 years	161	20.3		
276:	65 - 74 years	119	15.0		
277:	75 - 84 years	83	10.5		
278:	85 years and over	33	4.2		
	N/R	0	0.0		
	D105 Main Tenant Age Group [simple]	Base: 794			
279:	16-34	110	13.9		
280:	35-49	201	25.3		
281:	50-64	249	31.4		
282:	65+	234	29.5		
	N/R	0	0.0		

(t) 0844 272 6004

(w) www.arp-research.co.uk

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS