



# Independent Living

## STAR Tenant Satisfaction Survey 2022



**STROUD  
DISTRICT  
COUNCIL**

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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 those in independent living. A second report is also available containing the survey results for general needs tenants. 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 all 718 Independent Living 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 307 responses to the survey which represented a response rate of 43% (error margin +/- 4.2%). Online responses comprised 24% of the total (74), including 40 direct responses to email (11% response) and 18 to text message (4% response). The returns exceeded the stipulated STAR target error margin of +/- 5% with a 2% increase in response rate compared to 2019.

## Understanding the results

The results were checked to ensure that they were 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
85%	83%	↓	81%	satisfaction overall	HouseMark STAR
90%	90%	↓	86%	quality of home	HouseMark STAR
90%	N.A.		87%	safety and security of home	HouseMark STAR
79%	N.A.		77%	communal areas clean and maintained	
88%	N.A.		86%	rent value for money	HouseMark STAR
84%	83%	↓	68%	repairs and maintenance overall	HouseMark STAR
76%	88%	↓	76%	last completed repair	HouseMark STAR
79%	N.A.		79%	treated fairly and with respect	
83%	N.A.		70%	easy to deal with	HouseMark STAR
71%	57%	↑	64%	listens to views and acts on them	HouseMark STAR
74%	73%	↓	71%	keeps tenants informed	
68%	64%	↑	69%	opportunities to make views known	HouseMark STAR
57%	N.A.		61%	approach to handling complaints	
89%	N.A.		90%	neighbourhood as a place to live	HouseMark STAR
68%	N.A.		68%	makes a positive contribution to area	
60%	N.A.		59%	dealing with ASB	

statistically significant improvement  
 no statistically significant change  
 statistically significant decline

## 2. Executive summary

### Overall satisfaction

1. Overall tenant satisfaction with the Independent Living service amongst tenants has fallen slightly from 83% in 2019 to 81% in 2022, but this change is small enough that it isn't considered to 'statistically significant'. This contrasts with the Housemark benchmark score amongst comparable landlords, which over the same time period had fallen by a greater margin (from 90% to 85%, section 3).
2. One factor that appears to have helped the overall satisfaction score will have been significant improvements in communication and consultation with Independent Living tenants, as evidenced by the fact that they are now more likely to feel listened to, and to have opportunities to make their views known (section 7). Satisfaction with the grounds maintenance service has also significantly improved (section 8).
3. Conversely, as was also the case for general needs tenants, the twin challenges of pandemic lockdowns happening at the same time as repairs functions were brought in-house, resulted in significantly poorer repairs satisfaction scores (section 5).
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:
  - Quality of the home (72% satisfied, section 4)
  - Being kept informed (56%, section 7)
  - Repairs and maintenance overall (55%, section 5)
  - Opportunities to make views known (56%, section 7)
  - Treated fairly and with respect (71%, section 6)

### The home

5. The quality of the home has been the strongest key driver of satisfaction amongst Independent Living tenants for the last few surveys and this pattern continues in 2022. Indeed, it seems to be more influential than it has ever been (section 3).
6. Satisfaction with the quality of the home has fallen by 4% since 2019 to 86%, although this isn't quite enough to be considered a 'statistically significant' change. Indeed, the relevant Housemark benchmark has fallen by a comparable margin (section 4).
7. In the comments the single most common request for improvements were related to the property (24%), most frequently heating and energy efficiency (5%) and window replacements (section 11).
8. 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 (87%).
9. In addition, over three quarter of Independent Living tenants are satisfied that the communal areas in their scheme are kept clean and well maintained, which is consistent with similar landlords.

## 2. Executive summary

### Repairs and maintenance

10. The overall perception of the way repairs and maintenance is dealt with has fallen since 2019 with only around two thirds of the sample now saying that they are satisfied (68%), compared to 83% in 2019 (section 5).
11. The score is now firmly in the benchmark fourth quartile compared to the sector average of 83%, whereas before it was exactly in line with the median.
12. This finding is consistent with the similar pattern observed in the general needs survey, although it seems to have had a more limited impact on other satisfaction scores in the survey.
13. Respondents have a higher opinion of their last completed repair (76%) than for the service as a whole. The last repair is much closer to the benchmark target of 79%. Only 66% 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.

### Communication

14. Whether Independent Living tenants feel that they are kept well informed by their landlord is now the second strongest key driver of satisfaction overall, which undoubtedly linked to the issue of repairs.
15. Otherwise, performance in this regard appears to have been largely stable since 2019 (71%), which is close to the Housemark benchmark of 74% (section 7).
16. The opportunities that tenants have to make their views known is also now a key driver of satisfaction, which has significantly increased from 64% to 69%, and is now above the benchmark level.
17. This is coupled with an even bigger increase in the proportion that feel their views are being listened to and acted upon (64% v 57%), which provides further evidence that tenants are now feeling more engaged and involved than they were before.
18. Around a third of respondents are interested in having their say in the future, with in person discussion groups the most popular method.

### Customer service

19. Being treated with fairness and respect is a key driver of overall satisfaction for both Independent Living tenants and those in general needs (see section 3).
20. Fortunately, almost four out of five tenants agree that they are treated this way (79%), compared to only 9% that disagree, which is in line with what other landlords (section 6).
21. Being easy to deal with, known as a customer effort score, is a recently added core STAR question. However, again following the same pattern as general needs, the 70% satisfaction score is well below the 83% Housemark benchmark target.

## 2. Executive summary

### Value for money

22. Despite the cost of living crisis the majority of residents in Independent Living are satisfied that their rent represents good value for money (86%), compared to only 6% of the sample that are unhappy with it (section 4).
23. Indeed, most tenants also agree that their rent and service charges are affordable (75%), over a fifth say that they feel financially insecure (18%, section 10).

### Complaints

24. Although the majority are satisfied with how the Council deals with complaints (61%), around a fifth are actively dissatisfied (19%). However, when placed in context with other similar landlords this score is actually quite good being slightly above the median score of 57% (section 9).
25. 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

26. The vast majority of tenants are happy with their neighbourhood as a place to live (90%), and three quarter feel that their landlord makes a positive contribution to the where they live (76%). This is consistent with other landlords (section 8).
27. It is very pleasing to see that satisfaction with the grounds maintenance service has increased significantly from 69% to 76%, including a 15% increase in 'very' satisfied (now 40%).
28. As in 2019 the biggest neighbourhood problems are dog fouling/dog mess, rubbish or litter, and noisy neighbours. The only one of these to change since last time is dog mess, now considered a problem by 21% of respondents (was 12%).
29. The level of satisfaction appears relatively low when respondents are asked about the approach to handling anti-social behaviour (59%), but this is normally lower than many other scores and the benchmark average is virtually the same (60%).

### Wellbeing

30. When asked about feelings of loneliness and isolation, 15% say they have felt this way to at least some extent, including 7% that explicitly feel this way (section 10).
31. Around two thirds of the sample say that they would consider going to the Council for help with wellbeing or money problems, although only one in ten respondents currently feel that they need such help, including a fifth of the under 65s.



### 3. Services overall

**81%**  
satisfied  
overall



top 'key  
drivers'

1. quality of home
2. being kept informed
3. repairs overall
4. making views known
5. treated fairly & with respect



Overall satisfaction has fallen slightly, but not by a statistically significant margin



The result is now closer to the Housemark benchmark than it was before, albeit still 4% below the norm



Bricks and mortar issues are stronger drivers of satisfaction than in 2019 due to falling repairs satisfaction



On the other hand, better communication and consultation scores seem to have positively influenced perceptions



### 3. Services overall

The last survey of Independent Living residents was conducted prior to the pandemic, during which time there was substantial disruption to services. It is therefore relatively positive to see that whilst overall satisfaction has **fallen slightly** from 83% to 81%, this change is small enough that it isn't considered to 'statistically significant'. What this means is the statistical test used to compare scores gave a result that was within the margin of error, showing we can't be confident enough that the difference was real rather than being merely down to chance.

Indeed, this contrasts with the Housemark benchmark score amongst comparable landlords, which over the same time period had fallen by a greater margin (from 90% to 85%). As a consequence, although the Council's score is still in the fourth quartile of peer landlords, the **gap has closed** since 2019 as it is now just 4% behind the norm, whereas the gap was 7% before. This is the opposite of the Council general needs tenants where this gap had extended (see separate report).

One factor that appears to have helped the overall satisfaction score will have been significant **improvements in communication and consultation** with Independent Living tenants as evidenced by the fact that they are now more likely to feel listened to, and to have opportunities to make their views known (section 7). Satisfaction with the grounds maintenance service has also significantly improved (section 8).

Conversely, as was also the case for general needs tenants, the twin challenges of pandemic lockdowns happening at the same time as repairs functions were brought in-house, resulted in significantly **poorer repairs satisfaction** scores (section 5). Indeed, overall satisfaction is lower for Independent Living tenants that received a repair in the last year (see below).

#### 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 first thing to note from these results is that the strongest key driver, the **quality of the home**, is the same as it was in 2019. This is a fairly common finding across the sector amongst this type of tenant. However, unlike in 2019 when it was broadly equal in strength to a few other issues it is now the dominant driver of Independent Living satisfaction.

This makes sense when considering that the pandemic will have disrupted maintenance and responsive repairs, which is probably why the quality of the home rating has fallen by 4% since 2019, albeit not quite enough to be a statistically significant change (section 4). Indeed, **repairs and maintenance** overall appeared in the key driver list itself for the first time in a Stroud Independent Living Survey.

Bricks and mortar issues are therefore the main theme of the 2022 results, but the key drivers suggest a secondary theme of **communication and resident involvement** as the remaining three items on the list could all be broadly encompassed with such a term. This too has echoes of 2019, with one of these items (being kept informed) appearing on the key driver list in both years. In addition, as mentioned above, the opportunities for tenants to make their views known seem to have improved significantly since the last survey (section 7), providing further evidence that this has had a positive effect on overall perceptions. The last of these linked drivers is the extent to which the Council is seen to treat tenants with fairness and respect, which whilst a new question seems to compare favourably with other landlords (section 6).

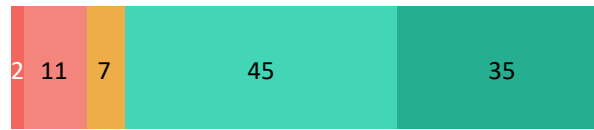
## 3. Services overall

### 3.1 Overall satisfaction

% Base 302 | Excludes non respondents



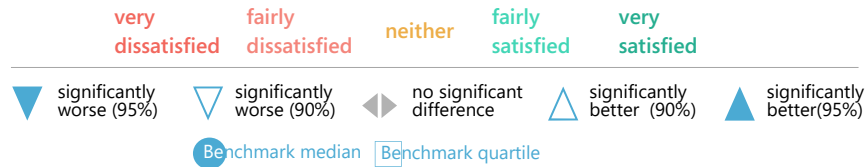
Overall service provided by housing services



satisfied 2022    satisfied 2019    error margin    bench mark

81 ◀▶ 83

+/- 4.4 85  
4<sup>th</sup>



#### Change over time

- Overall satisfaction has fallen by 2% but this is not a significant margin.
- The benchmark median is 5% lower than it was in 2019, so the Council's score is closer to it than it was previously.



#### By people

- Because the age profile of tenants in Independent Living is very similar, there was very little difference between this and other scores throughout the survey findings **by age**. That said, the youngest respondents (aged 55-64) were the least satisfied overall (78%). For full details see table 12.5.
- Overall satisfaction is also significantly lower for people that have felt lonely or isolated (63%), need help with **wellbeing or money** problems (71%), or had **made contact** with the Council in the last year (76%), however the latter were only significant at the 90% confidence level.
- Satisfaction is also notably lower amongst respondents who have **had a repair** in the previous year compared to those who have not (79% v 84%).



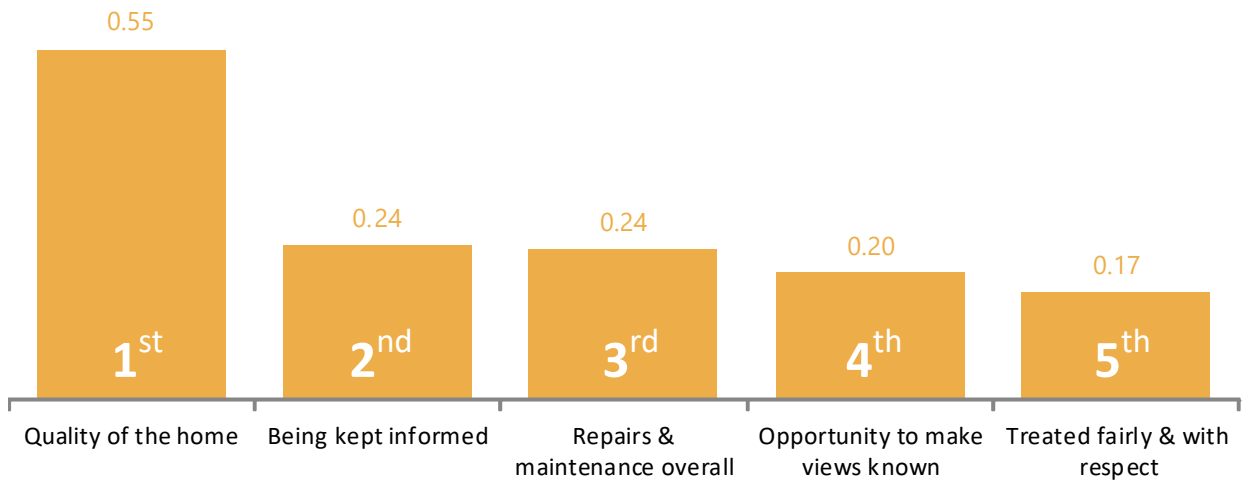
#### By place

- Please note that here, and throughout the report, the analyses by scheme have very small base sizes. Consequently, any variations, including those that are statistically significant, can show big swings due to the views of a small number of individuals.
- Nevertheless, it is still notable that respondents in **Dryleaze Court** are less satisfied than average overall (50%), which is the same pattern that also emerged in 2019. This pattern continues across many of the other survey results.
- Overall satisfaction is also lower in **Springfield's Court** (64%), including 3 of the 14 respondents that are actively dissatisfied.
- A number of schemes have an overall satisfaction score around 90%, but only Concord's score is statistically significant because this is the biggest sub-group in the survey.
- Overall satisfaction is identical for those living in flats and bungalows (both 81%).

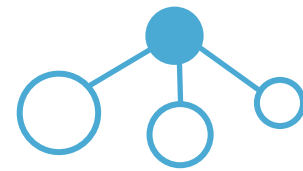
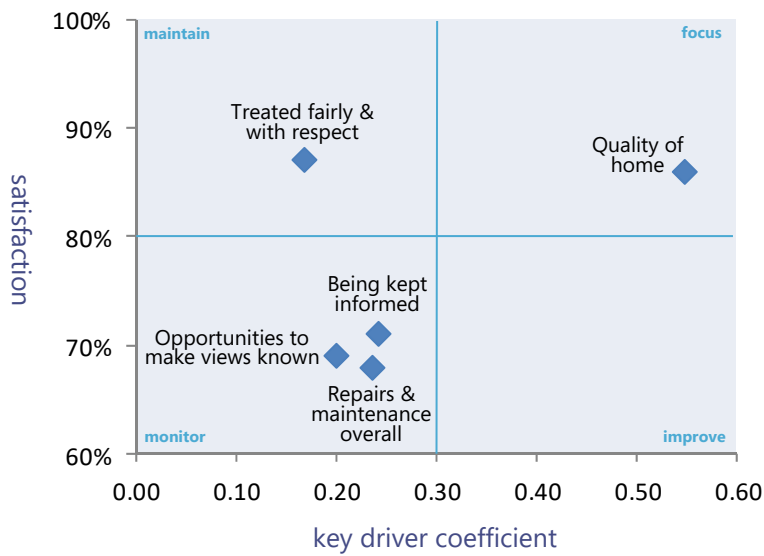
### 3. Services overall

#### 3.2 Key drivers - overall satisfaction

R Square = 0.688 | 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. Services overall

### 3.4 Overall satisfaction by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive Overall satisfaction		Sample size	% positive Overall satisfaction
<b>Overall</b>	<b>307</b>	<b>81</b>	<b>Overall</b>	<b>307</b>	<b>81</b>
Archway Gardens	7	86	Hamfallow Court	12	83
Ashwell House	8	75	Hazelwood	17	88
Broadfield Road	14	79	Jenner Court	11	90
Burdett House	11	70	Malvern Gardens	7	86
Chapel Lane	8	63	Sherborne House	8	75
Concord	18	89	Springfields Court	14	64
Draycott	8	88	St Nicholas Court	18	83
Dryleaze Court	15	50	The Corriett	10	70
Dryleaze House	15	87	Trinity Drive	7	71
George Pearce House	13	85	Vizard Close	8	88
Grange View	12	100	Walter Preston Court	16	93
Grove Park Road	13	85	Willow Road	9	89

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



## 4. The home

87%



safe & secure

86%



quality



The quality of the home is the dominant key driver of overall satisfaction



Satisfaction with the quality of the home has fallen a little, but this isn't a statistically significant change



The most commonly mentioned requests for property improvements are heating, energy efficiency and windows



Satisfaction with the cleaning and maintenance of communal areas is broadly on par with other landlords

## 4. The home

The quality of the home has been the **strongest key driver** of satisfaction amongst Independent Living tenants for the last few surveys and this pattern continues in 2022. Indeed, it seems to be more influential than it has ever been (chart 3.2).

The effects of the pandemic are still being felt across the sector, including perceptions of properties where maintenance had to be delayed due to lockdowns. This is also evident in this set of results as satisfaction with the quality of the home has **fallen by 4%** since 2019 to 86%, although it should be noted that this isn't quite enough to be considered a 'statistically significant' change. Indeed, the relevant Housemark **benchmark** has fallen by a comparable margin, meaning that the Council's score is still in the third quartile.

The centrality of this issue was also clear when tenants were asked at the end of the survey if there was anything else they would like to say, as the most common request for improvements were related to the property (24%), most frequently **heating and energy efficiency** (5%) and window replacements (2%, see section 11).

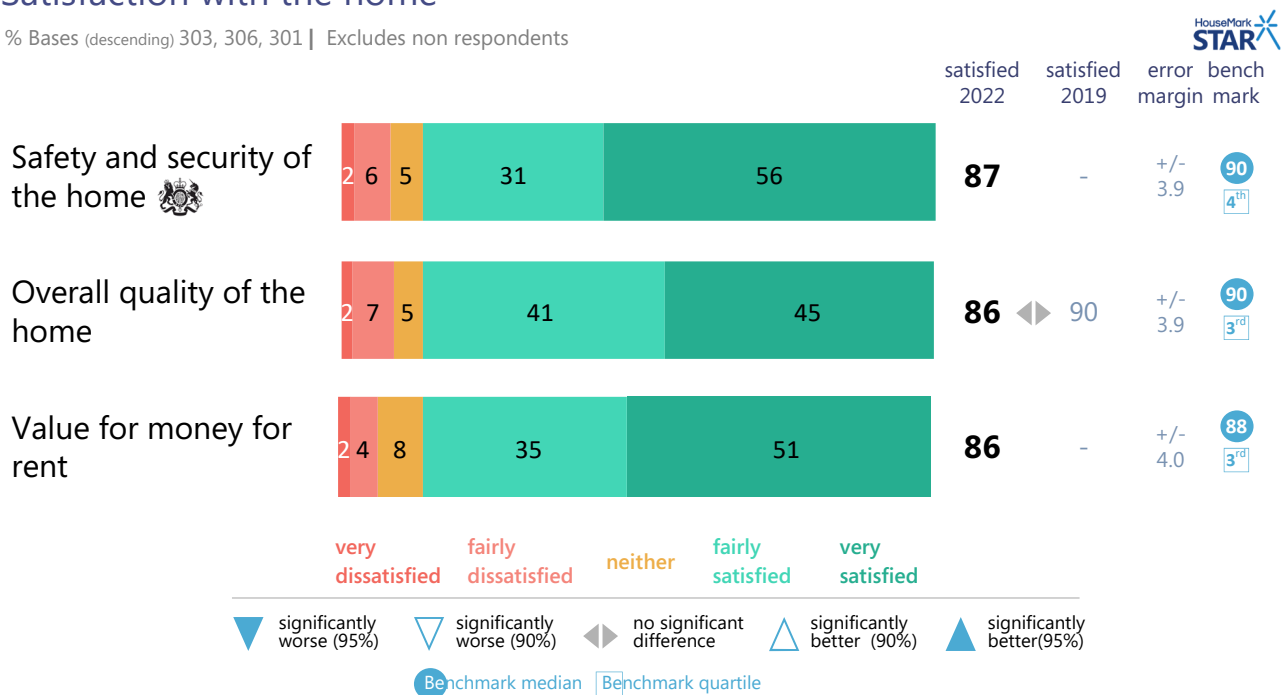
There were fewer comments about the **safety and security** of the home, which confirms the finding that the majority of tenants are satisfied in this regard (87%) and that this proportion is unchanged since 2019.

Similarly, perceptions of **rent value for money** are also sufficiently high that only 6% of the sample are unhappy with it. Indeed, only a handful of commenters really touched on value for money issues (chart 11.7). This question wasn't asked in 2019, but the result is broadly on par with similar landlords.

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 77% is also generally consistent with the **benchmark average**. Nevertheless, around one in six tenants are still dissatisfied (16%).

### 4.1 Satisfaction with the home

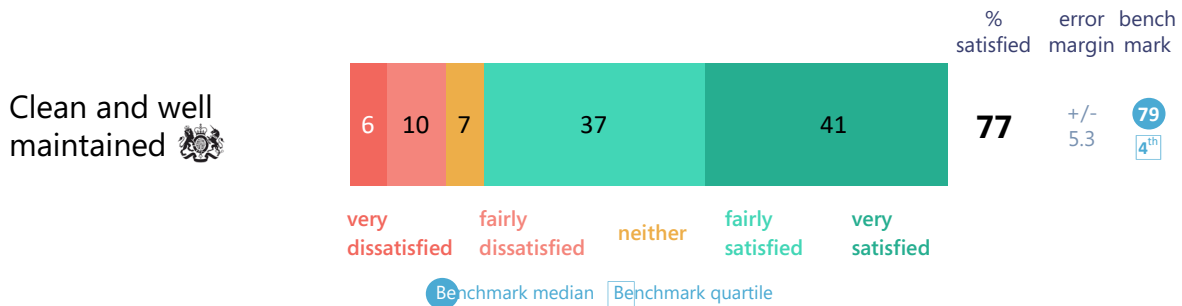
% Bases (descending) 303, 306, 301 | Excludes non respondents



## 4. The home

### 4.2 Communal areas

% Bases (descending) 242 | Living in a property with communal areas. Excludes non respondents .



#### Change over time

- Satisfaction with the quality of the home has fallen albeit not significantly since 2019 from 90% to 86%.
- However, perceptions of safety and security remain unchanged.



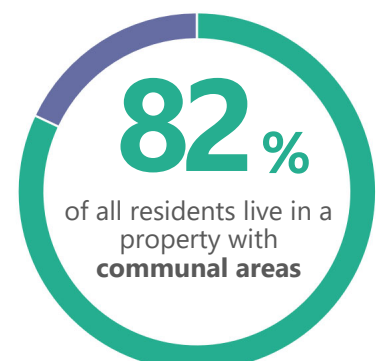
#### By people

- Both the quality of the home and its safety/ security are rated significantly lower than average by respondents who feel **lonely and isolated** (74% and 71% respectively).
- The quality of the home was also rated significantly lower than average by tenants who have **had a repair** in the previous year (82%).
- Similarly, tenants who have had a repair in the previous year are far less satisfied with the maintenance of communal areas than those who had not (71% v 83%).
- Unsurprisingly, value for money for rent is rated somewhat lower by tenants who **need help** with wellbeing or money problems (73%), compared to 88% who do not.



#### By place

- Respondents in **Dryleaze Court** are significantly less satisfied with their home, safety, and the rent that they pay (around two thirds satisfied for each).
- The **quality of the home** also seems to be a significantly worse issue in Burdett House, Chapel Lane, Sherbourne House and Springfields Court (chart 4.3).
- Respondents living in Concord and Grange View, Hamfallow Court and Willow Road seem to be the **most satisfied** with their homes.
- There are no significant differences in the scores in this section by property type, however the quality of the home was rated higher than average in **flats** compared to bungalows (88% and 84%). In contrast, respondents in bungalows were far more satisfied with the safety and quality of their home than those in flats (91% and 84%).
- Value for money for rent was identical for both property types (86%).



## 4. The home

### 4.3 The home by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive			
		Quality of the home	Safety and security of home	Value for money for rent	Maintenance of communal areas
<b>Overall</b>	<b>307</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>77</b>
Archway Gardens	7	86	86	86	50
Ashwell House	8	63	88	100	100
Broadfield Road	14	86	86	79	20
Burdett House	11	36	64	73	60
Chapel Lane	8	75	75	100	67
Concord	18	94	94	94	93
Draycott	8	88	88	75	80
Dryleaze Court	15	67	60	67	40
Dryleaze House	15	100	73	79	71
George Pearce House	13	92	100	92	100
Grange View	12	100	92	100	100
Grove Park Road	13	92	92	92	90
Hamfallow Court	12	100	92	100	89
Hazelwood	17	94	88	88	53
Jenner Court	11	100	90	80	91
Malvern Gardens	7	100	100	71	71
Sherborne House	8	75	88	93	88
Springfields Court	14	57	86	79	80
St Nicholas Court	18	89	89	89	65
The Corriett	10	80	80	80	75
Trinity Drive	7	100	86	86	100
Vizard Close	8	100	75	88	100
Walter Preston Court	16	94	88	87	93
Willow Road	9	100	100	100	71

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

68%  
▼



service overall

76%  
▼



last repair 12 month period



Overall satisfaction has fallen by a significant 15% since 2019, mirroring the same pattern amongst general needs tenants



Repairs and maintenance is now a key driver of satisfaction for the first time amongst Independent Living tenants



Repairs satisfaction is now well below the Housemark benchmark average, even accounting for the pandemic



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

## 5. Repairs and maintenance

The overall perception of the way repairs and maintenance is dealt with has **fallen** dramatically since 2019 with only around two thirds of the sample now saying that they are satisfied (68%), compared to 83% in 2019. On the other end of the scale, one in five are now actively dissatisfied with the service (21%).

As a direct result of this the Council's score is now firmly in the **benchmark** fourth quartile compared to the sector average of 83%, whereas in 2019 this score was exactly in line with the median. It is therefore no surprise that the repairs score is a **key driver** for the first time, or that the quality of the home is now even important to Independent Living tenants (see section 3).

This finding is consistent with the similar pattern observed in the general needs survey (see separate report), although it seems to have had a more limited impact on other satisfaction scores in the survey. The reason is nevertheless certainly the same, namely that the Council experienced even more disruptions than most landlords during and after the **pandemic**, in part because it coincided exactly with a significant change to the repair service as it was brought in house in Spring 2020.

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 (76%, chart 5.3), it is reassuring that the score is considerably closer to the benchmark target of 79%, despite that fact that the year-on-year comparison is still disappointing (was 88%).

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 year's survey to provide an initial baseline for it to become the headline question in future years, with the score of 79% being close 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. Of these, as was also true for general needs tenants, doing the job '**right first time**' is the strongest key driver of satisfaction with the last completed repair, but the current rating is unfortunately 9% below the ARP benchmark for this question. Similarly, a secondary key driver is the time taken to complete work after it was reported, with this too being below the benchmark, in this case 10% lower than the Housemark median. Note that this latter question is one of the new regulatory TSM measures.

Finally in this section of the survey, it should be noted that satisfaction with **gas servicing** arrangements has also fallen since 2019, albeit with the majority of tenants still remaining satisfied (89% v 93%). Indeed, very few tenants are actively dissatisfied (5%) and instead the main statistically significant shift is in the proportion of respondents that are 'very' satisfied with the arrangement, with this group shrinking from 73% in 2019 to 62% this year.



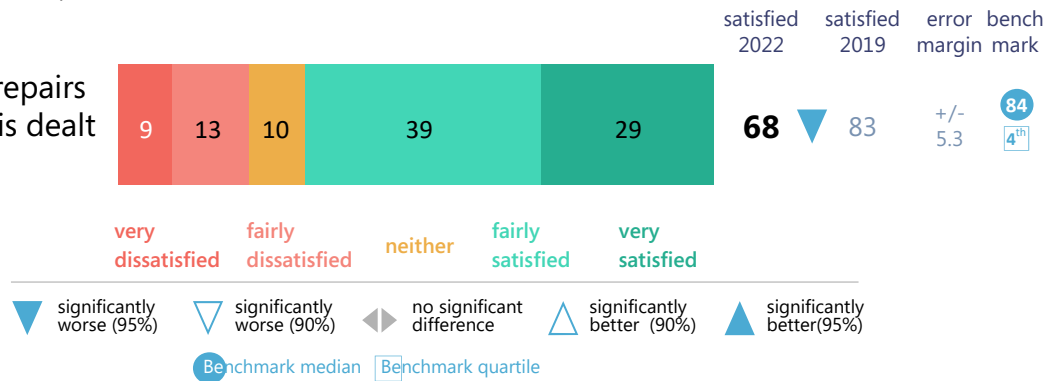
# 5. Repairs and maintenance

## 5.1 Overall repairs satisfaction

% Base 297 | Excludes non respondents



Generally, how repairs & maintenance is dealt with

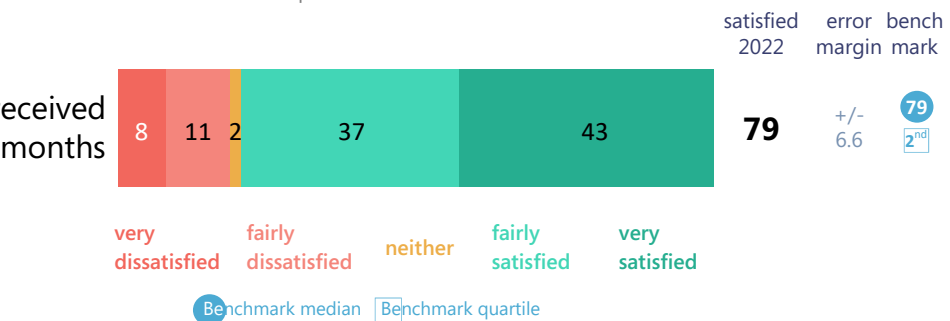


## 5.2 Repairs service in last 12 months

% Base 148 | Repair in last 12 months.. Excludes non respondents



Repairs service received over the last 12 months



### Change over time

- Satisfaction with the repairs and maintenance service generally is down significantly from 83% to 68%.
- A fall in the proportion receiving a repair in the previous twelve-month period from 58% to 49%.
- Satisfaction with the last completed repair is also down significantly from 88% to 76%.
- A significant fall in satisfaction with the gas servicing arrangements from 93% to 89% (chart 5.7).

### By people

- Most aspects of the last completed repair are rated significantly higher than average by tenants **aged 55 – 64**, but only at the 90% confidence level.

### By place

- Being consistent with their scores elsewhere in the survey, **Dryleaze Court** residents are the least satisfied with the repairs service, in particular the quality of the work. The scores also seemed to lower than average in **Chapel Lane**.
- The repairs and maintenance service overall is rated significantly lower amongst respondents in **flats** (66%), but significantly above average for those in bungalows (72%).

# 5. Repairs and maintenance

## 5.3 Last repair

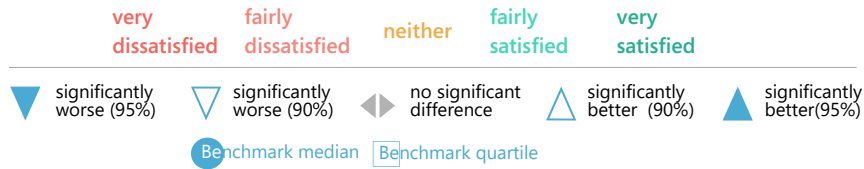
% Base 146 | Repair in last 12months. Excludes non respondents



Repairs service received on *this occasion*

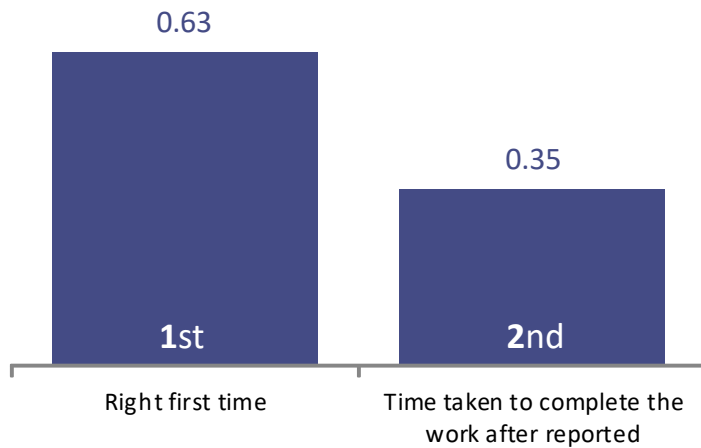


satisfied 2022: 76, satisfied 2019: 88, error margin: +/- 6.9, bench mark: 79

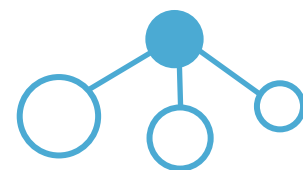
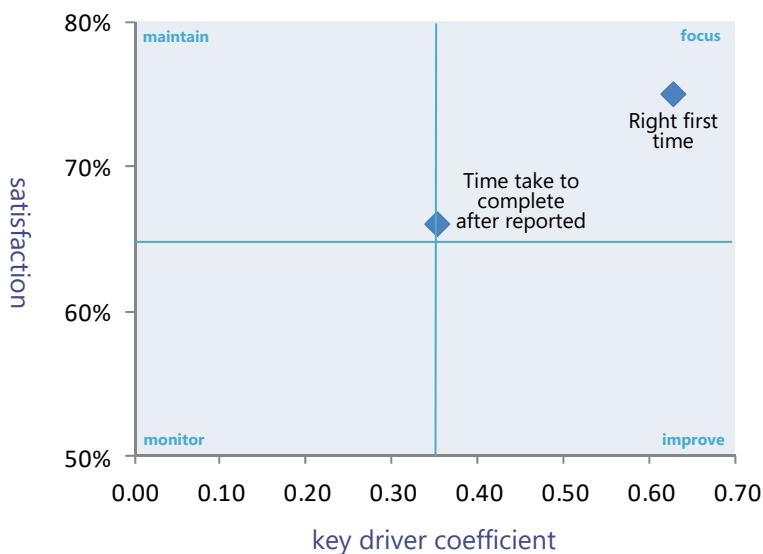


## 5.4 Key drivers - satisfaction with last repair

R Square = 0.793 | 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

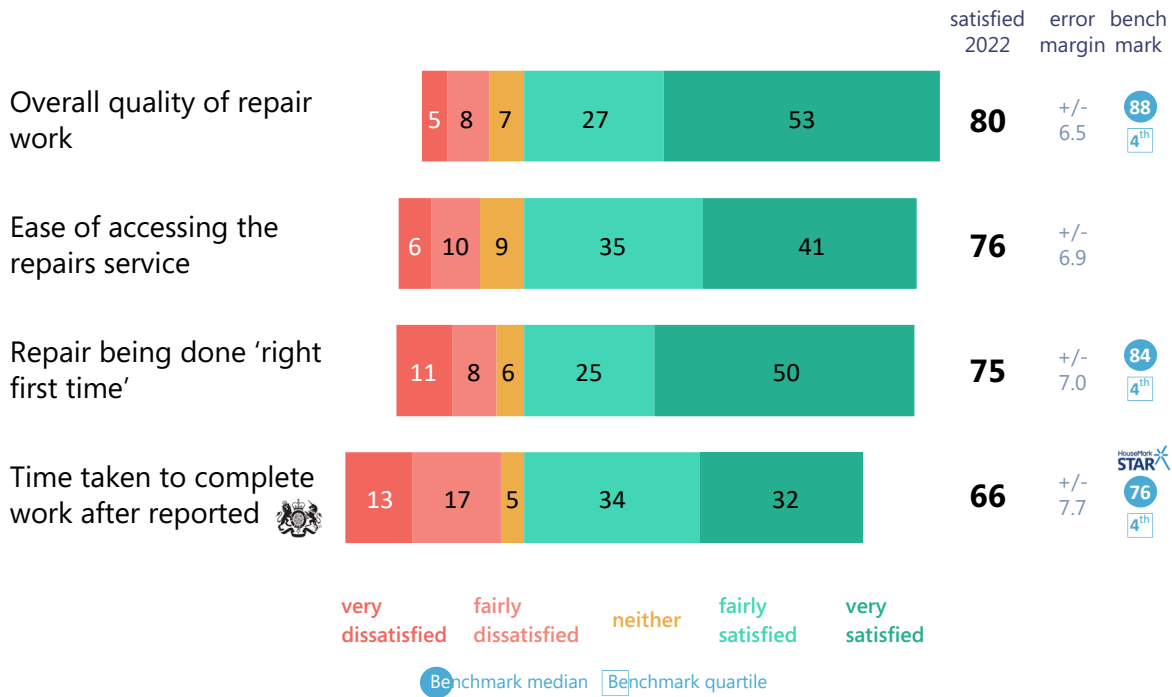


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

# 5. Repairs and maintenance

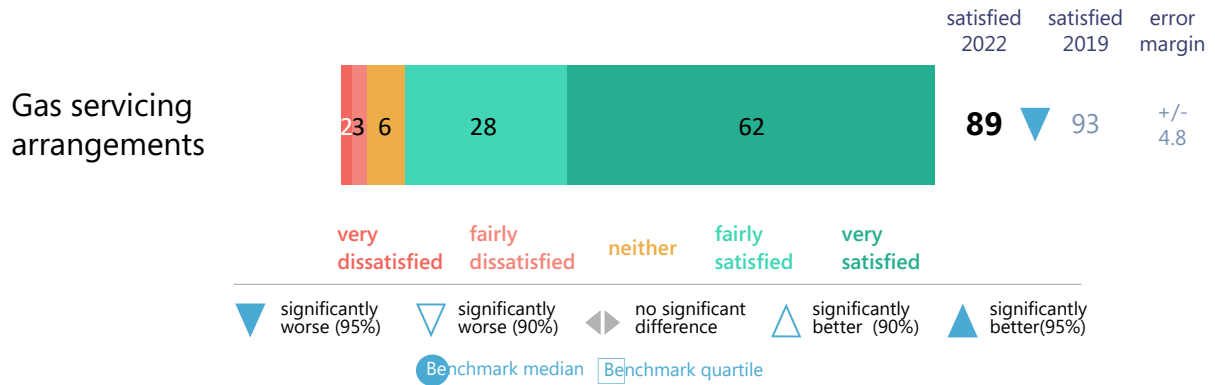
## 5.6 Last completed repair

% Bases (descending) 146, 148, 145, 148 | Repair in last 12 months. Excludes non respondents.



## 5.7 Gas servicing

% Base 160 | Excludes non respondents



## 5. Repairs and maintenance

### 5.8 Repairs by scheme

Excludes schemes with fewer than 7 respondents

	Base	% positive							
		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
<b>Overall</b>	<b>307</b>	<b>68</b>	<b>79</b>	<b>89</b>	<b>76</b>	<b>66</b>	<b>80</b>	<b>75</b>	<b>76</b>
Archway Gardens	7	71	100	71	0	0	100	100	0
Ashwell House	8	71	100	0	100	100	67	67	67
Broadfield Road	14	79	71	100	71	57	50	67	67
Burdett House	11	46	83	50	83	67	67	67	67
Chapel Lane	8	57	50	88	50	33	60	40	40
Concord	18	88	80	100	90	60	80	67	80
Draycott	8	71	100	75	100	100	100	100	100
Dryleaze Court	15	50	80	93	70	50	50	70	60
Dryleaze House	15	73	86	67	57	71	86	86	86
George Pearce House	13	83	83	100	100	83	83	83	83
Grange View	12	83	86	100	71	71	86	86	86
Grove Park Road	13	62	75	85	50	50	75	75	75
Hamfallow Court	12	67	75	100	86	63	100	75	88
Hazelwood	17	53	67	67	78	78	100	78	78
Jenner Court	11	56	80	0	60	50	75	75	75
Malvern Gardens	7	57	100	100	100	100	100	100	100
Sherborne House	8	63	75	80	75	75	75	50	100
Springfields Court	14	69	100	100	100	80	100	100	100
St Nicholas Court	18	56	67	80	67	44	67	44	56
The Corriett	10	70	71	100	71	86	100	86	71
Trinity Drive	7	83	75	100	75	75	100	100	100
Vizard Close	8	63	75	0	25	25	50	50	50
Walter Preston Court	16	69	100	100	88	63	100	100	88
Willow Road	9	78	100	100	100	100	100	100	100

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

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



## 6. Customer service



79%



treated fairly &  
with respect



Most tenants feel they are treated 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 70% v 83%



On both of these measures, respondents that have recently been in contact are less satisfied than those that have not

## 6. Contact and communication

The standard of customer service that Independent Living tenants received was a strong key driver in the last survey conducted in 2019. This section of the question has changed considerably since then due to both the evolution of the STAR template and the new TSM regulatory framework, which means that none of the current questions can be tracked over time.

However, the customer experience is still clearly an important part of what tenants think about the service because the new TSM question on being treated with **fairness and respect** is a key driver of overall satisfaction (see section 3). Fortunately, almost four out of five tenants agree that they are treated this way, compared to only 9% that disagree, which is in line with what other landlords have found when asking this new question. However, it should be noted that this score does go down a little for residents that have recently made contact with the Council (see below).

Another new question, this time a core element of Housemark's STAR benchmarking, asked if tenants find Housing Services easy to deal with. This 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, and is used as a general summary of the customer service experience.

However, in this case the benchmark comparisons are considerably less positive as the 70% of Independent Living tenants that are satisfied is well below the 83% Housemark target. This is exactly the same pattern as also emerged amongst general needs tenants.

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 (63%, down from 77%). Whilst seven out of ten respondents are satisfied that **staff were helpful** (73%), slightly fewer were satisfied that they were able to **deal with their query** (66%).

### By people

- Respondents who have **made contact** with housing services in the last year are significantly less satisfied than average that the Council is easy to deal with compared to those who have not been in touch (62% v 84%).
- Similarly, respondents who had been in contact in the previous year are less likely to agree that they are treated fairly and with respect (76%) compared to 85% amongst those who have not.
- Those feeling **lonely or isolated** are also significantly less likely to agree with this statement (63%).
- Respondents who have felt lonely or isolated were significantly less satisfied with their last contact in terms of helpfulness and ability of staff to deal with their query (69% and 55% respectively).

### By place

- Respondent in **Dryleaze Court** are less satisfied than average with most of the questions in this section of the survey.
- Tenants in flats were significantly less likely to agree that they were treated fairly and with respect (76%), whereas the opposite was true for those living in bungalows (84%).

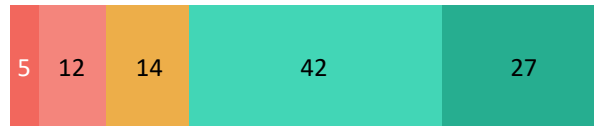


# 6. Customer service

## 6.1 Customer effort

% Base 296 | Excludes non respondents

Housing Services are easy to deal with



very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

Benchmark median    Benchmark quartile

satisfied 2022

**70**

error margin

+/- 5.2

HouseMark STAR bench mark

**83**

4<sup>th</sup>

## 6.2 Treats residents fairly and with respect

% Base 296 | Excludes non respondents

Housing Services treats its residents fairly and with respect



strongly disagree    tend to disagree    neither    tend to agree    strongly agree

Benchmark median    Benchmark quartile

agree 2022

**79**

error margin

+/- 4.6

HouseMark STAR bench mark

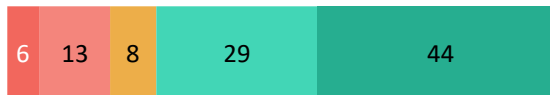
**79**

2<sup>nd</sup>

## 6.3 Last contact

% Bases (descending) 190, 184 | Contact in last 12 months. Excludes non respondents.

Helpfulness of staff



Ability to deal with query



very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

Benchmark median    Benchmark quartile

satisfied 2022

**73**

error margin

+/- 6.3

satisfied 2022

**66**

error margin

+/- 6.8



## 6. Customer service

### 6.4 Customer service by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive			
		Easy to deal with	Treated fairly and with respect	Helpfulness	Able to deal with query
<b>Overall</b>	<b>307</b>	<b>70</b>	<b>79</b>	<b>73</b>	<b>66</b>
Archway Gardens	7	71	86	33	33
Ashwell House	8	71	100	50	50
Broadfield Road	14	62	85	91	82
Burdett House	11	46	64	25	50
Chapel Lane	8	63	88	100	100
Concord	18	88	100	100	75
Draycott	8	75	75	75	50
Dryleaze Court	15	57	58	50	50
Dryleaze House	15	80	80	67	67
George Pearce House	13	92	92	86	71
Grange View	12	67	73	73	73
Grove Park Road	13	50	92	38	38
Hamfallow Court	12	75	82	70	60
Hazelwood	17	77	82	78	78
Jenner Court	11	67	78	80	75
Malvern Gardens	7	57	57	67	50
Sherborne House	8	63	88	67	67
Springfields Court	14	69	69	63	63
St Nicholas Court	18	83	61	83	64
The Corriett	10	60	70	63	63
Trinity Drive	7	86	100	80	80
Vizard Close	8	63	75	100	50
Walter Preston Court	16	71	75	89	86
Willow Road	9	78	78	63	71

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

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

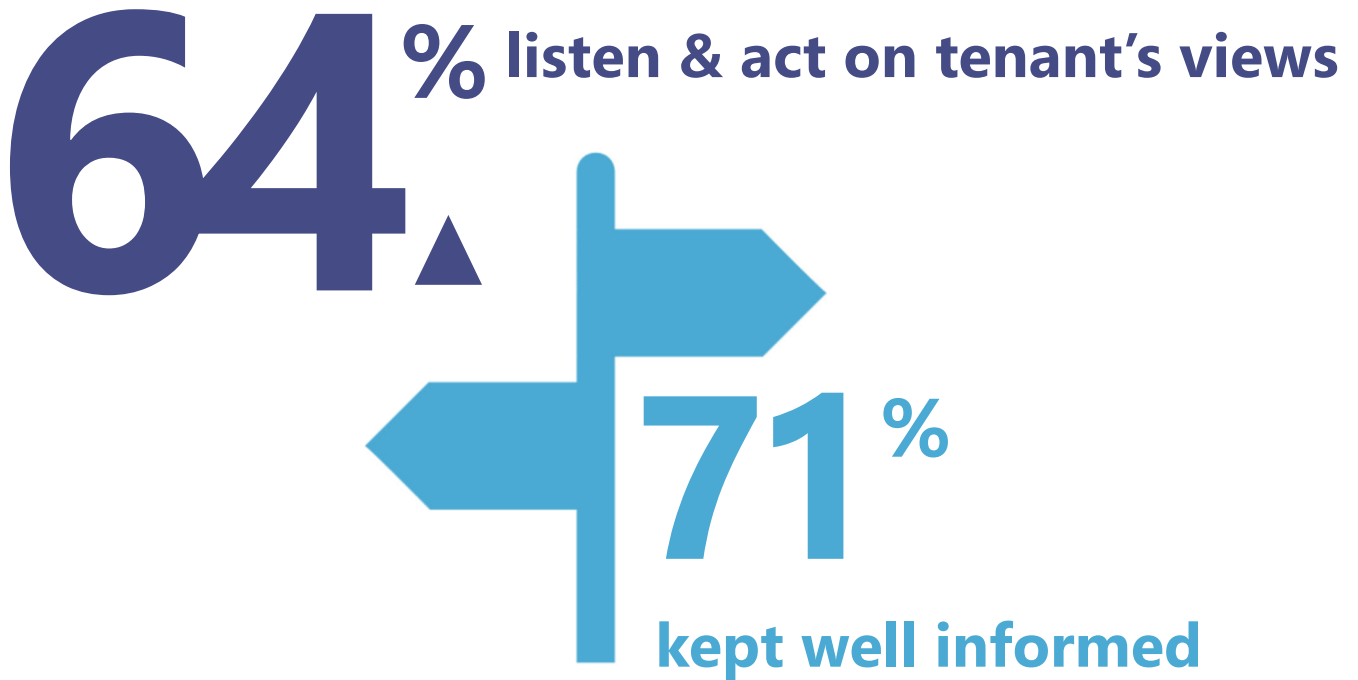
Significantly **worse** than average  
(90% confidence\*)

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

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



## 7. Communication



Being kept informed, and the opportunities to make your views known, are both key drivers of satisfaction overall



The opportunities to make your views known, and feeling listened to, have both improved significantly



Around a third are interested in having their say, with in person discussion groups the most popular method



Just over half (59%) use the internet, including a third that use social media and 19% that use Council online services

## 7. Communication

Whether Independent Living tenants feel that they are **kept well informed** by their landlord is now the second strongest key driver of satisfaction overall, which undoubtedly linked to the issue of repairs because this issue also came up in that section of the research (see section 5).

More generally, however, performance in this regard appears to have been largely stable since 2019 (71%), which is close to the Housemark **benchmark** of 74%.

The opportunities that tenants have to **make their views known** is also now a key driver of satisfaction, which is especially notable because the Council has clearly improved the way it consults with Independent Living tenants since the last survey, to the extent that satisfaction has **significantly increased** from 64% to 69%, and is now above the benchmark level.

This is coupled with an even bigger **increase** in the proportion that feel their views are **being listened to** and acted upon (64% v 57%), which provides further evidence that tenants are now feeling more engaged and involved than they were before.



### Change over time

- Significant **increase in satisfaction** with being listened to and having views acted upon (64%, was 57%). Same with the rating for opportunities to make views known (69%, was 64%).
- Increase in the proportion of respondents using the **internet** from 47% to 59%.
- Preference for an electronic **newsletter** has increased since 2019 from 17% to 24%.



### By people

- Ratings for both listening to tenants and information are significantly lower if the tenant has felt **lonely or isolated** (47%/50%), the same is true for the opportunities to get involved (46%).
- Satisfaction with being kept informed is lower for those who have **made contact** in the previous year (65%).



### By place


- There are no notable distinctions in these results by property.
- Satisfaction with information and communication is generally lower than average for tenants living at **Burdett House** and **Dryleaze Court** (chart 7.5).
- Residents at Grove Park Road are also significantly less likely to feel that they are kept well informed.

# 7. Communication

## 7.1 Involvement

% Bases (descending) 284, 279, 284 | Excludes non respondents



Keep tenants informed about things that matter to them 




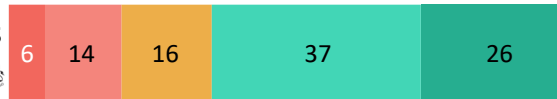
satisfied 2022 71  satisfied 2019 73 error margin +/- 5.3 bench mark  74  3<sup>rd</sup>

Opportunities to make views known

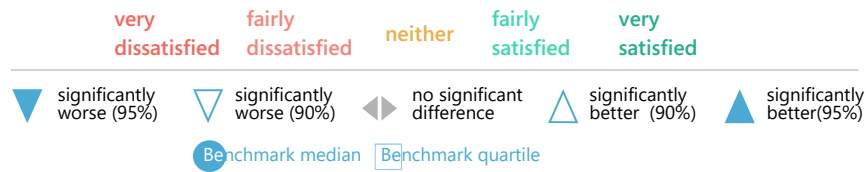


69  64 +/- 5.4  68  2<sup>nd</sup>

We listen to your views and act upon them 



64  57 +/- 5.6  71  3<sup>rd</sup>



## 7.2 Preferred method of having a say

% Base 307 | More than one answer allowed

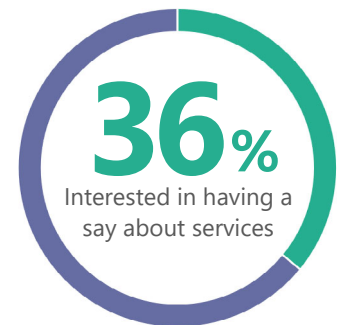
In person discussion group about the latest issues



Taking part in short online or social media polls



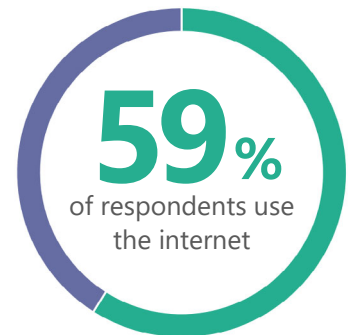
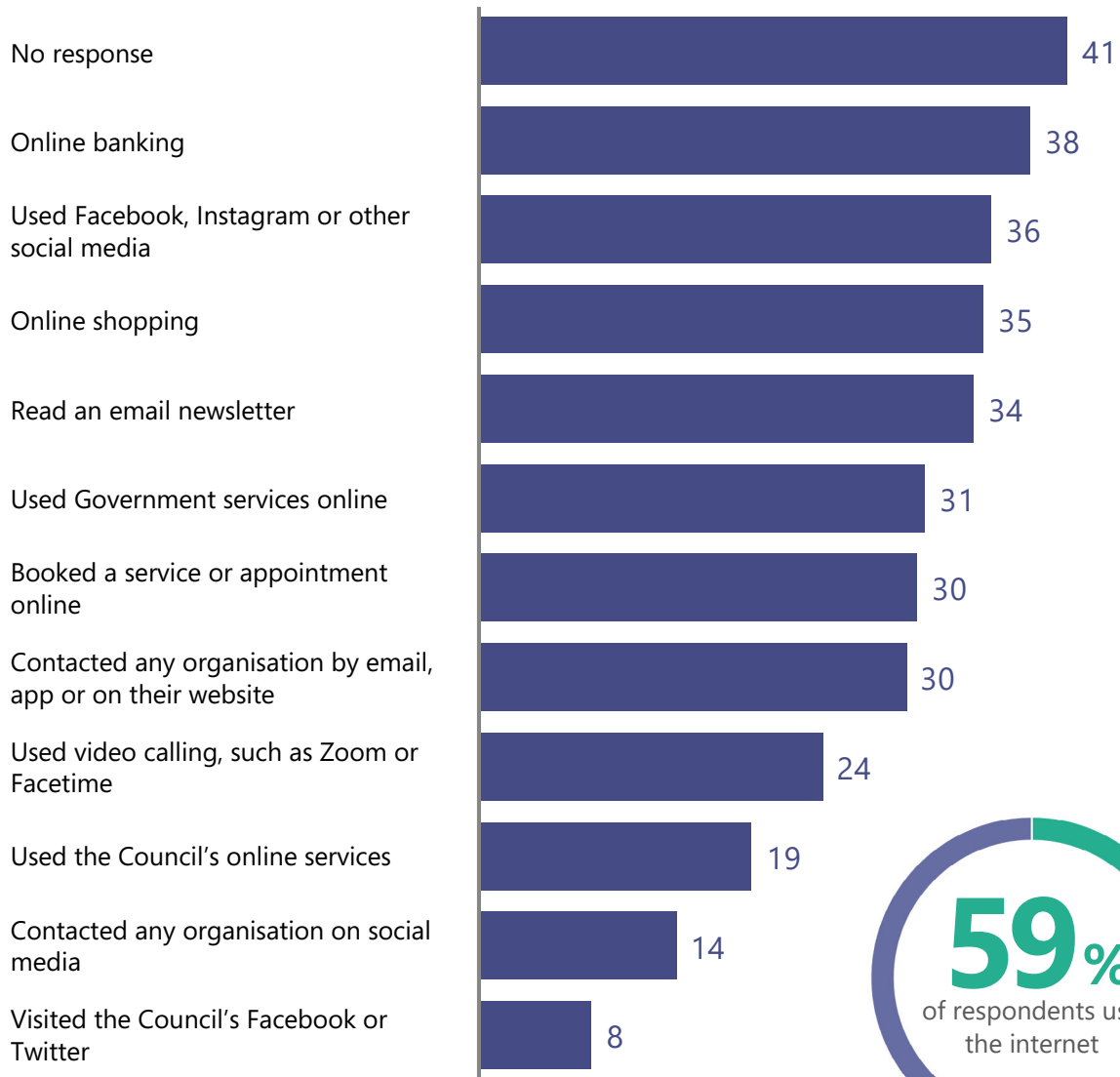
Online discussion groups about the latest issues



## 7. Communication

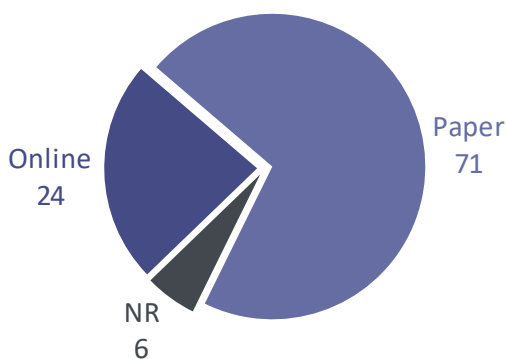
### 7.3 Used apps or websites to do any of the following

% Base 307 | More than one answer allowed



### 7.4 Preferred method of receiving a newsletter

% Base 307



## 7. Communication

### 7.5 Communication by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive		
		Listens to views	Kept informed	Opportunities to have your say
<b>Overall</b>	<b>307</b>	<b>64</b>	<b>61</b>	<b>79</b>
Archway Gardens	7	71	71	57
Ashwell House	8	50	86	67
Broadfield Road	14	54	71	77
Burdett House	11	40	50	40
Chapel Lane	8	57	71	71
Concord	18	88	88	80
Draycott	8	75	100	71
Dryleaze Court	15	33	42	42
Dryleaze House	15	57	60	73
George Pearce House	13	69	77	69
Grange View	12	67	83	82
Grove Park Road	13	58	55	82
Hamfallow Court	12	75	73	91
Hazelwood	17	63	71	59
Jenner Court	11	63	75	67
Malvern Gardens	7	50	71	57
Sherborne House	8	88	75	63
Springfields Court	14	73	90	82
St Nicholas Court	18	61	67	61
The Corriett	10	50	60	50
Trinity Drive	7	86	83	83
Vizard Close	8	50	63	75
Walter Preston Court	16	57	73	73
Willow Road	9	67	78	67

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



## 8. Neighbourhood services

**90%**  
good place  
to live



**greatest  
problems**

1. dog fouling/mess
2. rubbish or litter
3. Noisy neighbours



All questions in this section compare favourably to benchmarks



Satisfaction with the grounds maintenance service has increased significantly from 69% to 76%



Dog mess seems to have become an increasing problem, particularly around certain schemes



# 8. Neighbourhood

The portions of the survey that asked Independent Living tenants about their experiences of their local neighbourhood includes some of the most positive responses, with all four of the results displayed in chart 8.1 being in line with expectations. This means that the vast majority of tenants are happy with their neighbourhood as a **place to live** (90%), and three quarter feel that their landlord makes a positive contribution to the where they live (76%). Note that the latter is another question from the TSM regulatory framework.

The most pleasing result is, however, probably the statistically significant 7% **improvement** in the proportion of tenants that are satisfied with the **grounds maintenance** service (now 76%), which includes an even more impressive 14% increase in the proportion that are 'very' satisfied (now 40%). This almost entirely reverses the fall that was observed between the 2015 and 2019 surveys.

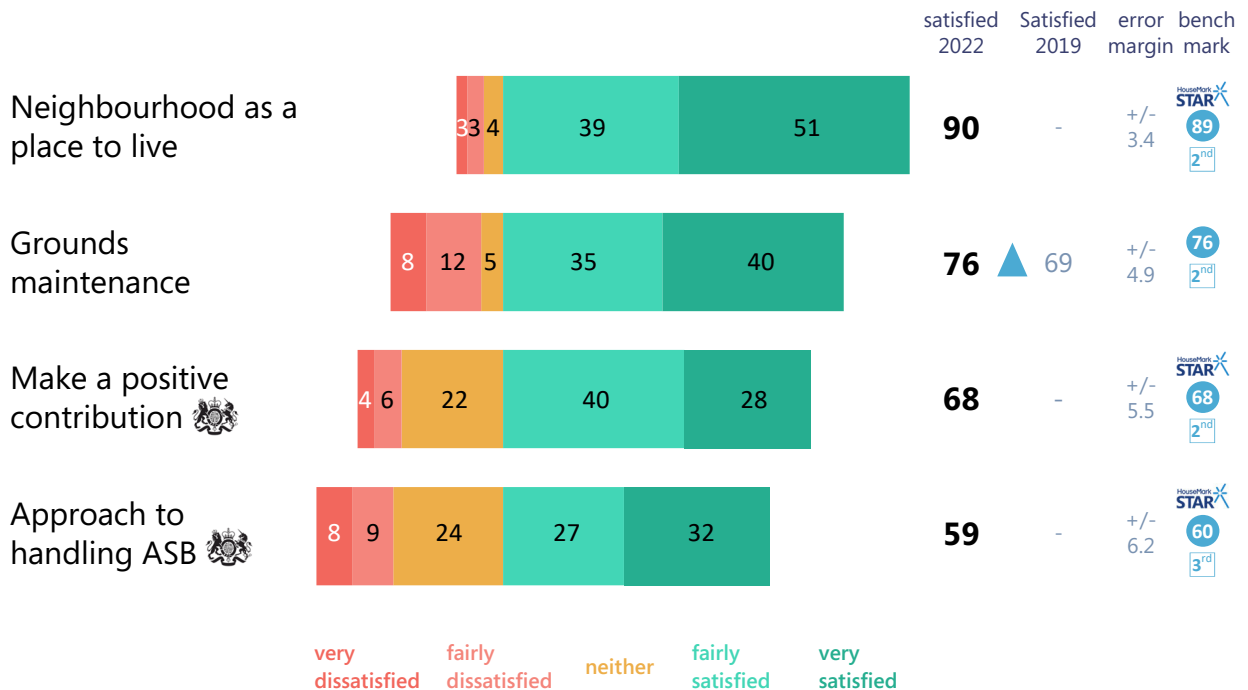
Even the lowest rated question on the chart opposite, the handling of **anti-social behaviour**, is still consistent with how similar tenants normally answer this question, including 59% that are satisfied compared to 17% that are dissatisfied.

When asked about specific problems that occur in the local neighbourhood, the pattern is fairly similar to that in 2019 with the most common issues being dog mess, rubbish and litter and noisy neighbours. Of these, however, the only one that has changed since the last survey is **dog mess**, which has jumped from 15% saying that it was a problem before to 21% this year. This appears to be driven by the experience of tenants handful of schemes (see table 8.5).

However, despite the higher frequency of issues with litter and dog mess, the strongest key driver of satisfaction with the neighbourhood is actually noisy neighbours (9% problem).

## 8.1 Neighbourhood services

% Bases (descending) 298, 295, 275, 241 | Excludes non respondents



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

Benchmark median   
Benchmark quartile

## 8. Neighbourhood



### Change over time

- Dog fouling is viewed to be significantly worse than it was three years ago (chart 8.4).



### By people

- Significantly lower than average scores if reported **feel lonely or isolated**, for example only 56% of this group are satisfied with their neighbourhood as a place to live.
- Respondents **aged 65 – 74** were significantly less satisfied than average with where they live (84%).
- **Noisy neighbours** is a significant concern for those living in a building with communal areas (10%).



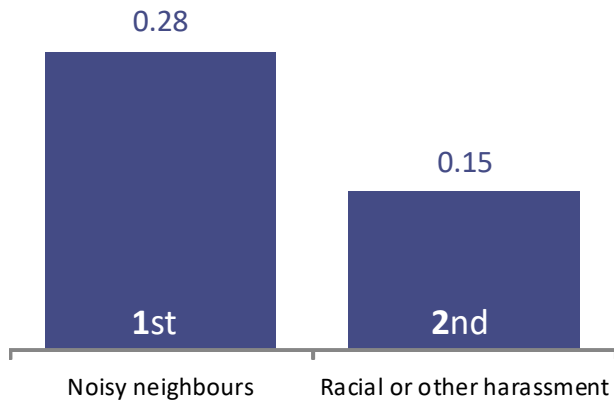
### By place

- Detailed results by scheme can be found in tables 8.5 and 8.6.
- Dryleaze Court and Burdett House residents are considerably less satisfied than other tenants that housing services make a positive contribution to their **neighbourhood** (both under 40%). Conversely, this rating is higher than average in the Concord, George Pearce House and Hamfallow Court schemes.
- **Grounds maintenance** services are rated significantly poorer than average at Broadfield Road (57%) and Dryleaze Court (58%).
- The handling of **anti-social behaviour** seems to be a greater issue for tenants living at Ashwell House, Burdett House, Malvern Gardens and Walter Preston Court.
- **Rubbish, litter and drugs** appear to be more prevalent around St Nicholas Court.
- Respondents in bungalows are slightly more satisfied with their neighbourhood than those in flats (91% v 89%). The same is true for the positive contribution rating (69% 'bungalows', 68% 'flats').

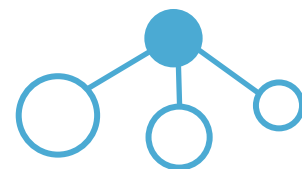
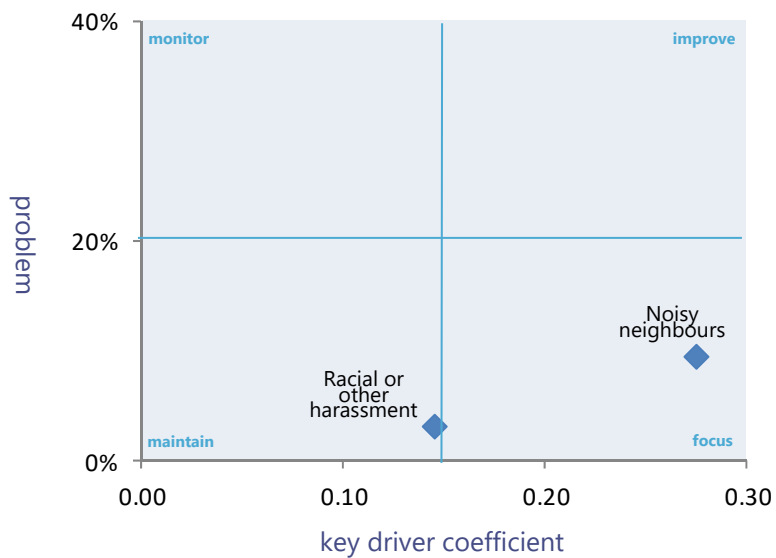
# 8. Neighbourhood

## 8.2 Key drivers - problems in the neighbourhood

R Square = 0.124 | 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

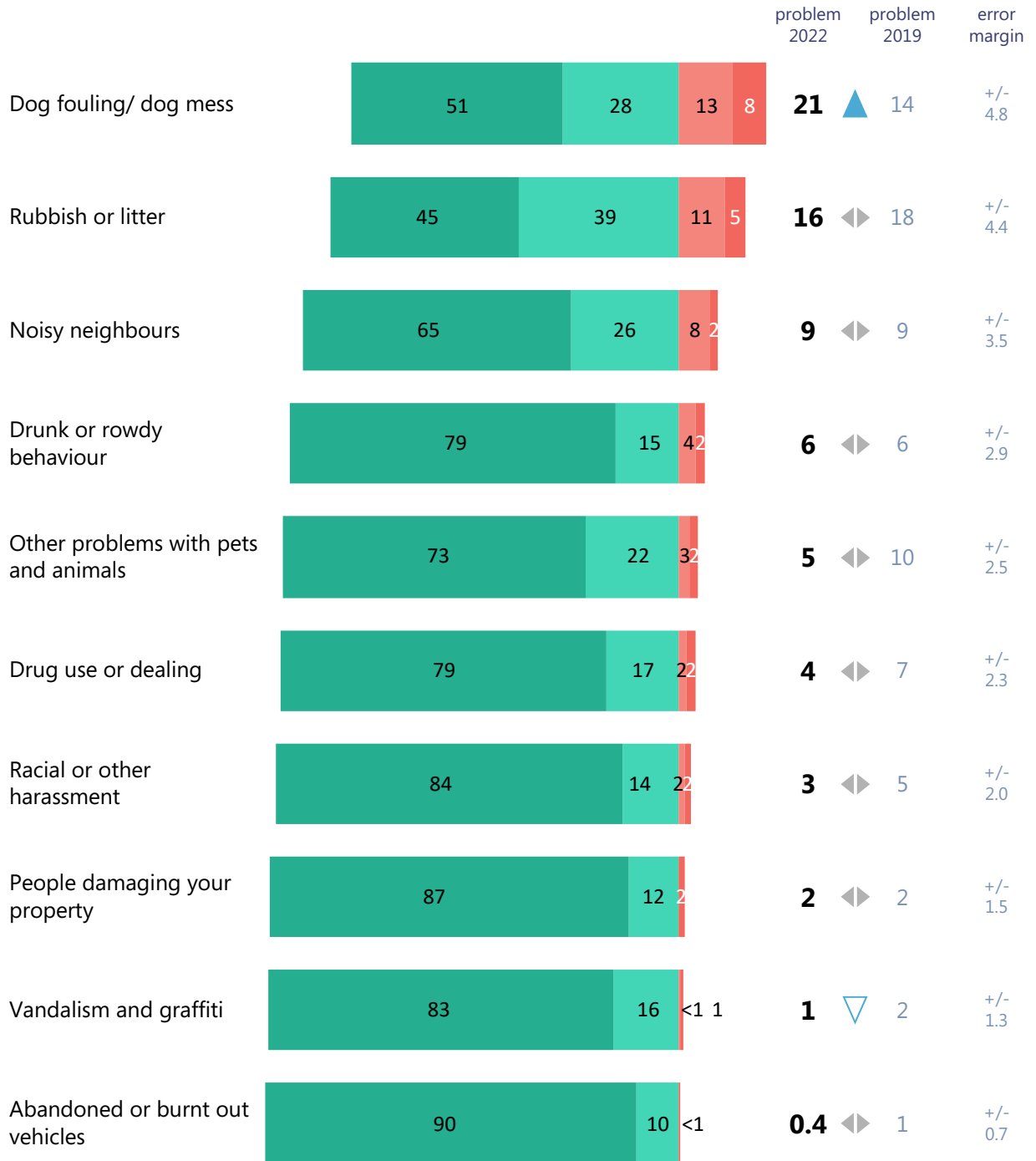


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

# 8. Neighbourhood

## 8.4 Neighbourhood problems

% Bases (descending) 279, 272, 266, 271, 264, 271, 267, 266, 266 | Excludes non respondents.



▼ significantly better (95%)   
 ▽ significantly better (90%)   
 ◄► no significant difference   
 ▲ significantly worse (90%)   
 ▲ significantly worse (95%)

# 8. Neighbourhood

## 8.5 Neighbourhood problems by scheme

Excludes schemes with fewer than 7 respondents

	Base	% problem									
		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
<b>Overall</b>	<b>307</b>	<b>16</b>	<b>9</b>	<b>21</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0.4</b>
Archway Gardens	7	33	17	57	0	0	0	0	0	14	0
Ashwell House	8	0	57	0	0	0	57	0	0	0	0
Broadfield Road	14	7	8	8	7	0	0	0	0	7	0
Burdett House	11	11	11	11	11	11	0	0	11	0	0
Chapel Lane	8	0	17	17	20	17	17	0	0	0	0
Concord	18	0	0	13	0	0	0	0	0	0	0
Draycott	8	13	13	13	13	13	0	0	0	0	0
Dryleaze Court	15	0	0	31	0	0	0	0	0	0	0
Dryleaze House	15	17	8	15	0	8	8	0	0	23	0
George Pearce House	13	0	8	54	0	0	0	0	0	0	0
Grange View	12	8	0	42	10	0	0	0	0	0	0
Grove Park Road	13	17	0	17	0	0	0	0	0	0	0
Hamfallow Court	12	0	0	0	0	0	0	0	0	0	0
Hazelwood	17	13	0	0	0	7	13	0	0	7	0
Jenner Court	11	18	0	36	10	0	10	0	0	0	0
Malvern Gardens	7	33	33	0	0	17	17	0	0	0	0
Sherborne House	8	29	13	29	0	0	0	0	0	0	0
Springfields Court	14	46	11	42	20	0	9	9	9	0	0
St Nicholas Court	18	41	0	6	0	0	12	0	0	12	0
The Corriett	10	0	0	11	0	0	0	0	0	0	0
Trinity Drive	7	17	29	14	14	14	14	14	14	14	17
Vizard Close	8	14	33	33	17	0	0	0	0	0	0
Walter Preston Court	16	31	0	13	8	8	0	0	0	0	0
Willow Road	9	50	0	33	0	0	0	0	0	0	0

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

# 8. Neighbourhood

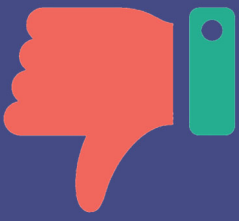
## 8.6 Neighbourhood ratings by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive			
		Neighbourhood as a place to live	Positive contribution to neighbourhood	Grounds maintenance service	Dealing with ASB
<b>Overall</b>	<b>307</b>	<b>90</b>	<b>68</b>	<b>76</b>	<b>59</b>
Archway Gardens	7	71	71	100	43
Ashwell House	8	75	57	100	29
Broadfield Road	14	93	54	57	56
Burdett House	11	70	38	60	13
Chapel Lane	8	86	50	57	60
Concord	18	100	93	75	78
Draycott	8	88	50	75	50
Dryleaze Court	15	77	31	58	22
Dryleaze House	15	87	46	73	57
George Pearce House	13	93	92	85	100
Grange View	12	100	83	100	44
Grove Park Road	13	92	83	69	55
Hamfallow Court	12	100	90	83	80
Hazelwood	17	88	81	88	75
Jenner Court	11	100	75	90	57
Malvern Gardens	7	100	60	43	40
Sherborne House	8	88	63	88	75
Springfields Court	14	86	69	77	55
St Nicholas Court	18	83	56	61	67
The Corriett	10	90	70	80	80
Trinity Drive	7	100	71	83	100
Vizard Close	8	75	50	88	50
Walter Preston Court	16	88	77	81	39
Willow Road	9	100	89	67	63

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

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



## 9. Complaints

61%



complaints handling

77%



know how to make a complaint



Satisfaction with complaints handling is a slightly above the benchmark average

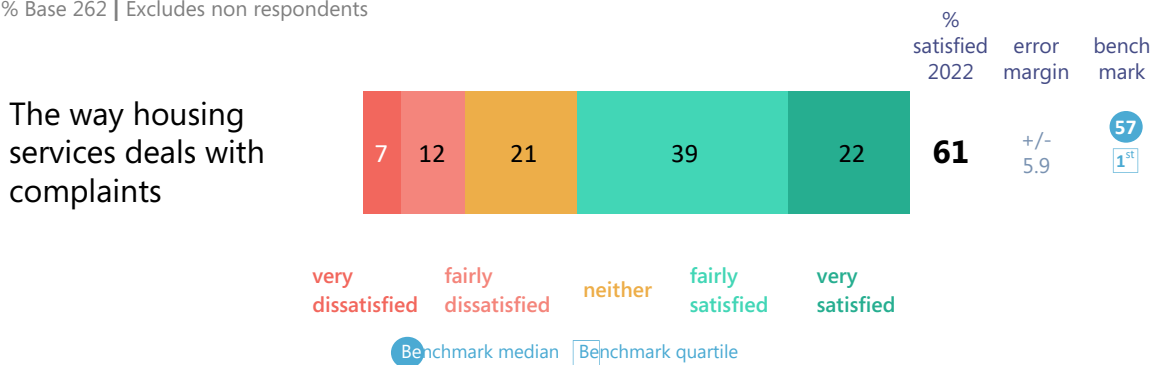


Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system

# 9. Complaints

## 9.1 Overall the way housing management services deals with complaints

% Base 262 | Excludes non respondents



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 over three quarters of the sample feel that they know how to make a complaint, compared to only 6% that actively disagree.

Although the majority are satisfied with how the Council deals with complaints (61%), around a fifth are actively dissatisfied (19%). However, when placed in context with other similar landlords this score is actually quite good being slightly **above the median** score of 57%.

### By people

- Respondents who have **been in contact** are significantly less satisfied than average with complaint handling (55%), whereas those who have not been in contact are significantly more satisfied than average (71%).
- Interestingly, those who have been in contact in the previous year are also less likely to agree that they know how to make a complaint (76%).
- There are no significant variations by property type, with satisfaction similar amongst respondents in bungalows and flats (61% and 60% respectively).
- Awareness of how to make a complaint is lowest in bungalows, with only 76% of this group agreeing they know how to make a complaint, compared to 78% of those living in flats.

### By place

- Only 2 out of the 11 respondents from **Dryleaze Court** that responded to this question are satisfied with how complaints are handled, compared to 5 that are dissatisfied. Similarly, only 2 **Malvern Court** resident are satisfied compared to 3 that are dissatisfied with complaints handling.





# 9. Complaints

## 9.2 Complaints by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive Way complaints dealt with		Sample size	% positive Way complaints dealt with
<b>Overall</b>	<b>307</b>	<b>61</b>	<b>Overall</b>	<b>307</b>	<b>61</b>
Archway Gardens	7	57	Hamfallow Court	12	67
Ashwell House	8	100	Hazelwood	17	59
Broadfield Road	14	42	Jenner Court	11	56
Burdett House	11	50	Malvern Gardens	7	33
Chapel Lane	8	71	Sherborne House	8	63
Concord	18	83	Springfields Court	14	58
Draycott	8	71	St Nicholas Court	18	59
Dryleaze Court	15	18	The Corriett	10	67
Dryleaze House	15	58	Trinity Drive	7	60
George Pearce House	13	67	Vizard Close	8	57
Grange View	12	64	Walter Preston Court	16	62
Grove Park Road	13	64	Willow Road	9	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



## 10. Well-being



Feelings of loneliness and isolation are lower for Independent Living tenants than those living in general needs housing



Around two thirds would consider wellbeing or financial help from their landlord, with 10% currently feeling in need of such support

## 10. Well-being

Across the sector the experience of the pandemic has had an impact on the wellbeing of tenants living in housing schemes such as Independent Living, which has brought such issues to the fore.

When asked about feelings of **loneliness and isolation**, 15% say they have felt this way to at least some extent, including 7% 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 notable that this figure is lower than the equivalent 21% amongst general needs tenants.

Another topical issue is financial wellbeing, with the survey fieldwork completed during the cost-of-living crisis. It was good to see that most residents felt that the rent and service charge that they pay is **affordable** (75%), although only one in ten did disagree. Indeed, around a fifth of Independent Living tenants say that they still feel **financially insecure** (19%).

It is also positive to note that around two thirds of the sample say that they would consider going to the **Council for help** with wellbeing or money problems, although only one in ten respondents currently feel that they need such help, including a fifth of the under 65s (see below).

### By people

- 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, although to a slightly lesser extent.
- Just over a fifth of respondents **aged 55 – 64** say they need help or support with well-being or money problems, this proportion falls to only 5% of those aged 75 - 84.

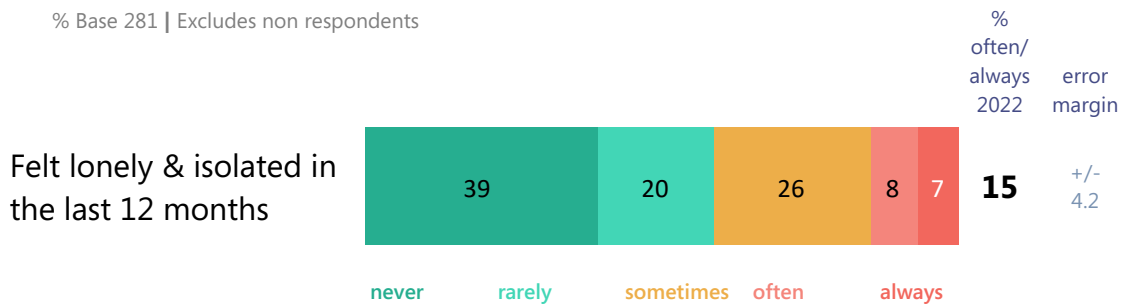
### By place

- There are no significant variations by property type.
- Residents in **Dryleaze Court** are less positive than average on most of the wellbeing questions (chart 10.4).
- Out of the 8 respondents from **Draycott**, 3 say that they often experience loneliness or isolation and don't feel part of their local community.
- Conversely, the feeling of community is universal amongst **Grange View** respondents.

# 10. Well-being

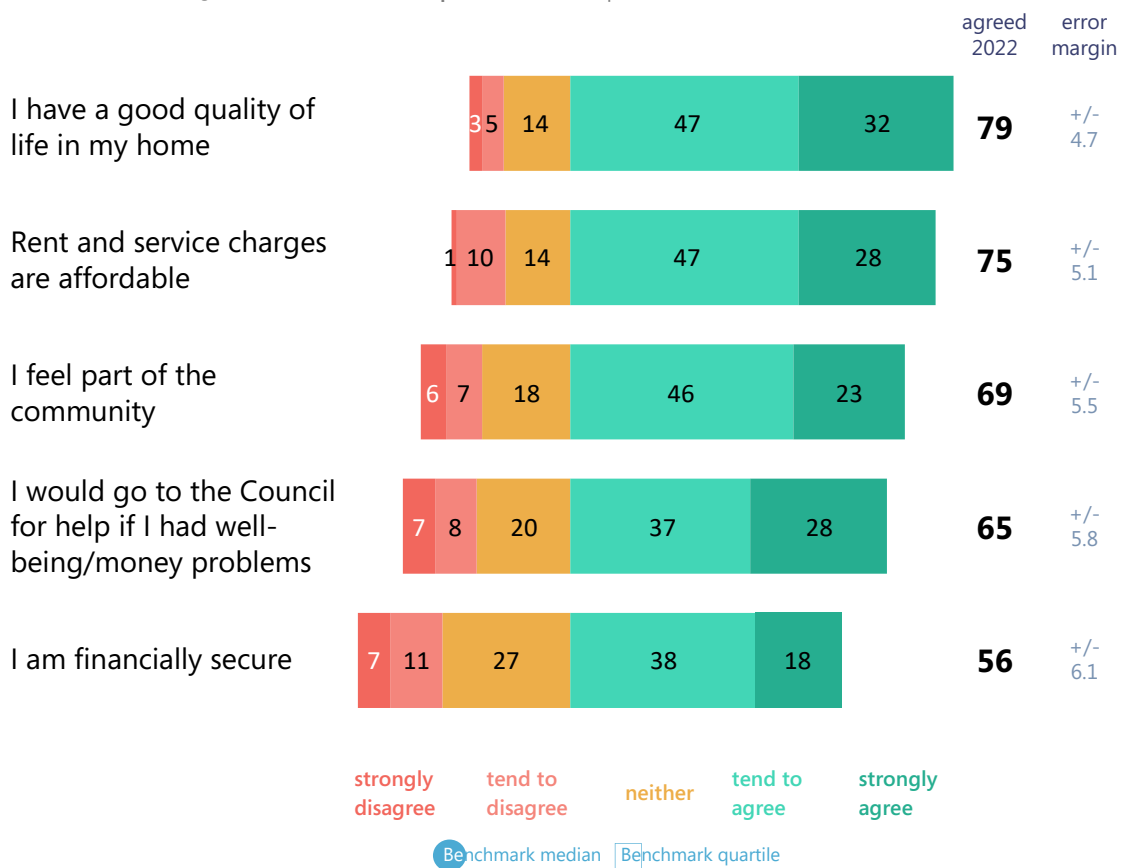
## 10.1 Felt lonely and isolated

% Base 281 | Excludes non respondents



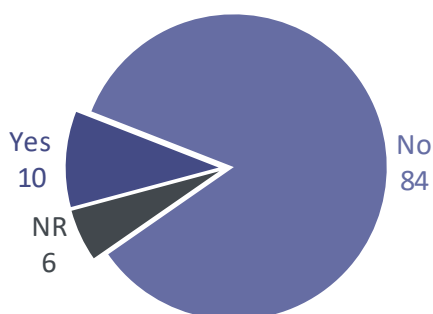
## 10.2 Well-being and support

% Bases (descending) 289, 278, 273, 261, 252 | Excludes non respondents.



## 10.3 Currently need help with well-being or money problems

% Base 307



# 10. Well-being

## 10.4 Communication by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive					
		Lonely & isolated	Affordable rent & charges	Financially secure	Quality of life in home	Part of community	Come to Council for help
<b>Overall</b>	<b>307</b>	<b>15</b>	<b>75</b>	<b>56</b>	<b>79</b>	<b>69</b>	<b>65</b>
Archway Gardens	7	29	71	71	57	43	57
Ashwell House	8	0	67	20	63	67	33
Broadfield Road	14	7	77	60	92	62	69
Burdett House	11	18	56	38	70	44	44
Chapel Lane	8	13	67	80	86	83	83
Concord	18	11	77	70	94	86	71
Draycott	8	38	63	43	63	38	75
Dryleaze Court	15	13	46	30	58	58	40
Dryleaze House	15	13	55	33	58	58	70
George Pearce House	13	15	92	55	77	67	75
Grange View	12	0	91	90	100	100	80
Grove Park Road	13	8	69	55	77	67	55
Hamfallow Court	12	17	92	46	82	60	80
Hazelwood	17	18	82	56	82	81	73
Jenner Court	11	9	78	71	89	73	38
Malvern Gardens	7	29	83	43	71	67	83
Sherborne House	8	13	63	43	63	63	71
Springfields Court	14	14	93	54	67	67	82
St Nicholas Court	18	17	65	59	78	50	47
The Corriett	10	10	63	25	70	70	67
Trinity Drive	7	0	57	43	100	83	67
Vizard Close	8	25	100	86	75	86	33
Walter Preston Court	16	13	93	69	94	64	67
Willow Road	9	11	78	67	100	88	89

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

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

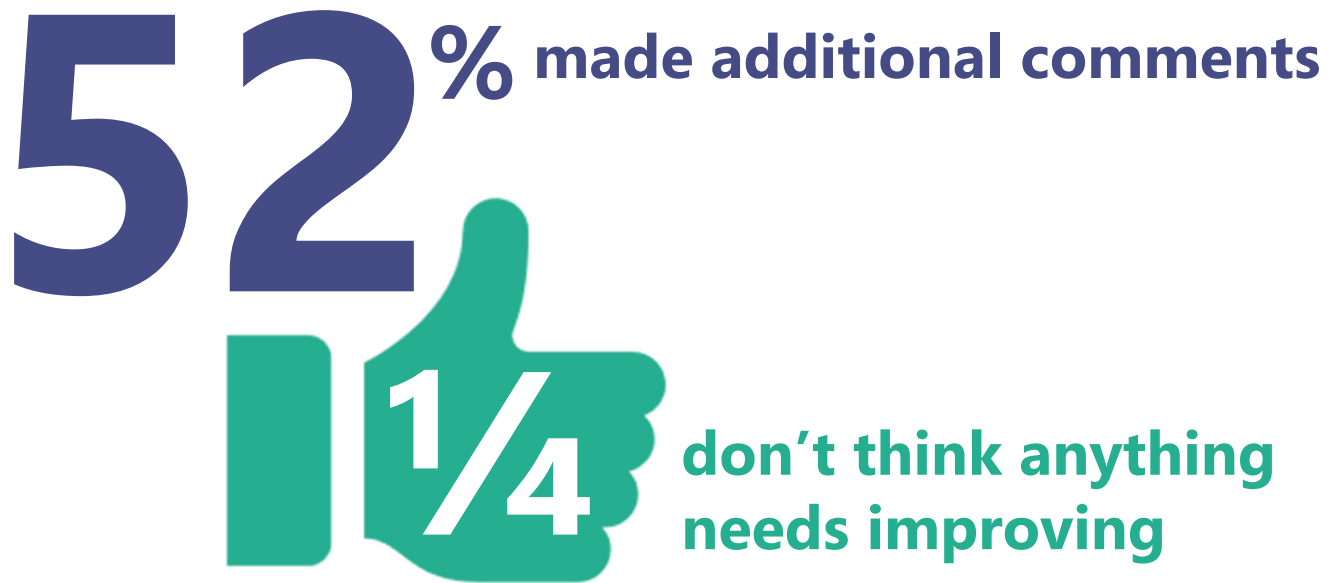
Significantly **worse** than average  
(90% confidence\*)

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

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

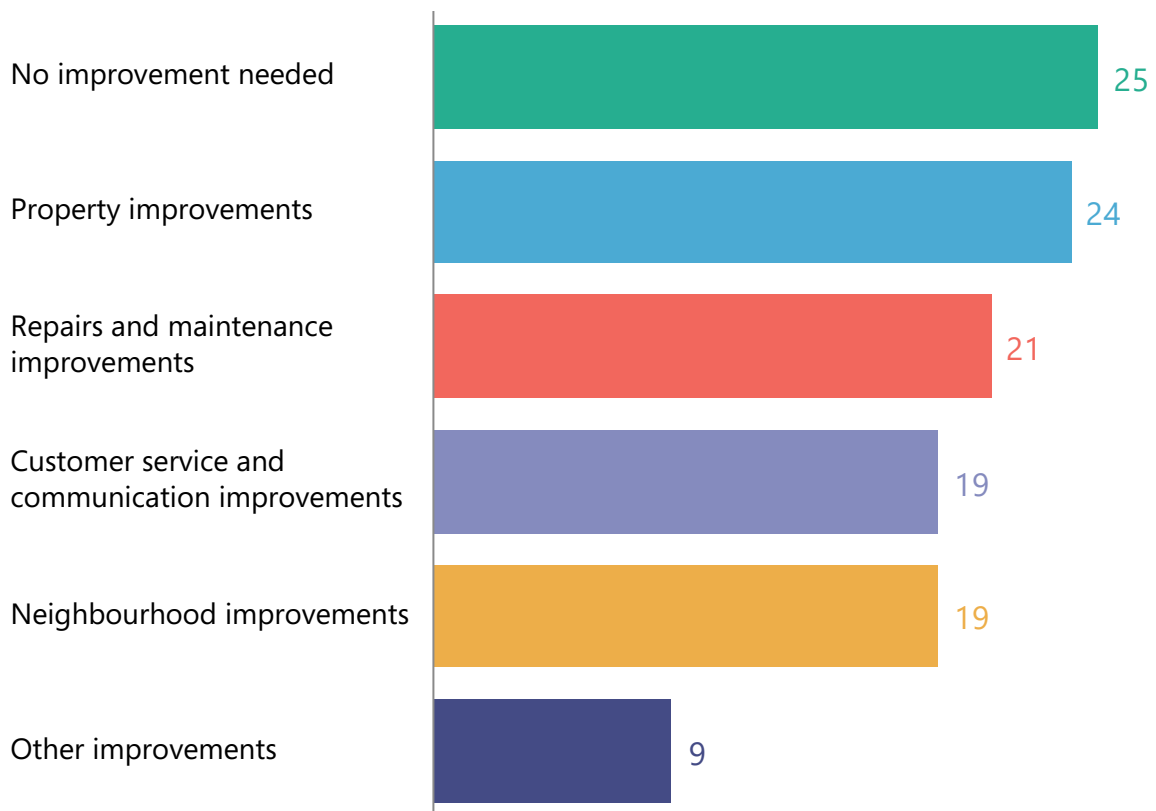


## 11. Further comments



### 11.1 Anything else you would like to say - summary

% Base 161 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



## 11. Further 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 (52%) chose to do so, and all 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, of which it is pleasing to see that a quarter of commenters simply wanted to **praise the service** that residents receive. This included 6% that praised **the home** that they lived in, which is to be expected when the quality of the home is the dominant driver of satisfaction (chart 11.2). However, plenty (4%) also wished to draw attention to the standard of **customer care** that they received:

“I am very satisfied and happy in my home and appreciate the help I have been given to settle in. Everyone I have dealt with has been very helpful and professional. Thank you.”

“I have lived here for almost two years and feel very privileged. Beautiful outside, natural grounds and friendship. Lovely little home which I can make my own. Lovely day room for our social life and groups which help our mental health, yoga, mindfulness, coffee mornings and crafts.”

“Stroud District Council have given me a home I love for last 10 years for which I am very grateful. I've lived in many other council properties over the years, but SDC is sincerely the best.”

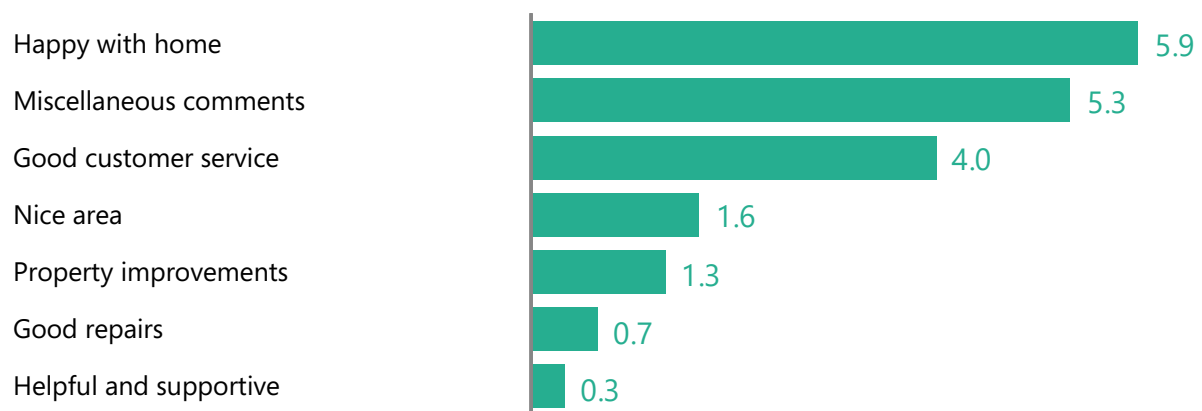
“My answers are based on the ten weeks I've been an applicant or tenant. So far you've been brilliant, every contact with staff has been fab.”

“With all my recent problems I feel really taken care of by the council they are so polite and friendly and helpful in getting me sorted and boy do I need sorting.”

“We are very fortunate to have a wonderful team at our disposal from our service delivery manager right to our coordinator and site officers and manager.”

### 11.2 Positive comments - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



## 11. Further comments

Aside from these compliments, however, the majority of comments still made suggestions for how the services could be improved in the future. The key driver theme continues here, with the most common suggested improvements are in the broad category of **property improvements** (24%), chief amongst these being upgrades to the **heating/energy efficiency** (5%) and **windows** (2%, chart 11.3).

“My flat is always cold, no insulation, draughts everywhere and ancient storage heater. Also lots of mould.”

“Money would be better spent on improving insulation and stopping drafts.”

“Cannot afford to put heating on as storage heater.”

“Overall I am very satisfied my only issue is the inadequate heating system, antiquated storage heaters.”

“As the council are aware a lot of the residents are unhappy with the heating in the bathrooms and the windows are very poor, if it's windy the blinds/curtains move constantly.”

“Draughts from poor windows and gaps, this has been reported more than once, has been seen by you and photos taken but no response.”

Moving on to specific comments about the **repairs and maintenance** service, the fact that outstanding jobs was the most common cause of complaint (4.9%) is entirely unsurprising in the context both of the poor repairs satisfaction scores in this survey, and the fact that it was also the dominant topic for general needs tenants in their own surveys. Some examples of such comments include:

“I have small jobs I need help with but no luck with any help yet.”

“We have walkabouts to point out jobs that need doing. Rarely are these walkabouts leading to the job being done”.

“We are not happy with the repairs just before covid I reported a problem ... That was 18 months ago.”

“I have been waiting several years for the wet room to have repairs.”

However, outstanding repairs wasn't quite the overwhelming issue it was for general needs survey respondents, with almost as many Independent Living residents focusing on a **lack of information** on when repairs would be completed (4.4% of comments).

“When it comes to building repairs /repairs the information is poor.”

“The repairs service needs to communicate better regarding appointments and would be a good idea to have a follow up call after the repair to ensure customer satisfaction.”

“If we ask for something or request a repair SDC should respond with yes or no and a timeframe.”

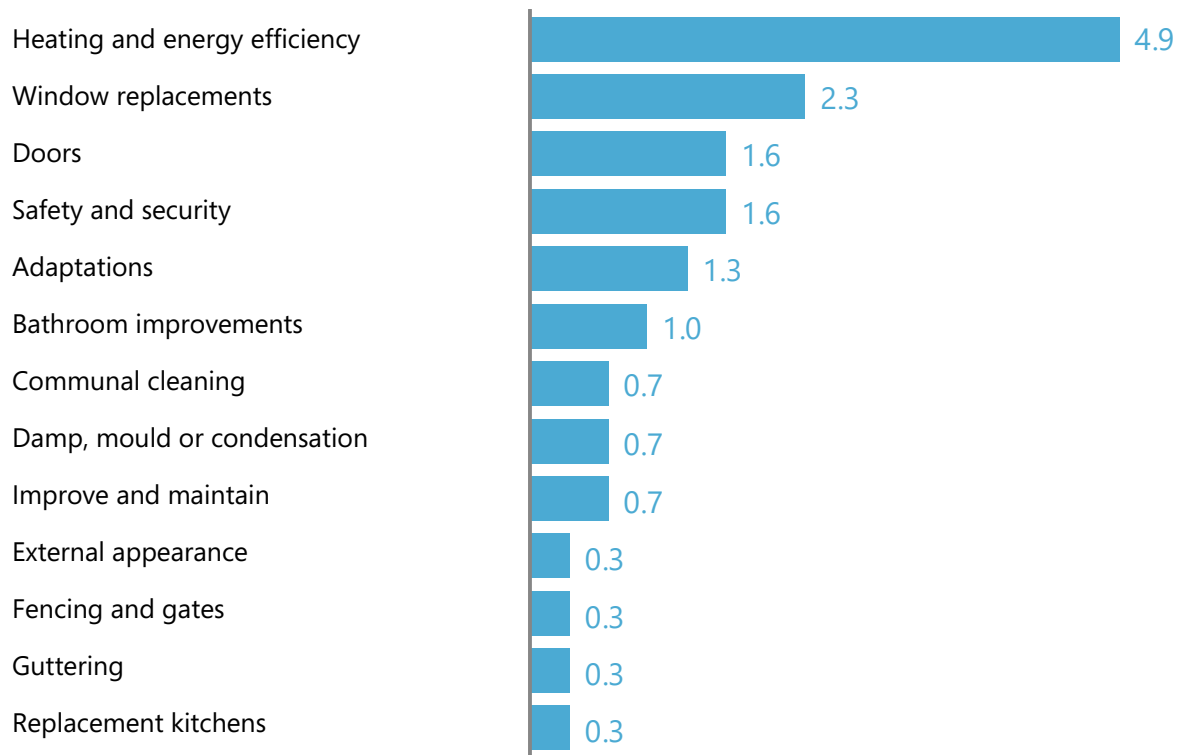
“Repairs. Have emailed repairs as suggested but ten days later no reply! I phoned to address my email with outstanding repair and explained that a simple reply from them saying my email was received would satisfy me and I would realise I had been heard. Customer response is vital.”



# 11. Further comments

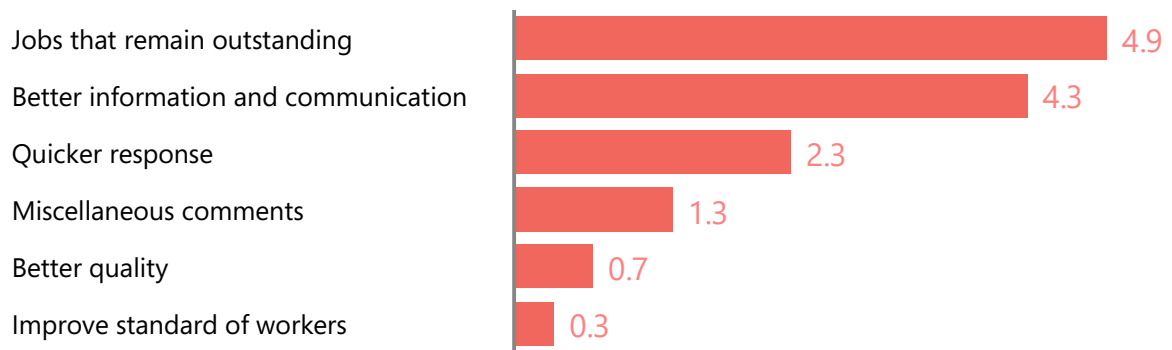
## 11.3 Property improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



## 11.4 Repair and maintenance improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



## 11. Further comments

Around a fifth of the comments made were about **neighbourhood issues**, although they should be understood in the context of relatively high satisfaction with the tenant's local areas, including a substantial improvement in how the grounds maintenance service is perceived (section 8). Nevertheless, 3.6% of comments were complaints about untidy gardens and grounds maintenance, whilst a few tenants also noted issues that they had encountered with anti-social behaviour. For example:

"Our garden is an utter disgrace."

"Only that the upkeep of grounds is an absolute disgrace with overgrowing flower beds outside where, and beds that were "sorted" are now in need of remedial action."

"Not enough attention to the garden."

"The grass is not cut to a good standard and the rest of the gardens are not tended and are overgrown. The waste and recycling bins need cleaning more as there is a smell."

"Previous ASB completely ignored by Council - not at all satisfied. Two and a half years of neighbours breaking tenancy rules. Seriously, could do better."

"There is drug dealing going on at the moment which I'm not happy about."

One thing that makes Independent Living respondents different from those living in general needs is that problems with getting hold of the right person or returning calls seem to be relatively minor issues, even though they dominated the customer experience comments made by general needs respondent. Instead, the primary customer issue for this group is receiving the appropriate **wellbeing and disability support** that they think they need (4.9% of comments). Some examples of these type of comments include:

"I feel more isolated and lonely since Concord has become a hub."

"I do feel isolated at times being of a different culture."

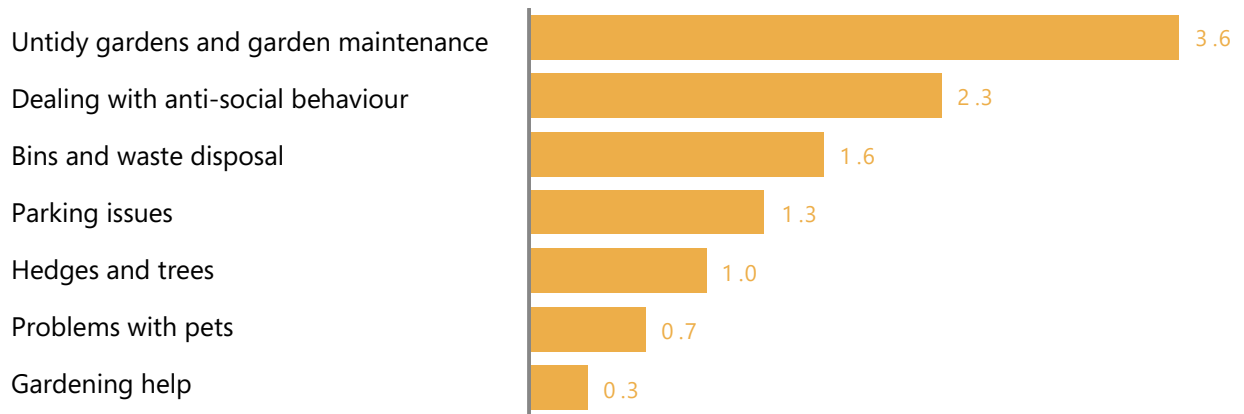
"Nan really misses having a warden, just the comfort, peace of mind of someone calling in/ringing to check everything is ok."

"I believe that some people in our building were left behind when we changed from sheltered accommodation to independent living."

# 11. Further comments

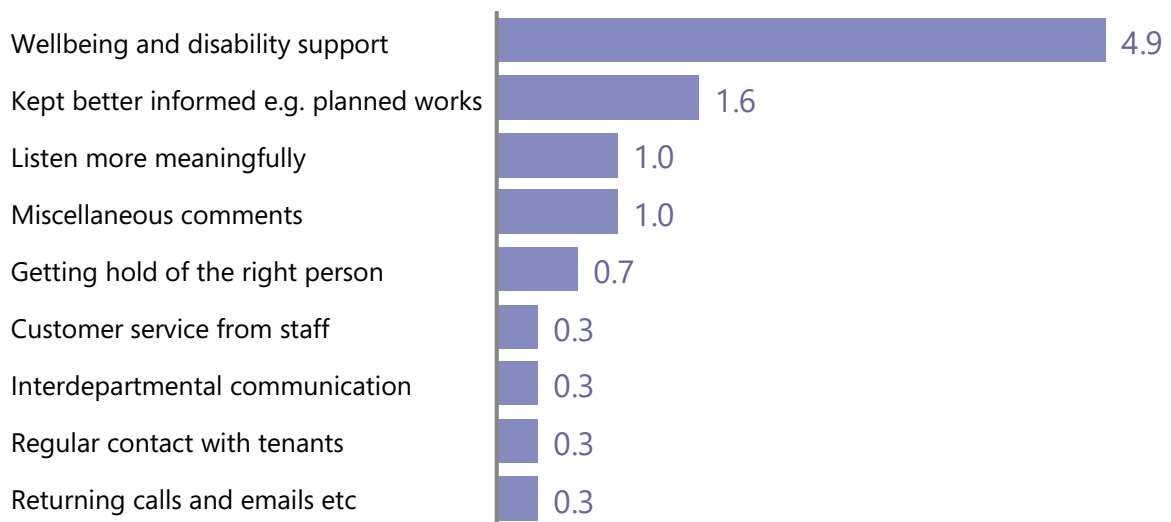
## 11.5 Neighbourhood improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



## 11.6 Customer service and communication improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



## 11.7 Other improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.





# 12. Respondent profile

In addition to documenting the demographic profile of the sample, tables 12.5 and 12.6 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 Scheme

% Base 307

	Total	% 2022	% 2019		Total	% 2022	% 2019
Archway Gardens	7	2.3	4.1	Hamfallow Court	12	3.9	2.4
Ashcroft House	6	2.0	2.4	Hazelwood	17	5.5	5.1
Ashwell House	8	2.6	3.4	Jenner Court	11	3.6	4.1
Broadfield Road	14	4.6	2.7	Malvern Gardens	7	2.3	2.0
Burdett House	11	3.6	2.9	Sherborne House	8	2.6	3.1
Chapel Lane	8	2.6	2.7	Springfields Court	14	4.6	3.7
Concord	18	5.9	6.3	St Nicholas Court	18	5.9	4.1
Draycott	8	2.6	1.9	Tanners Piece	5	1.6	0.0
Dryleaze Court	15	4.9	6.5	The Beeches	6	2.0	2.7
Dryleaze House	15	4.9	5.8	The Corriett	10	3.3	2.7
George Pearce House	13	4.2	3.4	The Long Ground	2	0.7	1.4
Glebe Road	4	1.3	0.7	Trinity Drive	7	2.3	1.7
Glebelands	5	1.6	3.7	Vizard Close	8	2.6	2.7
Grange View	12	3.9	2.7	Walter Preston Court	16	5.2	6.1
Grove Park Road	13	4.2	5.1	Willow Road	9	2.9	2.0

## 12. Respondent profile

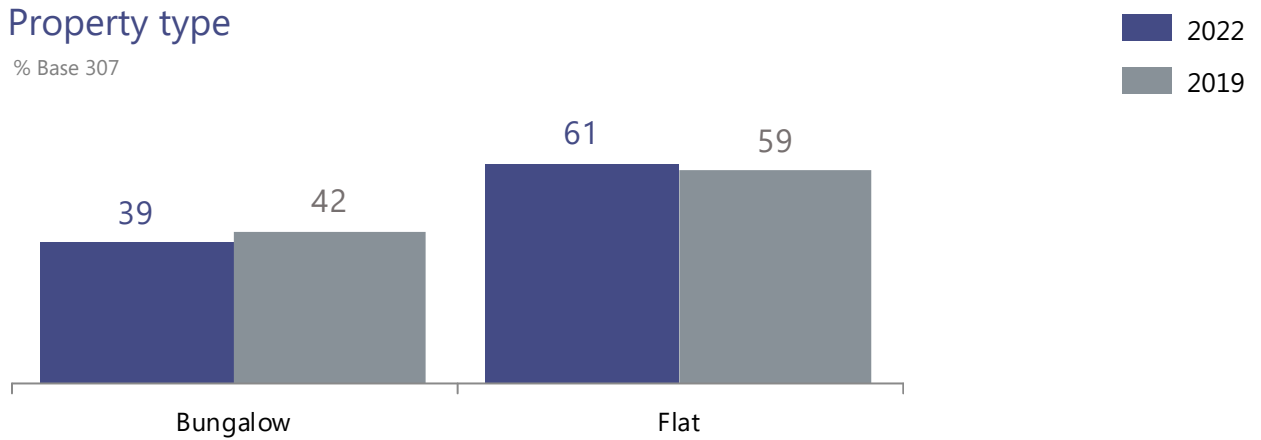
### 12.2 Housing Officer Patch

% Base 307

	Total	%
NMO 1	59	19.2
NMO 2	44	14.3
NMO 3	60	19.5
NMO 4	38	12.4
NMO 5	75	24.4
NMO 6	31	10.1

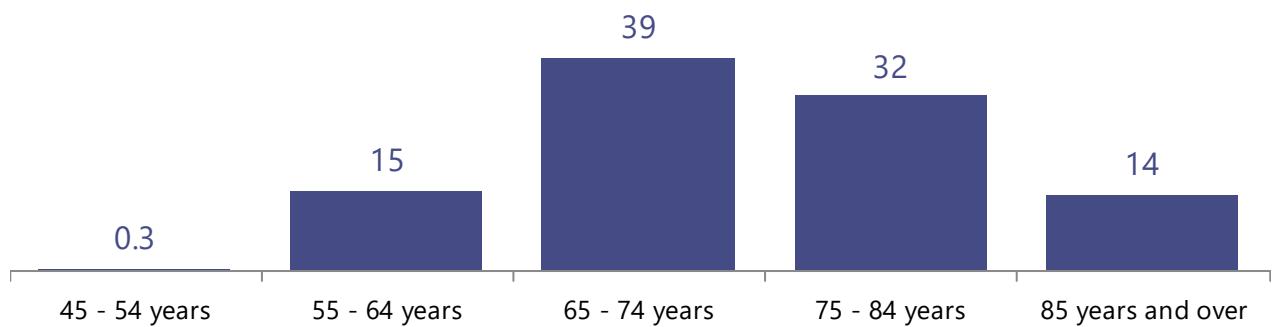
### 12.3 Property type

% Base 307



### 12.4 Age

% Base 307



## 12. Respondent profile

### 12.5 Core questions by age

	Overall	% positive			
		55-64 years	65-74 years	75-84 years	85 years and over
<b>Sample size</b>	<b>307</b>	<b>45</b>	<b>120</b>	<b>98</b>	<b>43</b>
Service overall	81	78	81	81	81
Quality of home	86	84	84	90	86
Safety and security of home	87	80	83	93	88
Communal areas	77	70	76	83	75
Repairs & maintenance service	68	63	65	72	74
Last completed repair	76	55	78	81	79
Neighbourhood as a place to live	90	91	84	96	93
Positive contribution to communities	68	64	63	74	73
Dealing with anti-social behaviour	59	67	57	57	65
Rent value for money	86	81	84	90	86
Treated fairly and with respect	79	80	79	78	86
Is easy to deal with	70	68	71	67	74
Listen to views and act upon them	64	57	63	64	70
Keeps tenants informed	71	64	72	70	74
Opportunities to make views known	69	64	66	72	76
Approach to handling complaints	61	63	58	61	63

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. Respondent profile

### 12.6 Core questions by property type

	% positive		
	Overall	Bungalow	Flat
<b>Sample size</b>	<b>307</b>	<b>120</b>	<b>187</b>
Service overall	81	81	81
Quality of home	86	84	88
Safety and security of home	87	91	84
Communal areas	77	79	77
Repairs & maintenance service	68	72	66
Last completed repair	76	79	74
Neighbourhood as a place to live	90	91	89
Positive contribution to communities	68	69	68
Dealing with anti-social behaviour	59	64	57
Rent value for money	86	86	86
Treated fairly and with respect	79	84	77
Is easy to deal with	70	78	64
Listen to views and act upon them	64	69	60
Keeps tenants informed	71	76	67
Opportunities to make views known	69	69	69
Approach to handling complaints	61	61	60

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 all 718 independent living 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:

The image displays two screenshots of the online survey interface for Stroud District Council. The left screenshot is the title page for the 'Tenant Satisfaction Survey 2022'. It features the council's logo and a 'Prize Draw!' banner offering 1x £150 and 2x £50 in shopping vouchers. The page includes instructions for existing users and new users, and a privacy notice. The right screenshot shows a question about communication: 'How much do you agree or disagree with the following statement? "Housing Services treat tenants fairly and with respect."' with a Likert scale from 'Strongly agree' to 'No opinion'. Below it is another question: 'How satisfied or dissatisfied are you that housing services are easy to deal with?' with a scale from 'Very satisfied' to 'No opinion'. Navigation buttons for 'Previous' and 'Next' are visible.



### Response rate

In total there were 307 responses to the survey which represented a response rate of 43% (error margin +/- 4.2%). Online responses comprised 24% of the total (74), including 40 direct responses to email (11% response) and 18 to text message (4% response). The returns exceeded the stipulated STAR target error margin of +/- 5% with a 2% increase in response rate compared to 2019.

### Weighting

The results were checked to ensure that they were representative of the tenant population on the main demographic and geographic characteristics, and it was determined that no further weighting was required.

### 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 sheltered 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 17 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 15 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](http://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](mailto: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](mailto: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](http://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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Your home

**2** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>a.</b> With the overall quality of your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> That we provide a home that is safe and secure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> Your rent provides value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





### Repairs & maintenance

**3** How satisfied or dissatisfied are you:


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

**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
<b>a.</b> That it was easy to access the repairs service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> With the time taken to complete the repair after you reported it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> With the overall quality of the work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d.</b> That the repair was done 'right first time'?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>e.</b> With the overall repairs service we provided on this repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2**



**STROUD DISTRICT COUNCIL**  
[www.stroud.gov.uk](http://www.stroud.gov.uk)

### 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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 dissatisfied
<b>a.</b> With the helpfulness of the staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> With their ability to deal with your query?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11** How satisfied or dissatisfied are you that housing services:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
<b>a.</b> Listen to your views and act upon them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b.</b> Give you the opportunity to make your views known?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> Keep tenants informed about things that matter to them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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**

**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<br>       | Fairly satisfied<br>     | Neither<br>              | Fairly dissatisfied<br>  | Very dissatisfied<br>    | No opinion<br>           |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Your neighbourhood as a place to live?                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. How much we make a positive contribution to your neighbourhood? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The grounds maintenance, such as grass cutting in your area?    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Our approach to handling of anti-social behaviour?              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**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<br>       | Fairly satisfied<br>     | Neither<br>              | Fairly dissatisfied<br>  | Very dissatisfied<br>    | No opinion<br>           |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5

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

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

**!** 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<br>       | Tend to agree<br>        | Neither<br>              | Tend to disagree<br>     | Strongly disagree<br>    | No opinion<br>           |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

- | Very satisfied<br>       | Fairly satisfied<br>     | Neither<br>              | Fairly dissatisfied<br>  | Very dissatisfied<br>    | No opinion<br>           |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6

## 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<br>               | Often<br>                | Sometimes<br>            | Rarely<br>               | Never<br>                | Prefer not to say<br>    |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**23** How much do you agree or disagree that:

- |  | Strongly agree<br>       | Tend to agree<br>        | Neither<br>              | Tend to disagree<br>     | Strongly disagree<br>    | Prefer not to say<br>    |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. My rent and service charges are affordable                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. I am financially secure   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. I have a good quality of life in my home                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. I feel part of the community  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. I would come to the Council for help if I had wellbeing or money problems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

- Yes      **!** If you answer yes, you give your consent for the Council to contact you about it.
- No

7

## 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.

## Appendix C. Data summary

Representative. Unweighted  
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: 307

	Count	% raw	% valid	% +'ve
1: Very satisfied	107	34.9	35.4	<b>80.8</b>
2: Fairly satisfied	137	44.6	45.4	
3: Neither	20	6.5	6.6	
4: Fairly dissatisfied	32	10.4	10.6	
5: Very dissatisfied	6	2.0	2.0	
N/R	5	1.6		

### Q2a With the overall quality of your home

Base: 307

	Count	% raw	% valid	% +'ve
6: Very satisfied	139	45.3	45.4	<b>86.2</b>
7: Fairly satisfied	125	40.7	40.8	
8: Neither	15	4.9	4.9	
9: Fairly dissatisfied	21	6.8	6.9	
10: Very dissatisfied	6	2.0	2.0	
N/R	1	0.3		

### Q2b That we provide a home that is safe and secure

Base: 307

	Count	% raw	% valid	% +'ve
11: Very satisfied	169	55.0	55.8	<b>86.5</b>
12: Fairly satisfied	93	30.3	30.7	
13: Neither	16	5.2	5.3	
14: Fairly dissatisfied	19	6.2	6.3	
15: Very dissatisfied	6	2.0	2.0	
N/R	4	1.3		

### Q2c Your rent provides value for money

Base: 307

	Count	% raw	% valid	% +'ve
16: Very satisfied	154	50.2	51.2	<b>85.8</b>
17: Fairly satisfied	104	33.9	34.6	
18: Neither	23	7.5	7.6	
19: Fairly dissatisfied	13	4.2	4.3	
20: Very dissatisfied	7	2.3	2.3	
N/R	6	2.0		

### Q3a That we provide a home that is well maintained and safe for you to live in

Base: 307

	Count	% raw	% valid	% +'ve
21: Very satisfied	121	39.4	40.1	<b>81.2</b>
22: Fairly satisfied	124	40.4	41.1	
23: Neither	10	3.3	3.3	
24: Fairly dissatisfied	31	10.1	10.3	
25: Very dissatisfied	16	5.2	5.3	
26: No opinion	1	0.3		
N/R	4	1.3		

### Q3b With the way we generally deal with repairs and maintenance

Base: 307

	Count	% raw	% valid	% +'ve
27: Very satisfied	86	28.0	29.0	<b>68.4</b>
28: Fairly satisfied	117	38.1	39.4	
29: Neither	29	9.4	9.8	
30: Fairly dissatisfied	38	12.4	12.8	
31: Very dissatisfied	27	8.8	9.1	
32: No opinion	4	1.3		
N/R	6	2.0		

## Appendix C. Data summary

Representative. Unweighted  
Count % raw % valid % +ve

		Count	% raw	% valid	% +ve
<b>Q3c With your gas servicing arrangements (if applicable)</b>		Base: 307			
33:	Very satisfied	99	32.2	61.9	<b>89.4</b>
34:	Fairly satisfied	44	14.3	27.5	
35:	Neither	10	3.3	6.3	
36:	Fairly dissatisfied	4	1.3	2.5	
37:	Very dissatisfied	3	1.0	1.9	
38:	No opinion	51	16.6		
	N/R	96	31.3		
<b>Q4 Have you had any day to day repairs carried out in the last 12 months?</b>		Base: 307			
39:	Yes	149	48.5		
40:	No	144	46.9		
	N/R	14	4.6		
<b>Q5 Satisfaction with the repairs service you have received to your home from the Council in the last 12 months</b>		Base: 149			
41:	Very satisfied	63	20.5	42.6	<b>79.1</b>
42:	Fairly satisfied	54	17.6	36.5	
43:	Neither	3	1.0	2.0	
44:	Fairly dissatisfied	16	5.2	10.8	
45:	Very dissatisfied	12	3.9	8.1	
	N/R	159	51.8	0.7	
<b>Q6a That it was easy to access the repairs service</b>		Base: 149			
46:	Very satisfied	61	19.9	41.2	<b>75.7</b>
47:	Fairly satisfied	51	16.6	34.5	
48:	Neither	13	4.2	8.8	
49:	Fairly dissatisfied	14	4.6	9.5	
50:	Very dissatisfied	9	2.9	6.1	
	N/R	159	51.8	0.7	
<b>Q6b With the time taken to complete the repair after you reported it</b>		Base: 149			
51:	Very satisfied	47	15.3	31.8	<b>65.6</b>
52:	Fairly satisfied	50	16.3	33.8	
53:	Neither	7	2.3	4.7	
54:	Fairly dissatisfied	25	8.1	16.9	
55:	Very dissatisfied	19	6.2	12.8	
	N/R	159	51.8	0.7	
<b>Q6c With the overall quality of the work</b>		Base: 149			
56:	Very satisfied	78	25.4	53.4	<b>80.1</b>
57:	Fairly satisfied	39	12.7	26.7	
58:	Neither	10	3.3	6.8	
59:	Fairly dissatisfied	12	3.9	8.2	
60:	Very dissatisfied	7	2.3	4.8	
	N/R	161	52.4	2.0	
<b>Q6d That the repair was done 'right first time'</b>		Base: 149			
61:	Very satisfied	73	23.8	50.3	<b>75.1</b>



## Appendix C. Data summary

	Representative, Unweighted			% +ve
	Count	% raw	% valid	
62: Fairly satisfied	36	11.7	24.8	
63: Neither	8	2.6	5.5	
64: Fairly dissatisfied	12	3.9	8.3	
65: Very dissatisfied	16	5.2	11.0	
N/R	162	52.8	2.7	
<b>Q6e With the overall repairs service we provided on this repair</b>				<b>Base: 149</b>
66: Very satisfied	61	19.9	41.8	<b>76.0</b>
67: Fairly satisfied	50	16.3	34.2	
68: Neither	8	2.6	5.5	
69: Fairly dissatisfied	16	5.2	11.0	
70: Very dissatisfied	11	3.6	7.5	
N/R	161	52.4	2.0	
<b>Q7 Housing Services treat tenants fairly and with respect</b>				<b>Base: 307</b>
71: Strongly agree	88	28.7	29.7	<b>79.4</b>
72: Tend to agree	147	47.9	49.7	
73: Neither	36	11.7	12.2	
74: Tend to disagree	17	5.5	5.7	
75: Strongly disagree	8	2.6	2.7	
76: No opinion	6	2.0		
N/R	5	1.6		
<b>Q8 How satisfied or dissatisfied are you that housing services are easy to deal with</b>				<b>Base: 307</b>
77: Very satisfied	81	26.4	27.4	<b>69.6</b>
78: Fairly satisfied	125	40.7	42.2	
79: Neither	42	13.7	14.2	
80: Fairly dissatisfied	34	11.1	11.5	
81: Very dissatisfied	14	4.6	4.7	
82: No opinion	5	1.6		
N/R	6	2.0		
<b>Q9 Have you contacted housing services in the last 12 months?</b>				<b>Base: 307</b>
83: Yes	193	62.9		
84: No	98	31.9		
N/R	16	5.2		
<b>Q10a With the helpfulness of the staff</b>				<b>Base: 193</b>
85: Very satisfied	84	27.4	44.2	<b>73.1</b>
86: Fairly satisfied	55	17.9	28.9	
87: Neither	16	5.2	8.4	
88: Fairly dissatisfied	24	7.8	12.6	
89: Very dissatisfied	11	3.6	5.8	
N/R	117	38.1	1.6	
<b>Q10b With their ability to deal with your query</b>				<b>Base: 193</b>
90: Very satisfied	70	22.8	38.0	<b>66.3</b>
91: Fairly satisfied	52	16.9	28.3	
92: Neither	25	8.1	13.6	
93: Fairly dissatisfied	23	7.5	12.5	

## Appendix C. Data summary

	Representative. Unweighted			% +ve
	Count	% raw	% valid	
94: Very dissatisfied	14	4.6	7.6	
N/R	123	40.1	4.7	
<b>Q11a Listen to your views and act upon them</b>	<b>Base: 307</b>			
95: Very satisfied	75	24.4	26.4	<b>63.7</b>
96: Fairly satisfied	106	34.5	37.3	
97: Neither	46	15.0	16.2	
98: Fairly dissatisfied	39	12.7	13.7	
99: Very dissatisfied	18	5.9	6.3	
100: No opinion	13	4.2		
N/R	10	3.3		
<b>Q11b Give you the opportunity to make your views known</b>	<b>Base: 307</b>			
101: Very satisfied	88	28.7	31.5	<b>68.8</b>
102: Fairly satisfied	104	33.9	37.3	
103: Neither	52	16.9	18.6	
104: Fairly dissatisfied	24	7.8	8.6	
105: Very dissatisfied	11	3.6	3.9	
106: No opinion	15	4.9		
N/R	13	4.2		
<b>Q11c Keep tenants informed about things that matter to them</b>	<b>Base: 307</b>			
107: Very satisfied	93	30.3	32.7	<b>70.7</b>
108: Fairly satisfied	108	35.2	38.0	
109: Neither	38	12.4	13.4	
110: Fairly dissatisfied	29	9.4	10.2	
111: Very dissatisfied	16	5.2	5.6	
112: No opinion	10	3.3		
N/R	13	4.2		
<b>Q12 In your daily life, have you used any apps or websites to do any of the following in the last year?</b>	<b>Base: 307</b>			
113: Used Facebook, Instagram or other social media	109	35.5		
114: Used video calling, such as Zoom or Facetime	73	23.8		
115: Online shopping	107	34.9		
116: Online banking	117	38.1		
117: Booked a service or appointment online	93	30.3		
118: Read an email newsletter	105	34.2		
119: Contacted any organisation by email, app or on their website	91	29.6		
120: Contacted any organisation on social media	42	13.7		
121: Used Government services online	95	30.9		
122: Visited the Council's Facebook or Twitter	24	7.8		
123: Used the Council's online services	58	18.9		
N/R	125	40.7		
<b>R12 Use the internet</b>	<b>Base: 307</b>			
124: Yes	182	59.3		
125: No	125	40.7		
N/R	0	0.0		

## Appendix C. Data summary

Representative. Unweighted  
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: 307

	Count	% raw	% valid	% +'ve
126: Online	72	23.5		
127: Paper	218	71.0		
N/R	17	5.5		

Q15 Would you be interested in having your say about our services in any of the following ways?

Base: 307

	Count	% raw	% valid	% +'ve
128: Taking part in short online or social media polls	40	13.0		
129: Online discussion groups about the latest issues	13	4.2		
130: In person discussion group about the latest issues	74	24.1		
131: None of these	165	53.7		
N/R	33	10.7		

R15 Interested in having your say about our services

Base: 307

	Count	% raw	% valid	% +'ve
132: Yes	109	35.5		
133: No	165	53.7		
N/R	33	10.7		

Q16a Your neighbourhood as a place to live

Base: 307

	Count	% raw	% valid	% +'ve
134: Very satisfied	152	49.5	51.0	<b>89.9</b>
135: Fairly satisfied	116	37.8	38.9	
136: Neither	12	3.9	4.0	
137: Fairly dissatisfied	10	3.3	3.4	
138: Very dissatisfied	8	2.6	2.7	
139: No opinion	3	1.0		
N/R	6	2.0		

Q16b How much we make a positive contribution to your neighbourhood

Base: 307

	Count	% raw	% valid	% +'ve
140: Very satisfied	76	24.8	27.6	<b>68.0</b>
141: Fairly satisfied	111	36.2	40.4	
142: Neither	61	19.9	22.2	
143: Fairly dissatisfied	17	5.5	6.2	
144: Very dissatisfied	10	3.3	3.6	
145: No opinion	16	5.2		
N/R	16	5.2		

Q16c The grounds maintenance, such as grass cutting in your area

Base: 307

	Count	% raw	% valid	% +'ve
146: Very satisfied	119	38.8	40.3	<b>75.6</b>
147: Fairly satisfied	104	33.9	35.3	
148: Neither	14	4.6	4.7	
149: Fairly dissatisfied	35	11.4	11.9	
150: Very dissatisfied	23	7.5	7.8	
151: No opinion	4	1.3		
N/R	8	2.6		

Q16d Our approach to handling of anti-social behaviour

Base: 307

	Count	% raw	% valid	% +'ve
152: Very satisfied	78	25.4	32.4	<b>59.4</b>
153: Fairly satisfied	65	21.2	27.0	
154: Neither	57	18.6	23.7	

## Appendix C. Data summary

	Representative, Unweighted			% +ve
	Count	% raw	% valid	
155: Fairly dissatisfied	22	7.2	9.1	
156: Very dissatisfied	19	6.2	7.9	
157: No opinion	51	16.6		
N/R	15	4.9		
<b>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?</b>				
				Base: 307
158: Yes	251	81.8		
159: No	46	15.0		
N/R	10	3.3		
<b>Q18 Satisfaction that housing management services keeps these communal areas or scheme clean, safe and well maintained</b>				
				Base: 251
160: Very satisfied	98	31.9	40.5	<b>77.3</b>
161: Fairly satisfied	89	29.0	36.8	
162: Neither	16	5.2	6.6	
163: Fairly dissatisfied	24	7.8	9.9	
164: Very dissatisfied	15	4.9	6.2	
165: No opinion	7	2.3		
N/R	58	18.9	0.8	
<b>Q19a Rubbish or litter</b>				
				Base: 307
166: Very big problem	14	4.6	5.1	<b>16.1</b>
167: Fairly big problem	30	9.8	11.0	
168: Not a very big problem	105	34.2	38.6	
169: Not a problem at all	123	40.1	45.2	
N/R	35	11.4		
<b>Q19b Noisy neighbours</b>				
				Base: 307
170: Very big problem	5	1.6	1.9	<b>9.4</b>
171: Fairly big problem	20	6.5	7.5	
172: Not a very big problem	69	22.5	25.9	
173: Not a problem at all	172	56.0	64.7	
N/R	41	13.4		
<b>Q19c Dog fouling/ dog mess</b>				
				Base: 307
174: Very big problem	23	7.5	8.2	<b>21.1</b>
175: Fairly big problem	36	11.7	12.9	
176: Not a very big problem	78	25.4	28.0	
177: Not a problem at all	142	46.3	50.9	
N/R	28	9.1		
<b>Q19d Other problems with pets &amp; animals</b>				
				Base: 307
178: Very big problem	5	1.6	1.9	<b>4.6</b>
179: Fairly big problem	7	2.3	2.7	
180: Not a very big problem	59	19.2	22.3	
181: Not a problem at all	193	62.9	73.1	
N/R	43	14.0		
<b>Q19e Racial or other harassment</b>				
				Base: 307

## Appendix C. Data summary

	Representative. Unweighted			
	Count	% raw	% valid	% +'ve
182: Very big problem	4	1.3	1.5	<b>3.0</b>
183: Fairly big problem	4	1.3	1.5	
184: Not a very big problem	36	11.7	13.5	
185: Not a problem at all	223	72.6	83.5	
N/R	40	13.0		
<b>Q19f Drunk or rowdy behaviour</b>	<b>Base: 307</b>			
186: Very big problem	6	2.0	2.2	<b>6.3</b>
187: Fairly big problem	11	3.6	4.1	
188: Not a very big problem	41	13.4	15.1	
189: Not a problem at all	213	69.4	78.6	
N/R	36	11.7		
<b>Q19g Vandalism and graffiti</b>	<b>Base: 307</b>			
190: Very big problem	2	0.7	0.8	<b>1.2</b>
191: Fairly big problem	1	0.3	0.4	
192: Not a very big problem	42	13.7	15.8	
193: Not a problem at all	221	72.0	83.1	
N/R	41	13.4		
<b>Q19h People damaging your property</b>	<b>Base: 307</b>			
194: Very big problem	4	1.3	1.5	<b>1.5</b>
195: Fairly big problem	0	0.0	0.0	
196: Not a very big problem	32	10.4	12.0	
197: Not a problem at all	231	75.2	86.5	
N/R	40	13.0		
<b>Q19i Drug use or dealing</b>	<b>Base: 307</b>			
198: Very big problem	6	2.0	2.2	<b>4.0</b>
199: Fairly big problem	5	1.6	1.8	
200: Not a very big problem	47	15.3	17.3	
201: Not a problem at all	213	69.4	78.6	
N/R	36	11.7		
<b>Q19j Abandoned or burnt out vehicles</b>	<b>Base: 307</b>			
202: Very big problem	1	0.3	0.4	<b>0.4</b>
203: Fairly big problem	0	0.0	0.0	
204: Not a very big problem	27	8.8	10.2	
205: Not a problem at all	238	77.5	89.5	
N/R	41	13.4		
<b>Q20 I know how to make a complaint to housing services if I am not happy with the service I receive</b>	<b>Base: 307</b>			
206: Strongly agree	88	28.7	31.5	<b>77.0</b>
207: Tend to agree	127	41.4	45.5	
208: Neither	46	15.0	16.5	
209: Tend to disagree	11	3.6	3.9	
210: Strongly disagree	7	2.3	2.5	
211: No opinion	18	5.9		
N/R	10	3.3		

Representative. Unweighted			
Count	% raw	% valid	% +ve

### Q21 Satisfaction with housing management services' approach to the handling of complaints

Base: 307

	Count	% raw	% valid	% +ve
212: Very satisfied	58	18.9	22.1	<b>60.6</b>
213: Fairly satisfied	101	32.9	38.5	
214: Neither	54	17.6	20.6	
215: Fairly dissatisfied	31	10.1	11.8	
216: Very dissatisfied	18	5.9	6.9	
217: No opinion	35	11.4		
N/R	10	3.3		

### Q22 Over the past 12 months, at times, have you felt lonely and isolated?

Base: 307

	Count	% raw	% valid	% +ve
218: Always	19	6.2	6.8	
219: Often	23	7.5	8.2	
220: Sometimes	74	24.1	26.3	
221: Rarely	55	17.9	19.6	
222: Never	110	35.8	39.1	
223: Prefer not to say	10	3.3		
N/R	16	5.2		

### R22 Over the past 12 months have you always or often felt lonely and isolated?

Base: 307

	Count	% raw	% valid	% +ve
224: Yes	42	13.7	14.9	
225: No	239	77.9	85.1	
N/R	26	8.5		

### Q23a My rent and service charges are affordable

Base: 307

	Count	% raw	% valid	% +ve
226: Strongly agree	78	25.4	28.1	<b>75.2</b>
227: Tend to agree	131	42.7	47.1	
228: Neither	38	12.4	13.7	
229: Tend to disagree	28	9.1	10.1	
230: Strongly disagree	3	1.0	1.1	
231: Prefer not to say	13	4.2		
N/R	16	5.2		

### Q23b I am financially secure

Base: 307

	Count	% raw	% valid	% +ve
232: Strongly agree	45	14.7	17.9	<b>56.0</b>
233: Tend to agree	96	31.3	38.1	
234: Neither	67	21.8	26.6	
235: Tend to disagree	27	8.8	10.7	
236: Strongly disagree	17	5.5	6.7	
237: Prefer not to say	32	10.4		
N/R	23	7.5		

### Q23c I have a good quality of life in my home

Base: 307

	Count	% raw	% valid	% +ve
238: Strongly agree	92	30.0	31.8	<b>78.9</b>
239: Tend to agree	136	44.3	47.1	
240: Neither	40	13.0	13.8	
241: Tend to disagree	13	4.2	4.5	
242: Strongly disagree	8	2.6	2.8	
243: Prefer not to say	8	2.6		

## Appendix C. Data summary

	Representative. Unweighted			
	Count	% raw	% valid	% +ve
N/R	10	3.3		
<b>Q23d I feel part of the community</b>	Base: 307			
244: Strongly agree	63	20.5	23.1	<b>68.9</b>
245: Tend to agree	125	40.7	45.8	
246: Neither	50	16.3	18.3	
247: Tend to disagree	20	6.5	7.3	
248: Strongly disagree	15	4.9	5.5	
249: Prefer not to say	18	5.9		
N/R	16	5.2		
<b>Q23e I would come to the Council for help if I had wellbeing or money problems</b>	Base: 307			
250: Strongly agree	73	23.8	28.0	<b>65.2</b>
251: Tend to agree	97	31.6	37.2	
252: Neither	51	16.6	19.5	
253: Tend to disagree	22	7.2	8.4	
254: Strongly disagree	18	5.9	6.9	
255: Prefer not to say	32	10.4		
N/R	14	4.6		
<b>Q24 Do you currently need help from the Council or another support agency with wellbeing or money problems?</b>	Base: 307			
256: Yes	31	10.1		
257: No	259	84.4		
N/R	17	5.5		
<b>D101 Stock type</b>	Base: 307			
258: General needs	0	0.0		
259: Independent Living	307	100.0		
N/R	0	0.0		
<b>D102 Property type</b>	Base: 307			
260: Bungalow	120	39.1		
261: Flat	187	60.9		
262: House	0	0.0		
263: Maisonette	0	0.0		
N/R	0	0.0		
<b>D103 Patch</b>	Base: 307			
264: NMO 1	59	19.2		
265: NMO 2	0	0.0		
266: NMO 3	60	19.5		
267: NMO 4	38	12.4		
268: NMO 5	75	24.4		
269: NMO 6	31	10.1		
270: NMO 7	44	14.3		
N/R	0	0.0		
<b>D104 Main Tenant Age Group</b>	Base: 307			

## Appendix C. Data summary

	Representative. Unweighted		
	Count	% raw	% valid % +ve
271: 16 - 24 years	0	0.0	
272: 25 - 34 years	0	0.0	
273: 35 - 44 years	0	0.0	
274: 45 - 54 years	1	0.3	
275: 55 - 64 years	45	14.7	
276: 65 - 74 years	120	39.1	
277: 75 - 84 years	98	31.9	
278: 85 years and over	43	14.0	
N/R	0	0.0	
<b>D105 Main Tenant Age Group [simple]</b>	<b>Base: 307</b>		
279: 16-34	0	0.0	
280: 35-49	0	0.0	
281: 50-64	46	15.0	
282: 65+	261	85.0	
N/R	0	0.0	
<b>D108 Scheme</b>	<b>Base: 307</b>		
289: Archway Gardens	7	2.3	
290: Ashcroft House	6	2	
291: Ashwell House	8	2.6	
292: Broadfield Road	14	4.6	
293: Burdett House	11	3.6	
294: Chapel Lane	8	2.6	
295: Concord	18	5.9	
296: Draycott	8	2.6	
297: Dryleaze Court	15	4.9	
298: Dryleaze House	15	4.9	
299: George Pearce House	13	4.2	
300: Glebe Road	4	1.3	
301: Glebelands	5	1.6	
302: Grange View	12	3.9	
303: Grove Park Road	13	4.2	
304: Hamfallow Court	12	3.9	
305: Hazelwood	17	5.5	
306: Jenner Court	11	3.6	
307: Malvern Gardens	7	2.3	
308: Sherborne House	8	2.6	
309: Springfields Court	14	4.6	
310: St Nicholas Court	18	5.9	
311: Tanners Piece	5	1.6	
312: The Beeches	6	2	
313: The Corriett	10	3.3	
314: The Long Ground	2	0.7	
315: Trinity Drive	7	2.3	
316: Vizard Close	8	2.6	
317: Walter Preston Court	16	5.2	
318: Willow Road	9	2.9	
N/R	0	0	



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