



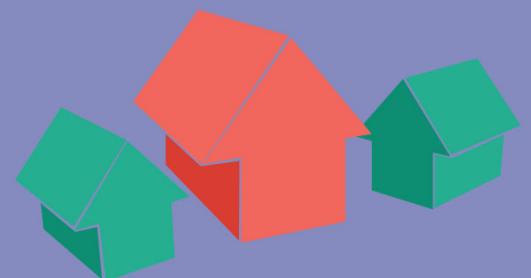
# General needs

STAR Tenant Satisfaction Survey 2019



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# 1. Introduction

## Background

This report details the results of Stroud District Council's 2019 tenant satisfaction survey, delivered by ARP Research. This report covers the survey results for general needs tenants. A second report is also available containing the survey results for those sheltered housing.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the survey conducted in 2015, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research's own database of landlords.



This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys.  
[www.housemark.co.uk/star](http://www.housemark.co.uk/star)

## About the survey

The survey was carried out between March and May 2019. A randomly selected sample of 2,300 general needs householders were sent a postal self completion questionnaire. This was followed by reminder where a new questionnaire was sent to two thirds of the non respondents (1,275). A free prize draw was used to encourage response, and the survey was also available online (33 completions)

In total 540 tenants took part in the survey, which represented a 23% response rate overall, and a response rate of 28% amongst those that received 2 mailings. A sample of this size has a theoretical error margin of +/- 3.9% overall, which exceeded the standard STAR error target error margin of +/- 4%.

Please note that the survey results were weighted by age group to ensure that the results were representative of the tenants as a whole across a wide range of demographic variables

## Understanding the results

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.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.

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.

When taking into account comparisons of the results over time it is important to remember that the 2019 survey was representative of the tenant population, whereas the 2015 survey was biased towards older people.



## 2. Executive summary

bench mark	2015 result	change over time	2019 result	
82%	86%	↓	81%	satisfaction overall
81%	83%	↓	81%	quality of home
65%	64%	↓	58%	listens & takes account of views
77%	80%	↓	72%	kept informed
82%	78%	↓	73%	enquiries generally
76%	79%	↓	70%	repairs & maintenance overall
83%	N.A.		82%	last completed repair
85%	87%	↓	83%	neighbourhood as a place to live

↑ significantly better    ↔ no significant difference    ↓ significantly worse

### Overall satisfaction

1. Overall satisfaction with the services that the council's general needs tenants receive from Stroud District Council had fallen by five percentage points since 2015, with 81% of tenants now claiming to be satisfied. At the opposite end of the scale, 14% of general needs tenants were dissatisfied compared to only 7% previously. However, this result remained broadly comparable with other similar landlords.
2. A similar pattern was observed elsewhere in the findings with satisfaction decreasing for all of the core measures, including three by a significant margin. Aspects of the service where satisfaction was down significantly compared to the 2015 findings included the repairs and maintenance service (section 5), being kept informed (section 7), and the neighbourhood as a place to live (section 8).
3. 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 four factors most closely associated with overall tenant satisfaction were:
  - Repairs and maintenance overall (70% satisfied, section 5)
  - Enquiries generally (73%, section 6)
  - Quality of the home (81%, section 4)
  - Neighbourhood as a place to live (83%, section 8)

### Repairs and maintenance

4. The overriding theme of the survey results was clearly the repairs and maintenance service, which was the dominant key driver of overall satisfaction. Unfortunately, this was the core rating statement that had fallen the most when compared against 2015 (70% v 79% satisfied). One in four tenants were now dissatisfied with the service (24%) compared to only 14% in the last survey (section 5).
5. There had been disruption caused by a change of contractor in the south of the district which clearly caused very low overall repairs satisfaction in the southern NMO1 (54%) and NMO3 (61%) areas contrasting against very positive scores in the northern patches of NMO4 (80%) and NMO6 (86%).
6. In contrast, there had been no significant change in satisfaction with gas servicing, having a very positive overall score of 87% satisfied.
7. It was good to see that the vast majority found it easy to report repairs (90%) and were satisfied with how staff dealt with their request (85%).
8. Around one in ten said that their most recent repair did not have an appointment. Similarly, about 10% of that received an appointment either couldn't get it at the preferred time, and a tenth also had their appointment missed. This had a stark impact on repairs satisfaction (under 50% satisfied), with issues around appointments being the most common suggestions for improving the service.
9. However, when respondents were asked to rate the last completed repair it is encouraging to find that satisfaction was twelve points higher than the overall score (82% v 70%), with the proportion that were 'very satisfied' also much higher (55% v 30%).
10. The best predictors of satisfaction with the last repair were the quality of the work, followed closely by the speed of completion and the information provided on the progress.

### Customer services

11. How the Council generally dealt with enquiries was linked to overall satisfaction, albeit well behind repairs in terms of its influence. However, these two topics were likely to be closely interlinked since the main reason why tenants contacted the Council was to report repairs (section 6).
12. A quarter of tenants were satisfied with general enquiry handling, but this was lower than the 2015 score (73% v 78%) and the typical satisfaction level amongst similar landlords.
13. There had also been a decrease in the proportion that found it easy to get hold of the right person (67%, was 72%) or that found staff to be helpful (73% v 79%).
14. Similarly, just under three quarters of queries were answered within 10 working days (72%) which is considerably lower than the 85% who said the same in 2015. Also, in a third of cases, a full explanation of the outcome of the query was not provided (30%). The answers to both questions had a strong relationship with the other customer service satisfaction scores.
15. These patterns were well reflected in the additional comments that tenants made asked what influenced their overall satisfaction score. Indeed, 10% of the total comments, and 19% of comments from dissatisfied tenants, were about getting a satisfactory response when reporting issues.

### Information and involvement

16. Around seven out of ten respondents thought Stroud DC were good at keeping them informed about the things that affected them as residents (72%, section 7), however this was down by a significant eight points compared to the 2015 findings (was 80%), with the score now at its lowest since surveys began in 2008 (section 7).
17. There had also been a fall in the rating for how well the Council listens to tenants' views and acts upon them (58% satisfied, was 64%), with this reduced level of satisfaction now further away from the benchmark for similar landlords (65%).
18. A similar proportion of respondents were satisfied with their opportunities to make their views known (59%) although this had not changed to the same extent compared to 2015 (was 61%)

### Communication channels

19. Around seven out of ten tenants in the sample used the internet (71%), albeit age dependant with only 39% of those aged 65+ making use of the internet compared to 89% of the under 35s, rising to 94% of those aged 35 – 49. The most common method for accessing the internet was via a smartphone. (section 6).
20. Almost a fifth of tenants (17%) gave email as the preferred way for the Council to contact them. Similarly, 17% would now prefer to receive an electronic copy of Keynotes.
21. Around three quarters of the sample read Keynotes and the vast majority claimed to value it (94%), including 42% that valued it 'a lot'.

### The home

22. Satisfaction with the quality of the home was again a key driver that partially predicted overall satisfaction, having also emerged from the equivalent analysis in 2015. It was also the aspect of the service that was most commonly cited as being a main priority for tenants (section 4).
23. As such, it was pleasing to find that the vast majority were satisfied in this regard (81%) which although down slightly compared to the score in 2015, had not changed by a significant margin (was 83%). This score had remained stable since 2008, being broadly in line with the median score for other landlords.
24. Whilst satisfaction with the quality of the home remained broadly unchanged, the same cannot be said for how respondents viewed the cleaning of communal areas. Satisfaction with internal cleaning has fallen from 66% to 46%, whilst external cleaning dropped from 68% to 42%.

### Local neighbourhoods

25. There had been a statistically significant drop in satisfaction with the neighbourhood as a place to live (83% v 87%), a fifth being dissatisfied compared to only 14% four years ago (section 8).
26. When asked to rate the appearance of their neighbourhood the satisfaction score was eleven points lower than the overall measure, having fallen even further relative to the equivalent score in 2015 (72% v 79%).
27. These results are most likely attributed to the significantly lower levels of satisfaction with the grounds maintenance service. Only two thirds of respondents were now satisfied with this service, a significant fall from the 81% achieved in 2015.
28. Indeed, when asked in their own words how the neighbourhood should be improved, general grounds maintenance issues were the second most frequently mentioned improvement, followed by a number of other issues related to the appearance of the area including bins, gardens and general tidiness. However, the parking was still the most commonly requested improvement.
29. When considering the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2015 results. However, a number of issues were viewed to be significantly more of a problem than they were two years ago including rubbish or litter which was up ten points from 26% to 36% and drug use or dealing which was up nine points from 15% to 24%.
30. When asked to note some of the positive aspects of their neighbourhoods, it was positive to see that a third of the comments were in praise of people's neighbours, with 14% specifically highlighting the sense of community spirit.

### Anti-social behaviour

31. Dealing with anti-social behaviour (ASB) was quite important to residents, with two out of five (41%) listing this as one of the top five priority services they received from the Council (section 3).
32. A fifth of respondents had experienced an incident of ASB in the previous year (20%, up from 17% in 2015), with just over half going on to report it direct to the Council (53%, up from 44%, section 9).
33. Turning to the tenant experience once an ASB report had been made, the Council's latest results unfortunately did not compare favourably to those seen in 2015. Furthermore, in all but one aspect of the experience, the proportion of respondents who were 'very dissatisfied' exceeded those who were satisfied for every question. For example, 60% were dissatisfied with the response overall, including 48% that were 'very' dissatisfied.



### 3. Services overall

81%

satisfied with the service overall

1. repairs & maintenance
2. dealing with enquiries
3. quality of home
4. neighbourhood as place to live

were the **key drivers** that best predicted overall satisfaction



Repairs and maintenance was the dominant key driver



Satisfaction increased significantly with age



NMO1 and NMO3 were significantly less satisfied than average



NMO4 and NMO6 tenants were the most satisfied overall



ASB had a strong effect on overall satisfaction

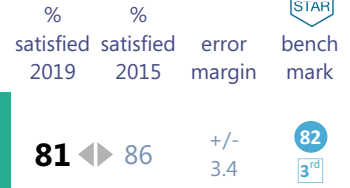
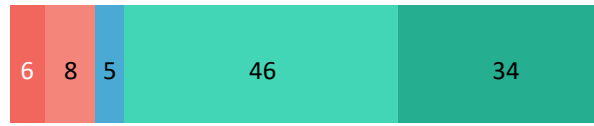


### 3. Services overall

#### 3.1 Overall satisfaction

% Base 533 | Excludes non respondents

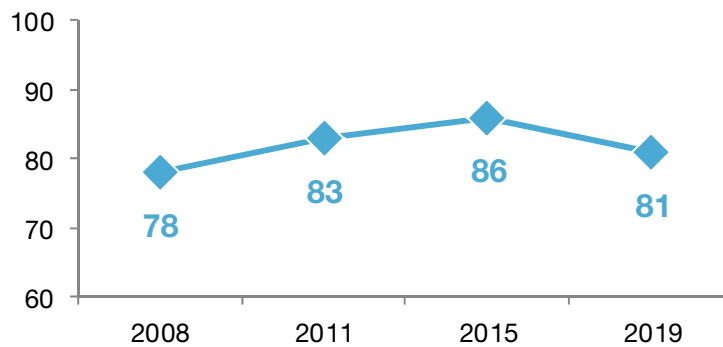
Overall service provided by the Council



very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

significantly worse (95%)    significantly worse (90%)    no significant difference    significantly better (90%)    significantly better (95%)

Benchmark median    Benchmark quartile




Stroud District Council’s general needs tenant survey results in 2019 had generally fallen compared to those achieved in the previous survey in 2015. However, in many cases the changes were not enough to be considered ‘statistically significant’. What this means is a statistical test raised just enough doubt that the changes might simply be chance variations.

A good example of this was the overall satisfaction rating of 81%, which although lower than the previous score of 86%, was not enough of a change to be ‘statistically significant’. At the opposite end of the scale, 14% of general needs tenants were dissatisfied compared to only 7% previously.

Nevertheless, across the results the trend was downwards, even if on their own many individual scores were not statistically significant. Indeed, in some cases the differences would have been significant if only the sample sizes were larger, or if cruder statistical tests were chosen that simplified the relationship between the five different points on the scale.

When viewing the results from an even wider context, the overall satisfaction score was only a couple of points below both the 2011 survey results and the STAR benchmark median from the Council’s peers in the HouseMark database, and it still remained ahead of the 78% achieved in 2008.

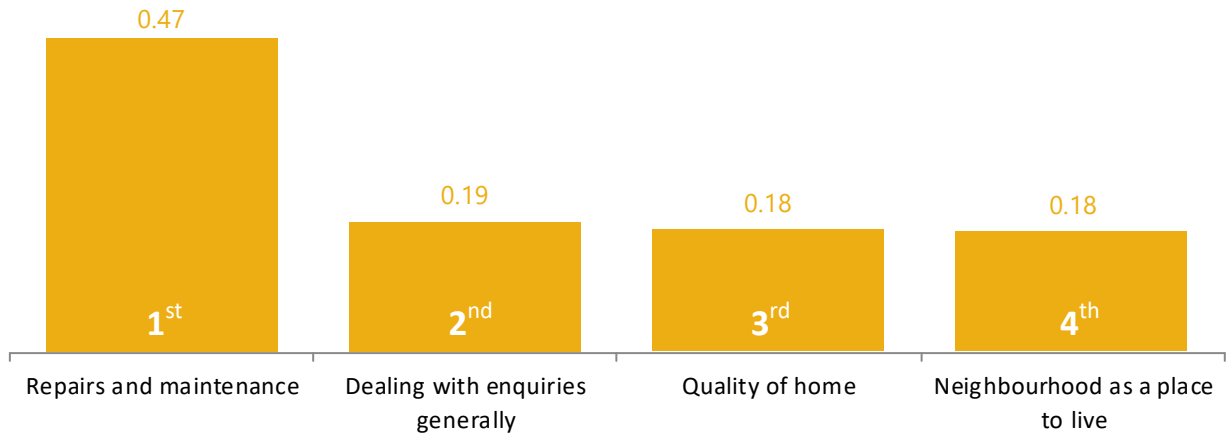
It is also important throughout this report for the reader to bear in mind that the 2019 survey was superior to all the Council’s previous surveys because it was fully representative of the tenant population across all key demographics, most importantly by age group. This could not be achieved without recent improvements in the accuracy of the Council’s tenant records, and consequently the older surveys underrepresenting the proportion of young people, a group that have generally lower satisfaction levels than older tenants. For example, if the 2015 results are corrected to match the accurate age profile in 2019, overall satisfaction that year would have been 84% rather than 86%.

Benchmark data accompanied by the STAR logo  is drawn from HouseMark data, the remainder from ARP Research’s database. See Appendix A for details.

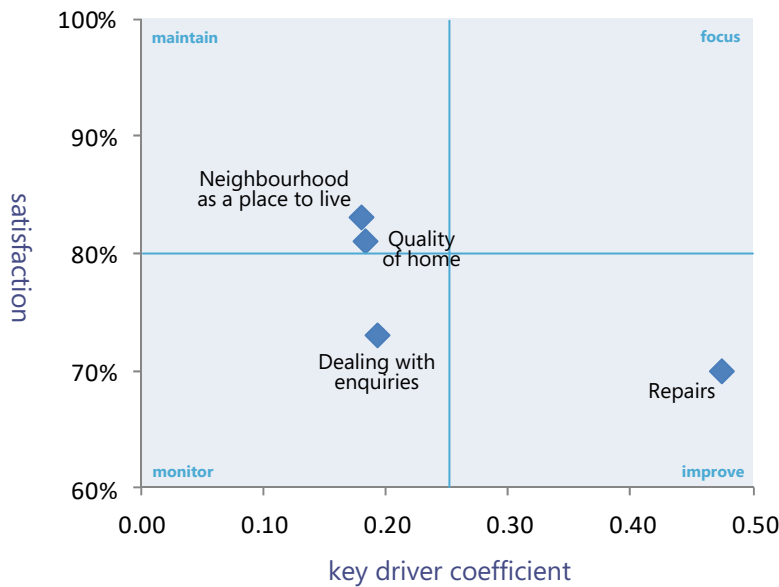
### 3. Services overall

#### 3.2 Key drivers - overall satisfaction

R Square = 0.699 | 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.

This is not to say that the improved methodology in 2019 is wholly responsible for any dips in satisfaction, merely that most comparisons between the two surveys would be slightly narrower (typically by 1-2%) if not for the age bias in 2015.

To learn more about the overall score a 'key driver' analysis was carried out, using a statistics test known as a 'regression', in order to determine which opinion rating statements in the questionnaires were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link (although there may be one), but it does highlight the combination of opinion rating statements that are the best predictors of overall satisfaction. The analysis identified four key drivers as presented in chart 3.2.

What is immediately obvious from these results is how central the repairs and maintenance was to perceptions of the Council's landlord services as a whole. The answers that tenants gave to that question were, by a considerable margin, the best predictors of how they perceived the Council overall. The fact that this was the number one key driver could reasonably have been predicted by the fact that it occupied the same position in 2015, however, what is different this year is how dominant it was in comparison with any of the other drivers.

### 3.3 Overall satisfaction by patch

	Sample size	% positive	
<b>Overall</b>	<b>540</b>	<b>81</b>	
NMO1	138	72	Significantly <b>worse</b> than average (95% confidence*)
NMO2	65	85	
NMO3	72	73	Significantly <b>worse</b> than average (90% confidence*)
NMO4	68	89	Significantly <b>better</b> than average (95% confidence*)
NMO5	108	83	
NMO6	89	87	Significantly <b>better</b> than average (90% confidence*)

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

The reason why repairs and maintenance was such a theme across the results was obvious from the fact that out of all the core satisfaction measure, this had fallen by the largest amount when compared to 2015 (70%, down from 79%). The reasons why this was case are covered in much detail in section 5 of the report but suffice to say that the single most effective way to improve overall satisfaction with the Council will be to improve certain aspects of the repairs service.

The other three key drivers of satisfaction were essentially equal in importance to one another, but of those three it was probably the general handling of enquiries that will have been most directly related to the repairs service, considering that the majority of customer service contacts were about repairs (section 6).

Satisfaction with the quality of the home was the only other recurring key driver from 2015, albeit much weaker relative to repairs and maintenance than it had been before. For obvious reasons it is very common for this item to appear on the list of key drivers, but its reduced influence in 2019 is almost certainly due to the fact that this satisfaction rating had remained very consistent over time, in comparison to the sizeable fall in repairs satisfaction (section 4).

The final key driver was neighbourhood satisfaction which had across decreased significantly since 2015, which again serves as a good explanation for its inclusion on this list. It is probable that issues with grounds maintenance and the general condition and appearance of the local neighbourhood were the primary factors that affected this (see section 8).

The overall satisfaction results were again comprehensively analysed by other sub-groups in order to identify those residents who might differ from the norm.

As was expected, there was a substantial age difference with older respondents claiming to be more satisfied than those who were younger. This meant that residents aged 65+ had a significantly higher level of satisfaction than anyone else (93%), and this compares to 66% of those aged 34 or less, and 75% of those aged 35 – 49 with this pattern evident across a number of core measures (chart 12.6).

There were also some significant variations in overall satisfaction by patch, either at the standard 95% level of confidence, or at the slightly looser 90% confidence level. Overall satisfaction was significantly lower than average in NMO1 and NMO3 (72% and 73% respectively). In contrast, levels of satisfaction were significantly above average in NMO4 (89%) and NMO6 (87%, table 3.3).

### 3. Services overall

Experience of anti-social behaviour (ASB) was again strongly linked to the overall score, with the small group of respondents who said they had experienced an incident of ASB in the previous year significantly less satisfied overall than those that had not (57% v 87%). Notably, this distinction was more marked than it had been in 2015 where the gap between the two scores was only 12%, a pattern reflected in the results for tenants in sheltered housing (see separate report).

Similarly, whether or not a tenant had made a complaint to the Council in the previous twelve months also affected this score, with those that had being significantly less satisfied than those that had not (59% v 84% respectively).

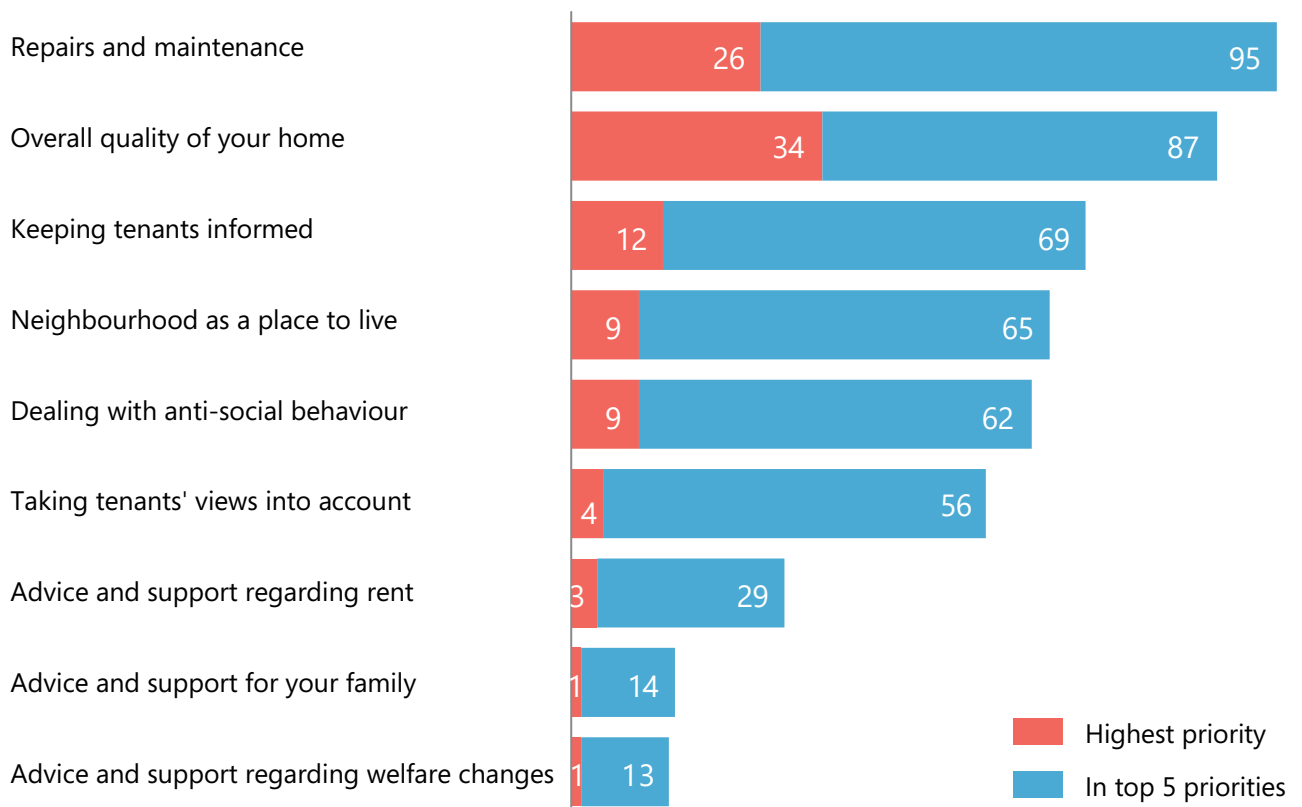
Finally, all respondents were asked to provide further information explaining why they gave the answer that they did and what could be done to make things better. In terms of those who were dissatisfied overall, when considering the key driver results it was unsurprising to find the majority of comments related to repairs, to the extent that 57% of those that were dissatisfied specifically mentioning repairs and maintenance issues, the majority of whom were complaining about works that had not been done. These issues are covered in more detail in section 5.

Of the remaining dissatisfied customers, the main topics that appeared in a number of comments were anti-social behaviour and grounds maintenance, both of which were rated qualitatively worse than they had been in 2015 (see sections 9 and 8).

When considering the sample population as a whole, aside from the aforementioned issues, the most notable pattern was that one in ten made a comment about customer service, typically about getting through to the right person quickly, receiving calls back etc. This also included 19% of tenants that were dissatisfied overall and was clearly linked to reduced satisfaction with the standard of customer service, with these comments being covered in more depth in section 6.

#### 3.4 Five most important services

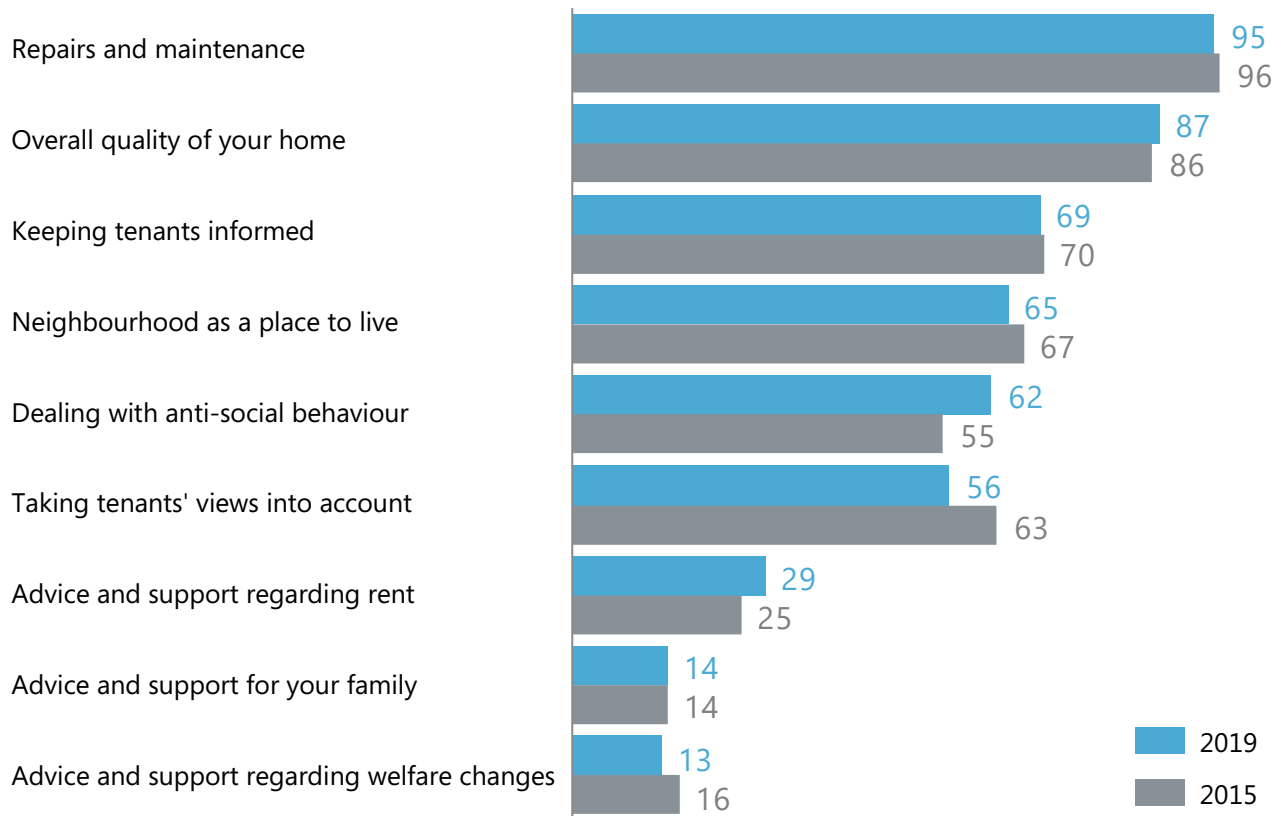
% Base 356 | More than one answer allowed. Excludes non respondents



### 3. Services overall

#### 3.5 Five most important services over time

% Base 356 | Up to five answers allowed.





## 4. The home

81 %

satisfied with the quality of the home

46 %

satisfied with the cleaning of internal communal areas



Satisfaction with the home very stable over time



NMO4 tenants were the most satisfied with their home



NMO1 and NMO3 were the least satisfied with their home



Satisfaction with internal and external communal cleaning was significantly lower than in 2015

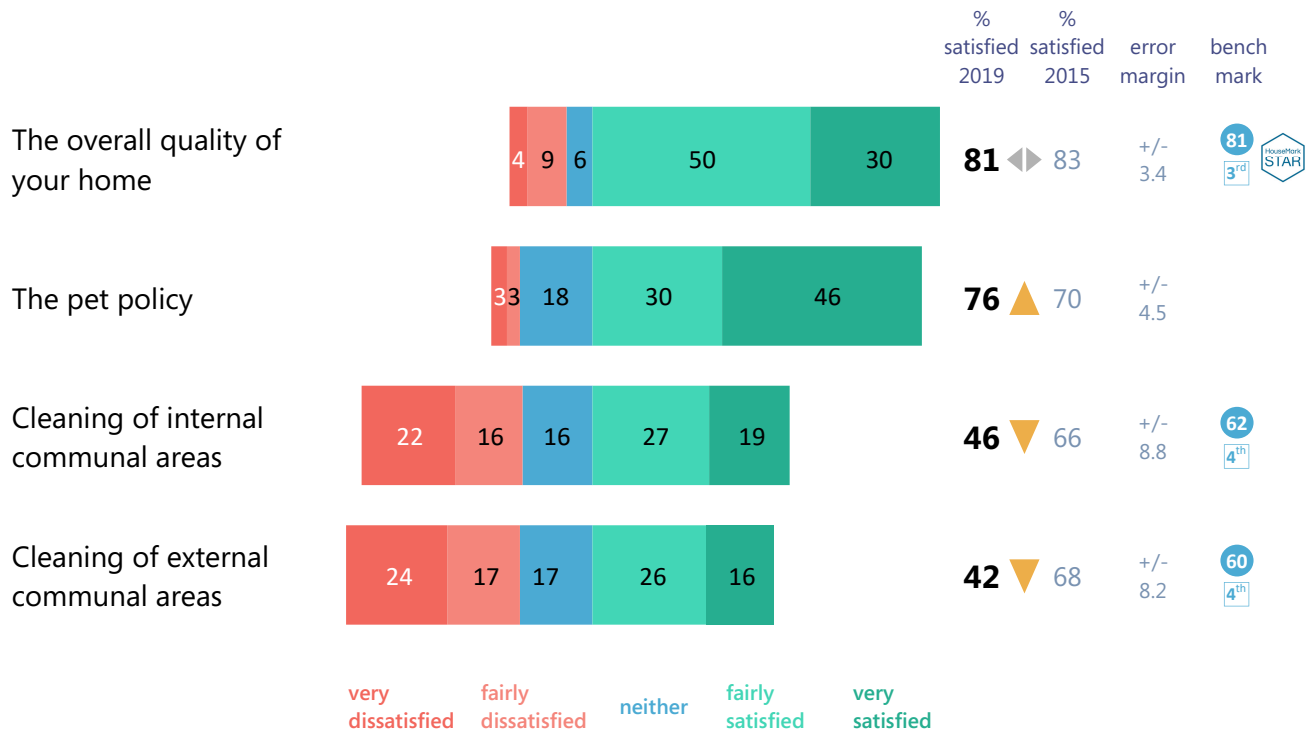


Satisfaction with the pet policy had increased

## 4. The home

### 4.1 Satisfaction with the home

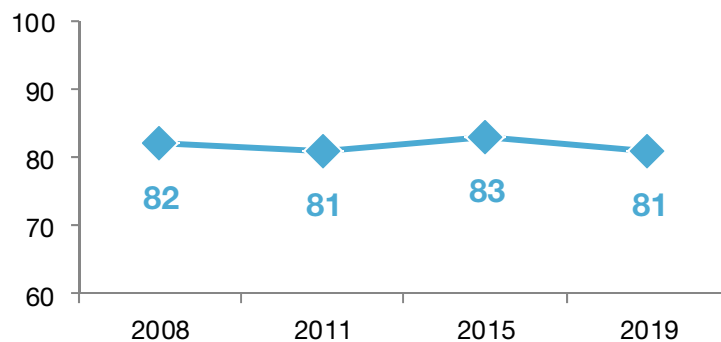
% Bases (descending) 532, 377, 140, 164 | Excludes non respondents.



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

Benchmark median   
Benchmark quartile

#### Quality of home



Satisfaction with the quality of the home was again a key driver that partially predicted overall satisfaction, having also emerged from the equivalent analysis in 2015. It was also the aspect of the service that was most commonly cited as being a main priority for tenants (chart 3.4).

As such, it was pleasing to find that the vast majority were satisfied in this regard (81%) which although down slightly compared to the score in 2015, had not changed by a significant margin (was 83%). At the opposite end of the scale one in eight were dissatisfied (13%), again broadly unchanged since 2015 (was 12%). This meant that Stroud's score was equal to the HouseMark benchmark median for other landlords (82%). Furthermore, it is interesting to see how steady this score has been since surveys began in 2008, with satisfaction only fluctuating by no more than 2% since then.

There was only one significant difference in this measure by patch, with satisfaction above average in NMO4 (91%) and lowest in NMO1 and NMO3 (both 76%). This mirrors the pattern for both overall satisfaction, and satisfaction with the repairs and maintenance service.

## 4.2 Satisfaction with the home by patch

		% positive			
	Sample size	Quality of the home	Internal cleaning	External cleaning	The pet policy
<b>Overall</b>	<b>540</b>	<b>81</b>	<b>46</b>	<b>42</b>	<b>76</b>
NMO1	138	76	35	37	67
NMO2	65	82	47	35	90
NMO3	72	76	44	51	83
NMO4	68	91	56	53	75
NMO5	108	79	48	31	76
NMO6	89	84	66	55	80

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

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

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

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

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

The rating for quality of the home again varied by property type, with this once again heavily linked to the age profile of tenants, including significantly higher than average levels amongst those living in bungalows (90%, satisfied), at the 95% confidence level. In contrast, satisfaction was significantly lower amongst respondents living in flats (78%) albeit only at the 90% confidence level.

This meant that there was also significant difference by age, with older tenants significantly more satisfied (91% of those aged 65+), whereas the youngest age group were significantly less satisfied than average (66% of the under 35s). Furthermore, satisfaction was also significantly lower than average for those aged 35 – 49 (76%).

Whilst satisfaction with the quality of the home remained broadly unchanged, the same cannot be said for how respondents viewed the cleaning of communal areas. Less than half of respondents were satisfied with the internal cleaning service (46%), which is down significantly from the 66% who said the same in 2015. Indeed, nearly two out of five were now actively dissatisfied with this service, the vast majority of whom were ‘very dissatisfied’ (22%). As such, the Council no longer compared favourably to other similar landlords where the benchmark median was 62%.

Opinion of the external cleaning service was almost evenly split, with 42% satisfied and 41% dissatisfied. Unfortunately, satisfaction was again down from 68% in 2015, a significant fall of 26% putting the council firmly in the bottom quartile (benchmark median 60%).

Both cleaning service were rated lower by respondents in NMO1 with only around a third of respondents being satisfied (35% internal, 37% external). The rating for the external communal cleaning service was also notably lower than average for those in NMO5 (31%), but again not enough to be considered to be statistically significant.

Further sub-group analysis revealed some significant variations in scores by property type, with satisfaction significantly lower than average for both amongst respondents living in flats (29% satisfied with the ‘external’ service, and 34% satisfied with ‘internal’ cleaning).

Finally, three quarters of the sample were satisfied with the pet policy, including nearly a half that were ‘very satisfied’ (46%). Interestingly this was up from 70% in 2015, a significant improvement. On the opposite end of the scale only 6% expressed any dissatisfaction. Respondents in NMO2 were significantly more satisfied than average (90%), and whilst not significant, satisfaction was lowest in NMO1 (67%). Whilst there was no significant difference by property type, respondents living in flats were the least satisfied with the pet policy (71%). The only notable finding in terms of demographic differences was that respondents aged 65-74 years old were significantly less satisfied than average (65%).





## 5. Repairs and maintenance

70

%

satisfied with repairs  
and maintenance overall

1. **workmanship** were the **key drivers** that
2. **speed completed** best predicted satisfaction
3. **Information on progress** with *last* completed repair



Repairs had a huge influence on overall satisfaction



Satisfaction was well below benchmark levels



Big differences by area with a very good score in the north, but overall poor ratings in the south



Appointments had a big effect on scores, and were a common suggestion for improvement



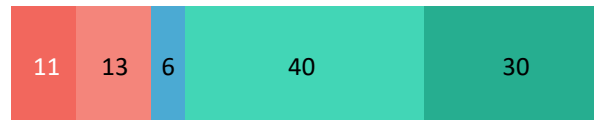
Satisfaction with the last completed repair was generally high, in contrast to perception of the service as a whole

# 5. Repairs and maintenance

## 5.1 Overall repairs satisfaction

% Base 530 | Excludes non respondents

The way repairs and maintenance is dealt with



% satisfied 2019	% satisfied 2015	error margin	bench mark
70	79	+/- 3.9	76 (4 <sup>th</sup> )

very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

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

Benchmark median    
 Benchmark quartile

## 5.2 Gas servicing arrangements

% Base 405 | Excludes non respondents

Your gas servicing arrangements (if applicable)



% satisfied 2019	% satisfied 2015	error margin
87	89	+/- 3.3

very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

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

Benchmark median    
 Benchmark quartile

The overriding theme of the survey results was clearly the repairs and maintenance service, which was the dominant key driver of overall satisfaction as well as being rated the most important component of the Council's landlord services (section 3).

Unfortunately, the importance of repairs satisfaction was at least in part down to the fact that this was the core rating statement that had fallen the most when compared against 2015, with the way repairs and maintenance is generally dealt with being considered satisfactory by only 70% of general needs tenants compared to 79% before.

This was a statistically significant fall resulting in the Council now being placed in the bottom quartile of scores, six points below the benchmark median. One in four tenants were now dissatisfied with the service (24%) compared to only 14% in the last survey.

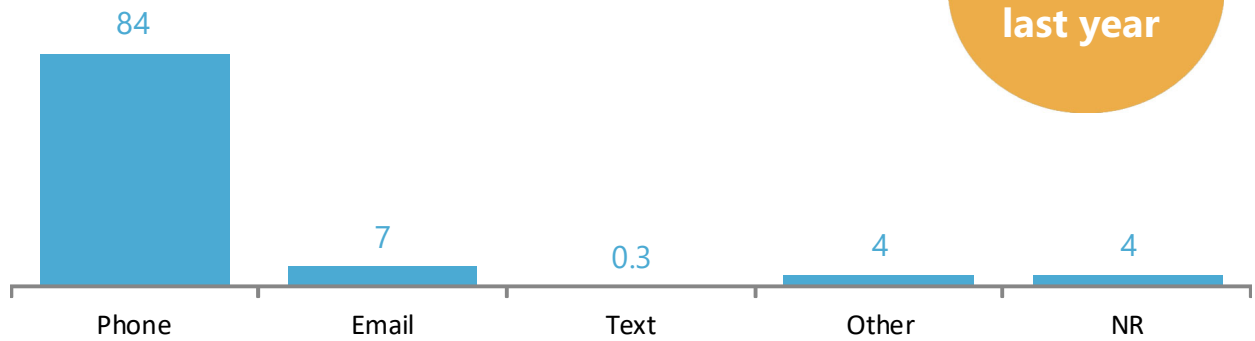
This service had undergone considerable change since 2015 having been split into separate north and south areas that are the responsibility of separate external contractors. There were subsequent teething problems with the contract in the south resulting in a change of contractor, with some disruption still evident at the time of the survey. Indeed, partly in response to this the Council is already in the process of making further significant changes to improve the service.

The effects were plainly apparent when analysed by patch with very low overall repairs satisfaction in the southern NMO1 (54%) and NMO3 (61%) areas contrasting against very positive scores in the northern patches of NMO4 (80%) and NMO6 (86%).

## 5. Repairs and maintenance

### 5.3 Method of reporting

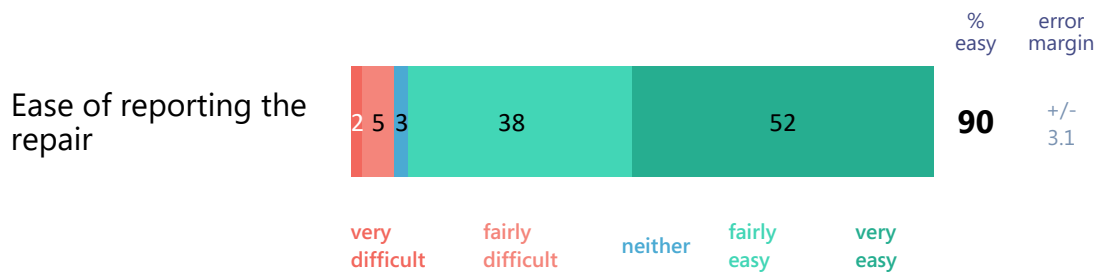
% Base 369 | Repair in last 12 months



**68%**  
had a repair in the  
**last year**

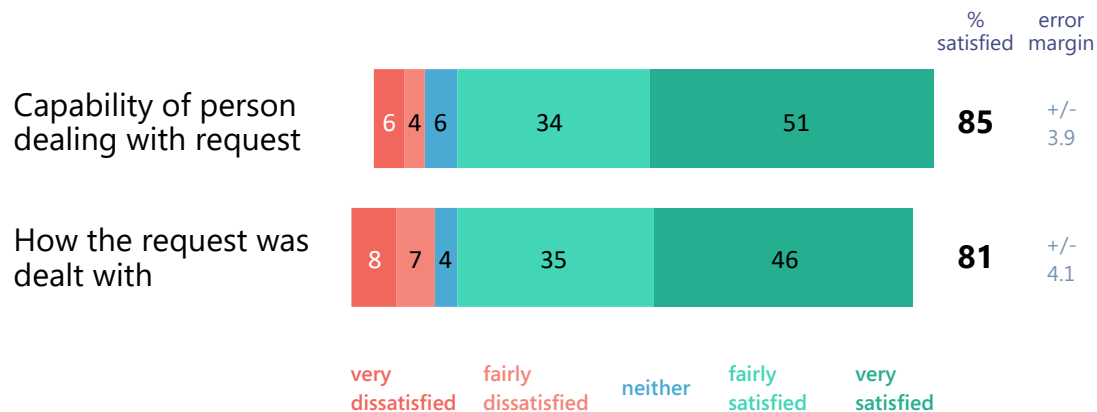
### 5.4 Reporting the repair

% Base 367 | Repair in last 12 months. Excludes non respondents



### 5.5 Handling the report

% Bases (descending) 352, 362 | Repair in last 12 months. Excludes non respondents



Like other findings throughout this report, older residents, aged 65 or over were vastly more satisfied with the repairs service overall than the rest, particularly compared to those aged under 35 (87% v 50%). This pattern was also evident across the detailed questions in this section.

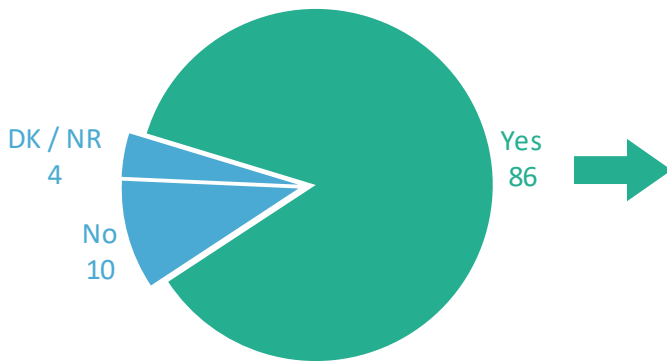
The gas servicing arrangements were unaffected by any of the aforementioned issues, which is reflected in the fact that there was no significant change in satisfaction with that aspect of the repairs service, having a very positive overall score of 87% satisfied.

Moving on to consider respondents' most recent experiences of the repairs service (within the last year), the vast majority of respondents reported their repair via telephone (84%), with only 7% choosing to do so via email. Only one respondent reported a repair by SMS text message. Of the fifteen who reported a repair by another method (4% 'other'), the majority said they did so in person either at the office or to a contractor/surveyor carrying out routine maintenance or a scheduled check.

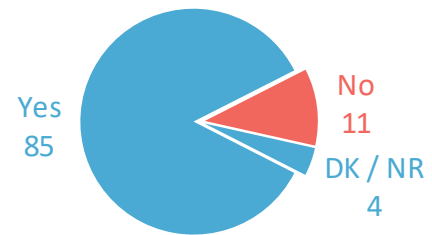
## 5. Repairs and maintenance

### 5.6 Had an appointment?

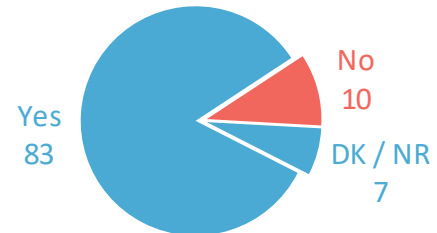
% Base 369 | Repair in last 12months



### Got preferred appointment time?

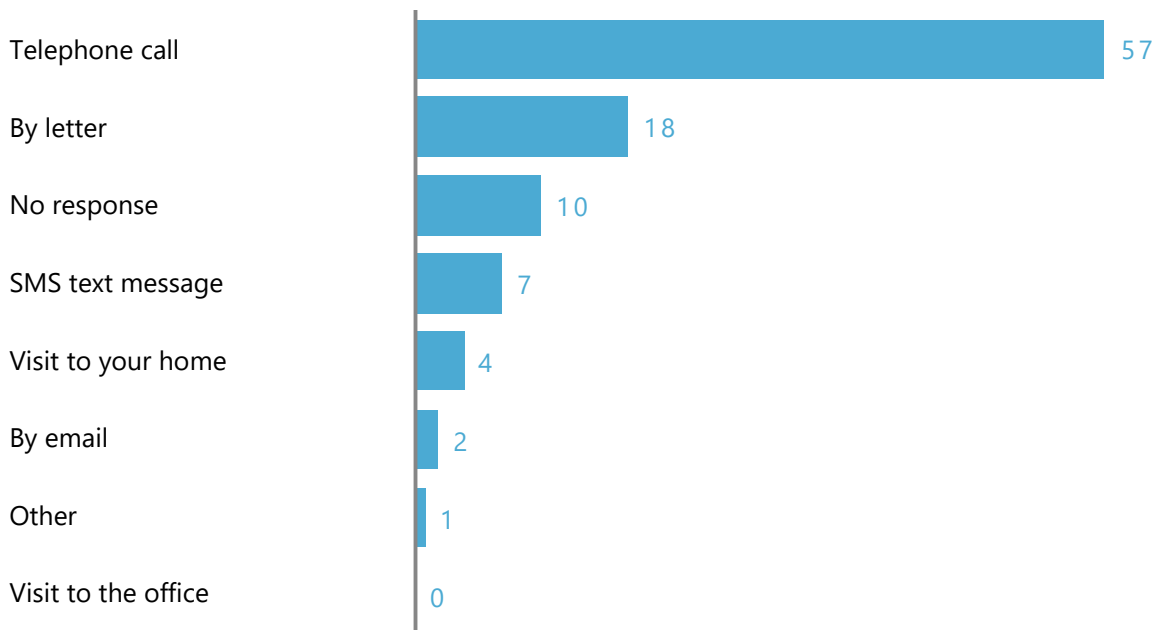


### Was appointment kept?



### 5.7 How made aware of repair appointment

% Base 316 | Repair in last 12 months. Appointment made. More than one answer allowed.



Only 7% of respondents had difficulty reporting their repair which meant that the vast majority found it easy (90%), including 52% who said it was 'very easy'. There no significant variation in this score by how a respondent reported their repair, although for methods other than telephone the base figures were obviously small. By property type those living in bungalows found it significantly easier to report a repair than those in houses (93% and 87% respectively).

It was similarly positive to find that around four out of five respondents were satisfied with how staff dealt with their request (85%) and how it was handled overall (81%). However, respondents who were not offered an appointment or had one that was missed were significantly less satisfied than average on both measures.

Nevertheless, most respondents were given an appointment (86%), although one in ten were not. An almost identical proportion said the contractor was able to accommodate their preferred appointment time (85%) with a similar proportion saying this was met (83%). Where an appointment was made, in more than half of cases this was done via a phone call (57%), with a fifth informed by letter (18%).

## 5. Repairs and maintenance

Although the above shows that appointments went smoothly for most repairs, the effect when it did not was stark. For example, only 47% of tenants that did not have an appointment for their last repair were satisfied with the repairs service overall, only 44% were satisfied if they had been unable to get an appointment at their preferred time, with satisfaction of only 46% amongst those whose appointment was missed. The importance of appointments is also reflected in the additional comments from respondents on the ways the repairs service could be improved (see below).

When rating the repairs and maintenance service overall, tenants will obviously factor in their experience of cyclical maintenance and improvement work, and multiple previous experiences with response repairs. When the scope is restricted, and recent users of the repairs service were asked to rate their *last* completed repair, it was notable satisfaction was twelve points higher than the overall score (82% v 70%), with the proportion that were 'very satisfied' also much higher (55% v 30%).

This pattern is often evident in tenant surveys where there are issues with repairs and maintenance that are not directly related to the performance of the workers on site. Such issues can include general stock condition and cyclical maintenance schedules, repairs requests being turned down, issues with reporting, delays and/or problems with appointments.

In this case the overall quality of the home is on par with other landlords (section 3), and the reporting process for most would appear to be smooth and easy. Although some tenants were dissatisfied with the way reports were handled, on balance the vast majority had a good experience if they had received a convenient appointment that was subsequently kept (see above).

This leaves the issues of unaddressed repairs (only 68% received a repair compared to 72% in 2015), recent disruptions to the service in the south, or appointment issues for some tenants, as the most likely reasons for the large gap between overall repairs satisfaction and experience of the most recent repair.

To better understand satisfaction with response repairs, there were a further set of detailed questions asked about respondents' last completed repair. Due to some slight changes to how the questions were asked only two were able to be directly compared to previous data. However, it was positive to find the vast majority of the sample remain satisfied with the attitude of workers (92%), and there had been a 6% increase in satisfaction with the standard of workmanship (now 89%).

Indeed, what is immediately apparent from chart 5.11 is the high level of satisfaction with each aspect of the last completed repair (between 81% and 93%), with at least a half 'very satisfied'. There were only two ratings with any notable levels of dissatisfaction, being the time taken to complete the repair once it was started (14%) and the information provided on the progress of work (12%).

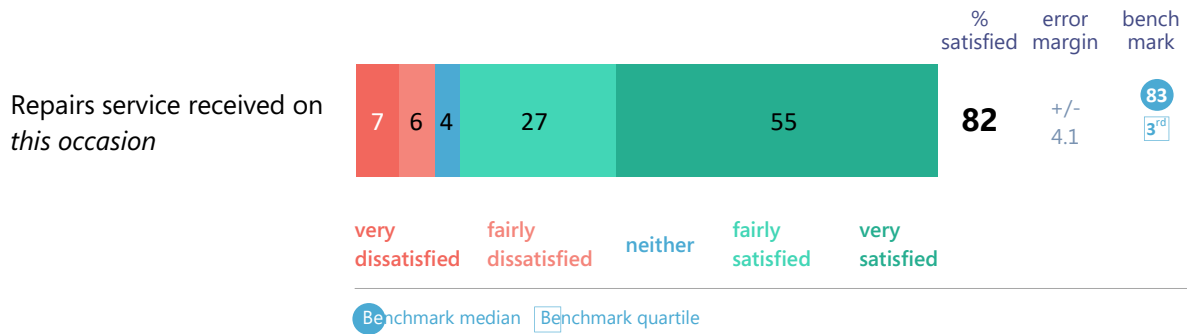
When these specific questions about the last repair were compared by patch there was far less deviation by area than for repairs overall, which is consistent with the hypothesis that past issues in the south area contributed to the poor overall repairs satisfaction score. However, there were still some differences, most notably that respondents in NMO3 were also significantly less satisfied than average with the service received on their last repair (69%, table 5.12).

Another way to shed further light on these results was to run a key driver analysis to identify the best predictors of satisfaction with the last completed repair. At this point it is pertinent to point out that the equivalent analysis run in 2015 was on the service as a whole and therefore direct comparisons between the two are meaningless. The result of this analysis is shown in chart 5.4. Whilst this analysis reveals three key drivers, the quality of the workmanship is the primary driver followed closely by the speed of completion and the information provided on the progress. This pattern is not especially unique to Stroud District Council, as it is common to see these also

# 5. Repairs and maintenance

## 5.8 Last repair

% Base 351 | Repair in last 12 months. Excludes non respondents

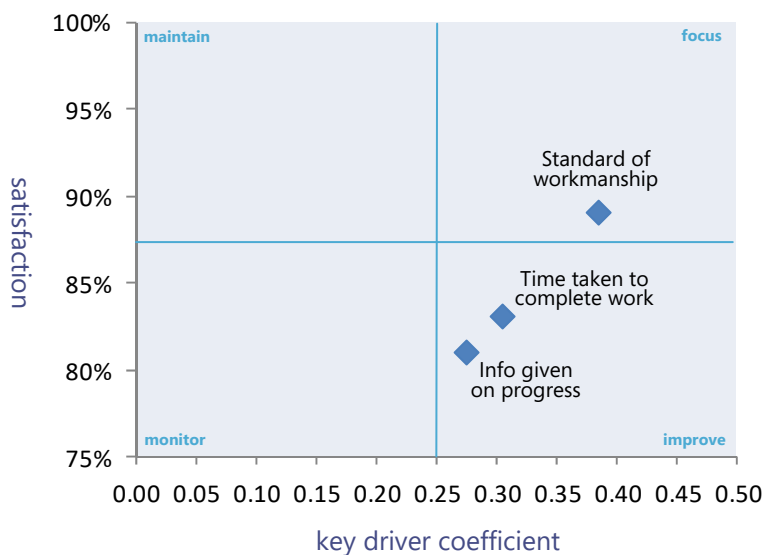


## 5.9 Key drivers - satisfaction with last repair

R Square = 0.734 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



## 5.10 Key drivers v satisfaction

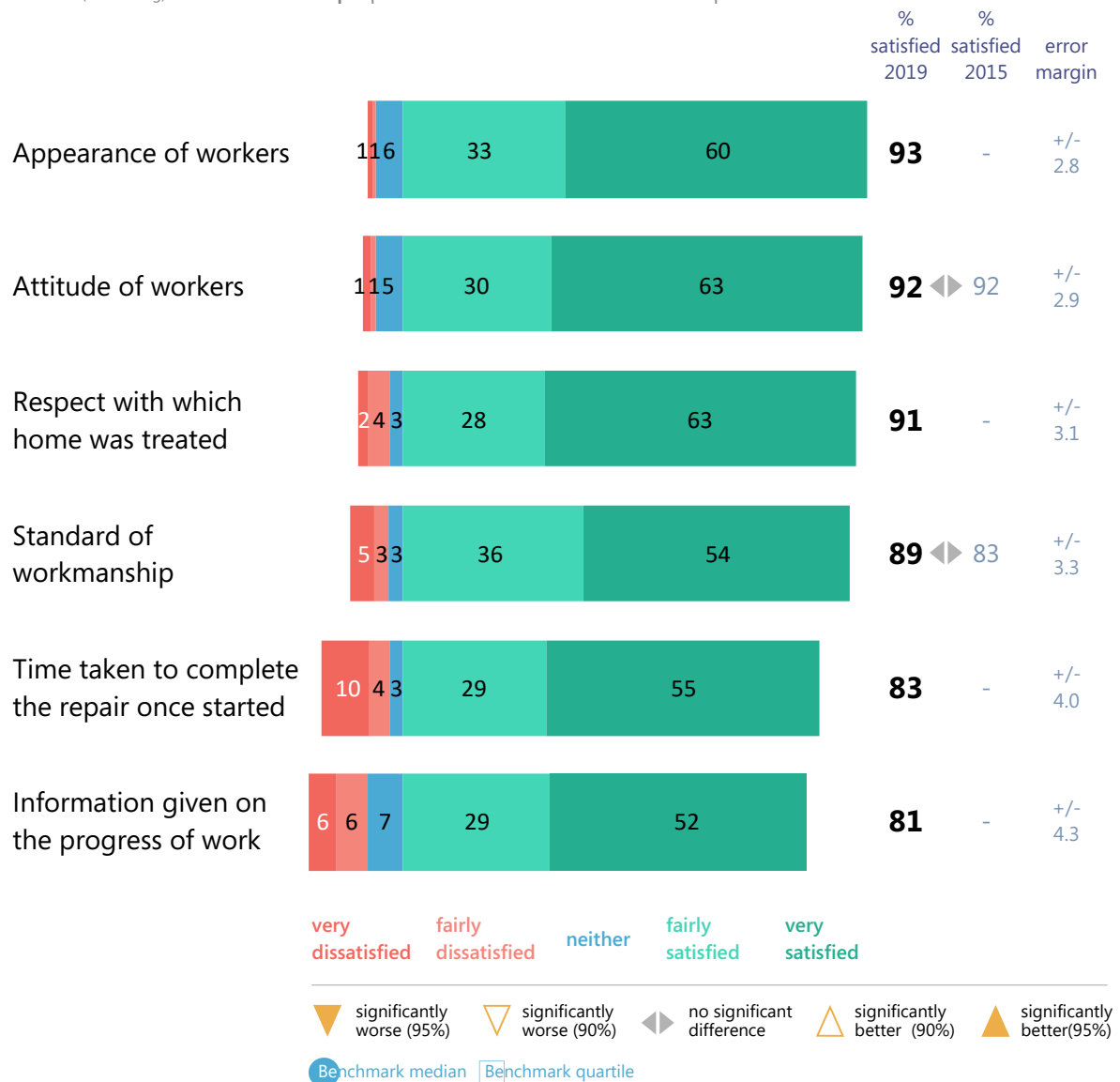


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

# 5. Repairs and maintenance

## 5.11 Last completed repair

% Bases (descending) 348.349.348.357.350.346 | Repair in last 12 months. Excludes non respondents.



appear as key drivers in surveys for other landlords, but it is interesting that the second and third key drivers were also the two lowest rated aspects of the service for chart 5.11

Contractors showed proof of identity in around two out of three jobs, which again had a notable impact on how tenants perceived the service overall, with 78% of those where ID was shown significantly more satisfied with the service overall, compared to only 66% of those where no ID was presented. This pattern was also evident throughout the more detailed questions regarding the last completed repair.

Respondents were also asked to give their suggestions for how the service could be improved. As expected, many respondents took this opportunity to raise very specific issues about certain repairs that they had reported or had been completed. Interestingly, only a small handful specifically referenced issues around the change of contractor in the south area.

67% said  
 workers showed  
proof of  
 identity

## 5. Repairs and maintenance

When considering the remainder of the comments, the most common topic was repairs appointments, and general timeliness and information surrounding when a repair would be completed. Indeed, 17% of all comments made about the repairs service noted this as an important area for improvement, providing extra support for the quantitative findings above.

Just some examples of these comments are provided below.



**“Turning up when an appointment has been made. Taking in the fact that time off work has been arranged for these appointments.”**

**“One phone call to report fault. Contractor to make an appointment - doesn't happen. Ring council again. Contractor invariably turns up on the hop. It usually takes several phone calls. ... I dread having to report a repair as it usually ends up being very stressful and usually a waste of holiday entitlement.”**

**“Try and reduce the time window for the repairs. At present I believe you get a half day window which affects work etc”**

**“Extended hours would be a help as I work full time and have had to book a day of annual leave a couple of times so I can have jobs done, on a couple of occasions the contractor hasn't turned up which can be very annoying ... it's hard to get a time later in the day or weekends due to the contractors working hours.”**

**“Repairs on Saturdays and Sundays or early evenings. To give an exact time when they are coming to the house as we work full time.”**

**“Providing a time window of 1-2 hours with 24 hours notice. Carrying out the repair within 5 working days of the problem being reported”**

One very specific potential solution to some of these issues was noted by the tenant - providing better online services for reporting and tracking repairs and appointments:

**“When problems are reported I think there should be a clearer, more easily accessible system that a tenant can interact with so that they can feel certain that their issue has been noted and treated with a level of care and consideration. An online portal perhaps that could allow reporting and monitoring of the overall process and the relevant dates and information would be a time saving and stress reducing solution.”**



The other main issue from the commentators was of repairs that had been reported, but not yet acted upon. This too supports one of the above hypotheses that outstanding repairs were a drag on overall repairs satisfaction, and therefore on the perception of the Council as a whole. As had already been mentioned in section 3, over half of the tenants that gave a reason for how they rated the Council overall as a landlord mentioned repairs, and the majority of those comments were about works that had not been done. An illustrative selection of those comments are reproduced below, but note that most of these were given at the very outset of the survey rather than once the questions started getting into the specifics of the repairs service:

**“Communication! Example - when I reported my bathroom I rang about 5 different times and e-mailed photos over and nothing gets passed on and its still not done”**

**“Emergency repairs are dealt with much better than the daily dealings with the maintenance team. There are long waits and sometimes jobs are totally forgotten until I ring to chase”**

**“Half the time my repairs are never done, still waiting for one from October to get my intercom fixed.”**



## 5. Repairs and maintenance



**“I have an outstanding repair which has been passed to planning which means it probably won't be looked at until after April 2019. It was reported last autumn.”**

**“Repairs not done, sometimes viewed but left and forgotten. You have to keep ringing up to chase up any outstanding issues”**

**Works not completed, passed onto other departments who then do nothing. Ring up to follow up work and I'm told to put in a complaint. I shouldn't have to! I have 3 outstanding repairs that have not been completed. One of these has been ongoing for nearly two and a half years!!! Completing work would make it better!**

On a related topic, some of the suggestions for improving the repairs service also highlighted issues with the repairs remaining unfinished:



**“When you raise a job number it should stay open until it is completely finished. It is very frustrating as a tenant working full time when you have to keep calling or chasing a repair, you end up giving up.”**

**“Better contractors that don't leave work half done”**

**“To actually come back with the part and repair it. Had no communication since.”**

**“To turn up the day that they are supposed to finish the job, not run out of parts and leave the job safe but not completed.”**

Not all comments were negative, indeed a substantial portion were of a positive nature including:

**“They don't need to do better, they are very good”**

**“Think they do all they can, polite and helpful”**

**“There is no way you can better this service”**

**“Can't think of a better service”**



## 5. Repairs and maintenance

### 5.12 Satisfaction with repairs and maintenance by patch

		% satisfied								
	Sample size	The we deal with repairs and maintenance	Gas servicing arrangements (if applicable)	Standard of workmanship	Time taken to complete the repair once work started	Appearance of the workers	Attitude of the workers	Information given on progress of the work	Respect with which your home was treated	Overall service received on this repair
<b>Overall</b>	<b>540</b>	<b>70</b>	<b>87</b>	<b>89</b>	<b>83</b>	<b>93</b>	<b>92</b>	<b>81</b>	<b>91</b>	<b>82</b>
NMO1	138	54	83	82	77	93	96	72	88	75
NMO2	65	75	88	94	86	93	85	84	96	80
NMO3	72	61	90	84	71	86	86	73	83	69
NMO4	68	80	91	92	89	94	93	94	87	93
NMO5	108	76	91	94	88	95	93	82	94	88
NMO6	89	86	80	92	90	94	96	86	95	88

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

67%

found it easy to get hold of the right person

73%

satisfied with how enquiries dealt with generally



Handling of enquiries was a key driver of satisfaction



All scores in this section had fallen, especially those regarding helpfulness and final outcome of query



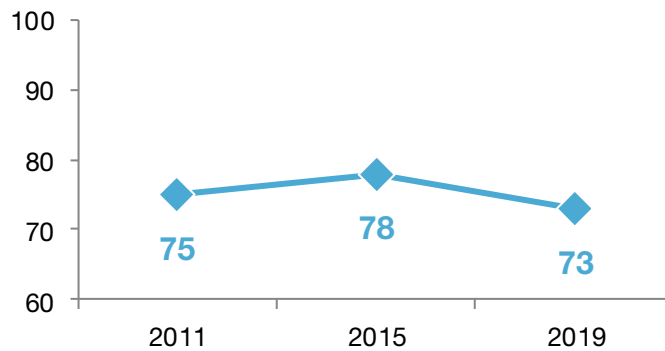
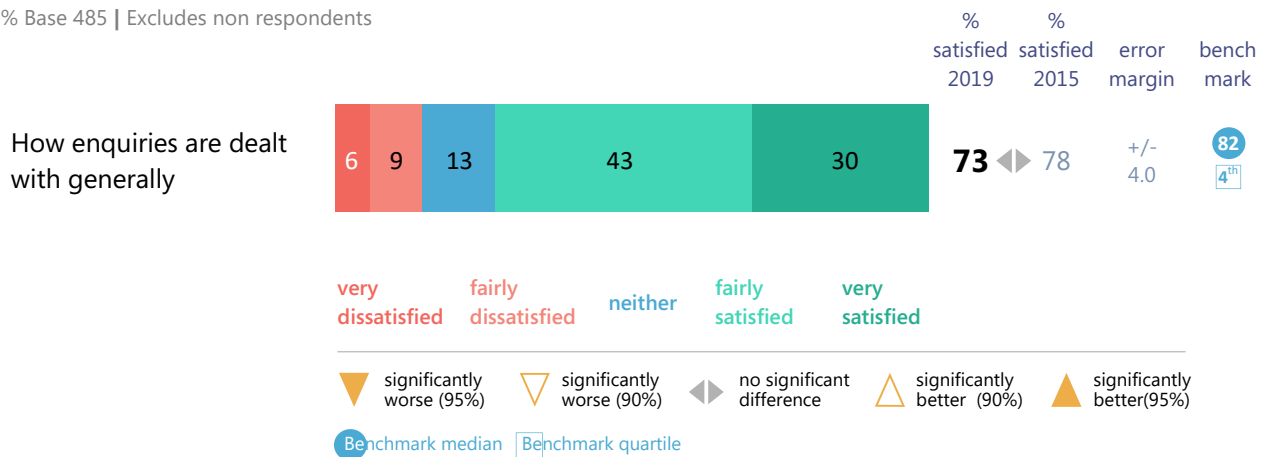
These scores also compared poorly against benchmarks



A third claimed that the final outcome was not explained, and this affected their answers to other questions in this section

## 6.1 Enquiries overall

% Base 485 | Excludes non respondents



How the Council generally dealt with enquiries was linked to overall satisfaction, albeit well behind repairs in terms of its influence (section 3). However, these two topics were likely to be closely interlinked since the main reason why tenants contacted the Council was to report repairs (see below).

Whilst it was again positive to find that the majority of tenants were satisfied with the handling of enquires (73%), including 30% that were 'very satisfied', satisfaction was down compared to four years ago (was 78%), albeit not by a statistically significant margin. Conversely, 15% were dissatisfied, up five points from 2015 (was 10%). As satisfaction had fallen, the Council was now nine points below the benchmark median placing it in the bottom quartile of landlords in the ARP database.

**77%**  
had made  
contact in the  
last year

In terms of demographic differences, older tenants (aged 65 or over) were again significantly more satisfied than average with the way enquiries were handled (87%). In contrast, those aged 16-34 were significantly less satisfied (52%), as were those aged 35-54 (71%).

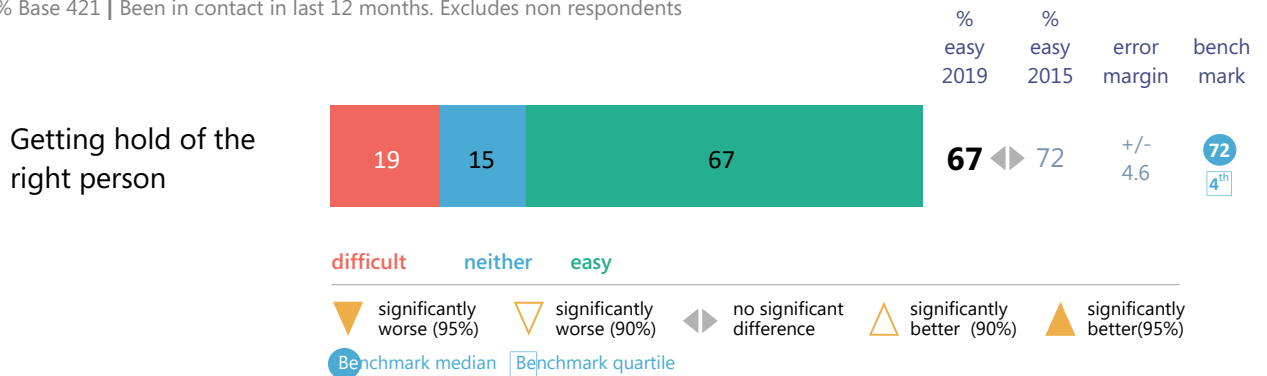
Although only a relatively small group, it is also interesting that tenants who had not contacted the Council in the last year were less positive than average (67%).

When the 79% of tenants who had made contact were asked about their most recent experience of contacting the Council, it was disappointing to find a slight drop in the number who found it easy to get hold of the right person (67%, was 72%), with one in five having some difficulty (19%, up from 14%). Furthermore, only 73% found staff to be helpful, which is down significantly compared to 2015 (was 79%), with one in seven finding staff to be unhelpful (14%). The helpfulness of staff was now rated well below average (benchmark median 79%).

# 6. Customer service

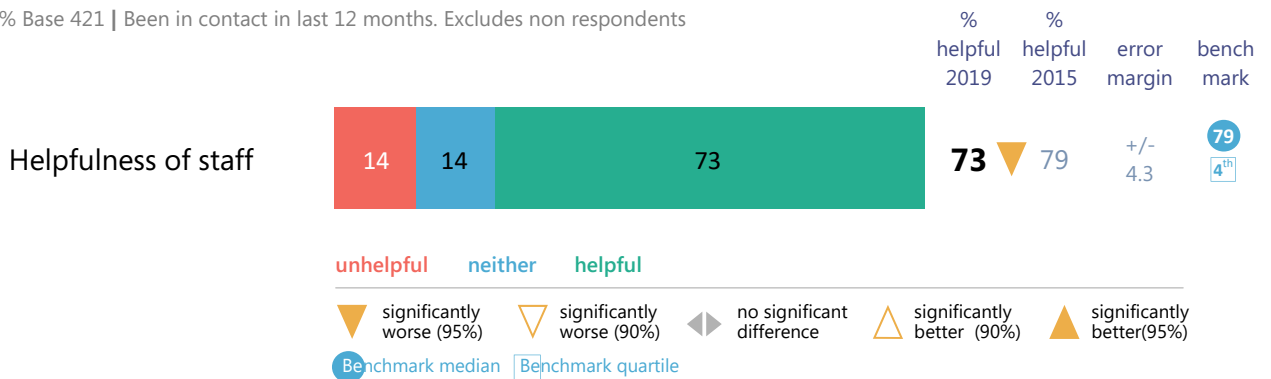
## 6.2 Ease of getting hold of the right person

% Base 421 | Been in contact in last 12 months. Excludes non respondents



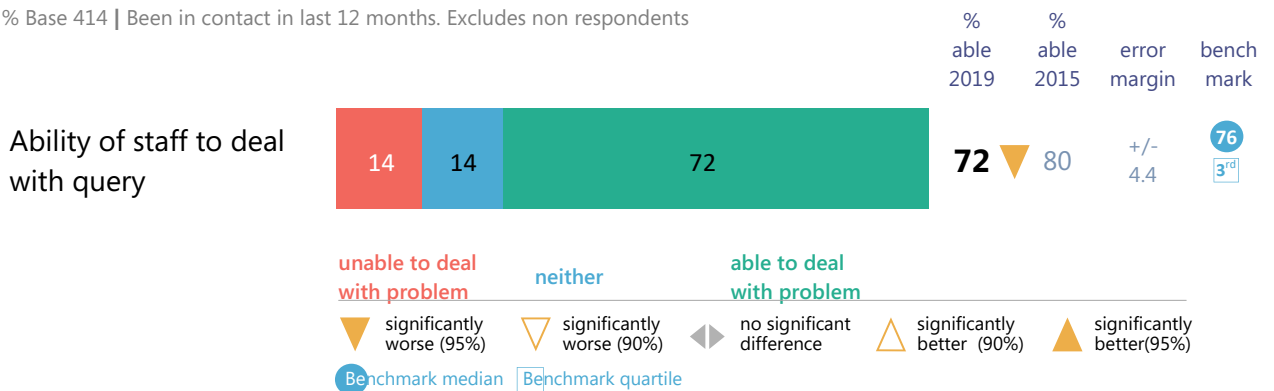
## 6.3 Helpfulness of staff

% Base 421 | Been in contact in last 12 months. Excludes non respondents



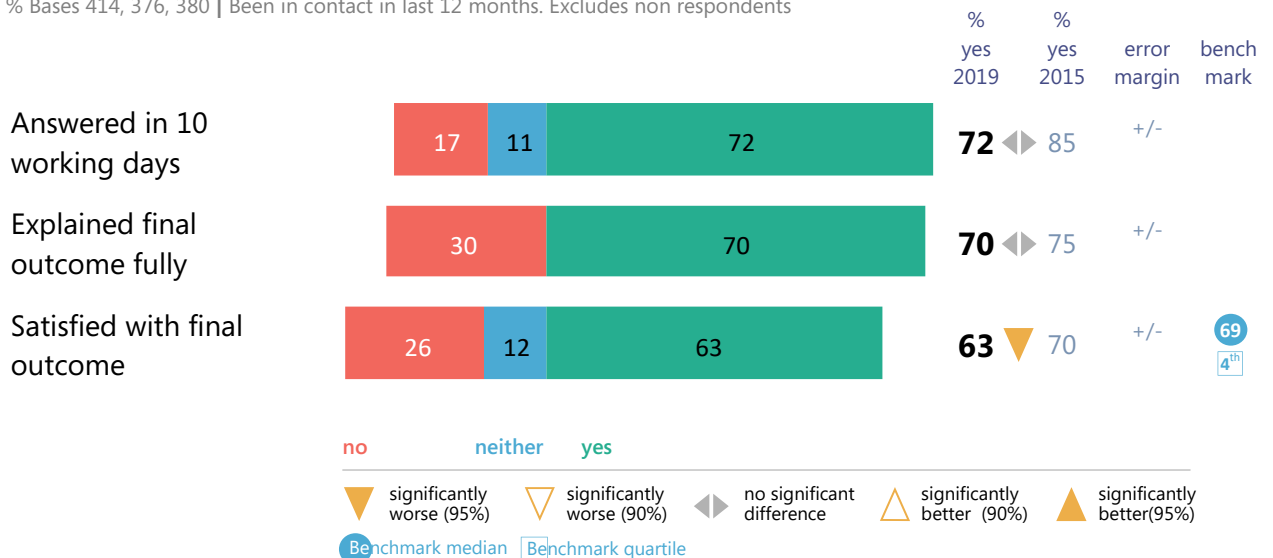
## 6.4 Dealing with last query

% Base 414 | Been in contact in last 12 months. Excludes non respondents



## 6.5 Last contact

% Bases 414, 376, 380 | Been in contact in last 12 months. Excludes non respondents



## 6. Customer service

As the rating for staff helpfulness had fallen significantly it is unsurprising to find a similar shift in satisfaction with the ability of staff to deal with queries (72%, was 80%) as well as with the final outcome of the query (63%, was 70%). Both decreases were statistically significant, and in each case, the result is now further away from the equivalent benchmark median.

Similarly, just under three quarters of queries were answered within 10 working days (72%) which is considerably lower than the 85% who said the same in 2015, with around one in six occurrences not answered in time (17%, was 15%). This had a notable impact on all the customer service results within this section, with significantly higher scores reported by those whose query was answered in this timeframe compared to those that were not.

Whether or not the final outcome of the query was fully explained also had an affect, with those not having a full explanation significantly less satisfied with every aspect of the customer service experience. With that in mind, it is disappointing to find in a third of cases, a full explanation was not provided (30%).

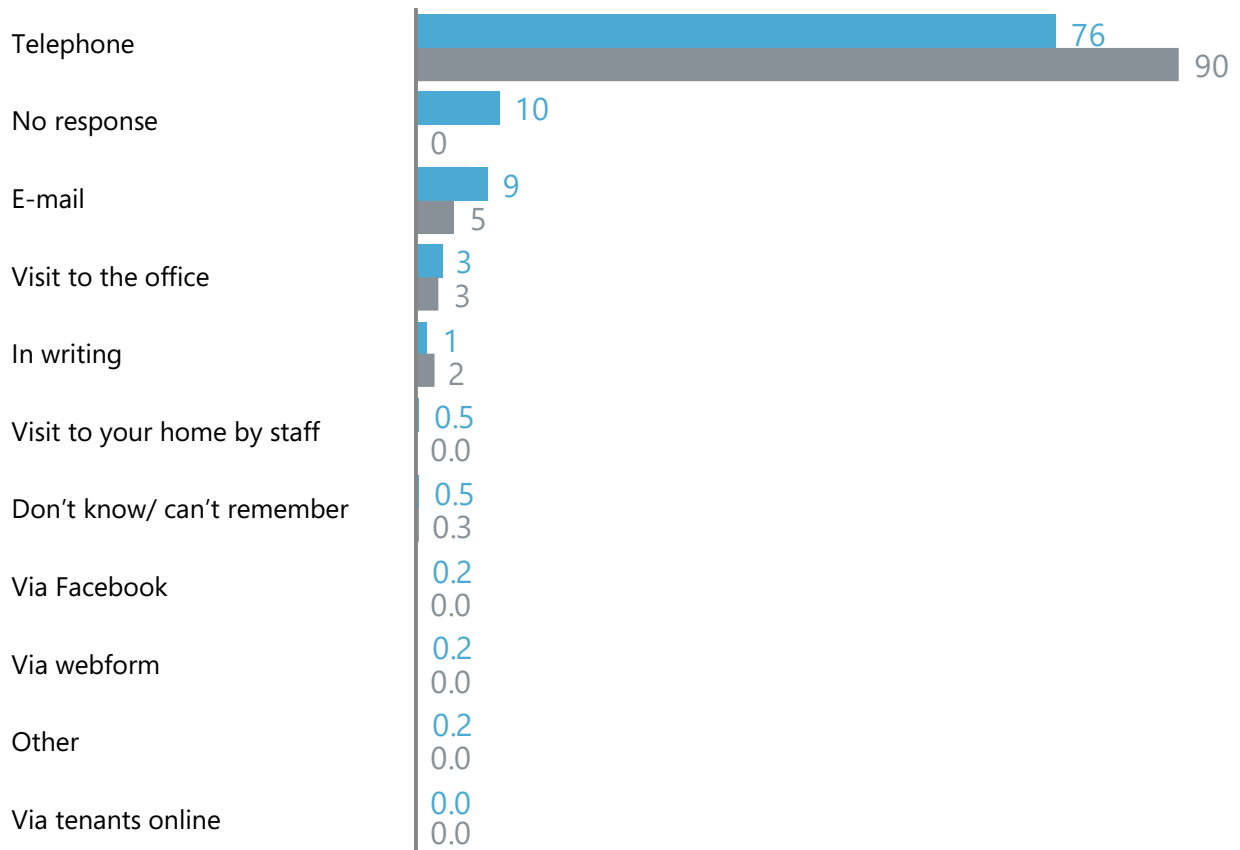
These patterns were well reflected in the additional comments that tenants made throughout the survey, in particular when asked to give reasons for their rating of the Council overall (section 3). Indeed, 10% of the total comments, and 19% of comments from dissatisfied tenants, were about getting a satisfactory response when reporting issues. The examples below provide a good representation of the various issues raised:



## 6. Customer service

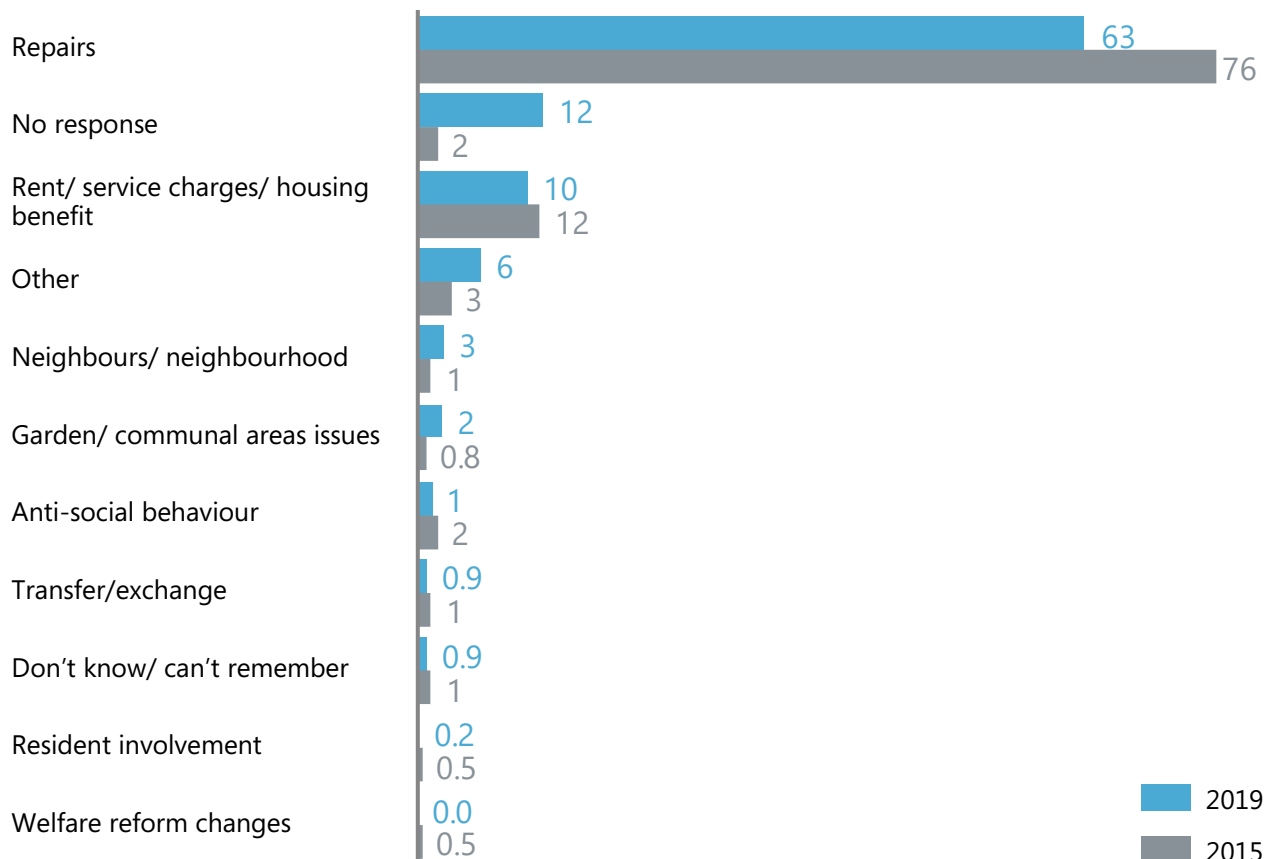
### 6.6 Method of contact

% Base 425 | Respondents who have been in contact in the last 12 months.



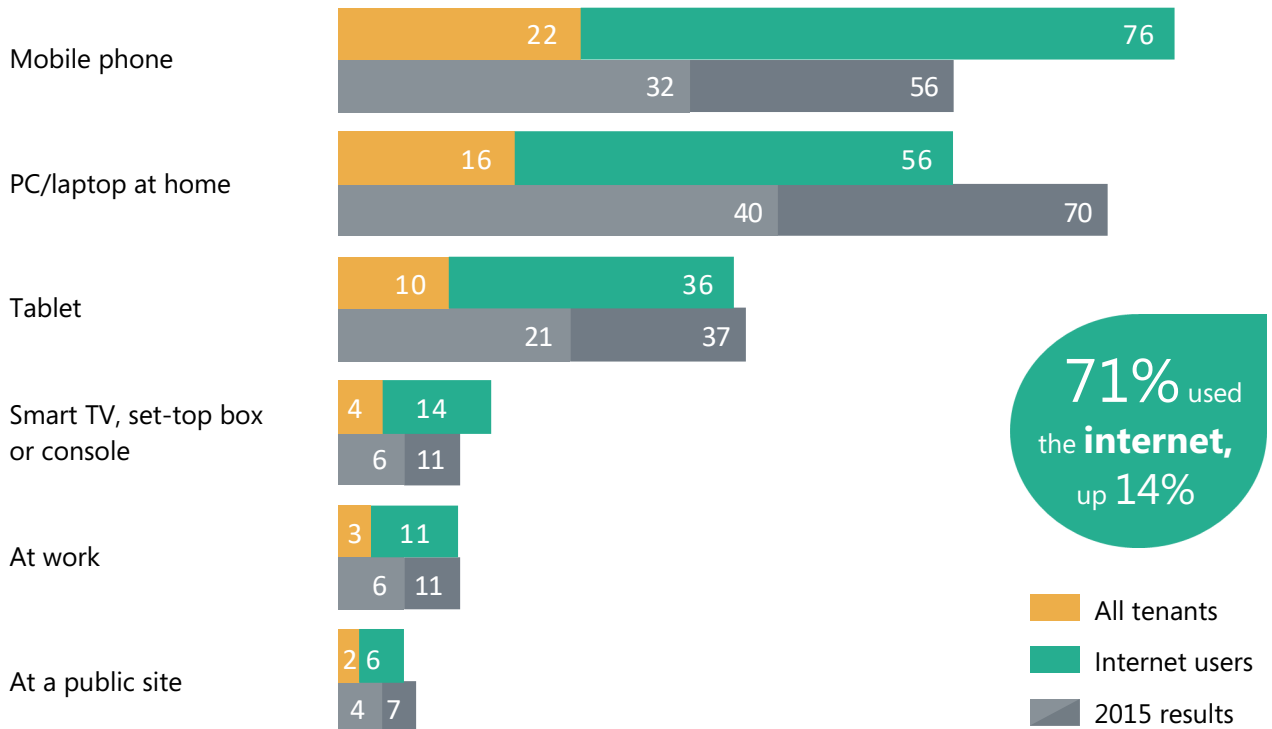
### 6.7 Reason for last contact

% Base 425 | Respondents who have been in contact in the last 12 months.



### 6.8 Method of accessing the internet

% Bases 540, 385 | More than one answer allowed.



In terms of the way tenants preferred to contact the Council, it was notable that communication in by telephone remained the method of choice (76%), however this was down fourteen points compared to 2015 (was 90%). Similarly, contact in writing was less commonly cited than four years ago but there was an increase in the number of tenants preferring to make contact via email (9%, was 5%).

Providing alternative channels of communication with tenants is a growing priority across the sector, both to reflect the changing preferences of customers themselves, but also in order to provide cost effective customer services.

A major factor in possible channel shift towards cheaper and more efficient electronic methods is obviously whether or not residents actually have access to the internet, so respondents were asked whether or not they used the internet. Around seven out of ten tenants in the sample did so (71%), albeit age dependant with only 39% of those aged 65+ making use of the internet compared to 89% of the under 35s, rising to 94% of those aged 35 - 49. It is important to note here that the sample was more representative than it had been in 2015 with the inclusion of more young people, which will in part explain the large increase in internet access compared to the last survey,

This question was asked in terms of the methods people used to access Facebook, apps, websites etc. The most common method for tenants was via a smartphone (76% of internet users, 22% of all tenants), ahead of PC/laptop at home (56%/16%). Notably, this reversed the pattern in 2015 where PCs were still on top. However, tablet use had largely plateaued at around a third of the total sample.

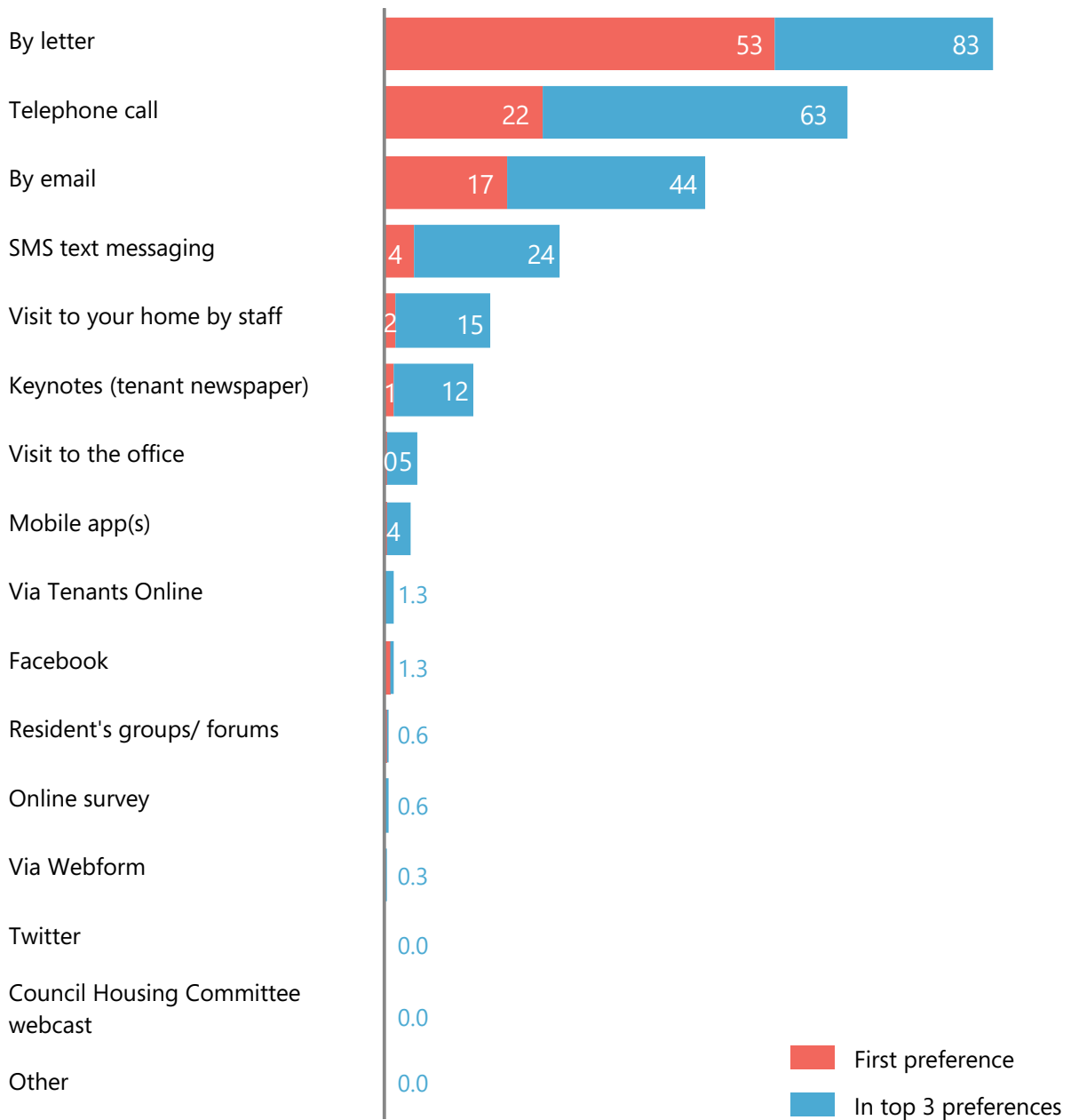
In terms of the communication channels that tenants preferred Stroud DC to use to communicate with them, written communication remained the most valued (53% top preference), followed by telephone (22% top preference). However, there was a notable shift in those preferring contact by email (17% top preference, was 6%).



## 6. Customer service

### 6.9 Top three preferred methods of communication from the council

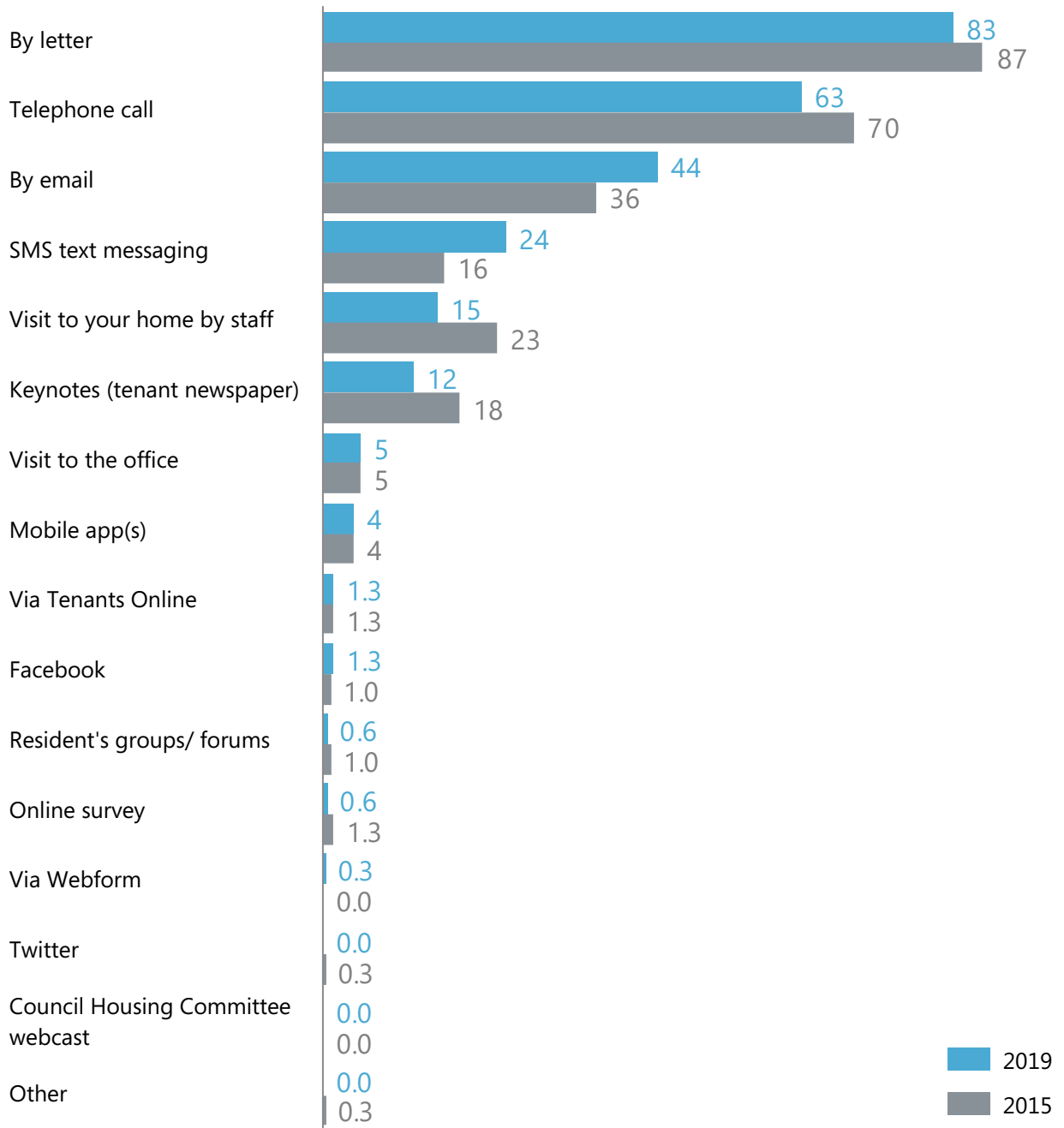
% Base 311 | More than one answer allowed. Excludes non respondents



## 6. Customer service

### 6.11 Top 3 preferred methods of communication from the council over time

% Base 311 | Up to three answers allowed. Excludes non respondents





## 7. Information and resident involvement

58%

felt the Council listened and took their views into account

72%

said the Council were good at keeping them informed



Significant decrease in the proportion that felt they were kept well informed



It is likely that this is linked to repairs issues



Satisfaction with listening and taking account of tenants' views had also fallen



Most tenant both read and value Keynotes

## 7. Information and resident involvement

Around seven out of ten respondents thought Stroud DC were good at keeping them informed about the things that affected them as residents (72%), however this was down by a significant eight points compared to the 2015 findings (was 80%), with the score now at its lowest since surveys began in 2008. Consequently, the result was five points below the benchmark median of 77% with the council appearing in the bottom quartile of scores.

Indeed, communication and information seemed to be a theme throughout the results, especially in relation to repairs, with the level of information being the third most important aspect of the service for nearly half of all respondents (chart 3.4).

As with many of the other survey results younger tenants were far less positive than the 85% of over 65s that rated the Council's information as good. However, the very youngest respondents aged 34 or under were actually slightly more satisfied, at 71%, than those aged 35-49 (65%) or 50-64 (68%).

In addition, respondents who had reported an incident of ASB or made a complaint were also significantly less likely to feel that they were kept informed (53% and 51% respectively).

There had also been a fall in the rating for how well the Council listens to tenants' views and acts upon them (58% satisfied, was 64%), with this reduced level of satisfaction now further away from the benchmark for similar landlords (65%). However, in this case it had not fallen enough to be considered statistically significant. Interestingly, the small proportion of respondents who chose to last contact the council via email were significantly less satisfied than average that they were listened to (41%).

Like other findings, significantly lower levels of satisfaction were also given by those who had made a complaint or reported some ASB in the previous year (39% and 32% respectively).

A similar proportion of respondents were satisfied with their opportunities to make their views known (59%) although this had not changed to the same extent compared to 2015 (was 61%) but remains below the level one would normally expect to see. There was little of note from further sub-group analysis other than younger tenants were significantly less satisfied than the older members of the sample (47% of under 35's satisfied compared to 70% of the over 65's).

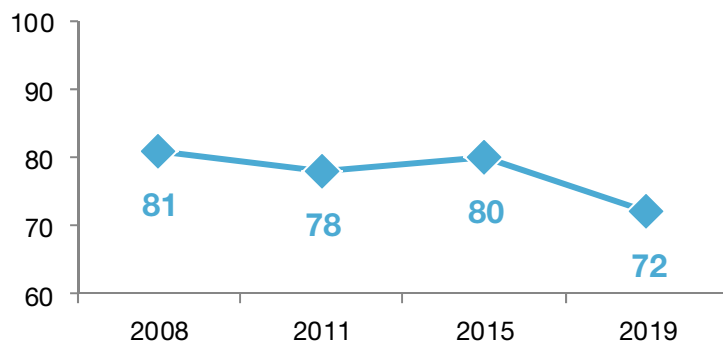
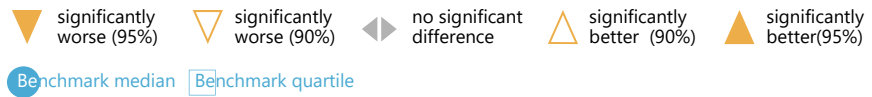
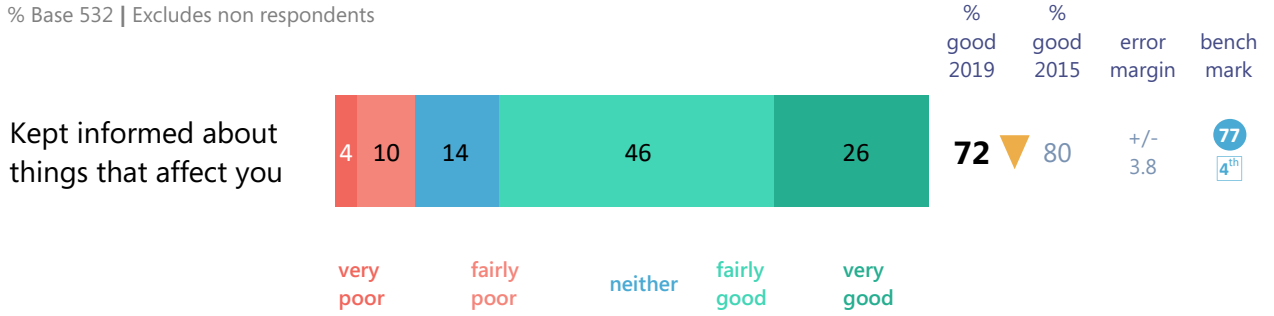


26%  
would like to know more  
about getting  
involved

# 7. Information and resident involvement

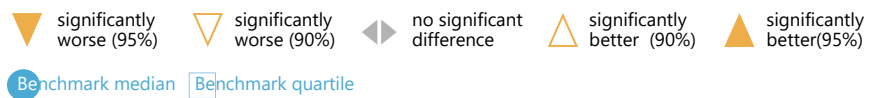
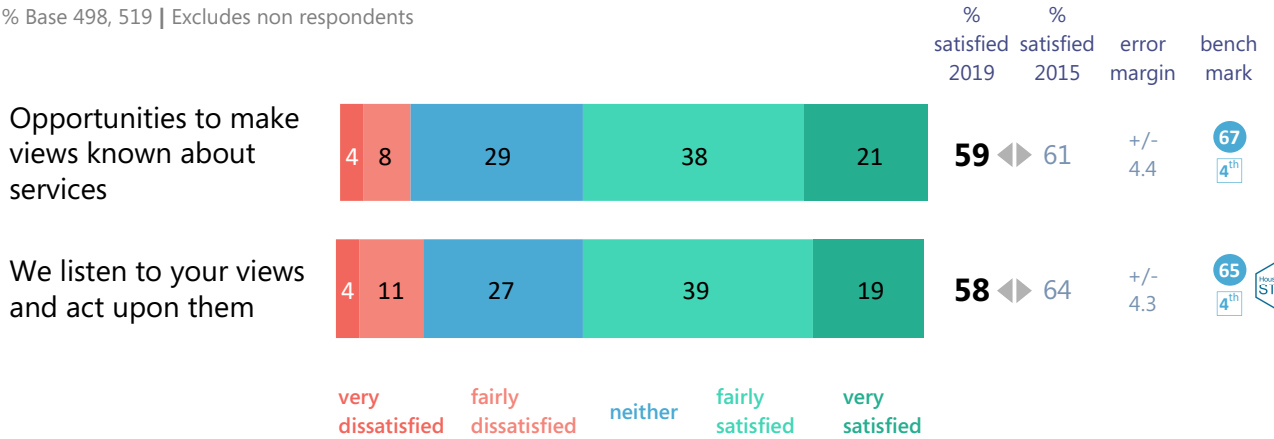
## 7.1 Information

% Base 532 | Excludes non respondents

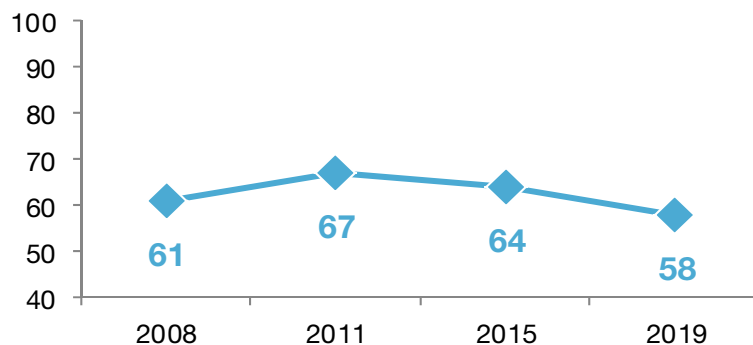


## 7.2 Resident involvement

% Base 498, 519 | Excludes non respondents



### Listen to views



## 7. Information and resident involvement

Around three quarters of the sample read Keynotes (74%), which has not changed at all since the previous survey, with 6% of respondents claiming they have never received a copy. It was pleasing to note that the vast majority of the sample said they valued the newsletter (94%), including two out of five that 'value it a lot' (42%).

Three quarters of tenants would still prefer to receive the newsletter in paper format, however it was interesting that 17% would now prefer to receive an electronic copy being as high as 40% amongst the under 35's. in comparison, only 3% of the over 65's would prefer an electronic copy.

Respondents were also asked to say in their own words what they liked and disliked about the newsletter, as well as what type of article they would like to see more of. The vast majority of the comments were complimentary saying that Keynotes was relevant, kept them informed and contained useful information. Nevertheless, some features that tenants might like to see more of included:



**“Separated into sheltered and general as a lot of things that apply to one group won't to another. There should always be a page for low income families e.g. money saving ideas.”**

**“More personal stories”**

**“More about practical things, buying your house, your security of tenure. Rights of children to live in house if you die etc. I know you can find out from Council but would be good to include”**

**“Things to do locally with children”**

**“What measures you are taking about anti-social behaviour, dog fouling and rubbish. Name and shame.”**

**“Plastic usage reduction, environmental issues, recycling improvements, things to do in local parks/nature areas. Improvements made for the safety of wildlife.”**

**“There is a lot of information in there, a little more practical advice would help too”**

**“Handy tips on maintenance e.g. mould prevention, recycling and classes available”**

**“Need more things for disabled/old people to be involved in. More social groups.”**

**“More articles not aimed at people on benefits. We are not all on benefits and I find it a bit patronising for it to suggest everyone is.”**

In terms of negative comments about the newsletter, the most interesting came from a number of different respondents that queried the editorial direction of the newsletter, preferring greater focus on tenant involvement and residents' groups rather than the activities of the Council itself:



**“All it tells me is what the council are doing, nothing else. Keynotes was started by the tenant groups not the council and now they put nothing in about what the groups are doing in their areas.”**

**“What has happened to reports from resident associations? Do they still exist or has the council phased them out?”**

**“Not enough about tenant involvement, more about council”**

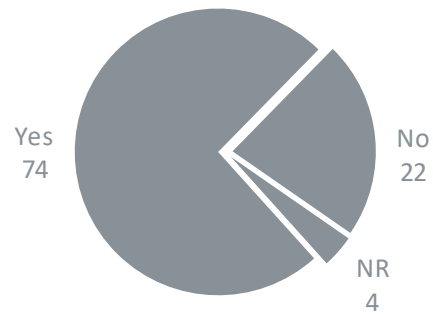
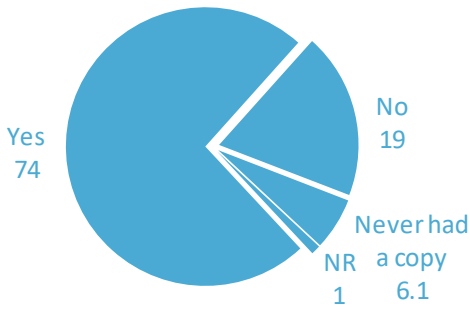
**“There's too much of SDC trying to portray how wonderful they are, we all know they are. It needs to go back to the old format of about 5 years ago.”**

**“More community news, discussions about tenant problems”**

# 7. Information and resident involvement

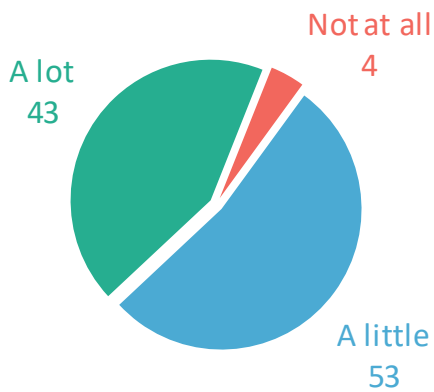
## 7.3 Read Keynotes

% Base 540 | Excludes non respondents



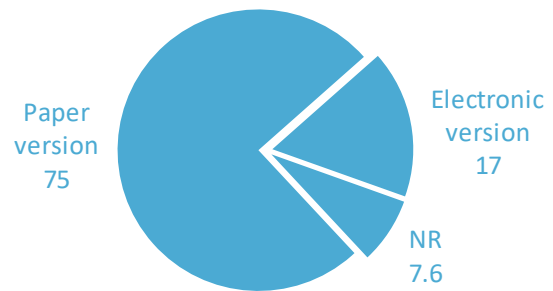
## 7.4 Value Keynotes

% Base 398 | Read Keynotes. Repair in last 12months



## 7.5 Preferred version of Keynotes

% Base 540 | Excludes non respondents



Although small in number, it is also worth noting a couple of comments on the upcoming dates and deadlines printed in the newsletter:

“Some of the dates in the Keynotes have already passed when I receive Keynotes.”

“Sometimes you put discount voucher in for local sports facilities but with only a short use by date”





## 8. Neighbourhood services

83%

satisfied with their  
neighbourhood as a  
place to live

1. dog fouling/mess
2. rubbish or litter
3. drug use or dealing
4. noisy neighbours
5. drunk or rowdy behaviour

were the **most**  
**widespread problems**



NMO4 and NMO2 were the most satisfied areas



NMO5 was the least satisfied



Satisfaction with neighbourhood appearance had also fallen



Grounds maintenance satisfaction had fallen significantly,  
which may have affected the other scores



## 8. Neighbourhood services

The neighbourhood as a place to live was one of the four key drivers of overall satisfaction, being broadly as influential as the quality of the home and standard of customer service (section 3). It was the fourth most important aspect of service provision for more than two fifths of the sample (43%, chart 3.4), just ahead of dealing with ASB (41%).

The main reason why this question appeared to have such an impact on the overall perception of the Council's landlord services was probably the significant fall in this score when compared to the 2015 survey, down from 87% satisfaction to 83%. Similarly, the level of dissatisfaction had increased from 7% to 11%. Nevertheless, the Council's score was still comparable against other similar landlords and remained higher than it had been in 2008.

As seen elsewhere in the results, older tenants had significantly higher levels of satisfaction (91% of those aged 65 or over) compared to the youngest age group (73% of those aged under 35). Whether a tenant had experienced anti-social behaviour will obviously impact upon how they view their neighbourhood, but even so it is surprising how big an influence it had on respondents in the sample – 55% that said they had experienced ASB were satisfied, compared to 91% for the remainder.

This result obviously varied by patch with those living in NMO4 and NMO2 significantly more satisfied than average (92% and 89% respectively), whereas respondents in NMO5 were significantly less so (76%, chart 8.5).

When asked to rate the appearance of their neighbourhood the satisfaction score was eleven points lower than the overall measure, having fallen even further relative to the equivalent score in 2015 (72% v 79%). There was also a significant 7% fall in satisfaction with the rating for the general condition of the estate/ neighbourhood, with 70% satisfied, down from 77%. Like the rating for the appearance, a fifth of respondents were dissatisfied with the condition (22%), up from 13% in 2015.

In both instances, respondents in NMO4 were significantly more satisfied than average (83% and 86% respectively), however, satisfaction was notably lower than average for both NMO5 (table 8.5). By property type, both the appearance and condition as well as the neighbourhood as a place to live were rated significantly lower than average by respondents in flats.

The fall in satisfaction with the overall appearance and condition, and therefore also the rating for the neighbourhood overall, is most likely attributed to the significantly lower levels of satisfaction with the grounds maintenance service. Only two thirds of respondents were now satisfied with this service, a significant fall from the 81% achieved in 2015. However, the previous score had been particularly high, therefore even after going down this rating was still on par with other similar landlords.

Grounds maintenance satisfaction did not vary significantly by patch but was notably highest in NMO4 (75% satisfied) where other aspects of the neighbourhood were rated above average. In contrast, only 60% of respondents in NMO6 and 63% in NMO2 were satisfied. Once again, respondents in flats were significantly less satisfied than average with this service (58%).

The above findings were re-enforced when the respondents were asked in their own words what changes they would like the Council to make to their neighbourhood, to improve it for both them and their community. As can be seen from chart 8.3, general grounds maintenance issues were the second most frequently mentioned improvement, followed by a number of other issues related to the appearance of the area including bins, gardens and general tidiness.

# 8. Neighbourhood services

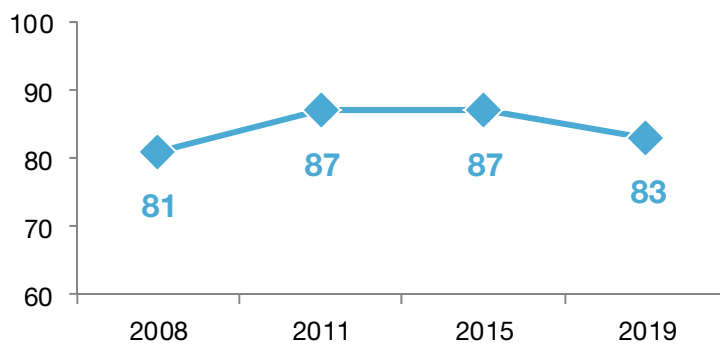
## 8.1 Overall satisfaction

% Base 534 | Excludes non respondents



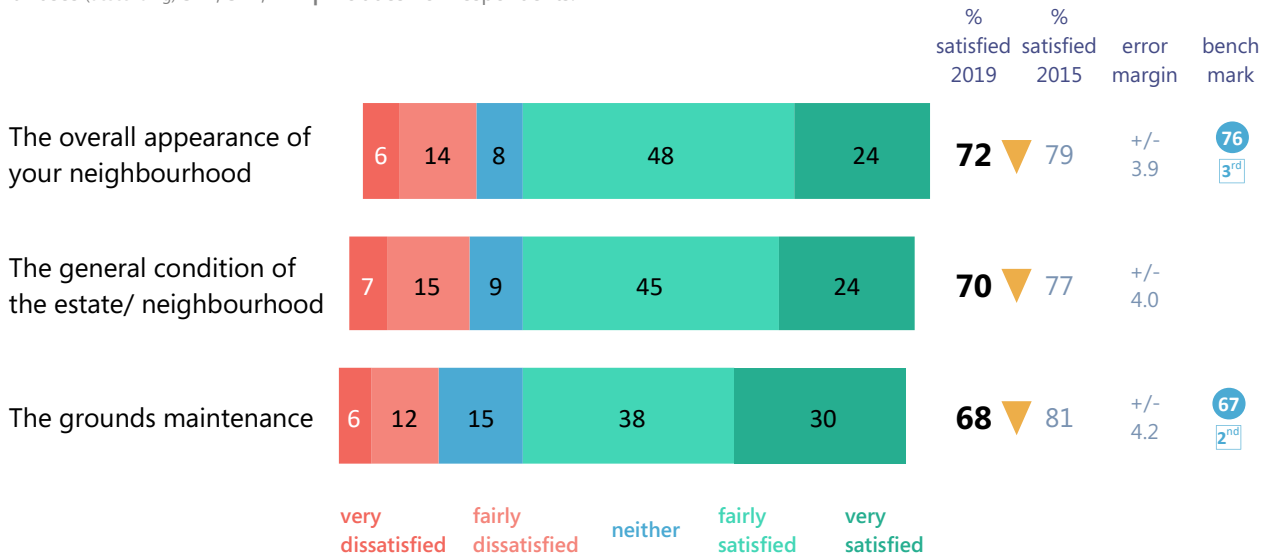
▼ significantly worse (95%)   
 ▽ significantly worse (90%)   
 ◄ no significant difference   
 ▲ significantly better (90%)   
 ▲ significantly better(95%)

Benchmark median   
Benchmark quartile



## 8.2 Neighbourhood services

% Bases (descending) 521, 521, 477 | Excludes non respondents.



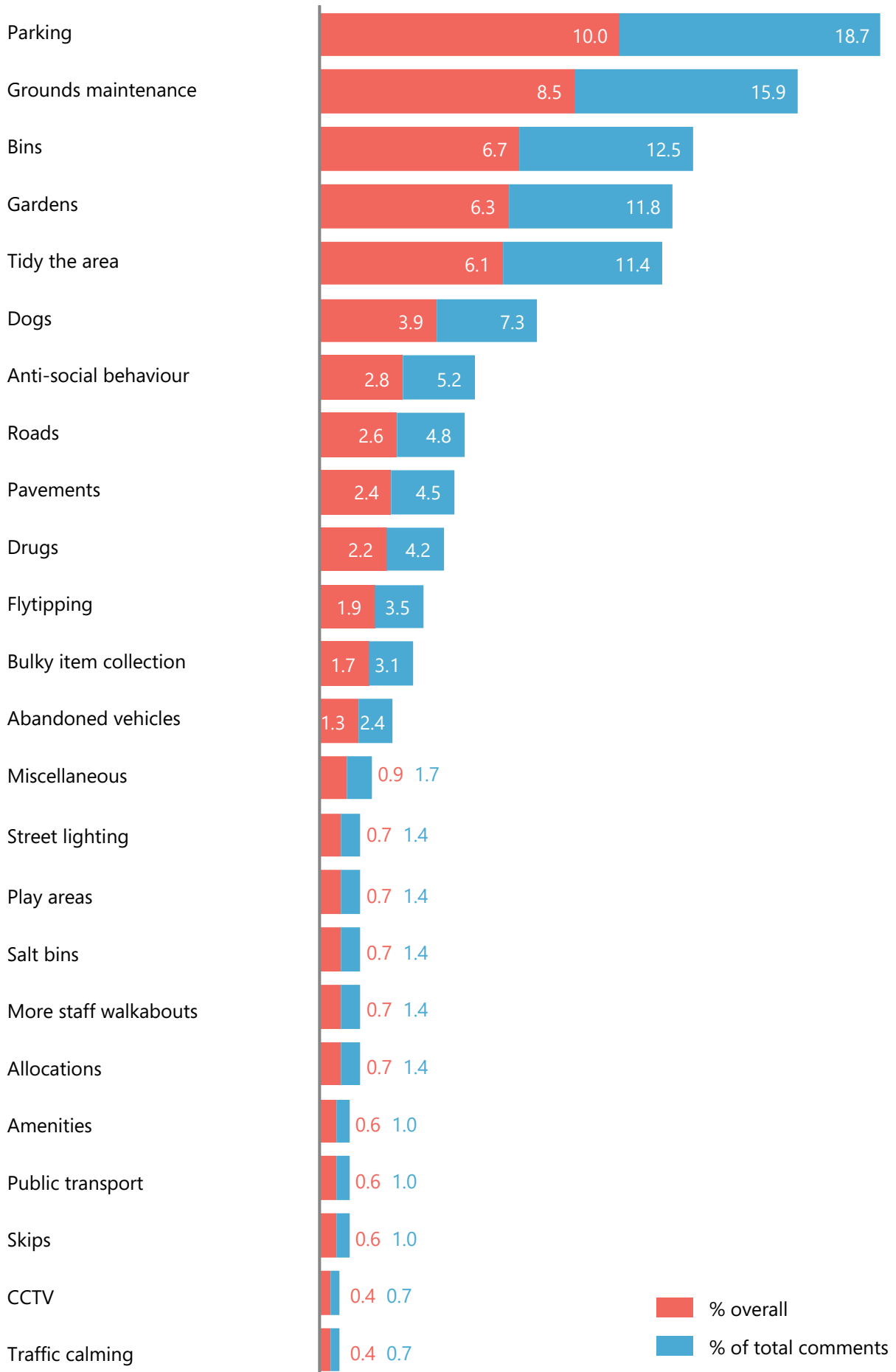
▼ significantly worse (95%)   
 ▽ significantly worse (90%)   
 ◄ no significant difference   
 ▲ significantly better (90%)   
 ▲ significantly better(95%)

Benchmark median   
Benchmark quartile

## 8. Neighbourhood services

### 8.3 Council changes needed to improve the neighbourhood

% Bases 540, 289 | Coded from verbatim comments. More than one answer allowed.



## 8. Neighbourhood services

Moving on to consider the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2015 results. Unfortunately, however, a number of issues were viewed to be significantly more of a problem than they were two years ago including rubbish or litter which was up ten points from 26% to 36% and drug use or dealing which was up nine points from 15% to 24%. Other aspects that were significantly worse (albeit some only at the 90% confidence level) include damage to property (8% problem, was 4%), vandalism and graffiti (8%, was 6%) and harassment (8%, was 5%). The most widespread problem was again dog fouling/ dog mess (45% problem, was 41%), including just over a fifth of tenants who claimed it was a 'major problem' (21%, chart 8.4).

All of these results were analysed by patch, with the complete breakdown presented in chart 8.8, including an indication of which patch differed significantly from the norm. A clear pattern emerges with respondents in NMO5 being more likely to view the different neighbourhood issues as significantly greater problems, which explains why respondents in this patch were significantly less satisfied than average with their neighbourhood as a place to live. In contrast, those in NMO2 and NMO4 were more likely to view the different neighbourhood issues as significantly less of a problem, with the latter significantly more satisfied with their neighbourhood overall, as well as its appearance and condition.

Some other notable findings include:

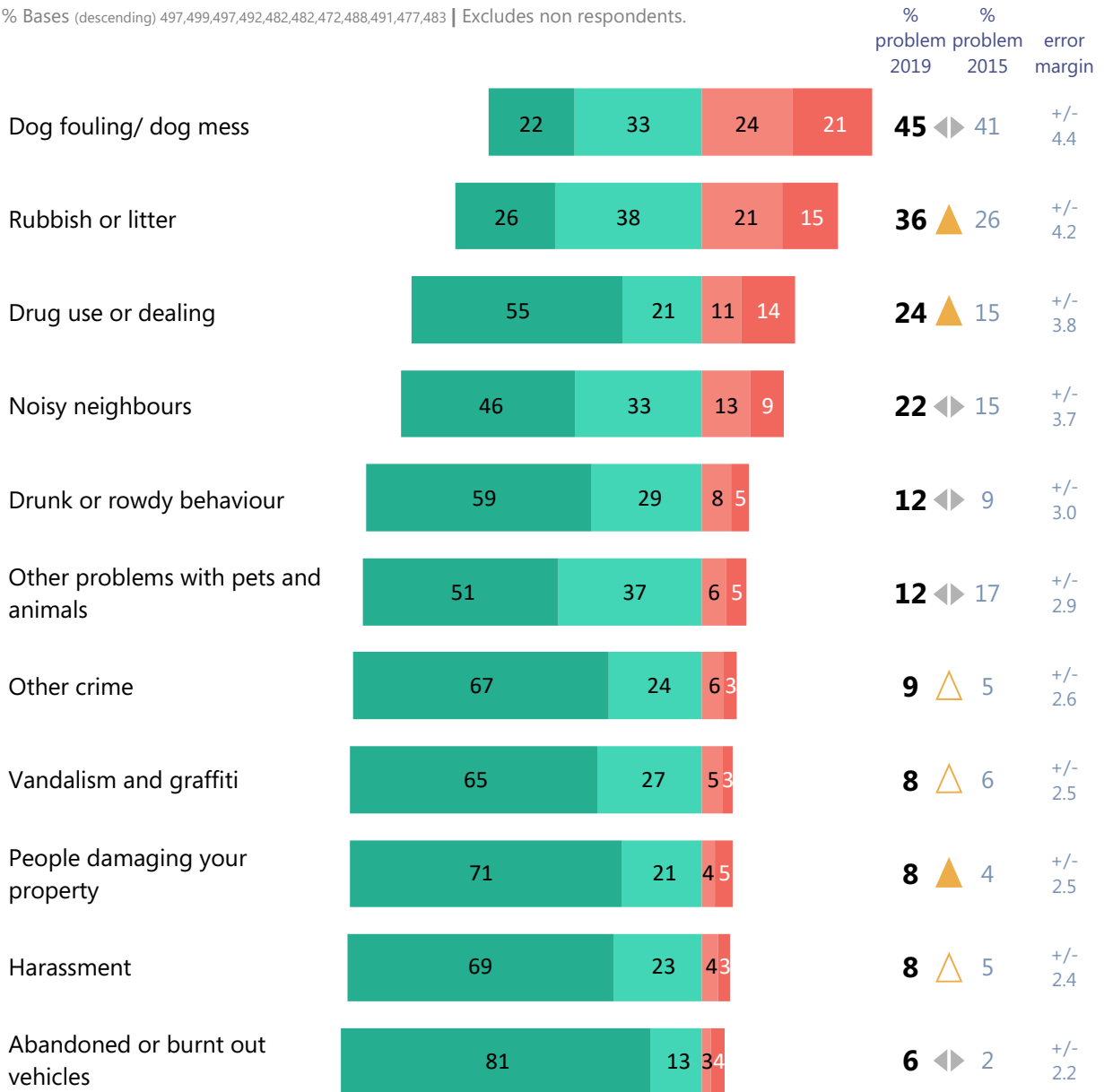
- In addition to NMO5, rubbish or litter was significantly more of a problem for respondents in NMO1 (46%) and those living in flats (56%).
- Residents in NMO5 had a significantly higher than average problem with noisy neighbours (30%) and was also significantly more of a problem amongst those living in flats (36%) as well as all respondents aged 35 – 49 (30%).
- Dog fouling/ dog mess was a significant problem in NMO2 (62%).
- NMO5 residents said harassment was significantly more of a problem in their area (10%), but was significantly less so for those living in NMO4 or NMO2 (4% and 5% respectively), as well as those 65 or over (3%).
- Damage to property was significantly more of a problem in NMO5 (10%) but was actually highest in NMO1 (13%).
- Drug use or dealing was significantly more problematic in NMO5 (34%) but was also higher than average in NMO6 (28%).
- As expected, every neighbourhood problem was a significantly bigger problem for those who had reported ASB.

When asked whether their neighbourhood had improved or declined in the last three years, a fifth of the sample said it had improved (20%), a significant drop from the 24% who said the same in 2015. In contrast, a quarter of respondents said their estate had declined (25%), up from 16% in 2015, which supports the other findings in this section of the survey.

# 8. Neighbourhood services

## 8.4 Neighbourhood problems

% Bases (descending) 497,499,497,492,482,482,472,488,491,477,483 | Excludes non respondents.



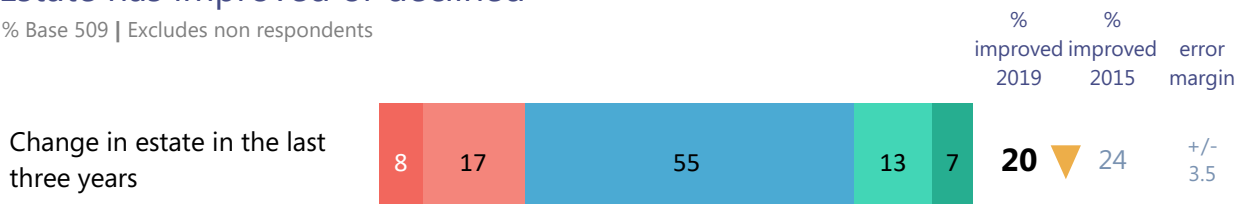
not a problem at all   not a very big problem   fairly big problem   very big problem

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

Benchmark median   
 Benchmark quartile

## 8.5 Estate has improved or declined

% Base 509 | Excludes non respondents



greatly declined   slightly declined   stayed the same   slightly improved   greatly improved

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

Benchmark median   
 Benchmark quartile

## 8. Neighbourhood services

Respondents were also asked why they felt that the neighbourhood had changed, and further insight can be gleaned from those who said their estate had declined. The most common reasons given appeared to be issues of ASB, particularly relating to drugs:

“Some neighbours are drug dealing”

“Because you put drug users and dealers in the new houses, and they have no respect for people or their homes”

“Putting drug dealers in flat and having their clients cause lots of problems”

“Drug use, can't open the windows in the summer because of the smell.”

“Blatant drug abuse and alcohol abuse and dealing”

“Local drug dealers clients parking”



Litter or rubbish and parking issues made up the bulk of the remaining comments, typical examples included:

“The recycling and rubbish areas let it down. Sometimes these areas are so disgusting you wouldn't want to step anywhere near it. Also, when you introduced charges for large items to collect people just started dumping furniture everywhere.”

“Rubbish being dumped or not removed. People not taking care of their property. Not enough car parking”

“Some tenants have lots of rubbish just left out in their front gardens e.g. old toys, furniture, general rubbish thrown around gardens.”

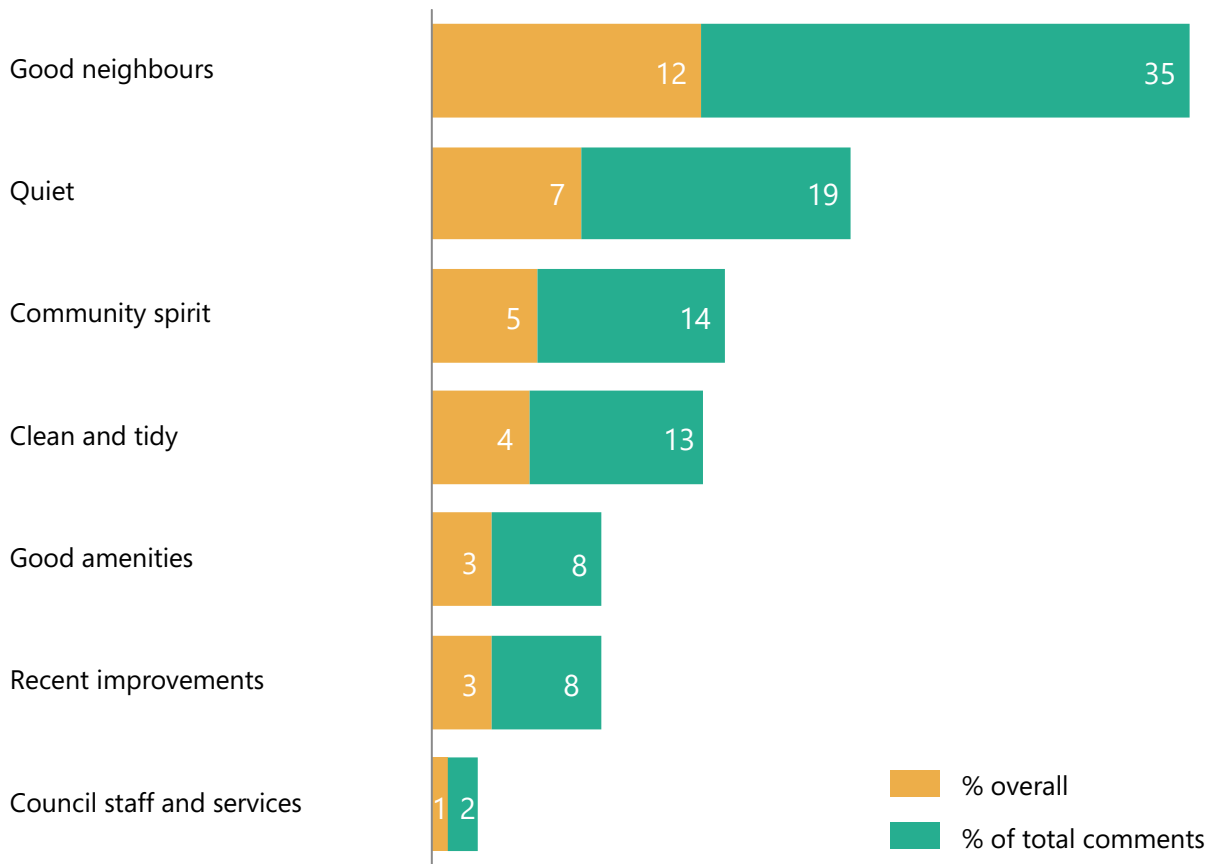
“The image of the area is declining due to mess and untidiness in council and private homes. Also this road especially as emergency service would struggle to access properties due to vans parking close to residents gates”



## 8. Neighbourhood services

### 8.6 Positive things about the neighbourhood

% Bases 540, 192 | Coded from verbatim comments. More than one answer allowed.



From these results it would be easy to get a poor impression of the Council's neighbourhoods, however, it is important to remember that the ratings were still comparable to other landlords and that a great many tenants enjoyed living in their communities. When asked to note some of the positive aspects of their neighbourhoods, it was positive to see that a third of the comments were in praise of people's neighbours, with 14% specifically highlighting the sense of community spirit.

The following examples provide a good overview of the type of comments tenants made in response to this question:

**One neighbour has planted flowers in an area for everyone to enjoy. Most people work hard to keep the area clean and tidy**

**"Lots of repairs/work being done, great to see. Rubbish and grass cutting done on a regular basis"**

**"We have an excellent tenant ambassador who goes above and beyond in helping us with any problems"**

**"Safer communities team/warden"**

**"Good communication amongst tenants and private owners, we look out for each other"**

**"Most residents are friendly and in general there is a lovely community spirit"**

**"Work has improved the area no end"**

**"The neighbours and community spirit here are brilliant - helping one and other where possible"**

## 8. Neighbourhood services

### 8.7 Neighbourhood services by patch

	Sample size	Neighbourhood as a place to live	Estate has improved or declined in the last three years	% positive		
				The overall appearance of your estate	The grounds maintenance	The general condition of the estate/ neighbourhood
<b>Overall</b>	<b>540</b>	<b>83</b>	<b>20</b>	<b>72</b>	<b>68</b>	<b>70</b>
NMO1	138	78	20	69	71	68
NMO2	65	89	24	84	63	76
NMO3	72	86	27	71	67	64
NMO4	68	92	13	83	75	86
NMO5	108	76	21	61	68	62
NMO6	89	86	17	74	60	67

### 8.8 Neighbourhood problems by patch

	Sample size	% problem										
		Rubbish or litter	Noisy neighbours	Dog fouling/ dog mess	Other problems with pets and animals	Harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Other crime
<b>Overall</b>	<b>540</b>	<b>36</b>	<b>22</b>	<b>45</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>24</b>	<b>6</b>	<b>9</b>
NMO1	138	46	24	51	12	11	15	11	13	23	8	11
NMO2	65	21	18	62	15	5	4	4	3	16	4	0
NMO3	72	35	18	35	8	6	9	5	2	21	4	2
NMO4	68	13	16	41	15	4	10	6	6	19	4	6
NMO5	108	48	30	35	10	10	20	12	10	34	4	18
NMO6	89	35	18	43	12	6	11	7	9	28	10	9

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

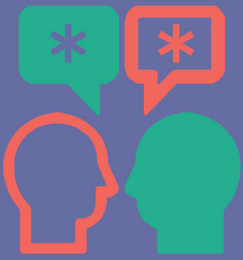
Significantly **better** than average (95% confidence\*)

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

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

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





## 9. Anti-social behaviour

20%

had experienced ASB

23%

who reported ASB  
satisfied with the  
response overall



Significant deterioration in how the last ASB report was handled



In the bottom quartile compared to ARP benchmarks



Tenant in flats twice as likely to experience ASB



NMO5, NMO1 and NMO3 had higher than average ASB reports

## 9. Anti-social behaviour

The links between anti-social behaviour and wider satisfaction was already well established, as amongst those that said they had experienced ASB the overall satisfaction score was 24% lower than average (57% satisfied overall), and 30% lower than average for those who had reported an incident of ASB to the Council (51%).

Dealing with anti-social behaviour (ASB) was quite important to residents, with two out of five respondents (41%) listing this as one of the top five priority services they received from the Council, although this was down from 55% who said the same in 2015.

A fifth of respondents had experienced an incident of ASB in the previous year (20%, up from 17% in 2015), with just over half going on to report it direct to the Council (53%, up from 44%). Experience of ASB obviously varied by patch but was higher than average for tenants living in NMO5 (27%), NMO1 (25%) and NMO3 (23%). In contrast only 6% of respondents from NMO2 said they had experienced ASB and only one in ten in NMO4 said the same.

There was also a notable variation by property type, with tenants in flats twice as likely as those in houses to experience ASB (36% v 18%), whereas those in bungalows were the least likely to have experienced any (6%). Once again, there was a correlation with age, with experience of ASB falling with age – 34% of under 35s said they had experienced ASB compared to only 11% of those aged 65 or over.

Respondents were next asked about their experience when reporting an incident of ASB. At this point it should be noted by the reader that due to the complexities of dealing with ASB, questions that ask how reports are handled typically receive lower ratings than many others in tenant surveys. Furthermore, due to the small sample sizes involved throughout, care should be taken when interpreting results throughout this section.

Less than half of those who reported an incident of ASB to the Council found it easy to get hold of the right person (45%, down from 53%), with a third encountering some difficulty (33%, up from 28%). As such, the current score is now eighteen points below the level expected with Stroud DC appearing in the bottom quartile of landlords in the ARP Research database.

Once they were through to the right person the helpfulness of the staff was also not as positively rated as it was four years ago (29% v 40%). As such, only a fifth of those reporting ASB confirmed staff were able to deal with their query, with a third saying they were unable to deal with their problem (33% v 26% in 2015).

Turning to the tenant experience once an ASB report had been made, the Council's latest results unfortunately did not compare favourably to those seen in 2015. Furthermore, in all but one aspect of the experience, the proportion of respondents who were 'very dissatisfied' exceeded those who were satisfied for every question in chart 9.4.

The exception was the quality of the advice, but even then whilst 32% were satisfied in this regard, the total proportion that were dissatisfied was still greater (49%). Indeed, this was one of two aspects where satisfaction had fallen significantly (at the 95% confidence level), the other being the lowest rated feature of the service and perhaps the most important, which was the final outcome (15%, satisfied, down from 31%).

Two further questions were also significantly worse, albeit both at the weaker 90% confidence level, namely the level of support (24% v 39%) and the overall response (23% v 38%) provided by the Council.



20%  
experienced  
ASB in the last year,  
up 23%

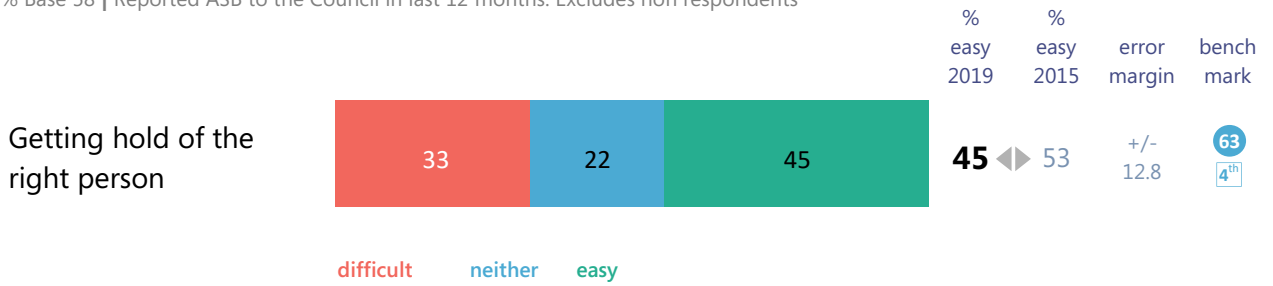


53%  
reported it to  
the Council,  
up 9%

# 9. Anti-social behaviour

## 9.1 Ease of getting hold of the right person

% Base 58 | Reported ASB to the Council in last 12 months. Excludes non respondents

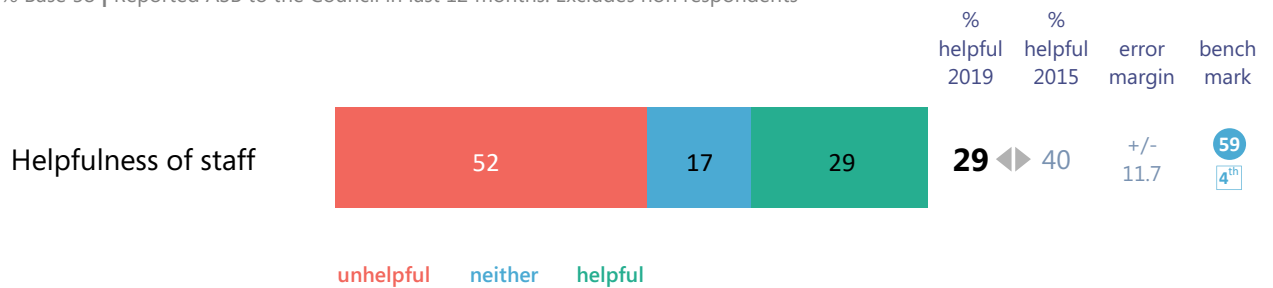


▼ significantly worse (95%)   
 ▼ significantly worse (90%)   
 ◀▶ no significant difference   
 ▲ significantly better (90%)   
 ▲ significantly better(95%)

Benchmark median   
Benchmark quartile

## 9.2 Helpfulness of staff

% Base 58 | Reported ASB to the Council in last 12 months. Excludes non respondents

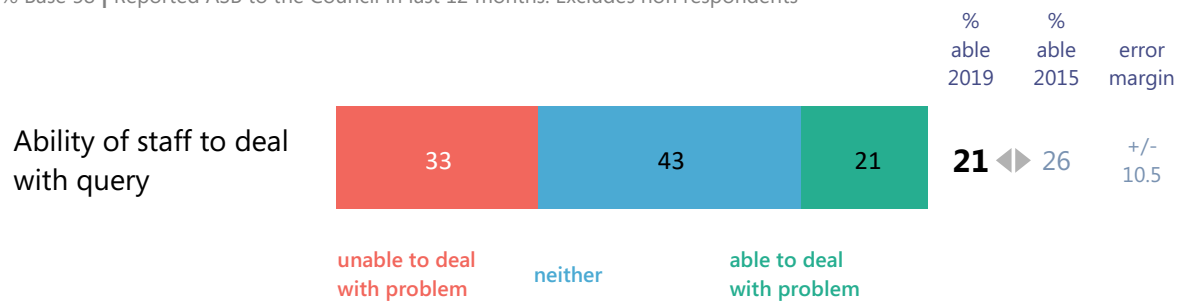


▼ significantly worse (95%)   
 ▼ significantly worse (90%)   
 ◀▶ no significant difference   
 ▲ significantly better (90%)   
 ▲ significantly better(95%)

Benchmark median   
Benchmark quartile

## 9.3 Able to deal with query

% Base 58 | Reported ASB to the Council in last 12 months. Excludes non respondents

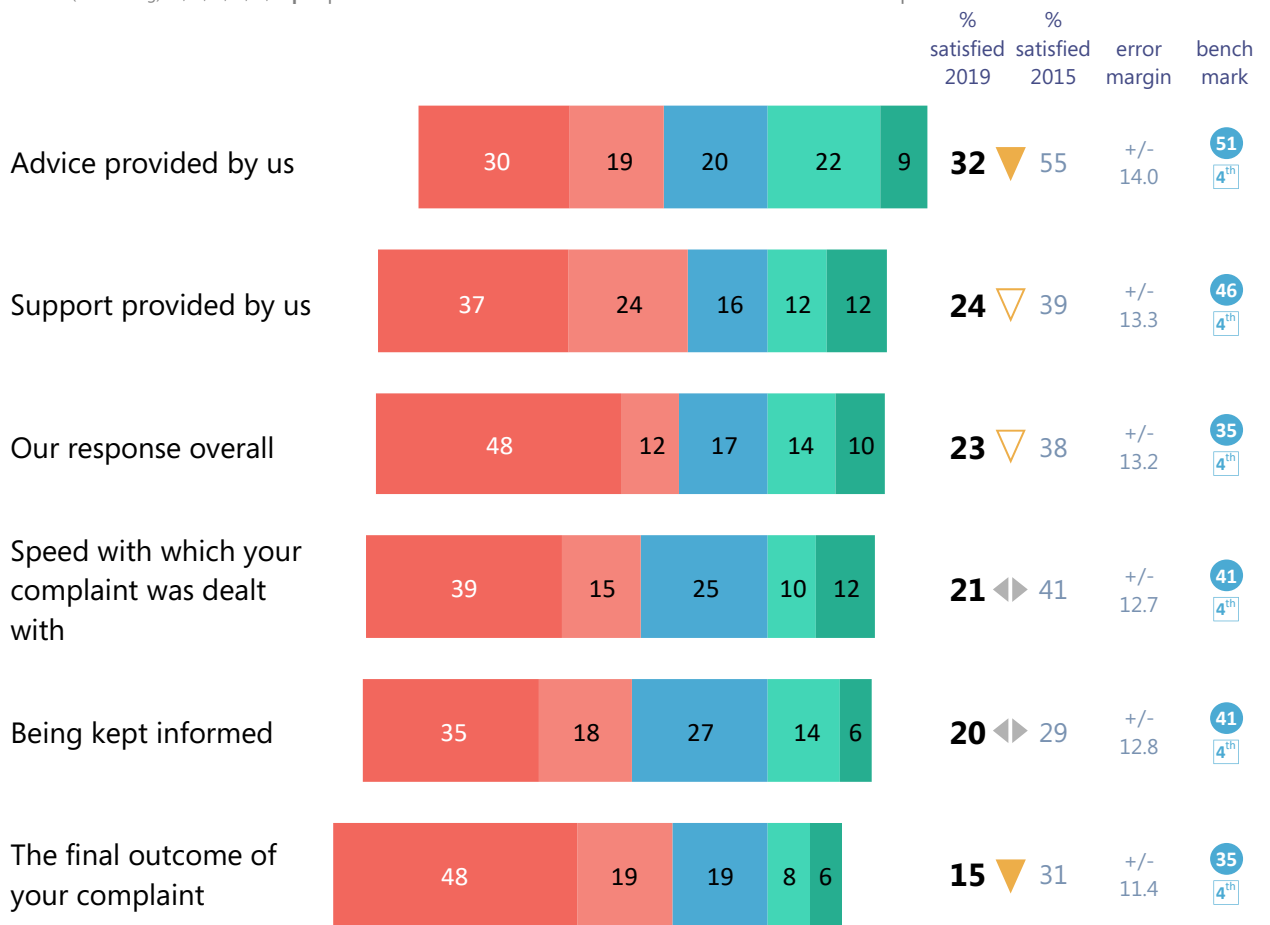


▼ significantly worse (95%)   
 ▼ significantly worse (90%)   
 ◀▶ no significant difference   
 ▲ significantly better (90%)   
 ▲ significantly better(95%)

# 9. Anti-social behaviour

## 9.4 Last ASB report

% Bases (descending) 54,51,52,52,49,48 | Reported ASB to the Council in last 12 months. Excludes non respondents.



very dissatisfied  
 fairly dissatisfied  
 neither  
 fairly satisfied  
 very satisfied

significantly worse (95%)  
 significantly worse (90%)  
 no significant difference  
 significantly better (90%)  
 significantly better(95%)

Benchmark median  
 Benchmark quartile



## 10. Complaints

37 %

who made a complaint were satisfied with the response overall

72 %

who made a complaint would be willing to do so again in the future



12% claimed to have made a complaint, up from 9%



Younger tenants were more likely to have complained



Complaints were highest in the NMO1 area



Ratings were largely unchanged compared to 2015

## 10. Complaints

Around one in eight respondents claimed to have made a complaint to the Council in the previous year (12%, up from 9%), with this higher than average for those living in NMO1 (21%) but lowest in NMO2 (5%). By town, it was notable that respondents in Dursley were more likely to have made a complaint than respondents in any other town (20%).

Younger tenants aged under 35 were more likely than average to complain (23%, up from 11%) compared to only 6% of the over 65's. It was also notable that respondents in flats were far more likely to complain than those in bungalows or houses (17%, 11% and 10% respectively). Unlike in previous surveys there was no difference in levels of complaints by employment status.

All tenants who claimed to have made a complaint were asked about their experience when doing so, the results of which are displayed in chart 10.1. The findings here were slightly better than those results seen for in the ASB section with the same considerations needed when looking at the results in context with the other survey findings. Like the results for ASB reporting, results in this section are based on small sample sizes, so again it is advised to take care when interpreting findings in this section.

Unlike how ASB reports are handled, the majority of respondents were satisfied with how easy it was to make a complaint (59%, was 70%), however this was the only feature of the service where satisfaction was greater than dissatisfaction, with satisfaction for every other aspect having fallen little, however none significantly so.

The final outcome of the complaint was again the lowest rated question in chart 10.1, with only 35% satisfied (was 39%) compared to 53% dissatisfied. However, the way the complaint was handed overall attracted the highest proportion of dissatisfied responses (59%), followed closely by the speed the complaint was dealt with (57%) which also drew the largest proportion of 'very dissatisfied' responses (45%).

Unfortunately, because of the low sample sizes involved there was little of note revealed by further sub-group analysis of any aspect of the complaints procedure.

Finally, it was positive to find around seven out of ten of those who had made complaint would be willing to do so again should the need arise, largely unchanged since 2015.

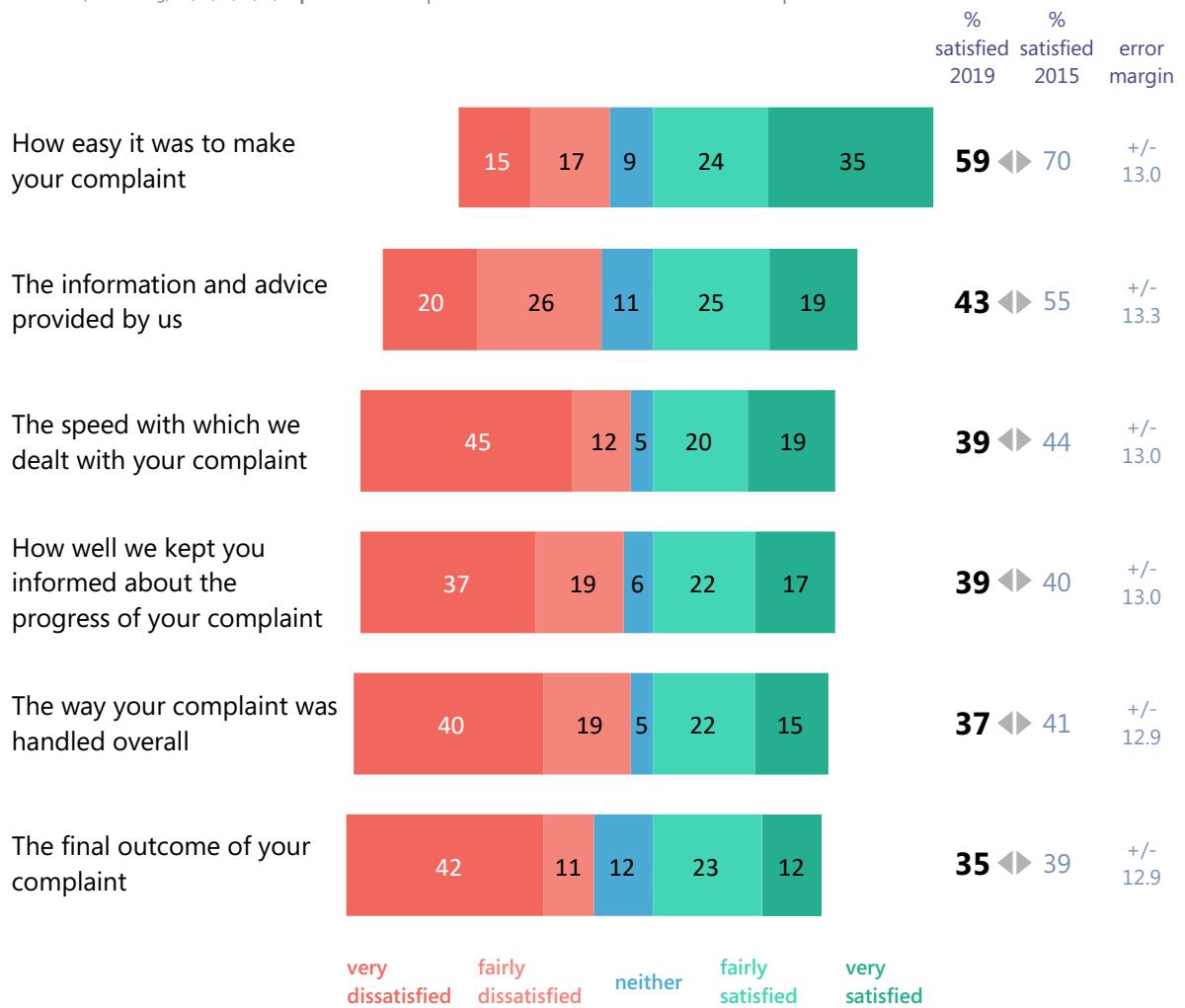


12% said they  
made a **complaint**  
in the last year,  
up 3%

# 10. Complaints

## 10.1 Complaints service

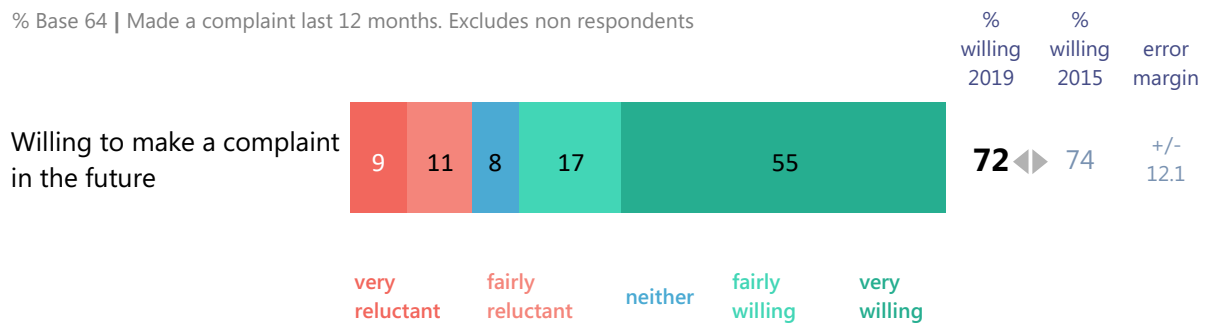
% Bases (descending) 66,65,65,65,65,65 | Made a complaint last 12 months. Excludes non respondents.



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

## 10.2 Willingness to make a complaint in the future

% Base 64 | Made a complaint last 12 months. Excludes non respondents



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



## 11. Advice and support

83%

of tenants satisfied  
advice and support on  
rent payments

63%

satisfied with support  
for new customers



Younger tenants were less likely to be satisfied



Scores were consistent with benchmarks



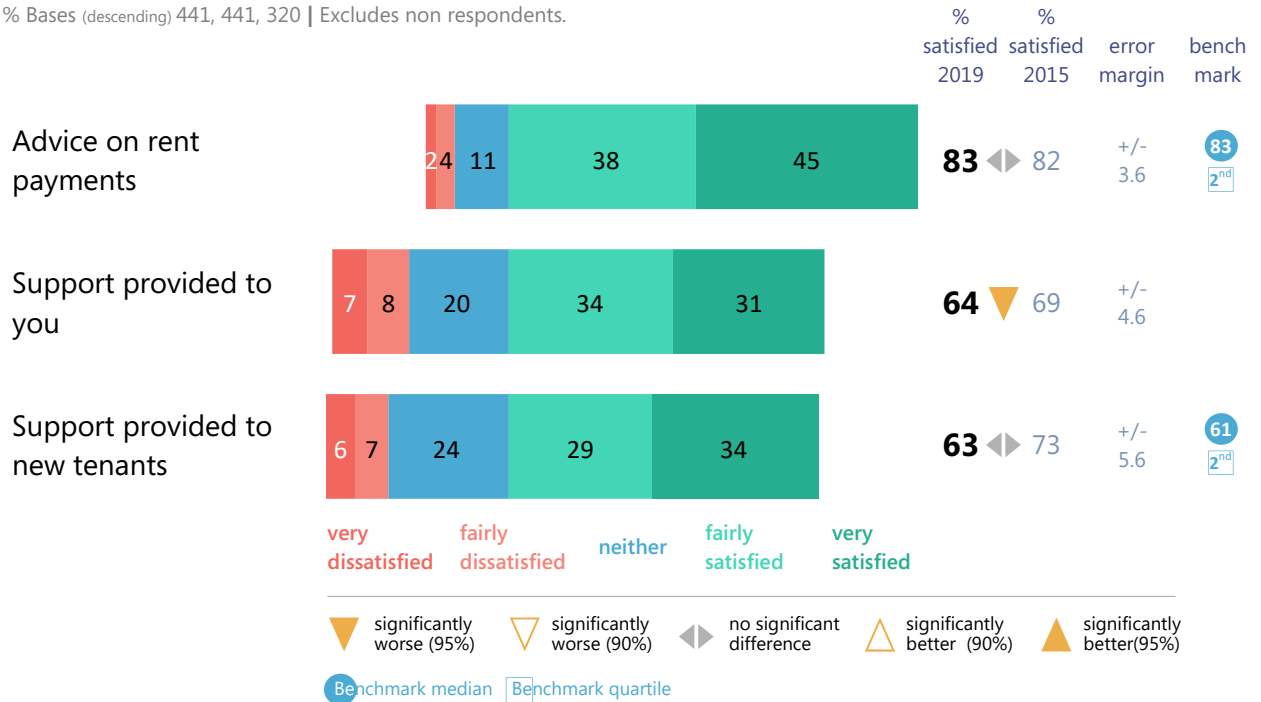
Satisfaction with support to the individual was rated significantly lower



# 11. Advice and support

## 11.1 Advice and support

% Bases (descending) 441, 441, 320 | Excludes non respondents.



When tenants were asked to give their views on the help and support services that Stroud District Council provide in order to help customers manage their tenancies, the majority were satisfied with the advice that they received on paying rent (83%) which is unchanged from 2015 (was 82%) with the remainder were almost all equivocal and only 6% expressing any dissatisfaction.

Once again, age was a differentiator, with satisfaction significantly lower than average amongst the under 35s (72%), but significantly higher amongst the over 65s (88%).

Slightly fewer tenants were satisfied with the advice and support provided to new tenants (63% satisfied), and despite this falling by ten points it remains slightly above the ARP benchmark median of 61%. There was no significant difference by patch, however, satisfaction was highest in NMO2 (84%), whereas only 53% of respondents in NMO1 rated it positively. There was also no significant difference by age, but satisfaction was notably lowest amongst the under 35's (56%), compared to 68% of those aged 35 – 49.

Around two thirds respondents in the sample were satisfied with the general support provided to them as an individual (64%), which was down from 69% in 2015 which is unfortunately a statistically significant margin. Satisfaction increased by age from 52% amongst the under 35's to 82% of those aged 65 or over. NMO3 was the only area to vary significantly from the average and even then, only at the 90% confidence level with 55% of respondents in this area satisfied compared to 77% in NMO4. This score was notably lower for those who had reported ASB to the council or had made a complaint in the previous year (41% and 49% respectively).

A quarter of respondents (24%, up from 21%) had actually required some form of advice and support about welfare benefits in the previous year, with younger tenants (aged under 35) nearly three times more likely to need this service than those aged 65 or over (34% v 13%). Unsurprisingly, this was higher still for not in employment (27%) compared to those who were (21%).

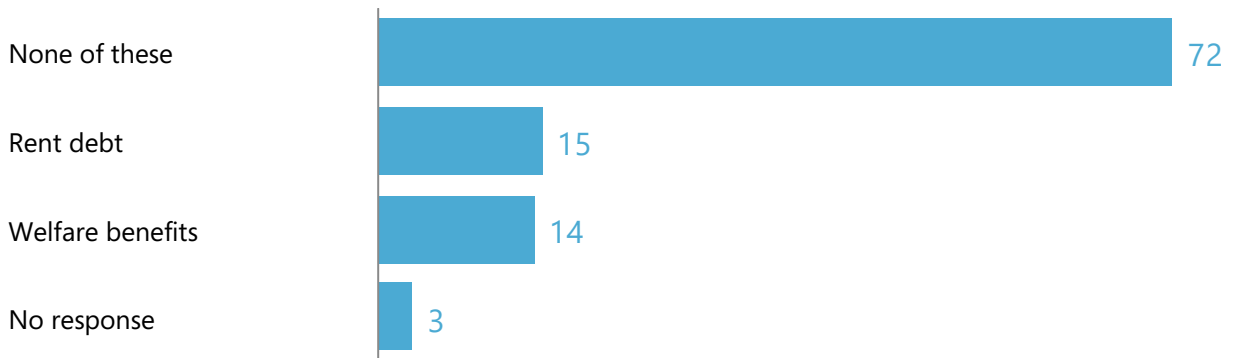
As such, it was no surprise to find the majority of the requests for advice and support were related to housing benefit/council tax (63%), followed closely by 47% needing advice on rent arrears.

Whilst two thirds of respondents who required advice/support were satisfied that it was informative (64%), this represented a significant fall from the 84% who said the same in 2015. Once again, the over 65s were the most satisfied (86%), compared to only 47% amongst those aged 35 – 49.

# 11. Advice and support

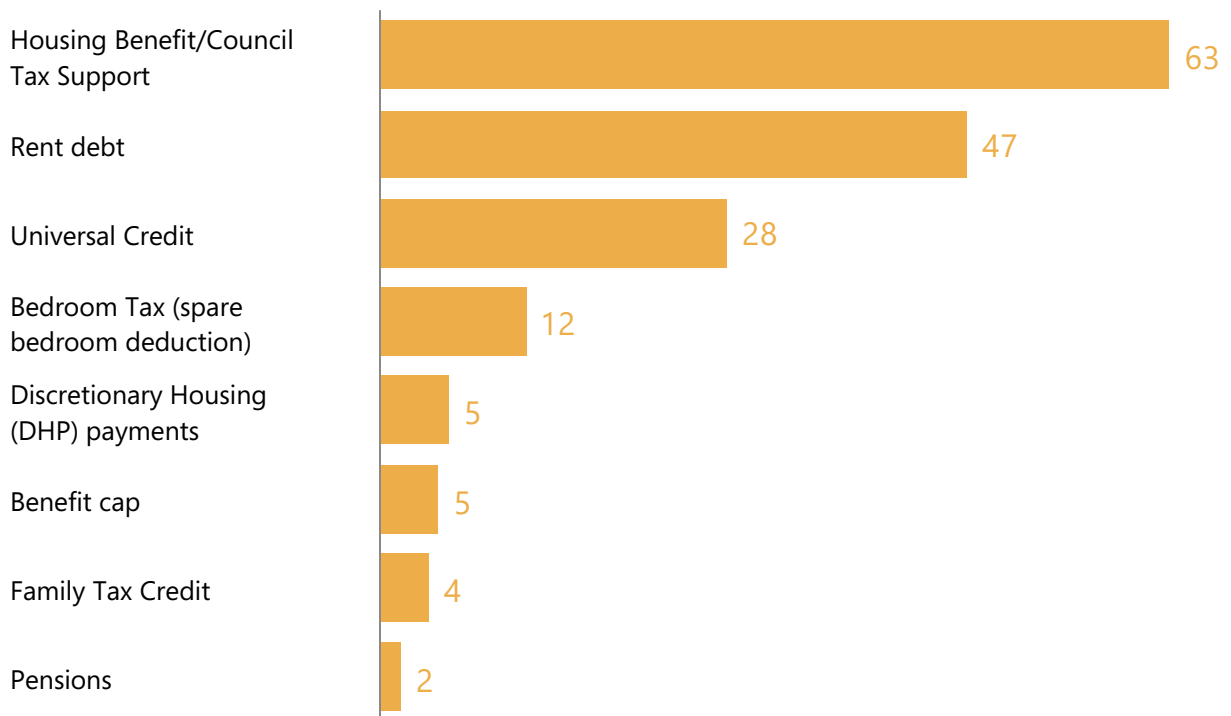
## 11.2 Required advice/support about the following in last 12 months

% Base 540 | More than one answer allowed.



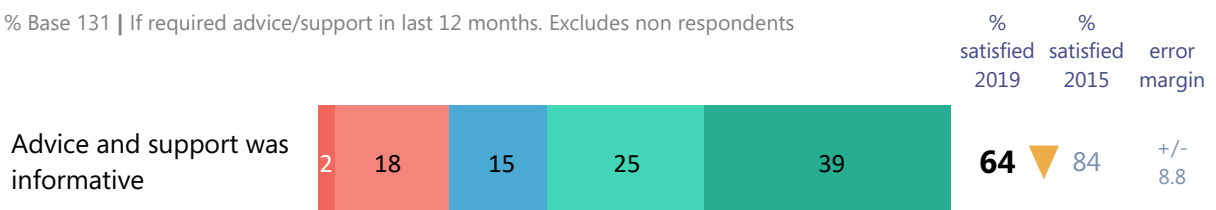
## 11.3 Reason for seeking welfare benefit advice

% Base 131 | If required advice/support in last 12 months. More than one answer allowed.



## 11.4 Satisfaction advice and support

% Base 131 | If required advice/support in last 12 months. Excludes non respondents



▼ very dissatisfied   
 ▽ fairly dissatisfied   
 ◄ neither   
 ▾ fairly satisfied   
 ▲ very satisfied

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



## 12. Respondent profile

In addition to documenting the demographic profile of the sample, tables 12.6 to 12.9 in this section also display the core survey questions according to the main property and 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 Town and patch

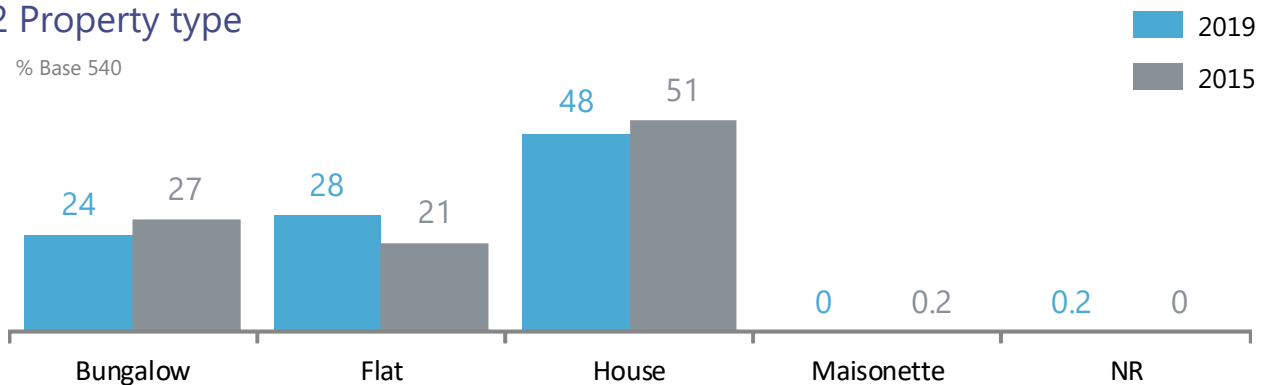
% Base 540

	Total	% 2019	% 2015
Berkeley	26	4.8	5.2
Dursley	147	27.2	22.3
Gloucester	25	4.6	5.4
Stonehouse	91	16.9	14.4
Stroud	212	39.3	44.3
Upton St Leonards	1	0.2	0.0
Wotton-Under-Edge	38	7.0	8.5

	Total	% 2019
NMO1	138	25.6
NMO2	65	12.0
NMO3	72	13.3
NMO4	68	12.6
NMO5	108	20.0
NMO6	89	16.5

### 12.2 Property type

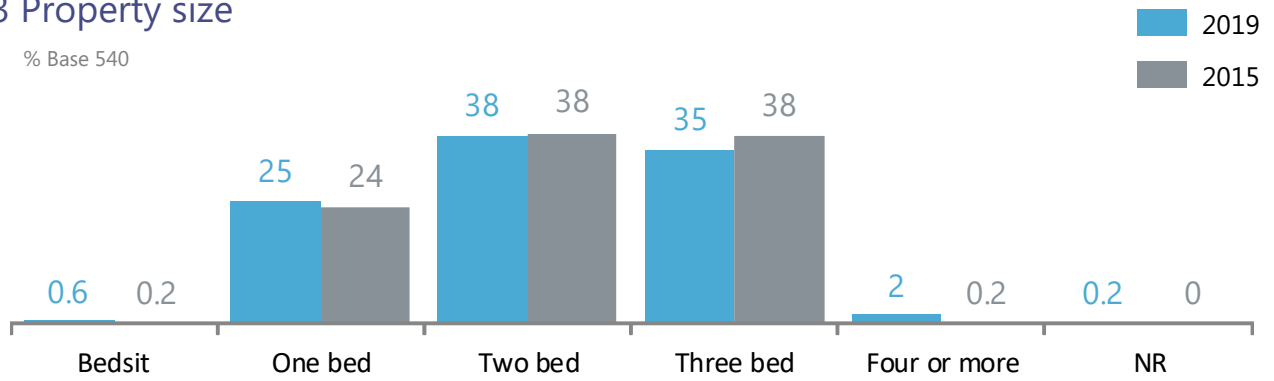
% Base 540



## 12. Respondent profile

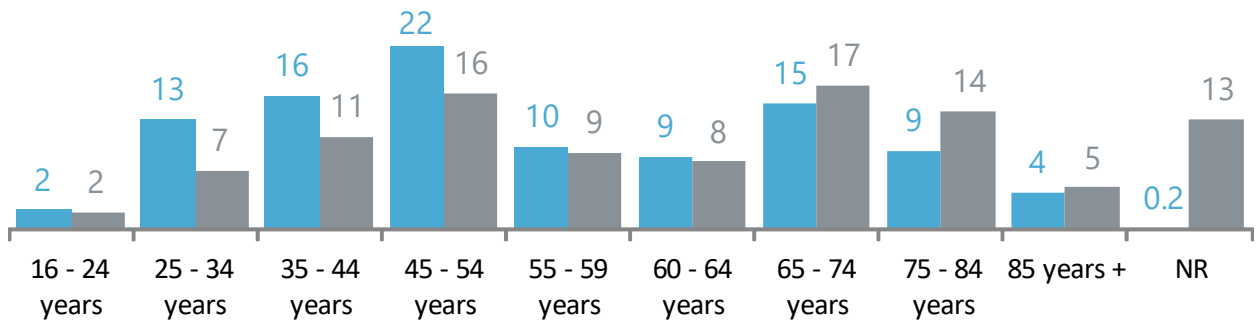
### 12.3 Property size

% Base 540



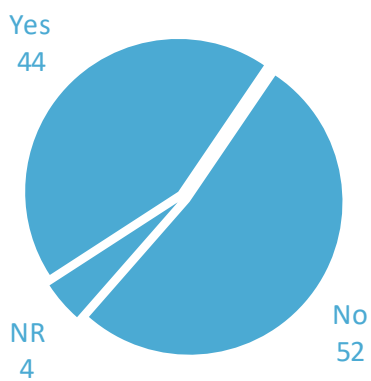
### 12.4 Age

% Base 540



### 12.5 Currently employed?

% Base 540



## 12. Respondent profile

### 12.6 Core questions by age

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
<b>Sample size</b>	<b>540</b>	<b>83</b>	<b>140</b>	<b>161</b>	<b>155</b>
Service overall	81	66	75	81	93
Quality of home	81	66	76	82	91
Keeping tenants informed	72	71	65	68	85
Listens to views and acts upon them	58	47	48	60	72
Enquiries generally	73	52	71	73	87
Repairs & maintenance service	70	50	69	67	87
Last completed repair	82	61	83	88	87
Neighbourhood as a place to live	83	73	77	86	91

### 12.7 Core questions by employment status

	Overall	% positive	
		Employed	Not employed
<b>Sample size</b>	<b>540</b>	<b>236</b>	<b>281</b>
Service overall	81	76	85
Quality of home	81	75	84
Keeping tenants informed	72	69	75
Listens to views and acts upon them	58	52	63
Enquiries generally	73	69	78
Repairs & maintenance service	70	62	76
Last completed repair	82	76	87
Neighbourhood as a place to live	83	82	84

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

### 12.8 Core questions by town

	Overall	% positive					
		Berkeley	Dursley	Gloucester	Stonehouse	Stroud	Wooton-Under-Edge
<b>Sample size</b>	<b>540</b>	<b>26</b>	<b>147</b>	<b>25</b>	<b>91</b>	<b>212</b>	<b>38</b>
Service overall	81	88	71	88	85	85	70
Quality of home	81	92	77	91	79	82	75
Keeping tenants informed	72	80	64	75	70	79	70
Listens to views and acts upon them	58	63	51	66	64	62	37
Enquiries generally	73	79	59	82	76	82	62
Repairs & maintenance service	70	88	54	74	76	80	54
Last completed repair	82	73	75	93	87	87	60
Neighbourhood as a place to live	83	91	80	94	81	83	91

### 12.9 Core questions by NMO patch

	Overall	% positive					
		NMO1	NMO2	NMO3	NMO4	NMO5	NMO6
<b>Sample size</b>	<b>540</b>	<b>138</b>	<b>65</b>	<b>72</b>	<b>68</b>	<b>108</b>	<b>89</b>
Service overall	81	72	85	73	89	83	87
Quality of home	81	76	82	76	91	79	84
Keeping tenants informed	72	62	77	72	75	72	83
Listens to views and acts upon them	58	52	59	47	70	59	66
Enquiries generally	73	59	79	64	82	80	82
Repairs & maintenance service	70	54	75	61	80	76	86
Last completed repair	82	75	80	69	93	88	88
Neighbourhood as a place to live	83	78	89	86	92	76	86

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 2015 Stroud District Council survey, which itself used the HouseMark STAR survey methodology, with the most appropriate questions for Stroud District Council being selected by them from the STAR questionnaire templates.

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. The questionnaires were printed as A4 booklets.

## Fieldwork

The survey was carried out between March and May 2019. A randomly selected sample of 2,300 general needs householders were sent a postal self completion questionnaire. This was followed by reminder where a new questionnaire was sent to two thirds of the non respondents (1,275). A free prize draw was used to encourage response, and the survey was also available online (33 completions)

## Response rate

In total 540 tenants took part in the survey, which represented a 23% response rate overall, and a response rate of 28% amongst those that received 2 mailings. A sample of this size has a theoretical error margin of +/- 3.9% overall, which exceeded the standard STAR error target error margin of +/- 4%.

## Weighting

the survey results were weighted by age group to ensure that the results were representative of the tenants as a whole across a wide range of demographic variables.

## 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. Due to rounding some graphs may not add up to 100%. Some historic results may not match those previously published due to changes in the methodology compared to the previous approach. In any instance where this occurs, the previous results have been recalculated to match the current method. This recalculation typically involves the removal of 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

When taking into account comparisons of the results over time it is important to remember that the 2019 survey was representative of the tenant population, whereas the 2015 survey was biased towards older people.

### 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 95% level, which is the common standard used for error margins. This is a statistical assumption that 95 times out of 100, the true score will fall within the margin. Error margins are determined both by the sample size, and the distribution of the 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 2015 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 there 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 *R Square* value displayed on every key driver chart 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 core STAR questions are benchmarked against the HouseMark STAR database, with the benchmarking group being selected by SDC from district and unitary councils and ALMOs in England with no DLO who had completed a STAR survey in the last 3 years. For the overall satisfaction score this included 9 organisations. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 3 years using the STAR questionnaire. The group selection has been verified against the core HouseMark data to ensure that both benchmark groups are closely matched on their scores across the core questions. This supplementary group includes 27 organisations.



# Appendix B. Example questionnaire




**STROUD DISTRICT COUNCIL**  
Council Offices Ebley Mill Stroud Gloucestershire GL5 4UB  
Telephone 01453 766321 Facsimile 01453 750932  
[www.stroud.gov.uk](http://www.stroud.gov.uk)

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

1234-1234

999999



Dear (title) {surname} February 2019

**YOUR VIEWS COUNT**

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

To help gauge the effectiveness of your levels of satisfaction with current service delivery, ARP Research (an independent company) are carrying out the enclosed survey on our behalf. Completion of this survey is optional and Stroud District Council will not be able to identify the answers from any individual person or address.

We will publish the survey results on our Stroud District Council website, Tenants Facebook Page and Keynotes newsletter as well as bring the survey findings to tenant groups. This information will be used to help us improve services, and increase satisfaction levels over time.


Your answers will be treated in the strictest confidence and used for consultation purposes only. This is a regulatory duty as set out in the Tenant Involvement and Empowerment Standard and is normally carried out every two to three years. The privacy policy overleaf explains why we collect information, and how that information may be used, kept safe and confidential.

You can return your completed questionnaire to ARP Research, at no cost to yourself, by using the pre-paid envelope enclosed. Alternatively, you can complete the survey online by visiting [www.arp surveys.co.uk/stroud](http://www.arp surveys.co.uk/stroud) quoting your personal code: **9999AC**. Please return your completed questionnaire as soon as possible by Tuesday 5 March 2019.

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.

To show our appreciation of your help we have included an option in the survey to permit us to enter your completed questionnaire into a **Free Prize Draw with a prize of £100 shopping vouchers**. I do hope you will take part.

Yours sincerely  
Kevin Topping  
Head of Housing Services, Stroud District Council



## Privacy statement - Tenant survey

**What is the basis for us to process your data?**

We will only process your information with your consent. If you can choose not to participate in this survey this will not affect our services to you. By completing and returning the questionnaire you are giving your consent for us to process and analyse your views.

**What information are we collecting?**

The purpose of this survey is to seek your views on the services we provide to you and your household. It is anonymous unless you specifically request information about advice/support and tenant involvement activity.

The categories of personal information we collect are: 1) opinions of the household; 2) names of those who, with their consent, indicate they want more information about advice/support and tenant involvement opportunities.

**Why we are collecting information**

Your views help us to understand how we can provide future services where tenants' satisfaction levels indicate that improvements are needed.

**How will we use the information we hold about you?**

On Stroud District Council's behalf, ARP Research will analyse the information you provide to help us assess your satisfaction with SDC as a landlord. Your opinions will help us to make improvements and inform us of the best ways to deliver them. Your information will also be entered into a prize draw, if you give consent by opting in.

All of the information you provide to ARP Research and Stroud District Council will be treated as confidential and will only be used for research purposes or provision of information where consent is given. Comments will not be linked to individuals, instead they will be combined with those gathered from other survey participants, and analysed as part of a group. We do not use any of the information you provide for direct marketing or other non-research activities.

**Who we will share your information with**

The information you provide will be processed initially by ARP Research who are conducting the survey on behalf of Stroud District Council. The survey responses will be anonymised before being sent to Stroud District Council. For details on how ARP Research will handle your data, please refer to their Privacy Notice by visiting [www.arp surveys.co.uk/privacy](http://www.arp surveys.co.uk/privacy)

**How long do we keep your records?**

All information will be held securely and will be securely destroyed within one month of the results of the survey being received by Stroud District Council and the prize draw taking place. Where tenants have requested further information we will keep their information for three months.

**For further information:**

For further information regarding your rights under Data Protection law, please see sections 1 -10 of the Council's General Privacy Notice on SDC's website; <https://www.stroud.gov.uk/council-and-democracy/about-the-council/access-to-information/privacy-and-cookie-policy/privacy-notice>



## Customer Satisfaction Survey 2019

This survey is very important to us, and is your chance to tell us what you think about your home and the services that we provide as your landlord.

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential; it will be used to look at the overall trends in customer satisfaction.

If you'd prefer to complete the survey online, please visit [www.arpsurveys.co.uk/stroud](http://www.arpsurveys.co.uk/stroud) and login using your personal code: **9999CA**

Return by **Tuesday 5 March 2019**

**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"/>

Please tell us why you gave this answer, and what we could do to make it better?

write in

**2** Of the following, which do you consider to be the five most important? write in

Please rate your top five choices below in importance, **1** being the most important and **5** being the least important.

<input type="checkbox"/> Keeping tenants informed	<input type="checkbox"/> Neighbourhood as a place to live
<input type="checkbox"/> Overall quality of your home	<input type="checkbox"/> Advice and support regarding rent
<input type="checkbox"/> Taking tenants' views into account	<input type="checkbox"/> Advice and support regarding welfare changes
<input type="checkbox"/> Repairs and maintenance	<input type="checkbox"/> Advice and support for your family
<input type="checkbox"/> Dealing with anti-social behaviour	

Prize Draw!

Complete and return this for your chance to win:

**£100** in shopping vouchers

## Your home

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. The overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Cleaning of internal communal areas (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Cleaning of external communal areas (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The pet policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Repairs and maintenance

**4** How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. 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. Your gas servicing arrangements (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5** Have we completed any repairs to your home in the last 12 months?

Yes **go to Q6 ↓**       No **go to Q14 →**

**6** Thinking of your **last repair**, how did you report it?

tick one only

Phone  
 Email  
 Text  
 Other (write in)

**7** How easy was it to report the repair?

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p2

**8** Thinking about when you reported the repair, how satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. How the request was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Capability of the person dealing with your request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9** Was an appointment made for your last repair?

Yes **go to Q10 ↓**  
 No **go to Q12 ↶**  
 Don't know **go to Q12 ↷**

**10** Thinking about this appointment:

	Yes	No	Don't know
a. Was the contractor able to accommodate your preferred appointment time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Was the appointment kept?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11** How were you made aware of the details of the repairs appointment that was made?

tick one only

<input type="checkbox"/> By letter	<input type="checkbox"/> Visit to your home
<input type="checkbox"/> Telephone call	<input type="checkbox"/> SMS text messaging
<input type="checkbox"/> By email	<input type="checkbox"/> Other (write in) <input type="text"/>
<input type="checkbox"/> Visit to the office	

**12** Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Standard of workmanship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Time taken to complete the repair once work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Appearance of the workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Attitude of the workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Information you were given on progress of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Respect with which your home was treated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall service that you received on this repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p3

**13** Thinking about the **last** repair completed, did the contractor show proof of identity?

Yes     No     Don't know

**14** Please tell us how you think we can make the repairs and maintenance service better:

write in

## Your neighbourhood

**15** How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. With the overall appearance of your estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. With 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"/>
c. With the general condition of the estate/ neighbourhood where you live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17** What changes could the Council make to your neighbourhood to make it better for you and your community?

write in

p4

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

	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
a. Rubbish or litter	<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 and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 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"/>
k. Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**19** In the last three years, would you say your estate has improved or declined?

Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us why:  write in

**20** Are there any positive things about your estate/ neighbourhood you would like to tell us about?  write in

## Anti-social behaviour

**21** Have you experienced any anti-social behaviour in the last 12 months?

Yes **go to Q22** →

No **go to Q27** →

p5

**22** Have you **reported** any anti-social behaviour to us in the last 12 months?

Yes **go to Q23** ↷

No **see below** ↓

If no, what prevented you from reporting the ASB incident:  write in

**go to Q27** →

**23** When you last reported anti-social behaviour, was getting hold of the right person easy or difficult?

Easy	Difficult	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**24** When you last reported anti-social behaviour, did you find us helpful or unhelpful?

Helpful	Unhelpful	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**25** When reporting anti-social behaviour, were we?

Able to deal with	Unable to deal	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**26** How satisfied or dissatisfied were you with how we handled your **last** complaint of anti-social behaviour:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Advice provided by us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Support provided by us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Being kept informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Speed with which your complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Our response overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Contact and communication

**27** Have you contacted us in the last 12 months?

Yes **go to Q28** ↓  No **go to Q36** →

**28** How did you **last** contact us?  
tick one only

<input type="checkbox"/> By telephone	<input type="checkbox"/> Via Facebook
<input type="checkbox"/> In person at the office	<input type="checkbox"/> Via Tenants Online
<input type="checkbox"/> By letter	<input type="checkbox"/> Via Webform
<input type="checkbox"/> By email	<input type="checkbox"/> Don't know/ can't remember
<input type="checkbox"/> Staff visit to your home	<input type="checkbox"/> Other (write in) <input type="text"/>

**29** What did you **last** contact us about?  
tick one only

<input type="checkbox"/> Repairs	<input type="checkbox"/> Resident involvement
<input type="checkbox"/> Rent/ service charges/ housing benefit	<input type="checkbox"/> Neighbours/ neighbourhood issues
<input type="checkbox"/> Transfer/ exchange	<input type="checkbox"/> Welfare reform changes
<input type="checkbox"/> Anti-social behaviour	<input type="checkbox"/> Don't know/ can't remember
<input type="checkbox"/> Garden/ communal areas	<input type="checkbox"/> Other (write in) <input type="text"/>

**30** When you last had contact, was getting hold of the right person easy or difficult?

Easy	Difficult	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**31** Did you find us helpful or unhelpful?

Helpful	Unhelpful	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**32** When you last had contact, were we?

Able to deal with your problem	Unable to deal with your problem	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**33** Did we answer your query within 10 working days (in accordance with our customer service standard)?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**34** Did we explain the final outcome of your query fully?

Yes  No

**35** Were you satisfied with the final outcome?

Yes **go to Q36** ↷  No **see below** ↓  Neither **go to Q36** ↷

If no, how can we improve:  write in

**36** How would you prefer us to communicate with you about issues that may affect you? Please rate your top **three** choices below in importance, **1** being the most important and **3** being the least important.

<input type="checkbox"/> By letter	<input type="checkbox"/> Mobile app(s) <input type="text"/>
<input type="checkbox"/> Telephone call	<input type="checkbox"/> Facebook
<input type="checkbox"/> By email	<input type="checkbox"/> Twitter
<input type="checkbox"/> Via Webform	<input type="checkbox"/> Keynotes (tenant newspaper)
<input type="checkbox"/> Via Tenants Online	<input type="checkbox"/> Council Housing Committee webcast
<input type="checkbox"/> Visit to the office	<input type="checkbox"/> Resident's groups/ forums
<input type="checkbox"/> Visit to your home by staff	<input type="checkbox"/> Online survey
<input type="checkbox"/> SMS text messaging	<input type="checkbox"/> Other (write in) <input type="text"/>

**37** Do you access the internet (websites, email, Facebook, Twitter etc.) in any of the following ways?  
tick all that apply

<input type="checkbox"/> Using a home computer or laptop
<input type="checkbox"/> Using a smartphone (e.g. iPhone)
<input type="checkbox"/> Using a tablet (e.g. iPad)
<input type="checkbox"/> Using a smart TV, set-top box or console
<input type="checkbox"/> At work
<input type="checkbox"/> At a public site (e.g. library)
<input type="checkbox"/> I do not access the internet

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## Information and tenant involvement

- 38** How good or poor do you feel we are at keeping you informed about things that might affect you as a tenant?
- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very good                | Fairly good              | Neither                  | Fairly poor              | Very poor                |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 39** Do you read Keynotes (tenant newspaper)?
- Yes **go to Q40 ↓**
- No **go to Q42 ↘**
- I have never received a copy **go to Q42 ↘**
- 40** To what extent do you value the Keynotes newspaper?
- |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| I value it a lot         | I value it a little      | I don't value it at all  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 41** What do you think is good or bad about Keynotes and what type of article do you want more of? write in
- 
- 42** Would you prefer to have the Keynotes newspaper on paper or electronically?
- |                          |                          |
|--------------------------|--------------------------|
| Paper version            | Electronic version       |
| <input type="checkbox"/> | <input type="checkbox"/> |
- 43** How satisfied or dissatisfied are you that we:
- |   |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|   | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
| a. Listen to your views and act upon them                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Give you the opportunity to make your views known about our services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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- 44** There are new opportunities to get involved with helping to improve services. Would you like to know more?
- Yes  No
- By ticking yes you give your consent for Stroud DC to know who you are for this question only

## Advice and support

- 45** How satisfied or dissatisfied are you with the following services provided by us:
- |   |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|   | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        | No opinion               |
| a. Advice on rent payments                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Support provided to new tenants        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Support provided to you                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. How enquiries are dealt with generally | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 46** Have you required advice and support about welfare benefits or rent debt in the last 12 months? tick all that apply
- Yes - welfare benefits **go to Q47 ↓**
- Yes - rent debt **go to Q47 ↓**
- No **go to Q49 →**
- 47** Was the advice and support in connection with any of the following? tick all that apply
- |  |  |
|--|--|
| <input type="checkbox"/> Housing Benefit/Council Tax Support   | <input type="checkbox"/> Universal Credit  |
| <input type="checkbox"/> Bedroom Tax (spare bedroom deduction) | <input type="checkbox"/> Family Tax Credit |
| <input type="checkbox"/> Discretionary Housing (DHP) payments  | <input type="checkbox"/> Pensions          |
| <input type="checkbox"/> Benefit cap                           | <input type="checkbox"/> Rent debt         |
- 48** How satisfied or dissatisfied were you that the advice and support was informative?
- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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## Complaints

- 49** Have you made a complaint to us in the last 12 months? write in
- Please do not include repairs and anti-social behaviour notifications, unless you have formally complained to us about how we handled them.
- Yes **go to Q50 ↓**
- No **go to Q52 ↘**
- 50** How satisfied or dissatisfied were you with the following aspects of our complaints service:
- |   |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|   | Very satisfied           | Fairly satisfied         | Neither                  | Fairly dissatisfied      | Very dissatisfied        |
| a. How easy it was to make your complaint                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The information and advice provided by us                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. How well we kept you informed about the progress of your complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. The speed with which we dealt with your complaint                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The way your complaint was handled overall                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. The final outcome of your complaint                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 51** How willing would you be to make a complaint to us in the future?
- |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very willing             | Fairly willing           | Neither                  | Fairly reluctant         | Very reluctant           | No opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## You and your household

This information is optional but by answering these questions you will help us to improve the services we deliver.

- 52** Are you, or your partner or spouse, currently in part-time or full-time work?
- Yes  No

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## Further comments

- 53** 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? write in
- 
- 54** Do you wish to enter the prize draw for the chance to win **£100** in vouchers?
- Yes  No
- By ticking yes you give your consent for Stroud DC to know who you are for this question only



Please return in the enclosed freepost envelope to:

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

[www.arsurveys.co.uk/stroud](http://www.arsurveys.co.uk/stroud)



## Appendix C. Data summary

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

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

The results are weighted by age to be representative of the total population.

## Appendix C. Data summary

	Frequency	% overall	% valid
<b>Q1 Overall satisfaction with the service provided</b>			
<i>Base: 540</i>			
1: Very satisfied	183	33.9	34.3
2: Fairly satisfied	247	45.7	46.3
3: Neither	28	5.2	5.3
4: Fairly dissatisfied	45	8.3	8.4
5: Very dissatisfied	30	5.6	5.6
N/R	5	0.9	
<b>[Rank 1] Q2 Of the following, which do you consider to be the five most important?</b>			
<i>Base: 540</i>			
6: Keeping tenants informed	44	8.1	
7: Overall quality of your home	120	22.2	
8: Taking tenants' views into account	15	2.8	
9: Repairs and maintenance	91	16.9	
10: Dealing with anti-social behaviour	32	5.9	
11: Neighbourhood as a place to live	32	5.9	
12: Advice and support regarding rent	12	2.2	
13: Advice and support regarding welfare changes	5	0.9	
14: Advice and support for your family	5	0.9	
N/R	184	34.1	
<b>[Rank 2] Q2 Of the following, which do you consider to be the five most important?</b>			
<i>Base: 540</i>			
15: Keeping tenants informed	34	6.3	
16: Overall quality of your home	75	13.9	
17: Taking tenants' views into account	22	4.1	
18: Repairs and maintenance	130	24.1	
19: Dealing with anti-social behaviour	39	7.2	
20: Neighbourhood as a place to live	30	5.6	
21: Advice and support regarding rent	10	1.9	
22: Advice and support regarding welfare changes	3	0.6	
23: Advice and support for your family	10	1.9	
N/R	186	34.4	
<b>[Rank 3] Q2 Of the following, which do you consider to be the five most important?</b>			
<i>Base: 540</i>			
24: Keeping tenants informed	38	7.0	
25: Overall quality of your home	59	10.9	
26: Taking tenants' views into account	49	9.1	
27: Repairs and maintenance	57	10.6	
28: Dealing with anti-social behaviour	55	10.2	
29: Neighbourhood as a place to live	62	11.5	
30: Advice and support regarding rent	20	3.7	
31: Advice and support regarding welfare changes	7	1.3	
32: Advice and support for your family	3	0.6	
N/R	190	35.2	
<b>[Rank 4] Q2 Of the following, which do you consider to be the five most important?</b>			
<i>Base: 540</i>			
33: Keeping tenants informed	54	10.0	
34: Overall quality of your home	34	6.3	
35: Taking tenants' views into account	51	9.4	
36: Repairs and maintenance	43	8.0	

## Appendix C. Data summary

	Frequency	% overall	% valid
37: Dealing with anti-social behaviour	61	11.3	
38: Neighbourhood as a place to live	58	10.7	
39: Advice and support regarding rent	28	5.2	
40: Advice and support regarding welfare changes	10	1.9	
41: Advice and support for your family	7	1.3	
N/R	194	35.9	

### [Rank 5] Q2 Of the following, which do you consider to be the five most important? *Base: 540*

42: Keeping tenants informed	77	14.3	
43: Overall quality of your home	22	4.1	
44: Taking tenants' views into account	62	11.5	
45: Repairs and maintenance	18	3.3	
46: Dealing with anti-social behaviour	34	6.3	
47: Neighbourhood as a place to live	48	8.9	
48: Advice and support regarding rent	32	5.9	
49: Advice and support regarding welfare changes	22	4.1	
50: Advice and support for your family	25	4.6	
N/R	200	37.0	

### Q3a The overall quality of your home

*Base: 540*

51: Very satisfied	160	29.6	30.1
52: Fairly satisfied	268	49.6	50.4
53: Neither	33	6.1	6.2
54: Fairly dissatisfied	49	9.1	9.2
55: Very dissatisfied	22	4.1	4.1
56: Not applicable	2	0.4	
N/R	7	1.3	

### Q3b Cleaning of internal communal areas

*Base: 540*

57: Very satisfied	26	4.8	18.6
58: Fairly satisfied	38	7.0	27.1
59: Neither	23	4.3	16.4
60: Fairly dissatisfied	22	4.1	15.7
61: Very dissatisfied	31	5.7	22.1
62: Not applicable	259	48.0	
N/R	142	26.3	

### Q3c Cleaning of external communal areas

*Base: 540*

63: Very satisfied	26	4.8	15.9
64: Fairly satisfied	43	8.0	26.2
65: Neither	28	5.2	17.1
66: Fairly dissatisfied	28	5.2	17.1
67: Very dissatisfied	39	7.2	23.8
68: Not applicable	232	43.0	
N/R	145	26.9	

### Q3d The pet policy

*Base: 540*

69: Very satisfied	175	32.4	46.4
70: Fairly satisfied	113	20.9	30.0
71: Neither	66	12.2	17.5
72: Fairly dissatisfied	11	2.0	2.9



## Appendix C. Data summary

	Frequency	% overall	% valid
73: Very dissatisfied	12	2.2	3.2
74: Not applicable	89	16.5	
N/R	74	13.7	
<b>Q4a The way we generally deal with repairs and maintenance</b>		<b>Base: 540</b>	
75: Very satisfied	160	29.6	30.2
76: Fairly satisfied	213	39.4	40.2
77: Neither	32	5.9	6.0
78: Fairly dissatisfied	66	12.2	12.5
79: Very dissatisfied	59	10.9	11.1
80: Not applicable	3	0.6	
N/R	6	1.1	
<b>Q4b Your gas servicing arrangements</b>		<b>Base: 540</b>	
81: Very satisfied	215	39.8	53.1
82: Fairly satisfied	136	25.2	33.6
83: Neither	29	5.4	7.2
84: Fairly dissatisfied	20	3.7	4.9
85: Very dissatisfied	5	0.9	1.2
86: Not applicable	86	15.9	
N/R	50	9.3	
<b>Q5 Had a repair in the last 12 months</b>		<b>Base: 540</b>	
87: Yes	369	68.3	
88: No	161	29.8	
N/R	9	1.7	
<b>Q6 Method of reporting last repair</b>		<b>Base: 369</b>	
89: Phone	309	57.2	83.7
90: Email	27	5.0	7.3
91: Text	1	0.2	0.3
92: Other	15	2.8	4.1
N/R	187	34.6	4.3
<b>Q7 Ease of reporting last repair</b>		<b>Base: 369</b>	
93: Very easy	190	35.2	51.8
94: Fairly easy	141	26.1	38.4
95: Neither	10	1.9	2.7
96: Fairly difficult	19	3.5	5.2
97: Very difficult	7	1.3	1.9
N/R	172	31.9	0.3
<b>Q8a How the request was dealt with</b>		<b>Base: 369</b>	
98: Very satisfied	167	30.9	46.1
99: Fairly satisfied	127	23.5	35.1
100: Neither	14	2.6	3.9
101: Fairly dissatisfied	25	4.6	6.9
102: Very dissatisfied	29	5.4	8.0
103: No opinion	2	0.4	
N/R	175	32.4	1.1

## Appendix C. Data summary

	Frequency	% overall	% valid
<b>Q8b Capability of person dealing with it</b>			
<i>Base: 369</i>			
104: Very satisfied	178	33.0	50.6
105: Fairly satisfied	121	22.4	34.4
106: Neither	20	3.7	5.7
107: Fairly dissatisfied	13	2.4	3.7
108: Very dissatisfied	20	3.7	5.7
109: No opinion	1	0.2	
N/R	187	34.6	4.3
<b>Q9 Was an appointment made</b>			
<i>Base: 369</i>			
110: Yes	316	58.5	85.6
111: No	36	6.7	9.8
112: Don't know	9	1.7	2.4
N/R	178	33.0	1.9
<b>Q10a Contractor able to get preferred time</b>			
<i>Base: 316</i>			
113: Yes	269	49.8	85.1
114: No	34	6.3	10.8
115: Don't know	8	1.5	2.5
N/R	229	42.4	1.6
<b>Q10b Was the appointment kept</b>			
<i>Base: 316</i>			
116: Yes	263	48.7	83.2
117: No	32	5.9	10.1
118: Don't know	2	0.4	0.6
N/R	243	45.0	6.0
<b>Q11 Method made aware of appointment</b>			
<i>Base: 316</i>			
119: By letter	56	10.4	17.7
120: Telephone call	181	33.5	57.3
121: By email	6	1.1	1.9
122: Visit to the office	0	0.0	0.0
123: Visit to your home	13	2.4	4.1
124: SMS text message	23	4.3	7.3
125: Other	3	0.6	0.9
N/R	257	47.6	10.4
<b>Q12a Standard of workmanship</b>			
<i>Base: 369</i>			
126: Very satisfied	191	35.4	53.5
127: Fairly satisfied	128	23.7	35.9
128: Neither	11	2.0	3.1
129: Fairly dissatisfied	10	1.9	2.8
130: Very dissatisfied	17	3.1	4.8
N/R	183	33.9	3.3
<b>Q12b Time take to complete work</b>			
<i>Base: 369</i>			
131: Very satisfied	192	35.6	54.9
132: Fairly satisfied	100	18.5	28.6
133: Neither	9	1.7	2.6
134: Fairly dissatisfied	15	2.8	4.3

## Appendix C. Data summary

	Frequency	% overall	% valid
135: Very dissatisfied	34	6.3	9.7
N/R	191	35.4	5.4
<b>Q12c Appearance of the workers</b>	<b>Base: 369</b>		
136: Very satisfied	210	38.9	60.3
137: Fairly satisfied	113	20.9	32.5
138: Neither	19	3.5	5.5
139: Fairly dissatisfied	3	0.6	0.9
140: Very dissatisfied	3	0.6	0.9
N/R	192	35.6	5.7
<b>Q12d Attitude of workers</b>	<b>Base: 369</b>		
141: Very satisfied	218	40.4	62.5
142: Fairly satisfied	103	19.1	29.5
143: Neither	19	3.5	5.4
144: Fairly dissatisfied	4	0.7	1.1
145: Very dissatisfied	5	0.9	1.4
N/R	191	35.4	5.4
<b>Q12e Info given on progress of work</b>	<b>Base: 369</b>		
146: Very satisfied	179	33.1	51.7
147: Fairly satisfied	101	18.7	29.2
148: Neither	25	4.6	7.2
149: Fairly dissatisfied	22	4.1	6.4
150: Very dissatisfied	19	3.5	5.5
N/R	196	36.3	6.8
<b>Q12f Respect home was treated</b>	<b>Base: 369</b>		
151: Very satisfied	218	40.4	62.6
152: Fairly satisfied	98	18.1	28.2
153: Neither	10	1.9	2.9
154: Fairly dissatisfied	15	2.8	4.3
155: Very dissatisfied	7	1.3	2
N/R	192	35.6	5.7
<b>Q12g Overall service received for last repair</b>	<b>Base: 369</b>		
156: Very satisfied	194	35.9	55.3
157: Fairly satisfied	94	17.4	26.8
158: Neither	15	2.8	4.3
159: Fairly dissatisfied	22	4.1	6.3
160: Very dissatisfied	26	4.8	7.4
N/R	188	34.8	4.6
<b>Q13 Show proof of identity</b>	<b>Base: 369</b>		
161: Yes	246	45.6	66.7
162: No	71	13.1	19.2
163: Don't know	39	7.2	10.6
N/R	183	33.9	3.3
<b>Q15 Neighbourhood as a place to live</b>	<b>Base: 540</b>		

## Appendix C. Data summary

	Frequency	% overall	% valid
164: Very satisfied	212	39.3	39.7
165: Fairly satisfied	232	43.0	43.4
166: Neither	31	5.7	5.8
167: Fairly dissatisfied	44	8.1	8.2
168: Very dissatisfied	15	2.8	2.8

N/R

6

1.1

### Q16a With the overall appearance of your estate

Base: 540

169: Very satisfied	125	23.1	24.0
170: Fairly satisfied	250	46.3	48.0
171: Neither	42	7.8	8.1
172: Fairly dissatisfied	72	13.3	13.8
173: Very dissatisfied	32	5.9	6.1
174: No opinion	9	1.7	

N/R

11

2.0

### Q16b With the grounds maintenance in your area

Base: 540

175: Very satisfied	144	26.7	30.2
176: Fairly satisfied	179	33.1	37.5
177: Neither	71	13.1	14.9
178: Fairly dissatisfied	56	10.4	11.7
179: Very dissatisfied	27	5.0	5.7
180: No opinion	36	6.7	

N/R

27

5.0

### Q16c With the general condition of the estate

Base: 540

181: Very satisfied	126	23.3	24.2
182: Fairly satisfied	236	43.7	45.3
183: Neither	49	9.1	9.4
184: Fairly dissatisfied	76	14.1	14.6
185: Very dissatisfied	34	6.3	6.5
186: No opinion	7	1.3	

N/R

12

2.2

### Q18a Rubbish or litter

Base: 540

187: Very big problem	73	13.5	14.6
188: Fairly big problem	105	19.4	21.0
189: Not a very big problem	191	35.4	38.3
190: Not a problem at all	130	24.1	26.1

N/R

42

7.8

### Q18b Noisy neighbours

Base: 540

191: Very big problem	43	8.0	8.7
192: Fairly big problem	63	11.7	12.8
193: Not a very big problem	162	30.0	32.9
194: Not a problem at all	224	41.5	45.5

N/R

48

8.9

### Q18c Dog fouling / dog mess

Base: 540

195: Very big problem	103	19.1	20.7
196: Fairly big problem	118	21.9	23.7

## Appendix C. Data summary

	Frequency	% overall	% valid
197: Not a very big problem	165	30.6	33.2
198: Not a problem at all	111	20.6	22.3
N/R	43	8.0	
<b>Q18d Other problems with pets and animals</b>	<b>Base: 540</b>		
199: Very big problem	25	4.6	5.2
200: Fairly big problem	31	5.7	6.4
201: Not a very big problem	180	33.3	37.3
202: Not a problem at all	246	45.6	51.0
N/R	58	10.7	
<b>Q18e Harassment</b>	<b>Base: 540</b>		
203: Very big problem	15	2.8	3.1
204: Fairly big problem	21	3.9	4.4
205: Not a very big problem	110	20.4	23.1
206: Not a problem at all	331	61.3	69.4
N/R	63	11.7	
<b>Q18f Drunk or rowdy behaviour</b>	<b>Base: 540</b>		
207: Very big problem	23	4.3	4.8
208: Fairly big problem	37	6.9	7.7
209: Not a very big problem	138	25.6	28.6
210: Not a problem at all	284	52.6	58.9
N/R	57	10.6	
<b>Q18g Vandalism and graffiti</b>	<b>Base: 540</b>		
211: Very big problem	14	2.6	2.9
212: Fairly big problem	26	4.8	5.3
213: Not a very big problem	133	24.6	27.3
214: Not a problem at all	315	58.3	64.5
N/R	53	9.8	
<b>Q18h People damaging your property</b>	<b>Base: 540</b>		
215: Very big problem	23	4.3	4.7
216: Fairly big problem	17	3.1	3.5
217: Not a very big problem	102	18.9	20.8
218: Not a problem at all	349	64.6	71.1
N/R	50	9.3	
<b>Q18i Drug use or dealing</b>	<b>Base: 540</b>		
219: Very big problem	69	12.8	13.9
220: Fairly big problem	52	9.6	10.5
221: Not a very big problem	103	19.1	20.7
222: Not a problem at all	273	50.6	54.9
N/R	42	7.8	
<b>Q18j Abandoned or burnt out vehicles</b>	<b>Base: 540</b>		
223: Very big problem	17	3.1	3.5
224: Fairly big problem	12	2.2	2.5
225: Not a very big problem	64	11.9	13.3

## Appendix C. Data summary

	Frequency	% overall	% valid
226: Not a problem at all	390	72.2	80.7
N/R	57	10.6	
<b>Q18k Other crime</b>	<i>Base: 540</i>		
227: Very big problem	16	3.0	3.4
228: Fairly big problem	27	5.0	5.7
229: Not a very big problem	114	21.1	24.2
230: Not a problem at all	315	58.3	66.7
N/R	69	12.8	
<b>Q19 Change in estate in last 3 years</b>	<i>Base: 540</i>		
231: Greatly improved	36	6.7	7.1
232: Slightly improved	67	12.4	13.2
233: Stayed the same	281	52.0	55.2
234: Slightly declined	87	16.1	17.1
235: Greatly declined	38	7.0	7.5
N/R	31	5.7	
<b>Q21 Experienced any ASB in the last 12 months</b>	<i>Base: 540</i>		
236: Yes	108	20.0	
237: No	415	76.9	
N/R	17	3.1	
<b>Q22 Reported any ASB to us in the last 12 months</b>	<i>Base: 108</i>		
238: Yes	58	10.7	53.7
239: No	48	8.9	44.4
N/R	435	80.6	2.8
<b>Q23 Ease of contacting the right person</b>	<i>Base: 58</i>		
240: Easy	26	4.8	44.8
241: Difficult	19	3.5	32.8
242: Neither	13	2.4	22.4
N/R	482	89.3	0.0
<b>Q24 Helpfulness of staff when reporting ASB</b>	<i>Base: 58</i>		
243: Helpful	17	3.1	29.3
244: Unhelpful	30	5.6	51.7
245: Neither	10	1.9	17.2
N/R	483	89.4	1.7
<b>Q25 When reporting ASB, were we</b>	<i>Base: 58</i>		
246: Able to deal with your problem	12	2.2	20.7
247: Unable to deal with your problem	19	3.5	32.8
248: Neither	25	4.6	43.1
N/R	485	89.8	5.2
<b>Q26a Advice provided to us</b>	<i>Base: 58</i>		
249: Very satisfied	5	0.9	9.3
250: Fairly satisfied	12	2.2	22.2

## Appendix C. Data summary

	Frequency	% overall	% valid
251: Neither	11	2.0	20.4
252: Fairly dissatisfied	10	1.9	18.5
253: Very dissatisfied	16	3.0	29.6
254: No opinion	1	0.2	
N/R	484	89.6	3.4
<b>Q26b Support provided by us</b>		<b>Base: 58</b>	
255: Very satisfied	6	1.1	11.8
256: Fairly satisfied	6	1.1	11.8
257: Neither	8	1.5	15.7
258: Fairly dissatisfied	12	2.2	23.5
259: Very dissatisfied	19	3.5	37.3
260: No opinion	1	0.2	
N/R	488	90.4	10.3
<b>Q26c Being kept informed</b>		<b>Base: 58</b>	
261: Very satisfied	3	0.6	6.1
262: Fairly satisfied	7	1.3	14.3
263: Neither	13	2.4	26.5
264: Fairly dissatisfied	9	1.7	18.4
265: Very dissatisfied	17	3.1	34.7
266: No opinion	3	0.6	
N/R	488	90.4	10.3
<b>Q26d Speed with which your complaint was dealt with</b>		<b>Base: 58</b>	
267: Very satisfied	6	1.1	11.5
268: Fairly satisfied	5	0.9	9.6
269: Neither	13	2.4	25.0
270: Fairly dissatisfied	8	1.5	15.4
271: Very dissatisfied	20	3.7	38.5
272: No opinion	1	0.2	
N/R	486	90.0	6.9
<b>Q26e Our response overall</b>		<b>Base: 58</b>	
273: Very satisfied	5	0.9	9.6
274: Fairly satisfied	7	1.3	13.5
275: Neither	9	1.7	17.3
276: Fairly dissatisfied	6	1.1	11.5
277: Very dissatisfied	25	4.6	48.1
278: No opinion	1	0.2	
N/R	488	90.4	10.3
<b>Q26f The final outcome of your complaint</b>		<b>Base: 58</b>	
279: Very satisfied	3	0.6	6.3
280: Fairly satisfied	4	0.7	8.3
281: Neither	9	1.7	18.8
282: Fairly dissatisfied	9	1.7	18.8
283: Very dissatisfied	23	4.3	47.9
284: No opinion	3	0.6	
N/R	488	90.4	10.3

## Appendix C. Data summary

	Frequency	% overall	% valid
<b>Q27 Have you contacted us in the last 12 months</b>			
<i>Base: 540</i>			
285: Yes	425	78.7	
286: No	112	20.7	
N/R	3	0.6	
<b>Q28 How did you last contact us</b>			
<i>Base: 425</i>			
287: By telephone	321	59.4	75.5
288: In person at the office	13	2.4	3.1
289: By letter	6	1.1	1.4
290: By email	36	6.7	8.5
291: Staff visit to your home	2	0.4	0.5
292: Via Facebook	1	0.2	0.2
293: Via Tenants Online	0	0.0	0.0
294: Via Webform	1	0.2	0.2
295: Don't know/ can't remember	2	0.4	0.5
296: Other	1	0.2	0.2
N/R	157	29.1	9.9
<b>Q29 What did you last contact us about</b>			
<i>Base: 425</i>			
297: Repairs	268	49.6	63.1
298: Rent/ Service charges, benefits	44	8.1	10.4
299: Transfer/ exchange	4	0.7	0.9
300: ASB	6	1.1	1.4
301: Garden/ communal areas	10	1.9	2.4
302: Resident involvement	1	0.2	0.2
303: Neighbours/ neighbourhood issues	11	2.0	2.6
304: Welfare reform changes	0	0.0	0.0
305: Don't know/ can't remember	4	0.7	0.9
306: Other	26	4.8	6.1
N/R	166	30.7	12.0
<b>Q30 Ease of contacting the right person</b>			
<i>Base: 425</i>			
307: Easy	281	52.0	66.7
308: Difficult	78	14.4	18.5
309: Neither	62	11.5	14.7
N/R	118	21.9	0.7
<b>Q31 Did you find us helpful or unhelpful</b>			
<i>Base: 425</i>			
310: Helpful	306	56.7	72.7
311: Unhelpful	58	10.7	13.8
312: Neither	57	10.6	13.5
N/R	119	22.0	0.9
<b>Q32 When you last had contact, were we</b>			
<i>Base: 425</i>			
313: Able to deal with your problem	298	55.2	72.0
314: Unable to deal with your problem	59	10.9	14.3
315: Neither	57	10.6	13.8
N/R	126	23.3	2.6
<b>Q33 Did we answer your query within 10 working days</b>			
<i>Base: 425</i>			
316: Yes	296	54.8	69.6



## Appendix C. Data summary

	Frequency	% overall	% valid
317: No	72	13.3	16.9
318: Don't know	46	8.5	10.8
N/R	126	23.3	2.6

### Q34 Did we explain the final outcome of your query

Base: 425

319: Yes	264	48.9	62.1
320: No	112	20.7	26.4
N/R	164	30.4	11.5

### Q35 Were you satisfied with the final outcome

Base: 425

321: Yes	238	44.1	56.0
322: No	98	18.1	23.1
323: Neither	44	8.1	10.4
N/R	161	29.8	10.8

### [Rank 1] Q36 How would you prefer us to communicate with you about issues that may affect you?

Base: 540

324: By letter	165	30.6	
325: Telephone call	67	12.4	
326: By email	52	9.6	
327: Via Webform	0	0.0	
328: Via Tenants Online	0	0.0	
329: Visit to the office	1	0.2	
330: Visit to your home by staff	5	0.9	
331: SMS text messaging	13	2.4	
332: Mobile app(s)	1	0.2	
333: Facebook	3	0.6	
334: Twitter	0	0.0	
335: Keynotes (tenant newspaper)	4	0.7	
336: Council Housing Committee webcast	0	0.0	
337: Council Housing Committee webcast	1	0.2	
338: Resident's groups/ forums	0	0.0	
339: Online survey	0	0.0	
340: Other	0	0.0	
N/R	229	42.4	

### [Rank 2] Q36 How would you prefer us to communicate with you about issues that may affect you?

Base: 540

341: By letter	62	11.5	
342: Telephone call	85	15.7	
343: By email	45	8.3	
344: Via Webform	1	0.2	
345: Via Tenants Online	1	0.2	
346: Visit to the office	2	0.4	
347: Visit to your home by staff	9	1.7	
348: SMS text messaging	26	4.8	
349: Mobile app(s)	5	0.9	
350: Facebook	0	0.0	
351: Twitter	0	0.0	
352: Keynotes (tenant newspaper)	9	1.7	
353: Council Housing Committee webcast	0	0.0	
354: Council Housing Committee webcast	0	0.0	
355: Resident's groups/ forums	1	0.2	

## Appendix C. Data summary

	Frequency	% overall	% valid
356: Online survey	0	0.0	
357: Other	0	0.0	
N/R	295	54.6	
<b>[Rank 3] Q36 How would you prefer us to communicate with you about issues that may affect you?</b>			
<i>Base: 540</i>			
358: By letter	30	5.6	
359: Telephone call	44	8.1	
360: By email	39	7.2	
361: Via Webform	0	0.0	
362: Via Tenants Online	3	0.6	
363: Visit to the office	11	2.0	
364: Visit to your home by staff	31	5.7	
365: SMS text messaging	35	6.5	
366: Mobile app(s)	5	0.9	
367: Facebook	1	0.2	
368: Twitter	0	0.0	
369: Keynotes (tenant newspaper)	25	4.6	
370: Council Housing Committee webcast	0	0.0	
371: Council Housing Committee webcast	1	0.2	
372: Resident's groups/ forums	1	0.2	
373: Online survey	0	0.0	
374: Other	0	0.0	
N/R	313	58.0	
<b>Q37 Access the internet in any of the following ways</b>			
<i>Base: 540</i>			
375: Home computer or laptop	217	40.2	
376: Smartphone (eg iPhone)	291	53.9	
377: Tablet (eg iPad)	138	25.6	
378: Smart TV, set-top box or console	52	9.6	
379: At work	43	8.0	
380: At a public site	24	4.4	
381: I do not access the internet	139	25.7	
N/R	16	3.0	
<b>R37 Use the internet</b>			
<i>Base: 540</i>			
382: Yes	385	71.3	
383: No	139	25.7	
N/R	16	3.0	
<b>Q38 Being kept informed</b>			
<i>Base: 540</i>			
384: Very good	138	25.6	25.9
385: Fairly good	247	45.7	46.4
386: Neither	75	13.9	14.1
387: Fairly poor	52	9.6	9.8
388: Very poor	20	3.7	3.8
N/R	8	1.5	
<b>Q39 Do you read Keynotes</b>			
<i>Base: 540</i>			
389: Yes	398	73.7	
390: No	104	19.3	
391: Never had a copy	33	6.1	

## Appendix C. Data summary

	Frequency	% overall	% valid
N/R	6	1.1	
<b>Q40 Extent value Keynotes</b>		<i>Base: 398</i>	
392: I value it a lot	167	30.9	42.7
393: I value it a little	208	38.5	53.2
394: I don't value it at all	16	3.0	4.1
N/R	149	27.6	1.8
<b>R37 Value Keynotes</b>		<i>Base: 540</i>	
395: Yes	375	69.4	
396: No	16	3.0	
N/R	149	27.6	
<b>Q42 Preferred version of Keynotes</b>		<i>Base: 540</i>	
397: Paper version	407	75.4	
398: Electronic version	92	17.0	
N/R	41	7.6	
<b>Q43a Listen to your views and act upon them</b>		<i>Base: 540</i>	
399: Very satisfied	98	18.1	18.9
400: Fairly satisfied	203	37.6	39.1
401: Neither	140	25.9	27.0
402: Fairly dissatisfied	56	10.4	10.8
403: Very dissatisfied	22	4.1	4.2
N/R	21	3.9	
<b>Q43b Opportunity to make views known</b>		<i>Base: 540</i>	
404: Very satisfied	105	19.4	21.1
405: Fairly satisfied	187	34.6	37.6
406: Neither	146	27.0	29.3
407: Fairly dissatisfied	40	7.4	8.0
408: Very dissatisfied	20	3.7	4.0
N/R	41	7.6	
<b>Q44 Like to know more about getting involved</b>		<i>Base: 540</i>	
409: Yes	141	26.1	
410: No	330	61.1	
N/R	69	12.8	
<b>Q45a Advice on rent payments</b>		<i>Base: 540</i>	
411: Very satisfied	198	36.7	44.9
412: Fairly satisfied	168	31.1	38.1
413: Neither	48	8.9	10.9
414: Fairly dissatisfied	17	3.1	3.9
415: Very dissatisfied	10	1.9	2.3
416: No opinion	63	11.7	
N/R	36	6.7	
<b>Q45b Support provided to new tenants</b>		<i>Base: 540</i>	

## Appendix C. Data summary

	Frequency	% overall	% valid
417: Very satisfied	108	20.0	33.8
418: Fairly satisfied	94	17.4	29.4
419: Neither	78	14.4	24.4
420: Fairly dissatisfied	22	4.1	6.9
421: Very dissatisfied	18	3.3	5.6
422: No opinion	154	28.5	
N/R	65	12.0	
<b>Q45c Support provided to you</b>		<b>Base: 540</b>	
423: Very satisfied	135	25.0	30.6
424: Fairly satisfied	148	27.4	33.6
425: Neither	89	16.5	20.2
426: Fairly dissatisfied	37	6.9	8.4
427: Very dissatisfied	32	5.9	7.3
428: No opinion	50	9.3	
N/R	49	9.1	
<b>Q45d How enquiries are dealt with generally</b>		<b>Base: 540</b>	
429: Very satisfied	144	26.7	29.7
430: Fairly satisfied	210	38.9	43.3
431: Neither	61	11.3	12.6
432: Fairly dissatisfied	41	7.6	8.5
433: Very dissatisfied	29	5.4	6.0
434: No opinion	25	4.6	
N/R	29	5.4	
<b>Q46 Needed advice &amp; support about the following</b>		<b>Base: 540</b>	
435: Yes - welfare benefits	77	14.3	
436: Yes - rent debt	81	15.0	
437: No	391	72.4	
N/R	17	3.1	
<b>R46 Needed advice &amp; support</b>		<b>Base: 540</b>	
438: Yes	131	24.3	
439: No	391	72.4	
N/R	17	3.1	
<b>Q47 Advice/support in connection with the following</b>		<b>Base: 131</b>	
440: Housing Benefit/Council Tax Support	82	15.2	62.6
441: Bedroom Tax	15	2.8	11.5
442: Discretionary Housing (DHP) payments	7	1.3	5.3
443: Benefit cap	6	1.1	4.6
444: Universal Credit	36	6.7	27.5
445: Family Tax Credit	5	0.9	3.8
446: Pensions	2	0.4	1.5
447: Rent debt	61	11.3	46.6
N/R	410	75.9	0.8
<b>Q48 Satisfaction that the advice &amp; support was informative</b>		<b>Base: 131</b>	
448: Very satisfied	51	9.4	38.9
449: Fairly satisfied	33	6.1	25.2

## Appendix C. Data summary

	Frequency	% overall	% valid
450: Neither	20	3.7	15.3
451: Fairly dissatisfied	24	4.4	18.3
452: Very dissatisfied	3	0.6	2.3
N/R	409	75.7	0.0
<b>Q49 Made a complaint to us in the last 12 months</b>		<i>Base: 540</i>	
453: Yes	67	12.4	
454: No	458	84.8	
N/R	15	2.8	
<b>Q50a How easy it was to make your complaint</b>		<i>Base: 67</i>	
455: Very satisfied	23	4.3	34.8
456: Fairly satisfied	16	3.0	24.2
457: Neither	6	1.1	9.1
458: Fairly dissatisfied	11	2.0	16.7
459: Very dissatisfied	10	1.9	15.2
N/R	473	87.6	0.0
<b>Q50b The information and advice provided by us</b>		<i>Base: 67</i>	
460: Very satisfied	12	2.2	18.5
461: Fairly satisfied	16	3.0	24.6
462: Neither	7	1.3	10.8
463: Fairly dissatisfied	17	3.1	26.2
464: Very dissatisfied	13	2.4	20.0
N/R	475	88.0	3.0
<b>Q50c How well we kept you informed about the progress</b>		<i>Base: 67</i>	
465: Very satisfied	11	2.0	16.9
466: Fairly satisfied	14	2.6	21.5
467: Neither	4	0.7	6.2
468: Fairly dissatisfied	12	2.2	18.5
469: Very dissatisfied	24	4.4	36.9
N/R	474	87.8	1.5
<b>Q50d The speed with which we dealt with your complaint</b>		<i>Base: 67</i>	
470: Very satisfied	12	2.2	18.5
471: Fairly satisfied	13	2.4	20.0
472: Neither	3	0.6	4.6
473: Fairly dissatisfied	8	1.5	12.3
474: Very dissatisfied	29	5.4	44.6
N/R	474	87.8	1.5
<b>Q50e The way your complaint was handled overall</b>		<i>Base: 67</i>	
475: Very satisfied	10	1.9	15.4
476: Fairly satisfied	14	2.6	21.5
477: Neither	3	0.6	4.6
478: Fairly dissatisfied	12	2.2	18.5
479: Very dissatisfied	26	4.8	40.0
N/R	474	87.8	1.5

## Appendix C. Data summary

	Frequency	% overall	% valid
<b>Q50f The final outcome of your complaint</b>			
<i>Base: 67</i>			
480: Very satisfied	8	1.5	12.3
481: Fairly satisfied	15	2.8	23.1
482: Neither	8	1.5	12.3
483: Fairly dissatisfied	7	1.3	10.8
484: Very dissatisfied	27	5.0	41.5
N/R	475	88.0	3.0
<b>Q51 Willing to make a complaint to us in the future</b>			
<i>Base: 67</i>			
485: Very willing	35	6.5	54.7
486: Fairly willing	11	2.0	17.2
487: Neither	5	0.9	7.8
488: Fairly reluctant	7	1.3	10.9
489: Very reluctant	6	1.1	9.4
490: No opinion	2	0.4	
N/R	473	87.6	0.0
<b>Q52 Currently employed</b>			
<i>Base: 540</i>			
491: Yes	236	43.7	
492: No	281	52.0	
N/R	24	4.4	
<b>D101 Stock</b>			
<i>Base: 540</i>			
493: General needs	539	99.8	
494: Sheltered	0	0.0	
N/R	1	0.2	
<b>D102 NMO Patch</b>			
<i>Base: 540</i>			
495: NMO1	138	25.6	
496: NMO2	65	12.0	
497: NMO3	72	13.3	
498: NMO4	68	12.6	
499: NMO5	108	20.0	
500: NMO6	89	16.5	
N/R	1	0.2	
<b>D103 Town</b>			
<i>Base: 540</i>			
501: Berkeley	26	4.8	
502: Cambridge	0	0.0	
503: Dursley	147	27.2	
504: Gloucester	25	4.6	
505: Stonehouse	91	16.9	
506: Stroud	212	39.3	
507: Upton St Leonards	1	0.2	
508: Wotton-Under-Edge	38	7.0	
N/R	1	0.2	
<b>D104 Property Type</b>			
<i>Base: 540</i>			
509: Bungalow	127	23.5	
510: Flat	152	28.1	
511: House	259	48.0	

## Appendix C. Data summary

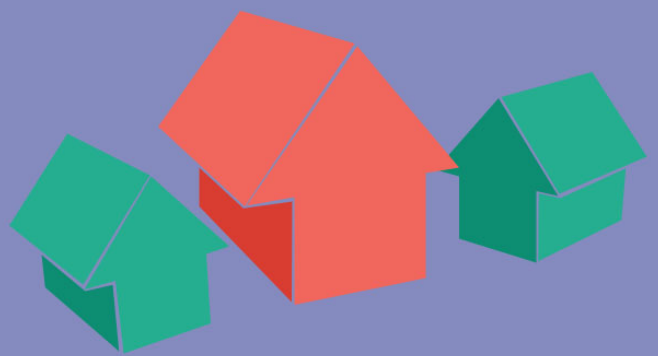
	Frequency	% overall	% valid
512: Maisonette	0	0.0	
N/R	1	0.2	
<b>D105 Property size</b>	<i>Base: 540</i>		
513: Bedsit	3	0.6	
514: One	133	24.6	
515: Two	204	37.8	
516: Three	190	35.2	
517: Four or more	9	1.7	
N/R	1	0.2	
<b>D106 Main tenant age group</b>	<i>Base: 540</i>		
518: 16 - 24 years	13	2.4	
519: 25 - 34 years	70	13.0	
520: 35 - 44 years	85	15.7	
521: 45 - 54 years	117	21.7	
522: 55 - 59 years	53	9.8	
523: 60 - 64 years	46	8.5	
524: 65 - 74 years	80	14.8	
525: 75 - 84 years	50	9.3	
526: 85 years and over	24	4.4	
N/R	1	0.2	
<b>D107 Main tenant age group [simple]</b>	<i>Base: 540</i>		
527: 16-34	83	15.4	
528: 35-49	140	25.9	
529: 50-64	161	29.8	
530: 65+	155	28.7	
N/R	1	0.2	
<b>D108 Scheme</b>	<i>Base: 540</i>		
531: Archway Gardens	0	0.0	
532: Ashcroft House	0	0.0	
533: Ashwell House	0	0.0	
534: Broadfield Road	0	0.0	
535: Burdett House	0	0.0	
536: Cambridge House	0	0.0	
537: Chapel Lane	0	0.0	
538: Concord	0	0.0	
539: Draycott	0	0.0	
540: Dryleaze Court	0	0.0	
541: Dryleaze Ct Bungalows 34-43(D/House)	0	0.0	
542: Dryleaze House	0	0.0	
543: George Pearce House	0	0.0	
544: Glebe Road/Trinity Drive	0	0.0	
545: Glebelands	0	0.0	
546: Grange View	0	0.0	
547: Grove Park Road	0	0.0	
548: Hamfallow Court	0	0.0	
549: Hazelwood	0	0.0	
550: Jenner Court	0	0.0	
551: Malvern Gardens	0	0.0	
552: Sherborne House	0	0.0	

## Appendix C. Data summary

	Frequency	% overall	% valid
553: Springfields Court	0	0.0	
554: St Nicholas Court	0	0.0	
555: The Beeches	0	0.0	
556: The Corriett	0	0.0	
557: The Long Ground	0	0.0	
558: Trinity Drive	0	0.0	
559: Vizard Close	0	0.0	
560: Walter Preston Court	0	0.0	
561: Willow Road	0	0.0	
N/R	540	0.0	
<a href="#">D109 Survey methodology</a>	<i>Base: 540</i>		
562: Postal	498	92.2	
563: Online	42	7.8	
N/R	0	0.0	



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