

**Resident Satisfaction Survey – General
Needs Tenants**

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Prepared For: Kensington Housing Trust

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Executive Summary

- Kensington Housing Trust commissioned CELLO **mruk** research, an independent market research organisation, to conduct a survey with general needs tenants to establish their satisfaction with services provided.
- A total of 608 postal surveys were returned, with an additional 217 interviews completed with residents by telephone.
- In terms of the accuracy of the survey results, if grossed up to represent the views of the total population of residents, the results are accurate to within a sampling error of $\pm 3.9\%$ at the 95% confidence limit.

The survey has collected detailed information about tenants and their views on the services they receive from Kensington Housing Trust. The information will enable Kensington Housing Trust to compare levels of satisfaction over time and help identify key issues for improvement.

Seven in ten (71%) residents expressed satisfaction with the overall services provided by Kensington Housing Trust. Levels of satisfaction have increased since 2006 when 59% were satisfied.

Respondents had high levels of satisfaction with their neighbourhood as a place to live, with three quarters satisfied (75%). There were also high levels of satisfaction with the overall quality of the home (69%) and the general condition of their property (62%) these levels of satisfaction have increased since 2006. The area in which level of satisfaction decreased is the value for money for rent, with 59% satisfied in 2009 (compared with 62% in 2006).

The three most important services to tenants were repairs and maintenance, overall quality of home and value for money for your rent. Respondents were most satisfied with advice on rent payments (66%), how enquiries are dealt with generally by KHT (59%) and support provided to vulnerable tenants (39%).

Tenants reported high levels of satisfaction with their neighbourhood as a place to live (75%). The biggest problem in the neighbourhood was rubbish or litter followed by noisy neighbours and car parking.

The number of tenants making contact has increased from 80% in 2006 to 87% in 2009. Three fifths had made contact by telephone (59%) and seven in ten respondents (70%) had contacted Kensington Housing Trust about a repair. Generally it was easy to get hold of the right person, staff were usually helpful and able to deal with the problem. These scores have all increased since the 2006 survey. Overall, 57% were satisfied with the final outcome which is an increase of 6 per cent on the 2006 score of 51%.

Seven in ten respondents (69%) were satisfied with the way that Kensington Housing Trust deals with repairs and maintenance. Levels of satisfaction have increased since 2006

when 60% were satisfied. Scores for individual aspect of the repair have increased since 2006, with the majority of those who have had a repair being satisfied with the work done.

Half of respondents are satisfied that their views are taken into account by KHT (50%), the level of residents who thought that Kensington Housing Trust kept them informed about issues that might affect them as a tenant was higher, with seven in ten (71%) stating that they were good. Respondents would prefer to be kept informed by letter, magazine / newsletter or by telephone.

In terms of enhancing customer care and access, the areas of priority for residents were offering extended appointment times for the repairs services, offering a free call number and extending the opening hours for the telephone service.

The majority of residents had not reported anti-social behaviour to Kensington Housing Trust (79%). Of the 21% who has reported ASB, a total of 46% said that it was easy to get hold of the right person and 58% that the staff members were helpful. Only four in ten (38%) of respondents stated that staff were able to deal with the problem. In terms of how their report was dealt with by their housing association residents were most satisfied with the advice provided by staff, being kept informed and support provided by staff. A third (31%) of residents were satisfied with the final outcome of their report.

Around a quarter of respondents stated that they are likely to move from their home within the next three years (27%). Of those who stated that they were likely to move, the majority stated that they would continue to rent a property from KHT.

1 Introduction

This report presents the key findings from the tenants satisfaction survey carried out with general needs tenants of Kensington Housing Trust. The survey was carried out by CELLO **mruk** research limited, an independent market research company.

The key research aims of the project were to:

- Establish tenant satisfaction with housing services;
- Identify areas where Kensington Housing Trust is performing well;
- Identify key issues and key concerns of tenants;
- Identify areas for service improvement;
- Provide data to assess performance over time.

2 Methodology

The survey took place in June and July 2009. The main survey was carried out by postal methodology with a boost survey undertaken by telephone. The telephone survey was conducted by trained interviewers. CELLO **mruk** research used its own fieldwork teams of social interviewers all trained to Interviewer Quality Control Scheme standards (IQCS) in accordance with the Market Research Society.

In terms of accuracy, the survey results, if grossed up to represent the views of all tenants of Kensington Housing Trust, are accurate overall to within a margin of error of $\pm 3.9\%$ at the 95% confidence limit, in line with the standard benchmark of $\pm 4\%$ sampling error required for housing surveys

2.1 Response

A total of 608 interviews were carried out with general needs tenants using a postal methodology, with a further 217 interviews carried out by telephone.

3 Notes to Figures

Throughout this report, the figures show the results as percentages. Base numbers are shown where appropriate. Percentages are rounded to the nearest whole number, and for this reason may not in all cases add exactly to 100.

In the figures and tables, respondents who answered 'don't know' are excluded and we have excluded those who were not eligible to respond to a particular question.

Throughout the report, each question has been analysed by the following key units of analysis.

Gender: Analysis was carried out by whether the respondent was male or female.

Age: Analysis was carried out by age of the respondent

Disability: Analysis was carried out by whether or not the respondent had a long-term illness, health problem or disability which limits their daily activities or the work they can do.

Length of tenure: Analysis was carried out by the length of time the respondent has been a tenant of Kensington Housing Trust (0-2 years, 3-5 years, 6 years and over).

Housing Benefit: Analysis was carried out by whether the respondent received housing benefit.

Ethnicity: Analysis was carried out by whether the respondent was of White or BME origin.

Property: Analysis was carried out by whether the property was in Wornington Green or other.

The key units of analysis have been noted in the text where there were significant differences.

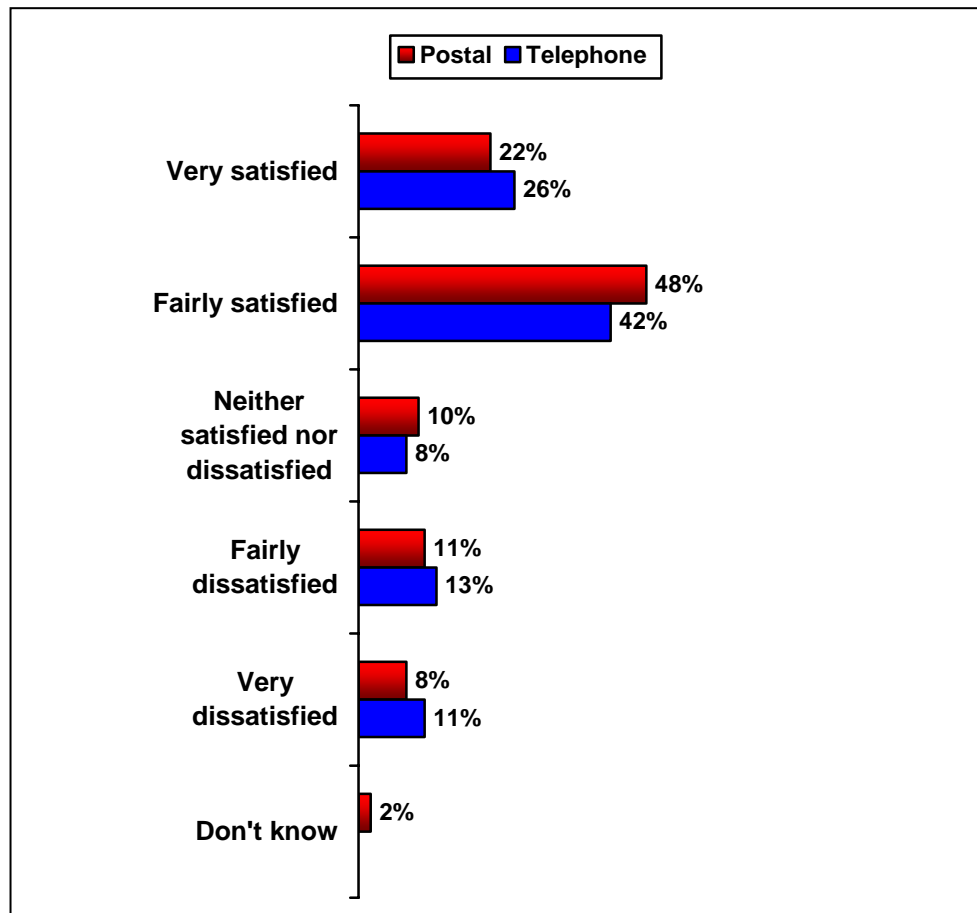
4 Performance Indicators

The results of Key Performance Indicators are used to assess housing services – namely overall tenant satisfaction with services provided, satisfaction that tenant views are being taken into account and tenant satisfaction with the way the landlord deals with repairs and maintenance. **The results include ‘don’t know’ and ‘no opinion’ responses.**

4.1 Overall satisfaction with services provided

Figure 1 shows overall tenant satisfaction with the services provided by Kensington Housing Trust.

Overall satisfaction with the services provided



Base: 608 postal respondents; 217 telephone respondents

Overall, seven in ten (70%) respondents were satisfied with the overall service provided by Kensington Housing Trust with a fifth (22%) stating they were *very* satisfied. The

percentage of respondents stating they were satisfied with the overall service has increased by 11% from 2006 when 59% expressed satisfaction (please see table below).

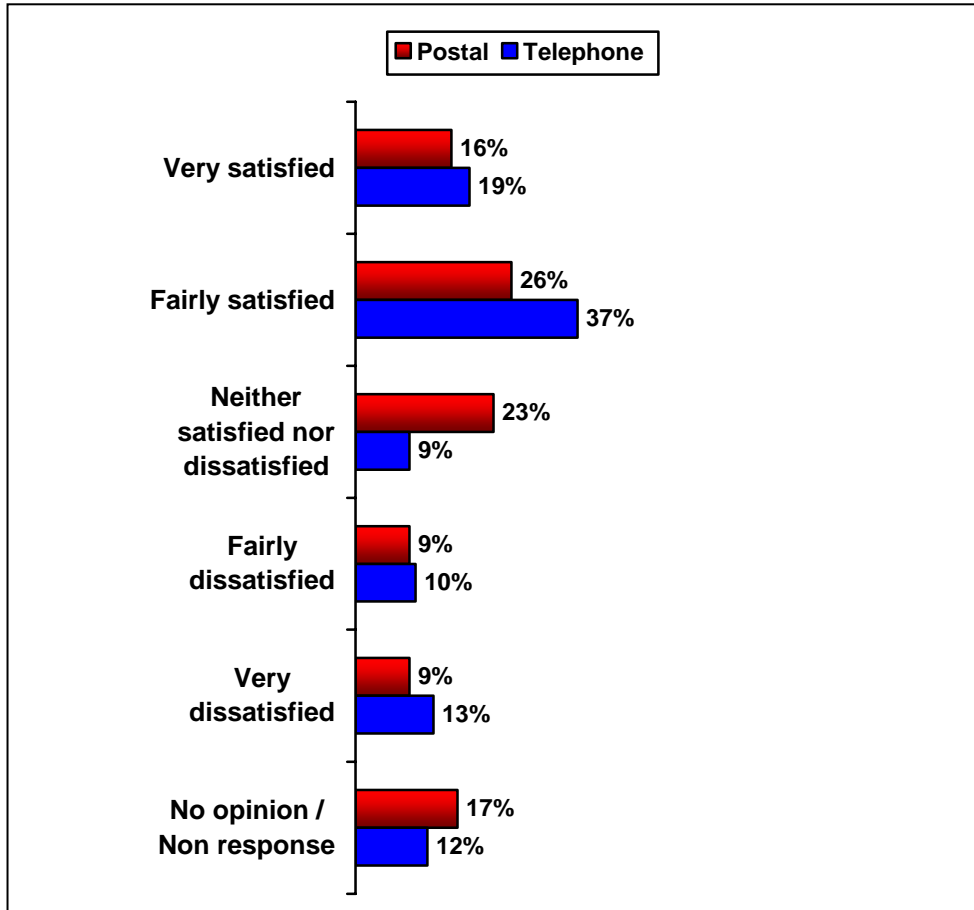
STATUS 2006 results

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
19%	40%	17%	11%	12%

4.2 Overall satisfaction that tenant views are being taken into account

Four in ten (42%) respondents were satisfied that their views were being taken into account by Kensington Housing Trust, with 16% stating they were very satisfied.

Satisfaction that tenant views are being taken into account

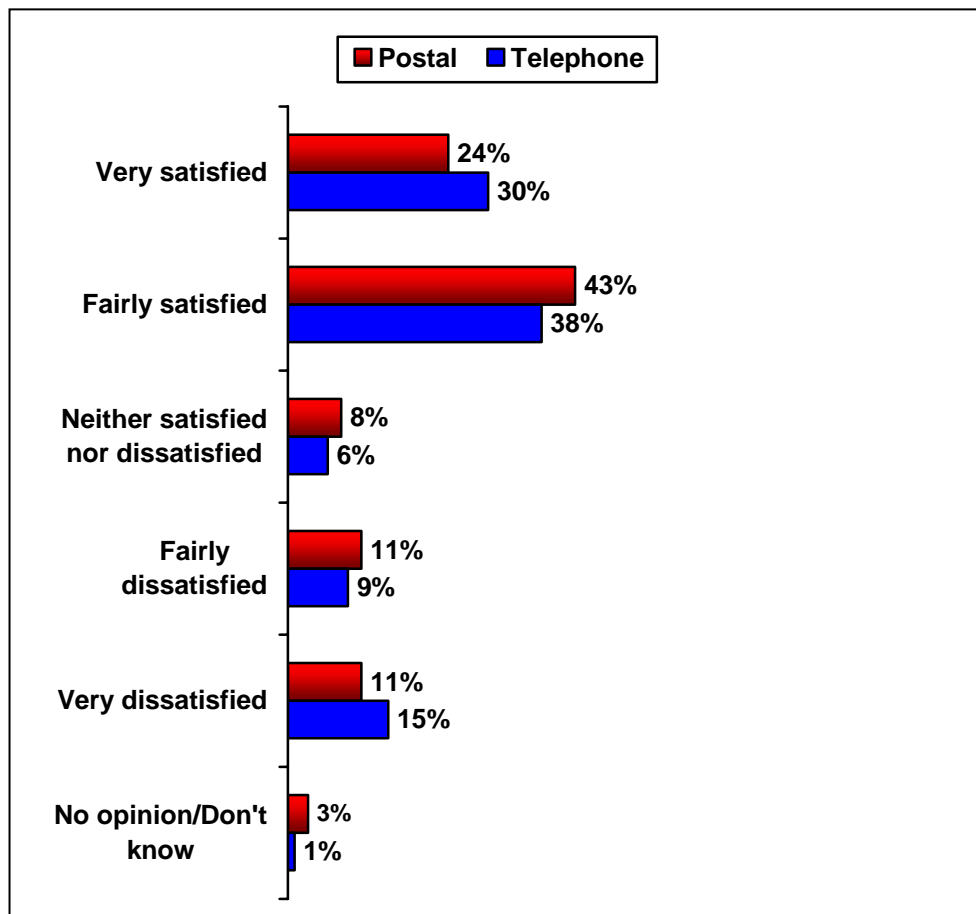


Base = 608 postal respondents; 217 telephone respondents

4.3 Overall satisfaction with the way the landlord deals with repairs and maintenance

Two thirds of respondents (67%) were satisfied with the way Kensington Housing Trust deals with repairs and maintenance with a quarter (24%) stating they were very satisfied. Two in ten respondents (22%) were dissatisfied with this aspect. The table below shows the results from the 2006 survey for this indicator. The percentage of tenants stating they were satisfied with the repairs and maintenance services has increased by 7% since 2006 when 60% were satisfied.

Overall satisfaction with the way the landlord deals with repairs and maintenance



Base: 608 postal respondents; 217 telephone respondents

STATUS 2006 results

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
21%	38%	12%	12%	15%	1%

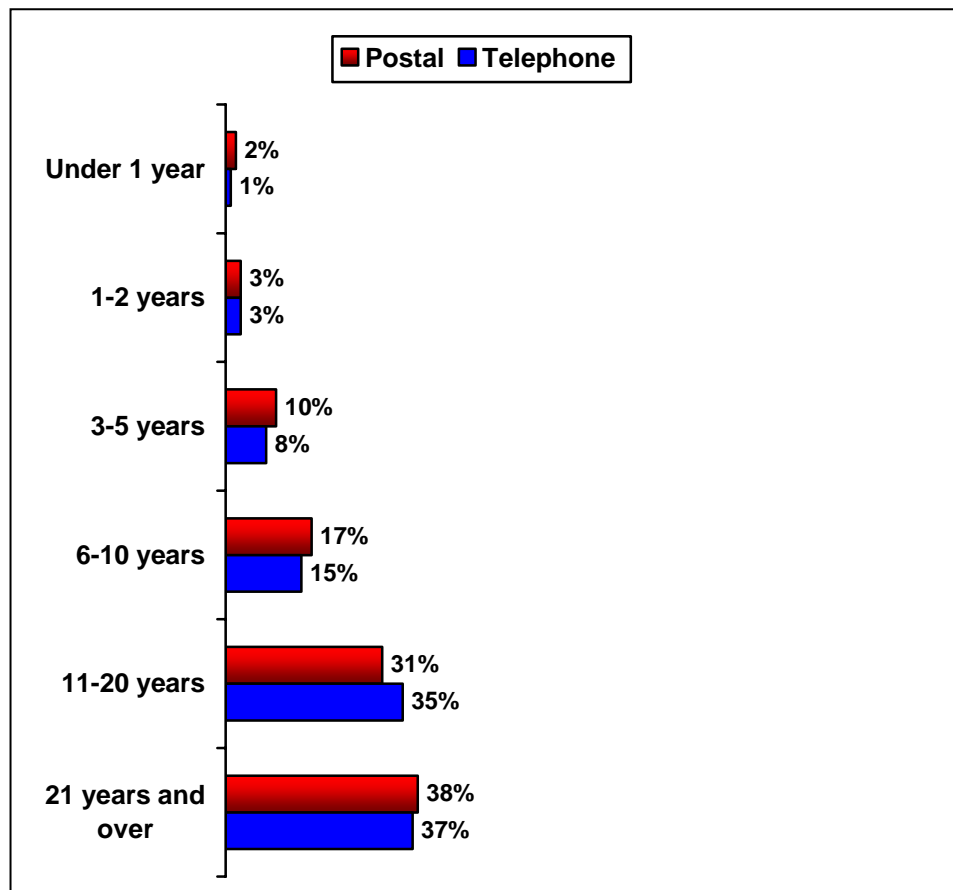
5 The Household

The results in Chapters 5-15 exclude don't know and no opinion responses and therefore may differ from the key indicator results in Chapter 4. The charts show both the results from the postal survey and in addition the results of the telephone interviews conducted with those who had not responded to the postal survey.

Commentary is based on the results and sub groups analysis from the postal survey.

The survey started by asking respondents about their household. Tenants were asked how long they had been a tenant of Kensington Housing Trust.

Length of time respondent has been a tenant of Kensington Housing Trust

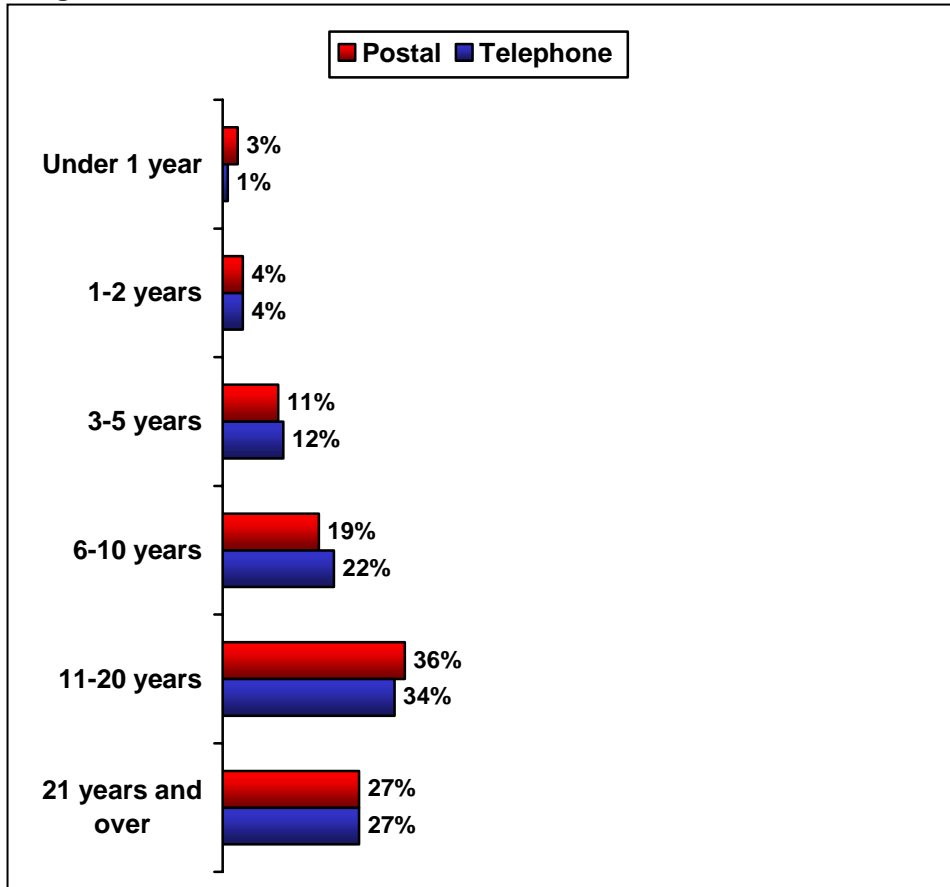


Base =589 postal respondents; 213 telephone respondents

The majority of respondents were established tenants with Kensington Housing Trust – 38% said they had been a tenant for over 21 years. A third (31%) had been a tenant for 11-20 years (31%). Just 5% said they had been a tenant for two years or less.

Respondents were asked how long their household had lived in their home.

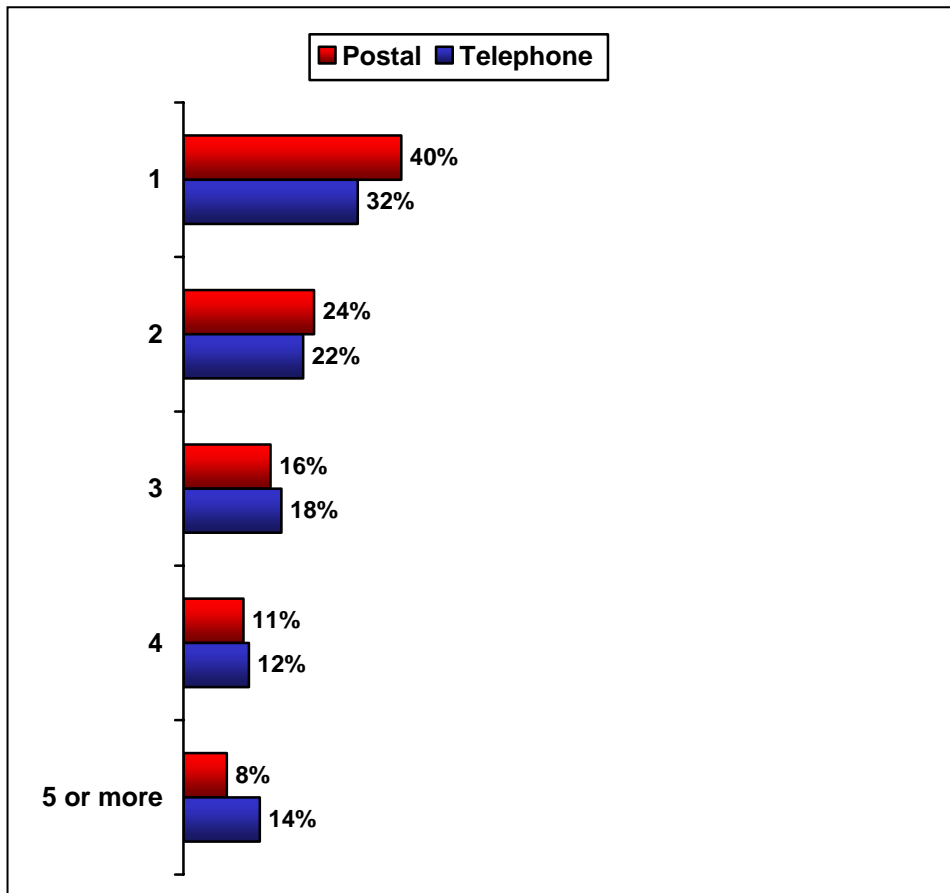
Length of time lived in home



Base = 555 postal respondents; 216 telephone respondents

Four fifths of respondents (82%) said they had lived in their home for over ten years. Only 7% had lived in their home for two years or less.

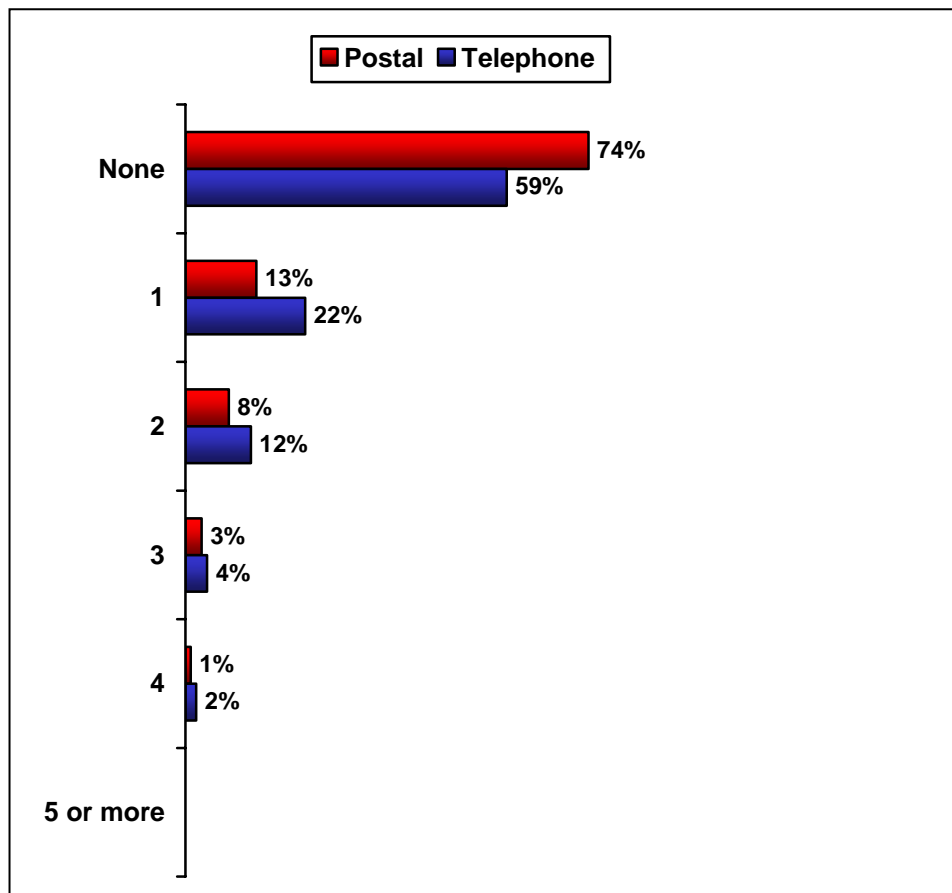
Number of people living in household



Base = 591 postal respondents; 217 telephone respondents

Two fifths of households contained one adult (40%) and a quarter (24%) of households had two people living in them. A total of 8% of households contained five or more people.

Number of people aged under 16 in household

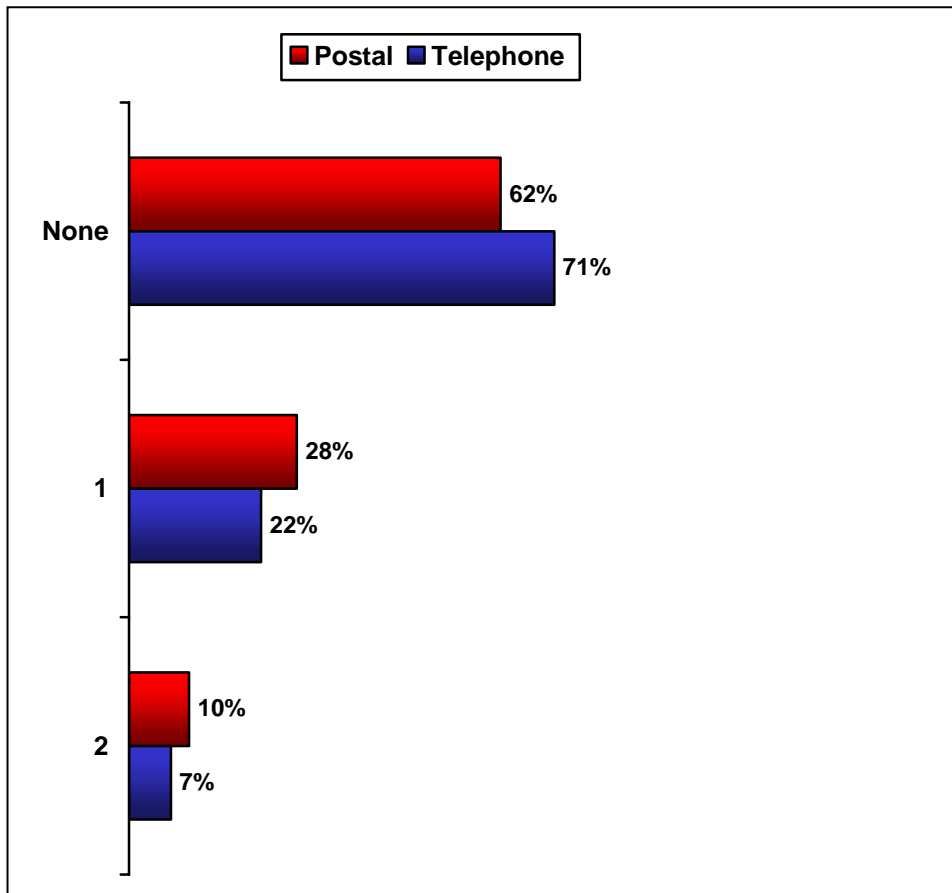


Base = 608 postal respondents; 217 telephone respondents

A quarter of households contained a child aged under 16 years of age (26%).

Of those households that contained a child, the majority contained one or two children.

Number of people aged over 60 in household

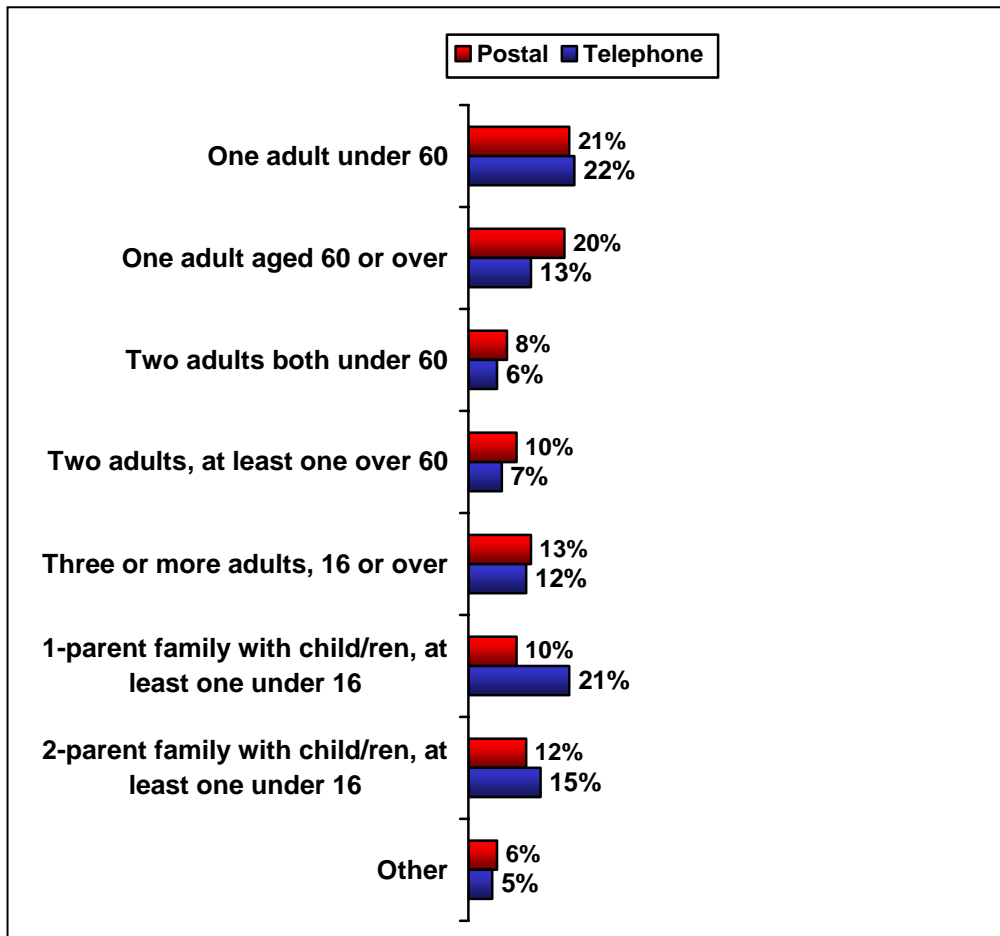


Base = 608 postal respondents; 217 telephone respondents

Less than four in ten households contained a person aged 60 years or over (38%).

Of those households, the majority contained one person aged 60 years or over.

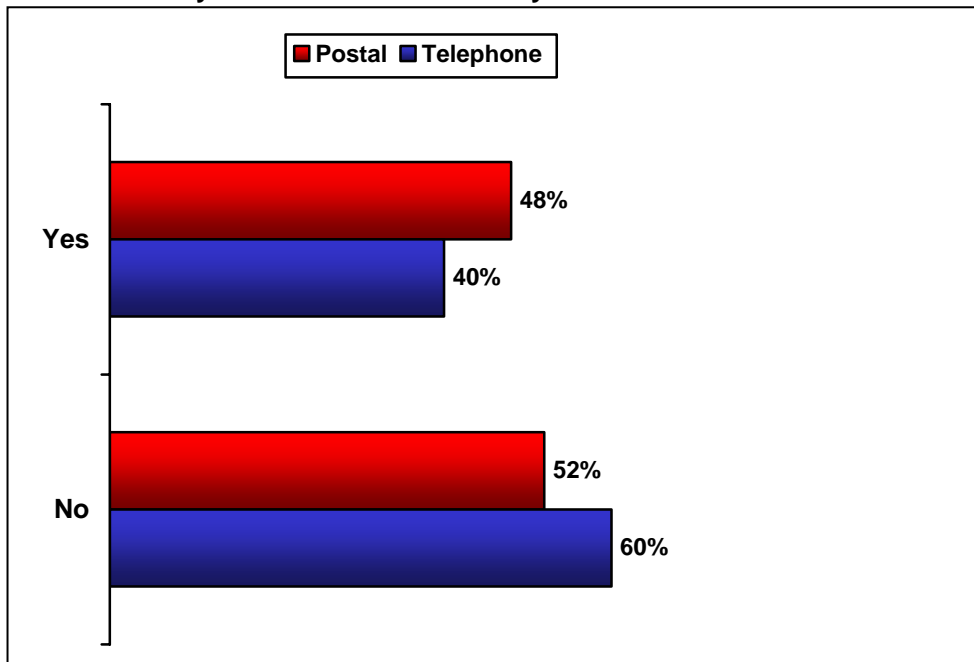
Composition of household



Base = 565 postal respondents; 213 telephone respondents

Two fifths of households were single occupancy, containing just one adult (41%), a further fifth (22%) of household were families with at least one child under the age of 16.

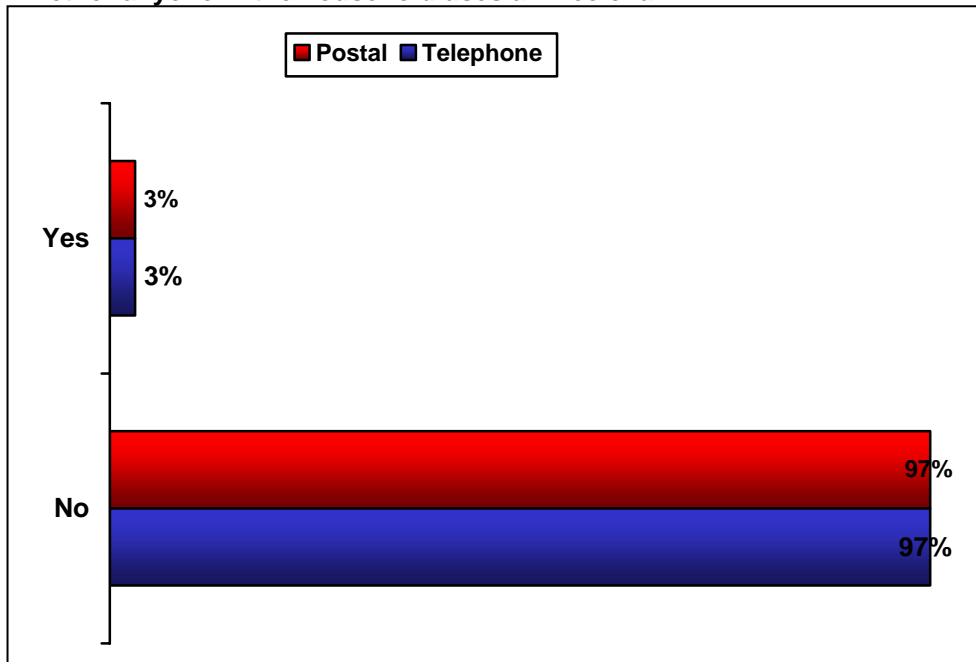
Whether anyone in household has a long-term illness, health problem or disability which limits their daily activities or the work they can do



Base = 571 postal respondents; 214 telephone respondents

A total of 48% of households contained a person with a long-standing disability or infirmity which limits their daily activities or the work they can do.

Whether anyone in the household uses a wheelchair



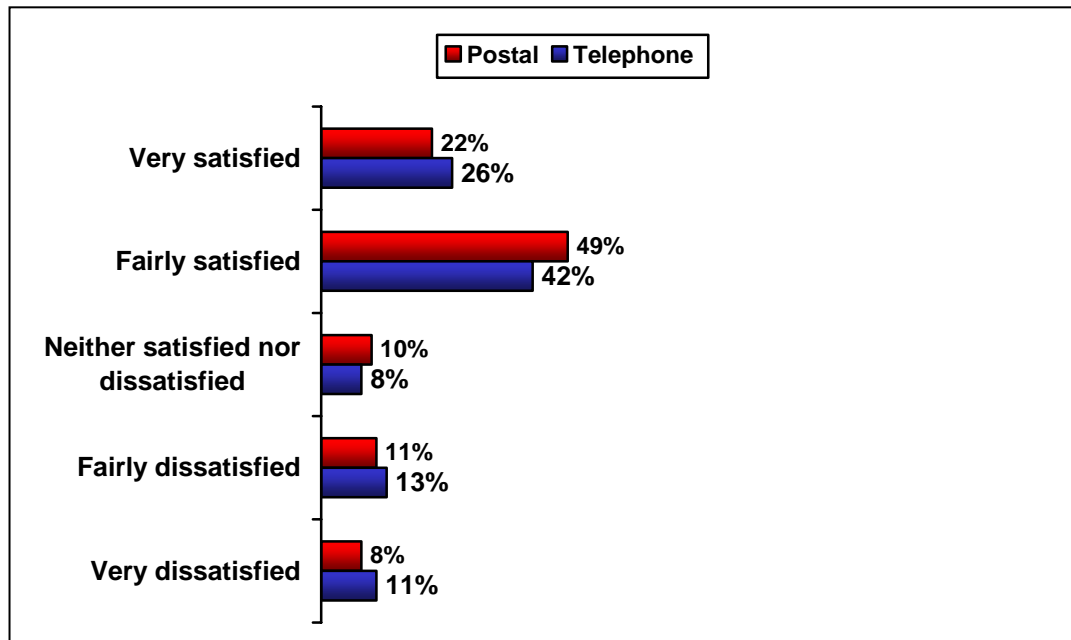
Base = 598 postal respondents; 217 telephone respondents

Just 3% of households contained a wheelchair user.

6 Overall Satisfaction with Services

Residents were asked to rate their overall satisfaction with the services provided by Kensington Housing Trust.

Satisfaction with services provided by Kensington Housing Trust



Base = 598 postal respondents; 217 telephone respondents

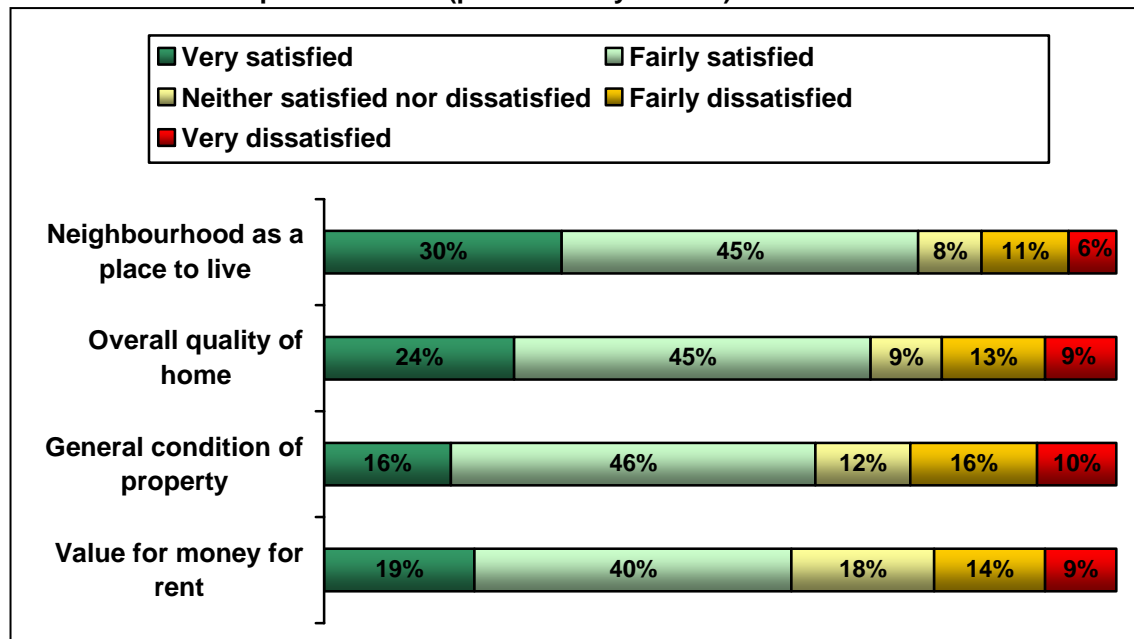
The majority of respondents were satisfied with the overall services provided by Kensington Housing Trust – 71% expressed satisfaction with a fifth (22%) stating they were very satisfied. A fifth (19%) of respondents said they were dissatisfied.

Satisfaction with services increases with age: 64% of respondents aged 35-59 years expressed satisfaction compared to 82% of respondents aged 60 years and over.

7 Satisfaction with Services

Tenants were asked to rate their satisfaction with aspects of their home.

Satisfaction with aspects of home (postal survey results)



Base varies

Satisfaction with aspects of home (Telephone survey results)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Neighbourhood as a place to live	33%	51%	6%	6%	5%
Overall quality of home	25%	40%	9%	18%	8%
General condition of property	21%	43%	7%	18%	11%
Value for money for rent	19%	42%	8%	21%	9%

Overall, respondents were satisfied with all aspects of their home. Respondents were most satisfied with the neighbourhood as a place to live (75%). This was followed by the overall quality of the home (69%), the general condition of the property (62%) and the value for money for rent (59%).

Residents aged 60 and over reported higher levels of satisfaction with each aspect of their home compared with residents overall.

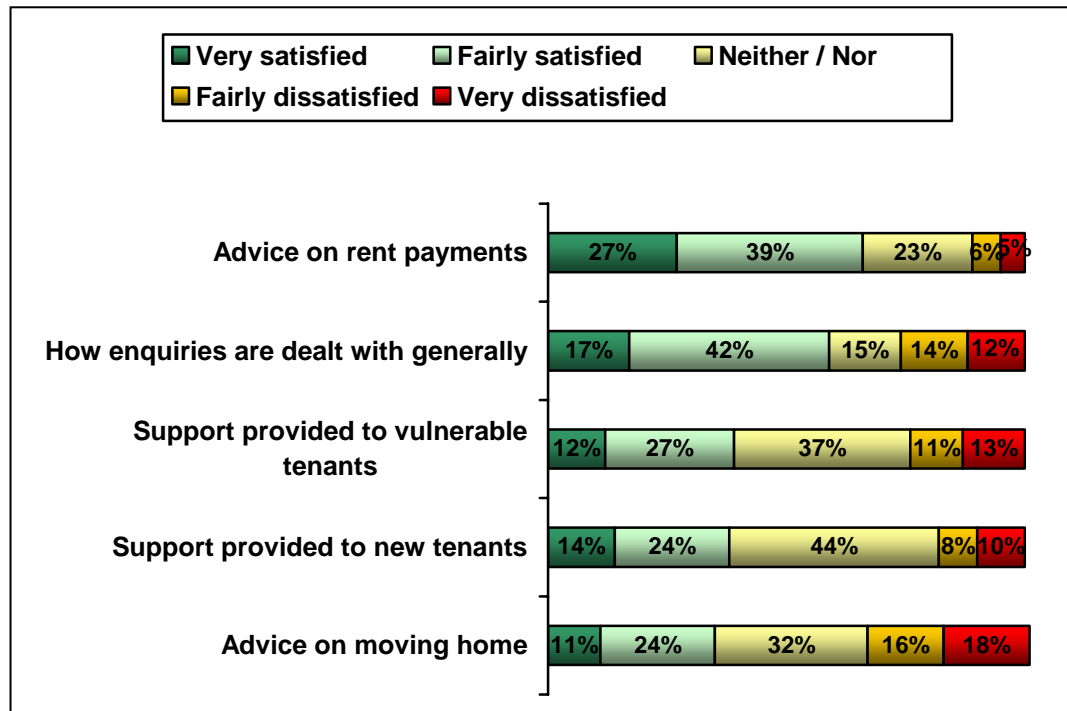
Residents living in Wornington Green were less likely to be satisfied with each of the above aspects compared with residents overall. The table below shows the percentage of

residents living in Wornington Green who reported being satisfied (either very or fairly) with each aspect of their home against overall satisfaction levels.

	Residents overall	Wornington Green
Neighbourhood as a place to live	75%	66%
Overall quality of home	68%	58%
General condition of property	62%	50%
Value for money for rent	59%	50%

Respondents were then asked to rate their satisfaction with services provided by Kensington Housing Trust.

Satisfaction with services provided by Kensington Housing Trust (postal survey results)



Base varies

Satisfaction with services provided by Kensington Housing Trust (telephone survey results)

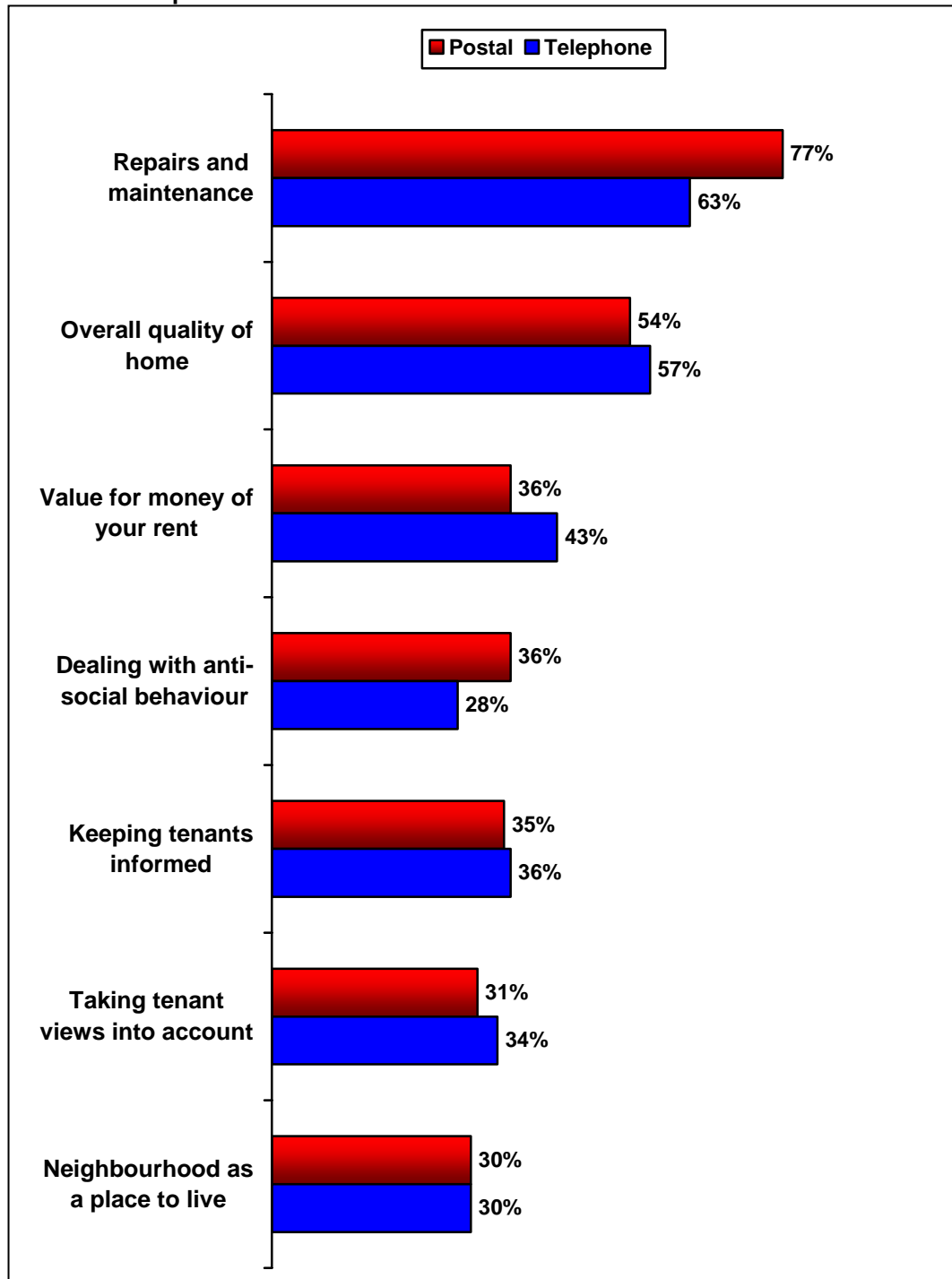
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Advice on rent payments	22%	54%	10%	7%	7%
Advice on moving home	12%	40%	17%	13%	18%
Support provided to new tenants	13%	47%	13%	16%	11%
Support provided to vulnerable tenants	15%	40%	17%	14%	15%
How enquiries are dealt with generally	19%	48%	8%	13%	12%

Respondents were most satisfied with advice on rent payments (66%) followed by how enquiries are dealt with generally (59%).

Four in ten respondents expressed satisfaction with support provided to vulnerable tenants (39%) and support provided to new tenants (38%) and 35% were satisfied with advice on moving home. Over three in ten respondents were neither satisfied nor dissatisfied with these aspects which could indicate a lack of awareness of these services.

Tenants were then provided with a list of services and asked which they considered to be the three most important services.

Three most important services



Base = 597 postal respondents; 208 telephone respondents. Results do not total 100% as respondents could select up to 3 answers.

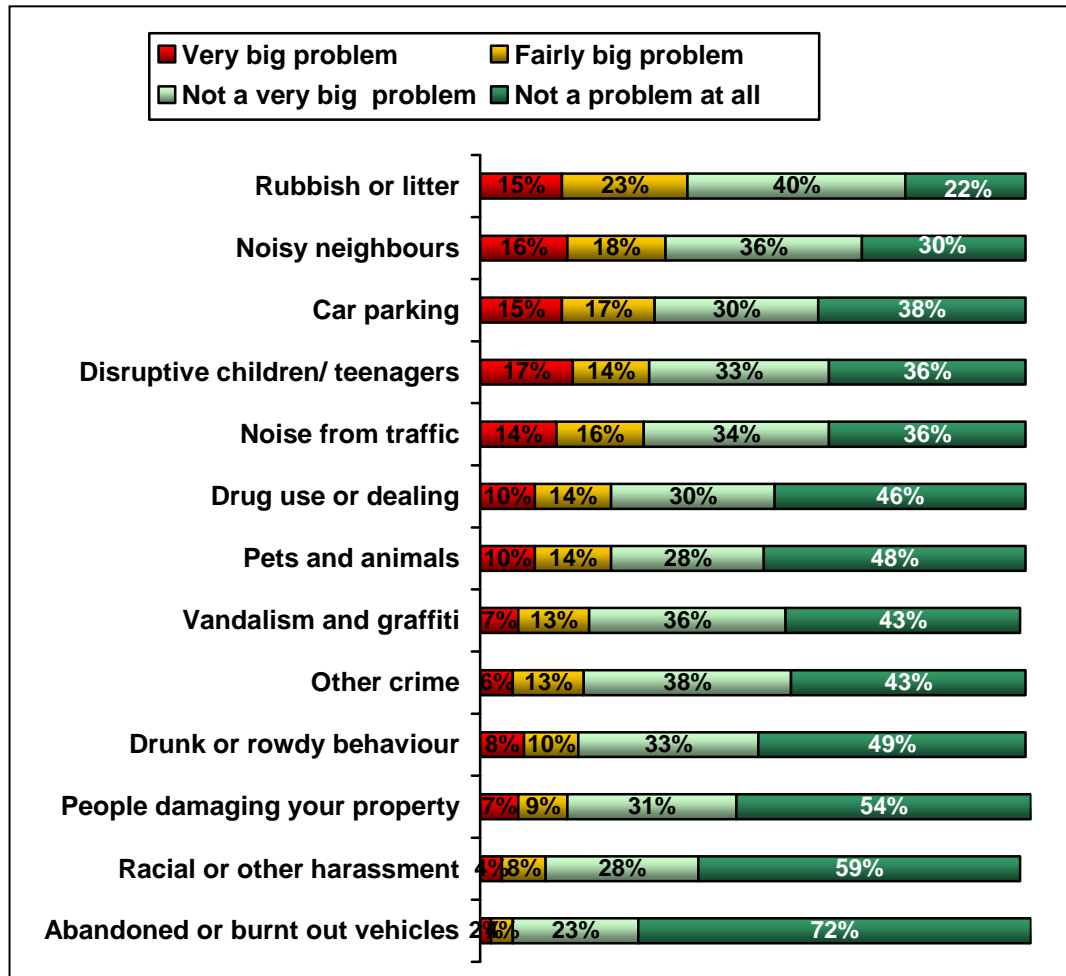
The three most important services to tenants were:

- Repairs and maintenance (77%);
- Overall quality of home (54%);
- Dealing with anti-social behaviour and value for money for your rent (36%).

8 Neighbourhood

The next section asked all respondents about their neighbourhood. Respondents were provided with a list of problems and asked to what extent they were a problem in their neighbourhood.

Extent to which issues are a problem in neighbourhood (postal survey results)



Base varies

The biggest problem in the neighbourhood was rubbish or litter- 38% said this was a very big or fairly big problem. This was followed by noisy neighbours (34%), car parking (32%), disruptive children / teenagers (31%) and noise from traffic (30%).

A quarter (24%) of respondents stated that drug use or dealing and pets and animals (24%) were a problem.

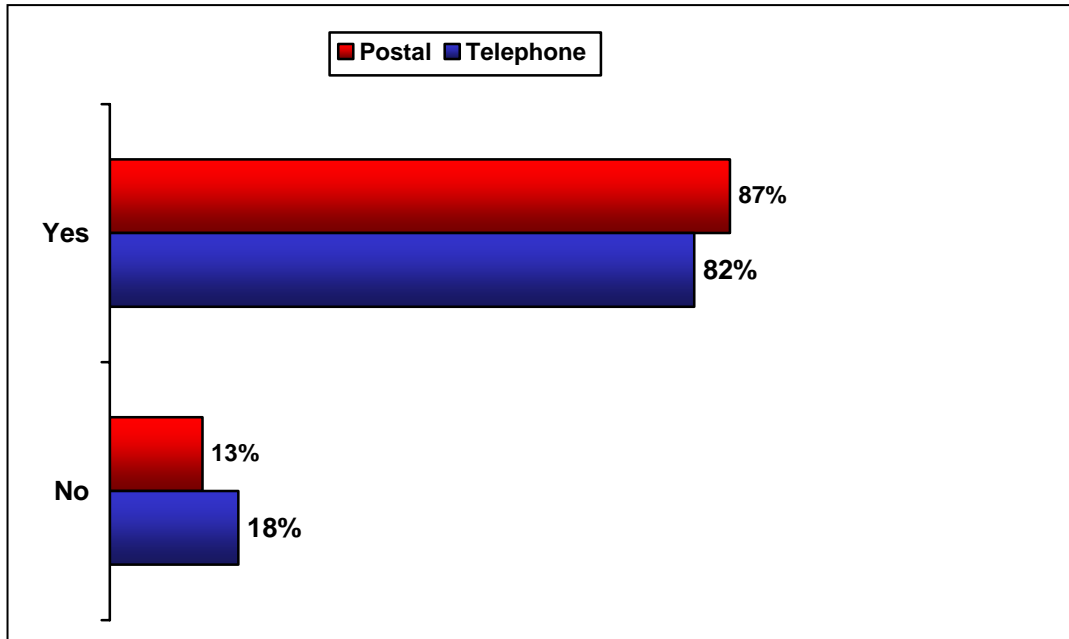
Extent to which issues are a problem in the neighbourhood (telephone survey)

	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter	11%	15%	27%	47%
Noisy neighbours	13%	10%	17%	61%
Pets and animals	4%	13%	12%	71%
Disruptive children / teenagers	7%	15%	16%	62%
Racial or other harassment	3%	2%	7%	88%
Drunk or rowdy behavior	4%	10%	11%	75%
Vandalism and graffiti	5%	10%	16%	70%
Drug use or dealing	8%	11%	12%	70%
Abandoned or burnt out vehicles	3%	2%	2%	93%
Other crime	3%	3%	10%	84%
Car parking	11%	19%	11%	59%
Noise from traffic	8%	10%	15%	67%
People damaging your property	7%	10%	9%	74%

9 Contacting Kensington Housing Trust

Respondents were asked if they had contacted Kensington Housing Trust in the last 12 months.

Whether respondent has contacted Kensington Housing Trust in last 12 months



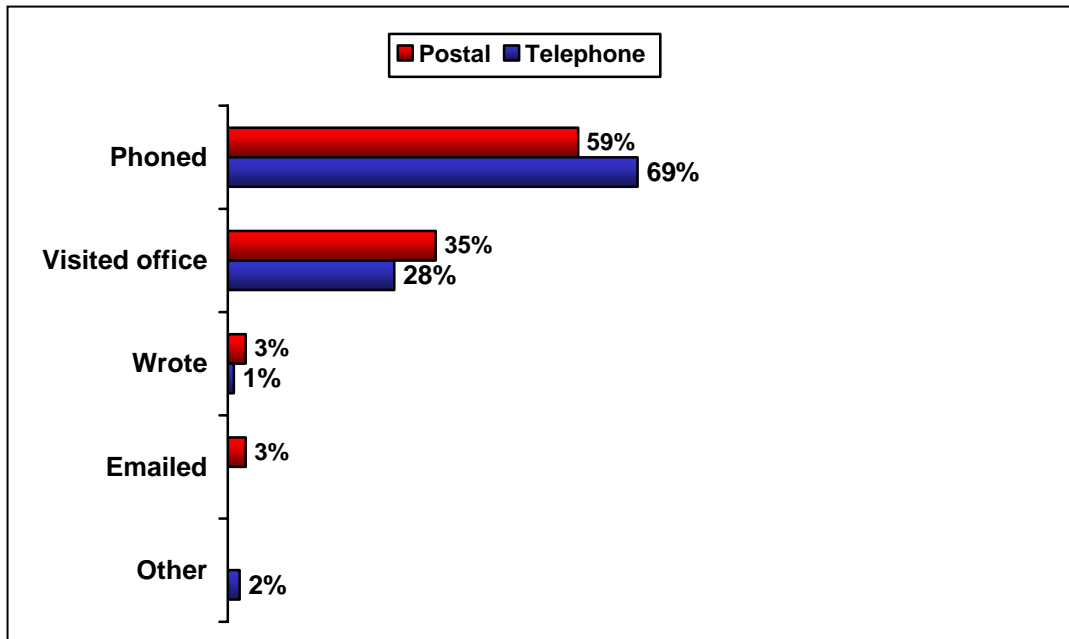
Base = 582 postal respondents; 210 telephone respondents

The majority of respondents had made contact with Kensington Housing Trust in the last year (87%). Females residents were more likely to have made contact with the housing association (92% compared with 83% of males residents).

Of those residents who had made contact, six in ten (59%) had made contact via the telephone, while a third had visited the office (35%). Male respondents were more likely to visit the office (46% compared with 27% female), as were residents living in Wornington Green (58% compared with 35% overall).

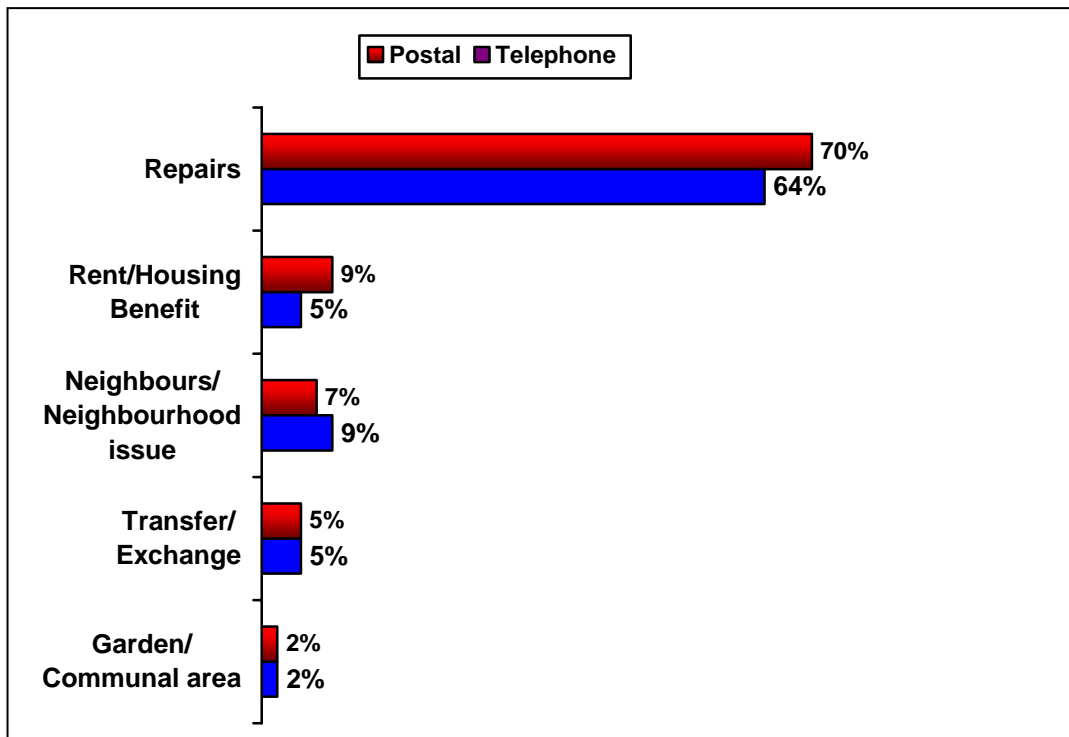
The main reason for contacting Kensington Housing Trust was to report a repair (70%).

How respondent made contact with Kensington Housing Trust



Base = 503 telephone respondents; 173 telephone interviews

Reason for contact

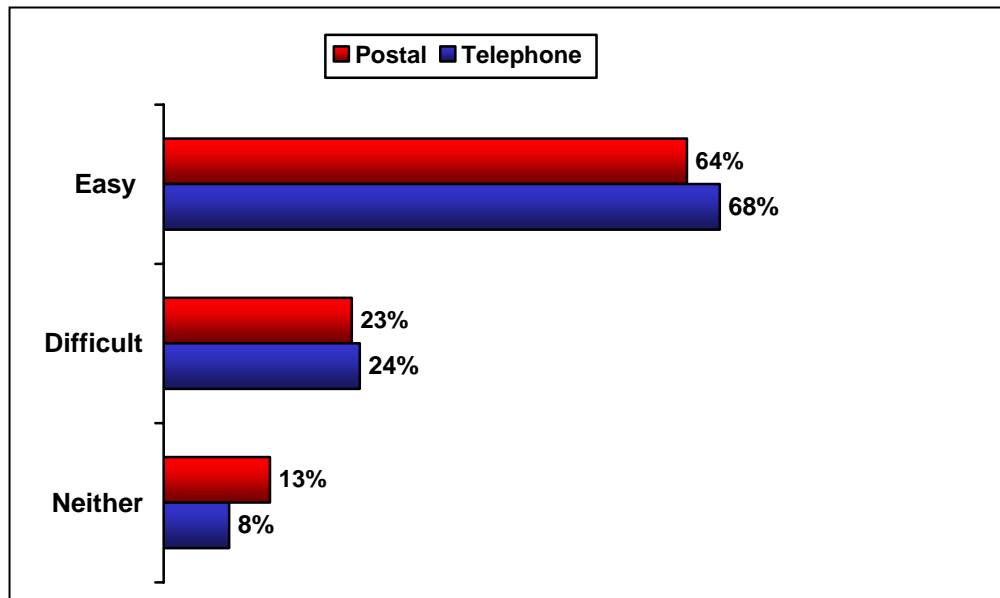


Base = 485 postal respondents; 168 telephone respondents

Nearly two thirds of respondents said it was easy to get hold of the right person (64%) with 23% stating it was difficult. Seven in ten (70%) residents aged 60 years and over said it was easy to get hold of the right person.

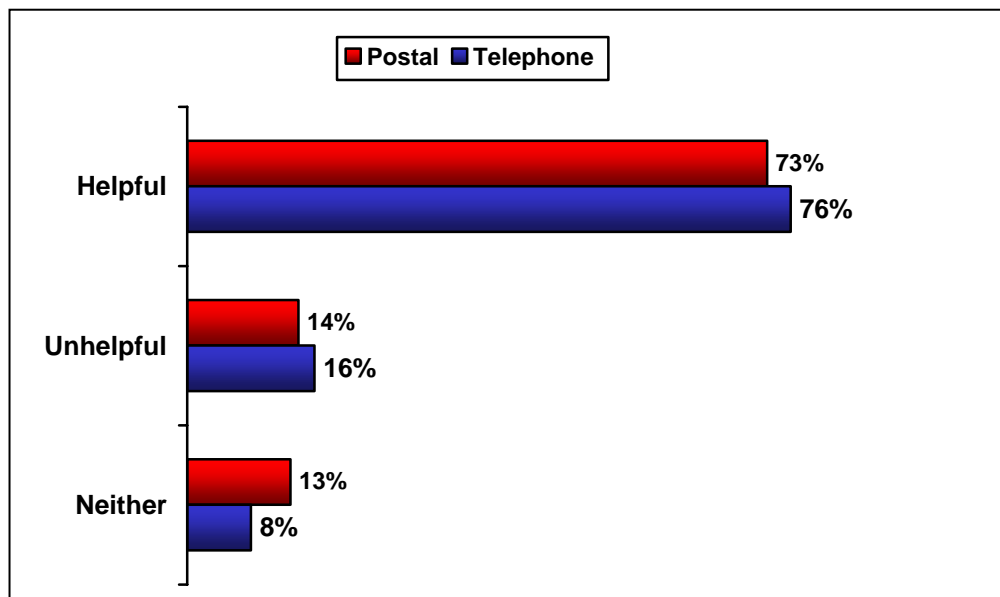
Three quarters of respondents (73%) said staff were helpful. Conversely, 14% rated staff as unhelpful. Older residents were also more likely to state that the staff were helpful (84%).

Ease of getting hold of right person



Base = 478 postal respondents; 170 telephone respondents

Helpfulness of staff

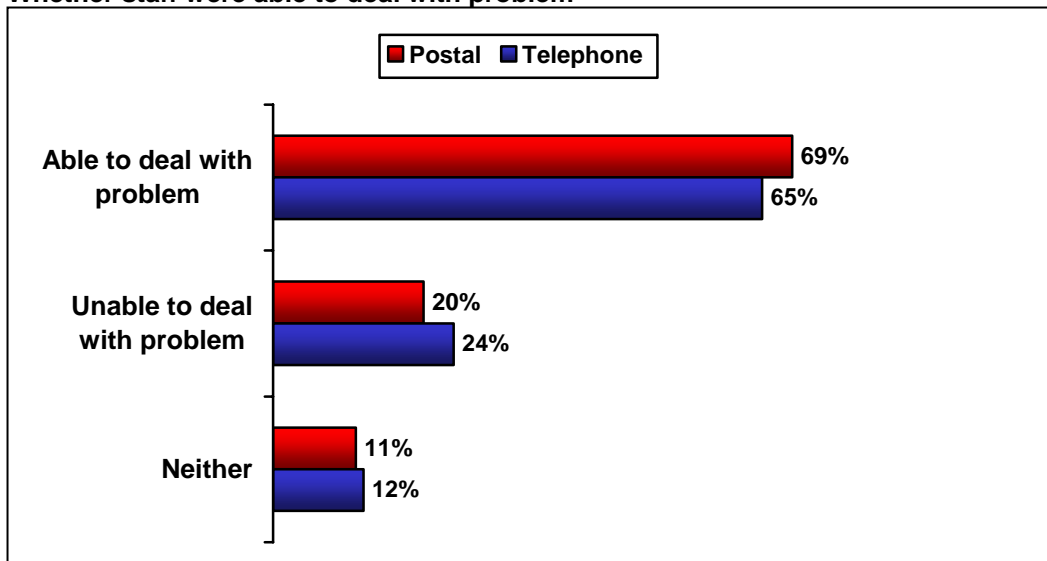


Base = 492 postal respondents; 173 telephone respondents

Seven in ten respondents (69%) said staff were able to deal with the problem with 20% stating they were unable to deal with the problem.

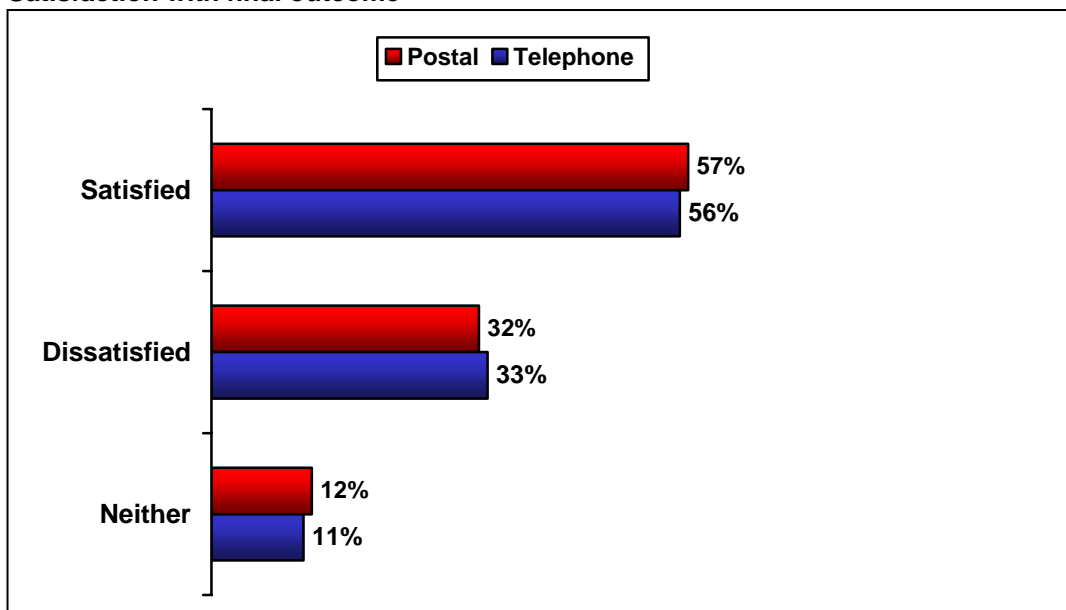
A total of 57% of respondents were satisfied with the final outcome, while a third (32%) reported that they were dissatisfied. Older residents were more likely to be satisfied with the final outcome, as were respondents who have been residents of KHT for 11 years or more. Residents of BME origin were less likely to be satisfied than White residents (51% compared with 63%).

Whether staff were able to deal with problem



Base = 474 postal respondents; 172 telephone respondents

Satisfaction with final outcome

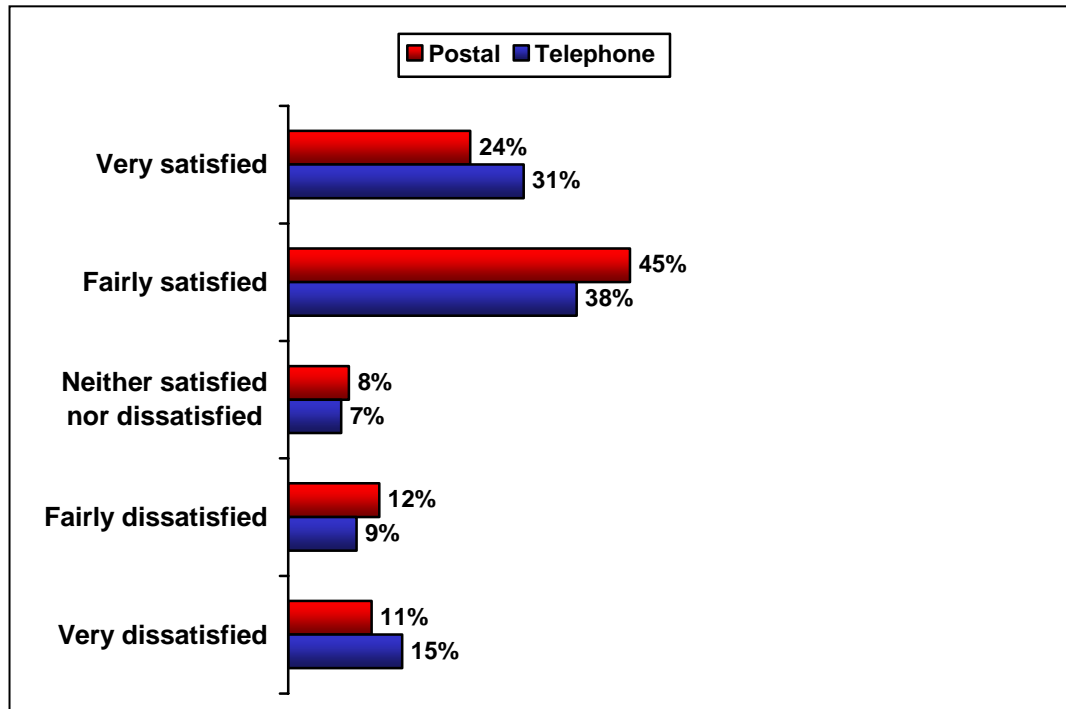


Base = 491 postal respondents; 172 telephone respondents

10 Repairs and Maintenance

Respondents were then asked about the repairs and maintenance service provided by Kensington Housing Trust. Firstly respondents were asked to rate their overall satisfaction with the service.

Overall satisfaction with repairs and maintenance service

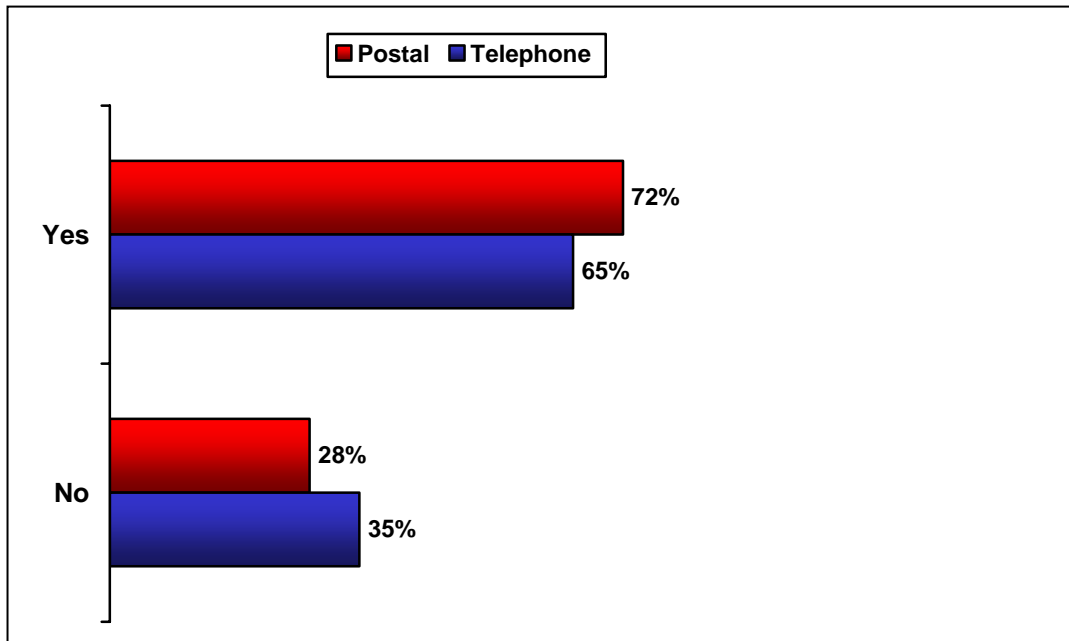


Base = 589 postal respondents; 215 telephone respondents

Overall, respondents were satisfied with the repairs and maintenance service: 69% expressed satisfaction with 24% stating they were very satisfied. Two in ten (23%) said they were dissatisfied.

Satisfaction with the repairs and maintenance service increases with age: 64% of respondents aged 35-59 years said they were satisfied compared to 81% of respondents aged 60 years and over.

Whether respondent has had a repair completed in last 12 months



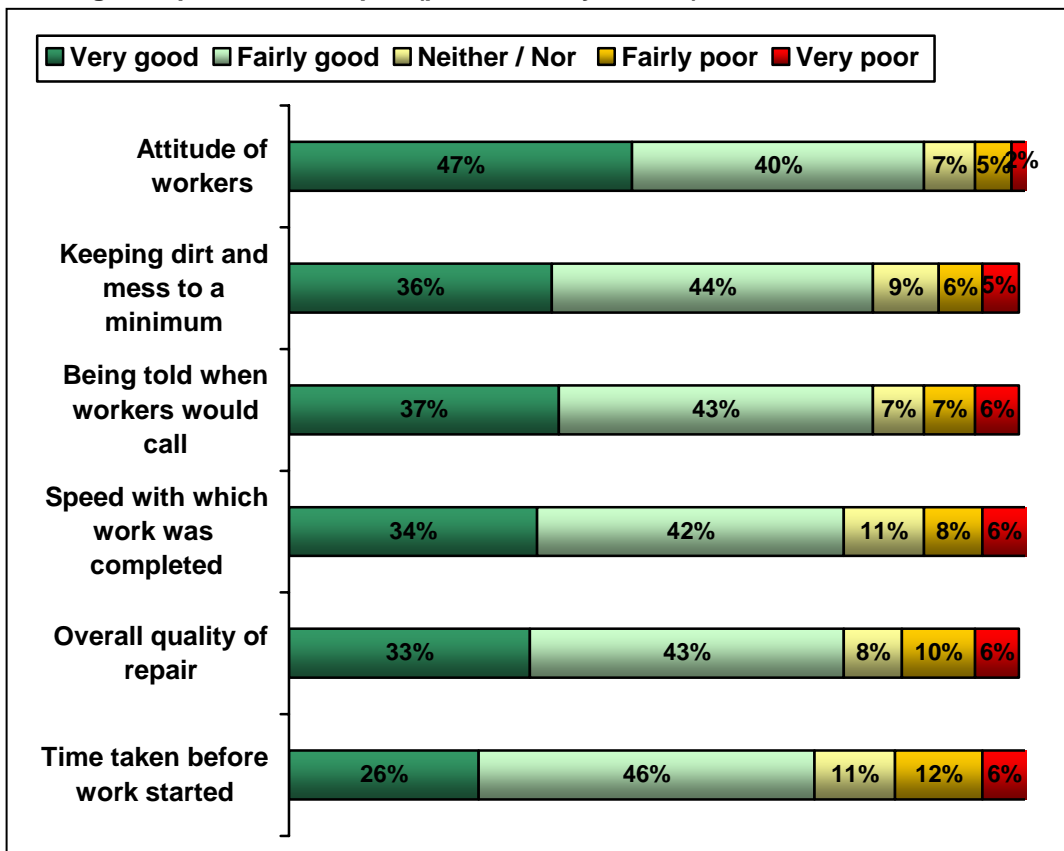
Base = 565 postal respondents; 209 telephone respondents

Seven in ten respondents (72%) have had a repair completed in the last twelve months.

Respondents who have had a repair completed were asked to rate aspects of the repair. Overall, respondents rated the repair well.

Respondents rated the attitude of workers highest (87% rated it is good or very good). This was followed by keeping dirt and mess to a minimum (80%) and being told when workers would call (80%), Over three quarters of respondents also rated speed with which work was completed (76%) and overall quality of repair (76%) as good.

Rating of aspects of the repair (postal survey results)



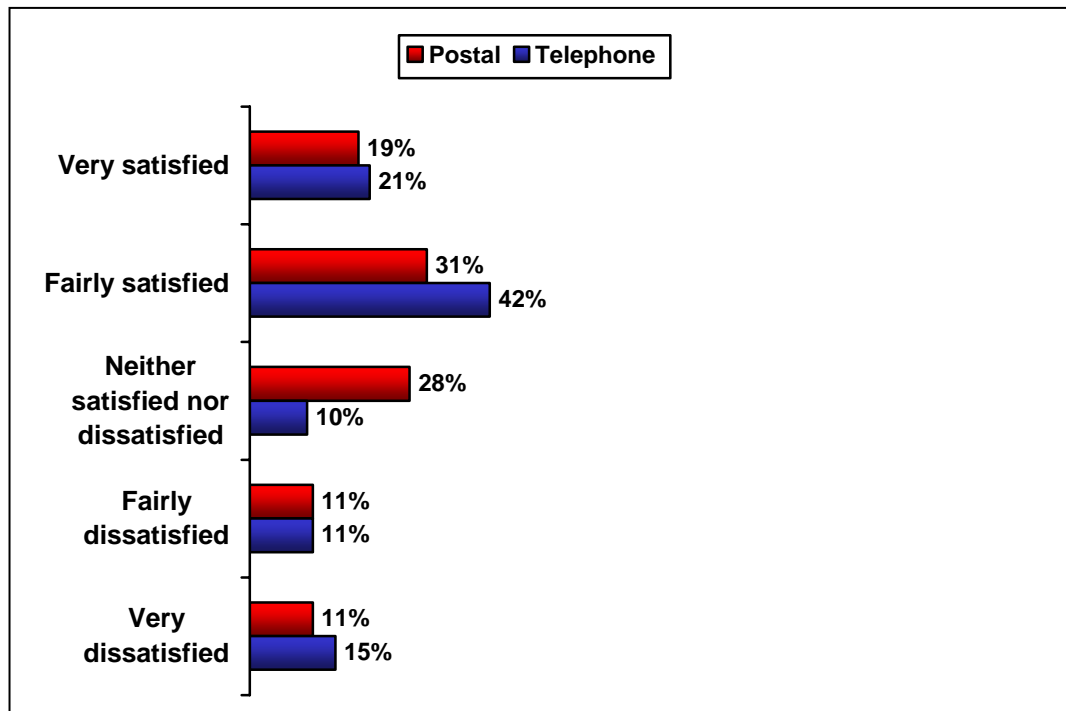
Rating of aspects of repair (telephone survey results)

	Very good	Fairly good	Neither	Fairly poor	Very poor
Attitude of workers	51%	38%	2%	3%	6%
Keeping dirt and mess to a minimum	51%	39%	3%	1%	6%
Being told when workers would call	47%	32%	6%	4%	11%
Speed with which work was completed	40%	43%	1%	5%	10%
Overall quality of repair	40%	34%	7%	7%	12%
Time taken before work started	38%	41%	5%	5%	11%

11 Communication and Information

Respondents were then asked about communication with Kensington Housing Trust. Firstly they were asked how satisfied they were that their views were being taken into account.

Satisfaction that views are being taken into account by Kensington Housing Trust

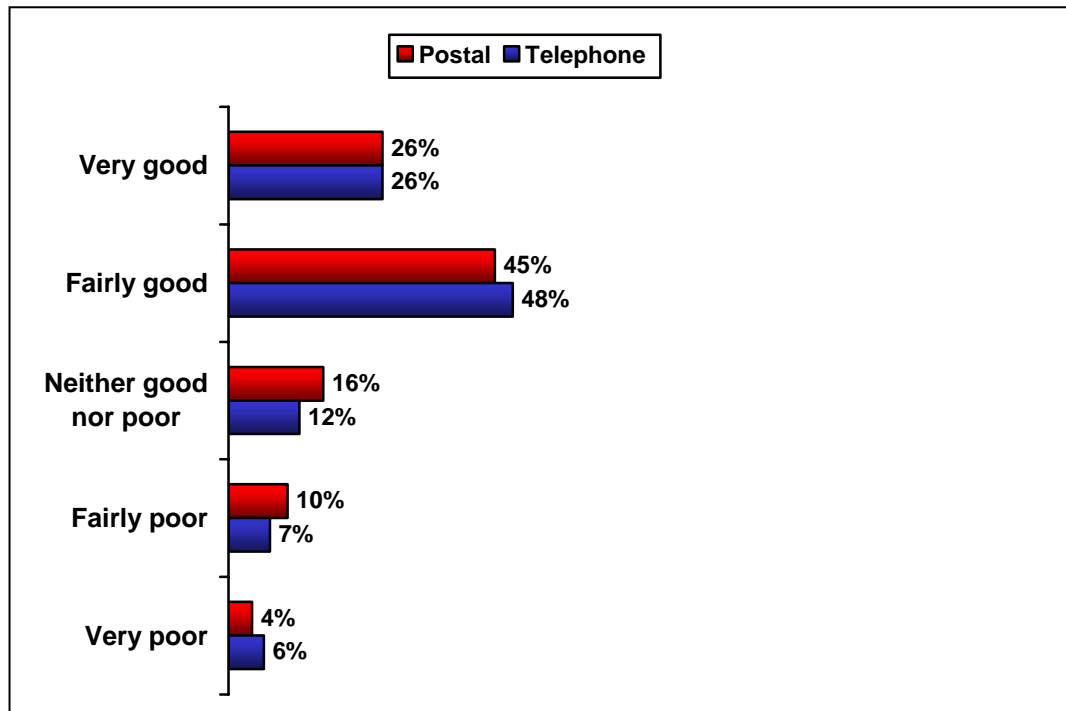


Base = 507 postal respondents; 191 telephone respondents

Overall, half of respondents were satisfied that their views were taken into account – 50% expressed satisfaction with this aspect. Two in ten (22%) were dissatisfied and the remaining 28% were neither satisfied nor dissatisfied.

Satisfaction with this aspect increases with age with 43% of respondents aged 35-59 stating they were satisfied compared to 61% of respondents aged 60 years and over.

Rating of how good Kensington Housing Trust is at keeping residents informed about things that might affect them as a tenant

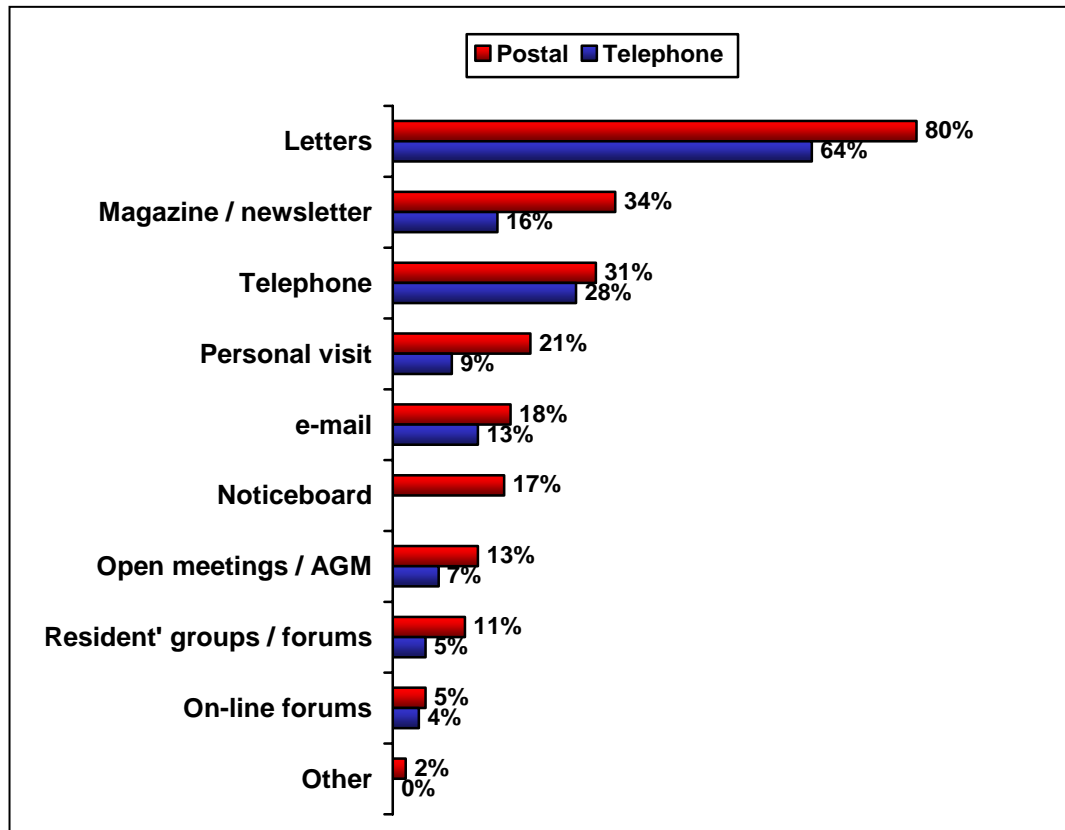


Base = 576 postal respondents; 217 telephone respondents

Seven out of ten respondents (71%) rated Kensington Housing Trust as good at keeping them informed about things that might affect them as a tenant. A quarter said Kensington Housing Trust were very good (26%). Fourteen percent rated this aspect as poor.

The percentage of respondents rating this aspect as good increases with age with 67% of respondents aged 35-59 rating this as good compared to 78% of respondents aged 60 years and over.

How respondent prefers Kensington Housing Trust to inform or consult with them about services



Base = 608 postal respondents; 213 telephone respondents. Results do not total 100% as respondents could select more than one answer.

Respondents prefer to be kept informed by the letter (80%), by magazine / newsletter (34%) or telephone (31%).

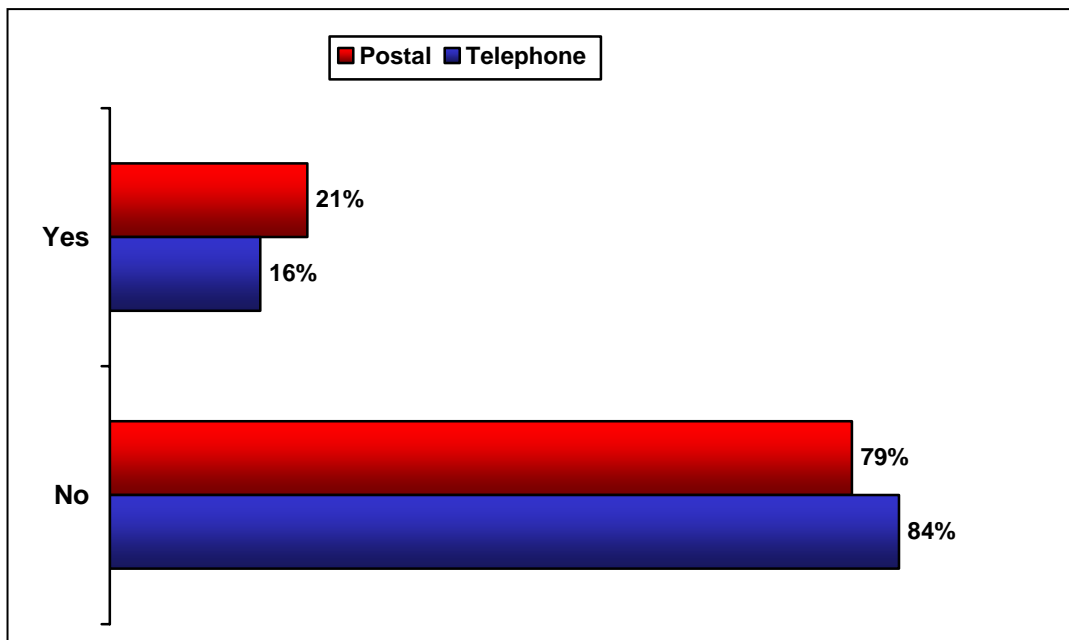
Respondents were asked to rate in order of priority which options they thought KHT should be exploring to enhance customer care and access. The list below shows the options in order of preference:

- Offering extended appointment times for the repairs service;
- Offering a free call number;
- Extending the opening hours for the telephone service;
- Extending the opening hours of the walk in reception services;
- Providing more estate based meetings or surgeries;
- Providing more services online;
- Producing more leaflets for customers on specific topics of interest;
- Changes to the Headlines magazine.

12 Anti-Social Behaviour

Respondents were asked if they had reported anti-social behaviour to Kensington Housing Trust in the last 12 months.

Whether respondent has reported anti-social behaviour to KHT in last 12 months



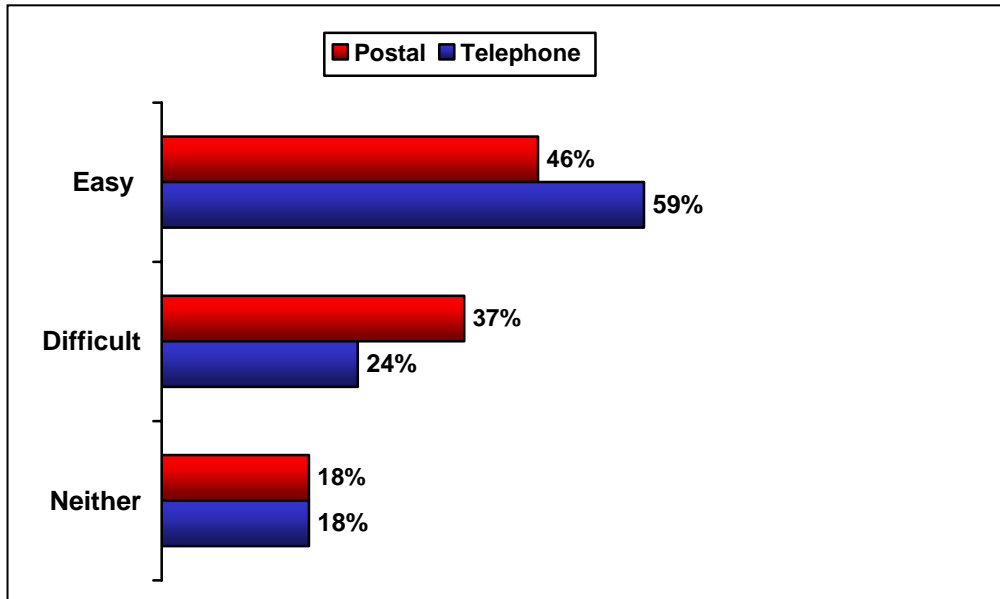
Base = 595 postal respondents; 216 telephone respondents

A fifth (21%) of respondents had reported anti-social behaviour to Kensington Housing Trust in the last 12 months.

Overall, 46% of respondents said it was easy to get hold of the right person with 37% stating it was difficult.

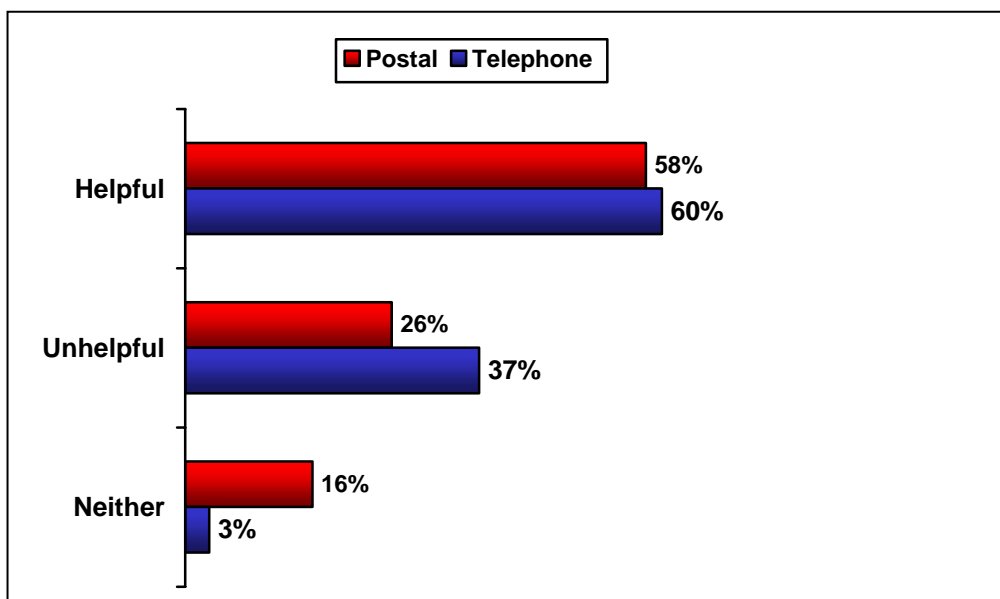
Six out of ten respondents (58%) said staff were helpful. A quarter (26%) rated staff as unhelpful.

Ease of getting hold of right person



Base = 114 postal respondents; 34 telephone respondents

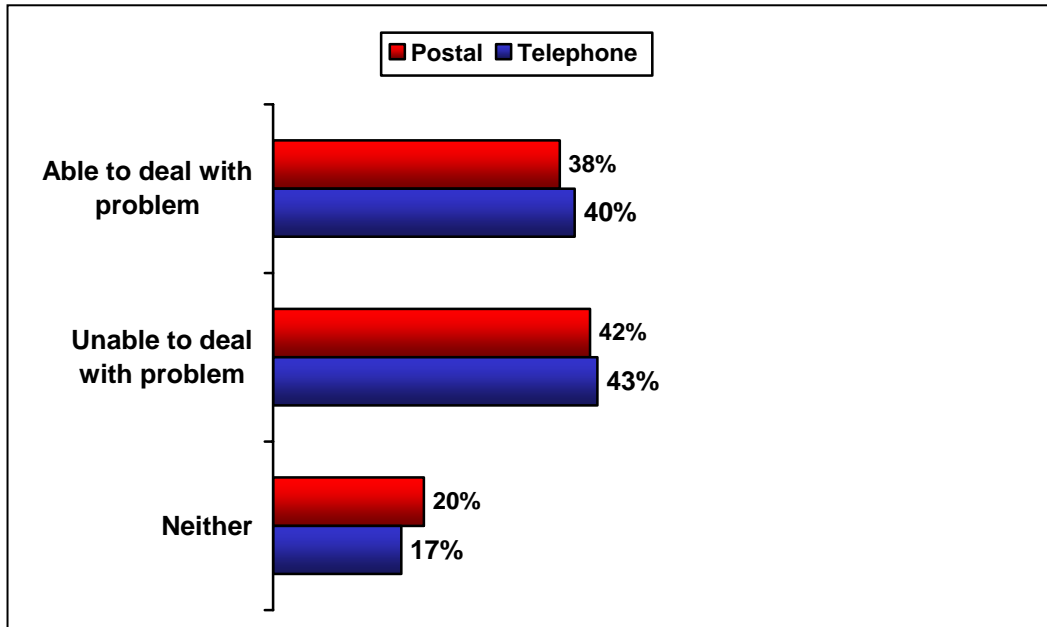
Helpfulness of staff



Base = All respondents who have reported anti-social behaviour in the past 12 months

Four in ten (38%) said staff were able to deal with the problem with 42% stating they were unable to deal with the problem.

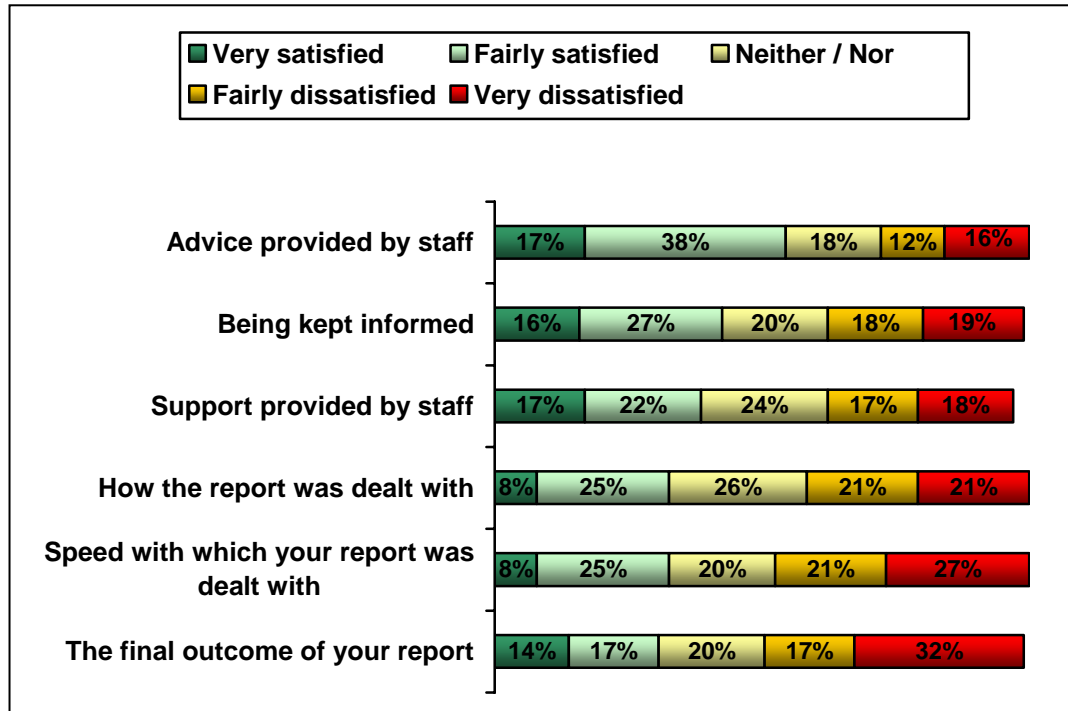
Figure 39: Whether staff were able to deal with problem



Base = 112 postal respondents; 35 telephone respondents

Respondents were then asked to rate their satisfaction with various aspects of how their report was handled by Kensington Housing Trust.

Satisfaction with services provided by Kensington Housing Trust (postal survey results)



Base varies

Satisfaction with services provided by Kensington Housing Trust (telephone survey results)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Advice provided by staff	20%	40%	9%	9%	23%
Being kept informed	11%	31%	17%	11%	29%
Support provided by staff	9%	31%	20%	11%	29%
How report was dealt with	3%	40%	20%	14%	23%
Speed with which your report was dealt with	9%	37%	20%	11%	23%
The final outcome of your report	6%	23%	17%	17%	37%

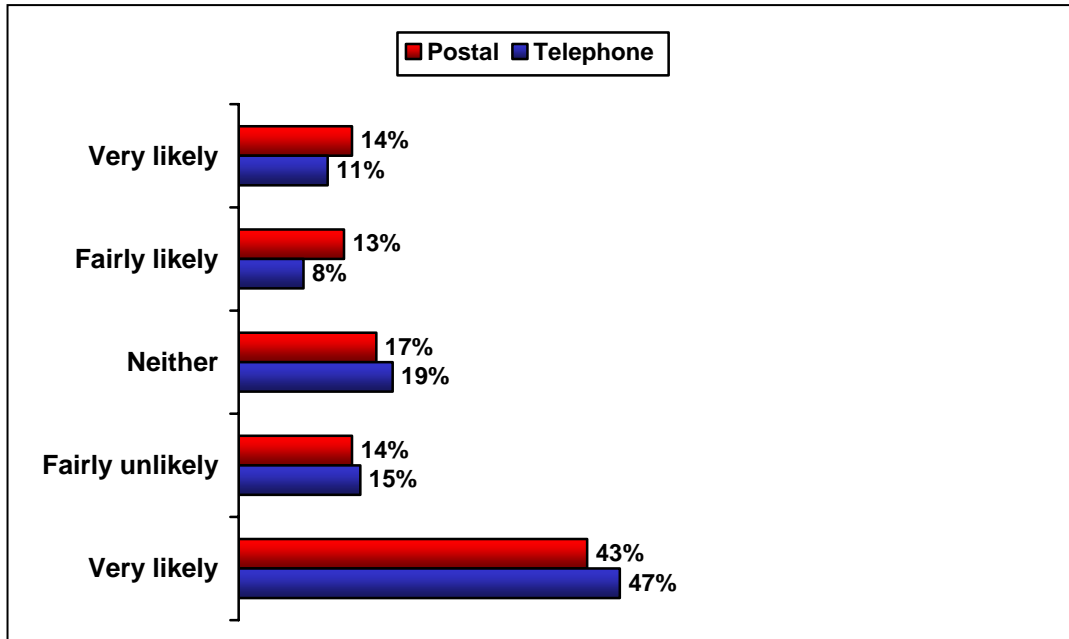
Respondents were most satisfied with advice provided by staff (55%) followed by being kept informed (43%).

Around two fifths of respondents expressed satisfaction with support provided by staff (39%), a third with how their report was dealt with generally (33%) and the speed with which their report was dealt with (33%). Three in ten (31%) respondents were satisfied with the final outcome of their report.

13 Future Plans

Respondents were asked if they planned to move from their current home in the next 3 years.

Likelihood respondent will move from their current home in the next 3 years



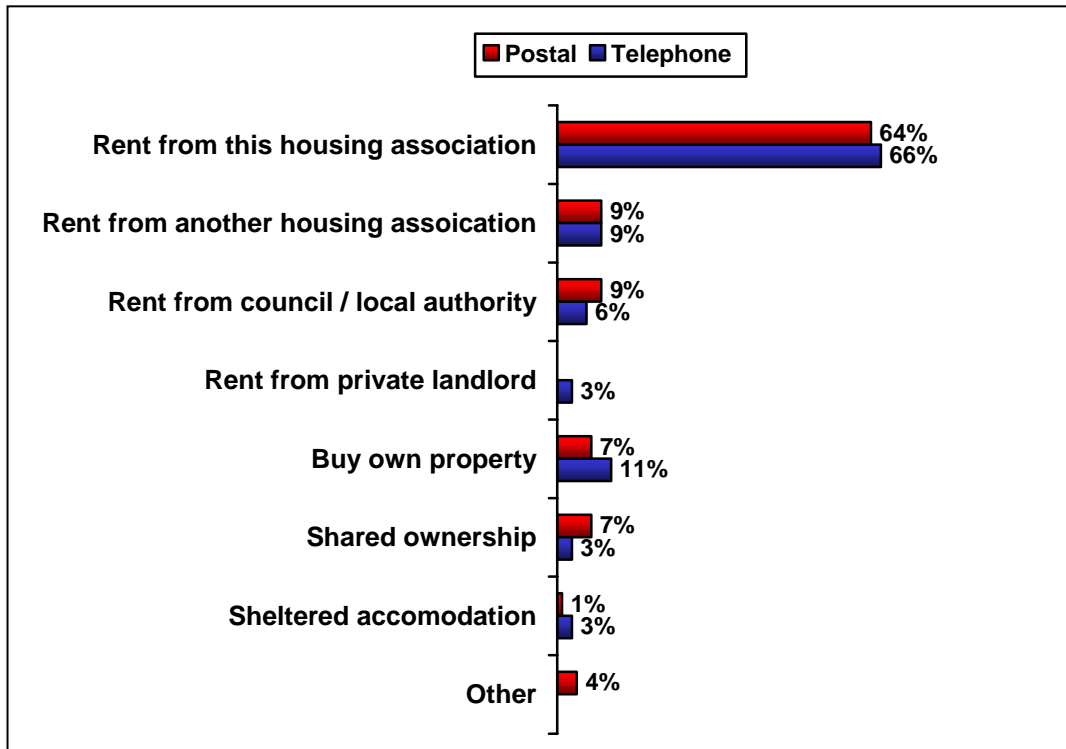
Base = 592 postal respondents; 217 telephone respondents

Over half (57%) of respondents stated that they are not likely to move from their current home in the next three years, with 43% stating that it was very unlikely.

Around a quarter (27%) of respondents stated that they are likely to move from their current home in the next three years.

Those who stated that they were likely to move from their current home in the next 12 months, were asked where they are most likely to move to.

Where respondents are most likely to move

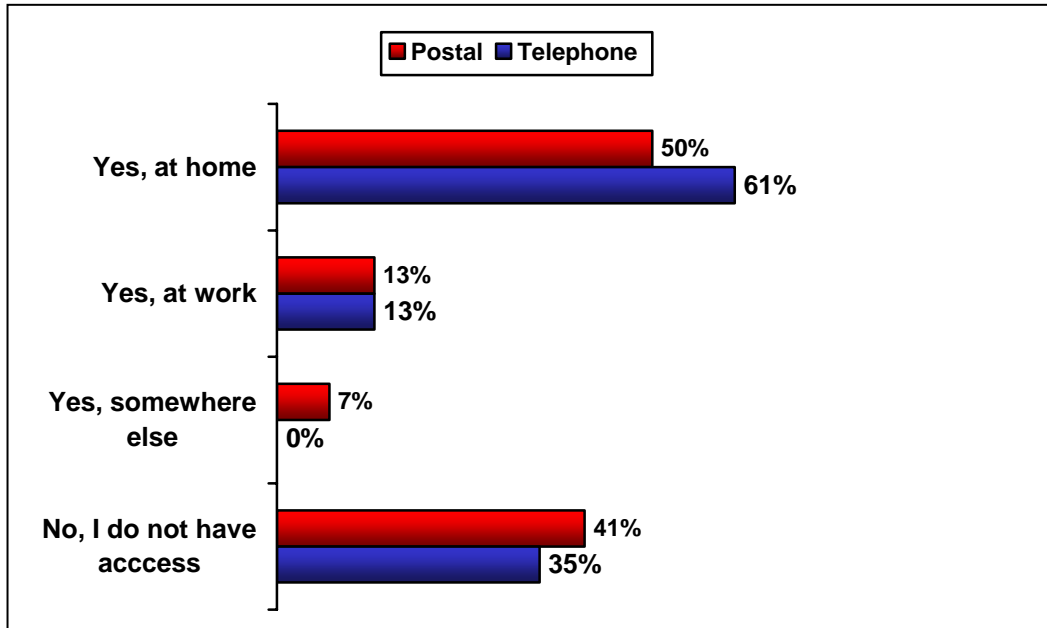


Base = 129 postal respondents; 35 telephone respondents

Around two thirds (64%) of respondents who stated that they were likely to move home in the next three years are most likely to continue to rent from KHT. One in ten (9%) respondents are planning to rent from another housing association or from the council / local authority.

No respondents plan to move to rent from a private landlord.

Whether respondent has access to internet / email for own personal use



Base = 582 postal respondents; 216 telephone respondents

Three fifths (59%) of respondents have access to internet / email for their own personal use, with half (50%) having access at home.

Seven in ten (68%) residents aged 60 years and over do not have access to internet / email for their own personal use.

14 Further Comments

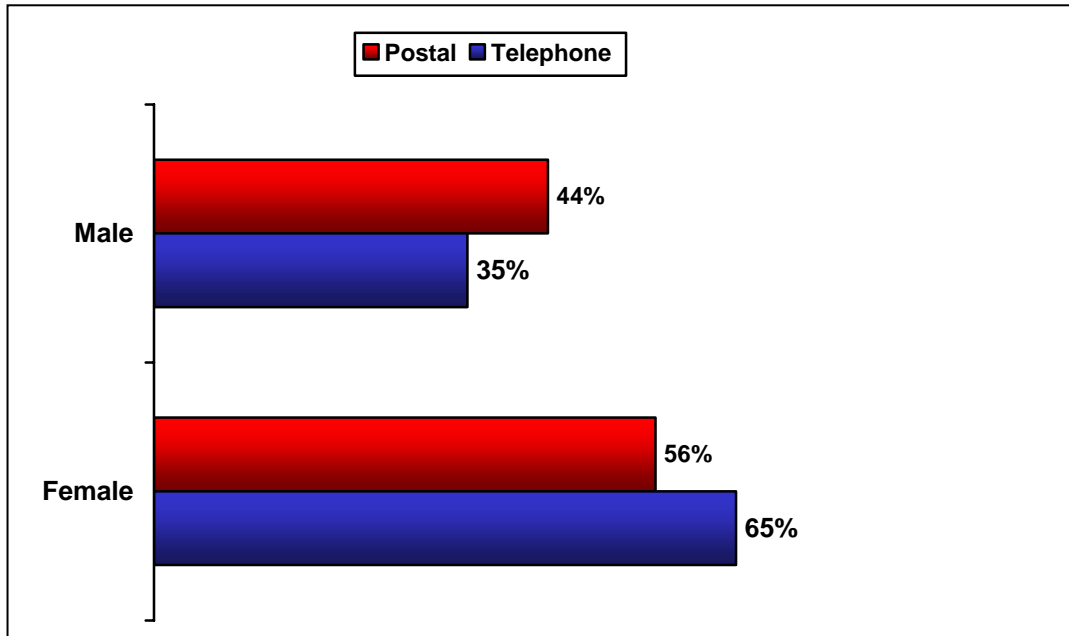
Respondents were asked if they had any further comments about their home or the services provided by Kensington Housing Trust. Two fifths of respondents (41%) provided a further comment.

Comments included:

- Complete repairs and renewal work (65 respondents);
- Take more responsibility (45 respondents);
- Happy with the service (38 respondents);
- No communication (30 respondents)
- Cleaning in communal area is very poor (18 respondents);

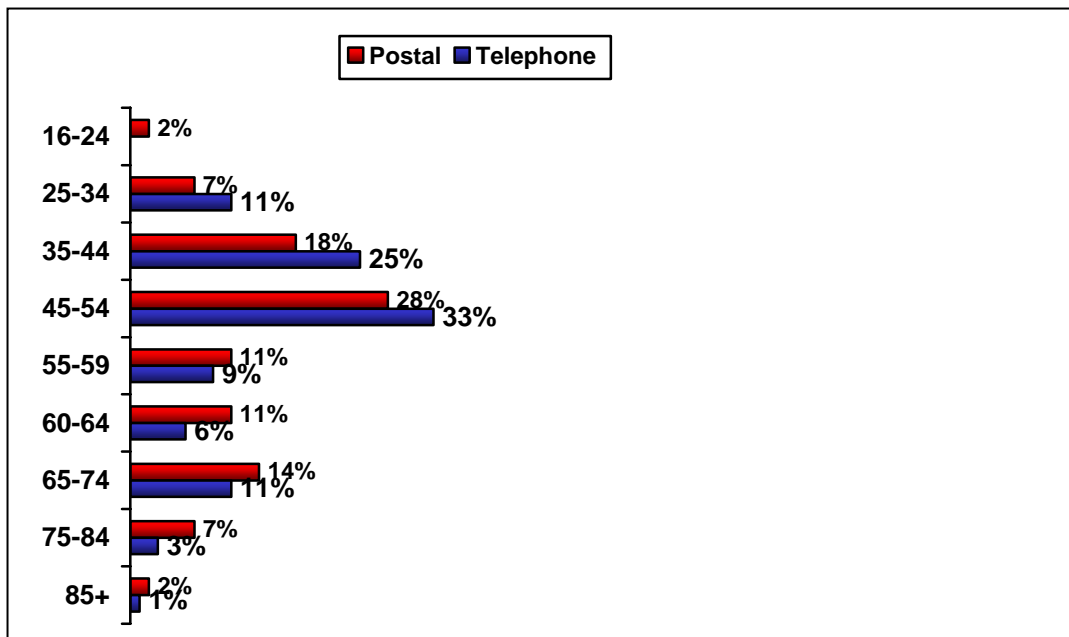
15 Demographics

Gender of respondent



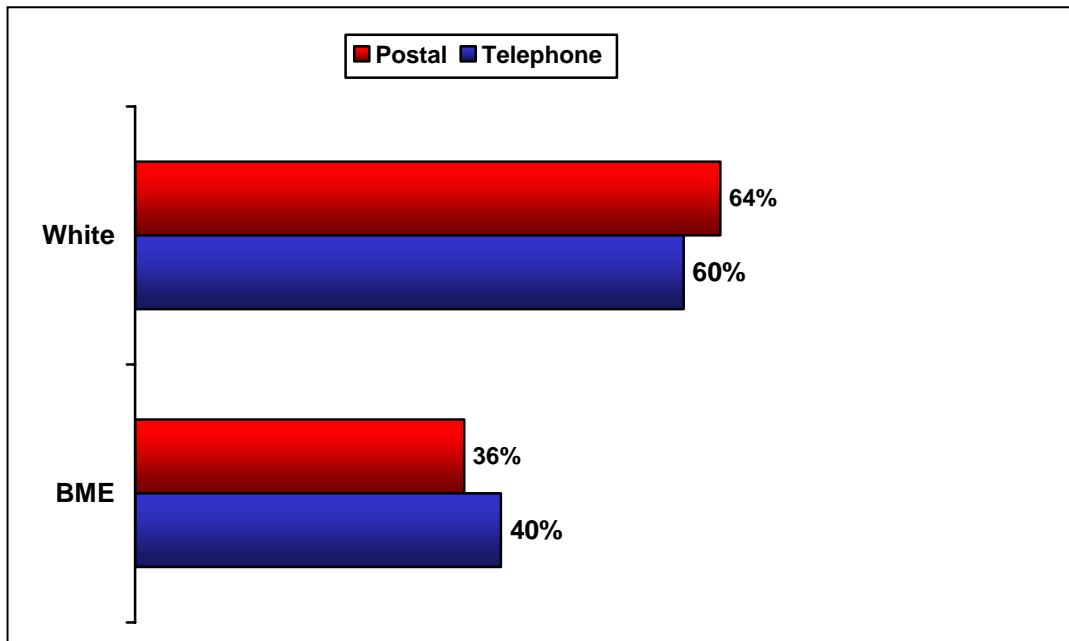
Base = 560 postal respondents; 213 telephone respondents

Age of respondent



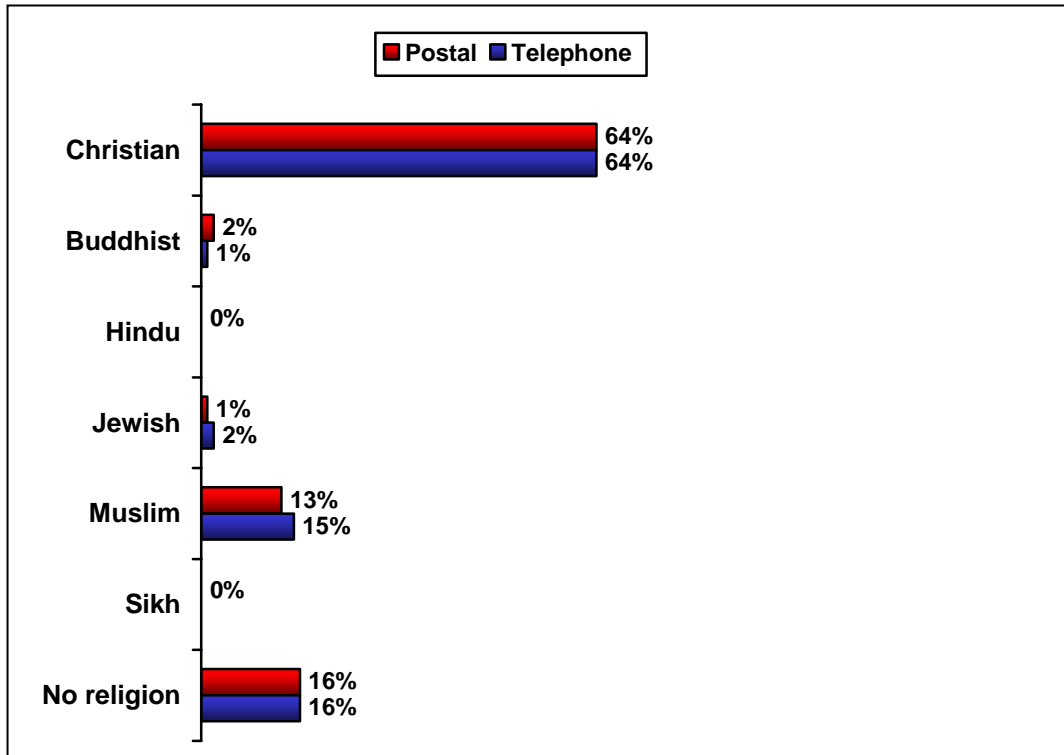
Base = 568 postal respondents; 212 telephone respondents

Ethnicity of respondent



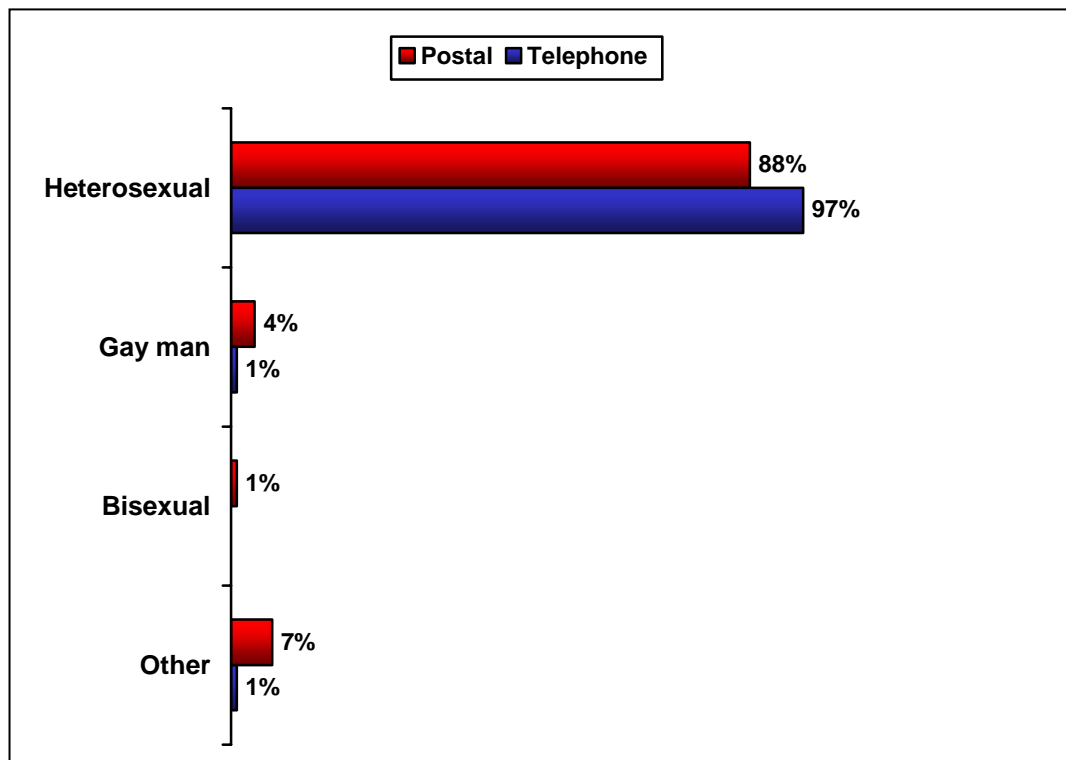
Base 568 postal respondents ; 206 telephone respondents

Religion



Base = 516 postal respondents ; 200 telephone respondents

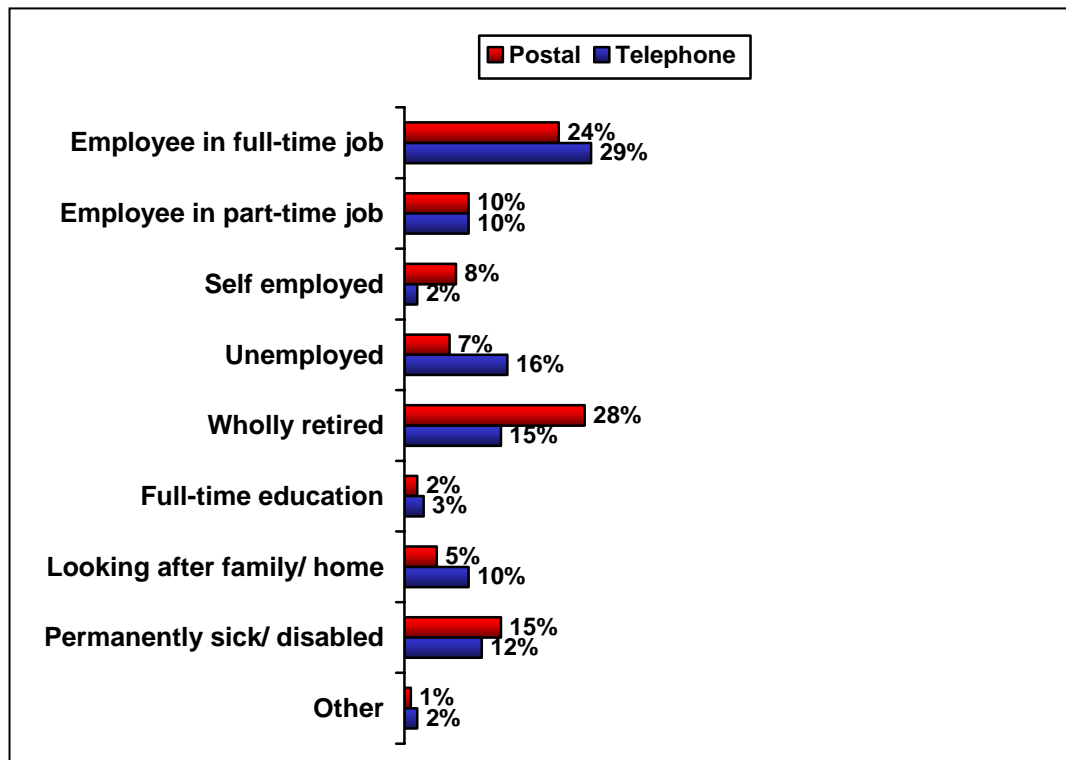
Sexual orientation of respondent



Base = 411 postal respondents; 201 telephone respondents

The majority (88%) of residents stated that they were heterosexual.

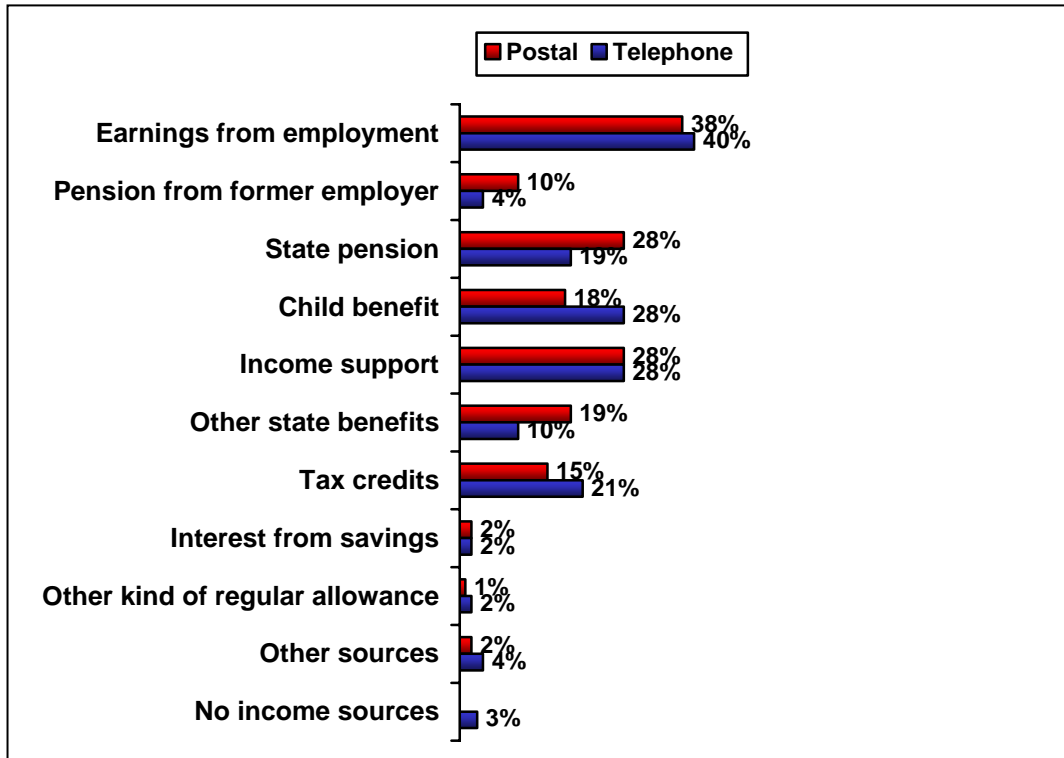
Employment Status



Base = 531 postal respondents; 207 telephone respondents

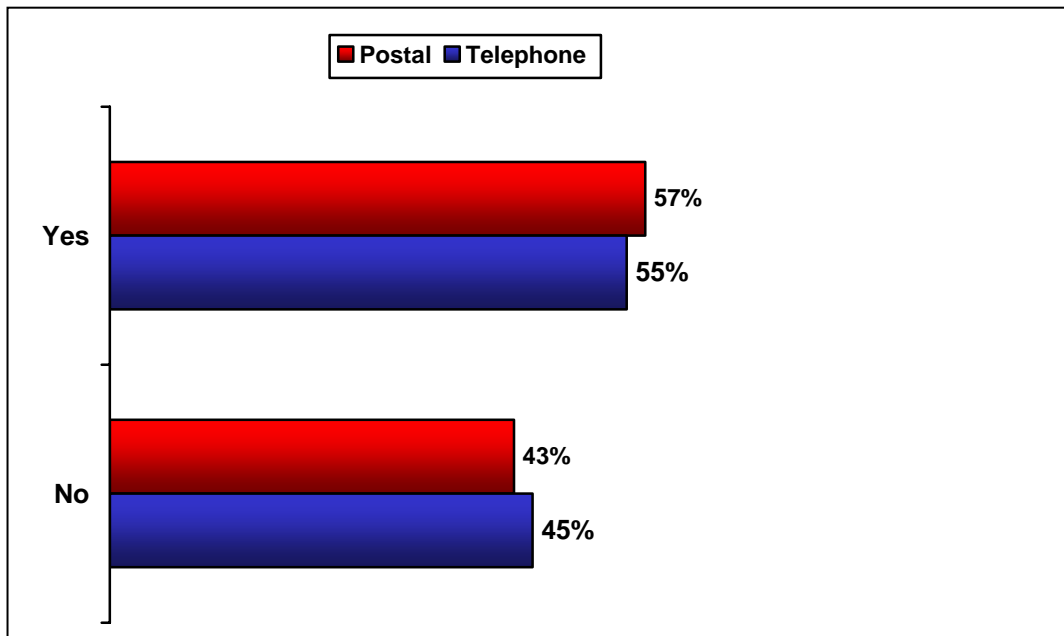
Four in ten (42%) of respondents are employed (part-time / full-time / self-employed).

Type of household income



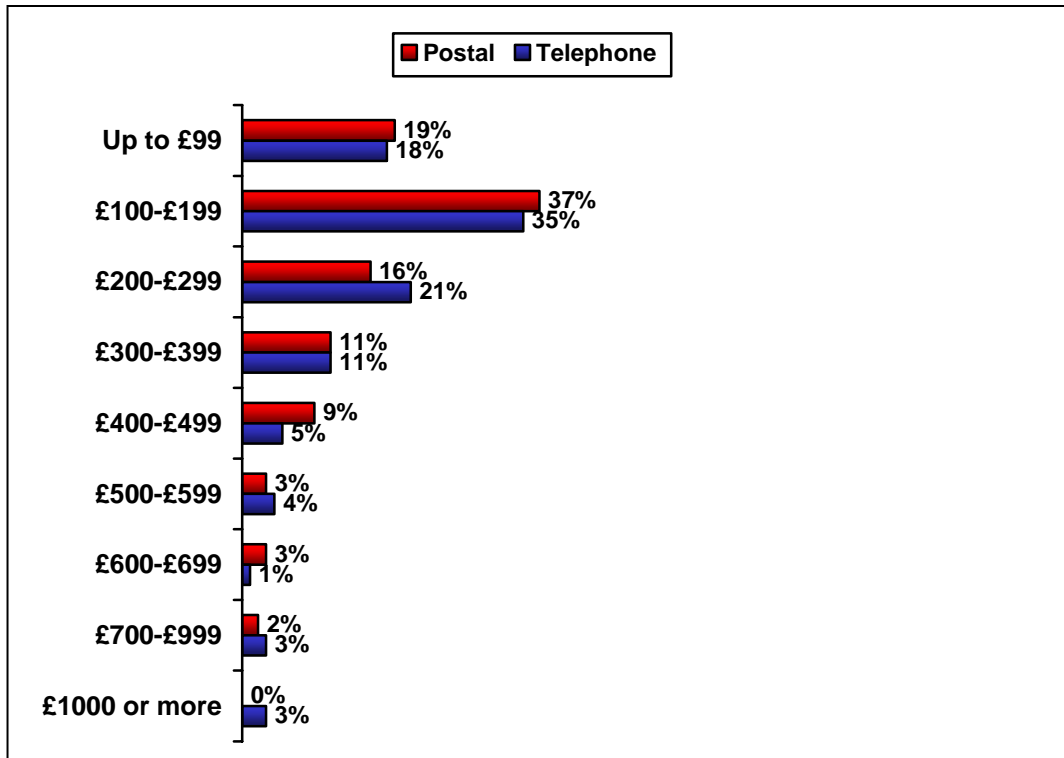
Base = 556 postal respondents; 183 telephone respondents

Whether household receives housing benefit



Base = 561 postal respondents; 197 telephone respondents

Household income



Base = 444 postal respondents; 113 telephone respondents

Over half (56%) of respondents have a weekly household income of £199 or under.

16 Time Series

Table 2 below shows benchmarking data from the previous STATUS survey carried out in 2006. It should be noted that the STATUS template was amended in 2008 and wording of some questions have been amended and the order of the questionnaire has been altered which can affect time series data.

These results exclude don't know and no opinion responses.

Table 1: Time series data

Question	Results	2006	2009	CHANGE FROM 2006	SUMMARY
Contact in last 12 months	Yes	80%	87%	+7%	More contact
Method of contact	Phoned	55%	59%	+4%	More contact by telephone
	Visited office	39%	35%	-4%	Less contact at the office
	Wrote	2%	3%	+1%	
Reason for contact	Repairs	71%	70%	-1%	
	Rent	9%	9%	0%	
	Transfer	4%	5%	+1%	
	Neighbours	7%	7%	0%	
Ease of contact	Easy	54%	64%	+10%	Better
Helpfulness of staff	Helpful	72%	73%	+1%	Better
Ability of staff	Able	62%	69%	+7%	Better
Satisfaction with outcome	Satisfied	51%	57%	+6%	Better

Question	Results	2006	2009	CHANGE	SUMMARY
Satisfaction with repairs	Satisfied	60%	69%	+9%	Better
Rating repairs	When workers call - good	74%	80%	+6%	Better
	Speed of work - good	70%	76%	+6%	Better
	Attitude of workers - good	83%	87%	+4%	Better
	Overall quality - good	70%	76%	+6%	Better
	Dirt & mess - good	74%	80%	+6%	Better
Being kept informed	Good	71%	71%	0%	
Satisfaction with landlord	Satisfied	59%	71%	+12%	Better
Satisfaction with home	Neighbourhood as a place to live	71%	75%	+4%	Better
	Overall quality of home	68%	69%	+1%	Better
	General condition of property	60%	62%	+2%	Better
	Value for money for rent	62%	59%	-3%	Worse