ARP research

HouseMark STAR

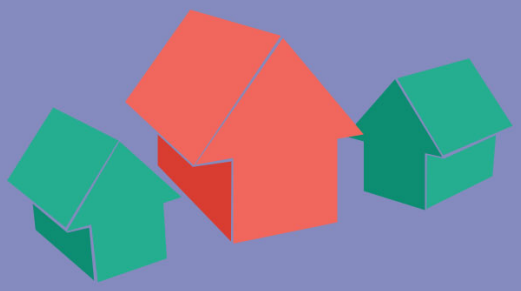
Brighton & Hove City Council

STAR Tenant Satisfaction Survey 2014

Brighton & Hove City Council

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

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



Contents

1. Introduction

Background

This report details the results of Brighton & Hove City Council's 2014 STAR tenant satisfaction survey. The Council conducts an overarching survey every three years, and this is the second such survey for the Council using the HouseMark STAR survey methodology.

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 2011 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the HouseMark STAR database for the core satisfaction questions, supplemented by ARP Research's own database for ancillary questions.

This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys. Benchmark data for the 'core' questions is provided by HouseMark. www.housemark.co.uk/star

About the survey

The survey was carried out between June and July 2014. Paper self completion questionnaires were distributed to a randomly selected sample of 3,000 tenant households. To encourage the response rate tenants were given the option of completing the questionnaire on-line via the city's Consultation Portal, and everyone who took part was eligible for entry into a free prize draw..

In total 724 tenants took part in the survey, which represented a 24% response rate (error margin +/- 3.5%). The majority of completions were on paper, but 7% of respondents took part online.

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.

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 by confident that the differences are real and not likely to be down to natural variation or chance.

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

2. Executive summary

benchmark	significant	proportion	
82%	◀▶	78%	satisfaction overall
N/A	N/A	81%	standard of customer service
N/A	N/A	84%	ease of accessing services
56%	◀▶	64%	listens & takes account of views
78%	◀▶	76%	kept informed
82%	◀▶	80%	quality of home
79%	◀▶	84%	rent value for money
69%	◀▶	71%	service charge value for money
80%	◀▶	84%	neighbourhood as a place to live
80%	▼	76%	last completed repair

Overall satisfaction

1. Overall the tenant satisfaction survey results in 2014 were broadly similar to those attained in the 2011 survey, with most questions varying by only one or two percentage points which is within the margin for error. When considering the headline overall satisfaction rating, it was also true that it had not changed *significantly*, which is a standard threshold for statistical tests after which a result is considered unlikely to be due to chance. However, the satisfaction score had still fallen five points from 83% to 78%, so there was still a good chance that this was a real decrease in satisfaction (section 3).

2. 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 two key drivers were:

   - Listening and acting upon views (64%, section 5)
   - Standard of customer service received (81%, section 4)

3. What is interesting here is that both key drivers were about the relationship and interactions between the Council and its tenants, rather than specific service areas. However, further analysis also suggested a link with repairs maintenance, albeit not quite as strong. Repairs may be one reason why overall satisfaction had fallen, as satisfaction with the last repair was one of the few questions that was rated poorer than before, mainly due to issues with timeliness (see section 8).

Resident involvement

4. The extent to which respondents felt that Housing Services listens to their views and act upon them was rated slightly higher amongst tenants when compared with 2011 (now 64% satisfied), and continues the positive pattern of improvement observed since 2008 (section 5). It was also pleasing to see that Brighton & Hove was well above the median score for similar Councils, to the extent that it was in the top quartile of its peers.

5. As the score has improved, both over time and against the benchmark, this suggests that the Council has been successful in anticipating what is most important to its tenants. However, it is equally true that this remains the biggest area where future improvements could be found.

Customer service

6. The perceived level of customer service was one of only two key drivers of overall satisfaction, so, it is pleasing to see that four out of five (81%) of respondents said the standard of customer service they receive is good (chart 4.2). This included 40% who said it was 'very good'. That said, one in ten respondents said the service was poor (11%, section 4).

7. Similarly, the majority of tenants were satisfied with how enquiries were dealt with generally, with satisfaction having varied very little since 2011 (80% v 79%), and being close to the benchmark median score (82%).

8. The majority of the sample also found it easy to access the Council's services (84%), including over a third (36%) who said it was 'very easy'. A small proportion said they had some difficulty with around one in ten (9%) saying this was the case for them. When asked how this could be improved, the most commonly cited issue was the time it took to get through on the telephone.

Repairs and maintenance

9. It is disappointing to find satisfaction with the last completed repair had fallen significantly from 81% in 2011 to 76% in the current survey. As such, satisfaction is now below the performance of other similar landlords with an average satisfaction level of 80%. (section 8).

10. Detailed questions on the last repair identified timeliness as an issue, with a decrease in satisfaction for the speed of completion (81%, down from 85%) and a statistically significant decrease with the time taken before work started (77%, down from 82%). One factor in this might be that some customers had experienced missed appointments, which was a known issue before the survey took place and measures had already been taken to rectify the problem.

11. Other ratings for the last repair were within a few points of the benchmark median, and in the case of the being able to make an appointment and being told when workers would call, the score was in the first quartile. The strongest 'key drivers' of repairs satisfaction were the repair being done 'right first time' (72% satisfied), and the quality of the work (82%).

12. In addition to responsive repairs, the questionnaire also covered the topic of planned maintenance. those who thought they had some planned work were asked to rate it, and it is pleasing to find 85% were satisfied, including 53% who were 'very satisfied'. When asked how planned work could be improved, the most commonly mentioned issues were the quality of the work, and making better appointments.

The home

13. The majority of the sample were satisfied with the quality of their home (80%), including two fifths (39%) who were 'very satisfied'. This result was very close to the 2011 figure (81%) and to the benchmark median for other landlords. By area, the lowest satisfaction scores were in Central Area 2 and East – Whitehawk (both 74%, section 6).

Value for money

14. Value for money of the rent is an area where the Council compares very favourably against its peers – the score was five points higher than the benchmark median, and therefore in the first quartile of the comparison group. This meant that just over four fifths (84%) of respondents were satisfied that current rent levels represented good value, including nearly a half (47%) who were 'very satisfied' (section 6).

15. It was also encouraging to find 71% were satisfied with their service charge in terms of value for money, a result which has changed little since the previous survey in 2011 (was 73%). Furthermore, when compared to the benchmark it was around the level one would normally expect.

Communal services

16. Ratings for both the internal and external cleaning had changed little since 2011, with the former being rated a little higher (73% v 66%). When compared against similar scores from other landlords, the standard of Brighton & Hove's communal cleaning appeared to be better than average (section 7).

17. Despite the fact just over two thirds of the sample (69%) were satisfied with the grounds maintenance service this represents a significant fall from 2011 when satisfaction was at 74%. Indeed, just over a fifth were dissatisfied with this service including 12% who were 'very dissatisfied'. Subsequently, this result is now a little below the benchmark target, whereas before it was slightly higher.

The neighbourhood

18. Another topic where Brighton & Hove score was in the first quartile of the group of comparable landlords was the neighbourhood, with four out of five respondents being satisfied with their neighbourhood as a place to live (84%), including two fifths who were 'very satisfied' (41%). This compared against 10% were dissatisfied. Those living in East – Whitehawk significantly less satisfied than respondents of any other area (81% satisfied, 16% dissatisfied, section 6).

19. There was a slight fall (albeit not statistically significant) in how tenants feel Housing Services deal with anti-social behaviour (62% v 64%), which meant that it was also now three points below the score one might normally expect.

Information and communication

20. Three quarters of tenants (76%) said Housing Services were good at keeping them informed about things that may affect them, a result which is almost identical to that achieved in 2011 and shows no significant change. This result had consolidated the improvement since 2008, where this score had only been 71%. It was now close to the score one would normally expect (section 9).

21. Nine out of ten respondents say they have read the 'Homing in' newsletter (90%), more than half of whom claim they 'always' read it (57%). However, regular readership varied widely when comparing the under 35s against the over 65s (17% v 70% respectively).

22. More than half of the sample had internet access (58%), including 83% of the under 35s compared to 35% of those aged 65+.

23. The Council are considering developing a phone or tablet app specifically for housing, and when asked if they would use it if offered, one in four tenants (26%) said they would, including 56% of those with internet access and 63% of the under 35s.

3. Services overall

78%

tenants satisfied overall

lower than 2011, but not by a statistically significant margin

listening to views

standard of customer service

. . .are the key drivers

Overall the tenant satisfaction survey results in 2014 were broadly similar to those attained in the 2011 survey, with most questions varying by only one or two percentage points which is within the margin for error. Accordingly, in the vast majority of cases statistical tests showed no significant change since the last survey.

When considering the headline overall satisfaction rating, it was also true that it had not changed *significantly*, which is a standard threshold for statistical tests after which a result is considered unlikely to be due to chance. Nevertheless, the satisfaction score had still fallen five points from 83% to 78%, so there was still a high chance that this was a real decrease in satisfaction as it was significant if the threshold for the test was relaxed slightly (to 90% confidence level).

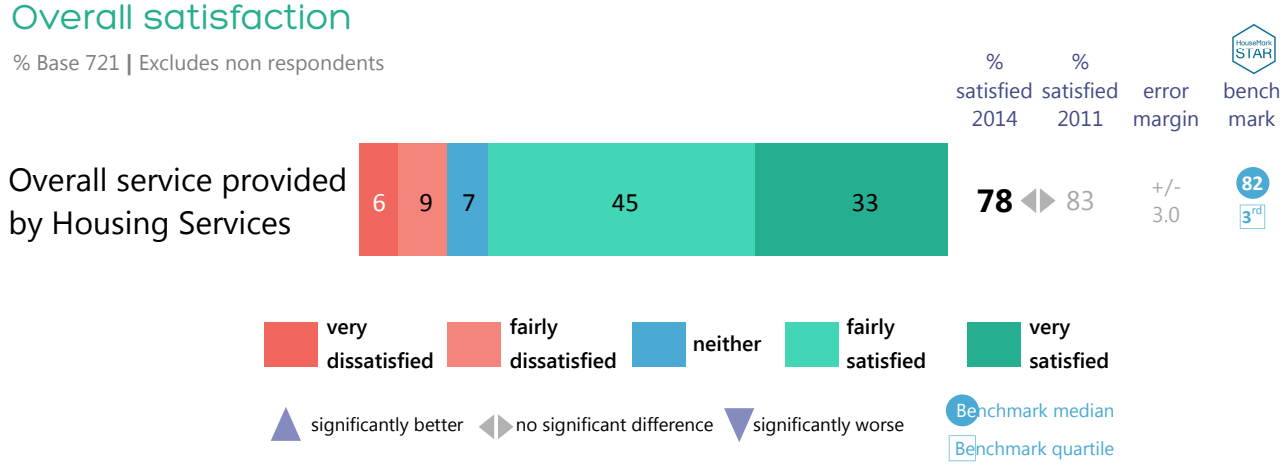
One reason why the statistical tests were not conclusive was that the proportion of tenants who were 'very satisfied' remained almost the same as before, accounting for a third of all those who took part (33%). However, the proportion of tenants who were dissatisfied had grown from 10% to 15%.

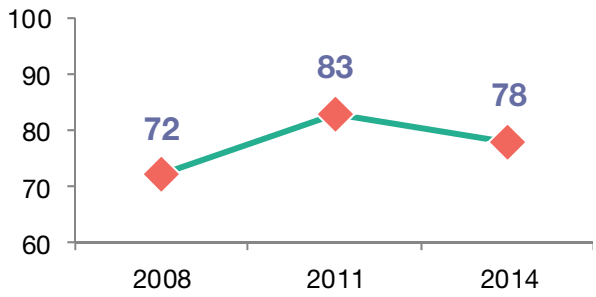
Regardless of any drop compared against the 2011 results, the score was still considerably higher than it had been in 2008, which was around the time the Council was considering moving from retained stock. When compared against other similar Councils, Brighton and Hove's result was 4% below the benchmark median, putting it in the third quartile of the comparison group.

If one presumes that the lower score than in 2011 does indeed reflect the views of tenants, the next question to ask is why this might be the case? This is especially relevant when considering that most of the other survey results were closely matched to the previous scores, so one explanation might be found in the handful of scores

3.1 Overall satisfaction

% Base 721 | Excludes non respondents





that had varied. Most notably, there had been a significant decrease in the rating for the last repair, with timeliness being a probable factor (see section 8). In addition, there had also been a 5% decrease in satisfaction with the grounds maintenance service (section 7).

Additional insight into the overall score can be gained from a 'key driver' analysis, which uses 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 two key drivers as presented in chart 3.2.

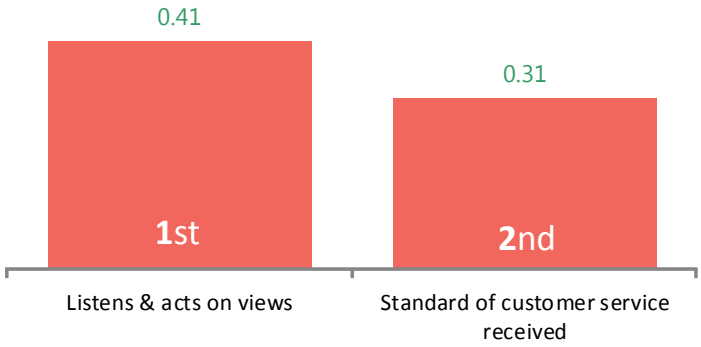
What is interesting here is that both key drivers were about the relationship and interactions between the Council and its tenants, rather than specific service areas. The most influential factor was the extent to which people felt the Council listened to and acted upon their views, despite the fact that Brighton & Hove compared favourably against its peers on this measure (section 5). The standard of customer service was also a strong contributor, although the results in this section were also close to the Council's peers, with enquiry handling having improved substantially since 2008 (section 4).

There was only one real surprise with the outcome of this analysis and that was the notable absence of the repairs and maintenance service which often emerges as the primary key driver due to the fact that the majority of customer interactions are in relation to a repair. It is also somewhat confusing when taking into account the decrease repairs satisfaction identified by the survey (see section 8). However, on further analysis if one excludes the customer service rating from the key driver analysis, then satisfaction with the last repair comes in to replace it. This would suggest that there is still a fairly strong relationship between repairs and overall satisfaction, but just as part of the overall customer service experience.

The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.

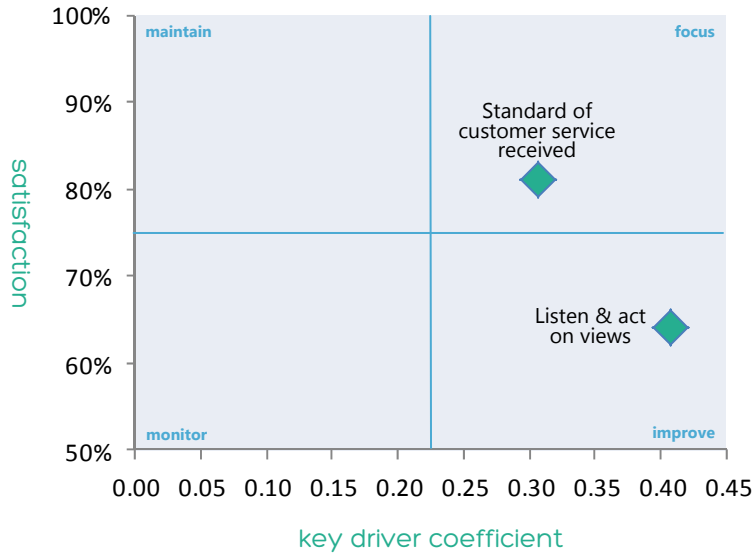
3.2 Key drivers - overall satisfaction

R Square = 0.438 | Values are *standardised beta coefficients* from a regression analysis.



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

3.3 Key drivers v satisfaction



Finally, throughout the report the results are also comprehensively analysed by other sub-groups in order to identify those tenants who might differ from the norm in how they felt about Brighton and Hove's housing services. The first notable finding confirmed a pattern common across resident surveys - older respondents claimed to be more satisfied than those who were younger. For Brighton and Hove it was certainly true that tenants aged 65+ had a significantly higher level of satisfaction than anyone else (86%). However, it was interesting that the usual pattern of scores getting progressively lower as age decreases was not evident in the case of tenants. Instead the under 65s were more consistent with one another than is often the case, with those in the 35-44 age category actually giving a lower score (70%) than the under 35s (74%). As chart 10.22 clearly shows the wide variation in scores between the youngest and the oldest tenants continued across a range of core questions.

There were no significant differences in overall tenant satisfaction by area or property type, but this score was significantly higher for those respondents living in low rise flats (i.e. 1 to 4 floors) amongst whom satisfaction overall was 83%. When compared by the different equality groups there were no significant differences by gender, disability or ethnic background. Respondents who stated they were Christian and/or heterosexual were more a little more satisfied than other groups (tables 10.26 and 10.27), but this is mainly due the older age profile of both. It should be noted that whilst typically younger than average, LGB tenants did give lower than average scores across most questions other than those regarding the home and area (table 10.27). Being a small sample most of these differences could not be said to be statistically significant, with the exception of listening to views and acting upon them, which was rated considerably lower than average (44% v 64%).

4. Customer service

81 %

said the standard of customer service is good

84 %

found it easy to access the services

The customer service experience for any tenant plays an important role in how they perceive their landlord, so it is pleasing to see that four out of five (81%) of respondents said the standard of customer service they receive is good (chart 4.2). This included 40% who said it was 'very good'. That said, one in ten respondents said the service was poor (11%). This is all the more important as the perceived level of customer service was one of only two key drivers of overall satisfaction (section 3).

Once again older tenants (aged 65 or over) were significantly more positive in their responses with 88% of this group saying the service was good, whereas only 74% of those aged under 35 said the same. Respondents in the East – Whitehawk area rated this significantly lower than average (75%). It is unlikely this result is influenced by the age profile of this area as it is very similar to the two Central areas including Area 1 where 88% of tenants rated their customer service as good. Unfortunately in the absence of more detailed questions about the service it is difficult to say for certain whether there were any service specific reasons why this area had rated it lower.

Having anticipated that this would be a central issue for tenants, the questionnaire included a free text questions asking tenants what might improve their customer experience. Around a quarter of the sample made a comment, and these collected together into similar themes. As can be seen from chart 4.4 it is pleasing to see that the largest proportion of comment on a single theme were simply compliments (19% of all those who answered).

However, 3% of the sample spontaneously commented that they would like staff to be more helpful or polite, and 2% felt that they would like to be listened to more seriously.

There were also a reasonable number of comments noting that tenants were not always called back when they should have been, or that they felt the waiting times on the telephone were too long. Similarly there were also a few comments about the automated phone system and the lack of direct contact numbers, all of which are

consequences of the fact that customer enquiries were centralised around two years ago. Indeed, the call back issues had already been identified in previous satisfaction research.

The survey findings around the overall standard with customer service clearly provide insight into tenant satisfaction in this area, but the score cannot be compared over time, or against other landlords. Fortunately, the survey also asked tenants to rate the way Housing Services deals with enquiries generally, which can offer such comparison. The pattern here was similar to many other results across the survey, with satisfaction having varied very little since 2011 (80% v 79%), and being close to the benchmark median score (82%).

Similar to previous findings, older tenants (aged 65 or over) were significantly more satisfied (90%). Three quarters of those aged under 35 were satisfied (76%), however it was the age group of 45 – 64 year olds who were the least satisfied and by a significant margin (74%). There were some variations in this score by area office, albeit none of them statistically significant. There was an interesting variation in this result in the Central area with it rated highest by those at Area 1 (85%) but lowest for those at Area 2 (77%), with both scores being the extremes for the pattern of responses by area office. Area 1 does have slightly more older respondents, i.e. aged 65 or over than Area 2 (41% v 35%) however the overall age profile for each area is broadly the same which suggests results are not entirely linked to the age of the tenant (see chart 10.1 on page 35 for the political wards covered by each area).

Whilst the standard of customer service is obviously a central issue for tenants, it is also important that these services be easy to access. In another question that was new to the 2014 survey, it is positive to find 84% of the sample found it easy to access services, including over a third (36%) who said it was 'very easy'. A small proportion said they had some difficulty with around one in ten (9%) saying this was the case for them. The pattern of older tenants being more positive was once again evident with those aged 65 or over rating this significantly higher than any other sub-group (89%). When analysed by the protected characteristics of different equality groups, there were none who rated this question lower than average by a statistically significant margin.

As with the customer service question, tenants were again asked to comment in their words on the ways they thought the services could be made easier to access (chart 4.5). In this instance only 14% of the sample wished to comment, with the most common issue being the time it took to get through on the telephone (3.5% of the total sample). The next most common single topic mentioned was local offices, which is clearly a consequence of the rationalisation of local offices, including cutting down the number with cashier facilities (there were two specific mentions of this).

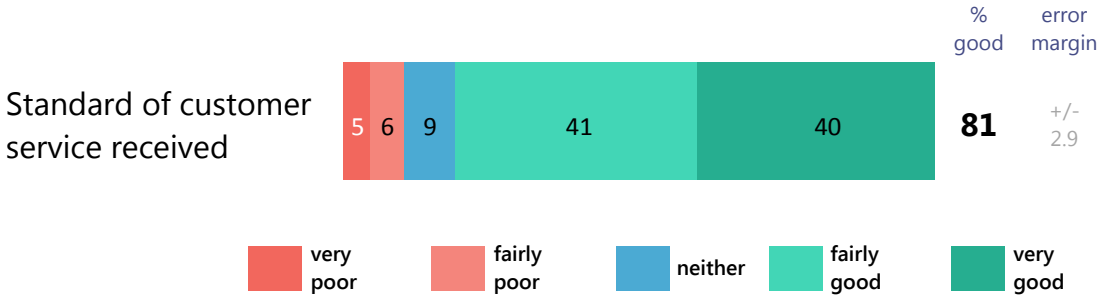
It was also interesting that there were a number of mentions of online services from opposite perspectives – some tenants wished to remain accessible even if they did not use the internet, whereas others asked for additional online services. It should also be noted that there were some complaints that emails to Housing Services did not always receive a response.

Finally for this section, three out of five respondents were satisfied with the way Housing Services deals with complaints which shows no significant change from that reported in 2011 (was 62%). At this point it should be noted by the reader that due to the complexities of dealing with complaints, questions that ask how reports are handled typically receive lower ratings than many others in tenant surveys. Indeed the relatively low score compared to other ratings in the report can be explained by the large proportion of ambivalent 'neither' responses (19%), which even though there was an option for 'not applicable' may have been favoured by tenants who have not had cause to complain and therefore have no opinions either way.

Respondents aged 65 or over were significantly more satisfied (69%) compared to 55% of those aged under 35. Once again there was a clear difference in this result in the Central area with those in Area 1 more satisfied than those in Area 2 (68% v 54%) with these two results representing the highest and lowest scores of any area.

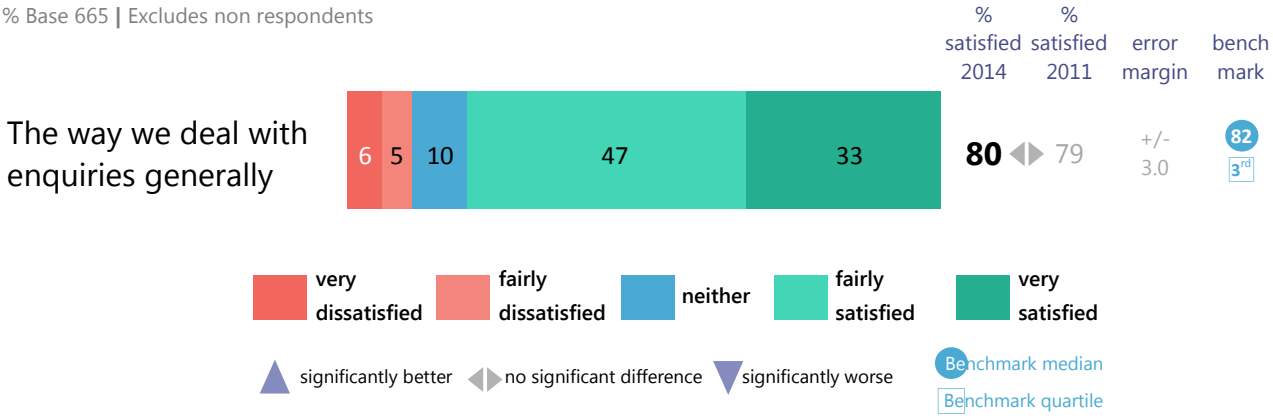
4.1 Standard of customer services

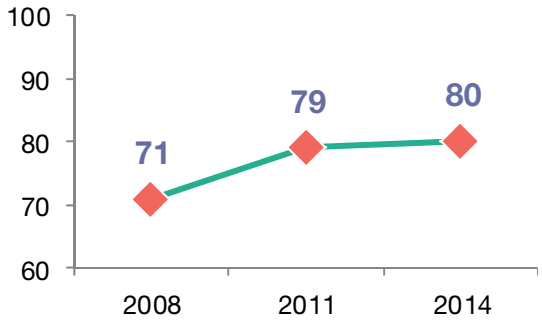
% Base 720 | Excludes non respondents



4.2 Enquiries generally

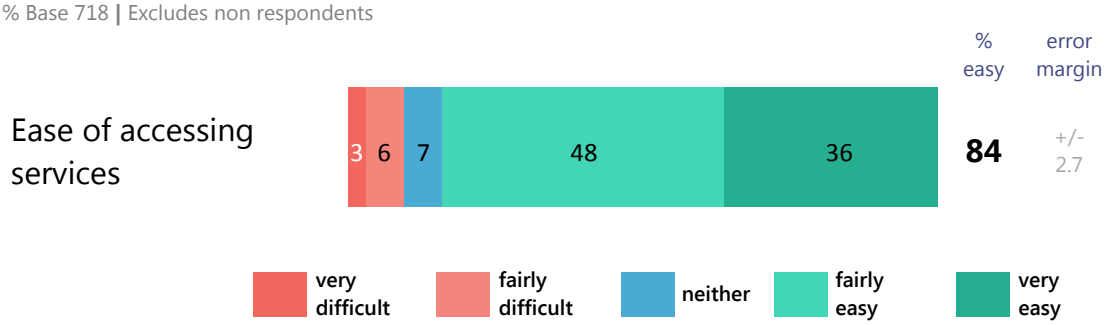
% Base 665 | Excludes non respondents





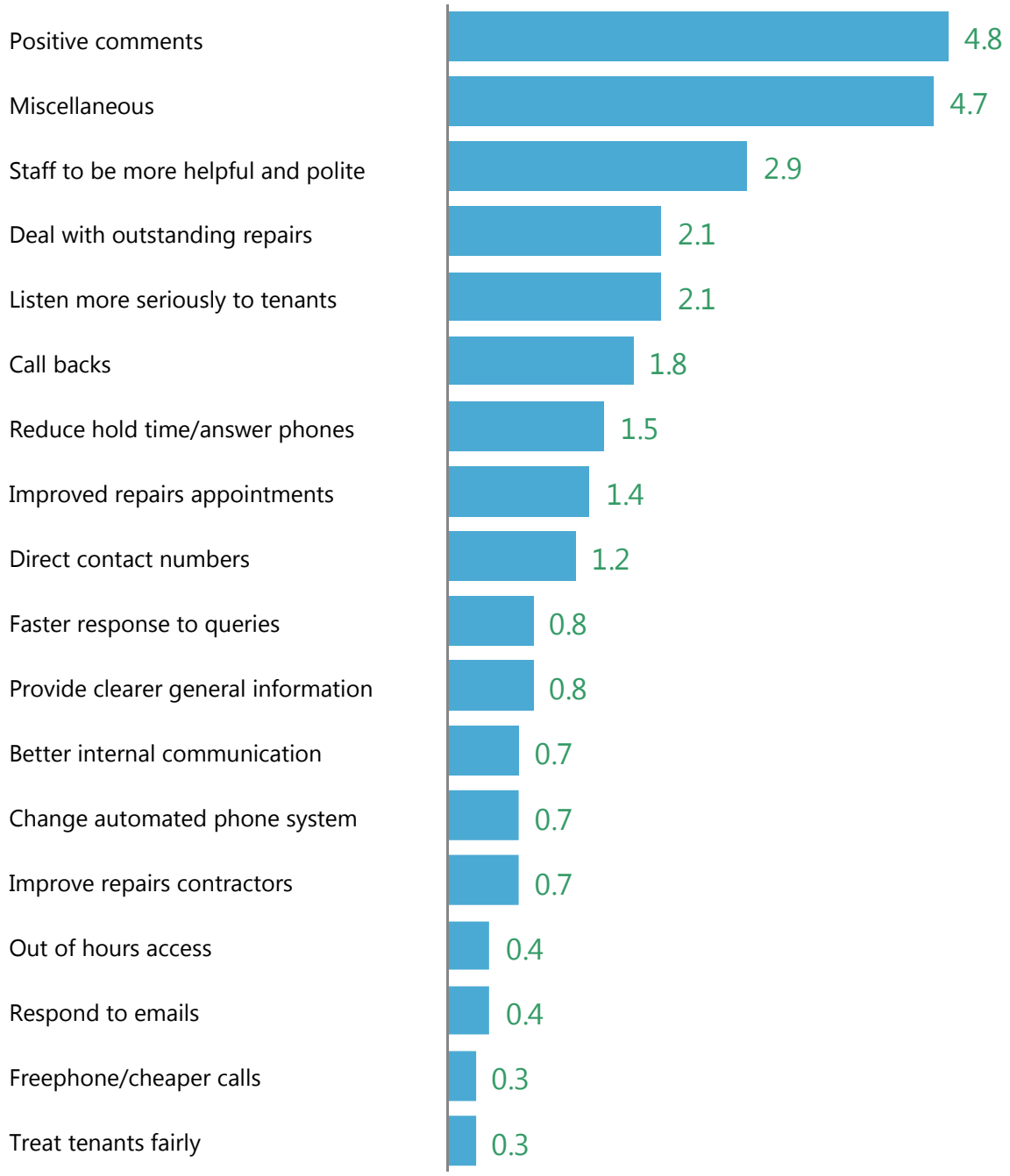
4.3 Accessing services

% Base 718 | Excludes non respondents



4.4 Anything that would make customer experience better?

% Base 742 | Coded from text comments. More than one answer allowed.



"Have found people I have spoken to have been very pleasant and helpful."

"We have been quite satisfied in our recent experience with the housing department"

"Since 2013, I have reported the guttering at least 5/6 times. It desperately needs mending but I have not heard a thing. It's useless phoning 293030. The same person never answers the phone twice, so everything has to be explained again and again and again."

"Put more staff on the telephone at peak times so the waiting ties are reduced. Tell us more often our places in the queue"

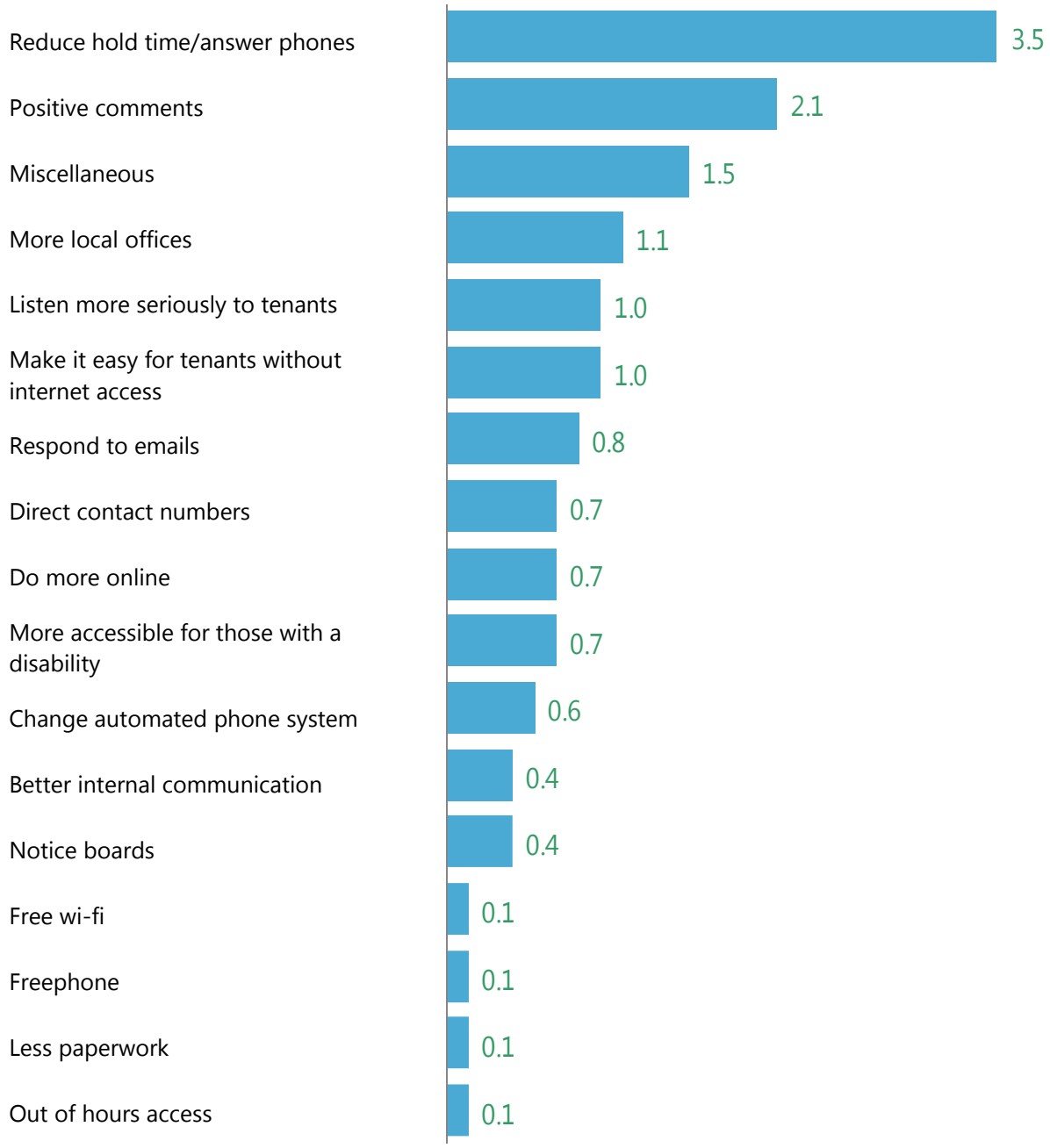
"When a tenant asks for help, do not keep passing her around - and, if you say you will ring back, do so."

"Listen to us and then act on what we say."

"Direct number when calling different departments so it will cost less on phone calls. Saves going through the automated every time.

4.5 Anything else that could make services easier to access?

% Base 742 | Coded from text comments. More than one answer allowed.



"Go back to a person on the end of the phone instead of you have 4 options, then after pushing 1-4 you get another option. It's nice to talk to somebody."

"Having back the local council office where I could pop by if I had any problem/concern would be extremely useful."

"Cut down the time it takes to get through the talking machines. Why does it take eleven minutes to speak to a human?"

"Not everyone has internet services. Hard to get on telephone to speak to someone."

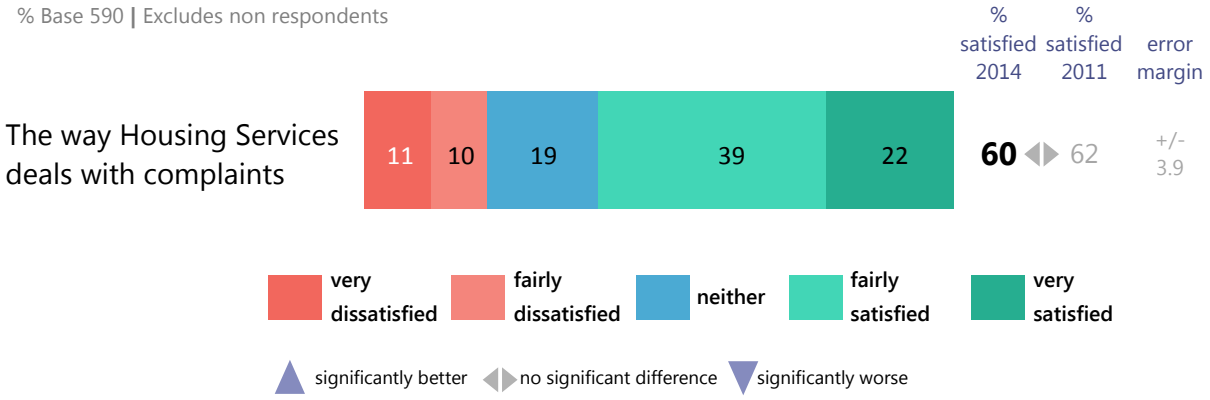
"Website could be easier to use, better links to different departments, clearer advice etc.

"Access to services couldn't be any easier."

"Maybe reply to the customer's email would be good?! I've never got a reply."

4.6 Complaints

% Base 590 | Excludes non respondents



4.7 Customer service by area

% positive

	Sample size	Enquiries generally	Standard of customer service	Ease of accessing services	Dealing with complaints
Overall	**724**	**80**	**81**	**84**	**60**
Central	*247*	81	82	84	62
Central Area 1 - Oxford Street	130	85	88	85	68
Central Area 2 - Oxford Street	117	77	75	82	54
East	*238*	78	77	84	61
East - Whitehawk	115	78	75	83	64
East - Lavender Street	123	78	80	85	59
West	*233*	80	83	84	57
West - Oxford Street	116	79	81	84	58
West - Victoria Road	117	80	85	83	55

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

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

5. Resident involvement

64% felt Housing Services listened and took their views into account

63% were satisfied with opportunities to get involved

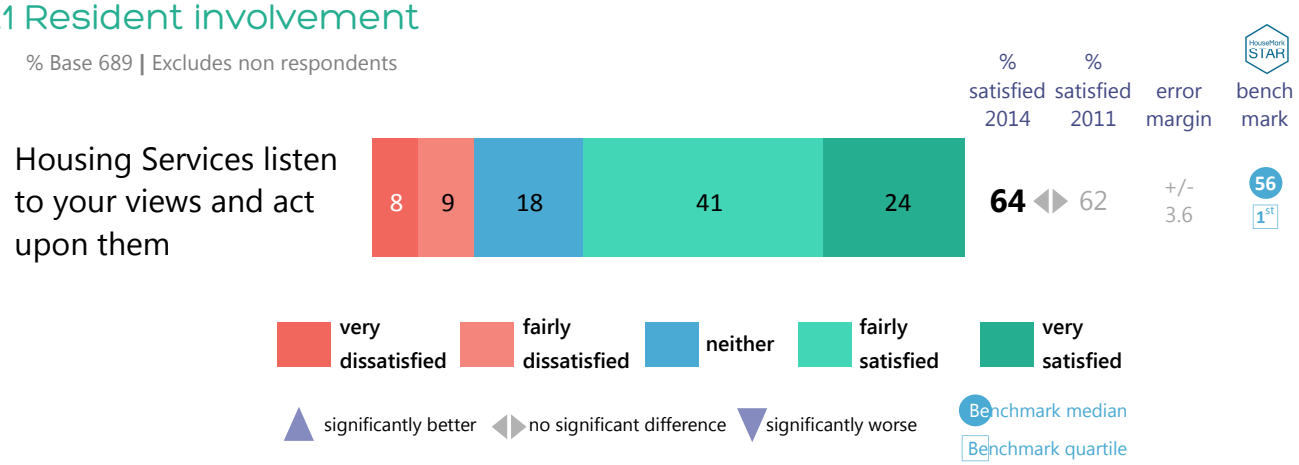
The extent to which respondents felt that Housing Services listens to their views and act upon them was rated slightly higher amongst tenants when compared with 2011, and continues the positive pattern of improvement observed since 2008 (was 60%). It was also pleasing to see that Brighton & Hove was well above the median score for similar Councils, to the extent that it was in the top quartile of its peers. This is particularly important when you consider the relationship this has with satisfaction overall, with this emerging as the strongest key driver (chart 3.2). As the score has improved, both over time and against the benchmark, this suggests that the Council has been successful in anticipating what is most important to its tenants. However, it is equally true that this remains the biggest area where future improvements could be found.

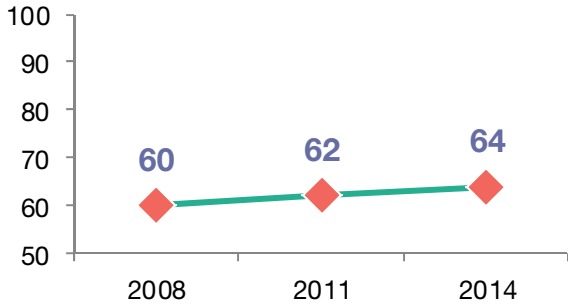
Indeed, it is important to note that 17% of the sample were actively dissatisfied, with a similar proportion (18%) ambivalent on this issue and therefore selected the middle point on the scale, being neither satisfied nor dissatisfied. The pattern of response was very similar when respondents were also asked to rate the opportunities they had to get involved, although in this instance fewer (8%) went so far as to say that they were actually dissatisfied with more respondents choosing the middle 'neither' option (30%).

On both of these scores the main differences by sub-group were by age. Taking the question on listening to views as an example, tenants aged 65 or over were significantly more likely to be satisfied than average (74%), whereas the 45-54 year olds were significantly less likely to feel this way (55%). However, it is also important to

5.1 Resident involvement

% Base 689 | Excludes non respondents





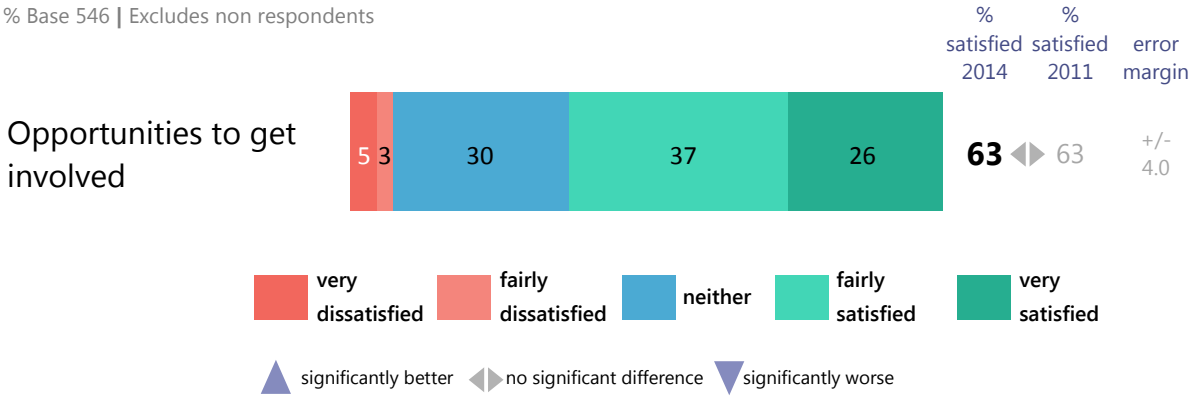
note that LGB (lesbian, gay, bisexual) respondents were significantly less satisfied than any other groups that their views were taken into account, with only 44% being satisfied compared to 26% who were actively dissatisfied. Some of this will be ambivalence or lack of knowledge, as almost a third of this group chose the 'neither' option, and the small sample size is also relevant with the total number who were dissatisfied being only eleven individuals. Nevertheless, this may be worthy of further work to gain insight into the reasons for this result.

Interestingly there was very little difference in this result by area office with scores for listening to tenants' views, only ranging between 63% and 65%. However the same cannot be said when analysing satisfaction with the opportunities to get involved where satisfaction varied between 57% (West – Victoria Road) and 66% (Central Area 1 and East – Lavender Street).

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

5.2 Getting involved

% Base 546 | Excludes non respondents



5.3 Resident involvement by area

	Sample size	% satisfied: Listen to your views and act upon them	% satisfied: Opportunities to get involved
Overall	**724**	**64**	**63**
Central	*247*	64	63
Central Area 1 - Oxford Street	130	64	66
Central Area 2 - Oxford Street	117	63	58
East	*238*	64	65
East - Whitehawk	115	64	64
East - Lavender Street	123	64	66
West	*233*	65	61
West - Oxford Street	116	65	65
West - Victoria Road	117	65	57

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

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

6. Home and neighbourhood

80%

satisfied with their home

84%

satisfied with neighbourhood

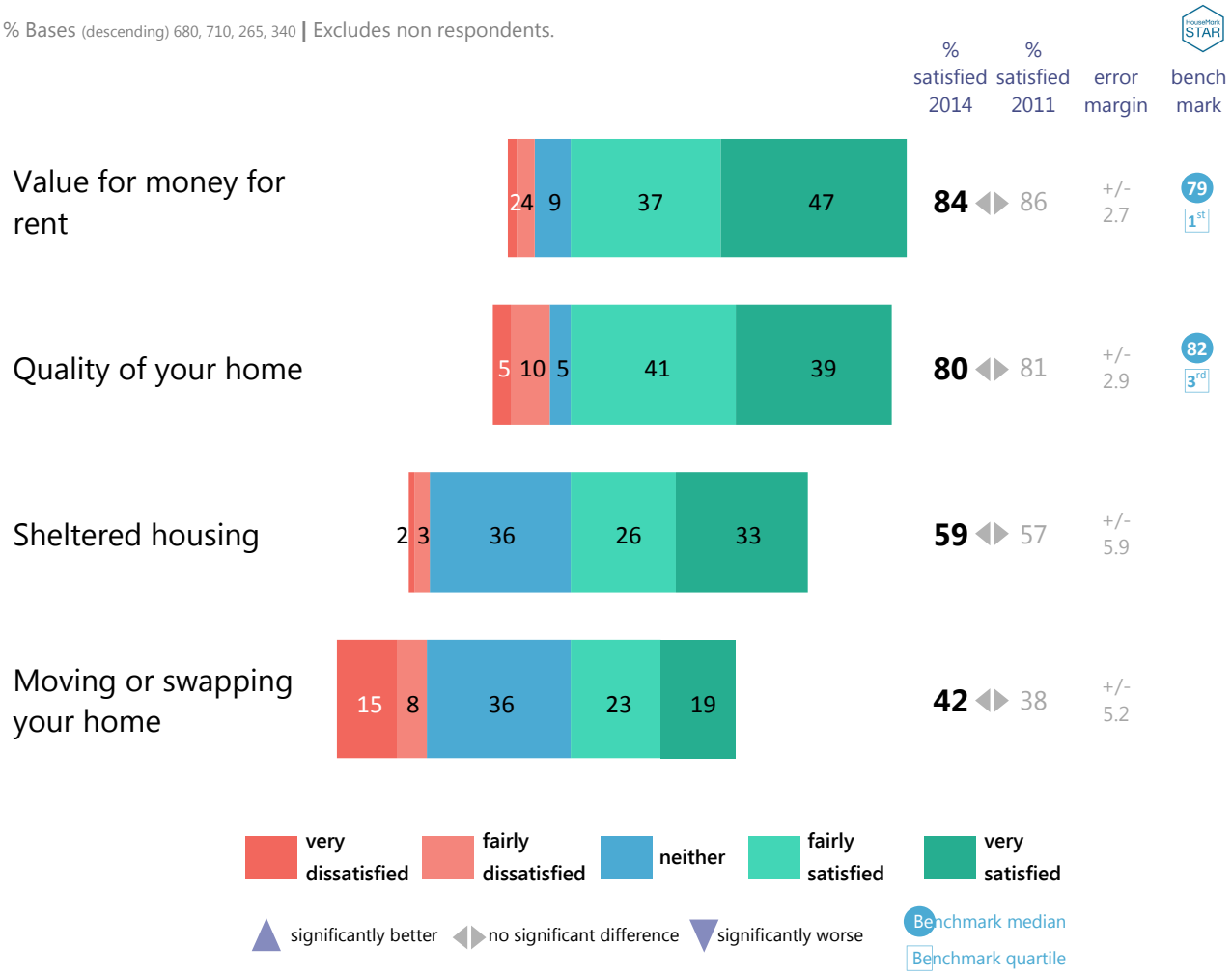
It is positive to see that the majority of the sample were satisfied with the quality of their home (80%), including two fifths (39%) who were 'very satisfied'. This result was very close to the 2011 figure (81%) and to the benchmark median for other landlords. Once again older tenants were significantly more satisfied than their younger peers with 89% of over 65's satisfied, compared to 65% of those aged under 35.

There were some interesting splits in this result for each of the three overall areas of Central, East and West (chart 6.2). In the Central area, respondents in Area 1 were more satisfied than those in Area 2 (85% and 74% respectively). In the West, respondents in the Oxford Street area (84%) were more satisfied than those in the vicinity of Victoria Road (77%). However it is in the East area where the difference is most noticeable, with Lavender Street residents significantly more satisfied than average (87%), whereas those in Whitehawk reported the joint lowest level of satisfaction (74%).

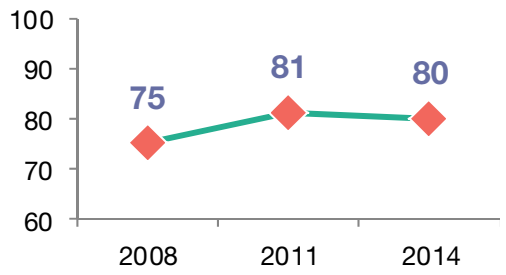
Satisfaction also varied when analysed by property age, with those in properties built between 1965 and 1974 significantly more satisfied than average (88%). Similarly, satisfaction was also significantly higher for those in properties built between 1975 and 1990 (83%). By property type, tenants in flats were significantly more satisfied than average with the quality of their home (83%), particularly tenants in low rise accommodation (1 to 4 floors) where satisfaction was significantly higher (85%). For other types of property the satisfaction score was lower, but there were none where it was low enough to be significantly different from the average score

6.1 Satisfaction with the home and services

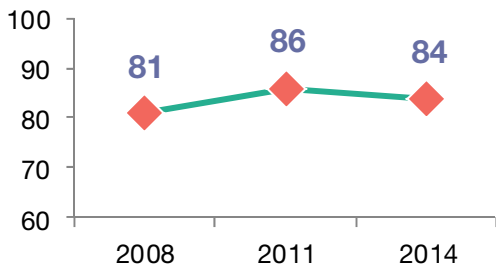
% Bases (descending) 680, 710, 265, 340 | Excludes non respondents.



Quality of your home



Value for money for rent



Perhaps unsurprisingly those respondents who have had planned work completed to their home in the last year were more satisfied than those who had not (85% v 79%).

Moving on to the topic of value for money, this is an area where the Council compares very favourably against its peers – the score was five points higher than the benchmark median, and therefore in the first quartile of the comparison group. This meant that just over four fifths (84%) of respondents were satisfied that current rent levels represented good value, including nearly a half (47%) who were 'very satisfied'. The score was even higher in 2011 (86%), but the difference between the two years was small enough that the variation is simply down to chance.

Whilst there were no statistically significant variations in this score by area, satisfaction was lowest amongst the group of tenants in Central Area 2 (78%). In contrast, satisfaction ranged between 84% and 87% for all of the remaining areas (table 6.2).

6.2 Satisfaction with home and services by area

	Sample size	% satisfied			
		Quality of the home	Value for money for rent	Sheltered housing	Moving or swapping your home
Overall	**724**	**80**	**84**	**59**	**42**
Central	*247*	80	82	62	44
Central Area 1 - Oxford Street	130	85	86	73	46
Central Area 2 - Oxford Street	117	74	78	49	41
East	*238*	80	85	59	43
East - Whitehawk	115	74	84	56	43
East - Lavender Street	123	87	87	61	43
West	*233*	81	86	56	36
West - Oxford Street	116	84	87	61	38
West - Victoria Road	117	77	84	50	33

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

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

By property type, tenants living in flats reported significantly higher levels of satisfaction with their rent levels, whereas those in houses significantly less so (87% and 78% respectively) with respondents in low rise accommodation (1 to 4 floors) significantly more satisfied than any other sub-group (92%).

At first glance, satisfaction with the way Housing Services deals with sheltered housing and moving or swapping homes appears low in comparison to other results in this section (59% and 42% respectively), although in both instances the majority of responses were of an ambivalent nature with 36% selecting the 'neither' option. However, for those respondents who actually live in sheltered accommodation satisfaction was very high (90%) including around two thirds (63%) who were 'very satisfied'.

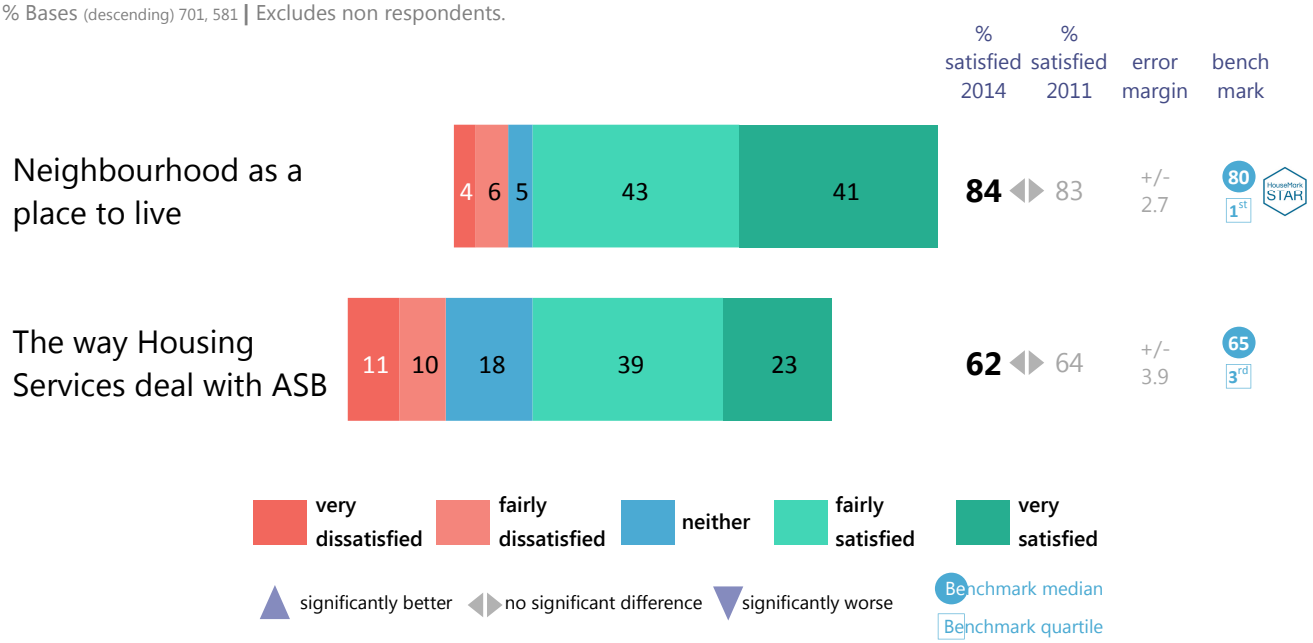
That said, it is notable that nearly a quarter of those who responded to the question were dissatisfied with the way Housing Services handle moving or swapping homes (23%). However, despite further scrutiny of this result by the various sub-groups, nothing is revealed that explains this finding other than dissatisfaction was highest amongst respondents in West – Victoria Road (29%) and Central Area 2 (28%). Obviously the long waiting list in Brighton & Hove across all RSLs is a factor in this, over which the Council has no direct control.

Another topic where Brighton & Hove score was in the first quartile of the group of comparable landlords was the neighbourhood, with four out of five respondents being satisfied with their neighbourhood as a place to live (84%), including two fifths who were 'very satisfied' (41%). This compared against 10% were dissatisfied. Despite this usually being a relatively stable measure within similar survey results, this rating has improved dramatically between 2008 and 2011, with a further 1% increase this year.

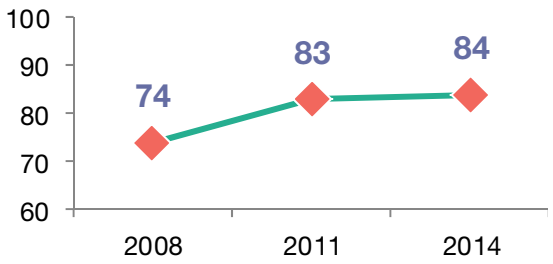
This result obviously varied by area with those living in East – Whitehawk significantly less satisfied than respondents of any other area (81% satisfied, 16% dissatisfied). In contrast, tenants living in Central Area 1 were the most satisfied (89%). As seen elsewhere in the results, older tenants had significantly higher levels of satisfaction (88% of those aged 65 or over) compared to the youngest age group (76% of those aged 16-34).

6.3 Satisfaction with the neighbourhood

% Bases (descending) 701, 581 | Excludes non respondents.



Neighbourhood



The experience of anti-social behaviour is obviously unpleasant, and often has a measurable impact on peoples' perceptions of their housing provider. 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. That said, there was a slight fall (albeit not statistically significant) in how tenants feel Housing Services deal with anti-social behaviour (62% v 64%), which meant that it was also now three points below the score one might normally expect. However, it should also be highlighted that nearly a fifth were ambivalent (18%, 'neither') which coupled with the fact 128 tenants in the sample chose not to answer this question, most likely indicates a lack of experience with this aspect of the Council's services.

Once again, older tenants were significantly more satisfied than their younger neighbours – 70% satisfied amongst those aged 65 or over, 56% satisfied for those aged 16 – 34, however it was those aged 35 – 44 that were the least satisfied (53%).

This rating was also comprehensively analysed by neighbourhood area (chart 6.4) and despite satisfaction varying by up to 12% between the areas, none of the ratings were statistically significantly different. Satisfaction with how ASB is dealt with was lowest for those in Central area 2 (53%) but highest amongst respondents in Central Area 1 and East – Whitehawk (both 65%).

When analysed by property it is worth mentioning those living in bedsits and flats were the least satisfied overall (59% and 61% respectively), whereas those in bungalows were more satisfied, and by a statistically significant margin (87%).

6.4 Satisfaction with the neighbourhood by area

	Sample size	% satisfied: Neighbourhood as a place to live	% satisfied: The way ASB is dealt with
Overall	**724**	**84**	**62**
Central	*247*	86	59
Central Area 1 - Oxford Street	130	89	65
Central Area 2 - Oxford Street	117	83	53
East	*238*	81	64
East - Whitehawk	115	81	65
East - Lavender Street	123	82	63
West	*233*	84	63
West - Oxford Street	116	81	63
West - Victoria Road	117	86	62

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

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

7. Communal services

71%

satisfied with service charge value for money

69%

satisfied with grounds maintenance, 5% lower than 2011

Around two fifths of the survey respondents did not answer the question about service charge in terms of value for money; the majority of whom it can be assumed therefore do not pay a service charge. Of those who did go on to rate this aspect of the service, it is encouraging to find 71% were satisfied with their service charge in terms of value for money, a result which has changed little since the previous survey in 2011 (was 73%). Furthermore, when compared to the benchmark it was around the level one would normally expect. However it is important to remember around one in seven were actively dissatisfied (14%).

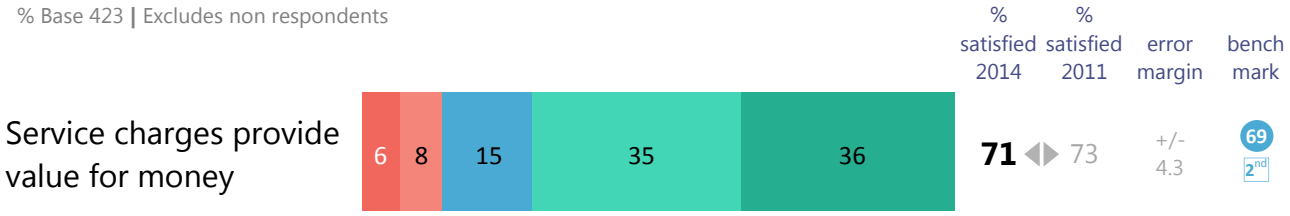
There were only two notable significant variations by sub-group the first of which was by age, with older tenants (aged 65 or over) significantly more satisfied than their younger peers aged 16 – 34 (84% and 61% respectively). The other noteworthy finding was tenants in the sample living in low rise accommodation (1 to 4 floors) also rated the service charge significantly higher than average (79%).

By area, satisfaction was again lower amongst tenants in Central Area 2 (68%) but higher for those in Central Area 1 (74%) a pattern which mirrors the findings for rent (section 6).

Turning to the services that are paid for by the charge, ratings for both the internal and external cleaning had also changed little since 2011, with the former being rated a little higher (73% v 66%). When compared against similar scores from other landlords, the standard of Brighton & Hove's communal cleaning appeared to be

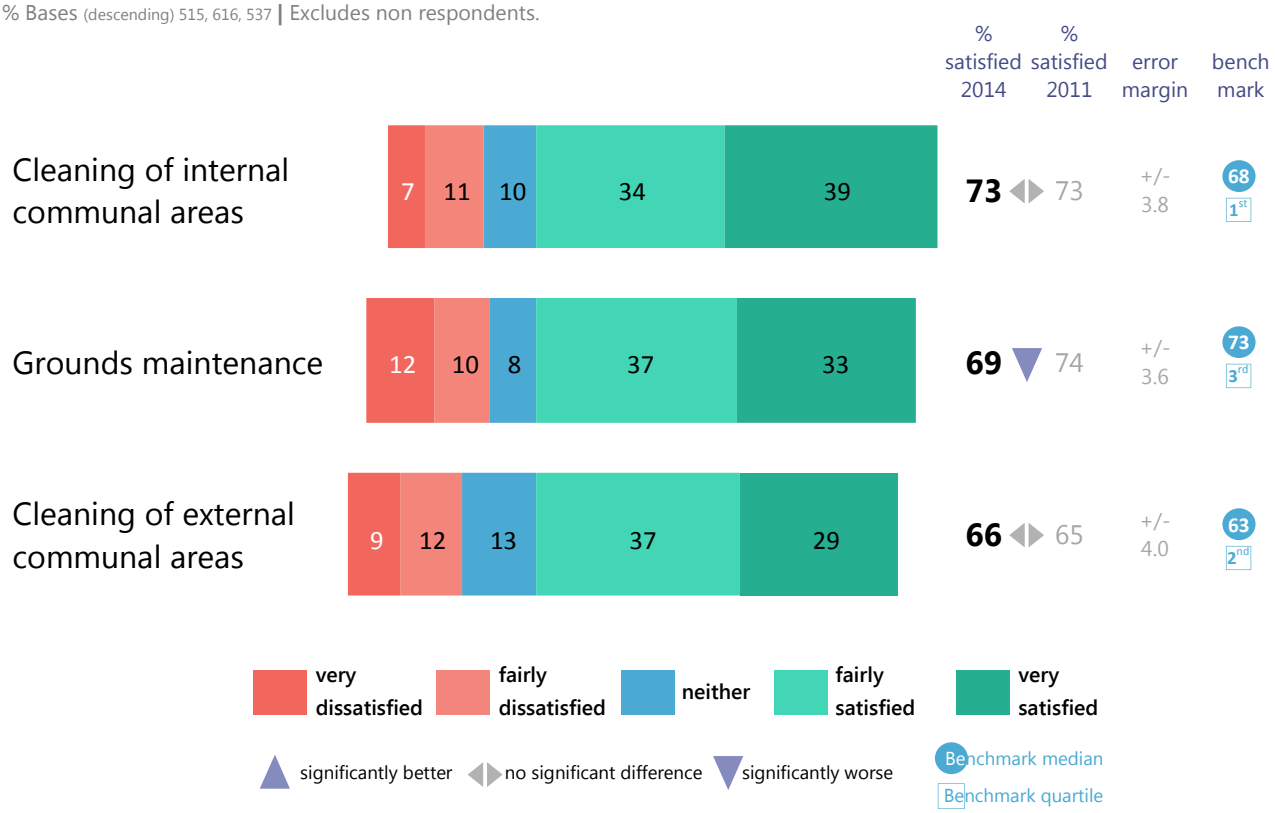
7.1 Service charge

% Base 423 | Excludes non respondents



7.2 Communal services

% Bases (descending) 515, 616, 537 | Excludes non respondents.



better than average. There was little of note uncovered by further analysis by sub-group other than respondent households containing someone with a disability were significantly more satisfied with the cleaning of both internal and external areas than those households containing nobody with a disability.

Whilst there was no significant difference by area, respondents from Central Area 2 were the least satisfied with both aspects of the cleaning service, whereas those from the West – Oxford Street area were the most satisfied (chart 7.3).

Despite the fact just over two thirds of the sample (69%) were satisfied with the grounds maintenance service this represents a significant fall from 2011 when satisfaction was at 74%. Indeed, just over a fifth were dissatisfied with this service including 12% who were 'very dissatisfied'. Subsequently, this result is now a little below the benchmark target, whereas before it was slightly higher.

A purple icon indicates that a rating has changed since the last survey by a *statistically significant* amount that is unlikely to be due to chance.

7.3 Communal services by area

	Sample size	Service charge VFM	Cleaning of internal communal areas	Cleaning of external communal areas	Grounds maintenance
		% satisfied			
Overall	**724**	**71**	**73**	**66**	**69**
Central	*247*	72	69	62	67
Central Area 1 - Oxford Street	130	74	72	65	66
Central Area 2 - Oxford Street	117	68	63	58	69
East	*238*	73	73	68	77
East - Whitehawk	115	72	69	74	75
East - Lavender Street	123	73	77	63	80
West	*233*	67	76	66	62
West - Oxford Street	116	69	77	68	73
West - Victoria Road	117	63	76	60	51

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

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

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

By area, respondents in East – Lavender Street were significantly more satisfied than any other area (80%) however it is in the West area where a more interesting story unfolds. Here, respondents from the two area offices view their grounds maintenance service very differently with respondents from the Oxford Street area significantly more satisfied (73%), whereas their neighbours from the Victoria Road area are significantly less satisfied (51%). This result may be linked to the floor level a tenant lives on as those living on the ground/ basement floor were significantly less satisfied (63%) with four out of five (82%) of properties in the West – Victoria Road area falling into this category, whereas only half of those in the Oxford Street area do the same. That said, the profile of properties in terms of floor level in the West Victoria Road area is very similar to that of Central Area 2 where 69% of respondents are satisfied with the grounds maintenance service.

A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.

8. Repairs and maintenance

3/4

right first time

quality of work

time taken before work started

told when workers would call

were satisfied with their last completed repair (76%)

significantly lower than in 2011

. . .are the key drivers

The repairs and maintenance service is typically a major factor in any tenant survey, and despite the fact this did not emerge as a one of the two main key drivers of overall satisfaction (section 3), it is still a very important part of the overall service provided.

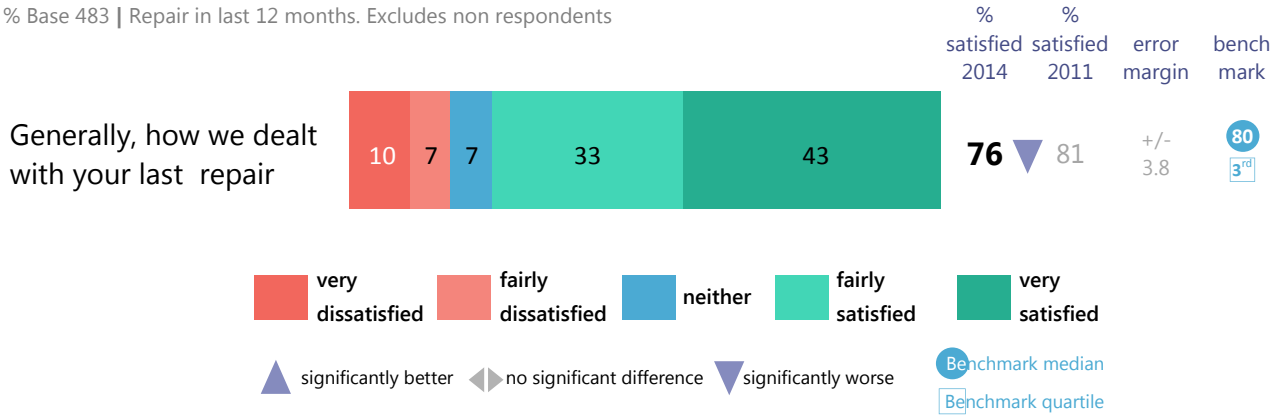
Two thirds of the sample said they had had a repair in the previous twelve month period, and when asked to rate their last completed repair it is disappointing to find satisfaction had fallen significantly from 81% in 2011 to 76% in the current survey. As such, satisfaction with the last repair is now below the performance of other similar landlords with an average satisfaction level of 80%.

When the 67% of tenants who had used the service in the last twelve months were asked to provide further detailed information about their experience it is encouraging to see that the vast majority of respondents were satisfied with each aspect of the repairs and maintenance service (chart 8.4). In the majority of cases satisfaction was within a few points of the benchmark median, and in the case of the being able to make an appointment and being told when workers would call, the score was in the first quartile.

However, these results did uncover a problem with the timeliness of repairs in the last 12 months, with a decrease in satisfaction for the speed of completion (81% v 85%) and a significant decrease with the time taken before work started (77% v 83%). One factor in this might be that some customers had experienced missed appointments, which was a known issue before the survey took place and measures had already been taken to rectify the problem. Whether or not this has been successful only future surveys will be able to ascertain, however the current sample clearly contains some respondents who have had problems with timelines in the past year.

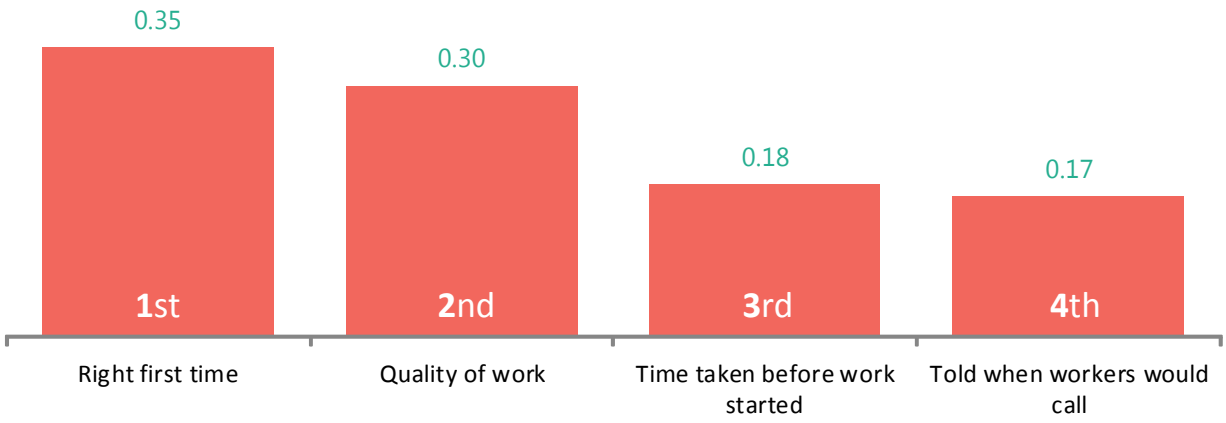
8.1 Last completed repair

% Base 483 | Repair in last 12 months. Excludes non respondents

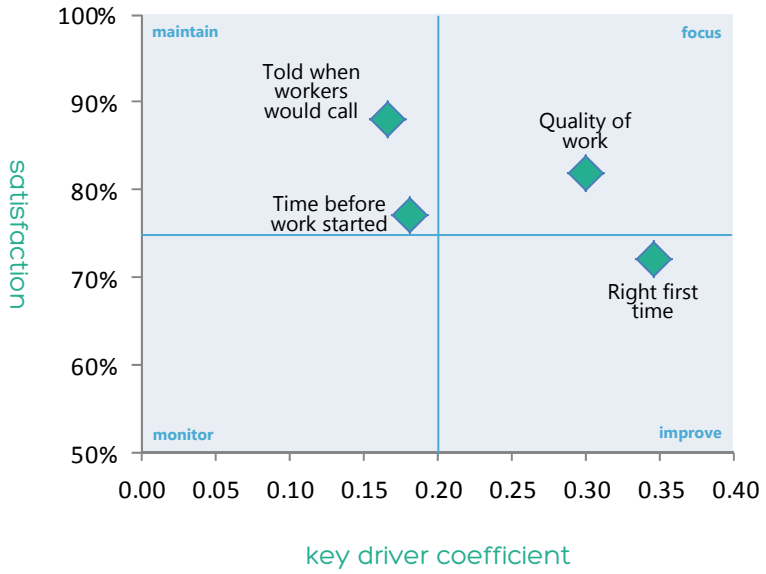


8.2 Key drivers - satisfaction with last repair

R Square = 0.711 | Note that values are *standardised beta coefficients* from a regression analysis.



8.3 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.

One way to shed further light on these results was to run a key driver analysis, which to remind the reader is a statistical analysis called a regression that identifies the detailed rating statements that were the best predictors of satisfaction of an overall score. The result of this analysis is shown in chart 8.2. Whilst this analysis reveals four key drivers, the top two are clearly more influential, and it was notable that primary key driver is the lowest rated aspect of the service overall – the repair being done right first time (72% satisfied). However this score, and the quality of the work which was the second of the two, were around the level one would normally expect to see.

It is also notable that the time taken before work started also emerged as a key driver, as this was the only aspect of the repairs service where satisfaction had fallen significantly. Therefore it is safe to assume the fall in satisfaction with this aspect of the service had contributed to the last completed repair being rated significantly lower than in 2011.

When comparing the answers given by the different groups of tenants in the sample to the overall rating for repairs and maintenance, there was the expected difference by age, with those aged 35 - 44 considerably less satisfied overall compared to those aged 65 or more (62% and 84% respectively). This pattern was also evident across the detailed questions in this section.

It is also interesting that whether or not the contractor shows proof of identity had a clear relationship with how tenants view their last completed repair (90% were shown, 95 were not). Where identification was shown satisfaction with the last repair was significantly higher (79%), whereas those who were not shown any identification rated their last repair significantly lower (43%).

There were no other statistically significant differences by area, although it was still interesting to see the variation within the Central area, with those in Area 1 more satisfied than those in Area 2 (79% v 70%).

In addition to responsive repairs, the questionnaire also covered the topic of planned maintenance. A quarter of the sample believed that they had received some planned maintenance work in the previous twelve months, with this highest for those in Central Area 2 (35%) and lowest for those in the West – Victoria Road area (16%). Those who thought they had some planned work were asked to rate it, and it is pleasing to find 85% were satisfied, including 53% who were 'very satisfied'. As no equivalent question was asked in 2011 it is difficult to ascertain if this has improved or declined, although it should be noted that 13% were actively dissatisfied, including 10% who were 'very dissatisfied'. Satisfaction was significantly lower amongst respondents in older properties (76%, pre 1945) but significantly higher for those in properties built between 1975 and 1990 (96%), although care should be taken when interpreting these results due to the relatively small sample sizes.

The rating was fairly consistent across the areas, other than it varied considerably depending on where in the East a respondent was from, with those in the Lavender Street area more satisfied than those in the Whitehawk area (90% and 75% respectively).

The only other notable difference between the sub-groups was White British respondents were significantly more satisfied with the planned maintenance than those from a BME background (88% v 73%), although there is unfortunately no clear indication from the results why this might be the case.

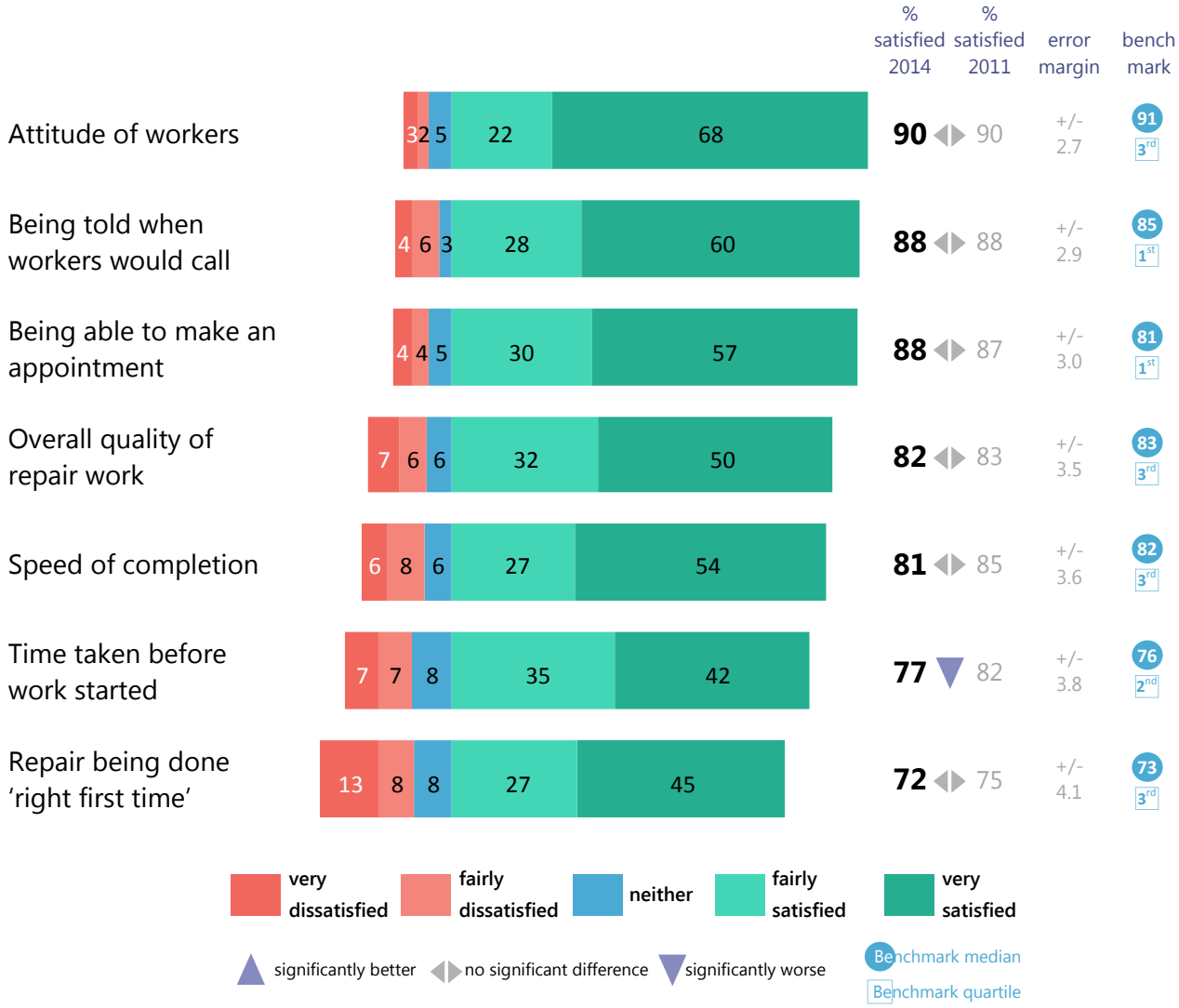
67%
had a repair in
the last year

... and 90%
said the contractor
showed proof of identity

25%
had some **planned maintenance** in the last year

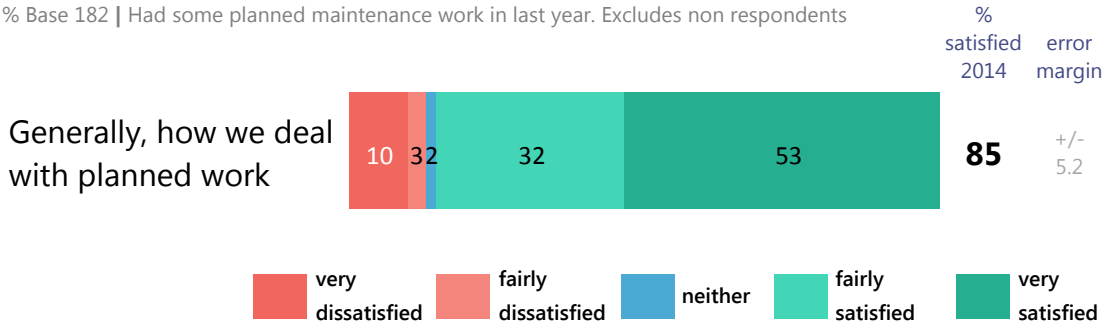
8.4 Last completed repair

% Bases (descending) 471, 483, 475, 470, 472, 465, 473 | Repair in last 12 months. Excludes non respondents.



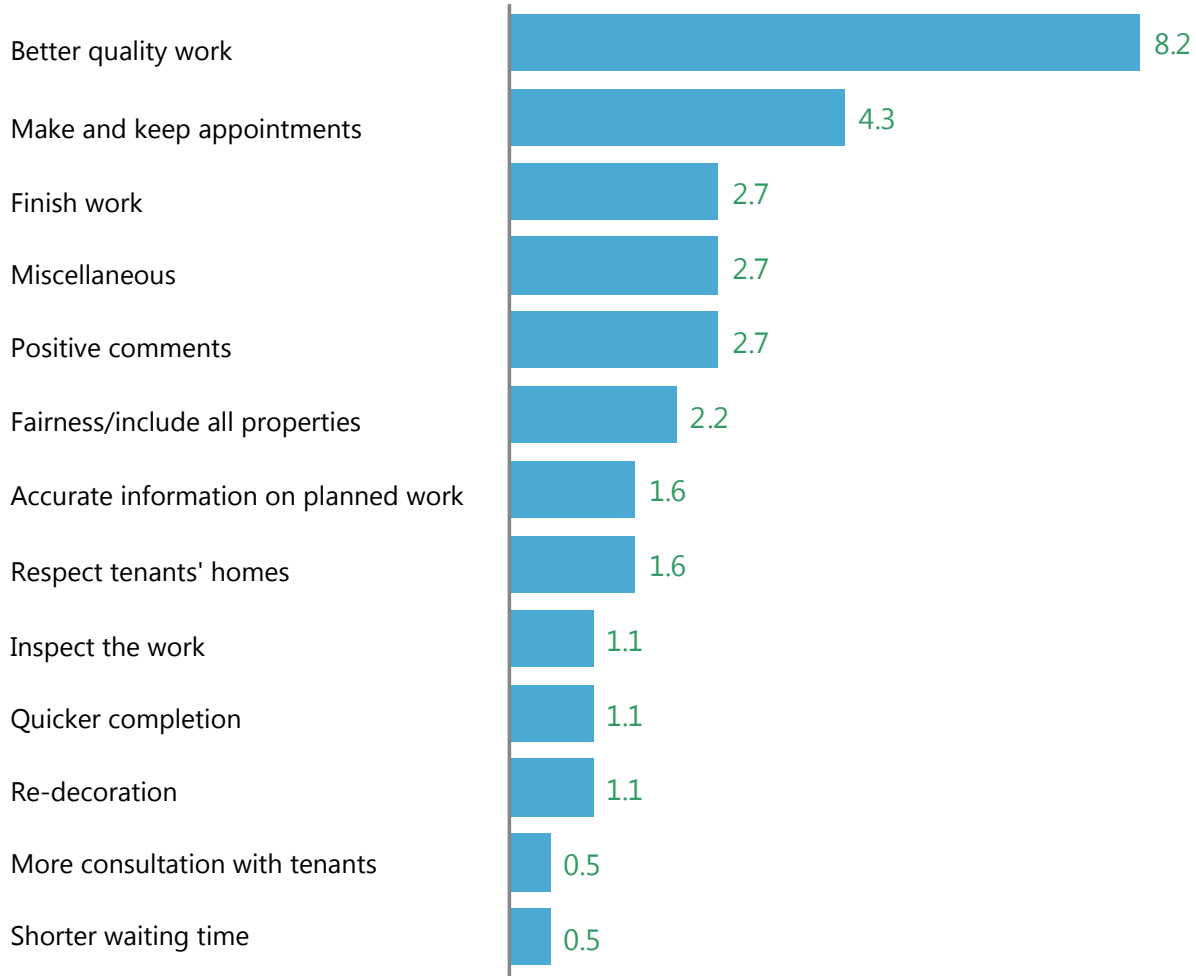
8.5 Planned maintenance

% Base 182 | Had some planned maintenance work in last year. Excludes non respondents



8.6 Anything that could improve planned work?

% Base 182 | Had some planned maintenance work in last year. Coded from text comments. More than one answer allowed.



Those respondents who thought they had some planned work completed were also asked if there was anything else that could be done to improve the process. Around a quarter felt able to comment, with the most frequent improvement mentioned simply for the work to be of better quality (8% of those who had an improvement). The second most frequently cited issue was about improving appointments for this type of work (4%), followed by comments about finishing off properly (3%) and being fair about which homes were improved (2%).

"No-one has been back to do a snagging list. The sink overflow was not connected and leaked into the sink base unit in front and behind and lifted the flooring up. I did report this twice and still no-one has been out and that was back in the beginning of March. Very poor don't you think."

"Any planned work should be done to all properties as put on list, yet some people still not had work done yet on list (windows) and told to contact contractors. Yet your job, not ours."

"The scheduled information concerning work programme was excellent"

"Let me be more independent i.e. letting me It took far too long - contractors missed days and we were, for a large family of 5, without showering facilities for 21 days!!"

"Give more notice for access to our homes to people who work full time."

8.7 Repairs and maintenance by area

% satisfied

	Sample size	The way we deal with planned work generally	Overall satisfaction with the last completed repair	Being told when workers would call	Being able to make an appointment	Time taken before work started	The speed of completion	The attitude of workers	The overall quality of work	The repair being done 'right first time'
Overall	**724**	**85**	**76**	**88**	**88**	**77**	**81**	**90**	**82**	**72**
Central	*247*	87	75	90	93	79	82	89	85	71
Central Area 1 - Oxford Street	130	88	79	89	92	78	83	90	87	77
Central Area 2 - Oxford Street	117	85	70	91	95	81	82	88	81	64
East	*238*	82	79	85	83	80	81	90	82	71
East - Whitehawk	115	75	79	90	89	82	81	91	84	71
East - Lavender St	123	90	78	81	78	78	81	88	81	71
West	*233*	88	74	88	86	71	79	91	79	73
West - Oxford Street	116	88	72	88	88	73	82	89	78	70
West - Victoria Road	117	90	76	88	84	70	76	92	80	75

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

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

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

9. Communication

76%

felt Housing Services were good at keeping them informed

58%

had some form of internet access

Three quarters of tenants (76%) said Housing Services were good at keeping them informed about things that may affect them, a result which is almost identical to that achieved in 2011 and shows no significant change. This result had consolidated the improvement since 2008, where this score had only been 71%. It was now close to the score one would normally expect (78% for similar landlords), but there remained some room for improvement as 13% of those who responded rated the Council as poor in this regard.

Once again age was the main differentiator in how tenants answered, but rather than the youngest category being the least satisfied it was those aged 35 – 44 and by a significant margin (68%). In addition, respondents who 'always' read 'Homing in' felt significantly more informed than those who never read it (82% v 61%).

It was not previously clear how widely the newsletter was read, so it is pleasing to find nine out of ten respondents say they have read it (90%), more than half of whom claim they 'always' read it (57%) with the remainder reading it 'sometimes' (33%). Nevertheless, it is notable that in the three years between surveys, the proportion who said that the newsletter was a channel that they favoured had dropped from 36% to 27%. Regular readership increases with age with 70% of those aged 65 or over claiming to 'always' read it whereas only 17% of those aged under 35 said the same. That's not to say younger tenants don't read the newsletter as 63% of the under 35s still said that they do so 'sometimes', but only 22% said that the Newsletter was a preferred channel for information.

9.1 Information

% Base 707 | Excludes non respondents

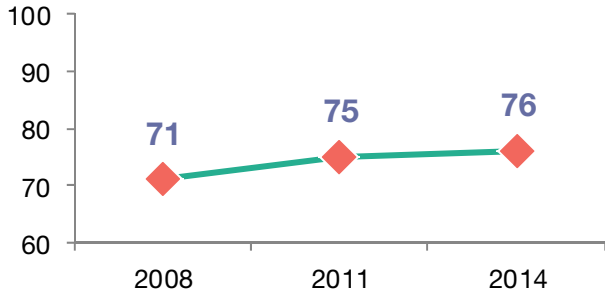
	very poor	fairly poor	neither	fairly good	very good	% good 2014	% good 2011	error margin	bench mark
Kept informed about things that affect you	5	8	10	45	32	76	75	+/- 3.1	78 3rd

very poor | fairly poor | neither | fairly good | very good

significantly better | no significant difference | significantly worse

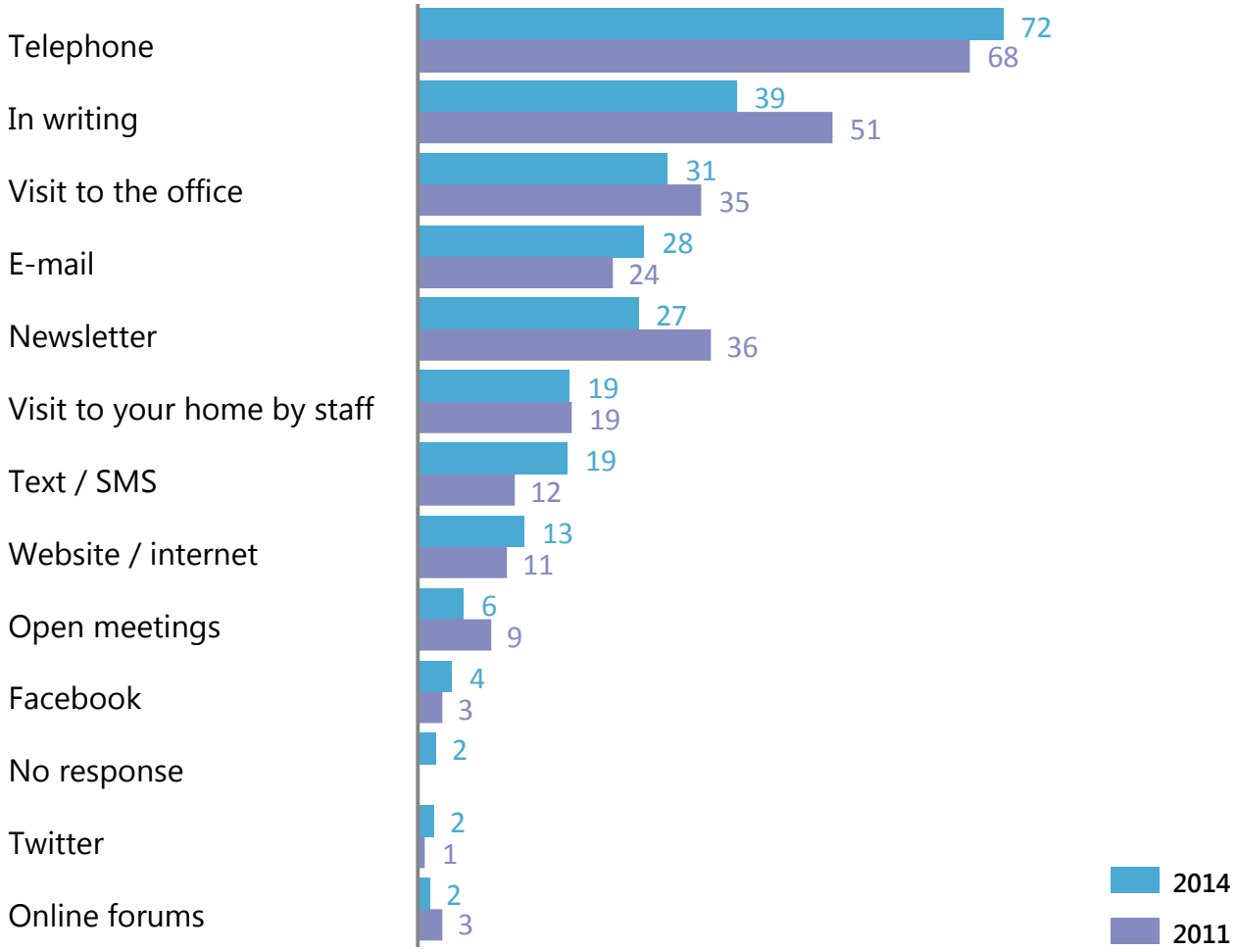
Benchmark median

Benchmark quartile



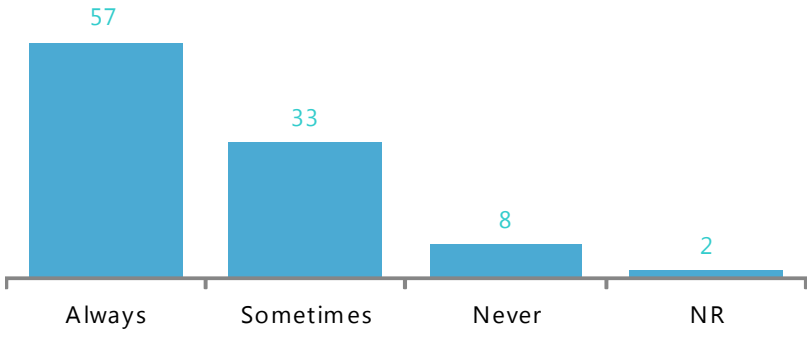
9.2 Contact and information channels that are happy to use

% Base 724 | More than one answer allowed.



9.3 Do you read 'Homing in'

% Base 724

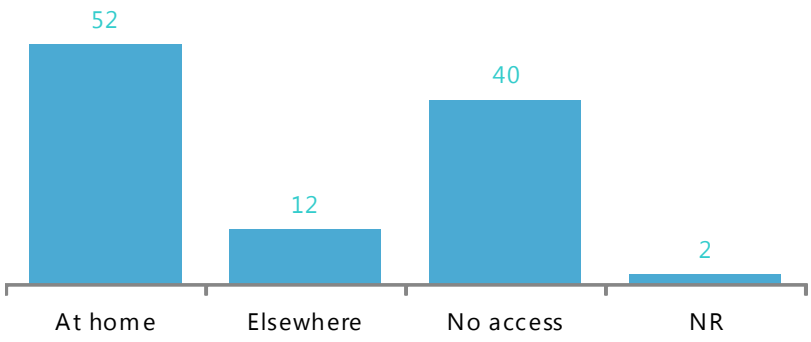


58% had some form of **internet access**

26% of the sample were interested in a **housing app** for mobile or tablet

9.4 Do you have access to the internet?

% Base 724



An increasing reliance on the internet as an information source, particularly for younger people, is obviously a factor in the differing readership levels for 'Homing in'. Obviously the Council needs to respond to the shift in how people think about accessing their services, so it is interesting to see that more than half of the sample had internet access (58%), including 56% who had access at home. Predictably, younger tenants were more likely to have access at home with 83% of those under 35 claiming this was the case for them. In contrast, internet access at home fell to 35% for those aged 65 or over.

There is therefore a large constituency of tenants who may consider using the internet to interact with the Council, indeed over a quarter (28%) listed email as one of the contact and information channels they were happy to use, whilst 19% said the same about SMS, 13% the website and 4% would use Facebook. Email was a preferred channel for 63% of 16-34 year olds, and 17% would use Facebook.

Accordingly, the Council are considering developing a phone or tablet app specifically for housing, and when asked if they would use it if offered, one in four tenants (26%) said they would, including 56% of those with internet access. Unsurprisingly interest in using the proposed app diminished with age, with interest highest amongst the under 35's (63%) but less so for the over 65's (12%).

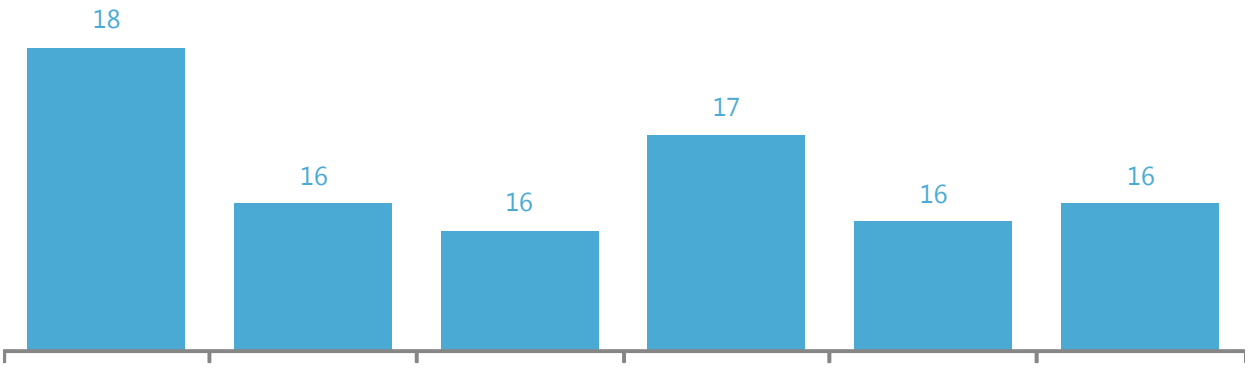
Nevertheless, it was important to remember that when asked what their preferred method of sending and receiving communication was, the telephone was again the method of choice for 72% of the sample, which was actually up from 68% in 2011. However, contact via letter and newsletter were seen as less appealing methods than three years ago, as was visiting the office and attending open meetings.

10. Respondent profile

The following section details the demographic profile of the survey respondents, and where applicable gives an indication of how representative the sample is of the wider tenant profile (tables 10.13 to 10.21). In addition, the answers to the core survey questions are also shown by the main property and equality groups (tables 10.22 to 10.27).

10.1 Area office (including ward)

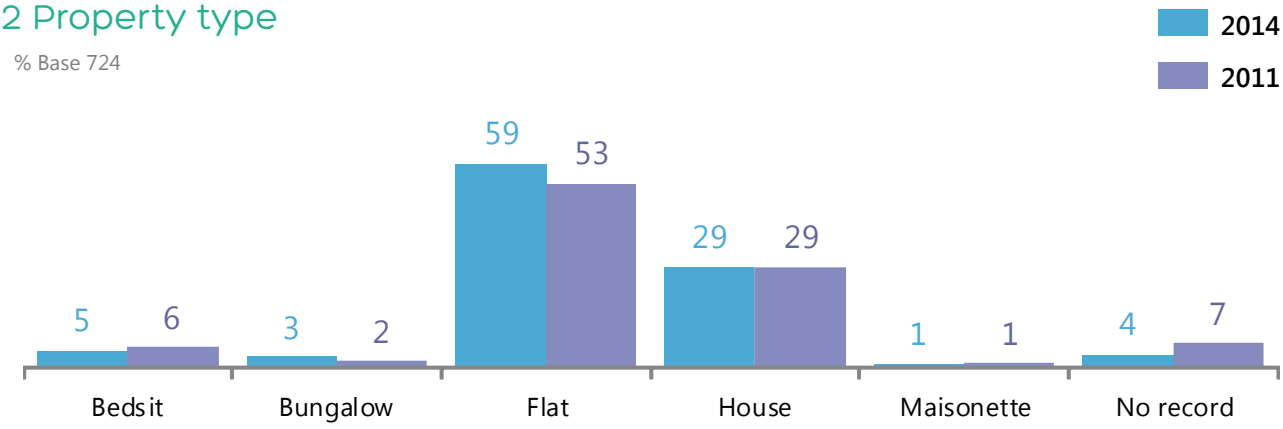
% Base 724



Central - Area 1	Central - Area 2	East - Whitehawk	East - Lavender St	West - Oxford St	West - Victoria Rd
Withdean	Moulsecoomb & Bevendean	East Brighton	East Brighton	Wish	North Portslade
Patcham	Woodingdean		Queens Park	Westbourne	South Portslade
Preston Park	Rottingdean Coastal			Central Hove	Hangleton & Knoll
Hollingdean & Stanmer				Hove Park	
				Goldsmid	
				Brunswick & Adelaide	
				Regency	
				St Peters & North Laine	
				Hanover & Elm Grove	

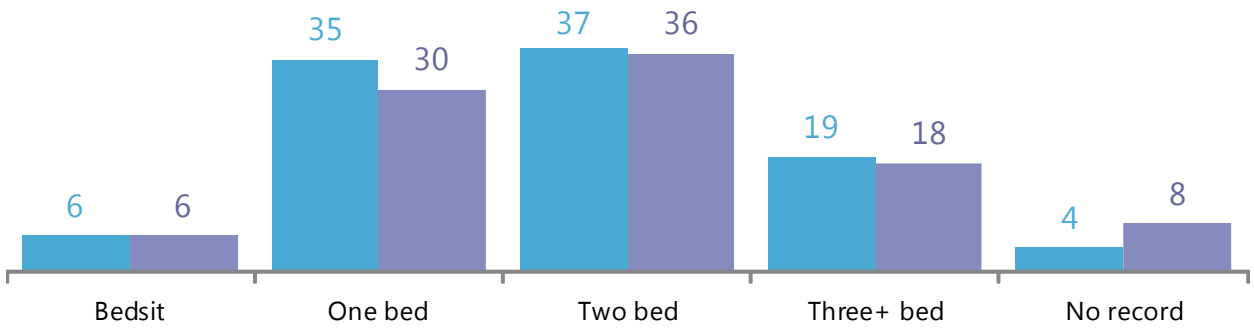
10.2 Property type

% Base 724



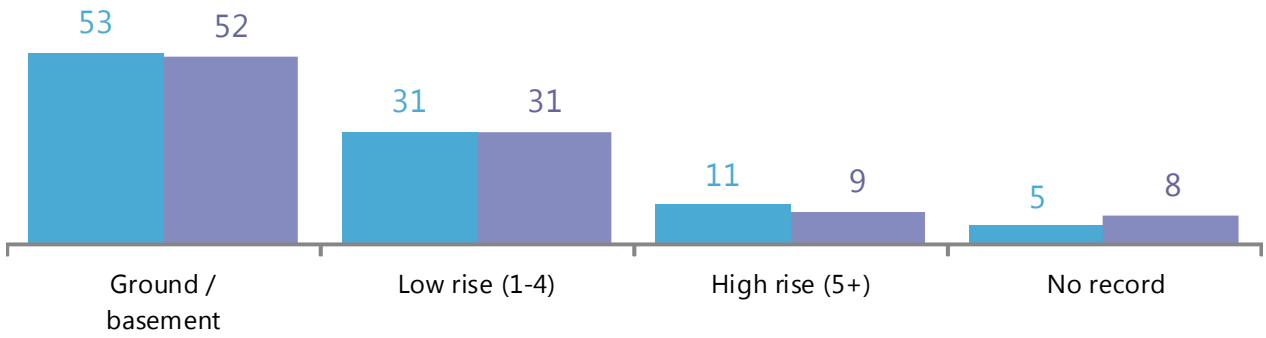
10.3 Property size

% Base 724



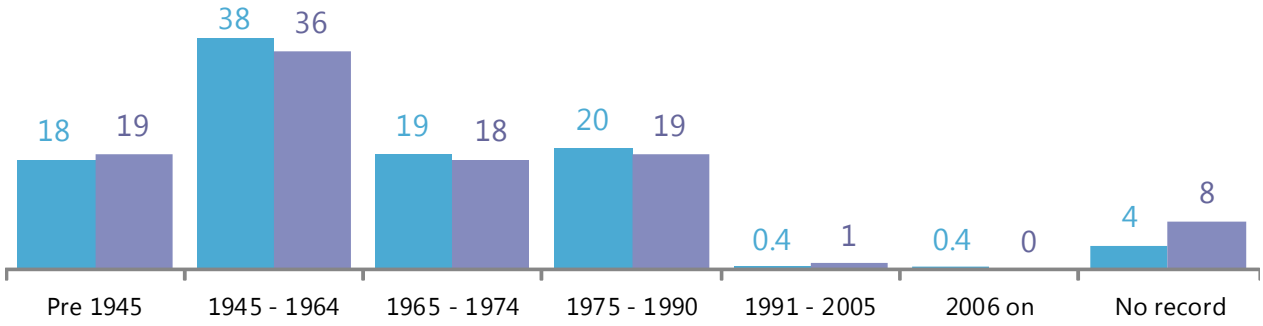
10.4 Lowest floor level

% Base 724



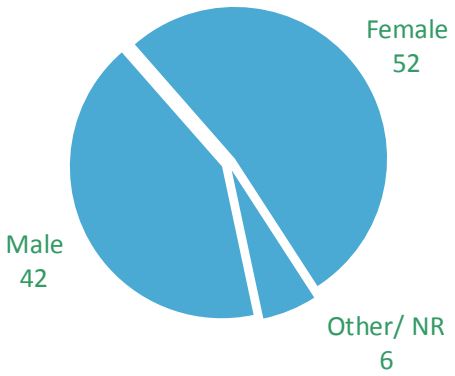
10.5 Property age

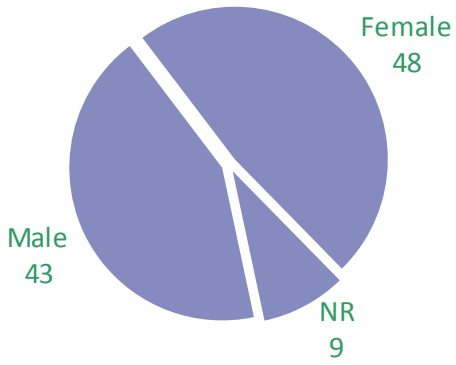
% Base 724



10.6 Gender

% Base 724

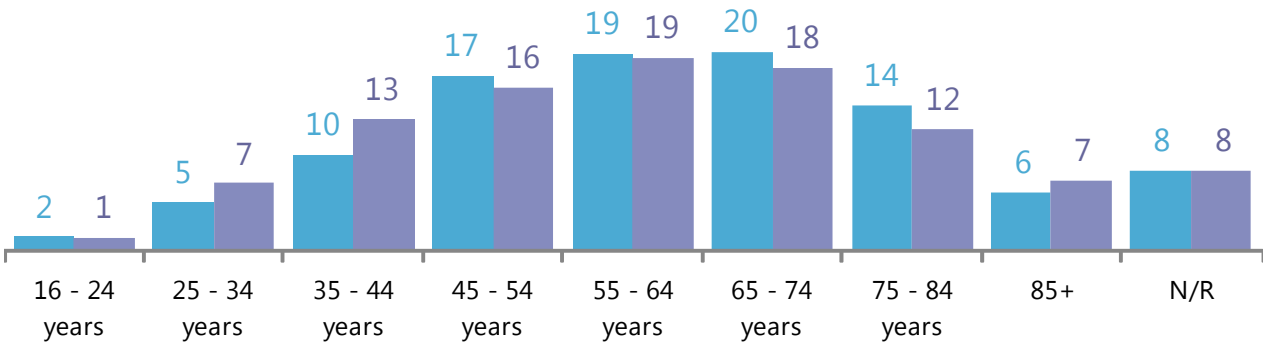




2014
2011

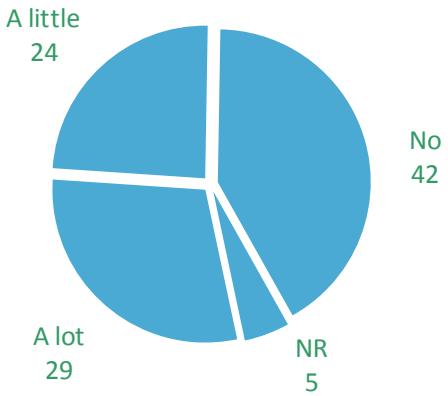
10.7 Age

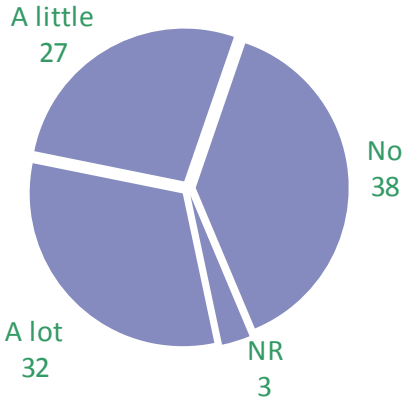
% Base 724



10.8 Limiting disability

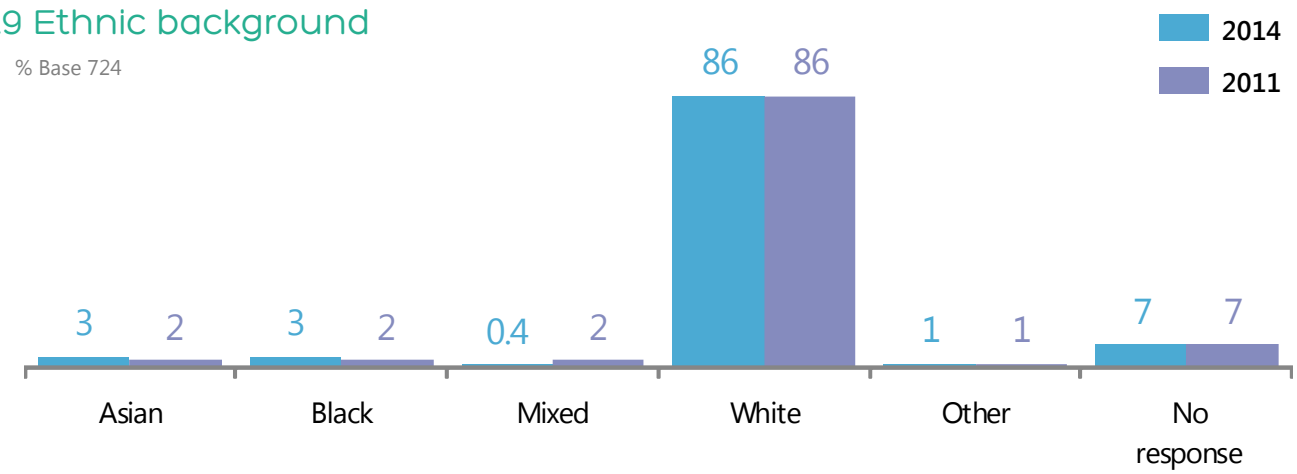
% Base 724 | Note: 'Limited a lot' broadly equates to DDA definition of disability





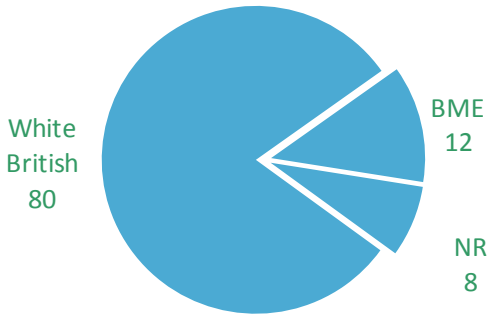
10.9 Ethnic background

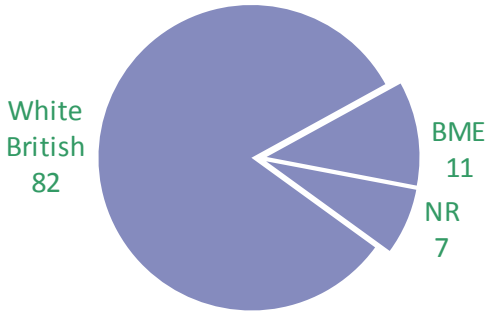
% Base 724



10.10 Ethnic background (summary)

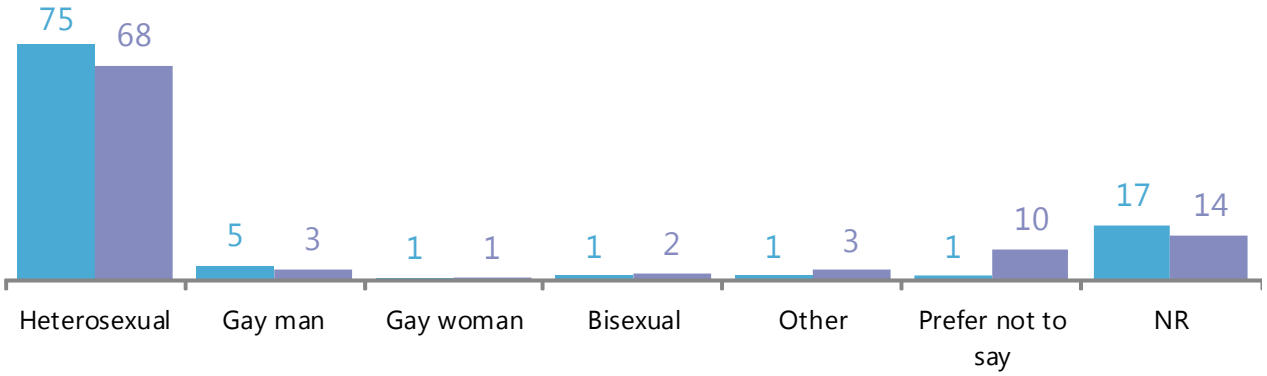
% Base 724





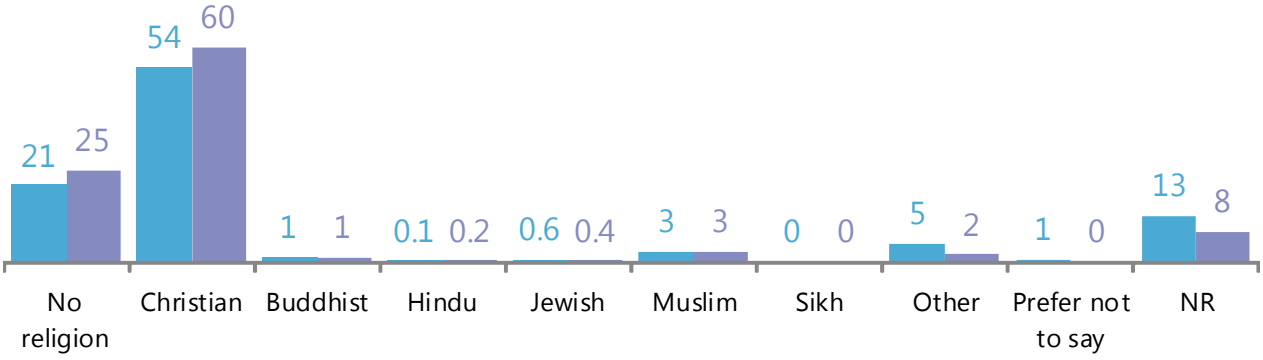
10.11 Sexual orientation

% Base 724



10.12 Religion

% Base 724



To determine whether the survey sample is representative, best practise is that if the factorial difference between the respondent profile and the comparative baseline profile (Tenant Profiling Data, June 2014) is between 0.8 and 1.2 then it can be said that the profile is representative of the wider tenant's population. A factorial above 1.2 would indicate over representativeness and a factorial of under 0.8 indicates under representativeness. It is also important to bear in mind that that there is greater degree of variability in this calculation for small groups.

As in previous Brighton & Hove surveys, and self completion surveys more generally, those aged 45 and over were over represented, at the expense of younger residents. Similarly, 1 bed properties were over represented compared to family homes, as were high rise properties. The fact that tenants with a disability were also over represented is likely to be due to the age profile.

The sample was representative by gender, and on other equality characteristics, and demonstrated good response rates amongst Black and Asian tenants, as well as for gay men. It should be noted that whilst some other characteristics such as Hindu, mixed ethnic background or lesbian were under represented, these were small groups and therefore prone to greater variability.

Please note that in to accurately calculate the factor, for this analysis the sample data has been recalculated to exclude non respondents, or properties for where records are incomplete.

Representativeness

10.13 Property type

	Sample %	Population %	Factor
Bedsit	5.6	4.9	1.1
Bungalow	2.7	2.2	1.2
Flat	61.3	52.7	1.2
House	29.8	38.8	0.8
Maisonette	0.6	1.5	0.4

10.14 Property size

	Sample %	Population %	Factor
Bedsit	5.9	5.1	1.2
1 bed	36.3	27.7	1.3
2 bed	38.6	39.3	1.0
3 bed	17.7	25.2	0.7
4 bed+	1.5	2.7	0.6

10.15 Lowest floor

	Sample %	Population %	Factor
Ground	55.9	61.1	0.9
Low rise 1-4	32.4	29.9	1.1
High rise 5+	11.8	9.0	1.3

10.16 Age

	Sample %	Population %	Factor
16 - 24	1.6	1.8	0.9
25 - 34	5.2	11.9	0.4
35 - 44	10.3	16.3	0.6
45 - 54	18.7	23.8	0.8
55 - 64	21.0	17.9	1.2
65 - 74	21.1	14.5	1.5
75 - 84	15.6	9.3	1.7
85 - 94	6.1	4.2	1.5
95+	0.1	0.3	0.3

10.17 Gender

	Sample %	Population %	Factor
Male	41.9	41.3	1.0
Female	52.3	58.7	0.9

10.18 Disability

	Sample %	Population %	Factor
Disability	56.2	40.6	1.4
No disability	43.8	59.4	0.7

10.19 Ethnic background

	Sample %	Population %	Factor
Asian	2.7	2.3	1.2
Black	3.1	2.7	1.1
Mixed	0.4	1.3	0.3
White	92.5	92.3	1.0
Other	1.2	1.4	0.9

10.20 Religion

	Sample %	Population %	Factor
No religion	28.0	30.4	0.9
Hindu	0.2	0.3	0.7
Muslim	3.5	3.7	0.9
Buddhist	1.3	1.0	1.3
Christian	62.8	59.0	1.1
Jewish	0.6	0.5	1.2
Other	3.5	5.0	0.7

10.21 Sexual orientation

	Sample %	Population %	Factor
Heterosexual	90.9	90.4	1.0
Lesbian	0.7	1.0	0.7
Gay man	5.7	4.2	1.4
Bisexual	1.2	2.7	0.4
Other	1.5	1.7	0.9

In addition to documenting the demographic profile of the sample, tables 10.22 to 10.27 in this section also display the core survey questions according to the main equality groups. When considering these graphs 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.

10.22 Core questions by age group

% positive

	Overall	16 - 34	35 - 44	45 - 64	65+
Sample size	**724**	**46**	**69**	**265**	**287**
Service overall	78	74	70	76	86
Standard of customer service	81	74	75	78	88
Dealing with enquiries	80	76	76	74	90
Listen to views and act upon them	64	58	57	61	74
Keep residents informed	76	73	68	72	85
Quality of home	80	65	69	78	89
Rent value for money	84	78	74	83	91
Service charge value for money	71	61	60	65	84
Neighbourhood as a place to live	84	76	76	82	88
Last completed repair	76	73	62	74	84

10.23 Core questions by gender

% positive

	Overall	Male	Female
Sample size	**724**	**303**	**379**
Service overall	78	82	79
Standard of customer service	81	83	83
Dealing with enquiries	80	81	82
Listen to views and act upon them	64	69	64
Keep residents informed	76	79	77
Quality of home	80	83	80
Rent value for money	84	86	85
Service charge value for money	71	72	71
Neighbourhood as a place to live	84	85	84
Last completed repair	76	73	80

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

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

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

10.24 Core questions by disability

Note: 'Limited a lot' broadly equates to DDA definition of disability

		% positive		
	Overall	Limited a lot*	Limited a little	No
Sample size	**724**			
Service overall	78	77	80	79
Standard of customer service	81	79	82	82
Dealing with enquiries	80	79	83	81
Listen to views and act upon them	64	65	67	63
Keep residents informed	76	74	77	78
Quality of home	80	79	82	80
Rent value for money	84	84	86	84
Service charge value for money	71	65	78	71
Neighbourhood as a place to live	84	83	83	85
Last completed repair	76	76	77	75

10.25 Core questions by ethnic background

		% positive	
	Overall	White British	BME
Sample size	**724**	**581**	**89**
Service overall	78	78	81
Standard of customer service	81	81	82
Dealing with enquiries	80	81	79
Listen to views and act upon them	64	66	64
Keep residents informed	76	76	80
Quality of home	80	81	81
Rent value for money	84	85	77
Service charge value for money	71	72	67
Neighbourhood as a place to live	84	85	80
Last completed repair	76	77	64

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

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

10.26 Core questions by religion

	Overall	No religion	Christian	Other
		% positive		
Sample size	**724**	**155**	**391**	**76**
Service overall	78	73	82	78
Standard of customer service	81	79	85	80
Dealing with enquiries	80	76	84	79
Listen to views and act upon them	64	65	70	54
Keep residents informed	76	70	83	74
Quality of home	80	73	85	81
Rent value for money	84	80	88	81
Service charge value for money	71	62	80	61
Neighbourhood as a place to live	84	82	87	77
Last completed repair	76	72	81	67

10.27 Core questions by sexual orientation

	Overall	Hetero-sexual	Lesbian, Gay or Bisexual
		% positive	
Sample size	**724**	**540**	**45**
Service overall	78	82	67
Standard of customer service	81	84	67
Dealing with enquiries	80	83	68
Listen to views and act upon them	64	69	44
Keep residents informed	76	80	59
Quality of home	80	81	80
Rent value for money	84	86	88
Service charge value for money	71	75	57
Neighbourhood as a place to live	84	85	82
Last completed repair	76	78	61

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% 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 new HouseMark STAR survey methodology, with the most appropriate questions for Brighton & Hove City 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. Envelopes were address to named tenants and joint tenants. The covering letter was sign by the council's Head of Housing.

Fieldwork

The survey was carried out between June and July 2014. Paper self completion questionnaires were distributed to a randomly selected sample of 3,000 tenant households. To encourage the response rate tenants were given the option of completing the questionnaire on-line via the city's Consultation Portal, and everyone who took part was eligible for entry into a free prize draw.

Response rate

In total 724 tenants took part in the survey, which represented a 24% response rate (error margin +/- 3.5%). The majority of completions were on paper, but 7% of respondents took part online.

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 new STAR survey methodology compared to the previous STATUS approach. In any instance where this is 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'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2014 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

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

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

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

Key driver analysis

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

Benchmarking

The core STAR questions are benchmarked against the HouseMark STAR database, with the benchmarking group being selected by Brighton & Hove from similar Councils who had completed a STAR survey in the last 2 years. For the overall satisfaction score this included 9 landlords. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 3 years using the STAR questionnaires. The group selection has been verified against the core HouseMark data to ensure that both benchmark groups are closely matched on their scores across those questions. This supplementary group included 11 landlords.

Appendix B. Example questionnaire

Brighton & Hove City Council

Housing
Housing Centre
Eastergate Road
Brighton
BN2 4QL

Date: 4 June 2014
Phone: (01273) 293030
Email: housing.customerservices @brighton-hove.gov.uk

Dear resident,

As part of our promise to listen to your views, Brighton & Hove City Council is carrying out a **Tenants' Satisfaction Survey** to see how satisfied you are with the housing services you receive. Your views are important and help us improve our services to you.

Following the last Tenants Satisfaction Survey in 2011 we have:

- speeded up our lift replacement programme in response to tenant concerns
- increased support for tenants needing help with mutual exchanges

Please help us to improve our services further by completing the survey and sending it back in the enclosed pre-paid envelope by **21 June 2014**.

If you would prefer to complete the survey online, please have your unique four digit reference ready to type in (this can be found in the top right hand corner of your survey) and go to www.brighton-hove.gov.uk/housing-star-survey

All your answers will be treated in strictest confidence and used for research purposes only. No information will be released or shared with a third party in a way that allows it to be traced to an individual or household. The results of the survey will be made available on our website and published in a future edition of Homing In.

We hope to get as many replies as possible to avoid sending out reminders. Everyone who completes the survey by 21 June 2014 will be entered into a free prize draw with three chances to win a shopping voucher for £50.

If you have any questions about this survey please contact the David Golding, Research Officer, on 01273 291088. If you have questions about any other housing matter, please call our customer service team on 01273 293030.

I very much hope you will take part and would like to thank you in advance for your help.

Yours sincerely,

Angela Smithers
Head of Housing

Telephone: 01273 290000
www.brighton-hove.gov.uk
Printed on recycled, chlorine-free paper

Brighton & Hove City Council

Brighton & Hove City Council Tenants' Satisfaction Survey

This survey asks about the key housing services we provide to you. It will help us identify which services we need to improve to meet your expectations. All your answers will be kept completely confidential and no individual responses will be identified. Please take a few minutes to complete this form and return it in the reply-paid envelope provided. Thank you for your help.

Service standards

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brighton & Hove City Council Housing Service?
Please tick one box ✓

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

Q2 How would you describe the standard of customer service you received from us? Please tick one box ✓

Very good	Quite good	Neither	Fairly poor	Very poor
☐	☐	☐	☐	☐

Q3 Is there anything we could do to make your customer experience better?

Q4 How easy was it for you to access our services? Please tick one box ✓

Very easy	Quite easy	Neither	Fairly difficult	Very difficult
☐	☐	☐	☐	☐

Q5 Is there anything we could do to make our services easier to access?

1

Q6 How satisfied or dissatisfied are you that we listen to your views and act upon them? Please tick one box ✓

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

Q7 How satisfied are you with the following? Please tick one box for each point ✓

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	☐	☐	☐	☐	☐
Your neighbourhood as a place to live	☐	☐	☐	☐	☐
That your rent provides value for money	☐	☐	☐	☐	☐
That your service charges provide value for money **Please tick here if not applicable** ☐	☐	☐	☐	☐	☐

Q8 How satisfied or dissatisfied are you with the way we deal with the following? Please tick one box for each point ✓

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Anti-social behaviour	☐	☐	☐	☐	☐	☐
Complaints	☐	☐	☐	☐	☐	☐
Your enquiries generally	☐	☐	☐	☐	☐	☐
Opportunities to get involved	☐	☐	☐	☐	☐	☐
Cleaning of internal communal areas	☐	☐	☐	☐	☐	☐
Cleaning of external communal areas	☐	☐	☐	☐	☐	☐
Grounds maintenance, eg grass cutting in your area	☐	☐	☐	☐	☐	☐
Sheltered housing	☐	☐	☐	☐	☐	☐
Moving or swapping your home	☐	☐	☐	☐	☐	☐

Repairs

Q9 Have you had any repairs completed in the last 12 months?
Please tick one box ✓

Yes ☐ **(go to Q10)** No ☐ **(go to Q10)**

Q10 Thinking about the last repair completed how satisfied or dissatisfied were you with the following? Please tick one box for each point ✓

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when the workers will call	☐	☐	☐	☐	☐
Being able to make an appointment	☐	☐	☐	☐	☐
Time taken before work started	☐	☐	☐	☐	☐
The speed of completion of the work	☐	☐	☐	☐	☐
The attitude of workers	☐	☐	☐	☐	☐
The overall quality of work	☐	☐	☐	☐	☐
The repair being done 'right first time'	☐	☐	☐	☐	☐

Q11 Did the contractor show proof of identity? Please tick one box ✓

Yes ☐ No ☐

Q12 Generally, how satisfied or dissatisfied were you with the way we dealt with your last completed repair? Please tick one box ✓

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

Q13 Have you had any planned work (a replacement kitchen or bathroom, new windows, etc) completed in the last year? Please tick one box ✓

Yes ☐ **(go to Q14)** No ☐ **(go to Q16)**

Q14 Generally, how satisfied or dissatisfied are you with the way we deal with planned work?
Please tick one box ✓

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

Q15 Is there anything we could do to improve our planned work?

Communication

Q16 If you own a smart phone or tablet, would you use a Housing application (app) if it was offered? Please tick one box ✓

Yes ☐ No ☐ Not applicable ☐

Q17 Do you have access to the broadband internet or wi-fi, such as 3G, at home or elsewhere?
Please tick all that apply ✓

At home ☐ Elsewhere ☐ No access ☐

Q18 We send out a magazine called 'Homing In' four times a year to all council tenants and leaseholders. Do you read it? Please tick one box ✓

Always ☐ Sometimes ☐ Never ☐

Q19 Which of the following ways of getting in contact with us and being kept informed are you happy to use? Please tick all boxes that apply ✓

Email	☐	Visit to the office	☐	Facebook	☐
Telephone	☐	Visit to your home by staff	☐	Twitter	☐
Text / SMS	☐	Open meetings	☐	Online forums	☐
In writing	☐	Newsletter	☐	Website / internet	☐

Q20 How good or poor do you feel the Brighton & Hove City Council housing service is at keeping you informed about things that might affect you as a resident? Please tick one box ✓

Very good	Fairly good	Neither	Fairly poor	Very poor
☐	☐	☐	☐	☐

4

You and your household

Please note that questions 25, 26, 27 and 28 are optional but the information below is used to make sure that we collect the views of a representative sample of tenants. Your answers will be treated in the strictest confidence.

Responses will not include any information that could identify individuals or households, and will only be used to monitor and improve housing services.

Q21 Please tell us whether you are a: Please tick one box ✓

Sole tenant ☐ Joint tenant ☐ Not the tenant ☐

Q22 Do you or any of your household have a disability that limits day to day activity? Please tick one box for each line ✓

You	Yes, limited a lot ☐	Yes, limited a little ☐	No ☐
Others	Yes, limited a lot ☐	Yes, limited a little ☐	No ☐

Q23 Please tell us what age you are: ☐

Q24 Please tell us what gender you are:

Male ☐ Female ☐ Other (please state) ☐

Prefer not to say ☐

Q25 Do you identify as the gender you were assigned at birth?

Yes ☐ No ☐ Prefer not to say ☐

Q26 How would you describe your sexual orientation? Please tick one box ✓

Heterosexual / Straight ☐ Lesbian / Gay woman ☐ Gay man ☐

Bisexual ☐ Other please state ☐

Prefer not to say ☐

5

Q27 What is your ethnic group? Please tick one box to best describe your ethnic group or background ✓ If you tick 'other' please write the detail in the box below

White

- ☐ English / Welsh / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background (please give details below)

Black or Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black background (please give details below)

Asian or Asian British

- ☐ Bangladeshi
- ☐ Indian
- ☐ Pakistani
- ☐ Chinese
- ☐ Any other Asian background (please give details below)

Mixed

- ☐ Asian & White
- ☐ Black African & White
- ☐ Black Caribbean & White
- ☐ Any other mixed background (please give details below)

Other Ethnic Group

- ☐ Arab
- ☐ Any other ethnic group (please give details below)

☐ Prefer not to say

Q28 What is your religion? Please tick one box ✓

No religion	☐	Buddhist	☐	Christian	☐
Hindu	☐	Jain	☐	Jewish	☐
Muslim	☐	Pagan	☐	Sikh	☐
Atheist	☐	Agnostic	☐		

Other religion (please state)

Other philosophical belief (please state)

Prefer not to say ☐

6

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.

		Frequency	% overall	% valid
	Q1 Taking everything into account how satisfied or dissatisfied are you with the service provided by Brighton & Hove City Council Housing?	*Base: 724*		
1:	Very satisfied	237	32.7	32.9
2:	Fairly satisfied	327	45.2	45.4
3:	Neither	49	6.8	6.8
4:	Fairly dissatisfied	62	8.6	8.6
5:	Very dissatisfied	46	6.4	6.4
	N/R	3	0.4	
	Q2 How would you describe the standard of customer service you received from us?	*Base: 724*		
6:	Very good	288	39.8	40.0
7:	Fairly good	294	40.6	40.8
8:	Neither	63	8.7	8.8
9:	Fairly poor	42	5.8	5.8
10:	Very poor	33	4.6	4.6
	N/R	4	0.6	
	Q3 Is there anything we could do to make your customer experience better?	*Base: 724*		
a.	Better internal communication	5	0.7	2.7
b.	Call backs	13	1.8	7.0
c.	Change automated phone system	5	0.7	2.7
d.	Deal with outstanding repairs	15	2.1	8.1
e.	Direct contact numbers	9	1.2	4.8
f.	Faster response to queries	6	0.8	3.2
g,	Freephone/cheaper calls	2	0.3	1.1
h.	Improve repairs contractors	5	0.7	2.7
i.	Improved repairs appointments	10	1.4	5.4
j.	Listen more seriously to tenants	15	2.1	8.1
k.	Miscellaneous	34	4.7	18.3
l.	Out of hours access	3	0.4	1.6
m.	Positive comments	35	4.8	18.8
n.	Provide clearer general information	6	0.8	3.2
o.	Reduce hold time/answer phones	11	1.5	5.9
p.	Respond to emails	3	0.4	1.6
q.	Staff to be more helpful and polite	21	2.9	11.3
r.	Treat tenants fairly	2	0.3	1.1
	N/R	538	74.3	
	Q4 How easy was it for you to access our services?	*Base: 724*		
11:	Very easy	259	35.8	36.1
12:	Quite easy	343	47.4	47.8
13:	Neither	48	6.6	6.7
14:	Fairly difficult	46	6.4	6.4
15:	Very dificult	22	3.0	3.1
	N/R	6	0.8	
	Q5 Is there anything we could do to make our services easier to access?	*Base: 724*		
a.	Better internal communication	3	0.4	2.9
b.	Change automated phone system	4	0.6	3.9
c.	Direct contact numbers	5	0.7	4.9
d.	Do more online	5	0.7	4.9
e.	Free wi-fi	1	0.1	1.0

		Frequency	% overall	% valid
f.	Freephone	1	0.1	1.0
g,	Less paperwork	1	0.1	1.0
h.	Listen more seriously to tenants	7	1.0	6.9
i.	Make it easy for tenants without internet access	7	1.0	6.9
j.	Miscellaneous	11	1.5	10.8
k.	More accesible for those with a disability	5	0.7	4.9
l.	More local offices	8	1.1	7.8
m.	Notice boards	3	0.4	2.9
n.	Out of hours access	1	0.1	1.0
o.	Positive comments	15	2.1	14.7
p.	Reduce hold time/answer phones	25	3.5	24.5
q.	Respond to emails	6	0.8	5.9
	N/R	622	85.9	

	Q6 How satisfied or dissatisfied are you that we listen to your views and act on them?	*Base: 724*		
16:	Very satisfied	163	22.5	23.7
17:	Quite satisfied	280	38.7	40.6
18:	Neither	127	17.5	18.4
19:	Fairly dissatisfied	65	9.0	9.4
20:	Very dissatisfied	54	7.5	7.8
	N/R	35	4.8	

	Q7a The overall quality of your home	*Base: 724*		
21:	Very satisfied	276	38.1	38.9
22:	Fairly satisfied	294	40.6	41.4
23:	Neither	37	5.1	5.2
24:	Fairly dissatisfied	69	9.5	9.7
25:	Very dissatisfied	34	4.7	4.8
	N/R	14	1.9	

	Q7b Your neighbourhood as a place to live	*Base: 724*		
26:	Very satisfied	288	39.8	41.1
27:	Fairly satisfied	300	41.4	42.8
28:	Neither	37	5.1	5.3
29:	Fairly dissatisfied	45	6.2	6.4
30:	Very dissatisfied	31	4.3	4.4
	N/R	23	3.2	

	Q7c That your rent provides value for money	*Base: 724*		
31:	Very satisfied	320	44.2	47.1
32:	Fairly satisfied	254	35.1	37.4
33:	Neither	61	8.4	9.0
34:	Fairly dissatisfied	29	4.0	4.3
35:	Very dissatisfied	16	2.2	2.4
	N/R	44	6.1	

	Q7d That your service charges provides value for money	*Base: 724*		
36:	Very satisfied	152	21.0	35.9
37:	Fairly satisfied	149	20.6	35.2
38:	Neither	64	8.8	15.1
39:	Fairly dissatisfied	32	4.4	7.6

		Frequency	% overall	% valid
40:	Very dissatisfied	26	3.6	6.1
41:	Not applicable	9	1.2	
	N/R	292	40.3	
	Q8a Anti Social Behaviour	*Base: 724*		
42:	Very satisfied	133	18.4	22.9
43:	Fairly satisfied	227	31.4	39.1
44:	Neither	104	14.4	17.9
45:	Fairly dissatisfied	55	7.6	9.5
46:	Very dissatisfied	62	8.6	10.7
47:	Not applicable	15	2.1	
	N/R	128	17.7	
	Q8b Complaints	*Base: 724*		
48:	Very satisfied	127	17.5	21.5
49:	Fairly satisfied	229	31.6	38.8
50:	Neither	112	15.5	19.0
51:	Fairly dissatisfied	56	7.7	9.5
52:	Very dissatisfied	66	9.1	11.2
53:	Not applicable	8	1.1	
	N/R	126	17.4	
	Q8c Your enquiries generally	*Base: 724*		
54:	Very satisfied	218	30.1	32.8
55:	Fairly satisfied	313	43.2	47.1
56:	Neither	64	8.8	9.6
57:	Fairly dissatisfied	31	4.3	4.7
58:	Very dissatisfied	39	5.4	5.9
59:	Not applicable	1	0.1	
	N/R	58	8.0	
	Q8d Opportunities to get involved	*Base: 724*		
60:	Very satisfied	142	19.6	26.0
61:	Fairly satisfied	202	27.9	37.0
62:	Neither	161	22.2	29.5
63:	Fairly dissatisfied	16	2.2	2.9
64:	Very dissatisfied	25	3.5	4.6
65:	Not applicable	12	1.7	
	N/R	166	22.9	
	Q8e The cleaning of internal communal areas	*Base: 724*		
66:	Very satisfied	199	27.5	38.6
67:	Fairly satisfied	176	24.3	34.2
68:	Neither	50	6.9	9.7
69:	Fairly dissatisfied	55	7.6	10.7
70:	Very dissatisfied	35	4.8	6.8
71:	Not applicable	18	2.5	
	N/R	191	26.4	
	Q8f The cleaning of external communal areas	*Base: 724*		
72:	Very satisfied	153	21.1	28.5

		Frequency	% overall	% valid
73:	Fairly satisfied	200	27.6	37.2
74:	Neither	71	9.8	13.2
75:	Fairly dissatisfied	63	8.7	11.7
76:	Very dissatisfied	50	6.9	9.3
77:	Not applicable	14	1.9	
	N/R	173	23.9	
	Q8g With ground maintenance such as grass cutting in your area	*Base: 724*		
78:	Very satisfied	202	27.9	32.8
79:	Fairly satisfied	225	31.1	36.5
80:	Neither	52	7.2	8.4
81:	Fairly dissatisfied	61	8.4	9.9
82:	Very dissatisfied	76	10.5	12.3
83:	Not applicable	10	1.4	
	N/R	98	13.5	
	Q8h Sheltered Housing	*Base: 724*		
84:	Very satisfied	88	12.2	33.2
85:	Fairly satisfied	69	9.5	26.0
86:	Neither	94	13.0	35.5
87:	Fairly dissatisfied	9	1.2	3.4
88:	Very dissatisfied	5	0.7	1.9
89:	Not applicable	46	6.4	
	N/R	413	57.0	
	Q8i Moving or swapping your home	*Base: 724*		
90:	Very satisfied	63	8.7	18.5
91:	Fairly satisfied	78	10.8	22.9
92:	Neither	122	16.9	35.9
93:	Fairly dissatisfied	26	3.6	7.6
94:	Very dissatisfied	51	7.0	15.0
95:	Not applicable	37	5.1	
	N/R	347	47.9	
	Q9 Have you had any repairs completed in the last 12 months?	*Base: 724*		
96:	Yes	486	67.1	
97:	No	175	24.2	
	N/R	63	8.7	
	Q10a Being told when the workers will call	*Base: 486*		
98:	Very satisfied	288	39.8	59.6
99:	Fairly satisfied	136	18.8	28.2
100:	Neither	12	1.7	2.5
101:	Fairly dissatisfied	29	4.0	6.0
102:	Very dissatisfied	18	2.5	3.7
	N/R	241	33.3	0.6
	Q10b Being able to make an appointment	*Base: 486*		
103:	Very satisfied	272	37.6	57.3
104:	Fairly satisfied	144	19.9	30.3
105:	Neither	23	3.2	4.8

		Frequency	% overall	% valid
106:	Fairly dissatisfied	18	2.5	3.8
107:	Very dissatisfied	18	2.5	3.8
	N/R	249	34.4	2.3
	Q10c Time taken before work started	*Base: 486*		
108:	Very satisfied	195	26.9	41.9
109:	Fairly satisfied	163	22.5	35.1
110:	Neither	39	5.4	8.4
111:	Fairly dissatisfied	34	4.7	7.3
112:	Very dissatisfied	34	4.7	7.3
	N/R	259	35.8	4.3
	Q10d The speed of completion of the work	*Base: 486*		
113:	Very satisfied	255	35.2	54.0
114:	Fairly satisfied	126	17.4	26.7
115:	Neither	28	3.9	5.9
116:	Fairly dissatisfied	37	5.1	7.8
117:	Very dissatisfied	26	3.6	5.5
	N/R	252	34.8	2.9
	Q10e The attitude of workers	*Base: 486*		
118:	Very satisfied	320	44.2	67.9
119:	Fairly satisfied	103	14.2	21.9
120:	Neither	23	3.2	4.9
121:	Fairly dissatisfied	11	1.5	2.3
122:	Very dissatisfied	14	1.9	3.0
	N/R	253	34.9	3.1
	Q10f The overall quality of work	*Base: 486*		
123:	Very satisfied	237	32.7	50.4
124:	Fairly satisfied	148	20.4	31.5
125:	Neither	26	3.6	5.5
126:	Fairly dissatisfied	27	3.7	5.7
127:	Very dissatisfied	32	4.4	6.8
	N/R	254	35.1	3.3
	Q10g The repair being done "right first time"	*Base: 486*		
128:	Very satisfied	212	29.3	44.8
129:	Fairly satisfied	127	17.5	26.8
130:	Neither	39	5.4	8.2
131:	Fairly dissatisfied	36	5.0	7.6
132:	Very dissatisfied	59	8.1	12.5
	N/R	251	34.7	2.7
	Q11 Did the contractor show proof of identity?	*Base: 486*		
133:	Yes	437	60.4	89.9
134:	No	42	5.8	8.6
	N/R	245	33.8	1.4

		Frequency	% overall	% valid
	Q12 Generally, how satisfied or dissatisfied were you with the way we dealt with your last completed repair?	*Base: 486*		
135:	Very satisfied	209	28.9	43.3
136:	Fairly satisfied	157	21.7	32.5
137:	Neither	34	4.7	7.0
138:	Fairly dissatisfied	34	4.7	7.0
139:	Very dissatisfied	49	6.8	10.1
	N/R	241	33.3	0.6
	Q13 Have you had any planned work completed in the last year?	*Base: 724*		
140:	Yes	184	25.4	
141:	No	514	71.0	
	N/R	26	3.6	
	Q14 Generally, how satisfied or dissatisfied are you with the way we deal with planned works?	*Base: 184*		
142:	Very satisfied	97	13.4	53.3
143:	Fairly satisfied	58	8.0	31.9
144:	Neither	4	0.6	2.2
145:	Fairly disafisfied	5	0.7	2.7
146:	Very dissatisfied	18	2.5	9.9
	N/R	542	74.9	1.1
	Q15 Is there anything else we coud do to improve our planned work?	*Base: 184*		
a.	Accurate information on planned work	3	0.4	1.6
b.	Better quality work	15	2.1	8.2
c.	Fairness/include all properties	4	0.6	2.2
d.	Finish work	5	0.7	2.7
e.	Inspect the work	2	0.3	1.1
f.	Make and keep appointments	8	1.1	4.3
g,	Miscellaneous	5	0.7	2.7
h.	More consultation with tenants	1	0.1	0.5
i.	Positive comments	5	0.7	2.7
j.	Quicker completion	2	0.3	1.1
k.	Re-decoration	2	0.3	1.1
l.	Respect tenants' homes	3	0.4	1.6
m.	Shorter waiting time	1	0.1	0.5
	N/R	677	93.5	74.5
	Q16 If you own a smart phone or tablet would you use a Housing application (apps) if it was offered?	*Base: 724*		
147:	Yes	191	26.4	
148:	No	204	28.2	
149:	Not applicable	24	3.3	
	N/R	305	42.1	
	Q17 Do you have access to the internet at home or elsewhere?	*Base: 724*		
150:	At home	378	52.2	
151:	Elsewhere	88	12.2	
152:	No access	286	39.5	
	N/R	17	2.3	

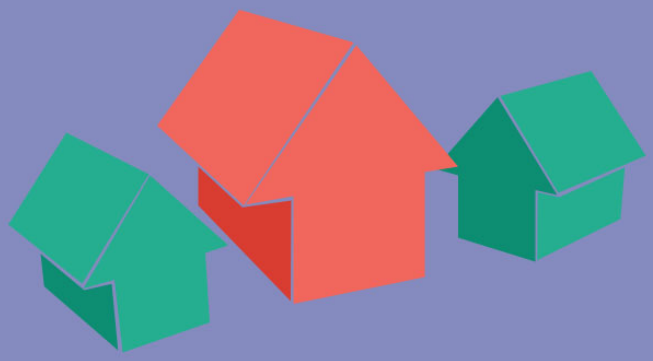
		Frequency	% overall	% valid
	R17 Do you have access to the internet?	*Base: 724*		
153:	Yes	421	58.1	
154:	No	286	39.5	
	N/R	17	2.3	
	Q18 Do you read 'Homing in'?	*Base: 724*		
155:	Always	415	57.3	
156:	Sometimes	242	33.4	
157:	Never	56	7.7	
	N/R	11	1.5	
	R18 Ever read 'Homing in'?	*Base: 724*		
158:	Yes	657	90.7	
159:	No	56	7.7	
	N/R	11	1.5	
	Q19 Which of the following ways of getting in touch with us and being kept informed are you happy to use?	*Base: 724*		
160:	Email	203	28.0	
161:	Telephone	521	72.0	
162:	Text / SMS	135	18.6	
163:	In writing	284	39.2	
164:	Visit to the office	224	30.9	
165:	Visit to your home	136	18.8	
166:	Open meeting	42	5.8	
167:	Newsletter	197	27.2	
168:	Facebook	32	4.4	
169:	Twitter	15	2.1	
170:	Online forums	12	1.7	
171:	Website / internet	96	13.3	
	N/R	17	2.3	
	Q20 How good or poor do you feel we are at keeping you informed about things that might affect you as a resident?	*Base: 724*		
172:	Very good	223	30.8	31.5
173:	Fairly good	315	43.5	44.6
174:	Neither	73	10.1	10.3
175:	Fairly poor	58	8.0	8.2
176:	Very poor	38	5.2	5.4
	N/R	17	2.3	
	Q21 Please tell us who you are?	*Base: 724*		
177:	Sole tenant	521	72.0	
178:	Joint tenant	166	22.9	
179:	Not the tenant	3	0.4	
	N/R	34	4.7	
	Q22a Disability - myself	*Base: 724*		
180:	Yes, limited a lot	203	28.0	
181:	Yes, limited a little	170	23.5	

		Frequency	% overall	% valid
182:	No	280	38.7	
	N/R	71	9.8	
	Q22b Disability - other household member	*Base: 724*		
183:	Yes, limited a lot	54	7.5	
184:	Yes, limited a little	37	5.1	
185:	No	163	22.5	
	N/R	470	64.9	
	R22a Any household member with a disability?	*Base: 724*		
186:	Yes, limited a lot	213	29.4	
187:	Yes, limited a little	175	24.2	
188:	No	301	41.6	
	N/R	35	4.8	
	R22b Disability [summary]	*Base: 724*		
189:	Yes	387	53.5	
190:	No	302	41.7	
	N/R	35	4.8	
	R23a Age Group	*Base: 724*		
191:	16 - 24 years	11	1.5	
192:	25 - 34 years	35	4.8	
193:	35 - 44 years	69	9.5	
194:	45 - 54 years	125	17.3	
195:	55 - 64 years	140	19.3	
196:	65 - 74 years	141	19.5	
197:	75 - 84 years	104	14.4	
198:	85 - 94 years	41	5.7	
199:	95 years and over	1	0.1	
	N/R	57	7.9	
	R23b Age group [summary]	*Base: 724*		
200:	16 - 34 years	46	6.4	
201:	35 - 44 years	69	9.5	
202:	45 - 64 years	265	36.6	
203:	65 years and over	287	39.6	
	N/R	57	7.9	
	Q24 Gender	*Base: 724*		
204:	Male	303	41.9	
205:	Female	379	52.3	
206:	Other	2	0.3	
207:	Prefer not to say	3	0.4	
	N/R	37	5.1	
	Q25 Do you identify as the gender you were assigned at birth?	*Base: 724*		
208:	Yes	621	85.8	
209:	No	14	1.9	
210:	Prefer not to say	2	0.3	

		Frequency	% overall	% valid
	N/R	87	12.0	
	Q26 How would you describe your sexual orientation?	*Base: 724*		
211:	Heterosexual / straight	540	74.6	
212:	Lesbian / Gay woman	4	0.6	
213:	Gay man	34	4.7	
214:	Bisexual	7	1.0	
215:	Other	9	1.2	
216:	Prefer not to say	7	1.0	
	N/R	123	17.0	
	R26 Sexual orientation [summary]	*Base: 724*		
217:	Heterosexual	540	74.6	
218:	Lesbian, Gay or Bisexual	45	6.2	
219:	Other	9	1.2	
	N/R	130	18.0	
	Q27 What is your ethnic group?	*Base: 724*		
220:	British	581	80.2	
221:	Irish	13	1.8	
222:	Gypsy or Irish traveller	2	0.3	
223:	Other White	24	3.3	
224:	African	18	2.5	
225:	Caribbean	1	0.1	
226:	Other Black	2	0.3	
227:	Bangladeshi	5	0.7	
228:	Indian	2	0.3	
229:	Pakistani	0	0.0	
230:	Chinese	3	0.4	
231:	Other Asian	8	1.1	
232:	White & Asian	0	0.0	
233:	White & Black African	1	0.1	
234:	White & Black Caribbean	0	0.0	
235:	Other Mixed	2	0.3	
236:	Arab	2	0.3	
237:	Other ethnic group	6	0.8	
238:	Prefer not to say	4	0.6	
	N/R	50	6.9	
	R27 Ethnic group [summary]	*Base: 724*		
239:	White British	581	80.2	
240:	BME	89	12.3	
	N/R	54	7.5	
	Q28 What is your religion?	*Base: 724*		
241:	No religion	155	21.4	
242:	Hindu	1	0.1	
243:	Muslim	22	3.0	
244:	Atheist	19	2.6	
245:	Buddhist	8	1.1	
246:	Jain	0	0.0	
247:	Pagan	9	1.2	

		Frequency	% overall	% valid
248:	Agnostic	4	0.6	
249:	Christian	391	54.0	
250:	Jewish	4	0.6	
251:	Sikh	0	0.0	
252:	Other religion	7	1.0	
253:	Other philosophical belief	2	0.3	
254:	Prefer not to say	6	0.8	
	N/R	96	13.3	
	R28 Religion [summary]	*Base: 724*		
255:	No religion	155	21.4	
256:	Christian	391	54.0	
257:	Other	76	10.5	
	N/R	102	14.1	
	D101 Area Office	*Base: 724*		
258:	Central Area 1	130	18.0	
259:	Central Area 2	117	16.2	
260:	East - Whitehawk	115	15.9	
261:	East - Lavender Street	123	17.0	
262:	West - Oxford Street	116	16.0	
263:	West - Victoria Road	117	16.2	
	N/R	6	0.8	
	D102 Property type	*Base: 724*		
264:	Bedsit	39	5.4	
265:	Bungalow	19	2.6	
266:	Flat	426	58.8	
267:	House	207	28.6	
268:	Maisonette	4	0.6	
	N/R	29	4.0	
	D103 Number of bedrooms	*Base: 724*		
269:	None	41	5.7	
270:	One	252	34.8	
271:	Two	268	37.0	
272:	Three	123	17.0	
273:	Four	10	1.4	
274:	Five	1	0.1	
	N/R	29	4.0	
	D104 Floor	*Base: 724*		
275:	Ground floor	385	53.2	
276:	1st	113	15.6	
277:	2nd	81	11.2	
278:	3rd	17	2.3	
279:	4th	12	1.7	
280:	5th	13	1.8	
281:	6th	14	1.9	
282:	7th	5	0.7	
283:	8th	10	1.4	
284:	9th	9	1.2	

		Frequency	% overall	% valid
285:	10th	8	1.1	
286:	11th	9	1.2	
287:	12th	4	0.6	
288:	13th	4	0.6	
289:	14th	3	0.4	
290:	15th	2	0.3	
	N/R	35	4.8	
	D105 Floor [summary]	*Base: 724*		
291:	Ground/ Basement	385	53.2	
292:	Low rise (1 to 4 floors)	223	30.8	
293:	High rise (5 floors or higher)	81	11.2	
	N/R	35	4.8	
	D106 Property age	*Base: 724*		
294:	Pre 1945	128	17.7	
295:	1945 - 1964	276	38.1	
296:	1965 - 1974	140	19.3	
297:	1975 - 1990	145	20.0	
298:	1991 - 2005	3	0.4	
299:	2006 on	3	0.4	
	N/R	29	4.0	



ARP research

(t) 0844 272 6004

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

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

Registered in England and Wales, No. 07342249.