ARP research

HouseMark STAR

STAR Tenant Satisfaction Survey 2019

Brighton & Hove City Council

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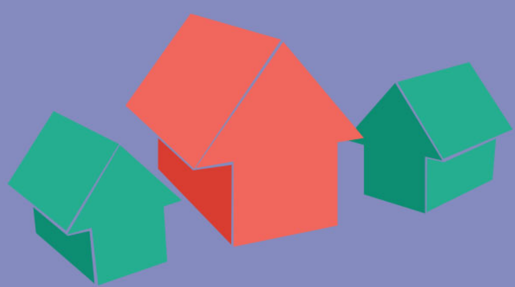

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1. Introduction

Background

This report details the results of Brighton and Hove City Council's 2019 STAR tenant satisfaction survey, delivered by ARP Research. The council conducts an overarching survey every three years, and this is the fourth 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 2016 STAR survey, including tests to check if any of the changes are *statistically significant*.

HouseMark STAR

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

The main results are also compared against the council's HouseMark benchmarking group of 15 local authorities in England with 10,000 or more properties.

About the survey

The survey was carried out in October and November 2019. Telephone interviews were conducted with 1,000 residents selected via quota sample out of all households. This represented 9% of the total tenant population, and the final results had an error margin of +/- 3.0%. This achieved the target error margin required by HouseMark. Please note that interviews were conducted to ensure that the samples were representative by age, stock and area.

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

Bench mark	% satisfied	
76%	76%	satisfaction overall
75%	71%	quality of home
80%	91%	value for money of rent
57%	67%	listens to views and acts on them
N.A.	85%	standard of customer service
N.A.	80%	ease of accessing services
70%	70%	repairs & maintenance overall
74%	70%	neighbourhood as a place to live

Overall satisfaction

1. When taking everything into account, three quarters of Brighton and Hove's tenants were satisfied with the services they received from the council as their landlord (76%). At the opposite end of the scale, only 9% of tenants were actively dissatisfied (section 3).

2. When comparing these results to similar landlords the median satisfaction score in HouseMark's STAR database was also 76%, meaning that they exactly matched the median average for its peer group on overall satisfaction.

3. This seems to be a fair reflection of the fact that some of the detailed survey results on topics such as value for money and listening to tenants compared very favourably against peer group benchmarks, whilst others most notably the quality of the home and neighbourhood were rated below average.

4. The survey methodology had changed to telephone interview from self-completion in previous surveys. This survey is now representative of the tenant population across all key demographics, most importantly by age group and stock type.

5. The change in both methodology and improved representation therefore resulted in a survey sample where those that were satisfied expressed themselves more strongly, but that also included a greater proportion of customers that were ambivalent about the service they received. Comparing survey results over time should therefore only be done with caution.

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

   - Listening to views and acting upon them (67% satisfied, section 5)
   - Quality of the home (71%, section 6)
   - Repairs and maintenance overall (70%, section 7)
   - Ease of accessing services (80%, section 4)
   - Value for money for rent (91%, section 6)

Customer services

7. The vast majority of respondents rated the standard of customer service they have received to be 'good' (85%). This result is identical to that seen in 2016, and at the opposite end of the scale only 8% rated it as 'poor', again matching the equivalent score in 2016 (section 4).

8. It was also positive to find four out of five respondents said it was 'easy' to access the housing services provided by the council (80%), which was one of the key drivers of overall satisfaction. Notably, this was one of only two questions where the rating given by tenants aged under 35 was on par with the average score (79% satisfied).

9. Two thirds of the sample said that they used the internet.

Involvement

10. Listening and acting upon tenants' views remains integral to how customers view the service as a whole, being the primary key driver of overall satisfaction, as it had been in both 2016 and 2014.

11. This rating has always compared very favourably against the council's peers, therefore it is no surprise that at 67% satisfied the score continues to be in the HouseMark benchmark top quartile, ten points above the median value (section 5).

The home

12. Most tenants were satisfied with the quality of their home (71%), including 42% that were 'very satisfied'. However, this score was four points below the HouseMark benchmark median placing Brighton and Hove in the third quartile (section 6).

13. There was a large variation in how tenants of different ages answered this question, in particular only 49% of the those aged under 35 were satisfied.

14. Satisfaction with the home was highest in the West area and lowest in the Central area. It was also lower for pre-1945 properties and/or flats.

Repairs and maintenance

15. Seven out of ten respondents were satisfied with the repairs and maintenance service which is very much in line with the council's peers, to the extent that the score was equal to the median average of the HouseMark benchmark peer group (70%, section 7).

16. Almost a fifth of tenants were actively dissatisfied with the repairs and maintenance service (18%), half of whom were 'very dissatisfied' (9%).

17. The same pattern was observed in the results for the quality of the home (section 6), which when taken together suggest that stock condition and maintenance is an area which the council needs to target improvements if it wishes to improve customer satisfaction in the future.

Value for money

18. Despite the change in methodology, satisfaction with value for money had still increased from 86% in 2016 to 91% in 2019. This continued the upward trend over the last decade and was a substantial eleven points above the HouseMark benchmark median, comfortably within the top quartile (section 6).

19. Unlike most of the other survey results, the answers given by the under 35s were just as strong as the average score, in this case with 89% being satisfied.

20. The fact that value for money was such a prominent topic is unsurprising when one considers that a fifth of tenants claimed to have struggled to afford enough food in the last 12 months, either reducing portion sizes or skipping meals to get by.

21. The main split was at the age of 60, with 27% aged under this struggling to afford food compared to only 11% of those aged 60+

Neighbourhood

22. Satisfaction with the neighbourhood had started to trend downwards in 2016, although this score is obviously linked to a wide variety of local factors, not all of which can easily be influenced by the council.

23. Therefore, the fact that only 70% of tenants were satisfied in this regard in 2019 may be due to a number of separate factors, including national trends and the improved survey methodology this year (section 8).

24. Nevertheless, when compared against similar landlords the council's score was still below average (median 74%), and the level of active dissatisfaction was a little higher than it had been in 2016 (15% v 12%).

25. The most common suggestion for improving the neighbourhood as a place to live was to deal with parking issues (10%), especially in the West and North areas. Resident parking schemes were frequently mentioned.

26. Amongst tenants that were actively dissatisfied with their neighbourhood, dealing with anti-social behaviour (22%) and drugs (16%) were the top suggestions for improving the area.

27. Other common suggestions such as improved grounds maintenance and general cleaning or tidying of the area were mainly focused on the appearance of the neighbourhood. In particular, issues with kerbside waste and recycling collections and bin storage were unusually high in the list of suggested improvements compared to many other landlords (6%).

3. Services overall

76%

satisfied with the service overall

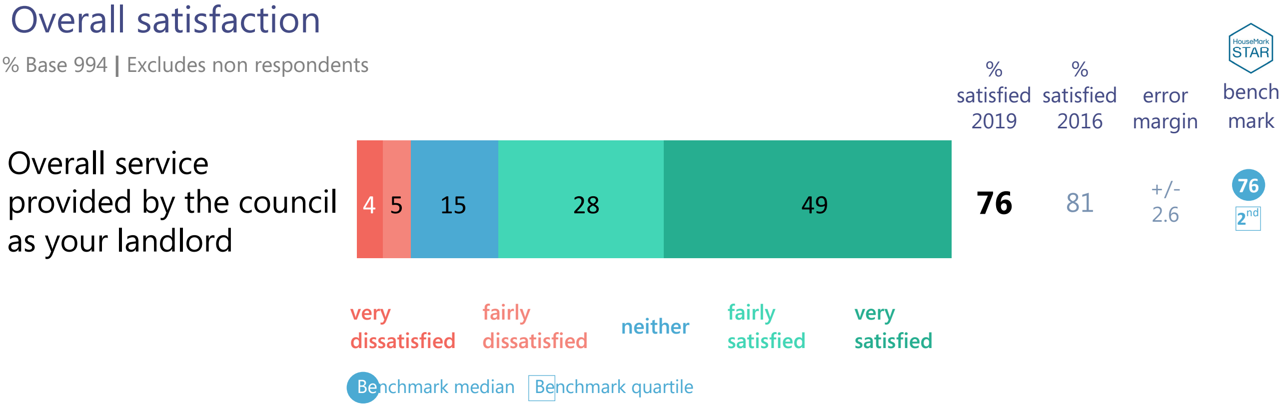
1. listen & act on views
2. quality of home
3. repairs and maintenance
4. ease of accessing services
5. value for money for rent

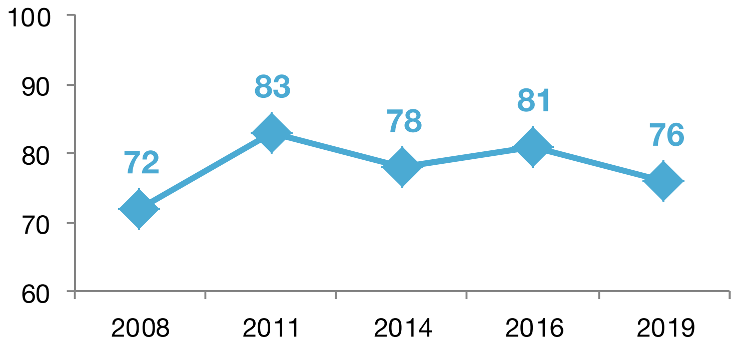
were the **key drivers** that best predicted overall satisfaction

- Overall satisfaction was identical to the HouseMark benchmark average
- Comparisons over time are difficult due to the change in methodology
- Satisfaction increased significantly with age, with the same pattern running through most of the results
- Tenants that were struggling with the cost of food were also significantly less satisfied

3.1 Overall satisfaction

% Base 994 | Excludes non respondents





Brighton and Hove City Council's tenant survey results in 2019 had generally fallen compared to those achieved in the previous survey in 2016. However, this doesn't tell the whole tale - whilst at first glance there appears to be a widespread fall in satisfaction, in many cases the proportion of tenants that were 'very' satisfied had increased.

Before further exploration, it is worth the reader noting that due to a change in methodology, direct comparisons over time should be interpreted with a degree of caution. This survey was superior to all the council's previous surveys because it was fully representative of the tenant population across all key demographics, most importantly by age group and stock type. As such, older surveys tended to underrepresent the young people, a group that have generally lower satisfaction levels than older tenants, especially those living in seniors housing. For example, if the 2016 results are simply corrected to match the accurate age profile in 2019 (correction by stock type was not possible), overall satisfaction that year would have been 79% rather than 81%.

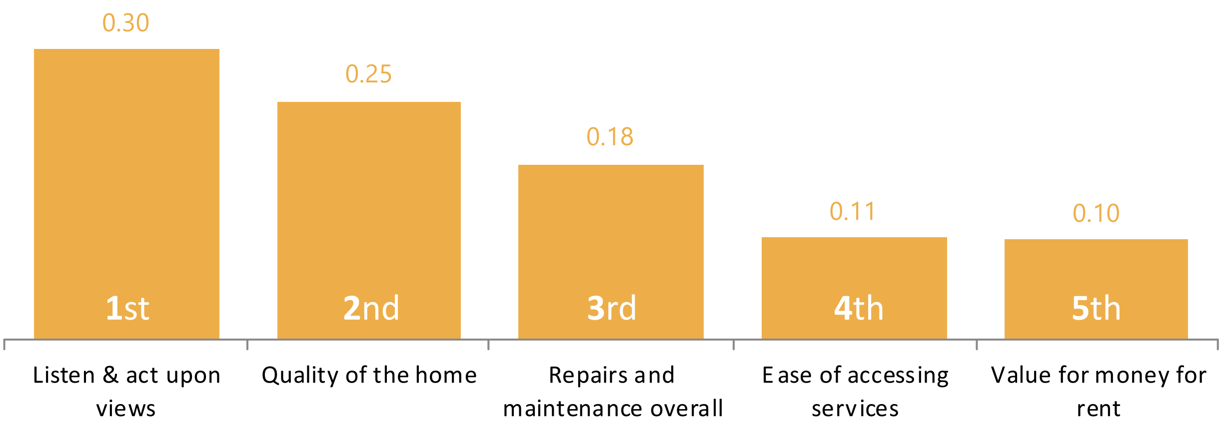
Previous surveys have been self-selecting (postal with an online aspect), whereas the current survey was entirely conducted by telephone interviews from a predetermined sample to ensure it was more representative of the council's tenant population. Changing a survey methodology can often change the pattern of how people respond, and this is clearly evident for this survey where total satisfaction may have fallen, but the proportion of 'very satisfied' responses has increased.

A good example of this was the overall satisfaction rating of 76%, which although lower than the previous score of 81%, there was a statistically significant increase in 'very satisfied' responses from 39% in 2016, to 49% amongst the current sample. At the opposite end of the scale, only 9% of tenants were dissatisfied compared to 13% previously.

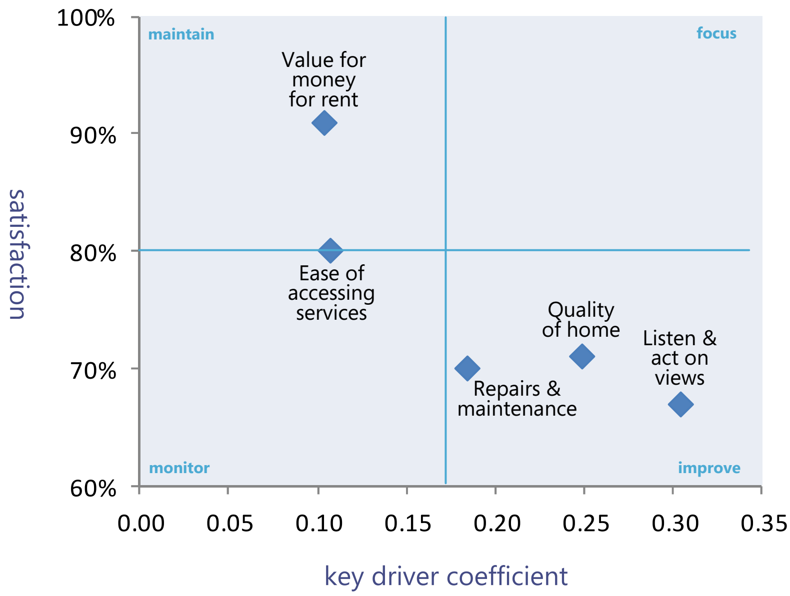
The change in both methodology and improved representation therefore resulted in a survey sample where those that were satisfied expressed themselves more strongly, but that also included a greater proportion of customers that were ambivalent about the service they received.

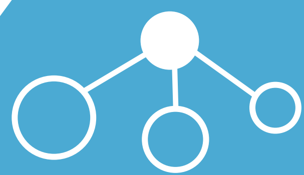
3.2 Key drivers - overall satisfaction

R Square = 0.516 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction





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

When comparing these results to similar landlords the median satisfaction score in HouseMark's STAR database was also 76%, meaning that the council's score exactly matched the median average for its peer group on overall satisfaction. This seems to be a fair reflection of the fact that some of the detailed survey results on topics such as value for money and listening to tenants compared very favourably against peer group benchmarks, whilst others most notably the quality of the home and neighbourhood were rated below average.

As in previous years, statistical tests were also used to compare various sub-groups with one another to identify where they might vary. In particular, older tenants continued to be more satisfied than those that were younger. This meant that residents aged 65+ had a significantly higher level of satisfaction than anyone else (87%). Similar to other STAR surveys the youngest respondents aged under 35 were significantly less satisfied (66%), however, satisfaction amongst 35 - 49 year olds was also significantly lower than average (68%). This pattern can be seen running throughout most of the survey results (chart 9.8).

The difference by age will also explain the difference by stock with tenants in seniors housing significantly more satisfied than those in general needs (84% and 76% respectively). Whilst this pattern is seen in elsewhere in the survey findings, it is important to point out that general needs tenants comprise around 93% of the sample, with the sample size for seniors tenants being relatively small.

It was interesting to find those respondents who admitted they had reduced portion sizes or even skipped meals due to food costs in the previous two months, were significantly less satisfied than average (64%). In contrast, respondents who had not made this sacrifice were significantly more satisfied than average (80%). Whilst the cost of food is unlikely to be directly linked with satisfaction with their landlord overall, it is more likely indicative on the wider financial pressures some tenants are under and how it impacts their general perceptions.

There were some geographic variations in the results with satisfaction highest amongst respondents in the East housing area (78%) but lowest in Central (75%), and only marginally higher in the North and West areas (both 76%). That said, the only statistically significant difference between the housing areas and the average score was at the less robust 90% confidence level.

The only other significant variations of note were also at the 90% confidence level, with respondents in one bed properties significantly more satisfied than those in accommodation with two bedrooms (79% v 74%), with respondents in flats notably less satisfied than average (75%). This will also explain why tenants in a flat or scheme with communal areas were significantly less satisfied than those in properties with no communal area (75% v 78%).

To learn more about the overall score a 'key driver' analysis was again carried out, using a statistics test known as a 'regression', in order to determine which opinion rating statements in the questionnaire 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 five key drivers as presented in chart 3.2.

What is immediately obvious from these results is that satisfaction with being listened to and having views acted upon remains the best predictor of how tenants perceive Brighton and Hove City Council overall, albeit not as dominant as it was in 2016. This is very much a positive association as the council's score on this question has always been considerably higher than achieved by similar landlords, and notwithstanding the change in methodology also still appears to be trending upwards over time (section 5). Continuing the customer service/ tenant involvement theme, ease of accessing services was a key driver of overall satisfaction, with four out of five respondents stating this was easy (80%, section 4).

Satisfaction with the quality of the home and the repairs and maintenance service are also commonly key drivers of satisfaction, in this case being second and third placed respectively. Both are obviously related to one another, with the former notably being in the third quartile compared to the benchmark median (section 6). This would suggest that these are more negative drivers of satisfaction, especially amongst younger tenants.

The inclusion of these two items in the list of key drivers this year can in part be attributed to the fact that younger tenants were better represented in this year's survey and they rated both poorer than average. Conversely, the fact that younger people were very positive about value for money may also explain why this was the final survey question that emerged as a key driver of satisfaction. Indeed, this score was very high and therefore almost certainly boosted tenants' perceptions of the service as a whole (see section 6).

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

3.4 Overall satisfaction by area

% positive

	Sample size	Overall satisfaction
Overall	***1000***	**76**
Central	*227*	75
East	*237*	78
North	*287*	76
West	*249*	76

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

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

4. Customer service

85% said the standard of customer service is good

80% found it easy to access the services

- The standard of customer service continues to be one of the council's strengths
- Ease of accessing services was a key driver of satisfaction, and was equally strong across different age groups
- Two thirds of tenants used the internet

Tenants' perception of their landlord will always be heavily influenced by the level of customer service they receive, so it was pleasing to find the vast majority of respondents rated the standard of customer service as 'good' (85%). This result is identical to that seen in 2016, and at the opposite end of the scale only 8% rated it as 'poor', again matching the equivalent score in 2016.

As is true for most of the other questions in the survey, the proportion of tenants that gave the highest score had increased by half.

In terms of demographic differences, older tenants (aged 65 or over) were again significantly more satisfied than average with the standard of customer service received (90%). In contrast, those aged 16-34 were significantly less satisfied (77%), and when tests were run at the 90% confidence level were joined by those aged 35-49 (81%). However, there was no significant difference by area, indeed this result only fluctuated by 3% across all four areas indicating a consistent level of service (chart 4.3).

It was also positive to find four out of five respondents said it was 'easy' to access the housing services provided by the council (80%). Whilst this is six points lower than the 2016 score, the proportion that said it was 'very' easy went up from 42% in 2016 to 54% for the current sample.

Satisfaction with the ease of accessing services was actually one of the key predictors of overall satisfaction (section 3), so this question is of particular interest.

What is probably most relevant here is that it was one of only two questions where the rating given by tenants aged under 35 was on par with the average score (79% satisfied). This group are obviously the hardest to please, and more numerous in the sample than in previous years, so their level of positivity on this topic is particularly influential.

Indeed, this question demonstrated the smallest variation by age of any in the survey, the only significant differences being the lower than average score given by 35-49 year olds (75%).

However, there was also one area that differed significantly, with respondents in the North significantly less positive than average (78% easy), the same area that rated the standard of customer service the lowest (chart 4.3).

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

A major factor in possible channel shift towards cheaper and more efficient electronic methods is obviously whether or not residents actually have access to the internet, so respondents were asked whether or not they used it. Around two out of three tenants in the sample did so (68%), albeit age dependant with only 36% of those aged 65+ using the internet compared to 89% of the under 35s. This will also explain the difference by stock, with 70% of general needs tenants able to get online compared to only 43% of those in seniors accommodation.

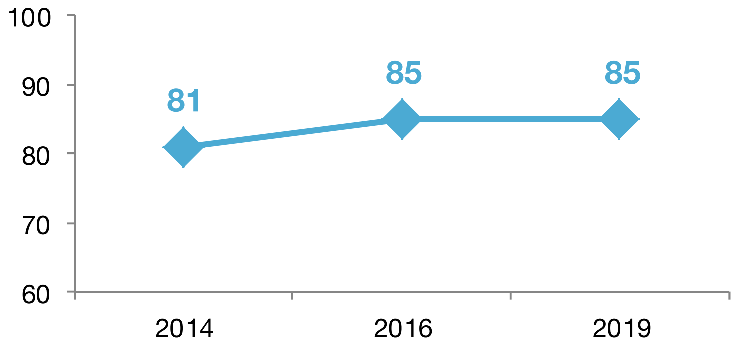
68% of tenants **access the internet**

4.1 Standard of customer services

% Base 970 | Excludes non respondents

Standard of customer service received

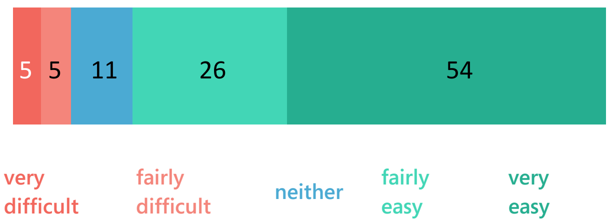
% good 2019	% good 2016	error margin
85	85	+/- 2.3



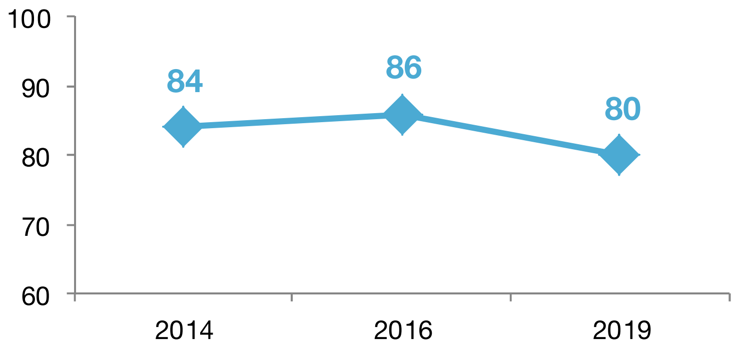
4.2 Accessing services

% Base 963 | Excludes non respondents

Ease of accessing services



% satisfied 2019	% satisfied 2016	error margin
80	86	+/- 2.5



4.3 Customer service by area

% positive

	Sample size	Standard of customer service	Ease of access
Overall	***1000***	**85**	**80**
Central	*227*	84	80
East	*237*	86	82
North	*287*	83	78
West	*249*	86	80

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

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

5. Involvement

67 % felt housing services listened and took their views into account

Listening and taking account of tenants views was the number one key driver of satisfaction overall

This has been generally trending upwards since 2013

One of the areas where the council compared well against benchmarks

Listening and acting upon tenants' views remains integral to how customers view the service as a whole, remaining the primary key driver of overall satisfaction (chart 3.2), as it had been in both 2016 and 2014.

In previous years this has been considered to be a positive correlation as this rating has always compared very favourably against the council's peers. It is therefore no surprise that the score continues to be in the HouseMark benchmark top quartile, ten points above the median value.

Two thirds of respondents remain satisfied on this measure (67%), which, whilst down three points compared to 2016, demonstrates the same improvement in the proportion of 'very satisfied' responses evident in other questions (28% to 41%). Indeed, whilst making allowances for the change in methodology this year, it remains true that council's performance in this respect continues to generally trend upwards.

In considering this result, experience of other similar surveys has shown that in answering this question, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. As such, the strong score is most likely linked to the generally high standard of customer service that tenants experienced (see section 4).

Once again, the main demographic difference was age, with older tenants (aged 65+) significantly more satisfied (78%), whereas the opposite was true for the under 35's and those aged 35 - 49 (58% and 60% respectively). This is reflected in the significant difference by stock, with seniors tenants significantly more satisfied than those in general needs (78% v 66%).

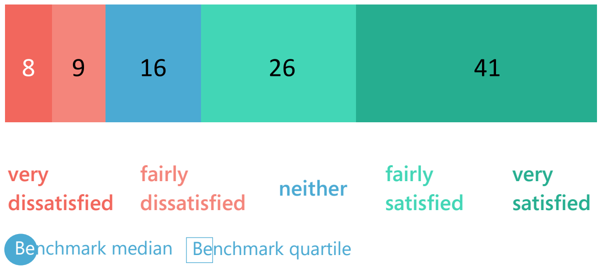
The score did not vary significantly by area, but there was a notable variation depending on if a respondent paid a service charge, with those that did being significantly less satisfied than those who did not (65% v 70%).

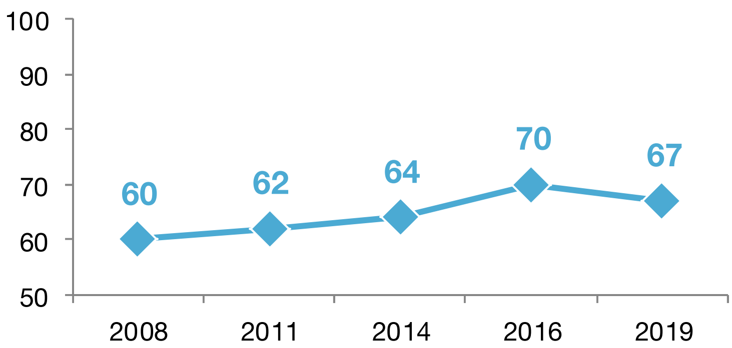
The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.

5.1 Listening to tenants

% Base 943 | Excludes non respondents

	% satisfied 2019	% satisfied 2016	error margin	bench mark
We listen to your views and act upon them	67	70	+/- 3.0	57 1st





5.2 Listening to tenants by area

% positive

	Sample size	Listen to your views and act on them
Overall	***1000***	**67**
Central	*227*	67
East	*237*	70
North	*287*	66
West	*249*	66

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

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

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

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

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

6. Home and value for money

71%

satisfied with the quality of the home

91%

satisfied with the value for money for rent

- Both questions were key drivers of overall satisfaction
- The quality of the home was rated below average, but value for money was well above average in the top quartile
- Only half of young tenants were satisfied with their home
- However, young tenants were generally very satisfied with rent value for money
- A fifth of tenants struggled to afford enough food

Satisfaction with the quality of the home was the second strongest key driver that predicted overall satisfaction for the current sample. Whilst most tenants were satisfied in this regard (71%), including 42% that were 'very satisfied', this score was four points below the HouseMark benchmark median placing Brighton and Hove in the third quartile.

When taken alongside the similar results for the repairs and maintenance service (section 7), this would suggest that the condition of the council's housing stock was an important factor in determining the overall level of satisfaction that customers felt with its services.

Whilst recognising the change in methodology compared to previous surveys, it is still hard to ignore the disparity between 2016 and 2019 on satisfaction with the home (79% v 71%). However, rather than seeing this only in terms of relative stock condition, it more important to consider the huge variation in how tenants of different ages answer this question which has been put into starker relief by the methodology changes.

Indeed, fewer than half of the under 35s were satisfied with the quality of their home (49%) compared to 61% aged 35-49, 74% aged 50-64 and 86% of those aged 65 or more. As such, there was a similar large difference by stock with tenants in seniors housing significantly more satisfied than those in general needs (84% v 69%).

This age difference was obviously affected in part by the different property types prevalent amongst each age group, however none of the difference were significant, and varied from 68% amongst those in flats to 74% for those living in houses.

There were of course some differences in the results when analysing the tenants' results by area, however only one of them was statistically significant from the norm. From table 6.3 it is clear that respondents in the West thought highly of their homes in terms of quality (74%), whereas, those in the Central area were the least satisfied (68%).

Unsurprisingly, those living in the oldest properties built before 1945 were the least satisfied (68%), whilst satisfaction was significantly higher than average amongst those in the properties built between 1975 and 1990 (77%).

Moving on to consider the costs of living in the home, satisfaction with the value for money of the rent is now a key driver of tenant satisfaction overall. Indeed, this issue seems to be becoming generally more important for respondents across the sector over the last few years, undoubtedly due to the increasing financial pressures many are under.

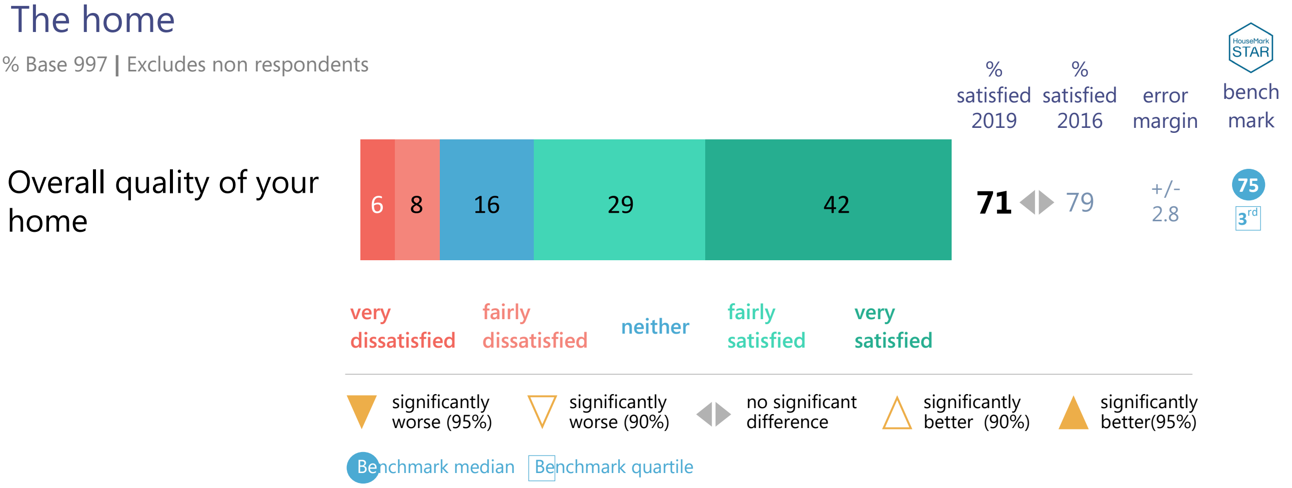
As such, it was extremely pleasing to see that despite the change in methodology, satisfaction with value for money had still increased from 86% in 2016 to 91% in 2019. Furthermore, this continued the upward trend over the last decade and was a substantial eleven points above the HouseMark benchmark median, comfortably within the top quartile.

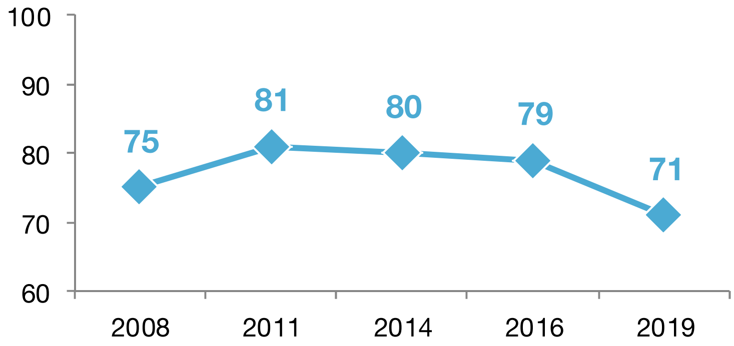
This rating had the distinction, alongside the ease of accessing services (section 4), as being the only questions where the answers given by the under 35s were just as strong as the average score, in this case with 89% being satisfied. It is probably why this was the only rating to buck the trend by having increased since 2016.

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

6.1 The home

% Base 997 | Excludes non respondents





The fact that the value for money score is this high amongst young tenants despite the poor rating they gave for the quality of their homes is consistent with similar observations across the country, suggesting that the youngest tenants were simply happy to be able to afford any home in the area.

A full breakdown of responses by housing area is provided in table 6.4 and it is again apparent that satisfaction does not vary significantly or indeed proportionately from the overall score, indeed each area only differs by one or two percentage points from the sample as a whole.

There were some significant differences by property type and size but this will invariably be linked to the age profile in each, with respondents in bedsits significantly less satisfied than average with their rent (82%). In contrast, those in bungalows were the most satisfied (94%).

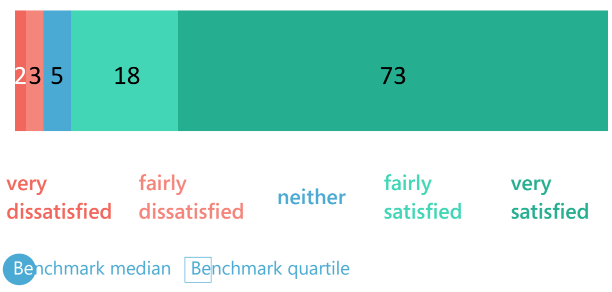
Interestingly, the small group of tenants in newer properties (built after 2006), were significantly less satisfied than average (69%), although this was based on a relatively small sample size so care should be taken when interpreting this result.

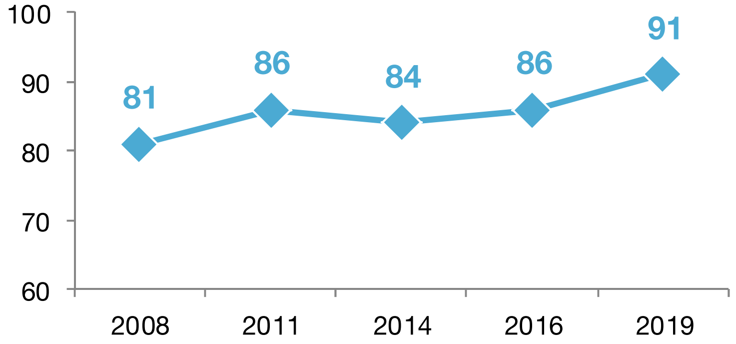
The fact that value for money was such a prominent topic is unsurprising when one considers that a fifth of tenants claimed to have struggled to afford enough food in the last 12 months, either reducing portion sizes or skipping meals to get by. Indeed, this group were significantly less satisfied with value for money than those who had not had such financial struggles (82% and 93% respectively). Indeed, this also had a strong impact on overall satisfaction (see section 3).

The proportion that struggled to afford food was the same in general needs housing as it was in seniors, but mainly because many seniors tenants were still in their fifties. The main split was at the age of 60, with 27% aged under this struggling to afford food compared to only 11% of those aged 60+. The single age group that seemed to have the greatest difficulty was 24-34 (33%), whilst those aged 75+ were unlikely to have struggled in this way (3%).

6.2 Rent

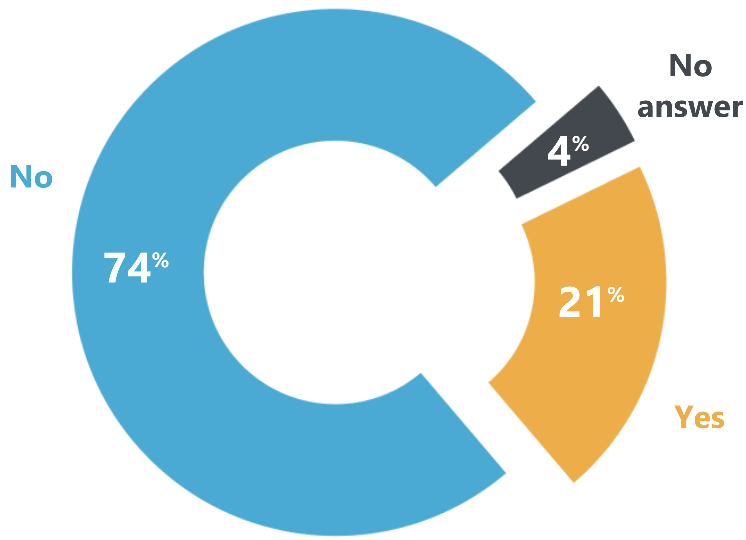
% Base 968 | Excludes non respondents

		% satisfied 2019	% satisfied 2016	error margin	bench mark
Value for money for rent		**91**	86	+/- 2.8	80 (1st)



6.3 In the last 2 months did you (or other people in your household) ever reduce the size of your meals or skip meals because you couldn't afford enough food?

% Base 1000



6.4 Home and value for money by area

% positive

	Sample size	Overall quality of the home	Value for money for rent
Overall	***1000***	**71**	**91**
Central	*227*	68	92
East	*237*	71	90
North	*287*	69	89
West	*249*	74	92

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

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

7. Repairs and maintenance

70% satisfied with repairs and maintenance overall

- Repairs was a key driver of overall satisfaction
- Satisfaction was equal to the council's peers
- The pattern or response was similar to rating for the overall quality of the home, suggesting a link to stock condition
- Only 53% of the under 35s were satisfied with this service
- Higher satisfaction in the East area

The repairs and maintenance service is typically one of the most important aspects of service provision for residents, which is reflected in the fact that this was a key driver of satisfaction overall (chart 3.2), having previously not been so in 2016.

As such, it was positive to find 70% were satisfied with this aspect of the service which is in line with the council's peers, with the score equal to the HouseMark benchmark median (70%) and therefore in the second quartile of the peer group.

The same pattern was observed in the results for the quality of the home (section 6), which when taken together suggest that stock condition and maintenance is an area which the council needs to target improvements if it wishes to improve customer satisfaction in the future. Indeed, almost a fifth of tenants were actively dissatisfied with the repairs and maintenance service (18%), half of whom were 'very dissatisfied' (9%).

There was the expected variation by age and stock, with the under 35s being particularly negative about this service with only 53% claiming to be satisfied compared to 28% that were actively dissatisfied.

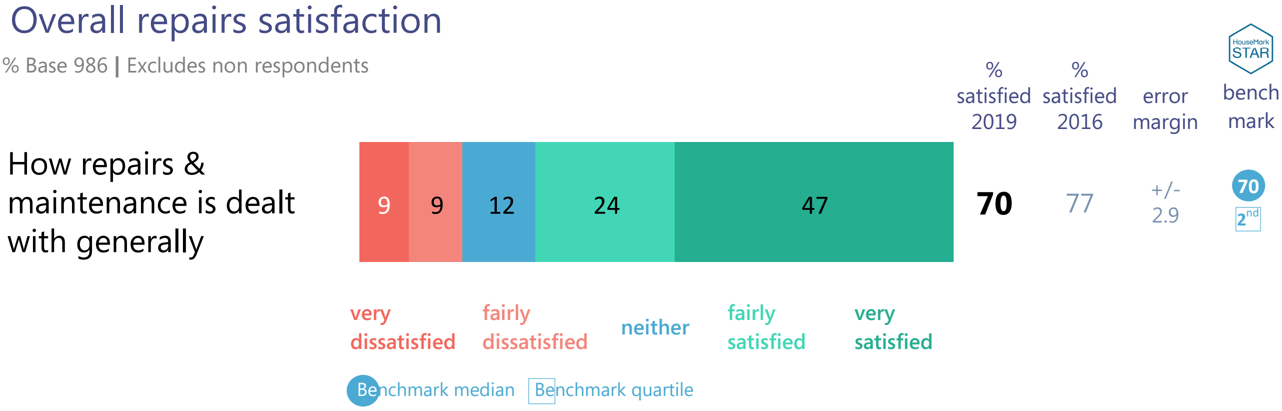
Satisfaction was also significantly lower than average amongst 35-49 year olds (61%), yet shot up to 84% amongst those of retirement age. Seniors tenants were therefore also significantly more satisfied than those in general needs (82% v 69%).

There was also a notable and significant variation by property size, with those in one bed properties significantly more satisfied than average (73%), compared to 68% of those in two bed properties.

Satisfaction was relatively consistent by area, with three within one point of each other and no more than two points from the average, however, satisfaction was notably highest in the East (76%, chart 7.2).

7.1 Overall repairs satisfaction

% Base 986 | Excludes non respondents



7.2 Overall repairs service by area

% positive

	Sample size	How the council deals with repairs and maintenance
Overall	*1000*	**70**
Central	*227*	68
East	*237*	76
North	*287*	68
West	*249*	69

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

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

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

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

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

8. Neighbourhood

70% satisfied with their neighbourhood as a place to live

- National downward trend in satisfaction in echoed in Brighton and Hove
- Neighbourhood satisfaction was significantly higher in the West ...
- .... but significantly lower in the Central area
- Satisfaction was lowest amongst the under 50s
- The most common suggestion for improving the neighbourhood was parking schemes
- Dealing with anti-social behaviour and drugs were the top priorities for those most dissatisfied with their neighbourhoods

Satisfaction with the neighbourhood had started to trend downwards in 2016, although this score is obviously linked to a wide variety of local factors, not all of which can easily be influenced by the council. Indeed, a downward trend is increasingly seen in other similar surveys and is often a reflection of tenants seeing the result of multiple cuts in funding to various public services which impact their perception of where they live.

Therefore the fact that only 70% of tenants were satisfied in this regard in 2019 may be due to a number of separate factors, including national trends and the improved survey methodology this year that ensured tenants of varied ages and those living in different areas were accurately represented in the sample.

Indeed, tenants aged under 50 were far less satisfied than average (63%) whilst the majority of those aged 65+ were positive about their local neighbourhood (79%). This result obviously varied by area with those living in the West significantly more satisfied than average (76%), whereas respondents in the Central area were the least satisfied (65%, chart 8.2).

However, this does not explain the difference by property type, with those in bungalows slightly less satisfied than those in houses (69% and 73% respectively). Tenants in maisonettes and bedsits were the least satisfied with their neighbourhood (57% and 60% respectively), although the sample size for both was small

Nevertheless, when compared against similar landlords the council's score was still below average (median 74%), and the level of active dissatisfaction was a little higher than it had been in 2016 (15% v 12%).

Finally, respondents were given the opportunity to say what they would like to see that would improve their neighbourhood as a place to live. All of the responses were recorded verbatim and have been clustered around key themes with a summary of responses shown in chart 8.3. What is immediately clear is that a quarter of the sample (26%) were happy with the way things are at the moment and said no improvements were needed. Unsurprisingly, tenants in seniors accommodation were much more likely to provide feedback of this nature (39%). However, there was very little variation by area.

Providing better/more parking facilities was seen as the main way of improving where respondents live for one in ten in the sample (10%), and while this was less of a priority amongst tenants in the central area (4%) it was notably higher than average for those in the West and North (13% and 12% respectively). Parking improvements were more popular amongst those living in houses (15%) compared to those in flats (6%), but the most eye-catching finding was that almost a third of residents in bungalows highlighted parking issues (31%). Indeed, this is quite likely to be one reason why this group were less satisfied than other tenants living in houses.

The most common suggestion was for some form of resident parking scheme as when spaces were limited, respondents wanted residents and their visitors to get priority.

"I would like to see Parking permits enforced on the whole estate. It's being used for workmen and college students (I have even contacted the college but they said there was nothing they could do) residents are having to park on the green/grass area which in turn you could get a ticket. The neighbour got a ticket, as the students had taken up the spaces."

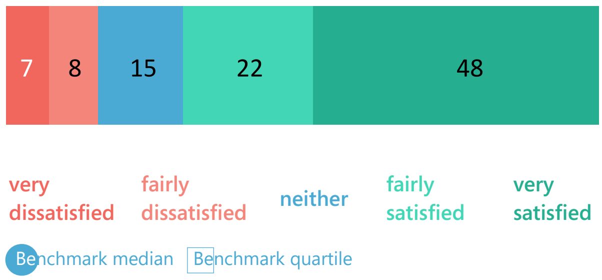
"Bringing in parking schemes so you can park in the place where you live."

"There needs to be permit parking, because people are parking here that do not live here, so there are no parking spaces for tenants."

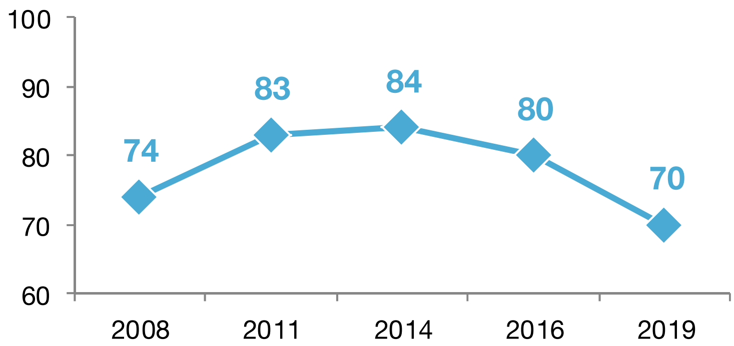
"I would like to see more parking spaces available because the students living in the neighbourhood take up all the spaces so there is no chance for the residents to park."

8.1 Neighbourhood as a place to live

% Base 994 | Excludes non respondents



	% satisfied 2019	% satisfied 2016	error margin	HouseMark STAR bench mark
Neighbourhood overall	**70**	80	+/- 2.8	74 (4th)



8.2 Neighbourhood as a place to live by area

% positive

	Sample size	Neighbourhood overall
Overall	*1000*	**70**
Central	*227*	65
East	*237*	71
North	*287*	69
West	*249*	76

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

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

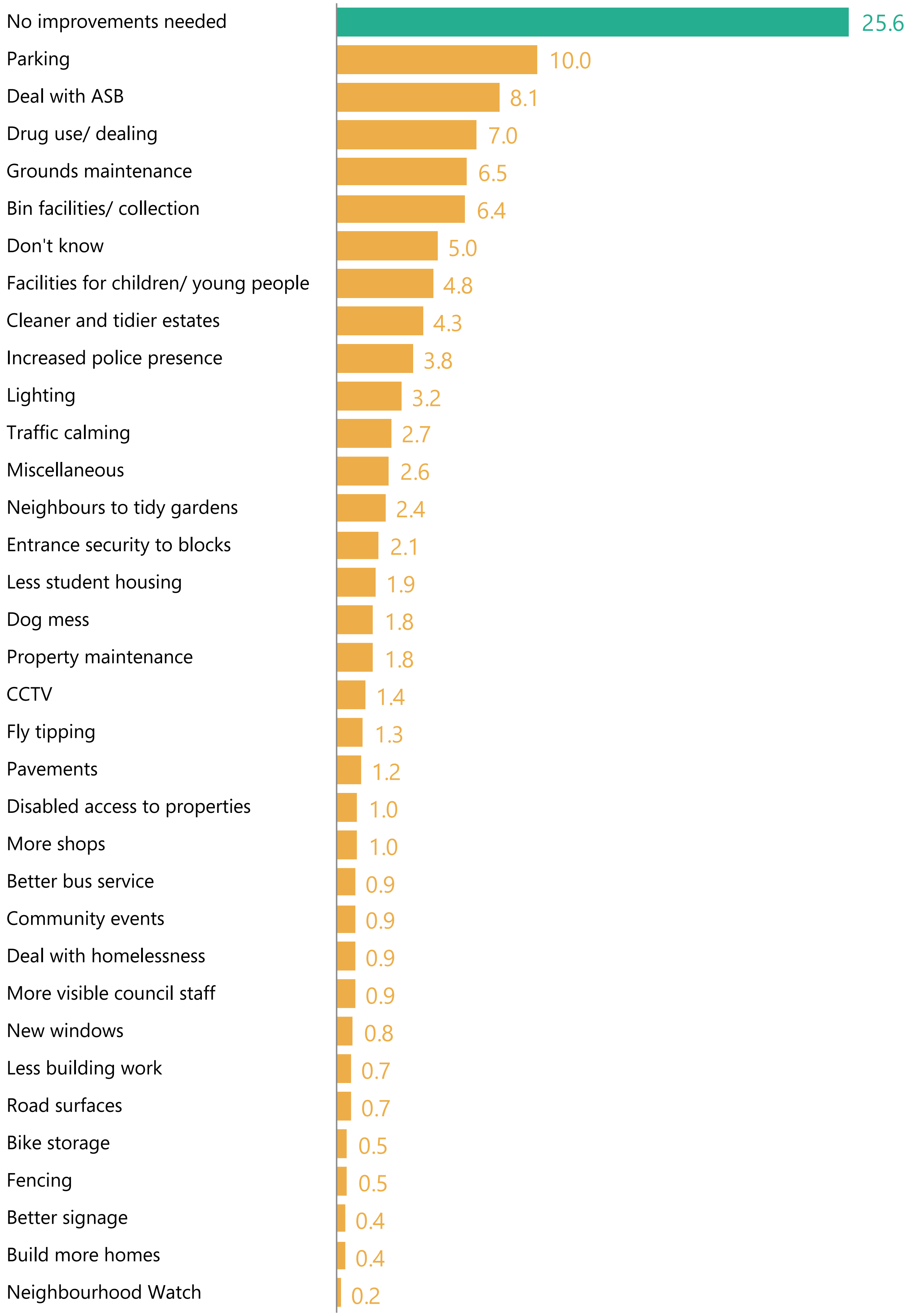
Significantly **worse** than average (95% confidence*)

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

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

8.3 What would improve your neighbourhood as a place to live?

% Base 1000 | More than one answer allowed



Indeed, a number of other tenants also highlighted the problems with too many cars parking on verges or green areas, both in terms of the appearance of the area and safety concerns. Abandoned or unused vehicles were also mentioned.

"People could stop parking on the grass verges as it's dangerous, people have to step in the mud and onto the road to go past the cars. The council need to improve the parking in the area and have the cars removed that aren't being used and which aren't taxed as they are still on the roads."

"If they could provide more car parking spaces, we're in a close and people are now starting to park on the grass outside our windows."

"A proper car park as we only have nine permits and they are always full with people who don't move their cars. That's the only issue I have had in the last twenty two years. People leave their cars for months and months and they need to give more visiting permits for families."

"People are parking on the pavement at the moment, quite close together, I then can't get in-between them to get across the road because I can't get through, it's quite dangerous for me. So if they could improve the parking side of things in my neighbourhood it would be better."

However, if the analysis is restricted to only those respondents that were actively dissatisfied with their neighbourhood then two other issues leapfrog to the top of the list – almost a quarter of this group said that they wanted the council to deal with anti-social behaviour (ASB) better (22%), with 16% also mentioning problems with drug use and drug dealing.

Experience of anti-social behaviour is always a very strong variable in tenant surveys, so the clear link between this issue and general dissatisfaction is unsurprising. It is also normal for ASB to be mentioned more frequently by general needs tenants than those in seniors accommodation (9% v 3%), and there was a notable difference by area with comments on this theme more prevalent amongst respondents in the North (12%), but less so amongst those in the East (4%). Respondents in flats were also more likely to say dealing with ASB would improve where they live than respondents in any other property type (9%).

As one would expect, the comments themselves often related to noise nuisance and rowdy teenagers, but also included more serious cases of abuse and harassment.

"My neighbours are very noisy and that is my only complaint to make about my neighbourhood."

"Antisocial behaviour from the neighbours is very bad. The neighbour revs motorbikes at unsociable hours and when asked to keep the noise down, he revs it more and uses obscene words."

"For people to receive letters about the noise issues and to keep it down, especially at night, when they are not supposed to make noise after 10 p.m."

"The noise disturbance, things should be done quicker than they currently are. If they play loud music at 2 a.m. they should be there the next day to tell them, not a month later."

"Stopping the kids running up and down on their motorbikes on the pavement all day."

"We have teenagers that walk around the street all night and they ruin our cars breaking windows."

"There are members of the same families on the same street and they think they own the place and bully everyone else."

"[My neighbour] is abusive, rude and intimidating. She has damaged my belongings in my garden. I have contacted the council about her but nothing has been done about it ...There are currently four people in our street trying to do a house swap because of this neighbour."

"I have witnessed a lot of neighbours threatening each other. I feel safe in my neighbourhood but there are certain situations that happen at ridiculous times at night."

"The neighbours, there's a family at the moment that is causing a lot of problems with me and the other neighbours . They are threatening children and adults, they are chasing people around to shout at them and are very aggressive ... They are very intimidating towards other residents which is unfair."

Drug use or dealing is often a causal factor in wider anti-social behaviour, or at the very least is perceived as such by local residents. Indeed, many comments explicitly linked the two together. Drugs were, as already mentioned, the second most frequently mentioned issue amongst dissatisfied tenants (16%), and the third most frequent problem for the sample as a whole (7%).

Drugs was a particular concern amongst those living in flats or bedsits (both 10%), and was also raised as an issue by 15% of respondents in the Central area, compared to only 3% of those in the West. Examples of comments on this theme include:

"It needs a bigger clean up on drugs, I watch things that are happening in the area and don't like what I see. At the end of the day the Police can't be everywhere, it's a no-win situation, but I would start with the drug clean up."

"There's too much drug dealing going on around here, it's out in the car park, people are taking drugs in the corridors and communal areas plus they are always knocking on my door."

"Stopping all of the drug dealing going on in the lifts and on the stairs where I live, I can't even use the lift sometimes because of the smell that comes out of it and they are constantly having rows on the stairs about money."

"There are a lot of drug users in the area, this is all over and they leave their rubbish on the paths."

"Get rid of the drug dealers around the area, there are people dealing in all three blocks and I don't feel safe."

The fact that people who were dissatisfied with their neighbourhoods were so focused on the serious issues of ASB and drugs meant that many of the items lower down the list of improvements were primarily suggested by tenants with less urgent, but nonetheless still valid, concerns.

The most common of the remaining issues could be broadly described as those that would tackle the general appearance of the estate, including improvements to the grounds maintenance service (7%), tackling litter and rubbish (4%), asking tenants to keep their gardens tidy (2%), tackling dog mess (2%), better maintenance of properties (2%) and reducing fly tipping (1%).

Another similar topic that was particularly notable was kerbside collection and bin storage, which at 6.4% of all respondents was unusually high in the list of improvements compared to many other landlords. The frequency of the kerbside collection services was a common concern within this broad category, but an important subset of this was the suitability of communal bin storage areas. A number of commenters also went on to say fly tipping had increased as a consequence.

“Everyone on the street has overflowing rubbish every week. We need a communal bin that we can use. The seagulls peck holes in the bags and the rubbish goes every where in the street.”

“They need to sort the rubbish out because the wheelie bins outside my block of flats are always overflowing, then the wind blows the rubbish everywhere.”

“Better recycling and bin facilities that get collected regularly, we have recently had to wait six weeks for them to be collected which caused a lot of issues for us in our neighbourhood.”

“The rubbish is not collected on time and there is a lot of fly tipping.”

We have had a problem with rats in the past because there are not enough bins. As the bins are by the entrance, when the rubbish comes in it makes it look untidy.

“Make the bin area a lot better, they have built an area for the bins as there isn't enough bins for us all and we some times get missed with our collections.”

“I live on the ground floor and I'm next to the communal bins, they are constantly overflowing.”

“Better maintenance of waste disposal. There is a lot of fly tipping which is not being managed.”

Finally, the majority of the topics seen in chart 8.3 are typical of similar surveys for other Councils. However, two were more common than one would normally expect, namely complaints about student housing (2%) and a number of specific mentions of homelessness (15)

In terms of student housing, this was more commonly cited by respondents in the North (6%) as well as those living houses (4%). Example comments on this theme included:

“Not having to live next door to a HMO student house because I have had lots of problems with their noise and I have had to contact the Environmental Health regarding this issue whereby they would not listen to me when I asked very nicely.”

“To stop the companies taking over flats in my area and renting them to students.”

“I would like not so many students and more families. We are stuck in the middle of two Universities. I feel it lacks a community feel.”

“I live next to students who play music really loud. I'm constantly disturbed at unreasonable times of the night, I have had to complain as I can't ignore it.”

The issue of homelessness was most commonly cited by those living in the Central area (4%), as well as those living in flats (2%) with people sleeping in communal hallways a concern for some:

“Tackle the homelessness, they aren't the problem it's just the fact that there are a lot of homeless people around the neighbourhood.”

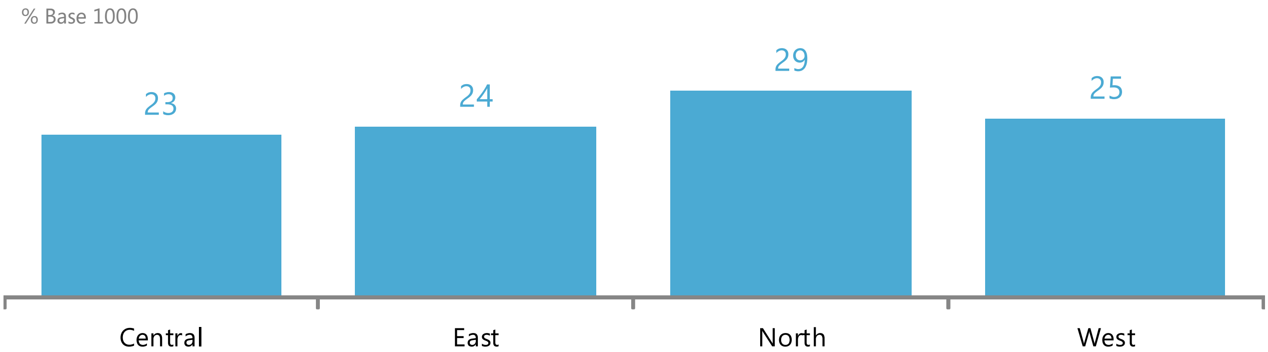
“Help other homeless people that are living on the streets as there are quite a lot in this area.”

“There are a lot of homeless people around that try to get into the flat, so more security would be good.”

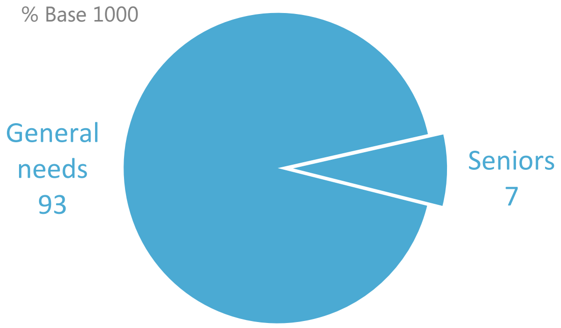
9. Respondent profile

In addition to documenting the demographic profile of the sample, tables 9.8 to 9.9 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

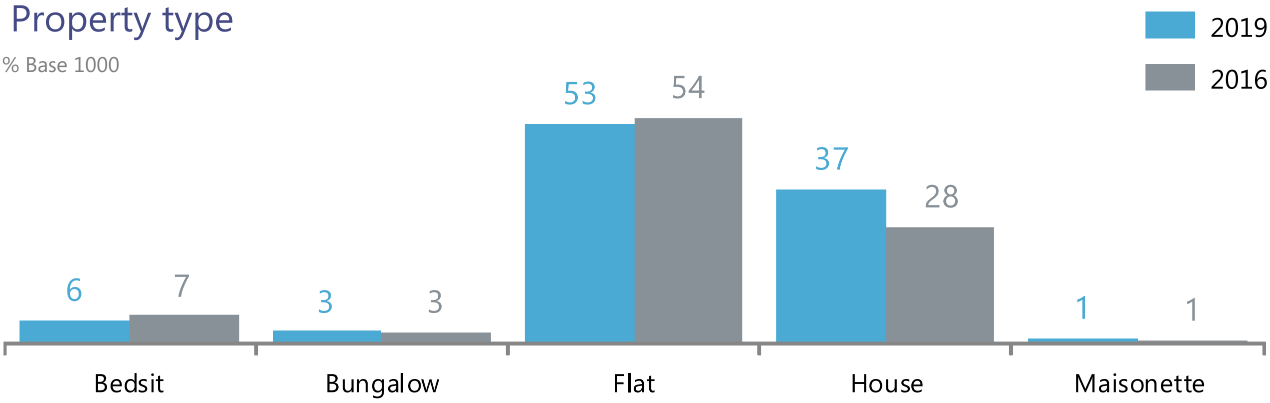
9.1 Housing area



9.2 Stock

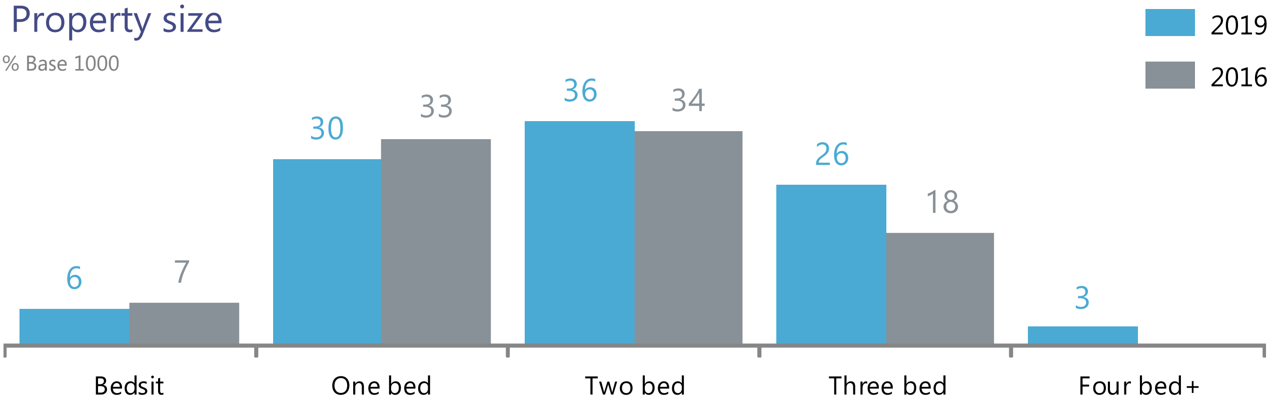


9.3 Property type



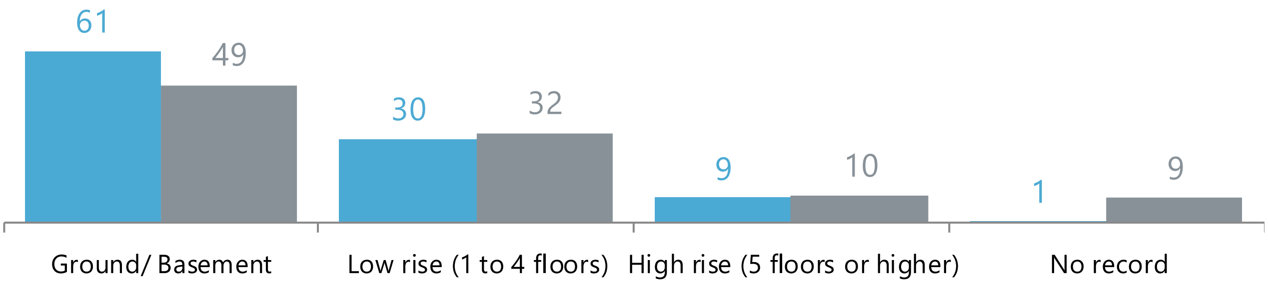
9.4 Property size

% Base 1000



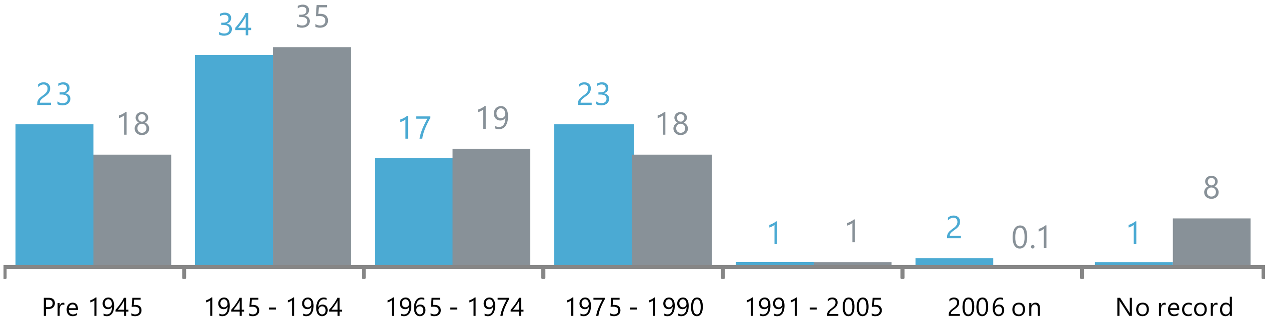
9.5 Lowest floor level

% Base 1000



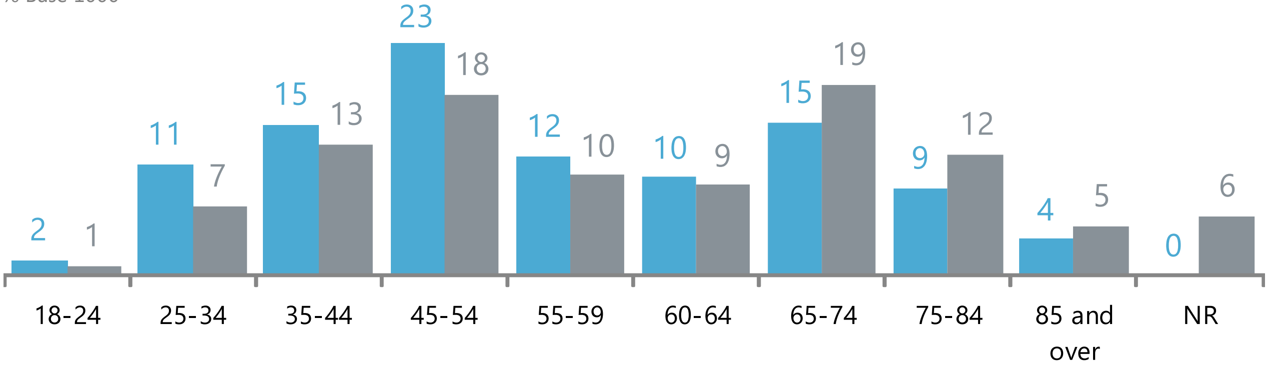
9.6 Property age

% Base 1000



9.7 Age

% Base 1000



9.8 Core questions by age group

% positive

	Overall	18 - 34	35 - 49	50 - 64	65+
Sample size	**1000**	**126**	**263**	**335**	**276**
Service overall	76	66	68	77	87
Quality of home	71	49	61	74	86
Rent value for money	91	89	85	92	96
Listen to views and act upon them	67	58	60	67	78
Standard of customer service	85	77	81	85	90
Ease of accessing services	80	79	75	81	83
Repairs & maintenance service	70	53	61	73	84
Neighbourhood as a place to live	70	62	63	72	79

9.9 Core questions by stock

% positive

	Overall	General needs	Seniors
Sample size	**1000**	**926**	**74**
Service overall	76	76	84
Quality of home	71	69	84
Rent value for money	91	91	88
Listen to views and act upon them	67	66	78
Standard of customer service	85	85	85
Ease of accessing services	80	79	84
Repairs & maintenance service	70	69	82
Neighbourhood as a place to live	70	69	81

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

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

Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the HouseMark STAR survey methodology, with the most appropriate questions for the council being selected by them from the STAR questionnaire templates.

Fieldwork

The survey was carried out in October and November 2019. Telephone interviews were conducted with 1,000 residents selected via quota sample out of all households.

Response rate

The sampling relied on the stipulation for HouseMark STAR that the minimum achieved sample requirements was an overall error margin of +/- 3% at the 95% confidence level for the combined tenants sample, which equated to 972 completions.

The final total of 1,000 interviews met this target, representing 9% of the total tenant population.

Weighting and representativeness

The telephone surveys were completed according to a quota sample to ensure that on key criteria, notably age, stock and area, the sample was representative.

Data presentation

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

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

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2019 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, using the automatically selected dynamic peer group. This group includes local authorities with 10,000 or more properties in England. For the overall satisfaction score this included 15 landlords.

Appendix B. Example questionnaire

Ask: All
IOBS[N].
Serial Number

Ask: All
Hello, I am... and I am calling on behalf of Brighton & Hove City Council. They really want to know what you think of your home and the services they provide and have asked us to carry out a survey on their behalf. I am ringing today to ask whether you would be willing to spare around 10 minutes to take part?

I am calling from Prevision Research, and we are working together with ARP Research to run this survey on behalf of Brighton & Hove City Council. I can assure you that this is a genuine market research survey which is conducted in accordance with the Market Research Society Code Of Conduct. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information.

I can assure you that this is a genuine market research survey which is conducted in accordance with the Market Research Society Code Of Conduct. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information.

IF NECESSARY:

If you have any concerns about the validity of this research you can contact the Market Research Society on Freephone 0800 975 9596

If you have any concerns about the information we hold on you or want to check your rights under the GDPR, our privacy policy is available on our website: **www.previsionresearch.co.uk/privacy**
CONSENT[S].
Are you willing to take part in this research?

Yes 1 No 2

Ask: All successes
CONSENT/1
SAMPLEID[N].
Enter Sample ID - **RECORD FROM SAMPLE**

Ask: All successes
CONSENT/1
RECORDING[S].
INTERVIEWER, READ OUT: The calls we make are sometimes recorded for for quality and training purposes. **IF REQUIRED:-**Any recordings we hold are either erased immediately after we listen to them or 90 days from project completion. Are you ok with this?

Yes 1 No - ENTER 3 ON YOUR TELEPHONE TO STOP RECORDING 2

Ask: All successes
CONSENT/1
Q1[S].
Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council as your landlord?

Very satisfied	1	Fairly satisfied	2	Neither	3	Fairly dissatisfied	4
Very dissatisfied	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q2[S].
How satisfied or dissatisfied are you with the overall quality of your home?

Very satisfied	1	Fairly satisfied	2	Neither	3	Fairly dissatisfied	4
Very dissatisfied	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q3[S].
How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	1	Fairly satisfied	2	Neither	3	Fairly dissatisfied	4
Very dissatisfied	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q3A[C].
What single thing would you like to see that would improve your neighbourhood as a place to live?

____

____

____

____

Ask: All successes
CONSENT/1
Q4[S].
How satisfied or dissatisfied are you that your rent provides value for money?

Very satisfied	1	Fairly satisfied	2	Neither	3	Fairly dissatisfied	4
Very dissatisfied	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q5[S].
How satisfied or dissatisfied are you that the Council as your landlord listens to your views and acts upon them?

Very satisfied	1	Fairly satisfied	2	Neither	3	Fairly dissatisfied	4
Very dissatisfied	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q6[S].
How satisfied or dissatisfied are you with the way the Council deals with repairs and maintenance?

Very satisfied	1	Fairly satisfied	2	Neither	3	Fairly dissatisfied	4
Very dissatisfied	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q7[S].
Thinking of the last time you contacted the Council as your landlord, how would you describe the standard of customer service you received?

Very good	1	Fairly good	2	Neither good nor poor	3	Fairly poor	4
Very poor	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q8[S].
Overall, generally how easy or difficult is it to access the housing services provided by the Council as your landlord?

Very easy	1	Fairly easy	2	Neither easy nor difficult	3	Fairly difficult	4
Very difficult	5	DO NOT READ No opinion	6				

Ask: All successes
CONSENT/1
Q9[S].
Do you use a phone, computer or any other device to get online and use the internet, social media or other apps?

Yes	1	No	2
Not sure	3	DO NOT READ Prefer not to say	4

Ask: All successes
CONSENT/1
Q10[S].
You do not have to answer this question, but the answers will help the Council understand its tenants needs. In the last 2 months did you (or other people in your household) ever reduce the size of your meals or skip meals because you couldn't afford enough food?

Yes	1	No	2
Prefer not to say	3		

Ask: All successes
CONSENT/1
RECONTACT[S].
Would you be willing to be re-contacted in relation to this survey?

Yes	1	No	2

Ask: All
RECORDING1[S].
Our clients sometimes like to have access to the recording to listen first hand to your views, if requested would you be happy for us to pass the recording to them?

Yes	1	No	2

Ask: All successes
CONSENT/1
Check the respondents Name, Company Name, Telephone Number and Email address and edit/enter the information into the database.
RESPID[N].
Enter Respondent ID - **RECORD FROM SAMPLE**

Ask: All successes
CONSENT/1
TENANT[S].
INTERVIEWER TO RECORD IF SPOKEN TO TENANT 1 OR TENANT 2

Tenant 1	1	Tenant 2	2

Ask: All successes
CONSENT/1
S1[S].
RECORD AgegroupA FROM SAMPLE

18 - 24 years	1	25 - 34 years	2	35 - 44 years	3	45 - 54 years	4
55 - 59 years	5	60 - 64 years	6	65 - 74 years	7	75 - 84 years	8
85 years and over	9	Blank	10				

Ask: All successes
CONSENT/1
S2[S].
RECORD Housingteamarea FROM SAMPLE

Central	1	East	2
North	3	West	4

Ask: All successes
CONSENT/1
S3[S].
RECORD Sheltered FROM SAMPLE

Yes	1	No	2

Ask: All successes
CONSENT/1
SAMPLEID1[N].
Enter Sample ID - **RECORD FROM SAMPLE**

Ask: All successes
CONSENT/1
RECNO[N].
Interviewers Recno - **DO NOT LEAVE BLANK** Quota =

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 the Council as your landlord?	*Base: 1000*		
1:	Very satisfied	482	48.2	48.5
2:	Fairly satisfied	275	27.5	27.7
3:	Neither	147	14.7	14.8
4:	Fairly dissatisfied	48	4.8	4.8
5:	Very dissatisfied	42	4.2	4.2
6:	No opinion	6	0.6	
	N/R	0	0.0	
	Q2 How satisfied or dissatisfied are you with the overall quality of your home?	*Base: 1000*		
7:	Very satisfied	415	41.5	41.6
8:	Fairly satisfied	288	28.8	28.9
9:	Neither	161	16.1	16.1
10:	Fairly dissatisfied	77	7.7	7.7
11:	Very dissatisfied	56	5.6	5.6
12:	No opinion	3	0.3	
	N/R	0	0.0	
	Q3 How satisfied or dissatisfied are you with your neighbourhood as a place to live?	*Base: 1000*		
13:	Very satisfied	480	48.0	48.3
14:	Fairly satisfied	218	21.8	21.9
15:	Neither	145	14.5	14.6
16:	Fairly dissatisfied	80	8.0	8.0
17:	Very dissatisfied	71	7.1	7.1
18:	No opinion	6	0.6	
	N/R	0	0.0	
	R3 What single thing would you like to see that would improve your neighbourhood as a place to live?	*Base: 1000*		
19:	Better bus service	9	0.9	
20:	Better signage	4	0.4	
21:	Bike storage	5	0.5	
22:	Bin facilities/ collection	64	6.4	
23:	Build more homes	4	0.4	
24:	CCTV	14	1.4	
25:	Cleaner and tidier estates	43	4.3	
26:	Community events	9	0.9	
27:	Deal with ASB	81	8.1	
28:	Deal with homelessness	9	0.9	
29:	Disabled access to properties	10	1.0	
30:	Dog mess	18	1.8	
31:	Don't know	50	5.0	
32:	Drug use/ dealing	70	7.0	
33:	Entrance security to blocks	21	2.1	
34:	Facilities for children/ young people	48	4.8	
35:	Fencing	5	0.5	
36:	Fly tipping	13	1.3	
37:	Grounds maintenance	65	6.5	
38:	Increased police presence	38	3.8	
39:	Less building work	7	0.7	
40:	Less student housing	19	1.9	
41:	Lighting	32	3.2	

		Frequency	% overall	% valid
42:	Miscellaneous	26	2.6	
43:	More shops	10	1.0	
44:	More visible Council staff	9	0.9	
45:	Neighbourhood Watch	2	0.2	
46:	Neighbours to tidy gardens	24	2.4	
47:	New windows	8	0.8	
48:	No improvements needed	258	25.8	
49:	Parking	100	10.0	
50:	Pavements	12	1.2	
51:	Property maintenance	18	1.8	
52:	Road surfaces	7	0.7	
53:	Traffic calming	27	2.7	
	N/R	0	0.0	

Q4 How satisfied or dissatisfied are you that your rent provides value for money? *Base: 1000*

		Frequency	% overall	% valid
54:	Very satisfied	702	70.2	72.5
55:	Fairly satisfied	175	17.5	18.1
56:	Neither	46	4.6	4.8
57:	Fairly dissatisfied	29	2.9	3.0
58:	Very dissatisfied	16	1.6	1.7
59:	No opinion	32	3.2	
	N/R	0	0.0	

Q5 How satisfied or dissatisfied are you that the Council as your landlord listens to your views and acts upon them? *Base: 1000*

		Frequency	% overall	% valid
60:	Very satisfied	385	38.5	40.8
61:	Fairly satisfied	247	24.7	26.2
62:	Neither	154	15.4	16.3
63:	Fairly dissatisfied	84	8.4	8.9
64:	Very dissatisfied	73	7.3	7.7
65:	No opinion	57	5.7	
	N/R	0	0.0	

Q6 How satisfied or dissatisfied are you with the way the Council deals with repairs and maintenance? *Base: 1000*

		Frequency	% overall	% valid
66:	Very satisfied	461	46.1	46.8
67:	Fairly satisfied	232	23.2	23.5
68:	Neither	122	12.2	12.4
69:	Fairly dissatisfied	86	8.6	8.7
70:	Very dissatisfied	85	8.5	8.6
71:	No opinion	14	1.4	
	N/R	0	0.0	

Q7 Thinking of the last time you contacted the Council as your landlord, how would you describe the standard of customer service you received? *Base: 1000*

		Frequency	% overall	% valid
72:	Very good	628	62.8	64.7
73:	Fairly good	192	19.2	19.8
74:	Neither	74	7.4	7.6
75:	Fairly poor	30	3.0	3.1
76:	Very poor	46	4.6	4.7
77:	No opinion	30	3.0	

		Frequency	% overall	% valid
	N/R	0	0.0	

Q8 Overall, generally how easy or difficult is it to access the housing services provided by the Council as your landlord? *Base: 1000*

		Frequency	% overall	% valid
78:	Very easy	516	51.6	53.6
79:	Fairly easy	251	25.1	26.1
80:	Neither	103	10.3	10.7
81:	Fairly difficult	48	4.8	5.0
82:	Very difficult	45	4.5	4.7
83:	No opinion	37	3.7	
	N/R	0	0.0	

Q9 Do you use a phone, computer or any other device to get online and use the internet, social media or other apps? *Base: 1000*

		Frequency	% overall	% valid
84:	Yes	676	67.6	
85:	No	317	31.7	
86:	Not sure	2	0.2	
87:	Prefer not to say	5	0.5	
	N/R	0	0.0	

Q10 In the last 2 months did you (or other people in your household) ever reduce the size of your meals or skip meals because you couldn't afford enough food? *Base: 1000*

		Frequency	% overall	% valid
88:	Yes	211	21.1	
89:	No	753	75.3	
90:	Prefer not to say	36	3.6	
	N/R	0	0.0	

D101 Stock *Base: 1000*

		Frequency	% overall	% valid
91:	General needs	926	92.6	
92:	Sheltered	74	7.4	
	N/R	0	0.0	

D102 Housing team area *Base: 1000*

		Frequency	% overall	% valid
93:	Central	227	22.7	
94:	East	237	23.7	
95:	North	287	28.7	
96:	West	249	24.9	
	N/R	0	0.0	

D103 Property type *Base: 1000*

		Frequency	% overall	% valid
97:	Bedsit	59	5.9	
98:	Bungalow	32	3.2	
99:	Flat	525	52.5	
100:	House	370	37.0	
101:	Maisonette	14	1.4	
	N/R	0	0.0	

D104 Property size *Base: 1000*

		Frequency	% overall	% valid
102:	Bedsit	60	6.0	
103:	One bed	296	29.6	

		Frequency	% overall	% valid
104:	Two bed	358	35.8	
105:	Three bed	255	25.5	
106:	Four bed+	31	3.1	
	N/R	0	0.0	

D105 Floor — *Base: 1000*

		Frequency	% overall	% valid
107:	Ground floor	606	60.6	
108:	1st	163	16.3	
109:	2nd	98	9.8	
110:	3rd	23	2.3	
111:	4th	14	1.4	
112:	5th	17	1.7	
113:	6th	17	1.7	
114:	7th	13	1.3	
115:	8th	8	0.8	
116:	9th	9	0.9	
117:	10th	8	0.8	
118:	11th	4	0.4	
119:	12th	4	0.4	
120:	13th	2	0.2	
121:	14th	3	0.3	
122:	15th	1	0.1	
123:	16th	2	0.2	
124:	17th	0	0.0	
125:	18th	0	0.0	
126:	19th	0	0.0	
	N/R	8	0.8	

D106 Floor [summary] — *Base: 1000*

		Frequency	% overall	% valid
127:	Ground/ Basement	606	60.6	
128:	Low rise (1 to 4 floors)	298	29.8	
129:	High rise (5 floors or higher)	88	8.8	
	N/R	8	0.8	

D107 Property age — *Base: 1000*

		Frequency	% overall	% valid
130:	Pre 1945	228	22.8	
131:	1945 - 1964	338	33.8	
132:	1965 - 1974	174	17.4	
133:	1975 - 1990	227	22.7	
134:	1991 - 2005	8	0.8	
135:	2006 on	16	1.6	
	N/R	9	0.9	

D108 Flat or scheme with communal areas — *Base: 1000*

		Frequency	% overall	% valid
136:	Yes	597	59.7	
137:	No	403	40.3	
	N/R	0	0.0	

D109 Pay a service charge — *Base: 1000*

		Frequency	% overall	% valid
138:	Yes	604	60.4	
139:	No	396	39.6	

		Frequency	% overall	% valid
	N/R	0	0.0	

	D110 Age group	Base: 1000		
140:	18-24	16	1.6	
141:	25-34	110	11.0	
142:	35-44	150	15.0	
143:	45-54	232	23.2	
144:	55-59	118	11.8	
145:	60-64	98	9.8	
146:	65-74	152	15.2	
147:	75-84	87	8.7	
148:	85 and over	37	3.7	
	N/R	0	0.0	

	D111 Age group [simple]	Base: 1000		
149:	18-34	126	12.6	
150:	35-49	263	26.3	
151:	50-64	335	33.5	
152:	65 and over	276	27.6	
	N/R	0	0.0	

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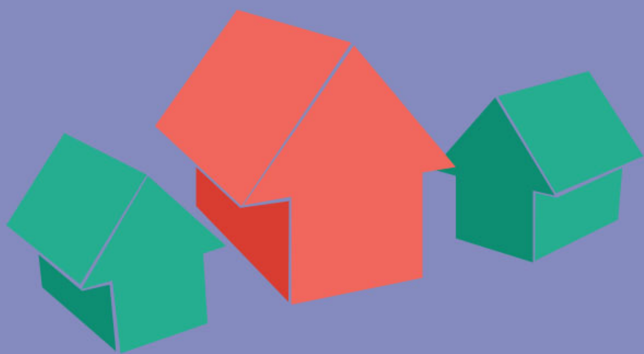

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