



# Final Research report



## **Mini STATUS Survey 2011 General Needs Tenants**

**Prepared for: Stroud District Council**

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**Prepared for: Stroud District Council**

**Prepared by: BMG Research**

**January 2012**

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**Produced by BMG Research**

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[www.bmgresearch.co.uk](http://www.bmgresearch.co.uk)

Project No.: 8270

Registered in England No. 2841970

Registered office:

7 Holt Court North  
Heneage Street West  
Aston Science Park  
Birmingham  
B7 4AX  
UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

Market Research Society Company Partner

ESOMAR Member (The World Association of Research Professionals)

British Quality Foundation Member

Market Research Quality Standards Association (British Standards Institute) BS7911 for Market Research -  
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## 1 Key Findings

### 1.1 Introduction and methodology

As part of its ongoing commitment to seek the views of its tenants, in September 2010 Stroud District Council commissioned BMG Research (BMG) to carry out a postal survey amongst its customers. The overall objective of the survey was to gain levels of customer satisfaction with Stroud Council's landlord service in key service areas.

A postal satisfaction survey of customers was carried out between March and May 2011. In total, 1,700 questionnaires and letters were mailed out to general needs tenants, followed by two full reminder mailings to those customers who did not or could not respond to either the initial or the first reminder mailing.

In total 880 general needs tenants' questionnaires were returned, and this is subject to a maximum standard error of  $\pm 3.0\%$  at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.0% of the percentages reported.

### 1.2 Overall satisfaction with Stroud Council

More than four fifths (83%) of general needs tenants are satisfied with the overall service provided by Stroud Council's landlord service, with three in ten (31%) very satisfied. In contrast, around one in ten (11%) are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

### 1.3 Views on the home

#### 1.3.1 The quality of the home

Four fifths (81%) of general needs tenants are satisfied with the overall quality of their home, while a further 6% are ambivalent. Conversely around one in eight (13%) are dissatisfied.

#### 1.3.2 The condition of the property

Three quarters of tenants (76%) are satisfied with the general condition of their property. Around one in six (17%) are dissatisfied with the general condition of their property while a smaller proportion (7%) is neither satisfied nor dissatisfied.

#### 1.3.3 Value for money for rent

The majority (87%) of general needs tenants are satisfied that the rent for their property represents value for money, while just 8% are dissatisfied.

#### 1.3.4 Satisfaction with advice, support and enquiries

For each of the aspects, the proportions of respondents who are satisfied exceed the proportions who are dissatisfied. The relatively high proportion of respondents

highlighting no opinion for some aspects suggests that Stroud Council's landlord service may wish to review how it publicises its activities in these areas.

### **1.3.5 What tenants consider to be most important**

The majority (88%) of tenants included repairs and maintenance within the three attributes they consider most important. More than three fifths (64%) highlighted the overall quality of their home. The majority (88%) of tenants included repairs and maintenance within the three attributes they consider to be most important.

## **1.4 The neighbourhood**

### **1.4.1 Overall satisfaction**

More than four fifths of tenants (87%) are satisfied with their neighbourhood as a place to live. Conversely, 8% of tenants are dissatisfied with their neighbourhood.

### **1.4.2 Neighbourhood problems**

All general needs tenants were provided with a list of 13 possible neighbourhood issues and were asked to indicate how much of a problem, if at all, they are in their local neighbourhood.

Encouragingly for Stroud Council's landlord service, for all of the issues the majority of tenants consider they are not a problem at all. Disruptive children/teenagers are identified as a very big problem by 19% of tenants with a further 23% saying it is a fairly big problem (combined total = 42%). Car parking is identified as a very big problem by 20% of tenants with a further 21% saying it is a fairly big problem (combined total = 41%).

### **1.4.3 Contact with Stroud Council's landlord service**

Three quarters (75%) of general needs tenants indicated they had been in contact with Stroud Council's landlord service over the last twelve months while 18% have not.

### **1.4.4 Method of contact**

The majority (88%) contacted Stroud Council's landlord service via the telephone, while around one in seventeen (6%) visited an office.

### **1.4.5 Reason for contact**

Four fifths (79%) of general needs tenants made contact about repairs and a further 7% made contact about rent / housing benefit.

### **1.4.6 Getting hold of the right person**

The majority (73%) of tenants who had been in contact with Stroud Council's landlord service found getting hold of the right person easy whereas 17% found it difficult. A further 9% found it neither easy nor difficult or could not remember.

### **1.4.7 Helpfulness of staff**

The majority of general needs tenants (81%) found the member of staff helpful, whereas 10% found them unhelpful. A further 7% found them neither helpful nor unhelpful.

#### **1.4.8 Ability of staff to deal with the problem**

More than three quarters (77%) indicated that the member of staff had been able to deal with their problem, whereas 16% had found them unable to do so. For the remaining 7%, the member of staff had been neither able nor unable to help, or the respondent could not remember.

#### **1.4.9 Satisfaction with the final outcome**

Two thirds (65%) reported they were satisfied with the final outcome of their last contact with Stroud Council's landlord service. Conversely, 25% expressed dissatisfaction and a further 7% were neither satisfied nor dissatisfied.

### **1.5 Repairs and maintenance**

#### **1.5.1 Most important repairs**

All residents were asked to rate a number of key repairs and maintenance items individually based on how important they felt they were, using a scale of 1 – 5 for each, with 1 being most important and 5 being least important.

The majority of residents (73%) rate heating as the most important aspect in terms of repairs and maintenance. Approaching three fifths consider replacement doors and replacement bathrooms to be the most important aspect (58% and 56% respectively).

### **1.6 Communication and information**

#### **1.6.1 Keeping general needs tenants informed**

Around four fifths (79%) of general needs tenants think that Stroud Council's landlord service is good at keeping them informed, with more than a quarter (27%) who think they are very good at keeping them informed. Only 8% who think that Stroud Council's landlord service is poor at keeping them informed

#### **1.6.2 Views taken into account**

Three fifths (61%) of general needs tenants are satisfied that Stroud Council's landlord service takes their views into account compared with 12% who are dissatisfied.

#### **1.6.3 Preferred method of contact**

The majority (88%) prefer to be informed and consulted via letter.



## 2 Introduction

### 2.1 Background and method

As part of its ongoing commitment to seek the views of its tenants, in September 2010 Stroud District Council commissioned BMG Research (BMG) to carry out a postal survey amongst its customers. The overall objective of the survey was to gain levels of customer satisfaction with Stroud Council's landlord service in key service areas. More specifically, however, the objectives of the research are outlined below:

- To assess levels of satisfaction with the housing services offered to its customers;
- To identify areas of the service which require improvement;
- To continue to provide baseline data to inform the organisation's approach to Best Value; and
- To establish the socio-economic and demographic profile of general needs tenants.

The data were collected in accordance with the Department for Communities and Local Government (DCLG) and National Housing Federation (NHF) guidance.

### 2.2 Methodology

A postal satisfaction survey of customers was carried out between March and May 2011. In total, 1,700 questionnaires and letters were mailed out to general needs tenants, followed by two full reminder mailings to those customers who did not or could not respond to either the initial or the first reminder mailing.

In total 880 general needs tenants' questionnaires were returned, and this is subject to a maximum standard error of  $\pm 3.0\%$  at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.0% of the percentages reported.

The questionnaire used for general needs tenants was based on the National Housing Federation's Standardised Tenant Satisfaction questionnaire (4NA), known as STATUS. The use of STATUS allows comparison with the performance of other social housing providers.

In order to ensure that the survey results reflect the views of all tenants the data were weighted prior to analysis by property type and town. This weighting corrects the relative housing stock imbalances within the returns and grosses the data up to the total population.

The number of returns, response rate and confidence interval is provided in the table below.

**Table 1 Returns and response rate**

	Returns	Mailed out	Response rate	Confidence interval
<b>General Needs</b>	880	1,700	52%	+/-3.0%

As illustrated in the table above, the total general needs tenants sample is subject to a maximum standard error of +/-3.0% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 3.0%.

According to the STATUS guidance, the margin of error for the total stock and/or general needs stock needs to be +/-4.0%. As can be seen from the table above, the Stroud Council sample has a margin of error of +/-3.0%, and is therefore within the guidance.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

The written report is based on valid responses only, i.e. if a respondent did not answer a question, or answered it incorrectly they were excluded from the analysis for that question.



## 3 Comparison and context

### 3.1 Introduction

Before the results of the survey are examined in detail it is necessary to examine the wider context in the social housing sector. The English Housing Survey (EHS) undertaken annually by the department of Communities and Local Government collects information from 20,000 households about their housing. From this annual survey key trends can be identified which are, at least in part, relevant to the findings of this particular survey.

### 3.2 Satisfaction levels

Anecdotally, satisfaction levels tend to be driven by levels of satisfaction with the repair and maintenance service, satisfaction with home, satisfaction with neighbourhoods and general needs tenants' perception on whether their rent represents good value for money. Furthermore, satisfaction with a service is derived from the interaction between residents' expectations of that service and their actual experience of it.



Customer satisfaction is therefore improved either by improving the experience of customers through enhancements in performance or through the management of expectations. It is often the case with 'repairs and maintenance service' for social landlords that the low level of satisfaction is caused, not so much by poor performance as by high expectations.

In addition, the demographic composition of an association's tenant stock could also have an impact on the levels of satisfaction with the service provided by the landlord. Anecdotal evidence, from working with a number of social landlords, shows that families and younger residents tend to be less satisfied with their landlord. This, at least in part, could be attributed to their higher expectation levels.

## 4 Benchmarking against national and local organisations

### 4.1 Comparison with national averages

We have selected three key measures of performance and compared Stroud District Council's results with the national averages obtained from the most recent survey of English Housing data (2008/09). Comparisons will be made on all general needs tenants who provided a valid response.

Stroud Council performs above average when compared with national data for two of the three indicators, particularly so with regard to satisfaction with services provided by the landlord (see table below).

**Table 2 Comparison with national data (valid responses only; Council tenants)**

Satisfaction with key aspects of service				
	Stroud Council <sup>1</sup>		English Housing Survey <sup>2</sup> (2008/9)	
	Very satisfied %	Total satisfaction %	Very satisfied %	Total satisfaction %
<b>Satisfaction with services provided by landlord</b>	31	83	32	68
<b>Satisfaction with neighbourhood</b>	48	87	42	79
<b>Landlord is good at keeping residents informed (% good)</b>	27	79	33	82
<b>Unweighted sample base:</b>	Varied		Varied	

<sup>1</sup> General Needs tenants only

<sup>2</sup> All social renters



## 5 Comparison between 2008 and 2011 data

The following table shows comparisons between 2008 and 2011 data based on general needs respondents.

The sample for 2008 consisted of 811 respondents and is subject to a maximum standard error of +/-3.5% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.5% of the percentages reported. This compares with a sample of 880 general needs respondents in 2011, and this is subject to a maximum standard error of  $\pm 3.0\%$  at the 95% confidence level on an observed statistic of 50%, thus meaning that we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.0% of the percentages reported.

All samples are subject to a margin of error, therefore the figures quoted in this table may be slightly different to the equivalent figures recorded if a census was undertaken.

**Table 3: Comparisons between 2008 and 2011 data (valid responses)**

Question	2008 %	2011 %	Change since 2008 %
Satisfied with overall service provided by landlord	78%	83%	+5
Satisfied with the neighbourhood as a place to live	81%	87%	+6
Easy to get hold of the right person when last contacted the landlord	70%	73%	+3
Found the staff helpful when last contacted the landlord	85%	81%	-4
Staff were able to deal with the problem when last contacted the landlord	81%	77%	-4
Satisfied with final outcome	72%	65%	-7
Rating the landlord as 'good' at keeping them informed	81%	79%	-2

## 6 Satisfaction with services provided by Stroud Council

This section will look at general needs tenants' level of satisfaction or dissatisfaction with the services provided by Stroud Council's landlord service.

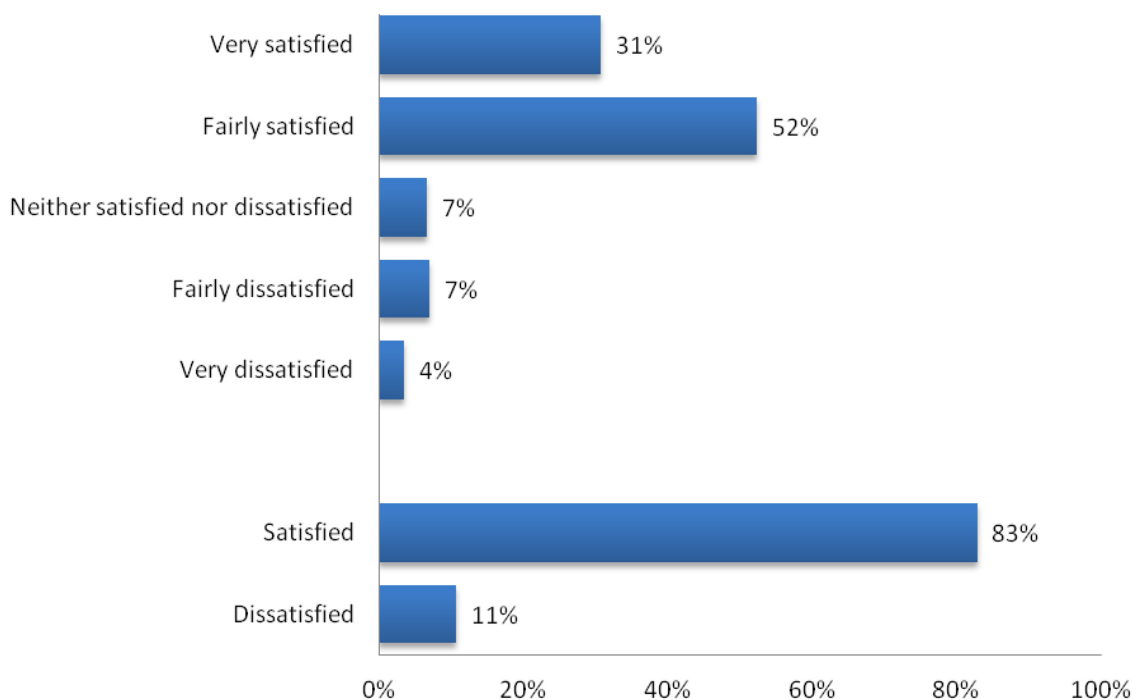
### 6.1 Overall satisfaction with Stroud Council's landlord service

All respondents were asked to rate their level of satisfaction or dissatisfaction with the overall service provided by Stroud Council's landlord service.

More than four fifths (83%) of general needs tenants are satisfied with the overall service provided by Stroud Council's landlord service, with three in ten (31%) very satisfied. In contrast, around one in ten (11%) are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

These results show an improvement on Stroud's 2008 STATUS results for this indicator in terms of satisfaction; in 2008, 78% were satisfied. However, there has been a marginal increase in dissatisfaction compared to those in 2008 (11%; 9% dissatisfied in 2008).

**Figure 1 Satisfaction with overall service provided by Stroud Council's landlord service<sup>3</sup> (Valid responses)**



Unweighted sample base: 860

<sup>3</sup> Valid responses only to comply with STATUS guidelines

The table below shows the full breakdown of responses for satisfaction with overall service provided by Stroud Council's landlord service over 2011 and 2008.

**Table 4: Satisfaction with overall service provided by Stroud Council's landlord service 2011 and 2008 comparison (Valid responses)**

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
<b>2011 [860]</b>	31%	52%	7%	7%	4%
<b>2008 [794]</b>	31%	47%	13%	6%	3%

The following table shows levels of overall satisfaction by Town. The data does not show any significant differences between Towns but it can be seen from the table below that those living in Stonehouse are slightly less likely to be dissatisfied (9.1%) than those in any other Town.

**Table 5 Satisfaction with the overall service provided by Town (Valid responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [860]</b>	82.8%	6.6%	10.6%
<b>Berkeley [40]</b>	86.2%	0.0%	13.8%
<b>Dursley [191]</b>	84.5%	5.4%	10.1%
<b>Gloucester [44]</b>	80.8%	7.3%	11.9%
<b>Stonehouse [154]</b>	85.0%	5.9%	9.1%
<b>Stroud [380]</b>	81.9%	7.7%	10.4%
<b>Wotton- Under-Edge [51]</b>	76.9%	9.6%	13.5%

Older respondents (those aged 55 or older) are significantly more likely to be satisfied with the overall services provided by Stroud Council's landlord service than younger residents (85% of those aged 55-64 years, 90% of those aged 65-84 years and 98% of those aged 85+ compared to 66% of those aged 16-34 years and 76% of those aged 35-54 years).

Whilst not significant, tenants who are economically active are *less* likely to be satisfied than their inactive counterparts (85 % cf. 80%) as are those who do not receive housing benefit compared to those who do (82% cf. 84%).

Those significantly more likely to express dissatisfaction with the overall services provided by Stroud Council's landlord service are:

- Those who are dissatisfied with the value for money for the rent (56%)
- Those who are dissatisfied with the quality of their home (49%); and,

## 5B Satisfaction with services provided by Stroud Council

- Those who are dissatisfied that their views are being taken into account (48%).

## 7 Housing and services

This section will focus on general needs tenants' views on the home, specifically their satisfaction levels with the quality and condition of their home, and value for money for rent.

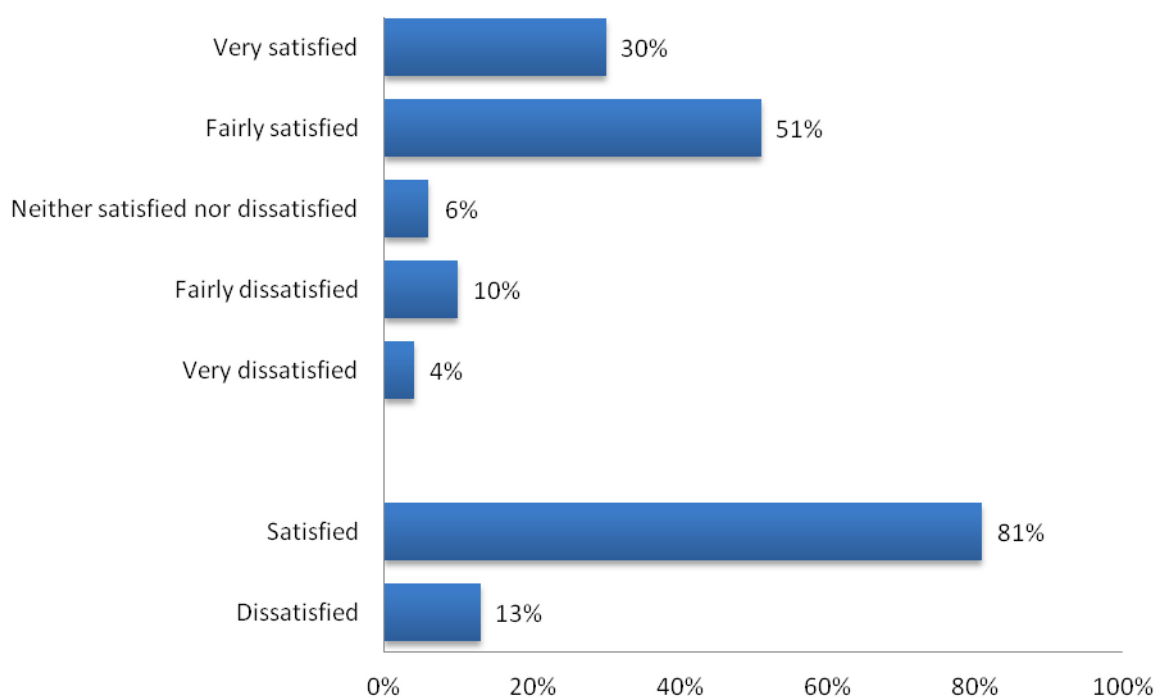
### 7.1 The quality of the home

All general needs tenants were asked to rate how satisfied or dissatisfied they are with the quality of their home.

Four fifths (81%) of general needs tenants are satisfied with the overall quality of their home, while a further 6% are ambivalent. Conversely around one in eight (13%) are dissatisfied.

In 2008, 82% were satisfied with the overall quality of their home and 10% were dissatisfied. Therefore, whilst there is little change in terms of the proportion of satisfied tenants, the proportion of dissatisfied tenants has increased marginally by +3%.

**Figure 2 Satisfaction with the quality of the home (Valid responses)**



Unweighted sample base: 858

The table below shows the full breakdown of satisfaction with the quality of the home responses over 2011 and 2008.

**Table 6: Satisfaction with the quality of the home 2011 and 2008 comparison (Valid responses)**

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
<b>2011 [858]</b>	30%	51%	6%	10%	4%
<b>2008 [773]</b>	32%	50%	8%	7%	3%

The following table shows levels of satisfaction and dissatisfaction with the quality of the home by Town. The data shows that those living in Gloucester are most likely to be satisfied (84%). Residents in Wotton-Under-Edge however are most likely to be dissatisfied (20%).

**Table 7 Satisfaction with the quality of the home by Town (Valid responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [858]</b>	81%	6%	13%
<b>Berkeley [40]</b>	70%	11%	18%
<b>Dursley [191]</b>	83%	7%	9%
<b>Gloucester [45]</b>	84%	7%	9%
<b>Stonehouse [156]</b>	81%	4%	15%
<b>Stroud [373]</b>	83%	4%	13%
<b>Wotton- Under-Edge [53]</b>	67%	13%	20%

The North Area team tend to have tenants most likely to be satisfied with the quality of the home compared to the South Area team (82% and 78% respectively).

Once again, older respondents are significantly more likely to be satisfied with the quality of their home than younger respondents (81% of those aged 55-64 years, 93% of those aged 65-84 years and 96% of those aged 85+ compared with 72% of 35-54 year olds and 62% of those aged 16-34).

Residents living in a bungalow are more likely to be satisfied than those living in any other property type (92% compared with 79% of those living in a house and 76% of those living in a flat).

Those significantly more likely to express dissatisfaction with the quality of the home are:

- Those who are dissatisfied with the quality of their home (59%);
- Those who are dissatisfied with the value for money for the rent (59%); and,
- Those who are dissatisfied that their views are taken into account (48%).

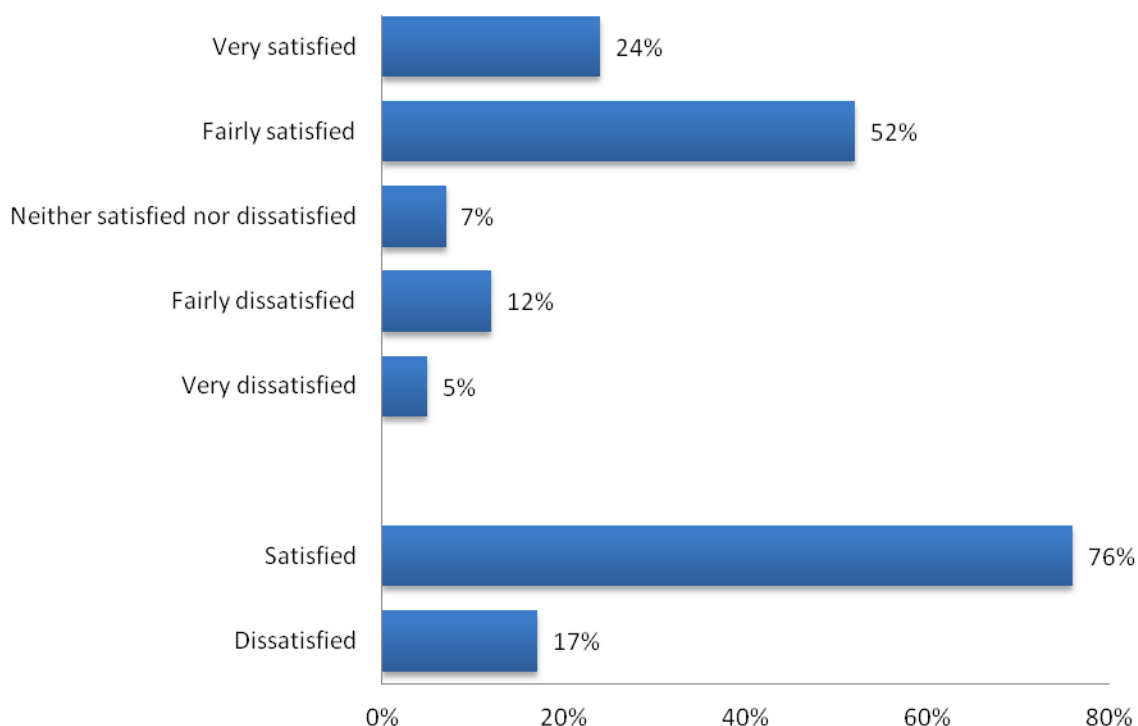
## 7.2 The condition of the property

General needs tenants were asked to rate their level of satisfaction with the general condition of their property. Three quarters of tenants (76%) are satisfied with the general condition of their property.

Around one in six (17%) are dissatisfied with the general condition of their property while a smaller proportion (7%) is neither satisfied nor dissatisfied.

These figures are largely in line with those in 2008 where 77% expressed satisfaction with the general condition of their property whilst 14% were dissatisfied.

**Figure 3 General condition of the property (Valid responses)**



Unweighted sample base: 833

The table below shows the full breakdown of responses over 2011 and 2008 for satisfaction with the general condition of the property.

**Table 8: General condition of the property 2011 and 2008 comparison (Valid responses)**

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %

<b>2011 [833]</b>	24%	52%	7%	12%	5%
<b>2008 [747]</b>	26%	51%	9%	11%	4%

The following table shows levels of satisfaction and dissatisfaction with the general condition of the property by Town. The data shows that residents of Berkeley and Wotton-Under-Edge are most likely to be dissatisfied with the general condition of their property (26% and 22% respectively).

**Table 9 General condition of the property by Town (Valid responses)**

	<b>Satisfied</b> %	<b>Neither</b> %	<b>Dissatisfied</b> %
<b>Total [833]</b>	76%	7%	17%
<b>Berkeley [39]</b>	62%	12%	26%
<b>Dursley [186]</b>	77%	9%	14%
<b>Gloucester [44]</b>	78%	9%	13%
<b>Stonehouse [146]</b>	78%	6%	17%
<b>Stroud [366]</b>	78%	5%	17%
<b>Wotton- Under-Edge [52]</b>	67%	10%	22%

Again satisfaction levels are higher amongst older residents (77% of those aged 55-64 years, 89% of those aged 65-84 years and 98% of those aged 85+) compared with those aged 35-54 (65%) and those aged 16-34 years (56%). For this indicator, those most likely to be dissatisfied are those aged 16-34 (30% of who are dissatisfied with the general condition of their property).

Tenants who do not receive housing benefit are significantly more likely to be dissatisfied with the general condition of their property than those who do (21% and 15% respectively).

Those significantly more likely to express dissatisfaction with the condition of the property are:

- Those who are dissatisfied with the *quality* of their home (92%); and,
- Those who express dissatisfaction with the overall service (70%).

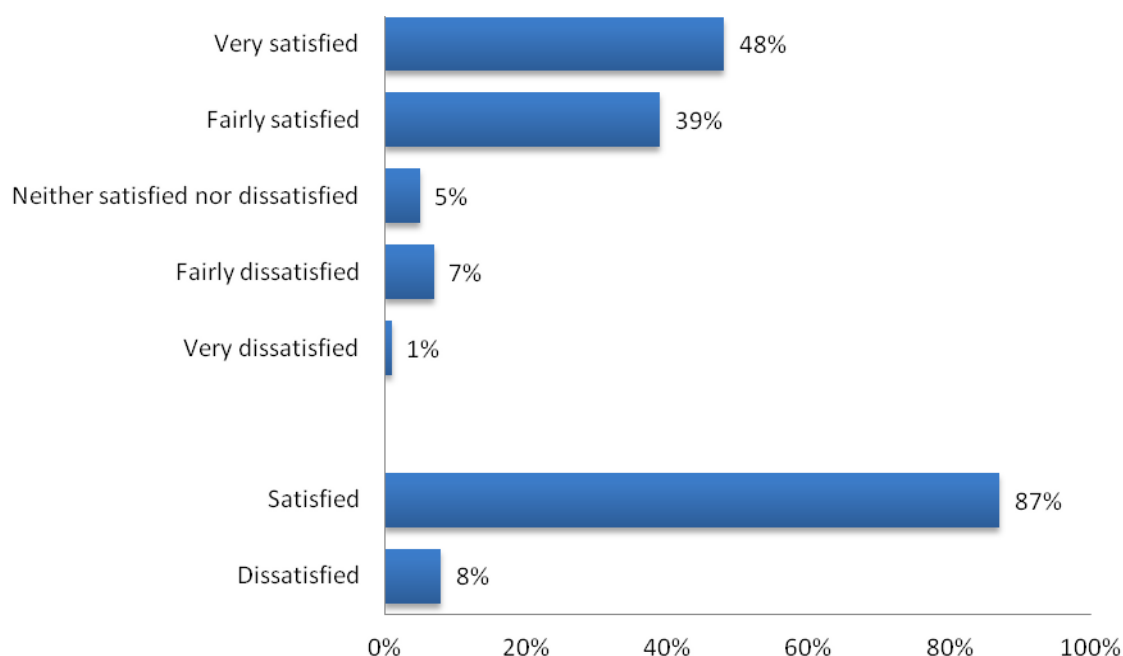
### 7.3 Value for money for rent

All general needs tenants were asked to indicate their level of satisfaction with the value for money for their rent.

The majority (87%) of general needs tenants are satisfied that the rent for their property represents value for money, while just 8% are dissatisfied.

Satisfaction levels with value for money for rent have increased by 5 percentage points since 2008, where 82% expressed satisfaction. Dissatisfaction levels remain on par, with 7% dissatisfied in 2008.

**Figure 4 Value for money for rent (Valid responses)**



Unweighted sample base: 831

The table below shows the full breakdown of responses over 2011 and 2008 for satisfaction with the value for money for rent.

**Table 10: Value for money for rent 2011 and 2008 comparison (Valid responses)**

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
<b>2011 [831]</b>	39%	42%	10%	6%	3%
<b>2008 [724]</b>	38%	44%	11%	5%	2%

The following table shows levels of satisfaction and dissatisfaction with the value for money for rent by Town. The data shows that there are no significant differences between Towns. However, residents of Berkeley (100%) are more likely to be satisfied with the value for money for rent, followed by those living in Gloucester (94%) than those living in other Towns.

**Table 11 Value for money for rent by Town (Valid responses)**

	<b>Satisfied %</b>	<b>Neither %</b>	<b>Dissatisfied %</b>
<b>Total [831]</b>	87%	5%	8%
<b>Berkeley [39]</b>	100%	0%	0%
<b>Dursley [185]</b>	86%	7%	7%
<b>Gloucester [44]</b>	94%	2%	4%
<b>Stonehouse [145]</b>	93%	1%	6%
<b>Stroud [366]</b>	83%	7%	10%
<b>Wotton- Under-Edge [52]</b>	86%	4%	11%

Older respondents (those aged 65 and over) are more likely to be satisfied (87% of those aged 65-84 years and 95% of those aged 85+ compared with 70% of those aged 16-34, 79% of those aged 35-54 and 75% of those aged 55-64 years).

Economically inactive residents are also significantly more likely to be satisfied than their active counterparts (91% and 84% respectively) as are tenants who currently receive housing benefit compared to those who do not (86% and 77% respectively).

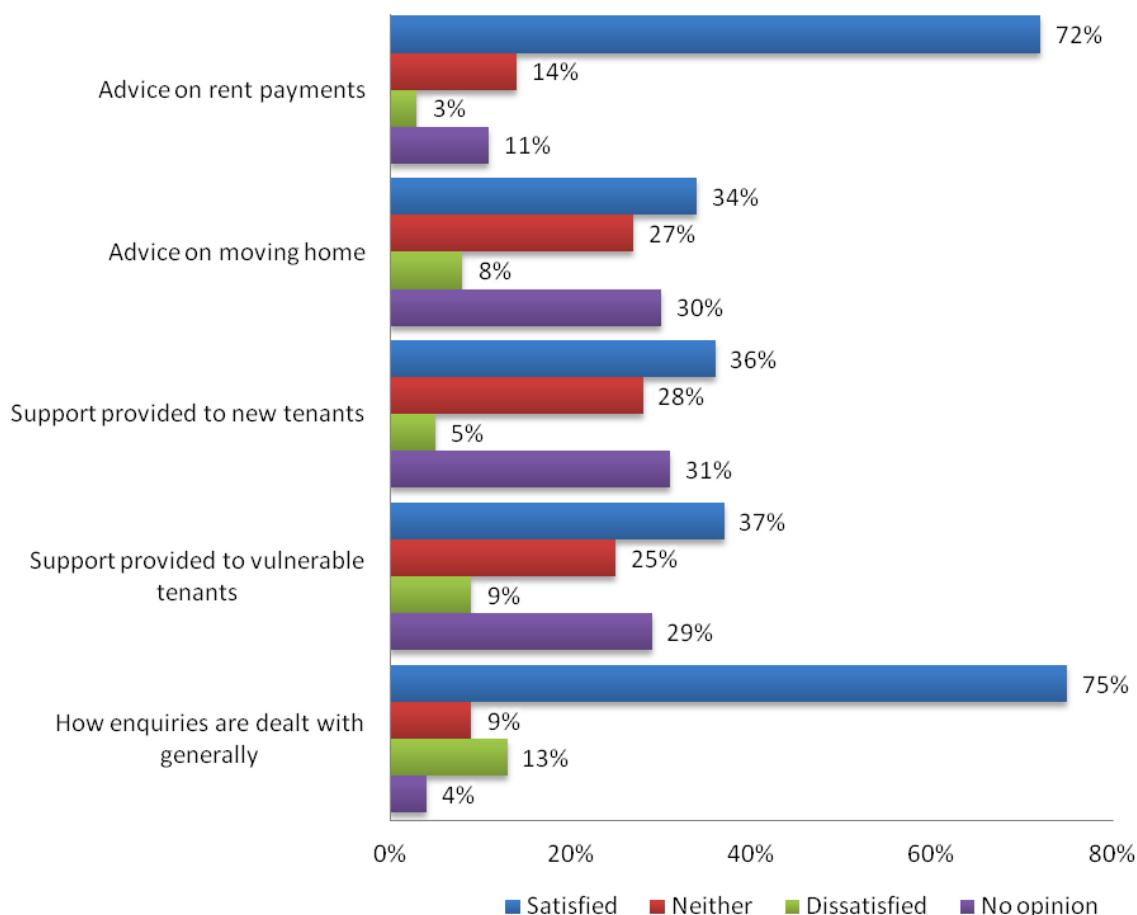
Those significantly more likely to express dissatisfaction with the value for money for rent are:

- Those who are dissatisfied with the overall service provided by Stroud Council's landlord service (47%); and,
- Those dissatisfied with the quality of their home (40%).

## 7.4 Satisfaction with advice, support and enquiries

All general needs tenants were asked to indicate their level of satisfaction and dissatisfaction with aspects of advice and support provided by Stroud Council's landlord service, along with how enquiries are dealt with generally. The results are summarised in the following figure.

**Figure 5 Satisfaction with aspects of the service provided by Stroud Council's landlord service (Valid responses)**



Unweighted sample bases vary

For each of the aspects, the proportions of respondents who are satisfied exceed the proportions who are dissatisfied. The relatively high proportion of respondents highlighting no opinion for some aspects suggests that Stroud Council's landlord service may wish to review how it publicises its activities in these areas.

For a number of aspects there are also fairly sizeable proportions of respondents stating 'no opinion'. For example three in ten state no opinion for 'support provided to new tenants', 'advice on moving home' and for 'support provided to vulnerable tenants' (31%, 30% and 29% respectively); these relatively high proportions are not surprising results and reflect the proportions BMG would expect to see for these statements. In addition to this, there is 11% of respondents stating 'no opinion' for

advice on rent payments, again this could be that these respondents may not have sought advice on rent payments as they do not have arrears and / or pay by Direct Debit.

Whilst 37% are satisfied with the support provided to vulnerable tenants, 41% with a disability in the household state that they are satisfied.

#### 7.4.1 How enquiries are dealt with generally

Looking specifically at the main indicator (how enquiries are generally dealt with) the main message here is that older tenants are more likely to be satisfied and younger tenants are more likely to be *dissatisfied*.

**Table 12 Satisfaction with how enquiries are dealt with generally (Valid responses)**

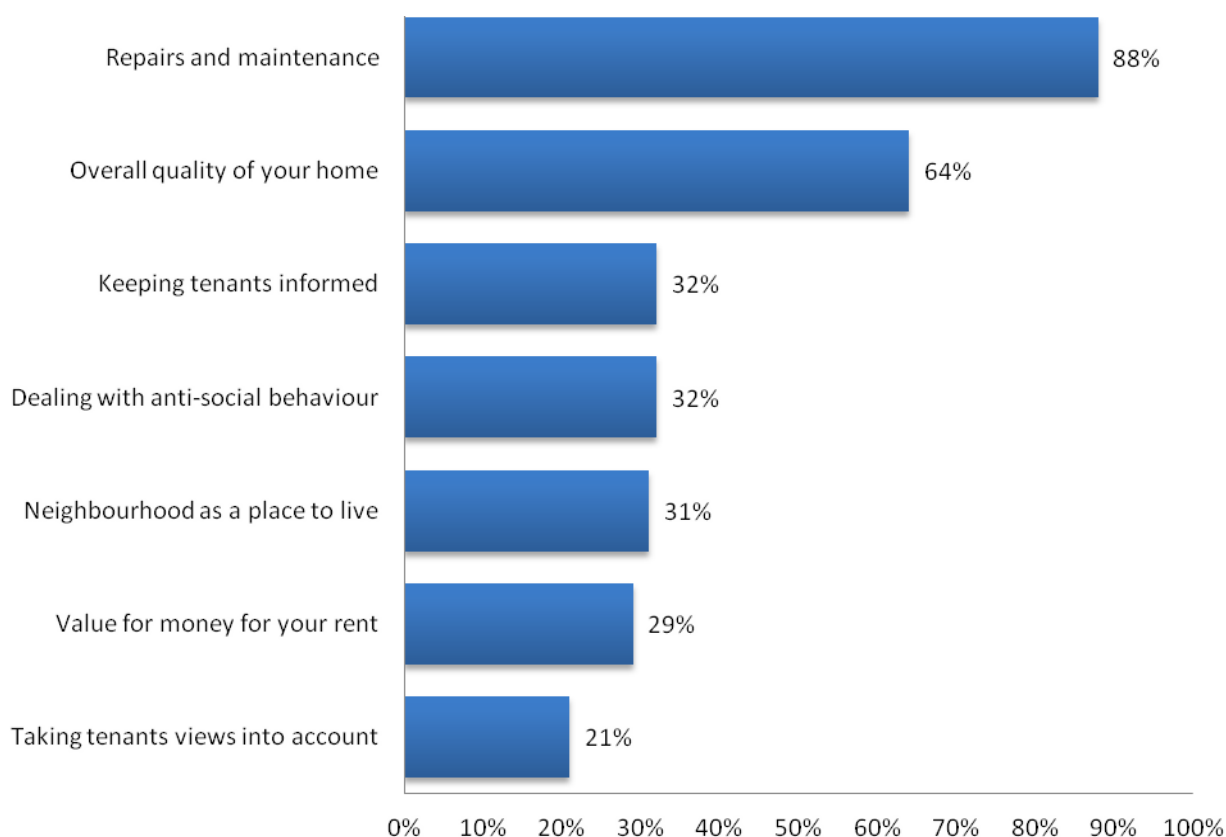
	Satisfied %	Dissatisfied %
<b>Total [825]</b>	75%	13%
<b>Males [333]</b>	76%	12%
<b>Females [455]</b>	73%	14%
<b>16 to 34 [77]</b>	42%	27%
<b>35 to 54 [240]</b>	73%	18%
<b>55 to 64 [153]</b>	82%	10%
<b>65 to 84 [253]</b>	80%	8%
<b>85+ [54]</b>	90%	3%
<b>North Area Team [554]</b>	75%	13%
<b>South Area Team [271]</b>	73%	13%

### 7.5 What tenants consider to be most important

General needs tenants were presented with seven attributes and asked which they consider to be the three most important. The chart below displays the total times each aspect was selected, be it a respondents first, second or third most important aspect.

As the following figure illustrates, the majority (88%) of tenants included repairs and maintenance within the three attributes they consider to be most important. More than three fifths (64%) highlighted the overall quality of their home. This report has already noted that 81% of general needs tenants are satisfied with the overall quality of their home, whilst 13% are dissatisfied.

**Figure 6 What tenants consider to be most important (Valid responses)**



Unweighted sample base: 850



## 8 The neighbourhood

This section will examine tenants' views on their neighbourhood, including perceived problems in their local area.

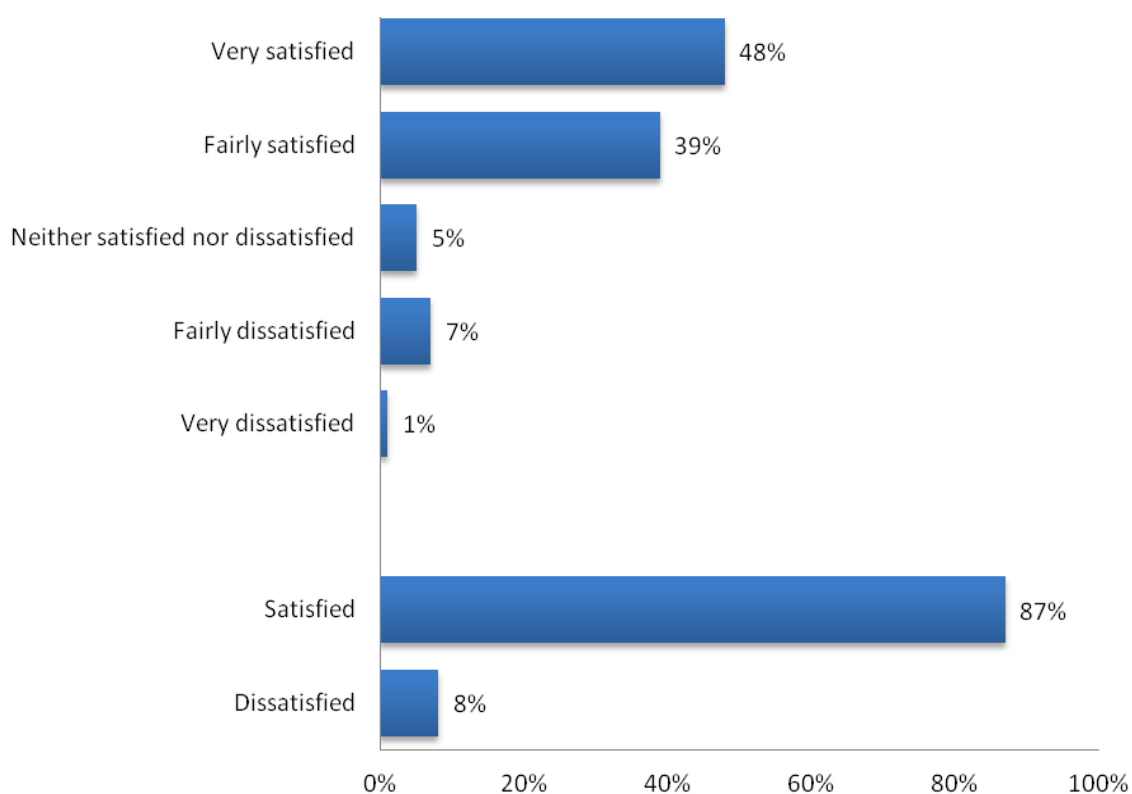
### 8.1 Satisfaction with the neighbourhood

All general needs tenants were asked to rate their level of satisfaction or dissatisfaction with their neighbourhood as a place to live.

More than four fifths of tenants (87%) are satisfied with their neighbourhood as a place to live. Conversely, 8% of tenants are dissatisfied with their neighbourhood.

Results this year have improved since 2008 where 81% were satisfied with their neighbourhood. Coupled with this is the proportion of respondents expressing dissatisfaction has decreased by 3 percentage points from 11% in 2008.

**Figure 7 Satisfaction with the neighbourhood (Valid responses)**



nweighted sample base: 831

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The table below shows the full breakdown of responses with satisfaction with the neighbourhood over 2011 and 2008.

**Table 13: Satisfaction with the neighbourhood 2011 and 2008 comparison (Valid responses)**

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
<b>2011 [831]</b>	48%	39%	5%	7%	1%
<b>2008 [750]</b>	43%	38%	8%	5%	6%

The following table shows levels of satisfaction and dissatisfaction with the neighbourhood by Town. The data shows that residents of Berkeley (100%) are most likely to be satisfied with their neighbourhood as a place to live and significantly more so than those living in Dursley, Stroud and Wotton-Under-Edge. Residents of Wotton-Under-Edge and Stroud are most likely to be dissatisfied (11% and 10% respectively).

**Table 14 Satisfaction with the neighbourhood by Town (Valid responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [831]</b>	87%	5%	7%
<b>Berkeley [39]</b>	100%	0%	0%
<b>Dursley [185]</b>	86%	7%	7%
<b>Gloucester [44]</b>	94%	2%	4%
<b>Stonehouse [145]</b>	93%	1%	6%
<b>Stroud [366]</b>	83%	7%	10%
<b>Wotton- Under-Edge [52]</b>	86%	4%	11%

Older respondents (those aged 65 and over) are more likely to be satisfied (93% of those aged 65-84 and 96% of those aged 85+) than those aged under 65 (79% of those aged 16-34, 84% of those aged 35-54 and 83% of those aged 55-64).

Residents living in a flat are significantly more likely to be dissatisfied with their neighbourhood as a place to live compared to those living in either a bungalow or a house (16%, 5% and 5% respectively).

Those significantly more likely to express dissatisfaction with the neighbourhood as a place to live are:

- Those who expressed dissatisfaction with the overall service provided (26%);
- Those who feel that Stroud Council's landlord service is poor at keeping them informed (24%);

- Those who are dissatisfied with the general condition of their property (23%); and,
- Those who are dissatisfied that their views are being taken into account (20%).

## 8.2 Neighbourhood problems

All general needs tenants were provided with a list of 13 possible neighbourhood issues and were asked to indicate how much of a problem, if at all, they are in their local neighbourhood.

Encouragingly for Stroud Council's landlord service, for all of the issues the majority of tenants consider they are not a problem at all.

Lack of local facilities (e.g. youth / community centres) is identified as a very big problem by 19% of tenants with a further 23% saying it is a fairly big problem (combined total = 42%).

Car parking is identified as a very big problem by 20% of tenants with a further 21% saying it is a fairly big problem (combined total = 41%).

Rubbish or litter is identified as a very big problem by 8% of tenants with a further 17% saying it is a fairly big problem (combined total = 25%).

**Table 15 Neighbourhood problems (Valid responses)**

Issue	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
	%	%	%	%
Rubbish or litter	8%	17%	41%	33%
Noisy neighbours	7%	11%	35%	47%
Pets and animals	7%	11%	32%	49%
Disruptive children / teenagers	5%	14%	34%	47%
Racial or other harassment	1%	1%	19%	79%
Drunk or rowdy behaviour	3%	8%	28%	61%
Vandalism and graffiti	2%	7%	30%	62%
People damaging your property	3%	4%	22%	71%
Drug use or dealing	4%	8%	24%	65%
Abandoned or burnt out vehicles	1%	1%	13%	85%
Other crime	<0.5%	4%	29%	66%
Noise from traffic	3%	7%	30%	61%
Car parking	20%	21%	26%	33%
Lack of local facilities (e.g. youth / community centres)	19%	23%	24%	34%
Unweighted sample bases vary				

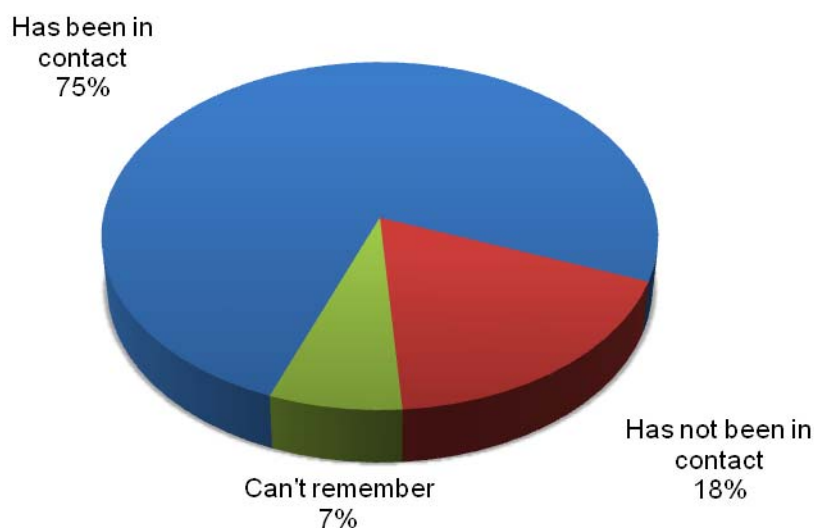
## 9 Contact with Stroud Council's landlord service

This section will examine tenants' contact with Stroud Council's landlord service and in particular their satisfaction with the contact experience and the reasons for contacting their landlord.

### 9.1 Contact with Stroud Council's landlord service

All general needs tenants were asked whether or not they had been in contact with Stroud Council's landlord service over the last twelve months. Three quarters (75%; 81% in 2008) of general needs tenants indicated they had been in contact with Stroud Council's landlord service over the last twelve months while 18% (14% in 2008) have not.

**Figure 8 Contact with Stroud Council's landlord service (Valid responses)**



Unweighted

sample base: 852

The table below shows contact with Stroud Council's landlord service over the last 12 months for 2011 and 2008.

**Table 16: Contact with Stroud Council's landlord service 2011 and 2008 comparison (Valid responses)**

	Has been in contact %	Has not been in contact %	Can't remember %
<b>2011 [852]</b>	75%	18%	7%
<b>2008 [775]</b>	81%	14%	5%

The following table shows contact with Stroud Council's landlord service by Town. The data shows that residents of Dursley are more likely to have contacted Stroud Council's landlord service in the last 12 months (82%). Residents of Stroud are most likely to have *not* contacted Stroud Council's landlord service (21%) over the last 12 months.

**Table 17 Contact with Stroud Council's landlord service by Town (Valid responses)**

	Yes %	No %
<b>Total [852]</b>	75%	18%
<b>Berkeley [39]</b>	80%	20%
<b>Dursley [189]</b>	82%	13%
<b>Gloucester [46]</b>	77%	15%
<b>Stonehouse [153]</b>	73%	18%
<b>Stroud [374]</b>	71%	21%
<b>Wotton- Under-Edge [51]</b>	81%	14%

Those living in the South Area Team are significantly more likely to have contacted Stroud Council's landlord service in the last 12 months compared to those in the North Area Team (82% and 72% respectively).

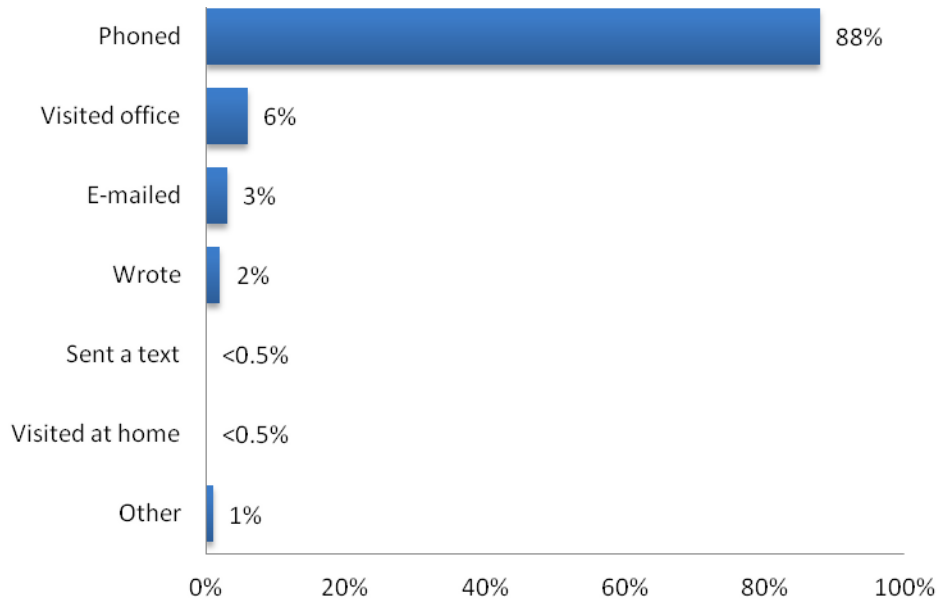
Younger residents (those aged under 55) are more likely to have contacted Stroud Council's landlord service than older tenants (82% of those aged under 55 compared to 75% of those aged 55-64, 71% of those aged 65-84 and 60% of those aged 85+).

Residents living in houses (79%) are also more likely to have made contact with Stroud Council's landlord service compared to those living in flats (76%) or bungalows (67%).

### 9.2 Method of contact

All general needs tenants who made contact with Stroud Council's landlord service were asked how they had made contact. The majority (88%) contacted Stroud Council's landlord service via the telephone, while around one in seventeen (6%) visited an office.

**Figure 9 Method by which contacted Stroud Council's landlord service (Respondents who contacted Stroud Council's landlord service)**



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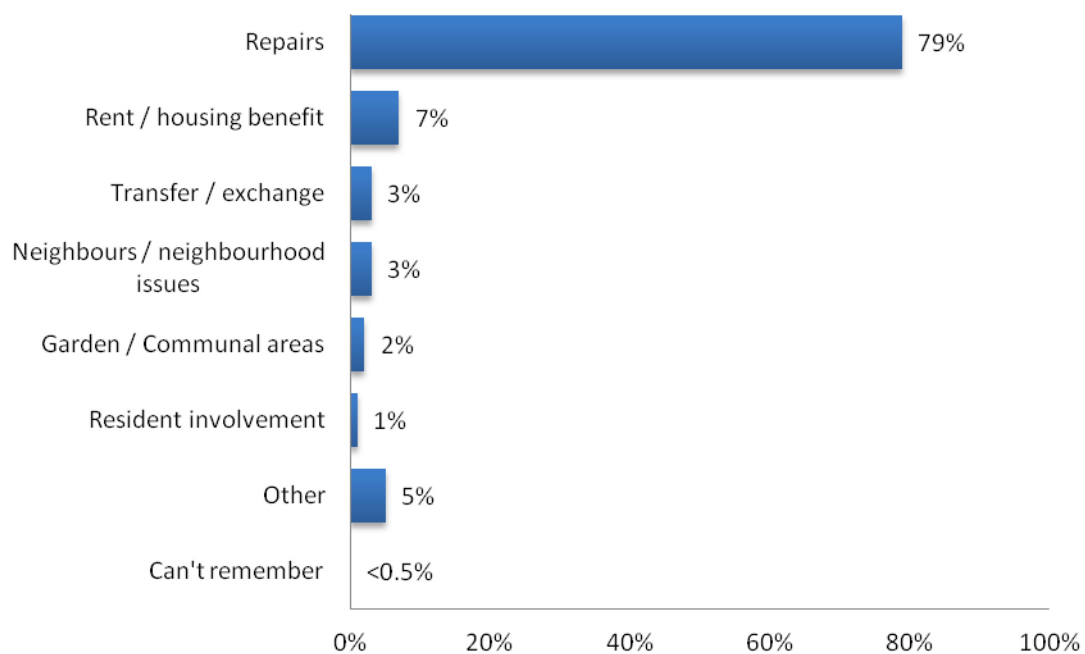
ighted sample base:601

### 9.3 Reason for contact

All general needs tenants who had made contact with Stroud Council's landlord service were asked the reason for this.

Four fifths (79%) of general needs tenants made contact about repairs and a further 7% made contact about rent / housing benefit.

**Figure 10 Reason for contacting Stroud Council's landlord service (Respondents who contacted Stroud Council's landlord service)**



Weighted sample base:598

Unw

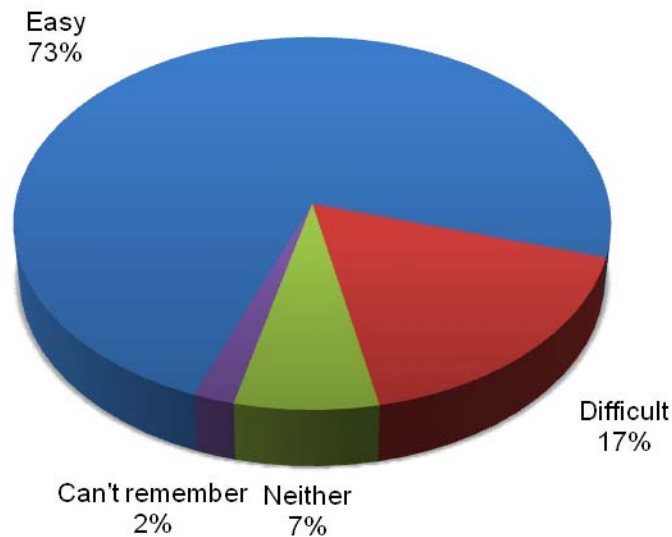
## 9.4 Contact experience

All general needs tenants who had been in contact with Stroud Council's landlord service in the last twelve months were asked a number of questions about their contact experience.

### 9.4.1 Getting hold of the right person

The majority (73%; 70% in 2008) of tenants who had been in contact with Stroud Council's landlord service found getting hold of the right person easy whereas 17% (15% in 2008) found it difficult. A further 9% found it neither easy nor difficult or could not remember.

**Figure 11 Ease of getting hold of the right person (Respondents who contacted Stroud Council's landlord service)**



Unweighted sample base:627

The table below shows the comparison between 2011 and 2008 with regard to the ease of getting hold of the right person.

**Table 18: Ease of getting hold of the right person 2011 and 2008 comparison (Respondents who contacted Stroud Council's landlord service)**

	Easy %	Difficult %
2011 [627]	73%	17%
2008 [606]	70%	15%

The following table shows ease of getting hold of the right person by Town. The data shows that residents of Gloucester are more likely to have found it easy to get hold of the right person than those living in any other Town (87%). Residents of Wotton-Under-Edge are most likely to have found it difficult (20%).

**Table 19 Ease of getting hold of the right person by Town (Respondents who contacted Stroud Council's landlord service)**

	Easy %	Difficult %
<b>Total [627]</b>	73%	17%
<b>Berkeley [30]</b>	83%	9%
<b>Dursley [152]</b>	69%	19%
<b>Gloucester [36]</b>	87%	9%
<b>Stonehouse [107]</b>	81%	12%
<b>Stroud [260]</b>	70%	19%
<b>Wotton- Under-Edge [42]</b>	73%	20%

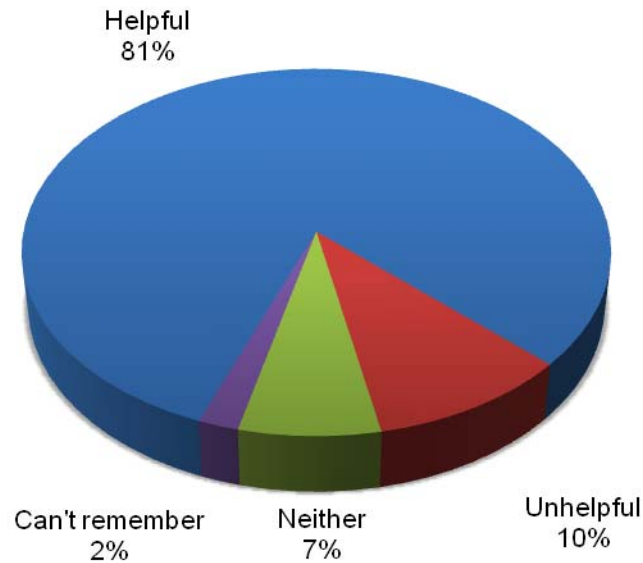
Significantly, 45% of respondents who are dissatisfied that Stroud Council's landlord service takes their views into account found getting hold of the right person difficult. Similarly, 54% of those dissatisfied with overall service highlighted this.

Residents without a disability in the household are more likely to have found it easy to get hold of the right person compared to those with a disability in the household (76% and 71% respectively), albeit not significantly so.

### 9.4.2 Helpfulness of staff

The majority of general needs tenants (81%; 85% in 2008) found the member of staff helpful, whereas 10% (5% in 2008) found them unhelpful. A further 7% found them neither helpful nor unhelpful.

**Figure 12 Helpfulness of staff (Respondents who contacted Stroud Council's landlord service)**



Unweighted sample base:626

The table below shows the comparison between 2011 and 2008 with regard to the helpfulness of staff.

**Table 20: Helpfulness of staff 2011 and 2008 comparison (Respondents who contacted Stroud Council's landlord service)**

	Helpful %	Unhelpful %
2011 [626]	81%	10%
2008 [607]	85%	55%

The following table shows helpfulness of staff by Town. Although there are no significant differences between Towns, the data shows that residents of Gloucester are more likely to have found staff helpful than those living in any other Town (89%). Residents of Stroud are most likely to have found staff to be unhelpful (12%).

**Table 21 Helpfulness of staff by Town (Respondents who contacted Stroud Council's landlord service)**

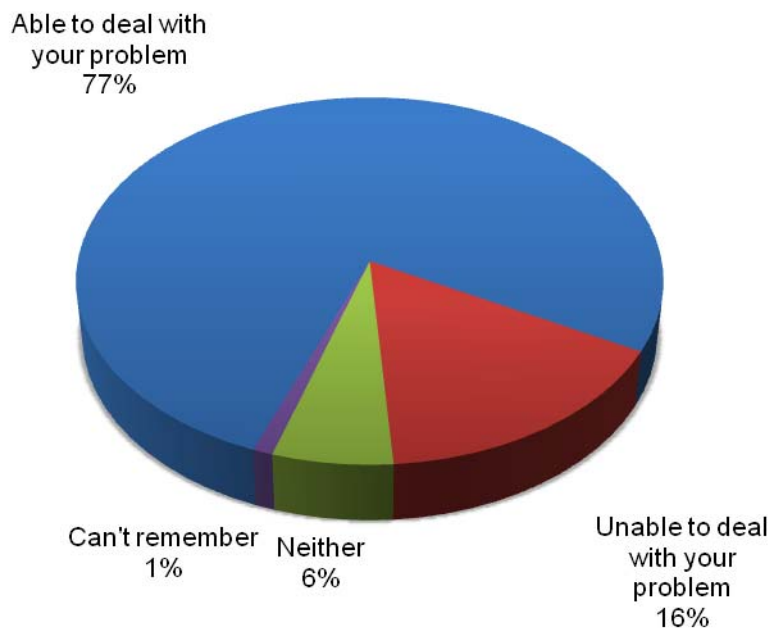
	Helpful %	Unhelpful %
<b>Total [626]</b>	81%	10%
<b>Berkeley [30]</b>	80%	8%
<b>Dursley [151]</b>	81%	9%
<b>Gloucester [37]</b>	89%	7%
<b>Stonehouse [107]</b>	86%	8%
<b>Stroud [259]</b>	78%	12%
<b>Wotton- Under-Edge [42]</b>	83%	7%

Male tenants are significantly more likely to have found staff helpful than female tenants (87% and 78% respectively). Non-working age residents (those aged 65+) are significantly more likely to have found staff members helpful than those of working age (91% and 76% respectively). Again, significantly, 35% of respondents who are dissatisfied that Stroud Council's landlord service takes their views into account found the member of staff unhelpful. Whereas, 41% of tenants dissatisfied with the value for money for the rent highlighted this.

**9.4.3 Ability of staff to deal with the problem**

General needs tenants who had been in contact with Stroud Council's landlord service in the last twelve months were then asked whether or not staff had been able to deal with their problem or issue. More than three quarters (77%; 81% in 2008) indicated that the member of staff had been able to deal with their problem, whereas 16% (12% in 2008) had found them unable to do so. For the remaining 7%, the member of staff had been neither able nor unable to help, or the respondent could not remember.

**Figure 13 Ability of staff to deal with the problem (Respondents who contacted Stroud Council's landlord service)**



Unwei

ghted sample base: 620

The table below shows the direct comparison between 2011 and 2008 with regard to the ability of staff to deal with the problem.

**Table 22: Ability of staff to deal with the problem 2011 and 2008 comparison (Respondents who contacted Stroud Council's landlord service)**

	Able to help %	Unable to help %
2011 [620]	77%	16%
2008 [601]	81%	12%

The following table shows the ability of Stroud Council's landlord services staff to help by Town. The data shows that residents of Berkeley are more likely to have found the staff able to help than those living in any other Town (94%); significantly more so than those in Dursley, Stonehouse and Stroud. Residents of Gloucester are most likely to have found staff unable to help (21%).

**Table 23 Ability of staff to deal with the problem by Town (Respondents who contacted Stroud Council's landlord service)**

	Able to help %	Unable to help %
<b>Total [620]</b>	77%	16%
<b>Berkeley [30]</b>	94%	3%
<b>Dursley [150]</b>	77%	16%
<b>Gloucester [36]</b>	79%	21%
<b>Stonehouse [106]</b>	75%	18%
<b>Stroud [257]</b>	75%	17%
<b>Wotton- Under-Edge [41]</b>	84%	9%

Economically active tenants are significantly more likely to have found staff *unable* to help compared to their inactive counterparts (19% and 12% respectively).

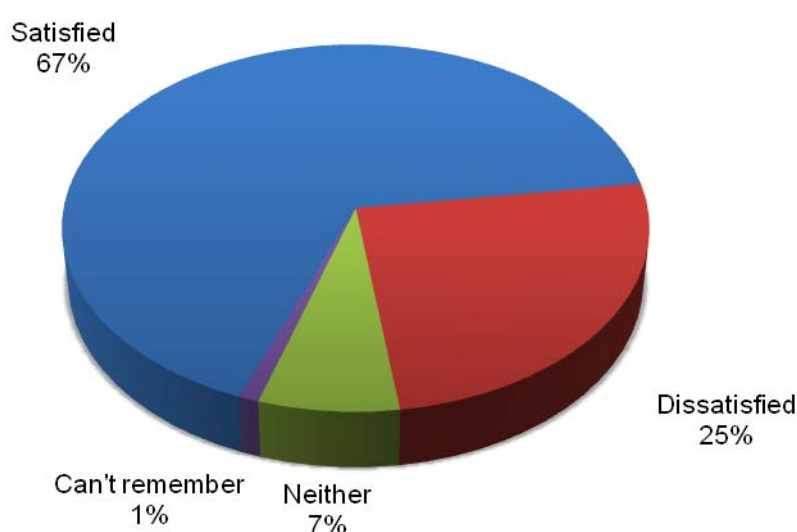
Those significantly more likely to have found staff are unable to help are:

- Those who think that Stroud Council's landlord service is poor at keeping tenants informed (57%);
- Those who are dissatisfied that Stroud Council's landlord service takes their views into account (50%); and,
- Those who are dissatisfied with the overall services provided by Stroud Council's landlord service (44%).

#### 9.4.4 Satisfaction with the final outcome

General needs tenants who had been in contact with Stroud Council's landlord service in the last twelve months were also asked to rate their satisfaction with the final outcome. Two thirds (67%; 72% in 2008) reported they were satisfied with the final outcome of their last contact with Stroud Council's landlord service. Conversely, 25% (19% in 2008) expressed dissatisfaction and a further 7% were neither satisfied nor dissatisfied.

**Figure 14 Satisfaction with the final outcome (Respondents who contacted Stroud Council's landlord service)**



Unweighted sample base: 618

Those most likely to be dissatisfied with the final outcome of contact are:

- Those who are dissatisfied with the overall services provided (71%);
- Those who are dissatisfied with the value for money for rent (63%); and
- Those who are dissatisfied that their views are taken into account (65%); and,
- Those who are dissatisfied with their neighbourhood as a place to live (58%).

The table below shows the comparison between 2011 and 2008 with regard to satisfaction with the final outcome.

**Table 24: Satisfaction with the final outcome 2011 and 2008 comparison (Respondents who contacted Stroud Council's landlord service)**

	Satisfied %	Dissatisfied %
2011 [618]	77%	16%
2008 [596]	72%	19%

The following table shows resident satisfaction with the final outcome by Town. The data shows that residents of Berkeley are more likely to be satisfied than those living in any other Town (83%); significantly more so than those in Stroud. Residents of Dursley are most likely to be dissatisfied with the final outcome (28%).

**Table 25 Satisfaction with the final outcome by Town (Respondents who contacted Stroud Council’s landlord service)**

	Satisfied %	Dissatisfied %
<b>Total [618]</b>	67%	25%
<b>Berkeley [30]</b>	83%	14%
<b>Dursley [148]</b>	66%	28%
<b>Gloucester [36]</b>	70%	24%
<b>Stonehouse [108]</b>	71%	22%
<b>Stroud [255]</b>	64%	26%
<b>Wotton- Under-Edge [41]</b>	65%	23%

Older respondents aged 55+ are more likely to be satisfied with the final outcome of their contact (70% of those aged 55-64 years, 72% of those aged 65-84 years and 83% of those aged 85+) than those under 55 (50% of those aged 16-34 and 62% of those aged 35-54).

Economically active respondents are significantly more likely than economically inactive respondents to be *dissatisfied* with the final outcome (29% and 21% respectively).



## 10 Repairs and maintenance

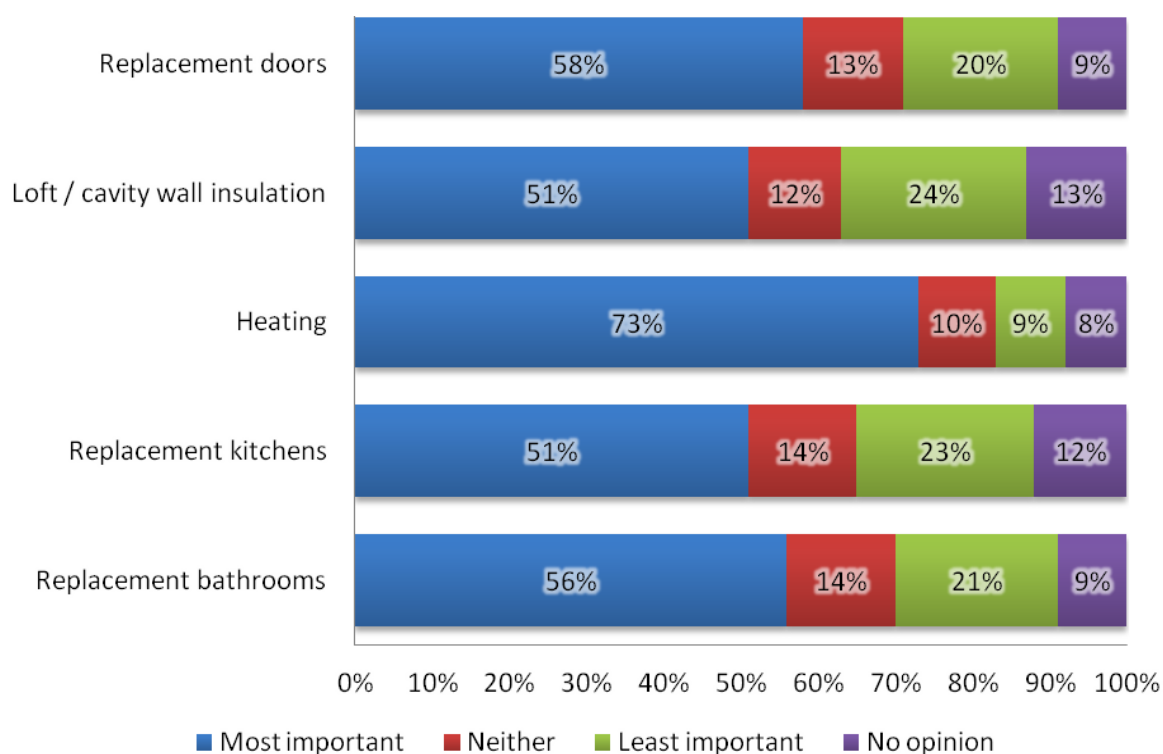
This section will focus on the repairs and maintenance service provided by Stroud Council's landlord service. Stroud Council's landlord service sought to understand what the most important aspects of the repair and maintenance service are to tenants as their aim is to focus their resources on these items.

### 10.1 Most important repairs

All residents were asked to rate a number of key repairs and maintenance items individually based on how important they felt they were, using a scale of 1 – 5 for each, with 1 being most important and 5 being least important.

As can be seen in the chart below, the majority of residents (73%) rate heating as the most important aspect in terms of repairs and maintenance. Approaching three fifths consider replacement doors and replacement bathrooms to be the most important aspect (58% and 56% respectively).

**Figure 15 Repairs and maintenance items considered most important (Valid responses)**



Sample bases vary

Looking at which types of tenants consider each aspect as either important or unimportant will allow Stroud Council's landlord service to better target their resources.

### 10.1.1 Replacement doors

Respondents who are more likely to consider replacement doors *most* important are:

- Those living in a house (60%);
- Female (61%);
- Those living in Berkeley (62%);
- Those aged 55-64 years (64%).

Respondents who are more likely to consider replacement doors *least* important are:

- Those aged 85+ years (27%);
- Those living in a flat (24%);
- Those living in Dursley (23%).

### 10.1.2 Loft / cavity wall insulation

Respondents who are more likely to consider loft / cavity wall insulation *most* important are:

- Those living in a bungalow (57%);
- Those living in Stonehouse (59%).

Respondents who are more likely to consider loft / cavity wall insulation *least* important are:

- Those aged 16-34 years (28%);
- Those living in flats (27%);
- Residents of Dursley (33%);
- Economically active tenants (28%).

### 10.1.3 Heating

Respondents who are more likely to consider heating *most* important are:

- Those aged 16-34 or 65-84 years (76% each);
- Those living in a bungalow (77%);
- Those living in Gloucester (89%) and Stonehouse (83%).

Respondents who are more likely to consider heating least important are:

- Those aged 55-64 years (14%);
- Those living in Dursley (12%).

#### 10.1.4 Replacement kitchens

Respondents who are more likely to consider replacement kitchens *most* important are:

- Those aged 55-64 years (58%);
- Those living in Stonehouse (58%).

Respondents who are more likely to consider replacement kitchens *least* important are:

- Those who do not receive housing benefit (26%);
- Those living in Gloucester (33%).

#### 10.1.5 Replacement bathrooms

Respondents who are more likely to consider replacement bathrooms *most* important are:

- Those aged 55-64 years (64%);
- Those living in a flat (63%);
- Those living in Stonehouse (63%).

Respondents who are more likely to consider replacement bathrooms *least* important are:

- Those aged 65-84 years (26%);
- Residents living in Wotton-Under-Edge (24%).

## 11 Communication and information

This section will look at the level of communication between Stroud Council's landlord service and its residents. Issues will be examined surrounding how well residents feel informed and how they would prefer to be consulted.

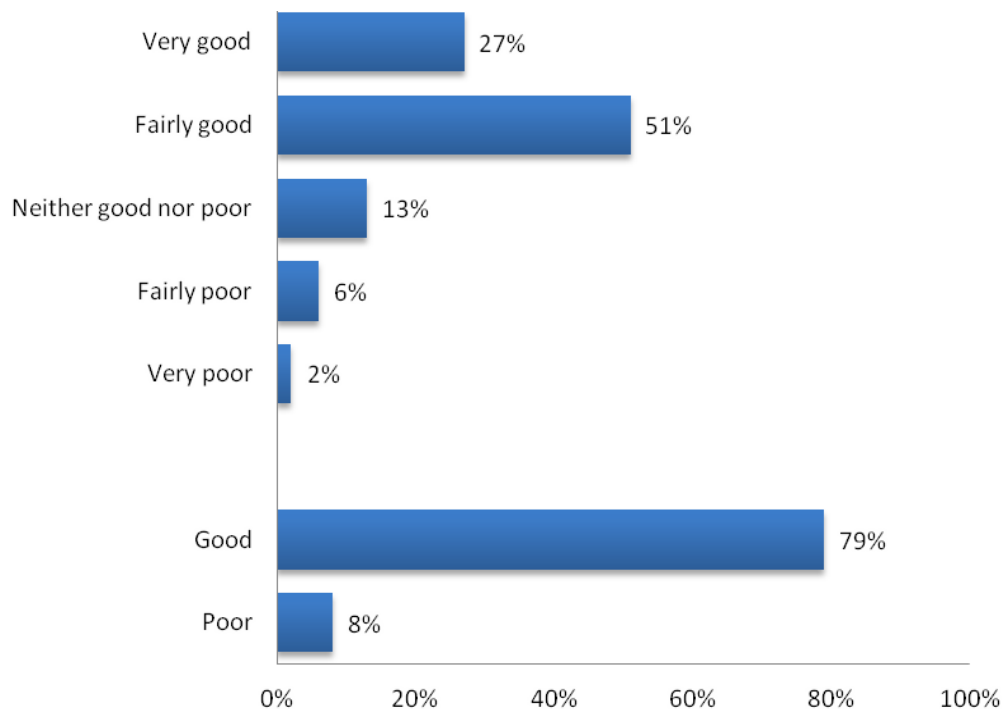
### 11.1 Keeping general needs tenants informed

All general needs tenants were asked whether or not they feel their landlord is good at keeping them informed about things that might affect them as a tenant.

Around four fifths (79%) of general needs tenants think that Stroud Council's landlord service is good at keeping them informed, with more than a quarter (27%) who think they are very good at keeping them informed. Only 8% who think that Stroud Council's landlord service is poor at keeping them informed.

This year's figure is largely in line with that seen in 2008, where 80% felt that Stroud Council's landlord service were good at keeping tenants informed and 6% felt they were poor.

**Figure 16 Keeping general needs tenants informed (Valid responses)**



ighted sample base: 861

Unwe

The table below shows the full breakdown of responses for keeping general needs tenants informed over 2011 and 2008.

**Table 26 Keeping general needs tenants informed 2011 and 2008 comparison (Valid responses)**

	Very good %	Fairly good %	Neither %	Fairly poor %	Very poor %
<b>2011 [861]</b>	27%	51%	13%	6%	2%
<b>2008 [770]</b>	31%	50%	13%	5%	1%

There are marginal differences between the views of how good or poor Stroud Council's landlord service is at keeping tenants informed by Town. Those living in Berkeley are most likely to rate Stroud Council's landlord service as good in this respect (84%). Gloucester residents are more likely to rate them as poor (11%) compared to residents living in any other Town.

**Table 27 Keeping general needs tenants informed by Town (Valid responses)**

	Good %	Neither %	Poor %
<b>Total [861]</b>	79%	13%	8%
<b>Berkeley [41]</b>	84%	16%	0%
<b>Dursley [189]</b>	78%	14%	8%
<b>Gloucester [46]</b>	75%	14%	11%
<b>Stonehouse [153]</b>	83%	7%	9%
<b>Stroud [380]</b>	78%	14%	8%
<b>Wotton- Under-Edge [52]</b>	73%	17%	10%

Older residents (those aged 55 and over) are once again significantly more likely to give a higher rating (81% of those aged 55-64, 88% of those aged 65-84 and 94% of those aged 85+ think Stroud Council's landlord service is good at keeping them informed compared with 71% of those aged 35-54 and 54% of 16-34 year olds).

Male tenants are significantly more likely to rate Stroud Council's landlord service as good in this respect compared to female tenants (82% and 76% respectively). Economically inactive tenants are also significantly more likely to rate Stroud Council's landlord service as good in this respect compared to their active counterparts (83% and 73% respectively).

Those significantly more likely to express state that Stroud Council's landlord service is poor at keeping tenants informed are:

- Those who are dissatisfied that Stroud Council's landlord service takes their views into account (38%); and,
- Those who are dissatisfied with the overall service provided by Stroud Council's landlord service (34%).

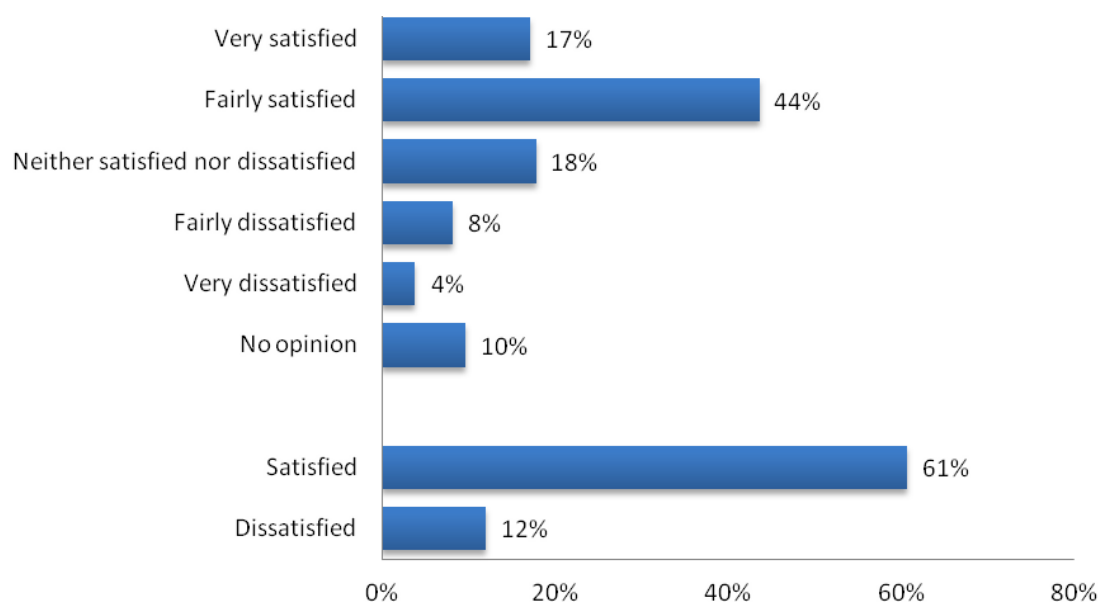
### 11.2 Taking into account general needs tenants' views

All general needs tenants were asked how satisfied or dissatisfied they are that Stroud Council's landlord service takes into account their views.

Three fifths (61%) of general needs tenants are satisfied that Stroud Council's landlord service takes their views into account compared with 12% who are dissatisfied.

When comparing this with the 2008 results it can be seen that the proportion of satisfied tenants remains unchanged (61%). However, this year sees the proportion of dissatisfied tenants increasing by +3 percentage points from 9% in 2008; this is not a significant increase but one that still should be noted by Stroud.

**Figure 17 Level of satisfaction that general needs tenants' views are being taken into account (Valid responses)**



Unwe

ighted sample base: 857

The table below shows the full breakdown of responses over 2011 and 2008 for the level of satisfaction that general needs tenants' views are being taken into account.

**Table 28 Level of satisfaction that general needs tenants' views are being taken into account 2011 and 2008 comparison (Valid responses)**

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
2011 [857]	17%	44%	18%	8%	4%

2008 [758]	23%	38%	22%	5%	4%
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There are no significant differences between Towns in terms of satisfaction with Stroud Council's landlord service with regard to taking general needs tenants' views into account though residents living in Gloucester are more likely to be satisfied (69%). Residents living in Wotton-Under-Edge are most likely to be dissatisfied compared to all other Towns (14%).

**Table 29 Level of satisfaction that general needs tenants' views are being taken into account by Town (Valid responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [857]</b>	61%	18%	12%
<b>Berkeley [41]</b>	53%	27%	11%
<b>Dursley [186]</b>	60%	21%	10%
<b>Gloucester [46]</b>	69%	12%	13%
<b>Stonehouse [154]</b>	65%	15%	12%
<b>Stroud [378]</b>	60%	16%	13%
<b>Wotton- Under-Edge [52]</b>	52%	25%	14%

Older respondents (those aged 55 and over) are yet again more likely to be satisfied than younger respondents (65% of those aged 55-64, 68% of those aged 65-84 and 66% of those aged 85+ compared to 56% of those aged 35-54 and 36% of those aged 16-34 years). Younger respondents (those aged 16-34 years) are more likely than any other age cohort to be dissatisfied, with 25% reporting dissatisfaction.

Residents living in flats are significantly more likely to be dissatisfied that Stroud Council's landlord service takes their views into account than those in any other property type (20% compared to 10% of those living in flats and 9% of those living in a bungalow).

Economically active tenants are significantly more likely to be dissatisfied than their inactive counterparts (15% and 9% respectively).

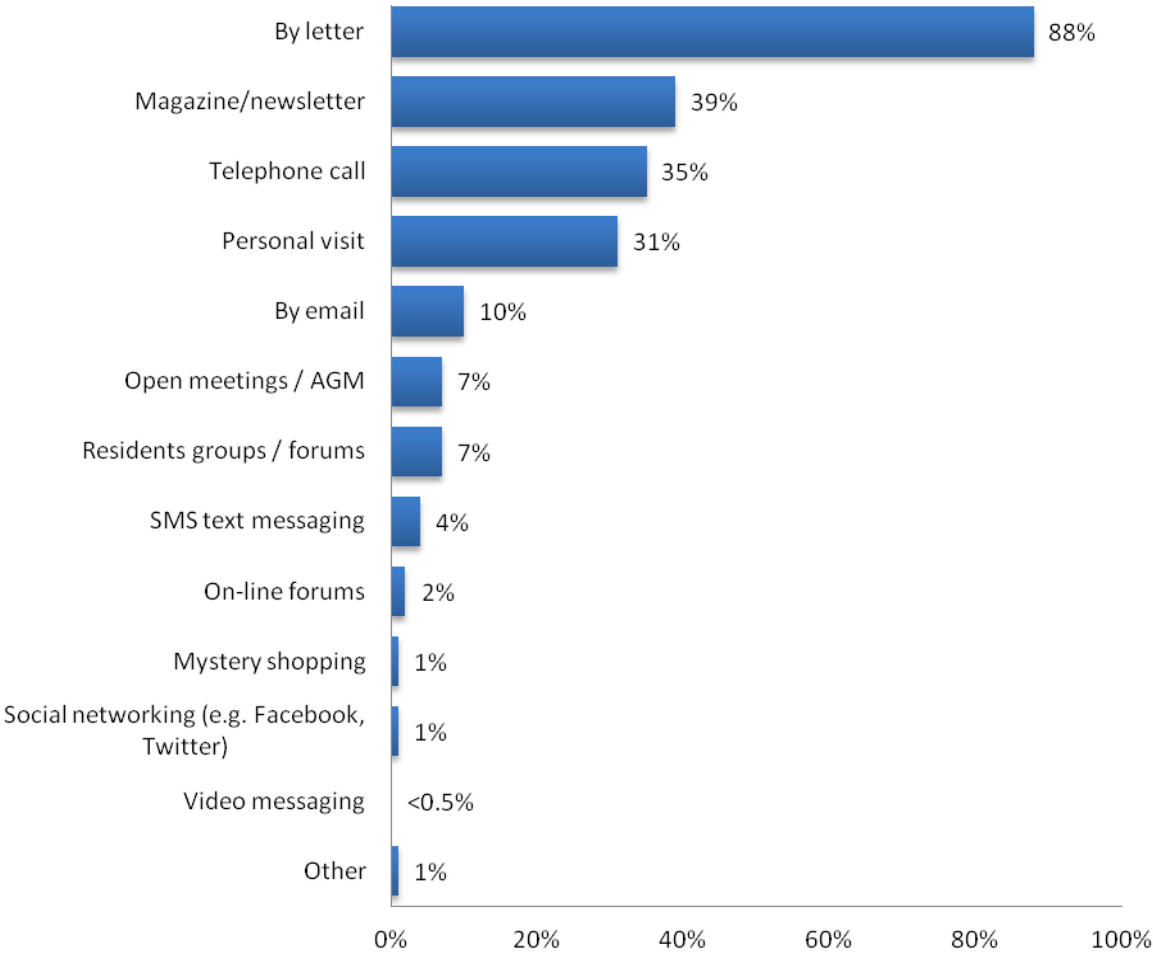
Those significantly more likely to be dissatisfied that Stroud Council's landlord service are taking tenants views into account are:

- Those who are dissatisfied with the value for money (57%);
- Those who are dissatisfied with the overall service are provided by Stroud Council's landlord service (55%); and,
- Those who are dissatisfied with the general condition of their property (36%).

### 11.3 Methods for information and consultation

All general needs tenants were asked how they would prefer to be informed and consulted about issues that may affect them. The majority (88%) prefer to be informed and consulted via letter.

**Figure 18 Preferred methods for information and consultation (Valid responses)**



Unweighted sample base: 998



## 12 Other comments made by respondents

All respondents were then asked if there was anything else they would like to say about their housing.

**Table 30 Other comments made by respondents**

Comment	%
Doors need repairing / replacing	13%
Repairs take too long / would like quicker repairs	12%
Bathroom needs updating / repairing / need a new bathroom	12%
Kitchen needs updating / repairing / need a new kitchen	11%
Problems with damp / condensation / mould	10%
Windows need replacing / repairing / install double glazing	9%
Nothing is done about complaints	7%
Very satisfied / happy with my home	6%
Heating needs repairs / install central heating / heating system is insufficient	6%
Staff are rude / have a poor attitude	5%
Staff are always helpful / friendly / polite	4%
Lack of cleanliness / rubbish in the streets / deal with rubbish / litter problem	4%
Solve the parking problems / better parking facilities	4%
Help with an exchange / more information	4%
Generally dissatisfied with the property	3%
Tree pruning / garden service needs improving	3%
Bad neighbours	3%
Reply / respond / return to letters / phone calls	3%
Poor quality repairs	2%
Need better quality workmanship	2%
Install a walk in shower / would like a shower	2%
Guttering needs replacing / clearing	2%
Regular painting of the exterior	2%
Need to deal with anti-social behaviour problems	2%
Rent is too high	2%
Repairs are done quickly	2%
Replace rather than repetitive repairs	2%
Good place to live	1%
Generally poor level of service	1%
Property poorly maintained	1%
Accommodation needs updating / modernising	1%
Interior needs redecorating	1%
Property needs regular inspection	1%
Would like / need bigger accommodation / property is too small	1%
Better cleaning of communal areas	1%
Need better communication with residents (don't listen)	1%
Need better tenants / evict problem tenants	1%

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Improve / increase level of security	1%
Need an appointment system	1%
Service charge is too high	1%
Happy with the services	1%
Good workmanship	1%
Better communication between HA and contractors	1%
Would like loft / cavity insulation	1%
Fencing issues	1%
More / better disability aides	<0.5%
Other	28%



## 13 Profile Information

The following tables outline the unweighted demographic profile of the sample.

**Table 31 Profile table**

<b>Ethnicity</b>	<b>Tenants %</b>	<b>Tenants base</b>
<b>White – British</b>	95	838
<b>White – Irish</b>	1	5
<b>Mixed – White and Black Caribbean</b>	<0.5	1
<b>Asian or Asian British - Chinese</b>	<0.5	1
<b>Other</b>	1	12
<b>Not provided</b>	3	23
<b>Gender</b>		
<b>Male</b>	39	345
<b>Female</b>	55	486
<b>Not provided</b>	6	49
<b>Disability in household</b>		
<b>Yes</b>	52	455
<b>No</b>	45	396
<b>Don't know/not provided</b>	3	29
<b>Employment status</b>		
<b>Employee in full time job (30 hours or more per week)</b>	18	154
<b>Employee in part time job (less than 30 hours per week)</b>	9	79
<b>Self-employed (full- or part-time)</b>	3	25
<b>Unemployed &amp; available for work</b>	5	40
<b>Wholly retired from work</b>	37	321
<b>Full-time education at school etc.</b>	<0.5	3
<b>Looking after the family or home</b>	5	42
<b>Permanently sick or disabled</b>	15	129
<b>Doing something else</b>	1	12
<b>Not provided</b>	9	75

Table 32 Profile table continued...

Age	Tenants %	Tenants base
16 – 24 years	2	17
25 – 34 years	7	63
35 – 44 years	13	114
45 – 54 years	15	132
55 – 59 years	10	88
60 – 64 years	8	72
65 – 74 years	17	148
75 – 84 years	15	132
85+ years	7	61
Not provided	6	53
<b>Religion</b>		
None	25	216
Christian (all)	61	532
Buddhist	<0.5	3
Other	2	20
Prefer not to say	5	47
Not provided	7	62
<b>Sexuality</b>		
Heterosexual	66	584
Gay man	<0.5	2
Gay woman	<0.5	3
Bisexual	<0.5	1
Prefer not to say	12	108
Not provided	17	153
<b>Receives housing benefit</b>		
Yes	50	442
No	35	304
Don't know/not provided	15	134

Table 33 Profile table continued...

Sources of income	Tenants %	Tenants base
Earnings from employment	29	257
Pension from a former employer	16	143
State pension	45	394
Child benefit	17	151
Income support	15	134
Other state benefits	23	201
Tax credits	18	162
Interest from savings	3	25
Other kinds of regular allowance from outside the household	1	9
Other source	1	12
No source of income	1	7
Not provided	7	62
<b>Net income</b>		
Up to £99 per week	13	117
£100 - £199 per week	29	255
£200 - £299 per week	21	187
£300 - £399 per week	8	73
£400 - £499 per week	4	36
£500 - £599 per week	2	13
£600 - £699 per week	1	6
£700 - £999 per week	<0.5	2
£1,000 or more per week	<0.5	2
Not provided	22	189



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