



TSM Survey 2023

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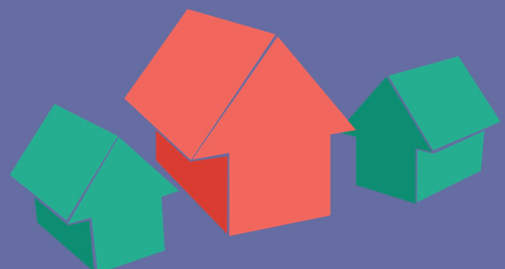
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1. Introduction

Background

This report details the results of Stroud District Council's 2023 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

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 2022 STAR survey, including tests to check if any of the changes are *statistically significant*. The results have been benchmarked against Housemark's mid-year TSM results for the Council's peer group of local authorities or ALMOS with fewer than 10,000 unit in the midlands and south of England.

About the survey

The survey was conducted by ARP Research between 20 November - 11 December 2023.

Telephone interviews were conducted with 540 LCRA (low cost rental accommodation) tenant households selected via a quota sample. This represents 11% of the total tenant population, and the final results had an error margin of +/- 4.0%. This meets the stipulated TSM target error margin of +/- 4.0%. Interviews were conducted to a quota sample with additional weighting to ensure that the sample was representative by stock type, area, property type, property size, household size, length of tenancy and age group.

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 be 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	2022 result	Change over time	2023 result	Tenant Satisfaction Measure
70%	71%	↓	66%	satisfaction overall
77%	80%	↑	81%	home is safe
69%	N.A.		70%	home is well maintained
66%	57%	↑	64%	communal areas clean and maintained
75%	67%	↑	68%	repairs service in last 12 months
68%	58%	↑	63%	time taken to complete last repair
58%	58%	↓	55%	listens to views and acts on them
69%	59%	↑	66%	being kept informed
73%	73%	↑	76%	treated fairly and with respect
31%	N.A.		24%	approach to handling complaints
62%	59%	↑	67%	makes a positive contribution to area
53%	51%	↑	65%	approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. Overall tenant satisfaction with the housing services provided by Stroud DC is down slightly since 2022 (66% v 71%), but this isn't a statistically significant change because the proportion who are actively dissatisfied is exactly the same as before (19%, section 3).
2. The sector wide trend has been for customer satisfaction scores to fall in the face of the cost-of-living crisis, inflationary rent increases and shortages in labour and materials.
3. The overall satisfaction score continues to be in the benchmark fourth quartile compared to the Council's Housemark peer group (median 70%).
4. However, across the rest of the survey most questions have improved satisfaction scores compared to 2022, including significant increases in ratings for the home (section 4), speed of repairs (section 5), standard of information (section 6) and how neighbourhoods are managed (section 7).
5. There are big differences by age with fewer than half of the under 50s being satisfied overall (49%) compared to 80% of retirement tenants. The gap between general needs and Independent Living has also grown (now 63% v 82%).
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 four factors most closely associated with overall tenant satisfaction are listed below. This list appears broadly to be synthesis of the strongest key drivers across the two separate surveys in 2022 for general needs and Independent Living.
 - Home is well maintained (70% satisfied, section 4)
 - Listening and acting upon views (55%, section 6)
 - Being kept informed (66%, section 6)
 - Time taken on last repair (63%, section 5)

The home

7. The physical fabric of the home is the top theme of the key driver analysis, which is a common finding for tenant survey results at the moment with the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes.
8. Just over two thirds of tenants are satisfied that their home is well maintained (70%), which is broadly in line with the current benchmark of 69%. However, on the opposite end of the scale there are still 20% that are dissatisfied in this regard, including 31% of the under 50s (section 4).
9. The safety of the home is rated far higher, with 81% of tenants satisfied. This score has improved since 2022 and is comfortably higher than the benchmark of 77% amongst similar landlords.
10. Almost two thirds of respondents with communal areas are satisfied with how they are cleaned and maintained (64%), compared to a fifth that are dissatisfied (23%). This score is just slightly below the benchmark average of 66%.

2. Executive summary

Repairs

11. Satisfaction with the time taken to complete the most recent repair (if within the last 12 months) has improved significantly since last year (63% v 58%, section 7).
12. The second broader question in this section about the repairs service received over the last 12 months receives a slightly higher rating of 68% satisfied, although in this case there is no major change.
13. The Council has avoided the trend across much of the rest of the sector where these scores have fallen. However, this is only enough to move them from the fourth to the third benchmark quartile, so there is still much work to do to bring this service up to par.

Communication

14. The second strongest key driver of overall tenant satisfaction is whether housing services listens to their views and acts upon them, but only 55% of tenants are satisfied in this regard (section 6).
15. This rating is the only question other than the overall satisfaction to be lower than 2022 and is now below the benchmark. It is likely that this disappointing result is also linked to the wider issues within the survey such as property maintenance and repairs.
16. In contrast, there has been a very significant improvement in the number of tenants that feel they are being kept informed about things that are important to them (66% v 59%), which is also a key driver.
17. A comfortable majority of tenants also agree that they are treated fairly and with respect by housing service (76%), which is now above the benchmark median.

Neighbourhoods

18. When asked to rate their local area, two thirds of tenant respondents are satisfied that housing services makes a positive contribution to their neighbourhood (66%). This has increased significantly since 2022, but the change in methodology may be a factor in this (section 7).
19. Similarly, the 65% that are satisfied with the approach to handling anti-social behaviour (ASB) is now in the benchmark top quartile, having moved up from 51% last year. However, it should also be noted that the proportion who are actively dissatisfied still equates to around a fifth of the sample (23%, was 21%).

Complaints

20. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a quarter of respondents claimed to have made a complaint (27%). This result should therefore be viewed as comments on how housing services generally deals with issues or problems that arise, rather than a measure of how the formal complaint process performs (section 8).
21. Amongst those that claim to have made a complaint only 24% are satisfied with how it was handled, which is ten points below the benchmark median of 34% from the benchmark group. Although this result is a disappointing, it is likely that any broader action the Council takes to address the main issues covered earlier in the report, such as property maintenance or listening to tenants, will help to improve this score.



3. Services overall

66%
satisfied
overall



1. home that is well maintained
2. listens and acts on views
3. being kept informed
4. time taken on last repair



No statistically significant change - although satisfaction is down, the proportion dissatisfied is unchanged

Housemark Overall satisfaction is in the fourth quartile of the Council's peer group



As before, property maintenance and repairs is the primary theme of the key driver analysis that identifies the best predictor of satisfaction



There are big differences by age with fewer than half of the under 50s being satisfied overall



Satisfaction is therefore much higher in Independent Living than general needs at 82% v 63% respectively

3. Services overall

Overall tenant satisfaction with the housing services provided by Stroud DC is **effectively unchanged** with 66% being satisfied. Although the aggregate satisfaction score is lower than before (was 71%), the statistics tests used to compare the scores over time takes account of all five points in the scale and the proportion who are actively dissatisfied is exactly the same as before (19%), whilst the proportion 'very' satisfied is very slightly higher (30% v 29%).

As a consequence, this isn't a 'statistically significant' change over time, meaning that the statistical test used to compare scores tells us we can't be confident that the difference is real rather than being merely down to chance. Note that changes that aren't statistically significant may still be real, but we cannot say that with confidence.

This statistical uncertainty makes more sense when considering the pattern of responses across the rest of the survey wherein most questions have **improved satisfaction scores** compared to 2022, including a number that are statistically significant changes for the better. This includes improved ratings for the **home** (section 4), **speed of repairs** (section 5), standard of **information** (section 6) and how **neighbourhoods** are managed (section 7).

It is important to remember that the **change in methodology** this year from self-completion to telephone interview surveys is an extra factor to take into account when considering changes over time, but as the overall satisfaction score shows the extent of the impact of such a change isn't easily defined.

Indeed, as in 2022 the overall satisfaction score continues to be in the **fourth quartile** below the most current Housemark benchmark median of other landlords in the Council's peer group that have completed TSM surveys (70%).

However, the benchmark target itself is considerably lower than it was before due to national factors that have affected the entire housing sector. Social housing tenants have been struggling to cope for some time with the **cost-of-living** crisis. Further compounded by the fact that landlords are also affected by high inflation with most having to **increase rents** at the same time as dealing with **shortages in labour and materials** that impact on the standard of services that can be provided. As a consequence, the average fall in satisfaction amongst Housemark members over the last year is 4%, and 7% over the last two.

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The most obvious finding is that the extent to which tenants feel that their home is **well maintained** is the dominant factor, whilst the **time taken** to complete repairs appears in third place.

This focus on bricks and mortar issues is a very **common theme** in tenant surveys completed in the post-pandemic era, during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans and coping with the aforementioned challenges in the cost and availability of materials and labour.

The property maintenance rating is nevertheless on par with the Council's peers, although both ratings for the responsive repairs service are below average, despite the time taken to complete the last repair having improved since 2022 (see section 6).

3. Services overall

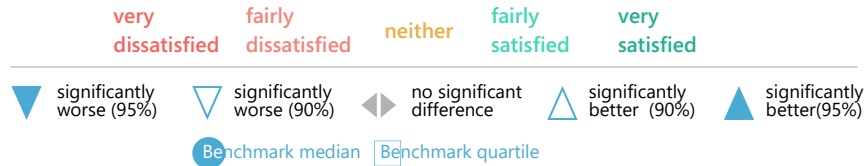
3.1 Overall satisfaction

% Base 541 | Excludes non respondents

Overall service provided by housing services

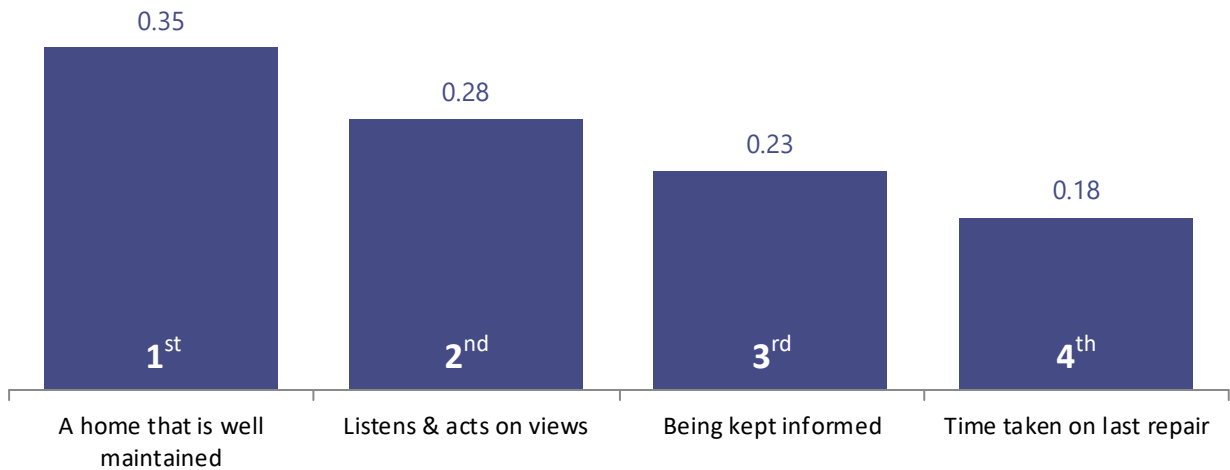


% satisfied 2023: 66, % satisfied 2022: 71, error margin: +/- 4.0, Housemark bench mark: 70 (4th)

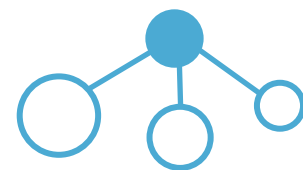
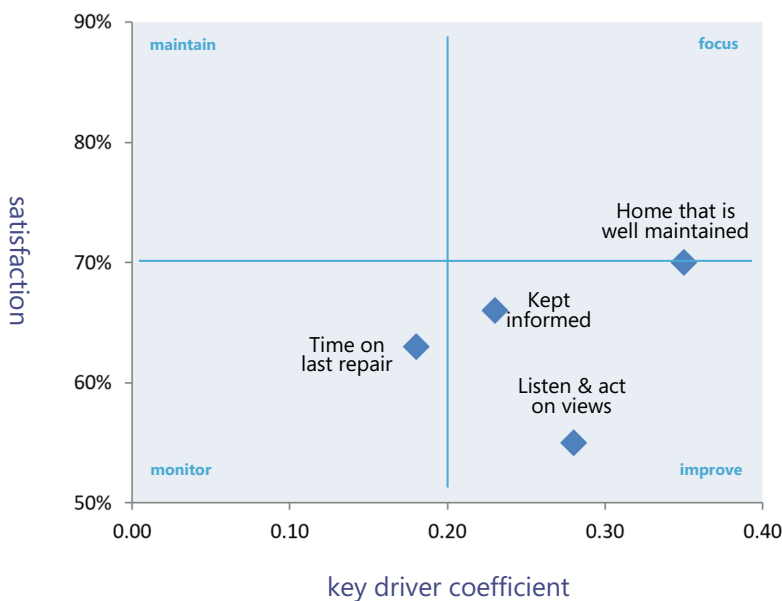


3.2 Key drivers - overall satisfaction

R Square = 0.756 | 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.

3. Services overall

In addition, the quality of the **customer relationship** between tenants and their landlord is also important, as evidenced by the second strongest key driver, which is how well housing services **listens to tenants' views and acts upon them**.

What is notable here is that at a satisfaction level of just 55% this is one of the lowest ratings received in the survey and is the only other one where the aggregate satisfaction score has fallen. This is in contrast to other questions in the communication section where the results are healthier than before (see section 6). It is probable, therefore, that repairs and property maintenance issues may also be the **root cause** for some tenants not feeling listened to.

One of the aforementioned improvements is in the proportion of tenants that feel they are kept **well informed** about matters that affect them, which is the third strongest key driver on the list. This is potentially a positive relationship as the information rating shows a strong statically significant improvement since last year, primarily amongst general needs tenants (section 6).

The survey results in 2022 were reported separately for general needs and Independent Living so there isn't a direct comparison of key drivers, but the combined 2023 driver list does seem to be a **synthesis** of the separate analyses that year because the top two predictors of satisfaction for general needs were repairs and listening to tenants, whereas the top two for Independent Living were the quality of the home and being kept informed.

By people

- The most influential demographic category in tenant surveys tends to be **age group**, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (80%, over 65s) but much lower than average amongst the under 50s (49%), particularly those aged 35 – 49 (46%). For full details see table 9.7.
- The overall score for **under 35s** is also significantly below average (51%), with this group significantly less satisfied than average with the majority of the core findings.

By place

- In part because of the age profile, it is also normal for residents in **Independent Living** housing to be significantly more satisfied than those living in **general needs** accommodation (82% v 63%), a pattern seen throughout the survey findings (see table 9.8). However, this gap has grown since 2022 (was 81% and 70% respectively).
- Similarly, overall satisfaction is significantly higher than average for tenants in **bungalows** (75%) compared to those living in houses (59%). Those in flats are slightly more satisfied than average (68%).
- Similarly, those respondents who claim to live in a property with **communal areas** are significantly more satisfied than those who do not (72% v 63%).



4. The home

81% 
safe

70% 
well maintained



The physical fabric of the home is the primary theme amongst the key drivers of overall satisfaction



Significantly more tenants are now very satisfied with safety

Housemark

Property maintenance is around on par with other landlords, whilst the safety rating is above average



Both are rated lower by those aged under 50



Satisfaction with the maintenance of communal areas has improved significantly, but still slightly below other landlords

4. The home

The **physical fabric** of the home is the top theme of the key driver analysis, which is a common finding for tenant survey results at the moment with the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes.

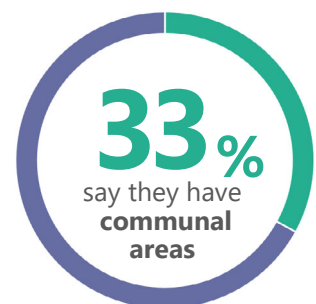
The revised TSM question about the standard of the property doesn't have comparable wording to the old survey which used the older STAR wording, so cannot be compared directly to the 2022 results. However, just over two thirds of tenants are satisfied that their home is **well maintained** (70%), which is broadly in line with the current benchmark amongst the Council's peer group of 69%. However, on the opposite end of the scale there are still 20% that are dissatisfied in this regard.

The next question in this section, asking about the **safety** of the building, is similar enough to be able to track over time. This score has crept up since 2022 (81% satisfied), but this includes a 7% increase in the proportion who are 'very satisfied' and this is enough for it to be considered as a statistically **significant improvement**. In addition, it is also pleasing to note that this score is comfortably higher than the benchmark median of 77% across similar landlords.

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Around a third of tenants felt that this question applied to them (33%).

Almost two thirds of these respondents are satisfied with how these communal areas are cleaned and maintained (63%), compared to 23% that are dissatisfied, which is another **significant improvement** having jumped from 57% in 2022 to 64% this year. However, this score is still slightly below the Housemark benchmark of 66%.

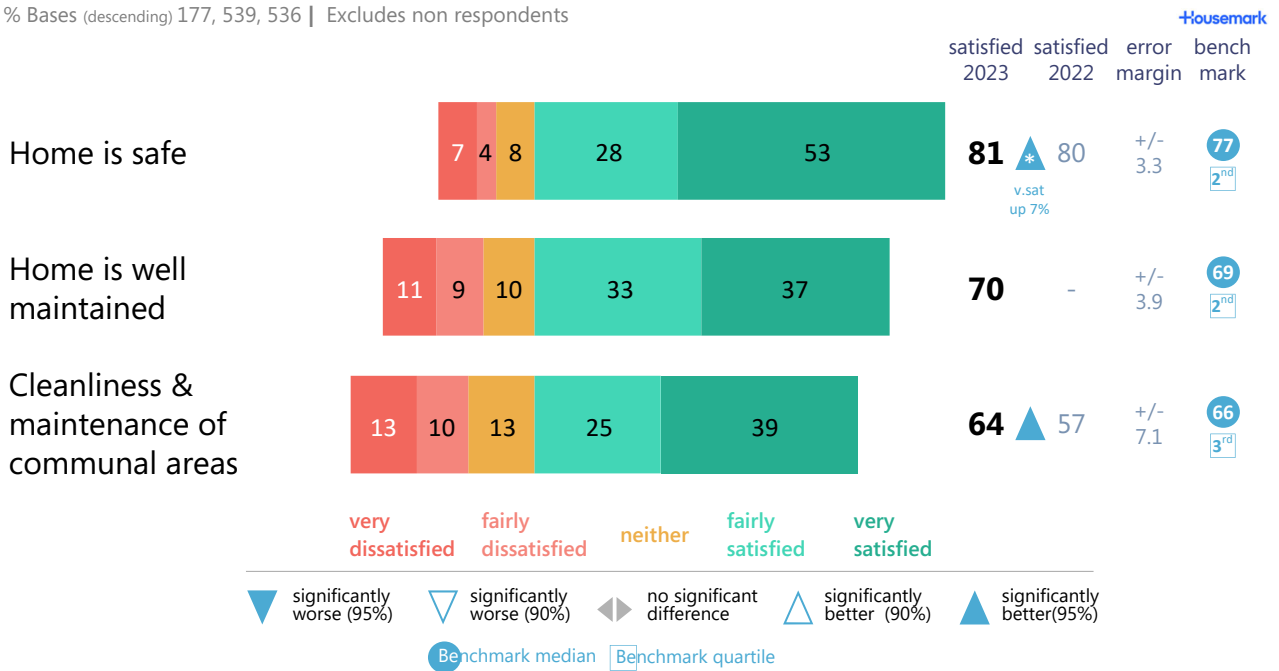
This section of the results is generally positive because it compares favourably against similar landlords, nevertheless, one shouldn't forget that property maintenance is still the **strongest key driver** of overall satisfaction and one in five tenants are unhappy with it, including 31% of the under 50s (also see below).



4. The home

4.1 Satisfaction with the home

% Bases (descending) 177, 539, 536 | Excludes non respondents



By people

- Both the maintenance and safety of the home are rated lower than average amongst the **under 50's**, especially the under 35s (50% 'maintenance', 60% 'safety'). Both are rated higher than average by those aged 65 or over (83% 'maintenance, 89% 'safety').
- Interestingly, there is a little difference in the rating for the maintenance of the home by whether respondents say that they have **had a repair** or not (73% v 66%).

By place

- There is a clear and significant difference **by stock** with tenants in Independent Living significantly more satisfied than general needs tenants with the maintenance of their homes (89% v 67%) and communal areas (78% v 55%).
- Although still significant, the ratings for safety and security are much closer between the two groups (84% Independent Living v 80% general needs).
- Satisfaction with property maintenance is above average for those living in **bungalows** and **flats** (79% and 71% respectively) but is significantly below average for those living in houses (65%).
- In terms of safety, respondents in flats are the least satisfied (77%), with satisfaction slightly higher in houses (80%) but significantly higher than average for those living in bungalows (86%).



5. Repairs and maintenance

68%



service in last
12 months

63%



time taken to
complete repair



The time taken to complete repairs has improved significantly, but is still a key driver of satisfaction

Housemark

Both ratings are below the benchmark median within the third quartiles compared to other similar landlords



Timeliness is the biggest issue for 35-49 year olds (50%), but the service overall is rated lowest by the under 35s (45%)

5. Repairs and maintenance

In addition to property maintenance (see section 4), satisfaction with the **time taken** to complete the most recent repair after reporting it (if within the last 12 months) is also a **key driver** of satisfaction. The reasons for this have already been noted, chief amongst these is maintaining service levels in the face of inflationary pressures, compounding the existing backlog in planned maintenance caused by the pandemic.

Repairs and maintenance was also the main theme of 2022 general needs survey results, so it is good to see that satisfaction with the **time taken** to complete the last repair has **improved significantly** since then, an increase from 58% to 63%.

The second broader question in this section about the **repairs service** received over the last 12 months receives a slightly higher rating of 68% satisfied, although in this case there is no major change.

The fact that neither of these two ratings have fallen contrasts with many other landlords that have suffered from the aforementioned issues, therefore the Council's scores compare more favourably than they did last year against its peers. However, this is only enough to move them from the **fourth to the third quartile**, so there is still much work to do to bring this service up to par – the overall rating is still 7% lower than the median, whilst the time taken is 5% lower than average.

By people

- **Older respondents** aged 65+ are more satisfied than average with the repairs service in the last 12 month (78%), compared to 60% of **working age** tenants, including just 45% of the under 35s.
- A similar pattern is evident for time taken to complete the repair in that 70% of those aged 65+ are satisfied, however satisfaction was lowest amongst those aged 35 - 49 (50%).
- Respondents with a **length of tenure** of 6 – 10 years are significantly more satisfied than average with the repairs service in the last 12 months (80%), however, the opposite is true for those who have been a tenant for 3 - 5 years (60%).
- **New tenants** are more satisfied than average with the time taken to complete a repair after reporting (68%), but this drops to 60% for those who have been a tenant for 1 – 2 years and is again significantly below average for those who have been a tenant for 3 – 5 years (57%).

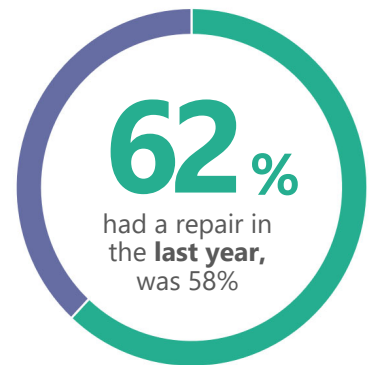
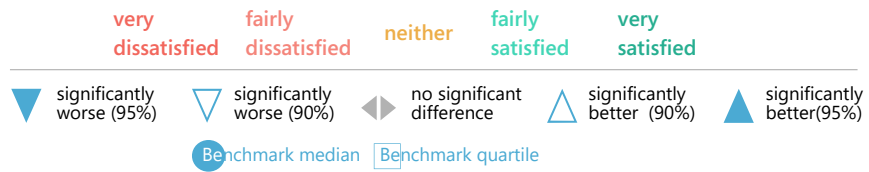
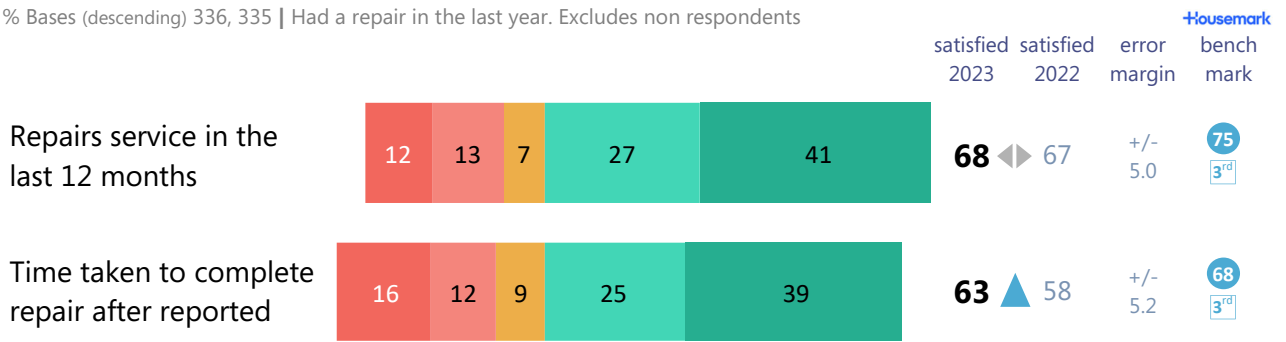
By place

- Residents in **Independent Living** are significantly more satisfied than general needs with both the service generally (80% v 66%) and the time taken to complete the last repair (76% v 61%).
- Both questions are also rated significantly below average by tenants living in **houses** (61% 'service', 54% 'time taken'), whereas the opposite is true for those living in bungalows (77% 'service', 73% 'time taken').
- Respondents in flats were somewhere in between (72% 'service', 69% 'time taken').

5. Repairs and maintenance

5.1 Repairs service

% Bases (descending) 336, 335 | Had a repair in the last year. Excludes non respondents





6. Communication



55%



listens to views and acts upon them



Listening to tenants views and being kept informed are the both key drivers of satisfaction overall



The standard of information has significantly improved



The listening to views rating hasn't changed significantly and is below the benchmark average

Housemark

Tenants are more likely to feel that they are being treated fairly and with respect compared to similar landlords



All scores in the this section are rated lowest by the under 35s

6. Communication

Although the primary theme of the survey results is property maintenance and repairs, the second strongest key driver of tenant satisfaction is whether the landlord **listens to their views and acts upon them** (section 3).

This is an occasion where it is obvious why a rating appeared on the key driver list because with a satisfaction level of just 55% it is three points **below the 2022 score**, being the only question other than the overall satisfaction rating to show this pattern. It is also now three points **lower than the benchmark**.

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. Accordingly, it is likely that this slightly disappointing result is also linked to the wider topics within the survey such as property maintenance and repairs. This is supported by the fact that those who have recently had a repair score this question lower (see below).

Indeed, this would explain the stark contrast against other questions in the section, most notably that there has been a very **significant improvement** in the number of tenants that feel they are being kept informed about things that are important to them (66% v 59%). This is primarily a change in how general needs respondents answer the question (see below), lifting this score out of the fourth quartile to now being within three points of the peer group median.

In addition, a comfortable majority of tenants agree that they are **treated fairly and with respect** by housing service (76%). This score has also increased since last year, albeit not by a significant margin, but by enough to raise it **above the benchmark** target of 73%.

One reasonable conclusion to take from this section of the results is therefore that the Council has been making improvements to the way it communicates with its tenants, but that it still needs to improve on its ability to respond to their concerns, especially those regarding repairs and maintenance.

By people

- Respondents **aged under 35** are less likely to agree that they are treated fairly and with respect than any other age group (55%). They are also the least likely to feel that their views are listened to and acted upon (46%) or that they are kept informed (48%).
- For all three questions in this section, **retirement age** respondents are more positive than average by at least 11%.
- Respondents who have been a **tenant for 1 – 2 years** are significantly more likely to agree that they are treated fairly and with respect (81%) and are far more satisfied than average with the other aspects of the customer experience.

- Respondents who have received a **repair** in the previous year tend to be less satisfied, than those who haven't, that they are listened to and have their views acted upon (54% v 58%). They are also less satisfied with being kept informed (65% v 69%) and are less likely to agree that they are treated fairly and with respect (74% v 80%).

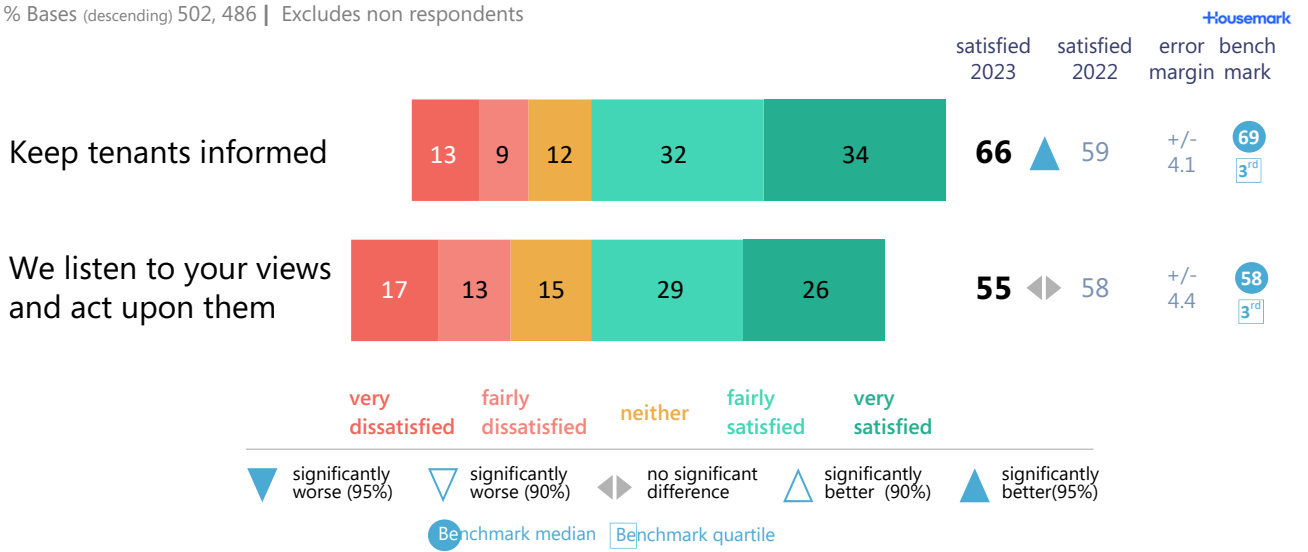
By place

- The relatively small group of respondents in **Independent Living** are significantly more satisfied than average that they are treated fairly and with respect than those in general needs accommodation (89% v 74%).
- Whilst not significant, respondents in Independent Living are also more satisfied than general needs tenants being listened to (61% v 54%) and being kept informed (73% v 65%).
- The perceptions of how well tenants are kept informed has improved by 8% amongst **general needs** tenants and 2% for Independent Living.

6. Communication

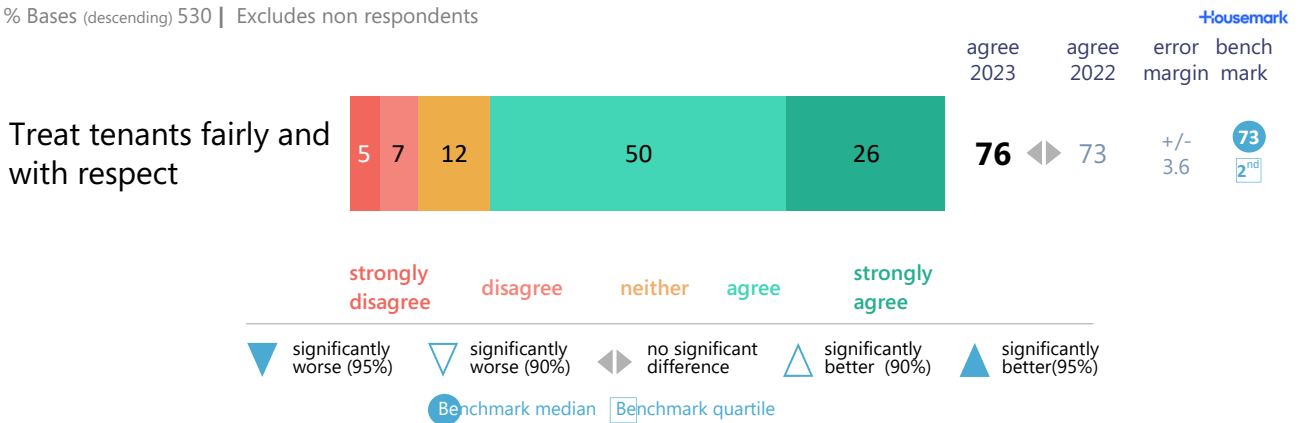
6.1 Communication

% Bases (descending) 502, 486 | Excludes non respondents



6.2 Fairness and respect

% Bases (descending) 530 | Excludes non respondents





7. Neighbourhood

67% a positive contribution to the neighbourhood



approach to handling ASB

65%



Both of the ratings have increased significantly since 2022, although the change in methodology may be a factor

Housemark

Nevertheless, both ratings in this section are now well above their equivalent Housemark benchmarks



However, note that almost a quarter of tenants are still dissatisfied with the approach to handling ASB

7. Neighbourhood

Both results in this section of the survey are distinct in that they are the questions to have **improved** the most since 2022. However, it is important to note that the change in methodology from self-completion to telephone surveys may be a factor here, as the biggest difference is that the proportion who chose the middle option of the scale is much reduced.

When measuring neighbourhood satisfaction, the TSM regulatory framework now places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that tenants were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 66% of respondents are satisfied with, compared to 16% that are dissatisfied.

As already mentioned, this satisfaction score has **improved significantly** since 2022, but in part this is because only 17% are neither satisfied nor dissatisfied compared to 26% last year. Nevertheless, it now means the Council is now **above the peer group average** of 62%.

Similarly, the 65% that are satisfied with the approach to **handling anti-social behaviour** (ASB) is now in the benchmark top quartile, having moved up from 51% last year. However, in this case it should also be noted that the proportion who are actively dissatisfied still equates to around a fifth of the sample (23%, was 21%).

By people

- Satisfaction with the council's contribution to the neighbourhood is rated higher than average for those aged **65 or over** (79%), with this group also being the most satisfied with how ASB is dealt with (70%).
- Respondents aged **under 35** are significantly less satisfied than average with the council's contribution to their neighbourhood (55%), however those aged 35 – 49 are the least satisfied with how they deal with ASB (57%).
- **New tenants** (under 2 years) are the most satisfied with the council's contribution to their neighbourhood (72%), with satisfaction falling to 64% for respondents who have been a tenant for 3 - 5 years and falling further to 63% if been a tenant for 6 – 10 years.

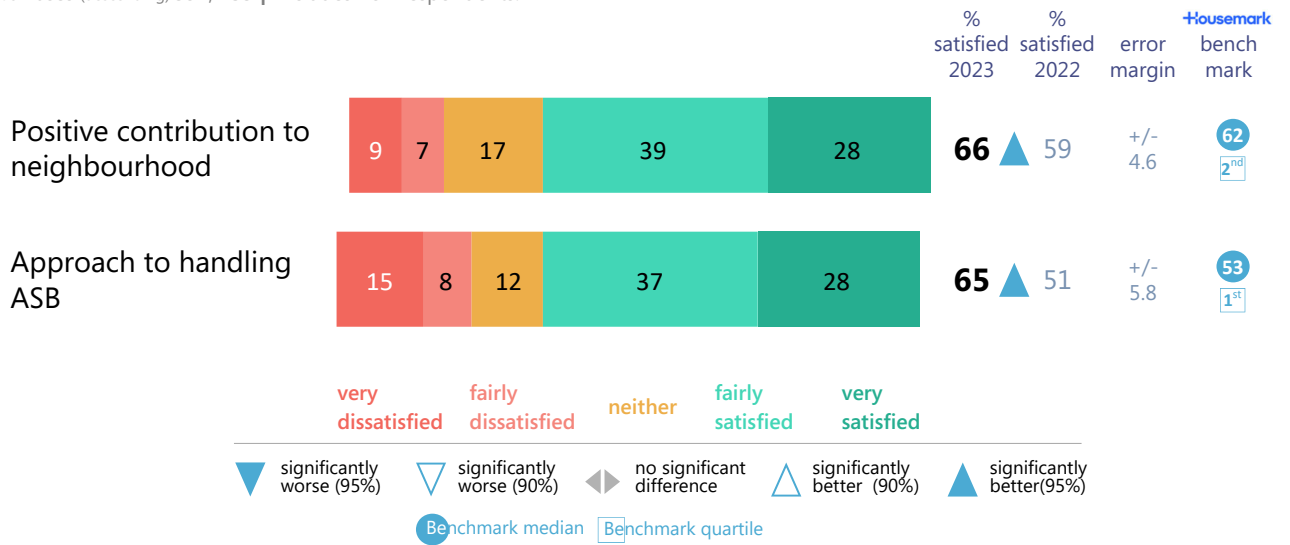
By place

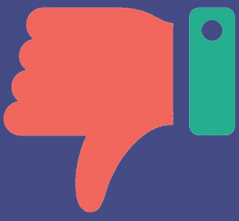
- Residents in **Independent Living** are significantly more satisfied than general needs with the council's contribution to the neighbourhood (91% v 63%), however the difference between the two for how ASB is dealt with is less pronounced (70% v 64%).
- Respondents in **houses** are the least satisfied with the council's contribution to their neighbourhood (62%), whilst those in flats were the most satisfied (72%), this is despite the latter being the least satisfied with how ASB is dealt with (58%).

7. Neighbourhood

7.1 Neighbourhood overall

% Bases (descending) 397, 253 | Excludes non respondents.





8. Complaints

24%



complaints handling

27%



said they complained



Be aware that only 5% of those that claim to have made a complaint have actually done so via the formal complaints system

Housemark

Satisfaction with how it is handled is well below the benchmark score of 34%



The under 35s are the most likely to say they have complained (42%), but the least likely to be satisfied (15%)

8. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions as **escalated service requests**, rather than the much narrower formal complaints procedure. It is also important to note that the satisfaction score is routed differently from the complaints question asked in the previous survey, so the two cannot be directly compared.

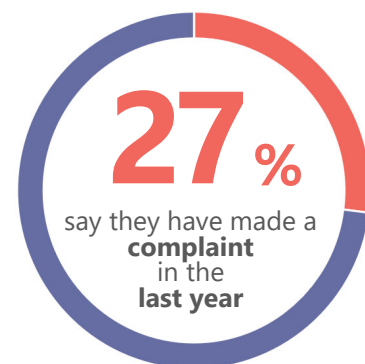
Just over a quarter of tenants that responded to the survey **claim to have made a complaint** to housing services (27%), which is around the norm amongst recent TSM surveys completed by ARP Research. However, only 5% of this group are recorded as actually having used the **formal** complaints process!

Instead, this group should be better understood as those who had some sort of issue or problem over the last 12 months that they believed their landlord needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (31% v 23%).

Unfortunately, only around a quarter of complainants are satisfied with housing services' approach to the **handling of their complaint** (24%), which is ten points below the benchmark median of 34% from the benchmark group. Indeed, more respondents are 'very' dissatisfied (38%) than are satisfied in total.

Only seven individuals that answered this question had actually made a formal complaint, one of whom is satisfied, three chose the middle point on the scale, and four are dissatisfied.

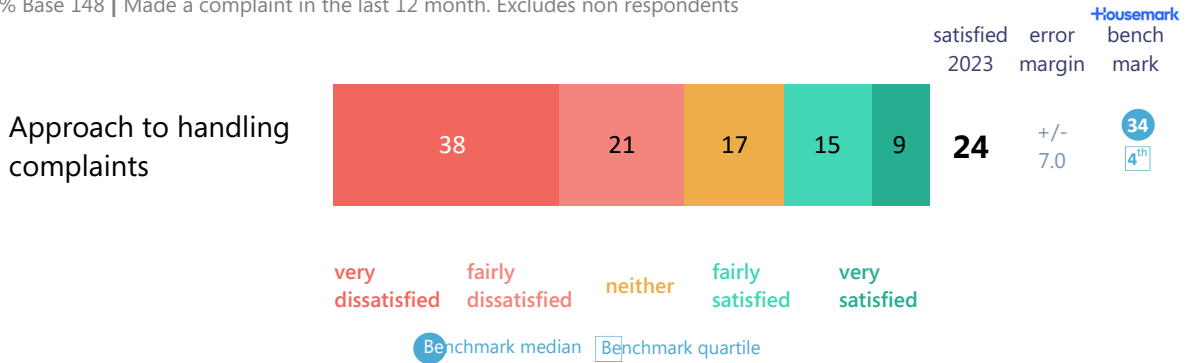
Although this result is a disappointing, it is likely that any action the Council takes to address the main issues covered earlier in the report, such as property maintenance, will help to improve this score.



8. Complaints

8.1 Complaints

% Base 148 | Made a complaint in the last 12 month. Excludes non respondents



By people

- Respondents **aged under 35** are the least satisfied with complaint handling (15%), compared to 35% of the over 65s.
- Younger respondents (under 35) are also the most likely to have made a complaint (42%), compared to only 22% of those aged 65 or over, however in terms of official records the numbers are much smaller (7% and 1% respectively).

By place

- **General needs** tenants are more likely to have said they have made a complaint than those in Independent Living (29% v 20%).
- Because of the very small sample sizes involved the only notable difference by any sub-group is respondents living in **flats** are significantly less satisfied than average with the approach to complaints handling (16%).



9. Respondent profile

In addition to documenting the demographic profile of the sample, table 9.11 in this section also displays the core survey questions according to age group. When considering this table 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.

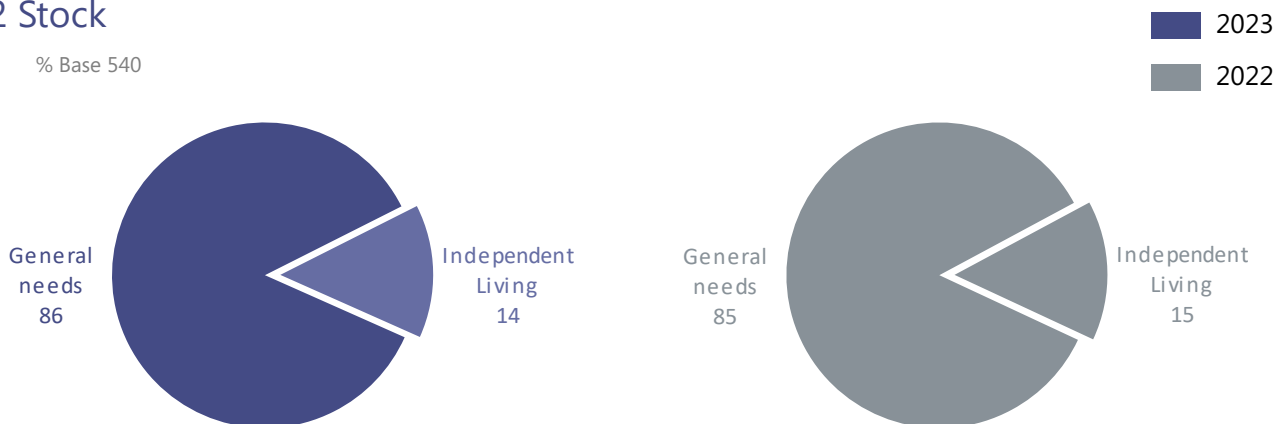
9.1 Admin unit

% Base 540

	Total	% 2023
Housing 1	105	19.4
Housing 2	60	11.1
Housing 3	89	16.5
Housing 4	91	16.9
Housing 5	44	8.1
Housing 6	94	17.4
Housing 7	56	10.4

9.2 Stock

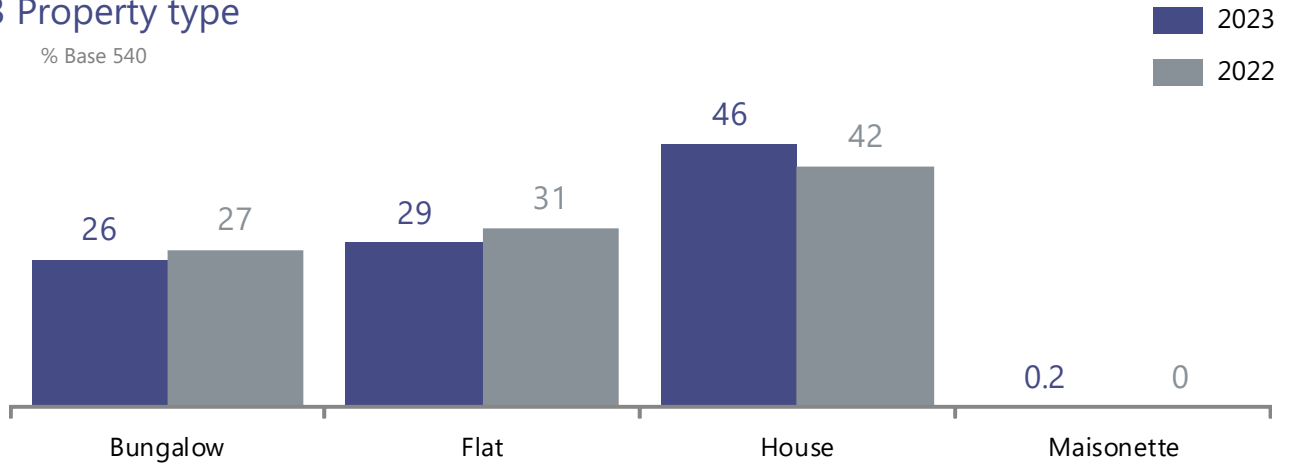
% Base 540



9. Respondent profile

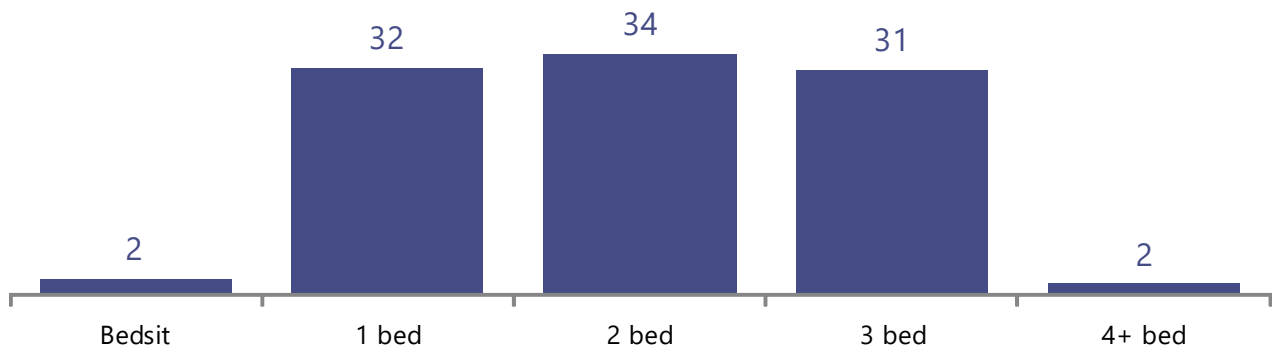
9.3 Property type

% Base 540



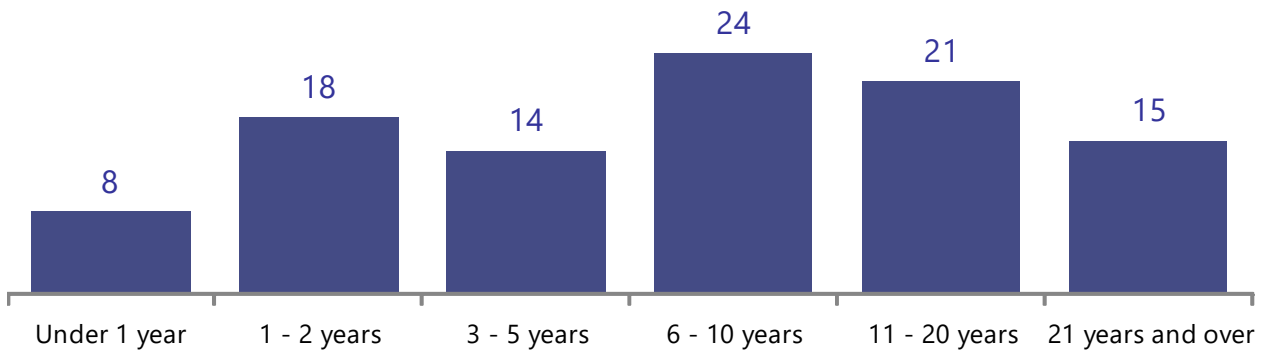
9.4 Property size

% Base 540



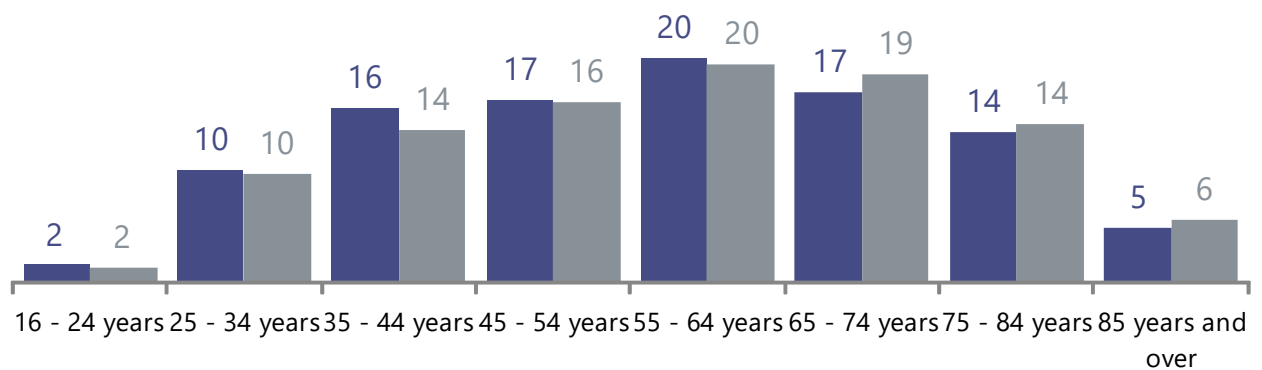
9.5 Property age

% Base 540



9.6 Age

% Base 540



9. Respondent profile

9.7 Core questions by lead age group

	% positive				
	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	540	64	118	164	193
Service overall	66	51	46	69	80
Home is safe	81	60	75	83	89
Home is well maintained	70	50	58	72	83
Communal areas clean & well maintained	64	38	42	67	79
Repairs & maintenance in last 12 months	68	45	59	75	78
Time taken to complete last repair	63	62	50	66	70
Listens to views and acts upon them	55	46	44	55	66
Being kept informed	66	48	57	66	79
Treated fairly and with respect	76	55	71	74	89
Positive contribution to neighbourhood	67	55	60	64	79
Approach to handling ASB	65	62	57	69	70
Approach to handling complaints	24	15	22	20	35

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

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

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

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

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

9. Respondent profile

9.8 Core questions by stock

	% positive		
	Overall	General needs	Independent Living
Sample size	540	464	76
Service overall	66	63	82
Home is safe	81	80	84
Home is well maintained	70	67	89
Communal areas clean & well maintained	64	55	78
Repairs & maintenance in last 12 months	68	66	80
Time taken to complete last repair	63	61	76
Listens to views and acts upon them	55	54	61
Being kept informed	66	65	73
Treated fairly and with respect	76	74	89
Positive contribution to neighbourhood	67	63	91
Approach to handling ASB	65	64	70
Approach to handling complaints	24	23	33

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. Summary of approach

Overview

The survey was conducted by ARP Research between 20 November - 11 December 2023.

Responses

Telephone interviews were conducted with 540 LCRA (low cost rental accommodation) tenant households selected via a quota sample. This represents 11% of the total tenant population, and the final results had an error margin of +/- 4.0%.

Sampling and fieldwork

A telephone methodology was chosen to ensure that the survey was as representative as possible before weighting. It will also help to minimise survey fatigue over the long-term when compared to self-completion methods.

Telephone interviews were conducted using a quota sample with randomised number selection to ensure that the final dataset was representative of the population as whole. The quota categories were stock type, area, property type, property size, household size, length of tenancy and age group. Additional weighting was then applied by age, property size and length of tenure. There was no survey incentive.

Population

The population for the TSM survey was all 4,833 LCRA households on 14 November 2023. None were removed from the sample frame.

Those individuals with a hearing disability were identified in the sample database, and sufficient interviews were conducted with a representative number (5 respondents).

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 'Don't know/not applicable' or similar 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 current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Representativeness

The telephone interviews were completed to a quota sample, with additional weighting applied by age, property size and length of tenure. The characteristics by which representativeness was determined for the LCRA survey were:

Stock

	Population	Unweighted survey	Weighted survey
General needs	85.3	85.2	85.9
Independent Living	14.7	14.8	14.1

Admin Unit

	Population	Unweighted survey	Weighted survey
Housing 1	20.3	19.6	19.5
Housing 2	10.3	10.4	11.1
Housing 3	15.7	16.7	16.5
Housing 4	17.8	17.0	16.9
Housing 5	7.3	8.5	8.2
Housing 6	18.1	16.9	17.4
Housing 7	10.5	10.9	10.4

Property type

	Population	Unweighted survey	Weighted survey
Bungalow	25.4	26.9	25.6
Flat	30.2	28.0	28.5
House	44.1	45.0	45.7
Maisonette	0.3	0.2	0.2

Property size

	Population	Unweighted survey	Weighted survey
Bedsit	2.2	1.7	2.2
One bed	31.6	32.4	31.5
Two bed	32.9	35.2	33.5
Three bed	31.6	29.6	31.3
Four+ bed	1.6	1.1	1.5

Length of tenure

	Population	Unweighted survey	Weighted survey
Under 1 year	7.9	8.0	8.1
1 - 2 years	16.6	13.1	17.6
3 - 5 years	14.0	11.1	14.1
6 - 10 years	24.0	28.9	23.9
11 - 20 years	22.1	22.0	21.1
21 years and over	15.4	16.9	15.2

Age group

	Population	Unweighted survey	Weighted survey
18 - 24 years	1.5	0.7	1.7
25 - 34 years	9.8	7.8	10.2
35 - 44 years	14.6	14.6	15.7
45 - 54 years	16.1	16.9	16.5
55 - 64 years	20.5	21.5	20.2
65 - 74 years	18.1	20.2	17.2
75 - 84 years	14.0	12.6	13.5
85+ years	5.0	5.7	5.0
No record	0.2	0.0	0.0

Tests of statistical significance

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

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

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

Key driver analysis

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

Benchmarking

The TSM questions are benchmarked against the Housemark 2023/24 mid year results, with the benchmarking group being 182 peer group members that completed TSM survey between April-Sept 2023. The Council’s peer comprises 42 local authorities or ALMOS with fewer than 10,000 unit in the midlands and south of England.



Appendix B. Example questionnaire

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 9%

... TEST ...

Navigate:

Hello, I am... and I am calling on behalf of Stroud District Council Housing Services. 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. The results of this survey will also be used to calculate the annual Tenant Satisfaction Measures that Stroud District Council will publish for both tenants and the government housing regulator.

I am ringing today to ask whether you would be willing to spare around 7 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 the Stroud District Council Housing Services.

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.

Are you willing to take part in this research?

IF NECESSARY:

If you have any concerns about the validity of this research you can contact Christine Welsh (Projects Officer) at Stroud District Council on 07774453357 or email christine.welsh@stroud.gov.uk or 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

01 Willing to continue
 02 Refused
 P9 Refused - Add to do not call list
 03 Not available - Schedule callback
 04 Not available - No callback
 05 Non qualifier
 06 Duplicate record
 07 Number unobtainable
 08 Engaged
 09 Answer phone
 10 No reply
 11 Wrong number

Appendix B. Example questionnaire

prevision research
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SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP01 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stroud District Council Housing Services?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP04 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services provides a home that is well maintained?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP02A GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

Has Stroud District Council Housing Services carried out a repair to your home in the last 12 months?

1 Yes
2 No

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP05 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stroud District Council Housing Services provides a home that is safe?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied
6 Not applicable/ don't know

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP02B GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you with the overall repairs service from Stroud District Council Housing Services over the last 12 months?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP06 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services listens to your views and acts upon them?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied
6 Not applicable/ don't know

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP03 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

*** TEST ***

Navigate: TP07 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services keeps you informed about things that matter to you?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied
6 Not applicable/ don't know

Appendix B. Example questionnaire

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 52%

*** TEST ***

Navigate: TP098 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

To what extent do you agree or disagree with the following Stroud District Council Housing Services treats me fairly and with respect?

1 Strongly agree
2 Agree
3 Neither agree nor disagree
4 Disagree
5 Strongly disagree
6 Not applicable/ don't know

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 70%

*** TEST ***

Navigate: TP108 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services keeps these communal areas clean and well maintained?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 57%

*** TEST ***

Navigate: TP09A GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

Have you made a complaint to Stroud District Council Housing Services in the last 12 months?

1 Yes
2 No

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 74%

*** TEST ***

Navigate: TP11 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you that Stroud District Council Housing Services makes a positive contribution to your neighbourhood?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied
6 Not applicable/ don't know

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 61%

*** TEST ***

Navigate: TP09B GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you with Stroud District Council Housing Services's approach to complaints handling?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 78%

*** TEST ***

Navigate: TP12 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

How satisfied or dissatisfied are you with Stroud District Council Housing Services's approach to handling anti-social behaviour?

1 Very satisfied
2 Fairly satisfied
3 Neither satisfied nor dissatisfied
4 Fairly dissatisfied
5 Very dissatisfied
6 Not applicable/ don't know

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 65%

*** TEST ***

Navigate: TP10A GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

Do you live in a building with communal areas, either inside or outside, that Stroud District Council Housing Services is responsible for maintaining?

1 Yes
2 No
3 Don't know

prevision research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 100%

*** TEST ***

Navigate: INT99 GO Back Next Quit Trace

NEW TELEPHONE NUMBER CASE NOTES CALL NOTES RED FLAG FAQ

This completes our interview, thank you for your time.

CO @ Successes



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.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

Weighted by age, property size and length of tenure

Count % raw % valid % +ve

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stroud District Council housing services?

Base: 540

	Count	% raw	% valid	% +ve
1: Very satisfied	164	30.3	30.3	65.6
2: Fairly satisfied	191	35.3	35.3	
3: Neither satisfied nor dissatisfied	84	15.6	15.6	
4: Fairly dissatisfied	46	8.5	8.5	
5: Very dissatisfied	56	10.3	10.3	
N/R	0	0.0		

Q2 Has Stroud District Council housing services carried out a repair to your home in the last 12 months?

Base: 540

	Count	% raw	% valid	% +ve
6: Yes	336	62.1	100.0	
7: No	204	37.9	37.9	
N/R	0	0.0		

Q3 How satisfied or dissatisfied are you with the overall repairs service from Stroud District Council housing services over the last 12 months?

Base: 336

	Count	% raw	% valid	% +ve
8: Very satisfied	137	25.3	40.7	68.0
9: Fairly satisfied	92	17.0	27.3	
10: Neither satisfied nor dissatisfied	24	4.5	7.3	
11: Fairly dissatisfied	43	8.0	12.9	
12: Very dissatisfied	40	7.3	11.8	
N/R	204	37.9		

Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Base: 336

	Count	% raw	% valid	% +ve
13: Very satisfied	129	23.9	38.4	63.1
14: Fairly satisfied	83	15.4	24.7	
15: Neither satisfied nor dissatisfied	30	5.5	8.8	
16: Fairly dissatisfied	39	7.2	11.7	
17: Very dissatisfied	55	10.2	16.4	
N/R	204	37.9		

Q5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stroud District Council housing services provides a home that is safe?

Base: 540

	Count	% raw	% valid	% +ve
18: Very satisfied	284	52.5	52.9	81.1
19: Fairly satisfied	151	28.0	28.2	
20: Neither satisfied nor dissatisfied	40	7.5	7.5	
21: Fairly dissatisfied	21	3.9	4.0	
22: Very dissatisfied	40	7.4	7.4	
23: Not applicable/ don't know	4	0.8		
N/R	0	0.0		

Q6 How satisfied or dissatisfied are you that Stroud District Council housing services provides a home that is well maintained?

Base: 540

	Count	% raw	% valid	% +ve
24: Very satisfied	201	37.2	37.3	70.1
25: Fairly satisfied	177	32.8	32.9	
26: Neither satisfied nor dissatisfied	55	10.2	10.2	
27: Fairly dissatisfied	49	9.1	9.2	

Appendix C. Data summary

Weighted by age, property size and length of tenure

	Count	% raw	% valid	% +'ve
28: Very dissatisfied	57	10.5	10.5	
N/R	1	0.2		
Q7 How satisfied or dissatisfied are you that Stroud District Council housing services listens to your views and acts upon them?				
Base: 540				
29: Very satisfied	128	23.7	26.3	55.1
30: Fairly satisfied	140	25.9	28.8	
31: Neither satisfied nor dissatisfied	74	13.7	15.3	
32: Fairly dissatisfied	64	11.8	13.2	
33: Very dissatisfied	80	14.8	16.5	
34: Not applicable/ don't know	54	10.0		
N/R	0	0.0		
Q8 How satisfied or dissatisfied are you that Stroud District Council housing services keeps you informed about things that matter to you?				
Base: 540				
35: Very satisfied	171	31.6	34.0	66.4
36: Fairly satisfied	163	30.2	32.4	
37: Neither satisfied nor dissatisfied	58	10.7	11.5	
38: Fairly dissatisfied	47	8.8	9.4	
39: Very dissatisfied	64	11.8	12.7	
40: Not applicable/ don't know	38	7.0		
N/R	0	0.0		
Q9 To what extent do you agree or disagree with the following "Stroud District Council housing services treats me fairly and with respect"?				
Base: 540				
41: Strongly agree	140	26.0	26.4	76.1
42: Agree	264	48.9	49.7	
43: Neither agree nor disagree	65	12.1	12.3	
44: Disagree	36	6.6	6.7	
45: Strongly disagree	26	4.8	4.9	
46: Not applicable/ don't know	9	1.7		
N/R	0	0.0		
Q10 Have you made a complaint to Stroud District Council housing services in the last 12 months?				
Base: 540				
47: Yes	148	27.5	27.5	
48: No	391	72.3	72.5	
N/R	1	0.2		
Q11 How satisfied or dissatisfied are you with Stroud District Council housing services' approach to complaints handling?				
Base: 148				
49: Very satisfied	14	2.6	9.4	24.0
50: Fairly satisfied	22	4.0	14.6	
51: Neither satisfied nor dissatisfied	25	4.7	17.1	
52: Fairly dissatisfied	31	5.7	20.9	
53: Very dissatisfied	56	10.4	38.0	
N/R	392	72.5		
Q12 Do you live in a building with communal areas, either inside or outside, that Stroud District Council housing services is responsible for maintaining?				
Base: 540				

Appendix C. Data summary

					Weighted by age, property size and length of tenure				
					Count	% raw	% valid	% +ve	
54:	Yes				177	32.9	32.9		
55:	No				344	63.7	63.7		
56:	Don't know				18.5	3.4	3.4		
	N/R				0	0.0			
Q13 How satisfied or dissatisfied are you that Stroud District Council housing services keeps these communal areas clean and well maintained?					Base: 177				
57:	Very satisfied				69	12.7	38.8	63.9	
58:	Fairly satisfied				45	8.2	25.1		
59:	Neither satisfied nor dissatisfied				23	4.2	12.7		
60:	Fairly dissatisfied				19	3.4	10.4		
61:	Very dissatisfied				23	4.3	13.0		
	N/R				363	67.1			
Q14 How satisfied or dissatisfied are you that Stroud District Council housing services makes a positive contribution to your neighbourhood?					Base: 540				
62:	Very satisfied				111	20.6	28.1	66.8	
63:	Fairly satisfied				154	28.4	38.7		
64:	Neither satisfied nor dissatisfied				67	12.4	16.8		
65:	Fairly dissatisfied				29	5.4	7.3		
66:	Very dissatisfied				36	6.7	9.1		
67:	Not applicable/ don't know				143	26.5			
	N/R				0	0.0			
Q15 How satisfied or dissatisfied are you with Stroud District Council housing services' approach to handling anti-social behaviour?					Base: 540				
68:	Very satisfied				71	13.1	27.9	65.0	
69:	Fairly satisfied				94	17.4	37.1		
70:	Neither satisfied nor dissatisfied				31	5.7	12.1		
71:	Fairly dissatisfied				21	3.8	8.1		
72:	Very dissatisfied				37	6.9	14.8		
73:	Not applicable/ don't know				287	53.2			
	N/R				0	0.0			
D101 Stock					Base: 540				
74:	General needs				464	85.9	85.9		
75:	Independent Living				76	14.1	14.1		
	N/R				0	0.0			
D102 Admin unit					Base: 540				
76:	Housing 1				105	19.4	19.5		
77:	Housing 2				60	11.1	11.1		
78:	Housing 3				89	16.5	16.5		
79:	Housing 4				91	16.9	16.9		
80:	Housing 5				44	8.1	8.2		
81:	Housing 6				94	17.4	17.4		
82:	Housing 7				56	10.4	10.4		
	N/R				0	0.0			

Appendix C. Data summary

Weighted by age, property size and length of tenure

Count % raw % valid % +'ve

D103 Property type

Base: 540

83:	Bungalow	138	25.6	25.6
84:	Flat	154	28.5	28.5
85:	House	247	45.7	45.7
86:	Maisonette	1	0.2	0.2
	N/R	0	0.0	

D104 Property size

Base: 540

87:	Bedsit	12	2.2	2.2
88:	1 bed	170	31.5	31.5
89:	2 bed	181	33.5	33.5
90:	3 bed	169	31.3	31.3
91:	4+ bed	8	1.5	1.5
	N/R	0	0.0	

D105 Length of tenure

Base: 540

92:	Under 1 year	44	8.1	8.1
93:	1 - 2 years	95	17.6	17.6
94:	3 - 5 years	76	14.1	14.1
95:	6 - 10 years	129	23.9	23.9
96:	11 - 20 years	114	21.1	21.1
97:	21 years and over	82	15.2	15.2
	N/R	0	0.0	

D106 Age group

Base: 540

98:	16 - 24 years	9	1.7	1.7
99:	25 - 34 years	55	10.2	10.2
100:	35 - 44 years	85	15.7	15.7
101:	45 - 54 years	89	16.5	16.5
102:	55 - 64 years	109	20.2	20.2
103:	65 - 74 years	93	17.2	17.2
104:	75 - 84 years	73	13.5	13.5
105:	85 years and over	27	5.0	5.0
	N/R	0	0.0	

D107 Age group [summary]

Base: 540

106:	18-34	64	11.9	11.9
107:	35-49	118	21.9	21.9
108:	50-64	164	30.4	30.4
109:	65+	193	35.7	35.8
	N/R	0	0.0	

D108 Have communal area

Base: 540

110:	Yes	185	34.3	34.3
111:	No	355	65.7	65.7
	N/R	0	0.0	

D109 Made a formal complaint in last 12 months

Base: 540

112:	Yes	11	2.0	2.0
113:	No	529	98.0	98.0

Appendix C. Data summary

Weighted by age, property size and length of tenure			
Count	% raw	% valid	% +ve
0		0.0	

N/R



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