



TSM Tenant Satisfaction Survey

2024/25

for:



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1. Introduction

Background

This report details the results of Stroud District Council's 2024/25 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 second 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 the different equality groups. Where applicable the current survey results have also been compared against the 2023/24 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Regulator of Social Housing's published national 2023/24 year end TSM figures for local authorities.

About the survey

The survey was conducted by ARP Research between 18 November - 13 December 2024.

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 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

2023/24
result

Change
over time

2024/25
result

Tenant Satisfaction Measures

68% 66%  67%

TP01 satisfaction overall

71% 68%  66%

TP02 repairs service in last 12 months

66% 63%  63%

TP03 time taken to complete last repair

67% 70%  68%

TP04 home is well maintained

74% 81%  80%

TP05 home is safe

56% 55%  55%

TP06 listens to views and acts on them

67% 66%  67%

TP07 being kept informed

74% 76%  80%

TP08 treated fairly and with respect

29% 24%  29%

TP09 approach to handling complaints

63% 64%  69%


TP10 communal areas clean and maintained

60% 67%  63%

TP11 makes a positive contribution to area

54% 65%  57%

TP12 approach to handling ASB

 statistically significant improvement

 no statistically significant change

 statistically significant decline

2. Executive summary

Overall satisfaction

1. The main impression given by the 2024-25 survey results is that tenant satisfaction is relatively stable. This includes 67% who are satisfied overall with the housing service, which is within the error margin compared to 66% achieved last year. On the opposite end of the scale, 17% are dissatisfied (section 3).
2. Nationally, the median satisfaction amongst local authorities in 2023/24 is 68%, therefore Stroud DC's result is broadly on par with the rest of retained Council housing sector.
3. There continues to be the expected difference by age group, with tenants aged 65 or over significantly more satisfied than average (75%), whilst the score is only 56% for the under 50s. However, this gap has closed from 31% to 19% in the last year, including a drop in the score for older tenants and a notable increase amongst those aged 35-49.
4. Whilst satisfaction in independent living is higher than amongst general needs (79% v 65%), the gap has closed slightly since last year.
5. 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 below. The items are the same as last year, although listening to tenants' views has moved to the top of the list and pulled away.
 - Listens to and acts on tenants' views (55% satisfied, section 6)
 - Being kept informed (67%, section 6)
 - Provide a home that is well maintained (68%, section 4)
 - Time taken on last repair (63%, section 5)

Communication

6. Taken together, the top two key drivers above suggest that the main theme this year is communication with customers (see section 3).
7. The same proportion as last year feel that housing services listens to their views and acts upon them (55%). Similarly, 67% of the sample believe that they are kept well informed about things that matter to them, and this has varied by just a single percentage point (section 6).
8. Nevertheless, the key driver analysis would suggest that improving both ratings would be one of the most effective means to increase the Council's overall satisfaction score.
9. Performance is in the top quartile nationally for treating tenants fairly and with respect (80% satisfied), which is probably why this question isn't on the key driver list.

The home

10. Satisfaction with how well the home is maintained is essentially unchanged since last year (68%), compared to around a fifth of tenants who are actively dissatisfied (18%, section 4).
11. It also remains broadly in line with the national benchmark median satisfaction score of 67%.

2. Executive summary

12. There is also no change in the proportion of tenants who say that they are provided with a home that is safe (80%), although this represents a top quartile score compared to the benchmark.
13. Although only affecting a third of tenants, communal cleaning and maintenance (69%) is also rated above average compared to other Councils. This has gone up by 5 points since last year, albeit not a statistically significant change.

Repairs

14. The performance of the repairs service that tenants receive is generally consistent with last year, which means that 66% of tenants that received a repair during the prior 12 months have a positive perception (section 5).
15. The time taken to complete the last repair is also stable (63%), consolidating the improvements made last year.
16. However, both of the Council's repairs ratings are also still a few points below the benchmark median scores, meaning that the performance of this service now needs to make the next step. Indeed, the timeliness of repairs is also still a key driver of satisfaction.

Neighbourhoods

17. Just under two thirds that the Council as their landlord makes a positive contribution to that neighbourhood (63%), and slightly fewer are satisfied with the handling of ASB (57%, section 7).
18. After having improved between 2022 and 2023, satisfaction on both measures has fallen back some of the way this year, but neither is a statistically significant change.
19. It should also be noted that both scores are still above the benchmark averages for other local authority landlords.
20. Nevertheless, there are signs that working age tenants might be becoming less satisfied with how ASB is handled, especially the under 35s.

Complaints

21. It is important to understand that most respondents that claim to have made a complaint have not used the formal complaints system but instead have actually made escalated service requests (91% of this group).
22. Since last year the proportion of tenants that have raised such an issue with housing services is unchanged at 28%, which is on par with the national average (section 8).
23. The way these complaints or escalated service requests are handled has improved since last year (29% v 24%), and when compared against the national benchmark the Council's score is identical to the median average.



3. Services overall

67%
satisfied
overall



top 'key
drivers'

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



None of the TSM measures have changed by a statistically significant amount since last year



Listening to tenants' views has moved to the top of the key driver list and pulled away from the pack



The large gap in satisfaction between older and younger tenants has closed substantially, in part because of a big improvement amongst 35-49 year olds



Satisfaction amongst Independent Living tenants has fallen slightly from 82% to 79%

3. Services overall

The main impression given by the 2024-25 survey results is that customer satisfaction is relatively **stable**. An example of this is the overall satisfaction score where there has been only a tiny 1% variation (now 67%), which isn't a statistically significant change, but this is also true for every other TSM in the survey.

This means that the statistical test used to compare scores tells us we can't be confident that any differences are real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with enough confidence.

This means that when compared against Regulator of Social Housing's **national benchmark** of TSM surveys amongst local authorities in 2023/24, the Council's overall satisfaction score is broadly on par with the median score of 68%. Elsewhere in the report those ratings that deviate most from the average are property safety, communal maintenance (section 4) and how tenants are treated (section 6) which receive high scores, whereas the figures for the repairs questions are a few points below the benchmarks (section 5).

Whilst satisfaction in **independent living** is higher than amongst general needs (79% v 65%), the gap has closed slightly since last year. This may be linked to the small drop in satisfaction amongst older tenants (see below).

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).

All four rating statements that emerge from this analysis were also present last year, with the most distinct difference being that whether housing services is **listening to and acting on tenant's views** has pulled away substantially from the pack, although exactly why this is the case is unclear.

Nevertheless, with both that rating and tenants being **kept informed** now placed in the top two slots it would suggest that communication is the primary theme of this year's results. Although the level of satisfaction for both is very close to last year, it is perhaps notable that in the same section of the survey 80% of respondents now feel that they are being treated fairly and with respect, which is both 6% higher than the benchmark and 4% higher than last year, albeit not quite enough for the latter to be statistically significant (section 6).

The issue of **property maintenance** continues to be influential as it is still third on the list, but it has dropped two places since last year. This is obviously linked to the repairs questions and the **time taken** to complete the last repair once again rounds out the key driver list, despite the fact that the repairs questions are the poorest performers relative to the benchmarks.

3. Services overall

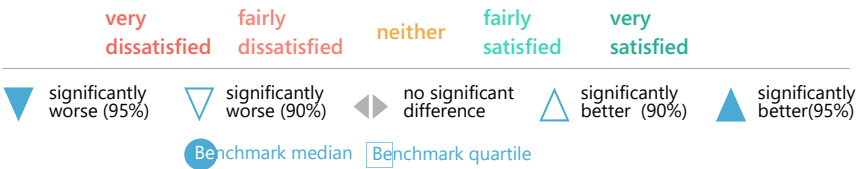
3.1 Overall satisfaction

% Base 538 | Excludes non respondents

Overall service provided by housing services

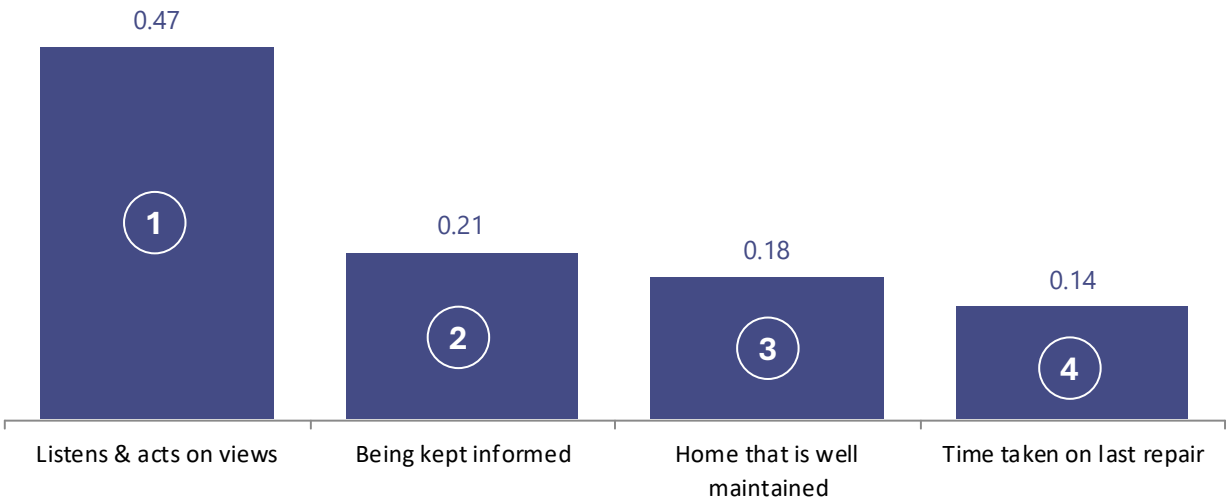


% satisfied 2024/25 67
% satisfied 2023/24 66
error margin +/- 4.0
bench mark 68
3rd

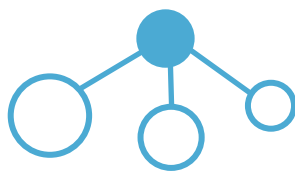
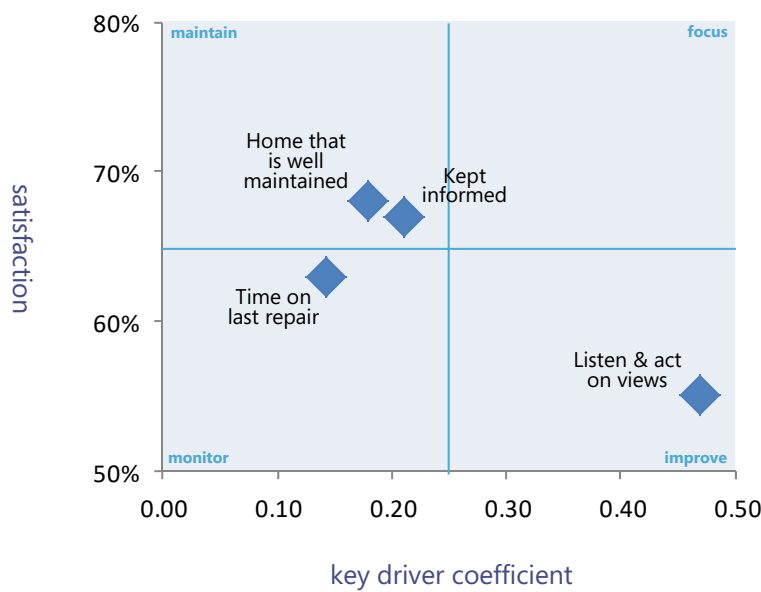


3.2 Key drivers - overall satisfaction

R Square = 0.721 | 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



By people

- There continues to be the expected difference by **age group**, with tenants aged 65 or over significantly more satisfied than average (75%), whilst the score is only 56% for the under 50s. For full details see table 9.7.
- However, the gap between these groups has shrunk from 31% to 19% in the last year. This is mainly due to a 14% improvement in satisfaction amongst 35-49 year olds (now 60%) whilst it has dropped 5% for those who are of retirement age.
- It is also worth noting that whilst overall satisfaction for the under 35s hasn't really changed, some of their other ratings have improved a little, most notably being treated fairly and with respect (section 6).
- **New tenants** in their first year with the Council are significantly more satisfied than average (76%, up 12%), however this drops to 69% for those who have been a tenant for 1-2 years.



By place

- Although still significantly higher than average, there has been a 3% decrease in overall satisfaction amongst tenants in **Independent Living** (now 79%). Whilst scores for this group have generally improved, there has been a notable fall in satisfaction with the Council's contribution to their neighbourhood (section 7).
- In contrast, **general needs** tenants are now slightly more satisfied than they were a year ago (65%, was 63%).
- Overall satisfaction is again higher than average for tenants in **bungalows** (72%, down 3%) but is lowest for those in houses (64%, up 5%).
- Whilst not significant, respondents claiming to live in a property with **communal areas** are more satisfied than those who do not (74% v 64%), with both scores broadly the same as a year ago.
- Although none differ significantly from the Council's average score across the whole stock, **by housing patch** satisfaction is over 70% in patches 1,2 and 5, but below 60% on patch 5. For full details see table 9.9.



4. The home

80%



safe

68%



well maintained



The rating for safety is in the benchmark top quartile, and both other scores are above the national median average



Satisfaction with communal maintenance has gone up by 5 points to 69%, albeit not a statistically significant change



Satisfaction with both safety and communal maintenance has increased for Independent Living tenants



The property maintenance score is significantly below average in Housing Patch 5

4. The home

Satisfaction with how well the **home is maintained** is essentially unchanged since last year (68%) and although it is still a key driver of satisfaction overall, it has dropped to third on the list (section 3). On the other end of the scale around a fifth of tenants are actively dissatisfied (18%).

It also remains in line with the national benchmark median satisfaction score of 67%.

The proportion of tenants that are satisfied that their landlord provides a **home that is safe** is also static (80%), although it has gone up a little to 90% amongst Independent Living tenants (see below). In this case though the benchmark comparison is more interesting because it places the Council in the benchmark **top quartile** alongside the highest performing landlords (benchmark median 74%).

Around a third of the sample (36%) claim to live in a building with **communal areas**, either inside or outside, that their landlord is responsible for maintaining. Amongst this group, 69% are satisfied compared to around a fifth that are dissatisfied (22%).

Although there hasn't been a statistically significant change in the pattern of responses to this question due to the smaller sample base, it should nevertheless be noted that the rating is 5% higher than that achieved last year, and 6% **above the benchmark**. This includes an even bigger increase in the score given by Independent Living respondents (see below).

By people

- In terms of both maintenance and safety, the **under 50s** are significantly less satisfied than average, especially the under 35s amongst whom only 51% are satisfied with the former and 61% with the latter (see chart 9.7)
- Satisfaction has actually fallen for the 35-49 group, including the maintenance of the home (51%, down 7%) and its safety (67%, down 8%). However, there has been an improvement in how they rate the maintenance/cleanliness of communal areas (54%, up 12%).
- Once again respondents who say they have **had a repair** in the last 12 month are a little more positive about property maintenance than the rest of the sample (70% and 64% respectively).

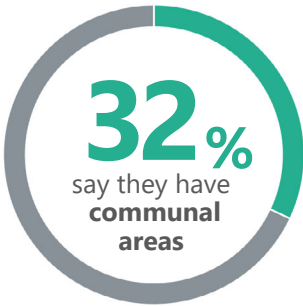
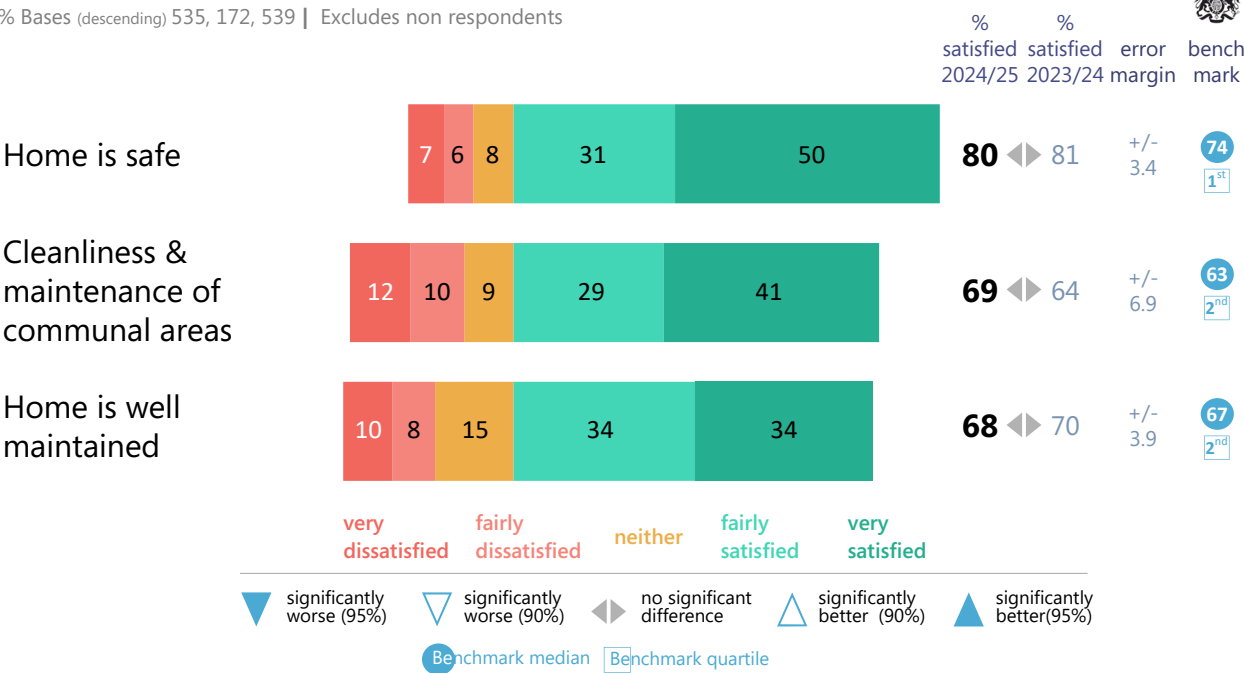
By place

- All three ratings in this section are rated significantly above average amongst tenants in **Independent Living**, with notable improvements reported with property safety (90%, up 6%) and the cleaning/maintenance of communal areas (87%, up 9%).
- Linked to the above, satisfaction is also higher for tenants **with communal areas** than those without (76% v 64% 'maintained', 85% v 78% 'safe').
- Property maintenance seems to be in issue for tenants in **Housing Patch 5** because they rate it significantly below average (59% satisfied, 29% dissatisfied).
- By **property type** the lowest satisfaction with maintenance is 58% amongst those living in houses (down 7%), with a fifth actively dissatisfied (22%). This compares to 80% satisfied for bungalows. Respondents in bungalows are also the most likely to be satisfied with safety (85%), including 55% that are 'very satisfied'.

4. The home

4.1 Satisfaction with the home

% Bases (descending) 535, 172, 539 | Excludes non respondents





5. Repairs and maintenance

66%



service in last
12 months

63%



time taken to
complete repair



Although the ratings for repairs are stable they are both a few points lower than the benchmark targets



Timeliness also remains a key driver of overall satisfaction



Repairs satisfaction is only around 50% for those aged under 50, but almost 80% for the over 64s.



Both ratings have also dropped around 10% for 50-64 year olds

5. Repairs and maintenance

The performance of the repairs service that tenants receive is generally **consistent** with last year, which means that 66% of tenants that received a repair during the prior 12 months have a **positive perception of the service**, compared to 24% that are dissatisfied.

Similarly, just under two thirds of the tenants questioned are again happy with the **time taken** to complete the last repair (63%), with 29% actively dissatisfied. Although this is identical to the 2023 result, it does mean that the Council has consolidated the significant improvement in this aspect of the service noted last year.

However, as was also true last year, both of the Council's repairs ratings are also still a few points below the **benchmark** median scores, meaning that the performance of this service now needs to make the next step. Indeed, the timeliness of repairs is also still a key driver of satisfaction (see section 4).

By people

- By **age group** satisfaction with both repairs questions is only around 50% for tenants aged under 50, compared to almost 80% for aged 65 and above.
- It is also interesting that both ratings are now around 10% lower than last year for the 50-64 age group (now 64% 'service in last 12 months', 57% 'time taken'),
- Both scores are also significantly higher than average for **new tenants** (80% 'service in last 12 months', 80% 'time taken'), up 17% and 12% respectively. However, the drop-off in years 1-2 is also still there (62% and 53% respectively).

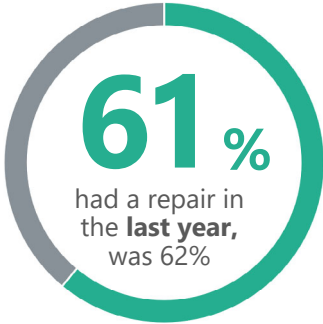
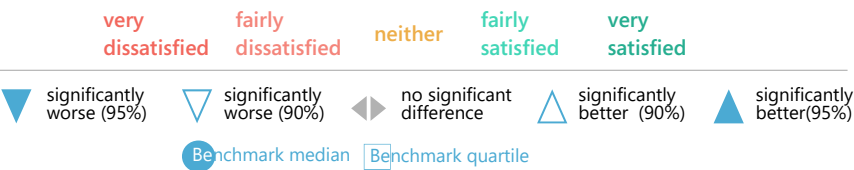
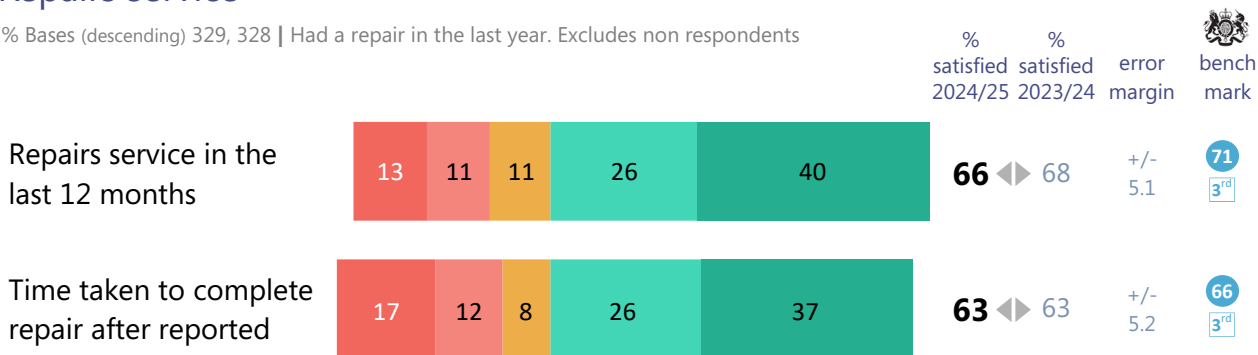
By place

- **Independent Living** tenants are again significantly more satisfied than general needs on both questions (table 9.8) and are notably more satisfied than a year ago with the repairs received over the last 12 months (89%, up 9%).
- Both repairs questions are significantly below average in **houses** (57% 'service', 55% 'time taken'), whereas the opposite is true for those living in bungalows (79% 'service', 73% 'time taken').

5. Repairs and maintenance

5.1 Repairs service

% Bases (descending) 329, 328 | Had a repair in the last year. Excludes non respondents





6. Communication



55%



listens to views and
acts upon them



Listening to tenants views is now the best predictor of overall satisfaction, with being kept informed also on the list



Both ratings are unchanged, being on par with what other landlords achieve



Performance is in the top quartile nationally for treating tenants fairly and with respect (80% satisfied)



The over 50s are more satisfied on these measures than the under 50s

6. Communication

As has already been noted, whether tenants feel that housing services listens to them is now by some margin the best predictor of overall satisfaction, followed in second place by how well informed they feel. Taken together, the **main theme this year** is communication with customers (see section 3).

Considering the first of these which is satisfaction that the landlord **listens to their views and acts upon them**, the Council has consolidated its score with the same 55% satisfaction achieved last year, albeit with slight decrease in how many tenants are actively dissatisfied (27% v 30%).

Like many other survey results it is essentially on-par with the national average. However, considering this question's strong relationship with overall tenant satisfaction the Council would still be well advised to target improvements in this area.

Note that how people respond to this question is influenced by a wide range of factors, but that this score is often linked most closely with day-to-day transactions such as telephone queries and the repairs process.

It is a very similar pattern in the second of the questions to appear on the key driver list, namely whether respondents believe that they are **kept well informed** about things that matter to them. Once again, this score is essentially the same as both last year's results and the national benchmark, with 67% satisfaction compared to 20% dissatisfaction. Similarly, the key driver analysis would suggest that improving upon the information provided to tenants would be one of the most effective means to increase the Council's overall satisfaction rating.

The last question in this section is the only one that isn't a key driver, but this is probably because it needs very little improvement when considering that 80% of respondents feel that they are **treated fairly and with respect**. This is score sufficiently high to be in the top quartile compared to the national benchmark (median 74%).

By people

- Similar demographic differences are seen across all questions in this section.
- This includes the now familiar differences by **age group**, with scores generally being lower than average for the under 50s and above average for those of retirement age (see table 9.7).
- The **under 35s** are distinct in that they are a little more satisfied than before that they are treated fairly and with respect (63% v 55%).
- **New tenants** in their first year of tenure are significantly also more likely to agree that they are treated fairly and with respect (87%), an increase of 15% compared to a year ago.
- In contrast to the pattern seen last year, respondents who have recently **had a repair** are significantly more satisfied that they are listened to and have their views acted upon than those who had not (58% v 51%), with the former up 4% and the latter down 7%.

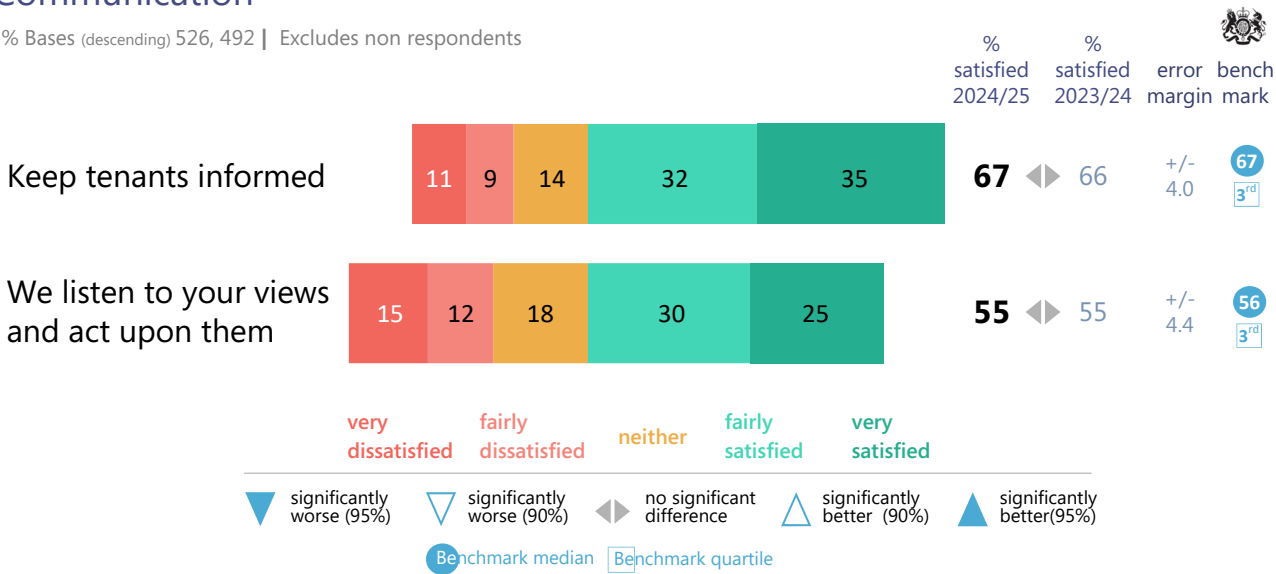
By place

- Respondents in **Independent Living** are significantly more satisfied with every rating than those in general needs, particularly the rating for being treated fairly and with respect (96% and 77% respectively).
- Respondents living in **houses** are the least satisfied that their views are listened to (50%) and being kept informed (62%). Both are rated highest in bungalows (63% and 71% respectively). Similarly, respondents in houses are less likely to agree that they are treated fairly and with respect compared to those in other property types (76%).

6. Communication

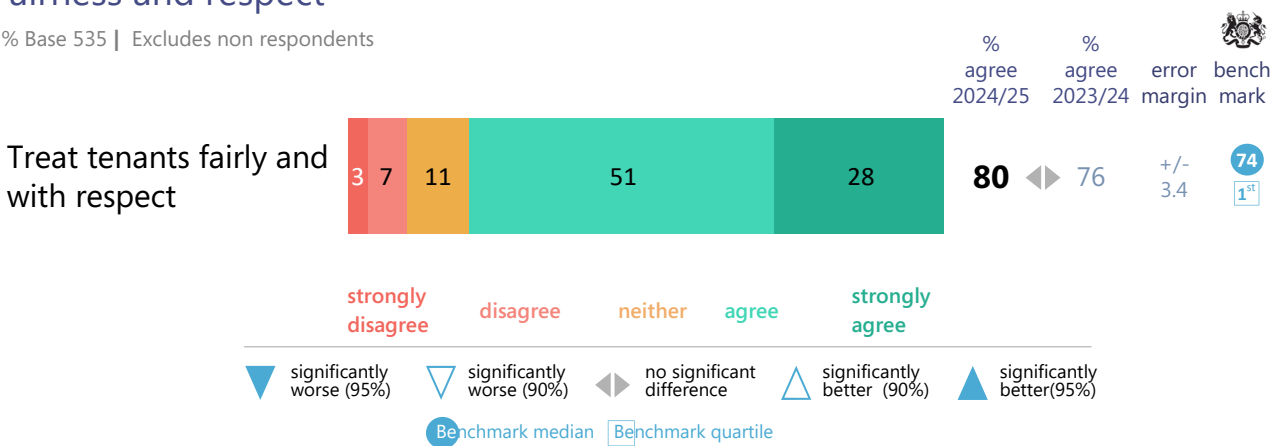
6.1 Communication

% Bases (descending) 526, 492 | Excludes non respondents



6.2 Fairness and respect

% Base 535 | Excludes non respondents





7. Neighbourhood



The above ratings have both gone down since last year, but neither is a statistically significant change



Nevertheless, there are signs that working age tenants might be becoming less satisfied with how ASB is handled



Both scores are still above average compared to other local authority landlords



Tenants in Housing Patch 4 give notably higher ratings on these neighbourhood questions

7. Neighbourhood

There are two questions in the TSM regulatory survey that ask tenants about their perception of the local neighbourhood. These are whether the Council makes a **positive contribution** to the neighbourhood (63% satisfied) and the approach to **handling ASB** (57% satisfied).

Within both the Council's own housing stock and across the country, these scores will vary somewhat because no two neighbourhoods are the same and many aspects of the local environment and community are simply outside the purview of the landlord. An example of such variation is in Housing Patch 4 where these ratings are higher than average (see below).

After having improved between 2022 and 2023, satisfaction on both measures has **fallen back** some of the way this year, but neither is a statistically significant change when considering all five points on the scale. In part this is because both questions have higher proportions of tenants that chose the middle answer on the rating scale (20% and 17% respectively), which tends to indicate uncertainty amongst respondents which is reflected in the outcomes of the statistics tests.

It should also be noted that both scores are still **above the benchmark** averages for other local authority landlords, although the Housing Regulator has cautioned against comparing too much between landlords because of the inherent variability in these questions.

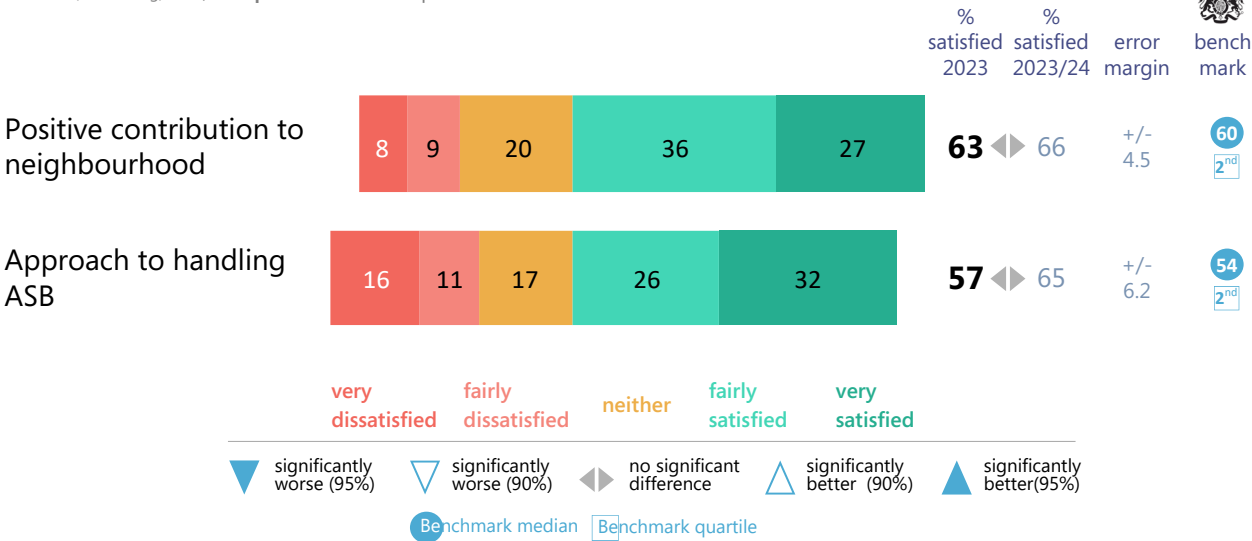
Nevertheless, **anti-social behaviour** is one of the most visible and impactful neighbourhood issues, so measuring one's own performance over time is still valuable. Although this year over half of respondents are still satisfied with housing services' approach to handling ASB (57%), this score is nevertheless 8% lower than last year. This is potentially driven by working age tenants, especially the under 35s (see below).

Although most of those that answered this question haven't experienced ASB themselves, 14 individual respondents had reported an ASB issue to the Council in the last year. Unfortunately, only 4 members of this group are happy with ASB handling (29%), compared to 8 that are dissatisfied (57%).

7. Neighbourhood

7.1 Neighbourhood overall

% Bases (descending) 438, 248 | Excludes non respondents.

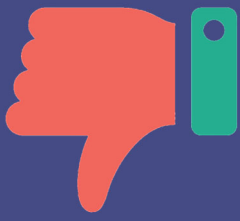


By people

- Satisfaction with the contribution to the neighbourhood is rated highest for the 65+ **age group** (70%, down 9%), whilst only 54% of 35–49 year olds say the same (down 14%).
- For the ASB question there is a 23% drop in the satisfaction score for the under 35s (now 39%). Furthermore, satisfaction is also down 8% amongst 35–49 year olds and by 14% for the 50–64 group. Conversely it is unchanged amongst tenants aged 65 or over (72%).
- **New tenants** (under 1 year) are significantly more most satisfied than average with the council's contribution to their neighbourhood (72%, no change), however satisfaction drops dramatically for respondents who have been a tenant for 1 – 2 years (62%, down 11%).

By place

- Tenants in **Independent Living** are significantly more satisfied than general needs tenants on both questions, most notably on the council's contribution to their neighbourhood (74% v 61%). However, the gap has shrunk slightly because this score was 91% for Independent Living residents last year and 63% for general needs tenants.
- By housing **patch**, tenants in Housing 4 are the most positive group on both measures, including 71% satisfaction with contribution to the area and 78% with ASB handling.
- Respondents living in **houses** are the least satisfied with their landlord's contribution to their neighbourhood (59%), with those in flats the least satisfied with how ASB is dealt with (54%). The opposite is true for respondents in bungalows (both 67%).



8. Complaints

29%



complaints handling

28%



said they complained



Be aware that only 9% of those that claim to have made a complaint have used the formal complaints system, but have instead made escalated service requests



Satisfaction with how it is handled has increased by 5% since last year



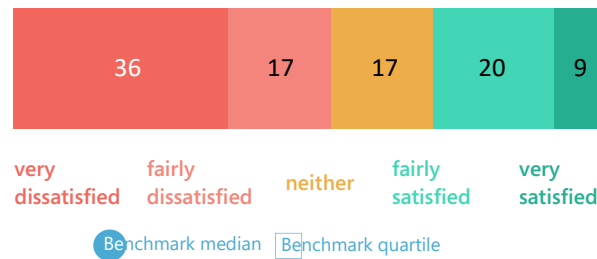
Both the amount of 'complaints' and satisfaction with how they are handled are on par with other local authorities

8. Complaints

8.1 Complaints

% Base 150 | Made a complaint in the last 12 month. Excludes non respondents

Approach to handling complaints



% satisfied 2024/25	% satisfied 2023/24	error margin	bench mark
29	24	+/- 7.3	29

The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints process but have nevertheless made **escalated service requests**, for example to follow up on an overdue repair. Indeed, only 9% of the tenants who claim to have made a complaint are recorded as having done so formally.

Since last year the proportion of tenants that have raised such an issue with housing services only varied slightly, and at 28% is consistent with the national average of 27%.

It is good to see that the way these escalated service requests or **complaints are handled** receives a better rating than last year (29% satisfied v 24%), although because of the small sample size for this question it isn't a statistically significant change. Nevertheless, it now brings the Council's score exactly **in line with other local authorities**.

Only 13 respondents to this question have actually made a **formal complaint**, so these findings should be treated cautiously, but of that group only 2 individuals are satisfied with how it was handled compared to 7 that are dissatisfied, including 5 very dissatisfied.

By people

- Younger tenants aged **under 35** are again more likely to have complained to the Council than any other age group (37%, down 5%). A quarter of retirement age tenants have made a complaint (26%), however, those aged 50–64 are the least likely to have done so (22%).
- As seen previously, respondents aged under 35 remain the least satisfied with how complaints are handled (23%), however this has improved 8% compared to a year ago. In contrast, more than a third of the over 65s are satisfied (36%), which is almost identical to the previous survey.

By place

- A similar proportion of **general needs** and independent living tenants have made a complaint (28% and 25% respectively), but the former are far less satisfied with how it was handled (25% v 55%).





9. Respondent profile

In addition to documenting the demographic profile of the sample, tables 9.7 and 9.8 in this section also displays the core survey questions according to age group and stock. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

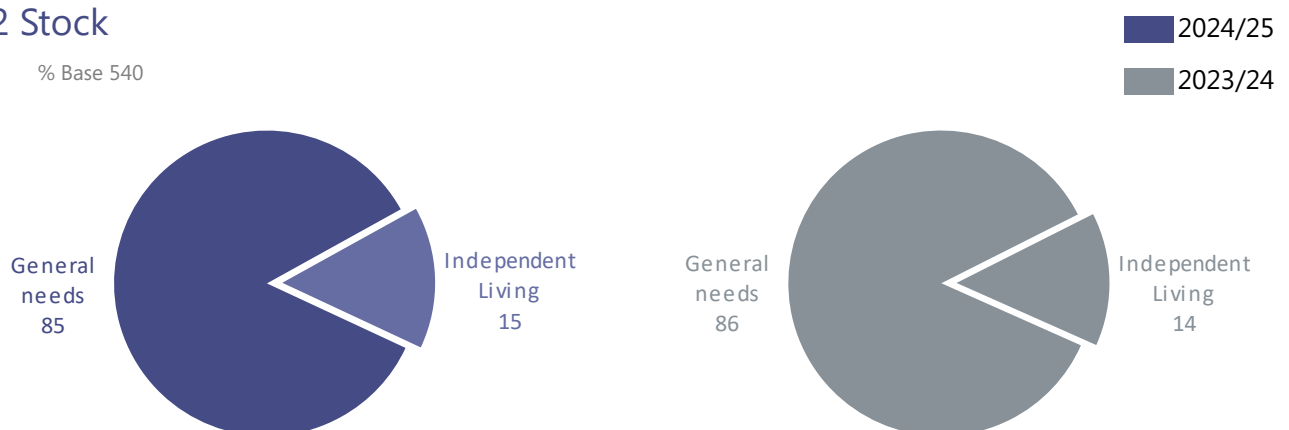
9.1 Housing patch

% Base 540

	Total	%
Housing 1	27	5.0
Housing 2	63	11.7
Housing 3	78	14.4
Housing 4	76	14.1
Housing 5	76	14.1
Housing 6	70	13.0
Housing 7	68	12.6
Housing 8	82	15.2

9.2 Stock

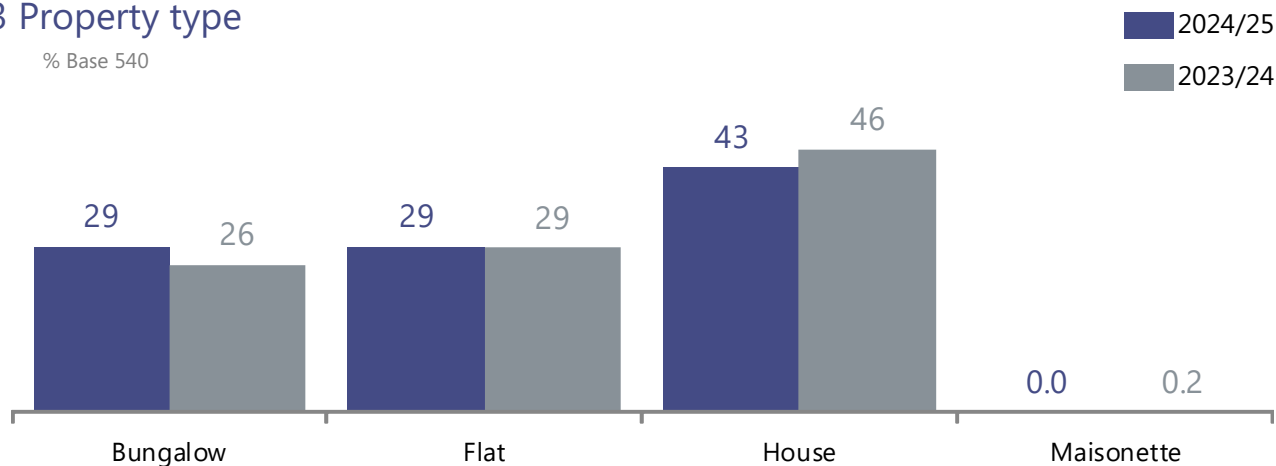
% Base 540



9. Respondent profile

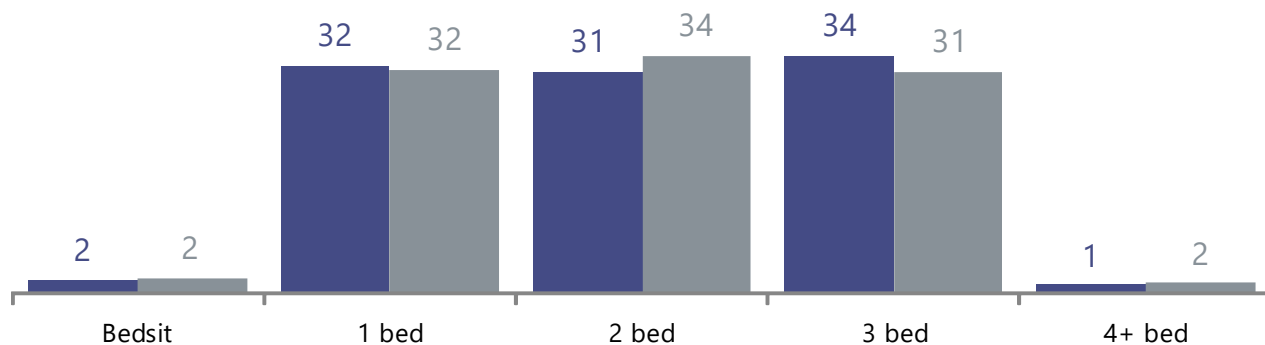
9.3 Property type

% Base 540



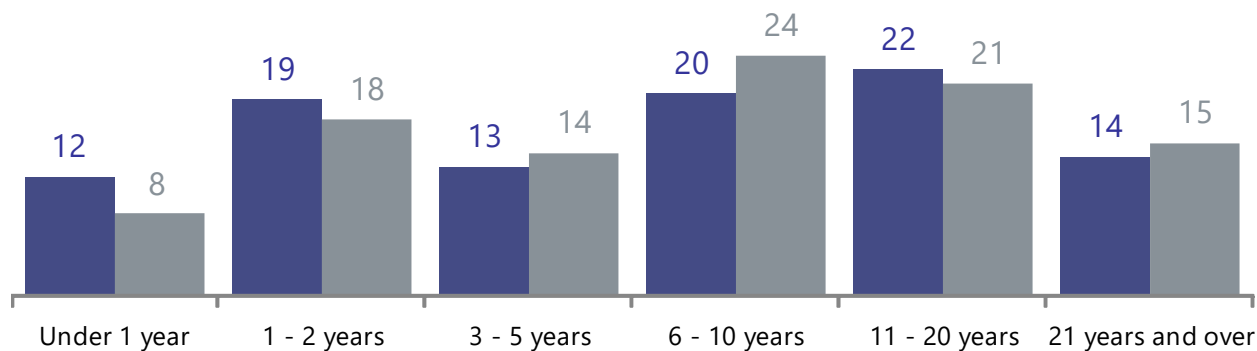
9.4 Property size

% Base 540



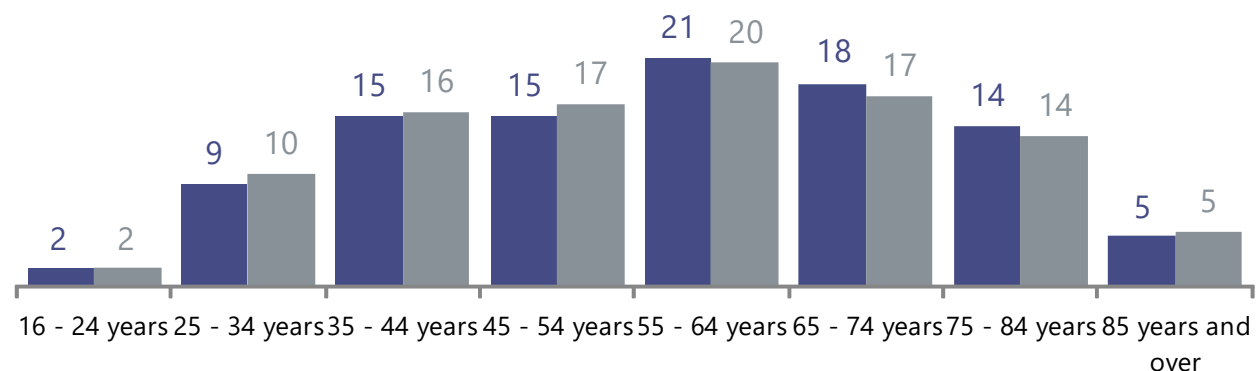
9.5 Length of tenure

% Base 540



9.6 Age

% Base 540



9. Respondent profile

9.7 Core questions by age group

		% positive			
	Overall	18 - 34	35 - 49	50 - 64	65+
Sample size	540	59	119	158	202
Service overall	67	49	60	70	75
Repairs in last 12 months	66	51	57	64	78
Time taken to complete last repair	63	54	53	57	77
Home is well maintained	68	51	51	71	80
Home is safe	80	61	67	85	91
Listens to views and acts upon them	55	45	46	55	65
Being kept informed	67	51	57	71	74
Treated fairly and with respect	80	63	72	80	90
Approach to handling complaints	29	23	28	27	36
Communal areas clean & well maintained	69	54	54	68	80
Positive contribution to neighbourhood	63	56	54	62	70
Approach to handling ASB	57	39	49	55	72

9.8 Core questions by stock

		% positive	
	Overall	General needs	Independent Living
Sample size	540	459	81
Service overall	67	65	79
Repairs in last 12 months	66	62	89
Time taken to complete last repair	63	60	78
Home is well maintained	68	65	86
Home is safe	80	79	90
Listens to views and acts upon them	55	54	65
Being kept informed	67	65	78
Treated fairly and with respect	80	77	96
Approach to handling complaints	29	25	55
Communal areas clean & well maintained	69	57	87
Positive contribution to neighbourhood	63	61	74
Approach to handling ASB	57	54	74

Key

- Better @ 95% confidence
 - Better @ 90% confidence
 - Worse @ 90% confidence
 - Worse @ 95% confidence
- *see appendix for more detail

9. Respondent profile

9.9 Core questions by housing patch

		% positive			
	Overall	Housing 1	Housing 2	Housing 3	Housing 4
Sample size	540	27	63	78	76
Service overall	67	78	75	67	62
Repairs in last 12 months	66	73	67	61	59
Time taken to complete last repair	63	64	78	61	55
Home is well maintained	68	70	73	73	63
Home is safe	80	78	79	79	83
Listens to views and acts upon them	55	60	62	59	54
Being kept informed	67	68	65	79	61
Treated fairly and with respect	80	82	74	85	84
Approach to handling complaints	29	17	27	24	50
Communal areas clean & well maintained	69	79	63	90	74
Positive contribution to neighbourhood	63	52	59	63	71
Approach to handling ASB	57	58	59	55	78

		% positive			
	Overall	Housing 5	Housing 6	Housing 7	Housing 8
Sample size	540	76	70	68	82
Service overall	67	57	74	69	67
Repairs in last 12 months	66	63	74	72	61
Time taken to complete last repair	63	56	66	62	61
Home is well maintained	68	59	70	75	63
Home is safe	80	76	84	84	79
Listens to views and acts upon them	55	51	55	54	51
Being kept informed	67	66	65	65	66
Treated fairly and with respect	80	74	86	75	79
Approach to handling complaints	29	23	32	25	33
Communal areas clean & well maintained	69	37	75	76	59
Positive contribution to neighbourhood	63	61	71	63	54
Approach to handling ASB	57	54	52	62	47

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 18 November - 13 December 2024.

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. The achieved sample was of sufficient quality that no further weighting was required. There was no survey incentive.

Population

The population for the TSM survey was all 4,845 LCRA households on 15 November 2024. 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 (6 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.

Appendix A. Summary of approach

Representativeness

The telephone interviews were completed to a quota sample. The characteristics by which representativeness was determined for the LCRA survey were:

Stock

	Population	Achieved
General needs	85.1	85.0
Independent Living	14.9	15.0

Admin Unit

	Population	Achieved
Housing 1	5.4	5.0
Housing 2	11.6	11.7
Housing 3	14.2	14.4
Housing 4	14.2	14.1
Housing 5	14.2	14.1
Housing 6	13.1	13.0
Housing 7	12.4	12.6
Housing 8	14.8	15.2

Property type

	Population	Achieved
Bungalow	25.5	28.7
Flat	30.1	28.7
House	44.1	42.6
Maisonette	0.2	0.0

Property size

	Population	Achieved
Bedsit	1.9	1.9
One bed	32.1	32.0
Two bed	32.8	31.3
Three bed	31.7	33.5
Four+ bed	1.6	1.3

Length of tenure

	Population	Achieved
Under 1 year	8.0	11.7
1 - 2 years	15.9	19.4
3 - 5 years	15.1	12.8
6 - 10 years	22.4	20.0
11 - 20 years	23.6	22.4
21 years and over	15.1	13.7

Age group

	Population	Achieved
18 - 24 years	1.6	1.7
25 - 34 years	9.1	9.3
35 - 44 years	15.1	15.4
45 - 54 years	16.3	15.4
55 - 64 years	20.5	20.6
65 - 74 years	18.4	18.3
75 - 84 years	14.1	14.4
85+ years	4.7	4.6
No record	0.2	0.4

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 questions are benchmarked against Regulator of Social Housing’s published national 2023/24 year end TSM figures for local authorities. For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average. In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council’s score falls relative to the benchmark group.



Appendix B. Example questionnaire

prevision
research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 9%

... TEST ...

Navigate :

INT02

GO

Back

Next

Quit

Trace

NEW TELEPHONE NUMBER

CASE NOTES

CALL NOTES

RED FLAG

FAQ

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

Next

01

Appendix B. Example questionnaire

prevision
research
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress 17%

*** 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 35%

*** 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 22%

*** 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 39%

*** 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 26%

*** 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 43%

*** 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 30%

*** 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 48%

*** 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 : TP08

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 : TP10B

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

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

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

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

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

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

This completes our interview, thank you for your time.

This survey is only for confidential general feedback from the Council's tenants. To make a complaint about an issue with the Council's housing service you can do so on the stroud.gov.uk website, by email to customer.services@stroud.gov.uk or by phone on 01453 766 321

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

		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			
1:	Very satisfied	159	29.4	29.6	67.3
2:	Fairly satisfied	203	37.6	37.7	
3:	Neither satisfied nor dissatisfied	85	15.7	15.8	
4:	Fairly dissatisfied	47	8.7	8.7	
5:	Very dissatisfied	44	8.1	8.2	
	N/R	2	0.4		
Q2 Has Stroud District Council housing services carried out a repair to your home in the last 12 months?					
		Base: 540			
6:	Yes	329	60.9	60.9	
7:	No	211	39.1	39.1	
	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: 329			
8:	Very satisfied	132	24.4	40.1	65.7
9:	Fairly satisfied	84	15.6	25.5	
10:	Neither satisfied nor dissatisfied	35	6.5	10.6	
11:	Fairly dissatisfied	36	6.7	10.9	
12:	Very dissatisfied	42	7.8	12.8	
	N/R	211	39.1	0.0	
Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?					
		Base: 329			
13:	Very satisfied	120	22.2	36.6	62.8
14:	Fairly satisfied	86	15.9	26.2	
15:	Neither satisfied nor dissatisfied	27	5.0	8.2	
16:	Fairly dissatisfied	39	7.2	11.9	
17:	Very dissatisfied	56	10.4	17.1	
	N/R	212	39.3	0.3	
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			
18:	Very satisfied	267	49.4	49.9	80.4
19:	Fairly satisfied	163	30.2	30.5	
20:	Neither satisfied nor dissatisfied	40	7.4	7.5	
21:	Fairly dissatisfied	30	5.6	5.6	
22:	Very dissatisfied	35	6.5	6.5	
23:	Not applicable/ don't know	5	0.9		
	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			
24:	Very satisfied	181	33.5	33.6	67.9
25:	Fairly satisfied	185	34.3	34.3	
26:	Neither satisfied nor dissatisfied	79	14.6	14.7	
27:	Fairly dissatisfied	42	7.8	7.8	

Appendix C. Data summary

	Count	% raw	% valid	% +ve
28: Very dissatisfied	52	9.6	9.6	
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	123	22.8	25.0	55.3
30: Fairly satisfied	149	27.6	30.3	
31: Neither satisfied nor dissatisfied	88	16.3	17.9	
32: Fairly dissatisfied	59	10.9	12.0	
33: Very dissatisfied	73	13.5	14.8	
34: Not applicable/ don't know	48	8.9		
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	186	34.4	35.4	66.9
36: Fairly satisfied	166	30.7	31.6	
37: Neither satisfied nor dissatisfied	74	13.7	14.1	
38: Fairly dissatisfied	45	8.3	8.6	
39: Very dissatisfied	55	10.2	10.5	
40: Not applicable/ don't know	14	2.6		
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	152	28.1	28.4	79.8
42: Agree	275	50.9	51.4	
43: Neither agree nor disagree	56	10.4	10.5	
44: Disagree	35	6.5	6.5	
45: Strongly disagree	17	3.1	3.2	
46: Not applicable/ don't know	5	0.9		
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	150	27.8	27.8	
48: No	390	72.2	72.2	
N/R	0	0.0		
Q11 How satisfied or dissatisfied are you with Stroud District Council housing services' approach to complaints handling? Base: 150				
49: Very satisfied	14	2.6	9.3	29.3
50: Fairly satisfied	30	5.6	20.0	
51: Neither satisfied nor dissatisfied	26	4.8	17.3	
52: Fairly dissatisfied	26	4.8	17.3	
53: Very dissatisfied	54	10.0	36.0	
N/R	390	72.2	0.0	
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

	Count	% raw	% valid	% +ve
54: Yes	172	31.9	31.9	
55: No	352	65.2	65.2	
56: Don't know	16	3.0	3.0	
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: 172

57: Very satisfied	70	13.0	40.7	69.2
58: Fairly satisfied	49	9.1	28.5	
59: Neither satisfied nor dissatisfied	16	3.0	9.3	
60: Fairly dissatisfied	17	3.1	9.9	
61: Very dissatisfied	20	3.7	11.6	
N/R	368	68.1	0.0	

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	116	21.5	26.5	62.6
63: Fairly satisfied	158	29.3	36.1	
64: Neither satisfied nor dissatisfied	87	16.1	19.9	
65: Fairly dissatisfied	40	7.4	9.1	
66: Very dissatisfied	37	6.9	8.4	
67: Not applicable/ don't know	102	18.9		
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	78	14.4	31.5	57.3
69: Fairly satisfied	64	11.9	25.8	
70: Neither satisfied nor dissatisfied	41	7.6	16.5	
71: Fairly dissatisfied	26	4.8	10.5	
72: Very dissatisfied	39	7.2	15.7	
73: Not applicable/ don't know	292	54.1		
N/R	0	0.0		

D101 Stock

Base: 540

74: General needs	459	85.0	85.0	
75: Independent Living	81	15.0	15.0	
N/R	0	0.0		

D102 Housing patch

Base: 540

76: Housing 1	27	5.0	5.0	
77: Housing 2	63	11.7	11.7	
78: Housing 3	78	14.4	14.4	
79: Housing 4	76	14.1	14.1	
80: Housing 5	76	14.1	14.1	
81: Housing 6	70	13.0	13.0	
82: Housing 7	68	12.6	12.6	
83: Housing 8	82	15.2	15.2	
N/R	0	0.0		

Appendix C. Data summary

	Count	% raw	% valid	% +ve
D103 Property type				
Base: 540				
84: Bungalow	155	28.7	28.7	
85: Flat	155	28.7	28.7	
86: House	230	42.6	42.6	
87: Maisonette	0	0.0	0.0	
N/R	0	0.0		
D104 Property size				
Base: 540				
88: Bedsit	10	1.9	1.9	
89: 1 bed	173	32.0	32.0	
90: 2 bed	169	31.3	31.3	
91: 3 bed	181	33.5	33.5	
92: 4+ bed	7	1.3	1.3	
N/R	0	0.0		
D105 Length of tenure				
Base: 540				
93: Under 1 year	63	11.7	11.7	
94: 1 - 2 years	105	19.4	19.4	
95: 3 - 5 years	69	12.8	12.8	
96: 6 - 10 years	108	20.0	20.0	
97: 11 - 20 years	121	22.4	22.4	
98: 21 years and over	74	13.7	13.7	
N/R	0	0.0		
D106 Lead tenant age group				
Base: 540				
99: 16 - 24 years	9	1.7	1.7	
100: 25 - 34 years	50	9.3	9.3	
101: 35 - 44 years	83	15.4	15.4	
102: 45 - 54 years	83	15.4	15.4	
103: 55 - 64 years	111	20.6	20.6	
104: 65 - 74 years	99	18.3	18.4	
105: 75 - 84 years	78	14.4	14.5	
106: 85 years and over	25	4.6	4.6	
N/R	2	0.4		
D107 Lead tenant age group [summary]				
Base: 540				
107: 18-34	59	10.9	11.0	
108: 35-49	119	22.0	22.1	
109: 50-64	158	29.3	29.4	
110: 65+	202	37.4	37.5	
N/R	2	0.4		
D108 Have communal area				
Base: 540				
111: Yes	102	18.9	18.9	
112: No	438	81.1	81.1	
N/R	0	0.0		
D109 Made a formal complaint in last 12 months				
Base: 540				
113: Yes	14	2.6	2.6	
114: No	526	97.4	97.4	

Appendix C. Data summary

	Count	% raw	% valid	% +ve
N/R	0	0.0		
D110 Reported ASB in last 12 months	Base: 540			
115: Yes	15	2.8	2.8	
116: No	525	97.2	97.2	
N/R	0	0.0		

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