

# Survey of Tenants and Residents 2019

## Headline Report

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## Introduction

Chesterfield Borough Council's Housing Service is responsible for the day-to-day management, planned maintenance and repair of 9,000 houses, flats, maisonettes and bungalows across 24 estates.

The Survey of Tenants and Residents (STAR) was developed by HouseMark with input from landlords, tenants, National Housing Federation (NHF), Chartered Institute of Housing (CIH), Tenants and Residents Organisations of England (TAROE), Tenant Participation Advisory Service (TPAS) and market research companies. The survey enables social housing providers to have a means of comparing key satisfaction results with other providers.

The STAR survey has been endorsed by the Tenant Participation Advisory Service (TPAS) and Tenants and Residents Organisations of England (TAROE).

## Methodology

STAR methodology defines the measures of confidence level and sampling error/margin of error that are needed to give statistical validity to the results. For STAR, the margins of error for satisfaction results reported by stock type to HouseMark are:

**Table 1: STAR margins of error at 95 per cent confidence level**

Population size	Required margin of error	Minimum number of replies
0 – 1,000	+ / - 5 per cent	Up to 275
1,000 – 10,000	+ / - 4 per cent	375 – 565
10,000 and above	+ / - 3 per cent	950 or more

To illustrate the meaning of a confidence level / margin of error combination, when quoting a result of 85 per cent of respondents to a survey being satisfied, using a confidence level of 95 per cent and a margin of error of +/- 4%, you would be saying that you are 95 per cent confident that the whole population's response would lie between 81 per cent and 89 per cent satisfied.

In accordance with STAR methodology, a postal questionnaire method was undertaken. During October and November 2019, the postal questionnaire was sent to a random sample of 3000 housing tenants in Chesterfield Borough. The sample was created by applying a computer-generated random selection function to the sample frame of all current tenants. For accuracy, results have been cross-tabulated with postal addresses to indicate areas of residence. The survey was completed by **425** residents, giving a confidence level of 95% and a margin of error of around 4%.

## Summary of change in performance

	2019 Satisfied	2017 Satisfied	2015 Satisfied	2013 Satisfied	2008 Satisfied	Change from 2017 +/-	HouseMark 2018-19 performance (quartile range)*
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	<b>86.4%</b>	88.8%	88.0%	87.5%	77.4%	<b>-2.4%</b>	Q2
How satisfied or dissatisfied are you with the overall quality of your home?	<b>80.0%</b>	82.9%	80.9%	82.7%	77.3%	<b>-2.9%</b>	Q3
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	<b>79.1%</b>	81.8%	82.5%	83.2%	72.0%	<b>-2.7%</b>	Q3
How satisfied or dissatisfied are you that your rent provides value for money?	<b>81.8%</b>	80.8%	78.8%	76.9%	68.8%	<b>+1.0%</b>	Q3
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	<b>74.2%</b>	79.8%	77.9%	80.0%	76.3%	<b>-5.6%</b>	Q3
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	<b>64.6%</b>	67.0%	66.2%	66.6%	59.0%	<b>-2.4%</b>	Q3
How satisfied or dissatisfied are you with the overall condition of your home?	<b>77.0%</b>	80.0%	79.8%	80.7%	71.4%	<b>-3.0%</b>	N/A
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	<b>63.3%</b>	67.0%	66.2%	N/A	N/A	<b>-3.7%</b>	N/A

\* This is the quartile the result would have placed CBC in the current HouseMark performance report – if the survey was done during 2018/19.

## About our services in general

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?					
Base (418)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>2019 Total respondents</b>	191	170	27	14	16
<b>2019 Percentage</b>	45.7%	40.7%	6.5%	3.3%	3.8%
<b>2017 Percentage</b>	44.1%	44.7%	4.4%	3.2%	3.6%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>86.4%</b>	<b>88.8%</b>	<b>88.0%</b>	<b>87.5%</b>	

**How satisfied or dissatisfied are you with the overall quality of your home?**

How satisfied or dissatisfied are you with the overall quality of your home?					
Base (420)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>2019 Total respondents</b>	173	163	28	37	19
<b>2019 Percentage</b>	41.2%	38.8%	6.7%	8.8%	4.5%
<b>2017 Percentage</b>	39.4%	43.5%	6.2%	6.8%	4.2%
<b>Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>80.0%</b>	82.9%	80.9%	82.7%	

**How satisfied or dissatisfied are you with your neighbourhood as a place to live?**

How satisfied or dissatisfied are you with your neighbourhood as a place to live?					
Base (417)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	184	146	38	31	18
<b>2019 Percentage</b>	44.1%	35.0%	9.1%	7.4%	4.3%
<b>2017 Percentage</b>	40.1%	41.7%	6.8%	8.0%	3.4%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>79.1%</b>	81.8%	82.5%	83.2%	



**How satisfied or dissatisfied are you that your rent provides value for money?**

How satisfied or dissatisfied are you that your rent provides value for money?					
Base (419)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	195	148	49	16	11
<b>2019 Percentage</b>	46.5%	35.3%	11.7%	3.8%	2.6%
<b>2017 Percentage</b>	41.3%	39.5%	9.8%	5.6%	3.8%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>81.8%</b>	80.8%	78.8%	76.9%	

**Generally, how satisfied or dissatisfied are you with the way that the Housing Service deals with repairs and maintenance?**

<b>Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?</b>					
<b>Base (419)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	160	151	38	42	28
<b>2019 Percentage</b>	38.2%	36.0%	9.1%	10.0%	6.7%
<b>2017 Percentage</b>	41.2%	38.6%	6.1%	8.3%	5.7%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>74.2%</b>	79.8%	77.9%	80.0%	

**How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?**

How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?					
Base (415)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	131	137	80	33	34
<b>2019 Percentage</b>	31.6%	33.0%	19.3%	8.0%	8.2%
<b>2017 Percentage</b>	27.5%	39.5%	16.8%	9.0%	7.2%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>64.6%</b>	67.0%	66.2%	66.6%	

**How satisfied or dissatisfied are you with the overall condition of your home?**

<b>How satisfied or dissatisfied are you with the overall condition of your home?</b>					
<b>Base (419)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	164	159	35	42	19
<b>2019 Percentage</b>	39.1%	37.9%	8.4%	10.0%	4.5%
<b>2017 Percentage</b>	38.5%	41.5%	6.7%	9.5%	3.8%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>77.0%</b>	80.0%	79.8%	80.7%	

**How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?**

**How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?**

<b>Base (412)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	129	132	105	25	21
<b>2019 Percentage</b>	31.3%	32.0%	25.5%	6.1%	5.1%
<b>2017 Percentage</b>	29.2%	37.8%	22.4%	6.6%	4.0%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>63.3%</b>	67.0%	66.2%	N/A	

## About your perceptions

To what degree do you agree or disagree that the Housing Service provides an effective and efficient service?

To what degree do you agree or disagree that the Housing Service provides an effective and efficient service?					
Base (408)	Agree strongly	Agree	Neither	Disagree	Disagree strongly
Total respondents	100	216	61	25	6
2019 Percentage	24.5%	52.9%	15.0%	6.1%	1.5%
2017 Percentage	20.3%	58.4%	13.9%	6.0%	1.4%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	77.4%	78.7%	78.0%	79.5%	

**To what degree do you agree or disagree that the Housing Service is providing the service you expect from your landlord?**

To what degree do you agree or disagree that the Housing Service is providing the service you expect from your landlord?					
Base (404)	Agree strongly	Agree	Neither	Disagree	Disagree strongly
<b>Total respondents</b>	113	191	63	33	4
<b>2019 Percentage</b>	28.0%	47.3%	15.6%	8.2%	1.0%
<b>2017 Percentage</b>	25.5%	54.0%	11.3%	6.7%	2.4%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>75.3%</b>	79.5%	79.9%	81.0%	

**To what degree do you agree or disagree that the Housing Service treats its residents fairly?**

<b>To what extent do you agree or disagree that the Housing Service treats its residents fairly?</b>					
<b>Base (408)</b>	<b>Agree strongly</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Disagree strongly</b>
<b>Total respondents</b>	120	197	59	23	9
<b>2019 Percentage</b>	29.4%	48.3%	14.5%	5.6%	2.2%
<b>2017 Percentage</b>	26.6%	51.9%	12.9%	6.6%	2.0%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>77.7%</b>	<b>78.5%</b>	<b>74.7%</b>	<b>79.6%</b>	



**To what degree do you agree or disagree that the Housing Service has a good reputation in your area?**

**To what extent do you agree or disagree that the Housing Service has a good reputation in your area?**

<b>Base (398)</b>	<b>Agree strongly</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Disagree strongly</b>
<b>Total respondents</b>	105	161	101	23	8
<b>2019 Percentage</b>	26.4%	40.5%	25.4%	5.8%	2.0%
<b>2017 Percentage</b>	22.8%	46.7%	21.8%	6.4%	2.4%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	66.9%	69.5%	70.5%	68.8%	

**To what degree do you agree or disagree that the Housing Service has friendly and approachable staff?**

<b>To what extent do you agree or disagree that the Housing Service has friendly and approachable staff?</b>					
<b>Base (407)</b>	<b>Agree strongly</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Disagree strongly</b>
<b>Total respondents</b>	151	196	42	15	3
<b>2019 Percentage</b>	37.1%	48.2%	10.3%	3.7%	0.7%
<b>2017 Percentage</b>	31.9%	52.1%	12.4%	2.2%	1.4%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	85.3%	84.0%	81.7%	84.5%	

**To what degree do you agree or disagree that you trust the Housing Service?**

<b>To what extent do you agree or disagree that you trust the Housing Service?</b>					
<b>Base (406)</b>	<b>Agree strongly</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Disagree strongly</b>
<b>Total respondents</b>	128	173	77	21	7
<b>2019 Percentage</b>	31.5%	42.6%	19.0%	5.2%	1.7%
<b>2017 Percentage</b>	27.6%	46.5%	17.5%	5.0%	3.4%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	74.1%	74.1%	74.3%	78.1%	

## About repairs

### How satisfied or dissatisfied are you with gas servicing arrangements?

How satisfied or dissatisfied are you with gas servicing arrangements?						
Base (406)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Total respondents	278	85	19	9	7	8
2019 Percentage	68.5%	20.9%	4.7%	2.2%	1.7%	2.0%
2017 Percentage	67.1%	23.8%	3.2%	2.8%	1.2%	1.8%
2019 Chart (total positive/total negative)						
Trend analysis (positive response)	2019	2017	2015	2013		
	89.4%	90.9%	91.0%	85.9%		

**Have you had any repairs to your home in the last 12 months?**

Have you had any repairs to your home in the last 12 months?				
Base (376)	Yes		No	
Total respondents	261		115	
Percentage	69.4%		30.6%	
Chart (total positive/total negative)				
Trend analysis (positive response)	2019	2017	2015	2013
	69.4%	70.0%	70.8%	74.0%

**How satisfied or dissatisfied are you with the following...**

<b>Being told when workers would call</b>					
<b>Base (289)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	181	69	14	13	12
<b>2019 Percentage</b>	62.6%	23.9%	4.8%	4.5%	4.2%
<b>2017 Percentage</b>	61.9%	31.0%	2.3%	2.6%	2.3%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>86.5%</b>	92.9%	89.7%	89.2%	

Being able to make an appointment					
Base (284)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	169	72	19	15	9
2019 Percentage	59.5%	25.4%	6.7%	5.3%	3.2%
2017 Percentage	57.5%	31.8%	5.5%	2.9%	2.3%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	84.9%	89.3%	86.2%	88.2%	

Time taken before work started					
Base (279)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	141	86	20	16	16
2019 Percentage	50.5%	30.8%	7.2%	5.7%	5.7%
2017 Percentage	49.6%	35.8%	7.5%	2.4%	4.8%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	81.3%	85.4%	81.2%	83.3%	



**The speed of completion of the work**

<b>Base (286)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	178	71	12	13	12
<b>2019 Percentage</b>	62.2%	24.8%	4.2%	4.5%	4.2%
<b>2017 Percentage</b>	63.6%	27.5%	4.0%	2.0%	2.9%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>87.0%</b>	91.1%	86.0%	89.4%	

The attitude of workers					
Base (287)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	212	58	8	6	3
2019 Percentage	73.9%	20.2%	2.8%	2.1%	1.0%
2017 Percentage	71.1%	24.1%	2.9%	1.7%	0.3%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	94.1%	95.2%	90.5%	92.9%	

The overall quality of work					
Base (287)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	178	81	11	9	8
2019 Percentage	62.0%	28.2%	3.8%	3.1%	2.8%
2017 Percentage	60.3%	31.7%	2.6%	3.7%	1.7%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	90.2%	92.0%	86.6%	85.3%	

Keeping dirt and mess to a minimum					
Base (287)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	186	78	6	10	7
2019 Percentage	64.8%	27.2%	2.1%	3.5%	2.4%
2017 Percentage	64.0%	26.6%	3.4%	4.0%	2.0%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	92.0%	90.6%	86.4%	88.9%	

**The repair being done 'right first time'**

<b>Base (287)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	164	73	19	13	18
<b>2019 Percentage</b>	57.1%	25.4%	6.6%	4.5%	6.3%
<b>2017 Percentage</b>	58.0%	26.7%	5.4%	5.4%	4.5%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>82.5%</b>	<b>84.7%</b>	<b>80.8%</b>	<b>79.1%</b>	

The contractors doing the job you expected					
Base (283)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	156	83	26	7	11
2019 Percentage	55.1%	29.3%	9.2%	2.5%	3.9%
2017 Percentage	57.7%	32.2%	5.8%	3.2%	1.2%
2017 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	84.4%	89.9%	81.4%	83.6%	

The repairs service you received on this occasion					
Base (283)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	177	73	11	13	9
2019 Percentage	62.5%	25.8%	3.9%	4.6%	3.2%
2017 Percentage	59.7%	28.3%	6.0%	3.7%	2.3%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	88.3%	88.0%	84.7%	85.8%	

**Did the contractor show proof of identity?**

Did the contractor show proof of identity?				
Base (276)	Yes		No	
Total respondents	212		64	
Percentage	76.8%		23.2%	
Trend analysis (positive response)	2019	2017	2015	2013
	76.8%	79.3%	77.9%	78.0%

**If you had an appointment for this repair, was it kept?**

If you had an appointment for this repair, was it kept?				
Base (288)	Yes		No	Didn't have an appointment
Total respondents	236		17	35
Percentage	81.9%		5.9%	12.2%
Trend analysis (positive response)	2019	2017	2015	2013
	81.9%	88.8%	80.1%	84.6%



## About anti-social behaviour

Have you reported anti-social behaviour to the Housing Service in the last 12 months?

Have you reported anti-social behaviour to the Housing Service in the last 12 months?				
Base (294)	Yes		No (go to next section)	
Total respondents	39		255	
Percentage	13.3%		86.7%	
Trend analysis (positive response)	2019	2017	2015	2013
	13.3%	11.5%	10.5%	9.4%

**If yes, what kind of anti-social behaviour were you reporting?**

<b>What kind of anti-social behaviour were you reporting?</b> (if you have made more than one report during the last year, please refer to the most recent one)			
<b>Noise</b>	53.1% (17)	<b>Verbal abuse, threats or intimidation against you or your household visitors</b>	9.4% (3)
<b>Drug use or selling</b>	9.4% (3)	<b>Physical violence to others</b>	0.0% (0)
<b>Drunk or rowdy behaviour</b>	9.4% (3)	<b>Physical violence to you and/or your household/visitors</b>	6.3% (2)
<b>Verbal abuse, threats or intimidation against others</b>	12.5% (4)		

**Other, please specify:**

- *CCTV cameras facing my property*
- *Privacy invasion*
- *We reported it to the Police*
- *Damage to property by neighbour's children*
- *Parking car and other vehicles on the access for the back door and garden*
- *Anti-social behaviour regarding a now evicted tenant and people coming to the property.*
- *Set my washing line on fire with my washing on*
- *School behaviour, should not be using this lane/locked gates*
- *Terrible smell*

**At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?**

At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?					
Base (36)	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
<b>Total respondents</b>	10	15	5	3	3
<b>2019 Percentage</b>	27.8%	41.7%	13.9%	8.3%	8.3%
<b>2017 Percentage</b>	35.2%	38.9%	13.0%	7.4%	5.6%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>69.5%</b>	74.1%	75.9%	62.0%	

**How would you describe the member of staff dealing with your report about anti-social behaviour?**

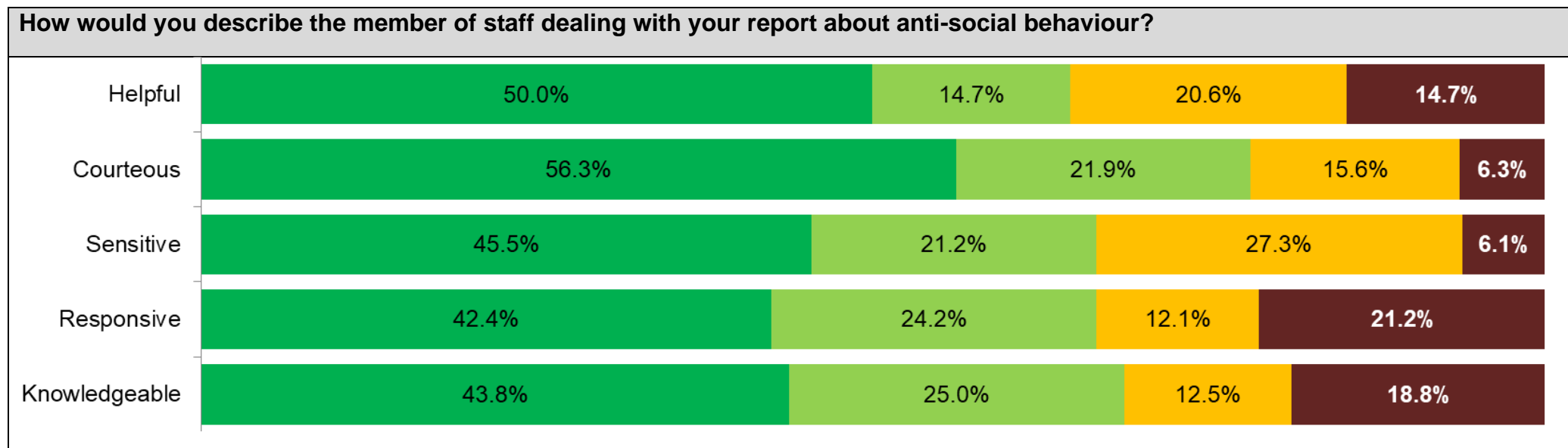
<b>Helpful</b>				
<b>Base (34)</b>	<b>Always</b>	<b>Usually</b>	<b>Occasionally</b>	<b>Never</b>
<b>Total respondents</b>	17	5	7	5
<b>2019 Percentage</b>	50.0%	14.7%	20.6%	14.7%
<b>2017 Percentage</b>	47.3%	20.0%	16.4%	16.4%
<b>Trend analysis</b> (‘always’ response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>50.0%</b>	47.3%	45.8%	43.4%

<b>Courteous</b>				
<b>Base (32)</b>	<b>Always</b>	<b>Usually</b>	<b>Occasionally</b>	<b>Never</b>
<b>Total respondents</b>	18	7	5	2
<b>2019 Percentage</b>	56.3%	21.9%	15.6%	6.3%
<b>2017 Percentage</b>	46.2%	30.8%	11.5%	11.5%
<b>Trend analysis</b> (‘always’ response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>56.3%</b>	46.2%	57.8%	46.4%

Sensitive				
Base (33)	Always	Usually	Occasionally	Never
Total respondents	15	7	9	2
2019 Percentage	45.5%	21.2%	27.3%	6.1%
2017 Percentage	44.9%	28.6%	12.2%	14.3%
Trend analysis (‘always’ response)	2019	2017	2015	2013
	45.5%	44.9%	42.9%	42.9%

Responsive				
Base (33)	Always	Usually	Occasionally	Never
Total respondents	14	8	4	7
2019 Percentage	42.4%	24.2%	12.1%	21.2%
2017 Percentage	48.1%	15.4%	17.3%	19.2%
Trend analysis (‘always’ response)	2019	2017	2015	2013
	42.4%	48.1%	46.0%	42.2%

Knowledgeable				
Base (32)	Always	Usually	Occasionally	Never
Total respondents	14	8	4	6
2019 Percentage	43.8%	25.0%	12.5%	18.8%
2017 Percentage	47.1%	17.6%	19.6%	15.7%
Trend analysis (‘always’ response)	2019	2017	2015	2013
	43.8%	47.1%	48.4%	42.0%



**How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?**

**How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?**

<b>Base (35)</b>	<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Don't know</b>	
<b>Total respondents</b>	10		14		7		4	
<b>2019 Percentage</b>	28.6%		40.0%		20.0%		11.4%	
<b>2017 Percentage</b>	35.7%		35.7%		19.6%		8.9%	
<b>Trend analysis</b> (‘good’ response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>				
	28.6%	35.7%	40.0%	45.5%				

**How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service....**

<b>How well you were kept up to date with what was happening throughout your anti-social behaviour case</b>					
<b>Base (35)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	10	6	5	7	7
<b>2019 Percentage</b>	28.6%	17.1%	14.3%	20.0%	20.0%
<b>2017 Percentage</b>	23.6%	34.5%	10.9%	7.3%	23.6%
<b>Trend analysis</b> (total satisfied response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>45.7%</b>	58.1%	42.2%	45.5%	

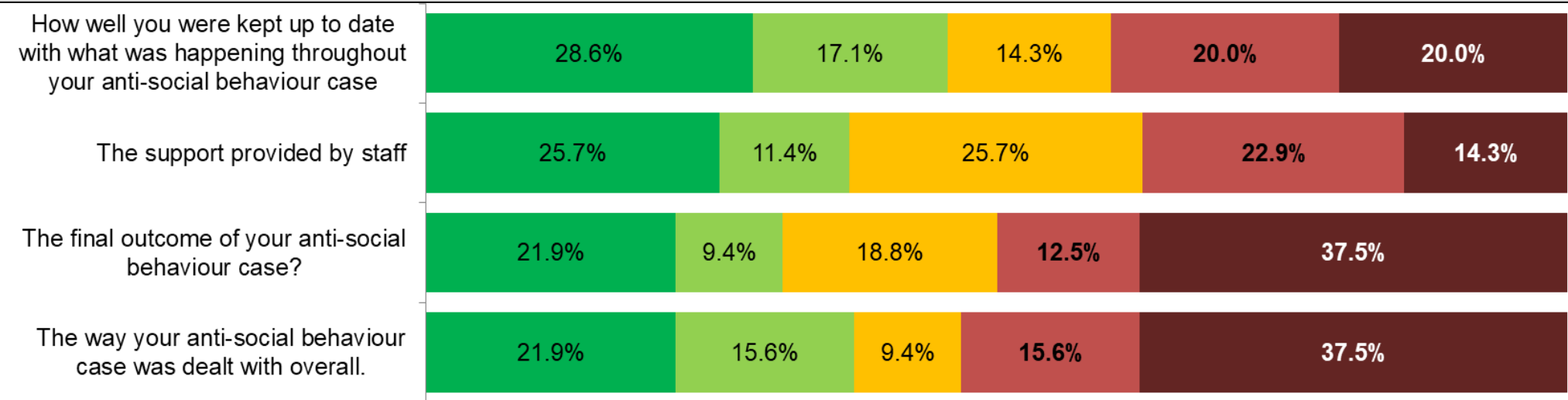
<b>The support provided by staff</b>					
<b>Base (35)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Total respondents</b>	9	4	9	8	5
<b>2019 Percentage</b>	25.7%	11.4%	25.7%	22.9%	14.3%
<b>2017 Percentage</b>	24.1%	33.3%	11.1%	7.4%	24.1%
<b>Trend analysis</b> (total satisfied response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>37.1%</b>	57.4%	49.2%	46.6%	



The final outcome of your anti-social behaviour case					
Base (32)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	7	3	6	4	12
2019 Percentage	21.9%	9.4%	18.8%	12.5%	37.5%
2017 Percentage	22.6%	22.6%	13.2%	9.4%	32.1%
Trend analysis (total satisfied response)	2019	2017	2015	2013	
	31.3%	45.2%	49.2%	34.7%	

The way your anti-social behaviour case was dealt with overall					
Base (32)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	7	5	3	5	12
2019 Percentage	21.9%	15.6%	9.4%	15.6%	37.5%
2017 Percentage	25.9%	24.1%	16.7%	7.4%	25.9%
Trend analysis (total satisfied response)	2019	2017	2015	2013	
	37.5%	50.0%	52.4%	36.6%	

**How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service....**



**How willing would you be to report any anti-social behaviour to the Housing Service in the future?**

How willing would you be to report any anti-social behaviour to the Housing Service in the future?					
Base (37)	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
Total respondents	20	8	3	2	4
2019 Percentage	54.1%	21.6%	8.1%	5.4%	10.8%
2017 Percentage	51.7%	19.0%	5.2%	6.9%	17.2%
2019 Chart (total positive/total negative)					
Trend analysis (total positive response)	2019	2017	2015	2013	
	75.7%	70.7%	71.3%	67.5%	

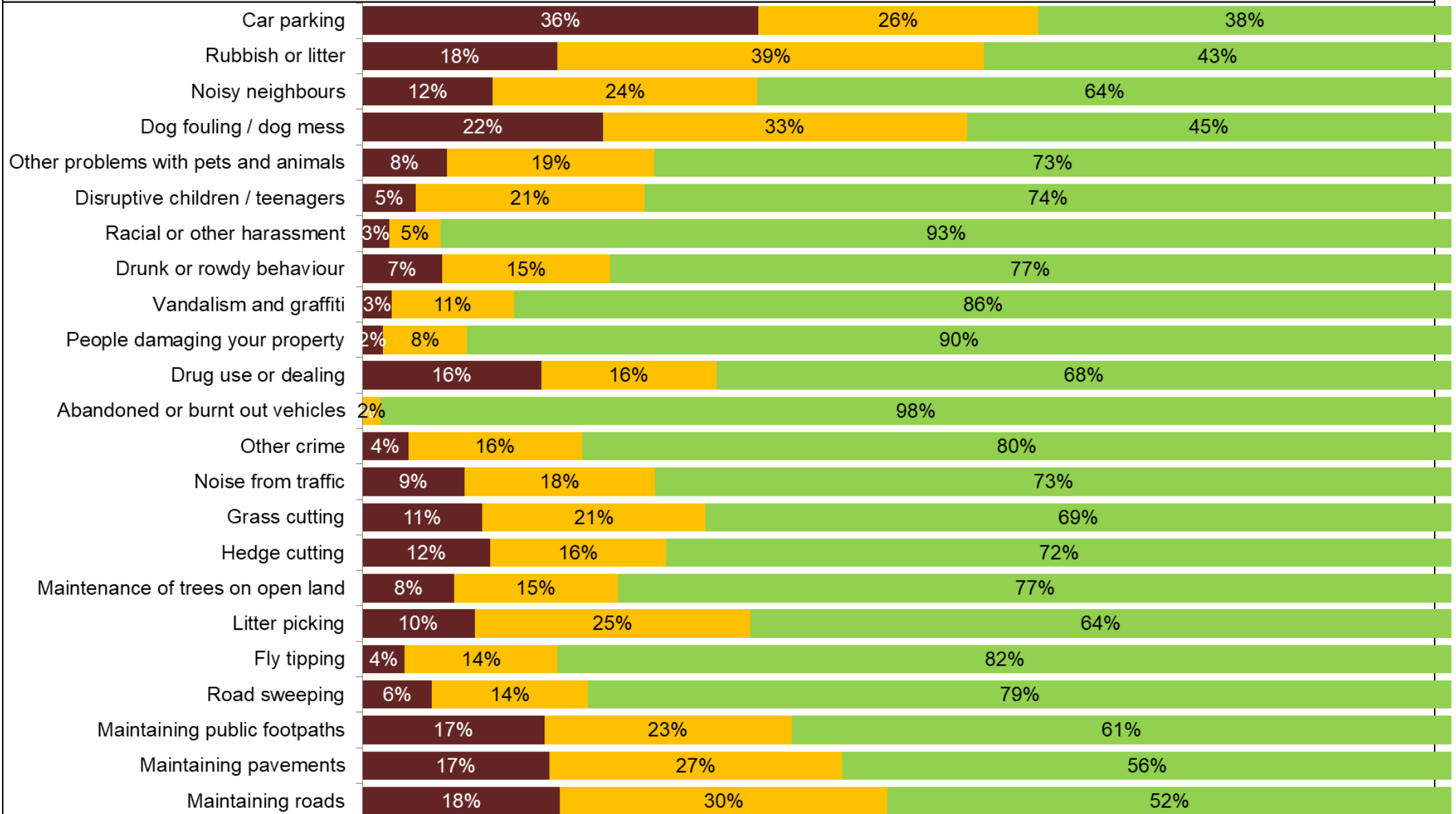
## About your neighbourhood and estate services

To what extent are any of the following a problem in your neighbourhood?

To what extent are any of the following a problem in your neighbourhood?								
	STAR 2019						2017	2015
	Major problem		Minor problem		Not a problem		Major problem	Major problem
<b>Car parking</b>	36.3%	137	25.7%	97	37.9%	143	32.7%	30.6%
<b>Rubbish or litter</b>	17.9%	66	39.1%	144	42.9%	158	18.9%	18.6%
<b>Noisy neighbours</b>	12.0%	44	24.3%	89	63.8%	234	12.5%	13.8%
<b>Dog fouling / dog mess</b>	22.1%	82	33.4%	124	44.5%	165	18.1%	25.8%
<b>Other problems with pets and animals</b>	7.8%	28	19.0%	68	73.2%	262	8.5%	9.3%
<b>Disruptive children / teenagers</b>	4.9%	18	21.0%	77	74.0%	271	9.3%	6.5%
<b>Racial or other harassment</b>	2.5%	9	4.7%	17	92.8%	336	2.3%	2.2%
<b>Drunk or rowdy behaviour</b>	7.3%	27	15.4%	57	77.2%	285	7.7%	5.9%
<b>Vandalism and graffiti</b>	2.7%	10	11.2%	41	86.0%	314	2.8%	2.6%
<b>People damaging your property</b>	1.9%	7	7.7%	28	90.3%	327	2.1%	2.2%
<b>Drug use or dealing</b>	16.4%	60	16.1%	59	67.5%	247	17.4%	12.9%
<b>Abandoned or burnt out vehicles</b>	0.0%	0	1.7%	6	98.3%	355	1.5%	0.2%

To what extent are any of the following a problem in your neighbourhood?								
	STAR 2019						2017	2015
	Major problem		Minor problem		Not a problem		Major problem	Major problem
<b>Other crime</b>	4.2%	15	16.0%	57	79.8%	284	3.8%	2.7%
<b>Noise from traffic</b>	9.4%	34	17.5%	63	73.1%	264	6.7%	6.8%
<b>Grass cutting</b>	11.0%	40	20.5%	75	68.5%	250	12.2%	7.5%
<b>Hedge cutting</b>	11.7%	42	16.2%	58	72.1%	259	12.3%	9.6%
<b>Maintenance of trees on open land</b>	8.4%	30	15.1%	54	76.5%	274	11.3%	10.3%
<b>Litter picking</b>	10.3%	37	25.3%	91	64.4%	232	10.8%	11.4%
<b>Fly tipping</b>	3.9%	14	14.0%	50	82.1%	294	4.9%	4.7%
<b>Road sweeping</b>	6.4%	23	14.3%	51	79.3%	283	5.6%	6.8%
<b>Maintaining public footpaths</b>	16.7%	61	22.7%	83	60.5%	221	14.0%	12.8%
<b>Maintaining pavements</b>	17.2%	64	26.9%	100	55.9%	208	15.2%	15.3%
<b>Maintaining roads</b>	18.1%	66	30.1%	110	51.8%	189	15.6%	17.2%

### To what extent are any of the following a problem in your neighbourhood?



**In the last three years, would you say your neighbourhood has improved or declined?**

In the last three years, would you say your neighbourhood has improved or declined?					
Base (399)	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
<b>Total respondents</b>	36	51	227	59	26
<b>2019 Percentage</b>	9.0%	12.8%	56.9%	14.8%	6.5%
<b>2017 Percentage</b>	8.6%	13.4%	53.9%	16.7%	7.5%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (total positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	21.8%	22%	21.5%	23.1%	

**How satisfied or dissatisfied are you with the following aspects of estate services?**

The overall appearance of your neighbourhood					
Base (407)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	114	196	49	34	14
<b>2019 Percentage</b>	28.0%	48.2%	12.0%	8.4%	3.4%
<b>2017 Percentage</b>	22.6%	57.2%	9.2%	7.3%	3.7%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>76.2%</b>	79.8%	78.3%	82.2%	



The grounds maintenance, such as grass cutting, in your area						
Base (401)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
<b>Total respondents</b>	105	186	45	42	18	5
<b>2019 Percentage</b>	26.2%	46.4%	11.2%	10.5%	4.5%	1.2%
<b>2017 Percentage</b>	22.7%	45.8%	9.0%	10.6%	8.0%	3.9%
<b>2019 Chart</b> (total positive/total negative)						
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	<b>72.6%</b>	68.5%	72.0%	78.9%		

The cleaning of the internal communal areas of flats						
Base (349)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Total respondents	47	55	59	6	6	176
2019 Percentage	13.5%	15.8%	16.9%	1.7%	1.7%	50.4%
2017 Percentage	12.0%	18.7%	14.5%	2.8%	2.8%	49.2%
2019 Chart (total positive/total negative)						
Trend analysis (positive response)	2019	2017	2015	2013		
	29.3%	30.7%	33.4%	47.1%		

The way that rubbish is dealt with in communal areas of flats						
Base (356)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
<b>Total respondents</b>	50	60	55	10	11	170
<b>2019 Percentage</b>	14.0%	16.9%	15.4%	2.8%	3.1%	47.8%
<b>2017 Percentage</b>	13.2%	18.9%	12.7%	3.5%	2.8%	49.0%
<b>2019 Chart</b> (total positive/total negative)						
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	<b>30.9%</b>	32.1%	36.2%	40.0%		

The overall estate services						
Base (375)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
<b>Total respondents</b>	92	155	74	14	6	34
<b>2019 Percentage</b>	24.5%	41.3%	19.7%	3.7%	1.6%	9.1%
<b>2017 Percentage</b>	19.2%	44.8%	16.8%	5.6%	2.6%	11.0%
<b>2019 Chart</b> (total positive/total negative)						
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	65.8%	64.0%	64.8%	69.5%		

The value for money of overall estate services provided						
Base (378)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
<b>Total respondents</b>	79	155	78	21	11	34
<b>2019 Percentage</b>	20.9%	41.0%	20.6%	5.6%	2.9%	9.0%
<b>2017 Percentage</b>	17.9%	44.9%	15.8%	6.3%	3.2%	11.9%
<b>2019 Chart</b> (total positive/total negative)						
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	61.9%	62.8%	60.4%	65.5%		

## About contacting us and communications

How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?

How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?					
Base (409)	Very good	Fairly good	Neither	Fairly poor	Very poor
<b>Total respondents</b>	106	184	66	37	16
<b>2019 Percentage</b>	25.9%	45.0%	16.1%	9.0%	3.9%
<b>2017 Percentage</b>	34.2%	43.6%	11.6%	5.9%	4.7%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	70.9%	77.8%	71.0%	73.3%	

**Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?**

Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?				
	Yes		No (go to next section)	
<b>Total respondents</b>	127		273	
<b>Percentage</b>	31.8%		68.3%	
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>31.8%</b>	30.0%	32.9%	35.1%

**Was getting hold of the right person easy or difficult?**

Was getting hold of the right person easy or difficult?				
	Easy		Difficult	Neither
<b>Total respondents</b>	79		35	15
<b>Percentage</b>	61.2%		27.1%	11.6%
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>61.2%</b>	56.2%	63.4%	68.5%

## Did you find the staff helpful or unhelpful?

Did you find the staff helpful or unhelpful?				
	Helpful	Unhelpful	Neither	
<b>Total respondents</b>	101	20	10	
<b>Percentage</b>	77.1%	15.3%	7.6%	
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>77.1%</b>	71.2%	70.7%	77.2%

## Was your query answered within a reasonable time?

Was your query answered within a reasonable time?				
	Yes	No		
<b>Total respondents</b>	94	35		
<b>Percentage</b>	72.9%	27.1%		
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>72.9%</b>	73.7%	67.9%	72.1%



**How satisfied were you with the ability of staff to deal with your query quickly and efficiently?**

How satisfied were you with the ability of staff to deal with your query quickly and efficiently?					
Base (131)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	47	42	15	18	9
<b>2019 Percentage</b>	35.9%	32.1%	11.5%	13.7%	6.9%
<b>2017 Percentage</b>	40.1%	29.9%	12.2%	8.8%	8.8%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>68.0%</b>	70.0%	65.1%	75.2%	

**How satisfied were you with the final outcome of your query?**

How satisfied were you with the final outcome of your query?					
Base (127)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	50	32	7	16	22
<b>2019 Percentage</b>	39.4%	25.2%	5.5%	12.6%	17.3%
<b>2017 Percentage</b>	36.4%	30.0%	12.9%	9.3%	11.4%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>64.6%</b>	66.4%	56.5%	67.8%	

**Do you use the internet to access any of the following services?**

256 respondents completed this question.

<b>Do you use the internet to access any of the following services?</b> (tick all that apply)					
<b>Online banking</b>	157	61.3%	<b>Paying bills</b>	154	60.2%
<b>Shopping</b>	146	57.0%	<b>Streaming TV, films and music</b>	97	37.9%
<b>Social media</b>	148	57.8%	<b>News and other information</b>	125	48.8%
<b>Email</b>	198	77.3%			

**If not, why don't you use the internet to access services?**

207 respondents completed this question

<b>If not, why don't you use the internet to access services?</b> (tick all that apply)					
<b>Don't have access to the internet</b>	105	50.7%	<b>No free internet access near me</b>	27	13.0%
<b>Do not want to use the internet</b>	88	42.5%	<b>Privacy and security concerns</b>	62	30.0%
<b>Equipment costs too high</b>	50	24.2%	<b>Physical disability</b>	23	11.1%
<b>Connection costs to high</b>	46	22.2%	<b>Lack of confidence/skills</b>	71	34.3%
<b>Other</b>	11				

**Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?**

<b>Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?</b> (tick all that apply)					
<b>Email</b>	149	36.5%	<b>Visiting the office</b>	100	24.5%
<b>Telephone</b>	266	65.2%	<b>Visit to your home</b>	99	24.3%
<b>Text / SMS</b>	127	31.1%	<b>Open meetings</b>	29	7.1%
<b>In writing</b>	214	52.5%	<b>Newsletters</b>	127	31.1%

**About complaints**

**Are you aware that the Housing Service has a formal complaints procedure?**

<b>Are you aware that the Housing Service has a formal complaints procedure?</b>				
	<b>Yes</b>		<b>No</b>	
<b>Total respondents</b>	258		150	
<b>Percentage</b>	63.2%		36.8%	
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>63.2%</b>	60.1%	57.0%	56.1%

**Have you made a complaint to the Housing Service in the last 12 months about our services?**

Have you made a complaint to the Housing Service in the last 12 months about our services?				
	Yes		No	
<b>Total respondents</b>	41		365	
<b>Percentage</b>	10.1%		89.9%	
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	10.1%	8.1%	7.2%	7.5%

**How satisfied or dissatisfied were you with the following aspects of the complaints service?**

How easy it was to make your complaint					
Base (42)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	7	20	5	5	5
<b>2019 Percentage</b>	16.7%	47.6%	11.9%	11.9%	11.9%
<b>2017 Percentage</b>	21.6%	45.9%	10.8%	10.8%	10.8%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	64.3%	67.5%	67.4%	69.8%	

The information and advice provided by staff					
Base (38)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Total respondents</b>	4	15	5	10	4
<b>2019 Percentage</b>	10.5%	39.5%	13.2%	26.3%	10.5%
<b>2017 Percentage</b>	22.9%	31.4%	17.1%	17.1%	11.4%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>50.0%</b>	54.3%	50.0%	57.9%	

How well you were kept informed about the progress of your complaint					
Base (40)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	2	10	6	10	12
2019 Percentage	5.0%	25.0%	15.0%	25.0%	30.0%
2017 Percentage	16.7%	16.7%	16.7%	19.4%	30.6%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	30.0%	33.4%	38.1%	40.7%	

The support you received while your complaint was dealt with					
Base (40)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	3	9	6	9	13
2019 Percentage	7.5%	22.5%	15.0%	22.5%	32.5%
2017 Percentage	17.6%	8.8%	26.5%	8.8%	38.2%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	30.0%	26.4%	32.5%	42.3%	



The speed with which you complaint was dealt with					
Base (40)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	4	7	4	10	15
2019 Percentage	10.0%	17.5%	10.0%	25.0%	37.5%
2017 Percentage	13.9%	19.4%	11.1%	16.7%	38.9%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	27.5%	33.3%	39.0%	42.3%	

The way your complaint was handled by the Housing Service overall					
Base (41)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	4	7	11	8	11
2019 Percentage	9.8%	17.1%	26.8%	19.5%	26.8%
2017 Percentage	18.9%	16.2%	16.2%	16.2%	32.4%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	26.9%	35.1%	31.0%	41.0%	

The final outcome of your complaint					
Base (40)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Total respondents	6	3	8	10	13
2019 Percentage	15.0%	7.5%	20.0%	25.0%	32.5%
2017 Percentage	19.4%	22.2%	11.1%	13.9%	33.3%
2019 Chart (total positive/total negative)					
Trend analysis (positive response)	2019	2017	2015	2013	
	22.5%	41.6%	38.1%	42.3%	

**How willing would you be to make a complaint about our services to the Housing Service in the future?**

How willing would you be to make a complaint about our services to the Housing Service in the future?					
Base (43)	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
<b>Total respondents</b>	17	16	4	3	3
<b>2019 Percentage</b>	39.5%	37.2%	9.3%	7.0%	7.0%
<b>2017 Percentage</b>	53.1%	28.6%	8.2%	8.2%	2.0%
<b>2019 Chart</b> (total positive/total negative)					
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	
	<b>76.7%</b>	70.7%	71.3%	67.5%	

## About advice and support

Thinking about your rent and income, in the last 12 months, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

Managing your finances and paying rent and service charges						
Base (386)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
<b>Total respondents</b>	149	106	56	10	5	60
<b>2019 Percentage</b>	38.6%	27.5%	14.5%	2.6%	1.3%	15.5%
<b>2017 Percentage</b>	35.0%	31.1%	13.5%	2.6%	2.0%	15.9%
<b>2019 Chart</b> (total positive/total negative)						
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	<b>66.1%</b>	66.1%	64.2%	62.3%		

Claiming housing benefit and other welfare benefits						
Base (371)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
<b>Total respondents</b>	143	61	55	7	7	98
<b>2019 Percentage</b>	38.5%	16.4%	14.8%	1.9%	1.9%	26.4%
<b>2017 Percentage</b>	39.5%	26.7%	9.0%	2.5%	1.7%	20.6%
<b>2019 Chart</b> (total positive/total negative)						
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	<b>54.9%</b>	66.2%	61.5%	63.1%		

**In the last 12 months, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?**

<b>Moving home</b>						
<b>Base (355)</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>	<b>Not applicable</b>
<b>Total respondents</b>	43	30	60	3	5	214
<b>2019 Percentage</b>	12.1%	8.5%	16.9%	0.8%	1.4%	60.3%
<b>2017 Percentage</b>	11.1%	10.7%	18.5%	0.5%	0.9%	58.3%
<b>2019 Percentage excluding N/As</b>	30.5%	21.3%	42.6%	2.1%	3.5%	
<b>2019 Chart</b> (exc. N/As)	<p>A horizontal stacked bar chart representing the 2019 data for 'Moving home'. The bar is divided into six segments corresponding to the satisfaction levels: Very satisfied (green, 12.1%), Fairly satisfied (light green, 8.5%), Neither (yellow, 16.9%), Fairly dissatisfied (light red, 0.8%), Very dissatisfied (dark red, 1.4%), and Not applicable (purple, 60.3%).</p>					
<b>Trend analysis</b> (positive response exc N/As)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	<b>51.8%</b>	52.3%	50.0%	57.1%		

Support for new tenants						
Base (343)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
<b>Total respondents</b>	35	28	67	3	6	204
<b>2019 Percentage</b>	10.2%	8.2%	19.5%	0.9%	1.7%	59.5%
<b>2017 Percentage</b>	10.3%	10.1%	17.5%	1.4%	1.2%	59.5%
<b>2019 Percentage excluding N/As</b>	25.2%	20.1%	48.2%	2.2%	4.3%	
<b>2019 Chart</b> (exc. N/As)						
<b>Trend analysis</b> (positive response excluding NAs)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>		
	<b>45.3%</b>	50.3%	51.2%	55.6%		



Support for vulnerable tenants						
Base (352)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Total respondents	38	29	74	9	11	191
2019 Percentage	10.8%	8.2%	21.0%	2.6%	3.1%	54.3%
2017 Percentage	10.7%	9.9%	19.6%	2.9%	2.7%	54.2%
2019 Percentage excluding N/As	23.6%	18.0%	46.0%	5.6%	6.8%	
2019 Chart (exc. N/As)						
Trend analysis (positive response excluding NAs)	2019	2017	2015	2013		
	41.6%	45.0%	37.7%	45.2%		

Moving or swapping your home (transfers and exchanges)						
Base (344)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Total respondents	26	16	70	6	5	221
2019 Percentage	7.6%	4.7%	20.3%	1.7%	1.5%	64.2%
2017 Percentage	6.5%	6.9%	18.7%	2.2%	2.2%	63.6%
2019 Percentage excluding N/As	21.1%	13.0%	56.9%	4.9%	4.1%	
2019 Chart (exc. N/As)						
Trend analysis (positive response excluding NAs)	2019	2017	2015	2013		
	34.1%	36.8%	36.6%	45.0%		

**Are you aware of the Housing Service's published service standards?**

Are you aware of the Housing Service's published service standards?				
	Yes		No	
<b>Total respondents</b>	121		276	
<b>Percentage</b>	30.5%		69.5%	
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>30.5%</b>	35.9%	40.4%	32.0%

**Are you aware of how to challenge the Housing Service's published service standards?**

Are you aware of how to challenge the Housing Service's published service standards?				
	Yes		No	
<b>Total respondents</b>	72		323	
<b>Percentage</b>	18.2%		81.8%	
<b>Trend analysis</b> (positive response)	<b>2019</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
	<b>18.2%</b>	23.5%	24.1%	20.5%

**Do you have any other suggestions of ways to improve the Housing Service?**

106 comments were made by respondents. They are listed in full at Appendix 1. Common themes include: concerns about repairs service, gardens and outdoor spaces, and anti-social behaviour.

**About you**

What type of property do you live in?					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
<b>Total respondents</b>	162	137	102	6	5
<b>Percentage</b>	39.3%	33.3%	24.8%	1.5%	1.2%

Please tell us the gender of all the people in your household		
	Male	Female
<b>Main tenant</b>	44.4%	55.6%
<b>Partner</b>	36.0%	64.0%
<b>Additional tenants</b>	62.9%	37.1%

**In which area do you live?**

<b>Area</b>	<b>No.</b>	<b>Percent</b>	<b>Area</b>	<b>No.</b>	<b>Percent</b>
<b>Barrow Hill</b>	2	0.5%	<b>Peveril</b>	7	1.7%
<b>Brimington</b>	28	6.8%	<b>Littlemoor</b>	1	0.2%
<b>Inkersall</b>	10	2.4%	<b>Newbold</b>	49	11.8%
<b>Middlecroft</b>	29	7.0%	<b>Newland Dale</b>	3	0.7%
<b>Duckmanton</b>	7	1.7%	<b>Pevensey</b>	1	0.2%
<b>Mastin Moor</b>	9	2.2%	<b>Stonegravels</b>	3	0.7%
<b>Hartington / Lowgates</b>	18	4.3%	<b>Boythorpe</b>	24	5.8%
<b>Poolsbrook</b>	3	0.7%	<b>Brampton</b>	22	5.3%
<b>Staveley town centre</b>	12	2.9%	<b>Loundlsey Green</b>	17	4.1%
<b>Dunston</b>	16	3.9%	<b>Whitecotes</b>	3	0.7%
<b>Green Farm Close</b>	5	1.2%	<b>Holme Hall</b>	28	6.8%
<b>Old Whittington</b>	20	4.8%	<b>Grangewood</b>	30	7.2%
<b>New Whittington</b>	9	2.2%	<b>Hady</b>	0	0.0%
<b>Newbold Moor</b>	18	4.3%	<b>Hasland</b>	13	3.1%
<b>Racecourse</b>	3	0.7%	<b>Spital</b>	1	0.2%
<b>Whittington Moor</b>	3	0.7%	<b>Birdholme</b>	10	2.4%
<b>Hazlehurst</b>	0	0.0%	<b>Town Centre</b>	0	0.0%
<b>Highfields</b>	3	0.7%	<b>St. Augustines</b>	7	1.7%

<b>Please tell us the age of all the people in your household</b>						
	<b>24 years and under</b>	<b>25 to 34 years</b>	<b>35 to 44 years</b>	<b>45 to 54 years</b>	<b>55 to 64 years</b>	<b>65 years and over</b>
<b>Main tenant</b>	0.8%	4.7%	8.4%	12.9%	20.0%	53.2%
<b>Partner</b>	3.8%	5.3%	9.1%	15.2%	27.3%	39.4%
<b>Additional tenants</b>	76.3%	7.4%	8.1%	6.7%	1.5%	0.0%

<b>Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?</b> (Include any household member with a long term illness or disability in your answer)			
	<b>Yes, limited a lot</b>	<b>Yes, limited a little</b>	<b>No</b>
<b>Percentage</b>	36.9%	29.6%	33.5%

<b>Does your landlord currently receive housing benefit direct or from you?</b>		
	<b>Yes</b>	<b>No</b>
<b>Percentage</b>	55.0%	45.0%

<b>Please tell us your ethnicity</b>		
	<b>Main tenant</b>	<b>Partner</b>
<b>English / Welsh / Scottish / Northern Irish / British</b>	97.2%	87.2%
<b>Irish</b>	0.3%	0.0%
<b>Gypsy or Irish Traveller</b>	0.0%	0.9%
<b>Any other White background</b>	1.0%	0.0%
<b>White and Black Caribbean</b>	0.3%	0.0%
<b>White and Black African</b>	0.3%	1.7%
<b>White and Asian</b>	0.0%	0.9%
<b>Any other Mixed / multiple ethnic background</b>	0.0%	0.0%
<b>Indian</b>	0.0%	0.0%
<b>Pakistani</b>	0.3%	0.9%
<b>Bangladeshi</b>	0.0%	0.0%
<b>Chinese</b>	0.3%	0.0%
<b>Any other Asian background</b>	0.0%	0.0%
<b>African</b>	0.0%	2.6%
<b>Caribbean</b>	0.0%	5.1%
<b>Any other Black / African / Caribbean background</b>	0.0%	0.9%
<b>Arab</b>	0.0%	0.0%
<b>Any other ethnic group</b>	0.5%	0.0%

<b>Which of the following best describes your religion?</b>	
	<b>Main tenant</b>
<b>No religion</b>	32.1%
<b>Christian (all denominations)</b>	60.5%
<b>Buddhist</b>	0.3%
<b>Hindu</b>	0.3%
<b>Jewish</b>	0.0%
<b>Muslim</b>	0.3%
<b>Sikh</b>	0.0%
<b>Any other religion</b>	2.4%
<b>Prefer not to say</b>	4.2%

<b>Which of the following best describes your sexual orientation?</b>	
	<b>Main tenant</b>
<b>Heterosexual</b>	84.5%
<b>Gay man</b>	0.9%
<b>Gay woman</b>	0.9%
<b>Bisexual</b>	0.9%
<b>Other</b>	2.6%
<b>Prefer not to say</b>	10.3%