

Survey of Tenants and Residents 2017

Headline Report

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Introduction

Chesterfield Borough Council's Housing Service is responsible for the day-to-day management and repair of over 9,200 houses, flats, maisonettes and bungalows across 24 estates. It is also responsible for planned maintenance and improvement and modernisation programmes to meet targets set by the Government under the Decent Homes Standard.

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 (see section 5 of *STAR features*) are:

<i>Table 1: STAR margins of error at 95 per cent confidence level</i> 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 November 2017, the postal questionnaire was sent to a random sample of 2500 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 505 residents, giving a confidence level of 95% and a margin of error of around 4%.

The 'base' figure given for each question is the number of respondents to that question. For questions where the 'base' number of responses are much lower – for instance where a tenant is asked whether they have used a service and then only those who have are asked further questions on that service – the confidence intervals is much larger and the result less reliable.

Summary of change in performance

	2017 Satisfied	2017 Neither	2017 Dissatisfied	2015 Satisfied	2013 Satisfied	2008 Satisfied	Change from 2015 +/-	HouseMark 2016-17 performance (quartile range)*
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	88.8%	4.4%	6.8%	88.0%	87.5%	77.4%	+0.8%	Top quartile
How satisfied or dissatisfied are you with the overall quality of your home?	82.9%	6.2%	11.0%	80.9%	82.7%	77.3%	+2.0%	Upper middle quartile
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	81.8%	6.8%	11.4%	82.5%	83.2%	72.0%	-0.7%	Lower middle quartile
How satisfied or dissatisfied are you that your rent provides value for money?	80.8%	9.8%	9.4%	78.8%	76.9%	68.8%	+2.0%	Lower middle quartile
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	79.8%	6.1%	14.0%	77.9%	80.0%	76.3%	+1.9%	Upper middle quartile
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	67.0%	16.8%	16.2%	66.2%	66.6%	59.0%	+0.8%	Upper middle quartile
How satisfied or dissatisfied are you with the overall condition of your home?	80.0%	6.7%	13.3%	79.8%	80.7%	71.4%	+0.2%	N/A
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	67.0%	22.4%	10.6%	66.2%	N/A	N/A	+0.8%	N/A

* This is the quartile the result would have placed CBC in the current HouseMark performance report – if the survey was done during 2016/17.

About our services in general

Although Area Panels no longer exist, where appropriate, the data has been analysed by the six areas below in order to observe geographical trends. Responses to key satisfaction questions have also been broken down by property type where appropriate.

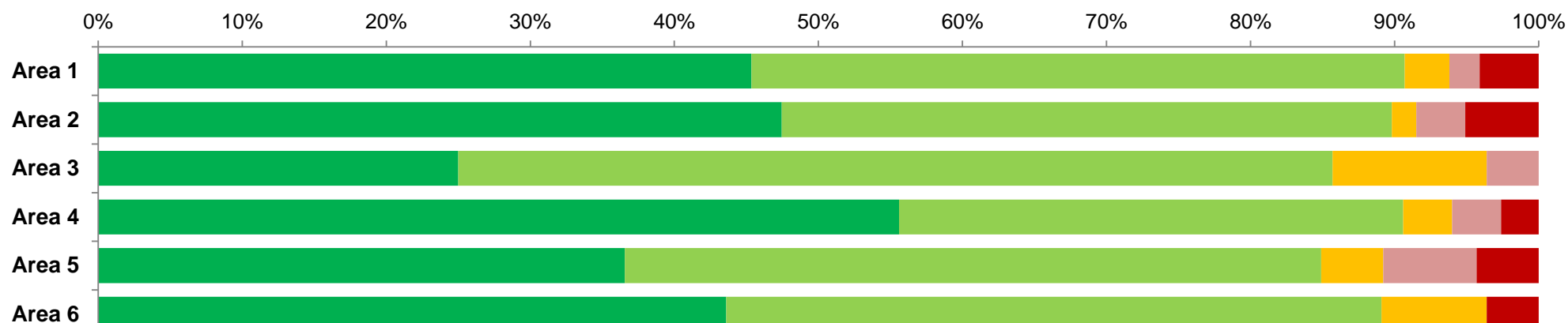
Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Barrow Hill	Hartington/ Lowgates	Dunston	Hazlehurst	Boythorpe	Grangewood
Brimington	Mastin Moor	Green Farm Close	Highfields	Brampton	Hady
Duckmanton	Newbold Moor	Old Whittington	Holme Hall	Loundsley Green	Hasland
Inkersall	Poolsbrook	Peveril	Littlemoor	St Augustines	Spital
Middlecroft	Racecourse		Newbold	Whitecotes	Birdholme
New Whittington	Staveley TC		Newland Dale		Town Centre
			Pevensey		
			Stonegravels		
			Whittington Moor		

Q1: Taking everything into account how satisfied or dissatisfied are you with the Housing Service provided by CBC ?

Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by Area.

	All respondents	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	497	97	59	56	117	93	55
Very satisfied	44.1%	45.4%	47.5%	25.0%	55.6%	36.6%	43.6%
Fairly satisfied	44.7%	45.4%	42.4%	60.7%	35.0%	48.4%	45.5%
Neither	4.4%	3.1%	1.7%	10.7%	3.4%	4.3%	7.3%
Fairly dissatisfied	3.2%	2.1%	3.4%	3.6%	3.4%	6.5%	0
Very dissatisfied	3.6%	4.1%	5.1%	0	2.6%	4.3%	3.6%

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



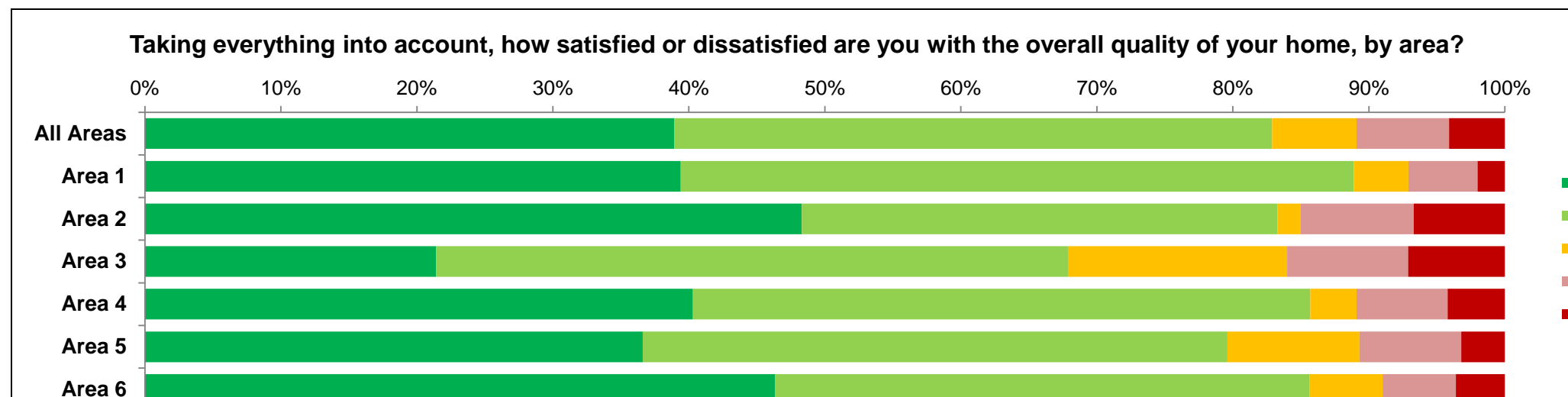
Q1: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by property type

	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	199	127	143	7	6
Very satisfied	39.2%	57.5%	37.1%	71.4%	33.3%
Fairly satisfied	48.2%	36.2%	49.0%	28.6%	33.3%
Neither	5.0%	3.1%	5.6%	0.0%	0.0%
Fairly dissatisfied	3.0%	3.1%	4.2%	0.0%	0.0%
Very dissatisfied	4.5%	0.0%	4.2%	0.0%	33.3%

Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home?

Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by area.

	All respondents	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	503	99	60	56	119	93	56
Very satisfied	39.4%	39.4%	48.3%	21.4%	40.3%	36.6%	46.4%
Fairly satisfied	43.5%	49.5%	35.0%	46.4%	45.4%	43.0%	39.3%
Neither	6.2%	4.0%	1.7%	16.1%	3.4%	9.7%	5.4%
Fairly dissatisfied	6.8%	5.1%	8.3%	8.9%	6.7%	7.5%	5.4%
Very dissatisfied	4.2%	2.0%	6.7%	7.1%	4.2%	3.2%	3.6%

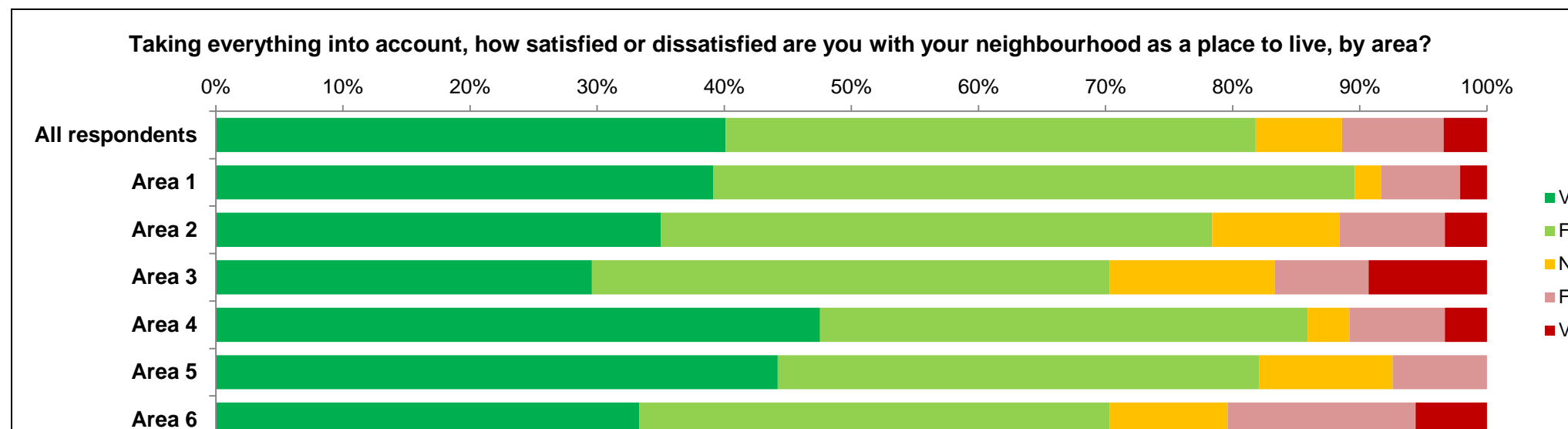


Q1a: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by property type

	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	203	128	144	7	6
Very satisfied	34.0%	51.6%	35.4%	57.1%	33.3%
Fairly satisfied	46.3%	41.4%	43.1%	42.9%	16.7%
Neither	8.9%	3.9%	4.9%	0.0%	0.0%
Fairly dissatisfied	5.4%	1.6%	11.8%	0.0%	50.0%
Very dissatisfied	5.4%	1.6%	4.9%	0.0%	0.0%

Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by Area.							
	All respondents	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	499	97	60	54	120	95	54
Very satisfied	40.1%	39.2%	35.0%	29.6%	47.5%	44.2%	33.3%
Fairly satisfied	41.7%	50.5%	43.3%	40.7%	38.3%	37.9%	37.0%
Neither	6.8%	2.1%	10.0%	13.0%	3.3%	10.5%	9.3%
Fairly dissatisfied	8.0%	6.2%	8.3%	7.4%	7.5%	7.4%	14.8%
Very dissatisfied	3.4%	2.1%	3.3%	9.3%	3.3%	0.0%	5.6%



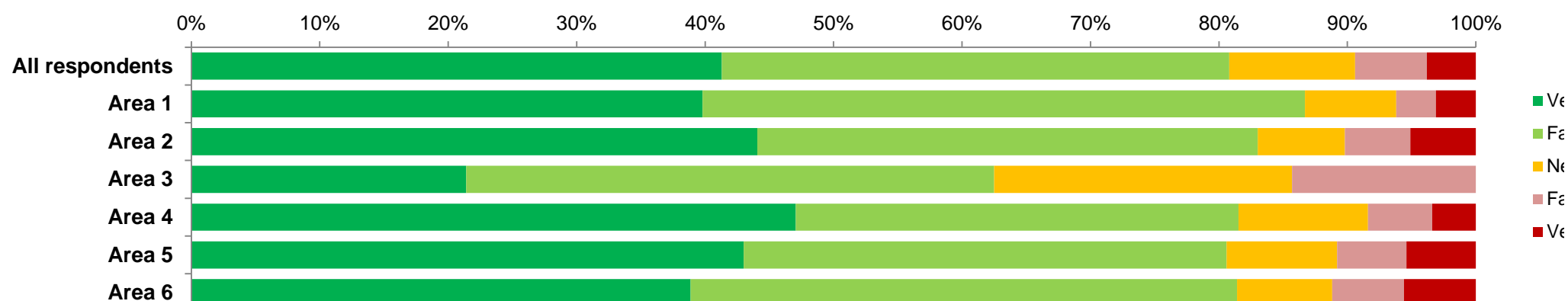
Q1b: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	202	127	143	7	5
Very satisfied	42.1%	56.7%	22.4%	57.1%	40.0%
Fairly satisfied	42.1%	34.6%	45.5%	28.6%	60.0%
Neither	5.9%	1.6%	13.3%	14.3%	0.0%
Fairly dissatisfied	6.9%	6.3%	12.6%	0.0%	0.0%
Very dissatisfied	3.0%	0.8%	6.3%	0.0%	0.0%

Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money?

Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by area.

	All respondents	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	499	98	59	56	119	93	54
Very satisfied	41.3%	39.8%	44.1%	21.4%	47.1%	43.0%	38.9%
Fairly satisfied	39.5%	46.9%	39.0%	41.1%	34.5%	37.6%	42.6%
Neither	9.8%	7.1%	6.8%	23.2%	10.1%	8.6%	7.4%
Fairly dissatisfied	5.6%	3.1%	5.1%	14.3%	5.0%	5.4%	5.6%
Very dissatisfied	3.8%	3.1%	5.1%	0.0%	3.4%	5.4%	5.6%

Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by area?

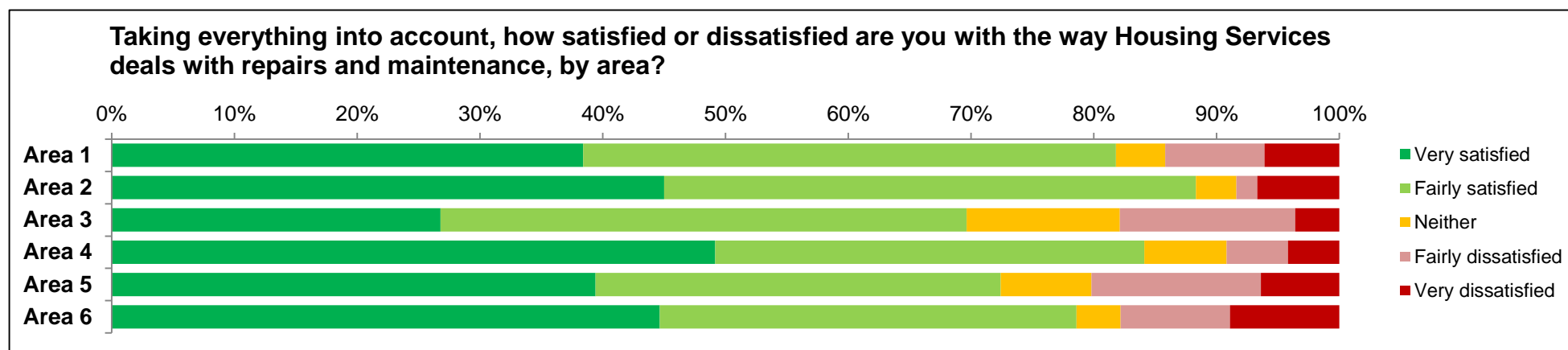


Q1c: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by property type.

	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	200	129	143	7	6
Very satisfied	34.0%	53.5%	37.8%	42.9%	83.3%
Fairly satisfied	45.0%	38.0%	33.6%	42.9%	16.7%
Neither	11.0%	6.2%	13.3%	0.0%	0.0%
Fairly dissatisfied	6.5%	2.3%	7.7%	14.3%	0.0%
Very dissatisfied	3.5%	0.0%	7.7%	0.0%	0.0%

Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance?

Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by area							
	All respondents	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	505	99	60	56	120	94	56
Very satisfied	41.2%	38.4%	45.0%	26.8%	49.2%	39.4%	44.6%
Fairly satisfied	38.6%	43.4%	43.3%	42.9%	35.0%	33.0%	33.9%
Neither	6.1%	4.0%	3.3%	12.5%	6.7%	7.4%	3.6%
Fairly dissatisfied	8.3%	8.1%	1.7%	14.3%	5.0%	13.8%	8.9%
Very dissatisfied	5.7%	6.1%	6.7%	3.6%	4.2%	6.4%	8.9%

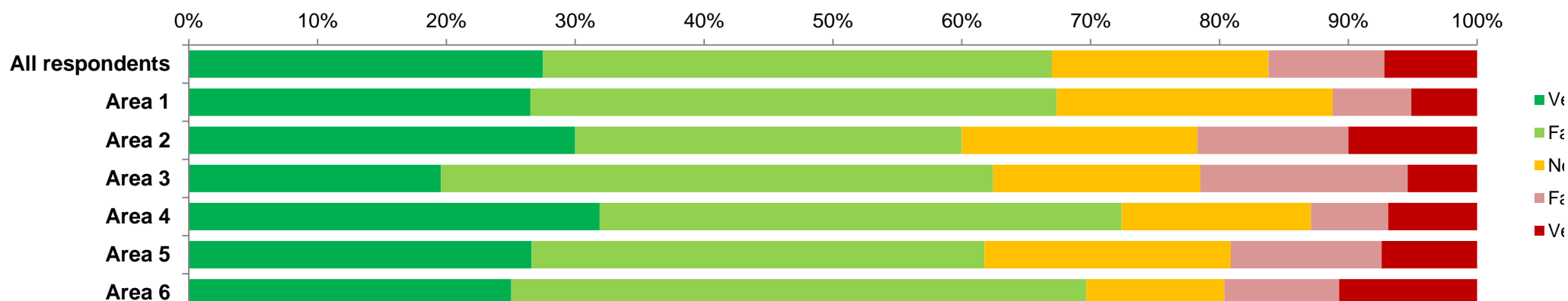


Q1d: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by property type.					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	204	129	144	7	6
Very satisfied	38.7%	46.5%	39.6%	42.9%	33.3%
Fairly satisfied	39.2%	38.8%	37.5%	42.9%	33.3%
Neither	6.9%	5.4%	5.6%	14.3%	0.0%
Fairly dissatisfied	8.8%	5.4%	10.4%	0.0%	16.7%
Very dissatisfied	6.4%	3.9%	6.9%	0.0%	16.7%

Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them ?

Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by area.							
	All respondents	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	499	98	60	56	116	94	56
Very satisfied	27.5%	26.5%	30.0%	19.6%	31.9%	26.6%	25.0%
Fairly satisfied	39.5%	40.8%	30.0%	42.9%	40.5%	35.1%	44.6%
Neither	16.8%	21.4%	18.3%	16.1%	14.7%	19.1%	10.7%
Fairly dissatisfied	9.0%	6.1%	11.7%	16.1%	6.0%	11.7%	8.9%
Very dissatisfied	7.2%	5.1%	10.0%	5.4%	6.9%	7.4%	10.7%

Taking everything into account, how satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by area?



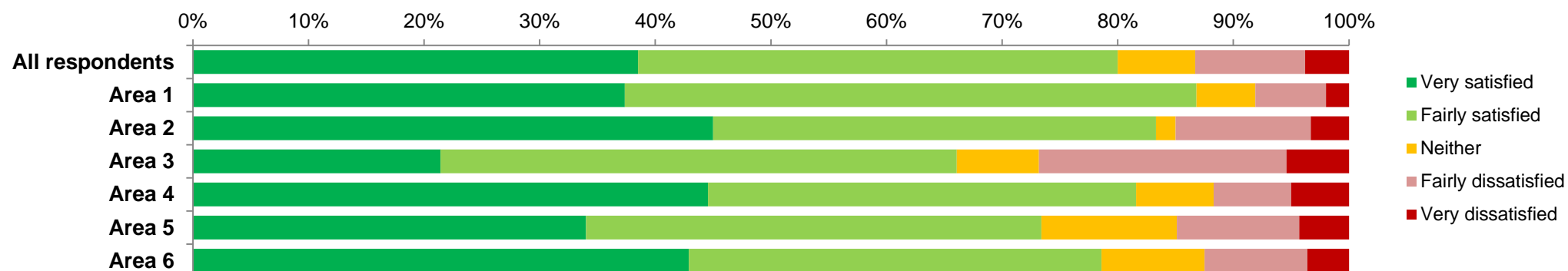
Q1e: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by property type					
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	201	128	143	7	6
Very satisfied	25.9%	29.7%	26.6%	28.6%	33.3%
Fairly satisfied	35.3%	43.8%	41.3%	57.1%	0.0%
Neither	19.9%	18.0%	12.6%	0.0%	16.7%
Fairly dissatisfied	12.9%	5.5%	6.3%	14.3%	33.3%
Very dissatisfied	6.0%	3.1%	13.3%	0.0%	16.7%

Q1f: How satisfied or dissatisfied are you with the overall condition of your home?

Q1f: How satisfied or dissatisfied are you with the overall condition of your home?, by Area.

	All respondents	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	504	99	60	56	119	94	56
Very satisfied	38.5%	37.4%	45.0%	21.4%	44.5%	34.0%	42.9%
Fairly satisfied	41.5%	49.5%	38.3%	44.6%	37.0%	39.4%	35.7%
Neither	6.7%	5.1%	1.7%	7.1%	6.7%	11.7%	8.9%
Fairly dissatisfied	9.5%	6.1%	11.7%	21.4%	6.7%	10.6%	8.9%
Very dissatisfied	3.8%	2.0%	3.3%	5.4%	5.0%	4.3%	3.6%

Taking everything into account, how satisfied or dissatisfied are you with the overall condition of your home, by area?



Q1f: How satisfied or dissatisfied are you with the overall condition of your home, by property type.

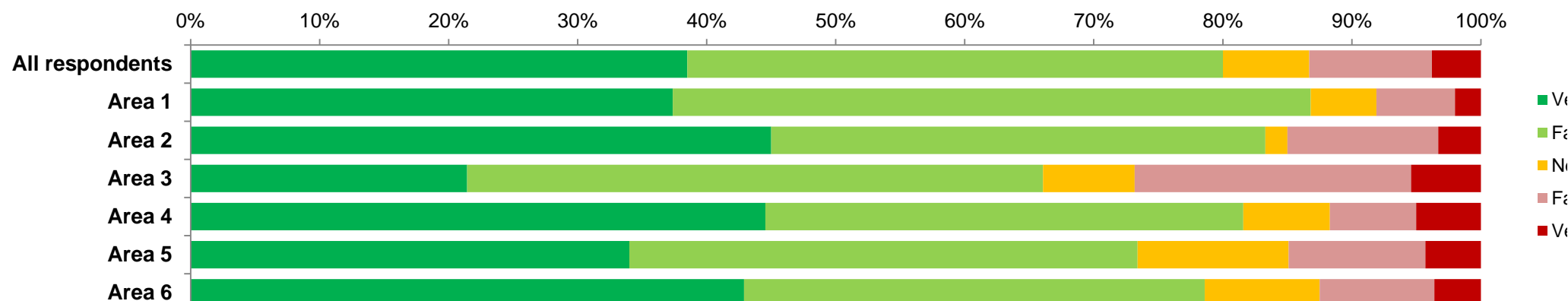
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	203	129	145	7	5
Very satisfied	33.0%	49.6%	35.2%	42.9%	40.0%
Fairly satisfied	46.8%	41.1%	34.5%	42.9%	20.0%
Neither	5.4%	3.9%	11.0%	14.3%	20.0%
Fairly dissatisfied	11.8%	3.1%	12.4%	0.0%	20.0%
Very dissatisfied	3.0%	2.3%	6.9%	0.0%	0.0%

Q1g: How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?

Q1g: How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known, by Area.

	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	500	96	60	55	119	94	56
Very satisfied	29.2%	26.0%	35.0%	20.0%	29.4%	31.9%	26.8%
Fairly satisfied	37.8%	42.7%	26.7%	41.8%	40.3%	30.9%	41.1%
Neither	22.4%	24.0%	28.3%	23.6%	20.2%	23.4%	21.4%
Fairly dissatisfied	6.6%	5.2%	5.0%	9.1%	7.6%	8.5%	5.4%
Very dissatisfied	4.0%	2.1%	5.0%	5.5%	2.5%	5.3%	5.4%

Taking everything into account, how satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known, by area?



Q1g: How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known, by property type.

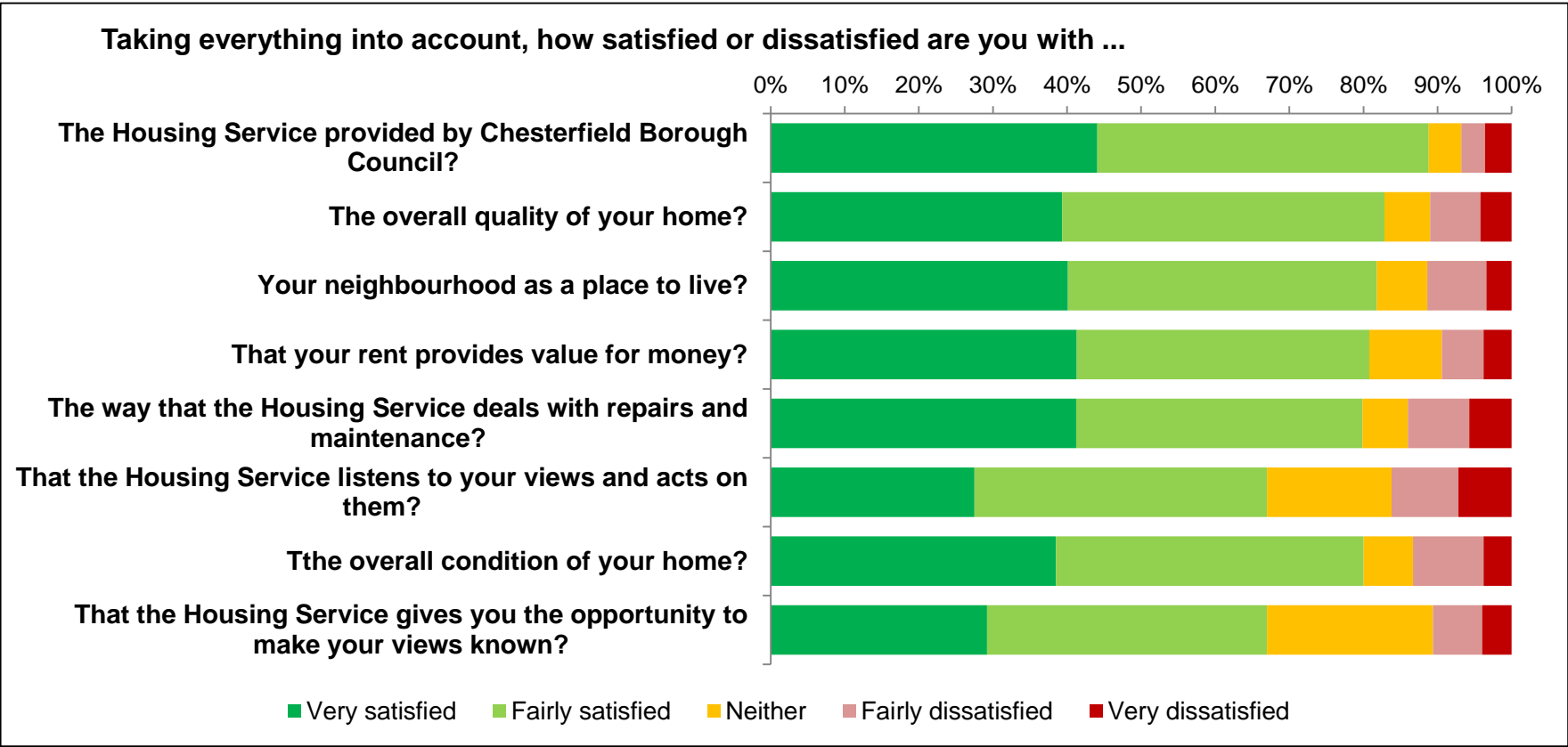
	House	Bungalow	Flat	Older Person's Flat	Maisonette
Base	199	129	145	7	6
Very satisfied	28.1%	32.6%	24.1%	57.1%	33.3%
Fairly satisfied	31.7%	41.9%	43.4%	28.6%	33.3%
Neither	29.1%	20.2%	17.9%	0.0%	0.0%
Fairly dissatisfied	7.5%	3.9%	6.9%	14.3%	33.3%
Very dissatisfied	3.5%	1.6%	7.6%	0.0%	0.0%

About our services in general

Q1. Please tell us how satisfied or dissatisfied you are with the following:

Q1(a-h): Please tell us how satisfied or dissatisfied you are with the following:											
	<i>Star 2017</i>						<i>Trend</i>				
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>2017 Satisfied</i>	<i>2015 Satisfied</i>	<i>2013 Satisfied</i>	<i>2008 Satisfied</i>	<i>Change from 2015 +/-</i>
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	497	44.1%	44.7%	4.4%	3.2%	3.6%	88.8%	88.0%	87.5%	77.4%	+0.8%
How satisfied or dissatisfied are you with the overall quality of your home?	503	39.4%	43.5%	6.2%	6.8%	4.2%	82.9%	80.9%	82.7%	77.3%	+2.0%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	499	40.1%	41.7%	6.8%	8.0%	3.4%	81.8%	82.5%	83.2%	72.0%	-0.7%
How satisfied or dissatisfied are you that your rent provides value for money?	499	41.3%	39.5%	9.8%	5.6%	3.8%	80.8%	78.8%	76.9%	68.8%	+2.0%
Generally, how satisfied or dissatisfied are you with the way that the Housing Service deals with repairs and maintenance?	505	41.2%	38.6%	6.1%	8.3%	5.7%	79.8%	77.9%	80.0%	76.0%	+1.9%
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts on them?	499	27.5%	39.5%	16.8%	9.0%	7.2%	67.0%	66.2%	66.6%		+0.8%
How satisfied or dissatisfied are you with the overall condition of your home?	504	38.5%	41.5%	6.7%	9.5%	3.8%	80.0%	79.7%	80.7%	71.4%	+0.3%
How satisfied or dissatisfied are you with that the Housing Service gives you the opportunity to make your views known?	500	29.2%	37.8%	22.4%	6.6%	4.0%	67.0%	66.2%	59.9%		+0.8%

Summary chart of Q1 – Q1h: Please tell us how satisfied or dissatisfied you are with the following:

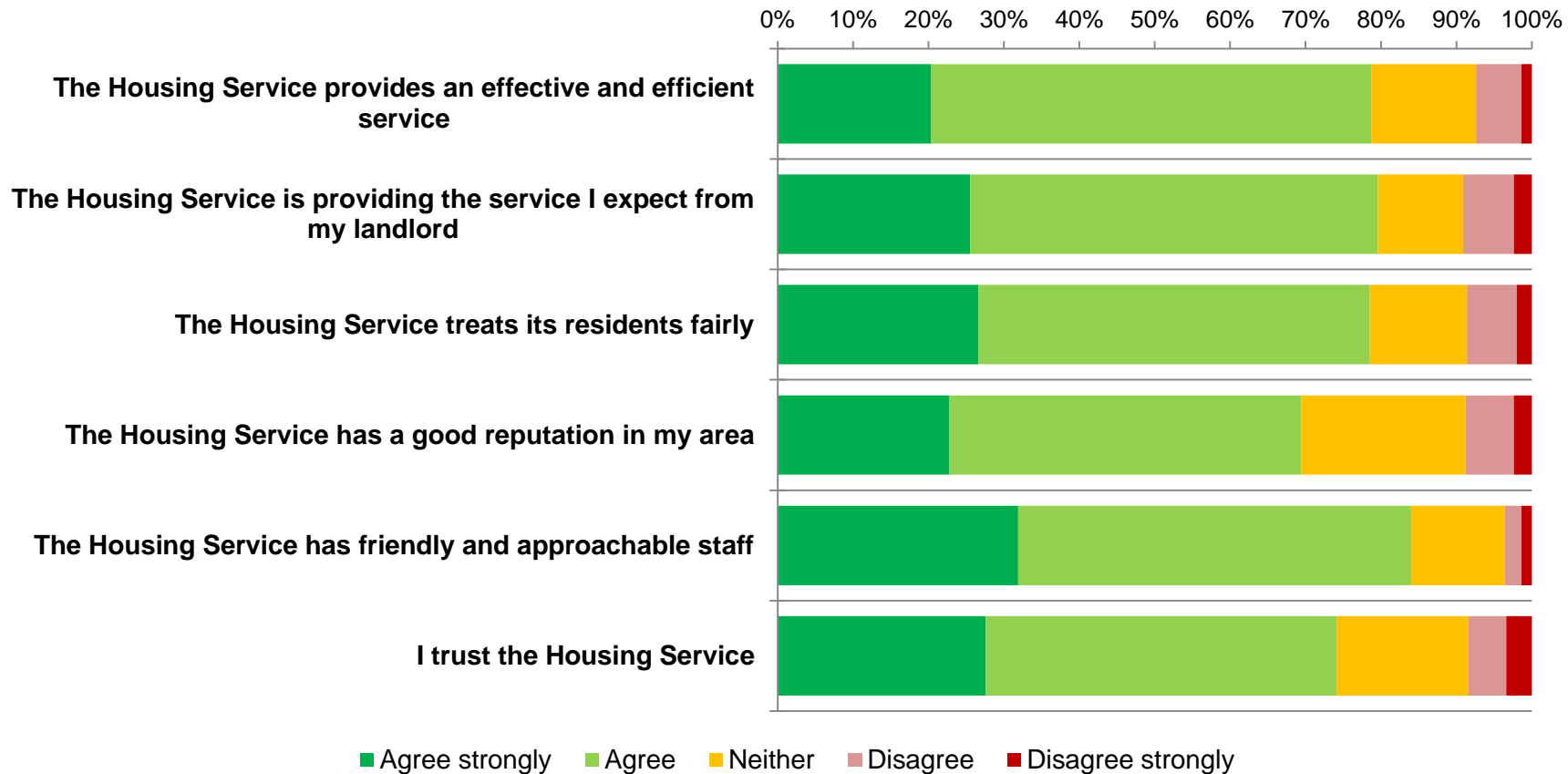


About your perceptions

Q2. To what extent do you agree or disagree with the following:

Q2: To what extent do you agree or disagree with the following:									
	2017 Results					Trend			
	Agree strongly	Agree	Neither	Disagree	Disagree strongly	2017 Agree	2015 Agree	2013 Agree	Change from 2015 +/-
The Housing Service provides an effective and efficient service	20.3%	58.4%	13.9%	6.0%	1.4%	78.7%	78.0%	79.5%	+0.7%
The Housing Service is providing the service I expect from my landlord	25.5%	54.0%	11.3%	6.7%	2.4%	79.5%	79.9%	81.0%	-0.4%
The Housing Service treats its residents fairly	26.6%	51.9%	12.9%	6.6%	2.0%	78.5%	74.7%	79.6%	+3.8%
The Housing Service has a good reputation in my area	22.8%	46.7%	21.8%	6.4%	2.4%	69.5%	70.5%	68.8%	-1.0%
The Housing Service has friendly and approachable staff	31.9%	52.1%	12.4%	2.2%	1.4%	84.0%	81.7%	84.5%	+2.3%
I trust the Housing Service	27.6%	46.5%	17.5%	5.0%	3.4%	74.1%	74.3%	78.1%	-0.2%

Q2. To what extent do you agree or disagree with the following...



About repairs

Q3. How satisfied or dissatisfied are you with gas servicing arrangements?

Q3: How satisfied or dissatisfied are you with gas servicing arrangements?								
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>	<i>Total satisfied</i>
<i>Star 2017</i>	499	67.1%	23.8%	3.2%	2.8%	1.2%	1.8%	90.9%
<i>Star 2015</i>	568	65.5%	25.5%	2.1%	1.6%	2.6%	2.6%	91.0%
<i>Star 2013</i>	704	58.5%	27.4%	4.3%	2.3%	2.1%	5.4%	85.9%

Q4. Have you had any repairs to your home in the last 12 months?

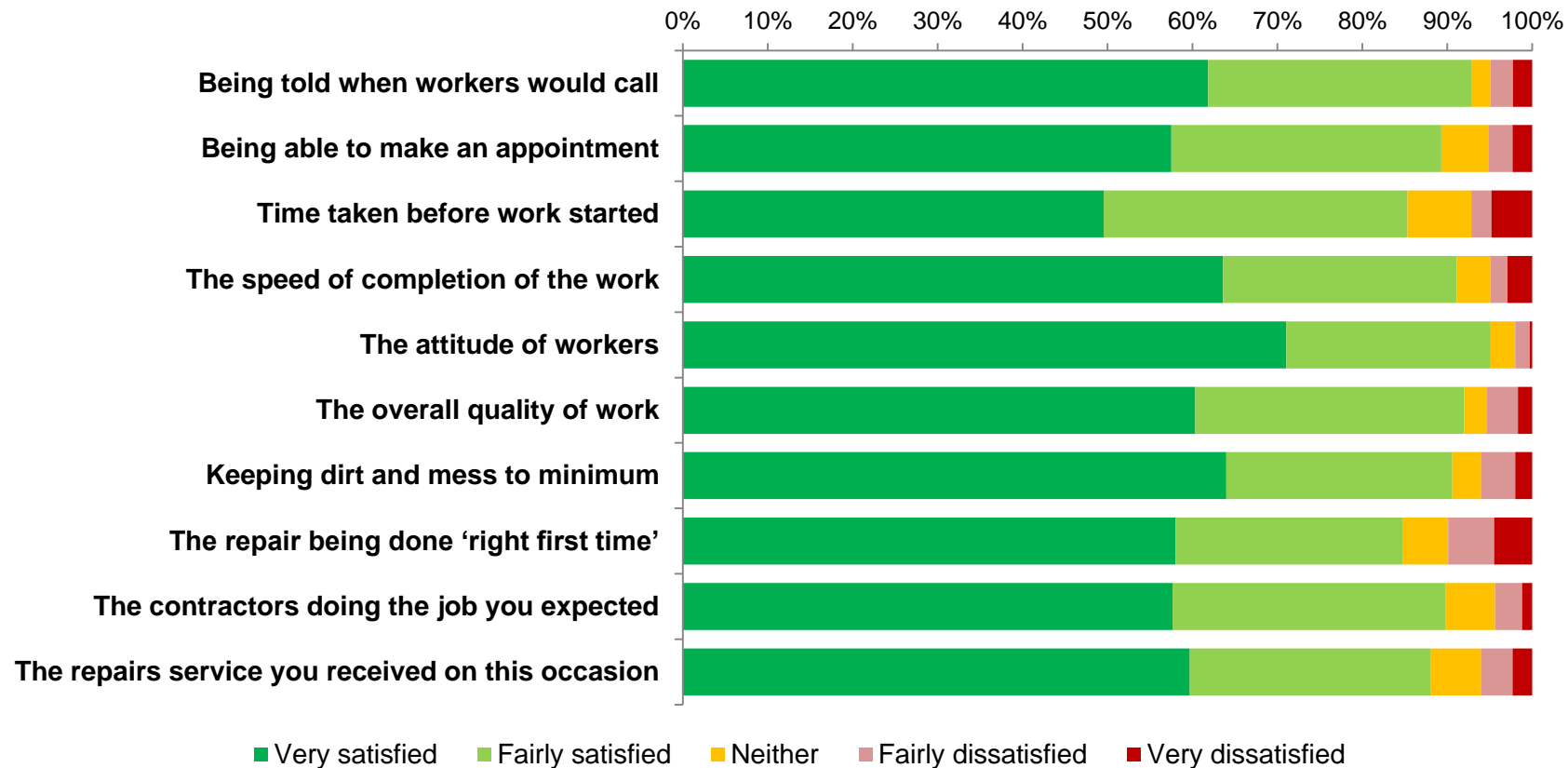
Q4: Have you had any repairs to your home in the last 12 months?				
	<i>Base</i>	<i>Yes</i>	<i>No</i>	<i>Can't remember</i>
<i>Star 2017</i>	476	70.0%	30.0%	
<i>Star 2015</i>	528	70.8%	29.2%	
<i>Star 2013</i>	642	74.0%	26.0%	
<i>TSS Sept 2008</i>	651	72.0%	22.0%	6.0%

Respondents that indicated 'no' to this question were asked to go to question 5 next.

Q4.a. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:											
	<i>Star 2017</i>						<i>Trend</i>				
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>2017 Satisfied</i>	<i>2015 Satisfied</i>	<i>2013 Satisfied</i>	<i>2008 "Good"</i>	<i>Change from 2015 +/-</i>
Being told when workers would call	352	61.9%	31.0%	2.3%	2.6%	2.3%	89.3%	89.7%	89.2%	90.0%	-0.4%
Being able to make an appointment	346	57.5%	31.8%	5.5%	2.9%	2.3%	85.4%	86.2%	88.2%		-0.8%
Time taken before work started	335	49.6%	35.8%	7.5%	2.4%	4.8%	91.1%	81.2%	83.3%	85.0%	+9.9%
The speed of completion of the work	349	63.6%	27.5%	4.0%	2.0%	2.9%	95.2%	86.0%	89.4%	89.0%	+9.2%
The attitude of workers	349	71.1%	24.1%	2.9%	1.7%	0.3%	92.0%	90.5%	92.9%	93.0%	+1.5%
The overall quality of work	350	60.3%	31.7%	2.6%	3.7%	1.7%	90.6%	86.6%	85.3%	84.0%	+4.0%
Keeping dirt and mess to minimum	350	64.0%	26.6%	3.4%	4.0%	2.0%	84.7%	86.4%	88.9%	89.0%	-1.7%
The repair being done 'right first time'	352	58.0%	26.7%	5.4%	5.4%	4.5%	89.9%	80.8%	79.1%		+9.1%
The contractors doing the job you expected	345	57.7%	32.2%	5.8%	3.2%	1.2%	88.0%	81.4%	83.6%		+6.6%
The repairs service you received on this occasion	350	59.7%	28.3%	6.0%	3.7%	2.3%	89.3%	84.7%	85.8%		+4.6%
Wording change from Status question 2008											

Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:



Q4.b. Did the contractor show proof of identity?

Q4b: Did the contractor show proof of identity?			
	Base	Yes	No
<i>Star 2017</i>	347	79.3%	29.7%
<i>Star 2015</i>	389	77.9%	22.1%
<i>Star 2013</i>	509	78.0%	22.0%

Q4.c. If you had an appointment for this repair, was it kept?

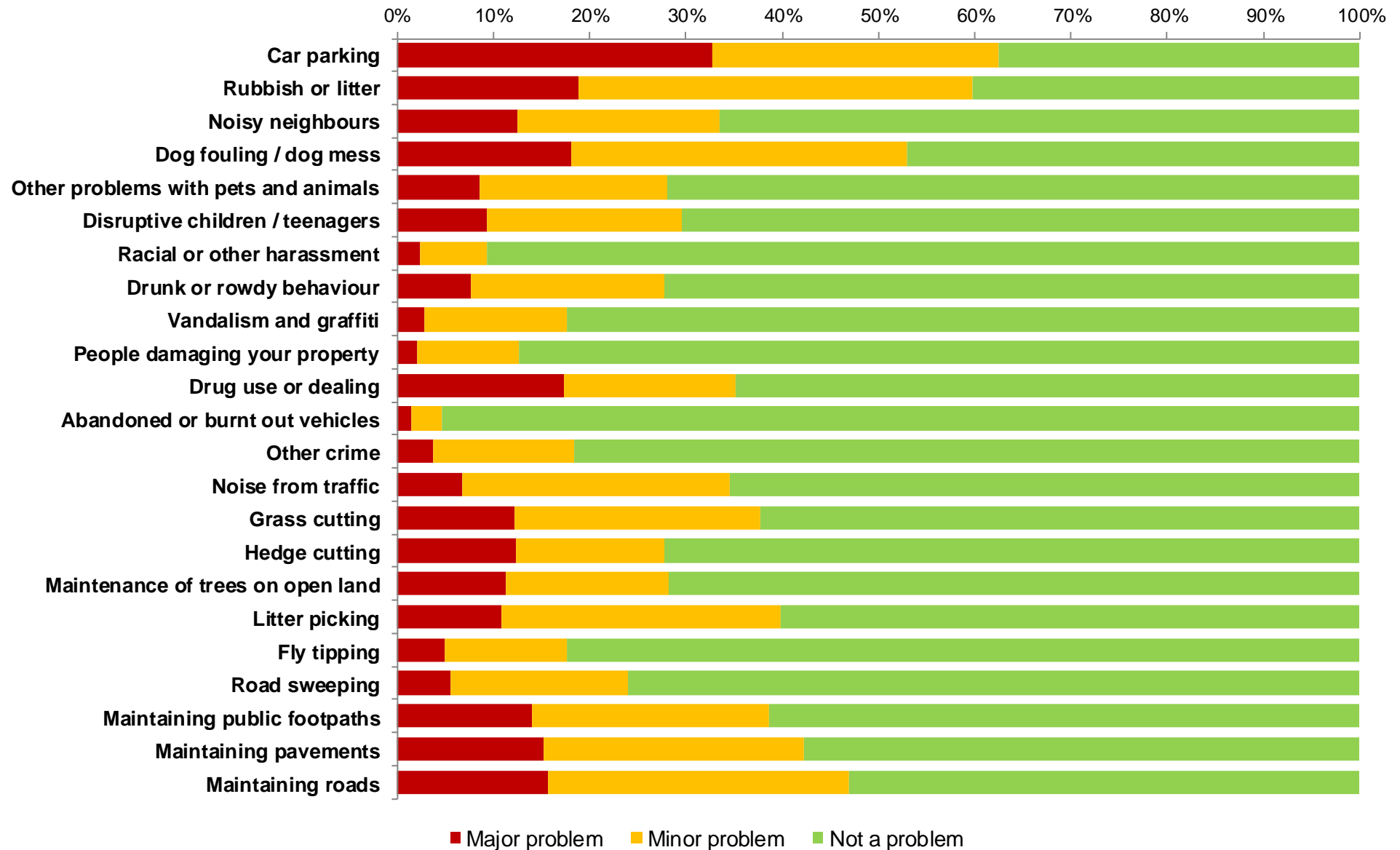
Q4c: If you had an appointment for this repair, was it kept?				
	Base	Yes	No	<i>Didn't have an appointment</i>
<i>Star 2017</i>	349	88.8%	3.2%	8.0%
<i>Star 2015</i>	402	80.1%	6.7%	13.2%
<i>Star 2013</i>	532	84.6%	6.4%	9.0%

About your neighbourhood / estate

Q5. To what extent are any of the following a problem in your neighbourhood?

Q5: To what extent are any of the following a problem in your neighbourhood?										
	Star 2017				Star 2015			Star 2013		
	Base	Major problem	Minor problem	Not a problem	Major problem	Minor problem	Not a problem	Major problem	Minor problem	Not a problem
Car parking	477	32.7%	29.8%	37.5%	30.6%	27.5%	41.9%	27.6%	28.8%	43.5%
Rubbish or litter	482	18.9%	40.9%	40.2%	18.6%	42.0%	39.3%	19.2%	38.1%	42.8%
Noisy neighbours	472	12.5%	21.0%	66.5%	13.8%	24.9%	61.3%	12.3%	23.9%	63.8%
Dog fouling / dog mess	481	18.1%	34.9%	47.0%	25.8%	36.4%	37.8%	27.2%	36.0%	36.8%
Other problems with pets and animals	470	8.5%	19.6%	71.9%	9.3%	20.6%	70.1%	9.6%	20.9%	69.5%
Disruptive children / teenagers	474	9.3%	20.3%	70.5%	6.5%	28.2%	65.3%	8.1%	25.5%	66.4%
Racial or other harassment	474	2.3%	7.0%	90.7%	2.2%	8.0%	89.8%	2.0%	6.0%	92.0%
Drunk or rowdy behaviour	480	7.7%	20.0%	72.3%	5.9%	23.2%	70.9%	6.5%	19.1%	74.3%
Vandalism and graffiti	472	2.8%	14.8%	82.4%	2.6%	16.0%	81.4%	4.0%	14.2%	81.7%
People damaging your property	468	2.1%	10.5%	87.4%	2.2%	8.9%	88.9%	3.2%	9.2%	87.6%
Drug use or dealing	483	17.4%	17.8%	64.8%	12.9%	19.7%	67.4%	12.9%	19.9%	67.1%
Abandoned or burnt out vehicles	472	1.5%	3.2%	95.3%	0.2%	3.7%	96.1%	1.0%	2.8%	96.1%
Other crime	446	3.8%	14.6%	81.6%	2.7%	18.5%	78.8%	3.0%	20.3%	76.7%
Noise from traffic	477	6.7%	27.9%	65.4%	6.8%	22.6%	70.6%	5.8%	23.5%	70.6%
Grass cutting	477	12.2%	25.6%	62.3%	7.5%	20.8%	71.7%	8.9%	18.3%	72.8%
Hedge cutting	464	12.3%	15.5%	72.2%	9.6%	13.2%	77.2%	9.5%	13.3%	77.2%
Maintenance of trees on open land	467	11.3%	16.9%	71.7%	10.3%	14.1%	75.6%	8.0%	13.5%	78.5%
Litter picking	471	10.8%	29.1%	60.1%	11.4%	25.7%	62.9%	10.0%	24.8%	65.3%
Fly tipping	468	4.9%	12.8%	82.3%	4.7%	15.5%	79.8%	4.6%	14.0%	81.4%
Road sweeping	465	5.6%	18.3%	76.1%	6.8%	13.2%	80.0%	5.1%	14.8%	80.1%
Maintaining public footpaths	470	14.0%	24.7%	61.3%	12.8%	22.5%	64.7%	10.1%	23.1%	66.8%
Maintaining pavements	467	15.2%	27.0%	57.8%	15.3%	21.8%	62.9%	12.0%	25.6%	62.3%
Maintaining roads	474	15.6%	31.4%	53.0%	17.2%	26.1%	56.7%	17.1%	29.3%	53.6%

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



Q6. In the last three years, would you say your neighbourhood has improved or declined?

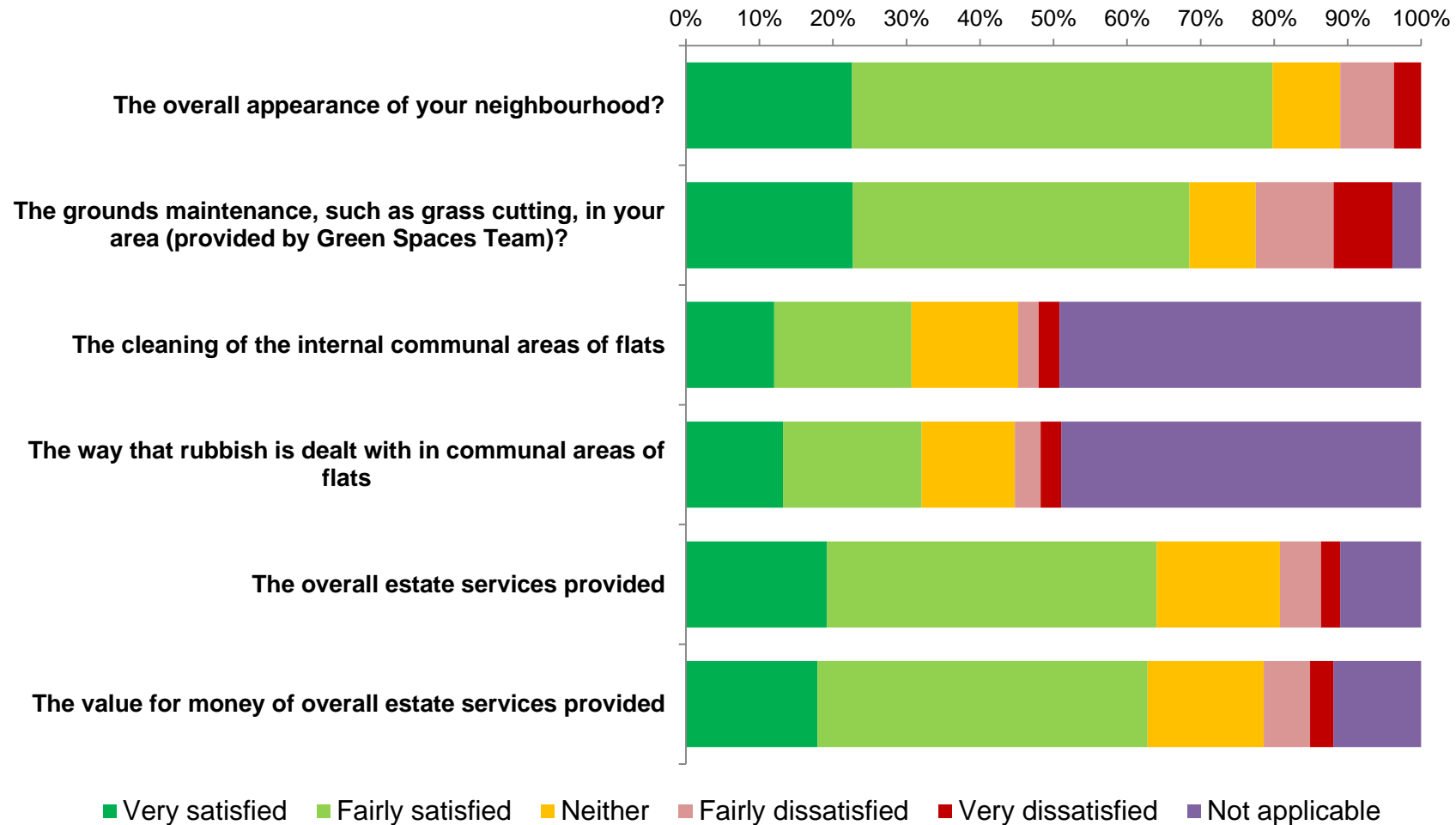
Q6: In the last three years, would you say your neighbourhood has improved or declined?						
	Base	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
Star 2017	479	8.6%	13.4%	53.9%	16.7%	7.5%
Star 2015	533	9.2%	12.3%	55.7%	15.7%	7.1%
Star 2013	692	7.1%	16.0%	56.5%	14.7%	5.6%

About Estate Services

Q7. How satisfied or dissatisfied are you with the following aspects of Estate Services?

Q7: How satisfied or dissatisfied are you with the following aspects of Estate Services?										
	2017							Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	2017 Satisfied	2015 Satisfied	2013 Satisfied
The overall appearance of your neighbourhood?	491	22.6%	57.2%	9.2%	7.3%	3.7%		79.8%	78.3%	82.2%
The grounds maintenance, such as grass cutting, in your area?	489	22.7%	45.8%	9.0%	10.6%	8.0%	3.9%	68.5%	72.0%	78.9%
The cleaning of the Internal communal areas of flats	433	12.0%	18.7%	14.5%	2.8%	2.8%	49.2%	30.7%	33.4%	47.1%
The way that rubbish is dealt with in communal areas of flats	433	13.2%	18.9%	12.7%	3.5%	2.8%	49.0%	32.1%	36.2%	40.0%
The overall estate services provided	464	19.2%	44.8%	16.8%	5.6%	2.6%	11.0%	64.0%	64.8%	69.5%
The value for money of overall estate services provided	463	17.9%	44.9%	15.8%	6.3%	3.2%	11.9%	62.8%	60.4%	65.5%

How satisfied or dissatisfied are you with the following aspects of Estate Services?



About anti-social behaviour

Q8. Have you reported anti-social behaviour to the Housing Service in the last 12 months?

Q8: Have you reported anti-social behaviour to the Housing Service in the last 12 months?			
	Base	Yes	No
<i>Star 2017</i>	495	11.5%	88.5%
<i>Star 2015</i>	551	10.5%	89.5%
<i>Star 2013</i>	679	9.4%	90.6%
<i>TSS Sept 2008</i>		12.6%	84.3%
Question details: Optional Star question ASB1, Status question			

Q8.a. At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour

Q8a: At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?						
	Base	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
<i>Star 2017</i>	54	35.2%	38.9%	13.0%	7.4%	5.6%
<i>Star 2015</i>	58	46.6%	29.3%	8.6%	10.3%	5.2%
<i>Star 2013</i>	79	36.7%	25.3%	13.9%	13.9%	10.1%
Question details: Optional Star question ASB2, HouseMark benchmark ASB						

Q8.b. How would you describe the member of staff dealing with your report about anti-social behaviour?

Q8b: How would you describe the member of staff dealing with your report about anti-social behaviour?							
	2017 Results					Trend	
Star 2015	Base	Always	Usually	Occasionally	Never	2015 'Always'	2013 'Always'
<i>Helpful</i>	55	47.3%	20.0%	16.4%	16.4%	45.8%	43.4%
<i>Courteous</i>	52	46.2%	30.8%	11.5%	11.5%	57.8%	46.4%
<i>Sensitive</i>	49	44.9%	28.6%	12.2%	14.3%	42.9%	42.9%
<i>Responsive</i>	52	48.1%	15.4%	17.3%	19.2%	46.0%	42.2%
<i>Knowledgeable</i>	51	47.1%	17.6%	19.6%	15.7%	48.4%	42.0%
¹ HouseMark benchmark: ASB							

Q8.c. How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?

Q8c: How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?					
	<i>Base</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Star 2017	56	35.7%	35.7%	19.6%	8.9%
Star 2015	75	40.0%	33.3%	16.0%	10.7%
Star 2013	77	45.5%	22.1%	23.4%	9.1%
<i>Question details: Optional Star question ASB4, HouseMark benchmark ASB</i>					

Q8.d. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

Q8d: How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?											
	<i>Star 2017</i>						<i>Trend</i>				
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>2017 Satisfied</i>	<i>2015 Satisfied</i>	<i>2013 Satisfied</i>	<i>2008 Satisfied</i>	<i>Change from 2015 +/-</i>
How well you were kept up to date with what was happening throughout your anti-social behaviour case.	55	23.6%	34.5%	10.9%	7.3%	23.6%	58.1%	42.2%	45.5%	39.0%	+15.9%
The support provided by staff	54	24.1%	33.3%	11.1%	7.4%	24.1%	57.4%	49.2%	46.6%	39.0%	+8.2%
Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour case?	53	22.6%	22.6%	13.2%	9.4%	32.1%	45.2%	49.2%	34.7%	30.0%	-4.0%
Overall, how satisfied or dissatisfied are you with the way that your anti-social behaviour case was dealt with?	54	25.9%	24.1%	16.7%	7.4%	25.9%	50.0%	52.4%	36.6%		-2.4%

¹Wording change from Status question

Q8.e. How willing would you be to report any anti-social behaviour to the Housing Service in the future?

Q8e: How willing would you be to report any anti-social behaviour to the Housing Service in the future?						
	Base	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
<i>Star 2017</i>	58	51.7%	19.0%	5.2%	6.9%	17.2%
<i>Star 2015</i>	73	60.3%	11.0%	4.1%	16.4%	8.2%
<i>Star 2013</i>	86	47.7%	19.8%	3.5%	10.5%	18.6%

About contacting us and communications

Q9. How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?

Q9: 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	Very good	Fairly good	Neither	Fairly poor	Very poor	Total 'good'
<i>Star 2017</i>	491	34.2%	43.6%	11.6%	5.9%	4.7%	77.8%
<i>Star 2015</i>	572	31.8%	39.2%	18.4%	7.0%	3.7%	71.0%
<i>Star 2013</i>	699	30.2%	43.1%	16.0%	6.7%	4.0%	73.3%

Q10. Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?

Q10: Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?			
	Base	Yes	No
<i>Star 2017</i>	486	30.0%	70.0%
<i>Star 2015</i>	550	32.9%	67.1%
<i>Star 2013</i>	670	35.1%	64.9%

Q10.a. Was getting hold of the right person easy or difficult?

Q10a: Was getting hold of the right person easy or difficult?				
	Base	Easy	Difficult	Neither
<i>Star 2017</i>	153	56.2%	28.8%	15.0%
<i>Star 2015</i>	183	63.4%	26.2%	10.4%

<i>Star 2013</i>	232	68.5%	22.0%	9.5%
<i>TSS 2008 (% positive rating)</i>		69.0%		

Q10.b. Did you find the staff helpful or unhelpful?

Q10b: Did you find the staff helpful or unhelpful?				
	<i>Base</i>	<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
<i>Star 2017</i>	153	71.2%	15.0%	13.7%
<i>Star 2015</i>	188	70.7%	17.0%	12.2%
<i>Star 2013</i>	237	77.2%	11.4%	11.4%
<i>TSS 2008 (% positive rating)</i>		77.0%		

Q10.c. Was your query answered within a reasonable time?

Q10c: Was your query answered within a reasonable time?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
<i>Star 2017</i>	133	73.7%	26.3%
<i>Star 2015</i>	165	67.9%	32.1%
<i>Star 2013</i>	201	72.1%	27.9%

Q10.d. How satisfied or dissatisfied were you with the following:

Q10d: How satisfied or dissatisfied were you with the following											
	<i>Star 2017</i>						<i>Trend</i>				
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>2017 Satisfied</i>	<i>2015 Satisfied</i>	<i>2013 Satisfied</i>	<i>2008 "Positive"</i>	<i>Change from 2015 +/-</i>
The ability of staff to deal with your query quickly and efficiently	147	40.1%	29.9%	12.2%	8.8%	8.8%	70.0%	65.1%	75.2%		4.9%
The final outcome of your query	140	36.4%	30.0%	12.9%	9.3%	11.4%	66.4%	56.5%	67.8%	62.0%	1.3%
¹ Wording change from Status question											

Q11. Do you use the internet?

Q11: Do you use the internet?							
	Base	Yes, at home		Yes, outside the home		No	
		Number	%	Number	%	Number	%
Star 2017	486	251	51.6%	87	17.9%	221	45.5%
Star 2015	542	269	49.6%	74	13.7%	251	46.3%
Star 2013	656	301	45.9%	85	13.0%	344	52.4%

Q11.a. Why do you not use the internet?

Q11a: Why do you not use the internet?		
	Number of respondents	% of respondents
Do not have access to the internet	88	45.4%
Do not want to use the internet	93	47.9%
Connection costs (e.g. broadband) too high	57	29.4%
Lack of confidence / skills	53	27.3%
Equipment costs too high	28	14.4%
Privacy and security concerns	46	23.7%
No free internet access near me	26	13.4%
Physical disability	67	34.5%

Q12. Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?

Q12: Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?		
	Number of respondents	% of respondents
Telephone	123	25.3%
In writing	346	71.0%
Newsletter	115	23.6%
Email	244	50.1%
Text / SMS	116	23.8%
Visit to your home by staff	92	18.9%
Visit to the office	35	7.2%
Open meetings	150	30.8%

About complaints

Q13. Are you aware that the Housing Service has a formal complaints procedure?

Q13: Are you aware that the Housing Service has a formal complaints procedure?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
Star 2017	486	60.1%	39.9%
Star 2015	547	57.0%	43.0%
Star 2013	683	56.1%	43.9%

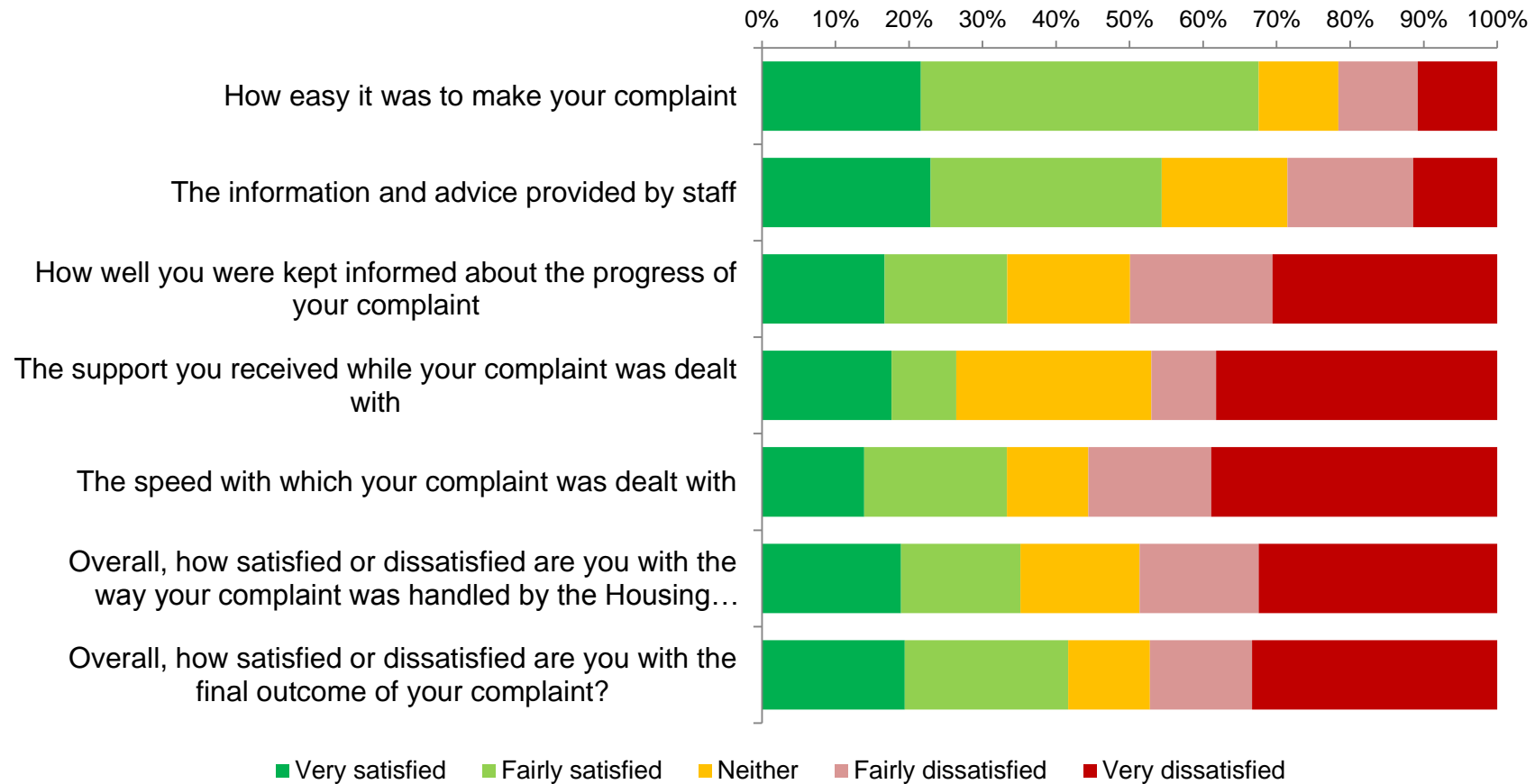
Q14. Have you made a complaint to the Housing Service in the last 12 months about our services?

Q14: Have you made a complaint to the Housing Service in the last 12 months about our services?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
Star 2017	492	8.1%	91.9%
Star 2015	541	7.2%	92.8%
Star 2013	669	7.5%	92.5%

Q14.a. How satisfied or dissatisfied are you with the following aspects of the complaints service?

Q14a: How satisfied or dissatisfied are you with the following aspects of the complaints service?										
	Star 2017						Trend			
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>2017 Satisfied</i>	<i>2015 Satisfied</i>	<i>2013 Satisfied</i>	<i>Change +/-</i>
How easy it was to make your complaint	37	21.6%	45.9%	10.8%	10.8%	10.8%	67.5%	67.4%	69.8%	+0.1%
The information and advice provided by staff	35	22.9%	31.4%	17.1%	17.1%	11.4%	54.3%	50.0%	57.9%	+4.3%
How well you were kept informed about the progress of your complaint	36	16.7%	16.7%	16.7%	19.4%	30.6%	33.4%	38.1%	40.7%	-4.7%
The support you received while your complaint was dealt with	34	17.6%	8.8%	26.5%	8.8%	38.2%	26.4%	32.5%	42.3%	-6.1%
The speed with which your complaint was dealt with	36	13.9%	19.4%	11.1%	16.7%	38.9%	33.3%	39.0%	42.3%	-5.7%
Overall, how satisfied or dissatisfied are you with the way your complaint was handled by the Housing Service?	37	18.9%	16.2%	16.2%	16.2%	32.4%	35.1%	31.0%	41.0%	+4.1%
Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?	36	19.4%	22.2%	11.1%	13.9%	33.3%	41.6%	38.1%	42.3%	+3.5%

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



Q14.b. How willing would you be to make a complaint about our services to the Housing Service in the future?

Q14b: How willing would you be to make a complaint about our services to the Housing Service in the future?						
	<i>Base</i>	<i>Very willing</i>	<i>Fairly willing</i>	<i>Neither</i>	<i>Fairly reluctant</i>	<i>Very reluctant</i>
Star 2017	49	53.1%	28.6%	8.2%	8.2%	2.0%
Star 2015	63	50.8%	22.2%	7.9%	15.9%	3.2%
Star 2013	86	46.5%	30.2%	8.1%	9.3%	5.8%

About advice and support

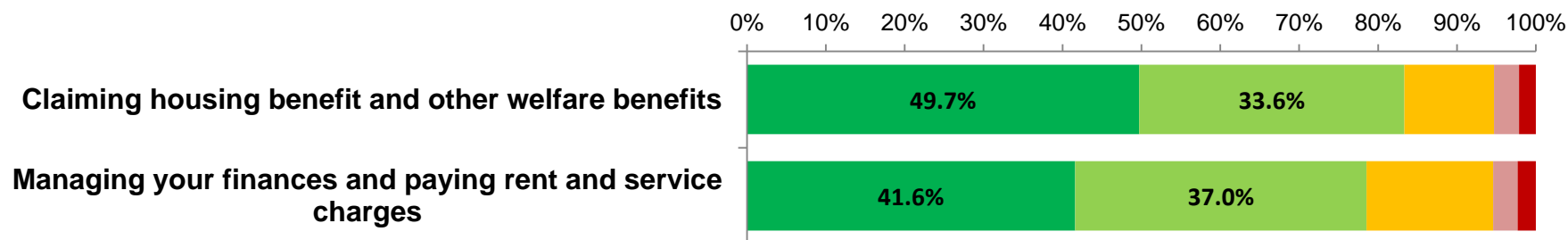
Q15. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

Q15: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?											
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>	<i>2017 satisfied</i>	<i>2015 satisfied</i>	<i>2013 satisfied</i>	<i>Change +/-</i>
<i>Claiming housing benefit and other welfare benefits</i>	476	39.5%	26.7%	9.0%	2.5%	1.7%	20.6%	66.2%	61.5%	63.1%	+4.7%
<i>Managing your finances and paying rent and service charges</i>	460	35.0%	31.1%	13.5%	2.6%	2.0%	15.9%	66.1%	64.2%	62.3%	+1.9%

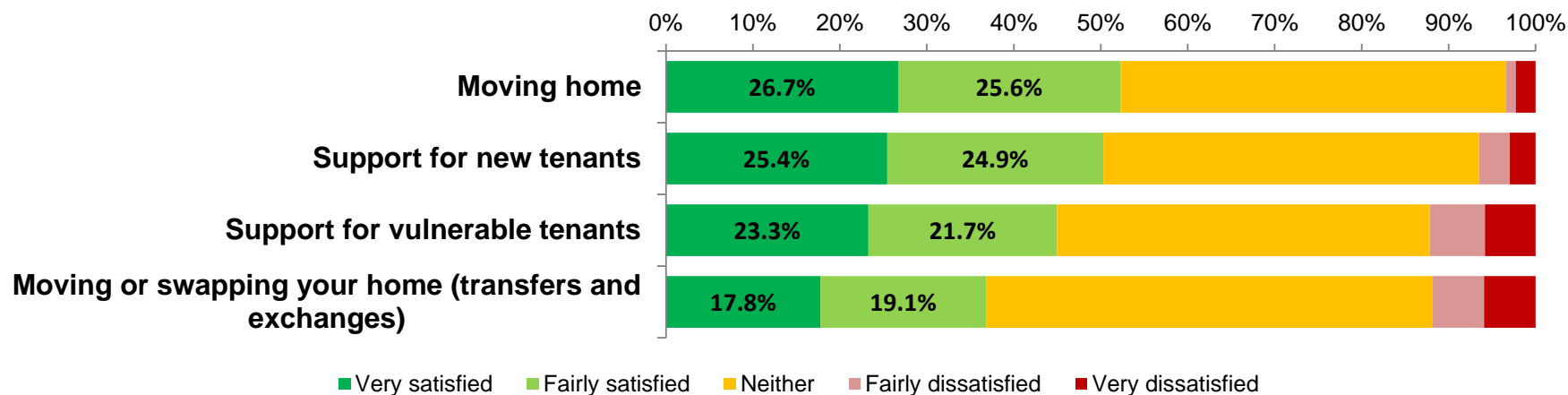
Q16. How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

Q16: How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?												
	<i>Star 2015</i>							<i>Trend</i>				
	<i>Base</i>	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>	<i>2017 Satisfied (excluding N/As)</i>	<i>2015 Satisfied (excluding N/As)</i>	<i>2013 Satisfied (excluding N/As)</i>	<i>2008 Satisfied</i>	<i>Change from 2015 +/-</i>
Moving home	422	11.1%	10.7%	18.5%	0.5%	0.9%	58.3%	52.3%	50.0%	57.1%	32.0%	+2.3%
Support for new tenants	417	10.3%	10.1%	17.5%	1.4%	1.2%	59.5%	50.3%	51.2%	55.6%	37.9%	-0.9%
Support for vulnerable tenants	413	10.7%	9.9%	19.6%	2.9%	2.7%	54.2%	45.0%	37.7%	45.2%	35.8%	+7.3%
Moving or swapping your home (transfers and exchanges)	418	6.5%	6.9%	18.7%	2.2%	2.2%	63.6%	36.8%	36.6%	45.0%		+0.2%

Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following? (excluding don't know/NA responses)



How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?



Other

Q17. Are you aware of the Housing Service's published service standards?

Q17: Are you aware of the Housing Service's published service standards?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
Star 2017	476	35.9%	64.1%
Star 2015	530	40.4%	59.6%
Star 2013	666	32.0%	68.0%

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



Q18. Are you aware of how to challenge the Housing Service's published service standards?

Q18: Are you aware of how to challenge the Housing Service's published service standards?			
	<i>Base</i>	<i>Yes</i>	<i>No</i>
Star 2017	464	23.5%	76.5%
Star 2015	526	24.1%	75.9%
Star 2013	662	20.5%	79.5%

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



Q19. Do you have any other suggestions of ways to improve the Housing Service?

The comments made by respondents have been included in full at Appendix 1.

The key themes were as follows:

- Compliments about the service
- Concerns about anti-social behaviour
- Comments in relation to changes to Tenancy Agreement
- Comments about gardens, paths and litter
- Comments about customer service
- Comments about repairs and alterations

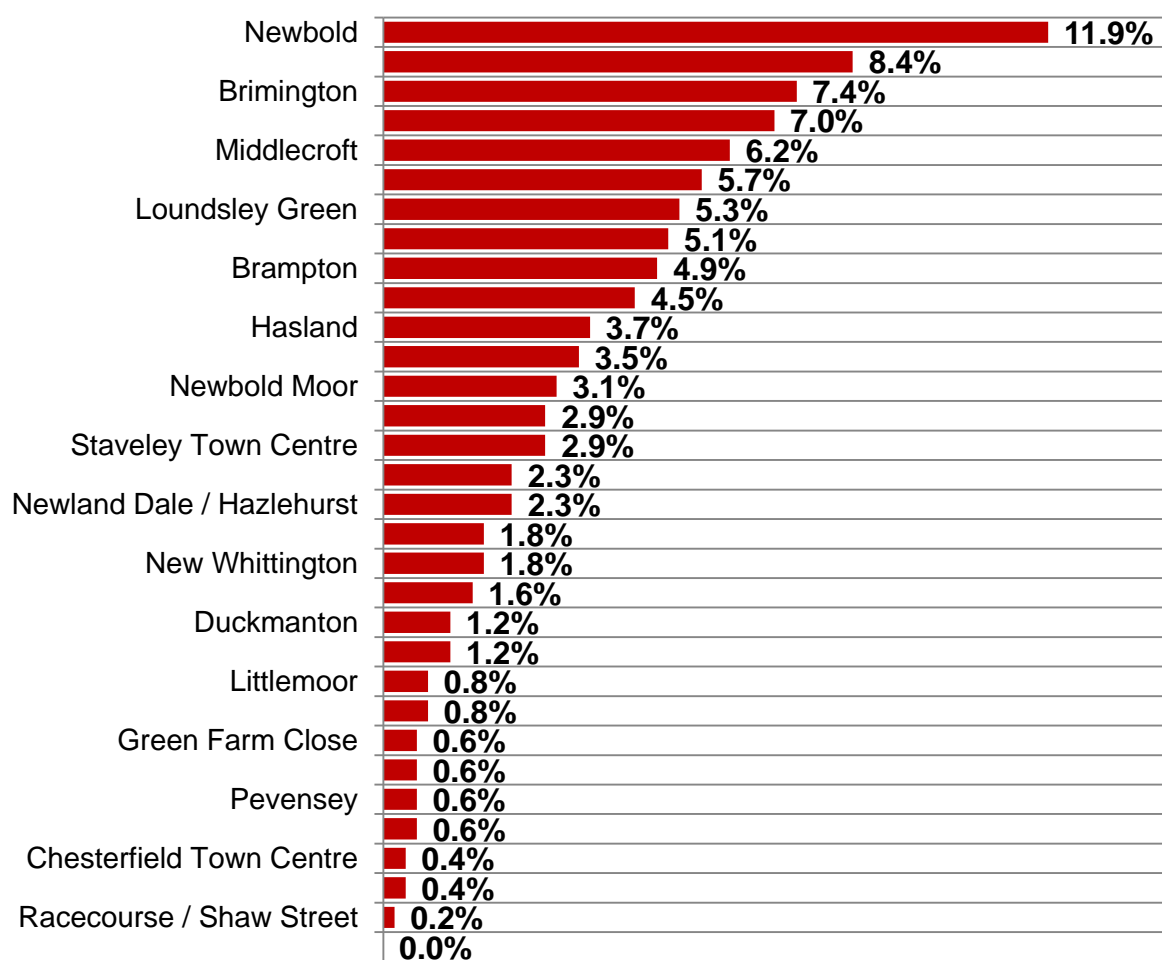
About you

Q20. What type of property do you live in?

Q20: What type of property do you live in?			
	Star 2015	Star 2013	Star 2017
<i>House</i>	44.2%	45.8%	41.5%
<i>Bungalow</i>	23.9%	23.0%	26.4%
<i>Flat</i>	29.9%	27.0%	29.5%
<i>Older person's flat</i>	1.2%	3.0%	1.4%
<i>Maisonette</i>	0.7%	1.1%	1.2%



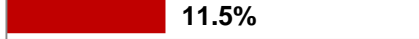


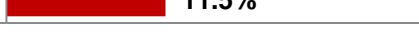
Q21. Which area do you live?

In which area do you live?



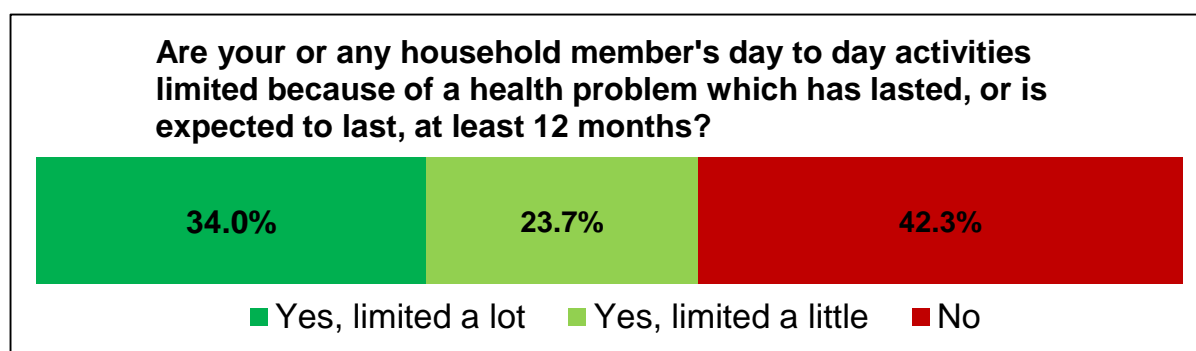
Although Area Panels no longer exist, where appropriate, the data has been analysed by the six areas below in order to observe geographical trends. Responses to key satisfaction questions have also been broken down by property type where appropriate.

Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Barrow Hill	Hartington/ Lowgates	Dunston	Hazlehurst	Boythorpe	Grangewood
Brimington	Mastin Moor	Green Farm Close	Highfields	Brampton	Hady
Duckmanton	Newbold Moor	Old Whittington	Holme Hall	Loundsley Green	Hasland
Inkersall	Poolsbrook	Peveril	Littlemoor	St Augustines	Spital
Middlecroft	Racecourse		Newbold	Whitecotes	Birdholme
New Whittington	Staveley TC		Newland Dale		Town Centre
			Pevensey		
			Stonegravels		
			Whittington Moor		

Q21: In which area do you live?					
Area	No.	%			
1	100	20.5%	Area 1		20.5%
2	60	12.3%	Area 2		12.3%
3	56	11.5%	Area 3		11.5%
4	120	24.6%	Area 4		24.6%
5	95	19.5%	Area 5		19.5%
6	56	11.5%	Area 6		11.5%

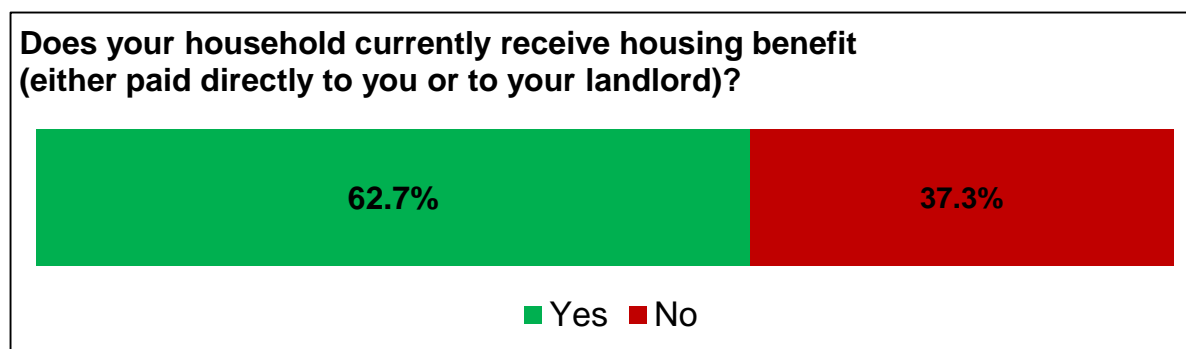
Q22. Are your or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?

Q22: Are your 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?			
	Star 2017	Star 2015	Star 2013
<i>Yes, limited a lot</i>	34.0%	31.6%	30.9%
<i>Yes, limited a little</i>	23.7%	19.9%	23.0%
<i>No</i>	42.3%	48.5%	46.1%



Q23. Does your household currently receive housing benefit (either paid directly to you or to your landlord)?

Q23: Does your household currently receive housing benefit (either paid directly to you or to your landlord)?			
	Star 2017	Star 2015	Star 2013
Yes	62.7%	60.8%	64.7%
No	37.3%	39.2%	35.3%



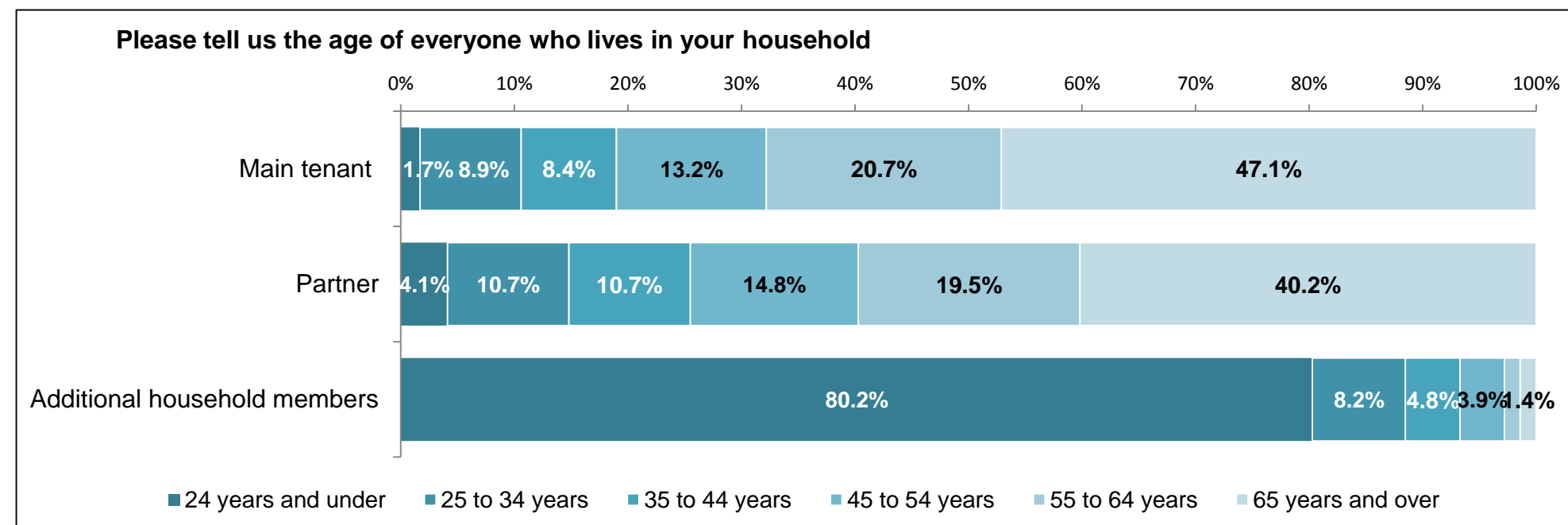
Q24. You and your household - please tell us the age and gender of everyone who lives with you in your household. *Gender - Please select either male or female for your gender. Transgender or transsexual: select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.*

Q24: You and your household - please tell us the gender of everyone who lives with you in your household.					
Star 2017	Base	Male		Female	
		No.	%	No	%
Main tenant	476	212	44.5%	264	55.5%
Partner	174	69	39.7%	105	60.3%
Additional household members	230	120	52.2%	110	47.8%

Q24: You and your household - please tell us the gender of everyone who lives with you in your household.					
Star 2015	Base	Male		Female	
		No.	%	No	%
Main tenant	548	264	48.2%	284	51.8%
Partner	197	75	38.1%	122	61.9%
Additional household members	275	156	56.7%	119	43.3%

Q24: You and your household - please tell us the gender of everyone who lives with you in your household.					
Star 2013	Base	Male		Female	
		No.	%	No	%
Main tenant	690	319	46.2%	371	53.8%
Partner	259	102	39.4%	157	60.6%
Additional household members	339	190	56.0%	149	44.0%

Q24: You and your household - please tell us the age of everyone who lives with you in your household.													
	Base	24 years and under		25 to 34 years		35 to 44 years		45 to 54 years		55 to 64 years		65 years and over	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Main tenant	463	8	1.7%	41	8.9%	39	8.4%	61	13.2%	96	20.7%	218	47.1%
Partner	169	7	4.1%	18	10.7%	18	10.7%	25	14.8%	33	19.5%	68	40.2%
Additional household members	207	166	80.2%	17	8.2%	10	4.8%	8	3.9%	3	1.4%	3	1.4%



Q25. What is your ethnic group?

Q25: What is your ethnic group?		
	Main tenant	Partner
English / Welsh / Scottish / Northern Irish / British	95.9%	80.0%
Irish	0.8%	0.0%
Gypsy or Irish Traveller	0.0%	0.9%
Any other White background	1.6%	0.4%
White and Black Caribbean	0.4%	0.0%
White and Black African	0.0%	1.3%
White and Asian	0.0%	0.0%
Any other Mixed / multiple ethnic background	0.0%	0.9%
Indian	0.0%	1.8%
Pakistani	0.4%	3.1%
Bangladeshi	0.0%	2.2%
Chinese	0.0%	3.6%
Any other Asian background	0.2%	1.3%
African	0.4%	0.9%
Caribbean	0.0%	0.0%
Any other Black / African / Caribbean background	0.2%	0.9%
Arab	0.0%	0.0%
Any other ethnic group	0.0%	2.7%

Q26: What is your religion		
	Main tenant	Partner
No religion	32.9%	30.5%
Christian (all denominations)	59.8%	43.8%
Buddhist	0.2%	0.0%
Hindu	0.0%	0.0%
Jewish	0.0%	0.0%
Muslim	0.6%	8.6%
Sikh	0.2%	3.4%
Any other religion	2.3%	6.9%
Prefer not to say	4.0%	6.9%

Q27: How would you describe your sexual orientation?					
Heterosexual	Gay man	Gay woman	Bisexual	Other	Prefer not to say
80.3%	1.0%	1.7%	0.7%	2.4%	13.8%