

# Survey of Tenants and Residents 2015



CHESTERFIELD  
BOROUGH COUNCIL

## Headline Report

---

DRAFT



## Contents

<b>Introduction</b> .....	4
<b>Methodology</b> .....	4
<b>Summary of change in performance</b> .....	5
<b>Key satisfaction questions by area and property type</b> .....	6
Q1a: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council? .....	7
<b>About our services in general</b> .....	23
Q1(a-h): Please tell us how satisfied or dissatisfied you are with the following: .....	23
<b>About your perceptions</b> .....	25
Q2. To what extent do you agree or disagree with the following: .....	25
<b>About repairs</b> .....	26
Q3. How satisfied or dissatisfied are you with gas servicing arrangements? .....	26
Q4. Have you had any repairs to your home in the last 12 months? .....	26
Q4.a. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following: .....	27
Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following: .....	27
Q4.b. Did the contractor show proof of identity? .....	29
Q4.c. If you had an appointment for this repair, was it kept? .....	29
<b>About your neighbourhood / estate</b> .....	30
Q5. To what extent are any of the following a problem in your neighbourhood? .....	30
Q6. In the last three years, would you say your neighbourhood has improved or declined? .....	32
<b>About Estate Services</b> .....	33
Q7. How satisfied or dissatisfied are you with the following aspects of Estate Services? .....	33
<b>About anti-social behaviour</b> .....	34
Q8. Have you reported anti-social behaviour to the Housing Service in the last 12 months? .....	34
Q8.a. At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour? .....	34
Q8.b. How would you describe the member of staff dealing with your report about anti-social behaviour? .....	35
Q8.c. How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)? .....	36
Q8c: How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)? .....	36
Q8.d. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service? .....	37
Q8.e. How willing would you be to report any anti-social behaviour to the Housing Service in the future? .....	38
<b>About contacting us and communications</b> .....	38
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? .....	38
Q10. Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges? .....	39
Q10.a. Was getting hold of the right person easy or difficult? .....	39
Q10.b. Did you find the staff helpful or unhelpful? .....	40
Q10.c. Was your query answered within a reasonable time? .....	40
Q10.d. How satisfied or dissatisfied were you with the following: .....	41

Q11. Do you use the internet? .....	42
Q11.a. Why do you not use the internet? .....	42
Q12. Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use? .....	43
<b>About complaints</b> .....	44
Q13. Are you aware that the Housing Service has a formal complaints procedure? .....	44
Q14. Have you made a complaint to the Housing Service in the last 12 months about our services? .....	44
Q14.a. How satisfied or dissatisfied are you with the following aspects of the complaints service? .....	45
Q14.b. How willing would you be to make a complaint about our services to the Housing Service in the future? .....	46
<b>About advice and support</b> .....	47
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? .....	47
Q16. How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following? .....	48
<b>Other</b> .....	49
Q17. Are you aware of the Housing Service's published service standards? .....	49
Q18. Are you aware of how to challenge the Housing Service's published service standards? .....	49
Q19. Do you have any other suggestions of ways to improve the Housing Service? .....	49
<b>About you</b> .....	50
Q20. What type of property do you live in? .....	50
Respondents by area .....	50
Q22. 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? (Include any household member with a long term illness or disability in your answer) .....	51
Q23. Does your household currently receive housing benefit (either paid directly to you or to your landlord)? .....	51
Q24. You and your household - please tell us the age and gender of everyone who lives with you in your household. <i>Gender</i> .....	52
Q25. What is your ethnic group? .....	54
Q26. What is your religion? .....	55
Q27. How would you describe your sexual orientation? .....	55

## Introduction

Chesterfield Borough Council's Housing Service is responsible for the day-to-day management and repair of over 9,500 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) is a voluntary replacement for the STATUS tenant satisfaction survey. It 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. STAR is more flexible on method than STATUS was. However for comparative purposes, social housing providers undertaking HouseMark STAR benchmarking will be able to filter to remove those who have adopted a different method, should they so wish.

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:

<b>Table 1: STAR margins of error at 95 per cent confidence level</b> <b>Population size</b>	<b>Required margin of error</b>	<b>Minimum number of replies (see table 2 for more details)</b>
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 2015, 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 596 residents, giving a confidence level of 95% and a margin of error of around 4%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

## Summary of change in performance

	2015 Satisfied	2015 Neither	2015 Dissatisfied	2013 Satisfied	2008 Satisfied	Change from 2013 +/-	HouseMark 2014.15 performance (quartile range)*
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	88.0%	3.6%	8.4%	87.5%	77.4%	+0.5%	Upper quartile
How satisfied or dissatisfied are you with the overall quality of your home?	80.9%	6.3%	12.8%	82.7%	77.3%	-1.8%	Lower middle quartile
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	82.5%	7.0%	10.4%	83.2%	72.0%	-0.7%	Lower middle quartile
How satisfied or dissatisfied are you that your rent provides value for money?	78.8%	9.6%	11.6%	76.9%	68.8%	+1.9%	Lower middle quartile
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	77.9%	8.2%	13.9%	80.0%	76.3%	-2.1%	Lower middle quartile
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	66.2%	17.8%	16.0%	66.6%	59.0%	-0.4%	Upper middle quartile
How satisfied or dissatisfied are you with the overall condition of your home?	79.8%	5.4%	14.8%	80.7%	71.4%	-0.9%	N/A
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	66.2%	23.2%	10.7%	N/A (new question)	N/A	N/A	N/A

\* This is the quartile the result would have placed CBC in the current HouseMark performance report – if the survey was done during 2014/15.

## Key satisfaction questions by area and property type

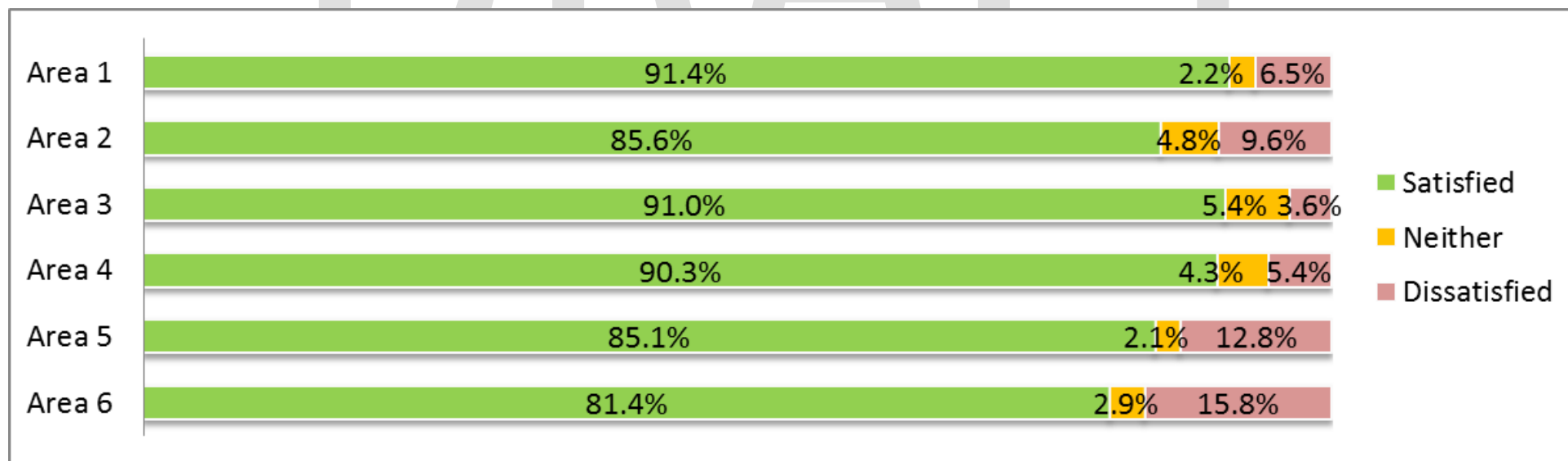
As the Area Panels no longer exist, the data has been analysed by the following six areas:

Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Barrow Hill	Hartington/Lowgates	Dunston	Hazelhurst	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	Whitecoates	Birdholme
New Whittington	Staveley TC		Newland Dale		Town Centre
			Pevensey		
			Stonegravels		
			Whittington Moor		

**Q1a: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?**

<b>Q1a: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by Area.</b>							
	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	583	93	83	56	185	94	70
Very satisfied	45.5%	36.6%	44.6%	44.6%	51.4%	37.2%	54.3%
Fairly satisfied	42.5%	54.8%	41.0%	46.4%	38.9%	47.9%	27.1%
Neither	3.6%	2.2%	4.8%	5.4%	4.3%	2.1%	2.9%
Fairly dissatisfied	5.0%	2.2%	4.8%	3.6%	3.2%	6.4%	12.9%
Very dissatisfied	3.4%	4.3%	4.8%	0.0%	2.2%	6.4%	2.9%

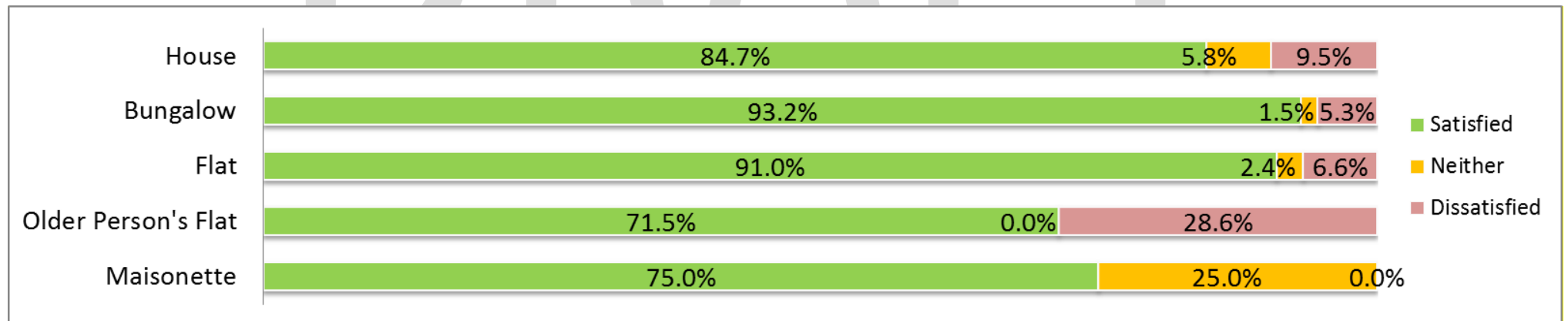
**Summary chart of Q1a: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by Area Panel.**



**Q1a: 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	243	132	166	7	4
Very satisfied	40.7%	61.4%	42.8%	42.9%	25.0%
Fairly satisfied	44.0%	31.8%	48.2%	28.6%	50.0%
Neither	5.8%	1.5%	2.4%	0.0%	25.0%
Fairly dissatisfied	6.6%	2.3%	4.2%	28.6%	0.0%
Very dissatisfied	2.9%	3.0%	2.4%	0.0%	0.0%

**Summary chart of Q1a: Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council, by property type**

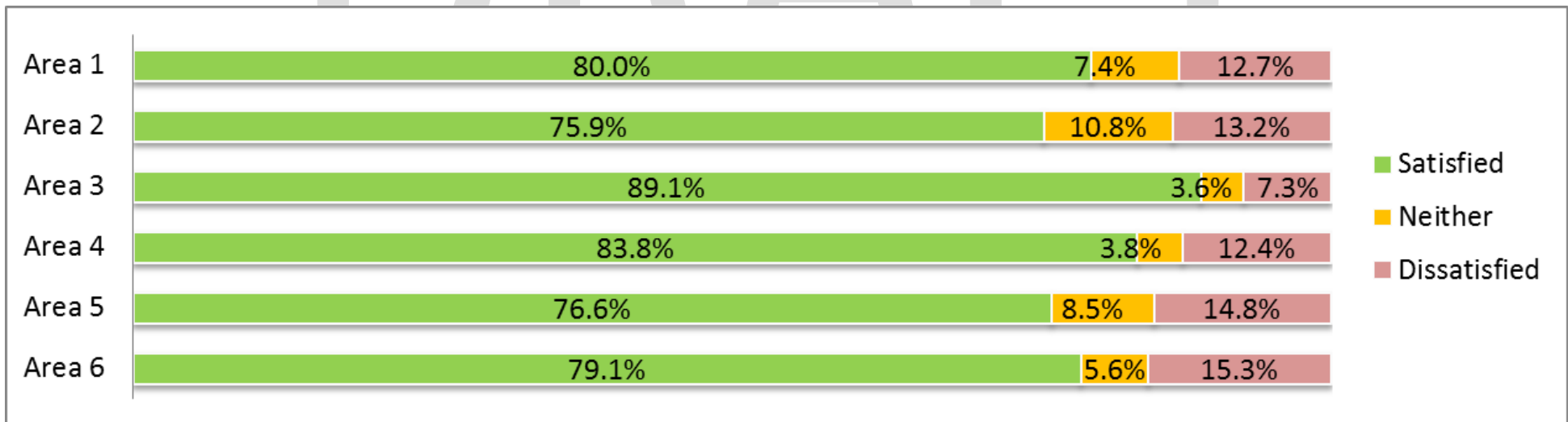




**Q1b: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home?**

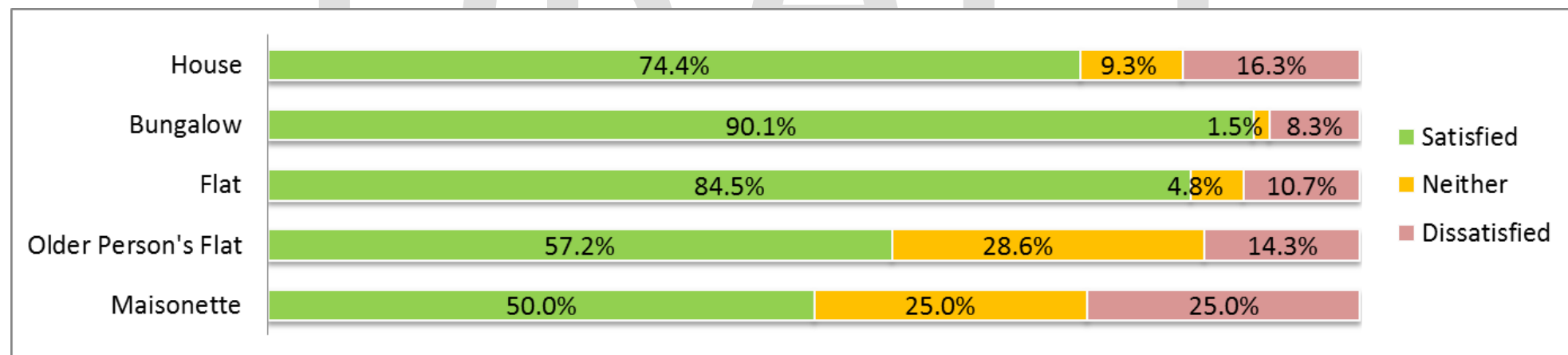
Q1b: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by Area.							
	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	586	95	83	55	185	94	72
Very satisfied	39.9%	42.1%	36.1%	38.2%	41.1%	35.1%	45.8%
Fairly satisfied	41.0%	37.9%	39.8%	50.9%	42.7%	41.5%	33.3%
Neither	6.3%	7.4%	10.8%	3.6%	3.8%	8.5%	5.6%
Fairly dissatisfied	8.0%	7.4%	7.2%	7.3%	8.1%	7.4%	11.1%
Very dissatisfied	4.8%	5.3%	6.0%	0.0%	4.3%	7.4%	4.2%

**Summary chart of Q1b: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by Area.**



Q1b: 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	246	132	168	7	4
Very satisfied	32.5%	56.8%	38.1%	28.6%	25.0%
Fairly satisfied	41.9%	33.3%	46.4%	28.6%	25.0%
Neither	9.3%	1.5%	4.8%	28.6%	25.0%
Fairly dissatisfied	11.0%	3.8%	7.7%	14.3%	25.0%
Very dissatisfied	5.3%	4.5%	3.0%	0.0%	0.0%

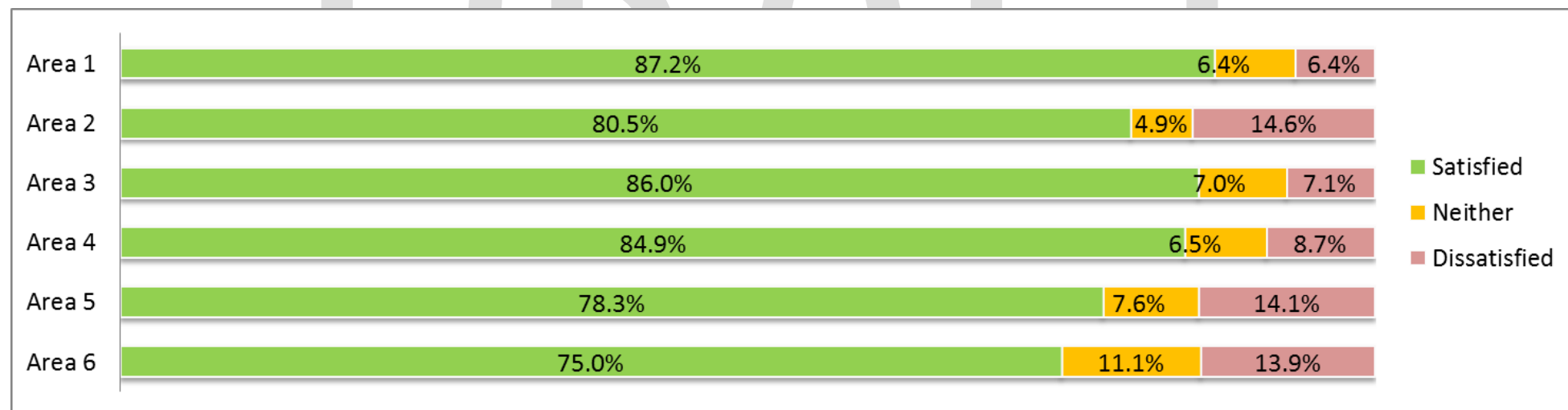
Summary chart of Q1b: Taking everything into account, how satisfied or dissatisfied are you with the overall quality of your home, by property type



**Q1c: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live?**

<b>Q1c: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by Area.</b>							
	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	584	94	82	57	185	92	72
Very satisfied	41.6%	41.5%	41.5%	47.4%	42.2%	44.6%	33.3%
Fairly satisfied	40.9%	45.7%	39.0%	38.6%	42.7%	33.7%	41.7%
Neither	7.0%	6.4%	4.9%	7.0%	6.5%	7.6%	11.1%
Fairly dissatisfied	5.8%	3.2%	7.3%	1.8%	4.9%	7.6%	11.1%
Very dissatisfied	4.6%	3.2%	7.3%	5.3%	3.8%	6.5%	2.8%

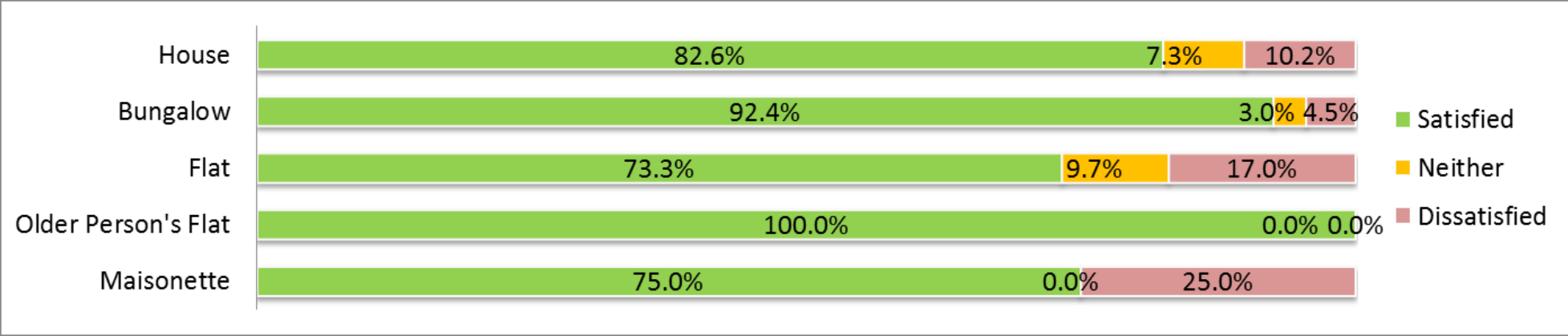
**Summary chart of Q1c: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by Area.**



**Q1c: 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	246	132	165	7	4
Very satisfied	41.9%	57.6%	29.1%	57.1%	25.0%
Fairly satisfied	40.7%	34.8%	44.2%	42.9%	50.0%
Neither	7.3%	3.0%	9.7%	0.0%	0.0%
Fairly dissatisfied	6.5%	1.5%	9.1%	0.0%	25.0%
Very dissatisfied	3.7%	3.0%	7.9%	0.0%	0.0%

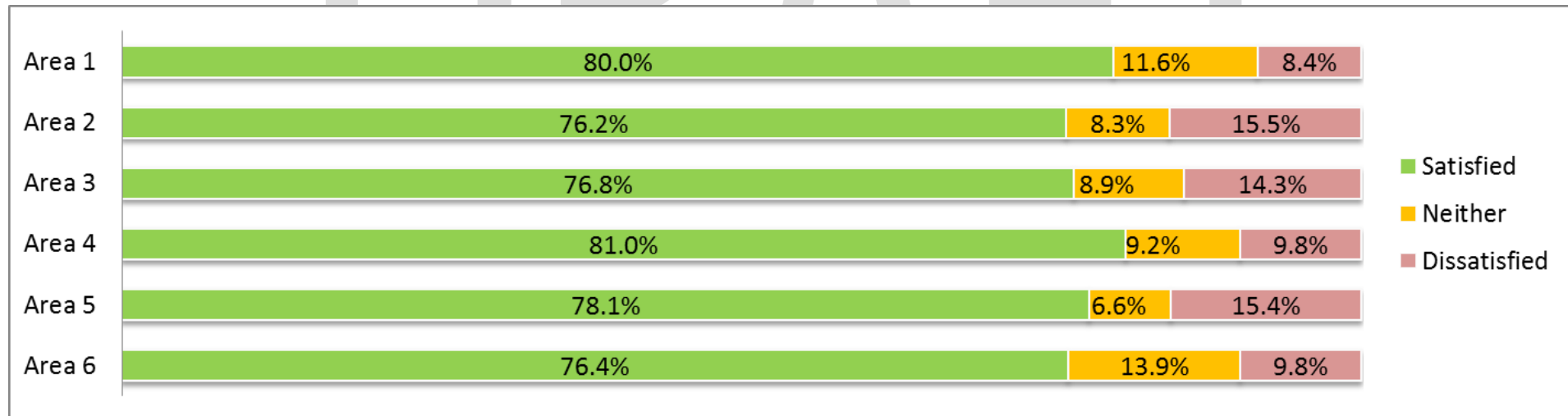
**Summary chart of Q1c: Taking everything into account, how satisfied or dissatisfied are you with your neighbourhood as a place to live, by property type.**



**Q1d: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money?**

Q1d: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money?, by Area.							
	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	584	95	84	56	184	91	72
Very satisfied	40.4%	36.8%	39.3%	41.1%	43.5%	38.5%	40.3%
Fairly satisfied	38.4%	43.2%	36.9%	35.7%	37.5%	39.6%	36.1%
Neither	9.6%	11.6%	8.3%	8.9%	9.2%	6.6%	13.9%
Fairly dissatisfied	7.7%	4.2%	13.1%	10.7%	6.0%	9.9%	5.6%
Very dissatisfied	3.9%	4.2%	2.4%	3.6%	3.8%	5.5%	4.2%

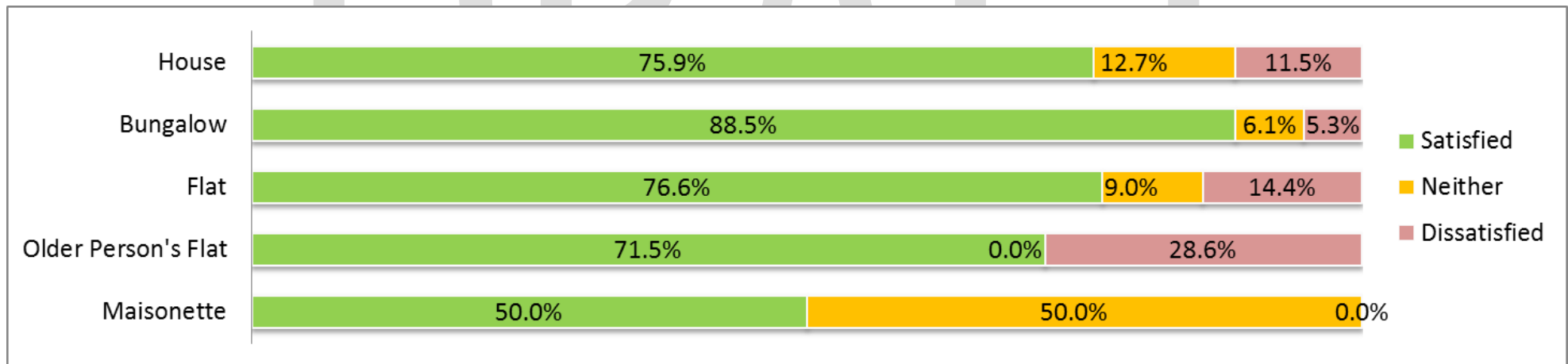
**Summary chart of Q1d: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by Area.**



**Q1d: 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	245	131	166	7	4
Very satisfied	34.7%	55.7%	38.0%	28.6%	0.0%
Fairly satisfied	41.2%	32.8%	38.6%	42.9%	50.0%
Neither	12.7%	6.1%	9.0%	0.0%	50.0%
Fairly dissatisfied	7.8%	3.8%	9.6%	0.0%	0.0%
Very dissatisfied	3.7%	1.5%	4.8%	28.6%	0.0%

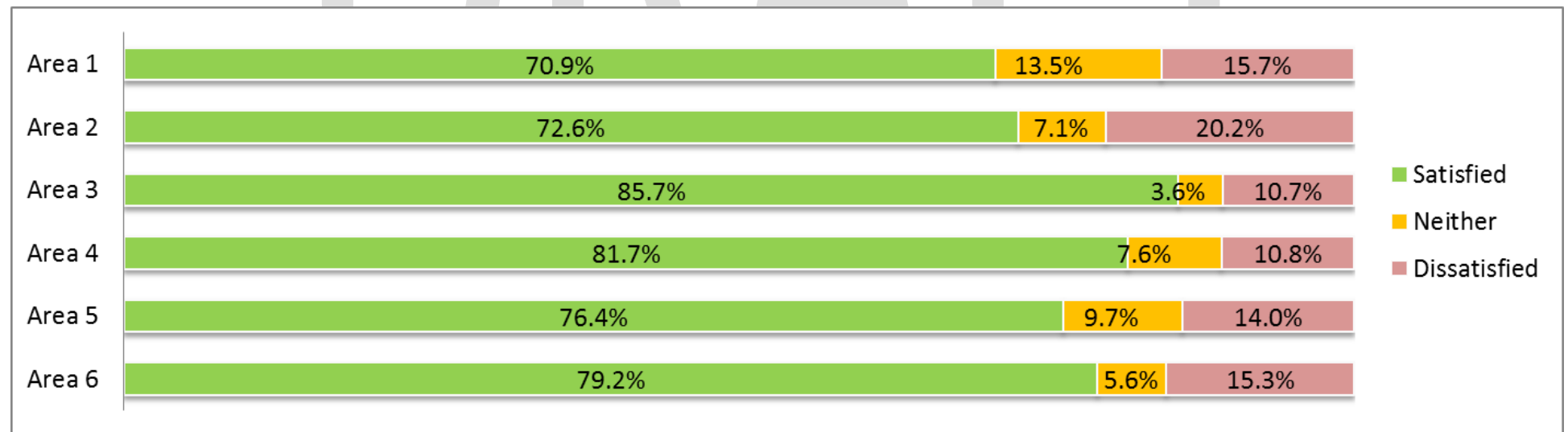
**Summary chart of Q1d: Taking everything into account, how satisfied or dissatisfied are you that your rent provides value for money, by property type.**



**Q1e: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance?**

<b>Q1e: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by Area</b>							
	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	588	96	84	56	185	93	72
Very satisfied	42.0%	34.4%	52.4%	50.0%	42.2%	36.6%	41.7%
Fairly satisfied	35.9%	36.5%	20.2%	35.7%	39.5%	39.8%	37.5%
Neither	8.2%	13.5%	7.1%	3.6%	7.6%	9.7%	5.6%
Fairly dissatisfied	7.1%	6.3%	10.7%	3.6%	5.4%	8.6%	9.7%
Very dissatisfied	6.8%	9.4%	9.5%	7.1%	5.4%	5.4%	5.6%

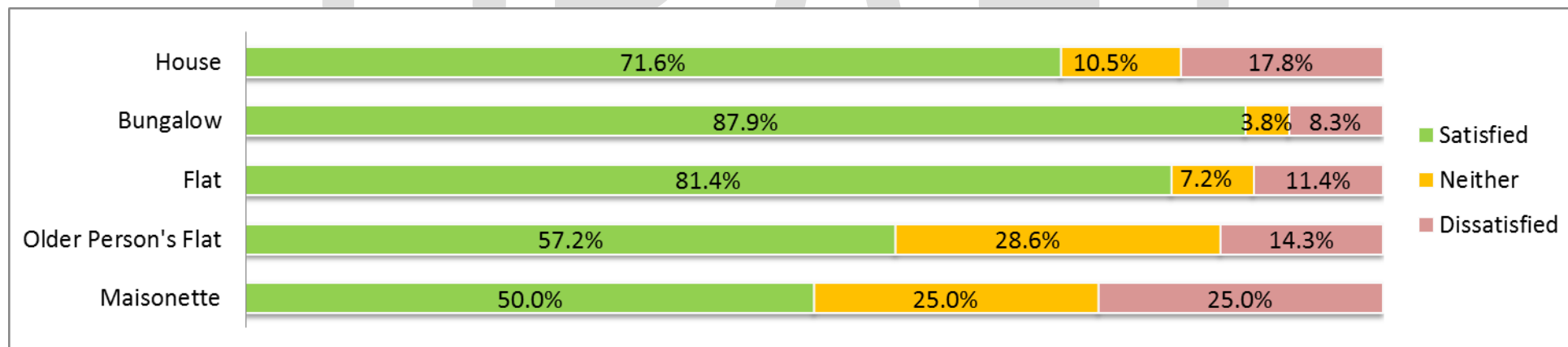
**Summary chart of Q1e: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by Area.**



**Q1e: 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	247	132	167	7	4
Very satisfied	35.2%	56.8%	41.3%	28.6%	25.0%
Fairly satisfied	36.4%	31.1%	40.1%	28.6%	25.0%
Neither	10.5%	3.8%	7.2%	28.6%	25.0%
Fairly dissatisfied	8.9%	3.8%	6.6%	0.0%	25.0%
Very dissatisfied	8.9%	4.5%	4.8%	14.3%	0.0%

**Summary chart of Q1e: Generally, how satisfied or dissatisfied are you with the way Housing Services deals with repairs and maintenance, by property type.**

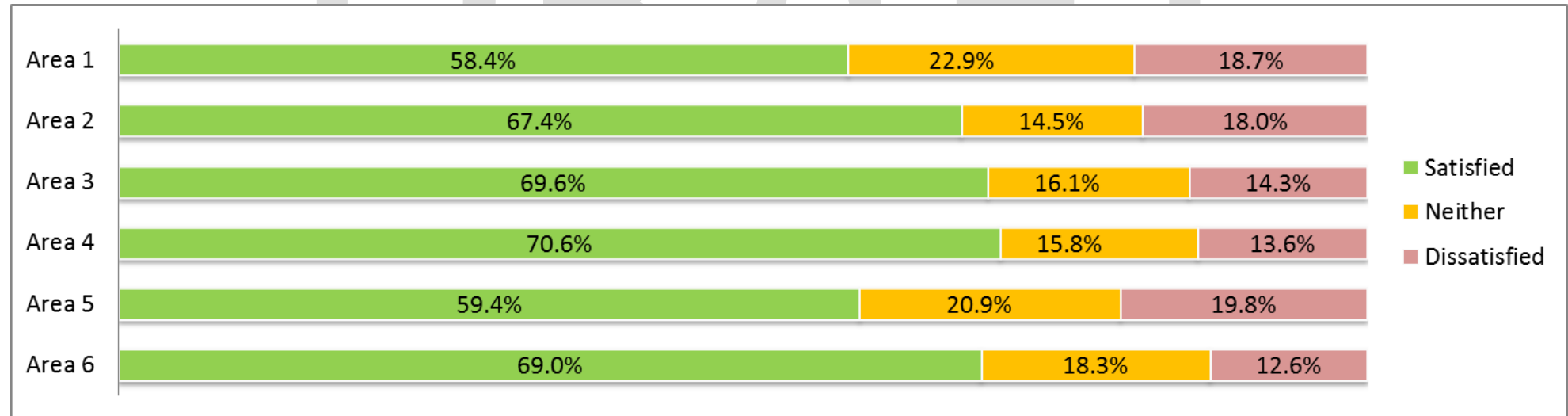




**Q1f: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?**

Q1f: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?, by Area.							
	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	583	96	83	56	184	91	71
Very satisfied	28.1%	24.0%	33.7%	25.0%	31.5%	19.8%	32.4%
Fairly satisfied	38.1%	34.4%	33.7%	44.6%	39.1%	39.6%	36.6%
Neither	17.8%	22.9%	14.5%	16.1%	15.8%	20.9%	18.3%
Fairly dissatisfied	10.1%	13.5%	9.6%	10.7%	8.2%	13.2%	7.0%
Very dissatisfied	5.8%	5.2%	8.4%	3.6%	5.4%	6.6%	5.6%

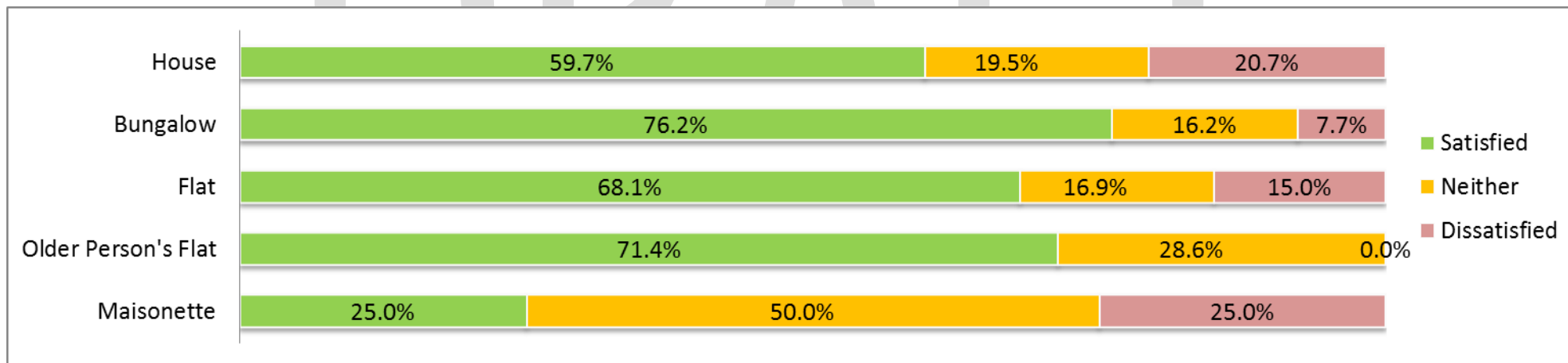
**Summary chart of Q1f: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by Area.**



**Q1f: 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	246	130	166	7	4
Very satisfied	20.7%	37.7%	30.1%	14.3%	25.0%
Fairly satisfied	39.0%	38.5%	38.0%	57.1%	0.0%
Neither	19.5%	16.2%	16.9%	28.6%	50.0%
Fairly dissatisfied	13.8%	4.6%	9.0%	0.0%	25.0%
Very dissatisfied	6.9%	3.1%	6.0%	0.0%	0.0%

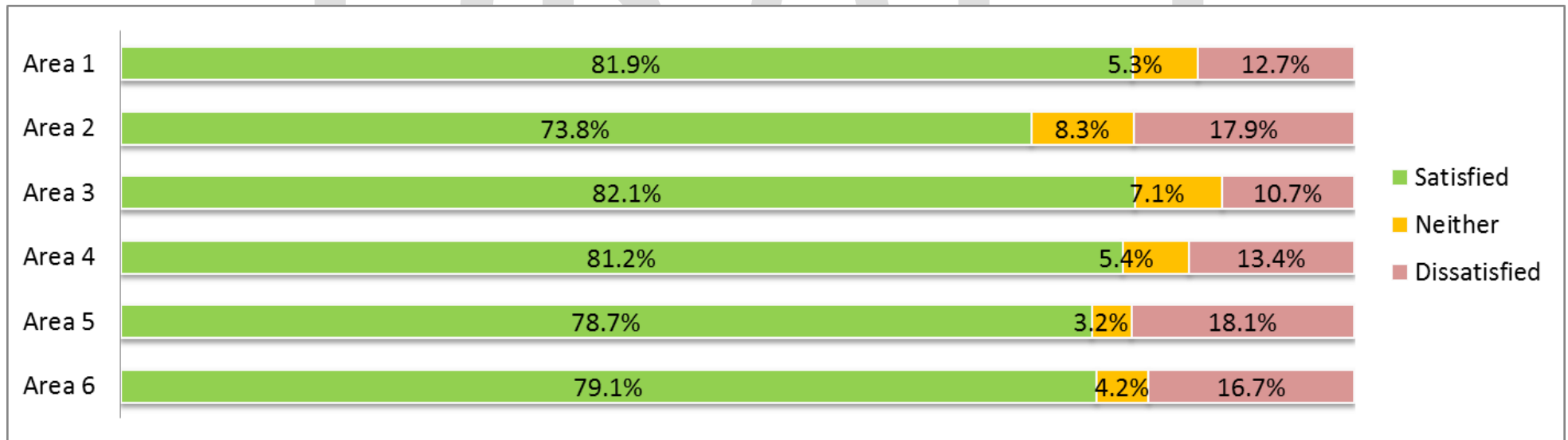
**Summary chart of Q1f: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them, by property type.**



**Q1g: How satisfied or dissatisfied are you with the overall condition of your home?**

Q1g: How satisfied or dissatisfied are you with the overall condition of your home?, by Area.							
	All areas	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Base	588	94	84	56	186	94	72
Very satisfied	36.2%	34.0%	34.5%	32.1%	36.6%	35.1%	45.8%
Fairly satisfied	43.5%	47.9%	39.3%	50.0%	44.6%	43.6%	33.3%
Neither	5.4%	5.3%	8.3%	7.1%	5.4%	3.2%	4.2%
Fairly dissatisfied	10.2%	7.4%	13.1%	10.7%	8.6%	11.7%	12.5%
Very dissatisfied	4.6%	5.3%	4.8%	0.0%	4.8%	6.4%	4.2%

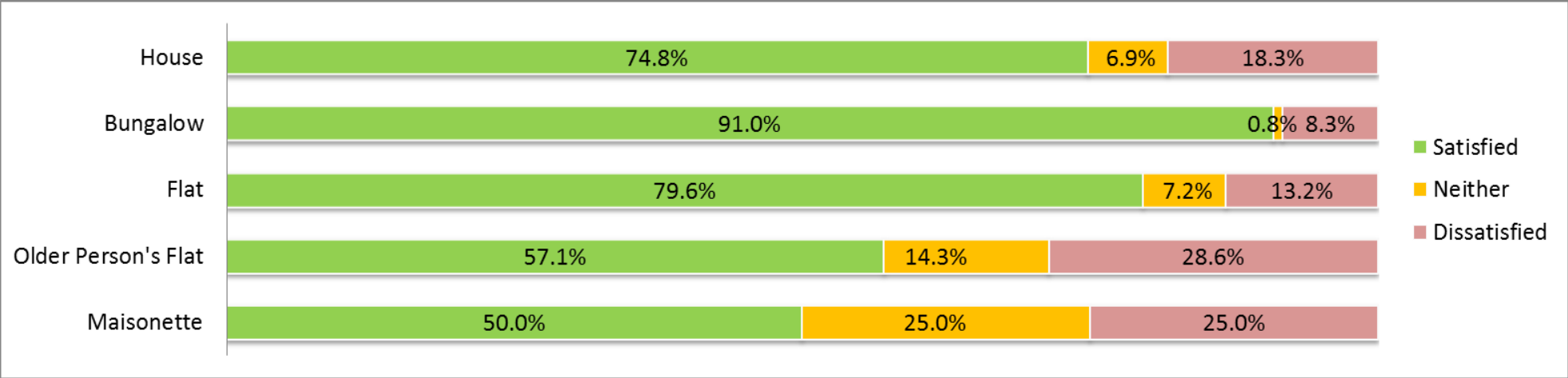
**Summary chart of Q1g: How satisfied or dissatisfied are you with the overall condition of your home, by Area Panel.**



**Q1g: 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	246	133	167	7	4
Very satisfied	27.6%	49.6%	37.1%	0.0%	50.0%
Fairly satisfied	47.2%	41.4%	42.5%	57.1%	0.0%
Neither	6.9%	0.8%	7.2%	14.3%	25.0%
Fairly dissatisfied	12.6%	5.3%	10.2%	28.6%	25.0%
Very dissatisfied	5.7%	3.0%	3.0%	0.0%	0.0%

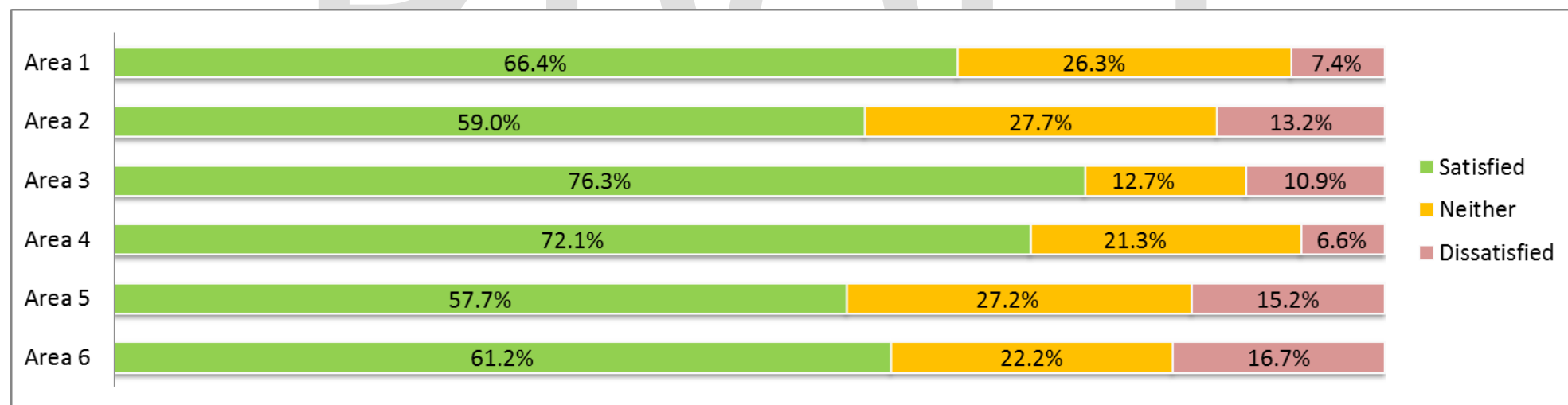
**Summary chart of Q1g: How satisfied or dissatisfied are you with the overall condition of your home, by property type.**



**Q1h: How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?,**

Q1h: 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	582	95	83	55	183	92	72
Very satisfied	28.7%	25.3%	28.9%	32.7%	32.8%	20.7%	30.6%
Fairly satisfied	37.5%	41.1%	30.1%	43.6%	39.3%	37.0%	30.6%
Neither	23.2%	26.3%	27.7%	12.7%	21.3%	27.2%	22.2%
Fairly dissatisfied	7.4%	5.3%	8.4%	7.3%	4.4%	8.7%	15.3%
Very dissatisfied	3.3%	2.1%	4.8%	3.6%	2.2%	6.5%	1.4%

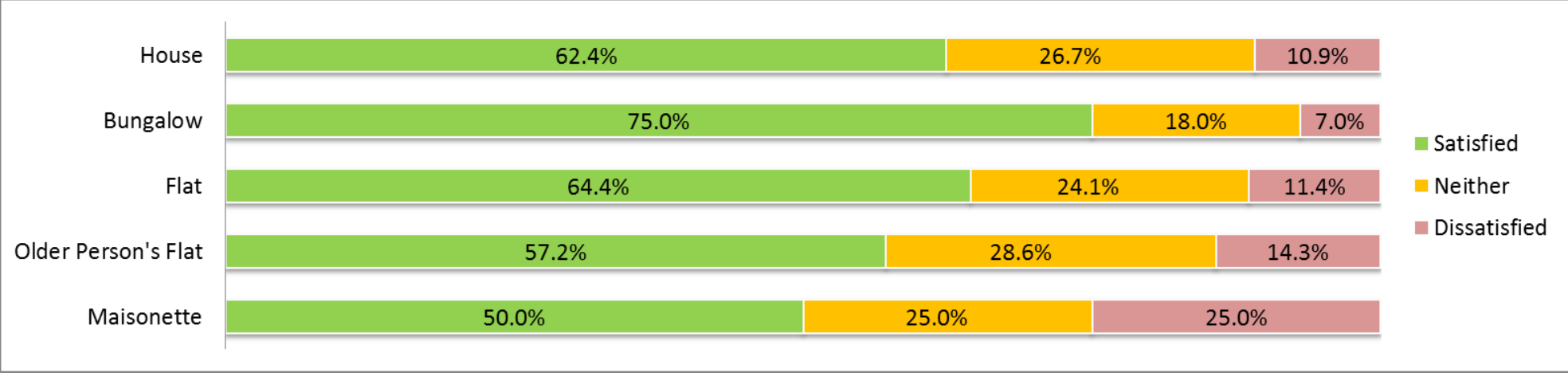
**Summary chart of Q1h: How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?, by Area.**



**Q1h: 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	247	128	166	7	4
Very satisfied	21.9%	43.0%	27.1%	14.3%	25.0%
Fairly satisfied	40.5%	32.0%	37.3%	42.9%	25.0%
Neither	26.7%	18.0%	24.1%	28.6%	25.0%
Fairly dissatisfied	8.5%	4.7%	6.6%	14.3%	25.0%
Very dissatisfied	2.4%	2.3%	4.8%	0.0%	0.0%

**Summary chart of Q1h: How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?, by property type.**



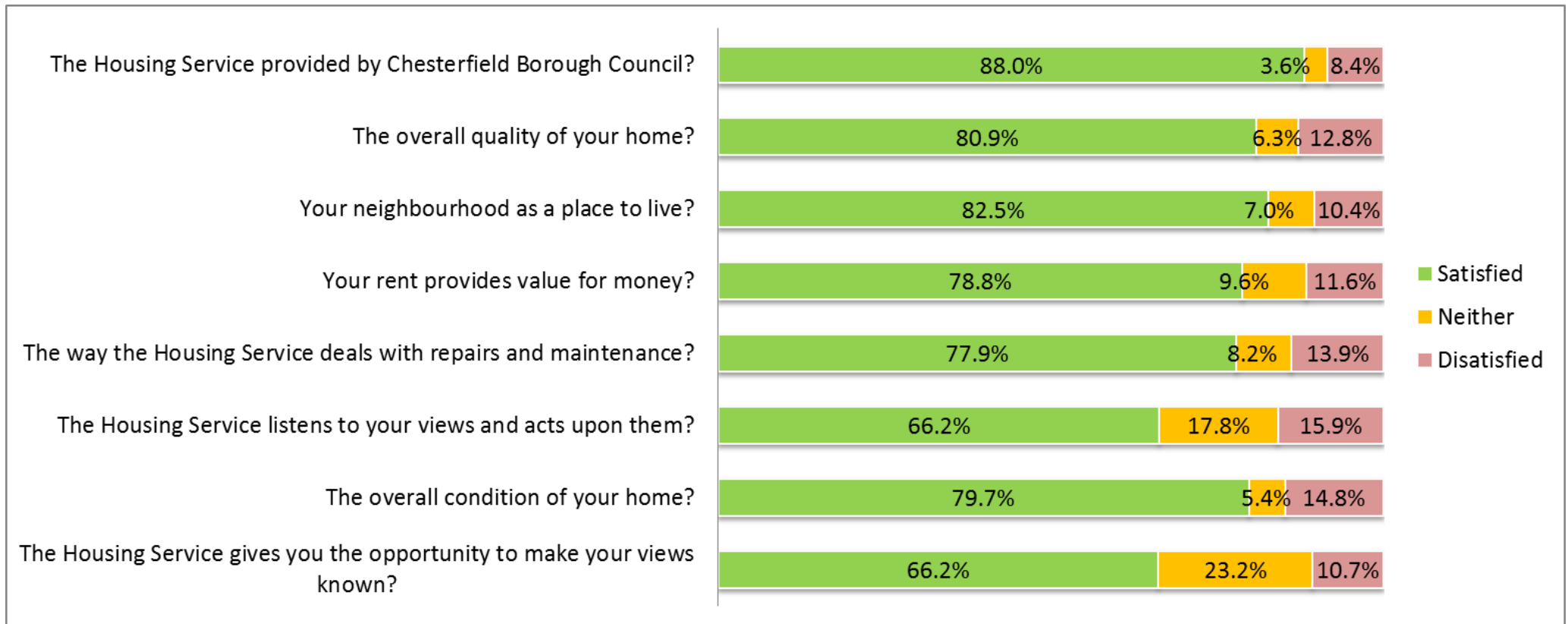
## About our services in general

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

<b>Q1(a-h): Please tell us how satisfied or dissatisfied you are with the following:</b>											
	<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>Question ref.</i>	<i>2015 Satisfied</i>	<i>2013 Satisfied</i>	<i>2008 Satisfied</i>	<i>Change from 2013 +/-</i>
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	583	45.5%	42.5%	3.6%	5.0%	3.4%	COR1 <sup>1,2</sup>	88.0%	87.5%	77.4%	+0.5%
How satisfied or dissatisfied are you with the overall quality of your home?	586	39.9%	41.0%	6.3%	8.0%	4.8%	COR2 <sup>1,2</sup>	80.9%	82.7%	77.3%	-1.8%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	584	41.6%	40.9%	7.0%	5.8%	4.6%	COR3 <sup>1,2</sup>	82.5%	83.2%	72.0%	-0.7%
How satisfied or dissatisfied are you that your rent provides value for money?	584	40.4%	38.4%	9.6%	7.7%	3.9%	COR4 <sup>1,2</sup>	78.8%	76.9%	68.8%	+1.9%
Generally, how satisfied or dissatisfied are you with the way that the Housing Service deals with repairs and maintenance?	588	42.0%	35.9%	8.2%	7.1%	6.8%	COR6 <sup>1,2</sup>	77.9%	80.0%	76.0%	-2.1%
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts on them?	583	28.1%	38.1%	17.8%	10.1%	5.8%	COR7 <sup>2</sup>	66.2%	66.6%		-0.4%
How satisfied or dissatisfied are you with the overall condition of your home?	588	36.2%	43.5%	5.4%	10.2%	4.6%	GEN1	79.7%	80.7%	71.4%	-1.0%
How satisfied or dissatisfied are you with that the Housing Service gives you the opportunity to make your views known?	582	28.7%	37.5%	23.2%	7.4%	3.3%	GEN2	66.2%	59.9%		+6.3

<sup>1</sup>Wording change from Status question  
<sup>2</sup>HouseMark Benchmark: Core PI Tracking

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



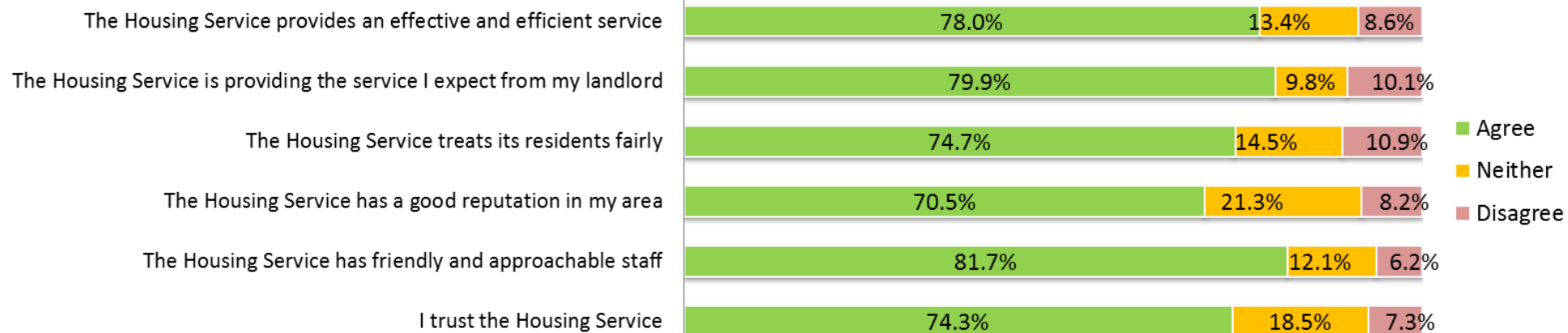


## About your perceptions

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

<b>Q2: To what extent do you agree with the following:</b>							
	<i>Base</i>	<i>Agree strongly</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Disagree strongly</i>	<i>Total % Agree</i>
The Housing Service provides an effective and efficient service	583	22.6%	55.4%	13.4%	6.9%	1.7%	78.0%
The Housing Service is providing the service I expect from my landlord	579	27.1%	52.8%	9.8%	7.9%	2.2%	79.9%
The Housing Service treats its residents fairly	580	24.5%	50.2%	14.5%	8.1%	2.8%	74.7%
The Housing Service has a good reputation in my area	577	23.7%	46.8%	21.3%	6.1%	2.1%	70.5%
The Housing Service has friendly and approachable staff	585	32.0%	49.7%	12.1%	4.1%	2.1%	81.7%
I trust the Housing Service	579	28.0%	46.3%	18.5%	4.7%	2.6%	74.3%
<i>Question details: Optional Star questions PER1a, 1b, 1c, 1d, 1e, 1f.</i>							

### Summary chart of Q2: To what extent do you agree with the following:



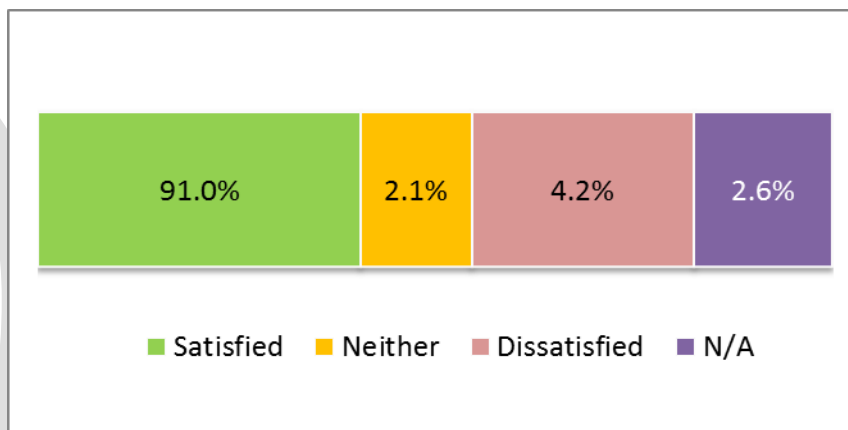
## About repairs

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

Q3: How satisfied or dissatisfied are you with gas servicing arrangements?							
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Star 2015	568	65.5%	25.5%	2.1%	1.6%	2.6%	2.6%
Star 2015 (total % satisfied)		91.0%					
Star 2013	704	58.5%	27.4%	4.3%	2.3%	2.1%	5.4%
Star 2013 (total % satisfied)		85.9%					

Question details: Optional Star question GEN9, HouseMark Benchmark: Gas Safety

#### Summary chart of Q3: How satisfied or dissatisfied are you with gas servicing arrangements?

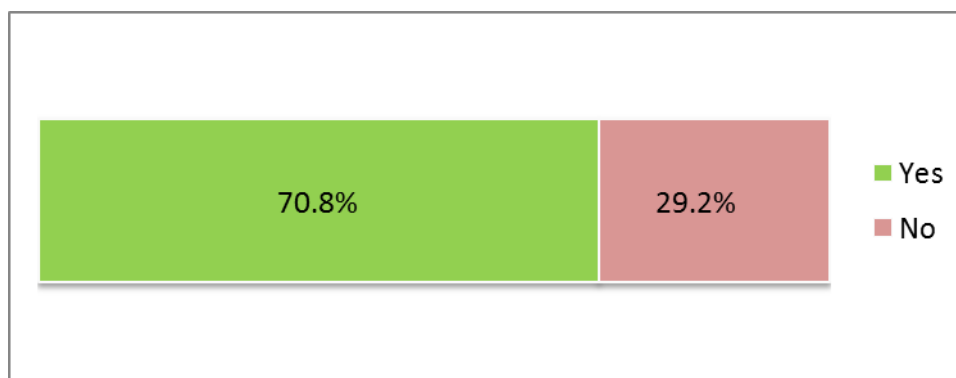


### Q4. Have you had any repairs to your home in the last 12 months?

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

Question details: Optional Star question REP1, Status question.

#### Summary chart of Q4: Have you had any repairs to your home in the last 12 months?

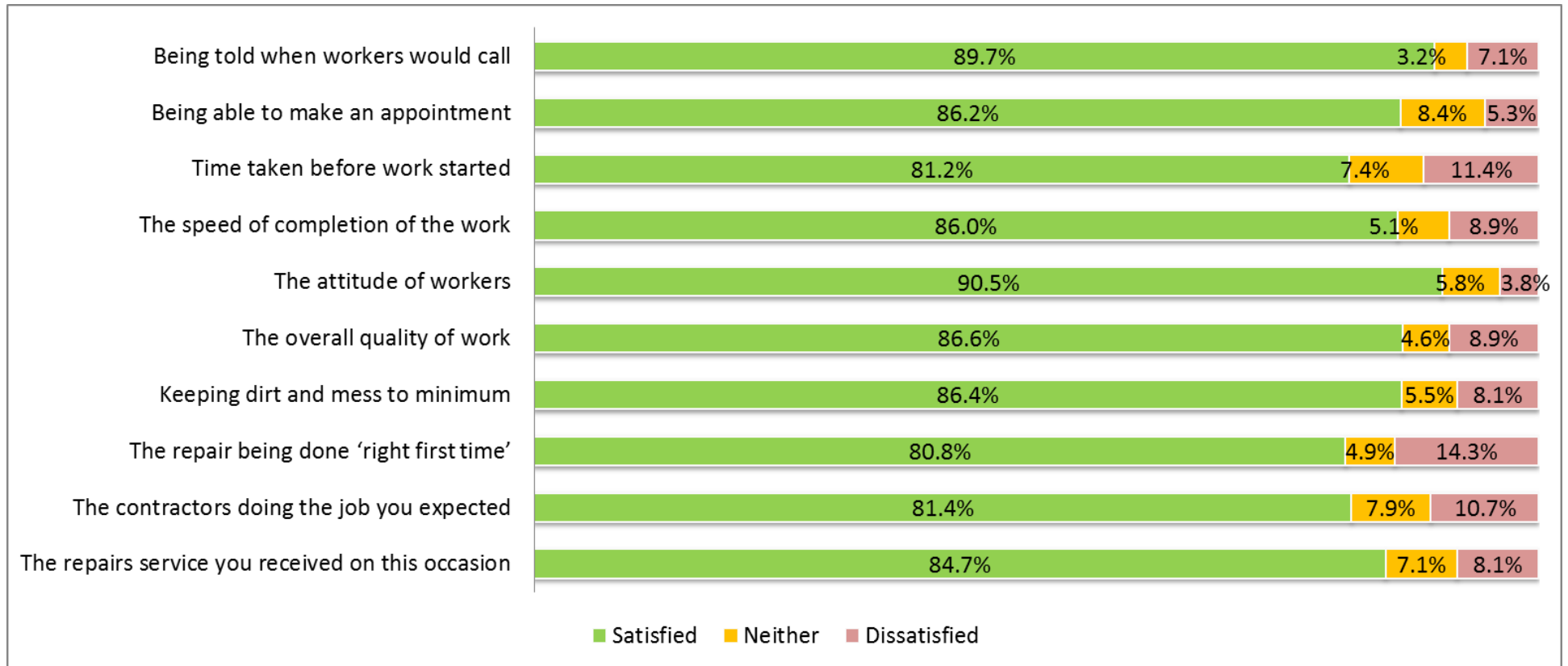


**Q4.a. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:**

<b>Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:</b>											
	<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>Question reference</i>	<i>2015 Satisfied</i>	<i>2013 Satisfied</i>	<i>2008 "Good"</i>	<i>Change from 2013 +/-</i>
Being told when workers would call	406	56.7%	33.0%	3.2%	3.7%	3.4%	REP2a <sup>1</sup>	89.7%	89.2%	90.0%	+0.5%
Being able to make an appointment	394	53.0%	33.2%	8.4%	2.5%	2.8%	REP2b	86.2%	88.2%		-2.0%
Time taken before work started	394	45.2%	36.0%	7.4%	6.1%	5.3%	REP2c <sup>1</sup>	81.2%	83.3%	85.0%	-2.1%
The speed of completion of the work	394	55.8%	30.2%	5.1%	3.3%	5.6%	REP2d <sup>1</sup>	86.0%	89.4%	89.0%	-3.4%
The attitude of workers	398	64.1%	26.4%	5.8%	1.8%	2.0%	REP2e <sup>1</sup>	90.5%	92.9%	93.0%	-2.4%
The overall quality of work	395	51.4%	35.2%	4.6%	4.6%	4.3%	REP2f <sup>1</sup>	86.6%	85.3%	84.0%	+1.3%
Keeping dirt and mess to minimum	397	55.7%	30.7%	5.5%	4.8%	3.3%	REP2g <sup>1</sup>	86.4%	88.9%	89.0%	-2.5%
The repair being done 'right first time'	391	53.2%	27.6%	4.9%	5.6%	8.7%	REP2h	80.8%	79.1%		+1.7%
The contractors doing the job you expected	393	53.2%	28.2%	7.9%	4.6%	6.1%	REP2i	81.4%	83.6%		-2.2%
The repairs service you received on this occasion	394	52.5%	32.2%	7.1%	2.0%	6.1%	REP2j	84.7%	85.8%		-1.1%

<sup>1</sup>Wording change from Status question

**Summary chart of Q4a: Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:**

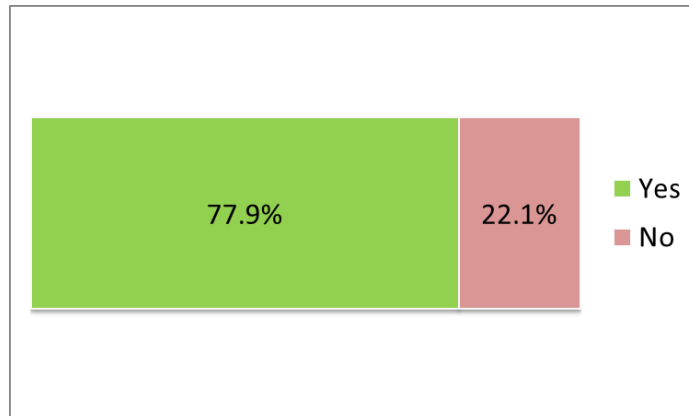


**Q4.b. Did the contractor show proof of identity?**

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

*Question details: Optional Star question REP3*

**Summary chart of Q4b: Did the contractor show proof of identity?**

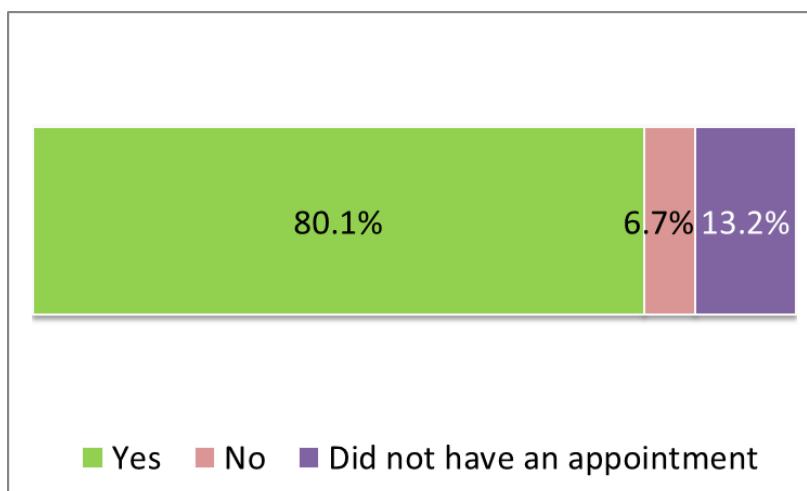


**Q4.c. If you had an appointment for this repair, was it kept?**

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

*Question details: Optional Star question REP4.*

**Summary chart of Q4c: If you had an appointment for this repair, was it kept?**



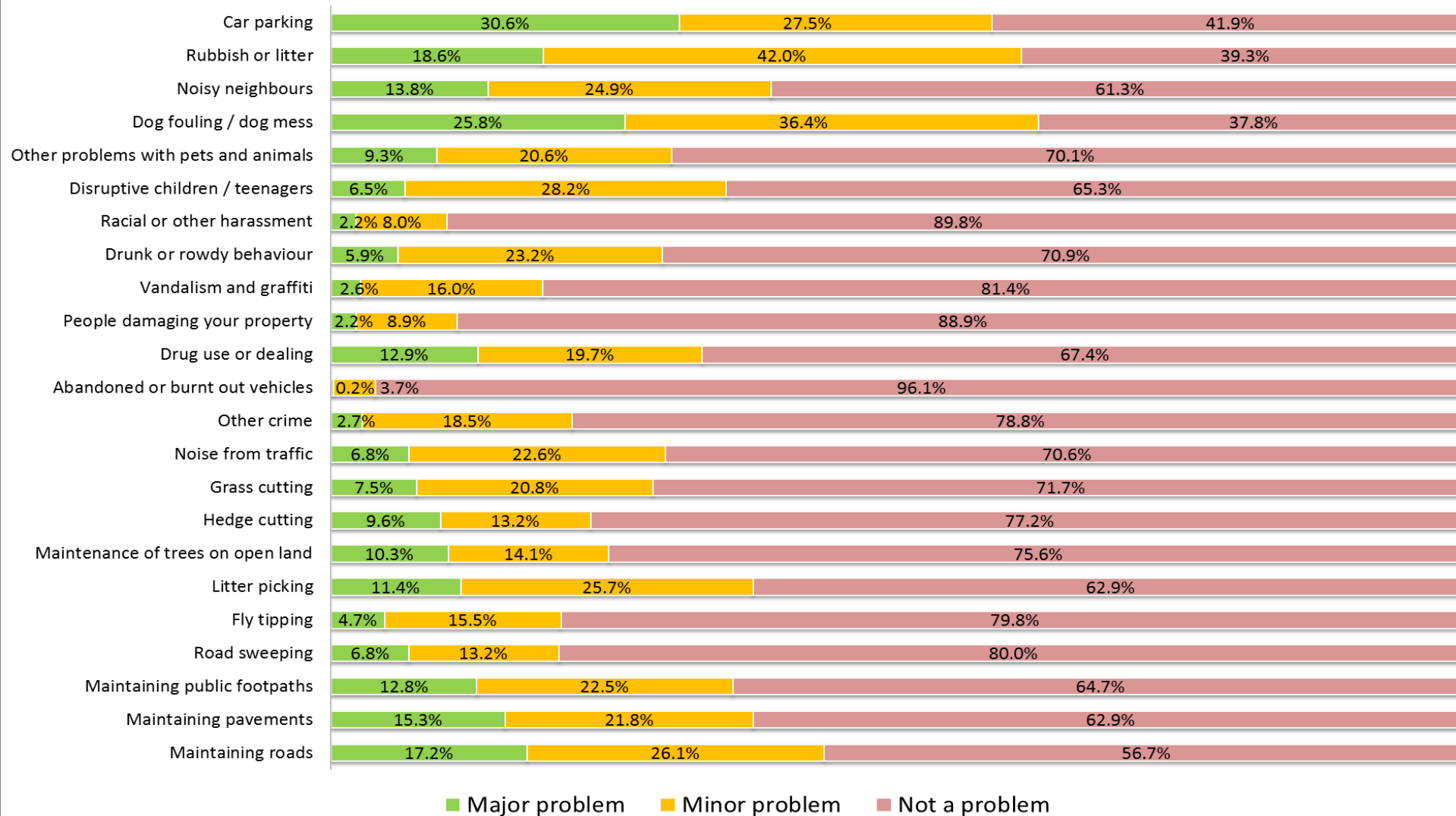
## About your neighbourhood / estate

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 2015					Star 2013		
	Base	Major problem	Minor problem	Not a problem	Question details	Major problem	Minor problem	Not a problem
Car parking	549	30.6%	27.5%	41.9%	Star Nei1a*	27.6%	28.8%	43.5%
Rubbish or litter	547	18.6%	42.0%	39.3%	Star Nei1b*	19.2%	38.1%	42.8%
Noisy neighbours	542	13.8%	24.9%	61.3%	Star Nei1c*	12.3%	23.9%	63.8%
Dog fouling / dog mess	550	25.8%	36.4%	37.8%	Star Nei1d*	27.2%	36.0%	36.8%
Other problems with pets and animals	538	9.3%	20.6%	70.1%	Star Nei1e*	9.6%	20.9%	69.5%
Disruptive children / teenagers	542	6.5%	28.2%	65.3%	Star Nei1f*	8.1%	25.5%	66.4%
Racial or other harassment	537	2.2%	8.0%	89.8%	Star Nei1g*	2.0%	6.0%	92.0%
Drunk or rowdy behaviour	543	5.9%	23.2%	70.9%	Star Nei1h*	6.5%	19.1%	74.3%
Vandalism and graffiti	543	2.6%	16.0%	81.4%	Star Nei1i*	4.0%	14.2%	81.7%
People damaging your property	539	2.2%	8.9%	88.9%	Star Nei1j*	3.2%	9.2%	87.6%
Drug use or dealing	543	12.9%	19.7%	67.4%	Star Nei1k*	12.9%	19.9%	67.1%
Abandoned or burnt out vehicles	542	0.2%	3.7%	96.1%	Star Nei1l*	1.0%	2.8%	96.1%
Other crime	519	2.7%	18.5%	78.8%	Star Nei1m*	3.0%	20.3%	76.7%
Noise from traffic	545	6.8%	22.6%	70.6%	Star Nei1n*	5.8%	23.5%	70.6%
Grass cutting	547	7.5%	20.8%	71.7%	CBC question	8.9%	18.3%	72.8%
Hedge cutting	530	9.6%	13.2%	77.2%	CBC question	9.5%	13.3%	77.2%
Maintenance of trees on open land	533	10.3%	14.1%	75.6%	CBC question	8.0%	13.5%	78.5%
Litter picking	537	11.4%	25.7%	62.9%	CBC question	10.0%	24.8%	65.3%
Fly tipping	535	4.7%	15.5%	79.8%	CBC question	4.6%	14.0%	81.4%
Road sweeping	529	6.8%	13.2%	80.0%	CBC question	5.1%	14.8%	80.1%
Maintaining public footpaths	538	12.8%	22.5%	64.7%	CBC question	10.1%	23.1%	66.8%
Maintaining pavements	537	15.3%	21.8%	62.9%	CBC question	12.0%	25.6%	62.3%
Maintaining roads	541	17.2%	26.1%	56.7%	CBC question	17.1%	29.3%	53.6%

\*Wording change from Status question

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

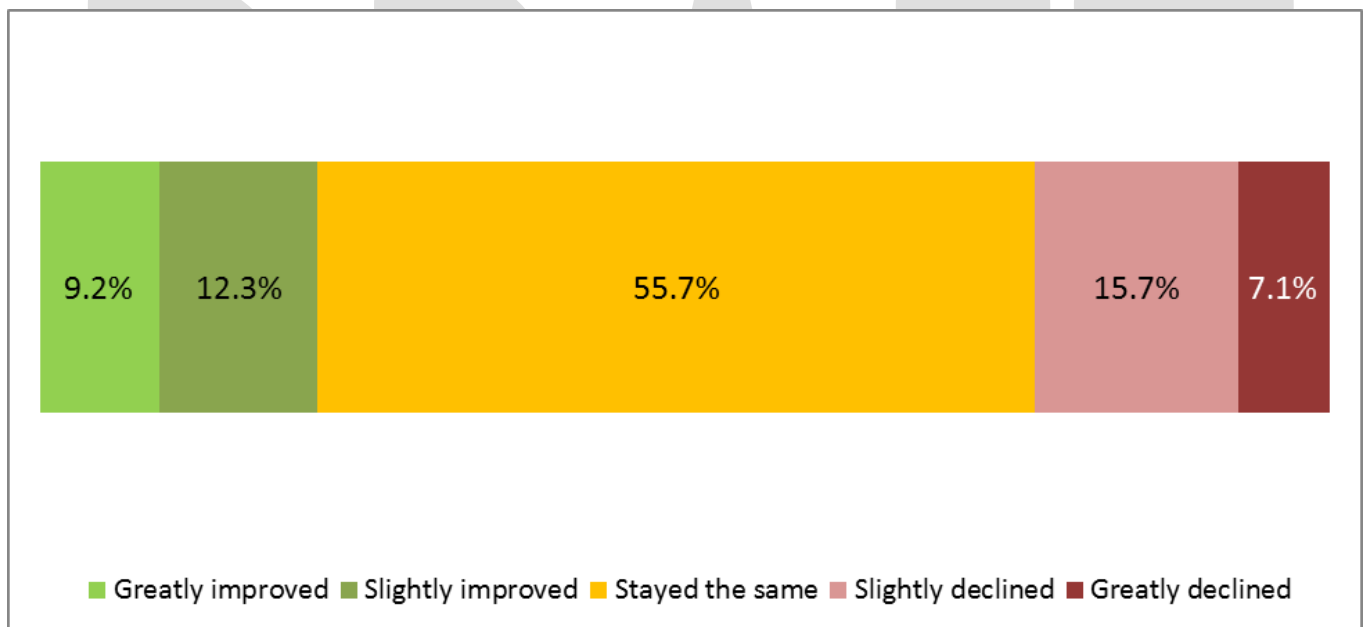


**Q6. In the last three years, would you say your neighbourhood has improved or declined?**

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 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%

*Question details: Optional Star question Nei2, Status question*

**Summary chart of Q6: In the last three years, would you say your neighbourhood has improved or declined?**





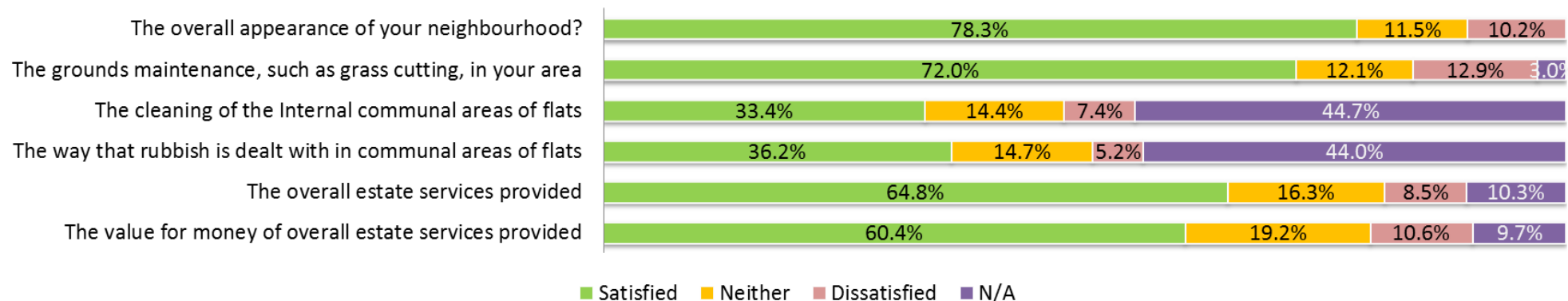
## About Estate Services

### 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?								
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable	Question details
The overall appearance of your neighbourhood?	563	27.0%	51.3%	11.5%	6.6%	3.6%		Est1
The grounds maintenance, such as grass cutting, in your area (provided by Green Spaces Team)?	562	32.0%	40.0%	12.1%	7.7%	5.2%	3.0%	Est2 <sup>1</sup>
The cleaning of the Internal communal areas of flats	499	15.4%	18.0%	14.4%	4.8%	2.6%	44.7%	Est3a <sup>1</sup>
The way that rubbish is dealt with in communal areas of flats	504	17.7%	18.5%	14.7%	3.8%	1.4%	44.0%	CBC question
The overall estate services provided	515	25.4%	39.4%	16.3%	6.0%	2.5%	10.3%	Est4 <sup>1</sup>
The value for money of overall estate services provided	526	24.7%	35.7%	19.2%	7.0%	3.6%	9.7%	Est5 <sup>1</sup>

<sup>1</sup>HouseMark benchmark: Estate Services

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



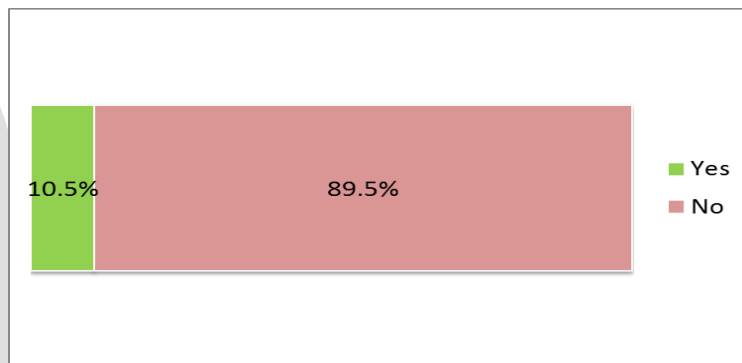
## About anti-social behaviour

**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
Star 2015	551	10.5%	89.5%
Star 2013	679	9.4%	90.6%
TSS Sept 2008		12.6%	84.3%

Question details: Optional Star question ASB1, Status question

**Summary chart of Q8: Have you reported anti-social behaviour to the Housing Service in the last 12 months?**

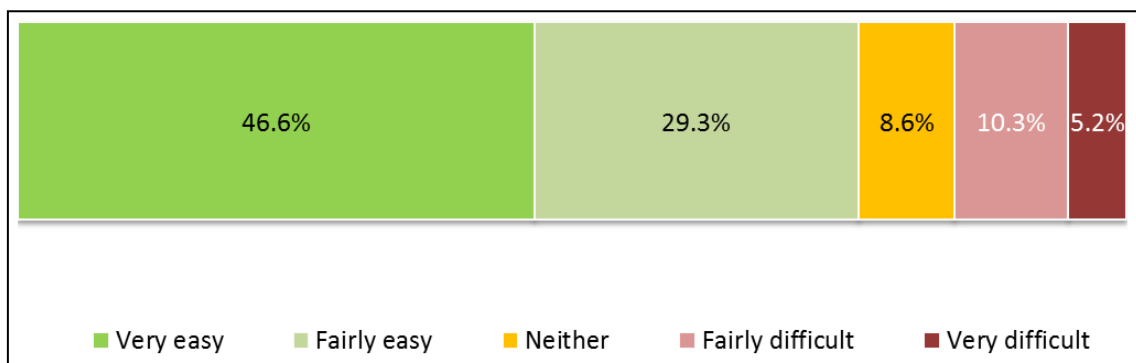


**Q8.a. At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?**

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
Star 2015	58	46.6%	29.3%	8.6%	10.3%	5.2%
Star 2013	79	36.7%	25.3%	13.9%	13.9%	10.1%

Question details: Optional Star question ASB2, HouseMark benchmark ASB

**Summary chart of Q8a: At the beginning, how easy or difficult was it to contact a member of staff to report the anti-social behaviour?**



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

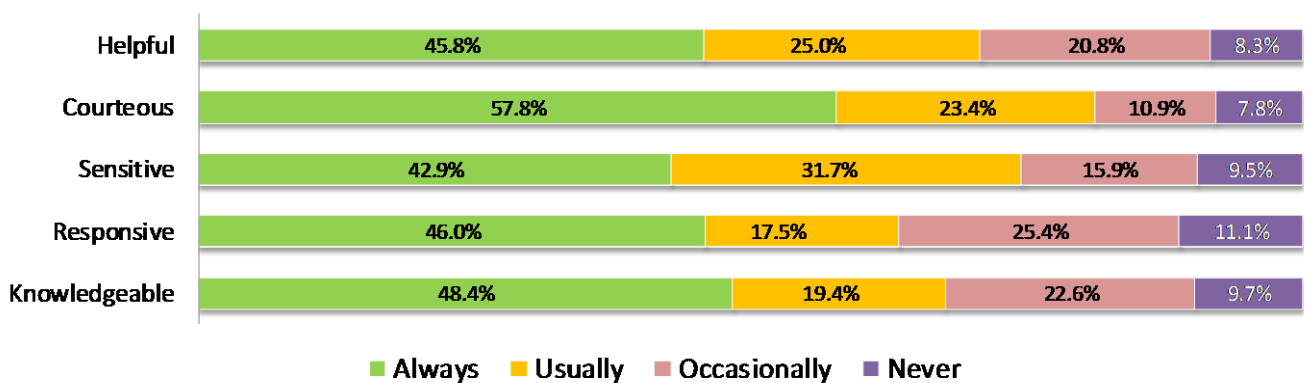
Q8b: How would you describe the member of staff dealing with your report about anti-social behaviour?						
<b>Star 2015</b>	<i>Base</i>	<i>Always</i>	<i>Usually</i>	<i>Occasionally</i>	<i>Never</i>	<i>Question details</i>
<i>Helpful</i>	72	45.8%	25.0%	20.8%	8.3%	ASB3a
<i>Courteous</i>	64	57.8%	23.4%	10.9%	7.8%	ASB3b <sup>1</sup>
<i>Sensitive</i>	63	42.9%	31.7%	15.9%	9.5%	ASB3c <sup>1</sup>
<i>Responsive</i>	63	46.0%	17.5%	25.4%	11.1%	ASB3d <sup>1</sup>
<i>Knowledgeable</i>	62	48.4%	19.4%	22.6%	9.7%	ASB3e <sup>1</sup>

<sup>1</sup>HouseMark benchmark: ASB

Q8b: How would you describe the member of staff dealing with your report about anti-social behaviour?						
<b>Star 2013</b>	<i>Base</i>	<i>Always</i>	<i>Usually</i>	<i>Occasionally</i>	<i>Never</i>	<i>Question details</i>
<i>Helpful</i>	76	43.4%	30.3%	15.8%	10.5%	ASB3a, new question <sup>1</sup>
<i>Courteous</i>	69	46.4%	29.0%	13.0%	11.6%	ASB3b, new question <sup>1</sup>
<i>Sensitive</i>	63	42.9%	19.0%	12.7%	25.4%	ASB3c, new question <sup>1</sup>
<i>Responsive</i>	64	42.2%	20.3%	18.8%	18.8%	ASB3d, new question <sup>1</sup>
<i>Knowledgeable</i>	69	42.0%	27.5%	17.4%	13.0%	ASB3e, new question <sup>1</sup>

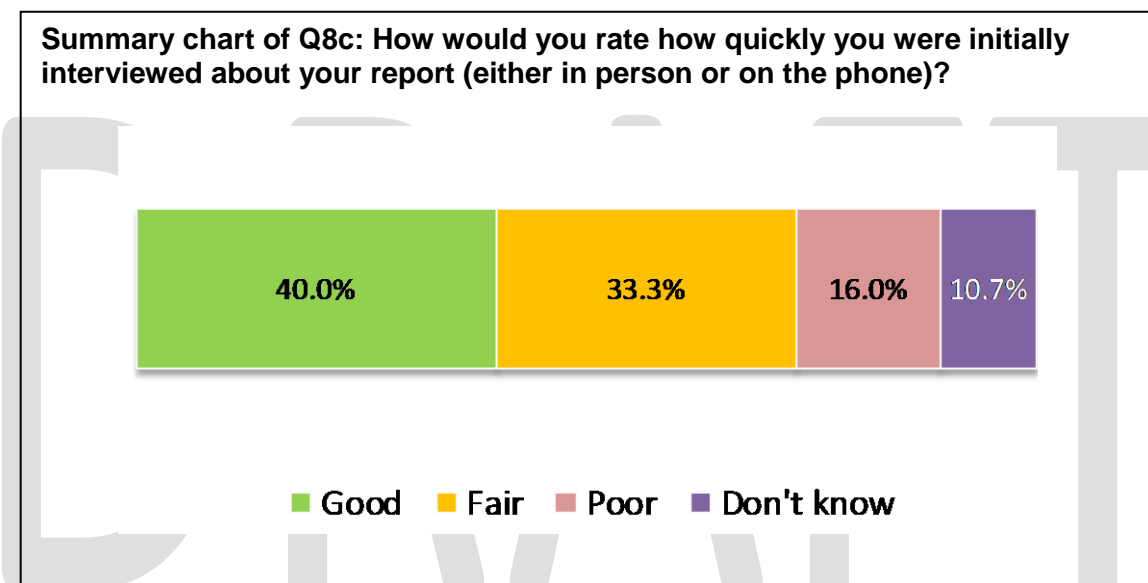
<sup>1</sup>HouseMark benchmark: ASB

**Summary chart of Q8b: How would you describe the member of staff dealing with your report about anti-social behaviour?**



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

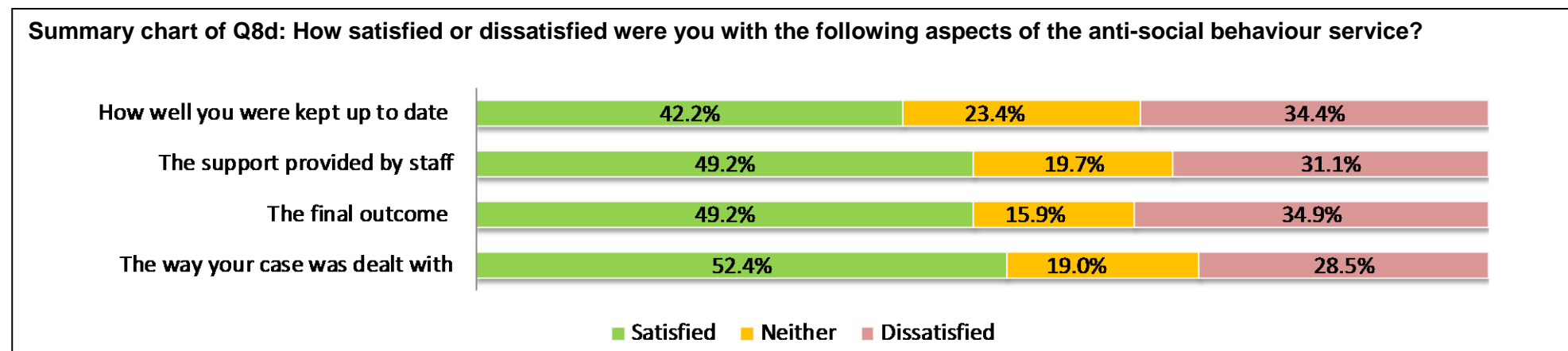
Q8c: How would you rate how quickly you were initially interviewed about your report (either in person or on the phone)?					
	<i>Base</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Star 2015	75	40.0%	33.3%	16.0%	10.7%
Star 2013	77	45.5%	22.1%	23.4%	9.1%
<i>Question details: Optional Star 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?											
	Star 2015							Trend			
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question reference	2015 Satisfied	2013 Satisfied	2008 Satisfied	Change from 2013 +/-
How well you were kept up to date with what was happening throughout your anti-social behaviour case.	64	21.9%	20.3%	23.4%	17.2%	17.2%	ASB5b <sup>1,2</sup>	42.2%	45.5%	39.0%	-3.3%
The support provided by staff	61	24.6%	24.6%	19.7%	18.0%	13.1%	ASB5d <sup>1</sup>	49.2%	46.6%	39.0%	+2.6%
Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour case?	63	20.6%	28.6%	15.9%	19.0%	15.9%	ASB6 <sup>1</sup>	49.2%	34.7%	30.0%	+14.5%
Overall, how satisfied or dissatisfied are you with the way that your anti-social behaviour case was dealt with?	63	22.2%	30.2%	19.0%	9.5%	19.0%	ASB7 <sup>2</sup>	52.4%	36.6%		+15.8%

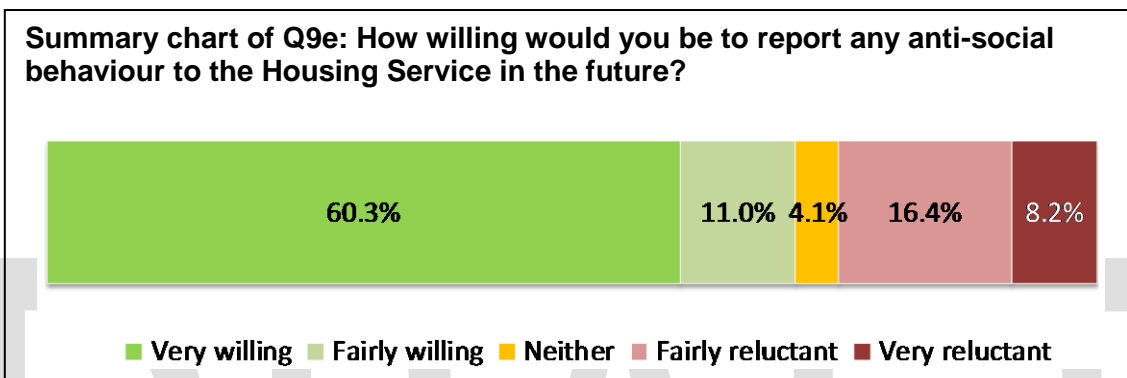
<sup>1</sup>Wording change from Status question  
<sup>2</sup>HouseMark Benchmark: ASB



**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
Star 2015	73	60.3%	11.0%	4.1%	16.4%	8.2%
Star 2013	86	47.7%	19.8%	3.5%	10.5%	18.6%

Question details: Optional Star question ASB8, HouseMark benchmark ASB

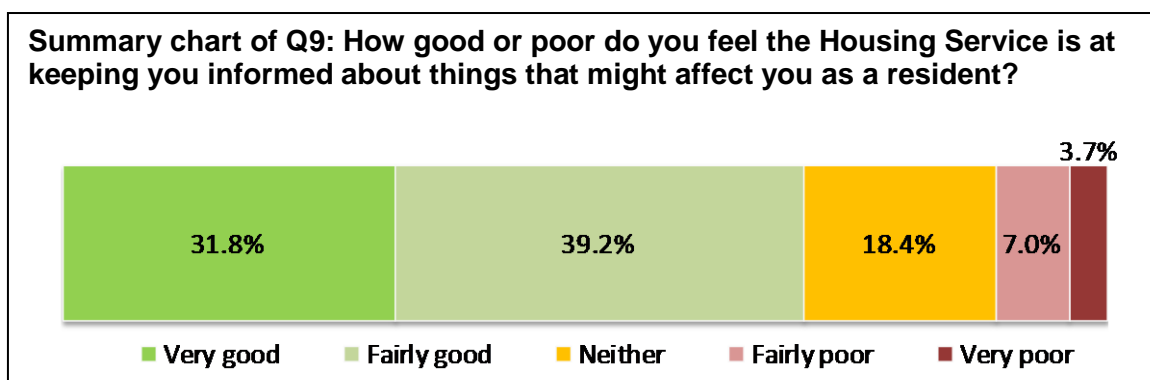


**About contacting us and communications**

**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?**

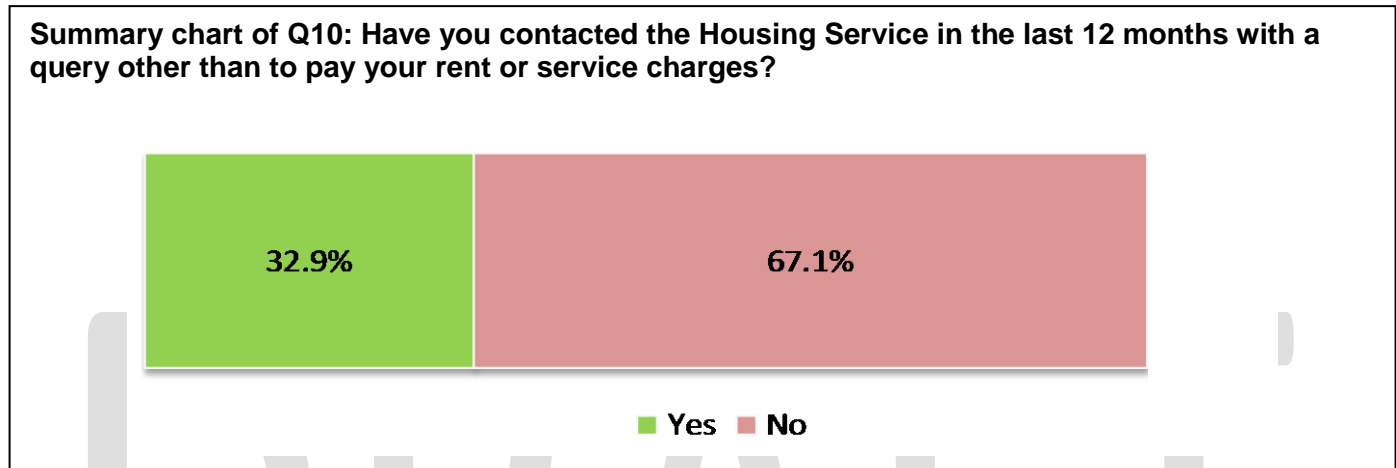
Q9: How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?						
	Base	Very good	Fairly good	Neither	Fairly poor	Very poor
Star 2015	572	31.8%	39.2%	18.4%	7.0%	3.7%
Star 2013	699	30.2%	43.1%	16.0%	6.7%	4.0%
Star 2013 (total % good)		73.3%				
TSS 2008 (total % good)		73.9%				

Question details: Optional Star question GEN3, Status question, HouseMark benchmark: Resident Involvement



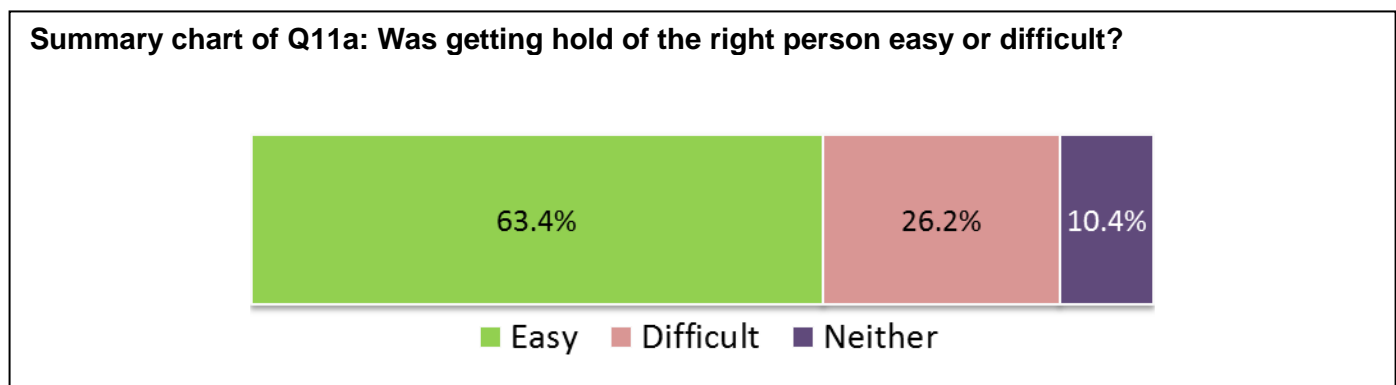
**Q10. Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?**

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
Star 2015	550	32.9%	67.1%
Star 2013	670	35.1%	64.9%
<i>Question details: Optional Star question CAC1, Status question</i>			



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

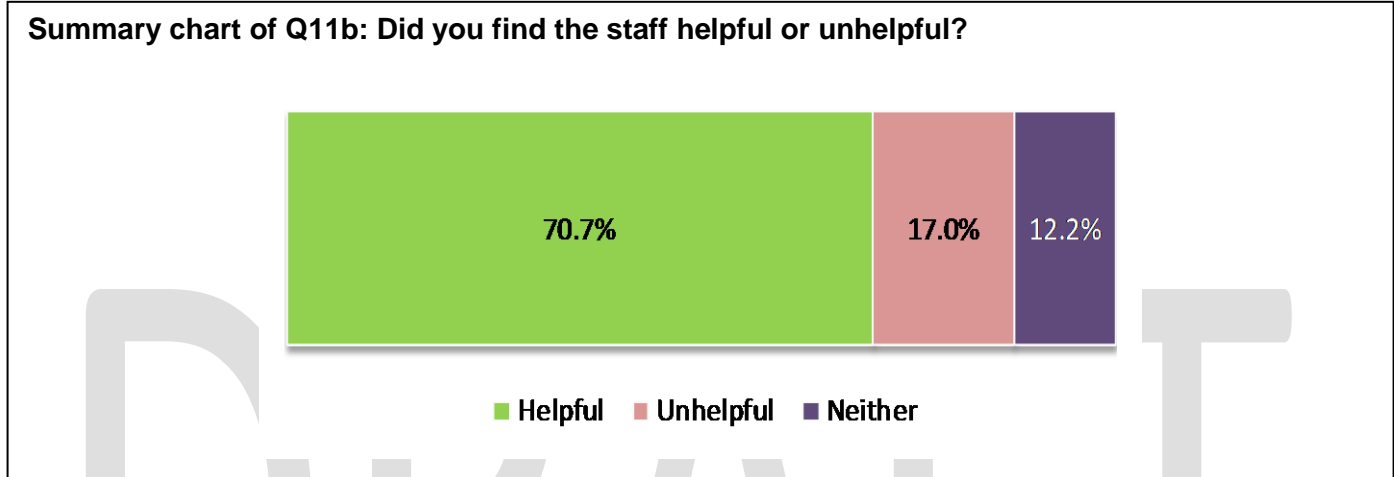
Q10a: Was getting hold of the right person easy or difficult?				
	Base	Easy	Difficult	Neither
Star 2015	183	63.4%	26.2%	10.4%
Star 2013	232	68.5%	22.0%	9.5%
TSS 2008 (% positive rating)	69.0%			
<i>Question details: Optional Star question CAC2a, reworded Status question</i>				



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

Q10b: Did you find the staff helpful or unhelpful?				
	Base	Helpful	Unhelpful	Neither
Star 2015	188	70.7%	17.0%	12.2%
Star 2013	237	77.2%	11.4%	11.4%
TSS 2008 (% positive rating)		77.0%		

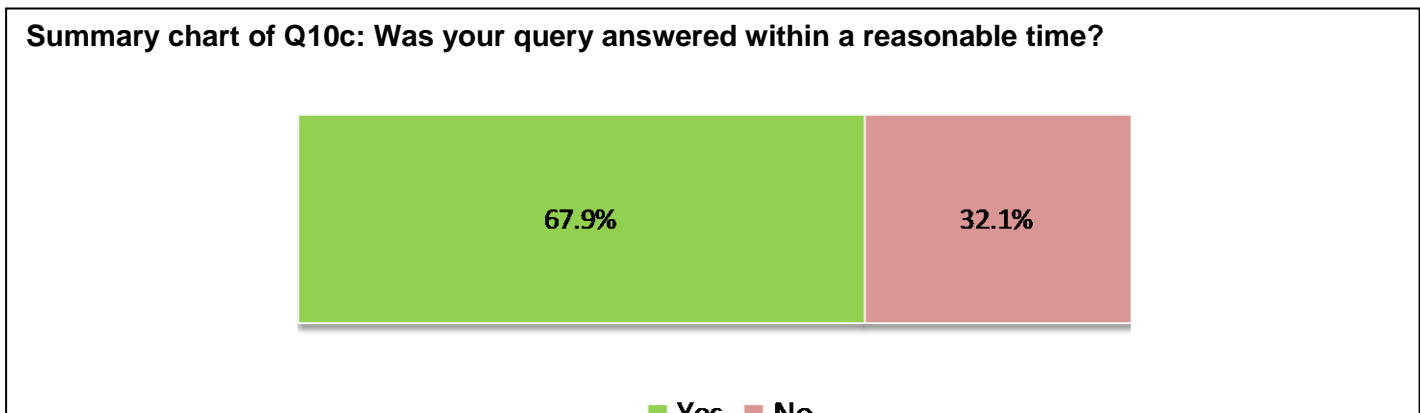
Question details: Optional Star question CAC2b, reworded Status question



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

Q10c: Was your query answered within a reasonable time?			
	Base	Yes	No
Star 2015	165	67.9%	32.1%
Star 2013	201	72.1%	27.9%

Question details: Optional Star question CAC2c.



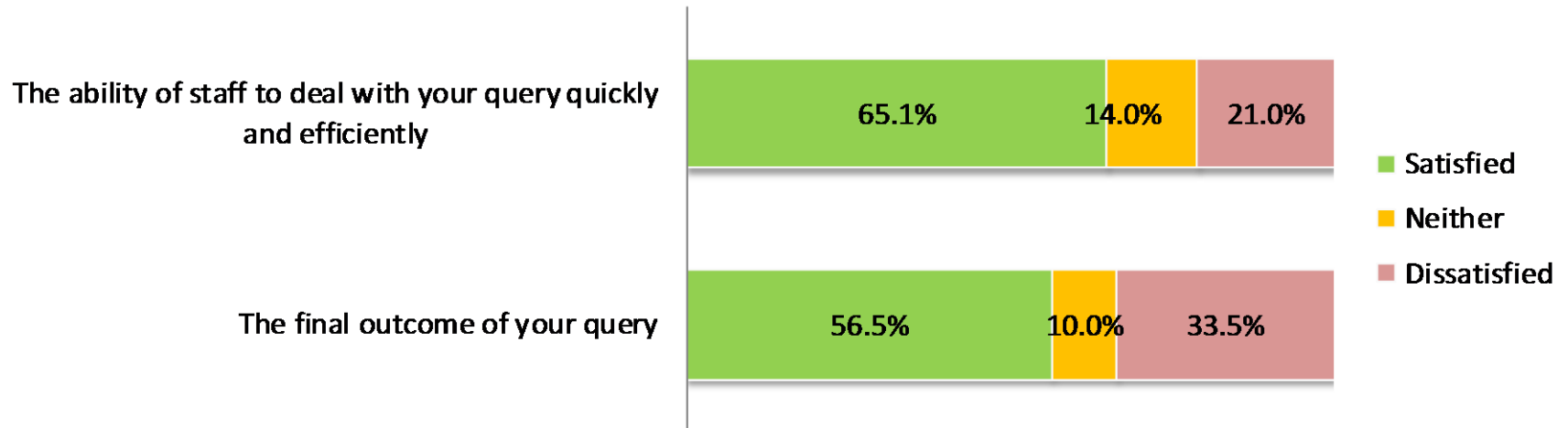


**Q10.d. How satisfied or dissatisfied were you with the following:**

Q10d: How satisfied or dissatisfied were you with the following											
	Star 2015							2015 Satisfied	Trend		
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Question ref.		2013 Satisfied	2008 "Positive"	Change from 2013 +/-
The ability of staff to deal with your query quickly and efficiently	186	29.0%	36.0%	14.0%	11.8%	9.1%	CAC3a	65.1%	75.2%		-10.1%
The final outcome of your query	170	26.5%	30.0%	10.0%	16.5%	17.1%	CAC3b <sup>1</sup>	56.5%	67.8%	62.0%	-5.5%

<sup>1</sup>Wording change from Status question

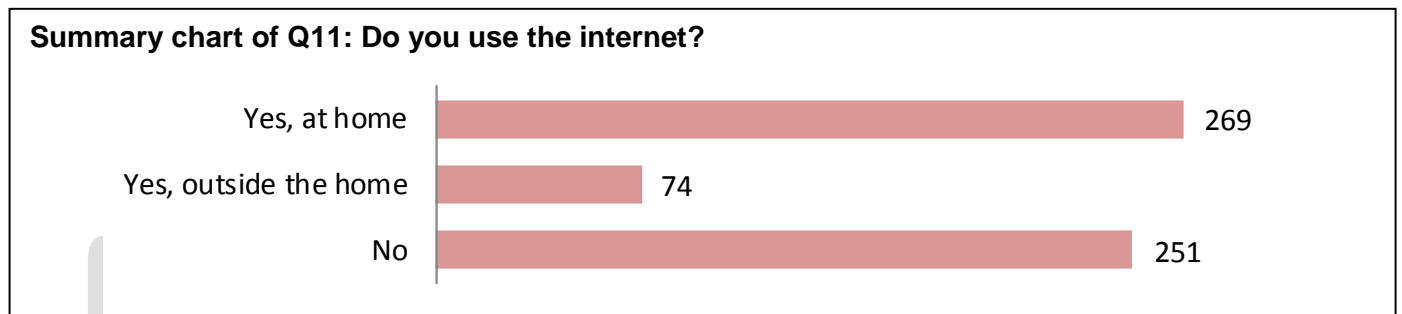
**Summary chart of Q10d: How satisfied or dissatisfied were you with the following**



**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 2015	542	269	49.6%	74	13.7%	251	46.3%
Star 2013	656	301	45.9%	85	13.0%	344	52.4%

*Question details: Optional Star question CAC4a.*

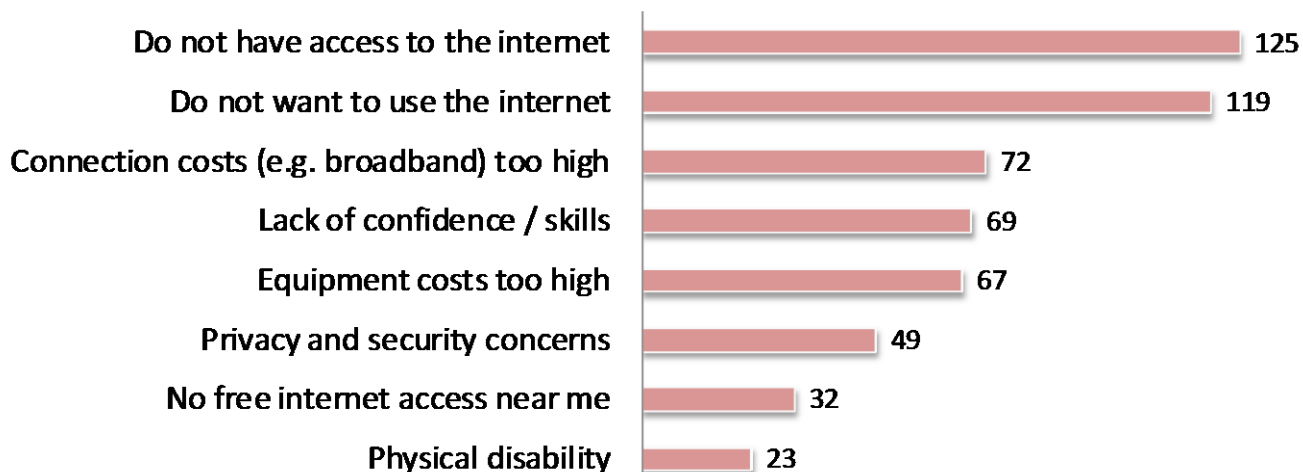


**Q11.a. Why do you not use the internet?**

Q11a: Why do you not use the internet?	
	Number of respondents
<i>Do not have access to the internet</i>	125
<i>Do not want to use the internet</i>	119
<i>Connection costs (e.g. broadband) too high</i>	72
<i>Lack of confidence / skills</i>	69
<i>Equipment costs too high</i>	67
<i>Privacy and security concerns</i>	49
<i>No free internet access near me</i>	32
<i>Physical disability</i>	23
Q12a Other: please specify: <ul style="list-style-type: none"> <li>• <i>No interest (x7)</i></li> <li>• <i>Lack of computer literacy (x5)</i></li> <li>• <i>Too old (x5)</i></li> <li>• <i>I don't have a computer (x 5)</i></li> <li>• <i>Due to a visual impairment (x3)</i></li> <li>• <i>Ask family member if I ever need anything</i></li> <li>• <i>Don't trust the security of the internet</i></li> </ul>	

*Question details: Optional Star question CAC4b.*

**Summary chart of Q11a: Why do you not use the internet?**



**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
<i>Telephone</i>	398
<i>In writing</i>	275
<i>Newsletter</i>	187
<i>Email</i>	146
<i>Text / SMS</i>	137
<i>Visit to your home by staff</i>	135
<i>Visit to the office</i>	120
<i>Open meetings</i>	42
<i>Other: please specify:</i> <ul style="list-style-type: none"> <li>• <i>Home care</i></li> <li>• <i>Warden</i></li> <li>• <i>Word of mouth, neighbours and friends</i></li> <li>• <i>Internet</i></li> </ul>	
<i>Question details: Optional Star question CAC5.</i>	

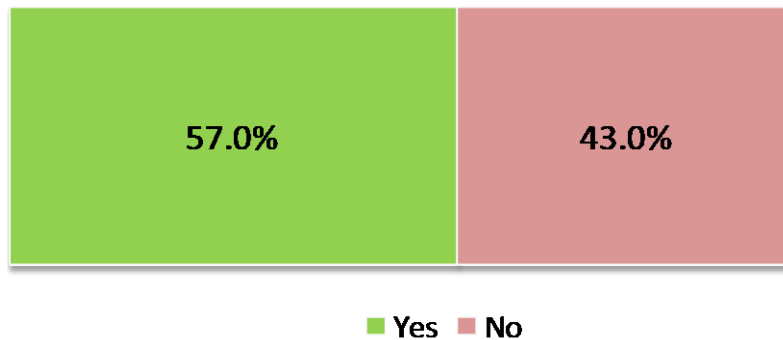
## About complaints

**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?			
	Base	Yes	No
Star 2015	547	57.0%	43.0%
Star 2013	683	56.1%	43.9%

*Question details: Optional Star question COM1, Status question*

**Summary chart of Q13: Are you aware that the Housing Service has a formal complaints procedure?**

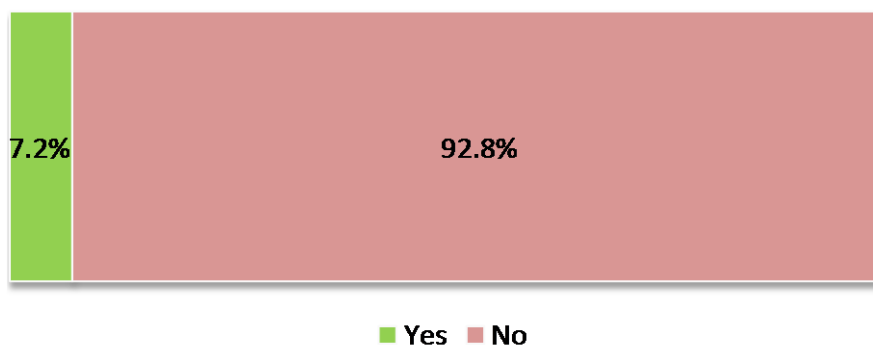


**Q14. Have you made a complaint to the Housing Service in the last 12 months about our services?**

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

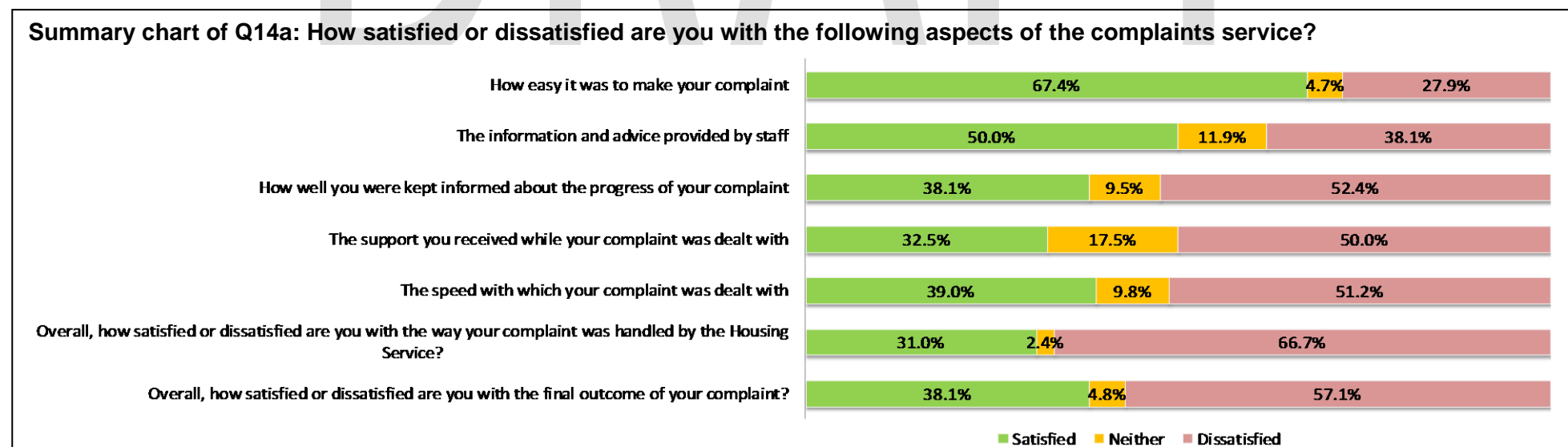
*Question details: Optional Star question COM2.*

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



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

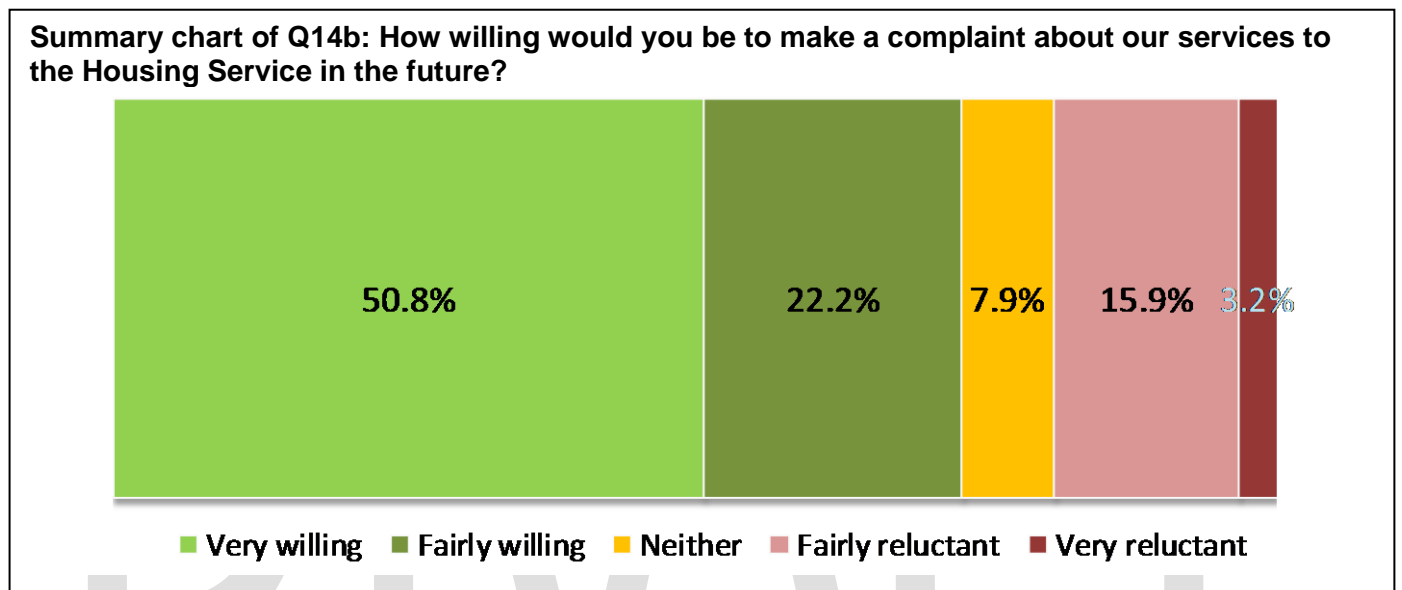
Q14a: How satisfied or dissatisfied are you with the following aspects of the complaints service?										
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	2015 satisfied	2013 satisfied	Change +/-	Question details
How easy it was to make your complaint	43	32.6%	34.9%	4.7%	16.3%	11.6%	67.4%	69.8%	-2.4%	COM3a
The information and advice provided by staff	42	23.8%	26.2%	11.9%	16.7%	21.4%	50.0%	57.9%	-7.9%	COM3b
How well you were kept informed about the progress of your complaint	42	19.0%	19.0%	9.5%	16.7%	35.7%	38.1%	40.7%	-2.6%	COM3c
The support you received while your complaint was dealt with	40	17.5%	15.0%	17.5%	15.0%	35.0%	32.5%	42.3%	-9.8%	COM3d
The speed with which your complaint was dealt with	41	22.0%	17.1%	9.8%	17.1%	34.1%	39.0%	42.3%	-3.3%	COM3e
Overall, how satisfied or dissatisfied are you with the way your complaint was handled by the Housing Service?	42	21.4%	9.5%	2.4%	21.4%	45.2%	31.0%	41.0%	-10.0%	COM4
Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?	42	23.8%	14.3%	4.8%	11.9%	45.2%	38.1%	42.3%	-4.2%	COM5



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

<b>Q14b: How willing would you be to make a complaint about our services to the Housing Service in the future?</b>						
	<i>Base</i>	<i>Very willing</i>	<i>Fairly willing</i>	<i>Neither</i>	<i>Fairly reluctant</i>	<i>Very reluctant</i>
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%

*Question details: Optional Star question COM6*



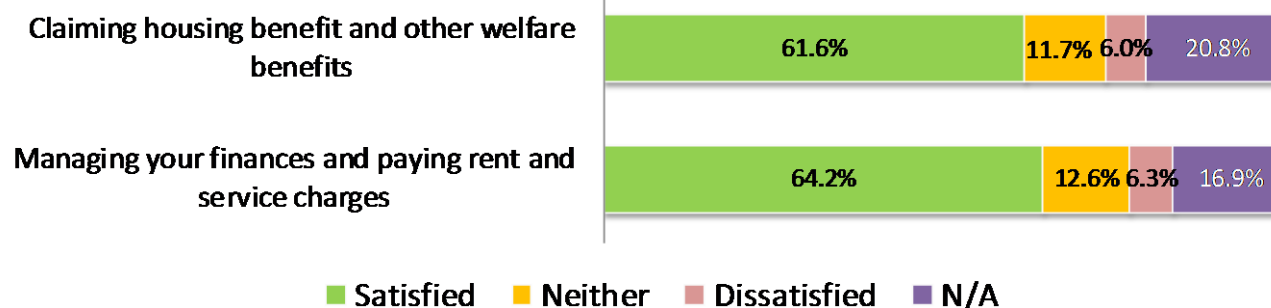
## About advice and support

**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?**

	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	2015 satisfied	2013 satisfied	Change +/-	Question reference
<i>Claiming housing benefit and other welfare benefits</i>	549	41.3%	20.2%	11.7%	3.1%	2.9%	20.8%	61.6%	63.1%	-1.5%	AAS1a Reworded Status question
<i>Managing your finances and paying rent and service charges</i>	539	35.3%	28.9%	12.6%	3.3%	3.0%	16.9%	64.2%	62.3%	+1.9%	AAS1b Reworded Status question

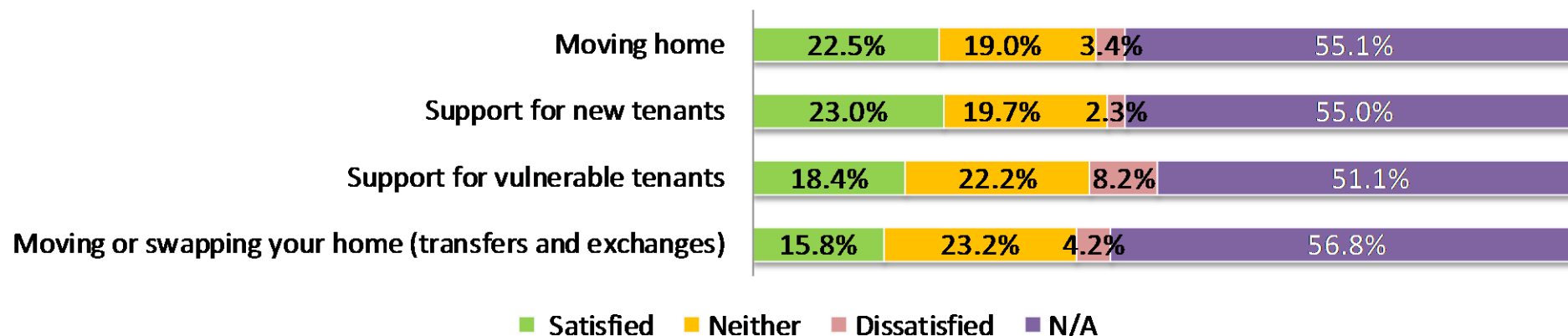
**Summary chart of Q15: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?**



**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?												
	Star 2015								Trend			
	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A	Question reference	2015 Satisfied (excluding N/As)	2013 Satisfied (excluding N/As)	2008 Satisfied	Change from 2013 +/-
Moving home	494	14.0%	8.5%	19.0%	1.4%	2.0%	55.1%	AAS2a	50.0%	57.1%	32.0%	-7.1%
Support for new tenants	482	10.8%	12.2%	19.7%	0.8%	1.5%	55.0%	AAS2b	51.2%	55.6%	37.9%	-4.4%
Support for vulnerable tenants	472	9.1%	9.3%	22.2%	4.0%	4.2%	51.1%	AAS2c	37.7%	45.2%	35.8%	-7.5%
Moving or swapping your home (transfers and exchanges)	474	7.8%	8.0%	23.2%	1.5%	2.7%	56.8%	GEN6c	36.6%	45.0%		-8.4%

**Summary chart of Q16: How satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?**



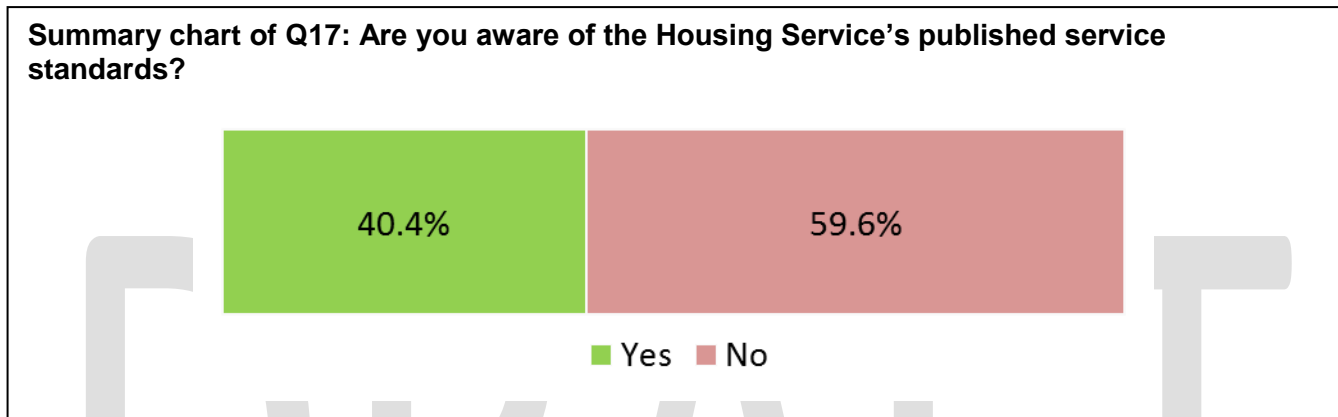


**Other**

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

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

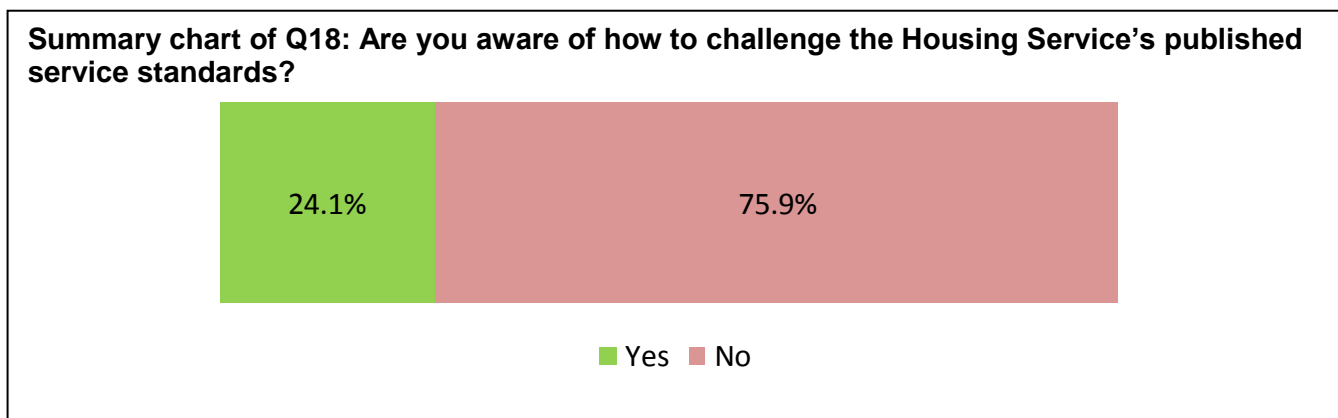
*Question details: Optional Star question GEN7 ,Status question*



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

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

*Question details: Optional Star question GEN8 ,Status question*



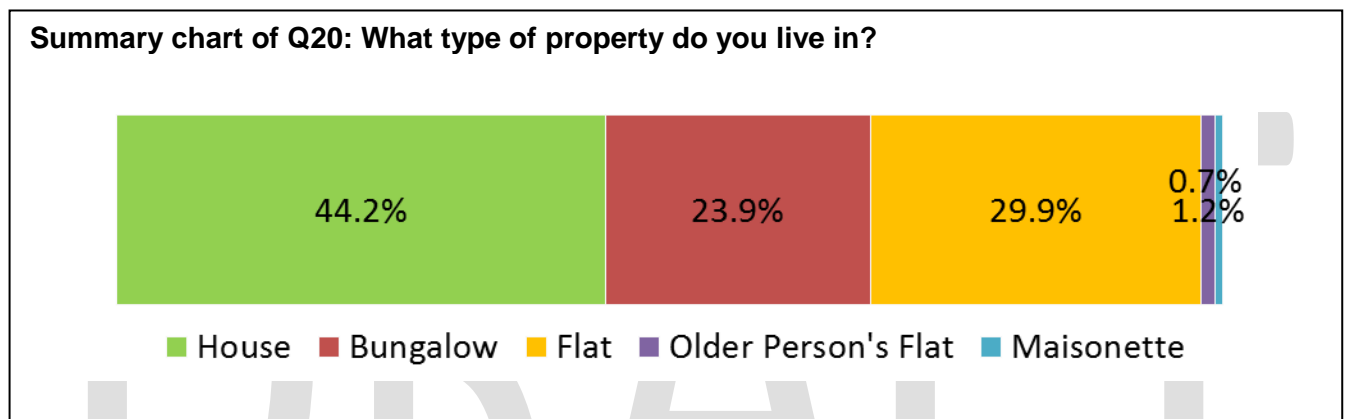
**Q19. Do you have any other suggestions of ways to improve the Housing Service?**

The comments made by respondents have been included in a separate appendix.

## About you

### Q20. What type of property do you live in?

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



### Q21. Which area do you live?

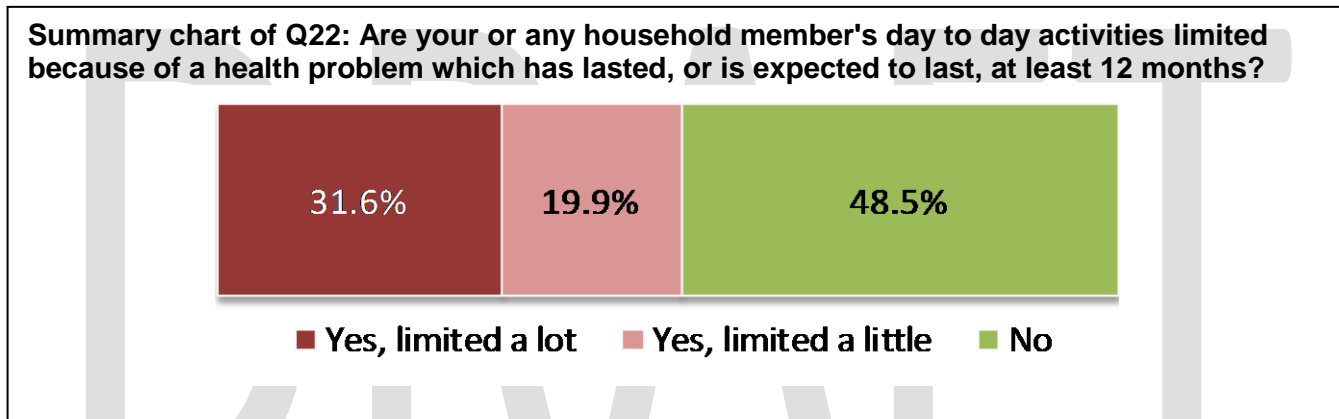
#### Respondents by area

Q21: In which area do you live? by area			
Area	No.	%	
1	96	16.2%	<div style="width: 16.2%; height: 10px; background-color: #c0392b;"></div>
2	85	14.3%	<div style="width: 14.3%; height: 10px; background-color: #c0392b;"></div>
3	57	9.6%	<div style="width: 9.6%; height: 10px; background-color: #c0392b;"></div>
4	189	31.8%	<div style="width: 31.8%; height: 10px; background-color: #c0392b;"></div>
5	95	16.0%	<div style="width: 16.0%; height: 10px; background-color: #c0392b;"></div>
6	72	12.1%	<div style="width: 12.1%; height: 10px; background-color: #c0392b;"></div>
<i>*Data based on database link</i>			

**Q22. 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? (Include any household member with a long term illness or disability in your answer)**

<b>Q22: 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? (Include any household member with a long term illness or disability in your answer)</b>		
	Star 2015	Star 2013
Yes, <i>limited a lot</i>	31.6%	30.9%
Yes, <i>limited a little</i>	19.9%	23.0%
No	48.5%	46.1%

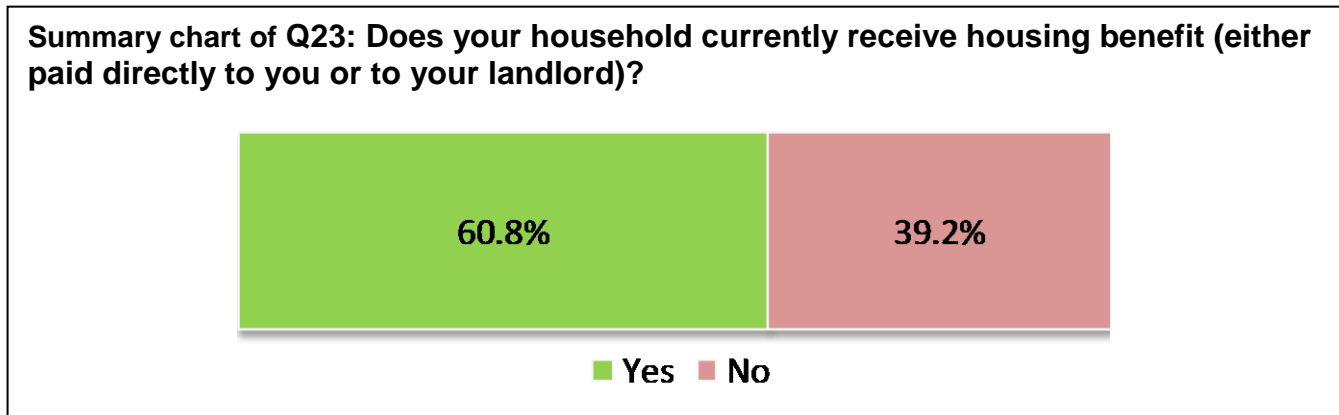
*Question details: Core Demographic Star question DEM2, reworded Status question*



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

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

*Question details: Optional Demographic Star question DEM3, Status question*



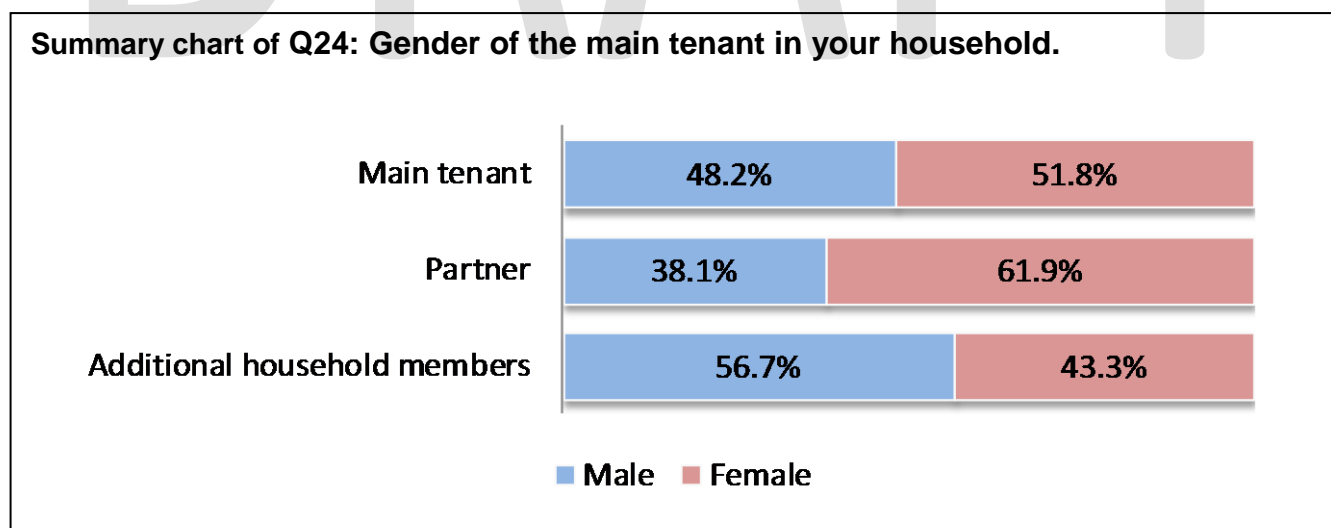
**Q24. You and your household - please tell us the age and gender of everyone who lives with you in your household.** *Gender - Please select either male or female for your gender. Transgender or transsexual: select the answer which you identify yourself as. You can select either 'male' or 'female',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

<b>Q24: You and your household - please tell us the gender of everyone who lives with you in your household.</b>					
<b>Star 2015</b>	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%

*Question details: Core Demographic Star question DEM1, reworded Status question*

<b>Q24: You and your household - please tell us the gender of everyone who lives with you in your household.</b>					
<b>Star 2013</b>	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%

*Question details: Core Demographic Star question DEM1, reworded Status question*

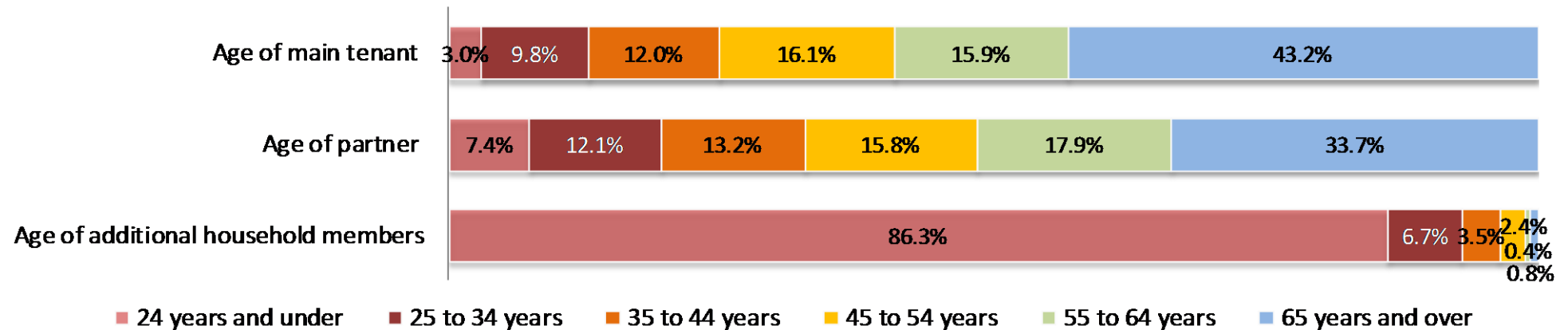


**Q24: You and your household - please tell us the age of everyone who lives with you in your household.**

	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	533	16	3.0%	52	9.8%	64	12.0%	86	16.1%	85	15.9%	230	43.2%
Partner	190	14	7.4%	23	12.1%	25	13.2%	30	15.8%	34	17.9%	64	33.7%
Additional household members	255	220	86.3%	17	6.7%	9	3.5%	6	2.4%	1	0.4%	2	0.8%

Question details: Core Demographic Star question DEM1, reworded Status question

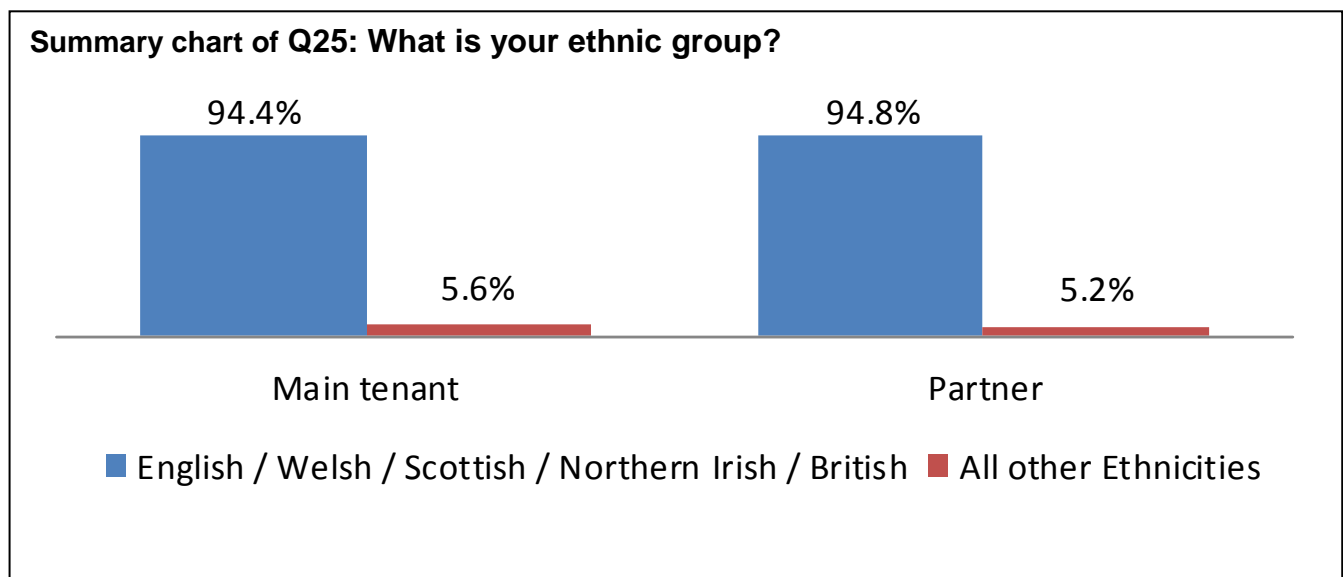
**Summary chart of Q24: Age of everyone who lives with you in your household.**



## Q25. What is your ethnic group?

Q25: What is your ethnic group?		
	Main tenant	Partner
English / Welsh / Scottish / Northern Irish / British	94.4%	94.8%
Any other White background	1.9%	2.6%
Irish	1.7%	1.6%
Caribbean	0.6%	0.0%
White and Black Caribbean	0.2%	0.0%
Any other Mixed / multiple ethnic background	0.2%	0.0%
Pakistani	0.2%	0.0%
Chinese	0.2%	0.5%
Any other Asian background	0.2%	0.0%
African	0.2%	0.5%
Any other ethnic group	0.2%	0.0%
Gypsy or Irish Traveller	0.0%	0.0%
White and Black African	0.0%	0.0%
White and Asian	0.0%	0.0%
Indian	0.0%	0.0%
Bangladeshi	0.0%	0.0%
Any other Black / African / Caribbean background	0.0%	0.0%
Arab	0.0%	0.0%

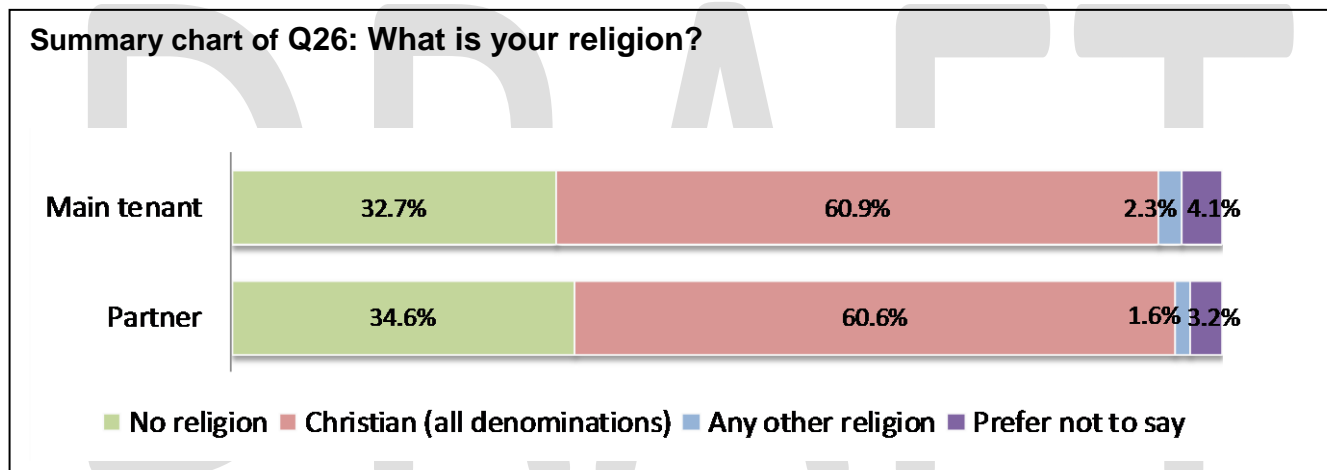
*Question details: Optional Demographic Star question DEM5, reworded Status question*



### Q26. What is your religion?

Q26: What is your religion		
	Main tenant	Partner
No religion	32.7%	34.6%
Christian (all denominations)	60.9%	60.6%
Buddhist	0.4%	0.0%
Hindu	0.0%	0.0%
Jewish	0.2%	0.0%
Muslim	0.2%	0.0%
Sikh	0.0%	0.0%
Any other religion	1.5%	1.6%
Prefer not to say	4.1%	3.2%

*Question details: Core Demographic Star question DEM6, reworded Status question*



### Q27. How would you describe your sexual orientation?

Q27: How would you describe your sexual orientation?					
Heterosexual	Gay man	Gay woman	Bisexual	Other	Prefer not to say
81.3%	0.6%	0.4%	0.6%	2.3%	14.7%

*Question details: Core Demographic Star question DEM4, Status question*

