

Survey of tenants and residents 2021/22

Headline Report

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Introduction

Chesterfield Borough Council's Housing Service is responsible for the day-to-day management, planned maintenance and repair of just under 9,000 houses, flats, maisonettes and bungalows across 30 estates. Every two years the Housing Service undertakes a customer satisfaction survey of its tenants and residents to identify how the service is performing and where improvements need to be made.

In order to ensure a robust and comparable satisfaction survey is undertaken the Council uses the Housemark STAR framework. This ensures that results can be consistently benchmarked over time. The STAR framework includes questions for both perception and transactional surveys.

A perception survey measures customers' views, impressions and opinions about their landlord and the services it delivers. Perception surveys can be carried out at specific points in time, for example every one or two years, or as a tracking survey which means running the same survey at set intervals throughout the year, such as weekly, monthly or quarterly. The key feature that makes a survey a perception survey is that respondents should be chosen at random from the full list of tenants and residents, whether or not they have had a recent interaction with the landlord.

Transactional surveys collect customer feedback about an interaction or event, gathering data linked to a recent service while the interaction is still fresh in customers' minds. The survey is triggered by an event such as a responsive repair, a complaint or a letting. These surveys are an invaluable way of measuring the customer experience and views on specific services, obtaining feedback very quickly after the event.

Methodology

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

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

<i>Population size</i>	<i>Required margin of error</i>	<i>Minimum number of replies</i>
0 – 1,000	+ / - 5 per cent	Up to 278
1,000 – 10,000	+ / - 4 per cent	375 – 566
10,000 and above	+ / - 3 per cent	Over 964

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

In accordance with STAR methodology, a postal questionnaire method was undertaken. During October and November 2021, 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 477 residents, giving a confidence level of 95% and a margin of error of around 4%.

For some questions, respondents were asked to rate their response on a scale of 1 – 10. Responses were then weighted as follows:

Response weighting	1 – 2	3 – 4	5 – 6	7 – 8	9 - 10
'Satisfied'	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
'Agree'	Disagree strongly	Disagree	Neither	Agree	Agree strongly
'Likely'	Not at all likely	Not very likely	Neither	Likely	Extremely likely
'Easy'	Very difficult	Fairly difficult	Neither	Fairly easy	Very easy
'Good'	Very poor	Poor	Fair	Good	Very good

Average Mean scores were also calculated. For example if respondents were asked to rate a service from 10 (very good) to 1 (very poor), the scores given by each respondent were totalled and then divided by the total number of respondents to give the mean score.

Some results have been broken down into responses by area of Chesterfield; North, South, East and West. Lowest satisfaction rate by area and property types have been highlighted in red. Highest satisfaction rate by area and property types have been highlighted in green. The areas of Chesterfield are broken down as follows:

North	Newbold Dunston Whittington Moor Newbold Moor New Whittington Old Whittington	East	Duckmanton Barrow Hill Inkersall Staveley Poolsbrook Middlecroft Mastin Moor Brimington
South	Birdholme Stonegravels Hasland St. Augustines Spital Grangewood Grangewood Farm	West	Holme Hall Boythorpe Loundsley Green Brampton

Summary of change in performance

Summary of change in performance	2021 Satisfied	Mean score out of 10	2019 Satisfied	2017 Satisfied	Change from 2019 +/-	* Housemark 2020/21 performance quartile
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	68.2%	7.4	86.4%	88.8%	-18.2%	Q4
How satisfied or dissatisfied are you with the overall quality of your home?	66.6%	7.2	80.0%	82.9%	-13.4%	Q4
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	68.9%	7.3	79.1%	81.8%	-10.2%	Q4
How satisfied or dissatisfied are you that your rent provides value for money?	73.3%	7.6	81.8%	80.8%	-8.5%	Q4
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	61.5%	6.9	74.2%	79.8%	-12.7%	Q4
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	56.8%	6.7	64.6%	67.0%	-7.8%	Q4
How satisfied or dissatisfied are you with the overall condition of your home?	66.4%	7.1	77.0%	80.0%	-10.6%	N/A
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	55.4%	6.7	63.3%	67.0%	-8.2%	N/A

* This is the quartile the result would have placed CBC in the current Housemark benchmarking data available (2020/21) we will update once 2021/22 is available.

About our services in general

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	1	2	3	4	5	6	7	8	9	10
Number	27	8	10	22	51	28	38	84	61	132
Percentage	5.9%	1.7%	2.2%	4.8%	11.1%	6.1%	8.2%	18.2%	13.2%	28.6%

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	193	122	79	32	35
2021 Percentage	41.8%	26.4%	17.2%	7.0%	7.6%
2019 Percentage	45.7%	40.7%	6.5%	3.3%	3.8%
2017 Percentage	44.1%	44.7%	4.4%	3.2%	3.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	68.2%	86.4%	88.8%

461 responses were received to this question and the mean rating score out of 10 was **7.4**.

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service	1	2	3	4	5	6	7	8	9	10
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provided by Chesterfield Borough Council? Results by area										
East	9	3	1	10	18	7	7	22	15	31
East %	7.3%	2.4%	0.8%	8.1%	14.6%	5.7%	5.7%	17.9%	12.2%	25.2%
West	4	1	5	5	6	7	8	17	14	36
West %	3.9%	1.0%	4.9%	4.9%	5.8%	6.8%	7.8%	16.5%	13.6%	35.0%
North	8	3	3	3	15	9	11	24	20	44
North %	5.7%	2.1%	2.1%	2.1%	10.7%	6.4%	7.9%	17.1%	14.3%	31.4%
South	5	1	1	5	13	8	11	19	10	21
South %	5.3%	1.1%	1.1%	5.3%	13.8%	8.5%	11.7%	20.2%	10.6%	22.3%
Total number	26	8	10	23	52	31	37	82	59	132
Total Percentage	5.7%	1.7%	2.2%	5.0%	11.3%	6.7%	8.0%	17.8%	12.8%	28.7%

Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	3	5	5	11	5	11	25	19	58
Bungalow %	2.1%	2.1%	3.4%	3.4%	7.6%	3.4%	7.6%	17.2%	13.1%	40.0%
Flat	11	2	1	10	15	9	14	22	16	35
Flat %	8.1%	1.5%	0.7%	7.4%	11.1%	6.7%	10.4%	16.3%	11.9%	25.9%
House	13	3	4	7	24	14	13	37	26	39
House %	7.2%	1.7%	2.2%	3.9%	13.3%	7.8%	7.2%	20.6%	14.4%	21.7%
Total number	27	8	10	22	50	28	38	84	61	132
Total Percentage	5.9%	1.7%	2.2%	4.8%	10.9%	6.1%	8.3%	18.3%	13.3%	28.7%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied. The results were as follows:

How satisfied or dissatisfied are you with the overall quality of your home?	1	2	3	4	5	6	7	8	9	10
Number	23	14	15	26	48	29	47	76	69	116
Percentage	5.0%	3.0%	3.2%	5.6%	10.4%	6.3%	10.2%	16.4%	14.9%	25.1%

How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	185	123	77	41	37
2021 Percentage	40%	26.6%	16.7%	8.8%	8%
2019 Percentage	41.2%	38.8%	6.7%	8.8%	4.5%
2017 Percentage	39.4%	43.5%	6.2%	6.8%	4.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.6%	80.0%	82.9%

463 responses were received to this question and the mean rating score out of 10 was 7.2.

How satisfied or dissatisfied are you with the overall quality of your home? Results by area	1	2	3	4	5	6	7	8	9	10
East	8	3	5	11	14	10	9	17	16	30
East %	6.5%	2.4%	4.1%	8.9%	11.4%	8.1%	7.3%	13.8%	13.0%	24.4%
West	1	5	2	6	8	8	6	17	15	34
West %	1.0%	4.9%	2.0%	5.9%	7.8%	7.8%	5.9%	16.7%	14.7%	33.3%
North	8	5	6	5	16	9	19	22	21	31
North %	5.6%	3.5%	4.2%	3.5%	11.3%	6.3%	13.4%	15.5%	14.8%	21.8%
South	6	1	4	5	11	3	12	18	12	23
South %	6.3%	1.1%	4.2%	5.3%	11.6%	3.2%	12.6%	18.9%	12.6%	24.2%
Total number	23	14	17	27	49	30	46	74	64	118
Total Percentage	5.0%	3.0%	3.7%	5.8%	10.6%	6.5%	10.0%	16.0%	13.9%	25.5%

How satisfied or dissatisfied are you with the overall quality of your home? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	2	2	3	11	6	15	23	31	48
Bungalow %	2.1%	1.4%	1.4%	2.1%	7.6%	4.2%	10.4%	16.0%	21.5%	33.3%
Flat	8	9	4	9	16	12	12	21	12	34
Flat %	5.8%	6.6%	2.9%	6.6%	11.7%	8.8%	8.8%	15.3%	8.8%	24.8%
House	12	3	9	14	20	11	20	32	26	34
House %	6.6%	1.7%	5.0%	7.7%	11.0%	6.1%	11.0%	17.7%	14.4%	18.8%
Total number	23	14	15	26	47	29	47	76	69	116
Total Percentage	5.0%	3.0%	3.2%	5.6%	10.2%	6.3%	10.2%	16.5%	14.9%	25.1%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you with your neighbourhood as a place to live?	1	2	3	4	5	6	7	8	9	10
Number	27	10	13	17	46	31	54	70	59	136
Percentage	5.8%	2.2%	2.8%	3.7%	9.9%	6.7%	11.7%	15.1%	12.7%	29.4%

How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	195	124	77	30	37
2021 Percentage	42.1%	26.8%	16.6%	6.5%	8.0%
2019 Percentage	44.1%	35.0%	9.1%	7.4%	4.3%
2017 Percentage	40.1%	41.7%	6.8%	8.0%	3.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	68.9%	79.1%	81.8%

463 responses were received to this question and the mean rating score out of 10 was 7.3.

How satisfied or dissatisfied are you with your neighbourhood as a place to live? Results by area	1	2	3	4	5	6	7	8	9	10
East	10	4	6	6	10	8	12	13	20	33
East %	8.2%	3.3%	4.9%	4.9%	8.2%	6.6%	9.8%	10.7%	16.4%	27.0%
West	3	2	1	5	12	7	11	10	14	38
West %	2.9%	1.9%	1.0%	4.9%	11.7%	6.8%	10.7%	9.7%	13.6%	36.9%
North	11	4	4	3	10	11	17	27	13	42
North %	7.7%	2.8%	2.8%	2.1%	7.0%	7.7%	12.0%	19.0%	9.2%	29.6%
South	4	1	2	4	13	5	14	19	10	23
South %	4.2%	1.1%	2.1%	4.2%	13.7%	5.3%	14.7%	20.0%	10.5%	24.2%
Total number	28	11	13	18	45	31	54	69	57	136
Total Percentage	6.1%	2.4%	2.8%	3.9%	9.7%	6.7%	11.7%	14.9%	12.3%	29.4%

How satisfied or dissatisfied are you with your neighbourhood as a place to live? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	2	1	3	3	10	9	14	26	19	58
Bungalow %	1.4%	0.7%	2.1%	2.1%	6.9%	6.2%	9.7%	17.9%	13.1%	40.0%
Flat	16	7	7	6	12	12	12	20	13	32
Flat %	11.7%	5.1%	5.1%	4.4%	8.8%	8.8%	8.8%	14.6%	9.5%	23.4%
House	9	2	3	8	24	10	28	24	27	45
House %	5.0%	1.1%	1.7%	4.4%	13.3%	5.6%	15.6%	13.3%	15.0%	25.0%
Total number	27	10	13	17	46	31	54	70	59	135
Total Percentage	5.8%	2.2%	2.8%	3.7%	10.0%	6.7%	11.7%	15.2%	12.8%	29.2%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	1	2	3	4	5	6	7	8	9	10
Number	33	21	24	17	49	32	34	68	65	113
Percentage	7.2%	4.6%	5.3%	3.7%	10.7%	7.0%	7.5%	14.9%	14.3%	24.8%

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	178	102	81	41	54
2021 Percentage	39.1%	22.4%	17.7%	9.0%	11.8%
2019 Percentage	38.2%	36.0%	9.1%	10.0%	6.7%
2017 Percentage	41.2%	38.6%	6.1%	8.3%	5.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	61.5%	74.2%	79.8%

456 responses were received to this question and the mean rating score out of 10 was 6.9.

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance? Results by area	1	2	3	4	5	6	7	8	9	10
East	12	4	9	6	15	9	10	15	17	24
East %	9.9%	3.3%	7.4%	5.0%	12.4%	7.4%	8.3%	12.4%	14.0%	19.8%
West	5	5	5	3	9	8	7	14	17	29
West %	4.9%	4.9%	4.9%	2.9%	8.8%	7.8%	6.9%	13.7%	16.7%	28.4%
North	10	8	5	4	13	10	6	28	21	35
North %	7.1%	5.7%	3.6%	2.9%	9.3%	7.1%	4.3%	20.0%	15.0%	25.0%
South	5	5	6	4	13	6	13	10	7	23
South %	5.4%	5.4%	6.5%	4.3%	14.1%	6.5%	14.1%	10.9%	7.6%	25.0%
Total number	32	22	25	17	50	33	36	67	62	111
Total Percentage	7.1%	4.9%	5.5%	3.8%	11.1%	7.3%	8.0%	14.8%	13.7%	24.6%

Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	3	8	2	13	10	12	18	20	53
Bungalow %	2.1%	2.1%	5.6%	1.4%	9.2%	7.0%	8.5%	12.7%	14.1%	37.3%
Flat	10	11	5	4	15	8	13	22	16	31
Flat %	7.4%	8.1%	3.7%	3.0%	11.1%	5.9%	9.6%	16.3%	11.9%	23.0%
House	19	7	11	11	21	14	9	28	29	29
House %	10.7%	3.9%	6.2%	6.2%	11.8%	7.9%	5.1%	15.7%	16.3%	16.3%
Total number	32	21	24	17	49	32	34	68	65	113
Total Percentage	7.0%	4.6%	5.3%	3.7%	10.8%	7.0%	7.5%	14.9%	14.3%	24.8%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	1	2	3	4	5	6	7	8	9	10
Number	33	16	17	35	62	30	34	72	52	96
Percentage	7.4%	3.6%	3.8%	7.8%	13.9%	6.7%	7.6%	16.1%	11.6%	21.5%

Generally, how satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	148	106	92	52	49
2021 Percentage	33.1%	23.7%	20.6%	11.6%	11.0%
2019 Percentage	31.6%	33.0%	19.3%	8.0%	8.2%
2017 Percentage	27.5%	39.5%	16.8%	9.0%	7.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	56.8%	64.6%	67.0%

447 responses were received to this question and the mean rating score out of 10 was 6.7.

How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? Results by area	1	2	3	4	5	6	7	8	9	10
East	10	4	7	12	16	10	12	12	15	23
East %	8.3%	3.3%	5.8%	9.9%	13.2%	8.3%	9.9%	9.9%	12.4%	19.0%
West	4	3	2	7	13	6	6	15	13	29
West %	4.1%	3.1%	2.0%	7.1%	13.3%	6.1%	6.1%	15.3%	13.3%	29.6%
North	11	8	5	8	19	6	9	28	14	28
North %	8.1%	5.9%	3.7%	5.9%	14.0%	4.4%	6.6%	20.6%	10.3%	20.6%
South	7	1	4	9	15	8	8	15	8	17
South %	7.6%	1.1%	4.3%	9.8%	16.3%	8.7%	8.7%	16.3%	8.7%	18.5%
Total number	32	16	18	36	63	30	35	67	50	97
Total Percentage	7.2%	3.6%	4.1%	8.1%	14.2%	6.8%	7.9%	15.1%	11.3%	21.8%

How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	2	7	7	14	13	7	26	23	40
Bungalow %	2.1%	1.4%	4.9%	4.9%	9.9%	9.2%	4.9%	18.3%	16.2%	28.2%
Flat	12	5	4	10	21	7	14	20	11	26
Flat %	9.2%	3.8%	3.1%	7.7%	16.2%	5.4%	10.8%	15.4%	8.5%	20.0%
House	18	8	6	18	27	10	13	26	18	30
House %	10.3%	4.6%	3.4%	10.3%	15.5%	5.7%	7.5%	14.9%	10.3%	17.2%
Total number	33	15	17	35	62	30	34	72	52	96
Total Percentage	7.4%	3.4%	3.8%	7.8%	13.9%	6.7%	7.6%	16.1%	11.7%	21.5%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	1	2	3	4	5	6	7	8	9	10
Number	30	19	17	24	71	39	34	70	43	101
Percentage	6.7%	4.2%	3.8%	5.4%	15.8%	8.7%	7.6%	15.6%	9.6%	22.5%

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	144	104	110	41	49
2021 Percentage	32.1%	23.3%	24.5%	9.2%	10.9%
2019 Percentage	31.3%	32.0%	25.5%	6.1%	5.1%
2017 Percentage	29.2%	37.8%	22.4%	6.6%	4.0%

Trend analysis (positive response)	2021	2019	2017
Percentage	55.4%	63.3%	67.0%

448 responses were received to this question and the mean rating score out of 10 was 6.7.

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known? Results by area	1	2	3	4	5	6	7	8	9	10
East	6	7	5	7	25	10	11	17	10	23
East %	5.0%	5.8%	4.1%	5.8%	20.7%	8.3%	9.1%	14.0%	8.3%	19.0%
West	6	5	3	1	14	9	8	12	11	28
West %	6.2%	5.2%	3.1%	1.0%	14.4%	9.3%	8.2%	12.4%	11.3%	28.9%
North	11	5	4	11	18	10	9	28	10	32
North %	8.0%	3.6%	2.9%	8.0%	13.0%	7.2%	6.5%	20.3%	7.2%	23.2%
South	6	2	5	5	16	11	8	14	6	18
South %	6.6%	2.2%	5.5%	5.5%	17.6%	12.1%	8.8%	15.4%	6.6%	19.8%
Total number	29	19	17	24	73	40	36	71	37	101
Total Percentage	6.5%	4.3%	4.2%	5.4%	16.3%	8.9%	8.1%	15.9%	8.3%	22.6%

How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	4	1	7	5	17	11	7	29	21	39
Bungalow %	2.8%	0.7%	5.0%	3.5%	12.1%	7.8%	5.0%	20.6%	14.9%	27.7%
Flat	10	9	4	7	21	9	17	17	8	29
Flat %	7.6%	6.9%	3.1%	5.3%	16.0%	6.9%	13.0%	13.0%	6.1%	22.1%
House	16	9	6	12	32	19	10	24	14	33
House %	9.1%	5.1%	3.4%	6.9%	18.3%	10.9%	5.7%	13.7%	8.0%	18.9%
Total number	30	19	17	24	70	39	34	70	43	101
Total Percentage	6.7%	4.3%	3.8%	5.4%	15.7%	8.7%	7.6%	15.7%	9.6%	22.6%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you that your rent provides value for money?	1	2	3	4	5	6	7	8	9	10
Number	25	10	5	16	46	29	40	64	76	146
Percentage	5.5%	2.2%	1.1%	3.5%	10.1%	6.3%	8.8%	14.0%	16.6%	31.9%

How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	222	104	75	21	35
2021 Percentage	48.5%	24.8%	16.4%	4.6%	7.7%
2019 Percentage	46.5%	35.3%	11.7%	3.8%	2.6%
2017 Percentage	41.3%	39.5%	9.8%	5.6%	3.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	73.3%	81.8%	80.8%

457 responses were received to this question and the mean rating score out of 10 was 7.6.

How satisfied or dissatisfied are you that your rent provides value for money? Results by area	1	2	3	4	5	6	7	8	9	10
East	7	5	2	6	11	9	9	18	19	36
East %	5.7%	4.1%	1.6%	4.9%	9.0%	7.4%	7.4%	14.8%	15.6%	29.5%
West	3	2	1	3	12	9	6	9	14	42
West %	3.0%	2.0%	1.0%	3.0%	11.9%	8.9%	5.9%	8.9%	13.9%	41.6%
North	12	3	2	5	10	7	13	23	21	45
North %	8.5%	2.1%	1.4%	3.5%	7.1%	5.0%	9.2%	16.3%	14.9%	31.9%
South	4	0	0	2	13	5	14	13	16	25
South %	4.3%	0.0%	0.0%	2.2%	14.1%	5.4%	15.2%	14.1%	17.4%	27.2%
Total number	26	10	5	16	46	30	42	63	70	148
Total Percentage	5.7%	2.2%	1.1%	3.6%	10.1%	6.6%	9.2%	13.8%	13.4%	32.5%

How satisfied or dissatisfied are you that your rent provides value for money? Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	0	0	0	8	9	7	20	28	67
Bungalow %	2.1%	0.0%	0.0%	0.0%	5.6%	6.3%	4.9%	14.1%	19.7%	47.2%
Flat	14	6	1	7	14	10	12	17	18	36
Flat %	10.4%	4.4%	0.7%	5.2%	10.4%	7.4%	8.9%	12.6%	13.3%	26.7%
House	8	4	4	9	24	10	20	27	30	43
House %	4.5%	2.2%	2.2%	5.0%	13.4%	5.6%	11.2%	15.1%	16.8%	24.0%
Total number	25	10	5	16	46	29	39	64	76	146
Total Percentage	5.5%	2.2%	1.1%	3.5%	10.1%	6.4%	8.6%	14.0%	16.7%	32.0%

About your perceptions of our services

The Housing Service provides an effective and efficient service

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service provides an effective and efficient service	1	2	3	4	5	6	7	8	9	10
Number	16	19	15	25	56	24	40	78	65	110
Percentage	3.6%	4.2%	3.3%	5.6%	12.5%	5.4%	8.9%	17.4%	14.5%	24.6%

The Housing Service provides an effective and efficient service	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	175	118	80	40	35
2021 Percentage	39.1%	26.3%	17.9%	8.9%	7.8%
2019 Percentage	24.5%	52.9%	15.0%	6.1%	1.5%
2017 Percentage	20.3%	58.4%	13.9%	6.0%	1.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	65.4%	77.4%	78.7%

448 responses were received to this question and the mean rating score out of 10 was 7.2.

The Housing Service is providing the service I expect from my landlord

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service is providing the service I expect from my landlord	1	2	3	4	5	6	7	8	9	10
Number	19	17	28	30	34	17	39	64	70	128
Percentage	4.3%	3.8%	6.3%	6.7%	7.6%	3.8%	8.7%	14.3%	15.7%	28.7%

The Housing Service is providing the service I expect from my landlord	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	198	103	51	58	36
2021 Percentage	44.4%	23.0%	11.4%	13.0%	8.2%
2019 Percentage	28.0%	47.3%	15.6%	8.2%	1.0%
2017 Percentage	25.5%	54.0%	11.3%	6.7%	2.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	67.4%	75.3%	79.5%

446 responses were received to this question and the mean rating score out of 10 was 7.2.

The Housing Service treats its residents fairly

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service treats its residents fairly	1	2	3	4	5	6	7	8	9	10
Number	23	16	20	21	48	24	36	66	63	128
Percentage	5.2%	3.6%	4.5%	4.7%	10.8%	5.4%	8.1%	14.8%	14.2%	28.8%

The Housing Service treats its residents fairly	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	191	102	72	41	39
2021 Percentage	43.0%	22.9%	16.2%	9.2%	8.8%
2019 Percentage	29.4%	48.3%	14.5%	5.6%	2.2%
2017 Percentage	26.6%	51.9%	12.9%	6.6%	2.0%

Trend analysis (positive response)	2021	2019	2017
Percentage	65.9%	77.7%	78.5%

445 responses were received to this question and the mean rating score out of 10 was 7.2.

The Housing Service has a good reputation in my area

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service has a good reputation in my area	1	2	3	4	5	6	7	8	9	10
Number	24	18	26	16	54	21	37	66	52	118
Percentage	5.6%	4.2%	6.0%	3.7%	12.5%	4.9%	8.6%	15.3%	12.0%	27.3%

The Housing Service has a good reputation in my area	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	170	103	75	42	42
2021 Percentage	39.3%	23.9%	17.4%	9.7%	9.8%
2019 Percentage	26.4%	40.5%	25.4%	5.8%	2.0%
2017 Percentage	22.8%	46.7%	21.8%	6.4%	2.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	63.2%	66.9%	69.5%

432 responses were received to this question and the mean rating score out of 10 was 7.0.

The Housing Service has friendly and approachable staff

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service has friendly and approachable staff	1	2	3	4	5	6	7	8	9	10
Number	14	7	11	17	41	26	37	71	71	151
Percentage	3.1%	1.6%	2.5%	3.8%	9.2%	5.8%	8.3%	15.9%	15.9%	33.9%

The Housing Service has friendly and approachable staff	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	222	108	67	28	21
2021 Percentage	49.8%	24.2%	15.0%	6.3%	4.7%
2019 Percentage	37.1%	48.2%	10.3%	3.7%	0.7%
2017 Percentage	31.9%	52.1%	12.4%	2.2%	1.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	74.0%	85.3%	84.0%

446 responses were received to this question and the mean rating score out of 10 was 7.8.

I trust the Housing Service

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

I trust the Housing Service	1	2	3	4	5	6	7	8	9	10
Number	25	15	16	17	51	22	41	48	66	145
Percentage	5.6%	3.4%	3.6%	3.8%	11.4%	4.9%	9.2%	10.8%	14.8%	32.5%

I trust the Housing Service	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	211	89	73	33	40
2021 Percentage	47.3%	20.0%	16.3%	7.4%	9.0%
2019 Percentage	31.5%	42.6%	19.0%	5.2%	1.7%
2017 Percentage	27.6%	46.5%	17.5%	5.0%	3.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	67.3%	74.1%	74.1%

446 responses were received to this question and the mean rating score out of 10 was 7.3.

The Housing Service is easy to deal with

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service is easy to deal with	1	2	3	4	5	6	7	8	9	10
Number	25	18	18	18	46	22	29	68	66	137
Percentage	5.6%	4.0%	4.0%	4.0%	10.3%	4.9%	6.5%	15.2%	14.8%	30.6%

The Housing Service is easy to deal with	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	203	97	66	36	43
2021 Percentage	45.4%	21.7%	15.2%	8.0%	9.6%
Positive response (percentage)	67.1%				

447 responses were received to this question and the mean rating score out of 10 was 7.3.

How likely would you be to recommend the Housing Service to family or friends?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is not at all likely and 10 is extremely likely.

How likely would you be to recommend the Housing Service to family or friends?	1	2	3	4	5	6	7	8	9	10
Number	32	21	26	18	51	30	46	79	68	150
Percentage	7.1%	4.7%	5.8%	4.0%	11.4%	6.7%	10.3%	17.6%	15.2%	33.5%

How likely would you be to recommend the Housing Service to family or friends?	Extremely likely	Likely	Neither	Not very likely	Not at all likely
2021 Total respondents	218	125	81	44	53
2021 Percentage	48.7%	27.9%	18.1%	9.8%	11.8%
Positive response (percentage)	76.6%				

448 responses were received to this question and the mean rating score out of 10 was 7.2.

About repairs

How satisfied or dissatisfied are you with gas servicing arrangements?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How satisfied or dissatisfied are you with gas servicing arrangements?	1	2	3	4	5	6	7	8	9	10
Number	14	4	8	7	27	22	36	48	68	208
Percentage	3.2%	0.9%	1.8%	1.6%	6.1%	5.0%	8.1%	10.9%	15.4%	47.1%

How satisfied or dissatisfied are you with gas servicing arrangements?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	274	84	49	15	18
2021 Percentage	62.5%	19.0%	11.1%	3.4%	4.1%
2019 Percentage	68.5%	20.9%	4.7%	2.2%	1.7%
2017 Percentage	67.1%	23.8%	3.2%	2.8%	1.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	81.5%	89.4%	90.9%

442 responses were received to this question and the mean rating score out of 10 was 8.3.

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

Respondents who replied 'no' were asked to proceed to Question 9.

Have you had any repairs to your home in the last 12 months?	Yes	No
2021 Total respondents	239	183
2021 Percentage	56.6%	43.4%
2019 Percentage	69.4%	30.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	56.6%	69.4%	70.0%

Thinking about the last time you had repairs carried out, how satisfied or dissatisfied are you with the following...

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Being told when workers would call	1	2	3	4	5	6	7	8	9	10
Number	23	6	7	10	16	13	21	33	34	100
Percentage	8.7%	2.3%	2.7%	3.8%	6.1%	4.9%	8.0%	12.5%	12.9%	38.0%

Being told when workers would call	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	134	54	29	17	29
2021 Percentage	50.9%	20.5%	11.0%	6.5%	11.0%
2019 Percentage	62.6%	23.9%	4.8%	4.5%	4.2%
2017 Percentage	61.9%	31.0%	2.3%	2.6%	2.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	71.4%	86.5%	92.9%

263 responses were received to this question and the mean rating score out of 10 was 7.5.

Being able to make an appointment	1	2	3	4	5	6	7	8	9	10
Number	24	5	11	8	20	12	21	28	25	101
Percentage	9.4%	2.0%	4.3%	3.1%	7.8%	4.7%	8.2%	11.0%	9.8%	39.6%

Being able to make an appointment	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	126	49	32	19	29
2021 Percentage	49.4%	19.2%	12.5%	7.4%	11.4%
2019 Percentage	59.5%	25.4%	6.7%	5.3%	3.2%
2017 Percentage	57.5%	31.8%	5.5%	2.9%	2.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	68.6%	84.9%	89.3%

255 responses were received to this question and the mean rating score out of 10 was 7.4.

Time taken before work started	1	2	3	4	5	6	7	8	9	10
Number	27	5	12	12	18	13	24	31	25	91
Percentage	10.5%	1.9%	4.7%	4.7%	7.0%	5.0%	9.3%	12.0%	9.7%	35.3%

Time taken before work started	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	116	55	31	24	32
2021 Percentage	45.0%	21.3%	12.0%	9.4%	12.4%
2019 Percentage	50.5%	30.8%	7.2%	5.7%	5.7%
2017 Percentage	49.6%	35.8%	7.5%	2.4%	4.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.3%	81.3%	85.4%

258 responses were received to this question and the mean rating score out of 10 was 7.1.

The speed of completion of work	1	2	3	4	5	6	7	8	9	10
Number	17	7	5	7	16	10	20	27	38	114
Percentage	6.5%	2.7%	1.9%	2.7%	6.1%	3.8%	7.7%	10.3%	14.6%	43.7%

The speed of completion of the work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	152	47	26	12	24
2021 Percentage	58.3%	18.0%	9.9%	4.6%	9.2%
2019 Percentage	62.2%	24.8%	4.2%	4.5%	4.2%
2017 Percentage	63.6%	27.5%	4.0%	2.0%	2.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	76.3%	87.0%	91.1%

261 responses were received to this question and the mean rating score out of 10 was 7.9.

The attitude of workers	1	2	3	4	5	6	7	8	9	10
Number	12	3	1	4	8	5	12	35	37	144
Percentage	4.6%	1.1%	0.4%	1.5%	3.1%	1.9%	4.6%	13.4%	14.2%	55.2%

The attitude of workers	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	181	47	13	5	15
2021 Percentage	69.4%	18.0%	5.0%	1.9%	5.7%
2019 Percentage	73.9%	20.2%	2.8%	2.1%	1.0%
2017 Percentage	71.1%	24.1%	2.9%	1.7%	0.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	87.4%	94.1%	95.2%

261 responses were received to this question and the mean rating score out of 10 was 8.6.

The overall quality of work	1	2	3	4	5	6	7	8	9	10
Number	13	2	4	5	19	9	26	30	41	109
Percentage	5.0%	0.8%	1.6%	1.9%	7.4%	3.5%	10.1%	11.6%	15.9%	42.2%

The overall quality of work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	150	56	28	9	15
2021 Percentage	58.1%	21.7%	10.9%	3.5%	5.8%
2019 Percentage	62.0%	28.2%	3.8%	3.1%	2.8%
2017 Percentage	60.3%	31.7%	2.6%	3.7%	1.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	79.8%	90.2%	92.0%

258 responses were received to this question and the mean rating score out of 10 was 8.1.

Keeping dirt and mess to a minimum	1	2	3	4	5	6	7	8	9	10
Number	8	4	4	3	11	9	20	37	49	114
Percentage	3.1%	1.5%	1.5%	1.2%	4.2%	3.5%	7.7%	14.3%	18.9%	44.0%

Keeping dirt and mess to a minimum	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	163	57	20	7	12
2021 Percentage	62.9%	22.0%	7.7%	2.7%	4.6%
2019 Percentage	64.8%	27.2%	2.1%	3.5%	2.4%
2017 Percentage	64.0%	26.6%	3.4%	4.0%	2.0%

Trend analysis (positive response)	2021	2019	2017
Percentage	84.9%	92.0%	90.6%

259 responses were received to this question and the mean rating score out of 10 was 8.4.

The repair being done 'right first time'	1	2	3	4	5	6	7	8	9	10
Number	15	4	10	13	15	14	15	28	39	107
Percentage	5.8%	1.5%	3.8%	5.0%	5.8%	5.4%	5.8%	10.8%	15.0%	41.2%

The repair being done 'right first time'	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	146	43	19	23	19
2021 Percentage	56.2%	16.6%	11.2%	8.8%	7.3%
2019 Percentage	57.1%	25.4%	6.6%	4.5%	6.3%
2017 Percentage	58.0%	26.7%	5.4%	5.4%	4.5%

Trend analysis (positive response)	2021	2019	2017
Percentage	72.8%	82.5%	84.7%

260 responses were received to this question and the mean rating score out of 10 was 7.8.

The contractors doing the job you expected	1	2	3	4	5	6	7	8	9	10
Number	12	5	5	8	17	11	18	21	43	116
Percentage	4.7%	2.0%	2.0%	3.1%	6.6%	4.3%	7.0%	8.2%	16.8%	45.3%

The contractors doing the job you expected	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	159	39	28	13	17
2021 Percentage	62.1%	15.2%	10.9%	5.1%	6.7%
2019 Percentage	55.1%	29.3%	9.2%	2.5%	3.9%
2017 Percentage	57.7%	32.2%	5.8%	3.2%	1.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	77.3%	84.4%	89.9%

256 responses were received to this question and the mean rating score out of 10 was 8.1.

The repairs service you received on this occasion	1	2	3	4	5	6	7	8	9	10
Number	15	4	4	7	18	9	13	29	43	108
Percentage	6.0%	1.6%	1.6%	2.8%	7.2%	3.6%	5.2%	11.6%	17.2%	43.2%

The repairs service you received on this occasion	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	151	42	27	11	19
2021 Percentage	60.4%	16.8%	10.8%	4.4%	2.2%
2019 Percentage	62.5%	25.8%	3.9%	4.6%	3.2%
2017 Percentage	59.7%	28.3%	6.0%	3.7%	2.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	77.2%	88.3%	88.0%

250 responses were received to this question and the mean rating score out of 10 was 8.0.

The overall condition of your home	1	2	3	4	5	6	7	8	9	10
Number	19	7	10	13	22	16	26	38	37	71
Percentage	7.3%	2.7%	3.9%	5.0%	8.5%	6.2%	10.0%	14.7%	14.3%	27.4%

The overall condition of your home	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	108	64	38	23	26
2021 Percentage	41.7%	24.7%	14.7%	8.9%	10.0%
2019 Percentage	39.1%	37.9%	8.4%	10.0%	4.5%
2017 Percentage	38.5%	41.5%	6.7%	9.5%	3.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.4%	77.0%	80.0%

259 responses were received to this question and the mean rating score out of 10 was 7.1.

The overall condition of your home. Results by area	1	2	3	4	5	6	7	8	9	10
East	5	0	3	4	10	5	4	7	10	13
East %	8.2%	0.0%	4.9%	6.6%	16.4%	8.2%	6.6%	11.5%	16.4%	21.3%
West	2	2	1	5	3	3	5	9	5	23
West %	3.4%	3.4%	1.7%	8.6%	5.2%	5.2%	8.6%	15.5%	8.6%	39.7%
North	10	3	3	3	5	7	12	13	14	20
North %	11.1%	3.3%	3.3%	3.3%	5.6%	7.8%	13.3%	14.4%	15.6%	22.2%
South	2	2	3	2	7	1	6	7	6	16
South %	3.8%	3.8%	5.8%	3.8%	13.5%	1.9%	11.5%	13.5%	11.5%	30.8%
Total number	19	7	10	13	22	15	26	36	34	70
Total Percentage	7.5%	2.8%	4.0%	5.2%	8.7%	6.0%	10.3%	14.3%	13.5%	27.8%

The overall condition of your home. Results by property type	1	2	3	4	5	6	7	8	9	10
Bungalow	3	0	1	4	4	8	7	10	12	27
Bungalow %	3.9%	0.0%	1.3%	5.3%	5.3%	10.5%	9.2%	13.2%	15.8%	35.5%
Flat	8	4	3	4	5	2	8	13	7	25
Flat %	10.1%	5.1%	3.8%	5.1%	6.3%	2.5%	10.1%	16.5%	8.9%	31.6%
House	8	3	6	5	13	6	11	15	18	19
House %	7.7%	2.9%	5.8%	4.8%	12.5%	5.8%	10.6%	14.4%	17.3%	18.3%
Total number	19	7	10	13	22	16	26	38	37	71
Total Percentage	7.3%	2.7%	3.9%	5.0%	8.5%	6.2%	10.0%	14.7%	14.3%	27.4%

Did the contractor show proof of identity?

Did the contractor show proof of identity?	Yes	Unsure	No
2021 Total respondents	173	36	48
2021 Percentage	67.3%	14.0%	18.7%

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

If you had an appointment for this repair, was it kept?	Yes	Unsure	No
2021 Total respondents	216	15	24
2021 Percentage	84.7%	5.9%	9.4%

About health and safety

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is disagree strongly and 10 is agree strongly.

The Housing Service provides a home that is safe and secure

The Housing Service provides a home that is safe and secure	1	2	3	4	5	6	7	8	9	10
Number	23	7	7	14	42	27	33	60	67	172
Percentage	5.2%	1.6%	1.6%	3.2%	9.5%	6.1%	7.4%	13.5%	15.1%	38.7%

The Housing Service provides a home that is safe and secure	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	239	93	69	21	30
2021 Percentage	53.8%	20.9%	15.6%	4.8%	6.8%
Positive response (percentage)	74.7%				

444 responses were received to this question and the mean rating score out of 10 was 7.8.

The Housing Service takes resident's health and safety concerns seriously

The Housing Service takes resident's health and safety concerns seriously	1	2	3	4	5	6	7	8	9	10
Number	28	11	13	18	47	23	27	59	70	152
Percentage	6.4%	2.5%	3.0%	4.1%	10.7%	5.2%	6.1%	13.4%	15.9%	34.5%

The Housing Service takes resident's health and safety concerns seriously	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	222	86	70	31	39
2021 Percentage	50.4%	19.5%	15.9%	5,5%	8.9%
Positive response (percentage)	69.9%				

440 responses were received to this question and the mean rating score out of 10 was 7.5.

The Housing Service has given me information on building safety and what my responsibilities are

Respondents were asked to answer the following questions if they live in a block of flats. Respondents who don't live in a block of flats were asked to proceed to question 11.

The Housing Service has given me information on building safety and what my responsibilities are	1	2	3	4	5	6	7	8	9	10
Number	13	7	7	5	15	7	10	13	9	49
Percentage	10.0%	5.4%	5.4%	3.8%	11.5%	5.4%	7.7%	10.0%	6.9%	37.7%

The Housing Service has given me information on building safety and what my responsibilities are	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	58	23	22	12	20
2021 Percentage	44.6%	17.7%	16.9%	9.2%	15.4%
Positive response (percentage)	62.3%				

130 responses were received to this question and the mean rating score out of 10 was 6.9.

The Housing Service carries out regular fire safety checks on my building

The Housing Service carries out regular fire safety checks on my building	1	2	3	4	5	6	7	8	9	10
Number	15	4	8	6	14	9	8	20	11	46
Percentage	11.3%	3.0%	6.0%	4.5%	10.5%	6.8%	6.0%	15.0%	8.3%	34.6%

The Housing Service carries out regular fire safety checks on my building	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	57	28	23	14	19
2021 Percentage	42.9%	21%	17.3%	9.5%	14.3%
Positive response (percentage)	63.9%				

133 responses were received to this question and the mean rating score out of 10 was 6.8.

The Housing Service makes health and safety records available online and on display in my building

The Housing Service makes health and safety records available online and on display in my building	1	2	3	4	5	6	7	8	9	10
Number	14	5	3	7	15	7	10	16	7	38
Percentage	11.5%	4.1%	2.5%	5.7%	12.3%	5.7%	8.2%	13.1%	5.7%	31.1%

The Housing Service makes health and safety records available online and on display in my building	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	45	26	22	10	19
2021 Percentage	36.8%	21.3%	18.0%	8.2%	15.6%
Positive response (percentage)	58.1%				

122 responses were received to this question and the mean rating score out of 10 was 6.7.

The Housing Service has put appropriate fire exit signage in communal areas

The Housing Service has put appropriate fire exit signage in communal areas	1	2	3	4	5	6	7	8	9	10
Number	15	3	5	2	8	10	9	16	14	40
Percentage	12.7%	2.5%	4.2%	1.7%	6.8%	8.5%	7.6%	13.6%	11.9%	33.9%

The Housing Service has put appropriate fire exit signage in communal areas	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	54	25	18	7	18
2021 Percentage	45.8%	21.2%	15.3%	5.9%	15.2%
Positive response (percentage)	67.0%				

118 responses were received to this question and the mean rating score out of 10 was 7.1.

I feel the risk of fire in my building is low

I feel the risk of fire in my building is low	1	2	3	4	5	6	7	8	9	10
Number	11	5	4	2	13	8	10	22	11	45
Percentage	8.7%	3.9%	3.1%	1.6%	10.2%	6.3%	7.9%	17.3%	8.7%	35.4%

I feel the risk of fire in my building is low	Agree strongly	Agree	Neither	Disagree	Disagree strongly
2021 Total respondents	56	32	21	6	16
2021 Percentage	44.1%	25.2%	16.5%	4.7%	12.6%
Positive response (percentage)	69.3%				

127 responses were received to this question and the mean rating score out of 10 was 7.2.

About anti-social behaviour

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

442 respondents answered this question. Those who answered 'no' were asked to proceed to question 17.

Have you reported anti-social behaviour to the Housing Service in the last 12 months?	Yes	No (go to Q17)	
2021 Total respondents	53	389	
2021 Percentage	12.0%	88.0%	
2019 Percentage	13.3%	86.7%	

Trend analysis (positive response)	2021	2019	2017
Percentage	12.0%	13.3%	11.5%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very difficult and 10 is very easy.

At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?	1	2	3	4	5	6	7	8	9	10
Number	12	2	3	5	7	4	2	4	6	10
Percentage	21.8%	3.6%	5.5%	9.1%	12.7%	7.3%	3.6%	7.3%	10.9%	18.2%

At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
2021 Total respondents	16	6	11	8	14
2021 Percentage	29.1%	10.9%	20.0%	14.6%	25.4%
2019 Percentage	27.8%	41.7%	13.9%	8.3%	8.3%
2017 Percentage	35.2%	38.9%	13.0%	7.4%	5.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	40.0%	69.5%	74.1%

55 responses were received to this question and the mean rating score out of 10 was 5.5.

How satisfied or dissatisfied were you that the member of staff was the following...

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

Helpful	1	2	3	4	5	6	7	8	9	10
Number	11	2	3	5	7	4	3	4	3	12
Percentage	20.4%	3.7%	5.6%	9.3%	13.0%	7.4%	5.6%	7.4%	5.6%	22.2%

Helpful	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	15	7	11	8	13
2021 Percentage	27.8%	13.0%	8.7%	14.9%	24.1%
Positive response (percentage)	40.8%				

54 responses were received to this question and the mean rating score out of 10 was 5.6.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Helpful	Always	Usually	Occasionally	Never
2019 Percentage	50.0%	14.7%	20.6%	14.7%
2017 Percentage	47.3%	20.0%	16.4%	16.4%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	40.8%	50.0%	47.3%

Courteous	1	2	3	4	5	6	7	8	9	10
Number	9	2	3	1	8	2	5	5	3	13
Percentage	17.6%	3.9%	5.9%	2.0%	15.7%	3.9%	9.8%	9.8%	5.9%	25.5%

Courteous	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	16	10	10	4	11
2021 Percentage	31.4%	19.6%	19.6%	7.9%	21.5%
Positive response (percentage)	51.0%				

51 responses were received to this question and the mean rating score out of 10 was 6.1.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Courteous	Always	Usually	Occasionally	Never
2019 Percentage	56.3%	21.9%	15.6%	6.3%
2017 Percentage	46.2%	30.8%	11.5%	11.5%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	51.0%	56.3%	46.2%

Sensitive	1	2	3	4	5	6	7	8	9	10
Number	9	4	0	7	5	1	4	5	4	12
Percentage	17.6%	7.8%	0.0%	13.7%	9.8%	2.0%	7.8%	9.8%	7.8%	23.5%

Sensitive	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	16	9	6	7	13
2021 Percentage	31.3%	17.6%	11.8%	13.7%	25.4%
Positive response (percentage)	48.9%				

51 responses were received to this question and the mean rating score out of 10 was 5.9.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Sensitive	Always	Usually	Occasionally	Never
2019 Percentage	45.5%	21.2%	27.3%	6.1%
2017 Percentage	44.9%	28.6%	12.2%	14.3%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	48.9%	45.5%	44.9%

Responsive	1	2	3	4	5	6	7	8	9	10
Number	10	4	2	6	5	2	2	5	5	11
Percentage	19.2%	7.7%	3.8%	11.5%	9.6%	3.8%	3.8%	9.6%	9.6%	21.2%

Responsive	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	16	7	7	8	14
2021 Percentage	30.8%	13.4%	13.4%	15.3%	26.9%
Positive response (percentage)	44.2%				

52 responses were received to this question and the mean rating score out of 10 was 5.7.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Responsive	Always	Usually	Occasionally	Never
2019 Percentage	42.4%	24.2%	12.1%	21.2%
2017 Percentage	48.1%	15.4%	17.3%	19.2%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	44.2%	42.4%	48.1%

Knowledgeable	1	2	3	4	5	6	7	8	9	10
Number	11	2	2	5	5	3	0	7	5	12
Percentage	21.2%	3.8%	3.8%	9.6%	9.6%	5.8%	0.0%	13.5%	9.6%	23.1%

Knowledgeable	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	17	7	8	7	13
2021 Percentage	32.7%	13.5%	15.4%	13.4%	25.0%
Positive response (percentage)	46.2%				

52 responses were received to this question and the mean rating score out of 10 was 5.9.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Knowledgeable	Always	Usually	Occasionally	Never
2019 Percentage	43.8%	25.0%	12.5%	18.8%
2017 Percentage	47.1%	17.6%	19.6%	15.7%

Trend analysis below is based on positive responses, 'very/fairly satisfied (2021)' and 'always (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	46.2%	43.8%	47.1%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very poor and 10 is very good.

How would you rate how quickly you were initially interviewed about your complaint (either in person or on the phone)?	1	2	3	4	5	6	7	8	9	10
Number	11	3	3	3	7	3	2	9	3	10
Percentage	20.4%	5.6%	5.6%	5.6%	13.0%	5.6%	3.7%	16.7%	5.6%	18.5%

How would you rate how quickly you were interviewed about your complaint (either in person or on the phone)?	Very good	Good	Fair	Poor	Very poor
2021 Total respondents	13	11	10	6	14
2021 Percentage	24.1%	20.4%	18.6%	11.2%	26.1%
Positive response (percentage)	44.5%				

54 responses were received to this question and the mean rating score out of 10 was 5.6.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

How would you rate how quickly you were interviewed about your complaint (either in person or on the phone)?	Good	Fair	Poor	Don't know
2019 Percentage	28.6%	40.0%	20.0%	11.4%
2017 Percentage	35.7%	35.7%	19.6%	8.9%

Trend analysis below is based on positive responses, 'very good/good (2021)' and 'good (previous surveys)' responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	44.5%	28.6%	35.7%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How well you were kept up to date with what was happening throughout your anti-social behaviour case	1	2	3	4	5	6	7	8	9	10
Number	22	4	3	1	6	2	3	4	1	6
Percentage	42.3%	7.7%	5.8%	1.9%	11.5%	3.8%	5.8%	7.7%	1.9%	11.5%

How well you were kept up to date with what was happening throughout your anti-social behaviour case	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	7	7	8	4	26
2021 Percentage	13.4%	13.5%	15.3%	13.5%	50.0%
2019 Percentage	28.6%	17.1%	14.3%	20.0%	20.0%
2017 Percentage	23.6%	34.5%	10.9%	7.3%	23.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	26.9%	45.7%	58.1%

52 responses were received to this question and the mean rating score out of 10 was 4.0.

The support provided by staff	1	2	3	4	5	6	7	8	9	10
Number	22	5	3	1	7	3	3	3	1	5
Percentage	41.5%	9.4%	5.7%	1.9%	13.2%	5.7%	5.7%	5.7%	1.9%	9.4%

The support provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	6	6	10	4	27
2021 Percentage	11.3%	11.4%	18.9%	7.6%	50.9%
2019 Percentage	25.7%	11.4%	25.7%	22.9%	14.3%
2017 Percentage	24.1%	33.3%	11.1%	7.4%	24.1%

Trend analysis (positive response)	2021	2019	2017
Percentage	22.7%	37.1%	57.4%

53 responses were received to this question and the mean rating score out of 10 was 3.8.

The final outcome of your anti-social behaviour complaint	1	2	3	4	5	6	7	8	9	10
Number	24	5	0	4	5	2	1	1	3	6
Percentage	47.1%	9.8%	0.0%	7.8%	9.8%	3.9%	2.0%	2.0%	5.9%	11.8%

The final outcome of your anti-social behaviour complaint	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	9	2	7	4	29
2021 Percentage	17.7%	4.0%	13.7%	7.8%	56.9%
2019 Percentage	21.9%	9.4%	18.8%	12.5%	37.5%
2017 Percentage	22.6%	22.6%	13.2%	9.4%	32.1%

Trend analysis (positive response)	2021	2019	2017
Percentage	21.7%	31.3%	45.2%

51 responses were received to this question and the mean rating score out of 10 was 3.7.

The way your anti-social behaviour complaint was dealt with	1	2	3	4	5	6	7	8	9	10
Number	22	8	0	4	3	1	1	6	3	6
Percentage	40.7%	14.8%	0.0%	7.4%	5.6%	1.9%	1.9%	11.1%	5.6%	11.1%

The way your anti-social behaviour complaint was dealt with	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	9	7	4	4	30
2021 Percentage	16.7%	13.0%	7.5%	7.5%	55.5%
2019 Percentage	21.9%	15.6%	9.4%	15.6%	37.5%
2017 Percentage	25.9%	24.1%	16.7%	7.4%	25.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	29.7%	37.5%	50.0%

54 responses were received to this question and the mean rating score out of 10 was 4.0.

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is not at all likely and 10 is extremely likely.

How likely would you be to report any anti-social behaviour to the Housing Service in the future?	1	2	3	4	5	6	7	8	9	10
Number	14	2	1	2	5	4	5	3	2	17
Percentage	25.5%	3.6%	1.8%	3.6%	9.1%	7.3%	9.1%	5.5%	3.6%	30.9%

How likely would you be to report any anti-social behaviour to the Housing Service in the future?	Very likely	Likely	Neither	Unlikely	Very unlikely
2021 Total respondents	19	8	9	3	16
2021 Percentage	34.5%	14.6%	16.4%	5.4%	29.1%
Positive response (percentage)	49.1%				

55 responses were received to this question and the mean rating score out of 10 was 5.9.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

How likely would you be to report any anti-social behaviour to the Housing Service in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
2019 Percentage	54.1%	21.6%	8.1%	5.4%	10.8%
2017 Percentage	51.7%	19.0%	5.2%	6.9%	17.2%

Trend analysis below is based on positive responses, 'very likely/likely (2021)' and 'very willing/fairly willing' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	49.1%	75.7%	70.7%

About your neighbourhood and estate services

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

To what extent are any of the following a problem in your neighbourhood?	Major problem 2021 %	Major problem 2021 No.	Minor problem 2021 %	Minor problem 2021 No.	Not a problem 2021 %	Not a problem 2021 No.	Major problem 2019 %	Major problem 2017 %
Car parking	30.8%	125	33.0%	134	36.2%	147	36.3%	32.7%
Rubbish or litter	20.7%	84	39.5%	160	39.8%	161	17.9%	18.9%
Noisy neighbours	16.0%	65	21.9%	89	62.1%	252	12.0%	12.5%
Dog fouling / dog mess	21.9%	91	36.4%	151	41.7%	173	22.1%	18.1%
Other problems with pets and animals	6.5%	26	20.3%	81	73.3%	293	7.8%	8.5%
Disruptive children / teenagers	9.6%	39	22.1%	90	68.4%	279	4.9%	9.3%
Racial or other harassment	4.3%	17	8.6%	34	87.2%	346	2.5%	2.3%
Drunk or rowdy behaviour	9.1%	37	20.8%	85	70.1%	286	7.3%	7.7%
Vandalism and graffiti	7.0%	28	15.7%	63	77.4%	311	2.7%	2.8%
People damaging your property	3.5%	14	9.3%	37	87.2%	347	1.9%	2.1%
Drug use or dealing	22.7%	94	20.5%	85	56.8%	235	16.4%	17.4%
Abandoned or burnt out vehicles	1.7%	7	3.7%	15	94.5%	380	0.0%	1.5%
Other crime	7.2%	29	20.8%	84	72.0%	290	4.2%	3.8%
Noise from traffic	11.0%	45	23.4%	96	65.6%	269	9.4%	6.7%

In the last three years, would you say your neighbourhood has got better or worse?

431 replies were received to this question

In the last three years, would you say your neighbourhood has got better or worse?	Better	About the same	Worse
2021 Total respondents	38	294	99
2021 Percentage	8.8%	68.2%	23.0%

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

In the last three years, would you say your neighbourhood has improved or declined?	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
2019 Percentage	9.0%	12.8%	56.9%	14.8%	6.5%
2017 Percentage	8.6%	13.4%	53.9%	16.7%	7.5%

Trend analysis below is based on positive responses, 'better' (2021) and 'greatly/slightly improved' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	8.8%	21.8%	22%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

The overall appearance of your neighbourhood	1	2	3	4	5	6	7	8	9	10
Number	23	4	8	15	48	40	48	84	52	106
Percentage	5.4%	0.9%	1.9%	3.5%	11.2%	9.3%	11.2%	19.6%	12.1%	24.8%

The overall appearance of your neighbourhood	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	158	132	88	23	27
2021 Percentage	36.9%	30.8%	20.5%	5.4%	6.3%
2019 Percentage	28.0%	48.2%	12.0%	8.4%	3.4%
2017 Percentage	22.6%	57.2%	9.2%	7.3%	3.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	67.8%	76.2%	79.8%

428 responses were received to this question and the mean rating score out of 10 was 7.3.

N.B. For the following questions respondents were also given the option of a 'n/a' response.

The Housing Service keeps communal areas associated with your home clean and safe	1	2	3	4	5	6	7	8	9	10	N/A
Number	17	10	10	14	36	25	41	45	44	68	101
Percentage	4.1%	2.4%	2.4%	3.4%	8.8%	6.1%	10.0%	10.9%	10.7%	16.5%	24.6%

The Housing Service keeps communal areas associated with your home clean and safe	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	112	86	61	24	27	101
2021 Percentage	27.2%	20.9%	14.9%	5.8%	6.5%	24.6%
Positive response percentage)	50.1%					

411 responses were received to this question and the mean rating score out of 10 was 7.0.

The grounds maintenance, such as grass cutting in your area	1	2	3	4	5	6	7	8	9	10	N/A
Number	19	11	18	27	37	26	56	51	51	93	46
Percentage	4.4%	2.5%	4.1%	6.2%	8.5%	6.0%	12.9%	11.7%	11.7%	21.4%	10.6%

The grounds maintenance, such as grass cutting in your area	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	144	107	63	45	30	46
2021 Percentage	33.1%	24.6%	14.5%	10.3%	6.9%	10.6%
2019 Percentage	26.2%	46.4%	11.2%	10.5%	4.5%	1.2%
2017 Percentage	22.7%	45.8%	9.0%	10.6%	8.0%	3.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	57.7%	72.6%	68.5%

435 responses were received to this question and the mean rating score out of 10 was 7.0.

The cleaning of internal communal areas	1	2	3	4	5	6	7	8	9	10	N/A
Number	17	4	7	9	20	17	26	25	32	64	153
Percentage	4.5%	1.1%	1.9%	2.4%	5.3%	4.5%	7.0%	6.7%	8.6%	17.1%	40.9%

The cleaning of internal communal areas	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	96	51	37	16	21	153
2021 Percentage	25.7%	13.7%	9.8%	4.3%	5.6%	40.9%
2019 Percentage	13.5%	15.8%	16.9%	1.7%	1.7%	50.4%
2017 Percentage	12.0%	18.7%	14.5%	2.8%	2.8%	49.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	39.4%	29.3%	30.7%

374 responses were received to this question and the mean rating score out of 10 was 7.2.

The overall estate services provided by the Housing Service	1	2	3	4	5	6	7	8	9	10	N/A
Number	24	7	13	14	43	16	42	48	51	85	71
Percentage	5.8%	1.7%	3.1%	3.4%	10.4%	3.9%	10.1%	11.6%	12.3%	20.5%	17.1%

The overall estate services provided by the Housing Service	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	136	90	59	27	31	71
2021 Percentage	32.8%	21.7%	14.3%	6.5%	7.5%	17.1%
2019 Percentage	24.5%	41.3%	19.7%	3.7%	1.6%	9.1%*
2017 Percentage	19.2%	44.8%	16.8%	5.6%	2.6%	11.0%*

Trend analysis (positive response)	2021	2019	2017
Percentage	54.5%	65.8%	64.0%

414 responses were received to this question and the mean rating score out of 10 was 7.1.

*N.B. The satisfaction response scale has changed slightly since the 2019 survey was conducted. In previous surveys satisfaction to this question included a 'don't know' response option. The 2021 survey instead had a 'n/a' option.

The value for money of estate services provided by the Housing Service	1	2	3	4	5	6	7	8	9	10	N/A
Number	25	8	13	10	39	21	36	44	53	76	86
Percentage	6.1%	1.9%	3.2%	2.4%	9.5%	5.1%	8.8%	10.7%	12.9%	18.5%	20.9%

The value for money of estate services provided by the Housing Service	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	129	80	60	23	33	86
2021 Percentage	31.4%	19.5%	14.6%	5.6%	8.0%	20.9%
2019 Percentage	20.9%	41.0%	20.6%	5.6%	2.9%	9.0%*
2017 Percentage	17.9%	44.9%	15.8%	6.3%	3.2%	11.9%*

Trend analysis (positive response)	2021	2019	2017
Percentage	50.9%	61.9%	62.8%

411 responses were received to this question and the mean rating score out of 10 was 7.0.

*N.B. The satisfaction response scale has changed slightly since the 2019 survey was conducted. In previous surveys satisfaction to this question included a 'don't know' response option. The 2021 survey instead had a 'n/a' option.

About contacting us and communications

Have you contacted the Housing Service in the last 12 months?

Respondents who answered 'no' to this question were asked to proceed to Question 22.

Have you contacted the Housing Service in the last 12 months?	Yes	No (go to Q22)
2021 Total respondents	242	183
2021 Percentage	56.9%	43.1%
2019 Percentage	31.8%	68.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	56.9%	31.8%	30.0%

N.B In previous years this question was worded as follows: 'Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?'

How satisfied or dissatisfied were you with the following....

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

The ease of getting hold of the right person	1	2	3	4	5	6	7	8	9	10
Number	25	10	15	10	29	11	23	39	25	68
Percentage	9.8%	3.9%	5.9%	3.9%	11.4%	4.3%	9.0%	15.3%	9.8%	26.7%

The ease of getting hold of the right person	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	93	62	40	25	35
2021 Percentage	36.5%	24.3%	15.7%	9.8%	13.7%
Positive response (percentage)	60.8%				

255 responses were received to this question and the mean rating score out of 10 was 6.7.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Was getting hold of the right person easy or difficult?	Easy	Difficult	Neither
2019 Percentage	61.2%	27.1%	11.6%

Trend analysis below is based on positive responses, 'very/fairly satisfied' (2021) and 'easy' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	60.8%	61.2%	56.2%

The helpfulness of staff	1	2	3	4	5	6	7	8	9	10
Number	18	8	9	11	19	12	20	31	31	97
Percentage	7.0%	3.1%	3.5%	4.3%	7.4%	4.7%	7.8%	12.1%	12.1%	37.9%

The helpfulness of staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	128	51	31	20	26
2021 Percentage	50.0%	19.9%	12.1%	7.8%	10.1%
Positive response (percentage)	69.9%				

256 responses were received to this question and the mean rating score out of 10 was 7.5.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Did you find the staff helpful or unhelpful?	Helpful	Unhelpful	Neither
2019 Percentage	77.1%	15.3%	7.6%

Trend analysis below is based on positive responses, 'very/fairly satisfied' (2021) and 'Helpful' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	69.9%	77.1%	71.2%

Time taken to answer your query	1	2	3	4	5	6	7	8	9	10
Number	20	9	17	14	21	11	18	29	27	88
Percentage	7.9%	3.5%	6.7%	5.5%	8.3%	4.3%	7.1%	11.4%	10.6%	34.6%

Time taken to answer your query	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	115	47	32	31	29
2021 Percentage	45.2%	18.5%	12.6%	12.2%	11.4%
Positive response (percentage)	63.7%				

254 responses were received to this question and the mean rating score out of 10 was 7.1.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

Was your query answered within a reasonable time?	Yes	No
2019 Percentage	72.9%	27.1%

Trend analysis below is based on positive responses, 'very/fairly satisfied' (2021) and 'Yes' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	63.7%	72.9%	73.7%

The ability of staff to deal with your query quickly and efficiently	1	2	3	4	5	6	7	8	9	10
Number	32	8	10	12	22	12	12	31	26	87
Percentage	12.7%	3.2%	4.0%	4.8%	8.7%	4.8%	4.8%	12.3%	10.3%	34.5%

The ability of staff to deal with your query quickly and efficiently	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	113	43	34	22	40
2021 Percentage	44.8%	17.1%	13.5%	8.8%	15.9%
2019 Percentage	35.9%	32.1%	11.5%	13.7%	6.9%
2017 Percentage	40.1%	29.9%	12.2%	8.8%	8.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	61.9%	68.0%	70.0%

252 responses were received to this question and the mean rating score out of 10 was 6.9.

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

Respondents were asked to tick all that apply.

Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?	2021 Number	2021 %	2019 %
Telephone	354	80.6%	36.5%
Text / SMS	169	38.5%	31.1%
Letter by post	266	60.6%	52.5%
Visit to the office	83	18.9%	24.5%
Visit to your home by staff	110	25.1%	24.3%
Social Media	47	10.7%	n/a
Open meetings	31	7.1%	7.1%
Newsletter	119	27.1%	31.1%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very poor and 10 is very good.

How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?	1	2	3	4	5	6	7	8	9	10
Number	21	9	18	16	51	26	50	73	59	102
Percentage	4.9%	2.1%	4.2%	3.8%	12.0%	6.1%	11.8%	17.2%	13.9%	24.0%

How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?	Very good	Fairly good	Neither	Fairly poor	Very poor
2021 Total respondents	161	123	77	34	30
2021 Percentage	37.9%	29.0%	18.1%	8.0%	7.0%
2019 Percentage	25.9%	45.0%	16.1%	9.0%	3.9%
2017 Percentage	34.2%	43.6%	11.6%	5.9%	4.7%

Trend analysis (positive response)	2021	2019	2017
Percentage	66.9%	70.9%	77.8%

425 responses were received to this question and the mean rating score out of 10 was 7.2.

About complaints

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

Are you aware that the Housing Service has a formal complaints procedure?	Yes	No
2021 Total respondents	239	200
2021 Percentage	54.4%	45.6%
2019 Percentage	63.2%	36.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	54.4%	63.2%	60.1%

Have you made a complaint to the Housing Service in the last 12 months?

Respondents who answered 'no' to this question were asked to proceed to Question 28.

Have you made a complaint to the Housing Service in the last 12 months?	Yes	No (Go to Q28)
2021 Total respondents	49	390
2021 Percentage	11.2%	88.8%
2019 Percentage	10.1%	89.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	11.2%	10.1%	8.1%

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

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied.

How easy it was to make your complaint	1	2	3	4	5	6	7	8	9	10
Number	7	4	3	6	8	13	6	8	3	14
Percentage	9.7%	5.6%	4.2%	8.3%	11.1%	18.1%	8.3%	11.1%	4.2%	19.4%

How easy it was to make your complaint	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	17	14	21	9	11
2021 Percentage	23.6%	19.4%	29.2%	12.5%	15.3%
2019 Percentage	16.7%	47.6%	11.9%	11.9%	11.9%
2017 Percentage	21.6%	45.9%	10.8%	10.8%	10.8%

Trend analysis (positive response)	2021	2019	2017
Percentage	43.0%	64.3%	67.5%

72 responses were received to this question and the mean rating score out of 10 was 6.1.

The information and advice provided by staff	1	2	3	4	5	6	7	8	9	10
Number	9	4	5	3	9	1	4	3	19	15
Percentage	12.5%	5.6%	6.9%	4.2%	12.5%	1.4%	5.6%	4.2%	26.4%	20.8%

The information and advice provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	34	7	10	8	13
2021 Percentage	47.2%	9.8%	13.9%	11.1%	18.1%
2019 Percentage	10.5%	39.5%	13.2%	26.3%	10.5%
2017 Percentage	22.9%	31.4%	17.1%	17.1%	11.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	57.0%	50.0%	54.3%

72 responses were received to this question and the mean rating score out of 10 was 6.5.

How well you were kept informed about the progress of your complaint	1	2	3	4	5	6	7	8	9	10
Number	33	8	8	4	6	3	0	4	1	5
Percentage	45.8%	11.1%	11.1%	5.6%	8.3%	4.2%	0.0%	5.6%	1.4%	6.9%

How well you were kept informed about the progress of your complaint	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	6	4	9	12	41
2021 Percentage	8.3%	5.6%	12.5%	16.7%	56.9%
2019 Percentage	5.0%	25.0%	15.0%	25.0%	30.0%
2017 Percentage	16.7%	16.7%	16.7%	19.4%	30.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	13.9%	30.0%	33.4%

72 responses were received to this question and the mean rating score out of 10 was 3.2.

The support you received while complaint was dealt with	1	2	3	4	5	6	7	8	9	10
Number	32	6	8	4	7	7	2	0	2	4
Percentage	44.4%	8.3%	11.1%	5.6%	9.7%	9.7%	2.8%	0.0%	2.8%	5.6%

The support you received while your complaint was dealt with	Very satisfied	Fairy satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	6	2	14	12	38
2021 Percentage	8.4%	2.8%	19.4%	16.7%	52.7%
2019 Percentage	7.5%	22.5%	15.0%	22.5%	32.5%
2017 Percentage	17.6%	8.8%	26.5%	8.8%	38.2%

Trend analysis (positive response)	2021	2019	2017
Percentage	11.2%	30.0%	26.4%

72 responses were received to this question and the mean rating score out of 10 was 3.2.

The speed with which your complaint was dealt with	1	2	3	4	5	6	7	8	9	10
Number	18	2	3	5	5	2	1	5	0	9
Percentage	36.0%	4.0%	6.0%	10.0%	10.0%	4.0%	2.0%	10.0%	0.0%	18.0%

The speed with which your complaint was dealt with	Very satisfied	Fairy satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	9	6	7	8	20
2021 Percentage	18.0%	12.0%	14.0%	16.0%	40.0%
2019 Percentage	10.0%	17.5%	10.0%	25.0%	37.5%
2017 Percentage	13.9%	19.4%	11.1%	16.7%	38.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	30.0%	27.5%	33.3%

50 responses were received to this question and the mean rating score out of 10 was 4.5.

The way your complaint was handled by the Housing Service overall	1	2	3	4	5	6	7	8	9	10
Number	14	2	5	3	9	1	1	4	1	9
Percentage	28.6%	4.1%	10.2%	6.1%	18.4%	2.0%	2.0%	8.2%	2.0%	18.4%

The way your complaint was handled by the Housing Service overall	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	10	5	10	8	16
2021 Percentage	20.4%	10.2%	20.4%	16.3%	32.7%
2019 Percentage	9.8%	17.1%	26.8%	19.5%	26.8%
2017 Percentage	18.9%	16.2%	16.2%	16.2%	32.4%

Trend analysis (positive response)	2021	2019	2017
Percentage	30.6%	26.9%	35.1%

49 responses were received to this question and the mean rating score out of 10 was 4.8.

The final outcome of your complaint	1	2	3	4	5	6	7	8	9	10
Number	17	3	2	1	5	2	2	3	2	10
Percentage	36.2%	6.4%	4.3%	2.1%	10.6%	4.3%	4.3%	6.4%	4.3%	21.3%

The final outcome of your complaint	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
2021 Total respondents	12	5	7	3	20
2021 Percentage	25.6%	10.7%	14.9%	6.4%	42.6%
2019 Percentage	15.0%	7.5%	20.0%	25.0%	32.5%
2017 Percentage	19.4%	22.2%	11.1%	13.9%	33.3%

Trend analysis (positive response)	2021	2019	2017
Percentage	36.3%	22.5%	41.6%

47 responses were received to this question and the mean rating score out of 10 was 4.8.

How likely would you be to make a complaint to the Housing Service in the future?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very unlikely and 10 is very likely.

How likely would you be to make a complaint to the Housing Service in the future?	1	2	3	4	5	6	7	8	9	10
Number	10	1	2	1	11	2	5	2	3	17
Percentage	18.5%	1.9%	3.7%	1.9%	20.4%	3.7%	9.3%	3.7%	5.6%	31.5%

How likely would you be to make a complaint to the Housing Service in the future?	Very likely	Likely	Neither	Unlikely	Very unlikely
2021 Total respondents	20	7	13	3	11
2021 Percentage	37.1%	13.0%	24.1%	5.6%	20.4%
Positive response (percentage)	48.1%				

54 responses were received to this question and the mean rating score out of 10 was 6.2.

N.B. The satisfaction response scale has changed since the 2019 survey was conducted. In previous surveys satisfaction to this question was measured as follows:

How willing would you be to make a complaint about our services to the Housing Service in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
2019 Percentage	39.5%	37.2%	9.3%	7.0%	7.0%
2017 Percentage	53.1%	28.6%	8.2%	8.2%	2.0%

Trend analysis below is based on positive responses, 'very likely/likely (2021)' and 'very willing/fairly willing' (previous surveys) responses:

Trend analysis (positive response)	2021	2019	2017
Percentage	48.1%	76.7%	70.7%

About advice and support

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?

Respondents were asked to rate their response on a scale of 1 - 10, where 1 is very unlikely and 10 is very likely, with an additional 'N/A' option.

Claiming universal credit, housing benefit and other welfare benefits	1	2	3	4	5	6	7	8	9	10	N/A
Number	18	5	5	9	27	13	17	35	36	133	108
Percentage	4.4%	1.2%	1.2%	2.2%	6.7%	3.2%	4.2%	8.6%	8.9%	32.8%	26.6%

Claiming universal credit, housing benefit and other welfare benefits	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	169	52	40	14	23	108
2021 Percentage	41.7%	12.8%	9.9%	3.4%	5.6%	26.6%
2019 Percentage	38.5%	16.4%	14.8%	1.9%	1.9%	26.4%
2017 Percentage	39.5%	26.7%	9.0%	2.5%	1.7%	20.6%

Trend analysis (positive response)	2021	2019	2017
Percentage	54.5%	54.9%	66.2%

406 responses were received to this question and the mean rating score out of 10 was 7.9.

Managing your finances and paying rent and service charges	1	2	3	4	5	6	7	8	9	10	N/A
Number	13	4	8	7	29	14	23	33	37	133	93
Percentage	3.3%	1.0%	2.0%	1.8%	7.4%	3.6%	5.8%	8.4%	9.4%	33.8%	23.6%

Managing your finances and paying rent and service charges	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	170	56	43	15	17	93
2021 Percentage	43.2%	14.2%	11.0%	3.8%	4.3%	23.6%
2019 Percentage	38.6%	27.5%	14.5%	2.6%	1.3%	15.5%
2017 Percentage	35.0%	31.1%	13.5%	2.6%	2.0%	15.9%

Trend analysis (positive response)	2021	2019	2017
Percentage	57.3%	66.1%	66.1%

394 responses were received to this question and the mean rating score out of 10 was 7.9.

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

Moving or swapping your home (transfers and exchanges)	1	2	3	4	5	6	7	8	9	10	N/A
Number	27	6	3	5	23	7	13	21	21	65	188
Percentage	7.1%	1.6%	0.8%	1.3%	6.1%	1.8%	3.4%	5.5%	5.5%	17.2%	49.6%

Moving or swapping your home (transfers and exchanges)	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	86	34	30	8	33	188
2021 Percentage	22.7%	8.9%	7.9%	2.1%	8.7%	49.6%
2019 Percentage	7.6%	4.7%	20.3%	1.7%	1.5%	64.2%
2017 Percentage	6.5%	6.9%	18.7%	2.2%	2.2%	63.6%
2021 Percentage excluding N/As	45.0%	17.8%	15.7%	4.2%	17.3%	n/a

Trend analysis (positive response)	2021	2019	2017
Percentage (positive response excluding n/a)	62.8%	34.1%	36.8%

379 responses were received to this question and the mean rating score out of 10 was 6.9.

Support for new tenants	1	2	3	4	5	6	7	8	9	10	N/A
Number	16	5	6	5	27	11	17	24	20	61	175
Percentage	4.4%	1.4%	1.6%	1.4%	7.4%	3.0%	4.6%	6.5%	5.4%	16.6%	47.7%

Support for new tenants	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	81	41	38	11	21	175
2021 Percentage	22.0%	11.1%	10.4%	3.0%	5.8%	47.7%
2019 Percentage	10.2%	8.2%	19.5%	0.9%	1.7%	59.5%
2017 Percentage	10.3%	10.1%	17.5%	1.4%	1.2%	59.5%
2021 Percentage excluding N/As	42.2%	21.3%	19.8%	5.7%	10.9%	n/a

Trend analysis (positive response)	2021	2019	2017
Percentage (positive response excluding n/a)	63.5%	45.3%	50.3%

367 responses were received to this question and the mean rating score out of 10 was 7.1.

Support for vulnerable tenants	1	2	3	4	5	6	7	8	9	10	N/A
Number	21	6	9	10	19	8	21	25	16	72	165
Percentage	5.6%	1.6%	2.4%	2.7%	5.1%	2.2%	5.6%	6.7%	4.3%	19.4%	44.4%

Support for vulnerable tenants	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
2021 Total respondents	88	46	27	19	27	165
2021 Percentage	23.7%	12.3%	7.3%	5.1%	7.2%	44.4%
2019 Percentage	10.8%	8.2%	21.0%	2.6%	3.1%	54.3%
2017 Percentage	10.7%	9.9%	19.6%	2.9%	2.7%	54.2%
2021 Percentage excluding N/As	42.5%	22.2%	13.0%	9.2%	13.0%	n/a

Trend analysis (positive response)	2021	2019	2017
Percentage (positive response excluding n/a)	64.7%	41.6%	45.0%

372 responses were received to this question and the mean rating score out of 10 was 7.0.

About you

What is your gender?

What is your gender?	Male	Female	Prefer not to say
2021 percentage	38.2%	61.3%	0.5%
2021 number	165	265	2

Is your gender identity the same gender you were assigned at birth?

Is your gender identity the same gender you were assigned at birth ?	Yes	No	Prefer not to say
2021 percentage	98.3%	0.5%	1.2%
2021 number	395	2	5

How old are you?

How old are you?	Percentage
16 to 17 years	0%
18 to 24 years	1.4%
25 to 34 years	7.9%
35 to 44 years	11.8%
45 to 54 years	15.4%
55 to 64 years	21.1%
65 to 74 years	20.4%
75 years and over	20.6%
Prefer not to say	1.4%

The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?

Do you consider yourself to have a disability?	Percentage
No	38.0%
Yes – affecting mobility	36.9%
Yes – affecting hearing	15.3%
Yes – affecting vision	8.9%
Yes – a learning disability	6.8%
Yes – affecting mental health	24.2%
Yes – another disability	15.5%
Prefer not to say	4.5%

What is your ethnicity?

What is your ethnicity?	Percentage
White British	95.4%
Other White background	1.6%
Black or Black British	0.9%
Asian or Asian British	0.7%
Mixed ethnic group	0.7%
Other ethnic group	0%
Prefer not to say	0.7%

Which of the following best describes your religion?

Which of the following best describes your religion?	Percentage
Buddhist	0.5%
Christian	54.5%
Hindu	0%
Jewish	0%
Muslim	0.5%
Sikh	0%
None	34.2%
Other	5.1%
Prefer not to say	5.3%

Which of the following best describes your sexual orientation?

Which of the following best describes your sexual orientation?	Percentage
Heterosexual	85.0%
Bisexual	0.5%
Lesbian	0.8%
Gay man	0.5%
Prefer not to say	13.2%

Appendix 1 – What could the Housing Service do better?

An open question to tenants to respond with any further comments was included in the survey. The comments have been grouped under headings for ease of reference. Where a respondent raised two or more issues in their response it is included under each heading.

215 comments were made by respondents.

- A: Environmental and Estate Issues
- B: Tenancy and Housing Management
- C: Repairs
- D: Capital Works
- E: Communication
- F: Miscellaneous

A. Environmental and estate issues

A1	Comments regarding grounds maintenance	
A1.1	I would like the trees behind my flat to be trimmed and the gutter repaired.	
A1.2	Grass cutting should be improved. New windows installed. The windows are the worst I have ever seen in council properties. I have complained about them numerous times over the last 16 years.	
A1.3	Devon Drive flats - Would have thought that the grass would have been mowed for the winter, do not ever see the hedges getting tidied up. In my flat the old electric points and switches need updating as they are the old type.	
A1.4	Cut grass properly, leave tidy not like they are in a rush. Front bank cut once a year doesn't look nice. Grounds maintenance lets this site down.	
A1.5	Grounds maintenance, upkeep of shrubs and other plants and trees. Engaging with tenants to encourage their help in the upkeep of communal areas.	
A1.6	When the kerbside grass is cut, it is thrown all over the path by the mower, leaving grass everywhere. The trees in the gardens surrounding my garden are beginning to cut the sun from my garden. My roof has lots of moss and chunks of slate dropping off but when I rang about this, a while ago, I was told it was my responsibility. As the building is the council's responsibility I would have thought this also would be for the council to deal with.	
A1.7	Maintain the bushes that are overgrown on the path leading to the bungalows back entrance.	
A1.8	Regular visits from housing service checking on residents who keep their homes and gardens in disrepair. Some gardens are totally unkempt and untidy due to the laziness of the residents, therefore bringing the look of the area not cared for i.e. front and back gardens. Some of the residents do not even know how to use the different colour bins system properly and throw rubbish and food waste straight out the back door encouraging rats etc which have been seen and caught.	
A1.9	Cut grass and hedges more often please.	

A1.10	Keeping on top of grass cutting. New kitchen.	
A1.11	Maintenance of cutting trees, as they are hiding the streetlights.	
A1.12	My grass has been left very long. My hut has been gradually wrecked over a period of time by careless people who drive the big mowers, first a few planks and then the back totally pulled off. The person responsible knew he had done it as a piece of wood was wedged under it to keep it upright. I didn't make a formal complaint as I knew it would be denied. I have since asked if the council would take it down to the tip, I was told they only do household stuff, now I am stuck with no one to take it away. I am a pensioner and can't afford to pay for someone and have no relatives with cars. Since it has happened I have had to fork out for a new hut and put it inside a ring fence of safety. My back and front doors had rubbers round but all have perished and let damp in all the way round. I keep cleaning it off but it soon comes back up the walls.	
A1.13	Cut hedges as I cannot get down the path at the side of my flat.	
A1.14	Grass cutting is main problem. Being disabled grass cuttings laying about are a hazard. Would be good if gardeners were allocated to old and vulnerable to make paths and pavements safe i.e. weeding between pavers on paths.	
A1.15	Agricultural work need upgrading. Drainage checked more often.	
A1.16	Get rid of drug dealers. More dog wardens to make sure no dog mess is left by owners so children and adults don't tread in the disgusting dog poo not picked up by dog owners.	
A1.17	Making sure they take everyone's rubbish. Cutting grass at back of bungalows.	
A1.18	We need signs up about people fly tipping. Need monitoring about people smoking weed and dealers pulling up in cars.	
A1.19	If the housing service covers the amount of furniture, mattresses, dumped around is disgusting, if it's been paid to remove. Long wait if not been reported or paid for, someone is not doing their job. Our block has not had our recycle bin emptied in 4 weeks as the refuse say they haven't got the key. We used to see the ranger every week since Mr Allen left or retired. I haven't seen one. Maybe someone wants a good shake up.	
A2	Comments regarding tenants' gardens	
A2.1	I live on an elderly estate, a lot of neighbours struggle with their gardens, my partner helps a few but can't do everyone's. Another lady who lives a bit away struggles doing her hedge, maybe look into employing a garden handyman for disabled / elderly residents, and we have to pay a small charge to use or get volunteers and supply equipment, or remove hedgerows and put fencing in.	
A2.2	Not necessarily do better at, but maybe more supportive in certain areas to help the tenants get by on a day to day basis e.g. gardening needs to be more regular. I think these surveys are a great idea for all tenants to have their input.	
A2.3	By helping people with gardens, 12-foot conifers that I did not plant, was very well established when I moved in 20 years ago. Council removed five trees at their convenience to retille the roof. I asked for the others to be removed, no response. I am now a pensioner and one of the trees fell down towards the house. I have 13 grandchildren and four	

	great grandchildren that visit my home. These trees are a danger to them and my home. This has been going on for years. Also fences costing a lot of money have been erected for some residents, I had to pay for mine.	
A2.4	I moved into a garden that was four foot of rubbish, the front the same with bath, toilet and other rubbish you could not see, hidden, all overgrown. Had to pay for three big lorries to take it all away. Hedge was appalling. Inside, walls marked and holes, writing on wall. I received £110, didn't even touch what I had to do. Lived with the smell of cigarettes for months, apparently someone called [...] had lived here. Someone turned it down before me.	
A2.5	I would like repairs done with more consideration. Do repairs and upgrades properly instead of slap dash attitude. Grass cutters to cut the grass neatly and not leave cuttings everywhere. For the ranger to recognise when gardens are being neglected and act on it. I absolutely love my council house but the way things have been designed need rethinking.	
A2.6	I feel more should be done to ensure people are made to look after the external state of their property. Too many people seem to not have any pride in making my neighbourhood look cared for. I realise resources are limited but think that there should be official visits to ensure that the surrounding areas/gardens etc are better kept. It's old housing stock here and it shows.	
A3	Concerns regarding traffic / roads	
A3.1	Please stop extremely large and heavy lorries from accessing the old campbell brickworks site and the Barrow hill engine shed complex by the northern part of Campbell Drive. They should go to the bottom of the hill and turn right.	
A3.2	I live on Higher Albert Street, I always pay for my permit, but more than half the vehicles of those who live there are not paying. This is because we never have traffic wardens anymore to issue fines. They think what's the point of paying when nobody ever comes to check. I find this very unfair, we need traffic wardens on a daily basis, plus the council is losing revenue.	
A3.3	Fix more used roads with better tarmac. The pot holes in our road have been filled numerous times, and no matter how many times they are fixed they come back bigger within weeks.	
A3.4	Make sure cars don't come down Barker Lane the wrong way. Flat 1 Pleasant Place will not take their bins in, they have a back garden, we have to walk on the road to pass their flat.	
A3.5	Better street lighting	
A3.6	Put residents parking signs up near OAP bungalows. Stop cars parking on corners of Heaton Street and Church Street West.	
A3.7	More car parks and driveways put in place to get more cars off the road e.g. hard standings.	
A4	Concerns regarding cleanliness / litter / miscellaneous	
A4.1	Make sure flats inside and out are kept clean, I pay for cleaning and it's filthy.	
A4.2	Tackle the issue with the outside bin area. Too much rubbish being left on the ground outside instead of being put into the large outside bins. This makes the outside back area very messy and very untidy.	

A4.3	There needs to be more public bins and dog poo bins. There is a need for more driveways as narrow road is making driving a safety risk. Housing services should get to know their tenants more, especially those who are vulnerable. There needs to be some crack down on drug use and definitely weed smokers.	
A4.4	Rehouse us, we hate where we live. Damp flat, mould, smells of mould, corridor smells of drugs. Don't feel safe coming home from work when it's dark. Dog mess everywhere. Rubbish at front of flat regularly, unable to have windows open in case we get burgled. Can't hang washing out, gets stolen. Dustbin area often overflowing. Repairs slow to be done. Inspection for damp, slow, action taken, slow. Communal doors wedged open. It's a joke.	
A4.5	Outside area needs a tidy up	
A4.6	Making sure they take everyone's rubbish. Cutting grass at back of bungalows.	
A4.7	Would benefit from a neighbourhood watch scheme or a patrol (police) car on a regular basis.	
A4.8	Most of my concerns relate to situations regarding vulnerable neighbours reporting rubbish dumping and anti-social behaviour by one resident family. No department at chesterfield borough council will accept responsibility or takes action. The situation has been bounced about for months with no actual action and now vermin are encroaching into residents area.	

B. Housing Management

B1	Concerns regarding anti-social behaviour	
B1.1	Evict known drug dealers who are regularly visited by the police	
B1.2	Having neighbour problems so this survey is maybe a little unfair in places. Waiting to move, the atmosphere and hostility is unbearable. I have lost two stones in weight and now have low blood pressure, indigestion problems and many other stress related illnesses. Waiting for a bungalow and being very impatient. I have never been told how long I will have to wait or any other responses from 'Home options' on my health or any other issues. It feels like no one cares.	
B1.3	Never got help from you when I needed it, concerning one [neighbour] next door to me, no support at all, move not allowed for two years, it's now two years and it can start. 15 Edensor Court .	
B1.4	To help with the drug users around our homes and the behaviour of some of the tenants as they don't have any respect for the elderly.	
B1.5	Sort the drug problem out on Green Farm Close and make it a nice area to live like it used to be.	
B1.6	Begging in Chesterfield town is bad. Drug users have got worse in town.	
B1.7	Provide more security for the communal areas surrounding flats. Especially when a known homeless drug (multiple) addict is housed opposite a single female and has to content with all other homeless associates ripping the communal door open to visit at all hours. Please think where these people are rehoused and maybe security cameras that are actually linked somewhere to keep tenants feeling safe.	
B1.8	Vet potential tenants more, so we don't have an influx of out of work, drug using/pushing people in the flats on Holmehall, as this is an area where most crime, noise and anti-social behaviour starts from.	
B1.9	Get rid of drug dealers. More dog wardens to make sure no dog mess is left by owners so children and adults don't tread in the disgusting dog poo not picked up by dog owners.	
B1.10	The only thing I have to say is when anyone moves in, the council should do the spot check. I am in a flat and I have some good people around. They should keep all the middle aged and pensioners together and the younger ones should be moved to Holme Hall or Grangewood.	
B1.11	Stop having noisy neighbours and being sick near communal bins, also spitting near communal bins when there is a pandemic going on because I'm very cautious about people around me.	
B1.12	Do something about drug dealers, drug users, teen vandals roaming streets in gangs. Also we got missed on new windows, just because we were on holiday. Windows and doors in poor condition. Why should we pay same rent as others if we did not get new windows?	

B1.13	The housing service could benefit from having someone who keeps a check on tenants who are placed in flats in my area as the tenants don't value the property or area e.g. using green to defecate and sleeping garages across from my home which has been reported and ignored. Also the housing service isn't fair as my granddaughter is on the list and currently bidding on three bedroomed properties. She has been bidding now for some time and has been unsuccessful even though she has been bidding on different area. We have seen multiple houses around my area which haven't even been put on to home options but tenants have been getting these properties, so I'd like to know if there is a different list. She needs to be near me as I rely on her for care.	
B1.14	Communication would be a good start, my husband and I have been good tenants for over 20 years, we both work fulltime. I work shifts and my husband works nights. We have never complained about anything until recently, when house exchanged next door to us, which is over a year now. The noise complaint, we have made several over the past year, seems we have to constantly chase up on things. We understand due to Covid 19 things have been hampered, I work at the Royal Hospital, my husband at a care home, so we do understand that things are difficult, but still, communication would be appreciated. We both feel that we are being penalised for being good tenants and paying our way. We feel we have to look at taking things further to our regret.	
B1.15	Move drug users away from family homes. Remove residents that cause disturbances. Visit annually and exact any repairs needed quickly and efficiently. Notify us when a work person is attending. Attend to problems raised/reported which are still unrectified.	
B1.16	Reduce the amount of housing for drug users and kick out the dealers. The police don't do anything even though informed of regular drug collections. You have nice flats and houses yet you put drug users in them to wreck and smash up. You don't even evict them. This puts people on edge and won't leave their building. You need to talk to the tenants once a month.	
B1.17	Do more for older people when they live in a block of drug users and criminals. Also, people work night shifts, it's very noisy.	
B1.18	We need signs up about people fly tipping. Need monitoring about people smoking weed and dealers pulling up in cars.	
B1.19	I moved in just as we went into the first lockdown so I do appreciate how this impacted services. However, I've no idea who my housing officer is, I've tried to report anti-social behaviour. I've emailed the housing team, neighbourhood team, and I've never had a response. It's hard to get through on the phone but I've tried this channel and I've also raised a complaint. I have a number of issues. I'm a single parent, living alone with my daughter. We do not feel safe living here anymore. It has deteriorated fast since last Summer. I don't feel safe going out at night and this isn't a place for children. I'm currently experiencing anti-social behaviour that I need to report.	
B1.20	More secure and safe external areas of the flats, especially where the clothes lines are situated and corners at the front of the flats near walls where anti-social behaviour is carried out, people exchanging drugs etc.	
B2	Comments made regarding tenancy support	
B2.1	Support vulnerable tenants, so that if they have trouble with neighbours etc so they feel confident to ask for help instead of suffering in silence.	

B2.2	I feel like I'm struggling a bit with my disability in a one bed first floor flat. I did ring the council and they said I need to do an application form if I need to move. I do feel I possibly need a ground floor flat but I am not sure if I want to move to be near family in Derby, so not going to be under more stress of moving again just yet. I think I've got osteoarthritis and it's painful when my ankles give way, I keep losing my balance, but I don't think I can cope just yet moving to another area with my illness.	
B2.3	Give more help and support for vulnerable tenants with mental health issues.	
B2.4	More face-to-face appointments as I have autism.	
B2.5	Be aware that some tenants are disabled, blind, hard of hearing, poor mobility, and you should be mindful of this when we ring up for repairs, they should make it a priority and not say a light is not an emergency when blind and leave you hanging on the telephone for 45 minutes.	
B2.6	I read a lot about vulnerable people receiving help in the pandemic, not aware how to seek such assistance. Not offered any such help despite being classed as a vulnerable tenant.	
B2.7	As a disabled person, I have asked housing for advice, they are trying to get in touch with the right department, still ongoing.	
B2.8	I am vulnerable and housebound. Would like someone to either give me a phone call or visit me as I fractured my hip in January and have ruptured my achilles tendon, have been in plaster cast since 1st July as it takes a long time to heal. I do not know when it may get better. I am registered with disability from many years ago. Thank you.	
B2.9	I can't read or write so I receive support from P3. I would like to move to a bungalow so I don't have to move again when older as I will need more support.	
B3	Comments made regarding Housing Options	
B3.1	In three bed house, offered full tenancy two bed on 6th July, had medical priority. Was ignored constantly by Housing officer, about when I could view property, got in touch with [...], been waiting more than three months to view property, still not been able to. My son's psychologist from CAMHS has even phoned to complain how long it is taking, my son is very ill with autism and mental health. I have bipolar and struggling to pay bedroom tax. I've been taken off the housing list so can't bid on anything else. Thing three months wait just to view a property, with constant calls by me and CAMHS to get to view and still waiting is totally wrong. Just feel totally ignored and unimportant to be honest. Don't know why I'm filling this in because you just get ignored and not helped.	
B3.2	On the subject of moving, I think the housing people could do more to help disabled move. I am 60 years old and have been on the waiting list a long time as I live in a top floor flat and have had two heart attacks, just waiting for the third one to finish me off, as I have to walk up the flights of stairs to get to my flat. I am on the 'Move' list, as I would like a downstairs flat, preferably a bungalow, but I don't hear a thing. I have lived in my flat for 23 years now, due to ill health I want to leave.	
B3.3	Take into account the medical and mental needs of people trying to move to another property. Also, someone in person to speak to instead of just emails which get no response from the service.	

B3.4	I can't read or write so I receive support from P3. I would like to move to a bungalow so I don't have to move again when older as I will need more support	
B3.5	I believe that when properties become vacant they base the reallocation of property on the people who are responsible for managing properties in a polite and positive manner and they should provide references, bank and personal. Not move one problem from one area to another. It appears one rule for one person and very different rules for others.	
B3.6	Help me move and start thinking about people who go out to work and their finances.	
B3.7	The only problem we have is that we cannot get another property. We have been on bidding two years or more.	
B3.8	Most services good and safe but rehousing service very bad because there aren't many houses and they are been given to separated parents, big house for Mum and big house for Dad. Kids stay all week with one parent and visit second parent only for weekend. Better to give them one house where kids stay most of the time and small apartment for second parent and save other houses for family needs who live together, parents and kids. I have a daughter, I live in first floor flat and my wife is pregnant, we have two bedrooms.	
B3.9	To let folks know if they get the property, because I have been bidding for a year and a half and I have not moved.	
B3.10	More affordable housing, quicker to occupy empty houses.	
B3.11	Offer two bed accommodation to people who share custody of their children. I have my son three nights a week living in a tiny one-bedroom bungalow.	
B3.12	Communicate more, I sent my housing application in a good few months ago with the appropriate documents required, but heard nothing at all. I want to get out of this house and I have had no support from the council at all.	
B3.13	Contact residents about where they have come when bidding on properties.	
B3.14	Home team need to be more supportive. They judge your mental health not a priority when banding in C which is upsetting when tenants want to move to bungalows or swap/match as my son helps with shopping. It makes my mental health worse going round and round in circles bidding on bungalows and not getting anywhere. Makes you feel you're not good enough. Home team, with their response, insensitive. More support for vulnerable tenants and more help if needed.	
B3.15	Communicate more about moving.	

C. Repairs Service

C1	Comments regarding reporting repairs and appointments	
C1.1	Ensure workers turn up on correct day. I have been waiting over two years for a new garden fence. I have had shoddy work done by a contractor, which had to be done a second time. I had a worker not turn up for the appointment, the work was done two days later. Bedroom tax should be scrapped, I often have to go without food as ESA does not cover bills.	
C1.2	I ordered three repairs over the last year, none of which were fulfilled despite being told they would be dealt with. One worker turned up unannounced whilst I was out and left a card saying my request had been cancelled (even though I was never given an appointment). The other two jobs were never even acknowledged. Separate to this, I have tried getting in touch re the Council's planned kitchen improvements scheme, I've left several messages to the relevant party but they have never rung back to keep me informed.	
C1.3	I have been reporting my windows for several years, nothing actually gets done. All the seals are gone, we can hear every noise from outside. In colder months they get condensation which then causes mould. Our street never seems to benefit from upgrade repairs.	
C1.4	Repairs - not have to report a repair multiple times and still not have it done. Reported an issue with my living room window many times and still nothing has been done. Bins - emptied every week without having to report them not being emptied, including recycling bins. Some people who are residents work fulltime so sending home visits during the week is pointless.	
C1.5	Let you know the time when coming for repairs. Faulty shower, as we had hot water we were told we cold wash in the sink. I have MS, very difficult, husband has cancer, not easy to use a sink. Could have been more understanding of problems faced in trying to keep clean.	
C1.6	In the past you could get repairs done. Now it seems nearly impossible to get anything done, but they still take the rent each month. Reporting repairs and getting them done is very very poor.	
C1.7	Needs to be easier to report repairs, my Dad has been trying for four days, no one answering the phone. Inspectors impossible to get hold of. Once I waited two years. Recently he came, made the damage worse. A repair man came, said he wasn't the right person and I have to wait for the inspector to inspect it. Severe problem with neighbour. Rubbish outside door and drug smell in my home. Reported several times, no one has ever got back to me, but knocked on his door to check if everything was ok with him.	
C1.8	Listening to tenants who live in the council properties. When ringing for anything, being put through to the right department instead of being passed from pillar to post. When ringing for repairs they never listen to you, the reception give their view on saying it's not an emergency when it is.	
C1.9	I feel updates to visit would benefit, not make do, walk away and I have to chase. Also when they come out for annual council check for good homes and we mention issues should have the answer for me to contact and report.	

	Surely window locks that are stuck and can't open are a necessity. Also, dropped worktops where prepping food can get contaminated, the answer is not ring the office. When repairs are agreed it is not for me to chase regularly and then five months later, after I complain, get it done, but I have time off work and no one turns up. My complaints never get answered. Just sent men out to fit my door that has been out of use.	
C1.10	Housing repairs communications, people turning up out of the blue, no letters, no texts, absolutely nothing. Very messy service	
C1.11	The only thing I would like to change is if you need an inspection they need to have an appointment with tenants so we won't miss the inspection because the inspector turns up unannounced.	
C1.12	More information regarding low priority repairs e.g. some sort of timescale i.e. two weeks, a month, six months, just some idea so we don't have to keep ringing you.	
C1.13	Follow through with repairs and updates. Too much being left/put on hold due to Covid. Communicate better.	
C1.14	More suitable/flexible appointment times, weekend repairs for maintenance work for tenants that are in full time work Monday to Friday. Repairs/maintenance workers actually turning up to carry out the work on a planned visit/appointment when I have had to book and waste my annual leave on several occasions.	
C2	Speed of repairs/ repairs not done	
C2.1	Be quicker in doing repairs	
C2.2	I have been waiting a long time to have my internal door buzzer relocated after being reported to Chesterfield borough council by occupational therapy at Walton hospital.	
C2.3	Repairs could be completed quicker. I've been waiting over three years for a window to be replaced and months for an exterior door to be made safe.	
C2.4	Do repairs quicker the first time. It has taken three years to do our wetroom.	
C2.5	We have a number of ongoing issues with our property that have been ongoing for four years now and even though I have reported the issues numerous times nothing is ever done. Our bathroom was left in a dangerous condition, we eventually, after two years of complaining, spent £2000 of our own money to fix the issues. We also have concrete falling out, up near our roof, of which once piece very nearly hit my partner when it fell, we have reported this one year ago, even though an inspector has been out and I have complained again since, still nothing has been done. Our boiler has a fault, this has been reported numerous times over the last four years, I'm still waiting. The list goes on with things failed to be sorted.	
C2.6	I have two outstanding repairs i.e. a replacement window which I have been waiting six months for and my gutters.	
C2.7	Do repairs quicker and when given a date and time, keep to it. We should not have to report a repair more than once.	
C2.8	In my case, my electrics could be fixed as I have had no lights upstairs for around two years. Operatives have visited but could not find a problem, which there clearly is a problem. Housing service could visit homes on a six month basis to check with tenants that they are happy with their property, or need any repairs, as mine are not being solved.	

C2.9	I've been in this property nine years, all the window units have blown and even though I report it by email nothing has been done. My fences are in a bad state of repair, I have a plug socket hanging off the wall and appointments made whilst I'm at work and can't get time off.	
C2.10	They could be better by doing repairs in the correct order e.g. I'm still waiting for a pane of glass for my patio door, which has been broken for months now, also front door lock hasn't worked for well over a year, none of these jobs seem important to the council, but my front and back door is my security, but nobody cares about this and I'm so scared at night, so yes, put things in priority.	
C2.11	When you have had an inspector finally coming to your house that they actually follow up on what they say they are going to repair. Stop blaming Covid for everything.	
C2.12	Make my home safer by putting a new kitchen in, my doors fall off and land on me. This has happened a few times, the council knows about this and have been to look and have done nothing. I am severely disabled.	
C2.13	Be faster when arranging to do repairs as it took two years to plaster wall near front door.	
C2.14	I am still waiting after four years for the council to come and do round my front door where plaster came off whilst cladding was being put on leaving a big hole down the right hand side. Also when they took windows out to replace, brick wall inside is still not fixed. Disgraceful, fed up of reporting so stopped.	
C2.15	Still waiting for a new upstairs toilet.	
C2.16	Don't know really, but repairs asked for a couple of years ago, not done.	
C3	General Repairs	
C3.1	I understand through Covid it's hard for the council as it is for us all. My radiators are old ones, my toilet is wetting the pipes and floor, they say it is condensation but my shower is old, the tiles are falling off. I put a report in for dampness, they only did one side of my bungalow. The housing inspector said some tiles on the roof are crooked, not heard anything since. The rubber seals on doors and windows are corroded. I am very house proud and try my best. It's very hard to get through to repairs sometimes. Just redecorated my bathroom again, all they say is the same, open a window, which I do, every day.	
C3.2	Do repairs that the tenant has asked for them to do, repairs to fences in gardens, updating kitchen flooring and bathrooms, using better quality radiators, windows, cupboards, flooring etc.	
C3.3	Be more helpful on repairs. Help with drugs in the area. Manage car park areas for football, residents can't park on the street.	
C3.4	I have a lot of outstanding repairs in my home, the biggest is the subsidence. I was told over four years ago it was going to be underpinned and every time I call it has been passed to someone else, different, and I hear nothing at all, I'm still waiting. My kitchen cupboards are falling apart and I have damp in the breast wall in the kitchen that needs to be sorted. I was told nothing would get done with the kitchen as it's got another 10 years left yet. Plus many more repairs, please contact me if someone can let me know what's happening. 07513642827.	

C3.5	Actually do reported repairs. I pay full rent and only get certain repairs done. I've been waiting two years nearly for a toilet to be fixed, reported numerous times and still not repaired. Back door was supposed to be fixed as it was leaking when it rains, still is. I could go on, on repairs that I've reported. The couple that have been done e.g. plasterer, electrician and even the inspector (Paul) were brilliant.	
C3.6	Listen to people who have housing repairs e.g. I rang about my bathroom, it smells very musty, I've been waiting two or three weeks for an inspector to come out. Waiting for a new kitchen, can't redecorate till it's done, been waiting over a year.	
C3.7	After electric work was done in the public area I think the way it has been left makes the building very unkempt and I would say not safe. All the ceilings have holes where the old light fittings have been removed, there are still the wires showing. Outside my front door there is a long blue line drawn across the ceiling. When work is done things like this should be put right. When I asked about it to the council, the answer was 'I don't know'.	
C3.8	Inspectors do more. I've got cracks all over my home where we had new roofs put on. Roofs are lovely, but what come with these was damage to the ceilings. As I can't afford for plasterers to come out, the council just patches things up, then the same cracks reappear again.	
C3.9	Keep tenants up to date on repairs being carried out. Check security on all flat blocks. Do checks on tenants moving in. Check the happiness of tenants already living in flat blocks when new tenants are moved in.	
C3.10	Put the new window in that was supposed to happen years ago. I'm aware that Covid has slowed things but winter is here and they let all the heating out. The area I'm referring to are the flats on Gypsy Lane.	
C3.11	I have lived in this bungalow for almost nine years and have rung the council several times. My windows and doors need replacing. Every time I ring I am told that they would be replaced when the builders get to my area. They are very draughty and the windows have no security keys and I get worms and other things coming in under my front door.	
C3.12	Make sure if you contract jobs out that they are done rights and not leaving the resident to call to get jobs repaired (if they repair them at all).	
C3.13	Well I think they could do a lot better, because every time I report anything they just seem to take ages to come out. I reported about a gate but no one has been out to see it. Someone keeps slamming the gate every time they go through it which is making it worse.	
C3.14	Fix the damp in my flat and not just clean the black damp off.	
C3.15	I have reported my living room door, it has come off its hinges. Take drug users off our street, we have a lot of people on benefits. I don't think council very good, waste of time and it would be nice not paying council tax.	
C3.16	Do repairs when reported. I have reported two things, one was 12 years ago and has never been looked at and the other was five years ago and still not looked at. Give tenants a drive, because my street is a problem with parking. Litter picking because residents are doing it and we pay council tax for this service.	
C3.17	Not leave us waiting nearly 10 years with a broken down window pane and an unsafe window. Dealing with damp problems.	

C3.18	Covid a problem. I and other residents have damp in our bungalows. We could leave the premises whilst they sort this problem. Windows are draughty, we were told they would do them in 2019. Not heard anything but would appreciate a phone call about this problem. Thanks	
C3.19	Historical repairs	
C3.20	I would like repairs done with more consideration. Do repairs and upgrades properly instead of slap dash attitude. Grass cutters to cut the grass neatly and not leave cuttings everywhere. For the ranger to recognise when gardens are being neglected and act on it. I absolutely love my council house but the way things have been designed need rethinking.	
C3.21	Devon Drive flats - Would have thought that the grass would have been mowed for the winter, do not ever see the hedges getting tidied up. In my flat the old electric points and switches need updating as they are the old type.	
C3.22	I would like the trees behind my flat to be trimmed and the gutter repaired.	
C3.23	Hall damp, bathroom damp.	
C3.24	I have had a damp problem which I reported and an inspector came out and told me what work needed doing. This is just getting worse and I have heard nothing since. I had been put forward for a shower by social services and it went to the board to be discussed. I phoned up recently and apparently there is no record of this, so I know the council has lied to me. There is a lot of other work outstanding but hasn't been done yet. I also don't know what my responsibility is or what I'm meant to contact you on.	
C3.25	I was having a new kitchen. Heard nothing since Covid. I have been waiting two years for a new fence, which is causing me problems because I have two dogs and I'm still waiting.	
C3.26	I recommend paying for good quality fitters but you never do. Cheap and nasty is your speciality, your raison d'etre. You pay cheap you get a chump chop job done. The central heating debacle. The double glazing with water between the glass. Now the fire door that isn't, presumably the brick opening was measured as each door came with its number already on it, but why don't they fit properly. The old door was taken off, the frame was sabre sawn halfway and a jemmy hammered in and frame pressed out so why are there gaps between door and frame letting light and draughts whistling in? It is the poor work of the joiners, who didn't remove old nails from the frame and just hammered them down, but didn't get them flat so the new doors don't fit the frames leaving gaps, and it blows a gale through. When I get up in the night and walk out the bedroom I notice the entrance light goes on and when I walk back it goes on again the gap is that big. Quality work!	
C3.27	Do a lot better for tenants because your service is unacceptable and needs a wakeup call I think. I have work that needs to be done for over three years and nothing.	
F1.3	You should check all the repairs workers (I will make a video with my phone and send you the video to see how they spend their time on the phone in council cars), they are wasting council money. Invest in the parks, some of the things there are very old and don't feel safe and start building new parks. The police should be patrolling the play areas, because teenagers are very dangerous, rude, throwing rubbish on the ground and teasing young kids. Changing the doors, the main ones, make them safe, small kids should enjoy a garden, a free space but not placed on top floors.	

C4	Voids	
C4.1	I moved into a garden that was four foot of rubbish, the front the same with bath, toilet and other rubbish you could not see, hidden, all overgrown. Had to pay for three big lorries to take it all away. Hedge was appalling. Inside, walls marked and holes, writing on wall. I received £110, didn't even touch what I had to do. Lived with the smell of cigarettes for months, apparently someone called [...] had lived here. Someone turned it down before me.	
C4.2	I moved in my flat around five years ago. It was in a terrible state. Decorated by an idiot drug user before. I found used needles behind my bathroom radiator, blood on the kitchen ceiling. Over cooker missing and missing radiator at the bottom of my stairs. It's super cold in cold winter time. I've been asking now for almost four years to have this radiator put back but they don't want to spend the money. I waited in hospital, rehabilitation for mental illness six months for this flat to be repaired before getting the keys. When I was offered the keys they had done nothing. I wanted this flat because it is near to be ex-wife and children so I took it in a state, really bad state.	
C4.3	The council could do better in following up problems which were known at the time of letting two years ago.	

D: Capital Works required

D1	Keeping on top of grass cutting. New kitchen.	
D2	Modernise bathrooms and kitchens, very dated. Better insulation in homes. Windows to be replaced with more heat saving - very draughty. Replace broken fencing, mine reported on 25.3.21, still awaiting reply. This has been reported before this date, no reply then either. Internal fire safety doors on all properties.	
D3	Update windows and doors please.	
D4	I think that the flats on Devizes Close and surrounding areas would benefit from an upgrade of the outside appearance i.e. like the blocks of flats in the Birchwood area, to make the area look more appealing. I would like to be entered in the prize draw.	
D5	Can't open kitchen window too far back. Kitchen cupboard too high. Garden too big. Kitchen too small. Can't turn mains water tap off as I have to move washing machine. Work top needs renewing.	
D6	Make more home improvements, as rent increases every year but so far not one improvement has been carried out on our home. The house is very dated. Make residents aware of home improvement plans.	
D7	Provide repairs to gates/fences that are already at the property before tenant takes over. I need two new secure tall gates and due to neighbours horrific eyesore garden, require higher fence at the back, but refused by Housing.	
D8	Larger kitchen areas. Bad location of boiler. Wall in garden is unsafe. Disabled ramp looks scruffy. I arranged to see building inspector, however two months later still no sign.	
D9	The state of my home has been very poor, my bathroom is horrible and shower is basically very poor. My house has needed a lot of work done and I'm still waiting for a new roof after ten years, plus windows are rubbish. Can you do something about other people's cats. I don't think that people who don't have cats should be the ones buying repellents.	
D10	Damp and condensation, windows. Bathroom newly fitted. Kitchen after moving in 2013, new cupboard handles wanted, new low cupboard, damp inside and outside cupboards, veneer faulty, old style tiles. Damp and mould. Poor doors, windows, difficult opening in an emergency. Very heavy traffic on Kendal Road. Clearing debris after grass cutting and hedge cutting needed. Explanations available.	
D11	I am overall pleased with the housing services, my home however is in need of new windows and a kitchen upgrade.	
D12	We had our kitchen refitted recently. The workmen were very polite, worked well and were tidy, we could not find any fault or problems with them, they are an asset to the council. Only problem we had was with the lady who came to discuss the new kitchen beforehand, called [..]. She told us that all the loud noise and mess would be on the Monday so we took our three dogs out for the day (one is very old) but when we came back we found out that the electricians were booked on another job and came Tuesday. We spoke to [..] the Friday before and she didn't warn us. The noise made the dog ill.	

D13	I've made complaints about the state of my house and nothing has been done about it. Even though a surveyor came and took pictures a few years ago. I've had to pay for a new kitchen and bathroom myself as the council one I had when I moved in was dropping to bits.	
D14	On moving into the property nearly 5 years ago, was promised a new kitchen. In 2020 this should have happened but due to covid could not happen. Tried to find out what is happening with this, contacted the office and was passed from one extension number to another with no answers. Still unable to contact anyone, and no communication from Chesterfield borough council.	
D15	Follow up repairs from a worker telling you they have noted something down that needs replacing - new boiler and radiators. Emails or letters about how to go about house exchanges made easy.	
D16	Grass cutting should be improved. New windows installed. The windows are the worst I have ever seen in council properties. I have complained about them numerous times over the last 16 years.	

E: Communication

E1	Nonservice specific comments regarding communication	
E1.1	Not always able to contact the people you need to speak to. Not always told the name or department you are being transferred to by phone. Getting people to come out and complete a job successfully and not having any ongoing problem. Length of time it takes to get adaptations done for a person who is disabled.	
E1.2	Listen to tenants better. Improve repair times. Better gardening services, more care needed and not leave estates in a mess. Improve pest control services.	
E1.3	Get staff back in offices, no help places closed. Covid continues to be used as an excuse. Can't get through to correct staff, always told it's Covid.	
E1.4	Listen to the tenants a lot more. Take notice of what we say, be efficient on repairs to our homes. I have a lot of repairs still to be done, but it's like no one is interested. My house is in need of some tlc and new fences and gates but keep getting told different things.	
E1.5	When I rang up, enquiring about my kitchen, found it hard to get through to right department and person. Still awaiting a phone call back. Overall, I am happy with the housing service. Thank you.	
E1.6	Let us know if a project is successful, like the solar panels fitted on some of the bungalows in our area.	
E1.7	It took me more than 30 minutes just to get an agent to answer the phone. They said the call is important but it's so hard to reach. When the phone has a problem they don't make any effort to call back to the client. Once the agent receives the call then it's fine. Case to case basis our roof tiles have come off, but not assisted yet, with a bit of luck no water comes in.	
E1.8	Follow up with all enquiries.	
E1.9	Being able to get in touch by phone would be very helpful.	
E1.10	When I phoned up about having a mouse problem in my home I was given the incorrect information about how many times the pest control officer would visit my property.	
E1.11	Make sure that all staff get taught to give the correct information, otherwise you get told your rent is covered on payments, then suddenly you owe £800 through somebody else's error building up.	
E1.12	Staff are very helpful but when you call by phone you are kept hanging on the phone a long time, you maybe need to get your phone upgraded.	
E1.13	In house communication could be a bit better, so that the tenant does not have to ring numerous departments.	
E1.14	I feel that enquiries should be taken more seriously. The house I live in is currently outdated and needs a lot of repairs doing but I have to ring separate areas to get anything sorted. I suffer with anxiety so making multiple calls to different people is difficult so maybe a number for all kinds of repairs is needed.	

E1.15	Keep tenants more up to date with issues / complaints that you have been informed about. Resolve issues more quickly (in my instance this took over 18 months to resolve). Get workers to appreciate that what they consider to be a minor/unnecessary call out may be more to an elderly person e.g. minor leaks on radiators that if left can cause damp and ruin carpets.	
E1.16	Rent / benefits, there is no clear indication of the email to use when sending in a wage slip. Repairs, I'm still waiting for a plasterer to turn up for my bathroom after having an inspection to clean it. Dog fouling, I'd like to not play dodge the dog poo on the school run.	
E1.17	I've not used the housing service but I would in future. I would like to receive future mailing of what the housing service is going to do in the future. Also, I would like a quote for my garden to be mowed and my hedge cut on a regular basis. I've tried to get in touch, but with the pandemic no one was doing any garden maintenance.	
E1.18	Return phone calls or even answer the phone. Do work that is promised. Listen to the problem.	
E1.19	Keeping tenants aware of major changes such as disabled tenants, don't let us be the last to know.	
E1.20	Sorry, I speak and understand very little English.	
E2	Comments made regarding non-completion of complaints issues raised	
E2.1	Not tell lies, be honest and see a complaint through. Reassure your tenants. Sometimes I wonder if you listen at all. Nobody informs you of any action taken regarding issues. You do try your best but could get areas better.	
E2.2	To listen to people about complaints and do something about it so it doesn't happen again. I asked for help with my neighbour, the hedge too high and for her to cut them, I ask for fence to stop this happening, now I have got the fence put up and camera to stop this happening, all I want is a quiet life.	
E2.3	Treat all tenants the same i.e. not listen to private tenants. We have put in a number of complaints about our neighbours but because they own their house, we are not getting any help from the council. My partner thinks it is because he is black, mixed race. He has been attacked by next door and nothing has been done about it. Eight weeks on we are still waiting to hear back from the housing officer. We have a number of repairs and mould in bedrooms that has been reported over two years ago and still nothing. I am disgusted by the council the way we have been treated.	
E2.4	Send the right persons out for a complaint	
E2.5	I know for a fact nothing was done about my complaint. I reported a neighbour for having her son living in her garden shed. It is a fire hazard as he has an extension lead with pc, games console and a heater all plugged in. So it is overloaded and therefore a fire hazard.	

F: Miscellaneous

F1	Other comments	
F1.1	In bereavement. Had three strokes, finding life tough	
F1.2	Invest in the parks, some of the things there are very old and don't feel safe and start building new parks. The police should be patrolling the play areas, because teenagers are very dangerous, rude, throwing rubbish on the ground and teasing young kids. Changing the doors, the main ones, make them safe, small kids should enjoy a garden, a free space but not placed on top floors.	
F1.3	Care about tenants who work fulltime, and don't just think someone is home all the time.	
F1.4	Equality questions, 32 - I find offensive, 33 - why ask for an age, 37 - why do you need to know the sex of someone, what's it matter	
F1.5	Inquiry	
F1.6	Accept end of month rent payments. Not send debt arrears letters weekly or four weekly.	
F1.7	Since new development, noise levels are higher and car parking by those who do not live on the estate, being left. Signing on estate block needs replacing, as out of date and faded over time.	
F2	General negative comments regarding the Housing Service	
F2.1	I think Chesterfield council are really rubbish, they provide no support or help, very rubbish. I have asked for help about neighbours, I got no help.	
F2.2	Everything	
F2.3	Everything is poor. I feel that as long as the property's rent is paid, that's all that matters.	
F2.4	A big disgraceful, don't care, don't listen, don't give a f..k, one sided, their side.	
F3	General positive comments regarding the Housing Service	
F3.1	It is doing okay	
F3.2	I am happy with the way the council deal with repairs, and the general upkeep of the area around the flats. I live at Pevensey Court and one of the tenants took on looking after the flower beds on the front. He did a great job to begin with but soon lost interest. A number of residents have complained to the council, and after speaking to the ranger I understand that the council will be taking back the responsibility of the gardens.	
F3.3	I've been a tenant since moving from London 33-34 years ago due to difficulty in housing (Guys hospital sold our residential buildings). Housing offered me a property suitable for my needs within 6/12 months and I stayed with friends in the meantime. The care and help you have given me is excellent, far better than if I had been in London. Very well done Chesterfield council. I'm disabled and live in a prefab in the area and feel safe. I have no worries regarding your excellent team of helpful, trustworthy, friendly staff. Well done	
F3.4	Everything seems fine as it is	
F3.5	I am satisfied with your work and have nothing to add.	
F3.6	Always there when you need to talk to anyone. Very happy with it all.	

F3.6	At a time like this, bad for everybody. Thank you	
F3.7	I think the housing service is doing well as it is now.	
F3.8	Not a thing, just keep up the good work you all do. Thank you very much	
F3.9	Personally I can't think of a better service. Housing service helped me go through a very difficult time in the past couple of months so I could avoid getting into emergency accommodation. I appreciate the service and staff who provided an excellent service.	
F3.10	No improvement needed.	
F3.11	Not much more, excellent.	
F3.12	It works for me. I feel I am treated well when I have to contact anyone. I am kept informed. I think it worked well during this pandemic. Thanks.	
F3.13	Nothing, they are all good people that I have been in touch with.	
F3.14	Nothing, everything is ok.	
F3.15	We don't have trouble with the service	
F3.16	All ok	
F3.17	I don't see any better they need to do. I think they work hard and make the road/houses look nice. They are very good staff and very helpful and friendly. All work hard in delivering, including the grass cutters and bin men. Thank you all.	
F3.18	I am happy with the housing service and very satisfied with my home and environment.	
F3.19	Happy with my area, not a problem.	
F3.20	We have received a brilliant service since being a tenant with Chesterfield borough council. We waited a while for the keys to our house but that was due to Covid and general restrictions out of anyone's control. It would be nice if the council upgraded our kitchen and bathroom to bring it up to a better standard, but in due course I will seek permission to the work ourselves. Thanks for being a brilliant housing service. The Evans family.	
F3.21	They are fine	
F3.22	Just carry on doing as you are doing. Thank you.	
F3.23	Not much, I love where I live.	
F3.24	They're doing ok, could do with new bottle basket for blue bin.	
F3.25	I would say that the service is very good and doesn't need any major improvement.	
F3.26	On the whole the housing service do good in their job	
F3.27	The past two years have been difficult for everyone, and I think you have done very well to still keep services going.	
F3.28	Very good, quite satisfied how I am looked after and of course my lovely bungalow.	
F3.29	I put five because I am no good at computer stuff. Don't know how to do it, sorry. But everything else lovely, my family lived here since 1966, no problems, no damp, good bones, bang on.	
F3.30	I am overall pleased with the housing services, my home however is in need of new windows and a kitchen upgrade.	

Copy of STAR Survey 2021


Survey of Tenants and Residents 2021

No:

Prize Draw

If you would like to be included in our **prize draw to win £100 of high street shopping vouchers** please fill in your contact details below. The winner will be contacted by 11th December. If you don't want to be included in the prize draw, just leave this section blank.

Name: Tel: Email:

 All information provided will be treated in accordance with the Data Protection Act 1998 and EU General Data Protection Regulation (GDPR), and will remain confidential. If you would like to read our data protection privacy notice, please visit www.chesterfield.gov.uk/privacy

About our services in general

1. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, what score would you give the following:

	1	2	3	4	5	6	7	8	9	10
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you with the overall quality of your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you that your rent provides value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About your perceptions of our services

2. On a scale of 1 - 10, where 1 is totally disagree and 10 is totally agree, what score would you give the following:

	1	2	3	4	5	6	7	8	9	10
The Housing Service provides an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service is providing the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service treats its residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust the Housing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. On a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely, how likely would you be to recommend the Housing Service to family or friend?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About repairs

4. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied are you with gas servicing arrangements?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Have you had any repairs to your home in the last 12 months?
 Yes No (Go to Q9)

6. Thinking about the last time you had repairs carried out, on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, what score would you give the following:

	1	2	3	4	5	6	7	8	9	10
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	1	2	3	4	5	6	7	8	9	10
The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied or dissatisfied are you with the overall condition of your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. **Did the contractor show proof of identity?** Yes Unsure No

8. **If you had an appointment for this repair, was it kept?** Yes Unsure No

About health and safety

9. **Thinking specifically about the building you live in, on a scale of 1 - 10, where 1 is totally disagree and 10 is totally agree, what score would you give the following:**

	1	2	3	4	5	6	7	8	9	10
The Housing Service provides a home that is safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service takes resident's health and safety concerns seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. **If you live in a block of flats, on a scale of 1 - 10, where 1 is totally disagree and 10 is totally agree, what score would you give the following.**
(If you don't live in a flat, please go to question 11)

	1	2	3	4	5	6	7	8	9	10
The Housing Service has given me information on building safety and what my responsibilities are?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service carries out regular fire safety checks on my building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service makes health and safety records available online and on display in my building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service has put appropriate fire exit signage in communal areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel the risk of fire in my building is low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About anti-social behaviour

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

Yes No (Go to Q17)

12. At the beginning, on a scale of 1-10, where 1 is very difficult and 10 is very easy, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you that the member of staff was:

	1	2	3	4	5	6	7	8	9	10
Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. On a scale of 1-10, where 1 is very poor and 10 is very good, how would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10
How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your anti-social behaviour complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way your anti-social behaviour complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. On a scale of 1-10, where 1 is very unlikely and 10 is very likely, how likely would you be to report any anti-social behaviour to the Housing Service in the future?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About your neighbourhood and estate services

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

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling / dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. In the last three years, would you say your neighbourhood has got better or worse?

- Better About the same Worse

19. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10	N/A
The overall appearance of your neighbourhood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Housing Service keeps communal areas associated with your home clean and safe?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The grounds maintenance, such as grass cutting in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleaning of internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall estate services provided by the Housing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money of estate services provided by the Housing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About contacting us and communications

20. Have you contacted the Housing Service in the last 12 months?

- Yes No (Go to Q22)

21. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10
The ease of getting hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to answer your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use? (Please tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Visit to your home by staff |
| <input type="checkbox"/> Text / SMS | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> Letter by post | <input type="checkbox"/> Open meetings |
| <input type="checkbox"/> Visit to the office | <input type="checkbox"/> Newsletter |

23. On a scale of 1-10, where 1 is very poor and 10 is very good, how good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About complaints

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

- Yes No

25. Have you made a complaint to the Housing Service in the last 12 months?

- Yes No (Go to Q28)

26. If yes, on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied were you with the following:

	1	2	3	4	5	6	7	8	9	10
How easy it was to make your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information and advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were kept informed about the progress of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support you received while your complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The speed with which your complaint was dealt with

The way your complaint was handled by the Housing Service overall

The final outcome of your complaint

27. On a scale of 1-10, where 1 is very unlikely and 10 is very likely, how likely would you be to make a complaint to the Housing Service in the future?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About advice and support

28. Thinking about your rent and income, on a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following?

	1	2	3	4	5	6	7	8	9	10	N/A
Claiming universal credit, housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. On a scale of 1 - 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied or dissatisfied are you with the advice and support you receive from the Housing Service with the following:

	1	2	3	4	5	6	7	8	9	10	N/A
Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for new tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for vulnerable tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. What could the Housing Service do better?

About you

All the following questions are optional but answering them will help us to make sure we are providing fair services that meet the needs of all our communities.

31. What is your gender?

- Male Female Prefer not to say

32. Is your gender identity the same gender you were assigned at birth?

- Yes No Prefer not to say

33. How old are you?

- 16 to 17 years 55 to 64 years
 18 to 24 years 65 to 74 years
 25 to 34 years 75 years and over
 35 to 44 years Prefer not to say
 45 to 54 years

34. The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?

- No Yes - a learning disability
 Yes - affecting mobility Yes - affecting mental health
 Yes - affecting hearing Yes - another disability
 Yes - affecting vision Prefer not to say

35. What is your ethnicity?

- White British Mixed ethnic group
 Other White background Other ethnic group
 Black or Black British Prefer not to say
 Asian or Asian British

36. Which of the following best describes your religion?

- Buddhist Jewish None
 Christian Muslim Other
 Hindu Sikh Prefer not to say

37. Which of the following best describes your sexual orientation?

- Heterosexual Lesbian Prefer not to say
 Bisexual Gay Man

Thank you for taking the time to complete this survey.
Please return it in the envelope provided by Monday 6th December 2021.