

Fairness

Versatility

Having Integrity

Being Inspirational

Hafan Cymru



Tenants Satisfaction Survey Report March 2018

Contents	Page
Summary	3
1. Survey context, aims and methodology	5
2. HouseMark Core Questions	6
3. Survey results and findings	7
A. Overall View	7
B. Key priorities	8
C. Neighbourhoods	8
D. Repairs & maintenance	9
E. Contact & communication	11
F. Perceptions of HC	14
G. Anti-social behaviour	15
H. Complaints	15
I. Advice & support	16
J. Other comments	16
4. Conclusions, observations and actions	17
Appendix One: Comparisons and benchmarking	18



Summary

Hafan Cymru carried out its latest Tenant Satisfaction Survey in December 2017 and January 2018 as part of our regular assessment of tenants' satisfaction. All tenants were invited to participate in a postal survey and this included the tenants of properties which Hafan Cymru own but do not manage ourselves. We would like to take this opportunity to thank all those tenants who took the time to participate in our survey – your views and opinions are essential to enable us to continually improve our services for you.

As Hafan Cymru has very little general needs stock (6 units out of 97) we do not operate in the same way as most other housing associations. The vast majority of our stock is tenanted by service users who we are supporting through contracts to deliver specific and targeted housing – related support (e.g. domestic abuse, homelessness). This also means that these service users will only be the tenants of our properties for a maximum of 2 years, with the current average length of tenure being around 15 months.

The results show that the majority of tenants believe that Hafan Cymru is providing a very good housing service with results comparable to other housing associations (see Appendix One).

Overall view of Hafan Cymru as a landlord - Most tenants are either very or fairly satisfied with most aspects of Hafan Cymru as their landlord.

'The overall quality of your home' has a combined proportion of over 90% of responses of very or fairly satisfied. *'The service provided by Hafan Cymru'*, *'your rent provides value for money'* and *'your service charge provides value for money'* all have combined proportions of 79% each of responses of very or fairly satisfied. *'Hafan Cymru listens to your views and acts upon them'* and *'Hafan Cymru gives you the opportunity to make your views known'* both have combined proportions of 72% of responses of very or fairly satisfied.

The areas of least satisfaction overall are *'The way Hafan Cymru deals with repairs and maintenance'* (58% very or fairly satisfied, 29% fairly dissatisfied) and *'How Hafan Cymru handles complaints overall'* (66% very or fairly satisfied, 25% very dissatisfied). Additionally some *'Perceptions of Hafan Cymru as your landlord'* showed a fairly large amount of dissatisfaction i.e. *'I trust Hafan Cymru'* (69% agreed or agreed strongly, 23% disagreed strongly), *'Hafan Cymru provides an effective and efficient service'* (72% agreed or agreed strongly, 21% disagreed strongly) and *'Hafan Cymru treats its tenants fairly'* (71% agreed or agreed strongly, 21% disagreed strongly)

Key priorities - Tenants' key priorities are Hafan Cymru listening to tenants' views and acting upon them, keeping tenants informed and repairs and maintenance.

64% of respondents chose *listening to tenants' views* as a priority, 57% *keeping tenants informed* and 59% chose *repairs and maintenance*. *Support and advice on benefits* and the *overall quality of your home* were chosen by more than 35% of respondents as a priority for them.

Neighbourhoods –Nearly all tenants who took part in the survey (93%) identified either a major or a minor problem in their neighbourhood. The key areas of concern, (combined major and minor problems), are:- noisy neighbours 64%, rubbish or litter 57%, disruptive children / teenagers 28%, drug use or dealing 28% , problems with pets and animals and car parking 21%.

Repairs & maintenance – Just under two thirds of respondents had had repairs to their homes in the past 12 months. Of these, two thirds were satisfied with *'the repair being done right first time'*, *'the contractors doing the job you expected'* and *'the repairs service you received on this occasion'* as those responses were either very or fairly good.

The highest proportion of dissatisfaction (combining poor or very poor) with repairs and maintenance were *'being told when workers would call'*, *'work was completed on time'* and *'the job being done right first time'* with all at 22% dissatisfaction levels. In addition 33% of contractors did not show proof of identity which, for our client group, is concerning.

Contact and communications – 79% of those participating in the survey were very or fairly satisfied with how Hafan Cymru deals with their enquiries generally.

86% are not dissatisfied *'with the clarity of information you receive from Hafan Cymru about setting your rent and service charges'*. No one was dissatisfied with the *'arrangements Hafan Cymru has in place for you to communicate in Welsh'*.

Most respondents (86%) use the Internet either at home or outside the home.

Perceptions of Hafan Cymru as the landlord 85% of respondents agree that Hafan Cymru has friendly and approachable staff while 77% agree that Hafan Cymru publishes fair and balanced information and is open about what it does.

The majority of respondents are proud of their home and of their neighbourhood.

Anti-social behaviour – 73% of respondents feel very or fairly satisfied with the way that Hafan Cymru deals with anti-social behaviour issues.

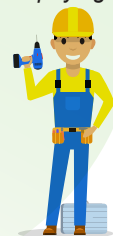
36% of participants in the survey (5) had actually reported anti-social behaviour in the last 12 months, and of those, 3 out of 5 felt very or fairly satisfied with the advice and support provided by staff.

Complaints – A very small proportion of respondents (6) had actually made a formal complaint in the last 12 months, and of these half felt satisfied and one third felt dissatisfied with the way Hafan Cymru dealt with their complaint overall.

Advice and support – 72% of respondents believe that Hafan Cymru *'provide information and advice in a timely manner which is helpful and easy to understand'*.

43% of respondents had moved into their home in the last 12 months and 83% felt very or fairly satisfied with the condition of the property when they moved in, while no-one felt dissatisfied. 83% felt very or fairly satisfied with *'the explanation of the rights you have as a tenant of Hafan Cymru'* with 17% dissatisfied.

Just under a third of respondents (29%) had *'sought help and advice from Hafan Cymru because you have faced financial difficulties which have meant you had problems paying your rent'*. Of these, 75% feel satisfied with the help they received.



1. Introduction

The 2017-18 Hafan Cymru Tenant Satisfaction Survey was conducted to collect data on the satisfaction levels, opinions and attitudes which Hafan Cymru's tenants have about us as their landlord. The questionnaire was designed and administered in-house using Housemark's STAR questions for resident satisfaction surveys.

1.1 HouseMark STAR

In 2011 HouseMark launched STAR, a set of questions designed to measure resident and tenant satisfaction in the housing sector. The Welsh Government set out the expectations and standards under which all housing associations in Wales must abide in the Regulatory Framework for Housing Associations Registered in Wales (2011). *'The ultimate purpose of the Regulatory Framework is to ensure that housing associations provide good quality homes and services to tenants and others who use their services'* (p1 Regulatory Framework for Housing Associations Registered in Wales).

The 3 main principles behind the Regulatory Framework are:

1. Tenants are at its heart - The goal of the Framework is that *'tenants and their families have decent, affordable, homes and receive high quality services'*.
2. Housing associations *'are required to take full responsibility for their actions and the way they operate'*.
3. The Framework *'is based on close working relationships between the Welsh Ministers, housing associations, their tenants and service users, and their key partners'*.

This Satisfaction Survey is one method that Hafan Cymru use to engage with our tenants, and by using the STAR questions, enables us to benchmark and compare our services with those of other housing associations locally, regionally and nationally.

1.2 Aims of the survey

The main aims and objectives of this survey were:

1. To measure tenants' satisfaction levels with the services we provide as their landlord
2. To identify areas for improvement in order for Hafan Cymru to continuously improve services for our tenants
3. To assist Hafan Cymru with evidence for self-assessment as part of the Regulatory Framework for Housing Associations in Wales.

1.3 Survey methodology

As Hafan Cymru has a relatively small number of tenants in comparison to other housing associations in Wales a census approach was used (i.e. all tenants were invited to participate). A postal survey was provided to 90 currently tenanted properties.

The questionnaire was sent out with a covering letter advising that alternatively tenants could opt to complete a secure online version of the survey or complete it over phone if they preferred, and with a reply-paid envelope included. The survey took place over a 6 week period in December 2017 and January 2018.

The questionnaires were coded with a reference denoting the actual address and identity of the respondent which was known and recorded only by the Quality team, and responses were returned to this team. The quality team entered and recorded the data and collated, analysed and benchmarked the data.

Incentives were used in an effort to persuade tenants to respond (as it was coming up to Christmas). 6 questionnaires were drawn at random from those returned and they each won £50 cash.

1.4 Questionnaire design

The survey consisted of 26 STAR questions (version 3.0 July 2015) on 8 pages, and was issued in a booklet form that was comprised of both Welsh and English versions.

1.5 Response rates and statistical validity

14 surveys were returned which equals a response rate of 16%. All responses were in written form and in English.

Owing to the small number of tenants that Hafan Cymru has and to the low response rate it is not possible to be 100% statistically certain that the responses received are indicative of all tenants' opinions.

Generally all data from the responses received is expressed in percentages, but for some questions tenants were asked to make more than one response and in these cases the data will not add up to 100.

The survey did not have any options for tenants to answer 'don't know' or 'no opinion', but where N/A was chosen or the respondent left an answer blank, satisfaction levels are calculated using only those responses that actually answered the question.

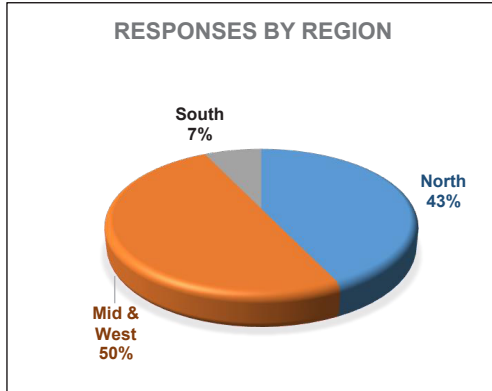
2. HouseMark Core questions

The table below shows the relevant combined positive scores for each HouseMark core question. All data and associated comments related to these questions are explored further in Section 3.

Combined positive score i.e. percentage of tenants 'very or 'fairly' satisfied		
Core Question		% of respondents
Cor1	<i>Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?</i>	79
Cor2	<i>How satisfied or dissatisfied are you with the overall quality of your home?</i>	93
Cor3	<i>How satisfied or dissatisfied are you with your neighbourhood as a place to live?</i>	79
Cor4	<i>How satisfied or dissatisfied are you that your rent provides value for money?</i>	79
Cor5	<i>How satisfied or dissatisfied are you that your service charge provides value for money?</i>	79
Cor6	<i>Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?</i>	58
Cor7	<i>How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?</i>	72

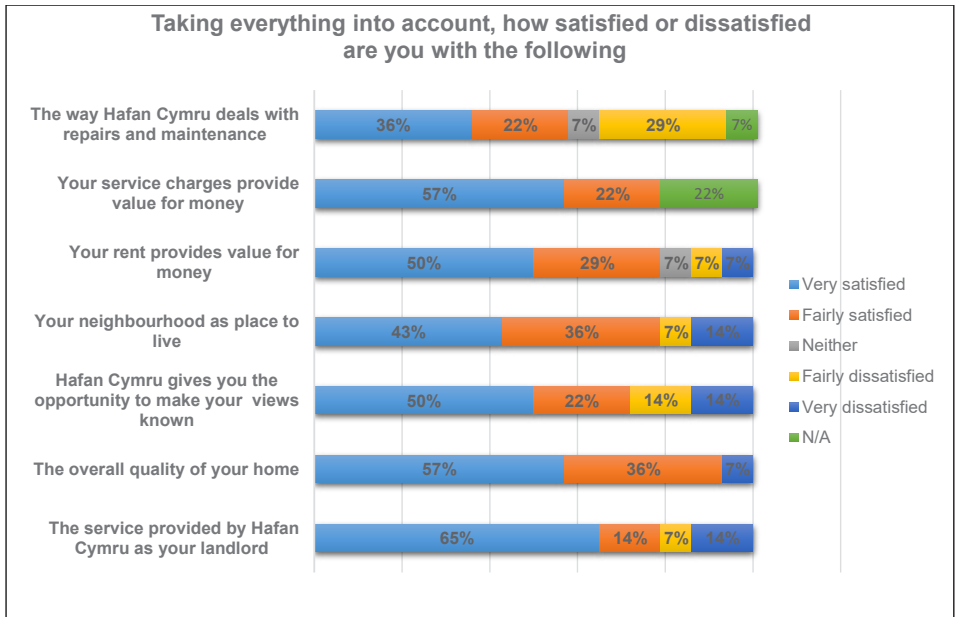
3. Survey results and findings

The responses and any additional comments from the tenants who participated in the survey are detailed below. The breakdown of responses is as following:



A. Overall view

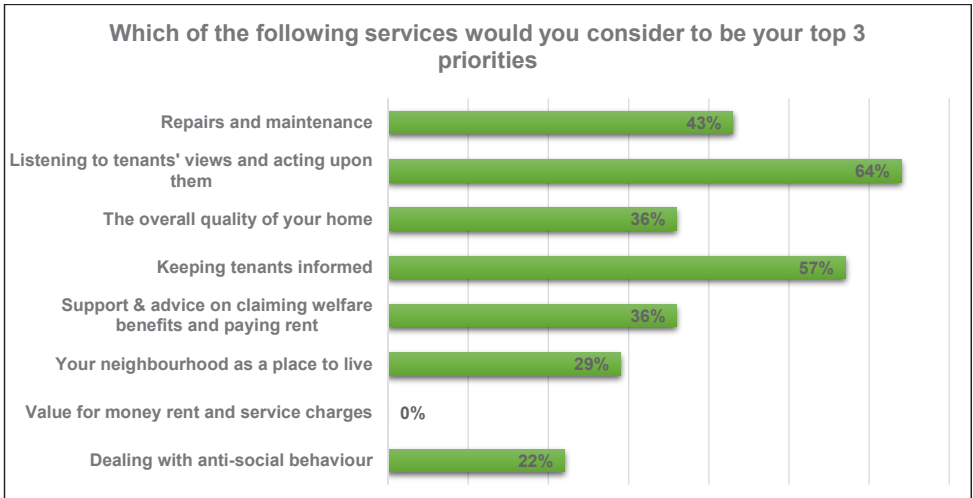
The survey provided tenants with a list of statements about Hafan Cymru and asked them to state their level of satisfaction for each statement. All respondents answered these questions.



The majority of the respondents are either very or fairly satisfied with Hafan Cymru as their landlord and their home overall. The key areas of dissatisfaction are around repairs and maintenance (29%), tenants' views of their neighbourhood (14%) and Hafan Cymru giving tenants the opportunity to make their views known (14%).

B. Key priorities

Tenants were asked to indicate their top 3 priorities from a pre-defined list. All respondents answered this question.



Listening to and acting upon tenants' views was the most important service priority to tenants with 64% choosing this as one of their top three priorities. The overall quality of their home, keeping tenants informed (57%) and repairs and maintenance (43%) were also consistently chosen as key priority areas.

C. Neighbourhoods

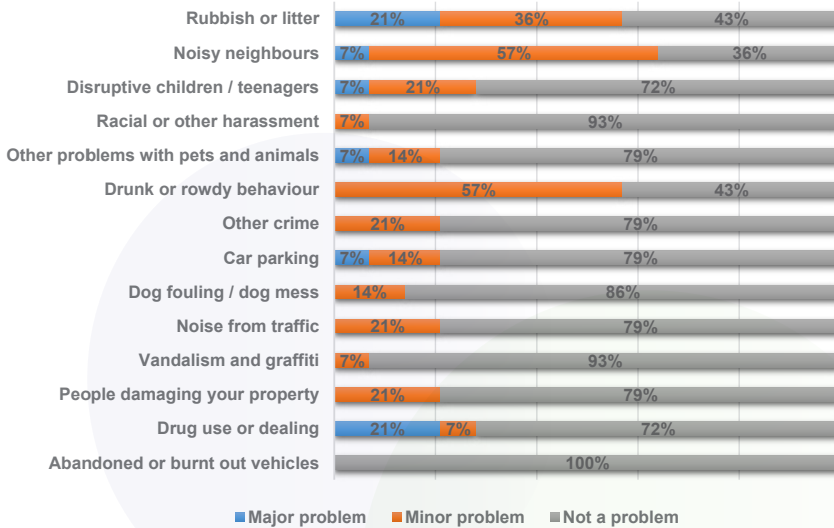
Tenants were asked to rate a pre-defined list of typical issues as major, minor or no problem in relation to their neighbourhood. All respondents answered this question.

Noisy neighbours is the issue that most tenants (64%) rated as either a major or a minor problem. Whilst rubbish and litter, and drug use or dealing had most respondents who felt this issue was a major problem for them (21%). Drunk or rowdy behaviour also featured as an area of significant dissatisfaction with 57% of respondents reporting this as a minor problem.

Clearly Hafan Cymru needs to investigate these issues at a local level, in partnership with tenants and other stakeholders and partners in order to alleviate these concerns and to work together to try to find acceptable solutions to these problems.

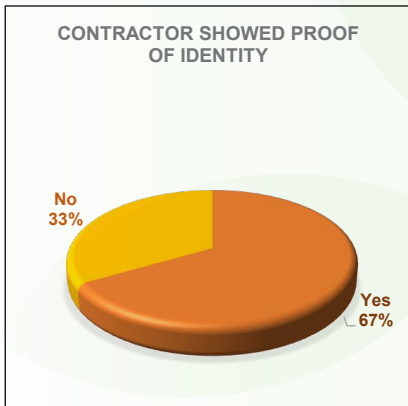


To what extent are the following a major problem, a minor problem or no problem at all in your neighbourhood?



D. Repairs and maintenance

Tenants were asked if they had had repairs completed in their homes in the last 12 months, and if they had then they were asked a series of questions relating to those repairs. Nearly two thirds (64%) of respondents indicated they have had a repair to their home during the previous 12 months.



Around two thirds of respondents were shown proof of identity by the contractor but this highlights a clear issue around safety and security for our tenants that Hafan Cymru will take up with our repairs and maintenance contractors as a matter of priority.

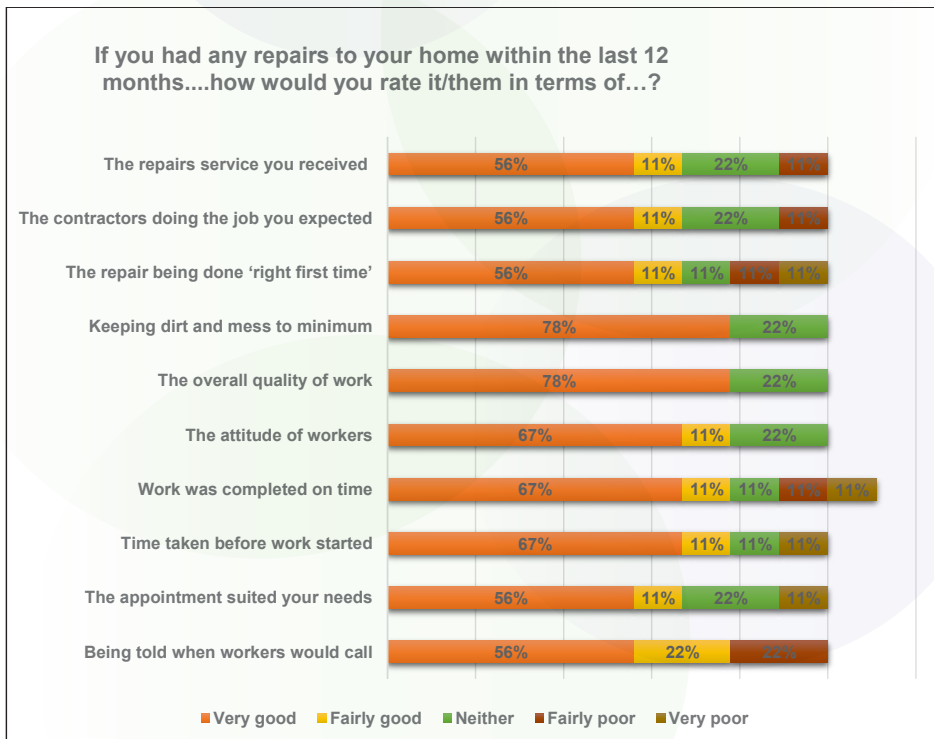
The majority of tenants are either very or fairly satisfied with all aspects of Hafan Cymru's repairs and maintenance service.

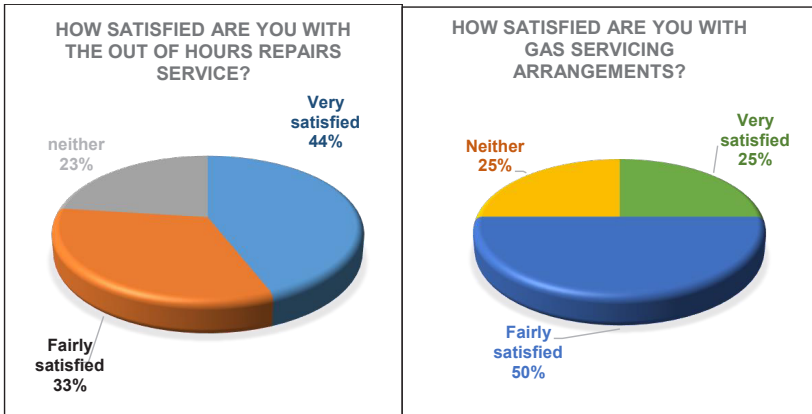
There were no responses indicating dissatisfactory experiences with *the overall quality of the work, keeping dirt and mess to a minimum and the attitude of workers*.

Key areas of dissatisfaction are *work was completed on time, the repair being done right first time and being told when workers would call* which all have combined proportions of 22% for very or fairly poor each.

Just under two thirds (64%) of respondents had used the out of hours repairs service and 77% of them were either very or fairly satisfied with the arrangements, with 23% being undecided if they were satisfied or dissatisfied.

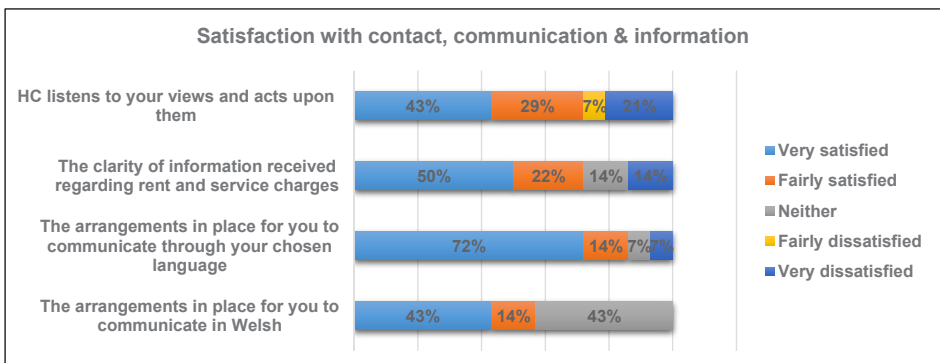
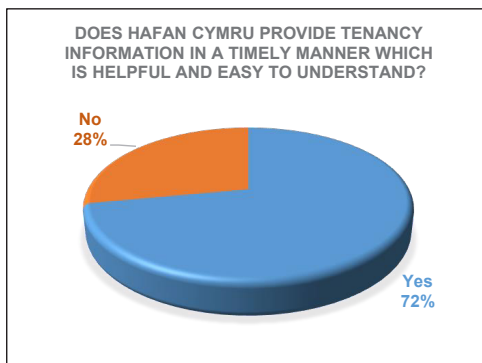
Just over half (57%) of respondents have gas appliances in their homes, and 75% of them were either very or fairly satisfied with the arrangements, with 25% being undecided if they were satisfied or dissatisfied.





E. Contact and communication

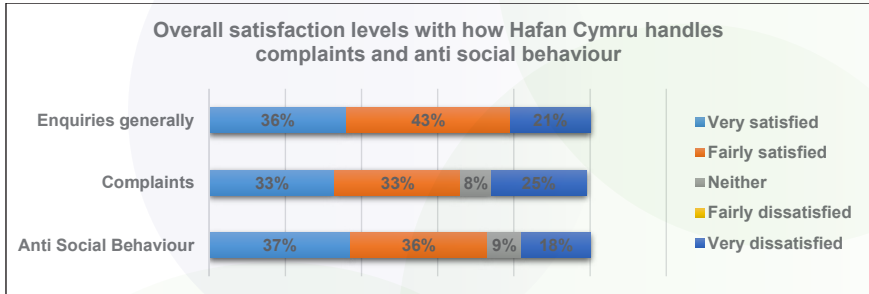
Tenants were asked a series of questions relating to the contact they've had with Hafan Cymru. All respondents answered these questions.



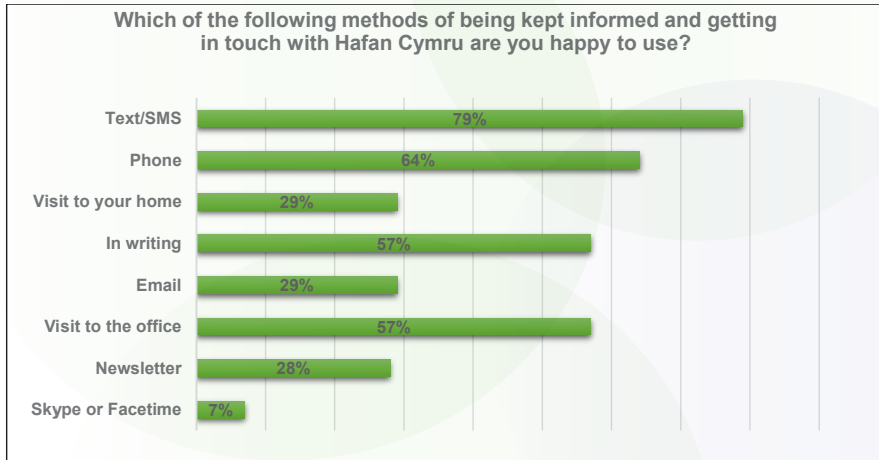
More than three quarters of respondents (86%) are very or fairly satisfied with their language arrangements, and more than 70% are satisfied with the clarity of information they receive regarding rent and service charges.

The key area of dissatisfaction regarding contact and communication is Hafan Cymru listening to tenants' views and acting upon them.

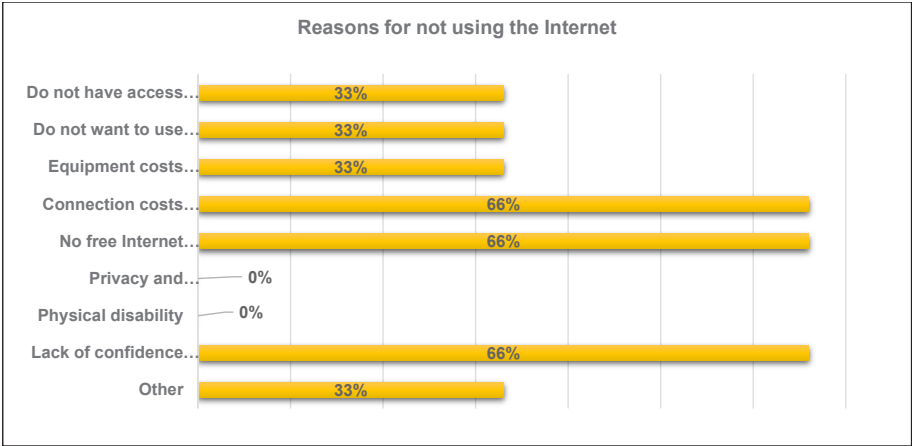
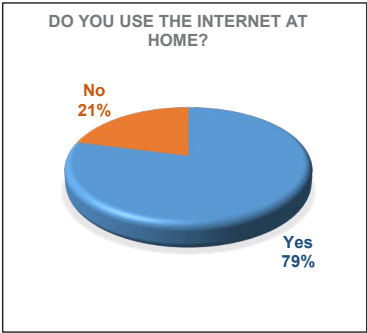
Overall, respondents were very or fairly satisfied with how Hafan Cymru handles enquires, complaints and anti-social behaviour, with 79% of responses indicating satisfaction with how enquiries are handled generally, and more than 70% satisfaction rates with how complaints and anti-social behaviour are handled.



Tenants were asked to identify which methods of communication with Hafan Cymru they would prefer to use and all respondents answered this question.



The more traditional method of communication (*visit to your home*) ranked below *Text/SMS* and *Phone* for preference. The method of a newsletter was not particularly favoured either at 28%, and email was ranked at a similar level so a combination of the two – an enewsletter – is an area to be developed. Text/SMS was the most popular option (79%) with Skype/Facetime being the least popular at 7%.

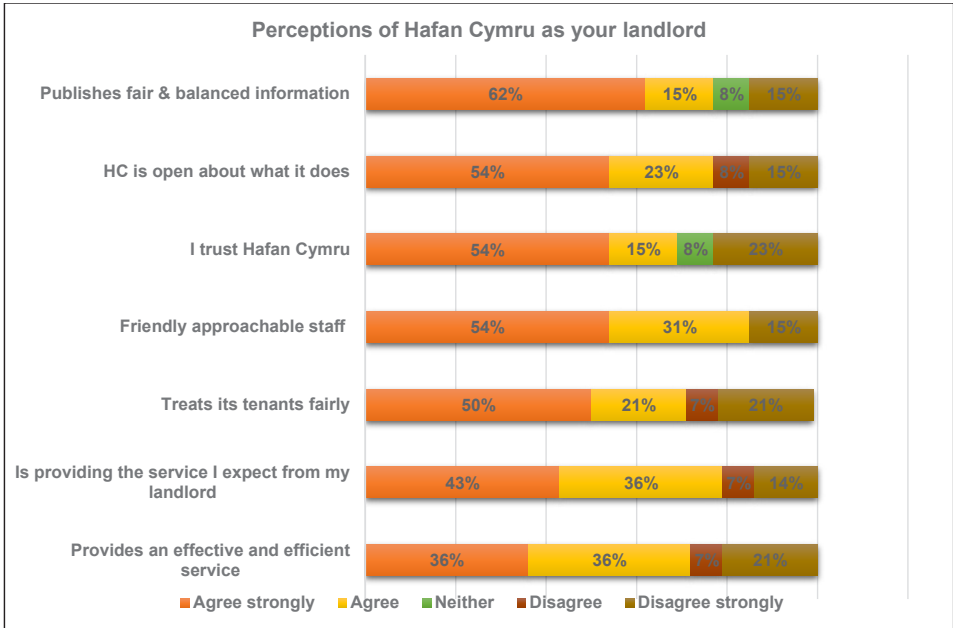


The majority of respondents use the Internet, either at home or outside of the home. Cost (either no free Internet access or connection costs too high) would appear to be significant reasons why tenants are not using the Internet.



F. Perceptions of Hafan Cymru as your landlord

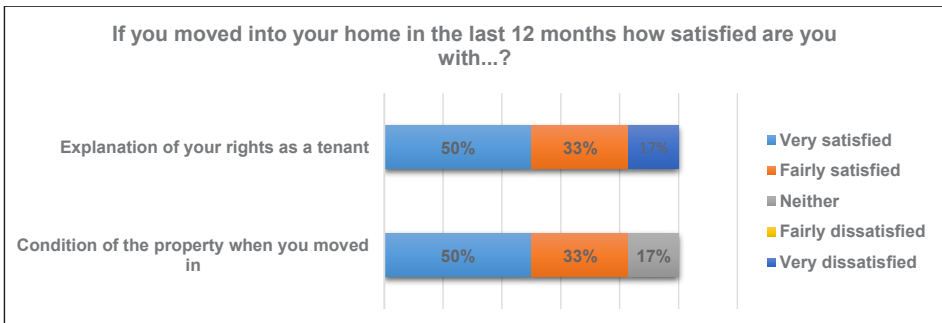
Tenants were asked several questions to indicate their perceptions of Hafan Cymru as their landlord.

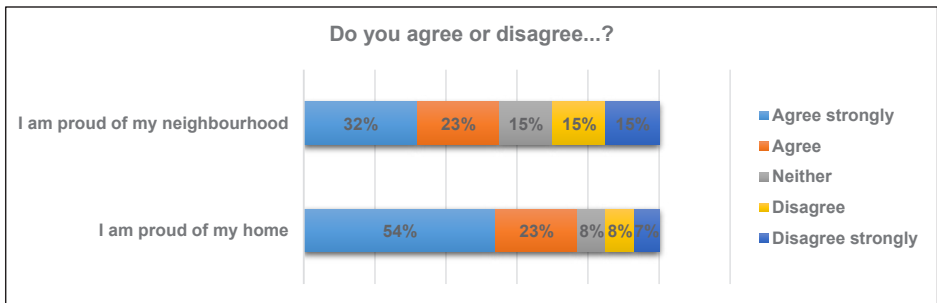


Hafan Cymru is generally positively perceived as the landlord with the majority of respondents feeling satisfied with the service.

Key areas of dissatisfaction are the perception by 21% of respondents that Hafan Cymru does not treat its tenants fairly and by 23% that they do not trust Hafan Cymru.

Of the respondents who have moved into their home in the last 12 months, there are significant satisfaction levels with the condition of the property when the tenant moved in (83%) and with the explanation of their rights as a tenant (83%).





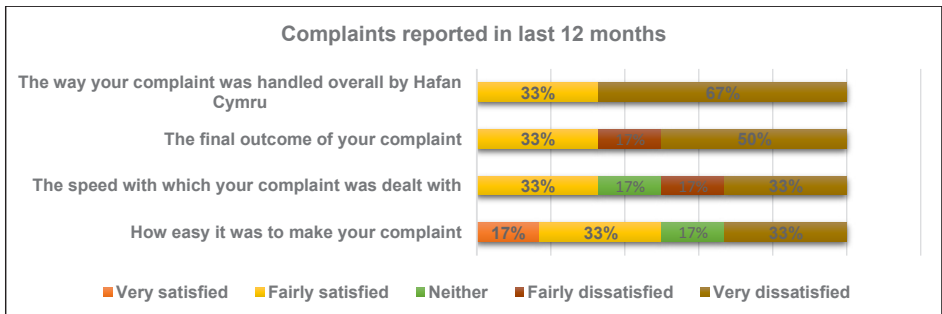
G. Anti-social behaviour

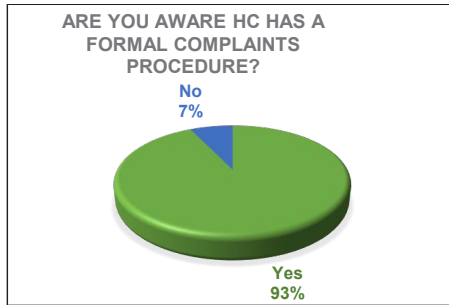
Tenants were asked if they had reported anti-social behaviour to Hafan Cymru in the last 12 months, 5 respondents had. The majority are satisfied with how their report was dealt with, the advice provided by staff and the final outcome of their complaint. However the majority of respondents were dissatisfied with the speed with which their case was dealt with and the support provided by staff.



H. Complaints

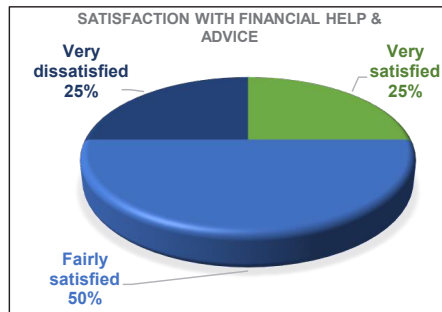
Tenants were asked if they had made a complaint to Hafan Cymru in the last 12 months, 6 respondents had. However the majority were not satisfied with how their complaint was dealt with.





I. Advice and support

Tenants were asked if they had sought help and advice from Hafan Cymru because they had faced financial difficulties which meant they had a problem paying their rent. A very small number of respondents had sought help and advice – 4 and 3 of these were satisfied with the service they received.



J. Other comments

Tenants were invited to clarify their responses to some questions and to add any further comments they wished at the end of the questionnaire.

Negative categories

- I use other services to help me with many issues and never had a problem working with any of them except Hafan Cymru. They tell lies, talk to the neighbours about me and have asked the neighbours to watch me to make sure I'm sleeping in the house. They tell me one thing and my advocate and other agencies something totally different and they have offended my family.
- Not very good at keeping the same rules to all tenants as in men/boyfriends living or staying with them more than 3 nights a week as I am not allowed my disabled Mum for 6 weeks.
- I'm fed up of noise, drugs being used on the premises and also the rubbish which recently been appalling
- I love my home but I have grave concerns as there are illegal drugs being used on the site. I believe not enough is done about it. I believe there needs to be strict rules around this and there are children on site. Sometimes the smell has been horrendous not happy about the rubbish - could attract rats (and it also makes the complex look like the back of beyond!!! I believe the staff are good but the tenants don't listen to advice or concerns. I strongly believe there needs to be a permanent staff and someone available all the time.

- I have waited 19 months for my boiler to get sorted properly & got given little heaters
- Had no hot water or heating properly since I moved into the property in May 2016. It's got worse over the months which has now left me with no hot water. To get hot water you have to leave the shower or tap running for at least 1 hour, and got no heating now. As a result of this I'm now having to put more electric on where £20 would last me about 3 weeks where as now it's lasting me 1 week.
- Some problems with dogs
- Rowdy neighbours. Bad reputation
- I wasn't given an out of hours number
- I waited over 2 months for a worker to come put up a curtain pole. I was promised a phone call, nobody called. Nobody ever showed up, I had to do it myself. My support worker kept promising me someone would call.
- I am very upset with the 'support charter' and the type of support I was promised and what I actually received.
- It's an ok place to live but it's hard to feel safe when I keep getting asked to move on, but I'm disabled and have no other place to live. I got told I had 2 years here, but I was being asked to move in the first 3 months.
- I tried reporting something - nobody cared and nobody did anything.
- I'm happy to have a place to live, compared to other properties in the area, it was in ok condition when I moved in. There is a lot of unrepaired damage from other tenants, some of it I had to replace myself, as they removed all of the fittings not nailed down. As a landlord Hafan Cymru are fine, but they claim not just to be a landlord and that's where my problems begin, is with the 'support' services.

Positive categories

- Hafan Cymru have helped me through so much it's a brilliant service :) My support worker is amazing
- Hafan Cymru have helped me to sort my life back out, get my confidence back. I got a job now I just need a house from the council to carry on with my life. My worker is also lovely and very understanding
- I am very pleased with Sam the new support worker and I am hopeful that she continues to be as supportive as she has in the first few weeks. I trust her and thank her for her time and support
- Very good always there to help
- I am very happy with my home and the support I have received from my support worker. She has helped me so much and I will always be extremely thankful for the amazing support and time (she) has given me. And the new management ...are very helpful and professional, excellent support service. I would like to say a big thank you to everybody in Hafan Cymru that has supported and helped me. I will always be very thankful.
- Hafan Cymru is very good at what they do. They're very friendly and helpful

4. Conclusions, observations and actions

Overall, those tenants who participated in this satisfaction survey are clearly satisfied with most if not all aspects of the services Hafan Cymru provides as their landlord.

Fairness

Versatility

Having Integrity

Being Inspirational

There are specific areas for further investigation and action and Hafan Cymru will ensure that these are captured in the Quality Action Plan and will therefore be actioned, monitored and reviewed regularly.

The key areas for consideration are:

- To ensure that tenants' key areas of concern are investigated and become part of Hafan Cymru's improvement strategy where applicable / appropriate
- To ensure that the quality of Hafan Cymru's services is continually improving in order to maintain and / or increase the satisfaction levels relating to tenants' key priorities.
- To address the issues around safety and security for tenants, particularly with regard to contractors showing proof of identity and arranging appointments in advance.
- Finding better and innovative ways to communicate with tenants and ensuring that they are able to have their views listened to and acted upon in a timely way.
- Ensuring a fair and equitable, highest quality of service for all tenants.

Hafan Cymru will further explore the above through consultation with staff, tenants and other partners and will keep all parties informed of changes and progress regularly through the Hafan Cymru website.



APPENDIX ONE – Comparisons and benchmarking

Comparison by HouseMark Star question	HC Tenant Satisfaction Survey 2017-18 (16% response rate)		HC Tenant Satisfaction Survey 2015 (23% response rate)		Community Housing Cymru Sector Wide Survey 2014 (15% response rate)	
	Satisfied, good or agree	Dissatisfied, poor or disagree	Satisfied, good or agree	Dissatisfied, poor or disagree	Satisfied, good or agree	Dissatisfied, poor or disagree
STAR question						
Cor1 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?	79%	21%	91%	4%	84%	10%
Cor2 - How satisfied or dissatisfied are you with the overall quality of your home?	93%	7%	87%	8%	83%	11%
Cor3 - How satisfied or dissatisfied are you with your neighbourhood as a place to live?	79%	21%	77%	14%	84%	9%
Co 4 - How satisfied or dissatisfied are you that your rent provides value for money?	79%	14%	95%	0	81%	10%
Cor5 - How satisfied or dissatisfied are you that your service charge provides value for money?	79%	0	87%	4%	n/a	n/a
Cor6 - Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?	58%	29%	86%	4%	77%	16%
Cor7 - How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?	72%	28%	64%	18%	69%	17%
Lan1 - How satisfied or dissatisfied are you with the arrangements your Landlord has in place for you to communicate through your chosen language?	86%	7%	77%	0	90%	1%

Lan2 - How satisfied or dissatisfied are you with arrangements Hafan Cymru has in place for you to communicate in Welsh?	57%	0	46%	0	n/a	n/a
Gen6 - How satisfied or dissatisfied are you with the way [your social housing provider] deals with the following..?						
Gen6a - Anti-social behaviour	73%	18%	75%	6%	n/a	n/a
Gen6b - Complaints	66%	25%	76%	6%	n/a	n/a
Gen6c - Your enquiries generally	79%	21%	91%	9%	n/a	n/a
Gen9 - How satisfied or dissatisfied are you with gas servicing arrangements?	75%	0	92%	0%	n/a	n/a
Per1 - To what extent do you agree or disagree with the following?						
Per1a - [Your social housing provider] provides an effective and efficient service	72%	28%	91%	4%	n/a	n/a
Per1b - [Your social housing provider] is providing the service I expect from my landlord	79%	21%	87%	4%	80%	10%
Per1c - [Your social housing provider] treats its residents fairly	71%	28%	82%	13%	79%	10%
Per1e - [Your social housing provider] has friendly and approachable staff	85%	15%	87%	13%	87%	5%
Per1f - I trust [your social housing provider]	69%	23%	86%	4%	78%	8%
Rep2 - Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?						
Rep2a - Being told when workers would call	78%	22%	75%	19%	80%	13%
Rep2b - Being able to make an appointment that suited your needs	67%	11%	69%	12%	84%	10%

Rep2c - Time taken before work started	78%	11%	69%	12%	75%	18%
Rep2d - The speed of completion of the work - work was completed on time	78%	22%	88%	0	79%	13%
Rep2e - The attitude of workers	78%	0	88%	0	91%	4%
Rep2f - The overall quality of work	78%	0	94%	0	84%	10%
Rep2g - Keeping dirt and mess to minimum	78%	0	94%	0	88%	6%
Rep2h - The repair being done 'right first time'	67%	22%	100%	0	75%	19%
Rep2i - The contractors doing the job you expected	67%	11%	100%	0	81%	12%
Rep2j - The repairs service you received on this occasion	67%	11%	100%	0	81%	11%
Rep3 - Did the contractor show proof of identity?	67%	33%	31% Yes	69% No	n/a	n/a
Rep4 - If you had an appointment for this repair, was it kept?	89% Yes	11% No appt	75% Yes	25% No appt	79% Yes	11% No appt
Wal1 - How satisfied or dissatisfied are you that [your social housing provider] gives you the opportunity to make your views known?	72%	28%	72%	14%	78%	8
Wal6a - [Your social housing provider] is open about what it does	77%	23%	82%	0	76%	9
Wal6b - [Your social housing provider] publishes fair and balanced information about its activities	77%	15%	82%	4%	83%	6
Wal6c - I am proud of my home	77%	15%	87%	8%	85%	7
Wal6d - I am proud of my neighbourhood	55%	30%	87%	13%	n/a	n/a
Wal3 - Does [your social housing provider] provide information and advice in a timely manner which is helpful and easy to understand?	72%	28%	96% Yes	4% No	88% Yes	12% No

Wal8 - If you moved into your home in the last 12 months, how satisfied or dissatisfied were you with the following?						
Wal8a - The condition of the property when you moved in	83%	0	81%	19%	75%	18%
Wal8b - The explanation of the rights you have as a tenant of [your social housing provider]	83%	17%	81%	6%	85%	6%
Wal9a - Have you sought help and advice from [your social housing provider] because you have faced financial difficulties which have meant you had problems paying your rent?	75% Yes		36% Yes		21% Yes	
Wal9b - If yes, how satisfied or dissatisfied are you with the help and advice provided?	75%	25%	76%	0	82%	12%
Wal12 - How satisfied or dissatisfied are you with the clarity of information you receive from [your social housing provider] about setting your rent and service charges?	72%	14%	82%	4%	86%	5%
Asb1 - Have you reported anti-social behaviour to [your social housing provider] in the last 12 months?	36% Yes		18% Yes		14 % Yes	
Asb5a - The advice provided by staff	60%	40%	75%	25%	57%	27%
Asb5b - How well you were kept up to date with what was happening throughout your anti-social behaviour case	60%	40%	75%	25%	43%	37%
Asb5c - How well [your social housing provider] kept to the agreed action plan	60%	40%	75%	25%	43%	32%
Asb5d - The support provided by staff	40%	60%	75%	25%	47%	33%

Asb5e - The speed with which your anti-social behaviour case was dealt with overall	40%	60%	50%	25%	41%	38%
Asb6 - Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour complaint?	60%	40%	50%	25%	39%	40%
Asb7 - Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with?	60%	40%	50%	25%	42%	38%
Com1 - Are you aware of that [your social housing provider] has a formal complaints procedure?	93% Yes	7% No	73% Yes	27% No	65% Yes	35% No
Com3a - How easy it was to make your complaint	40%	33%	66%	33%	n/a	n/a
Com3e - The speed with which your complaint was dealt with	33%	50%	66%	33%	46%	unknown
Com4 - Overall, how satisfied or dissatisfied are you with the way your complaint was handled by [your social housing provider]?	33%	67%	66%	33%	46%	39%
Com5 - Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?	33%	67%	66%	33%	38%	46%
Cac5 - Which of the following methods of being kept informed and getting in touch with [your social housing provider] are you happy to use?						
Email	29%		46%		23%	
Telephone	64%		82%		59%	
Text / SMS	79%		96%		17%	
In writing	57%		59%		52%	
Visit to the office	57%		36%		19%	

Visit to your home by staff	29%		82%		28%	
Newsletter	28%		36%		41%	
Other (*Skype / Facetime)	7%		5%		2%	
Cac4a - Do you use the internet?	79% Yes	21% No	68% Yes	32% No	57% Yes	43% No
Cac4b - Why do you not use the internet?						
Do not have access to the internet	33%		40%		28%	
Do not want to use the internet	33%		0		28%	
Equipment costs too high	33%		0%		7%	
Connection costs (e.g. broadband) too high	66%		7%		6%	
No free internet access near me	66%		27%		1%	
Privacy and security concerns	0		7%		3%	
Physical disability	0		0		4%	
Lack of confidence / skills	66%		0		18%	
Other	33%		19%		4%	
Nei1 - To what extent are any of the following a problem in your neighbourhood?	Major prob	Minor prob	Major prob	Minor prob	Major prob	Minor prob
Nei1a - Car parking	7%	14%	5%	18%	32%	24%
Nei1b - Rubbish or litter	21%	36%	23%	36%	26%	33%
Ne 1c - Noisy neighbours	7%	57%	14%	18%	18%	25%
Nei1d - Dog fouling / dog mess	14%	0	4%	14%	26%	27%
Nei1e - Other problems with pets and animals	7%	14%	9%	14%	12%	19%
Nei1f - Disruptive children / teenagers	7%	14%	14%	9%	13%	23%
Nei1g - Racial or other harassment	7%	0	14%	4%	4%	8%

Nei1h - Drunk or rowdy behaviour	0	57%	9%	9%	12%	21%
Nei1i - Vandalism and graffiti	0	7%	0%	9%	5%	15%
Nei1j - People damaging your property	0	21%	0%	4%	6%	10%
Nei1k - Drug use or dealing	21%	7%	0%	0%	16%	16%
Nei1l - Abandoned or burnt out vehicles	0	0	0%	0%	1%	4%
Nei1m - Other crime	0	21%	9%	5%	5%	16%
Nei1n - Noise from traffic	0	21%	0%	9%	12%	22%
Ser1 - Which of the following services would you consider to be priorities..?						
Ser1a - Keeping residents informed	57%		41%		39%	
Ser1b - The overall quality of your home	36%		50%		53%	
Ser1c - Listening to residents' views and acting upon them	64%		55%		30%	
Ser1d - Repairs and maintenance	43%		59%		33%	
Ser1e - Dealing with anti-social behaviour	22%		14%		33%	
Ser1f - Your neighbourhood as a place to live	29%		27%		28%	
Ser1g - Value for money for your rent (and service charges)	0		23%		30%	
Ser1h - Support and advice on claiming welfare benefits and paying rent	36%		32%		22%	

Fairness

Versatility

Having Integrity

Being Inspirational