

Tenants' Satisfaction Survey 2009

The figures in brackets throughout are the figures from the 2008 survey.

PRESENT HOUSING CIRCUMSTANCES

Overall, how satisfied or dissatisfied are you with your home?

Satisfied 79.62% (77.54%)

Neither satisfied nor dissatisfied 15.24% (16.47%)

Dissatisfied 5.14% (5.98%)

CONTACT WITH THE COUNCIL

How satisfied are you when you visit our offices?

Ease of making an appointment

Satisfied 77.08% (74.51%)

Neither satisfied nor dissatisfied 20.28% (23.06%)

Dissatisfied 2.64% (2.43%)

Convenience of office opening hours

Satisfied 76.83% (75.32%)

Neither satisfied nor dissatisfied 20.84% (21.99%)

Dissatisfied 2.33 (2.7%)

Waiting time in office

Satisfied 68.89% (66.62%)

Neither satisfied nor dissatisfied 26.87% (28.55%)

Dissatisfied 4.23% (4.83%)

How satisfied are you when you write to the Housing department?

Promptness of reply

Satisfied 60.55% (61.39%)

Neither satisfied nor dissatisfied 30.80% (30.97%)

Dissatisfied 8.65% (7.64%)

Quality and clarity of advice given

Satisfied 57.95% (58.33%)

Neither satisfied nor dissatisfied 34.50% (34.86%)

Dissatisfied 7.56% (6.80%)

SERVICES TO TENANTS

Please tell us if you have used any of the services below, and whether you were satisfied with the service

Housing repairs

Satisfied 78.81% (75.49%)

Neither satisfied nor dissatisfied 11.47% (12.42%)

Dissatisfied 9.72% (12.09%)

Improving and modernising tenants' homes

Satisfied 57.82% (50.58%)

Neither satisfied nor dissatisfied 23.3% (25.68%)

Dissatisfied 18.88% (23.74%)

Dealing with Choice Based Letting enquiries

Satisfied 61.36%

Neither satisfied nor dissatisfied 28.14%

Dissatisfied 10.51%

Providing advice for tenants who experience difficulties paying their rent

Satisfied 54.97% (51.49%)

Neither satisfied nor dissatisfied 39.77% (42.08%)

Dissatisfied 5.26% (6.44%)

Providing convenient ways for tenants to pay their rent

Satisfied 76.86% (73.2%)

Neither satisfied nor dissatisfied 20.31% (24.4%)

Dissatisfied 2.84% (2.4%)

Consulting tenants on housing proposals for their areas/neighbourhoods

Satisfied 44.24% (48.8%)

Neither satisfied nor dissatisfied 43.55% (39.93%)

Dissatisfied 12.21% (11.28%)

Helping to resolve neighbour disputes

Satisfied 49.62%(49.02%)

Neither satisfied nor dissatisfied 30.38% (29.63%)

Dissatisfied 20.0% (21.35%)

Helping to make council tenant's areas/neighbourhoods more secure

Satisfied 41.16% (39.75%)

Neither satisfied nor dissatisfied 39.16% (36.22%)

Dissatisfied 19.68% (24.03%)

HOUSING REPAIRS

What is your overall impression of the service?

Very good 39.16% (31.85%)

Good 40.91% (36.20%)

Average 21.55% (16.62%)

Poor 3.9% (4.49%)

Very poor 3.53 (1.8%)

Choice Based Lettings

How do you find the new system for getting a move, if you have used it?

About the same 45%

Worse 29.44%

Better 25.56%

ANTI-SOCIAL BEHAVIOUR

Have you suffered from anti-social behaviour in the last 12 months?

Yes 23.36% (27.53%)

No 76.64% (72.47%)

What type of anti-social behaviour did you suffer from?

Noise 49.16% (42.7%)
Abandoned vehicles 3.36%(17.98%)
Harassment 21.91% (16.85%)
Vandalism 21.01% (16.57%)
Other 13.45% (5.9%)

Did you report the incident to the Council?

Yes 54.34% (57.76%)
No 45.66% 42.24%

How satisfied were you with the way the Council dealt with your report?

Satisfied 22.09% (22.27%)
Neither satisfied nor dissatisfied 33.74% (40.3%)
Dissatisfied 44.17% (37.39%)

RENT COLLECTION AND ARREARS

How do you normally pay your rent?

Post office 31.67% (34.39%)
Standing order 27.68% (25.56%)
Credit /Debit card over the phone 5.35% (5.96%)
Don't pay rent 24.23% (24.63%)
Other 9.80% (9.45%)

At the start of the new rent year you are provided with information on how much to pay. Are you satisfied with this information?

Satisfied 86.1% (83.18%)
Neither satisfied nor dissatisfied 2.03% (13.52%)
Dissatisfied 2.03% (3.3%)

When you have a query about your rent, are you satisfied with the information provided by the housing staff?

Satisfied 81.23% (79.3%)
Neither satisfied nor dissatisfied 16.58% (18.06%)
Dissatisfied 2.19% (2.64%)

If you have been in rent arrears, how satisfied were you with the way your arrears were dealt with?

Satisfied 68.37% (65.13%)
Neither satisfied nor dissatisfied 23.64% (26.88%)
Dissatisfied 7.99% (7.99%)

If you have been in arrears, were you advised about welfare benefits you may have been entitled to?

Yes 49.67% (49.67%)
No 50.33% (50.53%)

PARTICIPATION

Thinking about the housing service we provide, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making?

Satisfied 55.25% (50.96%)
Neither satisfied nor dissatisfied 40.23% (44.57%)
Dissatisfied 4.52% (4.47%)

Has your view of the Housing Department improved over the last 12 months?

Yes 50.11% (56.05%)
No 49.89% (43.95%)

INFORMATION TECHNOLOGY

Do you have access to the internet?

Yes 31.88% (25.71%)
No 68.12% (74.29%)

Do you have access to an email facility?

Yes 31.27% (25.91%)
No 68.73% (74.09%)

If you answered no to these questions are you considering obtaining access to these facilities?

Yes 8.24% (7.86%)
No 91.76% (92.14%)

If you have access to email or are considering it, would you want to access Housing Services like repairs or rent accounts by this method?

Yes 28.12% (30.38%)
No 71.88% (69.62%)

If you have access to email or are considering it, would you prefer this method to communicate with the council?

Yes 21.77% (22.17%)
No 78.23% (77.83%)