



TSM Survey 2023

for:

Wiltshire Council

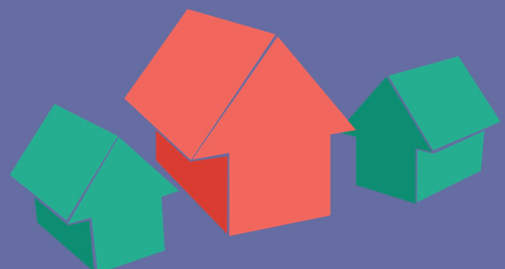
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1. Introduction

Background

This report details the results of Wiltshire Council's 2023 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2022 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research client database of recently completed TSM compliant surveys due to the uniquely fast moving shift in sector wide tenant satisfaction during 2023 that won't be reflected in Housemark benchmark data until 2024.

About the survey

The survey was carried out between June and July 2023, with a half census of 2,562 tenant households. In the first phase, an email invitation and reminders were distributed to all 1,921 households for whom a valid email address was available inviting them to complete the survey online, resulting in 385 eventual responses (20%).

In the second phase, a paper survey was distributed to the remaining 2,257 households that did not complete online within the first 2½ weeks.

In total 821 tenants took part in the survey, which represented a 32% response rate (error margin +/- 3.1%). The returns exceeded the stipulated TSM target error margin of +/- 4%. Half of the responses were received online (49%).

The final survey data was weighted by interlaced age group, property type and stock type to ensure that the survey was representative of the tenant population as a whole

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



2. Executive summary

Bench mark	2022 result	Change over time	2023 result	Tenant Satisfaction Measure
72%	77%	↓	70%	satisfaction overall
72%	80%	↓	69%	home is safe
67%	N.A.		65%	home is well maintained
58%	N.A.		52%	communal areas clean and maintained
70%	74%	↓	67%	repairs service in last 12 months
65%	68%	↓	62%	time taken to complete last repair
57%	58%	↓	49%	listens to views and acts on them
61%	66%	↔	61%	being kept informed
72%	77%	↓	64%	treated fairly and with respect
33%	N.A.		26%	approach to handling complaints
58%	61%	↓	49%	makes a positive contribution to area
52%	55%	↓	43%	approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. Overall tenant satisfaction with the services provided by Wiltshire Council housing services has fallen to 70% compared to the 77% achieved just a year ago in 2022. However, this is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the pandemic, cost of living crisis, inflationary rent increases and shortages in labour and materials.
2. The Council's overall satisfaction score is still close to the ARP Research benchmark median of TSM questions (72%). Notably, amongst clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8% (section 3).
3. Conversely, tenants in sheltered accommodation are significantly more satisfied than they were a year ago (83%, was 71%), recovering all of the ground lost between 2020 and 2022.
4. As in previous years, overall satisfaction is highest amongst retirement age tenants (83%, over 65s) and significantly lower amongst the under 50s (54%). On the communication questions the under 35s have also demonstrated greater drops in satisfaction than other age groups.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five strongest factors most closely associated with overall tenant satisfaction are:
 - Provide a home that is well maintained (65% satisfied, section 4)
 - Repairs service received over the last 12 months (67%, section 5)
 - Listens to views and acts upon them (49%, section 6)
 - Treats tenants fairly and with respect (64%, section 6)

The home

6. Around two thirds of tenants feel that the Council provides a home that is well maintained, which is broadly in line with the current ARP benchmark average (65% v 67%, section 4).
7. How tenants responded to this question is the strongest key driver of overall satisfaction, which is a common survey finding in the post-pandemic era.
8. Satisfaction with the safety of the home is also broadly on par with the ARP benchmark target (69% v 72%), although it has fallen by a significant margin since last year which is again common across the country, in part due to national media reporting.
9. Around half of respondents with communal areas are satisfied with how they are cleaned and maintained (52%) which like most other repeat survey questions has fallen since last year (was 61%). This is now below the benchmark of 58%, to the extent that it appears in the fourth quartile.

Repairs

10. Two thirds of respondents are satisfied with the repairs service received over the last 12 months (67%), which although having fallen by 7% since last year is now closer to the benchmark than it was before (benchmark 70%, section 5).
11. This question is also the second strongest key driver of landlord satisfaction, which coupled with property maintenance emphasises the continuing importance of these services to Wiltshire tenants as rents increase whilst shortages in staff and materials are felt.

2. Executive summary

12. Fewer tenants are satisfied with the timeliness of the last repair, however, this score is also now closer the benchmark (62% v 65%).
13. Satisfaction is consistent between both DLO jobs and those conducted by outside contractors.
14. Tenants continue to place a high priority on investment in solar panels and energy efficient heating as part of the planned maintenance programme, but investment in roads, paths, parking and grounds maintenance are also high on the agenda (section 5).

Communication

15. Behind property maintenance, the secondary theme of the results is that of meaningful and transparent communication with tenants as two of the top four key drivers are on this topic (section 3).
16. The extent to which housing services listens to tenant's views and acts upon them has dropped significantly since the last survey (49% v 58%) and is well below the benchmark of 57% (section 6).
17. The other predictor is whether tenants are treated fairly and with respect. Unfortunately, here too the rating has fallen by a substantial 13 points since last year to 64%, and this too is also now 8% below the benchmark.
18. The last question in this section is on customers being kept informed about things that are important to them has also fallen from 66% to 61% but is distinct in this section in that it is on-par with the average score amongst other landlords.

Neighbourhoods

19. Respondents were asked to specifically rate whether they think their landlord makes a positive contribution to their neighbourhood, something 49% of respondents are satisfied with, compared to 19% that are dissatisfied (section 7).
20. Of all the questions in the survey it has both fallen by one of the furthest margins (12%) and it compares poorest against the benchmark (58%). There has also been a 13% decrease in satisfaction with the appearance of the local area.
21. It is notable that improvements to paths and roads, grounds maintenance and other aspects of the neighbourhood experience are relatively high priorities for future investments in planned maintenance (see section 5).
22. Less than half of the sample are satisfied with the approach to handling anti-social behaviour (43%), compared to 23% that are dissatisfied. The satisfaction level is now below the benchmark average of 52%, having fallen by a statistically significant 9% since 2022.

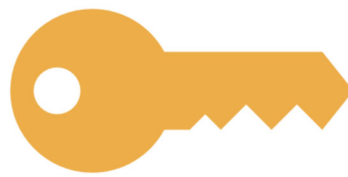
Complaints

23. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a quarter of respondents claimed to have made a complaint. This result should therefore be viewed as comments on how the council generally deals with issues or problems that arise, rather than a measure of how the formal complaint process performs (section 8).
24. Amongst those that claim to have made a complaint only 26% are satisfied with how it was handled, which is slightly below the benchmark of 33%.



3. Services overall

70%
satisfied
overall



top 'key
drivers'

1. home that is well maintained
2. repairs service in last 12 months
3. listens and acts on views
4. treated fairly and with respect



Overall satisfaction has fallen significantly since 2022, but cost-of-living has suppressed satisfaction scores across the sector



However, satisfaction amongst sheltered tenants has recovered back to 2020 levels



Overall satisfaction is still broadly on par with ARP clients



Property maintenance dominates the key driver list, so is maybe the root cause of other disappointing results so are those regarding communication



Substantial differences by age group, being much higher than average for the over 65s but lower for the under 50s

3. Services overall

Overall tenant satisfaction with the services provided by Wiltshire Council housing services has **fallen** to 70% compared to the 77% achieved just a year ago in 2022.

This is a 'statistically significant' change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This is disappointing but does have to be viewed in the context of events since the last survey. Tenants are currently struggling to cope with the **cost-of-living** crisis, compounded by the fact that landlords are also affected by high inflation with most having to **increase rents** at the same time as dealing with **shortages in labour and materials** that impact on the standard of services that can be provided.

This pattern of satisfaction having fallen significantly compared to previous years is starting to be reported by landlords across the country. Indeed, despite being considerably lower than it had been last year, the Wiltshire Council's overall satisfaction score is still close to the ARP Research **benchmark median** of TSM questions (72%). Notably, amongst clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8%.

Similarly, many of the results across the survey are also generally around the average benchmark scores, with the main exceptions being those questions around the Council **attitude and responsiveness** towards its customers (for example see sections 6 and 8).

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The most obvious finding was that the extent to which tenants feel that their home is **well maintained** is the dominant factor, whilst the **repairs service** received over the last 12 months also appears in second place.

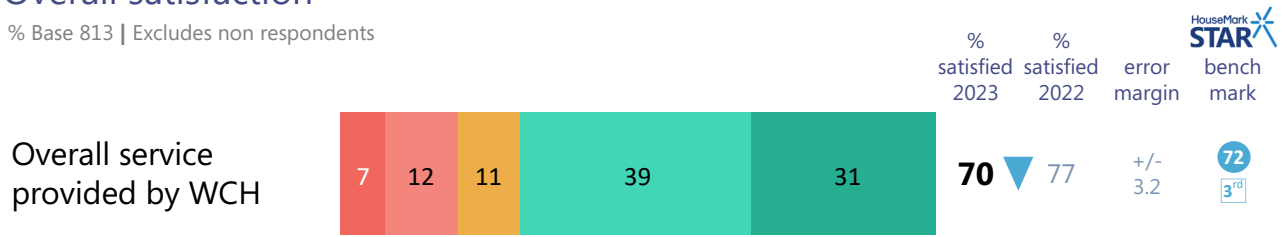
This focus on bricks and mortar issues is a very common theme in tenant surveys completed in the post-pandemic era, during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans and coping with the aforementioned challenges in the cost and availability of materials and labour.

What this suggests is that Wiltshire Council tenants are most strongly focused on the **physical fabric** of their homes, but the quality of the **customer relationship** between them and their landlord is also important, as evidenced by the next two items in the key driver list.

3. Services overall

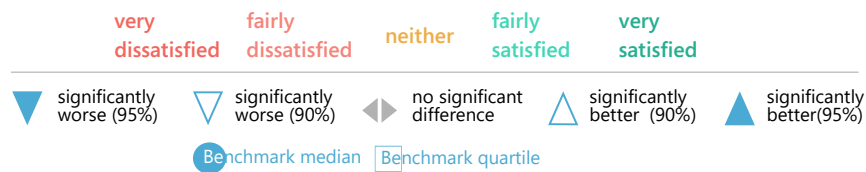
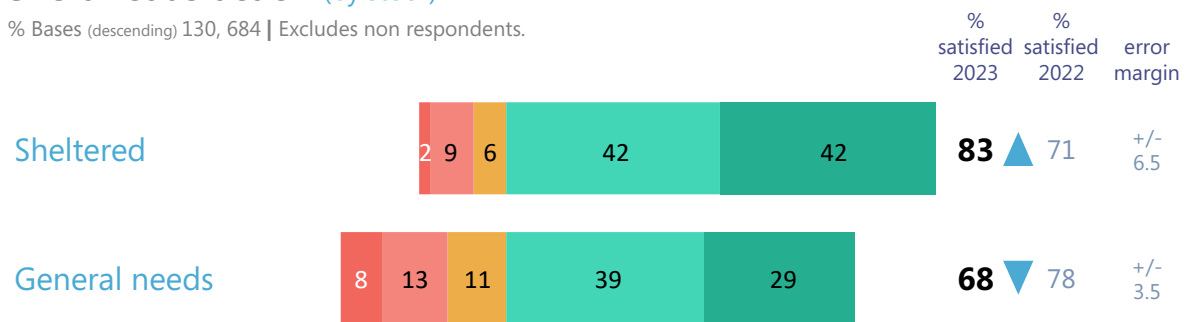
3.1 Overall satisfaction

% Base 813 | Excludes non respondents



3.2 Overall satisfaction (by stock)

% Bases (descending) 130, 684 | Excludes non respondents.



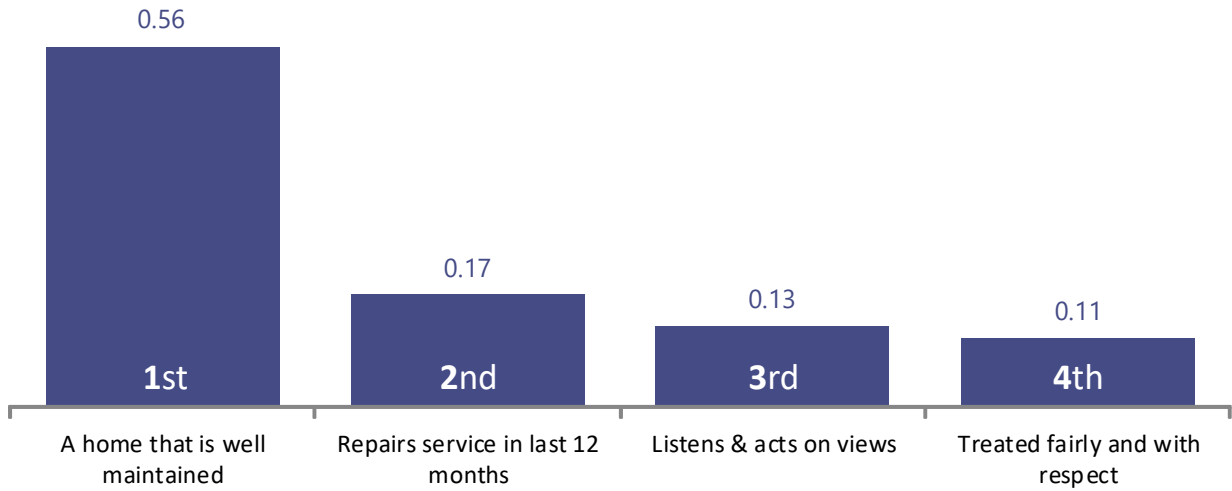
The first of these is the extent to which housing services **listens to tenant’s views and acts upon them**, closely followed by whether tenants agree that they are treated **fairly and with respect**, a question that is now one of the regulatory TSM questions and is also emerging as a key driver for many other landlords. What is notable here is that these two questions both compare particularly unfavourably against both the 2022 score, and the ARP Research client benchmarks (section 6). This suggests that meaningful and transparent communication has become a more problematic issue for housing service this year, and this is a factor driving perceptions.

With the advent of the Tenant Satisfaction Measures regulatory regime the key driver list in 2023 is drawn from a different pool of satisfaction statements than in years past. Nevertheless, it is still notable how thoroughly the questions about bricks and mortar dominate the key drivers, despite the fact that the communication scores are struggling this year. In contrast, in last year’s survey listening and acting on views and the repairs service were equally strong key drivers at the top of the list. This is potentially just a statistical quirk, but it may point towards property maintenance issues being the **root cause** of some of the dissatisfaction with communication.

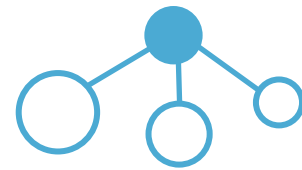
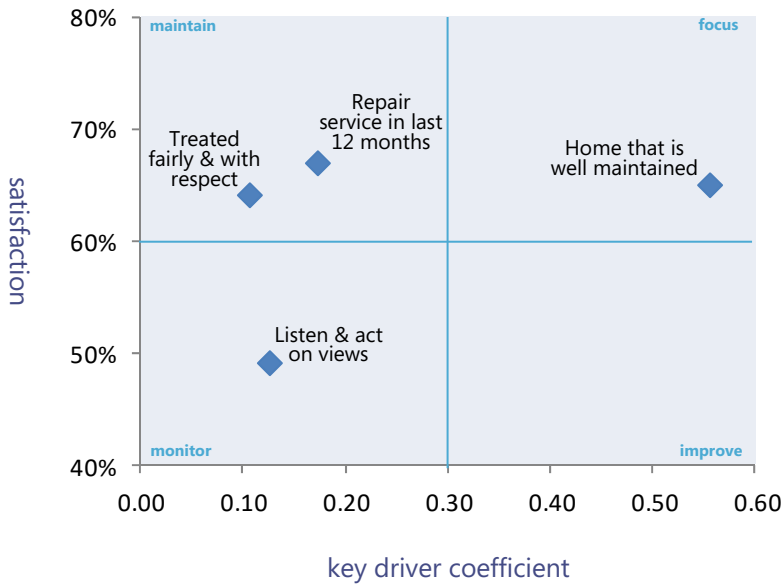
3. Services overall

3.3 Key drivers - overall satisfaction

R Square = 0.747 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.4 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

3. Services overall



Change over time

- Overall satisfaction has **fallen** by a statistically significant 7%.
- This is primarily driven by **general needs** tenants as satisfaction is down significantly from 78% to 68%.
- In contrast, tenants in sheltered accommodation are significantly more satisfied than they were a year ago (83%, was 71%), recovering all of the ground lost between 2020 and 2022.



By people

- The most influential demographic category in tenant surveys tends to be **age group**, with similar patterns across most results. Overall satisfaction continues to be highest amongst retirement age tenants (83%, over 65s) and significantly lower than average amongst the under 50s (54%). For full details see table 9.8.
- Tenants that have **had a repair** in the previous year are slightly less satisfied than those that have not (68% v 75%).
- However, those that have had some form of **planned maintenance** work are significantly more satisfied than those who had not (71% v 69%).

- The small group of **BAME** respondents are slightly more satisfied than White British tenants (70% v 66%), a pattern that is evident throughout most of the core findings (see table 9.9).
- New tenants** in their first year with the council and longstanding tenants of 21+ years are significantly more satisfied than average (81% and 79% respectively), whereas those who have been a tenant for 1 – 2 years were significantly less so (54%), a pattern also seen throughout most of the core findings.



By place

- Satisfaction is much higher in **sheltered** housing than in the **general needs** stock (84% v 68%). The gap between the two has more than doubled from 7% to 15%.
- There is one significant difference between the overall score by **patch** with respondents in Area 3 significantly more satisfied than average. Satisfaction amongst the other three areas only varies by 1%.
- Overall satisfaction is significantly higher than average for tenants in **bungalows** (76%) compared to those living in houses and flats (72% and 63%).

3.5 Overall satisfaction by patch

	Sample size	% positive	
Overall	821	70	Significantly worse than average (95% confidence*)
Area 1	189	67	Significantly worse than average (90% confidence*)
Area 2	173	67	Significantly better than average (95% confidence*)
Area 3	214	77	Significantly better than average (90% confidence*)
Area 4	246	68	

* See appendix A for further information on statistical tests and confidence levels



4. The home

69%
▼



safe

65%
▼



well maintained



The maintenance of the home is the dominant key driver of overall satisfaction



This is a new question, but the rating is broadly consistent with the benchmark target score



Ratings for the questions in this section have fallen significantly for general needs, but not for sheltered



Only half are satisfied with the maintenance of communal areas, which is now below other landlords

4. The home

The revised TSM question about the standard of the property doesn't have comparable wording to the old survey which used the older STAR wording, so cannot be compared directly to the 2022 results. However, two thirds of tenants are satisfied that their home is well maintained (65%), which is broadly in line with the current ARP benchmark of 67%. On the opposite end of the scale, almost a quarter are dissatisfied in this regard (24%).

The maintenance of the property is the dominant **key driver** of overall satisfaction, which is a common finding for tenant survey results at the moment with the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes.

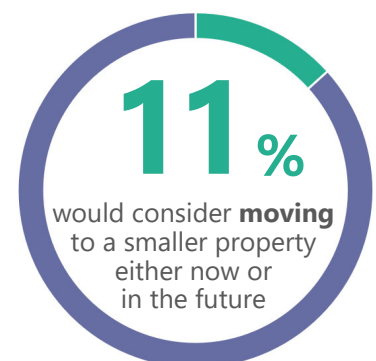
The next question in this section asks about the **safety** of the building and this too has fallen for tenants by a statistically significant 11 points to 69%, whilst 21% of respondents are dissatisfied (was 11%).

This is of course a concern, but again might be being influenced by outside factors. In particular, there have been high profile national media reports about housing safety, most notably regarding damp and mould, resulting in increased complaints across the sector. As a likely consequence, recent TSM surveys amongst ARP clients have all seen substantial falls in ratings for this question (average 8%).

Indeed, the Council's rating for the safety of the home remains fairly close to the benchmark score of 72%, and it is notable that that despite the disappointing result, the safety of the home has dropped of the list of key drivers this year.

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Over a third of tenants felt that this question applied to them, including most sheltered tenants (95%).

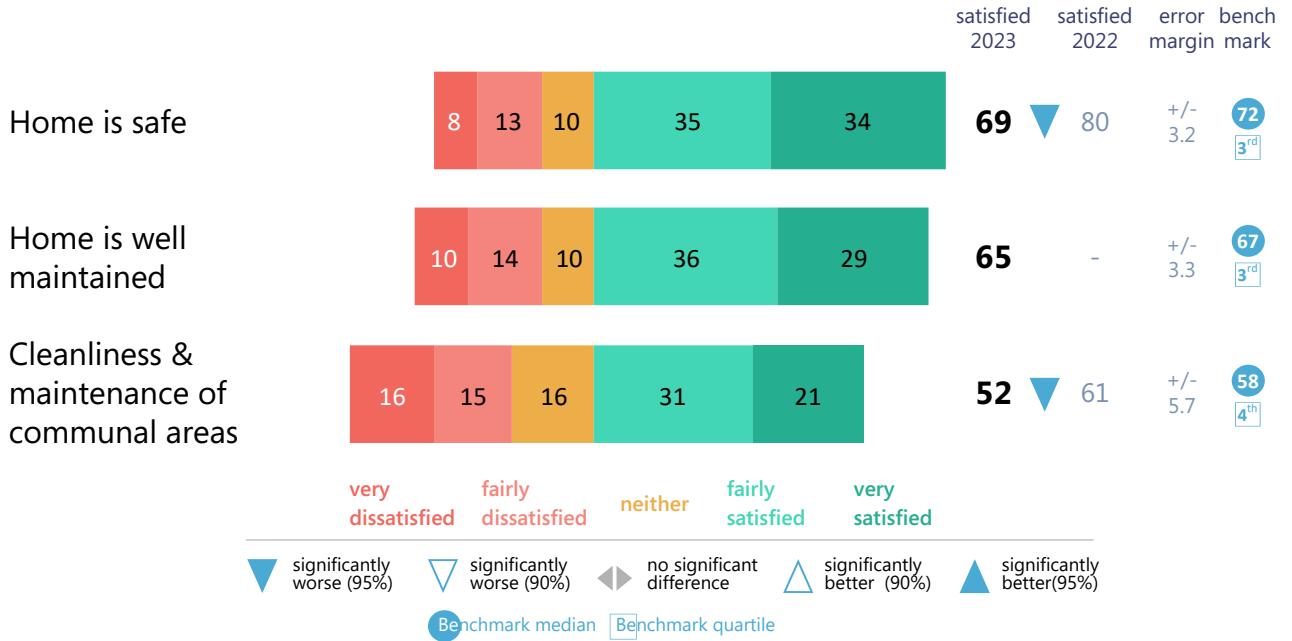
Just over half of these respondents are satisfied with how these communal areas are cleaned and maintained (52%), which like most other repeat survey questions has fallen since last year (was 63%). However, it does mean that this score is now below the ARP Research benchmark of 58%, to the extent that it appears in the fourth quartile.



4. The home

4.1 Satisfaction with the home

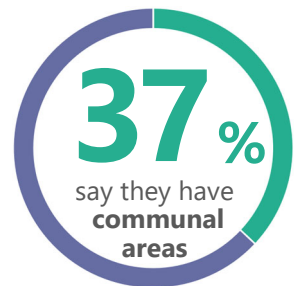
% Bases (descending) 815, 817, 292 | Excludes non respondents



4.2 The home by patch

	Sample size	% positive			
		Home is safe	Home is well maintained	Communal areas clean & maintained	
Overall	821	69	65	52	Significantly worse than average (95% confidence*)
Area 1	189	67	63	47	Significantly worse than average (90% confidence*)
Area 2	173	68	60	42	Significantly better than average (95% confidence*)
Area 3	214	76	73	71	Significantly better than average (90% confidence*)
Area 4	246	65	63	53	

* See appendix A for further information on statistical tests and confidence levels



4. The home



Change over time

- Satisfaction with the **safety** of the home has fallen significantly from 80% to 69%, and with **communal** areas from 61 to 59%.
- However, this pattern is only apparent amongst **general needs** tenants as the scores for sheltered remain unchanged.



By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst the **under 50's**, especially the youngest aged under 35 (43% 'maintenance', 41% 'safety'). Both are rated significantly higher than average by those aged 65 or over (82% 'maintenance, 85% 'safety').
- The attractiveness of downsizing continues to be highest for 45 - 54 (16%) and 55 - 64 year olds (20%).
- As expected, there is a difference in the rating for the maintenance of the home by whether or not respondents say that they have **had a repair** (62% v 72%).
- Conversely, there is no difference in this score between those that have or had not received **planned maintenance** work.
- **BAME** respondents are more satisfied with both the maintenance and safety of their homes (63% and 73% respectively), as well as the maintenance of communal areas (68%).
- **New tenants** in their first year are more satisfied with both the maintenance and safety of their homes (75% and 81% respectively), but this drops dramatically for respondents who have been a tenant for 1 – 2 years (49% and 53% respectively).



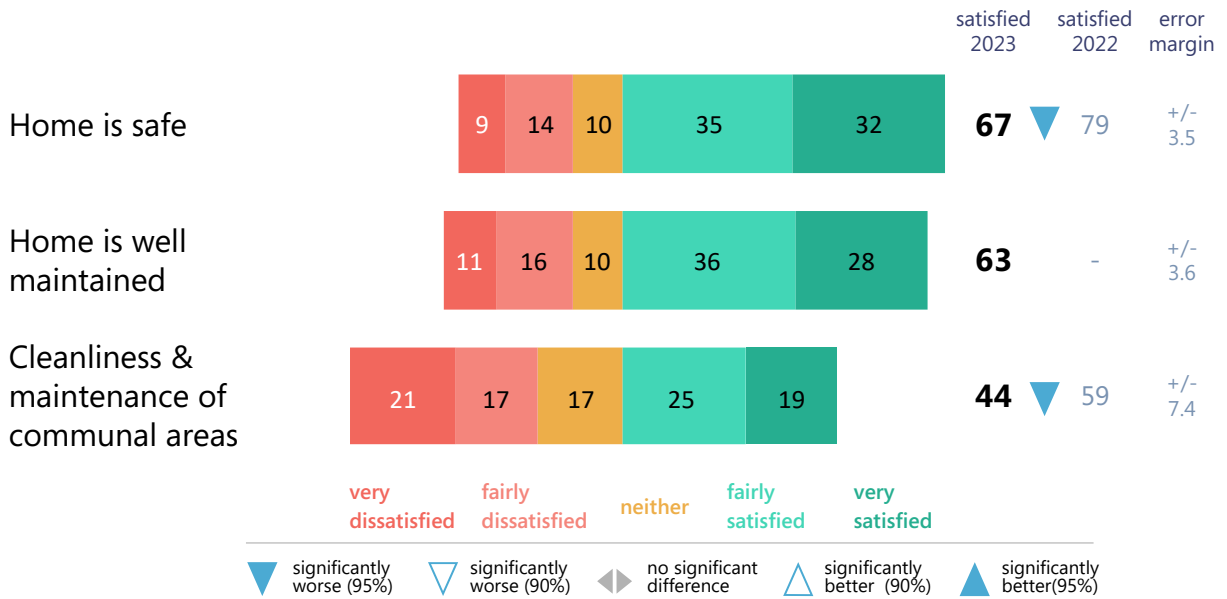
By place

- **Sheltered** tenants have a significantly higher satisfaction with the maintenance of the building (78%) compared to 63% for those in general needs. They are also significantly more likely than other tenants to have a positive view on communal cleaning and maintenance (73%) compared to only 44% of those in general needs.
- Satisfaction that the home is well maintained and/or safe is somewhat lower for tenants **with communal areas** than those without (63% v 67% 'maintained, 65% v 72% 'safe').
- Furthermore, by property type the lowest satisfaction with maintenance is 60% amongst those living in **flats**, including only 27% that are 'very' satisfied.
- Respondents in **Area 3** are significantly more satisfied than average with the safety of their home (76%), it's maintenance (73%) and its communal areas (71%).
- The rating for communal areas is ten points below average in Area 2 (42%).
- Respondents in properties with an **EPC rating** of B are significantly more satisfied with every rating in this section.

4. The home

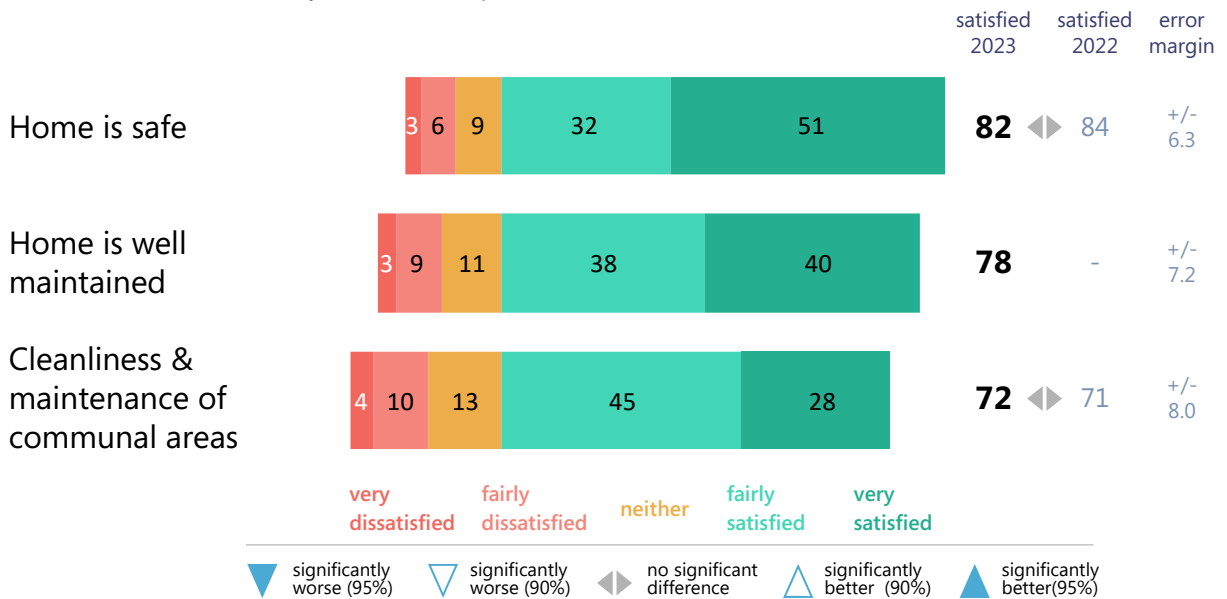
4.3 Satisfaction with the home - general needs

% Bases (descending) 685, 686, 197 | Excludes non respondents



4.4 Satisfaction with the home - sheltered

% Bases (descending) 130, 129, 119 | Excludes non respondents





5. Repairs service

67%



service in last 12 months

62% ▼



time taken to complete repair



Satisfaction with both of the above are key drivers of satisfaction



Both repairs ratings have fallen by around 6-7% since last year



Both are rated 3% below the ARP Research benchmark



There is no difference between DLO and outside contractors



Repairs satisfaction amongst sheltered tenants has improved since 2022, albeit not significantly so

5. Repairs service

Satisfaction with the repairs service over the last 12 months is the second strongest **key driver** of landlord satisfaction (section 3), which coupled with property maintenance emphasises the continuing importance of these services to Wiltshire Council's tenants. The reasons for this have already been noted, chief amongst these is maintaining service levels in the face of inflationary pressures, compounding the existing backlog in planned maintenance caused by the pandemic.

Indeed, satisfaction with the **repairs received** over the last 12 months has fallen by 7% since the last survey (now 67%), with a matching drop of 6% in the rating for the **time taken** to complete the last repair (now 62%). This is consistent between both DLO jobs and those conducted by outside contractors.

Although both of these ratings remain below the median average for other ARP Research clients, the gap of 3 percentage points for both is actually closer to the benchmark than it was last year.

Respondents were also asked how they felt the Council should **prioritise its investments in planned maintenance**. As in the previous survey, tenants could choose up to three improvements from a list of possible areas of investment, although it is important to note that two new items were added to the list, which will have spread the vote more thinly (see chart 5.6).

Nevertheless, it does appear that 2022 have been a high watermark for interest in **solar panels** (49%) and **energy efficient heating** systems (41%) as both have dropped back by 8% to around the sample level as in 2020, albeit still ranking as first and third on the list.

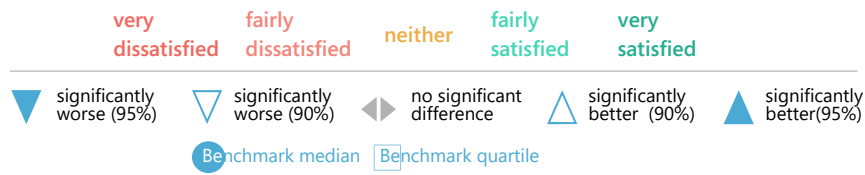
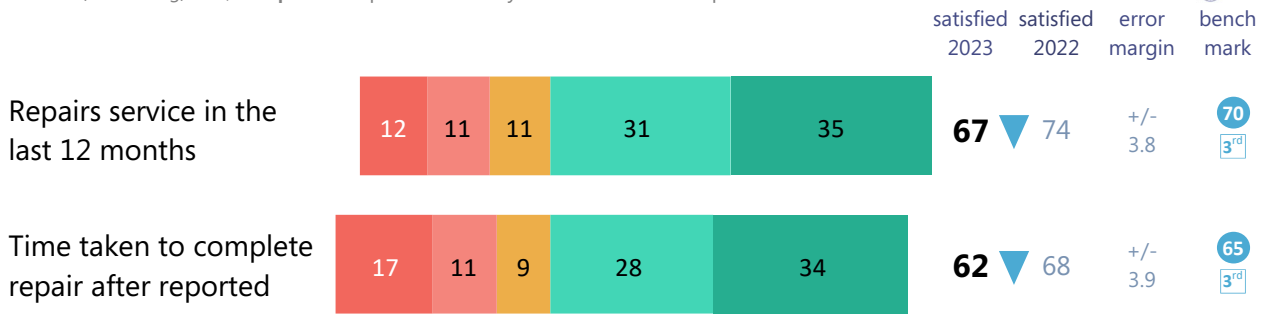
Conversely, the proportion selecting improvements **to paths and roads** has increased slightly and has moved into second place (47% ranked this top three). This year it is newly joined in the list by **grounds maintenance** improvements, which are prioritised by almost a quarter of the sample (22%). It is relevant to note here that satisfaction with the appearance of the local area has fallen by a very significant margin since 2022 (see section 7).



5. Repairs service

5.1 Repairs service

% Bases (descending) 591, 586 | Had a repair in the last year. Excludes non respondents



5.2 Repairs service by patch

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	821	67	62
Area 1	189	70	67
Area 2	173	56	56
Area 3	214	75	70
Area 4	246	64	57



* See appendix A for further information on statistical tests and confidence levels

5.3 Repairs service by worker type

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	821	67	62
DLO	290	69	63
Contractor	379	66	63



* See appendix A for further information on statistical tests and confidence levels

5. Repairs service



Change over time

- Satisfaction with both ratings have **fallen significantly** since 2022.
- This is again primarily driven by general needs tenants, as tenants in **sheltered housing** are more satisfied than last year (although not significantly so because of the small base size).



By people

- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 month (82%), compared to just 57% of working age tenants, including only 48% of the **under 35s**.
- The same pattern is evident for time taken to complete the repair of those aged 75% of 65+ compared to 53% of the under 35s.
- **New tenants** are more satisfied than average with the repairs service in the last 12 months (88%), however that seems to change rapidly as satisfaction is well below average for those who have been a tenant for 1 – 2 years (51%).
- New tenants were also significantly more satisfied than average with the time taken to complete a repair after reporting (84%), compared to 48% for those who have been a tenant for 1 - 2 years.
- There are no significant variations between respondents whose last repair was carried out by the **DLO** compared to those who had a **contractor** repair their home.



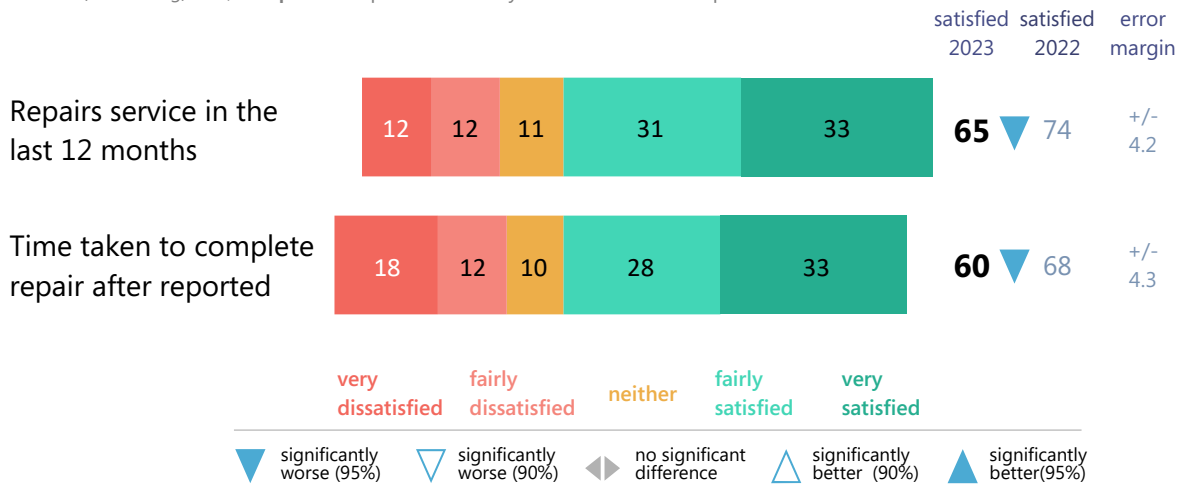
By place

- **Sheltered** tenants are significantly more satisfied than general needs with the service received in the last 12 months (81% v 65%) as well as the time taken to complete a repair (79% v 60%).
- Some statistically significant differences by **patch** with respondents in Area 3 more satisfied than average with the repairs service in the last 12 month (75%). In contrast, the service is rated significantly below average in Area 2 (56%).
- Respondents in Area 3 are also significantly more satisfied than average with the time take to complete their last repair (70%).
- Both questions are rated just below average in **houses** (64% 'service', 61% 'time taken'), whereas the opposite is true for those living in bungalows (77% 'service', 68% 'time taken').
- Tenants living in **Area 2** are significantly more likely than average to prioritise a number of improvements to the **appearance of the area**, including grounds maintenance, litter picking, communal landscaping and children's play areas.
- Litter picking and landscaping are also more popular than average in Area 1.
- **Solar panels** are a particularly high investment priority in **Area 3**.
- A third of **sheltered tenants** (32%) and/or a fifth living in flats (22%) prioritise improvements to bin areas.

5. Repairs service

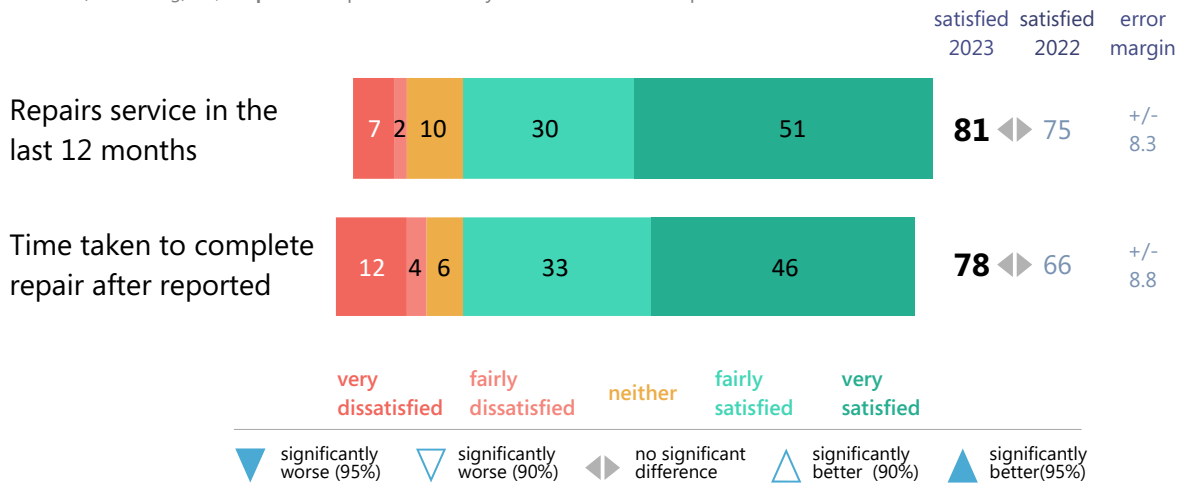
5.4 Repairs service - general needs

% Bases (descending) 504, 499 | Had a repair in the last year. Excludes non respondents



5.5 Repairs service - sheltered

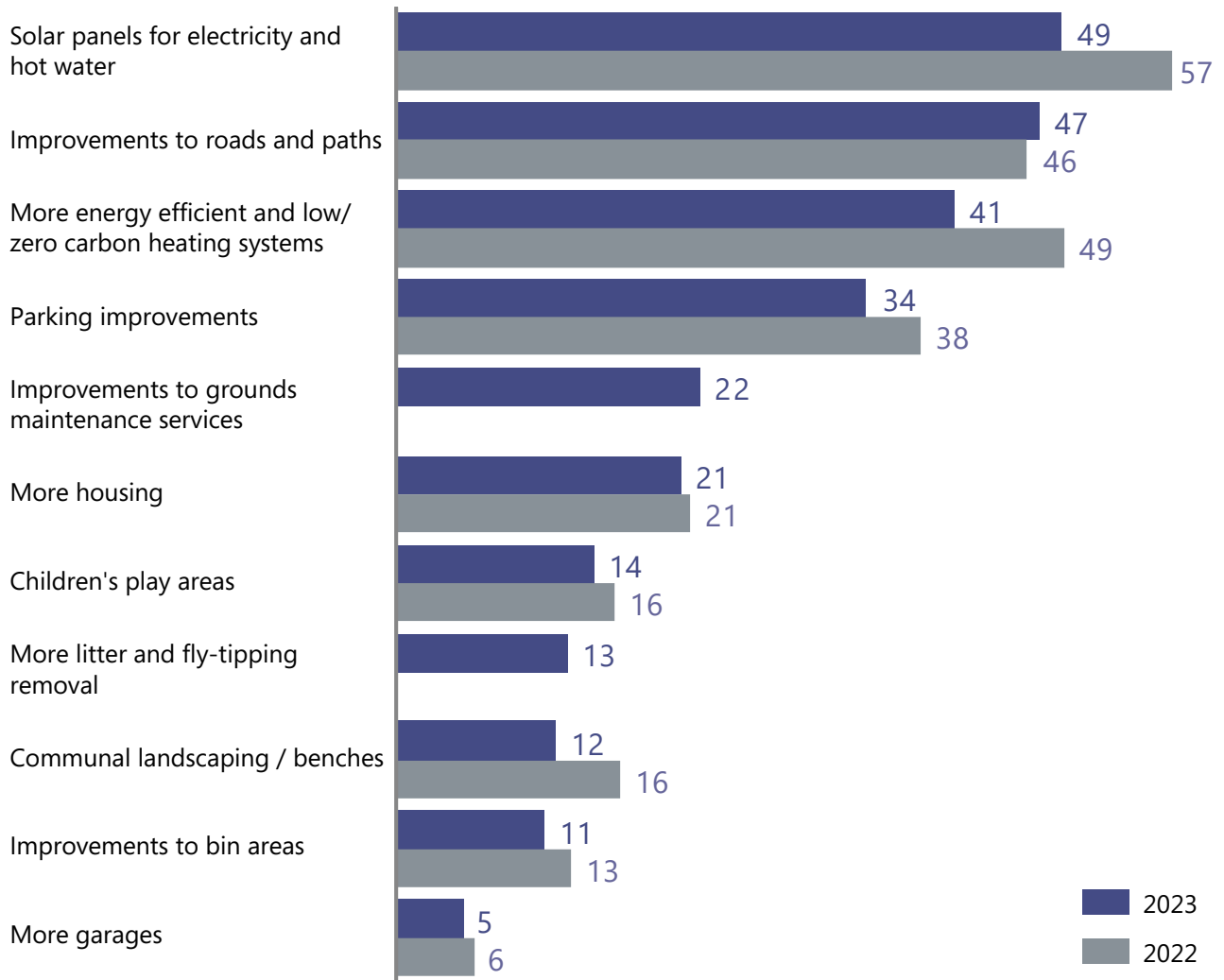
% Bases (descending) 84, 83 | Had a repair in the last year. Excludes non respondents



5. Repairs service

5.6 Planned maintenance - top three priorities

% Base 1871 | Up to three answers allowed.



5.7 Planned maintenance priorities by patch

	Sample size	Solar panels for electricity and hot water	More energy efficient and low/zero carbon heating systems	Parking improvements	Improvements to bin areas	More garages	Improvements to ground maintenance services	Communal landscaping/benches	More litter and fly-tipping removal	Improvements to roads and paths	Children's play areas	More housing
Overall	821	49	41	34	11	5	22	12	13	47	14	21
Area 1	189	42	35	37	16	7	24	18	19	44	16	18
Area 2	173	41	33	28	11	5	30	17	21	45	19	24
Area 3	214	56	45	37	7	3	13	7	8	50	10	22
Area 4	246	53	47	35	10	5	23	8	6	48	14	20

Significantly lower than average (95% confidence*)	Significantly higher than average (95% confidence*)
Significantly lower than average (90% confidence*)	Significantly higher than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Communication



49%
▼



listens to views and
acts upon them



Listening to tenants views and treating them fairly and with respect are both key drivers of satisfaction overall



These ratings are amongst those that have fallen the furthest since 2022



Both ratings are now 8% below the benchmark, although satisfaction with being kept informed is still on-par



All scores in the this section are rated lowest and have fallen the furthest amongst the under 35s

6. Communication

Although the primary theme of the survey results is property maintenance and repairs, the secondary key drivers of tenant satisfaction were both regarding the nature of the **communication** between them and housing services (section 3).

The first of these two key drivers is how respondents answered when they were asked how satisfied they are that their landlord **listens to their views and acts upon them**. Like most other year on year comparisons this has dropped significantly since the last survey (49% v 58%). In addition, however, last year it was rated 5% below the benchmark and the gap has now grown to 8% (benchmark 57%).

Experience of other similar surveys has shown that in answering this question, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. Accordingly, it is likely that its fall is also linked to the wider issues within the survey such as property maintenance and repairs.

The other clear signifier of overall tenant satisfaction in this section of the results is the rating of whether housing services treats tenants **fairly and with respect**. Unfortunately, in this case the rating has fallen by a substantial 13 points since last year to 64%, and this too is also now 8% below the ARP Research benchmark.

However, it is important to note that this change is mainly because a higher proportion than before picked the middle ambivalent point of the scale (23% v 11%). Indeed, the proportion of tenants that actively disagreed with this statement is essentially unchanged (13% v 12%).

The last question in this section is on tenants being **kept informed** about things that are important to them. In many cases this important information will include updates on repairs, so it isn't surprising that the 61% satisfaction score is below the 66% achieved in 2022, albeit in this case the change wasn't quite big enough to be considered significant, and it is distinct in this section in that it is on-par with the average score amongst other landlords.



Change over time

- Being treated **fairly and with respect** has fallen 13% in a year, although dissatisfaction is broadly unchanged (13%, was 12%).
- A significant decrease in satisfaction with being **listened to** and acting upon views from 58% to 49%.
- Satisfaction amongst general needs tenants has fallen significantly compared to a year ago but has improved slightly in most cases for those in **sheltered housing**.
- All three questions have fallen furthest by the **under 35s** (down 11-27%).



By people

- Respondents **aged under 35** are less likely to agree that they are treated fairly and with respect than any other age group (50%). They are also the least likely to feel that their views are listened to and acted upon (39%) or that they are kept informed (51%).
- For all three questions in this section, **retirement age** respondents are significantly more positive than average by at least ten percentage points.
- Respondents from **ethnically diverse** backgrounds are more satisfied with every rating in this section than White British respondents, other than being treated fairly and with respect (58% and 60% respectively).

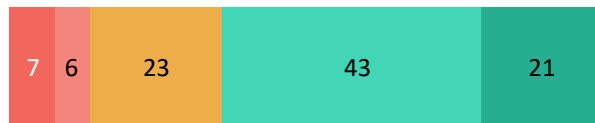
6. Communication

6.1 Fairness and respect

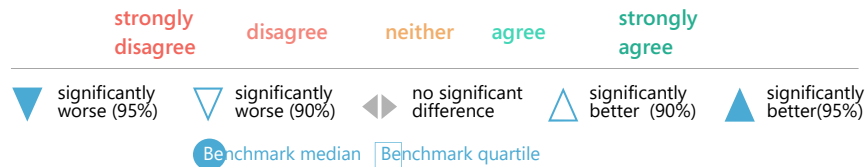
% Bases (descending) 795 | Excludes non respondents



Treat tenants fairly and with respect



agree 2023: 64
 agree 2022: 77
 error margin: +/- 3.3
 bench mark: 72 (4th)



6.2 Communication

% Bases (descending) 796, 769 | Excludes non respondents



Keep tenants informed

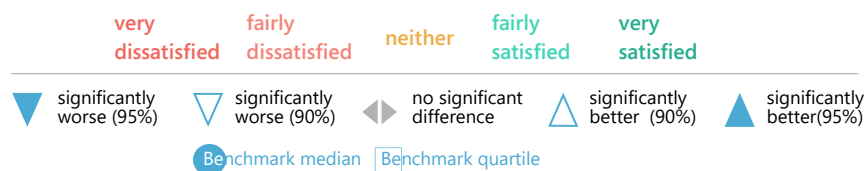


satisfied 2023: 61
 satisfied 2022: 66
 error margin: +/- 3.4
 bench mark: 61 (2nd)

We listen to your views and act upon them



satisfied 2023: 49
 satisfied 2022: 58
 error margin: +/- 3.5
 bench mark: 57 (4th)



- Respondents in their **first year** of tenancy are significantly more likely to agree that they are treated fairly and with respect (81%) and are more satisfied than average with the other aspects of the customer experience.
- Respondents **in arrears** are significantly less satisfied than average with every aspect of the customer experience.

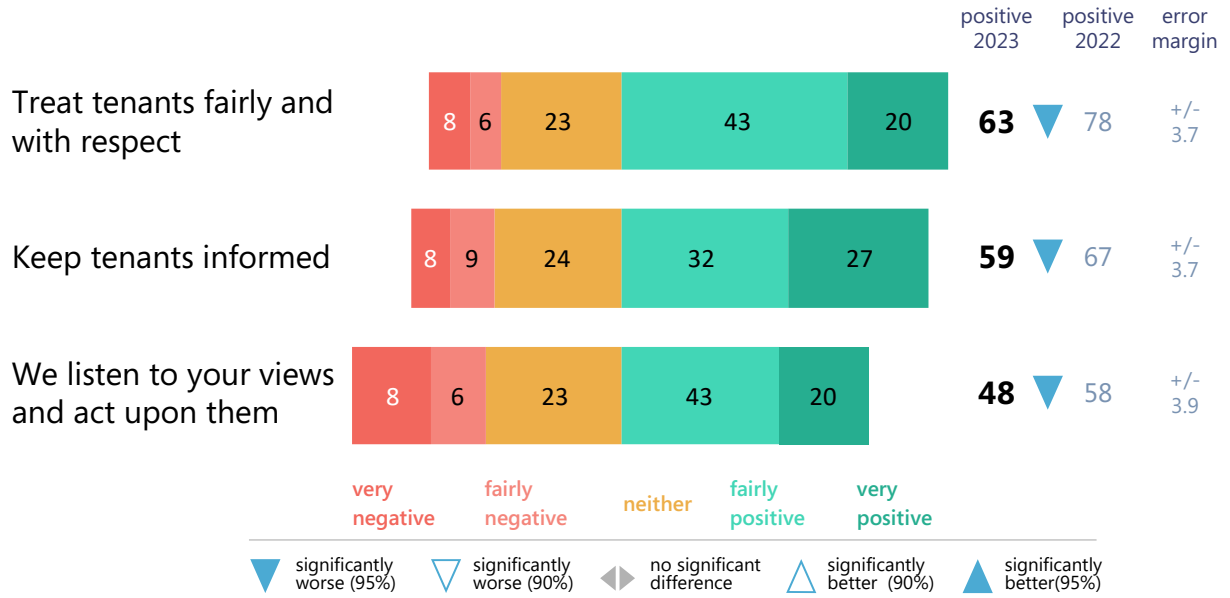
By place

- There is only one significant difference by patch with those in **Area 3** significantly more satisfied that their views are listened to and acted upon (57%).
- Respondents in **sheltered** accommodation are typically more satisfied with every rating than those in general needs, particularly the rating for being treated fairly and with respect (72% and 63% respectively).

6. Communication

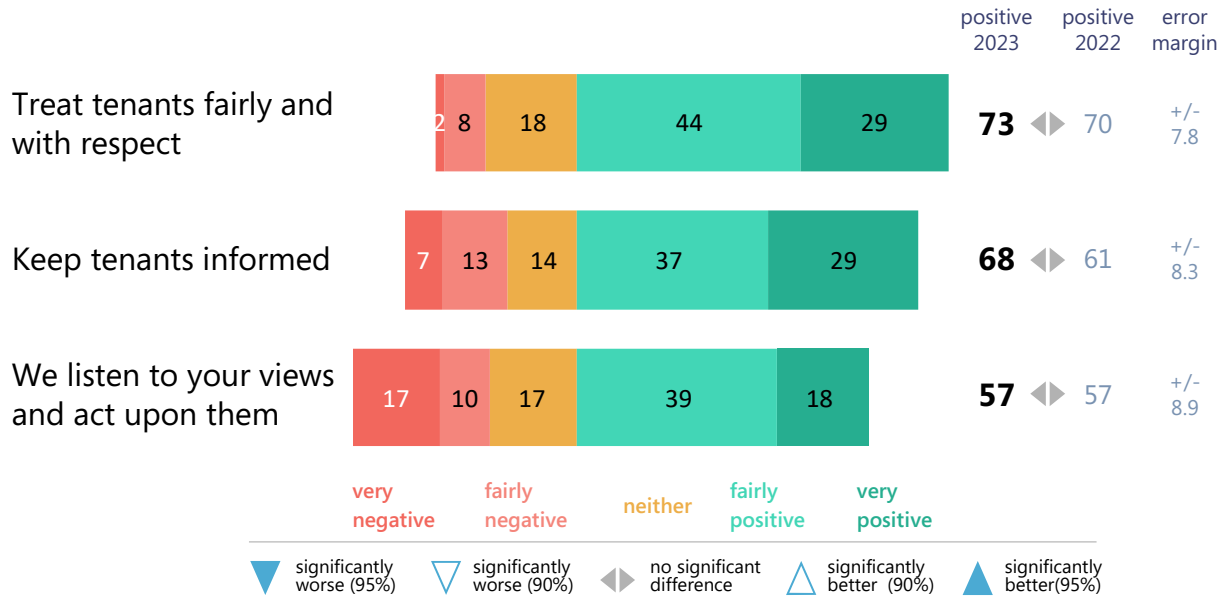
6.3 Communication - general needs

% Bases (descending) 670, 672, 650 | Excludes non respondents



6.4 Communication - sheltered

% Bases (descending) 124, 126, 120 | Excludes non respondents





7. Neighbourhood



B

The extent to which the Council makes a positive contribution to neighbourhoods compares poorest against other landlords



Satisfaction with both the Council's contribution and the appearance of neighbourhoods have fallen substantially



Satisfaction with the approach to handling ASB has also fallen significantly and is now below benchmark

7. Neighbourhood

When measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that tenants were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 49% of respondents are satisfied with, compared to 19% that are dissatisfied.

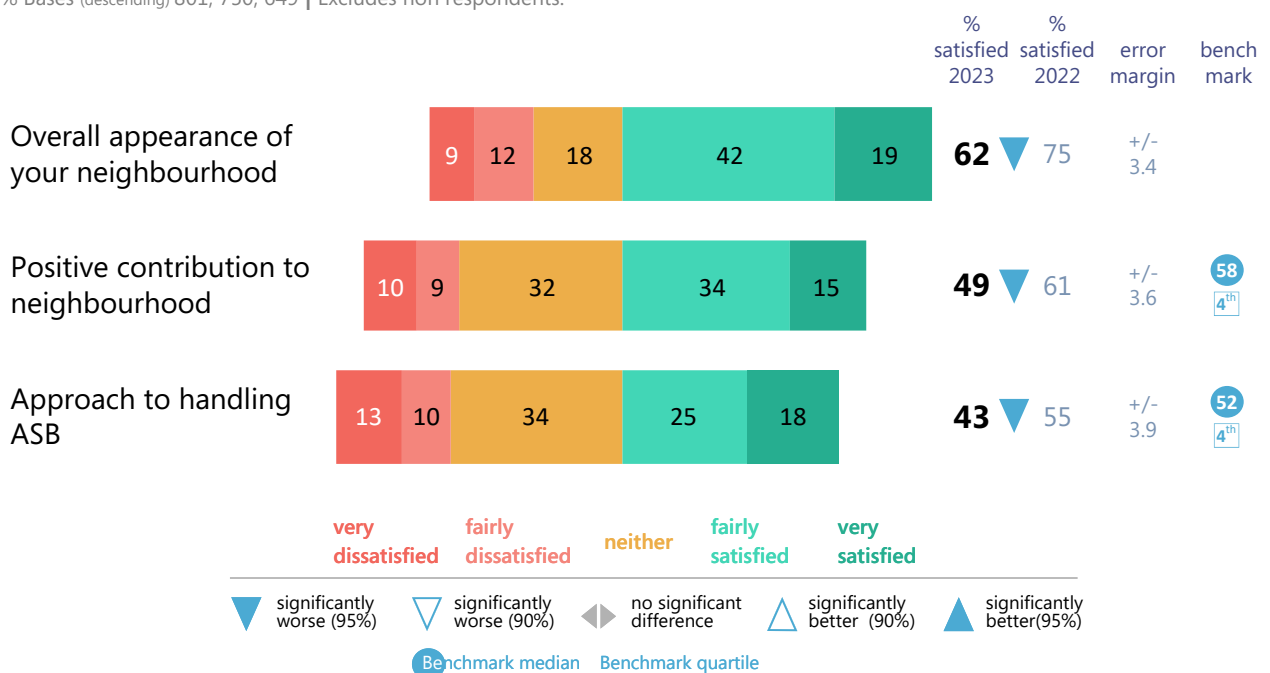
This is an interesting element of the results because of all the questions in the survey it has both fallen by one of the furthest margins (12%) and it compares poorest against the benchmark (58%). Much of this is because the proportion of respondents that are ambivalent has grown from 23% to 32%, so one could characterise this more as waning positivity rather than rocketing dissatisfaction.

Nevertheless, there has also been a 13% decrease in satisfaction with the **appearance** of the local area, and it is notable that improvements to paths and roads, grounds maintenance and other aspects of the neighbourhood experience are relatively high priorities for future investments in planned maintenance (see section 5).

Another possible factor is that for many residents the neighbourhood issue that has the biggest effect on their quality of life is **anti-social behaviour**. Less than half of the tenant population are satisfied with the Wiltshire Council’s approach to handling anti-social behaviour (43%), compared to 23% that are dissatisfied. It is difficult for any landlord to get a high score on this topic, but the satisfaction level is now below the benchmark average of 52%, having **fallen** by a statistically significant 9% since 2022.

7.1 Neighbourhood overall

% Bases (descending) 801, 750, 649 | Excludes non respondents.



7. Neighbourhood



Change over time

- Satisfaction with the council's **contribution** to the neighbourhood is significantly lower than it was a year ago having fallen from 61% to 49%.
- Even greater fall in satisfaction with the overall **appearance** of the neighbourhood from 75% to 62% but this remains close to the benchmark median.
- Significant change in how the sample as a whole view how **ASB is dealt with** (43%, was 55%).



By people

- Satisfaction with the council's contribution to the neighbourhood is rated significantly higher than average for those aged **65 or over** (60%), with this group also the most satisfied with how ASB is dealt with (56%) and the appearance of their neighbourhood (73%).
- Respondents aged **under 50** are significantly less satisfied than average with the council's contribution to their neighbourhood as well as being the least satisfied with how they deal with ASB (39% and 28% respectively).
- Satisfaction with the council's approach to handling ASB was lowest amongst the under 35s (26%), with one in eight of this age group reporting an incident to the council (12%), compared to only 3% of the next oldest age group (35-49 year olds).
- Respondents from an **ethnically diverse** background are slightly more satisfied than white British respondents with the council's approach to handling ASB (43% and 39% respectively) but are significantly less satisfied than average with the council's contribution to where they live (32% and 49% respectively).

- **New tenants** (under 1 year) are significantly more satisfied than average with both the council's contribution to their neighbourhood and its appearance (57% and 77%).
- Satisfaction with the council's contribution to the neighbourhood as well as the overall appearance is significantly lower than average amongst respondents who prioritised parking and grounds maintenance improvements as an area for investment.



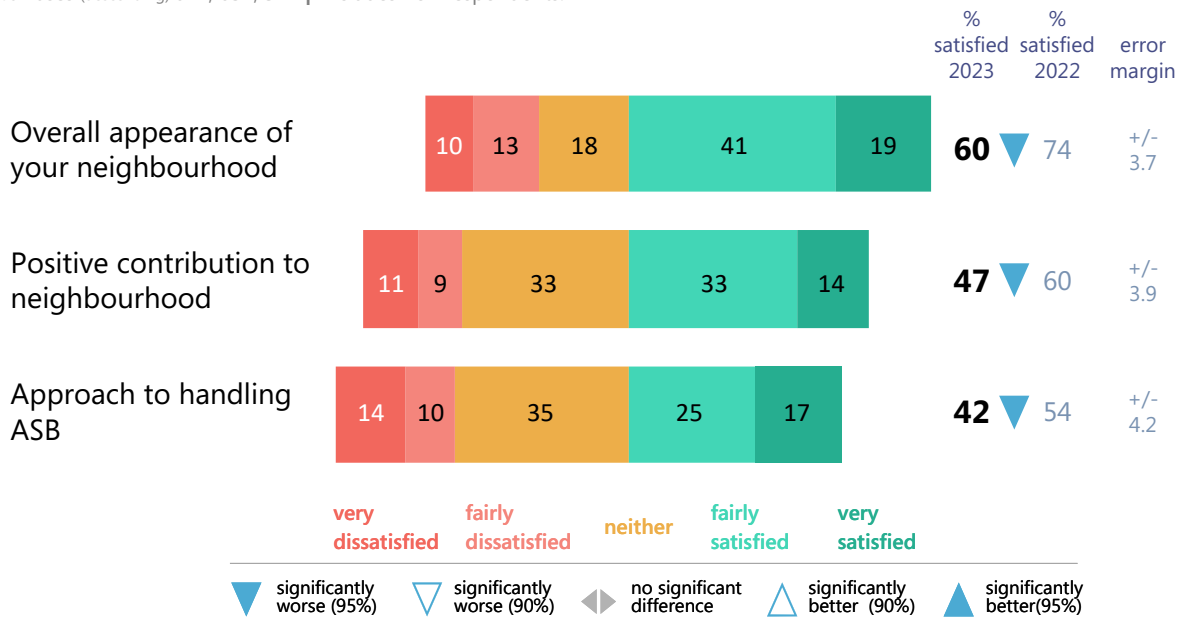
By place

- The small group of **sheltered** respondents are more satisfied than general needs tenants with the council's contribution to their neighbourhood (58% v 48%), it's overall appearance (78% v 60%) and the approach to handling ASB (51% v 42%).
- Some variations by **patch** in contribution to the neighbourhood, however none of them are statistically significant with satisfaction ranging from 44% in Area 4 to 55% in Area 2.
- Satisfaction with ASB handling also vary little by patch.
- Some of significant differences by patch on the appearance of the neighbourhood, with respondents in Area 1 significantly less satisfied than average (57%), whereas those in Area 3 are significantly more so (68%).

7. Neighbourhood

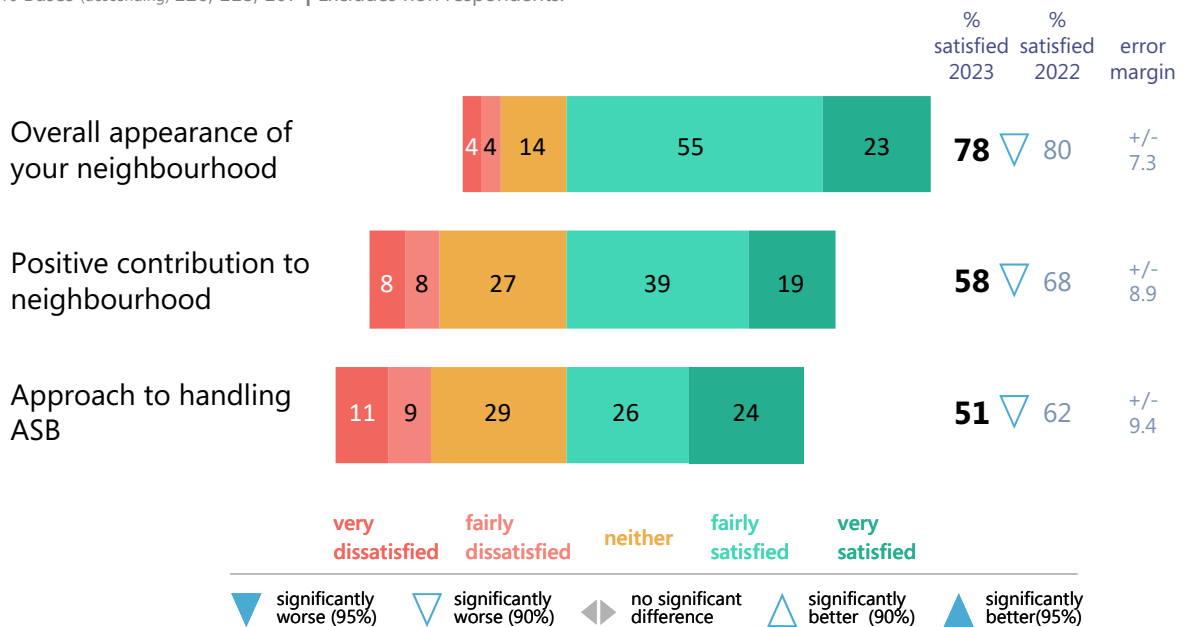
7.2 Neighbourhood overall - general needs

% Bases (descending) 674, 631, 544 | Excludes non respondents.



7.3 Neighbourhood overall - sheltered

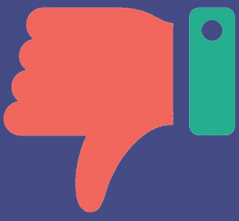
% Bases (descending) 126, 118, 107 | Excludes non respondents.



7.4 Neighbourhood and ASB by patch

	Sample size	Positive contribution	How ASB is dealt with	Overall appearance	% positive
Overall	821	49	43	62	Significantly worse than average (95% confidence*)
Area 1	189	45	44	57	Significantly worse than average (90% confidence*)
Area 2	173	55	45	58	Significantly better than average (95% confidence*)
Area 3	214	53	41	68	Significantly better than average (90% confidence*)
Area 4	246	44	42	63	

* See appendix A for further information on statistical tests and confidence levels



8. Complaints

26%



complaints handling

25%



said they complained



Be aware that only 5% of respondents that claim to have made a complaint have used the formal complaints system



Satisfaction with how it is handled is slightly below the benchmark of 33%



Satisfaction with complaints is lowest for 35-49 year olds



BAME respondents are more likely to complain, but are also more satisfied with how it is handled

8. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions in the context of the wider experience of customers when discussing repairs and other issues with their landlord, as opposed to the much narrower formal complaints procedure. It is also important to note that the satisfaction score is routed differently from the complaints question asked in the previous survey, so the two cannot be directly compared.

A quarter of tenants that responded to the survey **claim to have made a complaint** to Wiltshire Council, which is the same as the average for other recent TSM surveys amongst ARP clients. However, only 5% of this group are recorded as having actually used the formal complaints process. Instead, this group should be better understood as those who had some sort of issue or problem over the last 12 months that they believed housing services needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (29% v 16%).

Unfortunately, only around a quarter of complainants are satisfied with the Council's approach to the **handling of their complaint** (26%), although this is only a few points below the benchmark median of 33% from the benchmark group. Nevertheless, more respondents are 'very' dissatisfied (35%) than are satisfied.

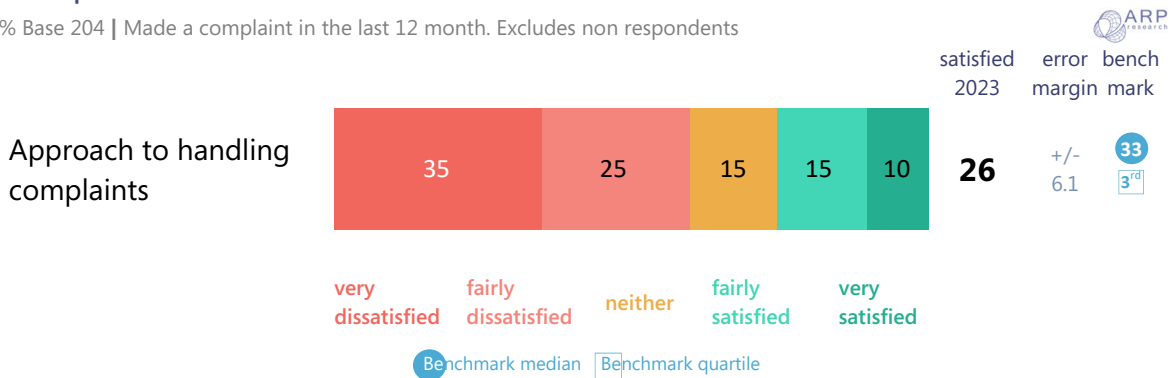
Although this result is a disappointing, it is likely that any action that the Council takes to address the main issues covered earlier in the report, such as property maintenance, will help to improve this score.



8. Complaints

8.1 Complaints

% Base 204 | Made a complaint in the last 12 month. Excludes non respondents



By people

- Tenants aged **35-49** are more likely to have complained to the Council than those of retirement age (31% v 24%).
- Respondents aged 35-49 are also significantly less satisfied with complaint handling (18%), compared to 26% of the under 35s and 33% of the over 65s.
- The small group of **BAME** respondents are far more satisfied than White British respondents with how the council handle complaints (46% v 26%), despite being more likely to have made a complaint (33% v 28%).
- Interestingly, respondents who have received some **planned maintenance** works are both more likely to have made a complaint (30%) but to also be more satisfied than average with how it is handled (37%).

By place

- An identical proportion of **general needs** and sheltered tenants have made a complaint (both 25%), however the former is the least satisfied with how it was handled (25% v 31%).
- The proportion claiming to have made a complaint varies a little across the four main **patches** – 23% in Area 2 and rising to 27% in Area 4.
- There are no statistically significant differences between these four **patches** on satisfaction with the approach, but the score is highest in Area 1 and Area 3 (both 30%), falling to 21% in Area 4.



9. Respondent profile

In addition to documenting the demographic profile of the sample, tables 9.8 to 9.10 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

9.1 Patch

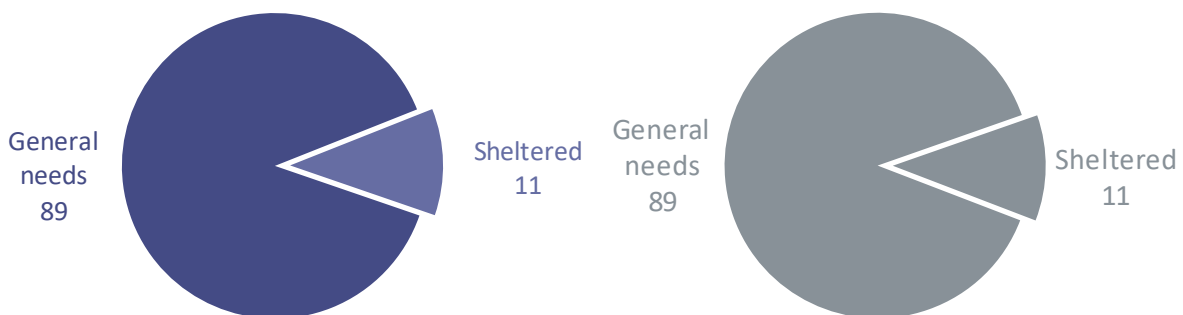
% Base 821

	Total	%
Area 1	189	23.0
Area 2	173	21.1
Area 3	214	26.1
Area 4	246	30.0

9.2 Stock [both years weighted]

% Base 821

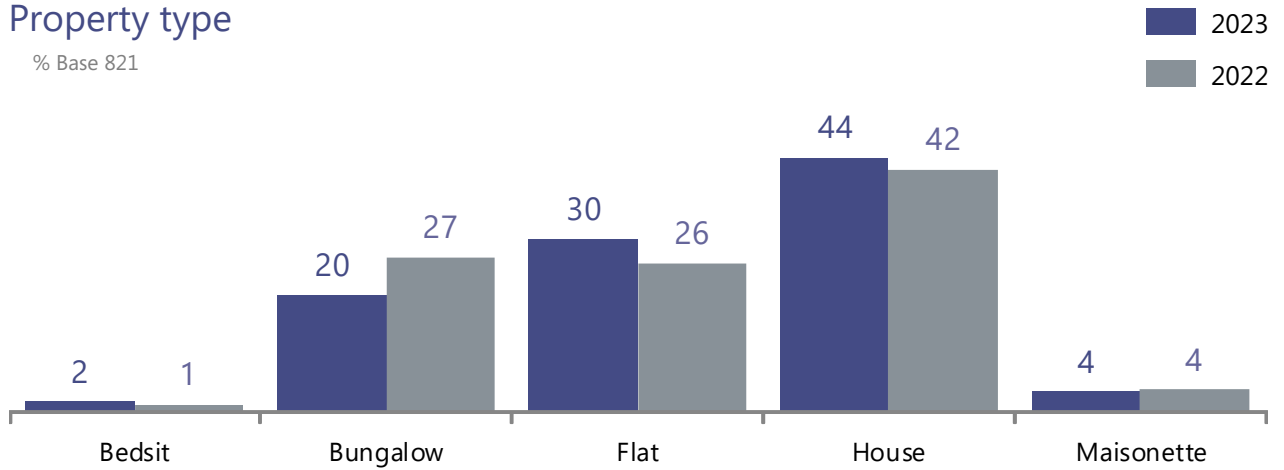
■ 2023
■ 2022



9. Respondent profile

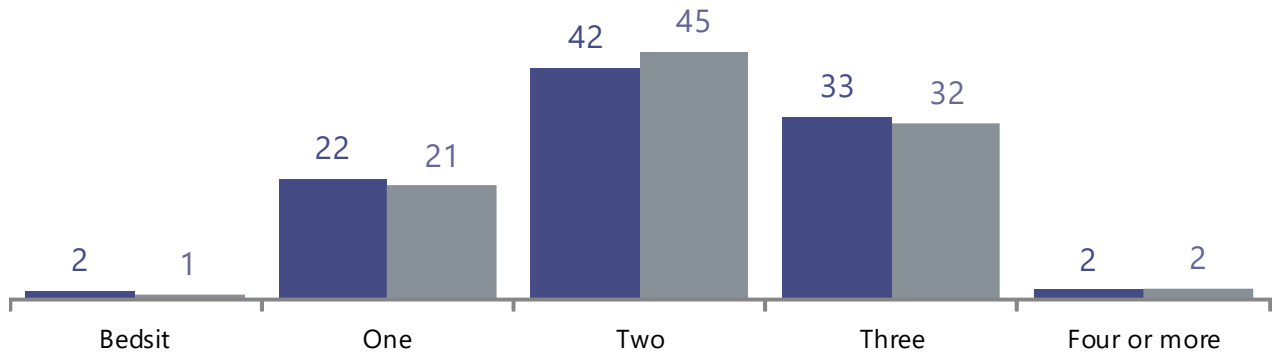
9.3 Property type

% Base 821



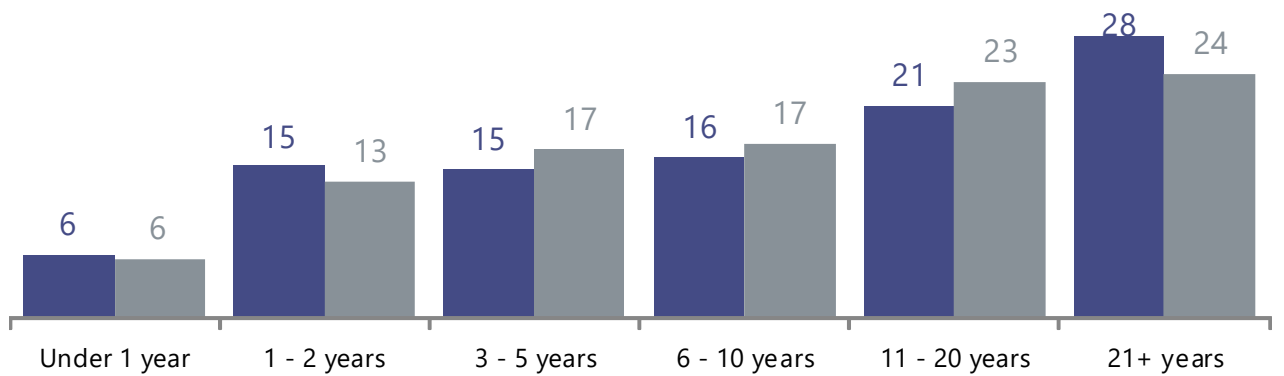
9.4 Number of bedrooms

% Base 821



9.5 Length of tenancy

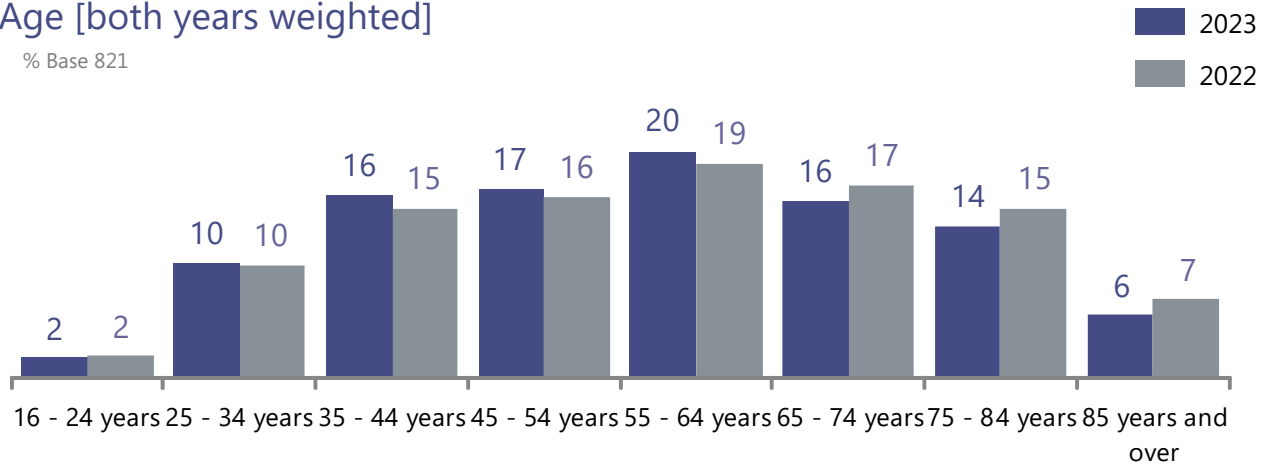
% Base 821



9. Respondent profile

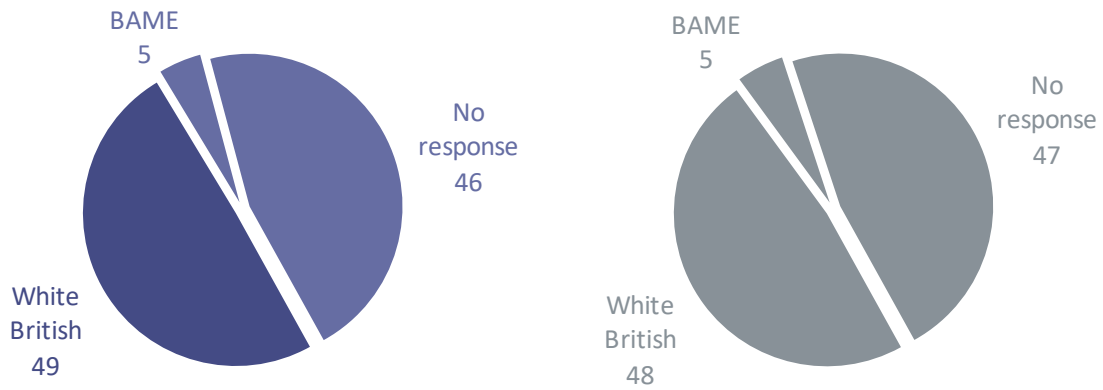
9.6 Age [both years weighted]

% Base 821



9.7 Ethnic background

% Base 821



9. Respondent profile

9.8 Core questions by lead age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	821	99	186	250	286
Service overall	70	52	59	71	83
Home is safe	69	41	53	72	85
Home is well maintained	65	43	52	65	82
Communal areas clean & well maintained	52	30	49	53	62
Repairs & maintenance in last 12 months	67	48	57	66	82
Time taken to complete last repair	62	53	53	60	75
Listens to views and acts upon them	49	39	42	48	59
Being kept informed	61	51	51	58	72
Treated fairly and with respect	64	50	51	64	77
Positive contribution to neighbourhood	49	41	37	48	60
Approach to handling ASB	43	26	30	47	56
Approach to handling complaints	26	26	18	23	33

9.9 Core questions by ethnic background

	Overall	% positive	
		White British	BAME
Sample size	821	405	37
Service overall	70	66	70
Home is safe	69	64	73
Home is well maintained	65	59	63
Communal areas clean & well maintained	52	51	68
Repairs & maintenance in last 12 months	67	63	62
Time taken to complete last repair	62	59	62
Listens to views and acts upon them	49	47	54
Being kept informed	61	57	63
Treated fairly and with respect	64	60	58
Positive contribution to neighbourhood	49	49	32
Approach to handling ASB	43	39	43
Approach to handling complaints	26	26	46

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

9. Respondent profile

9.10 Core questions by stock

	Overall	% positive	
		General needs	Sheltered
Sample size	821	728	93
Service overall	70	68	84
Home is safe	69	67	83
Home is well maintained	65	63	78
Communal areas clean & well maintained	52	44	73
Repairs & maintenance in last 12 months	67	65	81
Time taken to complete last repair	62	60	79
Listens to views and acts upon them	49	48	57
Being kept informed	61	60	68
Treated fairly and with respect	64	63	72
Positive contribution to neighbourhood	49	48	58
Approach to handling ASB	43	42	51
Approach to handling complaints	26	25	31

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between June and July 2023.

Responses

In total 821 tenants households took part in the survey, which represented a 32% response rate (error margin +/- 3.1%). This exceeded the stipulated TSM target error margin of +/- 4%.

There were 418 postal completions (51%) and 406 online completions (49%).

Sampling

A computer-generated random sample of 2562 households were invited to take part in the survey, which is a half census.

Fieldwork

Paper self completion questionnaires were distributed to selected sample, followed. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw of 10 x £25 shopping vouchers.

Population

The population for the survey was all 5,123 Wiltshire Council LCRA households on 14 June 2023. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate.

Representativeness

The survey sample include a randomly selected 2,562 households (half census). The final survey data was weighted by interlaced age group, property type and stock type to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Stock

General needs
Sheltered

Population	Survey
88.7	88.7
11.3	11.3

Patch

Area 1
Area 2
Area 3
Area 4

Population	Survey
19.3	23.0
16.5	21.0
30.5	26.0
14.6	29.9

Property type

Bedsit
Bungalow
Flat
House
Maisonette

Population	Survey
1.8	1.8
23.3	20.3
27.9	30.0
43.8	44.2
3.1	3.6

Property size

Bedsit
One bed
Two bed
Three bed
Four+ bed

Population	Survey
1.7	1.7
21.6	21.7
40.9	41.9
33.2	32.8
2.6	1.9

Lead tenant age

18 - 24 years
25 - 34 years
35 - 44 years
45 - 54 years
55 - 64 years
65 - 74 years
75 - 84 years
85+ years

Population	Survey
1.8	1.8
9.9	10.2
15.3	16.2
15.7	16.8
18.9	20.1
16.8	15.7
15.1	13.5
6.5	5.6

Ethnic background

White British
BAME
No record

Population	Survey
49.6	49.3
3.7	4.5
46.6	9.2

Tenancy length

Under 1 year
1 - 2 years
3 - 5 years
6 - 10 years
11 - 20 years
21 years and over

Population	Survey
4.4	6.2
11.6	14.9
15.0	14.6
19.0	15.7
23.9	20.9
26.1	27.7

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against ARP Research’s client database of completed TSM compliant surveys. For the overall satisfaction score this includes 14 landlords, amongst which 7 are local authorities and 3 are ALMOs.



Appendix B. Example questionnaire

Wiltshire Council

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

The Council House
Bourne Hill
Salisbury
SP1 3UZ

999999

Our ref : TSM

23 June 2023

Dear {name}

Make a difference: tell us what you think!

Listening to the views of our tenants is very important to us, so the enclosed satisfaction survey has been sent to a sample of tenant households. This is part of the new annual Tenant Satisfaction Measures that the government has just introduced for all social housing landlords. At the end of every financial year, we will publish a range of standard customer satisfaction information which will include some of the results from this survey.

Please take this opportunity to give us your views. It should only take five minutes and you could win up to £150 in shopping vouchers in the **Free Prize Draw!**

To be included in the draw, just send your questionnaire back in the pre-paid envelope supplied. The closing date is **21 July 2023**.

If you prefer you can complete the survey and enter the draw online. Just go to **www.arsurveys.co.uk/wiltshire** and log in using your personal code: **9999mwmw**

We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf in line with data protection rules (GDPR). The survey is completely confidential, which means that your answers will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored for no longer than necessary.

If you have any questions about the survey or would like help in completing it you can call us on 0300 456 0117 and select option 5. One of our Resident Engagement Team will be pleased to help.

Yours sincerely



Nick Darbyshire
Head of Housing Operations & People Service

General enquiries: 0300 456 0117
Email: hsgmail@wiltshire.gov.uk



scan me
code: **9999mwmw**

 0300 456 0100 wiltshire.gov.uk @WiltshireCouncil @wiltscouncil

Wiltshire Council

scan me

Tenant Satisfaction Survey 2023

arpsurveys.co.uk/wiltshire
your code: 9999mmw

Services overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wiltshire Council housing services?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

2 How satisfied or dissatisfied are you that Wiltshire Council housing services provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wiltshire Council housing services provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Return by Friday 21 July

Prize Draw!

£150 voucher

£50 voucher 2nd prize

£25 voucher 3rd prize

Repairs and maintenance

4 Has Wiltshire Council housing services carried out a repair to your home in the last 12 months?

Yes **go to Q5 ↓** No **go to Q7 ↷**

5 How satisfied or dissatisfied are you with the overall repairs service from Wiltshire Council housing services over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communal areas

7 Do you live in a building with communal areas, either inside or outside, that Wiltshire Council housing services is responsible for maintaining?

Yes **go to Q8 ↓** No **go to Q9 ↷** Don't know **go to Q9 ↷**

8 How satisfied or dissatisfied are you that Wiltshire Council housing services keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication

9 How satisfied or dissatisfied are you that Wiltshire Council housing services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

2

10 How satisfied or dissatisfied are you that Wiltshire Council housing services keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

11 To what extent do you agree or disagree with the following "Wiltshire Council housing services treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

Complaints

12 Have you made a complaint to Wiltshire Council housing services in the last 12 months?

Yes **go to Q13 ↓** No **go to Q14 ↷**

13 How satisfied or dissatisfied are you with Wiltshire Council housing services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your neighbourhood

14 How satisfied or dissatisfied are you that Wiltshire Council housing services makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

15 How satisfied or dissatisfied are you with Wiltshire Council housing services' approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

3

16 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

The future

17 What do you consider are your **top three** priorities for Council investment either in your property or to your surroundings?

tick no more than 3 boxes

- Solar Panels for electricity and hot water
- More energy efficient and low/zero carbon heating systems
- Parking improvements
- Improvements to bin areas
- More garages
- Improvements to ground maintenance services
- Communal landscaping / benches
- More litter and fly-tipping removal
- Improvements to roads and paths
- Children's play areas
- More housing

i This will not impact on us continuing to provide the works we are required to maintain your property in a decent condition.

18 Would you consider choosing a smaller and more affordable property either now or in the future?

Yes Maybe No

i If you would like some information on the options available for moving to a smaller and more affordable property, please tick here:

This is your consent for Wiltshire Council to know your details for this question only, and that we may contact you in the future about it. By requesting this information you are **under no obligation** to move and we will **not** insist that you do.

Thank you!

Please now return in the enclosed freepost envelope for your chance to win £150 in shopping vouchers!

RETURN TO: Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wiltshire Council Housing Services?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
1: Very satisfied	251	30.6	30.9	69.9	201	29.1	29.4	67.9	54	41.5	41.5	83.0
2: Fairly satisfied	317	38.6	39.0		263	38.1	38.5		54	41.5	41.5	
3: Neither satisfied nor dissatisfied	85	10.4	10.5		76	11.0	11.1		8	6.2	6.2	
4: Fairly dissatisfied	100	12.2	12.3		88	12.7	12.9		11	8.5	8.5	
5: Very dissatisfied	60	7.3	7.4		56	8.1	8.2		3	2.3	2.3	
N/R	8	1.0			7	1.0			0	0.0		
Q2 How satisfied or dissatisfied are you that Wiltshire Council housing services provides a home that is well maintained?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
6: Very satisfied	238	29.0	29.1	65.0	189	27.4	27.6	63.2	51	39.2	39.5	77.5
7: Fairly satisfied	293	35.7	35.9		244	35.3	35.6		49	37.7	38.0	
8: Neither satisfied nor dissatisfied	84	10.2	10.3		70	10.1	10.2		14	10.8	10.9	
9: Fairly dissatisfied	118	14.4	14.4		106	15.3	15.5		11	8.5	8.5	
10: Very dissatisfied	84	10.2	10.3		77	11.1	11.2		4	3.1	3.1	
N/R	5	0.6			5	0.7			0	0.0		
Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wiltshire Council housing services provides a home that is safe?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
11: Very satisfied	278	33.9	34.1	68.7	216	31.3	31.5	66.5	66	50.8	50.8	82.3
12: Fairly satisfied	282	34.3	34.6		240	34.7	35.0		41	31.5	31.5	
13: Neither satisfied nor dissatisfied	82	10.0	10.1		71	10.3	10.4		11	8.5	8.5	
14: Fairly dissatisfied	105	12.8	12.9		95	13.7	13.9		8	6.2	6.2	
15: Very dissatisfied	68	8.3	8.3		63	9.1	9.2		4	3.1	3.1	
16: Not applicable/ don't know	1	0.1			1	0.1			0	0.0		
N/R	5	0.6			5	0.7			0	0.0		
Q4 Has Wiltshire Council housing services carried out a repair to your home in the last 12 months?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
17: Yes	592	72.1	73.4		505	73.1	74.4		84	64.6	66.7	
18: No	214	26.1	26.6		174	25.2	25.6		42	32.3	33.3	
N/R	15	1.8			12	1.7			4	3.1		
Q5 How satisfied or dissatisfied are you with the overall repairs service from Wiltshire Council housing services over the last 12 months?												
<i>Base: 592</i>				<i>Base: 505</i>				<i>Base: 84</i>				
19: Very satisfied	209	25.5	35.4	66.7	168	24.3	33.3	64.6	43	33.1	51.2	81.0
20: Fairly satisfied	185	22.5	31.3		158	22.9	31.3		25	19.2	29.8	
21: Neither satisfied nor dissatisfied	63	7.7	10.7		55	8.0	10.9		8	6.2	9.5	
22: Fairly dissatisfied	65	7.9	11.0		61	8.8	12.1		2	1.5	2.4	
23: Very dissatisfied	69	8.4	11.7		62	9.0	12.3		6	4.6	7.1	
N/R	230	28.0	0.2		187	27.1	0.2		46	35.4	0.0	
Q6 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?												
<i>Base: 592</i>				<i>Base: 505</i>				<i>Base: 84</i>				
24: Very satisfied	199	24.2	34.0	62.3	162	23.4	32.5	60.2	38	29.2	45.8	78.3
25: Fairly satisfied	166	20.2	28.3		138	20.0	27.7		27	20.8	32.5	
26: Neither satisfied nor dissatisfied	55	6.7	9.4		49	7.1	9.8		5	3.8	6.0	
27: Fairly dissatisfied	66	8.0	11.3		60	8.7	12.0		3	2.3	3.6	
28: Very dissatisfied	100	12.2	17.1		90	13.0	18.0		10	7.7	12.0	
N/R	236	28.7	1.2		192	27.8	1.2		47	36.2	1.2	
Q7 Do you live in a building with communal areas, either inside or outside, that Wiltshire Council housing services is responsible for maintaining?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
29: Yes	293	35.7	37.1		199	28.8	29.9		119	91.5	95.2	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
30: No	453	55.2	57.4		426	61.6	64.1		4	3.1	3.2	
31: Don't know	43	5.2	5.4		40	5.8	6.0		2	1.5	1.6	
N/R	32	3.9			26	3.8			5	3.8		
Q8 How satisfied or dissatisfied are you that Wiltshire Council housing services keeps these communal areas clean and well maintained?												
<i>Base: 293</i>				<i>Base: 199</i>				<i>Base: 119</i>				
32: Very satisfied	62	7.6	21.2	52.4	37	5.4	18.8	44.2	33	25.4	27.7	72.2
33: Fairly satisfied	91	11.1	31.2		50	7.2	25.4		53	40.8	44.5	
34: Neither satisfied nor dissatisfied	47	5.7	16.1		34	4.9	17.3		16	12.3	13.4	
35: Fairly dissatisfied	44	5.4	15.1		34	4.9	17.3		12	9.2	10.1	
36: Very dissatisfied	48	5.8	16.4		42	6.1	21.3		5	3.8	4.2	
N/R	529	64.4	0.3		494	71.5	1.0		11	8.5	0.0	
Q9 How satisfied or dissatisfied are you that Wiltshire Council housing services listens to your views and acts upon them?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
37: Very satisfied	137	16.7	17.8	49.3	115	16.6	17.7	48.0	21	16.2	17.5	56.7
38: Fairly satisfied	242	29.5	31.5		197	28.5	30.3		47	36.2	39.2	
39: Neither satisfied nor dissatisfied	192	23.4	25.0		170	24.6	26.2		20	15.4	16.7	
40: Fairly dissatisfied	82	10.0	10.7		70	10.1	10.8		12	9.2	10.0	
41: Very dissatisfied	116	14.1	15.1		98	14.2	15.1		20	15.4	16.7	
42: Not applicable/ don't know	38	4.6			30	4.3			8	6.2		
N/R	14	1.7			12	1.7			2	1.5		
Q10 How satisfied or dissatisfied are you that Wiltshire Council housing services keeps you informed about things that matter to you?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
43: Very satisfied	219	26.7	27.5	60.5	182	26.3	27.1	59.4	37	28.5	29.4	66.7
44: Fairly satisfied	263	32.0	33.0		217	31.4	32.3		47	36.2	37.3	
45: Neither satisfied nor dissatisfied	183	22.3	23.0		164	23.7	24.4		17	13.1	13.5	
46: Fairly dissatisfied	72	8.8	9.0		58	8.4	8.6		16	12.3	12.7	
47: Very dissatisfied	59	7.2	7.4		51	7.4	7.6		9	6.9	7.1	
48: Not applicable/ don't know	8	1.0			7	1.0			0	0.0		
N/R	16	1.9			12	1.7			5	3.8		
Q11 To what extent do you agree or disagree with the following "Wiltshire Council housing services treats me fairly and with respect"?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
49: Strongly agree	165	20.1	20.8	64.2	131	19.0	19.6	63.0	36	27.7	29.0	72.5
50: Agree	345	42.0	43.4		291	42.1	43.4		54	41.5	43.5	
51: Neither agree nor disagree	179	21.8	22.5		155	22.4	23.1		22	16.9	17.7	
52: Disagree	48	5.8	6.0		39	5.6	5.8		10	7.7	8.1	
53: Strongly disagree	58	7.1	7.3		54	7.8	8.1		2	1.5	1.6	
54: Not applicable/ don't know	10	1.2			8	1.2			1	0.8		
N/R	17	2.1			13	1.9			4	3.1		
Q12 Have you made a complaint to Wiltshire Council housing services in the last 12 months?												
<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>				
55: Yes	206	25.1	26.1		174	25.2	26.0		33	25.4	27.3	
56: No	584	71.1	73.9		494	71.5	74.0		88	67.7	72.7	
N/R	31	3.8			23	3.3			9	6.9		
Q13 How satisfied or dissatisfied are you with Wiltshire Council housing services' approach to complaints handling?												
<i>Base: 206</i>				<i>Base: 174</i>				<i>Base: 33</i>				
57: Very satisfied	21	2.6	10.3	25.5	18	2.6	10.5	24.5	3	2.3	9.1	30.3
58: Fairly satisfied	31	3.8	15.2		24	3.5	14.0		7	5.4	21.2	
59: Neither satisfied nor dissatisfied	30	3.7	14.7		27	3.9	15.7		3	2.3	9.1	
60: Fairly dissatisfied	51	6.2	25.0		43	6.2	25.0		8	6.2	24.2	
61: Very dissatisfied	71	8.6	34.8		60	8.7	34.9		12	9.2	36.4	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	617	75.2	1.0		519	75.1	1.1		97	74.6	0.0	
Q14 How satisfied or dissatisfied are you that Wiltshire Council housing services makes a positive contribution to your neighbourhood?	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
62: Very satisfied	112	13.6	14.9	48.6	90	13.0	14.3	47.4	22	16.9	18.6	57.6
63: Fairly satisfied	253	30.8	33.7		209	30.2	33.1		46	35.4	39.0	
64: Neither satisfied nor dissatisfied	242	29.5	32.3		209	30.2	33.1		32	24.6	27.1	
65: Fairly dissatisfied	65	7.9	8.7		55	8.0	8.7		9	6.9	7.6	
66: Very dissatisfied	78	9.5	10.4		68	9.8	10.8		9	6.9	7.6	
67: Not applicable/ don't know	56	6.8			47	6.8			9	6.9		
N/R	15	1.8			13	1.9			3	2.3		
Q15 How satisfied or dissatisfied are you with Wiltshire Council housing services' approach to handling anti-social behaviour?	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
68: Very satisfied	117	14.3	18.0	43.1	93	13.5	17.1	41.9	26	20.0	24.3	50.5
69: Fairly satisfied	163	19.9	25.1		135	19.5	24.8		28	21.5	26.2	
70: Neither satisfied nor dissatisfied	221	26.9	34.1		189	27.4	34.7		31	23.8	29.0	
71: Fairly dissatisfied	63	7.7	9.7		53	7.7	9.7		10	7.7	9.3	
72: Very dissatisfied	85	10.4	13.1		74	10.7	13.6		12	9.2	11.2	
73: Not applicable/ don't know	156	19.0			132	19.1			21	16.2		
N/R	17	2.1			14	2.0			3	2.3		
Q16 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
74: Very satisfied	155	18.9	19.4	61.8	127	18.4	18.8	59.6	29	22.3	23.0	77.8
75: Fairly satisfied	340	41.4	42.4		275	39.8	40.8		69	53.1	54.8	
76: Neither satisfied nor dissatisfied	141	17.2	17.6		122	17.7	18.1		18	13.8	14.3	
77: Fairly dissatisfied	94	11.4	11.7		86	12.4	12.8		5	3.8	4.0	
78: Very dissatisfied	71	8.6	8.9		64	9.3	9.5		5	3.8	4.0	
79: Not applicable/ don't know	8	1.0			7	1.0			1	0.8		
N/R	13	1.6			11	1.6			3	2.3		
Q17 What do you consider are your top three priorities for Council investment either in your property or to your surroundings?	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
80: Solar Panels for electricity and hot water	398	48.5	18.1		339	49.1	18.2		54	41.5	16.6	
81: More energy efficient and low/zero carbon heating systems	334	40.7	15.2		281	40.7	15.1		52	40.0	16.0	
82: Parking improvements	282	34.3	12.8		243	35.2	13.0		36	27.7	11.0	
83: Improvements to bin areas	89	10.8	4.0		56	8.1	3.0		41	31.5	12.6	
84: More garages	40	4.9	1.8		37	5.4	2.0		3	2.3	0.9	
85: Improvements to ground maintenance services	182	22.2	8.3		150	21.7	8.0		32	24.6	9.8	
86: Communal landscaping / benches	96	11.7	4.4		77	11.1	4.1		23	17.7	7.1	
87: More litter and fly-tipping removal	103	12.5	4.7		91	13.2	4.9		10	7.7	3.1	
88: Improvements to roads and paths	385	46.9	17.5		329	47.6	17.6		54	41.5	16.6	
89: Children's play areas	118	14.4	5.4		112	16.2	6.0		2	1.5	0.6	
90: More housing	171	20.8	7.8		150	21.7	8.0		19	14.6	5.8	
N/R	35	4.3			26	3.8			11	8.5		
Q18a Would you consider choosing a smaller and more affordable property either now or in the future?	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
91: Yes	87	10.6	11.0		78	11.3	11.7		7	5.4	5.5	
92: No	195	23.8	24.6		171	24.7	25.6		22	16.9	17.3	
93: Maybe	511	62.2	64.4		418	60.5	62.7		98	75.4	77.2	
N/R	28	3.4			24	3.5			3	2.3		
D101 Stock type	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
94: General needs	728	88.7	88.7		691	100.0	100.0		0	0.0	0.0	
95: Sheltered	93	11.3	11.3		0	0.0	0.0		130	100.0	100.0	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	0	0.0			0	0.0			0	0.0		
D102 Patch	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
96: Area 1	189	23.0	23.0		160	23.2	23.2		30	23.1	23.3	
97: Area 2	173	21.1	21.0		153	22.1	22.2		17	13.1	13.2	
98: Area 3	214	26.1	26.0		174	25.2	25.2		40	30.8	31.0	
99: Area 4	246	30.0	29.9		203	29.4	29.4		42	32.3	32.6	
N/R	0	0.0			0	0.0			0	0.0		
D103 Repairs area	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
100: Alderbury	6	0.7	0.7		5	0.7	0.7		0	0.0	0.0	
101: Allington	4	0.5	0.5		3	0.4	0.4		0	0.0	0.0	
102: Alvediston	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
103: Amesbury	60	7.3	7.3		45	6.5	6.5		16	12.3	12.2	
104: Ansty	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
105: Any Area	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
106: Barford St Martin	7	0.9	0.9		7	1.0	1.0		0	0.0	0.0	
107: Bemerton Heath 1	75	9.1	9.1		72	10.4	10.4		0	0.0	0.0	
108: Bemerton Heath 2	44	5.4	5.3		40	5.8	5.8		2	1.5	1.5	
109: Berwick St James	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
110: Bishopdown	33	4.0	4.0		31	4.5	4.5		1	0.8	0.8	
111: Bishopstone	3	0.4	0.4		3	0.4	0.4		0	0.0	0.0	
112: Boscombe Village	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
113: Bowerchalke	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
114: Britford	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
115: Broadchalke	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
116: Bulford	17	2.1	2.1		16	2.3	2.3		0	0.0	0.0	
117: Burcombe	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
118: Charlton All Saints	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
119: Chilmark	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
120: Chippenham	4	0.5	0.5		4	0.6	0.6		0	0.0	0.0	
121: Cholderton	3	0.4	0.4		2	0.3	0.3		0	0.0	0.0	
122: Compton Chamberlyne	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
123: Coombe Bissett	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
124: Devizes	8	1.0	1.0		1	0.1	0.1		9	6.9	6.9	
125: Dinton	6	0.7	0.7		6	0.9	0.9		0	0.0	0.0	
126: Donhead St Andrew	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
127: Donhead St Mary	14	1.7	1.7		11	1.6	1.6		3	2.3	2.3	
128: Downton	18	2.2	2.2		15	2.2	2.2		2	1.5	1.5	
129: Durnford	5	0.6	0.6		5	0.7	0.7		0	0.0	0.0	
130: Durrington	22	2.7	2.7		19	2.7	2.7		4	3.1	3.1	
131: East Knoyle	8	1.0	1.0		8	1.2	1.2		0	0.0	0.0	
132: Ebbesbourne Wake	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
133: Farley	4	0.5	0.5		3	0.4	0.4		0	0.0	0.0	
134: Figheldean	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
135: Fisherton 2	8	1.0	1.0		4	0.6	0.6		6	4.6	4.6	
136: Fisherton1	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
137: Fonthill Bishop	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
138: Ford	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
139: Fovant	11	1.3	1.3		6	0.9	0.9		7	5.4	5.3	
140: Great Wishford	6	0.7	0.7		6	0.9	0.9		0	0.0	0.0	
141: Grimstead	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
142: Harnham	50	6.1	6.1		37	5.4	5.4		15	11.5	11.5	
143: Hindon	6	0.7	0.7		5	0.7	0.7		0	0.0	0.0	
144: Kilminton	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
145: Landford	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
146: Laverstock	15	1.8	1.8		10	1.4	1.4		5	3.8	3.8	
147: Maiden Bradley	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
148: Mere	43	5.2	5.2		35	5.1	5.1		10	7.7	7.6	
149: Milford 1	15	1.8	1.8		14	2.0	2.0		0	0.0	0.0	
150: Milford 2	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
151: Netherhampton	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
152: Newton Tony	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
153: Nomansland	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
154: Nunton	6	0.7	0.7		2	0.3	0.3		6	4.6	4.6	
155: Odstock	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
156: Orcheston	3	0.4	0.4		3	0.4	0.4		0	0.0	0.0	
157: Pitton	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
158: Porton	3	0.4	0.4		3	0.4	0.4		0	0.0	0.0	
159: Quidhampton	3	0.4	0.4		3	0.4	0.4		0	0.0	0.0	
160: Redlynch	14	1.7	1.7		13	1.9	1.9		0	0.0	0.0	
161: Sedgehill	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
162: Semley	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
163: Shrewton	21	2.6	2.6		17	2.5	2.5		5	3.8	3.8	
164: South Newton	7	0.9	0.9		7	1.0	1.0		0	0.0	0.0	
165: St Edmunds 2	15	1.8	1.8		14	2.0	2.0		0	0.0	0.0	
166: St Marks 1	4	0.5	0.5		2	0.3	0.3		3	2.3	2.3	
167: St Martins 1	53	6.5	6.4		40	5.8	5.8		15	11.5	11.5	
168: St Pauls 1	6	0.7	0.7		5	0.7	0.7		0	0.0	0.0	
169: St Pauls 2	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
170: Stapleford	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
171: Steeple Langford	10	1.2	1.2		4	0.6	0.6		7	5.4	5.3	
172: Stour	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
173: Stratford 1	34	4.1	4.1		32	4.6	4.6		0	0.0	0.0	
174: Stratford 2	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
175: Sutton Mandeville	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
176: Swallowcliffe	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
177: Teffont	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
178: Tilshead	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
179: Tisbury	22	2.7	2.7		15	2.2	2.2		8	6.2	6.1	
180: Tollard Royal	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
181: Trowbridge	8	1.0	1.0		8	1.2	1.2		0	0.0	0.0	
182: Trowbridge C	9	1.1	1.1		9	1.3	1.3		0	0.0	0.0	
183: Upavon	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
184: Warminster	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
185: West Dean	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
186: West Knoyle	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
187: West Tisbury	3	0.4	0.4		3	0.4	0.4		0	0.0	0.0	
188: Westbury	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
189: Whiteparish	4	0.5	0.5		3	0.4	0.4		0	0.0	0.0	
190: Wilton	47	5.7	5.7		42	6.1	6.1		4	3.1	3.1	
191: Winterborne Stoke	7	0.9	0.9		7	1.0	1.0		0	0.0	0.0	
192: Winterslow	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
193: Woodfalls	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
194: Woodford	3	0.4	0.4		3	0.4	0.4		0	0.0	0.0	
195: Wyllye	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
196: Zeals	7	0.9	0.9		4	0.6	0.6		3	2.3	2.3	
N/R	0	0.0			0	0.0			0	0.0		
D104 Tenancy type	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
197: Secure Tenancy	780	95.0	95.0		662	95.8	95.8		115	88.5	88.5	
198: Introductory	38	4.6	4.6		26	3.8	3.8		15	11.5	11.5	
199: Other	3	0.4	0.4		3	0.4	0.4		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D105 Age group	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
200: 16 - 24 years	15	1.8	1.8		15	2.2	2.2		0	0.0	0.0	
201: 25 - 34 years	84	10.2	10.2		82	11.9	11.9		0	0.0	0.0	
202: 35 - 44 years	133	16.2	16.2		128	18.5	18.5		0	0.0	0.0	
203: 45 - 54 years	138	16.8	16.8		131	19.0	19.0		1	0.8	0.8	
204: 55 - 64 years	165	20.1	20.1		143	20.7	20.7		20	15.4	15.4	
205: 65 - 74 years	129	15.7	15.7		91	13.2	13.2		47	36.2	36.2	
206: 75 - 84 years	111	13.5	13.5		71	10.3	10.3		43	33.1	33.1	
207: 85 years and over	46	5.6	5.6		30	4.3	4.3		19	14.6	14.6	
N/R	0	0.0			0	0.0			0	0.0		

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
D106 Age group [simple]	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
208: 16-34	99	12.1	12.1		97	14.0	14.0		0	0.0	0.0	
209: 35-49	186	22.7	22.7		179	25.9	25.9		0	0.0	0.0	
210: 50-64	250	30.5	30.5		223	32.3	32.3		21	16.2	16.2	
211: 65+	286	34.8	34.8		192	27.8	27.8		109	83.8	83.8	
N/R	0	0.0			0	0.0			0	0.0		
D107 Property size	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
212: Bedsit	14	1.7	1.7		11	1.6	1.6		5	3.8	3.8	
213: One	178	21.7	21.7		105	15.2	15.2		95	73.1	73.1	
214: Two	344	41.9	41.9		303	43.8	43.8		30	23.1	23.1	
215: Three	269	32.8	32.8		257	37.2	37.2		0	0.0	0.0	
216: Four or more	16	1.9	1.9		15	2.2	2.2		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D108 Property type	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
217: Bedsit Bungalow Mid Terr	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
218: Bedsit Bungalow Semi Detached	1	0.1	0.1		0	0.0	0.0		0	0.0	0.0	
219: Bedsit Flat	14	1.7	1.7		11	1.6	1.6		5	3.8	3.8	
220: Bungalow	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
221: Bungalow Detached	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
222: Bungalow End Terrace	49	6.0	6.0		35	5.1	5.1		16	12.3	12.3	
223: Bungalow Mid Terrace	50	6.1	6.1		32	4.6	4.6		22	16.9	16.9	
224: Bungalow Semi Detached	66	8.0	8.0		57	8.2	8.3		6	4.6	4.6	
225: Flat	247	30.1	30.1		179	25.9	25.9		81	62.3	62.3	
226: House Detached	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
227: House End Terrace	79	9.6	9.6		75	10.9	10.9		0	0.0	0.0	
228: House Mid Terrace	105	12.8	12.8		100	14.5	14.5		0	0.0	0.0	
229: House Semi Detached	179	21.8	21.8		171	24.7	24.8		0	0.0	0.0	
230: Maisonette	30	3.7	3.7		29	4.2	4.2		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D109 Property type [summary]	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
231: Bedsit	15	1.8	1.8		12	1.7	1.7		5	3.8	3.8	
232: Bungalow	167	20.3	20.3		125	18.1	18.1		44	33.8	33.8	
233: Flat	247	30.1	30.0		179	25.9	25.9		81	62.3	62.3	
234: House	363	44.2	44.2		347	50.2	50.1		0	0.0	0.0	
235: Maisonette	30	3.7	3.6		29	4.2	4.2		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D110 EPC rating	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
236: A	3	0.4	0.4		2	0.3	0.3		0	0.0	0.0	
237: B	36	4.4	4.4		14	2.0	2.0		28	21.5	21.5	
238: C	251	30.6	30.6		207	30.0	30.0		51	39.2	39.2	
239: D	142	17.3	17.3		118	17.1	17.1		25	19.2	19.2	
240: E	10	1.2	1.2		7	1.0	1.0		2	1.5	1.5	
241: F	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
242: G	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
243: Unknown	377	45.9	45.9		341	49.3	49.3		24	18.5	18.5	
N/R	0	0.0			0	0.0			0	0.0		
D111 EPC Rating band	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
244: A - C Efficient	290	35.3	35.3		223	32.3	32.3		78	60.0	60.5	
245: D - G Inefficient	154	18.8	18.8		127	18.4	18.4		27	20.8	20.9	
246: Unknown	377	45.9	45.9		341	49.3	49.3		24	18.5	18.6	
N/R	0	0.0			0	0.0			0	0.0		
D112 Ethnic background	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
247: White British	405	49.3	87.7		326	47.2	86.5		88	67.7	88.9	
248: Irish	5	0.6	1.1		5	0.7	1.3		0	0.0	0.0	
249: Gypsy/Irish Traveller	0	0.0	0.0		0	0.0	0.0		1	0.8	1.0	
250: Other White background	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
251: White & Black Caribbean	0	0.0	0.0		0	0.0	0.0		1	0.8	1.0	
252: White & Black African	2	0.2	0.4		2	0.3	0.5		0	0.0	0.0	
253: White & Asian	2	0.2	0.4		2	0.3	0.5		1	0.8	1.0	
254: Other Mixed background	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
255: Indian	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
256: Pakistani	2	0.2	0.4		2	0.3	0.5		0	0.0	0.0	
257: Bangladeshi	3	0.4	0.6		3	0.4	0.8		0	0.0	0.0	
258: Chinese	1	0.1	0.2		1	0.1	0.3		0	0.0	0.0	
259: Other Asian background	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
260: African	7	0.9	1.5		7	1.0	1.9		0	0.0	0.0	
261: Caribbean	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
262: Other Black background	3	0.4	0.6		3	0.4	0.8		0	0.0	0.0	
263: Arab	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
264: Other ethnic group	11	1.3	2.4		8	1.2	2.1		5	3.8	5.1	
265: Unknown	21	2.6	4.5		18	2.6	4.8		3	2.3	3.0	
N/R	357	43.5			315	45.6			32	24.6		
D113 Ethnic background [summary]	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
266: White British	405	49.3	91.6		326	47.2	91.1		88	67.7	92.6	
267: BAME	37	4.5	8.4		32	4.6	8.9		7	5.4	7.4	
N/R	378	46.0			334	48.3			35	26.9		
D114 Length of tenancy	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
268: Under 1 year	51	6.2	6.2		38	5.5	5.5		17	13.1	13.1	
269: 1 - 2 years	122	14.9	14.9		102	14.8	14.7		22	16.9	16.9	
270: 3 - 5 years	120	14.6	14.6		94	13.6	13.6		31	23.8	23.8	
271: 6 - 10 years	129	15.7	15.7		108	15.6	15.6		22	16.9	16.9	
272: 11 - 20 years	171	20.8	20.9		142	20.5	20.5		28	21.5	21.5	
273: 21 years and over	227	27.6	27.7		208	30.1	30.1		10	7.7	7.7	
N/R	0	0.0			0	0.0			0	0.0		
D115 Had a responsive repair [database]	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
274: Yes	673	82.0	82.0		573	82.9	82.9		97	74.6	74.6	
275: No	148	18.0	18.0		118	17.1	17.1		33	25.4	25.4	
N/R	0	0.0			0	0.0			0	0.0		
D116 Last repair completed by:	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
276: DLO	290	35.3	43.3		249	36.0	43.7		39	30.0	40.6	
277: Contractor	379	46.2	56.7		321	46.5	56.3		57	43.8	59.4	
N/R	153	18.6			122	17.7			34	26.2		
D117 Had planned maintenance	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
278: Yes	228	27.8	27.8		202	29.2	29.2		21	16.2	16.2	
279: No	593	72.2	72.2		489	70.8	70.8		109	83.8	83.8	
N/R	0	0.0			0	0.0			0	0.0		
D118 Had a responsive repair [database]	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
280: Yes	719	87.6	87.6		614	88.9	88.9		101	77.7	77.7	
281: No	102	12.4	12.4		77	11.1	11.1		29	22.3	22.3	
N/R	0	0.0			0	0.0			0	0.0		
D119 Registered with iHousing	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
282: Yes	454	55.3	55.3		394	57.0	57.0		57	43.8	43.8	
283: No	367	44.7	44.7		297	43.0	43.0		73	56.2	56.2	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age & property				Weighted by age & property type				Weighted by age & property type			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	0	0.0			0	0.0			0	0.0		
D120 Made a complaint	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
284: Yes	15	1.8	1.8		13	1.9	1.9		2	1.5	1.5	
285: No	806	98.2	98.2		678	98.1	98.1		128	98.5	98.5	
N/R	0	0.0			0	0.0			0	0.0		
D121 Reported ASB	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
286: Yes	27	3.3	3.3		23	3.3	3.3		3	2.3	2.3	
287: No	794	96.7	96.7		668	96.7	96.7		127	97.7	97.7	
N/R	0	0.0			0	0.0			0	0.0		
D122 Direct Debit payer	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
288: Yes	305	37.1	37.1		230	33.3	33.3		85	65.4	65.4	
289: No	516	62.9	62.9		461	66.7	66.7		45	34.6	34.6	
N/R	0	0.0			0	0.0			0	0.0		
D123 Benefits status	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
290: Full HB	127	15.5	15.5		93	13.5	13.5		39	30.0	30.0	
291: Partial HB	89	10.8	10.8		65	9.4	9.4		27	20.8	20.8	
292: UC	318	38.7	38.7		291	42.1	42.1		21	16.2	16.2	
293: No UC or HB	287	35.0	35.0		242	35.0	35.0		43	33.1	33.1	
N/R	0	0.0			0	0.0			0	0.0		
D123 Receive Housing Benefit [summary]	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
294: Yes	216	26.3	42.9		158	22.9	39.5		66	50.8	60.6	
295: No	287	35.0	57.1		242	35.0	60.5		43	33.1	39.4	
N/R	318	38.7			291	42.1			21	16.2		
D125 Receive any benefit [summary]	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
296: Yes	534	65.0	65.0		449	65.0	65.0		87	66.9	66.9	
297: No	287	35.0	35.0		242	35.0	35.0		43	33.1	33.1	
N/R	0	0.0			0	0.0			0	0.0		
D126 Arrears Category	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
298: Arrears less than 500	286	34.8	34.8		247	35.7	35.7		37	28.5	28.7	
299: Arrears 500 to 999	34	4.1	4.1		32	4.6	4.6		1	0.8	0.8	
300: Arrears 1000 to 1499	12	1.5	1.5		10	1.4	1.4		1	0.8	0.8	
301: Arrears over 1500	14	1.7	1.7		14	2.0	2.0		0	0.0	0.0	
302: No arrears	475	57.9	57.9		388	56.2	56.2		90	69.2	69.8	
N/R	0	0.0			0	0.0			0	0.0		
D127 Any arrears	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
303: Yes	346	42.1	42.1		303	43.8	43.8		40	30.8	30.8	
304: No	475	57.9	57.9		388	56.2	56.2		90	69.2	69.2	
N/R	0	0.0			0	0.0			0	0.0		
D128 Any arrears over 4 500	<i>Base: 821</i>				<i>Base: 691</i>				<i>Base: 130</i>			
305: Yes	60	7.3	7.3		56	8.1	8.1		3	2.3	2.3	
306: No	761	92.7	92.7		635	91.9	91.9		127	97.7	97.7	
N/R	0	0.0			0	0.0			0	0.0		



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