ANNEX 1 2013 Tenant Satisfaction Survey Results

Based on sample of 791 returned surveys; 39.6% response rate. Headline indicators are highlighted yellow.
Results in brackets indicate the wording of a question has changed but is broadly comparable. *New* indicates no previously comparable question.

YOUR PROPERTY

Tenant satisfaction with……….	**2012**	**2013**	↑ ↓	**Housemark Top %**	**Target**	**Comment**
Repairs & maintenance service	82%	82%	=	82.25%	85%	Just outside top quartile
Overall quality of home	82%	83%	↑	85%	85%	
Gas servicing arrangements	91%	90%	↓	n/a	92%	
67% (499) respondents had a repair completed in the last 12 months. Those tenants rated their satisfaction with :						
	2012	**2013**	↑ ↓	**Housemark Top %**	**Target**	**Comment**
Attitude of workers	91%	91%	=	n/a	n/a	
Keeping dirt & mess to minimum	88%	88%	=	n/a	n/a	
Contractors doing the job expected	81%	85%	↑	n/a	n/a	
Overall quality of work	86%	84%	↓	n/a	n/a	
Ease of reporting a repair by phone [1]	New	83%	N/a	n/a	n/a	
Being told when workers would call	85%	83%	↓	n/a	n/a	
Speed work was completed	84%	82%	↓	n/a	n/a	
Overall repairs service on this occasion	83%	81%	↓	97%	n/a	
Being able to make an appointment	84%	81%	↓	n/a	n/a	
Time taken before work started	78%	77%	↓	n/a	n/a	
Repair being done ‘ right first time ‘	78%	76%	↓	n/a	n/a	

[1] New question added 2013 at the request of Tenant Scrutiny Panel

YOUR PLACE

Tenant satisfaction with………..	2012	2013	↑ ↓	Housemark Top %	Target	Comment
Neighbourhood as a place to live	87%	82%	↓	87%	90%	
Estate services (litter picking; communal repairs)	80%	75%	↓	n/a	n/a	
Grounds maintenance service (grass cutting, communal gardening)	80%	72%	↓	83%	83%	
31% (232) respondents live in a block of flats. Those tenants rated their satisfaction with :						
Estate workers' internal cleaning service	71%	70%	↓	n/a		
Respondents were asked to indicate which of the following were a problem in their neighbourhood, identifying as many as they felt applied						
	Rank	Rank		Major	Minor	Major & minor combined
Dog fouling	1	1	=	28%	34%	62%
Car parking	2	2	=	29%	32%	61%
Rubbish or litter	3	3	=	18%	35%	53%
Disruptive children/ teenagers	5=	4	up 1	11%	35%	46%
Drunk/rowdy behaviour	4	5	down 1	13%	31%	44%
Drug use / dealing	5=	6	down 1	18%	23%	41%
Noisy neighbours	7	7	=	12%	25%	37%
Noisy traffic	8	8	=	7%	24%	31%
Pets/animals	9=	9=	=	8%	15%	23%
Other crime	9=	9=	=	5%	18%	23%
Vandalism/ graffiti	9=	11	down 2	5%	16%	21%
Damage to property	12	12	=	5%	10%	15%
Racial/other harassment	13	13	=	3%	5%	8%
Abandoned vehicles	14	14	=	1%	5%	6%

YOUR SERVICE

Tenant satisfaction with………..	2012	2013	↑ ↓	Housemark Top %	Target	Comments
Overall landlord service	88%	87%	↓	87.45%	90%	Just outside top quartile
Reporting a repair	84%	88%	↑	n/a	n/a	
Rent gives value for money	83%	82%	↓	85%	85%	
Enquiries generally	New	81%	N/a	n/a	80%	Target exceeded
Complaints	New	60%	N/a	n/a	n/a	
Anti-social behaviour	New	58%	N/a	n/a	n/a	
Moving or swapping your home	38%	43%	↑	n/a	n/a	
55% (416) respondents contacted us in the last 12 months other than to pay rent and rated satisfaction						
First person spoken to able to deal with query	New	81%	N/a	n/a	n/a	
Helpfulness of staff	78%	79%	↑	n/a	85%	
Staff speed & efficiency	74%	79%	↑	n/a	n/a	
Final outcome of their query	65%	72%	↑	n/a	90%	
59% (454) respondents said they were aware of the complaints procedure. **Of those, 14% (106) had made a complaint in the last 12 months and expressed satisfaction with:**						
Ease of making a complaint	65%	71%	↑	n/a	n/a	
Information/advice from staff	53%	65%	↑	n/a	80%	
Aware of complaints procedure	54%	59%	↑	n/a	n/a	
Being kept informed	34%	51%	↑	n/a	n/a	
Speed complaint was dealt with	33%	48%	↑	n/a	n/a	
Overall handling of complaint	37%	48%	↑	63%	50%	
Support from staff	38%	41%	↑	n/a	n/a	
Final outcome of complaint	34%	44%	↑	56%	50%	

YOUR SAY

Tenant satisfaction with………..	2012	2013	↑ ↓	Housemark Top %	Target	Comments
Landlord treats them fairly	80%	83%	↑	n/a	n/a	
Opportunities to be involved in management and decision making	51%	63%	↑	n/a	55%	Target exceeded
Being kept informed about things that might affect them	73%	73%	=	n/a	80%	
Opportunity to make views known	67%	68%	↑	n/a	n/a	
Listening to tenants' views and acting on them	67%	62%	↓	68%	72%	

Customer information responses:

a) **Respondents' preferred way of CYC keeping them informed** (multiple responses)		
In writing	73%	To be of greater operational use, in 2013 this question was split to show a) how tenants prefer to be kept informed b) how tenants prefer to make contact with CYC .
By phone	57%	
Newsletter	48%	
Home visit	32%	
Email	27%	
Text message	24%	
Office visit	19%	
Open meetings	16%	

b) **Respondents' preferred way of contacting CYC** (multiple responses)		
By phone	86%	Age profiling shows phone to be the preferred contact method across all age groups. Unsurprisingly, email and text are much less used by tenants 65+
In writing	43%	
Office visit	40%	
Email	26%	
Text message	21%	
Home visit	20%	

How did you last contact your landlord (single response)	2012	2013
By phone	71%	73%
Office visit	18%	17%
Email	6%	6%
Writing	4%	1%
Local advice session	New	1%
Website	New	0.3%

What did you last have contact with your landlord about (one response only)	2012	2013	
Repairs	66%	66%	Contact about arrears (3%) has been overtaken by contact about welfare reform (5%)
Neighbours / neighbourhoods	12%	6%	
Welfare Benefits	New	5%	
Anti-social behaviour	New	4%	
Moving home	4%	4%	
Garden /communal	4%	3%	
Rent/rent arrears	7%	3%	

Knowledge and use of advice drop-in sessions (one response only)				
	Yes	No	No view	
Know about drop in advice sessions in local areas and West Offices	54%	46%		Nearly three times as many people know about local advice sessions as currently use them.
Have been to the drop in session in your area	14%	87%		
Would like to see more drop in sessions developed	33%	10%	57%	

Internet use (one response only for main use)			
	2012	2013	
Don't use it at all	46%	43%	No significant change in how customers access the internet this year. Since 2009 there has been a 14% reduction in customers who don't use the internet.
At home	40%	42%	
Mobile phone only	8%	9%	
At council building /library	4%	4%	
At work	1%	1%	
Other	1%	0.5%	

Reasons for not using Internet (as many as applied)		
	2013	
No access	49%	New question this year.
Don't want to use it	42%	
Lack of confidence / skills	30%	
Equipment costs too high	23%	
Connection costs too high	17%	
Privacy/security concerns	11%	
Physical disability	6%	
No free internet nearby	5%	

Awareness of housing's service standards			
	2012	2013	
	38%	29%	