

Annex A: Annual Housing Monitor Initial Results 2006

Tenant Profile

Figure 1: Which of these best describes the composition of your household?

Response	Number of responses	Percentage 2006	Percentage 2005
One adult under 60	159	19.8%	15.2%
One adult aged 60 or over	265	32.8%	29.2%
Two adults both under 60	60	7.5%	10.2%
Two adults, at least one 60 or over	92	11.4%	11.8%
Three or more adults, 16 or over	27	3.4%	4.9%
One-parent family with child/ren, at least one under 16	119	14.8%	12.8%
Two-parent family with child/ren, at least one under 16	63	7.8%	14.5%
Other	20	2.5%	1.4%
Total number of responses	805		

Figure 2: How long have you been a council tenant in York?

[Response options amended in 2006.]

Response	Number of responses	Percentage 2006
Under 1 year	41	5%
1 – 2 years	76	9%
3 – 5 years	97	11%
6 – 10 years	114	13%
11 – 20 years	166	19%
21 + years	352	40%
Don't know	19	2%
Not stated	13	1%
Total number of responses	878	

Figure 3: How long have you lived in your present home?

[Response options amended in 2006.]

Response	Number of responses	Percentage 2006
Under 1 year	63	7%
1 – 2 years	104	12%
3 – 5 years	141	16%
6 – 10 years	130	15%
11 – 20 years	156	18%
21 + years	258	29%
Don't know	6	1%
Not stated	20	2%
Total number of responses	878	

Figure 4: What types of income do you and your partner receive?

Response	Number of responses	Percentage 2006	Percentage 2005
Earnings from employment or self-employment	233	26.5%	32.1%
Pension from a former employer	162	18.5%	21.2%
State pension	340	38.7%	41.0%
Pension tax credit	120	13.7%	9.2%
Child benefit	171	19.5%	25.4%
Job Seeker's Allowance	33	3.8%	4.4%
Income Support	214	24.4%	28.8%
Disabled Living Allowance / Attendance Allowance	165	18.8%	19.9%
Other state benefits	68	7.7%	19.2%
Interest from savings, etc	33	3.8%	1.1%
Other kinds of allowance form outside household	5	0.6%	1.1%
Working tax credit	73	8.3%	7.6%
Child tax credit	126	14.3%	13.4%
Other sources	12	1.4%	3.3%
Total number of respondents	878		

Figure 5: Which group represents your (and partner's) total net income from all these sources after deductions for income tax and national insurance? (Weekly)

Response	Number of responses	Percentage 2006	Percentage 2005
Under £60	84	11.7%	1.6%
£60 - £99	157	21.8%	11.4%
£100 - £159	204	28.4%	43.8%
£160 - £199	103	14.3%	16.9%
£200 - £299	115	16.0%	15.3%
£300 - £399	38	5.3%	6.0%
£400 or more	18	2.5%	5.0%
Total number of responses	719		

Figure 6: How would you describe yourself?

Response	Number of responses	Percentage 2006	Percentage 2005
White – British	847	98.0%	98.2%
White – Irish	4	0.5%	0.0%
White – Other	7	0.8%	0.6%
Mixed – White and Black Caribbean	1	0.1%	0.2%
Mixed – White and Black African	1	0.1%	0.0%
Mixed – White and Asian			0.0%
Mixed – Other			0.0%
Asian or Asian British – Indian	2	0.2%	0.3%
Asian or Asian British – Pakistani			0.0%
Asian or Asian British – Bangladeshi			0.2%
Any other Asian background	1	0.1%	0.0%
Black or Black British – Caribbean			0.0%
Black or Black British – African			0.2%
Any other Black background			0.0%
Chinese			0.5%
Other ethnic group	2	0.2%	0.0%
Total number of responses	864		

Figure 7: Do you have any longstanding illness, disability or infirmity?

Response	Number of responses	Percentage 2006	Percentage 2005
Yes	392	48.5%	45.6%
No	413	51.1%	54.4%
Don't know	3	0.4%	-
Total number of relevant responses	808		

Satisfaction Overall

Figure 8: How satisfied or dissatisfied are you with the overall services provided by City of York Council's Housing Department?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	320	36.9%	40.0%
Fairly satisfied	377	43.4%	38.5%
Neither satisfied nor dissatisfied	93	10.7%	6.6%
Fairly dissatisfied	50	5.8%	9.1%
Very dissatisfied	26	3.0%	5.8%
Total number of responses	866		

Figure 9: To what extent would you agree City of York Council is a good landlord?

Response	Number of responses	Percentage 2006	Percentage 2005
Agree Strongly	389	45.9%	49.7%
Agree Slightly	251	29.5%	32.5%
Neither agree nor disagree	150	17.8%	8.6%
Disagree Slightly	38	4.4%	5.2%
Disagree Strongly	20	2.4%	4.0%
Total number of responses	848		

Satisfaction with property and area

Figure 10: Overall, how satisfied or dissatisfied are you with your accommodation?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	426	49.4%	57.4%
Fairly satisfied	297	34.4%	30.3%
Neither satisfied nor dissatisfied	71	8.2%	3.1%
Fairly dissatisfied	44	5.2%	5.2%
Very dissatisfied	24	2.8%	4.0%
Total number of responses	862		

Figure 11: Do you think the number of rooms you have in your home is..?

Response	Number of responses	Percentage 2006	Percentage 2005
Too few	151	17.7%	16.5%
Too many	42	4.9%	1.8%
About right	664	77.4%	81.7%
Total number of responses	857		

Figure 12: How would you describe the general condition of your home at the moment?

Response	Number of responses	Percentage 2006	Percentage 2005
Very good	266	30.8%	39.2%
Fairly good	421	48.7%	39.8%
Neither good nor poor	109	12.6%	8.2%
Fairly poor	53	6.1%	9.4%
Poor	16	1.8%	3.4%
Total number of responses	808		

Figure 13: How satisfied or dissatisfied are you overall with the way the Council looks after the communal areas?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	105	34.2%	51.1%
Fairly satisfied	113	36.8%	23.3%
Neither/nor	41	13.4%	14.2%
Fairly dissatisfied	27	8.8%	6.8%
Very dissatisfied	21	6.8%	4.5%
Total number of responses	307		

Figure 14: How satisfied or dissatisfied are you with this neighbourhood as a place to live?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	292	33.7	48.0%
Fairly satisfied	361	41.7	35.8%
Neither/nor	91	10.5	5.8%
Fairly dissatisfied	80	9.3	6.6%
Very dissatisfied	42	4.8	3.7%
Total number of responses	866		

Figure 15: Do you think each of the following is a serious problem, slight problem or not a problem in your neighbourhood?

Year	Not a problem		Slight problem		Serious problem	
	2006	2005	2006	2005	2006	2005
Vandalism (Base 2006:810 Base 2005:650)	34% (272)	71.2% (463)	47% (381)	21.7% (141)	19% (157)	7.1% (46)
Graffiti (Base 2006: 758 Base 2005:650)	55% (420)	84.3% (548)	39% (298)	13.7% (89)	6% (40)	2.0% (13)
Dogs (Base 2006: 778 Base 2005:650)	46% (354)	76.9% (500)	37% (288)	17.1% (111)	17% (136)	6.0% (39)
Litter & Rubbish in the street (Base 2006: 794 Base 2005:650)	37% (292)	63.8% (415)	47% (377)	28.2% (183)	16% (125)	8.0% (52)
Problems with neighbours (Base 2006: 779 Base 2005:650)	64% (503)	81.8% (532)	25% (191)	11.4% (74)	11% (85)	6.8% (44)
Racial harassment (Base 2006: 764 Base 2005:650)	92% (708)	96.5% (627)	6% (43)	2.5% (16)	2% (13)	1.1% (7)
Noise from people (Base 2006: 786 Base 2005:650)	49% (382)	80.5% (523)	37% (291)	13.4% (87)	14% (113)	6.2% (40)
Noise from traffic (Base 2006: 767 Base 2005:650)	68% (524)	85.8% (558)	25% (190)	10.5% (68)	7% (53)	3.7% (24)
People causing damage to your home (Base 2006: 778 Base 2005:650)	81% (629)	90.8% (590)	15% (116)	6.5% (42)	4% (33)	2.8% (18)
Drug dealing (Base 2006: 762 Base 2005:650)	52% (393)	83.1% (540)	29% (218)	6.2% (53)	17% (151)	8.8% (57)
Other crime (Base 2006: 761 Base 2005:650)	50% (380)	86.8% (564)	30% (277)	9.7% (63)	14% (104)	3.5% (23)

Figure 16: How satisfied or dissatisfied are you with the overall maintenance of the grounds in outdoor communal areas?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	89	31.2%	34.2%
Fairly satisfied	102	35.6%	42.5%
Neither/nor	46	16.2%	11.5%
Fairly dissatisfied	21	7.5%	8.2%
Very dissatisfied	27	9.4%	3.7%
Total number of responses	285		

Figure 17: Have you or members of your household personally experienced nuisance or disturbance from your neighbours in the last twelve months?

Response	Number of responses	Percentage 2006	Percentage 2005
Yes	141	16.4	17.8%
No	718	83.6	82.2%
Total number of responses	859		

Figure 18: Thinking about how the department responded, how satisfied or dissatisfied were you with the action taken?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	17	12.6%	8.5%
Fairly satisfied	27	20.0%	23.7%
Neither/nor	21	15.5%	11.9%
Fairly dissatisfied	27	20.0%	16.9%
Very dissatisfied	43	31.9%	39.0%
Total number of relevant responses	135		

Figure 19: Taking into account your home and the services your landlord provides, do you think that the rent for this property represents good or poor value for money?

Response	Number of responses	Percentage 2006	Percentage 2005
Very good value	267	31.4%	34.8%
Fairly good value	363	42.8%	41.7%
Neither good not poor	148	17.4%	10.8%
Fairly poor value	56	6.6%	8.6%
Very poor value	15	1.8%	4.2%
Total number of responses	849		

Contact with landlord

Figure 20: Have you been in contact with your landlord in the last 12 months?

Response	Number of responses	Percentage 2006
Yes	510	60.1%
No	302	35.6%
Can't remember	36	4.3%
Total number of responses	848	

Figure 21: What did you last contact the housing department about?

Response	Number of responses	Percentage 2006	Percentage 2005
Repairs	310	66.2%	72.0%
Rent/housing benefit	64	13.6%	5.6%
Transfer/exchange	13	2.8%	4.6%
Neighbours	46	9.8%	2.3%
Other	33	7.0%	15.4%
Can't remember	3	0.6%	-
Total number of relevant responses	469		

Figure 22: Was getting hold of the right person...?

Response	Number of responses	Percentage 2006	Percentage 2005
Easy	310	61.0%	73.8%
Difficult	121	24.0%	18.1%
Neither	61	12.1%	4.9%
Can't remember	13	2.6%	3.1%
Total number of relevant responses	505		

Figure 23: Did you find the staff were...?

Response	Number of responses	Percentage 2006	Percentage 2005
Helpful	408	80.9%	81.4%
Unhelpful	31	6.2%	11.1%
Neither	60	11.9%	4.7%
Can't remember	5	1.0%	2.7%
Total number of relevant responses	504		

Figure 24: And were they...?

Response	Number of responses	Percentage 2006	Percentage 2005
Able to deal with the problem	384	76.7%	74.0%
Unable to deal with the problem	71	14.1%	16.1%
Neither/no opinion	38	7.6%	6.6%
Can't remember	8	1.6%	3.3%
Total number of relevant responses	501		

The repairs service

Figure 25: Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	323	38.4%	41.7%
Fairly satisfied	347	41.2%	34.8%
Neither satisfied nor dissatisfied	58	6.9%	5.3%
Fairly dissatisfied	75	8.9%	9.6%
Very dissatisfied	39	4.6%	8.6%
Total number of relevant responses	842		

Figure 26: And have you had any repairs completed in the last 12 months?

Response	Number of responses	Percentage 2006	Percentage 2005
Yes	545	68.0%	87.9%
No	256	32.0%	12.1%
Total number of relevant responses	799		

Figure 27: Thinking about your last completed repair, how would you rate it in terms of . . . ?

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005
Being told when workers would call	53.6%	70.0%	27.2%	19.4%	6.4%	2.0%	7.2%	4.0%	5.7%	4.6%
Time taken before work started	40.7%	63.3%	37.2%	22.1%	8.5%	2.9%	7.1%	6.3%	6.5%	5.4%
Speed with which work was completed	56.6%	72.1%	30.9%	16.8%	7.2%	3.1%	3.1%	5.1%	3.1%	2.8%
Attitude of workers	65.3%	79.8%	26.1%	15.0%	6.1%	2.3%	0.6%	1.7%	2.0%	1.1%
Overall quality of repair work	55.4%	72.9%	28.3%	16.0%	7.9%	4.3%	3.8%	4.0%	4.6%	2.9%
Keeping dirt & mess to a minimum	57.5%	74.8%	28.5%	18.1%	8.3%	2.9%	3.1%	2.0%	2.5%	2.3%

Communication

Figure 28: Generally, how good or poor do you feel the Housing Department is at keeping you informed about things that might affect you as a tenant?

Response	Number of responses	Percentage 2006	Percentage 2005
Very good	302	35.4%	30.4%
Fairly good	344	40.3%	47.0%
Neither good nor poor	146	17.1%	10.4%
Fairly poor	41	4.8%	5.6%
Very poor	21	2.4%	6.7%
Total number of relevant responses	854		

Figure 29: How satisfied or dissatisfied are you with the extent to which the Housing Department finds out your views?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	200	23.4%	19.6%
Fairly satisfied	343	40.3%	45.1%
Neither satisfied nor dissatisfied	229	26.9%	17.4%
Fairly dissatisfied	59	6.9%	10.2%
Very dissatisfied	20	2.3%	7.7%
Don't know/no opinion			-
Total number of relevant responses	851		

Figure 30: Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?

Response	Number of responses	Percentage 2006	Percentage 2005
Very satisfied	121	18.4%	15.3%
Fairly satisfied	252	38.3%	39.7%
Neither satisfied nor dissatisfied	208	31.6%	27.4%
Fairly dissatisfied	53	8.1%	7.1%
Very dissatisfied	24	3.6%	10.4%
No opinion			-
Total number of relevant responses	658		

Figure 31: Thinking about the most recent issue of 'Streets Ahead' that you have seen, would you say you . . ?

Response	Number of responses	Percentage 2006	Percentage 2005
Read all or nearly all of it	265	33.2%	50.5%
Read most of it	235	29.4%	20.3%
Read a few articles	124	15.5%	14.0%
Just glanced through it	141	17.6%	10.8%
Never read it	34	4.3%	4.4%
Total number of responses	799		

Improving services

Figure 32: Of these services, which do you consider to be the three most important?

Response	Number of responses	Percentage 2006	Percentage 2005
Keeping tenants informed	395	45.0%	49.2%
Overall quality of your home	513	58.4%	74.3%
Taking tenants' views into account	321	36.6%	40.4%
Repairs and maintenance	701	79.8%	84.3%
Involving tenants in the management of their housing	96	10.9%	7.4%
Value for money for your rent	438	50.0%	43.4%
Total number of respondents	878		

Figure 33: Still looking at this list of services, how much do you think each needs improving?

	No improvement need		Some improvement needed		Much improvement needed	
	2006	2005	2006	2005	2006	2005
Keeping tenants informed	26%	39%	39%	42%	10%	14%
Over quality of your home	25%	46%	39%	35%	12%	17%
Taking tenants' views into account	16%	39%	37%	42%	17%	14%
Repairs and maintenance	32%	56%	36%	25%	13%	17%
Involving tenants in the management of their housing	18%	50%	32%	22%	11%	8%
Value for money for your rent	36%	55%	25%	28%	10%	10%