

Tenant Satisfaction Survey: Results

Alice Rowland, January 2016

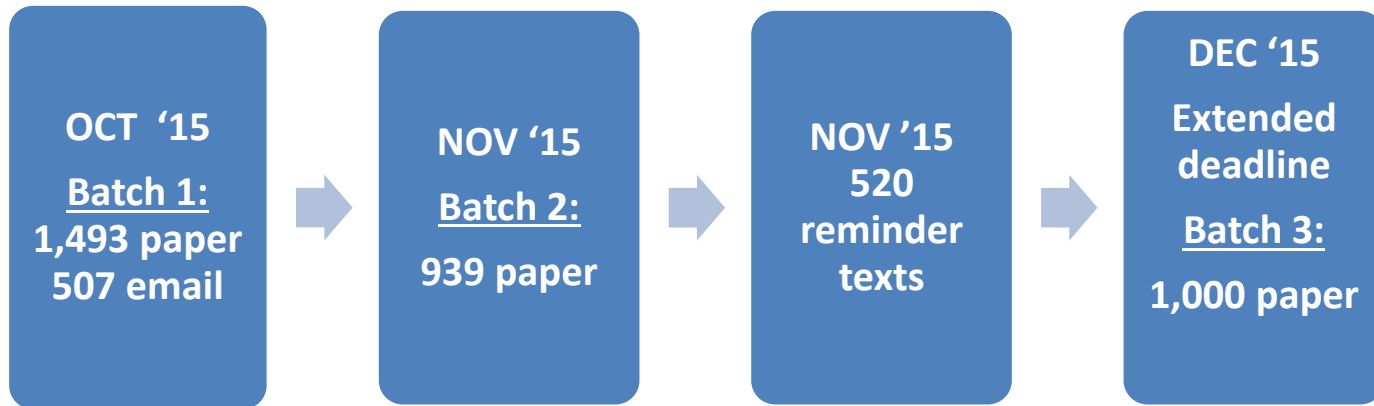
Tenant Satisfaction Survey 2015/16: Results

Contents:

- Summary
- Survey Process
- Sample Profile
- Main survey
 - Your Property
 - Your Place
 - Your Service
 - Your Say
 - Net Promoter Score
 - Free text comments
- Resources available

The Survey Process

Annex 1



Summary

- Initial survey period 21/10/2015 – 1/12/2015, then extended to 11/12/2015
- 3500 tenants contacted
- 991 responded (28%)
- 111 opted out
- 880 completed the survey (25%)
 - 804 paper surveys
 - 63 email invitation (12.4% of those emailed completed)
 - 13 online
- 8.6% of overall number of surveys completed were done online

*Please note, all percentages are rounded

Emails

- 507 email invitations sent through SurveyMonkey, of which:
 - 175 opened:
 - 73 clicked through
 - 63 completed (59 complete, 4 partial)
 - 2 opted out
 - 323 unopened
 - 2 bounced

Paper Surveys (batch 1)

- 1493 paper surveys sent (batch 1). Option to post back or complete online
- 438 surveys returned from batch 1:
 - 380 completed
 - 58 blank (tenants opted out)

Reminders

- Low response rate – text message reminders sent where number available (inc. deadline, unique code and link to survey)
 - 520 messages sent
 - 223 delivered
 - 6 completed survey
 - 297 rejected/undeliverable

Batch 2

- Paper surveys sent to tenants who had not replied to email (439)
- Surveys sent to an additional 500 randomly selected tenants
- Total: 939
- 221 surveys returned:
 - 199 completed
 - 23 blank (opted out)

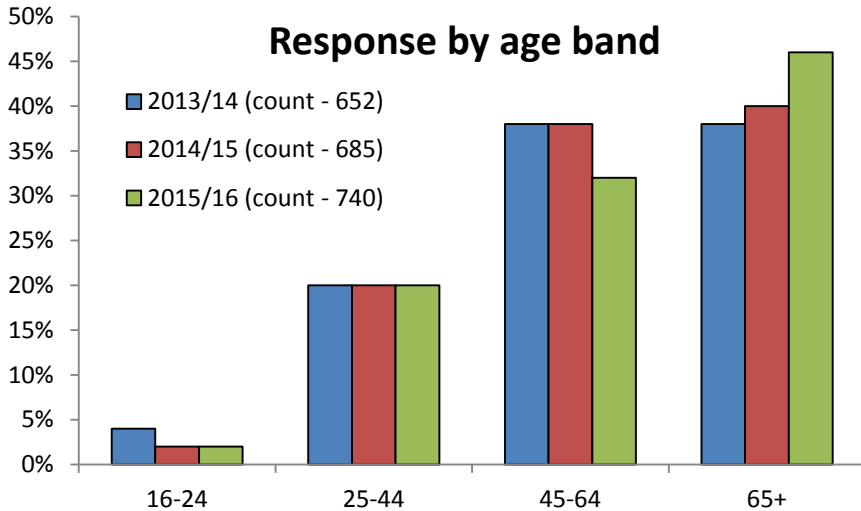
The Survey Process

Batch 3

- Response rate not high enough – 1000 more surveys sent out
- 260 surveys returned:
 - 236 completed
 - 28 opted out

Sample Size/Response Rate by Year			
Year	Sample Size	Response Rate	Respondents
2013/14	2,000	40%	791
2014/15	2,500	32%	798
2015/16	3,500	25%	878

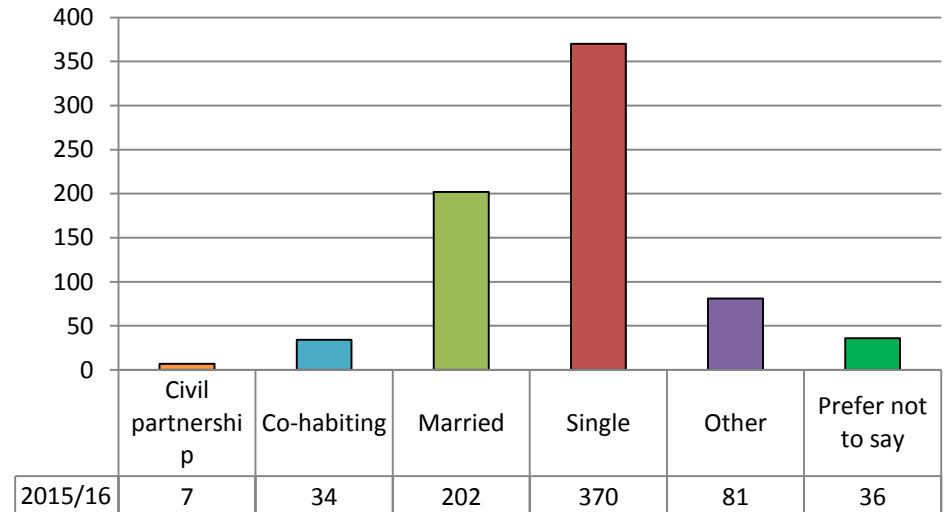
Sample Profile



- Similar response rate across 16-44 year olds as 2014/15
- **6% drop** in 45-64 year old respondents
- **6% increase** in 65+ respondents

Age Band	% of total population responded	Response rate (of those sent survey)
16-24	3.23%	6.22%
25-44	5.86%	14.04%
45-64	9.00%	19.52%
65+	17.53%	34.31%

Relationship Status

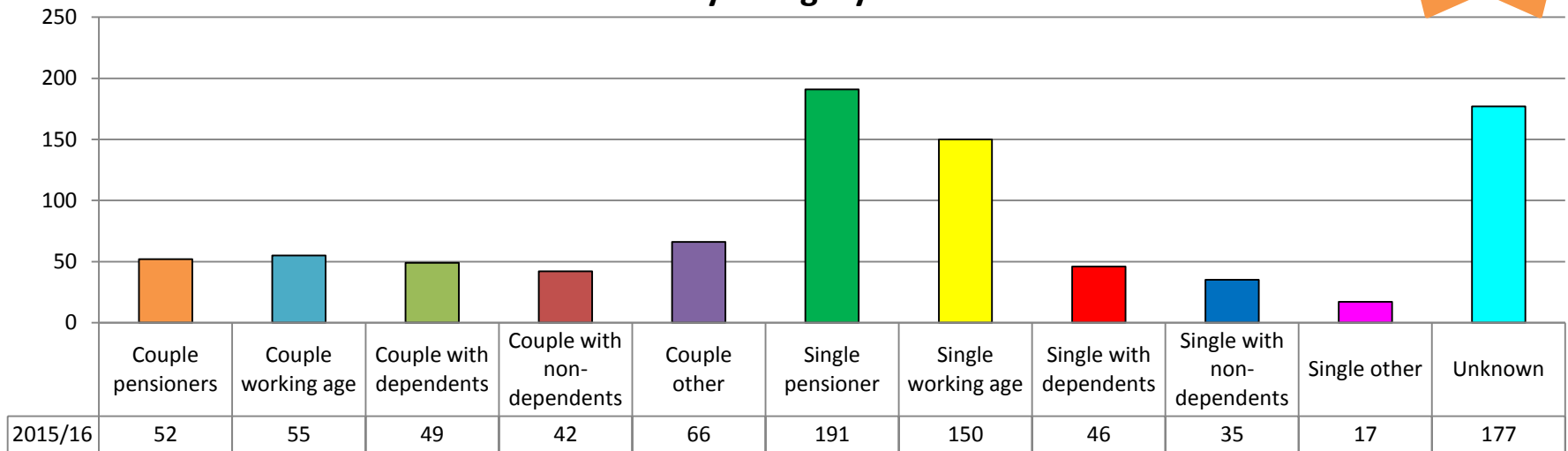


Sample Profile: Household Type



NEW
Q

Family Category

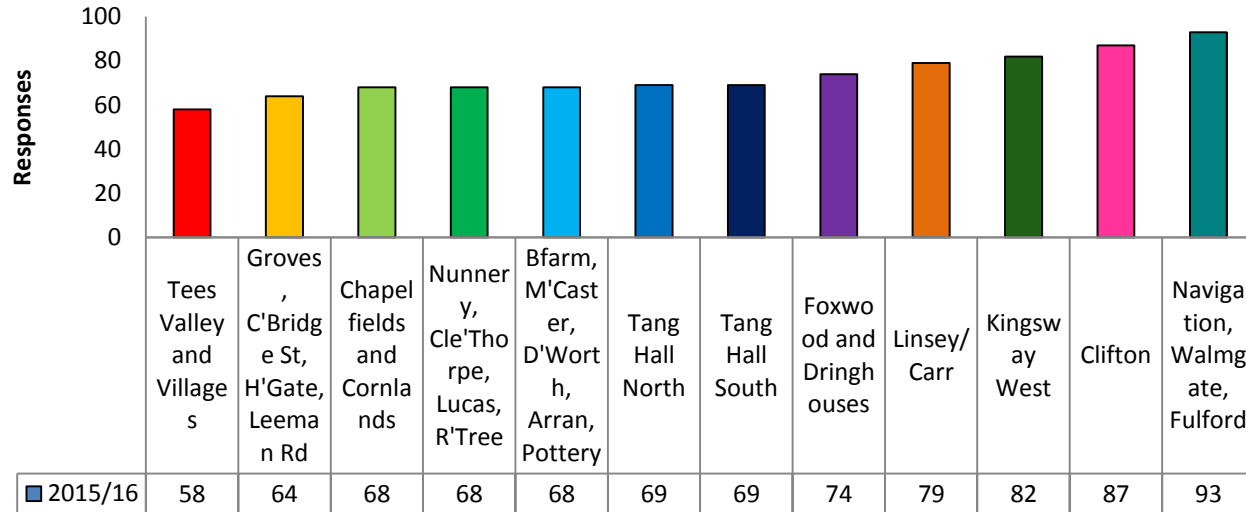


Responses to question - 880

- **177** people – approx. **20%** – chose not to answer
- **Single pensioner** and **single working age** biggest groups

Sample Profile

Response by tenancy patch



1 - Chapelfields and Cornlands

2 - Tees Valley and Villages

3 - Kingsway West

4 - Foxwood and Dringhouses

5 - Lindsey / Carr

6 - Grove, Cambridge St, Holgate and Leeman Road

7 - Clifton

8 - Nunnery, Clementhorpe, Lucas and Rowntree

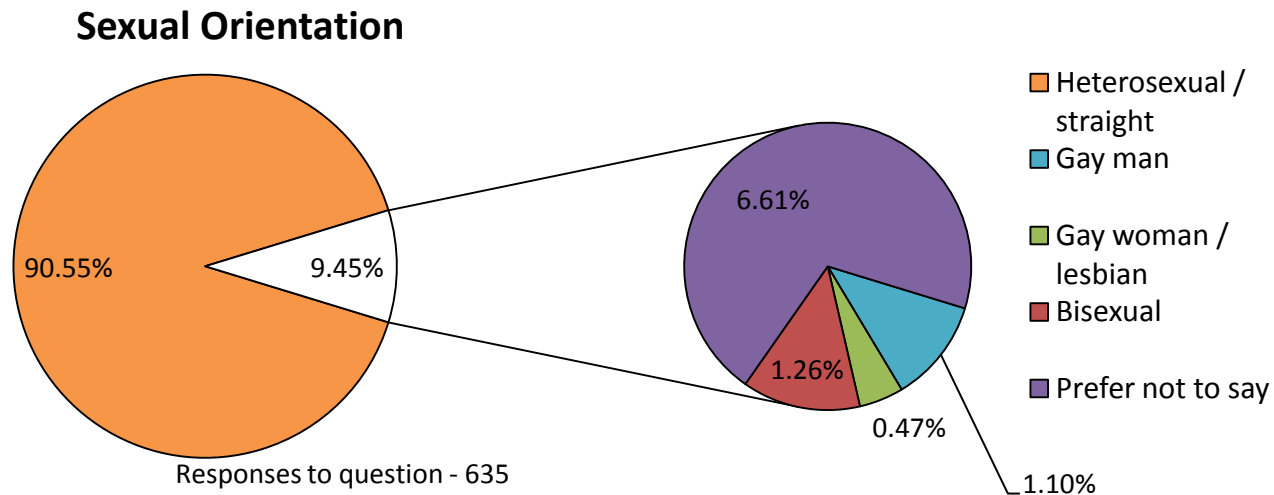
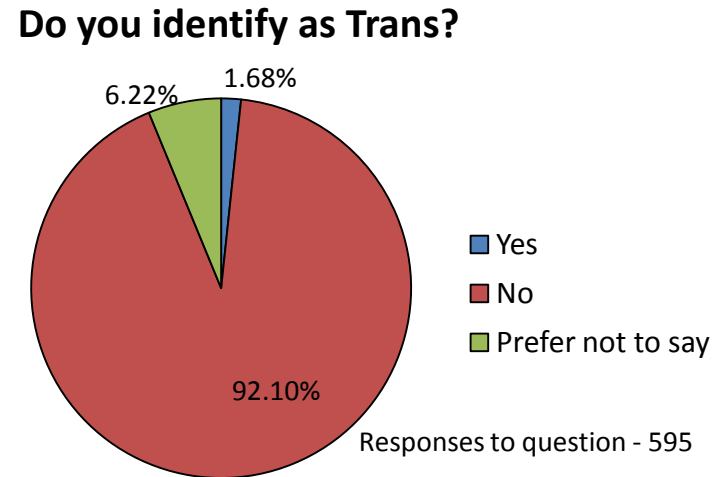
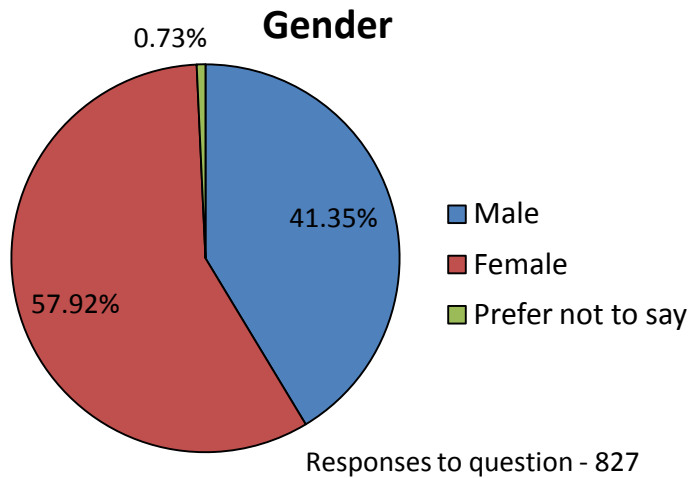
9 - Tang Hall North

10 - Tang Hall South

11 - Bell Farm, Muncaster, D'worth, Arran, Pottery

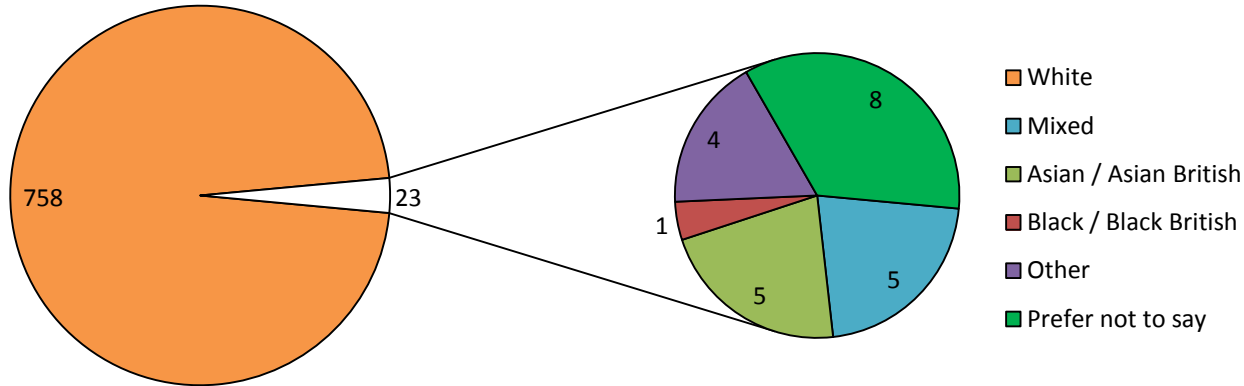
12 - Navigation, Walmgate, Fulford

Sample Profile



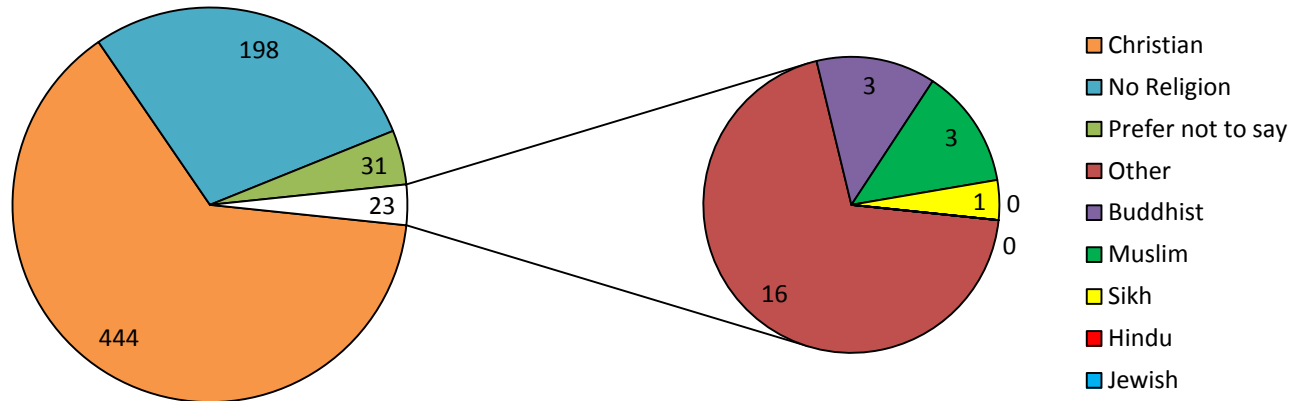
Sample Profile

Ethnic Group



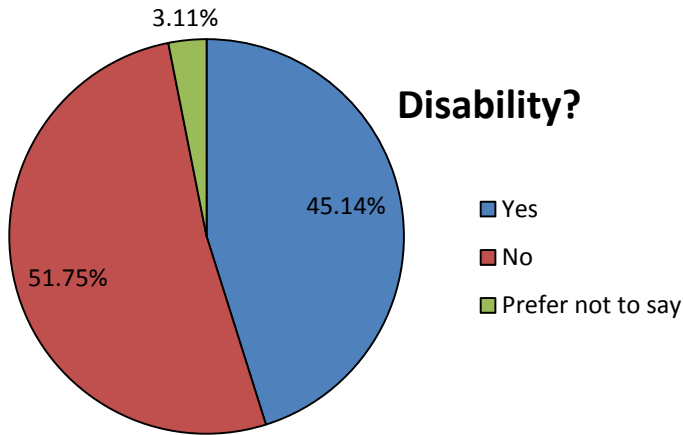
Responses to question - 781

Religion

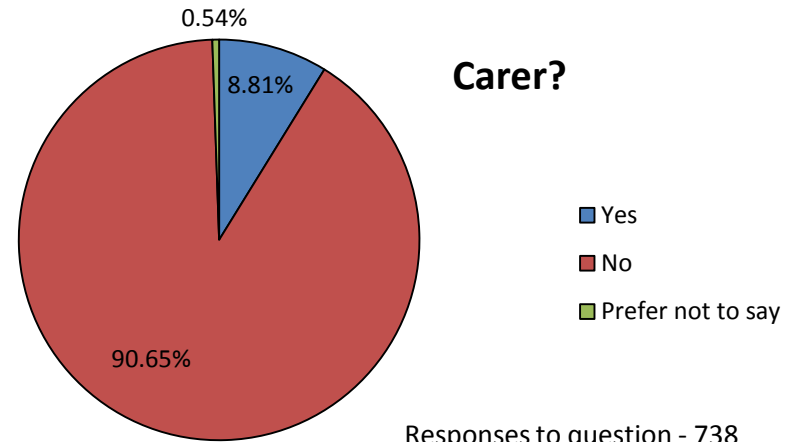


Responses to question - 696

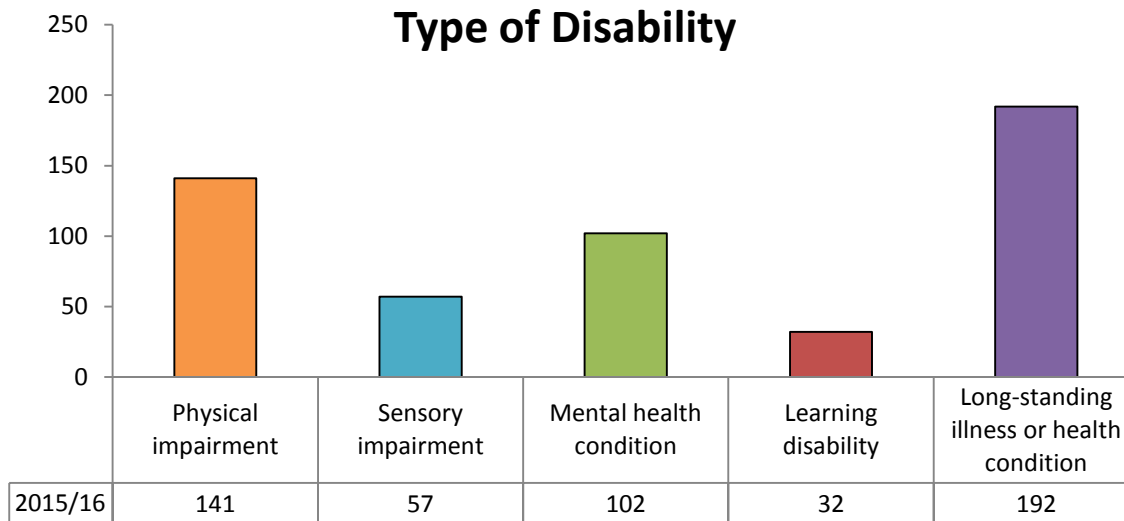
Sample Profile



Responses to question - 771



Responses to question - 738



Responses to question - 524

Your Property

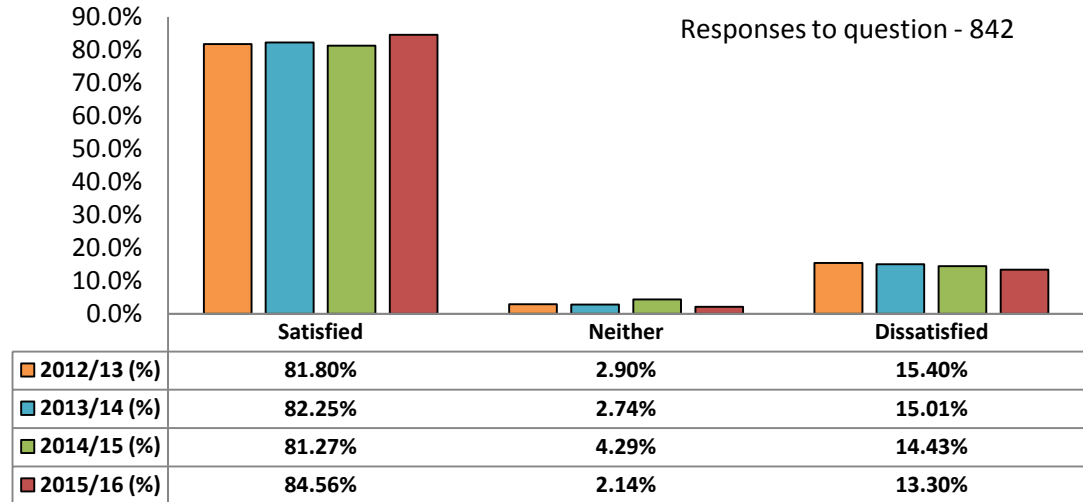
Questions 1-7

1. Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

Annex 1

CORE
Q

- **Generally satisfied** up 4% to **85%**
- Percentage of tenants **very satisfied** has significantly increased from **41%** last year to **48%** this year
- Tenants **generally dissatisfied** dropped by **1%** to **13%** this year
- Minor increase in those **very dissatisfied** – rise from **5%** to **6%**



If you answered dissatisfied, please tell us why below:

Main reasons for dissatisfaction:

- Quality of repairs (48%)
- Issues with communication and reporting repairs (38%)

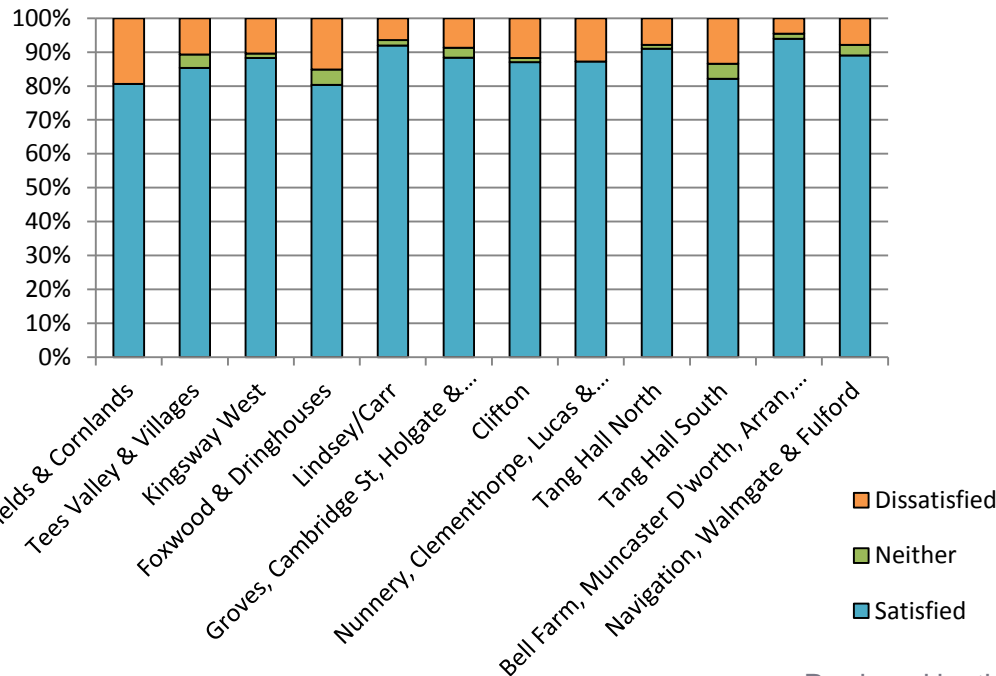
“Repairs need to have greater access times for those of us who are out at work all day”

“Satisfied with work done, but trying to get it done is a chore”

2. How satisfied or dissatisfied are you with the overall quality of your home?

CORE
Q

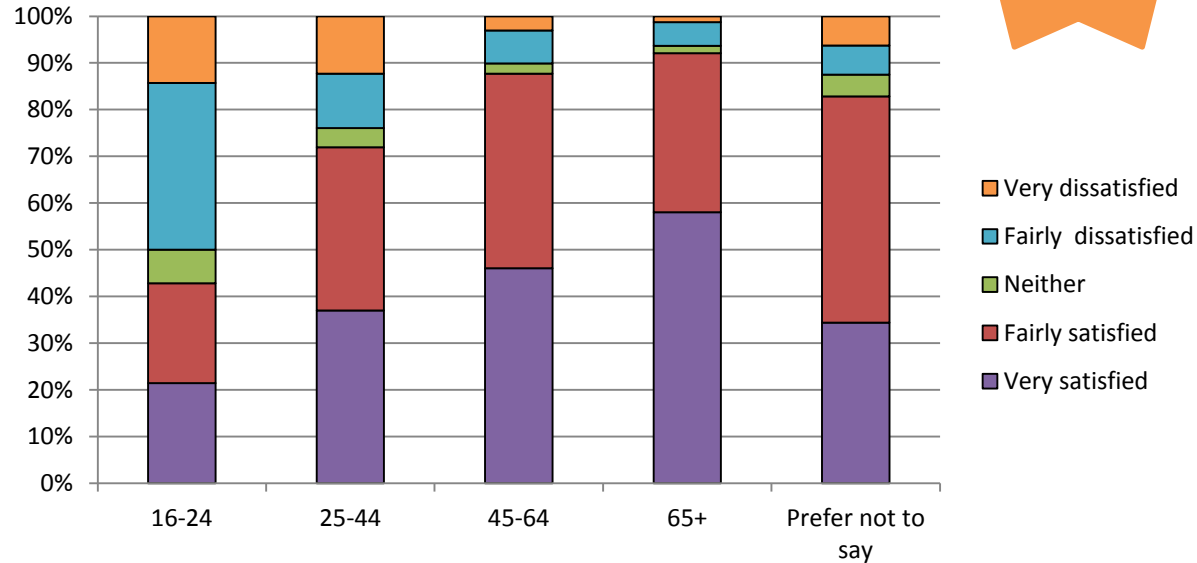
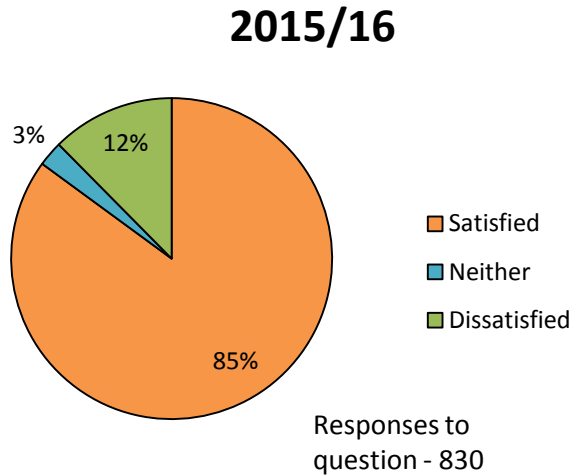
- **General satisfaction** with the quality of home up **5%** from 2014/15, rising to **87%**
- Those **very satisfied** has increased **5%** - from **39%** to **44%**
- The percentage of people **generally dissatisfied** with their home has decreased from **15%** to **11%** and those **very dissatisfied** decreased from **6%** to **4%**



Most Satisfied		Most Dissatisfied	
Bell Farm, M'caster...	94%	Chapelfields & Cornlands	19%
Lindsey/Carr	92%	Foxwood & Dringhouses	15%
Tang Hall North	91%	Tang Hall South	13%

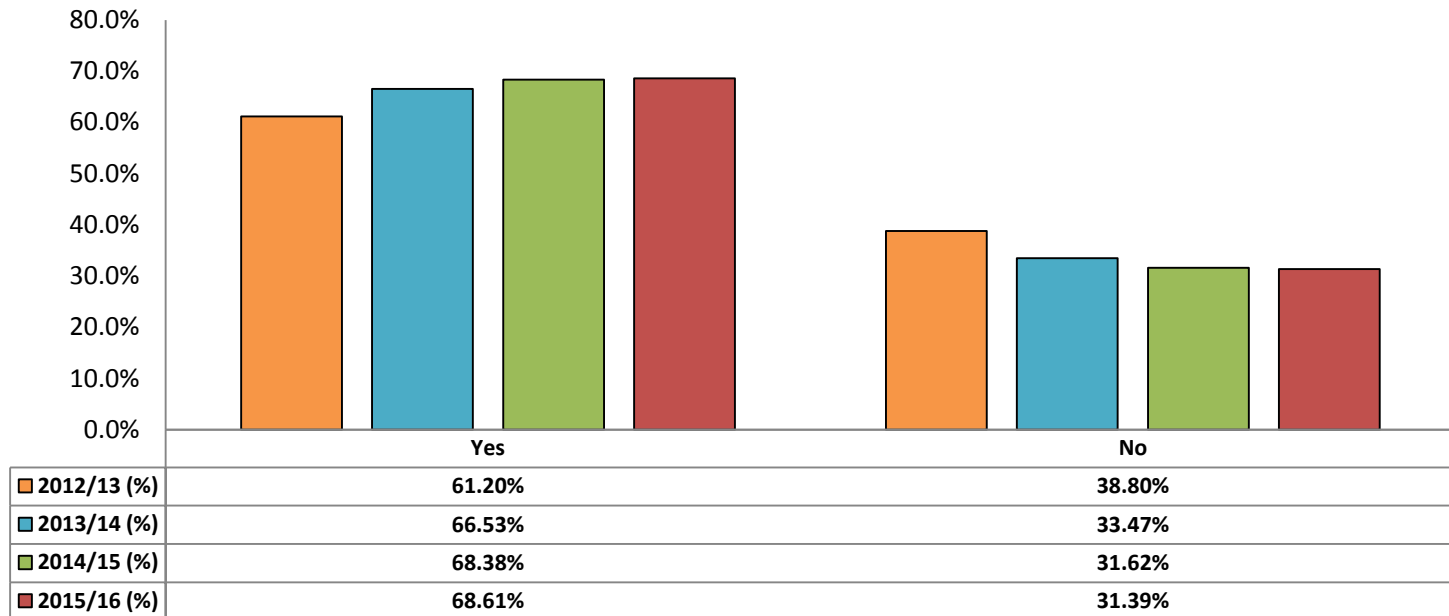
3. How satisfied are you that your property meets your current and potential future needs?

NEW
Q



- **85%** of people **generally satisfied** that their property meets their current and potential future needs
- **12%** **generally dissatisfied**
- By age – **59%** of those 65+ **very satisfied**

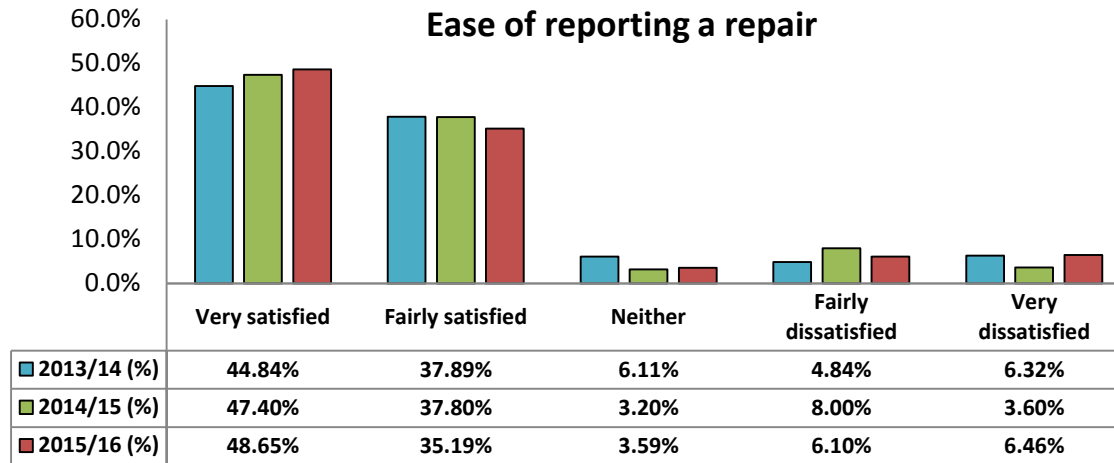
4. Have you had any repairs to your home in the last 12 months?



Responses to question - 841

- After steadily increasing for the previous 3 years, the percentage of people having repairs to their home seems to have plateaued with only a **0.2%** increase from last year

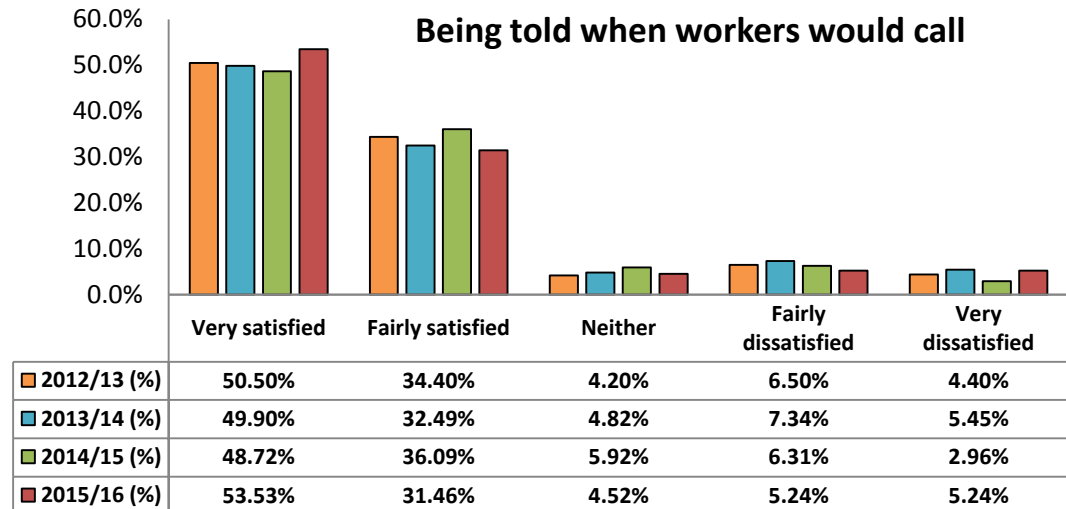
5. Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?



Responses to question - 557

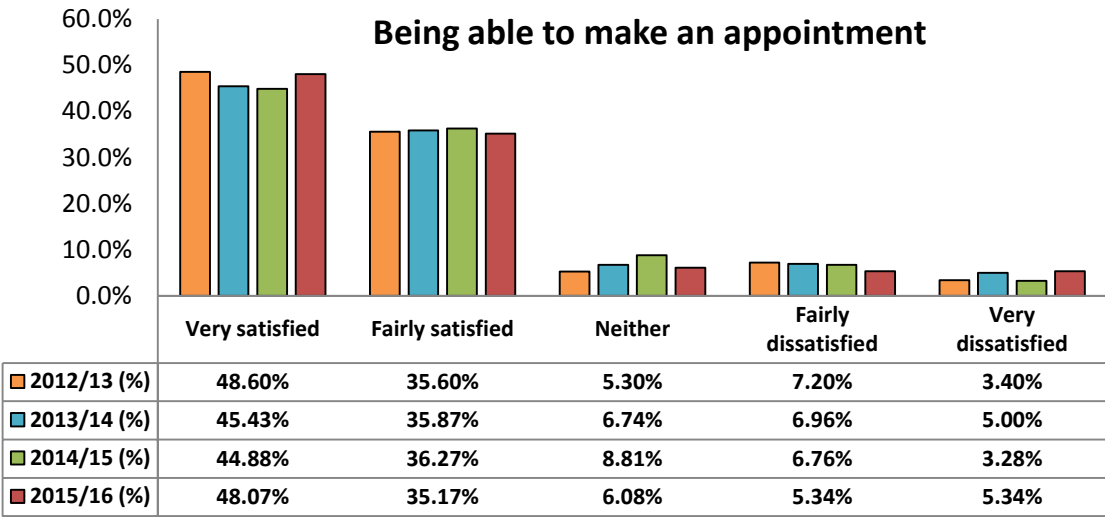
- **Very satisfied** increased by **2%** since 2014/15
- **Very dissatisfied** also increased by **2%**
- Overall, those **satisfied** **decreased** by **1%**
- Overall, those **dissatisfied** **increased** by **1%**

- **Very satisfied** increased by **5%** since 2014/15
- **Very dissatisfied** also increased by **2%**
- Overall, those **satisfied** remained the same at **85%**
- Overall, those **dissatisfied** increased by **1%** to **10%** overall



Responses to question - 553

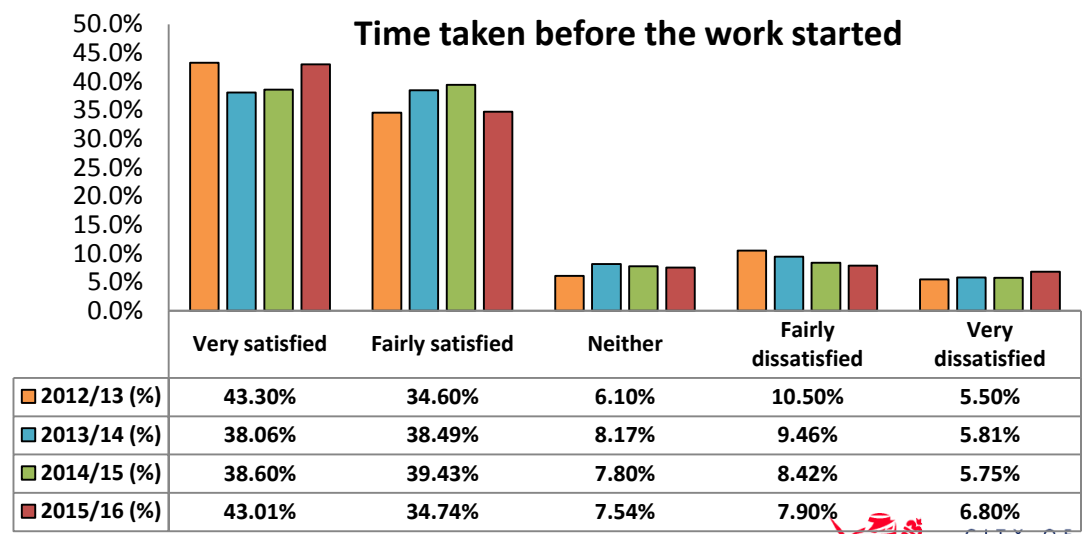
5. Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?



Responses to question - 543

- **Very satisfied** increased by **3%** since 2014/15
- **Very dissatisfied** also increased by **2%**
- Overall, those **satisfied** increased by **2%**
- Overall, those **dissatisfied** increased by **1%**

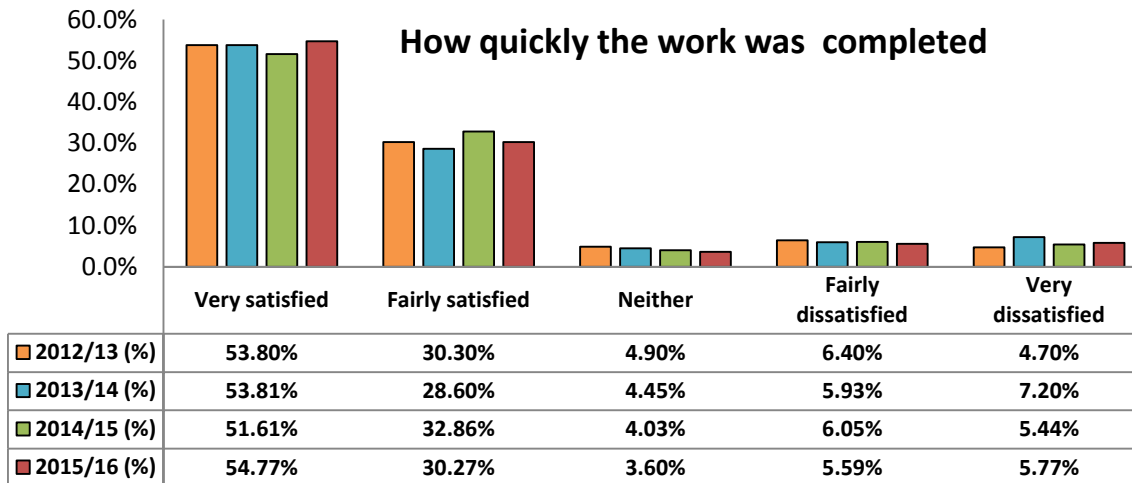
- **Very satisfied** increased by **4%** since 2014/15
- **Very dissatisfied** also increased by **1%**
- Overall, those **satisfied** remained the same at **78%**
- Those **dissatisfied** increased by **1%** to **15%** overall



Responses to question - 544

5. Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?

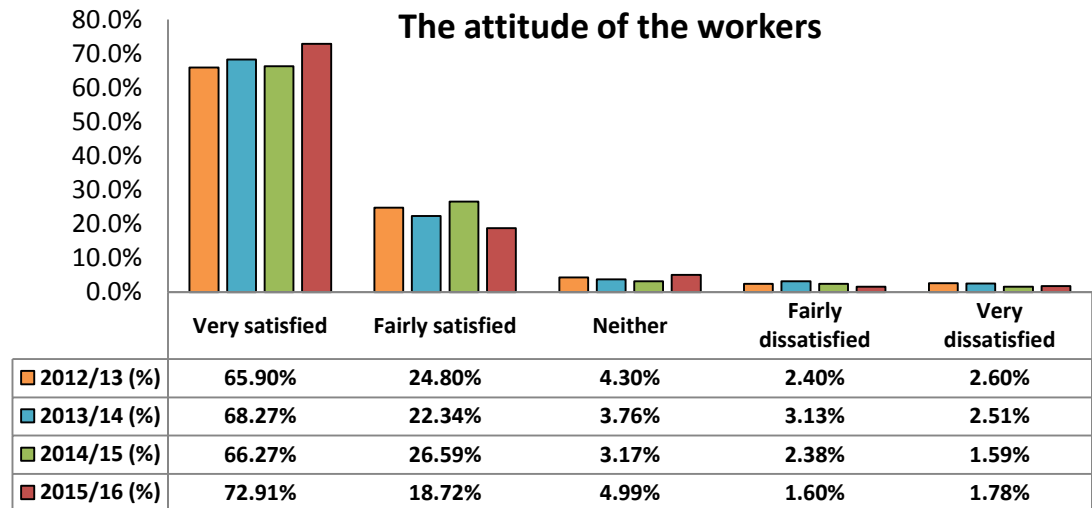
Annex 1



Responses to question - 555

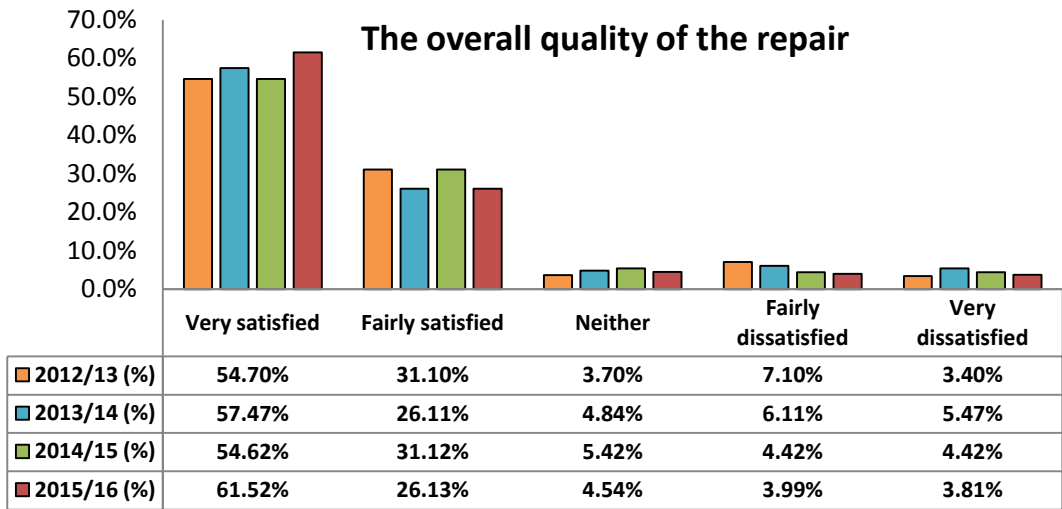
- **Very satisfied** increased by **3%** since 2014/15
- **Very dissatisfied** also increased by **1%**
- Overall, those **satisfied** increased by **1% to 85%**
- Overall, those **dissatisfied** remained the same at **11%**

- **Very satisfied** increased by **7%** since 2014/15
- **Very dissatisfied** remained the same at **2%**
- Overall, those **satisfied** decreased by **1% to 92%**
- Those **dissatisfied** decreased by **1% to 3%** overall



Responses to question - 561

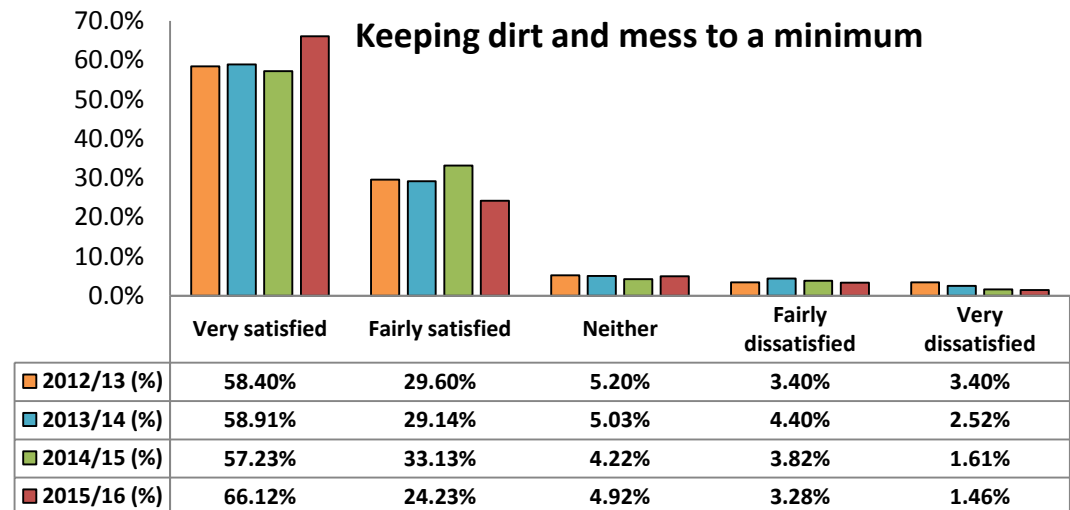
5. Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?



- **Very satisfied** increased by **7%** since 2014/15
- **Very dissatisfied** remained the same
- Overall, those **satisfied** increased by **2% to 88%**
- Overall, those **dissatisfied** decreased by **1% to 8%**

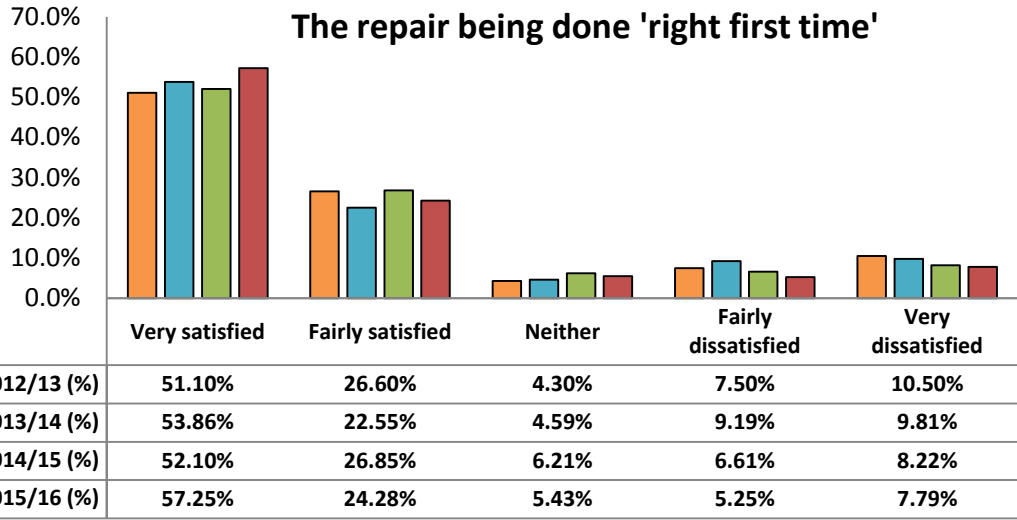
Responses to question - 551

- **Very satisfied** increased by **9%** since 2014/15
- **Very dissatisfied** decreased by **1%**
- Overall, those **satisfied** remained the same at **90%**
- Those **dissatisfied** remained the same at **5%** overall



Responses to question - 549

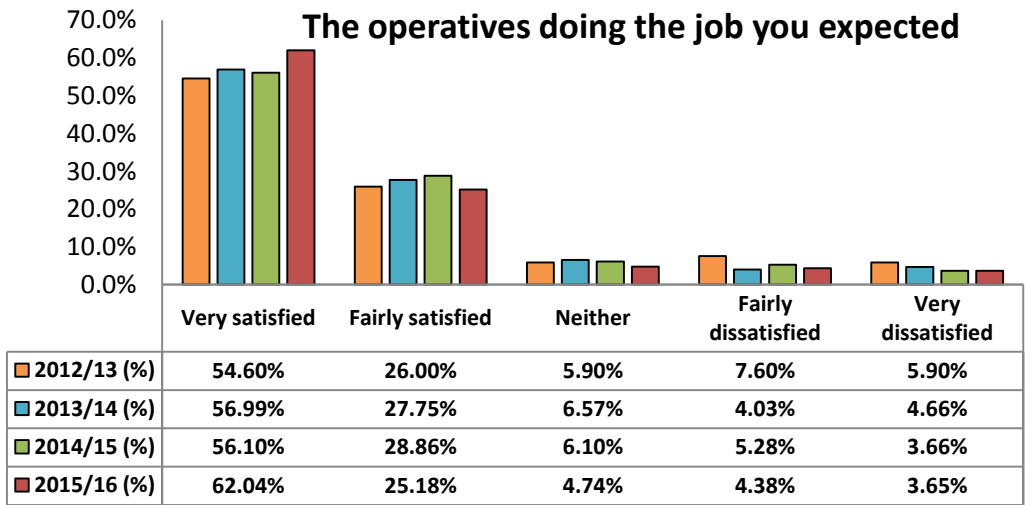
5. Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?



- **Very satisfied** increased by **5%** since 2014/15
- **Very dissatisfied** remained the same
- Overall, those **satisfied** increased by **3%** to **82%**
- Overall, those **dissatisfied** decreased by **2%** to **13%**

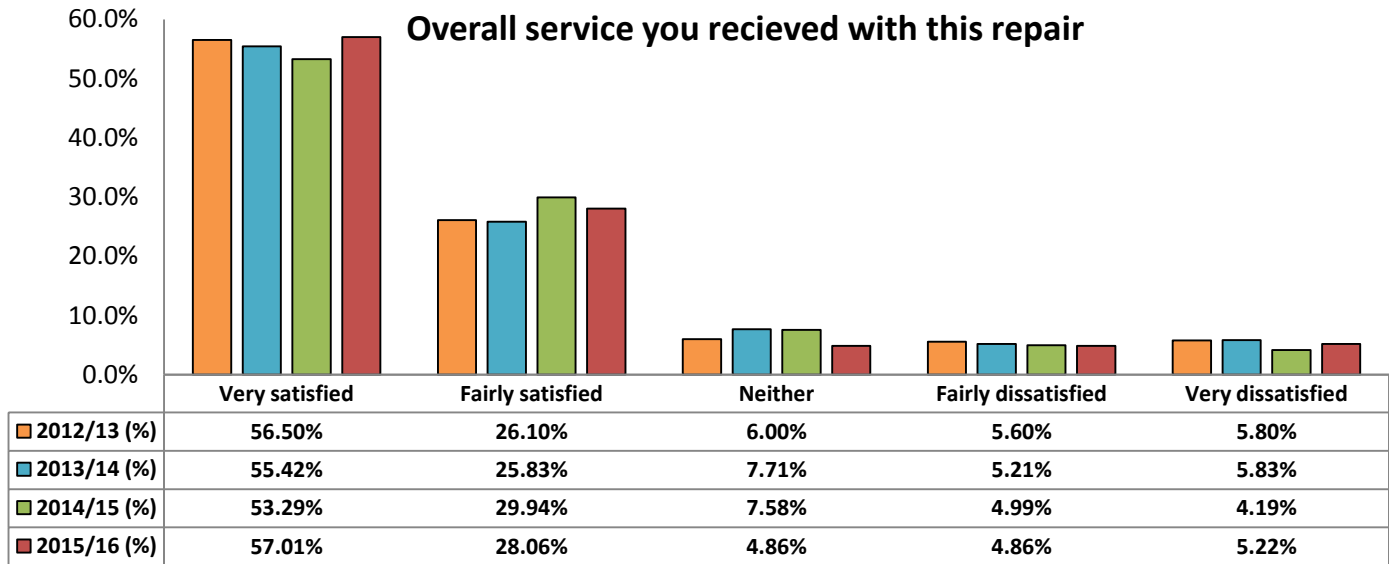
Responses to question - 552

- **Very satisfied** increased by **6%** since 2014/15
- **Very dissatisfied** stayed the same
- Overall, those **satisfied** increased by **2%** to **87%**
- Those **dissatisfied** decreased by **1%** to **8%** overall



Responses to question - 548

5. Thinking about your last completed repair, how satisfied or dissatisfied were you with each of the following?

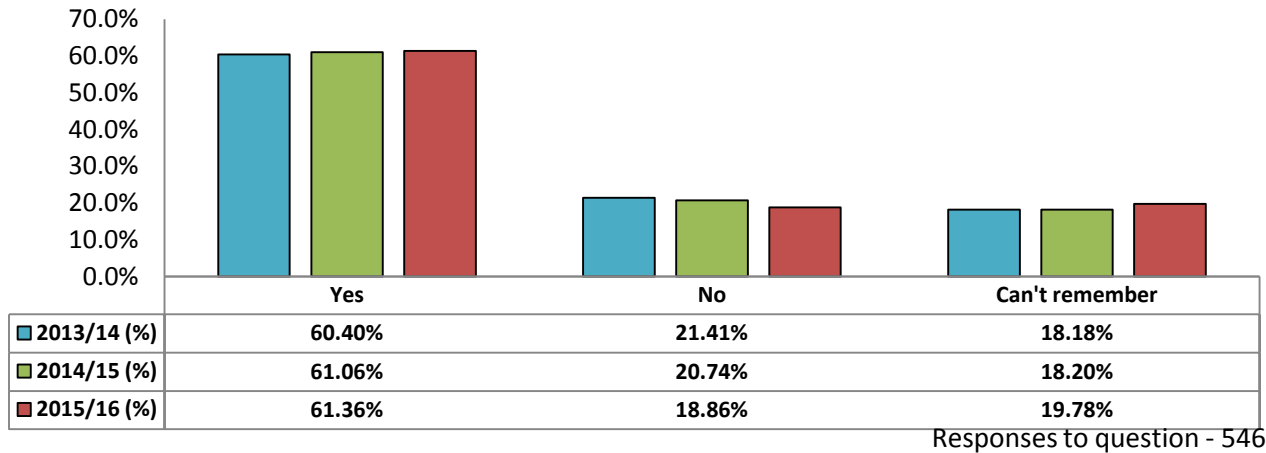


Responses to question - 556

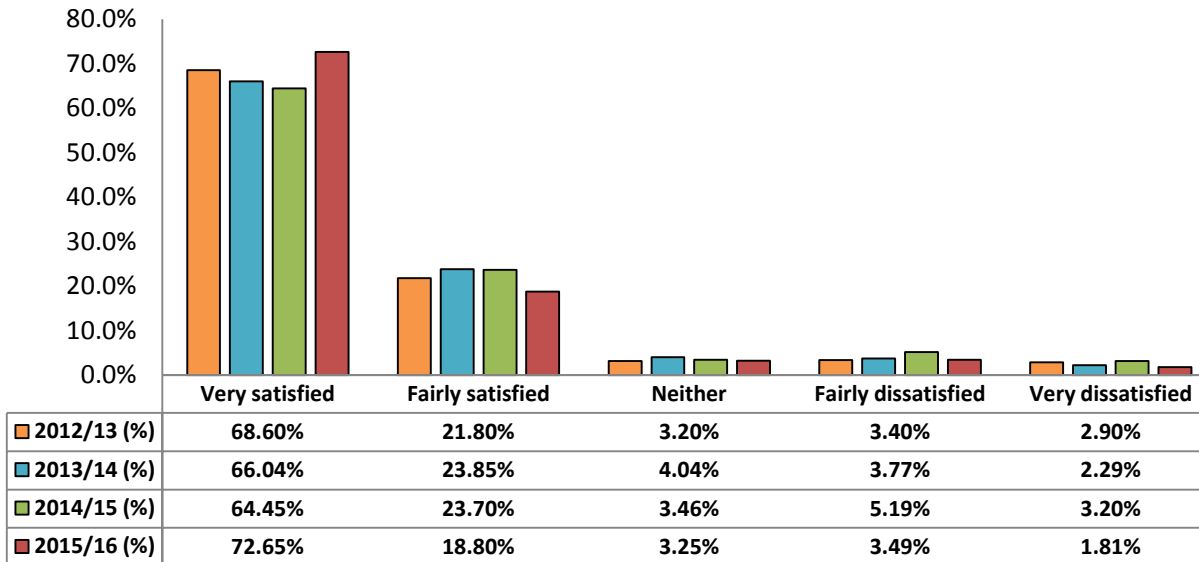
- **Very satisfied** increased by **4%** since 2014/15
- **Very dissatisfied** increased by **1%**
- Overall, those **satisfied** increased by **3%** to **86%**
- Overall, those **dissatisfied** increased by **2%** to **11%**

6. Did the contractor show proof of identity?

Annex 1



7. How satisfied are you with the gas servicing arrangements?



- **Very satisfied** increased **9%** from 2014/15
- **Very dissatisfied** decreased **1%**

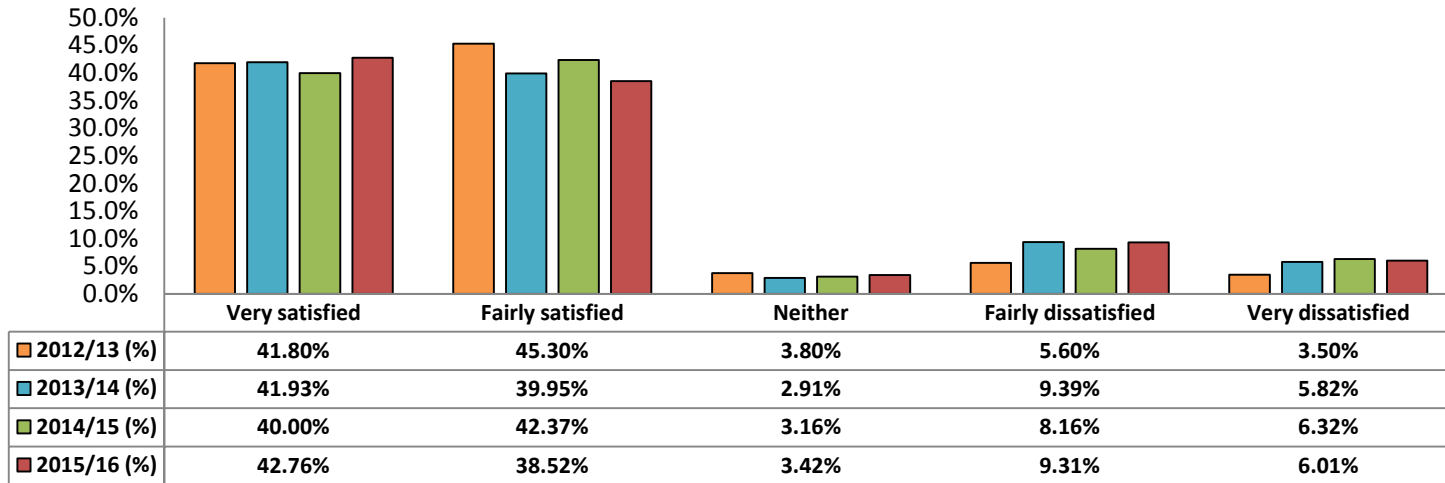
Responses to question - 830

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Your Place

Questions 8-15

8. How satisfied or dissatisfied are you with your neighbourhood as a place to live? Page 1



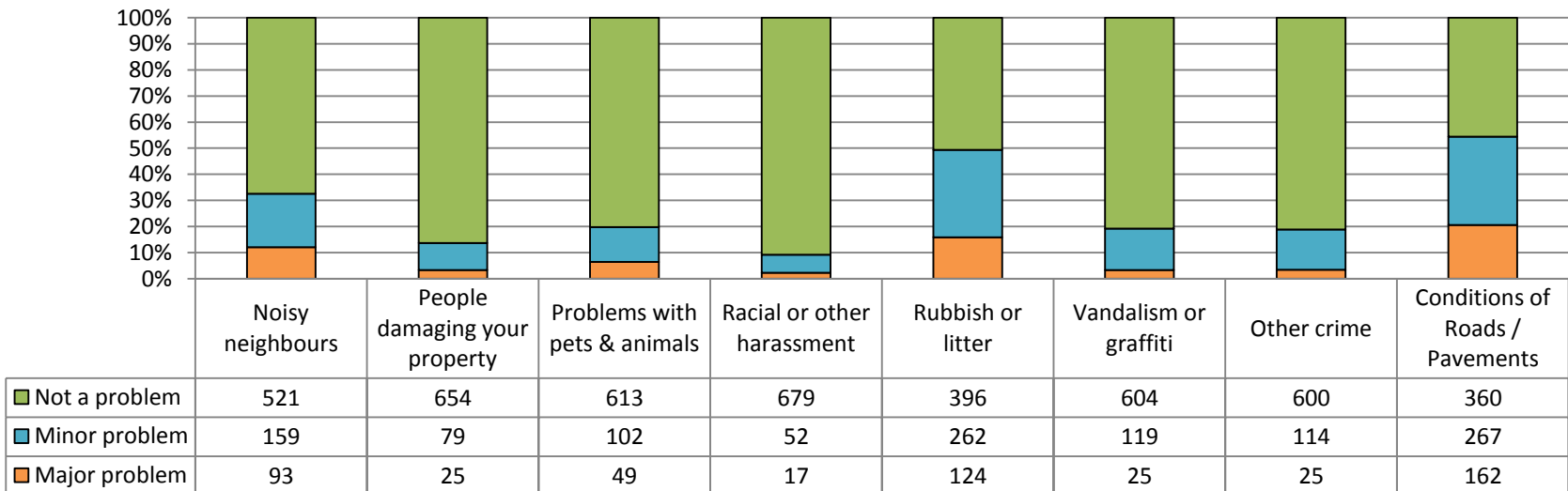
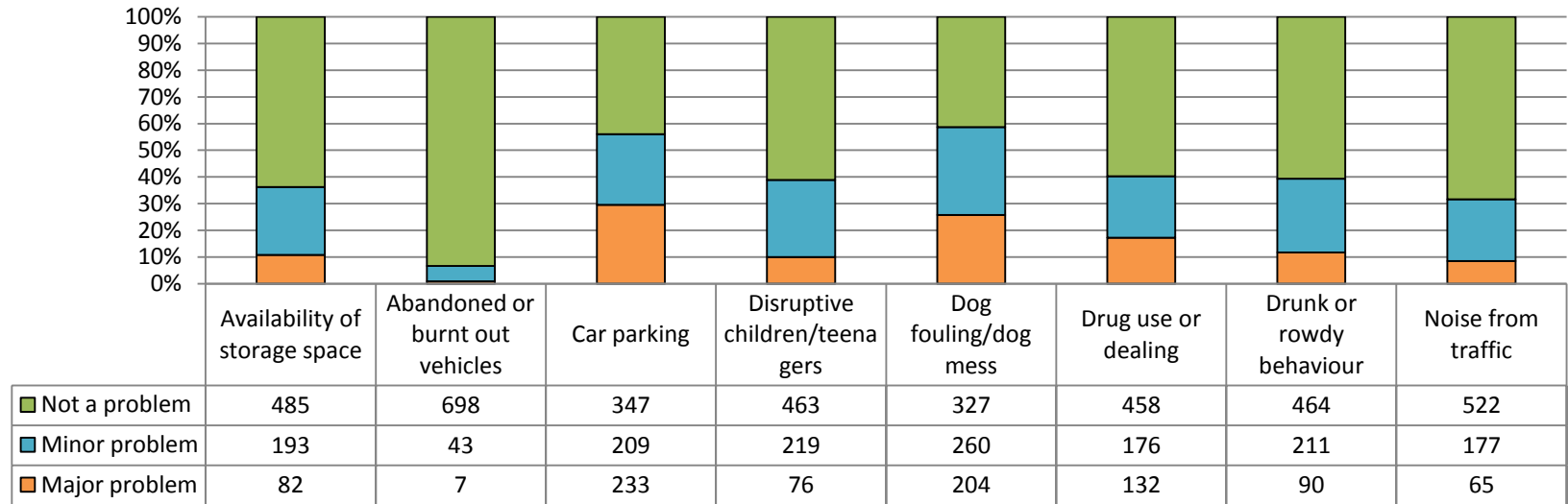
Responses to question - 849

- Overall, **satisfaction** has decreased since 2014/15 by **1% to 81%**
- However, those **very satisfied** has increased by **3% to 43%**, while those **fairly satisfied** has decreased by **3% to 39%**
- Overall, those **dissatisfied** has increased by **1% to 15%**

Most Satisfied		Most Dissatisfied	
Tees Valley & Villages	96%	Groves, Camb' St...	22%
Chapelfields & Cornlands	88%	Clifton	19%
Foxwood & Dringhouses	84%	Tang Hall South	18%

9. To what extent are the following a problem in your neighbourhood?

Annex 4

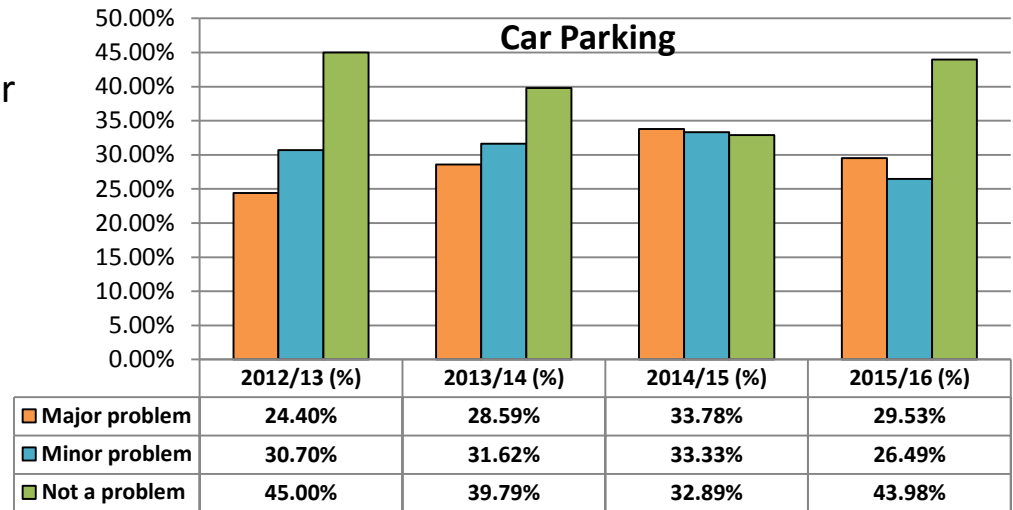


9. To what extent are the following a problem in your neighbourhood?

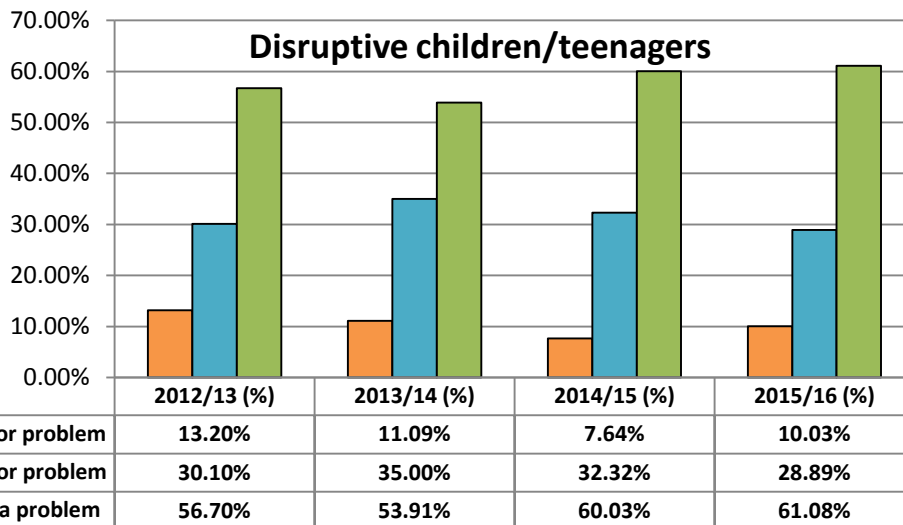
Annex 1

Car parking

- Significant increase in those reporting car parking as **not a problem** compared to 2014/15 – increase of **11%**
- Those reporting car parking as a **minor problem** decreased **7%** since 2014/15
- Those reporting car parking as a **major problem** has decreased **4%** since 2014/15, but has increased **6%** since 2012/13



Responses to question - 789



Disruptive children/teenagers

- **Major problem** responses increased **2%** from 2014/15, but **minor problem** responses reduced **3%**
- **Not a problem** responses increased **1%** from 2014/15, to **61%**

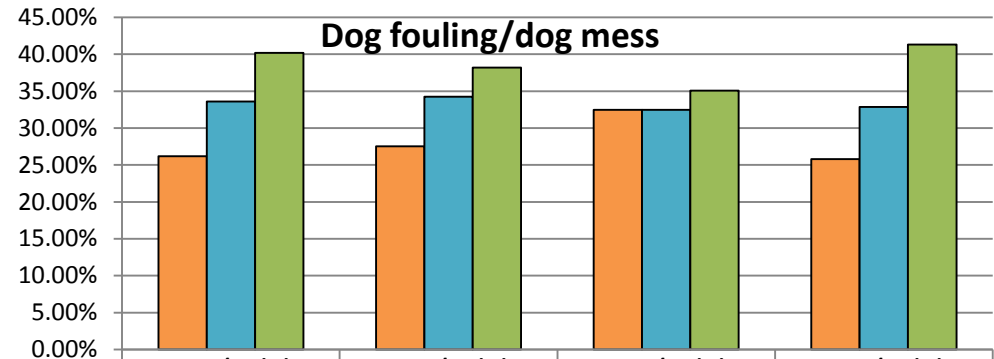
Responses to question - 758

9. To what extent are the following a problem in your neighbourhood?

Annex 1

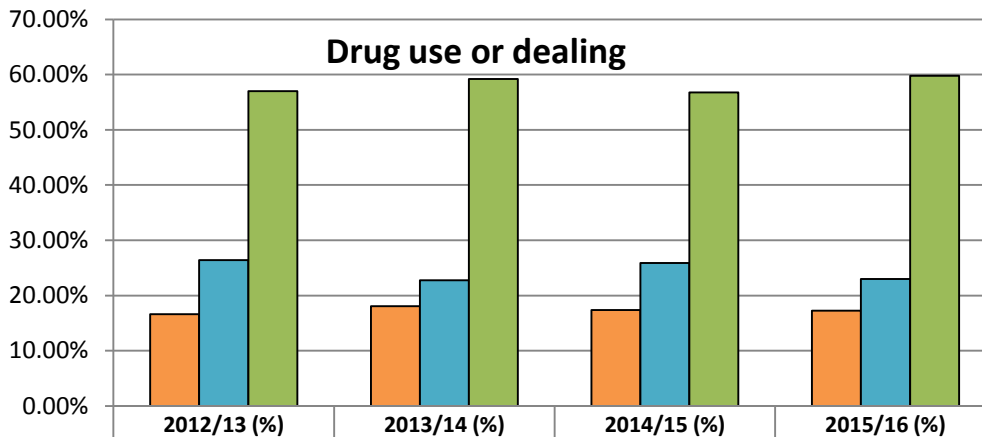
Dog fouling/dog mess

- **Not a problem** responses up **6%** from 2014/15
- **Major problem** responses down **6%** from 2014/15, and **minor problem** responses were almost consistent with 2014/15



	2012/13 (%)	2013/14 (%)	2014/15 (%)	2015/16 (%)
Major problem	26.20%	27.53%	32.46%	25.79%
Minor problem	33.60%	34.26%	32.46%	32.87%
Not a problem	40.20%	38.21%	35.08%	41.34%

Responses to question - 791



	2012/13 (%)	2013/14 (%)	2014/15 (%)	2015/16 (%)
Major problem	16.60%	18.07%	17.35%	17.23%
Minor problem	26.40%	22.74%	25.87%	22.98%
Not a problem	57.00%	59.19%	56.78%	59.79%

Drug use or dealing

- **Not a problem** increased **3%** to **60%**
- **Minor problem** decreased **3%**
- **Major problem** remained static at **17%**

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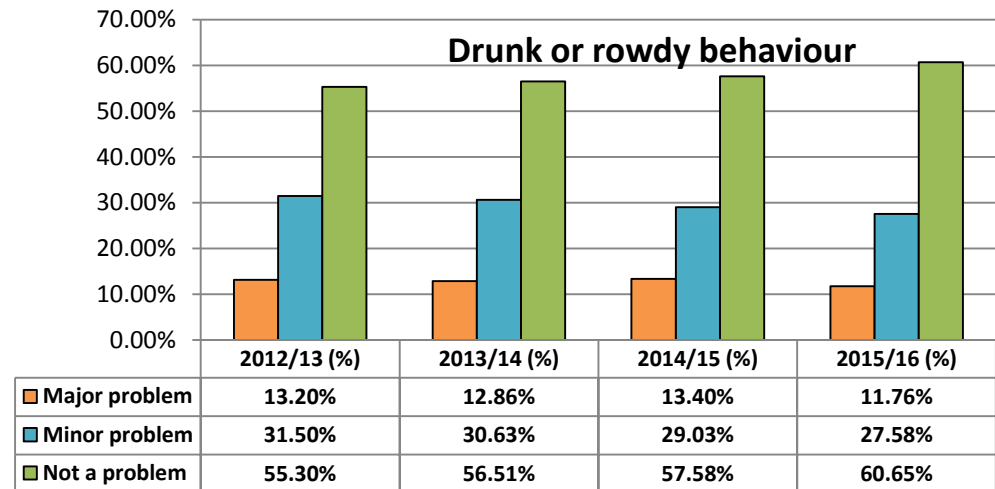
Responses to question - 766

9. To what extent are the following a problem in your neighbourhood?

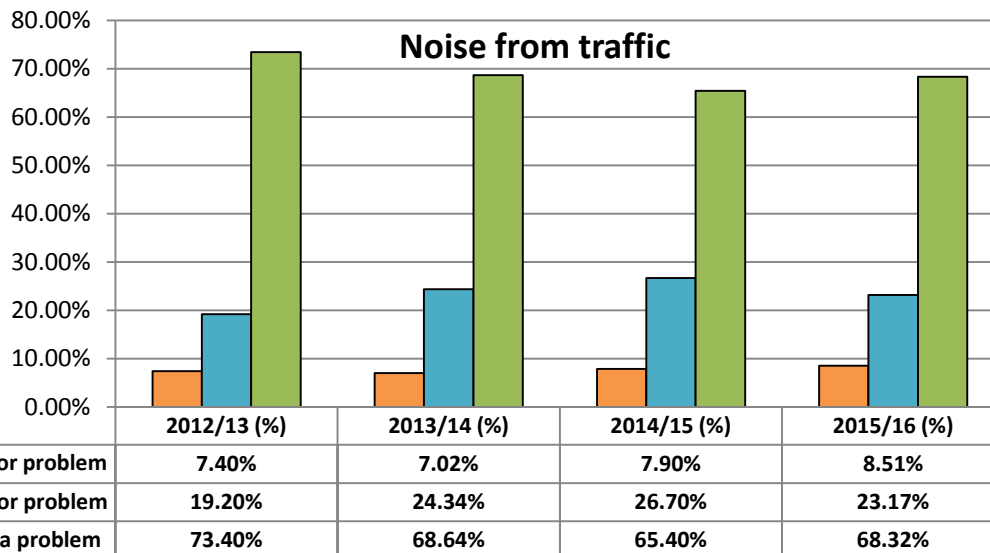
Annex 1

Drunk or rowdy behaviour

- **Not a problem** increased **3%**
- **Major problem** decreased **1%**



Responses to question - 765



Responses to question - 764

Noise from traffic

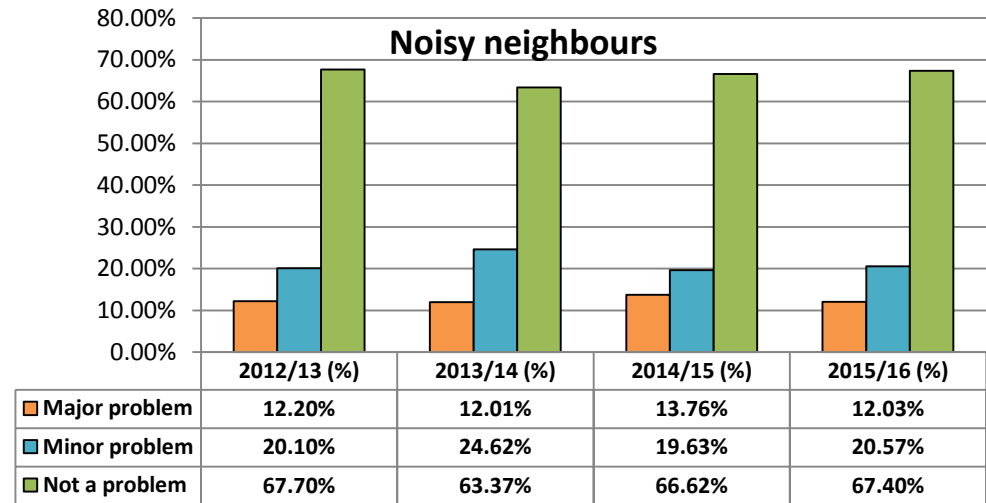
- Those reporting noise from traffic as **not a problem** has decreased **5%** from 2012/13, but has increased **3%** since 2014/15

9. To what extent are the following a problem in your neighbourhood?

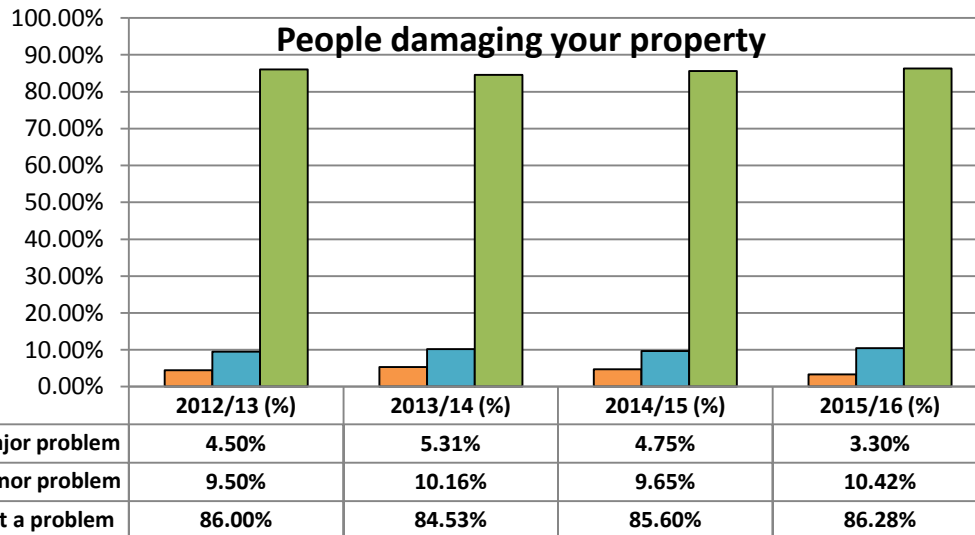
Annex 1

Noisy neighbours

- Decrease in both those reporting noisy neighbours as a **minor or major problem**
- Percentage of people reporting noisy neighbours as **not a problem** remained at **67%**



Responses to question - 773



Responses to question - 758

People damaging your property

- Levels of satisfaction remain almost constant across the spread of years
- Those reporting this as a **major problem** has decreased **2%** since 2014/15

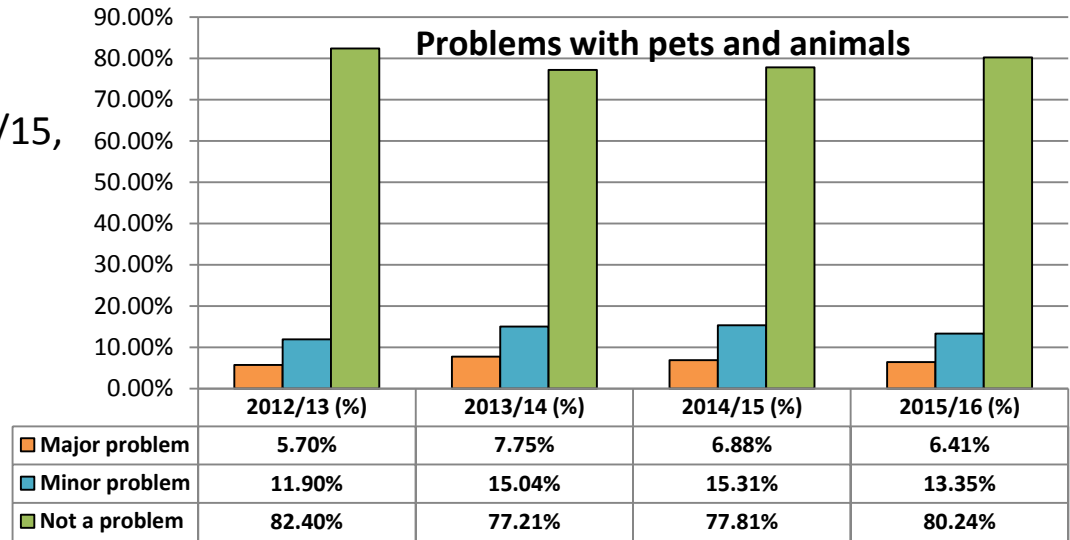
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9. To what extent are the following a problem in your neighbourhood?

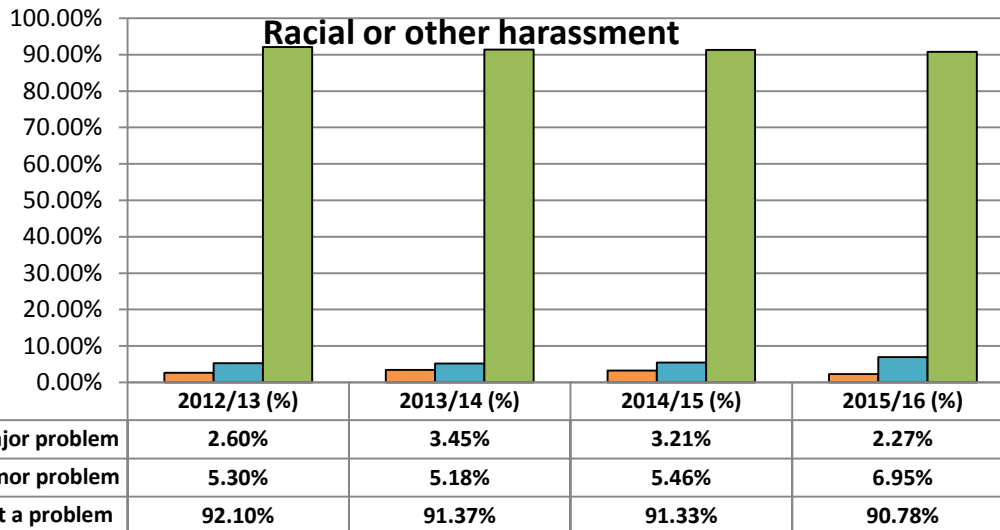
Annex 1

Problems with pets and animals

- **Not a problem** up 2% from 2014/15, but down 2% from 2012/13
- **Minor problem** down 2%



Responses to question - 764



Responses to question - 748

Racial or other harassment

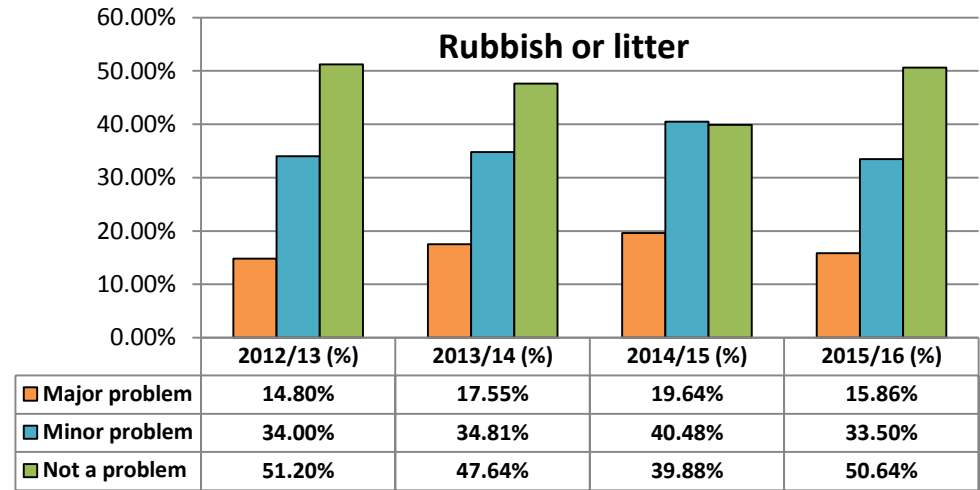
- **Not a problem** consistent since 2013/14 at 91%
- **Minor problem** up 2% from 2014/15
- **Major problem** down 1%, leaving an overall score of 2%

9. To what extent are the following a problem in your neighbourhood?

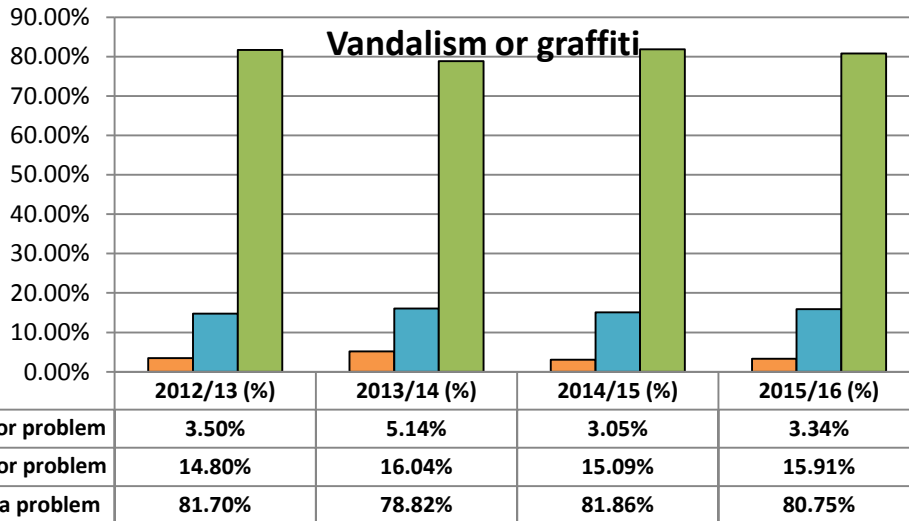
Annex 1

Rubbish or litter

- **Major problem** down **4%** from 2014/15, while **minor problem** down **6%**
- **Not a problem** up **11%**



Responses to question - 782



Vandalism and graffiti

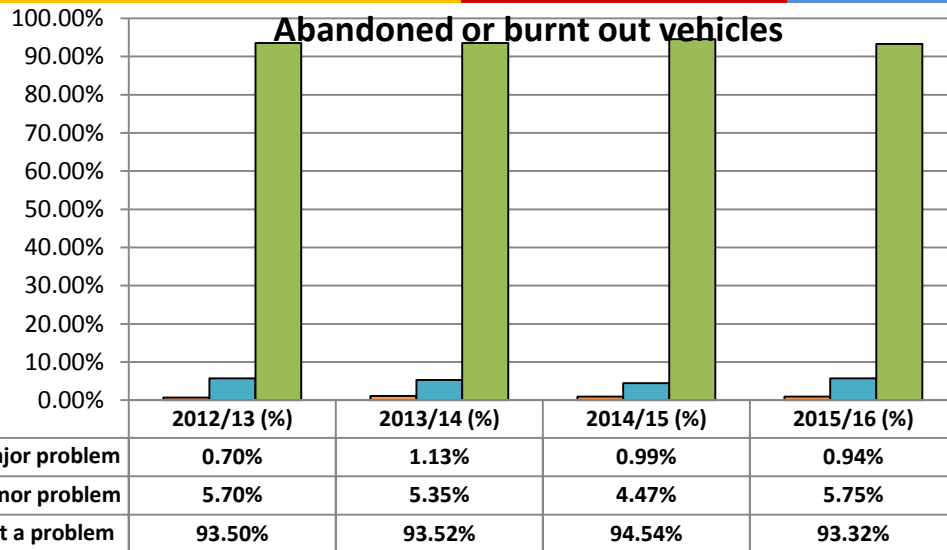
- Results reasonably consistent across the years
- **Not a problem** down **1%** from 2014/15

Responses to question - 748

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9. To what extent are the following a problem in your neighbourhood?

Annex 1



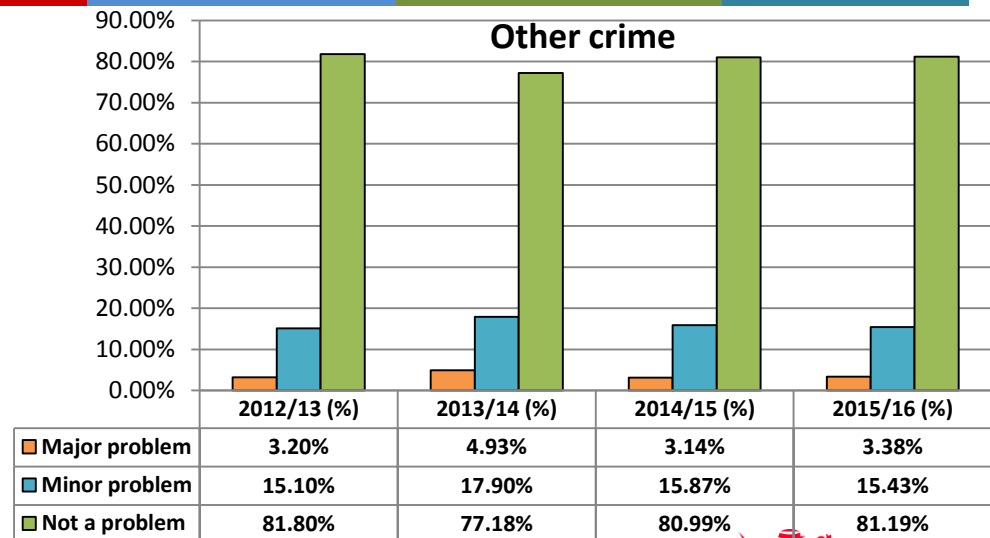
Abandoned or burnt out vehicles:

- Vast majority reported abandoned/burnt out vehicles as **not a problem**, this has been consistent since 2012/13
- Slight rise in those reporting it as a **minor problem** compared to 2014/15

Responses to question - 748

Other crime

- 2015/16 levels were pretty consistent with 2014/15, with **81%** reporting other crime as **not a problem**



Responses to question - 739

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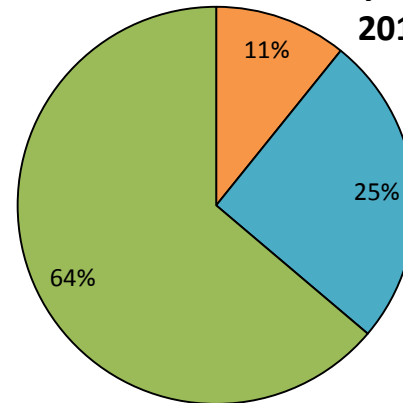
9. To what extent are the following a problem in your neighbourhood?

NEW
OPTION

Availability of storage space

- Only **11%** report this to be a **major problem**
- Overall, **36%** of residents report availability of storage space to be a **problem**

Availability of storage space 2015/16

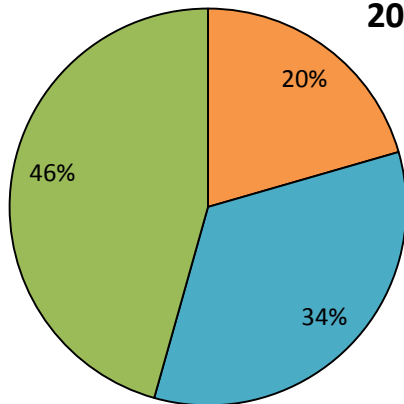


- Major problem
- Minor problem
- Not a problem

Responses to question - 760

NEW
OPTION

Condition of roads and pavements 2015/16



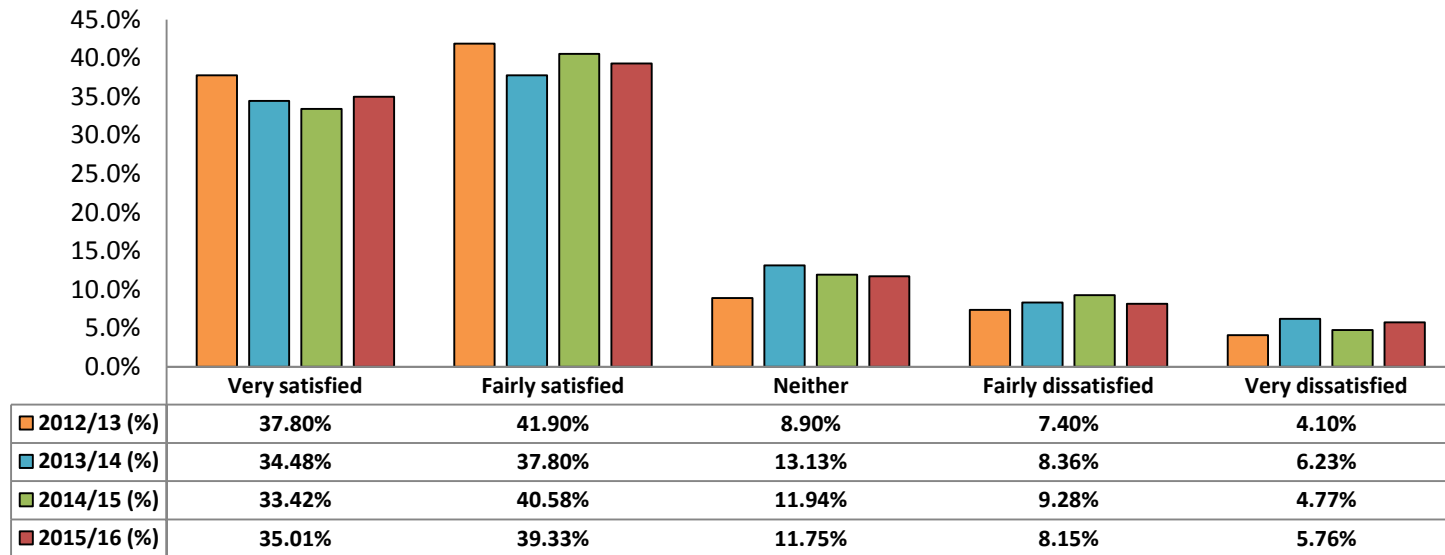
- Major problem
- Minor problem
- Not a problem

Responses to question - 789

Condition of roads and pavements

- **54%** of respondents reported conditions of roads and pavements as a **problem**. This is significantly higher than for most other options

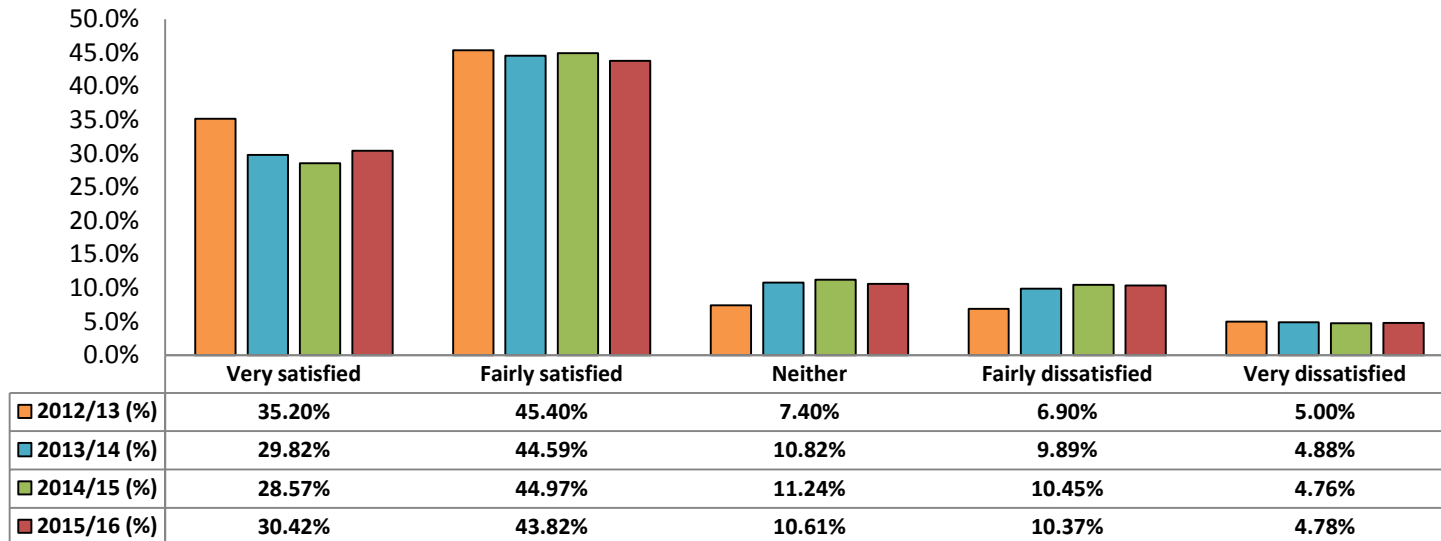
10. How satisfied or dissatisfied are you with the grounds maintenance service provided by your landlord? Area 1



Responses to question - 834

- Overall, satisfaction levels have remained the same as 2014/15 in all areas (satisfied, dissatisfied, neither)
- However, there was a **2%** increase in those that were **very satisfied** and a **1%** increase in those that were **very dissatisfied**

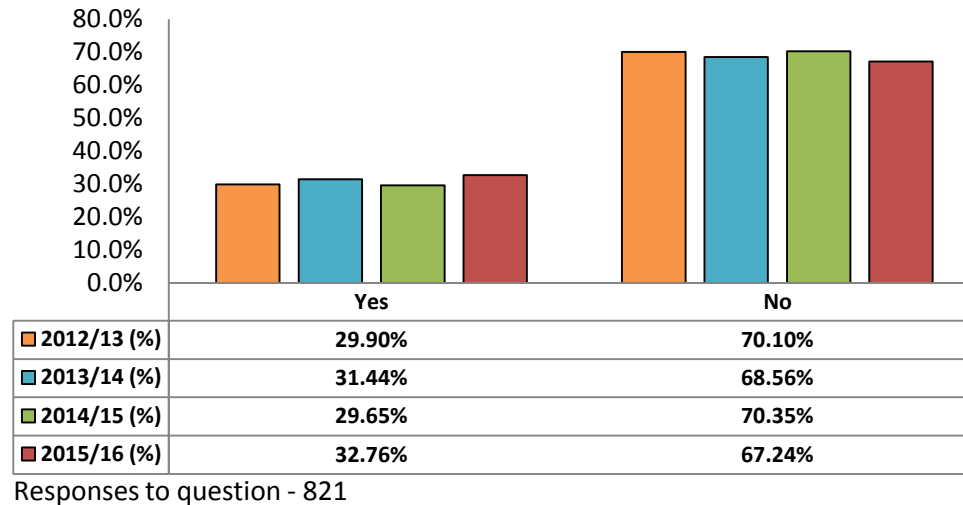
11. How satisfied or dissatisfied are you with the estate service provided by your landlord?



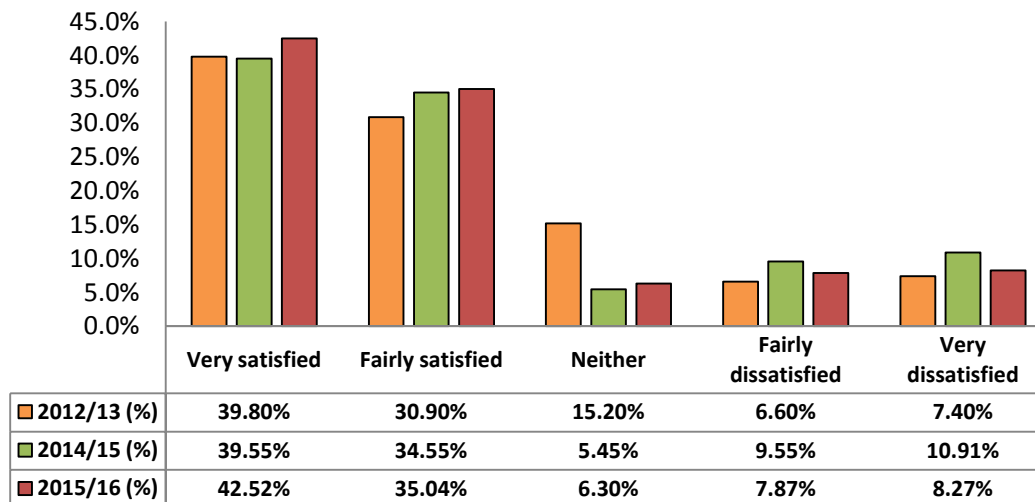
Responses to question - 858

- Overall satisfaction levels have remained reasonably stable since 2012/13
- However, the amount of people that have reported being **very satisfied** has decreased by **5%** since 2012/13

12. Do you live in a block of flats with communal areas and an estate worker/internal cleaner? Annex 1



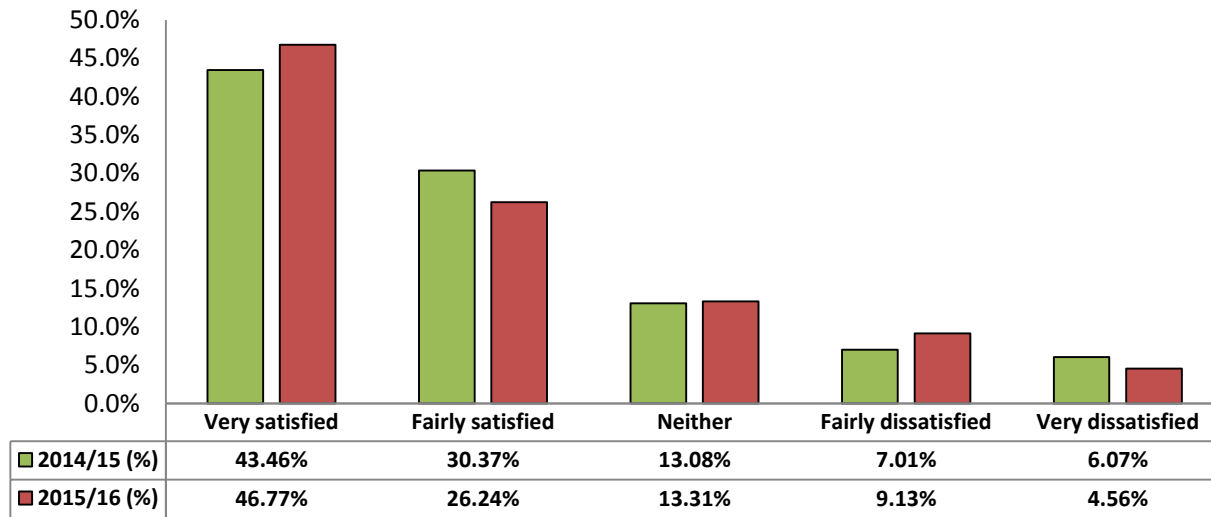
13. How satisfied or dissatisfied are you with the internal cleaning service provided?



- Overall **satisfaction** has increased since 2012/13 by **7%**
- Overall **dissatisfaction** has increased by **2%** since 2012/13, although it peaked in 2014/15 at **20%**, and fell again in 2015/16 to **16%**

Responses to question - 254

14. How satisfied or dissatisfied are you with your estate worker?

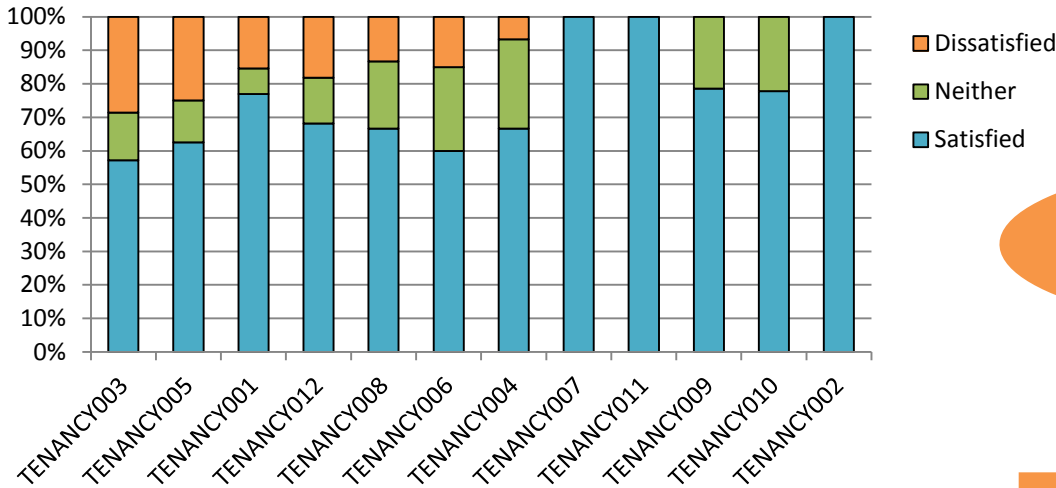


Responses to question - 263

- Overall, satisfaction levels remained stable in all areas (satisfied, dissatisfied, neither)
- Increase of **4%** in those reporting to be **very satisfied** but a drop of **4%** in those reporting to be **fairly satisfied**
- Also a slight **1% decrease** in those reporting to be **very dissatisfied**
- The reasons quoted explaining dissatisfaction with estate workers were evenly distributed between frequency of visits/contact, quality of service provided and attitude/communication

14. How satisfied or dissatisfied are you with your estate worker?

If you answered dissatisfied, please tell us why below:



“Difficult to get hold of! never replies to my phone calls when needed”

Satisfaction with estate worker by patch

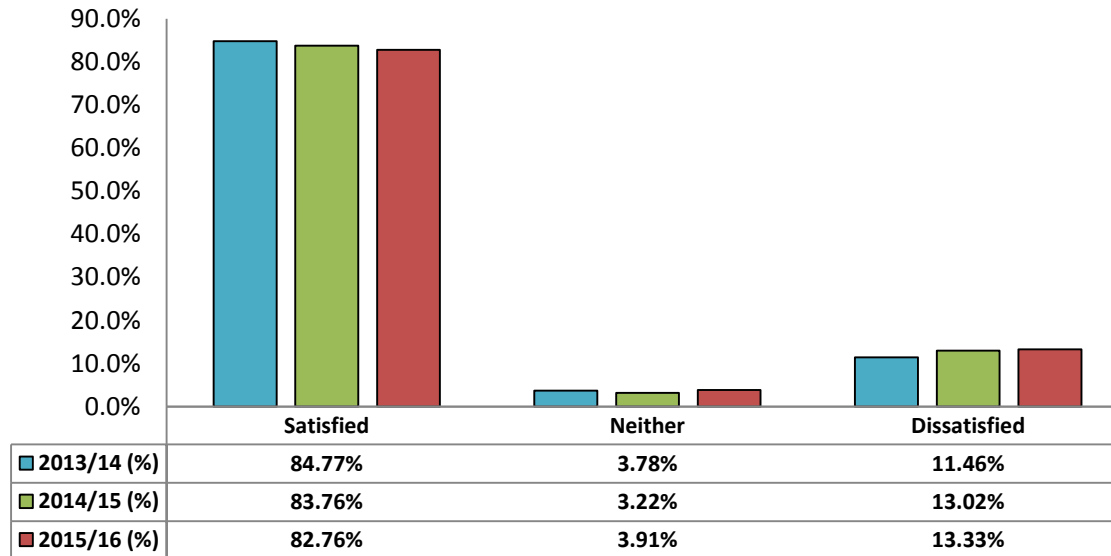
“Never been in contact, unsure of identity”

“I didn't know we had one!”

Reason for dissatisfaction	Times mentioned
Frequency of visits/contact	9
Quality of service provided	9
Attitude/communication	8

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

Annex 1



Responses to question - 818

- Since 2013/14, **overall satisfaction** has decreased and **overall dissatisfaction** has increased. However, these changes are relatively marginal compared to some of the changes elsewhere
- Since 2014/15, the percentage of people reporting being **very satisfied** has increased by **4%**, although those **fairly satisfied** has also decreased by **4%** since 2014/15

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

Annex 1

If you answered dissatisfied, please tell us why below

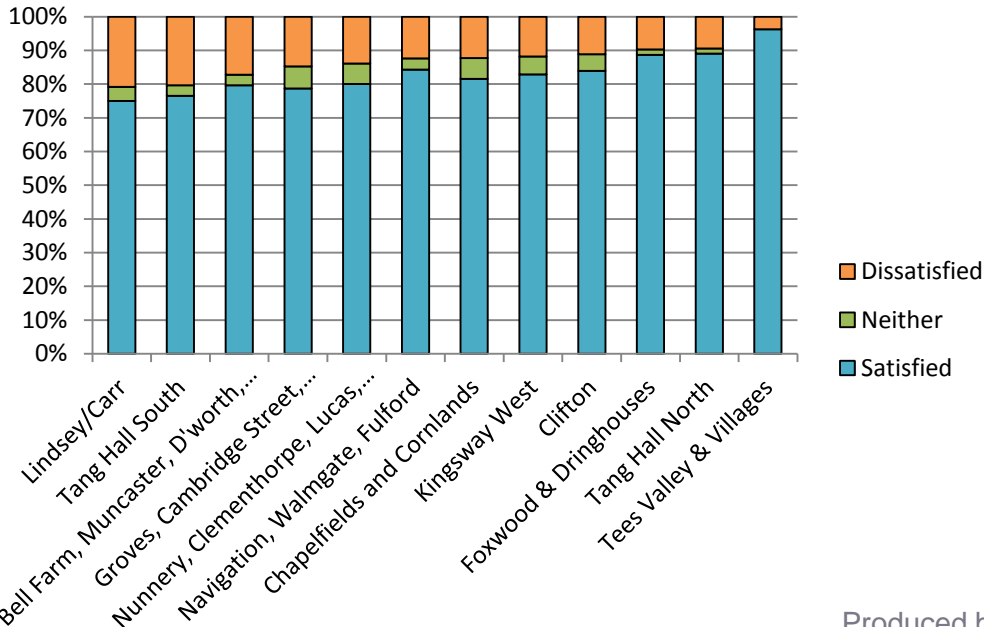
“Constant fly tipping.
Drug use and
drunkenness a big
problem”

“Lovely grass
verges spoiled by
cars. Should not
be allowed”

“Alcohol, drugs
and noise”

“Litter and dog mess
everywhere, kids vandalise
the local park, smashed
glass, wood everywhere,
stuff on slide!”

Satisfaction with appearance of neighbourhood by patch



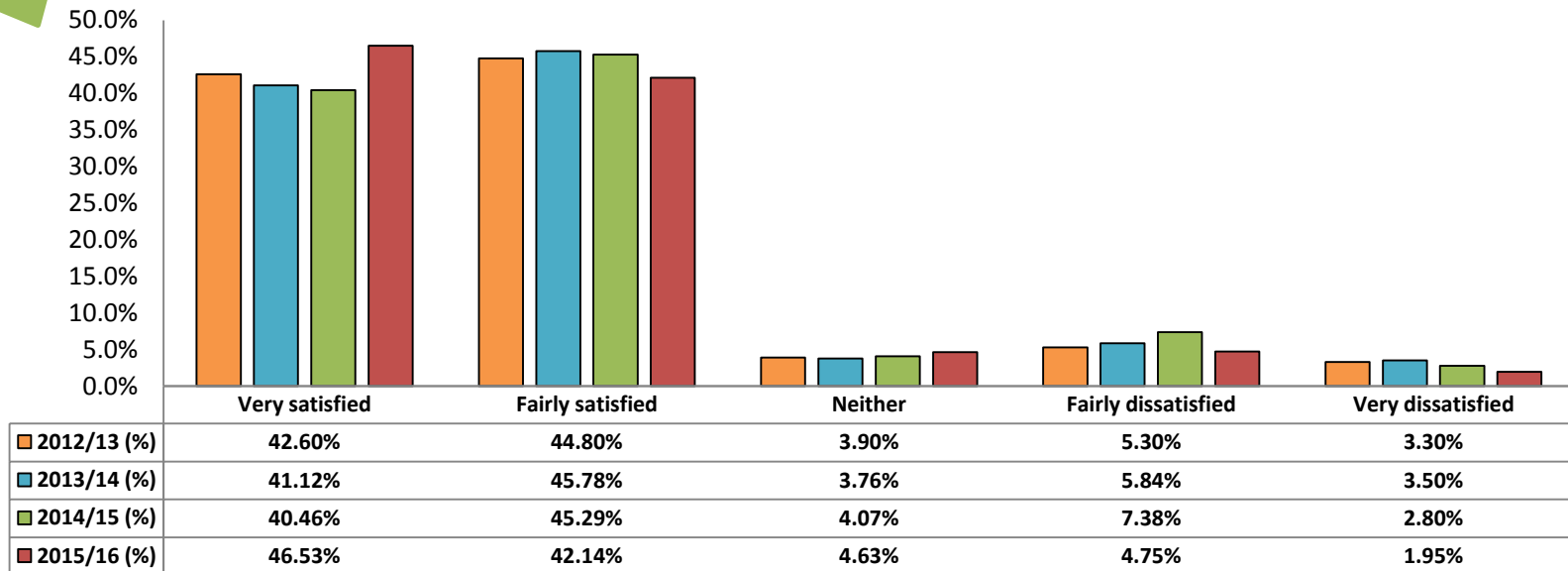
Reason for dissatisfaction	Times mentioned
Repairs/ Maintenance/ Improvements (grass, weeds, etc.)	18
Waste/ Litter/ Tipping	17
ASB/Dog Fouling	16
Roads/ Pavements/ Parking	9

Your Service

Questions 16-34

16. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

CORE
Q



Responses to question - 821

- Generally, **satisfaction up 3%** to **89%** and **dissatisfaction down 3%**
- But **7%** increase in **very satisfied** from 2014/15

16. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

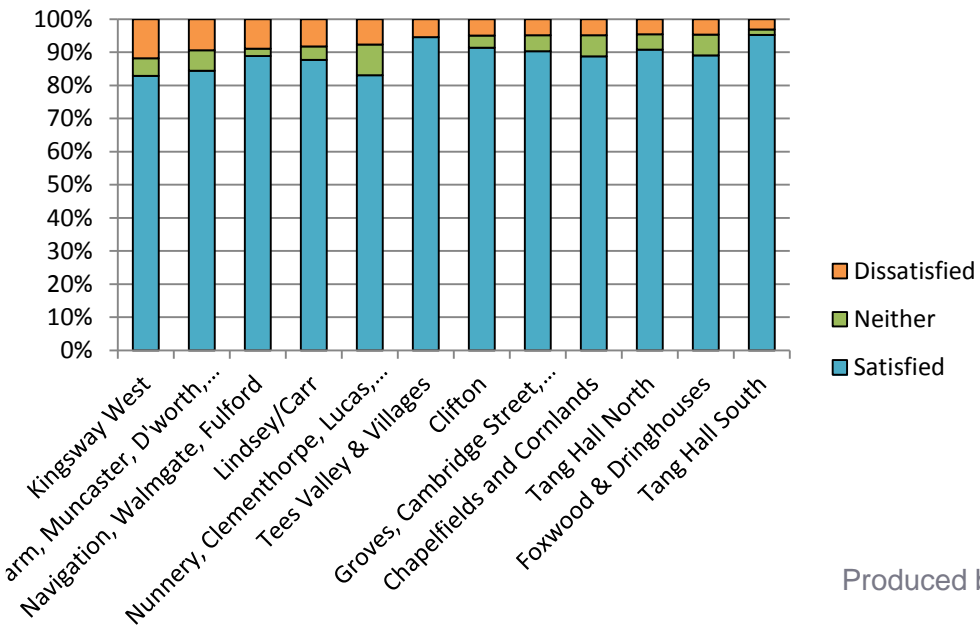
If you answered dissatisfied, please tell us why below

“No help whatsoever - ring and no return call”

“My kids can’t play outside, it’s far too dangerous and there is 4 of us in a one bed flat”

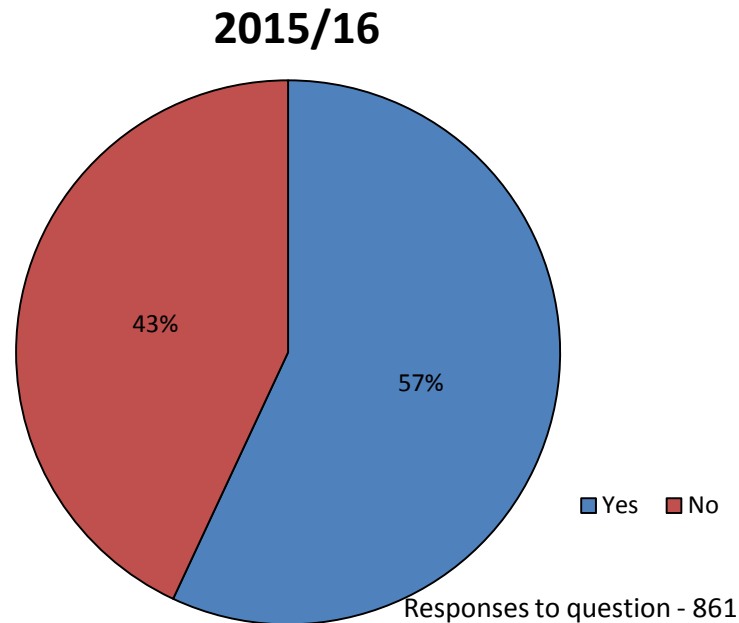
Reason for dissatisfaction	Times mentioned
Communication/ Reporting/ Complaints	17
Repairs/ Maintenance	8
ASB	2
Benefit/ Rent Issues	1

Satisfaction with service provided by landlord by patch



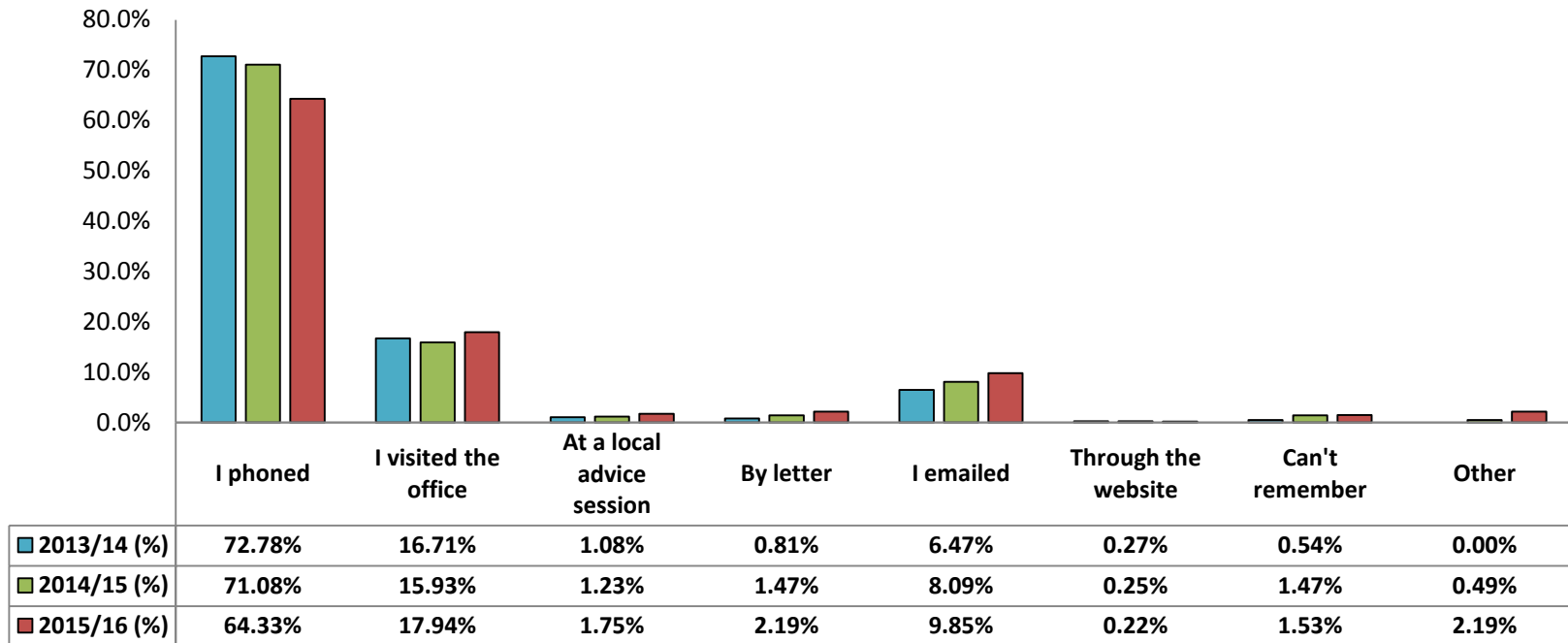
“Use of intimidating contractors, bad workmanship through out, little or no communication or follow up responses”

17. Apart from paying rent, have you contacted your landlord in the last 12 months?



- Levels remained almost stable compared to last year
- Those answering ‘**yes**’ has increased significantly since 2012/13 – by **17%**

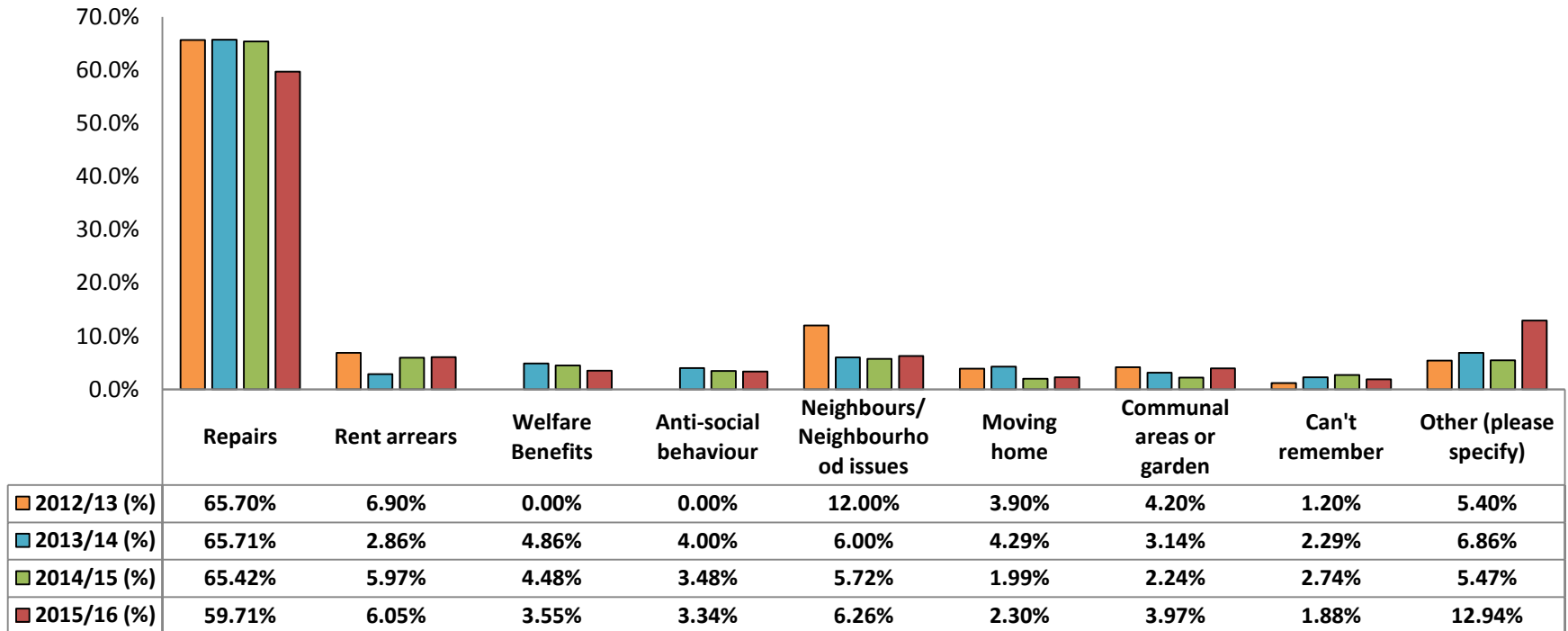
18. How did you last contact your landlord?



Responses to question - 457

- Amount of people **phoning** decreased **7%**, but the amount of people **visiting the office** increased by **2%**
- **2% more** people emailed compared to 2014/15 and overall **increased 4%** since 2013/14 – moving in the right direction but still relatively insignificant amount

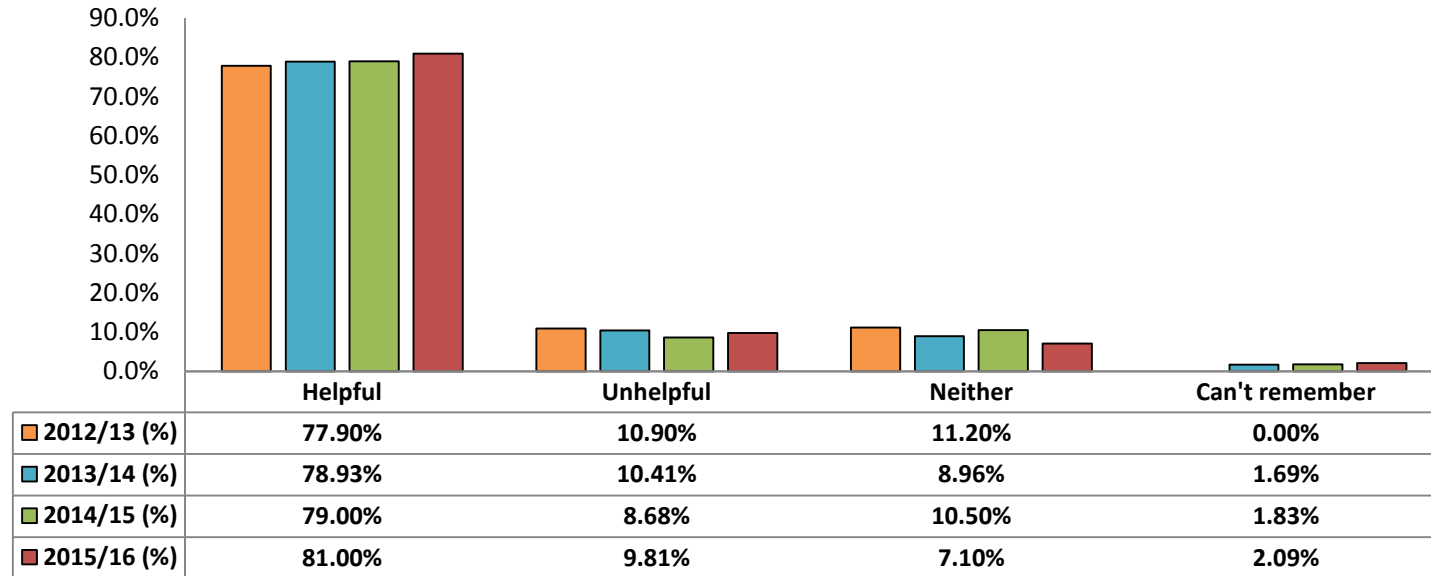
19. What did you last have contact about?



Responses to question - 479

- **5%** decrease in people contacting landlord about **repairs**
- **8%** increase in 'other' – but most free text comments can actually be allocated to the categories provided
- **2%** increase in contact about **communal areas/garden**

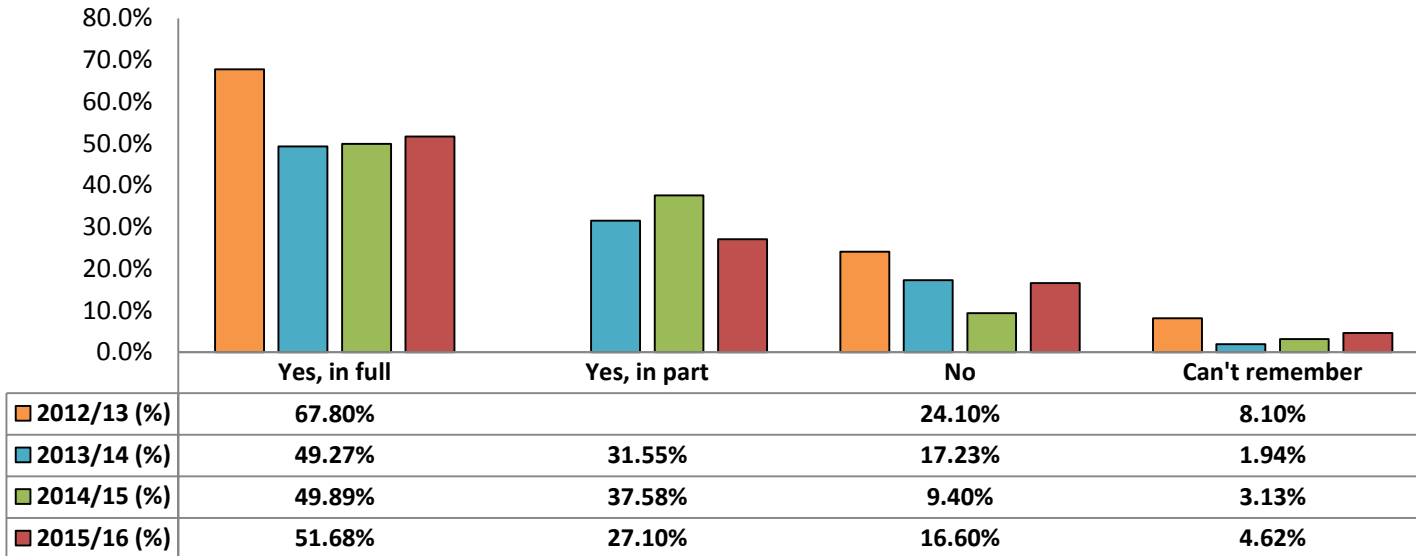
20. Did you find the staff you dealt with helpful or unhelpful?



Responses to question - 479

- Levels have remained reasonably consistent, with a slight increase in people reporting both **helpful** and **unhelpful**
- However this can be attributed to a **4%** drop in people reporting **neither** compared to 2014/15

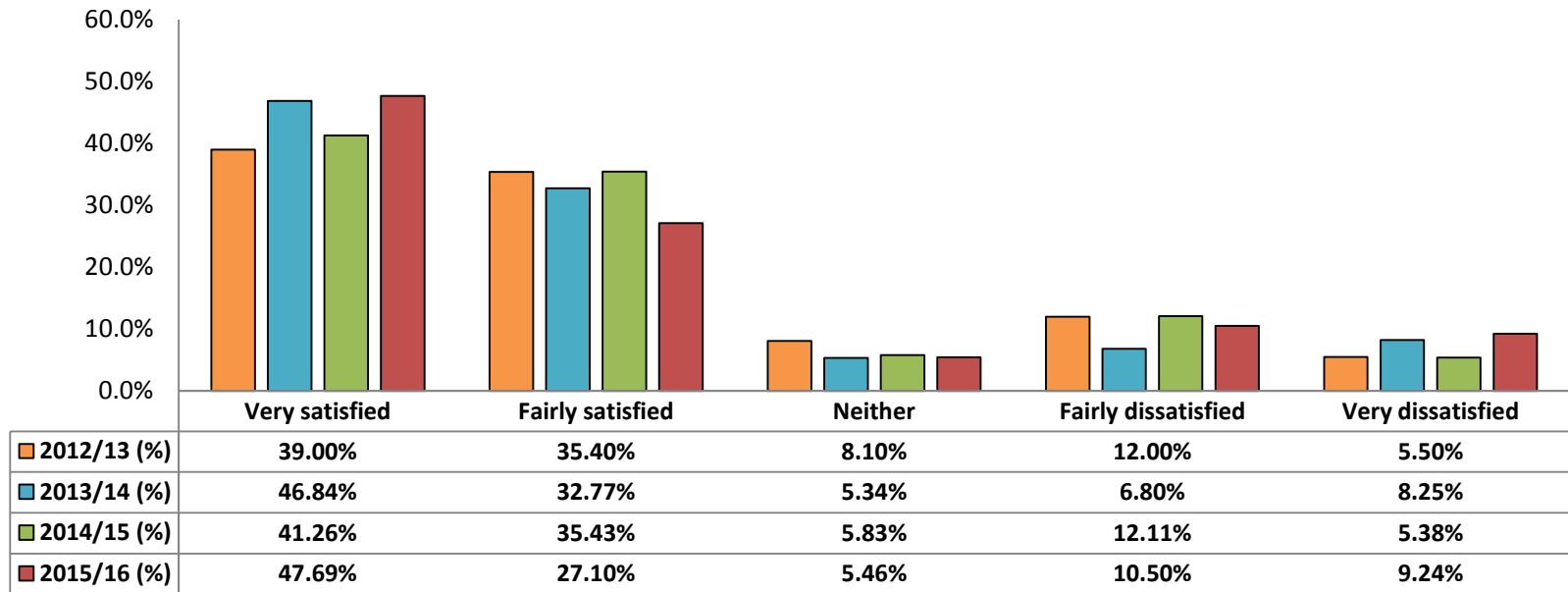
21. Was the first person you spoke to able to deal with your query?



Responses to question - 476

- **7%** increase in those reporting **no** compared to 2014/15
- **2%** increase in people reporting **yes in full** compared to 2014/15, but decrease of **9%** of those reporting **yes in part** compared to 2014/15, and a decrease of **16%** of people reporting **yes in full** compared to 2012/13

22. How satisfied or dissatisfied were you with their ability to deal with your query quickly and efficiently?

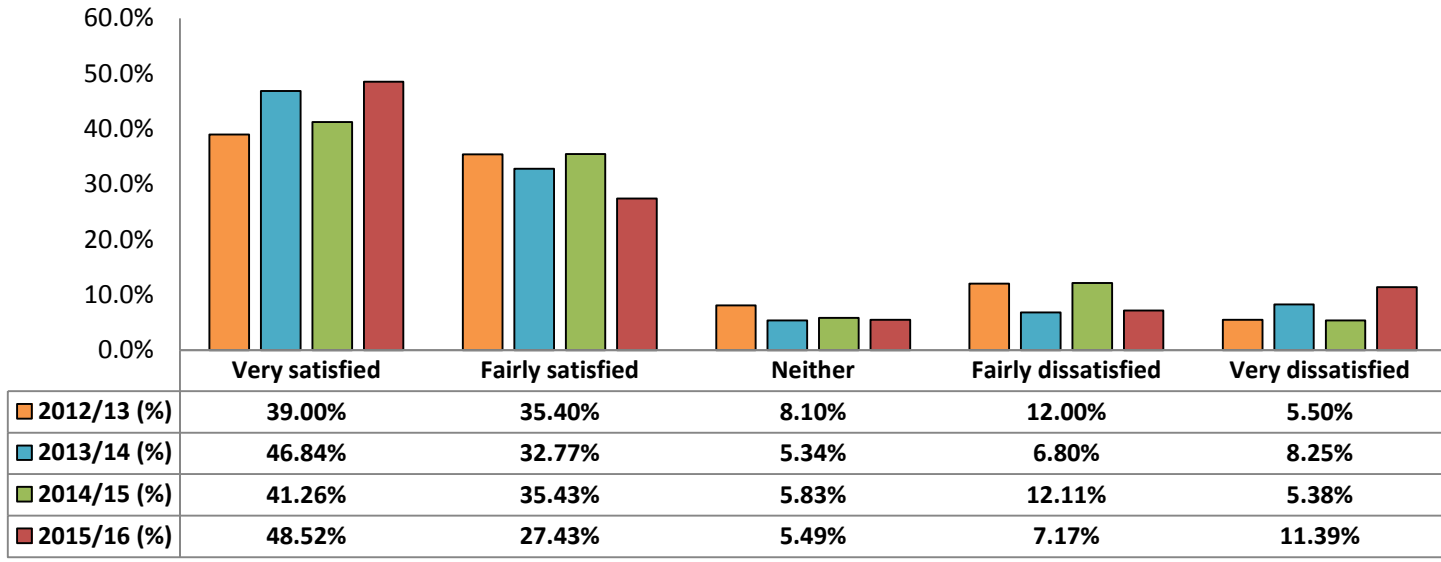


Responses to question - 476

- **Very satisfied** responses up **7%** from 2014/15 and up **9%** from 2012/13
- **Very dissatisfied** also up **4%** from 2014/15
- Overall, **satisfied** down **2%** from 2014/15 and **dissatisfied** up **3%**

23. How satisfied or dissatisfied were you with the final outcome of your query?

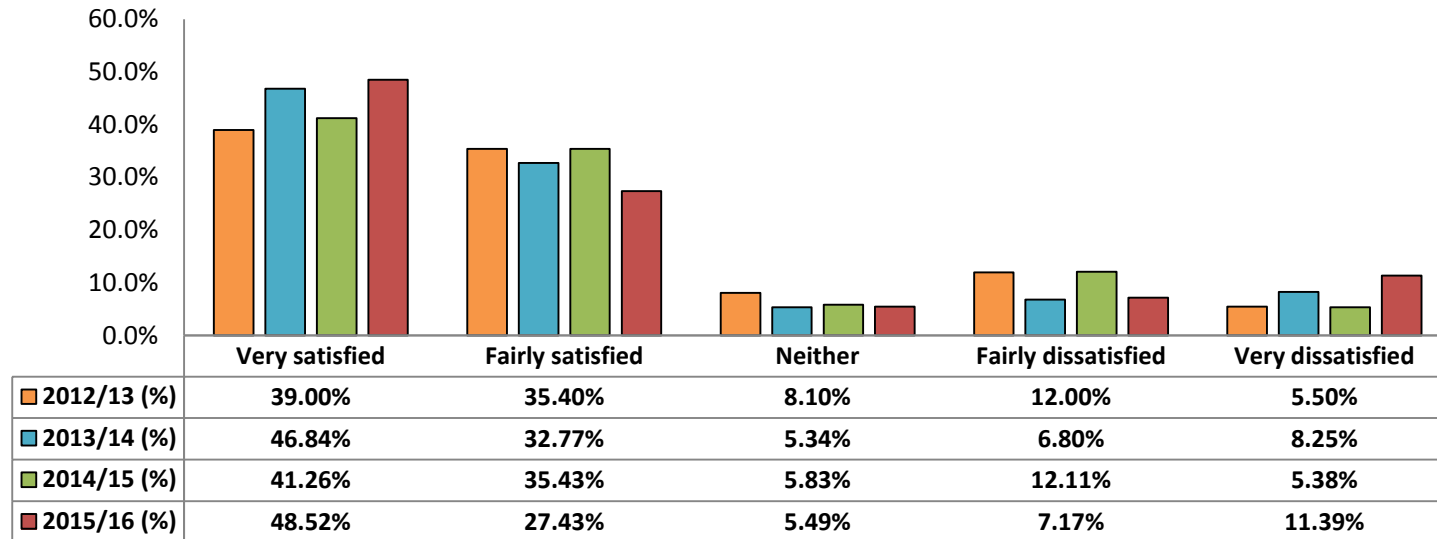
Annex



Responses to question - 474

- Appears to be a shift from **fairly satisfied** to **very satisfied**, with **very satisfied** increasing **8%** from 2014/15
- Similarly, shift from **fairly** to **very dissatisfied** , with **very dissatisfied** increasing **6%** from 2014/15

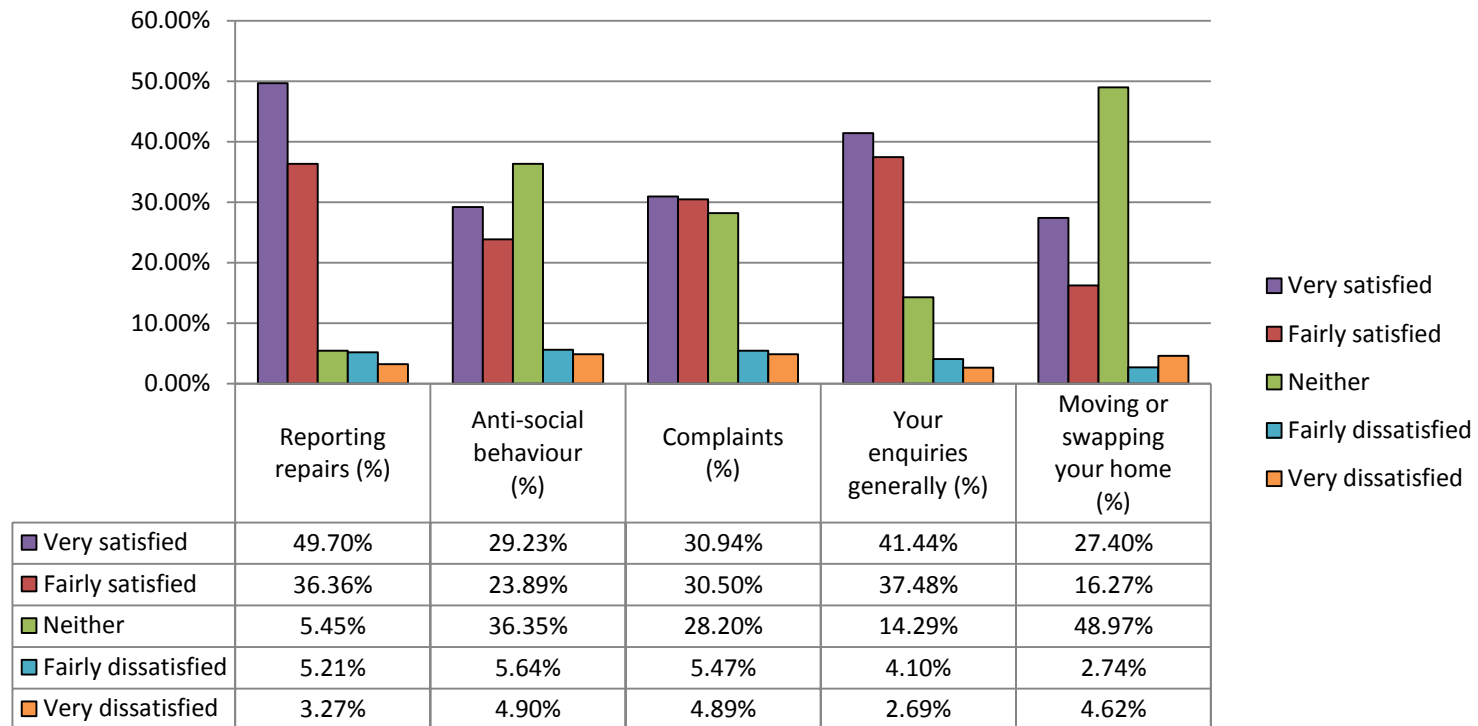
24. How satisfied or dissatisfied are you with the way your landlord deals with the following?



Responses to question - 474

- **Very satisfied** up **8%** from 2014/15, while **very dissatisfied** responses have increased **6%**
- **Fairly satisfied** down **8%** and **fairly dissatisfied** down **5%**
- Overall, **satisfied** decreased **1%** from 2014/15 and **dissatisfied** increased **2%**

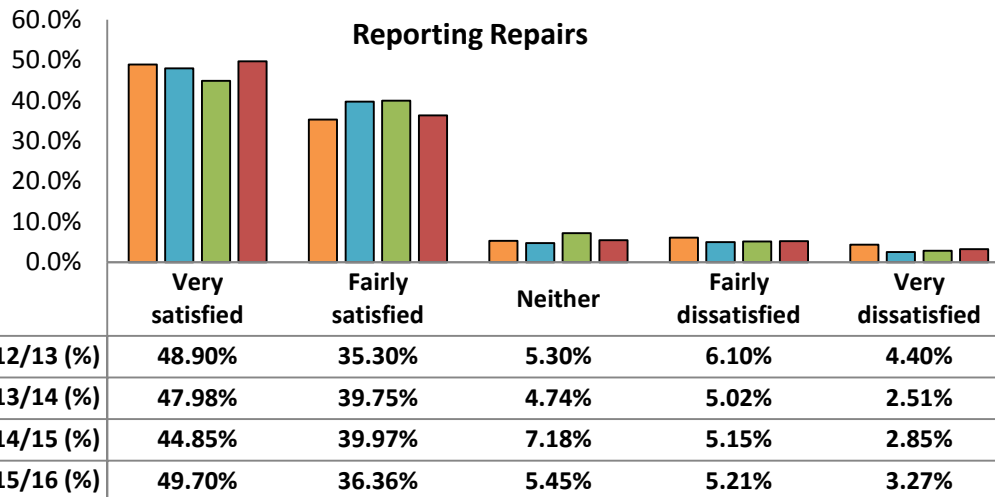
24. How satisfied or dissatisfied are you with the way your landlord deals with the following?



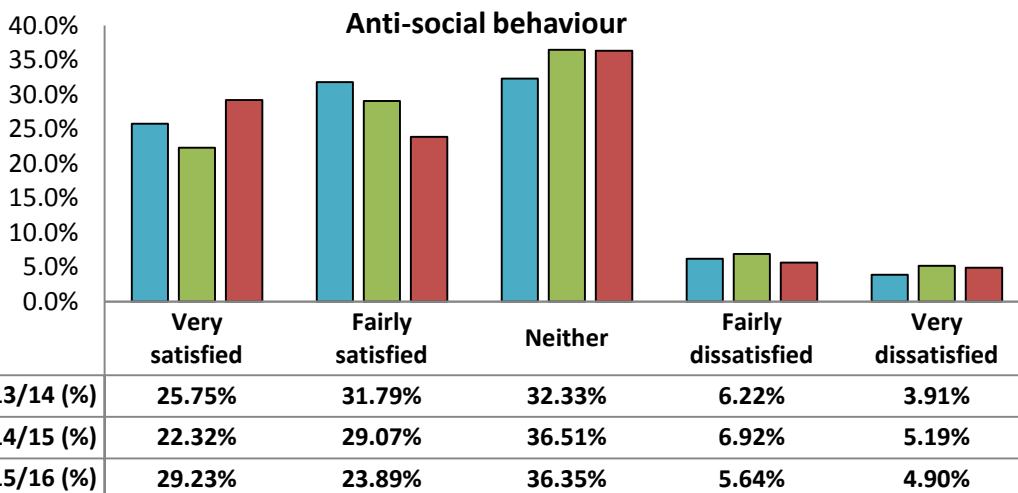
24. How satisfied or dissatisfied are you with the way your landlord deals with the following? Annex 1

Reporting repairs

- **Very satisfied** up **5%** from 2014/15, **fairly satisfied** down **4%**. Overall, **satisfaction** up **1%**
- Overall, **dissatisfaction** levels stayed the same as 2014/16
- **Neither** down **2%**



Responses to question - 825



Responses to question - 674

Anti-social behaviour

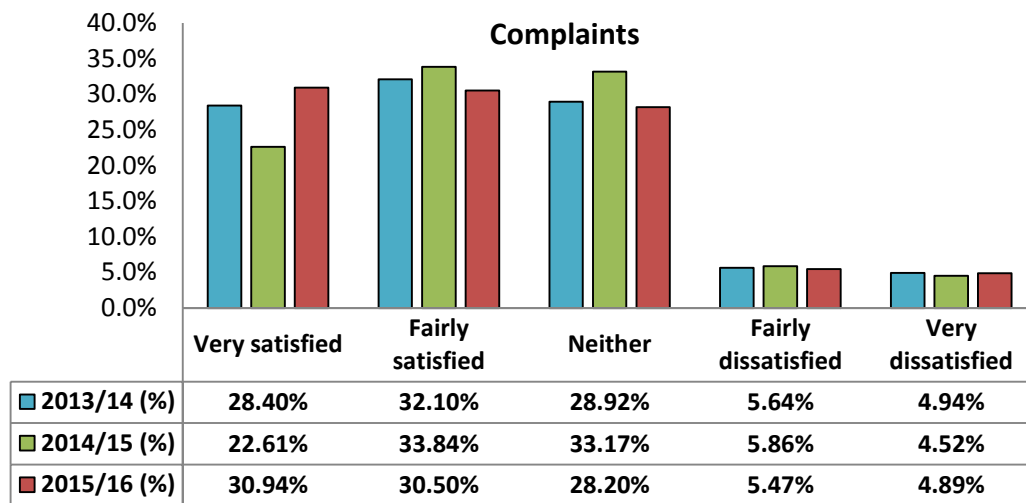
- **Very satisfied** up **7%** from 2014/15, but **fairly satisfied** down **5%**
- **Neither** remained high at **36%**
- **Dissatisfaction** levels remained fairly consistent with 2014/15, decreasing **1%** overall

24. How satisfied or dissatisfied are you with the way your landlord deals with the following?

Annex 1

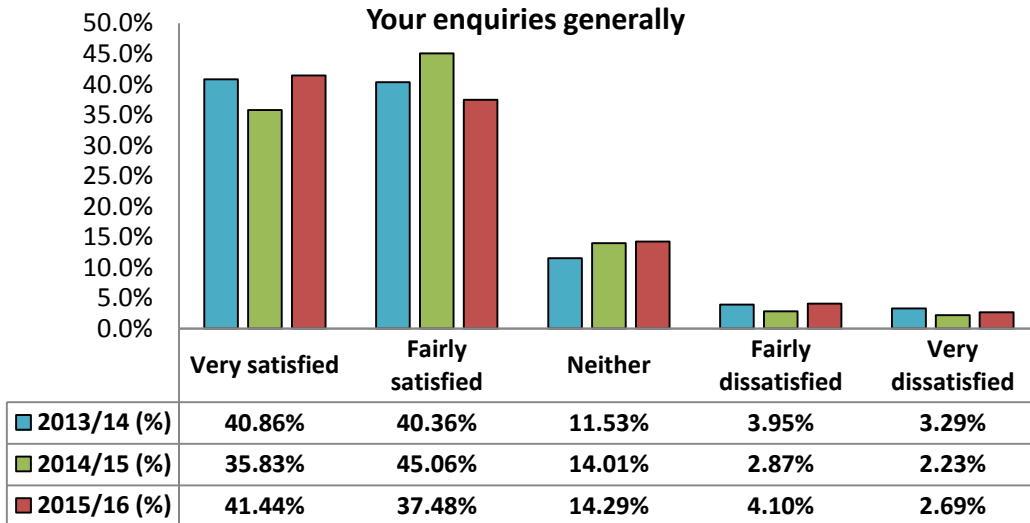
Complaints

- **Very satisfied** up 8%, **fairly satisfied** down 3%
- **Neither** down 5%, accounting for the increase in those satisfied overall
- Overall, those **dissatisfied** remained the same as 2014/15, at **10%**



Responses to question - 695

Your enquiries generally



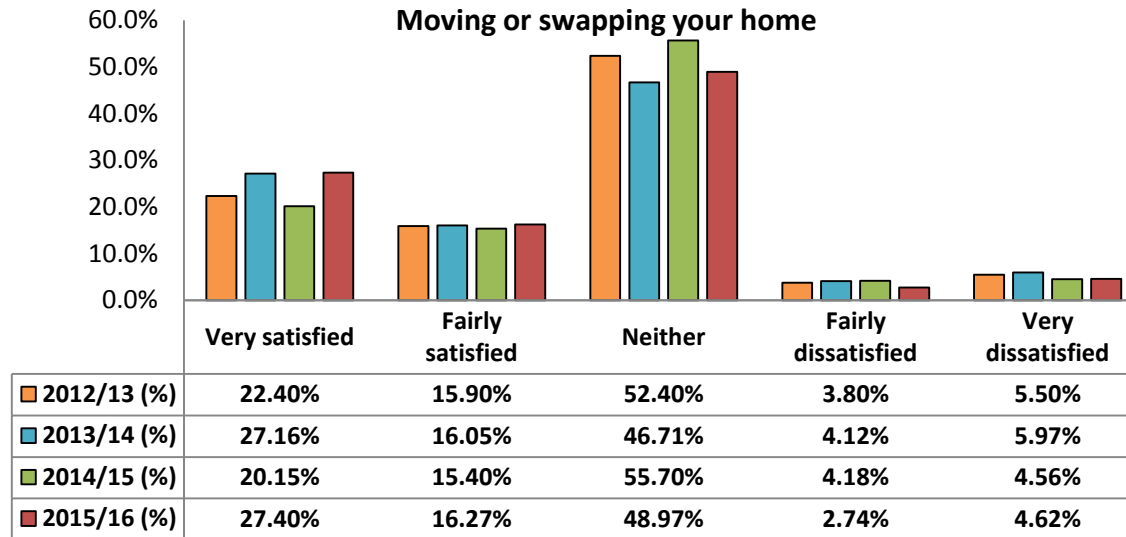
Responses to question - 707

Enquiries generally

- **Very satisfied** up 5%, while **fairly satisfied** down 7% from 2014/15
- Overall, **dissatisfaction** increased 2%

24. How satisfied or dissatisfied are you with the way your landlord deals with the following?

Annex 1



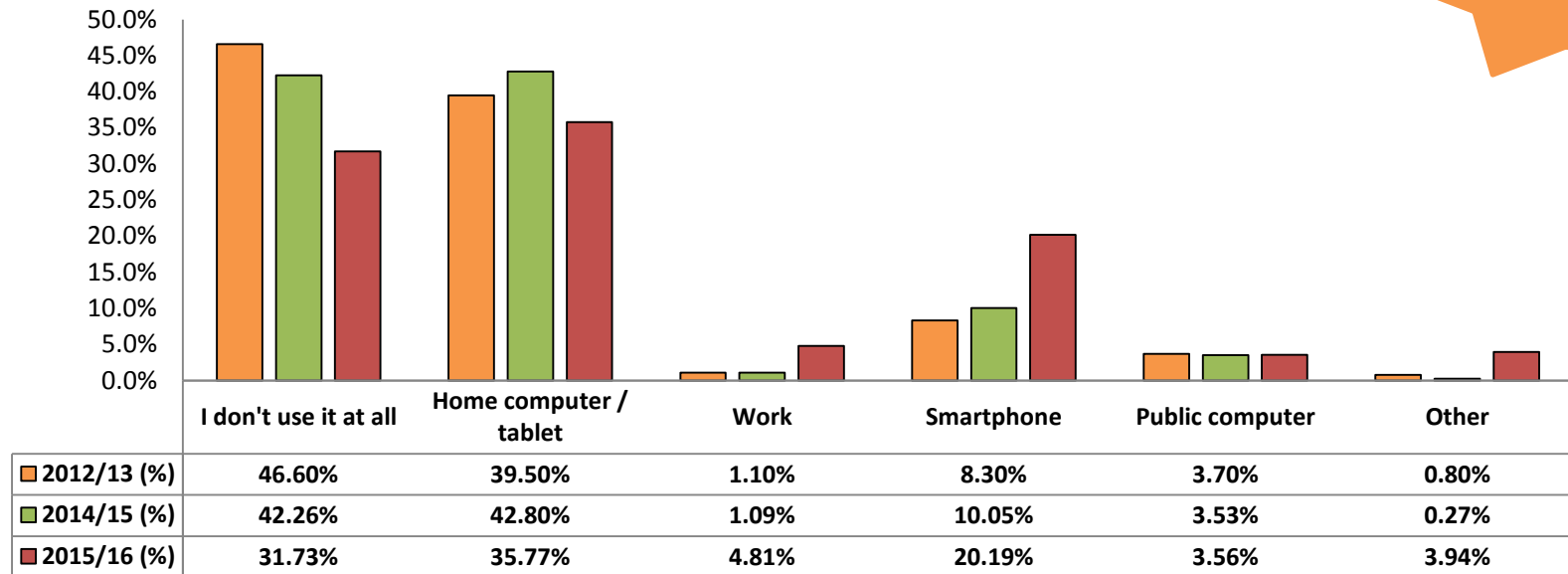
Responses to question - 584

Moving or swapping your home

- **Very satisfied** up **7%**, and **fairly satisfied** up **1%**
- **Fairly dissatisfied** down **1%** and

25. How do you currently access the internet?

EDITED
Q



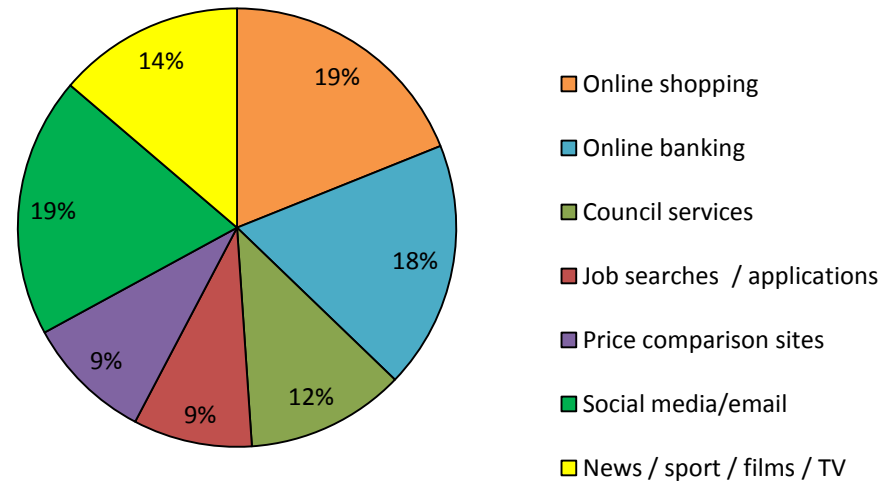
Responses to question - 1040

- Decrease in those who **don't use the internet at all** – **15%** from 2012/13 and **10%** from 2014/15
- Increase in people using a **smart phone** to access the internet – usage up **12%** from 2012/13 and **10%** from 2014/15

26. Which activities do you currently access the internet for?



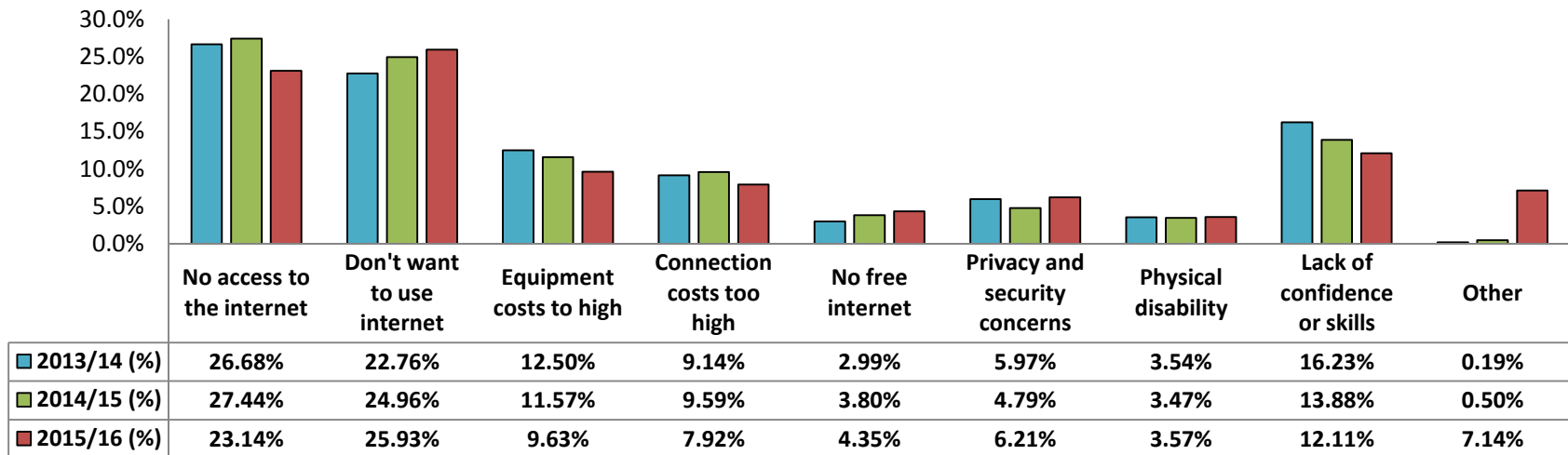
2015/16



Responses to question - 1527

- Top activities are **online shopping (19%), social media/email (19%)** and **online banking (18%)**

27. If you don't use the internet, please say why



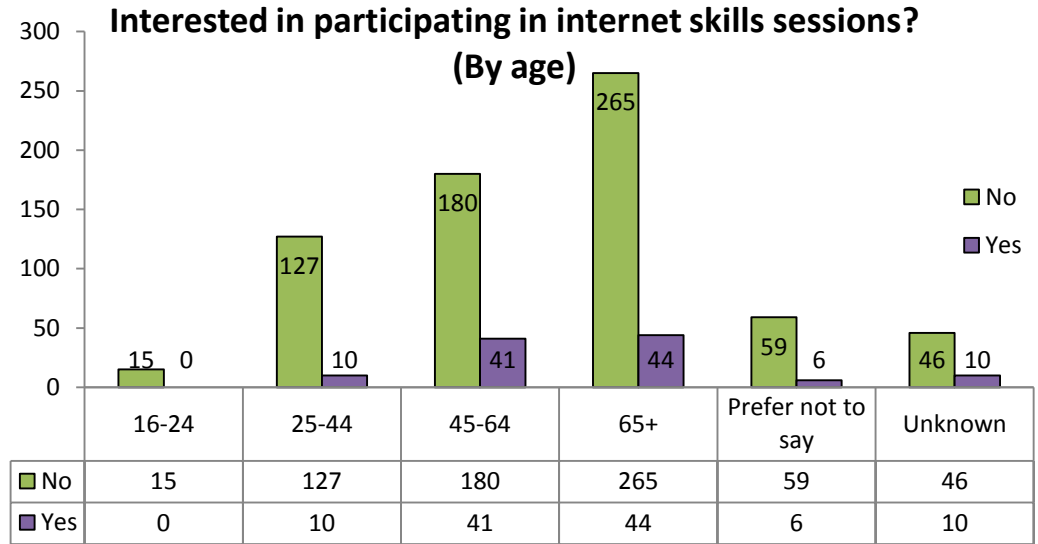
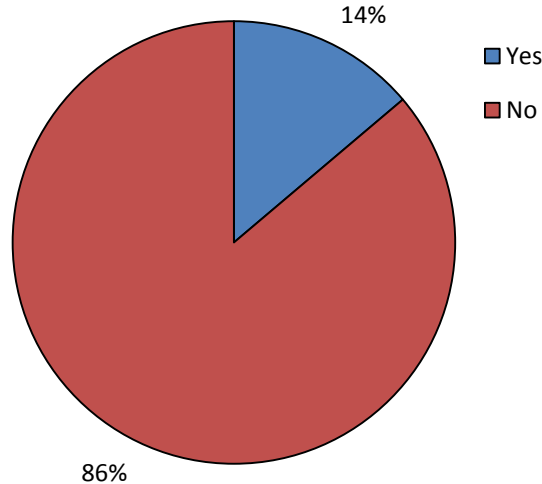
Responses to question - 644

- **‘Other’** – looks very high, but most comments can be re-categorised into the options given e.g. No equipment, lack of skills, security concerns and don’t want to. Most common ‘other’ answer was **‘too old’**
- Decrease across most other categories apart from **don’t want to** and **privacy and security concerns**

28. Would you be interested in participating in skills sessions to help build your confidence / ability in using the internet?

Annex F

Responses to question - 803

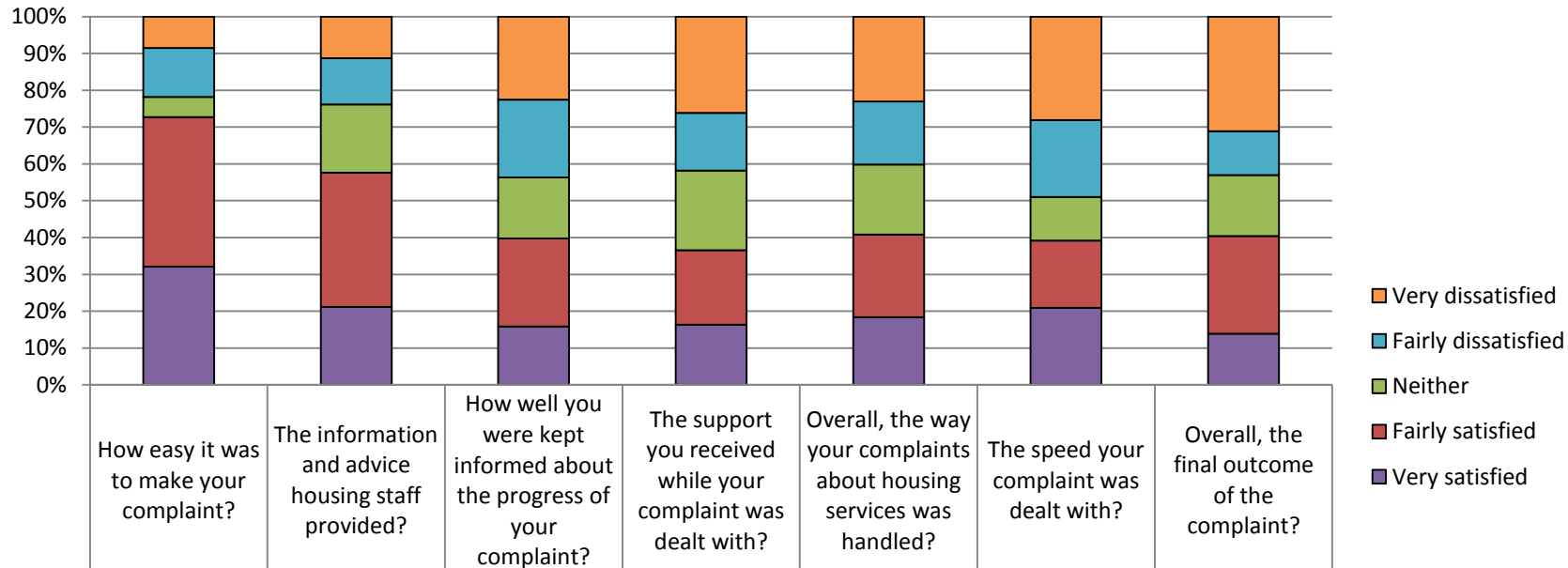


- Vast majority of tenants were not interested in taking part in internet skills sessions
- **77%** of those who answered **yes** were over 45 years old

30. How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?

Annex 1

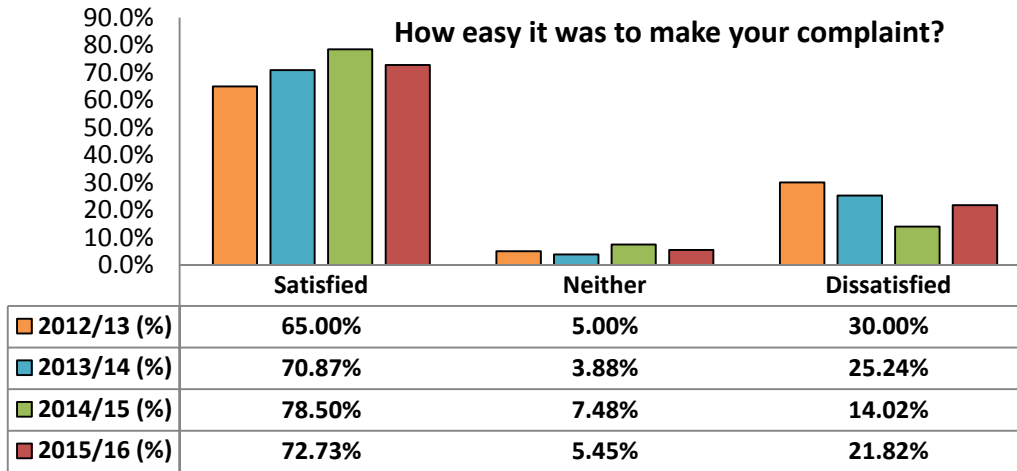
- When asked, **22%** of tenants had **made a complaint to their landlord in the last 12 months** (Q 29) – increase of **7%** from 2014/15 and an overall increase of **16%** from 2011/12
- Those who answered **yes** were asked how satisfied they were with the process (Q30)



	How easy it was to make your complaint?	The information and advice housing staff provided?	How well you were kept informed about the progress of your complaint?	The support you received while your complaint was dealt with?	Overall, the way your complaints about housing services was handled?	The speed your complaint was dealt with?	Overall, the final outcome of the complaint?
Very dissatisfied	14	17	34	40	35	43	47
Fairly dissatisfied	22	19	32	24	26	32	18
Neither	9	28	25	33	29	18	25
Fairly satisfied	67	55	36	31	34	28	40
Very satisfied	53	32	24	25	28	32	21

30. How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?

Annex 1



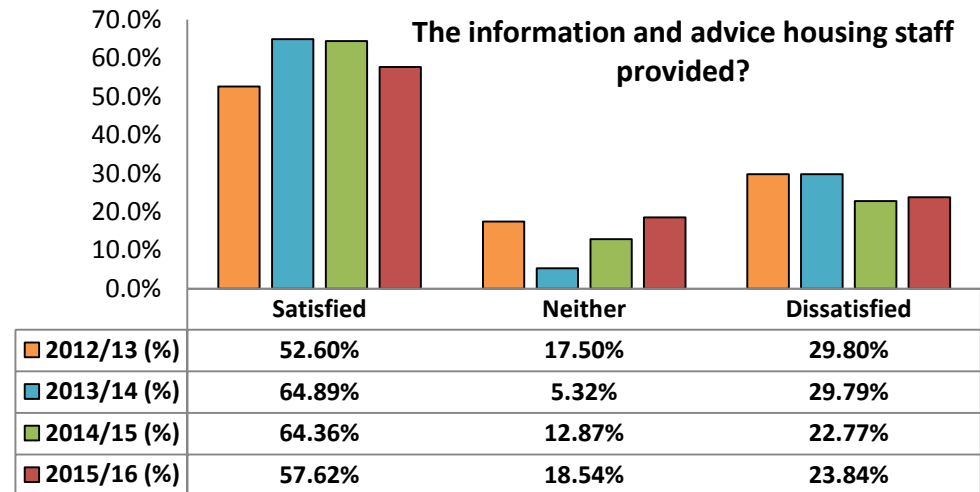
Responses to question - 165

How easy it was to make a complaint:

- Overall **satisfaction** down **6%** from 2014/15 but up **8%** from 2012/13
- **Fairly satisfied** down **4%**
- **Very dissatisfied** up **5%** and **fairly dissatisfied** up **2%**
- Overall, **dissatisfaction** up **8%** from 2014/15

The information/advice staff provided:

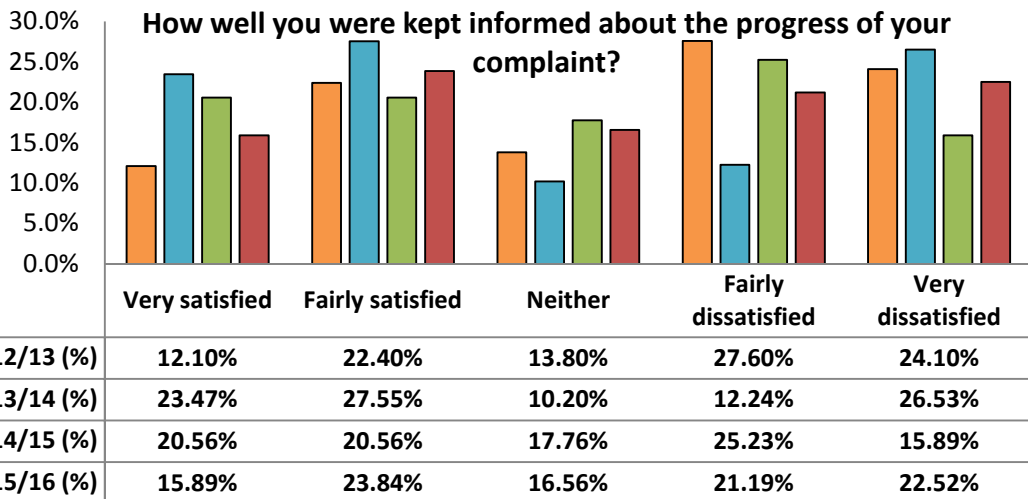
- Overall **satisfaction** down **6%** from 2014/15, but up **5%** from 2012/13
- Overall **dissatisfaction** up **1%** from 2014/15 but down **6%** from 2012/13
- But **neither** also up **6%** from 2014/15, and up **14%** from 2013/14
- **Fairly satisfied** down **7%** from 2014/14



Responses to question - 151

30. How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?

Annex 1



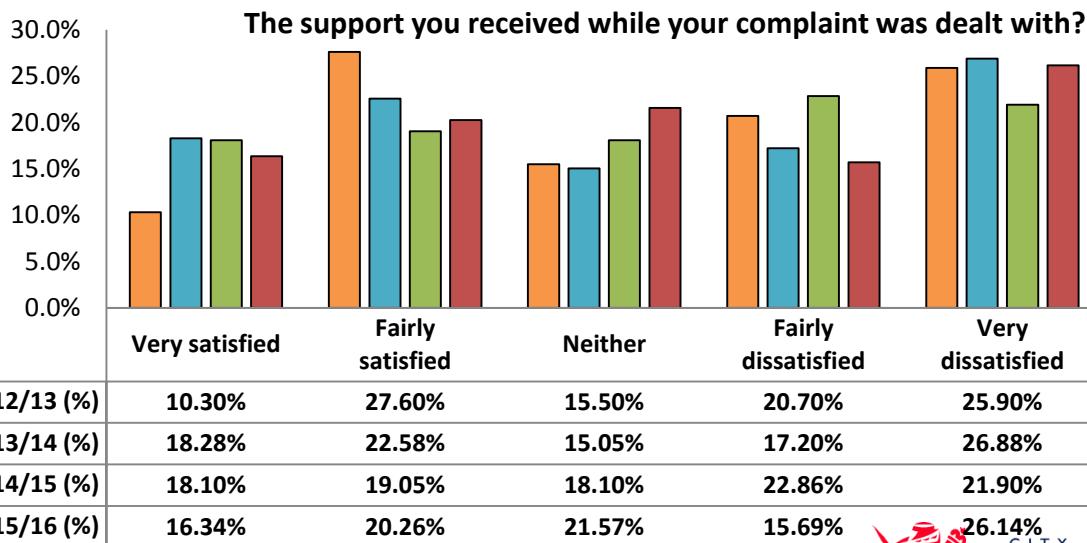
Kept informed on progress of complaint:

- **Very satisfied** decreased by **5%** from 2014/15, but **fairly satisfied** increased **3%**
- **Fairly dissatisfied** decreased **4%** but **very dissatisfied** increased **7%**
- Overall, **satisfaction down 1%**, **dissatisfaction up 3%**

Responses to question - 151

Support received during complaint:

- **Very satisfied** decreased **2%** from 2014/15, but **fairly satisfied** increased **1%**
- **Neither** increased **4%**
- **Fairly dissatisfied** down **7%** but **very dissatisfied** up **4%**

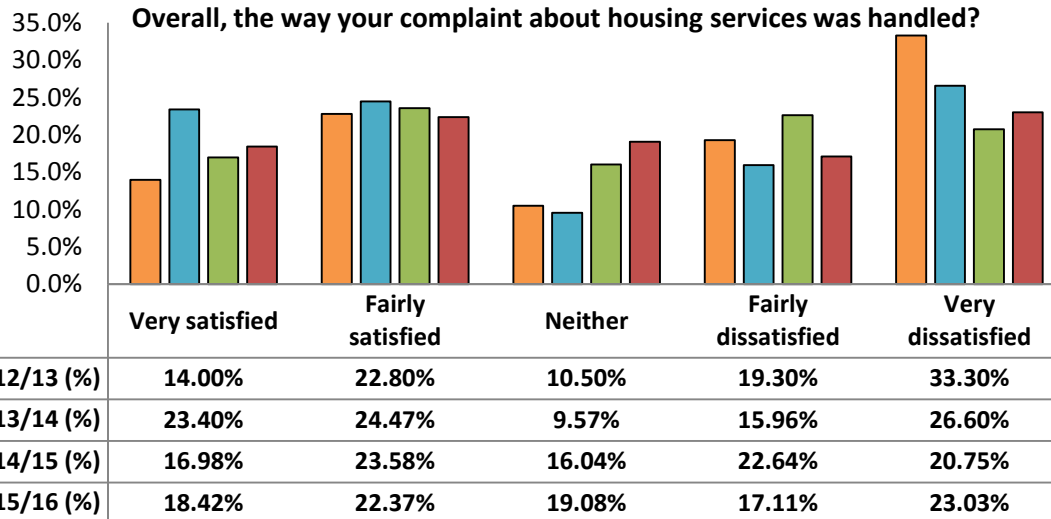


Responses to question - 153

30. How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?

Annex 1

Overall, the way your complaint about housing services was handled?



Overall, the way complaint was handled:

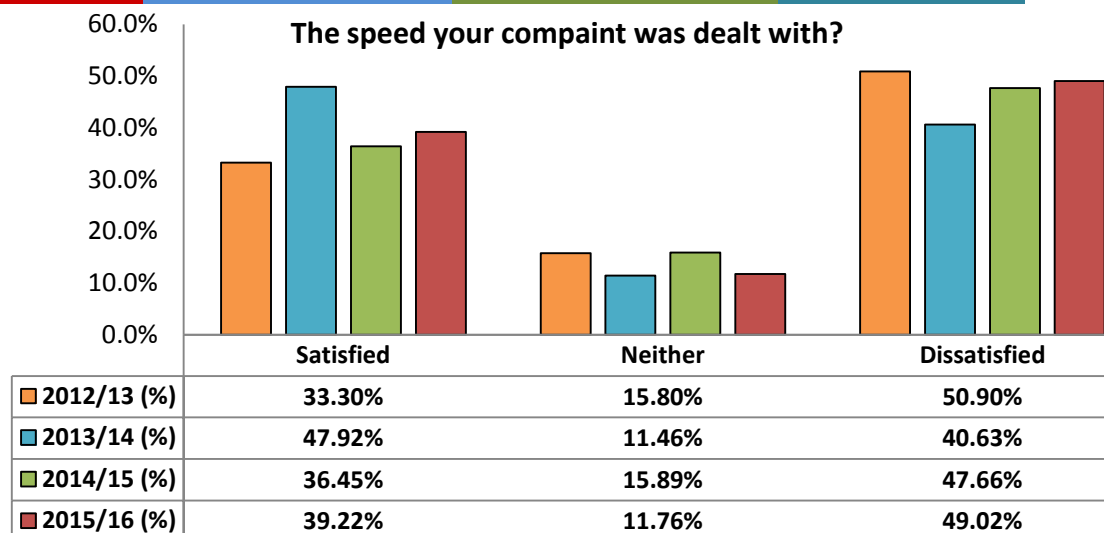
- Overall, **satisfaction up 3%** on 2014/15
- **Neither up 3%**
- **Fairly dissatisfied down 6%** and **very dissatisfied up 2%**
- **Overall, dissatisfaction up 1%**

Responses to question - 152

Speed complaint dealt with:

- Results reasonably consistent with 2014/15, but both **satisfied** and **dissatisfied** increasing slightly overall (by **3%** and **1%** respectively)
- This can likely be explained by the **4%** decrease in people choosing **neither**

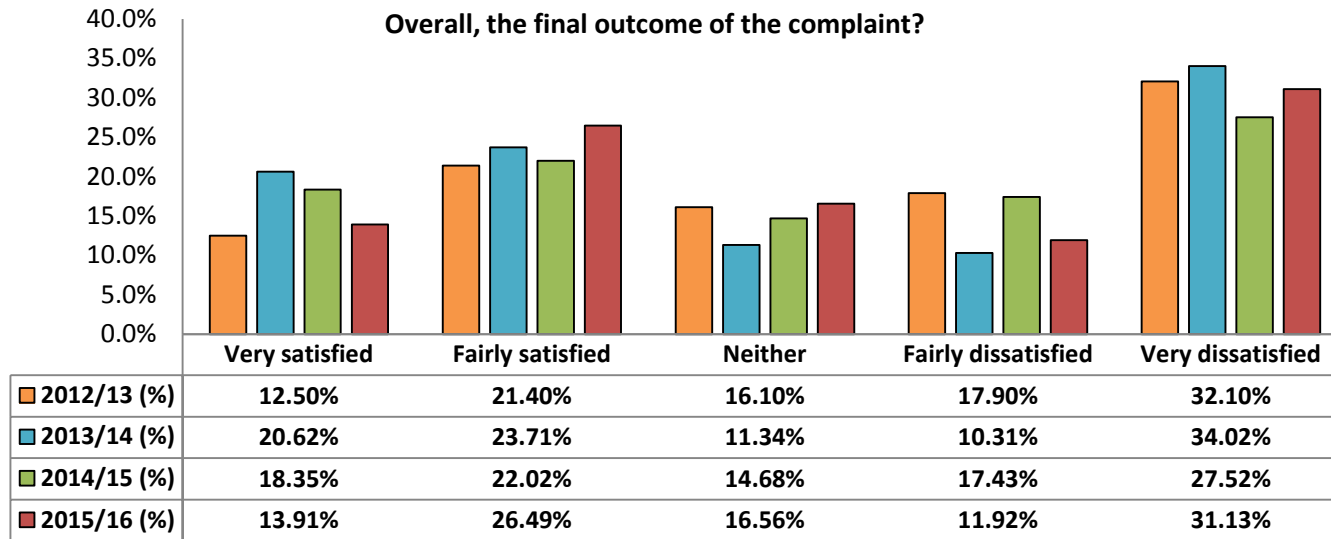
The speed your complaint was dealt with?



Responses to question - 153

30. How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with?

Annex 1

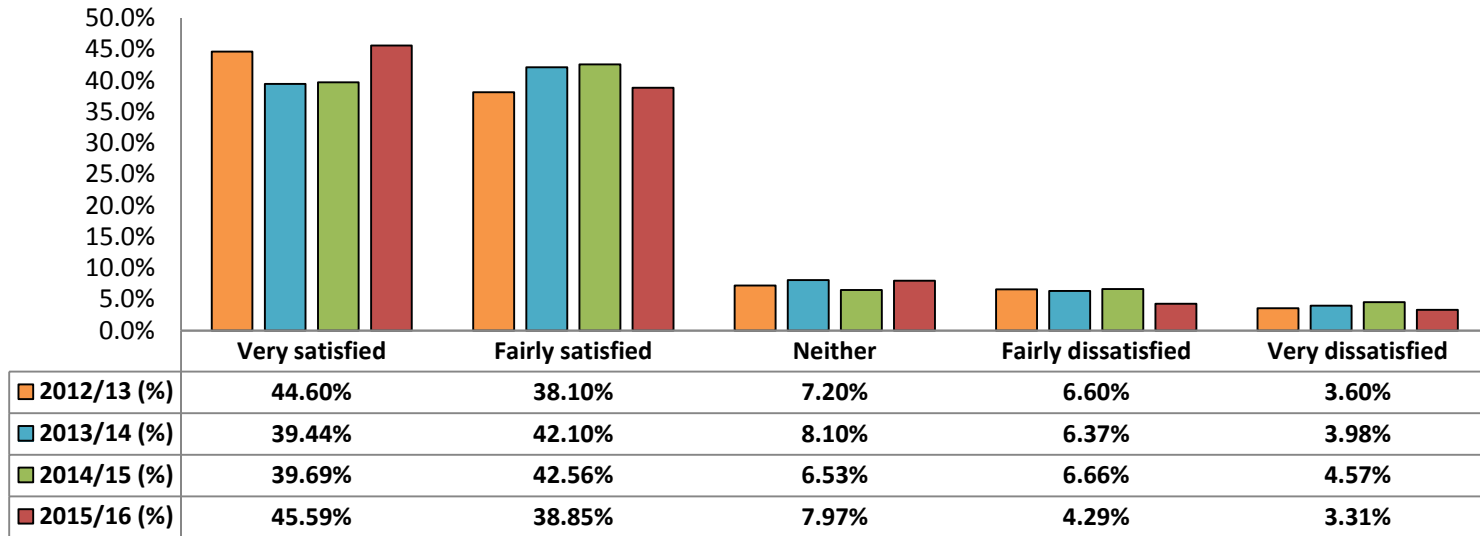


Responses to question - 151

Overall, the final outcome of the complaint:

- **Very satisfied** respondents at **14%**, a decrease of **4%** from 2014/15, and **8%** from 2013/14
- This could be partially explained by the fact that those reporting to be **fairly satisfied** increased **4%**
- Overall, **dissatisfaction** down **2%** but those reporting to be **very dissatisfied** increased **3%**, while those **fairly dissatisfied** decreased **5%**

31. How satisfied or dissatisfied are you that your rent provides value for money?



Responses to question - 816

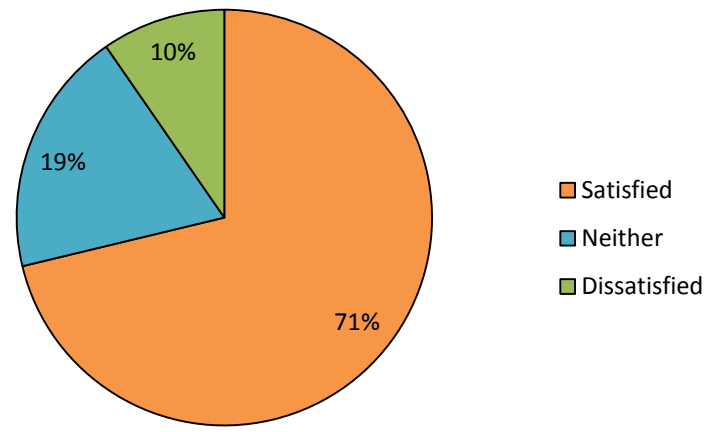
- Overall, **satisfaction up 2%** and **dissatisfaction down 3%**
- The percentage of tenants reporting as **very satisfied** has increased by **6%**

32. How satisfied or dissatisfied are you that your service charges provide value for money?

Annex 1

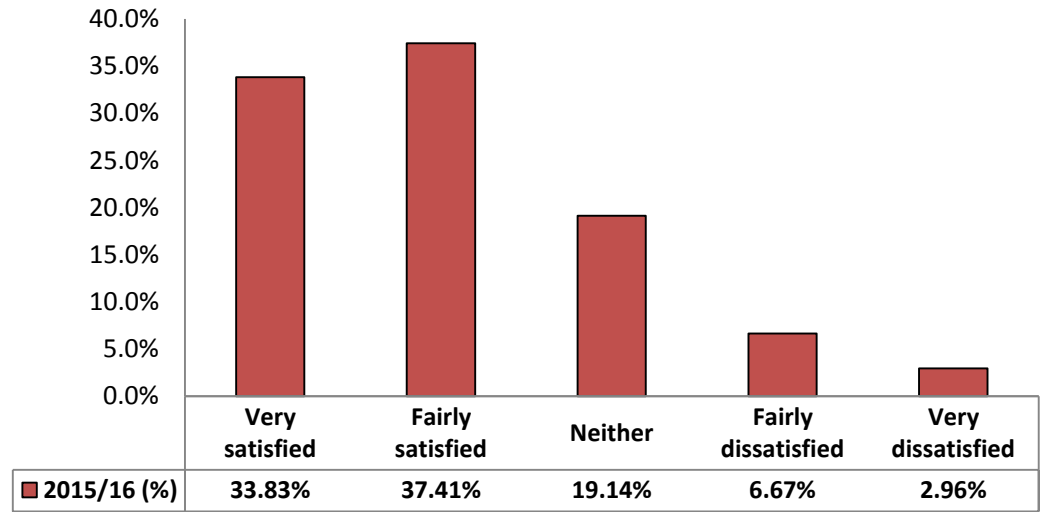


2015/16



Responses to question - 810

2015/16 (%)



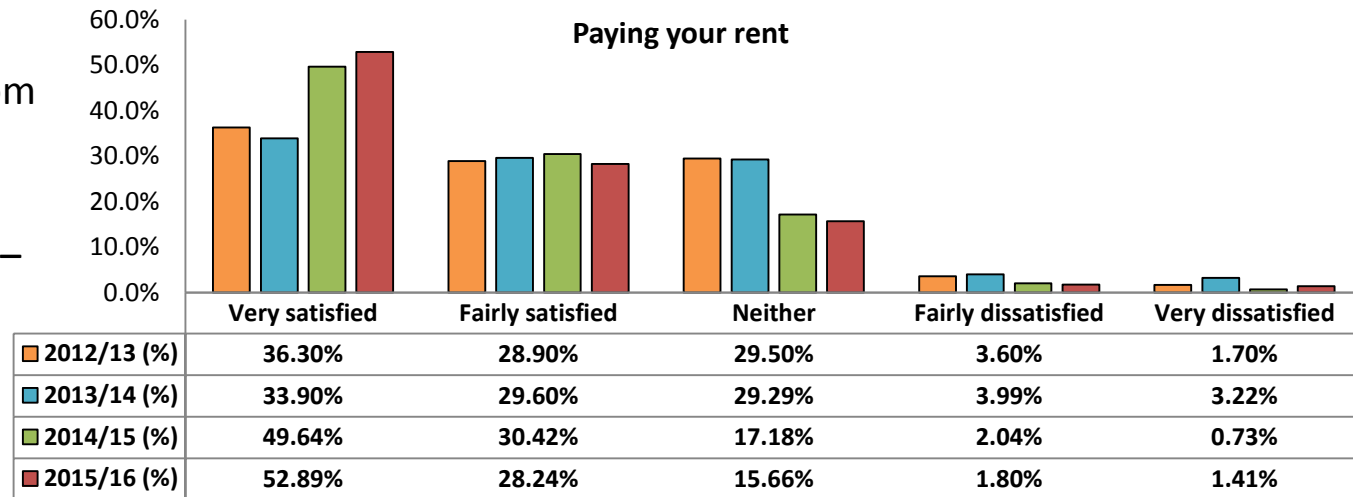
Responses to question - 810

- Possible that this question needs rewording or an explanatory note as tenants may not all understand what is meant by service charge, reflected in the fact that 810 people responded to this question
- For tenants, the service charge is included in rent rather than a separate charge. For leaseholders there is a separate charge

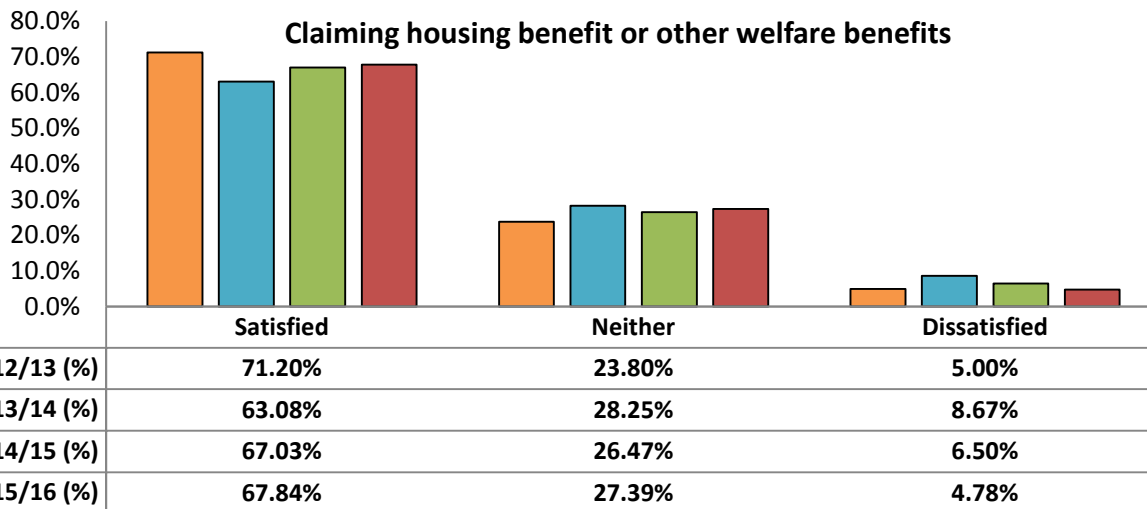
33. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from your landlord with the following?

Paying your rent:

- **Very satisfied** up **3%** from 2014/15
- Only very marginal percentage **dissatisfied** – **3%** overall, same as 2014/15



Responses to question - 779



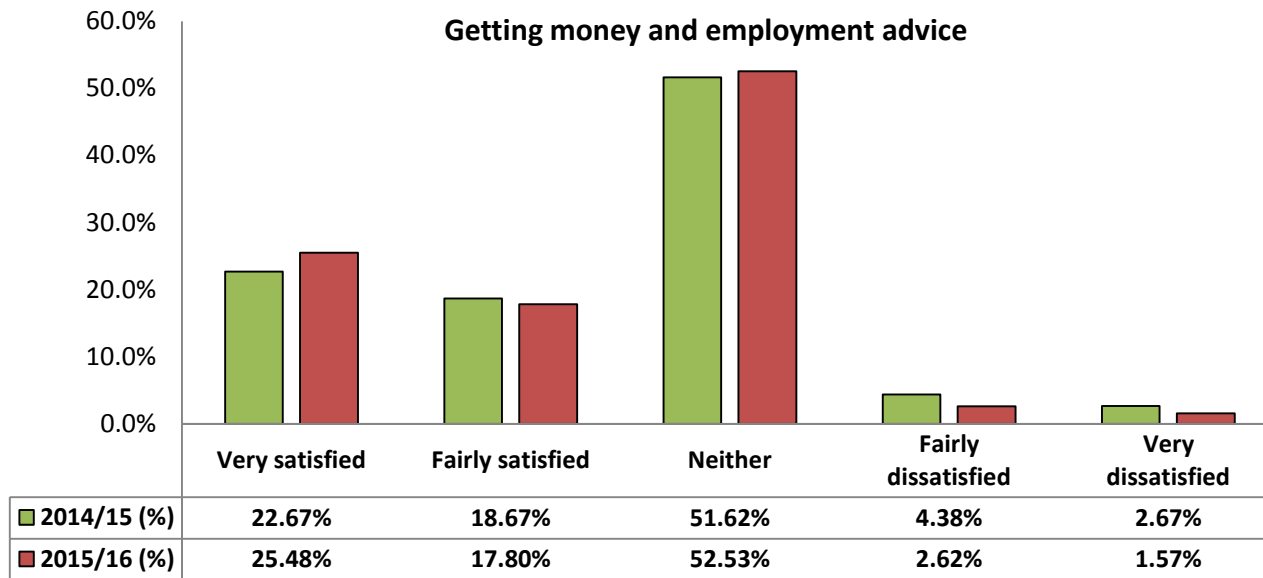
Claiming welfare/other benefits:

- Only minor differences from 2014/15, although a **3%** decrease in **satisfaction** from 2012/13
- Overall **dissatisfaction** down **2%** from 2014/15

Responses to question - 712

33. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from your landlord with the following?

Annex 1

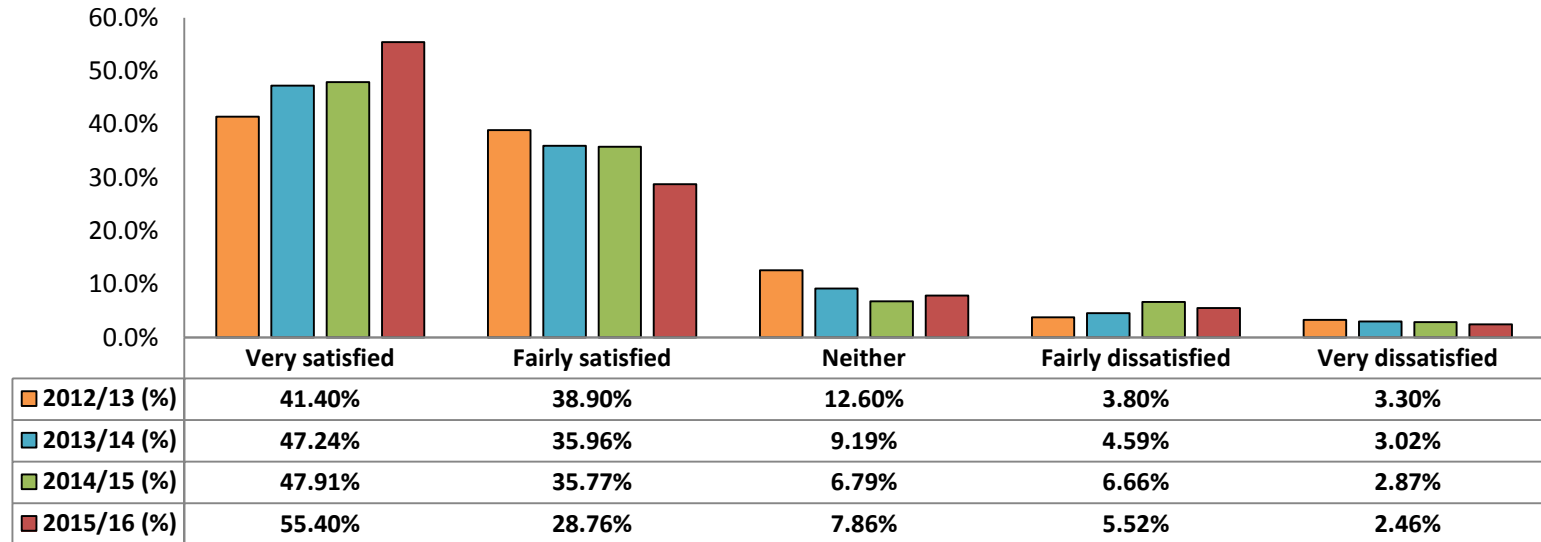


Responses to question - 573

Getting money and employment advice:

- Again, satisfaction levels have remained relatively consistent with 2014/15
- Overall, **satisfaction** levels are up **2%**, and the percentage of people reporting **very satisfied** is up **3%**
- Those reporting to be **dissatisfied** are down **3%** from 2014/15

34. How satisfied or dissatisfied are you that your landlord treats you fairly and with respect?



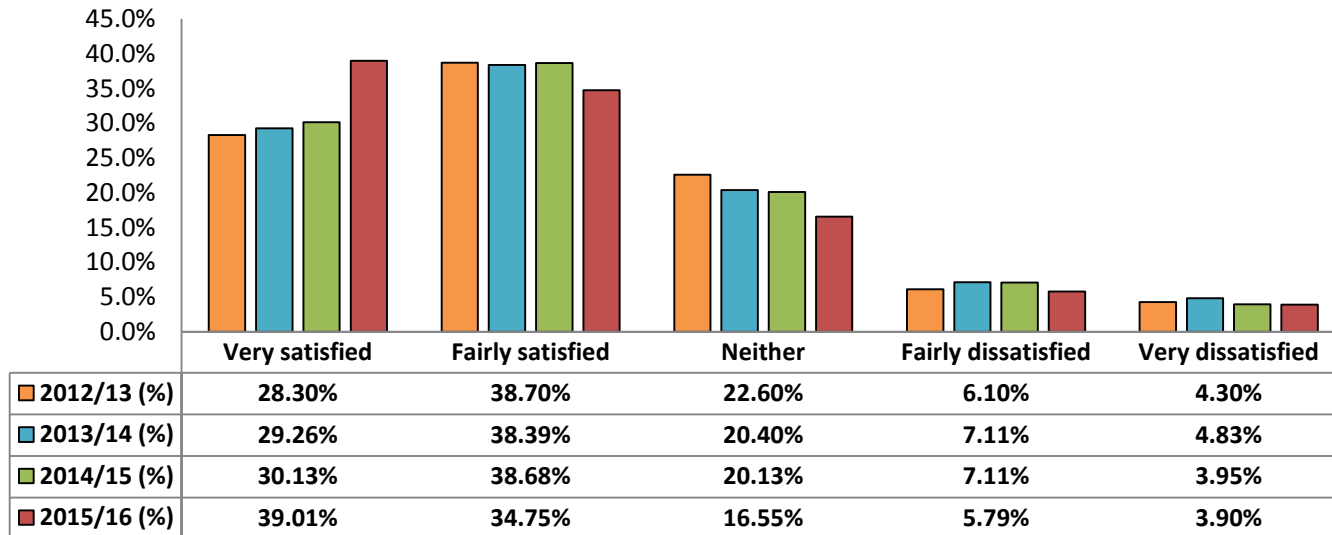
Responses to question - 852

- Those **very satisfied** are up **7%** from 2014/15, and up **14%** from 2012/13
- Meanwhile, those **fairly satisfied** down **7%**
- Overall **dissatisfaction** down **2%**

Your Say

Questions 35-44

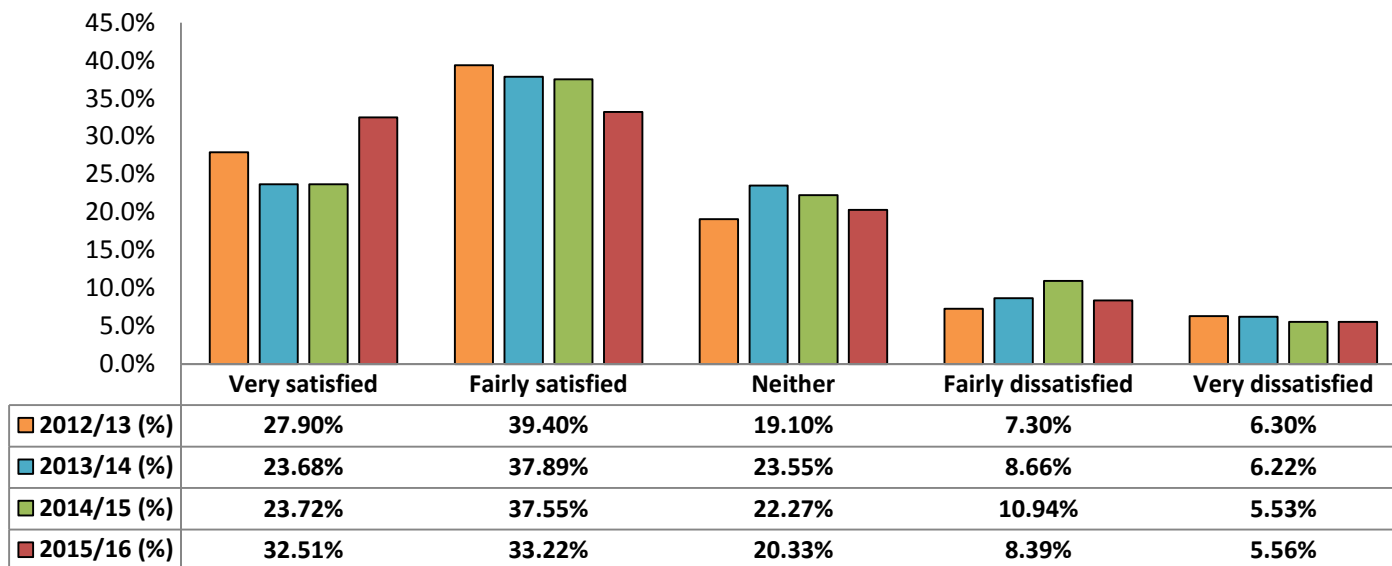
35. How satisfied or dissatisfied are you that your landlord gives you the opportunity to make your views known?



Responses to question - 846

- **Very satisfied** up **9%** from 2013/14 and up **11%** from 2012/13. Overall, **satisfaction** up **5%** from 2014/15
- **Neither** responses down **3%**
- Overall, **dissatisfaction** down **1%**

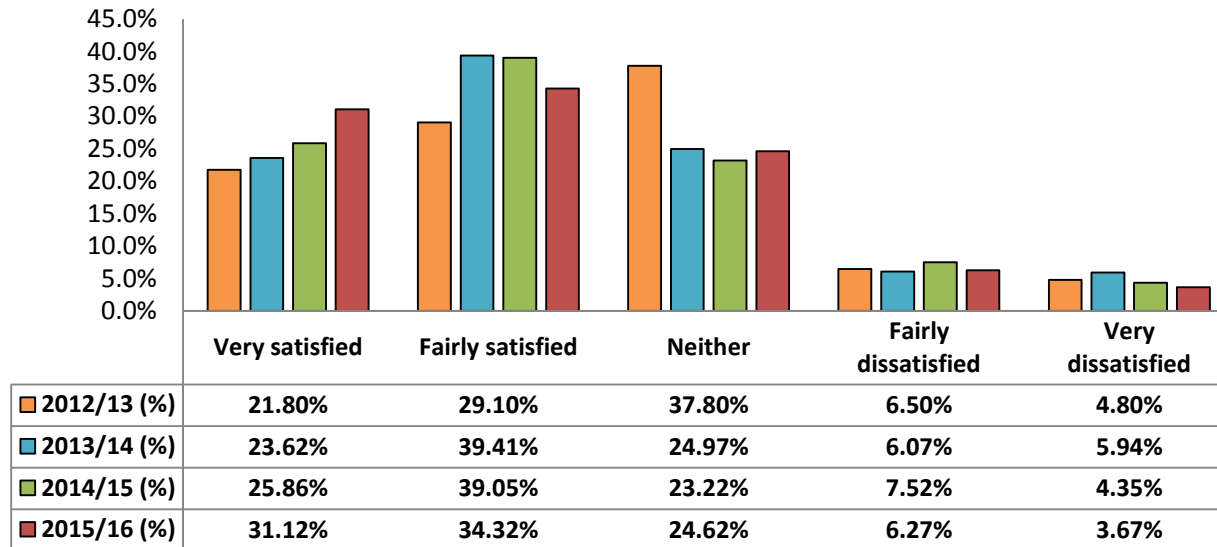
36. How satisfied or dissatisfied are you that your landlord listens to your views and acts on them?



Responses to question - 846

- **Very satisfied up 9%, while fairly satisfied down 5%**
- **Overall, dissatisfaction down 2%**

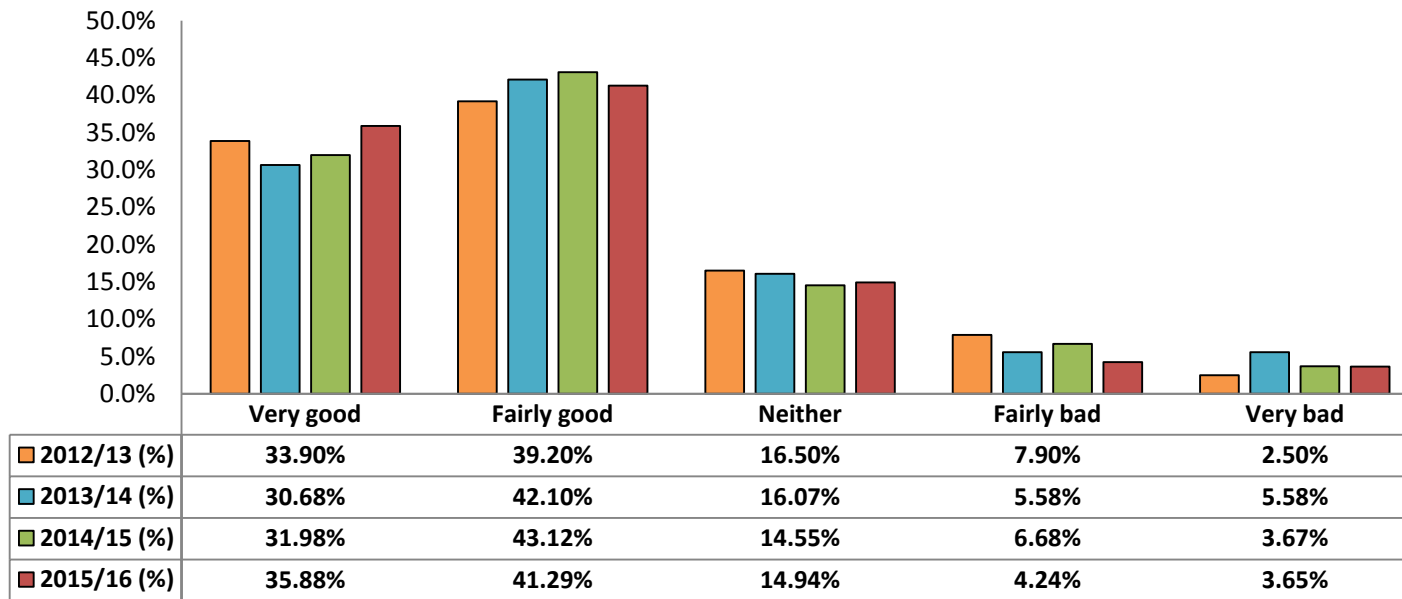
37. How satisfied or dissatisfied are you that your landlord gives you the chance to have a say in how your local area is maintained and looked after?



Responses to question - 845

- **5% swing from fairly satisfied to very satisfied**
- Overall, **dissatisfaction decreased by 2%**

38. How good or bad do you feel your landlord is at keeping you informed about things that might affect you as a resident?



Responses to question - 850

- **4%** increase in people responding **very good**, and overall **good** answers increased **2%** from 2014/15
- Overall, the percentage of people answering **bad** decreased **2%** from 2014/15

Net Promoter Score

Annex 1



The Net Promoter Score (NPS) represents the net percentage of tenants who are promoters of CYC's Housing Service. It is derived from the results of question 39 – *on a scale of 0-10 how likely would you be to recommend your social housing provider to family and friends?*

Tenants fall into one of three categories:

- Promoters (score 9 -10)
- Passives (score 7-8)
- Detractors (score 0-6)



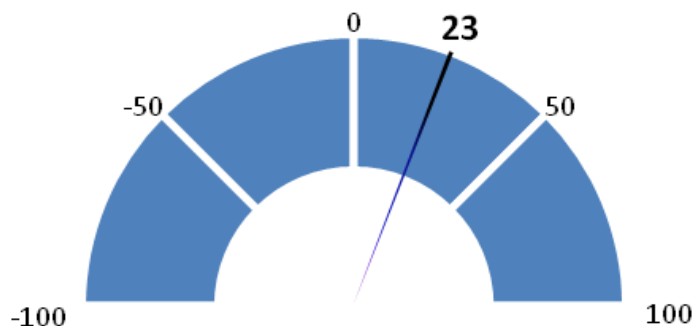
An NPS can range between -100 and 100, therefore a positive number means that the number of promoters outweighs the number of detractors

39. How likely would you be to recommend your social housing provider to family and friends?

Annex 1



Tenant Satisfaction Survey 2016 Net Promoter Score



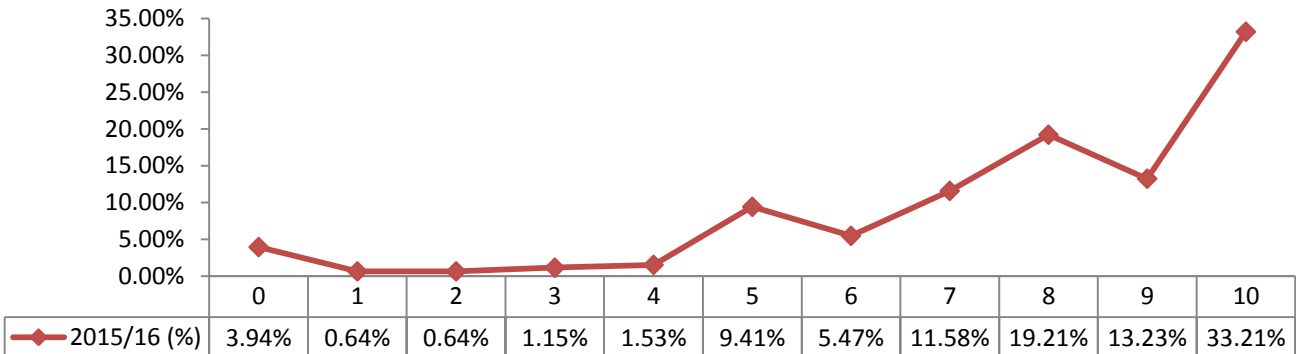
Family Category	Net Promoter Score
Couple pensioners	43
Couple other	42
Couple with non-dependants	36
Single pensioner	32
Single with non-dependants	30
Couple with dependants	25
Single working age	21
Single with dependants	15
Single other	0
Couple working age	-13
Unknown	15

Tenancy Patch	Net Promoter Score
Tees Valley and Villages	60
Nunnery, Cle'Thorpe, Lucas, R'Tree	28
B'farm, M'Caster, D'Worth, Arran, Pottery	28
Tang Hall South	27
Kingsway West	26
Foxwood and Dringhouses	24
Navigation, Walmgate, Fulford	24
Lindsey/Carr	20
Clifton	19
Tang Hall North	16
Groves, C'Bridge St, H'Gate, Leeman Rd	10
Chapelfields and Cornlands	8

39. How likely would you be to recommend your social housing provider to family and friends?

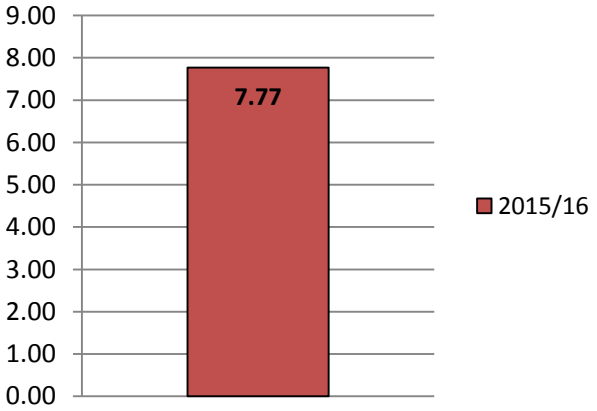


2015/16 (%)



Responses to question - 786

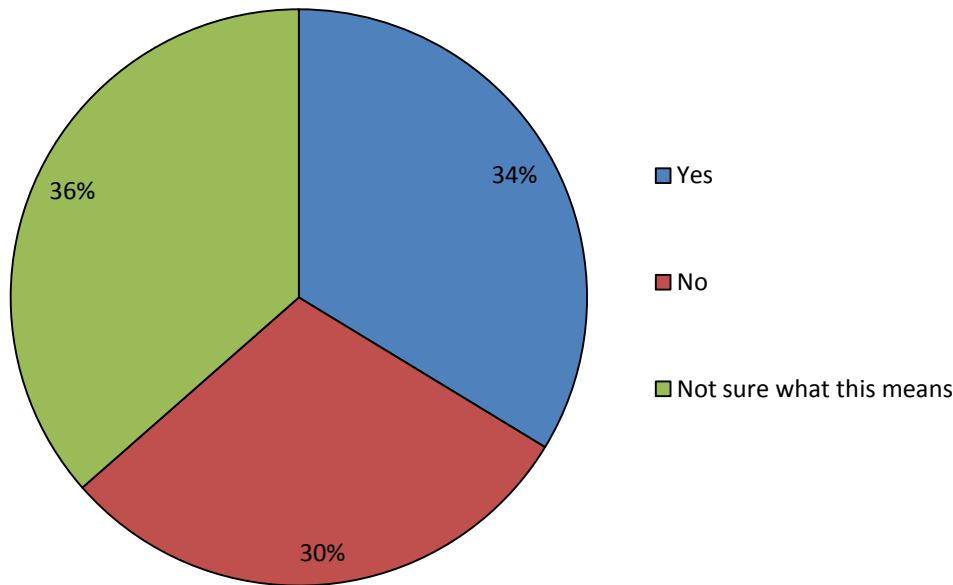
Average Score



- Scale of 0-10 (0 = not at all likely, 10 = extremely likely)
- Average score of 7.7
- 33% scored 10/10
- 83% rated it 6-10

41. Are you aware that your landlord has a published set of service standards?

2015/16



Responses to question - 828

- Almost evenly split, but a slight majority answered **not sure what this means**, at **36%**

43. Do you have any suggestions to improve the service your landlord provides?

Annex 1

Theme	Occurrences
Provide more support	5
Staff and communication/contact	72
Repairs and maintenance, home improvement	39
ASB, dog fouling, litter	13
Parking, roads and pavements, street lighting	15
No comments, positive feedback	12

“More people manning the phone in repairs”

“Yearly interview with estate managers to discuss any concerns? (Suggestion)”

“Answer phones faster!”

“It's all pretty great :)”

“Litter is a big problem since regular street cleaning has stopped...”

“Perhaps more site visits to view general tidiness of surrounding areas”

44. Is there anything else you would like to say about your home or the services your landlord provides?

Annex 1

Theme	Total
Repairs, maintenance, home improvement	60
ASB	26
Positive	33
Communication and support	36
VFM/property not meeting needs	13
Parking, roads and pavements, street lighting	17
Support for vulnerable people	7

“Currently very happy in my flat. It is just right for my needs”

“Yes keep up the good work, but also needs more contact and face to face information”

“General updates to be received without having to call council every week or two. Especially with housing repairs”

“We are very appreciative of our home and the services”

“Parking our own car in our road is a major problem”

Tenant Satisfaction Survey: Resources ^{Annex 1}

- Full presentation of results
- TSS spreadsheet
 - Graphs and raw data
 - Further analysis of answers e.g. By demographic, tenancy patch
- List of addresses of tenants who agreed to be contacted
- List of tenants who would be interested in computer skills sessions (who also agreed to be contacted)
- Full list of free text comments (Q 43 and 44)
- KPI machine
- Housemark – national benchmarking/peer group comparisons