



HHASC - Tenant Satisfaction Survey 2016/2017

No of Indicators = 54 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its polarity over time.

Produced by the Strategic Business Intelligence Hub December 2016

		Collection Frequency	Previous Years				2016/2017	Polarity	DoT
			2013/14	2014/15	2015/16	2016/17	Target		
<u>TSS00</u>	Number of responses to the Tenant Satisfaction Survey	Annual	791	798	880	644	-	Neutral	
<u>TSS01</u>	% of tenants satisfied with the way their landlord deals with repairs and maintenance generally	Annual	82.25%	81.27%	84.56%	80.56%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally	Annual	15.01%	14.43%	13.30%	11.79%	-	Up is Bad	Good
<u>TSS02</u>	% of tenants satisfied with the overall quality of their home	Annual	82.65%	82.38%	87.19%	84.54%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall quality of their home	Annual	14.45%	15.14%	10.68%	11.51%	-	Up is Bad	Bad
<u>TSS03</u>	% of tenants who have had repairs to their home in the last 12 months	Annual	66.53%	68.38%	68.61%	66.28%	-	Neutral	
<u>TSS04A</u>	% of tenants satisfied with ease of reporting a repair (repairs to home)	Annual	82.74%	85.20%	83.84%	90.05%	-	Up is Good	Good
	% of tenants dissatisfied with ease of reporting a repair (repairs to home)	Annual	11.16%	11.60%	12.57%	6.81%	-	Up is Bad	Good
<u>TSS04B</u>	% of tenants satisfied with being told when workers would call (repairs to home)	Annual	82.39%	84.81%	84.99%	85.53%	-	Up is Good	Neutral
	% of tenants dissatisfied with being told when workers would call (repairs to home)	Annual	12.79%	9.27%	10.49%	7.63%	-	Up is Bad	Good
<u>TSS04C</u>	% of tenants satisfied with being able to make an appointment (repairs to home)	Annual	81.30%	81.15%	83.24%	82.88%	-	Up is Good	Neutral
	% of tenants dissatisfied with being able to make an appointment (repairs to home)	Annual	11.96%	10.04%	10.68%	9.51%	-	Up is Bad	Neutral
<u>TSS04D</u>	% of tenants satisfied with time taken before work started (repairs to home)	Annual	76.56%	78.03%	77.76%	79.03%	-	Up is Good	Good
	% of tenants dissatisfied with time taken before work started (repairs to home)	Annual	15.27%	14.17%	14.71%	13.44%	-	Up is Bad	Good
<u>TSS04E</u>	% of tenants satisfied with how quickly work was completed (repairs to home)	Annual	82.42%	84.48%	85.05%	86.74%	-	Up is Good	Good
	% of tenants dissatisfied with how quickly work was completed (repairs to home)	Annual	13.14%	11.49%	11.35%	9.02%	-	Up is Bad	Good
<u>TSS04F</u>	% of tenants satisfied with the attitude of workers (repairs to home)	Annual	90.61%	92.86%	91.62%	93.42%	-	Up is Good	Good
	% of tenants dissatisfied with the attitude of workers (repairs to home)	Annual	5.64%	3.97%	3.39%	2.63%	-	Up is Bad	Neutral
<u>TSS04G</u>	% of tenants satisfied with the overall quality of repairs (repairs to home)	Annual	83.58%	85.74%	87.66%	85.56%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall quality of repairs (repairs to home)	Annual	11.58%	8.84%	7.80%	8.66%	-	Up is Bad	Neutral

<u>TSS04H</u>	% of tenants satisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	88.05%	90.36%	90.35%	89.68%	-	Up is Good	Neutral
	% of tenants dissatisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	6.92%	5.42%	4.74%	4.76%	-	Up is Bad	Neutral
<u>TSS04I</u>	% of tenants satisfied with repairs being done 'right first time' (repairs to home)	Annual	76.41%	78.96%	81.52%	82.23%	-	Up is Good	Neutral
	% of tenants dissatisfied with repairs being done 'right first time' (repairs to home)	Annual	19.00%	14.83%	13.04%	11.67%	-	Up is Bad	Good
<u>TSS04J</u>	% of tenants satisfied operatives did the job they expected (repairs to home)	Annual	84.75%	84.96%	87.23%	86.54%	-	Up is Good	Neutral
	% of tenants dissatisfied operatives did the job they expected (repairs to home)	Annual	8.69%	8.94%	8.03%	8.18%	-	Up is Bad	Neutral
<u>TSS04K</u>	% of tenants satisfied with the overall service received (repairs to home)	Annual	81.25%	83.23%	85.07%	84.03%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall service received (repairs to home)	Annual	11.04%	9.18%	10.07%	8.64%	-	Up is Bad	Good
<u>TSS05</u>	% of tenants who said the contractor showed proof of identity (repairs to home)	Annual	60.40%	61.06%	61.36%	60.42%	-	Up is Good	Neutral
<u>TSS07</u>	% of tenants satisfied with their neighbourhood as a place to live	Annual	81.88%	82.37%	81.27%	85.14%	-	Up is Good	Good
	% of tenants dissatisfied with their neighbourhood as a place to live	Annual	15.21%	14.47%	15.31%	9.35%	-	Up is Bad	Good
<u>TSS08A</u>	% of tenants who say abandoned or burnt out vehicles are not a problem in their neighbourhood	Annual	93.52%	94.54%	93.32%	94.29%	-	Up is Good	Neutral
	% of tenants who say abandoned or burnt out vehicles are a major problem in their neighbourhood	Annual	1.13%	0.99%	0.94%	1.02%	-	Up is Bad	Neutral
	% of tenants who say abandoned or burnt out vehicles are a minor problem in their neighbourhood	Annual	5.35%	4.47%	5.75%	4.69%	-	Up is Bad	Good
<u>TSS08B</u>	% of tenants who say car parking is not a problem in their neighbourhood	Annual	39.79%	32.89%	43.98%	41.62%	-	Up is Good	Bad
	% of tenants who say car parking is a major problem in their neighbourhood	Annual	28.59%	33.78%	29.53%	30.70%	-	Up is Bad	Bad
	% of tenants who say car parking is a minor problem in their neighbourhood	Annual	31.62%	33.33%	26.49%	27.68%	-	Up is Bad	Bad
<u>TSS08C</u>	% of tenants who say disruptive children/teenagers are not a problem in their neighbourhood	Annual	53.91%	60.03%	61.08%	59.58%	-	Up is Good	Bad
	% of tenants who say disruptive children/teenagers are a major problem in their neighbourhood	Annual	11.09%	7.64%	10.03%	11.30%	-	Up is Bad	Bad
	% of tenants who say disruptive children/teenagers are a minor problem in their neighbourhood	Annual	35.00%	32.32%	28.89%	29.12%	-	Up is Bad	Neutral
<u>TSS08D</u>	% of tenants who say dog fouling/dog mess is not a problem in their neighbourhood	Annual	38.21%	35.08%	41.34%	44.04%	-	Up is Good	Good
	% of tenants who say dog fouling/dog mess is a major problem in their neighbourhood	Annual	27.53%	32.46%	25.79%	22.39%	-	Up is Bad	Good
	% of tenants who say dog fouling/dog mess is a minor problem in their neighbourhood	Annual	34.26%	32.46%	32.87%	33.58%	-	Up is Bad	Neutral
<u>TSS08E</u>	% of tenants who say drug use or dealing is not a problem in their neighbourhood	Annual	59.19%	56.78%	59.79%	60.31%	-	Up is Good	Neutral
	% of tenants who say drug use or dealing is a major problem in their neighbourhood	Annual	18.07%	17.35%	17.23%	14.12%	-	Up is Bad	Good
	% of tenants who say drug use or dealing is a minor problem in their neighbourhood	Annual	22.74%	25.87%	22.98%	25.57%	-	Up is Bad	Bad

<u>TSS08F</u>	% of tenants who say drunk or rowdy behaviour is not a problem in their neighbourhood	Annual	56.51%	57.58%	60.65%	57.44%	-	Up is Good	Bad
	% of tenants who say drunk or rowdy behaviour is a major problem in their neighbourhood	Annual	12.86%	13.40%	11.76%	12.81%	-	Up is Bad	Bad
	% of tenants who say drunk or rowdy behaviour is a minor problem in their neighbourhood	Annual	30.63%	29.03%	27.58%	29.76%	-	Up is Bad	Bad
<u>TSS08G</u>	% of tenants who say noise from traffic is not a problem in their neighbourhood	Annual	68.64%	65.40%	68.32%	71.18%	-	Up is Good	Good
	% of tenants who say noise from traffic is a major problem in their neighbourhood	Annual	7.02%	7.90%	8.51%	8.40%	-	Up is Bad	Neutral
	% of tenants who say noise from traffic is a minor problem in their neighbourhood	Annual	24.34%	26.70%	23.17%	20.42%	-	Up is Bad	Good
<u>TSS08H</u>	% of tenants who say noisy neighbours are not a problem in their neighbourhood	Annual	63.37%	66.62%	67.40%	63.56%	-	Up is Good	Bad
	% of tenants who say noisy neighbours are a major problem in their neighbourhood	Annual	12.01%	13.76%	12.03%	13.07%	-	Up is Bad	Bad
	% of tenants who say noisy neighbours are a minor problem in their neighbourhood	Annual	24.62%	19.63%	20.57%	23.37%	-	Up is Bad	Bad
<u>TSS08I</u>	% of tenants who say people damaging your property is not a problem in their neighbourhood	Annual	84.53%	85.60%	86.28%	86.68%	-	Up is Good	Neutral
	% of tenants who say people damaging your property is a major problem in their neighbourhood	Annual	5.31%	4.75%	3.30%	3.28%	-	Up is Bad	Neutral
	% of tenants who say people damaging your property is a minor problem in their neighbourhood	Annual	10.16%	9.65%	10.42%	10.04%	-	Up is Bad	Neutral
<u>TSS08J</u>	% of tenants who say problems with pets & animals is not a problem in their neighbourhood	Annual	77.21%	77.81%	80.24%	76.99%	-	Up is Good	Bad
	% of tenants who say problems with pets & animals is a major problem in their neighbourhood	Annual	7.75%	6.88%	6.41%	7.13%	-	Up is Bad	Neutral
	% of tenants who say problems with pets & animals is a minor problem in their neighbourhood	Annual	15.04%	15.31%	13.35%	15.89%	-	Up is Bad	Bad
<u>TSS08K</u>	% of tenants who say racial or other harassment is not a problem in their neighbourhood	Annual	91.37%	91.33%	90.78%	93.36%	-	Up is Good	Good
	% of tenants who say racial or other harassment is a major problem in their neighbourhood	Annual	3.45%	3.21%	2.27%	2.90%	-	Up is Bad	Neutral
	% of tenants who say racial or other harassment is a minor problem in their neighbourhood	Annual	5.18%	5.46%	6.95%	3.73%	-	Up is Bad	Good
<u>TSS08L</u>	% of tenants who say rubbish or litter is not a problem in their neighbourhood	Annual	47.64%	39.88%	50.64%	50.00%	-	Up is Good	Neutral
	% of tenants who say rubbish or litter is a major problem in their neighbourhood	Annual	17.55%	19.64%	15.86%	16.34%	-	Up is Bad	Neutral
	% of tenants who say rubbish or litter is a minor problem in their neighbourhood	Annual	34.81%	40.48%	33.50%	33.66%	-	Up is Bad	Neutral
<u>TSS08M</u>	% of tenants who say vandalism or graffiti is not a problem in their neighbourhood	Annual	78.82%	81.86%	80.75%	83.78%	-	Up is Good	Good
	% of tenants who say vandalism or graffiti is a major problem in their neighbourhood	Annual	5.14%	3.05%	3.34%	3.12%	-	Up is Bad	Neutral
	% of tenants who say vandalism or graffiti is a minor problem in their neighbourhood	Annual	16.04%	15.09%	15.91%	13.10%	-	Up is Bad	Good
<u>TSS08N</u>	% of tenants who say availability of storage space is not a problem in their neighbourhood	Annual	-	-	0.6382	70.82%	-	Up is Good	Good
	% of tenants who say availability of storage space is a major problem in their neighbourhood	Annual	-	-	0.1079	8.85%	-	Up is Bad	Good

	% of tenants who say availability of storage space is a minor problem in their neighbourhood	Annual	-	-	0.2539	20.32%	-	Up is Bad	Good
TSS08O	% of tenants who say other crime is not a problem in their neighbourhood	Annual	0.7718	0.8099	0.8119	76.14%	-	Up is Good	Bad
	% of tenants who say other crime is a major problem in their neighbourhood	Annual	0.0493	0.0314	0.0338	3.69%	-	Up is Bad	Neutral
	% of tenants who say other crime is a minor problem in their neighbourhood	Annual	0.179	0.1587	0.1543	20.17%	-	Up is Bad	Bad
TSS08P	% of tenants who say conditions of roads/pavements is not a problem in their neighbourhood	Annual	-	-	0.4563	41.86%	-	Up is Good	Bad
	% of tenants who say conditions of roads/pavements is a major problem in their neighbourhood	Annual	-	-	0.2053	21.51%	-	Up is Bad	Neutral
	% of tenants who say conditions of roads/pavements is a minor problem in their neighbourhood	Annual	-	-	0.3384	36.63%	-	Up is Bad	Bad
TSS15	% of tenants satisfied with the overall service provided by their landlord	Annual	86.90%	85.75%	88.67%	88.87%	-	Up is Good	Neutral
	% of tenants dissatisfied with the overall service provided by their landlord	Annual	9.34%	10.18%	6.70%	7.14%	-	Up is Bad	Neutral
TSS19	% of tenants who found staff helpful (last contact with landlord)	Annual	78.93%	79.00%	81.00%	85.18%	-	Up is Good	Good
	% of tenants who found staff unhelpful (last contact with landlord)	Annual	10.41%	8.68%	9.81%	4.94%	-	Up is Bad	Good
TSS20	% of tenants who say the first staff member they spoke to could deal with their query in full (last contact with landlord)	Annual	49.27%	49.89%	51.68%	51.30%	-	Up is Good	Neutral
	% of tenants who say the first staff member they spoke to could deal with their query in part (last contact with landlord)	Annual	31.55%	37.58%	27.10%	32.73%	-	Up is Good	Good
TSS23B	% of tenants satisfied with the way their landlord deals with anti-social behaviour	Annual	57.55%	51.38%	53.12%	58.12%	-	Up is Good	Good
	% of tenants dissatisfied with the way their landlord deals with anti-social behaviour	Annual	10.12%	12.11%	10.53%	14.21%	-	Up is Bad	Bad
TSS23C	% of tenants satisfied with the way their landlord deals with complaints	Annual	60.49%	56.45%	61.44%	57.59%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their landlord deals with complaints	Annual	10.58%	10.39%	10.36%	13.15%	-	Up is Bad	Bad
TSS23D	% of tenants satisfied with the way their landlord deals with enquiries generally	Annual	81.22%	80.89%	78.93%	77.60%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their landlord deals with enquiries generally	Annual	7.25%	5.10%	6.79%	7.94%	-	Up is Bad	Bad
TSS23E	% of tenants satisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	43.21%	35.55%	43.66%	44.47%	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	10.08%	8.75%	7.36%	7.87%	-	Up is Bad	Neutral
TSS23F	% of tenants satisfied with the way their landlord deals with rent arrears	Annual	-	-	-	52.26%	-	Up is Good	
	% of tenants dissatisfied with the way their landlord deals with rent arrears	Annual	-	-	-	5.97%	-	Up is Bad	
TSS29	% of tenants who have made a complaint to their landlord in the last 12 months	Annual	13.97%	14.92%	21.74%	18.47%	-	Up is Bad	Good

<u>TSS30A</u>	% of tenants satisfied with how easy it was to make a complaint to their landlord	Annual	70.87%	78.50%	72.73%	66.99%	-	Up is Good	Bad
	% of tenants dissatisfied with how easy it was to make a complaint to their landlord	Annual	25.24%	14.02%	21.82%	25.24%	-	Up is Bad	Bad
<u>TSS30B</u>	% of tenants satisfied with the information and advice provided by housing staff when making a complaint	Annual	64.89%	64.36%	57.62%	54.00%	-	Up is Good	Bad
	% of tenants dissatisfied with the information and advice provided by housing staff when making a complaint	Annual	29.79%	22.77%	23.84%	29.00%	-	Up is Bad	Bad
<u>TSS30C</u>	% of tenants satisfied with how well they were kept informed about the progress of their complaint	Annual	51.02%	41.12%	39.74%	32.67%	-	Up is Good	Bad
	% of tenants dissatisfied with how well they were kept informed about the progress of their complaint	Annual	38.78%	41.12%	43.71%	52.48%	-	Up is Bad	Bad
<u>TSS30D</u>	% of tenants satisfied with the support they received while their complaint was dealt with	Annual	40.86%	37.14%	36.60%	31.31%	-	Up is Good	Bad
	% of tenants dissatisfied with the support they received while their complaint was dealt with	Annual	44.09%	44.76%	41.83%	52.53%	-	Up is Bad	Bad
<u>TSS30E</u>	% of tenants satisfied with the way their complaint to housing services was handled overall	Annual	47.87%	40.57%	40.79%	39.22%	-	Up is Good	Bad
	% of tenants dissatisfied with the way their complaint to housing services was handled overall	Annual	42.55%	43.40%	40.13%	49.02%	-	Up is Bad	Bad
<u>TSS30F</u>	% of tenants satisfied with the speed at which their complaint to their landlord was dealt with	Annual	47.92%	36.45%	39.22%	33.66%	-	Up is Good	Bad
	% of tenants dissatisfied with the speed at which their complaint to their landlord was dealt with	Annual	40.63%	47.66%	49.02%	52.48%	-	Up is Bad	Bad
<u>TSS30G</u>	% of tenants satisfied with the overall outcome of their complaint to their landlord	Annual	44.33%	40.37%	40.40%	36.08%	-	Up is Good	Bad
	% of tenants dissatisfied with the overall outcome of their complaint to their landlord	Annual	44.33%	44.95%	43.05%	55.67%	-	Up is Bad	Bad
<u>TSS31</u>	% of tenants satisfied that their rent provides value for money	Annual	81.54%	82.25%	84.44%	86.50%	-	Up is Good	Good
	% of tenants dissatisfied that their rent provides value for money	Annual	10.36%	11.23%	7.60%	5.50%	-	Up is Bad	Good
<u>TSS33</u>	% of tenants satisfied that their landlord treats them fairly and with respect	Annual	83.20%	83.68%	84.15%	87.40%	-	Up is Good	Good
	% of tenants dissatisfied that their landlord treats them fairly and with respect	Annual	7.61%	9.53%	7.98%	4.85%	-	Up is Bad	Good
<u>TSS35</u>	% of tenants satisfied that their landlord listens to their views and acts on them	Annual	61.57%	61.26%	65.72%	73.55%	-	Up is Good	Good
	% of tenants dissatisfied that their landlord listens to their views and acts on them	Annual	14.88%	16.47%	13.95%	10.08%	-	Up is Bad	Good
<u>TSS37</u>	% of tenants who feel their landlord is good at keeping them informed about things that might affect them as a resident	Annual	72.78%	75.10%	77.18%	77.16%	-	Up is Good	Neutral
	% of tenants who feel their landlord is bad at keeping them informed about things that might affect them as a resident	Annual	11.16%	10.35%	7.88%	7.67%	-	Up is Bad	Neutral
<u>TSS--</u>	% of tenants satisfied with the internal and/or external cleaning service provided	Annual	-	-	-	59.20%	-	Up is Good	
	% of tenants dissatisfied with the internal and/or external cleaning service provided	Annual	-	-	-	12.70%	-	Up is Bad	