



## Notice of a public

### **Decision Session - Executive Member for Housing & Safer Neighbourhoods**

**To:** Councillor Lisle (Chair)

**Date:** Monday, 22 January 2018

**Time:** 4.00 pm

**Venue:** The King Richard III Room (GO49) - West Offices

## **AGENDA**

### **Notice to Members – Post Decision Calling In:**

Members are reminded that, should they wish to call in any item\* on this agenda, notice must be given to Democracy Support Group by **4:00 pm on Wednesday 24 January**.

\*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Customer and Corporate Services Scrutiny Management Committee (Calling In).

**Written representations in respect of items on this agenda should be submitted to Democratic Services by 5.00pm on Thursday 18 January.**

#### **1. Declarations of Interest**

At this point in the meeting, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 2)  
To approve and sign the minutes of the meeting held on 18 December 2017.

- 3. Public Participation**  
At this point in the meeting, members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Friday 19 January**. Members of the public can speak on agenda items or matters within the Executive Member's remit. To register to speak please contact the Democracy Officers for the meeting, on the details at the foot of the agenda.

### **Filming, Recording or Webcasting Meetings**

Please note that, subject to available resources, this meeting will be filmed and webcast, or recorded, including any registered public speakers who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts> or, if recorded, this will be uploaded onto the Council's website following the meeting.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at [https://www.york.gov.uk/downloads/file/11406/protocol\\_for\\_webcasting\\_filming\\_and\\_recording\\_of\\_council\\_meetings\\_20160809](https://www.york.gov.uk/downloads/file/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809)

- 4. 2017/18 Tenant Satisfaction Survey Results** (Pages 3 - 22)  
This reports presents the outcomes of the 2017/18 Annual Tenant Satisfaction Survey which is the biggest single gauge of satisfaction across Landlord Services by tenants of City of York Council (CYC) owned housing stock.

## 5. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

### Democracy Officers:

Catherine Clarke and Louise Cook (job share)

Contact details:

- Telephone – (01904) 551031
- Email [catherine.clarke@york.gov.uk](mailto:catherine.clarke@york.gov.uk) and [louise.cook@york.gov.uk](mailto:louise.cook@york.gov.uk)

(If contacting by email, please send to both Democracy Officers named above).

For more information about any of the following please contact the Democratic Services Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

This page is intentionally left blank

City of York Council

Committee Minutes

---

Meeting	Decision Session - Executive Member for Housing & Safer Neighbourhoods
Date	18 December 2017
Present	Councillor Lisle (Executive Member)

---

**28. Declarations of Interest**

At this point in the meeting, the Executive Member was asked to declare any personal interests not included on the Register of Interests or any disclosable pecuniary interests which he had in the business on the agenda. No additional interest were declared.

**29. Minutes**

Resolved: That the minutes of the meeting held on 20 November 2017 be approved and then signed by the Executive Member as a correct record.

**30. Public Participation**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

**31. Shared Ownership Programme 2017-21 - Property Acquisition Strategy**

The Executive Member considered a report that proposed a strategy for acquiring properties under the councils £5.52m Shared Ownership programme that was approved at the 18 May 2017 Executive.

The Housing Strategy Manager gave an update and confirmed that following the success in obtaining a funding award from the Homes and Communities Agency the report outlined the approach that would be taken to acquiring property and the criteria in terms of the way in which the council would determine how those acquisitions were made.

The Executive Member was asked to approve the approach highlighted in the report and give delegated authority to the

Assistant Director of Housing and Community Safety and the Director of Customer and Corporate Services to purchase properties in the future.

The Executive Member welcomed the new approach and officers' proactive move towards purchasing homes in the future. He thanked officers for their report and it was:

Resolved:

That the property acquisition strategy be considered and the following be approved:

- That the Assistant Director of Housing and Community Safety in consultation with the Director of Customer and Corporate Services be given delegated authority to approve the purchase of homes for the programme.
- That flexibility on the balance of the programme between homes delivered on new developments and those on the second hand market.
- That dwellings be purchased by the council in advance of them being marketed and sold on as shared ownership homes.

Reason:

- To enable a clear and appropriate level of scrutiny before approval is given for purchases of properties whilst also being within a timescale that will not put the council at a disadvantage in a competitive housing market.
- To enable the council to meet its obligations with the Homes and Communities Agency to acquire at least 15 homes for the shared ownership programme by the end of the 2017/18 financial year.
- To enable the council to take advantage of opportunities to purchase homes in advance of individual shared owners being identified for them.

Cllr Lisle, Executive Member

[The meeting started at 4.02 pm and finished at 4.07 pm].



---

**Decision Session - Executive Member for  
Housing and Safer Neighbourhoods****22 January 2018**

Report of the Assistant Director – Housing and Community Safety

**2017/18 Tenant Satisfaction Survey Results****Purpose of the report**

1. This is the report on the outcomes of the 2017/18 Annual Tenant Satisfaction Survey, (hereafter referred to as the Survey) which is the biggest single gauge of satisfaction across Landlord Services by tenants of City of York Council (CYC) owned housing stock.

**Recommendations**

2. The Executive Member is asked to note the results of the survey.

Reason: To ensure the service continues to take account of residents' views.

**Background / Process**

3. The Survey was conducted by the Strategic Business Intelligence Hub (independently of housing services) between September and November 2017.
4. While the Survey was primarily carried out by post, contact by email was also used to encourage tenants to complete the survey online, and all participants had the option to complete the survey online rather than filling in a paper form. A randomly selected representative sample of 2,800 tenants (from 7,583 total lead tenants) was contacted, producing a 23% response rate (647 respondents – 8.5% of total lead tenants). This was a cross-sectional study, which means that although the sampling method used reflected the demographics of the population, the response did not.
5. The 2017/18 results are statistically significant to within a +/- 3.68% confidence interval (CI).

6. This is the second time a 25 question survey has been used, having been reduced from 44 questions prior to that. Last year the question set for the 2016/17 Survey was reduced and amended from the 2015/16 Survey through discussions with officers from the housing service.
7. The Tenant Scrutiny Panel was given the opportunity to contribute to the 2017/18 Survey and a small number of questions have been added or changed to reflect their views.
8. All results are presented as percentage points (PP). For example a change from 10% to 20% would be a 10PP change, as opposed to the actual percentage change which would be 100%.

## Summary

9. Email response grew by 26.2% compared to last year, from 12.1% to 38.3%.
10. The Survey feeds into benchmarking the housing service against national comparators, using Housemark.<sup>1</sup> Housemark prescribes a set of core questions which are detailed in table 1; asking these core questions every year allows CYC to measure its performance on tenant satisfaction against other social housing providers.
11. Table 1 below shows how CYC performed on the Housemark core questions compared with its performance in 2016/17.

<b>Table 1: Housemark core questions (marked with an * throughout the report)</b>		
<b>Tenant satisfaction with...</b>	<b>2017/18 figure</b>	<b>Change from 2016/17</b>
Service provided by the landlord*	86.79%	↓ 2.08%
Overall quality of the home*	80.97%	↓ 3.57%
Rent providing value for money*	84.49%	↓ 2.01%
Repairs and maintenance (generally)*	78.72%	↓ 1.85%
Neighbourhood as a place to live*	81.89%	↓ 3.25%
Landlord listening to views and acting on them*	73.28%	↓ 0.28%

12. This year's results show that satisfaction has decreased across all six core measures.
13. The results from this year's survey would usually be compared against last year's Housemark results; however, we have not received last year's

<sup>1</sup> Housemark is the independent core benchmarking service that CYC uses. Details at <https://www.housemark.co.uk/>



results in time for this report. Therefore, as a benchmark for comparison, the core questions are compared against their own four year average from past survey results in this report.

14. The following tables show the most significant fluctuations in satisfaction from the 2017/18 Survey when compared with the 2016/17 results.

<b>Table 2: Headline improvements in satisfaction since 2016/17</b>		
<b>Tenant satisfaction with...</b>	<b>2017/18 figure</b>	<b>Increase from 2016/17</b>
The speed your complaint was dealt with	41.75%	↑ 8.09%
The support you received while your complaint was dealt with	37.08%	↑ 5.77%
Overall, the final outcome of the complaint	40.51%	↑ 4.42%
How easy it was to make your complaint	70.97%	↑ 3.98%
How well you were kept informed about the progress of your complaint	35.56%	↑ 2.88%

<b>Table 3: Headline decreases in satisfaction since 2016/17</b>		
<b>Tenant satisfaction with...</b>	<b>2017/18 figure</b>	<b>Decrease from 2016/17</b>
Rent arrears (how landlord deals with)	48.61%	↓ 3.66%
Overall quality of the home*	80.97%	↓ 3.57%
Ease of reporting a repair	86.61%	↓ 3.44%
Moving or swapping your home	41.15%	↓ 3.32%
Neighbourhood as a place to live*	81.89%	↓ 3.25%

15. The survey results are grouped according to housing's four themes, the broad content of which are shown in table 4 below. The full survey results are shown in Annex 1 with the highlights from each theme contained in this report.

<b>Table 4: Housing Themes</b>		
<b>Theme</b>	<b>Tenant Satisfaction with...</b>	
1	Your Property	Repairs, gas servicing and overall property condition
2	Your Place	Place to live, neighbourhood and estate services
3	Your Service	Customer service, complaints, rent and overall service
4	Your Say	Resident involvement and tenant influence

### **Theme 1: Your Property**

16. There has been a decrease in satisfaction for 11 of the 13 questions related to property. The magnitude of change is moderate to small across all questions, with none exceeding the 3.68% confidence

intervals. Table 5 shows some notable results and their degree of change.

<b>Table 5: Headline changes in satisfaction since 2016/17</b>		
<b>Tenant satisfaction with...</b>	<b>2017/18 figure</b>	<b>Change from 2016/17</b>
<b>Increases in satisfaction</b>		
Overall service you received with this repair <sup>b</sup>	85.22%	↑ 1.19%
The overall quality of the repair <sup>b</sup>	85.64%	↑ 0.08%
<b>Decreases in satisfaction</b>		
Overall quality of the home*	80.97%	↓ 3.57%
Repairs and maintenance (generally)*	78.72%	↓ 1.85%
Ease of reporting a repair <sup>b</sup>	86.61%	↓ 3.44%
Did the contractor show proof of identity? <sup>a</sup>	56.57%	↓ 3.85%

<sup>a</sup> 'Contractor proof of identity' was not a satisfaction oriented question

<sup>b</sup> "Thinking about your last completed repair how satisfied or dissatisfied were you with each of the following"

17. There are two core questions for 'Your Property'. The first, 'Overall quality of the home' decreased by 3.57% to 80.97%. Data from the past four surveys provides an average (mean) score for this question of 84.19% (as a comparator in the absence of housemark data).
18. The second core question 'Repairs and maintenance (generally)' decreased by 1.85% to 78.72%. The average score from the past four surveys was 82.16%.
19. The lowest levels of satisfaction were seen in 'Time taken before the work started' at 77.89% (↓1.14%), 'The repair being done "right first time"' at 79.58% (↓2.65%) and 'Being able to make an appointment' at 81.38% (↓1.50%).
20. In the case of contractors showing proof of identity, the figure shown in table 5 reflects the number of respondents who answered 'yes' rather than 'no' or 'don't remember'. Where the decrease in this figure is shown as 3.85%, only 0.8% of this was respondents answering 'no' whereas 3.05% answered 'don't remember'. Therefore this decrease may not necessarily reflect a reduction in contractors showing ID, but rather shows fewer people being able to recollect that they did.
21. A total of 399 tenants declared that they had repairs carried out to their homes within the past 12 months, this accounts for 64.04% of those who responded to the question (some respondents skipped this question).

This group provide the insight into satisfaction of aspects of the repair service.

22. The greatest levels of satisfaction (for repairs) were seen in 'The attitude of the workers' at 92.86% (↓0.56% from last year), 'Keeping dirt and mess to minimum' at 87.34% (↓2.34%) and 'Ease of reporting a repair' at 86.61% (↓3.44%).

## Theme 2: Your Place

23. Of the 17 questions related to 'Your Place' 13 saw a decrease in satisfaction. Of these 13 questions, five were greater than the 3.68% confidence interval which indicates that there may be a true decrease in satisfaction. These questions are shown below in table 6.

<b>Table 6: Headline changes in <i>satisfaction</i> since 2016/17</b>		
<b>Tenant satisfaction with...</b>	<b>2017/18 figure</b>	<b>Change from 2016/17</b>
Neighbourhood as a place to live*	81.89%	↓ 3.25%
<b>Increase in tenants reporting the following are <i>not a problem</i> (i.e. satisfaction improved)</b>		
Problems with pets & animals	79.73%	↑ 2.75%
Abandoned or burnt out vehicles	94.87%	↑ 0.58%
Conditions of Roads / Pavements	42.24%	↑ 0.38%
<b>Decrease in tenants reporting the following are <i>not a problem</i> (i.e. satisfaction decreased)</b>		
Availability of storage space	65.53%	↓ 5.29%
People damaging your property	80.73%	↓ 5.95%
Drug use or dealing	55.58%	↓ 4.73%
Noise from traffic	66.55%	↓ 4.64%
Car parking	37.19%	↓ 4.43%

24. This category's core question, 'Neighbourhood as a place to live' is a satisfaction orientated question, where all others asked tenants to rate each issue as either 'Not a problem', 'Minor problem' or 'Major problem'. For this core question satisfaction decreased by 3.25% compared to last year (now at 81.89%). The average result from the previous four years for this question is 82.67%.
25. Rather than being 'Satisfied' or 'Dissatisfied', the following questions refer to whether an issue was considered 'a problem' ('Major problem' and 'Minor problem' combined) or 'not a problem'. Table 6 provides an overview of the most notable fluctuations.

26. When asked to rate estate-based questions, tenants rated 'Car parking' as the greatest problem (62.81% consider it to be a problem) followed by 'Dog fouling/dog mess' (58.86%) and 'Condition of Roads/Pavements' (58.86%).
27. 'Problems with pets and animals' has improved by 2.75% compared to last year (Now 79.73%). Some minor improvements are seen in 'Abandoned or burnt out vehicles' and 'Conditions of Roads / Pavements' with an improvement of 0.58% (to 94.87%) and 0.38% (to 42.24%) respectively.
28. Problems with car parking have increased with a change of 4.43% to 37.19% (i.e. it is statistically significant that more people report this as a problem). Feedback for 'Drug use or dealing' has increased as a problem by 4.73% to 55.58%, as has 'People damaging your property' which saw the greatest change in those reporting problems (by 5.95% to 80.73%).

### Theme 3: Your Service

29. There were 18 questions designed to account for satisfaction of service provision. Of these questions six showed lower levels, 11 improvements and one remained the same when compared against last year's satisfaction. Of the six reduced satisfaction questions, none showed reductions greater than the 3.68% CI. This indicates that these results may fall within normal levels of variation and not necessarily indicate a true reduction of opinions. For the questions indicating improved satisfaction, four showed results above the CIs. This indicates that the improvements are likely to reflect a true improvement of satisfaction.

**Table 7: Headline changes in satisfaction since 2016/17**

Tenant satisfaction with...	2017/18 figure	Change from 2016/17
The speed your complaint was dealt with?	41.76%	↑ 8.09%
The support you received while your complaint was dealt with?	37.08%	↑ 5.77%
Overall, the final outcome of the complaint?	40.51%	↑ 4.42%
How easy it was to make your complaint?	70.97%	↑ 3.98%
<b>Decreases in satisfaction</b>		
Service provided by the landlord*	86.79%	↓ 2.08%
Rent providing value for money*	84.49%	↓ 2.01%
Rent arrears (how landlord deals with)	48.51%	↓ 3.66%

30. In this years survey the greatest changes came from the 'Services' category and were increases in satisfaction.

31. The two core questions in this category saw a small decline in satisfaction. For 'Services provided by the landlord' satisfaction decreased by 2.08%, this year's result of 86.79% is 0.76% lower than the four year average of 87.55%. A decrease of 2.01% was seen for 'Rent providing value for money' now at 84.49%, which is 0.81% lower than the four year average of 83.68%.
32. Another noteworthy decrease was the non-core question, 'Rent arrears' (how landlord deals with) which saw a decrease of 3.66% (now 48.51%) which is close to the CI set at 3.68%.
33. Results from the following questions represent a sub-group of tenants who responded 'Yes' to the question 'Have you made a complaint within the last 12 months' (those responding 'No' skipped these questions). This was done in order to identify tenant satisfaction regarding the way landlords dealt with complaints.
34. An 8.09% increase was seen for 'Speed your complaint was dealt with' - now at 41.76%. The second greatest change was 'The support you received while your complaint was dealt with' which rose by 5.77% to 37.08%. Two other notable improvements were 'Overall, the final outcome of the complaint' and 'How easy it was to make your complaint' which increased by 4.42% (to 40.51%) and 3.98% (to 70.97%) respectively. All other results (increase or decrease) remained within the 3.68% CI.
35. Tenants were asked how they access the internet. The results showed that the percentage of people using a home computer/tablet has steadily decreased over the last four years – from 42.8% in 2014/15 to 30.44% in 2017/18. Conversely, the percentage of people accessing the internet using a Smartphone has steadily increased from 10.05% in 2014/15 to 31.07% in 2017/18. The amount of people selecting 'I don't use it at all' has also decreased from 42.26% in 2014/15 to 26.42% in 2017/18.
36. Taking into account wider changes taking place across the council, the survey asked a more general question about CYC moving to provide more services online in the long term. The question asked was: '*We are looking at providing more of our services online through the council website. These changes could enable you to report issues and/or access your records online. We'd like to know what you think about this – please use the space below to make any comments or suggestions you have*'.'
37. The response to this question was in free text form and so there is no quantitative data from it. The qualitative data shows that around 55% of respondents thought that providing more services online is a good idea (↑13% from last year). Around 22% raised issues with access to the

internet/equipment (↓12%) and 7% stated that they did not have digital skills/had a physical barrier to accessing services online such as a disability (↓1%).

#### Theme 4: Your Say

38. There were three questions to gauge opinion regarding 'Your Say'. All three questions show a decrease in satisfaction.

<b>Table 9: Headline changes in satisfaction since 2016/17</b>		
<b>Tenant satisfaction with...</b>	<b>2017/18 figure</b>	<b>Change from 2016/17</b>
Landlord treating tenants fairly and with respect	84.93%	↓ 2.47%
Landlord keeping tenants informed	76.50%	↓ 0.66%
Landlord listening to views and acting on them*	73.28%	↓ 0.28%

39. The core question 'Landlord listening to views and acting on them' decreased by 0.28% to 73.28%. The four year average for this core question is 65.53% a difference of 7.75%.
40. The biggest change for this category was for 'Landlord treating tenants fairly and with respect' which decreased by 2.47% to 84.93%. The final question 'Landlord keeping tenants informed' saw a decrease of 0.66% to 76.50%.

#### Service Improvement / Recommendations

41. **Building Services:** The results that relate to Building Services are primarily those in 'Theme 1: Your Property'; both of the core questions show a decrease in satisfaction; although for tenants who declared they had had repairs done to their homes within the past 12 months there were some increases in satisfaction. This suggests that the trend of decreasing satisfaction with 'Repairs and maintenance (generally)' relates more to planned works or those who have not reported a repair in the last 12 months and are basing their answers on historical experience. Further analysis will be done by geographical area to understand if the lower levels of satisfaction are in areas where 'Tenants Choice' and 'Standing Water' schemes have been undertaken. Further analysis will also be undertaken to understand in which areas satisfaction with 'overall quality of the home' has decreased to identify if this can be linked to schemes of work that have been undertaken or areas where work is due to be undertaken in the near future.
42. One of the areas that saw the largest decrease in satisfaction was the 'ease of reporting a repair'; with a 3.44% decrease. The restructure of

Building Services has implemented measures to address this with dedicated Customer Support Officers, whose primary focus will be to answer telephone calls, and, as such, the average speed of answering phone calls and the abandoned call rate should significantly improve. In the longer term, Building Services will add self-service repair logging as a requirement for the new ICT system.

43. The restructuring process (the survey was undertaken during it) may have contributed to the reduced satisfaction levels highlighting low levels of morale amongst the team; however, the new structure will be fully implemented by 2018/19 and places greater emphasis on roles and responsibilities which will contribute to increased customer satisfaction.
44. **Housing:** Areas showing low satisfaction, or a trend toward, will be revisited. There will be a review of approaches and actions in these areas, for example the use of HEIP and ward funding to improve car parking and storage for tenants and leaseholders. These actions will be informed by detailed feedback from residents through the use of surveys, focus groups and target consultations.
45. Changes in Housing Services and Building Maintenance have been made based on customer satisfaction trends and consultations. We will ensure that customers are kept informed of the progress made due to these changes.
46. Customers will be encouraged to be part of the solution through initiatives such as resident associations or volunteering, rather than solely relying on individual services to respond.
47. Areas of low satisfaction such as traffic noise, damage to property, and drug dealing (and use), will be improved through collaboration with local partners. Other areas such as 'Rent providing value for money' or 'Quality of home' will be examined by comparing data against other Social Landlords.
48. The results of the digital questions will be used by the Housing ICT Board and the Corporate Digital Services Board to shape the future of all electronic/digital communications made by CYC. The Board will use the information gathered from this Survey to ensure that the future shape of this service is as inclusive as possible and that it meets tenants' needs.

### **Equalities Monitoring**

49. A detailed profile of respondents can be found in Annex 2, compared to the profile of lead tenants.

50. There was a low response rate from those in the younger age categories. The response from tenants aged 16-24 was particularly low. This age group makes up 4% of all lead tenants, however just 2% (13 tenants) of survey respondents were 16-24. Similarly, 25-44 year olds make up 34% of the lead tenant population but constituted just 20% of the total respondents.
51. There were more female respondents (53%) than male (32%). The male response shared a similar proportion to the current lead tenant population but the female proportion was 9% lower. There was an increase of 12% in people not stating whether they were male or female.
52. Responses to the core questions were largely similar between the sexes. The only stand-out difference was for 'overall quality of your home' where female respondents were more likely to be 'fairly dissatisfied' and less likely to be 'very satisfied'.
53. The number of respondents with protected characteristics was too low to allow comparison of differences in satisfaction. The respondent profile, including detail on protected characteristics, can be found in Annex 2.

### **Council Plan**

54. This survey supports the Council Plan priority 'a Council that listens to residents', which commits the council to working with communities to deliver the services they want.

### **Implications**

55. The implications arising from this report are:
  - **Financial** – None. The survey is delivered within existing budgets.
  - **Human Resources** – None.
  - **Equalities** – See points 46-49 above. The respondent profile, including detail on protected characteristics, can be found in Annex 2.
  - **Legal** – None.
  - **Crime and Disorder** – None.
  - **Information Technology** – None.
  - **Property** – None.

### **Risk Management**

56. This survey provides the key measure of tenant satisfaction with Housing Services. Its results also feed into benchmarking work through



Housemark, which enables CYC to measure how the service is performing compared to national peers. Without the information gained through the survey there is a risk of the Council being unable to target resources at the services customers feel are most in need of attention.

## Contact Details

### Author:

Ian Cunningham  
Group Manager  
Shared Intelligence Bureau  
01904555749

### Chief officer responsible for the report:

**Tom Brittain**  
Assistant Director, Housing and Community  
Safety  
01904 551262

Aston Quinney  
Business Intelligence Assistant  
Shared Intelligence Bureau

**Report  
approved**



**Date** 9 January 2018

01904 554265

## Annexes

Annex 1 – Full Survey Results

Annex 2 – Profile of Respondents

## Glossary of Abbreviations used in the report:

CI	confidence interval
CYC	City of York Council
HEIP	Housing Environment Improvement Programme
ICT	Information Communications Technology
PP	percentage points

This page is intentionally left blank



## Our Surveys - Tenants Satisfaction Survey 2017/2018

No of Indicators = 78 | 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 2017

			Previous Years						
		Collection Frequency	2014/2015	2015/2016	2016/2017	2017/2018	Target	Polarity	DOT
TSS00	Number of responses to the Tenant Satisfaction Survey	Annual	798	880	644	647	-	Neutral	◀▶ Neutral
TSS01	% of tenants satisfied with the way their landlord deals with repairs and maintenance generally	Annual	81.27%	84.56%	80.56%	78.72%	-	Up is Good	▼ Red
	% of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally	Annual	14.43%	13.30%	11.79%	15.02%	-	Up is Bad	◀▶ Neutral
TSS02	% of tenants satisfied with the overall quality of their home	Annual	82.38%	87.19%	84.54%	80.97%	-	Up is Good	▼ Red
	% of tenants dissatisfied with the overall quality of their home	Annual	15.14%	10.68%	11.51%	13.57%	-	Up is Bad	▲ Red
TSS03	% of tenants who have had repairs to their home in the last 12 months	Annual	68.38%	68.61%	66.28%	64.04%	-	Neutral	◀▶ Neutral
TSS04A	% of tenants satisfied with ease of reporting a repair (repairs to home)	Annual	85.20%	83.84%	90.05%	86.61%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with ease of reporting a repair (repairs to home)	Annual	11.60%	12.57%	6.81%	10.50%	-	Up is Bad	◀▶ Neutral
TSS04B	% of tenants satisfied with being told when workers would call (repairs to home)	Annual	84.81%	84.99%	85.53%	83.24%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with being told when workers would call (repairs to home)	Annual	9.27%	10.49%	7.63%	11.97%	-	Up is Bad	◀▶ Neutral
TSS04C	% of tenants satisfied with being able to make an appointment (repairs to home)	Annual	81.15%	83.24%	82.88%	81.38%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with being able to make an appointment (repairs to home)	Annual	10.04%	10.68%	9.51%	11.70%	-	Up is Bad	◀▶ Neutral
TSS04D	% of tenants satisfied with time taken before work started (repairs to home)	Annual	78.03%	77.76%	79.03%	77.89%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with time taken before work started (repairs to home)	Annual	14.17%	14.71%	13.44%	14.47%	-	Up is Bad	◀▶ Neutral
TSS04E	% of tenants satisfied with how quickly work was completed (repairs to home)	Annual	84.48%	85.05%	86.74%	84.55%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with how quickly work was completed (repairs to home)	Annual	11.49%	11.35%	9.02%	10.47%	-	Up is Bad	◀▶ Neutral
TSS04F	% of tenants satisfied with the attitude of workers (repairs to home)	Annual	92.86%	91.62%	93.42%	92.86%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the attitude of workers (repairs to home)	Annual	3.97%	3.39%	2.63%	3.17%	-	Up is Bad	◀▶ Neutral
TSS04G	% of tenants satisfied with the overall quality of repairs (repairs to home)	Annual	85.74%	87.66%	85.56%	85.64%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall quality of repairs (repairs to home)	Annual	8.84%	7.80%	8.66%	9.57%	-	Up is Bad	▲ Red
TSS04H	% of tenants satisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	90.36%	90.35%	89.68%	87.34%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	5.42%	4.74%	4.76%	6.33%	-	Up is Bad	◀▶ Neutral
TSS04I	% of tenants satisfied with repairs being done 'right first time' (repairs to home)	Annual	78.96%	81.52%	82.23%	79.58%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with repairs being done 'right first time' (repairs to home)	Annual	14.83%	13.04%	11.67%	14.32%	-	Up is Bad	◀▶ Neutral
TSS04J	% of tenants satisfied operatives did the job they expected (repairs to home)	Annual	84.96%	87.23%	86.54%	84.96%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied operatives did the job they expected (repairs to home)	Annual	8.94%	8.03%	8.18%	9.23%	-	Up is Bad	◀▶ Neutral
TSS04K	% of tenants satisfied with the overall service received (repairs to home)	Annual	83.23%	85.07%	84.03%	85.22%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall service received (repairs to home)	Annual	9.18%	10.07%	8.64%	10.29%	-	Up is Bad	◀▶ Neutral
TSS05	% of tenants who said the contractor showed proof of identity (repairs to home)	Annual	61.06%	61.36%	60.42%	56.57%	-	Up is Good	◀▶ Neutral
TSS06	% of tenants satisfied with gas servicing arrangements	Discontinued	88.15%	91.45%	NC	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with gas servicing arrangements	Discontinued	8.39%	5.30%	NC	-	-	Up is Bad	◀▶ Neutral
TSS07	% of tenants satisfied with their neighbourhood as a place to live	Annual	82.37%	81.27%	85.14%	81.89%	-	Up is Good	◀▶ Neutral
	Housemark Quartile	Annual	4	4	-	-	-		

	% of tenants dissatisfied with their neighbourhood as a place to live	Annual		15.31%	9.35%	11.09%	-	Up is Bad	◀▶ Neutral
TSS08A	% of tenants who say abandoned or burnt out vehicles are not a problem in their neighbourhood	Annual	94.54%	93.32%	94.29%	94.87%	-	Up is Good	◀▶ Neutral
	% of tenants who say abandoned or burnt out vehicles are a major problem in their neighbourhood	Annual	0.99%	0.94%	1.02%	0.76%	-	Up is Bad	◀▶ Neutral
	% of tenants who say abandoned or burnt out vehicles are a minor problem in their neighbourhood	Annual	4.47%	5.75%	4.69%	4.37%	-	Up is Bad	▼ Green
TSS08B	% of tenants who say car parking is not a problem in their neighbourhood	Annual	32.89%	43.98%	41.62%	37.19%	-	Up is Good	▼ Red
	% of tenants who say car parking is a major problem in their neighbourhood	Annual	33.78%	29.53%	30.70%	30.96%	-	Up is Bad	◀▶ Neutral
	% of tenants who say car parking is a minor problem in their neighbourhood	Annual	33.33%	26.49%	27.68%	31.85%	-	Up is Bad	▲ Red
TSS08C	% of tenants who say disruptive children/teenagers are not a problem in their neighbourhood	Annual	60.03%	61.08%	59.58%	57.98%	-	Up is Good	▼ Red
	% of tenants who say disruptive children/teenagers are a major problem in their neighbourhood	Annual	7.64%	10.03%	11.30%	11.56%	-	Up is Bad	▲ Red
	% of tenants who say disruptive children/teenagers are a minor problem in their neighbourhood	Annual	32.32%	28.89%	29.12%	30.46%	-	Up is Bad	◀▶ Neutral
TSS08D	% of tenants who say dog fouling/dog mess is not a problem in their neighbourhood	Annual	35.08%	41.34%	44.04%	41.14%	-	Up is Good	◀▶ Neutral
	% of tenants who say dog fouling/dog mess is a major problem in their neighbourhood	Annual	32.46%	25.79%	22.39%	21.82%	-	Up is Bad	▼ Green
	% of tenants who say dog fouling/dog mess is a minor problem in their neighbourhood	Annual	32.46%	32.87%	33.58%	37.03%	-	Up is Bad	▲ Red
TSS08E	% of tenants who say drug use or dealing is not a problem in their neighbourhood	Annual	56.78%	59.79%	60.31%	55.58%	-	Up is Good	◀▶ Neutral
	% of tenants who say drug use or dealing is a major problem in their neighbourhood	Annual	17.35%	17.23%	14.12%	15.72%	-	Up is Bad	◀▶ Neutral
	% of tenants who say drug use or dealing is a minor problem in their neighbourhood	Annual	25.87%	22.98%	25.57%	28.70%	-	Up is Bad	▲ Red
TSS08F	% of tenants who say drunk or rowdy behaviour is not a problem in their neighbourhood	Annual	57.58%	60.65%	57.44%	56.50%	-	Up is Good	◀▶ Neutral
	% of tenants who say drunk or rowdy behaviour is a major problem in their neighbourhood	Annual	13.40%	11.76%	12.81%	12.09%	-	Up is Bad	◀▶ Neutral
	% of tenants who say drunk or rowdy behaviour is a minor problem in their neighbourhood	Annual	29.03%	27.58%	29.76%	31.41%	-	Up is Bad	▲ Red
TSS08G	% of tenants who say noise from traffic is not a problem in their neighbourhood	Annual	65.40%	68.32%	71.18%	66.55%	-	Up is Good	◀▶ Neutral
	% of tenants who say noise from traffic is a major problem in their neighbourhood	Annual	7.90%	8.51%	8.40%	6.73%	-	Up is Bad	◀▶ Neutral
	% of tenants who say noise from traffic is a minor problem in their neighbourhood	Annual	26.70%	23.17%	20.42%	26.73%	-	Up is Bad	◀▶ Neutral
TSS08H	% of tenants who say noisy neighbours are not a problem in their neighbourhood	Annual	66.62%	67.40%	63.56%	63.62%	-	Up is Good	◀▶ Neutral
	% of tenants who say noisy neighbours are a major problem in their neighbourhood	Annual	13.76%	12.03%	13.07%	11.43%	-	Up is Bad	◀▶ Neutral
	% of tenants who say noisy neighbours are a minor problem in their neighbourhood	Annual	19.63%	20.57%	23.37%	24.95%	-	Up is Bad	▲ Red
TSS08I	% of tenants who say people damaging your property is not a problem in their neighbourhood	Annual	85.60%	86.28%	86.68%	80.73%	-	Up is Good	◀▶ Neutral
	% of tenants who say people damaging your property is a major problem in their neighbourhood	Annual	4.75%	3.30%	3.28%	6.17%	-	Up is Bad	▲ Red
	% of tenants who say people damaging your property is a minor problem in their neighbourhood	Annual	9.65%	10.42%	10.04%	13.10%	-	Up is Bad	◀▶ Neutral
TSS08J	% of tenants who say problems with pets & animals is not a problem in their neighbourhood	Annual	77.81%	80.24%	76.99%	79.73%	-	Up is Good	◀▶ Neutral
	% of tenants who say problems with pets & animals is a major problem in their neighbourhood	Annual	6.88%	6.41%	7.13%	4.59%	-	Up is Bad	◀▶ Neutral
	% of tenants who say problems with pets & animals is a minor problem in their neighbourhood	Annual	15.31%	13.35%	15.89%	15.68%	-	Up is Bad	◀▶ Neutral
TSS08K	% of tenants who say racial or other harassment is not a problem in their neighbourhood	Annual	91.33%	90.78%	93.36%	91.26%	-	Up is Good	◀▶ Neutral
	% of tenants who say racial or other harassment is a major problem in their neighbourhood	Annual	3.21%	2.27%	2.90%	2.91%	-	Up is Bad	◀▶ Neutral

Tenant Satisfaction Survey		% of tenants who say racial or other harassment is a minor problem in their neighbourhood	Annual	3.45%	0.95%	3.73%	5.83%	-	Up is Bad	Neutral
	TSS08L	% of tenants who say rubbish or litter is not a problem in their neighbourhood	Annual	39.88%	50.64%	50.00%	47.81%	-	Up is Good	Neutral
		% of tenants who say rubbish or litter is a major problem in their neighbourhood	Annual	19.64%	15.86%	16.34%	12.76%	-	Up is Bad	Neutral
		% of tenants who say rubbish or litter is a minor problem in their neighbourhood	Annual	40.48%	33.50%	33.66%	39.43%	-	Up is Bad	Neutral
	TSS08M	% of tenants who say vandalism or graffiti is not a problem in their neighbourhood	Annual	81.86%	80.75%	83.78%	80.73%	-	Up is Good	Neutral
		% of tenants who say vandalism or graffiti is a major problem in their neighbourhood	Annual	3.05%	3.34%	3.12%	3.66%	-	Up is Bad	Neutral
		% of tenants who say vandalism or graffiti is a minor problem in their neighbourhood	Annual	15.09%	15.91%	13.10%	15.61%	-	Up is Bad	Neutral
	TSS08N	% of tenants who say other crime is not a problem in their neighbourhood	Annual	80.99%	81.19%	76.14%	74.46%	-	Up is Good	Red
		% of tenants who say other crime is a major problem in their neighbourhood	Annual	3.14%	3.38%	3.69%	4.91%	-	Up is Bad	Red
		% of tenants who say other crime is a minor problem in their neighbourhood	Annual	15.87%	15.43%	20.17%	20.63%	-	Up is Bad	Red
	TSS08O	% of tenants who say availability of storage space is not a problem in their neighbourhood	Annual	-	63.82%	70.82%	65.53%	-	Up is Good	Neutral
		% of tenants who say availability of storage space is a major problem in their neighbourhood	Annual	-	10.79%	8.85%	10.98%	-	Up is Bad	Neutral
		% of tenants who say availability of storage space is a minor problem in their neighbourhood	Annual	-	25.39%	20.32%	23.48%	-	Up is Bad	Neutral
	TSS08P	% of tenants who say conditions of roads/pavements is not a problem in their neighbourhood	Annual	-	45.63%	41.86%	42.24%	-	Up is Good	Neutral
		% of tenants who say conditions of roads/pavements is a major problem in their neighbourhood	Annual	-	20.53%	21.51%	16.26%	-	Up is Bad	Neutral
		% of tenants who say conditions of roads/pavements is a minor problem in their neighbourhood	Annual	-	33.84%	36.63%	41.50%	-	Up is Bad	Red
	TSS09	% of tenants satisfied with the ground maintenance service provided by their landlord	Discontinued	74.01%	74.34%	NC	-	-	Up is Good	Neutral
		% of tenants dissatisfied with the grounds maintenance service provided by their landlord	Discontinued	14.06%	13.91%	NC	-	-	Up is Bad	Neutral
	TSS10	% of tenants satisfied with the estate services provided by their landlord	Discontinued	73.54%	74.24%	NC	-	-	Up is Good	Neutral
		% of tenants dissatisfied with the estate services provided by their landlord	Discontinued	15.21%	15.15%	NC	-	-	Up is Bad	Neutral
	TSS11	% of tenants who live in a block of flats with communal areas and an estate worker/internal cleaner	Discontinued	29.65%	32.76%	NC	-	-	Neutral	Neutral
	TSS12	% of tenants satisfied with the internal cleaning service provided	Discontinued	74.09%	77.56%	NC	-	-	Up is Good	Neutral
		% of tenants dissatisfied with the internal cleaning service provided	Discontinued	20.45%	16.14%	NC	-	-	Up is Bad	Neutral
	TSS13	% of tenants satisfied with their estate worker	Discontinued	73.83%	73.00%	NC	-	-	Up is Good	Neutral
		% of tenants dissatisfied with their estate worker	Discontinued	13.08%	13.69%	NC	-	-	Up is Bad	Neutral
	TSS14	% of tenants satisfied with the overall appearance of their neighbourhood	Discontinued	83.76%	82.76%	NC	-	-	Up is Good	Neutral
		% of tenants dissatisfied with the overall appearance of their neighbourhood	Discontinued	13.02%	13.33%	NC	-	-	Up is Bad	Neutral
TSS15	% of tenants satisfied with the overall service provided by their landlord	Annual	85.75%	88.67%	88.87%	86.79%	-	Up is Good	Neutral	
	% of tenants dissatisfied with the overall service provided by their landlord	Annual	10.18%	6.70%	7.14%	8.33%	-	Up is Bad	Red	
TSS16	% of tenants who have contacted their landlord in the last 12 months, apart from paying rent	Discontinued	57.67%	56.94%	NC	-	-	Neutral	Neutral	
TSS19	% of tenants who found staff helpful (last contact with landlord)	Annual	79.00%	81.00%	85.18%	86.00%	-	Up is Good	Neutral	
	% of tenants who found staff unhelpful (last contact with landlord)	Annual	8.68%	9.81%	4.94%	5.52%	-	Up is Bad	Neutral	
TSS20	% of tenants who say the first staff member they spoke to could deal with their query in full (last contact with landlord)	Annual	49.89%	51.68%	51.30%	52.57%	-	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	37.58%	27.10%	32.73%	33.00%	-	Up is Good	Neutral	
TSS21	% of tenants satisfied with ability of staff to deal with queries quickly and efficiently (last contact with landlord)	Discontinued	76.68%	74.79%	NC	-	-	Up is Good	Neutral	

TSS21	% of tenants dissatisfied with ability of staff to deal with queries quickly and efficiently (last contact with landlord)	Discontinued	17.49%	19.75%	NC	-	-	Up is Bad	Neutral
TSS22	% of tenants satisfied with the final outcome of their query (last contact with landlord)	Discontinued	73.38%	75.95%	NC	-	-	Up is Good	Neutral
	% of tenants dissatisfied with the final outcome of their query (last contact with landlord)	Discontinued	18.06%	18.57%	NC	-	-	Up is Bad	Neutral
TSS23A	% of tenants satisfied with the way their landlord deals with reporting repairs	Discontinued	84.82%	86.06%	NC	-	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their landlord deals with reporting repairs	Discontinued	7.99%	8.48%	NC	-	-	Up is Bad	Neutral
TSS23B	% of tenants satisfied with the way their landlord deals with anti-social behaviour	Annual	51.38%	53.12%	58.12%	60.21%	-	Up is Good	Green
	% of tenants dissatisfied with the way their landlord deals with anti-social behaviour	Annual	12.11%	10.53%	14.21%	13.32%	-	Up is Bad	Neutral
TSS23C	% of tenants satisfied with the way their landlord deals with complaints	Annual	56.45%	61.44%	57.59%	60.32%	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their landlord deals with complaints	Annual	10.39%	10.36%	13.15%	12.75%	-	Up is Bad	Neutral
TSS23D	% of tenants satisfied with the way their landlord deals with enquiries generally	Annual	80.89%	78.93%	77.60%	77.60%	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their landlord deals with enquiries generally	Annual	5.10%	6.79%	7.94%	8.33%	-	Up is Bad	Red
TSS23E	% of tenants satisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	35.55%	43.66%	44.47%	41.15%	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	8.75%	7.36%	7.87%	10.14%	-	Up is Bad	Red
TSS23F	% of tenants satisfied with the way their landlord deals with rent arrears	Annual	-	-	52.26%	48.61%	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their landlord deals with rent arrears	Annual	-	-	5.97%	4.89%	-	Up is Bad	Neutral
TSS24	% of tenants aware that their landlord runs drop-in advice sessions in local areas and at West Offices	Discontinued	55.50%	NC	NC	-	-	Up is Good	Neutral
TSS25	% of tenants who have attended a drop-in session run by their landlord in their area	Discontinued	13.44%	NC	NC	-	-	Neutral	Neutral
TSS28	% of tenants aware that housing services has a formal complaints procedure	Discontinued	60.31%	NC	NC	-	-	Up is Good	Neutral
TSS29	% of tenants who have made a complaint to their landlord in the last 12 months	Annual	14.92%	21.74%	18.47%	16.39%	-	Up is Bad	Green
TSS30A	% of tenants satisfied with how easy it was to make a complaint to their landlord	Annual	78.50%	72.73%	66.99%	70.97%	-	Up is Good	Neutral
	% of tenants dissatisfied with how easy it was to make a complaint to their landlord	Annual	14.02%	21.82%	25.24%	23.66%	-	Up is Bad	Neutral
TSS30B	% of tenants satisfied with the information and advice provided by housing staff when making a complaint	Annual	64.36%	57.62%	54.00%	53.26%	-	Up is Good	Neutral
	% of tenants dissatisfied with the information and advice provided by housing staff when making a complaint	Annual	22.77%	23.84%	29.00%	28.26%	-	Up is Bad	Neutral
TSS30C	% of tenants satisfied with how well they were kept informed about the progress of their complaint	Annual	41.12%	39.74%	32.67%	35.56%	-	Up is Good	Neutral
	% of tenants dissatisfied with how well they were kept informed about the progress of their complaint	Annual	41.12%	43.71%	52.48%	50.00%	-	Up is Bad	Neutral
TSS30D	% of tenants satisfied with the support they received while their complaint was dealt with	Annual	37.14%	36.60%	31.31%	37.08%	-	Up is Good	Neutral
	% of tenants dissatisfied with the support they received while their complaint was dealt with	Annual	44.76%	41.83%	52.53%	47.19%	-	Up is Bad	Neutral
TSS30E	% of tenants satisfied with the way their complaint to housing services was handled overall	Annual	40.57%	40.79%	39.22%	41.76%	-	Up is Good	Neutral
	% of tenants dissatisfied with the way their complaint to housing services was handled overall	Annual	43.40%	40.13%	49.02%	42.86%	-	Up is Bad	Neutral
TSS30F	% of tenants satisfied with the speed at which their complaint to their landlord was dealt with	Annual	36.45%	39.22%	33.66%	41.76%	-	Up is Good	Neutral
	% of tenants dissatisfied with the speed at which their complaint to their landlord was dealt with	Annual	47.66%	49.02%	52.48%	49.45%	-	Up is Bad	Neutral
TSS30G	% of tenants satisfied with the overall outcome of their complaint to their landlord	Annual	40.37%	40.40%	36.08%	40.51%	-	Up is Good	Neutral
	% of tenants dissatisfied with the overall outcome of their complaint to their landlord	Annual	44.95%	43.05%	55.67%	37.97%	-	Up is Bad	Neutral
TSS31	% of tenants satisfied that their rent provides value for money	Annual	82.25%	84.44%	86.50%	84.49%	-	Up is Good	Neutral

		Annual	0%	5.50%	5.54%	-	Up is Bad	Neutral
	% of tenants dissatisfied that their rent provides value for money	Annual					Up is Bad	Neutral
TSS32A	% of tenants satisfied with the advice and support received from their landlord about paying rent	Discontinued	80.06%	81.13%	NC	-	Up is Good	Neutral
	% of tenants dissatisfied with the advice and support received from their landlord about paying rent	Discontinued	2.77%	3.21%	NC	-	Up is Bad	Neutral
TSS32B	% of tenants satisfied with the advice and support received from their landlord about claiming housing benefit or other welfare benefits	Discontinued	67.03%	67.84%	NC	-	Up is Good	Neutral
	% of tenants dissatisfied with the advice and support received from their landlord about claiming housing benefit or other welfare benefits	Discontinued	6.50%	4.78%	NC	-	Up is Bad	Neutral
TSS32C	% of tenants satisfied with the advice and support received from their landlord about getting money and employment advice	Discontinued	41.33%	43.28%	NC	-	Up is Good	Neutral
	% of tenants dissatisfied with the advice and support received from their landlord about getting money and employment advice	Discontinued	7.05%	4.19%	NC	-	Up is Bad	Neutral
TSS33	% of tenants satisfied that their landlord treats them fairly and with respect	Annual	83.68%	84.15%	87.40%	84.93%	Up is Good	Neutral
	% of tenants dissatisfied that their landlord treats them fairly and with respect	Annual	9.53%	7.98%	4.85%	5.83%	Up is Bad	Neutral
TSS34	% of tenants satisfied that their landlord gives them an opportunity to make their views known	Discontinued	68.82%	73.76%	NC	-	Up is Good	Neutral
	% of tenants dissatisfied that their landlord gives them an opportunity to make their views known	Discontinued	11.05%	9.69%	NC	-	Up is Bad	Neutral
TSS35	% of tenants satisfied that their landlord listens to their views and acts on them	Annual	61.26%	65.72%	73.55%	73.28%	Up is Good	Neutral
	% of tenants dissatisfied that their landlord listens to their views and acts on them	Annual	16.47%	13.95%	10.08%	11.48%	Up is Bad	Neutral
TSS36	% of tenants satisfied that their landlord gives them an opportunity to have a say about how their local area is maintained and looked after	Discontinued	64.91%	65.44%	NC	-	Up is Good	Neutral
	% of tenants dissatisfied that their landlord gives them an opportunity to have a say about how their local area is maintained and looked after	Discontinued	11.87%	9.94%	NC	-	Up is Bad	Neutral
TSS37	% of tenants who feel their landlord is good at keeping them informed about things that might affect them as a resident	Annual	75.10%	77.18%	77.16%	76.50%	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	10.35%	7.88%	7.67%	8.27%	Up is Bad	Neutral
TSS39	% of tenants aware that their landlord has a published set of service standards	Discontinued	28.92%	33.70%	NC	-	Up is Good	Neutral
TSS40	% of tenants satisfied that their property meets current and potential future needs	Discontinued	-	85.06%	NC	-	Up is Good	Neutral
	% of tenants dissatisfied that their property meets current and potential future needs	Discontinued	-	12.41%	NC	-	Up is Bad	Neutral
TSS41	% of tenants who access the internet for online shopping	Discontinued	-	32.84%	NC	-	Neutral	Neutral
	% of tenants who access the internet for council services	Discontinued	-	20.34%	NC	-	Neutral	Neutral
	% of tenants who access the internet for job searches/applications	Discontinued	-	15.23%	NC	-	Neutral	Neutral
	% of tenants who access the internet for price comparison sites	Discontinued	-	16.25%	NC	-	Neutral	Neutral
	% of tenants who access the internet for social media/email	Discontinued	-	33.30%	NC	-	Neutral	Neutral
	% of tenants who access the internet for news/sport/films/TV	Discontinued	-	23.86%	NC	-	Neutral	Neutral
TSS42	% of tenants who would be interested in participating in skill session in using the internet	Discontinued	-	13.82%	NC	-	Neutral	Neutral
TSS43	% of tenants satisfied that the service charge provides value for money	Discontinued	-	71.23%	NC	-	Up is Good	Neutral
	% of tenants dissatisfied that the service charge provides value for money	Discontinued	-	9.63%	NC	-	Up is Bad	Neutral
TSS44	% of tenants satisfied with the internal and/or external cleaning service provided	Annual	-	-	59.22%	61.25%	Up is Good	Neutral
	% of tenants dissatisfied with the internal and/or external cleaning service provided	Annual	-	-	12.59%	13.30%	Up is Bad	Neutral

This page is intentionally left blank



## Respondent profile by age

Ageband	Count	TSS respondents (%)	All tenants	CYC lead tenants (%)
16-24	13	2%	315	4%
25-44	127	20%	2525	34%
45-64	169	26%	2765	37%
65+	226	35%	1908	25%
Blank	112	17%	18	0%
Total	647		7531	

## Respondent profile by gender

Gender	Count	TSS respondents (%)	All tenants	CYC lead tenants (%)
Male	208	32%	2669	35%
Female	342	53%	4665	62%
NS/Prefer not to say	97	15%	197	3%
Total	647		7531	

## Respondent profile by ethnicity

Ethnicity	Count
White- British	542
Other	18

## 'Other' ethnicity break down

Other ethnicities	Count
Prefer not to say	<5
White - Irish	<5
Any other White background	<5
Mixed Race	<5
Asian or Asian British	<5
Any other Asian background	<5
Black or Black British	<5
Any other Black background	<5
Other Ethnic Groups	<5
Any other background	<5

## Respondent profile by disability status

Disabled	Count	%
No	321	50%
Yes	197	30%
Not specified	108	17%
Prefer not to say	21	3%
Total	647	

## Respondent profile by sexual orientation

Sexual orientation	Count	%
Heterosexual/straight	409	63%
Not specified	184	28%
Prefer not to say	30	5%
Bisexual	12	2%
Gay man	8	1%
Gay woman/lesbian	<5	1%
Total	647	

This page is intentionally left blank