



**St. Leger Homes
Tenant Satisfaction Survey 2007
Summary Report**

DRAFT

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1 Introduction and Methodology

Introduction

In Autumn 2006, St Leger Homes of Doncaster (SLHD) carried out a STATUS Survey of tenants in accordance with legislative requirements to undertake such a survey every three years. As part of its ongoing commitment to gathering the views of its tenants, SLHD chose to conduct an annual survey of tenants beyond the legislative requirements of a three year cycle. The next survey was carried out at the end of 2007.

The survey aimed to gather information about tenants' homes, the neighbourhood in which tenants live and their attitudes towards the services the landlord provides, information upon which to help plan future service delivery.

The key objectives of the research were:

- To assess levels of satisfaction with the housing services offered to tenants;
- To identify areas of the service which require improvement and examine the future needs and aspirations of tenants;
- To compare results with the previous year's survey and feed back into action planning and strategy development.

Methodology

The research was undertaken using a self-completion questionnaire mailed to 4,000 resident's homes. Fieldwork took place from November to December 2007.

In total, 1,201 people returned their completed questionnaire, which represents a response rate of 30%. The maximum sampling error for the proportions of tenants giving a particular answer to a question is +/- 2.8% at the 95% confidence interval. This means that if 50% of people are satisfied with services, we can be 95% confident that between 47.2% and 52.8% of all tenants (including those who did not participate in the survey) would hold this view, disregarding other sources of survey error.

The survey was carried out using a questionnaire designed by St Leger Homes based on the questionnaire used in 2006 based on the National Housing Federation's Standardised Tenant Satisfaction questionnaire, known as STATUS. The use of STATUS allows comparison with the performance of other social housing providers. In addition to the STATUS questions, localised question areas were included around anti-social behaviour and the results can be found within this report (p. 12).

The data used in this report is rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures

are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

Prior to analysis, the data was re-weighted to be representative of the ethnic profile of St Leger Homes tenants which enables accurate tracking of findings with the 2006 survey. Where available, tracking with a 2004 survey is also included to show directional change over a three year period.

The questionnaire is attached in Appendix 1 for reference.

2 Key findings

Overall satisfaction

- Overall, 78% of all tenants are satisfied with the service provided by SLHD. This shows a significant improvement from 73% achieved in 2006.
- Amongst BME tenants, 72% are satisfied compared with 78% of white British tenants. These proportions are both higher than in 2006 with BME tenants seeing a ten percentage point increase in the past year.
- Satisfaction has increased by nine percentage points in the South West quadrant and by seven percentage points in the South East quadrant so that between 77% and 79% are now satisfied in all four quadrants. However satisfaction has not changed in North West quadrant (remains at 79%).
- Building on from this, 77% of tenants believe that taking into account their home and the service SLHD provides, their rent represents good value for money.

Satisfaction with home and neighbourhood

- 81% of tenants are satisfied with their accommodation overall compared with 76% in 2006.
- 71% of tenants rate their home as in good condition, and one in seven (14%) rate their home as being in a poor condition.
- Younger tenants are more critical of the condition of their homes with 41% of 16-34 year olds and 63% of 35-64 year olds rating their home as in good condition.
- In terms of their neighbourhood as a place to live, 82% of tenants are satisfied with the community in which they live which is a big improvement on 74% satisfied recorded in 2006.
- The three most serious problems cited by tenants were the same as in 2006: litter and rubbish (24% of tenants thought this problem was serious); drug dealing (13%) and vandalism (12%). However, perceptions of problems in the local area have generally improved particularly for vandalism and drug dealing.

The repairs service

- 77% of tenants are satisfied with the repairs and maintenance service, a significant improvement on 71% achieved in 2006.
- Satisfaction is similar for those who did not request a repair in the past year and those who had a repair completed.

- Repairs are rated as clearly the most important aspect of service by tenants and the improvement in the satisfaction score will have large bearing on the increase in satisfaction with the overall service.
- Amongst those tenants who had an opinion on the last repair they received, the following were satisfied with: attitude of workers (94%); keeping dirt and mess to a minimum (91%); being told when workers would call (88%); and speed at which the work was completed (88%).

Contact with their landlord

- 58% of tenants had been in contact with their landlord over the past 12 months.
- Of those tenants who had been in contact, usage of the telephone to make contact has increased in the previous year from 81% to 89%.
- Taking into account all methods of contact, 84% of tenants indicated they had made contact to discuss a repair.
- There have been improvements in ease of getting hold of the right person (from 67% to 74%) in the past year although only 68% are happy with the outcome of their contact.
- Overall 13% of respondents made a complaint in the past year with satisfaction with complaint handling increasing to 49% (from 37% in 2006).

Participation in decision-making

- 82% of tenants believe St Leger Homes is good at keeping them informed of things that affect them.
- Overall, 71% of tenants believe that St Leger Homes takes into account a lot/ a little of tenants' views when making decisions.
- 68% of those who gave a valid response are satisfied with opportunities to participate in management and decision making, an increase from 61% in 2006.
- Keeping tenants informed is rated as a more important aspect of service than tenant involvement or taking tenants' views into account.

3 Directional change

Where possible throughout the report comparisons have been drawn to the 2006 BMG STATUS Report. This can be used to track the level of directional change between now and the previous survey.

The following table looks at the key measures comparing how they relate to the previous survey in November 2006. Looking at these directional changes, we can see a positive movement towards higher levels of satisfaction both with the overall service and with opportunities to participate. There has been a small decrease in the proportion of BME tenants satisfied with the latter, but this is not a significant change given the relatively small sample sizes of BME respondents.

Table 1

Directional change for BV74 and BV75				
Satisfied	2004 %	2006 %	2007 %	Variance 2007 - 2006 %
BV74a: % satisfied with overall service provided by the landlord	64	73	78	+5
BV74b: % of BME groups satisfied with overall service provided by the landlord	59	64	72	+8
BV74c: % of non-BME groups satisfied with overall service provided by the landlord	64	73	78	+5
BV75a: % satisfied with the opportunities for participation	45	61	68	+7
BV75b: % of BME groups satisfied with the opportunities for participation	57	67	63	-4
BV75c: % of non-BME groups satisfied with the opportunities for participation	44	61	67	+6

It is also great to see that satisfaction with the neighbourhood, the repairs service and accommodation have all improved significantly.

Table 2

Directional change for other key measures				
Satisfied	2004 %	2006 %	2007 %	Variance 2007 - 2006 %
Overall satisfaction with accommodation	73	76	81	+5
Overall satisfaction with the area as a place to live	70	74	82	+8
Overall satisfaction with the repairs service	55	71	77	+6

4 Benchmarking against ALMOs

The table below shows how SLHD performs compared with 2006/07 survey results from 53 other English Arms Length Management Organisations (ALMO) (Source: Housemark).

SLHD performs comparatively well and equals or betters the median score for all measures. However, the upper quartile standard has not been attained for these key measures.

Benchmark Comparisons with English ALMO (2006/07)				
	SLHD	Upper quartile	Median	Lower quartile
Overall satisfaction	78	82	76	72
Accommodation	81	84	81	76
Repairs and maintenance	77	79	74	70
Keeping tenants informed	82	84	82	77
Take account of tenant views	71	80	71	66
Tenant participation	68	71	66	60

5 Views On The Home & Communities In Which Tenants Live

Introduction

This section looks at tenants’ homes and surrounding areas, and investigates satisfaction with homes, conditions of property and possible neighbourhood issues.

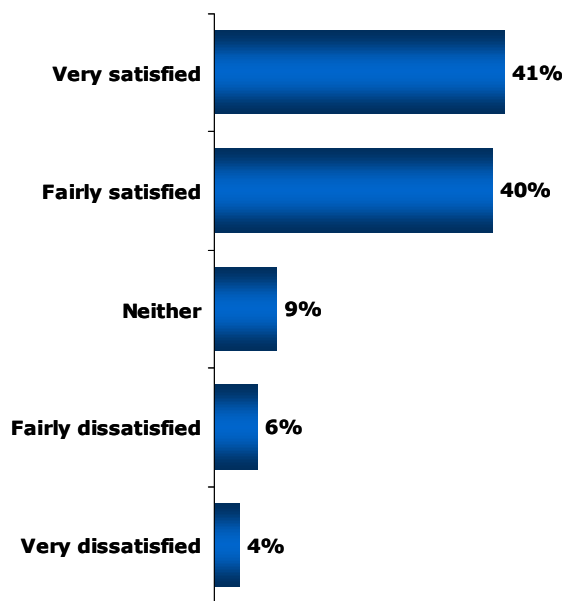
Satisfaction with home

Overall Satisfaction

All tenants were asked to rate their satisfaction with the home/accommodation in which they live. Overall, the results are positive with 81% being satisfied, including 41% indicating that they are very satisfied. In contrast just one in ten (10%) are dissatisfied. Comparing this to the results seen in 2006, a five percentage point increase can be observed in the proportion satisfied (2006=76%). Since 2004, satisfaction has increased by eight percentage points (2004=73%).

Figure 1

Overall satisfaction with accommodation



Further analysis show that tenants aged 65 or over are most satisfied with their accommodation (89%) whilst younger tenants (those aged 16-34) are least satisfied with the standard of their accommodation (57%).

Tenants who consider themselves as belonging to a Black and Minority Ethnic Group (BMEs) are less likely than white British tenants to indicate that they are satisfied with their accommodation (72% and 82% respectively).

There are very few differences in satisfaction with the accommodation across the four quadrants of the borough with the proportion satisfied between 80% and 82% in each area.

Encouragingly, those who indicated they had received home improvements in the past year are more satisfied than those who have not received improvements in this time (87% vs. 79%).

Views on rooms

All tenants were asked whether they thought that the number of rooms in their home was too few, too many or about right.

- Overall 16% of tenants felt the home they lived in had too few rooms, whilst 3% thought conversely too many. The remaining 82% of respondents were happy with the number of rooms in their home.

Households with children are most likely to feel they do not have enough rooms (29%).

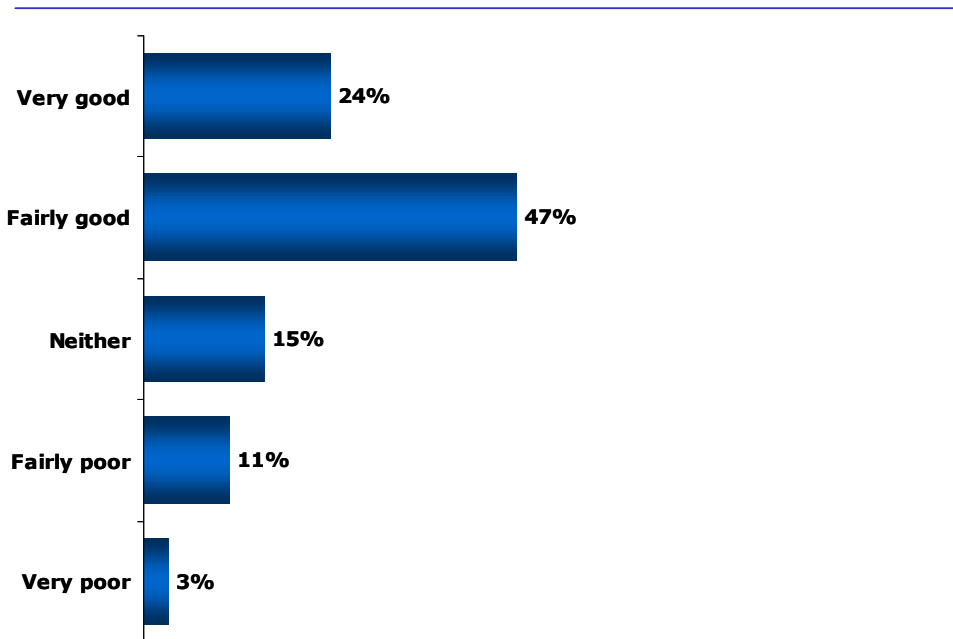
Satisfaction with accommodation is significantly lower for those who regard their home as having too few rooms (64% satisfied).

General condition of homes

Thinking further about this key issue, tenants were asked to describe the general condition of their property. As can be seen from the following figure, the vast majority of tenants (71%) describe the general condition of their property as good, including a quarter (24%) describing it as very good. This represents a four percentage point improvement on the equivalent figures for 2006 when 67% of tenants described the general condition of their property as good including 20% who stated it was very good. The number of tenants describing their property as poor has remained fairly consistent and is slightly lower in 2007 at 14% (compared with 16% in 2006). At the 2004 survey, 61% felt their home was in good condition with 12% rating it as 'very good'.

Figure 2

General condition of the home



As for the satisfaction with accommodation findings, younger tenants are less satisfied than their older counterparts with the condition of their home. Less than half (41%) of those aged 16-34 rate the condition of their home as good compared with 63% of the 35-64 age range and 83% of those aged 65+. Homes containing children are also less likely to describe the general condition of their property as good (48%).

Satisfaction with accommodation overall shows little variation by quadrant (p. 9), and similarly there is little difference in the opinion of home condition. Fewer tenants in both East quadrants rate their home as good (69%) than in South West (72%) and North West (73%) although these are not significant differences.

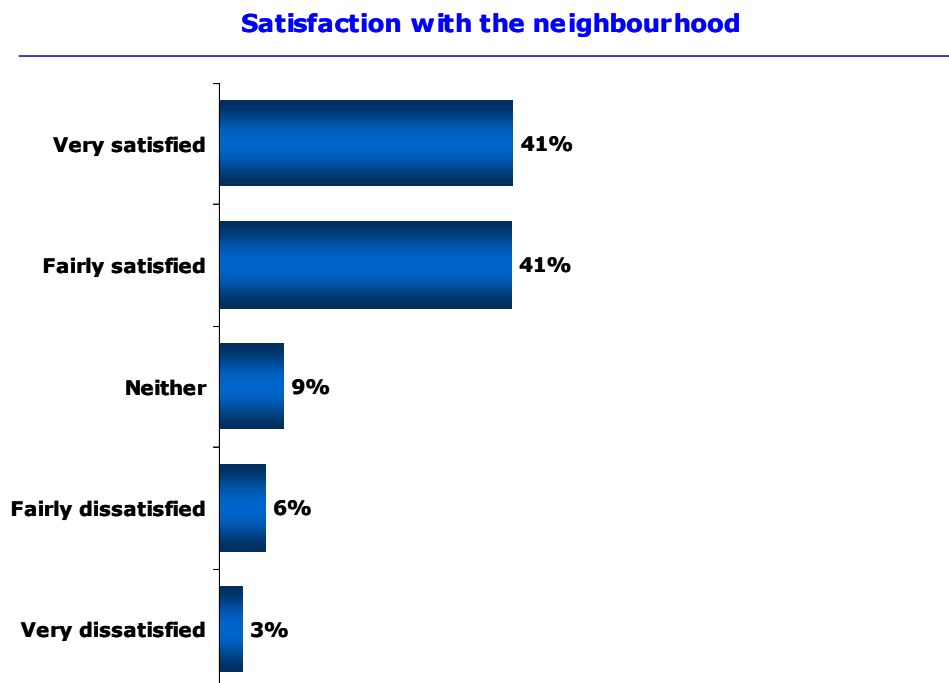
Those who received improvements to their home in the last year, are subsequently more likely to be positive about the state of their home (80%) compared with other tenants (66%).

Satisfaction with the neighbourhoods in which tenants live

All tenants were asked how satisfied or dissatisfied they are with their neighbourhood as a place to live.

Overall, more than three quarters of tenants (82%) are satisfied with their neighbourhood as a place to live, including two fifths who are very satisfied. In contrast, 10% are dissatisfied. This compares very positively with the results from the 2006 survey where 74% were satisfied with their neighbourhood. In 2004, 70% were satisfied with their neighbourhood as a place to live.

Figure 3



There are some differences in neighbourhood satisfaction by quadrant area. Satisfaction is highest in North East (86%), followed by South West (83%), North West (82%) and South East (78%). Satisfaction is not lower in the South East due to higher levels of ASB (p.12) and tenants in

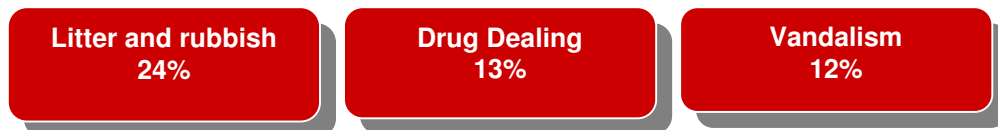
this quadrant are not significantly more concerned about any of the issues measured (see Table 3).

Satisfaction with the neighbourhood is lower amongst BME tenants (68%) than White British respondents (82%).

The factor having greatest impact on opinion of the neighbourhood is whether a tenant has experienced ASB in the last year. Those who have experienced ASB are understandably less happy with the area they live in (61% satisfied) compared with those who have not experienced any ASB (88%).

Issues impacting on local neighbourhoods

All tenants were presented with a list of 11 issues and asked whether they thought each item was not a problem, a slight problem or a serious problem within their neighbourhood. Focusing on the top three issues that are causing the most serious problems in tenants neighbourhoods are...



The table below shows the full analysis of the serious problems tenants face in their neighbourhoods. It is interesting to look at these results compared to the results seen in 2006. The number of residents agreeing that there are serious problems in their neighbourhood has dropped for all incidents except litter and rubbish (increased by 1%), and racial harassment (remained unchanged).

Table 3

Serious problems experienced by tenants				
	2004 %	2006 %	2007 %	Variance 2007 - 2006 %
Litter and rubbish	27	23	24	+1
Drug dealing	28	18	13	-5
Vandalism	26	19	12	-7
Dogs	17	14	12	-2
Other crime	19	11	8	-3
Noise from traffic	7	8	6	-2
Noise from people	9	10	7	-3
Problems with neighbours	6	7	6	-1
Graffiti	10	6	5	-1
People causing damage to your home	10	5	3	-2
Racial harassment	2	2	2	0

Litter is regarded as a serious problem by more tenants in the South West (29%) and the North West (27%) than in the South East (21%) or the North East (17%). There are few other differences by area for seriousness of problems.

Anti-social Behaviour (ASB)

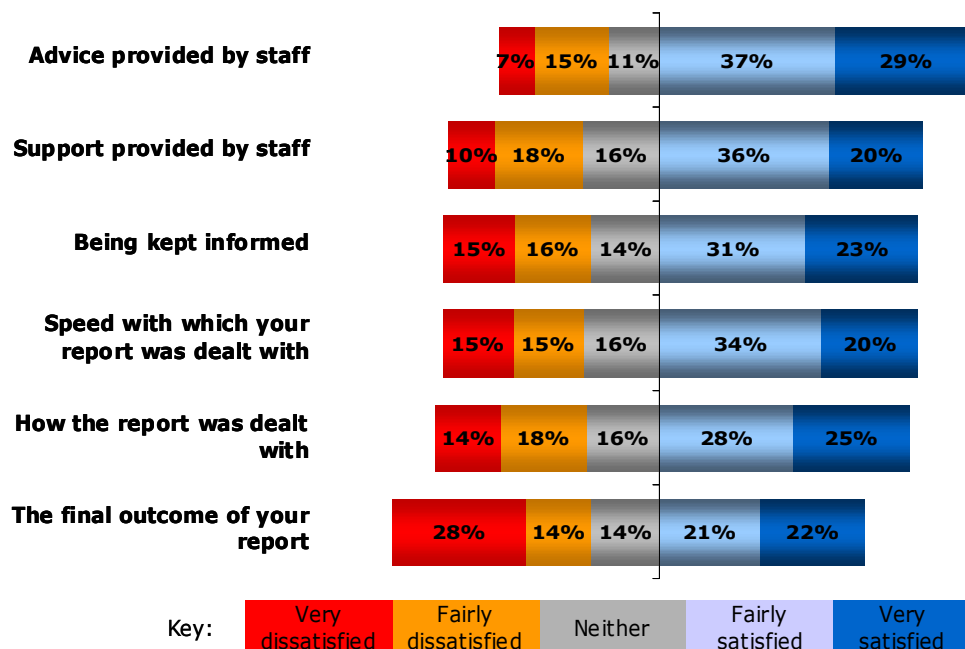
Over a fifth (22%) of tenants have experienced some form of anti-social behaviour in the past twelve months and, of these tenants, almost half (44%) reported an incident to SLHD. This equates to 11% of all tenants having reported ASB to SLHD. The level of ASB across the Borough is consistent being only slightly higher in the South East quadrant (23%) than in South West (22%), North East (22%) and North West (21%).

Those who have been in contact with SLHD in the previous year regarding ASB were asked to rate the service received on three aspects. Almost half (48%) claimed it was easy getting hold of the right person although a third (33%) found it difficult. Staff were generally found to be helpful (72%) although one in seven (14%) of respondents found staff unhelpful. When asked whether staff were able to deal with their problem, half (50%) confirm they were, but 34% felt they were unable to deal with it.

Further to the above, those who reported a case of ASB to SLHD were asked to rate how satisfied or dissatisfied they were with how the report was handled on various aspects:

Figure 4

Satisfaction ratings for reported ASB



As the chart above shows, the advice provided by staff is rated the best aspect of service received when ASB is reported (66% satisfied). The final outcome brought least satisfaction (43%) although this rating is a reflection of tenants’ desired outcome, which may have been unattainable.

6 Overall Satisfaction with The Landlord

Introduction

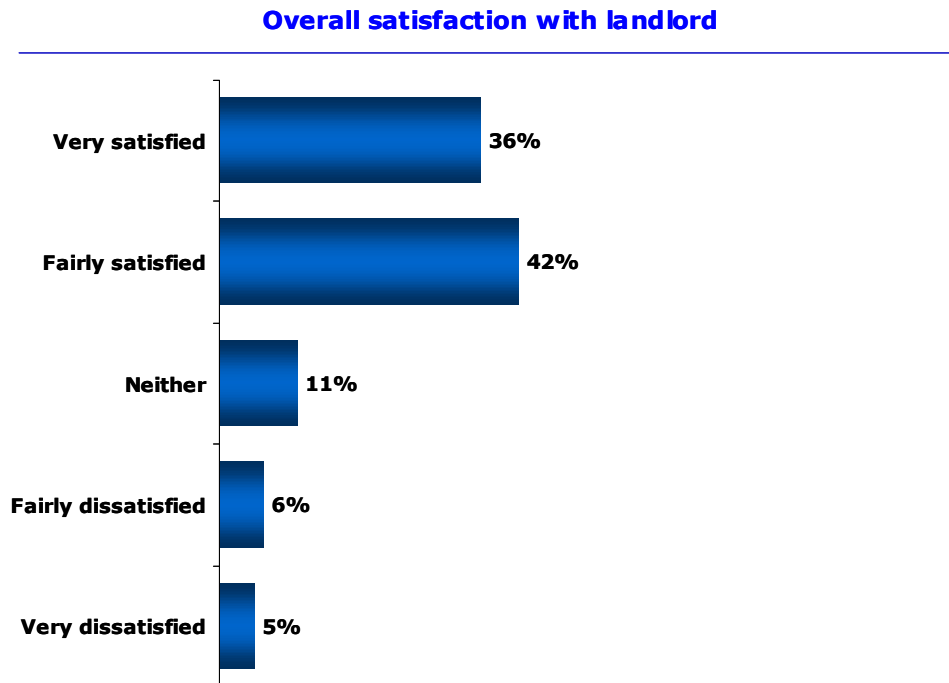
This section presents overall satisfaction with their landlord and looks at some of the drivers of satisfaction amongst tenants.

Overall satisfaction

All tenants were asked taking everything into account how satisfied or dissatisfied they are with the overall service provided by their landlord. Looking at just those who provide a valid response, in total 78% indicated they are satisfied with the overall service contrasting with 11% who are dissatisfied. Comparing this to the results seen in 2006 a 5% point increase can be observed (2006: 73%). Since 2004 where overall satisfaction was recorded as 64%, there has been an increase of 14%. In 2007, over a third (36%) claim to be very satisfied with the service they receive which is markedly higher than the equivalent finding from 2006 (26%). Therefore, as well as the overall proportion satisfied increasing year on year, the strength of satisfaction has also improved.

Amongst white British tenants 78% were satisfied compared with 72% of BME tenants. Compared with 2006, this shows an increase of 10 percentage points for BME tenants and five percentage points for white British tenants.

Figure 5



Comparing SLHD with other Housing Providers using 2006/07 BVPI Satisfaction data we can see that tenants are more satisfied with St Leger compared to the mean for metropolitan authorities and that SLHD are in the top quartile for the metropolitan authorities benchmarked against (21 organisations).

Table 4

TENANTS SATISFIED WITH OVERALL SERVICE PROVIDED BY LANDLORD (BV74a)	
	%
St Leger Homes	78
Unitaries	
Mean	77
Upper Quartile	80
Median	78
Lower Quartile	74
London	
Mean	68
Upper Quartile	73
Median	68
Lower Quartile	64
Metropolitan	
Mean	74
Upper Quartile	77
Median	74
Lower Quartile	72
England	
Mean	73
Upper Quartile	78
Median	74
Lower Quartile	68
Source: 2006/07 BVPI Satisfaction Data	

The following table shows the proportion of sub-groups of tenants who are satisfied overall for 2007 and 2006 (these analyses for 2004 are unavailable). Satisfaction levels are lower amongst the under 60's, households with children and BME tenants. We can also see the clear link between how perceptions regarding value for money and the repairs service all have a bearing on overall satisfaction levels.

Table 5

How satisfied or dissatisfied are you with the overall service provided by your landlord? Percentage satisfied. (All respondents)			
Sample	2006 %	2007 %	Variance 2007 - 2006 %
Age / Family			
16-34	55	55	0
35-59	63	72	+9
60+	81	85	+4
Ethnicity			
BME	62	72	+10
White British	73	78	+5
Quadrant			
North West	79	79	0
North East	73	77	+4
South West	70	79	+9
South East	70	77	+7
Contact with St Leger			
Yes	68	75	+7
No	80	85	+5
Repairs rating			
Satisfied	87	90	+3
Dissatisfied	26	30	+4
VFM rating			
Good value	92	91	-1
Poor value	25	35	+10

Compared with the previous survey, satisfaction has increased greatly for the 35-59 age group, increased by a smaller margin for more elderly tenants, but those aged 16-34 have the lowest overall satisfaction rating (55%) and this has not changed in the last year.

It is encouraging to see that the gap in satisfaction rating between BME and White British tenants has closed, with BME tenants seeing a 10% increase in satisfaction in the last year. By quadrant, the difference in satisfaction levels for BME and White British tenants only shows a sizable gap in the South East quadrant (where over half of BME respondents to this survey reside). In this quadrant 63% of BME respondents are satisfied overall compared with 78% of White British respondents. For the other three quadrants, satisfaction amongst BME respondents is in fact higher than for White British respondents (although BME sample sizes are small in these quadrants).

The above table reveals the importance of repairs to the overall satisfaction rating as those 90% of those satisfied with the repairs service are also satisfied overall. This effect is more exaggerated when examining the proportion who are 'very satisfied' overall – 71% of this group are also 'very satisfied' with the repairs service.

In addition if tenants are not happy with their home this also has a major bearing on overall satisfaction levels. Thus amongst those tenants satisfied with their accommodation, 88% are satisfied with the overall performance of their landlord, with just 5% being dissatisfied. Conversely where tenants are not satisfied with their home just 26% are satisfied with their landlord, whilst 55% are dissatisfied.

Value for money

Building on from the above, respondents were then asked whether their rent represents good or poor value for money. Over three quarters of tenants (77%) think that their rent represents good value for money. Conversely, just 7% thought it represents poor value. In comparison in 2006, 71% thought their rent represented good value for money and 12% believed it was poor, suggesting improving perceptions of the value of the service provided by SLHD. These improvements continued from the increases seen since 2004 (when 56% rated value for money as good).

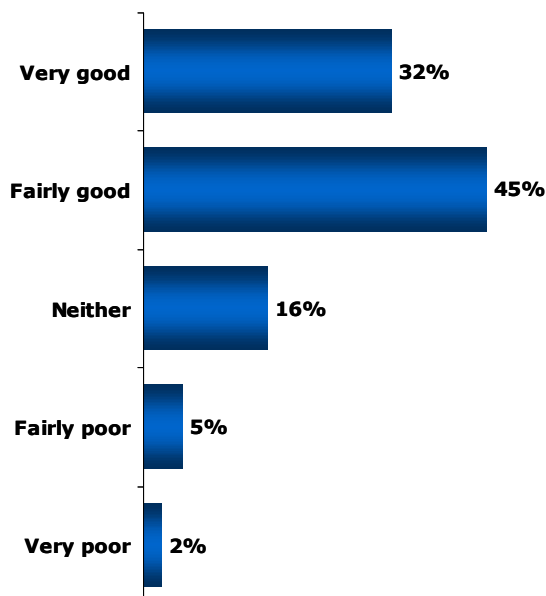
The value for money rating is very similar for BME and White British tenants (75% and 77% respectively).

More tenants living in the North East quadrant believe they receive good value for money than elsewhere (81%). The equivalent figure in the other three quadrants is 75% for the North West, and 76% for South West and South East.

Unsurprisingly, those who have received home improvements in the last year believe they receive better value for money than those who have not (82% and 74% respectively).

Figure 6

Value for money



Three most important services

All tenants were provided with a list of six core services and asked which they considered to be the three most important. This is as follows:

- The most important service is repair and maintenance (cited by 83% of respondents)
- The second important service is the overall quality of their home (67%);

Keeping tenants informed (44%) and offering value for money (43%) are the next most important for tenants.

A full summary of the results is provided below. This table also sets out a comparison with the previous survey conducted in 2006, very little variance can be observed between the two. Compared with 2004, it is evident that value for money has become relatively less important to tenants. However, this may reflect the improved perceived value for money that SLHD now offer tenants (p. 16).

Table 6

Which of the following services do you consider to be the most important	2004 %	2006 %	2007 %	Variance 2007 - 06 %
Repairs and maintenance	83	83	83	0
Overall quality of your home	65	68	67	-1
Keeping tenants informed	43	42	44	+2
Value for money for your rent	53	44	43	-1
Taking tenants' views into account	38	30	31	+1
Involving tenants in the management of their housing	10	7	7	0
Not provided	0	4	5	+1

What services need much improvement?

All tenants were provided with the same list of six core service areas and asked which of these required no improvement, some improvement or much improvement. The responses are provided in the table below.

Table 7

How much do you think each of the following services needs improving (All residents)				
	No improvement needed %	Some improvement needed %	Much improvement needed %	Don't know/not provided %
Overall quality of your home	16%	37%	20%	26%
Taking tenants' views into account	18%	34%	11%	37%
Repairs and maintenance	26%	36%	17%	21%
Value for money for your rent	28%	25%	11%	36%
Keeping tenants informed	33%	28%	8%	30%
Involving tenants in the management of their housing	20%	27%	6%	47%

Compared with 2006, there have been slight reductions in the proportion of tenants who feel that all six areas of service need improving. The quality of homes and the repairs service remain the two aspects of service that tenants feel can be most improved. These are also the two areas of service that are rated as most important (p.18).

7 The Repairs Service

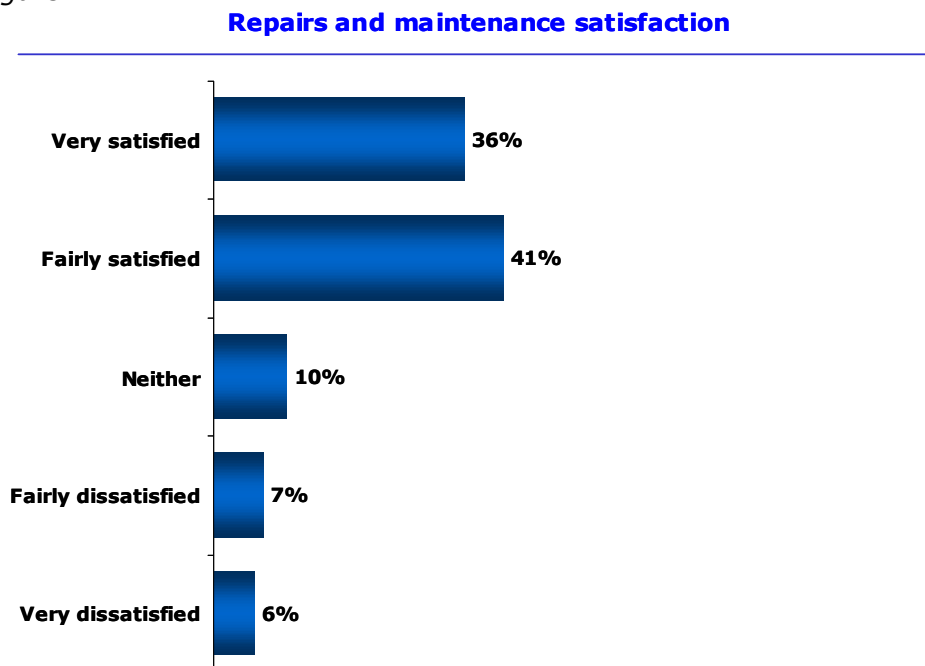
Introduction

This section presents the findings related to the repair service, including satisfaction with the repairs service; numbers of tenants who have had repairs completed in the last year; ratings of this repair and opinions on property improvements needed.

Satisfaction with the repairs service

Regardless of whether tenants have had a repair completed, everyone was asked to indicate their level of satisfaction. Overall, 77% of tenants who gave a valid response to the survey are satisfied with the way in which their landlord deals with repairs and maintenance, whilst only 13% are dissatisfied. Compared with the 2006 survey, satisfaction with the repairs service has increased by six percentage points from 71%. The improvement since 2004 is even greater when 55% were satisfied with the repairs service. It is gratifying for SLHD Repairs Team to note that the proportion giving the 'very satisfied' rating has increased from 28% in 2006 to 36% in the current survey. Given that repairs is rated as the most important service for tenants (p. 18), this perceived improvement in the service since 2004 will be a major contributing factor to the improved overall satisfaction score.

Figure 7



Amongst those who had a repair completed in the last twelve months, overall satisfaction with repairs is 79%. Those who did not request a repair in the last year hold a slightly more positive view of the repairs service than those who received a repair (81% satisfied). The group of tenants who are much less satisfied with the service are those who requested a repair that had not been completed when they filled in the questionnaire. Amongst these 77 respondents, less than half (46%) are satisfied with repairs.

Investigating this further, looking at different resident groups, there are some notable differences:

- Amongst those tenants aged under 34, 49% were satisfied, compared to 70% of 35-64 year olds and 89% of those aged 65 or over. Indeed amongst the youngest age group 30% of such tenants were dissatisfied.
- There are some small differences in opinion of repairs dependent on location within the borough. Those in the North East quadrant are most satisfied (80%) followed by residents of North West (77%), South East (77%) and South West (75%).
- BME tenants are less satisfied than White British tenants although the difference is not great (72% and 77% respectively).

Incidence of Repairs & Views on the Last Repair Completed

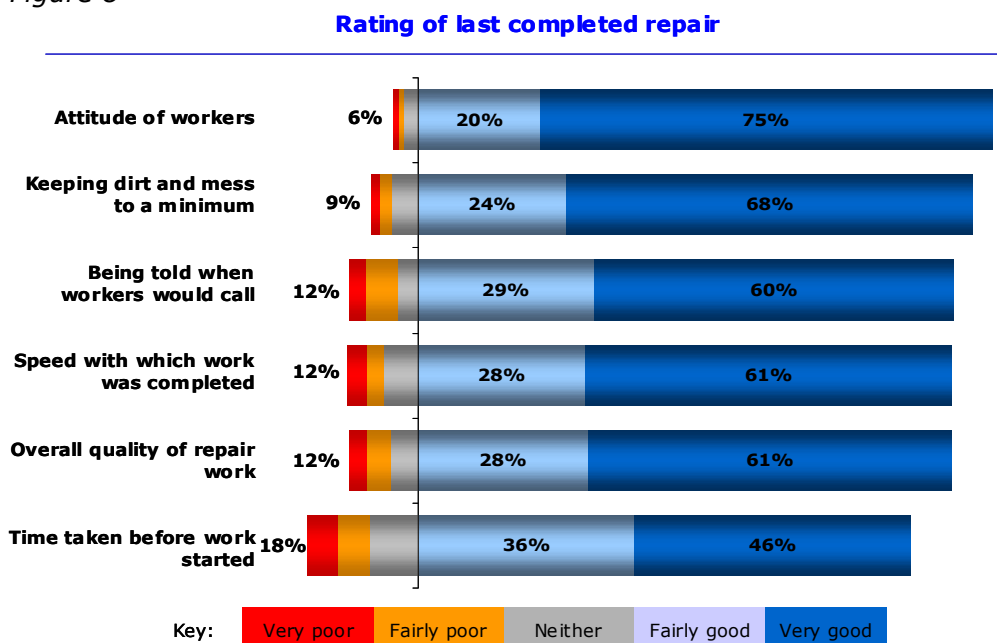
Requesting a repair and incidence

Overall, 72% of all tenants have requested at least one repair to their home at some stage over the past year. This is a similar percentage than was observed in 2006 (71%). In addition 69% of all tenants indicate that they received a repair that was completed.

Views on the Last Repair Completed

Those tenants who have had repairs completed in the past 12 months were then asked to rate a number of aspects of the repairs service that they had experienced. As the chart below shows, of those tenants that have had a repair completed in the past 12 months, tenants rated the attitude and manner of the workers the highest. The time taken before the work was started received the lowest rating amongst tenants and indicates where attention is merited. Despite this the results overall are extremely positive.

Figure 8



Comparing these results to 2006, there have been very few changes in the proportion of tenants rating each aspect of service as good. The sizable increase in satisfaction overall with repairs and maintenance is likely therefore to be driven by improvements elsewhere, and not to these six aspects of service. The following table sets out the detail of the year on year comparisons:

Table 8

Thinking about your last completed repair, how would you rate it in terms of...? (All residents who have had a repair completed in the last 12 months)				
	2004 % good	2006 % good	2007 % good	Variance 2007-2006
Attitude of workers	88	94	94	0
Keeping dirt and mess to a minimum	82	90	91	+1
Being told when workers would call	69	87	88	+1
Speed at which the work was completed	75	87	88	+1
Overall quality of repair work	77	86	88	+2
Time taken before work started	60	80	81	+1
Unweighted sample base: 824				

8 Contact with Their Landlord

Introduction

This section includes details of if, and how, tenants have contacted their landlord and whether they were satisfied with their last contact and through which means they would prefer to be contacted in the future. Tenants were also asked to think about various sources of information, rating how useful they find them in keeping them informed.

Contact in last 12 months

Other than to pay their rent, 58% of tenants claim to have been in contact with SLHD within the last 12 months.

Of further interest is the fact that 68% of tenants who are dissatisfied with the overall service provided by their landlord had been in contact over the course of the year compared to just 56% of tenants who are satisfied with SLHD. Those who make contact with their landlord are more likely to have a query, problem or complaint. In fact overall satisfaction with the service in 2007 is ten percentage points lower for those who contacted SLHD (p. 16).

Method of contact

The vast majority of tenants (89%) who have been in contact with their landlord in the past 12 months **last** contacted them by telephone, whilst only 6% visited the office in person. The propensity to use the telephone to make contact has increased in the last year from 81% which in turn increased from 74% in 2004. Conversely the proportion visiting an office has reduced from 11% to 6%. As in 2006, very few last made contact by email (1%).

Table 9

How did you last contact their landlord? (All tenants who have contacted landlord in the last 12 months)				
	2004 %	2006 %	2007 %	Variance 2007-2006
By telephone	74	81	89	+8
Visited the office	24	11	6	-5
Wrote	1	1	1	0
Email	0	1	1	0
Other	1	1	1	0
Not provided/Don't know	0	1	<1	-1
Unweighted sample base: 699				

Reason for contact

All tenants who had been in contact with their landlord over the past 12 months were asked the reason for that contact, with repairs clearly being the most striking point. It is interesting to note that of the small percentage of contacts made regarding rents and benefits, and transferring home, 30% of both of these were made in person at an office. In contrast 4% of contact about repairs was made in person (with 93% made over the phone).

Table 10

What did you last have contact about? (All tenants who had contacted their landlord in the last 12 months)				
	2004 %	2006 %	2007 %	Variance 2007- 2006
Repairs	73	81	84	+3
Rent or other charges	13	3	3	0
Transfer/exchange/sale	5	2	2	0
Neighbours	3	3	3	0
Positive comment/ compliment	-	-	2	-
Other	7	4	6	+2
Not Provided/Don't know	0	7	2	-5
UNWEIGHTED SAMPLE BASE: 699				

Levels of satisfaction with certain aspects and the final outcome of their contact

Those who have been in contact with SLHD in the previous year were asked to rate the service received on four aspects. The proportion who gave a positive response is shown in the table below along with a comparison with 2006 and 2004 findings:

Table 11

When you last had contact...? (All tenants who had contacted their landlord in the last 12 months)				
	2004 %	2006 %	2007 %	Variance 2007-2006
Getting hold of the person was easy	60	67	74	+7
Staff were helpful	78	85	87	+2
Staff were able to deal with the problem	75	80	80	0
Satisfied with the final outcome	63	65	68	+3
UNWEIGHTED SAMPLE BASE: 699				

Clearly, tenants are finding it easier to get hold of the right person when they contact SLHD. In 2006, 23% claimed they had problems finding the right person to speak with but this has reduced to 15% in 2007.

There have also been minor improvements in the perception of staff helpfulness and satisfaction with the outcome of the contact.

Generally, tenants' appraisal of customer services is more favourable if they have made contact about repairs or rent. When contact is about transfers, neighbours or other issues then ratings are lower reflecting the more challenging nature of these enquiries.

Making complaints

When asked whether they have made a formal complaint within the last 12 months, 13% of residents agreed which equates to 155 respondents.

Those who have lived in their home for over a year but less than 5 years are most likely to have complained (17%). Positively, the level of complaints from new tenants (those resident in their home for less than a year) is lower (7%) than for the overall sample (13%).

Those who have experienced ASB in the last year are twice as likely to have made a complaint in the last year than those who have not (21% & 10% respectively). The lower satisfaction levels that are evident for all key measures amongst those who have experienced ASB combined with the increased frequency of complaints highlights it as a key area for improvement.

The level of complaints from those with a disability or long-term illness is double that of other tenants (16% & 8% respectively). However, this is not reflected in lower satisfaction ratings for any area of service for disabled tenants. The only possible reason evident in the survey data for disabled tenants having greater need to complain is that they have experienced more ASB (25%) compared with other tenants (19%).

All residents who have made a formal complaint in the last 12 months were asked how satisfied or dissatisfied they were with the way their complaint was handled. In all, 49% were satisfied and 38% felt dissatisfied with the outcome. Complaint handling has improved though in the last year as 37% were satisfied with the way their complaint was dealt with in 2006.

9 Participation in decision-making

Introduction

This section looks at tenants’ perceptions of how well they are kept informed by their landlord of things that may affect them, the opportunities for participation in management and decision-making, how much account is taken of their views when decisions are made and, finally, it aims to understand the level at which tenants would like to be involved in improvements to services.

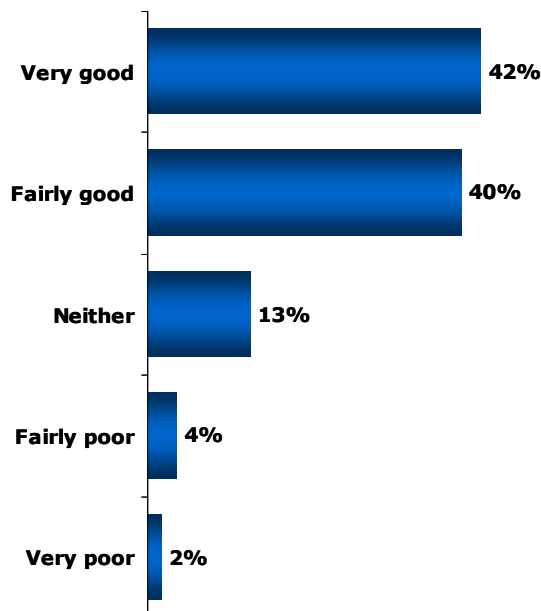
Keeping tenants informed

Tenants were asked to think about how their landlord informs them about things that may affect them as a resident and whether they felt that this was good enough. In all, 82% of tenants feel they are kept well informed (compared to 76% in 2006 and 63% in 2004) and 42% believe that SLHD is ‘very good’ at keeping them informed. Only 5% rate the way they are informed as poor.

This figure of 82% drops somewhat to 67% of 16-34 year olds and 64% of 35-44 year olds. Conversely 90% of those aged 60 or over believe SLHD are good at keeping them informed. Positive opinion amongst BME tenants (74%) is lower than for White British tenants (82%) with 10% of BME residents rating SLHD as poor in this regard (compared to 5% of their White British counterparts).

Figure 9

Keeping tenants informed

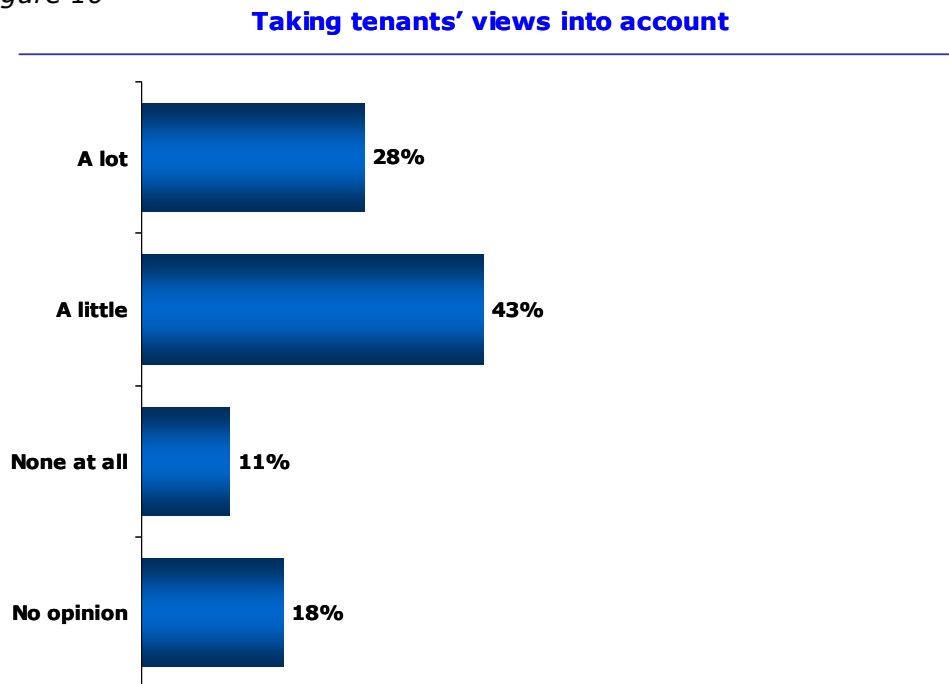


How much account do tenants feel their landlord takes?

Many tenants (71%) feel that their landlord takes into account the view of tenants when making decisions either a lot or a little. About one in ten (11%) feel that tenants' views are not considered at all, but a further 18% indicate they hold no opinion on this matter. At the previous survey 63% indicated they felt their views were taken into account, therefore the 2007 findings show a marked improvement.

The age range who feel that tenants views are least considered are 35-44 year olds (59%) whilst those aged between 60 and 74 are happiest in this regard (77%). Interestingly perceived influence of opinions falls for those aged 75 or over (69%) compared with the 60-74 group.

Figure 10



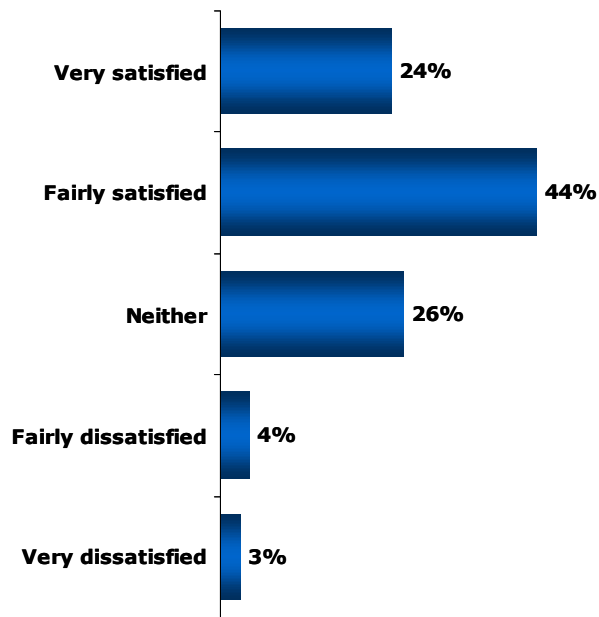
Satisfaction with Opportunities for Participation

Tenants were asked to describe their satisfaction with the opportunities to get involved in the management and decision-making of their landlord. A large proportion (21%) of all survey respondents either indicate they have no opinion or do not answer the question. Of those that did provide a valid response to the question, 68% indicate they are satisfied with opportunities to participate. This is an improvement on the equivalent figures recorded in 2006 (61%) and 2004 (45%). A small proportion (7%) are dissatisfied with the opportunities made to them with a quarter (26%) giving the equivocal response.

The satisfaction rates for BME and non-BME tenants were 63% and 68% respectively compared to 68% of all tenants.

Figure 11

Satisfaction with opportunities to participate



Comparing St Leger with other Councils we can see that tenant’s levels of satisfaction with opportunities for participation in management and decision making are above the mean for metropolitan authorities and just fall into the upper quartile using 2006/07 benchmarking information.

Table 12

TENANTS SATISFIED WITH OPPORTUNITIES FOR MANAGEMENT AND DECISION MAKING (BV75a)	
	%
St Leger Homes	68
District	
Mean	65
Upper Quartile	69
Median	63
Lower Quartile	61
London	
Mean	57
Upper Quartile	62
Median	56
Lower Quartile	53
Metropolitan	
Mean	63
Upper Quartile	68
Median	64
Lower Quartile	59
England	
Mean	61
Upper Quartile	67
Median	61
Lower Quartile	56
Source: 2006/07 BVPI Satisfaction Data	

Tenant Compacts

Overall 45% of tenants had heard of tenant compacts, although this level of awareness is lower for the 16-44 group (28%). Those aged 55-64 show highest awareness (59%) although awareness is slightly lower than this for those aged 65 or over (49%). The number of tenants aware of

tenant compacts has increased significantly since 2006 when 36% claimed to have heard of them.

Tenants who have heard of Tenant Participation Compacts were asked how satisfied or dissatisfied they are with their locally agreed Tenant Participation Compact. Of those that gave a response, 73% were satisfied with their tenant compact. Over a fifth (22%) of those aware of the compact did not rate it for satisfaction presumably as, although they had heard of it, they do not have enough knowledge of it to form an opinion.

10 Respondent Profile

Introduction

The survey gathered a range of profile information from tenants. This information is important in order to understand the context in which the results have been produced. This section of the report will outline the key profile information that was gathered from all tenants. It also provides key information about the households including length of residency, household composition and the prevalence of long standing illnesses, disability or infirmity.

Table 13

Percentage (%) of All Tenants (non-response and don't know figures have not been included in this table)	
	Tenants %
Age	
16-44	18
45-64	27
65-74	18
75+	25
Economic Status Of Respondent	
Employed	14
Unemployed looking for work	4
Retired	37
Permanently Sick / Disabled	17
Looking after family/home	9
Education/ training	1
Reliance on benefits and Benefits	
Wholly rely on state benefits / pensions	50
How long been a tenant	
Under 2 years	14
Over 20 years	37
How long lived in this home?	
Under 2 years	18
Over 20 years	21

Table 14

Percentage of Tenants	
	Tenants %
Household Composition	
One adult aged under 60	15
One adult aged over 60	39
Two adults both under 60	9
Two adults and at least one over 60	14
Three or more adults 16 or over	5
1 parent family with children at least one under 16	8
2 parent family with children at one under 16	7
Ethnicity	
White British	96
White Irish	<1
White Other	<1
Ethnic Minorities	2
Anyone in the household have a long standing illness, disability or infirmity	
Yes	57
Does anyone in the household have a wheelchair?	
Yes	13

11 Appendix 1: Questionnaire

(begins on following page)



**ST. LEGER HOMES OF DONCASTER
CUSTOMER SATISFACTION QUESTIONNAIRE
TENANTS' SURVEY**

INFORMATION ABOUT YOUR HOUSEHOLD

Q1. How long have you/your household been a tenant of the Council/ St. Leger Homes?
PLEASE TICK ✓ ONE BOX ONLY

Under 1 year	1-2 years	3-5 years	6-10 years	11-20 years	21+ years	Don't know /can't recall
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q2. How long have you/your household lived in this home?
PLEASE TICK ✓ ONE BOX ONLY

Under 1 year	1-2 years	3-5 years	6-10 years	11-20 years	21+ years	Don't know /can't recall
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q3. How many people usually live here in total? **PLEASE WRITE NUMBER IN BOX**

<input style="width: 40px; height: 20px;" type="text"/>

Q4. How many people living in your household are aged under 16?
PLEASE WRITE NUMBER IN BOX *Please enter "0" if none in household*

<input style="width: 40px; height: 20px;" type="text"/>

Q5. How many people living in your household are aged 60 or over?
PLEASE WRITE NUMBER IN BOX *Please enter "0" if none in household*

<input style="width: 40px; height: 20px;" type="text"/>

Q6. How would you describe the make up of your household? **PLEASE TICK ✓ ONE BOX**

One adult under 60	<input type="checkbox"/> 1
One adult aged 60 or over	<input type="checkbox"/> 2
Two adults both under 60	<input type="checkbox"/> 3
Two adults, at least one 60 or over	<input type="checkbox"/> 4
Three or more adults, 16 or over	<input type="checkbox"/> 5
1-parent family with child/ren, at least one under 16	<input type="checkbox"/> 6
2-parent family with child/ren, at least one under 16	<input type="checkbox"/> 7
Other	<input type="checkbox"/> 8

Q7. To which of these groups do you consider you belong? **PLEASE TICK ✓ ONE BOX ONLY**

White	British	<input type="checkbox"/> 1	Irish	<input type="checkbox"/> 2
			Any other White background (please write in)	<input type="checkbox"/> 3
Mixed	White and Black Caribbean	<input type="checkbox"/> 4	White and Black African	<input type="checkbox"/> 5
	White and Asian	<input type="checkbox"/> 6	Any other mixed background (please write in)	<input type="checkbox"/> 7
Asian or Asian British	Indian	<input type="checkbox"/> 8	Pakistani	<input type="checkbox"/> 9
	Bangladeshi	<input type="checkbox"/> 10	Any other Asian background (please write in).....	<input type="checkbox"/> 11
Black or Black British	Caribbean	<input type="checkbox"/> 12	African	<input type="checkbox"/> 13
			Any other Black background (please write in)	<input type="checkbox"/> 14
Chinese or Other	Chinese	<input type="checkbox"/> 15	Other (please write in)	<input type="checkbox"/> 16

Q8. Do you or anyone in your household have a longstanding illness, disability or infirmity? "Longstanding" means anything that has troubled you over a period of time or that is likely to affect you over a period of time. **PLEASE TICK ✓ ONE BOX ONLY**

Yes 1 **GO TO Q9** No 2 **GO TO Q10** Can't remember 3 **GO TO Q10**

Q9. If anyone in your household has such an illness or disability does this limit their activities in any way? **PLEASE TICK ✓ ONE BOX ONLY**

Yes 1 No 2

Q10. Does anyone in your household use a wheelchair? **PLEASE TICK ✓ ONE BOX ONLY**

Yes 1 No 2

INFORMATION ABOUT YOUR HOUSING & NEIGHBOURHOOD

Q11. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? **PLEASE TICK ✓ ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q12. Taking into account your home and the services your landlord provides, do you think that the rent / service charge for this property represents good or poor value for money? **PLEASE TICK ✓ ONE BOX ONLY**

Very good value	Fairly good value	Neither good nor poor value	Fairly poor value	Very poor value
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q13. Overall, how satisfied or dissatisfied are you with your accommodation? **PLEASE TICK ✓ ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q14. Do you think the number of rooms in your home is...? **PLEASE TICK ✓ ONE BOX ONLY**

Too few	<input type="checkbox"/> 1	Too many	<input type="checkbox"/> 2	About right	<input type="checkbox"/> 3
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Q15. How would you describe the general condition of your property?
PLEASE TICK ✓ ONE BOX ONLY

Very good condition	Fairly good condition	Neither good nor poor condition	Fairly poor condition	Very poor condition
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live?
PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q17. Do you think that each of these is not a problem, a slight problem or a serious problem in your neighbourhood? **PLEASE TICK ✓ ONE BOX ONLY FOR EACH OF THE FOLLOWING**

	Not a problem	Slight problem	Serious problem
a) Vandalism	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b) Graffiti	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c) Dogs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d) Litter and rubbish in the street	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e) Problems with neighbours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f) Racial harassment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g) Noise from people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h) Noise from traffic	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
i) Drug dealing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
j) People causing damage to your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
k) Other crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

CONTACT WITH YOUR LANDLORD

Q18. Have you been in contact with your landlord in the last 12 months (other than to pay your rent)?
PLEASE TICK ✓ ONE BOX ONLY

Yes	<input type="checkbox"/> 1 GO TO Q19
No	<input type="checkbox"/> 2 GO TO Q27
Can't remember	<input type="checkbox"/> 3 GO TO Q27

ONLY ANSWER Q19 TO Q26 IF YOU ANSWERED "YES" TO Q18

Q19. How did you last contact your landlord? **PLEASE TICK ✓ ONE BOX ONLY**

Phoned	<input type="checkbox"/> 1	Email	<input type="checkbox"/> 4
Visited office	<input type="checkbox"/> 2	Other	<input type="checkbox"/> 5
Wrote	<input type="checkbox"/> 3	Can't remember	<input type="checkbox"/> 6

Q20. What did you last have contact about? **PLEASE TICK ✓ ONE BOX ONLY**

Repairs	<input type="checkbox"/> 1	Neighbours	<input type="checkbox"/> 5
Positive comment/compliment about service/work	<input type="checkbox"/> 2	Other	<input type="checkbox"/> 6
Rent/housing benefit	<input type="checkbox"/> 3	Can't remember	<input type="checkbox"/> 7
Transfer/exchange	<input type="checkbox"/> 4		

Q21. When you last had contact, was getting hold of the right person....?
PLEASE TICK ✓ ONE BOX ONLY

Easy	Difficult	Neither	Can't remember
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q22. Did you find the staff ...? **PLEASE TICK ✓ ONE BOX ONLY**

Helpful	Unhelpful	Neither	Can't remember
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q23. And were they ...? **PLEASE TICK ✓ ONE BOX ONLY**

Able to deal with your problem	Unable to deal with your problem	Neither	Can't remember
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q24. Were you satisfied or dissatisfied with the final outcome? **PLEASE TICK ✓ ONE BOX ONLY**

Satisfied	Dissatisfied	Neither	Can't remember
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q25. Have you made a formal complaint within the last 12 months? **PLEASE TICK ✓ ONE BOX ONLY**

Yes	<input type="checkbox"/> 1 GO TO Q26
No	<input type="checkbox"/> 2 GO TO Q27
Can't remember	<input type="checkbox"/> 3 GO TO Q27

Q26. How satisfied or dissatisfied were you with the way your complaint was handled?
PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

YOUR REPAIRS SERVICE

Q27. Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?
PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q28. Have you requested any repairs to your home in the last 12 months?
PLEASE TICK ✓ ONE BOX ONLY

Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	Can't remember	<input type="checkbox"/> 3
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Q29. Have you had any repairs completed in the last 12 months? **PLEASE TICK ✓ ONE BOX ONLY**

Yes	<input type="checkbox"/> 1 GO TO Q30
No	<input type="checkbox"/> 2 GO TO Q31
Can't remember	<input type="checkbox"/> 3 GO TO Q31

ONLY ANSWER Q30 IF YOU ANSWERED "YES" TO Q29

Q30. Thinking about your last completed repair, how would you rate it in terms of...?
PLEASE TICK ✓ ONE BOX FOR EACH OF THE FOLLOWING

		Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	No opinion
a)	Being told when workers would call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b)	Time taken before work started	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c)	Speed with which work was completed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d)	Attitude of workers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e)	Overall quality of repair work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f)	Keeping dirt and mess to a minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q31. Have you had any improvements made to your home within the last 12 months?
PLEASE TICK ✓ ONE BOX ONLY

Yes 1 No 2 Can't remember 3

COMMUNICATING WITH YOUR LANDLORD

Q32. Generally, how good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant? **PLEASE TICK ✓ ONE BOX ONLY**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q33. How much account do you feel your landlord takes of tenants' views when making decisions? **PLEASE TICK ✓ ONE BOX ONLY**

A lot 1 A little 2 None at all 3 No opinion 4

Q34. Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?
PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q35. Have you heard of Tenant Participation Compacts – agreements between local councils and their tenants – which set out how tenants can be involved in shaping local decisions about housing?
PLEASE TICK ✓ ONE BOX ONLY

Yes 1 CONTINUE No 2 GO TO Q37

ONLY ANSWER Q36 IF YOU ANSWERED “YES” TO Q35

Q36. How satisfied or dissatisfied are you with your Tenant Participation Compact?
PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

IMPROVING SERVICES

Q37. Of the following services, which do you consider to be the **three** most important?
PLEASE TICK ✓ NO MORE THAN THREE BOXES

a) Keeping tenants informed	<input type="checkbox"/> 1
b) Overall quality of your home	<input type="checkbox"/> 2
c) Taking tenants' views into account	<input type="checkbox"/> 3
d) Repairs and maintenance	<input type="checkbox"/> 4
e) Involving tenants in the management of their housing	<input type="checkbox"/> 5
f) Value for money for your rent	<input type="checkbox"/> 6

Q38. How much do you think each of the following services needs improving?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH OF THE FOLLOWING

	No improvement needed	Some improvement needed	Much improvement needed	No opinion
a) Keeping tenants informed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) Overall quality of your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c) Taking tenants' views into account	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d) Repairs and maintenance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e) Involving tenants in the management of their housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f) Value for money for your rent	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

ANTI-SOCIAL BEHAVIOUR

Q39. Have you experienced any anti-social behaviour in the past 12 months?
PLEASE TICK ✓ ONE BOX ONLY

Yes 1 No 2 Don't know 3

Q40. Have you reported any anti-social behaviour to St Leger Homes in the past 12 months?
PLEASE TICK ✓ ONE BOX ONLY

Yes 1 **CONTINUE** No 2 **GO TO Q45**

ONLY ANSWER Q41-Q44 IF YOU ANSWERED “YES” TO Q40

Q41. When you last had contact, was getting hold of the right person....?
PLEASE TICK ✓ ONE BOX ONLY

Easy	Difficult	Neither	Can't remember
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q42. Did you find the staff ...? **PLEASE TICK ✓ ONE BOX ONLY**

Helpful	Unhelpful	Neither	Can't remember
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q43. And were they ...? **PLEASE TICK ✓ ONE BOX ONLY**

Able to deal with your problem	Unable to deal with your problem	Neither	Can't remember
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q44. How satisfied or dissatisfied were you with the following aspects of how your report of anti-social behaviour was handled?
PLEASE TICK ✓ ONE BOX FOR EACH OF THE FOLLOWING

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a) Advice provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Being kept informed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Support provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) How the report was dealt with	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) Speed with which your report was dealt with	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) The final outcome of your report	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

ANY OTHER COMMENTS

Q45. Is there anything else you would like to say about your home and/or the services your landlord provides? **PLEASE WRITE IN BELOW**

BACKGROUND INFORMATION

Q46. Which of these are you? **PLEASE TICK ✓ ONE BOX ONLY**

Tenant of this home	<input type="checkbox"/> 1
Tenants partner/spouse	<input type="checkbox"/> 2
Other household member	<input type="checkbox"/> 3

Q47. Please indicate your age **PLEASE TICK ✓ ONE BOX ONLY FOR EACH**

AGE	TENANT	PARTNER/ SPOUSE
16-24	<input type="checkbox"/> 1	<input type="checkbox"/> 1
25-34	<input type="checkbox"/> 2	<input type="checkbox"/> 2
35-44	<input type="checkbox"/> 3	<input type="checkbox"/> 3
45-54	<input type="checkbox"/> 4	<input type="checkbox"/> 4
55-59	<input type="checkbox"/> 5	<input type="checkbox"/> 5
60-64	<input type="checkbox"/> 6	<input type="checkbox"/> 6
65-74	<input type="checkbox"/> 7	<input type="checkbox"/> 7
75-84	<input type="checkbox"/> 8	<input type="checkbox"/> 8
85+	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Not applicable		<input type="checkbox"/> 10

Q48. Please indicate your gender **PLEASE TICK ✓ ONE BOX ONLY FOR EACH**

GENDER	TENANT	PARTNER/ SPOUSE
Male	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Female	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Not applicable		<input type="checkbox"/> 3

Q49. Please indicate your (and your partner if applicable) current employment status

PLEASE TICK ✓ ONE BOX FOR YOURSELF AND ANOTHER (IF APPLICABLE) FOR YOUR PARTNER

WORK STATUS	TENANT	PARTNER/ SPOUSE
Employee in full time job (30 hours or more per week)	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Employee in part time job (less than 30 hours per week)	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Self employed – full time or part time	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Government supported training	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Unemployed and available for work	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Wholly retired from work	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Full time education at school, college or university	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Looking after family/ home	<input type="checkbox"/> 8	<input type="checkbox"/> 8
Permanently sick/ disabled	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Doing something else	<input type="checkbox"/> 10	<input type="checkbox"/> 10
Not applicable		<input type="checkbox"/> 11

Q50. What kinds of income do you (and your partner) receive?
PLEASE TICK ✓ AS MANY BOXES AS APPLY

Earnings from employment or self-employment	<input type="checkbox"/> 1	Disabled Living Allowance / Attendance Allowance	<input type="checkbox"/> 8
Pension from a former employer	<input type="checkbox"/> 2	Other state benefits	<input type="checkbox"/> 9
State pension	<input type="checkbox"/> 3	Interest from savings, etc.	<input type="checkbox"/> 10
Pension tax credit	<input type="checkbox"/> 4	Other kinds of regular allowance from outside the household	<input type="checkbox"/> 11
Child benefit	<input type="checkbox"/> 5	Working family tax credit	<input type="checkbox"/> 12
Job Seeker's Allowance	<input type="checkbox"/> 6	Child tax credit	<input type="checkbox"/> 13
Income support	<input type="checkbox"/> 7	Other sources	<input type="checkbox"/> 14

Q51. Which group represents you (and your partner's) total net income from all these sources after deductions for income tax and national insurance? **IF UNSURE, PLEASE ESTIMATE** **TICK ✓ ONE BOX ONLY**

WEEKLY	OR	ANNUALLY	
Under £60		Less than £3,120	<input type="checkbox"/> 1
£60-£99		£3,120-£5,199	<input type="checkbox"/> 2
£100-£159		£5,200-£8,319	<input type="checkbox"/> 3
£160-£199		£8,320-£10,399	<input type="checkbox"/> 4
£200-£299		£10,400-£15,599	<input type="checkbox"/> 5
£300-£399		£15,600-£20,799	<input type="checkbox"/> 6
£400-£499		£20,800-£25,999	<input type="checkbox"/> 7
£500 or more		£26,000 or more	<input type="checkbox"/> 8

Q52. Which of these statements best describes your (and your partner's) income?
PLEASE TICK ✓ ONE BOX ONLY

Wholly from state benefits/state pensions	<input type="checkbox"/> 1
Partly from state benefits/state pensions	<input type="checkbox"/> 2
No state benefits/state pensions (apart from child benefit)	<input type="checkbox"/> 3

Q53. Does your household currently receive housing benefit (either paid to you or directly to your landlord)?
PLEASE TICK ✓ ONE BOX ONLY

Yes 1 No 2 Don't know 3

Q54. Does housing benefit pay for all the rent or just part of it? **PLEASE TICK ✓ ONE BOX ONLY**

All	Part	Don't know	Don't receive housing benefit
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q55. Would you be willing to take part in further consultation exercises?
 If you wish to be involved further please enter your contact details at Q56 on the next page.

Yes 1 **PLEASE SIGN BELOW THAT YOU AGREE TO THIS**
 No 2

Signature:

Q56.

If you wish to be entered into the prize draw to win your choice of £250 of shopping vouchers, a television, or a weekend away to the value of £250 please confirm your name and a contact number or address below so that St. Leger Homes can contact you if you are a winner. Winners will be drawn at random from the completed and returned questionnaires.

Name:

Telephone Number:

Address:

Thank you for taking the time to complete this questionnaire. Please return it as requested in the pre-paid envelope provided by **17 December 2007**.

**St. Leger Homes, First Floor, St Leger Court,
White Rose Way, Doncaster DN4 5ND**

Translation Available

ترجمة موجود است

अनुवाद उपलब्ध है

Çeviri mümkün

الترجمة متوفرة

可提供翻译

نیمه نامادہ بین کہ نوسراوہ کانی نیوہ ودریکیرین

Tradução Disponível

ترجمہ دستیاب ہے

Përkthimi në dispozicion

可提供翻譯

Traduction Disponible

Доступен (Есть) перевод

অনুবাদের ব্যবস্থা রয়েছে।

This information is also available in Large Print, Audio Tape and Braille.