



STAR Customer Satisfaction Survey 2017



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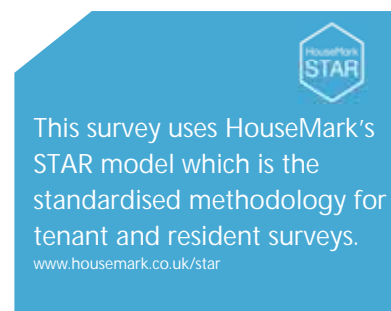


1. Introduction

Background

This report details the results of Lancaster City Council's 2017 STAR customer satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants and leaseholders to have their say about their home, the services they receive, and how these could be improved in the future.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2015 STAR survey, including tests to check if any of the changes are *statistically significant*.



About the survey

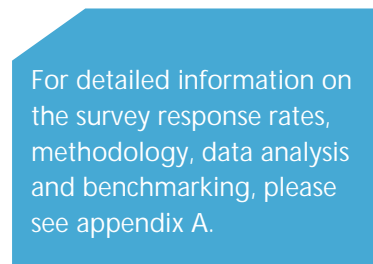
The survey was carried out between October and December 2017. Paper self completion questionnaires were distributed to a sample of 2,010 tenant households and all 153 leaseholder households. This was followed by two further reminders to non respondents, both being a full replacement copy of the questionnaire, A free prize draw was used to encourage the response rate. The survey was also available for completion online for all customers (17 did so).

In total 848 tenants took part in the survey, which represented a 42% response rate (error margin +/- 3.0), which was much higher than the 30% achieved in 2015. This response rates exceeded the stipulated STAR target error margin. In addition, 45 leaseholders took part, which was a 29% response rate (error margin +/- 12.3).

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.





2. Executive summary

Bench mark	2015 result	change over time	2017 result	
86%	84%	↑	86%	satisfaction overall
84%	87%	↓	84%	quality of home
83%	87%	↑	88%	value for money of rent
73%	75%	↑	79%	value for money of service charge
64%	69%	↑	70%	listens to views and acts on them
78%	83%	↓	77%	being kept informed
82%	81%	↑	82%	enquiries generally
79%	82%	↓	76%	repairs & maintenance overall
83%	87%	↓	83%	last repair
87%	80%	↑	84%	neighbourhood as a place to live

significantly better
 no significant difference
 significantly worse

Overall satisfaction

1. The Lancaster City Council resident satisfaction survey results in 2017 were somewhat mixed, as whilst overall satisfaction had crept up to 86%, in line with the average for similar landlords, there had also been some statistically significant decreases in a number of questions linked to repairs and property maintenance.
2. The overall satisfaction score had continued to rise since 2013 (83%) and 2015 (84%), with only 8% of residents dissatisfied, which is down from 10% reported in 2015. In addition, it was pleasing to see that 78% of tenants agreed that the Council's reputation was good, up from 70% who said the same in 2015 (section 3).
3. The core questions where satisfaction had significantly decreased were the overall quality of the home (section 4), being kept informed (section 6) and the repairs and maintenance service overall (section 5). In addition, satisfaction with the last completed repair was down significantly in comparison to 2015.
4. Leaseholders were less satisfied overall (58% satisfied), with satisfaction amongst this group falling from 67%. Indeed, more than a quarter of all leaseholders in the current sample were dissatisfied overall (29%, section 12).
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four key drivers for tenants are listed below:
 - Listening and acting upon views (70% satisfied, section 6)
 - Repairs and maintenance overall (76%, section 5)
 - Value for money for rent (88%, section 4)
 - Enquiries generally (82%, section 7).

1 Repairs and maintenance

6. The repairs and maintenance services was considered to be the most important aspect of service provision for tenants, as well as emerging as a key driver of satisfaction overall (section 3). It is therefore disappointing to find satisfaction has decreased with this aspect of the service (76%, down from 82%) with the difference enough to be considered statistically significant at the 95% confidence level. As a consequence, Lancaster's result is now just below the level expected with a benchmark median of 79% (section 5).
7. A further set of detailed questions on the last completed repair revealed that, where previous data is available, satisfaction had fallen in all but one area, and significantly so for four aspects of the service including doing repairs 'right first time' (78% v 85%) and the overall quality of the work (84% v 88%). In addition, workers doing the job that tenants expected them too was a very strong 'key driver' of repairs satisfaction.
8. However, when compared to other similar landlords most of the results were still in line with the equivalent median levels, with Lancaster typically appearing in the second quartile.

The home

9. Around four out of five respondents were satisfied with the headline score for the quality of the home (84%), which is three points less than that achieved in 2015, a significant decrease. The fact that this decrease in satisfaction occurred in tandem with the decrease in repairs satisfaction is probably not coincidental. At the opposite end of the scale 11% were dissatisfied. Lancaster's score therefore has fallen into the third quartile with the result equal to the benchmark median for other landlords (section 4).
10. Tenants in South Lancaster were significantly more satisfied with the quality of their homes (87%) whereas satisfaction significantly lower than average in North Lancaster (81%)

Engaging with customers

11. Listening and acting upon views was the primary key driver of overall satisfaction for tenants and was still a priority for a quarter of respondents (section 3). This score had barely changed since 2015, with 70% being satisfied this year (was 69%), compared to 11% dissatisfied. Being largely unchanged, this result remained well above the benchmark median of 64% for similar landlords (section 6).
12. Moving on to consider what residents thought of the level of information they received, it was disappointing to find the result was significantly worse than that achieved in 2015 (77%, was 83% positive). As a consequence of this fall, the result is now just below the benchmark median of 78% with Lancaster appearing in the third quartile of providers.

Customer services

13. The customer service experience was clearly central to tenants' perceptions of Lancaster CC as a whole, so much so that satisfaction with how enquiries are dealt with generally was a key driver of satisfaction overall (section 3). As such, it was very positive to find the vast majority of tenants were satisfied with this (82%), including over a third that were 'very satisfied'. Although around one in ten were dissatisfied (9%), satisfaction overall is at the level expected of other similar landlords (benchmark median 82%, section 7).
14. The ratings provided by leaseholders were predictably lower than for tenants with two thirds satisfied with how enquiries are dealt with generally (65%) although satisfaction was still above average when compared to similar landlords (benchmark median 60%, section 12).
15. Unfortunately, there was a significant five-point decrease reported for the helpfulness of staff (77%, was 82%), with the proportion who found staff to be unhelpful increasing slightly (11%, was 7%). Similarly, there had been an 11% fall in the proportion of tenants that were 'very' satisfied with the ability of staff to deal with queries, although 80% were still broadly favourable. As most calls will be on the topic of repairs, this is likely to be linked to the fall in repairs satisfaction overall (section 5).

Value for money

16. Satisfaction with the value for money for rent was a key driver for the current sample, so it was positive to find satisfaction had improved slightly since 2015 (88%, was 87%). Nearly half of those who responded were now 'very satisfied' with their rent (48%) with the result well above the benchmark median of 83% (section 4).
17. Satisfaction with the value for money for service charge was slightly lower, with eight out of ten satisfied (79%), nine points less than the equivalent score for rent. Nevertheless, service charge value for money remains one area where the Council compare favourably with other landlords (median 73%). Furthermore, the service charge value for money score had also improved a little since 2015 from 75% to 79%.

Neighbourhood and estate services

18. It was pleasing to find a significant increase in satisfaction amongst tenants with their neighbourhood as a place to live (84%, up from 80%), albeit only at the 90% confidence level. On the opposite end of the scale only 10% were dissatisfied (section 9).
19. Around two thirds of respondents (64%) were satisfied with the cleaning of internal communal areas, however a fifth (19%) were dissatisfied. Slightly fewer respondents were satisfied with the equivalent external service (57%), with slightly more dissatisfied (23%, section 10). Furthermore, both were rated below the level expected, with satisfaction with the latter falling significantly since 2015 (was 66%).
20. Around seven out of ten respondents were satisfied with the grounds maintenance service (69%), however a fifth were dissatisfied with this aspect of estate service (20%), including one in ten who were 'very dissatisfied' (10%). Despite this being another service where Lancaster compares favourably to its peers with a benchmark median of 69%, satisfaction had again fallen significantly since 2015 (was 77%).
21. Dealing with ASB also remains one of the three most important aspects of Lancaster's services for a third of the sample (31%, section 3). Around two thirds of the sample were satisfied with the way the Council deals with ASB, a fifth (18%) were ambivalent, and 16% were dissatisfied. This was entirely consistent with the typical score received by other housing providers, and was almost identical to the pattern of responses seen two years ago (section 11).
22. Those who said made an ASB report were then asked about their experience when doing so, and when compared against the previous survey findings, the Council's latest results are slightly better, and are consequently now above the comparative median values. As such, slightly more were satisfied with the final outcome (40%, up from 34%), although 41% of those who reported an incident of ASB were still actively dissatisfied.



3. Services overall



- 1. Listening to views & acting on them
 - 2. Repairs and maintenance
 - 3. Rent VFM
 - 4. Dealing with enquiries
- were the **key drivers** that best predicted



Satisfaction increased significantly with age



Morecambe was significantly less satisfied than average



South Lancaster was the most satisfied overall



Tenants who had made contact in the last year were less satisfied than average



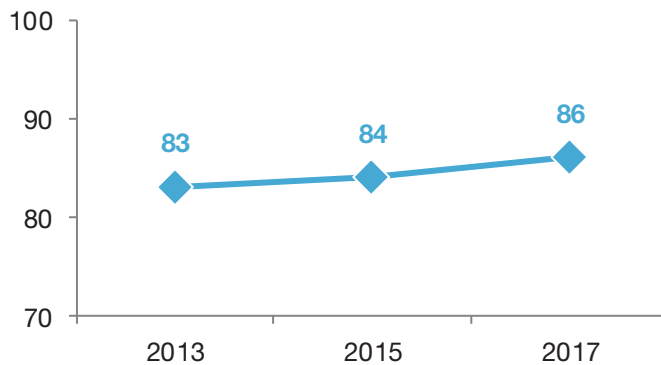
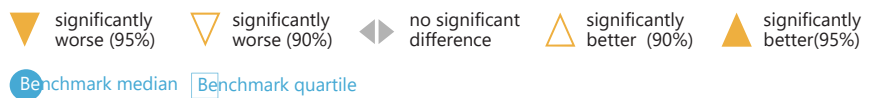
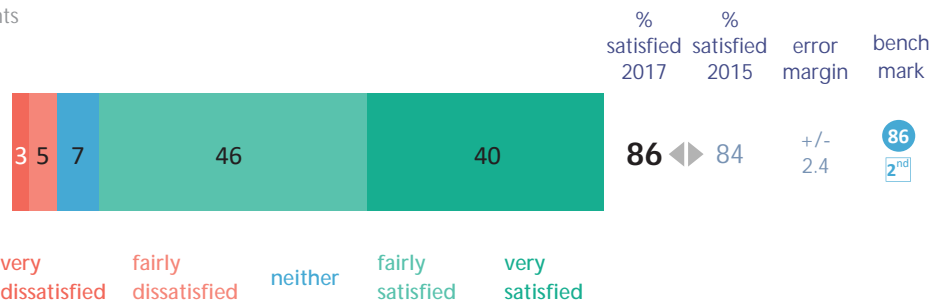
Experience of ASB had a strong relationship with satisfaction

3. Services overall

3.1 Overall satisfaction

% Base 834 | Excludes non respondents

Overall service provided by the Council as your landlord



The Lancaster City Council resident satisfaction survey results in 2017 were somewhat mixed, as whilst overall satisfaction had crept up to 86%, in line with the average for similar landlords, there had also been some statistically significant decreases in a number of questions linked to repairs and property maintenance.

The overall satisfaction score had continued to rise slowly since 2013 (was 83%), although the difference since the last survey was not quite large enough to be considered as ‘statistically significant’ at the 95% confidence level, which means that a statistical test showed that we can’t be quite confident enough that the change was not due to chance.

Nevertheless, it is also important to note that the 2017 survey was more representative than it had been in 2015, to the extent that it now included the same proportion of younger tenants in the sample as there are in the tenant population as a whole. As younger tenants are generally less satisfied (see below), it meant that if the age profile is controlled to make both surveys match, the gap between the two surveys grows to 3% not 2%.

The core questions where satisfaction had significantly decreased were the overall quality of the home (section 4), being kept informed (section 6) and the repairs and maintenance service overall (section 5). In addition, satisfaction with the last completed repair was down significantly in comparison to 2015.

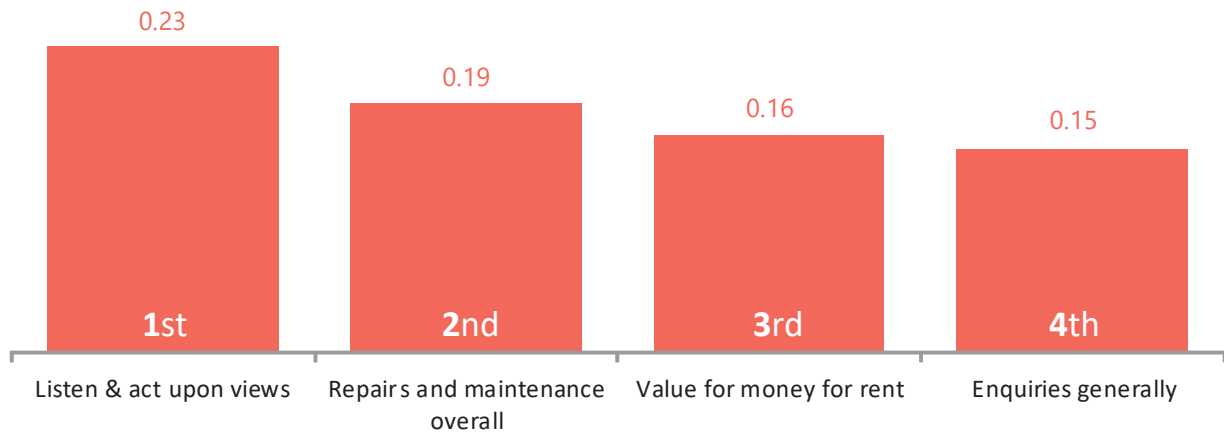
All of these potentially link to repairs and maintenance, which is therefore clearly a major theme of the survey results. However, it is unusual to see such decreases without also seeing a dip in the overall satisfaction score, and the data gives few clues as to why this is the case. One potential factor is that the far greater response rate in 2017 (42% v 30%) may have subtly changed the composition of the sample to include proportionally more ‘average’ tenants that needed extra persuasion to take part.

Benchmark data is drawn from ARP Research’s database of similar landlords. See Appendix A for details.

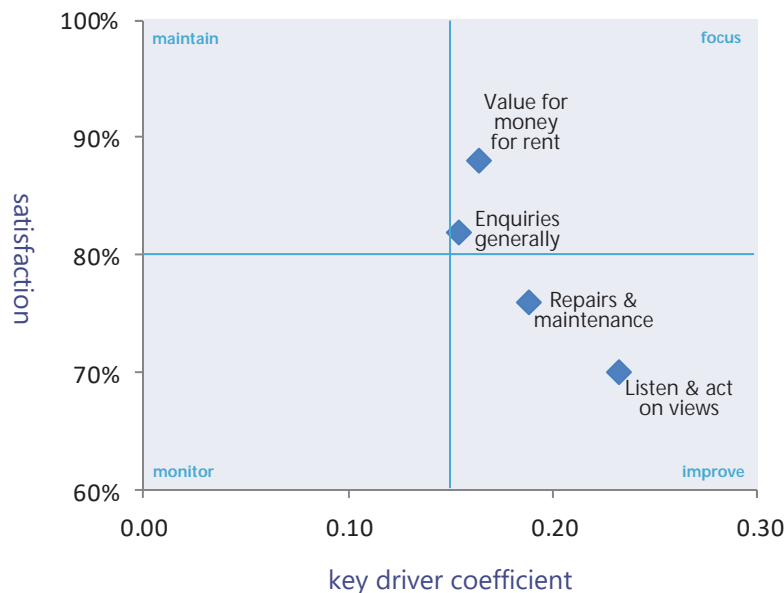
3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.364 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

To learn more about the overall score a 'key driver' analysis was also carried out, using a statistics test known as a 'regression', in order to determine which opinion rating statements in the questionnaires were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link (although there may be one), but it does highlight the combination of opinion rating statements that are the best predictors of overall satisfaction. The analysis identified four key drivers for tenants as presented in chart 3.2.

For tenants, it is clear to see that the customer service experience is pivotal in how they view their landlord as a whole, with half of the key drivers relating to this, with being listened to the primary key driver of satisfaction overall. This also emerged as a key driver from the equivalent analysis in 2015, however it was somewhat less important then, appearing third in the list behind being treated fairly and the repairs and maintenance service. Satisfaction with the handling of enquires was another key driver of satisfaction overall, which is particularly pertinent as recent contact with customer services had an impact throughout the survey findings, but especially for the repairs and maintenance service (section 5). On the topic of repairs, satisfaction with this service was the second most important key driver of satisfaction as a whole, and was also the most important aspect service provision (see chart 3.6). Satisfaction with the rent in terms of value for money completes the list.

3. Services overall

3.4 Overall satisfaction by area

	Sample size	Overall satisfaction	Provides an effective and efficient service	Is providing the service expected	Treats residents fairly	Has a good reputation in my area	Has friendly/approachable staff	You trust us
Overall	848	86	83	84	85	78	88	81
Morecambe	285	83	79	82	84	76	85	77
North Lancaster	255	86	81	84	83	76	89	82
South Lancaster	308	87	87	86	87	82	91	84

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

The results were also comprehensively analysed by other sub-groups in order to identify those tenants who might differ from the norm. As was expected, there was a substantial age difference with older respondents claiming to be more satisfied than those who were younger. This meant that tenants aged 65+ had a significantly higher level of satisfaction than anyone else (92%) which compares to only 83% of those aged 34 or less. It was also interesting to find the 35-49 age category were also significantly less satisfied than average across a number of core measures (chart 16.12). This is also why overall satisfaction was once again higher for sheltered (94%) than general needs tenants (84%).

There were some significant variations in overall satisfaction by area, with respondents in South Lancaster significantly more satisfied than average (87%), and whilst satisfaction was lowest in Morecambe (83%, table 3.5).

Experience of anti-social behaviour (ASB) has also affected the overall score, with the small group of respondents who had reported an incident of ASB to the Council significantly less satisfied overall than those who had not (77% v 87%). Despite a relatively small proportion actually reporting an incident of ASB, tackling ASB was the main priority for investing in services for around a third of all tenants (chart 3.6).

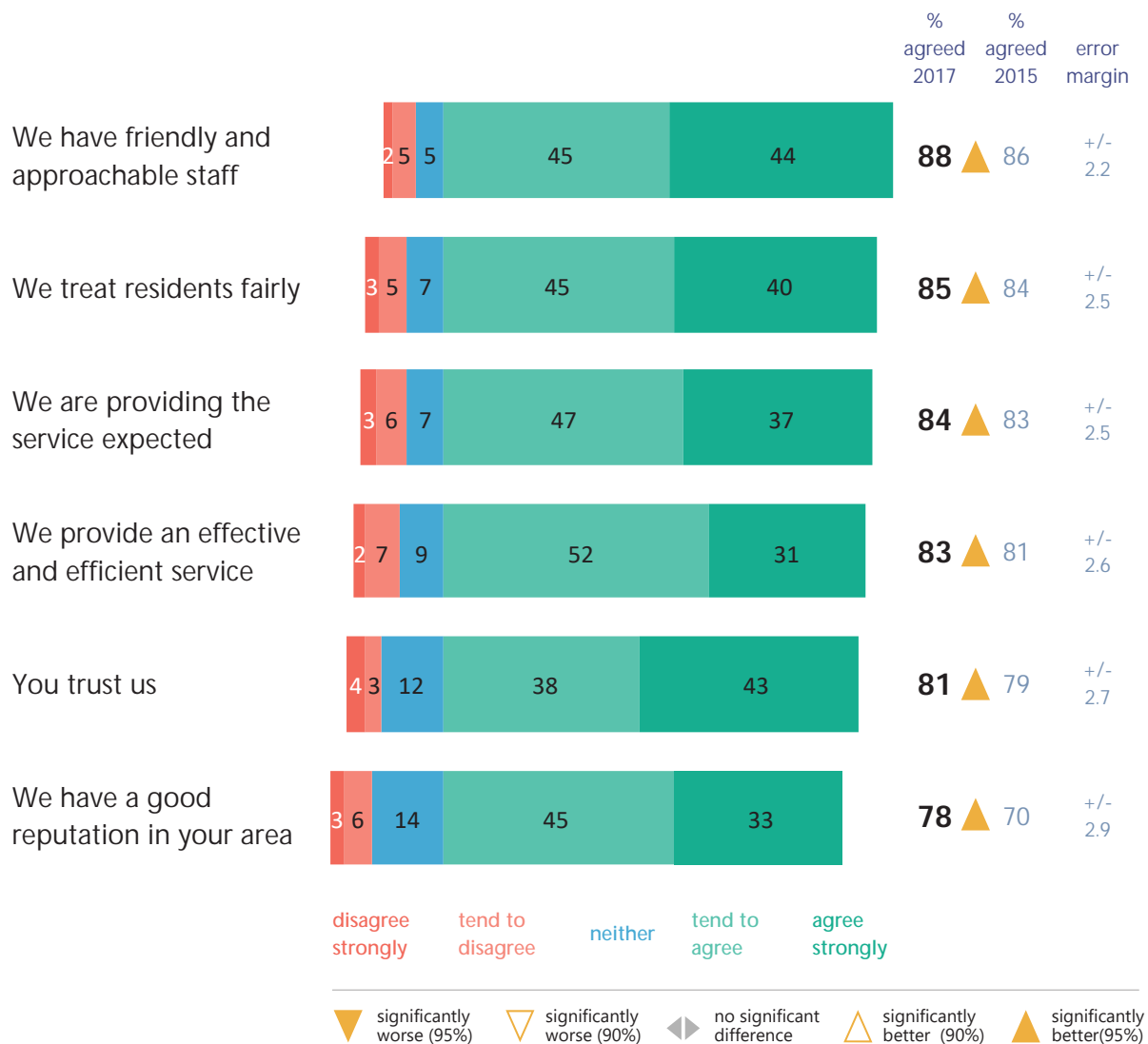
Interestingly, whether or not a tenant had been in contact with the Council in the previous twelve months also affects this score, with those who had being significantly less satisfied than those who had not (83% and 89% respectively). This is all the more important when you consider the importance of the customer service placed by the current sample of tenants on their perceptions of the service as a whole.

Tenants were again asked a few more questions on their perceptions of housing services and it is immediately positive to see a significant improvement with each (chart 3.5). In reflection of the headline score, 84% of those who responded agreed that they were getting the service they expected from their landlord, a significant improvement on the 83% who agreed in 2015. The reason why this improvement is statistically significant, despite only being a small change in the total proportion that agreed, is that the proportion that agreed strongly was 10 points higher than it had been before (37% v 27%). Indeed, all of the questions in this section demonstrated a similar pattern, which was distinct enough to suspect that this too might be linked to the change in the type of people in the sample due to the higher response rate (see above).

3. Services overall

3.5 Service overall

% Bases (descending) 821, 807, 816, 811, 791, 762 | Excludes non respondents.



A similar proportion of respondents (85%) felt that the Council treats its residents fairly as well as provides and effective and efficient service (83%), with the highest rated aspect of housing services remains it's friendly and approachable staff with 88% of the current sample agreeing this was the case (was 86%).

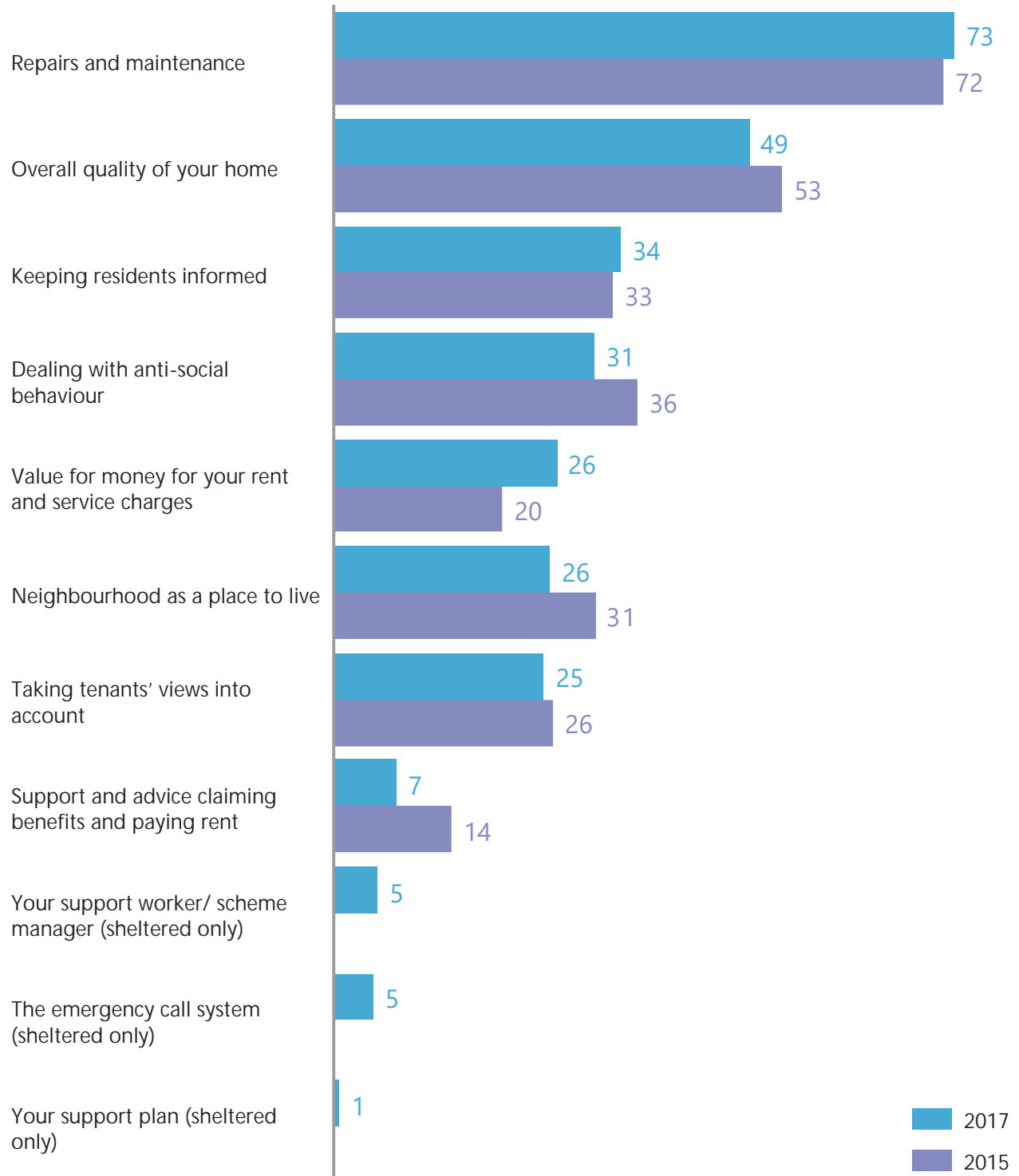
One aspect which showed the biggest improvement was the Council's reputation, with 78% of tenants agreeing its reputation was good, up from 70% who said the same in 2015. Only a small minority disagreed with this statement (19%) and it was rated higher than average in South Lancaster (82% agreed), but lower than average by respondents in Morecambe and North Lancaster (both 76%). In addition, respondents in South Lancaster were significantly more positive about the majority of perceptions of the Council, whereas the opposite was true for respondents in North Lancaster (table 3.5). That said, the significant differences by area may owe much the age profile as nearly two thirds of respondents in South Lancaster were aged over 50 (65%), whereas only 53% of those in North Lancaster and 57% in Morecambe were in the same age group. The largest level of general agreement with all of these statements came from those aged 65+ or those in their first year of tenancy.

32% were aware of the published **service standards**

3. Services overall

3.6 Three most important services

% Base 848 | Up to three answers allowed.





4. Home and value for money

84%

satisfied with the quality of the home

88%

satisfied with the value for money for rent



Satisfaction increased significantly with age



Tenants in the South Lancaster area were the most satisfied with their home



North Lancaster tenants were the least satisfied with their home



Tenants in bungalows were more satisfied than those living in houses

4. Home and value for money

The quality of the home they live in will always be central to how tenants perceive their landlord as a whole, but this was notably not one of the key drivers that best predicted overall satisfaction (chart 3.2) although it remained the second most important aspect of the service for nearly half of respondents (49%, chart 3.6). Whilst the majority of the sample were satisfied in this regard (84%), this was significantly below the 87% who said the same in 2015 and is one of only three core findings where satisfaction has fallen by a statistically significant margin. The fact that this decrease in satisfaction occurred in tandem with the decrease in repairs satisfaction is probably not coincidental (see section 5).

That said, satisfaction remains at the level expected compared to other landlords (benchmark median 84%). At the opposite end of the scale around one in ten were dissatisfied (11%), up 2% from two years ago.

Satisfaction did vary by property type and size, in some cases significantly, although this may be linked to the age profile of tenants. Tenants living in bungalows were the most satisfied with the quality of their homes (91%), with those in houses the least satisfied (79%).

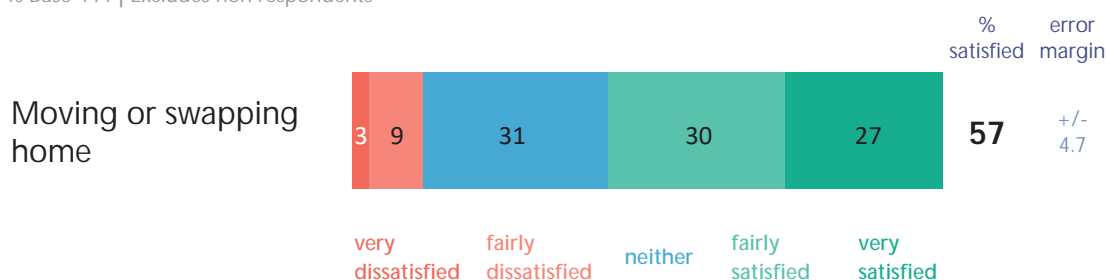
When analysed by area, there were again some differences in this result, including two that varied significantly from the norm. From table 4.2, it is clear that tenants in South Lancaster were significantly more satisfied with the quality of their homes (87%) whereas satisfaction significantly lower than average in North Lancaster (81%). This mirrored the pattern in the overall satisfaction scores. When further scrutinised by patch, there were obviously some variations in this score, with some varying significantly from average but only at the less robust 90% confidence level. Respondents in Lune Valley Villages and Ridge and Newton were significantly more satisfied than average (100% and 89% respectively) with their home, whereas those in Vale and Morecambe Central were significantly less so (78% and 60% respectively). However, care should be taken when interpreting some results by patch due to the relatively small sample sizes for some.

In terms of demographic results, there was the usual pattern of results by age group, with those aged 65+ rating the quality of their home significantly higher than average (94%), whereas satisfaction was significantly lower amongst those aged under 35 (70%), with those aged 35 – 49 also significantly less satisfied than average (77%). This would also explain why respondents in sheltered accommodation were significantly more satisfied than those in general needs (94% v 82%, table 16.15).

When asked about the system for transferring or exchanging their home, just over half of respondents were satisfied (57%) but as the single largest response was one of ambivalence (31% 'neither'), it is safe to assume the majority of the sample have no experience of this service and therefore were unable give any useful insight, this despite an option for 'no opinion'. This is further reinforced by the significantly higher than average level of satisfaction with this service amongst those in their first year of tenancy (73% satisfied).

4.1 Transfers and exchanges

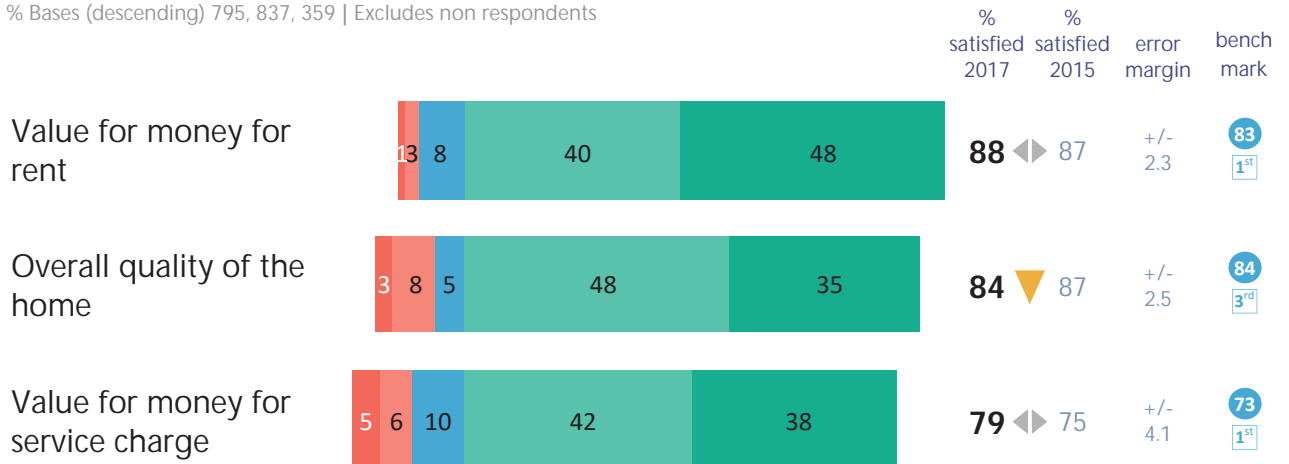
% Base 444 | Excludes non respondents



4. Home and value for money

4.2 Home and value for money

% Bases (descending) 795, 837, 359 | Excludes non respondents

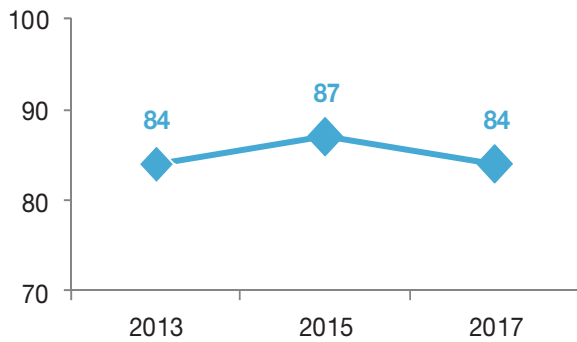


very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

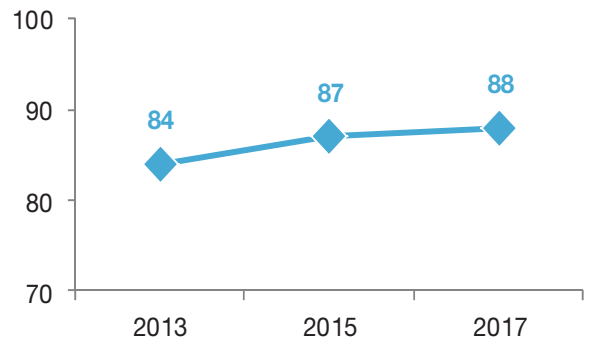
significantly worse (95%)
 significantly worse (90%)
 no significant difference
 significantly better (90%)
 significantly better (95%)

Benchmark median
 Benchmark quartile

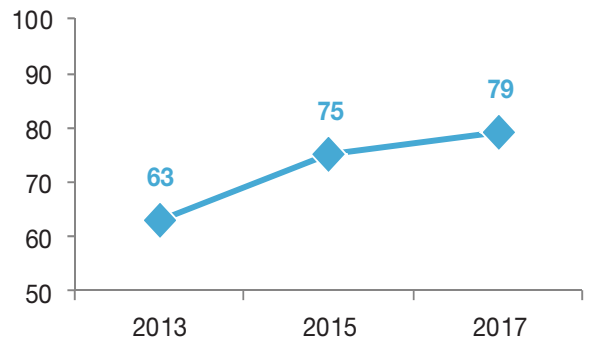
Quality of the home



Rent



Service charge



4. Home and value for money

In the context of welfare benefit reform, value for money is always going to be an important topic, reinforced by the fact value for money for rent was also a key driver of overall satisfaction (chart 3.2). Satisfaction had improved slightly since 2015, albeit not by a statistically significant margin (88%, was 87%). Nearly half of those who responded were now 'very satisfied' with their rent (48%). Importantly, this result remains well above the benchmark median of 83% with the Council appearing in the top quartile of providers.

Once again younger respondents were less satisfied than average with their rent (83% of 16-34 year olds satisfied), whereas older tenants were significantly more satisfied (94% of the 65 and over group). Mirroring other key findings those aged 35-49 were also significantly less satisfied than average (84%).

Unsurprisingly, those receiving housing benefit were significantly more satisfied than those who did not (89% v 87%), although the difference in satisfaction between the two groups was not as wide as sometimes seen in other similar surveys. There were again some significant differences by area, with the pattern of responses mirroring that seen for the quality of the home (table 4.2).

In addition to the rent, most tenants and residents also paid a service charge. Services charges can often be less well understood or potentially contentious, to the extent that value for money ratings are normally a little lower in comparison to those for rent. This is certainly the case for Lancaster with around eight out of ten satisfied with the value for money for their service charge (79%), nine points less than the equivalent score for rent. Similar to the rating for rent, the service charge value for money score had also improved a little since 2015 from 75% to 79%. As such, service charge value for money remains another area where the Council compare favourably with other landlords (median 73%).

There was no significant difference by area, although once again satisfaction was higher than average amongst respondents in South Lancaster (85%), but rated just lower than average by respondents in both Morecambe and North Lancaster (76% and 77% respectively).

4.3 Home and value for money by area

		% positive		
	Sample size	Overall quality of the home	Value for money for rent	Value for money for service charge
Overall	848	84	88	79
Morecambe	285	82	87	76
North Lancaster	255	81	85	77
South Lancaster	308	87	92	85

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Repairs and maintenance

76 %

satisfied with repairs and maintenance

1. job expected

2. right first time

3. speed of completion

4. quality of work

5. attitude of workers

6. able to make an appointment

were the **key drivers** that best predicted overall satisfaction



All of the questions had gone down, many significantly



Satisfaction again increases significantly with age



Higher satisfaction in South Lancaster, lower in Morecambe



'Doing the job expected' was the clear number one driver

5. Repairs and maintenance

The repairs and maintenance service is typically amongst the most important aspects of service provision for residents, which is reflected in the fact that the repairs and maintenance service was a key driver of satisfaction overall for this sample (chart 3.2) as well as the most important aspect of service provision (chart 3.6). It is therefore disappointing to find satisfaction has decreased with this aspect of the service (76%, down from 82%) with the difference enough to be considered statistically significant at the 95% confidence level. As a consequence, Lancaster's result is now just below the level expected with a benchmark median of 79%, with the organisation appearing in the third quartile of providers. On the other end of the scale, one in six are dissatisfied with this service (17%), an increase of 5% from that reported in 2015 (12% dissatisfied).

There were some significant differences in this result by area, with satisfaction significantly higher than average in South Lancaster (81%), but significantly lower than average in Morecambe (70%), and when tests were run at the 90% confidence level, respondents in North Lancaster were also significantly less satisfied than average with the service (76%). There were some variations by patch, some of them significant at the 95% confidence level, including Lune Valley Villages and Ridge and newton where satisfaction with the service was significantly higher than average (100% and 88% respectively). In contrast, satisfaction was significantly lower than average in Beaumont (60%).

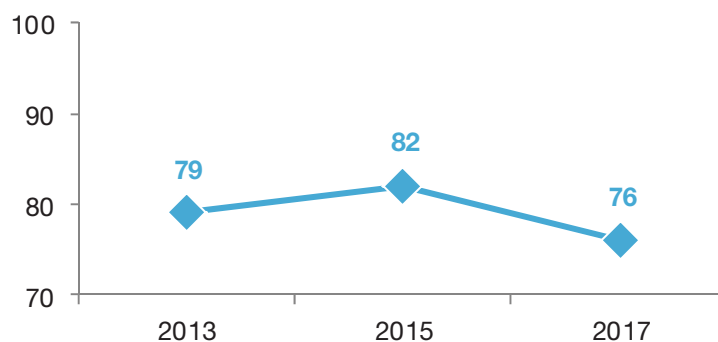
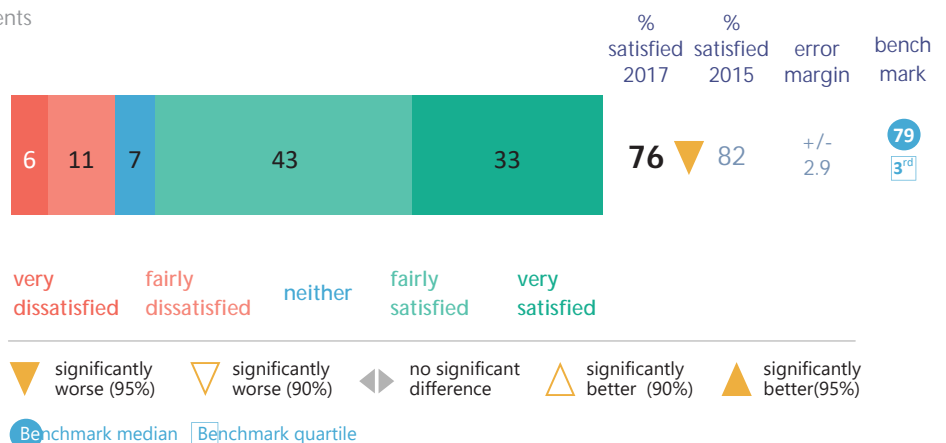
When comparing the answers given by the different types of resident in the sample, age was again the main differentiator, with those aged under 35, significantly less satisfied overall than those aged 65 or more (59% and 85% respectively, however once again those aged 35 – 49 were also significantly less satisfied than average (72%).

When rating the repairs and maintenance service overall, tenants will obviously factor in their experience of cyclical maintenance and improvement work, and multiple previous experiences with response repairs. When the scope is restricted, and recent users of the repairs service were asked to rate their *last* competed repair, satisfaction was seven points higher than the overall score (83% v 76%), with the proportion that were 'very satisfied' also much higher (51% v 33%). However, like the overall score for repairs, this result was also significantly lower than that seen in 2015 (83%, was 87%) but remains in line with the equivalent benchmark median (83%).

5.1 Overall repairs satisfaction

% Base 832 | Excludes non respondents

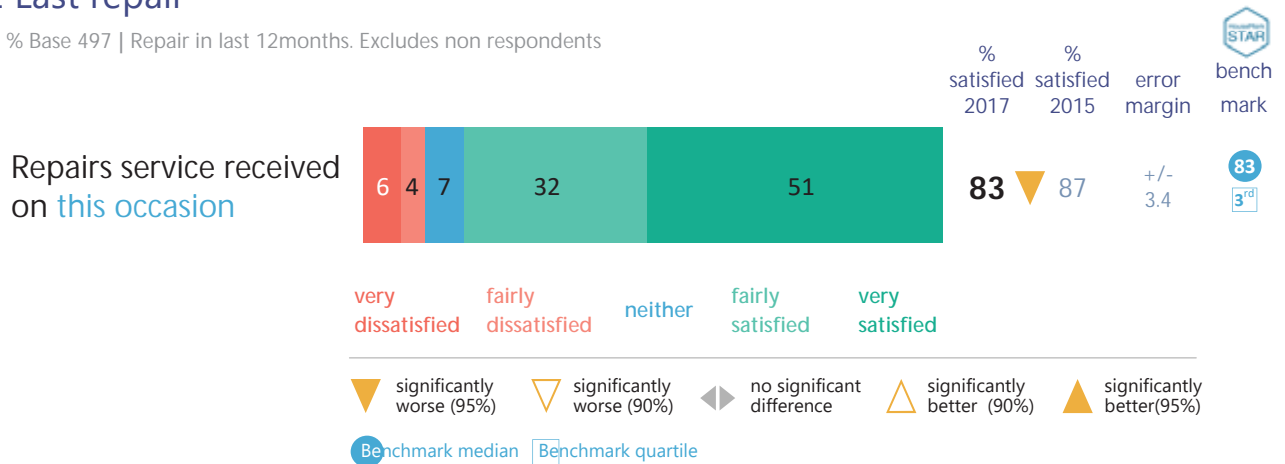
How repairs & maintenance is dealt with generally



5. Repairs and maintenance

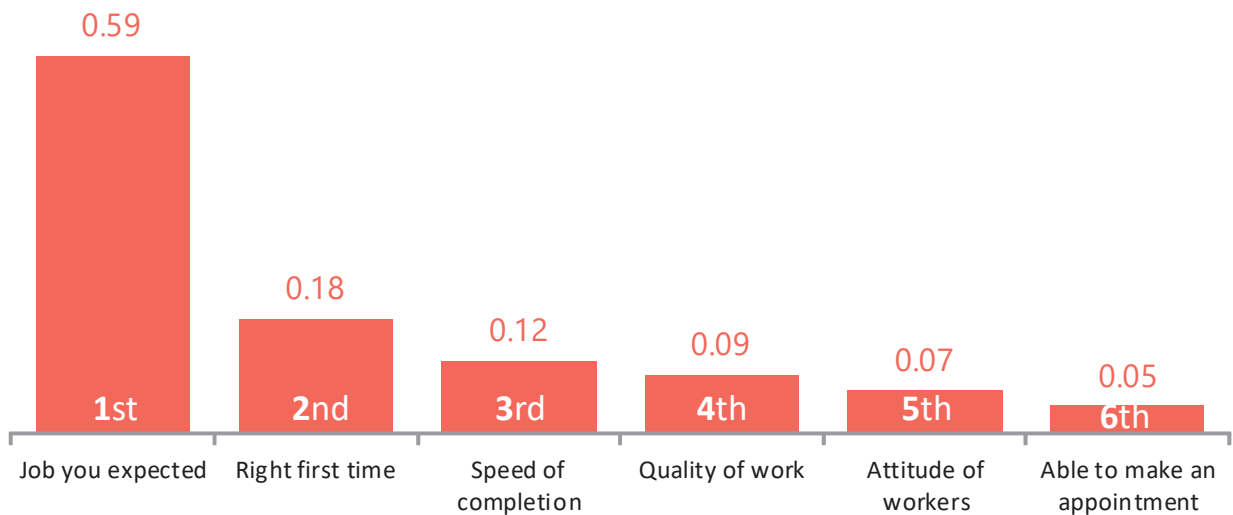
5.2 Last repair

% Base 497 | Repair in last 12months. Excludes non respondents

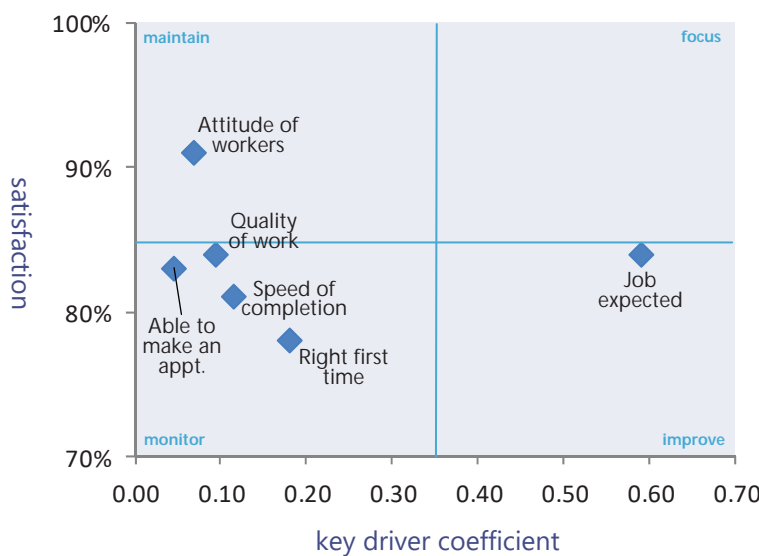


5.3 Key drivers - satisfaction with last repair

R Square = 0.856 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



5.4 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

5. Repairs and maintenance

To better understand satisfaction with response repairs, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (61% of the sample). Where previous data is available, satisfaction had fallen in all but one area, and significantly so for four aspects of the service (chart 5.5). However, when compared to other similar landlords most of the results were in line with the equivalent median levels, with Lancaster typically appearing in the second quartile. That said, satisfaction with the time taken before work started (71%) is seven points below the benchmark median (78%) having fallen from 76% in 2015.

Another way to shed further light on these results was to run a key driver analysis which to remind the reader is a statistical analysis called a regression that identifies the detailed rating statements that were the best predictors of satisfaction of an overall score. The result of this analysis is shown in chart 5.3. Whilst this analysis reveals six key drivers, doing the job expected is clearly the most influential, and it was notable that three of the top four key drivers were about quality, whereas only one related to timeliness.

All of these results were also comprehensively analysed by area, with the complete breakdown presented in chart 5.7, including an indication of which area differed significantly from the norm. It is interesting to find there is only one significant variation by area, and even then only at the 90% confidence level and that is in Morecambe where satisfaction with being able to make an appointment was lower than average (77%). Interestingly, satisfaction did not vary significantly for the primary key driver of the service, namely workers doing the job expected but was notable lowest in Morecambe (81%) but interestingly rated highest in North Lancaster (87%) an area where respondents are typically less satisfied than average with a variety of other aspects of the service.

Finally, it was positive to find the vast majority of respondents remain satisfied with the arrangements for gas servicing (89%), which is a six-point increase on the 83% who were satisfied in 2015. There was little of note from further sub-group analysis of this result, other than older tenants (aged 65 or over) were significantly more satisfied than average, whereas those aged under 35 were significantly less so (94% and 78% respectively).

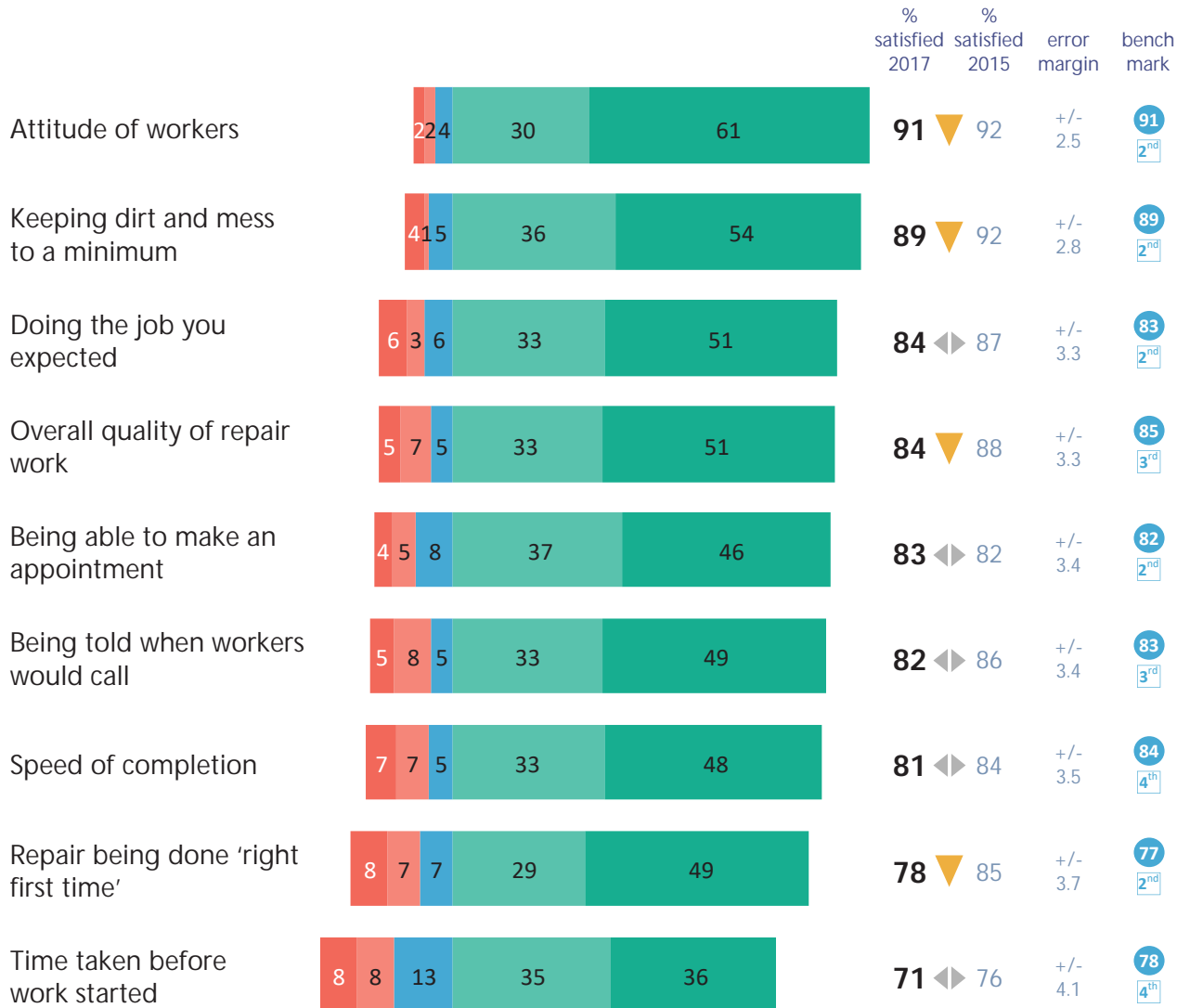


61% of
tenants had a repair
in the **last**
year

5. Repairs and maintenance

5.5 Last completed repair

% Bases (descending) 501,500,498,498,491,504,498,500,487 | Repair in last 12 months. Excludes non respondents.



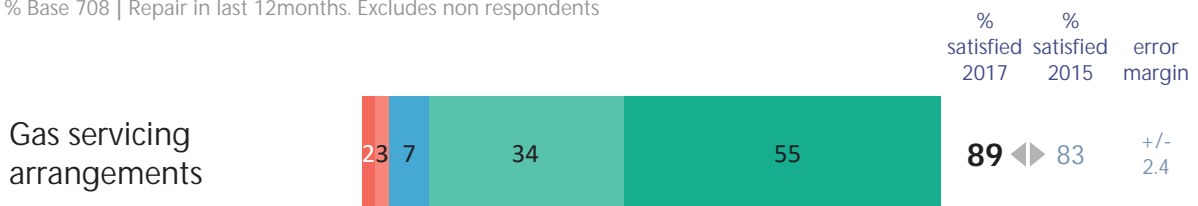
very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄► no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

Benchmark median
 Benchmark quartile

5.6 Gas servicing

% Base 708 | Repair in last 12 months. Excludes non respondents



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄► no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)

5. Repairs and maintenance

5.7 Last completed repair by area

		% positive											
	Sample size	Generally how repairs and maintenance is dealt with	Gas servicing arrangements	Being told when workers would call	Being able to make an appointment	Time taken before work started	The speed of completion of the work	The attitude of workers	The overall quality of work	Keeping dirt and mess to a minimum	The repair being done 'right first time'	Contractors doing the job you expected	The repairs service received on this occasion
Overall	848	76	89	82	83	71	81	91	84	89	78	84	83
Morecambe	285	70	85	78	77	67	82	87	79	89	77	81	79
North Lancaster	255	76	90	85	86	72	82	94	85	88	80	87	85
South Lancaster	308	81	81	84	85	74	79	93	87	91	77	83	83

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Involvement

70 %

felt housing services listened and took their views into account

77 %

felt they were kept well informed



Listening and taking account of tenants views was the number one key driver of satisfaction overall



This has been trending upwards since 2013



One of the areas where the Council compared well against benchmarks



Decrease in rating for being kept informed potentially linked to the fall in repairs satisfaction

6. Involvement

Listening and acting upon resident's views was the primary key driver of overall satisfaction for respondents, so it was positive to find that the proportion of tenants who were satisfied with the Council's performance in this regard remains high with 70% of respondents satisfied, which is almost identical to that reported in 2015 (was 69%). In addition, Lancaster CC continue to compare very favourably with its peers in this regard with a benchmark median for similar landlords of 64%, ensuring a top quartile placement.

As expected, general needs tenants were significantly less satisfied than those in sheltered accommodation that their views were listened to and acted upon (67% v 85%). In considering this result, experience of other STAR surveys has shown that in answering this question, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation and as some scores in this area have fallen, and in some cases significantly, this remains an area for the Council to focus efforts to at least maintain overall satisfaction if not improve it.

Moving on to consider what residents thought of the level of information provided by Lancaster CC, it was disappointing to find the result was significantly worse than that achieved in 2015 (77%, was 83% positive). As a consequence of this fall, the result is now just below the benchmark median of 78% with Lancaster appearing in the third quartile of providers. Once again, the main difference in this result was by age, with the results ranging from 68% for the under 35s to 84% of the over 65s (table 16.12). There were no differences of note by any other demographic group, although it was rated significantly lower than average by those respondents who use the internet but significantly higher by those who do (74% v 84%).

By area, only two varied significantly from the norm at the 95% confidence level with respondents in Morecambe significantly less positive than average, whereas the opposite was true for respondents in South Lancaster (74% and 82% respectively).

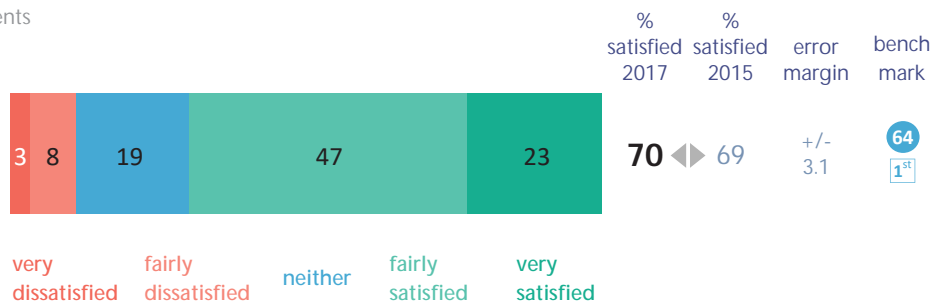
It was also notable that those respondents who had reported ASB or had made a complaint rated this significantly lower than average with only 62% and 68% positive.

6. Involvement

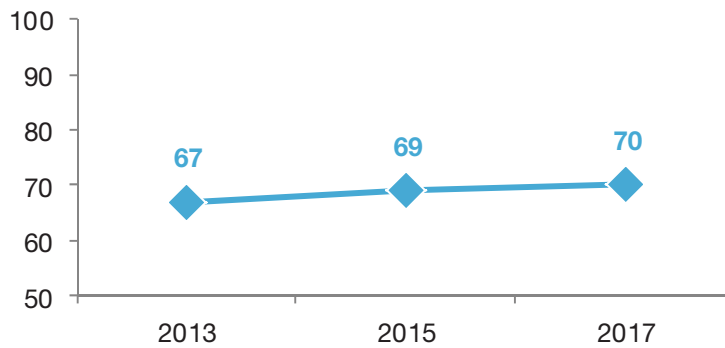
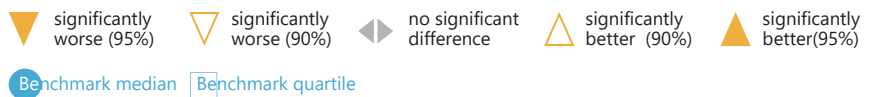
6.1 Listening to tenants

% Base 824 | Excludes non respondents

We listen to your views and act upon them



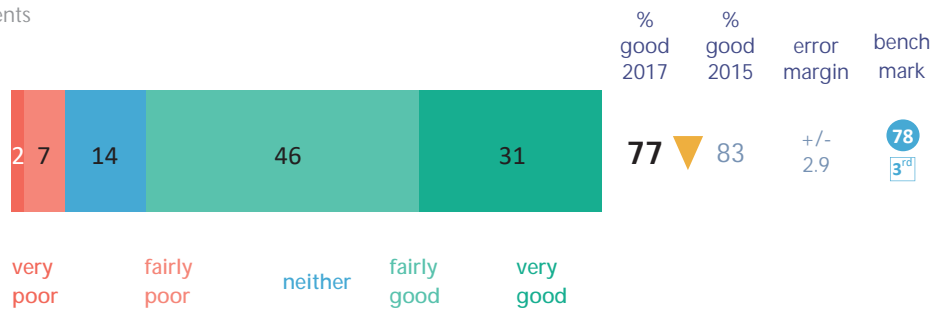
% satisfied 2017: **70** | % satisfied 2015: 69 | error margin: +/- 3.1 | bench mark: **64** (1st)



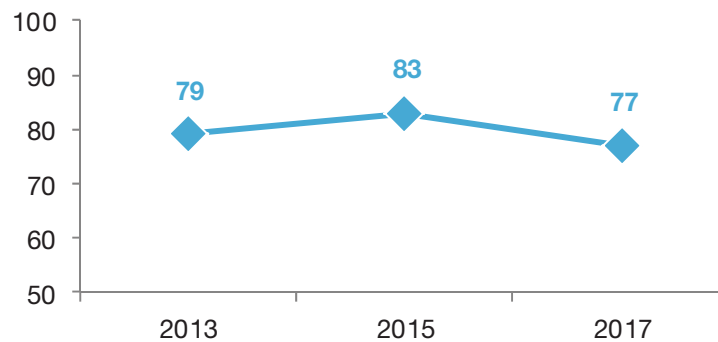
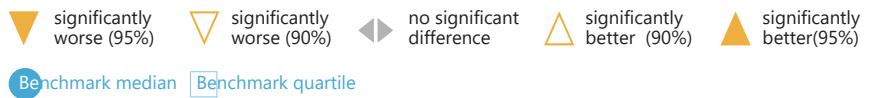
6.2 Kept informed

% Base 826 | Excludes non respondents

Keeping you informed about things that might affect you



% good 2017: **77** | % good 2015: 83 | error margin: +/- 2.9 | bench mark: **78** (3rd)





7. Customer service

82 % satisfied with how enquiries are handled generally

76 % found staff to be helpful



Handling of enquiries was a key driver of satisfaction



Satisfaction increased significantly with age



Those in recent contact were less satisfied



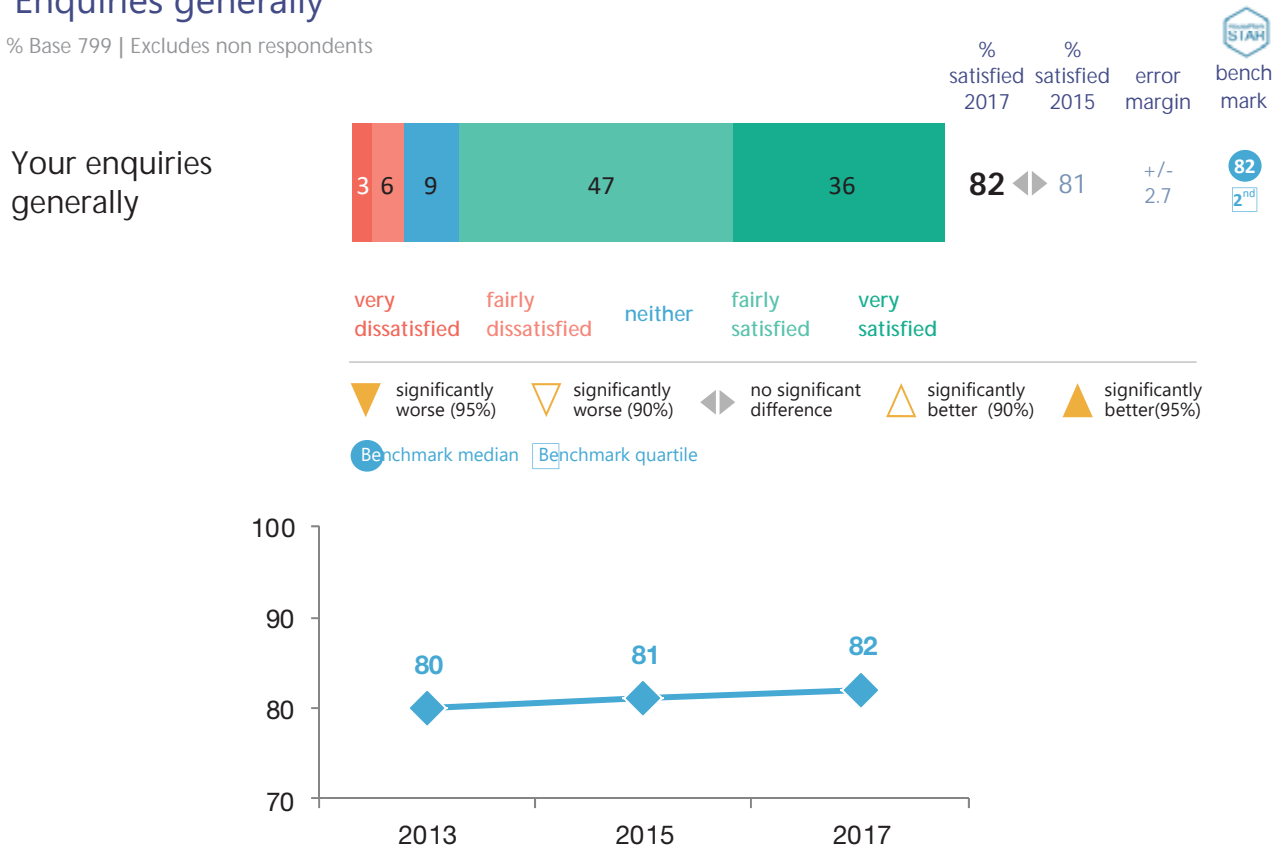
Those who reported ASB were also less satisfied



Ratings for helpfulness and ability to answer queries were down significantly

7.1 Enquiries generally

% Base 799 | Excludes non respondents



The customer service experience was clearly central to tenants' perceptions of Lancaster CC as a whole, so much so that satisfaction with how enquiries are dealt with generally was a key driver of satisfaction overall (chart 3.2). As such, it was very positive to find the vast majority of tenants were satisfied with this (82%), including over a third that were 'very satisfied'. Although around one in ten were dissatisfied (9%), satisfaction overall is at the level expected of other similar landlords (benchmark median 82%). Overall satisfaction continued to improve very slightly from 80% in 2013 to 82%, but this was again not quite enough to be a significant improvement.

In terms of demographic differences with this score older tenants (aged 65 or over) were significantly more satisfied than average with the way enquiries are handled (90%). In contrast, those aged 16-34 were significantly less satisfied with this service (76%), but like other survey findings, satisfaction was significantly lower still amongst those aged 35 – 49 (74%). Satisfaction did not vary by area, but did so by patch, but only at the 90% confidence level, and was significantly low for respondents in Kingsway (64%), but significantly higher than average for those in Lune Valley Villages, Higher Heysham and Ridge and Newton (100%, 96% and 84% respectively). However, care should be taken when interpreting this or any sub-group analysis by patch due to the small sample sizes for some.

There was a difference depending whether or not respondents been in contact with Lancaster CC in the previous year (80% 'had contact' v 85% 'not had contact'), and it was significantly lower for those who had reported ASB or had made a complaint (68% and 65% respectively).

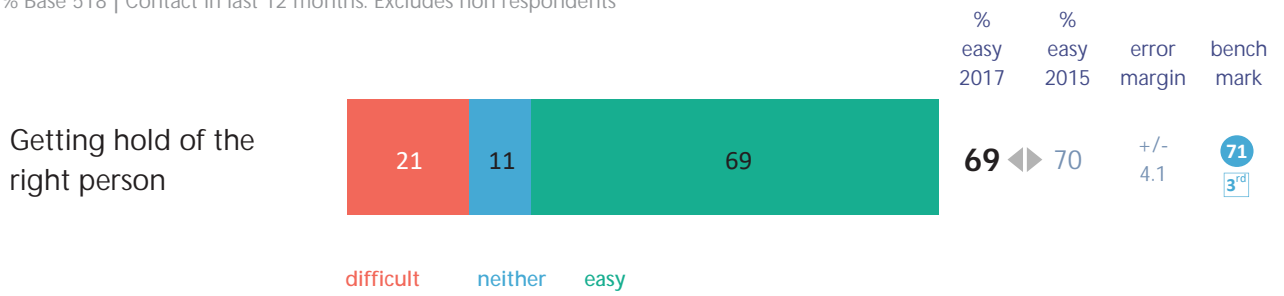
62% of respondents made contact in the last year

... and 76% had their query answered in a reasonable time

7. Customer service

7.2 Ease of getting hold of the right person

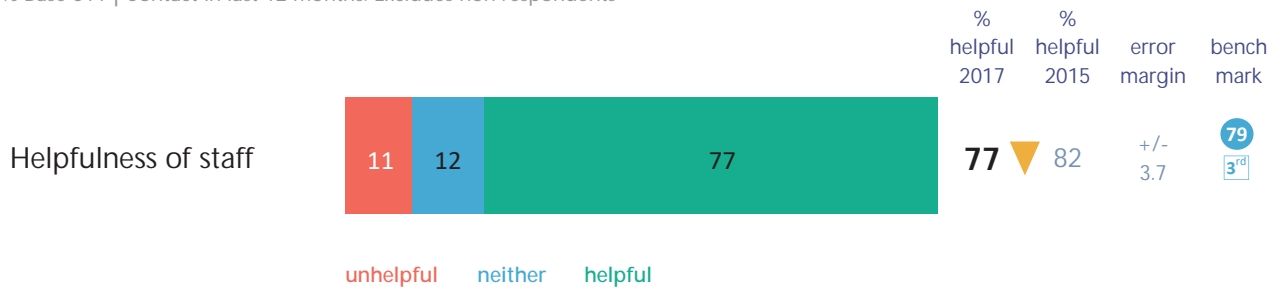
% Base 518 | Contact in last 12 months. Excludes non respondents



▼ significantly worse (95%) ▼ significantly worse (90%) ◄► no significant difference ▲ significantly better (90%) ▲ significantly better(95%)
Benchmark median Benchmark quartile

7.3 Helpfulness of staff

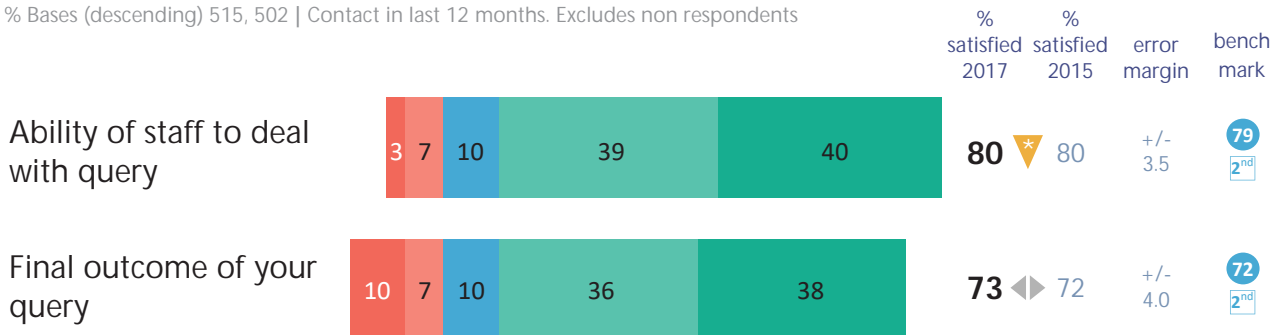
% Base 511 | Contact in last 12 months. Excludes non respondents



▼ significantly worse (95%) ▼ significantly worse (90%) ◄► no significant difference ▲ significantly better (90%) ▲ significantly better(95%)
Benchmark median Benchmark quartile

7.4 Outcome of query

% Bases (descending) 515, 502 | Contact in last 12 months. Excludes non respondents



* is considered to be significantly worse due to an 11% decrease in 'very satisfied' responses.

■ very dissatisfied ■ fairly dissatisfied ■ neither ■ fairly satisfied ■ very satisfied
▼ significantly worse (95%) ▼ significantly worse (90%) ◄► no significant difference ▲ significantly better (90%) ▲ significantly better(95%)
Benchmark median Benchmark quartile

7. Customer service

When tenants were asked about their most recent experience of making contact, 69% found it easy to get hold of the right person with 21% experiencing some difficulty, virtually unchanged 2015. As such, this result remains just below the benchmark median of 71%.

Unfortunately, there was a significant five-point decrease reported for the helpfulness of staff (77%, was 82%), with the proportion who found staff to be unhelpful increasing slightly (11%, was 7%). As such, the helpfulness of staff is now just below the benchmark median of 79%, having previously been just above it.

As the ratings for staff helpfulness and ease of contact had both fallen slightly it is unsurprising to find a similar shift in satisfaction with the ability of staff to deal with queries. Even though 80% of respondents were satisfied, the same proportion that said the same in 2015, statistics tests reveal the current result to be significantly worse due to a drop in the proportion of 'very satisfied' responses from 51% previously to 40% amongst the current sample. However, it should be pointed out one in ten were dissatisfied (10%), which is actually three points less than in 2015 (was 13%). That said, the result broadly in line with the equivalent benchmark median with Lancaster appearing in the second quartile.

Around three quarters of respondents were satisfied with the final outcome of their query (73%), which remains almost unchanged from 2015 (was 72%), and like the rating for ability of staff, remains just above the benchmark median of 72%. However, around one in six were dissatisfied (17%), the majority of whom were 'very dissatisfied' (10%) which is similar to that seen in 2015.

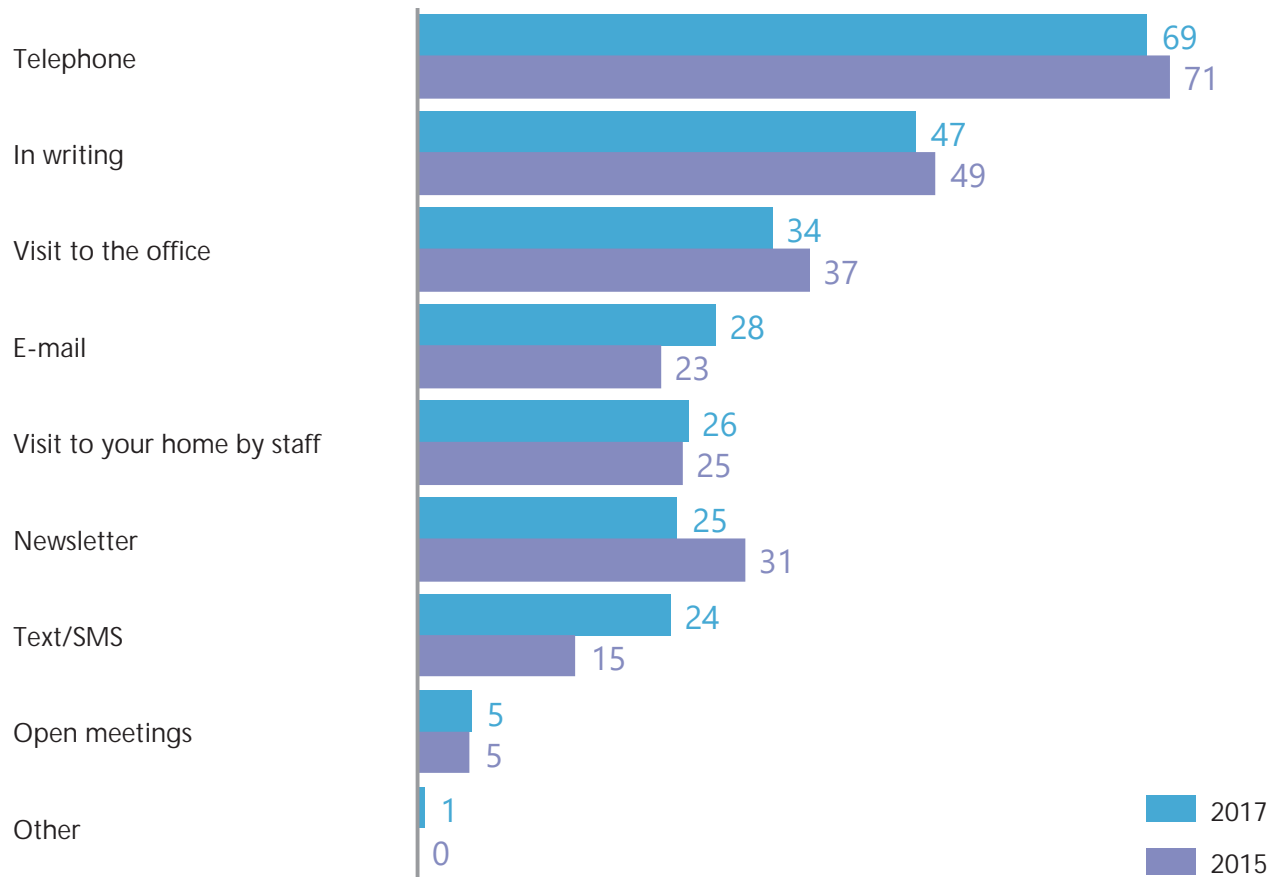
The only variation of note amongst these results by demographic group was again age related with older tenants (aged 65+) significantly more satisfied, and those aged under 35 less so. Furthermore, it was noticeable that those respondents who had reported ASB or made a complaint, were significantly less satisfied with every aspect of their last contact with the Council.

In terms of the way tenants preferred to have contact with Lancaster CC, it was notable that communication in by telephone remained the method of choice (69%, down from 71%), with contact in writing also less commonly cited than in 2015 (47%, was 49%). Whilst visits to the office were the preferred method for a third of the sample (34%), this too was down from 37% two years ago.

Instead, there has been a noticeable increase in preference for electronic communication with email now the preferred method for just over a quarter of all tenants (28%, up from 23%), with a similar proportion favouring contact by text/SMS (24%, up from 15%). Unsurprisingly both methods were more common amongst general needs rather than sheltered tenants.

7.5 Methods of communication happy to use

% Base 848 | More than one answer allowed.





8. Online services

68

%

of respondents use the internet

32

%

of internet users had used the council's online services recently



Most younger people used the internet, but only a third of the over 65s



Smartphones were the most common device



Over half used social media, but only around one in ten contacted service providers this way

8. Online services

Across the housing sector, and more widely in both the public and private sectors, organisations are investigating how new channels of communication might help them to improve their levels of customer service, alongside offering efficiency savings. A major factor in this is obviously whether or not residents have access to the internet, so the first question that was asked on this topic was whether or not respondents even used internet services. Just over two thirds of residents in the sample use the internet (68%). Clearly, this is age dependant, with only 36% of those aged 65+ making use of the internet compared to 98% of the under 35s.

This question was actually asked in terms of the methods people used to access Facebook, apps, email and websites etc. The most common method for residents was by a smartphone (69% of internet users, 44% of all residents), with this followed by PC/laptop (47% of users, 30% of all residents). This is obviously very pertinent, as it demonstrates how critical it is for any new communication channels to be optimised for smartphone.

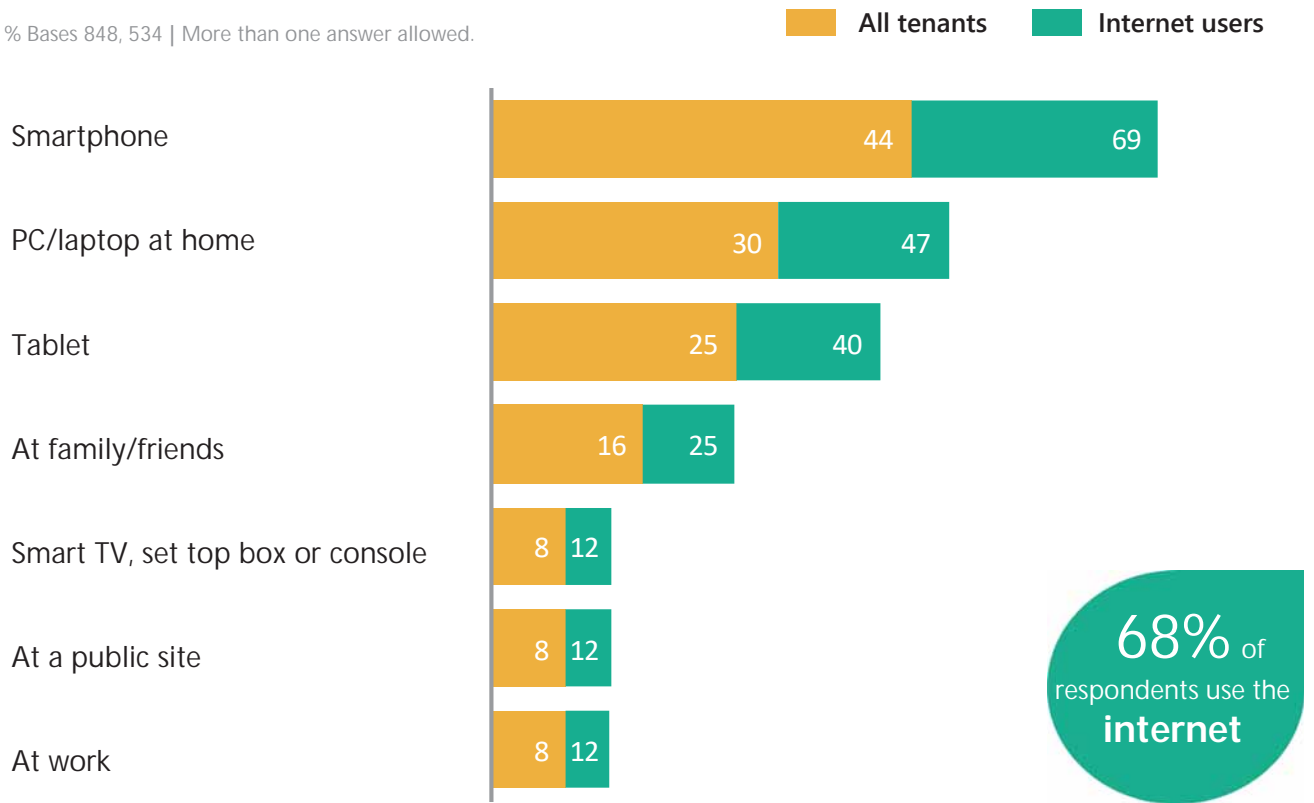
In terms of online activity, the most popular use of the internet was to use social media (78% of internet users, 49% of all tenants), but it is important to note that these proportions were much lower when narrowed down to those that actually use social media to communicate with providers of services (16% of internet users, 10% of all tenants, did so on Facebook).

In terms of gauging the current maximum uptake for accessing services such as rent account and repairs online, around two fifths of the total sample shopped or banked online. Also, a quarter of all tenants (25%) made use of paperless services (40% of internet users), with a similar breakdown using smartphone apps to interact with service providers (26%/42%).

It was encouraging to find a third (32%) of internet users (20% of all tenants) had used the Council's online services, with these most likely to be access by the under 35s. As expected, the majority of online activity decreased with age.

8.1 Method of accessing the internet

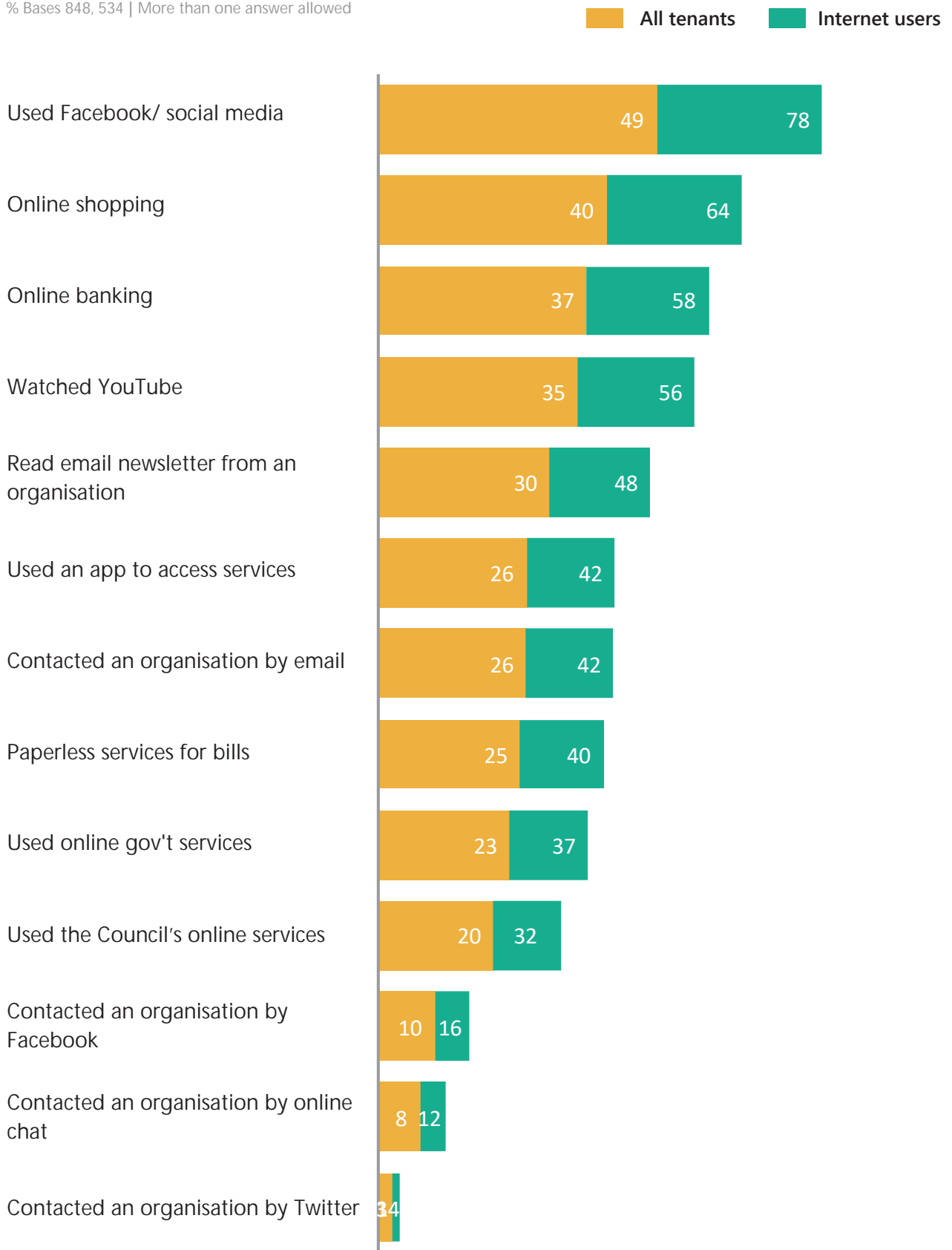
% Bases 848, 534 | More than one answer allowed.



8. Online services

8.2 Online activities in last year?

% Bases 848, 534 | More than one answer allowed





9. Neighbourhood

84%

satisfied with their
neighbourhood as a
place to live

1. rubbish/litter
2. dog fouling/mess
3. car parking
4. disruptive children/teenagers
5. noisy neighbours

were the **most**
widespread problems



South Lancaster and Morecambe were the most satisfied areas



North Lancaster the least satisfied



Satisfaction with neighbourhood appearance had fallen



Noisy neighbours was the strongest key driver of
neighbourhood satisfaction

9. Neighbourhood

People's perceptions of their neighbourhood overall are typically one of the more stable measures in tenant surveys, and so it was pleasing to find there was a significant increase in satisfaction amongst tenants with their neighbourhood as a place to live (84%, up from 80%), albeit only at the 90% confidence level. On the opposite end of the scale only 10% were dissatisfied.

Sheltered tenants remain more satisfied in this regard than their peers in general needs accommodation (97% v 82%), which also explains why the difference by age with older tenants (aged 65+) significantly more satisfied than the youngest aged group (92% and 71% respectively).

By area, levels of satisfaction were significantly higher than average in South Lancaster (88%) and Morecambe (86%), but significantly less so North Lancaster (77%).

Satisfaction with the actual appearance of the neighbourhood continues to fall slightly (75%, was 76%) with Lancaster's score sufficiently beneath the benchmark median of 78% that the organisation appears in the bottom quartile of providers. This continued decline will no doubt be linked with the significant fall in satisfaction with a variety of estate services (see section 10).

Once again, this result varied by area, sometimes significantly, the lowest being North Lancaster, where only two thirds of respondents were satisfied with the appearance of their neighbourhood (68%), whereas those in Morecambe were the only area to rate this significantly better than average (79%).

Moving on to consider the specific problems that residents might be facing in their neighbourhoods, the pattern overall was broadly in line with the 2015 results, however a couple of problems were deemed to be significantly worse than before. The first of these was also one of the most widespread problem and that was car parking (56% problem, was 49%), including a 2% increase in the proportion of tenants who claimed it was a 'major problem' (29%, chart 9.3). The only other issue that was rated significantly worse than before was abandoned or burnt out vehicles (8% problem, up from 5%).

It was positive to find some improvements were observed, and in some cases significantly so including two at the 95% confidence level, with pets and animals viewed to be less of a problem than it was two years ago (30%, down from 36%) as well as noise from traffic (19%, down from 23%). Furthermore, when tests were run at the 90% confidence level, noisy neighbours (40%, was 45%) and drunk or rowdy behaviour (32%, was 36%) were deemed to be significantly less problematic than they were in 2015.

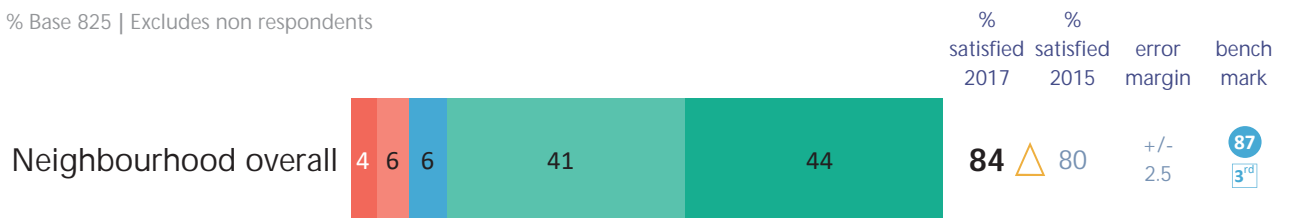
A key driver analysis was conducted on the overall satisfaction score to determine which problems were the most influential, with noisy neighbours emerging as the primary key driver in respondents' overall satisfaction with their neighbourhood, a problem which as noted was rated significantly better than in 2015. Notably, car parking was not a key driver, despite this being the third most prevalent issue and viewed to be significantly more of a problem than it was in 2015.

All of these results were analysed by area, with the complete breakdown presented in chart 9.6, including an indication of which area differed significantly from the norm. A clear pattern emerges with respondents from North Lancaster who were significantly less satisfied with their neighbourhood as a place to live as well as its appearance, were more likely to view the different neighbourhood issues as significantly more of a problem. In contrast, those in Morecambe, who viewed the appearance of their neighbourhood significantly higher than others, were more likely to view the different neighbourhood issues as significantly less of a problem.

9. Neighbourhood

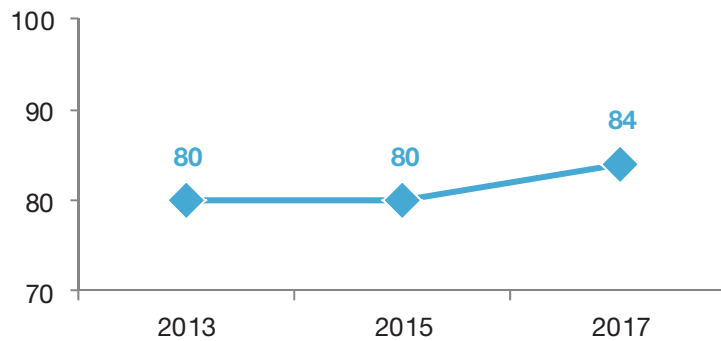
9.1 Neighbourhood as a place to live

% Base 825 | Excludes non respondents



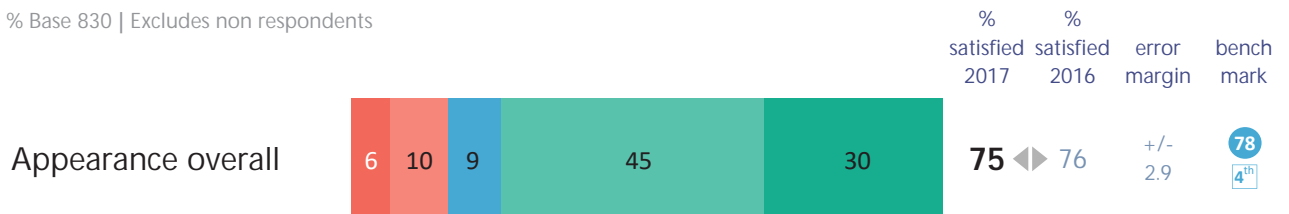
very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▼ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)
Benchmark median
Benchmark quartile



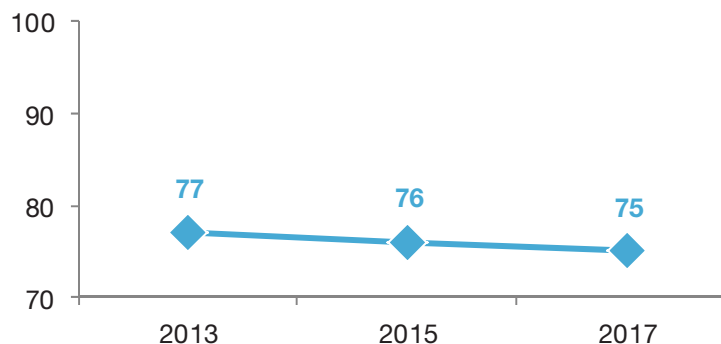
9.2 Overall appearance of the neighbourhood

% Base 830 | Excludes non respondents



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▼ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better (95%)
Benchmark median
Benchmark quartile



9. Neighbourhood

Some other notable findings of note include:

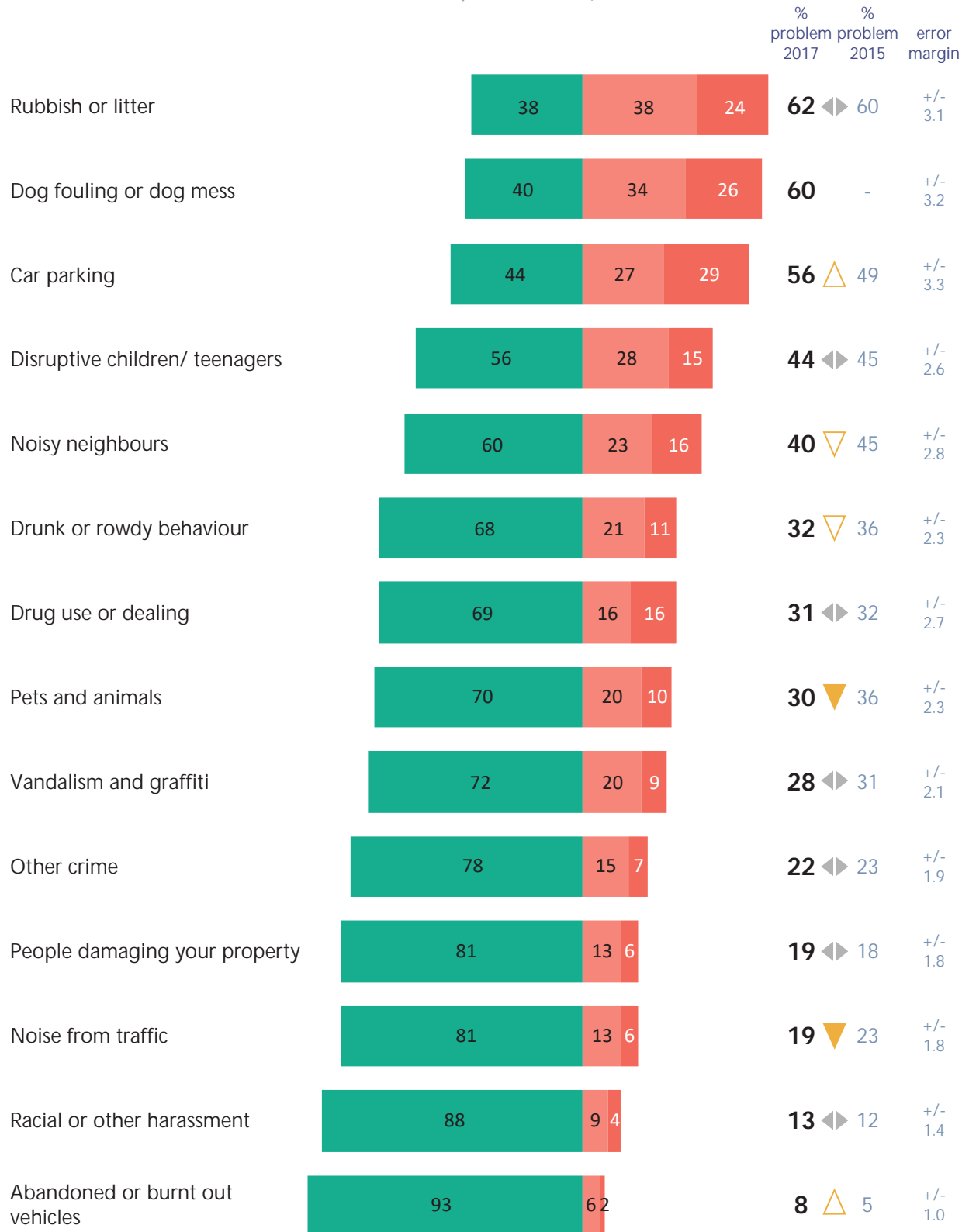
- Car parking was a significant problem for households containing a member who has a disability that limits their activity 'a lot' (63%), and whilst no area varied significantly, this was a significant issue in the Hala patch (71%).
- Rubbish or litter was a significant problem for respondents in North Lancaster (72%), but significantly less so in Morecambe (54%) and was significantly more of a problem for those in houses than those in bungalows (67% v 48%).
- The only area to rate noisy neighbours significantly worse than average was again North Lancaster, where more than half of respondents said this was a problem (52%). This was also a particular problem for those living in flats (48%).
- Dog fouling/dog mess was significantly more of an issue for those in general needs than their peers in sheltered accommodation (62% and 48%).
- Disruptive children/teenagers were significantly more of a problem in North Lancaster than any other area (52%), but by patch was significantly more of an issue in Hala and Marsh (61% and 60%).
- Racial or other harassment was significantly less of a problem in Morecambe, the only area to vary significantly from the norm.
- Residents of North Lancaster had a problem with drunk or rowdy behaviour (44%) and this was the only area to rate vandalism and damage to property as significantly more of a problem compared to the average.
- Drug use/dealing appeared to be particular issues in North Lancaster (41%), especially so in Ryelands where it was rated significantly more of problem than average (45%).
- As expected, every neighbourhood problem was significantly more of an issue for those who had reported ASB.



A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.

9.3 Neighbourhood problems

% Bases (descending) 736,740,727,728,709,722,718,703,709,688,709,715,707,702 | Excludes non respondents.



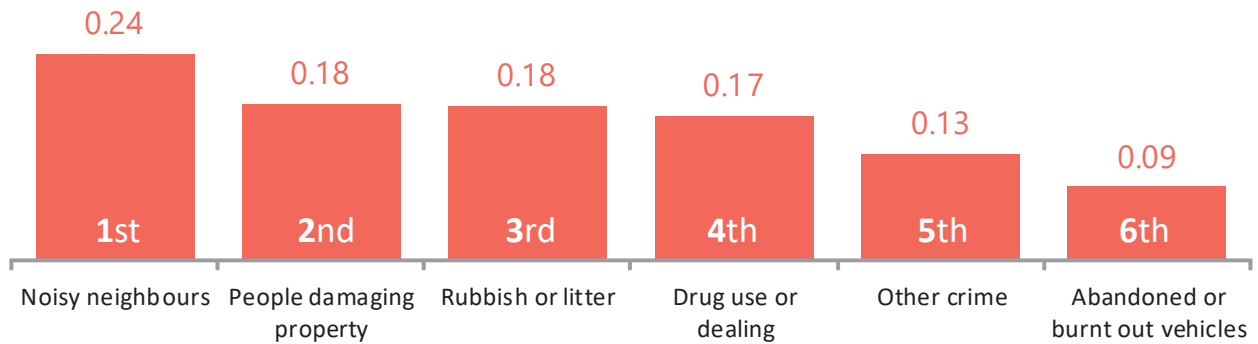
not a problem minor problem major problem

▲ significantly worse (95%) ▲ significantly worse (90%) ◀ no significant difference ▼ significantly better (90%) ▼ significantly better (95%)

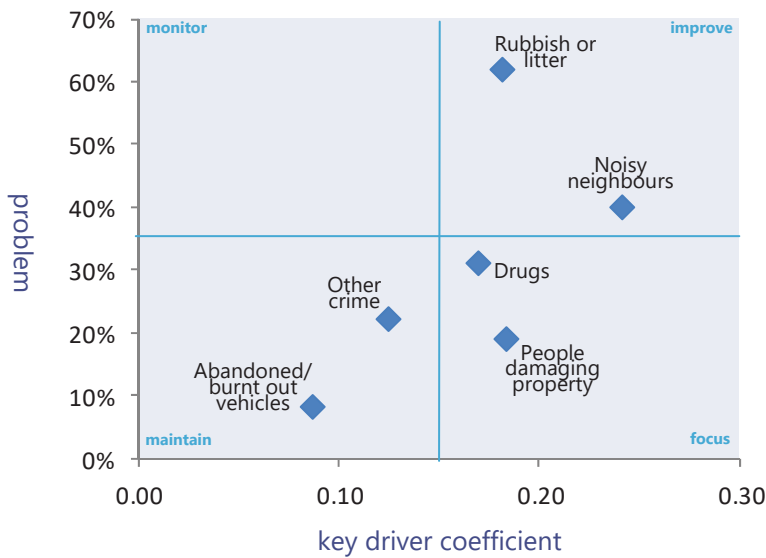
9. Neighbourhood

9.4 Key drivers - problems in the neighbourhood

R Square = 0.391 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



9.5 Key drivers v problems



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

9. Neighbourhood

9.6 Neighbourhood problems by area

	Sample size	% problem													
		Car parking	Rubbish or litter	Noisy neighbours	Dog fouling	Pets and animals	Disruptive children/teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Noise from traffic	Other crime
Overall	848	56	62	40	60	30	44	13	32	28	19	31	8	19	22
Morecambe	285	58	54	34	56	23	39	7	22	18	15	25	7	15	12
North Lancaster	255	58	72	52	68	36	52	17	44	38	30	41	11	20	32
South Lancaster	308	52	62	35	59	31	41	14	31	30	13	30	6	21	23

9.7 Neighbourhood ratings by area

	Sample size	% positive	
		Neighbourhood as a place to live	Overall appearance
Overall	848	84	75
Morecambe	285	86	79
North Lancaster	255	77	68
South Lancaster	308	88	77

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



10. Estate services

69 %

tenants satisfied with grounds maintenance service

64 %

tenants satisfied with internal communal cleaning

B

Despite the fall, grounds maintenance satisfaction was still in line with the benchmark



Grounds maintenance was rated higher in South Lancaster than the other two areas



Satisfaction with external cleaning had also decreased significantly

10. Estate services

Not all residents received communal cleaning services, but those who did were asked how satisfied they were with the cleaning of internal and external communal areas. Around two thirds of respondents (64%) were satisfied with the cleaning of internal communal areas, however a fifth (19%) were dissatisfied. Slightly fewer respondents were satisfied with the equivalent external service (57%), with slightly more dissatisfied (23%). Furthermore, both were rated below the level expected, with satisfaction with the latter falling significantly since 2015 (was 66%).

Like results seen elsewhere, there was very little of note in these scores by the various demographic and equality sub-groups other than older respondents aged 65 or over were significantly more satisfied than average with the cleaning of both communal areas, whereas those aged under 35 were significantly less so. By property type, it was noticeable that respondents in flats were significantly less satisfied with each service (but only at the 90% confidence level), whereas those in bungalows were significantly more so.

Around seven out of ten respondents were satisfied with the grounds maintenance service (69%), however a fifth were dissatisfied with this aspect of estate service (20%), including one in ten who were 'very dissatisfied' (10%). Despite this being another service where Lancaster compares favourably to its peers with a benchmark median of 69%, satisfaction has fallen significantly since 2015 (was 77%).

There was some difference by area, albeit none significant, with respondents in South Lancaster rating this service higher than average (72%), whereas the service was rated lower than average in North Lancaster and Morecambe (66% and 68% respectively). By Patch, it was notable that the service was rated significantly lower than average by respondents in Warton and Rurals (45%), although again to remind the reader care should be taken when interpreting results by this sub-group due to the small sample sizes. This service was rated significantly higher than average by respondents in their second year of tenancy (71%) as well as those in sheltered accommodation (87%).

When analysed by property type, as with the ratings for communal cleaning, it was again the case that respondents in bungalows were significantly more satisfied than average with the grounds maintenance service (79%). In contrast, satisfaction was significantly lower for those living in houses (62%).

Leaseholders were also asked to rate the same estate services, and it was disappointing to find this group were less satisfied than tenants with each aspect, with results appearing in the bottom quartile for this group of customers. That said, due to the small sample sizes and relatively high error margins, results for this group are not as robust as those for tenants.

Just under half of leaseholders were satisfied with the cleaning of internal communal areas (46%), however this aspect of estate services attracted the highest proportion of dissatisfied responses with an almost identical proportion viewing the service negatively (45% dissatisfied).

Leaseholders were even less satisfied with the cleaning of external communal areas (37%), with this the lowest rated service. That said, this service received a smaller proportion of respondents who were dissatisfied (37%) with this particular service compared to the equivalent one for internal communal areas. However, as a quarter of responses were of ambivalent (26% 'neither') it is fair to assume some responded to this question despite it not being applicable to them.

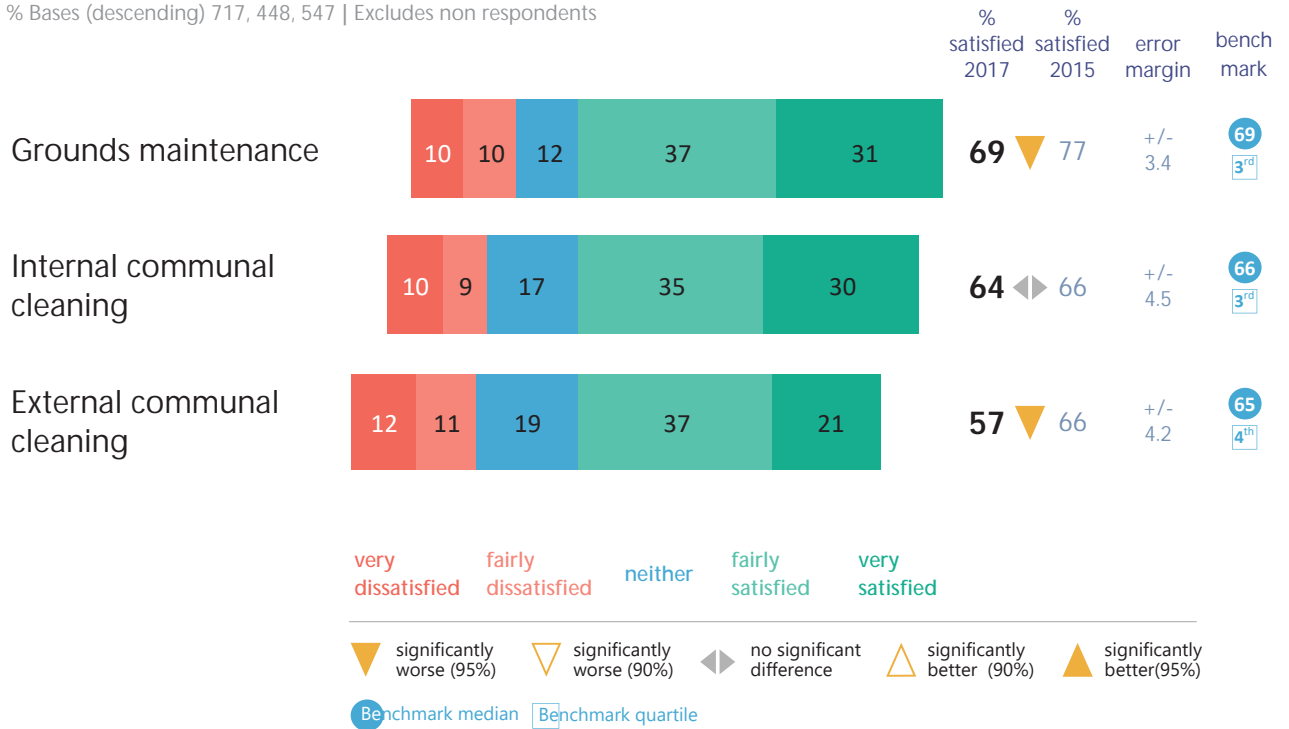
Finally, it was positive to find the majority of leaseholders were satisfied with the grounds maintenance service (53%), however a quarter were dissatisfied (26%). Once again there was a high proportion choosing the middle 'neither' option so again some may have rated the service without actually receiving it.

Due to the low sample size there was nothing of note revealed by further sub-group analysis.

10. Estate services

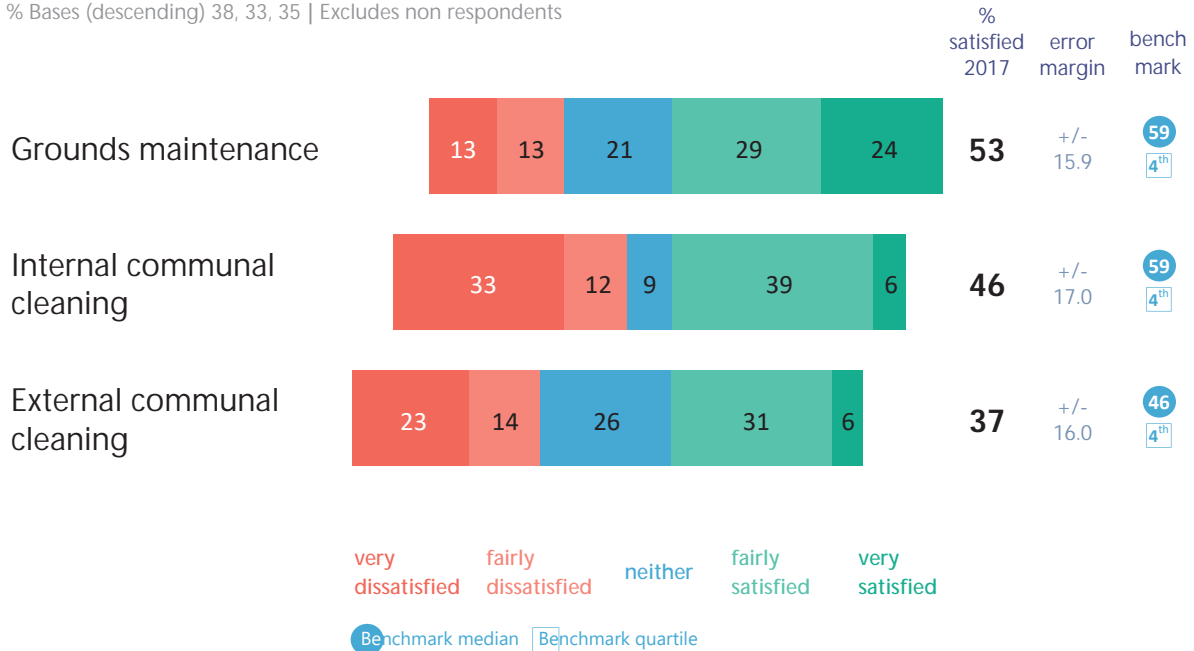
10.1 Estate services - tenants

% Bases (descending) 717, 448, 547 | Excludes non respondents



10.2 Estate services - leaseholders

% Bases (descending) 38, 33, 35 | Excludes non respondents



10.3 Estate services by area - tenants

	Sample size	% positive		
		Internal communal cleaning	External communal cleaning	Grounds maintenance
Overall	848	64	57	69
Morecambe	285	56	51	68
North Lancaster	255	70	62	66
South Lancaster	308	66	58	72

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



11. Anti-social behaviour

67%

of all tenants satisfied with how ASB is dealt with

40%

who reported ASB satisfied with the final outcome



Improvements in how the last ASB report was handled



In the top quartile compared to ARP benchmarks



Tenant in flats the most likely to report ASB



BME tenants had higher than average ASB reports

11. Anti-social behaviour

As we have already discovered, the experience of anti-social behaviour was clearly linked with overall satisfaction – 77% of this group were satisfied compared with 87% who had not reported ASB. Similarly, experience of ASB had a negative impact on satisfaction with the neighbourhood as a place to live with 57% of respondents who had reported it satisfied, compared to 87% who had not. Dealing with ASB also remains one of the three most important aspects of Lancaster's services for a third of the sample (31%, chart 3.6). As such it was important for the Council to find out how tenants perceive they deal with such incidents.

Around two thirds of the sample were satisfied with the way the Council deals with ASB, a fifth (18%) were ambivalent, and 16% were dissatisfied. This was entirely consistent with the typical score received by other housing providers, and was almost identical to the pattern of responses seen two years ago. Unsurprisingly, this rating was significantly lower amongst those who had actually reported ASB to the organisation (41%).

Around one in ten tenants had reported ASB to the Council in the previous year (9%), with this down slightly compared to the 2015 result (was 12%). ASB reports varied by area but only slightly and not significantly (table 11.2). Levels were slightly higher for general needs tenants compared to those in sheltered housing (10% and 4% respectively). There was also a notable variation by property type, with tenants in flats reporting more incidents of ASB (16%). There was a far greater difference between BME (22%) and White British respondents (8%).

Those who said made an ASB report were then asked about their experience when doing so, and at this point it pertinent to remind the reader that questions that ask how ASB reports are handled typically receive lower ratings than many others in tenant surveys. That said, it does appear that when compared against the previous survey findings, the Council's latest results are slightly better, and are consequently now above the comparative median values. However, due to the relatively small sample sizes, none of the differences were statistically significant.

Two thirds of respondents found it easy to contact staff to report an incident of ASB (64%), which is down slightly compared to the previous survey (was 70%), but it was noticeable that nearly two fifths had some difficulty (38%). A similar pattern of responses was observed with the speed they were initially interviewed, with two thirds saying it was good (67%), which is almost identical to that reported in 2015 (was 68%). However, it is important to point out a third said it was poor (33%).

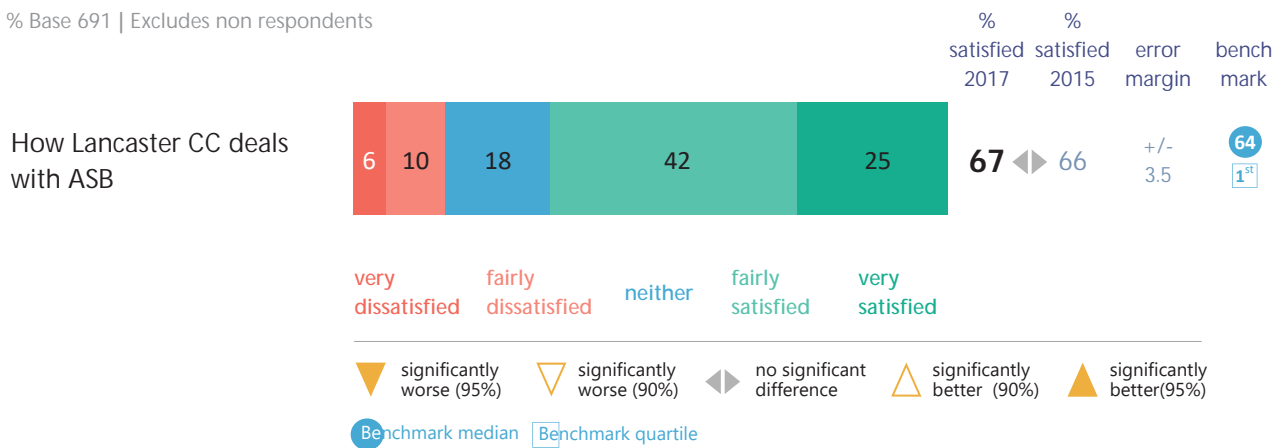
Around a half were satisfied with the support provided by staff (49%, up from 43%). However, more than a third of those who reported ASB to the Council were dissatisfied with the support they received from staff (36%). It is also positive to find a slight improvement in satisfaction with being kept informed (48%, up from 45%), however once again a third (31%) were dissatisfied, which is down five points compared to that seen in 2015 (was 36%). As such, slightly more were satisfied with the final outcome (40%, up from 34%) with around two out of five of those who reported an in incident of ASB actively dissatisfied with the final outcome (41%).

Despite the apparent improvement in service levels when reporting ASB, only seven out of ten respondents (71%) were willing to reports ASB in the future, down from 77% in 2015. Indeed, a quarter were reluctant, the vast majority of whom were 'very reluctant' (20%).

11. Anti-social behaviour

11.1 Anti-social behaviour overall

% Base 691 | Excludes non respondents



As we have already discovered, the experience of anti-social behaviour was clearly linked with overall satisfaction – 77% of this group were satisfied compared with 87% who had not reported ASB. Similarly, experience of ASB had a negative impact on satisfaction with the neighbourhood as a place to live with 57% of respondents who had reported it satisfied, compared to 87% who had not. Dealing with ASB also remains one of the three most important aspects of Lancaster’s services for a third of the sample (31%, chart 3.6). As such it was important for the Council to find out how tenants perceive they deal with such incidents.

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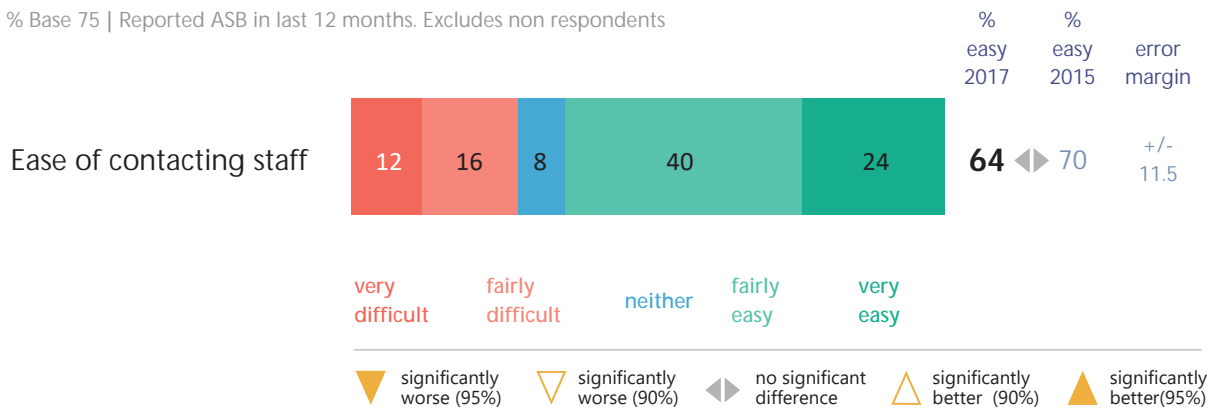


11.2 Reported ASB by area

	Sample size	% reported
Overall	848	9
Morecambe	285	10
North Lancaster	255	8
South Lancaster	308	10

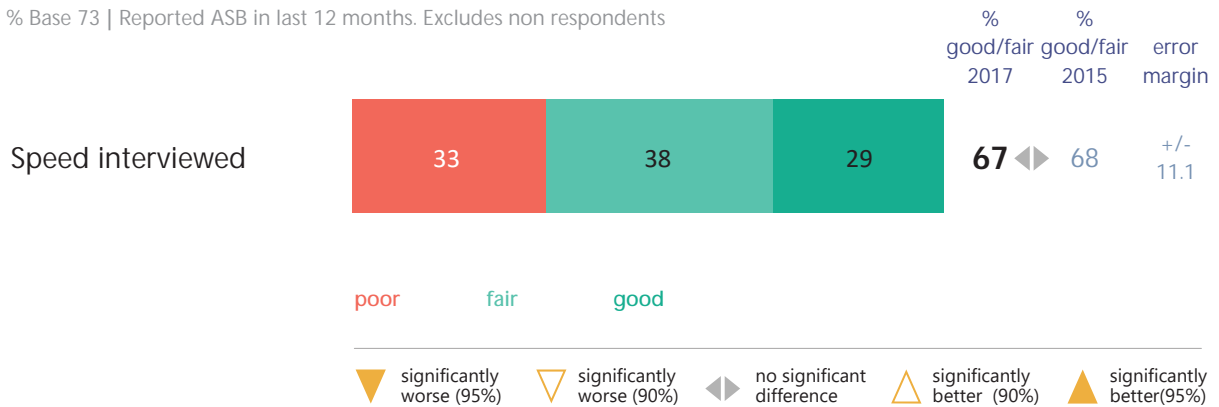
11.3 Ease of contacting staff to report ASB

% Base 75 | Reported ASB in last 12 months. Excludes non respondents



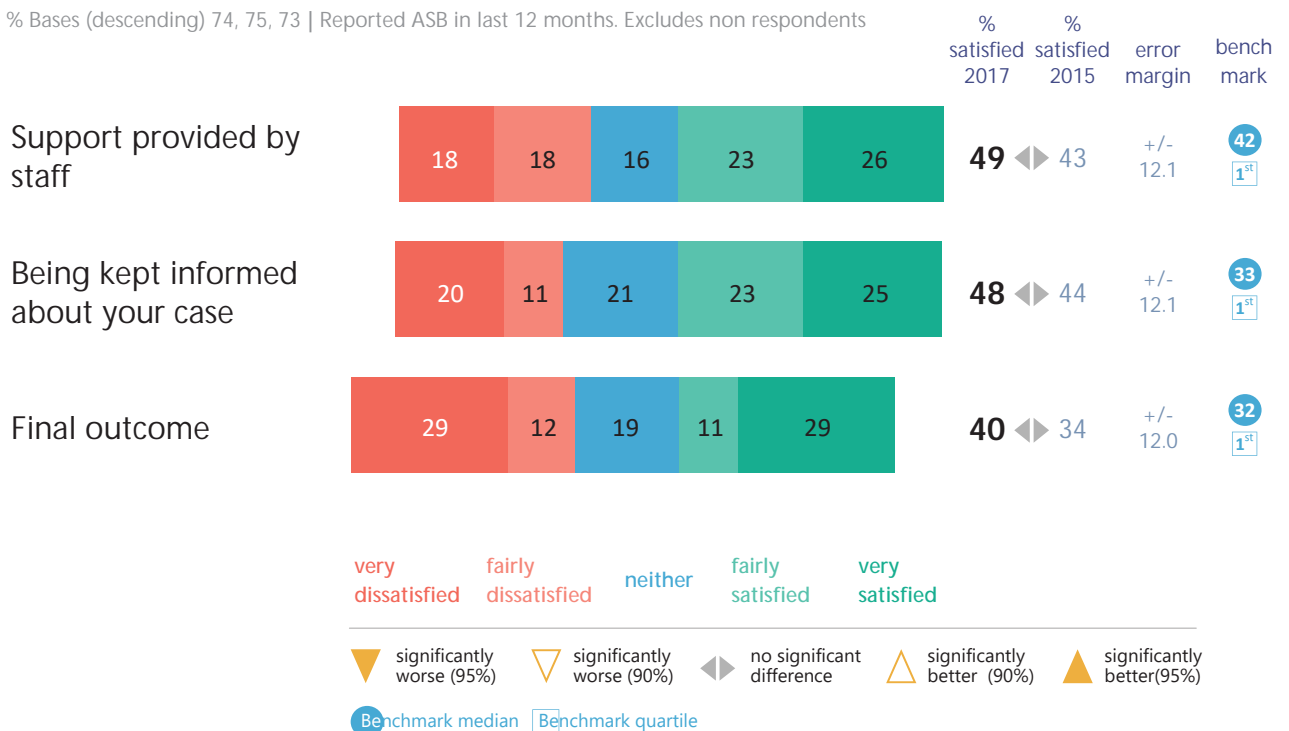
11.4 Speed initially interviewed

% Base 73 | Reported ASB in last 12 months. Excludes non respondents



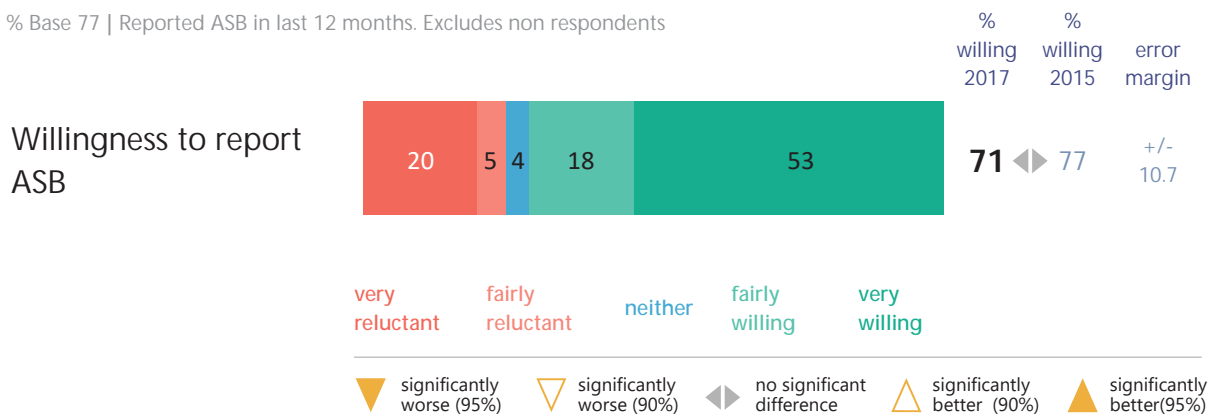
11.5 Last ASB report

% Bases (descending) 74, 75, 73 | Reported ASB in last 12 months. Excludes non respondents



11.6 Willingness to report any ASB to us in the future

% Base 77 | Reported ASB in last 12 months. Excludes non respondents



Two thirds of respondents found it easy to contact staff to report an incident of ASB (64%), which is down slightly compared to the previous survey (was 70%), but it was noticeable that nearly two fifths had some difficulty (38%). A similar pattern of responses was observed with the speed they were initially interviewed, with two thirds saying it was good (67%), which is almost identical to that reported in 2015 (was 68%). However, it is important to point out a third said it was poor (33%).

Around a half were satisfied with the support provided by staff (49%, up from 43%). However, more than a third of those who reported ASB to the Council were dissatisfied with the support they received from staff (36%). It is also positive to find a slight improvement in satisfaction with being kept informed (48%, up from 45%), however once again a third (31%) were dissatisfied, which is down five points compared to that seen in 2015 (was 36%). As such, slightly more were satisfied with the final outcome (40%, up from 34%) with around two out of five of those who reported an in incident of ASB actively dissatisfied with the final outcome (41%).

Despite the apparent improvement in service levels when reporting ASB, only seven out of ten respondents (71%) were willing to reports ASB in the future, down from 77% in 2015. Indeed, a quarter were reluctant, the vast majority of whom were 'very reluctant' (20%).

The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.



12. Complaints

71 %

satisfied with the way the Council deals with complaints overall

54 %

satisfied with the final outcome of their complaint

B Compares favourably against ARP benchmarks

 Awareness of the procedure down since 2015

 All other comparisons with 2015 were, however, positive

12. Complaints

Like ASB reports, due to the complexities of dealing with complaints, questions on this subject generally receive lower ratings and so it transpires here with around seven out of ten tenants satisfied with the way Lancaster CC deals with complaints (71%). That said, it was positive to find satisfaction was up five points from the previous survey (was 66%), with the Council's score appearing in the top quartile of similar housing providers. However, this was unsurprisingly significantly lower amongst respondents who had actually claimed to have made a complaint (51%). Whilst a sizeable proportion were ambivalent (17%), which can often be explained by a lack of knowledge on this subject, it is noticeable one in eight were dissatisfied.

Around two fifths of respondents were aware of the formal complaints procedure (39% down from 55%), with one in twelve respondents claiming to have actually made a complaint in the previous twelve months a figure which is down from 2015 (was 13%).

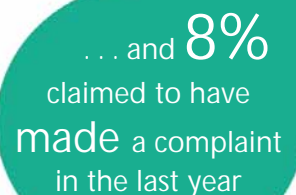
All tenants who claimed to have made a complaint were asked about their experience when doing so, the results of which are displayed in chart 12.2. The findings here were similar to those results seen for in the ASB section with satisfaction fluctuating a lot but not significantly compared to previous data. Indeed, in every case results were up in comparison to those reported in 2015. The vast majority remain satisfied with the ease of making a complaint (74%, was 73%), however just over a fifth were not, around half of whom were 'very dissatisfied' (9%).

One aspect of the service to show clear signs of improvement was the information and advice provided by staff (69%, up from 59%), but it was the final outcome that has shown the greatest improvement with more than half now satisfied with this (54%), up from 35% in 2015. There are still those who were dissatisfied (39%), the vast majority of whom were 'very dissatisfied' but scores are moving in the right direction.

As results in this section have on the whole improved, it is unsurprising to find slightly more of the current sample would be willing to make a complaint in the future (82%, up from 78%).



39% were
aware of the
complaints
procedure

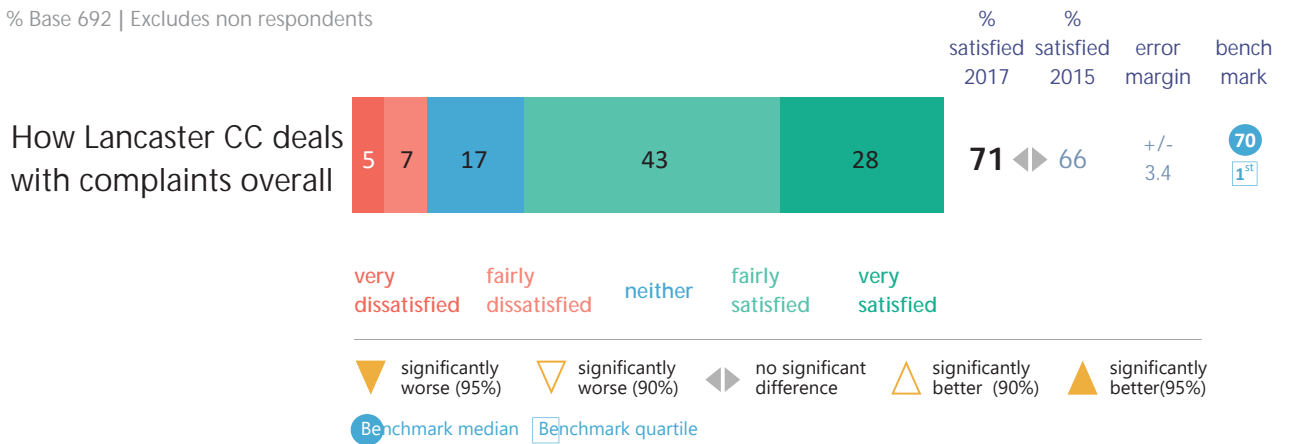


... and 8%
claimed to have
made a complaint
in the last year

12. Complaints

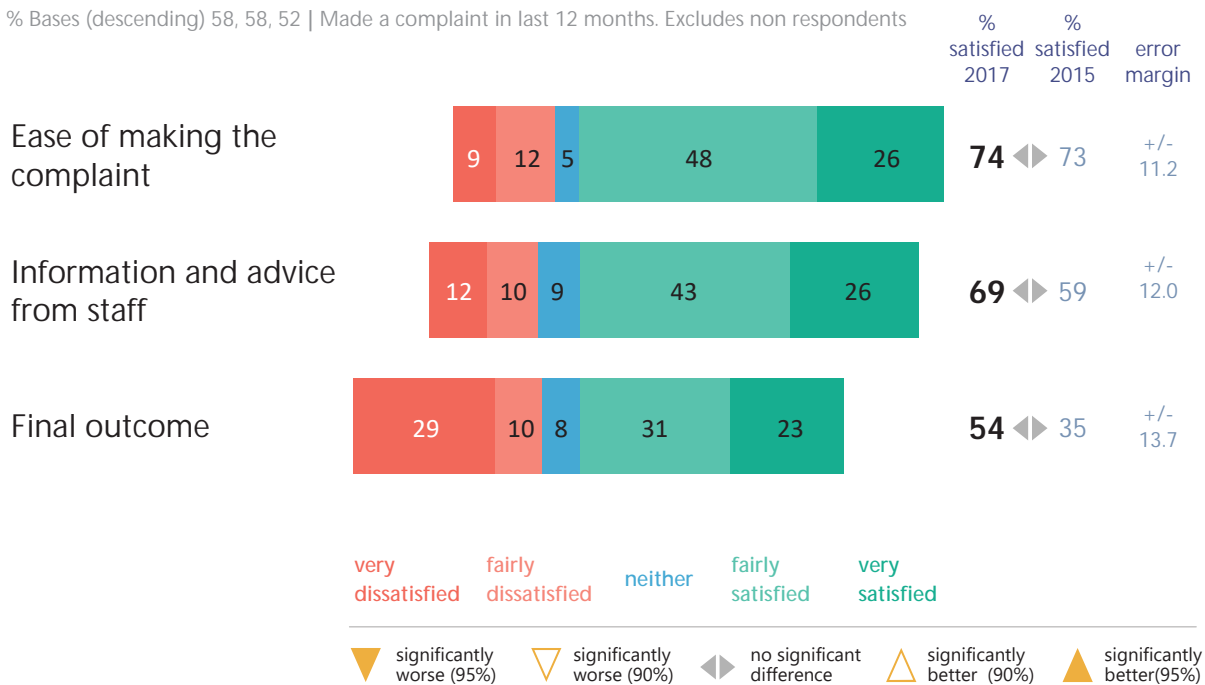
12.1 Complaints overall

% Base 692 | Excludes non respondents



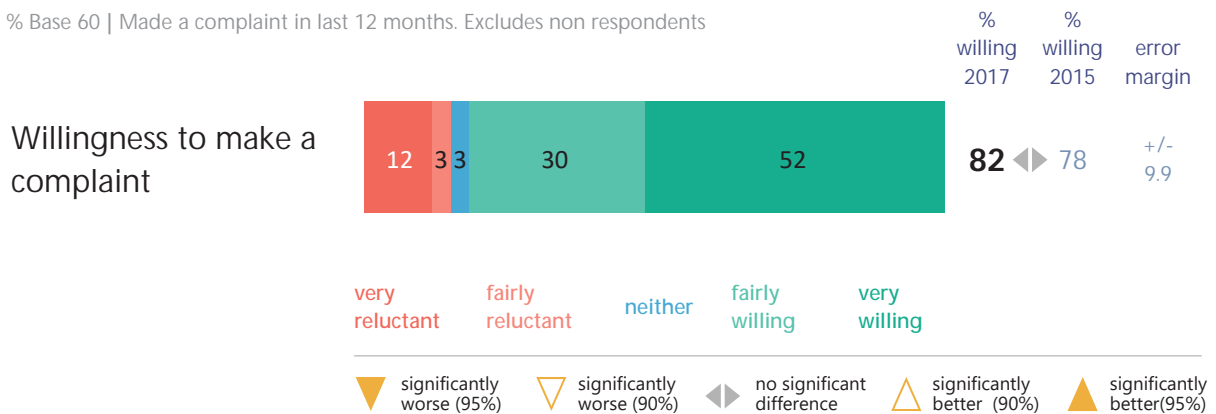
12.2 Last complaint

% Bases (descending) 58, 58, 52 | Made a complaint in last 12 months. Excludes non respondents



12.3 Willingness to make a complaint in the future

% Base 60 | Made a complaint in last 12 months. Excludes non respondents





13. Advice and support

79%

of tenants satisfied
advice and support
claiming benefits

78%

satisfied with help
managing finances



Younger tenants were less likely to be satisfied



Scores were consistent with benchmarks



Significant fall in satisfaction with advice and support on
benefits



Housing benefit recipients were even more satisfied with the
advice and support

13. Advice and support

When respondents were asked to give their views on the help and support services that Lancaster CC provide in order to help customers manage their tenancies, the majority were satisfied with the support that they received.

For the majority of the results in this section there was a noticeable high proportion of respondents who were ambivalent and chose to answer 'neither' compared to other similar questions in the survey. This is most likely attributed to a lack of awareness or use of these services, this despite the option on the questionnaire for 'no opinion'.

It is particularly important in the context of welfare benefit reforms that around four out of five respondents were satisfied with the advice and information they received on managing their finances including rent payments, whilst an almost identical proportion felt the same about benefits advice. Whilst satisfaction with the former remains broadly unchanged, the score for benefits advice was significantly lower than that seen in 2015 (79%, was 81%). That said, both were almost identical with the equivalent benchmark medians. Unsurprisingly, satisfaction with the advice and support in claiming housing and other welfare benefits was significantly higher for those in receipt of housing benefit compared to other respondents (85% v 55%), with this pattern also evident in the rating for managing finances (81% v 68%).

For both statements, age was again the main differential, with older tenants significantly more satisfied than average, whereas satisfaction with each rating was significantly lower than average amongst those aged under 50.

Satisfaction with the other help and support services covered in this section had improved for all three measures when compared with the previous survey findings, including one by a statistically significant margin. Once again there was a high proportion of respondents who were ambivalent and chose to answer 'neither'.

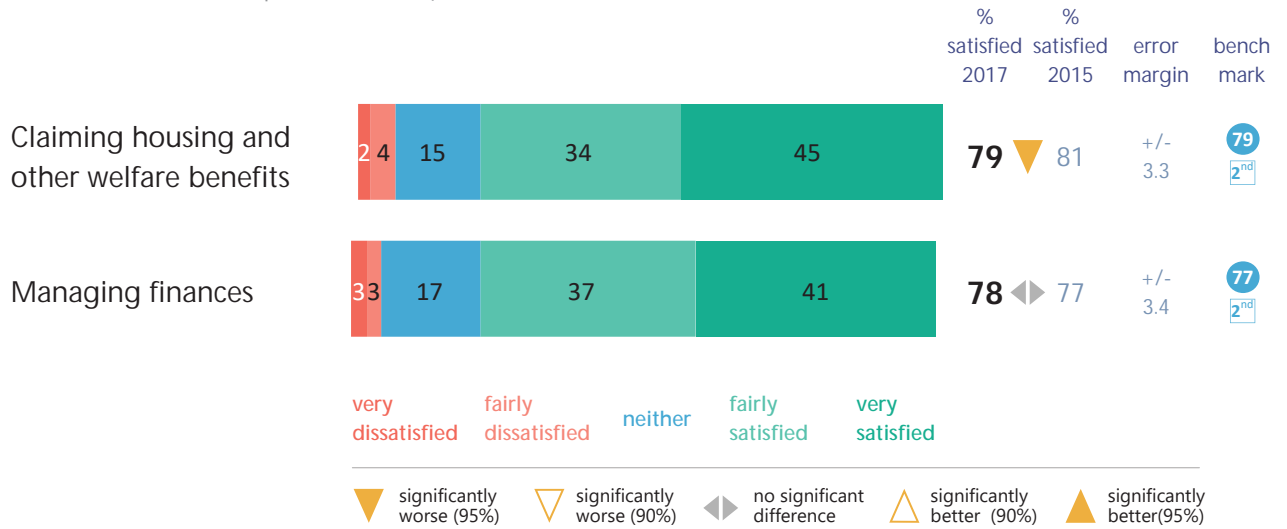
Two out of three respondents were satisfied with the support and information provided to new tenants which is a slight increase from 2015 (was 61%). There had been a slightly greater increase in satisfaction observed for the support provided when moving home (63% satisfied, was 50%), with this the only one to improve by a significant margin. Furthermore, this was rated significantly higher than average by respondents in their first year of tenancy (82%).

There had also been a slight increase in how many respondents were satisfied with the Council's support for vulnerable people (58%, up from 57%). Whilst more than a quarter of those who answered were ambivalent, it is noticeable that around one in seven were dissatisfied, more than half of whom were 'very dissatisfied'. It was also notable that those tenants who had reported ASB to Lancaster CC in the previous year were significantly less satisfied (35%), although it was significantly higher amongst those in sheltered accommodation (86%), a pattern reflected in all results within this section.

13. Advice and support

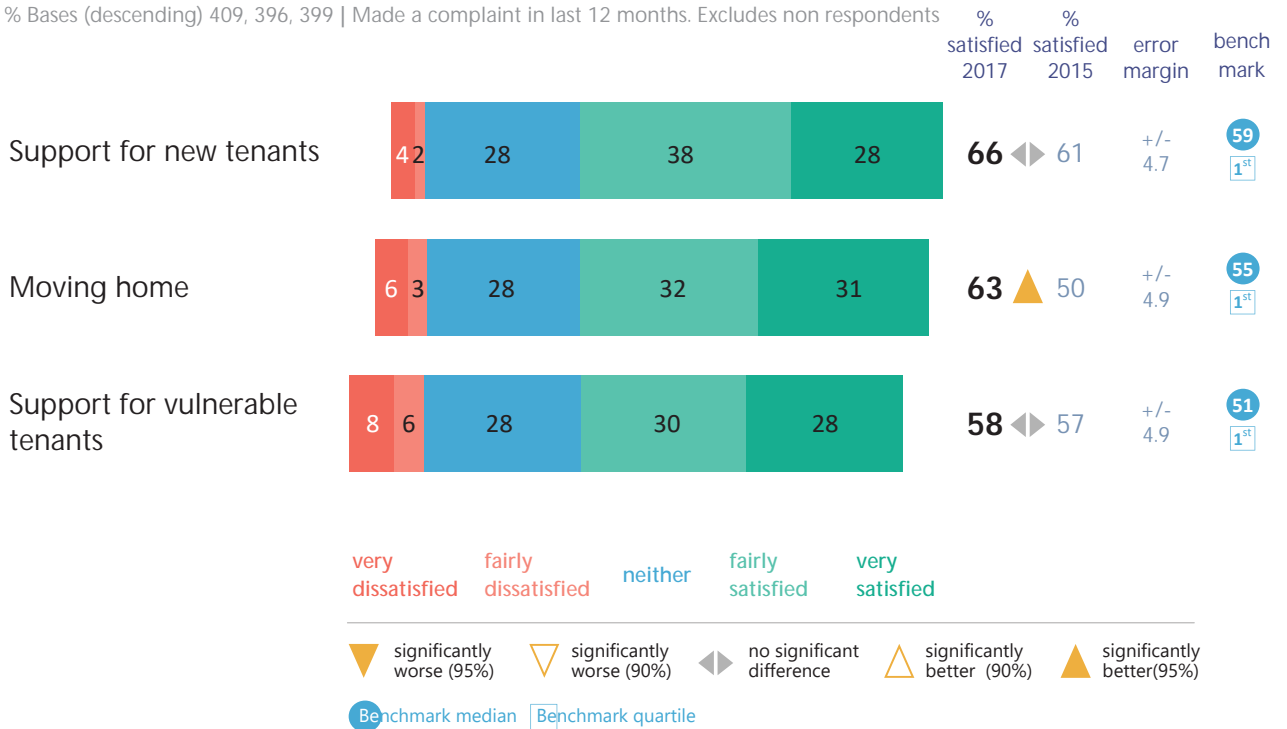
13.1 Financial advice and support

% Bases (descending) 590, 576 | Excludes non respondents



13.2 Other advice and support

% Bases (descending) 409, 396, 399 | Made a complaint in last 12 months. Excludes non respondents





14. Sheltered housing



Satisfaction with safety and security was very high



Satisfaction with the scheme manager or worker had fallen significantly since 2015



Satisfaction with the emergency call system was also lower

14. Sheltered housing

Respondents living in sheltered accommodation are typically the most satisfied group, a pattern which is very much evident throughout this and the previous survey results. It was therefore unsurprising that when asked to rate the specific services that only they received, in each case the majority of respondents claimed to be satisfied, with the scores generally equal to or above the benchmark median. Furthermore, when compared to the 2015 results, the majority of scores were broadly unchanged, although a few have declined significantly.

The ratings for the physical aspects of schemes are generally fairly stable which is certainly the case here. Sheltered tenants remain satisfied with the safety and security of their home (96%, was 95%) as well as the ease of accessing their home and scheme (95%, was 93%), with both the highest rated aspects of the service. Furthermore, nine out of ten sheltered respondents were satisfied with the facilities at their scheme (89%), which again is almost identical to that reported in 2015 (90%), and despite being the joint lowest ranked aspect of the service, still compares favourably to the benchmark median.

The careline/emergency call system was the joint second highest rated service in 2015, and satisfaction with this remains very high (89%) compared to only 5% who were dissatisfied. However, this is the only measure where satisfaction was down significantly (at the 95% confidence level), but it still remains above the level one would typically expect (88%) with Lancaster CC appearing in the second quartile.

The rating for the frequency of contact with support staff is another aspect to have declined significantly, albeit at the less accurate 90% confidence level (94%, was 95%) but remains well above the levels expected (benchmark median 87%) with the Council appearing in the top quartile.

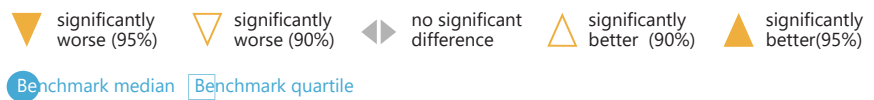
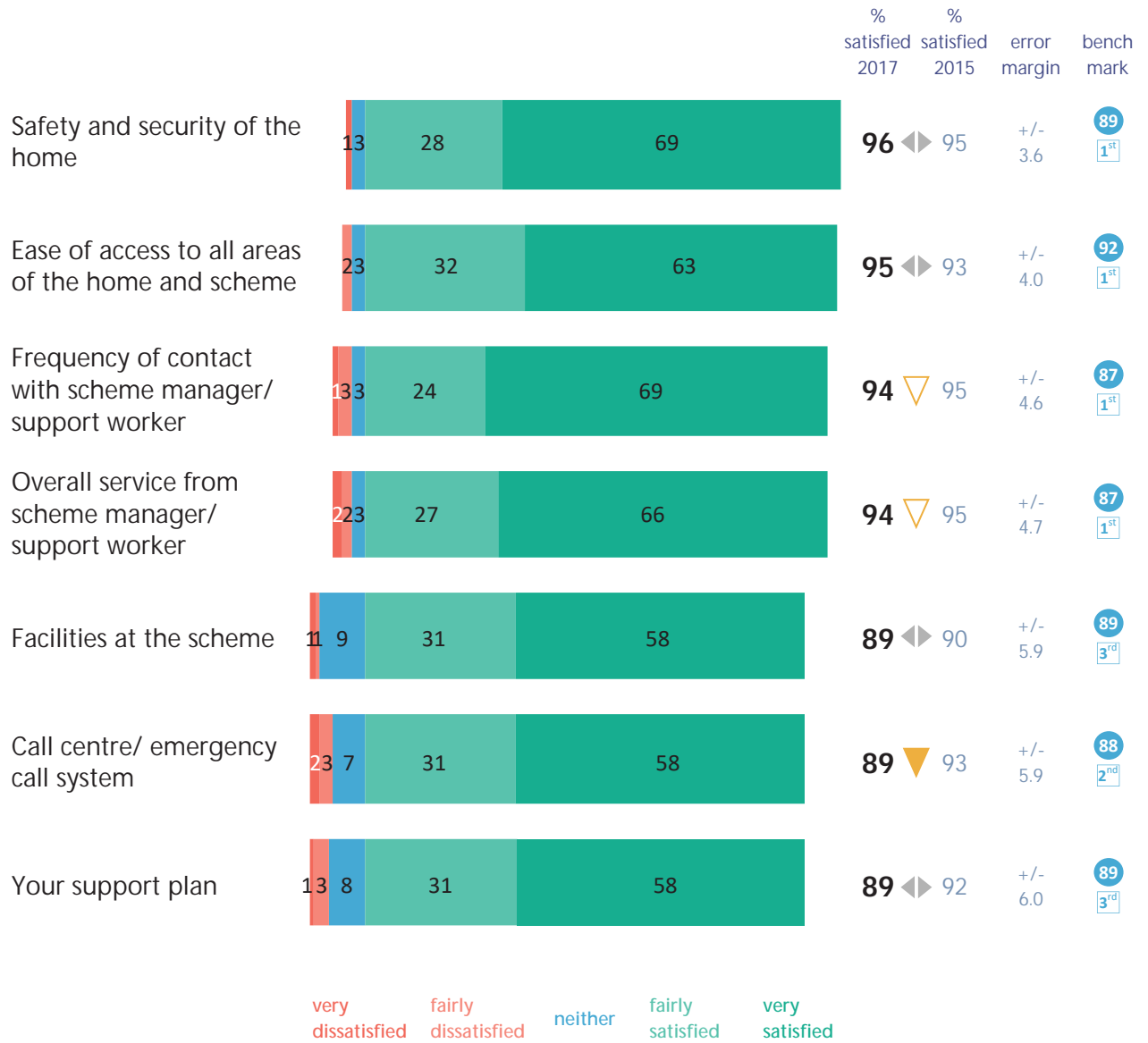
Perhaps as a result of the deterioration with the frequency of contact, it is also disappointing to find sheltered respondents were significantly less satisfied with the overall service provided by their scheme manager/support worker (94%, down from 95%), however, like many results in this section the score remains in the first quartile.

Finally, it was positive to find the majority of sheltered tenants remain satisfied with their support plan (89%), which despite falling slightly from 2015 (was 92%), also compares favourably to the equivalent benchmark median (89%).

14. Sheltered housing

14.1 Sheltered housing

% Bases (descending) 108,108,108,107,108,108,107 | Excludes non respondents.







15. Leaseholders



B Most leaseholder scores compare favourably against benchmarks

 Satisfaction with repairs and maintenance had improved

 However, satisfaction with service charge value for money was low compared to peers

15. Leaseholders

Satisfaction scores for leaseholders are typically lower than those reported by tenants primarily due to the services they receive, the demographic make-up of this group as well as the general less frequent interaction they have with the Council, and this is certainly the case for Lancaster CC leaseholders.

However, it is pleasing to find satisfaction with many core STAR questions had either improved or remained sufficiently high that the majority of the Council's scores appear in the top two quartiles (chart 15.1), however, due to the small sample sizes none of the differences from the previous survey were statistically significant. Only one of the key questions had a greater proportion of dissatisfied responses than satisfied, and that was the value for money for the service charge where 33% were satisfied but 42% dissatisfied. As such this was the lowest rated core measure for leaseholders and was fifteen points below the level expected (benchmark median 48%).

Unfortunately, due to the very small sample sizes involved throughout this section, any meaningful sub-group analysis is impossible.

One notable improvement was with the repairs and maintenance service where satisfaction had improved by 16% (58%, was 42%), elevating Lancaster's score above the benchmark median and into the top quartile of providers. Satisfaction had also improved for listening and acting upon views (38%, was 33%) although Lancaster still require some work in this area as their result appears in the third quartile being three points below the benchmark median of 41%. However, the same could not be said with how well leaseholders were kept informed, with this the second highest rated key finding and one where satisfaction remains unchanged (68%), with the Council continuing to compare favourably with other housing providers (median 60%) and appearing in the top quartile.

The neighbourhood as a place to live remains the highest rated core finding, however satisfaction is down 10% compared to the 2015 findings (78%, was 88%), but is another area where the Council are performing above the level expected (benchmark median 76%).

Leaseholders were next asked to rate a number of services to communal areas, and it was very pleasing to find satisfaction here continues to improve for the majority of measures. Once again, none of the increases were statistically significant, but they ensured Lancaster's results now appear in the top quartile.

Leaseholders were now more satisfied with external repairs (71%, up from 50%), with satisfaction increasing sufficiently to ensure Lancaster remain in the top quartile of scores when compared to its peers, being 22 points higher than the benchmark. Three out of five leaseholders remain satisfied with the repairs and maintenance to communal areas (60%) with this almost doubling from 2015 (was 33%). Whilst scores have improved, there remain those who are dissatisfied, including more than a quarter who were dissatisfied with the external repairs (27%).

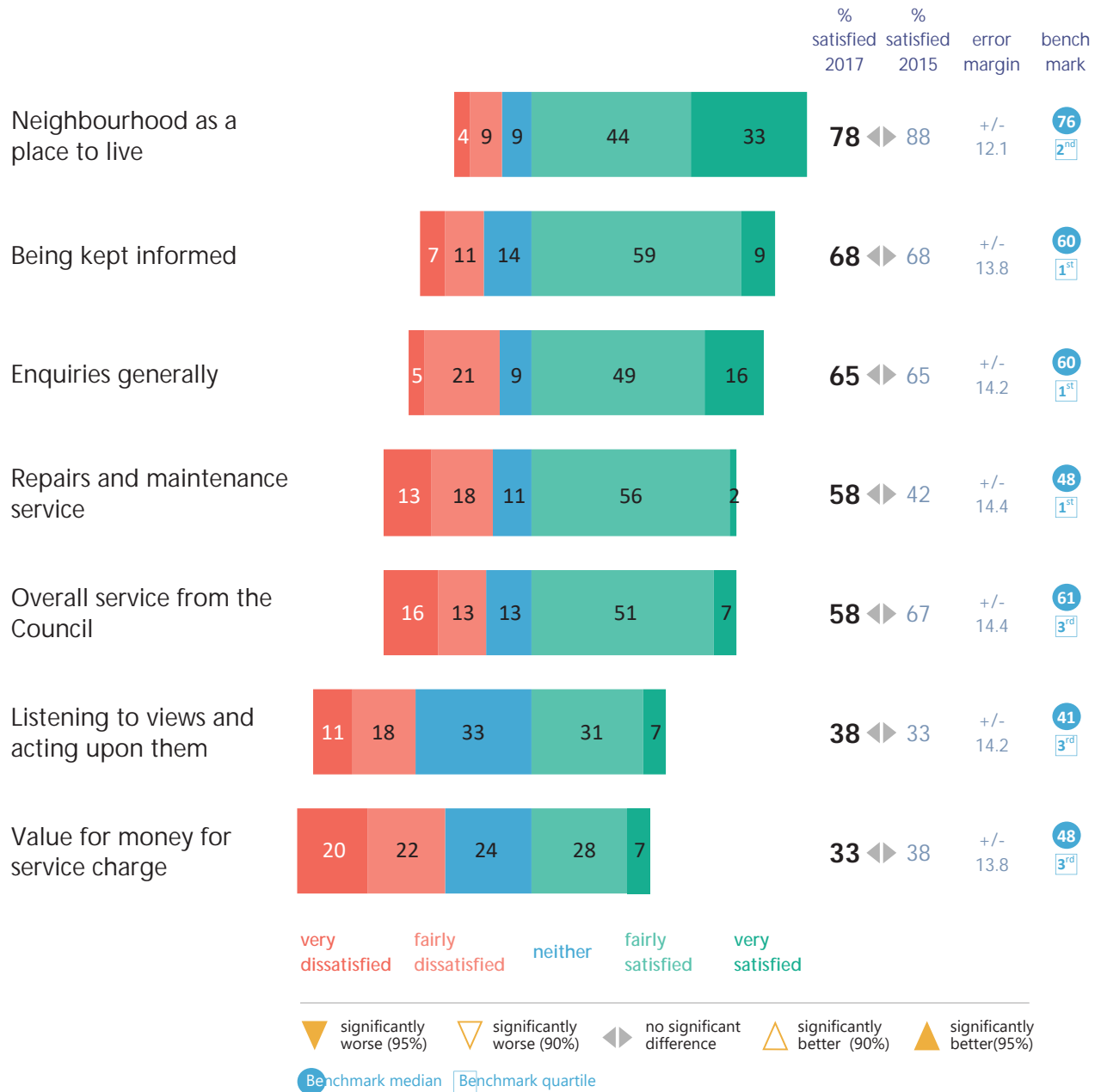
Like other results in this section, the more detailed questions on the information and consultation from Lancaster CC on the services charges, have improved and now also compare favourably against benchmark data (chart 15.3) with satisfaction improving for all three measures. The vast majority continue to believe that the service charge statement was easy to understand (63%), with this score up eleven points compared to the 2015 survey. A similar proportion were satisfied with the information on how the charge was calculated (59%), an increase of 15% from the previous survey.

Around half of the leaseholder sample were satisfied with the manner in which they were consulted about the levels of the service charge, which is now just above the level one might expect having increased by 18% from 2015.

15. Leaseholders

15.1 Core STAR questions

% Bases (descending) 45, 44, 43, 45, 45, 45, 45 | Excludes non respondents.



It was positive to see that nearly two thirds of the sample were satisfied with the information provided to leaseholders with regards to their obligations under the terms of the lease (64%), which thanks to a four-point increase now compares favourably with other providers in the ARP database, amongst whom the median score was 64% resulting in a second quartile position.

Satisfaction with the website was rated somewhat lower, with just over a third of leaseholders rating this positively (35%). However, despite satisfaction with this falling ten points (was 45%), this too compares favourably with the benchmark median of 34%, but as 46% chose the middle option, this would suggest that many leaseholders do not use this information source enough to express a view.

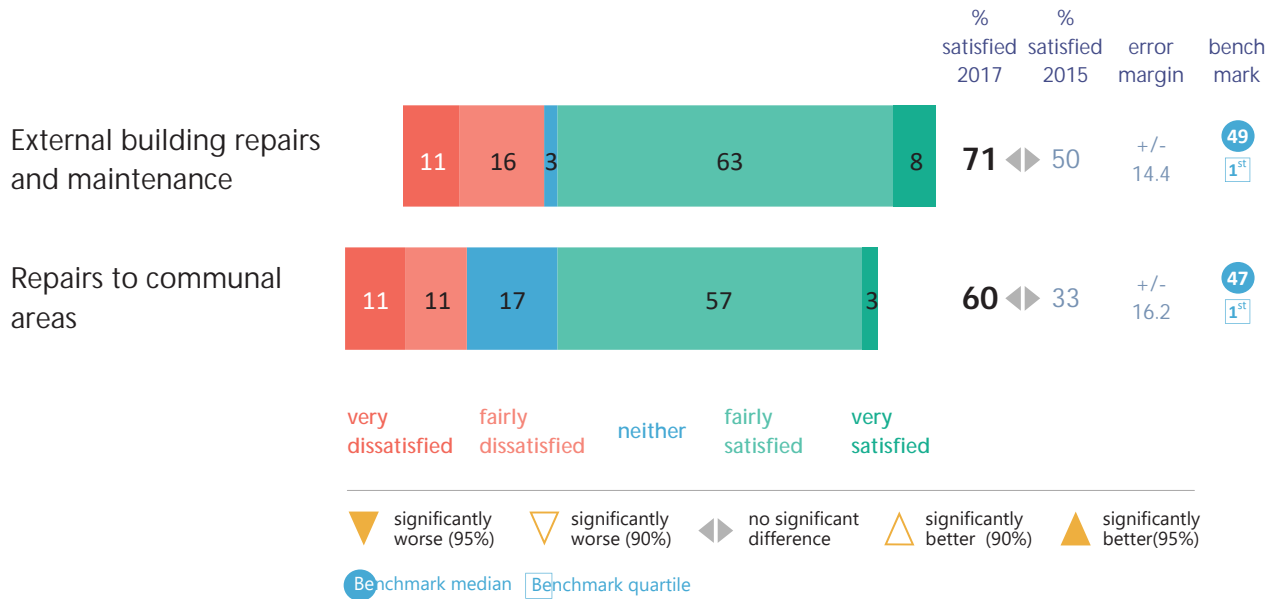
Finally, around a fifth of the sample had found it more difficult paying their mortgage and service charge since they moved in, with only 11% finding it easier.

Once again, due to the relatively small sample sizes for these questions there was little of note in terms of significant differences between different groups in the sample.

15. Leaseholders

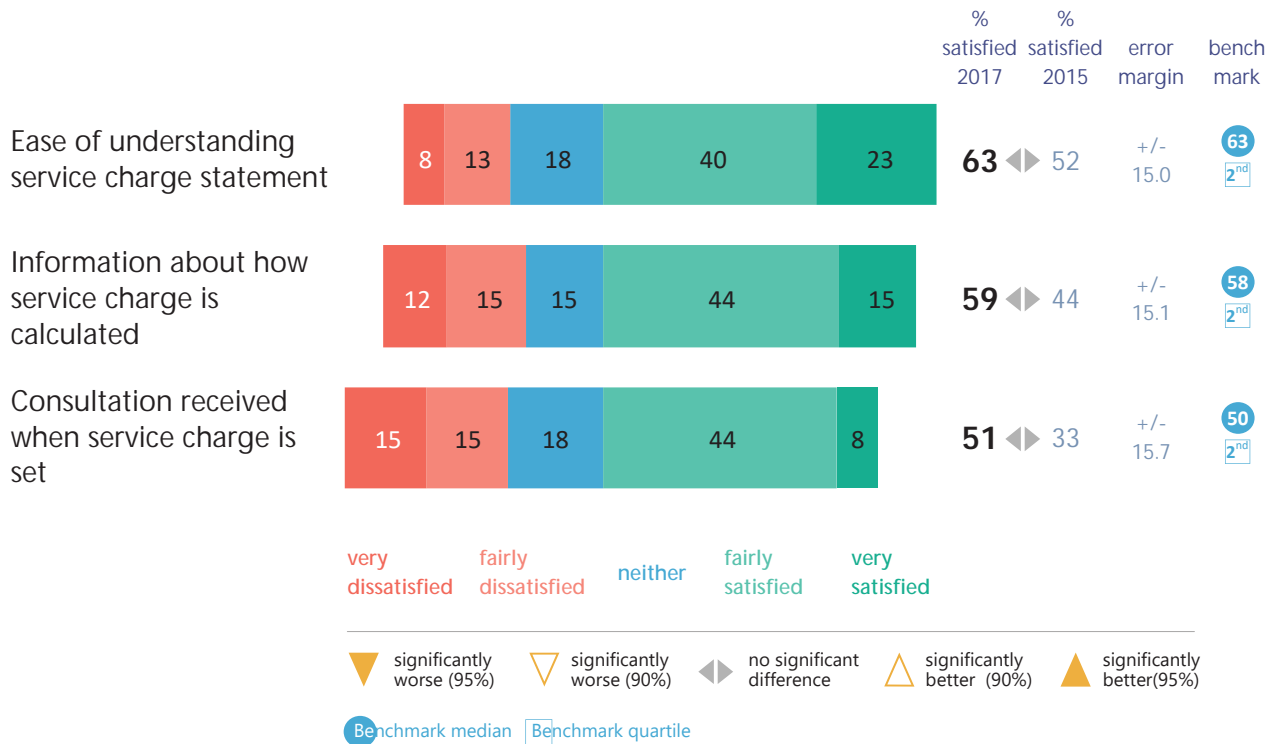
15.2 Communal services

% Bases (descending) 38, 35 | Excludes non respondents.



15.3 Service charge information

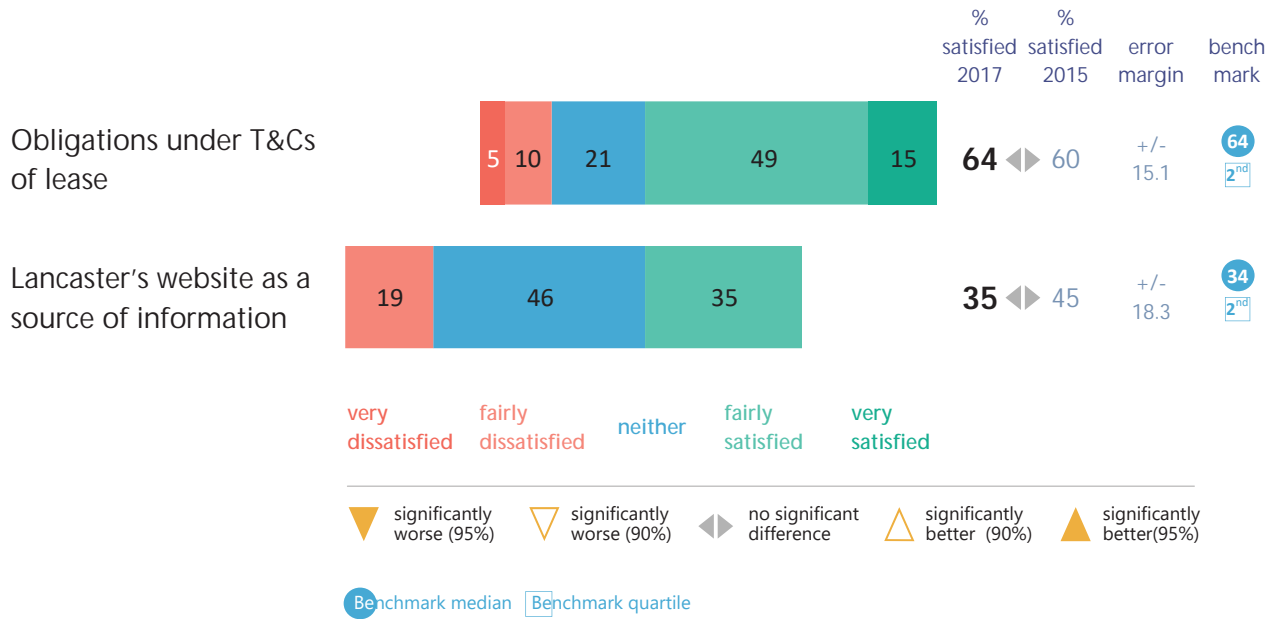
% Bases (descending) 40, 41, 39 | Excludes non respondents.



15. Leaseholders

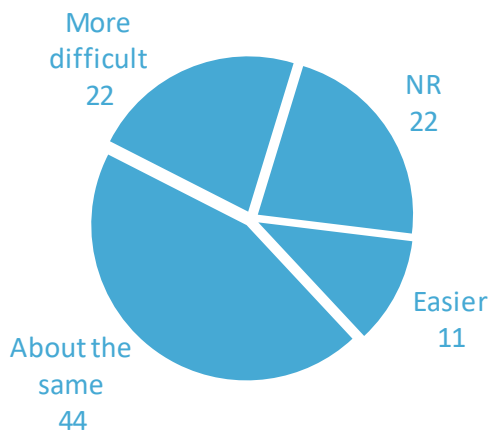
15.4 Information and advice

% Bases (descending) 39, 26 | Excludes non respondents.



15.5 Mortgage payments and service charges since moving in

% Base 45





16. Respondent profile

In addition to documenting the demographic profile of the sample, tables 16.12 to 16.15 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

16.1 Patch

% Base 848

	Total	%		Total	%
Branksome	58	6.8	Ryelands	83	9.8
Carnforth	51	6.0	Vale	95	11.2
Higher Heysham	32	3.8	Bowerham	5	0.6
Kellets	4	0.5	Caton	26	3.1
Kingsway	39	4.6	City Centre	24	2.8
Morecambe Central	18	2.1	Greaves	31	3.7
Middleton & Overton	1	0.1	Galgate South	7	0.8
Slyne and Bolton-le-Sands	19	2.2	Halton	7	0.8
Westgate	40	4.7	Hala	49	5.8
Warton and Rurals	22	2.6	Lune Valley Villages	8	0.9
Beaumont	27	3.2	Marsh	57	6.7
Mainway	51	6.0	Ridge and Newton	92	10.8

16.2 Area

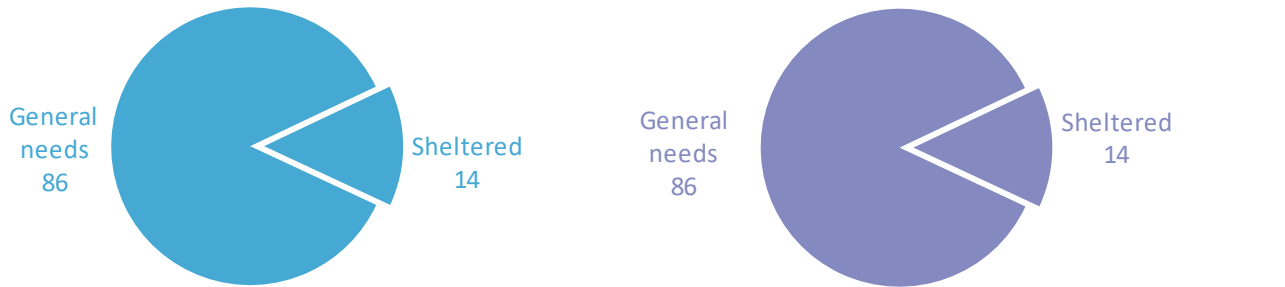
% Base xxx

	Total	%
Morecambe	285	33.6
North Lancaster	255	30.1
South Lancaster	308	36.3

16. Respondent profile

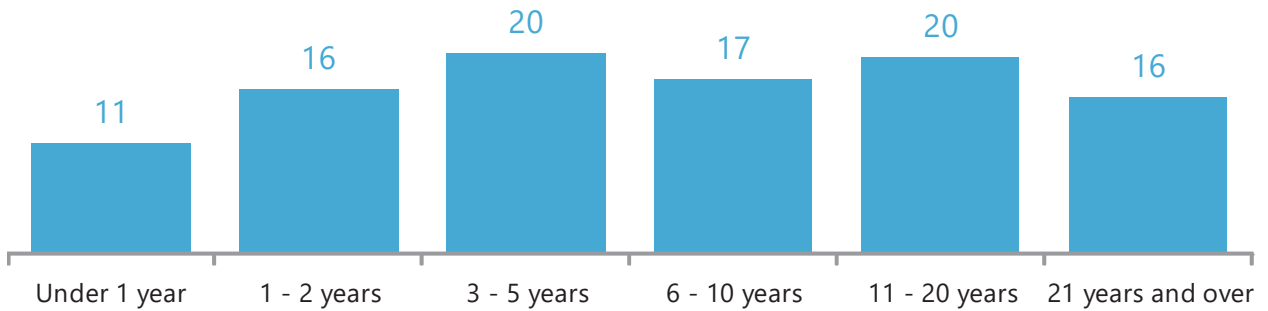
16.3 Category

% Base 848



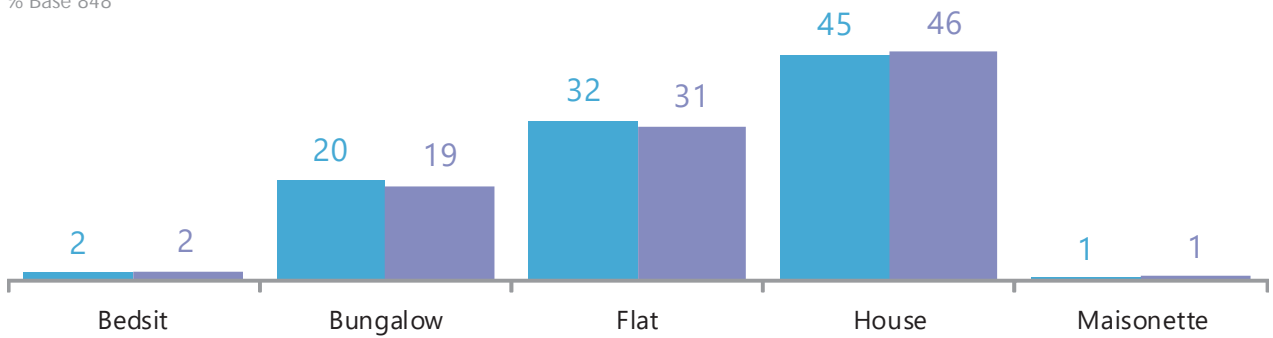
16.4 Length of tenancy

% Base 848



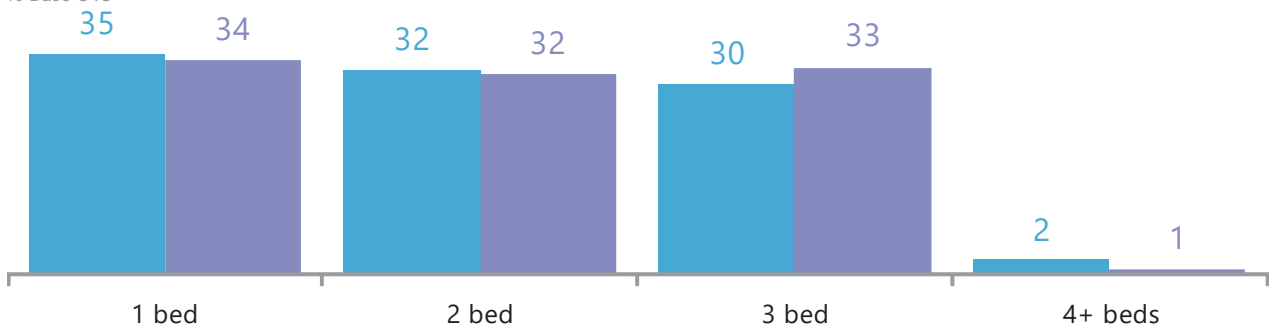
16.5 Property type

% Base 848



16.6 Property size

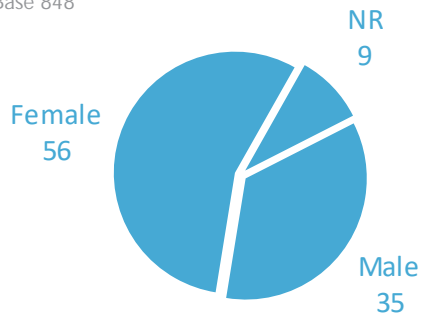
% Base 848



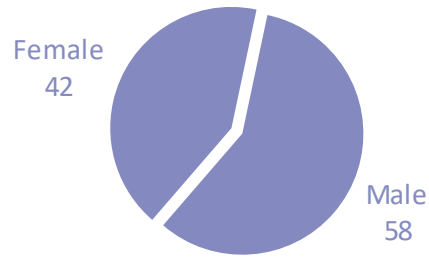
16. Respondent profile

16.7 Gender

% Base 848

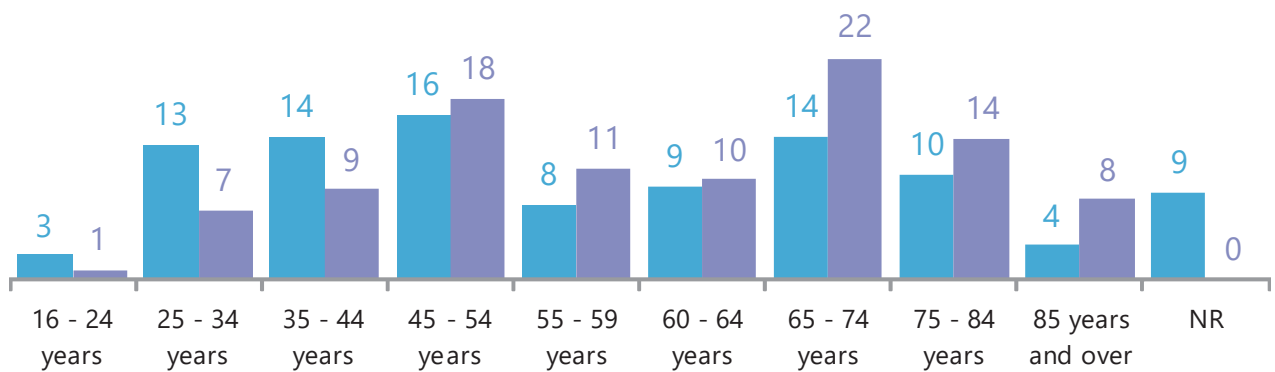


2017
2015



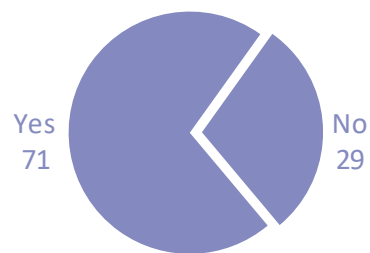
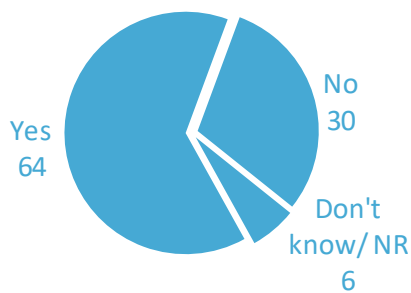
16.8 Age

% Base 848 | This is a weighted variable



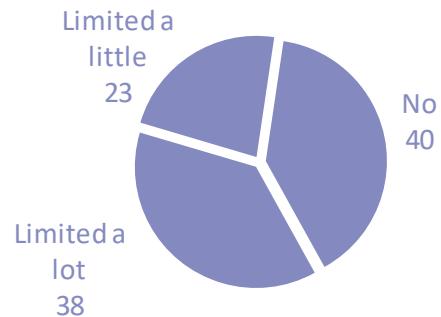
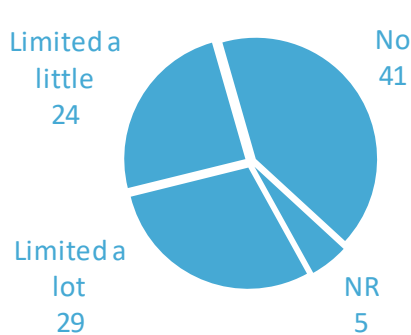
16.9 Receive housing benefit

% Base 848



16.10 Disability

% Base 848



16. Respondent profile

16.11 Ethnic background

% Base 847

2017
2015

White

Welsh/English/Scottish/Northern Irish/British

Irish

Gypsy or Irish Traveller

Any other White background

Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

Black or Black British

African

Caribbean

Any other Black background

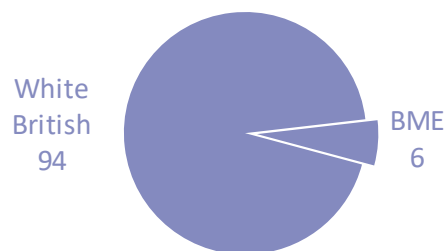
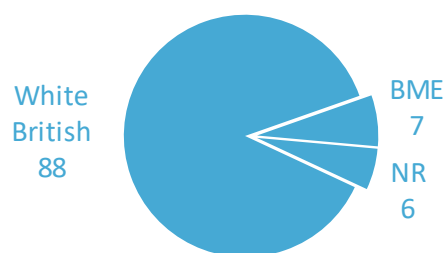
Other

Arab

Other

No response

	Total	%
White		
Welsh/English/Scottish/Northern Irish/British	743	87.6
Irish	3	0.4
Gypsy or Irish Traveller	5	0.6
Any other White background	38	4.5
Mixed		
White and Black Caribbean	3	0.4
White and Black African	0	0.0
White and Asian	0	0.0
Any other Mixed background	2	0.2
Asian or Asian British		
Indian	0	0.0
Pakistani	0	0.0
Bangladeshi	0	0.0
Chinese	0	0.0
Any other Asian background	1	0.1
Black or Black British		
African	4	0.5
Caribbean	0	0.0
Any other Black background	0	0.0
Other		
Arab	2	0.2
Other	0	0.0
No response	47	5.5



16. Respondent profile

16.12 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	848	135	186	214	239
Service overall	86	83	81	86	92
Quality of home	84	70	77	87	94
Rent value for money	88	83	84	90	94
Service charge value for money	79	68	62	86	87
Listen to views and act upon them	70	62	63	72	79
Being kept informed	77	68	71	79	84
Repairs & maintenance service	76	59	72	77	85
Neighbourhood as a place to live	84	71	80	88	92

16.13 Core questions by disability

	Overall	% positive	
		Yes	No
Sample size	848	455	350
Service overall	86	83	89
Quality of home	84	83	84
Rent value for money	88	89	87
Service charge value for money	79	81	78
Listen to views and act upon them	70	69	71
Being kept informed	77	76	79
Repairs & maintenance service	76	77	74
Neighbourhood as a place to live	84	86	83

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

16. Respondent profile

16.14 Core questions by ethnic background

	Overall	% positive	
		White British	BME
Sample size	848	743	58
Service overall	86	86	89
Quality of home	84	84	86
Rent value for money	88	88	89
Service charge value for money	79	80	84
Listen to views and act upon them	70	70	76
Being kept informed	77	77	83
Repairs & maintenance service	76	76	80
Neighbourhood as a place to live	84	84	74

16.15 Core questions by category

	Overall	% positive	
		General needs	Sheltered
Sample size	848	729	119
Service overall	86	84	94
Quality of home	84	82	94
Rent value for money	88	87	94
Service charge value for money	79	75	90
Listen to views and act upon them	70	67	85
Being kept informed	77	75	86
Repairs & maintenance service	76	73	92
Neighbourhood as a place to live	84	82	97

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the HouseMark STAR survey methodology, with the most appropriate questions for the Council being selected by them from the STAR questionnaire templates.

The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. Postal versions of the questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between October and December 2017. Paper self completion questionnaires were distributed to a sample of 2,010 tenant households and all 153 leaseholder households. This was followed by two further reminders to non respondents, both being a full replacement copy of the questionnaire, A free prize draw was used to encourage the response rate. The survey was also available for completion online for all customers (17 did so).

LANCASTER CITY COUNCIL
Improving your Council & Services

Your views are really important to us and this is your chance to tell us what you think of the services we provide. We are running a survey to help us understand your opinions, and what you would like to see us do in the future.

Resident Satisfaction Survey 2017

Prize Draw! £100 £75 £50

Our phone lines are free to use for the survey. It should be returned to the address on the enclosed Freepost envelope. (You do not need a stamp, or alternatively you can just fill it in online at the address provided above. Whichever you choose, your unique code will be entered into a prize draw to win up to £100 in shopping vouchers.)

We've asked an independent research company called IRI Research to carry out a survey on our behalf. Anything that you say on the survey is confidential. It will be used to look at the overall trends in customer satisfaction.

- It won't take long to complete the survey. Don't worry about taking too long on each question or how many times you answer it.
- Many questions require an answer before you can continue to the next question.
- You can pause the survey to finish at a later time - just use the button at the bottom of any page.

If you have any questions or comments about this survey, or need a copy in an alternative format, please ring Customer Services on 01524 340200.

Next

[Load unfinished surveys](#) [Exit and other forms](#)

LANCASTER CITY COUNCIL
Improving your Council & Services

Home and services

5 How satisfied or dissatisfied are you with:

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable

The overall quality of your home

That you are provided value for money

That your service charge provides value for money

Previous **Next**

[Return to start](#) [Skip and other forms](#)

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Response rate

In total 848 tenants took part in the survey, which represented a 42% response rate (error margin +/- 3.0), which was much higher than the 30% achieved in 2015. This response rates exceeded the stipulated STAR target error margin. In addition, 45 leaseholders took part, which was a 29% response rate (error margin +/- 12.3).

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2017 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the

middle point in the scale, which is not apparent from the headline score.

- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as their being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The quoted *R Square* value shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

Questions are benchmarked against all Council's and ALMOs in ARP Research own client database that have carried out surveys in the last 2 years using the STAR questionnaires. For the overall satisfaction score this included 11 landlords.



Appendix B. Example questionnaire - tenants

Council Housing

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

www.lancaster.gov.uk

999999 www.arpsurveys.co.uk/lancaster
your code: 9999XX

Dear Ms Sample

Your views are really important to us and this is your chance to tell us what you think of the services we provide as your landlord. We are running a survey to help us understand your opinions, and what you would like to see us do in the future.

So please take a few minutes to fill in the survey. It should be returned in the enclosed freepost envelope, which does not need a stamp, or alternatively you can just fill it in online at the address printed above. Whichever you choose, your unique code will be entered into a prize draw to win up to £100 in shopping vouchers!

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential; it will only be used to look at the overall trends in customer satisfaction.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Customer Services on 01524 582000

Thank you for taking part and good luck in the prize draw!

return by 25 October 2017

You could win: 1x £100 1x £75 1x £50

Satisfaction overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 To what extent do you agree or disagree with the following?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
a. We provide an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. We are providing the service you expect from your landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We treat residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. We have a good reputation in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. We have friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. You trust us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Which of the following would you consider to be the top **three** priorities?
tick no more than 3 boxes

- Keeping residents informed
- The overall quality of your home
- Listening to residents' views and acting upon them
- Repairs and maintenance
- Dealing with anti-social behaviour
- Your neighbourhood as a place to live
- Value for money for your rent (and service charges)
- Support and advice on claiming welfare benefits and paying rent
- The emergency call system **sheltered housing only**
- Your support worker/scheme manager **sheltered housing only**
- Your support plan **sheltered housing only**

p2

4 Are you aware of our published service standards?

Yes No

Home and services

5 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. The overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That your service charge provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 How satisfied or dissatisfied are you with the way Lancaster CC deals with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact and communication

7 Have you contacted us in the last 12 months with a query other than to pay your rent or service charges?

Yes **go to Q8 ↓** No **go to Q12 →**

8 When you **last** had contact with us, how easy or difficult was it to get hold of the right person?

Easy	Difficult	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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9 Did you find us helpful or unhelpful?

Helpful	Unhelpful	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 Was your enquiry answered in a reasonable time?

Yes No

11 How satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ability of staff to deal with your enquiry quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The final outcome of your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 Do you use the internet (Facebook, apps, email, websites etc.) in any of the following ways?
tick all that apply

<input type="checkbox"/> With a smartphone (e.g. iPhone, Android)	<input type="checkbox"/> At work
<input type="checkbox"/> With a tablet (e.g. iPad)	<input type="checkbox"/> At a public site (e.g. library)
<input type="checkbox"/> With a home computer or laptop	<input type="checkbox"/> At family/friends
<input type="checkbox"/> With a smart TV, set-top box or console	<input type="checkbox"/> I do not use the internet

13 In the past year, have you done any of the following?
tick all that apply

<input type="checkbox"/> Used Facebook, or other social media	<input type="checkbox"/> Watched YouTube
<input type="checkbox"/> Online shopping	<input type="checkbox"/> Read an email newsletter
<input type="checkbox"/> Online banking	<input type="checkbox"/> Contacted an organisation by email
<input type="checkbox"/> Used the Council's online services	<input type="checkbox"/> Contacted an organisation using Facebook
<input type="checkbox"/> Used online government services	<input type="checkbox"/> Contacted an organisation using Twitter
<input type="checkbox"/> Used paperless services for bills etc.	<input type="checkbox"/> Contacted an organisation via online chat
<input type="checkbox"/> Used an App on a phone or tablet to access services e.g. shopping, banking	<input type="checkbox"/> None of these

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Appendix B. Example questionnaire - tenants

14 Which of the following methods of being kept informed and getting in contact with us are you happy to use?

tick all that apply

<input type="checkbox"/> Email	<input type="checkbox"/> Visit to your home by staff
<input type="checkbox"/> Telephone	<input type="checkbox"/> Open meetings
<input type="checkbox"/> Text/SMS	<input type="checkbox"/> Newsletter
<input type="checkbox"/> In writing	<input type="checkbox"/> Other (write in)
<input type="checkbox"/> Visit to the office	<input type="text"/>

Information and involvement

15 How satisfied or dissatisfied are you that Lancaster CC Housing Services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 How good or poor do you feel we are at keeping you informed about things that might affect you as a tenant?

Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs and maintenance

17 Taking everything into account, how satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Taking everything into account, how satisfied or dissatisfied are you with your gas servicing arrangements (if applicable)?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable or no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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

Yes go to Q20 ↓ No go to Q21 ↶

20 Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your neighbourhood

21 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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23 To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
a. Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Dog fouling or dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Disruptive children/teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Drug use or drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Estate services

24 Thinking about where you live, how satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Internal communal cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. External communal cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. The grounds maintenance such as grass cutting in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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Anti-social behaviour

25 Have you reported any anti-social behaviour to us in the last 12 months?

Yes go to Q26 ↓ No go to Q30 →

26 When you **last** reported anti-social behaviour, how easy was it to get hold of the right person?

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

Good	Fair	Poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

28 How satisfied or dissatisfied were you with how we handled your **last** complaint of anti-social behaviour:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being kept informed about your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29 How willing would you be to report any anti-social behaviour to us in the future?

Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Appendix B. Example questionnaire - tenants

Advice and support

30 How satisfied or dissatisfied are you with the advice and support you receive from us with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Claiming housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31 How satisfied or dissatisfied are you with the advice and support you receive from us with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Moving home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Support for new tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Support for vulnerable tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

32 Are you aware of our formal complaints procedure?

Yes No

33 Have you made a formal complaint to us in the last 12 months?

Yes go to Q34 ↓ No go to Q36 →

34 How satisfied or dissatisfied were you with the following aspects of the complaints service?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. How easy it was to make a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The information and advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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35 How willing would you be to make a complaint to us in the future?

Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Housing for older people

36 Do you live in a sheltered housing scheme?

Yes go to Q37 ↓ No go to Q38 →

37 Thinking about where you live, how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Your support plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The frequency of contact with your scheme manager/support worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The overall service provided by your scheme manager/support worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The call centre/emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The safety and security of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. How easy it is to access all areas of your home and scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p10

You and your household

This information is optional but building up a picture of each household allows us to understand which groups of customers are satisfied with their home and the services we provide.

38 Please tell us the age and gender of everyone who lives with you in your household?

write in

	Age	Male	Female
a. Main tenant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Joint tenant or partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Person 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Person 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Person 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Person 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

39 Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot
 Yes, limited a little
 No

40 Which of the following options best describes how you think of yourself?

<input type="checkbox"/> Heterosexual	<input type="checkbox"/> Bisexual
<input type="checkbox"/> Gay	<input type="checkbox"/> Other (please tell us) <input type="text"/>
<input type="checkbox"/> Lesbian	<input type="checkbox"/> Prefer not to say

41 What is your religion?

<input type="checkbox"/> No religion	<input type="checkbox"/> Muslim
<input type="checkbox"/> Christian (all denominations)*	<input type="checkbox"/> Sikh
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Any other religion <input type="text"/>
<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Jewish	

* Includes Church of England, Catholic, Protestant and all other Christian denominations

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42 What is your (and your partner's) ethnic group?

tick one only per column

main tenant	partner/spouse	White
<input type="checkbox"/>	<input type="checkbox"/>	English / Welsh / Scottish / Northern Irish / British
<input type="checkbox"/>	<input type="checkbox"/>	Irish
<input type="checkbox"/>	<input type="checkbox"/>	Gypsy or Irish Traveller
<input type="checkbox"/>	<input type="checkbox"/>	Any other White background
<input type="checkbox"/>	<input type="checkbox"/>	Mixed
<input type="checkbox"/>	<input type="checkbox"/>	White & Black Caribbean
<input type="checkbox"/>	<input type="checkbox"/>	White & Black African
<input type="checkbox"/>	<input type="checkbox"/>	White & Asian
<input type="checkbox"/>	<input type="checkbox"/>	Any other Mixed / multiple ethnic background
<input type="checkbox"/>	<input type="checkbox"/>	Asian or Asian British
<input type="checkbox"/>	<input type="checkbox"/>	Indian
<input type="checkbox"/>	<input type="checkbox"/>	Pakistani
<input type="checkbox"/>	<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	<input type="checkbox"/>	Any other Asian background
<input type="checkbox"/>	<input type="checkbox"/>	Black / African / Caribbean / Black British
<input type="checkbox"/>	<input type="checkbox"/>	African
<input type="checkbox"/>	<input type="checkbox"/>	Caribbean
<input type="checkbox"/>	<input type="checkbox"/>	Any other Black / African / Caribbean background
<input type="checkbox"/>	<input type="checkbox"/>	Other ethnic group
<input type="checkbox"/>	<input type="checkbox"/>	Arab
<input type="checkbox"/>	<input type="checkbox"/>	Any other ethnic group

43 Do you or your household receive housing benefits (either paid to you, or directly to your landlord)?

Yes No Don't know

Thank You!

Please return in the enclosed freepost envelope for your chance to win up to **£100** in shopping vouchers!



Freepost RSLZ-LAKR-SGTS, ARP Research, 1 Dickenson Court, SHEFFIELD, S35 2ZS



Appendix C. Example questionnaire - leaseholders

Council Housing

LANCASTER CITY COUNCIL
Lancaster City Council
www.lancaster.gov.uk

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999 www.arpsurveys.co.uk/lancaster
your code: 9999XX

Dear Ms Sample

As a leaseholder, your views are really important to us and this is your chance to tell us what you think of the services we provide as your landlord. We are running a survey to help us understand your opinions, and what you would like to see us do in the future.

So please take a few minutes to fill in the survey. It should be returned in the enclosed freepost envelope, which does not need a stamp, or alternatively you can just fill it in online at the address printed above. Whichever you choose, your unique code will be entered into a prize draw to win up to £100 in shopping vouchers!

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential; it will only be used to look at the overall trends in customer satisfaction.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Customer Services on 01524 582000

Thank you for taking part and good luck in the prize draw!

return by **25 October 2017**

You could win: 1x **£100** 1x **£75** 1x **£50**

Satisfaction overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 To what extent do you agree or disagree with the following?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
a. We provide an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. We are providing the service you expect from your landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We treat residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. We have a good reputation in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. We have friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. You trust us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Which of the following would you consider to be the top **three** priorities?
tick no more than 3 boxes

- Keeping residents informed
- The overall quality of your home
- Listening to residents' views and acting upon them
- Communal repairs and maintenance
- Dealing with anti-social behaviour
- Your neighbourhood as a place to live
- Value for money for your service charges
- Support and advice on claiming welfare benefits and paying rent

p2

4 Are you aware of our published service standards?

Yes No

Home and services

5 How satisfied or dissatisfied are you that your service charge provides value for money?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 How satisfied or dissatisfied are you with the way Lancaster CC deals with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact and communication

7 Have you contacted us in the last 12 months with a query other than to pay your service charges?

Yes **go to Q8 ↓** No **go to Q12 →**

8 When you **last** had contact with us, how easy or difficult was it to get hold of the right person?

Easy	Difficult	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p3

9 Did you find us helpful or unhelpful?

Helpful	Unhelpful	Neither
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 Was your enquiry answered in a reasonable time?

Yes No

11 How satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ability of staff to deal with your enquiry quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The final outcome of your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 Do you use the internet (Facebook, apps, email, websites etc.) in any of the following ways?
tick all that apply

<input type="checkbox"/> With a smartphone (e.g. iPhone, Android)	<input type="checkbox"/> At work
<input type="checkbox"/> With a tablet (e.g. iPad)	<input type="checkbox"/> At a public site (e.g. library)
<input type="checkbox"/> With a home computer or laptop	<input type="checkbox"/> At family/friends
<input type="checkbox"/> With a smart TV, set-top box or console	<input type="checkbox"/> I do not use the internet

13 In the past year, have you done any of the following?
tick all that apply

<input type="checkbox"/> Used Facebook, or other social media	<input type="checkbox"/> Watched YouTube
<input type="checkbox"/> Online shopping	<input type="checkbox"/> Read an email newsletter
<input type="checkbox"/> Online banking	<input type="checkbox"/> Contacted an organisation by email
<input type="checkbox"/> Used the Council's online services	<input type="checkbox"/> Contacted an organisation using Facebook
<input type="checkbox"/> Used online government services	<input type="checkbox"/> Contacted an organisation using Twitter
<input type="checkbox"/> Used paperless services for bills etc.	<input type="checkbox"/> Contacted an organisation via online chat
<input type="checkbox"/> Used an App on a phone or tablet to access services e.g. shopping, banking	<input type="checkbox"/> None of these

p4

14 Which of the following methods of being kept informed and getting in contact with us are you happy to use?

tick all that apply

- | | |
|--|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Visit to your home by staff |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Open meetings |
| <input type="checkbox"/> Text/SMS | <input type="checkbox"/> Newsletter |
| <input type="checkbox"/> In writing | <input type="checkbox"/> Other (write in) |
| <input type="checkbox"/> Visit to the office | <input type="text"/> |

Information and involvement

15 How satisfied or dissatisfied are you that Lancaster CC Housing Services listens to your views and acts upon them?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16 How good or poor do you feel we are at keeping you informed about things that might affect you as a leaseholder?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very good | Fairly good | Neither | Fairly poor | Very poor |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Repairs and maintenance

17 Taking everything into account, how satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p5

18 Have you had any communal repairs to your home in the last 12 months?

- Yes go to Q19 ↓ No go to Q20 ↗

19 Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the following:

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| a. Being told when workers would call | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Being able to make an appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Time taken before work started | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. The speed of completion of the work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The attitude of workers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. The overall quality of repair work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Keeping dirt and mess to a minimum | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. The repair being done 'right first time' | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. The contractors doing the job you expected | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. The repairs service you received on this occasion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Your neighbourhood

20 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p6

22 To what extent are any of the following a problem in your neighbourhood?

- | | | | |
|------------------------------------|--------------------------|--------------------------|--------------------------|
| | Major problem | Minor problem | Not a problem |
| a. Car parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Rubbish or litter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Noisy neighbours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Dog fouling or dog mess | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Problems with pets and animals | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Disruptive children/teenagers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Racial or other harassment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Drunk or rowdy behaviour | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Vandalism and graffiti | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. People damaging your property | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Drug use or drug dealing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Abandoned or burnt out vehicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Noise from traffic | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. Other crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Estate services

23 Thinking about where you live, how satisfied or dissatisfied are you with:

- | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
| a. Internal communal cleaning | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. External communal cleaning | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The grounds maintenance such as grass cutting in your area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p7

Anti-social behaviour

24 Have you reported any anti-social behaviour to us in the last 12 months?

- Yes go to Q25 ↓ No go to Q29 →

25 When you **last** reported anti-social behaviour, how easy was it to get hold of the right person?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very easy | Fairly easy | Neither | Fairly difficult | Very difficult |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

26 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Good | Fair | Poor | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

27 How satisfied or dissatisfied were you with how we handled your **last** complaint of anti-social behaviour:

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| a. Being kept informed about your case | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The support provided by staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The final outcome of your complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

28 How willing would you be to report any anti-social behaviour to us in the future?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very willing | Fairly willing | Neither | Fairly reluctant | Very reluctant |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Complaints

- 29 Are you aware of our formal complaints procedure?
 Yes No
- 30 Have you made a formal complaint to us in the last 12 months?
 Yes go to Q31 ↓ No go to Q33 →
- 31 How satisfied or dissatisfied were you with the following aspects of the complaints service?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. How easy it was to make a complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The information and advice provided by staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The final outcome of your complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 32 How willing would you be to make a complaint to us in the future?
- | Very willing | Fairly willing | Neither | Fairly reluctant | Very reluctant |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p9

Leaseholder services

- 33 Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with the following?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | Not applicable |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. External building repairs and maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Repairs to communal areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 34 Thinking about your service charges, how satisfied or dissatisfied are you with the following?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The consultation you receive when Lancaster CC sets the service charges | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. How easy it is to understand your service charge statement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The information about how your service charges are calculated | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 35 Thinking about the information and advice you received from Lancaster CC about being a leaseholder, how satisfied or dissatisfied are you with the following?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Your obligations under the terms of the lease | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Lancaster's website as a source of useful information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 36 Since you moved in, have you found it easier or more difficult to afford your mortgage payments and service charges?
- | Easier | About the same | More difficult |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p10

You and your household

This information is optional but building up a picture of each household allows us to understand which groups of customers are satisfied with their home and the services we provide.

- 37 Please tell us the age and gender of everyone who lives with you in your household? write in
- | | Age | Male | Female |
|---------------------------------|----------------------|--------------------------|--------------------------|
| a. Main leaseholder | <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Joint leaseholder or partner | <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Person 3 | <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Person 4 | <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Person 5 | <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Person 6 | <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 38 Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
 Yes, limited a lot
 Yes, limited a little
 No
- 39 Which of the following options best describes how you think of yourself?
 Heterosexual Bisexual
 Gay Other (please tell us)
 Lesbian Prefer not to say
- 40 What is your religion?
 No religion Muslim
 Christian (all denominations)* Sikh
 Buddhist Any other religion
 Hindu Prefer not to say
 Jewish

* Includes Church of England, Catholic, Protestant and all other Christian denominations

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- 41 What is your (and your partner's) ethnic group?
 tick one only per column
- | main leaseholder | partner/spouse | White |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | English / Welsh / Scottish / Northern Irish / British |
| <input type="checkbox"/> | <input type="checkbox"/> | Irish |
| <input type="checkbox"/> | <input type="checkbox"/> | Gypsy or Irish Traveller |
| <input type="checkbox"/> | <input type="checkbox"/> | Any other White background |
| <input type="checkbox"/> | <input type="checkbox"/> | Mixed |
| <input type="checkbox"/> | <input type="checkbox"/> | White & Black Caribbean |
| <input type="checkbox"/> | <input type="checkbox"/> | White & Black African |
| <input type="checkbox"/> | <input type="checkbox"/> | White & Asian |
| <input type="checkbox"/> | <input type="checkbox"/> | Any other Mixed / multiple ethnic background |
| <input type="checkbox"/> | <input type="checkbox"/> | Asian or Asian British |
| <input type="checkbox"/> | <input type="checkbox"/> | Indian |
| <input type="checkbox"/> | <input type="checkbox"/> | Pakistani |
| <input type="checkbox"/> | <input type="checkbox"/> | Bangladeshi |
| <input type="checkbox"/> | <input type="checkbox"/> | Chinese |
| <input type="checkbox"/> | <input type="checkbox"/> | Any other Asian background |
| <input type="checkbox"/> | <input type="checkbox"/> | Black / African / Caribbean / Black British |
| <input type="checkbox"/> | <input type="checkbox"/> | African |
| <input type="checkbox"/> | <input type="checkbox"/> | Caribbean |
| <input type="checkbox"/> | <input type="checkbox"/> | Any other Black / African / Caribbean background |
| <input type="checkbox"/> | <input type="checkbox"/> | Other ethnic group |
| <input type="checkbox"/> | <input type="checkbox"/> | Arab |
| <input type="checkbox"/> | <input type="checkbox"/> | Any other ethnic group |

- 42 Do you or your household receive housing benefits (either paid to you, or directly to your landlord)?
 Yes No Don't know

Thank You!

Please return in the enclosed freepost envelope for your chance to win up to **£100** in shopping vouchers!



Promoting City, Green & Sustainable

Freepost RSLZ-LAKR-SGTS, ARP Research, 1 Dickenson Court, SHEFFIELD, S35 2ZS



Appendix D. Data summary - tenants

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

The data is weighted by age .

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord			
<i>Base: 848</i>			
1: Very satisfied	333	39.3	39.9
2: Fairly satisfied	380	44.8	45.6
3: Neither	58	6.8	7.0
4: Fairly dissatisfied	41	4.8	4.9
5: Very dissatisfied	22	2.6	2.6
N/R	15	1.8	
Q2a We provide an effective and efficient service			
<i>Base: 848</i>			
6: Strongly agree	249	29.4	30.7
7: Tend to agree	421	49.6	51.9
8: Neither	70	8.3	8.6
9: Tend to disagree	54	6.4	6.7
10: Strongly disagree	17	2.0	2.1
11: No opinion	9	1.1	
N/R	27	3.2	
Q2b We are providing the service you expect from your landlord			
<i>Base: 848</i>			
12: Strongly agree	302	35.6	37.0
13: Tend to agree	384	45.3	47.1
14: Neither	57	6.7	7.0
15: Tend to disagree	48	5.7	5.9
16: Strongly disagree	25	2.9	3.1
17: No opinion	9	1.1	
N/R	23	2.7	
Q2c We treat residents fairly			
<i>Base: 848</i>			
18: Strongly agree	319	37.6	39.5
19: Tend to agree	365	43.0	45.2
20: Neither	59	7.0	7.3
21: Tend to disagree	42	5.0	5.2
22: Strongly disagree	22	2.6	2.7
23: No opinion	22	2.6	
N/R	19	2.2	
Q2d We have a good reputation in your area			
<i>Base: 848</i>			
24: Strongly agree	252	29.7	33.1
25: Tend to agree	343	40.4	45.0
26: Neither	104	12.3	13.6
27: Tend to disagree	43	5.1	5.6
28: Strongly disagree	20	2.4	2.6
29: No opinion	55	6.5	
N/R	30	3.5	
Q2e We have friendly and approachable staff			
<i>Base: 848</i>			
30: Strongly agree	359	42.3	43.7
31: Tend to agree	365	43.0	44.5
32: Neither	43	5.1	5.2
33: Tend to disagree	39	4.6	4.8
34: Strongly disagree	15	1.8	1.8
35: No opinion	10	1.2	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	18	2.1	
Q2f You trust us	<i>Base: 848</i>		
36: Strongly agree	338	39.9	42.7
37: Tend to agree	303	35.7	38.3
38: Neither	96	11.3	12.1
39: Tend to disagree	23	2.7	2.9
40: Strongly disagree	31	3.7	3.9
41: No opinion	29	3.4	
N/R	28	3.3	
Q3 Top three priorities	<i>Base: 848</i>		
42: Keeping residents informed	288	34.0	
43: The overall quality of your home	416	49.1	
44: Listening to residents views and acting upon them	211	24.9	
45: Repairs and maintenance	622	73.3	
46: Dealing with ASB	262	30.9	
47: Your neighbourhood as a place to live	217	25.6	
48: Value for money for your rent (and service charges)	224	26.4	
49: Support and advice on claiming welfare benefits and paying r	63	7.4	
50: The emergency call system	39	4.6	
51: Your support worker/scheme manager	44	5.2	
52: Your support plan	6	0.7	
N/R	30	3.5	
Q4 Are you aware of our published service standards	<i>Base: 848</i>		
53: Yes	269	31.7	
54: No	471	55.5	
N/R	108	12.7	
Q5a The overall quality of your home	<i>Base: 848</i>		
55: Very satisfied	295	34.8	35.2
56: Fairly satisfied	405	47.8	48.4
57: Neither	45	5.3	5.4
58: Fairly dissatisfied	68	8.0	8.1
59: Very dissatisfied	24	2.8	2.9
N/R	11	1.3	
Q5b That your rent provides value for money	<i>Base: 848</i>		
60: Very satisfied	384	45.3	48.3
61: Fairly satisfied	316	37.3	39.7
62: Neither	67	7.9	8.4
63: Fairly dissatisfied	20	2.4	2.5
64: Very dissatisfied	8	0.9	1.0
65: Not applicable	29	3.4	
N/R	24	2.8	
Q5c That your service charge provides value for money	<i>Base: 404</i>		
66: Very satisfied	135	15.9	37.6
67: Fairly satisfied	150	17.7	41.8
68: Neither	35	4.1	9.7

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
69: Fairly dissatisfied	21	2.5	5.8
70: Very dissatisfied	18	2.1	5.0
71: Not applicable	28	3.3	
N/R	460	54.2	4.0
Q6a Anti-social behaviour	Base: 848		
72: Very satisfied	174	20.5	25.2
73: Fairly satisfied	287	33.8	41.5
74: Neither	123	14.5	17.8
75: Fairly dissatisfied	69	8.1	10.0
76: Very dissatisfied	38	4.5	5.5
77: No opinion	111	13.1	
N/R	46	5.4	
Q6b Complaints	Base: 848		
78: Very satisfied	192	22.6	27.7
79: Fairly satisfied	299	35.3	43.2
80: Neither	115	13.6	16.6
81: Fairly dissatisfied	50	5.9	7.2
82: Very dissatisfied	36	4.2	5.2
83: No opinion	107	12.6	
N/R	50	5.9	
Q6c Your enquiries generally	Base: 848		
84: Very satisfied	285	33.6	35.7
85: Fairly satisfied	372	43.9	46.6
86: Neither	73	8.6	9.1
87: Fairly dissatisfied	44	5.2	5.5
88: Very dissatisfied	25	2.9	3.1
89: No opinion	16	1.9	
N/R	33	3.9	
Q6d Moving or swapping your home (transfers and exchanges)	Base: 848		
90: Very satisfied	119	14.0	26.8
91: Fairly satisfied	133	15.7	30.0
92: Neither	138	16.3	31.1
93: Fairly dissatisfied	40	4.7	9.0
94: Very dissatisfied	14	1.7	3.2
95: No opinion	318	37.5	
N/R	85	10.0	
Q7 Have you contacted us in the last 12 months with a query other than to pay your rent or service charges	Base: 848		
96: Yes	523	61.7	
97: No	299	35.3	
N/R	26	3.1	
Q8 When you last had contact with us, how easy or difficult was it to get hold of the right person	Base: 523		
98: Easy	357	42.1	68.9
99: Difficult	106	12.5	20.5

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
100: Neither	55	6.5	10.6
N/R	330	38.9	1.0
Q9 Did you find us helpful or unhelpful <i>Base: 523</i>			
101: Helpful	391	46.1	76.5
102: Unhelpful	58	6.8	11.4
103: Neither	62	7.3	12.1
N/R	337	39.7	2.3
Q10 Was your enquiry answered in a reasonable time <i>Base: 523</i>			
104: Yes	398	46.9	76.1
105: No	110	13.0	21.0
N/R	340	40.1	2.9
Q11a The ability of staff to deal with your enquiry quickly and efficiently <i>Base: 523</i>			
106: Very satisfied	208	24.5	40.4
107: Fairly satisfied	202	23.8	39.2
108: Neither	53	6.3	10.3
109: Fairly dissatisfied	36	4.2	7.0
110: Very dissatisfied	16	1.9	3.1
N/R	334	39.4	1.7
Q11b The final outcome of your enquiry <i>Base: 523</i>			
111: Very satisfied	188	22.2	37.5
112: Fairly satisfied	179	21.1	35.7
113: Neither	52	6.1	10.4
114: Fairly dissatisfied	35	4.1	7.0
115: Very dissatisfied	48	5.7	9.6
N/R	346	40.8	4.0
Q12 Use the internet in the following ways <i>Base: 848</i>			
116: With a smartphone	369	43.5	
117: With a tablet	215	25.4	
118: With a home computer or laptop	253	29.8	
119: With a smart TV, set-top box or console	66	7.8	
120: At work	65	7.7	
121: At a public site (eg library)	66	7.8	
122: At family/friends	134	15.8	
123: I do not use the internet	231	27.2	
N/R	83	9.8	
Use the internet <i>Base: 848</i>			
124: Yes	573	67.6	
125: No	231	27.2	
N/R	44	5.2	
Q13 Done any of the following in the past year <i>Base: 848</i>			
126: Used Facebook, or other social media	418	49.3	
127: Online shopping	343	40.4	
128: Online banking	312	36.8	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
129: Used the Councils online services	173	20.4	
130: Used online government services	198	23.3	
131: Used paperless services for bills etc	213	25.1	
132: Used an App to access services	223	26.3	
133: Watched YouTube	299	35.3	
134: Read an email newsletter	257	30.3	
135: Contacted an organisation by email	222	26.2	
136: Contacted an organisation using Facebook	86	10.1	
137: Contacted an organisation using Twitter	21	2.5	
138: Contacted an organisation via online chat	64	7.5	
139: None of these	257	30.3	
N/R	45	5.3	
Q14 Preferred method of being kept informed and making contact		<i>Base: 848</i>	
140: Email	239	28.2	
141: Telephone	584	68.9	
142: Text/SMS	203	23.9	
143: In writing	399	47.1	
144: Visit to the office	285	33.6	
145: Visit to your home by staff	217	25.6	
146: Open meetings	43	5.1	
147: Newsletter	209	24.6	
148: Other	6	0.7	
N/R	17	2.0	
Q15 How satisfied or dissatisfied are you that Lancaster CC Housing Services listens to your views and acts upon them		<i>Base: 848</i>	
149: Very satisfied	186	21.9	22.6
150: Fairly satisfied	390	46.0	47.3
151: Neither	157	18.5	19.1
152: Fairly dissatisfied	65	7.7	7.9
153: Very dissatisfied	26	3.1	3.2
N/R	24	2.8	
Q16 How good or poor do you feel we are at keeping you informed about things that might affect you as a tenant		<i>Base: 848</i>	
154: Very good	257	30.3	31.1
155: Fairly good	378	44.6	45.8
156: Neither	115	13.6	13.9
157: Fairly poor	57	6.7	6.9
158: Very poor	19	2.2	2.3
N/R	22	2.6	
Q17 Taking everything into account, how satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance		<i>Base: 848</i>	
159: Very satisfied	270	31.8	32.5
160: Fairly satisfied	360	42.5	43.3
161: Neither	58	6.8	7.0
162: Fairly dissatisfied	93	11.0	11.2
163: Very dissatisfied	51	6.0	6.1
N/R	17	2.0	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q18 Taking everything into account, how satisfied or dissatisfied are you with your gas servicing arrangements (if applicable)			
<i>Base: 848</i>			
164: Very satisfied	386	45.5	54.8
165: Fairly satisfied	238	28.1	33.8
166: Neither	48	5.7	6.8
167: Fairly dissatisfied	18	2.1	2.6
168: Very dissatisfied	15	1.8	2.1
169: N.A. or no opinion	116	13.7	
N/R	27	3.2	
Q19 Have you had any repairs to your home in the last 12 months			
<i>Base: 848</i>			
170: Yes	515	60.7	
171: No	268	31.6	
N/R	65	7.7	
Q20a Being told when workers would call			
<i>Base: 515</i>			
172: Very satisfied	248	29.2	49.2
173: Fairly satisfied	165	19.5	32.7
174: Neither	24	2.8	4.8
175: Fairly dissatisfied	40	4.7	7.9
176: Very dissatisfied	27	3.2	5.4
N/R	345	40.7	2.3
Q20b Being able to make an appointment			
<i>Base: 515</i>			
177: Very satisfied	224	26.4	45.6
178: Fairly satisfied	182	21.5	37.1
179: Neither	40	4.7	8.1
180: Fairly dissatisfied	26	3.1	5.3
181: Very dissatisfied	19	2.2	3.9
N/R	357	42.1	4.7
Q20c Time taken before work started			
<i>Base: 515</i>			
182: Very satisfied	177	20.9	36.3
183: Fairly satisfied	168	19.8	34.5
184: Neither	63	7.4	12.9
185: Fairly dissatisfied	39	4.6	8.0
186: Very dissatisfied	40	4.7	8.2
N/R	361	42.6	5.4
Q20d The speed of completion of the work			
<i>Base: 515</i>			
187: Very satisfied	237	27.9	47.6
188: Fairly satisfied	166	19.6	33.3
189: Neither	27	3.2	5.4
190: Fairly dissatisfied	35	4.1	7.0
191: Very dissatisfied	33	3.9	6.6
N/R	351	41.4	3.5
Q20e The attitude of workers			
<i>Base: 515</i>			
192: Very satisfied	306	36.1	61.1
193: Fairly satisfied	151	17.8	30.1
194: Neither	20	2.4	4.0

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
195: Fairly dissatisfied	12	1.4	2.4
196: Very dissatisfied	12	1.4	2.4
N/R	347	40.9	2.7
Q20f The overall quality of repair work <i>Base: 515</i>			
197: Very satisfied	253	29.8	50.8
198: Fairly satisfied	164	19.3	32.9
199: Neither	23	2.7	4.6
200: Fairly dissatisfied	35	4.1	7.0
201: Very dissatisfied	23	2.7	4.6
N/R	350	41.3	3.3
Q20g Keeping dirt and mess to a minimum <i>Base: 515</i>			
202: Very satisfied	268	31.6	53.6
203: Fairly satisfied	179	21.1	35.8
204: Neither	26	3.1	5.2
205: Fairly dissatisfied	6	0.7	1.2
206: Very dissatisfied	21	2.5	4.2
N/R	348	41.0	2.9
Q20h The repair being done 'right first time' <i>Base: 515</i>			
207: Very satisfied	244	28.8	48.8
208: Fairly satisfied	145	17.1	29.0
209: Neither	36	4.2	7.2
210: Fairly dissatisfied	35	4.1	7.0
211: Very dissatisfied	40	4.7	8.0
N/R	348	41.0	2.9
Q20i The contractors doing the job you expected <i>Base: 515</i>			
212: Very satisfied	252	29.7	50.6
213: Fairly satisfied	166	19.6	33.3
214: Neither	32	3.8	6.4
215: Fairly dissatisfied	17	2.0	3.4
216: Very dissatisfied	31	3.7	6.2
N/R	349	41.2	3.1
Q20j The repairs service you received on this occasion <i>Base: 515</i>			
217: Very satisfied	253	29.8	50.9
218: Fairly satisfied	157	18.5	31.6
219: Neither	35	4.1	7.0
220: Fairly dissatisfied	20	2.4	4.0
221: Very dissatisfied	32	3.8	6.4
N/R	350	41.3	3.3
Q21 How satisfied or dissatisfied are you with your neighbourhood as a place to live <i>Base: 848</i>			
222: Very satisfied	359	42.3	43.5
223: Fairly satisfied	335	39.5	40.6
224: Neither	51	6.0	6.2
225: Fairly dissatisfied	47	5.5	5.7
226: Very dissatisfied	33	3.9	4.0

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	22	2.6	
Q22 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood			
<i>Base: 848</i>			
227: Very satisfied	250	29.5	30.1
228: Fairly satisfied	372	43.9	44.8
229: Neither	76	9.0	9.2
230: Fairly dissatisfied	79	9.3	9.5
231: Very dissatisfied	53	6.3	6.4
N/R	18	2.1	
Q23a Car parking			
<i>Base: 848</i>			
232: Major problem	209	24.6	28.7
233: Minor problem	196	23.1	27.0
234: Not a problem	322	38.0	44.3
N/R	120	14.2	
Q23b Rubbish or litter			
<i>Base: 848</i>			
235: Major problem	177	20.9	24.0
236: Minor problem	281	33.1	38.2
237: Not a problem	278	32.8	37.8
N/R	111	13.1	
Q23c Noisy neighbours			
<i>Base: 848</i>			
238: Major problem	116	13.7	16.4
239: Minor problem	166	19.6	23.4
240: Not a problem	427	50.4	60.2
N/R	139	16.4	
Q23d Dog fouling or dog mess			
<i>Base: 848</i>			
241: Major problem	193	22.8	26.1
242: Minor problem	254	30.0	34.3
243: Not a problem	293	34.6	39.6
N/R	107	12.6	
Q23e Problems with pets and animals			
<i>Base: 848</i>			
244: Major problem	71	8.4	10.1
245: Minor problem	139	16.4	19.8
246: Not a problem	493	58.1	70.1
N/R	145	17.1	
Q23f Disruptive children/teenagers			
<i>Base: 848</i>			
247: Major problem	111	13.1	15.2
248: Minor problem	207	24.4	28.4
249: Not a problem	410	48.3	56.3
N/R	119	14.0	
Q23g Racial or other harassment			
<i>Base: 848</i>			
250: Major problem	27	3.2	3.9

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
251: Minor problem	60	7.1	8.6
252: Not a problem	614	72.4	87.6
N/R	147	17.3	
Q23h Drunk or rowdy behaviour	Base: 848		
253: Major problem	79	9.3	10.9
254: Minor problem	149	17.6	20.6
255: Not a problem	494	58.3	68.4
N/R	127	15.0	
Q23i Vandalism and graffiti	Base: 848		
256: Major problem	60	7.1	8.5
257: Minor problem	138	16.3	19.5
258: Not a problem	511	60.3	72.1
N/R	139	16.4	
Q23j People damaging your property	Base: 848		
259: Major problem	42	5.0	5.9
260: Minor problem	91	10.7	12.8
261: Not a problem	576	67.9	81.2
N/R	139	16.4	
Q23k Drug use or drug dealing	Base: 848		
262: Major problem	113	13.3	15.7
263: Minor problem	113	13.3	15.7
264: Not a problem	492	58.0	68.5
N/R	130	15.3	
Q23l Abandoned or burnt out vehicles	Base: 848		
265: Major problem	12	1.4	1.7
266: Minor problem	41	4.8	5.8
267: Not a problem	649	76.5	92.5
N/R	146	17.2	
Q23m Noise from traffic	Base: 848		
268: Major problem	43	5.1	6.0
269: Minor problem	91	10.7	12.7
270: Not a problem	581	68.5	81.3
N/R	133	15.7	
Q23n Other crime	Base: 848		
271: Major problem	46	5.4	6.7
272: Minor problem	105	12.4	15.3
273: Not a problem	537	63.3	78.1
N/R	160	18.9	
Q24a Internal communal cleaning	Base: 848		
274: Very satisfied	132	15.6	29.5
275: Fairly satisfied	155	18.3	34.6

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
276: Neither	77	9.1	17.2
277: Fairly dissatisfied	38	4.5	8.5
278: Very dissatisfied	46	5.4	10.3
279: No opinion	263	31.0	
N/R	137	16.2	
Q24b External communal cleaning		<i>Base: 848</i>	
280: Very satisfied	112	13.2	20.5
281: Fairly satisfied	200	23.6	36.6
282: Neither	105	12.4	19.2
283: Fairly dissatisfied	62	7.3	11.3
284: Very dissatisfied	68	8.0	12.4
285: No opinion	185	21.8	
N/R	115	13.6	
Q24c The grounds maintenance such as grass cutting in your area		<i>Base: 848</i>	
286: Very satisfied	224	26.4	31.2
287: Fairly satisfied	268	31.6	37.4
288: Neither	84	9.9	11.7
289: Fairly dissatisfied	72	8.5	10.0
290: Very dissatisfied	69	8.1	9.6
291: No opinion	81	9.6	
N/R	50	5.9	
Q25 Have you reported any anti-social behaviour to us in the last 12 months		<i>Base: 848</i>	
292: Yes	78	9.2	
293: No	735	86.7	
N/R	35	4.1	
Q26 When you last reported anti-social behaviour, how easy was it to get hold of the right person		<i>Base: 78</i>	
294: Very easy	18	2.1	24.0
295: Fairly easy	30	3.5	40.0
296: Neither	6	0.7	8.0
297: Fairly difficult	12	1.4	16.0
298: Very difficult	9	1.1	12.0
N/R	773	91.2	3.8
Q27 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)		<i>Base: 78</i>	
299: Good	21	2.5	28.8
300: Fair	28	3.3	38.4
301: Poor	24	2.8	32.9
302: Don't know	4	0.5	
N/R	771	90.9	1.3
Q28a Being kept informed about your case		<i>Base: 78</i>	
303: Very satisfied	19	2.2	25.3
304: Fairly satisfied	17	2.0	22.7
305: Neither	16	1.9	21.3
306: Fairly dissatisfied	8	0.9	10.7

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
307: Very dissatisfied	15	1.8	20.0
N/R	774	91.3	5.1
Q28b The support provided by staff		<i>Base: 78</i>	
308: Very satisfied	19	2.2	25.7
309: Fairly satisfied	17	2.0	23.0
310: Neither	12	1.4	16.2
311: Fairly dissatisfied	13	1.5	17.6
312: Very dissatisfied	13	1.5	17.6
N/R	774	91.3	5.1
Q28c The final outcome of your complaint		<i>Base: 78</i>	
313: Very satisfied	21	2.5	28.8
314: Fairly satisfied	8	0.9	11.0
315: Neither	14	1.7	19.2
316: Fairly dissatisfied	9	1.1	12.3
317: Very dissatisfied	21	2.5	28.8
N/R	776	91.5	7.7
Q29 How willing would you be to report any anti-social behaviour to us in the future		<i>Base: 78</i>	
318: Very willing	41	4.8	53.2
319: Fairly willing	14	1.7	18.2
320: Neither	3	0.4	3.9
321: Fairly reluctant	4	0.5	5.2
322: Very reluctant	15	1.8	19.5
N/R	771	90.9	1.3
Q30a Claiming housing benefit and other welfare benefits		<i>Base: 848</i>	
323: Very satisfied	263	31.0	44.6
324: Fairly satisfied	203	23.9	34.4
325: Neither	86	10.1	14.6
326: Fairly dissatisfied	24	2.8	4.1
327: Very dissatisfied	14	1.7	2.4
328: No opinion	202	23.8	
N/R	55	6.5	
Q30b Managing your finances and paying rent and service charges		<i>Base: 848</i>	
329: Very satisfied	236	27.8	41.0
330: Fairly satisfied	212	25.0	36.8
331: Neither	97	11.4	16.8
332: Fairly dissatisfied	15	1.8	2.6
333: Very dissatisfied	16	1.9	2.8
334: No opinion	197	23.2	
N/R	74	8.7	
Q31a Moving home		<i>Base: 848</i>	
335: Very satisfied	121	14.3	30.6
336: Fairly satisfied	128	15.1	32.3
337: Neither	111	13.1	28.0
338: Fairly dissatisfied	12	1.4	3.0

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
339: Very dissatisfied	24	2.8	6.1
340: No opinion	357	42.1	
N/R	96	11.3	
Q31b Support for new tenants	Base: 848		
341: Very satisfied	113	13.3	27.6
342: Fairly satisfied	156	18.4	38.1
343: Neither	115	13.6	28.1
344: Fairly dissatisfied	8	0.9	2.0
345: Very dissatisfied	17	2.0	4.2
346: No opinion	339	40.0	
N/R	100	11.8	
Q31c Support for vulnerable tenants	Base: 848		
347: Very satisfied	113	13.3	28.3
348: Fairly satisfied	120	14.2	30.1
349: Neither	113	13.3	28.3
350: Fairly dissatisfied	22	2.6	5.5
351: Very dissatisfied	31	3.7	7.8
352: No opinion	355	41.9	
N/R	94	11.1	
Q32 Are you aware of our formal complaints procedure	Base: 848		
353: Yes	328	38.7	
354: No	480	56.6	
N/R	40	4.7	
Q33 Have you made a formal complaint to us in the last 12 months	Base: 848		
355: Yes	66	7.8	
356: No	739	87.1	
N/R	43	5.1	
Q34a How easy it was to make a complaint	Base: 66		
357: Very satisfied	15	1.8	25.9
358: Fairly satisfied	28	3.3	48.3
359: Neither	3	0.4	5.2
360: Fairly dissatisfied	7	0.8	12.1
361: Very dissatisfied	5	0.6	8.6
362: No opinion	0	0.0	
N/R	789	93.0	10.6
Q34b The information and advice provided by staff	Base: 66		
363: Very satisfied	15	1.8	25.9
364: Fairly satisfied	25	2.9	43.1
365: Neither	5	0.6	8.6
366: Fairly dissatisfied	6	0.7	10.3
367: Very dissatisfied	7	0.8	12.1
368: No opinion	0	0.0	
N/R	790	93.2	12.1

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q34c The final outcome of your complaint			
<i>Base: 66</i>			
369: Very satisfied	12	1.4	23.1
370: Fairly satisfied	16	1.9	30.8
371: Neither	4	0.5	7.7
372: Fairly dissatisfied	5	0.6	9.6
373: Very dissatisfied	15	1.8	28.8
374: No opinion	3	0.4	
N/R	793	93.5	16.7
Q35 How willing would you be to make a complaint to us in the future			
<i>Base: 66</i>			
375: Very willing	31	3.7	51.7
376: Fairly willing	18	2.1	30.0
377: Neither	2	0.2	3.3
378: Fairly reluctant	2	0.2	3.3
379: Very reluctant	7	0.8	11.7
N/R	788	92.9	9.1
Q36 Do you live in a sheltered housing scheme			
<i>Base: 848</i>			
380: Yes	136	16.0	
381: No	678	80.0	
N/R	35	4.1	
Q37a Your support plan			
<i>Base: 119</i>			
382: Very satisfied	62	7.3	57.9
383: Fairly satisfied	33	3.9	30.8
384: Neither	8	0.9	7.5
385: Fairly dissatisfied	3	0.4	2.8
386: Very dissatisfied	1	0.1	0.9
N/R	741	87.4	10.1
Q37b The frequency of contact with your scheme manager/support worker			
<i>Base: 119</i>			
387: Very satisfied	75	8.8	69.4
388: Fairly satisfied	26	3.1	24.1
389: Neither	3	0.4	2.8
390: Fairly dissatisfied	3	0.4	2.8
391: Very dissatisfied	1	0.1	0.9
N/R	740	87.3	9.2
Q37c The overall service provided by your scheme manager/support worker			
<i>Base: 119</i>			
392: Very satisfied	71	8.4	66.4
393: Fairly satisfied	29	3.4	27.1
394: Neither	3	0.4	2.8
395: Fairly dissatisfied	2	0.2	1.9
396: Very dissatisfied	2	0.2	1.9
N/R	741	87.4	10.1
Q37d The call centre/emergency call system			
<i>Base: 119</i>			
397: Very satisfied	63	7.4	58.3
398: Fairly satisfied	33	3.9	30.6
399: Neither	7	0.8	6.5
400: Fairly dissatisfied	3	0.4	2.8

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
401: Very dissatisfied	2	0.2	1.9
N/R	740	87.3	9.2
Q37e The safety and security of your home		<i>Base: 119</i>	
402: Very satisfied	74	8.7	68.5
403: Fairly satisfied	30	3.5	27.8
404: Neither	3	0.4	2.8
405: Fairly dissatisfied	0	0.0	0.0
406: Very dissatisfied	1	0.1	0.9
N/R	740	87.3	9.2
Q37f How easy it is to access all areas of your home and scheme		<i>Base: 119</i>	
407: Very satisfied	68	8.0	63.0
408: Fairly satisfied	35	4.1	32.4
409: Neither	3	0.4	2.8
410: Fairly dissatisfied	2	0.2	1.9
411: Very dissatisfied	0	0.0	0.0
N/R	740	87.3	9.2
Q37g The facilities at your scheme		<i>Base: 119</i>	
412: Very satisfied	63	7.4	58.3
413: Fairly satisfied	33	3.9	30.6
414: Neither	10	1.2	9.3
415: Fairly dissatisfied	1	0.1	0.9
416: Very dissatisfied	1	0.1	0.9
N/R	740	87.3	9.2
Q38a2 Main Tenant Age Group		<i>Base: 848</i>	
417: 16 - 24 years	21	2.5	
418: 25 - 34 years	114	13.4	
419: 35 - 44 years	120	14.2	
420: 45 - 54 years	138	16.3	
421: 55 - 59 years	64	7.5	
422: 60 - 64 years	79	9.3	
423: 65 - 74 years	120	14.2	
424: 75 - 84 years	88	10.4	
425: 85 years and over	30	3.5	
N/R	74	8.7	
Q38b2 Partner Age Group		<i>Base: 848</i>	
426: 16 - 24 years	15	1.8	
427: 25 - 34 years	42	5.0	
428: 35 - 44 years	53	6.3	
429: 45 - 54 years	46	5.4	
430: 55 - 59 years	22	2.6	
431: 60 - 64 years	27	3.2	
432: 65 - 74 years	42	5.0	
433: 75 - 84 years	13	1.5	
434: 85 years and over	1	0.1	
N/R	588	69.3	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q38c2 Person 3 Age Group			
<i>Base: 848</i>			
435: 0 - 4 years	34	4.0	
436: 5 - 15 years	130	15.3	
437: 16 - 24 years	93	11.0	
438: 25 - 34 years	23	2.7	
439: 35 - 44 years	14	1.7	
440: 45 - 54 years	5	0.6	
441: 55 - 59 years	4	0.5	
442: 60 - 64 years	2	0.2	
443: 65 - 74 years	1	0.1	
444: 75 - 84 years	1	0.1	
445: 85 years and over	0	0.0	
N/R	543	64.0	
Q38d2 Person 4 Age Group			
<i>Base: 848</i>			
446: 0 - 4 years	36	4.2	
447: 5 - 15 years	93	11.0	
448: 16 - 24 years	34	4.0	
449: 25 - 34 years	10	1.2	
450: 35 - 44 years	2	0.2	
451: 45 - 54 years	3	0.4	
452: 55 - 59 years	0	0.0	
453: 60 - 64 years	0	0.0	
454: 65 - 74 years	2	0.2	
455: 75 - 84 years	1	0.1	
456: 85 years and over	0	0.0	
N/R	669	78.9	
Q38a2 Person 5 Age Group			
<i>Base: 848</i>			
457: 0 - 4 years	26	3.1	
458: 5 - 15 years	39	4.6	
459: 16 - 24 years	6	0.7	
460: 25 - 34 years	1	0.1	
461: 35 - 44 years	1	0.1	
462: 45 - 54 years	0	0.0	
463: 55 - 59 years	0	0.0	
464: 60 - 64 years	0	0.0	
465: 65 - 74 years	0	0.0	
466: 75 - 84 years	1	0.1	
467: 85 years and over	0	0.0	
N/R	773	91.2	
Q38f2 Person 6 Age Group			
<i>Base: 848</i>			
468: 0 - 4 years	12	1.4	
469: 5 - 15 years	15	1.8	
470: 16 - 24 years	1	0.1	
471: 25 - 34 years	0	0.0	
472: 35 - 44 years	2	0.2	
473: 45 - 54 years	0	0.0	
474: 55 - 59 years	0	0.0	
475: 60 - 64 years	0	0.0	
476: 65 - 74 years	1	0.1	
477: 75 - 84 years	0	0.0	
478: 85 years and over	0	0.0	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	818	96.5	
Q38a3 Main tenant gender		<i>Base: 848</i>	
479: Male	297	35.0	
480: Female	471	55.5	
N/R	79	9.3	
Q38b3 Joint tenant or partner gender		<i>Base: 848</i>	
481: Male	141	16.6	
482: Female	135	15.9	
N/R	572	67.5	
Q38c3 Person 3 gender		<i>Base: 848</i>	
483: Male	160	18.9	
484: Female	144	17.0	
N/R	544	64.2	
Q38d3 Person 4 gender		<i>Base: 848</i>	
485: Male	91	10.7	
486: Female	83	9.8	
N/R	674	79.5	
Q38e3 Person 5 gender		<i>Base: 848</i>	
487: Male	51	6.0	
488: Female	24	2.8	
N/R	774	91.3	
Q38f3 Person 6 gender		<i>Base: 848</i>	
489: Male	12	1.4	
490: Female	17	2.0	
N/R	819	96.6	
R38a Main Tenant Age Group [simple]		<i>Base: 848</i>	
491: 16-34	135	15.9	
492: 35-49	186	21.9	
493: 50-64	214	25.2	
494: 65+	239	28.2	
N/R	74	8.7	
R38b Household size		<i>Base: 848</i>	
495: One person	376	44.3	
496: Two people	187	22.1	
497: Three people	102	12.0	
498: Four people	77	9.1	
499: Five people	40	4.7	
500: Six+ people	17	2.0	
N/R	50	5.9	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
R38c Children aged under 16			
<i>Base: 848</i>			
501: Yes	220	25.9	
502: No	628	74.1	
N/R	0	0.0	
Q39 Are you or any household members day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months			
<i>Base: 848</i>			
503: Yes, limited a lot	248	29.2	
504: Yes, limited a little	207	24.4	
505: No	350	41.3	
N/R	43	5.1	
R39 Disability in household [simple]			
<i>Base: 848</i>			
506: Yes	455	53.7	
507: No	350	41.3	
N/R	43	5.1	
Q40 Which of the following options best describes how you think of yourself			
<i>Base: 848</i>			
508: Heterosexual	617	72.8	
509: Gay	3	0.4	
510: Lesbian	3	0.4	
511: Bisexual	6	0.7	
512: Other	2	0.2	
513: Prefer not to say	108	12.7	
N/R	109	12.9	
R40 Sexual orientation [simple]			
<i>Base: 848</i>			
514: Heterosexual	617	72.8	
515: Lesbian, Gay or Bisexual	12	1.4	
516: Other	2	0.2	
N/R	217	25.6	
Q41 What is your religion			
<i>Base: 848</i>			
517: No religion	227	26.8	
518: Christian	513	60.5	
519: Buddhist	3	0.4	
520: Hindu	0	0.0	
521: Jewish	1	0.1	
522: Muslim	2	0.2	
523: Sikh	1	0.1	
524: Any other religion	8	0.9	
525: Prefer not to say	49	5.8	
N/R	44	5.2	
R41 Religion [simple]			
<i>Base: 848</i>			
526: No religion	227	26.8	
527: Christian	513	60.5	
528: Other	15	1.8	
N/R	93	11.0	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
Q42a Main tenant ethnic group			
<i>Base: 848</i>			
529: British	743	87.6	
530: Irish	3	0.4	
531: Gypsy or Irish Traveller	5	0.6	
532: Other White background	38	4.5	
533: White & Black Caribbean	3	0.4	
534: White & Black African	0	0.0	
535: White & Asian	0	0.0	
536: Other Mixed background	2	0.2	
537: Indian	0	0.0	
538: Pakistani	0	0.0	
539: Bangladeshi	0	0.0	
540: Chinese	0	0.0	
541: Other Asian background	1	0.1	
542: African	4	0.5	
543: Caribbean	0	0.0	
544: Other Black background	0	0.0	
545: Arab	2	0.2	
546: Other ethnic group	0	0.0	
N/R	47	5.5	
Q42a Main tenant ethnic group [simple]			
<i>Base: 848</i>			
547: White British	743	87.6	
548: BME	58	6.8	
N/R	47	5.5	
Q42b Partner/Spouse ethnic group			
<i>Base: 848</i>			
549: British	249	29.4	
550: Irish	0	0.0	
551: Gypsy or Irish Traveller	2	0.2	
552: Other White background	25	2.9	
553: White & Black Caribbean	0	0.0	
554: White & Black African	0	0.0	
555: White & Asian	0	0.0	
556: Other Mixed background	2	0.2	
557: Indian	0	0.0	
558: Pakistani	2	0.2	
559: Bangladeshi	0	0.0	
560: Chinese	0	0.0	
561: Other Asian background	0	0.0	
562: African	2	0.2	
563: Caribbean	0	0.0	
564: Other Black background	0	0.0	
565: Arab	2	0.2	
566: Other ethnic group	0	0.0	
N/R	564	66.5	
Q43 Do you or your household receive housing benefits (either paid to you, or directly to your landlord)			
<i>Base: 848</i>			
567: Yes	540	63.7	
568: No	255	30.1	
569: Don't know	25	2.9	
N/R	28	3.3	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
D101 Stock type			
<i>Base: 848</i>			
570: General needs	729	86.0	
571: Sheltered	119	14.0	
572: Leaseholder	0	0.0	
N/R	0	0.0	
D102 Patch			
<i>Base: 848</i>			
573: MBR	58	6.8	
574: MCA	51	6.0	
575: MHH	32	3.8	
576: MKE	4	0.5	
577: MKI	39	4.6	
578: MMC	18	2.1	
579: MMO	1	0.1	
580: MSB	19	2.2	
581: MWE	40	4.7	
582: MWR	22	2.6	
583: NBE	27	3.2	
584: NMA	51	6.0	
585: NRY	83	9.8	
586: NVA	95	11.2	
587: SBH	5	0.6	
588: SCA	26	3.1	
589: SCC	24	2.8	
590: SGR	31	3.7	
591: SGS	7	0.8	
592: SHA	7	0.8	
593: SHB	49	5.8	
594: SHL	8	0.9	
595: SMA	57	6.7	
596: SRN	92	10.8	
N/R	0	0.0	
D103 Area			
<i>Base: 848</i>			
597: M	285	33.6	
598: N	255	30.1	
599: S	308	36.3	
N/R	0	0.0	
D104 Property Type			
<i>Base: 848</i>			
600: Bedsit	15	1.8	
601: Bungalow	172	20.3	
602: Flat	272	32.1	
603: House	382	45.0	
604: Maisonette	6	0.7	
N/R	0	0.0	
D105 Property size			
<i>Base: 848</i>			
605: One bed	297	35.0	
606: Two bed	275	32.4	
607: Three bed	256	30.2	
608: Four or more beds	20	2.4	

Appendix D. Data summary - tenants

	Frequency	% overall	% valid
N/R	0	0.0	
D106 Length of tenancy	<i>Base: 848</i>		
609: Under 1 year	94	11.1	
610: 1 - 2 years	138	16.3	
611: 3 - 5 years	170	20.0	
612: 6 - 10 years	147	17.3	
613: 11 - 20 years	166	19.6	
614: 21 years and over	132	15.6	
N/R	0	0.0	
D107 Pay a Service Charge	<i>Base: 848</i>		
615: Yes	404	47.6	
616: No	444	52.4	
N/R	0	0.0	
D108 Receive Housing Benefit	<i>Base: 848</i>		
617: Yes	466	55.0	
618: No	382	45.0	
N/R	0	0.0	
D109 Survey methodology	<i>Base: 848</i>		
619: Postal	826	97.4	
620: Web	22	2.6	
N/R	0	0.0	



Appendix E. Data summary - leaseholders

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide as your landlord			
<i>Base: 45</i>			
1: Very satisfied	3	6.7	6.7
2: Fairly satisfied	23	51.1	51.1
3: Neither	6	13.3	13.3
4: Fairly dissatisfied	6	13.3	13.3
5: Very dissatisfied	7	15.6	15.6
N/R	0	0.0	
Q2a We provide an effective and efficient service			
<i>Base: 45</i>			
6: Strongly agree	1	2.2	2.4
7: Tend to agree	21	46.7	50.0
8: Neither	10	22.2	23.8
9: Tend to disagree	6	13.3	14.3
10: Strongly disagree	4	8.9	9.5
11: No opinion	2	4.4	
N/R	1	2.2	
Q2b We are providing the service you expect from your landlord			
<i>Base: 45</i>			
12: Strongly agree	3	6.7	7.5
13: Tend to agree	23	51.1	57.5
14: Neither	4	8.9	10.0
15: Tend to disagree	6	13.3	15.0
16: Strongly disagree	4	8.9	10.0
17: No opinion	3	6.7	
N/R	2	4.4	
Q2c We treat residents fairly			
<i>Base: 45</i>			
18: Strongly agree	2	4.4	5.0
19: Tend to agree	24	53.3	60.0
20: Neither	7	15.6	17.5
21: Tend to disagree	2	4.4	5.0
22: Strongly disagree	5	11.1	12.5
23: No opinion	2	4.4	
N/R	3	6.7	
Q2d We have a good reputation in your area			
<i>Base: 45</i>			
24: Strongly agree	1	2.2	2.9
25: Tend to agree	12	26.7	34.3
26: Neither	15	33.3	42.9
27: Tend to disagree	4	8.9	11.4
28: Strongly disagree	3	6.7	8.6
29: No opinion	7	15.6	
N/R	3	6.7	
Q2e We have friendly and approachable staff			
<i>Base: 45</i>			
30: Strongly agree	5	11.1	12.5
31: Tend to agree	23	51.1	57.5
32: Neither	6	13.3	15.0
33: Tend to disagree	3	6.7	7.5
34: Strongly disagree	3	6.7	7.5
35: No opinion	3	6.7	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	2	4.4	
Q2f You trust us <i>Base: 45</i>			
36: Strongly agree	4	8.9	10.0
37: Tend to agree	19	42.2	47.5
38: Neither	8	17.8	20.0
39: Tend to disagree	5	11.1	12.5
40: Strongly disagree	4	8.9	10.0
41: No opinion	4	8.9	
N/R	1	2.2	
Q3 Top three priorities <i>Base: 45</i>			
42: Keeping residents informed	21	46.7	
43: The overall quality of your home	10	22.2	
44: Listening to residents views and acting upon them	17	37.8	
45: Communal repairs and maintenance	20	44.4	
46: Dealing with ASB	15	33.3	
47: Your neighbourhood as a place to live	16	35.6	
48: Value for money for your service charges	26	57.8	
49: Support and advice on claiming welfare benefits and paying r	1	2.2	
N/R	2	4.4	
Q4 Are you aware of our published service standards <i>Base: 45</i>			
50: Yes	19	42.2	
51: No	25	55.6	
N/R	1	2.2	
Q5 That your service charge provides value for money <i>Base: 45</i>			
52: Very satisfied	3	6.7	6.7
53: Fairly satisfied	12	26.7	26.7
54: Neither	11	24.4	24.4
55: Fairly dissatisfied	10	22.2	22.2
56: Very dissatisfied	9	20.0	20.0
N/R	0	0.0	
Q6a Anti-social behaviour <i>Base: 45</i>			
57: Very satisfied	1	2.2	3.2
58: Fairly satisfied	11	24.4	35.5
59: Neither	11	24.4	35.5
60: Fairly dissatisfied	5	11.1	16.1
61: Very dissatisfied	3	6.7	9.7
62: No opinion	8	17.8	
N/R	6	13.3	
Q6b Complaints <i>Base: 45</i>			
63: Very satisfied	2	4.4	5.7
64: Fairly satisfied	16	35.6	45.7
65: Neither	5	11.1	14.3
66: Fairly dissatisfied	10	22.2	28.6
67: Very dissatisfied	2	4.4	5.7
68: No opinion	8	17.8	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	2	4.4	
Q6c Your enquiries generally <i>Base: 45</i>			
69: Very satisfied	7	15.6	16.3
70: Fairly satisfied	21	46.7	48.8
71: Neither	4	8.9	9.3
72: Fairly dissatisfied	9	20.0	20.9
73: Very dissatisfied	2	4.4	4.7
74: No opinion	1	2.2	
N/R	1	2.2	
Q7 Have you contacted us in the last 12 months with a query other than to pay your service charges <i>Base: 45</i>			
75: Yes	25	55.6	
76: No	20	44.4	
N/R	0	0.0	
Q8 When you last had contact with us, how easy or difficult was it to get hold of the right person <i>Base: 25</i>			
77: Easy	12	26.7	50.0
78: Difficult	9	20.0	37.5
79: Neither	3	6.7	12.5
N/R	21	46.7	4.0
Q9 Did you find us helpful or unhelpful <i>Base: 25</i>			
80: Helpful	8	17.8	34.8
81: Unhelpful	9	20.0	39.1
82: Neither	6	13.3	26.1
N/R	22	48.9	8.0
Q10 Was your enquiry answered in a reasonable time <i>Base: 25</i>			
83: Yes	15	33.3	60.0
84: No	9	20.0	36.0
N/R	21	46.7	4.0
Q11a The ability of staff to deal with your enquiry quickly and efficiently <i>Base: 25</i>			
85: Very satisfied	3	6.7	12.5
86: Fairly satisfied	10	22.2	41.7
87: Neither	2	4.4	8.3
88: Fairly dissatisfied	6	13.3	25.0
89: Very dissatisfied	3	6.7	12.5
N/R	21	46.7	4.0
Q11b The final outcome of your enquiry <i>Base: 25</i>			
90: Very satisfied	4	8.9	18.2
91: Fairly satisfied	6	13.3	27.3
92: Neither	0	0.0	0.0
93: Fairly dissatisfied	3	6.7	13.6
94: Very dissatisfied	9	20.0	40.9

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	23	51.1	12.0
Q12 Use the internet in the following ways			
<i>Base: 45</i>			
95: With a smartphone	15	33.3	
96: With a tablet	10	22.2	
97: With a home computer or laptop	17	37.8	
98: With a smart TV, set-top box or console	2	4.4	
99: At work	8	17.8	
100: At a public site (eg library)	3	6.7	
101: At family/friends	3	6.7	
102: I do not use the internet	17	37.8	
N/R	3	6.7	
R12 Use the internet			
<i>Base: 45</i>			
103: Yes	26	57.8	
104: No	17	37.8	
N/R	2	4.4	
Q13 Done any of the following in the past year			
<i>Base: 45</i>			
105: Used Facebook, or other social media	13	28.9	
106: Online shopping	16	35.6	
107: Online banking	15	33.3	
108: Used the Councils online services	10	22.2	
109: Used online government services	12	26.7	
110: Used paperless services for bills etc	18	40.0	
111: Used an App to access services	10	22.2	
112: Watched YouTube	17	37.8	
113: Read an email newsletter	11	24.4	
114: Contacted an organisation by email	17	37.8	
115: Contacted an organisation using Facebook	4	8.9	
116: Contacted an organisation using Twitter	2	4.4	
117: Contacted an organisation via online chat	4	8.9	
118: None of these	14	31.1	
N/R	5	11.1	
Q14 Preferred method of being kept informed and making contact			
<i>Base: 45</i>			
119: Email	20	44.4	
120: Telephone	35	77.8	
121: Text/SMS	9	20.0	
122: In writing	23	51.1	
123: Visit to the office	9	20.0	
124: Visit to your home by staff	6	13.3	
125: Open meetings	5	11.1	
126: Newsletter	14	31.1	
127: Other	1	2.2	
N/R	0	0.0	
Q15 How satisfied or dissatisfied are you that Lancaster CC Housing Services listens to your views and acts upon them			
<i>Base: 45</i>			
128: Very satisfied	3	6.7	6.7
129: Fairly satisfied	14	31.1	31.1
130: Neither	15	33.3	33.3
131: Fairly dissatisfied	8	17.8	17.8

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
132: Very dissatisfied	5	11.1	11.1
N/R	0	0.0	
Q16 How good or poor do you feel we are at keeping you informed about things that might affect you as a leaseholder			
<i>Base: 45</i>			
133: Very good	4	8.9	9.1
134: Fairly good	26	57.8	59.1
135: Neither	6	13.3	13.6
136: Fairly poor	5	11.1	11.4
137: Very poor	3	6.7	6.8
N/R	1	2.2	
Q17 Taking everything into account, how satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance			
<i>Base: 45</i>			
138: Very satisfied	1	2.2	2.2
139: Fairly satisfied	25	55.6	55.6
140: Neither	5	11.1	11.1
141: Fairly dissatisfied	8	17.8	17.8
142: Very dissatisfied	6	13.3	13.3
N/R	0	0.0	
Q18 Have you had any communal repairs to your home in the last 12 months			
<i>Base: 45</i>			
143: Yes	16	35.6	
144: No	23	51.1	
N/R	6	13.3	
Q19a Being told when workers would call			
<i>Base: 16</i>			
145: Very satisfied	3	6.7	18.8
146: Fairly satisfied	7	15.6	43.8
147: Neither	4	8.9	25.0
148: Fairly dissatisfied	1	2.2	6.3
149: Very dissatisfied	1	2.2	6.3
N/R	29	64.4	0.0
Q19b Being able to make an appointment			
<i>Base: 16</i>			
150: Very satisfied	0	0.0	0.0
151: Fairly satisfied	4	8.9	26.7
152: Neither	9	20.0	60.0
153: Fairly dissatisfied	1	2.2	6.7
154: Very dissatisfied	1	2.2	6.7
N/R	30	66.7	6.3
Q19c Time taken before work started			
<i>Base: 16</i>			
155: Very satisfied	0	0.0	0.0
156: Fairly satisfied	4	8.9	28.6
157: Neither	6	13.3	42.9
158: Fairly dissatisfied	2	4.4	14.3
159: Very dissatisfied	2	4.4	14.3
N/R	31	68.9	12.5

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
Q19d The speed of completion of the work			
<i>Base: 16</i>			
160: Very satisfied	0	0.0	0.0
161: Fairly satisfied	8	17.8	53.3
162: Neither	4	8.9	26.7
163: Fairly dissatisfied	0	0.0	0.0
164: Very dissatisfied	3	6.7	20.0
N/R	30	66.7	6.3
Q19e The attitude of workers			
<i>Base: 16</i>			
165: Very satisfied	4	8.9	26.7
166: Fairly satisfied	3	6.7	20.0
167: Neither	7	15.6	46.7
168: Fairly dissatisfied	1	2.2	6.7
169: Very dissatisfied	0	0.0	0.0
N/R	30	66.7	6.3
Q19f The overall quality of repair work			
<i>Base: 16</i>			
170: Very satisfied	4	8.9	25.0
171: Fairly satisfied	6	13.3	37.5
172: Neither	2	4.4	12.5
173: Fairly dissatisfied	2	4.4	12.5
174: Very dissatisfied	2	4.4	12.5
N/R	29	64.4	0.0
Q19g Keeping dirt and mess to a minimum			
<i>Base: 16</i>			
175: Very satisfied	2	4.4	12.5
176: Fairly satisfied	5	11.1	31.3
177: Neither	4	8.9	25.0
178: Fairly dissatisfied	3	6.7	18.8
179: Very dissatisfied	2	4.4	12.5
N/R	29	64.4	0.0
Q19h The repair being done 'right first time'			
<i>Base: 16</i>			
180: Very satisfied	2	4.4	12.5
181: Fairly satisfied	6	13.3	37.5
182: Neither	4	8.9	25.0
183: Fairly dissatisfied	2	4.4	12.5
184: Very dissatisfied	2	4.4	12.5
N/R	29	64.4	0.0
Q19i The contractors doing the job you expected			
<i>Base: 16</i>			
185: Very satisfied	4	8.9	25.0
186: Fairly satisfied	5	11.1	31.3
187: Neither	4	8.9	25.0
188: Fairly dissatisfied	1	2.2	6.3
189: Very dissatisfied	2	4.4	12.5
N/R	29	64.4	0.0
Q19j The repairs service you received on this occasion			
<i>Base: 16</i>			
190: Very satisfied	2	4.4	12.5
191: Fairly satisfied	7	15.6	43.8

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
192: Neither	5	11.1	31.3
193: Fairly dissatisfied	0	0.0	0.0
194: Very dissatisfied	2	4.4	12.5
N/R	29	64.4	0.0
Q20 How satisfied or dissatisfied are you with your neighbourhood as a place to live <i>Base: 45</i>			
195: Very satisfied	15	33.3	33.3
196: Fairly satisfied	20	44.4	44.4
197: Neither	4	8.9	8.9
198: Fairly dissatisfied	4	8.9	8.9
199: Very dissatisfied	2	4.4	4.4
N/R	0	0.0	
Q21 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood <i>Base: 45</i>			
200: Very satisfied	7	15.6	15.6
201: Fairly satisfied	20	44.4	44.4
202: Neither	5	11.1	11.1
203: Fairly dissatisfied	10	22.2	22.2
204: Very dissatisfied	3	6.7	6.7
N/R	0	0.0	
Q22a Car parking <i>Base: 45</i>			
205: Major problem	12	26.7	30.8
206: Minor problem	10	22.2	25.6
207: Not a problem	17	37.8	43.6
N/R	6	13.3	
Q22b Rubbish or litter <i>Base: 45</i>			
208: Major problem	13	28.9	31.7
209: Minor problem	13	28.9	31.7
210: Not a problem	15	33.3	36.6
N/R	4	8.9	
Q22c Noisy neighbours <i>Base: 45</i>			
211: Major problem	6	13.3	15.0
212: Minor problem	15	33.3	37.5
213: Not a problem	19	42.2	47.5
N/R	5	11.1	
Q22d Dog fouling or dog mess <i>Base: 45</i>			
214: Major problem	6	13.3	14.6
215: Minor problem	20	44.4	48.8
216: Not a problem	15	33.3	36.6
N/R	4	8.9	
Q22e Problems with pets and animals <i>Base: 45</i>			
217: Major problem	3	6.7	7.5
218: Minor problem	9	20.0	22.5

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
219: Not a problem	28	62.2	70.0
N/R	5	11.1	
Q22f Disruptive children/teenagers	<i>Base: 45</i>		
220: Major problem	5	11.1	12.8
221: Minor problem	8	17.8	20.5
222: Not a problem	26	57.8	66.7
N/R	6	13.3	
Q22g Racial or other harassment	<i>Base: 45</i>		
223: Major problem	1	2.2	2.7
224: Minor problem	2	4.4	5.4
225: Not a problem	34	75.6	91.9
N/R	8	17.8	
Q22h Drunk or rowdy behaviour	<i>Base: 45</i>		
226: Major problem	4	8.9	10.0
227: Minor problem	11	24.4	27.5
228: Not a problem	25	55.6	62.5
N/R	5	11.1	
Q22i Vandalism and graffiti	<i>Base: 45</i>		
229: Major problem	2	4.4	5.3
230: Minor problem	11	24.4	28.9
231: Not a problem	25	55.6	65.8
N/R	7	15.6	
Q22j People damaging your property	<i>Base: 45</i>		
232: Major problem	2	4.4	5.3
233: Minor problem	4	8.9	10.5
234: Not a problem	32	71.1	84.2
N/R	7	15.6	
Q22k Drug use or drug dealing	<i>Base: 45</i>		
235: Major problem	6	13.3	15.4
236: Minor problem	11	24.4	28.2
237: Not a problem	22	48.9	56.4
N/R	6	13.3	
Q22l Abandoned or burnt out vehicles	<i>Base: 45</i>		
238: Major problem	0	0.0	0.0
239: Minor problem	2	4.4	5.4
240: Not a problem	35	77.8	94.6
N/R	8	17.8	
Q22m Noise from traffic	<i>Base: 45</i>		
241: Major problem	0	0.0	0.0
242: Minor problem	9	20.0	22.5
243: Not a problem	31	68.9	77.5

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	5	11.1	
Q22n Other crime	<i>Base: 45</i>		
244: Major problem	0	0.0	0.0
245: Minor problem	4	8.9	10.5
246: Not a problem	34	75.6	89.5
N/R	7	15.6	
Q23a Internal communal cleaning	<i>Base: 45</i>		
247: Very satisfied	2	4.4	6.1
248: Fairly satisfied	13	28.9	39.4
249: Neither	3	6.7	9.1
250: Fairly dissatisfied	4	8.9	12.1
251: Very dissatisfied	11	24.4	33.3
252: No opinion	8	17.8	
N/R	4	8.9	
Q23b External communal cleaning	<i>Base: 45</i>		
253: Very satisfied	2	4.4	5.7
254: Fairly satisfied	11	24.4	31.4
255: Neither	9	20.0	25.7
256: Fairly dissatisfied	5	11.1	14.3
257: Very dissatisfied	8	17.8	22.9
258: No opinion	6	13.3	
N/R	4	8.9	
Q23c The grounds maintenance such as grass cutting in your area	<i>Base: 45</i>		
259: Very satisfied	9	20.0	23.7
260: Fairly satisfied	11	24.4	28.9
261: Neither	8	17.8	21.1
262: Fairly dissatisfied	5	11.1	13.2
263: Very dissatisfied	5	11.1	13.2
264: No opinion	5	11.1	
N/R	2	4.4	
Q24 Have you reported any anti-social behaviour to us in the last 12 months	<i>Base: 45</i>		
265: Yes	3	6.7	
266: No	41	91.1	
N/R	1	2.2	
Q25 When you last reported anti-social behaviour, how easy was it to get hold of the right person	<i>Base: 3</i>		
267: Very easy	0	0.0	0.0
268: Fairly easy	2	4.4	66.7
269: Neither	1	2.2	33.3
270: Fairly difficult	0	0.0	0.0
271: Very difficult	0	0.0	0.0
N/R	42	93.3	0.0

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
Q26 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)			
	<i>Base: 3</i>		
272: Good	0	0.0	0.0
273: Fair	1	2.2	50.0
274: Poor	1	2.2	50.0
275: Don't know	1	2.2	
N/R	42	93.3	0.0
Q27a Being kept informed about your case			
	<i>Base: 3</i>		
276: Very satisfied	0	0.0	0.0
277: Fairly satisfied	1	2.2	33.3
278: Neither	0	0.0	0.0
279: Fairly dissatisfied	1	2.2	33.3
280: Very dissatisfied	1	2.2	33.3
281: No opinion	0	0.0	
N/R	42	93.3	0.0
Q27b The support provided by staff			
	<i>Base: 3</i>		
282: Very satisfied	0	0.0	0.0
283: Fairly satisfied	1	2.2	33.3
284: Neither	0	0.0	0.0
285: Fairly dissatisfied	1	2.2	33.3
286: Very dissatisfied	1	2.2	33.3
287: No opinion	0	0.0	
N/R	42	93.3	0.0
Q27c The final outcome of your complaint			
	<i>Base: 3</i>		
288: Very satisfied	0	0.0	0.0
289: Fairly satisfied	1	2.2	33.3
290: Neither	0	0.0	0.0
291: Fairly dissatisfied	0	0.0	0.0
292: Very dissatisfied	2	4.4	66.7
293: No opinion	0	0.0	
N/R	42	93.3	0.0
Q28 How willing would you be to report any anti-social behaviour to us in the future			
	<i>Base: 3</i>		
294: Very willing	1	2.2	33.3
295: Fairly willing	1	2.2	33.3
296: Neither	0	0.0	0.0
297: Fairly reluctant	1	2.2	33.3
298: Very reluctant	0	0.0	0.0
N/R	42	93.3	0.0
Q29 Are you aware of our formal complaints procedure			
	<i>Base: 45</i>		
299: Yes	16	35.6	
300: No	29	64.4	
N/R	0	0.0	
Q30 Have you made a formal complaint to us in the last 12 months			
	<i>Base: 45</i>		
301: Yes	4	8.9	

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	Frequency	% overall	% valid
302: No	39	86.7	
N/R	2	4.4	
Q31a How easy it was to make a complaint <i>Base: 4</i>			
303: Very satisfied	0	0.0	0.0
304: Fairly satisfied	2	4.4	50.0
305: Neither	1	2.2	25.0
306: Fairly dissatisfied	0	0.0	0.0
307: Very dissatisfied	1	2.2	25.0
308: No opinion	0	0.0	
N/R	41	91.1	0.0
Q31b The information and advice provided by staff <i>Base: 4</i>			
309: Very satisfied	0	0.0	0.0
310: Fairly satisfied	1	2.2	25.0
311: Neither	2	4.4	50.0
312: Fairly dissatisfied	1	2.2	25.0
313: Very dissatisfied	0	0.0	0.0
314: No opinion	0	0.0	
N/R	41	91.1	0.0
Q31c The final outcome of your complaint <i>Base: 4</i>			
315: Very satisfied	0	0.0	0.0
316: Fairly satisfied	0	0.0	0.0
317: Neither	1	2.2	25.0
318: Fairly dissatisfied	0	0.0	0.0
319: Very dissatisfied	3	6.7	75.0
320: No opinion	0	0.0	
N/R	41	91.1	0.0
Q32 How willing would you be to make a complaint to us in the future <i>Base: 4</i>			
321: Very willing	1	2.2	25.0
322: Fairly willing	1	2.2	25.0
323: Neither	0	0.0	0.0
324: Fairly reluctant	2	4.4	50.0
325: Very reluctant	0	0.0	0.0
N/R	41	91.1	0.0
Q33a External building repairs and maintenance <i>Base: 45</i>			
326: Very satisfied	3	6.7	7.9
327: Fairly satisfied	24	53.3	63.2
328: Neither	1	2.2	2.6
329: Fairly dissatisfied	6	13.3	15.8
330: Very dissatisfied	4	8.9	10.5
331: Not applicable	3	6.7	
N/R	4	8.9	
Q33b Repairs to communal areas <i>Base: 45</i>			
332: Very satisfied	1	2.2	2.9
333: Fairly satisfied	20	44.4	57.1
334: Neither	6	13.3	17.1

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	Frequency	% overall	% valid
335: Fairly dissatisfied	4	8.9	11.4
336: Very dissatisfied	4	8.9	11.4
337: Not applicable	6	13.3	
N/R	4	8.9	
Q34a The consultation you receive when Lancaster CC sets the service charges		Base: 45	
338: Very satisfied	3	6.7	7.7
339: Fairly satisfied	17	37.8	43.6
340: Neither	7	15.6	17.9
341: Fairly dissatisfied	6	13.3	15.4
342: Very dissatisfied	6	13.3	15.4
343: No opinion	4	8.9	
N/R	2	4.4	
Q34b How easy it is to understand your service charge statement		Base: 45	
344: Very satisfied	9	20.0	22.5
345: Fairly satisfied	16	35.6	40.0
346: Neither	7	15.6	17.5
347: Fairly dissatisfied	5	11.1	12.5
348: Very dissatisfied	3	6.7	7.5
349: No opinion	3	6.7	
N/R	2	4.4	
Q34c The information about how your service charges are calculated		Base: 45	
350: Very satisfied	6	13.3	14.6
351: Fairly satisfied	18	40.0	43.9
352: Neither	6	13.3	14.6
353: Fairly dissatisfied	6	13.3	14.6
354: Very dissatisfied	5	11.1	12.2
355: No opinion	2	4.4	
N/R	2	4.4	
Q35a Your obligations under the terms of the lease		Base: 45	
356: Very satisfied	6	13.3	15.4
357: Fairly satisfied	19	42.2	48.7
358: Neither	8	17.8	20.5
359: Fairly dissatisfied	4	8.9	10.3
360: Very dissatisfied	2	4.4	5.1
361: No opinion	2	4.4	
N/R	4	8.9	
Q35b Lancaster's website as a source of useful information		Base: 45	
362: Very satisfied	0	0.0	0.0
363: Fairly satisfied	9	20.0	34.6
364: Neither	12	26.7	46.2
365: Fairly dissatisfied	5	11.1	19.2
366: Very dissatisfied	0	0.0	0.0
367: No opinion	13	28.9	
N/R	6	13.3	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
Q36 Since you moved in, have you found it easier or more difficult to afford your mortgage payments and service charges			
	<i>Base: 45</i>		
368: Easier	5	11.1	14.3
369: About the same	20	44.4	57.1
370: More difficult	10	22.2	28.6
N/R	10	22.2	
Q37a2 Main Leaseholder Age Group			
	<i>Base: 45</i>		
371: 16 - 24 years	0	0.0	
372: 25 - 34 years	4	8.9	
373: 35 - 44 years	0	0.0	
374: 45 - 54 years	6	13.3	
375: 55 - 59 years	5	11.1	
376: 60 - 64 years	4	8.9	
377: 65 - 74 years	7	15.6	
378: 75 - 84 years	6	13.3	
379: 85 years and over	4	8.9	
N/R	9	20.0	
Q37b2 Partner Age Group			
	<i>Base: 45</i>		
380: 16 - 24 years	0	0.0	
381: 25 - 34 years	1	2.2	
382: 35 - 44 years	0	0.0	
383: 45 - 54 years	4	8.9	
384: 55 - 59 years	2	4.4	
385: 60 - 64 years	0	0.0	
386: 65 - 74 years	1	2.2	
387: 75 - 84 years	0	0.0	
388: 85 years and over	0	0.0	
N/R	37	82.2	
Q37c2 Person 3 Age Group			
	<i>Base: 45</i>		
389: 0 - 4 years	0	0.0	
390: 5 - 15 years	2	4.4	
391: 16 - 24 years	0	0.0	
392: 25 - 34 years	0	0.0	
393: 35 - 44 years	0	0.0	
394: 45 - 54 years	1	2.2	
395: 55 - 59 years	0	0.0	
396: 60 - 64 years	0	0.0	
397: 65 - 74 years	0	0.0	
398: 75 - 84 years	0	0.0	
399: 85 years and over	0	0.0	
N/R	42	93.3	
Q37d2 Person 4 Age Group			
	<i>Base: 45</i>		
400: 0 - 4 years	0	0.0	
401: 5 - 15 years	1	2.2	
402: 16 - 24 years	0	0.0	
403: 25 - 34 years	0	0.0	
404: 35 - 44 years	0	0.0	
405: 45 - 54 years	0	0.0	
406: 55 - 59 years	0	0.0	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
407: 60 - 64 years	0	0.0	
408: 65 - 74 years	0	0.0	
409: 75 - 84 years	0	0.0	
410: 85 years and over	0	0.0	
N/R	44	97.8	
Q37a2 Person 5 Age Group		<i>Base: 45</i>	
411: 0 - 4 years	0	0.0	
412: 5 - 15 years	0	0.0	
413: 16 - 24 years	0	0.0	
414: 25 - 34 years	0	0.0	
415: 35 - 44 years	0	0.0	
416: 45 - 54 years	0	0.0	
417: 55 - 59 years	0	0.0	
418: 60 - 64 years	0	0.0	
419: 65 - 74 years	0	0.0	
420: 75 - 84 years	0	0.0	
421: 85 years and over	0	0.0	
N/R	45	0.0	
Q37f2 Person 6 Age Group		<i>Base: 45</i>	
422: 0 - 4 years	0	0.0	
423: 5 - 15 years	0	0.0	
424: 16 - 24 years	0	0.0	
425: 25 - 34 years	0	0.0	
426: 35 - 44 years	0	0.0	
427: 45 - 54 years	0	0.0	
428: 55 - 59 years	0	0.0	
429: 60 - 64 years	0	0.0	
430: 65 - 74 years	0	0.0	
431: 75 - 84 years	0	0.0	
432: 85 years and over	0	0.0	
N/R	45	0.0	
Q37a3 Main leaseholder gender		<i>Base: 45</i>	
433: Male	18	40.0	
434: Female	18	40.0	
N/R	9	20.0	
Q37b3 Joint leaseholder or partner gender		<i>Base: 45</i>	
435: Male	3	6.7	
436: Female	5	11.1	
N/R	37	82.2	
Q37c3 Person 3 gender		<i>Base: 45</i>	
437: Male	2	4.4	
438: Female	1	2.2	
N/R	42	93.3	
Q37d3 Person 4 gender		<i>Base: 45</i>	
439: Male	0	0.0	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
440: Female	1	2.2	
N/R	44	97.8	
<i>Q37e3 Person 5 gender</i>		<i>Base: 45</i>	
441: Male	0	0.0	
442: Female	0	0.0	
N/R	45	0.0	
<i>Q37f3 Person 6 gender</i>		<i>Base: 45</i>	
443: Male	0	0.0	
444: Female	0	0.0	
N/R	45	0.0	
<i>R37a Main Leaseholder Age Group [simple]</i>		<i>Base: 45</i>	
445: 16-34	4	8.9	
446: 35-49	3	6.7	
447: 50-64	12	26.7	
448: 65+	17	37.8	
N/R	9	20.0	
<i>R37b Household size</i>		<i>Base: 45</i>	
449: One person	26	57.8	
450: Two people	8	17.8	
451: Three people	2	4.4	
452: Four people	0	0.0	
453: Five people	0	0.0	
454: Six+ people	0	0.0	
N/R	9	20.0	
<i>R37c Children aged under 16</i>		<i>Base: 45</i>	
455: Yes	2	4.4	
456: No	43	95.6	
N/R	0	0.0	
<i>Q38 Are you or any household members day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months</i>		<i>Base: 45</i>	
457: Yes, limited a lot	6	13.3	
458: Yes, limited a little	7	15.6	
459: No	26	57.8	
N/R	6	13.3	
<i>R38 Disability in household [simple]</i>		<i>Base: 45</i>	
460: Yes	13	28.9	
461: No	26	57.8	
N/R	6	13.3	
<i>Q39 Which of the following options best describes how you think of yourself</i>		<i>Base: 45</i>	
462: Heterosexual	30	66.7	
463: Gay	0	0.0	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
464: Lesbian	0	0.0	
465: Bisexual	0	0.0	
466: Prefer not to say	4	8.9	
N/R	11	24.4	
R39 Sexual orientation [simple]	<i>Base: 45</i>		
467: Heterosexual	30	66.7	
468: Lesbian, Gay or Bisexual	0	0.0	
469: Other	0	0.0	
N/R	15	33.3	
Q40 What is your religion	<i>Base: 45</i>		
470: No religion	9	20.0	
471: Christian (all denominations)	27	60.0	
472: Buddhist	0	0.0	
473: Hindu	0	0.0	
474: Jewish	0	0.0	
475: Muslim	0	0.0	
476: Sikh	0	0.0	
477: Prefer not to say	4	8.9	
N/R	5	11.1	
R40 Religion [simple]	<i>Base: 45</i>		
478: No religion	9	20.0	
479: Christian	27	60.0	
480: Other	0	0.0	
N/R	9	20.0	
Q41a Main leaseholder ethnic group	<i>Base: 45</i>		
481: British	37	82.2	
482: Irish	0	0.0	
483: Gypsy or Irish Traveller	0	0.0	
484: Any other White background	3	6.7	
485: White & Black Caribbean	0	0.0	
486: White & Black African	0	0.0	
487: White & Asian	0	0.0	
488: Any other Mixed / multiple ethnic background	0	0.0	
489: Indian	0	0.0	
490: Pakistani	0	0.0	
491: Bangladeshi	0	0.0	
492: Chinese	0	0.0	
493: Any other Asian background	0	0.0	
494: African	0	0.0	
495: Caribbean	0	0.0	
496: Any other Black background	0	0.0	
497: Arab	0	0.0	
498: Any other ethnic group	0	0.0	
N/R	5	11.1	
R41a Main tenant ethnic group [simple]	<i>Base: 45</i>		
499: White British	37	82.2	
500: BME	3	6.7	

Appendix E. Data summary - leaseholders

	Frequency	% overall	% valid
N/R	5	11.1	
Q41b Partner/Spouse ethnic group	<i>Base: 45</i>		
501: British	8	17.8	
502: Irish	0	0.0	
503: Gypsy or Irish Traveller	0	0.0	
504: Any other White background	3	6.7	
505: White & Black Caribbean	0	0.0	
506: White & Black African	0	0.0	
507: White & Asian	0	0.0	
508: Any other Mixed / multiple ethnic background	0	0.0	
509: Indian	0	0.0	
510: Pakistani	0	0.0	
511: Bangladeshi	0	0.0	
512: Chinese	0	0.0	
513: Any other Asian background	0	0.0	
514: African	0	0.0	
515: Caribbean	0	0.0	
516: Any other Black background	0	0.0	
517: Arab	0	0.0	
518: Any other ethnic group	0	0.0	
N/R	34	75.6	
Q42 Do you or your household receive housing benefits (either paid to you, or directly to your landlord)	<i>Base: 45</i>		
519: Yes	3	6.7	
520: No	39	86.7	
521: Don't know	0	0.0	
N/R	3	6.7	
D101 Survey methodology	<i>Base: 45</i>		
522: Postal	45	100.0	
523: Web	0	0.0	
N/R	0	0.0	



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