



Grŵp
Cartrefi
Cymunedol
Cymru



Community
Housing
Cymru
Group

FINAL REPORT

Community Housing Cymru

Sector Wide Survey 2014

February 2015

Strategic Marketing
4 Park Court Mews, Park Place
Cardiff, Wales
CF10 3DQ
Tel: ++44 (0)29 2040 4044

research@strategic-marketing.co.uk

www.strategic-marketing.co.uk

Contents	Page
Executive Summary	3
1. Research Context, Objectives and Methodology	9
2. HouseMark Core Questions	14
3. Research Findings	15
Survey breakdown	15
Section A: Demographic breakdown	16
Section B: Overall view	20
Section C: Key priorities	23
Section D: Perceptions of landlord	26
Section E: Advice and support	33
Section F: Contact and communication	38
Section G: Neighbourhood	44
Section H: Independent living	49
Section I: Repairs	52
Section J: Anti-social behaviour	55
Section K: Complaints	62
Section L: Estate services	66
4. Housing for older people	68
5. Leaseholders	70
6. Shared owners	73
7. Supported housing	75
8. Further comments	76
9. Key conclusions and observations	79
10. Appendix One: Glossary of Terms	83
11. Appendix Two: Questionnaire	84

This survey was undertaken with support from the Welsh Government.

*Views expressed in this report are those of the researcher and not necessarily those of
CHC and the Welsh Government.*

Executive Summary

In this section of the report we detail a summary extract of the key research findings. The main aim of the Sector Wide Survey was to pilot an all Wales survey with residents only, which would support the housing sector and Welsh Government. This would enable the Welsh Government Regulator to have a clearer understanding and assurance that Housing Associations are delivering outcomes for its tenants and service users.

The survey involved a mixed method approach (postal, telephone and online), with the postal surveys as the key methodology.

The survey overall is extremely robust and statistically reliable based on the number of returns/ completions received. A total of 6,017 surveys were completed, from a total of 41,447 randomly selected Housing Association residents, resulting in a 15% response rate from residents and +/-1.2% confidence interval.

Demographic Breakdown

Mixed age groups but few under 35

The age range of the main residents was typically in the mid to older age range with around a third aged 35 to 54 years (32%) and 65 or over (36%), a fifth aged 55 to 64 (21%) but relatively few under 35 (10%).

The average age of main residents was 58 and six in ten were female (61%). Where a partner was indicated, just over half were male (53%) and the average age was 67 years.

Many have long term health problems

Nearly two fifths (39%) of residents (or any member of their household), do not have any long term health problems that limit their day to day activities.

However, six in ten (61%) say that they or someone within their household are either limited a lot (34%) or a little (27%) with long term health issues that affect their day to day activities.

HouseMark's Core Questions

Most are satisfied with their Landlord

In terms of the satisfaction levels, residents are either very or fairly satisfied with their landlord and their home.

'The service provided by your landlord', 'the overall quality of your home', 'your neighbourhood as a place to live', and 'that your rent provides value for money', have the highest combined proportions of 81% or more stating very or fairly satisfied. The highest levels are for residents from small stock housing associations and the lowest for large Housing Associations.

The areas of least satisfaction are on the extent to which landlords listen to residents' views and act upon them (69% satisfied, 17% dissatisfied), as well as dealing with repairs/maintenance (77% satisfied, 16% dissatisfied).

Key Priorities

Key priorities are quality of the home, keeping informed and works and repairs

83% of residents were very or fairly satisfied with the overall quality of their home, and this was also the greatest first choice priority (53%). Other key priorities include keeping residents informed (39%), improvement work (37%), responsive repairs (33%) and dealing with anti-social behaviour (33%).

Perceptions of Landlord

Landlords are generally positively perceived, but there are some areas to work on

Most residents suggest that their Landlord's staff are *'friendly and approachable'* (87%) and 80% say the service provided meets their expectations.

There is a slightly lower level of satisfaction with issues affecting the relationship between residents and landlords with 78% saying they can trust their landlord, 79% who feel residents are treated fairly but only 68% agree that their landlord understands and responds to their circumstances and needs. Similarly, 73% say that their landlord is accountable to and open with its tenants. Ratings are highest for small Housing Associations and traditional Housing Associations and lowest for LSVT and large stock Housing Associations. This suggests that developing the relationship and communications with residents will be an important area of action, particularly in large Housing Associations and LSVTs.

A number of residents are satisfied with the accessible services and voicing their opinions

Almost four fifths feel fairly or very satisfied that their landlord *'Makes it easy for people to understand the services it delivers and how to access those services'* (78%) and *'Gives you the opportunity to make your views known'* (78%).

Majority are proud of their home and feel safe, but issues with transparency

The majority of residents are proud of their home (85%), feel safe there (85%) and say that their landlord is open and fair with the information they publish (83%). A lower proportion are satisfied that the landlord is open about what it does (76%) although 15% are unsure. This ties in with perceptions of trust and communication already mentioned above.

Advice and Support

Most residents are satisfied with the rent or income advice and support

71% of residents are satisfied that their landlord provides them with advice and support when *'Managing your finances and paying rent and service charges'*, and a similar proportion are satisfied with the assistance provided when *'Claiming housing and other welfare benefits'* (70%).

Although most residents are satisfied with their landlord's advice and support, around a quarter of residents (23% and 25% respectively) appear to be unsure on whether they are satisfied or dissatisfied with the advice and support.

Recent movers are generally satisfied

85% of recent movers are very or fairly satisfied with 'The explanation of the rights you have as a tenant' and similarly with 'Ease of understanding and access to allocations scheme' (86%).

The results show some dissatisfaction with the condition of their home, for instance, almost a fifth of residents (19%) are very or fairly dissatisfied with 'The condition of the property when you moved in' and nearly a tenth (8%) are dissatisfied with 'the quality of internal/external design' of new builds.

Contact and Communication

Many but not all find it easy to get hold of the right person

Over two thirds of residents (70%) found it easy to get hold of the right person, a sixth found it difficult (15%) and a similar proportion at 14% were unsure. Although 15% of residents found it difficult to get through to the correct person, 6% found the staff helpful.

Most are satisfied that their query was solved quickly

Over three quarters of residents (78%) were satisfied 'That staff dealt with your query quickly and efficiently' but just under seven in ten (69%) were satisfied with 'The final outcome of your query'.

90% of residents are very or fairly satisfied with their language arrangements.

Low internet usage

Just under six in ten residents (57%) use the internet either at home or outside of the home. Over two fifths of residents (43%) do not use the internet.

Neighbourhood

Many see no change in their neighbourhoods

43% of residents see neither an improvement nor decline in their neighbourhood in the last three years.

Whilst almost a quarter of residents (23%) felt their neighbourhood has declined or greatly declined, only a third felt it has improved (34%). This points to the need for further development of neighbourhoods.

Parking, dog mess and litter are some of the major problems

Around two thirds of residents that took part in the survey mentioned one or more problems in their neighbourhood, these are based on combining those that said they had a major or minor problem, the key issues were:

- 56% Car parking (32% major problem/ 24% minor problem)
- 59% Rubbish/ litter (26% major problem/ 33% minor problem)
- 53% Dog fouling/ dog mess (26% a major problem/ 27% minor problem)

Independent Living

Most are satisfied with adaptations made to their home

Over three quarters of residents (76%) have not had any adaptations undertaken to their home in the past two years, and just under a quarter (24%) have had work carried out.

Where work has been done, most residents are satisfied with the level of work carried out; with over four fifths having indicated they are very or fairly satisfied with each aspect stated above.

Adaptation work has had a significant impact on quality of life

91% of residents have indicated the amount of work made to their homes has had a positive impact on the quality of their life. This has originated from 69% of residents stating the extent of work on their home has made a significant difference to their quality of life, and 22% have stated the work has made a minor difference.

The 87% that do not receive any independent living support, 79% confirmed they do not need this support, however, 6% have stated they need assistance but do not receive it (excluding any 'not answered' responses).

Repairs

Most satisfied with repairs service, but some issues for action

Two thirds of residents (65%) say they had repairs made to their home in the last 12 months. There is general satisfaction with many aspects of repairs such as the attitude of workers (91%), keeping dirt and mess to a minimum (88%) and the overall quality of work (84%).

However, there are issues with some aspects of the repairs service. The highest proportion of dissatisfaction amongst residents was on '*The repair being done right first time*' (18%) and '*Time taken before work started*' (19%). Although residents are happy with the work carried out, they felt that the time taken and initial phase of work took longer than anticipated.

Anti-Social Behaviour

Handling of anti-social behaviour remains one of the most important priorities to residents.

Many find it easy or very easy to report anti-social behaviour, but not all

Of those that had reported anti-social behaviour, over two thirds found it easy or very easy to report it at 70%. There are many issues with how anti-social behaviour complaints are handled and the communications involved, however.

Complaints

Just under two thirds of residents (65%) are aware that their landlord has a complaints procedure in place with the remainder unaware.

Strong level of dissatisfaction with the outcome of complaints

General complaints have a high proportion of negative satisfaction ratings, as more residents appear to be very or fairly dissatisfied with the final outcome (46%) than are satisfied (38%).

Almost half (46%) are satisfied to some degree with the way their complaint was handled but nearly two fifths (38%) are dissatisfied.

Estate Services

Most are satisfied with the grounds maintenance

A high proportion of residents (72%) were satisfied with the grounds maintenance, such as grass cutting, undertaken by their landlord. However, under a fifth (17%) are either very or fairly dissatisfied with the maintenance of the grounds.

Housing for Older People

Majority are satisfied with services provided

With fairly low levels of dissatisfaction, housing for older people residents are mainly very or fairly satisfied with the services they receive from their landlord. They are satisfied with how easy it is to access all areas of their home and scheme (91%) and are also satisfied with the safety and security of their home (90%).

Leaseholders

Mixed views with services provided

Just under 100 leaseholders have mixed views on the level of service received from their landlords, and only around half stated they are very or fairly satisfied with the repairs and maintenance to their communal areas and external buildings.

Shared Owners

Clearer explanation of service charges

Based on the small number of shared owners that responded to the survey most appear to be satisfied with the level of service received. They would like to see better communication, a clearer statement and more helpful explanation of how service charges are calculated.

Supported Housing

Majority of residents are satisfied with the service received

Most residents in supported housing gave a positive rating of the level of service provided to them, particularly on the safety and security of their home (95%).

Other Comments

Positive categories

- Excellent service
- Helpful/ supportive staff
- Very happy with my home
- Very happy with repairs/ upgrades/ adaptations
- Very happy with the neighbourhood/ area

Negative categories:

- Contract work not up to standard
- Poor grounds maintenance
- Poor exterior maintenance
- Don't receive window cleaning/ maintenance service we pay for
- Problems of drugs/ crime drunkenness/ anti-social behaviour

1. Research Context, Objectives and Methodology

Introduction

- 1.1 A pilot survey was commissioned by Community Housing Cymru (CHC) in 2014 aimed at consulting a selection of social housing residents in Wales, from 37 Housing Associations, on their satisfaction with services their landlord provides.
- 1.2 The survey involved a mixed method approach and comprised postal, telephone and online interviews.
- 1.3 This report covers the background and methodology behind the survey, as well as the key findings from the data collected and some recommendations as to how the Regulatory Board for Wales, the Welsh Government and CHC might use the data to further improve tenant satisfaction.

Background and Context

- 1.4 CHC is a non-profit-making membership body owned by its members for its members. It is the parent organisation of the CHC Group, with CREW Regeneration Wales and Care & Repair Cymru as subsidiaries. The group structure was set up to campaign on behalf of not-for-profit housing, care and regeneration. CHC is also a highly influential voice in shaping the regulatory framework for housing within Wales.
- 1.5 The Regulatory Framework for Housing Associations registered in Wales came into effect in December 2011. Its purpose is to ensure that Housing Associations are well governed, financially viable and deliver high quality services.
- 1.6 The framework is based on the principles of co-regulation and places tenants at the heart of all regulatory activity. It advocates a proportionate risk based approach to regulation, with strong relationship management as its core.
- 1.7 The approach promotes strong accountability of Housing Associations to tenants, lenders, stakeholders and the regulator, and relies on a culture of openness, trust and transparency. An interim review of the implementation of the regulatory framework was undertaken in early 2013.
- 1.8 Following publication of the interim evaluation report, the Welsh Government developed a more risk based approach to regulation, in consultation with the sector.
- 1.9 To help develop a risk based approach to the regulation of Registered Social Landlords, the Regulatory Board for Wales, the Welsh Government and CHC agreed to pilot a sector wide tenant satisfaction survey of all fully regulated Housing Associations in Wales.
- 1.10 The approach involved a significant amount of support from the social housing sector, and as such the exercise required various methodologies to ensure the findings could be used to quantify, identify, benchmark and

inform a sector that injects around £1bn into the Welsh economy per annum.

Research Objectives

1.11 The main aims of the sector wide tenant satisfaction survey are to:

Support the sector:

- With business planning and effective tenant/ resident engagement, to help maximize the use of resources
- In identifying areas for improvement as part of greater focus on continuous improvement of services to tenants and service users
- With benchmarking tenant satisfaction across the sector

Support the Welsh Government:

- To inform the Regulatory Risk Map of each association which is being developed and assessing performance against delivery outcomes in relation to governance and landlord services
- Provide assurance that Associations have the tools to support effective reporting, scrutiny and accountability arrangements to enable tenants and service users to shape services and drive improvement
- Enabling them to focus on governance and financial viability
- To help the Regulator to gain assurance that Associations are delivering outcomes for tenants and that tenants and service users are at the heart of association's work
- In understanding tenant perceptions in relation to Ministerial priority areas, such as the Welsh Housing Quality Standard

Methodology

- 1.12 To ensure the overall surveys reliability, the majority of Housing Associations provided data relating to their total stock. From this a stratified random sampling process was conducted, to select a third of the stock from each Housing Association to be included in the survey. However, for those housing associations where this would have resulted in less than 1,000 properties, all residents were included in the survey due to the small base.
- 1.13 With tenants and residents from 37 Housing Associations to survey, the method needed to ensure that it would be possible to achieve a sample which allowed for statistically valid sub-group analysis.
- 1.14 The initial approach involved a postal survey sent to a random sample of tenants and residents throughout Wales across the 37 Housing Associations and one Local Authority. This report contains the results from the Housing Associations only and the results for the Local Authority have been provided separately.
- 1.15 As data from some Housing Associations included some resident emails and telephone numbers, some limited follow up was possible. A

combination of online, telephone reminders and interviews were carried out with those that had not responded to the initial postal survey.

- 1.16 Combining the results of all responses for all Housing Associations, the number of surveys completed is shown in Table 1 by type of respondent.

Table 1: Survey Response Overview by Tenure

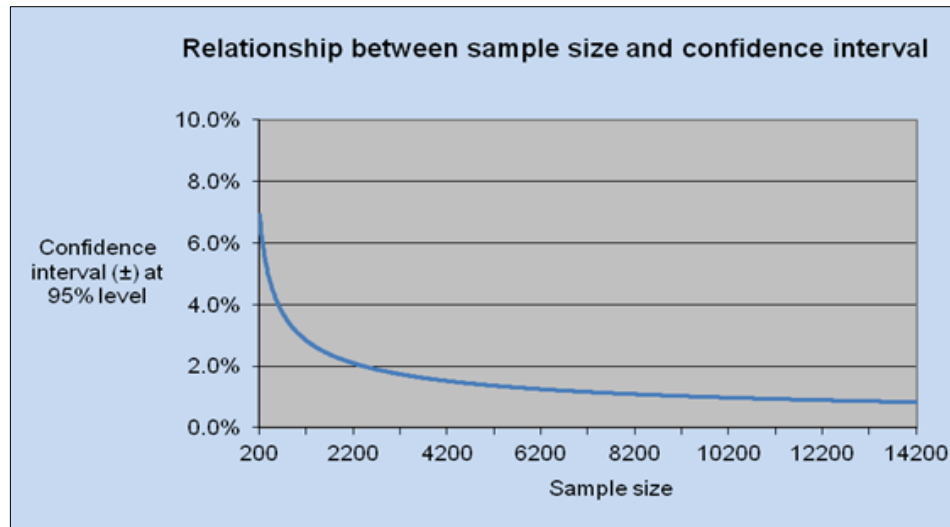
Tenure	Number of completed returns/ interviews	Number of surveys sent out	Proportion of surveys returned	% Overall Survey Respondents
General Needs	4,894	34,797	14%	81%
Housing for Older People	924	4,422	21%	15%
Leaseholders	106	1,345	8%	2%
Shared Owners	15	301	5%	<1%
Supported Housing	76	568	13%	1%
Leaseholders & Housing for Older People	2	7	29%	<1%
Other questionnaire/ tenure types	0	7	0%	0%
Overall	6,017	41,447	15%	100%

Base: Housing Association residents, excluding Local Authority residents

- 1.17 The surveys were conducted with tenants and residents throughout Wales between August and November 2014.
- 1.18 The postal survey pack contained a letter of introduction, a copy of the individually tailored Housing Association questionnaire and a freepost business reply envelope. Additionally, a freephone number directly linked to the Strategic Marketing project manager was provided for any queries from tenants and residents.
- 1.19 Telephone interviews were conducted by interviewers based at our in-house telephone research unit and spread across weekdays, evenings and weekends.
- 1.20 The online survey was hosted on a secure server. Where possible, a personalised email invitation to the online survey was sent to those residents that had not completed a survey by post or telephone. Emails originally supplied or gathered from the telephone follow up exercise were used during this phase of work.

Statistical Reliability

- 1.21 A total of 6,017 surveys were completed, from a total of 41,447 randomly selected Housing Association residents, resulting in a 15% response rate from residents.
- 1.22 Based on this return and under market research standard requirements, as well as the requirements of HouseMark this results in a confidence interval of +/- 1.2. The survey overall is extremely robust and statistically reliable based on the number of returns/ completions received. The chart below shows the confidence interval that would result from various sample sizes:



- 1.23 To put this into context, if you have a confidence interval of +/-1.2 and 50% percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 48.8% (50 - 1.2) and 51.2% (50 + 1.2) would have picked that answer.
- 1.24 It is generally accepted in market research that a confidence interval of +/-5.0% and below is statistically reliable, at a 95% confidence level. As you can see the results provide a far smaller margin of error on the data than this and are therefore highly robust.
- 1.25 As there is some variation in the sample size depending on routing within the questionnaire, the level of accuracy based on the confidence interval (CI) of the data is indicated on each chart throughout the report.
- 1.26 The sample sizes presented under tables and charts are unweighted, and where they are very small bases they have been noted. Therefore the results will need to be viewed with caution.

Report Format

- 1.27 The report broadly follows the format of the questionnaires used in the survey. All non-responses, such as 'not answered' or 'not applicable' have been removed from the charts to ensure only valid responses are included. Where relevant, the comments show analysis by tenure segment or other factors.
- 1.28 The standard scales used in this report follows the five point descriptive scale, such as 'Very satisfied' through to 'Very dissatisfied', in line with STAR benchmarking procedures. In this report, the combined positive scores 'very' and 'fairly' satisfied show the responses totalled. Similarly the combined negative scores show the 'very' and 'fairly' dissatisfied responses amalgamated.
- 1.29 The terminology used in this report to refer to the proportion of responses given to any one question is based on the judgement of the research team. However, as a broad guide, where results indicate that 80% or more residents have given a particular or grouped response, this has been broadly indicated as a 'majority' view in the commentary.
- 1.30 The base figures under each chart and table indicates the total number of valid responses received for each question. All responses from each Housing Association have been amalgamated in order to undertake the analysis. The results reflect the actual responses provided in the survey.
- 1.31 Due to routing within the questionnaire, some of the sample sizes are very small. Where this is the case, interpreting the results should be viewed with caution as a small change in response can change the results significantly. Notes in the report indicate where this is the case.
- 1.32 Analysis and commentary throughout the report has been provided overall but also by sub-groups including stock size, region and type of Housing Association. Further details on the categories used for these variables are provided under the 'Survey Breakdown' heading in Section 4 of the report. Analysis by the personal demographics of residents such as ethnicity, religion and sexual orientation has not been provided due to the small sample sizes involved in some of the sub-categories making the data statistically unreliable.

2. HouseMark Core Questions

- 2.1 Table 2 below shows the relevant combined positive scores from the 2014 Sector Wide Survey for each HouseMark core question. Refer to the main research findings for further comments.

Table 2: Overall Sector Wide Survey Results

Combined positive score: Percentage of residents 'very' or 'fairly' satisfied		
Core Question		% of Respondents
Cor1	The service provided by their social housing provider	83.7
Cor2	The overall quality of their home	82.9
Cor3	Their neighbourhood as a place to live	83.6
Cor4	That their rent provides value for money	80.9
Cor6	The way their social housing provider deals with repairs and maintenance	76.6
Cor7	That their social housing provider listens to their views and acts upon them	69.1

Base: Variable 5,606-5,814 residents

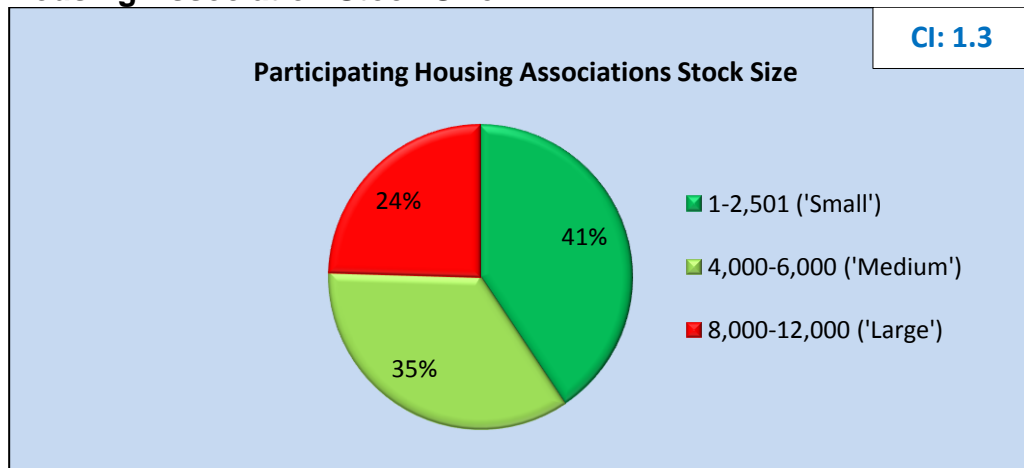
3. Research Findings

- 3.1 In this section of the report we detail the overall results of the Sector Wide Survey.

Survey breakdown

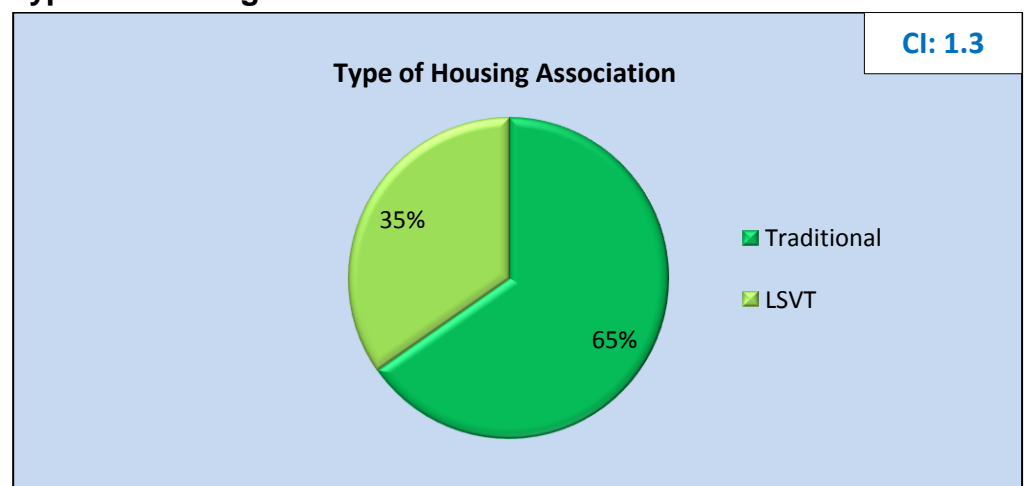
- 3.2 Responses from tenants from the 37 Housing Associations that took part in the survey have been categorised into small, medium and large based on the current stock size of their landlord, as shown below. Analysis is provided by stock size throughout the report.

Housing Association Stock Size



Base: 6,017 residents

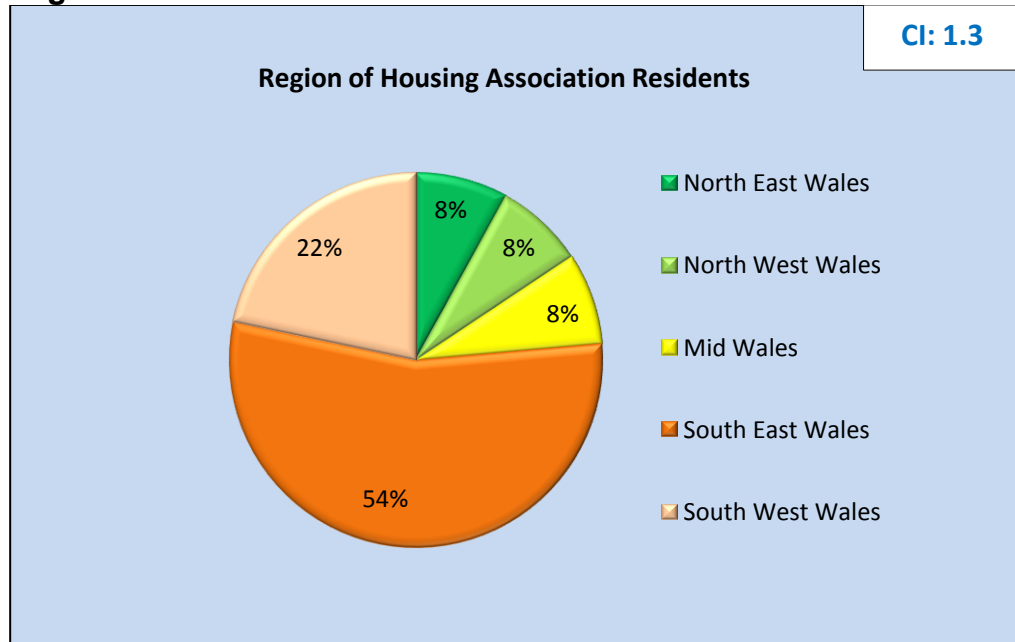
Type of Housing Association



Base: 6,017 residents

- 3.3 As well as categorising responses by stock size, each has been grouped by the type of association split into 'traditional Housing Association' or 'Large Scale Voluntary Transfer' (LSVT). LSVT's are differentiated by the fact that a considerable amount of stock was transferred from their local authority and 11 landlords are classified as LSVT's. Two thirds of residents are tenants of landlords which are traditional housing associations.

Region of residence



Base: 6,017 residents

- 3.4 The chart above shows the distribution of residents by the regions of Wales they live in. Over half (54%) reside in South East Wales, over a fifth (22%) in the South West and the remaining 24% are spread evenly across the North and Mid Wales regions.

Section A: Demographic breakdown

- 3.5 Respondents were asked a series of profiling questions about themselves and their partner, where applicable. Due to the sensitive nature of some of the questions, some residents did not provide a response, relatively few partner responses received either stated it was not applicable to them or a refusal.
- 3.6 As initially indicated in this report, only valid responses have been included in the analysis to ensure an accurate account of the profile of the resident is provided.
- 3.7 The information can then be used to monitor equality of opportunity, which can help to identify any issues with discrimination.
- 3.8 The following demographic questions were asked in the survey:
- Main resident/partner's age
 - Main resident/partner's gender
 - Main resident/partner's ethnicity
 - Main resident/partner's religion
 - Main resident/partner's sexual orientation

- 3.9 Table 3 indicates the overall demographic profile of residents for both the main resident and partners, where relevant and where details were provided.
- 3.10 The age distribution of the main resident was typically in the mid to older age brackets with around a third aged 35 to 54 years (32%) and 65 or over (36%), a fifth aged 55 to 64 (21%) but relatively few under 35 (10%).
- 3.11 The average age of the main resident was 58 and six in ten were female (61%). Where a partner was indicated, just over half were male (53%) and the average age was 67 years.
- 3.12 The majority of main residents that completed or returned a survey were white – English/ Welsh/ Scottish/ Northern Irish/ British ethnicity (94%).

Table 3: Overall Demographic Results

Category	Demographic	Percentage of Respondents
Main resident's age	24 or under	2%
	25-34	8%
	35-54	32%
	55-64	21%
	65 or over	36%
Partner's age	24 or under	2%
	25-34	11%
	35-54	37%
	55-64	22%
	65 or over	28%
Main resident's gender	Male	39%
	Female	61%
Partner's gender	Male	53%
	Female	47%
Main resident's ethnicity	BME Group (Asian, Black, Mixed, Other Ethnic Group*)	3%
	Non-BME Group (White, Gypsy, Traveller, Polish)	96%
	Rather not say	2%
Partner's ethnicity	BME Group (Asian, Black, Mixed, Other Ethnic Group*)	4%
	Non-BME Group (White, Gypsy, Traveller, Polish)	90%
	Rather not say	7%

* Other Ethnic Groups include Portuguese, Kurdish, Filipino, and Arab

Cont...

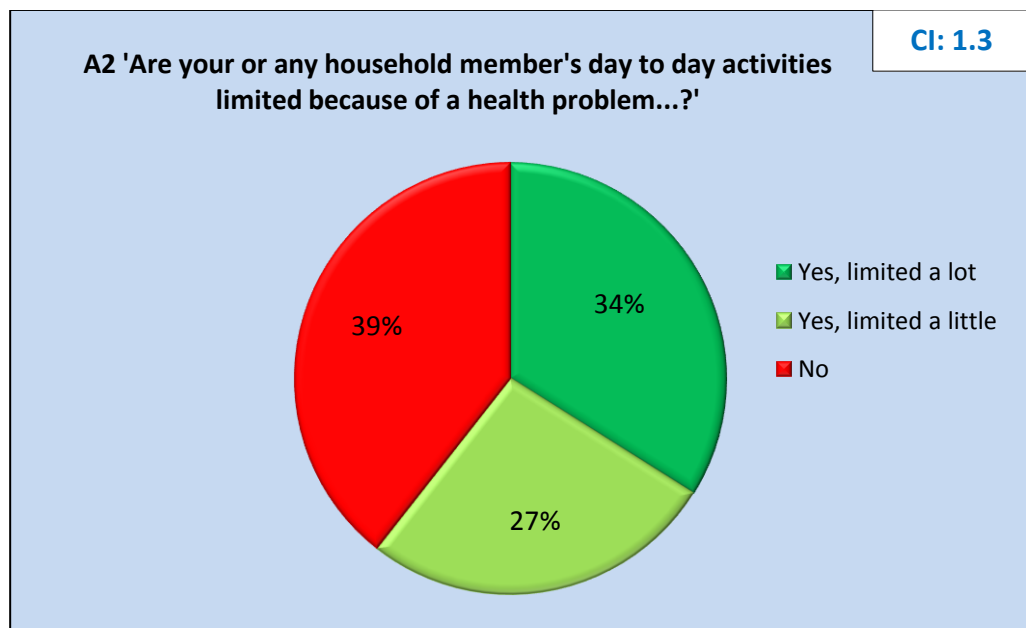
Table 3 continued: Overall Demographic Results

Category	Demographic	Percentage of Respondents
Main resident's religion	<i>Christian</i>	56%
	<i>No religion</i>	31%
	<i>Other religions</i>	7%
	<i>Rather not say</i>	6%
Partner's religion	<i>Christian</i>	52%
	<i>No religion</i>	31%
	<i>Other religions</i>	5%
	<i>Rather not say</i>	12%
Main resident's sexual orientation	<i>Heterosexual or Straight</i>	81%
	<i>Gay or Lesbian</i>	2%
	<i>Bisexual</i>	1%
	<i>Other</i>	6%
	<i>Prefer not to say</i>	9%
Partner's sexual orientation	<i>Heterosexual or Straight</i>	74%
	<i>Gay or Lesbian</i>	0%
	<i>Bisexual</i>	4%
	<i>Other</i>	9%
	<i>Prefer not to say</i>	12%

Base: 6,017 residents

- 3.13 Over half (56%) are Christian (all denominations), whereas nearly a third (31%) have no religion. Where a partner was indicated, similar proportions were shown (Christian – 52%; no religion – 31%).
- 3.14 The final question in this section asked residents about sexual orientation, to provide information to be used for equality monitoring purposes. Similarly only valid responses have been included in this analysis. Four fifths (81%) of main residents describe themselves as heterosexual; likewise for partner data, three quarters (75%) of those providing information said their partner is heterosexual. Around one in ten of the remainder indicated they prefer not to say (main resident – 9%; partner – 12%).
- 3.15 Due to the very small proportion of residents in some of the demographic sub-group categories, it was decided that no further analysis of the survey results by personal demographic variables is provided in this report due to the small base figures involved.

Long term health problems are an issue for many to some extent



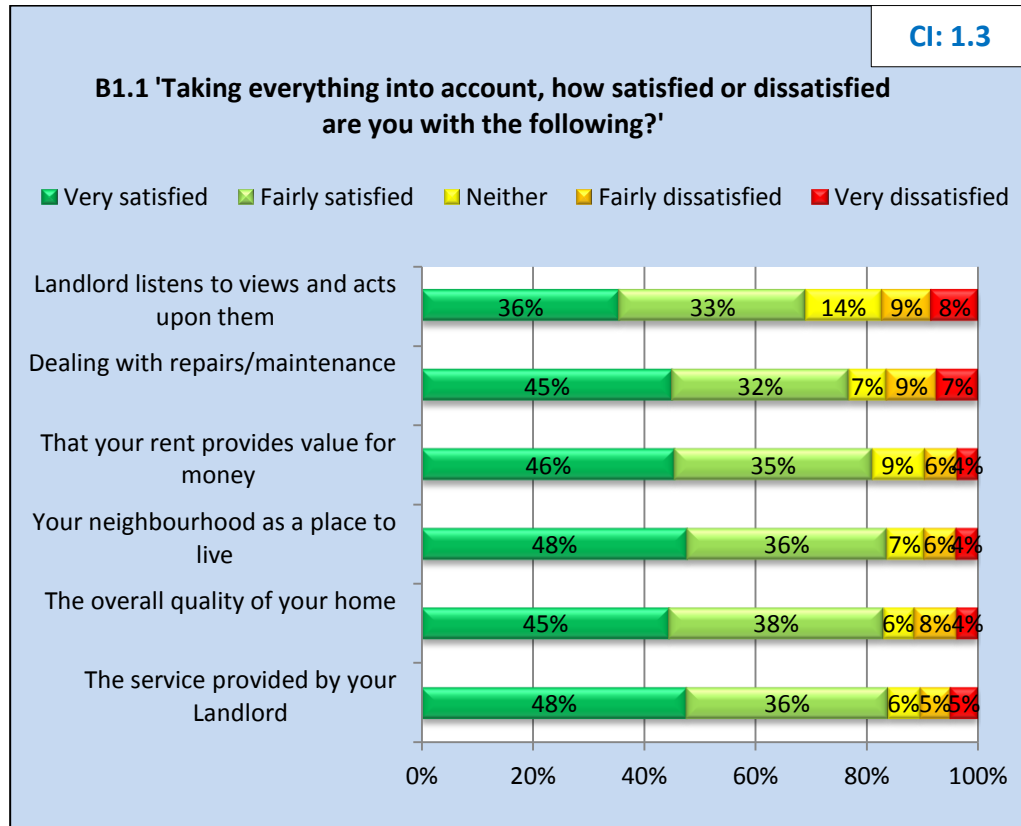
Base: 5,495 residents

- 3.16 Nearly two fifths (39%) of residents (or any member of their household), do not have any long term health problems that limit their day to day activities.
- 3.17 However, over three fifths (61%) of residents are either limited by long term health issues that affect their day to day activities 'a lot' or 'a little' with around a third having indicating that a member of the household is limited a lot by their health problem.

Section B: Overall view

3.18 Residents were provided with a list of statements about their landlord and asked to state their level of satisfaction for each.

Large majority are satisfied with their Landlord



Base: Variable 5,606-5,814 residents

3.19 In terms of the satisfaction levels, many residents are either very or fairly satisfied with their landlord and their home.

3.20 Satisfaction on the service provided by landlords, the overall quality of the home, the neighbourhood as a place to live, and the value for money of rent, show the highest combined ratings with 81% or more perceived they are very or fairly satisfied.

Table 4: Combined satisfaction proportion for core questions

	Satisfied	Dissatisfied
The service provided by your Landlord	84%	10%
The overall quality of your home	83%	12%
Your neighbourhood as a place to live	83%	10%
That your rent provides value for money	81%	10%
Dealing with repairs/maintenance	77%	16%
Landlord listens to views and acts upon them	69%	17%

Base: Variable 5,606-5,814 residents

- 3.21 The key areas of dissatisfaction are on the extent to which landlord's listens to residents' views and acts upon them (17%), as well as dealing with repairs/maintenance (16%).

Table 5: B1 Core questions by stock size

By Stock Size	Combined Satisfaction			Combined Dissatisfaction		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
The service provided by your Landlord	86%	84%	79%	8%	10%	14%
The overall quality of your home	85%	84%	79%	11%	11%	14%
Your neighbourhood as a place to live	85%	83%	82%	9%	10%	10%
That your rent provides value for money	84%	81%	76%	9%	9%	12%
Dealing with repairs/maintenance	80%	76%	73%	14%	17%	20%
Landlord listens to views and acts upon them	73%	68%	65%	15%	18%	20%

Base: Variable 5,606-5,814 residents

- 3.22 The table above shows the results of the core questions analysed by Housing Association stock size. It appears more residents from Housing Associations with 'medium' or 'large' stock sizes are more dissatisfied with the how their repairs and maintenance are dealt with and also on whether their landlord listens to their views or acts upon them.
- 3.23 The highest satisfaction levels came from residents who were a part of Housing Associations that have 'small' stock sizes.

Table 6: B1 Core questions by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
The service provided by your Landlord	86%	79%	8%	14%
The overall quality of your home	84%	80%	10%	14%
Your neighbourhood as a place to live	83%	84%	10%	10%
That your rent provides value for money	82%	79%	9%	11%
Dealing with repairs/maintenance	79%	73%	14%	21%
Landlord listens to views and acts upon them	71%	65%	15%	21%

Base: Variable 5,606-5,814 residents

- 3.24 Based on further analysis of the core questions, the level of dissatisfaction amongst LSVT residents is generally higher than for those with traditional Housing Associations.

- 3.25 In particular, over a fifth of LSVT Housing Association residents (21%) are dissatisfied with how landlords deal with repairs and maintenance compared with 14% of traditional Housing Association landlords.
- 3.26 Similarly, 21% of LSVT residents are dissatisfied with the extent to which their landlord listens to their views or takes action compared with 15% in traditional Housing Associations.

Table 7: B1 Core questions by region

By Region	Combined Satisfaction					Combined Dissatisfaction				
	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales
The service provided by your Landlord	81%	87%	83%	83%	86%	14%	8%	11%	11%	9%
The overall quality of your home	82%	85%	81%	82%	85%	13%	10%	14%	12%	10%
Your neighbourhood as a place to live	85%	87%	86%	81%	87%	9%	7%	9%	11%	8%
That your rent provides value for money	78%	83%	81%	81%	81%	11%	10%	13%	9%	9%
Dealing with repairs/maintenance	73%	76%	73%	77%	78%	19%	17%	19%	16%	15%
Landlord listens to views and acts upon them	64%	68%	69%	69%	71%	23%	17%	19%	17%	16%

Base: Variable 5,606-5,814 residents

- 3.27 There is also some variation in satisfaction levels at a regional level.
- 3.28 Residents in North East Wales (87%) and South West Wales (86%) show the highest level of satisfaction with the service provided by their landlord compared with 81% for Mid Wales.
- 3.29 There is a higher level of dissatisfaction with the extent to which landlords listen to views and act upon them amongst residents based in Mid Wales (23%) compared to other areas.
- 3.30 Residents in South East Wales are least satisfied with their neighbourhood as a place to live (81%) compared with the other areas.

Section C: Key priorities

3.31 Respondents were asked to indicate their service priorities based on a predefined list. Some residents did not answer this question.

Table 8: C1 “Which of the following services would you consider to be your most important service priority?”

Service priority...		% of Respondents
Most important service priority...	The overall quality of your home	53%
	Keeping residents informed	39%
	Improvement Work (major work such as bathrooms, kitchens and heating systems)	37%
	Responsive repairs	33%
	Dealing with anti-social behaviour	33%
	Value for money for your rent (and service charges)	30%
	Listening to residents' views and acting upon them	30%
	Your neighbourhood as a place to live	28%
	The emergency call system, if applicable	23%
	Support and advice on claiming welfare benefits and paying rent	22%
	Your support worker/ scheme manager	17%
	Your support plan	14%

Base: 3,312 residents

Table 9: C1 “Which of the following services would you consider to be your second most important service priority?”

Service priority...		% of Respondents
Second most important service priority...	Keeping residents informed	21%
	Listening to residents' views and acting upon them	18%
	Improvement Work (major work such as bathrooms, kitchens and heating systems)	18%
	Responsive repairs	17%
	Your neighbourhood as a place to live	16%
	The overall quality of your home	15%
	Value for money for your rent (and service charges)	14%
	Dealing with anti-social behaviour	13%
	Your support worker/ scheme manager	11%
	Support and advice on claiming welfare benefits and paying rent	10%
	Your support plan	10%
	The emergency call system, if applicable	8%

Base: 2,416 residents

Table 10: C1 “Which of the following services would you consider to be your third most important service priority?”

Service priority...		% of Respondents
Third most important service priority...	Keeping residents informed	16%
	Your neighbourhood as a place to live	12%
	Dealing with anti-social behaviour	12%
	Value for money for your rent (and service charges)	12%
	Responsive repairs	11%
	Your support worker/ scheme manager	11%
	Listening to residents’ views and acting upon them	11%
	The overall quality of your home	10%
	Your support plan	9%
	Improvement Work (major work such as bathrooms, kitchens and heating systems)	9%
	The emergency call system, if applicable	8%
	Support and advice on claiming welfare benefits and paying rent	7%

Base: 1,957 residents

- 3.32 The overall quality of residents’ homes was the most important service priority to residents with 53% indicating this as their greatest priority.
- 3.33 Keeping residents informed, improvement work and responsive repairs are also consistently mentioned as key priority areas of the service provided by landlords.

Comparing priorities with satisfaction

- 3.35 The chart below compares the 'first choice' priorities with the level of satisfaction based on the relevant core questions (B1). This helps to gain an overview of the key areas for further development of the sector.
- 3.36 For example where results are shown in the top right hand corner of this chart, this indicates satisfaction is high and residents have rated this as a high priority for a particular aspect. Those results in the bottom left hand corner means that satisfaction is low, as well as its priority.



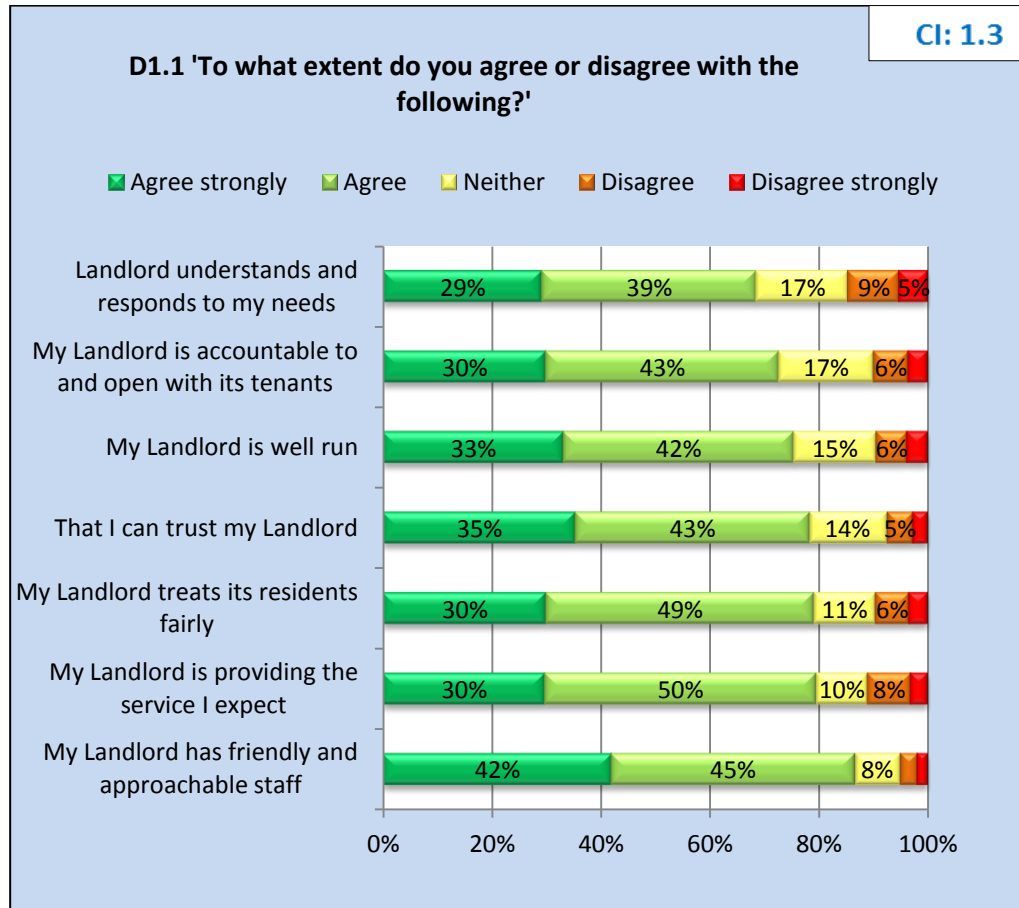
Base: Variable 4,866-5,339 residents

- 3.37 Satisfaction levels are relatively good for the overall quality of the home (83%) and this is also the main first choice service priority amongst residents (53%).
- 3.38 The value for money of rent and 'the neighbourhood as a place to live' are also given relatively good satisfaction ratings and their level of priority is similar. Whilst there will be room for development on these aspects of service, other issues require greater consideration.
- 3.39 The extent to which landlords listen to views and act upon them is a first choice priority for 30% of residents but just 69% of residents are satisfied with this and this is a key area for improvement.
- 3.40 Similarly, three quarters of residents were satisfied to some extent with the way in which their landlord deals with repairs or maintenance but it was also a relatively important first choice area of priority (30%). This is also a key area for further development.

Section D: Perceptions of landlord

3.41 Residents were asked a number of questions indicating their current perceptions of their landlord.

Landlords are generally positively perceived



Base: Variable 5,389-5,755 residents

Agreement with aspects of trust

3.42 Most residents appear to have a good level of trust in their landlord, with over three quarters agreeing that '*I can trust my Landlord*' (78%) and around the same proportion agreed that '*My Landlord treats its residents fairly*' (79%). Residents with small Housing Associations are more trusting in their landlord (82%) compared with large Housing Associations (72%). Likewise, on 'fair treatment of residents', small Housing Associations receive greater satisfaction ratings (82%) compared to the large Housing Associations (74%).

3.43 Nearly three quarters agree '*My Landlord is accountable to and open with its tenants*' (73%), and a similar pattern emerges where small Housing Associations are rated more highly (77%) than large landlords (67%).

Table 11: D1 Aspects of trust by stock size

By Stock Size	Combined Agree			Combined Disagree		
	1-2,500 (<i>'Small'</i>)	2,501-6,000 (<i>'Medium'</i>)	6,001-12,000 (<i>'Large'</i>)	1-2,500 (<i>'Small'</i>)	2,501-6,000 (<i>'Medium'</i>)	6,001-12,000 (<i>'Large'</i>)
My Landlord treats its residents fairly	82%	79%	74%	8%	10%	13%
That I can trust my Landlord	82%	78%	72%	7%	7%	10%
My Landlord is accountable to and open with its tenants	76%	72%	67%	9%	9%	13%

Base: Variable 5,389-5,755 residents

Table 12: D1 Aspects of trust by type of organisation

By Type of Organisation	Combined Agree		Combined Disagree	
	<i>Housing Association</i>	<i>LSVT</i>	<i>Housing Association</i>	<i>LSVT</i>
My Landlord treats its residents fairly	81%	75%	8%	13%
That I can trust my Landlord	81%	73%	6%	10%
My Landlord is accountable to and open with its tenants	76%	67%	9%	13%

Base: Variable 5,389-5,755 residents

Agreement with aspects of communication

- 3.44 Most residents suggest that their Landlord's staff are *'friendly and approachable'* (87%) and this is highest amongst small Housing Associations (89%) compared with large Housing Associations (82%); it is also highest amongst traditional Housing Associations (89%) compared with LSVT landlords (83%).
- 3.45 However, a much lower proportion are satisfied that their landlord *'understands and responds to my individual circumstances and needs'* with just over two thirds agreeing to some extent (68%) compared with 14% who disagreed. This level of disagreement was most evident for landlords who maintain a larger stock size (18%), LSVT landlords (18%) and for Mid Wales residents (18%). This rating is the lowest of all the landlord perception questions which suggests that this is an area for action.

Table 13: D1 Aspects of communication by stock size

By Stock Size	Combined Agree			Combined Disagree		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
My Landlord has friendly and approachable staff	89%	87%	82%	4%	5%	7%
My Landlord understands and responds to my individual circumstances and needs	73%	67%	62%	13%	14%	17%

Base: Variable 5,389-5,755 residents

Table 14: D1 Aspects of communication by type of organisation

By Type of Organisation	Combined Agree		Combined Disagree	
	Housing Association	LSVT	Housing Association	LSVT
My Landlord has friendly and approachable staff	89%	83%	5%	7%
My Landlord understands and responds to my individual circumstances and needs	72%	62%	13%	18%

Base: Variable 5,389-5,755 residents

Agreement with the aspects of service provided by their landlord

- 3.46 The aspects of service have been broken down in terms of the expected service from a landlord and whether they are well run.
- 3.47 The level of service provided appears to broadly meet expectations and eight in ten (80%) agree that their landlord *'is providing the service I expect'*, although less so amongst large Housing Associations (75%), in Mid Wales (76%) and for LSVT landlords (75%).
- 3.48 Three quarters (75%) agree that their landlord *'is well run'*, particularly for small landlords (79%) and traditional Housing Associations (79%) whilst, overall, one in ten disagreed (10%) rising to 13% for large Housing Associations and 13% for LSVT landlords.

Table 15: D1 Aspects of service by stock size

By Stock Size	Combined Agree			Combined Disagree		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
My Landlord is providing the service I expect	82%	80%	75%	10%	11%	13%
My Landlord is well run	79%	77%	68%	8%	8%	13%

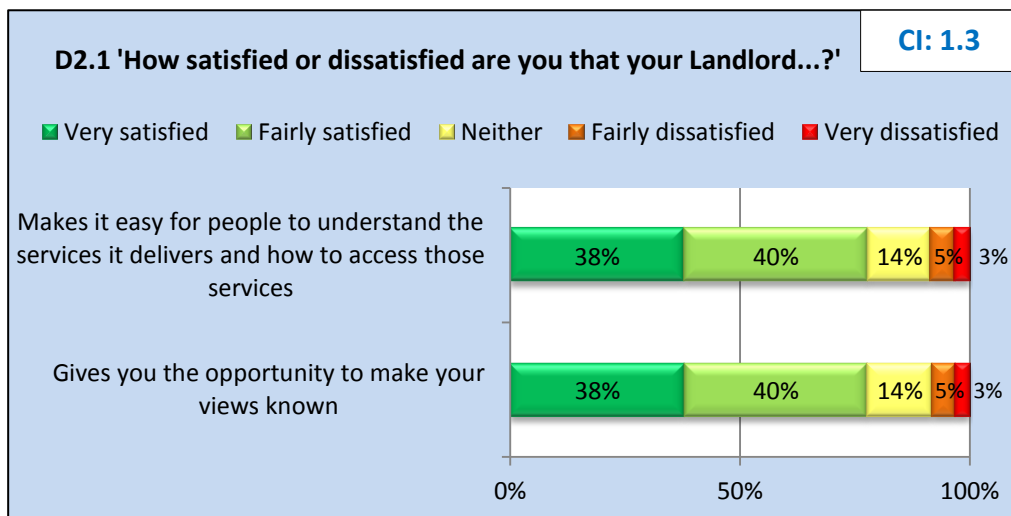
Base: Variable 5,389-5,755 residents

Table 16: D1 Aspects of service by type of organisation

By Type of Organisation	Combined Agree		Combined Disagree	
	Housing Association	LSVT	Housing Association	LSVT
My Landlord is providing the service I expect	82%	75%	9%	14%
My Landlord is well run	79%	69%	8%	13%

Base: Variable 5,389-5,755 residents

Most satisfied with accessible services and voicing opinions



Base: Variable 5,501-5,745 residents

Table 17: D2 Services and resident views by stock size

By Stock Size	Combined Agree			Combined Disagree		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
Makes it easy for people to understand the services it delivers and how to access those services	82%	78%	71%	7%	8%	13%
Gives you the opportunity to make your views known	81%	77%	72%	6%	8%	11%

Base: Variable 5,501-5,745 residents

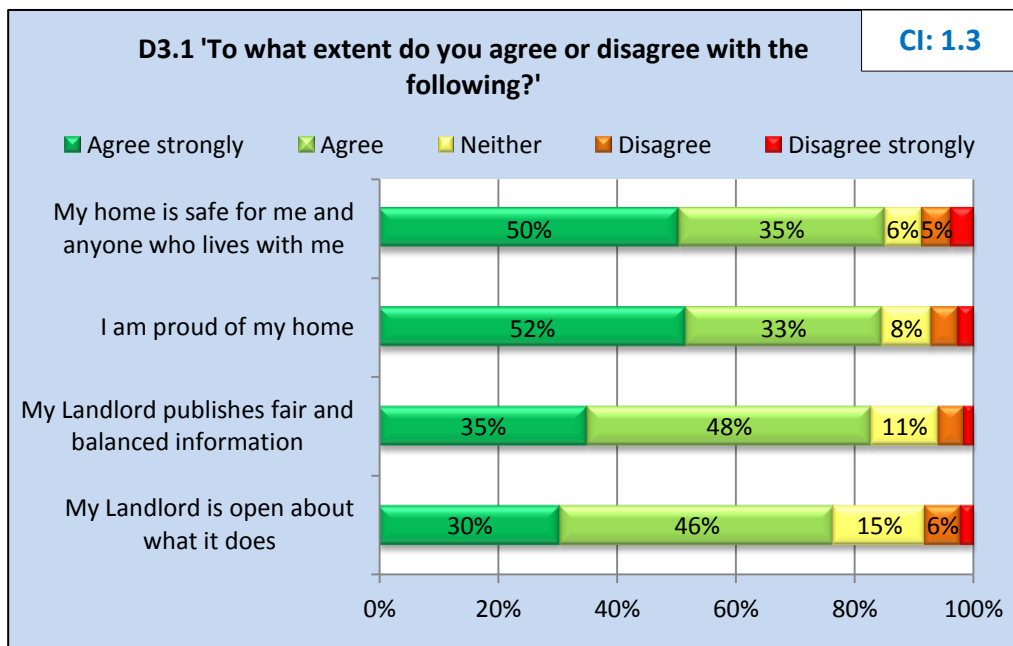
Table 18: D2 Services and resident views by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
Makes it easy for people to understand the services it delivers and how to access those services	82%	72%	6%	12%
Gives you the opportunity to make your views known	81%	73%	6%	10%

Base: Variable 5,501-5,745 residents

- 3.49 Almost four fifths feel fairly or very satisfied that their landlord 'Makes it easy for people to understand the services it delivers and how to access those services' (78%) and 'Gives you the opportunity to make your views known' (78%), with the highest level of satisfaction from those in traditional Housing Associations.
- 3.50 Just under a tenth (8%), are fairly or very dissatisfied that their landlord provides them with both ease of access to their services and ability to make their views known. Dissatisfaction is strongest in LSVT settings and for those with large landlords.

Majority feel safe and proud; most landlords are fair or open



Base: Variable 5,563-5,701 residents

Table 19: D3 Services and resident views by stock size

By Stock Size	Combined Agree			Combined Disagree		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
My home is safe for me and anyone who lives with me	86%	86%	83%	9%	8%	9%
I am proud of my home	85%	85%	81%	6%	6%	9%
My Landlord publishes fair and balanced information about its activities	85%	84%	78%	5%	6%	8%
My Landlord is open about what it does	80%	76%	71%	7%	8%	11%

Base: Variable 5,563-5,701 residents

Table 20: D3 Services and resident views by type of organisation

By Type of Organisation	Combined Agree		Combined Disagree	
	Housing Association	LSVT	Housing Association	LSVT
My home is safe for me and anyone who lives with me	86%	83%	8%	9%
I am proud of my home	85%	82%	6%	10%
My Landlord publishes fair and balanced information about its activities	85%	79%	4%	8%
My Landlord is open about what it does	79%	72%	7%	11%

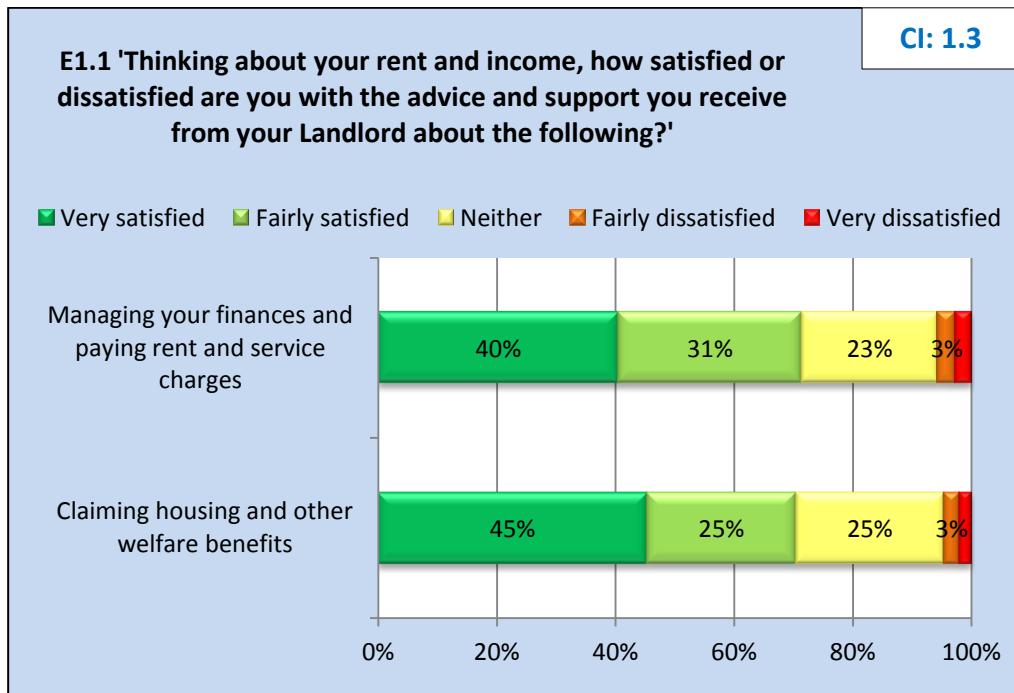
Base: Variable 5,563-5,701 residents

- 3.51 The majority of residents agree that they are proud of their home (85%), feel safe (85%) and that their landlord is fair and balanced with published information on activities (83%).
- 3.52 However, around one in four residents (76%) do not feel their landlord is 'open about what it does', whilst 8% disagree and 15% have no strong views either way which may indicate a lack of awareness of Housing Association activities. Transparency is more commonly perceived in traditional Housing Associations (79%) than LSVT settings (72%) but also in small Housing Associations (80%) compared with large (71%) although a greater proportion of residents are 'neutral' in large (19%) and LSVT (18%) associations.

Section E: Advice and support

3.53 Residents were asked about the advice and support they receive.

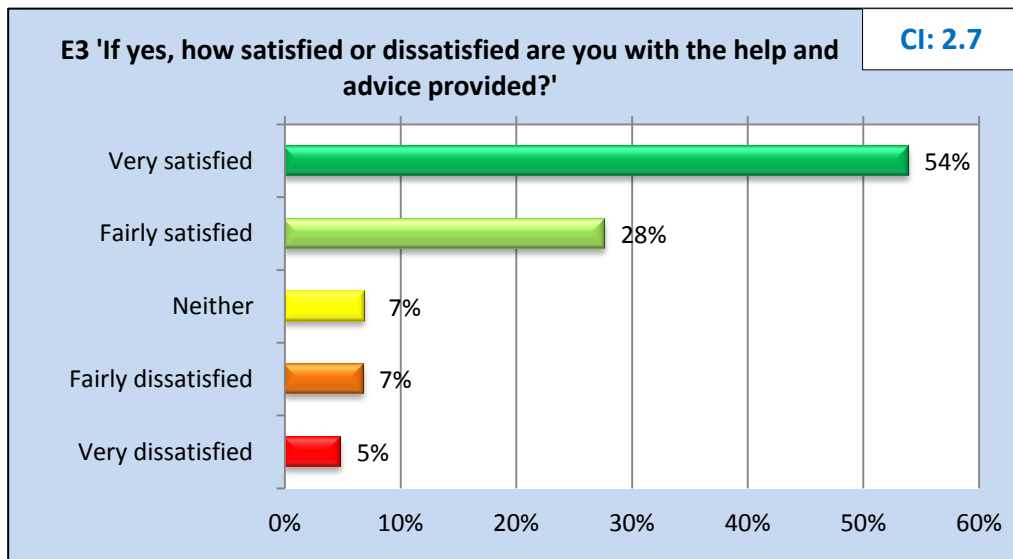
Most residents are satisfied with rent / income advice and support



Base: Variable 5,393-5,516 residents

- 3.54 Seven in ten residents (71%) are satisfied with the advice and support provided on managing finances and paying rent and service charges, and a similar proportion are satisfied with the assistance provided on claiming housing and other welfare benefits (70%).
- 3.55 Although most residents are satisfied with their landlord's advice and support, around a quarter of residents (23% and 25% respectively) appear to be unsure on whether they are satisfied or dissatisfied with the advice and support.
- 3.56 As there was no 'don't know' option available, it is likely that 'neither' responses may come from residents who have perhaps not accessed this type of support or are not aware of it.

Generally satisfied with help and advice when in financial difficulty



Base: 1,284 residents; those who have sought help

- 3.57 Just over a fifth of residents (21%) indicated that they have sought help and advice from their landlord when they have faced financial difficulties that resulted in problems paying their rent.
- 3.58 Four fifths of residents (82%) who sought assistance are very or fairly satisfied with the help and advice provided when they experienced difficulty paying their rent. Just over a tenth (12%) felt dissatisfied with the advice or support, particularly amongst residents of large Housing Associations (18%) and LSVTs (16%).

Table 21: E3 Services and resident views by type of organisation

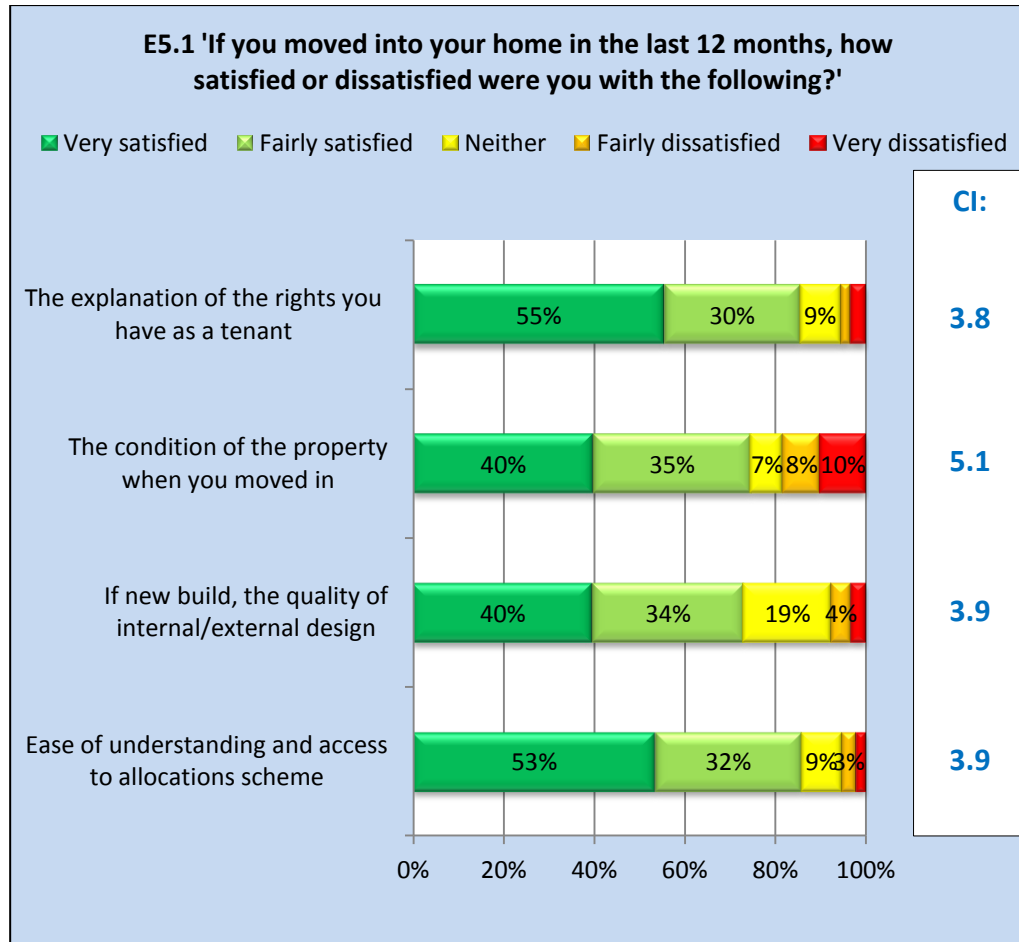
		Combined Satisfaction	Combined Dissatisfaction
By Stock Size	1-2,500 ('Small')	85%	10%
	2,501-6,000 ('Medium')	84%	9%
	6,001-12,000 ('Large')	73%	18%
By Region	Mid Wales	81%	13%
	North East Wales	79%	13%
	North West Wales	91%	5%
	South East Wales	79%	13%
	South West Wales	86%	10%
By Type of Organisation	Housing Association	85%	8%
	LSVT	75%	16%

Base: 1,284 residents; those who have sought help

Recent movers

- 3.59 Residents were then asked whether they had moved into their current home within the last 12 months, just a tenth had stated they had (12%). Those moving into their current property in the last year, indicated their level of satisfaction with the following aspects of their home:

Recent movers generally satisfied



Base: Variable 364-687 residents

- 3.60 Prior to moving into their property, residents would have been provided with an explanation of their tenant rights as well as a description of the allocations scheme. Over four fifths of residents are very or fairly satisfied with 'The explanation of the rights you have as a tenant' (85%) and similarly with the 'ease of understanding and access to allocations scheme' (86%).
- 3.61 However, one in four are not satisfied with the condition of their property, where 73% are very or fairly satisfied with 'the quality of internal/external design' (if new build) and 75% are also satisfied with 'The condition of the property when you moved in'. The results show the greatest dissatisfaction with almost a fifth of residents (18%) are very or fairly dissatisfied with 'The condition of the property when you moved in' and nearly a tenth (8%) are dissatisfied with 'the quality of internal/external design'.

Table 22: E5 Recent movers by stock size

By Stock Size	Combined Satisfaction			Combined Dissatisfaction		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
How easy it was to understand and access the allocations scheme when you applied for housing	87%	87%	81%	4%	5%	8%
If a newly built home, the quality of its internal and external design	74%	77%	63%	8%	7%	10%
The condition of the property when you moved in	79%	75%	66%	15%	16%	28%

Base: Variable 364-687 residents

Table 23: E5 Recent movers by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
How easy it was to understand and access the allocations scheme when you applied for housing	88%	79%	4%	9%
If a newly built home, the quality of its internal and external design	77%	60%	7%	10%
The condition of the property when you moved in	78%	68%	15%	26%
The explanation of the rights you have as a tenant of your Landlord	89%	79%	4%	10%

Base: Variable 364-687 residents

Table 24: E5 Recent movers by region

By Region	Combined Satisfaction					Combined Dissatisfaction				
	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales
If a newly built home, the quality of its internal and external design	81%	68%	68%	73%	75%	6%	11%	9%	8%	7%
The condition of the property when you moved in	75%	71%	78%	71%	83%	20%	17%	16%	22%	11%
The explanation of the rights you have as a tenant of your Landlord	80%	86%	92%	84%	88%	13%	2%	2%	5%	7%

Base: Variable 364-687 residents

- 3.62 The highest level of dissatisfaction with the condition of their property came from residents whose landlords have a large stock size (28%) and where the landlord is a LSVT (26%). However, dissatisfaction was apparent with residents living in Mid, North East and South East regions of Wales (20%, 17% and 22% respectively).
- 3.63 Where recent movers gave a negative response to any of the previous questions (22%), they were asked why or what could have been done to make them more satisfied.

Table 25: Combined negative scores with recent movers

Coded Comments	% of Respondents
Poor quality of work/ has to be re-done	20% (32)
Housing/ accommodation problems	20% (31)
Repair work incomplete/ had to wait too long	16% (26)
Management/ staff problems	12% (19)
Damp/ mould	2% (3)
Anti-social behaviour/ crime	1% (2)
Lack of facilities/ amenities	1% (1)
Other	4% (6)
No comment	24% (38)

Base: 158 residents

- 3.64 Amongst those who were dissatisfied since moving into their home in the last 12 months, many felt there were problems with the property itself or, the quality of work carried out had to be re-done or was not up to standard. This is evident in the open comments provided in the survey:

"1. The modification changes to the original design should not have been done. Changes have ruined the potential of 4 flats in the apartment block, for future occupants and me, the tenant, by reducing the lounge area. 2. Location and effect of weather exposure to wind on vent ducts should have been considered. They are not fit for purpose. 3. Procrastination on fixing faults by the builder and input oversight by my landlord is very disappointing and irritating."

"House was filthy and has been badly painted."

"Cupboards, draws, floors, skirting boards were all dirty. Wheelie bins were full of rubbish. Plug sockets were hanging off which still haven't been repaired. Crack in the bath and windows."

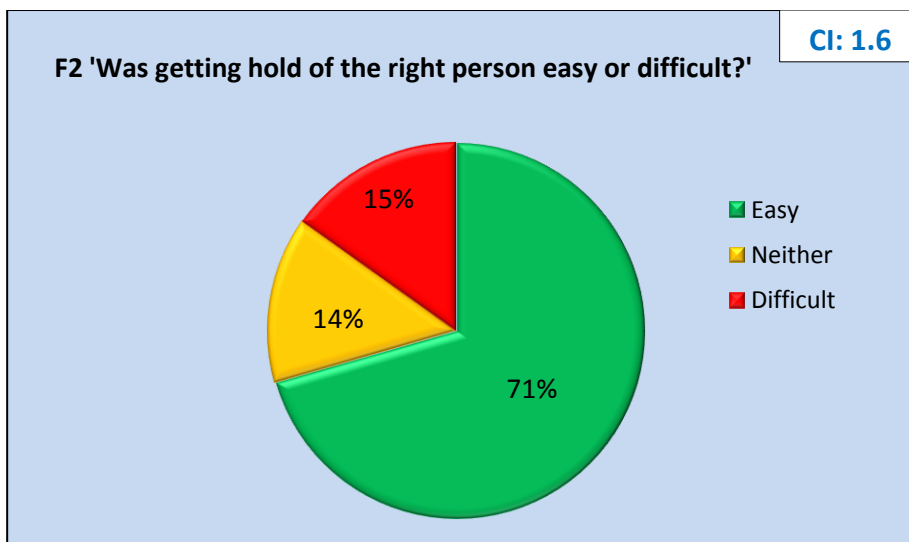
"Cupboards in the kitchen are warped, the floor in kitchen uneven."

"The minimum standard of letting is far too low. If I wasn't working I would not have been able to decorate - that affects self-esteem and motivation."

Section F: Contact and communication

- 3.65 Residents were asked a series of questions relating to the contact and communication they have had with their landlord. Nearly two thirds of residents (64%) said that they contacted their landlord in the last 12 months with a query other than to pay their rent or service charges.

Most but not all found it easy to get hold of the right person



Base: 3,758 residents

Table 26: F2 by stock size

By Stock Size	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
Easy	75%	72%	62%
Neither	13%	14%	16%
Difficult	12%	14%	23%

Base: 3,758 residents

- 3.66 While seven in ten residents (71%) found it easy to get hold of the right person, a sixth still found it difficult (15%) and a similar proportion were unsure (14%). When looking at the results by landlord's stock size, difficulties were experienced to a greater extent amongst residents of larger Housing Associations (23%).

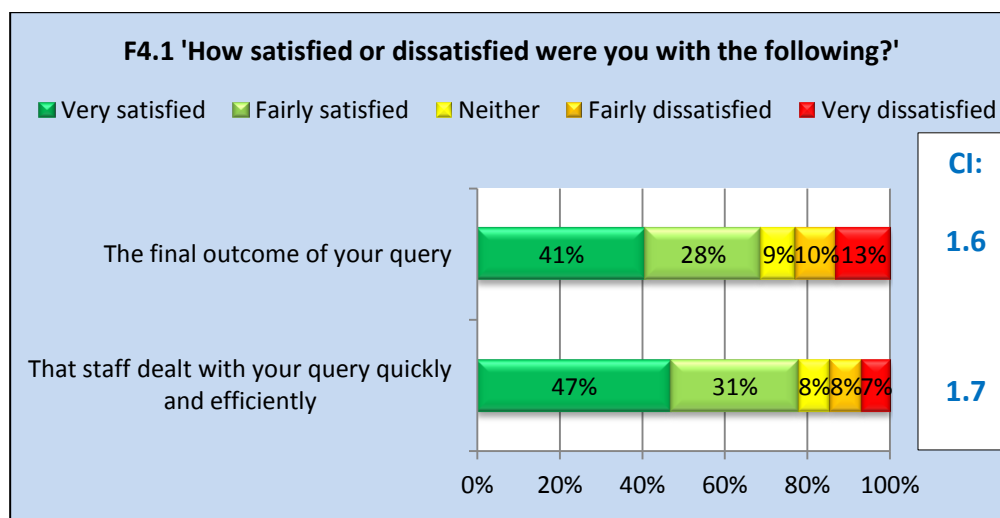
Table 27: F3 "Did you find the staff helpful or unhelpful?" by stock size

By Stock Size	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
Helpful	83%	78%	72%
Neither	12%	14%	18%
Unhelpful	6%	8%	11%

Base: 3,758 residents

3.67 Overall, over three quarters of residents (78%) found the staff to be helpful, especially in small Housing Associations. Around one in ten (8%) found staff unhelpful.

Most satisfied their query was solved quickly



Base: Variable 3,533-3,732 residents

Table 28: F4 by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
The ability of staff to deal with your query quickly and efficiently	80%	74%	13%	18%
The final outcome of your query	70%	65%	20%	27%

Base: Variable 3,533-3,732 residents

Table 29: F4 by region

By Region	Combined Satisfaction					Combined Dissatisfaction				
	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales
The ability of staff to deal with your query quickly and efficiently	73%	77%	81%	78%	78%	21%	17%	15%	14%	14%
The final outcome of your query	64%	69%	66%	69%	70%	29%	21%	22%	23%	22%

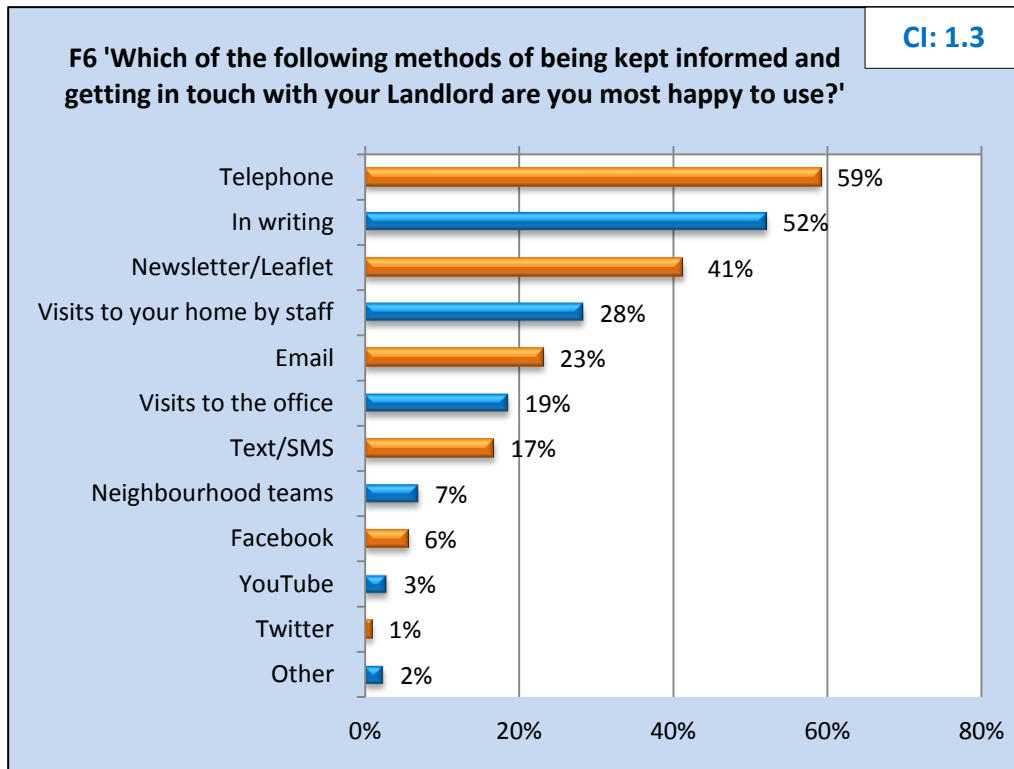
Base: Variable 3,533-3,732 residents

3.68 Over two thirds of residents (69%) were satisfied with the final outcome of their query. However, nearly a quarter of residents (23%) felt very or fairly dissatisfied with the outcome, particularly in Mid Wales (29%) and for LSVT residents (27%).

3.69 A slightly higher proportion of over three quarters (78%) were satisfied that staff dealt with queries quickly and efficiently, particularly in small

Housing Associations (81%). 15% were dissatisfied, particularly in Mid Wales (21%) but also for residents of large Housing Associations (18%).

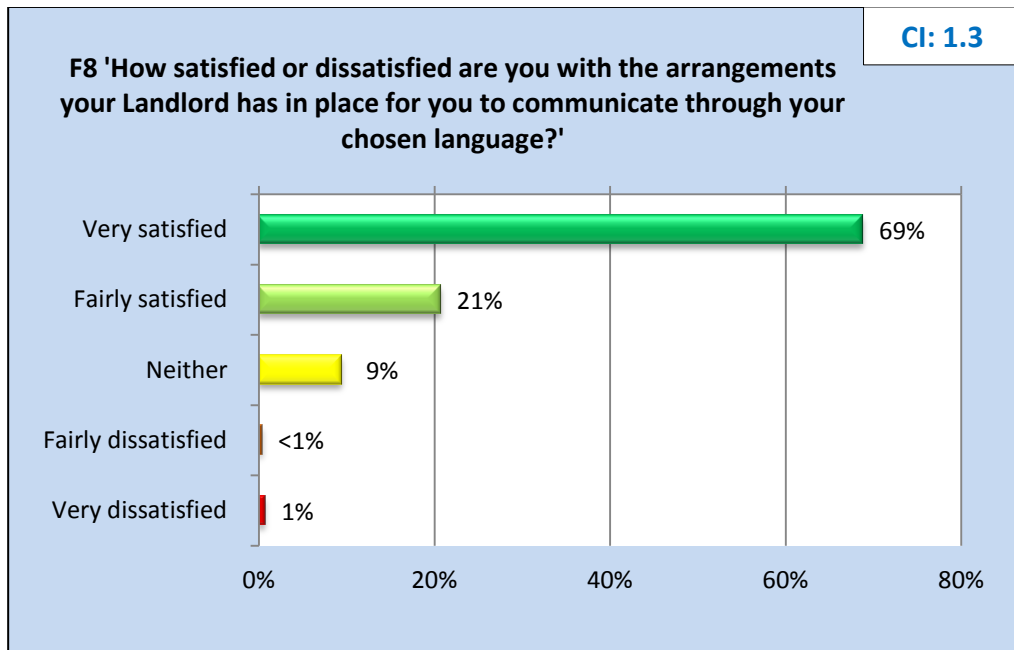
More traditional methods of communication are favoured



Base: 5,897 residents

- 3.70 49% of residents would like to receive more information on their landlord's services; with a similar pattern across the various stock sizes. Tenants would prefer to communicate with their landlord using more traditional methods via 'telephone' (59%), 'in writing' (52%) and via a 'newsletter/leaflet' (41%). While more traditional methods of communication were favoured, these tended to be from residents aged 55 or over ('telephone' 59%; 'in writing' 51%; 'newsletter/leaflet' 54%).
- 3.71 Over a quarter were happy to have 'visits to your home by staff' (28%) or 'email' (23%). Personal visits and communication by email are less popular, but some are still interested. Residents who preferred an 'email' were mainly aged between 35 and 54 (45%), and having 'visits to your home by staff' were from those aged 55 or over (63%).
- 3.72 The majority of residents (88%) found their landlord provides information and advice in a timely manner which is helpful and easy to understand although this was lowest for residents of large Housing Associations (83%) and LSVT Housing Associations (83%).

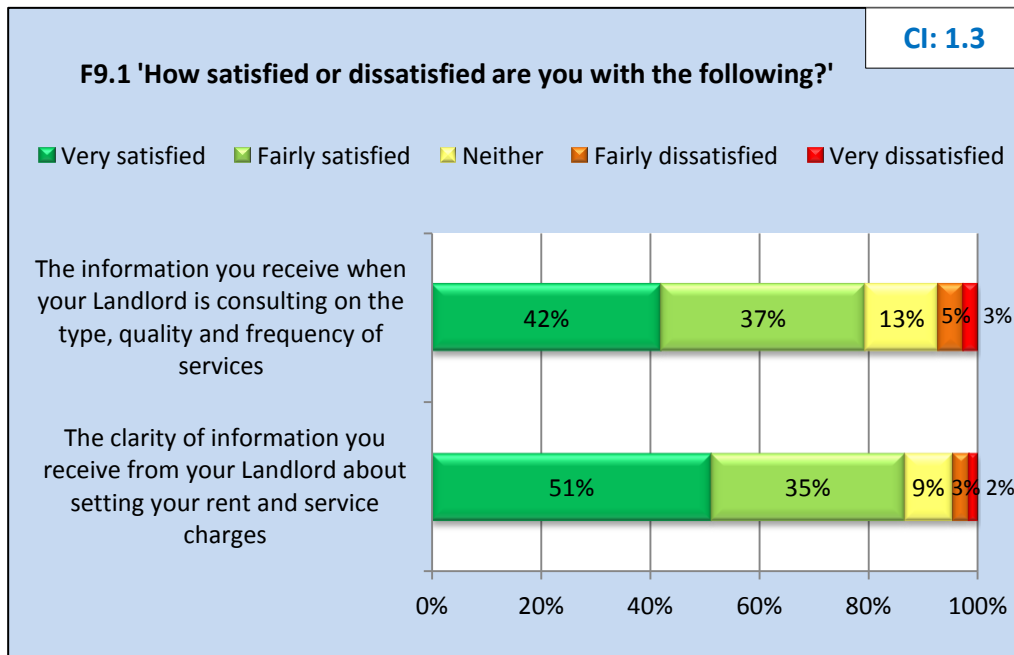
Majority satisfied that landlords communicate in chosen language



Base: 5,665 residents

- 3.73 It is clear to see that 90% of residents are very or fairly satisfied with their language arrangements.
- 3.74 This level of satisfaction is broadly reflected across all regions in Wales but is particularly high in North West Wales (96%). 87% of residents from LSVT's and 91% from traditional Housing Associations are satisfied with language arrangements.

Most are satisfied with information received from their landlord



Base: Variable 5,557-5,770 residents

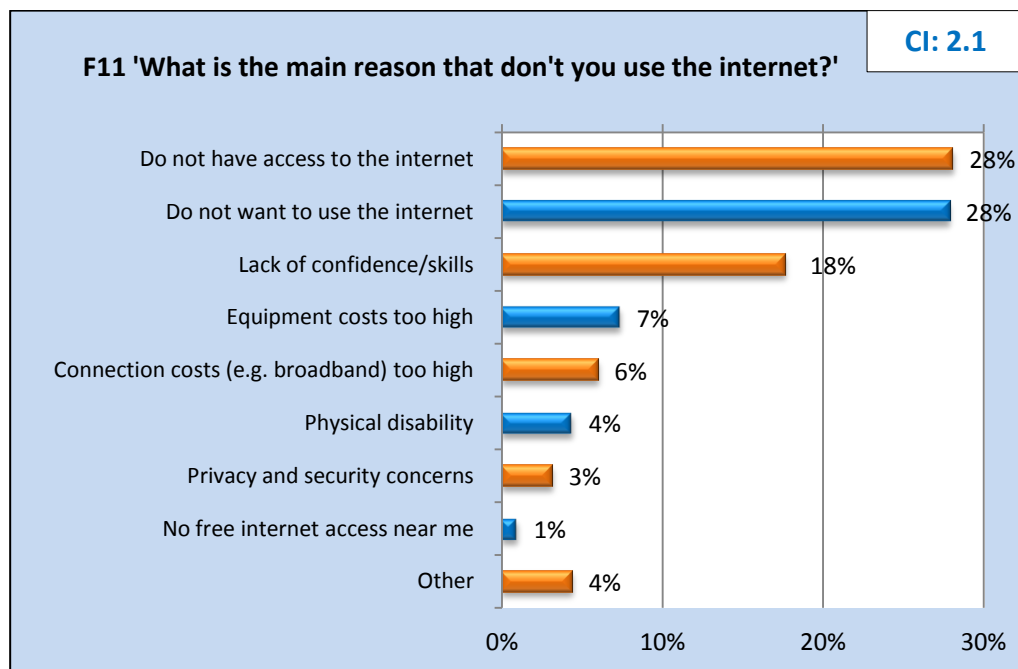
Table 30: F9 by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
The clarity of information you receive from your Landlord about setting your rent and service charges	89%	83%	3%	6%
The information you receive when your Landlord is consulting on the type, quality and frequency of services to be provided	82%	75%	6%	9%

Base: Variable 5,557-5,770 residents

- 3.75 Around four fifths of residents were very or fairly satisfied with information received and the clarity of information provided, with 79% satisfied with the information received when their landlord is consulting on the type, quality and frequency of services, and 87% satisfied with the clarity of information received from their Landlord about rent and service charges.
- 3.76 Again, there are differences by type of organisation as traditional Housing Associations are rated higher and LSVT lower by comparison. There are also differences by size of organisation with large Housing Associations receiving slightly lower satisfaction ratings on the clarity of information (83%) and the information provided (74%).

Low internet usage due to access and lack of interest or skills



Base: 2,248 residents

- 3.77 When residents were asked if they use the internet, less than six in ten stated they do so (57%) either at home or outside of the home. Over two

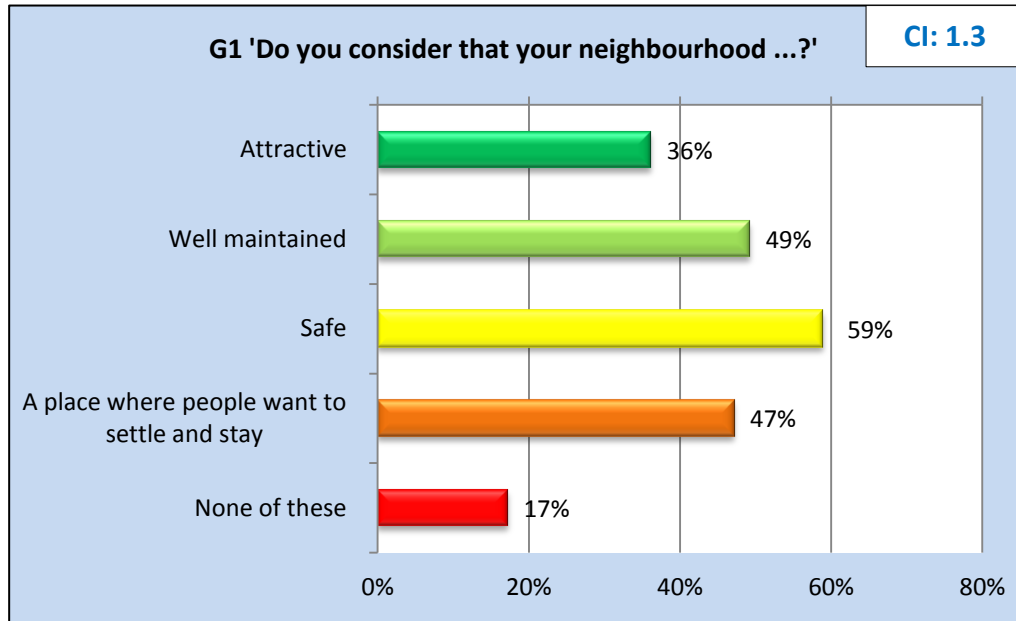
fifths (43%) do not use the internet, and their reasons for not doing so are shown above.

- 3.78 Just over a quarter of residents that do not use the internet do not have access to the web or do not wish to use it (both at 28%). This is an area that landlords could assist with, especially as a fifth of residents (18%) indicated '*Lack of confidence/skills*' was a barrier.

Section G: Neighbourhood

3.79 Residents were asked a series of questions relating to their neighbourhood.

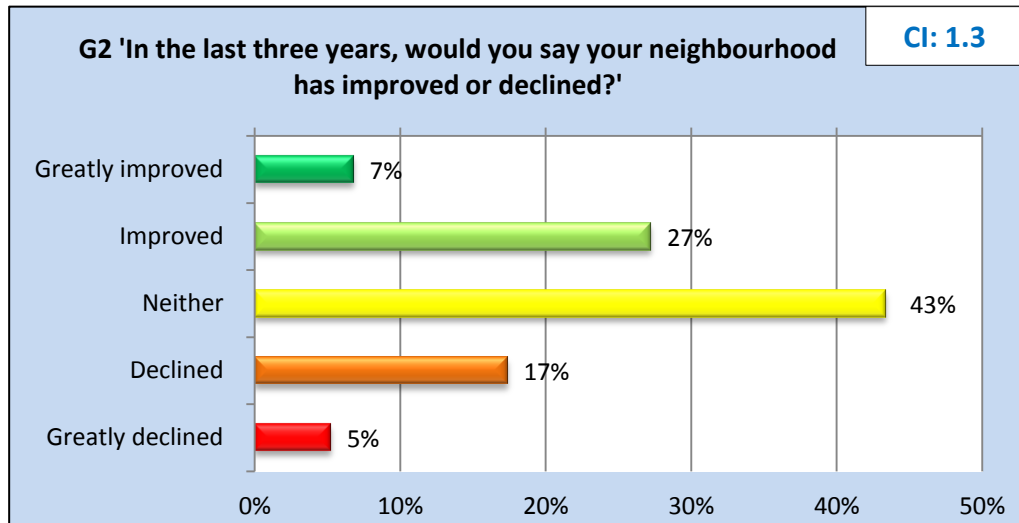
Many feel safe in their neighbourhood and it's well maintained



Base: 5,854 residents

- 3.80 Nearly three fifths of residents (59%) consider their neighbourhood 'safe', particularly in Mid Wales (68%) but less so in South East Wales (54%). This suggests that the remainder either do not feel safe or have neutral or mixed feelings.
- 3.81 Almost half indicate that their neighbourhood is 'well maintained' (49%) and 'a place where people want to settle and stay' (47%), while over a third find their neighbourhood 'attractive' (36%).
- 3.82 These results suggests that action on some neighbourhood issues should be considered.

Most don't know either way if neighbourhoods improved/ declined



3.83 More than two in five (43%) say that their area has neither improved nor declined in the last three years. Almost a quarter of residents (22%) felt their neighbourhood had declined or greatly declined, but a third felt it had improved (34%), rising to 38% for LSVT landlords. The remainder saw no change. This would suggest that neighbourhoods need to be developed where there are problems to be addressed.

Table 31: G2 by type of organisation

	<i>Housing Association</i>	<i>LSVT</i>
Improved	32%	38%
Neither	45%	39%
Declined	23%	22%

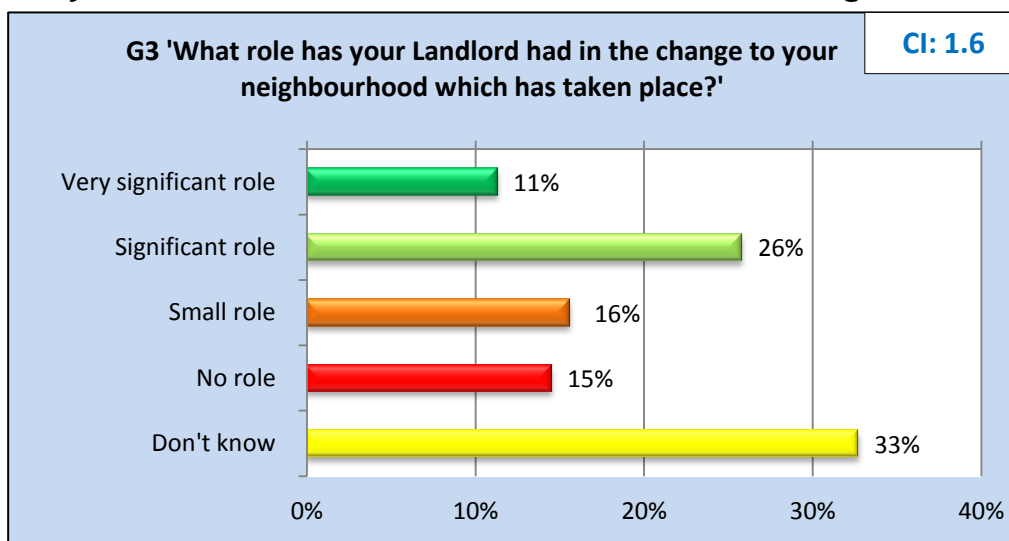
Base: 5,803 residents

Table 32: G2 by region

	<i>Mid Wales</i>	<i>NE Wales</i>	<i>NW Wales</i>	<i>SE Wales</i>	<i>SW Wales</i>
Improved	34%	35%	34%	34%	34%
Neither	44%	46%	48%	42%	45%
Declined	22%	19%	19%	24%	21%

Base: 5,803 residents

Many do not know if landlords were involved with changes



Base: 3,863 residents; those seeing a change in the neighbourhood

Table 33: G3 by stock size

	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
Combined Very or Significant Role	32%	38%	43%
Combined Small or No role	31%	29%	30%

Base: 3,863 residents; those seeing a change in the neighbourhood

Table 34: G3 by type of organisation

	Housing Association	LSVT
Combined Very or Significant Role	32%	46%
Combined Small or No role	32%	27%

Base: 3,863 residents; those seeing a change in the neighbourhood

Table 35: G3 by region

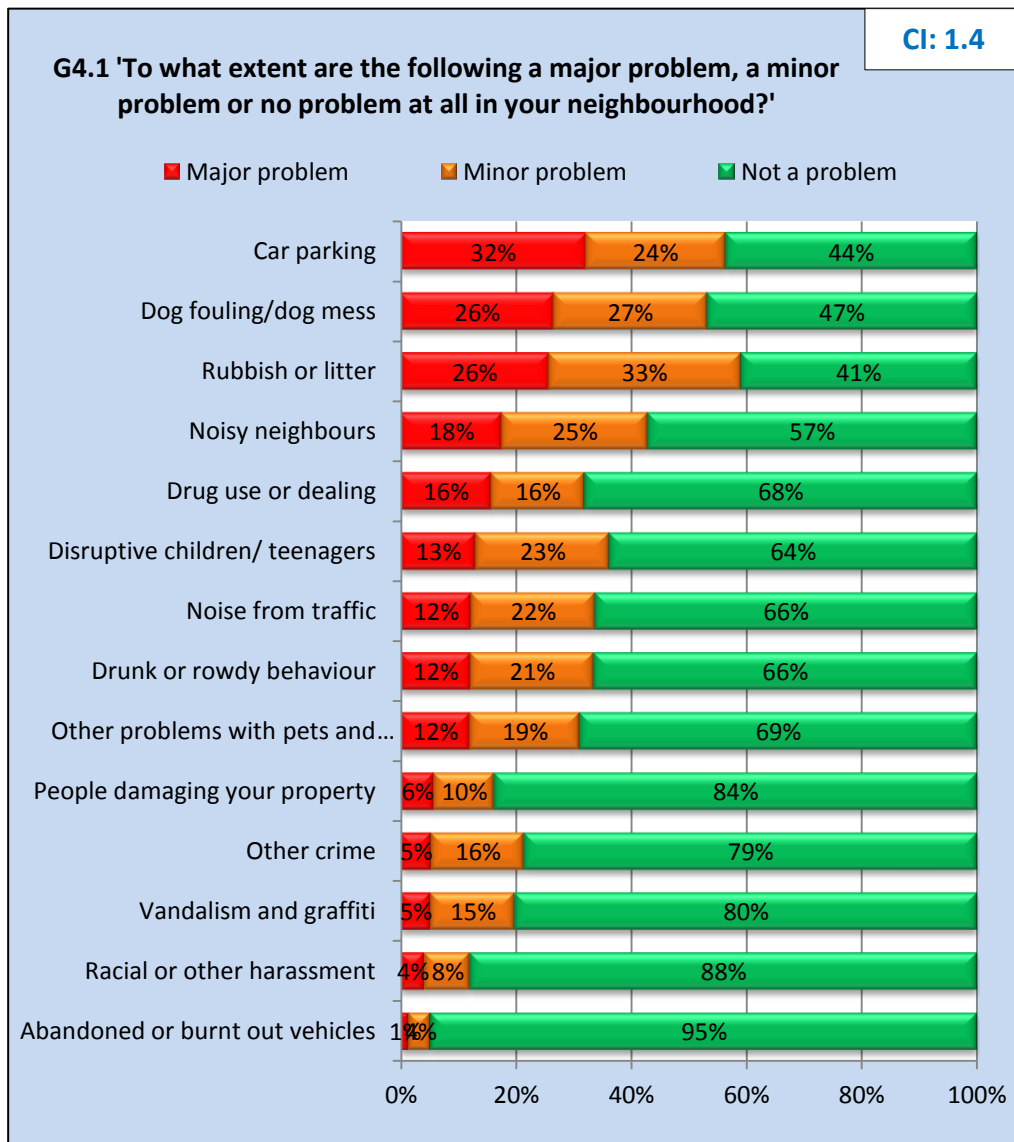
	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales
Combined Very or Significant Role	40%	36%	37%	38%	34%
Combined Small or No role	31%	27%	36%	29%	31%

Base: 3,863 residents; those seeing a change in the neighbourhood

3.85 A third of all residents (33%) who have noticed a change in the neighbourhood do not know whether or not their landlord has played a role in the changes. However, 37% of residents think their landlord has played a 'significant' or 'very significant' role in the change in their area, particularly for LSVT Housing Associations (46%).

3.86 The remainder think their landlord has had a 'small role' or 'no' involvement (31%).

Parking, dog mess and litter are some of the major problems



Base: Variable 4,544-5,180 residents

- 3.87 The survey asked all residents the extent to which certain issues within their community were a problem. For many of these issues, some residents responded positively with 'Not a problem'.
- 3.88 However, there were some issues that cause major or minor problems and warrant some further action or discussion. Specifically, these issues were 'Car parking' (56%), 'Dog fouling/ dog mess' (53%) and 'Rubbish/ litter' (59%) all of which were deemed to be a major or minor problem by around two thirds of residents who took part in the survey.
- 3.89 Other key issues that were seen as a combined major or minor problem were:
- Noisy neighbours (43%), Disruptive children/ teenagers (36%), Drunk or rowdy behaviour (33%) and Noise from traffic (34%); and
 - Drug use or dealing (32%) and Other problems with pets and animals (31%).

Table 36: G4 major or minor problems by stock size

Major/Minor Problems	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
Car parking	53%	57%	61%
Rubbish or litter	55%	59%	66%
Noisy neighbours	42%	44%	44%
Dog fouling/dog mess	48%	53%	63%
Other problems with pets and animals	29%	30%	37%
Disruptive children/ teenagers	33%	36%	42%
Racial or other harassment	11%	13%	12%
Drunk or rowdy behaviour	33%	33%	33%
Vandalism and graffiti	18%	20%	25%
People damaging your property	15%	16%	20%
Drug use or dealing	29%	32%	36%
Abandoned or burnt out vehicles	4%	5%	6%
Other crime	20%	22%	25%
Noise from traffic	34%	36%	31%

Base: Variable 4,544-5,180 residents

Table 37: G4 major or minor problems by type of organisation

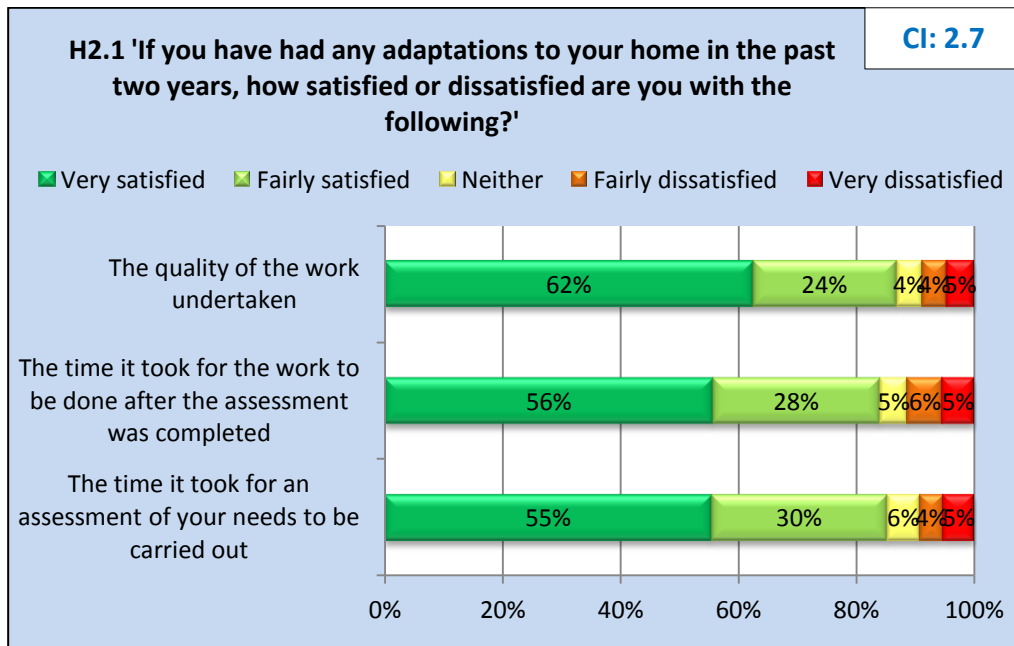
Major/Minor Problems	Housing Association	LSVT
Car parking	53%	63%
Rubbish or litter	57%	62%
Noisy neighbours	43%	42%
Dog fouling/dog mess	48%	62%
Other problems with pets and animals	29%	35%
Disruptive children/ teenagers	36%	38%
Racial or other harassment	13%	11%
Drunk or rowdy behaviour	35%	32%
Vandalism and graffiti	19%	22%
People damaging your property	16%	17%
Drug use or dealing	31%	35%
Abandoned or burnt out vehicles	5%	6%
Other crime	20%	24%
Noise from traffic	35%	32%

Base: Variable 4,544-5,180 residents

Section H: Independent living

- 3.90 Within this section, residents were asked a series of questions on whether landlords have helped residents to live more independently.
- 3.91 Over three quarters of residents (76%) have not had any adaptations undertaken to their home in the past two years, and just under a quarter (24%) have had work carried out.

Most are satisfied with adaptations made to their home



Base: Variable 1,271-1,314 residents

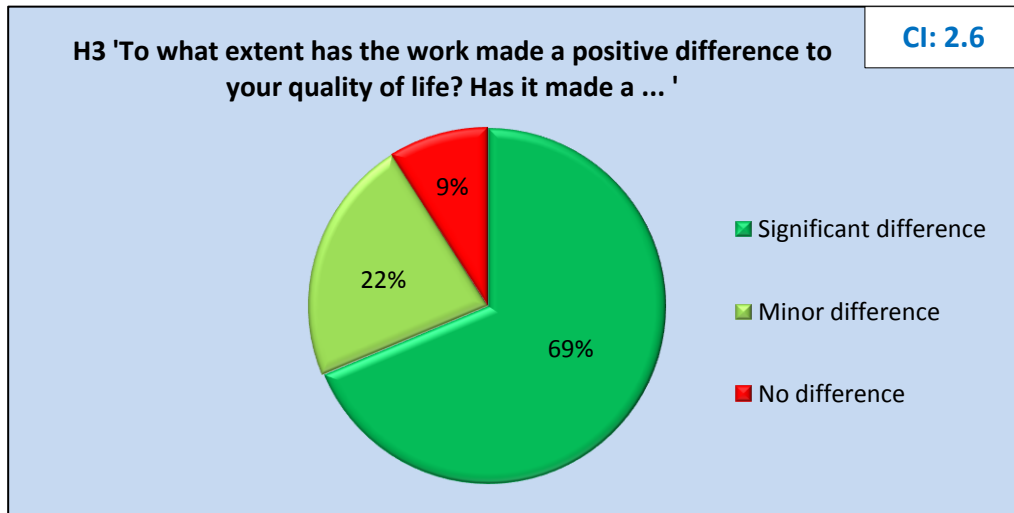
- 3.92 Of those residents who had work carried out, most are satisfied with the level of work carried out; with over four fifths having indicated they are very or fairly satisfied with each aspect stated above.

Table 38: H2 by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
The time it took for an assessment of your needs to be carried out	88%	82%	8%	11%
The time it took for the work to be done after the assessment was completed	87%	79%	8%	15%
The quality of the work undertaken	90%	82%	6%	13%

Base: Variable 1,271-1,314 residents

Adaptation work has made a significant impact on quality of life



Base: 1,376 residents

- 3.93 91% of residents indicated that the adaptations have had a positive impact to the quality of their life, with 69% saying it made a significant difference and 22% a minor difference.

Table 39: H3 by stock size

		Difference Made
By Region	<i>Mid Wales</i>	89%
	<i>NE Wales</i>	93%
	<i>NW Wales</i>	89%
	<i>SE Wales</i>	92%
	<i>SW Wales</i>	91%
By Stock Size	<i>1-2,500 ('Small')</i>	92%
	<i>2,501-6,000 ('Medium')</i>	91%
	<i>6,001-12,000 ('Large')</i>	90%
By Type of Organisation	<i>Housing Association</i>	93%
	<i>LSVT</i>	89%

Base: 1,376 residents

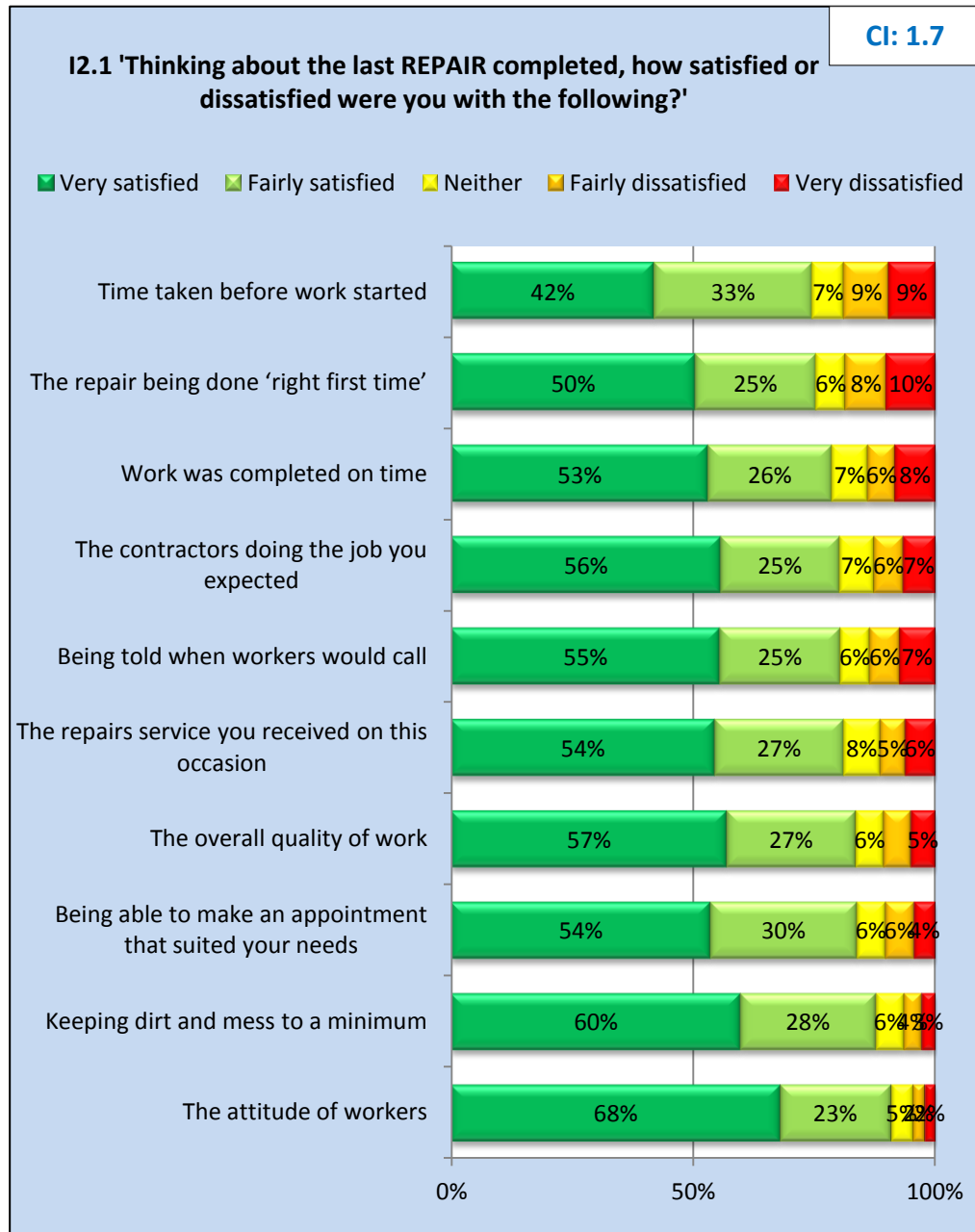
- 3.94 The majority of residents across all factors measured have shown that changes or adaptations made to their homes have made a difference to their quality of life, as shown in the table above.
- 3.95 Most residents (81%) do not currently need any aids and adaptations in their home, such as extra grab rails, a stair lift or an adapted shower. However, almost a fifth of residents (19%) do require assistance and support with these types of installations to their home.

- 3.96 Residents were asked whether they received any support services to help them live independently, the majority (87%) said they do not, whereas the remainder (13%) currently receive these support services.
- 3.97 Residents were then asked if they needed any support services to help them live more independently at home. Over a tenth (14%) agreed they do need the support, but the remainder said they do not need any help.
- 3.98 When reviewing these two questions in more detail, of the 13% that currently receive support, only 7% actually needed the assistance, whereas the remainder have pointed out they do not need the support, but currently receive their support services (excluding any '*not answered*' responses).
- 3.99 Again when reviewing these questions further, of the 87% that do not receive any independent living support, the majority confirmed they do not need this support (79%), whereas the remainder have said they need assistance but do not currently receive it (excluding any '*not answered*' responses).

Section I: Repairs

- 3.100 Residents were asked a series of questions relating to repairs undertaken to their home.
- 3.101 Two thirds of residents (65%) confirmed they had repairs made to their home in the last 12 months.

Most satisfied with repairs service, but some issues for action



Base: Variable 3,436-3,708 residents

- 3.102 'The attitude of workers' (91%) has the highest proportion of satisfaction, with most satisfied with its service to some degree.

- 3.103 Other aspects of the repairs service that have a high satisfaction rating, albeit with some areas of dissatisfaction were:
- Keeping dirt and mess to a minimum (88%)
 - The overall quality of work (84%)
 - Being able to make an appointment that suited your needs (84%)
 - The repairs service you received on this occasion (81%)
 - The contractors doing the job you expected (80%)
 - Being told when workers would call (80%)
- 3.104 The highest levels of dissatisfaction were from those that indicated ‘*The repair being done right first time*’ (18%) and ‘*Time taken before work started*’ (19%). This indicates that although residents are happy with the work carried out, they felt that the time taken and initial phase of work took longer than anticipated.
- 3.105 When reviewing the results by type of organisation, satisfaction seems to be slightly higher among traditional Housing Association residents compared with LSVT’s, as shown below:

Table 40: I2 Time taken by region, stock size and type of organisation

<i>Time taken before work started</i>		Combined Satisfaction	Combined Dissatisfaction
By Region	<i>Mid Wales</i>	73%	17%
	<i>NE Wales</i>	71%	24%
	<i>NW Wales</i>	71%	23%
	<i>SE Wales</i>	76%	18%
	<i>SW Wales</i>	75%	19%
By Stock Size	<i>1-2,500 ('Small')</i>	79%	14%
	<i>2,501-6,000 ('Medium')</i>	73%	21%
	<i>6,001-12,000 ('Large')</i>	69%	24%
By Type of Organisation	<i>Housing Association</i>	77%	16%
	<i>LSVT</i>	69%	24%

Base: Variable 3,436-3,708 residents

Table 41: I2 Repairs by stock size

<i>The repair being done 'right first time'</i>	Combined Satisfaction			Combined Dissatisfaction		
	<i>1-2,500 ('Small')</i>	<i>2,501-6,000 ('Medium')</i>	<i>6,001-12,000 ('Large')</i>	<i>1-2,500 ('Small')</i>	<i>2,501-6,000 ('Medium')</i>	<i>6,001-12,000 ('Large')</i>
By Stock Size	80%	73%	71%	15%	21%	21%

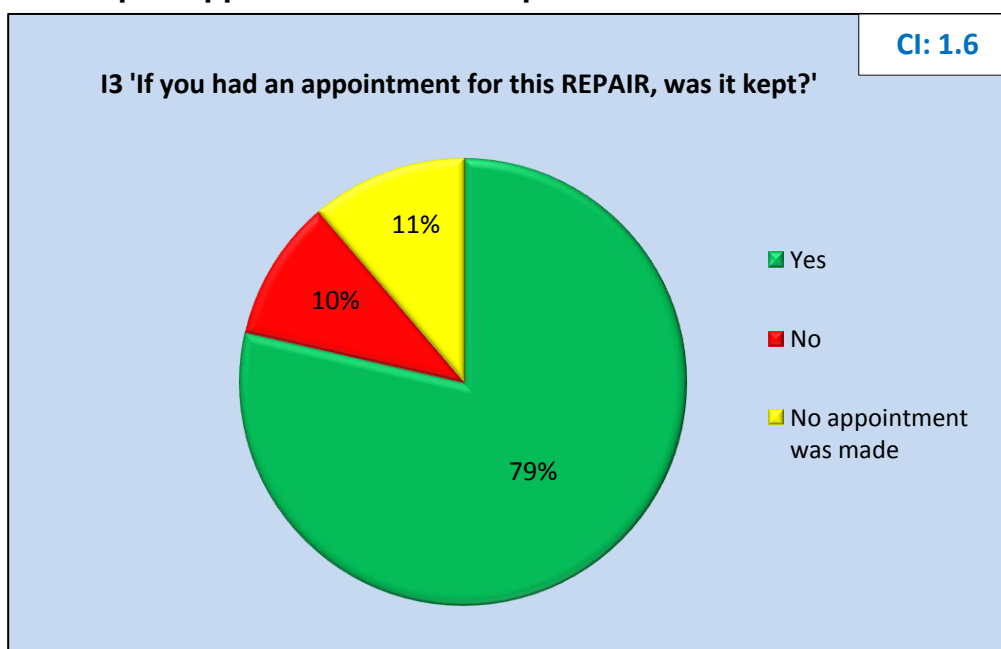
Base: Variable 3,436-3,708 residents

Table 42: I2 by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
Being able to make an appointment that suited your needs	86%	80%	9%	12%
The contractors doing the job you expected	82%	76%	12%	15%
The repairs service you received on this occasion	83%	77%	10%	15%
Being told when workers would call	83%	76%	12%	17%

Base: Variable 3,436-3,708 residents

Most repair appointments were kept



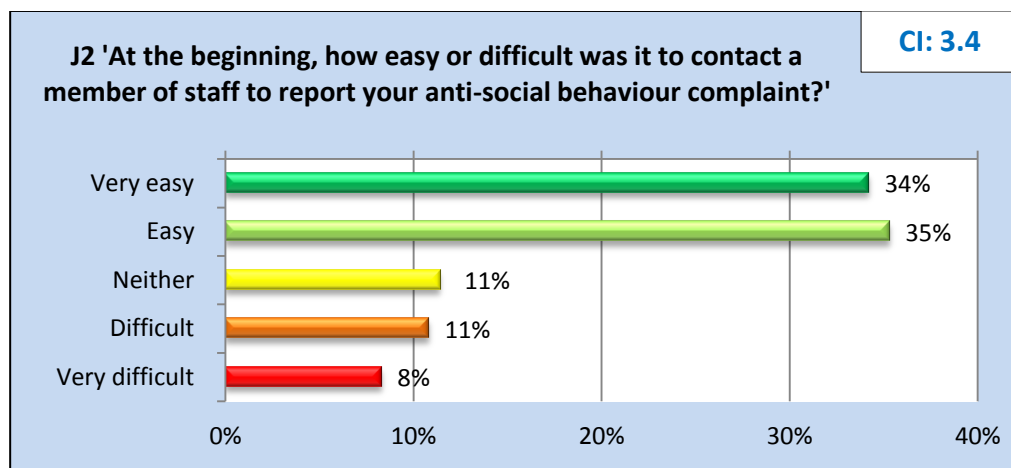
Base: 3,699 residents

- 3.106 Although most repair appointments made were kept, a tenth of residents (10%) did not believe their appointment for the repair was kept. This could be due to a number of reasons, such as the contractor undertaking the repairs needing to reschedule, or the resident was not able to maintain the appointment time due to other commitments.
- 3.107 When reviewing the results in more detail, amongst the residents who indicated they were very or fairly dissatisfied with the 'Time taken before work started', nearly a quarter (23%) did not make/ have an appointment initially.

Section J: Anti-social behaviour

- 3.108 Residents were asked a series of questions relating to anti-social behaviour (anti-social behaviour), unsurprisingly the majority of residents (86%) had not reported any anti-social behaviour to their landlord in the last 12 months. This could indicate that not all residents have access to this service or do not feel comfortable in declaring they have an issue if there is an anti-social behaviour issue to flag.
- 3.109 This does not necessarily prove that residents have not experienced anti-social behaviour, as not all residents would report these issues or they may not be aware of the service. Landlords should ensure that all residents have access to this service and that attempts are made to ensure residents feel as comfortable as possible in reporting any issues.
- 3.110 Anti-social behaviour remains one of the most important priorities to residents, as shown in the key priorities section of this report. One in seven (14%) had reported anti-social behaviour to their landlord in the last 12 months, which based on the base figures for those that had, is sufficient enough to analyse.

Most find it easy or very easy to report anti-social behaviour



Base: 821 residents reporting anti-social behaviour

- 3.111 Of those that had reported anti-social behaviour, seven in ten (70%) found it easy or very easy to report it. However, there is still room for improvement, as a fifth of residents (19%) indicated it is difficult or very difficult to contact a member of staff to make an anti-social behaviour complaint, with most dissatisfaction evident for large Housing Associations (25%) and LSVTs (27%).

Table 43: J2 by stock size

By Stock Size	Combined Ease			Combined Difficulty		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
	70%	71%	66%	17%	18%	25%

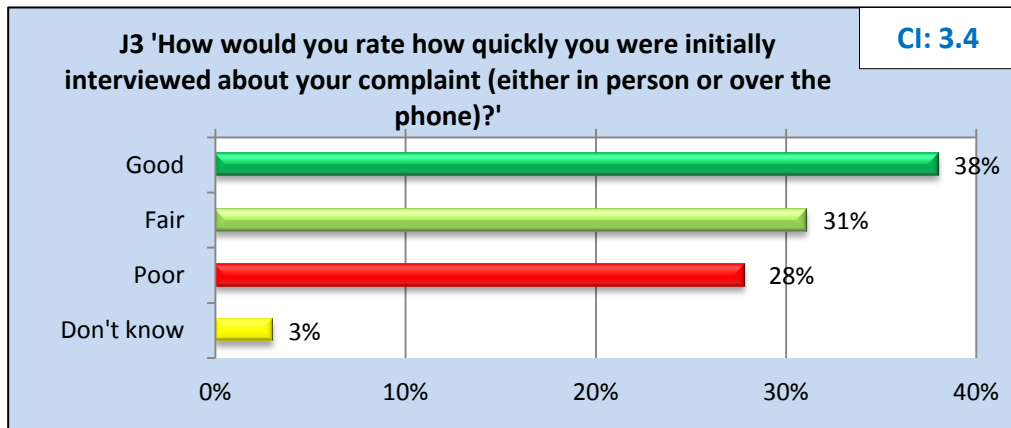
Base: 821 residents reporting anti-social behaviour

Table 44: J2 by type of organisation

By Type of Organisation	Combined Ease		Combined Difficulty	
	Housing Association	LSVT	Housing Association	LSVT
	72%	63%	16%	27%

Base: 821 residents reporting anti-social behaviour

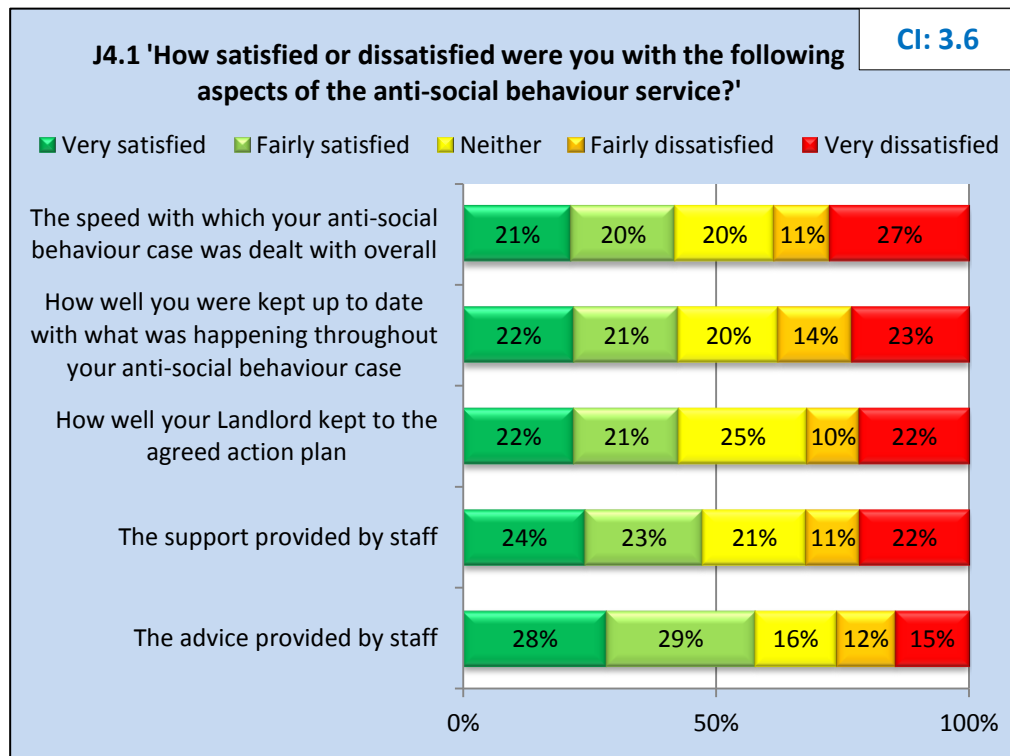
Many rate speed of response positively, but there are some issues



Base: 810 residents reporting anti-social behaviour

3.112 Whilst seven in ten (69%) rate the speed in which residents were initially interviewed about their anti-social behaviour complaint positively, almost all of the remainder, (28%) say that it was poor.

Low levels of satisfaction tackling anti-social behaviour



Base: Variable 744-795 residents reporting anti-social behaviour

- 3.113 The chart shows the levels of satisfaction with the various aspects of service offered by landlords in dealing with reports of anti-social behaviour. Although 14% had reported anti-social behaviour, there were mixed views on the way this was handled with most areas showing a significant level of dissatisfaction ranging from 26% up to 38% of residents.
- 3.114 The most positive combined score was 'The advice provided by staff' (58%), but over a quarter (26%) were not satisfied with this aspect of the service. Although when looking at the results for this statement by the type and size of organisation, dissatisfaction was highest for residents in a large Housing Associations (34%) and LSVTs (34%). See tables below for further details.
- 3.115 'The speed with which your anti-social behaviour case was dealt with overall' received a high combined negative score (38%), however, approaching half of residents (47%) were very or fairly satisfied with 'The support provided by staff'.
- 3.116 Just over two fifths (42%) were satisfied with the speed at which the case was handled but, again, nearly two fifths were not satisfied to some extent (38%).

Table 45: J4 Aspects of the anti-social behaviour service by stock size

By Stock Size	Combined Satisfaction			Combined Dissatisfaction		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
The advice provided by staff	58%	58%	56%	24%	25%	34%
The support provided by staff	47%	48%	47%	32%	31%	35%
How well your Landlord kept to the agreed action plan	43%	44%	39%	33%	29%	35%
How well you were kept up to date with what was happening throughout your anti-social behaviour case	42%	43%	42%	37%	37%	40%
The speed with which your anti-social behaviour case was dealt with overall	43%	43%	39%	37%	38%	43%

Base: Variable 744-795 residents reporting anti-social behaviour

Table 46: J4 Aspects of the anti-social behaviour service by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
The advice provided by staff	60%	51%	23%	34%
The support provided by staff	48%	45%	30%	38%
How well your Landlord kept to the agreed action plan	46%	34%	29%	40%
How well you were kept up to date with what was happening throughout your anti-social behaviour case	44%	39%	36%	44%
The speed with which your anti-social behaviour case was dealt with overall	45%	35%	35%	49%

Base: Variable 744-795 residents reporting anti-social behaviour

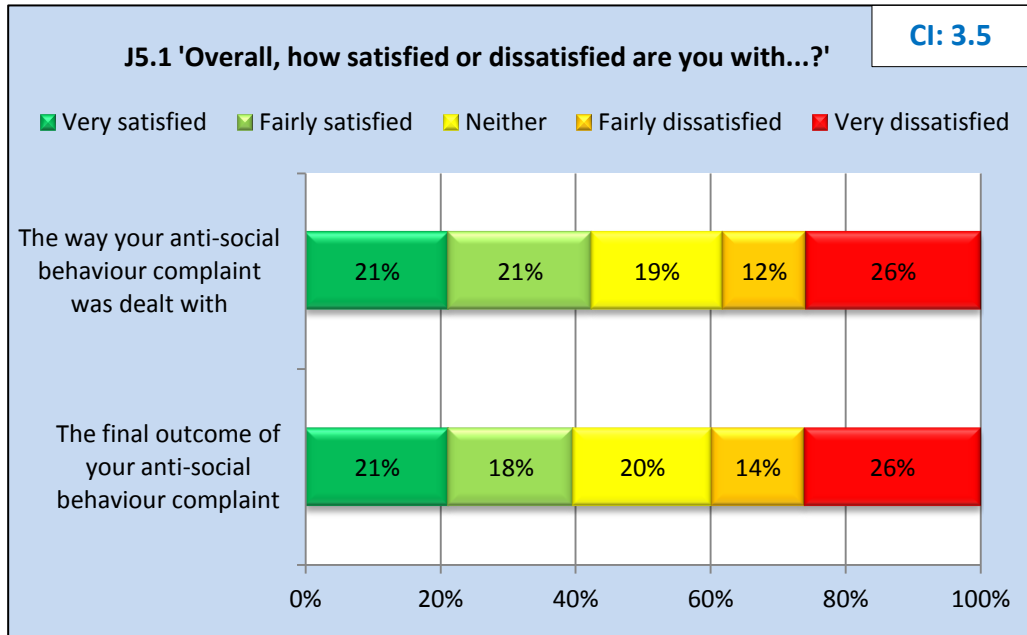
Table 47: J4 Aspects of the anti-social behaviour service by region

By Region	Combined Satisfaction					Combined Dissatisfaction				
	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales
The advice provided by staff	42%	68%	70%	57%	56%	33%	19%	19%	27%	28%
How well you were kept up to date with what was happening throughout your anti-social behaviour case	34%	53%	50%	43%	38%	45%	27%	21%	39%	40%
How well your Landlord kept to the agreed action plan	26%	55%	53%	43%	40%	48%	22%	16%	31%	37%
The support provided by staff	29%	56%	60%	48%	47%	47%	21%	26%	32%	34%
The speed with which your anti-social behaviour case was dealt with overall	31%	55%	49%	42%	39%	51%	28%	23%	40%	39%

Base: Variable 744-795 residents reporting anti-social behaviour

- 3.117 According to HouseMark's anti-social behaviour benchmarking, an anti-social behaviour case can take up 3 months to be resolved, this may explain the mixed views and the higher level of dissatisfaction with the length of time residents had to wait for their complaint to be resolved or possibly mutually agreed.
- 3.118 Anti-social behaviour is a complex issue to deal with often involving many agencies. Keeping residents up to date with progress is particularly important and at present, there are mixed views on how well this is done. However, it is an area landlord's have some control over.

Mixed views on the process and outcome of anti-social behaviour complaints



Base: Variable 743-786 residents reporting anti-social behaviour

- 3.119 There are significant levels of dissatisfaction amongst residents in comparison with the satisfaction with other aspects of the overall service provided by their landlord.
- 3.120 Almost two fifths (38%) of those reporting anti-social behaviour were dissatisfied to some degree with how their complaint was dealt with. Similarly, two fifths (40%) were dissatisfied with the outcome. The tables below show the differences by type and region.

Table 48: J5 Anti-social behaviour process & outcome by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	<i>Housing Association</i>	<i>LSVT</i>	<i>Housing Association</i>	<i>LSVT</i>
The way your anti-social behaviour complaint was dealt with	44%	37%	35%	48%
The final outcome of your anti-social behaviour complaint	42%	34%	37%	48%

Base: Variable 743-786 residents reporting anti-social behaviour

Table 49: J5 Anti-social behaviour process & outcome by region

By Region	Combined Satisfaction					Combined Dissatisfaction				
	<i>Mid Wales</i>	<i>NE Wales</i>	<i>NW Wales</i>	<i>SE Wales</i>	<i>SW Wales</i>	<i>Mid Wales</i>	<i>NE Wales</i>	<i>NW Wales</i>	<i>SE Wales</i>	<i>SW Wales</i>
The way your anti-social behaviour complaint was dealt with	33%	48%	62%	43%	36%	50%	28%	25%	38%	43%
The final outcome of your anti-social behaviour complaint	27%	43%	48%	41%	36%	46%	32%	27%	40%	47%

Base: Variable 743-786 residents reporting anti-social behaviour

Section K: Complaints

- 3.121 For this section, residents were asked a few questions regarding the general complaints procedure their landlord has in place, together with their level of satisfaction with the problem.
- 3.122 Just under two thirds of residents (65%) are aware that their landlord has a complaints procedure in place, which leaves over a third (35%) who are not aware of this service. This is certainly an area that needs to improve and increase awareness.
- 3.123 The lack of awareness of their landlord's complaints procedure may partly explain why there was a low response when residents were asked whether they had reported a problem or even made a complaint in the last 12 months, with just under a quarter of residents indicating that they had (23%).
- 3.124 Of those that had reported a problem or complaint in the last 12 months, less than half felt it was dealt with quickly (46%). 41% felt their landlord had learnt lessons and believe that the services will improve, but nearly three fifths (59%) felt their landlord had not learnt any lessons and the services will not improve.
- 3.125 However, when looking at the results in more detail by region, stock size and type of organisation, most residents felt their landlord was not quick to deal with their report, as shown below.

Table 50: K3 Speed of complaint by region, stock size and type of organisation

<i>Do you feel that your Landlord was quick to deal with the report?</i>		Yes	No
By Region	<i>Mid Wales</i>	29%	71%
	<i>North East Wales</i>	48%	52%
	<i>North West Wales</i>	51%	50%
	<i>South East Wales</i>	47%	53%
	<i>South West Wales</i>	47%	53%
By Stock Size	<i>1-2,500 ('Small')</i>	49%	51%
	<i>2,501-6,000 ('Medium')</i>	48%	52%
	<i>6,001-12,000 ('Large')</i>	38%	62%
By Type of Organisation	<i>Housing Association</i>	50%	50%
	<i>LSVT</i>	37%	63%

Base: 1,333 residents reporting a complaint

- 3.126 The highest proportion of dissatisfaction with the speed of the complaint appeared with residents who reside in Mid Wales from a large and LSVT Housing Associations, this is also reflected with the way the complaint was originally handled and the final outcome and has been indicated on the following tables.

Table 51: K5 Outcome of complaints by stock size

By Stock Size	Combined Satisfaction			Combined Dissatisfaction		
	1-2,500 (<i>'Small'</i>)	2,501-6,000 (<i>'Medium'</i>)	6,001-12,000 (<i>'Large'</i>)	1-2,500 (<i>'Small'</i>)	2,501-6,000 (<i>'Medium'</i>)	6,001-12,000 (<i>'Large'</i>)
The final outcome of your complaint	40%	38%	33%	43%	44%	53%
The way your complaint was handled by your Landlord	49%	47%	39%	36%	36%	46%

Base: Variable 1,253-1,333 residents reporting a complaint

Table 52: K5 Outcome of complaints by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
The final outcome of your complaint	40%	33%	42%	53%
The way your complaint was handled by your Landlord	49%	39%	34%	48%

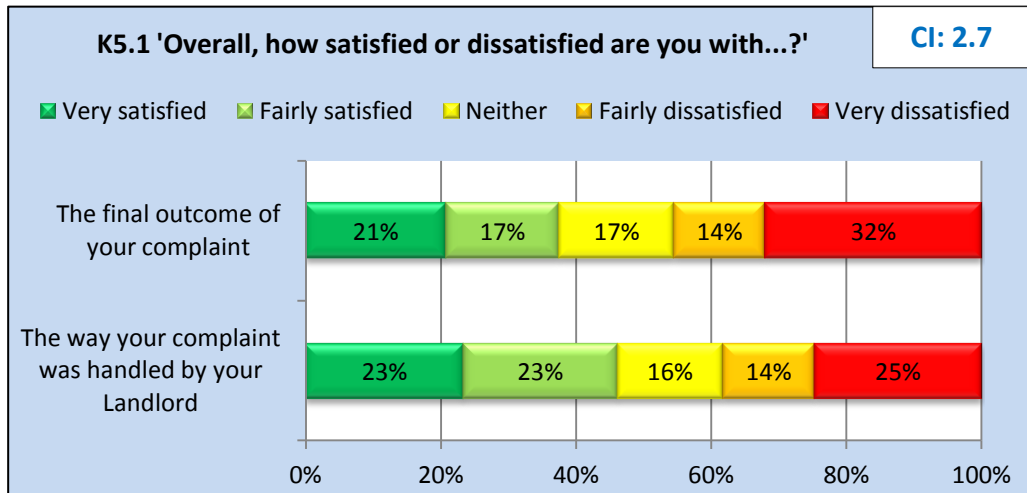
Base: Variable 1,253-1,333 residents reporting a complaint

Table 53: K5 Outcome of complaints by region

By Region	Combined Satisfaction					Combined Dissatisfaction				
	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales	Mid Wales	NE Wales	NW Wales	SE Wales	SW Wales
The final outcome of your complaint	25%	40%	41%	39%	38%	63%	39%	39%	44%	47%
The way your complaint was handled by your Landlord	34%	50%	52%	47%	46%	53%	30%	31%	38%	38%

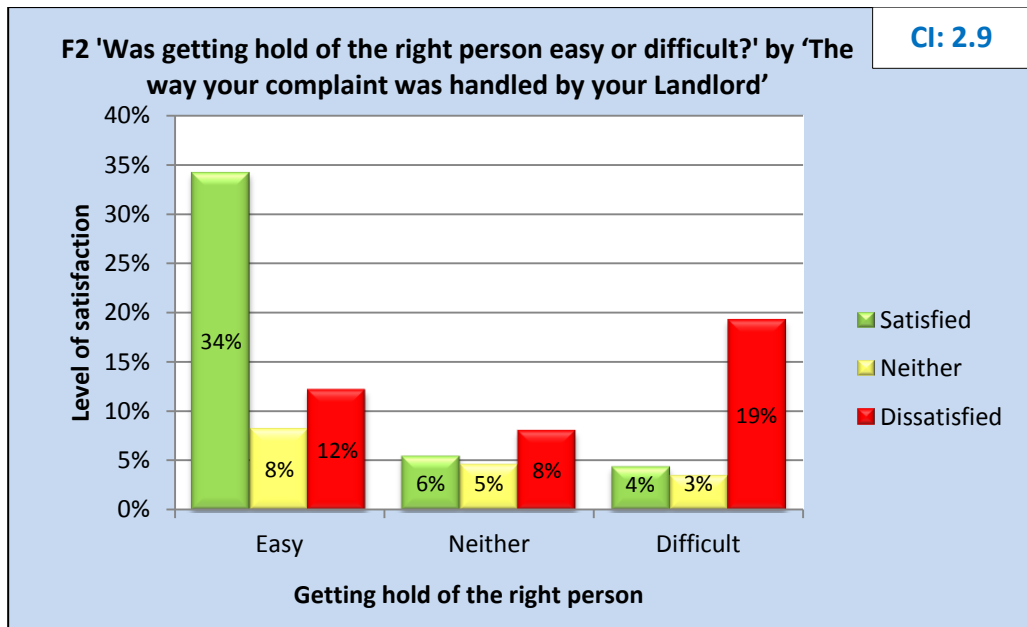
Base: Variable 1,253-1,333 residents reporting a complaint

Strong level of dissatisfaction with the outcome of complaints

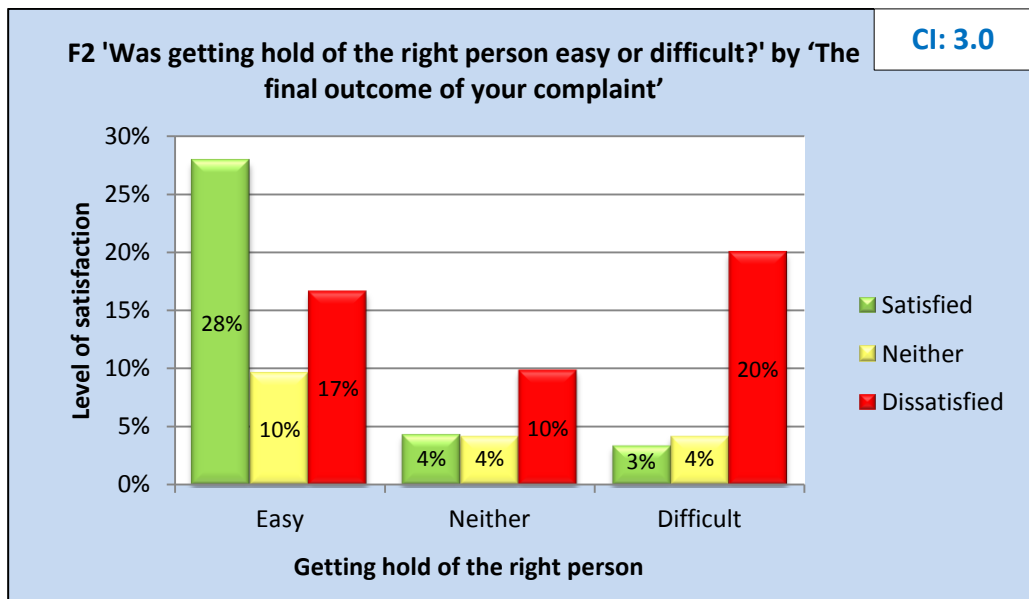


Base: Variable 1,253-1,333 residents reporting a complaint

- 3.127 As with anti-social behaviour complaints, general complaints have a high incidence of combined negative ratings. In fact, more residents appear to be very or fairly dissatisfied with 'The final outcome of your complaint' (46%) than are satisfied with the final result (38%).
- 3.128 Almost half (46%) were positive about the way their complaint was handled, but two fifths were dissatisfied (39%).
- 3.129 These results could be linked with the negative results within the contact and communication section (ref. paragraph 3.65), where residents indicated it was difficult to get hold of the right person, and were very or fairly dissatisfied with 'The way your complaint was handled by your landlord', similarly with 'The final outcome of your complaint' as shown in the following cross-tab analysis.



Base: 1,125 residents

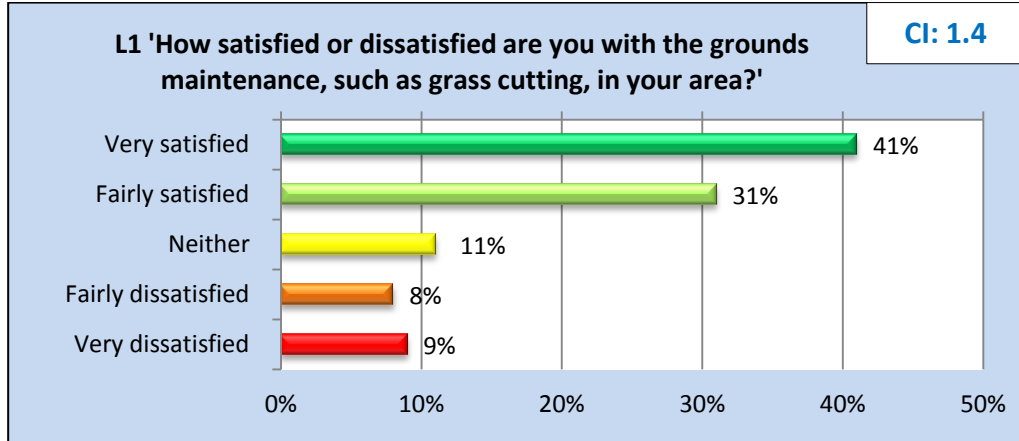


Base: 1,039 residents

Section L: Estate services

3.130 Residents were asked a series of questions relating to the estate services.

Most are satisfied with the grounds maintenance



Base: 5,159 residents

3.131 A high proportion of residents (72%) were satisfied with the grounds maintenance, such as grass cutting, undertaken by their landlord. However, just under a fifth (17%) are either very or fairly dissatisfied with the maintenance of the grounds. This indicates that there is still a call for more improvements from some residents.

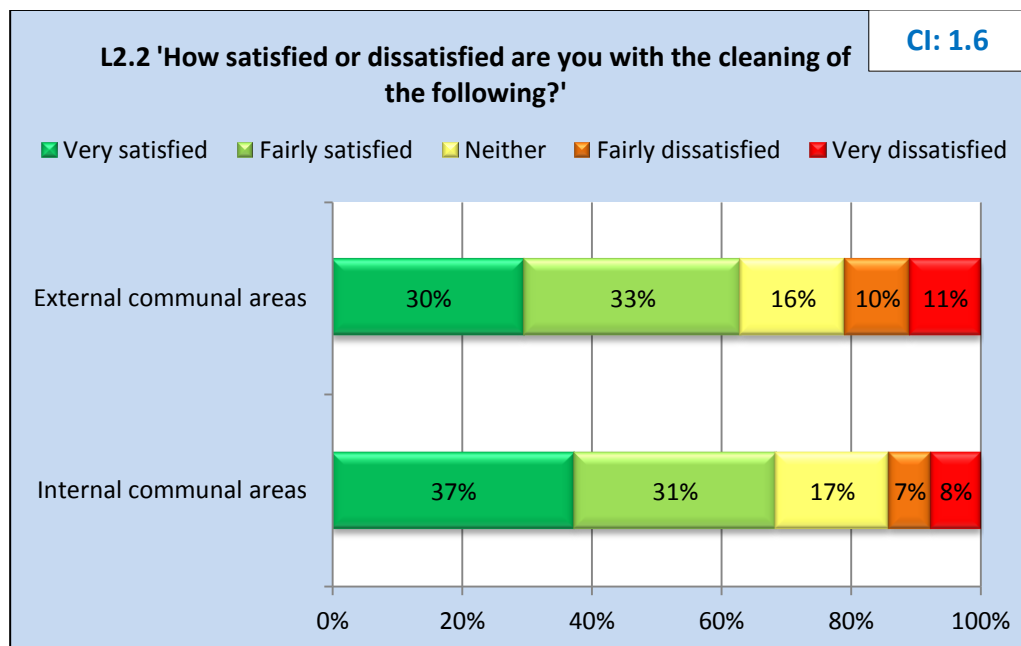
3.132 These findings are linked to the satisfaction with internal and external cleaning which has relatively low positive scores.

Table 54: L1 Grounds maintenance by stock size and type of organisation

How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?		Combined Satisfaction	Combined Dissatisfaction
By Stock Size	1-2,500 ('Small')	71%	17%
	2,501-6,000 ('Medium')	73%	17%
	6,001-12,000 ('Large')	72%	19%
By Type of Organisation	Housing Association	72%	17%
	LSVT	72%	18%

Base: 5,159 residents

Mixed views on cleaning of communal areas



Base: Variable 3,427-3,874 residents

3.133 Over two thirds are either very or fairly satisfied with the internal (68%) and external (72%) communal areas, 24% stated a combined negative score for the external communal areas, and the remainder indicated neither (18%) for the cleaning of the external areas.

Table 55: L2 Cleaning of communal areas by stock size

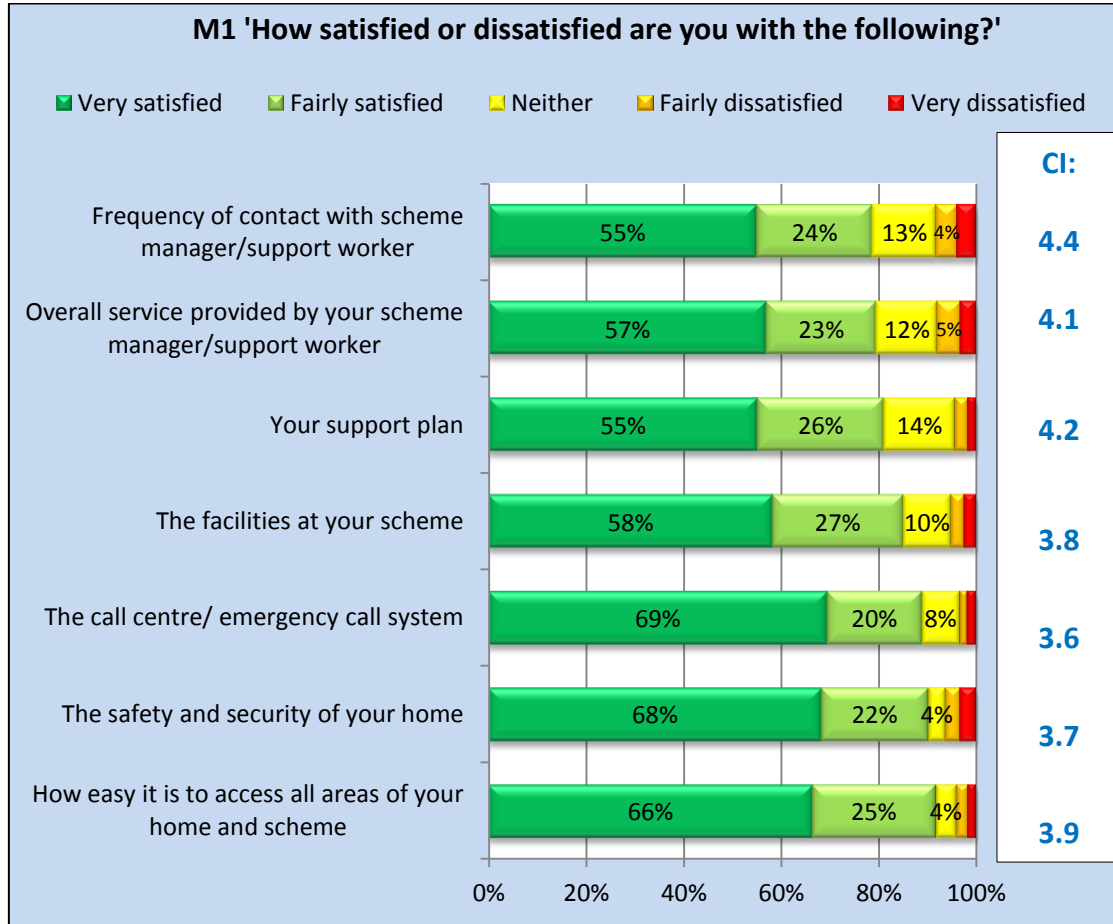
<i>Internal communal areas</i>		Combined Satisfaction	Combined Dissatisfaction
By Stock Size	<i>1-2,500 ('Small')</i>	72%	12%
	<i>2,501-6,000 ('Medium')</i>	68%	14%
	<i>6,001-12,000 ('Large')</i>	65%	17%
<i>External communal areas</i>		Combined Satisfaction	Combined Dissatisfaction
By Stock Size	<i>1-2,500 ('Small')</i>	65%	20%
	<i>2,501-6,000 ('Medium')</i>	63%	21%
	<i>6,001-12,000 ('Large')</i>	61%	22%

Base: Variable 3,427-3,874 residents

4. Housing for older people

4.1 Only those classed as Housing for Older People (HfOP) tenants were asked the following questions.

Most are satisfied with services provided



Base: Variable 492-759 residents

- 4.2 With fairly low levels of dissatisfaction, HfOP residents are generally satisfied with the services they receive from their landlord. '*How easy it is to access all areas of your home and scheme*' (91%) and '*The safety and security of your home*' (90%) have the highest satisfaction levels, with most indicating they are happy with the provision.
- 4.3 Other repair areas that have a high satisfaction rating, albeit with some areas of dissatisfaction were:
- Your support plan (81%)
 - The facilities at your scheme (85%)
 - The call centre/ emergency call system (89%)
- 4.4 Although '*Frequency of contact with scheme manager/ support worker*' showed nearly four fifths of residents (79%) very or fairly satisfied with this service, a similar proportion (80%) also stated they too were satisfied with the '*Overall service provided by your scheme manager/ support*

worker' - just under a tenth gave an equally combined negative score (both at 8%).

Table 56: M1 by stock size

By Stock Size	Combined Satisfaction			Combined Dissatisfaction		
	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')	1-2,500 ('Small')	2,501-6,000 ('Medium')	6,001-12,000 ('Large')
Your support plan	57%	52%	66%	3%	2%	5%
The frequency of contact with your scheme manager/ support worker	62%	56%	63%	4%	6%	11%
The overall service provided by your scheme manager/ support worker	64%	56%	64%	4%	6%	11%
The call centre/ emergency call system	79%	77%	83%	4%	2%	4%
The safety and security of your home	86%	84%	87%	6%	6%	7%
How easy it is to access all areas of your home and scheme	85%	85%	88%	3%	3%	7%
The facilities at your scheme	73%	70%	77%	4%	5%	5%

Base: Variable 492-759 residents

Table 57: M1 by type of organisation

By Type of Organisation	Combined Satisfaction		Combined Dissatisfaction	
	Housing Association	LSVT	Housing Association	LSVT
Your support plan	56%	59%	2%	4%
The frequency of contact with your scheme manager/ support worker	61%	57%	4%	11%
The overall service provided by your scheme manager/ support worker	63%	57%	4%	10%
The call centre/ emergency call system	79%	79%	2%	4%
The safety and security of your home	87%	85%	4%	8%
How easy it is to access all areas of your home and scheme	87%	84%	3%	6%
The facilities at your scheme	73%	70%	4%	6%

Base: Variable 492-759 residents

5. Leaseholders

- 5.1 Due to the small base figures for each of the responses in each of the leaseholders questions, both percentages and the number of responses have been shown to illustrate the large percentages in more detail. Only those who were leaseholders were asked the following questions.

Table 58: Mixed satisfaction on repairs and upkeep

N.1.1 'Thinking about the property, block or scheme (complex) where you live, how satisfied or dissatisfied are you with the following?'					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The cleaning and upkeep of communal areas	31% (29)	28% (27)	17% (16)	9% (9)	15% (14)
External building repairs and maintenance *	15% (15)	33% (32)	20% (20)	15% (15)	16% (16)
Repairs to communal areas	20% (19)	26% (24)	29% (27)	13% (12)	12% (11)

Base: Variable 93-98 residents (small base)

* Due to rounding, the base total for this response does not equal 100%

- 5.2 Leaseholders have mixed views on the level of service received from their landlords, whereby only around half of leaseholders stated they are very or fairly satisfied with the repairs and maintenance to their communal areas and external buildings.
- 5.3 Nearly three fifths of leaseholders (59%) gave a combined positive score to 'The cleaning and upkeep of communal areas'. Over a quarter to 30% of leaseholders are either very or fairly dissatisfied with the services provided.

Table 59: More needs to be done to ensure service charges are clear

N.2.1 'How easy is it to understand your service charge statement?'	
Very easy	12% (12)
Easy	36% (35)
Neither	25% (24)
Difficult	16% (15)
Very difficult	11% (11)

Base: 97 residents (small base)

- 5.4 Just under half of leaseholders (48%) find it easy or very easy to understand their service charge statement. However, 27% do not and find it quite difficult; this suggests that leaseholders require a more transparent statement that is easily accessible to all leaseholders.

Table 60: Mixed views on service charge calculation information

N.3.1 'How satisfied or dissatisfied are you with the information about how your service charges are calculated?' *	
Very satisfied	14% (13)
Fairly satisfied	36% (35)
Neither	23% (22)
Fairly dissatisfied	15% (14)
Very dissatisfied	13% (12)

Base: 96 residents (small base)

* Due to rounding, the base total for this response does not equal 100%

- 5.5 Half of leaseholders (50%) are very or fairly satisfied with the information provided about how their service charges are calculated but around three in ten are dissatisfied to some degree (28%).
- 5.6 Around a quarter have no strong views either way (23%). It is possible that they are not familiar with this information.

Table 61: No strong views on website information

N.4.1 'Thinking about the information and advice you receive from your Landlord about being a leaseholder, how satisfied or dissatisfied are you with the following?' *					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your obligation under the terms and conditions of your lease	15% (14)	39% (37)	23% (22)	12% (11)	12% (11)
Your Landlord's website as a source of useful information	6% (5)	15% (12)	68% (53)	5% (4)	5% (4)

Base: Variable 78-95 residents (small base)

* Due to rounding, the base total for this response does not equal 100%

- 5.7 Over half of leaseholders (54%) are very or fairly satisfied with their responsibility 'under the terms and conditions of their lease', but a quarter are dissatisfied (24%).
- 5.8 The highest proportions of leaseholders (68%) have no strong views about how useful the information on their landlord's website is.
- 5.9 It may be that leaseholder's do not use the website or do not have internet access.

Table 62: Most do not notice any change in their financial situations

N.5.1 'Since you moved in, have you found it easier or more difficult to afford mortgage payments, and service charges?'	
Easier	10% (9)
About the same	60% (53)
More difficult	30% (26)

Base: 88 residents (small base)

- 5.10 Six in ten leaseholders see no change in the affordability of mortgage payments and service charges, but 30% are finding it more difficult to afford since they moved in.
- 5.11 This demonstrates that more awareness of the available landlord's services and assistance is required, rather than online, more traditional approaches may be the best solution.

6. Shared owners

- 6.1 Due to the extremely small base figures for each of the responses in each of the shared owners questions, both percentages and the number of responses have been shown to illustrate the large percentages in more detail. Only those who were shared owners were asked the following questions.

Table 63: No strong views and dissatisfaction with repairs or maintenance

O.1.1 '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
The cleaning and upkeep of communal areas	-	27% (3)	36% (4)	18% (2)	18% (2)
External building repairs and maintenance	-	8% (1)	58% (7)	8% (1)	25% (3)
Repairs to communal areas	-	9% (1)	64% (7)	9% (1)	18% (2)

Base: Variable 11-12 residents (small base)

* Due to rounding, the base total for this response does not equal 100%

Table 64: No strong opinions on service charge information

O.2.1 'Thinking about your service charges, how satisfied or dissatisfied are you with the following?'					
	Very easy	Easy	Neither	Difficult	Very difficult
How easy it is to understand your service charge statement	-	-	78% (7)	11% (1)	11% (1)
The information about how your service charges are calculated	-	-	67% (6)	11% (1)	22% (2)

Base: Variable 9 residents (small base)

Table 65: Most satisfied but no strong views on buying a share

O.3.1 'Thinking about the actual process of buying a share in the lease of your home, how satisfied or dissatisfied were you with the following?'					
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The sales process itself	27% (3)	36% (4)	27% (3)	9% (1)	-
The information and advice you received from your Landlord about what it means to become a shared owner	27% (3)	27% (3)	27% (3)	-	18% (2)
The information about stair casing or what happens when you want to sell	30% (3)	30% (3)	30% (3)	-	10% (1)
The information about the area you live in	20% (2)	20% (2)	50% (5)	-	10% (1)

Base: Variable 10-11 residents (small base)

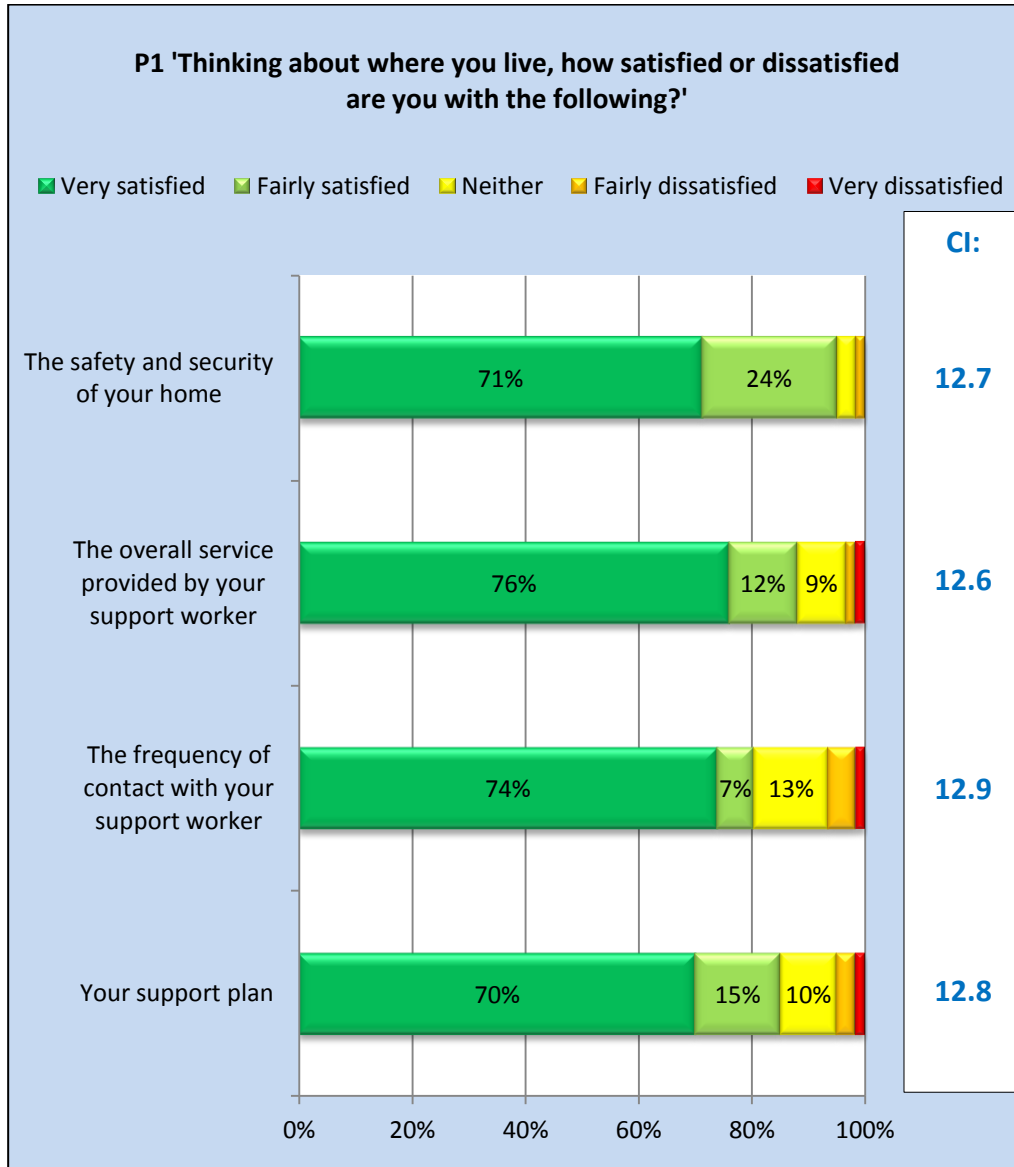
** Due to rounding, the base total for this response does not equal 100%*

- 6.2 Based on the shared owner's that responded to the survey most appear to be satisfied with the level of service received. More communication is required and a clearer statement and how service charges are calculated is necessary.
- 6.3 However, caution should be taken when assessing these results of the shared owner's questions, as the base for each response is not sufficient to provide any detailed analysis. Therefore we have shown the outcomes to their responses rather than provide any comprehensive observations.

7. Supported housing

7.1 Only those who were in Supported Housing were asked the following questions.

Majority of residents are satisfied with the service received



Base: Variable 58-61 residents (small base)

7.2 Most residents in supported housing gave a positive rating of the level of service provided to them, with most stating '*The safety and security of your home*' (95%). The remaining statements came in at around or over four fifths stating they were very or fairly satisfied with:

- The frequency of contact with your support worker (80%)
- Your support plan (85%)
- The overall service provided by your support worker (88%)

8. Further comments

- 8.1 All residents were asked to specify any further comments they wanted to make or if there was anything important to them that wasn't mentioned previously. 69% did not provide any further comments, which shows that most residents did not feel they had anymore to say.
- 8.2 Those that did voice their opinion further, almost a third of these residents (31%) gave a number of views. The majority fell under a negative opinion and consisted of the following coded categories:

Positive categories:

- Excellent service
- Helpful/ supportive staff
- Very happy with my home
- Very happy with repairs/ upgrades/ adaptations
- Very happy with the neighbourhood/ area

Negative categories:

- Contract work not up to standard
- Dissatisfied with grounds maintenance/ grass cutting
- Dissatisfied with state of exterior maintenance/ decoration
- Don't receive window cleaning/ maintenance service we pay for
- Landlord needs to address problems of drugs/ crime drunkenness/ anti-social behaviour
- Landlord should invest in older properties as much as new
- Landlord should listen to/ act on complaints
- Landlord slow/ very slow to do repairs/ maintenance
- More proactive communication as to when work will be carried out
- Need adaptations for disability - stair lift/ ramp/ grab rails
- Need better communication/ information/ tenant involvement
- Need better vetting of prospective tenants
- Need garden fenced off for privacy/ keeping litter out
- Need ground floor accommodation
- Need larger accommodation/ property too small
- Need periodic inspections of communal areas
- Need play area for children/ ongoing children's activities
- Need residents' parking/ allocated spaces/ designated disabled parking
- Neighbour problems - noisy/ anti-social/ drunkenness/ drugs
- Ongoing problem with damp/ mould - affecting health
- Problem with dog fouling - need more bins/ wardens
- Putting young people in with pensioners causes problems
- Rent too high/ increase excessive/ capping needed
- Some favoured tenants/ tenants on benefits receive better service

- Very dissatisfied with service
- Waiting too long for upgrades/ promised upgrades
- When raise an issue, no-one gets back to me
- Windows/ doors draughty - improved glazing needed
- Would like front door which does not automatically lock - too easy to be locked out
- Would like to have new doors - landlord refused

8.3 From the verbatim comments provided, the key themes appear came from a small minority where under a tenth of residents indicated the following:

Anti-social behaviour/ crime (9%)

- *"Heroin and other drugs are being sold and taken in ***. Fire's to burn rubbish are continuously being lit in the garden. The back of the flats is being used as a recycling point on many occasions. Rubbish is still being dumped"*
- *"Make sure that all checks are made on tenants e.g. drug deals etc."*
- *"Apart from the anti social behaviour, there is drug dealing from the property. As you have people going back and forth all day and night, shouting etc. There is also prostitutes working and walking in front of the property and the police drive by and do nothing."*
- *"Need to take responsibility for bad behaviour from other tenants"*

No complaints - an excellent service (9%)

- *"Been here 7 years great housing company"*
 - *"Best landlord. First class service."*
 - *"Can't fault them in any way."*
- *"Doing a very good job in our area, keep the services going and it gives a very positive livelihood and outcomes for the future for me and my children"*
 - *"Everything fine, Landlord is excellent. No problems whatsoever."*
- *"They are always very helpful, fair to their tenants. I feel they go above and beyond compared to other housing associations and I feel lucky to be a their tenant."*

Repair/ maintenance/ improvements (8%)

- *"I am not very satisfied with the fact that the lawn to the front of my house has never been maintained and this has forced me to pay someone to do it for me"*
- *"I purchased 60% of the property 12 years ago and I have not heard from them since. When repairs were needed I was told that repairs and maintenance was down to me. I would never do this again. I feel I'm paying £98 a month for nothing"*

Awaiting property/ home upgrades (8%)

- *"I have had two people to come out and assess my kitchen in the last 12 months and both said my kitchen is not fit for purpose. Nothing has still been done despite numerous calls and visits to them."*
- *"I have lived here for 15 years and was told last year we would have new kitchens. Still have not had one."*
 - *"New kitchens should be put in my area."*

- *“As assessed by housing association kitchen is falling apart and needs replacing and seals on most windows gone and need replacing. Was marked at assessment as urgent.”*
- *“Have asked numerous times about my kitchen I was the first person to move in 21 years ago yet I am told it could be 2018 before I have a new kitchen. I asked a few years ago and the goalposts have moved each time I ask. I have asked the maintenance men if they could lower the mower as my front lawn just has wheel marks and because it's behind the hedge no-one sees it. I also have to ask for the hedge to be cut lower as it blocks my view when coming off the drive. They really don't like it and say you have to ask the boss.”*
- *“I have been waiting 4 years for him to do bathroom. I had creepy things coming from under lino. Had shower in 14 years ago had broken. Last year I was supposed to have kitchen - a cleaner one. Not easy moving around. All I've have had done is changed boiler and new roof, no bathroom or kitchen - disgusting.”*

9. Key conclusions and observations

- 9.1 Here we conclude with the specific areas based on the research findings.
- 9.2 Most residents who completed a survey are either limited a lot or a little with long term health issues that affect their day to day activities.

Overall satisfaction

- 9.3 Overall satisfaction with their home (83%), their neighbourhood (83%) and that their rent provides value for money (81%) is clearly apparent at the first stages of the research.
- 9.4 However, when reviewing the research in more detail, the questions delved further into resident's level of satisfaction on various aspects of their landlord's service and required improvements.
- 9.5 Although residents said they could trust their landlord and they are treated fairly, 21% did not agree to this.

Satisfaction with home

- 9.6 The majority of residents are content with their home (85%), feels safe (85%) and indicated that their landlord is open and fair with the information they publish (83%).
- 9.7 Many residents felt satisfied with the overall quality of the home (83%), the neighbourhood as a place to live (83%), and the value for money of rent (81%), which has shown the highest combined positive ratings.

Contact and communication

- 9.8 Large proportions of residents (82%) are happy with their landlord's help and advice when they have faced any financial difficulties and the majority found it easy to get hold of the right person. Although some residents find staff unhelpful (8%) or couldn't say either way (14%). This suggests that this is an area for action.
- 9.9 Most residents do not have access to the internet (28%) or do not wish to use it (28%). This is an area that their landlord could assist with, especially as some residents have indicated they lack of confidence and skills in this area, which could explain the dissatisfaction that their Landlord understands and responds to their needs.
- 9.10 Communication seems to be an area that will need to be improved upon, although some residents were happy with the level of communication they receive, some are not. When reviewing the open comments of the research, it has shown a number of residents' felt they are not informed regularly of home improvements, complaints (general or anti-social behaviour) and neighbourhood issues. This is an area where the landlord could increase their level of communication, but ensuring the way they communicate to residents accommodates their individual needs.

Satisfaction with neighbourhood

- 9.11 The research has shown that most do not know (33%) whether their landlord has had a role in the change of their neighbourhood, and if there has been some involvement it has been little or none (31%).
- 9.12 Residents mentioned one or more problems in their neighbourhood, these are based on combining those that said they had a major or minor problem, and the key issues were:
- 56% Car parking (32% major problem/ 24% minor problem)
 - 59% Rubbish/ litter (26% major problem/ 33% minor problem)
 - 53% Dog fouling/ dog mess (26% a major problem/ 27% minor problem)
 - Other problems (Noisy neighbours, 43%; Disruptive children/ teenagers, 36%; Noise from traffic, 34%; Drunk or rowdy behaviour, 34%; Drug use or dealing, 32%)
- 9.13 However, as most of these issues do not fall within the terms of the landlord, residents felt they should be kept informed on what is being done and whether the local authority of their area is being notified of these ongoing issues.

Repairs

- 9.14 Most are satisfied with the repairs service, but some issues for action are required, while on average 82% agreed to the statements provided.
- 9.15 The highest proportion throughout the research came through on the section of repairs, where the vast majority of residents were satisfied with the attitude of workers (91%).
- 9.16 Although the workers attitude was satisfactory to the residents, the research has shown that residents felt the time taken (19%) and the initial phase of work (18%) took longer than anticipated.

Anti-social behaviour

- 9.17 Anti-social behaviour remains one of the most important priorities to residents.
- 9.18 Anti-social behaviour had a lower response rate (14% of all residents responded to this section) compared with the complaints section (65% of all residents responded), which could indicate that not all residents are aware of how to access the anti-social behaviour or complaints service.
- 9.19 Of those that had reported anti-social behaviour, most found it easy to access (70%). However, there is still room for improvement, where some found it difficult or very difficult (19%) to contact a member of staff to make a complaint.

Complaints

- 9.20 There were mixed views on the way complaints are handled with most areas showing a significant level of dissatisfaction.
- 9.21 Research has shown that communication is key to keeping residents generally satisfied with the process of their complaint. It has been suggested by residents that they need to be kept informed of their case and ensure support is provided throughout.

Estate services

- 9.22 Most residents are satisfied with the grounds maintenance, such as grass cutting (72%).
- 9.23 However, there is still room for improvement, whereby residents have indicated they are dissatisfied with the level of maintenance provided (17%).
- 9.24 These results also correlate to the internal and external cleaning, which have shown relatively low positive ratings.

Areas for action or consideration

- 9.25 Whilst many residents express satisfaction with their home and their experience as tenants, the research findings point to a number of areas that require further action or consideration either in the short or long term.
- 9.26 The key areas for consideration are:
- Dissatisfaction with the extent to which landlord's listen to residents' views and act upon them (17%), as well as dealing with repairs/maintenance (16%), particularly amongst residents in medium or large stock sizes. These were also important priorities for residents suggesting that they are key areas for development.
 - When dealing with communication, which is a crucial topic to all residents, 14% disagreed that their landlord understands and responds to their individual circumstances and needs, most evident for landlords who maintain a larger stock size (18%), LSVT landlords (18%) and Mid Wales residents (18%). This rating is the lowest of all the landlord perception questions which suggests that this is an area for action.
 - While recent movers are generally satisfied, the results have shown dissatisfaction with the condition of the property when they moved in (18%) and 8% are dissatisfied with the quality of internal/external design.
 - Some residents, who do not use the internet, indicated they do not have access to the web (28%) or do not wish to use it (28%). This is an area that landlords could assist with, especially as 18% of residents stated that the lack of confidence and skills was a barrier to them.
 - Many residents stated they felt safe in their neighbourhood, thought their area was attractive, well maintained and a place where they could settle and stay. Nevertheless, the results suggest that further action on

neighbourhood issues should be considered where there are problems to be addressed.

- The speed of how complaints are dealt with is an area for concern amongst residents, as well as the level of communication throughout the complaints process. Comments from residents showed that some felt they are not informed regularly of home improvements, complaints (general or anti-social behaviour) and neighbourhood issues. This is an area where the landlord could increase their level of communication, whilst ensuring the way they communicate to residents accommodates their individual needs.
- Some residents appear to be dissatisfied with the maintenance of the grounds and call for more improvements.

10. Appendix One: Glossary of Terms

Methodology

- 10.1 A system of methods used in a particular area of study or activity.

Confidence Interval

- 10.2 A range of values so defined that there is a specified probability that the value of a parameter lies within it.

LSVT

- 10.3 Stands for 'Large-Scale Voluntary Transfer' - Large Scale Voluntary Transfer (LSVT) involves the council transferring ownership of its homes with the agreement of its tenants to a new or existing Registered Provider.

Housing Association

- 10.4 A non-profit organisation that rents houses and flats to people on low incomes or with particular needs.

Landlord

- 10.5 A person who rents out land, a building, or accommodation to others.

CHC

- 10.6 Stands for Community Housing Cymru, who is the representative body for housing associations and community mutual in Wales. Members provide approximately 153,000 homes across Wales and invest heavily in housing-led regeneration and social care.

Tenure

- 10.7 Housing tenure refers to the financial arrangements under which someone has the right to live in a house or apartment. The most frequent forms are tenancy, in which rent is paid to a landlord, and owner occupancy. Mixed forms of tenure are also possible.
- 10.8 The basic forms of tenure can be subdivided, for example an owner-occupier may own a house outright, or it may be mortgaged. In the case of tenancy, the landlord may be a private individual, a non-profit organization such as a housing association, or a government body, as in public housing.

Variable

- 10.9 A variable are any characteristics, number, or quantity that can be measured or counted. A variable may also be called a data item. Age, gender, income and expenses, country of birth, capital expenditure, class grades, eye colour and vehicle type are examples of variables. It is called a variable because the value may vary between data units in a population, and may change in value over time.

Demographics

- 10.10 Demographics are the quantifiable statistics of a given population. Demographics are also used to identify the study of quantifiable subsets within a given population which characterise that population at a specific point in time.

11. Appendix Two: Questionnaire

- 11.1 On the following pages, the questionnaire represents the questions used throughout the survey, and not the final postal versions.

CHC Tenants and Residents Satisfaction Survey 2014

Final Questionnaire

SECTION A: About You

A1 What is your age? What is your partner's age, if applicable?

(Please enter a number for tenant and partner, if applicable)

Your age

Partner's age, if applicable

A1 Gender

(Please mark either male or female tenant and partner, if applicable. For transgender or transsexual select the answer which the respondent identifies themselves as.)

	Male	Female
Your gender	<input type="checkbox"/>	<input type="checkbox"/>
Partner's gender, if applicable	<input type="checkbox"/>	<input type="checkbox"/>

A2 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?

(Please mark one box)

Yes, limited a lot

Yes, limited a little

No

A3A

What is your ethnic group? (i.e. if you are the main tenant/lessee)

(Depending on response e.g. 'White' or 'Mixed race' or 'Asian' or 'Black etc, clarify using options for each ethnic group below. Mark one box only)

- Rather not say
- White - **English / Welsh / Scottish / Northern Irish / British**
- White - **Irish**
- White - **Gypsy or Irish Traveller**
- White - **any other White background**
- Mixed / Multiple Ethnic Groups - **White and Black Caribbean**
- Mixed / Multiple Ethnic Groups - **White and Black African**
- Mixed / Multiple Ethnic Groups - **White and Asian**
- Mixed / Multiple Ethnic Groups - **any other mixed / multiple ethnic background**
- Asian / Asian British - **Indian**
- Asian / Asian British - **Pakistani**
- Asian / Asian British - **Bangladeshi**
- Asian / Asian British - **Chinese**
- Asian / Asian British - **any other Asian background**
- Black / African / Caribbean / Black British - **African**
- Black / African / Caribbean / Black British - **Caribbean**
- Black / African / Caribbean / Black British - **any other Black background**
- Other ethnic group - **Arab**
- Any **other** ethnic group

Please write which other ethnic group below:

A3B What is your partner's ethnic group, if applicable?

(Depending on response e.g. 'White' or 'Mixed race' or 'Asian' or 'Black etc, clarify using options for each ethnic group below. Please mark one box only)

- Rather not say
- White - **English / Welsh / Scottish / Northern Irish / British**
- White - **Irish**.....
- White - **Gypsy or Irish Traveller**
- White - **any other White background**.....
- Mixed / Multiple Ethnic Groups - **White and Black Caribbean**
- Mixed / Multiple Ethnic Groups - **White and Black African**
- Mixed / Multiple Ethnic Groups - **White and Asian**.....
- Mixed / Multiple Ethnic Groups - **any other mixed / multiple ethnic background**.....
- Asian / Asian British - **Indian**
- Asian / Asian British - **Pakistani**.....
- Asian / Asian British - **Bangladeshi**
- Asian / Asian British - **Chinese**
- Asian / Asian British - **any other Asian background**.....
- Black / African / Caribbean / Black British - **African**.....
- Black / African / Caribbean / Black British - **Caribbean**
- Black / African / Caribbean / Black British - **any other Black background**
- Other ethnic group - **Arab**
- Any **other** ethnic group.....
- Not applicable (no partner)

Please write which other ethnic group below:

A4A What is your religion? (i.e. the main tenant or lessee)

(Please mark one box)

- Rather not say
- No religion.....
- Buddhist.....
- Christian (all denominations)
- Hindu
- Jewish.....
- Muslim
- Sikh.....
- Any other religion.....

A4B What is your partner's religion? (If applicable)

(Please mark one box)

- Rather not say
- No religion
- Buddhist
- Christian (all denominations).....
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- Not applicable (no partner).....

A5A How would you describe your sexual orientation (i.e. the main tenant or lessee)

(Please mark one box)

- Heterosexual.....
- Gay man
- Gay woman.....
- Bisexual
- Other
- Prefer not say

A5B How would you describe your partner's sexual orientation? (If applicable)

(Please mark one box)

- Heterosexual
- Gay man.....
- Gay woman
- Bisexual.....
- Other
- Prefer not say
- Not applicable (no partner).....

SECTION B: Your overall view...

B1.1 Taking everything into account, how satisfied or dissatisfied are you with the following. For each of these, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
The service provided by your Landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way your Landlord deals with repairs and maintenance (generally)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That your Landlord listens to your views and acts upon them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C: Your priorities...

Which of the following services would you consider to be your top three priorities:

C1_1 Most important service priority...

Keeping residents informed.....	<input type="checkbox"/>
The overall quality of your home	<input type="checkbox"/>
Listening to residents' views and acting upon them	<input type="checkbox"/>
Improvement Work (major work such as bathrooms, kitchens and heating systems)	<input type="checkbox"/>
Responsive repairs.....	<input type="checkbox"/>
Dealing with anti-social behaviour	<input type="checkbox"/>
Your neighbourhood as a place to live	<input type="checkbox"/>
Value for money for your rent (and service charges)	<input type="checkbox"/>
Support and advice on claiming welfare benefits and paying rent	<input type="checkbox"/>
The emergency call system, if applicable.....	<input type="checkbox"/>
Your support worker/ scheme manager	<input type="checkbox"/>
Your support plan	<input type="checkbox"/>

C1_2 **Second most important service priority...**

- Keeping residents informed.....
- The overall quality of your home
- Listening to residents' views and acting upon them
- Improvement Work (major work such as bathrooms, kitchens and heating systems)
- Responsive repairs.....
- 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, if applicable.....
- Your support worker/ scheme manager
- Your support plan

C1_3 **Third most important service priority...**

- Keeping residents informed.....
- The overall quality of your home
- Listening to residents' views and acting upon them
- Improvement Work (major work such as bathrooms, kitchens and heating systems)
- Responsive repairs.....
- 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, if applicable.....
- Your support worker/ scheme manager
- Your support plan

SECTION D: Your perceptions of your Landlord ...

D1.1 To what extent do you agree or disagree with the following? For each of these, please tell me if you 'agree strongly', 'agree', 'disagree', 'disagree strongly' or neither?

(Please mark one box only in each row.)

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
My Landlord is providing the service I expect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Landlord treats its residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Landlord has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That I can trust my Landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Landlord understands and responds to my individual circumstances and needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Landlord is accountable to and open with its tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Landlord is well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D2.1 How satisfied or dissatisfied are you that your Landlord...?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Gives you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makes it easy for people to understand the services it delivers and how to access those services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D3.1 To what extent do you agree or disagree with the following?

(As before, tell me if you 'agree strongly', 'agree', 'disagree', 'disagree strongly' or neither?)

(Please mark one box only in each row)

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
My Landlord is open about what it does	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Landlord publishes fair and balanced information about its activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am proud of my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My home is safe for me and anyone who lives with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION E: Advice and support you have received ...

E1.1 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from your Landlord about the following?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
Claiming housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E2 Have you sought help and advice from your Landlord because you have faced financial difficulties which have meant you had problems paying your rent?

(Please mark one box only)

Yes

No.....

E3 If yes, how satisfied or dissatisfied are you with the help and advice provided?

(Please mark one box only)

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

E4 Did you move into your current home within the last 12 months?

(Please mark one box only)

Yes.....	<input type="checkbox"/>
No	<input type="checkbox"/>

E5.1 If you moved into your home in the last 12 months, how satisfied or dissatisfied were you with the following?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very sa tisfied	Fairly s atisfied	Neither	Fairly d issatisfi ed	Very di ssatisfi ed	Not ap plicable
How easy it was to understand and access the allocations scheme when you applied for housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a newly built home, the quality of its internal and external design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of the property when you moved in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The explanation of the rights you have as a tenant of your Landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E6 If you were dissatisfied, what could have been done to make you more satisfied?

SECTION F: Contact and communication with your Landlord...

F1 Have you contacted your Landlord in the last 12 months with a query other than to pay your rent or service charges?

(Please mark one box only)

Yes

No

F2 Was getting hold of the right person easy or difficult?

(Please mark one box only)

Easy

Neither

Difficult

F3 Did you find the staff helpful or unhelpful?

(Please mark one box only)

Helpful

Neither

Unhelpful

F4.1 How satisfied or dissatisfied were you with the following?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very diss atisfied
The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F5 Would you like to receive more information about your Landlord's services?

(Please mark one box only)

Yes

No

F6 Which of the following methods of being kept informed and getting in touch with your Landlord are you most happy to use?

(Read out list and mark all that apply)

- Email
- Telephone
- Text/SMS.....
- In writing
- Visits to the office
- Visits to your home by staff
- Newsletter/Leaflet.....
- Twitter.....
- YouTube.....
- Facebook.....
- Neighbourhood teams
- Other

Other method - please specify below

F7 Does your Landlord provide information and advice in a timely manner which is helpful and easy to understand?

(Please mark one box only)

- Yes.....
- No

F8 How satisfied or dissatisfied are you with the arrangements your Landlord has in place for you to communicate through your chosen language?

(Please mark one box only)

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

F9.1 How satisfied or dissatisfied are you with the following?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very diss atisfied
The clarity of information you receive from your Landlord about setting your rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information you receive when your Landlord is consulting on the type, quality and frequency of services to be provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F10 Do you use the internet? (Please mark all that apply)

Yes, at home

Yes, outside home.....

No.....

F11 What is the main reason that don't you use the internet?

(Please mark one box only to show the main reason. Prompt with list if necessary)

Do not have access to the internet.....

Do not want to use the internet

Equipment costs too high

Connection costs (e.g. broadband) too high

No free internet access near me

Privacy and security concerns.....

Physical disability

Lack of confidence/skills.....

Other

Please write 'other' reason below

SECTION G: Your neighbourhood...

G1 Do you consider that your neighbourhood is...?

(Read out and mark all that apply)

- Attractive
- Well maintained.....
- Safe
- A place where people want to settle and stay
- None of these

G2 In the last three years, would you say your neighbourhood has improved or declined?

(If improved or declined, ask if 'greatly' or just improved/declined. If neutral, mark 'neither'. Please mark one box only)

- Greatly improved
- Improved
- Neither
- Declined
- Greatly declined

G3 What role has your Landlord had in the change to your neighbourhood which has taken place?

(Please mark one box only)

- Very significant role
- Significant role.....
- Small role
- No role
- Don't know.....

G4.1 To what extent are the following a major problem, a minor problem or no problem at all in your neighbourhood?

(Read out each option. Please mark one box only in each row)

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling/dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems with pets and animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children/ teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: Helping you live independently...

H1 Have you had any adaptations undertaken to your home in the past two years?

(Please mark one box only)

Yes.....

No

H2.1 If you have had any adaptations to your home in the past two years, how satisfied or dissatisfied are you with the following?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
The time it took for an assessment of your needs to be carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time it took for the work to be done after the assessment was completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of the work undertaken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

H3 To what extent has the work made a positive difference to your quality of life? Has it made a

(Please mark one box only)

Significant difference	<input type="checkbox"/>
Minor difference	<input type="checkbox"/>
No difference	<input type="checkbox"/>

H4 Do you currently need any aids and adaptations in your home, such as extra grab rails, a stair lift or an adapted shower?

(Please mark one box only)

Yes.....	<input type="checkbox"/>
No	<input type="checkbox"/>

H5 Do you currently RECEIVE any support services to help you live independently in your home?

(Please mark one box only)

Yes.....	<input type="checkbox"/>
No	<input type="checkbox"/>

H6 Do you NEED any support services to help you live independently in your own home?

(Please mark one box only)

Yes.....	<input type="checkbox"/>
No	<input type="checkbox"/>

SECTION I: Repairs to your home...

I1 Have you had any REPAIRS to your home in the last 12 months? By repair work, we mean any routine maintenance undertaken in response to a request from a tenant.

Yes.....

No

I2.1 Thinking about the last REPAIR completed, how satisfied or dissatisfied were you with the following?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very diss atisfied
Being able to make an appointment that suited your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started (e.g. how long you had to wait before work started)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work was completed on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repairs service you received on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I3 If you had an appointment for this REPAIR, was it kept?

(Please mark one box only)

Yes.....

No

No appointment was made

SECTION J: Anti-social behaviour...

J1 Have you reported anti-social behaviour to your Landlord in the last 12 months?

(Please mark one box only)

- Yes.....
- No

**J2 At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?
Was it....**

(Read out and mark one box only)

- Very easy
- Easy
- Neither.....
- Difficult.....
- Very difficult.....

**J3 How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?
Was it....**

(Read out all but don't know and mark one box only)

- Good.....
- Fair
- Poor.....
- Don't know.....

J4.1 How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
The advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well your Landlord kept to the agreed action plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

J5.1 Overall, how satisfied or dissatisfied are you with...?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
The final outcome of your anti-social behaviour complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way your anti-social behaviour complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION K: Complaints...

K1 Are you aware that your Landlord has a formal complaints procedure?

(Please mark one box only)

Yes.....

No

K2 Have you reported a problem or made a complaint to your Landlord in the last 12 months?

(Please mark one box only)

Yes.....
No

K3 Do you feel that your Landlord was quick to deal with the report?

(Please mark one box only)

Yes.....
No

K4 Do you feel that your Landlord learnt lessons and services will improve (if needed)?

(Please mark one box only)

Yes.....
No

K5.1 Overall, how satisfied or dissatisfied are you with...?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
The way your complaint was handled by your Landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION L: Estates services around your home...

L1 How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?

(Please mark one box only)

Very satisfied.....
Fairly satisfied
Neither.....
Fairly dissatisfied.....
Very dissatisfied
Not applicable.....

L2.1 How satisfied or dissatisfied are you with the cleaning of the following?

(As before, please tell me if you are 'very satisfied', 'fairly satisfied' 'fairly dissatisfied' or 'very dissatisfied' or 'neither'?)

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION M: Housing for Older People

M1 How satisfied or dissatisfied are you with the following?

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Your support plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>	<input type="checkbox"/>
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"/>	<input type="checkbox"/>
The call centre/ emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety and security of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>	<input type="checkbox"/>
The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION N: Leaseholders

N.1.1 Thinking about the property, block or scheme (complex) where you live, how satisfied or dissatisfied are you with the following?

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The cleaning and upkeep of communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External building repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs to communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

N.2.1 How easy is it to understand your service charge statement?

(Please mark one box only)

Very easy	<input type="checkbox"/>
Easy	<input type="checkbox"/>
Neither	<input type="checkbox"/>
Difficult.....	<input type="checkbox"/>
Very difficult.....	<input type="checkbox"/>

N.3.1 How satisfied or dissatisfied are you with the information about how your service charges are calculated?

(Please mark one box only)

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

N.4.1 Thinking about the information and advice you receive from your Landlord about being a leaseholder, how satisfied or dissatisfied are you with the following?

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
Your obligation under the terms and conditions of your lease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Landlord's website as a source of useful information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

N.5.1 Since you moved in, have you found it easier or more difficult to afford mortgage payments, and service charges?

(Please mark one box only)

Easier	<input type="checkbox"/>
About the same	<input type="checkbox"/>
More difficult	<input type="checkbox"/>

SECTION O: Shared Owners

O.1.1 Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with the following?

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The cleaning and upkeep of communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External building repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs to communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

O.2.1 Thinking about your service charges, how satisfied or dissatisfied are you with the following?

(Please mark one box only in each row)

	Very easy	Easy	Neither	Difficult	Very difficult
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"/>
The information about how your service charges are calculated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

O.3.1 Thinking about the actual process of buying a share in the lease of your home, how satisfied or dissatisfied were you with the following?

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The sales process itself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information and advice you received from your Landlord about what it means to become a shared owner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information about stair casing or what happens when you want to sell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information about the area you live in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

O.4.1 Was the home you purchased newly built, or did you buy from an existing owner?

(Please mark one box only in each row)

Newly built.....	<input type="checkbox"/>
Existing owner.....	<input type="checkbox"/>

O.5.1 When you first moved into your home, how satisfied or dissatisfied were you with how any defects to your home were handled or put right?

(Please mark one box only)

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

O.6.1 Since you moved in, have you found it easier or more difficult to afford your mortgage payments, and service charges?

(Please mark one box only)

Easier	<input type="checkbox"/>
About the same	<input type="checkbox"/>
More difficult	<input type="checkbox"/>

O.7.1 Would you...?

(Please mark one box only in each row)

	Yes	No
Recommend shared ownership to your family or friends?	<input type="checkbox"/>	<input type="checkbox"/>
Like to staircase, that is, to buy a larger share of your home?	<input type="checkbox"/>	<input type="checkbox"/>

SECTION P: Supported Housing

P1 Thinking about where you live, how satisfied or dissatisfied are you with the following?

(Please mark one box only in each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dis satisfied	Very dissatisfied
Your support plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of contact with your support worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall service provided by your support worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety and security of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION Q: Further comments...

Q1 Do you have any further comments you would like to make OR is there anything that is important to you that we haven't mentioned?

Q2 Are you happy that we pass on ALL of the comments you have made in this questionnaire (linked with your contact details) to your Landlord?

This is only so your Landlord can follow up on any immediate remarks or issues you may have raised.

Welsh Government and Community Housing Cymru will NOT have any named data; instead your answers will be a combined and anonymous view of tenants who have completed a survey.

(Please mark one box only)

Yes, I am happy for my comments to be passed to **my landlord**.....

No, I would like my comments to remain anonymous.....

Q3 Finally, would you like to take part in further research?

If yes, Welsh Government, Community Housing Cymru and your Landlord will receive your contact information.

(Please mark one box only)

Yes, I am happy to take part in further research

No, I do not wish to take part