
TENANTS' IMPROVEMENTS – SURVEY RESULTS

1 SUMMARY

- 1.1 Members to consider the results of a survey recently undertaken to establish what improvements tenants would like to see made to their homes.

2 INTRODUCTION

- 2.1 As part of the Housing Management Team's ongoing liaison arrangements with tenants a survey was conducted in August 2001 asking tenants to indicate what improvements they would like to see to their homes.
- 2.2 All tenants were surveyed and a response was received from 513 (27.3%) of tenants.

3 RESULTS OF SURVEY

- 3.1 From an analysis of completed survey forms the following top five issues were extracted:-

<u>No of Tenants</u>	<u>Requested Improvement</u>
119	Renew Front Door
95	Renew Rear Door
61*	Install Shower
45*	Replace Bath with Shower
33**	Improve Security

* The majority of these requests came from tenants residing in Sheltered Accommodation.

** This item was requested by tenants in Sheltered Accommodation and has been addressed by the installation of security cameras at each of the Sheltered Schemes.

- 3.2 The most popular request was for the replacement of external doors. This issue was recognised by Officers and Members late last year when considering the Capital Programme for 2002/3. A budget allocation of £75,000 has been included in the Capital Programme to progress this request. This will allow the upgrade of around 75 properties.
- 3.3 There were many other items of a minor nature requested by the tenants, many of which have been carried out under the day to day repairs system. These included replacement taps, electrical fitments etc. which should have been reported by tenants as repairable items.

4 RECOMMENDATION

It is proposed that the Sub-Committee **RESOLVES**

That the Housing Management team continues to respond to the needs and aspirations of tenants within the resource allocations available and continues the programme of property upgrades within the Capital Programme.

Head of Revenue and Housing Management

S J Clarkson

Background Papers:

None

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