

RESULTS OF THE COUNCIL TENANTS SATISFACTION SURVEY 2006

1 SUMMARY

- 1.1 Members are asked to consider and note the results of the Council tenants Satisfaction Survey that took place in June 2006.

2 INTRODUCTION

- 2.1 The Council is required to undertake tenant satisfaction surveys (known as the Status Survey) every three years to seek the views of our tenants on the housing service we provide. The results from two of the questions are reportable to the Department of Communities and Local Government.
- 2.2 The Status Survey had 46 questions covering all aspects of the housing service provided by Rochford District Council. A full copy of the questions and the results are available in the Members' Library.
- 2.3 Appendix 1 provides a sample of the results with a comparison of the results to the survey undertaken in 2003.

3 STATUS SURVEY RESULTS

- 3.1 The survey form was sent to every tenant (1,750 households) who receives a housing service with 1,185 responding, a response rate of 67.7%. The response rate is considered good in the context that the tenants had been receiving a large number of surveys regarding the Stock Options Appraisal up until June 2006.
- 3.2 The Council is required to report on the following Best Value Performance Indicators from the Status Survey:-
- BVPI 74 Overall Tenant Satisfaction with the Councils' housing service
 - BVPI 75 Tenant Satisfaction with opportunities for participation in the management and decision-making.
- 3.3 The results below show the percentage of tenants who were either very satisfied or fairly satisfied with the services:-

Responses to The Communities and Local Government				
BVPI	2000/2001	2003/2004	2006/2007	Target 2006/2007
74	87.74%	86.8%	87.63%	93%
75	54.3%	54.4%	66.52%	60%

- 3.4 The table above demonstrates that there is consistent satisfaction with the Council's overall housing service. There is a marked improvement on tenants' perception that they have had greater opportunities for participation in the management and decision-making. This reflects the work undertaken on development of the Tenant Compact and on the stock options appraisal. The work of the Tenant Participation Officer on these and other projects has led to much greater tenant involvement.
- 3.5 The sample of the results from the Status Survey detailed in Appendix 1 highlight a general downward trend in the satisfaction with the condition of the properties, repairs and maintenance and quality of the work undertaken on the tenants' homes. The Large Scale Voluntary Transfer of Housing Stock (LSVT) intends to address the falling dissatisfaction through the major works planned and improved procurement of contracts. Discussions in the option appraisal process of what could be achieved, given the necessary resources, may have raised expectations and affected perceptions of current standards. The Housing Operations team conducts regular reviews of customer opinion about the repairs and maintenance service and this has consistently shown high levels of satisfaction.
- 3.6 There is a general upward trend for tenants feeling that we kept them informed, involved them in decisions, and provided opportunities for participation.
- 3.7 One significant improvement in the results was on the question; "Have you heard of the Tenant Participation Compacts". The response "Yes" to this question increased by 40% in 2006 from the 2003 results.
- 3.8 All the figures are subject to final validation and audit by the Audit Commission and there may be some slight changes as a result of that process.

4 RISK IMPLICATIONS

Reputation Risk

- 4.1 When carrying out inspections of Housing Services the Audit Commission notes results of satisfaction surveys. Poor satisfaction results will have an impact on the rating that the Council would receive.
- 4.2 The Council are required to publish results from their Tenant Satisfaction Surveys and this can impact on public perception of the service.

Regulatory Risk

- 4.3 Best Value Performance Indicators 74 and 75 are amongst those selected by the Audit Commission to evidence performance for Comprehensive Performance Assessment process.

5 RECOMMENDATION

- 5.1 It is proposed that the Committee **RESOLVES** to note the results of the Tenant Satisfaction Survey Results undertaken in 2006 and that a press release be issued detailing these results.

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Background Papers:-

None

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If you would like this report in large print, braille or another language please contact 01702 546366.

Appendix 1

Sample of the Results from the Status Survey Results Undertaken in 2006			
Question	Choice of Answers	Results from 2006 (Percentage)	Very Satisfied or Fairly Satisfied Upward or Downward Trend From 2003
How satisfied are you with the overall service from your landlord?	Very satisfied	44.07	Up by 0.81%
	Fairly satisfied	43.56	
	Neither	7.65	
	Fairly dissatisfied	2.84	
	Very dissatisfied	1.89	
Does your rent represent good or poor value for money?	Very good value	48.20	Up by 2.69%
	Fairly good value	40.72	
	Neither	8.85	
	Fairly poor value	1.55	
	Very poor value	0.69	
Overall, how satisfied are you with your accommodation?	Very satisfied	54.12	Up by 0.28%
	Fairly satisfied	36.08	
	Neither	5.07	
	Fairly dissatisfied	3.09	
	Very dissatisfied	1.63	
How would you describe the general condition of this property?	Very good	30.9	Down by 0.62%
	Fairly good	56.64	
	Neither good nor poor	7.76	
	Fairly poor	4.22	
	Very poor	1.29	

How satisfied or dissatisfied are you with this neighbourhood as a place to live?	Very satisfied	52.16	Up by 0.81%
	Fairly satisfied	36.12	
	Neither	7.41	
	Fairly dissatisfied	2.59	
	Very dissatisfied	1.72	
If you have been in contact with your landlord over the last 12 months, how satisfied were you with the outcome?	Satisfied	74.67	Down by 0.20%
	Dissatisfied	15.27	
	Neither	8.24	
	Can't remember	1.82	
How satisfied are you with the way your landlord deals with repairs and maintenance?	Very satisfied	38.37	Down by 1.67%
	Fairly satisfied	44.14	
	Neither	7.43	
	Fairly dissatisfied	4.37	
	Very dissatisfied	3.32	
	No opinion	2.36	
Thinking about your last repair, how would you rate the overall quality of the work?	Very good	40.88	Down by 17.50%
	Fairly good	23.11	
	Neither	9.12	
	Fairly poor	4.38	
	Very poor	3.89	
	No opinion	18.62	

Question	Choice of Answers	Results from 2006 (Percentage)	Very Satisfied or Fairly Satisfied Upward or Downward Trend From 2003
How good is your landlord at keeping you informed about things that might affect you as a tenant?	Very good Fairly good Neither Fairly poor Very poor	56.46 35.08 6.28 1.40 0.79	Up by 5.16%
How much account does your landlord take of your views when making decisions?	A lot A little None at all No opinion	37.02 36.42 5.54 21.02	Up by 5.60%
How satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion	31.11 35.41 15.51 1.49 1.05 15.43	Up by 12.11%
Have you heard of the Tenant Participation Compacts?	Yes No	70.19 29.81	Up by 40.17%

How satisfied or dissatisfied are you with your locally agreed Tenant Participation Compact?	Very satisfied	31.91	Up by 10.71%
	Fairly satisfied	34.05	
	Neither	16.73	
	Fairly dissatisfied	1.42	
	Very dissatisfied	0.71	
	No opinion	15.18	