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## **RESULTS OF THE TENANTS SATISFACTION SURVEY**

### **1 SUMMARY**

- 1.1 Members are requested to consider the results of the Tenants Satisfaction Survey - this is the standard survey which we are required to carry out every 3 years.

### **2 INTRODUCTION**

- 2.1 In October 2003, every tenant was sent a satisfaction survey in order to gauge their perspectives of the housing service that is provided. The results of the two questions which are reportable to the ODPM (see below) were reported in the year end QPR's in April/May 2004. However the rest of the results have taken longer than anticipated to analyse.

### **3 DETAILED CONSIDERATION**

- 3.1 The STATUS survey has 46 questions, the full results of which have been placed in the Members Library. A detailed analysis of some of the responses is attached (see appendix 1). Not all questions were included in the appendix because a large number were very specific; asking about how long tenants have been in their properties, how many rooms, how many occupants, ages etc and not regarding general satisfaction. Other questions went into greater detail about the questions included in the appendix eg. the type of contact made; phone, letter, e-mail, personal etc.
- 3.2 Each tenant (1770 in total) was sent a form and 1404 responded; a response rate of 79%. Much of this was only achieved after second and third reminders.
- 3.3 The most important two questions that are reported to the ODPM are BVPI 74 (tenant overall satisfaction with the Council's housing service) and BVPI 75 (tenants satisfaction with opportunities for participation in management and decision making).
- 3.4 The results were as follows and show the percentage of tenants who were either very or fairly satisfied with the services:

BVPI	2000/01	2003/04	Target
74	87.74%	86.8%	93%
75	54.3%	54.4%	60%

- 3.5 Whilst these figures demonstrate high levels of satisfaction, it is disappointing that there was not an improvement in levels over the period. It is hoped that

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the tenant involvement in the Stock Option Appraisal Exercise will greatly improve these figures next time (2006/07). However, overall, there was a general improvement in the service with particular emphasis on neighbourhood issues.

- 3.6 In particular, tenants were increasingly satisfied with their neighbourhood as a place to live. Some improvements which have probably contributed to this are: planting of previously grassy areas stopping children from playing ball games in front of properties, gated garage areas cutting down on rubbish dumping and security entrance door systems being installed in some of the flats.
- 3.7 Tenants also showed an increase in their satisfaction with their rent giving them good value for money. Council rents have traditionally been lower than those charged Housing Associations and generally, repairs have always tended to be carried out in a timely manner.

#### **4 RISK IMPLICATIONS**

##### **4.1 Reputation Risk**

It is important that tenants are, wherever possible, given greater opportunities for involvement as it enhances the Council's reputation.

##### **4.2 Regulatory Risk**

As the BVPI figures are scrutinised by the ODPM, it is important that these results are publicised and acted upon.

#### **5 RECOMMENDATION**

- 5.1 It is proposed that the Committee **RESOLVES** to note the report.

Steve Clarkson

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**Background Papers:-**

None

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Appendix 1

<b>Question</b>	<b>Answers</b>	<b>Movement</b>	<b>Percentage</b>
<b>How satisfied are you with the overall service from your landlord?</b>	Very satisfied	↓ 0.94%	46.1
	Fairly satisfied		40.7
	Neither		8.7
	Fairly dissatisfied		3.1
	Very dissatisfied		1.4
<b>Does your rent represent good or poor value for money?</b>	Very good value	↑ 3.35%	47.0
	Fairly good value		39.2
	Neither		10.9
	Fairly poor value		1.7
	Very poor value		1.2
<b>Overall, how satisfied are you with your accommodation?</b>	Very satisfied	↑ 2.57%	58.3
	Fairly satisfied		31.6
	Neither		6.4
	Fairly dissatisfied		2.4
	Very dissatisfied		1.3
<b>How satisfied are you with your neighbourhood as a place to live?</b>	Very satisfied	↑ 5.33%	53.3
	Fairly satisfied		34.1
	Neither		6.7
	Fairly dissatisfied		3.7
	Very dissatisfied		2.0
<b>If you have been in contact with your landlord over the last 12 months, how satisfied were you with the outcome?</b>	Satisfied	↓ 0.29%	76.9
	Dissatisfied		13.2
	Neither		7.2
	Can't remember		2.7
<b>How satisfied are you with the way your landlord deals with repairs and maintenance?</b>	Very satisfied	↑ 1.06%	46.1
	Fairly satisfied		38.0
	Neither		6.5
	Fairly dissatisfied		3.9
	Very dissatisfied		2.9
	No opinion/don't know		2.5
<b>How good is your landlord at keeping you informed about things that might affect you as a tenant?</b>	Very good	↑ 1.67%	47.7
	Fairly good		38.5
	Neither		8.7
	Fairly poor		2.8
	Very poor		2.1
<b>How much account does your landlord take of your views</b>	A lot	↑	32.7
	A little		35.1

<b>when making decisions?</b>	None at all No opinion	1.65%	9.8 22.3
<b>How satisfied are you with the opportunities you have for participation in management and decision-making?</b>	Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion	↑ 0.1%	21.8 32.6 18.5 3.4 2.9 20.8