

Uttlesford Tenant Satisfaction Survey 2012

Information about your household

Building up a picture of each household allows us to assess which groups of tenants are satisfied with their home and the services provided by the Housing Service

Q1 How long have you/your household been a tenant of this landlord? Please cross ONE box only

Under 1 year	69 (7.4%)
1-2 years	68 (7.2%)
3-5 years	90 (9.6%)
6-10 years	113 (12.0%)
11-20 years.....	158 (16.8%)
21 years or more	423 (45.1%)
Do not know / can not remember	17 (1.8%)

Q2 How long have you/your household lived in this home? Please cross ONE box only

Under 1 year	90 (9.6%)
1-2 years	93 (9.9%)
3-5 years	107 (11.4%)
6-10 years	129 (13.7%)
11-20 years.....	179 (19.0%)
21 years or more	335 (35.6%)
Do not know / can not remember	8 (0.9%)

Q3 How many people usually live in your household? Please cross ONE box only

1	425 (45.1%)
2	343 (36.4%)
3	88 (9.3%)
4	62 (6.6%)
5 or more.....	23 (2.4%)
Do not know / can not remember	2 (0.2%)

Q4 How many people usually living in your household are aged under 16? Please cross ONE box only

0	797 (85.4%)
1	68 (7.3%)
2	51 (5.5%)
3	9 (1.0%)
4	4 (0.4%)
5 or more.....	1 (0.1%)
Do not know / can not remember	3 (0.3%)

Q5 How many people usually living in your household are aged 60 or over? Please cross ONE box only

0	258 (26.7%)
1	468 (48.4%)
2	235 (24.3%)
3	2 (0.2%)
4	0 (0.0%)
5 or more.....	1 (0.1%)
Do not know / can not remember	3 (0.3%)

Q6 How would you describe the composition of your household? Please cross ONE box only

One adult under 60.....	56 (5.8%)
One adult aged 60 or over	391 (40.6%)
Two adults both under 60.....	77 (8.0%)
Two adults, at least one aged 60 or over.....	238 (24.7%)
Three or more adults, aged 16 or over	66 (6.9%)
Single parent family with children, at least one under 16	49 (5.1%)
Two parent family with children, at least one under 16	51 (5.3%)
Other.....	30 (3.1%)
Do not know / can not remember.....	5 (0.5%)

Q7 Does anyone in your household use a wheelchair? Please cross ONE box only

Yes	91 (10.0%)	No	821 (90.0%)
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Q8 How many bedrooms are there in your house? Please cross ONE box only

1	213 (22.1%)
2	423 (44.0%)
3	305 (31.7%)
4	20 (2.1%)
5 or more	0 (0.0%)
Do not know / can not remember	1 (0.1%)

How satisfied are you with your home and our landlord services**Q9 Please cross the boxes below for any of the options that apply**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Housing Service?	431 (44.1%)	416 (42.6%)	67 (6.9%)	44 (4.5%)	19 (1.9%)
How satisfied or dissatisfied are you with the overall quality of your home?	374 (38.8%)	411 (42.6%)	86 (8.9%)	58 (6.0%)	36 (3.7%)
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	558 (58.7%)	283 (29.8%)	58 (6.1%)	30 (3.2%)	21 (2.2%)
How satisfied or dissatisfied are you that your rent provides value for money?	437 (46.5%)	333 (35.4%)	116 (12.3%)	36 (3.8%)	18 (1.9%)
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	415 (42.6%)	343 (35.2%)	84 (8.6%)	81 (8.3%)	52 (5.3%)
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	288 (30.5%)	352 (37.3%)	197 (20.9%)	65 (6.9%)	42 (4.4%)
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	288 (30.4%)	358 (37.8%)	227 (24.0%)	44 (4.7%)	29 (3.1%)

How good or poor do you feel the Housing Service is at keeping you informed about things that might affect you as a resident?	389 (40.4%)	391 (40.6%)	128 (13.3%)	32 (3.3%)	23 (2.4%)
How satisfied or dissatisfied are you that the Housing Service treats you fairly?	426 (44.0%)	360 (37.2%)	123 (12.7%)	36 (3.7%)	23 (2.4%)

General services

Q10 How satisfied or dissatisfied are you with the way the Housing Service deals with the following? Please cross the boxes below for any of the options that apply

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Anti-social behaviour	257 (31.9%)	257 (31.9%)	236 (29.3%)	25 (3.1%)	30 (3.7%)
Complaints	237 (30.0%)	290 (36.7%)	197 (24.9%)	40 (5.1%)	26 (3.3%)
Advice on claiming Housing Benefit and / or other welfare benefits	326 (40.2%)	218 (26.9%)	215 (26.5%)	30 (3.7%)	22 (2.7%)
Moving or swapping your home - transfers and exchanges	206 (28.7%)	173 (24.1%)	290 (40.4%)	22 (3.1%)	26 (3.6%)
Rent collection	364 (48.2%)	228 (30.2%)	146 (19.3%)	8 (1.1%)	9 (1.2%)
Your enquires generally	372 (42.2%)	356 (40.4%)	115 (13.0%)	25 (2.8%)	14 (1.6%)

Q11 Are you aware of the Housing Service's published service standards

Yes 388 (44.0%) No 494 (56.0%)

Q12 How satisfied or dissatisfied are you with gas servicing arrangements?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	498 (59.8%)	207 (24.8%)	102 (12.2%)	12 (1.4%)	14 (1.7%)

Priority Services

Of the following services which would you consider to be the THREE most important?

Q13 Please cross no more than THREE boxes below for any of the options that apply

The overall quality of your home	706 (72.4%)
Listening to residents' views and acting upon them	167 (17.1%)
Repairs and maintenance	845 (86.7%)
Dealing with anti-social behaviour	126 (12.9%)
Your neighbourhood as a place to live	445 (45.6%)
Value for money for your rent (and service charges)	358 (36.7%)
Support and advice on claiming welfare benefits and paying rent	194 (19.9%)

Q14 Do you live in a sheltered housing scheme

Yes - If you are answering "Yes" to this question please put a cross in the box opposite and then go to Q15 "Questions about your Sheltered Housing Scheme" 161 (16.7%)

No - If you are answering "No" to this question please put a cross in the box opposite and then go to Q16 "Questions about contacting us!" 801 (83.3%)

Questions about your Sheltered Housing Scheme

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

Q15 Please cross the boxes below for ANY of the options that apply

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Your support plan	66 (43.1%)	46 (30.1%)	29 (19.0%)	6 (3.9%)	6 (3.9%)
The frequency of contact with your Sheltered Housing Officer (warden)	87 (51.5%)	51 (30.2%)	22 (13.0%)	6 (3.6%)	3 (1.8%)
The overall service provided by your Sheltered Housing Officer (warden)	93 (58.1%)	41 (25.6%)	22 (13.8%)	2 (1.3%)	2 (1.3%)
The call centre / 'Lifeline' emergency call system	111 (59.7%)	54 (29.0%)	15 (8.1%)	2 (1.1%)	4 (2.2%)
The safety and security of your home	100 (53.8%)	61 (32.8%)	12 (6.5%)	11 (5.9%)	2 (1.1%)
How easy it is to access all areas of your home and scheme	88 (51.5%)	65 (38.0%)	11 (6.4%)	6 (3.5%)	1 (0.6%)
The facilities at your scheme	72 (50.0%)	55 (38.2%)	10 (6.9%)	2 (1.4%)	5 (3.5%)

Questions about contacting us

Thinking about when and how you last contacted the Housing Service, how did we deal with your enquiry?

Q16 Have you contacted the Housing Service in the last 12 months with a query other than to pay your rent or service charges?

Yes - If you are answering "Yes" to this question please put a cross in the box opposite and then 630 (66.7%) go to Q17 "Was getting hold of the right person easy or difficult?"

No - If you are answering "No" to this question please put a cross in the box opposite and then 314 (33.3%) go to Q20 "Do you have access to the internet at home"

Q17 Was getting hold of the right person easy or difficult?

Easy	473 (67.7%)
Difficult	86 (12.3%)
Neither easy nor difficult	140 (20.0%)

Q18 Did you find the staff helpful or unhelpful?

Helpful	625 (89.3%)
Unhelpful	21 (3.0%)
Neither	54 (7.7%)

Q19 Were you satisfied with the final outcome of your query?

Yes	552 (81.1%)
No	129 (18.9%)

Q20 Do you have access to the internet at home?

Yes	361 (37.4%)
No	604 (62.6%)

Which of the following methods of being kept informed and getting in touch with the Housing Service are you happy to use?

Q21 Please cross the boxes below for ANY of the options that apply

Email	218 (22.4%)
Telephone	747 (76.7%)
Text/SMS.....	110 (11.3%)
In writing	525 (53.9%)
Visit to the office.....	262 (26.9%)
Visit to your home by staff.....	280 (28.7%)
Open meetings.....	122 (12.5%)
Newsletter	426 (43.7%)

Questions about where you live

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

Q22 Please cross one box below for each of the following options

	Major problem	Minor problem	Not a problem
Car parking	195 (21.3%)	172 (18.8%)	547 (59.8%)
Rubbish or litter	58 (6.7%)	161 (18.7%)	641 (74.5%)
Noisy neighbours	54 (6.3%)	108 (12.6%)	695 (81.1%)
Dog fouling	109 (12.4%)	178 (20.3%)	589 (67.2%)
Other problems with pets and animals	59 (6.9%)	104 (12.1%)	693 (81.0%)
Disruptive children / teenagers	25 (2.9%)	107 (12.4%)	730 (84.7%)
Racial or other harassment	14 (1.6%)	43 (5.0%)	797 (93.3%)
Drunk or rowdy behaviour	22 (2.6%)	72 (8.4%)	763 (89.0%)
Vandalism and graffiti	11 (1.3%)	53 (6.3%)	779 (92.4%)
People damaging your property	14 (1.6%)	58 (6.8%)	779 (91.5%)
Drug use or dealing	20 (2.4%)	43 (5.1%)	787 (92.6%)
Abandoned or burnt out vehicles	7 (0.8%)	34 (4.0%)	801 (95.1%)
Other crime	14 (1.7%)	84 (10.0%)	742 (88.3%)
Noise from traffic	35 (4.1%)	131 (15.3%)	689 (80.6%)

Q23 In the last three years, would you say your neighbourhood has improved or declined?

Greatly improved	57 (6.2%)
Slightly improved	102 (11.1%)
Stayed the same	584 (63.8%)
Slightly declined	122 (13.3%)
Greatly declined	50 (5.5%)

Questions about our repairs service**Q24 Have you had any repairs to your home in the last 12 months?**

Yes - If you are answering "Yes" to this question please put a cross in the box opposite and then 700 (74.5%) go to Q25 "Thinking about the last repair completed ..."

No - If you are answering "No" to this question please put a cross in the box opposite and then 240 (25.5%) go to Q27 "Please add any further comments ..."

Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?**Q25 Please cross the boxes below for any of the options that apply**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Being told when workers would call	348 (46.6%)	278 (37.2%)	53 (7.1%)	43 (5.8%)	25 (3.3%)
Time taken before work started	248 (37.3%)	271 (40.8%)	74 (11.1%)	45 (6.8%)	26 (3.9%)
The speed of completion of the work	329 (47.1%)	266 (38.1%)	51 (7.3%)	29 (4.1%)	24 (3.4%)
The attitude of workers	388 (54.2%)	257 (35.9%)	39 (5.4%)	19 (2.7%)	13 (1.8%)
The overall quality of work	316 (44.4%)	264 (37.1%)	65 (9.1%)	39 (5.5%)	28 (3.9%)
Keeping dirt and mess to minimum	346 (48.4%)	272 (38.0%)	56 (7.8%)	23 (3.2%)	18 (2.5%)
The repairs service you received on this occasion	332 (47.0%)	258 (36.5%)	62 (8.8%)	25 (3.5%)	29 (4.1%)

Q26 Did the contractor show proof of identity?

Yes

No..... 583 (78.9%)

156 (21.1%)

Q27 Please add any further comments you have on the Housing Service or the questions above

Q28 If you would like us to contact you about any of the issues you have raised, please tick this box

..... 205

About you

We have a legal duty to promote equality and are also required by law to assess the impact of any of the council's policies/services/activities on the different equality groups in order to eliminate or minimise any adverse impacts on these groups.

The following questions are to help us to ensure that we are not discriminating against any individuals or groups on the grounds of their protected characteristics including gender, race, disability and age.

The answers to these questions will help us to focus and prioritise any necessary equality work in the correct areas and will provide us with a better understanding of the make-up of the communities we serve.

The answers to the survey and the 'About You' section are anonymous and it is not possible to identify individuals from them unless you choose to provide your contact details. Remember you can choose not to answer any questions in this section.

Thank you for your assistance.

Q29 Your Details

Mr Mrs Miss Ms Other (*please state below*)

Title:

Other title:

Q30

First name:

Q31

Surname:

Q32

First line of address:
Q33

Second line of address:
Q34

Town or village:
Q35

County:
Q36

Post Code:
Q37

Q38 Are you male or female?	
Male.....	332 (37.5%)
Female	551 (62.2%)
Prefer not to say	3 (0.3%)

Q39 What is your age?	
16 to 19	0 (0.0%)
20 to 24	7 (0.8%)
25 to 34	36 (4.0%)
35 to 44	55 (6.1%)
45 to 54	97 (10.7%)
55 to 64	128 (14.2%)
65 +	560 (61.9%)
Prefer not to say	21 (2.3%)

Q40 Which of the following best describes your current work status?	
Employee in full-time job (30 hours or more per week)	85 (9.5%)
Employee in part-time job (less than 30 hours per week)	86 (9.6%)
Self-employed - full or part time	24 (2.7%)
Government-supported training	0 (0.0%)
Unemployed and available for work	15 (1.7%)
Wholly retired from work	517 (57.8%)
Full-time education at school, college or university	3 (0.3%)
Looking after home/family	49 (5.5%)
Permanently sick/disabled.....	88 (9.8%)
Doing something else	7 (0.8%)
Prefer not to say	20 (2.2%)

Q41 Under the Equality Act 2010, a person has a disability if “they have a physical or mental impairment, or the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities.” Do you consider yourself to have a disability?

I do not consider myself to have a long-term condition, impairment or disability	487 (58.1%)
I consider myself to have a long-term health condition, impairment or disability	299 (35.7%)
Prefer not to say	52 (6.2%)

Q42 Sexual orientation

Bisexual.....	26 (3.8%)	Undecided	4 (0.6%)
Gay	2 (0.3%)	Other	27 (3.9%)
Heterosexual.....	499 (73.0%)	Prefer not to say	125 (18.3%)
Lesbian	1 (0.1%)		

Q43 Do you live and work full time in the gender role opposite to that assigned at birth?

Yes	121 (17.7%)
No.....	485 (71.1%)
Prefer not to say.....	76 (11.1%)

Q44 Which of the following best describes your religion?

Buddhist	3 (0.3%)	Sikh.....	4 (0.5%)
Christian	624 (70.3%)	None	82 (9.2%)
Hindu	0 (0.0%)	Other, please state below *	42 (4.7%)
Jewish	3 (0.3%)	Prefer not to say	127 (14.3%)
Muslim.....	2 (0.2%)		

*Other religion

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Q45

Q46 Which of the following best describes your ethic origin?

White - British	657 (70.6%)	Mixed/Mixed British -	0 (0.0%)	Black/Black British:	27 (2.9%)
White - Irish	8 (0.9%)	Other		Other	
White - Eastern European.....	2 (0.2%)	Asian/Asian British:	0 (0.0%)	Chinese	12 (1.3%)
		Indian		Gypsy, Roma or Traveller.....	16 (1.7%)
		Asian/Asian British:	0 (0.0%)		
		Pakistani.....			

White - Other	9 (1.0%)	Asian/Asian British:	0 (0.0%)	Other, please state * .	61 (6.6%)
Mixed/Mixed British -	2 (0.2%)	Bangladeshi.....		Prefer not to say	125 (13.4%)
White and Black Caribbean.....		Asian/Asian British:	0 (0.0%)		
Mixed/Mixed British -	0 (0.0%)	Other			
White and Black African.....		Black/Black British:	3 (0.3%)		
Mixed/Mixed British -	1 (0.1%)	Caribbean			
White and Asian		Black/Black British:	8 (0.9%)		
		African			

*Other ethic origin

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Q47

Thank you for taking the time to complete this questionnaire.

Please return this questionnaire in the reply paid envelope by
Friday 31 August 2012

If you require this publication in an alternative format and/or language please contact us on 01799 510510