



STAR Tenant Satisfaction Survey 2023



Report by Scott Rumley & Adam Payne

scott.rumley@arp-research.co.uk

adam.payne@arp-research.co.uk

(t) 0844 272 6004

(w) www.arp-research.co.uk



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1. Introduction

Background

This report details the results of North Wales Housing's 2023 STAR tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future.

The survey used the Housemark STAR methodology and was consistent with the Welsh Government's requirements for collecting national tenants satisfaction performance measures.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2022 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Welsh Government's 2022-2023 data for social housing landlords.

About the survey

The survey was carried out in November and December 2023. Telephone interviews were conducted with 450 general needs tenant households selected via a quota sample. In addition, paper self completion questionnaires were distributed to all 407 older persons and supported households, with 108 responses (27%). The survey was incentivised with a free prize draw.

In total 558 tenants took part in the survey. A sample of this size has a theoretical error margin of +/- 3.6% overall, which exceeds the STAR target of +/- 4%. Around a fifth (19%) of these responses were collected on paper, and 8 were completed in Welsh.

The sample was weighted in order to be representative by age, area, tenancy length and stock type. This ensured that the other demographic and property variables were also representative

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



2. Executive summary



bench mark	2022 result	change over time	2023 result	
81%	83%	↑	84%	satisfaction overall
81%	78%	↑	80%	quality of home
85%	85%	↑	86%	safety and security of home
82%	82%	↑	87%	value for money of rent
68%	62%	↑	68%	value for money of service charge
74%	74%	↑	75%	repairs and maintenance overall
66%	69%	↑	76%	listens to views and acts on them
60%	63%	↑	76%	taking part in decision making
61%	62%	↑	78%	having a say in service management
77%	74%	↑	82%	trust North Wales Housing
83%	80%	↑	83%	neighbourhood as a place to live
61%	56%	↑	67%	dealing with ASB

↑ statistically significant improvement ↑↓ no statistically significant change ↓ statistically significant decline

2. Executive summary

Overall satisfaction

1. Overall tenant satisfaction with the services provided by North Wales Housing has increased slightly to 84% compared to the 83% achieved in 2022 (section 3).
2. This is in contrast to sector wide trends as tenant satisfaction scores have been falling due to the cost-of-living crisis, inflationary rent increases and shortages in labour and materials.
3. Tenant satisfaction is now comfortably above the median score for social housing landlords in the Welsh Government's most recent published 2022/2023 figures (median 81%).
4. However, a number of other questions in the survey do demonstrate a significant improvement, most notably those on the topics of value for money (section 5), tenant engagement (section 8) and anti-social behaviour (section 10).
5. Overall satisfaction is highest amongst retirement age tenants (92%) but is significantly lower than average amongst the under 35s (75%). This pattern is normal in tenant surveys but means that satisfaction amongst younger tenants has reverted back having increased last year.
6. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four factors most closely associated with overall tenant satisfaction are below.
 - Listens and acts on views (76% satisfied, section 8)
 - Easy to deal with (85%, section 7)
 - Quality of home (80%, section 4)
 - Rent value for money (87%, section 5)

Tenant engagement

7. The extent to which NWH engages with its customers appears to have now become one of the organisation's strengths (section 8).
8. Whether tenants feel they are listened to and their views acted upon is the strongest key driver of satisfaction (76% satisfied).
9. This score has improved for the third survey in a row and is now in the top quartile compared to the benchmark median of 66%.
10. The other two paired statements in this section both on the topic of tenant involvement, have improved even further (78% and 76% respectively) and are also now both in the benchmark top quartile.

2. Executive summary

Customer service

11. The second-best predictor of satisfaction with NWH overall in this set of results is whether tenants feel that it is easy to deal with. This is also known as a 'customer effort' score. The majority of tenants believe this to be the case (85%), a slightly larger proportion that felt this way in 2022 (section 7).
12. Amongst tenants that have recently made contact there have been substantial improvements in the proportions that found it easy to get hold of the right person (87% v 81%) and with the final outcome of the query (78% v 70%).
13. This continues the upward trajectory first observed last year, to the extent that these scores are now at the highest levels they have been.

The home

14. In keeping with the pattern of responses to the overall satisfaction question, tenant perceptions of the quality of home they live in are also effectively unchanged since 2022 (80% satisfied, section 4).
15. Now that the pandemic is over, repeated focus on repairs seems to be easing, the quality of home is once again a strong key driver of overall satisfaction.
16. The safety and security of the home satisfaction rating is also stable, cementing the increase made between 2021 and 2022 (86% satisfied).
17. Both questions are now essentially on par with the Welsh Government benchmarks.
18. The most frequently mentioned request for specific property improvements is damp, mould or condensation (5% of all additional survey comments), although this is a common survey finding since it has become a high profile issue in the national media (section 13).

Value for money

19. The perception of rent value for money has improved every year since 2020 with a significant 5% increase in the last 12 months to reach a satisfaction level of 87% (section 5).
20. This is now higher than the benchmark score for social housing in Wales (82% median), to the extent that it is in the top quartile when compared to other landlords.
21. Satisfaction with service charge value for money has also been improving, in this case steadily since 2017 and jumping up 6% this year to 68%. However, in this instance the improvements have merely been enough to now match the national average for the first time since 2015.
22. The vast majority of respondents that feel able to answer are satisfied with the financial advice and support available, including 90% or more satisfied with payment methods, payment plans and money advice.

2. Executive summary

Repairs and maintenance

23. Satisfaction with repairs and maintenance overall has broadly remained the same since 2022 (75%) and is a match to the benchmark level for landlords in Wales (74%, section 6).
24. The picture painted by tenants is even more positive when asked how they feel about their last completed repair (within the last year) as 89% are satisfied in this regard, compared to just 6% dissatisfied. This too is unchanged since the last survey.
25. Satisfaction with the time taken to complete the last repair has increased, but not by a statistically significant margin (82% v 77%).
26. The strongest key driver of satisfaction with the last repair is the quality of the work (86% satisfied). This is reflected in the additional comments some tenants made at the end of the survey, where repairs complaints are mainly about the quality of the work and/or jobs that have yet to be completed (section 13).

Neighbourhoods

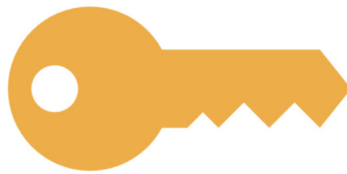
27. When asked to rate their local area, 83% of respondents are satisfied with their neighbourhood as a place to live, which is largely unchanged since last year (section 9).
28. Satisfaction with the grounds maintenance service has demonstrated consistent small improvements since 2020, to the extent that satisfaction is now 6% higher than it was three years ago (72%)
29. The way NWH deals with anti-social behaviour has significantly improved this year (67% v 56%), moving it ahead of the benchmark for other landlords in Wales (61%).
30. The final outcome of the process is also rated better by those that claim to have reported ASB, although still at a low level (36%)
31. Over fifth of respondents claim to have experienced ASB (22%), but only 63% of this group claim to have reported their ASB incident to NWH. The main reasons given for not doing so are that it was reported elsewhere (33%) or concern about retaliation (22%).



3. Services overall

84%

satisfied
overall



top 'key
drivers'

1. easy to deal with
2. listen to and act on views
3. quality of home
4. rent value for money



Most of the survey questions have improved, including many that have improved significantly



Note that the change in methodology may be a factor



Overall satisfaction is now comfortably above average compared to other social housing landlords in Wales



The list of key drivers has returned to where it was in early 2020

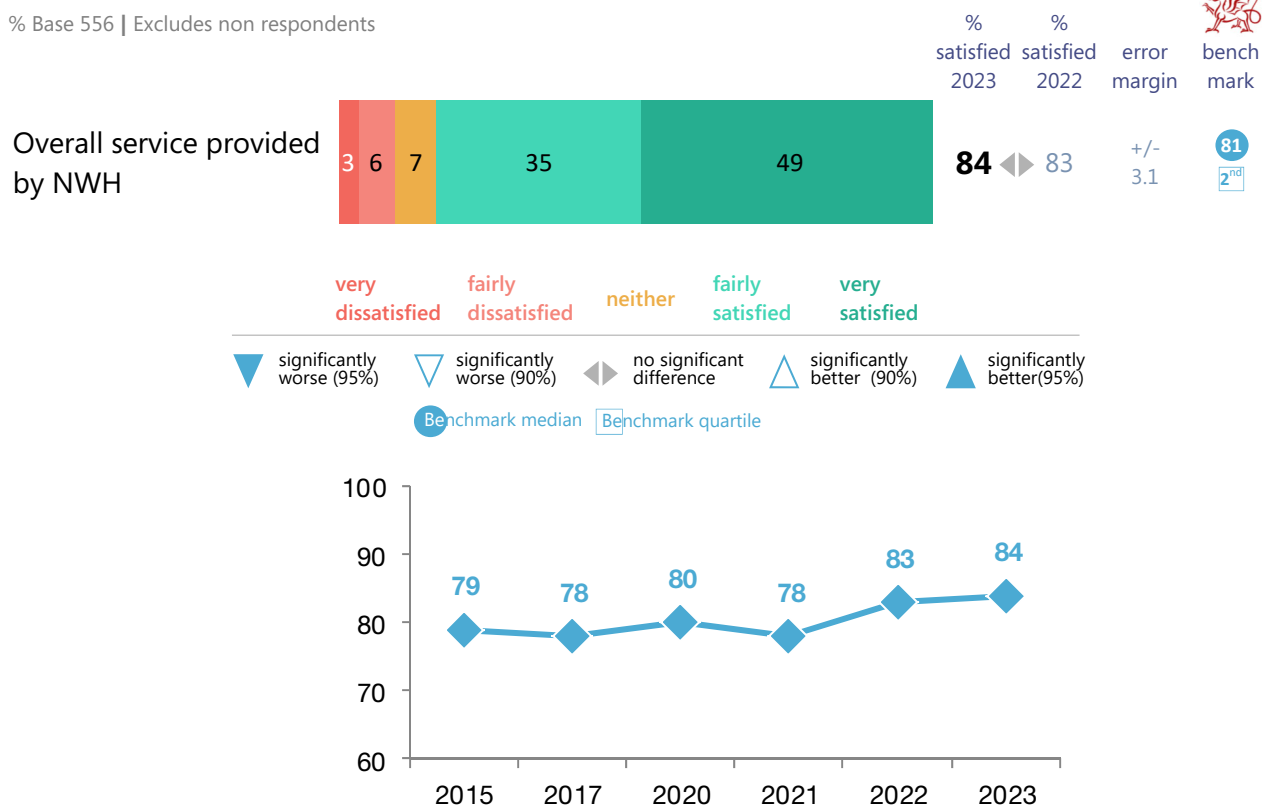


Satisfaction amongst under 35s has fallen back down, having improved last year

3. Services overall

3.1 Overall satisfaction

% Base 556 | Excludes non respondents



Overall tenant satisfaction with the services provided by North Wales Housing has **increased slightly** to 84% compared to the 83% achieved in 2022.

This bucks the trend observed across surveys in England and Wales in 2023 that have typically registered falling satisfaction, primarily as a consequence of the cost-of-living crisis, inflation, and restricted availability of workers and materials.

Accordingly, tenant satisfaction is now comfortably **above the median score** for social housing landlords in the Welsh Government's most recent published 2022/2023 figures (median 81%).

This improvement isn't a 'statistically significant' change meaning that the statistical test used to compare scores tells us we can't be confident that the difference is real rather than being merely down to chance. Changes that aren't statistically significant may still be real, but we cannot say that with confidence (especially when groups are small).

However, a number of other questions in the survey do demonstrate a significant improvement, most notably those on the topics of **value for money** (section 5), **tenant engagement** (section 8) and **anti-social behaviour** (section 10).

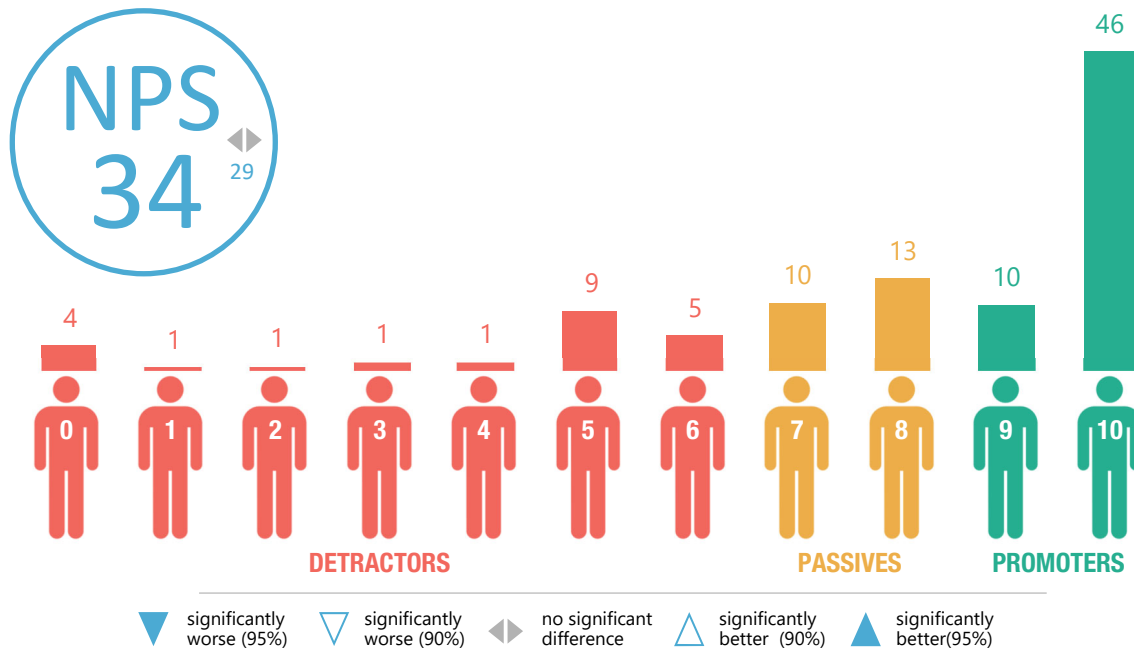
In addition, there has also been a very substantial increase in the proportion of survey respondents that agree that they **trust** North Wales Housing (82% v 74%).

This is the second survey in a row where many of the measures have significantly increased which therefore suggests a period of **sustained service improvement**. The only caveat is that the survey methodology with general needs tenants changed this year, moving from self-completion to telephone surveys for the bulk of the responses. Note that to help control for this change a different statistics test has been used this year to compare scores over time that isn't sensitive to fluctuations across the full five points of the scale.

3. Services overall

3.2 Likely to recommend NWH (Net Promoter)

% Base 551 | Excludes non respondents.



This question employs the Net Promoter methodology, which is a widely used tool used across many different business sectors to gauge customer loyalty and is typically measured on an 11 point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100.

The questionnaire also includes the “**Net Promoter Score**” (NPS) as an additional measure of customer loyalty and satisfaction. Respondents were asked how likely they were to recommend North Wales Housing to family or friends, and this is used to identify ‘promoters’ and ‘detractors’ to calculate an overall Net Promoter Score that is widely used across the private and public sectors.

This too has seen a small improvement over the last year, although again not quite enough to be considered as statistically significant (NPS 34 vs 29). The score was achieved because although over half of the sample gave NWH a score of 9 or 10 on this question (56%), a fifth gave a rating of just 0-6 (21%).

Key drivers

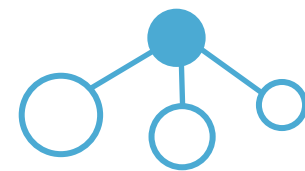
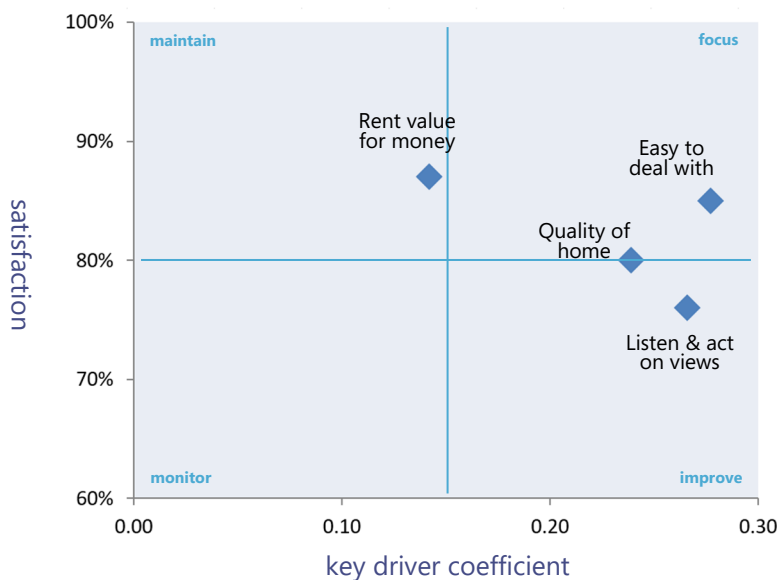
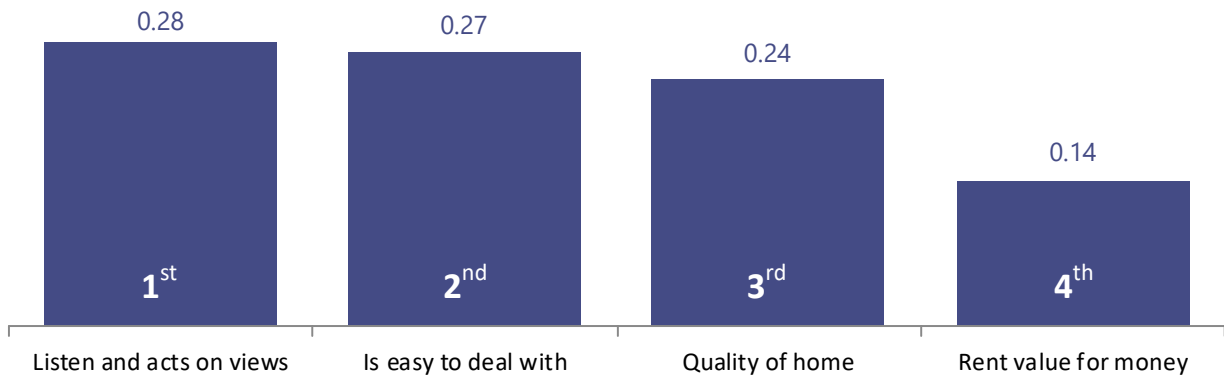
A ‘key driver’ analysis is a statistical test known as a ‘regression’ that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.3).

There are four key drivers on the list in 2023 and what is most interesting about them is that they are exactly the same items and in the same order as the survey conducted in early 2020 that essentially measured performance during the last normal period before the pandemic.

3. Services overall

3.3 Key drivers - overall satisfaction

R Square = 0.566| Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

Most notably, **repairs and maintenance** was on the key driver list for the last two surveys, due primarily to the dip in satisfaction in 2021, but now the score has been stable across the last two surveys repairs has dropped off the key driver list. It has now been replaced on the list by the **quality of the home**.

The top two key drivers both describe the **customer experience** which has remained the strongest issue across a number of years, with either **listening and acting on views** or being **easy to deal with** being at the top of the list since 2017.

It is pleasing to see that the extent to which NWH listens to tenants' views is once again rated much more favourably this year than last, along with other questions around **tenant engagement**. In fact, that rating has improved steadily since it was first atop the key driver list to the extent that it is now in the top quartile compared to the rest of Wales (section 8).

The question asking if NWH is easy to deal with is known as a **customer effort** score and this too has crept up this year, albeit not significantly so. However, other questions in this section such as those on getting hold of the right person and the outcome of queries have improved further (section 7).

3. Services overall



By people

- By **age group**, overall satisfaction is highest amongst retirement age tenants (92%) but is significantly lower than average amongst the under 35s (75%). This pattern is normal in tenant surveys across most questions, for full details see table 14.7.
- Similarly, the Net Promoter Score is as high as 56 for respondents aged 65 and over, compared to just 25 for the under 50s.
- However, it is important to note that the under 35s are significantly less satisfied than they were last year 12% (was 87%), reverting back to the levels seen in the years prior.
- In part because of the age profile, it is also normal for tenants in **older persons** housing to be significantly more satisfied than those living in **general needs** accommodation (92% v 82%). This pattern also extends across most of the survey results.
- **New tenants** in their first year with North Wales Housing are significantly more satisfied than average (91%), however this falls to 77% for those who have been a tenant for 1 – 2 years.
- Overall satisfaction is again significantly lower for the small proportion of respondents who have experienced an incident of **anti-social behaviour** (67%), compared to 88% who have not.
- As in previous years tenants who have **had contact** with NWH in the previous year are far less satisfied overall than those who had not (82% v 92%).



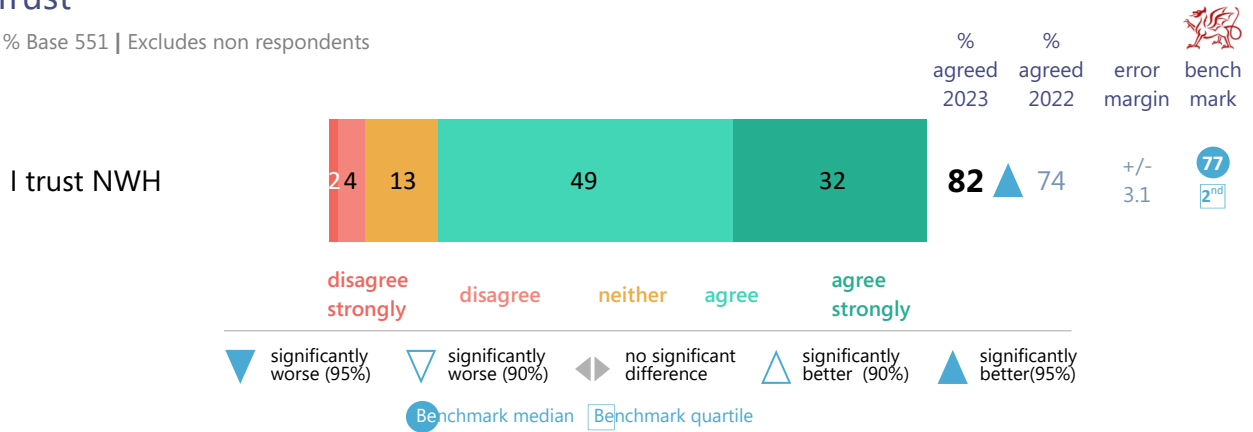
By place

- There is one statistically significant variation from the norm across the three main **local authority areas**, with respondents in Ynys Mon significantly less satisfied than average (77%) being less satisfied than a year ago (was 90%).
- Furthermore, the Net Promoter Score was notably lowest in Ynys Mon (13), where only a year ago it was significantly higher than average (was 53).
- In contrast, satisfaction is up 3% in Conwy (now 84%), but is broadly unchanged in Gwynedd (84%, was 85%).
- Sample sizes are somewhat smaller at **neighbourhood level**, but there has been a notable 11% increase in overall satisfaction amongst respondents in Denbighshire Coastal from 77% to 88%.
- Overall satisfaction is also slightly higher than average for tenants in **flats** (85%) compared to those living in houses (82%).

3. Services overall

3.4 Trust

% Base 551 | Excludes non respondents



3.5 Service overall by LA and neighbourhood

	Sample size	Overall satisfaction	Tenants trust NWH	Net promoter score (NPS)
Overall	558	84	82	34
Conwy	309	84	84	35
Gwynedd	185	84	80	38
Ynys Mon	44	77	72	13
Bangor & Bethesda	130	88	81	38
Caernarfon a Pen Llyn	56	76	76	38
Colwyn Bay	90	78	75	29
Conwy	65	89	84	36
Denbighshire Coastal	38	88	92	32
Denbighshire Wrexham Rural	15	93	93	40
Llandudno	121	83	88	37
Ynys Mon neighbourhood	44	77	72	13

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



4. The home

86%



safe & secure

80%



quality



Neither question has changed by a statistically significant amount



Quality of the home is now a strong key driver of satisfaction



Both questions are now essentially on par with the Welsh Government benchmark



Property ratings are significantly lower in Colwyn Bay

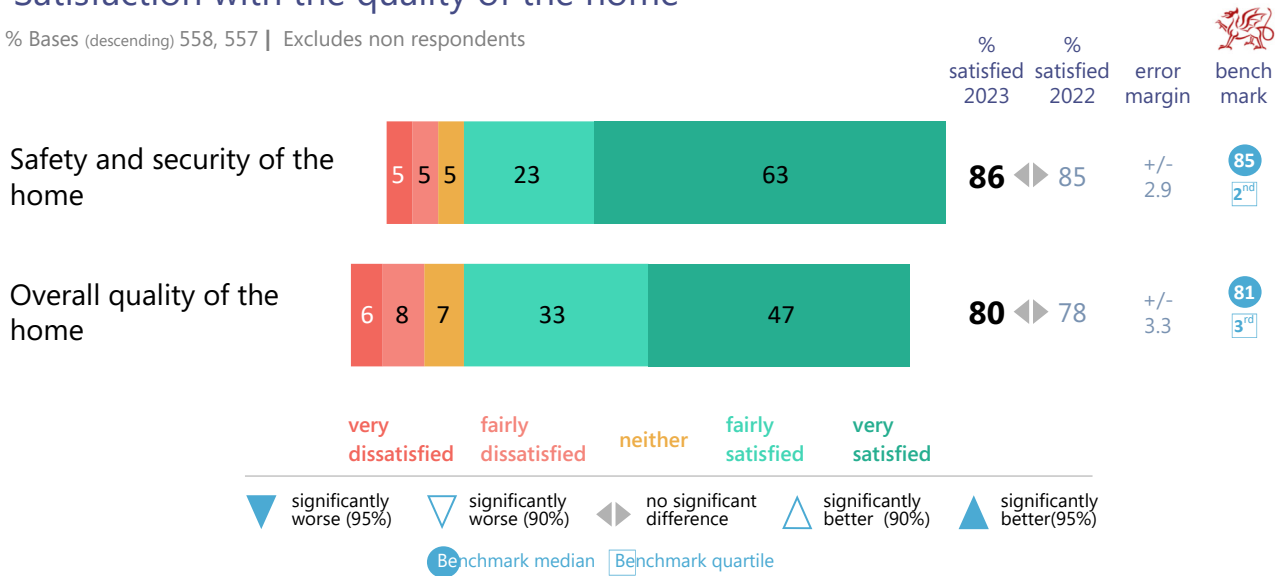


Quality of home attracts the poorest rating from 35-49 year olds

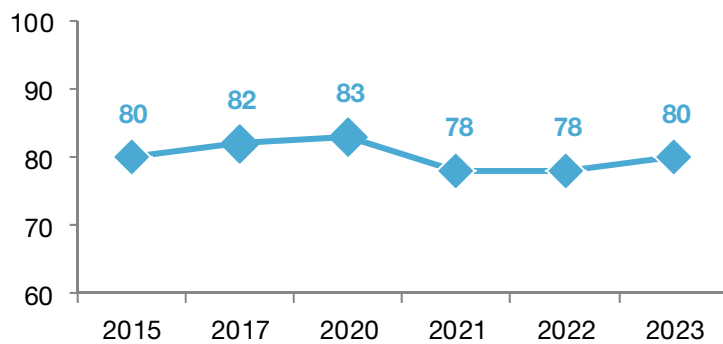
4. The home

4.1 Satisfaction with the quality of the home

% Bases (descending) 558, 557 | Excludes non respondents



quality of home



In keeping with the pattern of responses to the overall satisfaction question, tenant perceptions of the **quality of home** they live are also effectively **unchanged** since 2022 (80% satisfied).

It does, however, also mean that this score is still slightly lower than it was before the pandemic and is still one point behind the benchmark median for social housing in Wales. Indeed, now that the pandemic is over, repeated focus on repairs seems to be easing, the quality of home is once again a **strong key driver** of overall satisfaction.

The **safety and security** of the home satisfaction rating is also stable, although in this case the consistency means that NWH has cemented the increase made between 2021 and 2022 placing this score just slightly above the benchmark average (86% satisfied).

With the wide variety of different properties in the housing stock these measures will always vary somewhat between different locations and property types (see below), respondents in **Colwyn Bay** continue to be distinct in that they rate their homes more poorly than the rest of the tenant population.

It should also be noted that around a fifth of additional comments at the end of the survey are requests for improvements to the home, the most frequently cited being **damp, mould or condensation** and/or **heating/energy efficiency** and **windows** (see section 13). The former is a common pattern at the moment due to the high media profile of damp or mould issue in social housing.

By people

- The quality of the home is rated significantly lower than average amongst those **aged 35 – 49** (72%), despite improving slightly amongst this group (was 69%). The youngest aged under 35 are least satisfied with the safety of their home (81%). Both are rated significantly higher than average by those aged 65 or over (96% 'quality', 91% 'safety').
- Another significant difference by stock with tenants in **older persons** accommodation again significantly more satisfied than general needs tenants with the quality of their home (99% v 77%), although the difference between the two for the safety rating is much smaller (90% v 86%).
- **New tenants** (under a year) are significantly more satisfied with the quality of their homes (88%), but this drops dramatically for respondents who have been a tenant for 1 - 2 years (74%). In addition, the safety score was rated significantly lower than average for tenants with 1 – 2 years tenure (79%).
- The small group who reported an incident of **ASB** are significantly less satisfied than average with the safety and security of their home (70% 'experienced', 67% 'reported').

By place

- There are no significant differences across the three main **local authority areas** for any rating in this section, however, there has been a 3% fall in the quality rating in Conwy (78%, was 81%), however the same group are now more satisfied with the safety of their home (86%, was 82%, see table 4.2).
- There has been a notable 7% improvement in the quality rating in Gwynedd from 75% to 82%, however Ynys Mon tenants are now less satisfied with the safety of their home (89%, was 93%).
- At **neighbourhood** level, Colwyn Bay residents are again significantly less satisfied with both the quality and safety of their homes (72% and 76% respectively), despite the latter score improving by 3%.
- The quality of the home is rated significantly higher than average amongst the very small group of tenants in the Denbighshire Wrexham Rural area (93%).
- By property type the lowest satisfaction with the quality of the home is 76% amongst those living in **houses**. In contrast, respondents in flats are significantly more satisfied (83%), the majority of whom are 'very satisfied' (54%).
- The opposite is true for the safety rating - 89% for houses versus 81% for flats.

4. The home

4.2 Home by LA and neighbourhood

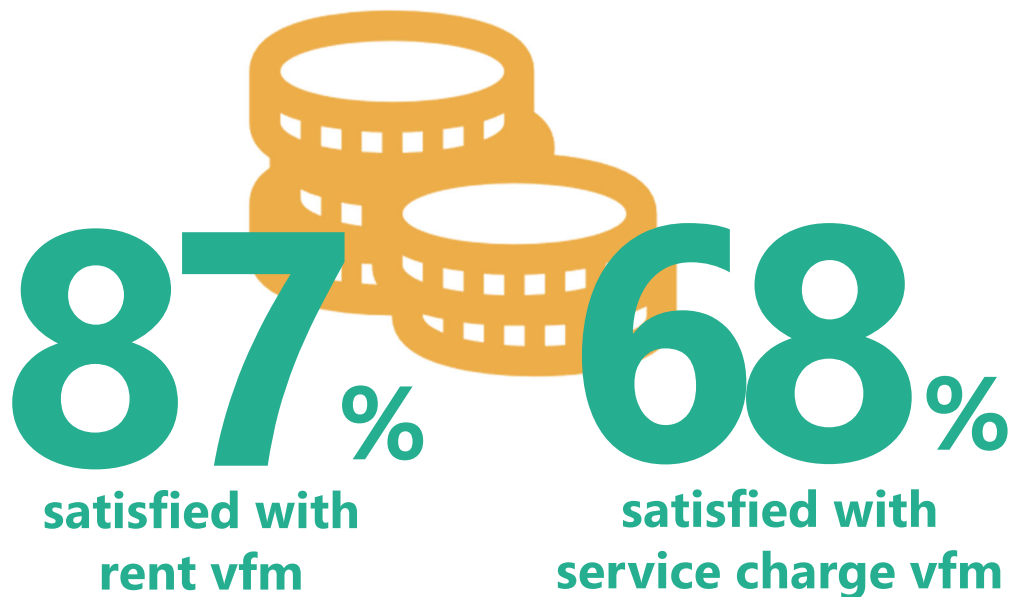
	Sample size	% positive	
		Quality of the home	Safety and security of home
Overall	558	80	86
Conwy	309	78	86
Gwynedd	185	82	88
Ynys Mon	44	81	89
Bangor & Bethesda	130	84	89
Caernarfon a Pen Llyn	56	78	84
Colwyn Bay	90	72	76
Conwy	65	81	93
Denbighshire Coastal	38	78	78
Denbighshire Wrexham Rural	15	93	93
Llandudno	121	80	89
Ynys Mon neighbourhood	44	81	89

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Value for money



Both value for money ratings have significantly improved in the last year



Nevertheless, rent value money has still returned to the key driver list



Rent value for money has increased most in established working age households amongst tenants aged from 35-64



Levels of satisfaction with the financial advice and support available to tenants have also improved

5. Value for money

The perception of rent value for money has followed the **same trajectory** as many other survey results, improving every year since 2020 with a significant 5% increase in the last 12 months to reach a satisfaction level of 87%. This is despite a **cost-of-living** crisis and coming not long after a notable rent increase, all of which might explain why this question is seemingly a positive **key driver** of overall satisfaction (section 3).

Furthermore, this is now higher than the benchmark score for social housing in Wales (82% median), to the extent that it is in the **top quartile** when compared to other landlords.

Satisfaction with **service charge** value for money has also been improving, in this case steadily since 2017 and jumping up 6% this year to 68%. However, in this instance the improvements have merely been enough to now match the national average for the first time since 2015.

Taken together it is clear that value for money is an increasingly strong aspect of NWH's services to its tenants, which will have been assisted by the financial **advice and support** that is offered to tenants during this difficult period. Indeed, the vast majority of respondents that feel able to answer are satisfied with each of the five measures displayed in chart 5.3, including statistically significant improvements for the three which can be compared against previous data. This includes strong approval for the payment methods, payment plans and money advice.

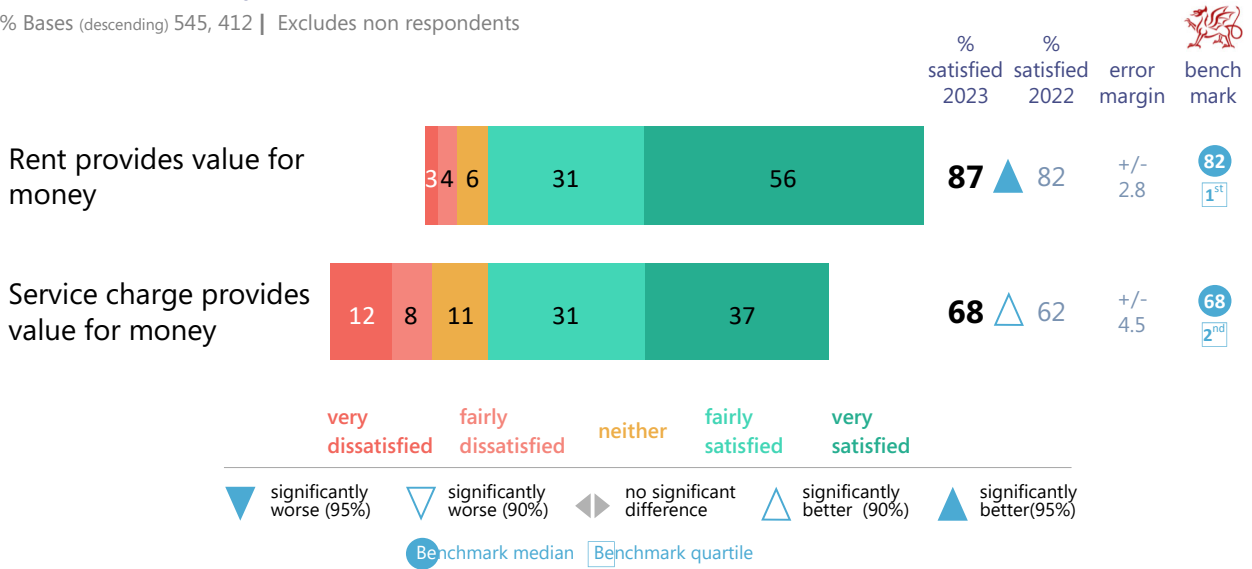
By people

- Value for money for rent is rated highest by respondents aged 65 or over (94%, up 3%) and lowest by those **aged 35 – 49** (83%), however satisfaction amongst this group has improved 6%. The under 35s are also more satisfied than a year ago with their rent (84%, up 3%).
- Interestingly, **new tenants** are less satisfied than average with their rent (82%) but this increases slightly to 85% for those who have lived in their home for 1 – 2 years. It increases again to 87% at the 3 – 5 years mark, and even further for those who have been a tenant for 6 – 10 years (92%).
- Satisfaction with the service charge remains significantly below average amongst those aged 35 – 49 (58%), however this represents a 13-point improvement for this group compared to a year ago (was 45%).
- New tenants in their first year of tenancy are nevertheless significantly more satisfied than average with the advice and support making a suitable payment plan (96%) as well as the methods of payments available (100%).

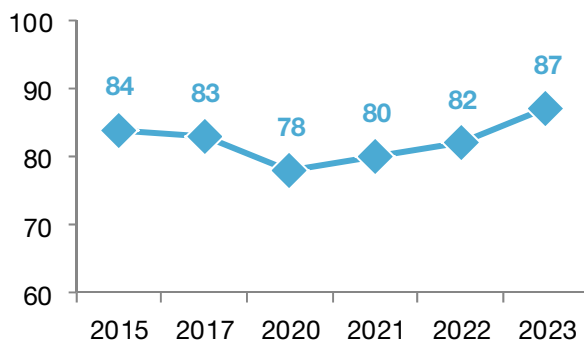
5. Value for money

5.1 Value for money

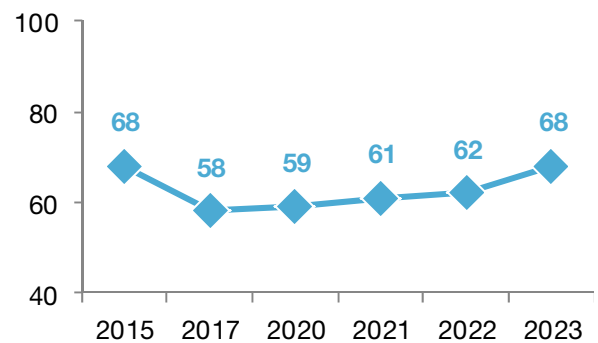
% Bases (descending) 545, 412 | Excludes non respondents



rent



service charge



By place

- There is one significant difference in the rating for rent by **local authority area**, albeit only at the 90% confidence level, with respondents in Gwynedd significantly less satisfied than average (82%), a score that is identical to that reported a year ago.
- Satisfaction has improved slightly in Ynys Mon (85%, was 82%), with an even bigger improvement seen in Conwy (90%, was 82%).
- By **neighbourhood** the rent is rated significantly below average in Bangor and Bethesda (85%), despite improving slightly compared to a year ago (was 83%).
- There has been a notable 12-point increase in this score in Colwyn Bay (90%, up from 78%) and Conwy neighbourhoods (92%, was 84%), however the biggest increase is seen in the Denbighshire Coastal region (91%, was 78%).
- Satisfaction with the service charge has improved in Conwy (68%, was 62%) and Gwynedd (70%, was 65%), but is down in Ynys Mon (57%, was 70%), however the latter is a relatively smaller sample.
- The service charge is rated significantly higher than average in the two Denbighshire areas, including a 10-point increase in the Coastal area (80%, was 70%).
- General needs** tenants were also significantly more satisfied than those in older person accommodation with the effectiveness of the Money Advice services (93% v 71%).

5. Value for money

5.2 Value for money by LA and neighbourhood

	Sample size	% positive	
		Value for money for rent	Value for money for service charge
Overall	558	87	68
Conwy	309	90	68
Gwynedd	185	82	70
Ynys Mon	44	85	57
Bangor & Bethesda	130	85	71
Caernarfon a Pen Llyn	56	77	66
Colwyn Bay	90	90	63
Conwy	65	92	68
Denbighshire Coastal	38	91	80
Denbighshire Wrexham Rural	15	100	92
Llandudno	121	88	66
Ynys Mon neighbourhood	44	85	57

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

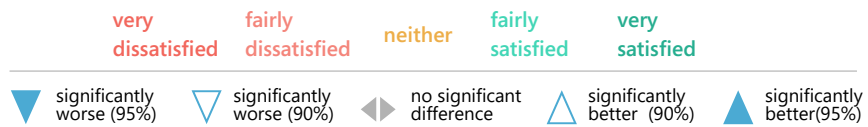
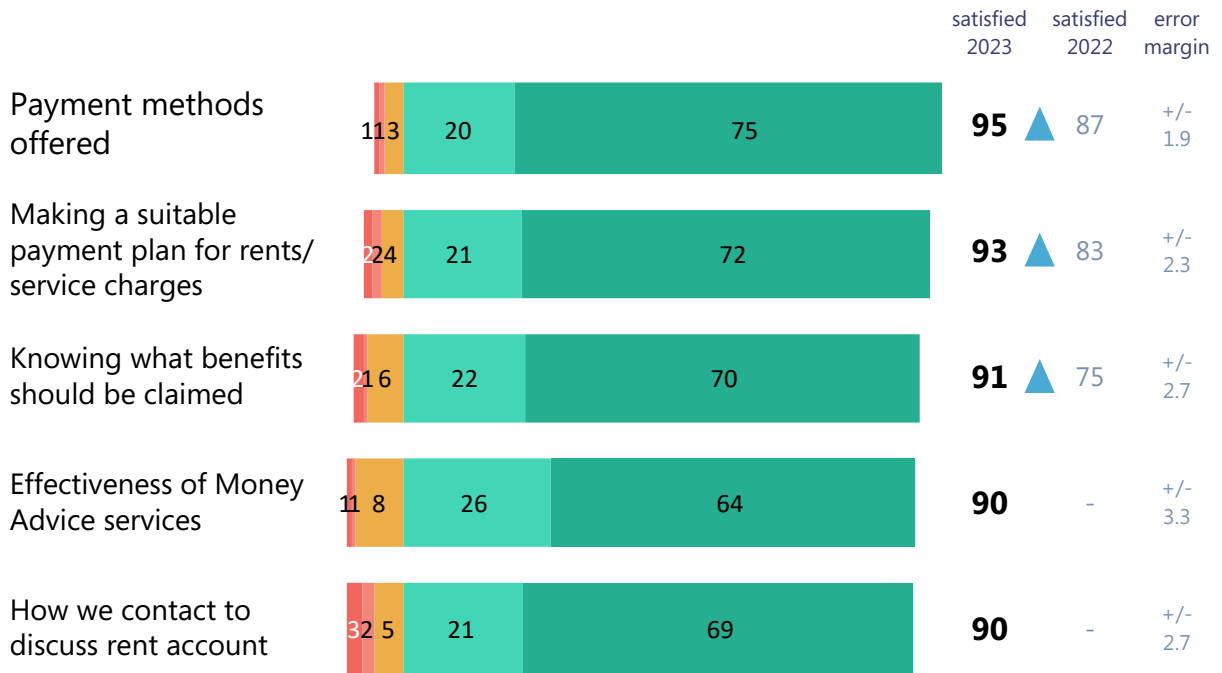
Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

5. Value for money

5.3 Financial advice and support

% Bases (descending) 504, 482, 414, 332, 483 | Excludes non respondents





6. Repairs and maintenance

75%



service overall

89%



last repair 12 month period



Satisfaction with repairs and maintenance has levelled out this year, after having improved in 2022



This means that it remains on par with other landlords in Wales



Indeed, unlike last year it is no longer a key driver of satisfaction



Satisfaction with the time taken to complete the last repair has increased, but not by a statistically significant margin

6. Repairs and maintenance

For the first time since 2020 the **repairs and maintenance service** is not a key driver of overall satisfaction and this is a reflection of the fact that the scores in this section of the results are returning to the pre-pandemic levels.

Indeed, it is to NWH's credit that despite recent inflationary pressures on materials and the availability of workers, satisfaction with repairs and maintenance overall has broadly **remained the same** since 2022 (75%) and is a match to the benchmark level for landlords in Wales (74%).

The picture painted by tenants is even more positive when asked how they feel about their **last completed repair** (within the last year) as 89% are satisfied in this regard, compared to just 6% dissatisfied. This too is unchanged since the last survey.

The disparity between these two measures can be explained by the fact that the last completed repair question measures current performance on **responsive repairs**, whereas the overall measure of repairs and *maintenance* has a wider remit both over time, and to include long term **planned maintenance** and property improvements.

The static nature of both of these headline measures are obviously linked to how other more detailed aspects of the last repair are rated, with all ratings on chart 6.6 being unchanged in any statistically significant degree.

However, satisfaction with the **time taken before work started** has still increased a little (82% v 77%).

Key drivers

Another way to shed further light on these results was to run a key driver analysis to identify the best predictors of satisfaction with the last completed repair. The result of this analysis is shown in chart 6.4. Whilst this analysis reveals that most of the questions correlate to some degree with overall satisfaction, the **quality of the work** is what is most dominant (86% satisfied). This is reflected in the additional comments some tenants made at the end of the survey, where repairs complaints are mainly about the quality of the work and/or jobs that have yet to be completed (section 13).

This was also true last year, with the main change being that this issue is pulling away from those ranked two and three on this list, being respectively doing the work **right first time** (82% satisfied) and workers doing the **job that was expected** (93%).

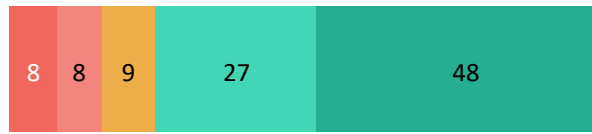


6. Repairs and maintenance

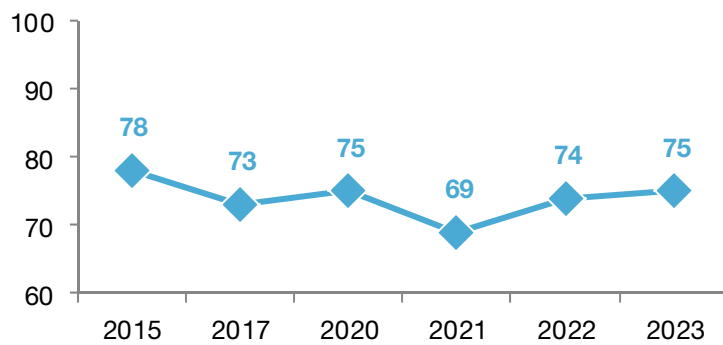
6.1 Overall repairs satisfaction

% Base 547 | Excludes non respondents

The way repairs and maintenance is dealt with



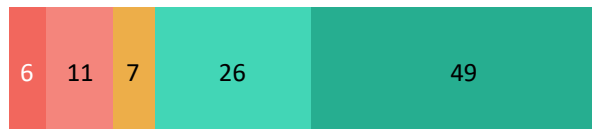
% satisfied 2023: **75**
 % satisfied 2022: 74
 error margin: +/- 3.6
 benchmark: **74** (2nd)



6.2 Kept updated

% Base 537 | Excludes non respondents

Being kept up to date with the progress of you repair



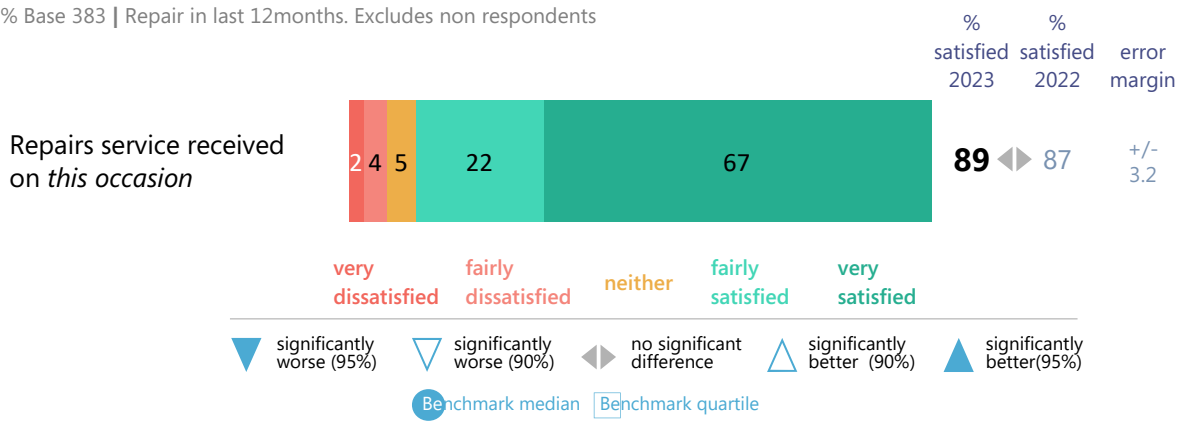
% satisfied: **75**
 error margin: +/- 3.6

very dissatisfied
 fairly dissatisfied
 neither
 fairly satisfied
 very satisfied

6. Repairs and maintenance

6.3 Last repair

% Base 383 | Repair in last 12months. Excludes non respondents

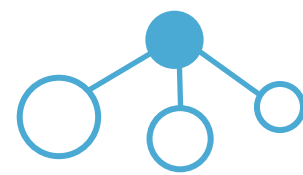
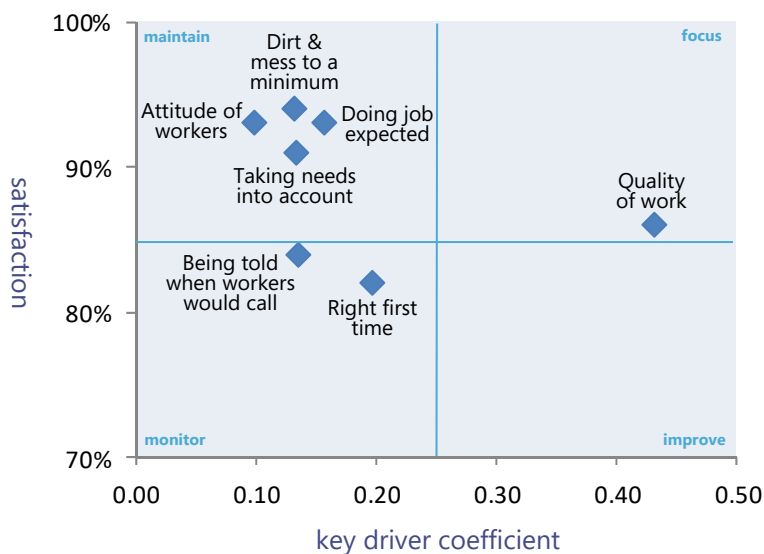


6.4 Key drivers - satisfaction with last repair

R Square = 0.747 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



6.5 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

6. Repairs and maintenance



By people

- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service (87%, no change), compared to just 69% of the **under 50s**.
- A similar pattern is evident with satisfaction with the last completed repair - 93% of 65+ compared to 86% of the under 50s.
- The under 35s are significantly less satisfied than average that they are kept up to date on repairs progress (67%), particularly those aged 25 – 34 (66%). In contrast, older respondents aged 65 or over were significantly more satisfied than average (83%).
- **General needs** tenants are again more likely to have had a repair than those in older person housing (69% v 62%). This group are also significantly more satisfied than those in older persons accommodation with the being able to make an appointment (86% v 71%).
- The gap between those who have or have not **had a repair** on their perception of the service overall still exists (76% v 73%), but it is much smaller than it was a year ago when there were fourteen points between the two.
- **New and long-term tenants** (under 1 year and 21 or more years) are the most satisfied with the repairs service in general (83% and 81%), whilst satisfaction is below average for those with 11 – 20 years tenure (69%).



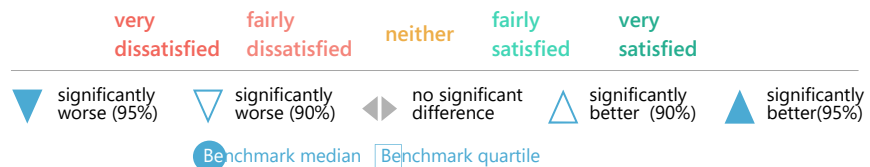
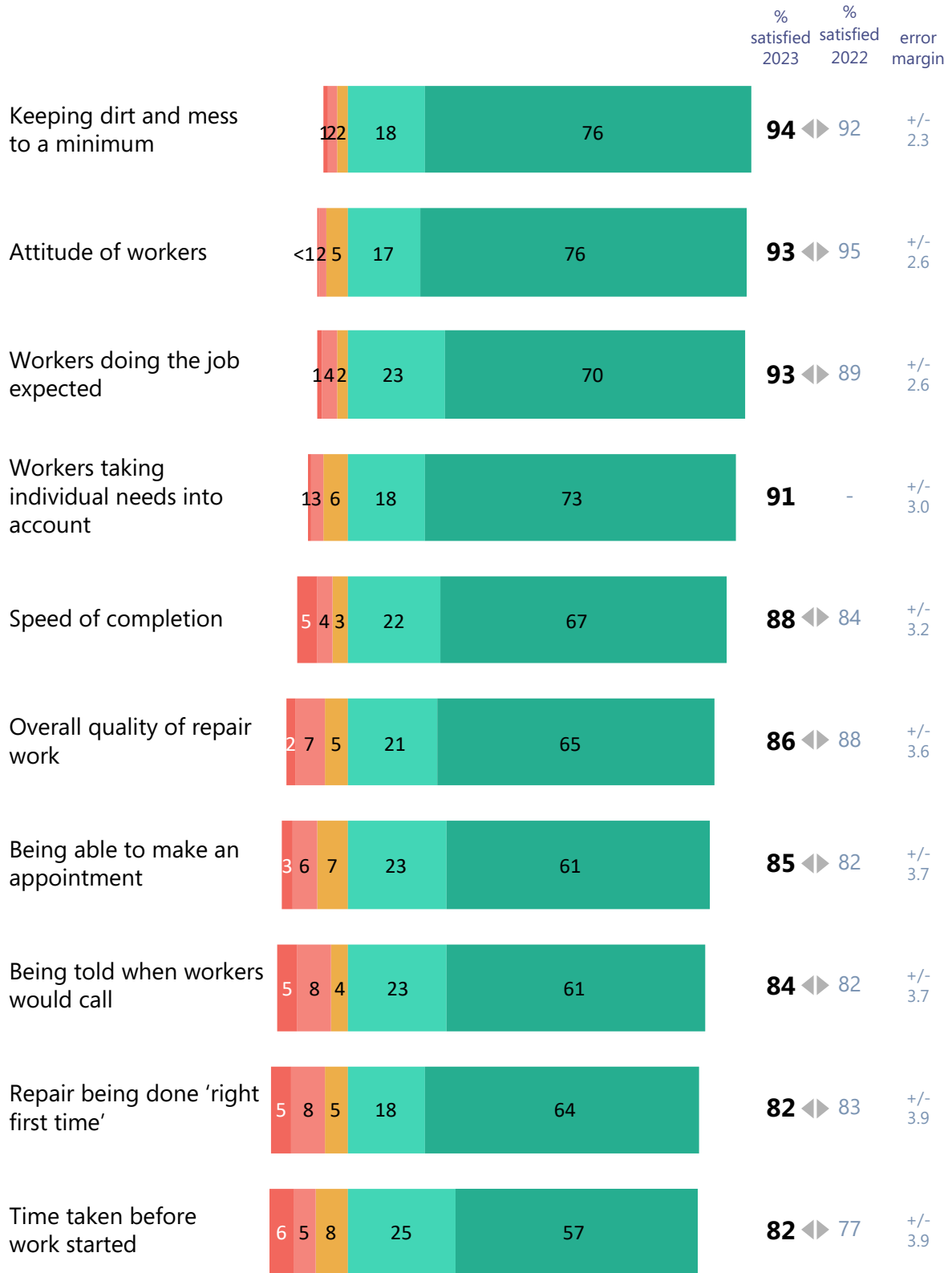
By place

- No statistically significant differences between the three **local authority** areas, with the repairs service overall or any of the more detailed aspects of the service.
- There are some significant differences at **neighbourhood** level, however not as extensive as in 2022, although the repairs service overall is rated significantly lower than average in Colwyn Bay (66%).
- Indeed, Colwyn Bay residents are significantly less satisfied than average with the speed of completion (89%), despite this improving from 78% a year ago. The same group also rated the attitude of workers significantly lower than average (87%, was 92%).
- Satisfaction with the time taken before work started has improved 11% in Llandudno from 77% to 88% and is now rated significantly above average in this area.
- Respondents living in **flats** are again significantly more satisfied than average with the service (81%, was 78%), whilst those in houses are significantly less so (70%, up from 69%).

6. Repairs and maintenance

6.6 Last completed repair

% Bases (descending) 377, 379, 377, 373, 380, 377, 370, 383, 376, 382 | Repair in last 12months. Excludes non respondents.



6. Repairs and maintenance

6.7 Last completed repair by LA and neighbourhood

		% positive											
	Sample size	Generally how repairs and maintenance is dealt with	Being told when workers would call	Being able to make an appointment	Time taken before work started	The speed of completion of the work	The attitude of workers	The overall quality of work	Keeping dirt and mess to a minimum	The repair being done 'right first time'	Workers doing job expected	The workers taking your individual needs into account	The repairs service received on the last occasion
Overall	558	75	84	85	82	88	93	86	94	82	93	91	89
Conwy	309	74	85	88	84	90	93	86	95	84	93	89	91
Gwynedd	185	80	83	81	79	88	93	87	93	81	92	92	91
Ynys Mon	44	68	77	84	78	81	91	74	97	74	91	88	75
Bangor & Bethesda	130	79	85	82	81	90	96	90	96	81	94	93	92
Caernarfon a Pen Llyn	56	84	78	78	74	82	86	82	85	83	86	90	86
Colwyn Bay	90	66	88	84	84	89	87	85	91	85	87	84	91
Conwy	65	72	77	89	78	89	95	85	99	75	93	85	84
Denbighshire Coastal	38	79	79	81	85	94	96	92	94	79	100	96	90
Denbighshire Wrexham Rural	15	73	76	77	76	88	100	100	100	100	100	100	100
Llandudno	121	78	90	90	88	90	96	85	95	88	95	95	92
Ynys Mon neighbourhood	44	68	77	84	78	81	91	74	97	74	91	88	75

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



7. Customer service



85%



easy to deal with
(customer effort)



For the fourth survey in a row being easy to deal with is one of the strongest drivers of satisfaction overall



Satisfaction with this is continuing to increase, albeit not by a statistically significant margin over the last year



However, getting hold of the right person and the final outcome of queries has improved significantly, especially amongst those who recently had a repair

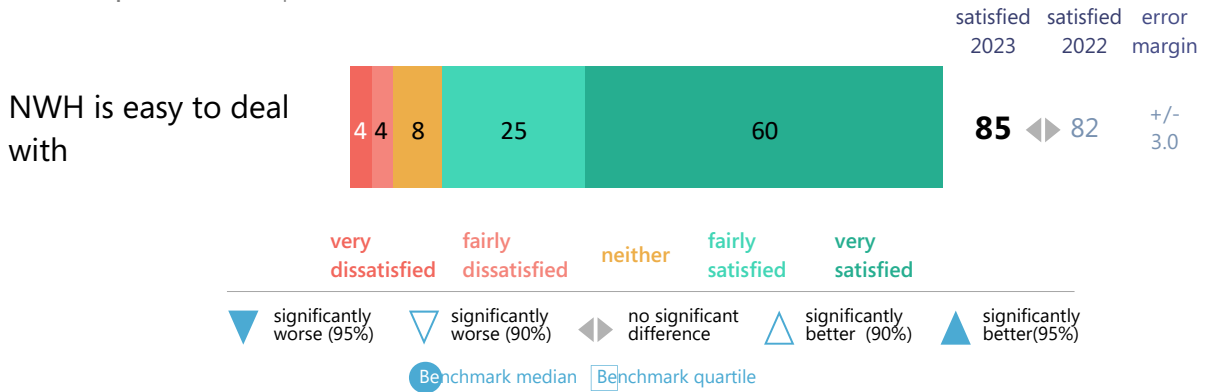


The ratings for customer effort and final outcome of query are lower than average amongst the under 50s

7. Customer service

7.1 Easy to deal with

% Base 556 | Excludes non respondents



The **second-best predictor** of satisfaction with NWH overall in this set of results is whether tenants feel that it is easy to deal with. This is also known as a **'customer effort'** score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes.

The majority of tenants believe this to be the case (85%), a slightly larger proportion that felt this way in 2022.

The influence of this topic on broader perceptions of NWH appears to be an **ongoing theme** as this has been one of the top two key drivers since it was first included in the survey in 2020. This is likely to be a positive influence as it is considerably higher than the median score of 79% across all ARP Research clients.

Furthermore, although the headline customer service score hasn't improved by a statistically significant margin, amongst tenants that have recently made contact there have been **substantial improvements** in the proportions that found it easy to get hold of the **right person** (87% v 81%) and with the final **outcome of the query** (78% v 70%). These changes are statistically significant and continue the upward trajectory first observed last year, to the extent they are now at the highest levels they have been.

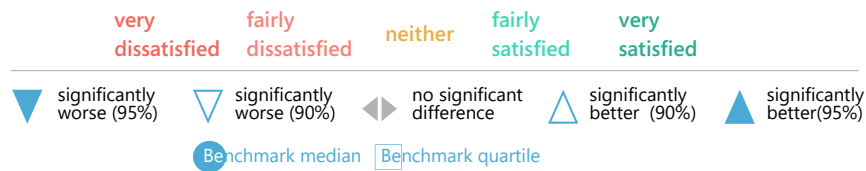
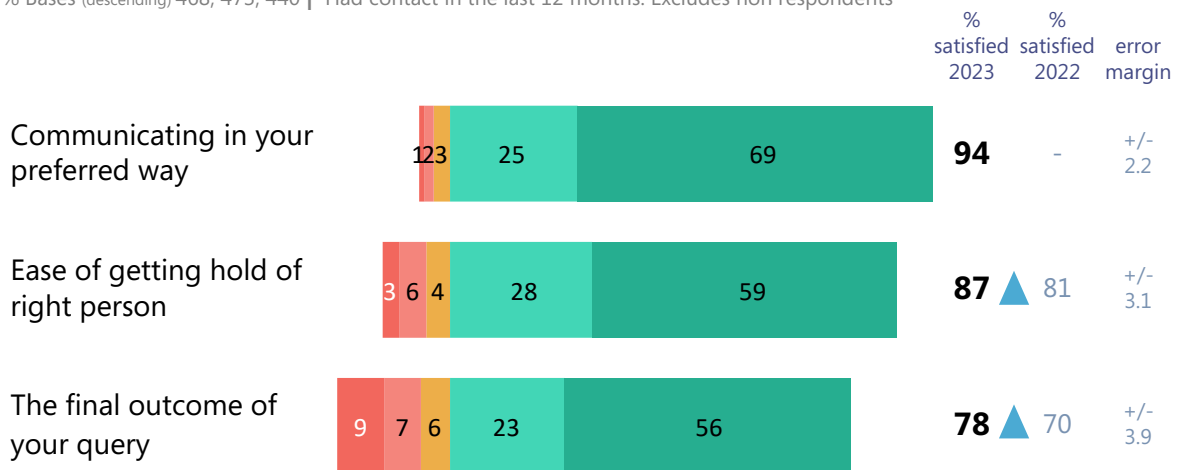
In addition, the vast majority of survey respondents are also satisfied that they are communicated with in their preferred way, including in their language of choice.



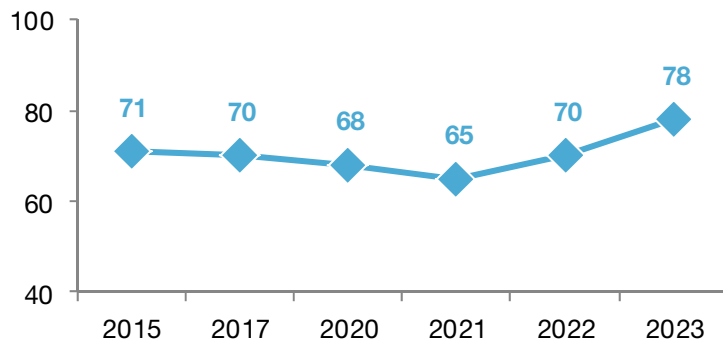
7. Customer service

7.2 Customer service

% Bases (descending) 468, 473, 440 | Had contact in the last 12 months. Excludes non respondents

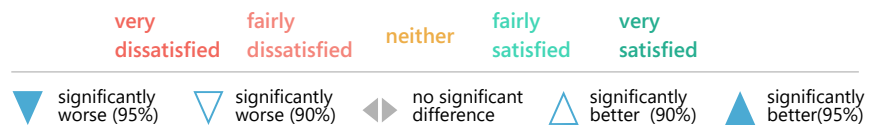


final outcome



7.3 Communication preferences

% Base 544 | Excludes non respondents



7. Customer service



By people

- The customer effort score is rated lower than average by the **under 50s** (80%), especially the under 35s (77%), but has improved slightly across all four main age groups.
- No significant difference by stock however those in **older persons** housing remain more satisfied than those in general needs (93% v 84%), although the latter score has improved by 5%.
- As in 2022, respondents who have **made contact** in the last year are significantly less satisfied than average that NWH were easy to deal with compared to those who had not been in touch (83% v 94%).
- Respondents who have reported an **incident of ASB** are also less likely to give a good customer effort score (60%).
- Tenants who have **had a repair** in the previous year are again significantly more satisfied with their last contact, both the ease of getting hold of the right person and the final outcome (88% and 81% respectively). However, both scores have improved compared to a year ago.



By place

- The only notable difference by geographical **area** in this section is that tenants in Ynys Mon have a significantly lower than average customer effort score, with only two thirds satisfied that North Wales Housing are easy to deal with.



8. Engagement



All of the questions in the section of the survey have improved significantly since 2022



They have increased to the extent that they are now in the top quartile compared to all other landlords in Wales



Listening to tenants' views and acting upon them has returned to the key driver list, being absent last year



The tenant involvement questions are lower than average in Colwyn Bay and Ynys Mon

8. Engagement

The extent to which NWH engages with its customers appears to have now become one of the **organisation's strengths**, with the story told both in terms of the results themselves, and their influence on the key driver analysis (see section 3).

Returning to the top of the key driver list this year is the extent to which tenants feel they are **listened to** and their views acted upon. This has improved for the third survey in a row and is now one of the questions that compares most favourably against the benchmark of other landlords in Wales. Indeed, the satisfaction score of 76% is seven points higher than it was in 2022 and is now in the **top quartile** compared to the benchmark median of 66%.

In addition, the other two paired statements on **tenant involvement**, namely the having a say in service management and the opportunities to take part in decision making, have **improved** even further and are also now both in the benchmark **top quartile**.

By people

- Respondents **aged 35 - 49** are the least likely to feel that their views are listened to and acted upon (71%, up 7%), their opportunities to take part in decision making (71%, up 21%) or having a say in in service management (75%, up 25%).
- For all three questions in this section, **retirement age** respondents are significantly more positive than average by at least five percentage points.
- All three scores in this section are rated significantly below average by tenants who have **been in contact** in the previous year (74% 'listens', 78% 'say in service management' and 74% 'chances to take part in decision making').
- **New tenants** are significantly more satisfied than average, with a satisfaction over 90% for all three questions.
- Every aspect of tenant involvement is also rated significantly below average by those who have reported an incident of **ASB** in the previous year.

By place

- There is only one significant difference in satisfaction with tenant involvement by the three main local authority areas with those in **Ynys Mon** less satisfied than average with their chances to take part in decision making (55%) which is down 6% from a year ago.
- At neighbourhood level **Colwyn Bay** residents are again significantly less satisfied with having a say in service management (68%) as well as their opportunities to influence decision making (71%), however scores for both have improved by 19% and 17% respectively.

8. Engagement

8.1 Involvement

% Bases (descending) 476, 545, 450 | Excludes non respondents



Gives you a say in how services are managed



satisfied 2023 satisfied 2022 error margin bench mark

78 ▲ 62 +/- 3.7 **61** 1st

Listens to your views and acts upon them



76 ▲ 69 +/- 3.6 **66** 1st

Opportunities to take part in decision making



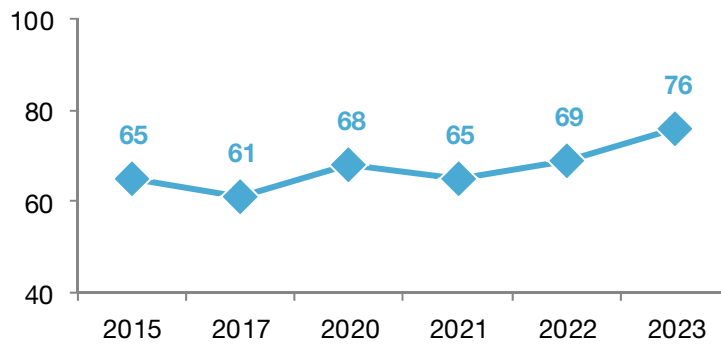
76 ▲ 63 +/- 4.0 **60** 1st

very dissatisfied, fairly dissatisfied, neither, fairly satisfied, very satisfied

significantly worse (95%), significantly worse (90%), no significant difference, significantly better (90%), significantly better(95%)

Benchmark median, Benchmark quartile

listen and acts upon views





9. Neighbourhood services

83 %
good place to live



72 %
grounds
maintenance



Although not statistically significant, neighbourhood satisfaction is now back to the pre-pandemic level



Similarly, satisfaction with grounds maintenance has gone up slightly every year since 2020



This year grounds maintenance is rated lower than average in Conwy, which may indicate an issue there

9. Neighbourhood services

Tenant satisfaction with their neighbourhood as a **place to live** remains largely **unchanged** at 83%, which places NWH right in the mid-point compared to social housing landlords in Wales.

However, across the stock this score will vary because no two neighbourhoods are the same and many aspects of the local environment and community are simply outside the purview of the landlord. This can be seen in table 9.3 that contains a breakdown by local authority and neighbourhood.

The second question in this section of the surveys asks respondents to rate the **grounds maintenance**, such as grass cutting, in their local area. This too is consistent with the 2022 survey with a satisfaction score of 72% that has varied by only a single point since last year. Viewed over a longer-term period, however, this measure has demonstrated consistent **small improvements since 2020**, to the extent that satisfaction is now 6% higher than it was then, and unlike in 2022 has now dropped off the key driver list.

By people

- Satisfaction with the neighbourhood as a place to live is rated significantly higher than average for those aged **65 or over** (91%), but significantly lower than average by those aged 35 – 49 (77%).
- Older respondents are also significantly more satisfied with the grounds maintenance service (81%), compared to only 68% of the under 50s.
- All respondents in **older persons** accommodation are satisfied with their neighbourhood (100%) compared to just 81% of general needs (81%). The same pattern occurs for grounds maintenance (87% v 69% respectively).
- The small proportion of respondents who have experienced or reported an incident of **anti-social behaviour** are unsurprisingly far less satisfied with their neighbourhood as a whole (54% and 53% respectively).
- **New tenants** (under 1 year) are significantly more satisfied than average with both their neighbourhood as a place to live (85%) and the grounds maintenance services (83%).

By place

- The neighbourhood rating has improved slightly across the three main **local authority** areas compared to 2022, however none are significantly different than the overall score.
- Denbighshire Wrexham Rural residents are significantly more satisfied with their neighbourhood as a place to live (100%, was 82%), as well as the grounds maintenance service (92%, down from 100%).
- Respondents in the Denbighshire Coastal area also rated the grounds maintenance service significantly higher than average (83%, was 77%), however satisfaction has fallen 8% in Conwy and is now significantly lower than average (64%).
- Respondents in **houses** are more satisfied with their neighbourhood as a place to live than those in flats (85% and 79% respectively), however those in flats are more satisfied with the grounds maintenance service (76% v 67%).

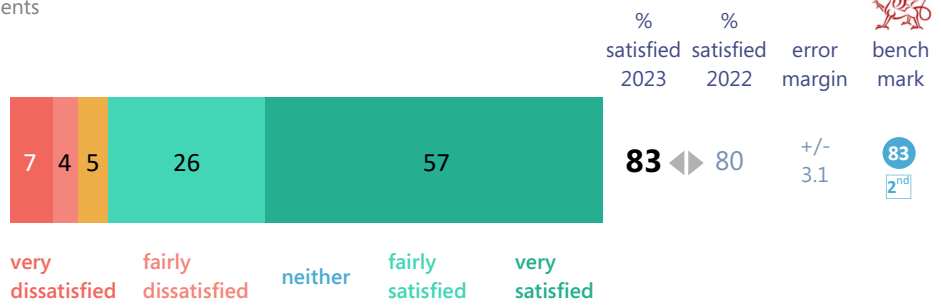
9. Neighbourhood services

9.1 Neighbourhood

% Base 550 | Excludes non respondents

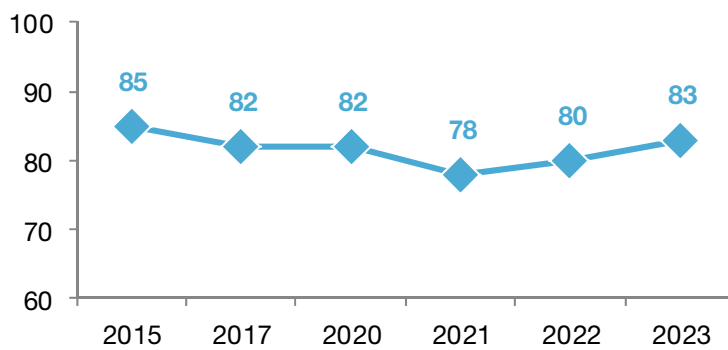


Neighbourhood as a place to live



▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)

83 Benchmark median
 2nd Benchmark quartile



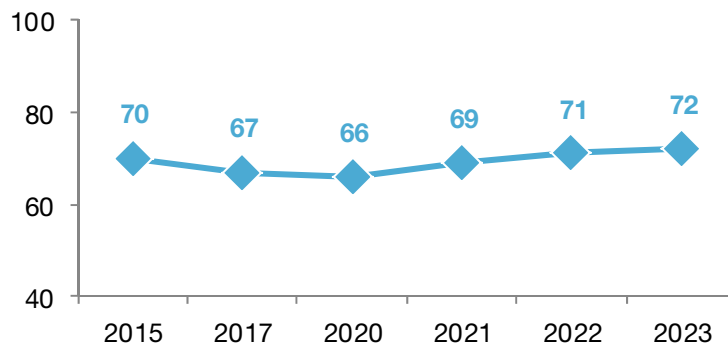
9.2 Grounds maintenance

% Base 456 | Excludes non respondents

Grounds maintenance, such as grass cutting, in your area



▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◄ no significant difference
 ▲ significantly better (90%)
 ▲ significantly better(95%)



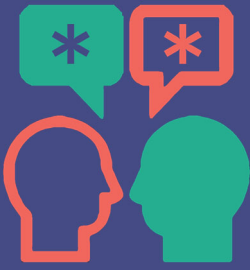
9. Neighbourhood services

9.3 Neighbourhood services by area

	Sample size	% positive	
		Neighbourhood as a place to live	Grounds maintenance
Overall	558	83	72
Conwy	309	82	72
Gwynedd	185	83	71
Ynys Mon	44	87	70
Bangor & Bethesda	130	82	71
Caernarfon a Pen Llyn	56	87	72
Colwyn Bay	90	81	73
Conwy	65	83	64
Denbighshire Coastal	38	82	83
Denbighshire Wrexham Rural	15	100	92
Llandudno	121	82	70
Ynys Mon neighbourhood	44	87	70

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



10. Anti-social behaviour

22%

claim to have
experienced ASB

67%

handling of
ASB



Tenants as a whole are now significantly more satisfied with how ASB is handled



How ASB is dealt with is now rated above average for Wales



Over a fifth claim to have experienced ASB, but over a third didn't report it to NWH



A third of those that didn't report it might benefit from extra information or reassurance on the process from NWH



The final outcome is also rated better by those that claim to have reported ASB, although still at a low level (36%)

10. Anti-social behaviour

One factor that can have a strong impact on quality of life within a neighbourhood is **anti-social behaviour (ASB)**, so it positive to see that the way NWH deals with this issue has significantly improved this year (67% v 56%), moving it ahead of the benchmark for other landlords in Wales (61%).

This is important because over fifth of respondents claim to have **experienced ASB**, and this group are less satisfied NWH overall (section 3). However, only 63% of this group (14% of the sample) claim to have reported their ASB incident to NWH.

This group are obviously less likely to have a positive view about NWH's approach to this issue, with the way ASB is dealt with is rated significantly lower by those who have actually **reported an incident** (31%) compared to 57% that are dissatisfied.

However, this too is an improvement on last year when only 22% of that group said they were satisfied. Similarly, although only 36% are happy with the **final outcome** of their ASB complaint, this is more than said the same last year (was 27%).

Returning to the consider those tenants that had experienced an ASB problem but **didn't report it** to NWH (38% of experiences), it is good to see that the largest single reason for not doing so was that it was **reported to someone else** such as the police, which makes up a third of this group. In addition, 14% said that they had already reported it.

Unfortunately, over a fifth of those that answered said that didn't report ASB because of a **fear of retaliation** or confrontation (22%)

That leaves around a third of this group that either don't know how to report it, or don't feel that NWH could help (32%). These individuals that might benefit from **extra information or reassurance** on the ASB reporting process from NWH.

By people

- Satisfaction with how ASB is dealt with is rated significantly higher than average for those aged **65 or over** (79%), but lowest amongst the 35 – 49 year olds (61%, up 12%). Satisfaction has improved the most amongst the under 35s from 52% to 65%.
- Younger respondents (aged under 35) are also more likely to have experienced an incident of ASB than the oldest in the sample (31% v 12% of those aged 65 or over).
- **New tenants** (under 1 year) are significantly more satisfied than average with how ASB is handled (79%), however they are less likely to have experienced it (13%), compared to 28% for those who have been a tenant for 1 – 2 years.

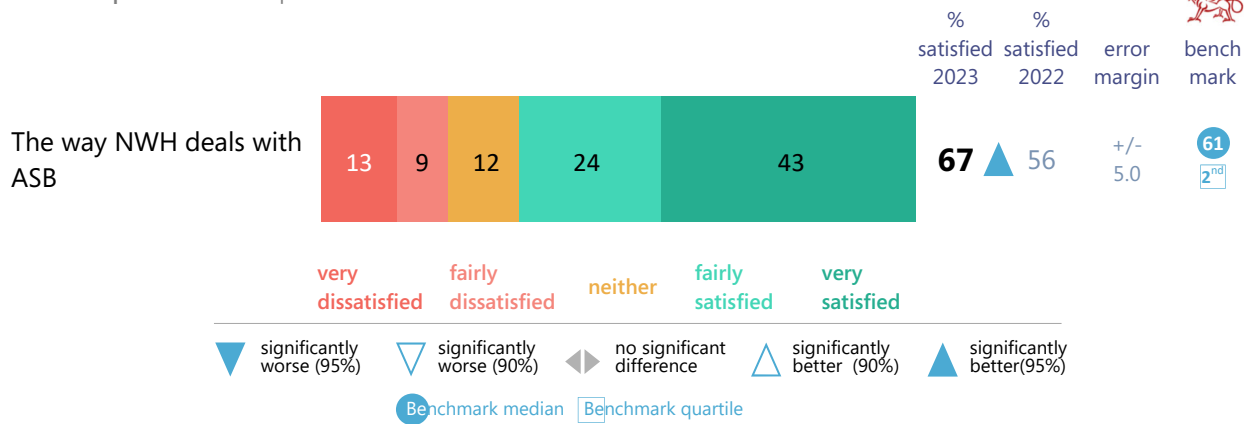
By place

- No significant variations by **local authority** area in terms of experiencing ASB, indeed it only varied by 1% across the three areas. However, actual reports of ASB are highest in Conwy (16%, up 3%).
- Notable increase in satisfaction with how ASB is dealt with in Conwy (65%, was 53%) and Ynys Mon (68%, was 57%).
- Some significant differences at **neighbourhood level** with experience of ASB significantly higher than average in Conwy (31%), with reports up 8% in this area from 14% to 22%.
- Respondents in **flats** are more likely to experience ASB than those in houses (28% v 19%).

10. Anti-social behaviour

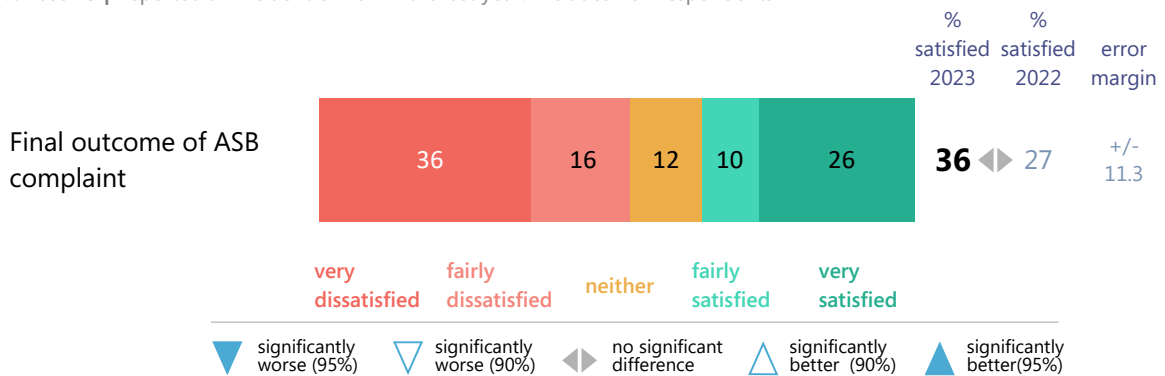
10.1 Anti-social behaviour

% Base 346 | Excludes non respondents



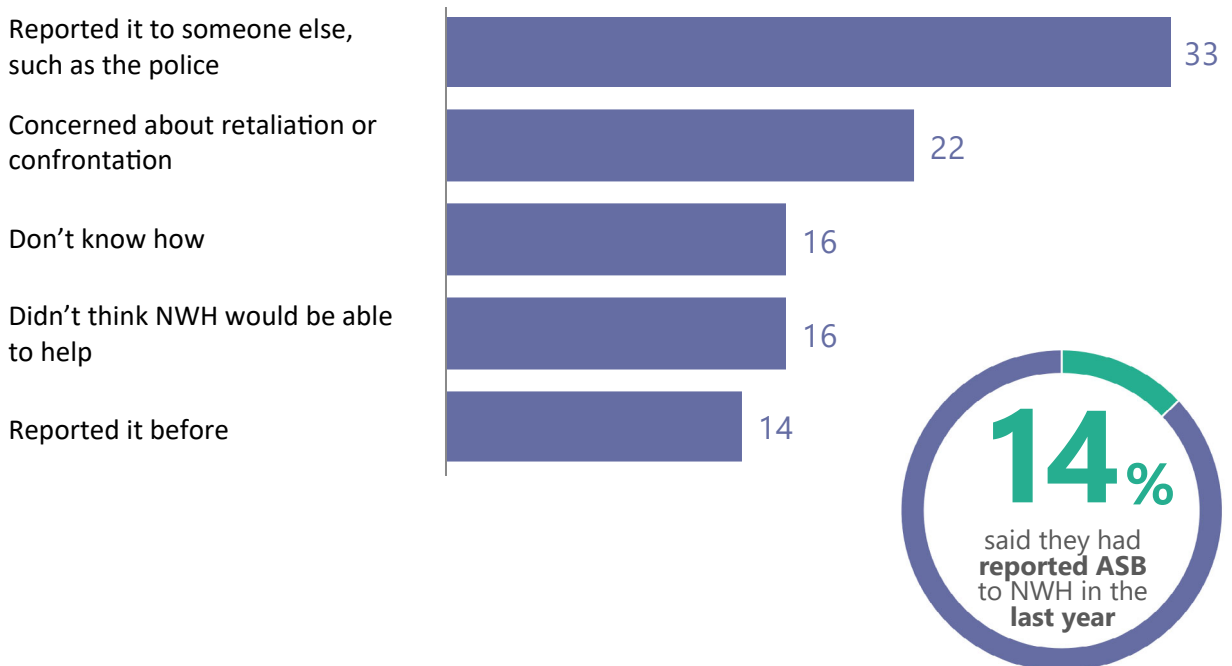
10.2 Final outcome of ASB complaint

% Base 73 | Reported an incident of ASB in the last year. Excludes non respondents



10.4 Reasons for not reporting ASB

% Base 45 | Respondents who experienced ASB but did NOT report it. More than one answer allowed.



10. Anti-social behaviour

10.3 Dealing with ASB by area

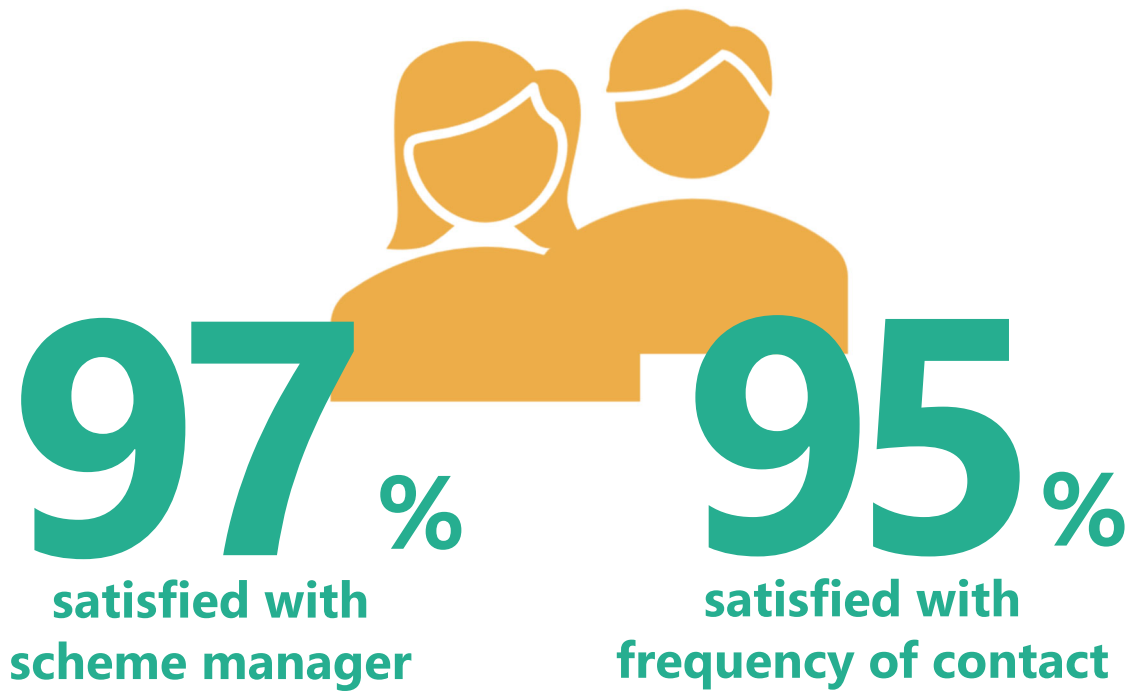
		% positive			
	Sample size	Experienced an incident of ASB	Reported an incident of ASB	How ASB is dealt with overall	Final outcome of ASB complaint
Overall	558	22	14	67	36
Conwy	309	22	16	65	33
Gwynedd	185	22	11	69	48
Ynys Mon	44	21	8	68	0
Bangor & Bethesda	130	20	11	69	49
Caernarfon a Pen Llyn	56	27	11	71	48
Colwyn Bay	90	23	20	58	19
Conwy	65	31	22	54	27
Denbighshire Coastal	38	14	11	81	70
Denbighshire Wrexham Rural	15	14	14	69	0
Llandudno	121	20	12	70	54
Ynys Mon neighbourhood	44	21	8	68	0

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



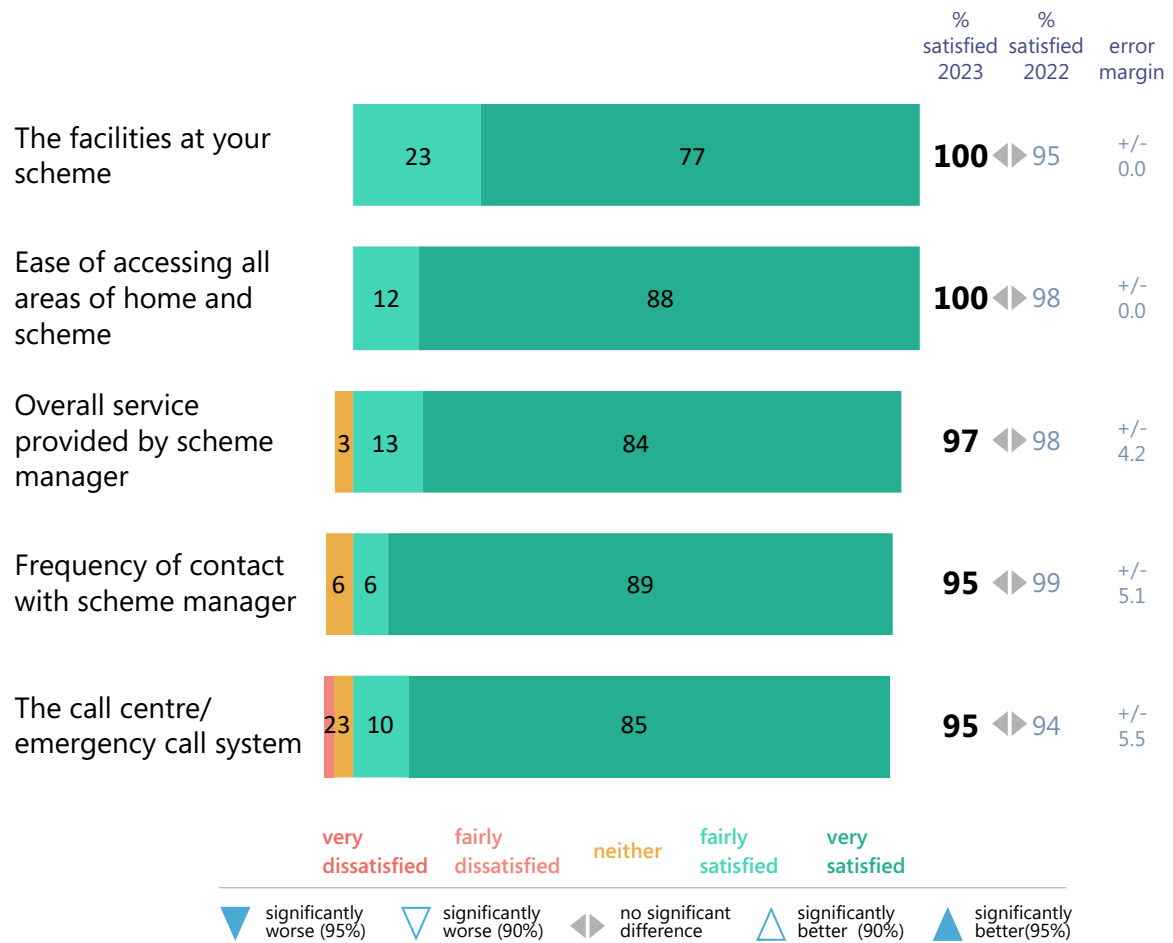
11. Older Persons Housing



11. Older Persons housing

12.1 Older persons housing

% Bases (descending) 62, 60, 64, 64, 59 | Older persons tenants only. Excludes non respondents.



Due to the changes in the survey methodology the overall survey sample is a little smaller than it was in previous years, which also means that there are fewer respondents this year that live in older persons accommodation.

With smaller sample sizes it is harder to detect any statistically significant changes over time, but even more so when considering the **very high** levels of satisfaction that this group express with the specific services they receive. Indeed, the satisfaction rate is over 95% for all five questions in the chart above, including a **perfect 100%** score for the facilities at the scheme and its ease of access.

This year's results confirm what was noted last year, namely that satisfaction within older persons housing has returned to the pre-pandemic levels. This is also reflected in the **overall satisfaction** score of 93% for this group of tenants, which is virtually the same as the 95% achieved in 2022.



12. Supported housing

94%



support worker

91%

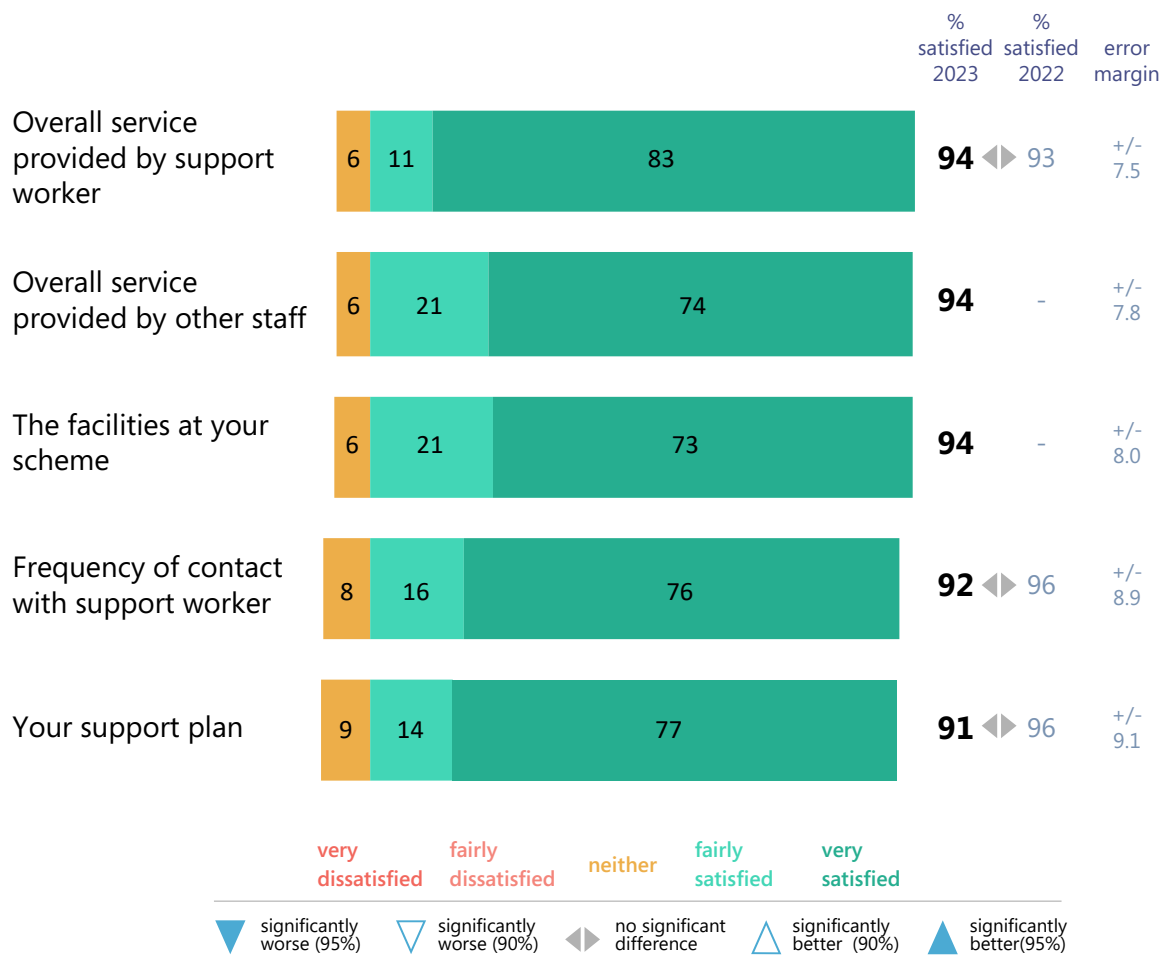


support plan

12. Supported housing

12.1 Supported housing

% Bases (descending) 36, 34, 33, 37, 35 | Respondents in supported housing. Excludes non respondents.



The sample of respondents from supported housing is even smaller than for older persons, so similar caveats apply. However, it should be noted that in absolute terms it still includes more individuals this year than last.

This group are also extremely satisfied with the service they receive overall from NWH, although in this instance the **headline score** of 87% is slightly lower than the 94% achieved last year. To place this in context, however, the difference is due to their being three dissatisfied respondents compared to just two in 2022.

Indeed, as was the case with older persons housing, all of the specific questions that were asked about the specific support services that this group receive achieved satisfaction scores in excess of 90%, with no-one claiming to be actively dissatisfied.



13. Further comments

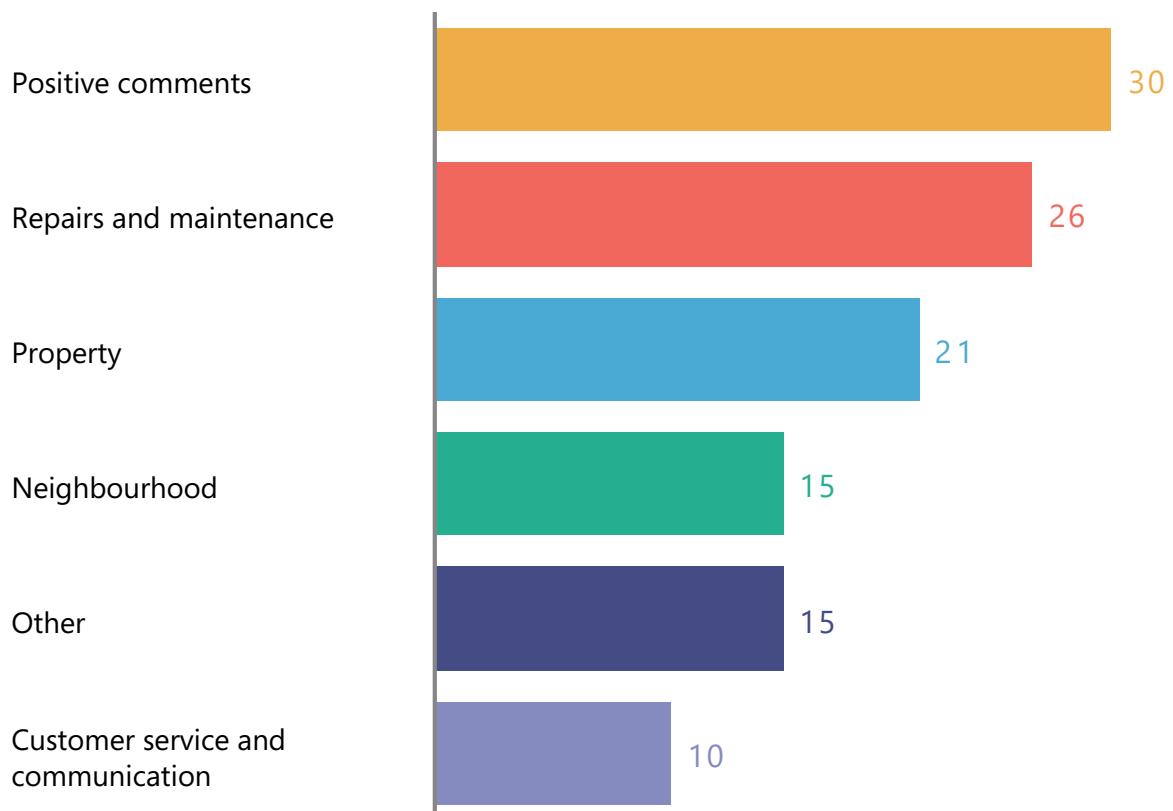
36 % made additional comments



don't think anything needs improving

13.1 Additional comments about home and/or services provided - summary

% Base 202 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



13. Further comments

The final question that residents were asked at the end of the survey was simply to provide any further feedback. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 13.1 presents this analysis in terms of just a handful of broad categories. Despite not appearing as a key driver of overall satisfaction, after the positive comments, **repairs and maintenance improvements** are the most commonly suggested items (26%).

Considering the many specific issues that tenants raised regarding the repairs service (chart 13.2), the need for a **quicker response** is the most top issue amongst the additional comments, followed closely by the related topic of **tackling outstanding repairs**.

“Taking a good while to get jobs done and repairing the same thing more than once.”

“The worst part of the housing association is the repair service is absolutely appalling, it is really really bad, and they don't try to make things better, there are things on their list which they haven't acknowledged, they just make you wait weeks.”

“Since Covid when I reported a repair, it has taken a long time. They don't inform you when the repair is going to take place. You have to phone them up and find out..”

“I have been waiting 3 years for repairs, they keep sending out surveyors, but nothing gets done.”

“It just with various repairs, some are listed as job finished that haven't started. I have logged this with the office but was told not to worry.”

“Some jobs I have continuously asked for have been ignored.”

“Moved into a new build property with a 12 month warranty, reported several defects during this time but over a year on some of these are still outstanding.”

“Sometimes when I have reported repairs I have not had any feedback and repairs are not always completed.”

As seen in section 6, the **quality of the repair work** is the clear primary key driver of satisfaction with the last repair, which is raised as an issue by 6.4% of respondents, with an identical proportion raising the need for better information and communication.

“The quality of repairs needs addressing, maybe should some sort of Quality Control service after the repair is finished.”

“Their repairs let them down, everything is great is just the repairs and replacements are not of the quality I would like them to be.”

“Sometimes I wish they would come back to 'Quality Control' the repair work carried out, they do phone to check but I feel it would be better if someone came in person to view the workmanship.”

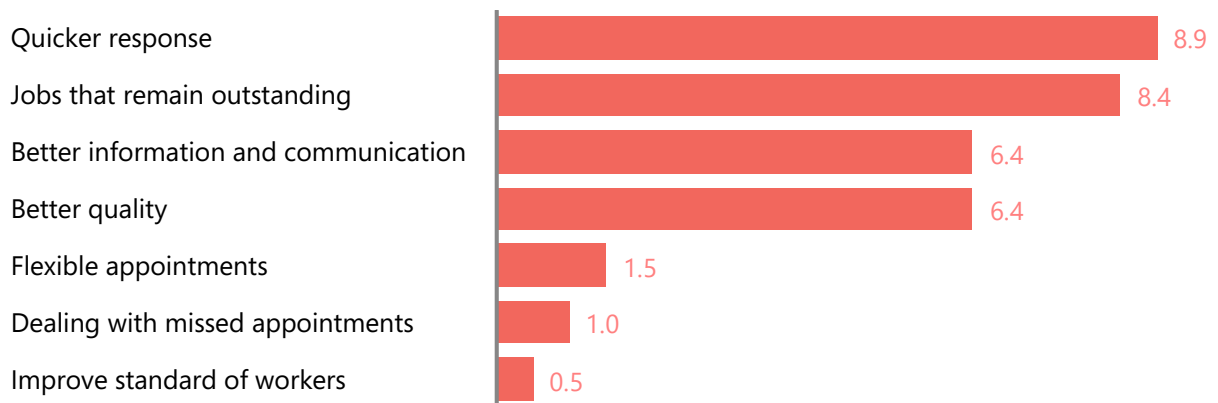
“I'd like them to give me more advance warning about regular maintenance checks. (The yearly gas/electric checks etc) I have to give my own work advanced notice and I don't often know until the week it happens.”

“The only issue I have is being informed of when the repair will be completed. A text 24 hours before is not good enough when we both work full time and then being threatened of court. I will need 2 weeks notice to book time off work.”

13. Further comments

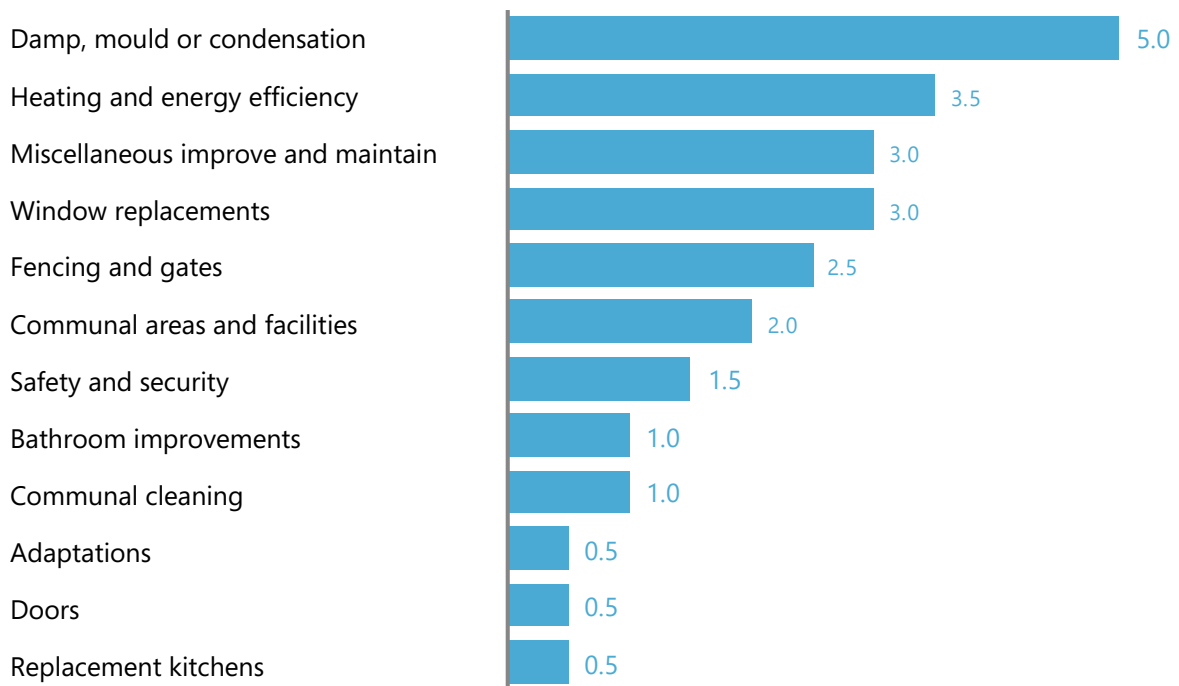
13.2 Repair and maintenance improvements - detail

% Base 202 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



13.3 Property improvements - detail

% Base 202 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



13. Further comments

In terms of property issues, (chart 13.3), **damp, mould or condensation** is the most mentioned topic (5.0%) followed closely by the related issue of **heating and energy efficiency** (3.5%). This is, however, common to most recent tenant surveys due to the raised media profile of this issue.

“My only concern is the amount of damp and mould in 2 areas in my home, there is someone coming out shortly to inspect and I will point that out.”

“I would like to move out as the flat is very damp, and I suffer with an associated illness”

“We have lived in this property for a year and we've had to live with mould. There are 2 of us who are asthmatics. They have done nothing to kill the mould, and we are the ones that have to keep cleaning it up. I wake up in the night coughing.”

“I live in an end house, and we have damp on the wall that is facing outwards and not attached to adjacent house. There is damp in both of the bedrooms.”

“The radiators are so old, approx. 38 years. When they are on full they do not provide much heat, a surveyor came round and put them down to be replaced.”

“I need a new boiler it takes a long time to heat the water and we are spending a lot of money. They have left a key under the boiler so I can relieve the pressure myself but we need a new boiler.”

There are fewer comments about the neighbourhood (15%), but by far the most common single suggestion amongst them is to improve how **anti-social behaviour** is dealt with (5.9% of comments, chart 13.4).

“Made anti-social behaviour complaints previously but has had to chase up on this several times before any contact is made or the problem addressed. Feel NWH are reluctant to address concerns or do anything about ASB. Sometimes left for months.”

“Just regarding the anti-social behaviour. I feel like they did not have a clue on what to do. The police had to get involved as drugs were related.”

“Anti-social behaviour has gone up over the years.”

“They need to up their game in regards to anti-social behaviour.”

“Eighteen months ago a very anti-social person was moved into our area, I felt the representative from NWH was intimidated by them.”

Despite the slight improvement with the **ground's maintenance service** overall (section 9), the next most commonly mentioned topic was untidy gardens and grass cutting.

“With the ground's maintenance, where we live in particular it doesn't need to be done as regular as they do it. It is only a small strip of land and at (roughly) £1.27 per house (service charge) seems a bit much.”

“The grounds look a mess. There are places round the back which has been dumped on by previous tenants. There is a fence that is falling down and absolutely rotten.”

“Gardening and outside maintenance could be better.”

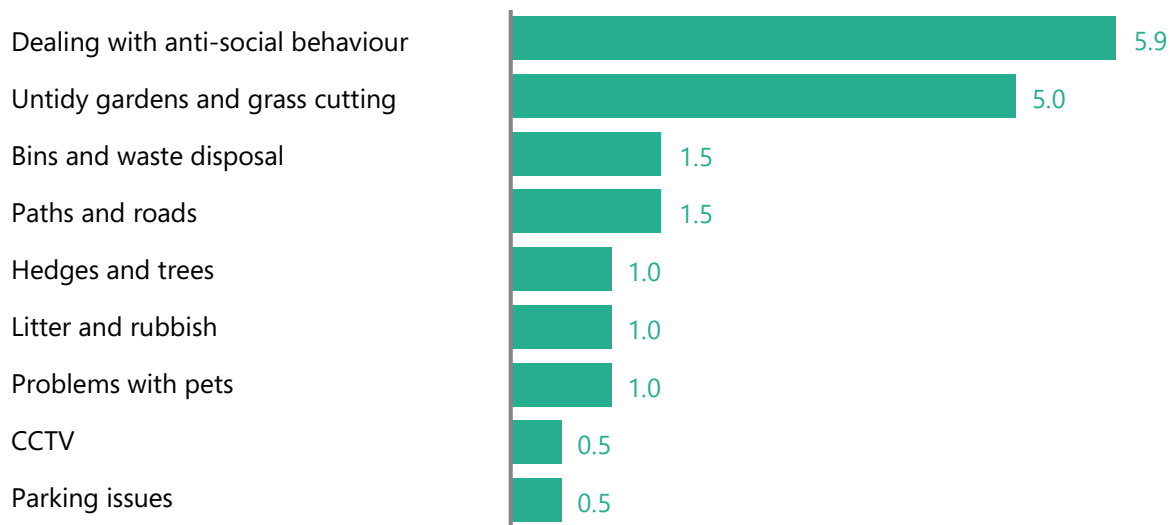
“I speak on behalf of numerous tenants for NWH that we are told we have to comply with the contract and if we don't comply we are hounded by NWH. When it comes to NWH complying with cutting the grass and keeping the area maintained they do not comply.”

“The gardeners are not gardeners. They don't sweep up enough and leave leaves and are untidy.”

13. Further comments

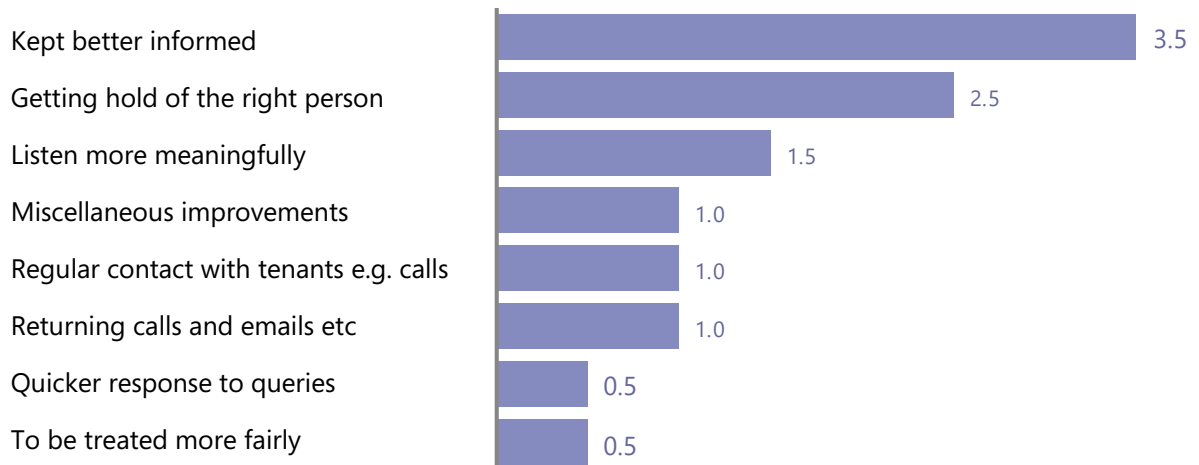
13.4 Neighbourhood improvements - detail

% Base 202 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



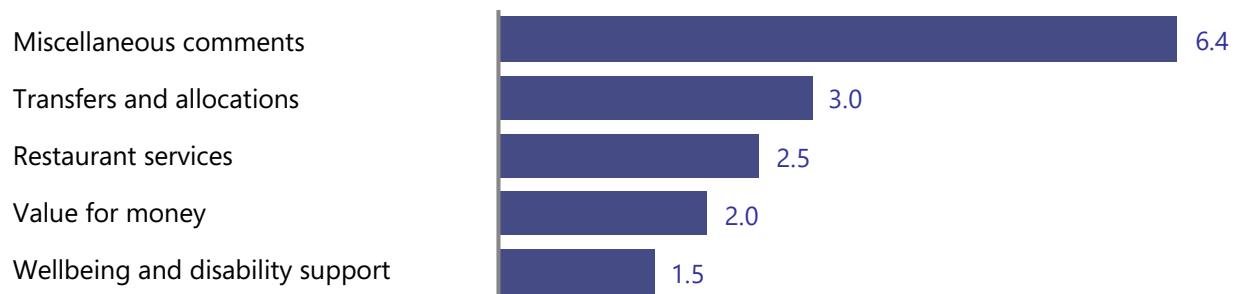
13.5 Customer service and communication improvements - detail

% Base 202 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



13.6 Other improvements - detail

% Base 202 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



13. Further comments

There have been some significant improvements in satisfaction with query handling (section 7), and tenant involvement (section 8), so it is unsurprising to find that customer-service related comments are the least prevalent, with only one in ten on this theme. Being kept better informed is just ahead of getting hold of the right person as an area to improve the customer service experience (chart 13.5). Example comments on these themes include:

“Contact us before any big work is carried out on your home.”

“Need a paper copy of what activities are offered every week and be verbally informed of and assisted and encouraged to attend. Need a paper copy of what is offered and ordered as I forget what I've ordered.”

“It's very hard to talk to a supervisor as the company is so big, nothing gets done.”

“I have had a couple of calls from the Rent Department asking me to reply to an automated number. I'm not sure if this is a scam. I have tried to contact NWH direct but, so far, they have not been able to put me through the right department.”

“There are certain areas that they need to improve on such as it takes time to get hold of anyone and the response time is too slow. There is no email address on the website and the emergency number doesn't work at the weekends.”

In terms of more generic responses, it was interesting that there are a number comments related to the restaurant services in older person's housing (2.5%):

“Very dissatisfied with our daily dinner! Quality of ingredients, quality of menus chosen and method of serving are very poor. I taught cookery for 36 years and pupils of 12+ could do much better.”

“The food provided has deteriorated since Academy took over. There is no permanent staff and the quality of the food is poor.”

“The quality of food is very poor. Many times, it has been inedible. No cook/chef working here.”

“Failure to get a company to provide good food regularly. Not good when regular staff or on holiday, quite often no cover is provided.”

“I do not feel that I am getting value for money from the midday meals. I am diabetic and have high cholesterol so I can't always select what's on the menu. When I get an alternative it's not much on the plate. I think there should be more on the plate for someone like me who has a healthy appetite.”

As always, it is important to remember that around a third of respondents gave positive feedback (30%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“I have no problem with them and I have recommended them to my daughter and a few other people, I am happy.”

“Everything is fine. If I ring up they sort it out and are always professional and considerate.”

“They are one of the better housing associations in North Wales. The disabilities manager has been exceptional.”

“I don't think the workmen get praised enough. They are really nice.”

“Yes, the customer service is outstanding and they are great landlords.”

“Their professionalism and customer service is second to none, they don't make me feel like a council tenant, they are amazing.”

“I'm happy with all round. They are brilliant and they are like family. It's nice to speaking to someone and have a laugh with them.”

“The support staff are amazing, always willing to help regardless of what is asked.”

“I moved here in 2019 and I am so glad I am a resident here. Lovely spacious flat. Good company. All in all an excellent move!”

“I love it here, would recommend to anyone.”



14. Respondent profile

In addition to documenting the demographic profile of the sample, tables 14.7 to 14.9 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

14.1 Area

% Base 558

	Total	%	Total	%
Conwy	309	55.4	422	54.9
Denbighshire	11	2.0	11	1.4
Gwynedd	185	33.2	250	32.5
Ynys Mon	44	7.9	77	10.0
Wrexham	9	1.6	9	1.2

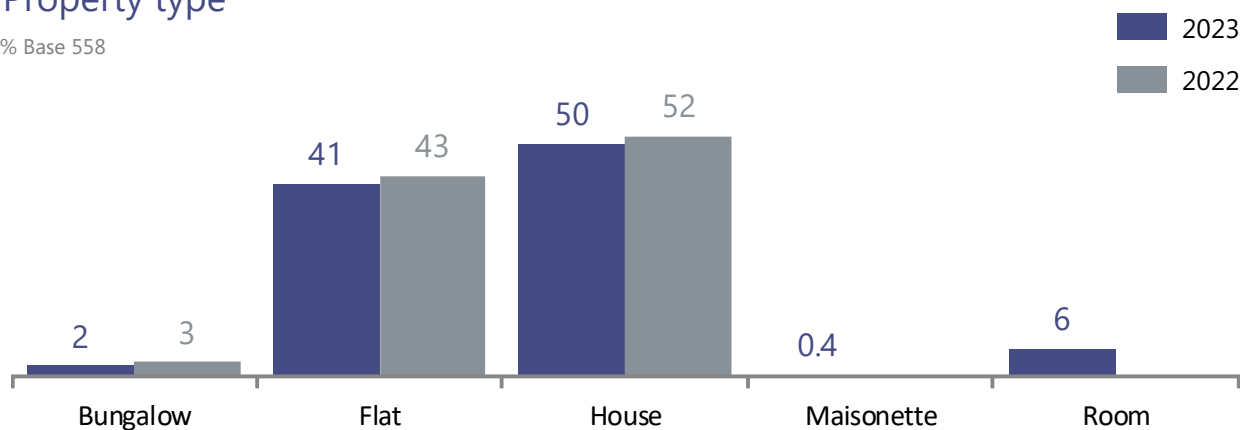
14.2 Neighbourhood

% Base 558

	Total	%
Bangor & Bethesda	130	23.3
Caernarfon a Pen Llyn	56	10.0
Colwyn Bay	90	16.1
Conwy	65	11.6
Denbighshire Coastal	38	6.8
Denbighshire Wrexham Rural	15	2.7
Llandudno	121	21.7
Ynys Mon	44	7.9

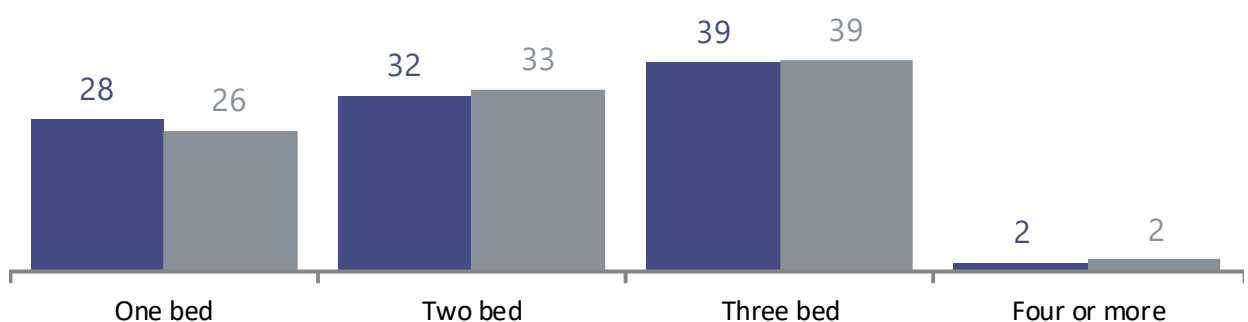
14.3 Property type

% Base 558



14.4 Property size

% Base 558

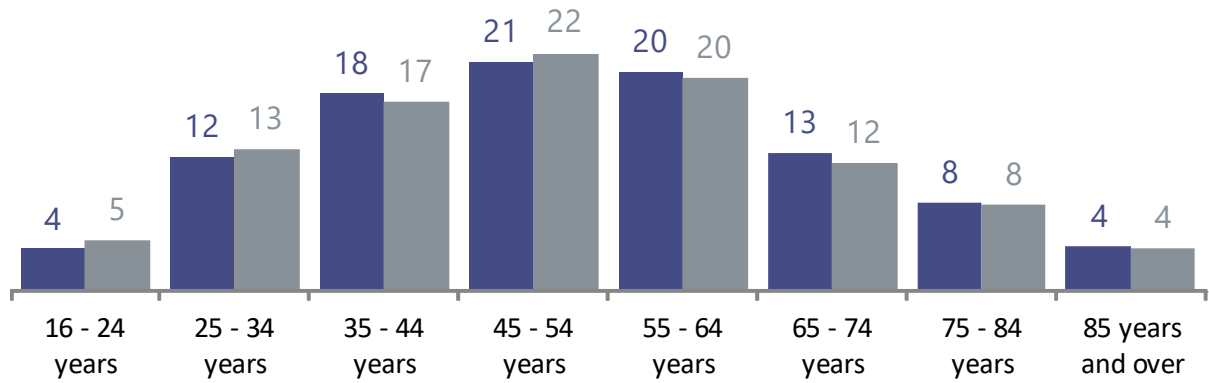


14. Respondent profile

14.5 Main tenant age

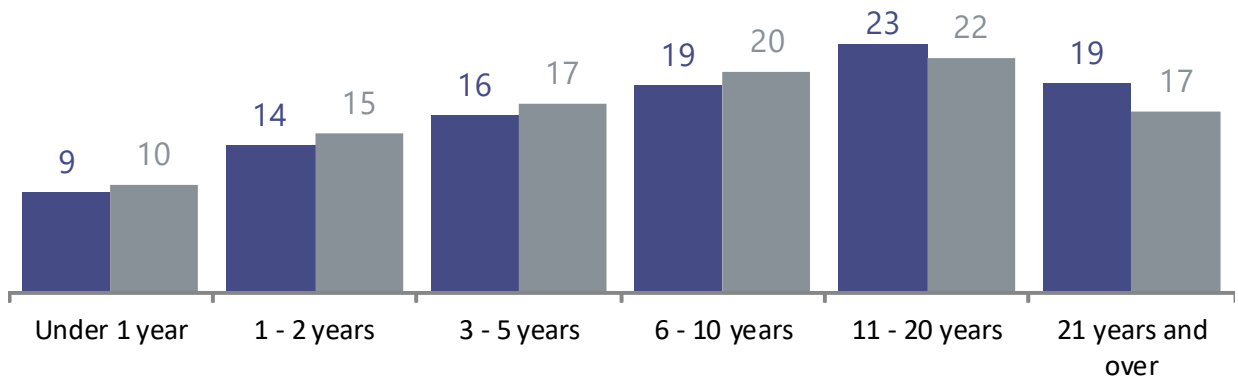
% Base 558

2023
2022



14.6 Length of tenure

% Base 558



14. Respondent profile

14.7 Core questions by age

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	558	88	144	187	139
Service overall	84	75	82	82	92
Quality of home	80	74	72	77	96
Safety and security of home	86	81	86	86	91
Repairs & maintenance service	75	67	70	75	87
Last completed repair	89	88	83	91	93
Rent value for money	87	84	83	87	94
Service charge value for money	68	69	58	67	78
Is easy to deal with	85	77	82	85	91
Listen to views and act upon them	76	73	71	78	83
Taking part in decision making	76	76	71	73	82
Having a say in service management	78	76	75	77	85
Neighbourhood as a place to live	83	83	77	83	91
Dealing with anti-social behaviour	67	65	61	62	79
Trust North Wales Housing	82	79	80	80	88

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

14. Respondent profile

14.8 Core questions by disability

	Overall	% positive	
		Disability	No disability
Sample size	558	171	233
Service overall	84	83	83
Quality of home	80	84	79
Safety and security of home	86	84	86
Repairs & maintenance service	75	75	76
Last completed repair	89	90	86
Rent value for money	87	88	88
Service charge value for money	68	67	70
Is easy to deal with	85	85	83
Listen to views and act upon them	76	73	77
Taking part in decision making	76	75	77
Having a say in service management	78	75	80
Neighbourhood as a place to live	83	86	81
Dealing with anti-social behaviour	67	71	62
Trust North Wales Housing	82	79	84

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

14. Respondent profile

14.9 Core questions by LA area

	Overall	% positive		
		Conwy	Gwynedd	Ynys Mon
Sample size	558	309	185	44
Service overall	84	84	84	77
Quality of home	80	78	82	81
Safety and security of home	86	86	88	89
Repairs & maintenance service	75	74	80	68
Last completed repair	89	91	91	75
Rent value for money	87	90	82	85
Service charge value for money	68	68	70	57
Is easy to deal with	85	86	86	68
Listen to views and act upon them	76	78	77	63
Taking part in decision making	76	79	75	55
Having a say in service management	78	79	80	69
Neighbourhood as a place to live	83	82	83	87
Dealing with anti-social behaviour	67	65	69	68
Trust North Wales Housing	82	84	80	72

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

14. Respondent profile

14.9 Core questions by neighbourhood

		% positive							
	Overall	Bangor and Bethesda	Caerffon a Pen Llyn	Colwyn Bay	Conwy	Denbighshire Coastal	Denbighshire Wrexham Rural	Llandudno	Ynys Mon neighbourhood
Sample size	558	130	56	90	65	38	15	121	44
Service overall	84	88	76	78	89	88	93	83	77
Quality of home	80	84	78	72	81	78	93	80	81
Safety and security of home	86	89	84	76	93	78	93	89	89
Repairs & maintenance service	75	79	84	66	72	79	73	78	68
Last completed repair	89	92	86	91	84	90	100	92	75
Rent value for money	87	85	77	90	92	91	100	88	85
Service charge value for money	68	71	66	63	68	80	92	66	57
Is easy to deal with	85	90	78	81	90	94	87	85	68
Listen to views and act upon them	76	76	81	74	77	82	79	79	63
Taking part in decision making	76	77	70	71	90	82	79	76	55
Having a say in service management	78	82	74	68	86	84	84	80	69
Neighbourhood as a place to live	83	82	87	81	83	82	100	82	87
Dealing with anti-social behaviour	67	69	71	58	54	81	69	70	68
Trust North Wales Housing	82	81	76	75	84	92	93	88	72

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the one used in 2022, itself being based on the Housemark STAR survey methodology, with the most appropriate questions for NWH being selected by them from the STAR questionnaire templates, plus the inclusion of the Welsh Government tenant satisfaction performance measures.

The questionnaire was designed to be as clear and legible as possible to make it easy to complete and provided in both English and Welsh

Fieldwork

The survey was carried out in November and December 2023. Telephone interviews were conducted with 450 general needs tenant households selected via a quota sample. In addition, paper self completion questionnaires were distributed to all 407 older persons and supported households, with 108 responses (27%). The survey was incentivised with a free prize draw.

Response rate

In total 558 tenants took part in the survey. A sample of this size has a theoretical error margin of +/- 3.6% overall, which exceeds the STAR target of +/- 4%. Around a fifth (19%) of these responses were collected on paper, and 8 were completed in Welsh.

Weighting

The sample was weighted in order to be representative by age, area, tenancy length and stock type. This ensured that the other demographic and property variables were also representative

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale.

For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core questions are benchmarked against the Welsh Government’s 2022-2023 data, comprising 46 different organisations.



Appendix B. Example questionnaire

This questionnaire was available in Welsh and English versions according to language preference.

Arolwg Boddhad Tenantiaid 2023

Mr A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

Raff Fawr!

£100
 £50
 2x £25

Annwyl (name)

Croeso i'ch Arolwg Boddhad Tenantiaid 2023

Mae'n bwysig iawn i ni wrando ar eich barn am y gwasanaethau rydym yn eu cynnig. A fyddech crystal â threulio ychydig funudau o'ch amser drwy roi eich adborth i ni. Gall yr adborth hwn wneud gwahaniaeth gwirioneddol i'r ffordd yr ydym yn darparu gwasanaethau yn y dyfodol ac yn bwysicach, lle gallwn wella.

Mae'r arolwg yn gyfrinachol, ac mae'n cael ei gwblhau gan gwmni o'r enw ARP research ar ein rhan. Mae hyn yn golygu na fyddwn yn gwybod pa atebion a ddarparwyd gennych. Hefyd, dim ond ar gyfer yr arolwg hwn y bydd eich manylion yn cael eu defnyddio ac ni fyddant yn cael eu storio mwyach fel y bo angen.

Dylech ddechrau eich arolwg wedi'i gwblhau erbyn 15 Rhagfyr 2023.

Os yw'n well gennych gallwch gwblhau'r arolwg ar-lein drwy'r ddolen isod.

Os oes gennych unrhyw gwestiynau neu os hoffech gael yr arolwg mewn fformat gwahanol, cysylltwch â'n tîm Gwasanaethau Cwsmeriaid ar 01492 572727.

Fel ffordd o ddiolch i chi am roi eich barn byddwn yn eich cynnwys mewn cystadluaueth tynnu enwau gyda chyfle i ennill Talebau Siopau'r Stryd Fawr yn dechrau o £100.

Dychwelyd erbyn: 15 Rhagfyr 2023

NORTH WALES HOUSING
TAI GOGLEDD CYMRU

www.arsurveys.co.uk/tgc
eich cod: 9999wmmw

Ein Gwasanaethau

1 Wedi ystyried popeth, pa mor fodlon neu anfodlon ydych chi gyda'r gwasanaeth a ddarperir gan Tai Gogledd Cymru (TGC)?

Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 I ba raddau ydych chi'n cytuno neu'n anghytuno â'r datganiad "Rwy'n ymddiried yn TGC"?

Cytuno'n gryf	Cytuno	Y naill na'r llall	Anghytuno	Anghytuno'n gryf
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Pa mor debygol fydddech chi i argymhell TGC i deulu neu ffrindiau ar raddfa o 0 i 10, lle mae 0 yn golygu ddim yn debygol o gwbl a 10 yn debygol iawn?

Ddim yn debygol	0	1	2	3	4	5	6	7	8	9	10	Tebygol iawn
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Eich cartref

4 Pa mor fodlon neu anfodlon ydych chi:

	Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn	Ddim yn berthnasol
a. Gydag ansawdd cyffredinol eich cartref	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Wrth feddwl yn benodol am eich cartref, ein bod yn darparu cartref sy'n ddiogel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Bod eich rhent yn rhoi gwerth am arian (os yn berthnasol)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ch. Bod eich taliadau am wasanaethau yn rhoi gwerth am arian (os yn berthnasol)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p2

Cyfathrebu

5 Pa mor fodlon neu anfodlon ydych chi:

	Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn	Dim barn
a. Ein bod yn hawdd i chi ddelio gyda ni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ein bod yn gwrandao ar eich sylwadau ac yn gweithredu arnynt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ein bod yn rhoi y cyfle i chi fynegi eich barn am sut y caiff ein gwasanaethau eu rheoli	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ch. Ein bod yn rhoi cyfleoedd i chi gymryd rhan yn y broses o wneud penderfyniadau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Gyda'r trefniadau sydd gan TGC mewn lle i gyfathrebu â chi yn eich iaith ddewisol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cysylltu â Ni

6 A ydych chi wedi cysylltu â ni yn y 12 mis diwethaf?

Do **ewch i C7 ↓** Naddo **ewch i C8 →**

7 Pan gawsoch chi y cyswllt **diwethaf gyda ni**, pa mor fodlon neu anfodlon oeddech chi gyda:

	Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn
a. Pa mor hawdd oedd hi i gael gafael ar y person cywir	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Cyfathrebu yn eich dewis ffordd	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Canlyniad terfynol eich ymholiad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p3

Gwaith Trwsio

8 Pa mor fodlon neu anfodlon ydych chi â'r canlynol:

	Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn
a. Y ffordd rydym yn delio â gwaith trwsio a chynnal a chadw yn gyffredinol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Cael eich diweddarau â chynnydd eich atgyweiniadau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 A ydym wedi cwblhau unrhyw waith trwsio i'ch cartref yn y 12 mis diwethaf yr ydych chi wedi adrodd amdano?

Do **ewch i C10 ↓** Naddo **ewch i C11 →**

10 Gan feddwl am y gwaith trwsio **diwethaf** gafodd ei gwblhau, pa mor fodlon neu anfodlon oeddech chi gyda'r canlynol:

	Bodlon iawn	Eithaf bodlon	Y naill na'r llall	Eithaf anfodlon	Anfodlon iawn
a. Cael gwybod pryd y byddai'r gweithwyr yn galw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Gallu gwneud apwyntiad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Yr amser a gymrwyd cyn i'r gwaith ddechrau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ch. Cyflymder cwblhau'r gwaith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Agwedd y gweithwyr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dd. Ansawdd cyffredinol y gwaith trwsio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Y gwaith yn cael ei wneud heb lawer o faw a llanast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Y gwaith trwsio yn cael ei wneud yn "iawn y tro cyntaf"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ff. Y gweithwyr yn gwneud y gwaith roeddech yn ei ddisgwyl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Y gweithwyr sy'n ystyried eich anghenion unigol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Y gwasanaeth trwsio a dderbyniwyd ar yr achos hwn yn gyffredinol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

p4

Cymdogaethau

- 11 Pa mor fodlon neu anfodlon ydych chi â'r canlynol:
- | | Bodlon iawn | Eithaf bodlon | Y naill na'r llall | Eithaf anfodlon | Anfodlon iawn | Dim barn |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| a. Eich cymdogaeth fel lle i fyw ynddo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| b. Y gwaith cynnal a chadw'r tîr, megis torri gwair, yn eich ardal chi | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| c. Y ffordd y mae TGC yn delio ag ymddygiad gwrthgymdeithasol | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
- 12 Ydych chi **wedi profi** unrhyw ymddygiad gwrthgymdeithasol yn ystod y 12 mis diwethaf?
- Do **ewch i C13 ↓**
- Naddo **ewch i C16 →**
- 13 A wnaethoch chi **riportio'r** ymddygiad gwrthgymdeithasol hwn i TQC?
- Do **ewch i C14 ↓**
- Naddo **ewch i C15 ↘**
- 14 Pa mor fodlon neu anfodlon oeddech chi â'r ffordd yr ymdriniwyd â'ch cwyn am ymddygiad gwrthgymdeithasol?
- | | Bodlon iawn | Eithaf bodlon | Y naill na'r llall | Eithaf anfodlon | Anfodlon iawn | Ddim yn berthnasol |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
- ewch i C16 →**
- 15 Pam **na** wnaethoch chi riportio'r ymddygiad gwrthgymdeithasol hwn i TQC? ticiwch bob un sy'n berthnasol
- Dwi ddim yn gwybod sut
- Doeddwn i ddim yn meddwl y byddai TQC yn gallu helpu
- Rwyf wedi ei adrodd o'r blaen
- Rwy'n poeni am ddial neu wrthdaro
- Rhoddais wybod i rywun arall, fel yr heddlu

p5

Cyngor a chymorth

- 16 Wrth feddwl am eich rhent a'ch incwm, pa mor fodlon neu anfodlon ydych chi gyda'r cyngor a'r cymorth rydych yn ei gael gan Tai Gogledd Cymru gyda'r canlynol?
- | | Bodlon iawn | Eithaf bodlon | Y naill na'r llall | Eithaf anfodlon | Anfodlon iawn | Dim barn |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| a. Gwneud cynllun talu addas ar gyfer eich rhenti a/neu daliadau gwasanaeth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| b. Gwybod pa fudd-daliadau y dylid eu hawlio | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| c. Y dulliau talu rydym yn eu cynnig i chi | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| ch. Sut rydym yn cysylltu â chi i drafod eich cyfrif rhent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |
| d. Effeithiolrwydd ein gwasanaethau Cyngor Ariannol | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="radio"/> |

Tai Pobl Hŷny

- 17 A ydych chi'n byw mewn cartref Tai Pobl Hŷny?
- Ydw **ewch i C18 ↓** Nac ydw **ewch i C19 →**
- 18 Pa mor fodlon neu anfodlon ydych chi â'r canlynol:
- | | Bodlon iawn | Eithaf bodlon | Y naill na'r llall | Eithaf anfodlon | Anfodlon iawn |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Amllder y cyswllt gyda'ch rheolwr cynllun | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Y gwasanaeth cyffredinol a ddarperir gan eich rheolwr cynllun | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Y canolfan alwadau/ system galwadau brys | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ch. Pa mor hawdd yw hi i gael mynediad i bob rhan o'ch cartref a'ch cynllun | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Y cyfleusterau yn eich cynllun | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p6

Tai â Chymorth

- 19 A ydych chi'n byw mewn tai â chymorth?
- Ydw **ewch i C20 ↓** Nac ydw **ewch i C21 ↘**
- 20 Pa mor fodlon neu anfodlon ydych chi â'r canlynol:
- | | Bodlon iawn | Eithaf bodlon | Y naill na'r llall | Eithaf anfodlon | Anfodlon iawn |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Y gwasanaeth cyffredinol a ddarperir gan eich gweithiwr cymorth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Eich cynllun cymorth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Amllder y cyswllt gyda'ch gweithiwr cymorth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ch. Y gwasanaeth cyffredinol a ddarperir gan staff y cynllun | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Y cyfleusterau yn eich cynllun | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Unrhyw beth arall?

- 21 Oes unrhyw sylw arall yr hoffech ei ychwanegu?
- i** Mae hyn ar gyfer sylwadau cyffredinol yn unig. Os oes amoch angen ymateb penodol, er enghraifft adrodd yr angen am waith trwsio, ffoniwch TGC ar 01492 572 727.

Ticiwch yma os ydych eisiau TGC i wybod pwy ydych ar gyfer y **cwestiwn yma yn**

p7



www.arpssurveys.co.uk/tgc

eich cod: 999abcd

Diolch i chi am eich adborth!

Dychwelwch nawr yn yr amlen bost rydd amgaeedig am eich cyfle i ennill £100 mewn talebau ar y stryd fawr!

Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Tenant Satisfaction Survey 2023

Mr A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

999999

Prize Draw!

£100
 £50
 2x £25

Dear (name)

Welcome to your 2023 Tenant Satisfaction Survey

It is very important for us to listen to your views about the services we offer. Please spare a few minutes of your time by giving us your feedback. This feedback can make a real difference to the way we deliver services in the future and more importantly where we can improve.

The survey is confidential, and it is being completed by a company called ARP Research on our behalf. This means that we will not know which answers you have provided. Also, your details will only be used for this survey and will be stored for no longer than necessary.

Please return your completed survey by 15 December 2023.

If you prefer you can instead complete the survey online instead the link below.

If you have any questions or would like the survey in a different format, please contact our Customer Service team on 01492 572727.

As a THANK YOU for providing your views you will be entered into a prize draw for High Street Vouchers starting from £100.

Return by: 15 December 2023

www.arpsurveys.co.uk/nwh

your code: **9999wmmw**

Our Services

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Wales Housing (NWH)?

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

2 How much do you agree or disagree with the statement "I trust NWH"?

Agree strongly	Agree	Neither	Disagree	Disagree strongly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 How likely would you be to recommend NWH to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely

Your home

4 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Doesn't apply
--	----------------	------------------	---------	---------------------	-------------------	---------------

a. With the overall quality of your home

b. Thinking about your home specifically, that we provide a home that is safe and secure

c. That your rent provides value for money (if applicable)

d. That your service charges provide value for money (if applicable)

p2

Communication

5 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
--	----------------	------------------	---------	---------------------	-------------------	------------

a. That we are easy to deal

b. That we listen to your views and act upon them

c. That we give you a say in how services are managed

d. That we give you chances to take part in decision making processes

e. With our arrangements in place to communicate with you in your chosen language

Contacting us

6 Have you contacted us in the last 12 months?

Yes **go to Q7 ↓** No **go to Q8 →**

7 When you **last** had contact, how satisfied or dissatisfied were you with:

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

a. The ease of getting hold of the right person

b. Communicating in your preferred way

c. The final outcome of your query

p3

Repairs

8 How satisfied or dissatisfied are you with:

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

a. The way we generally deal with repairs and maintenance

b. Being kept up to date with the progress of your repair

9 Have we completed any repairs to your home in the last 12 months that you reported?

Yes **go to Q10 ↓** No **go to Q11 →**

10 Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the following:

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

a. Being told when workers would call

b. Being able to make an appointment

c. Time taken before work started

d. The speed with which work was completed

e. The attitude of workers

f. The overall quality of repair work

g. Keeping dirt and mess to a minimum

h. The repair being done 'right first time'

i. The workers doing the job you expected

j. The workers taking your individual needs into account

k. The overall repairs service you received on this occasion

p4

Neighbourhoods

- 11** How satisfied or dissatisfied are you with:
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Your neighbourhood as a place to live | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The grounds maintenance, such as grass cutting, in your area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The way NWH deals with anti-social behaviour | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 12** Have you **experienced** any anti-social behaviour in the last 12 months?
 Yes **go to Q13 ↓**
 No **go to Q16 →**
- 13** Did you **report** this anti-social behaviour to NWH?
 Yes **go to Q14 ↓**
 No **go to Q15 ↪**
- 14** How satisfied or dissatisfied were you with how we dealt with your anti-social behaviour complaint?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Doesn't apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

go to Q16 →
- 15** Why **didn't** you report this anti-social behaviour to NWH?
 tick all that apply
 I don't know how
 I didn't think NWH would be able to help
 I have reported it before
 I am concerned about retaliation or confrontation
 I reported it to someone else, such as the police

p5

Advice and support

- 16** Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from North Wales Housing with the following?
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | No opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Making a suitable payment plan for your rents and/or service charges | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Knowing what benefits should be claimed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The methods of payments we offer you | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. How we contact you to discuss your rent account | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Effectiveness of our Money Advice services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Older Persons Housing


- 17** Do you live in Older Persons Housing?
 Yes **go to Q18 ↓** No **go to Q19 →**
- 18** How satisfied or dissatisfied are you with:
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The frequency of contact with your scheme manager | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The overall service provided by your scheme manager | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The call centre / emergency call system | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. 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"/> |
| e. The facilities at your scheme | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

p6

Supported Housing

- 19** Do you live in Supported Housing?
 Yes **go to Q20 ↓** No **go to Q21 ↪**
- 20** How satisfied or dissatisfied are you with:
- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The overall service provided by your support worker | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Your support plan meeting your individual needs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The frequency of contact with your support worker | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. The overall service provided by other scheme staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The facilities at your scheme | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Anything else?

- 21** Are there any other comments that you would like to add?
 This is for general comments only. If you need a specific response, for example to report a repair, please phone North Wales Housing on 01492 572 727.

Tick here if you would like NWH to know who you are for this question only

p7



www.arpsurveys.co.uk/nwh
 your code: 999abcd

Thank you for your feedback!

Please now return in the enclosed freepost envelope for your chance to win £100 in high street vouchers!

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Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

		All Tenants <small>Weighted by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Wales Housing (NWH)?		<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
1:	Very satisfied	272	48.7	48.9	83.4	211	46.9	47.0	82.0	46	65.7	66.7	92.8	19	50.0	50.0	86.8
2:	Fairly satisfied	192	34.4	34.5		157	34.9	35.0		18	25.7	26.1		14	36.8	36.8	
3:	Neither	39	7.0	7.0		34	7.6	7.6		3	4.3	4.3		2	5.3	5.3	
4:	Fairly dissatisfied	34	6.1	6.1		31	6.9	6.9		2	2.9	2.9		0	0.0	0.0	
5:	Very dissatisfied	19	3.4	3.4		16	3.6	3.6		0	0.0	0.0		3	7.9	7.9	
	N/R	2	0.4			1	0.2			1	1.4			0	0.0		
Q2 How much do you agree or disagree with the statement "I trust NWH"?		<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
6:	Agree strongly	178	31.9	32.3	81.7	140	31.1	31.5	80.4	24	34.3	34.8	89.9	14	36.8	36.8	84.2
7:	Agree	272	48.7	49.4		217	48.2	48.9		38	54.3	55.1		18	47.4	47.4	
8:	Neither	69	12.4	12.5		57	12.7	12.8		6	8.6	8.7		6	15.8	15.8	
9:	Disagree	23	4.1	4.2		22	4.9	5.0		1	1.4	1.4		0	0.0	0.0	
10:	Disagree strongly	9	1.6	1.6		8	1.8	1.8		0	0.0	0.0		0	0.0	0.0	
	N/R	8	1.4			6	1.3			1	1.4			0	0.0		
Q3 How likely would you be to recommend NWH to family or friends?		<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
		<i>NPS</i>				<i>NPS</i>				<i>NPS</i>				<i>NPS</i>			
11:	0 - Not at all likely	21	3.8	3.8	34.0	20	4.4	4.5	31.8	0	0.0	0.0	58.8	0	0.0	0.0	28.9
12:	1	3	0.5	0.5		3	0.7	0.7		0	0.0	0.0		0	0.0	0.0	
13:	2	4	0.7	0.7		4	0.9	0.9		0	0.0	0.0		0	0.0	0.0	
14:	3	7	1.3	1.3		6	1.3	1.3		0	0.0	0.0		0	0.0	0.0	
15:	4	7	1.3	1.3		6	1.3	1.3		1	1.4	1.5		1	2.6	2.6	
16:	5	48	8.6	8.7		40	8.9	9.0		4	5.7	5.9		4	10.5	10.3	
17:	6	28	5.0	5.1		21	4.7	4.7		2	2.9	2.9		4	10.5	10.3	
18:	7	54	9.7	9.8		40	8.9	9.0		6	8.6	8.8		6	15.8	15.4	
19:	8	74	13.3	13.4		63	14.0	14.2		8	11.4	11.8		3	7.9	7.7	
20:	9	53	9.5	9.6		44	9.8	9.9		6	8.6	8.8		4	10.5	10.3	
21:	10 - Extremely likely	252	45.2	45.7		198	44.0	44.5		41	58.6	60.3		17	44.7	43.6	
	N/R	8	1.4			6	1.3			2	2.9			0	0.0		
R3 Net Promoter Score (NPS)		<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
		<i>NPS</i>				<i>NPS</i>				<i>NPS</i>				<i>NPS</i>			
22:	Promoters	305	54.7	55.4	34.0	241	53.6	54.3	31.8	47	67.1	69.1	58.8	20	52.6	52.6	28.9
23:	Passives	128	22.9	23.2		103	22.9	23.2		14	20.0	20.6		9	23.7	23.7	
24:	Detractors	118	21.1	21.4		100	22.2	22.5		7	10.0	10.3		9	23.7	23.7	
	N/R	8	1.4			6	1.3			2	2.9			0	0.0		
Q4a With the overall quality of your home		<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
25:	Very satisfied	260	46.6	46.7	79.7	191	42.4	42.6	77.2	54	77.1	76.1	97.2	21	55.3	55.3	84.2
26:	Fairly satisfied	184	33.0	33.0		155	34.4	34.6		15	21.4	21.1		11	28.9	28.9	
27:	Neither	39	7.0	7.0		36	8.0	8.0		0	0.0	0.0		2	5.3	5.3	
28:	Fairly dissatisfied	42	7.5	7.5		37	8.2	8.3		1	1.4	1.4		3	7.9	7.9	
29:	Very dissatisfied	32	5.7	5.7		29	6.4	6.5		1	1.4	1.4		1	2.6	2.6	
30:	Doesn't apply	2	0.4			2	0.4			0	0.0			0	0.0		
	N/R	0	0.0			0	0.0			0	0.0			0	0.0		
Q4b Thinking about your home specifically, that we provide a home that is safe and secure		<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
31:	Very satisfied	351	62.9	62.9	86.2	273	60.7	60.9	85.7	56	80.0	81.2	91.3	25	65.8	65.8	86.9
32:	Fairly satisfied	130	23.3	23.3		111	24.7	24.8		7	10.0	10.1		8	21.1	21.1	
33:	Neither	25	4.5	4.5		20	4.4	4.5		4	5.7	5.8		1	2.6	2.6	
34:	Fairly dissatisfied	26	4.7	4.7		21	4.7	4.7		1	1.4	1.4		3	7.9	7.9	
35:	Very dissatisfied	26	4.7	4.7		23	5.1	5.1		1	1.4	1.4		1	2.6	2.6	
36:	Doesn't apply	1	0.2			1	0.2			0	0.0			0	0.0		
	N/R	0	0.0			0	0.0			0	0.0			0	0.0		

Appendix C. Data summary

	All Tenants <small>Weighted by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q4c That your rent provides value for money	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
37: Very satisfied	306	54.8	56.1	87.1	239	53.1	54.3	87.5	50	71.4	72.5	91.3	21	55.3	60.0	80.0
38: Fairly satisfied	169	30.3	31.0		146	32.4	33.2		13	18.6	18.8		7	18.4	20.0	
39: Neither	35	6.3	6.4		23	5.1	5.2		3	4.3	4.3		7	18.4	20.0	
40: Fairly dissatisfied	21	3.8	3.9		19	4.2	4.3		2	2.9	2.9		0	0.0	0.0	
41: Very dissatisfied	14	2.5	2.6		13	2.9	3.0		1	1.4	1.4		0	0.0	0.0	
42: Doesn't apply	11	2.0			9	2.0			1	1.4			1	2.6		
N/R	2	0.4			0	0.0			0	0.0			2	5.3		
Q4d That your service charges provide value for money (if applicable)	<i>Base: 449</i>				<i>Base: 344</i>				<i>Base: 70</i>				<i>Base: 38</i>			
43: Very satisfied	152	27.2	36.9	68.0	104	23.1	33.1	65.3	42	60.0	60.0	90.0	14	36.8	42.4	66.6
44: Fairly satisfied	128	22.9	31.1		101	22.4	32.2		21	30.0	30.0		8	21.1	24.2	
45: Neither	47	8.4	11.4		32	7.1	10.2		5	7.1	7.1		8	21.1	24.2	
46: Fairly dissatisfied	34	6.1	8.3		29	6.4	9.2		0	0.0	0.0		3	7.9	9.1	
47: Very dissatisfied	51	9.1	12.4		48	10.7	15.3		2	2.9	2.9		0	0.0	0.0	
48: Doesn't apply	36	6.5			30	6.7			0	0.0			4	10.5		
N/R	110	19.7	0.2		106	23.6	0.0		0	0.0	0.0		1	2.6	2.6	
Q5a That we are easy to deal	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
49: Very satisfied	334	59.9	60.1	84.6	269	59.8	60.0	83.4	38	54.3	55.9	92.7	25	65.8	65.8	86.9
50: Fairly satisfied	136	24.4	24.5		105	23.3	23.4		25	35.7	36.8		8	21.1	21.1	
51: Neither	45	8.1	8.1		36	8.0	8.0		3	4.3	4.4		5	13.2	13.2	
52: Fairly dissatisfied	20	3.6	3.6		18	4.0	4.0		2	2.9	2.9		0	0.0	0.0	
53: Very dissatisfied	21	3.8	3.8		20	4.4	4.5		0	0.0	0.0		0	0.0	0.0	
54: No opinion	3	0.5			2	0.4			1	1.4			0	0.0		
N/R	0	0.0			0	0.0			1	1.4			0	0.0		
Q5b That we listen to your views and act upon them	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
55: Very satisfied	264	47.3	48.4	76.3	210	46.7	47.7	75.2	34	48.6	50.7	82.0	19	50.0	52.8	80.6
56: Fairly satisfied	152	27.2	27.9		121	26.9	27.5		21	30.0	31.3		10	26.3	27.8	
57: Neither	55	9.9	10.1		40	8.9	9.1		9	12.9	13.4		5	13.2	13.9	
58: Fairly dissatisfied	39	7.0	7.2		35	7.8	8.0		2	2.9	3.0		2	5.3	5.6	
59: Very dissatisfied	35	6.3	6.4		34	7.6	7.7		1	1.4	1.5		0	0.0	0.0	
60: No opinion	12	2.2			10	2.2			3	4.3			0	0.0		
N/R	1	0.2			0	0.0			0	0.0			1	2.6		
Q5c That we give you a say in how services are managed	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
61: Very satisfied	213	38.2	44.7	78.3	169	37.6	44.9	77.9	32	45.7	48.5	81.8	14	36.8	40.0	80.0
62: Fairly satisfied	160	28.7	33.6		124	27.6	33.0		22	31.4	33.3		14	36.8	40.0	
63: Neither	48	8.6	10.1		33	7.3	8.8		10	14.3	15.2		5	13.2	14.3	
64: Fairly dissatisfied	32	5.7	6.7		28	6.2	7.4		1	1.4	1.5		2	5.3	5.7	
65: Very dissatisfied	23	4.1	4.8		22	4.9	5.9		1	1.4	1.5		0	0.0	0.0	
66: No opinion	81	14.5			73	16.2			3	4.3			4	10.5		
N/R	1	0.2			0	0.0			1	1.4			0	0.0		
Q5d That we give you chances to take part in decision making processes	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
67: Very satisfied	197	35.3	43.8	75.6	151	33.6	42.8	73.4	34	48.6	54.0	87.3	15	39.5	42.9	80.0
68: Fairly satisfied	143	25.6	31.8		108	24.0	30.6		21	30.0	33.3		13	34.2	37.1	
69: Neither	46	8.2	10.2		38	8.4	10.8		3	4.3	4.8		4	10.5	11.4	
70: Fairly dissatisfied	36	6.5	8.0		31	6.9	8.8		4	5.7	6.3		1	2.6	2.9	
71: Very dissatisfied	28	5.0	6.2		25	5.6	7.1		1	1.4	1.6		2	5.3	5.7	
72: No opinion	107	19.2			96	21.3			5	7.1			4	10.5		
N/R	1	0.2			0	0.0			1	1.4			0	0.0		
Q5e With our arrangements in place to communicate with you in your chosen language	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
73: Very satisfied	420	75.3	77.2	96.3	347	77.1	78.7	97.1	51	72.9	78.5	95.4	23	60.5	62.2	89.2

Appendix C. Data summary

	All Tenants <small>Weighted by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
74: Fairly satisfied	104	18.6	19.1		81	18.0	18.4		11	15.7	16.9		10	26.3	27.0	
75: Neither	12	2.2	2.2		7	1.6	1.6		0	0.0	0.0		4	10.5	10.8	
76: Fairly dissatisfied	5	0.9	0.9		3	0.7	0.7		2	2.9	3.1		0	0.0	0.0	
77: Very dissatisfied	3	0.5	0.6		3	0.7	0.7		1	1.4	1.5		0	0.0	0.0	
78: No opinion	12	2.2			9	2.0			2	2.9			1	2.6		
N/R	3	0.5			0	0.0			3	4.3			1	2.6		
Q6 Have you contacted us in the last 12 months?	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
79: Yes	477	85.5	85.6		407	90.4	90.4		32	45.7	47.1		28	73.7	73.7	
80: No	80	14.3	14.4		43	9.6	9.6		36	51.4	52.9		10	26.3	26.3	
N/R	1	0.2			0	0.0			2	2.9			0	0.0		
Q7a The ease of getting hold of the right person	<i>Base: 477</i>				<i>Base: 407</i>				<i>Base: 32</i>				<i>Base: 28</i>			
81: Very satisfied	280	50.2	59.2	86.9	243	54.0	60.4	86.8	21	30.0	65.6	87.5	12	31.6	44.4	92.5
82: Fairly satisfied	131	23.5	27.7		106	23.6	26.4		7	10.0	21.9		13	34.2	48.1	
83: Neither	21	3.8	4.4		19	4.2	4.7		2	2.9	6.3		0	0.0	0.0	
84: Fairly dissatisfied	26	4.7	5.5		20	4.4	5.0		2	2.9	6.3		2	5.3	7.4	
85: Very dissatisfied	15	2.7	3.2		14	3.1	3.5		0	0.0	0.0		0	0.0	0.0	
N/R	86	15.4	1.0		48	10.7	1.2		38	54.3	0.0		10	26.3	0.0	
Q7b Communicating in your preferred way	<i>Base: 477</i>				<i>Base: 407</i>				<i>Base: 32</i>				<i>Base: 28</i>			
86: Very satisfied	323	57.9	69.0	94.0	279	62.0	69.9	94.7	25	35.7	78.1	90.6	14	36.8	51.9	88.9
87: Fairly satisfied	117	21.0	25.0		99	22.0	24.8		4	5.7	12.5		10	26.3	37.0	
88: Neither	14	2.5	3.0		9	2.0	2.3		3	4.3	9.4		2	5.3	7.4	
89: Fairly dissatisfied	9	1.6	1.9		8	1.8	2.0		0	0.0	0.0		1	2.6	3.7	
90: Very dissatisfied	5	0.9	1.1		4	0.9	1.0		0	0.0	0.0		0	0.0	0.0	
N/R	90	16.1	1.9		51	11.3	2.0		38	54.3	0.0		11	28.9	3.6	
Q7c The final outcome of your query	<i>Base: 477</i>				<i>Base: 407</i>				<i>Base: 32</i>				<i>Base: 28</i>			
91: Very satisfied	245	43.9	55.7	78.2	206	45.8	55.7	77.1	23	32.9	69.7	87.9	13	34.2	46.4	85.7
92: Fairly satisfied	99	17.7	22.5		79	17.6	21.4		6	8.6	18.2		11	28.9	39.3	
93: Neither	24	4.3	5.5		19	4.2	5.1		2	2.9	6.1		2	5.3	7.1	
94: Fairly dissatisfied	32	5.7	7.3		29	6.4	7.8		1	1.4	3.0		1	2.6	3.6	
95: Very dissatisfied	40	7.2	9.1		37	8.2	10.0		1	1.4	3.0		1	2.6	3.6	
N/R	119	21.3	8.0		80	17.8	9.1		38	54.3	0.0		10	26.3	0.0	
Q8a The way we generally deal with repairs and maintenance	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
96: Very satisfied	265	47.5	48.4	75.3	210	46.7	47.5	74.0	38	54.3	56.7	89.5	18	47.4	48.6	72.9
97: Fairly satisfied	147	26.3	26.9		117	26.0	26.5		22	31.4	32.8		9	23.7	24.3	
98: Neither	51	9.1	9.3		44	9.8	10.0		3	4.3	4.5		4	10.5	10.8	
99: Fairly dissatisfied	41	7.3	7.5		32	7.1	7.2		3	4.3	4.5		5	13.2	13.5	
100: Very dissatisfied	43	7.7	7.9		39	8.7	8.8		1	1.4	1.5		1	2.6	2.7	
N/R	11	2.0			8	1.8			3	4.3			1	2.6		
Q8b Being kept up to date with the progress of your repair	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
101: Very satisfied	263	47.1	49.0	75.4	211	46.9	48.7	76.2	36	51.4	53.7	77.6	17	44.7	47.2	66.6
102: Fairly satisfied	142	25.4	26.4		119	26.4	27.5		16	22.9	23.9		7	18.4	19.4	
103: Neither	38	6.8	7.1		27	6.0	6.2		9	12.9	13.4		4	10.5	11.1	
104: Fairly dissatisfied	60	10.8	11.2		45	10.0	10.4		5	7.1	7.5		7	18.4	19.4	
105: Very dissatisfied	34	6.1	6.3		31	6.9	7.2		1	1.4	1.5		1	2.6	2.8	
N/R	22	3.9			17	3.8			3	4.3			2	5.3		
Q9 Have we completed any repairs to your home in the last 12 months that you reported?	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
106: Yes	384	68.8	69.2		309	68.7	68.7		43	61.4	63.2		29	76.3	78.4	
107: No	171	30.6	30.8		141	31.3	31.3		25	35.7	36.8		8	21.1	21.6	

Appendix C. Data summary

	All Tenants <small>Weighted by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	3	0.5			0	0.0			2	2.9			1	2.6		
Q10a Being told when workers would call	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
108: Very satisfied	232	41.6	60.6	83.6	191	42.4	61.8	84.5	29	41.4	65.9	93.2	13	34.2	43.3	66.6
109: Fairly satisfied	88	15.8	23.0		70	15.6	22.7		12	17.1	27.3		7	18.4	23.3	
110: Neither	14	2.5	3.7		8	1.8	2.6		2	2.9	4.5		4	10.5	13.3	
111: Fairly dissatisfied	31	5.6	8.1		24	5.3	7.8		0	0.0	0.0		5	13.2	16.7	
112: Very dissatisfied	18	3.2	4.7		16	3.6	5.2		1	1.4	2.3		1	2.6	3.3	
N/R	175	31.4	0.3		142	31.6	0.3		27	38.6	0.0		9	23.7	0.0	
Q10b Being able to make an appointment	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
113: Very satisfied	227	40.7	61.4	84.6	193	42.9	64.3	85.6	19	27.1	51.4	73.0	13	34.2	44.8	82.7
114: Fairly satisfied	86	15.4	23.2		64	14.2	21.3		8	11.4	21.6		11	28.9	37.9	
115: Neither	26	4.7	7.0		15	3.3	5.0		9	12.9	24.3		3	7.9	10.3	
116: Fairly dissatisfied	21	3.8	5.7		19	4.2	6.3		0	0.0	0.0		2	5.3	6.9	
117: Very dissatisfied	10	1.8	2.7		9	2.0	3.0		1	1.4	2.7		0	0.0	0.0	
N/R	187	33.5	3.4		150	33.3	2.9		33	47.1	14.0		9	23.7	0.0	
Q10c Time taken before work started	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
118: Very satisfied	216	38.7	56.5	81.6	181	40.2	58.8	82.5	23	32.9	53.5	81.4	12	31.6	41.4	75.9
119: Fairly satisfied	96	17.2	25.1		73	16.2	23.7		12	17.1	27.9		10	26.3	34.5	
120: Neither	29	5.2	7.6		18	4.0	5.8		3	4.3	7.0		6	15.8	20.7	
121: Fairly dissatisfied	19	3.4	5.0		16	3.6	5.2		2	2.9	4.7		1	2.6	3.4	
122: Very dissatisfied	22	3.9	5.8		20	4.4	6.5		3	4.3	7.0		0	0.0	0.0	
N/R	176	31.5	0.5		142	31.6	0.3		27	38.6	0.0		9	23.7	0.0	
Q10d The speed with which work was completed	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
123: Very satisfied	253	45.3	66.6	88.4	208	46.2	68.0	89.2	32	45.7	74.4	90.7	15	39.5	51.7	79.3
124: Fairly satisfied	83	14.9	21.8		65	14.4	21.2		7	10.0	16.3		8	21.1	27.6	
125: Neither	13	2.3	3.4		8	1.8	2.6		2	2.9	4.7		3	7.9	10.3	
126: Fairly dissatisfied	14	2.5	3.7		9	2.0	2.9		2	2.9	4.7		3	7.9	10.3	
127: Very dissatisfied	17	3.0	4.5		16	3.6	5.2		0	0.0	0.0		0	0.0	0.0	
N/R	177	31.7	0.8		144	32.0	1.0		27	38.6	0.0		9	23.7	0.0	
Q10e The attitude of workers	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
128: Very satisfied	288	51.6	76.0	93.2	237	52.7	77.7	94.4	37	52.9	86.0	97.6	16	42.1	55.2	75.9
129: Fairly satisfied	65	11.6	17.2		51	11.3	16.7		5	7.1	11.6		6	15.8	20.7	
130: Neither	19	3.4	5.0		10	2.2	3.3		1	1.4	2.3		7	18.4	24.1	
131: Fairly dissatisfied	6	1.1	1.6		6	1.3	2.0		0	0.0	0.0		0	0.0	0.0	
132: Very dissatisfied	1	0.2	0.3		1	0.2	0.3		0	0.0	0.0		0	0.0	0.0	
N/R	179	32.1	1.3		145	32.2	1.3		27	38.6	0.0		9	23.7	0.0	
Q10f The overall quality of repair work	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
133: Very satisfied	244	43.7	64.7	85.7	198	44.0	65.1	85.5	31	44.3	73.8	92.8	15	39.5	51.7	75.8
134: Fairly satisfied	79	14.2	21.0		62	13.8	20.4		8	11.4	19.0		7	18.4	24.1	
135: Neither	20	3.6	5.3		13	2.9	4.3		2	2.9	4.8		5	13.2	17.2	
136: Fairly dissatisfied	26	4.7	6.9		23	5.1	7.6		1	1.4	2.4		2	5.3	6.9	
137: Very dissatisfied	8	1.4	2.1		8	1.8	2.6		0	0.0	0.0		0	0.0	0.0	
N/R	182	32.6	2.1		147	32.7	1.9		28	40.0	2.3		9	23.7	0.0	
Q10g Keeping dirt and mess to a minimum	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
138: Very satisfied	288	51.6	76.4	94.4	232	51.6	76.8	95.7	35	50.0	79.5	90.9	21	55.3	70.0	86.7
139: Fairly satisfied	68	12.2	18.0		57	12.7	18.9		5	7.1	11.4		5	13.2	16.7	
140: Neither	9	1.6	2.4		3	0.7	1.0		1	1.4	2.3		4	10.5	13.3	
141: Fairly dissatisfied	8	1.4	2.1		6	1.3	2.0		3	4.3	6.8		0	0.0	0.0	
142: Very dissatisfied	4	0.7	1.1		4	0.9	1.3		0	0.0	0.0		0	0.0	0.0	
N/R	181	32.4	1.8		147	32.7	1.9		27	38.6	0.0		9	23.7	0.0	

Appendix C. Data summary

	All Tenants <small>Weighted by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q10h The repair being done "right first time"	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
143: Very satisfied	241	43.2	64.1	82.2	199	44.2	65.5	82.6	25	35.7	59.5	83.3	15	39.5	51.7	72.4
144: Fairly satisfied	68	12.2	18.1		52	11.6	17.1		10	14.3	23.8		6	15.8	20.7	
145: Neither	20	3.6	5.3		10	2.2	3.3		4	5.7	9.5		6	15.8	20.7	
146: Fairly dissatisfied	30	5.4	8.0		26	5.8	8.6		3	4.3	7.1		2	5.3	6.9	
147: Very dissatisfied	17	3.0	4.5		17	3.8	5.6		0	0.0	0.0		0	0.0	0.0	
N/R	182	32.6	2.1		147	32.7	1.9		28	40.0	2.3		9	23.7	0.0	
Q10i The workers doing the job you expected	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
148: Very satisfied	264	47.3	70.0	92.8	219	48.7	71.8	92.8	29	41.4	69.0	92.8	15	39.5	51.7	89.6
149: Fairly satisfied	86	15.4	22.8		64	14.2	21.0		10	14.3	23.8		11	28.9	37.9	
150: Neither	9	1.6	2.4		7	1.6	2.3		2	2.9	4.8		1	2.6	3.4	
151: Fairly dissatisfied	14	2.5	3.7		11	2.4	3.6		1	1.4	2.4		2	5.3	6.9	
152: Very dissatisfied	4	0.7	1.1		4	0.9	1.3		0	0.0	0.0		0	0.0	0.0	
N/R	180	32.3	1.6		145	32.2	1.3		28	40.0	2.3		9	23.7	0.0	
Q10j The workers taking your individual needs into account	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
153: Very satisfied	271	48.6	72.7	90.7	226	50.2	75.3	93.0	32	45.7	74.4	90.7	14	36.8	48.3	69.0
154: Fairly satisfied	67	12.0	18.0		53	11.8	17.7		7	10.0	16.3		6	15.8	20.7	
155: Neither	21	3.8	5.6		7	1.6	2.3		3	4.3	7.0		9	23.7	31.0	
156: Fairly dissatisfied	11	2.0	2.9		11	2.4	3.7		1	1.4	2.3		0	0.0	0.0	
157: Very dissatisfied	3	0.5	0.8		3	0.7	1.0		0	0.0	0.0		0	0.0	0.0	
N/R	184	33.0	2.6		151	33.6	3.2		27	38.6	0.0		9	23.7	0.0	
Q10k The overall repairs service you received on this occasion	<i>Base: 384</i>				<i>Base: 309</i>				<i>Base: 43</i>				<i>Base: 29</i>			
158: Very satisfied	255	45.7	66.6	88.8	213	47.3	69.4	88.9	28	40.0	63.6	95.4	14	36.8	46.7	83.4
159: Fairly satisfied	85	15.2	22.2		60	13.3	19.5		14	20.0	31.8		11	28.9	36.7	
160: Neither	19	3.4	5.0		12	2.7	3.9		1	1.4	2.3		5	13.2	16.7	
161: Fairly dissatisfied	15	2.7	3.9		14	3.1	4.6		0	0.0	0.0		0	0.0	0.0	
162: Very dissatisfied	9	1.6	2.3		8	1.8	2.6		1	1.4	2.3		0	0.0	0.0	
N/R	176	31.5	0.5		143	31.8	0.6		27	38.6	0.0		9	23.7	0.0	
Q11a Your neighbourhood as a place to live	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
163: Very satisfied	313	56.1	56.9	83.3	241	53.6	54.4	81.0	58	82.9	84.1	####	21	55.3	56.8	89.2
164: Fairly satisfied	145	26.0	26.4		118	26.2	26.6		11	15.7	15.9		12	31.6	32.4	
165: Neither	29	5.2	5.3		26	5.8	5.9		0	0.0	0.0		2	5.3	5.4	
166: Fairly dissatisfied	24	4.3	4.4		21	4.7	4.7		0	0.0	0.0		2	5.3	5.4	
167: Very dissatisfied	39	7.0	7.1		37	8.2	8.4		0	0.0	0.0		0	0.0	0.0	
168: No opinion	6	1.1			6	1.3			0	0.0			0	0.0		
N/R	2	0.4			0	0.0			1	1.4			1	2.6		
Q11b The grounds maintenance, such as grass cutting, in your area	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
169: Very satisfied	214	38.4	46.9	71.7	154	34.2	43.0	69.3	46	65.7	65.7	88.6	20	52.6	64.5	77.4
170: Fairly satisfied	113	20.3	24.8		94	20.9	26.3		16	22.9	22.9		4	10.5	12.9	
171: Neither	34	6.1	7.5		24	5.3	6.7		4	5.7	5.7		5	13.2	16.1	
172: Fairly dissatisfied	42	7.5	9.2		35	7.8	9.8		4	5.7	5.7		2	5.3	6.5	
173: Very dissatisfied	53	9.5	11.6		51	11.3	14.2		0	0.0	0.0		0	0.0	0.0	
174: No opinion	100	17.9			91	20.2			0	0.0			4	10.5		
N/R	2	0.4			0	0.0			0	0.0			2	5.3		
Q11c The way NWH deals with anti-social behaviour	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
175: Very satisfied	148	26.5	42.8	66.5	103	22.9	40.4	62.0	34	48.6	63.0	81.5	14	36.8	38.9	77.8
176: Fairly satisfied	82	14.7	23.7		55	12.2	21.6		10	14.3	18.5		14	36.8	38.9	
177: Neither	42	7.5	12.1		27	6.0	10.6		9	12.9	16.7		7	18.4	19.4	
178: Fairly dissatisfied	30	5.4	8.7		27	6.0	10.6		1	1.4	1.9		1	2.6	2.8	
179: Very dissatisfied	44	7.9	12.7		43	9.6	16.9		0	0.0	0.0		0	0.0	0.0	

Appendix C. Data summary

	All Tenants <small>Weighted by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
180: No opinion	208	37.3			194	43.1			10	14.3			2	5.3		
N/R	5	0.9			0	0.0			5	7.1			1	2.6		
Q12 Have you experienced any anti-social behaviour in the last 12 months?	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
181: Yes	122	21.9	21.9		111	24.7	24.7		3	4.3	4.3		5	13.2	13.5	
182: No	434	77.8	78.1		339	75.3	75.3		67	95.7	95.7		32	84.2	86.5	
N/R	1	0.2			0	0.0			0	0.0			1	2.6		
Q13 Did you report this anti-social behaviour to NWH?	<i>Base: 122</i>				<i>Base: 111</i>				<i>Base: 3</i>				<i>Base: 5</i>			
183: Yes	77	13.8	63.1		71	15.8	64.0		1	1.4	50.0		3	7.9	50.0	
184: No	45	8.1	36.9		40	8.9	36.0		1	1.4	50.0		3	7.9	50.0	
N/R	436	78.1	0.0		339	75.3	0.0		67	95.7	0.0		33	86.8	0.0	
Q14 How satisfied or dissatisfied were you with the final outcome of your anti-social behaviour complaint?	<i>Base: 77</i>				<i>Base: 71</i>				<i>Base: 1</i>				<i>Base: 3</i>			
185: Very satisfied	19	3.4	26.0	35.6	17	3.8	25.0	35.3	1	1.4	100.0	####	1	2.6	33.3	33.3
186: Fairly satisfied	7	1.3	9.6		7	1.6	10.3		0	0.0	0.0		0	0.0	0.0	
187: Neither	9	1.6	12.3		7	1.6	10.3		0	0.0	0.0		2	5.3	66.7	
188: Fairly dissatisfied	12	2.2	16.4		12	2.7	17.6		0	0.0	0.0		0	0.0	0.0	
189: Very dissatisfied	26	4.7	35.6		25	5.6	36.8		0	0.0	0.0		0	0.0	0.0	
190: Doesn't apply	4	0.7			4	0.9			0	0.0			0	0.0		
N/R	481	86.2	0.0		379	84.2	0.0		69	98.6	0.0		35	92.1	0.0	
Q15 Why didn't you report this anti-social behaviour to NWH?	<i>Base: 45</i>				<i>Base: 40</i>				<i>Base: 1</i>				<i>Base: 3</i>			
191: I don't know how	8	1.4	15.7		7	1.6	17.1		0	0.0	0.0		0	0.0	0.0	
192: I didn't think NWH would be able to help	8	1.4	15.7		5	1.1	12.2		1	1.4	100.0		1	2.6	20.0	
193: I have reported it before	7	1.3	13.7		5	1.1	12.2		0	0.0	0.0		2	5.3	40.0	
194: I am concerned about retaliation or confrontation	11	2.0	21.6		9	2.0	22.0		0	0.0	0.0		1	2.6	20.0	
195: I reported it to someone else, such as the police	17	3.0	33.3		15	3.3	36.6		0	0.0	0.0		1	2.6	20.0	
N/R	513	91.9	0.0		410	91.1	0.0		69	98.6	0.0		35	92.1	0.0	
Q16a Making a suitable payment plan for your rents and/or service charges	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
196: Very satisfied	348	62.4	72.2	92.9	276	61.3	71.1	93.3	52	74.3	81.3	93.8	23	60.5	69.7	81.8
197: Fairly satisfied	100	17.9	20.7		86	19.1	22.2		8	11.4	12.5		4	10.5	12.1	
198: Neither	19	3.4	3.9		13	2.9	3.4		3	4.3	4.7		4	10.5	12.1	
199: Fairly dissatisfied	8	1.4	1.7		6	1.3	1.5		1	1.4	1.6		2	5.3	6.1	
200: Very dissatisfied	7	1.3	1.5		7	1.6	1.8		0	0.0	0.0		0	0.0	0.0	
201: No opinion	70	12.5			62	13.8			3	4.3			3	7.9		
N/R	5	0.9			0	0.0			3	4.3			2	5.3		
Q16b Knowing what benefits should be claimed	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
202: Very satisfied	288	51.6	69.6	91.1	226	50.2	69.8	93.9	39	55.7	66.1	78.0	23	60.5	67.6	79.4
203: Fairly satisfied	89	15.9	21.5		78	17.3	24.1		7	10.0	11.9		4	10.5	11.8	
204: Neither	26	4.7	6.3		13	2.9	4.0		10	14.3	16.9		5	13.2	14.7	
205: Fairly dissatisfied	3	0.5	0.7		3	0.7	0.9		1	1.4	1.7		0	0.0	0.0	
206: Very dissatisfied	8	1.4	1.9		4	0.9	1.2		2	2.9	3.4		2	5.3	5.9	
207: No opinion	140	25.1			126	28.0			9	12.9			3	7.9		
N/R	4	0.7			0	0.0			2	2.9			2	5.3		
Q16c The methods of payments we offer you	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
208: Very satisfied	379	67.9	75.2	94.8	307	68.2	74.2	95.0	52	74.3	88.1	93.2	22	57.9	71.0	90.4
209: Fairly satisfied	99	17.7	19.6		86	19.1	20.8		3	4.3	5.1		6	15.8	19.4	
210: Neither	17	3.0	3.4		12	2.7	2.9		2	2.9	3.4		3	7.9	9.7	
211: Fairly dissatisfied	4	0.7	0.8		4	0.9	1.0		1	1.4	1.7		0	0.0	0.0	
212: Very dissatisfied	5	0.9	1.0		5	1.1	1.2		1	1.4	1.7		0	0.0	0.0	

Appendix C. Data summary

	All Tenants <small>Weighted by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
213: No opinion	48	8.6			36	8.0			9	12.9			4	10.5		
N/R	5	0.9			0	0.0			3	4.3			2	5.3		
Q16d How we contact you to discuss your rent account	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
214: Very satisfied	332	59.5	68.7	89.8	276	61.3	70.4	91.6	38	54.3	64.4	74.6	19	50.0	55.9	85.3
215: Fairly satisfied	102	18.3	21.1		83	18.4	21.2		6	8.6	10.2		10	26.3	29.4	
216: Neither	25	4.5	5.2		13	2.9	3.3		12	17.1	20.3		3	7.9	8.8	
217: Fairly dissatisfied	10	1.8	2.1		8	1.8	2.0		1	1.4	1.7		2	5.3	5.9	
218: Very dissatisfied	14	2.5	2.9		12	2.7	3.1		2	2.9	3.4		0	0.0	0.0	
219: No opinion	70	12.5			59	13.1			9	12.9			2	5.3		
N/R	5	0.9			0	0.0			3	4.3			2	5.3		
Q16e Effectiveness of our Money Advice services	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
220: Very satisfied	213	38.2	64.2	90.1	167	37.1	67.1	92.8	28	40.0	56.0	72.0	17	44.7	51.5	87.9
221: Fairly satisfied	86	15.4	25.9		64	14.2	25.7		8	11.4	16.0		12	31.6	36.4	
222: Neither	28	5.0	8.4		13	2.9	5.2		13	18.6	26.0		4	10.5	12.1	
223: Fairly dissatisfied	2	0.4	0.6		2	0.4	0.8		0	0.0	0.0		0	0.0	0.0	
224: Very dissatisfied	3	0.5	0.9		3	0.7	1.2		1	1.4	2.0		0	0.0	0.0	
225: No opinion	221	39.6			201	44.7			17	24.3			3	7.9		
N/R	5	0.9			0	0.0			3	4.3			2	5.3		
Q17 Do you live in Older Persons Housing?	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
226: Yes	44	7.9	7.9		0	0.0	0.0		70	100.0	100.0		0	0.0	0.0	
227: No	514	92.1	92.1		450	100.0	100.0		0	0.0	0.0		38	100.0	100.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
Q18a The frequency of contact with your scheme manager	<i>Base: 44</i>				<i>Base: 0</i>				<i>Base: 70</i>				<i>Base: 0</i>			
228: Very satisfied	35	6.3	87.5	95.0	0	0.0	0.0	0.0	57	81.4	89.1	95.4	0	0.0	0.0	0.0
229: Fairly satisfied	3	0.5	7.5		0	0.0	0.0		4	5.7	6.3		0	0.0	0.0	
230: Neither	2	0.4	5.0		0	0.0	0.0		3	4.3	4.7		0	0.0	0.0	
231: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
232: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	518	92.8	9.1		450	0.0	0.0		6	8.6	8.6		38	0.0	0.0	
Q18b The overall service provided by your scheme manager	<i>Base: 44</i>				<i>Base: 0</i>				<i>Base: 70</i>				<i>Base: 0</i>			
233: Very satisfied	33	5.9	82.5	95.0	0	0.0	0.0	0.0	54	77.1	84.4	96.9	0	0.0	0.0	0.0
234: Fairly satisfied	5	0.9	12.5		0	0.0	0.0		8	11.4	12.5		0	0.0	0.0	
235: Neither	2	0.4	5.0		0	0.0	0.0		2	2.9	3.1		0	0.0	0.0	
236: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
237: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	518	92.8	9.1		450	0.0	0.0		6	8.6	8.6		38	0.0	0.0	
Q18c The call centre / emergency call system	<i>Base: 44</i>				<i>Base: 0</i>				<i>Base: 70</i>				<i>Base: 0</i>			
238: Very satisfied	31	5.6	83.8	94.6	0	0.0	0.0	0.0	50	71.4	84.7	94.9	0	0.0	0.0	0.0
239: Fairly satisfied	4	0.7	10.8		0	0.0	0.0		6	8.6	10.2		0	0.0	0.0	
240: Neither	1	0.2	2.7		0	0.0	0.0		2	2.9	3.4		0	0.0	0.0	
241: Fairly dissatisfied	1	0.2	2.7		0	0.0	0.0		1	1.4	1.7		0	0.0	0.0	
242: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	521	93.4	15.9		450	0.0	0.0		10	14.3	14.3		38	0.0	0.0	
Q18d How easy it is to access all areas of your home and scheme	<i>Base: 44</i>				<i>Base: 0</i>				<i>Base: 70</i>				<i>Base: 0</i>			
243: Very satisfied	33	5.9	89.2	####	0	0.0	0.0	0.0	53	75.7	88.3	####	0	0.0	0.0	0.0
244: Fairly satisfied	4	0.7	10.8		0	0.0	0.0		7	10.0	11.7		0	0.0	0.0	
245: Neither	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
246: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	

Appendix C. Data summary

	All Tenants <small>Weight by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
247: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	521	93.4	15.9		450	0.0	0.0		10	14.3	14.3		38	0.0	0.0	
Q18e The facilities at your scheme	<i>Base: 44</i>				<i>Base: 0</i>				<i>Base: 70</i>				<i>Base: 0</i>			
248: Very satisfied	30	5.4	78.9	####	0	0.0	0.0	0.0	48	68.6	77.4	####	0	0.0	0.0	0.0
249: Fairly satisfied	8	1.4	21.1		0	0.0	0.0		14	20.0	22.6		0	0.0	0.0	
250: Neither	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
251: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
252: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	520	93.2	13.6		450	0.0	0.0		8	11.4	11.4		38	0.0	0.0	
Q19 Do you live in Supported Housing?	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
253: Yes	50	9.0	9.0		0	0.0	0.0		0	0.0	0.0		38	100.0	100.0	
254: No	508	91.0	91.0		450	100.0	100.0		70	100.0	100.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
Q20a The overall service provided by your support worker	<i>Base: 50</i>				<i>Base: 0</i>				<i>Base: 0</i>				<i>Base: 38</i>			
255: Very satisfied	39	7.0	83.0	95.8	0	0.0	0.0	0.0	0	0.0	0.0	0.0	30	78.9	83.3	94.4
256: Fairly satisfied	6	1.1	12.8		0	0.0	0.0		0	0.0	0.0		4	10.5	11.1	
257: Neither	2	0.4	4.3		0	0.0	0.0		0	0.0	0.0		2	5.3	5.6	
258: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
259: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	510	91.4	4.0		450	0.0	0.0		70	0.0	0.0		2	5.3	5.3	
Q20b Your support plan meeting your individual needs	<i>Base: 50</i>				<i>Base: 0</i>				<i>Base: 0</i>				<i>Base: 38</i>			
260: Very satisfied	36	6.5	76.6	91.5	0	0.0	0.0	0.0	0	0.0	0.0	0.0	27	71.1	77.1	91.4
261: Fairly satisfied	7	1.3	14.9		0	0.0	0.0		0	0.0	0.0		5	13.2	14.3	
262: Neither	4	0.7	8.5		0	0.0	0.0		0	0.0	0.0		3	7.9	8.6	
263: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
264: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	510	91.4	4.0		450	0.0	0.0		70	0.0	0.0		2	5.3	5.3	
Q20c The frequency of contact with your support worker	<i>Base: 50</i>				<i>Base: 0</i>				<i>Base: 0</i>				<i>Base: 38</i>			
265: Very satisfied	36	6.5	76.6	93.6	0	0.0	0.0	0.0	0	0.0	0.0	0.0	28	73.7	75.7	91.9
266: Fairly satisfied	8	1.4	17.0		0	0.0	0.0		0	0.0	0.0		6	15.8	16.2	
267: Neither	3	0.5	6.4		0	0.0	0.0		0	0.0	0.0		3	7.9	8.1	
268: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
269: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	510	91.4	4.0		450	0.0	0.0		70	0.0	0.0		2	5.3	5.3	
Q20d The overall service provided by other scheme staff	<i>Base: 50</i>				<i>Base: 0</i>				<i>Base: 0</i>				<i>Base: 38</i>			
270: Very satisfied	34	6.1	72.3	93.6	0	0.0	0.0	0.0	0	0.0	0.0	0.0	25	65.8	73.5	94.1
271: Fairly satisfied	10	1.8	21.3		0	0.0	0.0		0	0.0	0.0		7	18.4	20.6	
272: Neither	3	0.5	6.4		0	0.0	0.0		0	0.0	0.0		2	5.3	5.9	
273: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
274: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
N/R	512	91.8	8.0		450	0.0	0.0		70	0.0	0.0		3	7.9	7.9	
Q20e The facilities at your scheme	<i>Base: 50</i>				<i>Base: 0</i>				<i>Base: 0</i>				<i>Base: 38</i>			
275: Very satisfied	32	5.7	72.7	93.2	0	0.0	0.0	0.0	0	0.0	0.0	0.0	24	63.2	72.7	93.9
276: Fairly satisfied	9	1.6	20.5		0	0.0	0.0		0	0.0	0.0		7	18.4	21.2	
277: Neither	3	0.5	6.8		0	0.0	0.0		0	0.0	0.0		2	5.3	6.1	
278: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
279: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	

Appendix C. Data summary

	All Tenants <small>Weight by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	514	92.1	12.0		450	0.0	0.0		70	0.0	0.0		4	10.5	10.5	
D101 Stock type	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
280: General needs	464	83.2	83.2		450	100.0	100.0		0	0.0	0.0		0	0.0	0.0	
281: Older persons	44	7.9	7.9		0	0.0	0.0		70	100.0	100.0		0	0.0	0.0	
282: Supported	50	9.0	9.0		0	0.0	0.0		0	0.0	0.0		38	100.0	100.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
D102 Area	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
283: Conwy	309	55.4	55.4		243	54.0	54.0		44	62.9	62.9		25	65.8	65.8	
284: Denbighshire	11	2.0	2.0		11	2.4	2.4		0	0.0	0.0		0	0.0	0.0	
285: Gwynedd	185	33.2	33.2		148	32.9	32.9		26	37.1	37.1		11	28.9	28.9	
286: Ynys Mon	44	7.9	7.9		40	8.9	8.9		0	0.0	0.0		2	5.3	5.3	
287: Wrexham	9	1.6	1.6		8	1.8	1.8		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
D103 Neighbourhood	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
288: Bangor & Bethesda	130	23.3	23.3		95	21.1	21.1		26	37.1	36.6		9	23.7	23.7	
289: Caernarfon & Pen Llyn	56	10.0	10.0		53	11.8	11.8		0	0.0	0.0		1	2.6	2.6	
290: Colwyn Bay	90	16.1	16.1		75	16.7	16.7		0	0.0	0.0		10	26.3	26.3	
291: Conwy	65	11.6	11.6		53	11.8	11.8		15	21.4	21.1		2	5.3	5.3	
292: Denbighshire Coastal	38	6.8	6.8		23	5.1	5.1		18	25.7	25.4		3	7.9	7.9	
293: Denbighshire Wrexham Rural	15	2.7	2.7		14	3.1	3.1		0	0.0	0.0		0	0.0	0.0	
294: Llandudno	121	21.7	21.6		97	21.6	21.6		12	17.1	16.9		11	28.9	28.9	
295: Ynys Mon	44	7.9	7.9		40	8.9	8.9		0	0.0	0.0		2	5.3	5.3	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
D104 Property type	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
296: Bungalow	13	2.3	2.3		12	2.7	2.7		0	0.0	0.0		0	0.0	0.0	
297: Flat	231	41.4	41.4		166	36.9	37.0		70	100.0	100.0		11	28.9	28.9	
298: House	279	50.0	50.0		269	59.8	59.9		0	0.0	0.0		2	5.3	5.3	
299: Maisonette	2	0.4	0.4		2	0.4	0.4		0	0.0	0.0		0	0.0	0.0	
300: Room	33	5.9	5.9		0	0.0	0.0		0	0.0	0.0		25	65.8	65.8	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
D105 Property size	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
301: 1 bed	156	28.0	27.9		84	18.7	18.7		33	47.1	47.1		36	94.7	94.7	
302: 2 bed	179	32.1	32.0		149	33.1	33.1		37	52.9	52.9		2	5.3	5.3	
303: 3 bed	215	38.5	38.5		209	46.4	46.4		0	0.0	0.0		0	0.0	0.0	
304: 4+ beds	9	1.6	1.6		8	1.8	1.8		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
D106 Pay a service charge	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
305: Yes	449	80.5	80.5		344	76.4	76.4		70	100.0	100.0		38	100.0	100.0	
306: No	109	19.5	19.5		106	23.6	23.6		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
D107 Age group	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
307: 16 - 24 years	21	3.8	3.8		12	2.7	2.7		0	0.0	0.0		7	18.4	18.4	
308: 25 - 34 years	68	12.2	12.2		58	12.9	12.9		0	0.0	0.0		7	18.4	18.4	
309: 35 - 44 years	101	18.1	18.1		89	19.8	19.8		0	0.0	0.0		8	21.1	21.1	
310: 45 - 54 years	117	21.0	21.0		104	23.1	23.1		0	0.0	0.0		8	21.1	21.1	
311: 55 - 64 years	112	20.1	20.1		97	21.6	21.6		3	4.3	4.3		6	15.8	15.8	
312: 65 - 74 years	71	12.7	12.7		57	12.7	12.7		13	18.6	18.6		2	5.3	5.3	
313: 75 - 84 years	45	8.1	8.1		26	5.8	5.8		28	40.0	40.0		0	0.0	0.0	
314: 85 years and over	23	4.1	4.1		7	1.6	1.6		26	37.1	37.1		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		

Appendix C. Data summary

	All Tenants <small>Weight by stock, age, area and ten length</small>				General needs <small>Weighted by age and area</small>				Older Persons <small>Weighted by age, area and tenancy length</small>				Supported <small>Weighted by age</small>			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
D108 Age group [summary]	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
315: 18-34	88	15.8	15.8		70	15.6	15.6		0	0.0	0.0		14	36.8	36.8	
316: 35-49	144	25.8	25.8		128	28.4	28.4		0	0.0	0.0		9	23.7	23.7	
317: 50-64	187	33.5	33.5		162	36.0	36.0		3	4.3	4.3		13	34.2	34.2	
318: 65+	139	24.9	24.9		90	20.0	20.0		67	95.7	95.7		2	5.3	5.3	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		
D109 Disability in household	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
319: Disability	171	30.6	42.3		117	26.0	37.4		39	55.7	65.0		20	52.6	58.8	
320: No disability	233	41.8	57.7		196	43.6	62.6		21	30.0	35.0		14	36.8	41.2	
N/R	154	27.6			138	30.7			10	14.3			5	13.2		
D110 Length of tenancy	<i>Base: 558</i>				<i>Base: 450</i>				<i>Base: 70</i>				<i>Base: 38</i>			
321: Under 1 year	51	9.1	9.1		26	5.8	5.8		11	15.7	15.5		13	34.2	34.2	
322: 1 - 2 years	76	13.6	13.6		62	13.8	13.8		16	22.9	22.5		3	7.9	7.9	
323: 3 - 5 years	91	16.3	16.3		72	16.0	16.0		16	22.9	22.5		5	13.2	13.2	
324: 6 - 10 years	106	19.0	19.0		79	17.6	17.6		21	30.0	29.6		7	18.4	18.4	
325: 11 - 20 years	128	22.9	22.9		111	24.7	24.7		5	7.1	7.0		8	21.1	21.1	
326: 21 years and over	107	19.2	19.1		100	22.2	22.2		2	2.9	2.8		2	5.3	5.3	
N/R	0	0.0			0	0.0			0	0.0			0	0.0		

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(t) 0844 272 6004

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ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

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