

# The Standardised Tenant Satisfaction Survey 2008

On behalf of South Derbyshire District Council



social and market strategic research

SMSR House 51-52 Market Place Hull HU1 1RQ Tel: 01482 211 200

Fax: 01482 211 201 [info@smsr.co.uk](mailto:info@smsr.co.uk) [www.smsr.co.uk](http://www.smsr.co.uk)



**Draft Report**

**December 2008**



## 3.0 Summary

### Information about your household

- 3.1 Overall, two fifths had been a tenant of South Derbyshire District Council Housing Services for 21 years or more; with those with a net income of £100-£199 and those receiving housing benefit being most likely to have been a tenant for this length of time.

### Housing Services

- 3.2 90.60% of all tenants were satisfied to some extent with the overall service provided by South Derbyshire District Council Housing Services, with 52% feeling 'very satisfied'. Overall satisfaction has increased by 2% since 2006.
- 3.3 Overall satisfaction can be broken down into needs groups with general needs tenants 87.90% satisfied to some extent and sheltered housing tenants 94.80% satisfied to some extent with the overall service provided by Housing Services. Satisfaction of general needs tenants is report as National Indicator 160 as part of the Government's National Indicator Framework.
- 3.4 Older respondents (those tending to be over the age of 60) and those receiving housing benefit were most likely to feel satisfied with the overall service; with those aged 16-34 being least likely to feel satisfied with the Housing Services, while those aged 85 and over were most likely to.
- 3.5 In terms of aspects of living in their home and the Housing Services, 91% were satisfied to some extent with the overall quality of their home; with older respondents generally feeling more satisfied than younger respondents. Overall satisfaction with all aspects of the home and services has increased by 2-3% since 2006.
- 3.6 In terms of services provided by South Derbyshire District Council Housing Services, respondents were most satisfied with how enquiries were dealt with generally (84%). Respondents with a weekly net income of £400 or more tended to be more satisfied with services provided than those with a lower weekly net income.
- 3.7 The three services provided by the Housing Services which were considered to be the most important were:
- Repairs and Maintenance (85%)
  - Overall quality of homes (59%)
  - Keeping tenants informed (37%)

- 3.8 Car parking (34%) was thought to be the biggest problem in respondent's neighbourhoods, with 18% finding it a 'very big problem'.
- 3.9 There has been a significant increase in the number of respondents who did not find certain issues in their neighbourhood a problem; with 54% more residents feeling that rubbish and litter are NOT a problem than in 2006.

#### **Contact with South Derbyshire District Council Housing Services**

- 3.10 77% had been in contact with the Housing Services within the last 12 months; with those aged 16-44 and living in general housing being most likely to have been in contact with the Services. The number of respondents that have contacted the Housing Services in the last 12 months has increased by 16% since 2006.
- 3.11 The majority (83%) had contacted the Housing Services via telephone. 73% had contacted the Services regarding repairs and of those that had been in contact, 83% had found getting hold of the right person easy, an increase of 24% since 2006. A further 88% had found the person they had spoken to 'helpful', an increase of 23% since 2006 and 85% felt that their problems had been dealt with, an increase of 26% since 2006.
- 3.12 A positive opinion on the contact with the Housing Services tended to increase with age, with respondents over the age of 60 being most likely to find staff helpful, easy to get hold of and able to deal with their problem.
- 3.13 79% were satisfied to some extent with the final outcome of their contact with the Housing Services, an increase of 26% when compared with results of 2006, again with those aged 60 and over being most likely to feel satisfied.

#### **Repairs and Maintenance**

- 3.14 90% were satisfied to some extent with the way in which their repairs and maintenance had been dealt with, an increase of 5% since 2006. 72% had had a repair completed in the last 12 months, of which around nine tenths had found all aspects of the repair work to be good. As with most aspects, older respondents, in this case those of the age of 65, tended to be much more positive than younger respondents.

#### **Communication and Information**

- 3.15 82% would prefer to be contacted by letter when the Housing Services consult with or inform residents about changes that might affect them. Perhaps as expected, younger respondents were less willing to attend focus groups or forums, with older respondents being less willing to take part in online consultations.

- 3.16 71% were satisfied to some extent that their views were taken into account by the Housing Services and a further 86% felt that the Services were good at keeping residents informed about things that might affect them as a tenant. Younger respondents were least likely to think that the Housing Services are good at keeping residents informed.

### **Anti-Social Behaviour**

- 3.17 13% had reported an incident of anti-social behaviour in the last 12 months. Of those that had, 71% had found it 'easy' to get hold of the right person and 71% had found the staff they contacted helpful. 59% had felt that their problem had been dealt with.
- 3.18 In terms of how reports were handled, respondents were most likely to feel satisfied with the advice given to them by staff, however least likely to feel satisfied with the outcome of the final report.

### **Tenant Participation Compacts**

- 3.19 38% had heard of the Tenants Participation Compacts, a decrease of 15% when compared with the number of those that had heard of the Compact in 2006. Male respondents, those with a weekly net income of £400 or more and those aged 60-84 were most likely to have heard of the Compact. Of those that had heard of them, 66% were satisfied to some extent with the Compacts, an increase of 28% since 2006.

### **Additional Services**

- 3.20 When asked which three additional services they thought would be the most important if the Housing Services were able to fund other services, the three services respondents felt were most important were:
- A decorating service for disabled and elderly persons (51%)
  - A gardening service for disabled and elderly persons (49%)
  - More kitchen renewals (40%)
- 3.21 Younger respondents and those with weekly net incomes of under £99 and over £400 were most likely to think that 'kitchen renewals' were the most important additional service that the Housing Services should fund. Older respondents, those with disabilities and those living in sheltered housing were most likely to feel that a decorating service for disabled or elderly persons was the most important additional service.

### **Future Consultation**

- 3.22 9% would be willing to become a member of the Citizens panel, with male respondents and those aged 16-24 and 45-59 being most willing to become a panel member.

- 3.23 15% were willing to become more involved in decision and policy making, again, with males and those aged 35-44 being most willing to become involved.