

Arcon Housing Association
STATUS Survey 2005

Forms returned	357	343	369
Forms sent	892	942	944
%age returned	40.0%	36.4%	39.1%

		<u>2005</u>		<u>2003</u>		<u>2001</u>	
		<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>
Q1	How long have you/your household been a tenant of this landlord.						
1	Under 1 year	29	8.1%	26	7.6%	43	11.7%
2	1 - 2 years	44	12.3%	38	11.1%	52	14.2%
3	3 - 5 years	60	16.8%	62	18.1%	54	14.6%
4	6 - 10 years	64	17.9%	55	16.0%	57	15.4%
5	11 - 20 years	93	26.1%	104	30.3%	121	32.8%
6	21+ years	66	18.5%	52	15.2%	37	10.0%
7	Don't know/can't remember	1	0.3%	6	1.7%	5	1.4%
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		357	100.0%	343	100.0%	369	100.0%
Q2	And how long have you/your household lived in this home						
1	Under 1 year	29	8.1%	33	9.6%	42	11.4%
2	1 - 2 years	50	14.0%	47	13.7%	56	15.2%
3	3 - 5 years	66	18.5%	60	17.5%	57	15.4%
4	6 - 10 years	60	16.8%	62	18.1%	57	15.4%
5	11 - 20 years	85	23.8%	90	26.2%	108	29.3%
6	21+ years	61	17.1%	43	12.5%	32	8.7%
7	Don't know/can't remember	6	1.7%	8	2.3%	17	4.6%
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		357	100.0%	343	100.0%	369	100.0%
Q3	How many people usually live here in total?						
1	Person	217	60.8%	205	59.8%	215	58.3%
2		102	28.6%	86	25.1%	119	32.2%
3		25	7.0%	27	7.9%	23	6.2%
4		8	2.2%	10	2.9%	8	2.2%
5+		1	0.3%	2	0.6%	4	1.1%
	No reply	4	1.1%	13	3.8%	0	0.0%
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		357	100.0%	343	100.0%	369	100.0%
Q4	How many people living in your household are aged under 16?						
	None	304	85.2%	280	81.6%	302	81.8%
1		30	8.4%	37	10.8%	49	13.3%
2		20	5.6%	21	6.1%	16	4.3%
3		2	0.6%	4	1.2%	2	0.5%
4		1	0.3%	1	0.3%	0	0.0%
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		357	100.0%	343	100.0%	369	100.0%
Q5	How many people living in your household are aged 60 or over?						
	None	171	47.9%	175	51.0%	185	50.1%
1		144	40.3%	120	35.0%	131	35.5%
2		42	11.8%	44	12.8%	52	14.1%
3		0	0.0%	1	0.3%	0	0.0%
4		0	0.0%	3	0.9%	1	0.3%
5		0	0.0%	0	0.0%	0	0.0%
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
		357	100.0%	343	100.0%	369	100.0%
Q6	How would you describe the composition of your household						
1	One adult under 60	90	25.2%	104	30.3%	90	24.4%
2	One adult aged 60 or over	132	37.0%	121	35.3%	122	33.1%
3	2 adults both under 60	27	7.6%	19	5.5%	23	6.2%
4	2 adults at least one 60 or over	41	11.5%	37	10.8%	45	12.2%
5	3 or more adults 16 or over	6	1.7%	4	1.2%	6	1.6%
6	1 parent family with children	36	10.1%	37	10.8%	51	13.8%
7	2 parent family with children	8	2.2%	8	2.3%	8	2.2%
8	Other	14	3.9%	13	3.8%	24	6.5%
0	No reply	3	0.8%				
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
		357	100.0%	343	100.0%	369	100.0%
Q7	How would you describe the ethnic origin of your household						
1	White British	300	85.2%	287	84.4%	327	89.6%
2	White Irish	25	7.1%	36	10.5%	24	6.6%
3	White Other	9	2.6%	8	2.4%	4	1.1%
4	Mixed White & Black Caribbean	3	0.9%	1	0.3%	2	0.5%
5	Mixed White & Black African	1	0.3%	0	0.0%	0	0.0%
6	Mixed White & Asian	1	0.3%	0	0.0%	1	0.3%
7	Mixed Other	0	0.0%	0	0.0%	0	0.0%
8	Asian Indian	1	0.3%	1	0.3%	1	0.3%
9	Asian Pakistani	3	0.9%	1	0.3%	0	0.0%
10	Asian Bangladeshi	0	0.0%	0	0.0%	0	0.0%
11	Asian Other	1	0.3%	1	0.3%	0	0.0%
12	Black Caribbean	3	0.9%	2	0.6%	3	0.8%
13	Black African	3	0.9%	0	0.0%	1	0.3%
14	Black Other	0	0.0%	1	0.3%	1	0.3%
15	Chinese	0	0.0%	0	0.0%	0	0.0%
16	Other	2	0.6%	1	0.3%	1	0.3%
0	No reply	5	1.4%	3	0.9%	4	1.1%
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
		357	100.0%	343	100.0%	369	100.0%
	BME households	43	12.2%	45	13.2%	34	9.3%

STATUS Survey Results 2005

	2005		2003		2001	
	Number	%	Number	%	Number	%
Q8 Does anyone in your household have any long term illness, health problems or disability which limits their activities or the work they can do (including any problems which are due to old age)?						
1 Yes	164	45.9%	143	41.7%	164	44.4%
2 No	172	48.2%	175	51.0%	183	49.6%
3 Don't know	6	1.7%	1	0.3%	12	3.3%
0 No Reply	15	4.2%	24	7.0%	10	2.7%
	357	100.0%	343	100.0%	369	100.0%
Q9 Does the illness/disability limit activities in any way?						
1 Yes	122	34.2%	117	34.1%	125	33.9%
2 No	89	24.9%	89	25.9%	127	34.4%
n/a No illness/disability	n/a	n/a	80	23.3%	79	21.4%
0 No Reply	146	40.9%	57	16.6%	38	10.3%
	357	100.0%	343	100.0%	369	100.0%
Q10 Does anyone in your household use a wheel-chair?						
1 Yes	17	4.8%	20	5.8%	22	6.0%
2 No	329	92.2%	309	90.1%	330	89.4%
0 No Reply	11	3.1%	14	4.1%	17	4.6%
	357	100.0%	343	100.0%	369	100.0%
Q11 Taking everything into account, how satisfied or dissatisfied are you with your landlord?						
1 Very satisfied	197	56.0%	201	58.9%	189	51.9%
2 Fairly satisfied	119	33.8%	117	34.3%	148	40.7%
3 Neither satisfied nor dissatisfied	21	6.0%	15	4.4%	15	4.1%
4 Fairly dissatisfied	9	2.6%	4	1.2%	9	2.5%
5 Very dissatisfied	6	1.7%	4	1.2%	3	0.8%
0 No Reply	5		2		5	
	357	100.0%	343	100.0%	369	100.0%
Q12 Taking into account your home and the services your landlord provides, do you think that the rent for this property represents good or poor value for money?						
1 Very good	172	48.3%	172	50.9%	156	43.3%
2 Fairly good	133	38.1%	136	40.2%	163	45.3%
3 Neither good nor poor	36	10.3%	27	8.0%	33	9.2%
4 Fairly poor	7	2.0%	3	0.9%	5	1.4%
5 Very poor	1	0.3%	0	0.0%	3	0.8%
0 No Reply	8		5		9	
	357	100.0%	343	100.0%	369	100.0%
Q13 Overall, how satisfied or dissatisfied are you with your accommodation/						
1 Very satisfied	196	55.7%	188	55.8%	195	53.9%
2 Fairly satisfied	119	33.8%	108	32.0%	132	36.5%
3 Neither satisfied or dissatisfied	19	5.4%	29	8.6%	18	5.0%
4 Fairly dissatisfied	12	3.4%	10	3.0%	14	3.9%
5 Very dissatisfied	6	1.7%	2	0.6%	3	0.8%
0 No reply	5		6		7	
	357	100.0%	343	100.0%	369	100.0%
Q14 Do you think the number of rooms you have in your home is.....?						
1 Too few	55	15.6%	51	15.2%	57	15.7%
2 Too many	9	2.6%	6	1.8%	7	1.9%
3 About right	288	81.8%	279	83.0%	299	82.4%
0 No Reply	5		7		6	
	357	100.0%	343	100.0%	369	100.0%
Q15 How would you describe the general condition of this property?						
1 Very good	141	39.9%	159	47.2%	152	42.0%
2 Fairly good	166	47.0%	143	42.4%	179	49.4%
3 Neither good nor poor	29	8.2%	18	5.3%	23	6.4%
4 Fairly poor	14	4.0%	13	3.9%	5	1.4%
5 Very poor	3	0.8%	4	1.2%	3	0.8%
0 No Reply	4		6		7	
	357	100.0%	343	100.0%	369	100.0%
Q16 How satisfied or dissatisfied are you with this area as a place to live?						
1 Very satisfied	160	45.7%	146	43.6%	147	40.5%
2 Fairly satisfied	133	38.0%	126	37.6%	150	41.3%
3 Neither satisfied nor dissatisfied	28	8.0%	27	8.1%	31	8.5%
4 Fairly dissatisfied	21	6.0%	16	4.8%	22	6.1%
5 Very dissatisfied	8	2.3%	20	6.0%	13	3.6%
0 No Reply	7		8		6	
	357	100.0%	343	100.0%	369	100.0%

STATUS Survey Results 2005

		2005		2003		2001	
		Number	%	Number	%	Number	%
Q17A	Do you think that each of these is a serious, slight or not a problem in your area?						
Vandalism							
1	Not a problem	146	40.9%	118	34.4%	113	30.6%
2	Slight problem	113	31.7%	100	29.2%	132	35.8%
3	Serious problem	37	10.4%	56	16.3%	51	13.8%
0	No reply	61	17.1%	69	20.1%	73	19.8%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17B	Graffiti						
1	Not a problem	191	53.5%	140	40.8%	143	38.8%
2	Slight problem	72	20.2%	76	22.2%	83	22.5%
3	Serious problem	16	4.5%	24	7.0%	29	7.9%
0	No reply	78	21.8%	103	30.0%	114	30.9%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17C	Dogs						
1	Not a problem	179	50.1%	144	42.0%	141	38.2%
2	Slight problem	86	24.1%	77	22.4%	78	21.1%
3	Serious problem	29	8.1%	35	10.2%	55	14.9%
0	No reply	63	17.6%	87	25.4%	95	25.7%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17D	Litter & rubbish						
1	Not a problem	140	39.2%	103	30.0%	107	29.0%
2	Slight problem	118	33.1%	99	28.9%	109	29.5%
3	Serious problem	47	13.2%	71	20.7%	66	17.9%
0	No reply	52	14.6%	70	20.4%	87	23.6%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17E	Problems with neighbours						
1	Not a problem	207	58.0%	178	51.9%	194	52.6%
2	Slight problem	64	17.9%	46	13.4%	53	14.4%
3	Serious problem	14	3.9%	29	8.5%	16	4.3%
0	No reply	72	20.2%	90	26.2%	106	28.7%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17F	Racial harassment						
1	Not a problem	254	71.1%	224	65.3%	234	63.4%
2	Slight problem	19	5.3%	12	3.5%	16	4.3%
3	Serious problem	4	1.1%	6	1.7%	4	1.1%
0	No reply	80	22.4%	101	29.4%	115	31.2%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17G	Noise from people						
1	Not a problem	176	49.3%	151	44.0%	160	43.4%
2	Slight problem	89	24.9%	70	20.4%	84	22.8%
3	Serious problem	25	7.0%	31	9.0%	22	6.0%
0	No reply	67	18.8%	91	26.5%	103	27.9%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17H	Noise from traffic						
1	Not a problem	181	50.7%	167	48.7%	183	49.6%
2	Slight Problem	87	24.4%	66	19.2%	61	16.5%
3	Serious problem	28	7.8%	26	7.6%	25	6.8%
0	No reply	61	17.1%	84	24.5%	100	27.1%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17I	People causing damage to your home						
1	Not a problem	244	68.3%	209	60.9%	219	59.3%
2	Slight problem	35	9.8%	28	8.2%	28	7.6%
3	Serious problem	2	0.6%	13	3.8%	10	2.7%
0	No reply	76	21.3%	93	27.1%	112	30.4%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17J	Drug dealing						
1	Not a problem	204	57.1%	168	49.0%	182	49.3%
2	Slight problem	44	12.3%	43	12.5%	46	12.5%
3	Serious problem	30	8.4%	37	10.8%	27	7.3%
0	No reply	79	22.1%	95	27.7%	114	30.9%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q17K	Other crime						
1	Not a problem	172	48.2%	133	38.8%	150	40.7%
2	Slight problem	73	20.4%	73	21.3%	71	19.2%
3	Serious problem	27	7.6%	37	10.8%	40	10.8%
0	No reply	85	23.8%	100	29.2%	108	29.3%
		<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>

STATUS Survey Results 2005

	2005		2003		2001	
	Number	%	Number	%	Number	%
Q18 Have you been in contact with your landlord in the last 12 months (other than to pay your rent)?						
1 Yes	255	71.4%	233	67.9%	249	67.5%
2 No	80	22.4%	88	25.7%	98	26.6%
3 Can't remember	15	4.2%	13	3.8%	10	2.7%
0 No Reply	7	2.0%	9	2.6%	12	3.3%
	357	100.0%	343	100.0%	369	100.0%
Q19 How did you last contact your landlord						
1 Phoned	250	70.0%	240	70.0%	243	65.9%
2 Visited office	17	4.8%	12	3.5%	23	6.2%
3 Wrote	11	3.1%	6	1.7%	14	3.8%
6 Email	9	2.5%	2	0.6%	16	4.3%
4 Other	10	2.8%	5	1.5%	3	0.8%
5 Can't remember	2	0.6%	8	2.3%	4	1.1%
0 No Reply	58	16.2%	70	20.4%	82	22.2%
	357	100.0%	343	100.0%	369	100.0%
Q20 What did you last have contact about						
1 Repairs	205	57.4%	188	54.8%	208	56.4%
2 Rent/housing benefit	23	6.4%	24	7.0%	26	7.0%
3 Transfer/exchange	4	1.1%	6	1.7%	9	2.4%
4 Neighbours	15	4.2%	11	3.2%	16	4.3%
5 Other	28	7.8%	29	8.5%	27	7.3%
6 Can't remember	14	3.9%	9	2.6%	5	1.4%
0 No Reply	68	19.0%	76	22.2%	78	21.1%
	357	100.0%	343	100.0%	369	100.0%
Q21 When you last had contact, was getting hold of the right person...?						
1 Easy	254	71.1%	219	63.8%	233	63.1%
2 Difficult	20	5.6%	23	6.7%	17	4.6%
3 Neither	16	4.5%	23	6.7%	35	9.5%
4 Can't remember	11	3.1%	8	2.3%	6	1.6%
0 No Reply	56	15.7%	70	20.4%	78	21.1%
	357	100.0%	343	100.0%	369	100.0%
Q22 Did you find the staff....?						
1 Helpful	274	76.8%	245	71.4%	264	71.5%
2 Unhelpful	3	0.8%	4	1.2%	9	2.4%
3 Neither	13	3.6%	19	5.5%	17	4.6%
4 Can't remember	4	1.1%	3	0.9%	2	0.5%
0 No Reply	63	17.6%	72	21.0%	77	20.9%
	357	100.0%	343	100.0%	369	100.0%
Q23 And were they....						
1 Able to deal with your problem	252	70.6%	229	66.8%	249	67.5%
2 Unable to deal with your problem	25	7.0%	24	7.0%	22	6.0%
3 Neither	14	3.9%	9	2.6%	20	5.4%
4 Can't remember	10	2.8%	9	2.6%	1	0.3%
0 No Reply	56	15.7%	72	21.0%	77	20.9%
	357	100.0%	343	100.0%	369	100.0%
Q24 Were you satisfied or dissatisfied with the final outcome?						
1 Satisfied	234	65.5%	208	60.6%	230	62.3%
2 Dissatisfied	37	10.4%	34	9.9%	38	10.3%
3 Neither	23	6.4%	19	5.5%	21	5.7%
4 Can't remember	5	1.4%	4	1.2%	2	0.5%
0 No Reply	58	16.2%	78	22.7%	78	21.1%
	357	100.0%	343	100.0%	369	100.0%
Q25 Generally how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?						
1 Very satisfied	211	59.8%	204	61.1%	210	57.7%
2 Fairly satisfied	102	28.9%	104	31.1%	107	29.4%
3 Neither satisfied nor dissatisfied	17	4.8%	15	4.5%	13	3.6%
4 Fairly dissatisfied	17	4.8%	5	1.5%	14	3.8%
5 Very dissatisfied	4	1.1%	5	1.5%	11	3.0%
6 No opinion/don't know	2	0.6%	1	0.3%	9	2.5%
0 No Reply	4		9		5	
	357	100.0%	343	100.0%	369	100.0%
Q26 Have you reported any repairs to your home in the last 12 months?						
1 Yes	235	65.8%	206	60.1%	250	67.8%
2 No	97	27.2%	111	32.4%	100	27.1%
3 Can't remember	13	3.6%	16	4.7%	10	2.7%
0 No Reply	11	3.1%	10	2.9%	9	2.4%
	356	99.7%	343	100.0%	369	100.0%
Q27 And have you had any repairs completed in the last 12 months?						
1 Yes	220	61.6%	195	56.9%	234	63.4%
2 No	103	28.9%	119	34.7%	112	30.4%
3 Can't remember	14	3.9%	14	4.1%	11	3.0%
0 No Reply	20	5.6%	15	4.4%	12	3.3%
	357	100.0%	343	100.0%	369	100.0%

	<u>2005</u>		<u>2003</u>		<u>2001</u>	
	Number	%	Number	%	Number	%
Q28 Thinking about our last completed repair, how would you rate it in terms of....?						
Q28A Being told when workers would call						
1 Very good	165	46.2%	146	42.6%	146	39.6%
2 Fairly good	72	20.2%	62	18.1%	70	19.0%
3 Neither good nor poor	12	3.4%	15	4.4%	18	4.9%
4 Fairly poor	9	2.5%	4	1.2%	12	3.3%
5 Very poor	7	2.0%	5	1.5%	11	3.0%
6 No opinion	1	0.3%	2	0.6%	7	1.9%
0 No reply	91	25.5%	109	31.8%	105	28.5%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q28B Time taken before work started						
1 Very good	136	38.1%	111	32.4%	123	33.3%
2 Fairly good	69	19.3%	68	19.8%	83	22.5%
3 Neither good nor poor	16	4.5%	8	2.3%	8	2.2%
4 Fairly poor	3	0.8%	6	1.7%	10	2.7%
5 Very poor	6	1.7%	1	0.3%	6	1.6%
6 No opinion	2	0.6%	0	0.0%	5	1.4%
0 No reply	125	35.0%	149	43.4%	134	36.3%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q28C Speed with which work was completed						
1 Very good	162	45.4%	139	40.5%	165	44.7%
2 Fairly good	59	16.5%	54	15.7%	54	14.6%
3 Neither good nor poor	9	2.5%	7	2.0%	14	3.8%
4 Fairly poor	6	1.7%	2	0.6%	2	0.5%
5 Very poor	3	0.8%	3	0.9%	3	0.8%
6 No opinion	2	0.6%	1	0.3%	6	1.6%
0 No reply	116	32.5%	137	39.9%	125	33.9%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q28D Attitude of workers						
1 Very good	177	49.6%	151	44.0%	181	49.1%
2 Fairly good	44	12.3%	39	11.4%	42	11.4%
3 Neither good nor poor	11	3.1%	6	1.7%	8	2.2%
4 Fairly poor	2	0.6%	4	1.2%	1	0.3%
5 Very poor	4	1.1%	1	0.3%	2	0.5%
6 No opinion	1	0.3%	3	0.9%	5	1.4%
0 No reply	118	33.1%	139	40.5%	130	35.2%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q28E Overall quality of repair work						
1 Very good	154	43.1%	131	38.2%	154	41.7%
2 Fairly good	59	16.5%	54	15.7%	66	17.9%
3 Neither good nor poor	18	5.0%	14	4.1%	12	3.3%
4 Fairly poor	5	1.4%	5	1.5%	2	0.5%
5 Very poor	7	2.0%	0	0.0%	6	1.6%
6 No opinion	1	0.3%	2	0.6%	4	1.1%
0 No reply	113	31.7%	137	39.9%	125	33.9%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q28F Keeping dirt & mess to a minimum						
1 Very good	164	45.9%	136	39.7%	166	45.0%
2 Fairly good	61	17.1%	51	14.9%	57	15.4%
3 Neither good nor poor	7	2.0%	8	2.3%	7	1.9%
4 Fairly poor	9	2.5%	3	0.9%	6	1.6%
5 Very poor	3	0.8%	1	0.3%	3	0.8%
6 No opinion	1	0.3%	3	0.9%	5	1.4%
0 No reply	112	31.4%	141	41.1%	125	33.9%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q29 Generally, how good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?						
1 Very good	238	68.0%	214	64.7%	221	61.6%
2 Fairly good	91	26.0%	91	27.5%	111	30.9%
3 Neither good nor poor	16	4.6%	21	6.3%	21	5.8%
4 Fairly poor	5	1.4%	4	1.2%	3	0.8%
5 Very poor	0	0.0%	1	0.3%	3	0.8%
6 No opinion	7	2.0%	12	3.5%	10	2.7%
0 No reply						
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q30 How much account do you feel your landlord takes of tenants' views when making decisions?						
1 A lot	185	53.6%	173	53.6%	171	48.3%
2 A little	97	28.1%	88	27.2%	91	25.7%
3 None at all	12	3.5%	13	4.0%	21	5.9%
4 No opinion	51	14.8%	49	15.2%	71	20.1%
0 No Reply	12	3.5%	20	6.1%	15	4.1%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q31 How satisfied or dissatisfied are you with the opportunities for you as a tenant to be involved in the management of your home (and your estate)?						
1 Very satisfied	130	44.2%	115	42.0%	130	44.7%
2 Fairly satisfied	114	38.8%	109	39.8%	94	32.3%
3 Neither satisfied nor dissatisfied	43	14.6%	40	14.6%	48	16.5%
4 Fairly dissatisfied	4	1.4%	5	1.8%	12	4.1%
5 Very dissatisfied	3	1.0%	5	1.8%	7	2.4%
6 No opinion	47	13.5%	50	15.2%	61	17.9%
0 No Reply	16	4.5%	19	5.6%	17	4.6%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>

	2005		2003		2001	
	<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>
Q32 Of the following services, which do you consider to be the three most important						
(a) Keeping tenants informed	53	14.8%	50	14.5%		
(b) Overall quality of your home	67	18.7%	67	19.5%		
(c) Taking tenants' views into account	42	11.8%	36	10.5%		
(d) Repairs and maintenance	79	22.0%	95	27.8%		
(e) Involving tenants in mgt of their housing	23	6.3%	10	2.9%		
(f) Value for money for your rent	67	18.8%	56	16.2%		
No Reply	27	7.6%	30	8.6%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q33 (a) How much do you think the following service needs improving ? Keeping tenants informed						
1 No improvement needed	197	55.2%	196	57.1%		
2 Some improvement needed	61	17.1%	52	15.2%		
3 Much improvement needed	12	3.4%	12	3.5%		
4 No opinion	18	5.0%	17	5.0%		
0 No reply	69	19.3%	66	19.2%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q33 (b) How much do you think the following service needs improving ? Overall quality of your home						
1 No improvement needed	110	30.8%	112	32.7%		
2 Some improvement needed	124	34.7%	114	33.2%		
3 Much improvement needed	29	8.1%	16	4.7%		
4 No opinion	13	3.6%	10	2.9%		
0 No reply	81	22.7%	91	26.5%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q33 (c) How much do you think the following service needs improving ? Taking tenants' views into account						
1 No improvement needed	130	36.4%	117	34.1%		
2 Some improvement needed	92	25.8%	77	22.4%		
3 Much improvement needed	15	4.2%	23	6.7%		
4 No opinion	26	7.3%	35	10.2%		
0 No reply	94	26.3%	91	26.5%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q33 (d) How much do you think the following service needs improving ? Repairs and maintenance						
1 No improvement needed	164	45.9%	167	48.7%		
2 Some improvement needed	79	22.1%	72	21.0%		
3 Much improvement needed	22	6.2%	16	4.7%		
4 No opinion	12	3.4%	14	4.1%		
0 No reply	80	22.4%	74	21.6%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q33 (e) How much do you think the following service needs improving ? Involving tenants in mgt of their housing						
1 No improvement needed	145	40.6%	111	32.4%		
2 Some improvement needed	51	14.3%	55	16.0%		
3 Much improvement needed	12	3.4%	11	3.2%		
4 No opinion	53	14.8%	51	14.9%		
0 No reply	96	26.9%	115	33.5%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q33 (f) How much do you think the following service needs improving ? Value for money for your rent						
1 No improvement needed	169	47.3%	153	44.6%		
2 Some improvement needed	73	20.4%	56	16.3%		
3 Much improvement needed	10	2.9%	11	3.2%		
4 No opinion	20	5.6%	32	9.3%		
0 No reply	85	23.8%	91	26.5%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q34 Is there anything else you would like to say about your home and/or the services your landlord provides?						
	See Schedules		See Schedules		See Schedules	
Q35 Which of these are you?						
1 Tenant of this home	317	88.8%	309	90.1%	335	90.8%
2 Tenant's partner/spouse	15	4.2%	15	4.4%	16	4.3%
3 Other household member	2	0.6%	1	0.3%	1	0.3%
0 No Reply	23	6.4%	18	5.2%	17	4.6%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>

	2005		2003		2001	
	Number	%	Number	%	Number	%
Q36T Age	Tenant		Tenant		Tenant	
1 16-24	12	3.4%	14	4.1%	27	7.3%
2 25-34	34	9.5%	32	9.3%	43	11.7%
3 35-44	41	11.5%	48	14.0%	32	8.7%
4 45-54	40	11.2%	32	9.3%	45	12.2%
5 55-59	30	8.4%	29	8.5%	24	6.5%
6 60-64	32	9.0%	30	8.7%	29	7.9%
7 65-74	55	15.4%	61	17.8%	72	19.5%
8 75+	85	23.8%	76	22.2%	83	22.5%
0 No reply	28	7.8%	21	6.1%	14	3.8%
	357	100.0%	343	100.0%	369	100.0%
Q36P Age	Partner/Spouse		Partner/Spouse		Partner/Spouse	
1 16-24	4	1.1%	4	1.2%	1	1.1%
2 25-34	7	2.0%	3	0.9%	8	9.1%
3 35-44	6	1.7%	4	1.2%	7	8.0%
4 45-54	12	3.4%	9	2.6%	12	13.6%
5 55-59	7	2.0%	3	0.9%	5	5.7%
6 60-64	8	2.2%	7	2.0%	10	11.4%
7 65-74	10	2.8%	17	5.0%	19	21.6%
8 75+	15	4.2%	18	5.2%	19	21.6%
9 Not applicable	5	1.4%	9	2.6%	7	8.0%
0 No reply	283	79.3%	269	78.4%		
	357	100.0%	343	100.0%	88	100.0%
Q37T Gender	Tenant		Tenant		Tenant	
1 Male	135	37.8%	121	35.3%	139	37.7%
2 Female	191	53.5%	198	57.7%	209	56.6%
0 No reply	31	8.7%	24	7.0%	21	5.7%
	357	100.0%	343	100.0%	369	100.0%
Q37P Gender	Partner/Spouse		Partner/Spouse		Partner/Spouse	
1 Male	28	7.8%	20	5.8%	20	22.2%
2 Female	43	12.0%	46	13.4%	61	67.8%
3 Not applicable	6	1.7%	10	2.9%	9	10.0%
0 No reply	280		267			
	357	21.6%	343	22.2%	90	100.0%
Q38T Work Status	Tenant		Tenant		Tenant	
1 Employee in full time job (>30hrs)	58	16.2%	59	17.2%	60	16.3%
2 Employee in part time job (<30hrs)	32	9.0%	16	4.7%	20	5.4%
3 Self employed	9	2.5%	8	2.3%	11	3.0%
4 Government Training	0	0.0%	1	0.3%	0	0.3%
5 Unemployed & available for work	9	2.5%	10	2.9%	18	4.9%
6 Retired	134	37.5%	135	39.4%	146	39.6%
7 Full-time education	4	1.1%	3	0.9%	6	1.6%
8 Looking after family/home	16	4.5%	20	5.8%	24	6.5%
9 Permanently sick/disabled	47	13.2%	51	14.9%	41	11.1%
10 Doing something else	6	1.7%	0	0.0%	8	2.2%
0 No Reply	42	11.8%	40	11.7%	34	9.2%
	357	100.0%	343	100.0%	369	100.0%
Q38P Work Status	Partner/Spouse		Partner/Spouse		Partner/Spouse	
1 Employee in full time job (>30hrs)	22	6.2%	24	7.0%	13	14.6%
2 Employee in part time job (<30hrs)	3	0.8%	2	0.6%	4	4.5%
3 Self employed	3	0.8%	1	0.3%	2	2.2%
4 Government Training	0	0.0%	0	0.0%	1	1.1%
5 Unemployed & available for work	1	0.3%	1	0.3%	2	2.2%
6 Retired	29	8.1%	37	10.8%	47	52.8%
7 Full-time education	2	0.6%	1	0.3%	1	1.1%
8 Looking after family/home	1	0.3%	6	1.7%	4	4.5%
9 Permanently sick/disabled	4	1.1%	3	0.9%	6	6.7%
10 Doing something else	1	0.3%	0	0.0%	0	0.0%
11 Not applicable	291	81.5%	268	78.1%	9	10.1%
	357	100.0%	343	100.0%	89	100.0%
Q39 What kind of income do you receive						
Earnings from employment/self employment		26.6%				
Pension from former employment		15.4%				
State pension		34.5%				
Pension tax credit		6.4%				
Child benefit		9.8%				
Job Seeker's allowance		1.4%				
Income support		18.2%				
Disability Living/Attendance allowance		18.8%				
Other state benefits		9.5%				
Interest from savings		5.3%				
Other regular allowance		0.3%				
Working tax credit		4.5%				
Child tax credit		7.8%				
Other sources		2.2%				
Q40 Which group represents you (and your partner's) total net income from all these sources after deductions for income tax and national insurance?						
Weekly						
1 Under £60	5	1.4%	12	3.5%	18	4.9%
2 £60 - £99	41	11.5%	54	15.7%	77	20.9%
3 £100-£159	76	21.3%	101	29.4%	86	23.3%
4 £160-£199	35	9.8%	42	12.2%	45	12.2%
5 £200-£299	46	12.9%	40	11.7%	39	10.6%
6 £300-£399	12	3.4%	17	5.0%	11	3.0%
7 £400-£499	6	1.7%	4	1.2%	1	0.3%
8 £500 or more	1	0.3%	2	0.6%	0	0.0%
0 No reply	135	37.9%	71	20.7%	92	24.9%
	357	100.0%	343	100.0%	369	100.0%
Q41 Which of these statements best describes you (and your partner's) income?						
1 Wholly from state benefits/state pensions	125	35.0%	170	49.6%	175	47.4%
2 Partly from state benefits/state pensions	63	17.6%	60	17.5%	60	16.3%
3 No state benefits/state pensions (apart from child benefit)	58	16.2%	56	16.3%	63	17.1%
0 No Reply	111	31.1%	57	16.6%	71	19.2%
	357	100.0%	343	100.0%	369	100.0%

	<u>2005</u>		<u>2003</u>		<u>2001</u>	
	<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>
Q42 Does your household currently receive housing benefit (either paid to you, or directly to your landlord)?						
1 Yes	166	46.5%	184	53.6%	210	56.9%
2 No	131	36.7%	136	39.7%	133	36.0%
3 Don't know	1	0.3%	3	0.9%	4	1.1%
0 No Reply	59	16.5%	20	5.8%	22	6.0%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q43 Does Housing Benefit pay for all the rent or just part of it?						
1 All	116	32.5%	132	38.5%	128	34.7%
2 Part	52	14.6%	57	16.6%	81	22.0%
3 Don't know	6	1.7%	2	0.6%	6	1.6%
4 Don't receive Housing Benefit	112	31.4%	121	35.3%	121	32.8%
0 No Reply	71	19.9%	31	9.0%	33	8.9%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Additional Questions						
Q45 Have you/would you be willing to attend a Tenants Forum to discuss general issues affecting all the tenants of the Association						
1 Yes	106	29.7%	132	38.5%	145	39.3%
2 No	212	59.4%	157	45.8%	158	42.8%
0 No Reply	39	10.9%	54	15.7%	66	17.9%
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>	<u>369</u>	<u>100.0%</u>
Q46(a) Do you have access to the internet						
1 Yes	81	22.7%	63	18.4%		
2 No	249	69.7%	244	71.1%		
0 No Reply	27	7.6%	36	10.5%		
	<u>357</u>	<u>100.0%</u>	<u>343</u>	<u>100.0%</u>		
Q46(b) Would you prefer to receive communications electronically						
1 Yes	43	12.0%				
2 No	142	39.8%				
0 No Reply	172	48.2%				
	<u>357</u>	<u>100.0%</u>				
Q47 Opening hours sufficient						
1 Yes	284	79.6%				
2 No	30	8.4%				
0 No Reply	43	12.0%				
	<u>357</u>	<u>100.0%</u>				
Q48 Satisfaction with newsletter and annual report						
1 Yes	316	88.5%				
2 No	13	3.6%				
0 No Reply	28	7.8%				
	<u>357</u>	<u>100.0%</u>				