



AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Communities Overview & Scrutiny Committee
Date of meeting:	15th October 2014
PART:	1
If Part II, reason:	

Title of report:	STAR 2014
Contact:	<p>Cllr Margaret Griffiths, Portfolio Holder for Housing Carolyn Leech, Team Leader, Policy and Participation and Sue Prowse, Tenant Involvement Officer – Authors</p> <p>Andy Vincent, Group Manager – Tenants and Leaseholders Responsible Officer</p>
Purpose of report:	<p>The purpose of this report is to provide an update on the response to the 'STAR' 2014 tenant and leaseholder satisfaction survey and a comparison with previous STAR and STATUS survey results. In particular, all areas of unrepresentative low satisfaction levels from 2012 are reported upon.</p> <p>The report contains a list of improvements that were taken to TLC as draft recommendations and which were then agreed by the Housing Senior Management Team and the Tenant and Leaseholder Committee to take forward.</p> <p>These recommendations for improvement are now actions highlighted in the Service Plan 2014-2016 which has been presented to Housing and Communities Overview and Scrutiny Committee.</p>
Recommendations	<p>Progress will be monitored through the Service Plan and performance reports presented to committee at mid-year and end of year points.</p>
Corporate objectives:	<p>Effective and empowered tenant involvement supports the Council's corporate objectives and contributes to:</p> <ul style="list-style-type: none"> • Our community capacity • Economic development and regeneration • Resources and value for money • Affordable Housing

	Enhancing our profile and reputation
Implications:	<u>Financial</u> By undertaking STAR on a two year basis we are able to identify tenant and leaseholder priorities and plan to achieve improvements in these areas, ensuring that money is spent in the best way to tackle those items which are a priority.
'Value For Money	<u>Value for Money</u> Value for Money is a regulatory requirement for all social housing providers. By ensuring that our tenants are empowered and involved in the services that they receive we will ultimately ensure that we are giving good value for money.
Risk Implications	Failure to deliver on the improvements recommended as a result of STAR 2014 could risk the image and reputation of the Housing Service. Mechanisms have been put in place to ensure that tenants actively monitor the STAR 2014 recommendations on a regular basis to ensure that the objectives are met.
Equalities Implications	Tenant Involvement deals with the whole tenant and leaseholder community, including young people.
Health And Safety Implications	There are no health and safety implications.
Consultees:	Tenants and Leaseholders Members of the Tenant and Leaseholder Committee Housing Senior Management Team
Background papers:	STAR survey 2012 results
Glossary of acronyms and any other abbreviations used in this report:	Tenant and Leaseholder Committee (TLC), Housing Maintenance and Environment Committee (HMEC), Housing Management Committee (HMC) Survey of Tenants and Residents (STAR), Total Asset Management (TAM)

1.0 Background

The STAR 2014 survey is our second such survey of all tenants and leaseholder's and follows the standardised Housemark STAR format introduced in 2011, together with our own additional questions.

Three separate surveys were produced, specific to General Needs, Supported Housing tenants and DBC leaseholders.

A copy of the survey form was sent out to all tenants and leaseholders with a covering letter/flyer and reply paid envelope at the end of January 2014. The outer envelope carried a slogan devised by tenants, '*You can make a difference - Please don't put me in the bin – fill me in!*' encouraging everyone to reply. Changes made and actions taken to drive service improvements as a result of the STAR 2012 survey were highlighted in the flyer in order to enable residents to see that the survey results are used to target resources, plan services and improvements.

Following a presentation of STAR recommendations to TLC in October 2013, a decision was made only to send a reminder card to any target group where the survey response looked likely to fall below 25%. This saved significant funds and meant that a reminder was only sent to leaseholders, as they were the only group identified with the below 25% response rate.

To ensure that everyone had the opportunity to complete a survey, assistance was offered to those that required help completing the form and around twenty residents requesting help with survey completion received a home visit from a member of Housing staff.

All respondents were offered the opportunity to take part in a prize draw for one of three £100 shopping vouchers, and of those who completed the survey around two thirds opted to take part in the draw. Online respondents were able to enter into an additional draw for a flat screen television/DVD combi. Due to the late publication of the web version of the survey, very few online responses were received (61 in total = 1.8%).

2.0 Results

This report contains the results of the STAR survey together with the recommendations for improvements that have been made.

2.1 Levels of response for each tenure group

2.1.1 General Needs Tenants:

8411 forms were sent out resulting in 2286 completed surveys = 27.2%

2.1.2 Supported Housing Tenants:

1875 forms were sent out resulting in 786 completed surveys = 41.9%

2.1.3 Leaseholders:

1633 forms were sent out resulting in 285 completed surveys = 17.5%

2.1.4 Overall totals:

A total of 11,919 forms across all tenures were sent out resulting in 3357 completed forms being returned = 28.2%, whilst this is a reduction on STAR 2012 it is still above our target of 25%.

2.1.5 Priorities for the Future

When we undertook the first STAR in 2012 as part of the preparations for the move to self-financing in April 2012, we invited respondents to rank five asset-based

'Priorities for the Future' options in order of importance or to make their own suggestions.

This idea was developed further for STAR 2014. Fourteen items were listed under five themes and tenants were invited to say which of these were important to them, ticking as many or as few items as they wished.

Tenants were then asked which one item would be their 'Top priority', with the aim of creating a list of top priorities and giving tenants influence over how we spend their rent money.

The overall results of all responses for items that are important to tenants can be found in **appendix 1**.

The top three results for 'Your Top Priority' under each group and overall were as follows:

General Needs tenants (1795 responses):

1st More frequent replacement of bathrooms and kitchens: 357 = 19.9%

2nd Improved parking (where possible): 291 = 16.2%

3rd New front/back doors: 284 = 15.8%

Supported Housing Tenants (559 responses):

1st More frequent replacement of bathrooms and kitchens: 94 = 16.8%

=2nd Improved parking (where possible): 87 = 15.6%

=2nd New front/back doors: 87 = 15.6%

Overall (2354 responses):

1st More frequent replacement of bathrooms and kitchens: **19.2%**

2nd Improved parking (where possible): **16.1%**

3rd New front/back doors: **15.8%**

Using this information the following recommendation for improvement has been made:

Recommendation 1: That the council should continue to treat investment in replacement, kitchens, bathrooms and external doors and provision of new parking (where possible) as a priority when allocating budgets.

2.2 Levels of satisfaction

2.2.1 Core Questions

Housemark's standardised STAR format allows landlords a great deal of flexibility in devising their own survey; there are six 'core' questions which are compulsory if using the Housemark STAR branding and logo. These results are also fed into Housemark's benchmarking service for comparison with other social landlords. The remainder of the survey questions are set in order to deliver information that best

enables us to set service priorities whilst not producing an excessively long survey form that could lead to a very poor response rate. This approach differs from the previous 'STATUS' surveys in which all questions were compulsory.

Appendix 2: Satisfaction Trends 2008-2012

2.2.2 Overall Satisfaction

N.B. Any items where satisfaction has moved up or down more than two percentage points since the 2012 survey has been highlighted – **GREEN** for increased satisfaction, **RED** for decreased satisfaction. It should be noted that whilst improvement in satisfaction may be below a 2 percentage point all areas have seen improvement since the STATUS 2008.

Appendix 3 - General Needs Tenants:

Appendix 4 - Supported Housing Tenants

Appendix 5 - Leaseholders

Appendix 6 - Overall totals

3.0 Communication

3.1 Staff Communication

In order to promote STAR 2014 internally we attended a series of team meetings as well as sending email updates where needed.

3.2 Tenant Communication

News and Views was the main method of communicating with tenants and leaseholders on STAR, both for the updates on STAR 2012 and promoting STAR 2014. We have also used Facebook and the website and have produced a series of publicity materials, including posters and flyers. The tenant involvement team have also attended Supported Housing Coffee Mornings.

In addition to this we have used the hold message for callers phoning the call centre and a press release in the local paper.

4.0 Priorities and Trends

As a result of the 2012 STAR survey results, several areas of the service were identified as priorities for improvement. Additionally, we sought to obtain information on access to services such as internet and useable bank accounts. In 2014 we included questions to determine awareness of the government's changes to the way that benefits are paid.

4.1 Internet Access at home:

There has been an increase in the number of people able to access the internet at home. In 2012, 55.7% of General Needs tenants had internet access at home; this has now increased by nearly 5 percentage points to 60.3%.

Whilst there has been an increase for Supported Housing tenants from 24.2% in 2012 to 29.3% in 2014, this is still below the national average.

The Government's new [Digital Inclusion Strategy](#) states that 37% of social tenants are digitally excluded and the strategy aims to help more people get online, with a target to reduce digital exclusion to 25 per cent by 2016. Currently more than half of Dacorum's tenants (51.6%) do not have internet access at home.

When asked about completing an application online nearly two thirds of our General Needs respondents (65%) would either not feel confident ('No') or would be unsure ('Not Sure') about completing an application for means-tested benefits online (see 4.6). For Supported Housing tenants this figure increases to more than four out of five responses (82.8%).

Reasons for lack of internet access and/or confidence to make online applications may be linked to age, disability or poverty. Half of all tenants responding to the survey (50.3%) are in receipt of Housing Benefit and nearly half (49.0%) state that they or a household member have a health problem that limits their day-to-day activities, around half of whom say that they are limited a lot. Around three in ten of our tenants (29.2%) are aged 75 or over and two thirds (65.4%) are aged 55 or over.

To help support tenants to get online all DBC sheltered schemes now have Wi-Fi installed. This is available for use by anyone inside the building free of charge. We will be running training 'taster' sessions for residents jointly with Dacorum Communities for Learning to help give people the confidence to get online.

Recommendation 2: That the Council should carry out further enquiries or surveys in order to ascertain why Dacorum's tenants seem more likely to be digitally excluded than the national average. Also to provide targeted training to enable and encourage older, financially disadvantaged or disabled tenants to use the internet if they wish to do so.

4.2 Car Parking:

The perception that car parking is a problem has continued to increase, despite the Council's investment in new parking pads and projects. This may be due to enhanced awareness following extensive publicity around the council's Parking Project, which started in the financial year 2012-2013 and has been extended for a further two years.

Provision of new car parking (where possible) was second of all tenants' 'Top Priority' for the future (see 3.1.5).

The percentage of respondents viewing parking as a problem in their neighbourhood was as follows:

2008	29% <i>Feel it is a 'Very Big' problem</i>
2012	64.7% <i>(35.7% minor problem, 29.0% major problem)</i>
2014	69.7% <i>(26.4% minor problem, 43.3% major problem)</i>

DBC has invested substantially both in the provision of additional parking where possible and in barriers to ensure that Housing car parking is not subject to unauthorised use. Whilst the Parking Project has been extended for a further two years, many older estates simply do not have space to provide new parking bays.

See **Recommendation 1**.

4.3 Housing Cleaning Service

Cleaning of internal and external areas was identified as an area needing improvement following the 2012 STAR Survey. There has been much work done in this area to help improve the service that residents in blocks of flats receive.

In order to give a clearer comparison between the two surveys, the 'Neither' and 'Not applicable' responses have been discounted to show only those results indicating either satisfaction or dissatisfaction. This should help to remove any results where 'Neither' has been given as a response due to the fact that there are no communal areas in the block. ('Neither' responses were very high in 2012, prompting us to change the 2014 survey - the layout was amended slightly to make it clearer that respondents should answer the question only if they were receiving a Housing Cleaning service.)

Housemark discourages reporting results where 'Neither' responses are not included, but it is felt that this is valid for this question when making a comparison between the 2012 and 2014 surveys due to the strong likelihood that residents living in flats without a communal area may have ticked the 'Neither' box.

Taking this into account, the figures for satisfaction are now higher than they should be but do give a more accurate comparison between the surveys:

Internal Communal Areas:

2008	Satisfied	64%
2012	Satisfied	80.9% (39.7% very, 41.2% fairly)
	Dissatisfied	19.1% (8.8% very, 10.3% fairly)
2014	Satisfied	83.3% (39.6% very, 43.7% fairly)
	Dissatisfied	16.7% (7.4% very, 9.3% fairly)

These results indicate that – whilst the number of 'very satisfied' residents has not increased, the recent investment in the Housing Cleaning Service has led to a small but significant number of residents changing their opinion from 'very dissatisfied' or 'fairly dissatisfied' to 'fairly satisfied'.

Generally, if discounting the 'Neither' responses, it appears that satisfaction with cleaning of internal communal areas has improved.

External Communal Areas:

2008	Satisfied	51%
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2012	Satisfied	66.9% (25.5% very, 41.4% fairly)
	Dissatisfied	33.0% (15.9% very, 17.1% fairly)
2014	Satisfied	68.2% (27.5% very, 40.7% fairly)
	Dissatisfied	31.7% (12.4% very, 19.3% fairly)

Whilst satisfaction with cleaning of external communal areas has not changed significantly overall, there is a noticeable decrease in those responding 'very dissatisfied' and a similar increase in 'very satisfied' responses.

The recent appointment of two cleaning operatives with vans has led to an increase in the prompt removal of litter and items fly-tipped or dumped on Housing land. A leaflet setting out Housing Cleaning standards was sent to all flat-dwellers in 2013. This shows instances when residents should report problems and gives contact details for the Cleaning Service.

Recommendation 3: That the Council should continue to promote awareness of the standard of cleaning that tenants can expect, monitor standards via satisfaction surveys and invest in improvements to the service, including staff training where necessary.

4.4 Grounds Maintenance

This is another service area highlighted as needing improvement following the 2012 STAR survey. A new Service Level Agreement for Grounds Maintenance has recently been negotiated, so it was felt that any improvements in satisfaction would be unlikely in the 2014 survey. In fact, whilst satisfaction was already low when compared with the Housing Service as a whole, it has continued to fall.

Only around half of General Need's tenants and Leaseholders (51.4%) are now satisfied with the maintenance of planted areas. The quality of grass cutting also has high rates of dissatisfaction as detailed below:

Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

Grass cutting:

General Needs

2012	Satisfied	75.0% (29.0% very, 46.0% fairly)
	Dissatisfied	12.0% (3.5% very, 8.5% fairly)
2014	Satisfied	69.8% (26.0% very, 43.8% fairly)
	Dissatisfied	15.6% (4.8% very, 10.8% fairly)

Supported Housing

2012	Satisfied	76.4% (31.6% very, 44.8% fairly)
	Dissatisfied	17.1% (6.0% very, 11.1% fairly)
2014	Satisfied	75.6% (31.8% very, 43.8% fairly)

Dissatisfied 18.9% (6.0% very, 12.9% fairly)

Leaseholders

2012 Satisfied 68.4% (17.1% very, 51.3% fairly)

Dissatisfied 23.8% (8.2% very, 15.6% fairly)

2014 Satisfied 62.7% (14.7% very, 48.0% fairly)

Dissatisfied 26.9% (9.3% very, 17.6% fairly)

Maintenance of planted areas:

General Needs

2012 Satisfied 59.9% (22.3% very, 37.6% fairly)

Dissatisfied 15.5% (5.9% very, 9.6% fairly)

2014 Satisfied 52.7% (19.0% very, 33.7% fairly)

Dissatisfied 18.8% (7.3% very, 11.5% fairly)

Supported Housing

2012 Satisfied 60.1% (22.0% very, 38.1% fairly)

Dissatisfied 22.4% (9.6% very, 12.8% fairly)

2014 Satisfied 58.7% (23.4% very, 35.3% fairly)

Dissatisfied 23.8% (9.1% very, 14.7% fairly)

Leaseholders

2012 Satisfied 50.7% (11.1% very, 39.6% fairly)

Dissatisfied 31.7% (13.5% very, 18.2% fairly)

2014 Satisfied 42.0% (8.5% very, 33.5% fairly)

Dissatisfied 33.8% (16.9% very, 16.9% fairly)

Recommendation 4: That Grounds Maintenance should be a regular agenda item for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.

4.5 Responsive Repairs

Following the 2012 STAR Survey, Responsive Repairs was highlighted as a service area where satisfaction was lower than with the Housing Service overall, particularly around a repair being done 'right first time'.

The 2014 results do not show any significant change in Responsive Repairs satisfaction levels, although the number of contractors failing to show proof of identity

has increased significantly for General Needs tenants (up from 17.6% in 2012 to 19.7% in 2014.)

The new TAM contract commencing in 2014 includes an undertaking to review our definition of 'right first time'. Tenants will be involved in this work to ensure confidence in future satisfaction surveys undertaken by the new contractors.

Supported Housing tenants are generally more satisfied with the way that Dacorum Borough Council deals with Repairs and Maintenance – up from 88.2% in 2012 to 91.4% in 2014. The percentage of supported housing tenants satisfied with the overall quality of their home has also increased significantly from 89.3% to 93.4%.

Recommendation 5: That HMEC and TLC should continue their involvement with monitoring the new TAM contract and work co-operatively with officers to devise both the new definition of 'right first time' and satisfaction surveys to promote confidence that service standards are being met.

4.6 Awareness of changes to the way that Benefits will be paid

The 2014 STAR survey included a new question prefaced by an explanatory paragraph to encourage responses – in the words of tenants the wording was designed to 'de-stigmatise' receipt of Housing Benefit. It is very clear that despite our best efforts to promote awareness, there are significant numbers of residents who are so far unaware of the forthcoming changes, including many who are currently in receipt of Housing Benefit.

For this reason the results should be analysed further to determine what percentage of residents giving a 'Yes' response to Question 8 also answered 'No' or 'Not sure' to Question 8b.

Many of our tenants including working people and pensioners receive help to pay their rent. Others who do not currently receive help may need to do so if their circumstances change. We would like you to answer some questions to help us understand whether our tenants are aware of the Government's changes to the way benefits are paid.

8. Do you currently receive any Housing Benefit payments?

General Needs

1001 (46.2%) *Yes*

1147 (53.0%) *No*

18 (0.8%) *Prefer not to say*

Supported Housing

448 (62.8%) *Yes*

254 (35.6%) *No*

11 (1.5%) *Prefer not to say*

8.a If you answered Yes to Question 8, please tell us whether all or part of your rent is paid by Housing Benefit

General Needs

300 (30.1%) *All of my rent is paid by Housing Benefit*

658 (65.9%) *Part of my rent is paid by Housing Benefit*

40 (4.0%) *Prefer not say*

Supported Housing

158 (36.2%) *All of my rent is paid by Housing Benefit*

262 (60.0%) *Part of my rent is paid by Housing Benefit*

17 (3.9%) *Prefer not say*

8.b Do you already know about the government's proposal to pay Housing Benefit to tenants instead of direct to the landlord?

General Needs

550 (25.8%) *Yes*

1216 (57.1%) *No*

363 (17.1%) *Not sure*

Supported Housing

169 (24.1%) *Yes*

396 (56.6%) *No*

135 (19.3%) *Not sure*

8.c If you ever needed to complete an application form for means tested benefits at some time in the future, would you feel confident to do this online?

General Needs

752 (35.0%) *Yes*

1010 (47.0%) *No*

388 (18.0%) *Not sure*

Supported Housing

121 (17.2%) *Yes*

487 (69.2%) *No*

96 (13.6%) *Not sure*

Recommendation 6: That the results of the question around Housing Benefits payments should be analysed to determine what percentage of those currently receiving Housing Benefit are not aware of the forthcoming changes. Also to determine whether there are any links between lack of awareness of the forthcoming changes and disability or lack of internet access at home. Measures then to be taken to ensure that all tenants are aware of how these changes will affect them.

5.0 'Literal' Responses.

Respondents had the opportunity to give us any other comments about the Housing Service they receive and to tell us whether they agreed that we had met our obligation not to discriminate against them.

Further work is continuing to group these responses into themes; once this work is complete then these themes will be reported to the TLC and a suggested method of use given.

6.0 Listening to views and acting upon them

This could be considered a more subjective question than most others, with results reliant upon perceptions and communication. It is an area where lots of work has taken place over the past two years following STAR 2012.

We have included regular 'STAR updates' in News and Views and the Annual Report to show the actions taken and improvements made following the STAR 2012 results. Overall, two thirds of our tenants and leaseholders (65.7%) are now satisfied that we listen to their views and act upon them, an increase of around 4 percentage points since 2012.

This compares favourably with the upper quartile for net satisfaction using Housemark Benchmarking data for 2013/14, which is 65.38% for General Needs and Housing for Older People. For the purposes of benchmarking, Housemark do separate Leaseholders from the total results, if we were to do the same then the percentage of tenants in General Needs and Supported Housing very or fairly satisfied with this question is 67.63%.

Recommendation 7: That we continue to publish STAR updates in News and Views and carry out further consultations in accordance with the Housing Consultation Strategy whenever changes are planned, whether to the service as a whole or at a local level.

7.0 Getting Hold of the right person

The results of the 2012 STAR survey indicated that fewer than one in five (19.7%) of those respondents who said that they had contacted the Council with a query other than to pay rent or service charges found it 'Difficult' to get hold of the right person. This was highlighted as an area for improvement.

The results of the 2014 survey indicate that this figure has increased and now exceeds one in five (22.1%). There could be many reasons for this increase but it is important that further work is done to investigate this.

Recommendation 8: That all possible steps should be taken to reverse the trend of increasing numbers of residents finding it difficult to reach the correct person when contacting the Council.

8.0 Rubbish and Litter

In 2012, more than half of respondents (55.8%) indicated that rubbish and litter was a problem in their neighbourhood. This figure has remained fairly constant in 2014 (57.1%).

Whilst clearance of rubbish and litter largely falls outside of the Housing Service, we have promoted and participated in community litter picks organised by Clean Safe & Green and Resident Services.

Recommendation 9: That using an Estate Management approach and working in partnership with other housing colleagues we should continue to organise and promote local area walkabouts to highlight any local problems and work co-operatively with Clean Safe & Green and Resident Services to tackle any local rubbish or littering issues.

9.0 Summary of Recommendations for improvement

Recommendation 1: That the council should continue to treat investment in replacement kitchens, bathrooms and external doors and provision of new parking (where possible) as a priority for allocation of budgets.

Recommendation 2: That the council should carry out further enquiries or surveys in order to ascertain why Dacorum's tenants seem more likely to be digitally excluded than the national average. Also to provide targeted training to enable and encourage older, financially disadvantaged or disabled tenants to use the internet if they wish to do so.

Recommendation 3: That the council should continue to promote awareness of the standard of cleaning that tenants can expect, monitor standards via satisfaction surveys and invest in improvements to the service, including staff training where necessary.

Recommendation 4: That Grounds Maintenance should be a regular agenda item for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.

Recommendation 5: That HMEC and TLC should continue their involvement with monitoring the new TAM contract and work co-operatively with officers to devise both the new definition of 'right first time' and satisfaction surveys to promote confidence that service standards are being met.

Recommendation 6: That the results of the question around Housing Benefits payments should be analysed to determine what percentage of those currently receiving Housing Benefit are not aware of the forthcoming changes. Also to determine whether there are any links between lack of awareness of the forthcoming changes and disability or lack of internet access at home. Measures then to be taken to ensure that all tenants are aware of how these changes will affect them.

Recommendation 7: That we continue to publish STAR updates in News and Views and carry out further consultations in accordance with the Housing Consultation Strategy whenever changes are planned, whether to the service as a whole or at a local level.

Recommendation 8: That all possible steps should be taken to reverse the trend of increasing numbers of residents finding it difficult to reach the correct person when contacting the Council.

Recommendation 9: That using an Estate Management approach and working in partnership with other housing colleagues we should continue to organise and promote local area walkabouts to highlight any local problems and work co-operatively with Clean Safe & Green and Resident Services to tackle any local rubbish or littering issues.

10.0 Conclusion

The nine recommendations for improvement detailed above were taken to the TLC, Portfolio Holder for Housing and Chair of the Housing and Communities Overview and Scrutiny Committee in draft form in May 2014. At this meeting it was agreed that these recommendations should be taken forward and should form part of the actions detailed in the Housing Service Plan.

In addition to this, it was agreed that the Housing Service would move to a two year service plan. This will enable us to mirror the STAR timetable and will also mean that tenant priorities that are highlighted as part of the STAR survey and agreed with TLC will be taken forward in a structured way and monitored through the service plan.

The draft Housing Service 2014/16 has been approved by the TLC and is currently in the process of being finalised with timescales/responsible officers etc. and once finalised will be subject to the corporate service plan template.

Progress against the service plan will be reported on at the mid-year and end of year points and a report will be submitted to both the TLC and Housing and Communities Overview and Scrutiny Committee.

Appendix 1

The percentage figure given as the number of respondents ticking each option in relation to the total number of tenants' surveys returned (3072):

	Total number of responses and percentage of respondents choosing to tick the box as an item important to them
20.	
<u>Improved Energy Performance</u> (Helping to keep your costs down, 'greener' better for the environment)	
a.) Improved cavity/loft insulations	1139 (49.8%) 4th
b.) More efficient boilers	1267 (55.4%) 3rd
c.) Solar panels	889 (38.9%) 8th
d.) Other energy saving measures such as air or ground source heat pumps (where possible)	496 (21.7%) 11th
<u>Estate Improvement/Neighbourhood</u> (The area around your home)	
e.) Improved parking (where possible)	1425 (62.3%) 1st
f.) Improved communal drying areas	251 (11.0%) 13th
g.) Improved landscaping and maintenance of planted areas	732 (32.0%) 10th
<u>Replacement Programme</u> (Planned works)	
h.) New front/back doors	1124 (49.2%) 5th
i.) More frequent replacement of bathrooms and kitchens	1322 (57.8%) 2nd
j.) Improved central heating	1115 (48.8%) 6th
<u>Suitability of Accommodation</u> (Improving our existing homes)	
k.) Installing wired smoke detectors and carbon monoxide detectors in all our homes	1115 (48.8%) 6th
l.) Redeveloping sheltered accommodation to change bedsits to flats	486 (21.3%) 12th
m.) Increasing size of kitchens (where possible)	826 (36.1%) 9th
<u>New Homes</u> (Helping to meet current and future housing needs)	
n.) For example new builds, demolishing blocks of unsuitable flats to redevelop the area.	991 (43.4%) 7th

YOUR TOP PRIORITY

Which ONE of the items above would be your top priority? Please write the letter from the list above that relates to the one item you would choose.

- 1st More frequent replacement of bathrooms and kitchens (19.9%)**
- 2nd Improved parking (where possible) (16.2%)**

3rd New front/back doors (15.8%)



Appendix 2 - Tenants' & Leaseholders' Satisfaction
N.B. 2008 Results are for STATUS survey which was carried out using a postal sample survey and follow-up phone calls. All STATUS figures were rounded to whole percentages.

General Satisfaction - Core Questions

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?

STAR 2014	85.7% Satisfied	Trend
STAR 2012	86.5%	-0.8
STATUS 2008	79%	



STAR 2014	7.7% Dissatisfied	+0.7
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STAR 2012 7.0%
STATUS 2008 9%

2. How satisfied or dissatisfied are you with the overall quality of your home?

STAR 2014 82.2% Satisfied Trend
STAR 2012 79.8% +2.4
STATUS 2008 75%



STAR 2014 11.4% Dissatisfied -2.0
STAR 2012 13.4%
STATUS 2008 14%

3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

STAR 2014 86.5% Satisfied Trend
STAR 2012 86.8% -0.3
STATUS 2008 80%



STAR 2014 8.0% Dissatisfied +0.6
STAR 2012 7.4%
STATUS 2008 9%

4. How satisfied or dissatisfied are you that your rent (or service charges) provides value for money?

STAR 2014 78.5% Satisfied Trend
STAR 2012 78.5% 0
STATUS 2008 70%



STAR 2014 9.7% Dissatisfied 0
STAR 2012 9.7%
STATUS 2008 14%

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?

STAR 2014 78.4% Satisfied Trend
STAR 2012 76.7% +1.7
STATUS 2008 69%



STAR 2014 14.3% Dissatisfied -1.3
STAR 2012 15.6%
STATUS 2008 19%

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

STAR 2014 65.7% Satisfied Trend
STAR 2012 61.4% +4.3
STATUS 2008 51%



STAR 2014 13.6% Dissatisfied -0.4
STAR 2012 14.0%
STATUS 2008 N/A



Appendix 3 - Tenants' Survey 2014

General Needs Housing

Total number of responses: 2286

Overall Satisfaction

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?

756 (35.8%) *Very satisfied*
1045 (49.5%) *Fairly satisfied*
145 (6.9%) *Neither*
118 (5.6%) *Fairly dissatisfied*
49 (2.3%) *Very dissatisfied*

2. How satisfied or dissatisfied are you with the overall quality of your home?

583 (27.2%) *Very satisfied*
1102 (54.4%) *Fairly satisfied*
162 (7.6%) *Neither*
217 (10.1%) *Fairly dissatisfied*
78 (3.6%) *Very dissatisfied*

3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

935 (42.4%) *Very satisfied*
952 (43.2%) *Fairly satisfied*
135 (6.1%) *Neither*
135 (6.1%) *Fairly dissatisfied*
47 (2.1%) *Very dissatisfied*

4. How satisfied or dissatisfied are you that your rent provides value for money?

686 (31.4%) *Very satisfied*
994 (45.6%) *Fairly satisfied*
293 (13.4%) *Neither*
158 (7.2%) *Fairly dissatisfied*
51 (2.3%) *Very dissatisfied*

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?

743 (33.8%) *Very satisfied*
959 (43.6%) *Fairly satisfied*
172 (7.8%) *Neither*

208 (9.5%) *Fairly dissatisfied*
 119 (5.4%) *Very dissatisfied*

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

494 (22.5%) *Very satisfied*
 921 (42.0%) *Fairly satisfied*
 461 (21.0%) *Neither*
 203 (9.2%) *Fairly dissatisfied*
 116 (5.3%) *Very dissatisfied*

General Services

7. How satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Anti-social behaviour	443 (21.9%)	736 (36.3%)	636 (31.4%)	125 (6.2%)	85 (4.2%)
Complaints	417 (21.0%)	783 (39.5%)	578 (29.2%)	135 (6.8%)	69 (3.5%)
Your enquiries generally	664 (33.2%)	877 (43.9%)	313 (15.7%)	108 (5.4%)	35 (1.8%)
Moving or swapping your home (transfers and exchanges)	263 (15.2%)	335 (19.3%)	920 (53.1%)	90 (5.2%)	125 (7.2%)

Advice and Support

Many of our tenants including working people and pensioners receive help to pay their rent. Others who do not currently receive help may need to do so if their circumstances change.

We would like you to answer some questions to help us understand whether our tenants are aware of the Government's changes to the way benefits are paid.

8. Do you currently receive any Housing Benefit payments?

1001 (46.2%) *Yes (Go to Q8a)*
 1147 (53.0%) *No (Go to Q8b)*
 18 (0.8%) *Prefer not to say (Go to Q8b)*

8a. If you have answered Yes to Question 8, please tell us whether all or part of your rent is paid by Housing Benefit

300 (30.1%) *All of my rent is paid by Housing Benefit*
 658 (65.9%) *Part of my rent is paid by Housing Benefit*
 40 (4.0%) *Prefer not to say*

8b. Do you already know about the government's proposals to pay Housing Benefit to tenants instead of direct to the landlord?

550 (25.8%) *Yes*
1216 (57.1%) *No*
363 (17.1%) *Not sure*

8c. If you ever needed to complete an application form for means tested benefits at some time in the future, would you feel confident to do this online?

752 (35.0%) *Yes*
1010 (47.0%) *No*
388 (18.0%) *Not sure*

Contact and Communication

9. Have you contacted Dacorum Borough Council as your Housing Landlord in the last 12 months with a query other than to pay rent or services charges?

1457 (69.2%) *Yes (Go to Q10)*
650 (30.8%) *No (Go to Q11)*

10. You have answered Yes to the above question. Please tell us...

	<i>Easy</i>	<i>Difficult</i>	<i>Neither</i>
10a Was getting hold of the right person easy or difficult?	964 (65.8%)	315 (21.5%)	187 (12.8%)

	<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
10b Did you find the staff helpful?	1196 (82.4%)	104 (7.2%)	151 (10.4%)

	<i>Yes</i>	<i>No</i>
10c Was your query answered within a reasonable time?	1190 (81.2%)	276 (18.8%)

11. Do you have access to the internet at home?

1196 (60.3%) **Yes** 788 (39.7%) *No*

Your Neighbourhood

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

	Major Problem	Minor Problem	Not a Problem
Car parking	961 (46.2%)	554 (26.6%)	566 (27.2%)
Rubbish or litter	401 (19.6%)	807 (39.5%)	833 (40.8%)
Noisy neighbours	197 (10.0%)	438 (22.2%)	1341 (67.9%)
Pets and animals	151 (7.6%)	369 (18.7%)	1454 (73.7%)
Disruptive children / teenagers	109 (5.5%)	438 (22.3%)	1418 (72.2%)

13. In the last three years would you say your neighbourhood has improved or declined?

128 (6.1%)	Greatly improved
293 (13.9%)	Slightly improved
1196 (56.8%)	Stayed the same
366 (17.4%)	Slightly declined
121 (5.8%)	Greatly declined

14. Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Grass cutting	558 (26.0%)	940 (43.8%)	313 (14.6%)	232 (10.8%)	102 (4.8%)
Maintenance of planted areas	385 (19.0%)	682 (33.7%)	580 (28.6%)	232 (11.5%)	147 (7.3%)

Responsive Repairs

15. Have you had any repairs to your home in the last 12 months?

1631 (76.3%)	Yes (Go to Q16)
507 (23.7%)	No (Go to Q19)

Please do not answer the following three questions if you ticked 'No' for question 15

16. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	919 (55.2%)	521 (31.3%)	53 (3.2%)	108 (6.5%)	63 (3.8%)
Being able to make an appointment	839 (51.8%)	519 (32.1%)	135 (8.3%)	87 (5.4%)	39 (2.4%)
Time taken before work started	632 (39.2%)	624 (38.7%)	147 (9.1%)	129 (8.0%)	80 (5.0%)
The speed of completion of the work	832 (51.2%)	525 (32.3%)	102 (6.3%)	94 (5.8%)	73 (4.5%)
The attitude of workers	1031(62.9%)	435 (26.5%)	95 (5.8%)	57 (3.5%)	21 (1.3%)
The overall quality of work	766 (46.9%)	566 (34.6%)	100 (6.1%)	125 (7.6%)	77 (4.7%)
Keeping dirt and mess to minimum	900 (55.2%)	513 (32.5%)	108 (6.6%)	65 (4.0%)	45 (2.8%)
The repair being done 'right first time'	736 (45.2%)	465 (28.5%)	114 (7.0%)	114 (9.5%)	155 (9.8%)
The contractors doing the job you expected	829 (50.8%)	487 (29.8%)	127 (7.8%)	93 (5.7%)	96 (5.9%)
The repairs service you received on this occasion	806 (49.8%)	496 (30.7%)	124 (7.7%)	101 (6.2%)	91 (5.6%)

17. Did the contractor show proof of identity?

1327 (80.3%)	Yes
325 (19.7%)	No

18. Was the repair appointment kept?

1501 (91.6%)	Yes
138 (8.4%)	No

Estate Services

Please only answer Q19 if you live in a flat.

19. How satisfied or dissatisfied are you with the cleaning of the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Internal communal areas	166 (25.1%)	204 (30.9%)	188 (28.4%)	42 (6.4%)	42 (6.4%)	19 (2.9%)
External communal areas (cleaning services only such as cleaning of communal walkways and removal of fly-tipped items, not hedge trimming, grass cutting etc).	121 (18.1%)	189 (28.3%)	165 (24.7%)	90 (13.5%)	79 (11.8%)	24 (3.6%)

Your Priorities for the Future

Since the government changed the rules about how Housing is financed, we have more money to spend on the things that our tenants want. We would like to know what is most important to you so that we can spend our tenants' rent money wisely.

Please look at the following list and tick all the items that are important to you. **You may tick as many or as few boxes as you wish.** Please note that this is to help us make plans for the whole Housing Service and does not necessarily relate to your own home.

	Total number of responses and percentage of respondents choosing to tick the box as an item important to them
20. <u>Improved Energy Performance</u> (Helping to keep your costs down, 'greener' better for the environment)	
e.) Improved cavity/loft insulations	1139 (49.8%) 4th
f.) More efficient boilers	1267 (55.4%) 3rd
g.) Solar panels	889 (38.9%) 8th
h.) Other energy saving measures such as air or ground source heat pumps (where possible)	496 (21.7%) 11th
<u>Estate Improvement/Neighbourhood</u> (The area around your home)	
e.) Improved parking (where possible)	1425 (62.3%) 1st
o.) Improved communal drying areas	251 (11.0%) 13th
p.) Improved landscaping and maintenance of planted areas	732 (32.0%) 10th
<u>Replacement Programme</u> (Planned works)	
q.) New front/back doors	1124 (49.2%) 5th
r.) More frequent replacement of bathrooms and kitchens	1322 (57.8%) 2nd
s.) Improved central heating	1115 (48.8%) =6th

Suitability of Accommodation (Improving our existing homes)

- | | |
|---|------------------|
| t.) Installing wired smoke detectors and carbon monoxide detectors in all our homes | 1115 (48.8%)=6th |
| u.) Redeveloping sheltered accommodation to change bedsits to flats | 486 (21.3%) 12th |
| v.) Increasing size of kitchens (where possible) | 826 (36.1%) 9th |

New Homes (Helping to meet current and future housing needs)

- | | |
|---|----------------|
| w.) For example new builds, demolishing blocks of unsuitable flats to redevelop the area. | 991 (43.4%)7th |
|---|----------------|

YOUR TOP PRIORITY

Which ONE of the items above would be your top priority? Please write the letter from the list above that relates to the one item you would choose.

- 1st More frequent replacement of bathrooms and kitchens (19.9%)
- 2nd Improved parking (where possible) (16.2%)
- 3rd New front/back doors (15.8%)

About You

21. Dacorum Borough Council must give all its tenants the same opportunities to use all our services and benefit from peaceful enjoyment of their homes. We must not discriminate against you by treating you differently from other tenants or by failing to take any special needs you may have into account.
Do you agree that we have met this obligation to you?

1816 (91.5%) Yes

169 (8.5%) No (please give details below)

Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually.

Work continues - these responses will be grouped into themes

22. Please tell us if you have any other comments about the service you receive from Dacorum Borough Council, your housing landlord. (Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually)



Total number of responses: 745

Appendix 4 - Tenants' Survey 2014

Overall Satisfaction

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?

- 348 (49.0%) *Very satisfied*
- 317 (44.6%) *Fairly satisfied*
- 17 (2.4%) *Neither*
- 21 (3.0%) *Fairly dissatisfied*
- 7 (1.0%) *Very dissatisfied*

2. How satisfied or dissatisfied are you with the overall quality of your home?

- 341 (47.6%) *Very satisfied*
- 328 (45.8%) *Fairly satisfied*
- 14 (2.0%) *Neither*
- 23 (3.2%) *Fairly dissatisfied*
- 10 (1.4%) *Very dissatisfied*

3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- 421 (57.4%) *Very satisfied*
- 265 (36.1%) *Fairly satisfied*
- 20 (2.7%) *Neither*

23 (3.1%) *Fairly dissatisfied*
 5 (0.7%) *Very dissatisfied*

4. How satisfied or dissatisfied are you that your rent provides value for money?

391(53.9 %) *Very satisfied*
 278 (38.3%) *Fairly satisfied*
 35 (4.8%) *Neither*
 17 (2.3%) *Fairly dissatisfied*
 5 (0.5%) *Very dissatisfied*

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?

369 (50.3%) *Very satisfied*
 302 (41.1%) *Fairly satisfied*
 19 (2.6%) *Neither*
 34 (4.6%) *Fairly dissatisfied*
 10 1.4(%) *Very dissatisfied*

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

223 (30.4%) *Very satisfied*
 343 (46.7%) *Fairly satisfied*
 111 (15.1%) *Neither*
 42 (5.7%) *Fairly dissatisfied*
 15 (2.0%) *Very dissatisfied*

General Services

7. How satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Anti-social behaviour	252 (39.6%)	217 (34.1%)	129 (20.3%)	25 (3.9%)	13 (2.0%)
Complaints	201 (33.4%)	246 (40.9%)	122 (20.3%)	24 (4.0%)	9 (1.5%)
Your enquiries generally	275 (44.9%)	258 (42.1%)	53 (8.6%)	22 (3.6%)	5 (0.8%)
Moving or swapping your home (transfers and exchanges)	184 (35.7%)	107 (20.7%)	187 (36.2%)	20 (3.9%)	18 (3.5%)

Advice and Support

Many of our tenants including working people and pensioners receive help to pay their rent. Others who do not currently receive help may need to do so if their circumstances change.

We would like you to answer some questions to help us understand whether our tenants are aware of the Government's changes to the way benefits are paid.

8. Do you currently receive any Housing Benefit payments?

- 448 (62.8%) Yes (Go to Q8a)
- 254 (35.6%) No (Go to Q8b)
- 11 (1.5%) Prefer not to say (Go to Q8b)

8a. If you have answered Yes to Question 8, please tell us whether all or part of your rent is paid by Housing Benefit

- 158 (36.2%) All of my rent is paid by Housing Benefit
- 262 (60.0%) Part of my rent is paid by Housing Benefit
- 17 (3.9%) Prefer not to say

8b. Do you already know about the government’s proposals to pay Housing Benefit to tenants instead of direct to the landlord?

- 169 (24.1%) Yes
- 396 (56.6%) No
- 135 (19.3%) Not sure

8c. If you ever needed to complete an application form for means tested benefits at some time in the future, would you feel confident to do this online?

- 121 (17.2%) Yes
- 487 (69.2%) No
- 96 (13.6%) Not sure

If you would like further information about Welfare Reform, Housing Benefit or help with managing your rent account, please call 01442 228000 and ask for Mandy Peters or Paula Bowman.

Contact and Communication

9. Have you contacted Dacorum Borough Council as your Housing Landlord in the last 12 months with a query other than to pay rent or services charges?

- 366 (53.4%) Yes (Go to Q10)
- 320 (46.6%) No (Go to Q11)

10. You have answered Yes to the above question. Please tell us...

	Easy	Difficult	Neither
10a Was getting hold of the right person easy or difficult?	267 (69.9%)	80 (20.9%)	35 (9.2%)

		<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
10b	Did you find the staff helpful?	339 (87.1%)	21 (5.4%)	29 (7.5%)
		<i>Yes</i>	<i>No</i>	
10c	Was your query answered within a reasonable time?	334 (86.1%)	54 (13.9%)	
11.	Do you have access to the internet at home?			
		175 (29.3%)	Yes 423 (70.3%)	No

Your Neighbourhood

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

	<i>Major Problem</i>	<i>Minor Problem</i>	<i>Not a Problem</i>
Car parking	238 (35.7%)	148 (22.2%)	281 (42.1%)
Rubbish or litter	77 (12.0%)	212 (33.0%)	353 (55.0%)
Noisy neighbours	19 (3.1%)	72 (11.7%)	526 (85.3%)
Pets and animals	23 (3.7%)	66 (10.7%)	527 (85.6%)
Disruptive children / teenagers	16 (2.6%)	96 (15.6%)	505 (81.8%)

13. In the last three years would you say your neighbourhood has improved or declined?

65 (9.8%)	<i>Greatly improved</i>
125 (18.8%)	<i>Slightly improved</i>
386 (58.0%)	<i>Stayed the same</i>
74 (11.1%)	<i>Slightly declined</i>
15 (2.3%)	<i>Greatly declined</i>

14. Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Grass cutting	229 (31.8%)	315 (43.8%)	39 (5.4%)	93 (12.9%)	43 (6.0%)
Maintenance of planted areas	151 (23.4%)	228 (35.3%)	112 (17.4%)	95 (14.7%)	59 (9.1%)

Responsive Repairs

15. Have you had any repairs to your home in the last 12 months?

442 (64.1%)	<i>Yes (Go to Q16)</i>
248 (35.9%)	<i>No (Go to Q19)</i>

Please do not answer the following three questions if you ticked 'No' for question 15

16. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Being told when workers would call	305 (66.9%)	127 (27.9%)	10 (2.2%)	8 (1.8%)	6 (1.3%)

Being able to make an appointment	263 (60.7%)	130 (30.0%)	21 (4.8%)	14 (3.2%)	5 (1.2%)
Time taken before work started	213 (49.5%)	165 (38.4%)	18 (4.2%)	22 (5.1%)	12 (2.8%)
The speed of completion of the work	272 (61.4%)	135 (30.5%)	9 (2.0%)	12 (2.7%)	15 (3.4%)
The attitude of workers	328 (73.7%)	100 (22.5%)	8 (1.8%)	4 (0.9%)	5 (1.1%)
The overall quality of work	284 (63.3%)	135 (30.1%)	9 (2.0%)	11 (2.4%)	10 (2.2%)
Keeping dirt and mess to minimum	306 (69.9%)	108 (24.7%)	5 (1.1%)	14 (3.2%)	5 (1.1%)
The repair being done 'right first time'	255 (56.7%)	125 (27.8%)	14 (3.1%)	32 (7.1%)	24 (5.3%)
The contractors doing the job you expected	276 (63.6%)	115 (26.5%)	15 (3.5%)	12 (2.8%)	16 (3.7%)
The repairs service you received on this occasion	287 (64.9%)	122 (27.6%)	9 (2.0%)	8 (1.8%)	16 (3.6%)

17. Did the contractor show proof of identity?

408 (87.9%) Yes
56 (12.1%) No

18. Was the repair appointment kept?

441 (95.9%) Yes
19 (4.1%) No

Estate Services

Please only answer Q19 if you live in a flat.

19. How satisfied or dissatisfied are you with the cleaning of the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
Internal communal areas	218 (46.6%)	172 (36.8%)	32 (6.8%)	25 (5.3%)	16 (3.4%)	5 (1.1%)
External communal areas (cleaning services only such as cleaning of communal walkways and removal of fly-tipped items, not hedge trimming, grass cutting etc).	146 (32.5%)	162 (36.1%)	61 (13.6%)	52 (11.6%)	18 (4.0%)	10 (2.2%)

Supported Housing

**20. Thinking of where you live now, how satisfied or dissatisfied are you with the following?
(please tick one box in each row)**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
Having a choice and control over the support I receive	314 (47.2%)	221 (33.2%)	75 (11.3%)	18 (2.7%)	9 (1.4%)	28 (4.2%)
The frequency of contact with my Supported Housing Officer	358 (53.0%)	178 (26.4%)	68 (10.1%)	23 (3.4%)	8 (1.2%)	40 (5.9%)
The overall performance of my Supported Housing Officer	393 (59.3%)	137 (20.7%)	64 (9.7%)	21 (3.2%)	9 (1.4%)	39 (5.9%)
Knowing where to obtain help and information	321 (49.5%)	228 (35.1%)	51 (7.9%)	25 (3.9%)	7 (1.1%)	17 (2.6%)
Being able to manage and live more independently in my own home	457 (67.0%)	169 (24.8%)	27 (4.0%)	6 (0.9%)	1 (0.1%)	22 (3.2%)
Feeling safer and more secure in my own home	442 (65.4%)	174 (25.7%)	25 (3.7%)	8 (1.2%)	7 (1.0%)	20 (3.0%)

How easy it is to access all areas of my home and scheme	427 (63.8%)	183 (27.4%)	21 (3.1%)	13 (1.9%)	6 (0.9%)	19 (2.8%)
The facilities at my scheme	343 (53.4%)	178 (27.7%)	47 (7.3%)	15 (2.3%)	15 (2.3%)	44 (6.9%)

21. Thinking about living in sheltered housing compared with a home without any support, to what extent do you agree or disagree with the following? (please tick one box in each row)

	<i>Strongly agree</i>	<i>Slightly agree</i>	<i>Neither</i>	<i>Slightly disagree</i>	<i>Strongly disagree</i>	<i>Not applicable</i>
I am better off financially	192 (30.0%)	144 (22.5%)	180 (28.1%)	29 (4.5%)	31 (4.8%)	65 (10.1%)
I feel healthier	188 (30.1%)	146 (23.4%)	184 (29.5%)	26 (4.2%)	17 (2.7%)	63 (10.1%)
I feel less stressed and have increased levels of mental well-being	239 (37.1%)	185 (28.7%)	119 (18.4%)	16 (2.5%)	17 (2.6%)	69 (10.7%)
I have less need to use GP or other NHS services	137 (21.4%)	159 (24.8%)	187 (29.2%)	58 (9.1%)	27 (4.2%)	72 (11.3%)
I have less need to use other social care services	161 (25.1%)	152 (23.7%)	164 (25.5%)	31 (4.8%)	20 (3.1%)	114 (17.8%)

Your Priorities for the Future

Since the government changed the rules about how Housing is financed, we have more money to spend on the things that our tenants want. We would like to know what is most important to you so that we can spend our tenants' rent money wisely.

Please look at the following list and tick all the items that are important to you. You may tick as many or as few boxes as you wish. Please note that this is to help us make plans for the whole Housing Service and does not necessarily relate to your own home.

22. <u>Improved Energy Performance</u> (Helping to keep your costs down, 'greener' better for the environment)	Total number of responses and percentage of respondents choosing to tick the box as an item important to them
i.) Improved cavity/loft insulations	279 8th
j.) More efficient boilers	349 3rd
k.) Solar panels	217 11th
l.) Other energy saving measures such as air or ground source heat pumps (where possible)	145 13th
<u>Estate Improvement/Neighbourhood</u> (The area around your home)	
e.) Improved parking (where possible)	397 1st
x.) Improved communal drying areas	139 14th
y.) Improved landscaping and maintenance of planted areas	320 5th
<u>Replacement Programme</u> (Planned works)	
z.) New front/back doors	334 4th
aa.) More frequent replacement of bathrooms and kitchens	356 2nd
bb.) Improved central heating	244 10th

Suitability of Accommodation (Improving our existing homes)

- cc.) Installing wired smoke detectors and carbon monoxide detectors in all our homes 313 **6th**
- dd.) Redeveloping sheltered accommodation to change bedsits to flats 182 **12th**
- ee.) Increasing size of kitchens (where possible) 261 **9th**

New Homes (Helping to meet current and future housing needs)

- ff.) For example new builds, demolishing blocks of unsuitable flats to redevelop the area. 284 **7th**

YOUR TOP PRIORITY

23. Which ONE of the items above would be your top priority? Please write the letter from the list above that relates to the one item you would choose.

- 1st** More frequent replacement of bathrooms and kitchens
- =2nd** Improved parking (where possible)
- =2nd** New front/back doors

About You

23. Dacorum Borough Council must give all its tenants the same opportunities to use all our services and benefit from peaceful enjoyment of their homes. We must not discriminate against you by treating you differently from other tenants or by failing to take any special needs you may have into account.

Do you agree that we have met this obligation to you?

627 (92.9%)

Yes

48 (7.1%)

No (please give details below)

Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually.

Work continues - these responses will be grouped into themes



Appendix 5 - Leaseholders' Survey 2014



- 24.** Please tell us if you have any other comments about the service you receive from Dacorum Borough Council, your housing landlord. (Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually)

Total number of responses:285

Overall Satisfaction

- 1.** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?
42 (15.3%) *Very satisfied*
147 (53.6%) *Fairly satisfied*
41 (15.0%) *Neither*
29 (10.6%) *Fairly dissatisfied*
15 (5.5%) *Very dissatisfied*
- 2.** How satisfied or dissatisfied are you with the overall quality of your home?
69 (25.5%) *Very satisfied*
151 (55.7%) *Fairly satisfied*
23 (8.5%) *Neither*
20 (7.4%) *Fairly dissatisfied*
8 (3.0%) *Very dissatisfied*
- 3.** How satisfied or dissatisfied are you with your neighbourhood as a place to live?
68 (24.3%) *Very satisfied*
140 (50.0%) *Fairly satisfied*
25 (8.9%) *Neither*
39 (13.9%) *Fairly dissatisfied*
8 (2.9%) *Very dissatisfied*
- 4.** How satisfied or dissatisfied are you that your service charges provide value for money?
45 (16%) *Very satisfied*
107 (38.8%) *Fairly satisfied*
45 (16.3%) *Neither*
55 (19.9%) *Fairly dissatisfied*
24 (8.7%) *Very dissatisfied*

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as the owner of your freehold deals with repairs and maintenance?

31 (11.3%) *Very satisfied*
 113 (41.1%) *Fairly satisfied*
 42 (15.3%) *Neither*
 60 (21.8%) *Fairly dissatisfied*
 29 (10.5%) *Very dissatisfied*

6. How satisfied or dissatisfied are you that Dacorum Borough Council as the owner of your freehold listens to your views and acts upon them?

27 (9.7%) *Very satisfied*
 100 (36.1%) *Fairly satisfied*
 88 (31.8%) *Neither*
 44 (15.9%) *Fairly dissatisfied*
 18 (6.5%) *Very dissatisfied*

General Services

7. How satisfied or dissatisfied are you with the way Dacorum Borough Council as the owner of your freehold deals with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Anti-social behaviour	18 (6.8%)	96 (36.4%)	101 (38.3%)	29 (11.0%)	20 (7.6%)
Complaints	21 (7.9%)	107 (40.1%)	80 (30.0%)	41 (15.4%)	18 (6.7%)
Your enquiries generally	43 (15.8%)	126 (46.3%)	56 (20.6%)	34 (12.5%)	13 (4.8%)

Contact and Communication

8. Have you contacted Dacorum Borough Council as the owner of your freehold in the last 12 months with a query other than to pay service charges?

159 (64.4%) *Yes (Go to Q9)*
 100 (38.6%) *No (Go to Q10)*

9. You have answered Yes to the above question. Please tell us...

	<i>Easy</i>	<i>Difficult</i>	<i>Neither</i>
Q9a Was getting hold of the right person easy or difficult?	93 (54.1%)	51 (29.7%)	28 (16.3%)
Q9b Did you find the staff helpful?	124 (72.5%)	26 (15.2%)	21 (12.3%)
Q9c Was your query answered within a reasonable time?	111 (64.9%) <i>Yes</i>	60 (35.1%) <i>No</i>	

10. Do you have access to the internet at home?

178 (72.4%) *Yes* 68 (27.6%) *No*

Your Neighbourhood

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

	Major Problem	Minor Problem	Not a Problem
Car parking	109 (40.4%)	95 (35.2%)	66 (24.4%)
Rubbish or litter	79 (29.4%)	110 (40.9%)	80 (29.7%)
Noisy neighbours	43 (16.3%)	77 (29.2%)	144 (54.5%)
Pets and animals	20 (7.6%)	61 (23.1%)	183 (69.3%)
Disruptive children / teenagers	16 (6.3%)	65 (25.4%)	175 68.4(%)

12. In the last three years would you say your neighbourhood has improved or declined?

12 (4.4%)	Greatly improved
41 (15.0%)	Slightly improved
129 (47.1%)	Stayed the same
59 (21.5%)	Slightly declined
33 (12.0%)	Greatly declined

13. Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Grass cutting	41 (14.7%)	134 (48.0%)	29 (10.4%)	49 (17.6%)	26 (9.3%)
Maintenance of planted areas	23 (8.5%)	91 (33.5%)	66 (24.3%)	46 (16.9%)	46 (16.9%)

Responsive Repairs

14. Have you had any repairs to your block in the last 12 months?

155 (57.0%)	Yes (Go to Q15)
117 (43.0%)	No (Go to Q16)

Please **do not** answer the following question if you ticked 'No' for question 14

15. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Time taken before work started	13 (8.7%)	59 (39.6%)	36 (24.2%)	23 (15.4%)	18 (12.1%)
The speed of completion of the work	24 (16.2%)	62 (41.9%)	28 (18.9%)	17 (11.5%)	17 (11.5%)
The attitude of workers	37 (25.0%)	43 (29.1%)	56 (37.8%)	4 (2.7%)	8 (5.4%)
The overall quality of work	32 (21.3%)	48 (32.0%)	29 (19.3%)	23 (15.3%)	18 (12.0%)
Keeping dirt and mess to minimum	36 (23.8%)	61 (40.4%)	27 (17.9%)	12 (7.9%)	15 (9.9%)
The repair being done 'right first time'	32 (21.3%)	38 (25.3%)	35 (23.3%)	21 (14.0%)	24 (16.0%)
The contractors doing the job you expected	31 (20.5%)	43 (28.5%)	45 (29.8%)	17 (11.3%)	15 (9.9%)
The repairs service you received on this occasion	33 (22.0%)	43 (28.7%)	40 (26.7%)	18 (12.0%)	16 (10.7%)

Estate Services

16. Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
The cleaning and upkeep of internal communal areas	31 (11.3%)	82 (29.8%)	38 (13.8%)	30 (10.9%)	20 (7.3%)	74 (26.9%)
The cleaning and upkeep of external communal areas (cleaning services only such as cleaning of communal walkways and removal of fly-tipped items, not hedge trimming, grass cutting etc).	19 (7.1%)	72 (27.1%)	40 (15.0%)	59 (22.2%)	32 (12.0%)	44 (16.5%)
External building repairs and maintenance	16 (5.9%)	88 (32.4%)	62 (22.8%)	46 (16.9%)	38 (14.0%)	22 (8.1%)
Repairs to communal areas	10 (3.7%)	73 (27.3%)	68 (25.5%)	38 (14.2%)	34 (12.7%)	44 (16.5%)

Advice and Support

17. Thinking about your service charges, how satisfied or dissatisfied are you with following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
The consultation letters you receive when Dacorum Borough Council notifies you under Section 20 of the Landlord and Tenant Act 1985 that they intend to carry out works which will cost leaseholders £250 or more	39 (14.3%)	89 (32.7%)	59 (21.7%)	34 (12.5%)	27 (9.9%)	24 (8.8%)
How easy it is to understand your service charge invoice	58 (21.0%)	135 (48.9%)	30 (10.9%)	26 (9.4%)	17 (6.2%)	10 (3.6%)

The information included with invoices and on our Section 20 notification letters regarding your rights as a leaseholder and the ability to pay large invoices by instalments	57 (21.4%)	109 (41.0%)	44 (16.5%)	19 (7.1%)	17 (6.4%)	20 (7.5%)
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18. Thinking about the information and advice you receive from Dacorum Borough Council about being a leaseholder, how satisfied or dissatisfied are you with following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Your obligations under the terms and conditions of your lease	54 (19.6%)	147 (53.5%)	55 (20.0%)	9 (3.3%)	7 (2.5%)	3 (1.1%)
Dacorum Borough Council's website as a source of useful information	27 (10.0%)	86 (31.9%)	87 (32.2%)	8 (3.0%)	8 (3.0%)	54 (20.0%)

About You

19. Are you or any household member's day-to-day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Please tick one box only)

- 23 (8.4%) *Yes, limited a lot*
- 34 (12.5%) *Yes, limited a little*
- 216 (79.1%) *Not applicable*

23. Please tell us if you have any other comments about the service you receive from Dacorum Borough Council as the owner of your freehold. (Please note this question is intended to help us understand the needs of our leaseholders generally. We will not be able to respond to you individually)

Work continues - these responses will be grouped into themes

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?

78.4% Satisfied 35.6% Very 42.8% Fairly

14.3% Dissatisfied 9.4% Very 4.9% Fairly

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

65.7% Satisfied 23.2% Very 42.5% Fairly

13.6% Dissatisfied 4.6% Very 9.0% Fairly

11. Do you have access to the internet at home?

Yes 1549 (54.8%) No 1279 (45.2%)