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Dacorum Borough Council

TSM survey 2023

Report

April 2024



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Project details

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Author	Katherine Atkinson
Research Manager	Katherine Atkinson
Reviewed by	Toni Hogg, Quality Compliance Lead

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M·E·L Research Ltd

Somerset House, 37 Temple Street, Birmingham, B2 5DP

info@melresearch.co.uk

melresearch.co.uk

0121 604 4664



Certificate No:340192020



Certificate No:340202020



Certificate No:374882021



Introduction

In April 2023, M.E.L Research was commissioned to carry out a TSM (Tenant Satisfaction Measures) survey for Dacorum Borough Council's Housing Service. The aim of the research was to provide insight into resident satisfaction which can be used to inform policy, decision making, and performance management across the business, and to ensure that the voice of Dacorum Housing's residents remains central to the planning of housing services. The data in this report also meets Dacorum Housing's requirements as a social housing landlord, under the Tenant Satisfaction Measures Standard, to collect and report annually on their performance on a core set of defined measures to provide tenants with greater transparency about their landlord's performance.

The survey asked the 12 core TSM measures, ensuring the collection of robust data on resident experiences and perceptions. The survey was supplemented by a number of open text questions that allowed tenants to express their satisfaction and dissatisfaction for the services and support provided by Dacorum Housing Service.

Our approach

The survey was conducted using a mixed methods approach and carried out quarterly across the year from May 2023 to April 2024. Each quarter a representative sample of avg. 242 General Needs and Sheltered Housing tenants was taken from the entire tenant population. Quotas for these samples were set by age and property type to match the profile of the Council's tenant base.

The fieldwork was carried out quarterly, with 244 tenant responses being collected during May 2023, 244 in August 2023, 243 in November 2023 and 241 in February 2024. In total, we interviewed 972 tenants including 730 General Needs tenants, 240 Sheltered Housing tenants and 2 whose record did not have their tenancy type recorded. This amounts to a margin of error of +/- 2.97 which sits within the regulator's requirement of a margin of error of +/-4%.

	Stock size	Responses	Margin of error
Tenants total	9,052	972	+/- 2.97

Analysis and reporting

This report presents the results of Dacorum Borough Council's 2023 Tenant Satisfaction Measure (TSM) survey. The results presented in this report are weighted by tenant age and property type to ensure they are representative of the wider stock. It is known that the two biggest variables that sway satisfaction are age and property type. Satisfaction tends to rise with age, whereas residents in houses tend to be more satisfied than those in flats.

Please be aware that previous reports have been presented based on unweighted data as they show a snapshot in time of tenant perceptions, and how these compare quarter on quarter. Weighting has occurred on the annual data which gives you an overview of the whole year and adjusts for seasonal differences that may affect responses.

It should be noted that the TSM technical guidance prescribes which questions have 'don't know/ not applicable' options and which do not. In line with this guidance, where 'don't know' responses were possible, these responses have been excluded from the sample base/scoring.

Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. tenure and ward). The results for these sub-groups have been presented to show differences in perceptions. Throughout the report, any base size less than 30 should be taken as indicative only. Where there is a statistically significant difference between groups, this has been noted in the report as a "significant" difference. However, a significant difference may not necessarily mean that the difference is 'important'.

Presentation of data

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or did not answer a question, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question.

Owing to the rounding of numbers, percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

All top line data and sub-group analysis discussed relates to a total combined figure of General Needs and Sheltered tenants. Individual tenure splits are reported throughout.

Any sub-groups highlighted with an asterisk * have a low base size and thus results should be taken as indicative only.

Where open text answers have been included, they may have been edited for clarity, spelling and grammar, but have had no substantive changes.

Benchmarking

The responses of General Needs and Sheltered tenants at the 12 Tenant Satisfaction Measures have been benchmarked against other housing providers using data from Housemark’s mid-year results, released in November 2023 (see Figure 2, page 9).

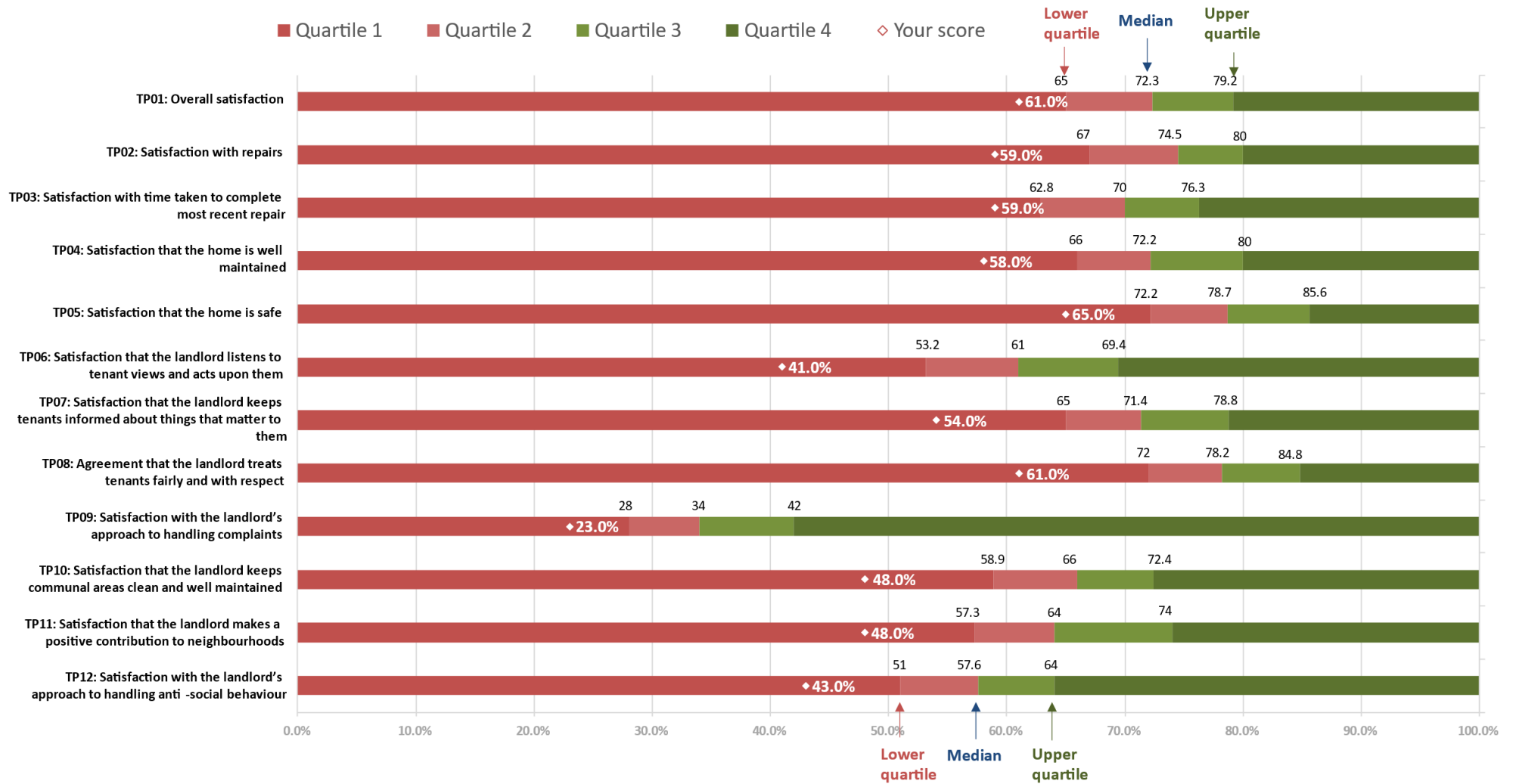
This benchmarking reveals the results for Dacorum Housing are currently below the lower quartile mark for all of the 12 measures nationally. While these benchmarks do provide some context they are an imperfect comparison. Firstly, this is because they were published over six months ago and the expectation across the sector is that satisfaction levels are continuing to fall. The size of Dacorum Housing in terms of stock size may also be a factor. Although not small, some housing providers within the benchmark have a far greater number. Given the possible sampling error, for some indicators the performance may actually be closer to or above the lower quartile.

Figure 1. Satisfaction with TSMs (Your score) compared to National November 2023 Housemark data (Lower Quartile)

Measure	Your score	Lower quartile	Difference in ppts
TP01: Overall satisfaction	61%	65%	-4
TP02: Satisfaction with repairs	59%	67%	-8
TP03: Satisfaction with time taken to complete most recent repair	59%	62.8%	-4
TP04: Satisfaction that the home is well maintained	58%	66%	-8
TP05: Satisfaction that the home is safe	65%	72.2%	-7
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	41%	53.2%	-12
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	54%	65%	-11

TP08: Agreement that the landlord treats tenants fairly and with respect	61%	72%	-11
TP09: Satisfaction with the landlord's approach to handling complaints	23%	28%	-5
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	48%	58.9%	-11
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	48%	57.3%	-9
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	43%	51%	-8

Figure 2. Satisfaction with TSMs (Your score) compared to National November 2023 Housemark data (Quartiles 1-4).



Section One: Service satisfaction

This section explores how satisfied tenants are with the service that Dacorum Housing provides to them overall.

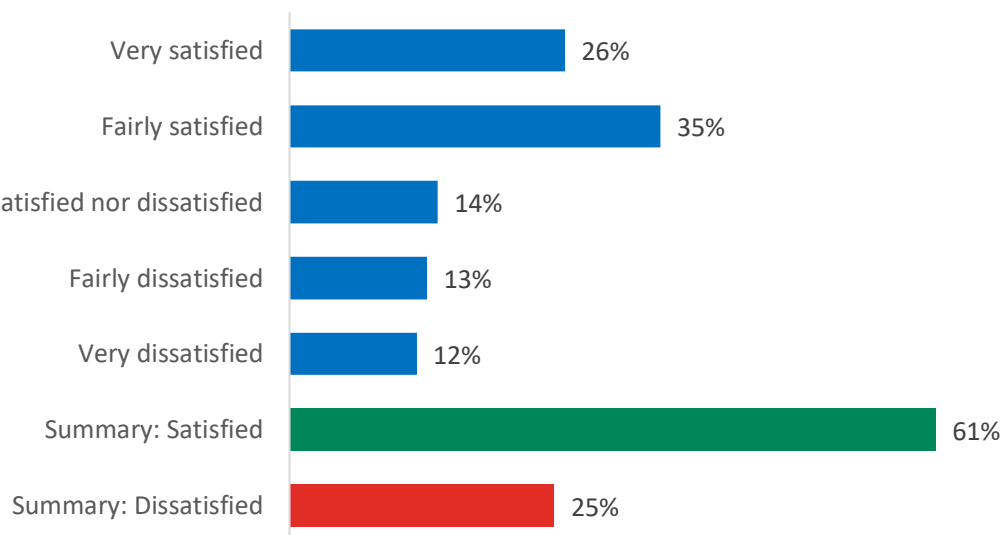
Overall satisfaction with services

Respondents were firstly asked to rate their satisfaction with the overall service provided by Dacorum Housing.

Six in ten respondents were satisfied overall with the service received by Dacorum Housing services, is one in four very satisfied (26%). A quarter of respondents report being dissatisfied with Dacorum Housing's service provision, with 12% very dissatisfied.

This sits 4 percentage points (ppts) below the lower quartile score in the nation-wide Housemark satisfaction measures published in November 2023.

Figure 3: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Housing? (Combined tenant, unweighted base size: 972)

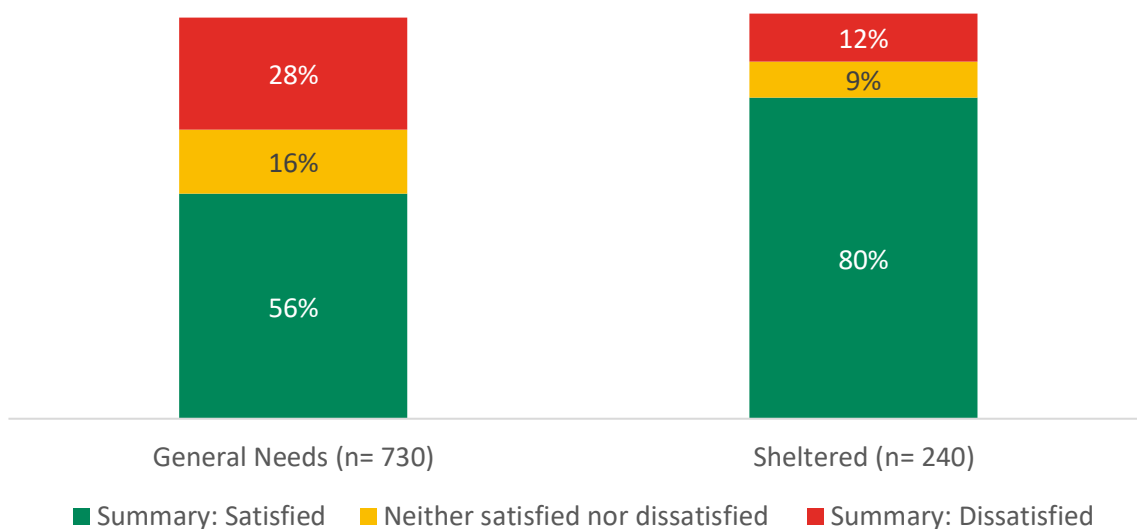


Housemark Benchmarking data – Overall satisfaction

	Lower quartile	Median	Upper quartile
National	65%	72.3%	85%

By tenure, Sheltered housing tenants were significantly more satisfied compared to General Needs tenants (80% vs. 56%), with General Needs tenants are more than twice as likely to be dissatisfied (28% vs. 12%).

Figure 4: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Housing? (By tenure, unweighted base sizes in brackets)

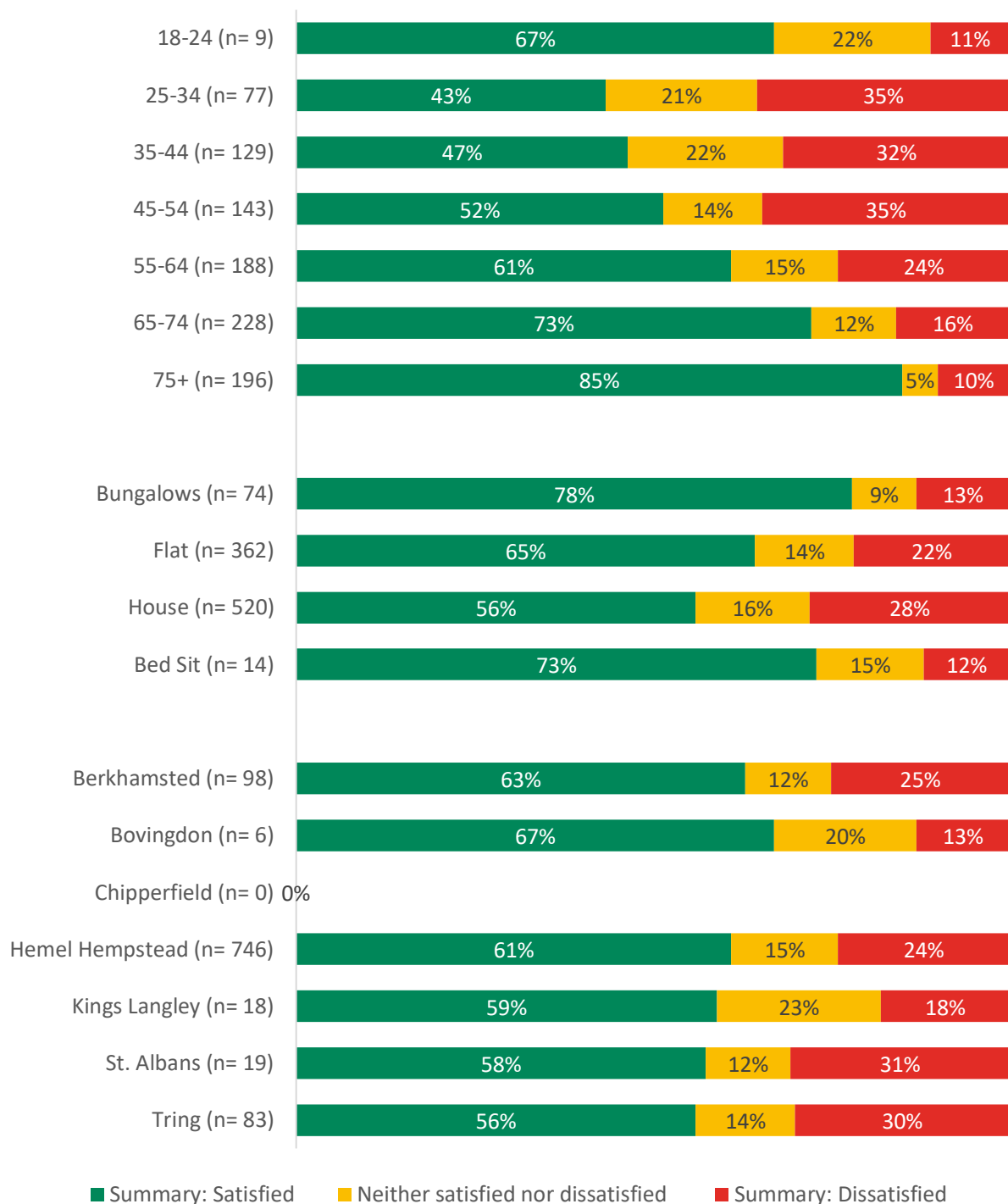


To understand satisfaction further, we analysed the perception of overall services provided by subgroup among tenants.

Figure 5 also displays satisfaction among a number of other tenant subgroups. Within these, there were significantly higher satisfaction levels amongst:

- Tenants living in Bungalows (78%) and **Flats** (65%)
- Older tenants (73% and 85% respectively for those aged 65-74 or 75+). The increased satisfaction is likely in part linked to the higher proportion of these tenants living in Sheltered housing

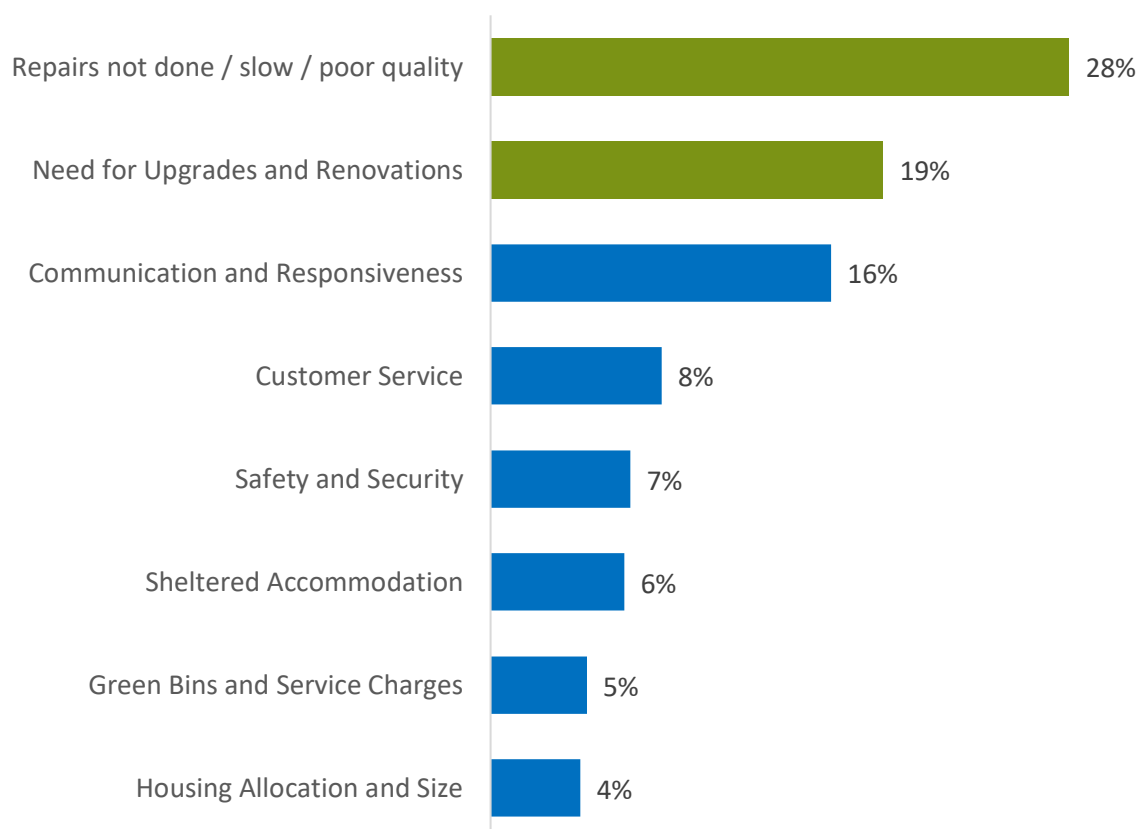
Figure 5: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Housing? (By sub-group, unweighted base sizes in brackets)



In the first quarter (May 2023) tenants were asked to explain why they rated the overall service provided by Dacorum Housing as they had in an open text response. These responses have been coded into key themes.

The most common answer given by those who were satisfied with the service provided by Dacorum Housing was notably a negative comment on the service that they received. This answer being that that repairs had not been done, were slow or of poor quality (28%). For many this was a reason why they had only rated themselves as being ‘fairly’ satisfied rather than ‘very’ satisfied, or was given as an example of an experience they reflected negatively on, despite overall being satisfied. The second most commonly given answer corroborates with this, with many tenants speaking of upgrades that either need doing and have not been done, or have been promised renovations that have not been followed up on, despite, in some cases, contractors have visited the property to to investigate issues (19%).

Figure 6. Q1b. Could you please tell us in detail why you feel this way about the service provided by Dacorum Council (Combined tenant, unweighted base size: 244)



- **Repairs not done / slow / poor quality:** Many respondents expressed dissatisfaction with the time taken to carry out repairs, including emergency plumbing and other maintenance issues. Some reported waiting for several months or even years for repairs to be completed.
- **Need for Upgrades and Renovations:** Many tenants expressed a desire for improvements, such as new bathrooms, kitchens, and windows. Some mentioned the need for better insulation and heating to address cold and damp issues.
- **Communication and Responsiveness:** Several comments highlighted difficulties in getting through to the council and receiving timely responses. Some mentioned being passed around different people without a resolution.
- **Customer Service:** Several respondents praised the council for their helpfulness and responsiveness, while others expressed frustration with contractors' workmanship and a lack of attention to detail.
- **Safety and Security:** Issues related to safety and security were raised, including concerns about broken gates, lack of proper lighting, and drug-related incidents in the area.
- **Sheltered Accommodation:** Some respondents living in sheltered accommodation expressed satisfaction with the support and security provided, while others mentioned ongoing maintenance issues.
- **Green Bins and Service Charges:** Several tenants were dissatisfied with the introduction of charges for green bin collection and perceived issues with the management of service charges.
- **Housing Allocation and Size:** Some tenants mentioned difficulties with rehousing due to medical and health needs or overcrowding, seeking larger properties for their families.

Repairs not done / slow / poor quality

"The time taken for repairs to be carried out is poor, even for emergency plumbing. The most recent repairs I have had, I have had to re-call about the same problem. I am also waiting for my roof to be repaired, so far about 4 months meanwhile the damage to my ceiling is getting worse."

"Nothing gets done. If a repair is done it breaks again. Inspectors don't turn up. Those that do you never hear from. The whole area is revolting & they chuck money into stupid projects that break / don't work."

"I have asked many, many times to fix things and still no joy in getting them fixed."

"I reported a crack on the external and internal wall and the windows not closing in August 2022, and up until now nothing has been fixed."

"Although sometimes the contractors are fine and complete their jobs and tasks assigned, I have experienced bad responses and also nasty abuse by a plumber who clearly did not know what they were doing resulting in the job being referred to another contractor to clear up the bad job."

Need for Upgrades and Renovations

"I have been waiting for a new bathroom and kitchen 2 years, I book jobs and people don't turn up at the agreed slot."

"I have waited years for a new bathroom and kitchen that are incredibly unhygienic given the issues..."

"Being more prompt with repairs and communication. We've been waiting for two years for a new kitchen floor as ours is raised - we've had two surveyors out who've said it needs to be replaced. Nothing has been done despite numerous follow ups."

"I have been in my house 30 years + and been trying to get a new bathroom and toilet but I feel because I am a good tenant I have been pushed to the back of the list for over 8 years now."

"Let's get the council properties updated with new kitchens and bathrooms. My property is really cold and needs insulation, but I have been told that I have to wait, and that the property was insulated 30 years ago. Let council tenants be proud to live in their properties."

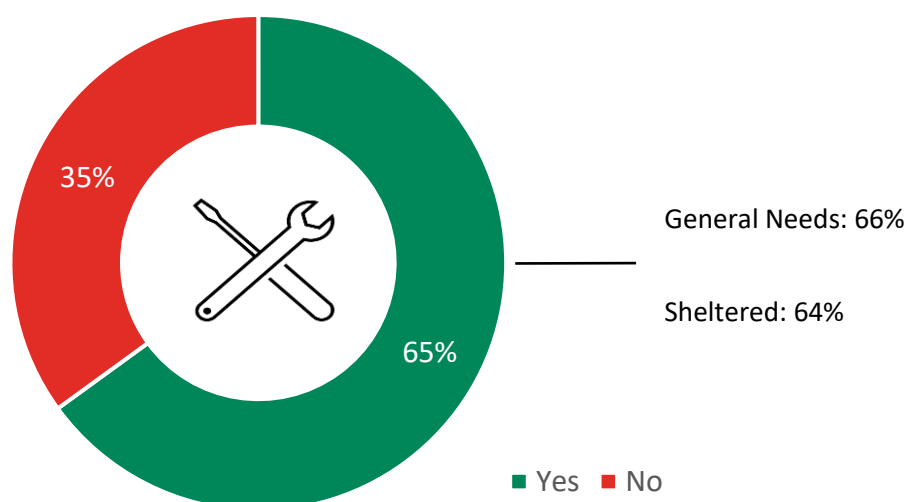
Section Two: Repairs service

This section explores tenants' experiences of Dacorum Housing's repair service.

Tenants repairs

65% of tenants had a repair made to their home in the last 12 months prior to completing this survey. Repairs were slightly, but not significantly more common among tenants who live in houses (68%) when compared to bungalows (63%) and flats (62%).

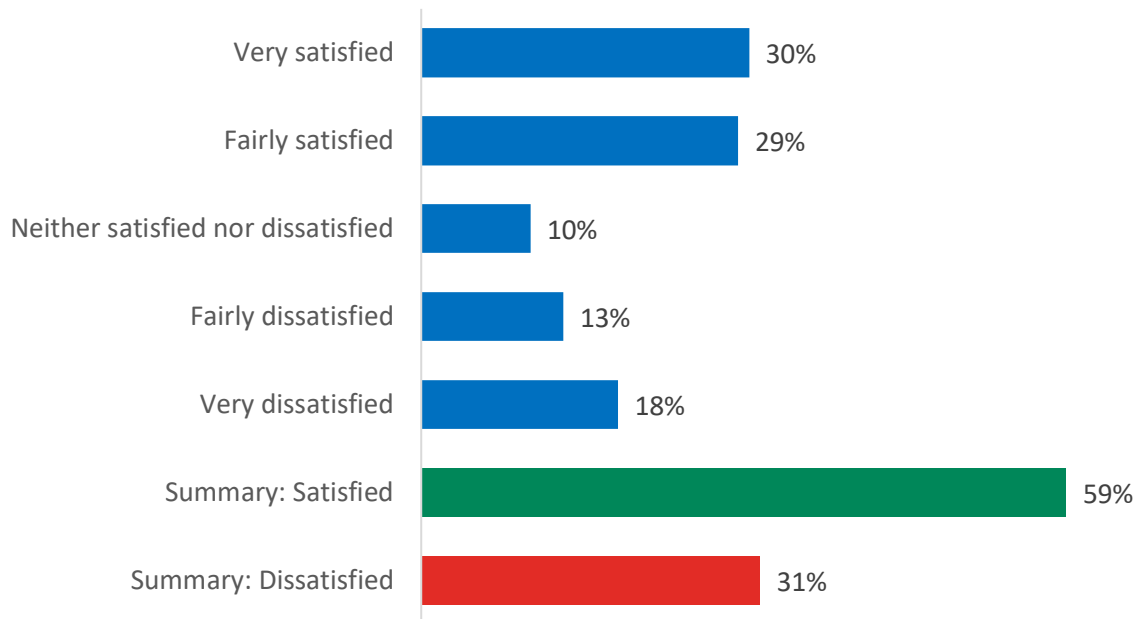
Figure 7. Q2 Has Dacorum carried out a repair to your home in the last 12 months? (Combined tenant, unweighted base size: 970)



Tenants who had a repair in the 12 months prior to completing the survey were asked how satisfied they were with the overall repairs service provided by Dacorum Borough Council Housing Services within that time frame. Six in ten (59%) were satisfied with this service and just under a third (31%) were dissatisfied. While satisfied tenants were evenly split between 'fairly satisfied' (29%) and very satisfied (30%), of those dissatisfied, just under one in five were very dissatisfied (18%).

Satisfaction with this metric sits 8 pts below the lower quartile of the national benchmark which, as of November 2023 is 67%.

Figure 8. Q3. How satisfied or dissatisfied are you with the overall repairs service from Dacorum over the last 12 months? (Combined tenant, unweighted base size: 625)

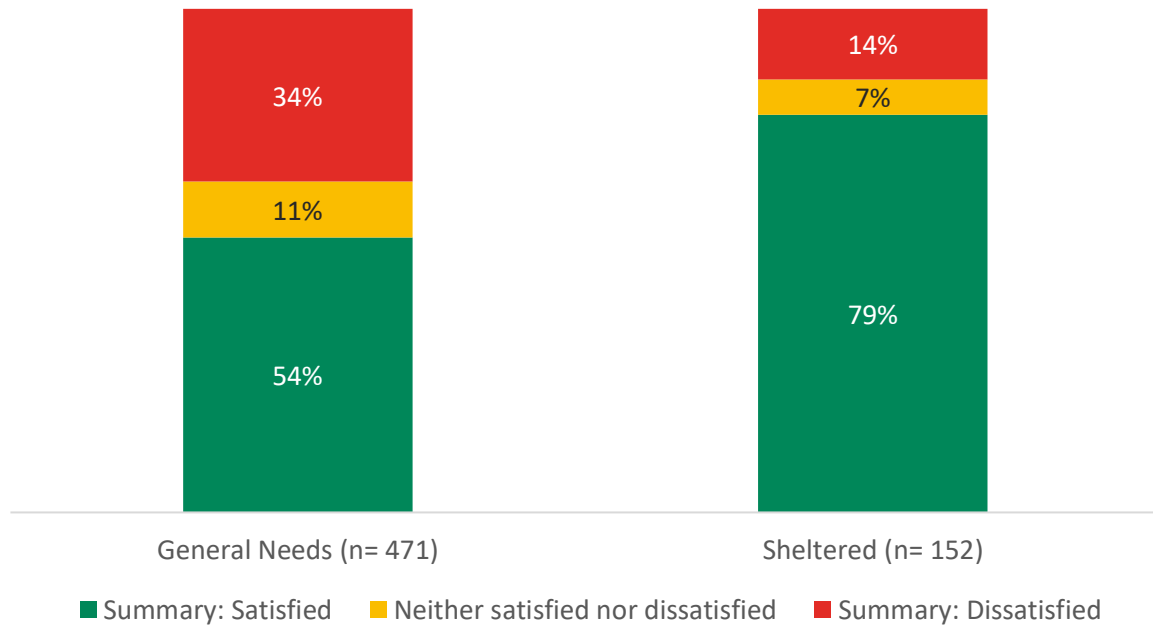


Housemark Benchmarking data – Satisfaction with repairs

	Lower quartile	Median	Upper quartile
National	67%	74.5%	80%

In terms of tenancy type, General Needs tenants were significantly less likely to be satisfied with the overall repairs service provided by Dacorum Borough Housing in the last 12 months than Sheltered tenants (54% vs. 79%). They are however significantly more likely to be dissatisfied (34% vs. 14%).

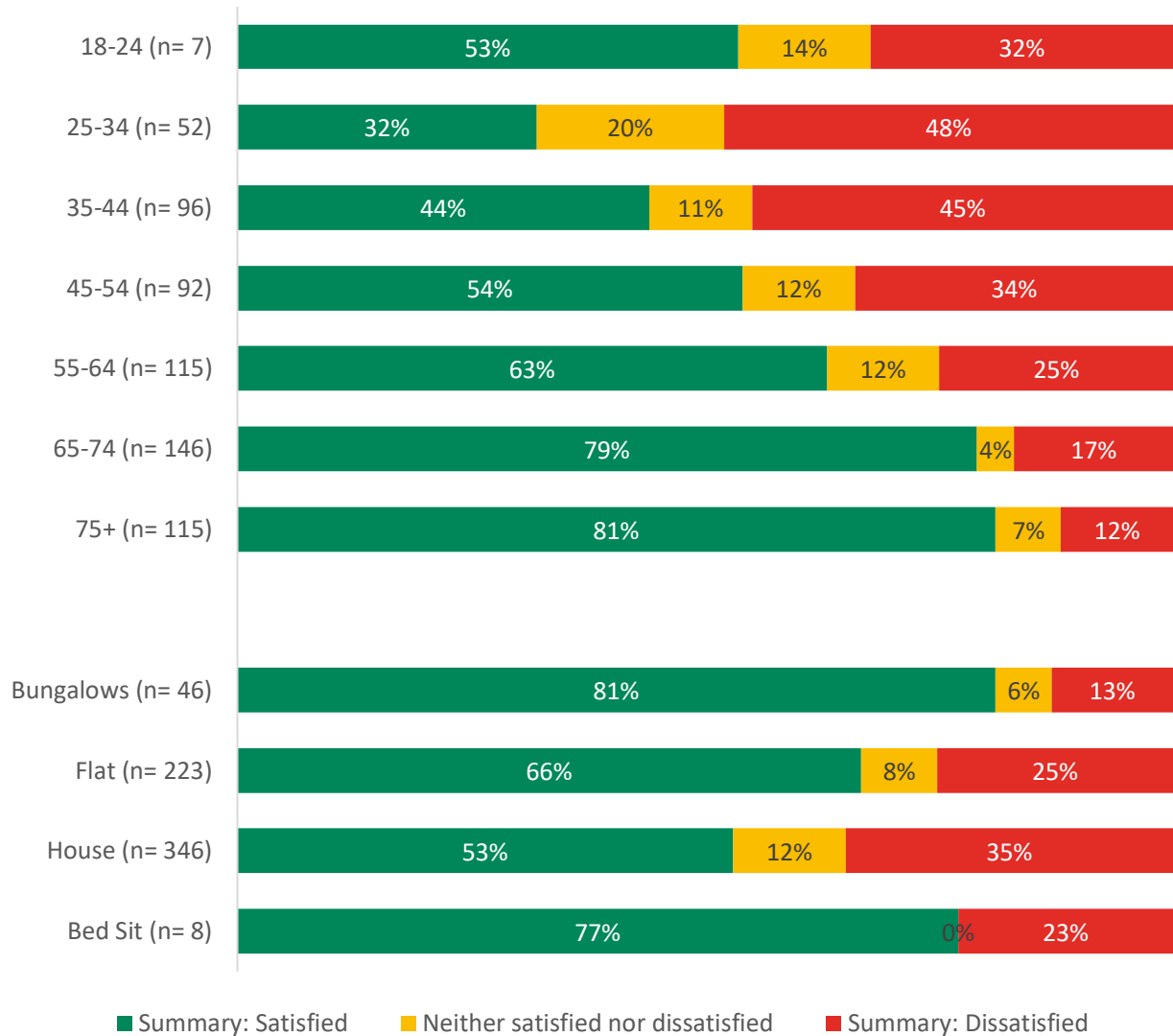
Figure 9. Q3. How satisfied or dissatisfied are you with the overall repairs service from Dacorum over the last 12 months? (By tenure, unweighted base size: in brackets)



When looking at satisfaction with the repairs service by demographic subgroup, some were more or less likely to be satisfied than others:

- Tenants aged 65-74 (79%) and 75+ ((81%) are significantly more likely to be satisfied, while those aged 25-34 (32%) and 35-44 (44%) are significantly less likely to be satisfied with repairs provided by Dacorum Borough Council Housing Services.
- It follows too that those living in Bungalow (81%) and Flats (66% are also significantly more likely to be satisfied with the repairs they have had carried out in the last 12 months, when compared to tenants living in houses (53%). This is due to a higher proportion of older tenants living in these properties.

Figure 10. Q3. How satisfied or dissatisfied are you with the overall repairs service from Dacorum over the last 12 months? (By sub-group, unweighted base sizes: in brackets)



Time taken to complete repair

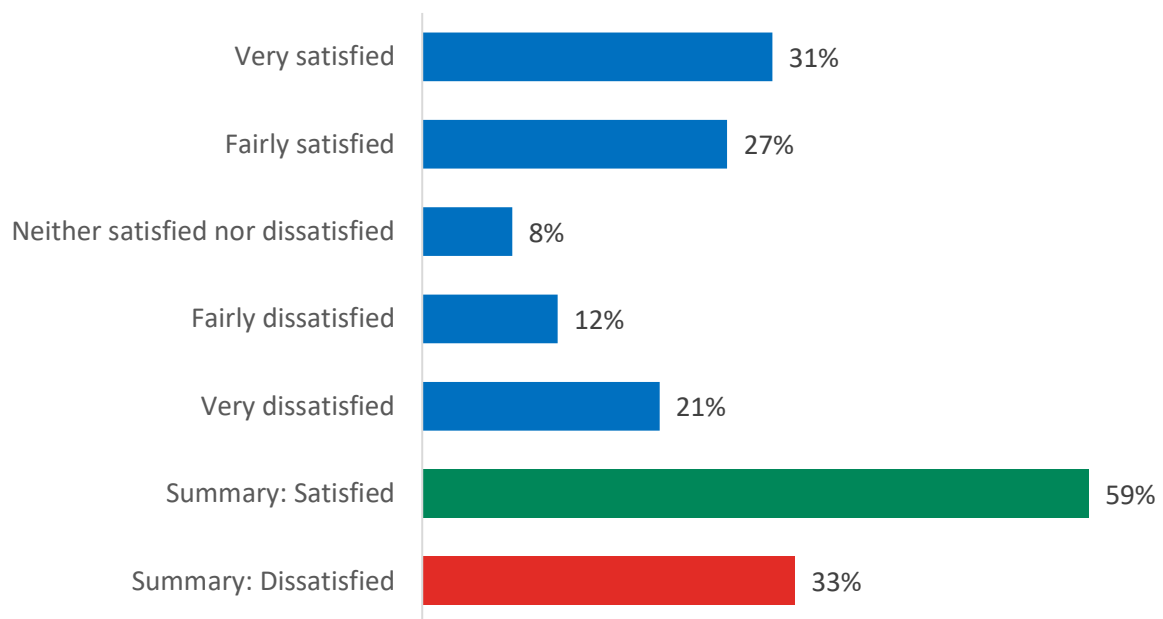
Tenants who had had a repair in the last 12 months were asked how satisfied they were with the time taken to complete their most recent repair after they reported it.

Satisfaction levels with the time taken are similar to the levels for the overall repairs service with 59% satisfied with the time taken to complete the most recent repair, and one in three (33%) dissatisfied. As seen with the previous question, while satisfied tenants were evenly split between ‘fairly satisfied’

(27%) and very satisfied (31%), of those dissatisfied, one in five were very dissatisfied (21%) while 12 were fairly dissatisfied.

The satisfaction figure is currently 3 pts below the lower quartile of the Housemark benchmarking data which currently sit at 62.8%.

Figure 11. Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (Combined tenant, unweighted base size: 604)

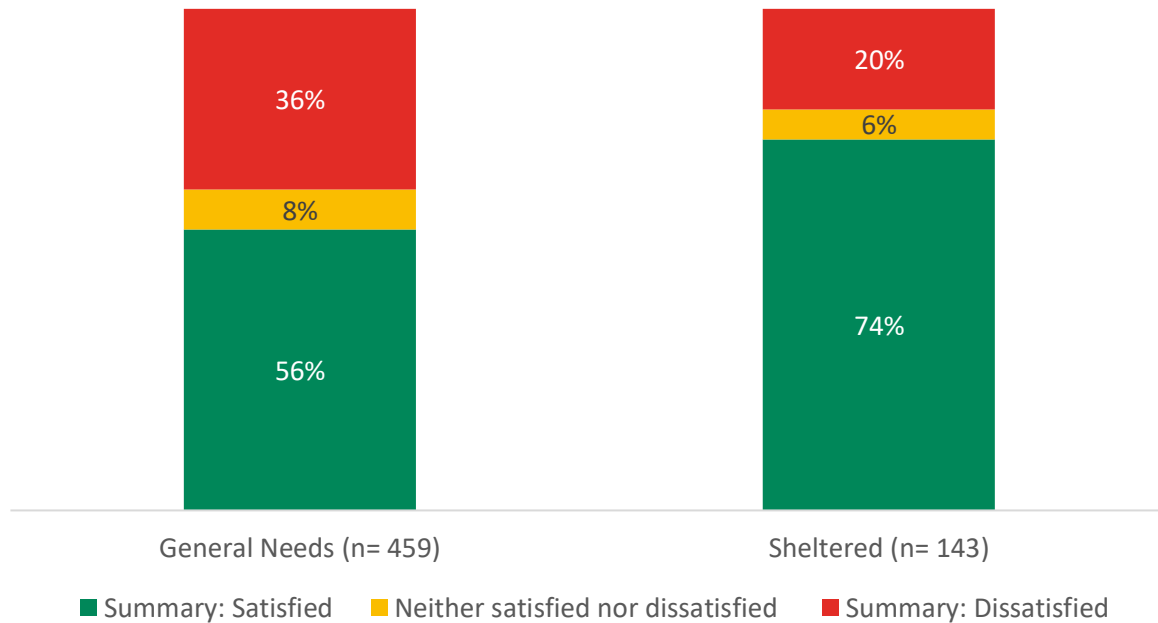


Housemark Benchmarking data – Satisfaction with the time taken to complete the most recent repair

	Lower quartile	Median	Upper quartile
National	62.8%	70%	76.3%

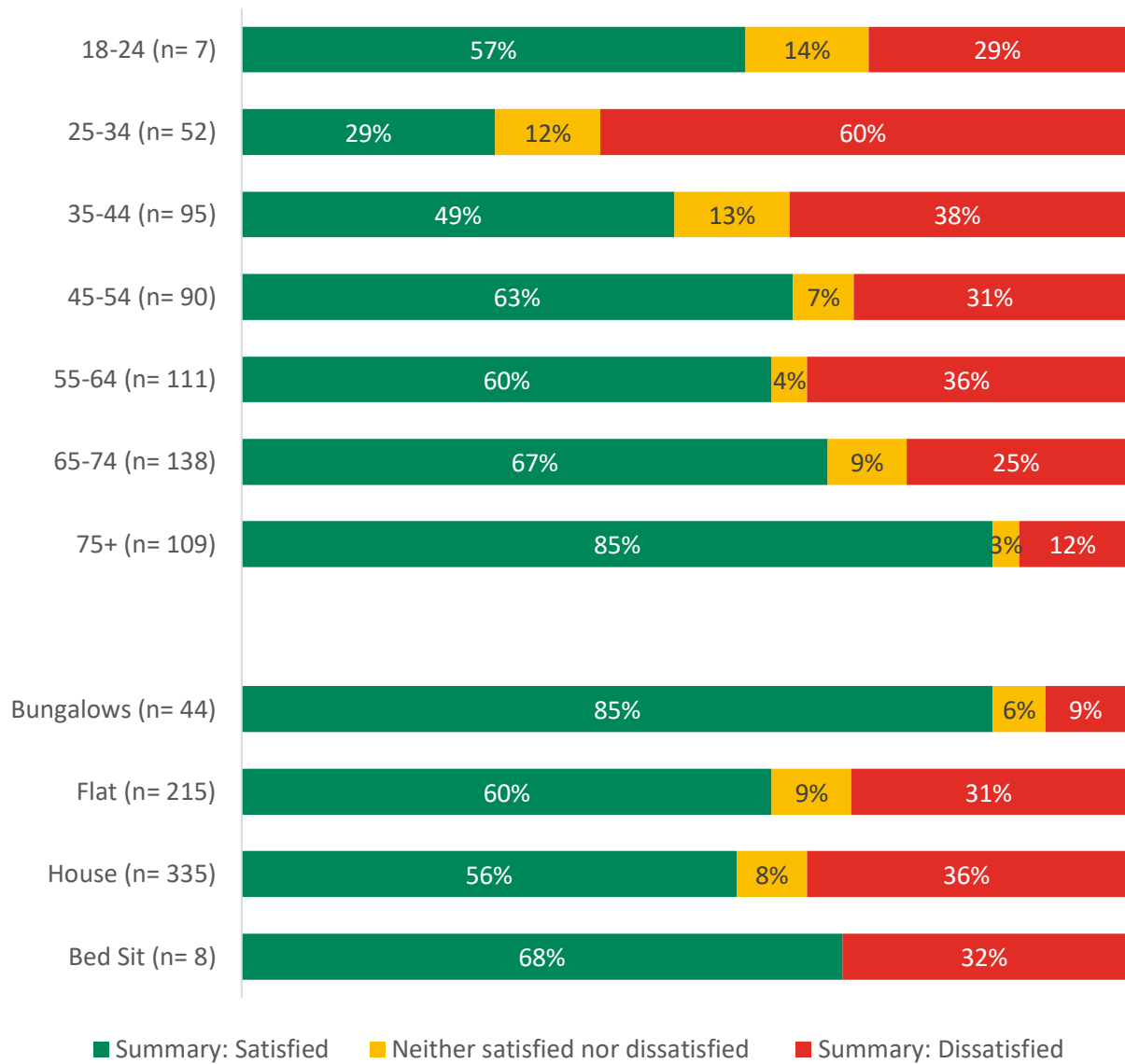
Dissatisfaction with the time taken to complete repairs is significantly higher among General Needs tenants (36%) than Sheltered housing tenants (20%). Comparatively, three quarters of Sheltered housing tenants reported satisfaction with the latest repair they received (74% vs. 56%).

Figure 12. Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (By tenure, unweighted base size: in brackets)



Tenants aged 75+ are significantly more likely than all other ages to be satisfied with the time taken to complete their most recent repair (85%), while those aged 25-34 are significantly more likely to be dissatisfied. Once again, with a high proportion of this age group living in bungalows it follows too that tenants residing in this property type (85%) are also significantly more likely than tenants living in flats (60%) and houses (56%) to be satisfied with the time taken for the completion of their latest repair.

Figure 13. Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (By sub-group, unweighted base sizes: in brackets)



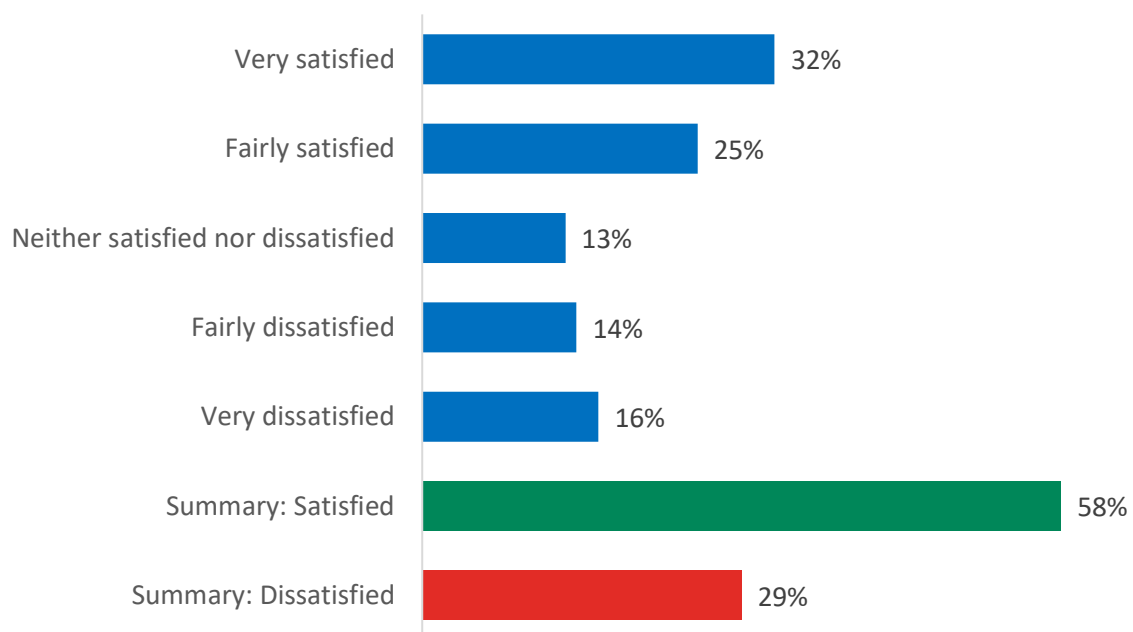
Section Three: Your Home

This section looks at residents' perception of their homes, including the maintenance of the property and how safe they feel living there.

Home maintenance

Just under 60% of tenants are satisfied that Dacorum Borough Council provides a home that is well maintained with one in three very satisfied (32%). Half as many tenants report being dissatisfied when compared to those satisfied (58% vs. 29%). Satisfaction for this metric sits below the lower quartile of the benchmark (66%) by 8 ppts.

Figure 14. Q5. How satisfied or dissatisfied are you that Dacorum provides a home that is well maintained? (Combined tenant, unweighted base size: 961)



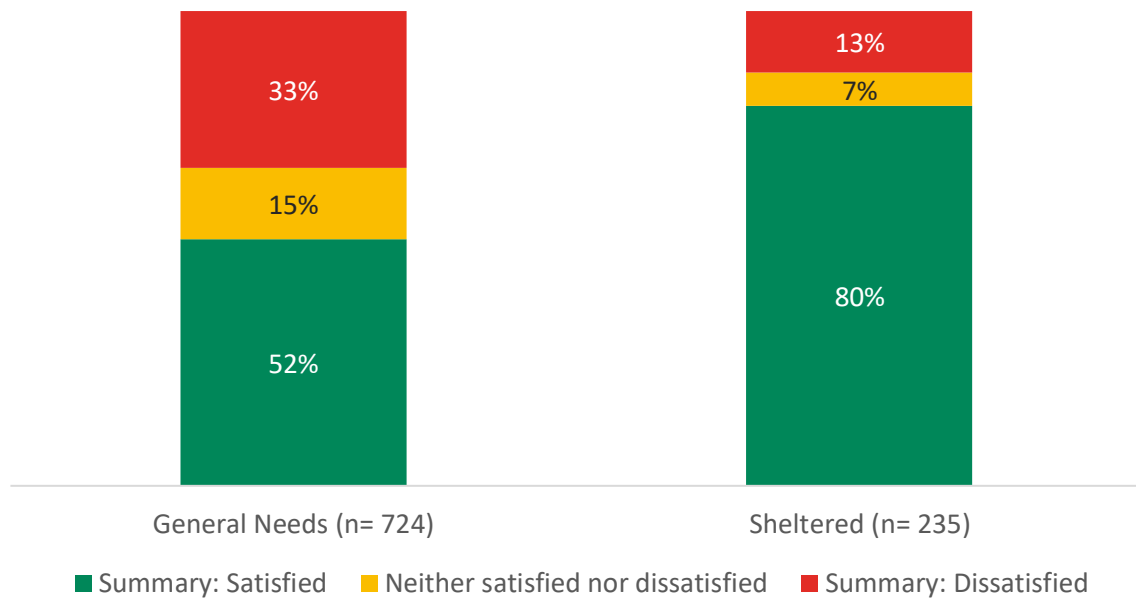
Housemark Benchmarking data – Satisfaction that the home is well maintained

	Lower quartile	Median	Upper quartile
National	66%	72.2%	80%

The perception that their home is well maintained is significantly higher among Sheltered tenants (80%) than General Needs tenants (52%). Instead, following the trend seen at other questions, General

Needs tenants are significantly more likely to be dissatisfied that Dacorum provides a home that is well maintained (33% vs. 13%).

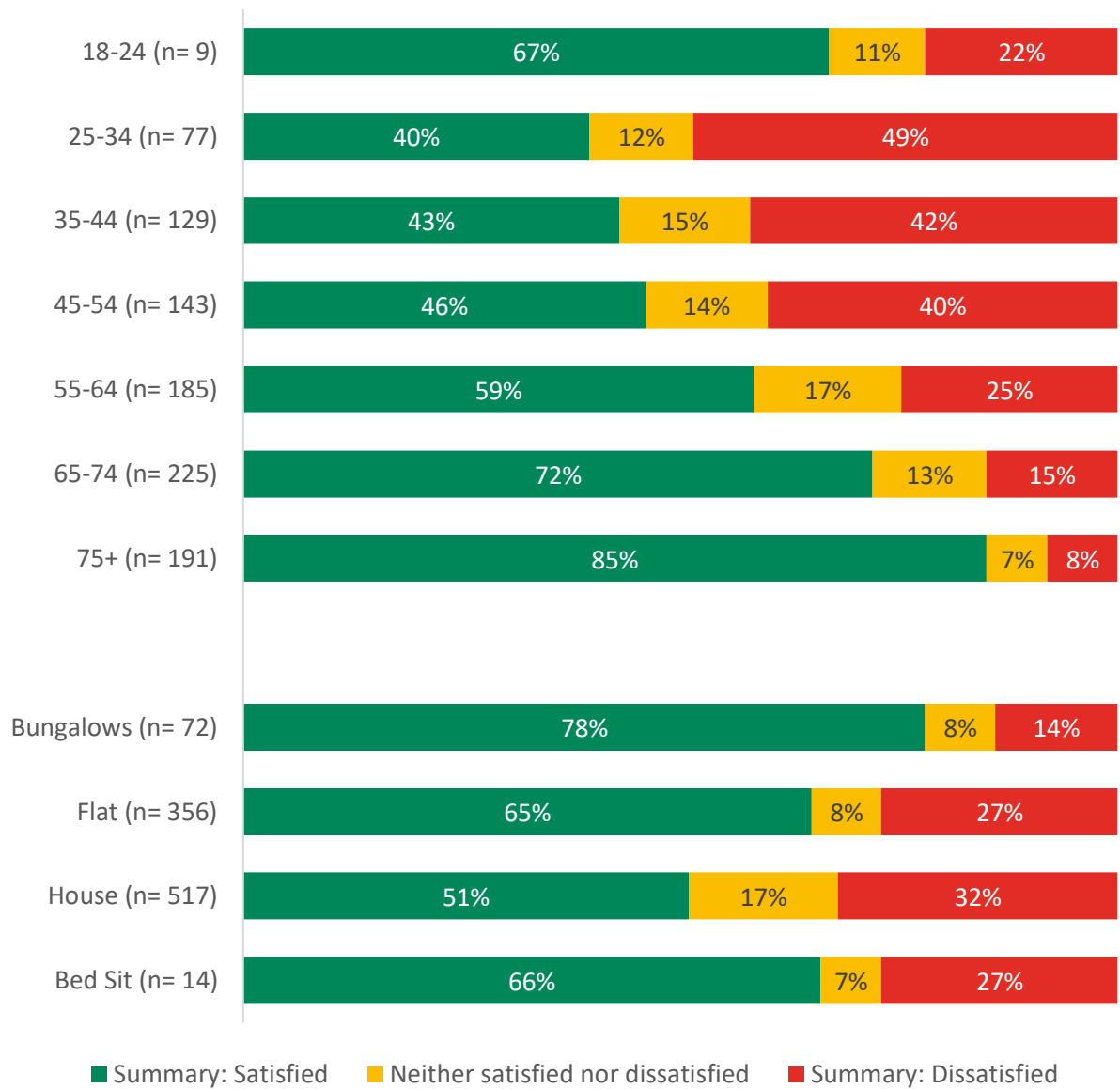
Figure 15. Q5. How satisfied or dissatisfied are you that Dacorum provides a home that is well maintained? (By tenure, unweighted base size: in brackets)



Looking at the results among tenants by sub-group, satisfaction was significantly higher amongst:

- Tenants aged 65-74 (72%) and 75+ (85%), while younger age groups are significantly more likely to be dissatisfied that Dacorum provides a home that is well maintained. Levels of dissatisfaction decrease with age, with the exception of those aged 18-24: 25-34 (49%), 35-44 (42%) and 45-54 (40%)
- Those living in bungalows (78%) and flats (65%) when compared to those living in houses (51%). Instead, tenants living in houses are significantly more likely to be dissatisfied with this metric (32%).

Figure 16. Q5. How satisfied or dissatisfied are you that Dacorum provides a home that is well maintained? (By sub-group, unweighted base sizes: in brackets)

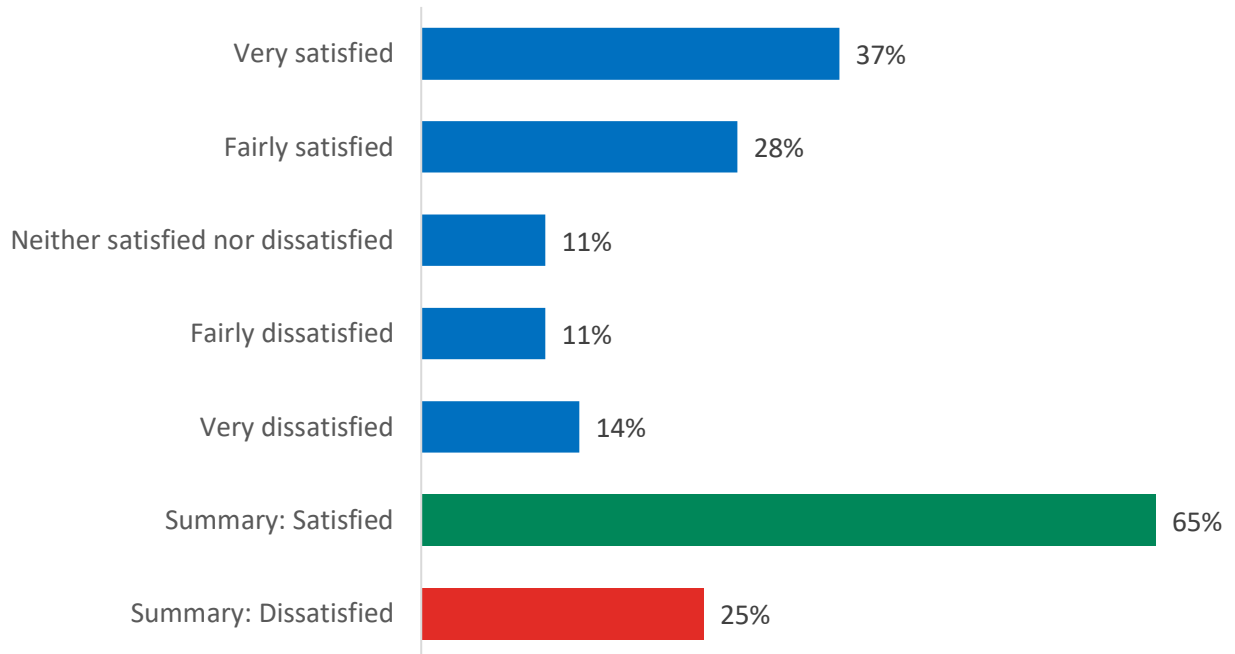


Feeling safe at home

Just under two thirds (65%) are satisfied that Dacorum Housing provides a home that is safe, with just under two in five very satisfied (37%). It should be noted though that one in four are dissatisfied with the safety of their home (25%), with 15% very dissatisfied.

Levels of satisfaction reported by Dacorum Housing tenants sits 7 ppts below the national benchmark released in November 2023, that currently sits at 72.2%.

Figure 17. Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dacorum provides a home that is safe? (Combined tenant, unweighted base size: 942)

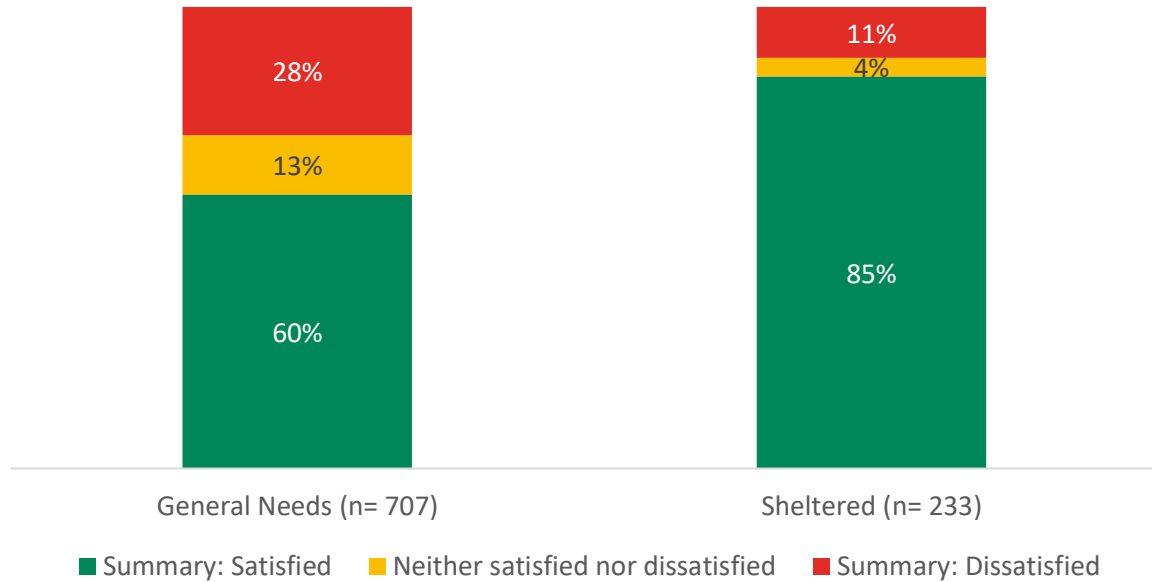


Housemark Benchmarking data – Satisfaction that the home is safe

	Lower quartile	Median	Upper quartile
National	72.2%	78.7%	85.6%

The majority of Sheltered tenants hold a positive opinion about the safety of their building or property, with 85% satisfied that Dacorum Borough Council provide homes that are safe. However, 12% do not feel this way. Levels of satisfaction fall to 60% among General Needs tenants, with more than one in four dissatisfied.

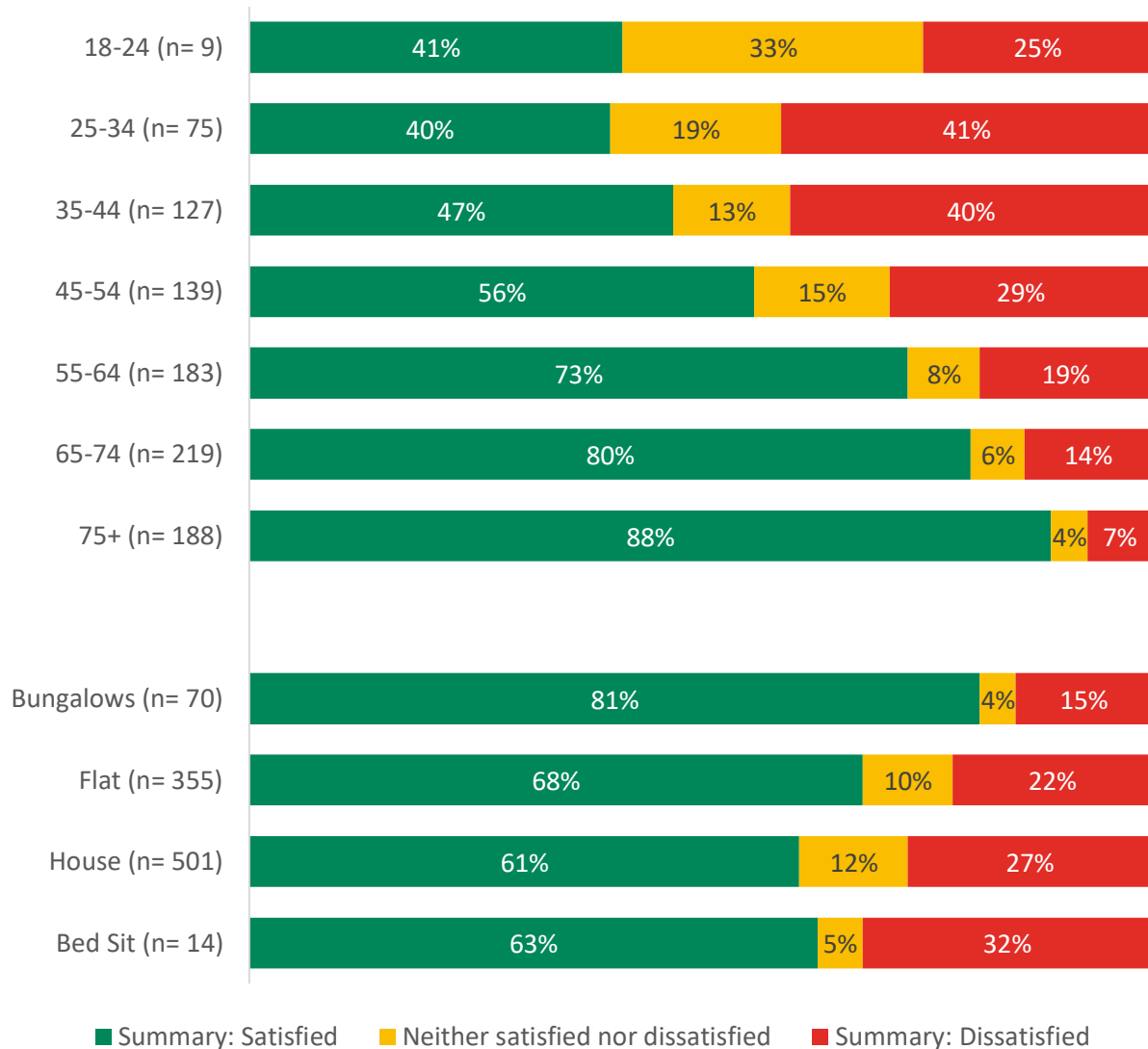
Figure 18. Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dacorum provides a home that is safe? (By tenure, unweighted base size: in brackets)



Sub-group analysis shows that satisfaction was significantly higher amongst:

- Older resident aged 55+: (55-64, 73%; 65-74, 80%; 75+, 88%) while those aged 25-34 and 35-44 are significantly less likely to be satisfied with the safety of their home (40% and 47% respectively). Instead these age groups are significantly more likely to be dissatisfied that Dacorum provides a home that is safe (25-34, 41%; 35-44, 40%).
- Tenants living in bungalows (81%), while those living in houses are significantly less likely to be satisfied with the safety of their home.

Figure 19. Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dacorum provides a home that is safe? (By sub-group, unweighted base sizes: in brackets)

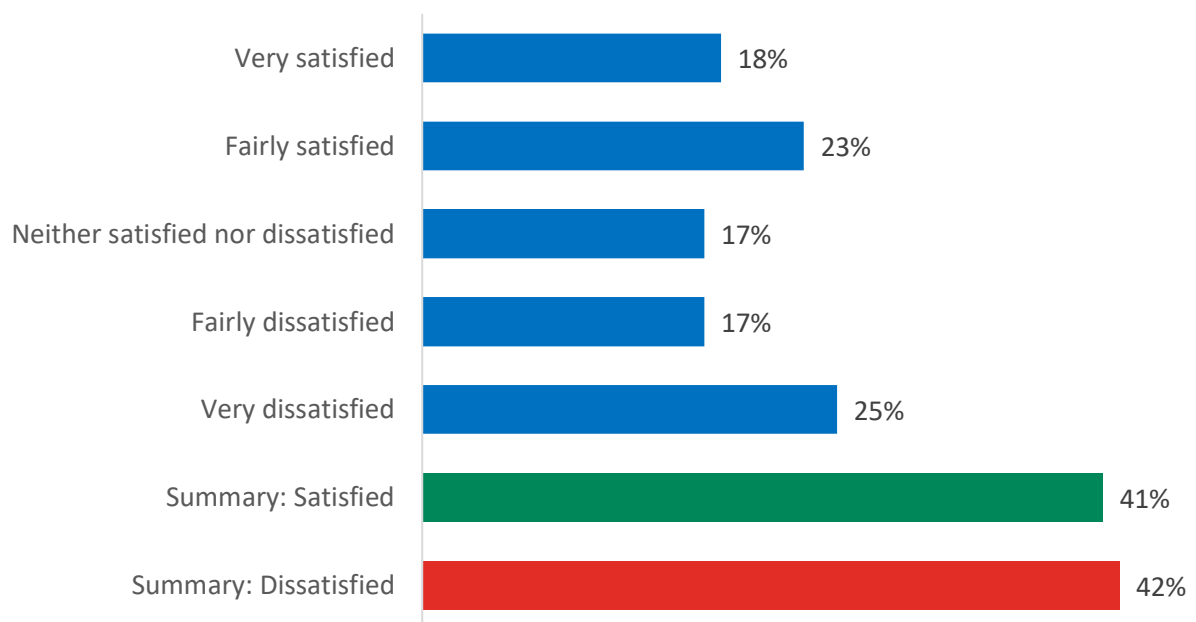


Section Four: Communication

This section investigates tenant's views on how effective their landlord is in communicating with them. This includes the sense to which they feel listened to, informed, and respected.

The same proportion of Dacorum Housing tenants are satisfied and dissatisfied that Dacorum Borough Council Housing service listens to their views and act upon them (41% and 42% respectively). Those who are dissatisfied are more likely to be very dissatisfied (25%) than fairly dissatisfied (17%) with this aspect of the service they receive. Compared to the Housemark benchmark, this is an area of relative weakness, with Dacorum Housing falling 12 ppts below the lower quartile which currently sits at 53.2%, suggesting the score is amongst the lower end of the sector scores.

Figure 20. Q7. How satisfied or dissatisfied are you that Dacorum listens to your views and acts upon them? (Combined tenant, unweighted base size: 826)

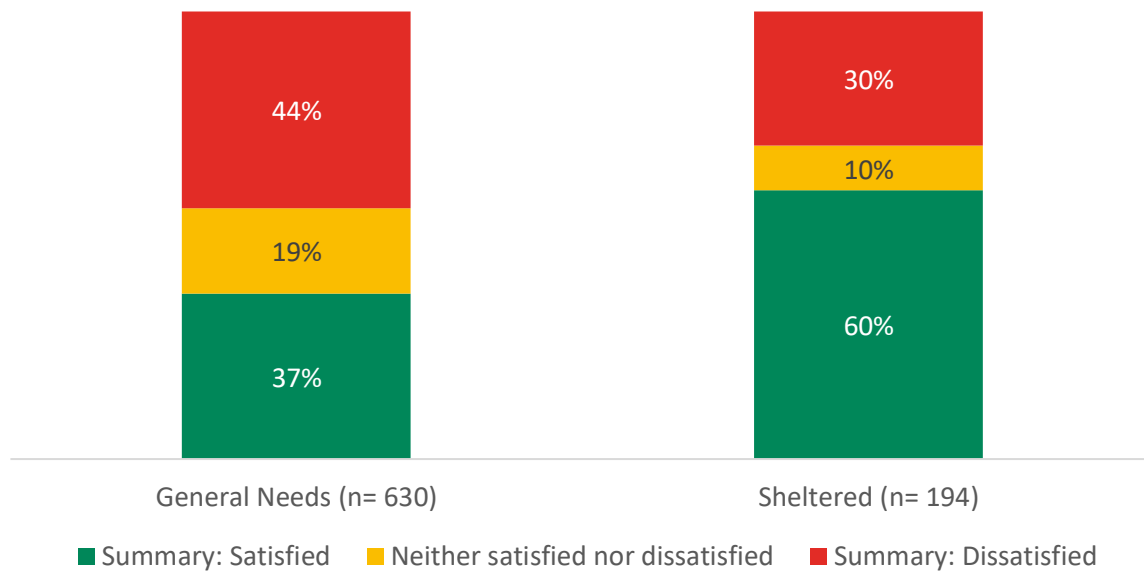


Housemark Benchmarking data – Satisfaction that the landlord listens to tenant views and acts upon them

	Lower quartile	Median	Upper quartile
National	53.2%	61%	69.4%

Satisfaction that Dacorum Housing listens to their views and acts upon them is significantly higher amongst Sheltered tenants (60%) than amongst General Needs tenants (37%). General needs tenants are significantly more likely to be very dissatisfied with this metric (27% vs. 13%) while Sheltered tenants are significantly more likely to be 'very satisfied' (28% vs 16%).

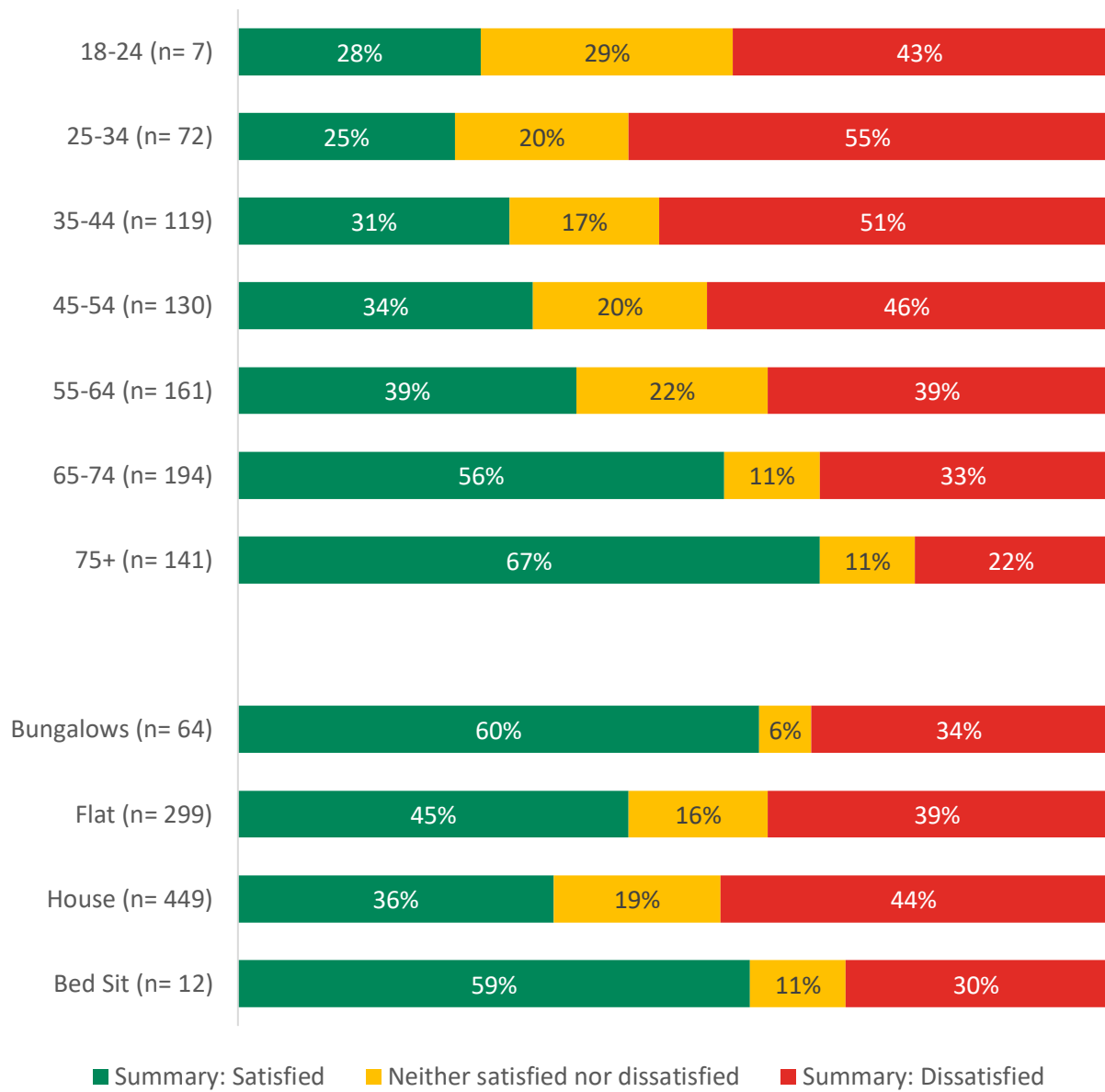
Figure 21. Q7. How satisfied or dissatisfied are you that Dacorum listens to your views and acts upon them? (By tenure, unweighted base size: in brackets)



Sub-group analysis shows that tenants more likely to feel that Dacorum Borough Council Housing Service listens to their views and acts upon them include:

- Older tenants (65-74, 56%; 75+, 67%) while younger tenants are significantly more likely to be dissatisfied that their views are listened to and acted upon (25-34, 55%; 35-44, 51%).
- Tenants living in bungalows (60%) while those living in houses are significantly less likely to be satisfied (36%).

Figure 22. Q7. How satisfied or dissatisfied are you that Dacorum listens to your views and acts upon them? (By sub-group, unweighted base sizes: in brackets)



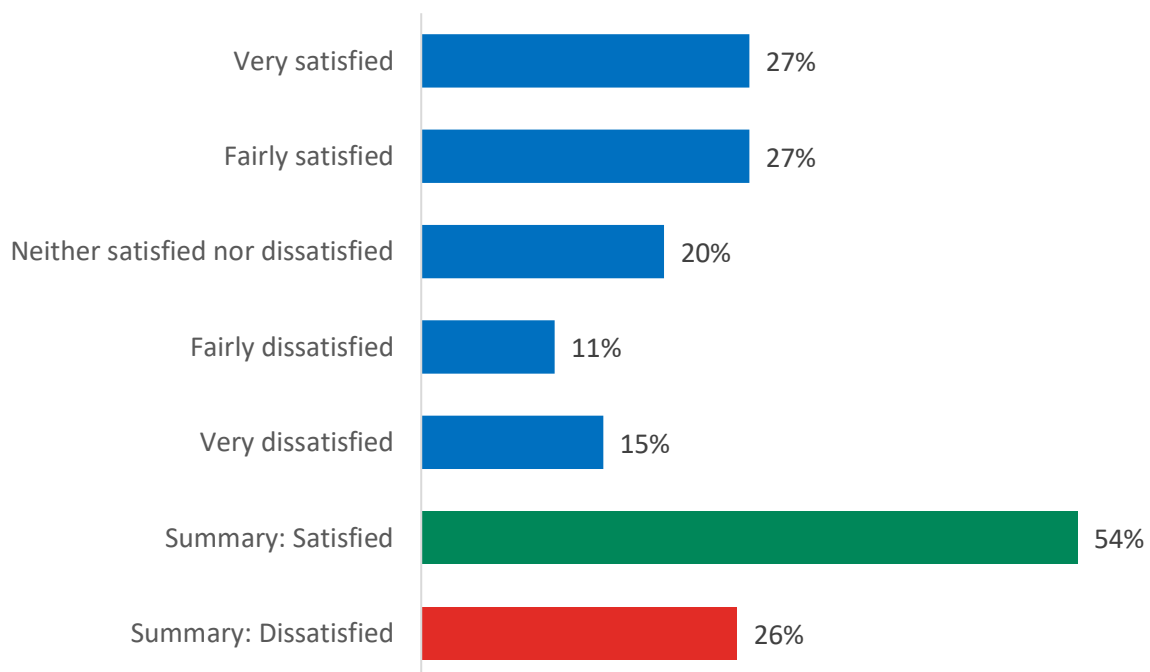
Kept informed

Looking at how well tenants feel that they are kept informed about the things that matter to them, more than half are satisfied that this is the case, with equal proportions both fairly satisfied and very satisfied (27% respectively). As 26% are dissatisfied in this respect, further work may be needed to determine on what issues more information is sought. These responses also raise the question of

whether the communication channels used to engage with tenants are having the desired reach and impact.

Compared to the national benchmark, levels of satisfaction that residents are kept informed about issues that matter to them falls 11 pts below the lower quartile, once again suggesting the score is amongst the lower end of the sector scores.

Figure 23. Q8. How satisfied or dissatisfied are you that Dacorum keeps you informed about things that matter to you? (Combined tenant, unweighted base size: 861)

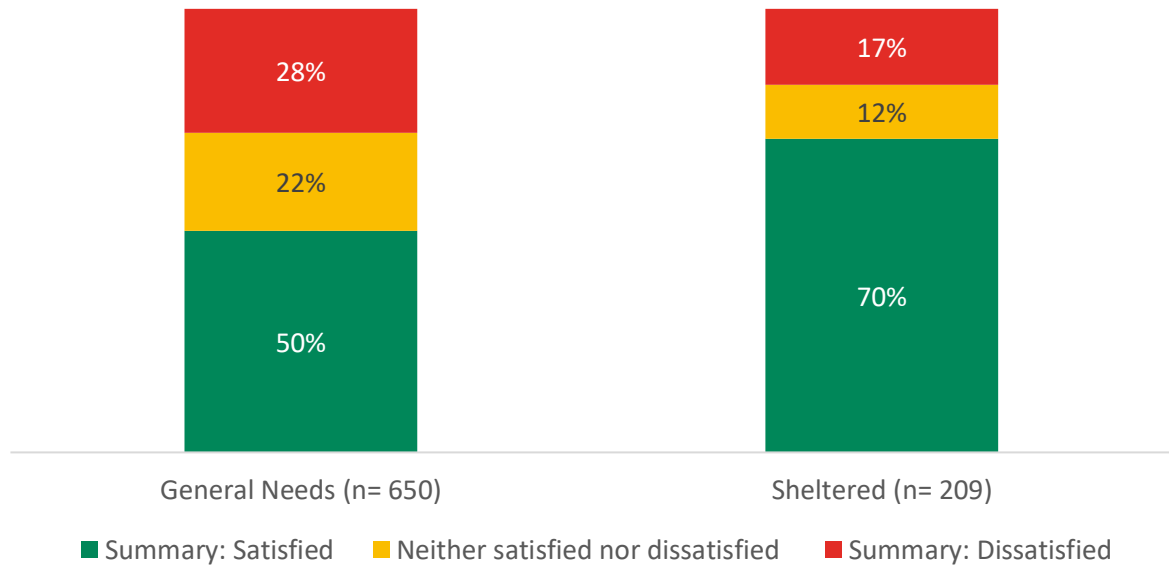


Housemark Benchmarking data – Satisfaction that the landlord keeps tenants informed about things that matter to them

	Lower quartile	Median	Upper quartile
National	65%	71.4%	78.8%

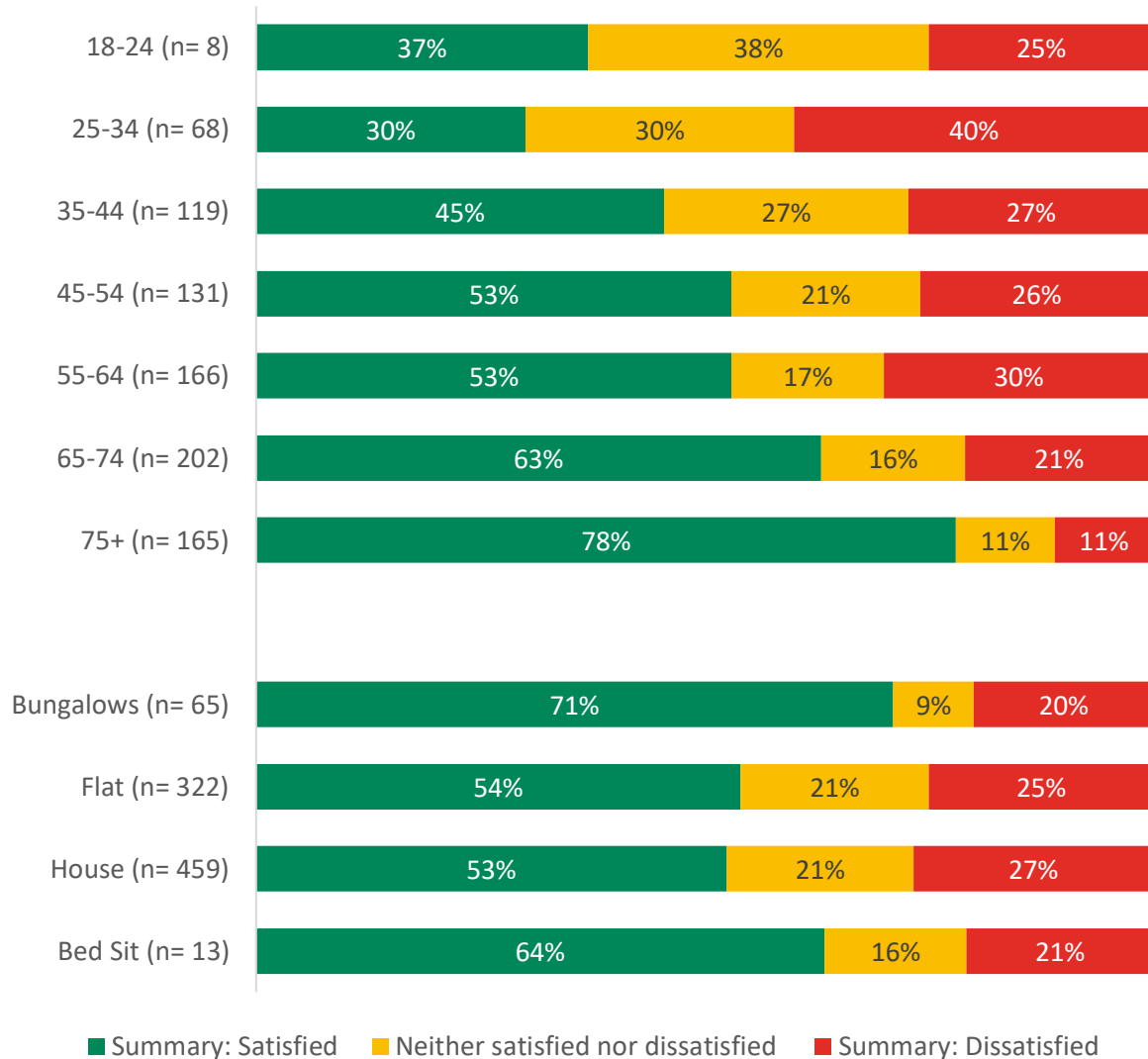
By tenure type, Sheltered tenants are 20 pts more likely to be satisfied that Dacorum Housing keeps them informed about things that matter to them, significantly more so than General Needs tenants (70% vs. 50%). Almost twice as many of Sheltered Housing tenants are very satisfied that this is the case when compared to General Needs tenants (44% vs. 23%).

Figure 24. Q8. How satisfied or dissatisfied are you that Dacorum keeps you informed about things that matter to you? (By tenure, unweighted base size: in brackets)



Looking at tenants by sub-group we can see that those more likely to be satisfied that Dacorum Borough Council Housing Services are once again the older generations (65-74, 63%; 75+, 78%) while those of younger ages are significantly less likely to consider this the case (25-34, 30%; 35-44). As seen with all previous metrics, those living in bungalows are significantly more likely to consider that they are kept informed (71%).

Figure 25. Q8. How satisfied or dissatisfied are you that Dacorum keeps you informed about things that matter to you? (By sub-group, unweighted base sizes: in brackets)

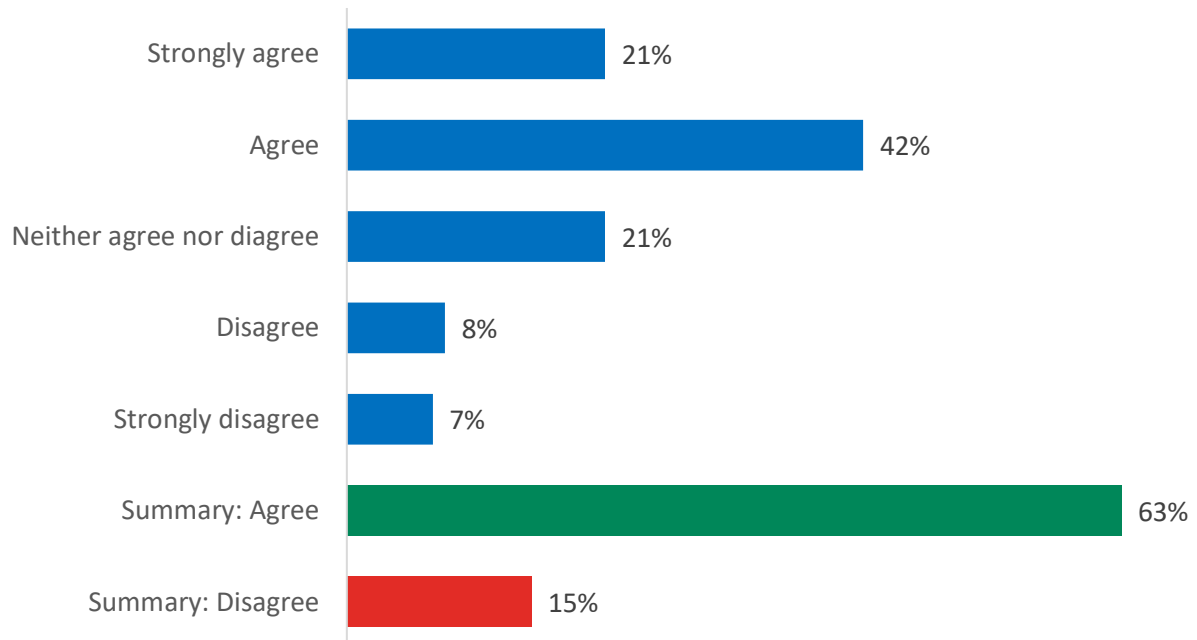


Treated fairly and with respect

Tenants were asked the extent to which they agree or disagree that Dacorum Housing treats them fairly and with respect. Just under two thirds of residents consider this to be the case, including one in five who strongly agree. 16% of tenants do not feel that they are treated fairly and with respect, with less than one in ten in strong disagreement (7%). However, one in five neither agree nor disagree with this sentiment.

The level of agreement is 9 ppts below the lower quartile of the national benchmark that currently sits at 72%.

Figure 26. Q9. To what extent do you agree or disagree with the following 'Dacorum treats me fairly and with respect'? (Combined tenant, unweighted base size: 915)

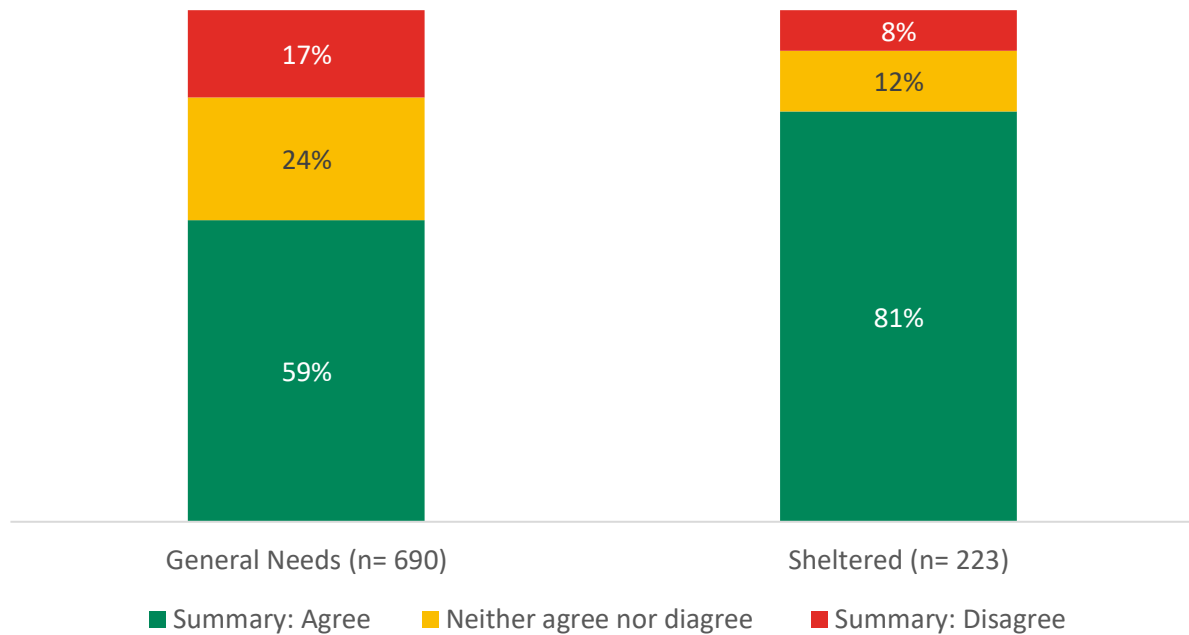


Housemark Benchmarking data – Satisfaction that the landlord treats tenants fairly and with respect

	Lower quartile	Median	Upper quartile
National	72%	78.2%	84.6%

Once again Sheltered tenants are significantly more likely to believe that Dacorum Housing services treats them fairly and with respect, with more than four in five agreeing that this is the case, compared to 59% of General Needs tenants. General Needs tenants are instead significantly more likely to disagree with this sentiment (17% vs. 8%).

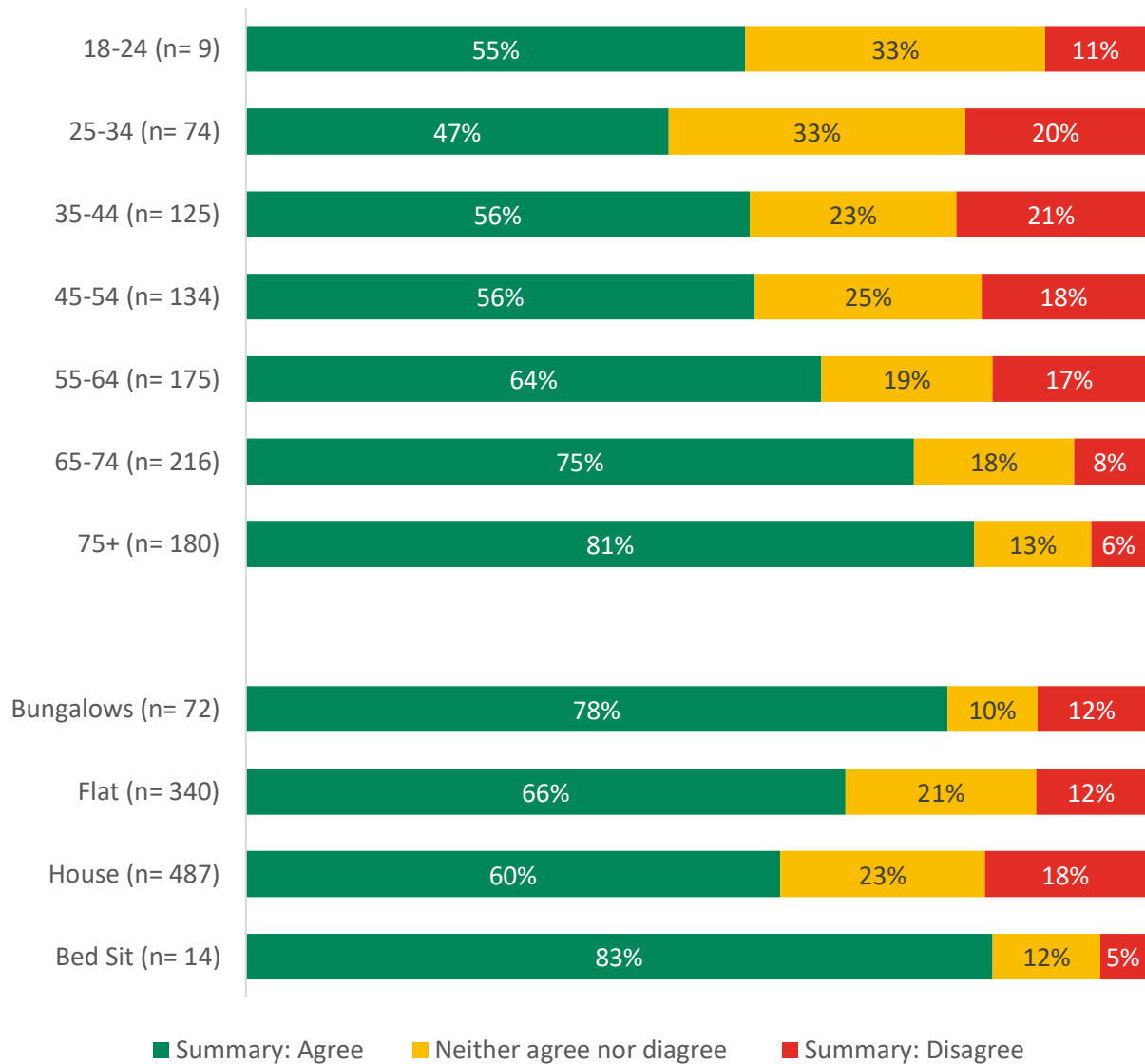
Figure 27. Q9. To what extent do you agree or disagree with the following 'Dacorum treats me fairly and with respect'? (By tenure, unweighted base size: in brackets)



Subgroups who are significantly more or less likely to believe that they are treated fairly and with respect as similar to those in previous sections:

- Older tenants (65-74, 75%; 75+, 81%) are significantly more likely to agree that they are treated fairly and with respect, while those of younger ages are significantly less likely to feel that this is the case (25-34, 47%; 35-44, 56%).
- Tenants that reside in bungalows are also significantly more likely to agree with this sentiment (78%), while tenants living in houses are significantly more likely to disagree that they are treated fairly and with respect (18%).

Figure 28. Q9. To what extent do you agree or disagree with the following 'Dacorum treats me fairly and with respect'? (By sub-group, unweighted base sizes: in brackets)



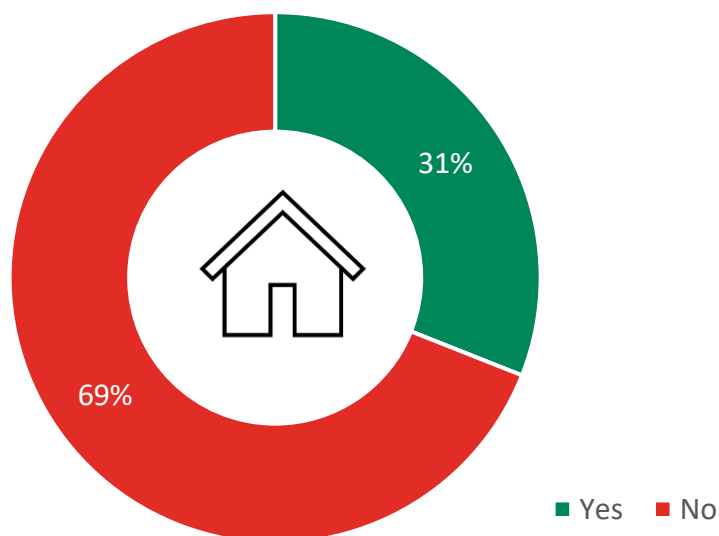
Section Five: Complaints

Tenants were asked whether they had made a complaint, and if they had, how was their feedback handled.

Complaints

Just under one in three tenants made a complaint to Dacorum Housing in the last 12 months prior to completing the survey. This is significantly higher among General Needs tenants (32%) than among Sheltered tenants (25%), and those aged 25-34 (49%).

Figure 29. Q10. Have you made a complaint to Dacorum in the last 12 months? (Combined tenant, unweighted base size: 970)



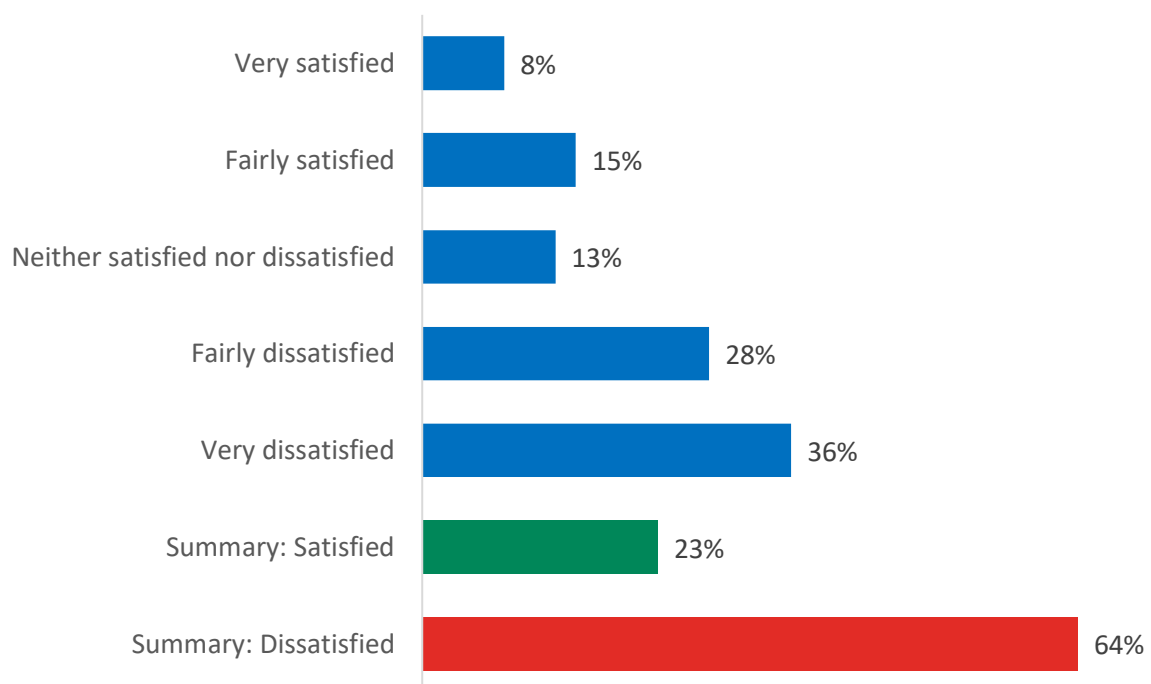
Of those tenants who made a complaint to Dacorum Borough Council Housing Service in the 12 months up to them completing the survey, less than a quarter were satisfied (23%) with Dacorum Housings approach to complaints handling, with just 8% very satisfied. Just under two in three were dissatisfied, and of these, more than one in three were very dissatisfied (36%).

As a result, these figures sit 5 pts below the lower quartile mark of the national benchmark (28%). Although the proportion reported may mean that tenants are misinterpreting what a formal complaint

is, these findings do suggest some level of frustration is resulting from tenant interactions with their landlord.

It is worth noting that complaint volume has been recognised to be increasing over the past year, according to Housemark data, with complaints satisfaction also falling concurrently.

Figure 30. Q11. How satisfied or dissatisfied are you with Dacorum's approach to complaints handling? (Combined tenant, unweighted base size: 287)



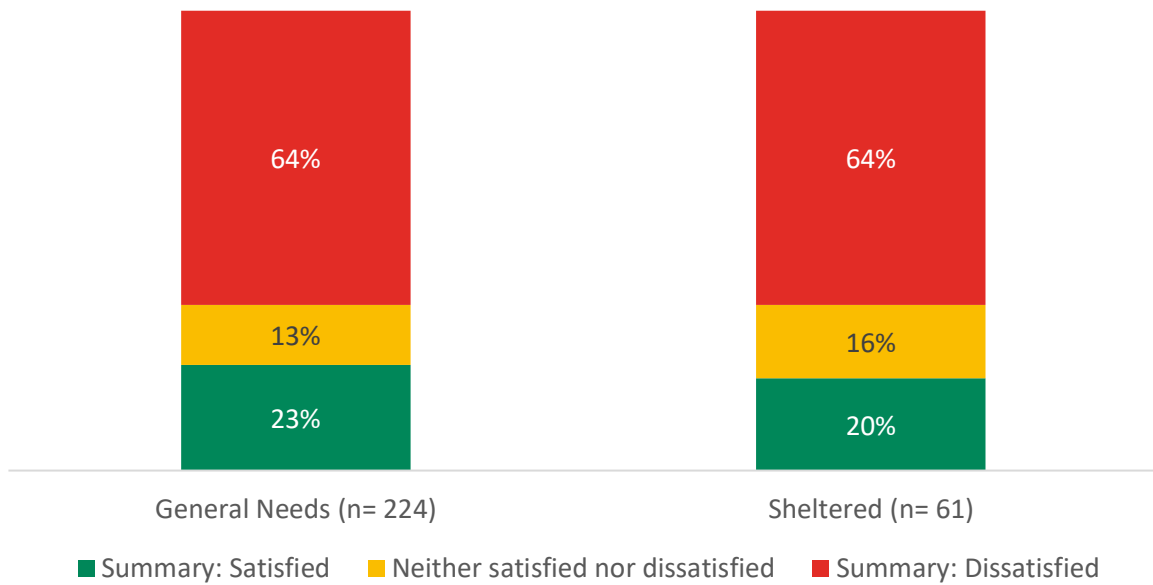
Housemark Benchmarking data – Satisfaction with the landlord’s approach to handling complaints

	Lower quartile	Median	Upper quartile
National	28%	34%	42%

Regardless of tenure, all residents who have made a complaint are more likely to be dissatisfied than satisfied with Dacorum Housings approach to complaints handling. Dissatisfaction is equally high among both General Needs and Sheltered tenants (64%), however, although not significantly different, a higher proportion of General Needs tenants report being very dissatisfied than Sheltered

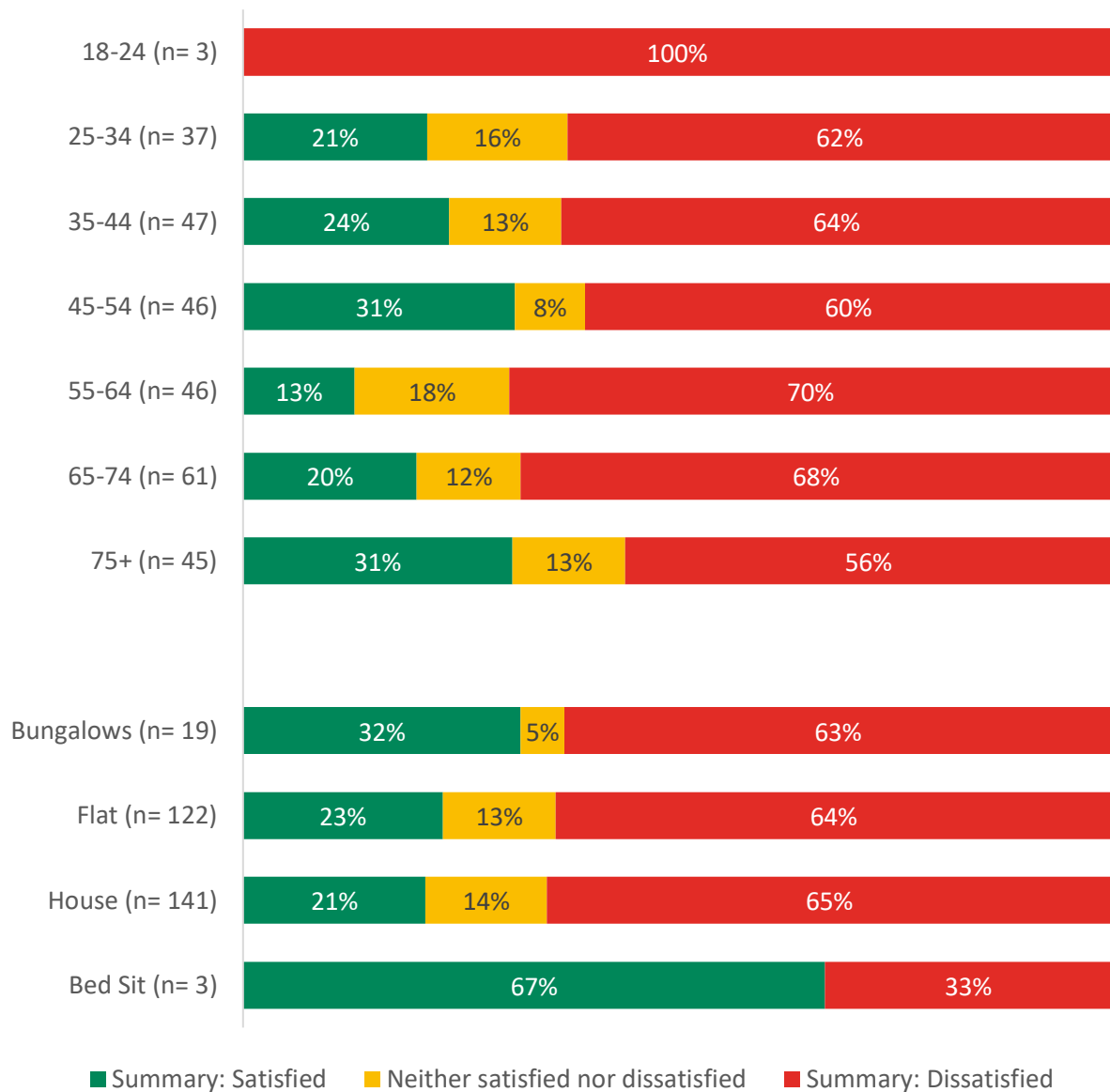
tenants (37% vs. 29%). It also should be noted that the results for Sheltered tenants should only be taken as indicative due to the low base size for this group.

Figure 31. Q11. How satisfied or dissatisfied are you with Dacorum's approach to complaints handling? (By tenure, unweighted base size: in brackets)



There are no significant differences in satisfaction by respondent sub-group, although tenants living in houses are significantly more likely than the overall sample to be very satisfied with complaints handling (11% vs. 8%).

Figure 32. Q11. How satisfied or dissatisfied are you with Dacorum's approach to complaints handling? (By sub-group, unweighted base sizes: in brackets)



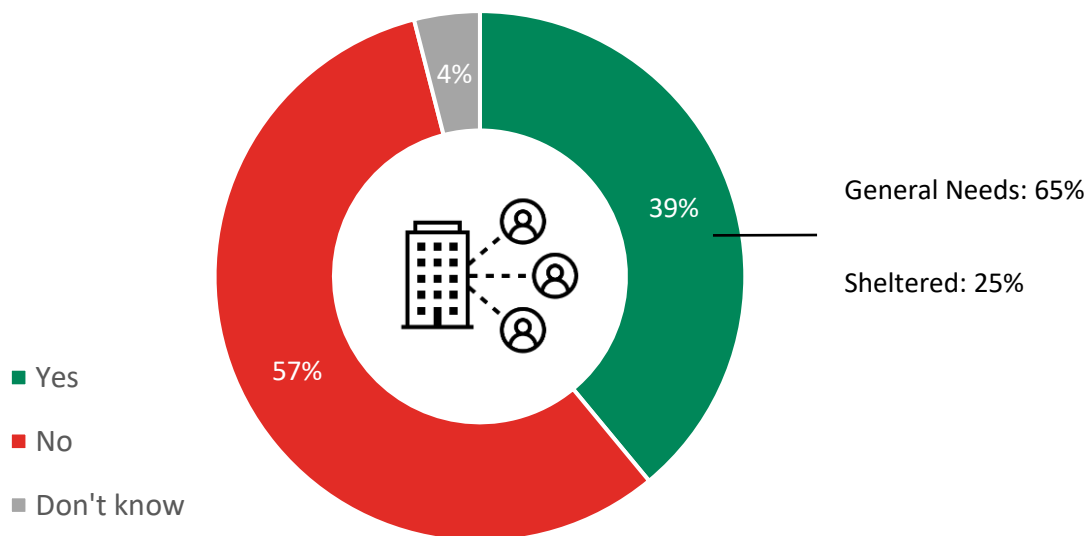
Section Six: Living in the neighbourhood

This final section addresses tenants perceptions of communal areas, the neighbourhood and anti-social behaviour.

Cleaning of communal areas

Just under two in five (39%) live in a building with communal areas, including 65% General Needs tenants and 25% of Sheltered Tenants.

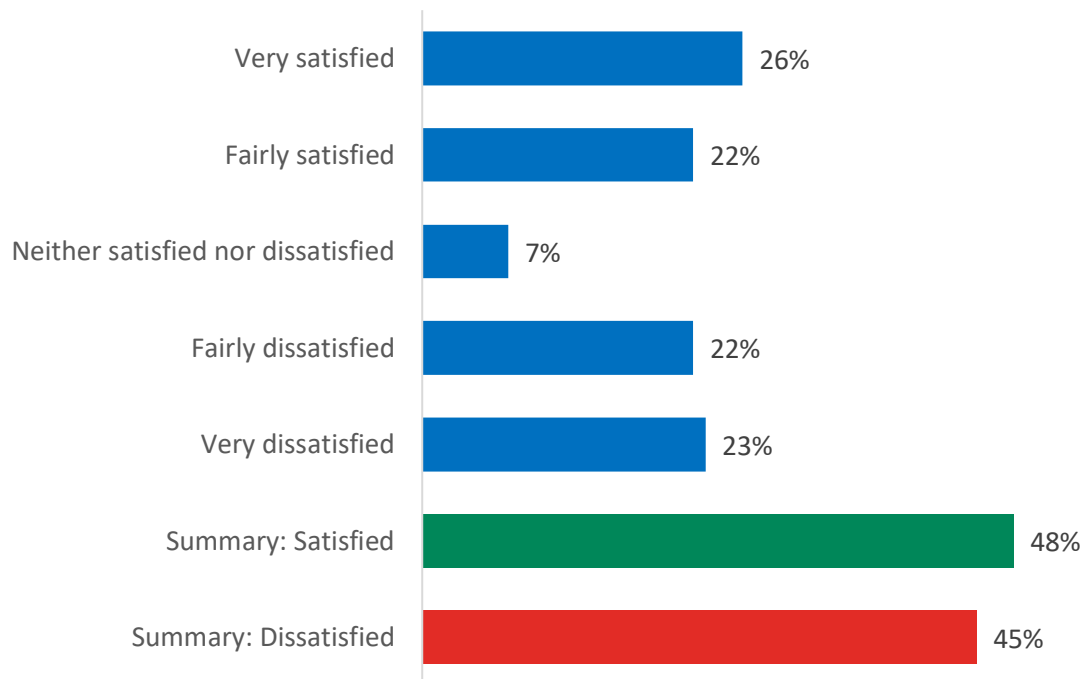
Figure 33. Q12. Do you live in a building with communal areas, either inside or outside, that Dacorum is responsible for maintaining? (Combined tenant, unweighted base size: 970)



Tenants who live in a building with communal areas were asked how satisfied they were with Dacorum Housing maintaining these communal areas and keeping them clean.

Just under half (48%) of these tenants are satisfied that this is the case, 11 pts the lower quartile of the national benchmark (58.9%). Comparatively, a similar proportion of Dacorum Housing tenants were dissatisfied that Dacorum Housing keeps these communal areas clean and well maintained (45%), with just under a quarter very dissatisfied (23%).

Figure 34. Q13. How satisfied or dissatisfied are that Dacorum keeps these communal areas clean and well maintained? (Combined tenant, unweighted base size: 392)

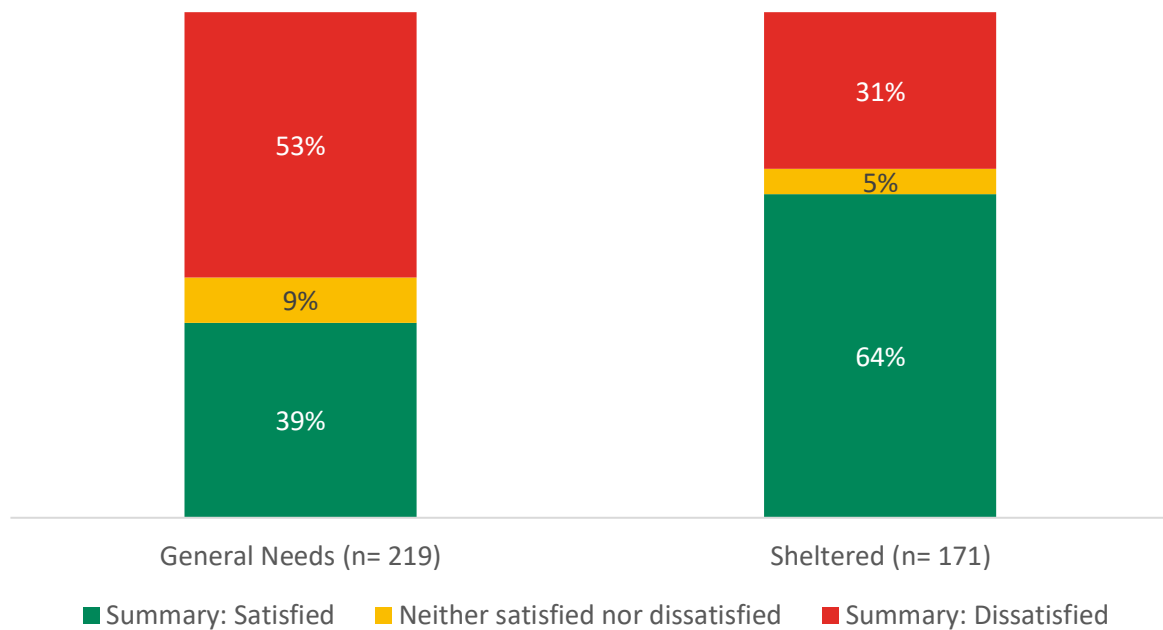


Housemark Benchmarking data – Satisfaction that the landlord keeps communal areas clean and well maintained

	Lower quartile	Median	Upper quartile
National	58.9%	66%	72.4%

By tenure, significantly more of Sheltered tenants are satisfied that Dacorum Housing keeps communal areas clean and well maintained (64% vs. 39%), with one in three very satisfied (33%). Comparatively, more than half of General Needs tenants are dissatisfied that this is the case (53% vs. 31%), with 27% very dissatisfied.

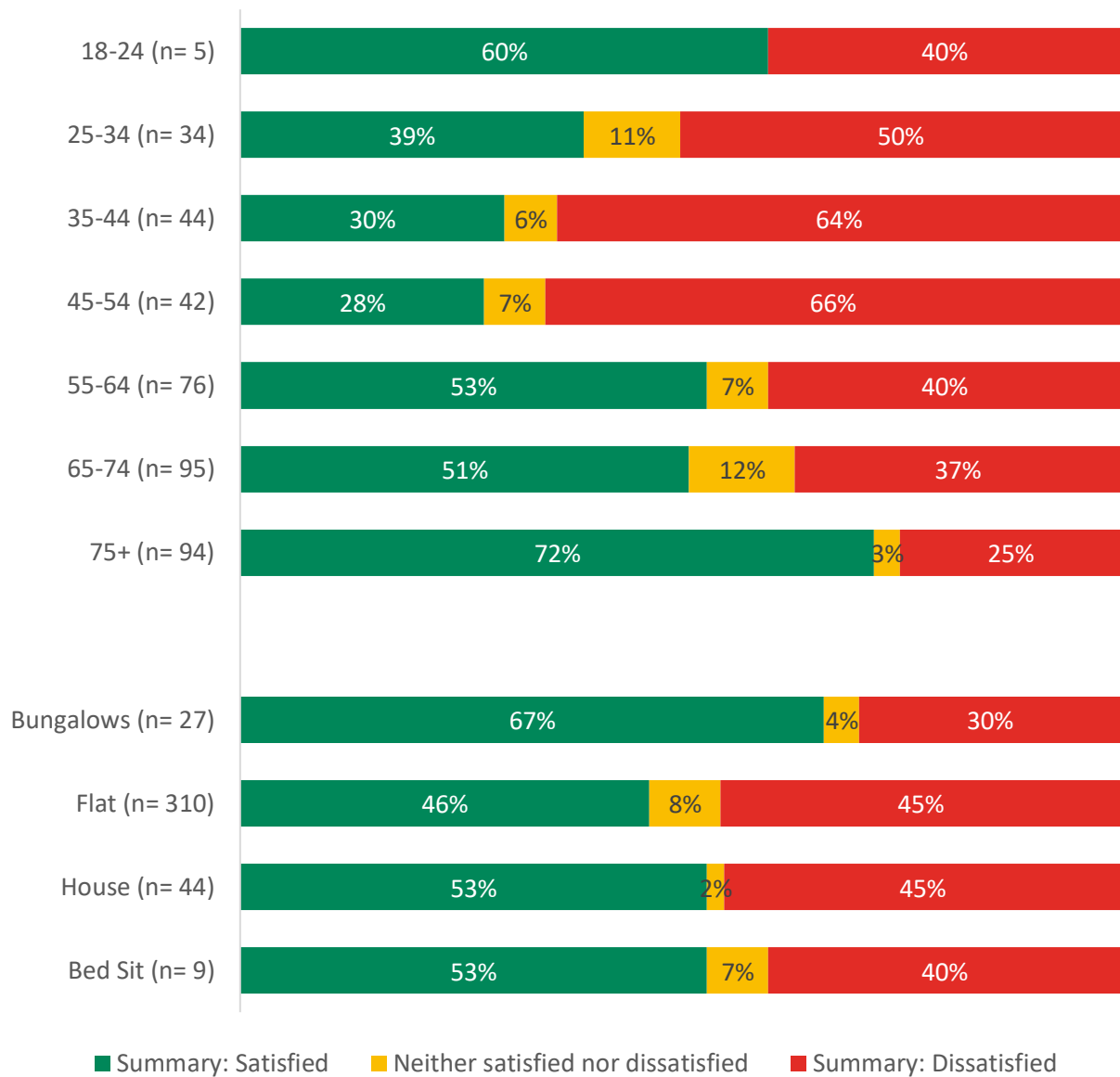
Figure 35. Q13. How satisfied or dissatisfied are that Dacorum keeps these communal areas clean and well maintained? (By tenure, unweighted base size: in brackets)



Looking at tenants by sub-group we can see that the greatest differences in satisfaction that Dacorum Housing keeps their communal areas clean and well maintained are by age groups:

- 75+ are significantly more likely to be satisfied with communal area cleanliness and maintenance than all other age groups (72%).
- Younger age groups are significantly more likely to be dissatisfied (35-44, 64%; 45-54, 66%), with around one in three of these age groups being very dissatisfied (35% and 32% respectively).

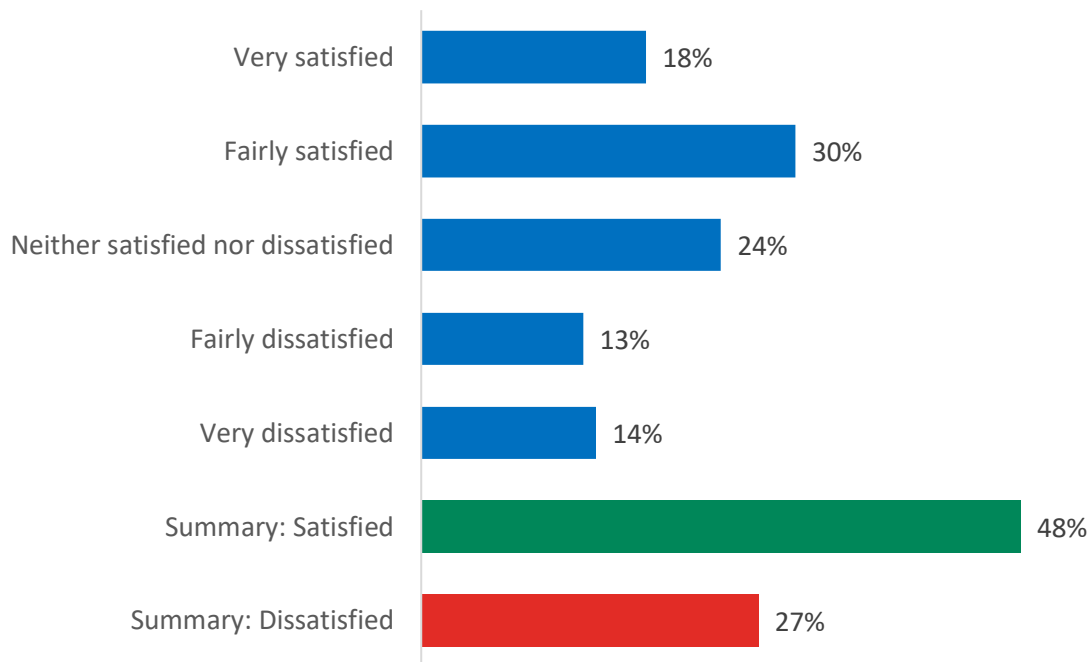
Figure 36. Q13. How satisfied or dissatisfied are that Dacorum keeps these communal areas clean and well maintained? (By sub-group, unweighted base sizes: in brackets)



Contributing to the neighbourhood

Just under half (48%) were satisfied that Dacorum Housing makes a positive contribution to their neighbourhood, with 27% dissatisfied. Compared to the national benchmark, satisfaction with this metric sits 9 ppts below the lower quartile, which currently sits at 57.3% as of November 2023. Notably, a quarter of residents are neither satisfied nor dissatisfied (24%). This suggests that some tenants may find their landlord’s impact at neighbourhood level hard to identify. We have observed this for a number of other landlords conducting TSM surveys.

Figure 37. Q14. How satisfied or dissatisfied are you that Dacorum makes a positive contribution to your neighbourhood? (Combined tenant, unweighted base size: 749)

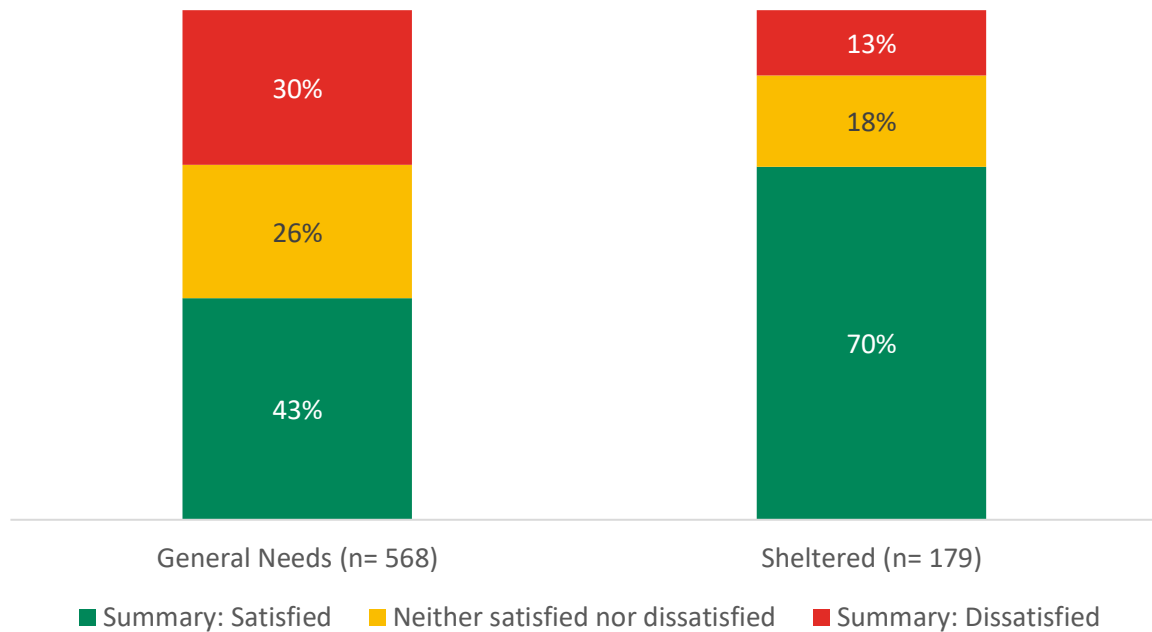


Housemark Benchmarking data – Satisfaction that the landlord makes a positive contribution to neighbourhoods

	Lower quartile	Median	Upper quartile
National	57.3%	64%	74%

Satisfaction that Dacorum Housing makes a positive contribution to the neighbourhood is significantly higher among Sheltered tenants (70%) than amongst General Needs tenants (43%). General Needs tenants are also significantly more likely to hold a neutral option on this metric (26% vs. 18%), suggesting that they do not feel the Council is particularly present in their neighbourhood.

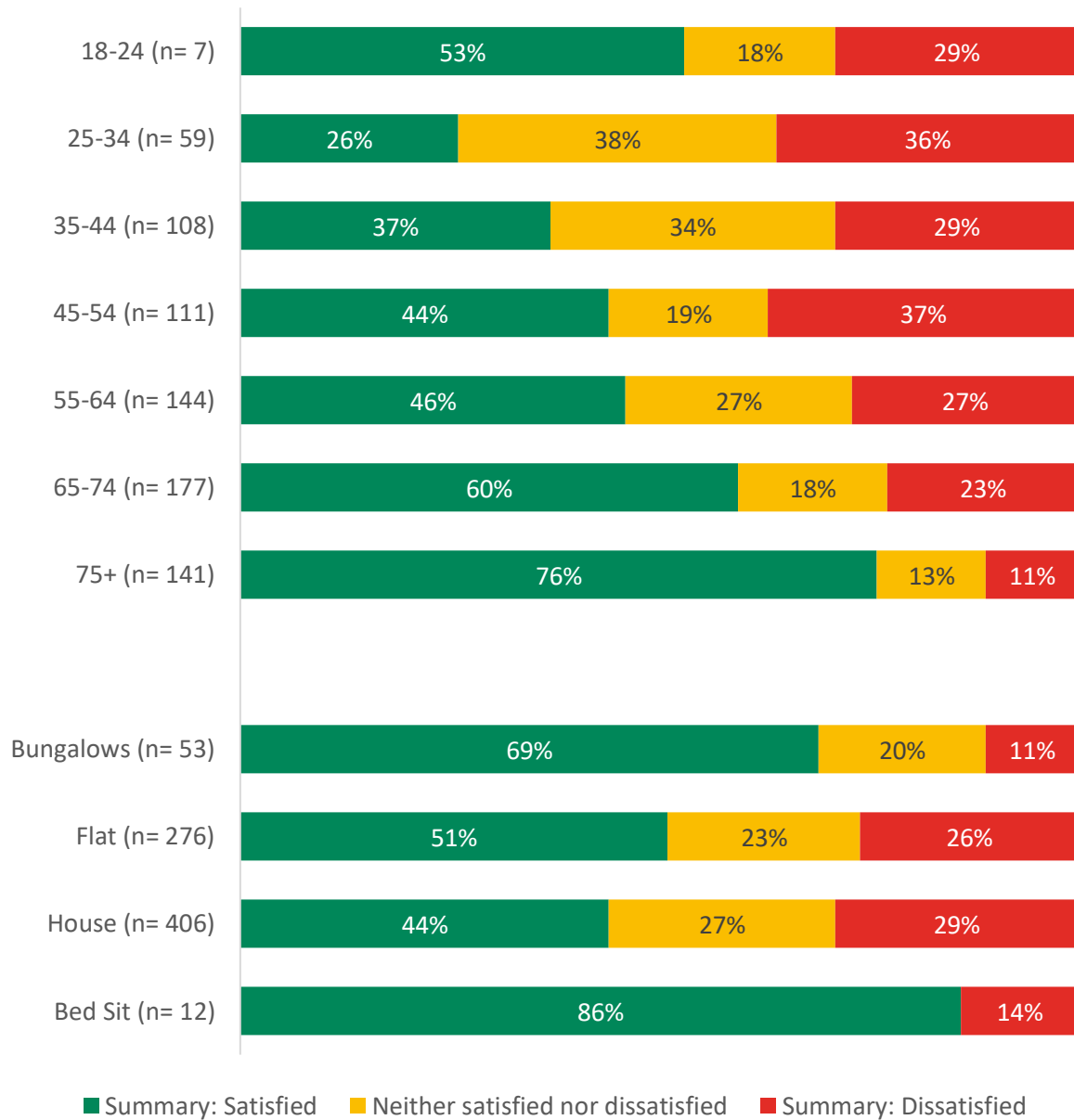
Figure 38. Q14. How satisfied or dissatisfied are you that Dacorum makes a positive contribution to your neighbourhood? (By tenure, unweighted base size: in brackets)



Looking at the results by demographic subgroups, the following groups were significantly more likely to be satisfied that Dacorum Housing makes a positive contribution to their neighbourhood:

- Older tenants: those aged 65-74 (60%) and 75+ (76%) are significantly more likely to agree that this is the case than all other age groups, while those ages 45-54 are significantly more likely to disagree (37%).
- Tenants living in bungalows (69%), while those living in houses are significantly less likely to agree that this is the case (44%).

Figure 39. Q14. How satisfied or dissatisfied are you that Dacorum makes a positive contribution to your neighbourhood? (By sub-group, unweighted base sizes: in brackets)



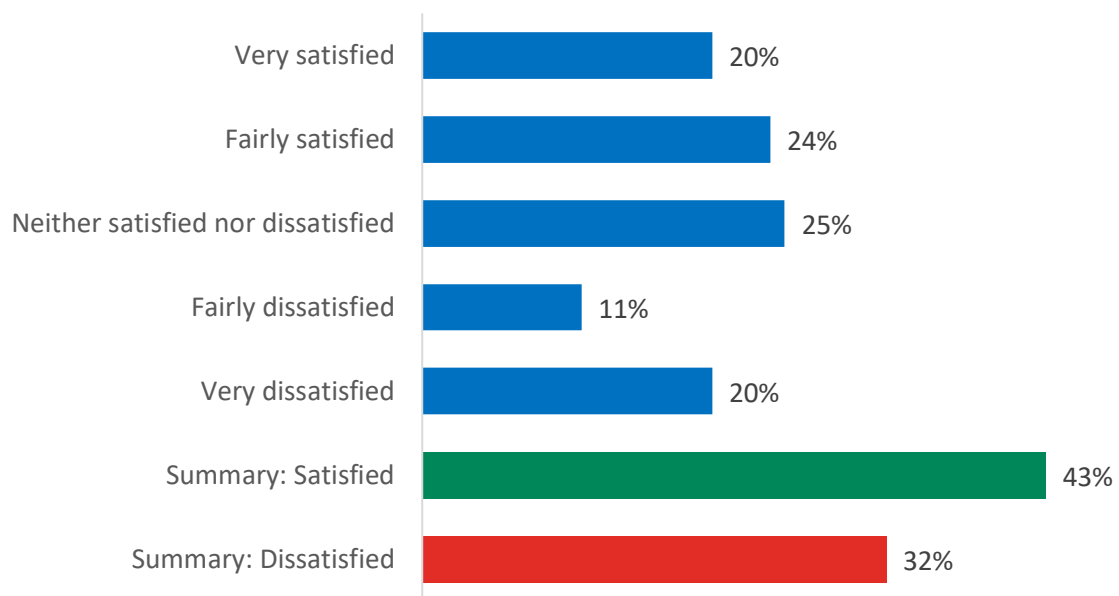
Anti-social behaviour

The final TSM question asked respondents about their satisfaction with the way that Dacorum Housing handles anti-social behaviour. Just over two in five tenants were satisfied (43%) while one in three were dissatisfied (32%) with Dacorum Housing’s approach to handling anti-social behaviour. Of those

dissatisfied, twice as many were very dissatisfied (20%) as ‘fairly’ dissatisfied (11%), indicating that there is a sizeable minority for whom this is a key issue. Notably, a quarter of tenants (25%) gave a neutral ‘neither’ response to this question, suggesting that low levels of satisfaction may be driven more by tenants having limited experience of ASB rather than active dissatisfaction.

When compared to the national benchmark, this metric also sits below the lower quartile by 8 ppts.

Figure 40. Q15. How satisfied or dissatisfied are you with Dacorum’s approach to handling anti-social behaviour? (Combined tenant, unweighted base size: 614)

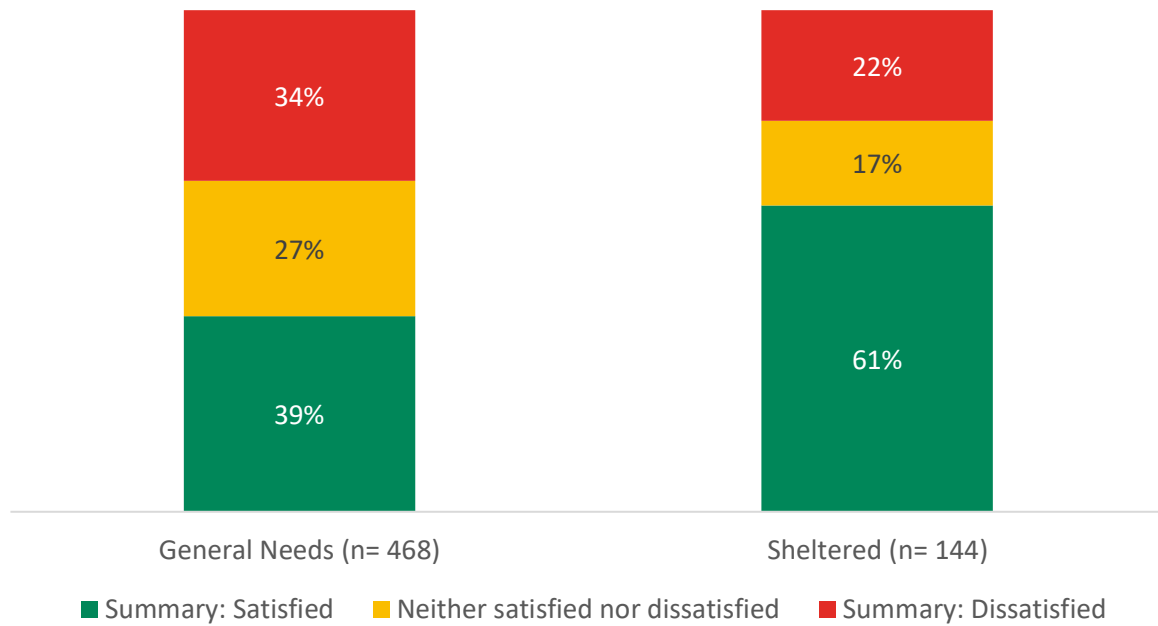


Housemark Benchmarking data – Satisfaction with the landlord’s approach to handling anti-social behaviour

	Lower quartile	Median	Upper quartile
National	51%	57.6%	64%

Sheltered tenants are more likely to be satisfied with Dacorum Housing’s approach to handling anti-social behaviour than General Needs tenants (61% vs. 39%).

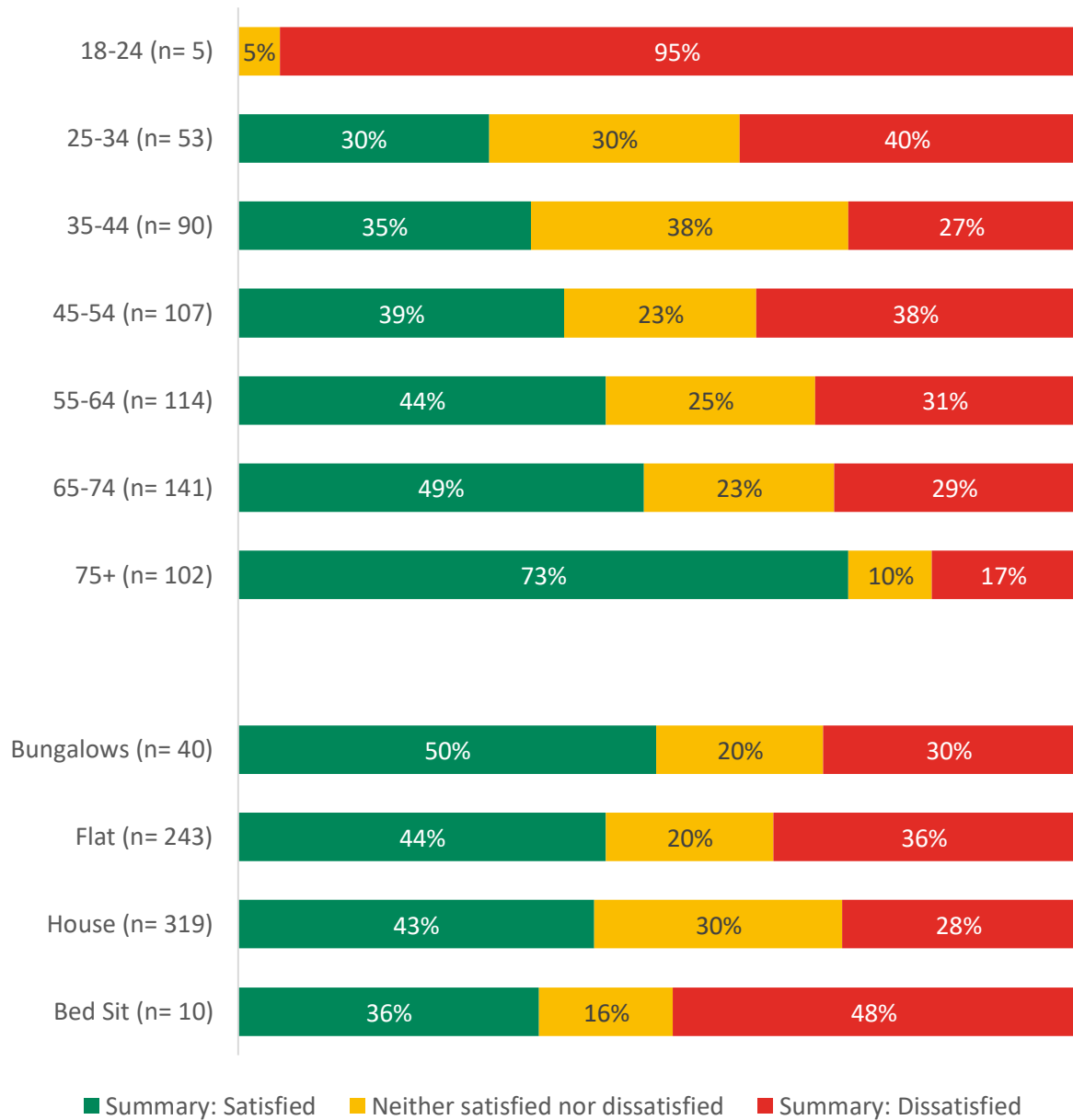
Figure 41. Q15. How satisfied or dissatisfied are you with Dacorum’s approach to handling anti-social behaviour? (By tenure, unweighted base size: in brackets)



Sub-group analysis indicates very little differentiation in response between the subgroups, with only those 75+ being significantly more likely to be satisfied with Dacorum Housing’s approach to handling ASB (73%).

Highest levels of a ‘neutral’ standpoint are among those living in houses (30%), likely driven up by the younger age groups, with those 35-44 being significantly more likely to be of this opinion than other age groups (38%).

Figure 42. Q15. How satisfied or dissatisfied are you with Dacorum’s approach to handling anti-social behaviour? (By sub-group, unweighted base sizes: in brackets)



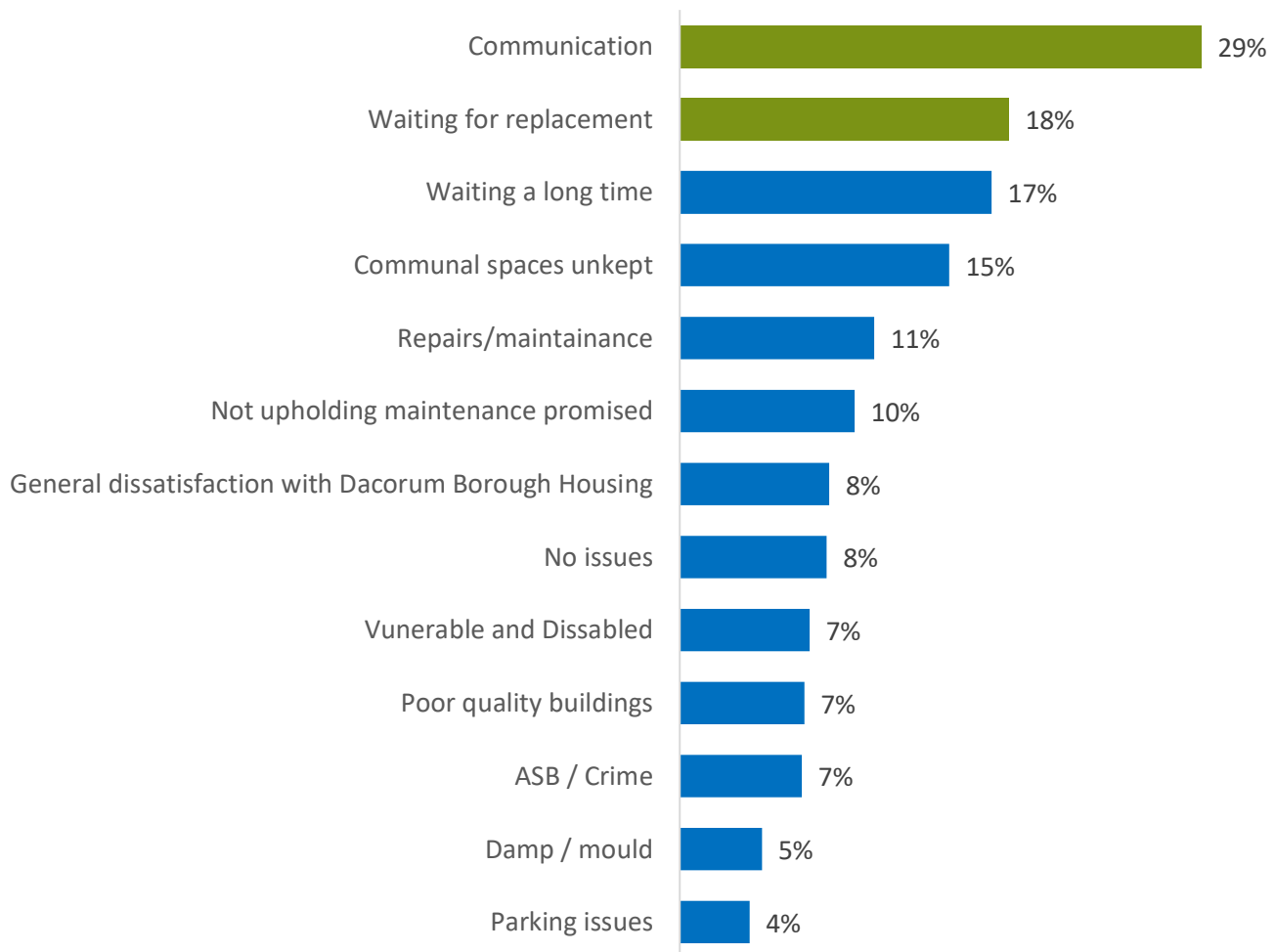
Tenant suggested improvements

The last question relating to Dacorum Borough Council Housing Services, which was asked from Quarters 2 to 4, tenants were asked if there were any other issues or concerns that they would like to tell Dacorum Borough Council about.

The most common answer given was around communication, covering issues including contact with the council, its staff and contractors alike (29%). Many of the comments speak negatively about the length of time it takes for the council and contractors to get in contact with the tenant after they have raised or noted an issue, with many waiting long periods of time for repairs to be carried out due to lack of communication, e.g. *“The main issue is with repairs, we had an issue we’re still waiting to hear about - a leaking roof, even after it was dripping in bedroom. Someone did come round but nobody kept in touch. On 2 occasions jobs were requested and they were cancelled without informing me. Then I was told that the issue doesn’t need repairing and it’s [[the tenants]] job to do it.”*

The second most commonly mentioned answer relates to replacements that tenants are informed they will receive (e.g. to bathrooms or kitchens) that they are still waiting for. Both of the first two most commonly given answers are linked to the third, which emphasises the length of time tenants are having to wait for anything, whether this be kitchen replacements, repair appointments or any other issue mentioned such as ASB and crime. Reports indicate that Dacorum Housing and its chosen contractors seem to take a long time in dealing with, or completing tasks for residents.

Figure 43. Q16. Are there any other issues or concerns that you would like to tell Dacorum Borough Council about? (Combined tenant, unweighted base size: 729)



Communication

"...I broke my arm and shoulder and got out of hospital a month ago after spending 16 weeks in there and I am now having to sleep and use a commode downstairs due to not being able to get upstairs. I was told they would do the adaptations while I was in hospital, but they haven't done it and have not got back to me even though I have called them on many occasions."

"I have issues with my locks, and I have reported broken windows in March but when I called them to chase it up, they told me it's not on the system, the contractors are not very good."

"Repairs service doesn't give tenants notice and just expect to turn up, or just don't turn up for booked repair leaving tenants with loss of earnings for nothing. Then the council wants rent paid."

"It appears to be very difficult to contact each specific departments within the council. There is no communication between departments, and nothing seems to be handed over. With every issue it appears to be down to us to constantly chase things up and when speaking to people nobody ever really knows any answers and always says someone will call me back, but they never do."

Waiting for replacement

"I am still waiting for news on a new kitchen that was supposed to be fitted 2022/23 financial year."

"Old kitchens, repairs don't get done, mould and damp everywhere, ruins decor when repairing and don't replace/re decorate."

"We had a surveyor come to the house last year - we need new door and windows as they are letting draft in. Still waiting for new ones. We also have paperwork from 2021 when we moved in to say we need a new kitchen and we are still waiting. I've got an adapted house for my disabled son; we need new doors as we struggle to lock the front door and it lets all the cold in. Still waiting for this to be change."

"I was due a new kitchen pre covid and have emailed and emailed and yet never had response. I had picked out new kitchen etc but never heard a word. I have no sockets one side of kitchen and door of one cupboard can barely be opened due to shoddy works."

"Garage door is broken, I reported this 2yrs ago so therefore cannot use it. 2 windows blown which are misty and have condensation. Back door has a gap at the top which is letting in the cold. Back gate shabby and rotting. Shed and garage roof was supposed to be replaced."

Waiting a long time

"The hole in ceiling that has still not been resolved after 2 years since reporting. Rest of ceiling could come down at any minute. Keep getting told need to send someone out or find a contractor. First year they had no record of it.."

"I have asbestos on my roof for 2 years since they found out about it, nothing has been done"

"I've actually lost count of the number of complaints I've made. I have a bathroom that's had no flooring for over 3 years, a hole in the ceiling, bedroom window which has dropped, re rendering needing done, rising damp, cracks in walls, missing bricks. I'm disabled and can't use a chair in the house because doorframes aren't wide enough. I'm never listened too! Got Asbestos in the hall, living room, bathroom and cupboard ceilings, the bathroom ceiling has a massive hole in it and has done for well over 3 years."

"Damp - people have come to look but all they do is come and go away and nothing has been done. This has been going on 4 years. The wallpaper is falling off the wall in the hallway, paint coming off the walls."

"Early in the year I was told I would have a vent installed in my bedroom because of the damp, but it hasn't been done."

"Used to get houses painted every 5 years - hasn't been done for 10 years now. Cavity wall insulation done some years ago. Sealed holes and left marks in buildings. Never came and painted over the holes. Looks like bullet holes. Called about it and never got an answer. Respondent believes they don't want to."

Key drivers

Key driver analysis was run on the key measures captured by the survey, to understand how satisfaction with specific aspects of the service provided by Dacorum Housing correlates with overall satisfaction. This identifies which specific service areas drive overall satisfaction for tenants, thus highlighting them as areas to focus on improvements. The driver analysis requires respondents to have answered all questions being run in it, therefore it only includes questions which most respondents have answered.

The closer a correlation is to 1 the more closely it is associated with overall satisfaction. This suggests that targeting improvements in these areas is likely to drive up overall satisfaction. The most important driver for tenants is that Dacorum Housing listens to their views and acts upon them, with a correlation of 0.708, they are provided a home that is well maintained, with a correlation of 0.693 and are kept informed about things that may matter to them, with a correlation of 0.655. All three of these are linked to the feedback given by tenants at the previous open-ended questions, where low satisfaction with the repairs service and poor responsiveness of the Council and contractors were named as the primary reasons tenants were not satisfied with Dacorum's Housing Service.

As satisfaction with these areas tends currently to be low, it is likely that improvements in these areas would raise the overall satisfaction that tenants have with Dacorum housing.

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Housing?	Correlation	Satisfaction
TP06. Listens to your views and acts upon them.	0.708	41%
TP04. Provides a home that is well maintained.	0.693	61%
TP07. Keeps you informed about things that matter to you.	0.655	57%
TP08. Treats me fairly and with respect.	0.631	66%
TP02. Overall repairs service over the last 12 months.	0.623	63%
TP05. Provides a home that is safe.	0.609	68%
TP11. Makes a positive contribution to neighbourhood.	0.591	51%
TP03. Time taken to complete most recent repair.	0.566	62%
TP10. Keeps communal areas clean and well maintained.	0.52	50%
TP12. Approach to handling anti-social behaviour.	0.449	46%
TP09. Approach to complaints handling.	0.405	23%

Conclusions

Overall TSM perceptions

Overall, compared to providers nationally, satisfaction with the Tenant Satisfaction Measures is low, with results at all measures sitting below the lower quartile. Satisfaction with the landlord listening to tenant views and acts upon them (41%), that the landlord keeps communal areas clean and well maintained (48%) and that the landlord keeps tenants informed about things that matter to them (54%) as well as agreement that the landlord treats tenants fairly and with respect are particularly low, all being more than 10ppts lower than the national benchmark released in November 2023. This highlights that communication with tenants and maintenance of communal areas are key area which require improvement, particularly with regard to how tenants who contact Dacorum Housing are dealt with and listened to.

Maintenance of their properties and repairs are also key issues among tenants. Although just under six in ten are satisfied with these metrics, with satisfaction sitting at 58% for maintenance and 59% for the repairs service received, both currently sit 8ppts below the current national benchmark. Satisfaction with the time taken to complete the most recent repairs sees less of a differentiation from the benchmark, but still falls 4ppt below the lower quartile.

These issues are likely contributing factors as to why the overall satisfaction levels with Dacorum Housing are low (61%). When asked about areas that tenants would like to see improved, the most commonly given answers related to communication. The majority of these answers related to issues around lack of response from Dacorum Housing services within a reasonable timeframe, if at all, to tenant issues. Many of these issues relate to maintenance and repairs that should have been carried out and have not, or that have been carried out but to a poor standard that they would like rectifying.

Satisfaction with the extent to which Dacorum Housing listens to views and acts upon them and with maintenance of homes are the measures most strongly correlated with overall satisfaction when Key Driver Analysis is run, suggesting that overall satisfaction is most strongly linked to these two areas. The Key Driver Analysis in combination with the responses given by tenants make clear that these are two areas which should be targeted for improvement.

Considering wider satisfaction with Dacorum Housing's contribution to the neighbourhood (48%) and dealing with antisocial behaviour (43%, less than half of tenants are satisfied). Satisfaction for both of these metrics is higher among Sheltered tenants than General Needs tenants but when considering

tenants as a whole, both fall almost 10ppts below the lower quartile of the national benchmark (-9ppts and -8ppts respectively).

Different perceptions by sub-group

By sub-group, the key points stood out in the data:

- Sheltered tenants are generally (although not always significantly) more satisfied with the service they receive from Dacorum Housing services than General Needs tenants.
- Older tenants are more satisfied than younger tenants, especially when comparing those 75+ to other age groups within the sample. It should be noted that this is likely in part because these tenants are more likely to be Sheltered tenants.
- Tenants who live in bungalows are also generally more likely to be satisfied, particularly regarding repairs and communication. This is likely due to the high proportion of older tenants residing in these property types.

Appendix A: Survey used (Q4)

Appendix A: Survey used (Q4)



ONLINE INTRODUCTION:

Thank you for taking the time to complete this survey online.

Dacorum Borough Council want to know what their customers think about the service they provide, so they can continually improve their performance and the services they deliver to you.

As a thank you for your time, all respondents who take part in this survey have the chance to be entered into a prize draw with three chances to win £50. There is no requirement to complete any or all of the questions to enter the prize draw. You can enter the draw or request Terms and Conditions by emailing Talk-To-Us@dacorum.gov.uk

The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with the council with your express permission.

Please click "Next" when you are ready.

Q1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough as your housing landlord? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q2) Has Dacorum Borough Council carried out a repair to your home in the last 12 months? **[[single, required]] SINGLE CODE [[instruction]]**

- Yes
- No

IF Q2=1

Q3) How satisfied or dissatisfied are you with the overall repairs service from Dacorum Borough Council over the last 12 months? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

IF Q2=1

Q4) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied

Q5) How satisfied or dissatisfied are you that Dacorum Borough Council provides a home that is well maintained? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q6) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dacorum Borough Council provides a home that is safe? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't [know](#)

Q7) How satisfied or dissatisfied are you that Dacorum Borough Council listens to your views and acts upon them? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't [know](#)

Q8) How satisfied or dissatisfied are you that Dacorum Borough Council keeps you informed about things that matter to you? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't [know](#)

Q9) To what extent do you agree or disagree with the following "Dacorum Borough Council treats me fairly and with respect"? **[[single, required]] SINGLE CODE [[instruction]]**

- Strongly [agree](#)
- Agree
- Neither agree nor disagree
- Disagree
- Strongly [disagree](#)
- Not applicable/ don't [know](#)

Q10) Have you made a complaint to Dacorum Borough Council in the last 12 months? **[[single, required]] SINGLE CODE [[instruction]]**

- Yes
- No

Where Q10 = 1

Q11) How satisfied or dissatisfied are you with Dacorum Borough Council's approach to complaints handling? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q12) Do you live in a building with communal areas, either inside or outside, that Dacorum Borough Council is responsible for maintaining? **[[single, required]] SINGLE CODE [[instruction]]**

- Yes
- No
- Don't know

Where Q12 = 1

Q13) How satisfied or dissatisfied are you that Dacorum Borough Council keeps these communal areas clean and well maintained? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q14) How satisfied or dissatisfied are you that Dacorum Borough Council makes a positive contribution to your neighbourhood? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

Q15) How satisfied or dissatisfied are you with Dacorum Borough Council's approach to handling anti-social behaviour? **[[single, required]] SINGLE CODE [[instruction]]**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/ don't know

NEWQ16) Are there any other issues or concerns that you would like to tell Dacorum Borough Council about? **[[text, not required]]**

O/E - Verbatim

NEWQ17) Dacorum Borough Council may want to follow up feedback to this survey. Are you happy for your personal information to be shared with Dacorum Borough Council along with your responses to this survey, in order to do this? **[[single, required]]** Please select one option only **[[instruction]]**

- Yes
- No

Q18) Going forward, would you be happy for Dacorum Borough Council to send you digital surveys or information bulletins digitally or via text? **[[single, required]]**

- Yes
- No

END OF SURVEY

Thank you for your time. Your feedback is extremely valuable to Dacorum Borough Council Housing and will help improve the services they provide.

If you would like more information about who we are and how we use the information provided, please see our privacy policy at: melresearch.co.uk/page/privacypolicy **[[info]]**



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