



**Tenant Satisfaction Survey 2007
Somer Community Housing Trust
June 2007**

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Somer Community Housing Trust**

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Because people matter.

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1 Executive Summary

1.1 Introduction and methodology

- 1.1.1 As part of its ongoing commitment to seek the views of its tenants, in February 2007, Somerset Community Housing Trust (hereafter known as Somerset CHT) commissioned BMG Research Ltd (BMG) to carry out a postal survey amongst its tenants. The overall objective of the survey was to gain levels of customer satisfaction with Somerset CHT in key service areas.
- 1.1.2 A postal customer satisfaction survey of Somerset CHT tenants was carried out between February and April 2007. In total, 2,000 questionnaires were mailed out to a representative sample of tenants, with 2 reminder mailings going out to those tenants who did not or could not respond to prior mailings. Overall, 935 questionnaires were completed; thus the response rate was 46%.
- 1.1.3 A slightly modified version of the questionnaire was distributed to all 829 leaseholders within Somerset CHT between April and June 2007, with 2 reminder mailings. The results of the leaseholder survey will be presented in a separate report.
- 1.1.4 As 935 questionnaires were completed, the Somerset CHT sample is subject to a maximum standard error of $\pm 3.2\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.2% of the percentages reported.

1.2 Contact with Somerset CHT

- 1.2.1 Four fifths of tenants (80%) have contacted Somerset CHT in the last 12 months. This represents an 8% point increase from the results returned from the 2003 tenant survey (72%).
- 1.2.2 When contacting their landlord, approaching four fifths of tenants (78%) used the telephone. Other forms of contact mentioned, but at significantly lower levels, are through scheme staff (4%), in writing (3%), visits to the office (1%), and email (1%).
- 1.2.3 Tenants who had contacted Somerset CHT in the last 12 months did so primarily to ask about repairs (77%), rent / housing benefits (6%) and about their neighbours (5%). In 2003 the proportions of tenants citing repairs was similar (72%).
- 1.2.4 Approaching four fifths (79%; 85% in 2003) of tenants who had contacted Somerset CHT in the last 12 months indicated it was easy to get hold of the right person, whilst just 11% said it was difficult. Approaching nine in ten (86%) indicated staff were helpful, whilst just 5% thought they were unhelpful.
- 1.2.5 Over four fifths (82%) of tenants contacting Somerset CHT indicated the Trust was able to deal with their problem. Approaching three quarters of tenants (73%) were satisfied with the final outcome of their last contact, whilst around one fifth (19%) were dissatisfied.

1.3 Satisfaction with home and neighbourhood

- 1.3.1 Approaching nine in ten of all tenants (85%) are currently satisfied with their accommodation, including almost half (47%) who are very satisfied. In contrast just 6% are dissatisfied and 3% ambivalent. This level of satisfaction is in line with the 84% observed nationally in the 2004 RSL tenant survey.
- 1.3.2 That said, approaching four fifths of tenants (79%) consider the condition of their property to be good, including 29% going as far as to describe it as very good.

- 1.3.3 Four fifths of tenants (80%) are satisfied with the area in which they live, including over two fifths (43%) who are very satisfied. Of note is that the level of satisfaction is in line with the national average, where 80% of participants indicated they were satisfied.
- 1.3.4 Overall, the top issues that are causing most problems in tenants' neighbourhoods are parking problems (26%); litter and rubbish in the street (19%); dog excrement (15%) (not asked in the previous survey); and dogs (10%). In 2003, the issues tenants were most concerned about were similar (although parking was not asked about in the last survey), as litter and rubbish in the street remains constant at 19%. However, concern about dogs has increased (up by 5% points) and a new concern has been identified: dog excrement (15% serious problem).

1.4 Repairs and maintenance

- 1.4.1 Over seven in ten tenants (72%) have requested repairs to their home in the last 12 months, which is a higher proportion as that returned in 2003 (59%). Approaching seven in ten (68%) have had repairs completed in the same period.
- 1.4.2 Provided with a list of six issues related to their last completed repair, the majority of tenants indicated that the attitude of staff (96%), keeping dirt and mess to a minimum (93%) and the speed with which the work was completed (93%) were good.
- 1.4.3 That said, approaching four fifths (78%; 78% in 2003) indicated they are satisfied with the way Somerset CHT deals with repairs and maintenance, which is higher than the national average (63% - DCLG Survey of English Housing 2004/5). Conversely, just over one in ten tenants (13%) are dissatisfied with the repairs and maintenance service and a further one in ten (10%) remain ambivalent.

1.5 Communicating with Somerset CHT

- 1.5.1 In terms of tenants' views on whether Somerset CHT keeps them well informed about things that might affect them, the vast majority (87%) indicated that the Trust is good at doing so. This is similar as was seen three years ago (86%). Just 4% of tenants feel Somerset CHT is poor at keeping them informed about things that might affect them, whilst 9% remain indifferent.
- 1.5.2 Approaching nine in ten tenants (84%) believe Somerset CHT, to some extent, takes into account their views when making decisions, with just 16% citing that their views are not taken into account. This has increased considerably since 2003 (67% takes views into account), representing a 17% point increase.
- 1.5.3 Two thirds (65%) are satisfied with the opportunities for participation in management and decision-making, whereas only 7% are dissatisfied. The remainder are ambivalent (29%). In comparing this with 2003, there has been a 10% point increase over the last 3 years.

1.6 Satisfaction with Somerset CHT

- 1.6.1 Four fifths (80%) are satisfied with the service provided by Somerset CHT, including 38% who are very satisfied. This in line with the last tenant survey in 2003 where 79% were satisfied.
- 1.6.2 Looking at this by ethnicity, BME tenants appear to be slightly less satisfied than their non-BME counterparts (72% and 80% respectively).

2 Benchmarking against national and local organisations

2.1 Comparison with national averages

- 2.1.1 One of the common questions asked following any tenant satisfaction survey is 'how do we compare with other organisations?'
- 2.1.2 Here, we have selected 5 key measures of performance and compared the Somer CHT results with the national averages obtained from the RSL Tenant survey carried out in 2004 and the DCLG Survey of English Housing (2004/5).
- 2.1.3 Across all measures, Somer CHT has achieved higher levels of tenant satisfaction.

Table 1

Satisfaction with key aspects of service					
		All Tenants	General needs tenants	Sheltered tenants	National average (2004/5) ¹
		Total satisfaction	Total satisfaction	Total satisfaction	Total satisfaction
Satisfaction with accommodation	(%)	85	83	92	84 (RSL)
Satisfaction with neighbourhood	(%)	80	77	88	80 (RSL)
Overall satisfaction with Somer CHT	(%)	80	77	86	74 (DCLG)
Satisfaction with repair service	(%)	78	75	84	63 (DCLG)
Satisfaction with opportunities to take part in management and decision making*	(%)	65	64	68	58 (DCLG)

Stripping out all those who did not provide a response and those expressing no opinion

¹ Housing Corporation 2004 National survey of existing Housing Association Residents; DCLG Survey of English Housing – General Needs tenants

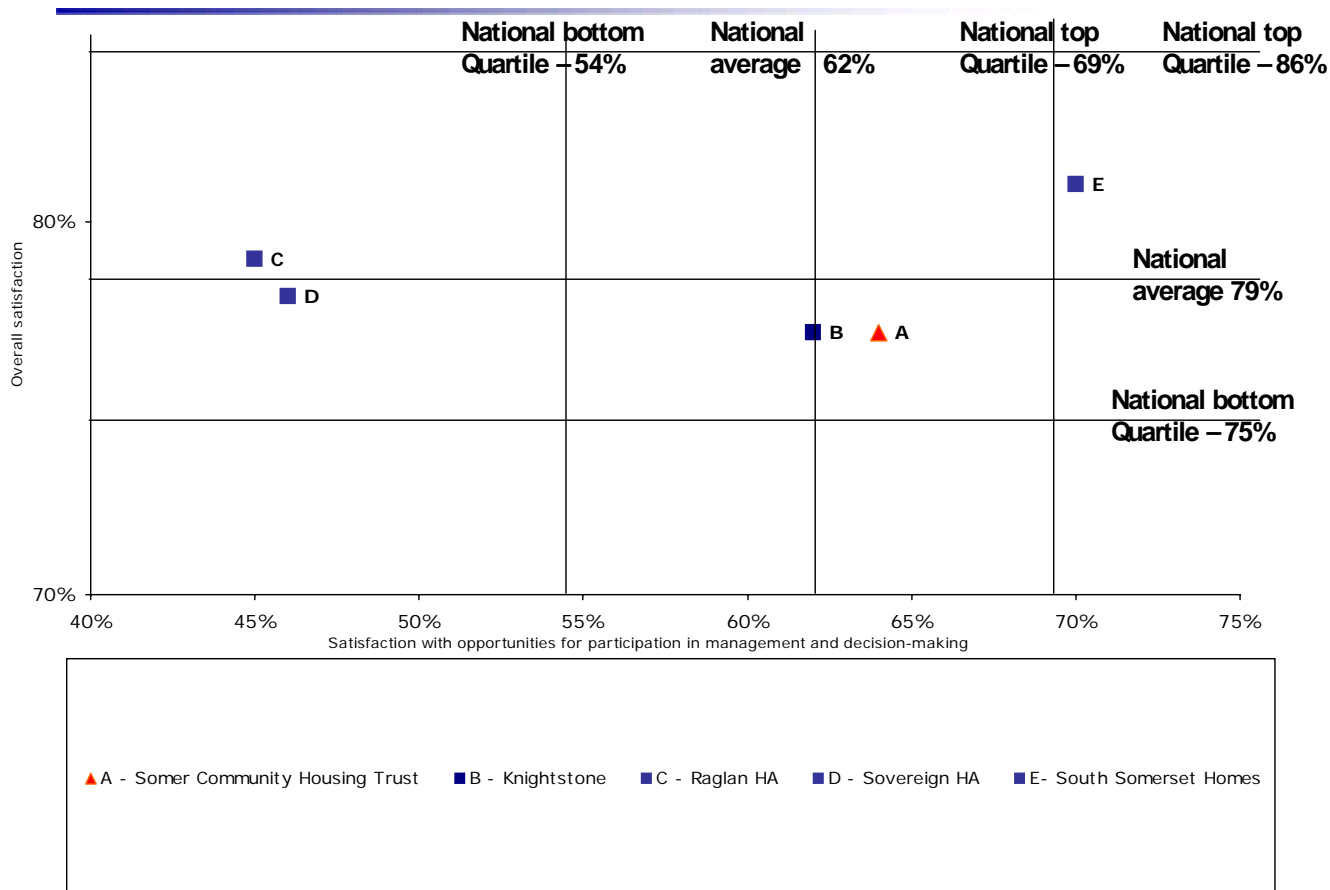
2.1.4 When comparing the results for Key Performance Indications with other Housing Associations in the same peer group, it can be seen that Somer CHT achieved a higher than average satisfaction score for opportunities for participation in management and decision-making and is in line with the national average for satisfaction with the overall service provided.

Table i)

Comparison with 'peer' organisations in the South West region (2006 data) General needs tenants only		
	Satisfied with overall service %	Satisfied with opportunities for participation %
Knightstone Housing Association Ltd	77	62
Raglan Housing Association Ltd	79	45
Sovereign Housing Association Ltd	78	46
South Somerset Homes Ltd	81	70
Somer Community Housing Trust	77	64
National mean average	79	62
National top quartile	86	69
National bottom quartile	75	54
Mean average for selection	79	56

Fig i)

Overall satisfaction by satisfaction with opportunities for participation (Where provided a valid response) General Needs Tenants - SOUTH WEST



2.2 Directional change

2.2.1 The following table looks at the key measures of performance and compares how they fare with the results achieved from the previous survey undertaken in 2003.

2.2.2 Across most measures, Somer CHT has performed similar to how it did in 2003, illustrated by the slight movements in satisfaction levels.

Table 2

Where you live	2003 %	2007 %	% Change '03-'07
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided? % satisfied	84	80	-4
Taking into account your home and the services provided, do you think that your rent represents good or poor value for money? % good	79	74	-5
Overall, how satisfied or dissatisfied are you with your home? % satisfied	84	85	+1
How would you describe the general condition of this property? % good	78	79	+1
How satisfied or dissatisfied are you with this area as a place to live? % satisfied	81	80	-1
Contacting Somer CHT	2003 %	2007 %	% Change '03-'07
Was getting hold of the right person easy or difficult? % easy	85	79	-6
Did you find the staff helpful? % helpful	85	86	+1
Were you satisfied or dissatisfied with the outcome? % satisfied	67	73	+6

Your repairs service	2003 %	2007 %	% Change '03-'07
How satisfied or dissatisfied are you with the way Somer CHT deals with repairs and maintenance? % satisfied	78	78	0
Communicating with Somer CHT	2003 %	2007 %	% Change '03-'07
Generally, how good or poor do you feel Somer CHT is at keeping you informed about things that might affect you as a tenant? % good	86	87	+1
How much account do you think Somer CHT takes of your views? % a little/a lot	67	84	+17
How satisfied or dissatisfied are you with the opportunities for participation in management and decision-making? % satisfied	55	65	+10

3 Introduction

3.1 Introduction

3.1.1 As part of its ongoing commitment to seek the views of its tenants, in February 2007, Somerset CHT commissioned BMG Research Ltd (BMG) to carry out a postal survey amongst its tenants. The overall objective of the survey was to gain levels of customer satisfaction with Somerset CHT in key service areas. More specifically, however, the objectives of the research are outlined below:

- To assess levels of satisfaction with the housing services offered to Somerset CHT tenants;
- To identify areas of the service which require improvement and examine the future needs and aspirations of tenants;
- To enable Somerset CHT to benchmark the results of the survey against national statistics;
- To compare levels of performance and areas of changes with Somerset CHT tenants' satisfaction research in 2003;
- To continue to provide baseline data to inform the organisation's approach to Best Value; and
- To establish the socio-economic and demographic profile of tenants.

3.1.2 This report presents the findings of the survey for Somerset CHT.

3.1.3 The data was collected in accordance with the Department for Communities and Local Government (DCLG) and National Housing Federation (NHF) guidance.

3.1.4 The survey was carried out using a questionnaire designed jointly by Somerset CHT and BMG Research. The questionnaire incorporated questions from the Housing Corporation and National Housing Federation's Standardised Tenant Satisfaction questionnaire, known as STATUS. The use of STATUS allows comparison with the performance of other social housing providers. In addition to the STATUS questions, localised question areas were also included.

3.1.5 In order to ensure that the survey results reflect the views of all tenants, the data was weighted prior to analysis by Rural and Urban. The data used in this report is rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

3.1.6 In addition to this written report, data tabulations have also been produced which present the data as a whole, and includes data broken down by the following groups:

- Housing Type; rural/urban;
- Household composition, gender, age, disability and ethnicity;
- Satisfaction with landlord, repairs service, home, value for money of rent; and
- General needs and sheltered housing type.

3.2 Methodology

- 3.2.1 A postal customer satisfaction survey of Somerset CHT tenants was carried out between February and April 2007. In total, 2,000 questionnaires were mailed out to a representative sample of tenants, with 2 reminder mailings going out to those tenants who did not or could not respond to prior mailings. Overall, 935 questionnaires were completed; thus the response rate was 46%.
- 3.2.2 A slightly modified version of the questionnaire was distributed to all 829 leaseholders within Somerset CHT between April and June 2007, with 2 reminder mailings. The results of the leaseholder survey will be presented in a separate report.
- 3.2.3 As 935 questionnaires were completed, the Somerset CHT sample is subject to a maximum standard error of $\pm 3.2\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.2% of the percentages reported.

4 Contact with Somerset Community Housing Trust

4.1.1 This section includes details as to whether and how tenants have contacted Somerset CHT and whether they were satisfied with the final outcome of their last contact experience. Tenants were also asked about a set of issues regarding that contact experience.

4.2 Contact in the last 12 months

4.2.1 Over four fifths (80%) of tenants who provided a valid response have contacted Somerset CHT in the last 12 months other than to pay their rent. This represents a 8% point increase on the results returned in the 2003 tenant survey (2003: 72%).

4.2.2 Looking specifically at the results in 2007, younger tenants are more likely than their older counterparts to have contacted Somerset CHT in the last 12 months (85% of those under 65years compared with 74% of those aged 65+ years). Tenants with children are significantly more likely than their counterparts to have been in contact with Somerset CHT in the last 12 months (87% and 75% respectively).

4.2.3 General needs tenants are significantly more likely to have contacted Somerset CHT over the last 12 months in comparison with sheltered tenants (82% and 72% respectively).

4.2.4 When analysing by area, it can be seen that respondents in Bath are significantly more likely to have contacted Somerset CHT when compared with respondents in rural areas (82% and 75% respectively).

4.2.5 Furthermore, of those tenants who are overall dissatisfied with Somerset CHT, 89% had contacted the Trust in the last 12 months compared with 78% of those who are overall satisfied.

4.3 Method of contact

- 4.3.1 Respondents were also asked by which method they last contacted Somer CHT. When contacting their landlord, the vast majority do so via the telephone (78%). Other forms of contact mentioned, but at significantly lower levels, are visits to the office (13%), through scheme staff (4%), in writing (3%) and email (1%).
- 4.3.2 In 2003, the proportions were similar in the main, as 76% phoned and 2% wrote. Visiting the office has decreased from 18% in 2003 to 13% in 2007.
- 4.3.3 There are some interesting variations by area, as a lower proportion (72%) in rural areas telephoned than those in Bath (82% phoned), and a higher proportion (16%) in rural areas visited the office than those in Bath (10%).

Table 3

How did you last contact Somer CHT?					
(All respondents who have contacted Somer CHT in the last 12 months, where provided a valid response)					
	All tenants %	Bath %	Rural %	Sheltered tenants %	General needs %
Phoned	78	82	72	70	81
Visited office	13	10	16	7	14
Through scheme staff	4	3	6	17	1
Wrote	3	3	2	3	3
Email	1	1	1	0	1
Other	1	*	2	3	*
Unweighted sample base:	649	368	281	148	501

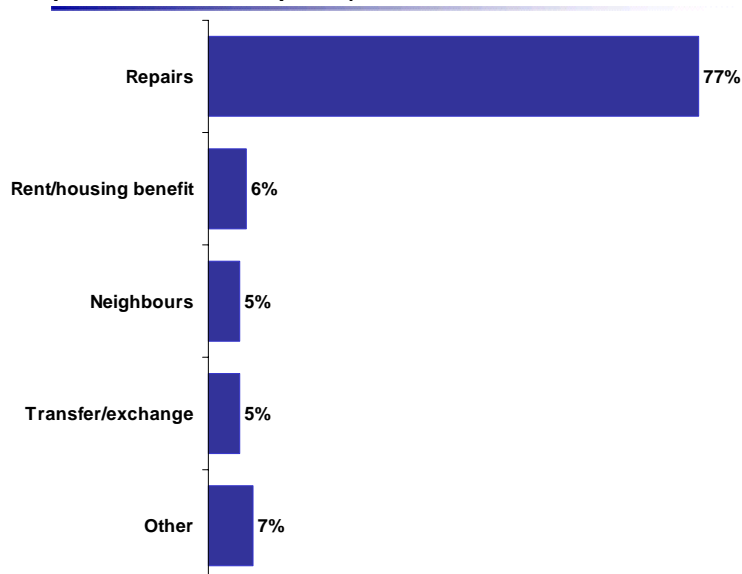
* denotes <0.5%

4.4 Reason for last contact

- 4.4.1 Tenants who had contacted Somer CHT in the last 12 months were asked what they last had contact about. The majority (77%) of tenants last contacted Somer CHT to ask about repairs. At lower levels tenants last contacted the Trust regarding rent / housing benefits (6%); neighbours (5%); and transfers / exchanges (5%).
- 4.4.2 In 2003, the proportions were similar once more, as 72% contacted regarding repairs, 7% contacted regarding rent / housing benefits and 5% contacted regarding transfers / exchanges.

Figure 1

**What did you last have contact about?
(All tenants who have contacted their landlord in the past 12 months, where provided a valid response)**



Unweighted sample base = 2007: 638

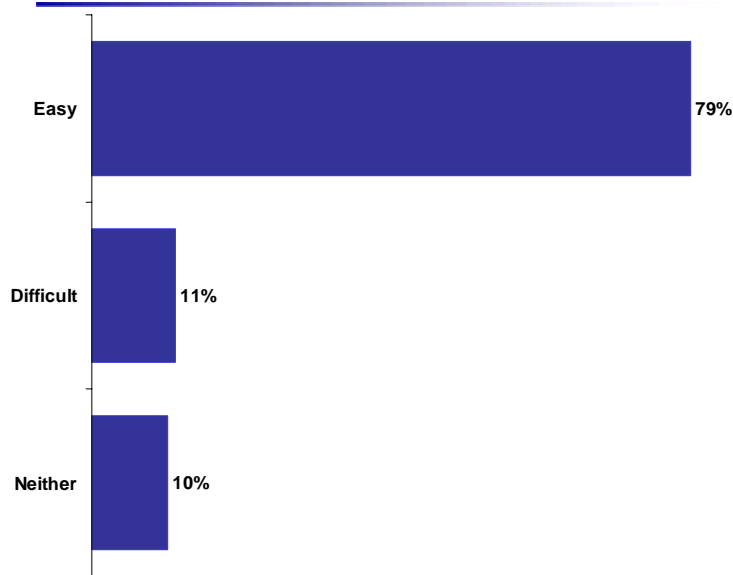
- 4.4.3 There is some variation by status of tenancy, as sheltered tenants are significantly more likely to have been in contact regarding repairs than general needs tenants (83% and 75% respectively).
- 4.4.4 By area, the difference is slight, with 75% of respondents in Bath contacting regarding repairs in contrast with 80% of those in rural areas.

4.5 Ease of getting hold of the right person

4.5.1 Tenants who had contacted Somer CHT were asked whether getting hold of the right person was easy or difficult. Approximately eight in ten (79%; 85% in 2003) indicated that it was easy to get hold of the right person, whilst just 11% indicated that it was difficult and 10% were indifferent.

Figure 2

**When tenants last had contact, was getting hold of the right person...?
(All respondents who have contacted their landlord in the last 12 months
where provided a valid response)**



Unweighted sample base = 2007: 669

4.5.2 Looking more closely at tenants who find it difficult to get hold of the right person, overall, those who are in a wheelchair find it more difficult than those who are not (22% compared with 10%).

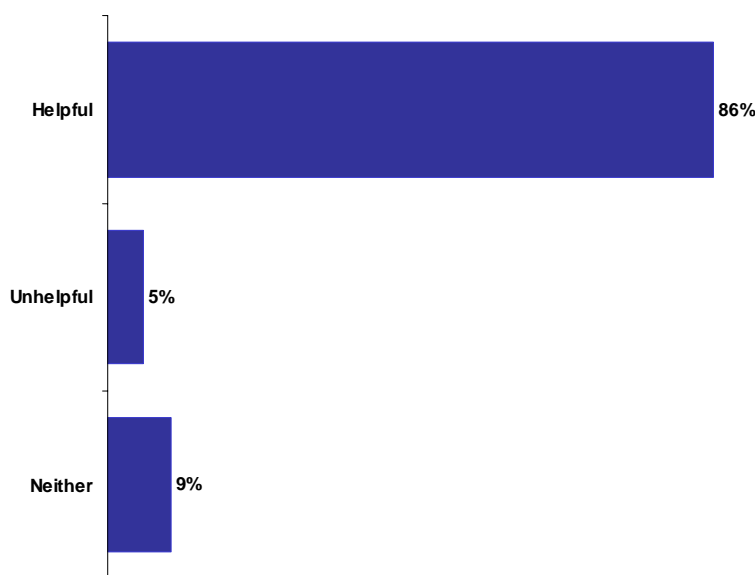
4.5.3 Tenants who find it easy to get hold of the right person are more likely to be satisfied overall with Somer CHT (85%) in comparison with those who find it difficult (just 8% satisfied).

4.6 Helpfulness of staff

4.6.1 Tenants who had contacted Somer CHT in the last 12 months were asked whether or not they found the staff helpful. Approaching nine in ten (86%; 85% in 2003) indicated staff were helpful, whilst just 5% said they were unhelpful.

Figure 3

When you last had contact, did you find the staff ...?
 (All respondents who have contacted their landlord in the past 12 months, where provided a valid response)



Unweighted sample base = 2007: 679

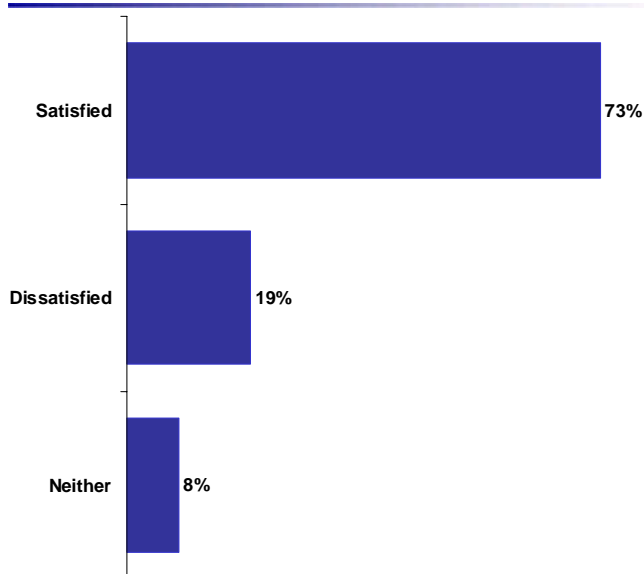
- 4.6.2 Of note is the finding that younger tenants are more likely than their older counterparts to say that staff were unhelpful (7% among those aged 16 – 64 years old, and 2% of those aged 65+ years).
- 4.6.3 Of tenants who are dissatisfied with repairs and maintenance, 18% indicated staff are unhelpful compared with just 2% of those who are satisfied with repairs.
- 4.6.4 Sheltered tenants are significantly more likely to state that they find staff helpful, in comparison with general needs tenants (91% and 85% respectively).
- 4.6.5 Those tenants who had contacted Somer CHT in the last 12 months were then asked whether the staff / Trust was able to deal with their problem. Four fifths (82%) indicated that the Trust was able to deal with their problem.
- 4.6.6 One in ten tenants (11%) however, indicated that their problem was not dealt with, whilst just 6% said the Trust was neither able nor unable to deal with their problem.
- 4.6.7 Demographically there are some similarities with the results returned on the preceding question. For example, older tenants are more likely than their younger counterparts to say the Trust was able to deal with their problem (77% among those aged 16 – 64 years old compared with 91% of those aged 65+ years).
- 4.6.8 Of tenants who are dissatisfied with repairs and maintenance, 31% indicated staff were unable to deal with their problem compared with just 5% of those who are satisfied with repairs.

4.7 Satisfaction with the final outcome

- 4.7.1 Finally, tenants who contacted the Trust were asked whether they were satisfied or dissatisfied with the final outcome of their last contact.
- 4.7.2 Approaching three quarters of tenants (73%; 67% in 2003) were satisfied with the overall experience of their last contact with the Trust contrasting with one in five (19%) who were dissatisfied and just 8% who were ambivalent.

Figure 4

**Were tenants satisfied or dissatisfied with the final outcome?
(All respondents who have contacted their landlord in the past 12 months,
where provided a valid response)**



Unweighted sample base = 2007: 653

- 4.7.3 General needs tenants are slightly more likely than sheltered tenants to be dissatisfied with the final outcome (20% and 14% respectively).
- 4.7.4 Area analysis shows nothing significant.
- 4.7.5 Respondents who are dissatisfied with repairs and maintenance are significantly more likely to be dissatisfied with the final outcome, compared with those who are satisfied with repairs and maintenance (63% and 8% respectively).
- 4.7.6 A similar pattern applies for those who have had repairs completed (76% satisfied compared with 59% satisfied who have not had repairs completed).

4.8 Complaints management

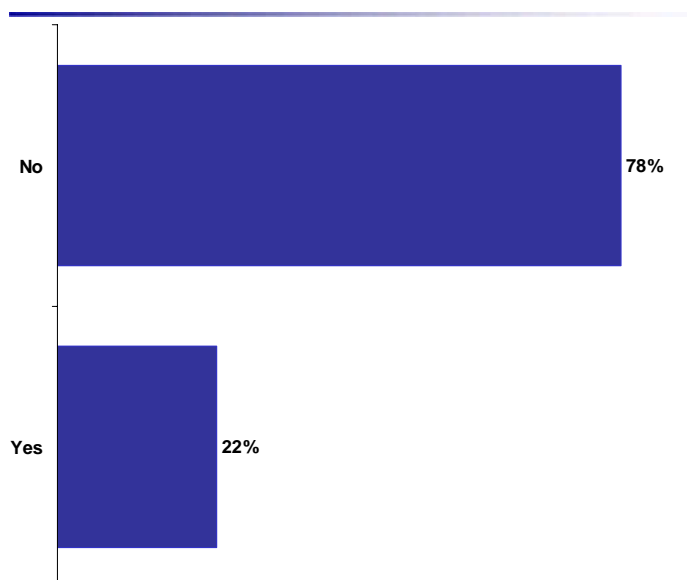
4.8.1 Somer CHT is interested in gauging its customers' views on how the complaints process is handled by its staff. Once those respondents who had made a complaint in the last 12 months were identified, questions were asked about how staff took responsibility for the respondent's query and whether the respondent was kept informed during the complaints process.

Making a complaint

4.8.2 Respondents were initially asked whether or not they had had to make a complaint to Somer CHT over the last 12 months. The majority (78%) of all tenants had not made a complaint over the last 12 months, however around one in five (22%) had.

Figure 5

Have you had to make a complaint to Somer CHT over the last 12 months?
(All respondents, where provided a valid response)



Unweighted sample base = 2007: 878

4.8.3 Respondents significantly more likely to have had to make a complaint are:

- Tenants in Bath (26% compared with those in rural areas, 14%);
- Tenants with a disability (26%);
- Tenants dissatisfied with their accommodation (47%);
- Tenants who consider the condition of their home to be poor (45%);
- Tenants who are dissatisfied with the overall service (64%); and
- Tenants who requested repairs (25%).

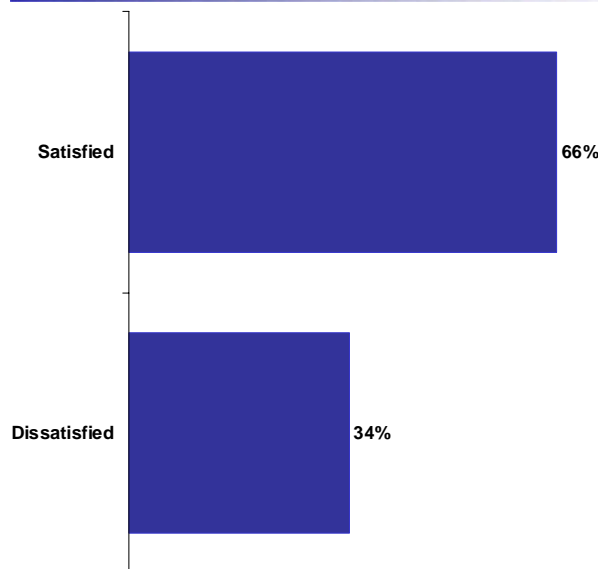
Responsibility of staff

4.8.4 Respondents who had had to make a complaint were asked to comment on how satisfied or dissatisfied they are with the way staff took responsibility for their query.

4.8.5 The majority of tenants (66%) were satisfied with the way staff took responsibility for their query. However, one third (34%) were dissatisfied.

Figure 6

How satisfied or dissatisfied were you with the way staff took responsibility for your query? (All respondents who made a complaint in the last 12 months, where provided a valid response)



Unweighted sample base = 2007: 179

4.8.6 Sheltered tenants tend to be more satisfied with the way staff took responsibility for their query in comparison with general needs tenants (75% and 63% respectively).

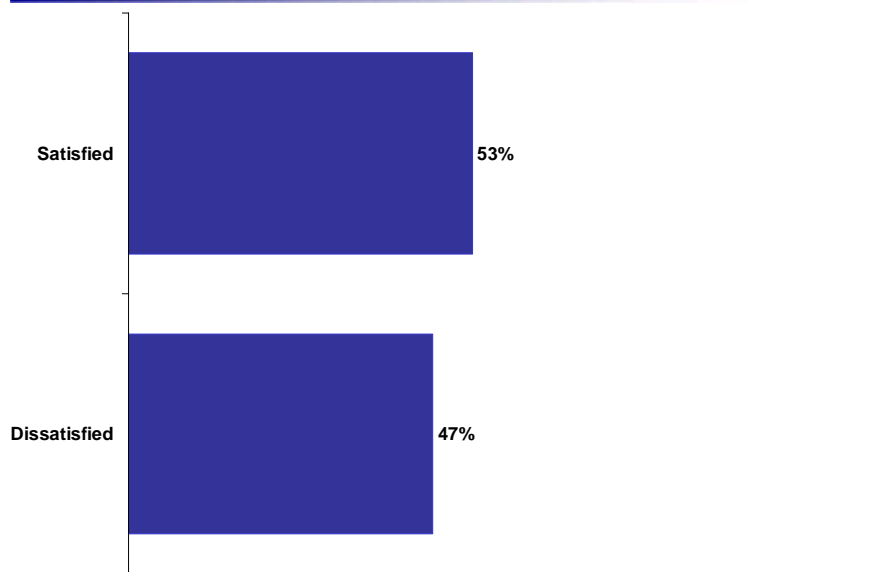
4.8.7 Tenants who are dissatisfied with repairs and maintenance are more likely to be dissatisfied with the way staff took responsibility for their query (61% dissatisfied) compared with those who are satisfied (19%).

Keeping residents informed about the progress of complaints

- 4.8.8 Respondents who had had to make a complaint were asked to comment on how satisfied or dissatisfied they are with how staff kept them informed about the progress of the complaint.
- 4.8.9 The majority of tenants (53%) were satisfied with the way staff kept them informed about the progress of the complaint. However, approaching half (47%) were dissatisfied.

Figure 7

How satisfied or dissatisfied were you with the way staff kept you informed of progress of the complaint? (All respondents who made a complaint in the last 12 months, where provided a valid response)



Unweighted sample base = 2007: 180

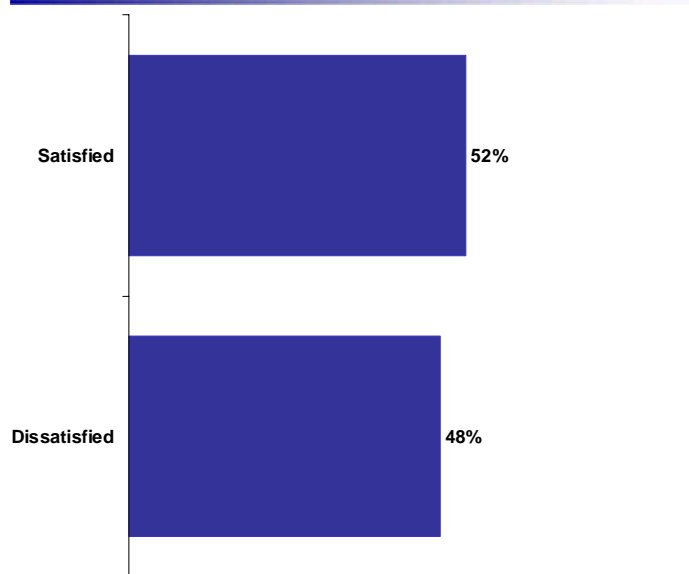
- 4.8.10 Sheltered tenants are more likely to be satisfied (66%) in comparison with general needs tenants (50%).
- 4.8.11 Once again, tenants who are dissatisfied with repairs and maintenance are more likely to be dissatisfied with the way staff kept them informed (78% dissatisfied) compared with those who are satisfied (29%).

Resolving the complaint

- 4.8.12 Respondents who had had to make a complaint were asked to comment on how satisfied or dissatisfied they are with how staff kept them informed of the progress to resolve the situation.
- 4.8.13 The slight majority of tenants (52%) were satisfied with the way they were kept informed of the progress to resolve the situation. However, approaching half (48%) were dissatisfied.

Figure 8

How satisfied or dissatisfied were you with the way staff kept you informed of progress to resolve any situation? (All respondents who made a complaint in the last 12 months, where provided a valid response)



Unweighted sample base = 2007: 178

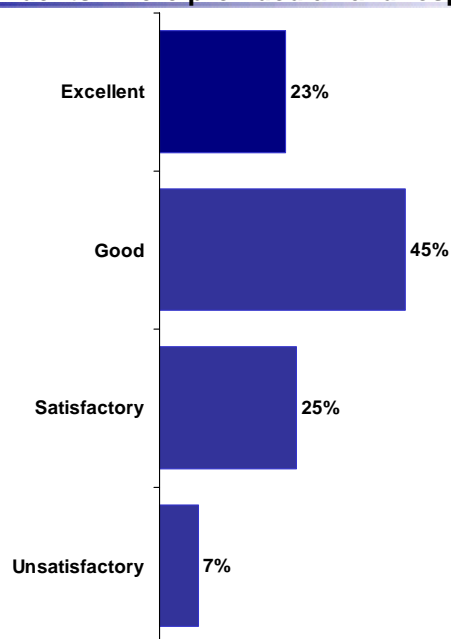
- 4.8.14 Sheltered tenants are more likely than general needs tenants to be satisfied with the way in which staff kept them informed about the progress of their complaint (60% and 49% respectively).
- 4.8.15 Once again, tenants who are dissatisfied with repairs and maintenance are more likely to be dissatisfied with the way staff kept them informed about the progress of any situation (75% dissatisfied) compared with those who are satisfied (32%).

4.9 Overall satisfaction with customer service experience

- 4.9.1 Tenants were asked to take everything into account and state how satisfied they are with the overall customer service provided by Somer CHT.
- 4.9.2 Over nine in ten (93%) find the overall customer service provided satisfactory, including 23% who consider it to be excellent. Just over one in twenty (7%) stated that the service was unsatisfactory.

Figure 9

How would you rate your level of satisfaction with the overall customer service provided by Somer CHT?
(All respondents where provided a valid response)



Unweighted sample base = 2007: 889

- 4.9.3 There are few significant differences, when considering the sub-analysis. For general needs tenants and sheltered tenants, the proportions are similar (96% and 92% respectively are satisfied).
- 4.9.4 In Bath and rural areas, the proportions satisfied are also similar (92% and 93% respectively).

5 Satisfaction with home and neighbourhood

5.1 Introduction

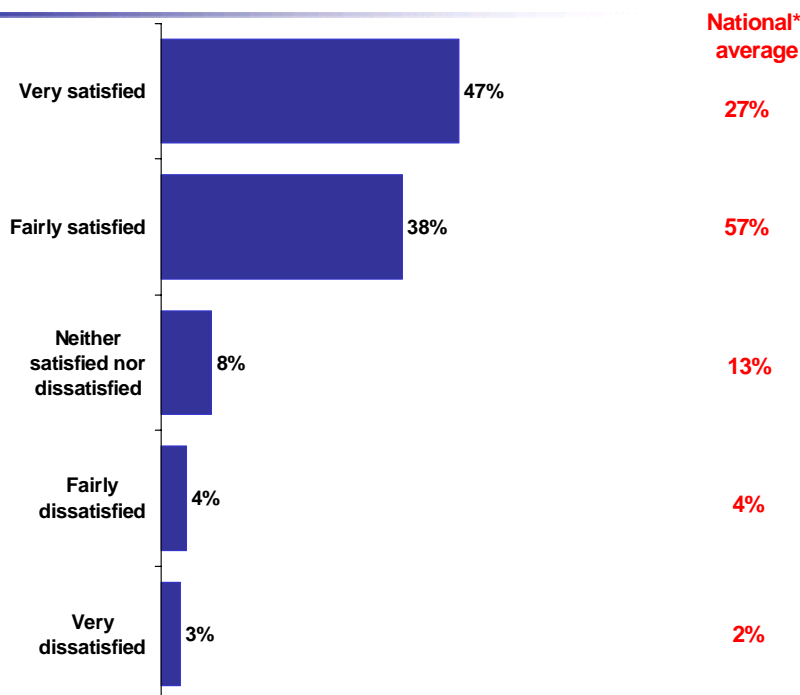
5.1.1 This section looks at tenants' homes and surrounding areas. It investigates satisfaction with their homes, attitudes towards the condition of their property and those neighbourhood issues likely to be seen as problems.

5.2 Satisfaction with accommodation

5.2.1 Approaching nine in ten (85%) tenants, where provided a valid response, are currently satisfied with their accommodation, including almost half (47%) who are very satisfied. This level of satisfaction is in line with the observed national statistic (84%) in 2004.

Figure 10

**Overall how satisfied or dissatisfied are you with your accommodation?
(All respondents where provided a valid response)**



Unweighted sample base =2007: 925

* National average taken from the RSL Tenant Survey 2004

5.2.2 The following table compares levels of satisfaction with the accommodation across different types of tenant groups whether classified by gender, household composition, condition of home, satisfaction with neighbourhood or overall satisfaction.

5.2.3 Not surprisingly, satisfaction with the accommodation is closely related to attitudes towards the condition of the property. Only 45% of those who consider their property to be in a poor condition are satisfied with their accommodation. The suggestion is that improving the property (most likely by repairs) will tackle levels of dissatisfaction.

- 5.2.4 Sheltered tenants are significantly more likely to be satisfied with their accommodation than general needs tenants (92% and 83% respectively).
- 5.2.5 Levels of satisfaction with accommodation are also closely linked to the age of tenants, with 95% of older tenants (i.e. those tenants aged 65+ years) being satisfied compared with just over three quarters (77%) of younger tenants (16-64 years).
- 5.2.6 Families are significantly less likely to be satisfied with their accommodation (78%).

Table 4

How satisfied or dissatisfied are you with your accommodation?				
(All tenants, where provided a valid response)				
	Sample		Satisfied	Unweighted sample base
Total			85	925
Status	General needs	(%)	83	676
	Sheltered	(%)	92	249
Area	Bath	(%)	83	514
	Rural	(%)	88	411

NB – Please note that those figures in bold are significant when tested against their opposite sample e.g. satisfied to dissatisfied.

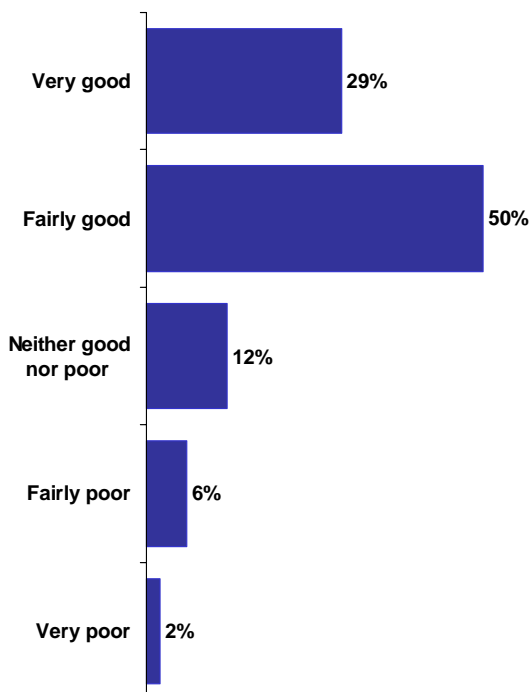
- 5.2.7 Satisfaction with the home is closely related to views on the neighbourhood. Of those dissatisfied with the neighbourhood, just half (50%) are satisfied with their accommodation. Similarly and unsurprisingly, of those who are dissatisfied with the overall service of Somer CHT, only 52% are satisfied with their accommodation.

5.3 General condition of homes

- 5.3.1 Looking further into this key issue, tenants were then asked to rate the general condition of their homes.
- 5.3.2 The result is similar to that found for levels of satisfaction with their accommodation. Approaching four fifths (79%; 78% in 2003) consider the condition of their property to be good, including 29% going as far as to describe it as very good. Just 9% describe the condition of their property as poor.
- 5.3.3 Sheltered tenants are significantly more likely to describe the general condition of their property as good in comparison with general needs tenants (89% and 76% respectively).
- 5.3.4 Interestingly, respondents in rural areas are significantly more likely than respondents in Bath to describe their property as being in good condition (86% and 76% respectively).
- 5.3.5 By household composition, families express more dissatisfaction with the condition of their property: 69% describe the condition of their property as good, and approaching one in ten (9%) describe it as poor.
- 5.3.6 Once again, older residents express higher levels of satisfaction than younger residents. Respondents aged 65+ years are significantly more likely to be satisfied (90%) than respondents under 65 years (70% consider the condition of their property to be good).

Figure 11

How would you describe the general condition of your property? (All respondents, where provided a valid response)



Unweighted sample base = 2007: 923

- 5.3.7 As seen below, a clear relationship exists between attitudes towards the condition of the home and satisfaction with repairs completed. Of those dissatisfied with repairs to their home, 38% consider the condition of their property to be good. By contrast, of those satisfied with repairs completed, 89% consider the condition of

their property to be good. It should be noted, however, that not everyone has experienced the repairs service from Somer CHT.

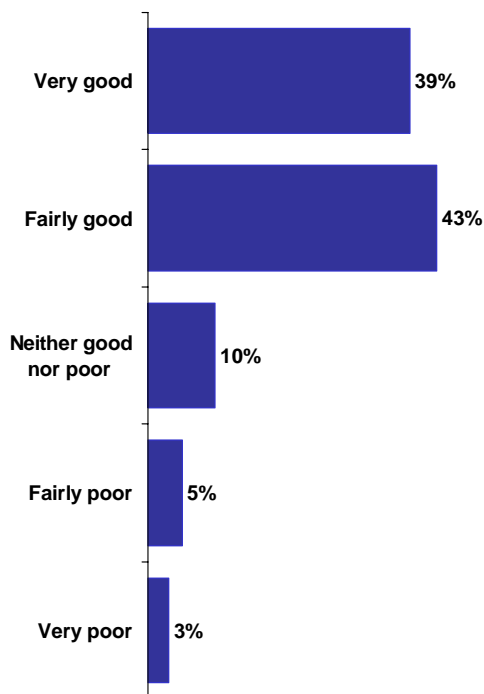
- 5.3.8 Indeed, of those respondents who have had a repair completed, just 9% consider the condition of their property to be poor. This indicates a perception gap between residents who have actually had repairs completed and all respondents.

5.4 Quality of accommodation

- 5.4.1 Looking further into this key issue, tenants were then asked how satisfied or dissatisfied they are with the quality of their home.
- 5.4.2 The result is similar to that found for levels of satisfaction with the general condition of the property, as over four fifths (83%) are satisfied with the quality of their home, including 39% who are very satisfied. Just 8% are dissatisfied.
- 5.4.3 Sheltered tenants are significantly more likely to be satisfied with the quality of their home in comparison with general needs tenants (89% and 80% respectively).
- 5.4.4 By household composition, families express more dissatisfaction with the quality of their home: 74% are satisfied and one in ten (13%) are not.
- 5.4.5 Younger residents express higher levels of dissatisfaction than older residents. Respondents aged 16-64 years are significantly more likely to be dissatisfied (13%) than respondents aged over 65 years (2% dissatisfied).

Figure 12

How would you describe the quality of your home? (All respondents, where provided a valid response)



Unweighted sample base = 2007: 909

- 5.4.6 Interestingly, respondents who are economically inactive are significantly more satisfied with the quality of their home than those who are active (85% and 74% respectively).

- 5.4.7 A clear relationship exists between attitudes towards the quality of the home and satisfaction with repairs completed. Of those dissatisfied with repairs to their home, 47% are satisfied with the quality of their property. By contrast, of those satisfied with repairs, 90% are satisfied with the quality of their home.

5.5 Value for money

- 5.5.1 Respondents were asked about how their property reflected good or poor value for their rent. The majority (74%) of tenants described their property as good value for money; 17% were indifferent; and 8% described it as poor value for money.
- 5.5.2 In 2003, 79% reported that they felt their home represented good value for money. This is in line with the result received in 2007 (74%), although it does represent a slight decrease.
- 5.5.3 Sheltered tenants are significantly more likely to consider their property to be good value for money (82%) in comparison with general needs tenants (72%).
- 5.5.4 Area analysis shows no significant difference, however respondents in Bath are less likely to consider their property to be good value for money than respondents in rural areas (73% and 77% respectively).
- 5.5.5 Interestingly, the proportion of respondents who think their property is good value for money is higher for respondents who are economically inactive (79%) than for economically active tenants (61%).
- 5.5.6 Axiomatically, respondents who are satisfied with the way Somer CHT deals with repairs and maintenance tend to be significantly more satisfied with value for money than those who are dissatisfied with repairs and maintenance (82% and 43% respectively).

5.6 Number of rooms

- 5.6.1 The majority (74%) of tenants think that the number of rooms in their home is about right, whereas approaching a fifth (18%) think there are too few and 8% think there are too many.
- 5.6.2 Interestingly, 29% of families think they have too few rooms.

**Do you think the number of rooms in your home is...?
(All tenants, where provided a valid response)**

Sample			Too few	Too many	About right	Unweighted sample base
Total (tenants)			18	8	74	917
Economic activity	Active	(%)	24	7	69	212
	Inactive	(%)	16	8	75	608
Status	General needs	(%)	17	7	75	673
	Sheltered	(%)	20	9	71	244
Area	Bath	(%)	17	8	75	510
	Rural	(%)	19	8	73	407

5.7 Local neighbourhoods and the communities in which tenants live

5.7.1 Thinking about the neighbourhood in which they reside, tenants were asked about their satisfaction with their neighbourhood and whether, from a list of issues, serious or slight problems were felt to exist.

Satisfaction with the neighbourhoods in which tenants live

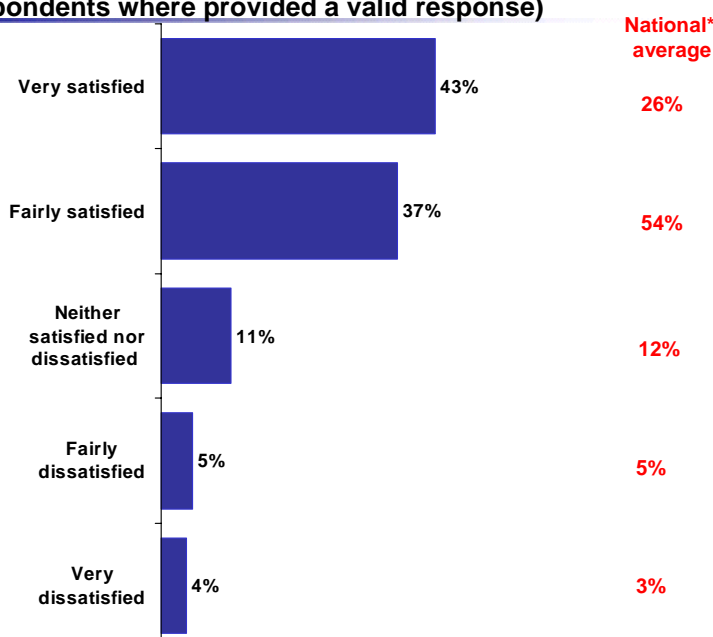
5.7.2 Four fifths of tenants (80%; 81% in 2003) are satisfied with the area in which they live, including over two fifths (43%) who are very satisfied. Conversely, just 9% are currently dissatisfied. Noteworthy, levels of satisfaction are in line with the national average, where 80% of participants indicated they were satisfied.

5.7.3 For sheltered tenants, the proportion of respondents satisfied is significantly higher than the result achieved for general needs tenants (88% and 77% respectively).

5.7.4 Respondents in rural areas are also significantly more likely to be satisfied with the neighbourhood within which they live in comparison with respondents in Bath (84% and 78% respectively).

Figure 13

**Overall how satisfied or dissatisfied are you with your neighbourhood as a place to live?
(All respondents where provided a valid response)**



Unweighted sample base =2007: 927

* National average taken from the RSL Tenant Survey 2004

5.7.5 Households with children are significantly less likely to be satisfied with their neighbourhood (67% satisfied).

5.7.6 Looking at the results amongst different age groups, tenants aged 65+ years (92%) are more likely to be satisfied with their neighbourhood than those aged 16 – 64 years (70%).

5.7.7 Unsurprisingly, tenants who are satisfied with their accommodation, the overall service provided by Somer CHT, and repairs are more likely than their direct opposite to indicate that they are satisfied with their neighbourhood.

Table 5

How satisfied or dissatisfied are you with your neighbourhood?				
(All tenants where provided a valid response)				
	Sample		Satisfied	Unweighted sample base
Total			80	317
Status	General needs	(%)	77	679
	Sheltered	(%)	88	248
Age	Working age (16-64)	(%)	70	481
	Non-working age (65+)	(%)	92	402
Economic activity	Economically active	(%)	69	214
	Economically inactive	(%)	83	614

Issues that impact on local neighbourhoods

5.7.8 Tenants were presented with a list of 16 issues and were asked whether they thought each item was not a problem, a slight problem or a serious problem within their neighbourhood.

5.7.9 Overall, the top issues that are causing most problems in tenants' neighbourhoods are parking problems (26%); litter and rubbish in the street (19%); dog excrement (15%) (although dog excrement was not asked about in the last survey); and dogs (10%). In 2003, the issues tenants were most concerned about were similar (although parking was not asked about in the last survey), as litter and rubbish in the street remains constant at 19%. However, concern about dogs has increased (up by 5% points) and a new concern has been identified: dog excrement (15% serious problem).

5.7.10 Encouragingly, there have been some decreases in the proportion of respondents identifying serious problems for a number of aspects. Concern about vandalism is down from 15% in 2003 to 9% in 2007; as is the proportion who think noise from people is a serious problem (12% in 2003 to 9% in 2007).

5.7.11 Just 1% of respondents believe that racial harassment is a serious problem.

5.7.12 The top three issues for sheltered, general needs, Bath and rural tenants are similar.

Do you think that each of these is a serious problem in your neighbourhood?
(All tenants, where provided a valid response)

		General needs	Sheltered tenants	Bath	Rural
Problem 1	(%)	Parking problems (52%)	Parking problems (44%)	Parking problems (48%)	Parking problems (57%)
Problem 2	(%)	Litter and rubbish (36%)	Litter and rubbish (38%)	Litter and rubbish (39%)	Dog excrement (33%)
Problem 3	(%)	Dog	Dog	Dog	Litter and

	excrement (28%)	excrement (32%)	excrement (26%)	rubbish (29%)
Unweighted sample base	335	70	235	152

5.7.13 The table below shows the full analysis of the issues tenants face in their neighbourhoods.

Table 6

Do you think that each of these is a serious, slight or not a problem in your neighbourhood?					
(All tenants, where provided a valid response)					
		Serious problem	Slight problem	No problem	Unweighted sample base
Parking problems	(%)	26	30	44	797
Litter and rubbish in the street	(%)	19	40	41	797
Dog excrement	(%)	15	35	49	775
Dogs	(%)	10	25	65	773
Vandalism	(%)	9	37	54	804
Noise from people	(%)	9	25	66	779
Problems with neighbours	(%)	8	19	73	777
Access to adequate recycling facilities	(%)	7	18	74	759
Drug use/prostitution	(%)	7	14	79	748
Cleaning/caretaking of communal areas	(%)	7	20	73	742
Noise from traffic	(%)	6	17	77	768
Other crime	(%)	5	20	74	740
Graffiti	(%)	3	22	75	761
Abandoned vehicles	(%)	3	14	83	736
People causing damage to your home	(%)	3	9	89	766
Racial harassment	(%)	1	3	96	752

5.7.14 The table overleaf looks at tenants who are currently dissatisfied with their home or neighbourhood, the aim being to establish whether focusing on any particular issue is likely to change attitudes and, ultimately, levels of satisfaction.

5.7.15 At the outset, it is important to note that the proportion of tenants citing any of the issues as a serious (or slight) problem rises considerably when they have expressed some degree of dissatisfaction with either their home or their neighbourhood.

5.7.16 Looking at those issues dissatisfied tenants cite as a serious problem in their neighbourhood, there are notable differences in the three issues raised.

5.7.17 Noteworthy, 53% of those dissatisfied with their neighbourhood and 74% of those dissatisfied with their accommodation cited litter and rubbish on the street as a serious problem.

5.7.18 It is also important to note the high proportions of tenants dissatisfied with their neighbourhood and their home (46% and 54% respectively) who cite parking problems as a serious problem.

5.7.19 An interesting point to consider is that noise from people is considered to be a serious problem by high proportions of tenants dissatisfied with their home and neighbourhood (42% and 34% respectively).

Table 7

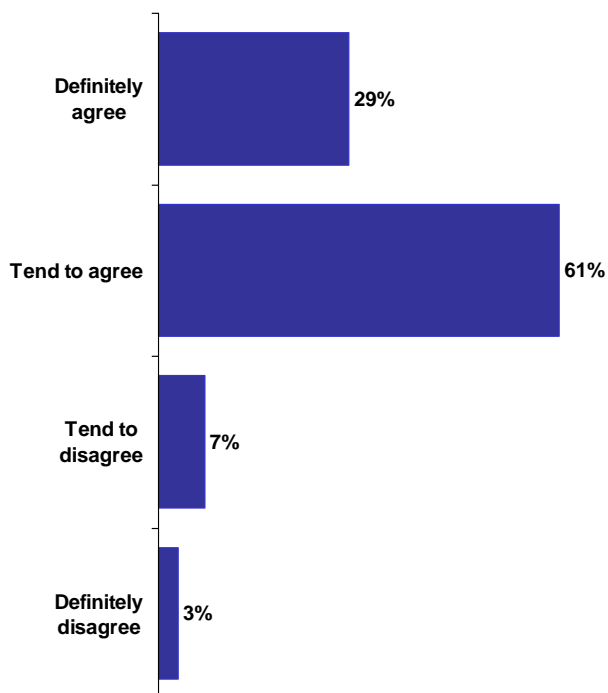
Top three issues for those who are dissatisfied with their home and neighbourhood			
Dissatisfied with accommodation	Litter and rubbish in the street (47%)	Parking problems (42%)	Noise from people (34%)
Dissatisfied with neighbourhood	Parking problems (56%)	Litter and rubbish in the street (53%)	Dog excrement (44%)

5.8 Community Cohesion

- 5.8.1 Respondents were asked how far they agree or disagree that their local area is a place where people from different backgrounds get on well together.
- 5.8.2 The majority (90%) agree that people from different backgrounds get on well in their area, with just one in ten (10%) who disagree.

Figure 14

**To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
(All respondents, where provided a valid response)**



Unweighted sample base = 2007: 603

- 5.8.3 When analysing this by status of tenancy, it can be seen that sheltered tenants are significantly more likely to definitely agree than general needs tenants (39% and 26% respectively).
- 5.8.4 Area analysis shows no significant results, as 89% of tenants in Bath and 92% of tenants in rural areas consider relations in their area to be good.

6 Repairs and maintenance

6.1 Introduction

6.1.1 This section will look at the repairs service provided by Somerset CHT, focusing on satisfaction not only with the service overall, but also various aspects of the service.

6.2 Reporting a repair

6.2.1 Over seven in ten of all tenants (72%) have requested repairs to their home in the last 12 months, which is an increase of 13% points since 2003 (59%).

6.2.2 Significantly more general needs tenants have requested repairs than sheltered tenants (75% and 66% respectively).

6.2.3 Tenants in Bath are more likely to have requested a repair in the last 12 months in comparison with rural tenants (75% compared with 67% respectively).

6.2.4 Families are slightly more likely to have requested repairs in the last 12 months than households without children (84% of families, 67% of those without children).

6.3 Repairs completed

6.3.1 In all, approaching seven in ten (68%) tenants have had repairs completed in the last 12 months. This is higher than the national average of 45% taken from the 2004 Housing Corporation RSL tenants' survey.

6.3.2 Looking across resident groups there are few differences, with the main difference being that tenants who are in Bath are significantly more likely to have had a repair completed compared with those in rural areas (71% and 64% respectively).

6.3.3 Tenants who have had a repair completed were then provided with a list of six issues related to their last completed repair and asked how they would rate each on a five point scale moving from very good to very poor.

6.3.4 Around seven in ten (72%) thought the time taken to start the repair was good and a similar proportion of tenants were satisfied with the information they were given about when a worker would call (76%).

6.3.5 Tenants rated all aspects of the actual repairs service extremely high, with the attitude of the workers (93%) and keeping dirt and mess to a minimum (93%), achieving the highest ratings. Approaching nine in ten tenants thought the quality (86%) and the speed of work were good (86%).

Table 8

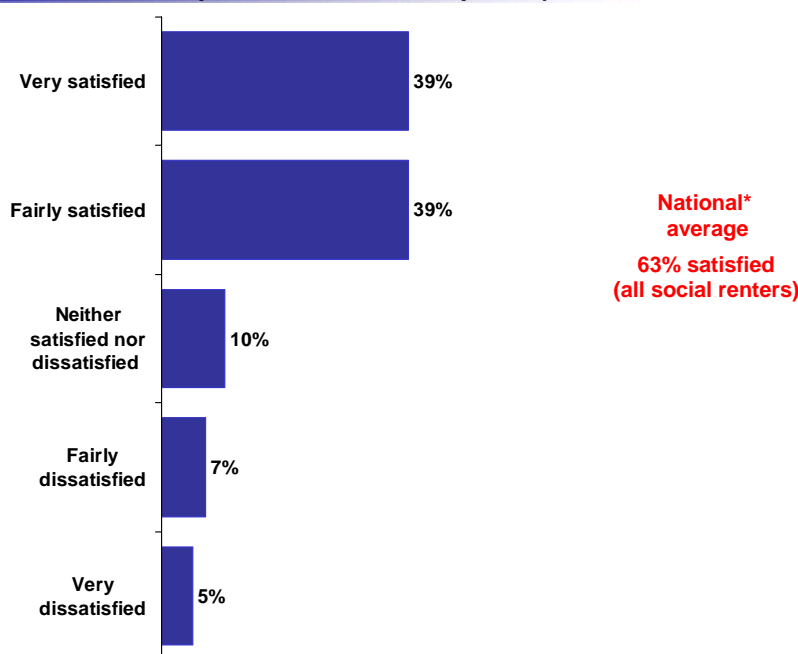
Thinking about your last completed repair, how would you rate it in terms of...? (Respondents who have had any repairs completed in the last 12 months, where provided a valid response)								
		Very Good	Fairly good	Neither	Fairly poor	Very poor	Sum Good (2007)	Unweighted sample base
Attitude of workers	(%)	72	22	4	1	2	93	536
Keeping dirt and mess to a minimum	(%)	66	26	3	2	2	93	548
Overall quality of repair work	(%)	59	27	7	3	4	86	542
Speed with which work was completed	(%)	58	28	6	4	4	86	537
Being offered an appointment for the repair	(%)	48	31	9	5	7	79	530
Being told when workers would call	(%)	48	28	9	8	7	76	544
Time taken before work started	(%)	42	30	13	7	8	72	514

6.4 Overall satisfaction with repairs and maintenance

- 6.4.1 Tenants were asked how satisfied or dissatisfied they are with the way their landlord deals with repairs and maintenance.
- 6.4.2 Approaching four fifths (78%; 78% in 2003) indicated they are satisfied with the way Somer CHT deals with repairs and maintenance. This is above the national average, where just over three in five tenants were satisfied (63% - DCLG Survey of English Housing 2004/5).
- 6.4.3 Conversely, just over one in ten tenants (13%) are dissatisfied with the repairs and maintenance service, whilst the proportion of ambivalent respondents was 10%.

Figure 15

**Overall how satisfied or dissatisfied are you with the way Somer CHT deals with repairs and maintenance?
(All respondents where provided a valid response)**



Unweighted sample base = 2007: 904

* National average taken from the DCLG Survey of English Housing 2004/5

- 6.4.4 Looking at this amongst different tenant groups, satisfaction with the way Somer CHT deals with repairs and maintenance is linked to the status of tenants, with over four fifths (84%) of tenants in sheltered accommodation satisfied, compared with 75% of general needs tenants.
- 6.4.5 Tenants with children are significantly less likely than their counterparts without children to say they are satisfied with the way the Trust deals with repairs and maintenance (64% and 81% respectively). Indeed, dissatisfaction levels with families reaches over a quarter (27%).
- 6.4.6 Tenants who are satisfied with the overall service are significantly more likely to be satisfied with the repairs and maintenance services (88% compared with 35% dissatisfied with overall service).
- 6.4.7 Interestingly, tenants in rural areas are also more likely to be satisfied with repairs and maintenance than those in Bath itself (81% and 75% respectively).

7 Communicating with Somer CHT

7.1 Introduction

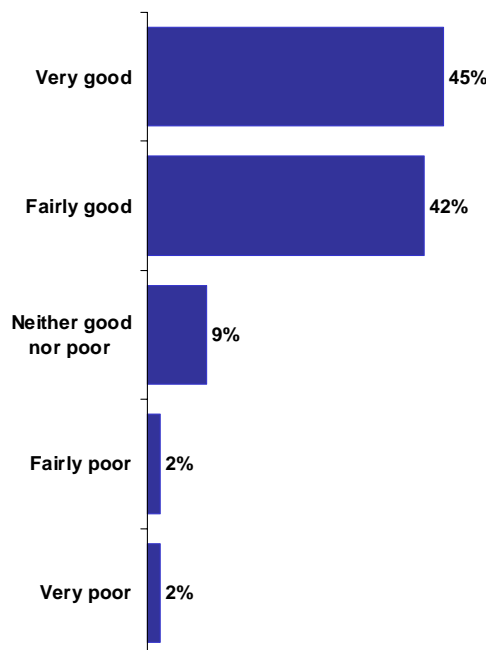
7.1.1 This section looks at tenants' perceptions of how well they feel they are kept informed by Somer CHT about things that may affect them, how much account is taken of their views when decisions are made, and the opportunities for participation in management and decision-making. Overall, we are aiming to understand the level at which tenants would like to be involved in improvements to services.

7.2 Keeping tenants informed

- 7.2.1 Tenants were asked how good or poor they feel Somer CHT is at keeping them informed about things that might affect them.
- 7.2.2 The majority of tenants (87%) feel Somer CHT is good at keeping them informed about things that might affect them. This is in line with the results from 4 years ago (2003), where 86% felt that Somer CHT kept them informed and higher than the National Average of 74% (provided by the DCLG survey of English Housing).
- 7.2.3 In contrast, just 4% feel Somer CHT is poor at keeping them informed about things that might affect them, while 9% remain indifferent.

Figure 16

**Generally, how good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?
(All respondents where provided a valid response)**



Unweighted sample base = 2007: 913

7.2.4 Interestingly, sheltered tenants are significantly more likely to feel well informed than general needs tenants (92% and 85% respectively).

- 7.2.5 Area analysis shows tenants in rural areas and in Bath feel well informed (89% and 85% respectively).

7.3 Taking into account tenants' views

- 7.3.1 Tenants were asked how much account they feel Somer CHT takes of their views when it makes decisions.
- 7.3.2 Over four fifths (84%) believe that Somer CHT, to some extent, takes into account their views when making decisions, with 37% citing that the Trust takes their views into account a lot. This result has increased considerably since 2003 (67%).
- 7.3.3 Conversely, around one in eight (16%) believes that Somer CHT does not take into account their views when making decisions.

Table 9

How much account the Trust takes of tenants views when it makes decisions					
(Where provided a valid response)					
	All tenants	General	Sheltered	Bath	Rural
	%	Needs (%)	(%)	(%)	(%)
A lot	37	37	38	35	39
A little	47	49	40	48	44
None at all	16	14	22	16	17
Unweighted base	739	529	210	407	332

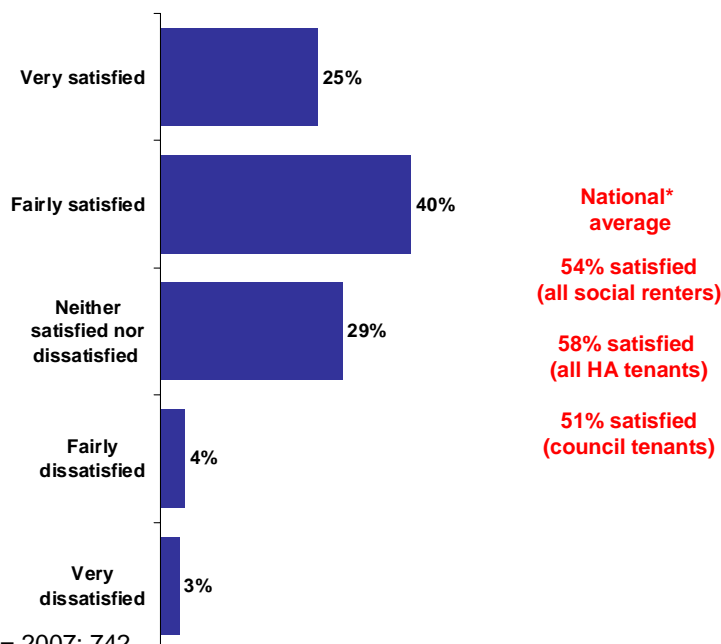
- 7.3.4 Unsurprisingly, tenants who are most likely to say that Somer CHT does not take any of their views into account are those who are dissatisfied with repairs and maintenance, and believe that the rent they pay represents poor value for money.

7.4 Opportunities for participation in management and decision-making

- 7.4.1 Tenants were then asked how satisfied they are with the opportunities for participation in management and decision-making.
- 7.4.2 Around two thirds (65%) of tenants who provided a valid response are satisfied with the opportunities for participation in management and decision-making. Conversely, only 7% are dissatisfied, and approaching three in ten (29%) are ambivalent.

Figure 17

**How satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?
(All respondents where provided a valid response)**



Unweighted sample base = 2007: 742

* National average taken from the DCLG Survey of English Housing 2004/5

- 7.4.3 When compared with results in 2003, it can be seen that at that point, 55% of tenants were satisfied with the opportunities for participation. When this result is compared with results returned in 2007 (65%), this shows an encouraging 10-percentage point increase.
- 7.4.4 There is a slight difference in satisfaction levels between BME and non-BME tenants (68% and 65% respectively), although the base size for BME is too small to analyse confidently.

8 Overall satisfaction with Somer Community Housing Trust

8.1 Introduction

8.1.1 This section presents overall satisfaction with Somer CHT and looks at some of the drivers of satisfaction.

8.2 Overall satisfaction

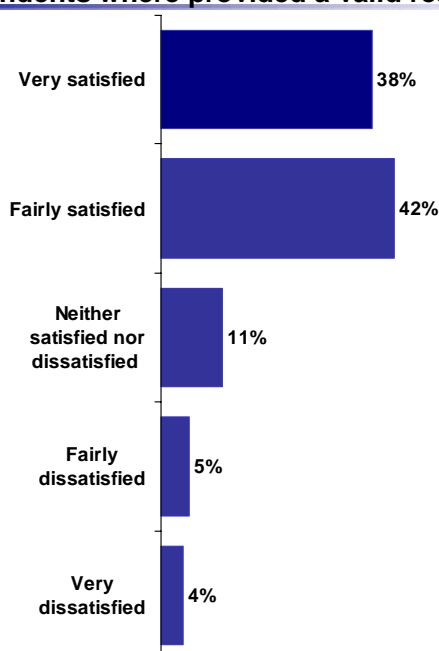
8.2.1 Tenants were asked to take everything into account and state how satisfied or dissatisfied they are with the overall service provided by Somer CHT.

8.2.2 Four fifths (80%) are satisfied with the overall service provided, including 38% who are very satisfied. This is in line with the last tenant survey in 2003 where 79% were satisfied.

8.2.3 When compared with results returned nationally (74% all Housing Association tenants – DCLG Survey of English Housing; 69% all social sector tenants – source as before), Somer CHT reports higher figures of satisfaction.

Figure 18

**Taking everything into account how satisfied or dissatisfied are you with the overall service provided by Somer Community Housing Trust?
(All respondents where provided a valid response)**



Unweighted sample base = 2007: 926

8.2.4 There is no significant difference by area, as 78% of respondents in Bath are satisfied compared with 82% of tenants in rural areas.

8.2.5 For general needs and sheltered tenants however, it can be seen that sheltered tenants report a significantly higher proportion of respondents who are satisfied in comparison with general needs tenants (86% and 77% respectively).

- 8.2.6 Looking at this by ethnicity, BME tenants appear to be less satisfied than their non-BME counterparts (72% and 80% respectively), although caution must be exercised in this case, as the base size for BME is too small to provide robust results.
- 8.2.7 There appears to be a direct link between levels of satisfaction with the service provided overall and age. Older tenants are more likely than their younger counterparts to say they are satisfied with the overall service provided by Somer CHT. This is illustrated in the table below, where 88% of tenants of non-working age (65+ years) are satisfied compared with 73% of those of working age (16-64 years). Indeed, dissatisfaction amongst those of a working age reaches 12%.
- 8.2.8 Households without children are more likely than those with to indicate they are satisfied with the overall service provided by the Somer CHT (83% compared with 66%).

Table 10

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Somer CHT? (All tenants where provided a valid response)				
Sample			Satisfied	Unweighted sample base
Total			80	926
Age	Working age	(%)	73	479
	Non-working age	(%)	88	410
Area	Bath	(%)	82	514
	Rural	(%)	78	412
Ethnicity	BME	(%)	72	43
	Non-BME	(%)	80	870
Status	General needs	(%)	77	679
	Sheltered	(%)	86	247
Disability	Has disability	(%)	77	477
	No disability	(%)	81	395

- 8.2.9 Unsurprisingly, tenants who indicated that they are satisfied with the repairs service, neighbourhood and their home, and believe that their rent represents good value for money are more satisfied with the overall service provided by Somer CHT than those who are dissatisfied or think that the condition of their property is poor.
- 8.2.10 Interestingly, respondents who are economically inactive are more likely to be satisfied overall than those who are economically active (82% and 74% respectively).

9 Improving services

9.1 Introduction

9.1.1 This section presents the views of respondents regarding the services provided by Somer CHT. Included in this section are strategic messages examining the relationship between which services are most important, and which services are most in need of improvement.

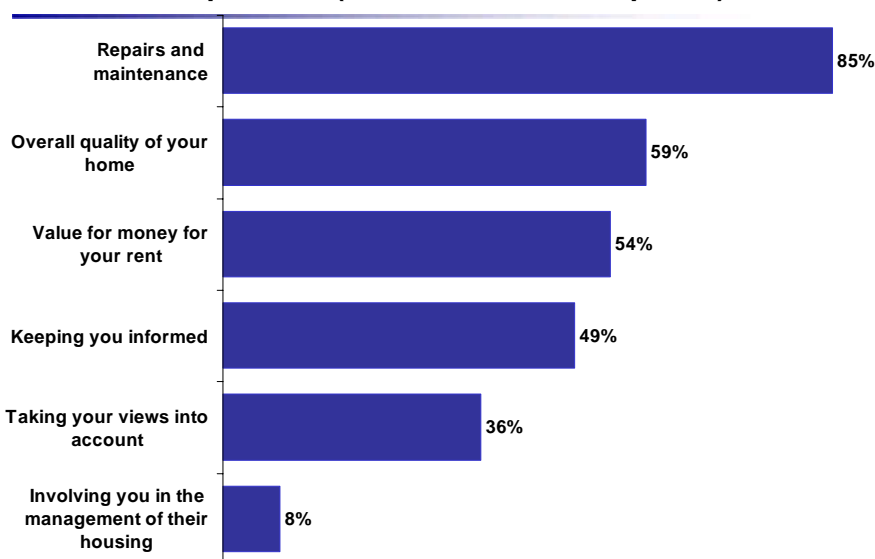
9.2 Important Services

9.2.1 Tenants were asked to identify, from a list of 6 options, which services they felt were the most important Somer CHT provides.

9.2.2 Unsurprisingly, tenants indicated that repairs and maintenance (85%) was most important to them, followed by the overall quality of their home (59%), and the value for money of their rent (54%).

Figure 19

Of the following services, which do you consider to be the three most important? (All tenants, valid response)



Unweighted sample base = 2007: 903
Multi response

9.2.3 For sheltered and general needs tenants, the results are markedly different. Although the top priority (repairs and maintenance) remains the same for both, it is significantly higher for general needs tenants in comparison with sheltered tenants (87% and 80% respectively). For general needs tenants, overall quality of home reports a significantly higher figure than for sheltered tenants (61% and 52% respectively).

9.2.4 A significantly higher proportion of sheltered tenants think keeping them informed is important (58% and general needs – 46%), as is taking their views into account (44% and general needs – 33%).

9.2.5 General needs tenants are significantly more likely to state value for money for rent as important than sheltered tenants (57% and 46% respectively).

9.3 Services most in need of improving

- 9.3.1 Tenants were then asked whether these services need some or much improvement.
- 9.3.2 Taking tenants' views into account is the service tenants feel needs most improvement, as 66% said that this needs some (48%) or much (18%) improvement. Linked to this is the overall quality of homes, where 65% of tenants feel this needs improving. The third service is involving tenants in the management of their housing (57% think this needs improving).

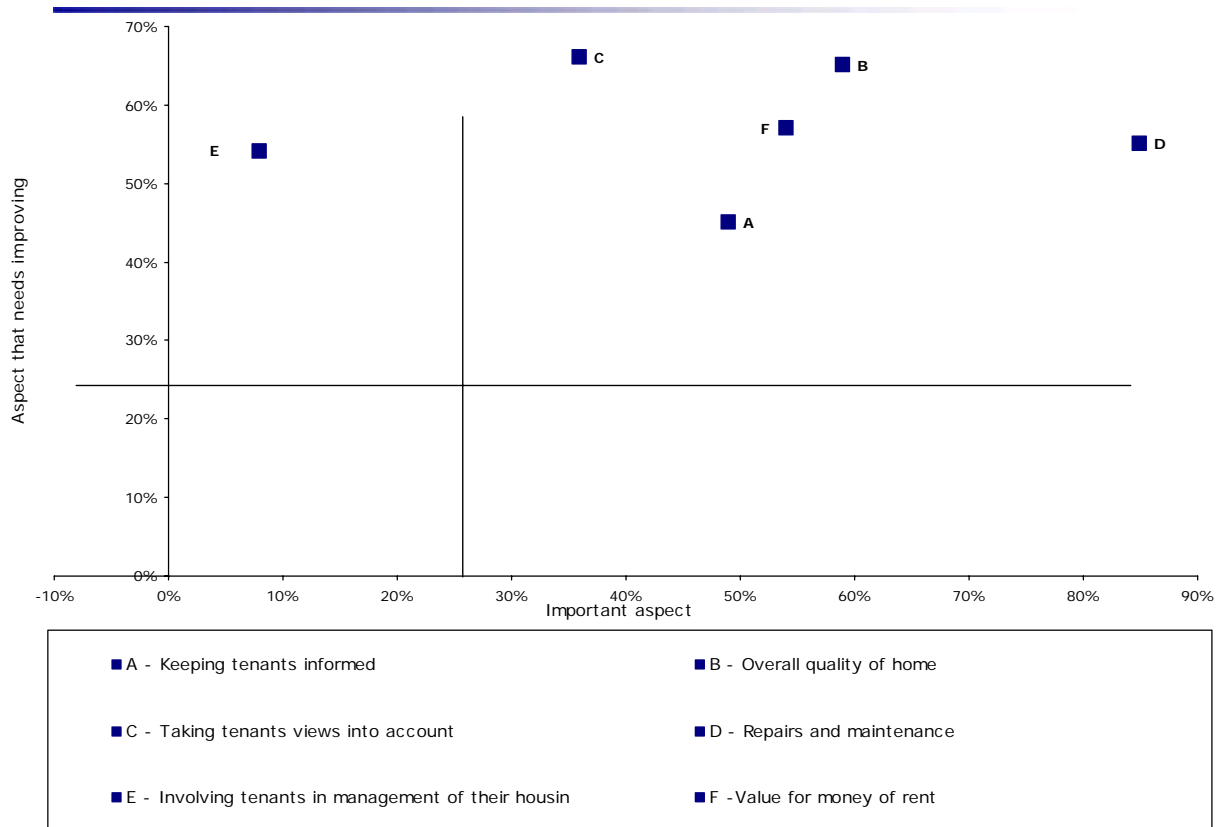
Table 11

How much do you think each of the following services needs improving: (All tenants, where provided a valid response)						
		Need improving overall 2007	Much IMPRV ² needed 2007	Some IMPRV needed 2007	No IMPRV needed 2007	Unweighted sample base
Taking tenants' views into account	(%)	66	18	48	33	638
Overall quality of your home	(%)	65	14	51	35	698
Involving tenants in the management of their housing	(%)	57	11	46	43	520
Repairs and maintenance	(%)	55	14	41	44	742
Value for money for your rent	(%)	54	13	41	46	652
Keeping tenants informed	(%)	45	9	36	55	689

² IMPRV means improvement

9.4 Priorities for improvement

9.4.1 The priorities for improvement reside in the top right-hand quarter of this graph. As the figure shows, the top priorities for improvement are repairs and maintenance, overall quality of the property, and involving tenants in the management of their housing.



10 Sample Profile

10.1 Introduction

10.1.1 The following tables present the key demographics in terms of composition of household, gender, age, ethnicity, disability, and employment status.

10.2 Household information

Table 12

Time with Somer CHT (%)			
Under 1 year	5	6+ years	61
1 – 2 years	6	Can't recall	10
3 – 5 years	14	Not provided	4
Time in current home (%)			
Under 1 year	8	6+ years	59
1 – 2 years	9	Not provided	1
3 – 5 years	18	Can't recall	5
Household Composition (%)			
One adult under 60	15	One parent family with children	10
One adult aged 60 or over	38	Other/Not provided	37
Ethnicity (%)			
White	94	Asian	1
Mixed	1	Chinese/Other	1
Black	1	Not provided	2
Disability in Household (%)			
Yes	51	No	42
Wheelchair usage (%)			
Yes	16	No	82
Area (%)			
Bath		Rural	

10.3 Background information

Table 13

Tenancy (%)			
Tenant	87	Tenant partner/spouse	8
Not provided	5		
Age of respondents (%)			
16-24	2	65 – 74	18
25-44	19	75+	26
45 - 64	31	Not provided	4
Age (Spouse or Partner) (%)			
16-24	1	65 – 74	5
25-44	6	75+	6
45 - 64	9	Not applicable/provided	73
Gender (%)			
Male	34	Female	59
Employment status (%)			
Full time paid employment	13	Long term health problems	13
Part time paid employment	8	Retired	41
Self employed	2	Looking after home and family	8
Out of work	4	Other	1
Full time education & Government training programme	1	Not provided	10
Streams of income (%)			
Earning from employment or self employment	24	Pension from former employer	17
Child benefits	17	Job Seeker's allowance	2
Income support	21	Other regular allowance from outside the household	1
Disability living allowance/ attendance allowance	23	Interest from savings	5
State pension	47	Other state benefits	9
Working family tax credit	6	Child tax credit	12
Pension tax credit	16	Other sources	2

Income (%)			
Less than £3,120	4	£10,400 - £15,599	14
£3,120 - £5,199	9	£15,600 - £20,799	5
£5,200 - £8,319	26	£20,800 - £25,999	3
£8,320 - £10,399	15	£26,000 or more	1
Household receiving benefits (%)			
Yes	62	No	38
Bank/building society (%)			
Yes	77	No	12
Insurance cover (%)			
Yes	58	No	33