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BVPI TENANT SURVEY
RESULTS 2006/7

Postal Survey

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SECTION 1

INTRODUCTION

Aims & Objectives

This postal survey was a repeat of the exact same survey which was undertaken nationally by all local authorities in 2003/4 and on both occasions has been a requirement of central government. The survey, in both instances, was undertaken in accordance with the strict guidelines laid out for all local authorities to adhere to. The same questions were asked in both surveys and therefore the results of both surveys are directly comparable.

Lewes District Council printed the questionnaires and organised the mailings to be sent out to potential respondents. The completed responses were then returned to and opened by Lewes District Council for confidentiality reasons and then supplied to JB Market Research Services for data entry and the preparation of this document.

In Section 2, the results of the 2006/7 survey are compared to the 2003/4 survey results. The top line results are given by question along with the percentage differences between the results of the two surveys.

Section 3 shows in more depth where there have been changes of 5% or more across the two surveys and Section 4 considers the results to the two BVPI questions in a little more detail.

Appendix 1 shows the results to the questions which gave respondents a 'no opinion' option (and the 'no opinion' responses have been included, whereas in Section 2 they are excluded). A copy of the questionnaire can be found in Appendix 2 of this document.

Methodology & Timing

The survey guidelines stated that the survey had to be undertaken as a postal survey and that all tenants chosen to participate in the survey had to be mailed up to three times in order to generate a response (unless they responded in the meantime). The mailings took place on 24th October 2006, 15th November 2006 and 5th December 2006. The initial mailing size was 1,640 council tenants.

In total by the deadline of 8 January 2007 there were a total of 1,142 completed questionnaires which represented a 70% response rate.

Notes for the Reader

Please note that the percentages do not always add to exactly to 100% due to rounding and all results are shown to one decimal point. The more response options offered by a question, the greater the impact of rounding and the less likely the percentages are to add to one hundred exactly.

The figures for the 2003/4 survey are taken from the submission on the ODPM template as opposed to the internal report produced for Lewes District Council which included some additional questionnaires which were returned after the survey deadline.

In response to the previous survey in 2003/4, there were over 2,200 completed responses as opposed to the 1,142 who responded to the more recent 2006/7 survey. This was because the mailing size for the first survey included all tenants, whereas, for the 2006/7 survey some 1,640 of the current tenants were given the opportunity to complete and return the survey.

All percentages throughout this document are based on the number of respondents who actually answered each question. Typically with any postal survey not all respondents answer all of the questions.

Section 2 gives the top line results by question. The numbers in the tables refer to the total number of respondents who answered the question in each of the surveys, 2003/4 and 2006/7, as shown at the header of the column. The percentages refer to the proportion of respondents who answered in that way, in each of the surveys. The percentage difference column shows the percentage difference between the results to the 2003/4 and the 2006/7 surveys, taking the earlier survey as the base.

There were some questions that respondents were only meant to answer if they had answered a previous question in a certain way. For example, Question 27 asks if respondents had had a repair completed in the last 12 months and if so, then Questions 28a – Question 28f applied to them. For the 2006/7 data entry we placed a filter in the software so that for those who said ‘no’ to Question 27 the data entry mask automatically jumped to Question 29. However, in the previous survey, the results were not filtered in this way and this is why the results show more people answering some questions than should have done. For example, some 1,491 respondents said they had had a repair completed in the last 12 months in Question 27 and then in Question 28a, some 1,721 respondents went on to rate the repair they had had completed in the last 12 months in terms of ‘being told when workers would call’.

Some questions offered respondents a ‘no opinion’ option. For the purpose of Section 2 of this document, all ‘no opinion’ responses have been excluded from the top line results. However, the questions with a ‘no response’ option, namely, Questions 28a - 28f, Question 30, Question 31 and Questions 35a - 35f are also shown, including the ‘no opinion’ responses, in Appendix 1 of this document.

For any reader comparing the findings of the survey from this document, the excel data file of results (on the statutory project template), or the actual paper questionnaire, there are some differences in the numbering of questions, so please be aware of this and consider the actual question text as opposed to the question numbers.

SECTION 2

TOP LINE RESULTS

This section show the top line results from the 2003/4 survey and the 2006/7 survey. There is also a comparison of the results in terms of percentages, in blue, in the far right column. Where a 'no opinion' response was given, these have been excluded from the results in this section. However, the results including the 'no opinion' responses option are given in Appendix 1.

Question 1

How long have you/your household been a tenant of this landlord ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Under 1 year	113	5.0%	56	4.9%	-0.1%
1 – 2 years	150	6.7%	64	5.6%	-1.1%
3 – 5 years	224	10.0%	120	10.6%	+0.6%
6 – 10 years	343	15.3%	156	13.8%	-1.5%
11 – 20 years	488	21.7%	252	22.2%	+0.5%
21+ years	895	39.8%	465	41.0%	+1.2%
Don't know/can't remember	36	1.6%	21	1.9%	+0.3%
Total	2,249	100.1%	1,134	100.0%	-0.1%

Question 2

And how long have you/your household lived in this home ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Under 1 year	173	7.7%	86	7.6%	-0.1%
1 – 2 years	224	10.0%	92	8.2%	-1.8%
3 – 5 years	336	15.0%	166	14.7%	-0.3%
6 – 10 years	423	18.9%	205	18.2%	-0.7%
11 – 20 years	478	21.3%	267	23.7%	+2.4%
21+ years	594	26.5%	304	27.0%	+0.5%
Don't know/can't remember	15	0.7%	8	0.7%	=0.0%
Total	2,243	100.1%	1,128	100.1%	=0.0%

Questions 3, 4 and 5 respectively asked how many people usually live in the respondent's household; how many, if any, are under 16 and how many, if any, are aged 60 or over. These responses were 'literal' responses (and not tick boxes) and are not calculated in any way on the results template and hence have not been included here.

Question 6

How would you describe the composition of your household ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
One adult under 60	271	12.5%	128	11.8%	-0.7%
One adult aged 60 or over	725	33.5%	389	35.7%	+2.2%
Two adults both under 60	201	9.3%	69	6.3%	-3.0%
Two adults, at least one 60 or over	301	13.9%	180	16.5%	+2.6%
Three or more adults, 16 or over	127	5.9%	68	6.2%	+0.3%
1 – parent family with child/ren, at least one under 16	251	11.6%	110	10.1%	-1.5%
2 – parent family with child/ren, at least one under 16	229	10.6%	111	10.2%	-0.4%
Other	60	2.8%	34	3.1%	+0.3%
Total	2,165	100.1%	1,089	99.9%	-0.2%

Question 7

To which of these groups do you consider you belong ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
White British	2,109	94.2%	1,032	94.3%	+0.1%
White Irish	85	3.8%	39	3.6%	-0.2%
Any other White background	26	1.2%	3	0.3%	-0.9%
Mixed White and Black Caribbean	1	0.0%	2	0.2%	+0.2%
Mixed White and Black African	1	0.0%	1	0.1%	+0.1%
Mixed White and Asian	3	0.1%	1	0.1%	=0.0%
Any other Mixed background	1	0.0%	2	0.2%	+0.2%
Indian	2	0.1%	1	0.1%	=0.0%
Pakistani	1	0.0%	1	0.1%	+0.1%
Bangladeshi	4	0.2%	1	0.1%	-0.1%
Any other Asian background	2	0.1%	3	0.3%	+0.2%
Caribbean	-	-	1	0.1%	+0.1%
African	-	-	1	0.1%	+0.1%
Any other Black background	-	-	-	-	-
Chinese	-	-	2	0.2%	+0.2%
Other	3	0.1%	4	0.4%	+0.3%
Total	2,238	99.8%	1,094	100.2%	+0.4%

Of the 3 respondents who said they were from 'Any other White background', 1 respondent was 'German', 1 was 'Italian' and the other described themselves as 'White Latin'.

Of the 2 respondents who said they were from 'Any other Mixed background' 1 respondent described themselves as 'White Iranian' and the other as 'Anglo Iranian'.

Of the 3 respondents who said they were from 'Any other Asian background', some 2 were 'Filipino' and the other described themselves as 'East African Indian'.

Of the 4 respondents who said they were from an 'Other background', 1 respondent was 'Mexican', 1 was 'Thai', 1 respondent described themselves as a 'Celt' and the other respondent who said they were from an 'Other background' did not give an ethnic origin.

Question 8

Do you have any longstanding illness, disability or infirmity ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	1,117	51.1%	598	53.9%	+2.8%
No	1,038	47.5%	500	45.1%	-2.4%
Don't know	31	1.4%	11	1.0%	-0.4%
Total	2,186	100.0%	1,109	100.0%	=0.0%

Question 9

(If 'Yes' to Question 8)

If you have such an illness or disability does this limit your activities in any way ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	941	82.0%	488	82.6%	+0.6%
No	206	18.0%	103	17.4%	-0.6%
Total	1,147	100.0%	591	100.0%	=0.0%

Question 10

Does anyone in your household use a wheelchair ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	201	9.1%	88	8.1%	-1.0%
No	1,998	90.9%	1,004	91.9%	+1.0%
Total	2,199	100.0%	1,092	100.0%	=0.0%

Question 11

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very satisfied	1,009	44.8%	566	50.5%	+5.7%
Fairly satisfied	906	40.2%	413	36.8%	-3.4%
Neither satisfied nor dissatisfied	219	9.7%	90	8.0%	-1.7%
Fairly dissatisfied	81	3.6%	33	2.9%	-0.7%
Very dissatisfied	39	1.7%	19	1.7%	=0.0%
Total	2,254	100.0%	1,121	99.9%	-0.1%

Question 12

Taking into account your home and the services your landlord provides, do you think that the rent for this property represents good or poor value for money ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good value	1,016	45.3%	572	51.8%	+6.5%
Fairly good value	881	39.3%	391	35.4%	-3.9%
Neither good nor poor	239	10.7%	102	9.2%	-1.5%
Fairly poor value	80	3.6%	32	2.9%	-0.7%
Very poor value	26	1.2%	7	0.6%	-0.6%
Total	2,242	100.1%	1,104	99.9%	-0.2%

Question 13

Overall, how satisfied or dissatisfied are you with your accommodation ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very satisfied	1,199	53.1%	625	55.8%	+2.7%
Fairly satisfied	764	33.8%	354	31.6%	-2.2%
Neither satisfied nor dissatisfied	152	6.7%	78	7.0%	+0.3%
Fairly dissatisfied	88	3.9%	35	3.1%	-0.8%
Very dissatisfied	55	2.4%	29	2.6%	+0.2%
Total	2,258	99.9%	1,121	100.1%	+0.2%

Question 14

Do you think the number of rooms you have in your home is ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Too few	418	18.6%	200	17.8%	-0.8%
Too many	52	2.3%	23	2.1%	-0.2%
About right	1,780	79.1%	898	80.1%	+1.0%
Total	2,250	100.0%	1,121	100.0%	=0.0%

Question 15

How would you describe the general condition of this property ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good condition	686	30.5%	381	34.0%	+3.5%
Fairly good condition	1,185	52.6%	549	48.9%	-3.7%
Neither good nor poor	232	10.3%	120	10.7%	+0.4%
Fairly poor condition	127	5.6%	54	4.8%	-0.8%
Very poor condition	21	0.9%	18	1.6%	+0.7%
Total	2,251	99.9%	1,122	100.0%	+0.1%

Question 16

How satisfied or dissatisfied are you with this neighbourhood as a place to live ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very satisfied	1,043	46.2%	510	45.5%	-0.7%
Fairly satisfied	791	35.0%	422	37.6%	+2.6%
Neither satisfied nor dissatisfied	223	9.9%	110	9.8%	-0.1%
Fairly dissatisfied	109	4.8%	47	4.2%	-0.6%
Very dissatisfied	92	4.1%	33	2.9%	-1.2%
Total	2,258	100.0%	1,122	100.0%	=0.0%

Question 17

Do you think that each of these is a serious, slight or not a problem in your neighbourhood ?

a) Vandalism

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	928	47.5%	517	52.5%	+5.0%
Slight problem	776	39.7%	368	37.4%	-2.3%
Serious problem	251	12.8%	99	10.1%	-2.7%
Total	1,955	100.0%	984	100.0%	=0.0%

b) Graffiti

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,314	76.4%	715	79.6%	+3.2%
Slight problem	349	20.3%	163	18.2%	-2.1%
Serious problem	58	3.4%	20	2.2%	-1.2%
Total	1,721	100.1%	898	100.0%	-0.1%

c) Dogs

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	951	51.3%	536	54.9%	+3.6%
Slight problem	595	32.1%	319	32.7%	+0.6%
Serious problem	306	16.5%	122	12.5%	-4.0%
Total	1,852	99.9%	977	100.1%	+0.2%

d) Litter and rubbish in the street

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	766	39.8%	448	45.9%	+6.1%
Slight problem	742	38.5%	376	38.5%	=0.0%
Serious problem	418	21.7%	153	15.7%	-6.0%
Total	1,926	100.0%	977	100.1%	+0.1%

e) Problems with neighbours

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,266	70.3%	660	69.6%	-0.7%
Slight problem	380	21.1%	220	23.2%	+2.1%
Serious problem	156	8.7%	68	7.2%	-1.5%
Total	1,802	100.1%	948	100.0%	-0.1%

f) Racial harassment

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,663	95.6%	872	95.8%	+0.2%
Slight problem	51	2.9%	29	3.2%	+0.3%
Serious problem	26	1.5%	9	1.0%	-0.5%
Total	1,740	100.0%	910	100.0%	+0.0%

g) Noise from people

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,185	65.8%	609	64.5%	-1.3%
Slight problem	475	26.4%	268	28.4%	+2.0%
Serious problem	141	7.8%	67	7.1%	-0.7%
Total	1,801	100.0%	944	100.0%	=0.0%

h) Noise from traffic

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,338	74.4%	674	71.8%	-2.6%
Slight problem	350	19.5%	213	22.7%	+3.2%
Serious problem	110	6.1%	52	5.5%	-0.6%
Total	1,798	100.0%	939	100.0%	=0.0%

i) People causing damage to your home

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,543	87.3%	835	90.6%	+3.3%
Slight problem	173	9.8%	76	8.2%	-1.6%
Serious problem	52	2.9%	11	1.2%	-1.7%
Total	1,768	100.0%	922	100.0%	=0.0%

j) Drug dealing

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,362	77.9%	763	83.4%	+5.5%
Slight problem	254	14.5%	105	11.5%	-3.0%
Serious problem	132	7.6%	47	5.1%	-2.5%
Total	1,748	100.0%	915	100.0%	=0.0%

k) Other crime

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Not a problem	1,227	71.1%	679	74.6%	+3.5%
Slight problem	400	23.2%	182	20.0%	-3.2%
Serious problem	99	5.7%	49	5.4%	-0.3%
Total	1,726	100.0%	910	100.0%	+0.0%

Question 18

Have you been in contact with your landlord in the last 12 months ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	1,488	67.5%	757	68.3%	+0.8%
No	650	29.5%	313	28.2%	-1.3%
Can't remember	67	3.0%	38	3.4%	+0.4%
Total	2,205	100.0%	1,108	99.9%	-0.1%

Question 19

(If 'Yes' to Question 18)

How did you last contact your landlord ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Phoned	1,332	77.8%	606	82.2%	+4.4%
Visited office	164	9.6%	48	6.5%	-3.1%
Wrote	80	4.7%	32	4.3%	-0.4%
Email	56	3.3%	38	5.2%	+1.9%
Other	76	4.4%	4	0.5%	-3.9%
Can't remember	5	0.3%	9	1.2%	+0.9%
Total	1,713	100.1%	737	99.9%	-0.2%

Question 20

(If 'Yes' to Question 18)

What did you last have contact about ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Repairs	1,192	71.5%	547	76.7%	+5.2%
Rent/housing benefit	161	9.7%	48	6.7%	-3.0%
Transfer/exchange	88	5.3%	43	6.0%	+0.7%
Neighbours	81	4.9%	21	2.9%	-2.0%
Other	103	6.2%	52	7.3%	+1.1%
Can't remember	43	2.6%	2	0.3%	-2.3%
Total	1,668	100.2%	713	99.9%	-0.3%

Question 21

(If 'Yes' to Question 18)

When you last had contact, was getting hold of the right person:

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Easy	1,348	75.9%	597	79.3%	+3.4%
Difficult	204	11.5%	92	12.2%	+0.7%
Neither	157	8.8%	50	6.6%	-2.2%
Can't remember	66	3.7%	14	1.9%	-1.8%
Total	1,775	99.9%	753	100.0%	+0.1%

Question 22

(If 'Yes' to Question 18)

Did you find the staff:

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Helpful	1,530	86.5%	663	88.5%	+2.0%
Unhelpful	93	5.3%	29	3.9%	-1.4%
Neither	105	5.9%	50	6.7%	+0.8%
Can't remember	40	2.3%	7	0.9%	-1.4%
Total	1,768	100.0%	749	100.0%	=0.0%

Question 23

(If 'Yes' to Question 18)

And were they:

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Able to deal with your problem	1,451	82.3%	612	81.7%	-0.6%
Unable to deal with your problem	178	10.1%	83	11.1%	+1.0%
Neither	101	5.7%	46	6.1%	+0.4%
Can't remember	34	1.9%	8	1.1%	-0.8%
Total	1,764	100.0%	749	100.0%	=0.0%

Question 24

(If 'Yes' to Question 18)

Were you satisfied or dissatisfied with the final outcome ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Satisfied	1,276	72.7%	530	71.8%	-0.9%
Dissatisfied	296	16.9%	129	17.5%	+0.6%
Neither	151	8.6%	77	10.4%	+1.8%
Can't remember	32	1.8%	2	0.3%	-1.5%
Total	1,755	100.0%	738	100.0%	=0.0%

Question 25

Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very satisfied	995	44.7%	545	48.9%	+4.2%
Fairly satisfied	874	39.3%	407	36.5%	-2.8%
Neither satisfied nor dissatisfied	150	6.7%	65	5.8%	-0.9%
Fairly dissatisfied	104	4.7%	44	3.9%	-0.8%
Very dissatisfied	76	3.4%	45	4.0%	+0.6%
No opinion/don't know	27	1.2%	8	0.7%	-0.5%
Total	2,226	100.0%	1,114	99.8%	-0.2%

Question 26

Have you requested any repairs to your home in the last 12 months ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	1,591	71.6%	810	73.1%	+1.5%
No	574	25.8%	269	24.3%	-1.5%
Can't remember	56	2.5%	29	2.6%	+0.1%
Total	2,221	99.9%	1,108	100.0%	+0.1%

Question 27

And have you had any repairs completed in the last 12 months ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	1,491	68.0%	755	68.7%	+0.7%
No	646	29.5%	313	28.5%	-1.0%
Can't remember	55	2.5%	31	2.8%	+0.3%
Total	2,192	100.0%	1,099	100.0%	=0.0%

Question 28

(If 'Yes' to Question 27)

Thinking about your most recent repair, how would you rate it in terms of:

a) Being told when workers would call

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	872	50.7%	412	57.1%	+6.4%
Fairly good	581	33.8%	208	28.8%	-5.0%
Neither good nor poor	114	6.6%	44	6.1%	-0.5%
Fairly poor	85	4.9%	28	3.9%	-1.0%
Very poor	69	4.0%	30	4.2%	+0.2%
Total	1,721	100.0%	722	100.1%	+0.1%

b) Time taken before work started

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	599	38.9%	299	44.4%	+5.5%
Fairly good	598	38.8%	270	40.1%	+1.3%
Neither good nor poor	156	10.1%	48	7.1%	-3.0%
Fairly poor	106	6.9%	31	4.6%	-2.3%
Very poor	81	5.3%	26	3.9%	-1.4%
Total	1,540	100.0%	674	100.1%	+0.1%

c) Speed with which work was completed

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	887	54.9%	409	59.1%	+4.2%
Fairly good	507	31.4%	217	31.4%	=0.0%
Neither good nor poor	120	7.4%	33	4.8%	-2.6%
Fairly poor	50	3.1%	16	2.3%	-0.8%
Very poor	51	3.2%	17	2.5%	-0.7%
Total	1,615	100.0%	692	100.1%	+0.1%

d) Attitude of workers

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	998	63.2%	473	69.7%	+6.5%
Fairly good	435	27.6%	168	24.7%	-2.9%
Neither good nor poor	91	5.8%	23	3.4%	-2.4%
Fairly poor	30	1.9%	8	1.2%	-0.7%
Very poor	24	1.5%	7	1.0%	-0.5%
Total	1,578	100.0%	679	100.0%	=0.0%

e) Overall quality of repair work

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	828	52.2%	380	54.9%	+2.7%
Fairly good	488	30.7%	211	30.5%	-0.2%
Neither good nor poor	125	7.9%	53	7.7%	-0.2%
Fairly poor	82	5.2%	31	4.5%	-0.7%
Very poor	64	4.0%	17	2.5%	-1.5%
Total	1,587	100.0%	692	100.1%	+0.1%

f) Keeping dirt and mess to a minimum

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	901	56.8%	433	62.8%	+6.0%
Fairly good	495	31.2%	190	27.6%	-3.6%
Neither good nor poor	96	6.0%	33	4.8%	-1.2%
Fairly poor	58	3.7%	21	3.0%	-0.7%
Very poor	37	2.3%	12	1.7%	-0.6%
Total	1,587	100.0%	689	99.9%	-0.1%

Question 29

Generally, how good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	1,017	46.0%	567	51.3%	+5.3%
Fairly good	878	39.7%	410	37.1%	-2.6%
Neither good nor poor	241	10.9%	88	8.0%	-2.9%
Fairly poor	55	2.5%	24	2.2%	-0.3%
Very poor	22	1.0%	17	1.5%	+0.5%
Total	2,213	100.1%	1,106	100.1%	=0.0%

Question 30

How much account do you feel your landlord takes of tenants' views when making decisions ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
A lot	715	40.1%	424	47.3%	+7.2%
A little	901	50.6%	394	43.9%	-6.7%
None at all	166	9.3%	79	8.8%	-0.5%
Total	1,782	100.0%	897	100.0%	=0.0%

Question 31

Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very satisfied	568	32.0%	317	35.4%	+3.4%
Fairly satisfied	696	39.2%	353	39.4%	+0.2%
Neither satisfied nor dissatisfied	426	24.0%	186	20.8%	-3.2%
Fairly dissatisfied	53	3.0%	24	2.7%	-0.3%
Very dissatisfied	31	1.7%	16	1.8%	+0.1%
Total	1,774	99.9%	896	100.1%	+0.2%

Question 32

Have you heard of Tenant Participation Compacts – agreements between local councils and their tenants – which set out how tenants will be involved in shaping local decisions about housing ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	938	43.7%	514	47.6%	+3.9%
No	1,208	56.3%	565	52.4%	-3.9%
Total	2,146	100.0%	1,079	100.0%	=0.0%

Question 33

(If 'Yes' to Question 32)

How satisfied or dissatisfied are you with your locally-agreed Tenant Participation Compact ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very satisfied	296	23.3%	133	26.3%	+3.0%
Fairly satisfied	347	27.3%	180	35.6%	+8.3%
Neither satisfied nor dissatisfied	254	20.0%	107	21.2%	+1.2%
Fairly dissatisfied	14	1.1%	5	1.0%	-0.1%
Very dissatisfied	15	1.2%	1	0.2%	-1.0%
Don't know	343	27.0%	79	15.6%	-11.4%
Total	1,269	99.9%	505	99.9%	=0.0%

Question 34

(New question for the 2006/7 survey so no comparative data is available for the 2003/4 survey)

Of the following services, which do you consider to be the three most important ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Keeping tenants informed	-	-	532	53.2%	-
Overall quality of your home	-	-	658	65.8%	-
Taking tenants' views into account	-	-	352	35.2%	-
Repairs and maintenance	-	-	923	92.3%	-
Involving tenants in the management of their housing	-	-	95	9.5%	-
Value for money for your rent	-	-	563	56.3%	-

Based on exactly 1,000 respondents who answered this question in the 2006/7 survey. Please note the results are slightly skewed because whilst respondents were asked to tick the 3 most important things, some only ticked one or two things. The responses from those respondents who ticked more than 3 things were discarded and counted as 'not answered' as stipulated by the data entry guidelines.

Question 35

(New question for the 2006/7 survey so no comparative data is available for the 2003/4 survey)

How much do you think the following services need improving ?

a) Keeping tenants informed

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	471	53.5%	-
Some improvement needed	-	-	348	39.5%	-
Much improvement needed	-	-	61	6.9%	-
Total	-	-	880	99.9%	-

b) Overall quality of your home

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	320	35.6%	-
Some improvement needed	-	-	488	54.3%	-
Much improvement needed	-	-	91	10.1%	-
Total	-	-	899	100.0%	-

c) Taking tenants' views into account

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	274	35.1%	-
Some improvement needed	-	-	387	49.6%	-
Much improvement needed	-	-	119	15.3%	-
Total	-	-	780	100.0%	-

d) Repairs and maintenance

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	459	50.1%	-
Some improvement needed	-	-	352	38.4%	-
Much improvement needed	-	-	106	11.6%	-
Total	-	-	917	100.1%	-

e) Involving tenants in the management of their housing

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	280	43.4%	-
Some improvement needed	-	-	307	47.6%	-
Much improvement needed	-	-	58	9.0%	-
Total	-	-	645	100.0%	-

f) Value for money for your rent

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	498	59.6%	-
Some improvement needed	-	-	283	33.9%	-
Much improvement needed	-	-	54	6.5%	-
Total	-	-	835	100.0%	-

Question 36

‘Is there anything else you would like to say about your home and/or the services your landlord provides ?’.

The responses to this question have not as yet been analysed. Any comments requiring ‘action’ were copied and acted upon by Lewes District Council before sending the questionnaires to JB Market Research Services.

Question 37

Which of these are you ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Tenant of this home	1,969	91.2%	1,000	92.4%	+1.2%
Tenant’s partner/spouse	181	8.4%	79	7.3%	-1.1%
Other household member	8	0.4%	3	0.3%	-0.1%
Total	2,158	100.0%	1,082	100.0%	=0.0%

Question 38a**Age (Tenant)**

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
16-24	80	3.8%	32	3.0%	-0.8%
25-34	174	8.2%	70	6.5%	-1.7%
35-44	290	13.7%	147	13.7%	=0.0%
45-54	290	13.7%	143	13.4%	-0.3%
55-59	185	8.8%	93	8.7%	-0.1%
60-64	173	8.2%	113	10.6%	+2.4%
65-74	374	17.7%	191	17.9%	+0.2%
75+	547	25.9%	281	26.3%	+0.4%
Total	2,113	100.0%	1,070	100.1%	+0.1%

Question 38b**Age (Partner/spouse)**

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
16-24	32	4.0%	7	1.8%	-2.2%
25-34	98	12.1%	39	9.8%	-2.3%
35-44	133	16.5%	61	15.4%	-1.1%
45-54	120	14.9%	77	19.4%	+4.5%
55-59	81	10.0%	38	9.6%	-0.4%
60-64	81	10.0%	44	11.1%	+1.1%
65-74	126	15.6%	66	16.6%	+1.0%
75+	91	11.3%	36	9.1%	-2.2%
Not applicable	46	5.7%	29	7.3%	+1.6%
Total	808	100.1%	397	100.1%	=0.0%

Question 39a

Gender (Tenant)

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Male	816	39.8%	426	41.0%	+1.2%
Female	1,236	60.2%	612	59.0%	-1.2%
Total	2,052	100.0%	1,038	100.0%	=0.0%

Question 39b

Gender (Partner/spouse)

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Male	258	33.8%	129	33.6%	-0.2%
Female	458	59.9%	224	58.3%	-1.6%
Not applicable	48	6.3%	31	8.1%	+1.8%
Total	764	100.0%	384	100.0%	=0.0%

Question 40a**Work status (Tenant)**

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Employee in full time job (30 hours or more per week)	350	17.3%	152	15.2%	-2.1%
Employee in part time job (Less than 30 hours per week)	193	9.5%	94	9.4%	-0.1%
Self employed – full or part time	60	3.0%	27	2.7%	-0.3%
Government supported training	2	0.1%	4	0.4%	+0.3%
Unemployed and available for work	62	3.1%	24	2.4%	-0.7%
Wholly retired from work	840	41.6%	432	43.2%	+1.6%
Full-time education at school, college or university	7	0.3%	6	0.6%	+0.3%
Looking after family/home	207	10.2%	103	10.3%	+0.1%
Permanently sick/disabled	275	13.6%	143	14.3%	+0.7%
Doing something else	25	1.2%	14	1.4%	+0.2%
Total	2,021	99.9%	999	99.9%	=0.0%

Question 40b**Work status (Partner/spouse)**

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Employee in full time job (30 hours or more per week)	196	24.8%	98	24.9%	+0.1%
Employee in part time job (Less than 30 hours per week)	81	10.3%	45	11.5%	+1.2%
Self employed – full or part time	33	4.2%	15	3.8%	-0.4%
Government supported training	1	0.1%	1	0.3%	+0.2%
Unemployed and available for work	17	2.2%	5	1.3%	-0.9%
Wholly retired from work	228	28.9%	109	27.7%	-1.2%
Full-time education at school, college or university	4	0.5%	1	0.3%	-0.2%
Looking after family/home	105	13.3%	41	10.4%	-2.9%
Permanently sick/disabled	61	7.7%	35	8.9%	+1.2%
Doing something else	6	0.8%	2	0.5%	-0.3%
Not applicable	58	7.3%	41	10.4%	+3.1%
Total	790	100.1%	393	100.0%	-0.1%

Question 41

What is or was your occupation ?

The results to this open-ended question were not required to be supplied to the Audit Commission on the survey template and it was also decided that they would be of little use in adding value to the results of this survey.

Question 42

(No comparative data is available for the 2003/4 survey)

What kinds of income do you (and your partner) receive ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Earnings from employment or self-employment	-	-	332	30.3%	-
Pension from a former employer	-	-	190	17.3%	-
State pension	-	-	532	48.5%	-
Pension Tax Credit	-	-	192	17.5%	-
Child Benefit	-	-	219	20.0%	-
Job Seeker's Allowance	-	-	21	1.9%	-
Income Support	-	-	248	22.6%	-
Disabled Living Allowance/Attendance Allowance	-	-	236	21.5%	-
Other state benefits	-	-	96	8.8%	-
Interest from savings etc	-	-	61	5.6%	-
Other kinds of regular allowance from outside the household	-	-	12	1.1%	-
Working Tax Credit	-	-	82	7.5%	-
Child Tax Credit	-	-	143	13.0%	-
Other sources	-	-	33	3.0%	-

Based on the 1,096 respondents who answered this question in the 2006/7 survey.

Question 43

Which group represents you (and your partner's) total net income from all these sources after deductions for income tax and national insurance ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Under £60 or less than £3,120	72	3.7%	36	3.7%	=0.0%
£60-£99 or £3,120 - £5,199	281	14.5%	115	12.0%	-2.5%
£100 - £159 or £5,200 - £8,319	727	37.4%	338	35.2%	-2.2%
£160 - £199 or £8,320 - £10,399	325	16.7%	158	16.4%	-0.3%
£200 - £299 or £10,400 - to £15,599	313	16.1%	202	21.0%	+4.9%
£300 - £399 or £15,600 - £20,799	158	8.1%	71	7.4%	-0.7%
£400 or more or £20,800 or more	66	3.4%	41	4.3%	+0.9%
Total	1,942	99.9%	961	100.0%	+0.1%

Question 44

Which of these statements best describes you (and your partner's) income ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Wholly from state benefits/state pensions	1,105	55.1%	582	58.2%	+3.1%
Partly from state benefits/state pensions	521	26.0%	233	23.3%	-2.7%
No state benefits/state pensions (apart from child benefit)	379	18.9%	185	18.5%	-0.4%
Total	2,005	100.0%	1,000	100.0%	=0.0%

Question 45

Does your household currently receive housing benefit (either paid to you, or directly to your landlord) ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Yes	1,322	60.6%	687	62.8%	+2.2%
No	830	38.0%	395	36.1%	-1.9%
Don't know	31	1.4%	12	1.1%	-0.3%
Total	2,183	100.0%	1,094	100.0%	=0.0%

Question 46

Does housing benefit pay for all the rent or just part of it ?

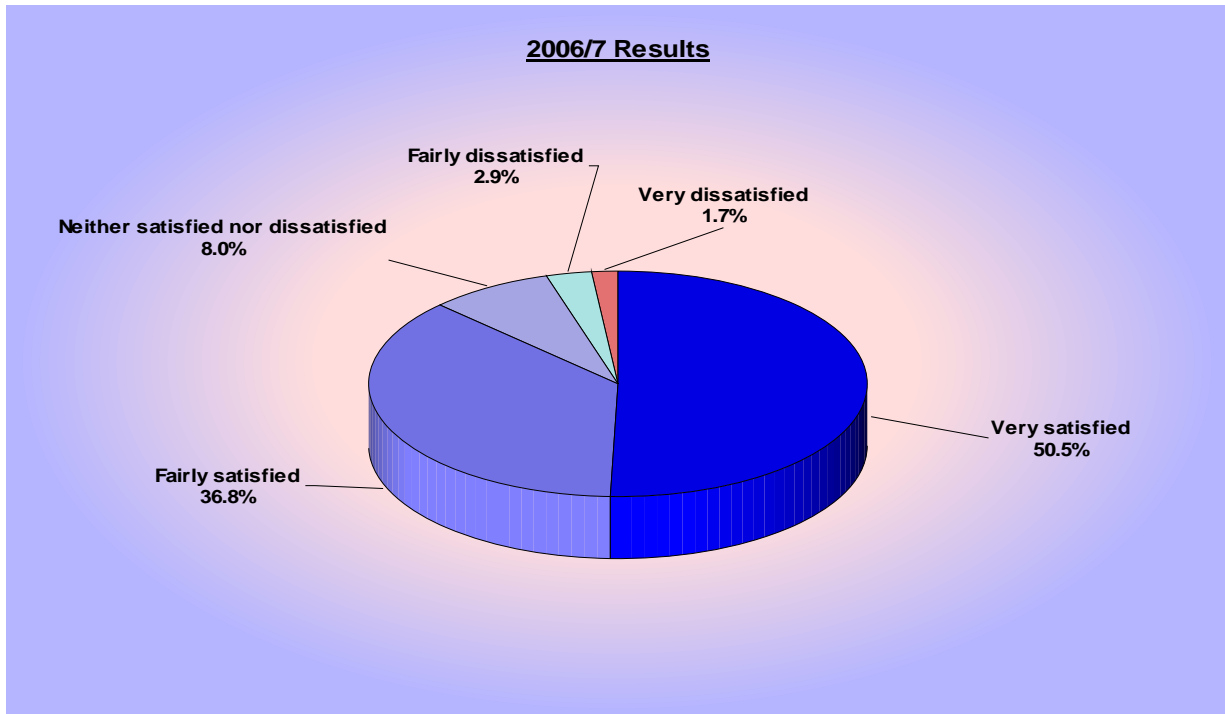
	2003/4	2003/4	2006/7	2006/7	Percentage Differences
All	910	42.3%	442	40.7%	-1.6%
Part	425	19.7%	247	22.7%	+3.0%
Don't know	51	2.4%	21	1.9%	-0.5%
Don't receive housing benefit	767	35.6%	376	34.6%	-1.0%
Total	2,153	100.0%	1,086	99.9%	-0.1%

SECTION 3

**COMMENTS ON TOP LINE SERVICE RESULTS WHICH
DIFFER BY AT LEAST 5% BETWEEN THE TWO SURVEYS**

Question 11

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord ?



- When asked to rate how satisfied or dissatisfied they were with the overall service offered by their landlord, the number of respondents who said they were “very satisfied” increased by 5.7% from the last survey
- Those who said they were “fairly satisfied” with the overall service offered by their landlord decreased by 3.4%
- Those who said they were “neither satisfied nor dissatisfied” with the overall service offered by their landlord decreased by 1.7%
- Those who said they were “fairly dissatisfied” with the overall service offered by their landlord decreased by 0.7%
- Those who said they were “very dissatisfied” with the overall service offered by their landlord remained exactly the same

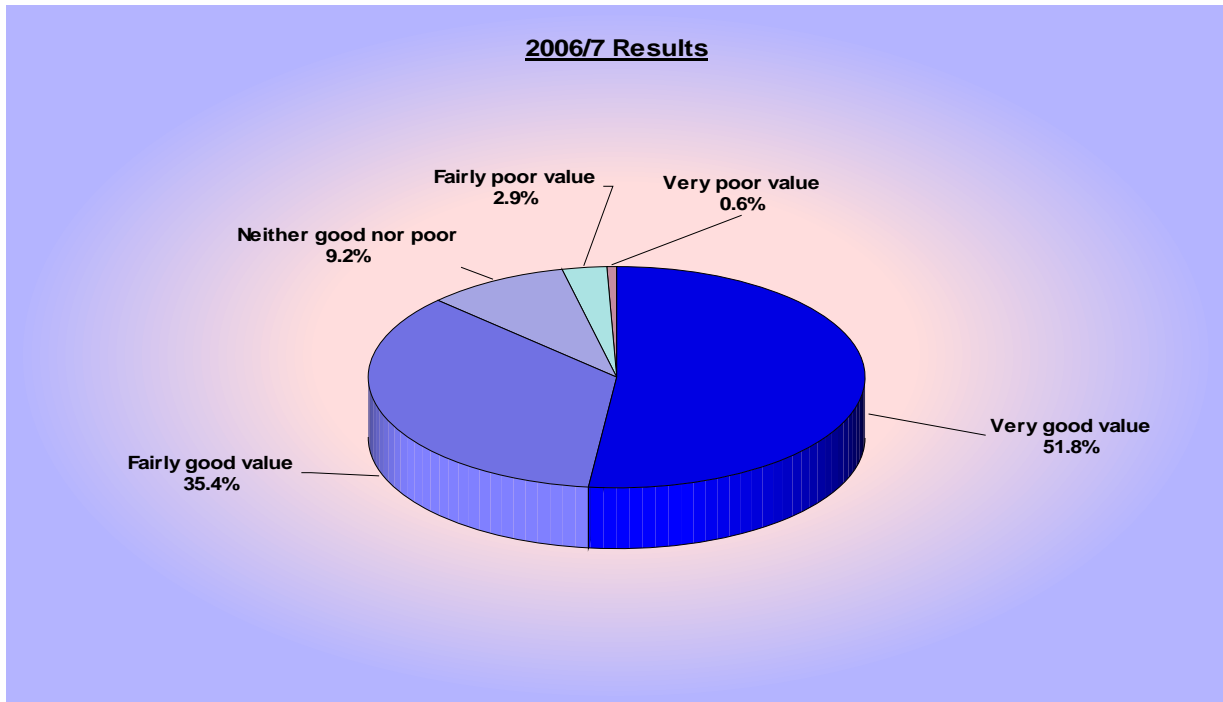
See page 10 for more detail of 2003/4 and 2006/7 results.

Lewes District Council has introduced the following related improvements since 2003/4:

- The Council were awarded Chartermark for Housing Services in 2004/5 and retained the award in 2005/6.

Question 12

Taking into account your home and the services your landlord provides, do you think that the rent for this property represents good or poor value for money ?



- The number of respondents who felt that the rent for their property represented “very good value” for money increased by 6.5% from the last survey
- Those who felt that the rent for their property represented “fairly good value” for money decreased by 3.9%
- Those who felt that the rent for their property represented “neither good nor poor value” for money decreased by 1.5%
- Those who felt the rent for their property represented “fairly poor value” for money decreased by 0.7%
- Those who felt that the rent for their property represented “very poor value” for money decreased by 0.6%

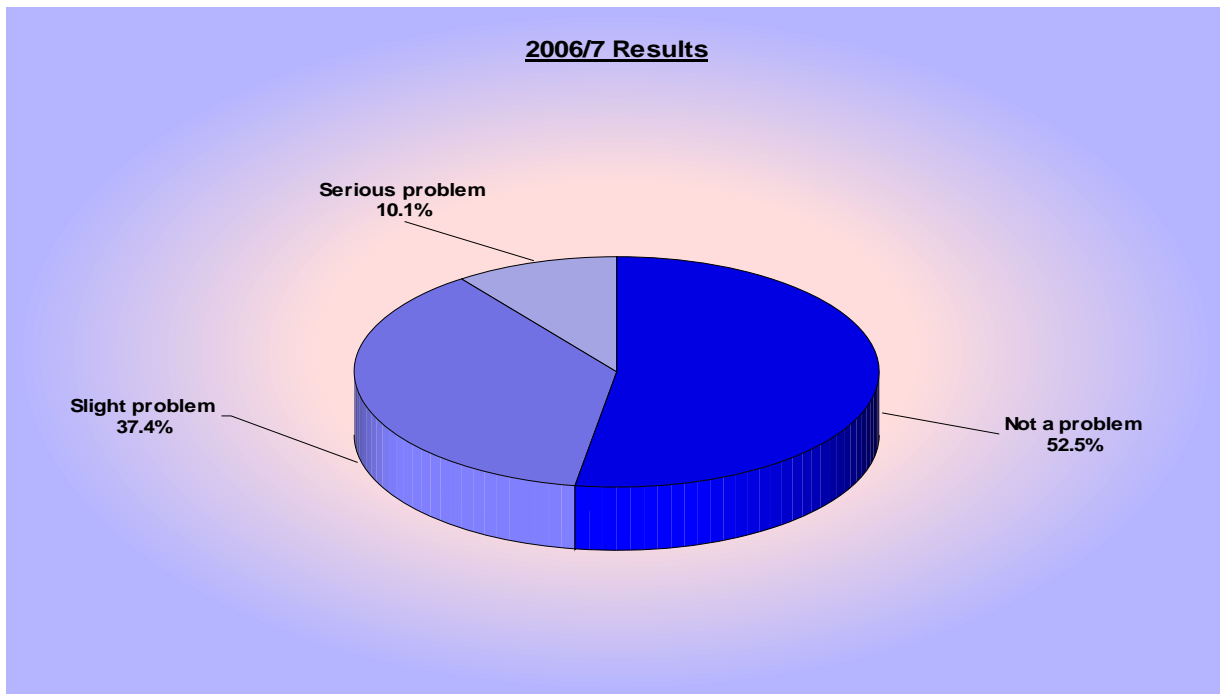
See page 10 for more detail of 2003/4 and 2006/7 results.

Lewes District Council has introduced the following related improvements since 2003/4:

- A major improvements programme has been agreed by the tenants, which will enable LDC to reach the decent homes standard before the 2010 deadline. Additional improvements over and above the standard have also been agreed.
- A Working Group of staff and tenants have explored a number ways to improve quality and value for money in major improvements to properties. For example a voids letting standard for empty properties has been introduced.
- The cleaning and caretaking service has been reviewed.

Question 17a

Do you think that VANDALISM is a serious, slight or not a problem in your neighbourhood ?



- The number of respondents who felt that vandalism was “not a problem” in their neighbourhood increased by 5.0% from the last survey
- Those who felt it was “a slight problem” decreased by 2.3%
- Those who felt it was “a serious problem” decreased by 2.7%

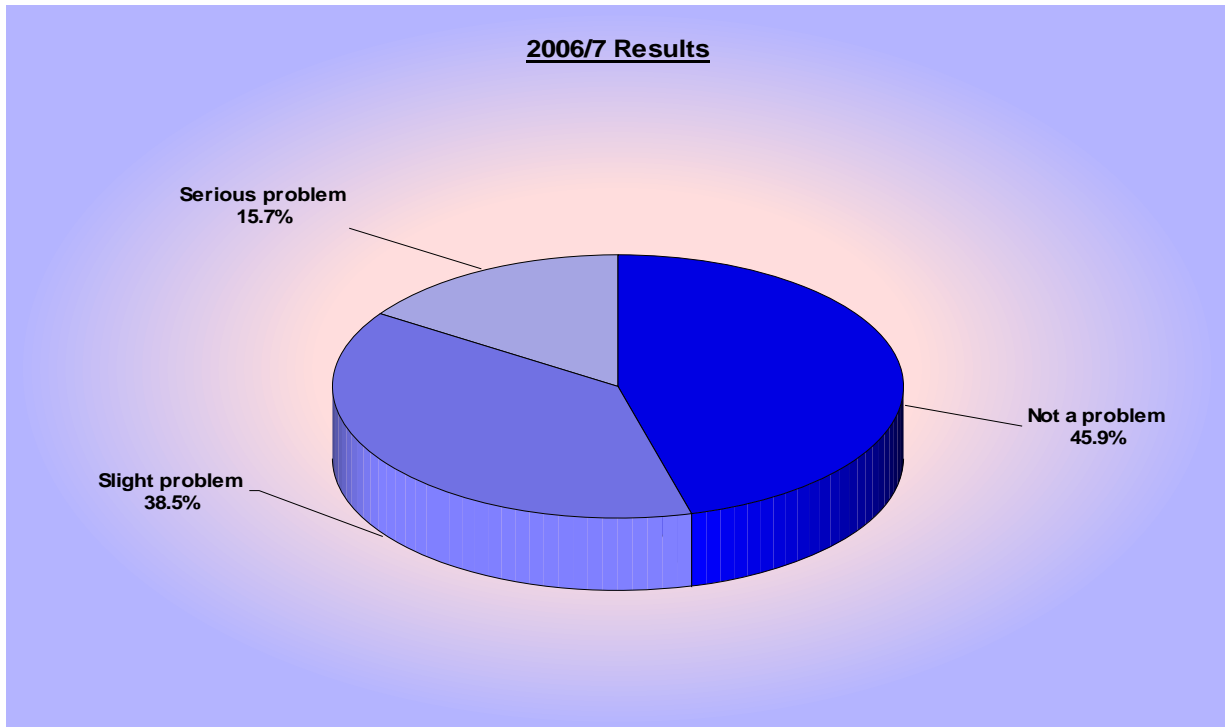
See page 12 for more detail of 2003/4 and 2006/7 results.

Lewes District Council has introduced the following related improvement since 2003/4

- Housing Services and other LDC departments have been involved in Local Action Teams throughout the district. Each team has funding which enable it to target and deal with antisocial behaviour at a local level.
- The cleaning/caretaking review has resulted in increased estate inspections and Area Housing Officer walkabouts with local tenants.
- LDC has established a Clean and Green Team, which has Neighbourhood Wardens employed to report and deal with vandalism quickly..

Question 17d

Do you think that LITTER & RUBBISH IN THE STREET is a serious, slight or not a problem in your neighbourhood ?



- The number of respondents who felt that litter and rubbish in the street was “not a problem” in their neighbourhood increased by 6.1% from the last survey
- Those who felt it was “a slight problem” remained exactly the same
- Those who felt it was “a serious problem” decreased by 6.0%

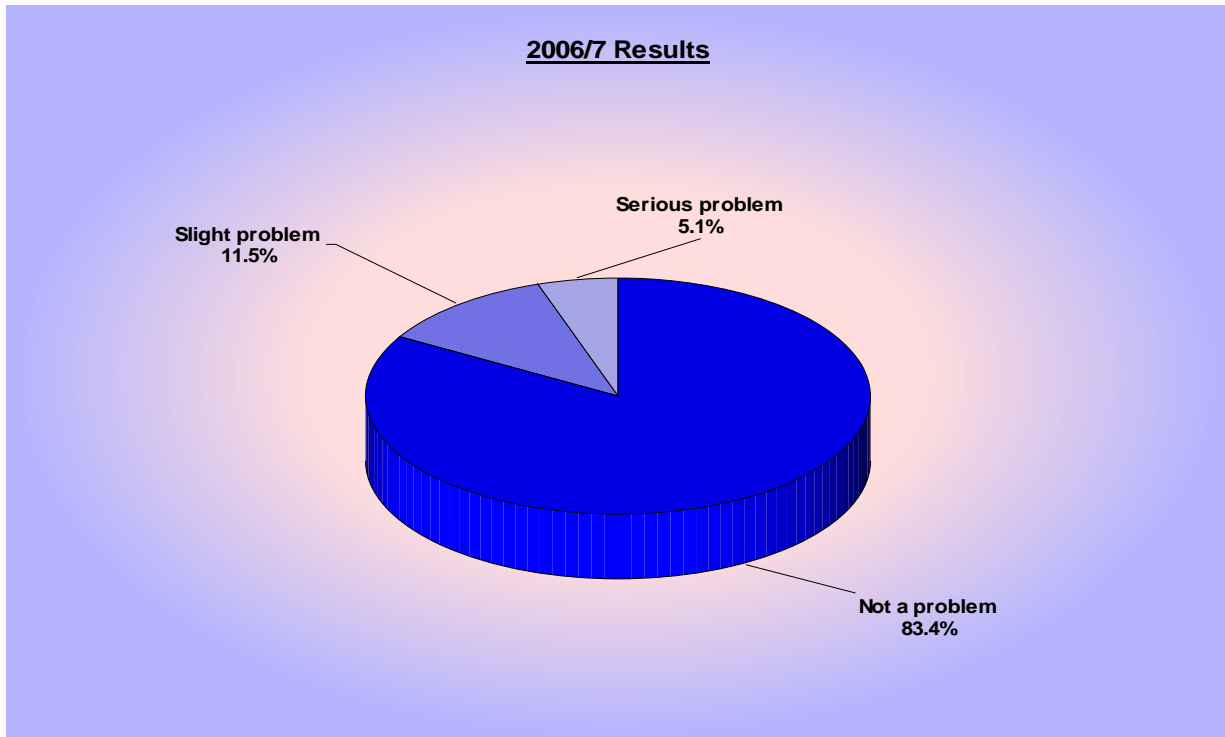
See page 13 for more detail of 2003/4 and 2006/7 results.

Lewes District Council has introduced the following related improvement since 2003/4

- The cleaning and caretaking review led to more responsive methods of clearing rubbish and litter.
- The Clean and Green team respond quickly to reports of dumped rubbish

Question 17j

Do you think that DRUG DEALING is a serious, slight or not a problem in your neighbourhood ?



- The number of respondents who felt that drug dealing was “not a problem” in their neighbourhood increased by 5.5% from the last survey
- Those who felt it was “a slight problem” decreased by 3.0%
- Those who felt it was “a serious problem” decreased by 2.5%

See page 14 for more detail of 2003/4 and 2006/7 results.

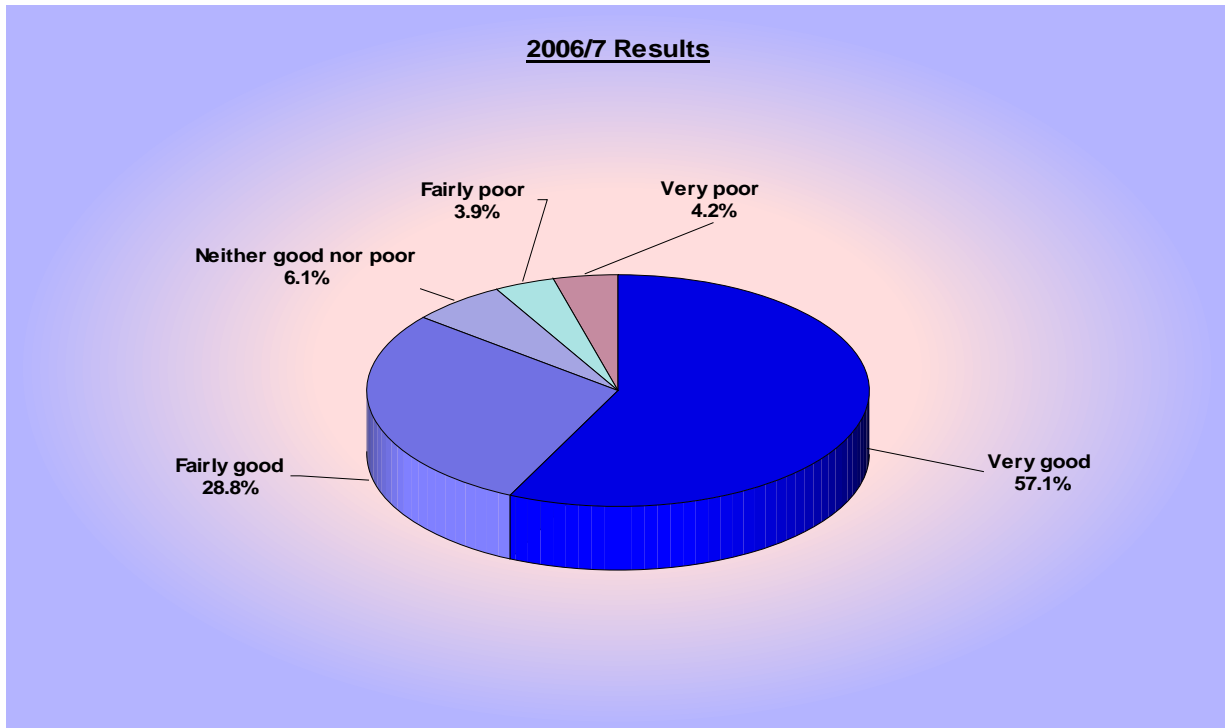
Lewes district Council has introduced the following related improvement since 2003/4

- An Antisocial Behaviour Working Group of staff and tenants introduced new methods for reporting and dealing with antisocial behaviour.
- Housing Services and other LDC departments have been involved in Local Action Teams throughout the district. Each team has funding which enable it to target and deal with antisocial behaviour at a local level.
- More estate based meetings with police and Area Housing Officers have been established.
- Regular high level multi-agency meetings have been established, including the Police and Housing Services.

Question 28a

(If 'Yes' to having had a repair completed in the last 12 months)

Thinking about your most recent repair, how would you rate it in terms of: BEING TOLD WHEN WORKERS WOULD CALL



- The number of respondents who rated being told when workers would call as “very good” increased by 6.4% from the last survey
- Those who rated being told when workers would call as “fairly good” decreased by exactly 5.0%
- Those who rated being told when workers would call as “neither good nor poor” decreased by 0.5%
- Those who rated being told when workers would call as “fairly poor” decreased by exactly 1.0%
- Those who rated being told when workers would call as “very poor” increased by 0.2%

See page 20 for more detail of 2003/4 and 2006/7 results.

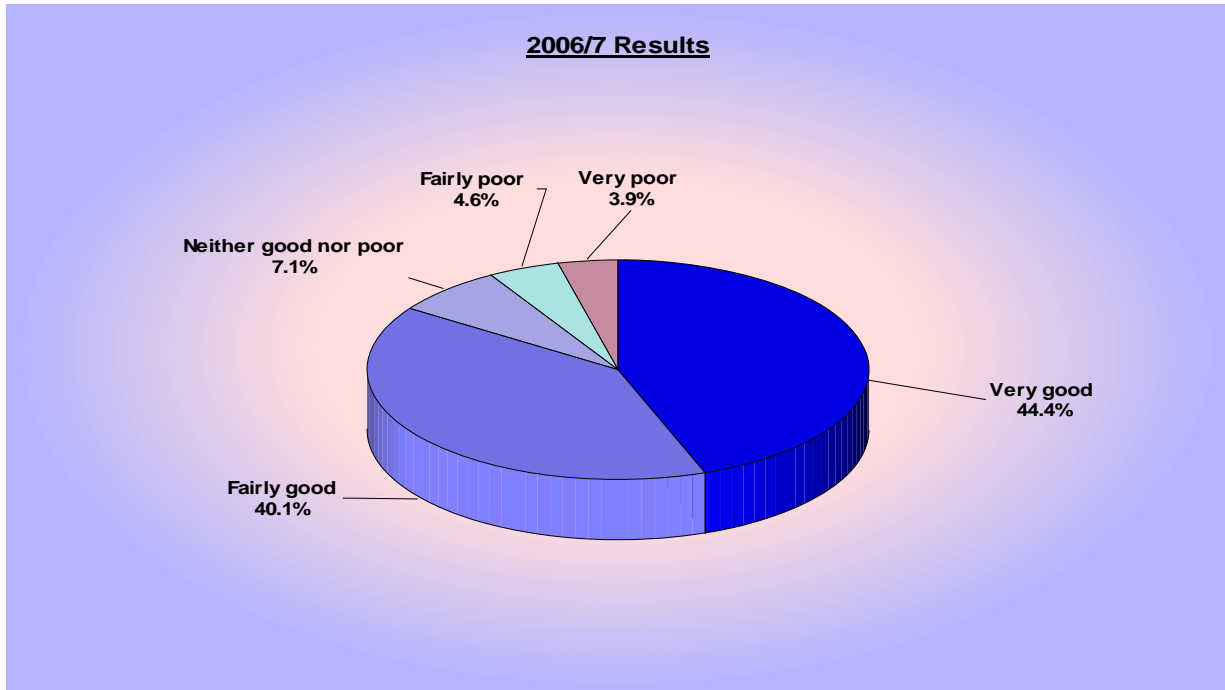
Lewes District Council has introduced the following related improvement since 2003/4

- A Repairs Working Group of tenants and staff introduced an appointments system for all non-urgent repairs.
- The working group also produced a new “Guide to Reporting a Repair”

Question 28b

(If 'Yes' to having had a repair completed in the last 12 months)

Thinking about your most recent repair, how would you rate it in terms of: TIME TAKEN BEFORE WORK STARTED



- The number of respondents who rated the time taken before work started as “very good” increased by 5.5% from the last survey
- Those who rated the time taken before work started as “fairly good” increased by 1.3%
- Those who rated the time taken before work started as “neither good nor poor” decreased by exactly 3.0%
- Those who rated the time taken before work started as “fairly poor” decreased by 2.3%
- Those who rated the time taken before work started as “very poor” decreased by 1.4%

See page 20 for more detail of 2003/4 and 2006/7 results.

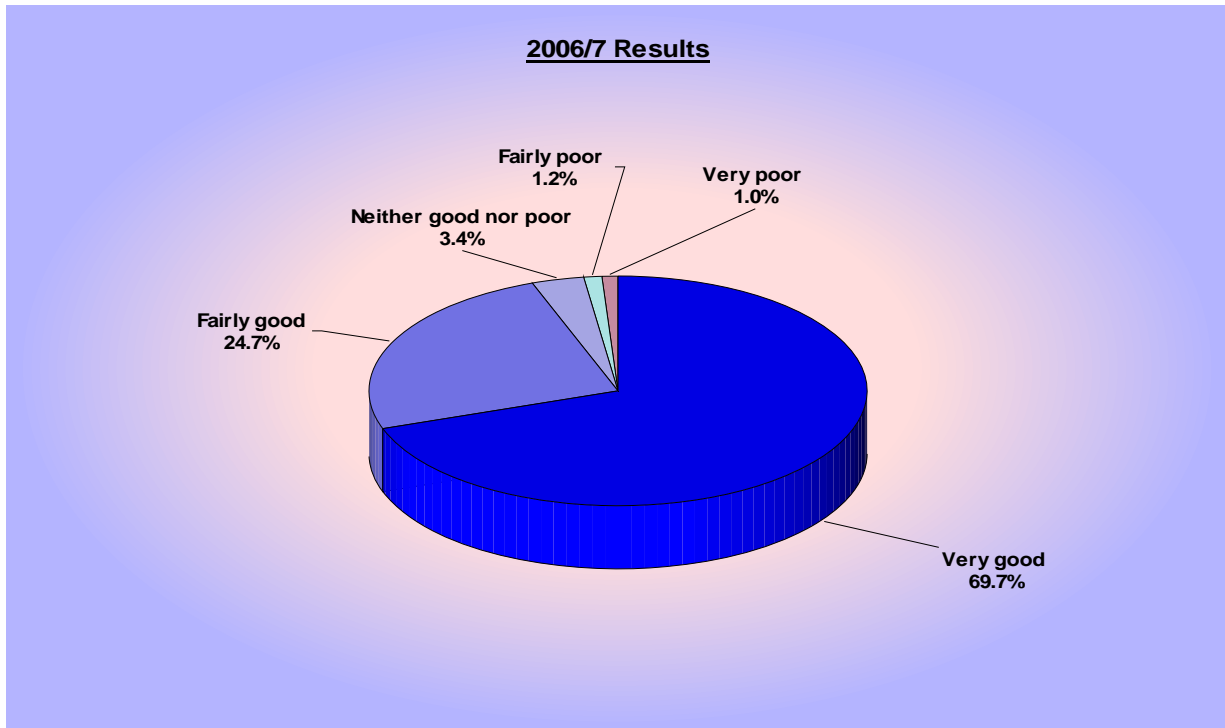
Lewes District Council has introduced the following related improvement since 2003/4

- A Repairs Working Group of tenants and staff reviewed the repairs categories and response times. Details were then included in a new “Guide to Reporting a Repair”
- The Housing Department has increased multi-skilling of its trade operatives. This improves efficiency and reduces the number of unnecessary call-outs.

Question 28d

(If 'Yes' to having had a repair completed in the last 12 months)

Thinking about your most recent repair, how would you rate it in terms of: ATTITUDE OF WORKERS



- The number of respondents who rated the attitude of workers as “very good” increased by 6.5% from the last survey
- Those who rated the attitude of workers as “fairly good” decreased by 2.9%
- Those who rated the attitude of workers as “neither good nor poor” decreased by 2.4%
- Those respondents who rated the attitude of workers as “fairly poor” decreased by 0.7%
- Those who rated the attitude of workers as “very poor” decreased by 0.5%

See page 21 for more detail of 2003/4 and 2006/7 results.

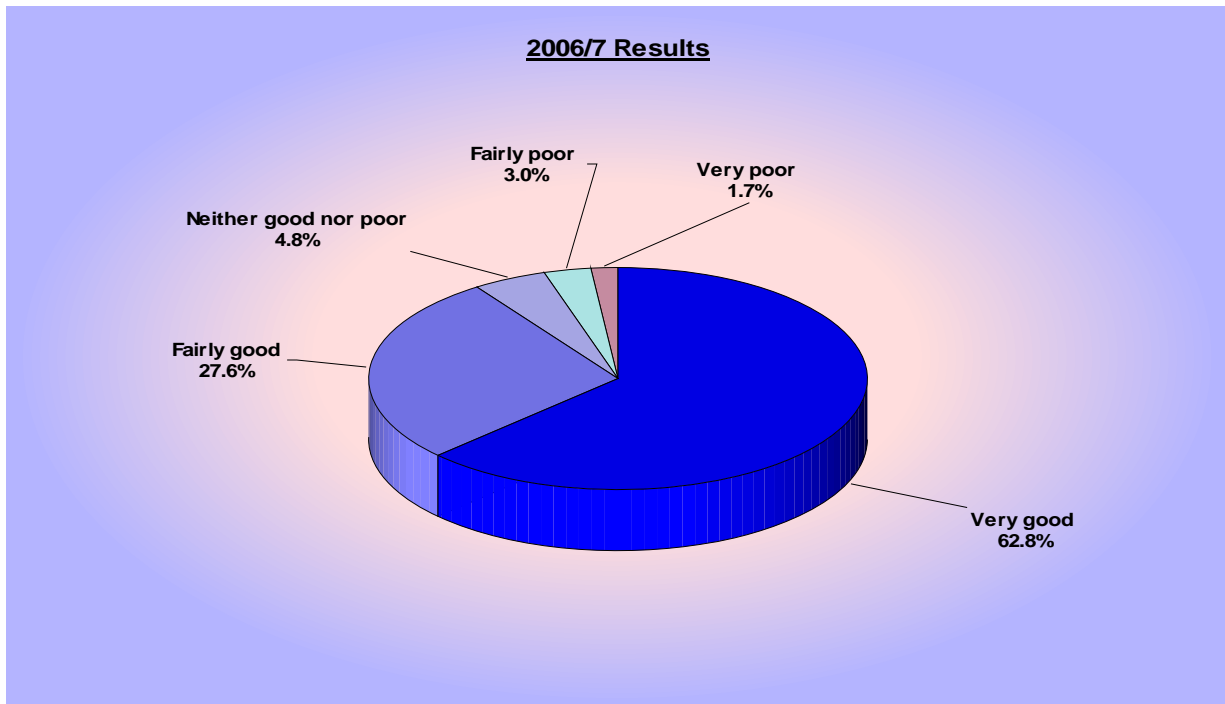
Lewes District Council has introduced the following related improvement since 2003/4

- A Repairs Working Group of tenants and staff introduced the following:
 - A Code of Conduct for Contractors, which forms part of the tender documentation for contracts.
 - Tenants are involved in contractor selection panels.
 - Re-designed the feedback form sent out with all repairs. The form includes a question about the attitude of workers. All dissatisfied responses are investigated.

Question 28f

(If 'Yes' to having had a repair completed in the last 12 months)

Thinking about your most recent repair, how would you rate it in terms of: KEEPING DIRT & MESS TO A MINIMUM



- The number of respondents who rated keeping dirt and mess to a minimum as “very good” increased by exactly 6.0% from the last survey
- Those who rated keeping dirt and mess to a minimum as “fairly good” decreased by 3.6%
- Those who rated keeping dirt and mess to a minimum as “neither good nor poor” decreased by 1.2%
- Those respondents who rated keeping dirt and mess to a minimum as “fairly poor” decreased by 0.7%
- Those who rated keeping dirt and mess to a minimum as “very poor” decreased by 0.6%

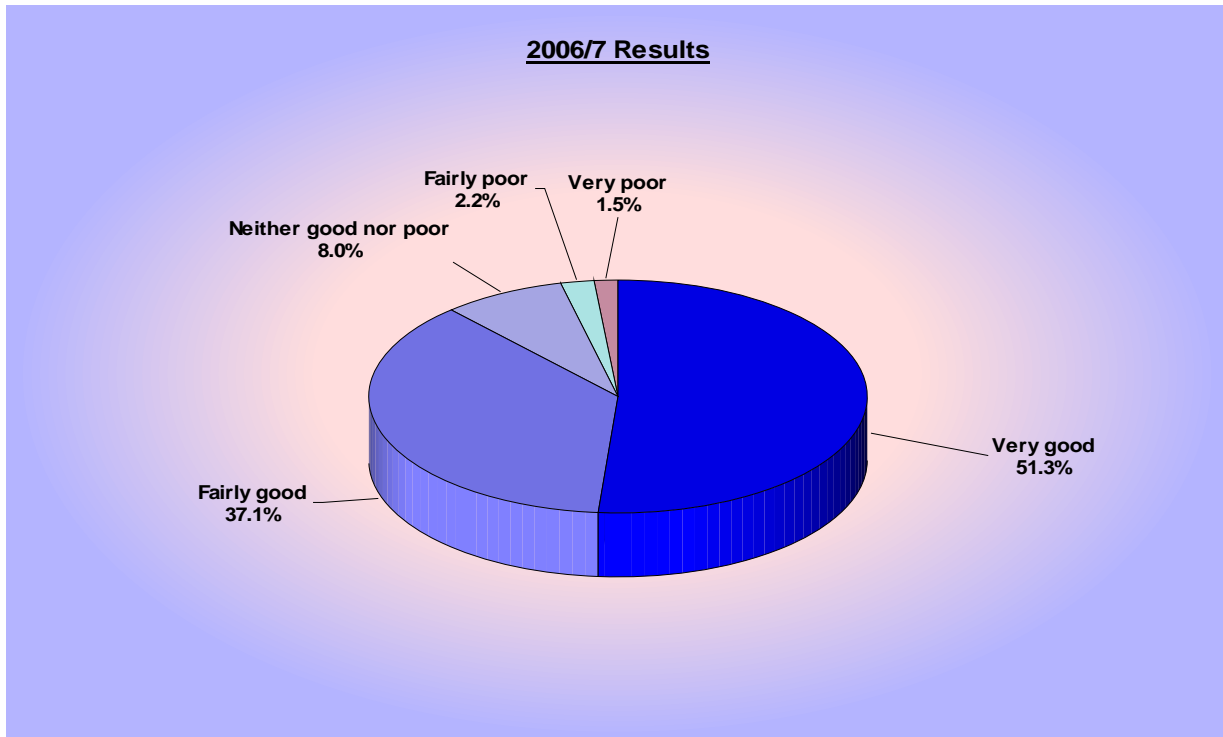
See page 21 for more detail of 2003/4 and 2006/7 results.

Lewes District Council has introduced the following related improvement since 2003/4

- A Repairs Working Group of tenants and staff introduced a “Code of Conduct for Contractors” which forms part of the tender documentation for contracts.

Question 29

Generally, how good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant ?



- When asked how good or poor their landlord is at keeping them informed about things that might affect them as a tenant, those who felt this was “very good” increased by 5.3% since the last survey
- Those who felt their landlord was “fairly good” at keeping them informed decreased by 2.6%
- Those who felt their landlord was “neither good nor poor” at keeping them informed decreased by 2.9%
- Those who felt their landlord was “fairly poor” at keeping them informed decreased by 0.3%
- Those who felt their landlord was “very poor” at keeping them informed increased by 0.5%

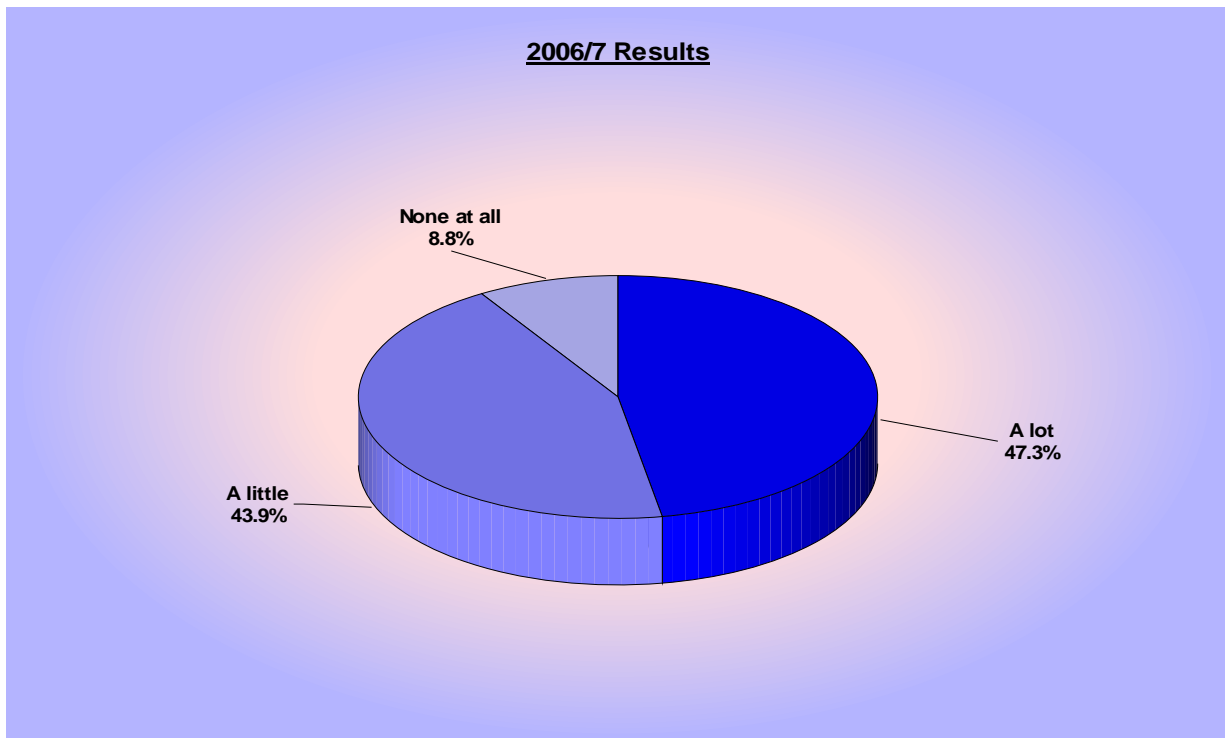
See page 22 for more detail of 2003/4 and 2006/7 results.

Lewes District Council has introduced the following related improvement since 2003/4

- Increased tenant participation coverage so that 100% of tenants have access to a tenants association.
- Improvements made to the LDC website.
- Tenants Compact reviewed with details of new compact sent to all tenants.
- Sheltered Housing Compact reviewed.

Question 30

How much account do you feel your landlord takes of tenants' views when making decisions ?



- When asked how much account they felt their landlord takes of tenants' views when making decisions, those who felt that this was "a lot" increased by 7.2% since the last survey
- Those who felt this was "a little" decreased by 6.7%
- Those who felt this was "none at all" decreased by 0.5%

See page 22 for more detail of 2003/4 and 2006/7 results.

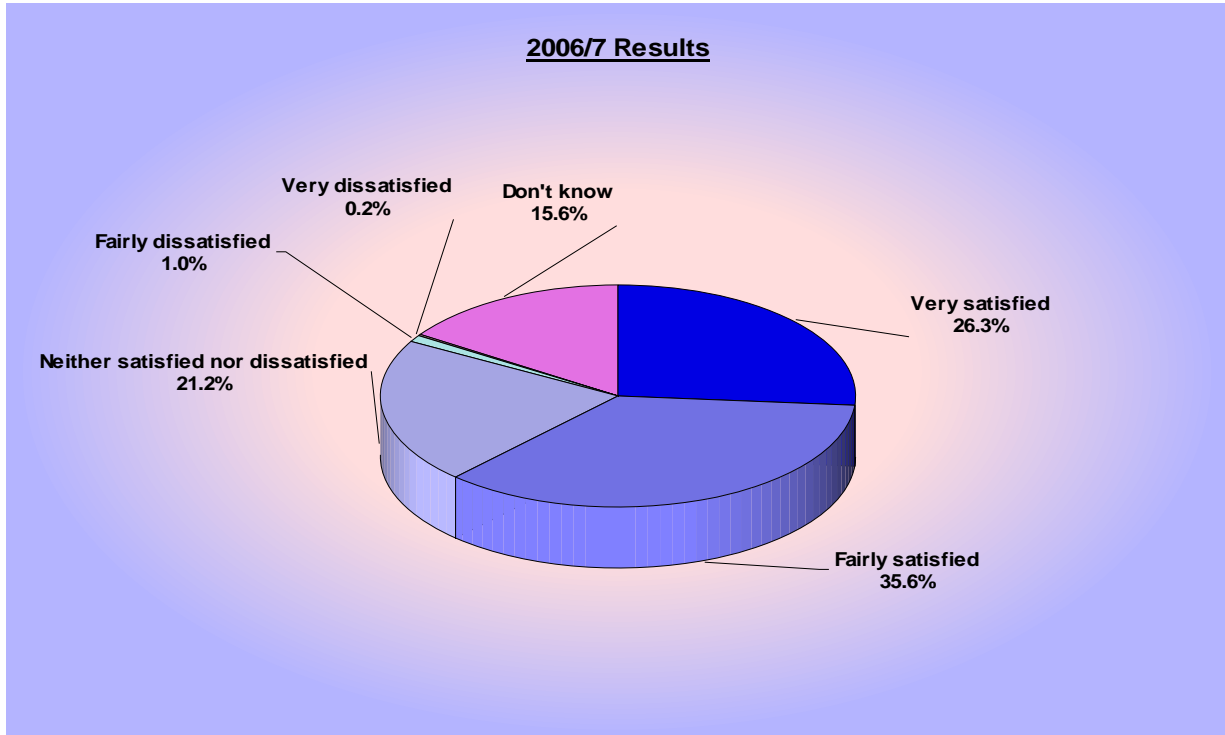
Lewes District Council has introduced the following related improvement since 2003/4

- Worked with independent organisation Priority Estate Projects to improve services for hard to reach groups e.g young people, disabled tenants.
- Consulted with all tenants on the future of LDC's housing stock (options appraisal).
- 2 new tenants/staff working groups established.
- Introduced new monthly meetings for key members of Tenants of Lewes District (umbrella organisation representing 20 tenants associations across the district) and senior housing staff. Information from meetings passed for consultation to associations.
- Introduced new Tenant Participation Action Plan, detailing 2 years targets for each tenants association.
- Councillor training held to increase awareness of benefits of tenant participation.

Question 33

(If 'Yes' to having heard of Tenant Participation Compacts)

How satisfied or dissatisfied are you with your locally-agreed Tenant Participation Compact ?



- When asked to rate how satisfied or dissatisfied they were with their locally-agreed Tenant Participation Compact, those who said they were “very satisfied” increased by exactly 3.0% from the last survey
- Those who said they were “fairly satisfied” with their locally-agreed Tenant Participation Compact increased by 8.3%
- Those who said they were “neither satisfied nor dissatisfied” with it increased by 1.2%
- Those who said they were “fairly dissatisfied” with it decreased by 0.1%
- Those who said they were “very dissatisfied” with it decreased by exactly 1.0%
- Those who answered “don’t know” decreased by some 11.4%

See page 24 for more detail of 2003/4 and 2006/7 results.

Lewes District Council has introduced the following related improvement since 2003/4

- New LDC District Compact introduced. Summary of Compact sent to all tenants.
- Annual Conference established as part of new Compact agreement.

ANALYSIS OF THE 2 BVPI QUESTIONS

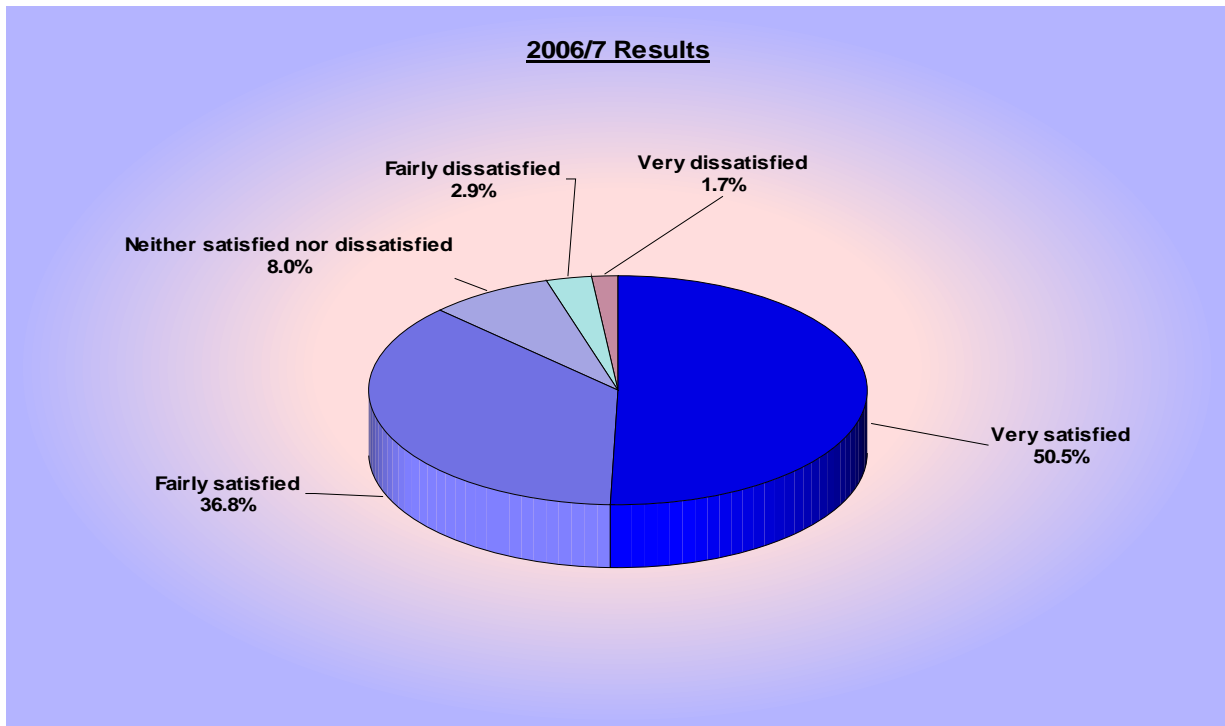
This section is devoted to the results of Question 11 and Question 31, the two BVPI questions. This section is only concerned with the percentage of respondents who said they were either 'very satisfied' or 'fairly satisfied' in response to the BVPI questions, as these are the responses upon which the Best Value Performance Indicators are calculated.

In relation to Question 31 the 'no opinion' responses have been excluded as stipulated by the survey guidelines.

Question 11

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord ?

In total some 1,121 respondents answered this question and the percentages below are based on this.



See page 10 for more detail of 2003/4 and 2006/7 results.

- When asked how satisfied or dissatisfied they were with the overall service provided by their landlord, when taking everything into account:
 - 50.5% of respondents said that they were 'very satisfied' and this was an increase of 5.7% since the previous survey
 - 36.8% said that they were 'fairly satisfied' and this represented a decrease of 3.4% since the previous survey
 - 87.3% of respondents said they were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord and this was an increase of 2.3% since the previous survey

Further Analysis of the 2006/7 Results By Gender & Age Group

By Gender

(Based on 1,024 respondents who gave their gender and answered Question 11)

The results by gender, in terms of satisfaction with the overall service provided by their landlord, show little difference between males and females:

- 53.5% of males in comparison to 48.3% of females said that were 'very satisfied' with the overall service provided by their landlord
- 35.4% of males in comparison to 37.3% of females said that they were 'fairly satisfied' with the overall service provided by their landlord
- 88.9% of males and 85.6% of females responded with either of these two options

By Age Group

(Based on 1,052 respondents who gave their age group and answered Question 11)

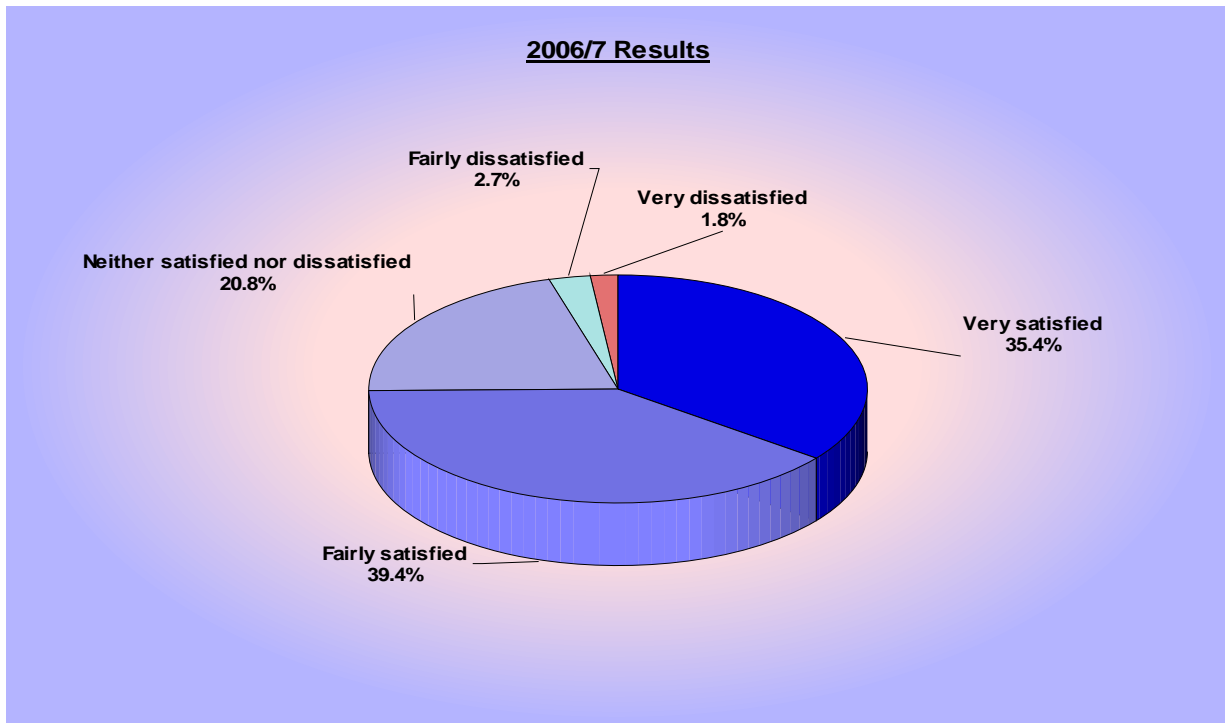
The results by age group show that the 16-24 year olds are markedly less satisfied than the other age groups with the overall service provided by their landlord:

- 50.0% of those aged 16-24 were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord
- 77.1% of those aged 25-34 were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord
- 75.3% of those aged 35-44 were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord
- 77.5% of those aged 45-54 were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord
- 88.2% of those aged 55-59 were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord
- 93.8% of those aged 60-64 were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord
- 94.2% of those aged 65-74 were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord
- 97.0% of those aged 75 or over were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord

Question 31

Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making ?

In total some 896 respondents answered this question, excluding those respondents who gave a 'no opinion' response, therefore the following percentages are calculated on this basis.



See page 23 for more detail of 2003/4 and 2006/7 results.

- When asked how satisfied or dissatisfied they were with the opportunities for participation in management and decision making:
 - 35.4% of respondents said that they were 'very satisfied' and this was an increase of 3.4% since the previous survey
 - 39.4% said that they were 'fairly satisfied' and this represented an increase of 0.2% since the previous survey
 - 74.8% of respondents said that they were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making and this represented an increase of 3.6% since the last survey

Further Analysis of the 2006/7 Results By Gender & Age Group

By Gender

(Based on 817 respondents who gave their gender and answered Question 31, excluding those who said 'no opinion')

The results by gender, in terms of satisfaction with the opportunities for participation in management and decision making, show that the males were more likely to be 'very satisfied' whereas the males and females were equally likely to be 'fairly satisfied':

- 38.3% of males in comparison to 33.3% of females said that were 'very satisfied' with the opportunities for participation in management and decision making
- 39.8% of males in comparison to 39.1% of females said that they were 'fairly satisfied' with the opportunities for participation in management and decision making
- 78.1% of males and 72.4% of females responded with either of these two options

By Age Group

(Based on 843 respondents who gave their age group and answered Question 31, excluding those who said 'no opinion')

The results by age group show that the 16-24 year olds are markedly less satisfied than the other age groups with the opportunities for participation in management and decision making:

- 45.0% of those aged 16-24 were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making
- 61.3% of those aged 25-34 were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making
- 57.3% of those aged 35-44 were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making
- 62.8% of those aged 45-54 were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making
- 81.7% of those aged 55-59 were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making

- 85.9% of those aged 60-64 were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making
- 83.4% of those aged 65-74 were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making
- 82.0% of those aged 75 and over were either 'very satisfied' or 'fairly satisfied' with the opportunities for participation in management and decision making

APPENDIX 1

TOP LINE RESULTS (INCLUDING 'NO OPINION' RESPONSES)

The option of 'no opinion' was only given in the questions which follow.

Question 28

(If 'Yes' to Question 27)

Thinking about your most recent repair, how would you rate it in terms of:

a) Being told when workers would call

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	872	50.0%	412	56.8%	+6.8%
Fairly good	581	33.3%	208	28.7%	-4.6%
Neither good nor poor	114	6.5%	44	6.1%	-0.4%
Fairly poor	85	4.9%	28	3.9%	-1.0%
Very poor	69	4.0%	30	4.1%	+0.1%
No opinion	22	1.3%	3	0.4%	-0.9%
Total	1,743	100.0%	725	100.0%	=0.0%

b) Time taken before work started

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	599	38.3%	299	44.0%	+5.7%
Fairly good	598	38.2%	270	39.7%	+1.5%
Neither good nor poor	156	10.0%	48	7.1%	-2.9%
Fairly poor	106	6.8%	31	4.6%	-2.2%
Very poor	81	5.2%	26	3.8%	-1.4%
No opinion	25	1.6%	6	0.9%	-0.7%
Total	1,565	100.1%	680	100.1%	=0.0%

c) Speed with which work was completed

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	887	54.3%	409	58.8%	+4.5%
Fairly good	507	31.0%	217	31.2%	+0.2%
Neither good nor poor	120	7.3%	33	4.7%	-2.6%
Fairly poor	50	3.1%	16	2.3%	-0.8%
Very poor	51	3.1%	17	2.4%	-0.7%
No opinion	18	1.1%	3	0.4%	-0.7%
Total	1,633	99.9%	695	99.8%	-0.1%

d) Attitude of workers

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	998	62.1%	473	68.9%	+6.8%
Fairly good	435	27.1%	168	24.5%	-2.6%
Neither good nor poor	91	5.7%	23	3.3%	-2.4%
Fairly poor	30	1.9%	8	1.2%	-0.7%
Very poor	24	1.5%	7	1.0%	-0.5%
No opinion	28	1.7%	8	1.2%	-0.5%
Total	1,606	100.0%	687	100.1%	+0.1%

e) Overall quality of repair work

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	828	51.4%	380	54.7%	+3.3%
Fairly good	488	30.3%	211	30.4%	+0.1%
Neither good nor poor	125	7.8%	53	7.6%	-0.2%
Fairly poor	82	5.1%	31	4.5%	-0.6%
Very poor	64	4.0%	17	2.4%	-1.6%
No opinion	24	1.5%	3	0.4%	-1.1%
Total	1,611	100.1%	695	100.0%	-0.1%

f) Keeping dirt and mess to a minimum

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very good	901	55.8%	433	62.5%	+6.7%
Fairly good	495	30.7%	190	27.4%	-3.3%
Neither good nor poor	96	5.9%	33	4.8%	-1.1%
Fairly poor	58	3.6%	21	3.0%	-0.6%
Very poor	37	2.3%	12	1.7%	-0.6%
No opinion	28	1.7%	4	0.6%	-1.1%
Total	1,615	100.0%	693	100.0%	=0.0%

Question 30

How much account do you feel your landlord takes of tenants' views when making decisions ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
A lot	715	32.7%	424	38.5%	+5.8%
A little	901	41.2%	394	35.8%	-5.4%
None at all	166	7.6%	79	7.2%	-0.4%
No opinion	403	18.4%	203	18.5%	+0.1%
Total	2,185	99.9%	1,100	100.0%	+0.1%

Question 31

Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making ?

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
Very satisfied	568	25.9%	317	28.7%	+2.8%
Fairly satisfied	696	31.7%	353	32.0%	+0.3%
Neither satisfied nor dissatisfied	426	19.4%	186	16.9%	-2.5%
Fairly dissatisfied	53	2.4%	24	2.2%	-0.2%
Very dissatisfied	31	1.4%	16	1.5%	+0.1%
No opinion	423	19.3%	207	18.8%	-0.5%
Total	2,197	100.1%	1,103	100.1%	=0.0%

Question 35

(New question for the 2006/7 survey so no comparative data is available for the 2003/4 survey)

How much do you think the following services need improving ?

a) Keeping tenants informed

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	471	48.4%	-
Some improvement needed	-	-	348	35.8%	-
Much improvement needed	-	-	61	6.3%	-
No opinion	-	-	93	9.6%	-
Total	-	-	973	100.1%	-

b) Overall quality of your home

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	320	33.9%	-
Some improvement needed	-	-	488	51.6%	-
Much improvement needed	-	-	91	9.6%	-
No opinion	-	-	46	4.9%	-
Total	-	-	945	100.0%	-

c) Taking tenants' views into account

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	274	30.5%	-
Some improvement needed	-	-	387	43.1%	-
Much improvement needed	-	-	119	13.3%	-
No opinion	-	-	118	13.1%	-
Total	-	-	898	100.0%	-

d) Repairs and maintenance

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	459	47.8%	-
Some improvement needed	-	-	352	36.7%	-
Much improvement needed	-	-	106	11.0%	-
No opinion	-	-	43	4.5%	-
Total	-	-	960	100.0%	-

e) Involving tenants in the management of their housing

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	280	32.3%	-
Some improvement needed	-	-	307	35.4%	-
Much improvement needed	-	-	58	6.7%	-
No opinion	-	-	223	25.7%	-
Total	-	-	868	100.1%	-

f) Value for money for your rent

	2003/4	2003/4	2006/7	2006/7	Percentage Differences
No improvement needed	-	-	498	53.8%	-
Some improvement needed	-	-	283	30.6%	-
Much improvement needed	-	-	54	5.8%	-
No opinion	-	-	91	9.8%	-
Total	-	-	926	100.0%	-

APPENDIX 2

COPY OF THE QUESTIONNAIRE

A copy of the questionnaire follows, this is the statutory BVPI tenant survey questionnaire with no alterations.