TSM Tenant Satisfaction Survey

2025/26

for:

Tendring District Council

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1. Introduction

Background

This report details the results of Tendring District Council's 2025/26 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2024/25 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Regulator of Social Housing's published national 2024/25 year end TSM figures for local authorities.

About the survey

The survey was conducted by ARP Research between 28 October 2025 and 15 January 2026. It was primarily a census paper self-completion survey distributed to all 2,957 LCRA (low cost rental accommodation) tenant households.

This was followed by two further postal reminders to non-respondents, the first being a reminder letter and the final reminder being a full replacement copy of the questionnaire. The survey was also available for completion online, with two additional email reminders to 970 households with a recorded email address (12% response). The survey was incentivised with a free prize draw.

Overall, 1,020 tenant households took part in the TSM survey, which represents a response rate of 35% (error margin +/- 2.5%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. The final survey data was weighted by interlaced stock type, age group and area to ensure that the survey is representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For a full summary of approach including further detail on methodology, data analysis and benchmarking, please see appendix A.

2. Executive summary

bench mark (LA)	2024/25 result	change over time	2025/26 result	Tenant Satisfaction Measure	
69%	81%	↓	79%	TP01	satisfaction overall
72%	81%	↓	77%	TP02	repairs service in last 12 months
68%	78%	↓	74%	TP03	time taken to complete last repair
68%	77%	↓	76%	TP04	home is well maintained
74%	80%	↓	77%	TP05	home is safe
57%	65%	↑	66%	TP06	listens to views and acts on them
69%	69%	↑	72%	TP07	being kept informed
75%	80%	↔	80%	TP08	treated fairly and with respect
31%	49%	↓	36%	TP09	approach to handling complaints
63%	51%	↑	57%	TP10	communal areas clean and maintained
62%	60%	↔	60%	TP11	makes a positive contribution to area
57%	56%	↑	57%	TP12	approach to handling ASB

↑ statistically significant improvement
↔ no statistically significant change
↓ statistically significant decline

Overall satisfaction

1. Overall satisfaction with the service provided by Tendring District Council Housing Services is essentially stable at 79%, with a variation of just 2% over the first three Tenant Satisfaction Measure (TSM) regulatory surveys.
2. Consequently, the Council's score also remains in the top quartile compared to the median score of 69% from amongst all other local authorities in England (section 3).
3. A similar pattern is evident throughout the survey results, to the extent that only one out of the twelve TSM regulatory measures demonstrated a significant change, this being the approach to handling complaints where satisfaction has dropped by 13% (section 10).
4. However, when measured over a two-year period, or amongst the under 50s, there has also been a significant drop in satisfaction with the repairs service (section 6).
5. A key 'driver' statistical test has been used to highlight the combination of other survey questions that together are the best predictors of how tenants rate the overall satisfaction score. They are listed here in descending order of strength. The top two items are identical to last year, reinforcing the view that improving these should be the Council's top priority for increasing tenant satisfaction.
    - Repairs service received over the last 12 months (77% satisfied, section 6)
    - Provide a home that is well maintained (76%, section 4)
    - Easy to deal with (78% satisfied, section 7)
    - Listens to views and acts on them (66% satisfied, section 8)
    - Treated fairly and with respect (80% satisfied, section 8)

Repairs

6. Over three quarters of those that had received a repair over the last 12 months are satisfied with the service they received (77%). However, this rating has been trending downwards since 2023, a significant drop from 83% to 77% over that two-year period (section 6).
7. Furthermore, when tenants are asked about the time taken on the last repair, the 74% satisfaction is also eight points lower than it was two years ago, and four points lower than last year.
8. This trend in repairs satisfaction is primarily amongst the under 50s (74% v 81% satisfied with the service), which includes a 10 point drop in satisfaction for under 35s (now 71%).
9. These repairs ratings nevertheless still compare favourably against other English local authorities, where the median averages are 72% and 68% respectively.
10. Nevertheless, considering that repairs satisfaction is the strongest predictor of satisfaction overall, improving the experience should be focus for the Council. The most common complaints are again outstanding works and issues with communication (see section 12).

The home

11. The level of satisfaction amongst tenants that the Council provides a well-maintained home is stable at 76% and compares very favourably to the benchmark median of 68% being in the top quartile of all English councils (section 4).

12. The assessment of building safety is also effectively unchanged with 77% satisfaction. This too is in the top half of local authorities (median 74%).

13. A more substantial fluctuation be found in the perception of communal cleaning and maintenance, up from 51% to 57%, but this isn't statistically significant due to the low base size. However, there has also been a dip in the proportion of comments made at the end of the survey about communal cleaning so it may well be a real change. Indeed, 66% of those that receive a cleaning service are satisfied with their communal areas.

Value for money

14. There has been no change in how tenants perceive their rent value for money, with 82% feeling that it does compared to just 6% who are dissatisfied (section 5).

15. Value for money continues to be rated significantly above the overall average among tenants aged 65+, with satisfaction at 89%. In contrast, satisfaction is notably lower among tenants aged under 35 (73%). It has also increased by eight points to 90% for sheltered housing residents.

Customer service

16. The 'customer effort' score for how easy housing services is to deal with is now a key driver of overall satisfaction, with a virtually unchanged satisfaction score of 78% (section 7).

17. Further questions around respondents' last experience with customer services reveals a similar level of consistency over time, the vast majority again find staff to be friendly, approachable quick and efficient.

18. The rating for the quality of advice, being kept informed about progress and final outcome of the query are lower, all around two thirds satisfied, although this is again consistent with last year.

19. Although still lower than the ratings for telephone customer service, on average the ratings for last contact via email have increased by 10 points, most notably on speed and efficiency (68%, up 13%) and quality of response (59%, up 12%).

Communication

20. Two of the five best predictors of overall satisfaction are in this section of the survey, highlighting strong communication and customer focus scores as an important theme of this year's results (section 8).

21. The first of these is the extent to which tenants feel their views and being listened to and taken into account, so it is positive that the score of 66% continues to be in to benchmark top quartile compared to the national average of 57%.

22. Similarly, the 80% of the sample that feels they are treated fairly and with respect is unchanged since last year and above the national average.

23. When it comes to tenants feeling informed about things that matter to them, when views over a two year period there has been a significant increase in satisfaction from 65% to 72%.

Neighbourhoods

24. The rating for the positive contribution that housing services makes to the neighbourhood (60%) has been stable over the last three years and is very close to the local authority average (section 9).

25. The rating for how housing services handles anti-social behaviour also hasn't really changed over time, and in this case is identical to the average of 60% amongst similar landlords.

26. Nevertheless, it should still be noted that 15% of open text comments made by tenants at the end of the survey are about anti-social behaviour (section 12), and around a third of the sample think that anti-social behaviour and/or drugs are a problem in their local neighbourhood.

27. However, there are also statistically significant drops in the proportion who feel that dog fouling (46%), vandalism/graffiti (14%) or other crime (15%) are problems in their neighbourhood.

Complaints

28. Survey respondents are to decide for themselves if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint. This means that most are likely to be escalated service requests (section 10).

29. The benchmark average is for over a quarter of survey respondents to have made a self-defined complaint. The equivalent proportion in Tendring is slightly lower than this at 22%, this being unchanged since last year,

30. Satisfaction with how complaints are handled has unfortunately dropped by a statistically significant 13 points since last year, the only TSM measure to show such a pattern.

31. Nevertheless, at 36% it remains above the national benchmark median of 31%, just no longer in the top quartile of scores.

3. Services overall

79%

satisfied overall

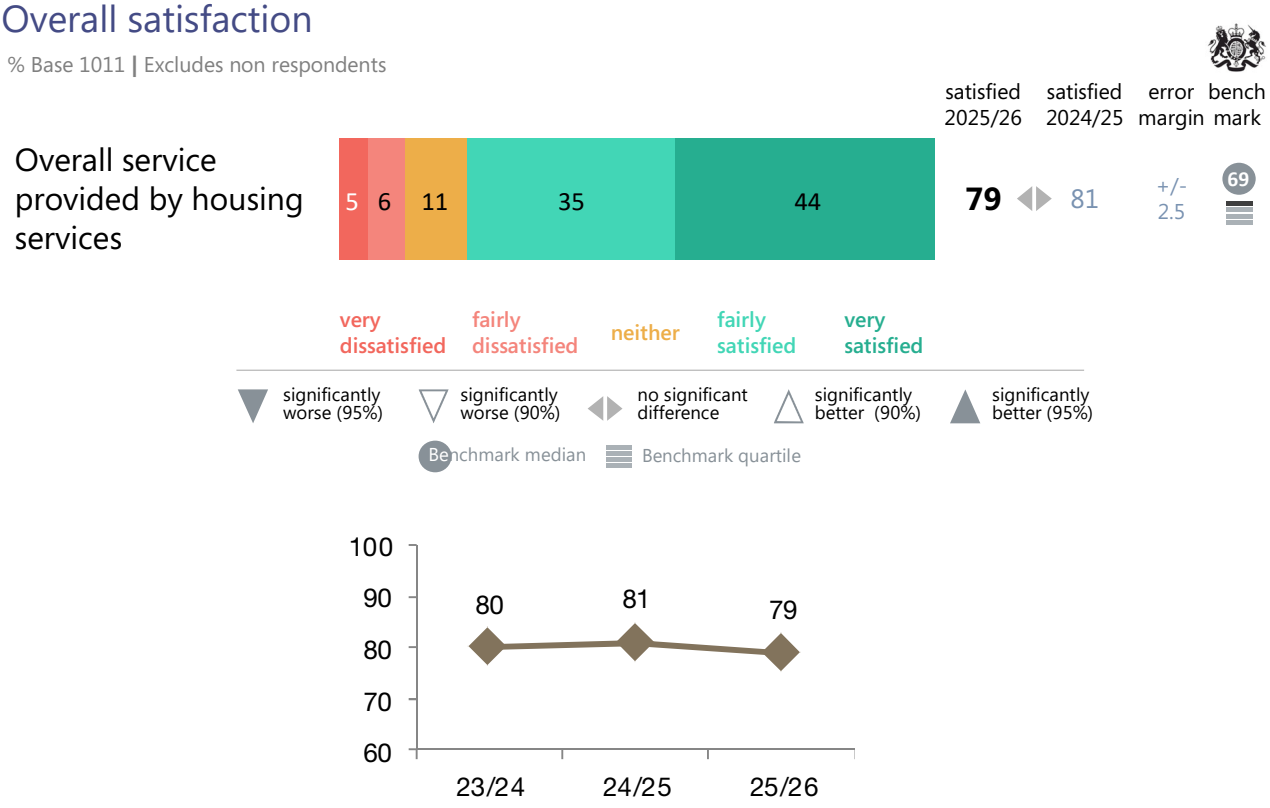
top 'key drivers'

1. repairs in last 12 months
2. home is well maintained
3. easy to deal with
4. kept informed
5. treated fairly & with respect

- Overall satisfaction is stable, varying by just 2% over the last three years
- Headline satisfaction continues to be in the top quartile compared to the national local authority benchmark
- Repairs and property maintenance continue to be key drivers of overall satisfaction
- Overall satisfaction has fallen significantly for 35-49 year olds, including a ten-point drop in the proportion 'very' satisfied

3.1 Overall satisfaction

% Base 1011 | Excludes non respondents



Overall satisfaction with the service provided by Tendring District Council Housing Services is essentially **stable** at 79%, with a variation of just 2% over the first three Tenant Satisfaction Measure (TSM) regulatory surveys. The same is true for the opposite end of the scale, where 11% are actively dissatisfied (was 10%).

This reflects the national picture, with recently published findings from the Regulator of Social Housing that there has only been a marginal increase this year, primarily due to methodology. Consequently, the Council's score still remains **well above** the national average compared to all other local authorities across England (median 69%), being in the benchmark top quartile.

The 2% variation in overall satisfaction since last year is **not statistically significant**, which means that the results of a standard statistics test on these results tell us that the difference is likely to be down to chance. This doesn't come with absolute certainty, and it doesn't automatically mean that non-significant differences are meaningless, but it does highlight those differences that we can be the most confident about.

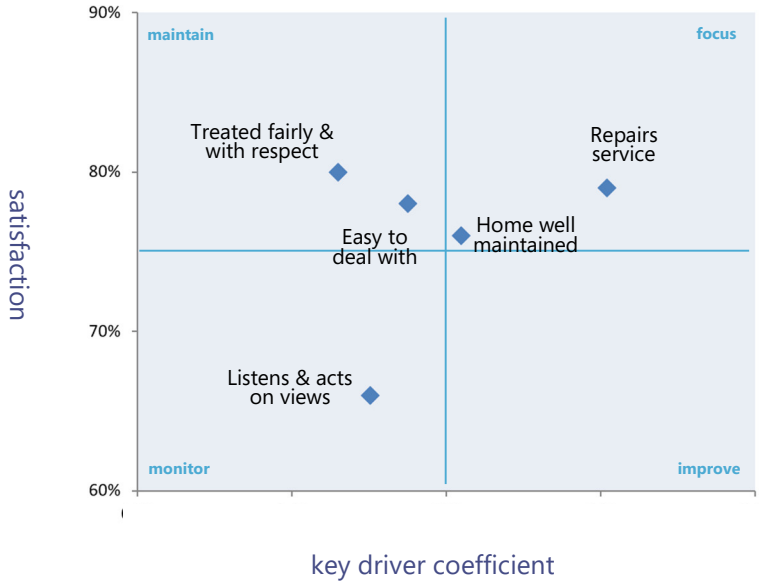
A similar pattern is evident **throughout the survey results**, to the extent that only one out of the twelve TSM regulatory measures demonstrated a significant change, this being the approach to **handling complaints** where satisfaction has dropped by 13% (section 10).

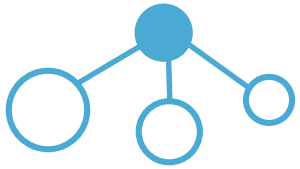
However, it should also be noted although the ratings for the **repairs service** are within the margin for error compared to last year, they do show a significant drop amongst the under 50s and when analysed over a two-year period (section 6). Furthermore, overall satisfaction is also down amongst 35-49 year olds (see below).

3.2 Key drivers - overall satisfaction

R Square = 0.68 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.

3.3 Key drivers v satisfaction





A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

Key drivers

To help in our understanding of tenant satisfaction we use another statistical test that highlights the combination of other survey questions that together are the best predictors of how tenants score the overall satisfaction score. This is known as a **key driver** analysis and is useful in identifying hidden links that respondents may not even be conscious of. This simple statistical model provides useful insight into the results, although note that there will be many other factors that it is unable to take into account.

The two best predictors of overall satisfaction are identical to those identified last year, being the linked ratings of satisfaction with the **repairs service in the last 12 months** and the standard of **property maintenance**. This is consistent with the steady drop observed in the ratings for the repairs service and clearly indicates what the priority should be for the Council to improve tenant satisfaction.

The other three items on the list are all related to **customer service** and **communication.** It is good to see that all three ratings are strong and consistent with last year, so this is probably a positive association recognising that the improvements made between 2023 and 2024 have been maintained (see sections 7 and 8).

By people

- Whilst there are some variations by **age group,** the range is a little tighter than is common in other similar tenant surveys. Nevertheless, the 65+ age group are significantly more likely to be satisfied overall (81%), which includes 50% that are very satisfied.
- Conversely, the poorest overall rating is given by respondents in the 35-49 age category (77%), primarily because at 33% the proportion of this group that are 'very' satisfied is significantly lower than both the 44% average, and the 43% achieved last year. This is most likely linked to the significant drop in the repairs service ratings amongst the under 50s (see section 6).
- There is only one significant distinction by **length of tenure**, with new tenants (under 1 year) being 5% more satisfied than average, which is typical in tenant surveys (84%).
- Once again, there is a significant difference in overall satisfaction between respondents with a **disability** and those without (77% and 84% respectively), a pattern very much evident throughout the survey findings (table 13.12).
- Whether or not a tenant had **been in contact** is also a factor on the scores throughout the survey findings, with those who had done so being significantly less satisfied overall than those who had not (73% v 84%), with the former down 6% whereas the latter has not changed compared to a year ago.

By place

- Overall satisfaction amongst **general needs** tenants has gone down by 3% to 79%, however it has increased by an identical amount amongst tenants in sheltered accommodation from 76% to 79%.
- Despite both groups being equally satisfied overall, tenants in sheltered accommodation are typically more positive with every rating than those in general needs, significantly so for half of the core TSM scores (see table 13.13).
- There is only one significant difference in overall satisfaction between the seven main **postcode districts**, with the small proportion of respondents living in CO13 significantly more satisfied than average (87%), with a rating six points higher than it was last year. This pattern is repeated for most core findings as seen in table 13.17.
- When analysed by **property type** those living in bungalows are unsurprisingly still the most satisfied group (81%, down 5%) followed by houses (81%), leaving residents in maisonettes as the least satisfied (69%, table 13.14).
- Whilst not statistically significant, respondents claiming to live in a property with **communal areas** are less satisfied than those who do not (76% v 81%), with those receiving a cleaning service provided by the council to such areas even less satisfied overall (73%).

4. The home

77% safe

76% maintained

- Satisfaction with property maintenance remains the second best predictor of overall satisfaction
- This is rated in the top quartile compared councils across England, and property safety is above average
- Although still lower than average, there is an uptick in satisfaction with communal upkeep (now 57%). This rating is higher for those who receive cleaning services (66%)
- There are also fewer comments this year about communal cleaning

The second strongest key driver of overall satisfaction across both this survey and the last is providing tenants with a **home that is well maintained** (section 3). It is therefore to the Council's credit that this score is well above the norm achieved by similar landlords (76% v 68%), being in the top quartile compared to that benchmark. It has also barely varied across the three TSM survey so far.

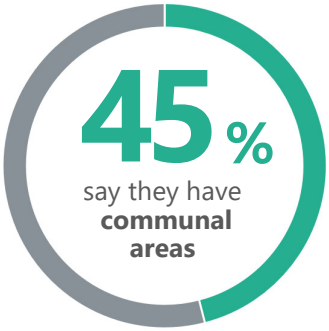
When considering another linked element of the service, namely tenants' assessment of **building safety**, this score is also broadly unchanged since last year (77% v 80%). This too is in the top half of local authorities (median 74%).

A more substantial fluctuation can be found in the perception of **communal cleaning and maintenance,** up from 51% to 57%, but this isn't statistically significant due to the low base size. However, there has also been a dip in the proportion of comments made at the end of the survey about communal cleaning (see chart 12.3), so it may well be a real change. Regardless, there is still more to do on this before the Council matches the 63% national average score.

It should be noted here that only a minority of the total survey sample are asked this question (45%), which is restricted to only those that say they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining.

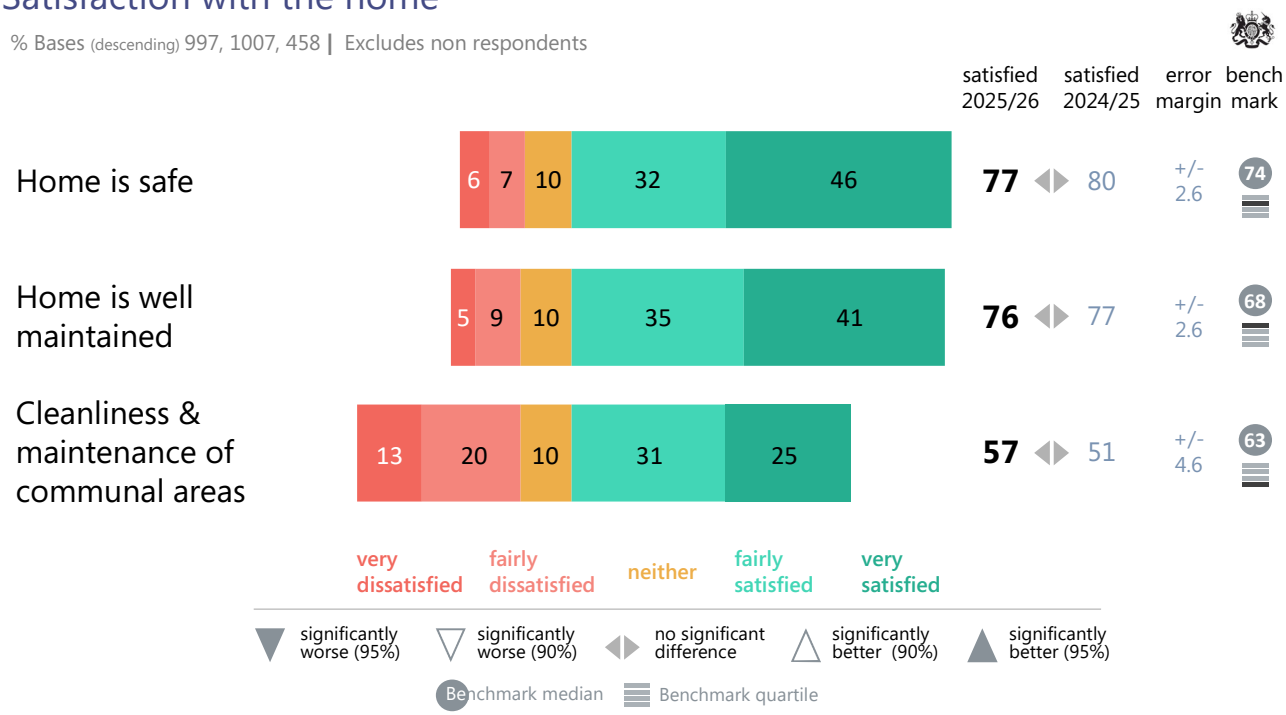
This question wording is mandatory for TSM surveys, but it does allow any tenants to answer if they believe their building has such communal areas, regardless of whether they do or not. Indeed, the **Council's records** agree for only three quarters of those that answered in the affirmative (75%). This does though appear to have no appreciable effect on how they answer, as there is no significant difference in the response between the two.

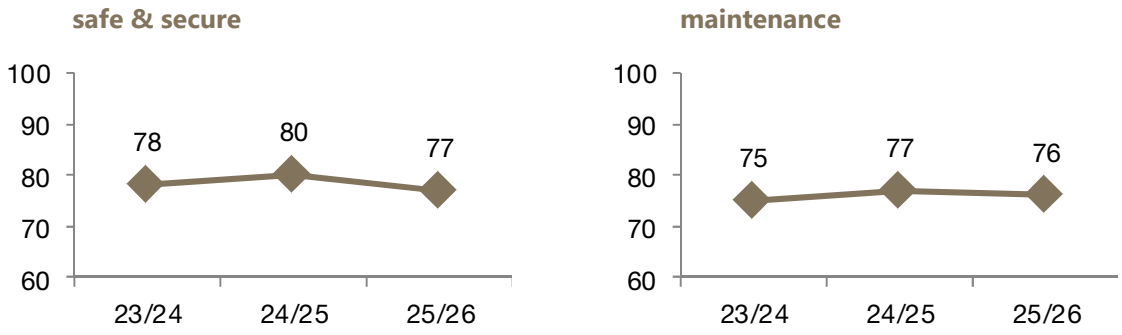
Where there is a significant difference is for those that receive a communal cleaning service for the Council, amongst whom 66% are satisfied with the upkeep of their communal areas.

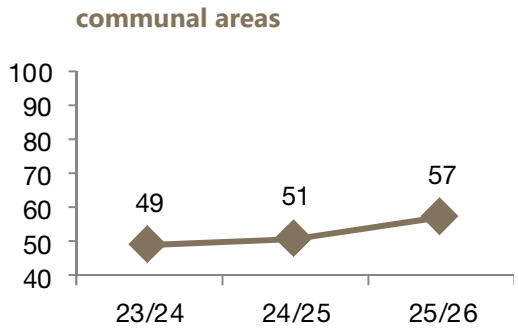


4.1 Satisfaction with the home

% Bases (descending) 997, 1007, 458 | Excludes non respondents







By people

- The **under 50s** remain significantly less satisfied than the rest of the sample with both property maintenance and safety (both 70%, see table 13.10).
- Satisfaction amongst the under 35s has dropped slightly for both; maintenance (74%, down 4%), safety of the home (69%, down 7%).
- Satisfaction with communal cleaning and maintenance has improved for every age group, albeit significantly below average for the under 35s (46%). This includes a big improvement amongst 35-49 year olds, from 38% to 53%.
- The highest ratings for maintenance and safety of the home are again to be seen amongst the over 64s (both 84%).
- Respondents **with a disability** are significantly less satisfied with the maintenance of their homes (73%), compared to 83% of respondents with no disability. An even greater disparity is evident for the safety rating – 73% 'disability', 87% 'no disability'.
- Respondents in their **first year** with the council are 4% more satisfied than average that their home is well maintained (80%) and 6% more satisfied that it is safe (83%), but when the length of tenure reaches 3-5 years, satisfaction with the safety rating becomes significantly lower than average (74%, table 13.16).

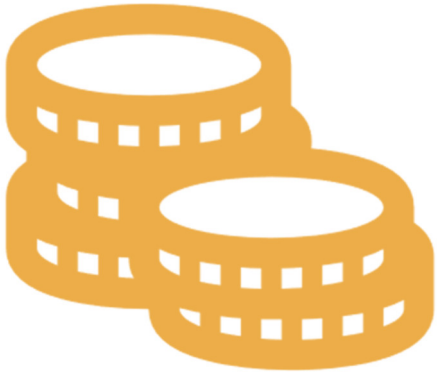
By place

- All three ratings in this section are higher for tenants in **sheltered accommodation** than general needs, significantly so in terms of maintenance (89% v 74%) which is up 12% for sheltered.
- There is a similar significant difference with the cleaning and maintenance of communal areas, with 77% of sheltered tenants satisfied, compared to only 52% for those in general needs.
- By **property type**, respondents in houses and maisonettes are significantly less satisfied with maintenance (73% and 45% respectively), compared to 81% in bungalows and 90% in bedsits.
- Respondents in bungalows are also once again the most likely to be satisfied with safety (89%) including 47% that are 'very satisfied'. As with the rating for maintenance, satisfaction with safety is significantly lower for maisonettes (59%) as well as those in flats (74%, table 13.14).
- **Property size** is also an important differentiator with those in properties with two or more bedrooms significantly less satisfied with the maintenance of their home (table 13.15).
- Maintenance is rated significantly lower than the other postcode areas in **CO7** (69%), having decreased by nine points since last year. Respondents in this area are also 5% less satisfied than they were previously with the safety of their home, however it had fallen the most in CO12, from 83% to 76%.

5. Value for money

82%

satisfied with rent value for money



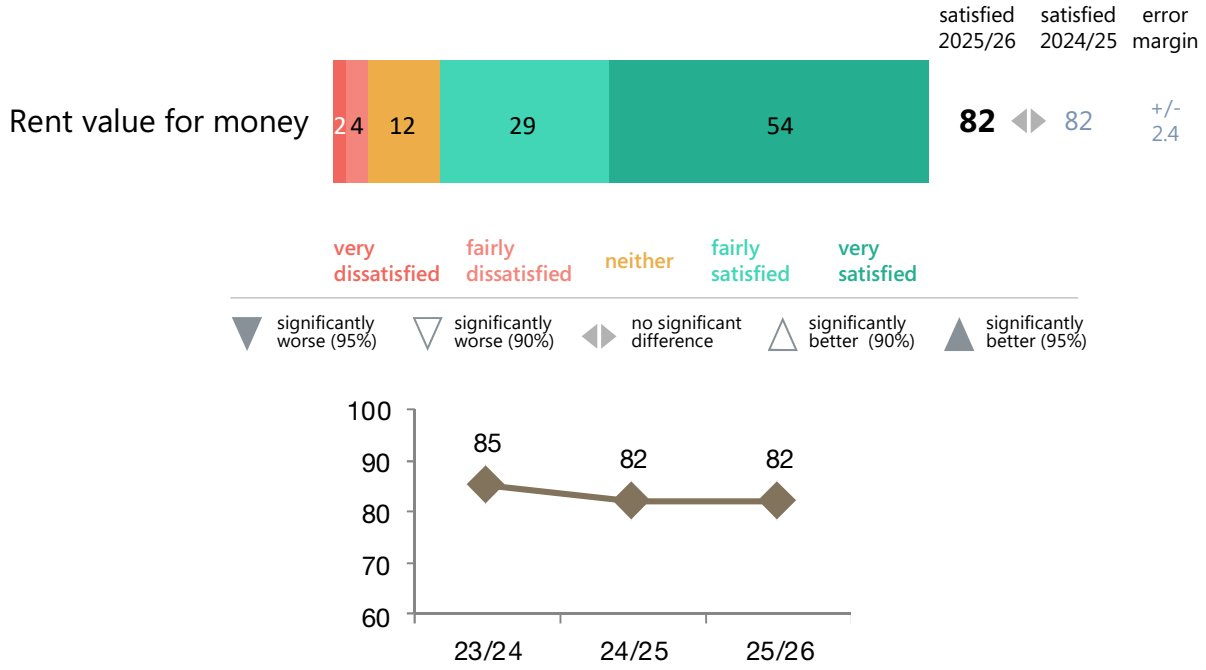
No change in this rating over the last 12 months

Satisfaction is highest amongst those aged 65+, with a substantial increase in satisfaction for sheltered housing

This rating is now longer a predictor of overall satisfaction, unlike last year when it was a minor key driver

5.1 Value for money

% Base 1002 | Excludes non respondents



Affordability is a major issue across the sector as more tenant households than ever are struggling to make ends meet. Social housing landlords have significant financial constraints in their ability to alter rents and other charges, so must demonstrate value for money in a range of other ways.

Nevertheless, there has been no change in how tenants perceive their rent value for money, with 82% feeling that it does compared to just 6% who are dissatisfied.

By people

- Value for money continues to be rated significantly above the overall average among tenants **aged 65+**, with satisfaction at 89%. In contrast, satisfaction is notably lower among tenants aged under 35 (73%).
- **New tenants** with less than one year of tenure also report significantly higher than average satisfaction with their rent (88%), although this represents a substantial decline from last year's figure of 96%. Satisfaction drops to 80% among tenants with 1–2 years' tenure and falls further still to 78% for those who have been tenants for 3–5 years, the lowest of all tenure groups.
- Households that include someone with a **disability** are significantly less satisfied that their rent represents value for money compared with households without a disabled member (79% v 88%).

By place

- Tenants in **sheltered accommodation** are now significantly more satisfied than those in general needs with how they feel about value for money (90% v 81%) and whilst the latter has barely changed, satisfaction amongst the former has increased by 8%.
- There are some significant differences in the rating for rent by **postcode district**, with satisfaction again significantly above average in CO13 (95%), but significantly lower than average in CO16 (80, was 79%).
- In terms of **property type**, there is no difference with the rating between flats and houses (both 82%), with those in bungalows being significantly more satisfied than average (85%) but 6% less so than a year ago (was (91%).

6. Repairs

77% service in last 12 months

74% time taken to complete repair

- Satisfaction with the repairs service over the last year is once again the strongest key driver of overall satisfaction
- Unfortunately, both ratings in this section have been trending downwards since 2023
- The decline is most evident amongst younger tenants aged under 50
- These repairs ratings nevertheless still compare favourably against other English local authorities

One of the primary candidates that might explain the small downtick in overall satisfaction (section 3), plus the considerably larger drop in in how well complaints are seen to be handled (section 10) is whether tenants feel satisfied with the **repairs service they received** over the last 12 months.

Although this hasn't changed by a statistically significant margin since last year, it is close to that threshold being four percentage points lower (77% v 81%). It has, however, dropped significantly compared to the score two years ago (was 83%), and is also now significantly worse than it was amongst the under 50s (see below).

The pattern is similar for the second regulatory measure that asked about the **time taken** on the last repair. In this case the 74% satisfaction score is now 4% lower than it was last year, but with an eight-point drop compared to the year before.

In both instances these ratings are still comfortably **above the median** average for other local authorities in England (72% and 68% respectively), but the downward trend should still be a concern. This is especially so when considering that the repairs service overall remains the strongest **key driver** of overall satisfaction, being just ahead of property maintenance which itself is on a similar topic (section 3).

In terms of those areas of the repairs service that might need the most improvement, if judging by the additional comments made by tenants at the end of the survey, the most pertinent are once again about **outstanding jobs** and the need for **better information and communication** about progress on repairs reports (see section 12).

By people

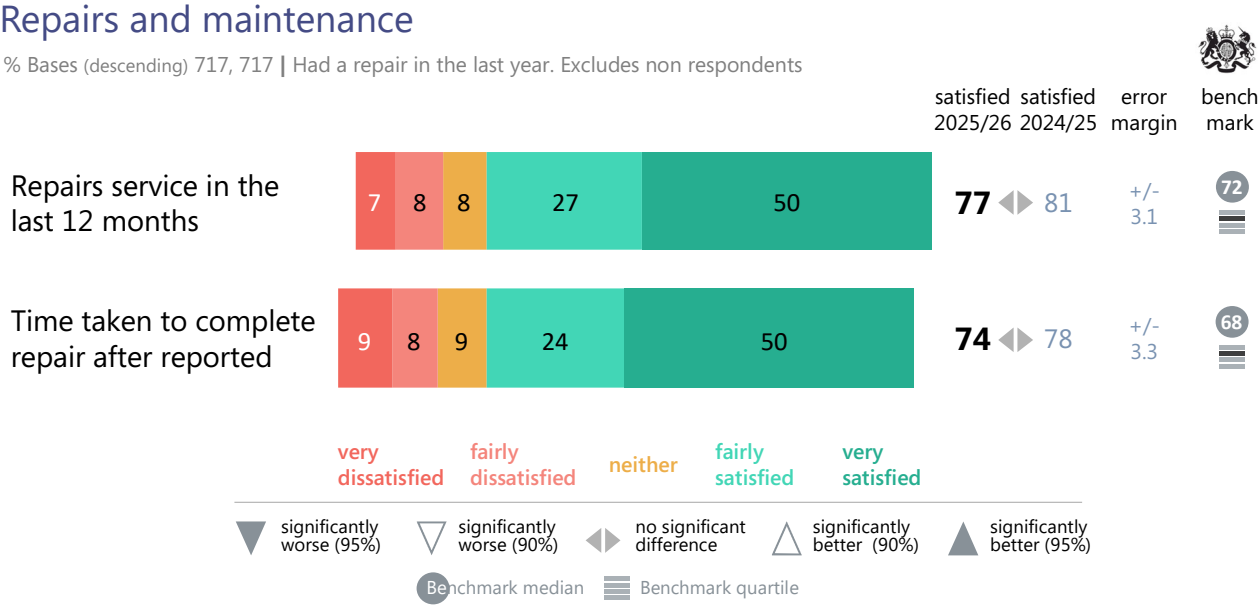
- There is a significant decline in satisfaction with repairs overall amongst the **under 50s** (74% v 81%), which includes a 10 point drop in satisfaction for under 35s (now 71%).
- The same pattern is there for under 50s for time taken on the last repairs, albeit not quite as strong (71% v 77%).
- For the older age groups there are only minor variations, with retirement age tenants being the most satisfied group (83%).
- Note that whilst both repairs scores are significantly higher amongst white British respondents than the small number of respondents those from an ethnically diverse background, this is probably only because the latter are on average much younger (table 13.11).

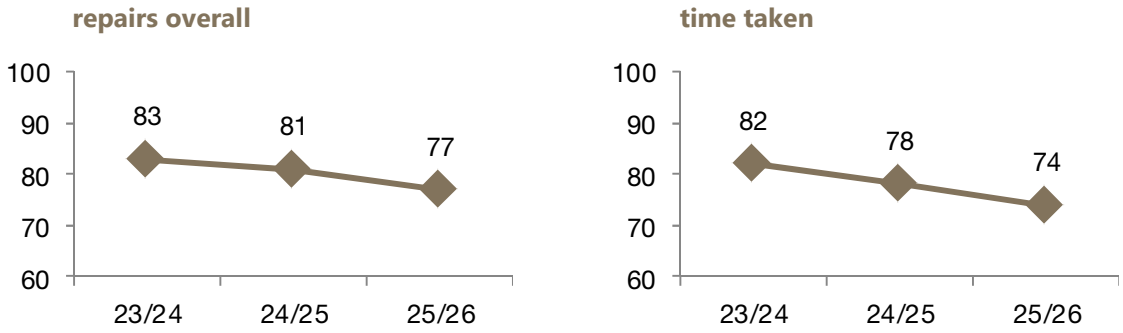
By place

- Tenants in **sheltered accommodation** are more satisfied than general needs on both questions, most notably with the time taken which is a significant variation (82% v 74%, table 13.13) and is very different to a year ago when both groups were equally satisfied (was 78%).
- Tenants in the CO7 **postcode** are both significantly less satisfied with the repairs service overall (70%) and are far less satisfied than they were a year ago (was 84%). The same is true for repairs timeliness (72%), which is down by seven points (table 13.17).
- Satisfaction with the repairs service overall has also dropped by 6-7% in C014, C015 and CO16. The only sizeable area to see a small increase is C011 (73% v 69%).
- The repairs service overall is rated notably lower compared to a year ago amongst respondents in **bungalows** with satisfaction falling from 90% to 80%, with a more modest 4% fall seen amongst those in flats (78%, was 82%) and houses (74%, was 78%).

5.1 Repairs and maintenance

% Bases (descending) 717, 717 | Had a repair in the last year. Excludes non respondents





7. Customer service

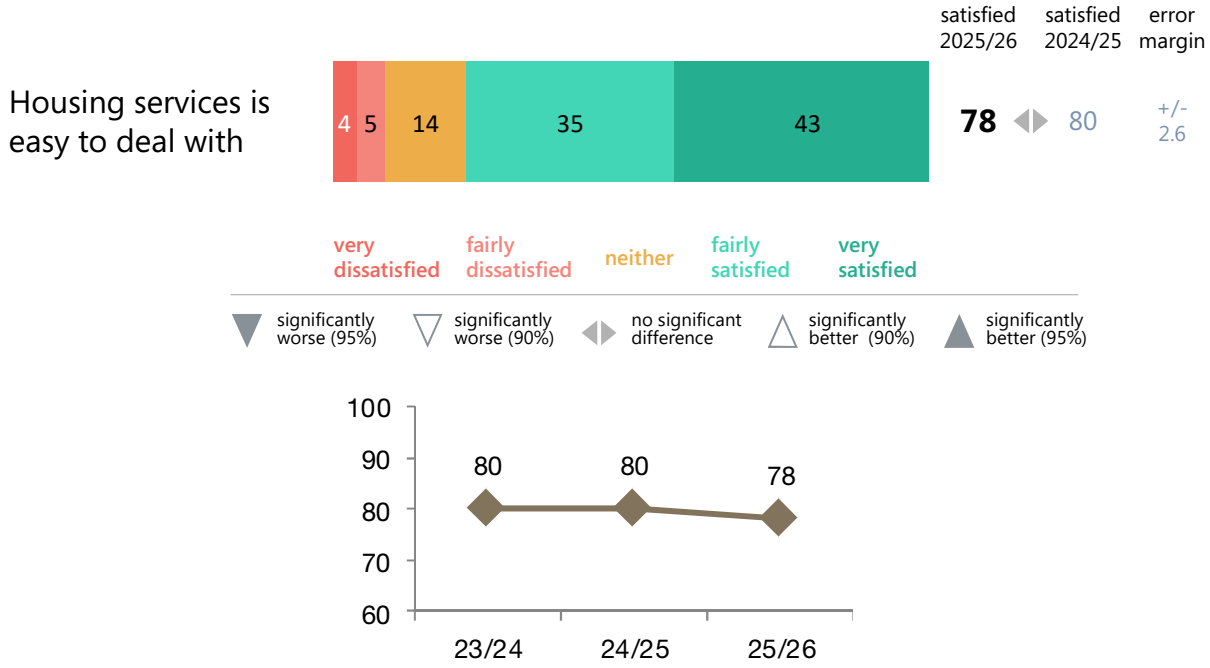
78%

easy to deal with (customer effort)

- The ‘customer effort’ score for how easy housing services is to deal with is now a key driver of overall satisfaction
- When making contact, the vast majority again find staff to be friendly, approachable quick and efficient
- Although still lower than the ratings for telephone customer service, there are big improvements in these scores where the last contact was via email, especially speed of response

7.1 Easy to deal with

% Base 997 | Excludes non respondents



Whether or not the housing service is **easy to deal with** isn't one of the twelve TSM questions required by the regulator but is instead focused specifically on the customer service experience, being considered a way of scoring the level of **customer effort** required to interact with a service provider.

As is evident from chart 7.1 above, this score is similar to many other survey results being essentially **unchanged** since last year (now 78%). However, what is different to a year ago is that this rating has more predictive value than it did before, being a key driver of overall satisfaction, alongside a couple of other communication ratings (see section 3 and 8).

This general impression of how easy it is to access the Council's Housing services is borne out by the further questions around respondent's last experience with customer services (if within 12 months). This reveals more consistency over time, with most finding staff to be both **friendly and approachable** (86%) plus **quick and efficient** (75%).

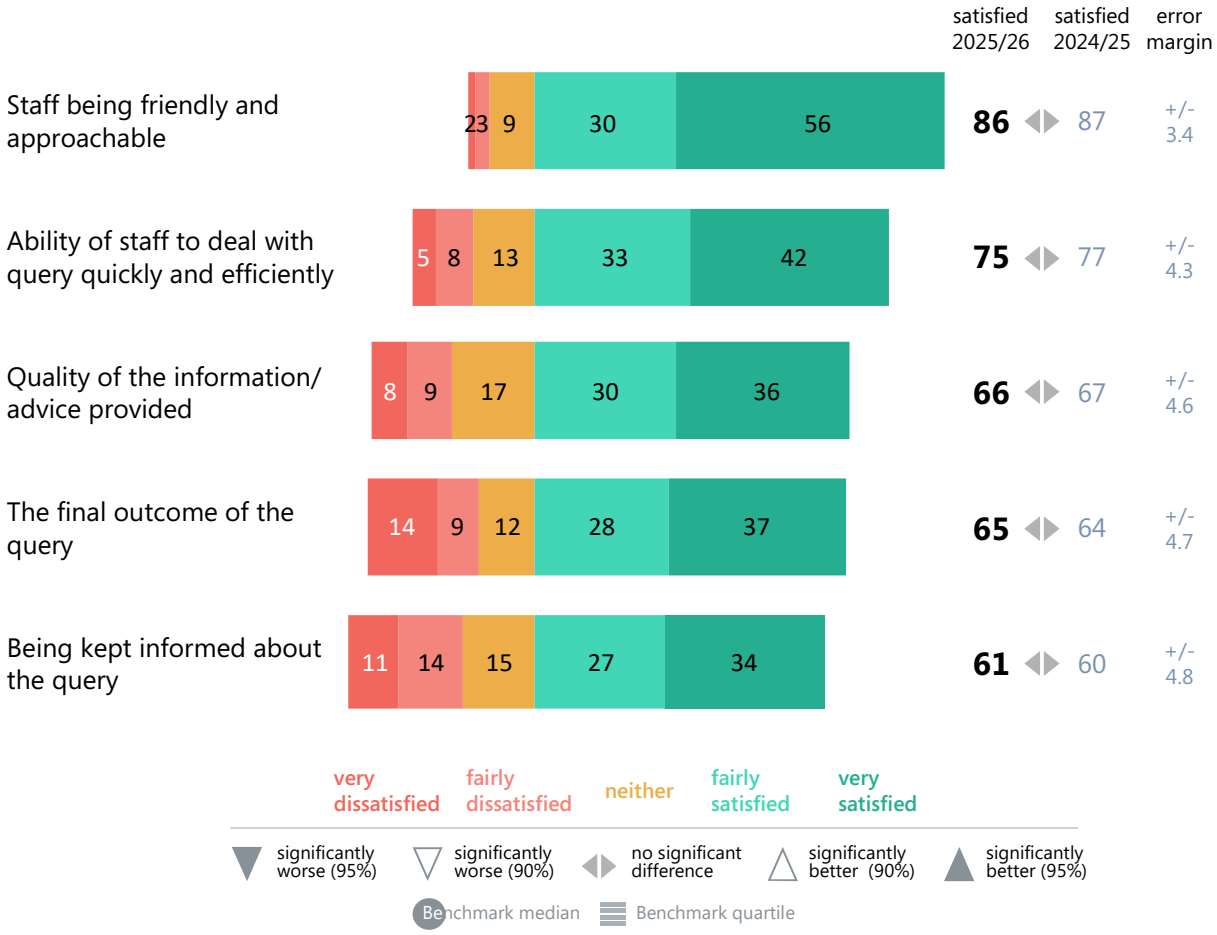
The rating for the quality of advice, being kept informed about progress and final outcome of the query are lower, all around two thirds satisfied, although this is again consistent with last year.

Most contacts are made via either **phone** (74%) or **email** (25%), but there continues to be significant differences between the two methods on every satisfaction rating in favour of telephone, although the gap has closed (table 7.4).

Indeed, on average the ratings for last contact **via email have increased** by 10 points, most notably on speed and efficiency (68%, up 13%) and quality of response (59%, up 12%).

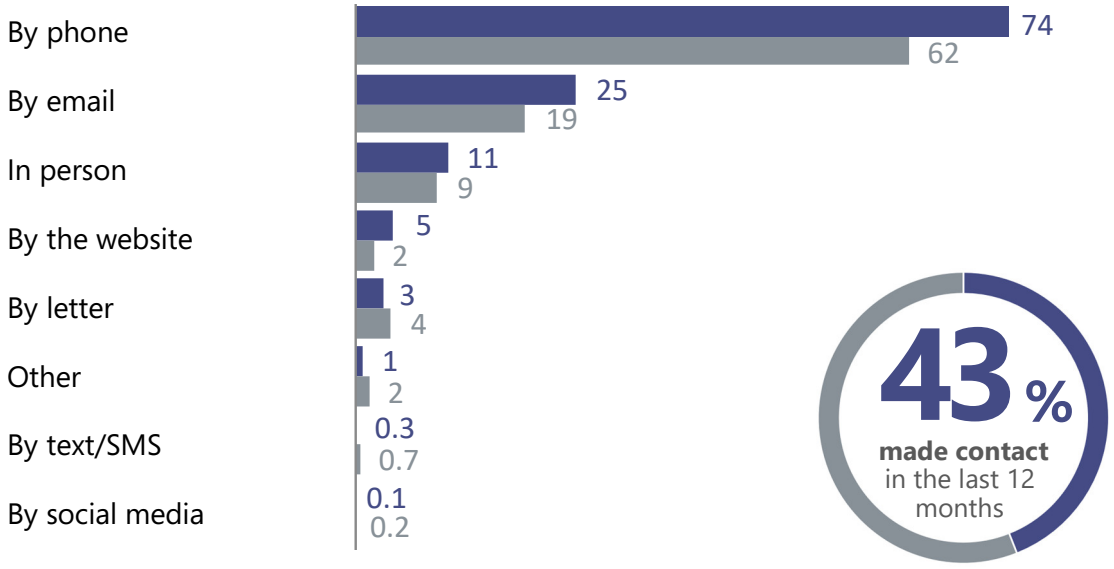
7.2 Last contact

% Bases (descending) 434, 432, 429, 423, 431 | Had contact in the last 12 months. Excludes non respondents.



7.3 Method of last contact

% Base 438 | Made contact in the last year



7.4 Last contact by method

% positive

	Overall	In person	Phone	Letter	Email	Website
sample size	1020	46	621	15	109	20
Friendly & approachable staff	**86**	88	88	72	82	83
Dealt with query quickly & efficiently	**75**	73	77	55	68	73
Kept informed	**61**	58	63	52	54	67
Quality of info & advice	**66**	73	68	55	59	59
Final outcome	**65**	62	72	48	52	57

Key
Better @ 95% confidence
Better @ 90% confidence
Worse @ 90% confidence
Worse @ 95% confidence
*see appendix for more detail

By people

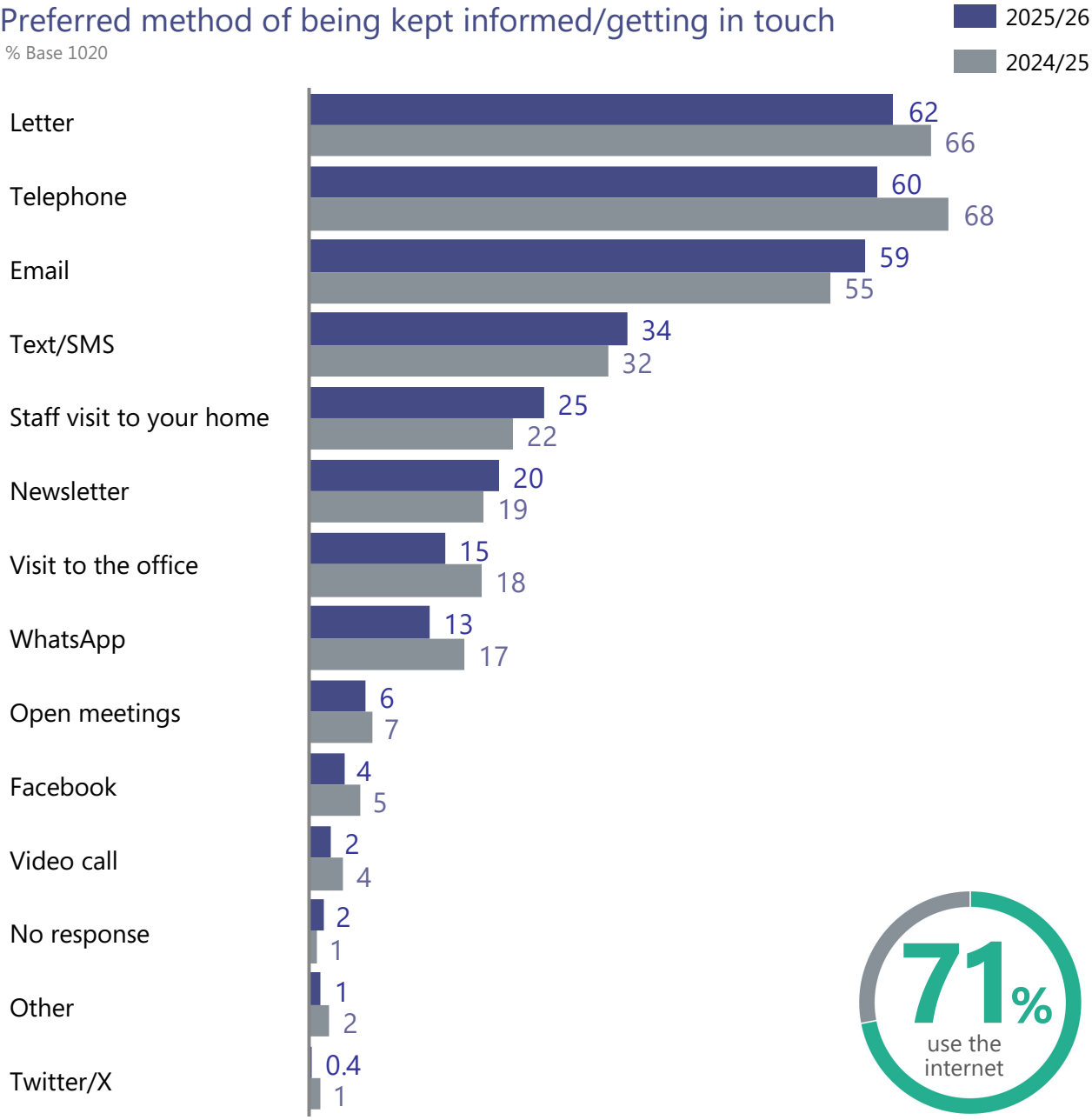
- **Older** respondents are again markedly more satisfied that the council is easy to deal with than those aged 35–64 (84% vs 74%), while satisfaction among the youngest group sits at 78%.
- Whilst the under 35s are notably the least satisfied group when it comes to rating friendliness and approachability (77%, 9% below average), they are typically more satisfied than average with every other aspect of their last contact.
- **New tenants** in their first year of tenure are more satisfied than average that housing services are easy to deal with (80%), however this has fallen from 90% a year ago. Satisfaction is lowest for respondents who have been a tenant for 3 – 5 years (74%).

By place

- Tenants in **sheltered** accommodation are more satisfied than those in general needs that the council are easy to deal with (85% v 77%) however they are once again notably less satisfied with most aspects of their last contact than those in general needs, especially so with the ability of staff to answer a query (57% v 75%) and with being kept informed (48% v 62%).
- Indeed, both latter two ratings had fallen dramatically amongst sheltered tenants compared to a year ago as they are now 13% less satisfied with the ability of staff to deal with their query and 17% less satisfied with being kept informed.

7.5 Preferred method of being kept informed/getting in touch

% Base 1020



8. Communication

66% listens to acts and views

80% treated fairly & with respect

- Communication is a theme of the survey results, with three of the five key drivers on this topic
- All three ratings in this section are above the national average, with listening to tenants views being in the top quartile
- Over a two year period there has been a significant increase in the proportion who feel they are kept well informed
- Sheltered housing tenants are also now significantly more likely than before to feel they are being listened to

In the current survey two of the five best predictors of overall satisfaction are in this section of the survey, with third being the customer effort score (see section 7), highlighting the strong scores achieved for communication and customer focus is an important theme of this year's results.

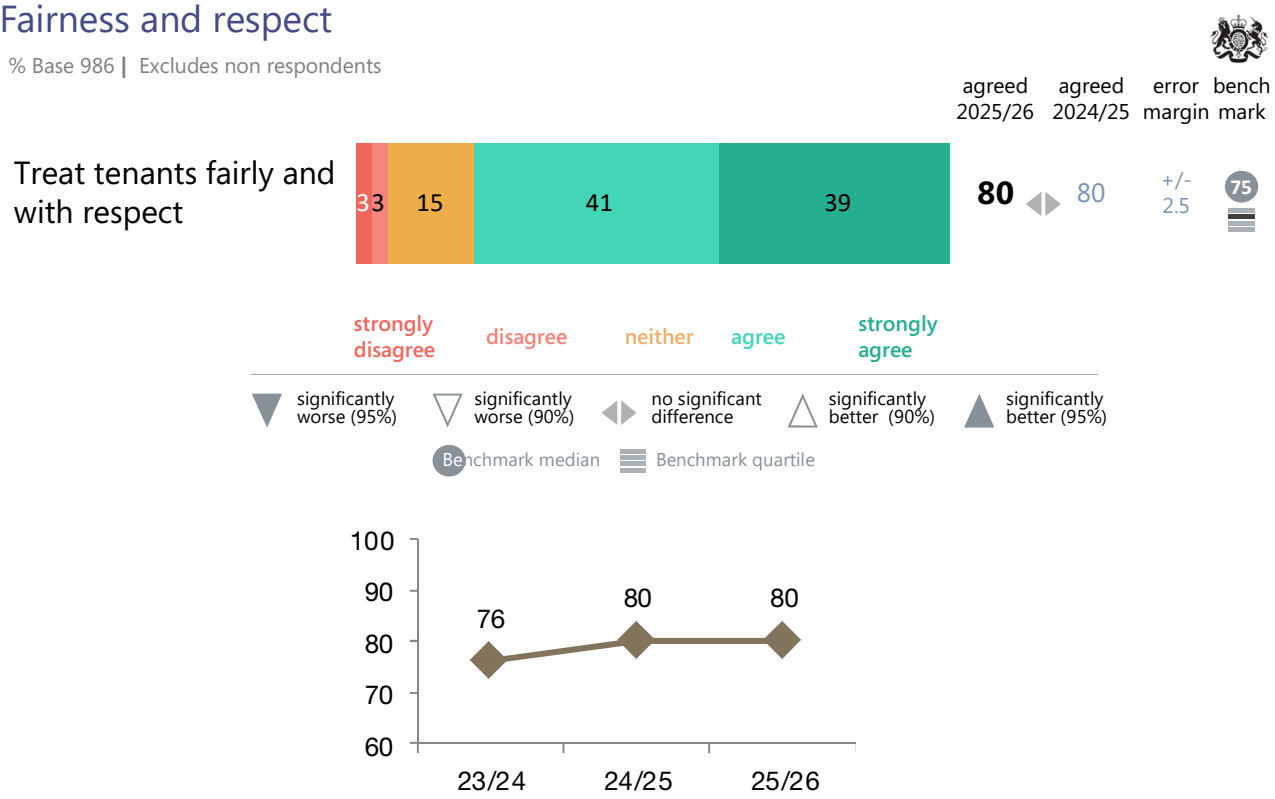
The first of the two key drivers in this section is the extent to which tenants feel their views and being **listened to** and taken into account, so it is positive that the score of 66% continues to be in to benchmark top quartile compared to the national average of 57%.

A similar pattern is true for the two other TSM ratings in this section of the survey, which are both also unchanged over time and rated slightly above the equivalent benchmark. This includes 80% of the sample that feels they are **treated fairly and with respect**, and 72% who feels they are **kept informed** about things that matter to them. On the latter measure, there is some evidence of slow improvement over time as whilst the comparison between this year and last shows no significant change, there is one between 2023 and 2025 (up 7%).

Indeed, this positive impression continues elsewhere in the survey results, as only a small proportion of comment made at the end of the survey are about customer service and communication (excluding repairs specific communication, see section 12).

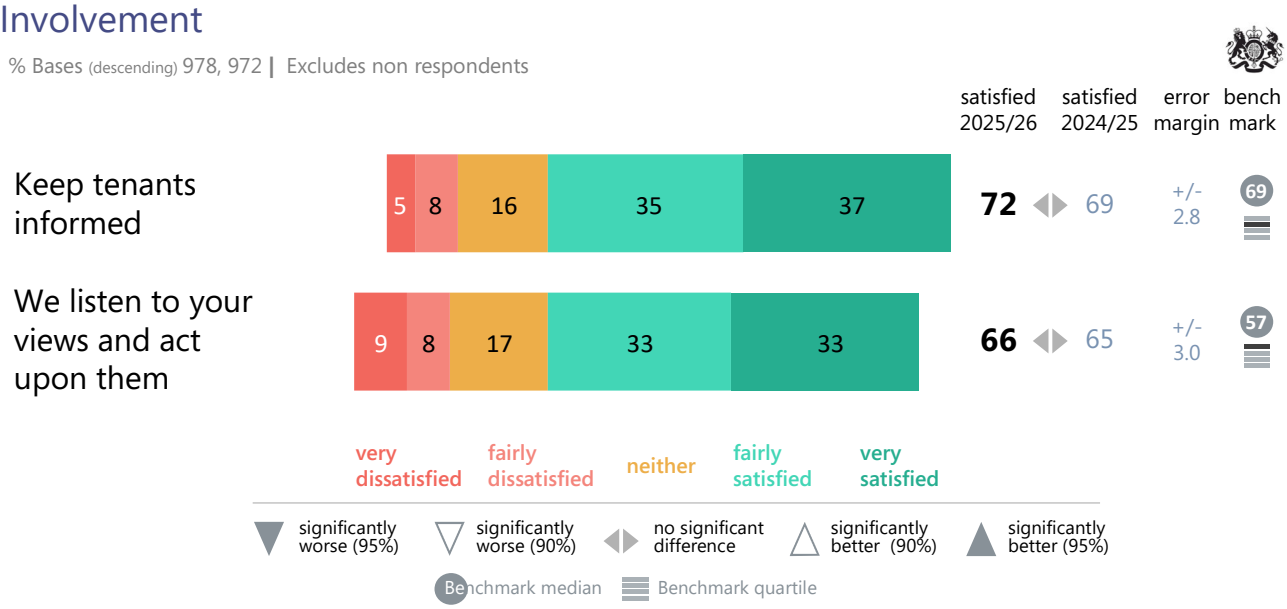
8.1 Fairness and respect

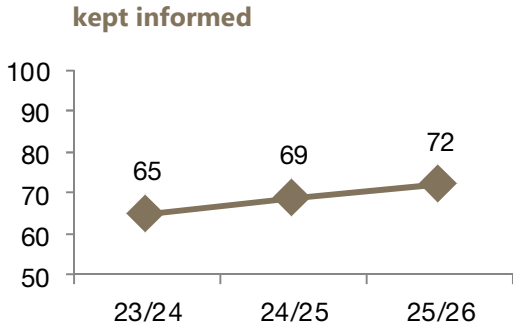
% Base 986 | Excludes non respondents

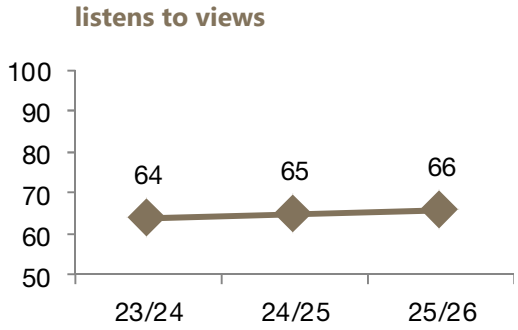


8.2 Involvement

% Bases (descending) 978, 972 | Excludes non respondents







By people

- All scores are significantly lower than average for the **35-49** year olds, and above average for those of retirement age, significantly so for listening to views and being kept informed (see table 13.10).
- Nevertheless, it is noted that the under 35s a little more likely to agree that they are treated fairly and with respect than a year ago (85%, was 81%) and are far more satisfied that they are being kept informed than they were previously (77%, was 68%), with both scores now significantly above average. This group are also more satisfied with being listened to (65%, was 61%).
- **New tenants** are typically more positive than average with most aspects, especially being listened to and having views acted upon (78% satisfied), which is 12-points above average (table 13.16).
- Respondents who have recently **had a repair** are significantly less satisfied with being kept informed than those who have not had a repair (70% v 75%).
- The small group of respondents from a **diverse ethnic** background are more positive than the rest of the sample with all measures in this section, significantly so in terms of being treated fairly and with respect (85% v 80%, table 13.11).
- Respondents with a **disability** are significantly less satisfied than average with being listened to and being kept informed (61% and 69% respectively), compared to 74% and 78% amongst those with no disability. The former are also less likely to agree they are being treated fairly and with respect (77% v 85%, table 13.12).

By place

- Respondents in **sheltered accommodation** remain more positive with every rating than those in general needs, significantly so with being treated fairly and with respect (85% v 79%). This includes an eight point increase in the proportion of sheltered tenants that feel they are being listened to (now 69%, table 13.13).

9. Neighbourhood

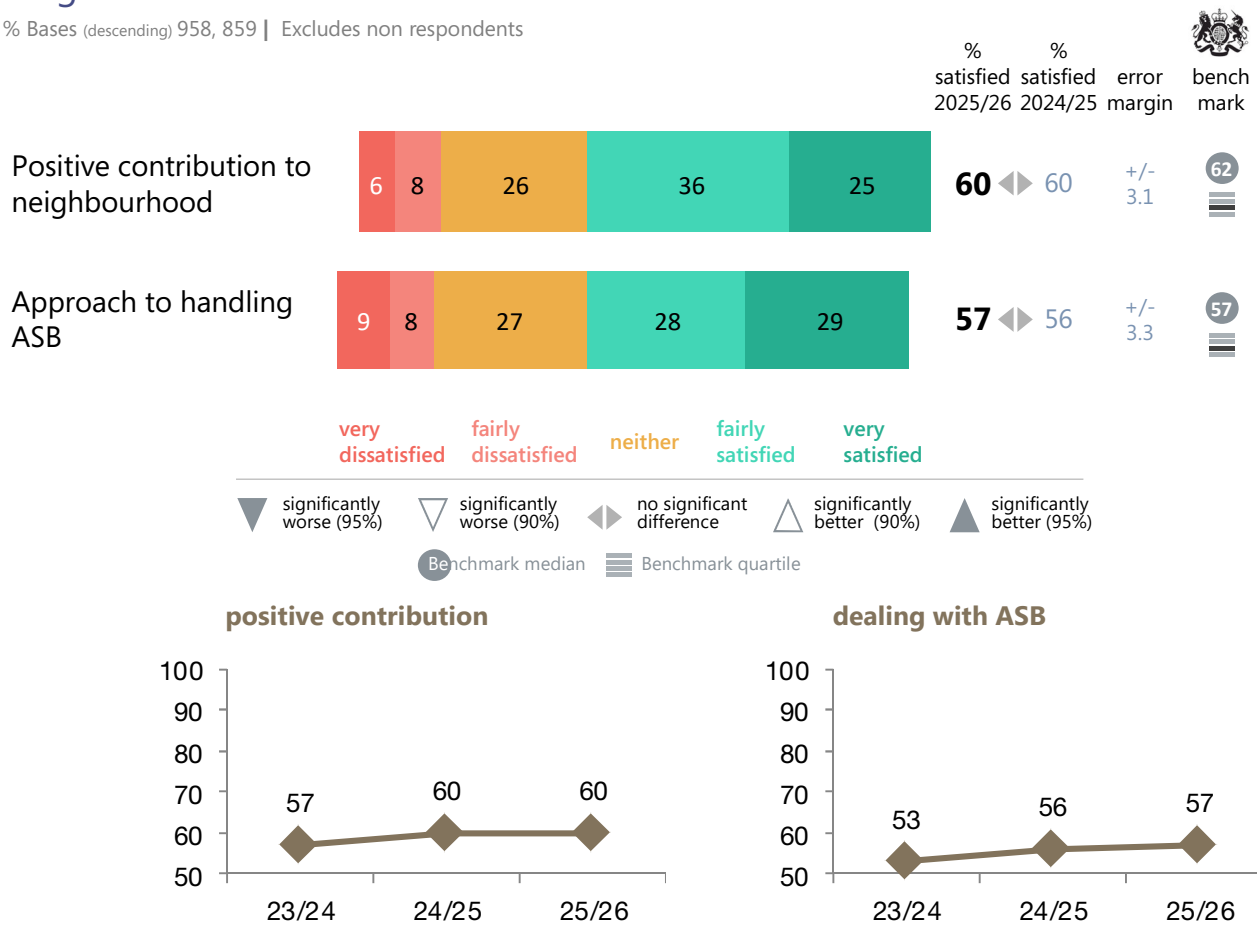
60% a positive contribution to the neighbourhood

57% approach to handling ASB

- There is virtually no change in either of these scores over the past year
- They are also very consistent with the average scores across the country for other local authorities
- Nevertheless, issues in the neighbourhood are the most common topics for additional survey comments, including 15% of all comments being about anti-social behaviour
- Many comments are also about parking, and 26% say this is a major problem

9.1 Neighbourhood

% Bases (descending) 958, 859 | Excludes non respondents



In keeping with the pattern of overall satisfaction, the neighbourhood management scores are **stable,** including a similar 3% variation over the past three surveys on how tenants' rate housing services' contribution to their neighbourhood.

Indeed, the **positive contribution** that housing services makes to the neighbourhood score is almost identical to the average across all local authorities in England (60% and 62% respectively), although the Regulator has cautioned against drawing too many conclusions from such comparisons, due to the wider than normal variation in these scores, some of which are related to survey methodology.

Indeed, around a quarter of those that responded to this question chose the middle point on the scale, which is normally indicative of a lack of knowledge or certainty on a topic.

This pattern is also evident amongst respondents when asked about how their landlord handles **anti-social behaviour**, with 27% simply ticking the 'neither' middle point on the scale, compared to just over half that are satisfied (57%) and 17% that are actively dissatisfied. This high degree of uncertainty is common for this question too, to the extent that the Council's score is identical to that for similar landlords (benchmark 57%).

This isn't to say that neighbourhood issues aren't important to many tenants, indeed this is the most common topic mentioned in the open text comments at the end of the survey. This includes 15% of commentators who mention antisocial behaviour issues, including **drugs, noise and other nuisance** (section 12).

Indeed, as is evident from chart 9.2, around a third of the survey sample still say that drugs or noise are a problem in their neighbourhood, with over one in ten in each case claiming this to be a major problem.

On a more positive note, the survey results suggest that there may some small improvements being noticed by tenants, as there are statistically significant drops in the proportion who feel that **dog fouling** (46% v 50%), **vandalism/graffiti** (14% v 17%) or **other crime** (15% v 19%) are problems in their neighbourhood.

However, the most common issues remain **rubbish/litter** (53% problem, including 19% major problem) and **car parking** (53% problem, including 26% major problem). Indeed, there are also many additional comments made by respondent on the topic of parking (section 12).

By people

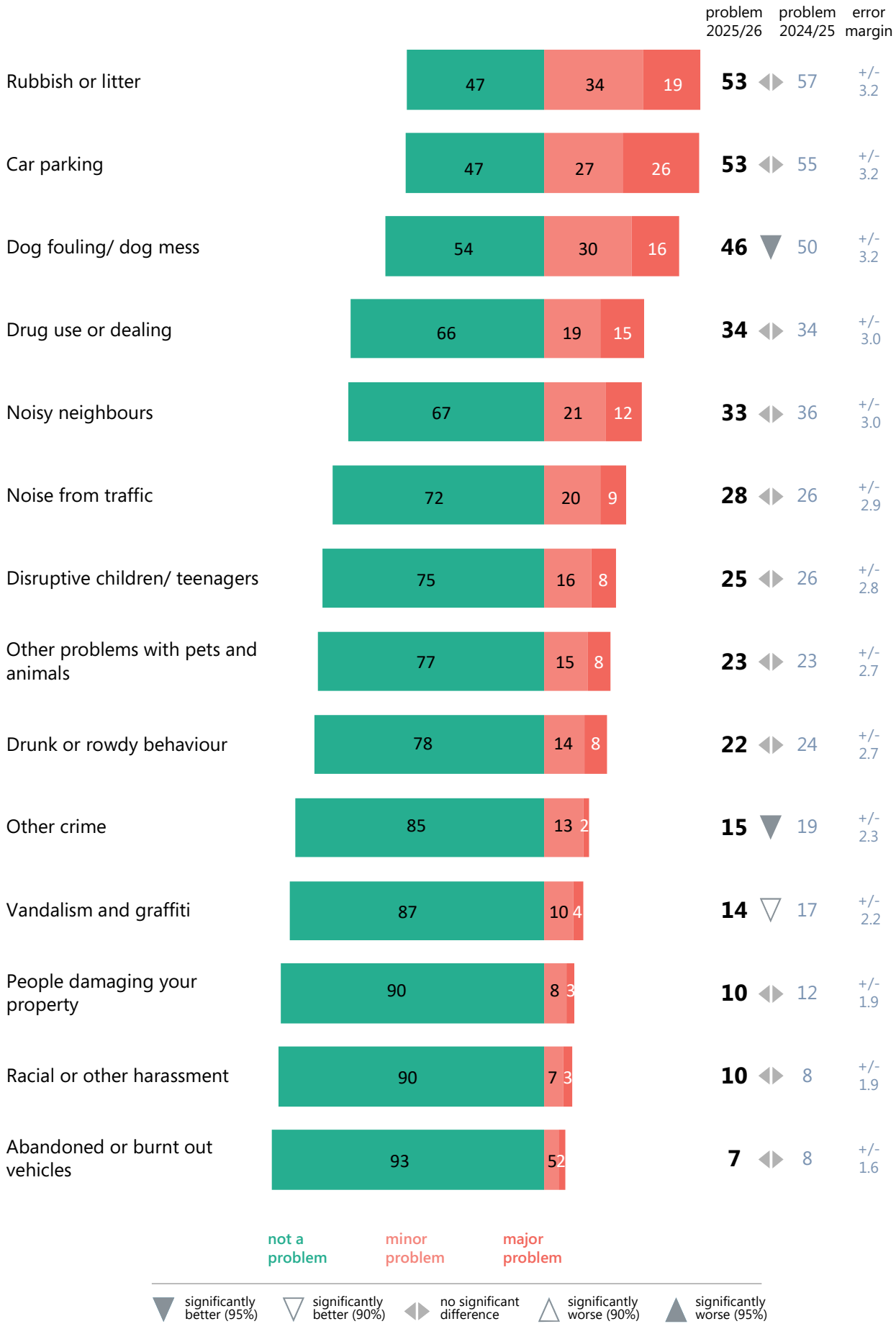
- Satisfaction with the contribution to the neighbourhood is rated highest for the **65+ age group** (69%, up 1%), whilst only 58% of 50–64 year olds say the same. Once again, the 35–49 year group is the least satisfied (54%, table 13.10).
- For the ASB question the lowest score is given by the 50-64 year olds (52%), with those aged 65+ also giving a score that differs significantly from other age groups (62%).
- **New tenants** (under 1 year) are the most satisfied with the council's contribution to their neighbourhood (70%, 10% above average) and their approach to handling ASB (71%, 14% above average, table 13.16).
- Respondents with a **disability** are again significantly less satisfied than average with the council's contribution to where they live and how they handle ASB (58% and 53% respectively), compared to 67% and 63% for those with no disability.
- The small group of respondents from an **ethnically diverse** background are more satisfied than white British tenants with the council's contribution to their neighbourhood (72% v 61%) and are 10% more satisfied with how ASB is handled (66% v 56%).

By place

- Tenants in **sheltered accommodation** are now significantly more satisfied than general needs tenants with housing service's contribution to their neighbourhood (71% v 59%). A similar pattern is evident for the ASB rating (72% and 55% respectively) with both scores identical to that reported in the last survey.
- By **postcode district**, CO12 residents report significantly lower than average levels of satisfaction with the council's contribution to their neighbourhood (53%). On the other hand, CO13 give a significantly higher score (72%), although there are far fewer respondents in this area than in others (table 13.17).
- Respondents in CO12 also view the majority of neighbourhood issues as significantly more of a problem, whilst most of the top neighbourhood issues are significantly less of a problem in CO11 and CO13 (table 9.3).
- Issues with drug use and dealing is again more prevalent in the CO16 postcode area, with this area also significantly more likely than average to suffer from disruptive children/teenagers (table 9.3).
- Around two thirds of respondents in CO11 are satisfied with how the council deal with ASB (63%, up 8%) which is significantly higher than average. Satisfaction is now significantly lower in CO15 (51%) having fallen from 65% in 2024-25.

9.2 Neighbourhood problems

% Bases (descending) 949, 958, 948, 944, 942, 955, 943, 936, 939, 933, 934, 934, 932, 936 | Excludes non respondents.



9.3 Neighbourhood problems by area

% problem

	Overall	CO7	CO11	CO12	C013	CO14	CO15	C016
sample size	1020	115	126	277	41	50	151	261
Car parking	**53**	59	43	60	46	43	57	47
Rubbish or litter	**53**	36	47	60	40	51	59	56
Noisy neighbours	**33**	29	26	38	30	35	34	34
Dog fouling/ dog mess	**46**	52	45	50	27	25	50	44
Other problems with pets & animals	**23**	23	28	20	17	20	26	23
Disruptive children/ teenagers	**25**	17	20	25	27	21	28	28
Racial or other harassment	**10**	9	6	13	0	12	6	11
Drunk or rowdy behaviour	**22**	13	15	28	10	21	27	21
Vandalism and graffiti	**14**	12	10	16	10	11	13	14
People damaging your property	**10**	7	9	11	5	8	11	13
Drug use or dealing	**34**	26	24	36	15	34	37	41
Abandoned or burnt out vehicles	**7**	6	3	5	5	4	8	14
Other crime	**15**	16	10	14	2	8	17	22
Noise from traffic	**28**	27	20	30	26	19	33	30

Key
Better @ 95% confidence
Better @ 90% confidence
Worse @ 90% confidence
Worse @ 95% confidence
*see appendix for more detail

10. Complaints

36% complaints handling

22% said they complained

- Be aware that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests
- Satisfaction with how it is handled has dropped by 13% since last year, the only TSM measure to show such a pattern
- Satisfaction nevertheless remains above the national average, but is no longer in the top quartile

10. Complaints

The Tenant Satisfaction Measures framework was designed to cover the most widespread concerns amongst social housing tenants, including using language that relates to the everyday experiences of using these services. This includes asking survey respondents to **decide for themselves** if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint.

Accordingly, for tenants this covers a wide range of interactions, few of which are typically formal complaints, with many more being **escalated service requests** such as following up on issues with previously reported repairs.

Indeed, from 2024/25 data for local authority landlords published by the regulator, an average of 27% of survey respondents say they have **made a complaint** using this less formal definition.

This proportion is similar in Tendring, where for the last two years in a row, 22% of the survey sample claim to have made a complaint.

Nevertheless, satisfaction with how such complaints or escalated service requests are managed has **significantly worsened** since last year (36% v 49%), the only rating statement in the whole survey to show this pattern.

That said, it remains **above the national benchmark** median of 31%, just no longer in the top quartile of scores.

The exact reason for the deterioration in this score isn't immediately apparent from the survey results, although it is possible that it is linked to the downward trend in the ratings for the repairs service, this being the most common reason for tenants to interact with their landlord (see section 6).

By people

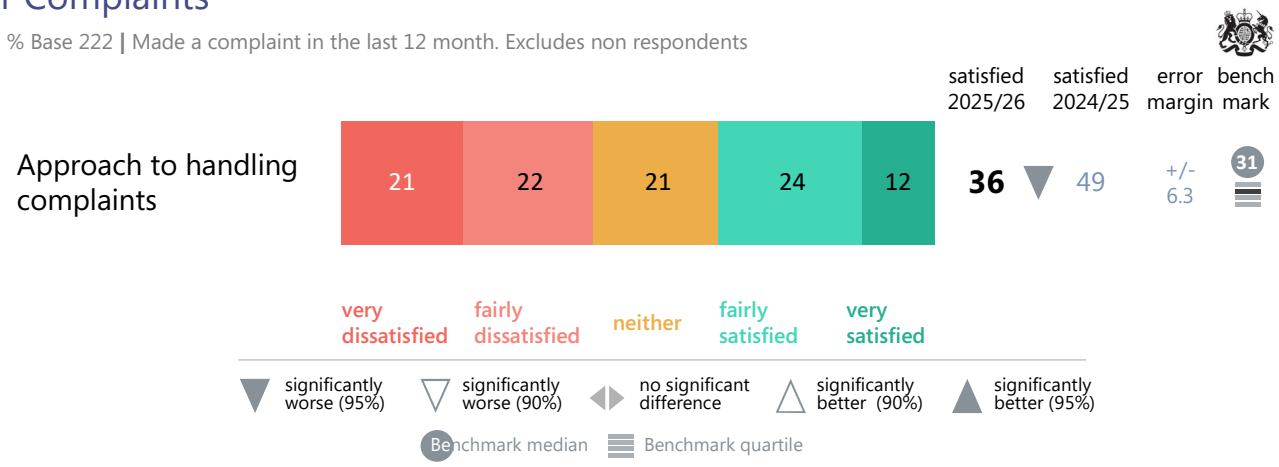
- Younger tenants aged **under 35** are the least likely to have complained to the Council than any other age group (16%). In comparison, around a quarter of the other three main age groups say they have complained, and this figure is highest amongst the 50-64 year olds (25%).
- However, this group are the most satisfied with how these complaints are handled (43%), compared to just 26% of the under 50s. It should be noted that this score is particularly low amongst the under 35 age category, but this sub-group is very small so it includes just 14 actively dissatisfied households (table 13.10).
- Once again, tenants who **had a repair** in the previous year are more likely to complain than those who have not (24% v 18%).
- Respondents with a **disability** are nearly twice as likely to have made a complaint than those who do not (26% and 14% respectively) and are significantly less satisfied with how it was handled (33% v 43%, table 13.12).

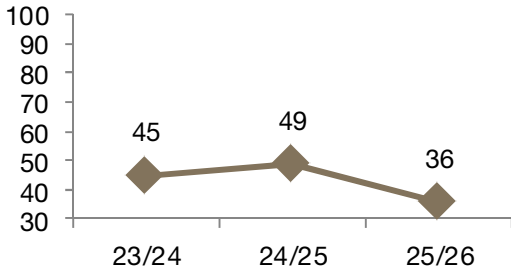
By place

- By **stock type**, an almost identical proportion of general needs and sheltered tenants have made a complaint (22% v 23%). The former are more satisfied than the latter with how it was handled (37% and 28% respectively), although due to the small sample sizes it isn't a statistically significant difference.
- By **property type** complaints from the small group of residents in maisonettes are the most common (32%), followed by 25% in flats and 23% in bungalows. Complaints are lowest from respondents in houses (17%).
- There is a nine-point spread across the seven main **postcode districts** on the proportion making a complaint – ranging from 15% in CO13 to 24% in CO12, although none differ statistically from the rest. However, satisfaction with how any such complaints are dealt with is rated significantly lower in CO16 (25%), but significantly higher in CO11 (61%, table 13.17).

10.1 Complaints

% Base 222 | Made a complaint in the last 12 month. Excludes non respondents





11. Sheltered housing

86%

sheltered housing officer service

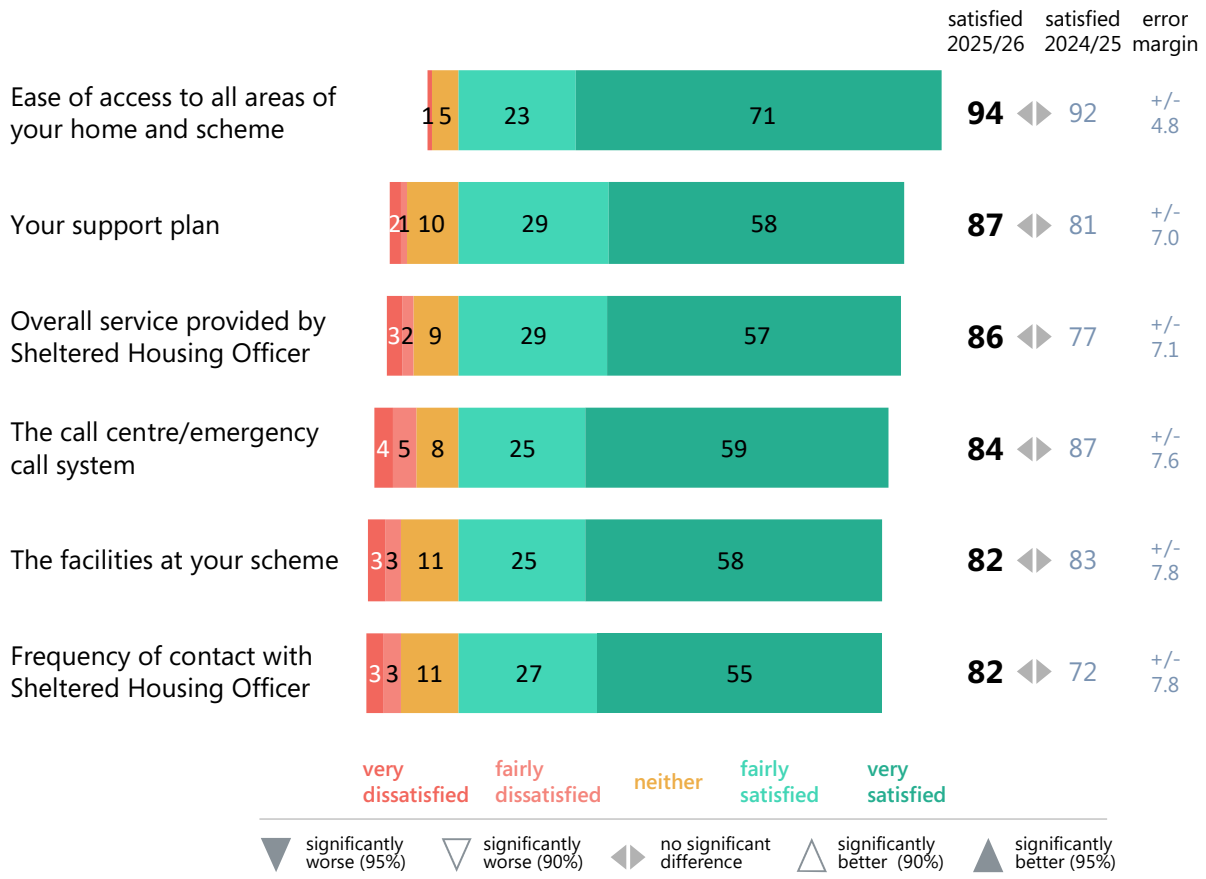
82%

scheme facilities

- Overall satisfaction amongst sheltered housing tenants has rebounded somewhat since last year, with a big improvement in the rating for being listened to
- There are also 9-10% increases in the ratings for the Sheltered Housing Officer services

11.1 Sheltered housing

% Bases (descending) 92, 90, 91, 92, 90, 92 | Excludes non respondents.



The overall level of satisfaction amongst sheltered housing tenants was uncharacteristically low in 2024, and whilst this continues to the case in 2025, it is at least now **on par with general needs** at 79%.

However, as was also true last year, almost all of the remaining TSM questions are rated at or above the level for other tenants, most notably **property maintenance** (89%), **communal cleaning** (77%) and **handling ASB** (72%). Furthermore, there has been a big improvement in the proportion that feel they are being listened to (see section 8).

This positive story is also evident in the unique survey questions for this group, where all six questions in chart 11.1 have satisfaction levels over 80%, including 55% or more being 'very satisfied'.

This includes almost all respondents being happy with **the ease of access** to their home and scheme (94%), and almost as many being happy with the support in the form of their **support plan** (87%) and/or **Sheltered Housing Officer** (86%).

The latter two ratings are notably higher than they were last year, including a **9% improvement** in satisfaction with Sheltered Housing Officers, and a 10 point increase in the rating for frequency of contact (now 82%). Although not statistically significant changes, this is primarily due to the small base size and high ratings making that threshold harder to achieve.

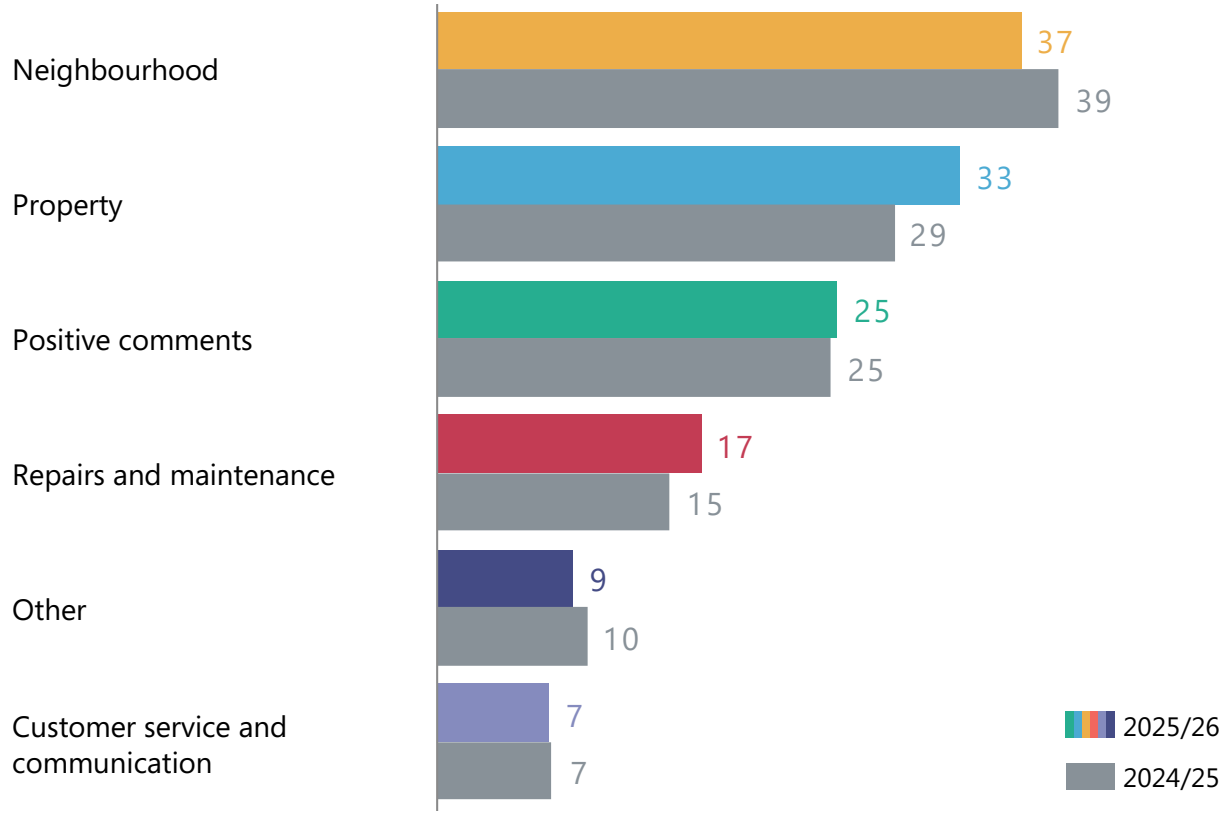
12. Additional comments

46% made additional comments

1/4 of them praised housing services

12.1 Additional comments about home and/or services provided - summary

% Base 468 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12. Additional comments

One of the final questions that residents were asked at the end of the survey was simply to provide any further feedback. These comments are again coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 12.1 presents this analysis in terms of just a handful of broad categories. Once again **neighbourhood issues** are the most common topic (37%, was 39%). This is similar to last year, but is in contrast to many landlords where property or repairs concerns are the most common topics to be raised.

As is typical in tenant surveys, **dealing with anti-social behaviour** remains to most common neighbourhood issue raised in the comments (15%, chart 12.2). Follow it Is again the issue of **parking** (8%), however, this year there are fewer mentions of **untidy gardens and garden maintenance** (6%, was 9%) or litter and rubbish (3%, was 7%).

> "Constantly reporting illegal activity, experienced harassment and abuse from neighbour ever with video evidence of activity, not one thing has been done or put in place to alleviate this. Have an ongoing complaint open with housing ombudsman as a result of Tendring Council not dealing with problems/complaints in an appropriate or timely manner. Very much left to own devices with little to no communication (applies to whole block)."

> "Please, please deal with the drug dealing that is ongoing it is having a detrimental effect on all the other tenants by this one person's actions and the actions of all who are involved with him! It was gone on long enough and the fact that the council have a zero tolerance in relation to this is a joke as they have let down all the other tenant's rights to be able to live quietly and safely in their homes. Very disappointed by this."

> "Since moving in to my temporary accommodation me and my children have had to smells drugs constantly, listen to dogs bark all day dog mess everywhere, drunk neighbours or drugged up neighbours screaming and fighting each other. Finding disgusting vile notes posted on walls of the building which can be seen by my children. Also not feeling safe as there is no security door any one can get into the building. I have found a passed out person outside my door either drunk or drugged and my children witnessed this. It is disgraceful."

> "Like it here, but don't like the smell of drugs from neighbouring houses when come home, smell even gets into our home. Neighbour has been spoken to by council but continues to be able to smoke drugs in house & garden."

> "The 2 parking areas for cars need to be tenant parking only as people from house's opposite or other roads dump their cars in the parking area's leading to a shortage of parking for flat tenants. A black Audi TT has been abandoned for at least 7 years."

> "I think the car park should be made a bit bigger. I also think that this should be permit holders only on the road & car park. As every time something is going on we cannot park in the car park or on the road."

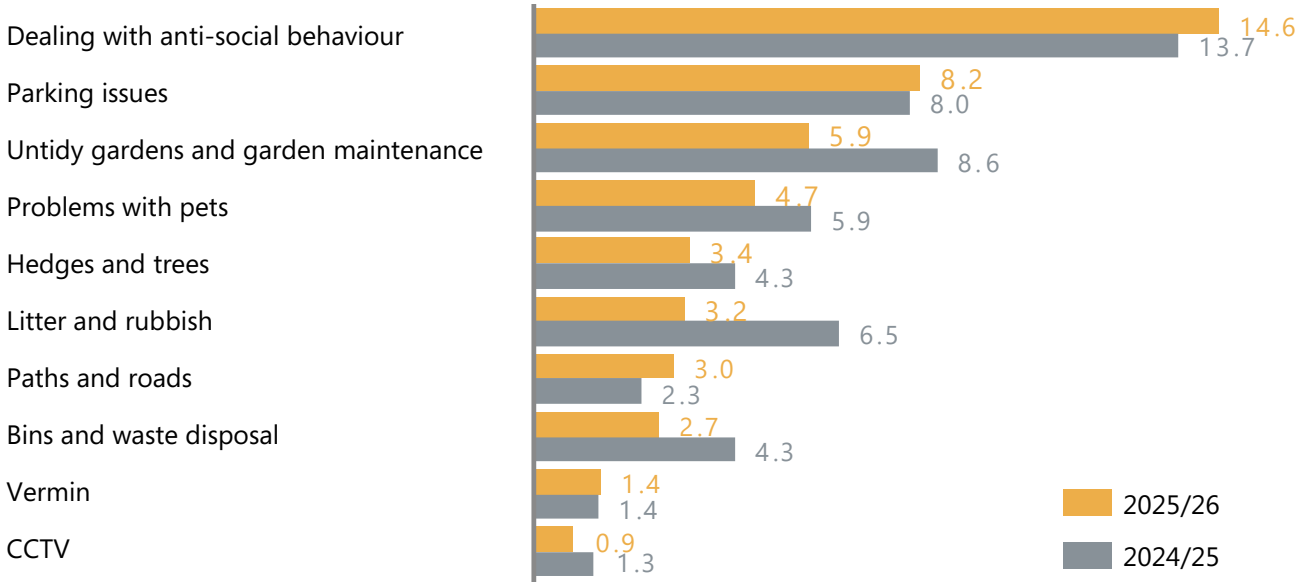
> "Allocated parking spaces would be a huge help. We have a green area, between our home, and the road. Which makes things very difficult, as I can only walk a short distance. Especially if someone parks in the area that is closest to my home."

A third of the comments made at the end of the survey are about the components in tenants' home that they feel need to be upgraded or replaced. This is consistent with the fact that property maintenance is the second best predictor of overall satisfaction, but the specific problem that people are concerned with appears to vary quite widely by property, with no main dominant issue (chart 12.3).

Nevertheless, if we are to look at the top of the list it is **windows** that are now the most mentioned component (6%, was 4%), followed closely by problems with **doors** (5%, was 3%). Slightly more commenters raise the issue of **damp, mould** or condensation than a year ago (5%, was 3%) with this now third on the list most frequent topic.

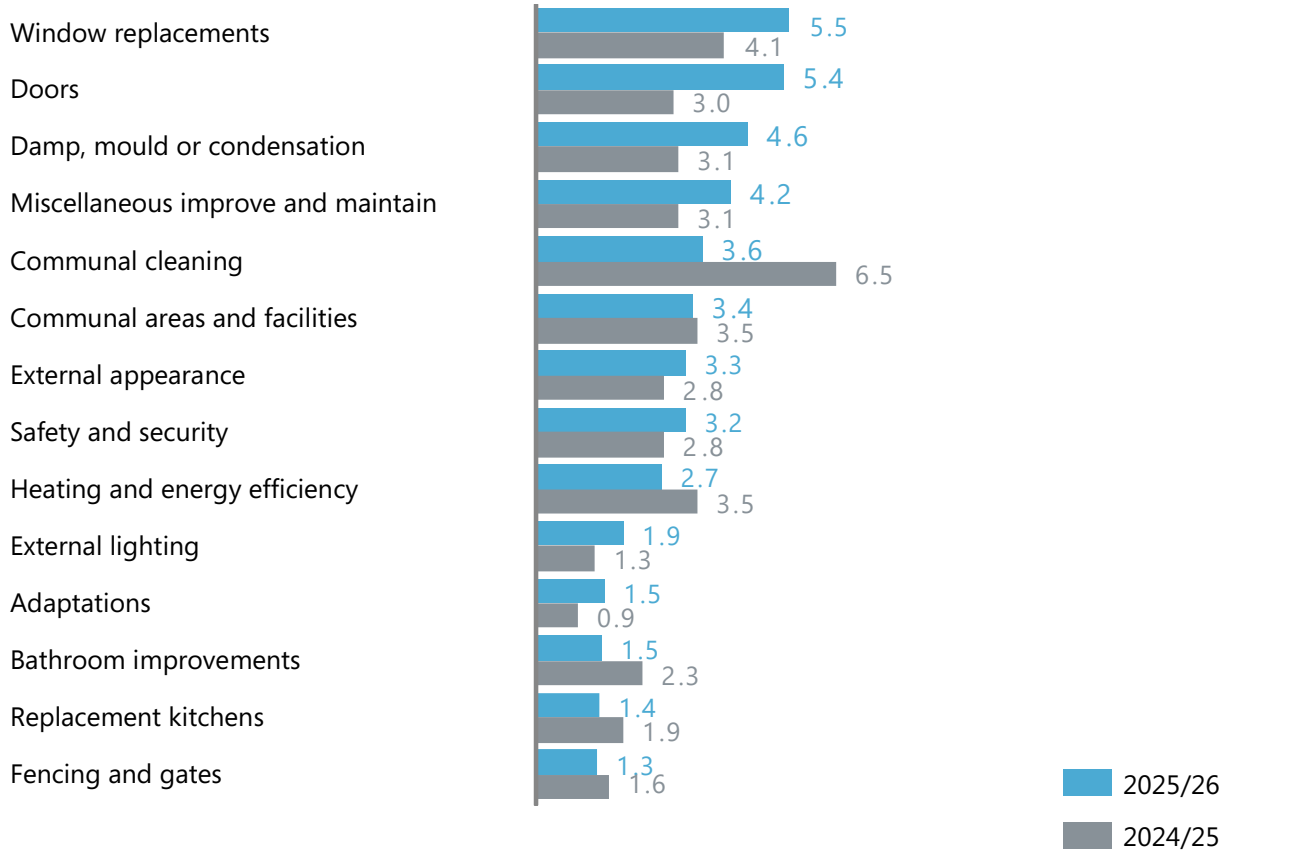
12.2 Neighbourhood improvements - detail

% Base 468 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12.3 Property improvements - detail

% Base 468 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



"For 11 years I have been reporting my windows and doors are not fit for purpose as they let in wind and rain and any insect that wants to walk in. Numerous attempts to repair have been made but reports by workman have told the council they cannot repair them they are too old and not fit for purpose … I am still sitting here in a cold draughty house, suffering terribly with no date or communication about when the work will be done."

"Our home has really poor windows and lets in cold air in the writer so it's really hard to keep in the warm. We've been saying for the last 6 years our windows need replacing. But still nothing done."

"We had a visit from you in March this year about problem's it any in our home and we told you our windows need replacing because they have been in now for 34 years and they don't close properly they are draughty and all misty inside the pieces of glass and, but we haven't heard anything about you doing then at all."

"I am fed up with the communal front door being accessible to anyone to be able to let themselves in at all hours. As a vulnerable person it is not nice to have people smoking and taking drugs.."

"Replacement internal doors - would be nice. The current ones are in very poor condition."

"I got mould round my windows and windows let cold air through."

"In my flat I have suffered dampness council have sorted over time … still got dampness in spare room carpet ruined, hall way carpet has a stench, but I clean, also cavity on wall from bedroom is meant to be done still not done."

"Had a home inspection and the housing officer took photos of mould, blown sealed units and broken hinges on the front door, she said she would report them and they would be fixed. A few weeks later a man from the council arrived did nothing apart from telling my wife that he would send his UPVC surveyor around. So far, he hasn't arrived."

Slightly more comments were about the repairs and maintenance service compared to a year ago (17%, was 15%, chart 12.1).

There are a number of specific issues that tenants raised regarding the repairs service (chart 12.4), and it is notable that tackling **outstanding jobs** and the need for **better information and communication** remain the two main areas to improve with comments on both more frequent than they were previously. Similarly, there has been a slight increase in the proportion of comments asking for a quicker response (4%, was 2%). Example comments on these themes include:

"I reported a required bathroom repair some time ago. Although a contractor was eventually assigned, the work remains incomplete."

"They need to follow up with any requests for repairs. As we are still waiting since July for the problem with falling cement from our roof. And the sub-contractors are full of excuses (rapid)."

"Poor service. Reported several things wrong. All they do is send out surveyors and nothing gets done. Ring up to get an update and nothing has been reported. Total laziness"

"We have been waiting for contact about some repairs that need sorting. We have had no contact since the surveyors come. Months ago."

"I would appreciate that jobs needing doing are done as we are still waiting for repairs after many years. At least 4 people have visited property and promised work to be done, but it hasn't."

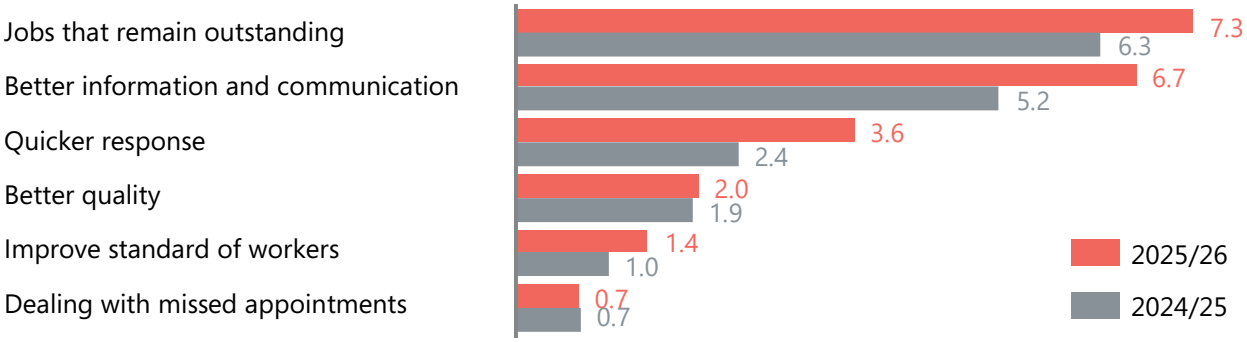
"When you book repairs, it would be nice to have on update on the process or when a decision is made, instead of us keep ring for updates."

"Communications with any repair company seems to be they will turn up when they like no advance warning no consideration if you work or not."

"Someone - came to see the property early part of the year, to see if anything needed doing or repaired. He said certain things would be done i.e. Leaking shed roof. 3 panels of fencing. I have not heard from anyone since, and repairs not done. Very disappointing really."

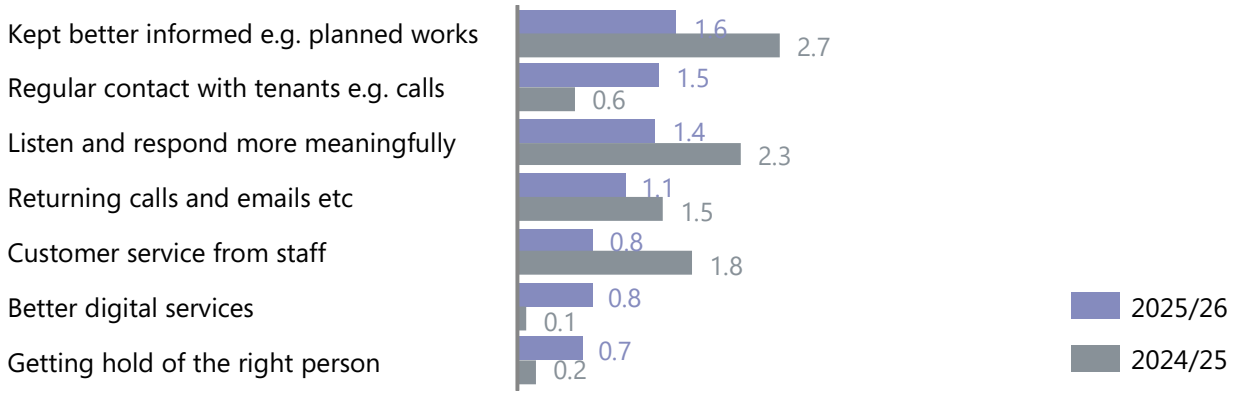
12.4 Repair and maintenance improvements - detail

% Base 468 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



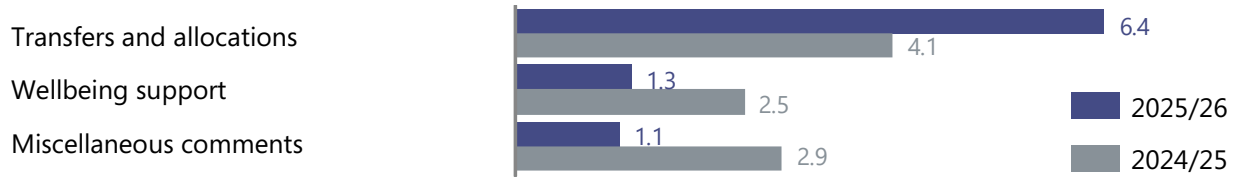
12.5 Customer service and communication improvements - detail

% Base 468 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



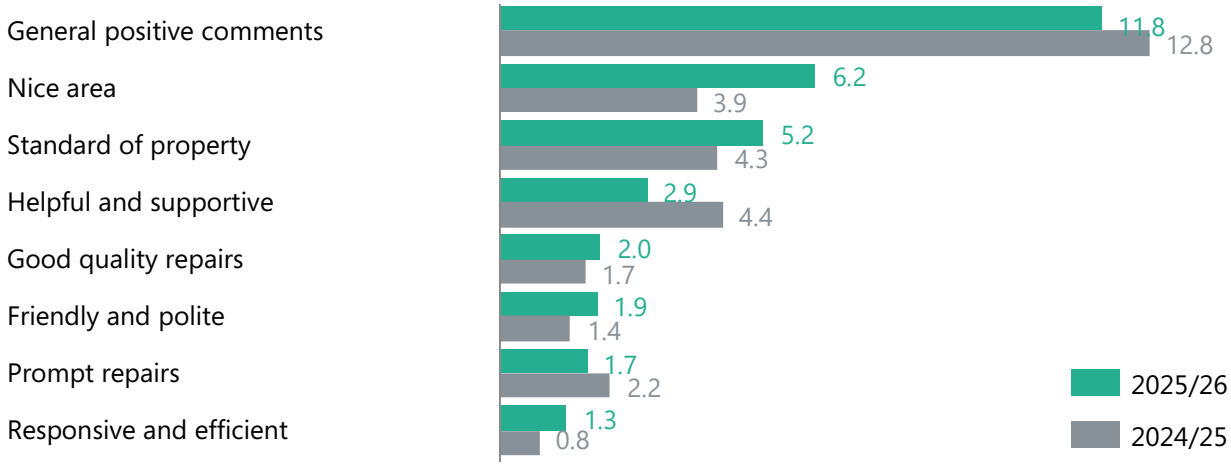
12.6 Other improvements - detail

% Base 468 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12.7 Positive comments - detail

% Base 468 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



Very few survey respondents commented about the customer services they received and/or communication with the Council (excluding any issues with repairs). Nevertheless, **being kept informed** remains the most commonly raised communication issue (chart 12.5) There has also been a small increase in comments asking for more/regular contact with tenants.

> "I think an app would be useful or a website to check; rent payment and to report something, rather than calling & every time."

> "It's a good service, be nice to have council meetings to address problems with estate."

> "We are satisfied with service we get but would like a visit from housing services at home on some notified times."

> "It would be nice to be able to speak to the person you phone they are either out on business or on holiday you leave a message they very rarely phone back. - very frustrating."

In terms of other themes, slightly more relate to concerns around **transfers and allocations** than was the case last year (6%, was 4%), with typical comments on this topic including:

> "I went on the Jigsaw transfer list back in July 25. Finding it hard to talk to someone about a move. Knew one ever gets back to me. I would like to down size to a one/or 2 bed property from my 3 bed house."

> "Did write letter to see if it was possible to change my flat 2 bed for over 55, bungalow but never was answered."

> "Requested to move but no help & suffers on my mental health."

> "I would like all neighbours to be retired people, younger people do not fit into this neighbourhood and do not respect the properly."

> "The area has gone down since allowing out of area people in and younger into bungalows."

> "The house is overcrowded due to 8 of us living in a 3 bedroom property"

12. Additional comments

Finally, it is important to remember that around a quarter of comments were again of a positive nature (25%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

"I have lived in my home for 41 years. When I have to report for a repair the girls in the office who answer the phone are excellent. I know I don't often phone but when I do they are so helpful & very quick with their help. They are to be applauded. I love my home and garden. Thank you."

"I am satisfied with all I come into contact with, and I have been a tenant since 1963."

"Very happy here and made it my home and feel it's a very safe place to live."

"I have never encountered a problem when I have had to deal with the council for whatever reasons."

"A great overall service from Tendring Council. A happy tenant."

"The services provided by T D C are excellent I'm very happy. When I have phoned staff are very helpful, polite & friendly always resolve issues. (repairs & surveyor). Thank you all really appreciate all you do well done."

"I am fairly new to Tendring Council, but I must say they have been more than helpful with everything I've have needed help with."

"My home is cosy and perfect for my needs. I feel safe in my neighbourhood and people are friendly. Tendring Council always listen to me when I phone and any problems I may have are dealt with without any problems or fuss."

"I am very happy with the property and how much rent is required for the standards at the property. The neighbourhood are friendly and we've not had any issues."

"I very much appreciate the inspections of the neighbourhood especially where we are invited along to give our input. Also, I'm thankful for all the work TDC do!"

13. Respondent profile

In addition to documenting the demographic profile of the sample, tables 13.10 to 13.17 in this section also display the core survey questions according to stock, age group and patch. When considering this table it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the rest of the sample being highlighted in the tables.

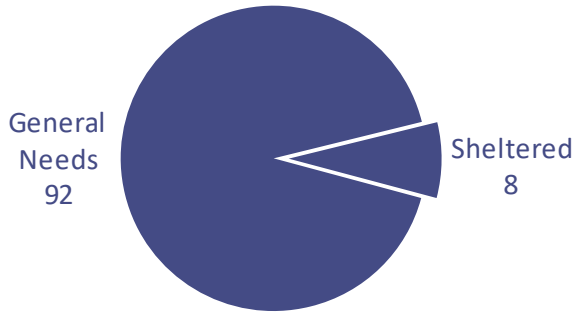
13.1 Postcode district

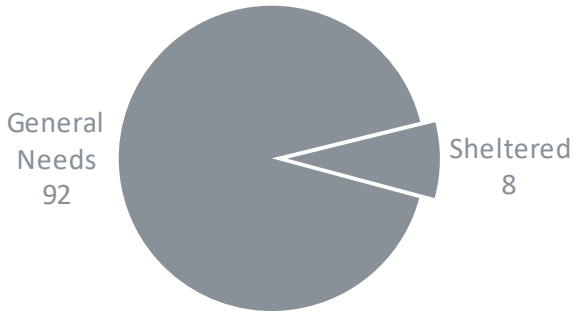
% Base 1020

	Total	% 2025-26	% 2024-25
CO7	115	11.3	10.9
CO11	126	12.4	12.6
CO12	277	27.1	26.6
CO13	41	4.0	4.3
CO14	50	4.9	5.2
CO15	151	14.8	14.2
CO16	261	25.6	26.2

13.2 Stock

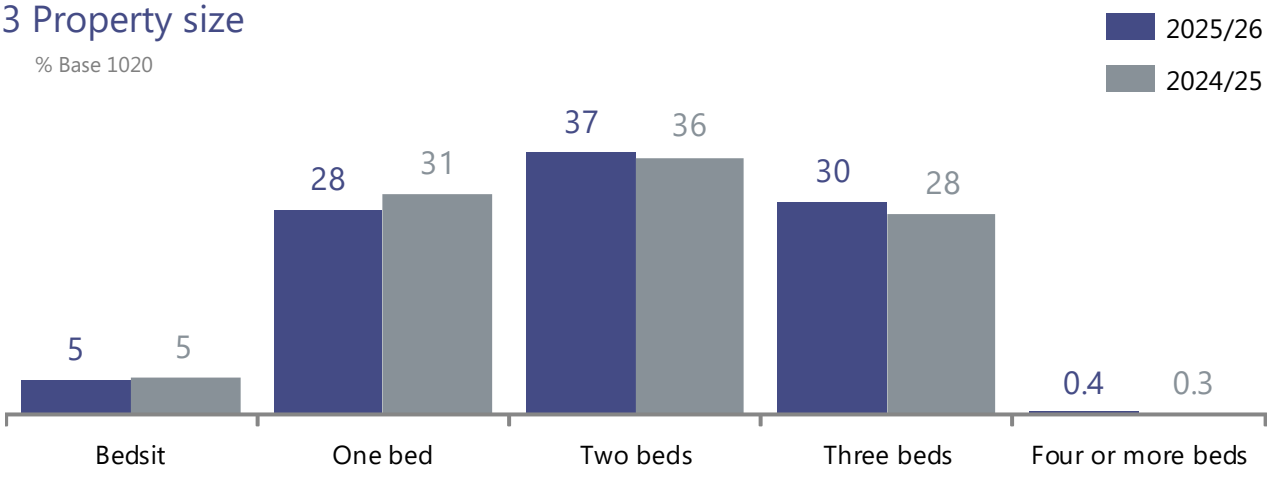
% Base 1020





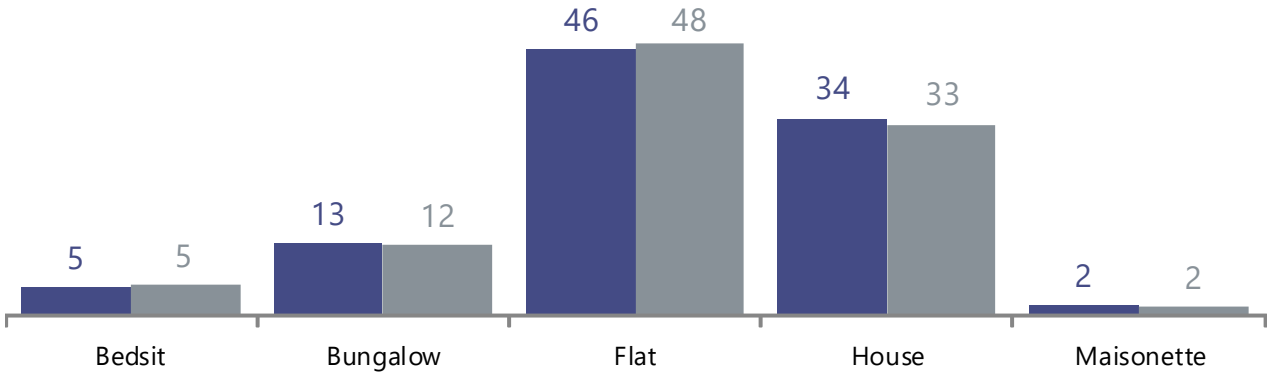
13.3 Property size

% Base 1020



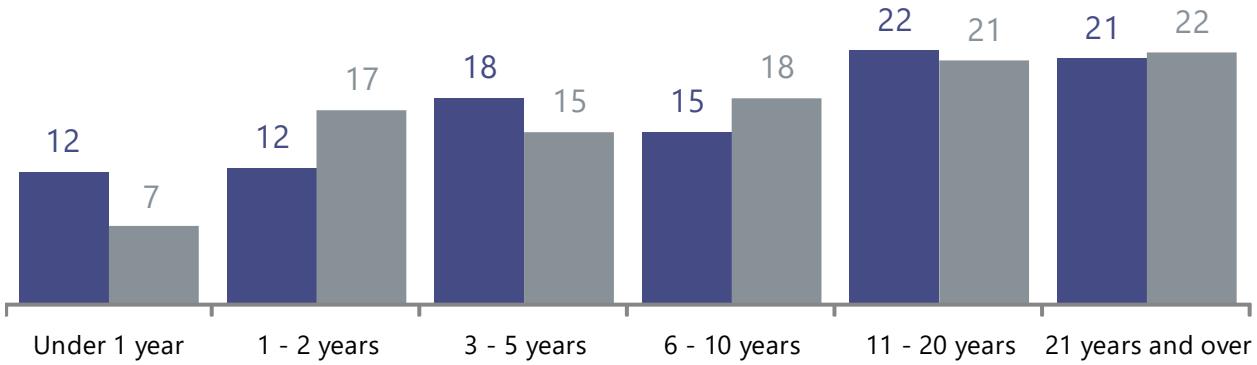
13.4 Property type

% Base 1020



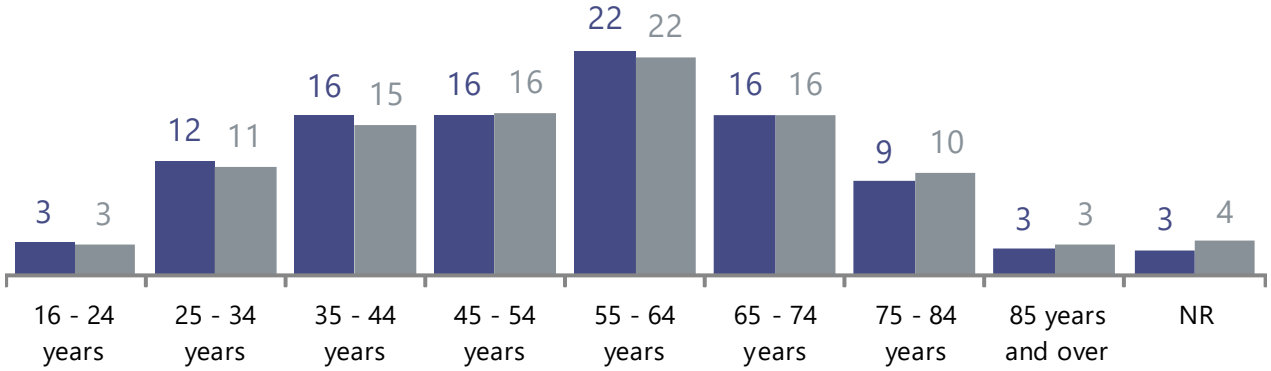
13.5 Length of tenancy

% Base 1020



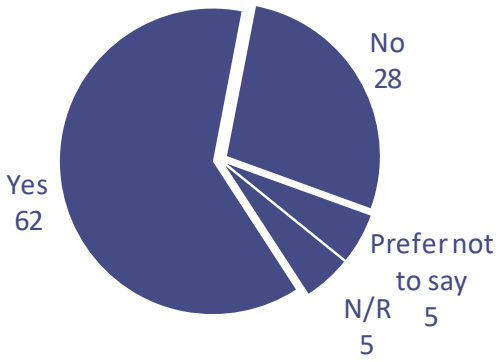
13.6 Age

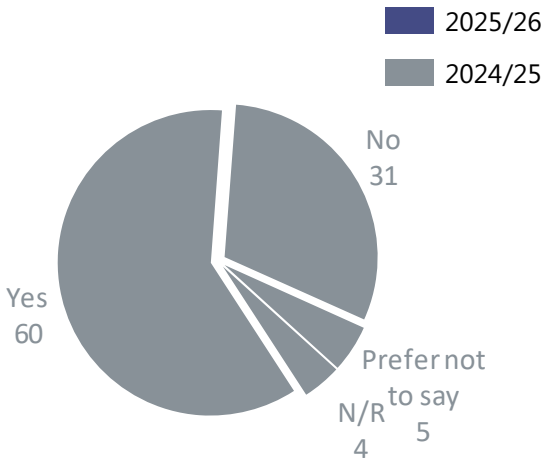
% Base 1020



13.7 Disability

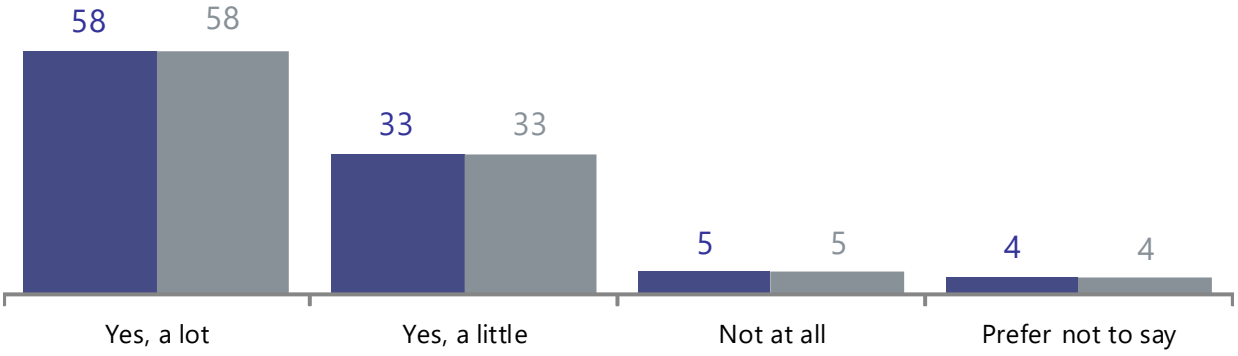
% Base 1020





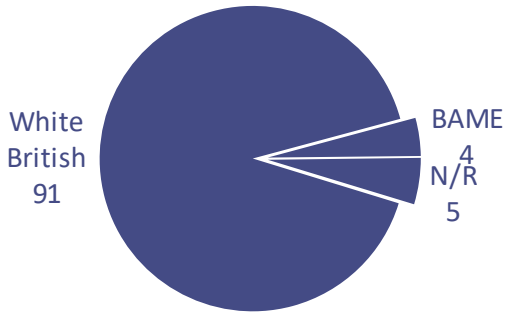
13.8 Disability - detail

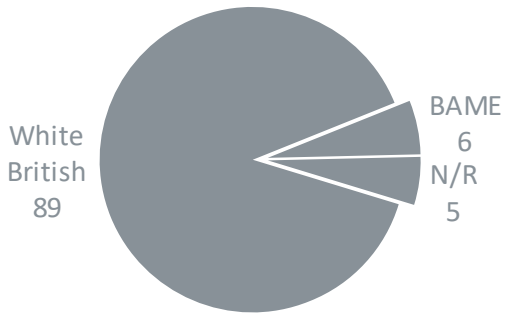
% Base 634 | Respondents who have a disability



13.9 Ethnic background

% Base 1020





	Total	%	%
White British	929	91.0	89.2
Any other White background	15	1.4	2.7
Multiple ethnic groups	5	0.5	1
Asian or Asian British	9	0.9	1.2
Black or Black British	9	0.8	0.7
Any other ethnic group	4	0.4	0.1
Prefer not to say	18	1.8	2.9
No response	32	3.1	2.1

13.10 Core questions by age group

% positive

	Overall	16 - 34	35 - 49	50 - 64	65+
sample size	1020	152	237	317	287
Service overall	79	80	77	77	81
Repairs service in last 12 months	77	71	76	76	83
Time taken to complete last repair	74	73	70	75	81
Home is well maintained	76	74	66	75	84
Home is safe	77	69	70	79	84
Listen to views and act upon them	66	65	59	63	74
Being kept informed	72	77	64	69	76
Treated fairly and with respect	80	85	74	77	83
Approach to handling complaints	36	9	34	43	39
Communal areas clean & maintained	57	46	53	55	67
Positive contribution to area	60	57	54	58	69
Approach to handling ASB	57	56	54	52	62

13.11 Core questions by ethnic background

% positive

	Overall	White British	BAME
sample size	1020	929	41
Service overall	79	79	84
Repairs service in last 12 months	77	78	72
Time taken to complete last repair	74	75	69
Home is well maintained	76	77	68
Home is safe	77	78	73
Listen to views and act upon them	66	66	69
Being kept informed	72	72	78
Treated fairly and with respect	80	80	85
Approach to handling complaints	36	35	67
Communal areas clean & maintained	57	56	56
Positive contribution to area	60	61	72
Approach to handling ASB	57	56	66

Key
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

13.12 Core questions by disability

	Overall	% positive: Disability	No disability
sample size	1020	635	281
Service overall	**79**	77	84
Repairs service in last 12 months	**77**	77	84
Time taken to complete last repair	**74**	74	78
Home is well maintained	**76**	73	83
Home is safe	**77**	73	87
Listen to views and act upon them	**66**	61	74
Being kept informed	**72**	69	78
Treated fairly and with respect	**80**	77	85
Approach to handling complaints	**36**	33	43
Communal areas clean & maintained	**57**	50	66
Positive contribution to area	**60**	58	67
Approach to handling ASB	**57**	53	63

13.13 Core questions by stock type

	Overall	% positive: General needs	Sheltered
sample size	1020	933	87
Service overall	**79**	79	79
Repairs service in last 12 months	**77**	77	85
Time taken to complete last repair	**74**	74	82
Home is well maintained	**76**	74	89
Home is safe	**77**	77	81
Listen to views and act upon them	**66**	65	69
Being kept informed	**72**	71	73
Treated fairly and with respect	**80**	79	85
Approach to handling complaints	**36**	37	28
Communal areas clean & maintained	**57**	52	77
Positive contribution to area	**60**	59	71
Approach to handling ASB	**57**	55	72

Key
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

13.14 Core questions by property type

% positive

	Overall	Bedsit	Bungalow	Flat	House	Maisonette
sample size	1020	51	128	473	350	18
Service overall	79	80	81	76	81	69
Repairs service in last 12 months	77	80	80	78	74	83
Time taken to complete last repair	74	77	77	73	74	72
Home is well maintained	76	90	81	75	73	45
Home is safe	77	74	89	74	79	59
Listen to views and act upon them	66	70	72	65	66	28
Being kept informed	72	76	72	73	69	72
Treated fairly and with respect	80	84	87	78	78	72
Approach to handling complaints	36	26	43	39	33	0
Communal areas clean & maintained	57	74	53	55	74	16
Positive contribution to area	60	70	67	59	59	35
Approach to handling ASB	57	61	61	58	53	39

13.15 Core questions by property size

% positive

	Overall	Bedsit	One bed	Two beds	Three beds
sample size	1020	51	290	373	303
Service overall	79	80	80	75	81
Repairs service in last 12 months	77	80	82	74	76
Time taken to complete last repair	74	77	78	71	74
Home is well maintained	76	90	82	71	73
Home is safe	77	74	81	73	80
Listen to views and act upon them	66	70	71	63	64
Being kept informed	72	76	72	72	69
Treated fairly and with respect	80	84	81	79	79
Approach to handling complaints	36	26	45	33	30
Communal areas clean & maintained	57	74	60	49	56
Positive contribution to area	60	70	64	58	58
Approach to handling ASB	57	61	59	59	50

Key
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

13.16 Core questions by length of tenancy

% positive

	Overall	Under 1 year	1-2 years	3-5 years	6-10 years	11-20 years	21 years+
sample size	1020	119	121	183	153	225	219
Service overall	79	84	79	79	78	77	78
Repairs service in last 12 months	77	82	81	75	74	75	79
Time taken to complete last repair	74	76	76	73	71	74	75
Home is well maintained	76	80	85	70	72	74	77
Home is safe	77	83	75	74	75	76	81
Listen to views and act upon them	66	78	61	65	59	67	66
Being kept informed	72	80	77	67	61	72	74
Treated fairly and with respect	80	90	82	76	82	77	77
Approach to handling complaints	36	35	25	32	26	53	30
Communal areas clean & maintained	57	67	63	50	57	53	54
Positive contribution to area	60	70	60	54	57	59	64
Approach to handling ASB	57	71	52	54	52	56	58

13.17 Core questions by postcode district

% positive

	Overall	CO7	CO11	CO12	CO13	CO14	CO15	CO16
sample size	1020	115	126	277	41	50	151	261
Service overall	79	77	79	77	87	80	84	76
Repairs service in last 12 months	77	70	78	80	90	76	76	76
Time taken to complete last repair	74	72	73	77	86	74	72	73
Home is well maintained	76	69	75	75	89	75	78	76
Home is safe	77	79	79	76	90	76	76	76
Listen to views and act upon them	66	66	71	63	80	59	66	65
Being kept informed	72	67	74	69	84	66	77	71
Treated fairly and with respect	80	76	80	80	87	82	84	77
Approach to handling complaints	36	30	61	34	14	23	50	25
Communal areas clean & maintained	57	57	48	49	57	48	76	61
Positive contribution to area	60	63	64	53	72	64	62	62
Approach to handling ASB	57	57	63	52	73	55	51	59

Key
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 28 October 2025 and 15 January 2026.

Responses

Overall, 1,020 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represents a response rate of 35% (error margin +/- 2.5%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. There were 843 postal completions (82%) and 240 online completions (18%).

Sampling and fieldwork

This was a census survey paper self completion survey distributed to all LCRA households, comprising 2,706 general needs and 253 sheltered. This was followed by two further postal reminders to non-respondents, the first being a reminder letter and the final reminder being a full replacement copy of the questionnaire. The survey was also available for completion online, with two email reminders sent to any survey non-respondents with a recorded email address during the course of the fieldwork. This numbered 970 households, 116 of whom responded (12%).

This methodology was chosen to be consistent with the most recent TSM surveys conducted by the Council. The survey was incentivised with a free prize draw of shopping vouchers worth £250, £150 and £100.

Population

The population for the survey was all 2,957 Tendring District Council LCRA households on 22 October 2025. None were removed from the sample frame. The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each

Representativeness

The final survey data was weighted by interlaced stock type, age group, and area to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Stock	Population	Unweighted survey	Weighted survey
General needs	91.4	90.2	91.5
Sheltered	8.6	9.8	8.5

Postcode district	Population	Unweighted survey	Weighted survey
CO7	11.5	13.3	11.3
CO11	13.1	14.3	12.4
CO12	25.9	27.1	27.1
CO13	4.4	4.0	4.0
CO14	4.4	4.0	4.9
CO15	14.8	13.2	14.8
CO16	25.9	24.0	25.6

Property type	Population	Unweighted survey	Weighted survey
Bedsit	6.4	5.2	5.0
Bungalow	12.4	16.6	12.6
Flat	46.7	43.8	46.4
House	33.2	33.4	34.3
Maisonette	1.3	1.0	1.8

Property size	Population	Unweighted survey	Weighted survey
Bedsit	6.4	5.2	5.0
One bed	30.8	31.9	28.4
Two bed	33.7	34.1	36.6
Three bed	28.7	28.4	29.7
Four+ bed	0.5	0.4	0.4

Tenancy length	Population	Unweighted survey	Weighted survey
1 Under 1 year	9.5	8.6	11.6
1 - 2 years	12.0	9.6	11.9
3 - 5 years	18.0	14.3	18.0
6 - 10 years	16.8	15.3	15.0
11 - 20 years	23.6	23.9	22.1
21 years and over	20.1	28.2	21.4

Age group	Population	Unweighted survey	Weighted survey
18 - 24 years	3.4	1.7	3.4
25 - 34 years	11.6	4.6	11.5
35 - 44 years	16.1	9.5	15.9
45 - 54 years	16.0	12.8	16.0
55 - 64 years	22.4	27.9	22.4
65 - 74 years	15.9	22.2	16.0
75 - 84 years	9.4	13.4	9.4
85+ years	2.7	4.4	2.7
No record	2.6	3.4	2.6

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

"Key driver analyses" are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against Regulator of Social Housing's published national 2024/25 year end TSM figures for local authorities. For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average. In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council's score falls relative to the benchmark group.

Appendix B. Example questionnaire

Tendring
District Council

88 – 90 Pier Avenue
Clacton on Sea
Essex CO15 1TN

Tel: (01255) 686690
Email:
tenant.involvement@tendringdc.gov.uk
October 2025

YOUR VIEWS COUNT AND COULD WIN YOU £250!

Dear {names},

As part of our commitment to taking your views into account, we are carrying out a survey of all our tenants to find out how satisfied you are with your home and the services you receive from us. This important information will be used to help us improve our services in the future and we would very much appreciate your help with this.

We would be very grateful if you could spare a few minutes to complete the enclosed questionnaire. An independent research company, ARP Research, are running this survey and will ensure that all your answers are treated in strict confidence and used for research purposes only.

The survey can also be completed online and can be found by scanning this QR code or at the following web address: **www.arpsurveys.co.uk/tdc**

scan me

Your unique username is: **9999wwww**

Everyone who returns a questionnaire can enter the prize draw where three lucky tenants will win Love2Shop vouchers worth £250, £150 or £100!

Your answers will help the Council to improve, guided by a better understanding of how you feel about your homes, neighbourhoods, and the services you use. It should only take a few minutes to complete. The Council will use your feedback to calculate and publish annual Tenant Satisfaction Measures which will be submitted to the Regulator of Social Housing.

If you have any questions you can contact ARP Research on 0800 020 9564, or alternatively you can speak to Tenant Involvement at Tendring District Council on 01255 686690.

For further information about how we process your data, please go to https://www.tendringdc.gov.uk/privacy

We look forward to hearing your views.

Yours faithfully

Councillor Andy Baker (Portfolio Holder for Housing & Planning)
Carol McDougall (Chair of the Tenant Panel)

Tendring District Council

TENANT SATISFACTION SURVEY

return by 20 December 2025

arpsurveys.co.uk/tdc
scan me
your code:
9999mnmw

About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tendring Council Housing Services?

Very satisfied ☐ | Fairly satisfied ☐ | Neither satisfied nor dissatisfied ☐ | Fairly dissatisfied ☐ | Very dissatisfied ☐

Repairs

2 Has Tendring Council Housing Services carried out a repair to your home in the last 12 months?

☐ Yes **go to Q3** ↓ ☐ No **go to Q5** →

3 How satisfied or dissatisfied are you with the overall repairs service from Tendring Council Housing Services over the last 12 months?

Very satisfied ☐ | Fairly satisfied ☐ | Neither satisfied nor dissatisfied ☐ | Fairly dissatisfied ☐ | Very dissatisfied ☐

4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied ☐ | Fairly satisfied ☐ | Neither satisfied nor dissatisfied ☐ | Fairly dissatisfied ☐ | Very dissatisfied ☐

WIN a Love2Shop gift voucher!

Your home

5 How satisfied or dissatisfied are you that Tendring Council Housing Services provides a home that is well maintained?

Very satisfied ☐ | Fairly satisfied ☐ | Neither satisfied nor dissatisfied ☐ | Fairly dissatisfied ☐ | Very dissatisfied ☐

6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tendring Council Housing Services provides a home that is safe?

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

Communication

7 How satisfied or dissatisfied are you that Tendring Council Housing Services listens to your views and acts upon them?

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

8 How satisfied or dissatisfied are you that Tendring Council Housing Services keeps you informed about things that matter to you?

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

9 To what extent do you agree or disagree with the following "Tendring Council Housing Services treats me fairly and with respect"?

Strongly agree ☐ | Agree ☐ | Neither agree nor disagree ☐ | Disagree ☐ | Strongly disagree ☐ | Not applicable/ don't know ☐

Complaints

10 Have you made a complaint to Tendring Council Housing Services in the last 12 months?

☐ Yes **go to Q11** ↓ ☐ No **go to Q12** ↷

11 How satisfied or dissatisfied are you with Tendring Council Housing Services' approach to complaints handling?

Very satisfied ☐ | Fairly satisfied ☐ | Neither satisfied nor dissatisfied ☐ | Fairly dissatisfied ☐ | Very dissatisfied ☐

Communal areas

12 Do you live in a building with communal areas, either inside or outside, that Tendring Council Housing Services is responsible for maintaining?

☐ Yes **go to Q13** ↓ ☐ No **go to Q14** ↷ ☐ Don't know **go to Q14** ↷

13 How satisfied or dissatisfied are you that Tendring Council Housing Services keeps these communal areas clean and well maintained?

Very satisfied ☐ | Fairly satisfied ☐ | Neither satisfied nor dissatisfied ☐ | Fairly dissatisfied ☐ | Very dissatisfied ☐

Your neighbourhood

14 How satisfied or dissatisfied are you that Tendring Council Housing Services makes a positive contribution to your neighbourhood?

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

15 How satisfied or dissatisfied are you with Tendring Council Housing Services' approach to handling anti-social behaviour?

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

16 To what extent are the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
a. Car parking	☐	☐	☐
b. Rubbish or litter	☐	☐	☐
c. Noisy neighbours	☐	☐	☐
d. Dog fouling / dog mess	☐	☐	☐
e. Other problems with pets and animals	☐	☐	☐
f. Disruptive children / teenagers	☐	☐	☐
g. Racial or other harassment	☐	☐	☐
h. Drunk or rowdy behaviour	☐	☐	☐
i. Vandalism and graffiti	☐	☐	☐
j. People damaging your property	☐	☐	☐
k. Drug use or dealing	☐	☐	☐
l. Abandoned or burnt out vehicles	☐	☐	☐
m. Other crime	☐	☐	☐
n. Noise from traffic	☐	☐	☐

Value for money

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

Very satisfied ☐ | Fairly satisfied ☐ | Neither satisfied nor dissatisfied ☐ | Fairly dissatisfied ☐ | Very dissatisfied ☐

Contact & Involvement

18 How satisfied or dissatisfied are you that Tendring Council Housing Services is easy to deal with?

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

Tendring District Council

19 Have you contacted Tendring Council Housing Services in the last 12 months with a query other than to pay your rent or service charges?

☐ Yes **go to Q20** ↓ ☐ No **go to Q22** ↷

20 Thinking about your most recent contact with Tendring Council Housing Services, did you **mainly** deal with them ...

☐ In person	☐ By text/SMS
☐ Over the phone	☐ Using social media
☐ By letter	☐ By the website
☐ By email	☐ Other

21 How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Staff being friendly and approachable	☐	☐	☐	☐	☐
b. The ability of staff to deal with your query quickly and efficiently	☐	☐	☐	☐	☐
c. Being kept informed about your query	☐	☐	☐	☐	☐
d. Quality of the information / advice provided	☐	☐	☐	☐	☐
e. The final outcome of your query	☐	☐	☐	☐	☐

22 Which of the following methods of being kept informed and getting in touch with Tendring Council Housing Services are you **happy to use**?

tick all that apply ☑☐☐☑☑

☐ Email	☐ Letter
☐ Telephone	☐ Visit to the office
☐ Text/SMS	☐ Visit to your home by staff
☐ WhatsApp	☐ Open meetings
☐ Video call	☐ Newsletter
☐ Facebook	☐ Other
☐ Twitter / X	

23 Do you use the internet, including social media, apps or other online services, on a phone, tablet or computer?

☐ Yes ☐ No

5

Tendring District Council

24 Would you like to find out more about how you can have a say in how Tendring District Council Housing Services are delivered?

☐ Yes **go to Q25** ↓ ☐ No **go to Q26** ↷

25 If you are interested in getting involved, are you happy for Tendring Council Housing Services to contact you with some further information?

☐ Yes ☐ No

ⓘ By ticking yes you give your consent for Tendring District Council to know who you are **for this question only**

Sheltered housing

26 Do you live in a Sheltered Housing scheme?

☐ Yes **go to Q27** ↓ ☐ No **go to Q28** →

27 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Your support plan	☐	☐	☐	☐	☐	☐
b. The frequency of contact with your Sheltered Housing Officer	☐	☐	☐	☐	☐	☐
c. The overall service provided by your Sheltered Housing Officer	☐	☐	☐	☐	☐	☐
d. The call centre/ emergency call system	☐	☐	☐	☐	☐	☐
e. How easy it is to access your home and the scheme	☐	☐	☐	☐	☐	☐
f. The facilities at your scheme	☐	☐	☐	☐	☐	☐

6

Tendring District Council

28 Is there anything you would like to say about your home, neighbourhood or the services you receive from Tendring Council Housing Services?

write in

About you

29 What is your ethnic group?

☐ White English, Welsh, Scottish, Northern Irish or British
☐ Any other White background
☐ Mixed or Multiple ethnic groups
☐ Asian or Asian British
☐ Black, Black British, Caribbean or African
☐ Any other ethnic group
☐ Prefer not to say

30 Does anyone in your household have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

☐ Yes **go to Q31** ↓ ☐ No **finish** ✓ ☐ Prefer not to say **finish** ✓

31 Do any of these conditions or illnesses reduce their ability to carry out day to day activities?

☐ Yes, a lot
☐ Yes, a little
☐ Not at all
☐ Prefer not to say

7

Tendring District Council

Thank you!

Please now return in the enclosed freepost envelope for your chance to win a Love2Shop voucher for up to £250!

This survey is to ask for confidential general feedback from our tenants and you will not receive a response to any comments. To report an issue such as a repair please contact the Council directly.

To make a complaint about an issue with our service you can fill in a complaints form on our website or by asking for one from a member of staff, by emailing **councilhousingcomplaints@tendringdc.gov.uk** or phoning us on **01255 686868**.

scan me

arpsurveys.co.uk/tdc

your unique code: 9999mwmw

Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the *'valid'* column of the data summary if it appears.

The *'valid'* column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

		LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
		Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
	Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tendring Council Housing Services?	*Base: 1020*				*Base: 920*				*Base: 100*			
1:	Very satisfied	442	43.4	43.8	**78.7**	393	42.7	43.1	**78.6**	50	50.1	50.7	**79.4**
2:	Fairly satisfied	353	34.6	34.9		324	35.2	35.5		28	28.4	28.7	
3:	Neither satisfied nor dissatisfied	107	10.5	10.6		96	10.5	10.6		11	11.4	11.5	
4:	Fairly dissatisfied	61	6.0	6.1		57	6.2	6.2		4	4.2	4.2	
5:	Very dissatisfied	47	4.6	4.7		42	4.6	4.6		5	4.8	4.9	
	N/R	9	0.9			8	0.9			1	1.2		
	Q2 Has Tendring Council Housing Services carried out a repair to your home in the last 12 months?	*Base: 1020*				*Base: 920*				*Base: 100*			
6:	Yes	719	70.4	72.2		659	71.6	73.4		59	58.8	59.9	
7:	No	277	27.1	27.8		238	25.9	26.6		39	39.4	40.1	
	N/R	25	2.4			23	2.5			2	1.8		
	Q3 How satisfied or dissatisfied are you with the overall repairs service from Tendring Council Housing Services over the last 12 months?	*Base: 718*				*Base: 659*				*Base: 59*			
8:	Very satisfied	360	35.3	50.3	**77.2**	325	35.3	49.5	**76.6**	35	35.4	60.2	**85.0**
9:	Fairly satisfied	194	19.0	27.0		178	19.4	27.1		15	14.6	24.8	
10:	Neither satisfied nor dissatisfied	54	5.3	7.5		51	5.5	7.7		3	2.8	4.8	
11:	Fairly dissatisfied	60	5.8	8.3		56	6.1	8.5		4	3.5	6.0	
12:	Very dissatisfied	50	4.9	7.0		47	5.1	7.2		3	2.5	4.3	
	N/R	303	29.7			263	28.6			41	41.2		
	Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	*Base: 718*				*Base: 659*				*Base: 59*			
13:	Very satisfied	360	35.3	50.2	**74.2**	323	35.1	49.2	**73.6**	37	37.1	63.2	**82.1**
14:	Fairly satisfied	172	16.8	24.0		160	17.4	24.4		11	11.1	18.9	
15:	Neither satisfied nor dissatisfied	62	6.0	8.6		57	6.2	8.7		4	4.2	7.2	
16:	Fairly dissatisfied	56	5.5	7.8		53	5.8	8.1		2	2.4	4.1	
17:	Very dissatisfied	67	6.6	9.4		63	6.8	9.6		4	3.9	6.6	
	N/R	303	29.7			263	28.6			41	41.2		
	Q5 How satisfied or dissatisfied are you that Tendring Council Housing Services provides a home that is well maintained?	*Base: 1020*				*Base: 920*				*Base: 100*			
18:	Very satisfied	410	40.2	40.7	**75.6**	357	38.8	39.4	**74.3**	55	54.8	54.8	**89.4**
19:	Fairly satisfied	351	34.5	34.9		317	34.4	34.9		35	34.6	34.6	
20:	Neither satisfied nor dissatisfied	104	10.2	10.3		98	10.6	10.8		6	6.0	6.0	
21:	Fairly dissatisfied	92	9.0	9.1		88	9.5	9.7		4	3.6	3.6	
22:	Very dissatisfied	49	4.8	4.9		48	5.2	5.3		1	1.0	1.0	
	N/R	13	1.3			13	1.4			0	0.0		
	Q6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tendring Council Housing Services provides a home that is safe?	*Base: 1020*				*Base: 920*				*Base: 100*			
23:	Very satisfied	457	44.8	45.9	**77.3**	404	43.9	45.1	**77.0**	54	54.3	54.4	**80.9**
24:	Fairly satisfied	314	30.7	31.5		286	31.1	31.9		27	26.5	26.5	
25:	Neither satisfied nor dissatisfied	97	9.5	9.7		92	10.0	10.2		4	4.2	4.2	
26:	Fairly dissatisfied	73	7.1	7.3		63	6.8	7.0		10	10.3	10.3	
27:	Very dissatisfied	57	5.5	5.7		52	5.7	5.8		5	4.6	4.6	
28:	Not applicable/ don't know	4	0.4			4	0.4			0	0.0		
	N/R	19	1.9			19	2.0			0	0.0		
	Q7 How satisfied or dissatisfied are you that Tendring Council Housing Services listens to your views and acts upon them?	*Base: 1020*				*Base: 920*				*Base: 100*			

		LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
		Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
29:	Very satisfied	323	31.7	33.2	**65.8**	290	31.6	33.2	**65.4**	33	32.5	33.4	**69.4**
30:	Fairly satisfied	316	31.0	32.6		282	30.6	32.2		35	35.1	36.0	
31:	Neither satisfied nor dissatisfied	169	16.5	17.4		155	16.8	17.7		14	13.9	14.3	
32:	Fairly dissatisfied	74	7.3	7.6		67	7.3	7.7		7	7.2	7.4	
33:	Very dissatisfied	90	8.8	9.2		81	8.8	9.3		9	8.7	8.9	
34:	Not applicable/ don't know	33	3.2			30	3.3			3	2.6		
	N/R	15	1.5			15	1.6			0	0.0		
	Q8 How satisfied or dissatisfied are you that Tendring Council Housing Services keeps you informed about things that matter to you?	*Base: 1020*				*Base: 920*				*Base: 100*			
35:	Very satisfied	359	35.2	36.7	**71.5**	314	34.1	35.7	**71.3**	47	46.6	46.9	**73.4**
36:	Fairly satisfied	340	33.3	34.8		313	34.0	35.6		26	26.4	26.6	
37:	Neither satisfied nor dissatisfied	156	15.3	16.0		143	15.5	16.3		13	13.0	13.1	
38:	Fairly dissatisfied	73	7.2	7.5		66	7.2	7.5		7	7.2	7.2	
39:	Very dissatisfied	49	4.8	5.0		43	4.7	4.9		6	6.2	6.2	
40:	Not applicable/ don't know	25	2.4			24	2.6			1	0.6		
	N/R	18	1.7			17	1.9			0	0.0		
	Q9 To what extent do you agree or disagree with the following "Tendring Council Housing Services treats me fairly and with respect"?	*Base: 1020*				*Base: 920*				*Base: 100*			
41:	Strongly agree	356	34.9	36.1	**79.6**	315	34.2	35.4	**79.1**	42	42.2	43.6	**84.7**
42:	Agree	429	42.0	43.5		388	42.2	43.7		40	39.8	41.1	
43:	Neither agree nor disagree	139	13.6	14.1		126	13.7	14.1		14	13.7	14.2	
44:	Disagree	37	3.6	3.8		37	4.0	4.1		0	0.0	0.0	
45:	Strongly disagree	25	2.4	2.5		23	2.5	2.6		1	1.1	1.1	
46:	Not applicable/ don't know	17	1.7			14	1.5			3	3.2		
	N/R	18	1.7			17	1.9			0	0.0		
	Q10 Have you made a complaint to Tendring Council Housing Services in the last 12 months?	*Base: 1020*				*Base: 920*				*Base: 100*			
47:	Yes	224	21.9	22.6		201	21.8	22.5		23	23.0	23.2	
48:	No	766	75.1	77.4		690	75.0	77.5		76	76.0	76.8	
	N/R	30	3.0			29	3.2			1	1.1		
	Q11 How satisfied or dissatisfied are you with Tendring Council Housing Services' approach to complaints handling?	*Base: 224*				*Base: 201*				*Base: 23*			
49:	Very satisfied	27	2.6	12.1	**36.3**	23	2.5	11.8	**37.0**	3	3.4	14.8	**27.9**
50:	Fairly satisfied	54	5.3	24.1		50	5.5	25.2		3	3.0	13.1	
51:	Neither satisfied nor dissatisfied	47	4.6	21.4		42	4.6	21.0		6	5.8	25.3	
52:	Fairly dissatisfied	49	4.8	21.9		43	4.7	21.5		6	6.0	26.2	
53:	Very dissatisfied	46	4.5	20.5		41	4.4	20.5		5	4.7	20.5	
	N/R	798	78.2			721	78.4			77	77.0		
	Q12 Do you live in a building with communal areas, either inside or outside, that Tendring Council Housing Services is responsible for maintaining?	*Base: 1020*				*Base: 920*				*Base: 100*			
54:	Yes	462	45.3	47.0		374	40.7	42.3		95	95.2	95.3	
55:	No	484	47.4	49.1		474	51.5	53.6		3	2.6	2.6	
56:	Don't know	39	3.8	3.9		36	4.0	4.1		2	2.1	2.1	
	N/R	36	3.5			35	3.8			0	0.0		
	Q13 How satisfied or dissatisfied are you that Tendring Council Housing Services keeps these communal areas clean and well maintained?	*Base: 462*				*Base: 374*				*Base: 95*			
57:	Very satisfied	116	11.3	25.2	**56.6**	79	8.5	21.2	**52.2**	41	41.4	44.0	**76.7**
58:	Fairly satisfied	144	14.1	31.3		115	12.5	31.0		31	30.7	32.7	
59:	Neither satisfied nor dissatisfied	47	4.6	10.3		41	4.5	11.0		7	6.5	6.9	

		LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
		Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
60:	Fairly dissatisfied	91	9.0	19.9		80	8.7	21.4		13	12.5	13.3	
61:	Very dissatisfied	60	5.9	13.2		57	6.2	15.4		3	2.9	3.1	
	N/R	562	55.1			548	59.6			6	5.9		
	Q14 How satisfied or dissatisfied are you that Tendring Council Housing Services makes a positive contribution to your neighbourhood?	*Base: 1020*				*Base: 920*				*Base: 100*			
62:	Very satisfied	236	23.1	24.6	**60.3**	203	22.1	23.5	**59.3**	34	34.4	37.0	**70.6**
63:	Fairly satisfied	342	33.5	35.7		310	33.7	35.8		31	31.2	33.6	
64:	Neither satisfied nor dissatisfied	245	24.0	25.6		224	24.3	25.9		21	21.3	22.9	
65:	Fairly dissatisfied	77	7.5	8.0		71	7.7	8.2		6	6.0	6.5	
66:	Very dissatisfied	58	5.7	6.0		57	6.2	6.6		0	0.0	0.0	
67:	Not applicable/ don't know	47	4.6			40	4.3			7	7.1		
	N/R	16	1.5			16	1.7			0	0.0		
	Q15 How satisfied or dissatisfied are you with Tendring Council Housing Services' approach to handling anti-social behaviour?	*Base: 1020*				*Base: 920*				*Base: 100*			
68:	Very satisfied	245	24.1	28.6	**56.5**	218	23.7	28.1	**55.1**	28	28.3	33.4	**71.9**
69:	Fairly satisfied	240	23.5	28.0		209	22.7	26.9		33	32.7	38.6	
70:	Neither satisfied nor dissatisfied	230	22.5	26.7		212	23.1	27.4		17	16.5	19.5	
71:	Fairly dissatisfied	64	6.3	7.5		60	6.5	7.7		4	4.2	5.0	
72:	Very dissatisfied	80	7.8	9.3		76	8.3	9.8		3	3.1	3.7	
73:	Not applicable/ don't know	144	14.1			130	14.1			14	14.2		
	N/R	17	1.7			16	1.8			1	1.1		
	Q16a Car parking	*Base: 1020*				*Base: 920*				*Base: 100*			
74:	Major problem	249	24.4	26.0	**53.0**	230	25.0	26.4	**54.3**	18	18.2	20.4	**38.3**
75:	Minor problem	259	25.4	27.0		242	26.3	27.8		16	16.0	17.9	
76:	Not a problem	451	44.2	47.0		397	43.2	45.7		55	55.2	61.7	
	N/R	62	6.1			52	5.6			11	10.6		
	Q16b Rubbish or litter	*Base: 1020*				*Base: 920*				*Base: 100*			
77:	Major problem	183	17.9	19.2	**53.3**	173	18.8	20.0	**54.5**	8	8.4	10.1	**38.3**
78:	Minor problem	323	31.7	34.1		299	32.5	34.5		24	23.5	28.2	
79:	Not a problem	443	43.5	46.7		393	42.7	45.5		51	51.3	61.7	
	N/R	71	6.9			55	6.0			17	16.8		
	Q16c Noisy neighbours	*Base: 1020*				*Base: 920*				*Base: 100*			
80:	Major problem	114	11.2	12.1	**33.4**	109	11.9	12.8	**34.9**	4	4.1	4.8	**16.2**
81:	Minor problem	201	19.7	21.3		189	20.6	22.1		10	9.7	11.4	
82:	Not a problem	627	61.5	66.6		557	60.5	65.1		71	71.4	83.8	
	N/R	79	7.7			65	7.0			15	14.8		
	Q16d Dog fouling / dog mess	*Base: 1020*				*Base: 920*				*Base: 100*			
83:	Major problem	151	14.8	15.9	**46.0**	142	15.4	16.4	**47.9**	8	8.4	9.8	**24.3**
84:	Minor problem	286	28.0	30.2		271	29.5	31.5		12	12.4	14.5	
85:	Not a problem	511	50.1	54.0		449	48.8	52.1		65	64.9	75.7	
	N/R	72	7.1			59	6.4			14	14.3		
	Q16e Other problems with pets and animals	*Base: 1020*				*Base: 920*				*Base: 100*			
86:	Major problem	71	7.0	7.6	**22.9**	66	7.1	7.7	**24.0**	5	5.0	6.1	**9.6**
87:	Minor problem	143	14.0	15.3		139	15.1	16.3		3	2.9	3.5	
88:	Not a problem	722	70.7	77.1		648	70.4	76.0		75	74.7	90.4	
	N/R	84	8.3			68	7.4			17	17.4		
	Q16f Disruptive children / teenagers	*Base: 1020*				*Base: 920*				*Base: 100*			

		LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
		Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
89:	Major problem	77	7.6	8.2	**24.6**	75	8.1	8.7	**25.3**	2	1.9	2.2	**15.7**
90:	Minor problem	154	15.1	16.4		142	15.5	16.6		11	11.4	13.5	
91:	Not a problem	711	69.7	75.4		641	69.6	74.7		71	71.3	84.3	
	N/R	77	7.5			62	6.8			15	15.3		
	Q16g Racial or other harassment	*Base: 1020*				*Base: 920*				*Base: 100*			
92:	Major problem	28	2.7	3.0	**9.8**	27	3.0	3.2	**10.1**	0	0.0	0.0	**6.3**
93:	Minor problem	63	6.2	6.8		58	6.3	6.9		5	5.2	6.3	
94:	Not a problem	841	82.4	90.2		763	82.9	89.9		78	77.5	93.7	
	N/R	88	8.7			72	7.8			17	17.4		
	Q16h Drunk or rowdy behaviour	*Base: 1020*				*Base: 920*				*Base: 100*			
95:	Major problem	73	7.2	7.8	**21.7**	67	7.3	7.9	**22.2**	6	6.2	7.4	**16.3**
96:	Minor problem	131	12.8	13.9		122	13.3	14.3		7	7.4	8.9	
97:	Not a problem	735	72.0	78.3		665	72.3	77.8		70	70.0	83.7	
	N/R	81	8.0			66	7.2			16	16.4		
	Q16i Vandalism and graffiti	*Base: 1020*				*Base: 920*				*Base: 100*			
98:	Major problem	33	3.2	3.5	**13.5**	29	3.2	3.4	**13.9**	3	3.4	4.0	**8.7**
99:	Minor problem	94	9.2	10.0		89	9.7	10.5		4	4.0	4.7	
100:	Not a problem	808	79.2	86.5		731	79.4	86.1		77	77.3	91.3	
	N/R	86	8.4			71	7.7			15	15.3		
	Q16j People damaging your property	*Base: 1020*				*Base: 920*				*Base: 100*			
101:	Major problem	24	2.4	2.6	**10.4**	23	2.5	2.7	**10.6**	1	1.1	1.3	**7.9**
102:	Minor problem	73	7.1	7.8		67	7.3	7.9		5	5.4	6.5	
103:	Not a problem	837	82.0	89.6		760	82.6	89.4		76	76.2	92.1	
	N/R	86	8.5			70	7.6			17	17.4		
	Q16k Drug use or dealing	*Base: 1020*				*Base: 920*				*Base: 100*			
104:	Major problem	139	13.6	14.7	**34.1**	131	14.2	15.3	**34.5**	7	7.4	8.5	**29.0**
105:	Minor problem	183	17.9	19.4		165	17.9	19.3		18	17.8	20.5	
106:	Not a problem	622	61.0	65.9		561	60.9	65.5		62	61.8	71.0	
	N/R	77	7.5			64	7.0			13	13.0		
	Q16l Abandoned or burnt out vehicles	*Base: 1020*				*Base: 920*				*Base: 100*			
107:	Major problem	22	2.1	2.3	**7.3**	19	2.1	2.2	**7.6**	3	2.8	3.3	**4.8**
108:	Minor problem	47	4.6	5.0		45	4.9	5.3		1	1.2	1.4	
109:	Not a problem	867	85.0	92.7		787	85.6	92.4		80	79.6	95.2	
	N/R	84	8.3			69	7.5			16	16.4		
	Q16m Other crime	*Base: 1020*				*Base: 920*				*Base: 100*			
110:	Major problem	18	1.8	1.9	**15.3**	17	1.9	2.0	**15.7**	1	0.9	1.1	**10.8**
111:	Minor problem	125	12.2	13.4		116	12.7	13.7		8	8.1	9.7	
112:	Not a problem	790	77.4	84.7		715	77.7	84.3		75	74.6	89.2	
	N/R	87	8.6			72	7.8			16	16.4		
	Q16n Noise from traffic	*Base: 1020*				*Base: 920*				*Base: 100*			
113:	Major problem	83	8.2	8.7	**28.2**	79	8.6	9.1	**29.1**	3	3.4	4.0	**18.0**
114:	Minor problem	186	18.3	19.5		174	18.9	20.0		12	11.9	14.0	
115:	Not a problem	685	67.2	71.8		616	66.9	70.9		70	69.9	82.0	
	N/R	65	6.4			51	5.6			15	14.8		
	Q17 How satisfied or dissatisfied are you that your rent provides value for money?	*Base: 1020*				*Base: 920*				*Base: 100*			
116:	Very satisfied	539	52.8	53.8	**82.3**	471	51.2	52.1	**81.5**	70	70.4	71.2	**90.4**

	LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
117: Fairly satisfied	285	28.0	28.5		265	28.8	29.4		19	19.0	19.2	
118: Neither satisfied nor dissatisfied	121	11.8	12.0		115	12.4	12.7		5	5.4	5.5	
119: Fairly dissatisfied	35	3.4	3.5		32	3.5	3.5		3	3.0	3.0	
120: Very dissatisfied	22	2.2	2.2		21	2.3	2.3		1	1.1	1.1	
N/R	18	1.8			17	1.8			1	1.1		
Q18 How satisfied or dissatisfied are you that Tendring Council Housing Services is easy to deal with?	*Base: 1020*				*Base: 920*				*Base: 100*			
121: Very satisfied	426	41.7	42.7	**77.7**	379	41.2	42.2	**77.0**	47	47.0	48.1	**85.1**
122: Fairly satisfied	349	34.2	35.0		313	34.1	34.8		36	36.2	37.0	
123: Neither satisfied nor dissatisfied	136	13.3	13.6		128	13.9	14.2		7	7.1	7.3	
124: Fairly dissatisfied	49	4.8	4.9		44	4.7	4.8		5	5.3	5.4	
125: Very dissatisfied	38	3.7	3.8		36	3.9	4.0		2	2.2	2.2	
126: Not applicable/ don't know	9	0.9			8	0.9			1	1.2		
N/R	13	1.3			12	1.3			1	1.1		
Q19 Have you contacted Tendring Council Housing Services in the last 12 months with a query other than to pay your rent or service charges?	*Base: 1020*				*Base: 920*				*Base: 100*			
127: Yes	438	42.9	44.6		414	45.0	46.7		21	21.3	22.2	
128: No	544	53.4	55.4		472	51.3	53.3		75	74.6	77.8	
N/R	38	3.7			34	3.7			4	4.2		
Q20 Thinking about your most recent contact with Tendring Council Housing Services, did you mainly deal with them?	*Base: 438*				*Base: 414*				*Base: 21*			
129: In person	46	4.5	10.6		41	4.4	9.9		6	5.7	26.8	
130: Over the phone	321	31.4	73.7		305	33.2	74.2		13	13.2	62.0	
131: By letter	15	1.5	3.4		14	1.5	3.4		1	0.6	2.8	
132: By email	109	10.7	25.1		103	11.2	25.0		6	5.8	27.2	
133: By text/SMS	2	0.1	0.3		1	0.1	0.1		1	1.0	4.7	
134: Using social media	1	0.0	0.1		1	0.1	0.1		0	0.0	0.0	
135: By the website	20	1.9	4.5		19	2.1	4.7		0	0.0	0.0	
136: Other	5	0.5	1.1		3	0.4	0.8		2	1.5	7.0	
N/R	585	57.3			509	55.3			79	78.7		
Q21a Staff being friendly and approachable	*Base: 438*				*Base: 414*				*Base: 21*			
137: Very satisfied	244	23.9	56.2	**86.1**	233	25.3	56.7	**85.7**	9	9.3	43.7	**94.8**
138: Fairly satisfied	130	12.7	29.9		119	12.9	29.0		11	10.9	51.2	
139: Neither	40	3.9	9.1		38	4.2	9.3		1	1.1	5.2	
140: Fairly dissatisfied	14	1.4	3.2		14	1.5	3.4		0	0.0	0.0	
141: Very dissatisfied	7	0.7	1.6		7	0.7	1.6		0	0.0	0.0	
N/R	586	57.4			509	55.4			79	78.7		
Q21b The ability of staff to deal with your query quickly and efficiently	*Base: 438*				*Base: 414*				*Base: 21*			
142: Very satisfied	180	17.6	41.6	**74.5**	172	18.7	42.0	**75.2**	7	6.8	33.0	**57.3**
143: Fairly satisfied	142	13.9	32.8		136	14.7	33.2		5	5.0	24.3	
144: Neither	55	5.4	12.8		51	5.6	12.5		4	3.9	18.9	
145: Fairly dissatisfied	33	3.3	7.7		31	3.3	7.5		3	2.6	12.6	
146: Very dissatisfied	22	2.1	5.1		20	2.1	4.8		2	2.3	11.2	
N/R	588	57.7			511	55.6			79	79.3		
Q21c Being kept informed about your query	*Base: 438*				*Base: 414*				*Base: 21*			
147: Very satisfied	145	14.2	33.7	**61.0**	138	15.0	33.8	**61.6**	6	6.2	30.0	**48.3**
148: Fairly satisfied	118	11.5	27.4		113	12.3	27.8		4	3.8	18.4	
149: Neither	63	6.2	14.7		58	6.3	14.3		5	4.7	22.7	
150: Fairly dissatisfied	60	5.8	13.8		56	6.1	13.7		4	3.7	17.9	
151: Very dissatisfied	45	4.4	10.5		42	4.6	10.4		2	2.3	11.1	

	LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
N/R	590	57.8			513	55.7			79	79.3		
Q21d Quality of the information / advice provided	*Base: 438*				*Base: 414*				*Base: 21*			
152: Very satisfied	155	15.2	36.1	**66.0**	148	16.1	36.4	**66.6**	6	6.2	30.1	**54.4**
153: Fairly satisfied	128	12.6	29.9		123	13.3	30.2		5	5.0	24.3	
154: Neither	74	7.3	17.3		69	7.5	16.9		5	5.1	24.8	
155: Fairly dissatisfied	39	3.8	9.1		37	4.0	9.1		2	2.0	9.7	
156: Very dissatisfied	32	3.2	7.6		30	3.3	7.4		2	2.3	11.2	
N/R	591	57.9			514	55.9			79	79.3		
Q21e The final outcome of your query	*Base: 438*				*Base: 414*				*Base: 21*			
157: Very satisfied	157	15.4	37.1	**65.4**	150	16.3	37.3	**65.5**	5	5.4	29.3	**64.7**
158: Fairly satisfied	120	11.8	28.4		113	12.3	28.1		7	6.5	35.3	
159: Neither	49	4.8	11.6		46	5.0	11.5		3	2.6	14.1	
160: Fairly dissatisfied	37	3.6	8.7		35	3.8	8.6		2	2.0	10.9	
161: Very dissatisfied	61	5.9	14.3		58	6.3	14.5		2	1.9	10.3	
N/R	597	58.5			518	56.3			82	81.6		
Q22 Which of the following methods of being kept informed and getting in touch with Tendring Council Housing Services are you happy to use?	*Base: 1020*				*Base: 920*				*Base: 100*			
162: Email	602	59.0	60.0		568	61.7	62.9		32	31.6	31.6	
163: Telephone	615	60.3	61.3		546	59.3	60.4		70	70.1	70.1	
164: Text/SMS	345	33.8	34.4		313	34.0	34.7		32	32.2	32.2	
165: WhatsApp	131	12.8	13.1		123	13.4	13.6		8	7.6	7.6	
166: Video call	25	2.4	2.5		24	2.6	2.6		1	1.0	1.0	
167: Facebook	39	3.8	3.8		38	4.2	4.2		0	0.0	0.0	
168: Twitter / X	4	0.4	0.4		4	0.5	0.5		0	0.0	0.0	
169: Letter	632	62.0	63.0		572	62.2	63.4		59	59.3	59.3	
170: Visit to the office	148	14.5	14.7		117	12.7	13.0		33	33.4	33.4	
171: Visit to your home by staff	255	25.0	25.4		215	23.3	23.8		43	42.6	42.6	
172: Open meetings	63	6.1	6.3		35	3.8	3.8		32	31.7	31.7	
173: Newsletter	206	20.2	20.6		178	19.3	19.7		31	30.6	30.6	
174: Other	14	1.3	1.4		13	1.4	1.4		1	1.1	1.1	
N/R	17	1.6			17	1.8			0	0.0		
Q23 Do you use the internet, including social media, apps or other online services, on a phone, tablet or computer?	*Base: 1020*				*Base: 920*				*Base: 100*			
175: Yes	724	71.0	74.0		678	73.7	76.9		43	42.5	44.3	
176: No	254	24.9	26.0		204	22.2	23.1		54	53.5	55.7	
N/R	42	4.1			38	4.1			4	4.0		
Q24 Would you like to find out more about how you can have a say in how Tendring District Council Housing Services are delivered?	*Base: 1020*				*Base: 920*				*Base: 100*			
177: Yes	191	18.7	19.7		171	18.5	19.5		21	21.0	21.9	
178: No	780	76.5	80.3		705	76.6	80.5		75	74.9	78.1	
N/R	49	4.8			44	4.8			4	4.1		
Q25 If you are interested in getting involved, are you happy for Tendring Council Housing Services to contact you with some further information?	*Base: 191*				*Base: 171*				*Base: 21*			
179: Yes	149	14.6	78.4		136	14.8	79.9		14	13.6	64.8	
180: No	41	4.0	21.6		34	3.7	20.1		7	7.4	35.2	
N/R	830	81.3			750	81.5			79	79.0		
Q26 Do you live in a Sheltered Housing scheme?	*Base: 1020*				*Base: 920*				*Base: 100*			
181: Yes	98	9.6	9.9		13	1.4	1.5		97	97.2	99.0	
182: No	889	87.1	90.1		875	95.2	98.5		1	1.0	1.0	

	LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
N/R	34	3.3			32	3.4			2	1.8		
Q27a [Your support plan] How satisfied or dissatisfied are you with:	*Base: 87*				*Base: 0*				*Base: 100*			
183: Very satisfied	45	4.5	57.5	**86.7**	0	0.0	0.0		52	52.0	57.5	**86.7**
184: Fairly satisfied	23	2.3	29.2		0	0.0	0.0		26	26.4	29.2	
185: Neither	8	0.8	10.0		0	0.0	0.0		9	9.1	10.1	
186: Fairly dissatisfied	1	0.1	1.0		0	0.0	0.0		1	0.9	1.0	
187: Very dissatisfied	2	0.2	2.3		0	0.0	0.0		2	2.0	2.2	
188: No opinion	4	0.3			0	0.0			4	4.0		
N/R	938	91.9			920	0.0			6	5.5		
Q27b [The frequency of contact with your Sheltered Housing Officer] How satisfied or dissatisfied are you with:	*Base: 87*				*Base: 0*				*Base: 100*			
189: Very satisfied	45	4.4	55.1	**82.2**	0	0.0	0.0		51	51.0	55.2	**82.3**
190: Fairly satisfied	22	2.1	27.0		0	0.0	0.0		25	25.0	27.1	
191: Neither	9	0.9	11.2		0	0.0	0.0		10	10.3	11.1	
192: Fairly dissatisfied	3	0.3	3.3		0	0.0	0.0		3	3.1	3.4	
193: Very dissatisfied	3	0.3	3.3		0	0.0	0.0		3	3.0	3.2	
194: No opinion	1	0.1			0	0.0			2	1.6		
N/R	938	92.0			920	0.0			6	6.0		
Q27c [The overall service provided by your Sheltered Housing Officer] How satisfied or dissatisfied are you with:	*Base: 87*				*Base: 0*				*Base: 100*			
195: Very satisfied	45	4.5	56.9	**86.0**	0	0.0	0.0		52	52.2	57.0	**86.0**
196: Fairly satisfied	23	2.3	29.1		0	0.0	0.0		27	26.5	29.0	
197: Neither	7	0.7	8.9		0	0.0	0.0		8	8.1	8.9	
198: Fairly dissatisfied	2	0.2	2.1		0	0.0	0.0		2	2.0	2.2	
199: Very dissatisfied	2	0.2	3.0		0	0.0	0.0		3	2.7	3.0	
200: No opinion	2	0.2			0	0.0			2	1.9		
N/R	939	92.0			920	0.0			7	6.5		
Q27d [The call centre/emergency call system] How satisfied or dissatisfied are you with:	*Base: 87*				*Base: 0*				*Base: 100*			
201: Very satisfied	47	4.6	58.8	**83.6**	0	0.0	0.0		54	53.9	58.8	**83.5**
202: Fairly satisfied	20	2.0	24.9		0	0.0	0.0		23	22.7	24.8	
203: Neither	7	0.7	8.4		0	0.0	0.0		8	7.6	8.3	
204: Fairly dissatisfied	4	0.3	4.4		0	0.0	0.0		4	4.1	4.5	
205: Very dissatisfied	3	0.3	3.6		0	0.0	0.0		3	3.4	3.7	
206: No opinion	2	0.1			0	0.0			2	1.8		
N/R	939	92.0			920	0.0			7	6.5		
Q27e [How easy it is to access your home and the scheme] How satisfied or dissatisfied are you with:	*Base: 87*				*Base: 0*				*Base: 100*			
207: Very satisfied	57	5.6	71.2	**94.1**	0	0.0	0.0		66	65.6	71.2	**94.0**
208: Fairly satisfied	18	1.8	22.9		0	0.0	0.0		21	21.0	22.8	
209: Neither	4	0.4	4.9		0	0.0	0.0		5	4.6	5.0	
210: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
211: Very dissatisfied	1	0.1	1.0		0	0.0	0.0		1	0.9	1.0	
212: No opinion	0	0.0			0	0.0			0	0.0		
N/R	940	92.1			920	0.0			8	8.0		
Q27f [The facilities at your scheme] How satisfied or dissatisfied are you with:	*Base: 87*				*Base: 0*				*Base: 100*			
213: Very satisfied	45	4.5	57.6	**82.4**	0	0.0	0.0		52	52.2	57.7	**82.4**
214: Fairly satisfied	20	1.9	24.7		0	0.0	0.0		22	22.3	24.7	
215: Neither	9	0.9	11.3		0	0.0	0.0		10	10.2	11.3	
216: Fairly dissatisfied	2	0.2	2.8		0	0.0	0.0		3	2.6	2.9	
217: Very dissatisfied	3	0.3	3.6		0	0.0	0.0		3	3.1	3.4	

Appendix C. Data summary

	LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
218: No opinion	2	0.2			0	0.0			2	2.2		
N/R	939	92.1			920	0.0			7	7.4		
R28 Is there anything you would like to say about your home, neighbourhood or the services you receive from Tendring Council Housing Services	*Base: 1020*				*Base: 920*				*Base: 100*			
219: Customer - better digital services	4	0.4	0.8		4	0.4	0.8		0	0.0	0.0	
220: Customer - customer service from staff	4	0.4	0.8		4	0.4	0.8		0	0.0	0.0	
221: Customer - getting hold of the right person	3	0.3	0.7		2	0.2	0.5		1	1.0	3.0	
222: Customer - listen and respond more meaningfully	7	0.6	1.4		7	0.7	1.5		0	0.0	0.0	
223: Customer - regular contact with tenants e.g. regular calls	7	0.7	1.5		5	0.5	1.1		2	2.1	6.3	
224: Customer - returning calls and emails	5	0.5	1.1		5	0.6	1.2		0	0.0	0.0	
225: Customer - to be kept better informed	8	0.8	1.6		8	0.8	1.8		0	0.0	0.0	
226: Negative - general miscellaneous negative comments	9	0.9	1.9		9	0.9	2.0		0	0.0	0.0	
227: Neighbourhood - bins and waste disposal	13	1.2	2.7		12	1.3	2.7		1	0.6	1.8	
228: Neighbourhood - CCTV	4	0.4	0.9		3	0.3	0.7		1	1.1	3.3	
229: Neighbourhood - dealing with anti-social behaviour	68	6.7	14.6		64	7.0	14.8		4	3.7	11.1	
230: Neighbourhood - hedges and trees	16	1.5	3.4		15	1.7	3.6		0	0.0	0.0	
231: Neighbourhood - litter and rubbish	15	1.5	3.2		15	1.6	3.5		0	0.0	0.0	
232: Neighbourhood - parking issues	38	3.8	8.2		36	3.9	8.4		2	2.0	6.0	
233: Neighbourhood - paths and roads	14	1.4	3.0		12	1.3	2.9		2	1.7	5.1	
234: Neighbourhood - problems with pets	22	2.2	4.7		22	2.4	5.1		0	0.0	0.0	
235: Neighbourhood - untidy gardens and grass cutting	28	2.7	5.9		27	2.9	6.1		1	0.8	2.4	
236: Neighbourhood - vermin	7	0.7	1.4		6	0.6	1.3		1	1.0	3.0	
237: Other - miscellaneous comments	5	0.5	1.1		3	0.3	0.6		3	3.0	9.0	
238: Other - transfers and allocations	30	2.9	6.4		30	3.2	6.8		0	0.0	0.0	
239: Other - wellbeing and disability support	6	0.6	1.3		6	0.6	1.4		0	0.0	0.0	
240: Property - adaptations	7	0.7	1.5		7	0.8	1.6		0	0.0	0.0	
241: Property - bathroom improvements	7	0.7	1.5		7	0.7	1.5		0	0.0	0.0	
242: Property - communal areas and facilities	16	1.6	3.4		14	1.5	3.2		2	2.1	6.3	
243: Property - communal cleaning	17	1.7	3.6		16	1.7	3.6		1	1.1	3.3	
244: Property - damp, mould or condensation	22	2.1	4.6		21	2.3	4.9		0	0.0	0.0	
245: Property - doors	25	2.5	5.4		24	2.6	5.6		1	0.9	2.7	
246: Property - external appearance	15	1.5	3.3		15	1.6	3.5		0	0.0	0.0	
247: Property - external lighting	9	0.9	1.9		8	0.8	1.8		1	1.4	4.2	
248: Property - fencing and gates	6	0.6	1.3		6	0.7	1.4		0	0.0	0.0	
249: Property - heating and energy efficiency	13	1.2	2.7		13	1.4	2.9		0	0.0	0.0	
250: Property - improve and maintain	20	1.9	4.2		18	2.0	4.2		2	1.5	4.5	
251: Property - replacement kitchens	7	0.6	1.4		6	0.6	1.3		1	1.1	3.3	
252: Property - safety and security	15	1.5	3.2		15	1.6	3.3		1	0.6	1.8	
253: Property - window replacements	26	2.5	5.5		25	2.8	5.8		0	0.0	0.0	
254: Repairs - better information and communication	31	3.1	6.7		27	2.9	6.2		5	4.5	13.5	
255: Repairs - better quality	9	0.9	2.0		9	0.9	2.0		1	0.8	2.4	
256: Repairs - dealing with missed appointments	3	0.3	0.7		3	0.3	0.7		0	0.0	0.0	
257: Repairs - improve standard of workers	7	0.7	1.4		7	0.7	1.5		0	0.0	0.0	
258: Repairs - jobs that remain outstanding	34	3.4	7.3		31	3.4	7.2		3	2.8	8.4	
259: Repairs - quicker response	17	1.7	3.7		15	1.6	3.4		2	2.2	6.6	
260: Positive - friendly and polite	9	0.9	1.9		9	1.0	2.1		0	0.0	0.0	
261: Positive - general positive comments	55	5.4	11.8		51	5.5	11.8		4	4.2	12.6	
262: Positive - good quality repairs	9	0.9	2.0		8	0.9	1.9		1	1.2	3.6	
263: Positive - helpful and supportive	14	1.3	2.9		11	1.2	2.6		3	2.5	7.5	
264: Positive - nice area	29	2.9	6.2		28	3.0	6.3		2	1.6	4.8	
265: Positive - prompt repairs	8	0.8	1.8		8	0.9	1.8		0	0.0	0.0	
266: Positive - responsive and efficient	6	0.6	1.3		5	0.6	1.2		1	1.0	3.0	
267: Positive - standard of property	24	2.4	5.2		22	2.4	5.1		3	2.5	7.5	
N/R	552	54.1			487	52.9			67	66.6		
Q29 What is your ethnic group?	*Base: 1020*				*Base: 920*				*Base: 100*			
268: White English, Welsh, Scottish, Northern Irish or British	929	91.0	94.0		832	90.4	93.5		97	97.1	98.0	
269: Any other White background	15	1.4	1.5		14	1.6	1.6		0	0.0	0.0	
270: Mixed or Multiple ethnic groups	5	0.5	0.5		5	0.6	0.6		0	0.0	0.0	
271: Asian or Asian British	9	0.9	0.9		9	1.0	1.0		0	0.0	0.0	
272: Black, Black British, Caribbean or African	9	0.8	0.9		7	0.7	0.8		2	2.0	2.0	

	LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
273: Any other ethnic group	4	0.4	0.4		4	0.4	0.4		0	0.0	0.0	
274: Prefer not to say	18	1.8	1.9		18	2.0	2.0		0	0.0	0.0	
N/R	32	3.1			31	3.3			1	0.9		
R29 Ethnic background - summary	*Base: 1020*				*Base: 920*				*Base: 100*			
275: White British	929	91.0	95.7		832	90.4	95.5		97	97.1	98.0	
276: BAME	41	4.0	4.3		39	4.3	4.5		2	2.0	2.0	
N/R	50	4.9			49	5.3			1	0.9		
Q30 Does anyone in your household have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	*Base: 1020*				*Base: 920*				*Base: 100*			
277: Yes	635	62.2	65.5		576	62.7	66.2		58	58.0	59.1	
278: No	281	27.5	29.0		246	26.8	28.3		35	35.3	36.0	
279: Prefer not to say	54	5.3	5.5		49	5.3	5.6		5	4.8	4.9	
N/R	51	5.0			49	5.3			2	1.9		
Q31 Do any of these conditions or illnesses reduce their ability to carry out day to day activities?	*Base: 634*				*Base: 576*				*Base: 58*			
280: Yes, a lot	364	35.7	57.6		334	36.3	58.1		30	29.6	52.0	
281: Yes, a little	208	20.4	33.0		187	20.3	32.5		22	21.9	38.5	
282: Not at all	34	3.3	5.3		30	3.2	5.1		4	4.3	7.6	
283: Prefer not to say	26	2.5	4.1		25	2.7	4.3		1	1.1	1.9	
N/R	388	38.1			346	37.6			43	43.1		
D101 Stock type	*Base: 1020*				*Base: 920*				*Base: 100*			
284: General needs	933	91.5	91.5		920	100.0	100.0		0	0.0	0.0	
285: Sheltered	87	8.5	8.5		0	0.0	0.0		100	100.0	100.0	
N/R	0	0.0			0	0.0			0	0.0		
D102 Postcode district	*Base: 1020*				*Base: 920*				*Base: 100*			
286: CO7	115	11.3	11.3		113	12.3	12.3		0	0.0	0.0	
287: CO11	126	12.4	12.4		118	12.8	12.8		8	7.7	7.7	
288: CO12	277	27.1	27.1		249	27.0	27.0		28	28.4	28.3	
289: CO13	41	4.0	4.0		29	3.2	3.2		13	12.6	12.6	
290: CO14	50	4.9	4.9		41	4.4	4.4		10	9.7	9.7	
291: CO15	151	14.8	14.8		131	14.3	14.3		20	20.0	20.0	
292: CO16	261	25.6	25.6		239	25.9	25.9		22	21.8	21.8	
N/R	0	0.0			0	0.0			0	0.0		
D103 Property type	*Base: 1020*				*Base: 920*				*Base: 100*			
293: Bedsit	51	5.0	5.0		18	1.9	1.9		38	37.8	37.8	
294: Bungalow	128	12.6	12.6		116	12.6	12.6		12	11.7	11.7	
295: Flat	473	46.4	46.4		423	46.0	46.0		51	50.5	50.5	
296: House	350	34.3	34.3		345	37.5	37.5		0	0.0	0.0	
297: Maisonette	18	1.8	1.8		18	2.0	2.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D104 Property size	*Base: 1020*				*Base: 920*				*Base: 100*			
298: Bedsit	51	5.0	5.0		18	1.9	1.9		38	37.8	37.8	
299: One bed	290	28.4	28.4		240	26.1	26.1		52	52.0	52.0	
300: Two beds	373	36.6	36.6		360	39.1	39.1		10	10.2	10.2	
301: Three beds	303	29.7	29.7		299	32.5	32.5		0	0.0	0.0	
302: Four or more beds	4	0.4	0.4		4	0.4	0.4		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D105 Length of tenancy	*Base: 1020*				*Base: 920*				*Base: 100*			

	LCRA Weighted by stock, age and area				General needs Weighted by age and area				Sheltered Weighted by age and area			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
303: Under 1 year	119	11.6	11.6		108	11.7	11.7		12	11.9	11.9	
304: 1 - 2 years	121	11.9	11.9		100	10.9	10.9		23	22.9	22.9	
305: 3 - 5 years	183	18.0	18.0		156	17.0	17.0		29	29.3	29.3	
306: 6 - 10 years	153	15.0	15.0		133	14.4	14.4		21	21.0	21.0	
307: 11 - 20 years	225	22.1	22.1		209	22.7	22.7		15	14.8	14.8	
308: 21 years and over	219	21.4	21.4		215	23.3	23.3		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D106 Age group	*Base: 1020*				*Base: 920*				*Base: 100*			
309: 16 - 24 years	34	3.4	3.5		34	3.7	3.8		0	0.0	0.0	
310: 25 - 34 years	118	11.5	11.8		117	12.7	13.1		0	0.0	0.0	
311: 35 - 44 years	162	15.9	16.3		161	17.5	17.9		0	0.0	0.0	
312: 45 - 54 years	164	16.0	16.5		160	17.4	17.9		2	1.6	1.6	
313: 55 - 64 years	229	22.4	23.0		208	22.7	23.3		19	19.1	19.4	
314: 65 - 74 years	163	16.0	16.4		131	14.2	14.6		34	34.2	34.8	
315: 75 - 84 years	96	9.4	9.7		67	7.3	7.5		32	32.1	32.6	
316: 85 years and over	28	2.7	2.8		17	1.9	1.9		11	11.4	11.6	
N/R	27	2.6			25	2.7			2	1.6		
D107 Age group [simple]	*Base: 1020*				*Base: 920*				*Base: 100*			
317: 16-34	152	14.9	15.3		151	16.4	16.9		0	0.0	0.0	
318: 35-49	237	23.3	23.9		235	25.6	26.3		0	0.0	0.0	
319: 50-64	317	31.1	31.9		294	32.0	32.8		21	20.7	21.0	
320: 65+	287	28.1	28.9		215	23.3	24.0		78	77.7	79.0	
N/R	27	2.6			25	2.7			2	1.6		
D108 Communal area maintained by TDC	*Base: 1020*				*Base: 920*				*Base: 100*			
321: Yes	397	38.9	38.9		313	34.0	34.0		91	91.3	91.3	
322: No	623	61.1	61.1		607	66.0	66.0		9	8.7	8.7	
N/R	0	0.0			0	0.0			0	0.0		
D109 Communal cleaning service provided by TDC	*Base: 1020*				*Base: 920*				*Base: 100*			
323: Yes	200	19.6	19.6		118	12.9	12.9		91	91.3	91.3	
324: No	821	80.4	80.4		802	87.1	87.1		9	8.7	8.7	
N/R	0	0.0			0	0.0			0	0.0		

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