



TSM Tenant Satisfaction Survey 2024/25

for:

Tendring
District Council



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1. Introduction

Background

This report details the results of Tendring District Council's 2024/25 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 2023/24 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 2023/24 year end TSM figures for local authorities.

About the survey

The survey was conducted by ARP Research between 22 October and 23 December 2024. It was a census paper self-completion survey distributed to all 2,992 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 additional email reminders to 114 households with a recorded email address (10% response). The survey was incentivised with a free prize draw.

Overall, 1,032 tenants took part in the survey, which represented a response rate of 34% (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**

**2023/24
result**





**Change
over time**

**2024/25
result**



Tenant Satisfaction Measures

Bench mark	2023/24 result	Change over time	2024/25 result	Measure
68%	80%	↑	81%	TP01 satisfaction overall
71%	83%	↓	81%	TP02 repairs service in last 12 months
66%	82%	↓	78%	TP03 time taken to complete last repair
67%	75%	↑	77%	TP04 home is well maintained
74%	78%	↑	80%	TP05 home is safe
56%	64%	↑	65%	TP06 listens to views and acts on them
67%	65%	↑	69%	TP07 being kept informed
74%	76%	↑	80%	TP08 treated fairly and with respect
29%	45%	↑	49%	TP09 approach to handling complaints
63%	49%	↑	51%	TP10 communal areas clean and maintained
60%	57%	↑	60%	TP11 makes a positive contribution to area
54%	53%	↑	56%	TP12 approach to handling ASB

 statistically significant improvement
   no statistically significant change
  statistically significant decline

Overall satisfaction

1. The main impression given by the 2024-25 survey results is that tenant satisfaction is relatively stable. This includes 81% who are satisfied overall with the housing service, which is within the error margin compared to 80% achieved last year. On the opposite end of the scale, only 9% are dissatisfied (section 3).
2. However, one rating is significantly worse since last year, namely the time taken to complete the last repair (section 6). Set against this are three statistically significant improvements, two of which are on the topic of communication (section 8) and the other being housing services' positive contribution to the neighbourhood (section 9).
3. Nationally, the median satisfaction amongst local authorities in 2023/24 is 68%, therefore Tendring DC's result is in the top quartile compared with the rest of retained Council housing sector.
4. Somewhat unusually, overall satisfaction is lower amongst sheltered housing tenants than for general needs (76% v 82%). However, this still represents a 6% improvement for sheltered, amongst whom there are also higher ratings for the support they receive, including from sheltered housing officers (section 11).
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five factors most closely associated with overall tenant satisfaction are below.
 - Repairs service in the last 12 months (81% satisfied, section 6)
 - Provide a home that is well maintained (77%, section 4)
 - Being kept informed (69%, section 8)
 - Positive contribution to the neighbourhood (78%, section 9)
 - Rent value for money (60%, section 5)

Repairs

6. The performance of the repairs service that tenants receive is a notable feature of this year's results due to being the only TSM measures to drop this year, with the time taken to complete the last repair being the only rating to have dropped by a statistically significant margin. Satisfaction with the service over the last year also is the best predictor of overall satisfaction.
7. This means that 81% of tenants that received a repair last year have a positive perception of the service over the last year compared to 83% last year, and the rating for the time taken to complete the last repair is down by 4% to 78%, including a 7% drop in the proportion that are 'very' satisfied (section 6).
8. However, it is important to remember that both ratings are still comfortably above the national median averages for other landlords being placed in the top quartiles.

2. Executive summary

The home

9. Satisfaction with how well the home is maintained is essentially unchanged since last year (77%), meaning that it is in the top quartile compared to the national benchmark median satisfaction score of 67% (section 4).
10. There is also no change in the proportion of tenants who say that they are provided with a home that is safe (80%), which also represents a top quartile score compared to the benchmark.
11. In contrast, satisfaction with communal cleaning and maintenance is in the bottom quartile with 51% satisfied compared to the benchmark score of 63%. This means that a third of those that responded are dissatisfied in this regard.

Value for money

12. In the face of current economic conditions, the perceived rent value for money offered by Tendring District Council has been resilient, with the majority still satisfied in this regard (82%), compared to just 6% who are actively dissatisfied (section 5).
13. The cost-of-living crisis nevertheless does seem to have an effect on the survey because rent value for money appears on the key driver list for overall satisfaction (section 3).

Customer service

14. Four out of five survey respondents say that Housing services is easy to deal with (80%). This is a non TSM question known as a 'customer effort' score, which is a useful overall gauge of satisfaction with customer services (section 7).
15. It is very positive to see that amongst tenants who had made contact in the last year, all five of the ratings the gave to that experience have improvement significantly since last year, including a 10% increase in the proportion that say their query was answered quickly and efficiently (now 77%).
16. This means that the vast majority staff to be friendly and approachable (87%), two thirds are satisfied with the final outcome of their query (64%).
17. Most tenants last used the telephone to contact housing services (62%), but a fifth used email (19%) and around one in ten made contact in person (9%).
18. However, only 44% of email correspondents had a satisfactory outcome compared to 70% of those that called on the telephone. Accordingly, this is an area of the Council's service where there is clear room for improvement.

2. Executive summary

Communication

19. The third strongest key driver of tenant satisfaction this year is whether tenants feel they are kept well informed about things that matter to them (69% satisfied). This rating is 4% higher than last year which represents a statistically significant improvement (section 8).
20. Another rating to have significantly improved asks respondents if they feel that they are treated fairly and with respect (80% v 76%). Indeed, only 6% of tenants disagree with this sentiment. This places the Council in the benchmark top quartile.
21. The final question in this section asks whether the landlord listens to their views and acts upon them, which whilst receiving a lower rating than the other two (65%), compares most favourably against the national benchmark of 56%.
22. The significant improvements in this section of the survey are likely to be linked to the higher levels of satisfaction with customer services seen this year (see section 7). Nevertheless, if tenants had recently made contact all three of these ratings are still lower than average, especially if that contact was via email.

Complaints

23. It is important to understand that most respondents that claim to have made a complaint have not used the formal complaints system but instead have actually made escalated service requests (94% of this group).
24. The proportion of tenants that have raised such an issue with housing services stands at 22%, which is below the national average of 27% (section 8).
25. The way these complaints or escalated service requests are handled has improved slightly since last year (49% v 45%), and when compared against the national benchmark the Council's score is 20 points higher than the median average.

Neighbourhoods

26. Most survey respondents are satisfied that the Council as their landlord makes a positive contribution to their neighbourhood (60%, section 8), which represents a significant increase of 3%.
27. This question is also a key driver of overall satisfaction, although the likely reasons for this are unclear.
28. Satisfaction with CBH's approach to handling anti-social behaviour has seen a small improvement in the last year (now 56%), although this isn't enough to be a statistically significant change. Nevertheless, it still means that satisfaction is now slightly above the benchmark figure of 54%.
29. The most commonly cited neighbourhood problems are rubbish/litter, car parking and dog mess (all over 50%), with the top two seen to be significantly more of a problem compared to a year ago.

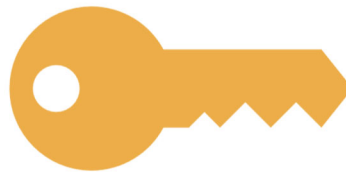


3. Services overall

81

satisfied
overall

%



top 'key
drivers'

1. repairs service in last 12 months
2. home is well maintained
3. being kept informed
4. contribution to neighbourhood
5. rent value for money



None of the TSM measures have changed by a statistically significant amount since last year



The overall score is now in the top quartile compared to the national local authority benchmark



The strongest predictors of overall satisfaction are those linked to repairs and property maintenance



Unusually, overall satisfaction is lower amongst sheltered housing tenants than for general needs

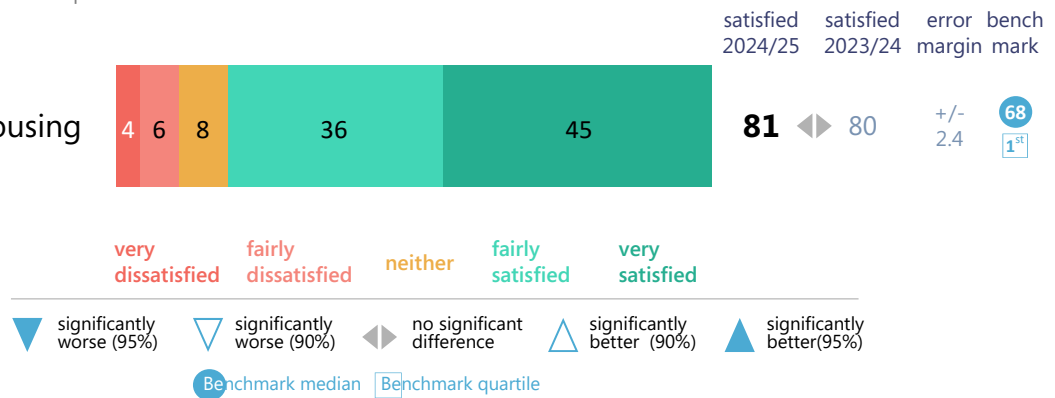
3. Services overall

3.1 Overall satisfaction

% Base 1026 | Excludes non respondents



Overall service provided by housing services



The main impression given by the 2024-25 survey results is that customer satisfaction is relatively **stable**. An example of this is the overall satisfaction score where there has been only a tiny 1% variation (now 81%), which isn't a statistically significant change.

This means that the statistical test used to compare scores tells us we can't be confident that any differences are real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with enough confidence.

A similar pattern can be observed for every other TSM measure in the survey, with the maximum variation being just 4%. It nevertheless includes one change that is **significantly worse** since last year, namely the time taken to complete the last repair (section 6). Set against this are three statistically **significant improvements**, two of which are on the topic of communication (section 8) and the other being housing services' positive contribution to the neighbourhood (section 9).

When compared against Regulator of Social Housing's national benchmark of TSM surveys amongst local authorities in 2023/24, the Council's overall satisfaction therefore continues to be well above average, appearing in the **top quartile** against the median score of just 68%. Elsewhere in the report almost all other TSM ratings are also comfortably above the national average, the only exceptions being the two neighbourhood measures, where the scores are still on par (section 9), and communal maintenance where the Council's rating is in the benchmark bottom quartile (section 4).

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the best predictors of overall satisfaction for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The most obvious finding is that the general experience of the **repairs service** over the last 12 months and the extent to which tenants feel that their home is **well maintained** are the dominant factors. This focus on bricks and mortar issues is a very common theme in tenant surveys, but it is also consistent with the fact that the time taken to complete the last repair is the only TSM rating to have fallen significantly this year, are (see section 6).

3. Services overall

Furthermore how **well informed** tenants are kept about the issues that are important to them is also a strong predictor of overall satisfaction, which is also often linked to the performance of the repairs service via work schedules, appointment times and progress updates. However, its inclusion on this list may also be influenced by the fact that not only has this score improved significantly since last year (section 8), so so has the standard of customer service more generally (section 7).

One relatively uncommon appearance in this list is satisfaction that the landlord makes a **positive contribution to their neighbourhood**. It is unclear from just the survey data exactly why this topic has a stronger relationship with overall satisfaction than most others, other than the fact that it has improved by a statistically significant margin since last year (section 9).

The final item on this list is **rent value for money**, which is unsurprising in the context of the cost-of-living crisis. Nevertheless, the rating itself is still quite strong with around four out of five respondents remaining satisfied (82%, section 5).

By people

- Significant differences by **age group** are common in such surveys, and whilst there are some significant variations by age amongst this sample, they are not as pronounced as expected. Indeed, younger respondents aged under 35 are just as satisfied overall tenants aged 65 or over (85% and 84% respectively). That said, the latter score is significantly above average due to the fact that 54% of this group are 'very satisfied' whereas only 41% of the under 35s said the same. For full details see table 13.10.
- In other similar surveys it is normal for tenants in **sheltered housing** to be more satisfied than those living in **general needs** accommodation, however whilst this is true for the majority of core findings (see table 13.13) it is not the case for the headline overall rating (76% v 82% respectively). However, this still represents a 6% improvement for sheltered, amongst whom there are also higher ratings for the support they receive, including from sheltered housing officers (section 11).
- Whether or not a tenant had **been in contact** heavily influenced scores throughout the survey findings, with those who had done so being significantly less satisfied overall than those who had not (79% v 84%).

- There is also a significant difference in overall satisfaction between respondents with a **disability** and those without (79% and 84% respectively), a pattern very much evident throughout the survey findings (table 13.12).
- **New tenants** in their first year with the council are significantly more satisfied than average (91%), however this falls to 86% for 1- 2 years tenure and further still for 3 – 5 years (81%). Satisfaction is lowest for respondents who have been a council tenant for 6 – 10 years (74%).

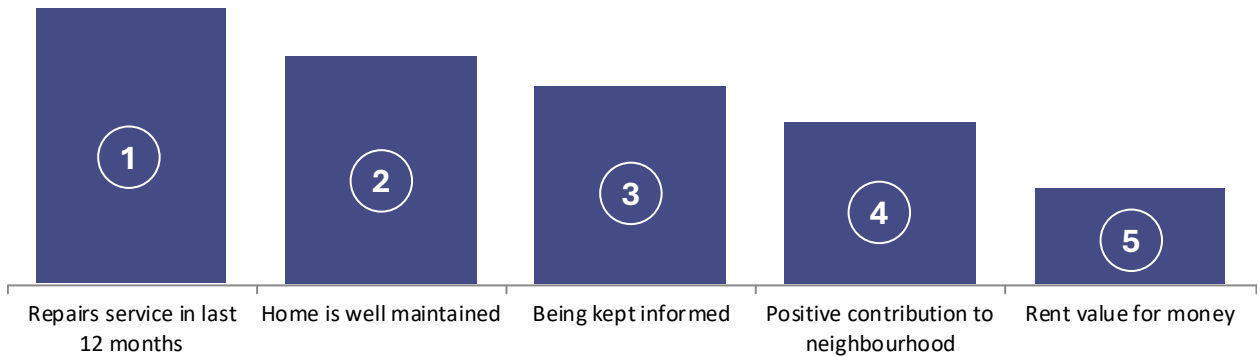
By place

- There are some significant differences from average on the overall score by **area**, with satisfaction significantly above average in CO7 (87%) but significantly below average in CO16 (77%).
- Satisfaction in the CO15 area has improved by 9% to 84%. This is probably linked to much higher ratings for the home amongst this group (section 4).
- Satisfaction is highest for those in bungalows (86%), followed closely by those in houses (83%) but is lowest for those in **flats** (79%).
- Another notable finding which is evident throughout the survey results is that respondents who receive a **communal cleaning service** from the council are significantly less satisfied than those who do not (75% v 83%).

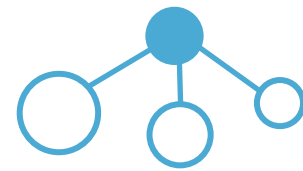
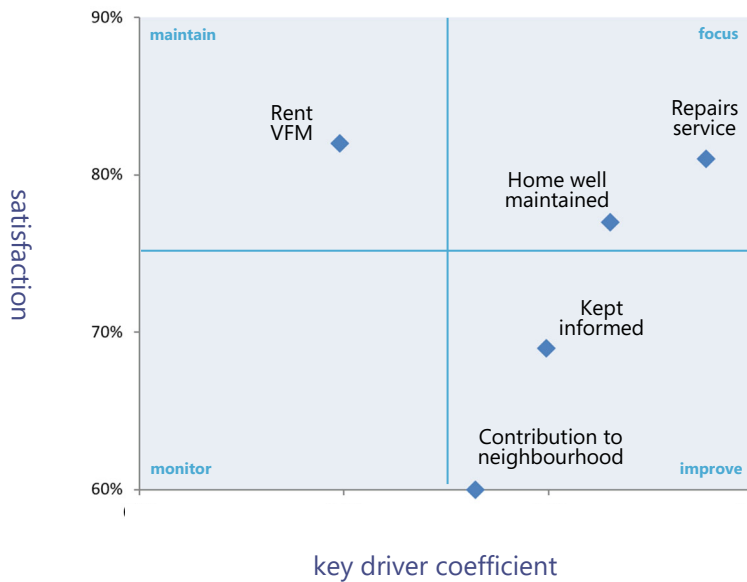
3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.596| 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.

3.4 Overall satisfaction by area

	Sample size	% positive Overall satisfaction
Overall	1032	81
CO7	113	87
CO11	130	80
CO12	275	82
CO13	44	81
CO14	54	81
CO15	147	84
CO16	270	77

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



4. The home

80%



safe

77%



maintained



Both property maintenance and building safety are rated in the top quartile compared to other local authorities



In contrast, satisfaction with communal cleaning and maintenance is in the bottom quartile with 51% satisfied



The property maintenance and safety scores are lower than average in the CO16 postcode district



All three ratings have significantly improved in the CO15 area

4. The home

Satisfaction with how well the **home is maintained** is essentially unchanged since last year (77%), meaning that it also remains above the national benchmark median satisfaction score of 67% thereby placing Tendring DC in the top quartile of local authority landlords. On the other end of the scale, only 13% of tenants are actively dissatisfied.

This is important because satisfaction with property maintenance is also the second strongest **key driver** of overall satisfaction, and because it appears unaffected by the small dip in satisfaction with the repairs service that tenants receive (see section 6).

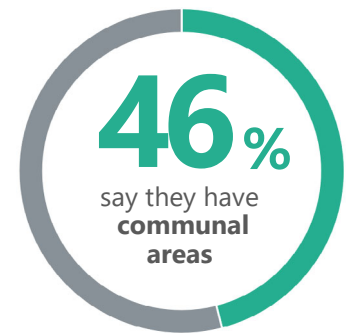
The proportion of tenants that are satisfied that their landlord provides a **home that is safe** is also broadly the same (80% v 78%). It is good to see that here too, the Council's score is in the benchmark **top quartile** alongside the highest performing landlords (benchmark median 74%).

Around a third of the sample (46%) claim to live in a building with **communal areas**, either inside or outside, that their landlord is responsible for maintaining. It should be noted, however, that around a fifth of this group (22%) seem to be mistaken because according to the Council's records they don't actually have a communal area.

Nevertheless, the regulatory measure must include everyone who believes that they have a communal area, so amongst this group only just over half (51%) are satisfied compared to around a third that are dissatisfied (34%).

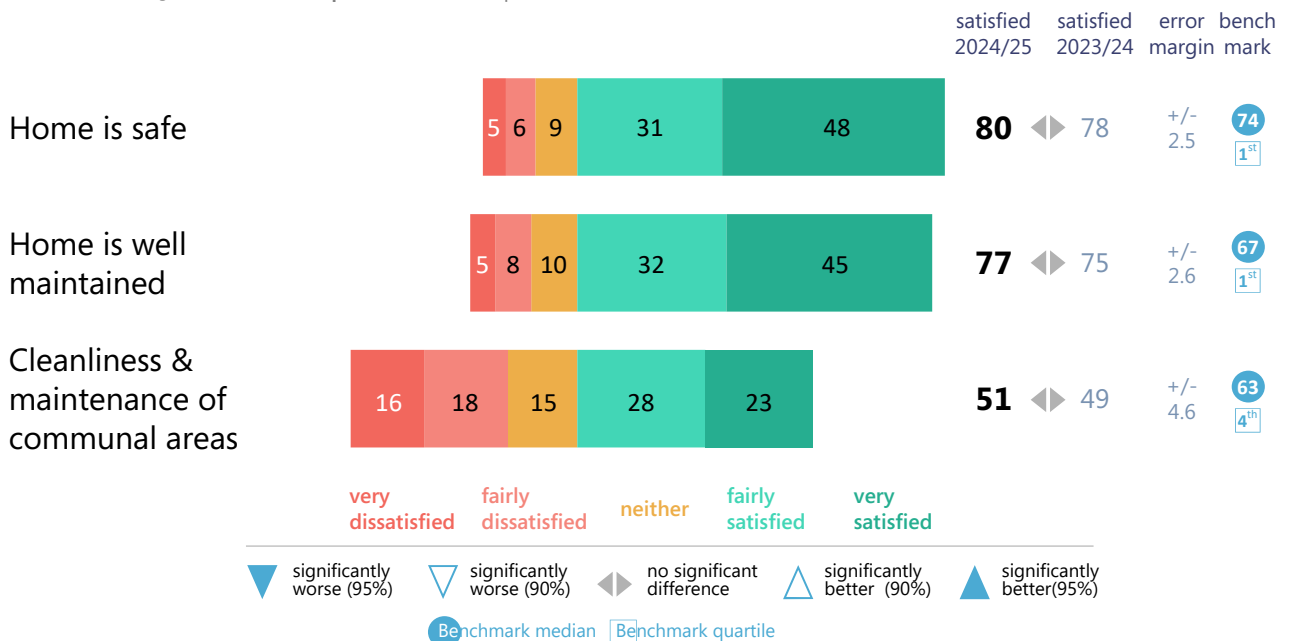
Although this rating is slightly than that achieved last year, it is the only TSM measure where the Council's score is **below the benchmark** – indeed, it is in the bottom quartile compared to the national median average of 63%.

It should be noted here that this score would be lower still at just 49% if it only included properties that actually have maintained communal areas. On the other hand, when restricted to just those households that also receive communal cleaning services this rating would be slightly higher (59%), albeit mainly because many of these are sheltered properties.



4.1 Satisfaction with the home

% Bases (descending) 1022, 1022, 473 | Excludes non respondents



4. The home

By people

- Both the maintenance and safety of the home are rated significantly higher than average amongst those **aged 65 or over**, (84% 'maintenance, 87% 'safety'). Conversely, both are rated lowest by 35–49 year olds (71% and 72% respectively), the latter of which is significantly lower than average (table 13.10).
- Interestingly, there is no difference in the rating for the maintenance of the home between respondents that say they have or have not had a recent **repair** (both 77%).
- Respondents **with a disability** are significantly less satisfied with the maintenance of their homes (74%), compared to 81% of respondents with no disability.
- New tenants** (under 1 year) are more satisfied than average with both safety and security (92%) and their home's maintenance (87%).
- Similarly, respondents in the CO16 postcode district are also the least satisfied with the safety of their home (73%), compared to 88% in CO13.
- In terms of communal areas, only a third of respondents in CO11 area are satisfied with the cleaning and maintenance, which is significantly below average (32%). In contrast, satisfaction with this aspect of the service is significantly higher than average in CO15 (76%).
- Consistent with this area's improved overall satisfaction score, all three ratings in this section have significantly improved by at least 13% in CO15
- Respondents in **sheltered** housing are now significantly more likely than before to feel that the Council provides a safe home (85% v 79%).
- Property type** is also a factor, with residents in bungalows significantly more satisfied with both the maintenance (83%) and safety (86%) of their home. Whilst three quarters of respondents in both houses and flats were satisfied with the maintenance of their homes (both 76%), the latter were far less satisfied than the former with their home's safety (75% and 83% respectively).

By place

- By **area**, satisfaction with the maintenance of the home is highest in CO14 (84%), and lowest in CO16 (74%). It is also evident in how value for money is perceived in the latter area (section 5).

4.2 The home by area

	Sample size	% positive		
		Home is safe	Home is well maintained	Communal areas clean & maintained
Overall	1032	80	77	51
CO7	113	84	78	62
CO11	130	79	76	32
CO12	275	83	78	47
CO13	44	88	75	59
CO14	54	78	84	49
CO15	147	81	79	76
CO16	270	73	74	49

Key

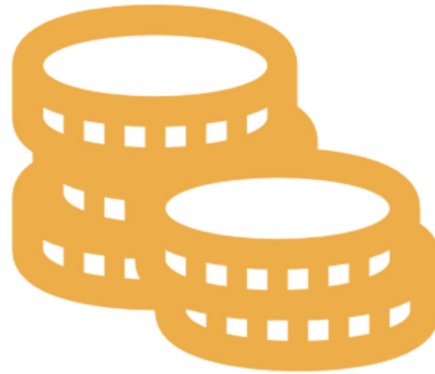
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



5. Value for money

82%
satisfied with rent
value for money



The cost of living crisis hasn't yet had any obvious effect on value for money rating



Nevertheless, rent value money is still a key driver of satisfaction



New tenants have very positive views on value for money, but this drops quickly thereafter

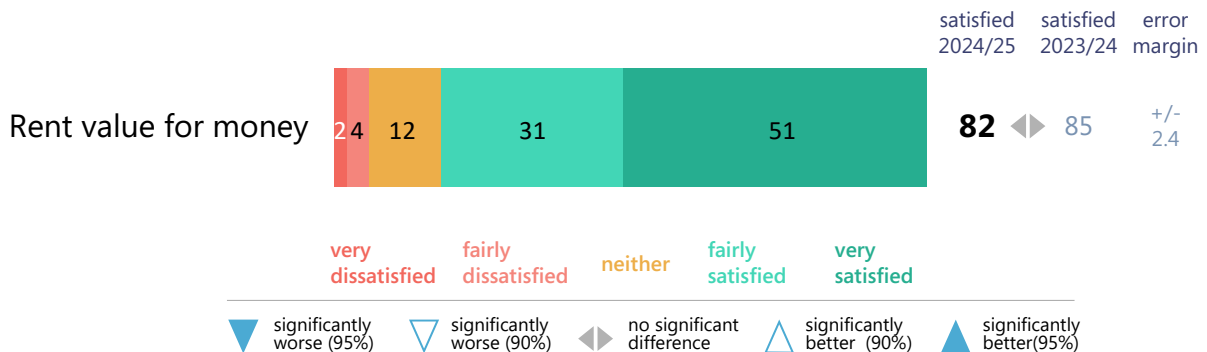


Rent value for money is also rated lower than average by tenants that receive a cleaning service

5. Value for money

5.1 Value for money

% Base 1023 | Excludes non respondents



In the face current economic conditions, the perceived rent value for money offered by Tendring District Council has been **resilient**, with the majority still satisfied in this regard (82%), compared to just 6% who are actively dissatisfied.

The cost-of-living crisis nevertheless does seem to have an effect on the survey because rent value for money appears on the key driver list for overall satisfaction (section 3).

By people

- By **age group**, rent value for money is rated significantly above average amongst the under 65s (86%) compared to 80% for working aged tenants aged under 65.
- **New tenants** under a year are also significantly more satisfied than average with their rent (96%), but this drops to 82% at 1–2 years tenure and is lowest for those who have been a tenant for 3 - 5 years (78%).
- Interestingly, respondents who receive a **communal cleaning** service from the council are significantly less satisfied that their rent represents value for money than respondents who do not receive such a service (76% v 84%).

By place

- There is no difference between **general needs** and **sheltered** tenants on how they feel about value for money (both 82% satisfied).
- There are some significant differences in the rating for rent by **area**, with satisfaction significantly above average in CO13 (88%), but significantly lower than average in CO16 (79%).
- In terms of **property type**, there is little difference with the rating between flats and houses (80% and 82% respectively), with those in bungalows being the most satisfied (91%).

5. Value for money

5.2 Value for money by area

	Sample size	% positive	
		Rent	
Overall	1032	82	
CO7	113	91	
CO11	130	78	
CO12	275	80	
CO13	44	88	Better @ 95% confidence
CO14	54	83	
CO15	147	86	
CO16	270	79	Worse @ 95% confidence

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



6. Repairs

81%



service in last
12 months

78%



time taken to
complete repair



Both repairs ratings are the only TSM measures to drop this year, significantly so for the time taken



Satisfaction with the service over the last year also is the best predictor of overall satisfaction



However, both ratings are still comfortably above the national median averages for other landlords



The most frequent comments about repairs were regarding work that hadn't been completed and/or being kept up to date with progress

6. Repairs

The performance of the repairs service that tenants receive is a notable feature of this year's TSM results due to the **drop** in both ratings in this section of the survey, **significantly** so in terms of the time taken to complete the last repair. Furthermore, the overall repairs rating is the strongest key driver of satisfaction (section 3).

This means that 81% of tenants that received a repair last year have a positive **perception of the service over the last year** compared to 83% at the time of the previous survey. It is however important to note that the Council's score remains comfortably well above the national benchmark average of 71%.

This drop in satisfaction is most obvious when tenants are asked about the **time taken** to complete the last repair (78% v 82%), which suggests that it is this element of the service that is the main factor. Indeed, there has been a 7% drop in the proportion that are 'very' satisfied, and 16% of respondents to this question are now actively dissatisfied (was 12%).

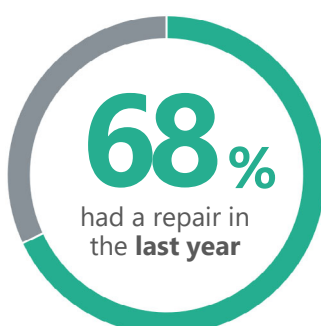
This interpretation is supported by the fact that the most commonly raised repairs issues in the verbatim comments were about **outstanding jobs** and the need for **better information and communication** about progress on repairs reports (see section 12).

By people

- **Older respondents** aged 65+ are the most satisfied with the repairs service (85%), compared to 79% of the 50 – 64 year olds. That said, satisfaction only varies by 6% across the four main age groups, and none by a significant margin, which is unusual for this rating.
- A similar pattern is evident with satisfaction with the time taken to complete the last repair – whilst 82% of respondents aged 65 or over are satisfied, this is only 3% more than the under 35s (79%), with satisfaction lowest amongst the 50 – 64 year olds (75%).
- Both scores remain significantly lower than average if tenants **had made contact** in the last year (76% and 71% respectively), compared to an impressive 87% and 85% for those that hadn't needed to.

By place

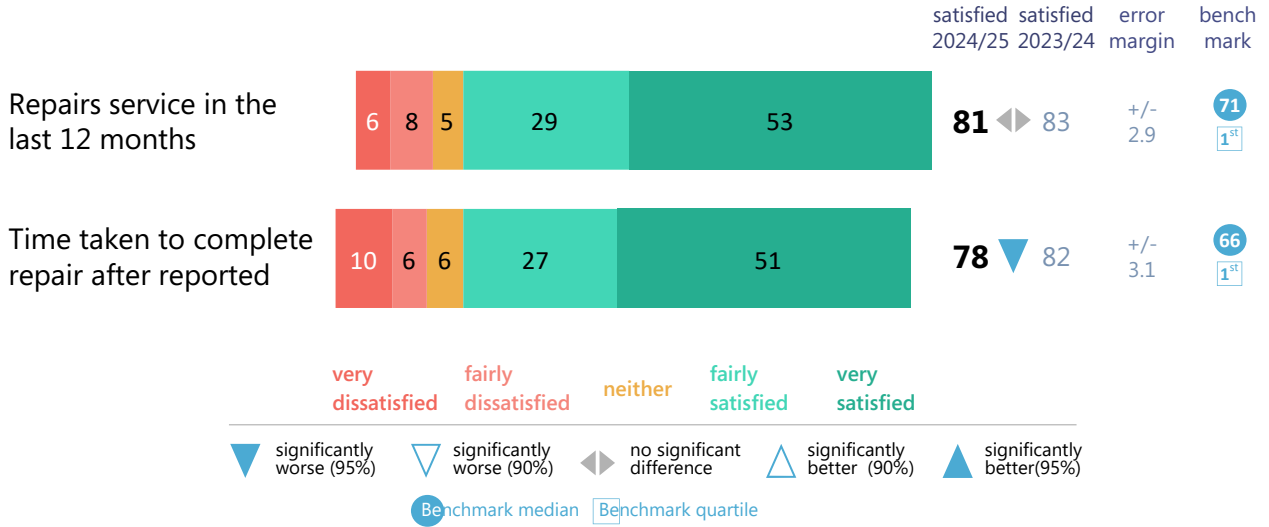
- **Sheltered** tenants are only slightly more satisfied with the repairs service overall (83%) than those in general needs (81%), with both groups equally satisfied with the time taken (both 78%).
- By **area**, there are a couple of significant variations in the rating for the time taken on the last repair, with satisfaction significantly below average in CO11 (69%), which is 16% lower than it was last year.
- The time taken on the last repair is, however, rated significantly above average in CO7 (83%).
- The repairs service overall is rated significantly higher than average amongst respondents in bungalows (90%), but only 4% separates those in flats (82%) and houses (78%).



6. Repairs

5.1 Repairs and maintenance

% Bases (descending) 703, 703 | Had a repair in the last year. Excludes non respondents



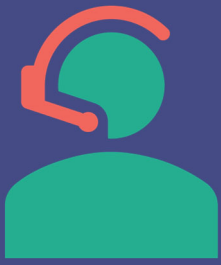
5.2 Repairs and maintenance by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	1032	81	78
CO7	113	84	83
CO11	130	76	69
CO12	275	83	79
CO13	44	80	79
CO14	54	83	83
CO15	147	82	77
CO16	270	82	79

Key

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

*see appendix for more detail



7. Customer service



80%



easy to deal with
(customer effort)



Every rating in the section that can be compared against last year has improved significantly, including a 10% improvement in the speed and efficiency score



When making contact, the vast majority find staff to be friendly and approachable



Between 70-80% of tenants who last made contact by phone were dealt with efficiently, got good advice and had a satisfactory outcome

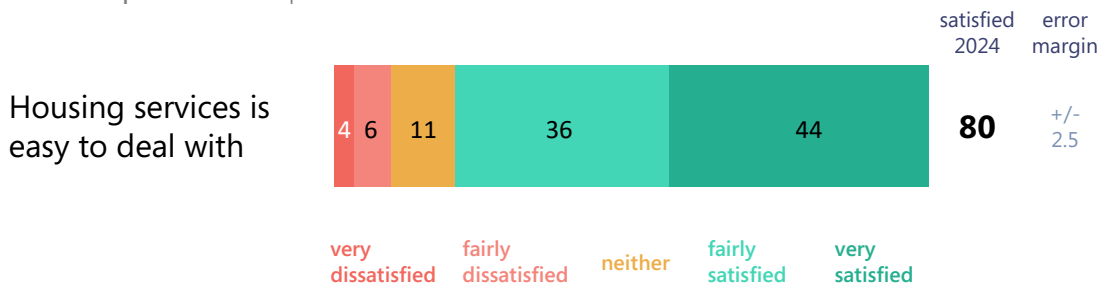


However, amongst the 1 in 5 who contacted via email only 44% are satisfied with the outcome

7. Customer service

7.1 Easy to deal with

% Base 1014 | Excludes non respondents



Although it isn't a TSM question, whether people feel that a service provider is easy to deal with is a useful overall gauge of satisfaction with customer services. This type of question is commonly known as a '**customer effort**' score because an effortless experience is usually a positive one.

The majority of tenants believe this to be the case (80%), compared to just 10% that are dissatisfied.

To help quantify what this means in practice, the survey also includes additional questions on tenant's most recent customer service experiences (chart 7.2). These were asked of every survey respondent that had **made contact** over the previous 12 months, which represents 44% of the sample.

It is very positive to see that when compared to last years results, every single rating in chart 7.2 has improved significantly since last year.. This is probably why two of the three TSM communication questions also demonstrate significant increases (see section 8).

This means that almost nine out of ten now find staff to be **friendly and approachable** (87 v 82%), and over three quarters say their query was answered **quickly and efficiently** compared to just two thirds previously (77% v 67%).

Respondents are a little less positive about the **outcome** of their query (64% satisfied v 23% dissatisfied), with a similar pattern of answers when asked about the **quality of the advice** and how **well informed** they were kept about their query, but all three ratings are seven points higher than last year.

Most notably though, there are clear variations by **contact method**. The majority of tenants used the telephone to contact housing services (62%), but a fifth used email (19%) and around one in ten made contact in person (9%).

As can be seen in table 7.4, there is big disparity between the two most popular contact methods, with every rating being significantly lower than average for those who had **emailed** the Council, compared to three out of five where satisfaction is significantly higher than average for telephone contacts.

This included a **26% gap** between the two methods on speed and efficiency, a 24% gap on the quality of information and advice received in responses, resulting in only 44% of email correspondents having a satisfactory outcome compared to 70% of those that called on the telephone.

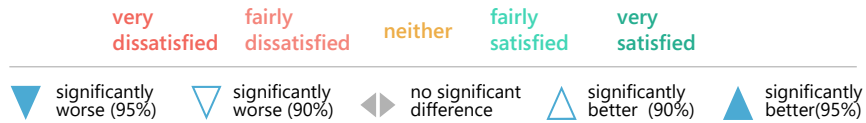
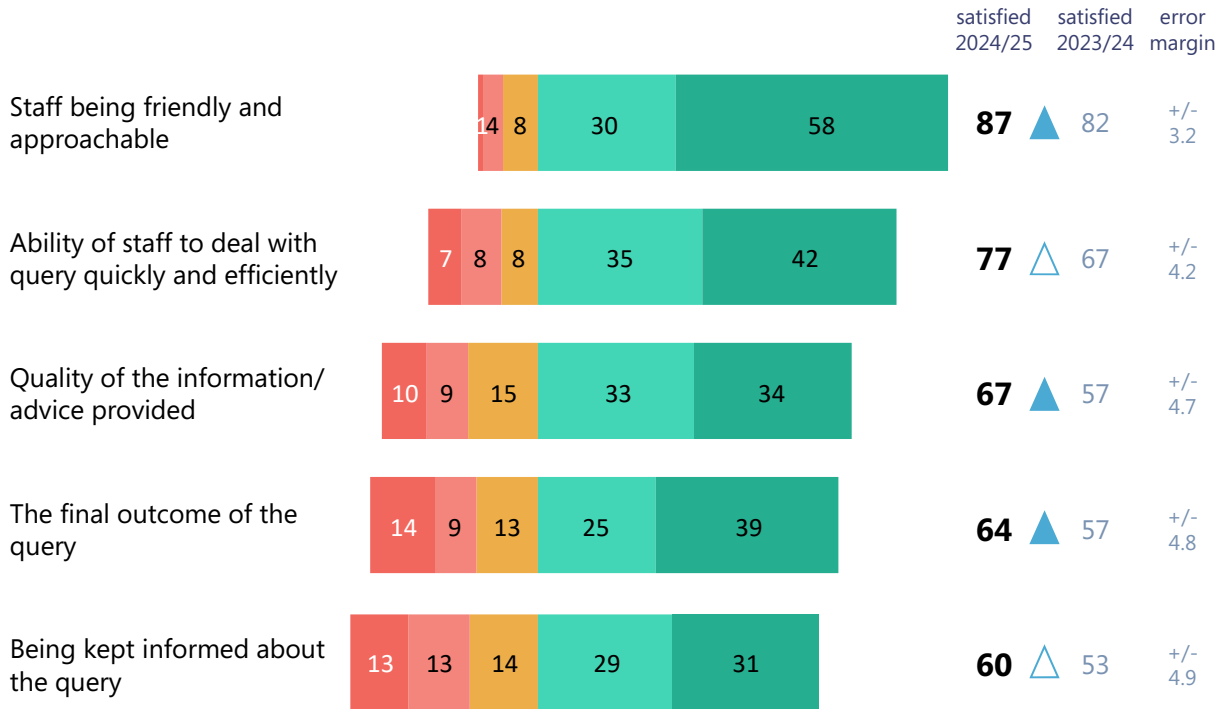
Accordingly, this is an area of the Council's service where there is clear room for improvement.

Finally, although the numbers are very small, it should also be noted that tenants that also corresponded in writing, just by letter rather than email, seem to have a similar experience.

7. Customer service

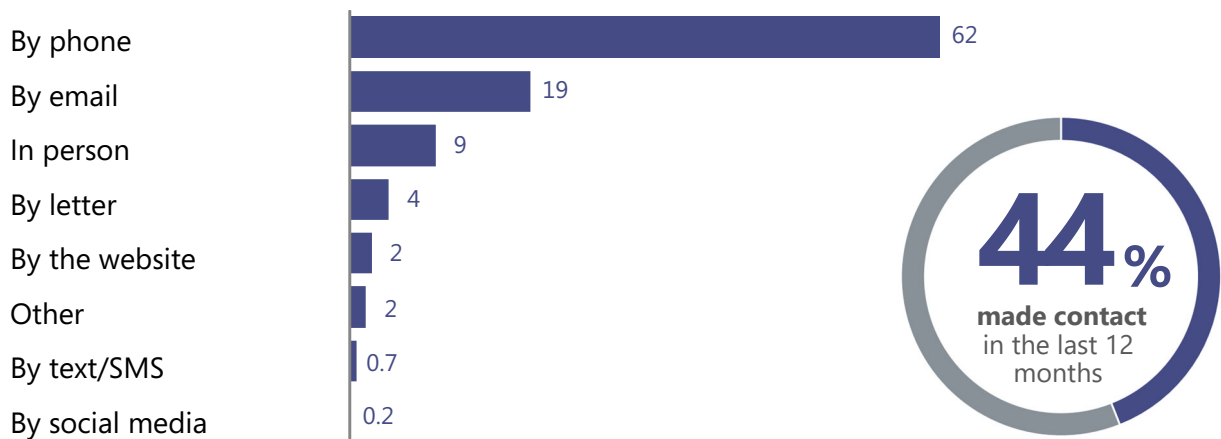
7.2 Last contact

% Bases (descending) 451, 441, 441, 440, 440 | Had contact in the last 12 months. Excludes non respondents.



7.3 Method of last contact

% Base 453 | Made contact in the last year



7. Customer service

7.4 Last contact by method

		% positive				
	Sample size	Friendly & approachable staff	Dealt with query quickly & efficiently	Kept informed	Quality of info & advice	Final outcome
Overall	453	87	77	60	67	64
In person	50	84	69	53	66	55
Phone	338	90	81	64	71	70
Letter	22	86	61	49	57	49
Email	104	75	55	45	47	44
Website	13	90	79	61	58	40

Key

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

By people

- **Older respondents** are significantly more satisfied that the council is easy to deal with than those aged 35–64 (85% v 77%), although satisfaction is 81% amongst the youngest respondents aged under 35.
- Similarly, older respondents are typically more satisfied than average with every aspect of their last contact, with one exception which was the rating for the quality of information/advice where satisfaction was almost identical across the four main age groups, only varying by 2%.
- **New tenants** in their first year of tenure are significantly more satisfied than average that housing services are easy to deal with (90%), compared to only 75% for respondents who have been a tenant for 3 – 10 years.

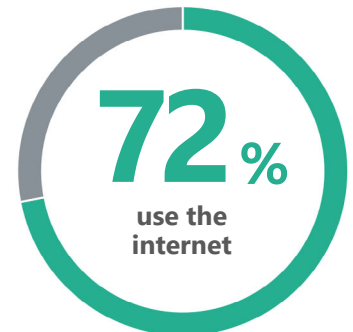
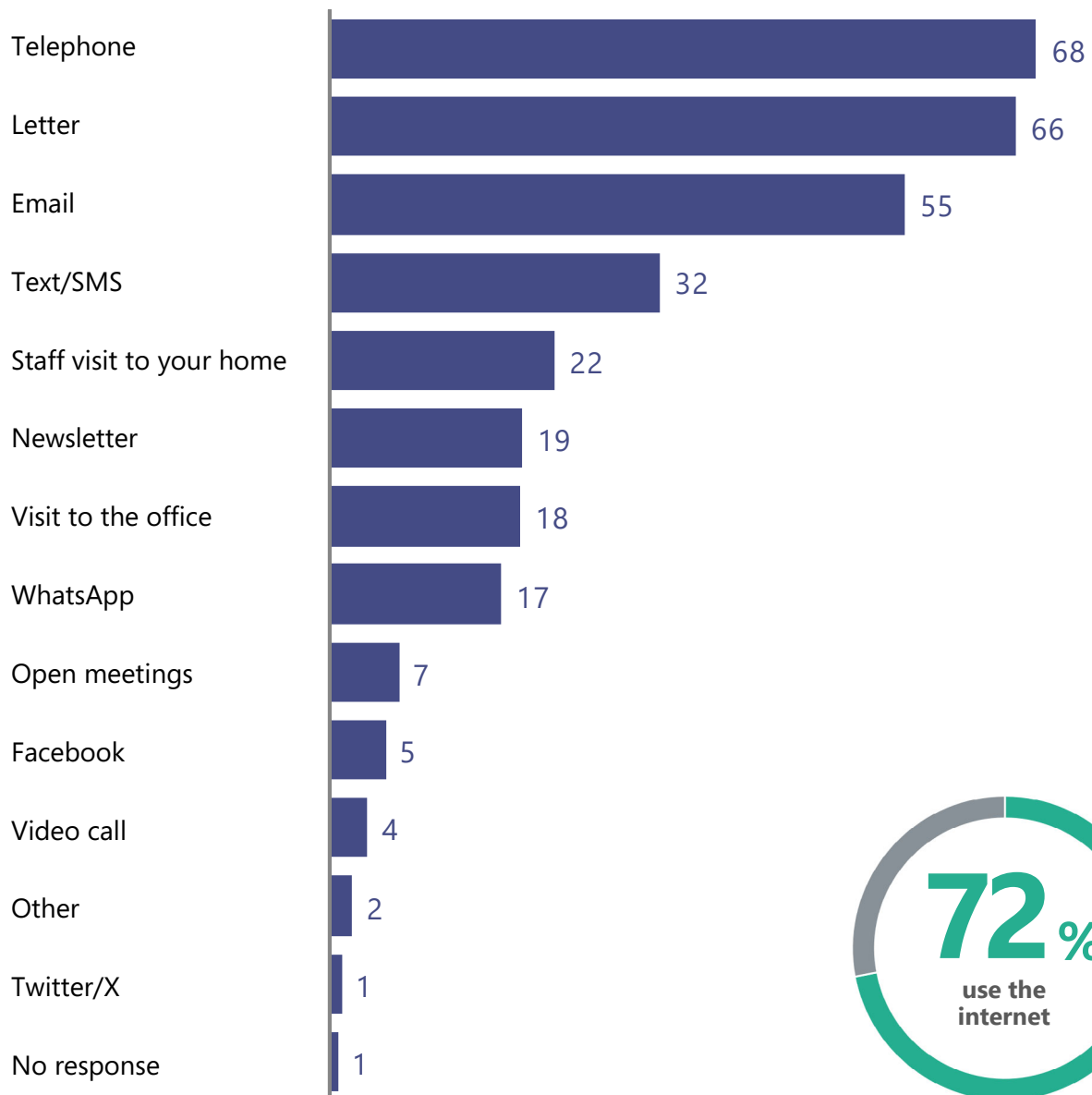
By place

- Interestingly, tenants in **sheltered** accommodation are typically less satisfied with most aspects of their last contact than those in general needs, especially so with the quality of information/advice provided (54% and 67% respectively) and with the ability of staff to answer a query (70% and 77% respectively).
- However, both groups are almost equally satisfied with how easy housing services is to deal with (80% 'general needs', 79% 'sheltered').

7. Customer service

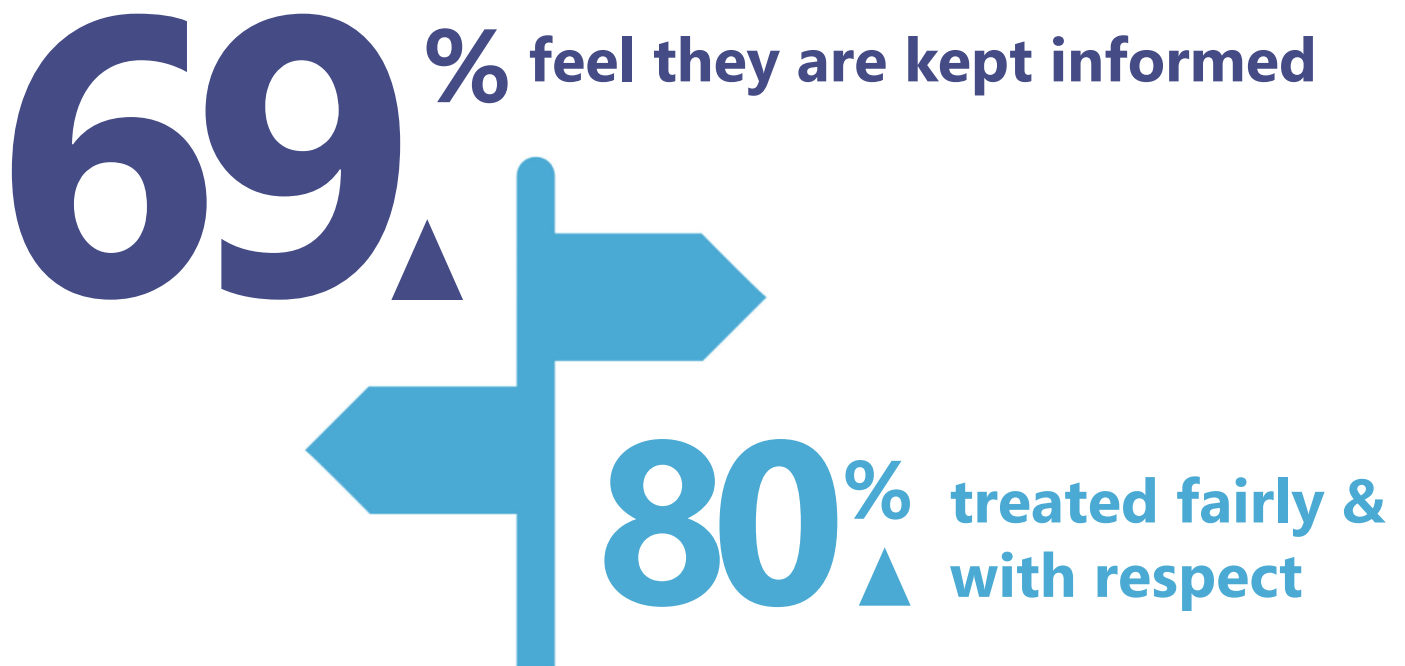
7.5 Preferred method of being kept informed/getting in touch

% Base 1032





8. Communication



Tenants being kept informed about things that matter to them is a strong predictor of overall satisfaction



Both being kept informed, and treating tenants fairly, have improved significantly since last year



All three ratings in this section are above the national average, with listening and fairness/respect being placed top quartile



If tenants had recently made contact these ratings are much lower, especially if that contact was via email

8. Communication

The third strongest key driver of tenant satisfaction this year is whether tenants feel they are **kept well informed** about things that matter to them (69% satisfied). This rating is 4% higher than last year, which is a statistically significant improvement at the 90% confidence level.

This improvement is enough to push the Council's score past the median average of 67% across other local authorities, moving it into the **second quartile**.

Furthermore, such communication is an important element of so many areas of service delivery, hence it's predictive value when looking at overall satisfaction. Indeed, this topic is surely intertwined with other survey ratings, such as the big improvement in the customer service scores (section 7).

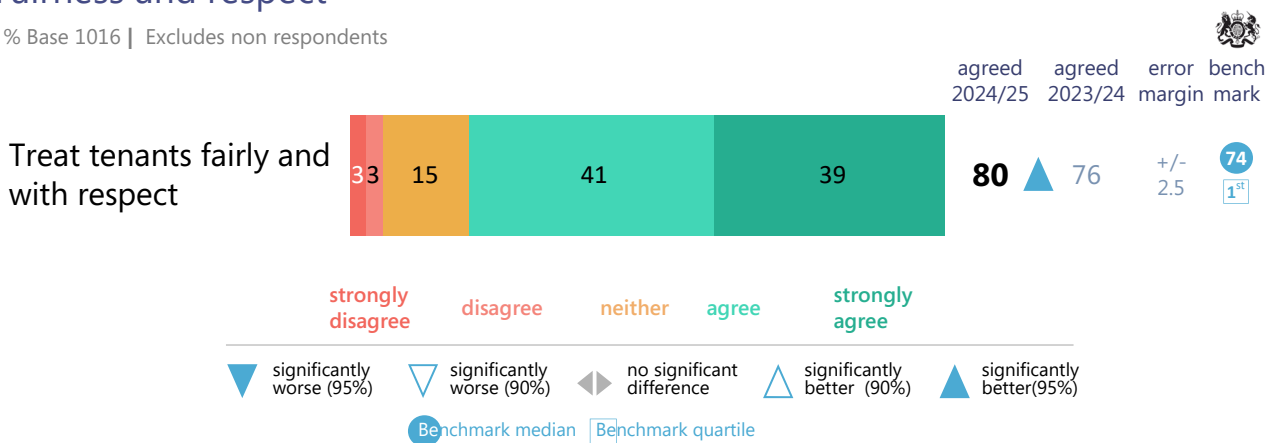
Relative to the benchmark targets the other two ratings in this section are stronger performers with both achieving a **top quartile** placement.

The first of these asks respondents if they feel that they are **treated fairly and with respect**, a rating that has also improved up by a significant four points since last year to 80%, which includes a six point increase in the proportion that are 'very' satisfied. Indeed, only 6% of tenants now disagree with this sentiment.

The final question in this section asks whether the landlord **listens to their views and acts upon them**, which whilst receiving a lower rating than the other two (65%), is considerably higher than the 56% national local authority average.

8.1 Fairness and respect

% Base 1016 | Excludes non respondents



8. Communication

8.2 Involvement

% Bases (descending) 1005, 990 | Excludes non respondents



Keep tenants informed



satisfied 2024/25 satisfied 2023/24 error margin bench mark

69 \triangle 65 +/- 2.9 **67** ^{2nd}

We listen to your views and act upon them



65 \triangleleft 64 +/- 3.0 **56** ^{1st}

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

∇ significantly worse (95%) ∇ significantly worse (90%) \triangleleft no significant difference \triangle significantly better (90%) \blacktriangle significantly better(95%)

Benchmark median Benchmark quartile

By people

- Similar demographic differences are seen across all three rating statements in this section.
- This includes the now familiar differences by **age group**, with satisfaction levels that are on average 6% higher for retirement age tenants (see chart 13.10).
- Mirroring the pattern seen throughout, respondents who **made contact** in the last year are significantly less satisfied that they are listened to (49%), kept informed (49%) or treated fairly and with respect (65%).
- The scores are even lower for respondents who last made contact by **email** (33% 'listened', 47% 'kept informed' and 55% 'treated fairly and with respect').
- There is also a slight difference on all three measures between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average 13 points higher than the latter. This includes a statistically significant difference for being treated fairly and with respect (93% v 80%, chart 13.11).

By place

- By **area** respondents in CO16 are significantly less satisfied than the rest of the sample that they are kept informed about things that matter to them (61%).
- The rating for listening to views has increased significantly in **sheltered** housing (61% v 52%).





9. Neighbourhood



Whether tenants feel that their landlord makes a positive contribution to their neighbourhood is now a key driver



This score has also improved significantly since last year



Both TSM ratings in this section are close to the national benchmark level

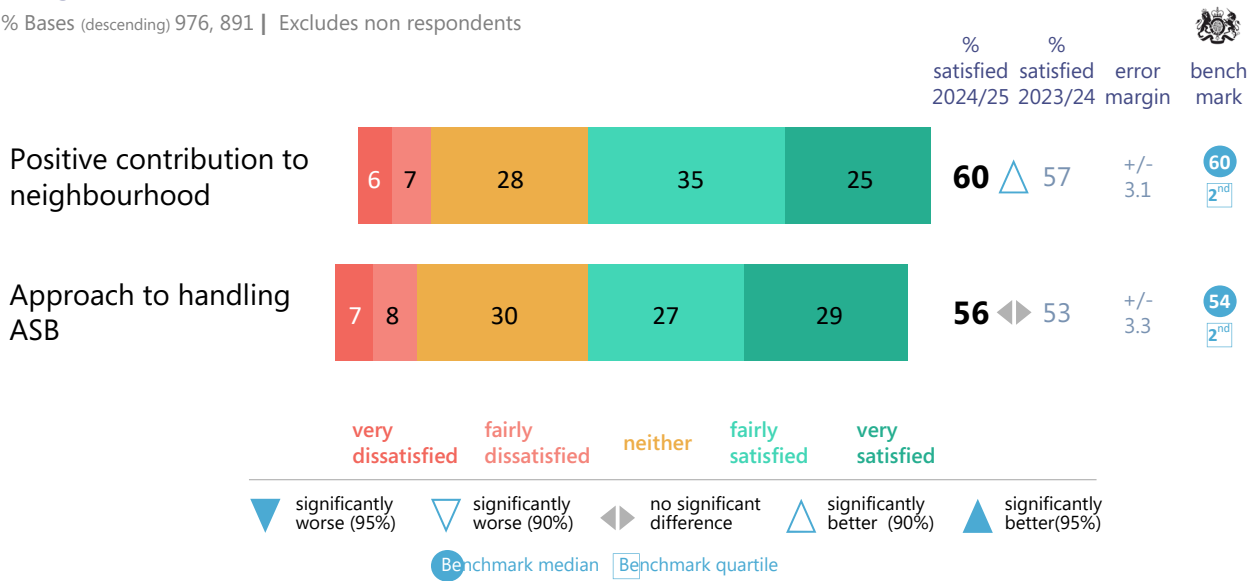


The most commonly cited neighbourhood problems are rubbish/litter, car parking and dog mess (all over 50%)

9. Neighbourhood

9.1 Neighbourhood

% Bases (descending) 976, 891 | Excludes non respondents



An interesting element of this year’s survey results is that the rating for housing services’ positive contribution to the neighbourhood appears in the list of **key drivers** of overall satisfaction (section 3), in part because it improved significantly compared to last year (60% v 57% satisfied), albeit at the weaker 90% confidence interval.

However, it is one of the few questions in the survey where Tending DC’s score is merely on-par with the benchmark score, rather than being clearly above the national average.

It should also be noted that this question has a high proportion of tenants that chose the middle answer on the rating scale (28%), many more than the 13% that are actively dissatisfied. This pattern causes some difficulties with benchmarking as there is a difference in the pattern of responses to mainly self-completion surveys (with high levels of uncertainty as seen here) and mainly telephone surveys where interviewers can help tenants understand the questions and thereby reduce uncertainty. This may at least partly be why this score is only average compared to other landlords.

One of the most visible neighbourhood issues is **anti-social behaviour**, which is evidenced by the fact that around a third of the sample say that noisy neighbours and/or drug use is a problem in their neighbourhood, the latter having significantly worsened (chart 9.3).

Over half of respondents are satisfied with the Council’s approach to **handling this issue**, a score that has improved a little since last year, but not quite be enough for this to be a statistically significant change (56% v 53%). Here too there is a high proportion that choose the middle point in the scale (30%), although the small improvement is just enough to push the rating past the benchmark target of 54%.

However, the most commonly cited **neighbourhood problems** are rubbish/litter, car parking and dog mess (all over 50%), with the top two having both gone up by 7% since last year. There have been similar increases in the proportion of tenants that feel that there is a problem with drunk or rowdy behaviour (now 24%) and pets or animals (23%, see chart 9.3).

9. Neighbourhood

By people

- Satisfaction with the landlord’s contribution to the neighbourhood is rated significantly higher than average for those **aged 65** or over (68%), whilst only 53% of working aged tenants saying the same.
- Satisfaction with how ASB is handled follows a similar pattern, being significantly below average for those aged 50 - 64 (50%), but significantly higher amongst those aged 65 or over (64%).
- Respondents with a **disability** are significantly less satisfied than average with the council’s contribution to where they live and how they handle ASB (55% and 52% respectively), compared to 68% and 61% amongst those with no disability.
- **New tenants** (under 1 year) are significantly more satisfied than average with the council’s contribution to their neighbourhood (79%), but this drops 20% for those who have been a tenant for 1–2 years (59%), and further still for the 3–5 year group (52%). A similar pattern is seen for the ASB rating.
- 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 59%).

By place

- There are no significant variations by **area** in terms of satisfaction with the council’s contribution to the neighbourhood, although the lowest is CO12 and highest is CO7 (55% and 67% respectively).
- Respondents in CO7 also view the majority of neighbourhood issues as significantly less of a problem, whereas excluding parking, most of the top neighbourhood issues are significantly more of a problem in CO12 (table 9.4).
- Issues with drug use and dealing seem to be far more prevalent in the CO12 and CO16 postcode areas, with the latter also significantly more likely than average to suffer from vandalism, graffiti or property damage (table 9.4).
- Around two thirds of respondents in CO13 and CO15 are satisfied with how the council deal with ASB (64% and 65%) which is significantly higher than average. Satisfaction is lowest in CO12 (51%).
- The Council’s approach to dealing with ASB is rated far higher than before in **sheltered** housing (72% v 48%).
- This group is also more likely to feel that housing services contributes to their neighbourhood (64% v 51%)

9.2 Neighbourhood by area

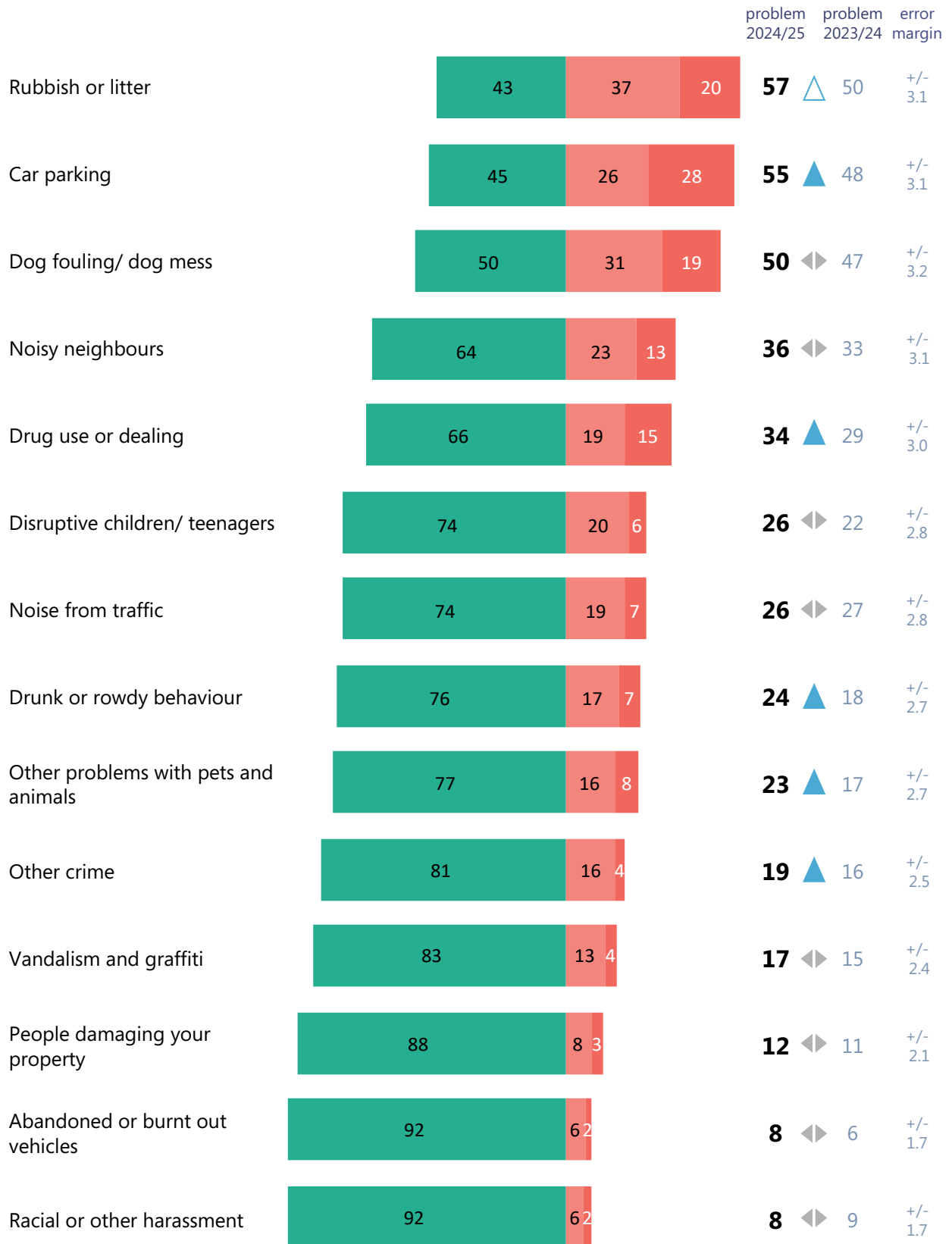
		% positive	
	Sample size	Positive contribution	How ASB is dealt with
Overall	1032	60	56
CO7	113	67	63
CO11	130	62	55
CO12	275	55	51
CO13	44	60	64
CO14	54	63	62
CO15	147	63	65
CO16	270	59	52

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

9. Neighbourhood

9.3 Neighbourhood problems

% Bases (descending) 973,967,965,953,956,952,963,955,941,933,952,946,953,943 | Excludes non respondents.



not a problem minor problem major problem

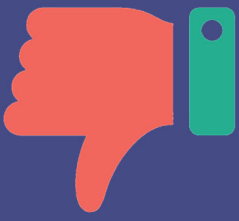
▼ significantly better (95%)
 ▽ significantly better (90%)
 ◄ no significant difference
 △ significantly worse (90%)
 ▲ significantly worse (95%)

9. Neighbourhood

9.4 Neighbourhood problems by area

		% problem													
	Base	Car parking	Rubbish or litter	Noisy neighbours	Dog fouling/ dog mess	Other problems with pets and animals	Disruptive children/ teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Other crime	Noise from traffic
Overall	1032	55	57	36	50	23	26	8	24	17	12	34	8	19	26
CO7	113	48	28	17	41	15	19	8	14	11	5	23	4	15	24
CO11	130	55	47	31	47	21	23	8	17	12	8	22	3	18	21
CO12	275	60	66	45	60	25	26	9	30	16	13	42	10	22	22
CO13	44	43	35	30	27	19	27	5	18	4	4	12	4	7	18
CO14	54	67	75	37	48	28	23	10	31	39	6	28	12	13	16
CO15	147	65	69	37	50	17	27	4	24	9	13	34	9	18	41
CO16	270	47	58	37	50	29	32	10	27	23	17	41	10	24	29

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



10. Complaints

49%



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 increased by 6% since last year



Both the amount of 'complaints' and satisfaction with how they are better than the national local authority averages

10. Complaints

The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints process but have nevertheless made **escalated service requests**, for example to follow up on an overdue repair. Indeed, only 6% of the tenants who claim to have made a complaint are recorded as having done so formally.

The proportion of tenants that have raised such an issue with housing services stands at 22%, which is below the national average of 27%.

The way these complaints or escalated service requests are handled received a slightly **higher rating** than last year, up from 45% to 49%.

This means that when compared against the national benchmark the Council's score is now 20 points **above average** (median 29%).

By people

- Tenants **aged** under 35 are the most likely to have complained to the council (26%), followed by the oldest members of the sample aged 65 or over (22%).
- Less than half of working age tenants are satisfied with complaint handling (45%), including only a third of those aged 35-39. This compares to 56% of the over 65s (see chart 13.10).
- Tenants who **had a repair** in the previous year are more likely to complain than those who have not (24% v 15%).
- Respondents with a **disability** were far more likely to have made a complaint than those who do not (25% and 17% respectively) and are less satisfied with how it was handled (47% v 58%).

By place

- Only 48% of **general needs** tenants are satisfied with how complaints are handled, whereas this score is much higher amongst the small number of **sheltered** tenants that complained (58%).
- More than a quarter of respondents in **bedsits** have made a complaint (28%) compared to 26% of those in **flats**, 17% in bungalows and only 15% of those in houses.
- Respondents living in a building with **communal areas** were twice as likely to have made a complaint than those who do not (30% v 15%).
- The proportion claiming to have made a complaint only varies slightly by **postcode area** – 16% in CO7 and rising to 24% in CO12, but is relatively consistent across the other main areas.

10. Complaints

10.1 Complaints

% Base 221 | Made a complaint in the last 12 month. Excludes non respondents



Approach to handling complaints



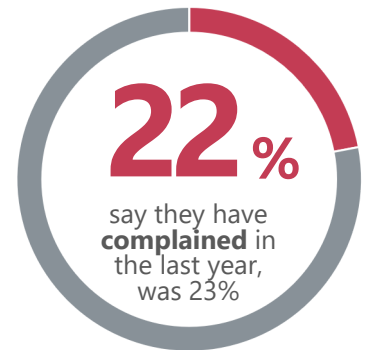
satisfied 2024/25 satisfied 2023/24 error margin bench mark

49 ◀▶ 45 +/- 6.7 **29**
1st

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%)
 ▽ significantly worse (90%)
 ◀▶ no significant difference
 △ significantly better (90%)
 ▲ significantly better(95%)

● Benchmark median
 □ Benchmark quartile





11. Sheltered housing

77%



sheltered housing officer service

83%



scheme facilities



Overall satisfaction amongst sheltered housing tenants is lower than the amongst general needs



Nevertheless, for each measure in this section of the survey the largest response is 'very satisfied'



Somewhat fewer than average tenants in the CO12 postcode area are happy with the frequency of contact with their sheltered housing officer

11. Sheltered housing

Unusually, overall satisfaction amongst tenants living in sheltered accommodation is just 76%, which is **lower** than the equivalent score for general needs respondents (see chart 13.13). This pattern was also evident in last year's survey, although overall satisfaction amongst sheltered tenants has improved somewhat since then (was 70%).

The remaining TSM questions are rated at or above the level for general needs, which is what one would normally expect. This includes significantly **higher ratings** for communal cleaning and maintenance (73%) and how ASB is handled (72%).

Indeed, after the disappointing results for this group last year, the Council seems to have turned the corner as there are a number of other **improvements** in the TSM ratings, most notably significantly higher ratings than last year for:

- Safety of the home (85% v 72%, section 4)
- Listening to tenants (61% v 52%, section 8)
- Contribution to neighbourhood (64% v 51%, section 9)
- Handling ASB (72% v 48% section 9)

It is probable that this welcome pattern is caused, at least in part, by **significant changes for the better** in how sheltered tenants feel about the **support** they receive.

This includes a substantial 16% increase in the proportion who are satisfied with the **emergency call** system (now 87%), an 8% improvement in the rating for the **support plan** (now 81%), and 9% more that are happy with the service they receive from their **sheltered housing officer** (now 77%).

The other ratings in this section asking about the infrastructure of the scheme are also now very high, including 92% who are satisfied with **ease of access** and 83% with the **facilities**.

By people

- The vast majority of sheltered tenants aged 75 and over are happy with the facilities at their scheme (90%), but this drops to 75% for the **under 75s**.

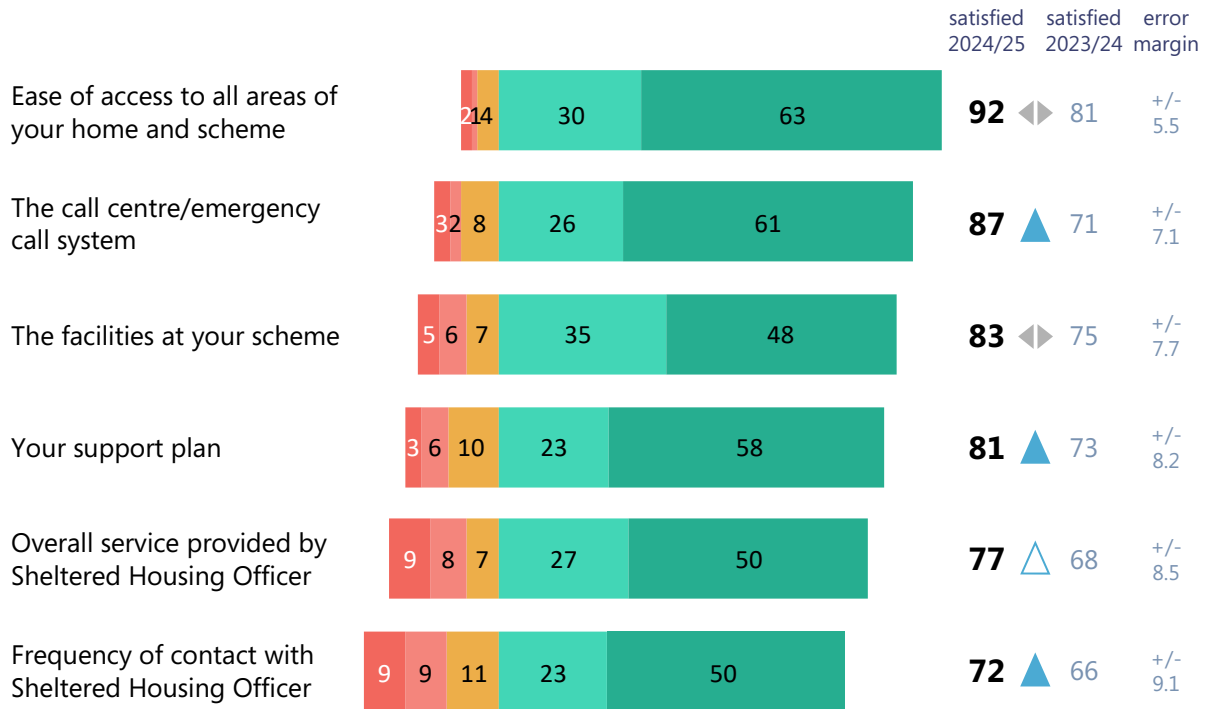
By place

- Although care should be taken because the numbers are small, satisfaction with frequency of contact with the sheltered housing officer is lower than average in the CO12 **postcode area** (58%), with five individuals that are actively dissatisfied, and a further seven that are neither satisfied nor dissatisfied.
- Conversely, this group is happier than average with the facilities at their scheme (93%).

11. Sheltered housing

11.1 Sheltered housing

% Bases (descending) 91, 89, 89, 87, 92, 93 | Excludes non respondents.





12. Additional comments

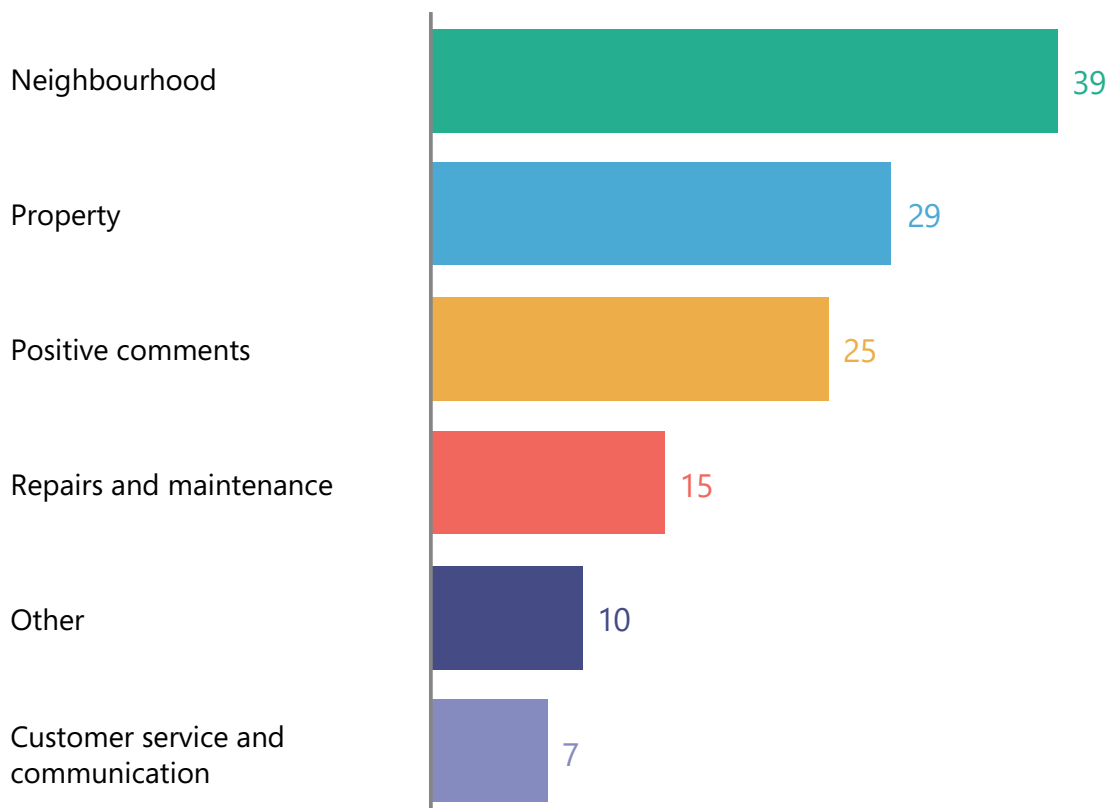
49% made additional comments



used the opportunity to praise housing services

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

% Base 504 | 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 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. There are two interesting features of this chart. The first is that **neighbourhood issues** is the most common topic (39%), which is relatively unusual for this type of analysis as it is more commonly dominated by repairs concerns. However, it is consistent with the fact the positive contribution that housing services makes to neighbourhoods is a key driver of overall satisfaction (see section 3).

In terms of neighbourhood issues, (chart 12.2), **dealing with anti-social behaviour** is the most mentioned (13.7% of comments) followed by **untidy gardens and garden maintenance** (8.6%) and issues around **parking** (8.0%).

“I find drug use and the over powering smell is a big problem in the area. Drinking and drugs is the biggest problem in my area and in Clacton Town. The other huge problem is litter. I have reported a problem with a neighbour dumping litter for 10 years. They are still doing it. No one was interested when I had photographic proof.”

“Putting people who use & deal with drugs flats around me.”

“Even though I've wrote very satisfied to most of the questions, there has been violence - stabbing, fights, swearing, neighbours at all times of day and night, theft from post boxes and parcels etc. Rubbish is still being left outside front doors instead of being took downstairs to the bin area, also other people use it as a fly tipping space. The council have written to all of us in the 3 blocks of flats, many-many times about all these problems, but very few people take notice.”

“This used to be a lovely street before some people moved into the flats have their windows wide open and shout and scream and swear, then smoke weed out of their open windows. Piles of rubbish are mounting up in the car park and alley ways.”

“Garden maintenance is disgusting, grass is only cut when neighbours complain. Bushes overgrown, this year no flowers in flower beds.”

“I would like to bring to your attention a matter concerning the front gardens of our street while the majority of residents take pride in maintaining their gardens, there are a few that are becoming unsightly due to the rubbish and overall of neglect . . . This situation not only affects the visual appeal to residents and of the street but also contributes to a negative perception of our community.”

“Parking is now a big issue for households . . . we have lots of unkempt grass verges which become muddy wet slippery and dangerous during the winter months , ideally it would be of greater advantage to convert these verges into concrete parking bays as this would save money due to the maintenance of the grass verges that are actually used as parking areas by cars anyway.”

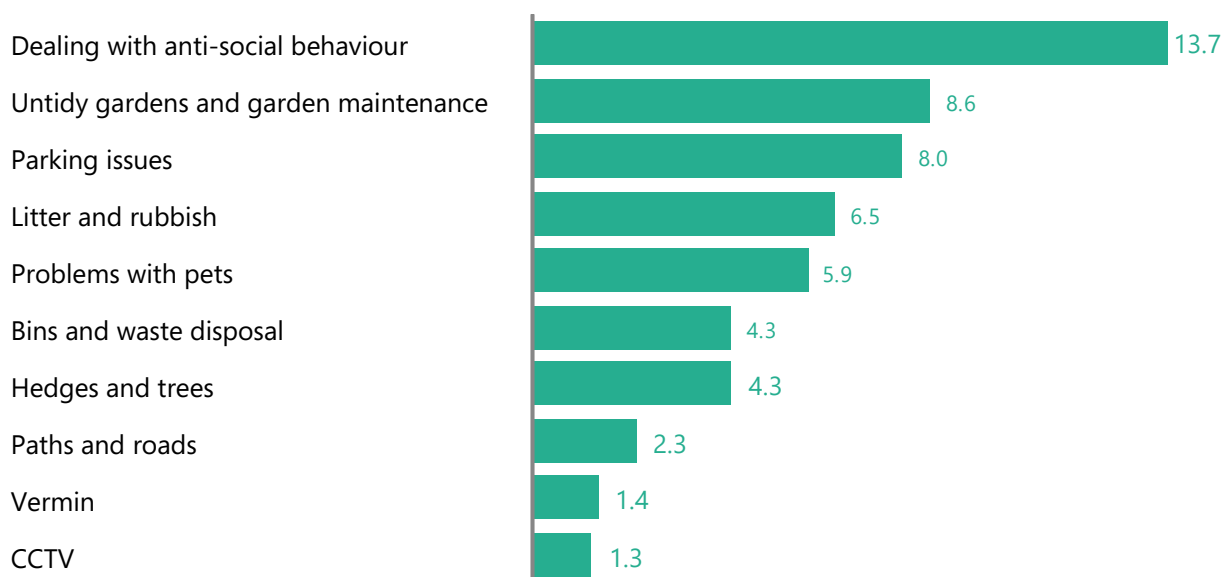
“Car parking is big problem on estate cars parking on corners and to close together that emergency services might not get through. Also parking on grass which was never allowed at one point.”

With regards to property issues, (chart 12.3), **communal cleaning** is the most mentioned topic (6.5%), followed closely by issues with **windows** (4.1%) which is often intrinsically linked to the **heating and energy efficiency** of the property which is third on the list (3.5%). An equal proportion of comments related to communal areas and facilities (3.5%) and as we have seen respondents who receive communal cleaning or maintenance services from the council are typically less satisfied with the majority of ratings, significantly so in some cases.

12. Additional comments

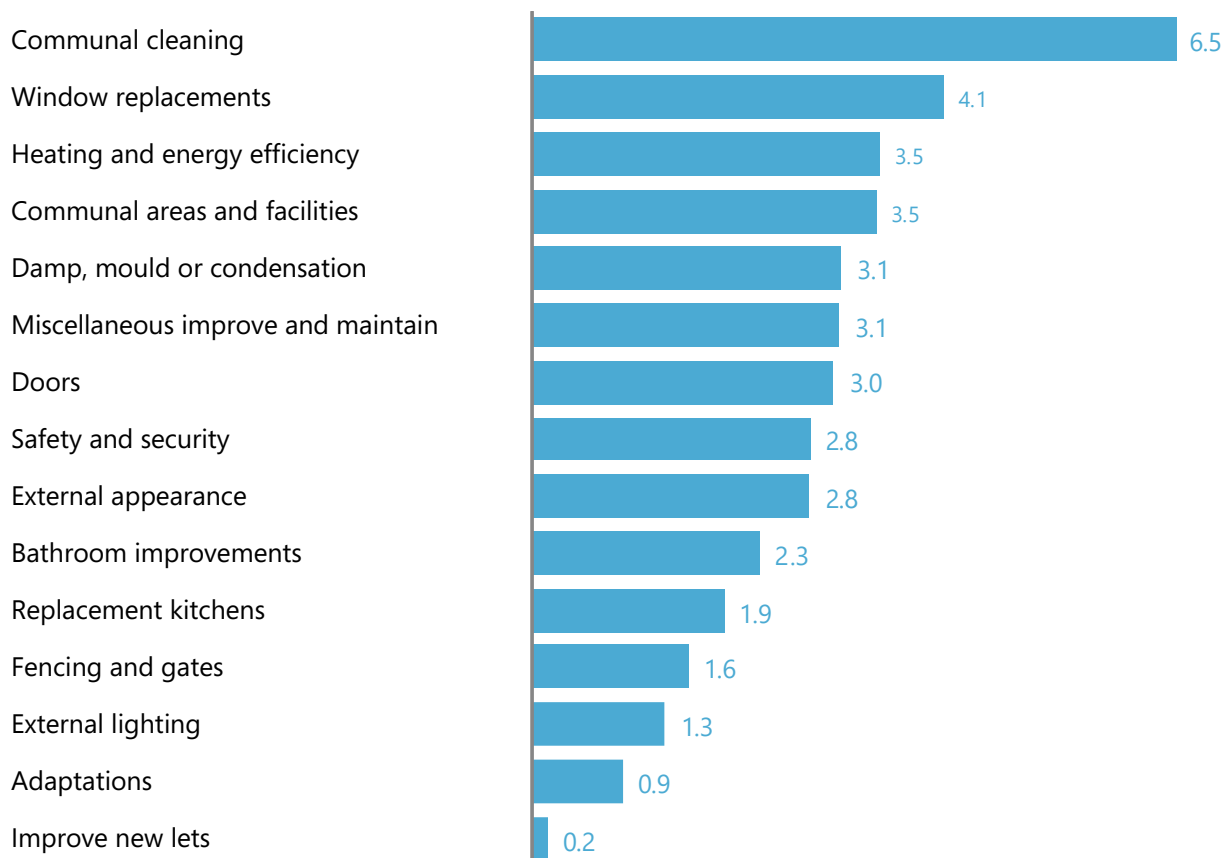
12.2 Neighbourhood improvements - detail

% Base 504 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12.3 Property improvements - detail

% Base 504 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12. Additional comments

“Communal areas could be made more tidy/ clean, for example, the door leading to back garden have not been cleaned for six months or more. The communal area walls have not been painted for more than ten years.”

“Communal area - cleaning company need sacking, absolutely rubbish. Very rarely sweep or clean the floor let alone anything else. Often just walk in put the wet floor signs out and then walk out without actually doing anything.”

“We haven't seen any 'Tendring Council House Services' operating in our block. We have to clean and maintain the building ourselves or it doesn't get done, and you took our broom because it was in the hallway downstairs.”

“The communal areas could do with painting, carpets in communal areas are disgusting and need to be cleaned properly or replaced. A heavy vinyl maybe thick could be appropriate. This Sheltered Housing seems to be the most neglected.”

“Every year for 11 years I have reported my draughty windows and doors and the fact they leak rain through. Repairs have not solved the problem and 2 inspections in the last 2 year have shown they are not fit for purpose and need replacing. I am elderly, disabled and have cancer and you leave me to live in a freezing cold house that rain comes in.”

“My doors and windows are drafty costing me a fortune but no one ever fixes properly”

“The one main problem with house I live is that all of the windows need replacing as they are over 30 years old and starting to fall apart and I would like them replaced.”

“In winter property is very cold. Probably needs survey to see where all the heating is escaping from.”

“My house is cold and draughty in winter. Kitchen and bathroom are very damp, causing bad damp black patches on the walls.”

“Would like solar panels. Living in a rural area heating our home is increasingly getting more expensive”

The repairs and maintenance service is the only aspect of the service to where satisfaction has fallen (section 6), so it is interesting that only 15% of all further comments were on this topic (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** are the two main areas to improve. This is possibly why satisfaction with being kept informed is also a key driver of overall satisfaction (see section 3).

“I have outstanding repairs for 1yr 6 months. Continually lied too and never completed!”

“Housing repairs being more proactive, they never answer emails and getting the help you need is hard. You have to jump through hoops. None of the surveyors answer emails and repairs take weeks to be sanctioned.”

“I have reported an unsecured manhole cover in my back garden repeatedly and nothing has been done. This means my garden is unsafe for my children to play in. I've also reported concerning cracks in the external walls of the property and not been updated on their significance or if any repairs are needed. TDC needs to improve communication and action on reports like this.”

“In February a surveyor came to my property. He could see that my back door is wonky and needed replacing. He took photos and since then nobody has got in touch. What an absolute joke!”

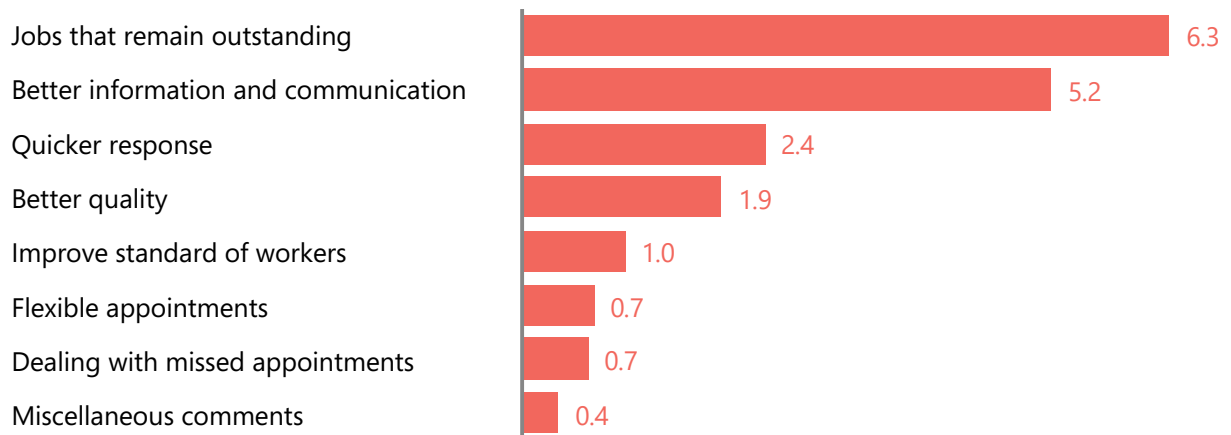
“It would be nice to have a phone call or some sort of communication when they will be arriving not just turning up out of the blue.”

“We have had many problems with repairs, we had reported these numerous amounts of times with numerous amounts of staff and housing officers visit us to address our concerns and they all said different things. We had the management round and then the jobs were addressed. The contractors who did the work were rude, had no respect for our property and left work incomplete. Many phone calls and emails sent took a long time for replies, very poor communication.”

12. Additional comments

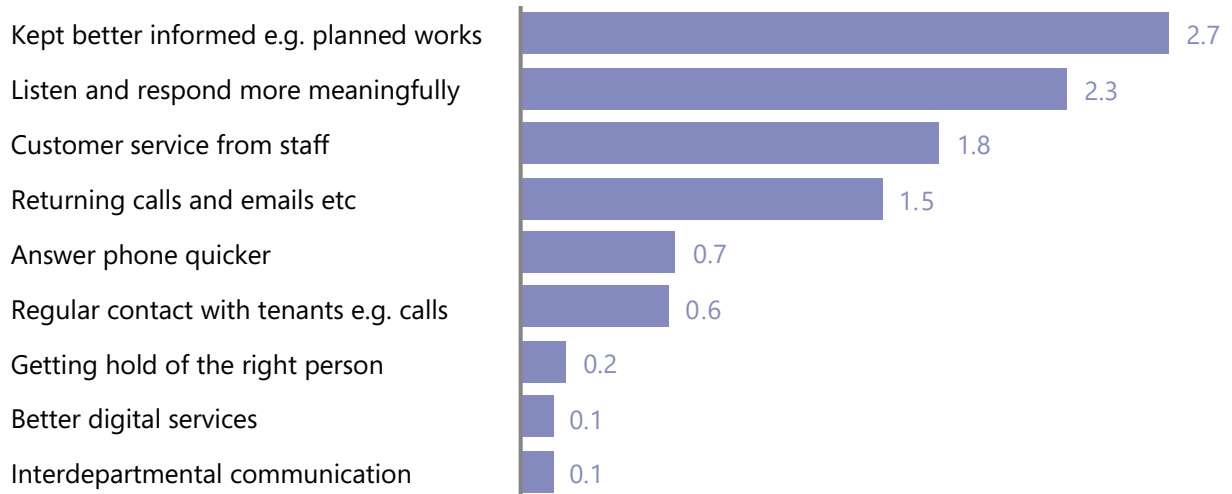
12.4 Repair and maintenance improvements - detail

% Base 504 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12.5 Customer service and communication improvements - detail

% Base 504 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12.6 Other improvements - detail

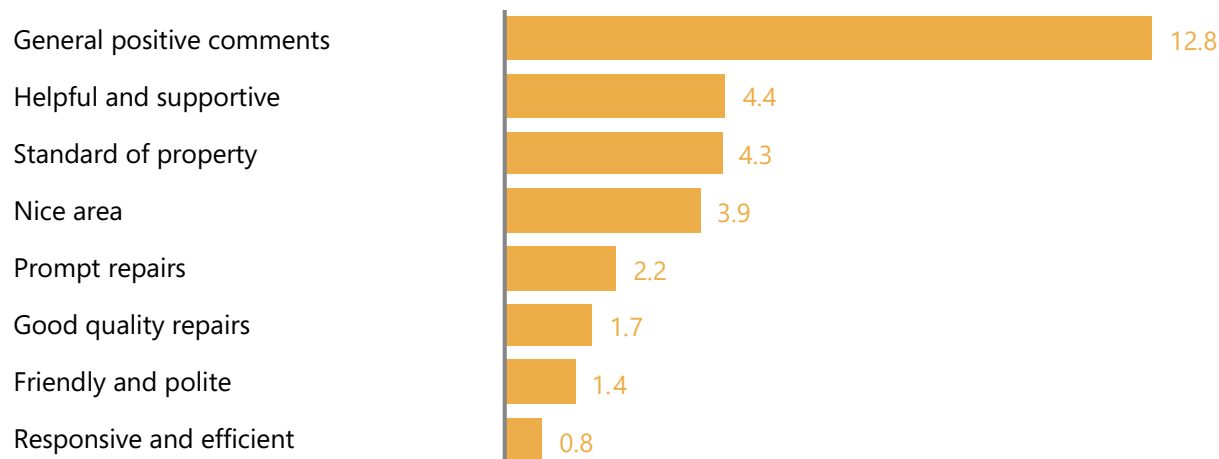
% Base 504 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12. Additional comments

12.7 Positive comments - detail

% Base 504 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



As already noted above, **being kept informed** is a strong predictor of overall satisfaction, and it is also the most commonly raised communication issues (chart 12.5). This is followed by being **listened to**, generic comments on the standard of **customer service** received and the need to **return calls/emails**.

“I have tried to be a good tenant as I have always considered T.D.C. To be good landlords I have looked after the property I rent to the best of my ability and feel T.D.C. Should honour what I was told back in January. I know council have limited resources, but maybe instead of being constantly told its in planning I could have an honest answer to my queries.”

“We have already raised specific concerns with the Tenant Engagement Officer (a very promising initiative) - a general lack of, and difficulty, in communication with the council. Lack of responses and updates, including those reported as ASB. No contact with the designated 'estate warden' (never seen him) ... no or poor responses to raised concerns other than the Tenant Engagement team, 'passing the buck' between departments? No apparent or cohesive communication strategy.”

“Communication from TDC is poorly lacking. I have tried to make several queries over work due to be done on my property over the last few months. Answerphone messages are ignored, when you manage to speak to a person no one seems to know the answer to rather simple questions. I will be informed that the relevant person will call me back, they never do. It would be a lot easier and less time consuming to be able to email certain staff members about work queries.”

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

“Generally Tendring District Council do a good job of looking after their property and surrounding areas.”

“I have lived here for nearly 8 years and have no issues with the service I have received from TDC.”

“I just love where I live. We are very happy and Tendring Council are very good.”

“I really enjoy living where I am and the neighbours are really nice, easy enough to ring Tendring Council and speak too anybody about repairs, lovely green outside for everybody to use and although we pick our dog mess up it is kept lovely and grass cut very often. So grateful, thank you.”

“I would like to say that I am very grateful to TDC for my accommodation. I feel safe where I live and am confident that if I had any problems living here that I would be listened and supported should I need it. Thank you.”

“In this day and age, concerning the financial state of affairs, TDC Housing Services, in my opinion, carry out in most cases emergency services as well as they can, taking into consideration the resources available. Long may it continue!!”

“Very satisfied with all the staff and amenities.”



13. Respondent profile

In addition to documenting the demographic profile of the sample, tables 13.10 to 13.13 in this section also display the core survey questions according to the main property and equality groups. When considering these tables 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 average score being highlighted in the tables (or from each other where there are only two categories).

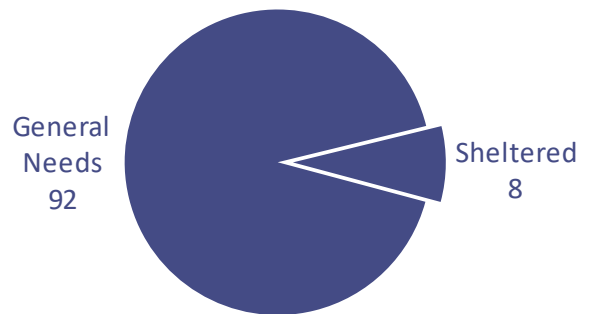
13.1 Postcode district

% Base 1032

	Total	%
CO7	113	10.9
CO11	130	12.6
CO12	275	26.6
CO13	44	4.3
CO14	54	5.2
CO15	147	14.2
CO16	270	26.2

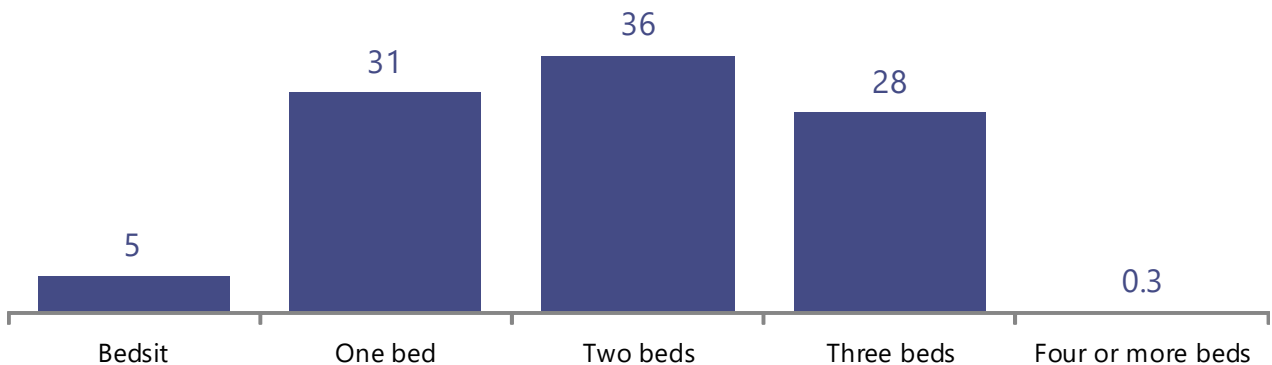
13.2 Stock

% Base 1032



13.3 Property size

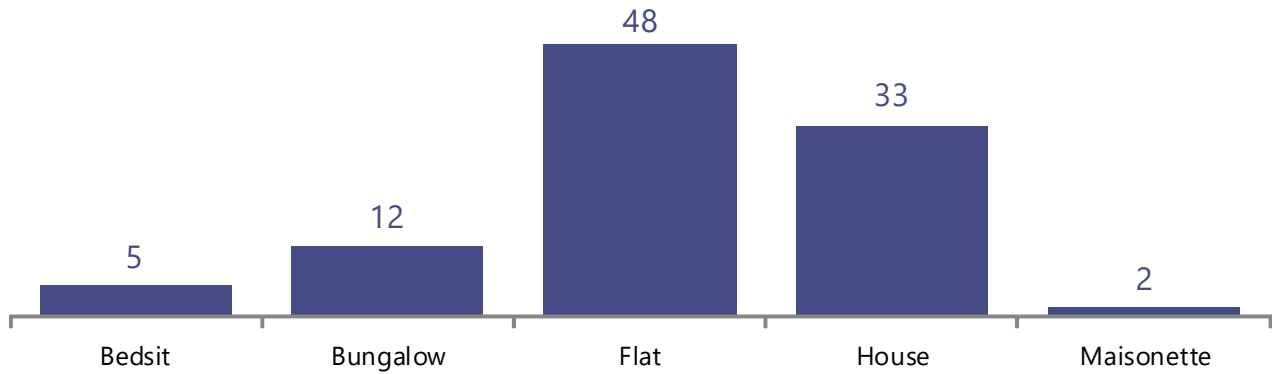
% Base 1032



13. Respondent profile

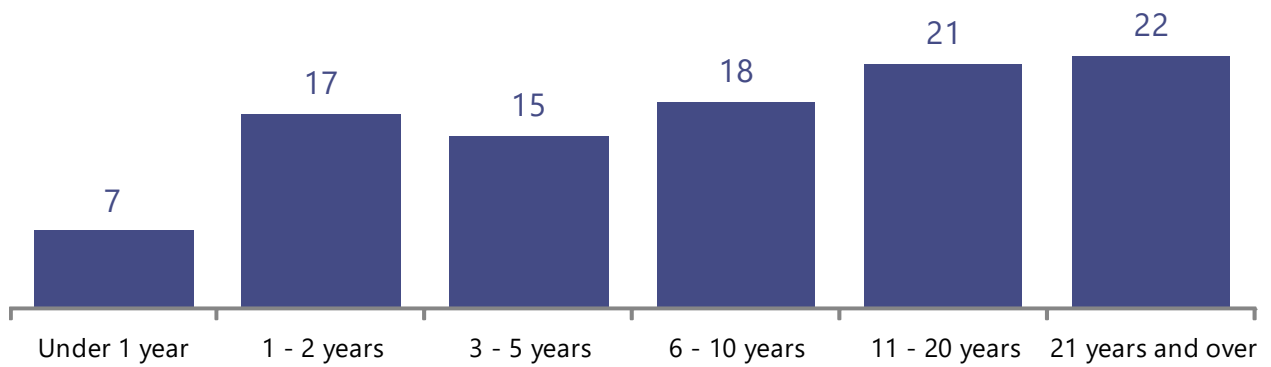
13.4 Property type

% Base 1032



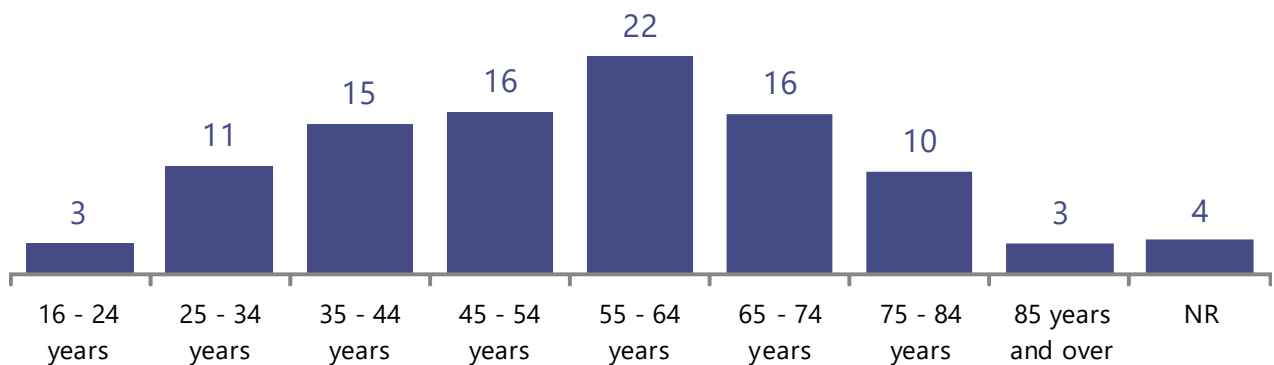
13.5 Length of tenancy

% Base 1032



13.6 Age

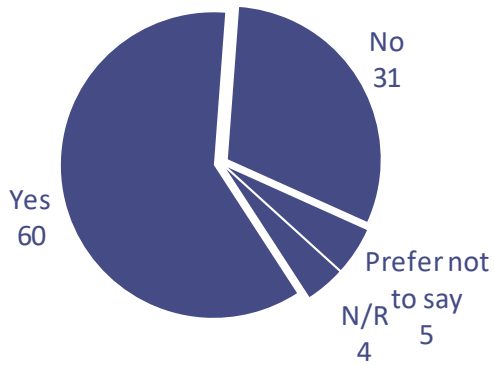
% Base 1032



13. Respondent profile

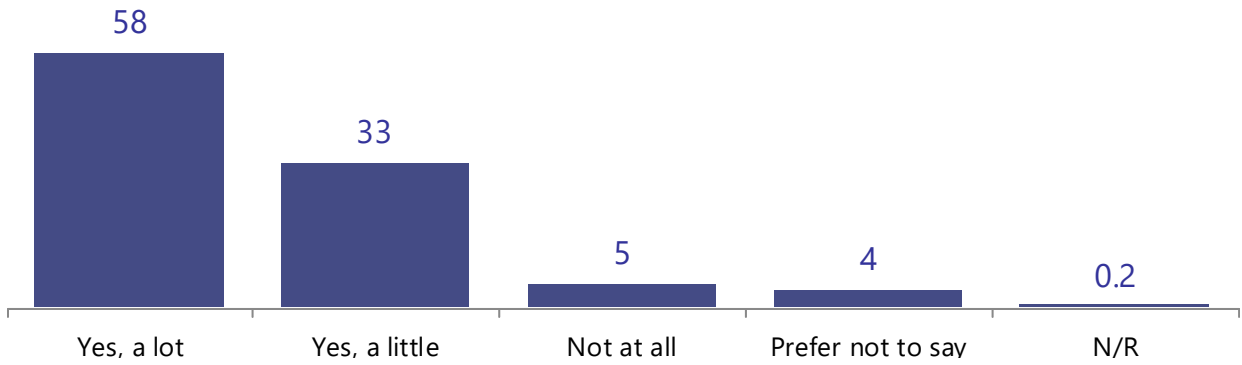
13.7 Disability

% Base 1032



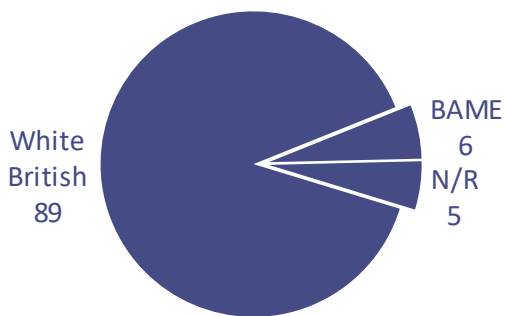
13.8 Disability - detail

% Base 622 | Respondents who have a disability



13.9 Ethnic background

% Base 1032



	Total	%
White British	921	89.2
Any other White background	28	2.7
Multiple ethnic groups	10	1
Asian or Asian British	12	1.2
Black or Black British	7	0.7
Any other ethnic group	1	0.1
Prefer not to say	30	2.9
No response	22	2.1

13. Respondent profile

13.10 Core questions by age group

	% positive				
	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	1032	146	226	320	304
Service overall	81	85	80	78	84
Repairs service in last 12 months	81	81	80	79	85
Time taken to complete last repair	78	79	77	75	82
Home is well maintained	77	78	71	74	84
Home is safe	80	76	72	78	87
Listen to views and act upon them	65	61	62	62	73
Being kept informed	69	68	64	63	76
Treated fairly and with respect	80	81	78	77	84
Approach to handling complaints	49	50	34	51	56
Communal areas clean and maintained	51	44	38	49	64
Positive contribution to area	60	54	59	56	68
Approach to handling ASB	56	56	53	50	64

13.11 Core questions by ethnic background

	% positive		
	Overall	White British	BAME
Sample size	1032	921	59
Service overall	81	82	78
Repairs service in last 12 months	81	81	83
Time taken to complete last repair	78	79	74
Home is well maintained	77	78	83
Home is safe	80	80	84
Listen to views and act upon them	65	65	77
Being kept informed	69	68	82
Treated fairly and with respect	80	80	93
Approach to handling complaints	49	49	84
Communal areas clean and maintained	51	52	50
Positive contribution to area	60	59	72
Approach to handling ASB	56	56	50

Key

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

*see appendix for more detail

13. Respondent profile

13.12 Core questions by disability

	Overall	% positive	
		Disability	No disability
Sample size	1032	622	315
Service overall	81	79	84
Repairs service in last 12 months	81	79	85
Time taken to complete last repair	78	76	82
Home is well maintained	77	74	81
Home is safe	80	77	84
Listen to views and act upon them	65	63	68
Being kept informed	69	65	73
Treated fairly and with respect	80	79	82
Approach to handling complaints	49	47	58
Communal areas clean and maintained	51	45	61
Positive contribution to area	60	55	68
Approach to handling ASB	56	52	61

13.13 Core questions by stock type

	Overall	% positive	
		General needs	Sheltered
Sample size	1032	949	83
Service overall	81	82	76
Repairs service in last 12 months	81	81	83
Time taken to complete last repair	78	78	78
Home is well maintained	77	77	77
Home is safe	80	79	85
Listen to views and act upon them	65	66	61
Being kept informed	69	68	71
Treated fairly and with respect	80	80	79
Approach to handling complaints	49	48	58
Communal areas clean and maintained	51	47	73
Positive contribution to area	60	60	64
Approach to handling ASB	56	55	72

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 22 October and 23 December 2024.

Responses

Overall, 1,032 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represents a response rate of 34% (error margin +/- 2.5%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. There were 843 postal completions (82%) and 189 online completions (18%).

Sampling and fieldwork

This was a census survey paper self completion survey distributed to all LCRA households, comprising 2,750 general needs and 242 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 email reminders sent to any survey non-respondents with a recorded email address towards the end of the project after the last paper reminder. This numbered 114 households, 11 of whom responded (10%).

This methodology was chosen to be consistent with the most recent TSM and STAR 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 2,992 Tendring District Council LCRA households on 15 October 2024. 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

Appendix A. Summary of approach

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	91.9	89.9	92.0
Sheltered	8.1	10.1	8.0

Postcode district

	Population	Unweighted survey	Weighted survey
CO7	11.4	14.1	10.9
CO11	12.8	13.6	12.6
CO12	26.2	26.1	26.6
CO13	4.2	4.2	4.3
CO14	4.6	3.5	5.2
CO15	14.8	14.4	14.2
CO16	26.0	24.2	26.1

Property type

	Population	Unweighted survey	Weighted survey
Bedsit	6.7	5.0	5.3
Bungalow	11.7	16.0	12.3
Flat	46.9	46.0	47.5
House	33.5	32.1	33.3
Maisonette	1.3	0.9	1.6

Property size

	Population	Unweighted survey	Weighted survey
Bedsit	6.7	5.0	5.3
One bed	29.7	34.5	30.7
Two bed	34.3	33.5	35.8
Three bed	28.9	26.6	27.9
Four+ bed	0.5	0.3	0.3

Tenancy length

	Population	Unweighted survey	Weighted survey
1 Under 1 year	5.3	5.0	6.8
1 - 2 years	16.2	12.4	17.0
3 - 5 years	15.4	11.5	15.0
6 - 10 years	19.0	17.2	18.0
11 - 20 years	23.1	24.9	21.2
21 years and over	21.0	29.0	21.9

Age group

	Population	Unweighted survey	Weighted survey
18 - 24 years	3.2	1.1	3.2
25 - 34 years	11.0	4.7	10.9
35 - 44 years	15.2	8.3	15.0
45 - 54 years	16.1	12.5	16.2
55 - 64 years	21.6	23.9	21.7
65 - 74 years	15.7	22.1	16.0
75 - 84 years	10.4	17.0	10.3
85+ years	3.3	5.5	3.2
No record	3.4	4.9	3.5

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 2023/24 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
k October 2024

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.

I 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: **9999www**

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 the Tenant Engagement team 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>

I look forward to hearing your views.

Yours faithfully

Emma Norton, Senior Housing Manager

Website:
www.tendringdc.gov.uk

Switchboard:
01255 686868

Customer self-service portal:
tendring-self.achieveservice.com



TENANT SATISFACTION SURVEY

return by 13 December 2024



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

2



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

3

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

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

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

4



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).

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weight by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tendring Council Housing Services?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
1: Very satisfied	464	45.0	45.3	81.3	415	44.7	45.0	81.8	49	47.1	47.6	75.7
2: Fairly satisfied	370	35.8	36.0		340	36.6	36.8		29	27.9	28.2	
3: Neither satisfied nor dissatisfied	84	8.1	8.2		70	7.5	7.6		15	14.4	14.6	
4: Fairly dissatisfied	64	6.2	6.3		58	6.3	6.3		7	6.7	6.8	
5: Very dissatisfied	44	4.2	4.2		40	4.3	4.3		3	2.9	2.9	
N/R	6	0.6			5	0.5			2	1.9		
Q2 Has Tendring Council Housing Services carried out a repair to your home in the last 12 months?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
6: Yes	704	68.3	70.0		636	68.5	70.1		68	65.4	68.7	
7: No	302	29.2	30.0		271	29.2	29.9		31	29.8	31.3	
N/R	26	2.5			21	2.3			5	4.8		
Q3 How satisfied or dissatisfied are you with the overall repairs service from Tendring Council Housing Services over the last 12 months?	<i>Base: 704</i>				<i>Base: 636</i>				<i>Base: 68</i>			
8: Very satisfied	369	35.8	52.5	81.4	334	36.0	52.5	81.1	35	33.7	52.2	83.6
9: Fairly satisfied	203	19.7	28.9		182	19.6	28.6		21	20.2	31.3	
10: Neither satisfied nor dissatisfied	36	3.5	5.1		31	3.3	4.9		5	4.8	7.5	
11: Fairly dissatisfied	53	5.1	7.5		51	5.5	8.0		2	1.9	3.0	
12: Very dissatisfied	42	4.1	6.0		38	4.1	6.0		4	3.8	6.0	
N/R	329	31.9			293	31.6			36	34.6		
Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	<i>Base: 704</i>				<i>Base: 636</i>				<i>Base: 68</i>			
13: Very satisfied	361	35.0	51.4	78.1	326	35.1	51.3	78.1	35	33.7	51.5	77.9
14: Fairly satisfied	188	18.2	26.7		170	18.3	26.8		18	17.3	26.5	
15: Neither satisfied nor dissatisfied	44	4.3	6.3		39	4.2	6.1		6	5.8	8.8	
16: Fairly dissatisfied	42	4.0	5.9		37	4.0	5.8		5	4.8	7.4	
17: Very dissatisfied	68	6.6	9.7		63	6.8	9.9		4	3.8	5.9	
N/R	329	31.9			293	31.6			36	34.6		
Q5 How satisfied or dissatisfied are you that Tendring Council Housing Services provides a home that is well maintained?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
18: Very satisfied	457	44.3	44.7	77.0	408	44.0	44.2	76.9	49	47.1	50.0	77.6
19: Fairly satisfied	330	32.0	32.3		302	32.5	32.7		27	26.0	27.6	
20: Neither satisfied nor dissatisfied	100	9.7	9.8		92	9.9	10.0		8	7.7	8.2	
21: Fairly dissatisfied	81	7.9	7.9		74	8.0	8.0		7	6.7	7.1	
22: Very dissatisfied	54	5.2	5.3		47	5.1	5.1		7	6.7	7.1	
N/R	1022											
	10	1.0			5	0.5			6	5.8		
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?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
23: Very satisfied	493	47.8	48.3	79.6	439	47.3	47.6	79.1	54	51.9	54.5	84.8
24: Fairly satisfied	320	31.0	31.3		290	31.3	31.5		30	28.8	30.3	
25: Neither satisfied nor dissatisfied	92	8.9	9.0		87	9.4	9.4		4	3.8	4.0	
26: Fairly dissatisfied	64	6.2	6.2		58	6.3	6.3		6	5.8	6.1	
27: Very dissatisfied	53	5.1	5.2		48	5.2	5.2		5	4.8	5.1	
28: Not applicable/ don't know	2	0.2			1	0.1			1	1.0		
N/R	9	0.8			6	0.6			3	2.9		
Q7 How satisfied or dissatisfied are you that Tendring Council Housing Services listens to your views and acts upon them?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
29: Very satisfied	333	32.2	33.6	65.2	302	32.5	33.9	65.4	29	27.9	30.2	61.5
30: Fairly satisfied	312	30.2	31.5		281	30.3	31.5		30	28.8	31.3	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
31: Neither satisfied nor dissatisfied	185	17.9	18.7		165	17.8	18.5		20	19.2	20.8	
32: Fairly dissatisfied	87	8.4	8.8		80	8.6	9.0		7	6.7	7.3	
33: Very dissatisfied	73	7.0	7.4		63	6.8	7.1		10	9.6	10.4	
34: Not applicable/ don't know	35	3.4			31	3.3			4	3.8		
N/R	8	0.8			5	0.5			3	2.9		
Q8 How satisfied or dissatisfied are you that Tendring Council Housing Services keeps you informed about things that matter to you?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
35: Very satisfied	348	33.7	34.5	68.5	311	33.5	34.4	68.2	36	34.6	36.0	71.0
36: Fairly satisfied	341	33.1	33.9		306	33.0	33.8		35	33.7	35.0	
37: Neither satisfied nor dissatisfied	187	18.1	18.6		173	18.6	19.1		13	12.5	13.0	
38: Fairly dissatisfied	77	7.5	7.6		66	7.1	7.3		12	11.5	12.0	
39: Very dissatisfied	53	5.1	5.3		49	5.3	5.4		4	3.8	4.0	
40: Not applicable/ don't know	18	1.7			17	1.8			0	0.0		
N/R	8	0.8			5	0.5			4	3.8		
Q9 To what extent do you agree or disagree with the following "Tendring Council Housing Services treats me fairly and with respect"?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
41: Strongly agree	393	38.0	38.7	79.9	360	38.8	39.3	79.8	31	29.8	32.3	80.2
42: Agree	418	40.5	41.2		372	40.1	40.6		46	44.2	47.9	
43: Neither agree nor disagree	148	14.3	14.5		134	14.4	14.6		14	13.5	14.6	
44: Disagree	31	3.0	3.1		28	3.0	3.1		2	1.9	2.1	
45: Strongly disagree	26	2.5	2.5		23	2.5	2.5		3	2.9	3.1	
46: Not applicable/ don't know	10	0.9			7	0.8			3	2.9		
N/R	8	0.8			5	0.5			3	2.9		
Q10 Have you made a complaint to Tendring Council Housing Services in the last 12 months?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
47: Yes	222	21.5	22.1		202	21.8	22.3		19	18.3	20.2	
48: No	780	75.6	77.9		704	75.9	77.7		75	72.1	79.8	
N/R	30	2.9			21	2.3			10	9.6		
Q11 How satisfied or dissatisfied are you with Tendring Council Housing Services' approach to complaints handling?	<i>Base: 222</i>				<i>Base: 202</i>				<i>Base: 19</i>			
49: Very satisfied	58	5.6	26.3	48.8	53	5.7	26.2	48.0	4	3.8	21.1	52.6
50: Fairly satisfied	50	4.8	22.6		44	4.7	21.8		6	5.8	31.6	
51: Neither satisfied nor dissatisfied	25	2.4	11.4		24	2.6	11.9		2	1.9	10.5	
52: Fairly dissatisfied	44	4.3	19.9		42	4.5	20.8		2	1.9	10.5	
53: Very dissatisfied	44	4.2	19.8		39	4.2	19.3		5	4.8	26.3	
N/R	811	78.6			727	78.3			85	81.7		
Q12 Do you live in a building with communal areas, either inside or outside, that Tendring Council Housing Services is responsible for maintaining?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
54: Yes	474	45.9	47.1		391	42.1	43.1		93	89.4	95.9	
55: No	485	47.0	48.2		473	51.0	52.1		1	1.0	1.0	
56: Don't know	48	4.6	4.7		44	4.7	4.8		3	2.9	3.1	
N/R	26	2.5			20	2.2			6	5.8		
Q13 How satisfied or dissatisfied are you that Tendring Council Housing Services keeps these communal areas clean and well maintained?	<i>Base: 474</i>				<i>Base: 391</i>				<i>Base: 93</i>			
57: Very satisfied	110	10.6	23.2	51.0	70	7.5	18.0	46.9	47	45.2	50.0	72.3
58: Fairly satisfied	131	12.7	27.8		112	12.1	28.9		21	20.2	22.3	
59: Neither satisfied nor dissatisfied	71	6.9	15.1		63	6.8	16.2		8	7.7	8.5	
60: Fairly dissatisfied	86	8.3	18.1		78	8.4	20.1		8	7.7	8.5	
61: Very dissatisfied	75	7.2	15.8		65	7.0	16.8		10	9.6	10.6	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weight by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	560	54.2			539	58.1			11	10.6	0.0	
Q14 How satisfied or dissatisfied are you that Tendring Council Housing Services makes a positive contribution to your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
62: Very satisfied	247	23.9	25.3	60.0	219	23.6	24.9	59.6	29	27.9	31.2	63.4
63: Fairly satisfied	338	32.7	34.6		306	33.0	34.7		30	28.8	32.3	
64: Neither satisfied nor dissatisfied	268	25.9	27.5		243	26.2	27.6		24	23.1	25.8	
65: Fairly dissatisfied	65	6.3	6.7		59	6.4	6.7		7	6.7	7.5	
66: Very dissatisfied	58	5.6	5.9		54	5.8	6.1		3	2.9	3.2	
67: Not applicable/ don't know	46	4.4			40	4.3			6	5.8		
N/R	11	1.1			7	0.8			5	4.8		
Q15 How satisfied or dissatisfied are you with Tendring Council Housing Services' approach to handling anti-social behaviour?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
68: Very satisfied	255	24.7	28.6	56.0	224	24.1	27.8	54.5	33	31.7	37.9	71.3
69: Fairly satisfied	244	23.6	27.3		215	23.2	26.7		29	27.9	33.3	
70: Neither satisfied nor dissatisfied	266	25.8	29.9		252	27.2	31.3		12	11.5	13.8	
71: Fairly dissatisfied	67	6.5	7.5		58	6.3	7.2		10	9.6	11.5	
72: Very dissatisfied	59	5.7	6.6		56	6.0	7.0		3	2.9	3.4	
73: Not applicable/ don't know	130	12.6			117	12.6			13	12.5		
N/R	11	1.1			8	0.9			4	3.8		
Q16a [Car parking] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
74: Major problem	274	26.6	28.3	54.7	247	26.6	28.3	55.6	27	26.0	28.7	44.7
75: Minor problem	255	24.7	26.4		238	25.6	27.3		15	14.4	16.0	
76: Not a problem	438	42.4	45.3		388	41.8	44.4		52	50.0	55.3	
N/R	65	6.3			56	6.0			9	8.7		
Q16b [Rubbish or litter] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
77: Major problem	195	18.9	20.0	57.0	184	19.8	21.0	58.3	9	8.7	9.6	42.6
78: Minor problem	360	34.9	37.0		327	35.2	37.3		31	29.8	33.0	
79: Not a problem	418	40.5	43.0		366	39.4	41.7		54	51.9	57.4	
N/R	60	5.8			51	5.5			10	9.6		
Q16c [Noisy neighbours] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
80: Major problem	124	12.0	13.0	36.0	118	12.7	13.8	37.2	5	4.8	5.3	22.1
81: Minor problem	219	21.2	23.0		201	21.7	23.4		16	15.4	16.8	
82: Not a problem	610	59.1	64.0		539	58.1	62.8		74	71.2	77.9	
N/R	80	7.8			70	7.5			9	8.7		
Q16d [Dog fouling / dog mess] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
83: Major problem	186	18.0	19.3	50.3	173	18.6	19.9	52.1	12	11.5	12.6	28.4
84: Minor problem	299	29.0	31.0		281	30.3	32.3		15	14.4	15.8	
85: Not a problem	480	46.5	49.7		417	44.9	47.9		68	65.4	71.6	
N/R	66	6.4			57	6.1			10	9.6		
Q16e [Other problems with pets and animals] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
86: Major problem	73	7.1	7.8	23.3	67	7.2	7.9	24.2	6	5.8	6.7	12.2
87: Minor problem	146	14.1	15.5		139	15.0	16.3		5	4.8	5.6	
88: Not a problem	722	70.0	76.7		645	69.5	75.8		79	76.0	87.8	
N/R	91	8.8			78	8.4			14	13.5		

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weight by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q16f [Disruptive children / teenagers] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
89: Major problem	61	5.9	6.4	26.4	58	6.3	6.8	27.7	2	1.9	2.2	9.8
90: Minor problem	190	18.4	20.0		180	19.4	21.0		7	6.7	7.6	
91: Not a problem	701	67.9	73.6		621	66.9	72.3		83	79.8	90.2	
N/R	80	7.8			69	7.4			12	11.5		
Q16g [Racial or other harassment] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
92: Major problem	22	2.1	2.3	8.1	21	2.3	2.5	8.6	1	1.0	1.1	2.2
93: Minor problem	54	5.2	5.7		52	5.6	6.1		1	1.0	1.1	
94: Not a problem	867	84.0	91.9		780	84.1	91.4		88	84.6	97.8	
N/R	89	8.6			75	8.1			14	13.5		
Q16h [Drunk or rowdy behaviour] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
95: Major problem	70	6.8	7.3	24.4	62	6.7	7.2	24.2	9	8.7	9.9	26.4
96: Minor problem	163	15.8	17.1		147	15.8	17.0		15	14.4	16.5	
97: Not a problem	722	70.0	75.6		654	70.5	75.8		67	64.4	73.6	
N/R	77	7.5			65	7.0			12	11.5		
Q16i [Vandalism and graffiti] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
98: Major problem	38	3.7	4.0	16.7	36	3.9	4.2	17.4	2	1.9	2.2	7.6
99: Minor problem	121	11.7	12.7		114	12.3	13.3		5	4.8	5.4	
100: Not a problem	793	76.8	83.3		710	76.5	82.6		85	81.7	92.4	
N/R	80	7.8			68	7.3			12	11.5		
Q16j [People damaging your property] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
101: Major problem	32	3.1	3.4	11.7	28	3.0	3.3	12.1	3	2.9	3.3	6.6
102: Minor problem	79	7.7	8.4		75	8.1	8.8		3	2.9	3.3	
103: Not a problem	835	80.9	88.3		751	80.9	87.9		85	81.7	93.4	
N/R	86	8.3			73	7.9			13	12.5		
Q16k [Drug use or dealing] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
104: Major problem	143	13.9	15.0	34.1	137	14.8	15.8	35.7	5	4.8	5.6	14.4
105: Minor problem	183	17.7	19.1		172	18.5	19.9		8	7.7	8.9	
106: Not a problem	630	61.0	65.9		556	59.9	64.3		77	74.0	85.6	
N/R	76	7.4			64	6.9			13	12.5		
Q16l [Abandoned or burnt out vehicles] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
107: Major problem	21	2.0	2.2	8.1	19	2.0	2.2	8.4	3	2.9	3.2	6.5
108: Minor problem	56	5.4	5.9		53	5.7	6.2		3	2.9	3.2	
109: Not a problem	876	84.9	91.9		789	85.0	91.6		87	83.7	93.5	
N/R	79	7.7			68	7.3			11	10.6		
Q16m [Other crime] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
110: Major problem	34	3.3	3.6	19.3	32	3.4	3.8	20.2	2	1.9	2.2	9.0
111: Minor problem	146	14.1	15.6		139	15.0	16.4		6	5.8	6.7	
112: Not a problem	753	73.0	80.7		674	72.6	79.8		81	77.9	91.0	
N/R	98	9.5			84	9.1			15	14.4		

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weight by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q16n [Noise from traffic] To what extent are the following a problem in your neighbourhood?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
113: Major problem	70	6.8	7.3	26.1	62	6.7	7.1	26.4	8	7.7	8.6	21.5
114: Minor problem	181	17.5	18.8		167	18.0	19.2		12	11.5	12.9	
115: Not a problem	712	69.0	73.9		639	68.9	73.6		73	70.2	78.5	
N/R	70	6.8			60	6.5			10	9.6		
Q17 How satisfied or dissatisfied are you that your rent provides value for money?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
116: Very satisfied	525	50.9	51.3	82.1	467	50.3	50.7	82.1	59	56.7	57.3	81.6
117: Fairly satisfied	315	30.5	30.8		289	31.1	31.4		25	24.0	24.3	
118: Neither satisfied nor dissatisfied	124	12.0	12.1		113	12.2	12.3		11	10.6	10.7	
119: Fairly dissatisfied	37	3.6	3.6		34	3.7	3.7		3	2.9	2.9	
120: Very dissatisfied	22	2.1	2.2		18	1.9	2.0		5	4.8	4.9	
N/R	9	0.9			8	0.9			1	1.0		
Q18 How satisfied or dissatisfied are you that Tendring Council Housing Services is easy to deal with?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
121: Very satisfied	442	42.8	43.6	79.7	401	43.2	43.9	79.6	39	37.5	39.4	78.8
122: Fairly satisfied	366	35.5	36.1		327	35.2	35.8		39	37.5	39.4	
123: Neither satisfied nor dissatisfied	111	10.8	10.9		103	11.1	11.3		8	7.7	8.1	
124: Fairly dissatisfied	59	5.7	5.8		52	5.6	5.7		8	7.7	8.1	
125: Very dissatisfied	36	3.5	3.6		31	3.3	3.4		5	4.8	5.1	
126: Not applicable/ don't know	13	1.3			11	1.2			3	2.9		
N/R	4	0.4			3	0.3			1	1.0		
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?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
127: Yes	453	43.9	45.6		428	46.1	47.8		21	20.2	21.4	
128: No	540	52.3	54.4		467	50.3	52.2		77	74.0	78.6	
N/R	39	3.8			34	3.7			6	5.8		
Q20 Thinking about your most recent contact with Tendring Council Housing Services, did you mainly deal with them?	<i>Base: 453</i>				<i>Base: 428</i>				<i>Base: 21</i>			
129: In person	50	4.8	11.1		45	4.8	10.5		5	4.8	23.8	
130: Over the phone	338	32.8	74.8		320	34.5	74.9		14	13.5	66.7	
131: By letter	22	2.1	4.9		20	2.2	4.7		2	1.9	9.5	
132: By email	104	10.1	23.0		101	10.9	23.7		2	1.9	9.5	
133: By text/SMS	4	0.4	0.9		4	0.4	0.9		0	0.0	0.0	
134: Using social media	1	0.1	0.2		1	0.1	0.2		0	0.0	0.0	
135: By the website	13	1.3	2.9		13	1.4	3.0		0	0.0	0.0	
136: Other	10	1.0	2.2		8	0.9	1.9		1	1.0	4.8	
N/R	580	56.2			501	54.0			83	79.8		
Q21a [Staff being friendly and approachable] How satisfied or dissatisfied were you with the following?	<i>Base: 453</i>				<i>Base: 428</i>				<i>Base: 21</i>			
137: Very satisfied	261	25.3	57.9	87.4	247	26.6	58.0	87.3	11	10.6	52.4	85.7
138: Fairly satisfied	133	12.9	29.5		125	13.5	29.3		7	6.7	33.3	
139: Neither	34	3.3	7.5		34	3.7	8.0		0	0.0	0.0	
140: Fairly dissatisfied	19	1.8	4.2		17	1.8	4.0		2	1.9	9.5	
141: Very dissatisfied	4	0.4	0.9		3	0.3	0.7		1	1.0	4.8	
N/R	582	56.4	0.7		503	54.2	0.7		83	79.8	0.0	
Q21b [The ability of staff to deal with your query quickly and efficiently] How satisfied or dissatisfied were you with the following?	<i>Base: 453</i>				<i>Base: 428</i>				<i>Base: 21</i>			
142: Very satisfied	183	17.7	41.5	76.6	173	18.6	41.5	77.0	8	7.7	42.1	68.4
143: Fairly satisfied	155	15.0	35.1		148	15.9	35.5		5	4.8	26.3	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
144: Neither	35	3.4	7.9		34	3.7	8.2		1	1.0	5.3	
145: Fairly dissatisfied	37	3.6	8.4		33	3.6	7.9		4	3.8	21.1	
146: Very dissatisfied	31	3.0	7.0		29	3.1	7.0		1	1.0	5.3	
N/R	591	57.3	2.6		510	55.0	2.3		85	81.7	9.5	
Q21c [Being kept informed about your query] How satisfied or dissatisfied were you with the following?	<i>Base: 453</i>				<i>Base: 428</i>				<i>Base: 21</i>			
147: Very satisfied	138	13.4	31.4	60.0	129	13.9	31.0	59.9	8	7.7	40.0	65.0
148: Fairly satisfied	126	12.2	28.6		120	12.9	28.8		5	4.8	25.0	
149: Neither	63	6.1	14.3		61	6.6	14.7		1	1.0	5.0	
150: Fairly dissatisfied	58	5.6	13.2		55	5.9	13.2		3	2.9	15.0	
151: Very dissatisfied	55	5.3	12.5		51	5.5	12.3		3	2.9	15.0	
N/R	591	57.3	2.6		512	55.2	2.8		83	79.8	0.0	
Q21d [Quality of the information / advice provided] How satisfied or dissatisfied were you with the following?	<i>Base: 453</i>				<i>Base: 428</i>				<i>Base: 21</i>			
152: Very satisfied	148	14.3	33.6	66.9	139	15.0	33.5	67.5	7	6.7	33.3	52.4
153: Fairly satisfied	147	14.2	33.3		141	15.2	34.0		4	3.8	19.0	
154: Neither	65	6.3	14.7		59	6.4	14.2		5	4.8	23.8	
155: Fairly dissatisfied	39	3.8	8.8		37	4.0	8.9		2	1.9	9.5	
156: Very dissatisfied	42	4.1	9.5		39	4.2	9.4		3	2.9	14.3	
N/R	591	57.3	2.6		512	55.2	2.8		84	80.8	4.8	
Q21e [The final outcome of your query] How satisfied or dissatisfied were you with the following?	<i>Base: 453</i>				<i>Base: 428</i>				<i>Base: 21</i>			
157: Very satisfied	171	16.6	38.9	64.1	162	17.5	39.0	64.1	7	6.7	33.3	57.1
158: Fairly satisfied	111	10.8	25.2		104	11.2	25.1		5	4.8	23.8	
159: Neither	57	5.5	13.0		54	5.8	13.0		3	2.9	14.3	
160: Fairly dissatisfied	40	3.9	9.1		37	4.0	8.9		3	2.9	14.3	
161: Very dissatisfied	61	5.9	13.9		58	6.3	14.0		3	2.9	14.3	
N/R	592	57.4	2.9		513	55.3	3.0		83	79.8	0.0	
Q22 Which of the following methods of being kept informed and getting in touch with Tendring Council Housing Services are you happy to use?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
162: Email	571	55.3	55.8		536	57.8	58.2		30	28.8	29.1	
163: Telephone	701	67.9	68.5		627	67.6	68.1		74	71.2	71.8	
164: Text/SMS	327	31.7	31.9		307	33.1	33.3		18	17.3	17.5	
165: WhatsApp	170	16.5	16.6		163	17.6	17.7		5	4.8	4.9	
166: Video call	38	3.7	3.7		35	3.8	3.8		2	1.9	1.9	
167: Facebook	56	5.4	5.5		53	5.7	5.8		2	1.9	1.9	
168: Twitter / X	12	1.2	1.2		12	1.3	1.3		0	0.0	0.0	
169: Letter	681	66.0	66.5		618	66.6	67.1		61	58.7	59.2	
170: Visit to the office	190	18.4	18.6		167	18.0	18.1		25	24.0	24.3	
171: Visit to your home by staff	224	21.7	21.9		196	21.1	21.3		29	27.9	28.2	
172: Open meetings	69	6.7	6.7		45	4.8	4.9		28	26.9	27.2	
173: Newsletter	191	18.5	18.7		167	18.0	18.1		25	24.0	24.3	
174: Other	23	2.2	2.2		22	2.4	2.4		1	1.0	1.0	
N/R	8	0.8			7	0.8			1	1.0		
Q23 Do you use the internet, including social media, apps or other online services, on a phone, tablet or computer?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
175: Yes	747	72.4	73.8		695	74.9	76.3		47	45.2	46.5	
176: No	265	25.7	26.2		216	23.3	23.7		54	51.9	53.5	
N/R	20	1.9			17	1.8			3	2.9		
Q24 Would you like to find out more about how you can have a say in how Tendring District Council Housing Services are delivered?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
177: Yes	206	20.0	21.1		191	20.6	21.6		14	13.5	15.6	
178: No	770	74.6	78.9		694	74.8	78.4		76	73.1	84.4	
N/R	56	5.4			43	4.6			14	13.5		
Q25 If you are interested in getting involved, are you happy for Tendring Council Housing Services to contact you with some further information?	<i>Base: 206</i>				<i>Base: 191</i>				<i>Base: 14</i>			
179: Yes	165	16.0	80.9		152	16.4	80.4		13	12.5	92.9	
180: No	39	3.8	19.1		37	4.0	19.6		1	1.0	7.1	
N/R	828	80.2	1.0		738	79.5	0.5		91	87.5	7.1	
Q26 Do you live in a Sheltered Housing scheme?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
181: Yes	76	7.4	10.2		6	0.6	0.9		89	85.6	96.7	
182: No	667	64.6	89.8		649	69.9	99.1		3	2.9	3.3	
N/R	289	28.0			274	29.5			12	11.5		
Q27a [Your support plan] How satisfied or dissatisfied are you with:	<i>Base: 83</i>				<i>Base: 0</i>				<i>Base: 104</i>			
183: Very satisfied	40	3.9	58.0	81.2	0	0.0	0.0	0.0	50	48.1	57.5	80.5
184: Fairly satisfied	16	1.6	23.2		0	0.0	0.0		20	19.2	23.0	
185: Neither	7	0.7	10.1		0	0.0	0.0		9	8.7	10.3	
186: Fairly dissatisfied	4	0.4	5.8		0	0.0	0.0		5	4.8	5.7	
187: Very dissatisfied	2	0.2	2.9		0	0.0	0.0		3	2.9	3.4	
188: No opinion	4	0.4			0	0.0			5	4.8		
N/R	958	92.8	10.8		928	0.0	0.0		11	10.6	10.6	
Q27b [The frequency of contact with your Sheltered Housing Officer] How satisfied or dissatisfied are you with:	<i>Base: 83</i>				<i>Base: 0</i>				<i>Base: 104</i>			
189: Very satisfied	37	3.6	49.3	72.0	0	0.0	0.0	0.0	46	44.2	49.5	72.0
190: Fairly satisfied	17	1.6	22.7		0	0.0	0.0		21	20.2	22.6	
191: Neither	8	0.8	10.7		0	0.0	0.0		10	9.6	10.8	
192: Fairly dissatisfied	7	0.7	9.3		0	0.0	0.0		8	7.7	8.6	
193: Very dissatisfied	6	0.6	8.0		0	0.0	0.0		8	7.7	8.6	
194: No opinion	2	0.2			0	0.0			2	1.9		
N/R	956	92.6	8.4		928	0.0	0.0		9	8.7	8.7	
Q27c [The overall service provided by your Sheltered Housing Officer] How satisfied or dissatisfied are you with:	<i>Base: 83</i>				<i>Base: 0</i>				<i>Base: 104</i>			
195: Very satisfied	37	3.6	50.0	77.0	0	0.0	0.0	0.0	46	44.2	50.0	77.2
196: Fairly satisfied	20	1.9	27.0		0	0.0	0.0		25	24.0	27.2	
197: Neither	5	0.5	6.8		0	0.0	0.0		6	5.8	6.5	
198: Fairly dissatisfied	5	0.5	6.8		0	0.0	0.0		7	6.7	7.6	
199: Very dissatisfied	7	0.7	9.5		0	0.0	0.0		8	7.7	8.7	
200: No opinion	1	0.1			0	0.0			1	1.0		
N/R	957	92.7	9.6		928	0.0	0.0		10	9.6	9.6	
Q27d [The call centre/emergency call system] How satisfied or dissatisfied are you with:	<i>Base: 83</i>				<i>Base: 0</i>				<i>Base: 104</i>			
201: Very satisfied	43	4.2	60.6	85.9	0	0.0	0.0	0.0	54	51.9	60.7	86.5
202: Fairly satisfied	18	1.7	25.4		0	0.0	0.0		23	22.1	25.8	
203: Neither	6	0.6	8.5		0	0.0	0.0		7	6.7	7.9	
204: Fairly dissatisfied	2	0.2	2.8		0	0.0	0.0		2	1.9	2.2	
205: Very dissatisfied	2	0.2	2.8		0	0.0	0.0		3	2.9	3.4	
206: No opinion	5	0.5			0	0.0			6	5.8		
N/R	956	92.6	8.4		928	0.0	0.0		9	8.7	8.7	
Q27e [How easy it is to access your home and the scheme] How satisfied or dissatisfied are you with:	<i>Base: 83</i>				<i>Base: 0</i>				<i>Base: 104</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
207: Very satisfied	46	4.5	63.9	93.1	0	0.0	0.0	0.0	57	54.8	62.6	92.3
208: Fairly satisfied	21	2.0	29.2		0	0.0	0.0		27	26.0	29.7	
209: Neither	3	0.3	4.2		0	0.0	0.0		4	3.8	4.4	
210: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		1	1.0	1.1	
211: Very dissatisfied	2	0.2	2.8		0	0.0	0.0		2	1.9	2.2	
212: No opinion	3	0.3			0	0.0			4	3.8		
N/R	957	92.7	9.6		928	0.0	0.0		10	9.6	9.6	
Q27f [The facilities at your scheme] How satisfied or dissatisfied are you with:	<i>Base: 83</i>				<i>Base: 0</i>				<i>Base: 104</i>			
213: Very satisfied	34	3.3	48.6	82.9	0	0.0	0.0	0.0	43	41.3	48.3	83.1
214: Fairly satisfied	24	2.3	34.3		0	0.0	0.0		31	29.8	34.8	
215: Neither	5	0.5	7.1		0	0.0	0.0		6	5.8	6.7	
216: Fairly dissatisfied	4	0.4	5.7		0	0.0	0.0		5	4.8	5.6	
217: Very dissatisfied	3	0.3	4.3		0	0.0	0.0		4	3.8	4.5	
218: No opinion	4	0.4			0	0.0			5	4.8		
N/R	957	92.7	9.6		928	0.0	0.0		10	9.6	9.6	
Q29 What is your ethnic group?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
219: White English, Welsh, Scottish, Northern Irish or British	921	89.2	91.3		826	89.0	90.8		95	91.3	95.0	
220: Any other White background	28	2.7	2.8		27	2.9	3.0		1	1.0	1.0	
221: Mixed or Multiple ethnic groups	10	1.0	1.0		10	1.1	1.1		0	0.0	0.0	
222: Asian or Asian British	12	1.2	1.2		12	1.3	1.3		0	0.0	0.0	
223: Black, Black British, Caribbean or African	7	0.7	0.7		5	0.5	0.5		3	2.9	3.0	
224: Any other ethnic group	1	0.1	0.1		1	0.1	0.1		0	0.0	0.0	
225: Prefer not to say	30	2.9	3.0		29	3.1	3.2		1	1.0	1.0	
N/R	22	2.1			18	1.9			5	4.8		
R29 Ethnic background - summary	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
226: White British	921	89.2	94.0		826	89.0	93.8		95	91.3	96.9	
227: BAME	59	5.7	6.0		55	5.9	6.2		3	2.9	3.1	
N/R	53	5.1			47	5.1			6	5.8		
Q30 Does anyone in your household have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
228: Yes	622	60.3	62.9		570	61.4	63.7		51	49.0	54.8	
229: No	315	30.5	31.9		279	30.1	31.2		36	34.6	38.7	
230: Prefer not to say	52	5.0	5.3		46	5.0	5.1		6	5.8	6.5	
N/R	42	4.1			33	3.6			11	10.6		
Q31 Do any of these conditions or illnesses reduce their ability to carry out day to day activities?	<i>Base: 622</i>				<i>Base: 570</i>				<i>Base: 51</i>			
231: Yes, a lot	359	34.8	57.8		336	36.2	59.2		20	19.2	39.2	
232: Yes, a little	205	19.9	33.0		182	19.6	32.0		23	22.1	45.1	
233: Not at all	33	3.2	5.3		31	3.3	5.5		2	1.9	3.9	
234: Prefer not to say	24	2.3	3.9		19	2.0	3.3		6	5.8	11.8	
N/R	411	39.8	0.2		360	38.8	0.4		53	51.0	0.0	
D101 Stock type	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
235: General needs	949	92.0	92.0		928	100.0	100.0		0	0.0	0.0	
236: Sheltered	83	8.0	8.0		0	0.0	0.0		104	100.0	100.0	
N/R	0	0.0			0	0.0			0	0.0		
D102 Postcode district	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
237: CO7	113	10.9	10.9		110	11.9	11.8		0	0.0	0.0	
238: CO11	130	12.6	12.6		124	13.4	13.3		4	3.8	3.8	
239: CO12	275	26.6	26.6		246	26.5	26.5		30	28.8	28.8	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weighted by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
240: CO13	44	4.3	4.3		33	3.6	3.6		13	12.5	12.5	
241: CO14	54	5.2	5.2		43	4.6	4.6		11	10.6	10.6	
242: CO15	147	14.2	14.2		127	13.7	13.7		23	22.1	22.1	
243: CO16	270	26.2	26.1		246	26.5	26.5		23	22.1	22.1	
N/R	0	0.0			0	0.0			0	0.0		
D103 Property type	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
244: Bedsit	55	5.3	5.3		22	2.4	2.4		39	37.5	37.5	
245: Bungalow	127	12.3	12.3		118	12.7	12.7		7	6.7	6.7	
246: Flat	490	47.5	47.5		436	47.0	47.0		57	54.8	54.8	
247: House	344	33.3	33.3		336	36.2	36.2		0	0.0	0.0	
248: Maisonette	16	1.6	1.6		15	1.6	1.6		1	1.0	1.0	
N/R	0	0.0			0	0.0			0	0.0		
D104 Property size	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
249: Bedsit	55	5.3	5.3		22	2.4	2.4		39	37.5	37.5	
250: One bed	317	30.7	30.7		264	28.4	28.4		59	56.7	56.7	
251: Two beds	369	35.8	35.8		357	38.5	38.5		6	5.8	5.8	
252: Three beds	288	27.9	27.9		282	30.4	30.4		0	0.0	0.0	
253: Four or more beds	3	0.3	0.3		3	0.3	0.3		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D105 Length of tenancy	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
254: Under 1 year	70	6.8	6.8		64	6.9	6.9		6	5.8	5.8	
255: 1 - 2 years	175	17.0	17.0		147	15.8	15.8		33	31.7	31.7	
256: 3 - 5 years	155	15.0	15.0		132	14.2	14.2		26	25.0	25.0	
257: 6 - 10 years	186	18.0	18.0		162	17.5	17.4		27	26.0	26.0	
258: 11 - 20 years	219	21.2	21.2		205	22.1	22.1		12	11.5	11.5	
259: 21 years and over	226	21.9	21.9		219	23.6	23.6		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D106 Age group	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
260: 16 - 24 years	33	3.2	3.3		33	3.6	3.7		0	0.0	0.0	
261: 25 - 34 years	113	10.9	11.3		112	12.1	12.6		0	0.0	0.0	
262: 35 - 44 years	155	15.0	15.6		153	16.5	17.2		0	0.0	0.0	
263: 45 - 54 years	167	16.2	16.8		163	17.6	18.3		1	1.0	1.0	
264: 55 - 64 years	224	21.7	22.5		201	21.7	22.5		21	20.2	20.2	
265: 65 - 74 years	165	16.0	16.6		130	14.0	14.6		36	34.6	34.6	
266: 75 - 84 years	106	10.3	10.6		78	8.4	8.7		32	30.8	30.8	
267: 85 years and over	33	3.2	3.3		22	2.4	2.5		14	13.5	13.5	
N/R	36	3.5			34	3.7			1	1.0		
D107 Age group [simple]	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
268: 16-34	146	14.1	14.7		145	15.6	16.2		0	0.0	0.0	
269: 35-49	226	21.9	22.7		222	23.9	24.8		1	1.0	1.0	
270: 50-64	320	31.0	32.1		296	31.9	33.1		21	20.2	20.2	
271: 65+	304	29.5	30.5		231	24.9	25.8		82	78.8	78.8	
N/R	36	3.5			34	3.7			1	1.0		
D108 Communal area maintained by TDC	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
272: Yes	418	40.5	40.5		331	35.7	35.7		100	96.2	96.2	
273: No	614	59.5	59.5		597	64.3	64.3		4	3.8	3.8	
N/R	0	0.0			0	0.0			0	0.0		
D109 Communal cleaning service provided by TDC	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
274: Yes	200	19.4	19.4		118	12.7	12.7		100	96.2	96.2	
275: No	832	80.6	80.6		810	87.3	87.3		4	3.8	3.8	

Appendix C. Data summary

	LCRA				General needs				Sheltered			
	Weight by stock, age group and area				Weighted by age group and area				Weighted by age group and area			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	0	0.0			0	0.0			0	0.0		
D110 Made a formal complaint [database]	<i>Base: 1032</i>				<i>Base: 928</i>				<i>Base: 104</i>			
276: Yes	18	1.7	1.7		17	1.8	1.8		1	1.0	1.0	
277: No	1014	98.3	98.3		911	98.2	98.2		103	99.0	99.0	
N/R	0	0.0			0	0.0			0	0.0		



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