

Dover District Council

The Standardised Tenant Satisfaction
Survey (STATUS) Survey Report 2008-09

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1.0 Executive Summary

- 1.1 The purpose of the survey was to assess how satisfied our tenants are in respect of a range of housing services they receive and to identify areas for potential service improvement.
- 1.2 Using a standard questionnaire, known as the STATUS Survey, and following a government prescribed process, a random sample survey of 1539 tenants was carried out at the end of 2008. 760 questionnaires were returned, a statistically reliable response rate of 49% and this report presents the findings from these completed questionnaires.
- 1.3 The Council's performance was compared to that of the other neighbouring East Kent authorities and the findings are shown in the table in Appendix 1.
- 1.4 The results show that 84% of tenants were satisfied with the overall service provided by the Council. This is both above the national average for 2007-08 (79%) and is the second highest compared to the neighbouring East Kent Authorities.
- 1.5 Overall the satisfaction of tenants tended to increase with age and the duration that they had been tenants of the Council while families and households on low income were more likely to be dissatisfied, which follows the trends found in the other East Kent Authorities
- 1.6 The results also show that tenants overall satisfaction is linked with the quality and condition of the property and the neighbourhood. When compared to the neighbouring East Kent Authorities, Dover ranked second place in terms of satisfaction with overall quality of home (85%), general condition of property (82%), the neighbourhood as a place to live (83%) and ranked third place for the value for money for their rent (87%). 88% of tenants were satisfied with how repairs and maintenance were dealt with and ranked in 1st place compared to the other East Kent authorities.
- 1.7 In terms of how well we communicate with our tenants, Dover ranked first place in taking our tenants views into account (65%) and tenants being kept informed by us (82%) compared to the other East Kent Authorities.
- 1.8 69% of tenants had contacted the Council within the past 12 months and of these 81% found it easy to get hold of the right person, 90% found the staff helpful, 86% found that staff were able to deal with the problem and 77% were satisfied with the overall outcome. Most contact (71%) had been in relation to repairs.
- 1.9 Only 12% of tenants had reported an incident of anti-social behaviour in the past 12 months, of these 55% found it easy to get hold of the right person, 68% found the staff helpful, 46% found the staff able to deal with the problem and 39% were satisfied with the overall outcome, and Dover ranked in 1st place compared to the other East Kent authorities.

2.0 Introduction

- 2.1 Every two years all local authorities who retain their own housing stock are required by the Department for Communities and Local Government (DCLG) to carry out a sample survey of their tenants using a government prescribed questionnaire designed by the National Housing Federation, known as the STATUS Survey. The use of a standardised questionnaire enables easier comparisons to be made between local authorities and regions.
- 2.2 The questionnaire comprises 43 questions and is divided into the following domains:
- Information about your household
 - Housing and services
 - Contact with your landlord
 - Repairs and maintenance
 - Communication and information
 - Anti-social behaviour
 - Tenant Involvement Agreement.
- 2.4 In accordance with Government's Guidelines, questionnaires were posted to a random sample of 1539 of our general needs tenants. Tenants of sheltered and supported housing were excluded from the survey.
- 2.5 760 completed questionnaires were returned, a statistically reliable response rate of 49%, and this report presents and analyses the findings from these responses. Percentages have been rounded to the nearest whole number, and so the numbers in a table may not always add up to 100%.
- 2.6 Care needs to be taken when drawing conclusions from exercises of this type to take account of possible bias that that might be introduced as a result of a higher proportion of returns from particular groups e.g. older tenants.
- 2.7 A very low response rate was received from members of BME Communities, responses are shown in the table below.

	Tenant	Partner/ Spouse
White		
- British	717	225
- Irish	2	1
- Other white background	3	2
Mixed		
- White and Black Caribbean	-	1
- White and Black African	-	1
- Other mixed background	-	1
Asian or Asian British		
- Indian	-	1
Black or Black British		
- other Black background	-	2
Other	-	2

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- 2.8 The Council is undertaking a Customer Profile Exercise to gather information about our tenants and their households, including their ethnic origin, this work will help to inform and improve the service we deliver to all our customers.
- 2.9 The household profile of the tenants who completed and returned questionnaires was as follows:
- 40% were single person households;
 - 75% had no children under the age of 16;
 - 55% had at least one person aged 60 or over
 - 99% of tenants were White British
 - 48% had a total net income of £100 – 199 per week
 - 63% of tenants were female
 - 55% have someone with a long term illness, health problem or disability

3.0 Summary of findings and National/ Regional Comparison

Summary of Findings

Dover's overall performance as a landlord.

- 3.1 The survey found that 84% of tenants were satisfied with the overall service provided by the landlord (NI 160), with 45% being very satisfied. Satisfaction tended to increase with age and the length of time with the Council, while families and households on low income were least satisfied.

Information about your Household

- 3.2 41% had been a tenant of Dover District Council for 21 years or more.
- 3.3 29% of tenants had lived in their home for 21 years or more.
- 3.4 Households were most likely to have just one person (40%) and at least one person over the age of 60 (55%) and 75% had no-one under the age of 16.
- 3.5 99% of tenants described themselves as White British, 55% of respondents indicated that someone in the household had a long term illness, health problem or disability which limits their daily activities or the work they can do and 12% of respondents indicated that someone in the household used a wheelchair.

Housing and Services

- 3.6 When asked about the quality and condition of their home, the neighbourhood as a place to live and value for money for the rent they pay, tenants were most satisfied with the value for money for their rent (87%) and least satisfied with the general condition of their home (82%).
- 3.7 When asked about advice on rent payments/ moving home, support provided to new and vulnerable tenants and how enquiries are dealt with, tenants were most satisfied with advice on rent payments (81%) and how enquiries are dealt with generally (79%). Dover ranked in 1st place for all these services compared to the other East Kent authorities.
- 3.8 Tenants were asked to select from a range of services which they considered to be the three most important. Tenants considered the most important to be repairs and maintenance (83%), followed by the overall quality of their home (57%) and Keeping tenants informed (38%).
- 3.9 When asked to comment on how much of a problem certain issues were within neighbourhoods, tenants identified the three main problems as:
- car parking (37%);
 - rubbish or litter (27%); and
 - disruptive children/ teenagers (25%).

Contact with Dover District Council

- 3.10 69% of tenants had contacted the Council within the last twelve months. Of those 87% had contacted the Council by phone and most contact (71%) had been in relation to 'repairs'.
- 3.11 81% had found it easy to get hold of the right person, 90 % found the staff helpful, 86% felt staff were able to deal with the problem and 77% were satisfied with the final outcome of their contact with Dover District Council.

Repairs and Maintenance

- 3.12 71% of tenants told us they had a repair completed within the last year and of these 88% were satisfied with the way that Dover District Council deals with repairs and maintenance, with 51% being very satisfied, and ranked Dover in 1st place compared to the other East Kent authorities.
- 3.13 87% rated the overall quality of repair work as fairly or very good and 94% rated the attitude of staff carrying out the work as fairly or very good.

Communication and Involvement

- 3.14 Tenants indicated they would prefer to be contacted by letter (43%), magazine/ newsletter (16%), telephone call (15%) and personal visit (14%) about issues affecting them as a tenant of Dover District Council
- 3.15 65% of tenants were satisfied that their views were being taken into account by the Council, and 82% of respondents felt that the Council was good at keeping them informed about things that might affect them as a tenant

Anti – social Behaviour

- 3.16 12% of respondents had reported anti-social behaviour to the Council in the last 12 months, and of those 55% found it easy to get hold of the right person, 68% found the staff helpful and 46% felt that staff were able to deal with the problem.
- 3.17 When asked how satisfied they were with how certain aspects of the report were handled, tenants were most satisfied with advice provided by staff (57%) and least satisfied with how the report was dealt with (46%) .

Tenant Involvement Agreement

- 3.18 31% of respondents had heard of the Tenant Involvement Agreement, and of those 73% were very or fairly satisfied with their locally agreed Tenant Involvement Agreement.

Consideration of Findings

- 3.19 Care needs to be taken when drawing conclusions from exercises of this type to take account of possible bias that that might be introduced as a result of a higher proportion of returns from particular groups e.g. older tenants.

The following table provide a breakdown of satisfaction by age range in respect of the key indicators of tenant satisfaction

Survey Qn Number	Satisfaction indicator	All tenants %	16-24 %	25-44 %	45-59 %	60+ %
10	Overall satisfaction with service provided by the Landlord	84	84	76	79	90
11a	Satisfaction with the overall quality of home	85	71	71	80	95
11b	Satisfaction with the general condition of property	82	61	67	78	91
11c	Satisfaction with the neighbourhood as a place to live	83	78	74	77	90
11d	Satisfaction with the value for money for their rent	87	87	78	83	93
26	Satisfaction that tenants views are being taken into account by their landlord	65	64	55	59	71
27	Satisfaction that the landlord keeps tenants informed about things that might affect them as a tenant.	82	80	65	77	91

The following table provide a breakdown of satisfaction by total net income in respect of the key indicators of tenant satisfaction

Survey Qn Number	Satisfaction indicator	All tenants %	Up to £99 pw %	£100 - £299 pw %	£300- £499 pw %
10	Overall satisfaction with service provided by the Landlord	84	86	85	89
11a	Satisfaction with the overall quality of home	85	86	87	84
11b	Satisfaction with the general condition of property	82	78	84	74
11c	Satisfaction with the neighbourhood as a place to live	83	80	84	86
11d	Satisfaction with the value for money for their rent	87	84	88	91
26	Satisfaction that tenants views are being taken into account by their landlord	65	63	67	68
27	Satisfaction that the landlord keeps tenants informed about things that might affect them as a tenant.	82	79	84	76

National/ Regional Comparisons

National

- 3.20 84% of tenants were satisfied with the overall service provided by Dover District Council (NI 160) which is above the national average published by the Audit Commission for 2007-08¹ (79%) and the national average published by the housing benchmarking organisation HouseMark for 2008 – 09 (77%).

Regional

- 3.21 The following table shows how Dover compares against the neighbouring East Kent Authorities in respect of the key indicators of tenant satisfaction:

Comparison of Satisfaction with neighbouring East Kent authorities							
Survey Qn Number	Satisfaction indicator	Dover DC %	Dover Ranking	Ashford BC %	Canterbury CC %	Shepway DC %	Thanet DC %
10	Overall satisfaction with service provided by the Landlord	84	2	85	83	78	81
11a	Satisfaction with the overall quality of home	85	2	91	83	85	81
11b	Satisfaction with the general condition of property	82	2	90	80	81	78
11c	Satisfaction with the neighbourhood as a place to live	83	2	88	76	82	66
11d	Satisfaction with the value for money for their rent	87	3	84	80	88	88
22	Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?	88	1	83	77	72	77
26	Satisfaction that tenants views are being taken into account by their landlord	65	1	59	56	58.	58
27	Satisfaction that the landlord keeps tenants informed about things that might affect them as a tenant.	82	1	81	75	76	76.

- 3.22 Dover ranked in 1st place for the repairs and maintenance service, keeping tenants informed about things that might affect them as a tenant and taking their views into account..

¹ The Government statistics for NI 160, 2008-09 are expected to be published in Spring, 2010

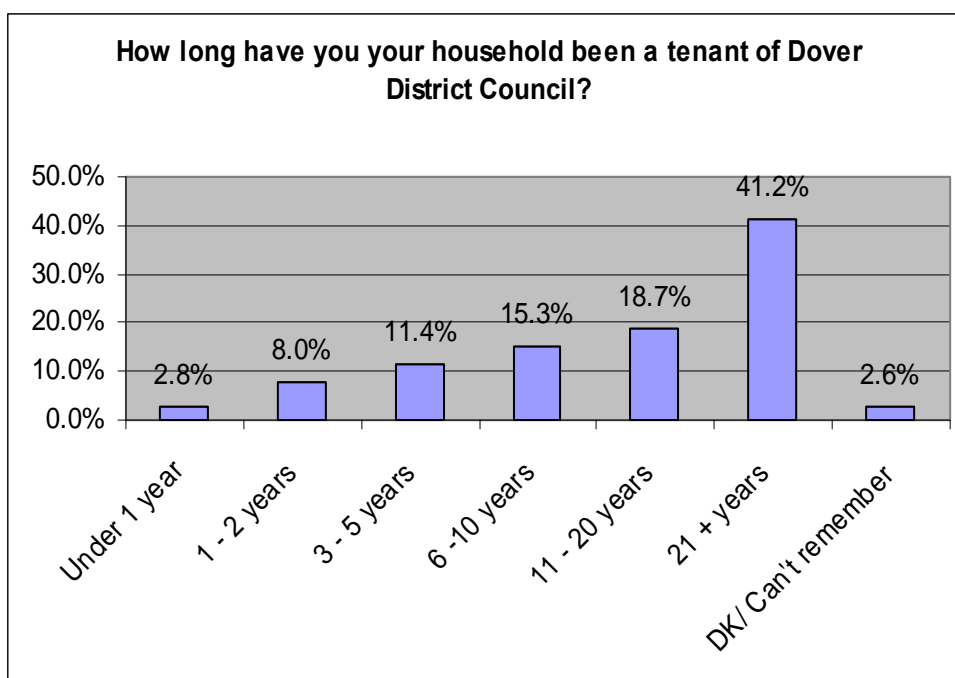
4.0 Results

Information about your household

4.1 This first section of the survey provides a picture of each household and enables us to assess which groups of tenants are satisfied with their home and the services we provide.

4.2 Just over two fifths (41%) of tenants had been with the Council for 21 years or more and of these 47% indicated that a member of the household had a long-term illness or disability. 85% had an income below £300 per week broken down as:

Up to £99 per week	14%
£100 - £199 per week	49%
£200 - £299 per week	23%

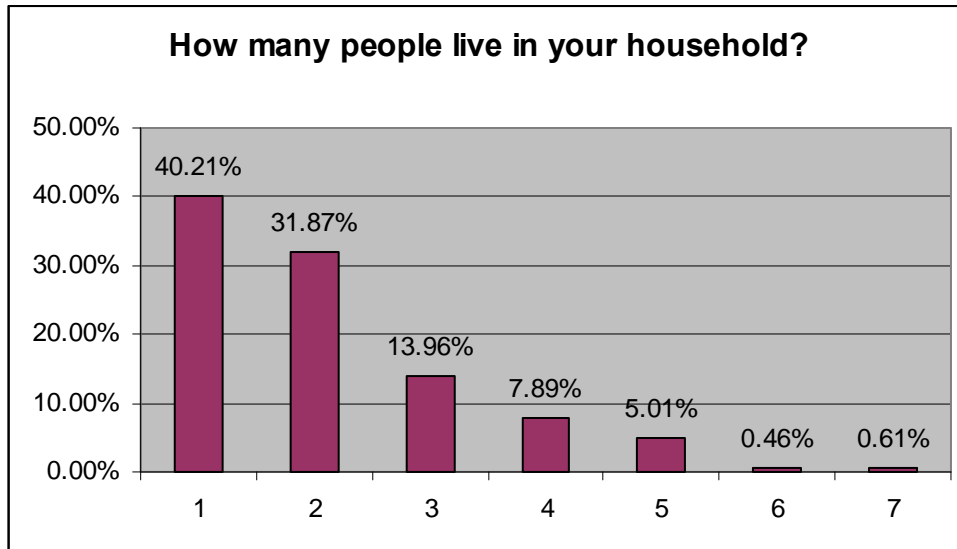


4.3 29% of tenants had lived in their home for 21 years or more, and were most likely to be one or two person households (35%). Four and five person households were most likely to have lived in the same dwelling for 3 – 5 years (28%).

How long have you/ your household lived in this home?	
Under 1 year	6%
1 - 2 years	11%
3 - 5 years	15%
6 - 10 years	18%
11 - 20 years	21%
21+ years	28%
Not known	1%

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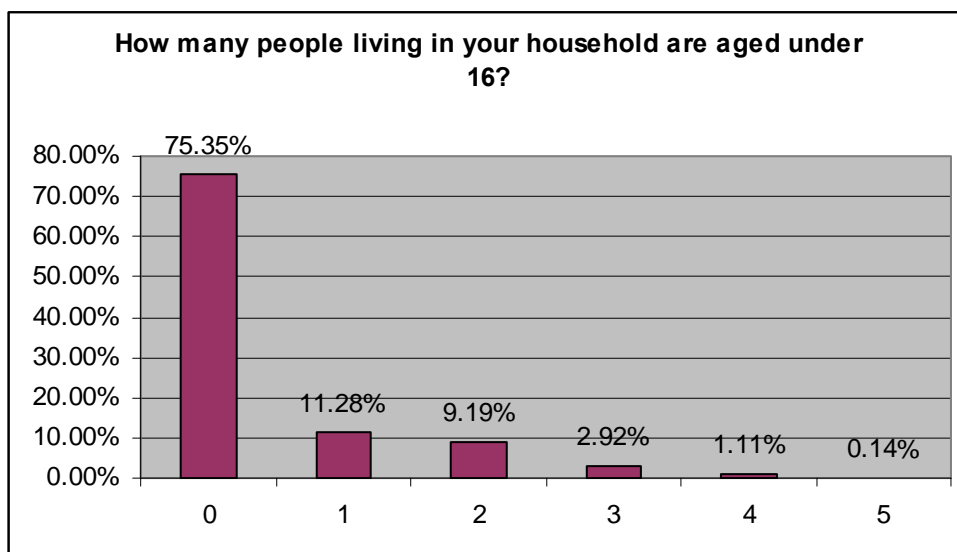
4.4 Households were most likely to be single person households (40%) and of these were most likely to have a long term illness, health problem or disability (61%), be aged 65 or over (64%), female (64%) and have a relatively low net income of less than £200 pw (81%).



4.5 Three quarters (75%) of tenants had no-one under the age of 16 living in their household.

As might be expected there was a strong correlation between household size and age and net weekly income with most one person households aged 16-24 having a net income of below £100 pw.

Households with up to three children under 16 were most likely to be below the age of 35 with a total net income of up to £499 pw.



While the findings appear to suggest a tenant profile heavily weighted towards smaller households we must bear in mind the over representation of older people in the survey who typically tend to be smaller households.

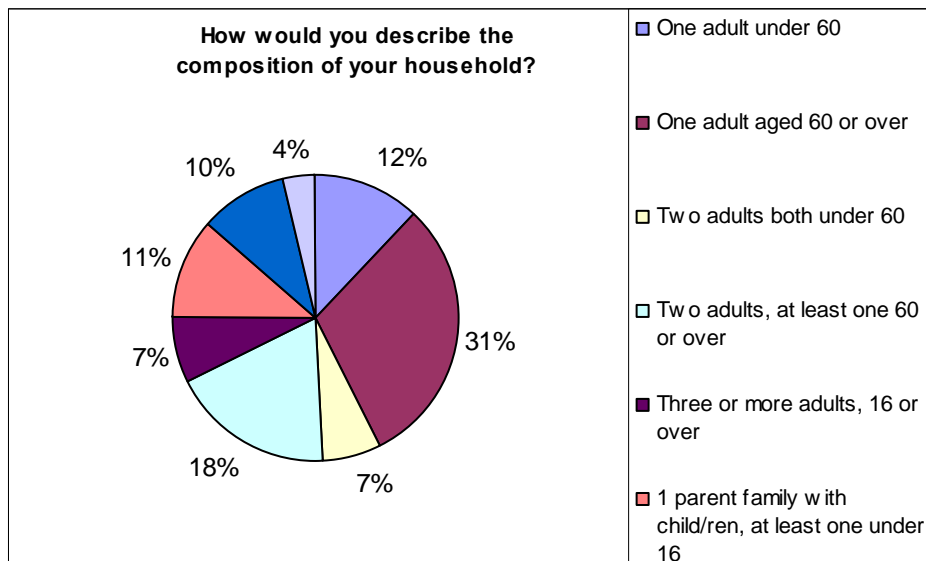
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- 4.6 Just over half (55%) of households had one or more person over the age of 60 in residence.

How many people living in your household are aged 60 or over?

No Person aged 60 or over	45%
1 Person aged 60 or over	39%
2 People aged 60 or over	15%

- 4.7 Just under a third (31%) of respondents described the composition of their household as one adult aged 60 or over, while 12% described the composition of their household as one adult under 60



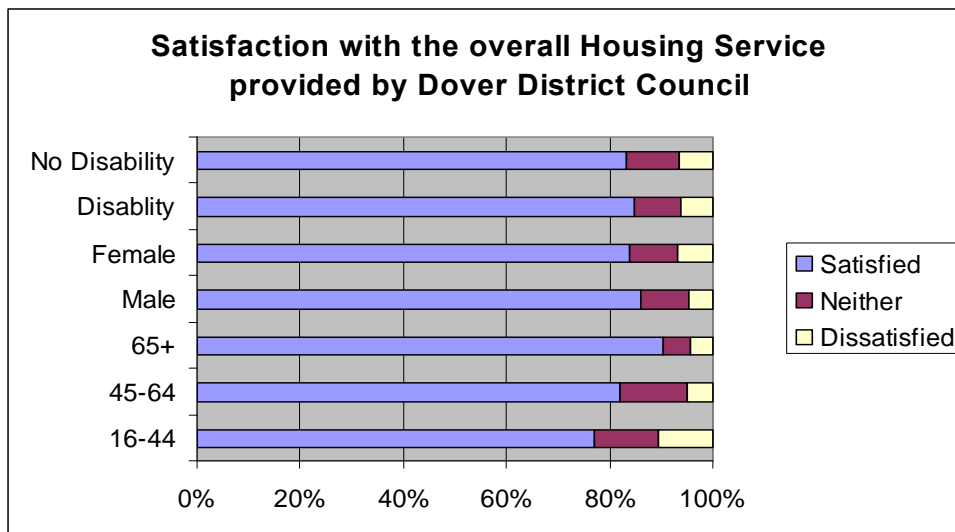
- 4.8 99% of tenants described themselves and their household as 'White British', 0.3% described themselves and their household as 'White Irish' and 0.4% described themselves and their household as 'any other White background'.
- 4.9 Over half of tenants (55%) indicated that someone in the household had a long term illness, health problem or disability and 12% of respondents indicated that someone in the household used a wheelchair

Housing and Services

- 4.10 This section tries to understand how tenants feel about their home and the services they receive.
- 4.11 84% of tenants were satisfied with the overall service provided by Dover District Council, with 45% being 'very satisfied'.
- 4.12 84% of tenants with a long term illness, health problem or disability were satisfied with the service.
- 4.13 Satisfaction tended to increase with age, with tenants aged 75 and over most likely to be satisfied (90%) and those aged 25 – 34 least satisfied (76%).

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- 4.14 Tenants with a total net income of £300 - £399 per week were most likely to be satisfied (90%) and those on £99 or less per week were likely to be least satisfied .
- 4.15 Tenants that had lived in their home longer were most likely to be satisfied, with tenants that had lived in their home for more than 21 years likely to be most satisfied (92%) while tenants that had been in their home for less than a year were likely to be least satisfied (73%).
- 4.16 Satisfaction was lower amongst families (one or more adults with children under 16) (75%).



Satisfaction with Quality of Home, Neighbourhood & Value for Money

- 4.17 Levels of satisfaction in relation to these more specific aspects of housing service were all in excess of 80% with tenants most likely to feel very or fairly satisfied with the value for money for their rent (87%), with 51% being very satisfied. Tenants were least satisfied about the general condition of the property (82%).

Overall, how satisfied are you with the following...?	Percentage (%)				
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	41	44	5	7	3
The general condition of this property	34	48	7	8	3
This neighbourhood as a place to live	45	38	6	7	4
The value for money for your rent	51	36	8	3	2

- 4.18 There were slightly higher levels of satisfaction expressed by tenants with a long term illness, health problem or disability in respect of these service areas except for 'value for money for your rent' where respondents without a disability were slightly more satisfied.

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- 4.19 As with the overall satisfaction, the level of satisfaction in relation to these specific service areas tended to increase with age. Older tenants (aged 65 and over) were most satisfied with the quality of their home (95%).
- 4.20 Interestingly, tenants aged 16-24 were most likely to be satisfied with the value for money for their rent (87%).
- 4.21 A fairly significant number of tenants (20%) aged 16 - 44 indicated dissatisfaction with the general condition of their property. However, the overall level of dissatisfaction with this particular service area was only 11%.

Satisfaction with Other key Services

- 4.22 Tenants were most likely to be satisfied with advice on rent payments (81%) and how enquiries are dealt with generally (79%), and least satisfied with advice on moving home (43%). A significant proportion of tenants (47 – 50%) were neither satisfied nor dissatisfied or expressed no opinion about ‘advice on moving home’, ‘support provided to new tenants’ and ‘support provided to vulnerable tenants’.

Overall, how satisfied are you with the following...?	Percentage (%)					
	Very satisfied	Fairly satisfied	Neither	Fairly dis - satisfied	Very dis - satisfied	No opinion
Advice on rent payments	46	34	9	2	1	8
Advice on moving home	19	24	23	4	3	27
Support provided to new tenants	21	24	22	3	2	27
Support provided to vulnerable tenants	20	24	20	6	4	27
How enquiries are dealt with generally	33	46	9	4	3	5

- 4.23 Tenants with a total net income of £300 - £399 per week were most likely to be satisfied with these services, with the highest level of satisfaction being ‘advice on rent payments’ and ‘how enquiries are dealt with generally’ (both 90%).
- 4.24 Tenants were asked to select from a range of services which they considered to be the three most important. Over four fifths (83%) considered ‘Repairs and maintenance’ to be the most important followed by ‘Overall quality of your home’ (57%) and keeping tenants informed (38%).
- 4.25 Female respondents (60%) were more likely than males (54%) to consider the ‘Overall quality of your home’ to be important while male respondents (36%) were more likely than females (28%) to consider the ‘Value for money for your rent’ to be important.

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Rank	Of the following, which do you consider to be the three most important? (in order of most importance)	Percentage, %
1	Repairs and maintenance	83
2	Overall quality of your home	57
3	Keeping tenants informed	38
4	Value for money for your rent	32
5	Neighbourhood as a place to live	31
6	Dealing with anti-social behaviour	30
7	Taking tenant's views into account	26

Neighbourhood problems

- 4.26 Tenants were asked to consider a range of possible issues in their neighbourhood and to what extent they thought they were a problem. Car parking was regarded as being the biggest problem (37%) followed by rubbish or litter (27%) and disruptive children/ teenagers (25%).

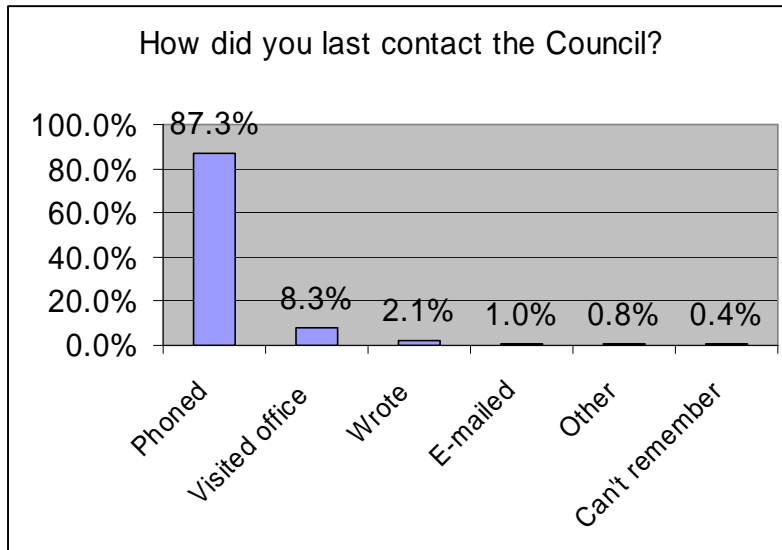
Whilst 95% of tenants thought that racial or other harassment was not a very big problem or not a problem at all, the high response return from white british respondents does not necessarily provide an accurate picture here and this requires further investigation.

To what extent are the following a problem...?	Very big problem %	Fairly big problem %	Not a very big problem %	Not a problem at all %
Rubbish or litter	10	17	39	34
Noisy neighbours	8	10	29	53
Pets and animals	5	10	27	58
Disruptive children/ teens	12	13	33	42
Racial/ other harassment	1	4	15	79
Drunk or rowdy behaviour	8	10	26	57
Vandalism and graffiti	7	9	25	58
People damaging your property	4	5	21	69
Drug use or dealing	7	6	20	67
Abandoned or burnt out vehicles	1	1	18	80
Other crime	2	5	26	67
Noise from traffic	6	10	26	58
Car parking	18	19	23	40

Contact with Dover District Council Housing services

- 4.27 Tenants were asked if they had contacted the Council within the previous 12 months about a problem or enquiry and to express their level of satisfaction with the service they had received.
- 4.28 69% of tenants had contacted the Council within the last 12 months. In general, contact tended to increase with age, peaking with 45 – 54 year olds, but then decreasing as tenants get older. Tenants with a long term illness, health problem or disability were just as likely as those without to contact the Council.

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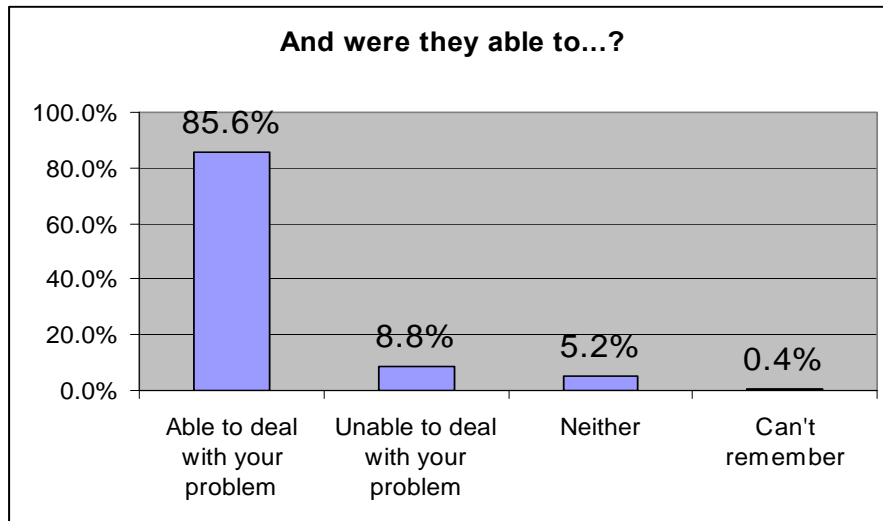


- 4.29 Of those that had contacted the Council, tenants were most likely to have done so by phone (87%). Respondents that visited the office were most likely to have a total net income of less than £200pw, be male and aged 45 – 59 and have a disability. Tenants that contacted the office by e-mail were most likely to be aged 35 – 64 and female.
- 4.30 When asked 'what you contacted the Council about', the overwhelmingly majority of tenants who answered this question (71%) said the contact had been about repairs.

What did you have contact about?	Percentage
Repairs	71
Rent/ housing benefit	10
Transfer/ exchange	4
Neighbours / Neighbourhood issues	6
Garden/ Communal areas	3
Can't remember	1
Other (write in)	5

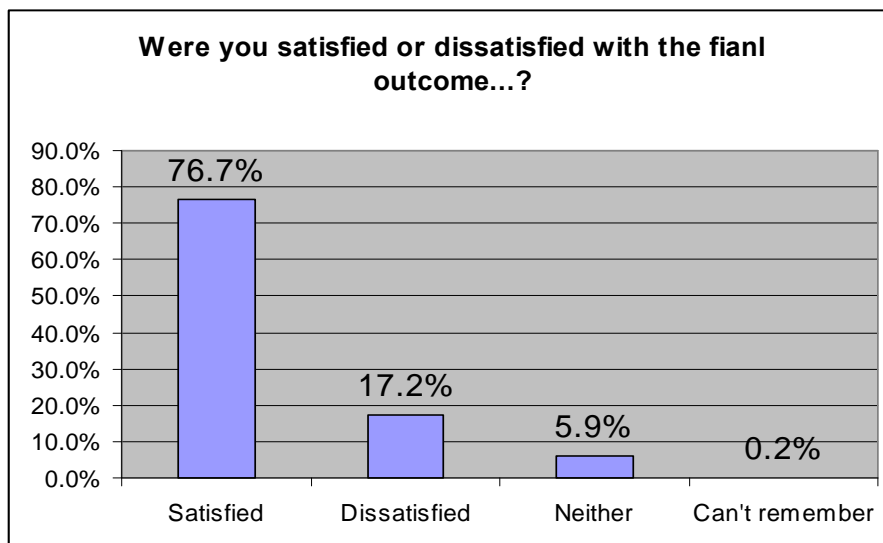
- 4.31 Of tenants who had been in contact with the Council, 81% told us they had found it easy to get hold of the right person, while (10%) found it difficult.
- 4.32 Tenants aged 35-44 found it most easy to contact the right person (89%), while tenants aged 60 – 64 (16%) found it more difficult to contact the right person.
- 4.33 90% of tenants found the staff helpful, and only 4% found them unhelpful.
- 4.34 Satisfaction levels in respect of staff helpfulness increased with age, with tenants aged 85+ most likely to be satisfied (100%) while 11% of tenants aged 16-24 were dissatisfied.
- 4.35 Men were slightly more likely to find staff helpful (92%) than female (89%).

4.36 When asked if staff were able to deal with the problem, responses were:



4.37 Most tenants who found that staff could deal with their problem were aged 60+ (89%) while those that had not were aged 16 – 24 (17%).

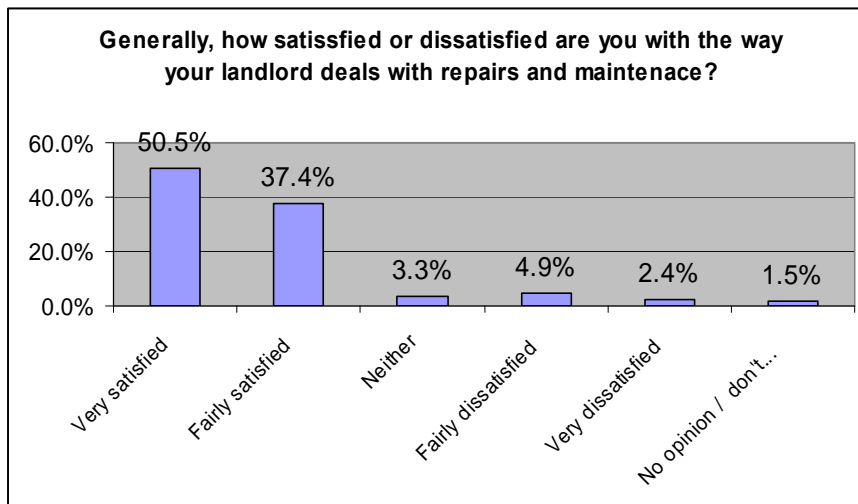
4.38 When asked if they were satisfied with the final outcome of their enquiry 77% of tenants were satisfied, while 17% were dissatisfied.



4.39 Satisfaction with the final outcome tended to increase with age with 63 % of tenants aged 16 – 34 satisfied compared to 90% for those aged 85 and over. Tenants were slightly more likely to be satisfied if they had a disability (77%) than without (74%) and male (80%) rather than female (75%). Tenants with a total net income of £300 - £499 (81%) were more likely to be satisfied while those with a total net income of less than £100pw were more likely to be dissatisfied (19%).

Repairs and Maintenance

- 4.40 This section focuses on levels of tenant satisfaction with the repairs and maintenance service provided by Dover District Council.
- 4.41 71% of tenants said a repair had been carried out to their home in the last 12 months
- 4.42 When asked 'how satisfied or dissatisfied are you with the way we deal with repairs and maintenance', 88% were satisfied, with 51% being very satisfied.



- 4.43 Again, general satisfaction tended to increase with age with respondents aged 65+ most likely to be satisfied (93%), with 64% being very satisfied, while respondents aged 16-24 were most likely to be dissatisfied (24%). Male respondents (91%) were likely to be slightly more satisfied than female respondents (86%), and respondents with a disability (89%) slightly more satisfied than those without (86%). Tenants with a total net income of under £400 pw were most likely to be satisfied (88% - 91%), while those above £400 were most likely to be dissatisfied (23%).
- 4.44 87% rated the overall quality of repair work as good, with 55% rating the service as very good, and 94% of tenants rated the attitude of workers as good, with 69% very good.

	Thinking about your last completed repair, how would you rate it in terms of...?					
	Very good %	Fairly good %	Neither %	Fairly poor %	Very poor %	No opinion %
Being told when workers would call	55	31	4.	5	4	1
Time taken before work started	46	42	6	3	3	1
Speed with which work was completed	58	32	4	4	2	1
Attitude of workers	69	25	3	2	0.4	0.4
Overall quality of repair work	55	33	4	5	3	2
Keeping dirt and mess to a minimum	59	31	4	3	2	2

4.45 Once again, satisfaction generally increased with age with tenants over the age of 65 being most satisfied, with satisfaction levels generally in excess of 90%, while tenants aged 16 – 34 least satisfied. Households with a total net income of £100 - £199pw were most likely to be satisfied with this area of service while respondents with a total net income of £300 - £399pw least satisfied.

Communication and Information

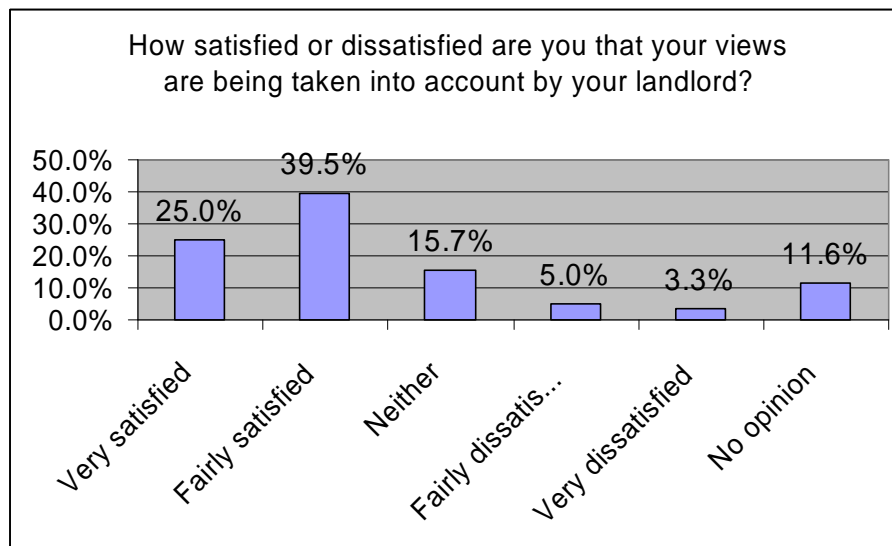
4.46 This section looks at providing tenants with the right information and in the way they want to receive it.

4.47 When tenants were asked how they would prefer the Council to communicate or consult with them, the most preferred method was letter (43%) followed by magazine/ newsletter (16%), telephone call (15%) and personal visit (14%).

Which methods do you prefer your landlord to use to inform you or consult with you about issues that may affect you? (percentage)	
Open meetings/ AGM	2
Residents' groups/ forums	5
On-line forums	1
By letter	43
Telephone call	15
Personal visit	14
By email	4
Magazine/ newsletter	16
Other	0.4

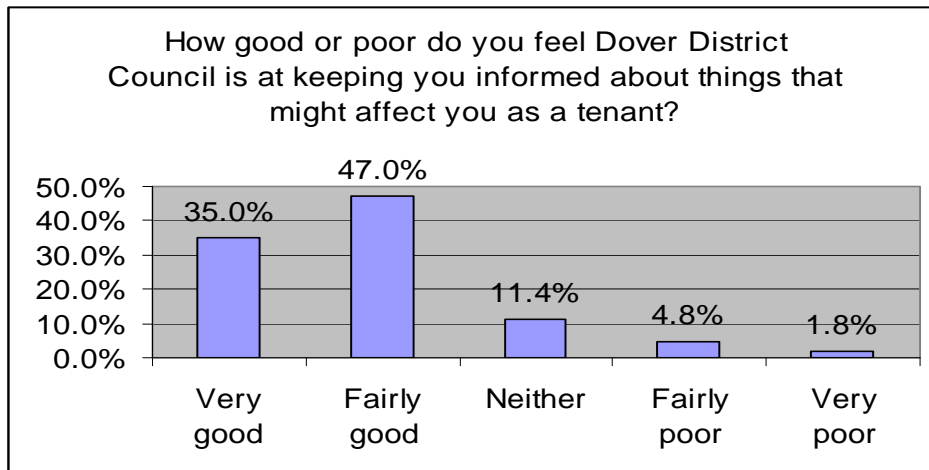
4.48 Tenants aged 16 – 44 were more likely to prefer to be contacted by letter (45%) and tenants aged over 65 were more likely to prefer a personal visit (17%). Contact by e-mail was most likely to be preferred by tenants aged 25 – 54.

4.49 65% of tenants were satisfied that their views were being taken into account by the Council, while 8% were dissatisfied; 27% were neither satisfied nor dissatisfied or had no opinion on the matter.



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- 4.50 Satisfaction tended to increase with age, but with high levels of satisfaction amongst 16 – 24 year olds. Tenants aged 25 – 54 were most likely to be dissatisfied (13%). Tenants with a long term illness, health problem or disability were slightly more likely to be satisfied (65%) than those without (63%), and tenants with a total net income of £200 - £399pw were most likely to be satisfied (71%).
- 4.51 82% of tenants felt that the Council was good at keeping them informed about things that might affect them as a tenant, and only 7% felt the Council was poor in this respect.

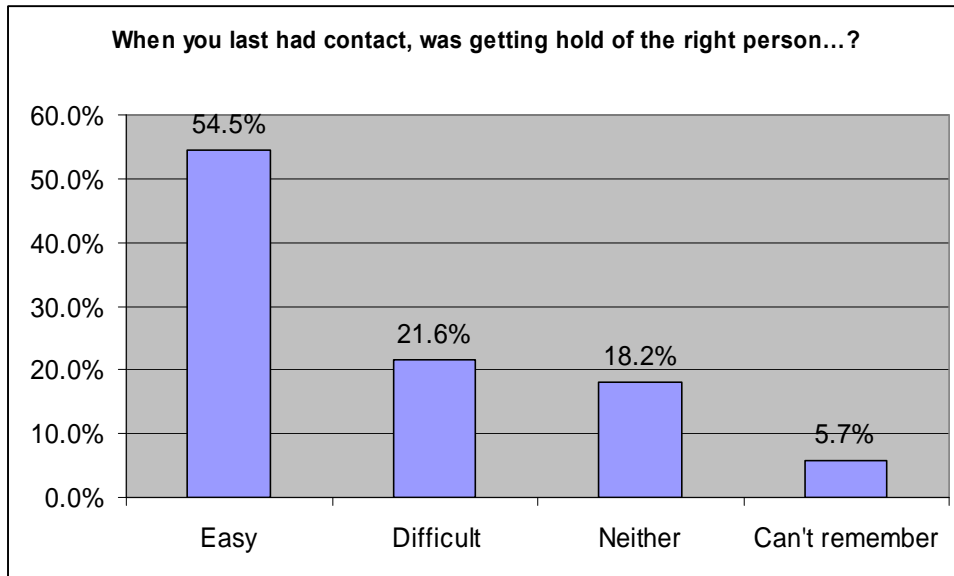


- 4.52 Tenants most likely to be satisfied were aged over 60 (91%) and on a total net income of less than £400pw (83%) while tenants most likely to be dissatisfied were aged 35 – 54 (14%) and on a total net income of £400 - £499pw (19%).

Anti-Social Behaviour

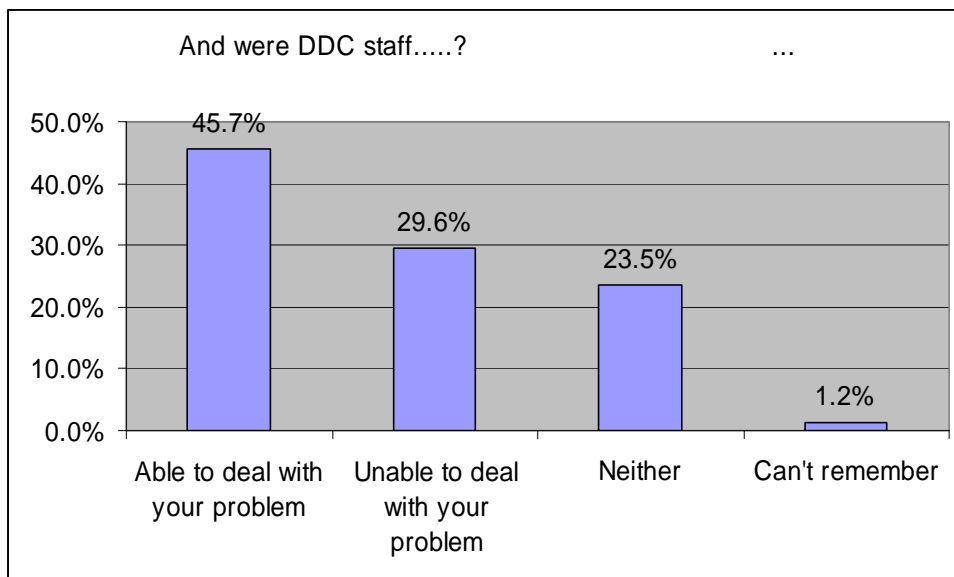
- 4.53 This section looks at the way complaints about anti-social behaviour have been dealt with
- 4.54 12% of tenants had reported anti – social behaviour to the Council in the last 12 months. Tenants most likely to have reported an incident were aged 16 – 34 (23%).
- 4.55 Of those that reported an incident, 55% found that contacting the right person had been easy while 22% had found it difficult.

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4.56 68% of those tenants that reported an incident found the staff helpful, while 20% found the staff unhelpful.

4.57 46% of tenants felt that staff had been able to deal with their problem, while 30% felt that staff had been unable to deal with it.



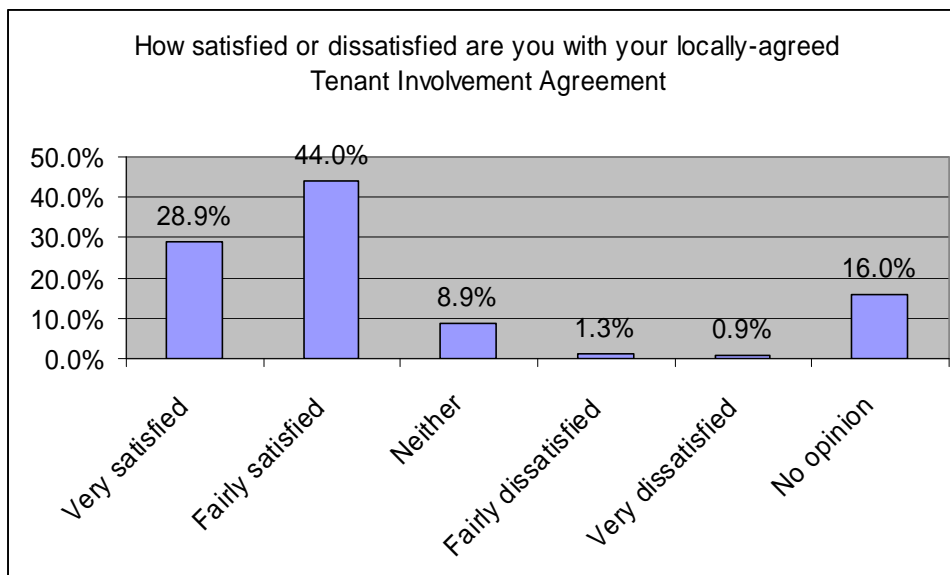
4.58 Tenants that had reported an incident of anti-social behaviour were asked a range of questions about how their complaint was handled. Levels of satisfaction varied between (39% – 57%) and dissatisfaction between (14% – 30%). Tenants were most likely to be satisfied with advice provided by staff (57%) and most dissatisfied with how the report was dealt with (30%). In four out of the six measures, Dover ranked in first place compared to the other East Kent authorities.

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Overall, how satisfied are you with the following...?	Percentage (%)				
	Very satisfied	fairly satisfied	Neither	Fairly dis - satisfied	Very dis - satisfied
Advice provided by staff	30	27	29	10	4
Being kept informed	23	24	24	10	19
Support provided by staff	21	30	24	17	8
How the report was dealt with	27	18	24	21	9
Speed with which your report was dealt with	21	34	24	10	10
The final outcome of your report	20	19	33	11	17

Tenant Involvement Agreement

- 4.59 This section looks at the awareness and success of the Tenant Involvement Agreement
- 4.60 31% of tenants had heard of the Tenant Involvement Agreement, more likely to be male (42%) than female (24%), and more likely to be aged 55 – 84 (38%).
- 4.61 Of the tenants that had heard of the agreement, 73% were satisfied with it while only 2% indicated they were dissatisfied. Tenants most likely to be satisfied were aged 60 – 84 (75%) and male (77%).



Tenants Comments

Q35. Is there anything else you would like to say about your home and/or the services your landlord provides ?

201 responses were received and have been grouped as follows:

- 27.9% expressed dissatisfaction which related to the condition of all/part of the property and/ or the quality of a repair;
- 19.9% expressed satisfaction with service we provide;
- 14.4% wanted to know when all/ part of their property would be improved and, in particular, to new kitchens, bathrooms and double glazing;
- 5.5% related to problems associated with Anti-social behaviour;
- 5.5% related to problems with car parking;
- 5.5% needed more support;
- 4% related to customer service issues
- 4% wanted to be re-housed;
- 3% related to problems with litter; and
- 10.3% related to a variety of problems including grounds maintenance, difficulty with paying the rent and recycling.

Appendix 1 - Table of comparisons with other East Kent Authorities

		Dover	Ashford	Canterbury	Shepway	Thanet	East Kent Average	Dover DC Ranking
	Housing and Services							
Q10	Taking everything into account, how satisfied are you with the overall service provided by your landlord?	84%	85%	83%	78%	81%	82%	2
Q11	Overall, how satisfied are you with the following?							
Q11a	The overall quality of your home	85%	91%	83%	85%	81%	85%	2
Q11b	The general condition of this property	82%	90%	80%	81%	78%	82%	2
Q11c	This neighbourhood as a place to live	83%	88%	76%	82%	66%	79%	2
Q11d	The value for money for your rent	87%	84%	80%	88%	88%	85%	3
Q12	How satisfied are you with the following services provided by your landlord?							
Q12a	Advice on rent payments	80%	73%	72%	78%	74%	76%	1
Q12b	Advice on moving home	43%	43%	38%	40%	38%	40%	1
Q12c	Support provided to new tenants	45%	40%	38%	39%	39%	40%	1
Q12d	Support provided to vulnerable tenants	43%	39%	36%	37%	35%	38%	1
Q12e	How enquiries are dealt with generally	79%	75%	69%	71%	69%	73%	1
	Contact with your landlord							
Q21	Were they able to help?	86%	81%	72%	67%	72%	76%	1
Q21	Satisfaction with the final outcome.	77%	72%	64%	59%	64%	67%	1
	Repairs and Maintenance							
Q22	Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?	88%	83%	77%	72%	77%	80%	1
	Communication and Information							
Q26	How satisfied are you that your views are being taken into account by your landlord?	64%	59%	56%	58%	58%	59%	1
Q27	How good do you feel your landlord is at keeping you informed about things that might affect you as a tenant?	82%	81%	75%	76%	76%	78%	1
	Anti-Social Behaviour							
Q33	How satisfied were you with the following ?							
	Advice provided by staff	57%	55%	59%	58%	53%	56%	3
	Being kept informed	47%	38%	41%	41%	37%	41%	1
	Support provided by staff	52%	39%	43%	43%	37%	43%	1
	How the report was dealt with	45%	40%	44%	46%	45%	44%	2
	Speed with which your report was dealt with	56%	46%	41%	42%	44%	46%	1
	The final outcome of your report	39%	35%	36%	32%	34%	35%	1
	Tenant Involvement							
Q34	How satisfied are you with your locally-agreed Tenant Involvement Agreement?	73%	58%	59%	52%	72%	63%	1

Appendix 2 – Background Information

Background Information

The following information provides a demographic profile of the tenant and/or partner/spouse.

- To which of these groups do you and your household consider you belong?		
	Tenant	Partner/ Spouse
White		
- British	717	225
- Irish	2	1
- Other white background	3	2
Mixed		
- White and Black Caribbean	-	1
- White and Black African	-	1
- Other mixed background	-	1
Asian or Asian British		
- Indian	-	1
Black or Black British		
- other Black background	-	2
Other		
	-	2

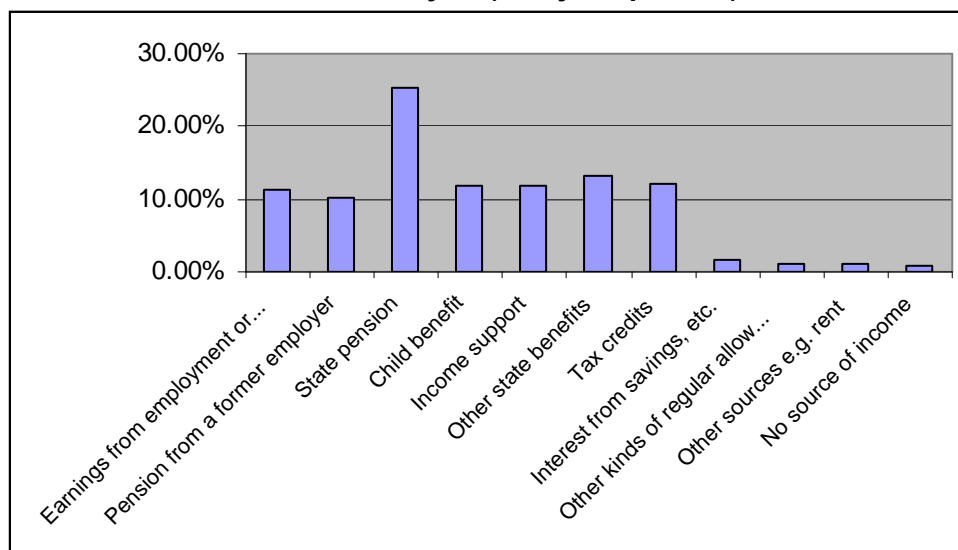
Information about our tenant		Information about their Partner/ Spouse	
Q36. Age			
16 - 24	3.70%	16 - 24	2.10%
25 - 34	7.90%	25 - 34	10.40%
35 - 44	13.60%	35 - 44	13.80%
45 - 54	13.00%	45 - 54	9.80%
55 - 59	8.40%	55 - 59	9.20%
60 - 64	9.00%	60 - 64	10.40%
65 - 74	19.70%	65 - 74	12.80%
75 - 84	18.10%	75 - 84	10.70%
85 +	6.40%	85 +	1.20%
Not applicable	0.10%	Not applicable	19.60%
Q37. Gender			
Male	36.70%	Male	39.30%
Female	63.00%	Female	41.80%
Not applicable	0.30%	Not applicable	18.90%
Q38. Sexual Orientation			
Heterosexual	77.60%		
Gay man	0.20%		
Gay woman	0.00%		
Bisexual	1.10%		
Other	4.90%		
Prefer not to say	16.30%		

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Q39. What is your religion ?	
<i>None</i>	20.70%
<i>Christian (All denominations)</i>	72.00%
<i>Buddhist</i>	0.30%
<i>Hindu</i>	0.00%
<i>Jewish</i>	0.00%
<i>Muslim</i>	0.90%
<i>Sikh</i>	0.00%
<i>Any other religion</i>	1.70%
<i>Prefer not to say</i>	4.40%
Q8 Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?	
<i>Yes</i>	54.9%
<i>No</i>	43.9%
<i>Don't know</i>	1.1%

Information about our tenant	Information about their Partner/ Spouse		
Q40. Work Status			
<i>Employee in full time job (30 hours or more per week)</i>	12.00%	<i>Employee in full time job (30 hours or more per week)</i>	22.00%
<i>Employee in part time job (less than 30 hours per week)</i>	9.40%	<i>Employee in part time job (less than 30 hours per week)</i>	6.90%
<i>Self employed - full or part time</i>	1.50%	<i>Self employed - full or part time</i>	2.70%
<i>Government supported training</i>	0.00%	<i>Government supported training</i>	0.00%
<i>Unemployed and available for work</i>	2.60%	<i>Unemployed and available for work</i>	2.40%
<i>Wholly retired from work</i>	40.60%	<i>Wholly retired from work</i>	27.10%
<i>Full-time education at school, college or university</i>	1.10%	<i>Full-time education at school, college or university</i>	0.60%
<i>Looking after family / home</i>	10.90%	<i>Looking after family / home</i>	6.30%
<i>Permanently sick / disabled</i>	14.70%	<i>Permanently sick / disabled</i>	10.80%
<i>Doing something else</i>	0.30%	<i>Doing something else</i>	0.30%
<i>Not applicable</i>	7.00%	<i>Not applicable</i>	20.80%

Q41. What kinds of income do you (and your partner) receive?



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

	2008-09
Yes	65.00%
No	33.40%
Don't know	1.60%

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

Weekly	or	Annual	2008-09
Up to £99		Less than £5,199	13.90%
£100-£199		£5,200-£10,399	48.00%
£200-£299		£10,400-£15,599	23.10%
£300-£399		£15,600-£20,799	9.00%
£400-£499		£20,800-£25,999	3.60%
£500-£599		£26,000-£31,199	1.70%
£600-£699		£31,200-£36,399	0.30%
£700-£999		£36,400-£51,999	0.30%
£1,000 or more		£52,000 or more	0.20%

Action Plan

Although the levels of satisfaction are generally in excess of 80%, the Council continuously seeks to improve the service it offers and the following areas have been identified as areas where it may be possible to make improvements:

Action No	Issue	Action	Timescale	Measurement	Officer responsible
1	Low satisfaction with ASB Service	Deliver an improved Service	April 2010	New ASB policies and procedures	Housing Services Manager
2	Respond to all individual queries raised	Contact respondents and resolve issue	tackled in priority order	Respondents contacted	As per query raised
3	Low level of awareness of TIA	TIA review to include critique of communication process	September 2010	Review completed	Tenant Involvement & Continuous Improvement Officer
4	Lack of information regarding the profile of our customers	A project is underway, undertaking a profiling exercise of customers	December 2010	Customer profile information collected	Strategy & Research Officer