STAR Resident Satisfaction Survey 2019

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Contents

1. Introduction

Background

This report details the results of SHAL Housing's 2019 tenant satisfaction survey, delivered by ARP Research.

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 survey conducted in 2015, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research's own database of landlords.

HouseMark STAR

This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys.
www.housemark.co.uk/star

About the survey

The survey was carried out between June and August 2019. Paper self completion questionnaires were distributed to every household, email invitations and reminders were sent to every valid email address on SHAL's records (456), and text invitations and reminders to all mobiles (571). The survey was incentivised with a free prize draw.

In total 288 tenants took part in the survey, which represented a response rate of 40%. This was considerably better than the 33% response rate achieved in 2015, and with an error margin of +/- 4.5% if achieved the applicable STAR target sample size. Over a third of the responses (36%) were collected online.

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 over time, or 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 detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.

2. Executive summary

bench mark	2015 result	change over time	2019 result	
83%	93%	↓	85%	service overall
82%	76%	↑	84%	quality of home
83%	83%	↑	92%	value for money for rent
62%	76%	↑	78%	value for money for service charge
66%	76%	↑	82%	listens & takes account of views
79%	88%	↓	81%	kept informed
83%	93%	↓	86%	enquiries generally
71%	87%	↓	78%	final outcome of enquiry
76%	87%	↓	79%	repairs & maintenance overall
83%	84%	↑	87%	neighbourhood as a place to live

Service overall

1. When taking everything into account 85% of tenants were happy with the services they received from SHAL, which was higher than the ARP benchmark average of 83% for similar landlords. However, this represented a fall in satisfaction since the high of 93% achieved in 2015. (section 3).

2. The most convincing explanation for this is that the necessary tightening up of repairs policy caused satisfaction with repairs and customer service to dip in the short term, with a consequent fall in overall satisfaction.

3. Nevertheless, the fundamentals remained strong and a number of other core ratings had actually improved, with tenants claiming to be happier than they had been before with the quality of their homes, neighbourhoods and overall value for money. There had also been significant improvements in the way ASB was handled.

4. 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 top three key drivers for the sample were:

   - Quality of the home (84% happy, section 4)
   - Repairs and maintenance overall (79%, section 4)
   - Friendly and approachable staff (92%, section 8)

Improvement priorities

5. Survey respondents were able to rate a list of fourteen possible service improvements in terms of which would be the most important to them. This used the 'Priority Search' methodology, which ensured that the rankings are a true reflection of the importance of all the items on the list relative to one another. The top six for the sample as a whole were:

   - Invest in improving the energy efficiency of our homes and reduce energy bills
   - Invest in maintaining and improving the standard of homes
   - Do more to help people with disabilities get the support they need
   - Support people who want to maintain and improve their homes themselves
   - Help people improve their mental health and wellbeing
   - Help people get onto the property ladder (e.g. shared ownership, section 11).

The home

6. SHALs investment in its stock, both existing and newly built, has clearly made a positive impact on tenants as not only was the quality of the home the strongest predictor of overall satisfaction (section 3) but it had also increased by 8 percentage points since 2015. Consequently, for the first time SHAL's score was now on par with the benchmark median for other landlords (84%, section 4).

7. Nevertheless, when asked to rank future priorities (section 11) the two dominant priorities still related to further investment in people's homes; "invest in improving the energy efficiency of our homes and reduce energy bills" and "invest in maintaining and improving the standard of our homes".

8. A number of respondents specifically noted the work that they had done to their own home and this was consistent with the importance give by tenants to the idea that SHAL could provide more support for people who wanted to maintain and improve their home themselves (section 11).

Repairs and maintenance

9. The repairs and maintenance service was another key driver of resident satisfaction overall and was therefore also a prime candidate to explain why SHAL overall score had fallen since 2015. Indeed, the overall rating for repairs and maintenance demonstrated one of the largest reductions in satisfaction within this set of survey results (87% v 79%, section 4).

10. Within the last two years SHAL has changed to become clearer and more consistent with the tenancy agreement on which repairs it will complete, and which it will not because they are the responsibility of the tenant. In addition, the number of repairs completed out-of-hours has been reduced by applying the eligibility criteria more consistently than it has before. is likely to have negatively affected some tenant's views of the service, in particular when reporting repairs, and following up on repairs that they feel are outstanding. Crucially, however, any such refusals will have been largely invisible to SHAL when monitoring the standard of customer service and repairs transactions.

Communication

11. Indeed, every rating in the customer service section of the results had gone down since 2015 by a significant margin, including a 7% fall in the general rating for the handling of enquiries (now 83% happy) and a 9% drop in the proportion that were happy with the final outcome of their last query (78%, section 8).

12. Although it is important to remember that these ratings were still above average, indeed happiness with the final outcome of the query was still good enough to appear in the first quartile, they are nevertheless worse than any of SHAL's previous surveys.

13. It is common for customer service scores to be affected by repairs issues as repairs queries make up the bulk of customer contacts., so it was notable that these scores were rated significantly worse than average by tenants that had not had subsequently received a recent repair.

Money matters

14. Value for money is now one of SHAL's greatest strengths as the vast majority of tenants were happy that the rent offered them good value (92%), which was a substantial nine percentage points higher than both the 2015 score and the ARP benchmark median (section 6).

15. Around four fifths of respondents were happy with the value for money for their service charge (78%), sixteen points above the equivalent benchmark median. Furthermore, the small increase in this rating from 76% to 78% was achieved despite happiness with the grounds maintenance service having fallen significantly since the last survey (section 5).

16. However, over a quarter of respondents said that they felt worse off financially than they had a year ago (28%). Although this figure had remained largely stable since 2015, it still meant that a significant minority of customers were under financial pressure (section 7).

17. One in ten respondents were not able to pay to heat their home during colder months, and 6% had been forced to use a foodbank in the last year.

Neighbourhood & community

18. It was positive to find the majority of the sample were happy with their neighbourhood as a place to live (87%, up from 84%). Indeed, this had improved from 84% to 87% including a 6% increase in the proportion of tenants that were 'very' happy (section 5).

19. Two out of three respondents (64%) agreed that they felt part of the local community compared to only 7% that actively disagreed. This varied by age with only 58% of the under 50s agreeing compared to 72% of those aged 50 or over.

20. Instances of ASB in the sample were down 11% compared to 2015 (now 25%) and SHAL's response to both ASB and neighbour disputes had improved by statistically significant margins. This included a 9% increase in how many tenants were happy with the way ASB was dealt with generally, well ahead of the 59% benchmark for similar landlords in ARP Research's database.

21. The grounds maintenance service seemed to have followed a similar trajectory to the repairs satisfaction score, potentially for similar reasons, having fallen significantly from 63% to 54%. Unfortunately, this meant that it now compares unfavourably against the ARP Research benchmark of 64%.

Together with tenants

22. Another measure to have significantly fallen since 2015 was the proportion of tenants that were happy that SHAL kept them informed about things that would affect them. This had gone down from a high of 91% in 2012 to 81% this year, albeit still just above the median average of similar landlords in ARP Research's database. It is also worth noting that despite the fall, only 6% of the sample were explicitly unhappy with the information they received (section 9).

23. The avenues currently available for tenant to get involved were generally quite well regarded – 74% were happy that they were given the opportunity to influence decisions compared to only 4% that were unhappy.

24. Indeed, four out of five respondents believed that SHAL listed to their views and acted upon them (82%), which was 6 points higher than the equivalent score in 2015 and a massive 16% above the ARP benchmark median of similar landlords.

3. Services overall

85%

happy with the service overall

1. quality of the home
2. repairs & maintenance
3. friendly & approachable staff

were the **key drivers** that best predicted overall satisfaction

- Overall rating had fallen by 8% compared to 2015
- This was linked to drop in repairs satisfaction, potentially due to stricter application of repairs policies
- Overall score should not overshadow some other very positive scores for the home, value for money, neighbourhood and anti-social behaviour
- Satisfaction increased significantly with age, unlike in 2015

3. Services overall

3.1 Overall satisfaction

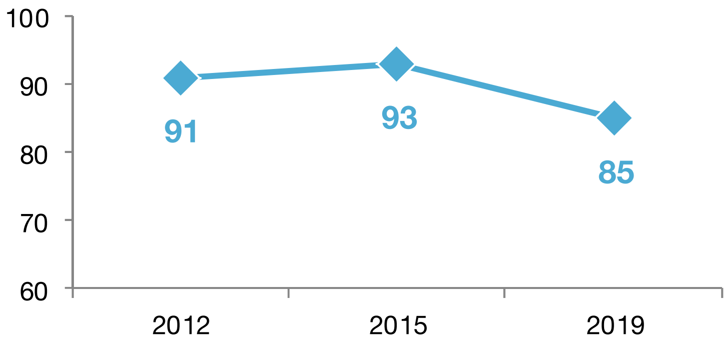
% Base 286 | Excludes non respondents

		% happy 2019	% satisfied 2015	error margin	bench mark
Overall service provided by SHAL		**85**	93	+/- 4.2	83 2nd

very unhappy | fairly unhappy | neither | fairly happy | very happy

significantly worse (95%) | significantly worse (90%) | no significant difference | significantly better (90%) | significantly better(95%)

Benchmark median | Benchmark quartile



When taking everything into account 85% of tenants were happy with the services they received from SHAL, which was higher than the ARP benchmark average of 83% for similar landlords. However, this represented a fall in satisfaction since the high of 93% achieved in 2015. Furthermore, 10% of the sample claimed to be unhappy which was double the amount in 2015.

Nevertheless, many of the other core ratings had actually improved, with tenants claiming to be happier than they had been before with the quality of their homes, neighbourhoods and overall value for money. There had also been significant improvements in the way ASB was handled.

The central question of the survey analysis was therefore to understand what might have caused overall satisfaction to slip despite the strong scores achieved for many of the fundamental aspects of the housing services that SHAL provided.

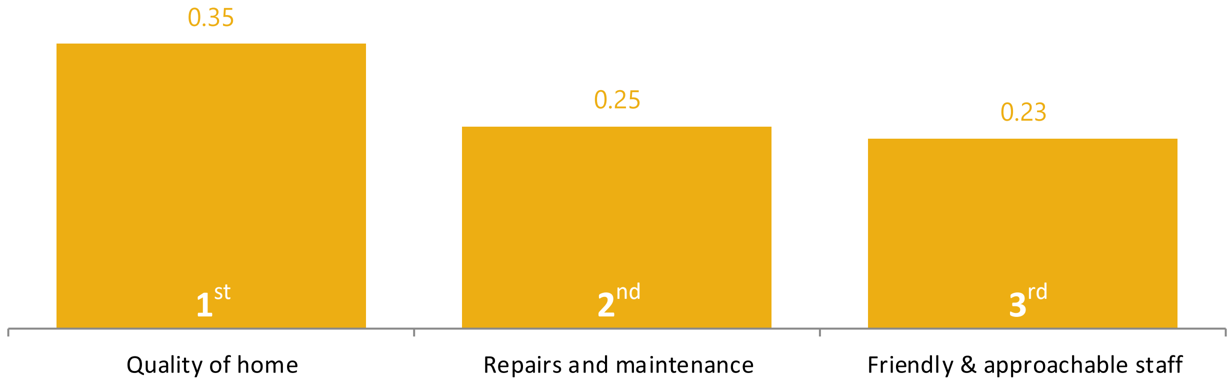
Before further exploration, it is worth the reader noting that there are a couple of methodological factors that might also have come into play. The first was that the wording for many of the questions had changed from a five-point satisfaction scale in 2015 to a five-point happiness scale in 2019. However, some questions kept the same scale and the year on year patterns are quite consistent, suggesting that the wording change was unlikely to have had a strong effect.

Another consideration is that SHAL's tenant population is relatively small, so there is more natural variance in the statistics tests than with much bigger samples. Indeed, when tested, the difference between 2015 and 2019 was not enough to be 'statistically significant', meaning that it might simply be a chance variation. This is because the two sets of survey results being compared had an error margin of plus or minus 8% due to the small sample sizes.

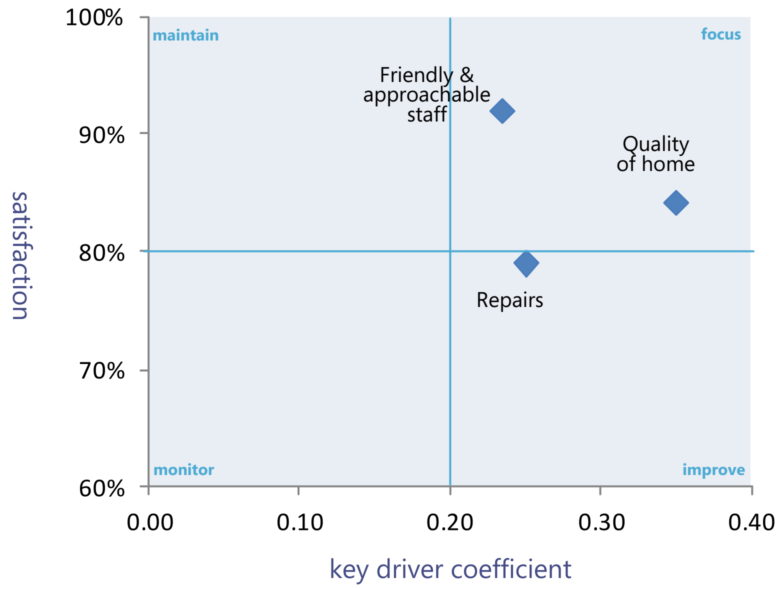
Finally, the 2019 survey was successful in achieving a larger sample than previously been possible through the use of a wider variety of communication channels, thereby it will have included some people who previously might not have bothered taking part. However, it should be noted that the main addition this year was invitations by

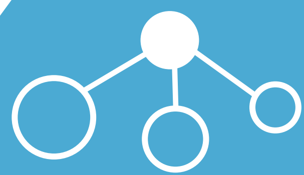
3.2 Key drivers - overall satisfaction

R Square = 0.456 | 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.

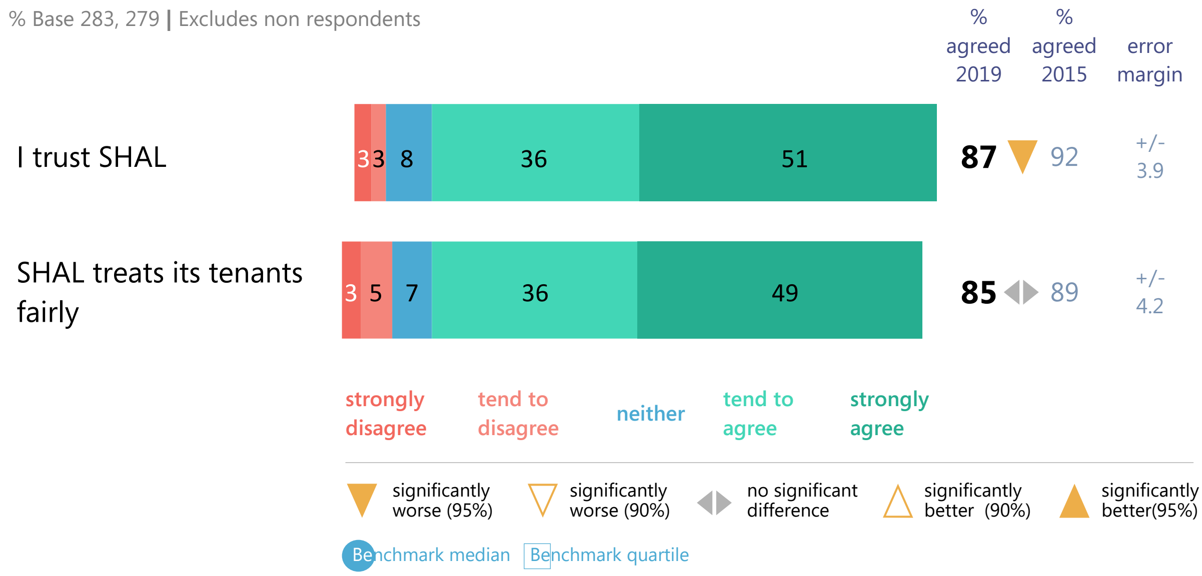
text message, yet that group of respondents was actually more satisfied than average (86% satisfied, inc. 61% very satisfied)

However, none of these are especially convincing explanations on their own for the interesting pattern of results seen across the survey as systemic errors would be more likely in only one direction. We therefore first need to isolate those tenants whose overall perceptions have shifted. Notably, satisfaction remained unchanged amongst older tenants aged 50-64, whereas it was the under 50s where the difference was most apparent, their overall rating being 11% below the 2015 level.

Indeed, the 2015 survey was quite distinct in the having only modest differences in satisfaction levels between the different age groups, whereas in 2019 the results followed a more typical pattern with satisfaction increasing with age.

Although this did not stop young people's satisfaction with the homes and neighbourhood improving over time there was a clear distinction by age in satisfaction with the repairs service, with 35-49 year olds being much less happy than they had been in 2015 (77% v 89%). Indeed, the prime candidate for the dip in overall satisfaction is the repairs and maintenance service overall, where satisfaction had fallen significantly from 87% in 2015 to only 79% this year.

3.4 Perceptions of SHAL



To learn more about the overall score a 'key driver' analysis was also carried out, using a statistics test known as a 'regression', in order to determine which opinion rating statements in the questionnaire were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link (although there may be one), but it does highlight the combination of opinion rating statements that are the best predictors of overall satisfaction. The analysis identified three key drivers as presented in chart 3.2.

The single strongest key driver was the quality of the home, which had seen a welcome increase of eight percentage points since 2015. This was undoubtedly driven by recent investment in existing properties as well as the construction of brand-new properties.

It has already been noted that younger tenants had certainly noticed this improvement, but it is also evident in the overall satisfaction score for some other groups. In particular, tenants in newer properties built after 20006 were especially positive (94%), although this was balanced against only 80% for properties built between 1945-1964 (80%). There was also a higher satisfaction level amongst tenants that had recently received new heating (88%), although no such difference was apparent for any other type of work.

The friendliness and approachability of the staff was also one of SHAL's strongest scores (92% happy), which although lower than achieved in 2015 was still extremely high. In fact, 93% of the sample felt that SHAL treated tenants with respect and the extent to which tenants were listened to was rated well above the level one would normally expect (section 8).

Both of these key drivers seemed to be positive influencers of satisfaction, whereas the remaining driver seemed to be the most likely candidate to explain the fall in overall satisfaction – at 79% the repairs and maintenance service score was a statistically significant nine points below the level in 2015.

The most convincing hypothesis is that that changes to repairs policy in order to both follow the tenancy agreement more closely, and to more carefully categorise out of hours repairs, was the reason why satisfaction with repairs (section 4) and customer service (section 8) had both dipped, with a consequent fall in overall satisfaction.

This hypothesis is explored in more detail within the relevant sections of the report, but it seems to be the explanation that best fits the pattern of the 2019 results. Furthermore, this effect has also been observed by ARP Research in other organisations after similar policy changes, albeit with more pronounced effects.

3.5 Ratings by area

% happy /agree

	Base	Overall satisfaction	I trust SHAL	SHAL treats its tenants fairly
Overall	*288*	**85**	**87**	**85**
Bridgwater Dunwear	*21*	76	81	86
Bridgwater Fairfax	*14*	86	93	79
Bridgwater Hamp	*46*	80	84	86
Bridgwater Victoria	*35*	77	89	83
Bridgwater Westover	*21*	95	95	91
Knoll	*14*	100	100	92
North Petherton	*10*	90	90	89
Puriton and Woolavington	*28*	86	82	75
Quantocks	*16*	94	93	93
Ruishton and Creech	*12*	83	92	92
Taunton Halcon	*11*	82	73	73

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

The satisfaction results were also analysed by area throughout, but the total number of respondents in each category is obviously quite small so there were very few differences that were clear enough as to be considered statistically significant. Nevertheless, overall satisfaction was lowest in Dunwear, Victoria and Hamp (80% or under), with the highest in Westover and Knoll (95%+), table 3.5

There were two other overall questions in this section of the survey that tracked reasonably closely against overall satisfaction, thereby also fell when compared to 2015. One of these questions, regarding whether tenants trusted SHAL, had actually fallen by a statistically significant margin. This was mainly due to the fall from 61% to 51% in the proportion that strongly agreed.

A similar proportion felt that SHAL treats it tenants fairly, and the main difference here was new tenants (1-2 years) were significantly more likely to agree (96%) compared to longer term tenants (21+ years) who were significantly less likely to do so (78%, including only 31% strongly agree). Beyond this, there was nothing else of note that didn't simply correlate with the findings covered already.

4. House & home

84%

happy with the quality of the home

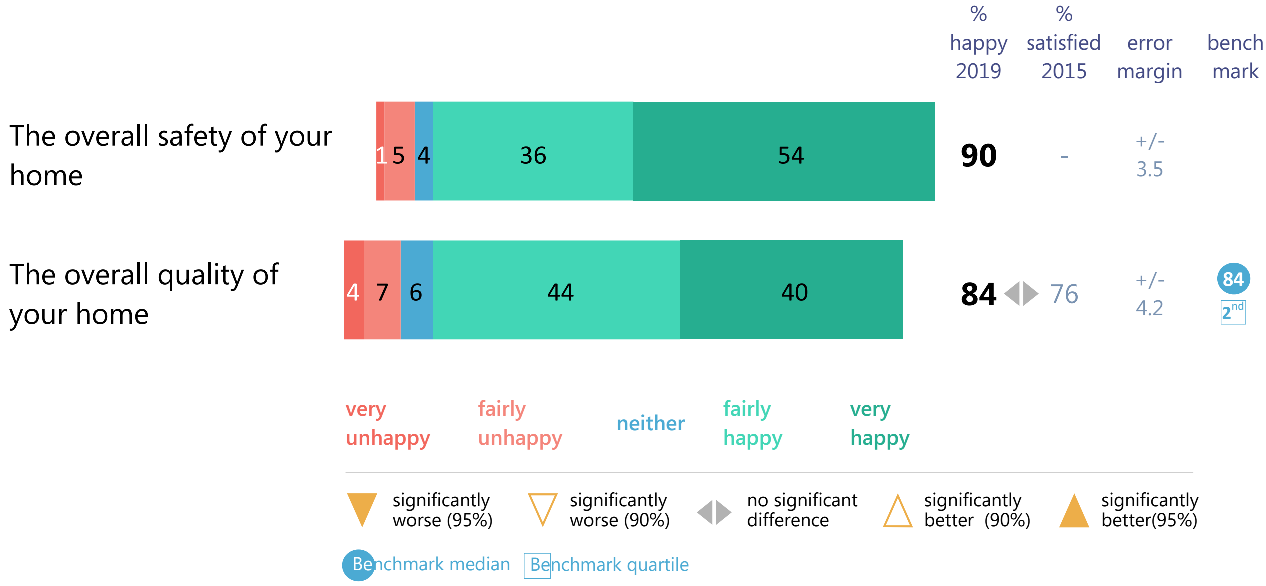
79%

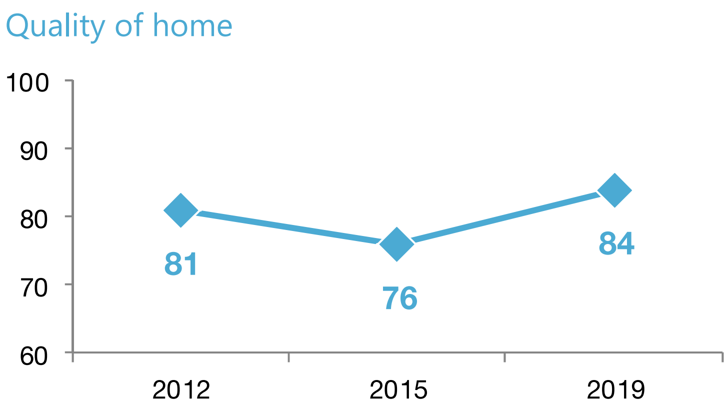
happy with the repairs and maintenance service

- Quality of the home was rated 8% above the 2015 score
- For 35-49 year olds this was a 12% increase
- For the first time SHAL's quality of home score is on par with other landlords
- However, repairs was significantly lower than 2015
- Quality of the home and repairs were the top key drivers, but likely acting in different directions

4.1 Satisfaction with the home

% Bases (descending) 287, 288 | Excludes non respondents.





SHALs investment in its stock, both existing and newly built, has clearly made a positive impact on tenants as not only was the quality of the home the strongest predictor of overall satisfaction (section 3) but it had also increased by 8 percentage points since 2015. Although this was not a statistically significant change, for the same reasons why the shift overall satisfaction was not significant, it nevertheless was the highest score across all three SHAL surveys this decade and is the first to be on par with other similar landlords (ARP benchmark 84%).

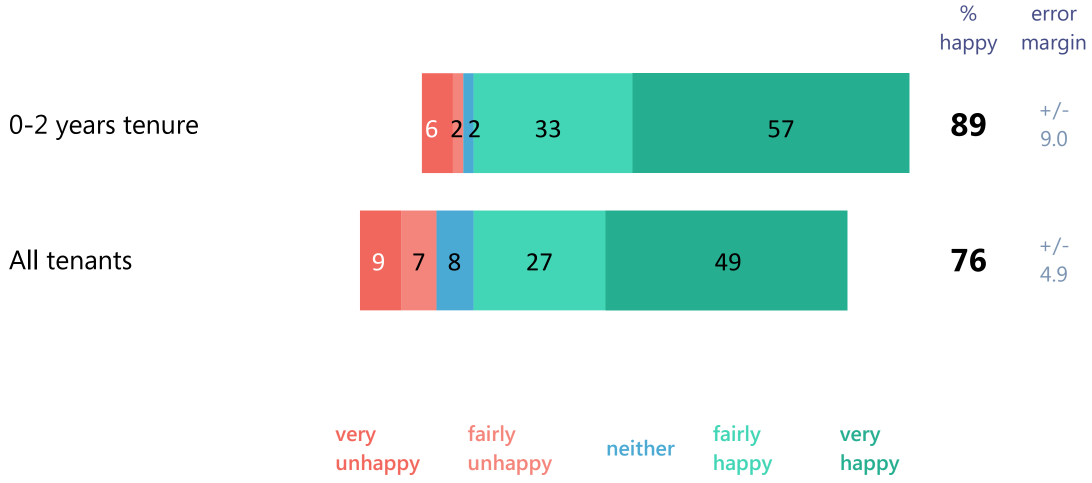
The fact that it was such a strong driver of satisfaction despite some issues with repairs and customer service demonstrates how influential it is and validates SHAL's decision to invest in improving its properties. Being a key driver of overall perception suggests that further work on improving homes would continue to be an effective way of increasing customer satisfaction. This is confirmed by the fact that when asked to rank future priorities (section 11) the two dominant priorities relate to further investment in people's homes; "invest in improving the energy efficiency of our homes and reduce energy bills" and "invest in maintaining and improving the standard of our homes".

88%
know what SHAL is required to do as the **landlord**

. . . and 93%
know what is required of them as a **tenant**

4.2 Happiness with home when first received keys

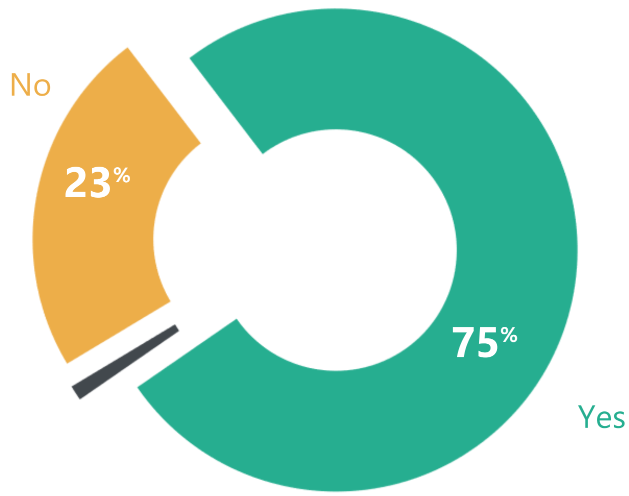
% Bases 46, 284 | Excludes non respondents



Older respondents aged 65+ were again the group that were most satisfied with the quality of their homes (94%), but it was important to note that biggest increase in satisfaction had actually been amongst 35-49 year olds where it had jumped from 72% to 84%.

4.3 Is yours a 'home for life'

% Base 288



Unsurprisingly, those living in the newest properties built after 2006 were the happiest (91%), whilst those in the oldest pre 1945 homes were the least happy (79%). There were also differences by area as seen in table 4.5, but due to the small sample sizes it was difficult to draw clear conclusions from this analysis – the only statistically significant variations was the higher than average rating given by Quantocks residents which at 69% had the highest proportion that were 'very happy'(11 out of 16). Tenants living in flats were significantly happier than houses (91% v 83%), houses with 3 or more bedrooms being the lowest rated (79%).

As well as generally being satisfied with the quality of their homes, a very high proportion (90%) were also happy with the safety, although a small proportion (6%) were unhappy. This was again influenced by the age of the property, with the newest properties having a rating of 97% compared to 89% for pre 1945 home and 84% for those built 1945-1964. By area, the safety was rated significantly higher in Quantocks and Knoll

It was interesting that survey respondents were less happy with their home when they first received the keys than they were for the quality overall. However, this was only true for more longstanding tenants as the vast majority of those that moved in within the last two years were happy in this regard (89%).

These generally positive ratings for the home clearly helped to ensure that three quarters of the sample believed their home was a "home for life". This obviously differed by age, with 82% of the 50+ group concurring compared to 75% of those aged 35-49 and 64% of the under 35s.

A wide range of reasons were given for it being a home for life which could broadly be described as contentment with the property and local area and/or a settled length of tenure. Nevertheless, it was interesting to note that a number of respondents cited the sense of community around them, and there were a number of mentions of the investments tenants had made into making their homes their own. A small selection of the comments are included below, and they provide a good flavour of the responses as a whole:

"A home is where your heart is. SHAL housing are very good at letting you put your own stamp on the property providing you keep them updated of your plans. I don't think of this as a SHAL property it's our family home."

"We really love our home and the estate is friendly, lovely village."

"Love the village, loved being able to bring my children up in a nice area which SHAL has been able to create with the new homes."

"This is our home for life because we have brought up our family here. The whole community is our extended family. We could not imagine living anywhere else. We have decorated our house and garden regularly."

"I have lived here a long time and spent a considerable amount of money on improvements."

"Love the house I have made into my home."

"I've worked so hard on my home and I'm happy living here."

"I trust SHAL and I love my home."

"We feel part of the community."

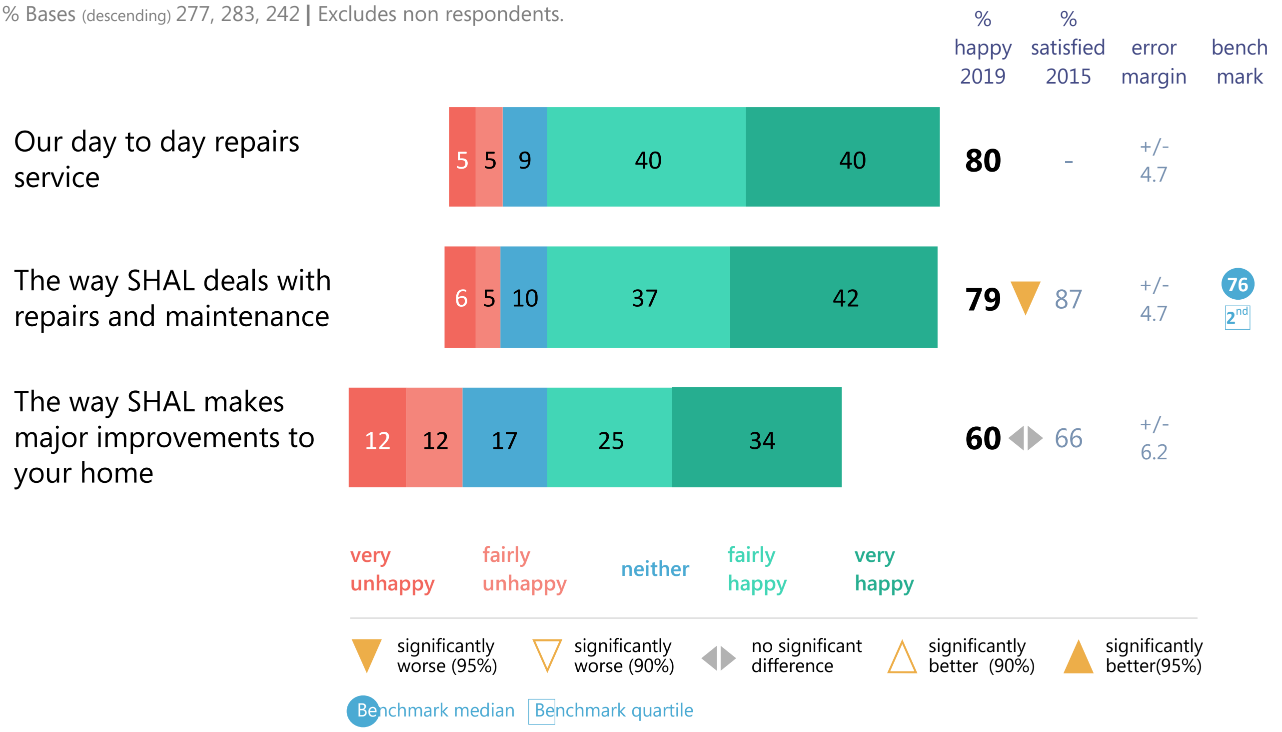
It was interesting that so many respondents specifically noted the work that they had done to their own home as this was consistent with how important it was for tenants that SHAL provided more support for people who wanted to maintain and improve their home themselves (section 11). Indeed, whilst this topic does sometimes surface in tenant surveys for other landlords, it is a fairly distinctive feature of this set of results.

It was also noticeable that several commenters mentioned that they would welcome the right to buy their own home if they were able, as help to get on the property ladder was also a reasonably high priority for tenants (section 11). Interestingly, whilst this assistance was a particularly high priority for younger tenants, older tenants were just as strong in the importance that they gave to building new homes (both ranked 3rd, charts 13.9 and 13.10).

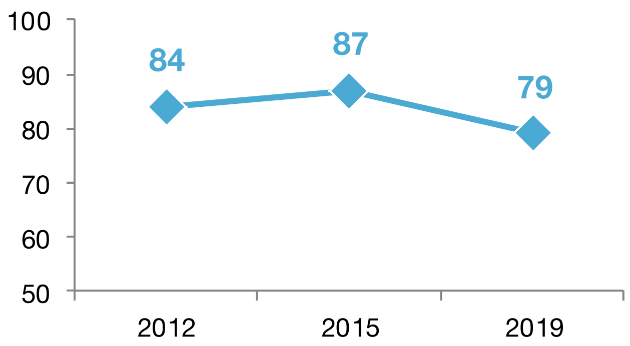
Out of those respondents that did not see their home as one for life, only 10 of these were categorised as genuinely negative comments, with the remainder being made up of those whose circumstances had or were likely to change, most commonly through a need to downsize. Here too there was a number of respondents that noted that their home would be one for life if they were able to purchase it.

4.4 Satisfaction with repairs and maintenance

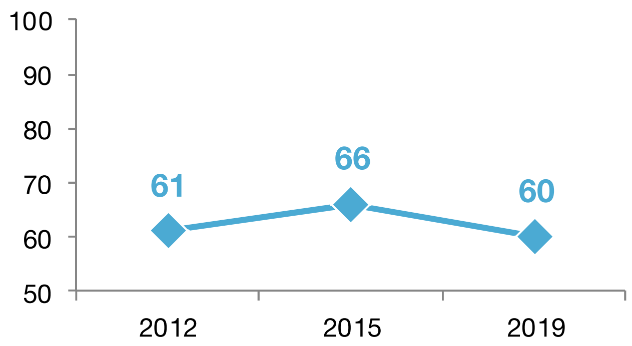
% Bases (descending) 277, 283, 242 | Excludes non respondents.



Repairs and maintenance overall



Major improvement work



It is common with many other surveys in the housing sector, the perception of the repairs and maintenance service was amongst the strongest predictors of landlord satisfaction (section 3). It was therefore also a prime candidate to explain why SHAL overall score had fallen since 2015. Indeed, this overall rating for repairs and maintenance demonstrated one of the largest reductions in satisfaction within this set of survey results (87% v 79%).

It was paired with a similar rating specifically for the day to day repairs, but the similarity of responses between the two measures indicates that on both questions respondents were answering in reference mainly to the responsive repairs service.

The greatest change in the repairs rating overall was amongst 35-49 year olds (77% v 89%). There was also a big drop for the over 65s, but this was comparing against only a small group of 23 individuals in 2015, and at 86% was still a positive score. Repairs satisfaction was also low for 16-34 year olds (77%), but in that case there was no change since 2015.

Younger respondents are obviously those most likely to have families and/or to be in employment, so it was unsurprising that there was a significant different in happiness between those in employment (78%) and those that were not (84%). Indeed, this gap was even greater for the day to day repairs service specifically (77% v 87%).

4.5 Satisfaction with the home and services by area

	Base	Quality of the home	Safety of the home	Repairs and maintenance overall	Day to day repairs service	Major improvement works
		% happy				
Overall	288	**84**	**90**	**79**	**80**	**60**
Bridgwater Dunwear	21	81	91	85	75	74
Bridgwater Fairfax	14	79	79	71	86	62
Bridgwater Hamp	46	85	91	78	85	68
Bridgwater Victoria	35	83	89	80	82	62
Bridgwater Westover	21	86	91	91	95	59
Knoll	14	86	93	93	100	46
North Petherton	10	80	90	78	57	43
Puriton and Woolavington	28	82	82	75	74	68
Quantocks	16	88	94	63	60	71
Ruishton and Creech	12	83	100	92	92	22
Taunton Halcon	11	91	100	80	70	63

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

The reduction in repairs satisfaction was accompanied by similar reductions in happiness with various aspects of the customer service experience (section 8) and the information that tenants received (section 9). This is a common pattern due simply to the fact that repairs queries make up the bulk of customer service contacts, whilst information on repairs schedules and appointments are of particular relevance to tenants' everyday lives.

In particular, within the last two years SHAL has changed to become clearer and more consistent with the tenancy agreement on which repairs it will complete, and which it will not because they are the responsibility of the tenant. In addition, the number of repairs completed out-of-hours has been reduced by applying the eligibility criteria more consistently than it has before. This is likely to have negatively affected some tenant's views of the service, in particular when reporting repairs, and following up on repairs that they feel are outstanding. Crucially, however, any such refusals will have been largely invisible to SHAL when monitoring the standard of customer service and repairs transactions.

Whilst the main focus here is on responsive repairs it should not be forgotten that the planned improvement programme has clearly played a central role in ensuring that tenants feel happier with their homes. However, such works are often especially disruptive which is reflected in the fact that there had been a decrease, albeit not statistically significant, in the proportion that were positive about the way SHAL makes these major improvements (60% v 66%). Indeed, almost a quarter of the sample disagreed with this statement.

This was very dependant on the type of works completed, however, with very few individuals that received new kitchens or bathrooms claiming to be unhappy, whilst 23% with new heating and 25% with new doors claimed to have had a negative experience.

5. Neighbourhood & community

87% satisfied with their neighbourhood as a place to live

65% satisfied with how ASB is dealt with

- Significant increase in neighbourhood satisfaction
- ASB handling was highlighted as an area for improvement in the last survey, and this has been comprehensively achieved
- However, grounds maintenance was rated significantly more poorly than before, well below benchmark level

Tenant perceptions of their neighbourhoods was yet another topic where the survey results had improved since 2015. Indeed, this increase was statistically significant, albeit at the weaker 90% confidence level, having improved from 84% to 87% including a 6% increase in the proportion of tenants that were 'very' happy.

There were of course some differences by area, with the score being significantly lower in Bridgwater Hamp (76%), this area also being significantly less happy with how SHAL deals with neighbour disputes (55%, table 5.8).

It was also positive to see that about two thirds of the sample agreed that they felt part of the local community compared to only 7% that actively disagreed. There were no significant differences by area although the scores ranged from 51% in Bridgwater Hamp to 88% in North Petherton (table 5.8). However, the overriding predictor of how tenants answered this question was age because only 58% of the under 50s agreed compared to 72% of those aged 50 or over. In addition, experience of anti-social behaviour was also a factor (52% if experienced, 69% if not).

Two areas in which SHAL has properties have specific local partnerships to help improve the local communities. The first of these is Villages Together in Puriton and Woolavington, the second the Together Team in Burnham, Highbridge, Hamp and Sydenham.

Of the two, Villages Together was more well known in their area with 61% awareness compared to only 31% awareness for the Together Team. This also translated into the level of involvement with the groups and their events - a quarter of those that had heard of Villages Together had taken part (14% of all in the area) compared to only a tenth of those that were aware of the Together Team (only 4% of the total area).

Any problems with antisocial behaviour are obviously likely to have a strong impact on how one feels about their neighbourhood (only 66% happy if experienced ASB) to the extent that improving how ASB was handled was one of the targets SHAL set itself set in response to the 2015 survey.

It was therefore very encouraging to note that the claimed instances of ASB in the sample were down 11% compared to 2015 (now 25%) and that SHAL's response to both ASB and neighbour disputes had improved by statistically significant margins. This included a 9% increase in how many tenants were happy with the way ASB was dealt with generally, well ahead of the 59% benchmark for similar landlords in ARP Research's database

SHALs score was even further ahead of the median average when tenants that had actually reported ASB to SHAL were asked how their specific ASB report was dealt with (59% v 44% benchmark median), although it is still important to note that 38% were unhappy. Unfortunately, this sample size was too small for any further meaningful sub-group analysis

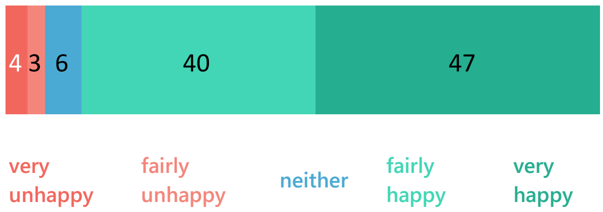
When the ASB results were analysed by area, the overall approach to ASB was rated significantly higher in Bridgwater Westover (90%), yet significantly lower in Ruishton and Creech (50%). When it came to neighbour disputes, the rating was again higher in Bridgwater Westover, but significantly lower in Bridgwater Hamp (55%).

The apparent success SHAL has had in improving how it tackles anti-social behaviour may also explain why providing extra help dealing with conflict and ASB was only a mid-table priority when tenants were asked which service improvements were most important to them (section 11). However, chart 13.11 make it clear that this suddenly becomes a much higher priority if one actually encounters these problems directly.

5.1 Overall satisfaction

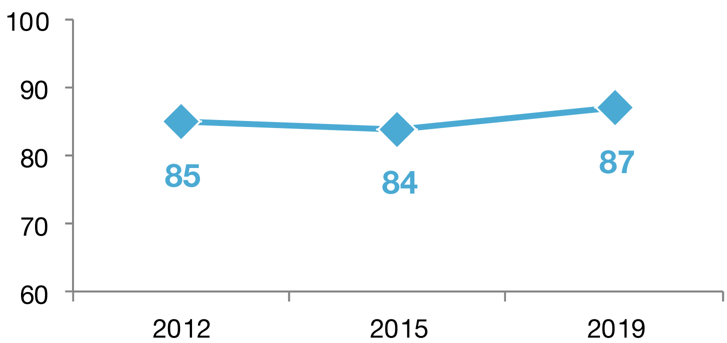
% Base 283 | Excludes non respondents

	% happy 2019	% satisfied 2015	error margin	bench mark
Neighbourhood as a place to live	87 △	84	+/- 3.9	83 1st



significantly worse (95%) | significantly worse (90%) | no significant difference | significantly better (90%) | significantly better(95%)

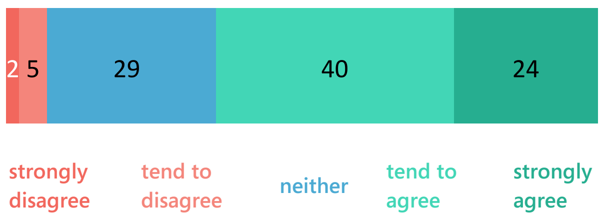
Benchmark median | Benchmark quartile



5.2 Community

% Base 255 | Excludes non respondents

	% agreed 2019	% agreed 2015	error margin
Feel part of the community	64 ◁▷	63	+/- 5.9



significantly worse (95%) | significantly worse (90%) | no significant difference | significantly better (90%) | significantly better(95%)

5.3 Heard of "Villages Together"

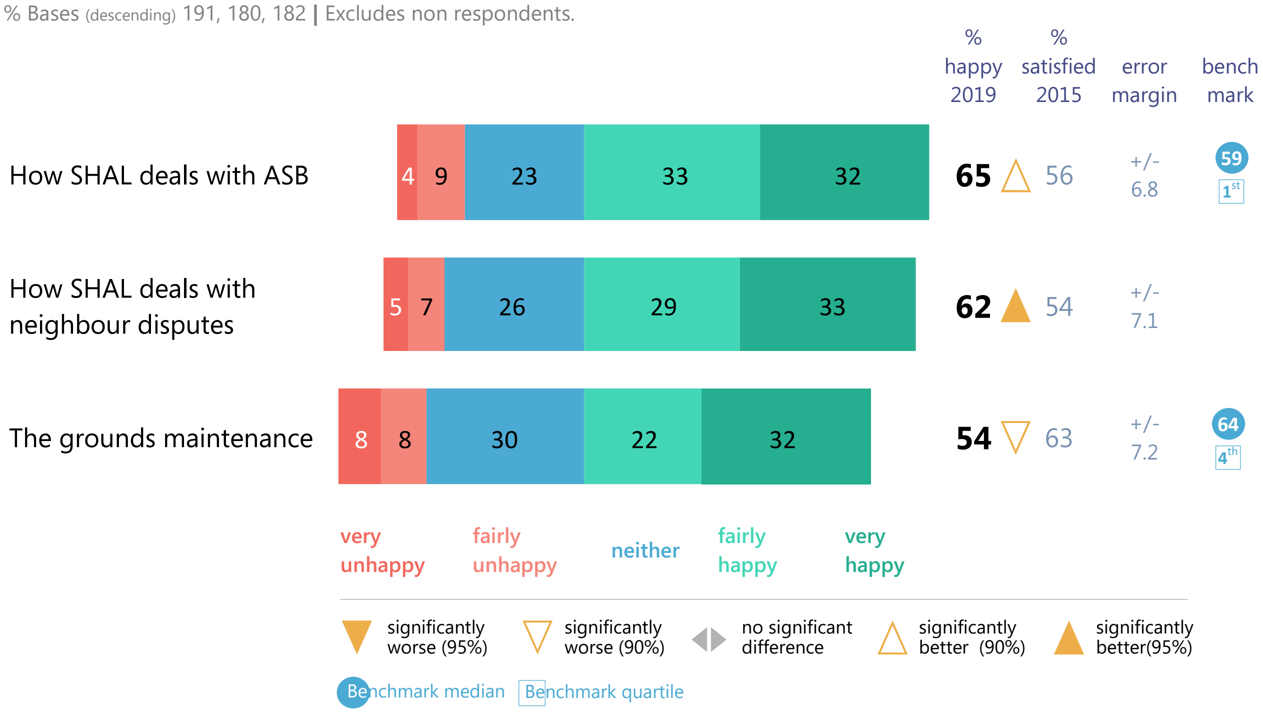
% Base 28 | Respondents in Puriton and Woolavington

5.4 Heard of "Together Team"

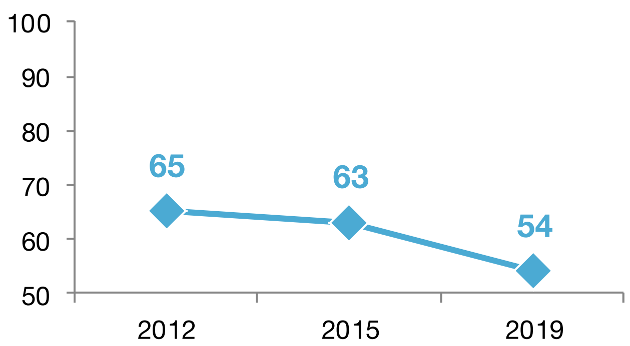
% Base 106 | Respondents in Burnham, Highbridge, Hamp or Sydenham

5.5 Neighbourhood services

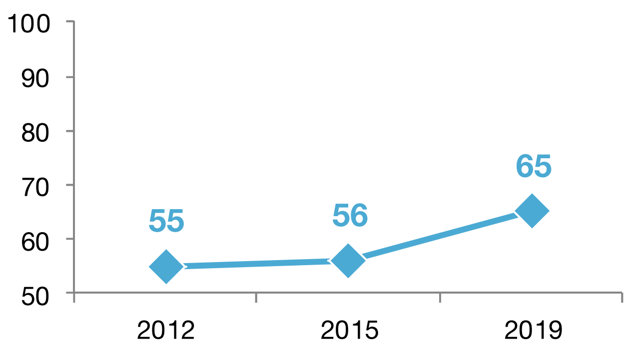
% Bases (descending) 191, 180, 182 | Excludes non respondents.



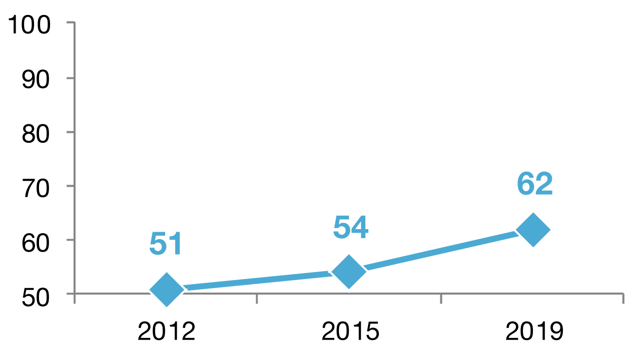
Grounds maintenance



ASB



Neighbour disputes



25% **experienced ASB** in the last year, down 11%

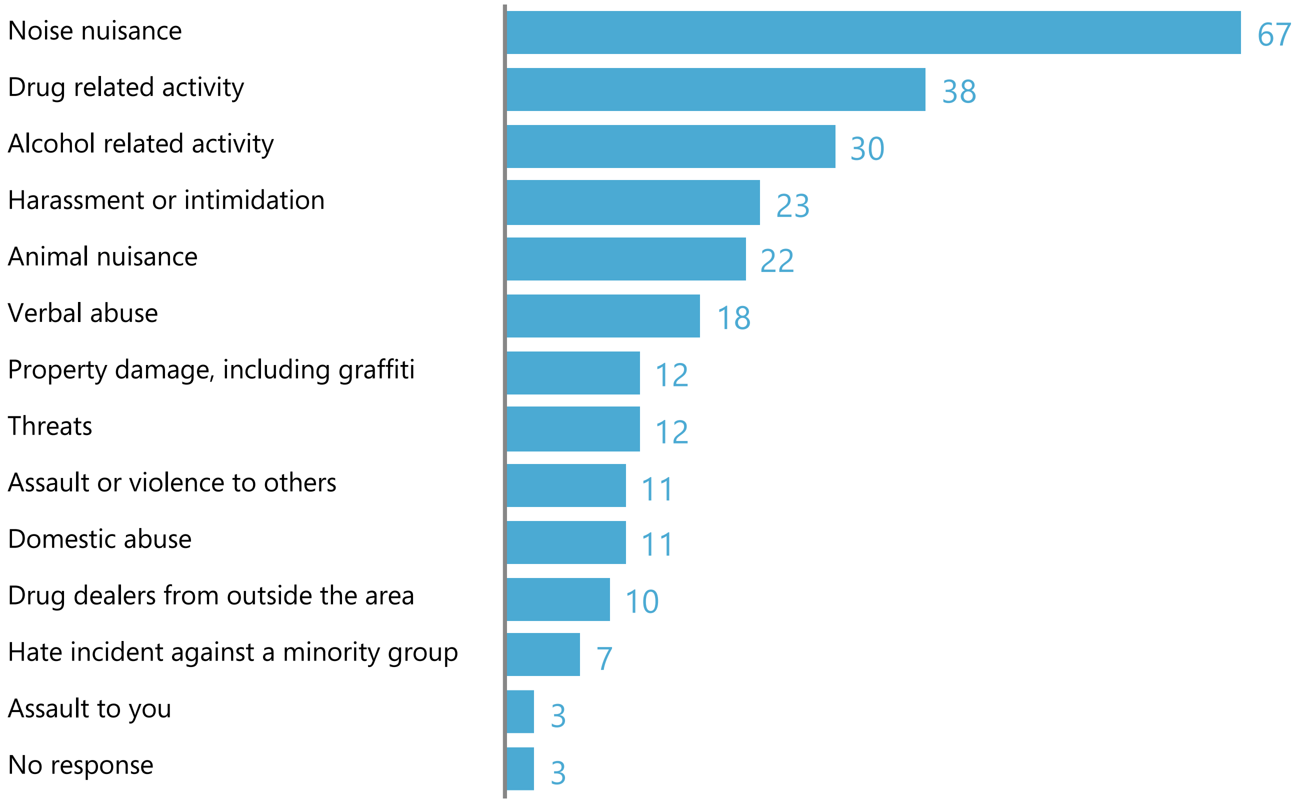
37% **reported** it to **SHAL**, down 7%

Moving on to consider other neighbourhood services, the rating for the grounds maintenance service seemed to have followed a similar trajectory to the repairs satisfaction score, potentially for similar reasons, having fallen significantly from 63% to 54%. Unfortunately, this meant that it now compares unfavourably against the ARP Research benchmark of 64%.

As before, many respondents were merely equivocal on this question (30%), but 16% were actively unhappy with the service compared to only 8% in 2015. As with other questions in the survey the analysis by area was hindered by the small sample sizes and further complicated by the high proportion of 'neither' responses. However, 5 out of the 11 responses from the Quantocks area were actively unhappy, whereas 6 out of 10 in Dunwear were 'very' happy.

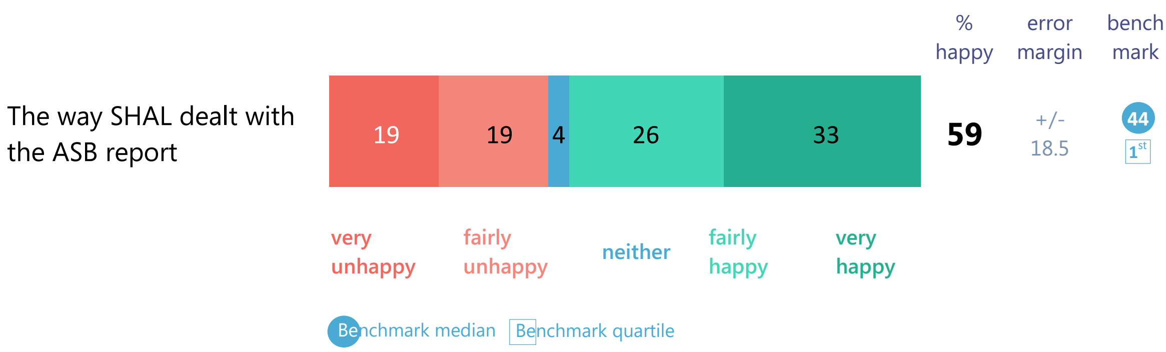
5.6 Type of ASB problem

% Base 73 | Respondents who have had a problem with ASB in the last year. More than one answer allowed.



5.7 Dealing with ASB report

% Base 27 | Reported ASB to SHAL. Excludes non respondents



5.8 Neighbourhood services by area

% positive

	Base	Neighbour-hood as a place to live	Grounds maintenance	How SHAL deals with ASB	How SHAL deals with neighbour disputes	Feel part of the community
Overall	*288*	**87**	**54**	**65**	**62**	**64**
Bridgwater Dunwear	*21*	80	80	67	70	78
Bridgwater Fairfax	*14*	86	40	71	63	62
Bridgwater Hamp	*46*	76	63	63	55	51
Bridgwater Victoria	*35*	85	41	58	64	55
Bridgwater Westover	*21*	86	76	90	90	75
Knoll	*14*	93	60	80	63	64
North Petherton	*10*	90	29	43	50	88
Puriton and Woolavington	*28*	93	60	75	62	52
Quantocks	*16*	100	27	60	60	75
Ruishton and Creech	*12*	92	46	50	67	83
Taunton Halcon	*11*	82	60	78	78	71

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

6. Value for money

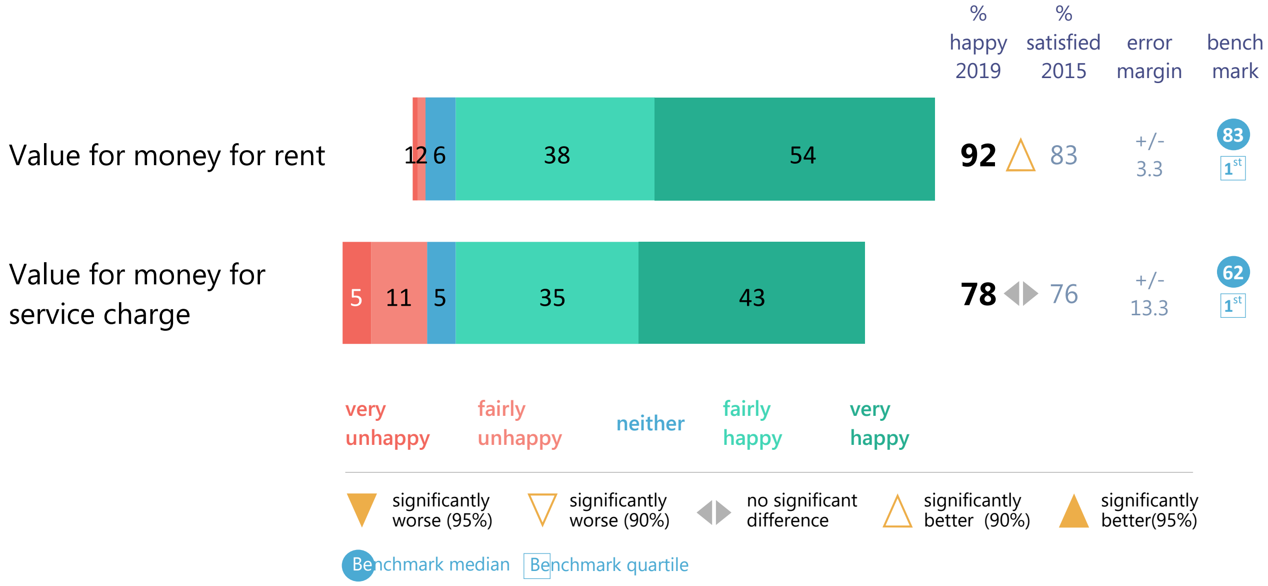
92% happy with the value for money for rent

78% happy with the value for money for service charge

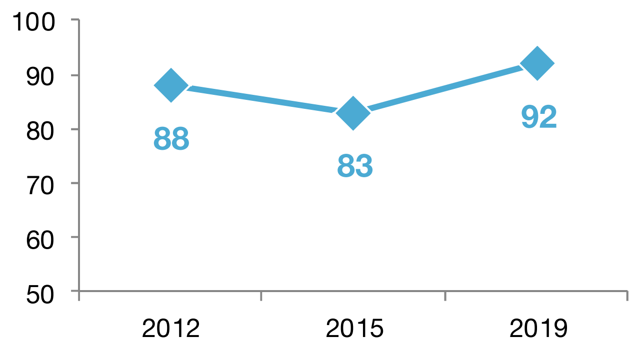
- A significant 9% increase in rent value for money
- Value for money scores are well above the benchmark level
- Tenants were also very positive about the rent payment and arrears system, especially amongst Universal Credit claimants

6.1 Value for money

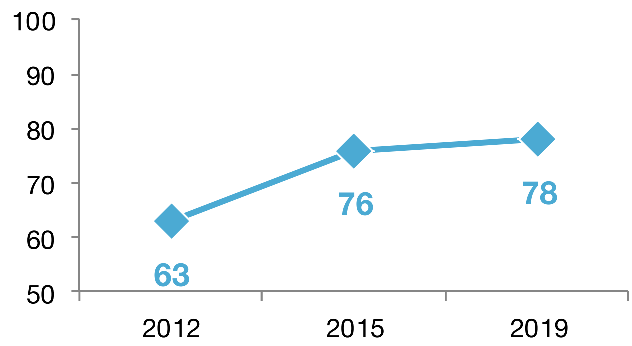
% Bases (descending) 269, 37 | Excludes non respondents.



Rent



Service charge



Value for money would seem to be particular strength for SHAL as the vast majority of tenants were happy that the rent offered them good value (92%), which was a substantial nine percentage points higher than both the 2015 score and the ARP benchmark median.

This increase meant that the score had more than recovered from the dip measured between 2012 and 2015, to the extent that only 3% of the sample were in any way unhappy. With such a high degree of positivity there were no demographic differences worth noting, not even amongst tenants that were struggling financially.

The equivalent rating for the service charge was not as high but this is normal. Indeed, the 78% of SHAL tenants that were happy was far above the ARP benchmark median of 62% and consolidated the improvements made in 2015. Furthermore, the small increase in this rating from 76% to 78% was achieved despite happiness with the grounds maintenance service having fallen significantly since the last survey (section 5).

Considering the strength of the other scores in this section it is no surprise that tenants had also noticed an improvement in how SHAL handles rent payments, including rent arrears. Not only had the total proportion that were happy increased from 84% to 88%, but the proportion that claimed to be 'very' happy with how SHAL handled this has jumped from 48% to 59%.

SHAL's preparations ahead of the introduction of Universal Credit may well have helped in this regard, to the extent that amongst UC claimants the proportion that were 'very' happy was higher still (63%). The score also remained high for tenants that had needed to use financial support services within the last year (85% happy).

6.2 Rent payments

% Base 240 | Excludes non respondents

How SHAL handles rent payments, including arrears

% happy 2019		% satisfied 2015	error margin
88	▲	84	+/- 4.2

very unhappy | fairly unhappy | neither | fairly happy | very happy

significantly worse (95%) | significantly worse (90%) | no significant difference | significantly better (90%) | significantly better(95%)

Benchmark median | Benchmark quartile

6.3 Rent and service charge by area

% happy

	Base	Value for money for rent	Value for money for service charge	The way SHAL handles rent payments, including arrears
Overall	*288*	**92**	**78**	**88**
Bridgwater Dunwear	*21*	91	-	100
Bridgwater Fairfax	*14*	82	-	100
Bridgwater Hamp	*46*	93	-	85
Bridgwater Victoria	*35*	97	-	88
Bridgwater Westover	*21*	90	77	83
Knoll	*14*	92	83	85
North Petherton	*10*	100	-	100
Puriton and Woolavington	*28*	81	-	88
Quantocks	*16*	100	-	87
Ruishton and Creech	*12*	82	-	89
Taunton Halcon	*11*	91	78	67

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

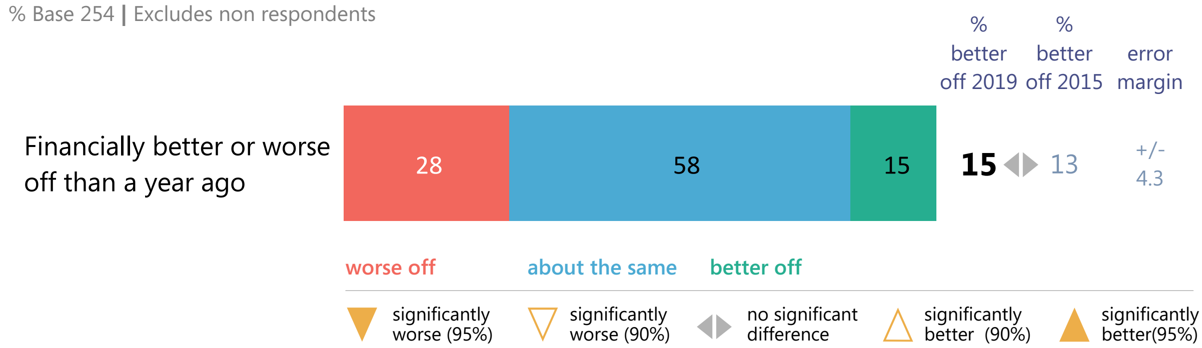
7. Money matters

28% of tenants said they were financially worse off than a year ago

6% had used a foodbank in the previous year

- 10% of tenants could not pay to heat their homes in colder months
- A quarter had used external advice and support services
- Mental health and wellbeing support from SHAL was a greater priority for tenants than money advice

7.1 Household finances compared to a year ago



SHAL received very high ratings from its tenants on value for money (section 6), but it was nevertheless true that many of its customers can sometimes find it hard to make ends meet. Indeed, over a quarter of respondents said that they felt worse off financially than they had a year ago (28%). Although this figure had remained largely stable since 2015, it still meant that a significant minority of customers were under financial pressure.

Of particular concern was the fact that one in ten respondents were not able to pay to heat their home during colder months, and 6% had been forced to use a foodbank in the last year. This also adds an extra dimension to the fact that energy efficiency improvements were the top investment priorities for the sample as whole, being even stronger for the 15% of the sample who for whatever reason had been unable to heat their home adequately (chart 13.1). Note that the latter group was spread across the different ages in the sample but did include a substantial 34% of those properties that were off-gas.

However, it was positive to see that many tenants were making use of external advice and support services in order to help them manage their money, most commonly citizens advice. When considering just those tenants that claimed to be worse off now than a year ago, a third had made use of at least one of the services listed. Unsurprisingly, the group of tenants that had accessed external advice and support services also included 53% of those that couldn't afford to heat their home and 61% of food bank users.

However, this only covered a third of those tenants that were worse off than they had been before, increasing to 53% for those were unable to afford to heat their home and 61% of food banks users.

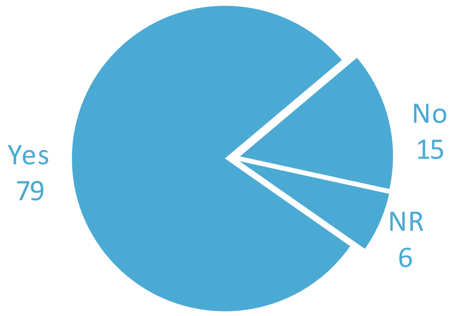
The availability of these services, and the positive opinion that tenants have of SHAL's rent payment and arrears system (section 6), are perhaps two of the reasons why SHAL investing in money advice services was a low priority for tenants (section 11), although slightly more important for tenants that received Universal credit and/or those that had recently used a foodbank (ranked 6th by this group, chart 13.8).

In fact, it might actually be the mental health aspect of dealing with these problems where the unmet need is greatest, with help and support to improve mental health and wellbeing being the fifth highest priority overall, and the fourth highest amongst tenant that were unemployed.

Other consequences of this financial pressure were that only 61% of the sample had home contents insurance, and 4% worked more than one job. Indeed, the majority of those without insurance said that it was down to cost, however, 10 respondents simply felt that they had nothing of value to insure, 14 had not got round it yet, and 6 individuals did not even know what contents insurance was.

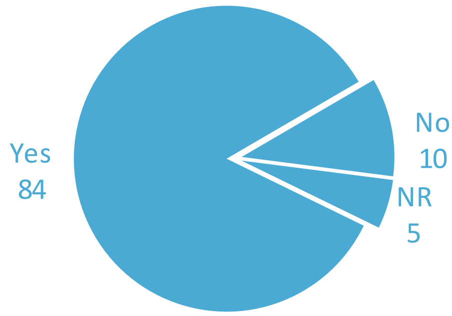
7.2 Able to heat the home during the colder months

% Base 288



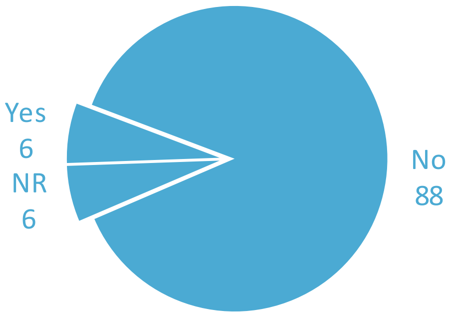
7.3 Manage to pay to heat home during colder months

% Base 288



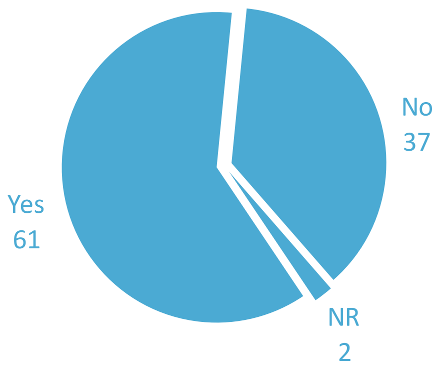
7.4 Used a foodbank in the last year

% Base 288



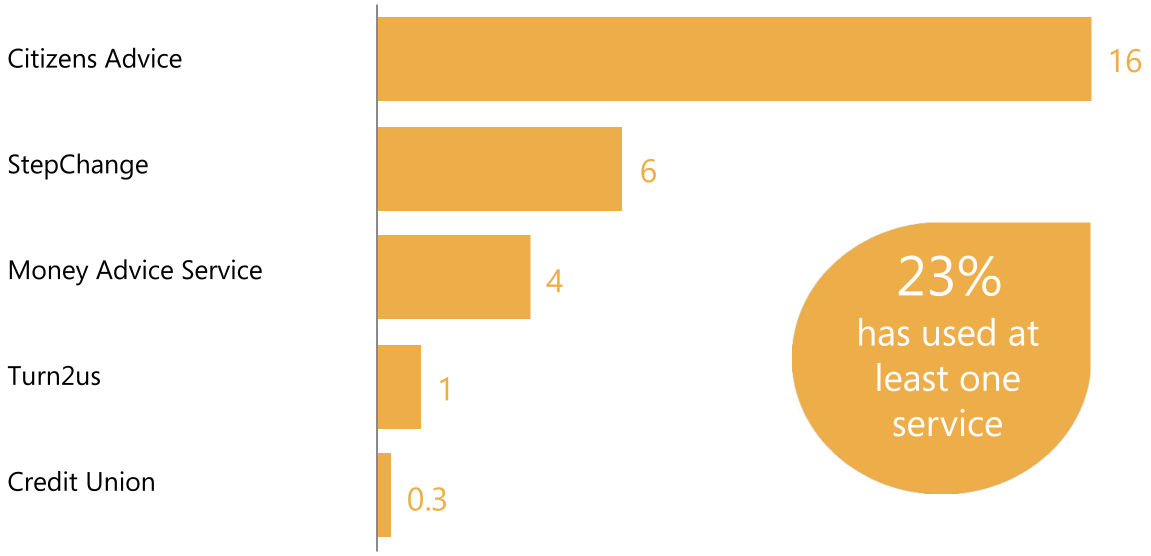
7.5 Have home contents insurance

% Base 288



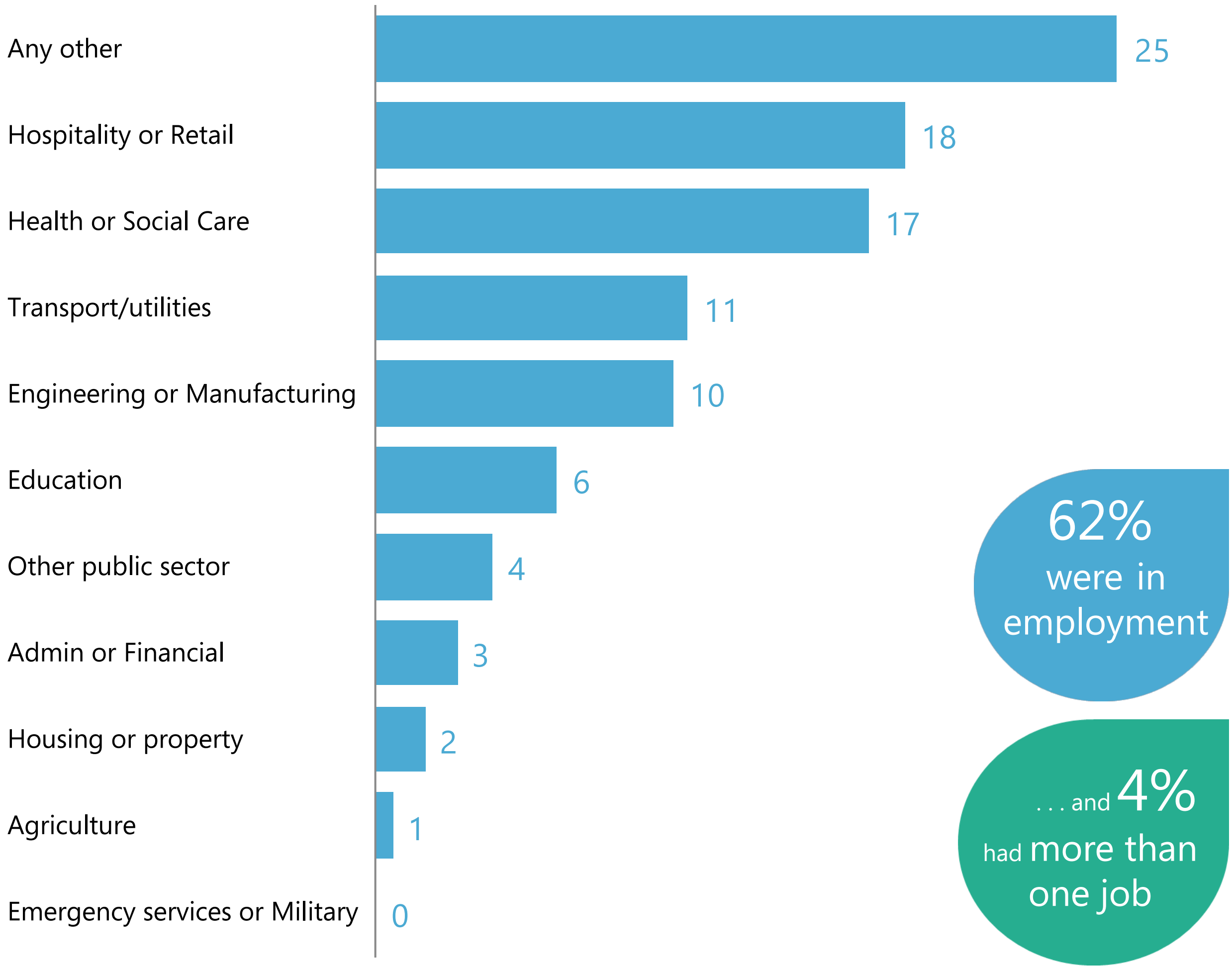
7.6 Used any of the following in the previous year

% Base 288 | More than one answer allowed.



7.7 Main job of chief income earner

% Base 288| Respondents in employment. More than one answer allowed.



8. Communication

92% agreed that staff were friendly and approachable

78% happy with the final outcome of their last query

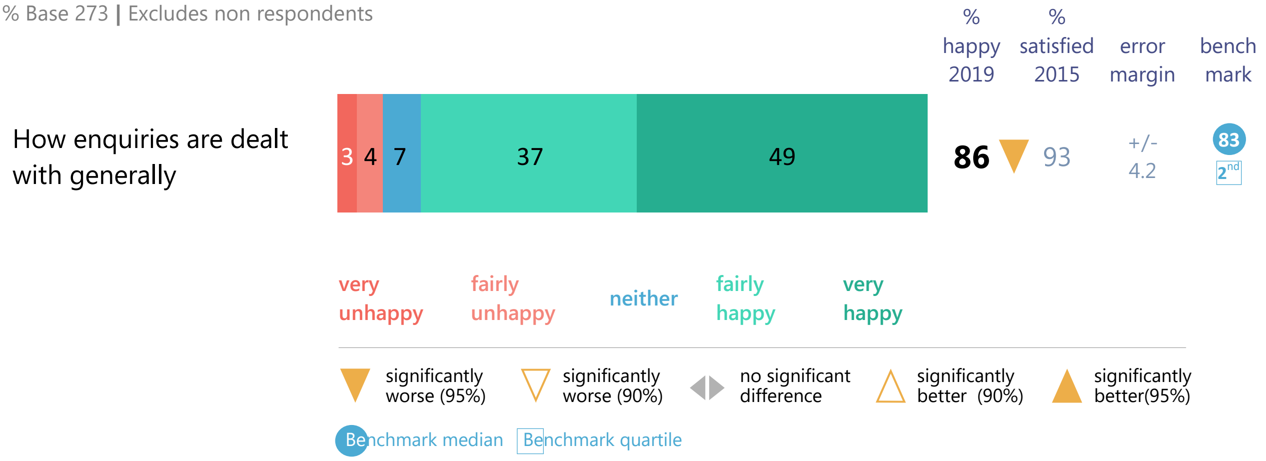
The friendliness and approachability of the staff was a key driver of overall satisfaction

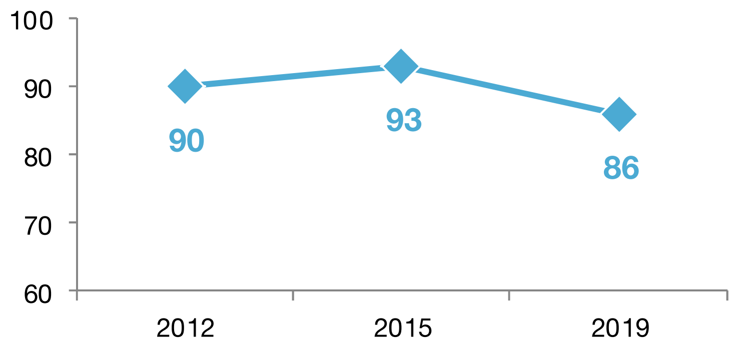
However, all of the scores in this section had dropped significantly since 2015

This is likely to be linked to the concurrent fall in satisfaction with repairs

8.1 Enquiries overall

% Base 273 | Excludes non respondents





In 2015 the way SHAL generally handled enquiries was the only rating statement to emerge from the key driver analysis as being a significant predictor of overall satisfaction. Even though it disappeared form the key driver list in 2019, supplanted by the quality of the home and repairs and maintenance, the customer service experience was arguably a more important element of the survey findings than they had ever been.

Firstly, every rating in this section of the survey had gone down since 2015 by a significant margin, including a 7% fall in the general rating for the handling of enquiries (now 83% happy) and a 9% drop in the proportion that were happy with the final outcome of their last query (78%).

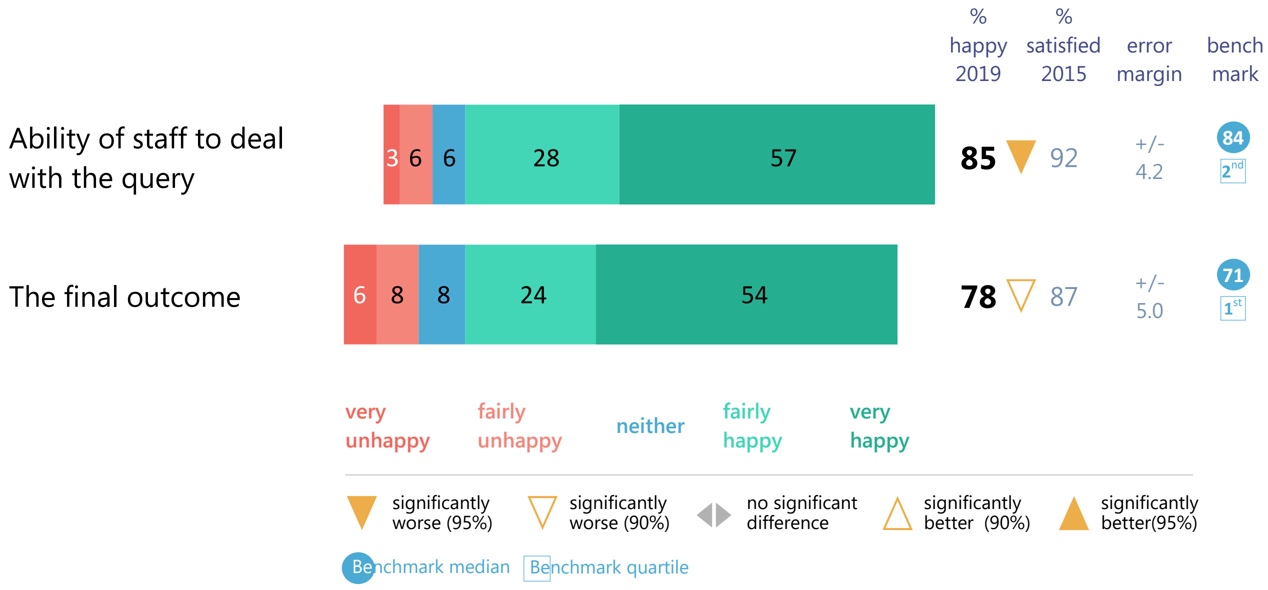
Although it is important to remember that these ratings were still above average, indeed happiness with the final outcome of the query was still good enough to appear in the first quartile, they are nevertheless worse than any of SHAL's previous surveys.

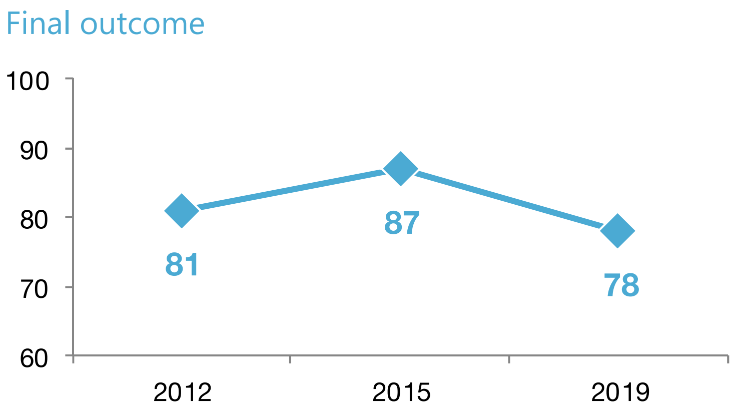
As discussed in section 4, the stricter policies on eligible repairs, and over what constitutes an emergency repair, is one possible reason why both repairs satisfaction and satisfaction with SHAL overall has gone down. In such instances one would typically expect to see a matching effect on the customer service scores because repairs queries make up the bulk of these contacts, and this was indeed the case.

Further support for this theory comes from the fact that the general handling of enquires and satisfaction with the final outcome of the last query were both rated significantly lower by tenants that had not recently had a repair completed. For example, only 69% of those with no recorded repair in the last year were happy with the final outcome of their last query, whilst 20% were unhappy. It should be noted that this sub-group is only very loosely defined due to limits on the available data, so it might encompass many different types of queries.

8.2 Customer service

% Bases (descending) 271, 259 | Excludes non respondents.





However, SHAL still may wish to consider expanding call logging to be able to quantify repairs requests that are being refused.

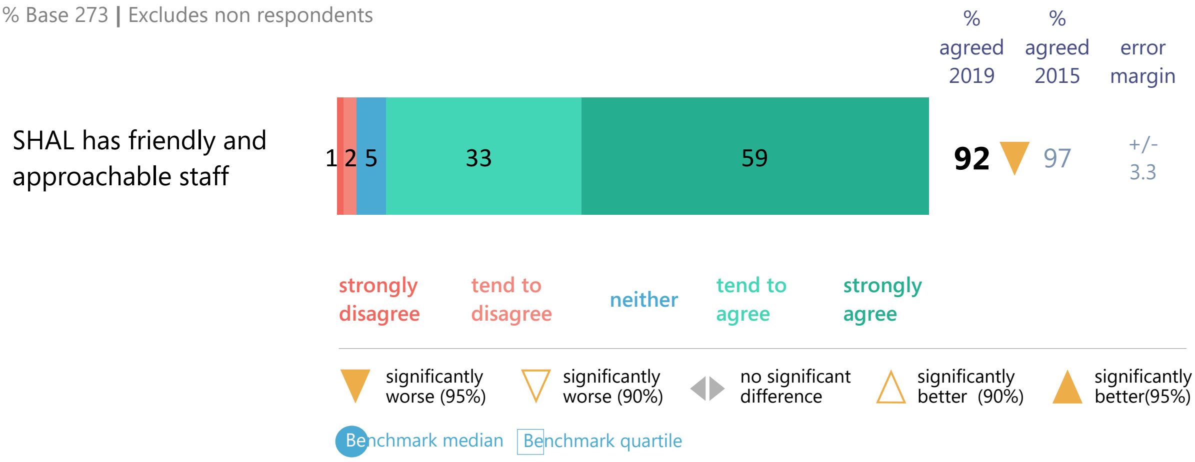
Although this certainly provides support for the hypothesis, it does leave open the question of why the rating for the friendliness and approachability of SHAL's staff was the third key driver of overall satisfaction, and not the other customer service questions that had both fallen lower, and were more closely linked to specific customer service transactions.

Although significant fewer tenants were positive about the friendliness of the staff (92% v 97%), this still constituted the vast bulk of the respondents with only 3% actively disagreeing. It is therefore hard to see this rating as having had any negative predictive value on overall satisfaction and might instead suggest that this was a positive factor ameliorating some of the worst effects that changes in repair policies might have had. Indeed, the perceived quality of the staff was surely also the main reason why the vast majority of the sample felt that they were listened to and treated with respect (section 9).

Finishing this section on a more prosaic note, respondents were also asked what their contact preferences were. Although two thirds still preferred to use the phone, almost half (46%) were happy with text messages and a third (35%) wanted to use email. Of the latter two, the proportions were obviously higher again amongst tenants aged under 50 (57% and 46% respectively).

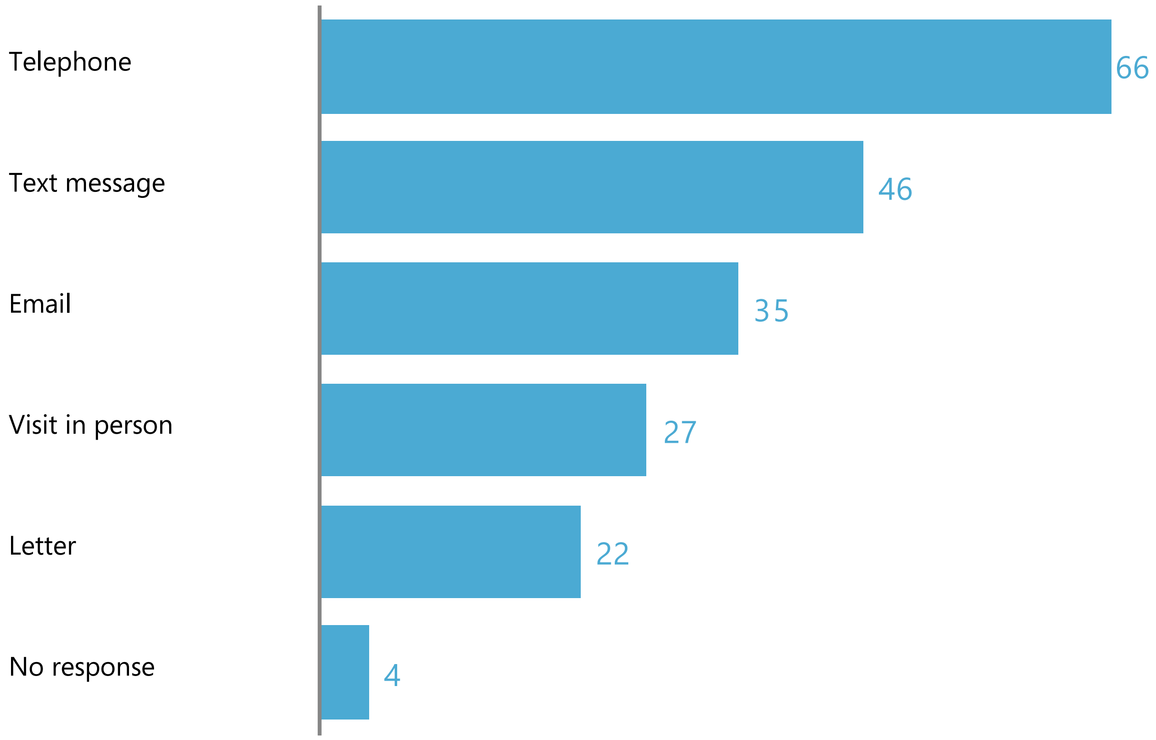
8.3 SHAL staff

% Base 273 | Excludes non respondents



8.4 Preferred method of contacting SHAL

% Base 288 | More than one answer allowed.



9. Together with tenants

82%

felt SHAL listened and took their views into account

81%

said SHAL was good at keeping them informed

- Being kept informed had fallen from 91% in 2015, although it is likely also related to repairs and maintenance
- However, this did not stop a small increase in the score for listening and taking account of tenants' views
- B Listening to tenants views was rated far higher than the benchmark average

Another measure to have significantly fallen since 2015 was the proportion of tenants that were happy that SHAL kept them informed about things that would affect them. This had gone down from a high of 91% in 2012 to 81% this year, albeit still just above the median average of similar landlords in ARP Research's database. It is also worth noting that despite the fall, only 6% of the sample were explicitly unhappy with the information they received. There was also nothing notable to emerge from statistics testing this score against the main demographic categories.

Although it may involve other factors, it is probably no coincidence that this fall matches the pattern seen for the repairs and customer service scores. Indeed, just as with the customer service ratings the level of information was rated far lower by those that had not recently had a repair (70%) compared to those that had (84%). It is certainly plausible that repairs policy changes could have an impact on this rating, not least of which because it often seems to be affected by issues with the repairs service in tenant surveys with other landlords.

That being said, there are many other topics beyond repairs that tenants need information about, many of which are covered in the 'Grapevine' tenant newsletter. This seemed to be widely read by 82% of the sample, although this dropped to only 71% of the under 35s. Interestingly, the most common reason given for not reading the newsletter was that the respondents said they simply did not receive a copy, or were unaware it even existed (16 out of 27 comments). The following are a handful of the other comments:

"When posted I did - now online I tend not to (email would be good)."

"Tends to give information but in general information not correct."

"I don't understand it it's not simple for people like me who struggle with reading."

Survey respondents were also asked whether enough information was provided on decision making and how to get involved. It was generally positive to see that the majority did indeed feel that the current levels of information were appropriate, nevertheless this still left roughly a fifth of the sample that wanted more information on these topics (see chart 9.3).

As is typically the case this information was more likely to be considered sufficient as tenants got older, for example 92% of those aged 65+ felt they knew enough about how SHAL was run. Despite this general pattern, it was still notable that only 57% of under 35s felt that they received enough information about getting involved, which was in stark contrast to the fact that his group was the most likely to express a genuine interest in doing so (48% compared to 34% average).

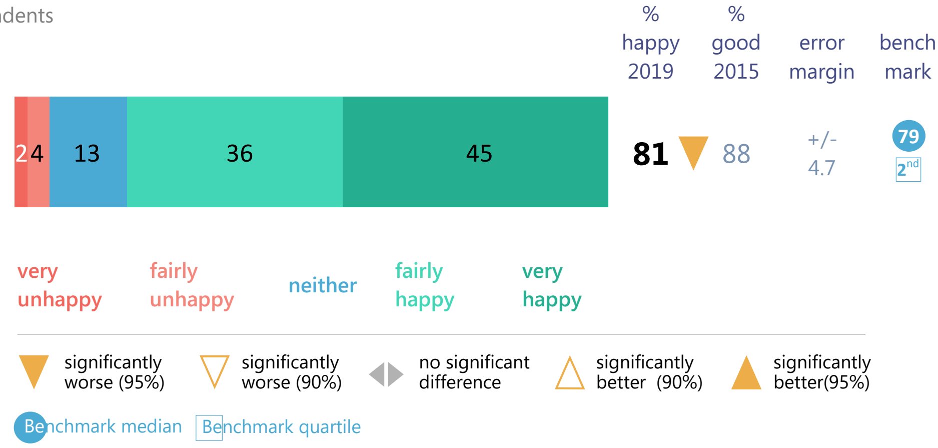
The avenues currently available for tenant to get involved were generally quite well regarded – 74% were happy that they were given the opportunity to influence decisions compared to only 4% that were unhappy. This also explains why the least important priority for improvement when tenants were asked to rank their top fourteen was to provide better ways for people to share their views (section 11). Even when prompted directly, no-one was able to give any additional ideas of their own for how tenants could become more involved.

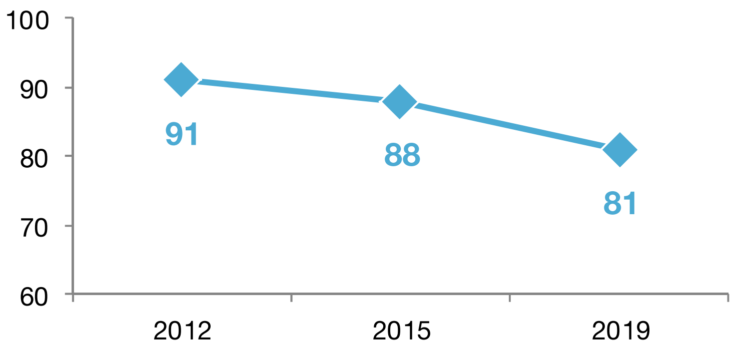
Furthermore, 82% of the sample also felt that SHAL listed to their views and acted upon them, which was 6 points higher than the equivalent score in 2015 and 16% above the ARP benchmark median of similar landlords. Whilst this result is very welcome, it is somewhat at odds with the fact that the customer services scores have gone down as day to day transactional issues typically have a clear influence on this rating. One explanation may be that there was a big improvement in this score amongst 50-64 year olds, which for unknown reasons was abnormally low relative to the rest of their results in 2015. The fact that this score has reverted back to the level one would otherwise expect for that age group, and the generally high rating given by under 35s, seems to have counteracted any other factors that may otherwise have pulled it down.

9.1 Information

% Base 269 | Excludes non respondents

Kept informed about things that affect you





9.2 Do you get enough information about:

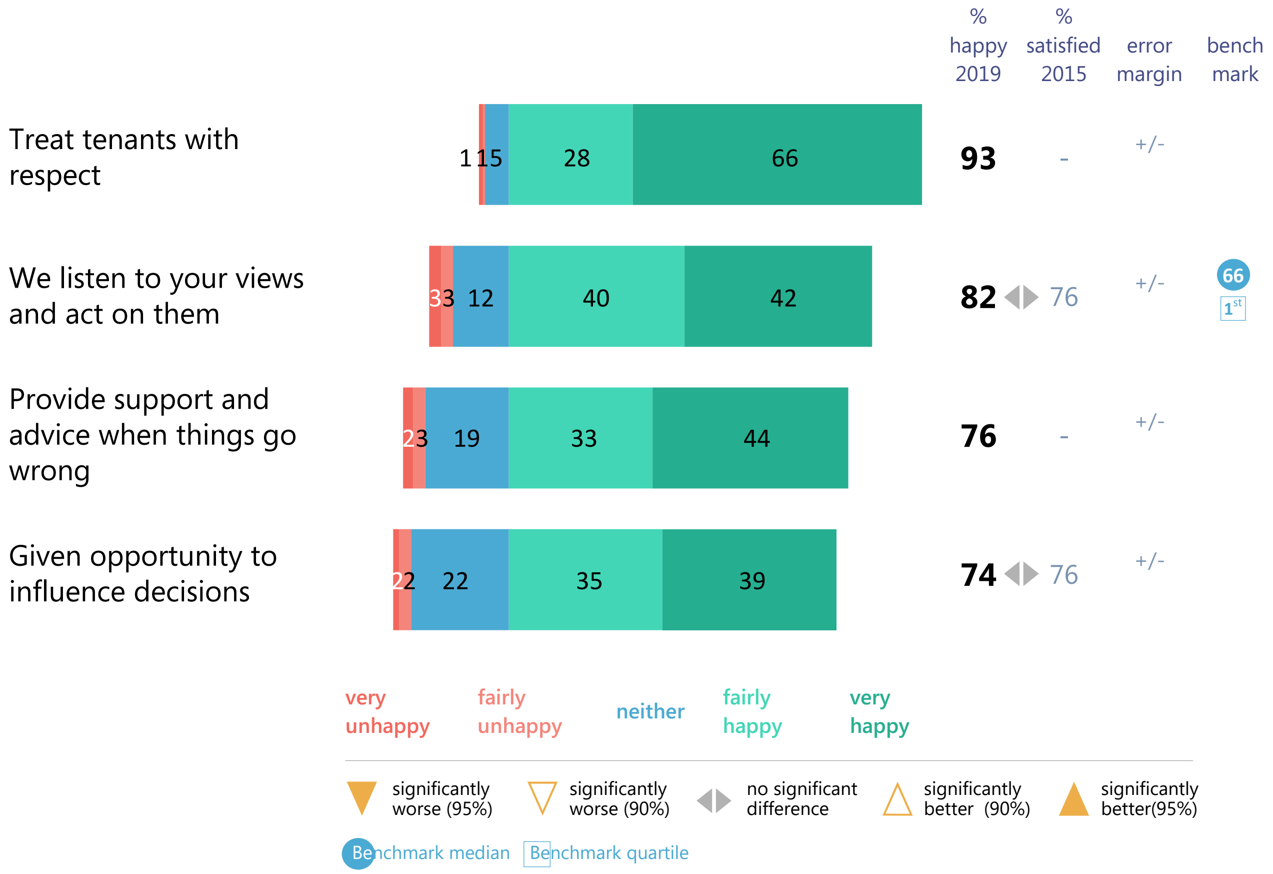
% Base 288 | % yes

The high rating for listening to tenants is consistent with the vast majority of the sample also believing that SHAL treated them with respect (93%), including two thirds that were very happy in this regard. Indeed, this is also in keeping with the very high rating for the friendliness and approachability of the staff (section 8), and the fact that the quality of the staff was a key driver of satisfaction overall (section 3).

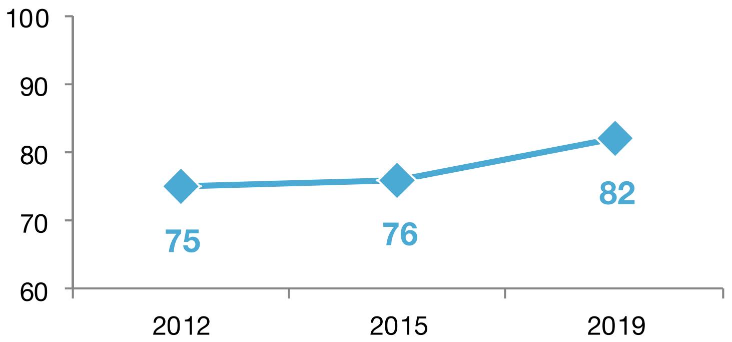
With such strong scores it would be expected that staff would do a good job to support tenants when things go wrong with the services, which proved to be the case as three quarters of the sample said that they were happy with how SHAL did this, compared to only 5% that were unhappy. The positive rating was a little lower if had a problem with ASB (64%) only at 90% conf level though. Furthermore, the suggestion that more could be done to provide access to independent advice and support if things go wrong was not a major priority for tenants (section 11), although it was ranked higher in the list for tenants that already used some form of financial support service and/or claimed Universal credit (chart 13.6).

9.2 Resident involvement

% Bases (descending) 270, 259, 233, 245 | Excludes non respondents.



Listen to views



82%
read the
Grapevine
newsletter

34%
would be interested in
getting
involved

10. Social media & digital services

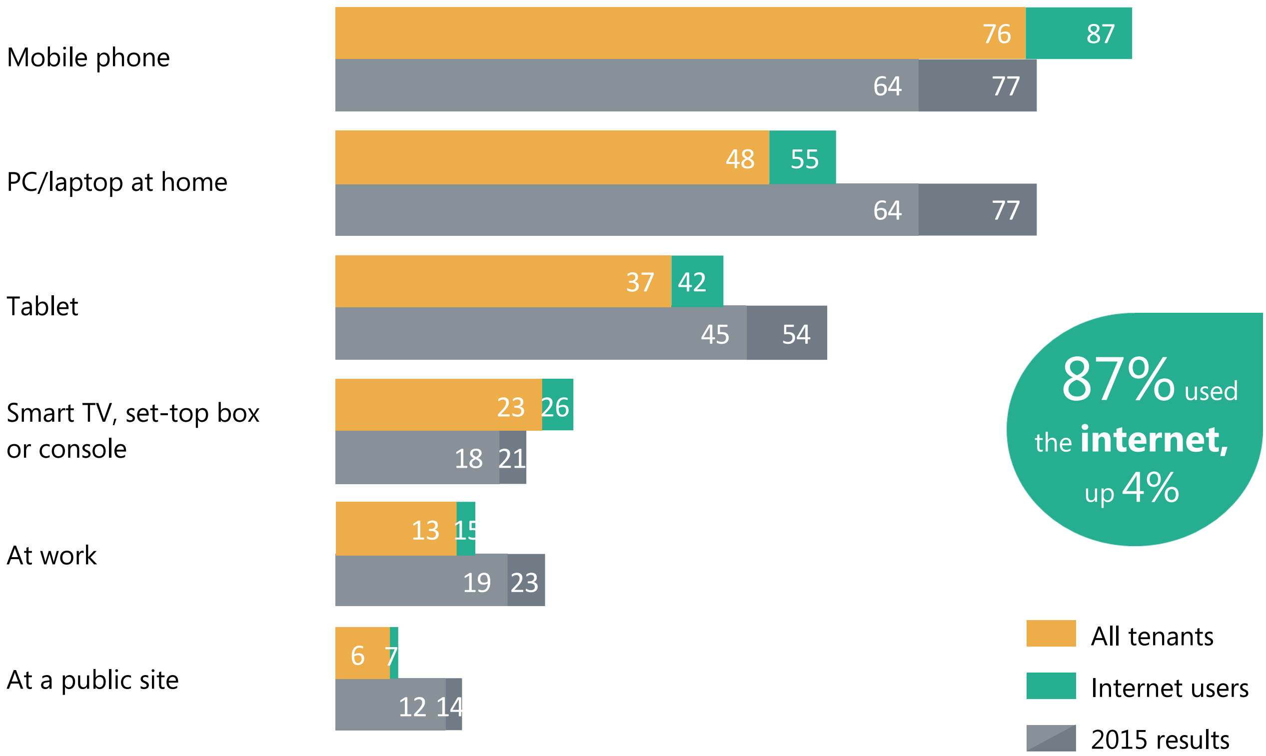
87 % of tenants use the internet

59 % of tenants would follow SHAL on social media

- There had been a strong move towards accessing the internet via mobile, with only half now using a PC
- Two thirds of SHAL customers do their banking online
- Over half of the sample would consider following SHAL on social media
- 42% would consider making contact via social media, split between Facebook and WhatsApp

10.1 Method of accessing the internet

% Bases 288, 250 | More than one answer allowed.



The majority of SHAL's tenants used the internet, with a small increase in this proportion since 2015 (87% v 84%). Due to the demographic profile of SHAL's customer base this is a larger proportion than most other housing associations, which therefore allows for greater scope to provide online access to services.

In doing so it is important to note, however, that despite the total proportion of internet users having changed little, there had nevertheless been a relatively large shift in which devices were being used. Internet access via smartphone was now the clear norm (87%), with the use of PCs and tablet having fallen quite substantially (now 55% and 42% of users respectively).

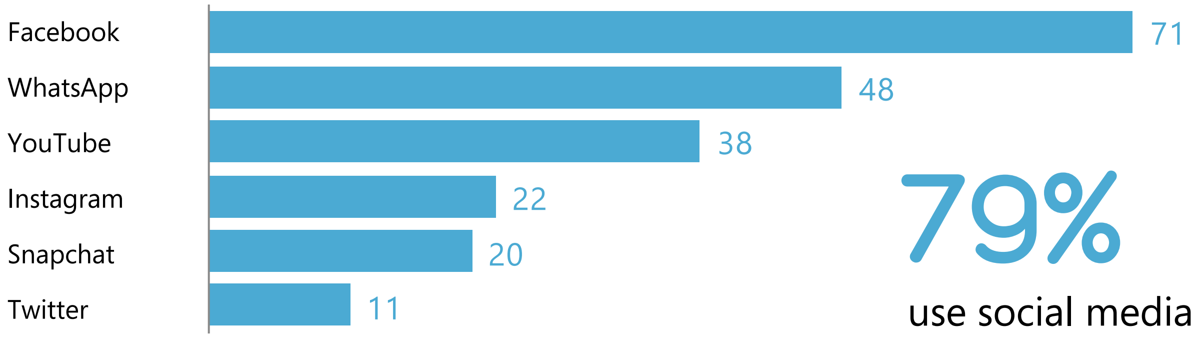
It was also notable that online banking had seen a 10% increase in usage, meaning that around two thirds of SHAL's customer could realistically be expected to manage their rent account online.

There also seemed to be a reasonably sized constituency of tenants that would at least consider using social media to communicate with SHAL – over half would consider following SHAL (59%), mostly on Facebook (42%), whilst just under half would consider proactively making contact, split broadly down the middle between Facebook (28%) and WhatsApp (23%).

Similarly, around half of the sample claimed to have used SHAL's website. Those that had not were asked why, and although many didn't give an answer, out of those that did 17% claimed to have been unaware of SHAL's online presence, 18% that they preferred other methods, whilst 32% simply hadn't needed to as yet. The remainder mostly did not have, or felt unable to confidently use, the internet.

10.2 Use social media

% Base 288 | More than one answer allowed.

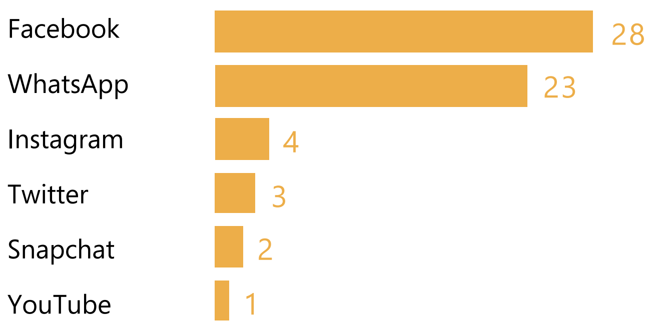


79%

use social media

10.3 Would contact SHAL via the following social media

% Base 288 | More than one answer allowed.

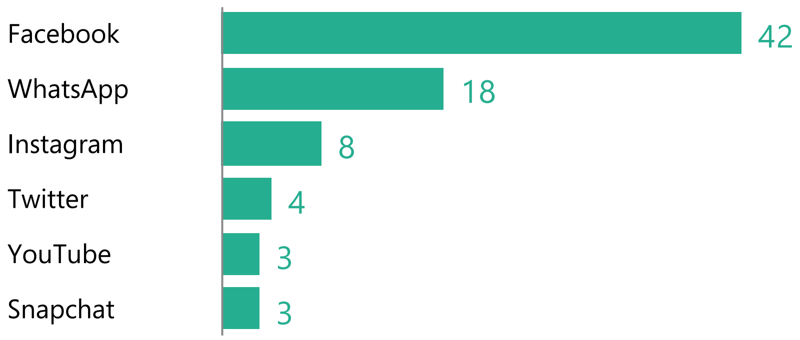


45%

would contact SHAL on social media

10.4 Would follow SHAL via the following social media

% Base 288 | More than one answer allowed.



59%

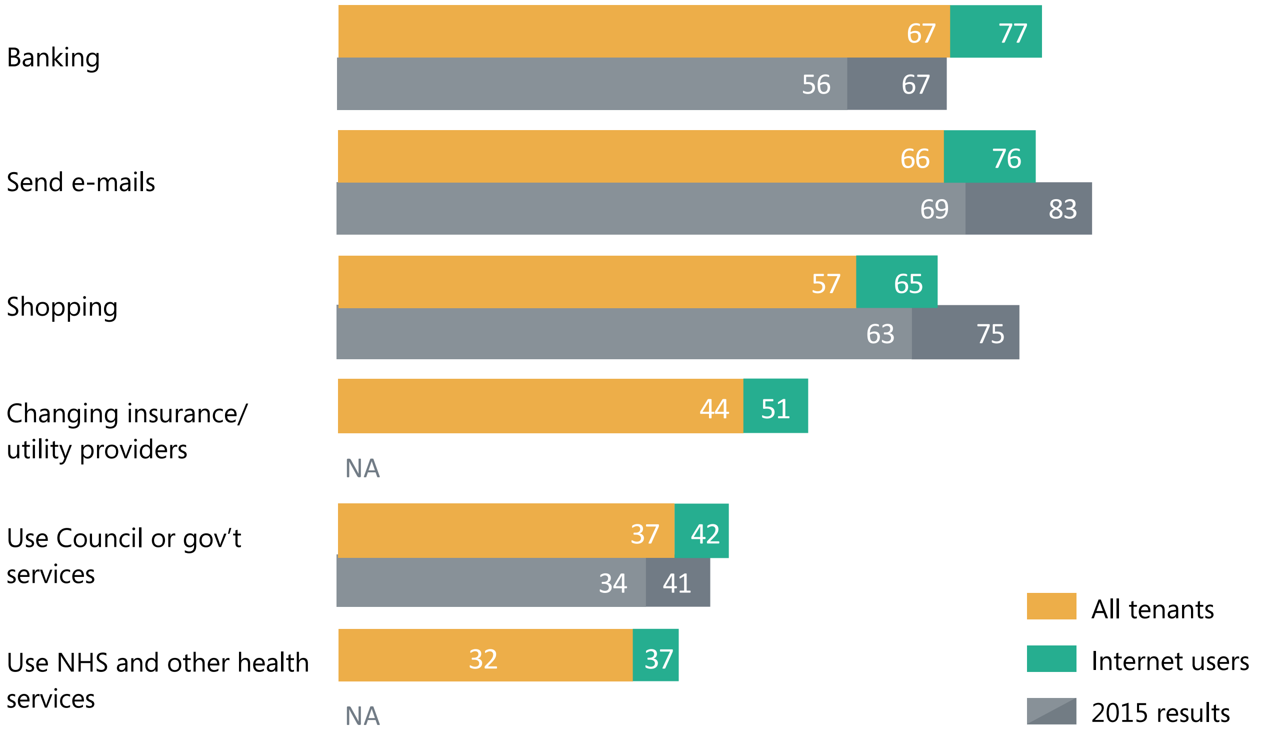
would follow SHAL on social media

54%

had used SHAL's website

10.5 Use the internet in any of the following ways

% Bases 288, 226 | More than one answer allowed.



11. Priorities for improvement

No. 1 priority was "Invest in improving the energy efficiency of our homes and reduce energy bills"

No. 2 priority was "Invest in maintaining and improving the standard of our homes"

No. 3 priority was "Do more to help people with disabilities get the support they need"

In addition to expressing their current levels of satisfaction, every respondent was also given the opportunity to rank fourteen possible improvements to SHAL's services in priority order in response to the question "which of the following do you think we should be prioritising and spending our money on?"

This question used the unique Priority Search methodology to ensure that the resulting priority list was a genuine reflection of what was most important to customers, relative to one another. Crucially, unlike other methods of prioritisation the results are reliable for all of the ranked items, rather than simply those at the very top and very bottom of the list. For more information on how the Priority Search results are derived, see the explanation box.

The overall findings from this analysis are displayed in chart 11.1, the list of improvements being presented in priority order with the length of bars indicating the relative strength of the priorities. The reader should note that the values are a weighted score (see explanation for more details).

The main theme from this section of the results is as expected, investing in improvements to the properties – increased maintenance and energy efficiency improvements were effectively tied at the top of the list, being followed in fourth place by support for people that wish to maintain and improve their home themselves.

In percentage terms, over 15% of respondents ranked energy efficiency in first place on their individual priority list, whilst almost half placed it in the top three (48%, table 11.2). Similarly, 16% put other home improvements at the top of the list and 45% in the top three.

These results were consistent with the findings from the satisfaction ratings, with the quality of the home being the best predictor of respondent satisfaction overall (section 3).

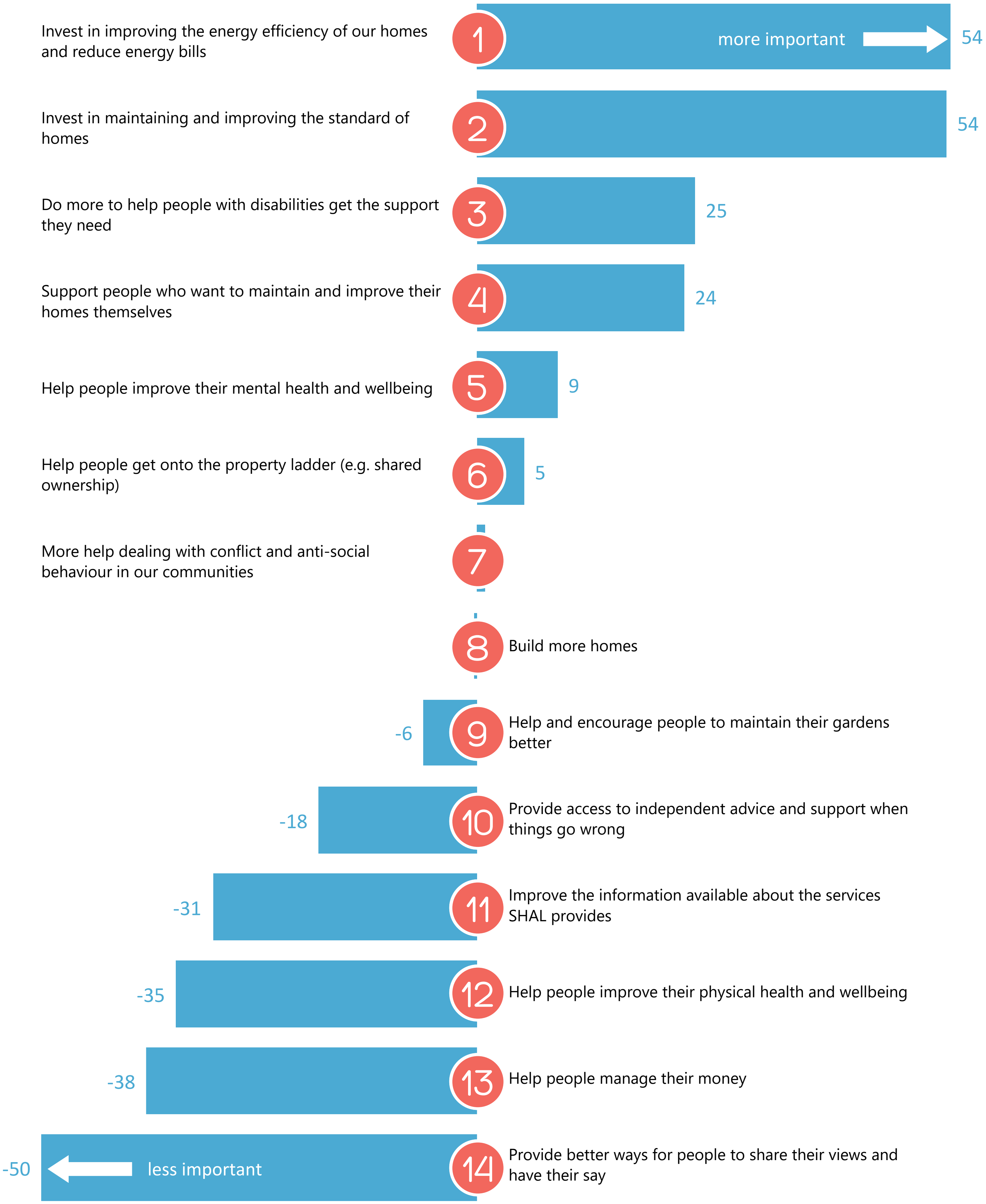
Aside from maintenance, support for people with disabilities was the strongest other priority, which was a particularly popular amongst those that were unemployed (chart 13.4). Indeed, wider support for tenants seemed to be the secondary message from this set of the results, as helping people with their mental health and wellbeing was the fifth highest priority being placed in the top three by 19% of the sample, again being especially popular amongst unemployed tenants. It was also interesting to note the disparity between support for mental and physical health, the latter only being ranked 12th out of 14. Support with money management was also a low priority, although this may simply be a function of SHAL's success in providing value for money and an effective system for handling rent payments and arrears (section 6).

It was interesting that helping people onto the property ladder was in the top half of the priority list as a number of tenants raised the issue of home ownership as a reason why they did not see their SHAL property as a home for life (section 4). This was actually the third strongest priority for the youngest tenants, whereas for the older tenants, additional house building took that spot (charts 13.9 and 13.10).

The lower third of the priority list included improvements to information and involvement, as well as the availability of independent advice and support managing money and improving physical health.

It is important to note here that the remaining options being lower on the ranking list does not mean that these ideas are unsupported per se, it merely demonstrates that they are less important relative to the others on the list. In isolation, it is probable that making improvements in all of these areas would meet the approval of customers. They were also rated more important than average by certain sub-groups within the sample (see section 13).

11.1 Which of the following improvements would be the **most important** for you?



Weighted figures calculated by subtracting % who placed an item in the bottom third of the list from the % who placed it in the top third.
Least significant difference at the 95% confidence level = **8.7** | Base 239

To enable respondents to give a comprehensive answer to this question, they were asked to prioritise the fourteen items in comparison with one another using the unique **Priority Search** methodology. As this is typically a difficult task for survey respondents to complete, the list was broken down into a series of pairs with respondents only being required to compare two items together at a time. The sample questionnaire in Appendix B demonstrates how this question was asked, whilst further information on the Priority Search algorithm is available in Appendix A.

The results are presented as a list ranked using a **weighted figure**, a technique which is often used for prioritisation questions in order to cope with their inherent variability. What this means is that a single respondent will give slightly different responses if they are asked to repeat a prioritisation task, but this variation is not typically enough to move a high ranking item out of the top third of the list, nor to promote a poorly ranked one out of the bottom third etc. Accordingly, the weighting figure takes the percentage who placed an item in the top third of their list, minus the percentage who placed it in the bottom third. The resulting weighted score is a much more stable measure that would show little variation if the same sample group were asked the question again.

When comparing weighted scores, the reader should be aware that for every item on the list, the difference between it and any other items in the priority order should equal or exceed the 95% confidence interval for this difference to be considered statistically significant (in the case of any analyses based upon the full sample, this would be a difference in the weighted figure of 8.7).

In addition to the weighted score, the raw results used to calculate it are displayed in table 11.2, colour coded

11.2 "Which of the following improvements would be the **most important** for you?

% priority rankings

	Provide better ways for people to share their views and have their say	Provide access to independent advice and support when things go wrong	Do more to help people with disabilities get the support they need	Help people improve their mental health and wellbeing	Help people improve their physical health and wellbeing	More help dealing with conflict and anti-social behaviour in our communities	Improve the information available about the services SHAL provides	Help people get onto the property ladder (e.g. shared ownership)	Support people who want to maintain and improve their homes themselves	Invest in maintaining and improving the standard of our homes	Help and encourage people to maintain their gardens better	Build more homes	Help people manage their money	Invest in improving the energy efficiency of our homes and reduce energy bills
Priority 1	0.4	2.1	7.1	6.7	2.1	3.8	2.1	9.2	11.7	16.3	4.6	10.5	1.7	15.5
Priority 1.5	0.0	0.4	2.1	0.4	0.0	0.4	0.4	0.4	0.8	1.7	0.4	1.3	0.0	1.7
Priority 2	2.1	2.9	7.1	5.4	1.7	4.6	2.1	5.0	10.9	13.4	5.0	6.7	2.5	15.5
Priority 2.5	0.4	0.4	0.8	1.7	1.3	1.3	1.7	1.7	0.8	1.7	0.4	0.4	0.8	3.3
Priority 3	1.3	2.9	8.8	5.0	2.9	5.9	2.5	10.5	5.9	12.1	5.0	4.6	4.6	11.7
Priority 3.5	0.4	1.3	0.8	2.9	1.3	0.8	0.8	0.4	1.3	1.3	0.0	0.8	1.3	0.8
Priority 4	2.5	5.4	8.4	8.4	3.8	9.2	2.5	5.9	7.1	10.0	5.0	5.9	2.5	10.5
Priority 4.5	1.3	2.1	1.3	0.8	0.0	1.7	0.8	0.8	1.7	0.8	2.1	1.7	1.7	1.7
Priority 5	0.8	5.4	8.8	4.6	3.8	7.5	3.3	5.0	8.4	8.4	6.7	5.4	4.2	7.5
Priority 5.5	1.3	0.8	1.7	1.3	0.8	2.5	2.9	0.8	1.3	2.9	2.5	1.7	1.7	2.1
Priority 6	3.8	6.7	7.1	9.6	5.0	6.7	5.0	6.7	5.4	5.0	7.1	4.6	2.1	3.3
Priority 6.5	0.8	1.7	2.9	1.3	1.3	1.3	0.0	0.4	0.4	2.1	2.1	0.8	1.3	0.4
Priority 7	6.7	7.5	6.7	5.4	4.6	5.9	6.7	4.6	3.8	4.6	6.7	6.7	3.8	4.2
Priority 7.5	2.1	2.9	2.1	2.1	0.8	0.8	1.7	2.5	1.7	1.3	2.9	1.7	1.7	1.7
Priority 8	5.0	5.4	5.4	5.9	8.4	7.5	8.4	5.9	5.0	2.1	6.3	4.2	3.8	1.3
Priority 8.5	2.5	1.7	2.9	1.3	1.7	0.8	3.3	1.3	2.5	0.8	0.8	1.7	2.1	1.7
Priority 9	7.5	7.9	4.6	10.0	6.7	4.6	8.4	4.6	6.3	3.3	5.9	2.1	6.3	3.3
Priority 9.5	1.7	0.8	1.3	0.4	2.5	0.4	0.4	0.8	0.4	0.4	0.8	1.7	0.8	0.0
Priority 10	9.6	9.6	3.8	7.5	9.2	6.7	9.6	4.2	5.0	2.5	2.9	3.8	6.7	3.3
Priority 10.5	1.3	2.1	0.8	0.8	1.7	1.3	1.3	1.3	1.3	1.3	1.3	3.3	3.3	0.8
Priority 11	11.7	8.4	5.0	5.9	5.0	3.8	11.7	3.3	3.3	2.9	5.9	5.4	7.1	2.9
Priority 11.5	3.8	2.5	0.8	1.3	2.1	1.3	2.5	1.3	0.8	0.4	1.7	0.8	2.1	0.4
Priority 12	10.0	7.9	3.3	5.0	10.5	6.7	6.3	6.7	5.0	1.7	7.1	5.0	6.7	0.8
Priority 12.5	0.4	0.8	0.0	0.4	0.8	1.3	1.3	0.4	0.8	0.0	0.8	0.4	1.7	0.8
Priority 13	10.0	5.9	5.0	2.5	7.9	6.3	8.4	4.2	3.8	2.5	8.8	7.1	13.4	2.5
Priority 13.5	0.4	0.8	0.0	0.4	2.5	0.8	0.0	1.3	0.4	0.4	0.8	0.4	0.8	0.0
Priority 14	12.1	3.3	1.3	2.9	11.7	6.3	5.9	10.9	4.2	0.0	6.3	11.3	15.5	2.1

Bottom third | Middle third | Top third

Base: 239

The percentage results used to calculate the weighted scores on the previous chart are displayed in the table above, showing the proportion of respondents who gave each ranking for a given item. Priority 1 is the highest ranking, priority 14 is the lowest. Decimals indicate tied rankings. The colour coding indicates the tertiles used to determine the weighted score, i.e. the percentage appearing in the top third minus the percentage appearing in the bottom third.

12. Priorities by key groups

The priorities will obviously vary considerably by group, with some improvements that are a low priority overall still being much more important for certain groups. Accordingly, the charts in this section also detail how these rankings change for specific groups of residents.

These categories were selected for inclusion here as they were the main sizeable groups where there were notable differences in the broad pattern of their priorities. There were of course many other differences on a detailed item by item level, which are covered in the subsequent section of the report.

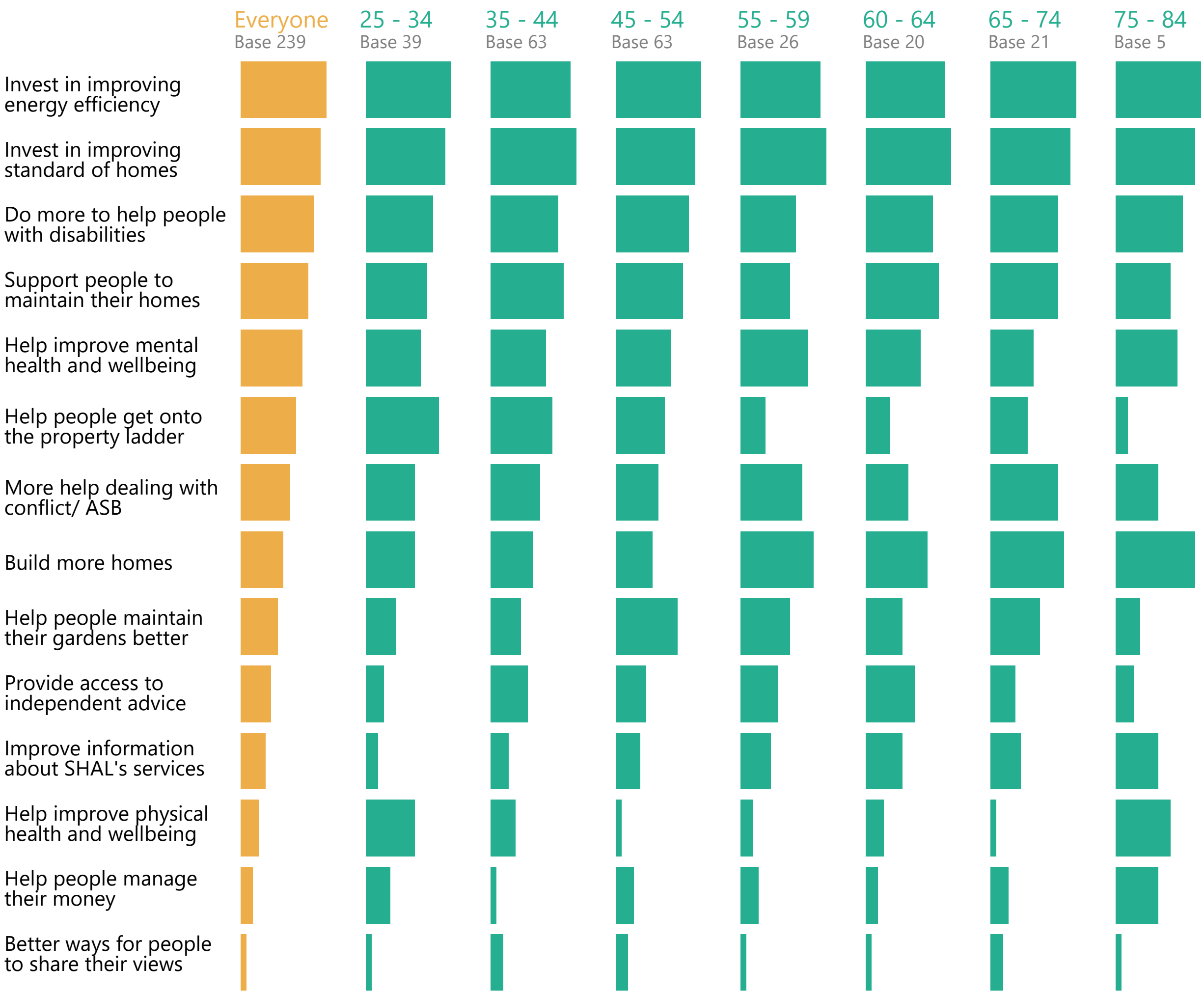
The other results in the survey have seen a clear distinction between different age groups. Their varying results are displayed in charts 12.1 and 12.2 to demonstrate how the order of their priorities differ, with the same data also plotted in chart 12.3 in order to demonstrate the greatest disparities between the oldest and youngest tenants

The most notable of these details was the focus amongst younger tenants on providing help onto the property ladder, whereas for the older group building more homes to rent was more important. It was also interesting that help with physical health and wellbeing was the 7th highest priority for the under 35s.

By area, tenants in local authority areas of Sedgemoor and Taunton Deane were compared to one another on chart 12.4, with very similar results other than the fact that helping people maintain their gardens better was a higher priority for the latter group.

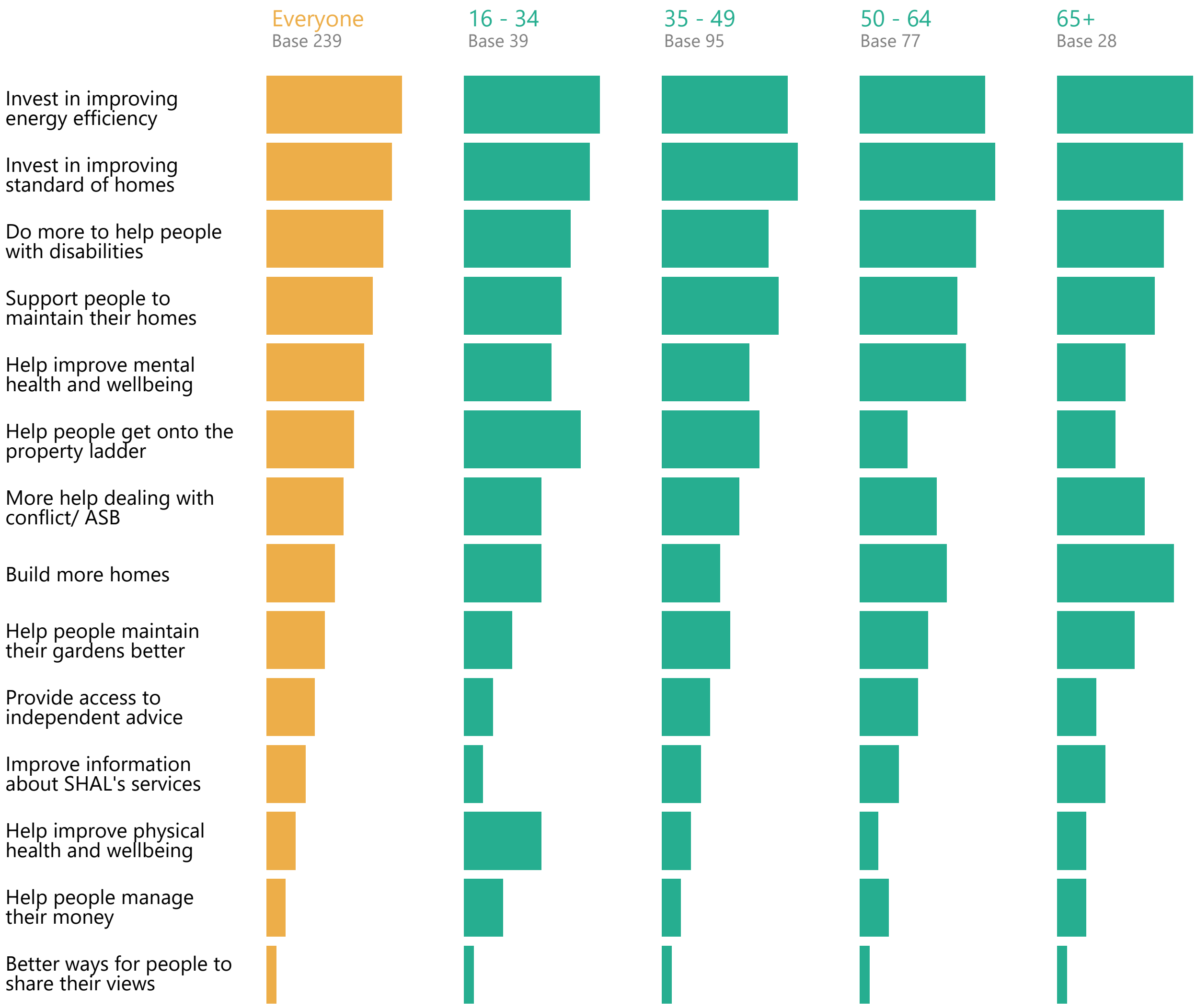
By LSOA area some of the most interesting findings were the fact that home building was the single highest priority in Bridgwater Westover, whilst help to get on the property ladder was the second highest priority in Knoll.

12.1 Priorities by **age group**

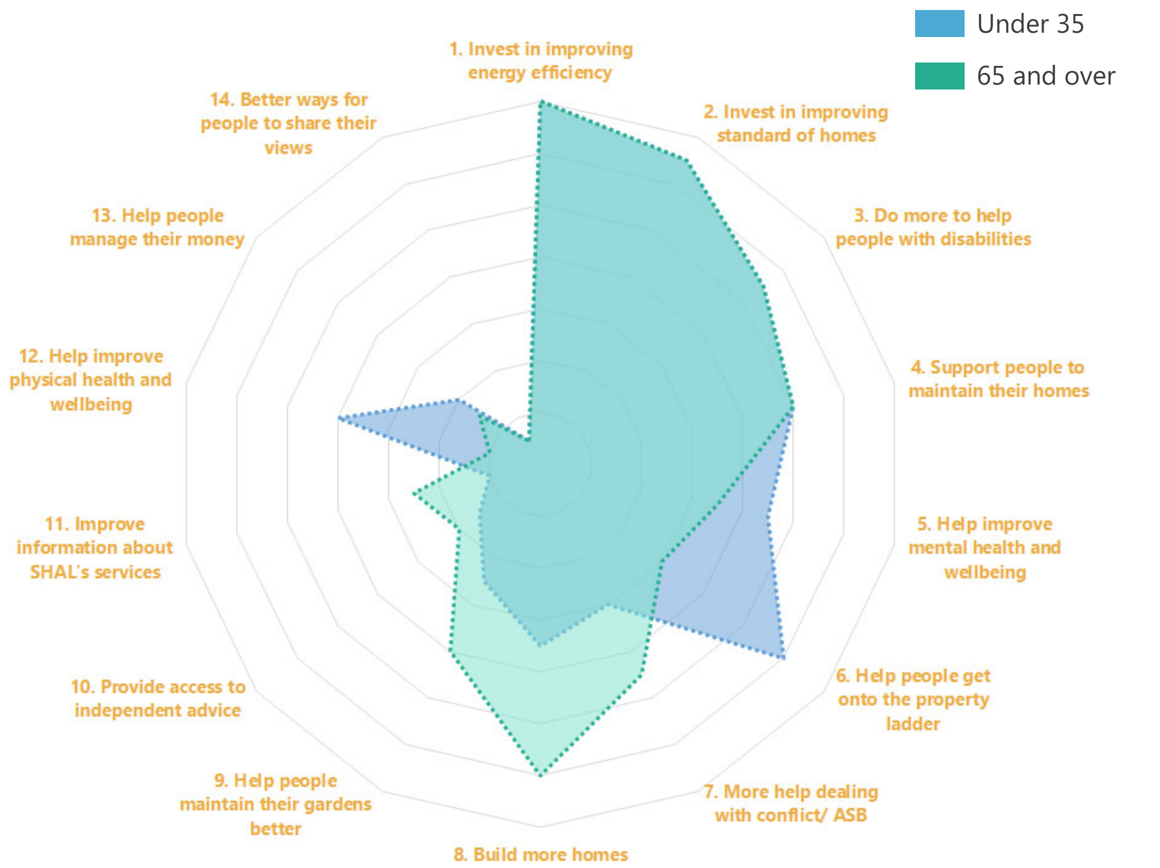


This set of charts shows the differential rankings given by various sub groups in the sample, in relation to the overall order to the priorities. Please note that bar length only denotes the rank of the item, and does not take account of the weighted score

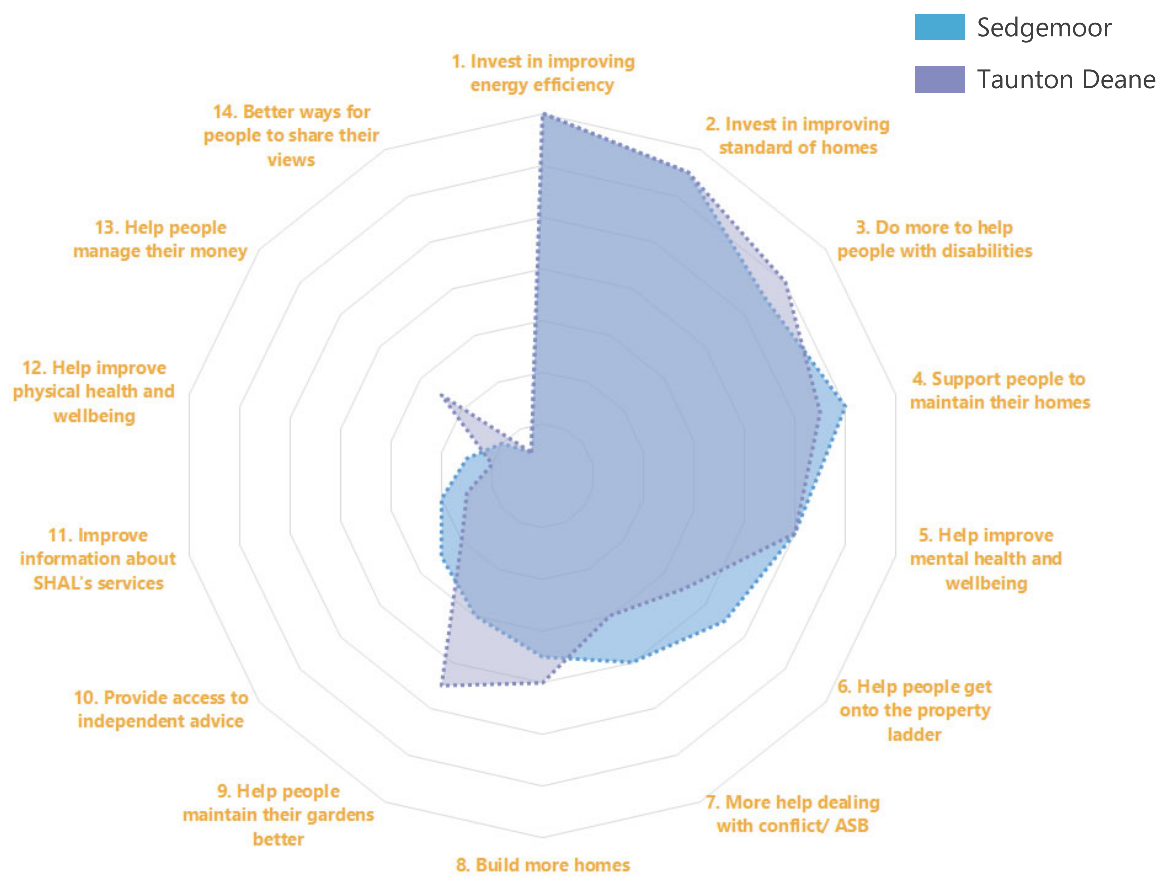
12.2 Priorities by **age group [simple]**



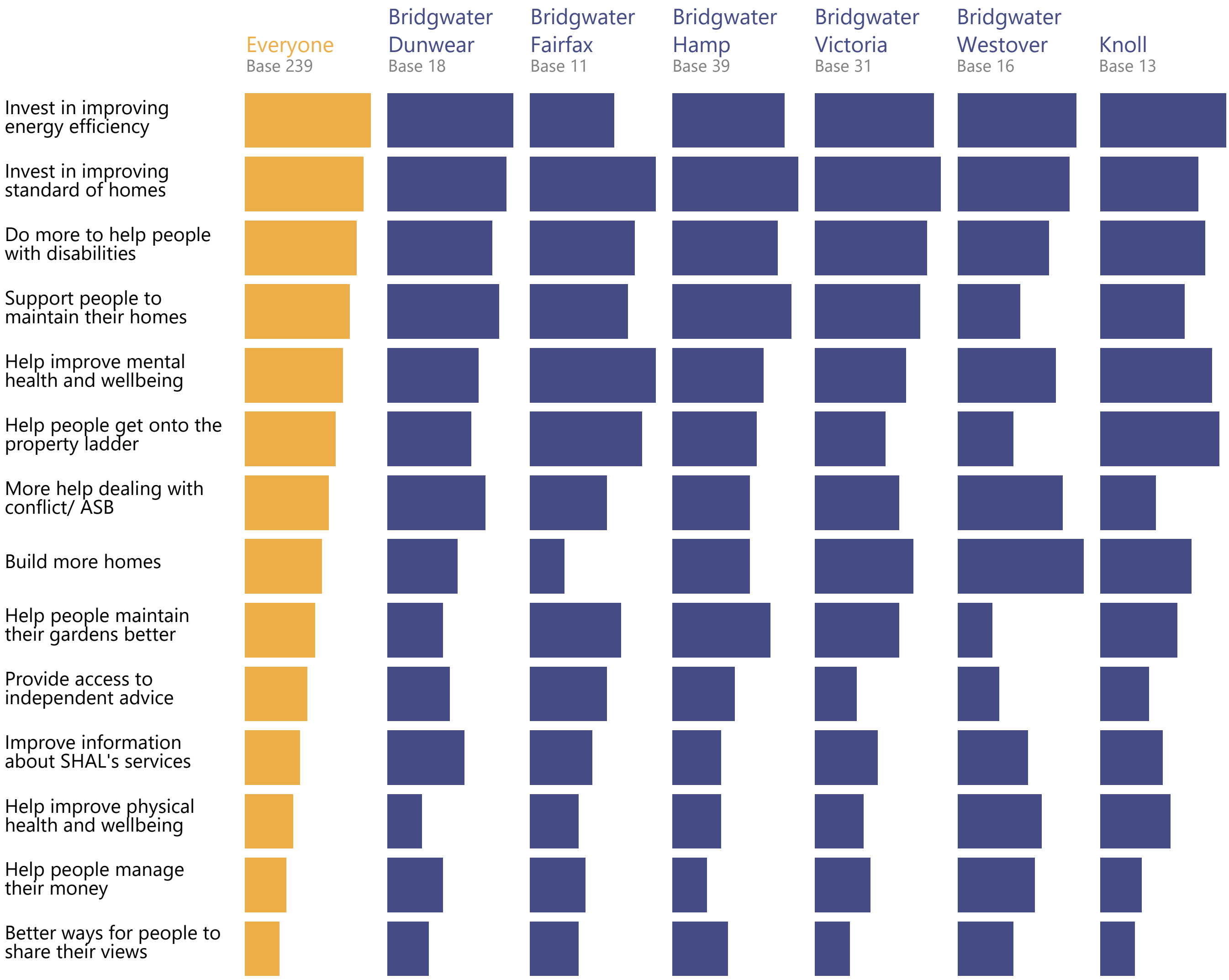
12.3 Priorities of **youngest versus oldest residents**



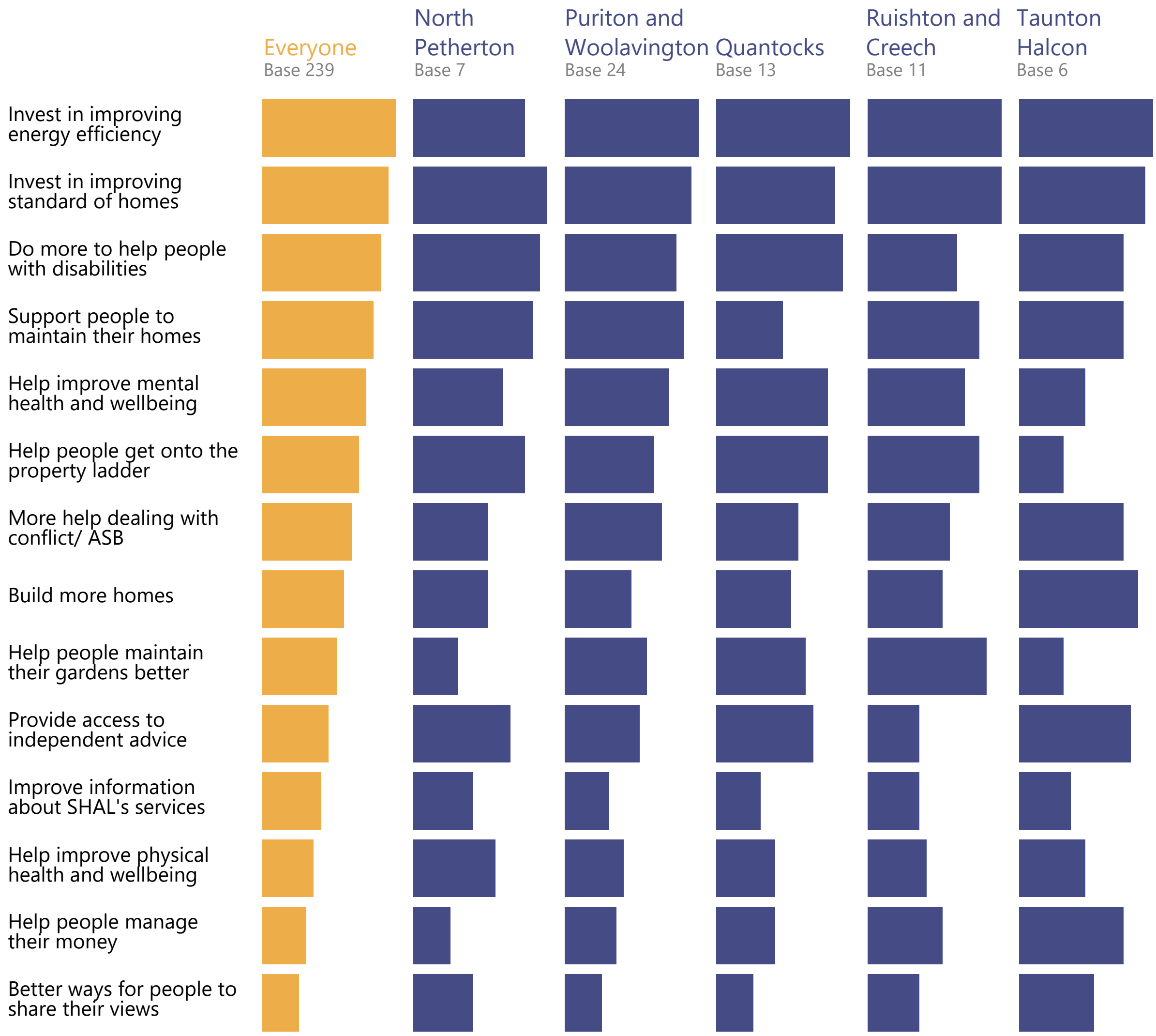
12.4 Priorities of **Local Authority area**



12.5 Priorities by **LSOA**



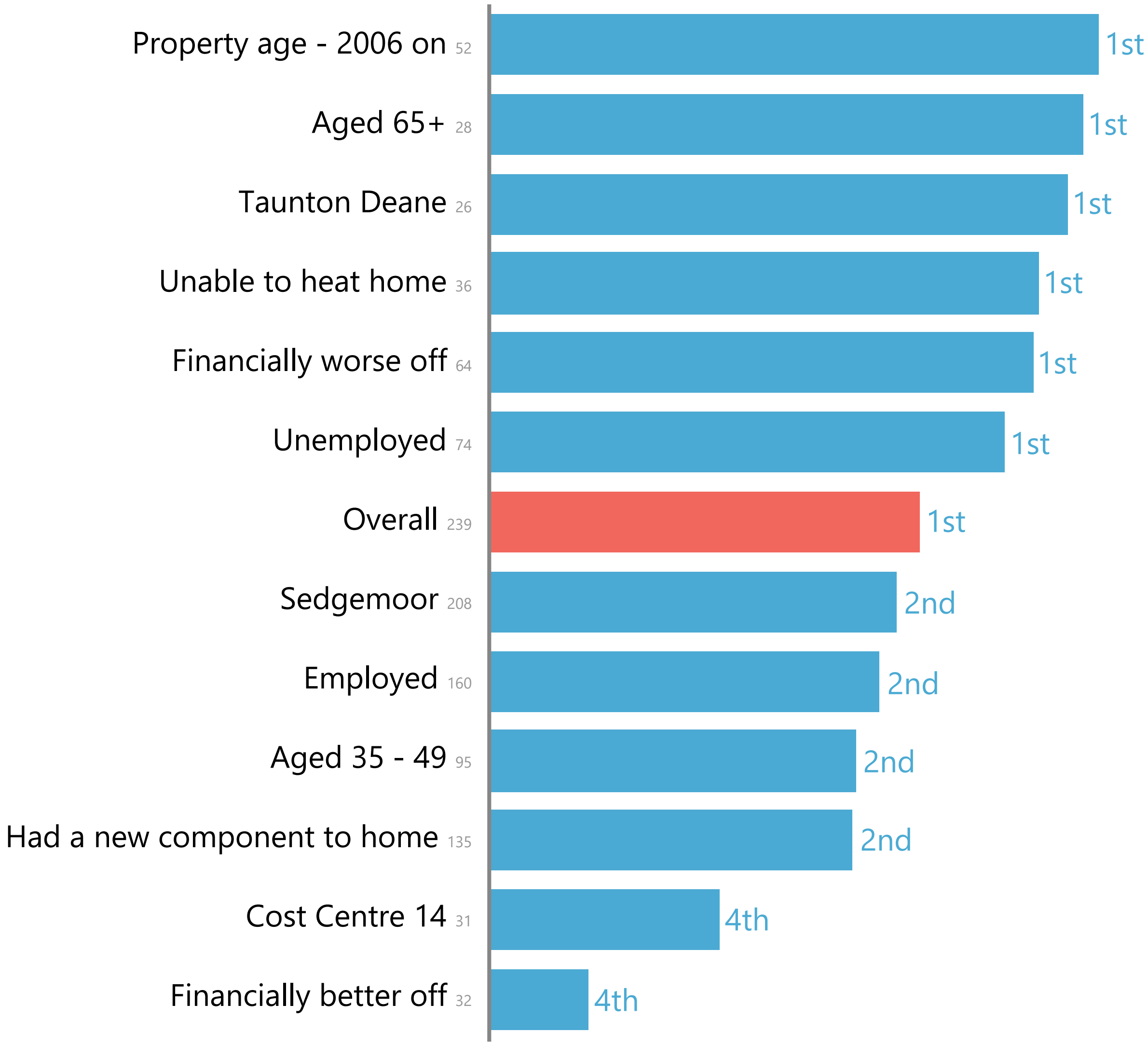
12.6 Priorities by **LSOA (continued)**



13. Priorities by topic

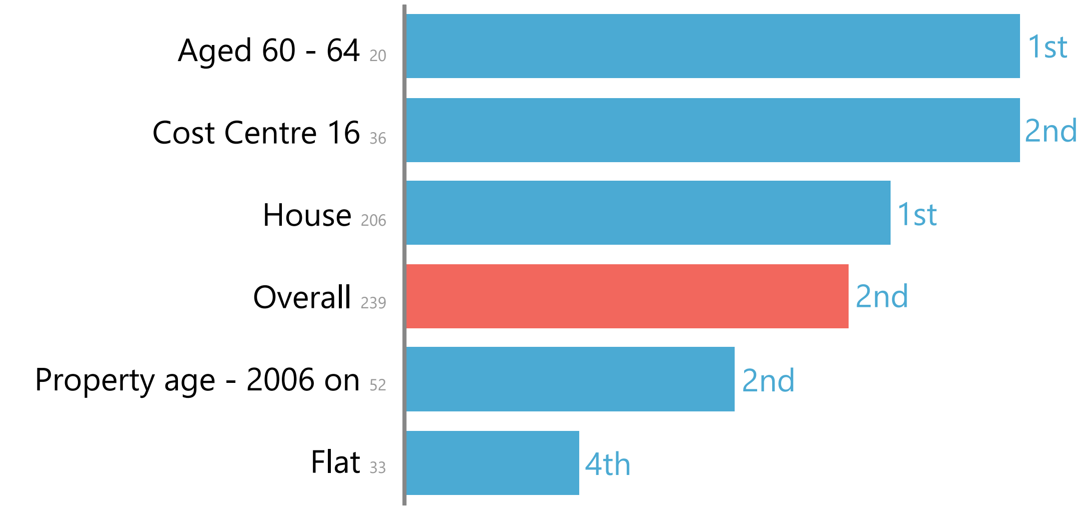
Repairs and maintenance

13.1 Significant differences for **"Invest in improving the energy efficiency of our homes and reduce energy bills"**

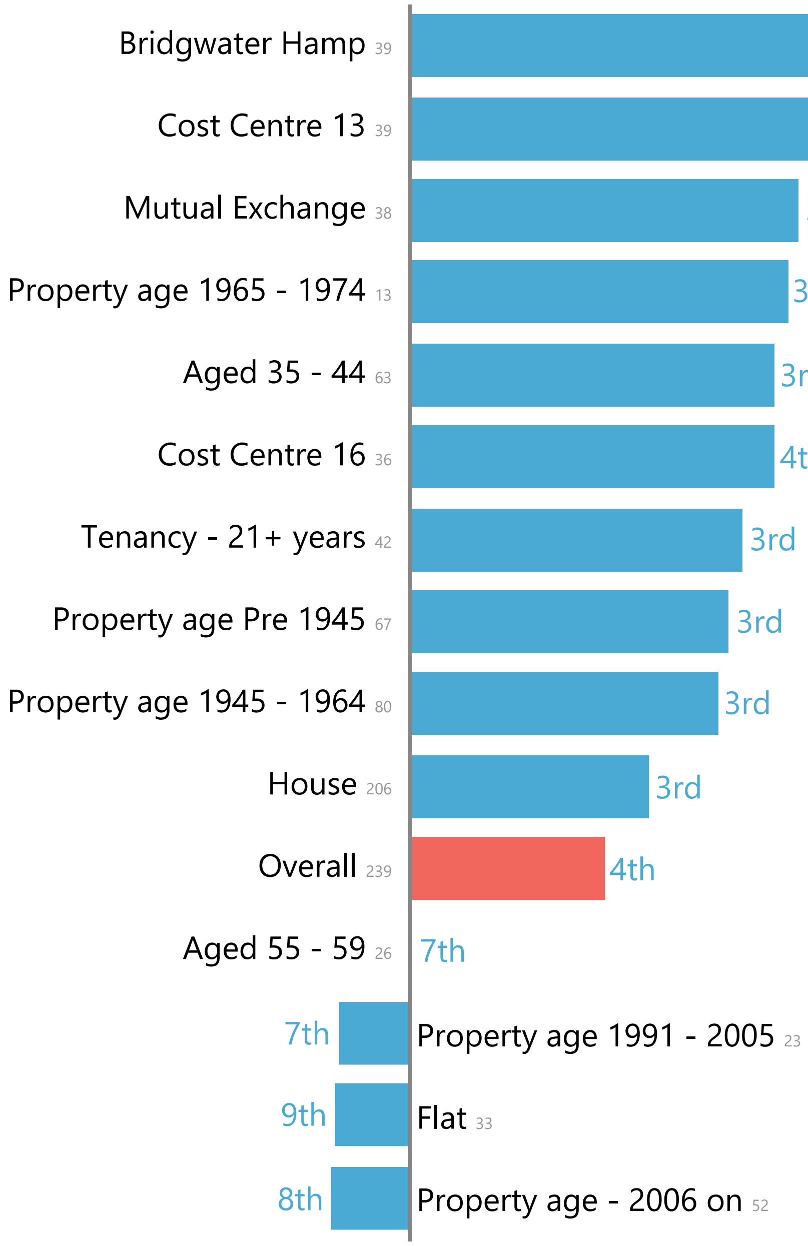


Charts in the following section show those groups whose weighted score was **significantly** different from average. The figures in grey show the sample size of each group. The length of the bars indicates the relative strength of each, whilst the label shows where this item was ranked in that group's overall priority list

13.2 Significant differences for **“Invest in maintaining and improving the standard of homes”**

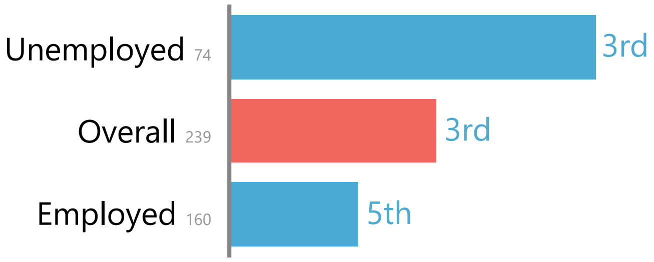


13.3 Significant differences for **“Support people who want to maintain and improve their homes themselves”**

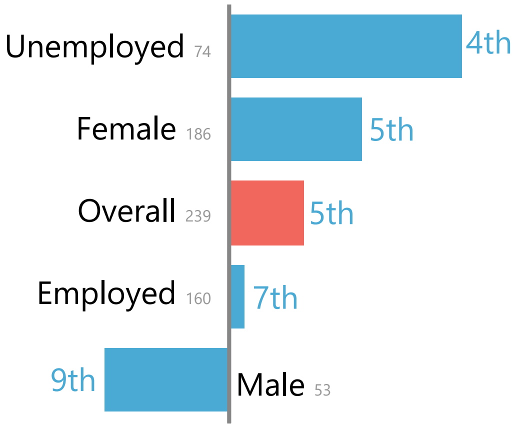


Support

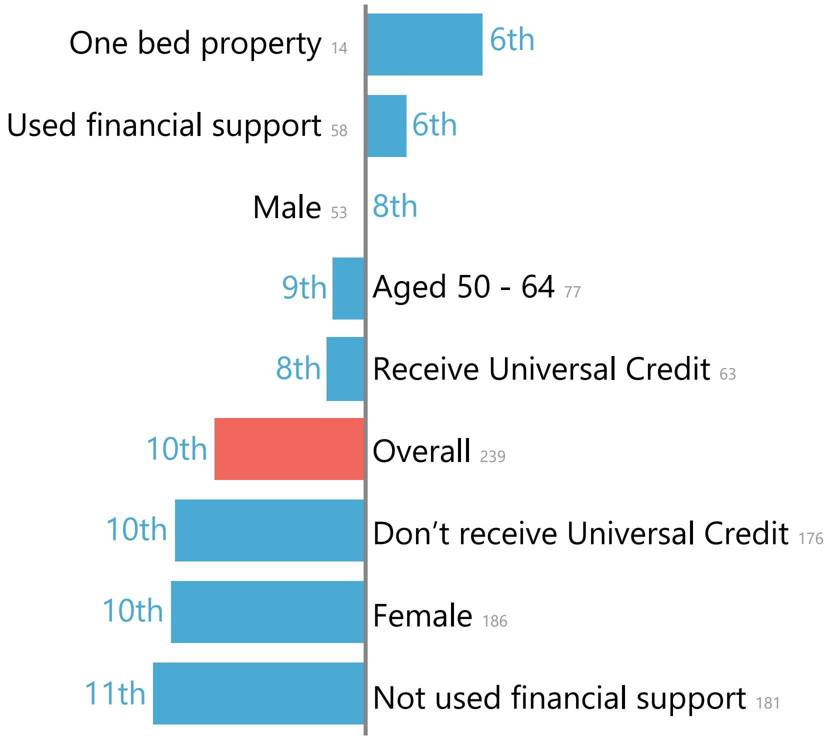
13.4 Significant differences for **"Do more to help people with disabilities get the support they need"**



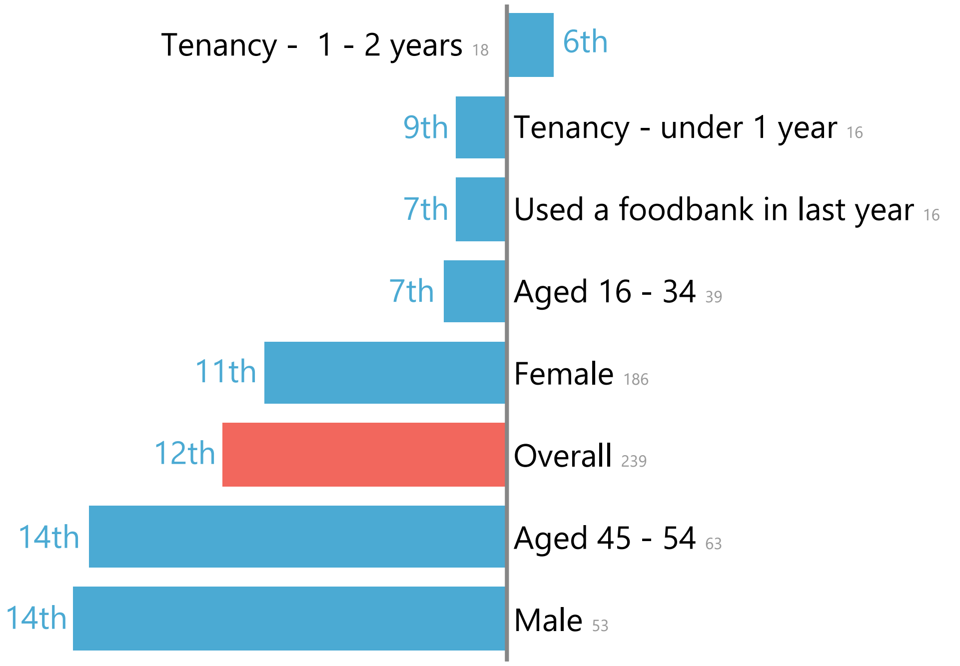
13.5 Significant differences for **"Help people improve their mental health and wellbeing"**



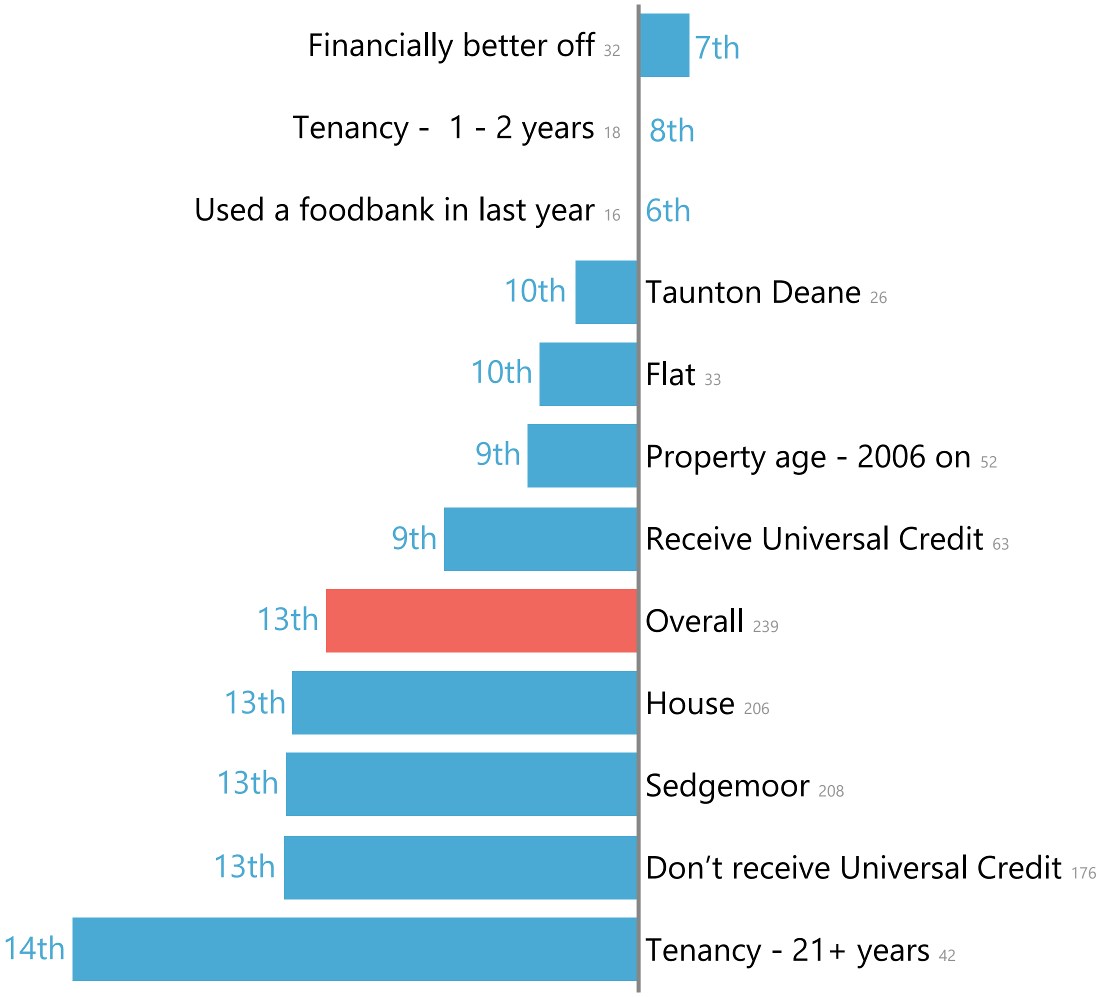
13.6 Significant differences for **"Provide access to independent advice and support when things go wrong"**



13.7 Significant differences for **"Help people improve their physical health and wellbeing"**

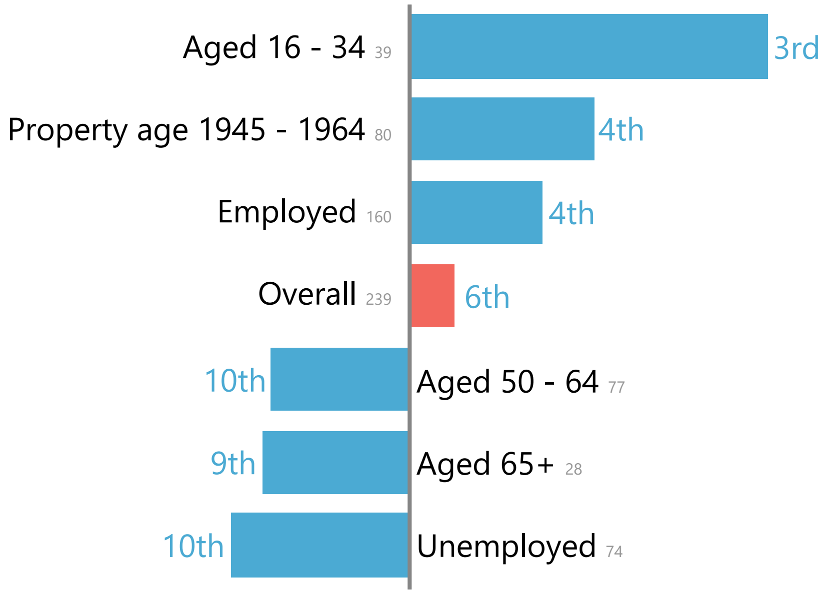


13.8 Significant differences for **"Help people manage their money"**

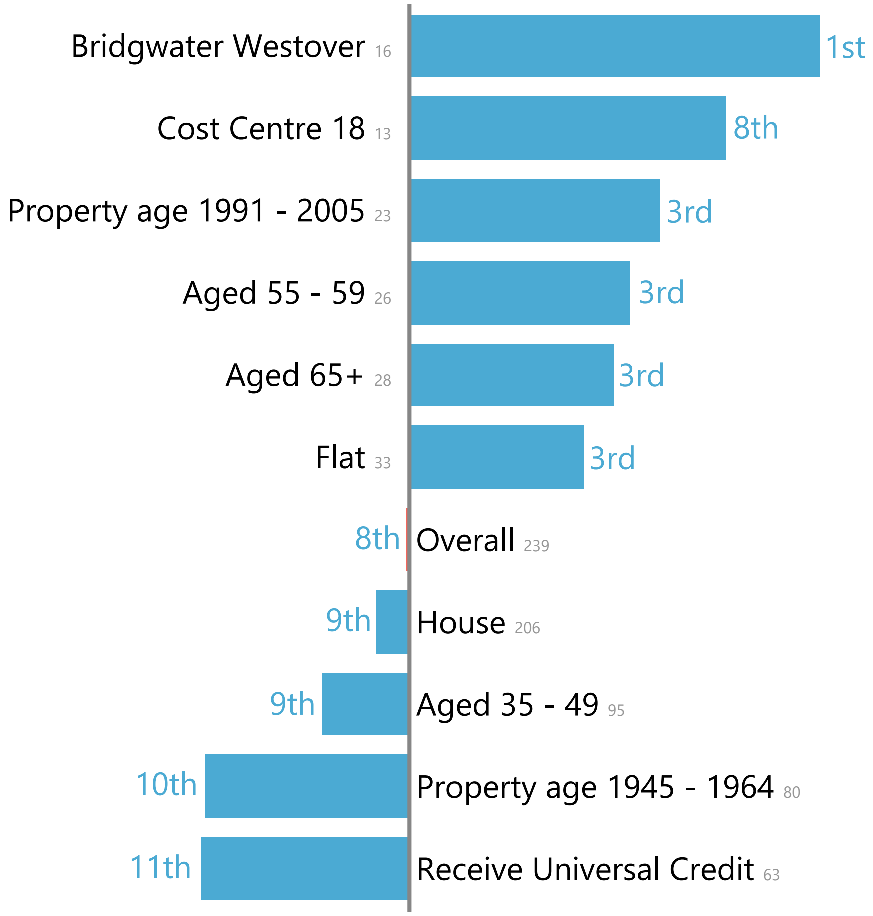


Home options

13.9 Significant differences for **"Help people get onto the property ladder (e.g. shared ownership)"**

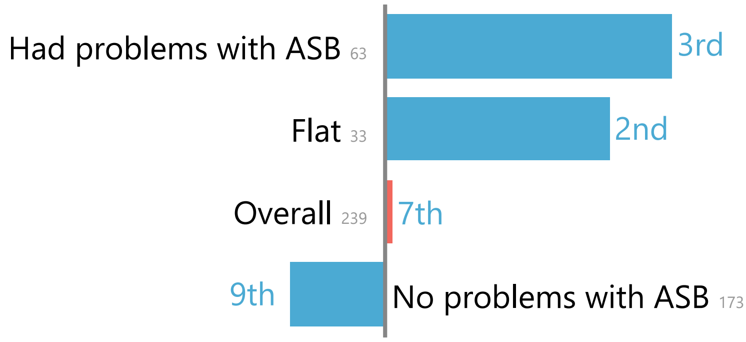


13.10 Significant differences for **"Build more homes"**

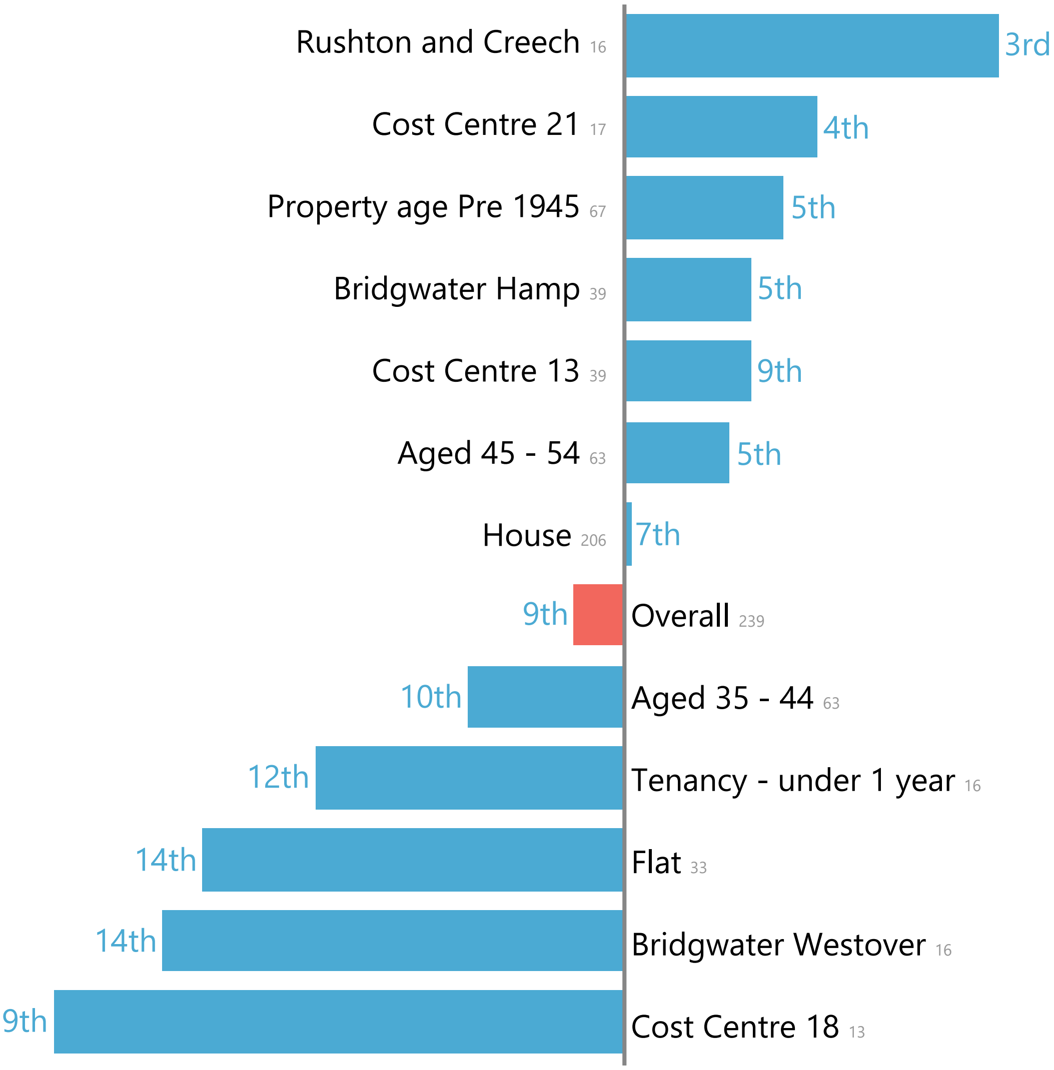


Neighbourhoods

13.11 Significant differences for **"More help dealing with conflict and anti-social behaviour in our communities"**

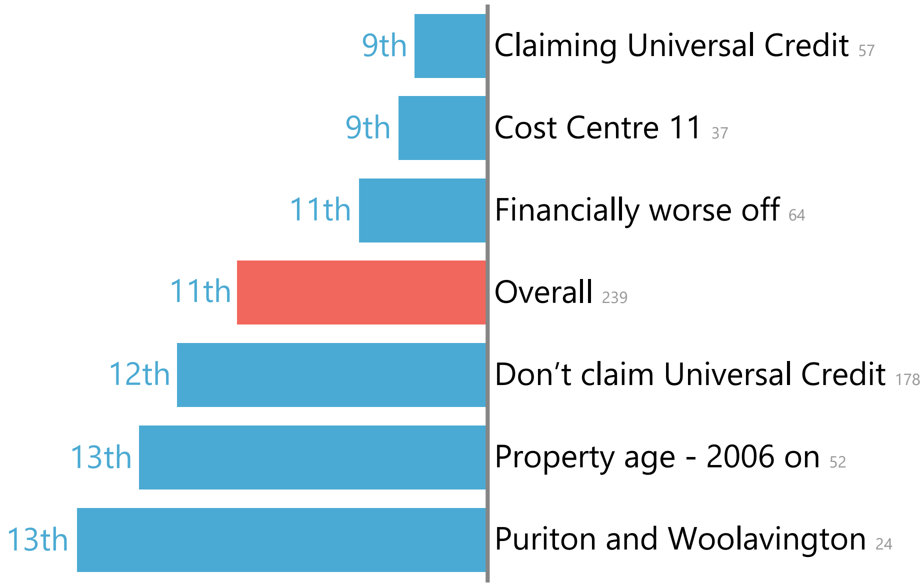


13.12 Significant differences for **"Help and encourage people to maintain their gardens better"**

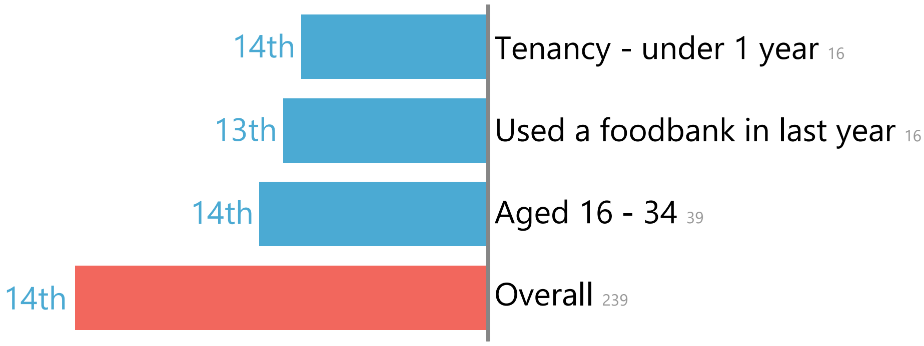


Information and involvement

13.13 Significant differences for **"Improve the information available about the services SHAL provides"**



13.14 Significant differences for **"Provide better ways for people to share their views and have their say"**



14. Respondent profile

In addition to documenting the demographic profile of the sample, tables 14.14 to 14.15 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.

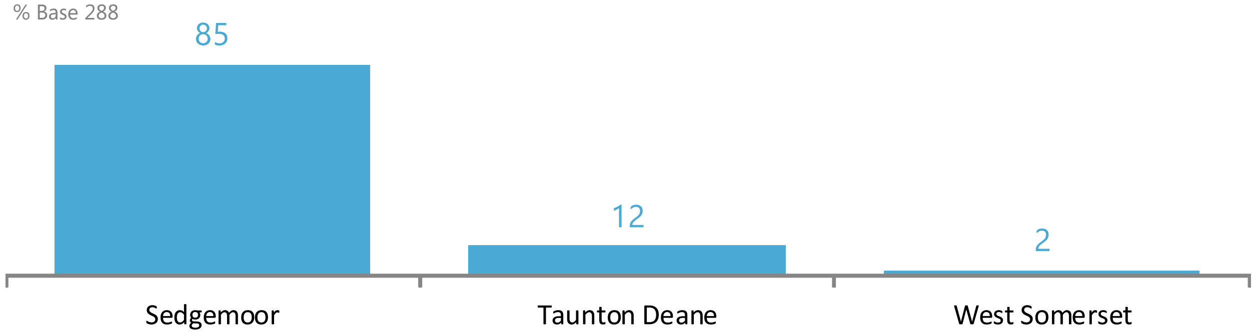
14.1 LSOA

% Base 288

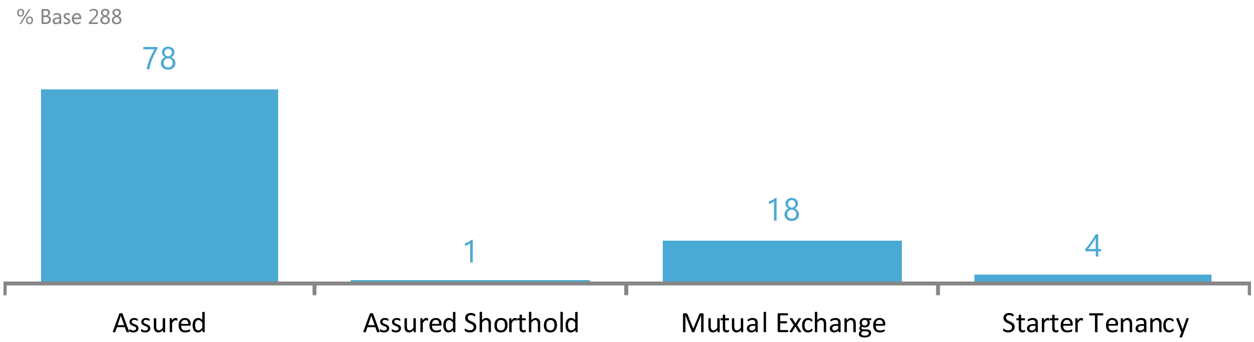
	Total	% 2019
Axevale	3	1.0
Berrow	0	0.0
Bishop's Lydeard	6	2.1
Blackdown	1	0.3
Bridgwater Dunwear	21	7.3
Bridgwater Eastover	2	0.7
Bridgwater Fairfax	14	4.9
Bridgwater Hamp	46	16.0
Bridgwater Victoria	35	12.2
Bridgwater Westover	21	7.3
Bridgwater Wyndham	7	2.4
Burnham Central	4	1.4
Cannington and Wembdon	2	0.7
Cheddar and Shipham	2	0.7
East Polden	1	0.3
Highbridge and Burnham Marine	8	2.8
King's Isle	8	2.8
Knoll	14	4.9
Minehead Central	0	0.0
North Petherton	10	3.5
Norton Fitzwarren	0	0.0
Not known	7	2.4
Puriton and Woolavington	28	9.7
Quantocks	16	5.6
Ruishton and Creech	12	4.2
Staplegrove	0	0.0
Taunton Blackbrook and Holway	1	0.3
Taunton Halcon	11	3.8
Taunton Lyngford	1	0.3
Taunton Pyrland and Rowbarton	1	0.3
Trull	2	0.7
Wedmore and Mark	2	0.7
West Polden	2	0.7

14.2 Local Authority area

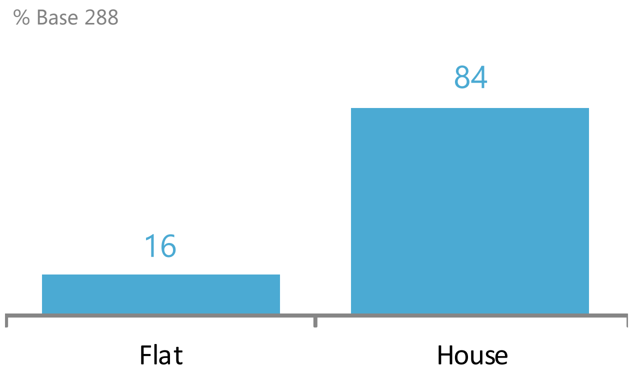
% Base 288



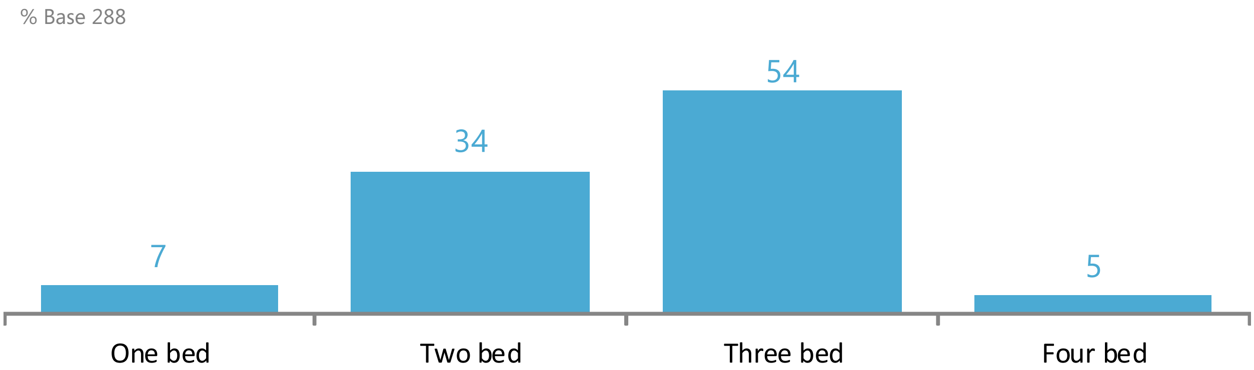
14.3 Tenancy type



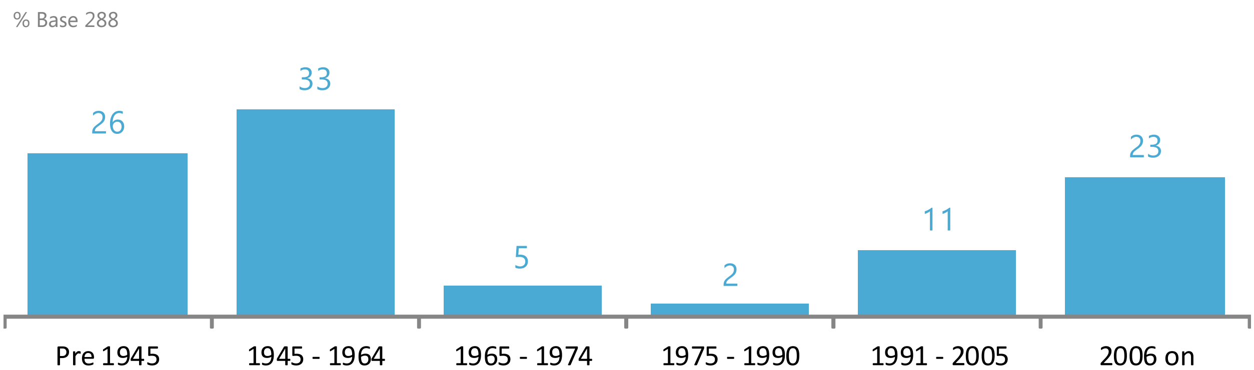
14.4 Property type



14.5 Property size

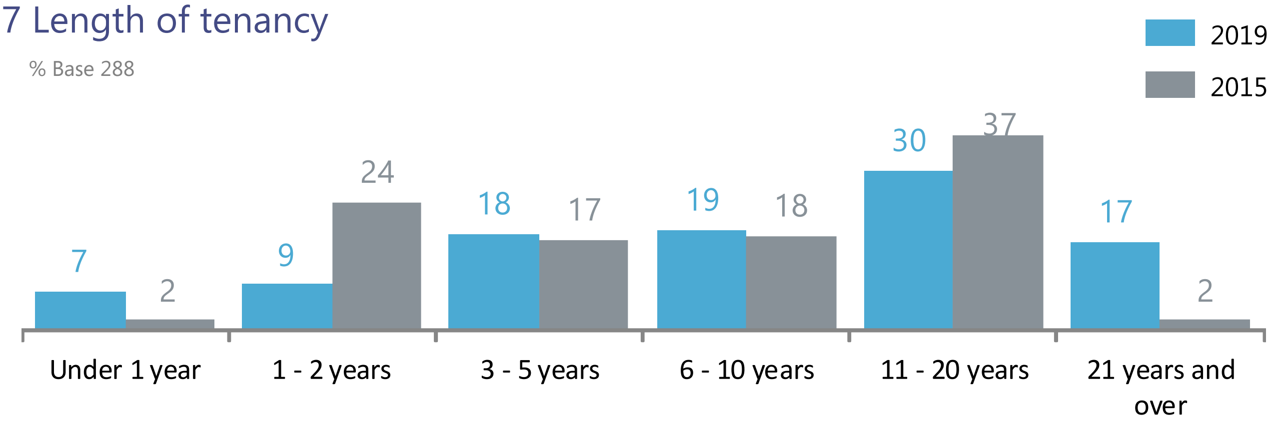


14.6 Property age



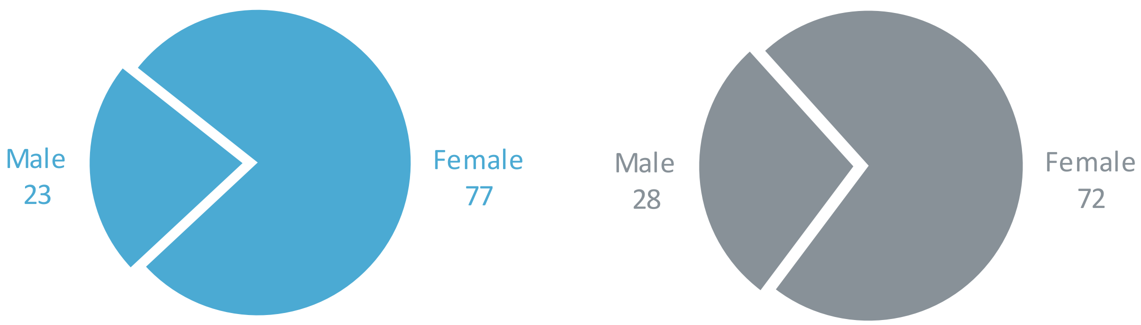
14.7 Length of tenancy

% Base 288



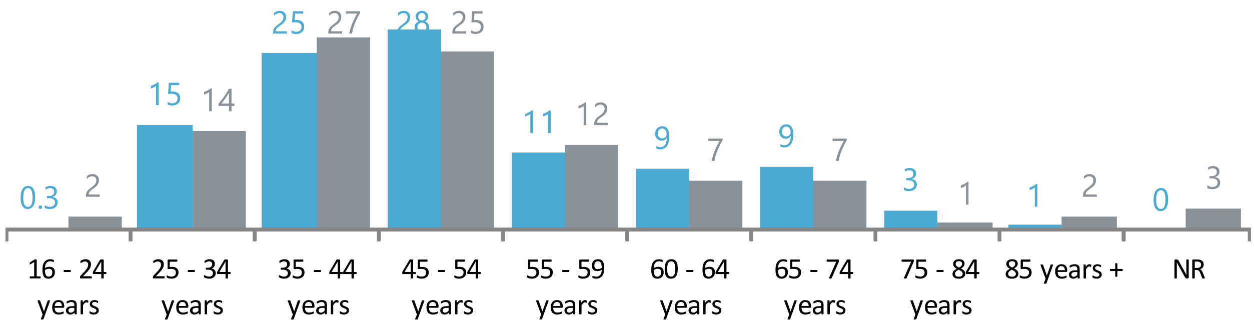
14.8 Gender (main tenant)

% Base 288



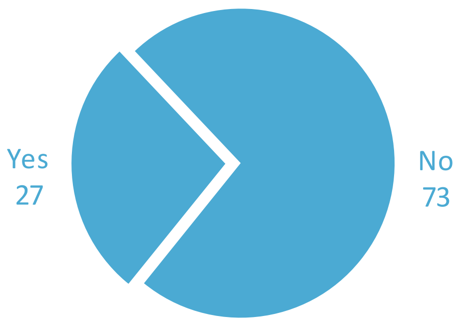
14.9 Age (main tenant)

% Base 288



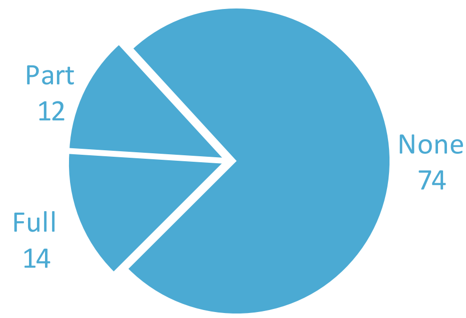
14.10 Receive Universal Credit

% Base 288



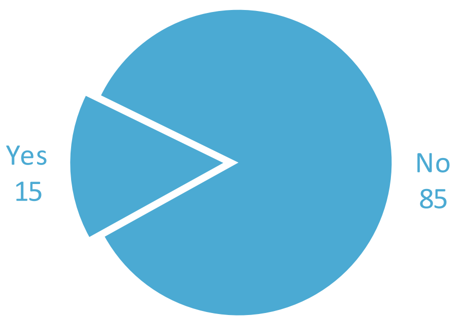
14.11 Receive Housing Benefit

% Base 288



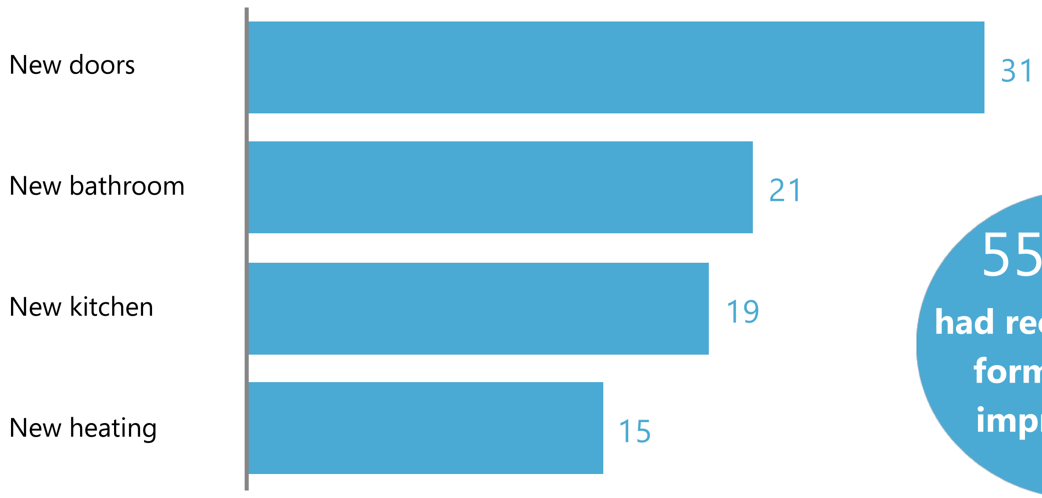
14.12 Pay a service charge

% Base 288



14.13 Home improvements

% Base 288 | % saying 'yes'



55% of tenants **had received some form of home improvement**

14.14 Core questions by age

% positive

	Overall	16-34	35-49	50-64	65+
Base:	**288**	**44**	**111**	**97**	**36**
Service overall	85	81	82	87	92
Quality of home	84	73	84	86	94
Rent value for money	92	100	88	93	94
Service charge value for money	78	80	88	83	67
Keeping tenants informed	81	81	82	77	89
Listens to views and acts upon them	82	89	78	81	89
Enquiries generally	86	82	85	85	94
Repairs & maintenance service	79	77	77	80	86
Neighbourhood as a place to live	87	86	86	85	97

14.15 Core questions by gender

% positive

	Overall	Male	Female
Base:	**288**	**65**	**223**
Service overall	85	89	83
Quality of home	84	91	82
Rent value for money	92	89	93
Service charge value for money	78	85	75
Keeping tenants informed	81	77	82
Listens to views and acts upon them	82	79	83
Enquiries generally	86	83	87
Repairs & maintenance service	79	73	81
Neighbourhood as a place to live	87	91	86

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

Appendix A. Methodology & data analysis

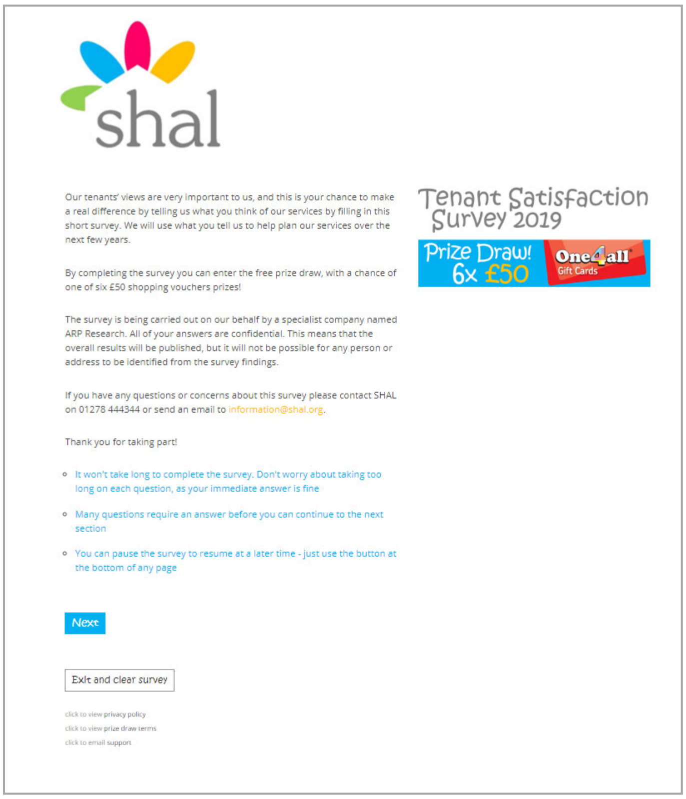
Questionnaire

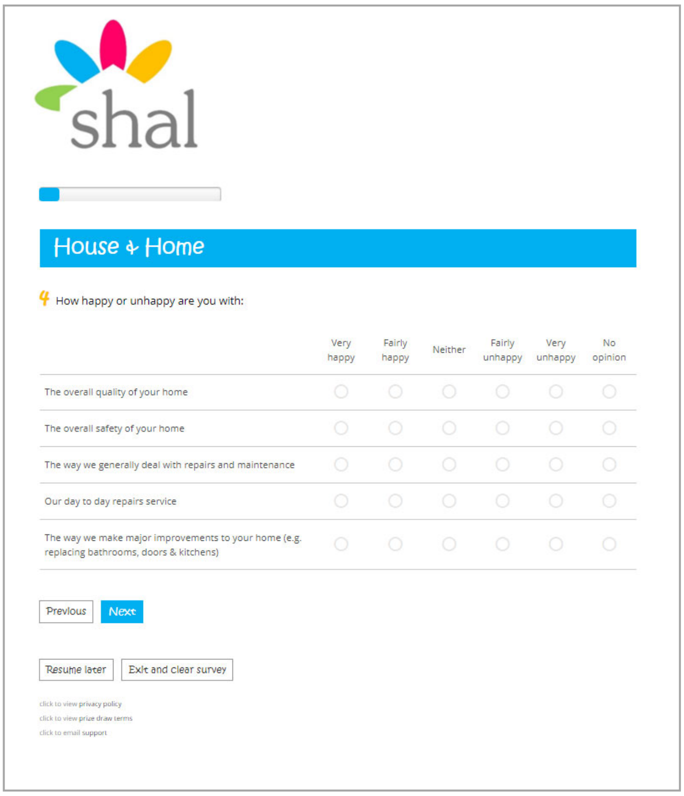
The questionnaire was based on the 2015 SHAL survey, which itself used the HouseMark STAR survey methodology, with the most appropriate questions for SHAL being selected by them from the STAR questionnaire templates.

The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. The questionnaires were printed as A4 booklets with colour covers.

Fieldwork

The survey was carried out between June and August 2019. Paper self completion questionnaires were distributed to every household, email invitations and reminders were sent to every valid email address on SHAL's records (456), and text invitations and reminders to all mobiles (571). The survey was incentivised with a free prize draw.





Response rate

In total 288 tenants took part in the survey, which represented a response rate of 40%. This was considerably better than the 33% response rate achieved in 2015, and with an error margin of +/- 4.5% if achieved the applicable STAR target sample size. Over a third of the responses (36%) were collected online.

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. Due to rounding some graphs may not add up to 100%. Some historic results may not match those previously published due to changes in the methodology compared to the previous approach. In any instance where this is occurs, the previous results have been recalculated to match the current method. This recalculation typically involves the removal of 'no opinion' or 'can't remember' 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 95% level, which is the common standard used for error margins. This is a statistical assumption that 95 times out of 100, the true score will fall within the margin. Error margins are determined both by the sample size, and the distribution of the 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 2015 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

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 core satisfaction rating statements are benchmarked against from ARP Research housing association clients with under 4,000 units that had carried out general needs surveys in the last 3 years using the STAR questionnaire. This group includes 15 organisations.

The Priority Search algorithm in detail

The use of paired comparison as an aid to prioritisation is relatively well known. However, dichotomous choice is usually used, which requires the comparison of all possible pairs.

The Priority Search process allows respondents to compare each pair not dichotomously but using a Likert scale. This tool is commonly used to measure subjective phenomena, for example pain or mood. The addition of this scale gives more information per pair, and as a result the number of pairings needed is reduced considerably:

A uniquely ranked list of n items comprises $\log_2(n!)$ bits of information. A set of 3 pairings per item on a scale of P points comprises $\log_2(P^{1.5n})$bits, and for even small values of P the value of $P^{1.5n}$ exceeds n! over a usable range of items.

In order to extract a rank order from the resulting partial set of all possible pairings it is necessary to be able to relate each item to all the others. Consider a set of ten items paired as follows:

A	–	F
B	–	G
C	–	H
D	–	I
E	–	J

In this case, we know how A relates to F, B to G, etc, but we have no information about how A relates to any item other than F, or B to any item other than G, etc.

If the order of the pairings is altered and replicated, the following arrangement can be reached:

A	–	F		B	–	F
B	–	G		C	–	G
C	–	H		D	–	H
D	–	I		E	–	I
E	–	J		A	–	J

By creating a second set of pairings with the left hand column frame shifted, a chain results: On the left, A is compared with F, which on the right is compared with B; B is compared with G, which is compared with C, and so on. In this way the position of any item relative to any other can be determined.

Such a design is known as a reduced subset cyclic design. Two sets of pairings arranged as above will allow a perfect rank order to be calculated if the input to the system comprises mathematically precise data. The Priority Search process adds a third, different set of pairings; this allows more information to be extracted and is sufficient to cope with the imprecision which is inherent in subjective ratings.

Appendix B. Example questionnaire

Tenant Satisfaction Survey 2019

shal

Mr A B Sample 1234-1234
1 Sample Street
Sample District
Sample Town
AB1 2CD 999999

Our tenants' views are very important to us, and this is your chance to make a real difference by telling us what you think of our services by filling in this short survey and returning it in the enclosed freepost envelope. We will use what you tell us to help plan our services over the next few years.

So please take a few minutes to fill in the survey if you are the resident at this address, or their partner, spouse or carer. It should be returned in the enclosed freepost envelope, or alternatively you can just fill it in online at the address printed below. Whichever you choose, your unique code will be entered into a draw to win one of six £50 shopping vouchers prizes!

The survey is being carried out on our behalf by an independent specialist called ARP Research. Anything you tell ARP Research is completely **confidential** and will be used only to look at the overall trends in tenant satisfaction.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please contact SHAL on 01278 444344 or send an email to information@shal.org.

return by:
10 July 2019

One4all Gift Cards

6x £50 Prizes!

www.arpsurveys.co.uk/shal

your code: 9999XX

SHAL Overall

1 Taking everything into account, how happy are you with the service provided by SHAL?

Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
☐	☐	☐	☐	☐	○

2 If we could do one thing to be a better landlord what would it be? write in

3 How much do you agree or disagree that:

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Not applicable
a. I trust SHAL	☐	☐	☐	☐	☐	○
b. SHAL treats its tenants fairly	☐	☐	☐	☐	☐	○

House & Home

4 How happy are you with:

	Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
a. The overall quality of your home	☐	☐	☐	☐	☐	○
b. The overall safety of your home	☐	☐	☐	☐	☐	○
c. The way we generally deal with repairs and maintenance	☐	☐	☐	☐	☐	○
d. Our day to day repairs service	☐	☐	☐	☐	☐	○
e. The way we make major improvements to your home (e.g. replacing bathrooms, doors & kitchens)	☐	☐	☐	☐	☐	○

page 2

5 How happy were you with your SHAL home when you first walked through the door after getting the keys?

Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
☐	☐	☐	☐	☐	○

6 Do you have home contents insurance?

☐ Yes ☐ No (please tell us why) write in

7 When you moved into your home you signed a tenancy agreement. Do you know what:

	Yes	No
a. SHAL is required to do as a landlord?	☐	☐
b. You're required to do as a tenant?	☐	☐

8 Do you think of your current home as a "home for life"?

☐ Yes ☐ No

Why do you say this? write in

Neighbourhood & Community

9 How happy are you with your neighbourhood as a place to live?

Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
☐	☐	☐	☐	☐	○

10 How happy are you with how SHAL deals with:

	Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
a. Grounds maintenance, such as grass cutting	☐	☐	☐	☐	☐	○
b. Anti-social behaviour	☐	☐	☐	☐	☐	○
c. Neighbour disputes	☐	☐	☐	☐	☐	○

page 3

11 How much do you agree or disagree that you feel part of your local community?

Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
☐	☐	☐	☐	☐	○

12 If you live in Puriton and Woolavington have you heard of Villages Together?

☐ Don't live there **go to Q14**
☐ Yes **go to Q13**
☐ No **go to Q14**

13 Have you worked with Villages Together or attended any events they've organised?

☐ Yes
☐ No

14 If you live in Burnham, Highbridge, Hamp or Sydenham in Bridgwater have you heard of the Together Team?

☐ Don't live there **go to Q16**
☐ Yes **go to Q15**
☐ No **go to Q16**

15 Have you worked with the Together Team or attended any events they've organised?

☐ Yes
☐ No

16 Have you had any problems with anti-social behaviour or neighbour nuisance at or near your home in the last 12 months?

☐ Yes **go to Q17**
☐ No **go to Q20**

17 How would you describe the problem(s) you had?
tick all that apply ☑☐☐☑☑

☐ Alcohol related activity
☐ Noise nuisance
☐ Animal nuisance
☐ Property damage, including graffiti
☐ Drug related activity
☐ Drug dealers from outside the area
☐ Harassment or intimidation
☐ Hate incident against a minority group
☐ Verbal abuse
☐ Threats
☐ Assault or violence to others
☐ Assault to you
☐ Domestic abuse

page 4

18 Did you report the anti-social behaviour to SHAL?

- ☐ Yes — go to Q19
- ☐ No — go to Q20

19 How happy or unhappy were you with the way SHAL dealt with your ASB report?

Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
☐	☐	☐	☐	☐	○

What are your priorities?

Fourteen ideas for how we can improve our services have been included in the next section for you to tell us which are most important to you. Many of the ideas have come from other tenants.

To make it easier to answer, these ideas have been split into pairs, so you only have to compare two at a time. Each idea is randomly compared with three others. When we join all of your answers together we use some clever maths to work out how you rank them all in order from one to fourteen.

- **It is important that you fill in every line with a single tick or cross.**
- **If you feel the same about both of the ideas on a single line, whether good or bad, just choose the middle box**
- **Don't worry about taking too long on each question, as your first answer is fine**

20 Which of the following do you think we should be prioritising and spending our money on?

This side much more important				I feel the same about both				This side much more important
Help people manage their money	☐	☐	☐	☐	☐	☐	☐	Improve the information available about the services SHAL provides
Help people improve their **physical** health and wellbeing	☐	☐	☐	☐	☐	☐	☐	Build more homes
Help and encourage people to maintain their gardens better	☐	☐	☐	☐	☐	☐	☐	Provide better ways for people to share their views and have their say
Provide access to independent advice and support when things go wrong	☐	☐	☐	☐	☐	☐	☐	Support people who want to maintain and improve their homes themselves
Invest in maintaining and improving the standard of our homes	☐	☐	☐	☐	☐	☐	☐	Do more to help people with disabilities get the support they need
Help people improve their **mental** health and wellbeing	☐	☐	☐	☐	☐	☐	☐	Help and encourage people to maintain their gardens better

page 5

20 continued Which of the following do you think we should be prioritising and spending our money on?

This side much more important				I feel the same about both				This side much more important
Help people get onto the property ladder (e.g. shared ownership)	☐	☐	☐	☐	☐	☐	☐	Help people improve their **physical** health and wellbeing
Provide better ways for people to share their views and have their say	☐	☐	☐	☐	☐	☐	☐	Invest in improving the energy efficiency of our homes and reduce energy bills
Support people who want to maintain and improve their homes themselves	☐	☐	☐	☐	☐	☐	☐	More help dealing with conflict and anti-social behaviour in our communities
Do more to help people with disabilities get the support they need	☐	☐	☐	☐	☐	☐	☐	Help people manage their money
Build more homes	☐	☐	☐	☐	☐	☐	☐	Provide access to independent advice and support when things go wrong
Improve the information available about the services SHAL provides	☐	☐	☐	☐	☐	☐	☐	Invest in maintaining and improving the standard of our homes
Invest in improving the energy efficiency of our homes and reduce energy bills	☐	☐	☐	☐	☐	☐	☐	Help people improve their **mental** health and wellbeing
More help dealing with conflict and anti-social behaviour in our communities	☐	☐	☐	☐	☐	☐	☐	Help people manage their money
Support people who want to maintain and improve their homes themselves	☐	☐	☐	☐	☐	☐	☐	Do more to help people with disabilities get the support they need
Provide better ways for people to share their views and have their say	☐	☐	☐	☐	☐	☐	☐	Help people get onto the property ladder (e.g. shared ownership)
Help and encourage people to maintain their gardens better	☐	☐	☐	☐	☐	☐	☐	Help people improve their **physical** health and wellbeing
More help dealing with conflict and anti-social behaviour in our communities	☐	☐	☐	☐	☐	☐	☐	Build more homes
Invest in maintaining and improving the standard of our homes	☐	☐	☐	☐	☐	☐	☐	Help people improve their **mental** health and wellbeing
Provide access to independent advice and support when things go wrong	☐	☐	☐	☐	☐	☐	☐	Help people get onto the property ladder (e.g. shared ownership)
Invest in improving the energy efficiency of our homes and reduce energy bills	☐	☐	☐	☐	☐	☐	☐	Improve the information available about the services SHAL provides

ⓘ Remember to fill in every row with a single tick or cross!

Communication

21 How happy or unhappy are you with the way SHAL deals with your enquiries generally?

Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
☐	☐	☐	☐	☐	○

22 How much do you agree or disagree that SHAL has friendly and approachable staff?

Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
☐	☐	☐	☐	☐	○

23 Thinking about the last time you contacted SHAL how happy were you with:

	Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
a. The ability of staff to deal with your query quickly and efficiently	☐	☐	☐	☐	☐	○
b. The final outcome of your query	☐	☐	☐	☐	☐	○

24 How happy or unhappy are you that SHAL keeps you informed about things that might affect you?

Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
☐	☐	☐	☐	☐	○

25 Do you read our newsletter (Grapevine)?

- ☐ Yes
- ☐ No (please tell us why) — write in

26 How do you **prefer** to contact us?

tick all that apply ☑☐☐☑☑

- ☐ Email
- ☐ Telephone
- ☐ Visit in person
- ☐ Text message
- ☐ Letter

page 7

Together with Tenants

27 How happy are you that we:

	Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	No opinion
a. Treat tenants with respect	☐	☐	☐	☐	☐	○
b. Listen to your views and act on them	☐	☐	☐	☐	☐	○
c. Give you the opportunity to influence the decisions we take	☐	☐	☐	☐	☐	○
d. Provide support and advice when things go wrong with our services	☐	☐	☐	☐	☐	○

If you were unhappy with anything above, please tell us why: — write in

28 Do we provide enough information and explanation about:

	Yes	No
a. How SHAL is run?	☐	☐
b. How decisions are made?	☐	☐
c. How tenants can get involved in decision making?	☐	☐

Thinking about your answers above, is there anything else you would like to add? — write in

29 We want to encourage as many tenants as possible to get involved. This can be by email, text, phone or occasionally attending a meeting or event.

Would you be interested in getting involved with what we do?

- ☐ Yes
- ☐ No

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

30 Please tell us if you have any other ideas for how to get more tenants involved in the decision making process? — write in

page 8

Social media & digital services

31 Do you get online in any of the following ways to use social media, apps, websites etc.

tick all that apply ☑☐☐☑☑

- ☐ Using a home computer or laptop
- ☐ Using a mobile phone
- ☐ Using a tablet (e.g. iPad)
- ☐ Using a smart TV, set-top box or console
- ☐ At work
- ☐ At a public site (e.g. library) or at family/friends
- ☐ I don't get online (please tell us why below)

write in

32 Do you do any of the following online using a computer, tablet, or mobile phone?

tick all that apply ☑☐☐☑☑

- ☐ Shopping
- ☐ Banking
- ☐ Changing insurance/utility providers
- ☐ Send e-mails
- ☐ Use Council or government services (e.g. Universal Credit)
- ☐ Use NHS and other health services
- ☐ None of these

33 Do you use any of the following social media?

tick all that apply ☑☐☐☑☑

- ☐ Facebook
- ☐ YouTube
- ☐ Twitter
- ☐ Instagram
- ☐ Snapchat
- ☐ WhatsApp **go to Q34** ↓
- ☐ None of these **go to Q36** →

34 Would you contact SHAL using any of these social media (if available?)

tick all that apply ☑☐☐☑☑

- ☐ Facebook
- ☐ YouTube
- ☐ Twitter
- ☐ Instagram
- ☐ Snapchat
- ☐ WhatsApp
- ☐ None of these

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35 Would you follow SHAL to receive important information through any of these social media?

tick all that apply ☑☐☐☑☑

- ☐ Facebook
- ☐ YouTube
- ☐ Twitter
- ☐ Instagram
- ☐ Snapchat
- ☐ WhatsApp
- ☐ None of these

36 Have you used SHAL's website?

- ☐ Yes
- ☐ No (please tell us why)

write in

Money Matters

We know that people can find it a struggle to make ends meet, even when many of our tenants are working in a wide range of different jobs. The questions in this section are to help us better understand the reality of our tenants' lives. Please answer as honestly as you can, but we understand if you wish to skip any of these questions.

37 How happy or unhappy are you:

	Very happy	Fairly happy	Neither	Fairly unhappy	Very unhappy	Not applicable
a. That your rent provides value for money	☐	☐	☐	☐	☐	○
b. With how SHAL handles rent payments, including arrears	☐	☐	☐	☐	☐	○
c. That your service charge provides value for money (if you pay one)	☐	☐	☐	☐	☐	○

38 Are you claiming Universal Credit?

- ☐ Yes
- ☐ No

39 Would you say your household is better off or worse off financially than you were a year ago, or are you in about the same position?

- ☐ Better off
- ☐ About the same
- ☐ Worse off
- ☐ Don't know

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40 Are you able to heat your home to a comfortable temperature during the colder months?

- ☐ Yes
- ☐ No

41 Do you manage to pay to heat your home during the colder months?

- ☐ Yes
- ☐ No

42 We are concerned about the rise in Foodbanks, so to find out more we are asking for information that we will keep strictly confidential.

Have you had to use a Foodbank in the last year?

- ☐ Yes
- ☐ No

43 Have you used any of the following in the last year?

tick all that apply ☑☐☐☑☑

- ☐ StepChange
- ☐ Money Advice Service
- ☐ Citizens Advice
- ☐ Turn2us
- ☐ Credit Union

44 Are you or your partner/spouse employed, either full or part time?

- ☐ Yes **go to Q45** ↓
- ☐ No **Finish** ✓

45 Do you/they have more than one job?

- ☐ Yes
- ☐ No

46 What is the **main** job of the chief income earner in your home?

tick ONE only ☑

- ☐ Administration or Financial
- ☐ Agriculture
- ☐ Education
- ☐ Emergency services or Military
- ☐ Engineering or Manufacturing
- ☐ Health or Social Care
- ☐ Hospitality or Retail
- ☐ Housing or property
- ☐ Transport/utilities
- ☐ Other public sector
- ☐ Any other not listed above

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shal

Thank you for your help!

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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.

Appendix C. Data summary

		Frequency	% overall	% valid
	Q1 Overall satisfaction with the service provided	*Base: 288*		
1:	Very happy	153	53.1	53.5
2:	Fairly happy	89	30.9	31.1
3:	Neither	15	5.2	5.2
4:	Fairly unhappy	12	4.2	4.2
5:	Very unhappy	17	5.9	5.9
6:	No opinion	0	0.0	
	N/R	2	0.7	
	Q3a I trust SHAL	*Base: 288*		
7:	Strongly agree	145	50.3	51.2
8:	Tend to agree	101	35.1	35.7
9:	Neither	22	7.6	7.8
10:	Tend to disagree	7	2.4	2.5
11:	Strongly disagree	8	2.8	2.8
12:	Not applicable	2	0.7	
	N/R	3	1.0	
	Q3b SHAL treats its tenants fairly	*Base: 288*		
13:	Strongly agree	137	47.6	49.1
14:	Tend to agree	99	34.4	35.5
15:	Neither	19	6.6	6.8
16:	Tend to disagree	15	5.2	5.4
17:	Strongly disagree	9	3.1	3.2
18:	Not applicable	4	1.4	
	N/R	5	1.7	
	Q4a The overall quality of your home	*Base: 288*		
19:	Very happy	115	39.9	39.9
20:	Fairly happy	127	44.1	44.1
21:	Neither	17	5.9	5.9
22:	Fairly unhappy	19	6.6	6.6
23:	Very unhappy	10	3.5	3.5
24:	No opinion	0	0.0	
	N/R	0	0.0	
	Q4b The overall safety of your home	*Base: 288*		
25:	Very happy	155	53.8	54.0
26:	Fairly happy	103	35.8	35.9
27:	Neither	10	3.5	3.5
28:	Fairly unhappy	15	5.2	5.2
29:	Very unhappy	4	1.4	1.4
30:	No opinion	1	0.3	
	N/R	0	0.0	
	Q4c How SHAL deals with repairs and maintenance	*Base: 288*		
31:	Very happy	119	41.3	42.0
32:	Fairly happy	105	36.5	37.1
33:	Neither	27	9.4	9.5
34:	Fairly unhappy	14	4.9	4.9
35:	Very unhappy	18	6.3	6.4
36:	No opinion	4	1.4	

		Frequency	% overall	% valid
	N/R	1	0.3	
	Q4d Day to day repairs service	*Base: 288*		
37:	Very happy	110	38.2	39.7
38:	Fairly happy	111	38.5	40.1
39:	Neither	26	9.0	9.4
40:	Fairly unhappy	15	5.2	5.4
41:	Very unhappy	15	5.2	5.4
42:	No opinion	10	3.5	
	N/R	1	0.3	
	Q4e The way SHAL makes major improvement work	*Base: 288*		
43:	Very happy	83	28.8	34.3
44:	Fairly happy	61	21.2	25.2
45:	Neither	42	14.6	17.4
46:	Fairly unhappy	28	9.7	11.6
47:	Very unhappy	28	9.7	11.6
48:	No opinion	44	15.3	
	N/R	2	0.7	
	Q5 Home when first got keys	*Base: 288*		
49:	Very happy	140	48.6	49.3
50:	Fairly happy	77	26.7	27.1
51:	Neither	22	7.6	7.7
52:	Fairly unhappy	20	6.9	7.0
53:	Very unhappy	25	8.7	8.8
54:	No opinion	4	1.4	
	N/R	0	0.0	
	Q6 Have home contents insurance	*Base: 288*		
55:	Yes	176	61.1	
56:	No	107	37.2	
	N/R	5	1.7	
	Q7a Know what SHAL needs to do as landlord	*Base: 288*		
57:	Yes	253	87.8	
58:	No	30	10.4	
	N/R	5	1.7	
	Q7b Know what I need to do as tenant	*Base: 288*		
59:	Yes	267	92.7	
60:	No	18	6.3	
	N/R	3	1.0	
	Q8 Current home is a "home for life"	*Base: 288*		
61:	Yes	217	75.3	
62:	No	67	23.3	
	N/R	4	1.4	

Appendix C. Data summary

		Frequency	% overall	% valid
	Q9 Neighbourhood as a place to live	*Base: 288*		
63:	Very happy	135	46.9	47.7
64:	Fairly happy	112	38.9	39.6
65:	Neither	18	6.3	6.4
66:	Fairly unhappy	8	2.8	2.8
67:	Very unhappy	10	3.5	3.5
68:	No opinion	2	0.7	
	N/R	3	1.0	
	Q10a Grounds maintenance	*Base: 288*		
69:	Very happy	58	20.1	31.9
70:	Fairly happy	40	13.9	22.0
71:	Neither	54	18.8	29.7
72:	Fairly unhappy	15	5.2	8.2
73:	Very unhappy	15	5.2	8.2
74:	No opinion	100	34.7	
	N/R	6	2.1	
	Q10b Anti-social behaviour	*Base: 288*		
75:	Very happy	61	21.2	31.9
76:	Fairly happy	63	21.9	33.0
77:	Neither	43	14.9	22.5
78:	Fairly unhappy	17	5.9	8.9
79:	Very unhappy	7	2.4	3.7
80:	No opinion	94	32.6	
	N/R	3	1.0	
	Q10c Neighbour disputes	*Base: 288*		
81:	Very happy	59	20.5	32.8
82:	Fairly happy	53	18.4	29.4
83:	Neither	47	16.3	26.1
84:	Fairly unhappy	12	4.2	6.7
85:	Very unhappy	9	3.1	5.0
86:	No opinion	105	36.5	
	N/R	3	1.0	
	Q11 Feel part of your community	*Base: 288*		
87:	Strongly agree	62	21.5	24.3
88:	Tend to agree	102	35.4	40.0
89:	Neither	73	25.3	28.6
90:	Tend to disagree	12	4.2	4.7
91:	Strongly disagree	6	2.1	2.4
92:	No opinion	24	8.3	
	N/R	9	3.1	
	Q12 Heard of Villages Together	*Base: 288*		
93:	Don't live there	260	90.3	0
94:	Yes	17	5.9	60.7
95:	No	10	3.5	35.7
	N/R	1	0.3	3.5

		Frequency	% overall	% valid
	Q13 Worked with Villages Together	*Base: 17*		
96:	Yes	4	1.4	23.5
97:	No	13	4.5	76.5
	N/R	271	94.1	0.0
	Q14 Heard of Together Team	*Base: 288*		
98:	Don't live there	182	63.2	0
99:	Yes	33	11.5	31.1
100:	No	56	19.4	52.8
	N/R	17	5.9	16.1
	Q15 Worked with Together Team	*Base: 33*		
101:	Yes	4	1.4	12.1
102:	No	29	10.1	87.9
	N/R	255	88.5	0.0
	Q16 Problems with ASB in last 12 months	*Base: 288*		
103:	Yes	73	25.3	
104:	No	207	71.9	
	N/R	8	2.8	
	Q17 Type of ASB problem	*Base: 73*		
105:	Alcohol related activity	22	7.6	30.1
106:	Noise nuisance	49	17.0	67.1
107:	Animal nuisance	16	5.6	21.9
108:	Property damage	9	3.1	12.3
109:	Drug related activity	28	9.7	38.4
110:	Drug dealers from out area	7	2.4	9.6
111:	Harassment or intimidation	17	5.9	23.3
112:	Hate incident	5	1.7	6.8
113:	Verbal abuse	13	4.5	17.8
114:	Threats	9	3.1	12.3
115:	Assault/violence to others	8	2.8	11.0
116:	Assault to you	2	0.7	2.7
117:	Domestic abuse	8	2.8	11.0
	N/R	217	75.3	2.7
	Q18 Reported ASB to SHAL	*Base: 73*		
118:	Yes	27	9.4	37.0
119:	No	44	15.3	60.3
	N/R	217	75.3	2.7
	Q19 How SHAL dealt with ASB	*Base: 27*		
120:	Very happy	9	3.1	33.3
121:	Fairly happy	7	2.4	25.9
122:	Neither	1	0.3	3.7
123:	Fairly unhappy	5	1.7	18.5
124:	Very unhappy	5	1.7	18.5
125:	No opinion	0	0.0	
	N/R	261	90.6	0.0

		Frequency	% overall	% valid
	Which of the following do you think we should be prioritising and spending our money on? (239 respondents)	*Weighted score*	Average rank	Rank
a.	Provide better ways for people to share their views and have their say	-50.2	9.9	14.0
b.	Provide access to independent advice and support when things go wrong	-18.4	8.3	10.0
c.	Do more to help people with disabilities get the support they need	25.1	6.3	3.0
d.	Help people improve their mental health and wellbeing	9.2	6.9	5.0
e.	Help people improve their physical health and wellbeing	-34.7	9.3	12.0
f.	More help dealing with conflict and anti-social behaviour in our communities	0.8	7.5	7.0
g.	Improve the information available about the services SHAL provides	-30.5	8.8	11.0
h.	Help people get onto the property ladder (e.g. shared ownership)	5.4	7.3	6.0
i.	Support people who want to maintain and improve their homes themselves	23.8	6.3	4.0
j.	Invest in maintaining and improving the standard of our homes	54.0	4.7	2.0
k.	Help and encourage people to maintain their gardens better	-6.3	7.9	9.0
l.	Build more homes	-0.4	7.5	8.0
m.	Help people manage their money	-38.1	9.5	13.0
n.	Invest in improving the energy efficiency of our homes and reduce energy bills	54.4	4.7	1.0

a. Provide better ways for people to share their views and have their say	*Base: 239*		
Priority 1 - HIGHEST	1	0.3	0.4
Priority 1.5 (Tie)	0	0.0	0.0
Priority 2	5	1.7	2.1
Priority 2.5 (Tie)	1	0.3	0.4
Priority 3	3	1.0	1.3
Priority 3.5 (Tie)	1	0.3	0.4
Priority 4	6	2.1	2.5
Priority 4.5 (Tie)	3	1.0	1.3
Priority 5	2	0.7	0.8
Priority 5.5 (Tie)	3	1.0	1.3
Priority 6	9	3.1	3.8
Priority 6.5 (Tie)	2	0.7	0.8
Priority 7	16	5.6	6.7
Priority 7.5 (Tie)	5	1.7	2.1
Priority 8	12	4.2	5.0
Priority 8.5 (Tie)	6	2.1	2.5
Priority 9	18	6.3	7.5
Priority 9.5 (Tie)	4	1.4	1.7
Priority 10	23	8.0	9.6
Priority 10.5 (Tie)	3	1.0	1.3
Priority 11	28	9.7	11.7
Priority 11.5 (Tie)	9	3.1	3.8
Priority 12	24	8.3	10.0
Priority 12.5 (Tie)	1	0.3	0.4
Priority 13	24	8.3	10.0
Priority 13.5 (Tie)	1	0.3	0.4
Priority 14 - LOWEST	29	10.1	12.1
N/R	49	17.0	

b. Provide access to independent advice and support when things go wrong	*Base: 239*		
Priority 1 - HIGHEST	5	1.7	2.1
Priority 1.5 (Tie)	1	0.3	0.4
Priority 2	7	2.4	2.9
Priority 2.5 (Tie)	1	0.3	0.4
Priority 3	7	2.4	2.9
Priority 3.5 (Tie)	3	1.0	1.3
Priority 4	13	4.5	5.4

	Frequency	% overall	% valid
Priority 4.5 (Tie)	5	1.7	2.1
Priority 5	13	4.5	5.4
Priority 5.5 (Tie)	2	0.7	0.8
Priority 6	16	5.6	6.7
Priority 6.5 (Tie)	4	1.4	1.7
Priority 7	18	6.3	7.5
Priority 7.5 (Tie)	7	2.4	2.9
Priority 8	13	4.5	5.4
Priority 8.5 (Tie)	4	1.4	1.7
Priority 9	19	6.6	7.9
Priority 9.5 (Tie)	2	0.7	0.8
Priority 10	23	8.0	9.6
Priority 10.5 (Tie)	5	1.7	2.1
Priority 11	20	6.9	8.4
Priority 11.5 (Tie)	6	2.1	2.5
Priority 12	19	6.6	7.9
Priority 12.5 (Tie)	2	0.7	0.8
Priority 13	14	4.9	5.9
Priority 13.5 (Tie)	2	0.7	0.8
Priority 14 - LOWEST	8	2.8	3.3
N/R	49	17.0	

c. Do more to help people with disabilities get the support they need *Base: 239*

Priority 1 - HIGHEST	17	5.9	7.1
Priority 1.5 (Tie)	5	1.7	2.1
Priority 2	17	5.9	7.1
Priority 2.5 (Tie)	2	0.7	0.8
Priority 3	21	7.3	8.8
Priority 3.5 (Tie)	2	0.7	0.8
Priority 4	20	6.9	8.4
Priority 4.5 (Tie)	3	1.0	1.3
Priority 5	21	7.3	8.8
Priority 5.5 (Tie)	4	1.4	1.7
Priority 6	17	5.9	7.1
Priority 6.5 (Tie)	7	2.4	2.9
Priority 7	16	5.6	6.7
Priority 7.5 (Tie)	5	1.7	2.1
Priority 8	13	4.5	5.4
Priority 8.5 (Tie)	7	2.4	2.9
Priority 9	11	3.8	4.6
Priority 9.5 (Tie)	3	1.0	1.3
Priority 10	9	3.1	3.8
Priority 10.5 (Tie)	2	0.7	0.8
Priority 11	12	4.2	5.0
Priority 11.5 (Tie)	2	0.7	0.8
Priority 12	8	2.8	3.3
Priority 12.5 (Tie)	0	0.0	0.0
Priority 13	12	4.2	5.0
Priority 13.5 (Tie)	0	0.0	0.0
Priority 14 - LOWEST	3	1.0	1.3
N/R	49	17.0	

d. Help people improve their mental health and wellbeing *Base: 239*

Priority 1 - HIGHEST	16	5.6	6.7
Priority 1.5 (Tie)	1	0.3	0.4

	Frequency	% overall	% valid
Priority 2	13	4.5	5.4
Priority 2.5 (Tie)	4	1.4	1.7
Priority 3	12	4.2	5.0
Priority 3.5 (Tie)	7	2.4	2.9
Priority 4	20	6.9	8.4
Priority 4.5 (Tie)	2	0.7	0.8
Priority 5	11	3.8	4.6
Priority 5.5 (Tie)	3	1.0	1.3
Priority 6	23	8.0	9.6
Priority 6.5 (Tie)	3	1.0	1.3
Priority 7	13	4.5	5.4
Priority 7.5 (Tie)	5	1.7	2.1
Priority 8	14	4.9	5.9
Priority 8.5 (Tie)	3	1.0	1.3
Priority 9	24	8.3	10.0
Priority 9.5 (Tie)	1	0.3	0.4
Priority 10	18	6.3	7.5
Priority 10.5 (Tie)	2	0.7	0.8
Priority 11	14	4.9	5.9
Priority 11.5 (Tie)	3	1.0	1.3
Priority 12	12	4.2	5.0
Priority 12.5 (Tie)	1	0.3	0.4
Priority 13	6	2.1	2.5
Priority 13.5 (Tie)	1	0.3	0.4
Priority 14 - LOWEST	7	2.4	2.9
N/R	49	17.0	

e. Help people improve their physical health and wellbeing	*Base: 239*		
Priority 1 - HIGHEST	5	1.7	2.1
Priority 1.5 (Tie)	0	0.0	0.0
Priority 2	4	1.4	1.7
Priority 2.5 (Tie)	3	1.0	1.3
Priority 3	7	2.4	2.9
Priority 3.5 (Tie)	3	1.0	1.3
Priority 4	9	3.1	3.8
Priority 4.5 (Tie)	0	0.0	0.0
Priority 5	9	3.1	3.8
Priority 5.5 (Tie)	2	0.7	0.8
Priority 6	12	4.2	5.0
Priority 6.5 (Tie)	3	1.0	1.3
Priority 7	11	3.8	4.6
Priority 7.5 (Tie)	2	0.7	0.8
Priority 8	20	6.9	8.4
Priority 8.5 (Tie)	4	1.4	1.7
Priority 9	16	5.6	6.7
Priority 9.5 (Tie)	6	2.1	2.5
Priority 10	22	7.6	9.2
Priority 10.5 (Tie)	4	1.4	1.7
Priority 11	12	4.2	5.0
Priority 11.5 (Tie)	5	1.7	2.1
Priority 12	25	8.7	10.5
Priority 12.5 (Tie)	2	0.7	0.8
Priority 13	19	6.6	7.9
Priority 13.5 (Tie)	6	2.1	2.5
Priority 14 - LOWEST	28	9.7	11.7

	Frequency	% overall	% valid
N/R	49	17.0	

f. More help dealing with conflict and anti-social behaviour in our communities *Base: 239*

	Frequency	% overall	% valid
Priority 1 - HIGHEST	9	3.1	3.8
Priority 1.5 (Tie)	1	0.3	0.4
Priority 2	11	3.8	4.6
Priority 2.5 (Tie)	3	1.0	1.3
Priority 3	14	4.9	5.9
Priority 3.5 (Tie)	2	0.7	0.8
Priority 4	22	7.6	9.2
Priority 4.5 (Tie)	4	1.4	1.7
Priority 5	18	6.3	7.5
Priority 5.5 (Tie)	6	2.1	2.5
Priority 6	16	5.6	6.7
Priority 6.5 (Tie)	3	1.0	1.3
Priority 7	14	4.9	5.9
Priority 7.5 (Tie)	2	0.7	0.8
Priority 8	18	6.3	7.5
Priority 8.5 (Tie)	2	0.7	0.8
Priority 9	11	3.8	4.6
Priority 9.5 (Tie)	1	0.3	0.4
Priority 10	16	5.6	6.7
Priority 10.5 (Tie)	3	1.0	1.3
Priority 11	9	3.1	3.8
Priority 11.5 (Tie)	3	1.0	1.3
Priority 12	16	5.6	6.7
Priority 12.5 (Tie)	3	1.0	1.3
Priority 13	15	5.2	6.3
Priority 13.5 (Tie)	2	0.7	0.8
Priority 14 - LOWEST	15	5.2	6.3
N/R	49	17.0	

g. Improve the information available about the services SHAL provides *Base: 239*

	Frequency	% overall	% valid
Priority 1 - HIGHEST	5	1.7	2.1
Priority 1.5 (Tie)	1	0.3	0.4
Priority 2	5	1.7	2.1
Priority 2.5 (Tie)	4	1.4	1.7
Priority 3	6	2.1	2.5
Priority 3.5 (Tie)	2	0.7	0.8
Priority 4	6	2.1	2.5
Priority 4.5 (Tie)	2	0.7	0.8
Priority 5	8	2.8	3.3
Priority 5.5 (Tie)	7	2.4	2.9
Priority 6	12	4.2	5.0
Priority 6.5 (Tie)	0	0.0	0.0
Priority 7	16	5.6	6.7
Priority 7.5 (Tie)	4	1.4	1.7
Priority 8	20	6.9	8.4
Priority 8.5 (Tie)	8	2.8	3.3
Priority 9	20	6.9	8.4
Priority 9.5 (Tie)	1	0.3	0.4
Priority 10	23	8.0	9.6
Priority 10.5 (Tie)	3	1.0	1.3
Priority 11	28	9.7	11.7
Priority 11.5 (Tie)	6	2.1	2.5
Priority 12	15	5.2	6.3

	Frequency	% overall	% valid
Priority 12.5 (Tie)	3	1.0	1.3
Priority 13	20	6.9	8.4
Priority 13.5 (Tie)	0	0.0	0.0
Priority 14 - LOWEST	14	4.9	5.9
N/R	49	17.0	

h. Help people get onto the property ladder (e.g. shared ownership)	*Base: 239*		
Priority 1 - HIGHEST	22	7.6	9.2
Priority 1.5 (Tie)	1	0.3	0.4
Priority 2	12	4.2	5.0
Priority 2.5 (Tie)	4	1.4	1.7
Priority 3	25	8.7	10.5
Priority 3.5 (Tie)	1	0.3	0.4
Priority 4	14	4.9	5.9
Priority 4.5 (Tie)	2	0.7	0.8
Priority 5	12	4.2	5.0
Priority 5.5 (Tie)	2	0.7	0.8
Priority 6	16	5.6	6.7
Priority 6.5 (Tie)	1	0.3	0.4
Priority 7	11	3.8	4.6
Priority 7.5 (Tie)	6	2.1	2.5
Priority 8	14	4.9	5.9
Priority 8.5 (Tie)	3	1.0	1.3
Priority 9	11	3.8	4.6
Priority 9.5 (Tie)	2	0.7	0.8
Priority 10	10	3.5	4.2
Priority 10.5 (Tie)	3	1.0	1.3
Priority 11	8	2.8	3.3
Priority 11.5 (Tie)	3	1.0	1.3
Priority 12	16	5.6	6.7
Priority 12.5 (Tie)	1	0.3	0.4
Priority 13	10	3.5	4.2
Priority 13.5 (Tie)	3	1.0	1.3
Priority 14 - LOWEST	26	9.0	10.9
N/R	49	17.0	

i. Support people who want to maintain and improve their homes themselves	*Base: 239*		
Priority 1 - HIGHEST	28	9.7	11.7
Priority 1.5 (Tie)	2	0.7	0.8
Priority 2	26	9.0	10.9
Priority 2.5 (Tie)	2	0.7	0.8
Priority 3	14	4.9	5.9
Priority 3.5 (Tie)	3	1.0	1.3
Priority 4	17	5.9	7.1
Priority 4.5 (Tie)	4	1.4	1.7
Priority 5	20	6.9	8.4
Priority 5.5 (Tie)	3	1.0	1.3
Priority 6	13	4.5	5.4
Priority 6.5 (Tie)	1	0.3	0.4
Priority 7	9	3.1	3.8
Priority 7.5 (Tie)	4	1.4	1.7
Priority 8	12	4.2	5.0
Priority 8.5 (Tie)	6	2.1	2.5
Priority 9	15	5.2	6.3
Priority 9.5 (Tie)	1	0.3	0.4

	Frequency	% overall	% valid
Priority 10	12	4.2	5.0
Priority 10.5 (Tie)	3	1.0	1.3
Priority 11	8	2.8	3.3
Priority 11.5 (Tie)	2	0.7	0.8
Priority 12	12	4.2	5.0
Priority 12.5 (Tie)	2	0.7	0.8
Priority 13	9	3.1	3.8
Priority 13.5 (Tie)	1	0.3	0.4
Priority 14 - LOWEST	10	3.5	4.2
N/R	49	17.0	

j. Invest in maintaining and improving the standard of our homes — *Base: 239*

	Frequency	% overall	% valid
Priority 1 - HIGHEST	39	13.5	16.3
Priority 1.5 (Tie)	4	1.4	1.7
Priority 2	32	11.1	13.4
Priority 2.5 (Tie)	4	1.4	1.7
Priority 3	29	10.1	12.1
Priority 3.5 (Tie)	3	1.0	1.3
Priority 4	24	8.3	10.0
Priority 4.5 (Tie)	2	0.7	0.8
Priority 5	20	6.9	8.4
Priority 5.5 (Tie)	7	2.4	2.9
Priority 6	12	4.2	5.0
Priority 6.5 (Tie)	5	1.7	2.1
Priority 7	11	3.8	4.6
Priority 7.5 (Tie)	3	1.0	1.3
Priority 8	5	1.7	2.1
Priority 8.5 (Tie)	2	0.7	0.8
Priority 9	8	2.8	3.3
Priority 9.5 (Tie)	1	0.3	0.4
Priority 10	6	2.1	2.5
Priority 10.5 (Tie)	3	1.0	1.3
Priority 11	7	2.4	2.9
Priority 11.5 (Tie)	1	0.3	0.4
Priority 12	4	1.4	1.7
Priority 12.5 (Tie)	0	0.0	0.0
Priority 13	6	2.1	2.5
Priority 13.5 (Tie)	1	0.3	0.4
Priority 14 - LOWEST	0	0.0	0.0
N/R	49	17.0	

k. Help and encourage people to maintain their gardens better — *Base: 239*

	Frequency	% overall	% valid
Priority 1 - HIGHEST	11	3.8	4.6
Priority 1.5 (Tie)	1	0.3	0.4
Priority 2	12	4.2	5.0
Priority 2.5 (Tie)	1	0.3	0.4
Priority 3	12	4.2	5.0
Priority 3.5 (Tie)	0	0.0	0.0
Priority 4	12	4.2	5.0
Priority 4.5 (Tie)	5	1.7	2.1
Priority 5	16	5.6	6.7
Priority 5.5 (Tie)	6	2.1	2.5
Priority 6	17	5.9	7.1
Priority 6.5 (Tie)	5	1.7	2.1
Priority 7	16	5.6	6.7

	Frequency	% overall	% valid
Priority 7.5 (Tie)	7	2.4	2.9
Priority 8	15	5.2	6.3
Priority 8.5 (Tie)	2	0.7	0.8
Priority 9	14	4.9	5.9
Priority 9.5 (Tie)	2	0.7	0.8
Priority 10	7	2.4	2.9
Priority 10.5 (Tie)	3	1.0	1.3
Priority 11	14	4.9	5.9
Priority 11.5 (Tie)	4	1.4	1.7
Priority 12	17	5.9	7.1
Priority 12.5 (Tie)	2	0.7	0.8
Priority 13	21	7.3	8.8
Priority 13.5 (Tie)	2	0.7	0.8
Priority 14 - LOWEST	15	5.2	6.3
N/R	49	17.0	

l. Build more homes	*Base: 239*		
Priority 1 - HIGHEST	25	8.7	10.5
Priority 1.5 (Tie)	3	1.0	1.3
Priority 2	16	5.6	6.7
Priority 2.5 (Tie)	1	0.3	0.4
Priority 3	11	3.8	4.6
Priority 3.5 (Tie)	2	0.7	0.8
Priority 4	14	4.9	5.9
Priority 4.5 (Tie)	4	1.4	1.7
Priority 5	13	4.5	5.4
Priority 5.5 (Tie)	4	1.4	1.7
Priority 6	11	3.8	4.6
Priority 6.5 (Tie)	2	0.7	0.8
Priority 7	16	5.6	6.7
Priority 7.5 (Tie)	4	1.4	1.7
Priority 8	10	3.5	4.2
Priority 8.5 (Tie)	4	1.4	1.7
Priority 9	5	1.7	2.1
Priority 9.5 (Tie)	4	1.4	1.7
Priority 10	9	3.1	3.8
Priority 10.5 (Tie)	8	2.8	3.3
Priority 11	13	4.5	5.4
Priority 11.5 (Tie)	2	0.7	0.8
Priority 12	12	4.2	5.0
Priority 12.5 (Tie)	1	0.3	0.4
Priority 13	17	5.9	7.1
Priority 13.5 (Tie)	1	0.3	0.4
Priority 14 - LOWEST	27	9.4	11.3
N/R	49	17.0	

m. Help people manage their money	*Base: 239*		
Priority 1 - HIGHEST	4	1.4	1.7
Priority 1.5 (Tie)	0	0.0	0.0
Priority 2	6	2.1	2.5
Priority 2.5 (Tie)	2	0.7	0.8
Priority 3	11	3.8	4.6
Priority 3.5 (Tie)	3	1.0	1.3
Priority 4	6	2.1	2.5
Priority 4.5 (Tie)	4	1.4	1.7

	Frequency	% overall	% valid
Priority 5	10	3.5	4.2
Priority 5.5 (Tie)	4	1.4	1.7
Priority 6	5	1.7	2.1
Priority 6.5 (Tie)	3	1.0	1.3
Priority 7	9	3.1	3.8
Priority 7.5 (Tie)	4	1.4	1.7
Priority 8	9	3.1	3.8
Priority 8.5 (Tie)	5	1.7	2.1
Priority 9	15	5.2	6.3
Priority 9.5 (Tie)	2	0.7	0.8
Priority 10	16	5.6	6.7
Priority 10.5 (Tie)	8	2.8	3.3
Priority 11	17	5.9	7.1
Priority 11.5 (Tie)	5	1.7	2.1
Priority 12	16	5.6	6.7
Priority 12.5 (Tie)	4	1.4	1.7
Priority 13	32	11.1	13.4
Priority 13.5 (Tie)	2	0.7	0.8
Priority 14 - LOWEST	37	12.8	15.5
N/R	49	17.0	

n. Invest in improving the energy efficiency of our homes and reduce energy bills *Base: 239*

	Frequency	% overall	% valid
Priority 1 - HIGHEST	37	12.8	15.5
Priority 1.5 (Tie)	4	1.4	1.7
Priority 2	37	12.8	15.5
Priority 2.5 (Tie)	8	2.8	3.3
Priority 3	28	9.7	11.7
Priority 3.5 (Tie)	2	0.7	0.8
Priority 4	25	8.7	10.5
Priority 4.5 (Tie)	4	1.4	1.7
Priority 5	18	6.3	7.5
Priority 5.5 (Tie)	5	1.7	2.1
Priority 6	8	2.8	3.3
Priority 6.5 (Tie)	1	0.3	0.4
Priority 7	10	3.5	4.2
Priority 7.5 (Tie)	4	1.4	1.7
Priority 8	3	1.0	1.3
Priority 8.5 (Tie)	4	1.4	1.7
Priority 9	8	2.8	3.3
Priority 9.5 (Tie)	0	0.0	0.0
Priority 10	8	2.8	3.3
Priority 10.5 (Tie)	2	0.7	0.8
Priority 11	7	2.4	2.9
Priority 11.5 (Tie)	1	0.3	0.4
Priority 12	2	0.7	0.8
Priority 12.5 (Tie)	2	0.7	0.8
Priority 13	6	2.1	2.5
Priority 13.5 (Tie)	0	0.0	0.0
Priority 14 - LOWEST	5	1.7	2.1
N/R	49	17.0	

Q21 How SHAL deals with enquiries generally *Base: 288*

	Frequency	% overall	% valid
126: Very happy	134	46.5	49.1
127: Fairly happy	100	34.7	36.6

		Frequency	% overall	% valid
128:	Neither	18	6.3	6.6
129:	Fairly unhappy	12	4.2	4.4
130:	Very unhappy	9	3.1	3.3
131:	No opinion	2	0.7	
	N/R	13	4.5	

	Q22 SHAL has friendly and approachable staff	*Base: 288*		
132:	Strongly agree	160	55.6	58.6
133:	Tend to agree	90	31.3	33.0
134:	Neither	14	4.9	5.1
135:	Tend to disagree	6	2.1	2.2
136:	Strongly disagree	3	1.0	1.1
137:	No opinion	3	1.0	
	N/R	12	4.2	

	Q23a Ability of staff to deal with query	*Base: 288*		
138:	Very happy	155	53.8	57.2
139:	Fairly happy	76	26.4	28.0
140:	Neither	16	5.6	5.9
141:	Fairly unhappy	16	5.6	5.9
142:	Very unhappy	8	2.8	3.0
143:	No opinion	3	1.0	
	N/R	14	4.9	

	Q23b The final outcome of your query	*Base: 288*		
144:	Very happy	141	49.0	54.4
145:	Fairly happy	62	21.5	23.9
146:	Neither	21	7.3	8.1
147:	Fairly unhappy	20	6.9	7.7
148:	Very unhappy	15	5.2	5.8
149:	No opinion	7	2.4	
	N/R	22	7.6	

	Q24 Being kept informed	*Base: 288*		
150:	Very happy	120	41.7	44.6
151:	Fairly happy	98	34.0	36.4
152:	Neither	35	12.2	13.0
153:	Fairly unhappy	10	3.5	3.7
154:	Very unhappy	6	2.1	2.2
155:	No opinion	7	2.4	
	N/R	12	4.2	

	Q25 Read the newsletter (Grapevine)	*Base: 288*		
156:	Yes	236	81.9	
157:	No	36	12.5	
	N/R	16	5.6	

	Q26 Preferred method of contacting SHAL	*Base: 288*		
158:	Email	101	35.1	
159:	Telephone	191	66.3	
160:	Visit in person	79	27.4	

		Frequency	% overall	% valid
161:	Text message	131	45.5	
162:	Letter	63	21.9	
	N/R	12	4.2	
	Q27a Treat tenants with respect	*Base: 288*		
163:	Very happy	177	61.5	65.6
164:	Fairly happy	75	26.0	27.8
165:	Neither	14	4.9	5.2
166:	Fairly unhappy	2	0.7	0.7
167:	Very unhappy	2	0.7	0.7
168:	No opinion	4	1.4	
	N/R	14	4.9	
	Q27b Listen to views and act on them	*Base: 288*		
169:	Very happy	109	37.8	42.1
170:	Fairly happy	103	35.8	39.8
171:	Neither	32	11.1	12.4
172:	Fairly unhappy	8	2.8	3.1
173:	Very unhappy	7	2.4	2.7
174:	No opinion	13	4.5	
	N/R	16	5.6	
	Q27c Opportunity to influence decisions	*Base: 288*		
175:	Very happy	96	33.3	39.2
176:	Fairly happy	85	29.5	34.7
177:	Neither	54	18.8	22.0
178:	Fairly unhappy	6	2.1	2.4
179:	Very unhappy	4	1.4	1.6
180:	No opinion	26	9.0	
	N/R	17	5.9	
	Q27d Advice and support when things go wrong	*Base: 288*		
181:	Very happy	102	35.4	43.8
182:	Fairly happy	76	26.4	32.6
183:	Neither	44	15.3	18.9
184:	Fairly unhappy	6	2.1	2.6
185:	Very unhappy	5	1.7	2.1
186:	No opinion	38	13.2	
	N/R	17	5.9	
	Q28a Enough info how SHAL is run	*Base: 288*		
187:	Yes	229	79.5	
188:	No	42	14.6	
	N/R	17	5.9	
	Q28b Enough info how decisions are made	*Base: 288*		
189:	Yes	206	71.5	
190:	No	60	20.8	
	N/R	22	7.6	

		Frequency	% overall	% valid
	Q28c Enough info how tenants can get involved	*Base: 288*		
191:	Yes	201	69.8	
192:	No	64	22.2	
	N/R	23	8.0	
	Q29 Interested in getting involved	*Base: 288*		
193:	Yes	98	34.0	
194:	No	162	56.3	
	N/R	28	9.7	
	Q31 Use internet in any of the following ways	*Base: 288*		
195:	Home computer or laptop	137	47.6	54.8
196:	Mobile phone	218	75.7	87.2
197:	Tablet	106	36.8	42.4
198:	Smart TV etc	65	22.6	26.0
199:	At work	38	13.2	15.2
200:	At a public site	17	5.9	6.8
201:	Don't access online services	18	6.3	7.2
	N/R	20	6.9	
	R31 Use the internet	*Base: 288*		
202:	Yes	250	86.8	
203:	No	18	6.3	
	N/R	20	6.9	
	Q32 Do any of the following using a computer etc	*Base: 288*		
204:	Shopping	163	56.6	65.2
205:	Banking	193	67.0	77.2
206:	Changing insurance/utility	128	44.4	51.2
207:	Send e-mails	191	66.3	76.4
208:	Use Council/Gov't services	106	36.8	42.4
209:	Use NHS and other health	93	32.3	37.2
210:	None of these	45	15.6	18.0
	N/R	17	5.9	
	Q33 Use any of the following social media	*Base: 288*		
211:	Facebook	203	70.5	
212:	YouTube	108	37.5	
213:	Twitter	31	10.8	
214:	Instagram	63	21.9	
215:	Snapchat	58	20.1	
216:	WhatsApp	139	48.3	
217:	None of these	44	15.3	
	N/R	18	6.3	
	R33 Used social media	*Base: 288*		
218:	Yes	226	78.5	
219:	No	44	15.3	
	N/R	18	6.3	

		Frequency	% overall	% valid
	Q34 Would contact SHAL by following social media	*Base: 226*		
220:	Facebook	81	28.1	35.8
221:	YouTube	4	1.4	1.8
222:	Twitter	9	3.1	4.0
223:	Instagram	12	4.2	5.3
224:	Snapchat	5	1.7	2.2
225:	WhatsApp	65	22.6	28.8
226:	None of these	123	42.7	54.4
	N/R	64	22.2	0.9
	R34 Would contact SHAL by social media	*Base: 226*		
227:	Yes	101	35.1	44.7
228:	No	123	42.7	54.4
	N/R	64	22.2	0.9
	Q35 Would follow SHAL by following social media	*Base: 226*		
229:	Facebook	121	42.0	53.5
230:	YouTube	9	3.1	4.0
231:	Twitter	11	3.8	4.9
232:	Instagram	24	8.3	10.6
233:	Snapchat	8	2.8	3.5
234:	WhatsApp	52	18.1	23.0
235:	None of these	87	30.2	38.5
	N/R	67	23.3	2.2
	R35 Would follow SHAL on social media	*Base: 226*		
236:	Yes	134	46.5	59.3
237:	No	87	30.2	38.5
	N/R	67	23.3	2.2
	Q36 Used SHAL's website	*Base: 288*		
238:	Yes	154	53.5	
239:	No	112	38.9	
	N/R	22	7.6	
	Q37a That your rent provides value for money	*Base: 288*		
240:	Very happy	144	50.0	53.5
241:	Fairly happy	103	35.8	38.3
242:	Neither	16	5.6	5.9
243:	Fairly unhappy	4	1.4	1.5
244:	Very unhappy	2	0.7	0.7
245:	NA	1	0.3	
	N/R	18	6.3	
	Q37b Rent payments incl dealing with arrears	*Base: 288*		
246:	Very happy	142	49.3	59.2
247:	Fairly happy	68	23.6	28.3
248:	Neither	19	6.6	7.9
249:	Fairly unhappy	6	2.1	2.5
250:	Very unhappy	5	1.7	2.1
251:	NA	26	9.0	

		Frequency	% overall	% valid
	N/R	22	7.6	
	Q37c Service charge provides value for money	*Base: 44*		
252:	Very happy	16	5.6	43.2
253:	Fairly happy	13	4.5	35.1
254:	Neither	2	0.7	5.4
255:	Fairly unhappy	4	1.4	10.8
256:	Very unhappy	2	0.7	5.4
257:	NA	1	0.3	
	N/R	250	86.8	13.6
	Q38 Claiming Universal Credit	*Base: 288*		
258:	Yes	69	24.0	
259:	No	201	69.8	
	N/R	18	6.3	
	Q39 Financially better/worse off than a year ago	*Base: 288*		
260:	Better off	37	12.8	14.6
261:	About the same	146	50.7	57.5
262:	Worse off	71	24.7	28.0
263:	Don't know	16	5.6	
	N/R	18	6.3	
	Q40 Able to heat home in colder months	*Base: 288*		
264:	Yes	228	79.2	
265:	No	42	14.6	
	N/R	18	6.3	
	Q41 Manage to pay to heat home in colder months	*Base: 288*		
266:	Yes	243	84.4	
267:	No	30	10.4	
	N/R	15	5.2	
	Q42 Used a Foodbank in last year	*Base: 288*		
268:	Yes	18	6.3	
269:	No	253	87.8	
	N/R	17	5.9	
	Q43 Used any of following in last year	*Base: 288*		
270:	StepChange	16	5.6	
271:	Money Advice Service	10	3.5	
272:	Citizens Advice	47	16.3	
273:	Turn2us	3	1.0	
274:	Credit Union	1	0.3	
	N/R	222	77.1	
	R43 Have used financial support	*Base: 288*		
275:	Yes	66	22.9	
276:	No	222	77.1	

		Frequency	% overall	% valid
	N/R	0	0.0	
	Q44 Employed, either full or part time	*Base: 288*		
277:	Yes	177	61.5	
278:	No	94	32.6	
	N/R	17	5.9	
	Q45 Have more than one job	*Base: 177*		
279:	Yes	12	4.2	6.8
280:	No	162	56.3	91.5
	N/R	114	39.6	1.7
	Q46 Main job of chief income earner	*Base: 177*		
281:	Admin or Financial	5	1.7	2.8
282:	Agriculture	1	0.3	0.6
283:	Education	11	3.8	6.2
284:	Emergency services or Military	0	0.0	0.0
285:	Engineering or Manufacturing	18	6.3	10.2
286:	Health or Social Care	30	10.4	16.9
287:	Hospitality or Retail	32	11.1	18.1
288:	Housing or property	3	1.0	1.7
289:	Transport/utilities	19	6.6	10.7
290:	Other public sector	7	2.4	4.0
291:	Any other	45	15.6	25.4
	N/R	117	40.6	3.4
	D101 Cost Centre	*Base: 288*		
292:	11	42	14.6	
293:	12	1	0.3	
294:	13	45	15.6	
295:	14	37	12.8	
296:	15	18	6.3	
297:	16	42	14.6	
298:	17	13	4.5	
299:	18	16	5.6	
300:	19	5	1.7	
301:	20	1	0.3	
302:	21	21	7.3	
303:	40	4	1.4	
304:	41	3	1.0	
305:	42	3	1.0	
306:	43	7	2.4	
307:	44	1	0.3	
308:	45	7	2.4	
309:	46	3	1.0	
310:	47	10	3.5	
311:	48	2	0.7	
312:	49	7	2.4	
	N/R	0	0.0	
	D102 Local Authority	*Base: 288*		
313:	Sedgemoor	246	85.4	

	Frequency	% overall	% valid
314: Taunton Deane	35	12.2	
315: West Somerset	7	2.4	
N/R	0	0.0	

D103 LSOA — Base: 288

316: Axevale	3	1.0	
317: Berrow	0	0.0	
318: Bishop's Lydeard	6	2.1	
319: Blackdown	1	0.3	
320: Bridgwater Dunwear	21	7.3	
321: Bridgwater Eastover	2	0.7	
322: Bridgwater Fairfax	14	4.9	
323: Bridgwater Hamp	46	16.0	
324: Bridgwater Victoria	35	12.2	
325: Bridgwater Westover	21	7.3	
326: Bridgwater Wyndham	7	2.4	
327: Burnham Central	4	1.4	
328: Cannington and Wembdon	2	0.7	
329: Cheddar and Shipham	2	0.7	
330: East Polden	1	0.3	
331: Highbridge and Burnham Marine	8	2.8	
332: King's Isle	8	2.8	
333: Knoll	14	4.9	
334: Minehead Central	0	0.0	
335: North Petherton	10	3.5	
336: Norton Fitzwarren	0	0.0	
337: Not known	7	2.4	
338: Puriton and Woolavington	28	9.7	
339: Quantocks	16	5.6	
340: Ruishton and Creech	12	4.2	
341: Staplegrove	0	0.0	
342: Taunton Blackbrook and Holway	1	0.3	
343: Taunton Halcon	11	3.8	
344: Taunton Lyngford	1	0.3	
345: Taunton Pyrland and Rowbarton	1	0.3	
346: Trull	2	0.7	
347: Wedmore and Mark	2	0.7	
348: West Polden	2	0.7	
N/R	0	0.0	

D104 Tenancy type — Base: 288

349: Assured	224	77.8	
350: Assured Shorthold	3	1.0	
351: Mutual Exchange	51	17.7	
352: Starter Tenancy	10	3.5	
N/R	0	0.0	

D105 Property type — Base: 288

353: Flat	47	16.3	
354: House	241	83.7	
N/R	0	0.0	

D106 Property size — Base: 288

		Frequency	% overall	% valid
355:	One bed	20	6.9	
356:	Two bed	99	34.4	
357:	Three bed	156	54.2	
358:	Four bed	13	4.5	
	N/R	0	0.0	

	D107 Property age	Base: 288		
359:	Pre 1945	76	26.4	
360:	1945 - 1964	96	33.3	
361:	1965 - 1974	14	4.9	
362:	1975 - 1990	6	2.1	
363:	1991 - 2005	31	10.8	
364:	2006 on	65	22.6	
	N/R	0	0.0	

	D108 Length of tenancy	Base: 288		
365:	Under 1 year	21	7.3	
366:	1 - 2 years	25	8.7	
367:	3 - 5 years	52	18.1	
368:	6 - 10 years	55	19.1	
369:	11 - 20 years	87	30.2	
370:	21 years and over	48	16.7	
	N/R	0	0.0	

	D109 Main Tenant Gender	Base: 288		
371:	Male	65	22.6	
372:	Female	223	77.4	
	N/R	0	0.0	

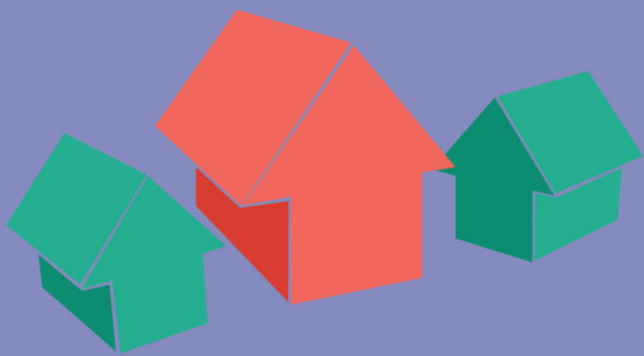
	D110 Main Tenant Age Group	Base: 288		
373:	16 - 24 years	1	0.3	
374:	25 - 34 years	43	14.9	
375:	35 - 44 years	71	24.7	
376:	45 - 54 years	81	28.1	
377:	55 - 59 years	31	10.8	
378:	60 - 64 years	25	8.7	
379:	65 - 74 years	26	9.0	
380:	75 - 84 years	8	2.8	
381:	85 years and over	2	0.7	
	N/R	0	0.0	

	D111 Main Tenant Age Group [simple]	Base: 288		
382:	16-34	44	15.3	
383:	35-49	111	38.5	
384:	50-64	97	33.7	
385:	65+	36	12.5	
	N/R	0	0.0	

	D112 Receive Universal Credit	Base: 288		
386:	Yes	78	27.1	
387:	No	210	72.9	

		Frequency	% overall	% valid
	N/R	0	0.0	
	D113 Receive Housing Benefit	Base: 288		
388:	Full	39	13.5	
389:	Part	35	12.2	
390:	None	214	74.3	
	N/R	0	0.0	
	D114 Receive Housing Benefit [simple]	Base: 288		
391:	Yes	74	25.7	
392:	No	214	74.3	
	N/R	0	0.0	
	D115 Pay a service charge	Base: 288		
393:	Yes	44	15.3	
394:	No	244	84.7	
	N/R	0	0.0	
	D116 New bathroom	Base: 288		
395:	Yes	61	21.2	
396:	No	227	78.8	
	N/R	0	0.0	
	D117 New doors	Base: 288		
397:	Yes	89	30.9	
398:	No	199	69.1	
	N/R	0	0.0	
	D118 New heating	Base: 288		
399:	Yes	43	14.9	
400:	No	245	85.1	
	N/R	0	0.0	
	D119 New kitchen	Base: 288		
401:	Yes	56	19.4	
402:	No	232	80.6	
	N/R	0	0.0	
	D120 Any new component	Base: 288		
403:	Yes	159	55.2	
404:	No	129	44.8	
	N/R	0	0.0	
	D121 Mains gas	Base: 288		
405:	Yes	247	85.8	
406:	No	41	14.2	
	N/R	0	0.0	

		Frequency	% overall	% valid
	D122 Methodology	*Base: 288*		
407:	Paper	183	63.5	
408:	Email	56	19.4	
409:	SMS	36	12.5	
410:	Web	13	4.5	
	N/R	0	0.0	



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