

**Gloucester City Homes
Tenant Satisfaction Survey
Summary of Headline Findings
January 2007**

Prepared For: Gloucester City Homes

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1 Executive Summary

Introduction

Gloucester City Homes commissioned **mruk** research to conduct its 2006 Tenants Survey designed to update and track tenants' views and opinions.

The survey was conducted based on the standard STATUS format using a postal self-completion methodology, with the option for tenants to complete the survey via telephone if they preferred. Questionnaires were sent to all tenants of the ALMO and after the use of both postal and telephone reminders, 1,911 tenants responded representing a response rate of 42%.

Detailed analysis of the survey outcome is provided in the main report. However, the following represents a summary of the key findings to emerge:

Key Indicators

- A significant majority of respondent tenants (75%) express overall satisfaction with Gloucester City Homes as a landlord.
- Three-quarters (75%) think the rent they are paying represents good value for money; fewer than 10% believe it is poor value.
- Around two-thirds of respondent tenants (68%) expressed overall satisfaction with the repairs and maintenance service; 20% were dissatisfied with the service.
- The majority (82%) of respondent tenants say that Gloucester City Homes is good at keeping them informed about things that might affect them as a tenant; just 5% say the ALMO is poor in this respect.
- Overall, 85% think Gloucester City Homes take their tenants' views into account to some extent (35% say "a lot" and 50% say "a little") when making decisions.
- Two-thirds of respondent tenants (67%) say they are satisfied with opportunities for participating in managing and decision-making; only 8% specifically say they are dissatisfied with this.

Satisfaction with Accommodation

- Over three-quarters (78%) of respondent tenants are satisfied with their accommodation, with a similar percentage (76%) feeling that their home has the right amount of rooms for their requirements. Two-thirds (66%) consider their home to be in good condition.

Local Area

- Overall, 76% of all respondent tenants are satisfied with their neighbourhood as a place to live.
- The biggest problems identified within local areas include litter and rubbish (65%) and vandalism (59%).

Contact with Gloucester City Homes

- Almost three-quarters (73%) of respondents said they had contacted GCH in the last twelve months for reasons other than to pay rent, predominantly regarding repairs (71%). The majority of those making contact did so by telephone (80%).
- Those making contact with GCH were generally happy with the experience, stating that it was 'easy to get hold of the right person' (70%), staff were helpful (83%), and able to deal with tenants' problems (74%).
- The majority of respondent tenants (63%) are satisfied with the overall outcome of their contact with Gloucester City Homes.

Repairs

- Approximately three-quarters of respondent tenants (73%) had reported repairs in the last 12 months; a similar percentage (72%) had repairs completed in that period.
- Respondents who had repair work completed within the last year were generally happy with the process, with at least three-quarters rating each listed aspect of the process as very or fairly good.

Tenant Participation Compacts

- Just over half of respondent tenants (57%) had heard of Tenant Participation Compacts. Of these, around three-quarters (77%) described themselves as very or fairly satisfied with the document

Improving Services

- 'Repairs & Maintenance', 'Overall Quality of Your Home' and 'Keeping Tenants Informed' were rated as the three most important of the services offered by Gloucester City Homes. When asked to rank a list of services in order of importance, 'carrying out repairs' was seen as most important by 44% of all respondents.
- When given a list of services, most respondent tenants felt that each needed improving. A quarter of those offering an opinion felt that 'repairs & maintenance' and the 'overall quality of your home' needed 'much' improvement.

Internet Access

- Over half of those surveyed had no access to the internet; 14% were able to access the internet from home at least once a week.
- Of those with access to the internet, a fifth (20%) had seen Gloucester City Homes' website.
- Respondents who had used the website were generally satisfied (65%) with the site; 90% were able to find what they wanted online.

Respondent Characteristics

- The single highest proportion of respondents (47%) comprised pensioner households, with 17% families and 27% adult only (non pensioner) households.
- Most respondent tenants (56%) have been a tenant of Gloucester City Homes for at least 10 years; 45% had lived in their current home for this period.
- Just below one third (29%) are economically active (i.e. in work or unemployed and seeking work). Some 57% are either wholly retired from work and/or permanently sick/disabled. 12% are looking after their family and home.
- 28% have a weekly household income of between £100 - £159, with 15% having an income of £200 - £299 at their disposal.

-
- Principal sources of income include state/work pensions; earnings from employment; income support and benefits; 69% of respondents currently receive Housing Benefit.
 - The ethnic profile shows the vast majority (93%) of respondents to be of White British origin with 3% of black or mixed black & white ethnicity.

Conclusions

The vast majority of Gloucester City Homes' respondent tenants were satisfied with the service provided by the ALMO, both overall, and for specific areas including value for money, their accommodation, and the opportunity for participation in management and decision-making.

Respondent tenants felt that they were kept informed of things which may affect them, and that their views were taken into account in decision-making.

Repairs & Maintenance was seen to be the most important service from Gloucester City Homes, rated the most important service, and as a top priority for GCH. Satisfaction with the service was high (68%), but most respondents felt that there was still room for improvement.

2 Introduction

This report presents the findings from the 2006 Gloucester City Homes Tenant Satisfaction Survey.

Objectives:

The main objective of the survey was to provide Gloucester City Homes with updated information about its tenants, their opinions, and satisfaction levels with the services provided by the ALMO.

Methodology:

The survey was conducted in November and December 2006 through the issue of postal questionnaires based on the standard STATUS format, in accordance with the ODPM Guidance on Methods of Data Collection. Questionnaires were sent to all the tenants of the ALMO, followed firstly by a postal reminder, then a telephone reminder. Tenants were also given a freephone number to contact if they preferred to take part in the survey via telephone.

A total of 4,562 questionnaires were dispatched to tenants, with 1,911 tenants responding, producing an overall response rate of 42%.

Notes to the figures:

The figures contained in this report show the results as percentages, with the base number on which the percentages are calculated, also shown. The base number is the total number of individuals responding to a question, rather than the number of those taking part in the survey overall.

The base number may differ by question as respondents may not have been asked a particular question (e.g. those stating they did not regard themselves to have a disability would not have been required to questions on this topic), or may have chosen not to provide an answer to certain questions (such as income).

Percentages have been rounded to the nearest whole number and for this reason may not in all cases add exactly to 100.

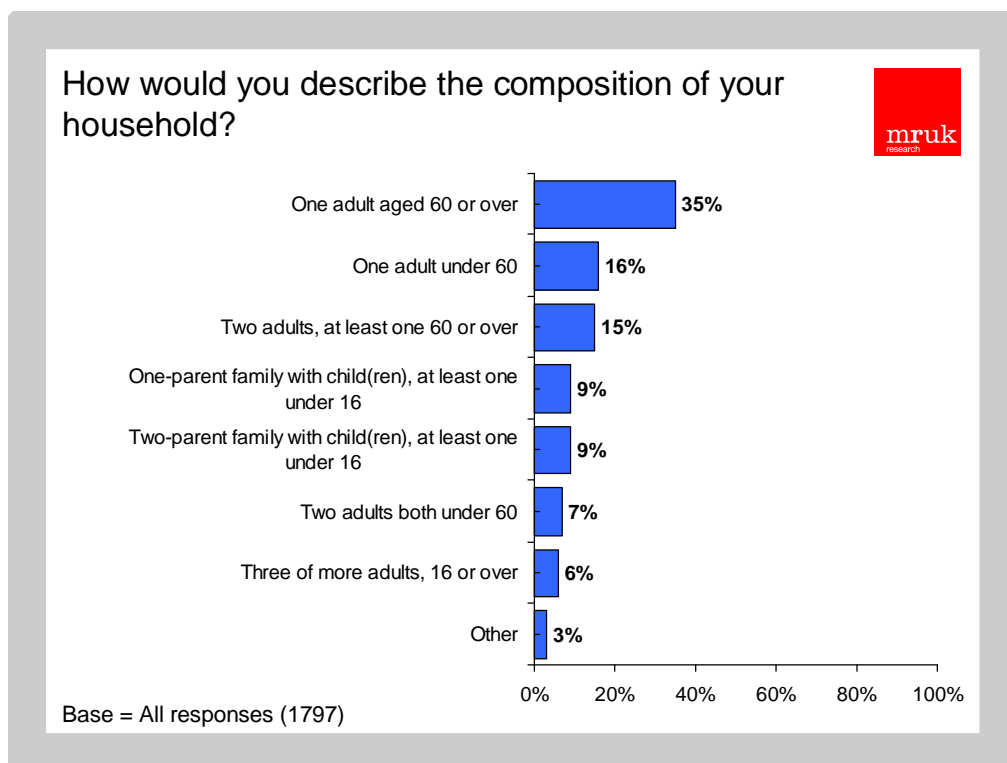
3 Profile of Tenants

This section describes the tenants' profile, including their household composition, length of tenure, demographic information, information about the level and source of the households' incomes and incidences of illness and disability.

Household Composition

As Figure 1 illustrates, 17% of tenant households are families, a further 27% of households contain adults under pensionable age. The single highest proportion (33%) of households are pensioner living alone, with a further 14% having at least one adult of pensionable age. (See Figure 1)

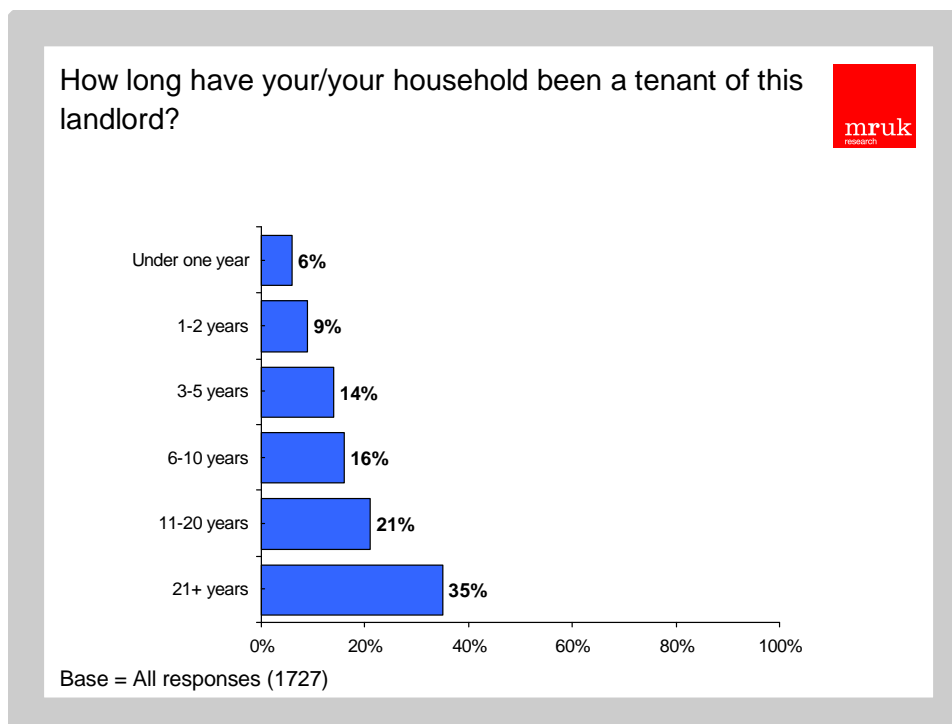
Figure 1



Length of Tenure:

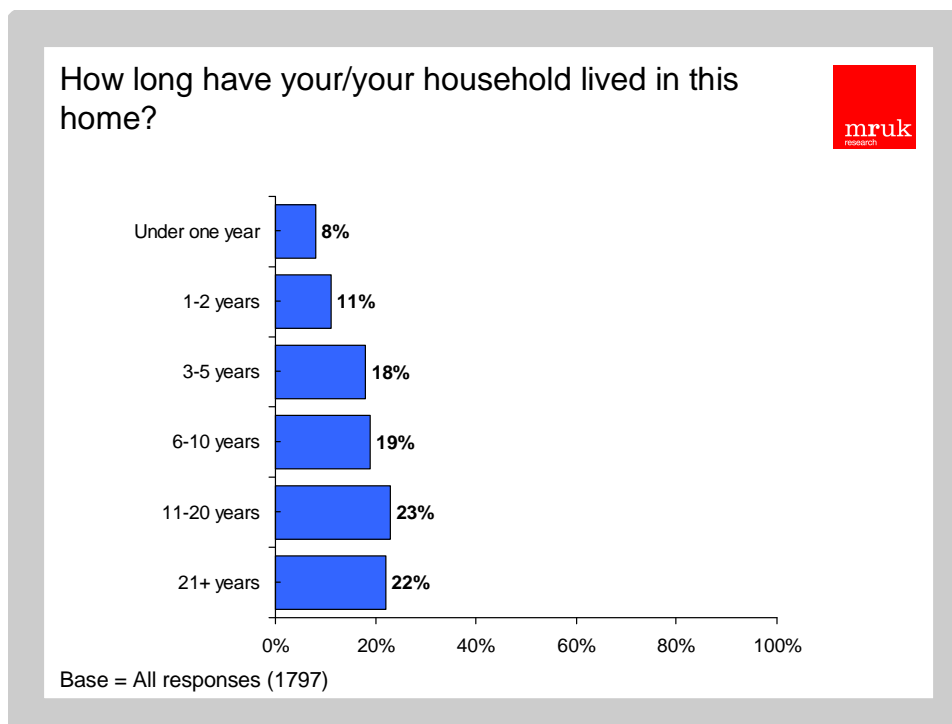
Respondents were asked how long they had been tenants of Gloucester City Homes. Over half of respondents (56%) have rented from the ALMO for over 10 years. 15% have rented from GCH for less than 2 years. (See Figure 2)

Figure 2



When asked how long they had lived in their present address, almost half (45%) had lived there for longer than 11 years while 37% had moved to their present accommodation within the last 5 years. (See Figure 3)

Figure 3



Gender and Age:

Just over three in five tenants are women (61%). (See Figure 4) Respondents ranged in age from 18 to 97, although there was a bias towards the older age group – over half (53%) were aged 60 or over. Just 3% of respondents were aged under 25. (See Figure 5)

Figure 4

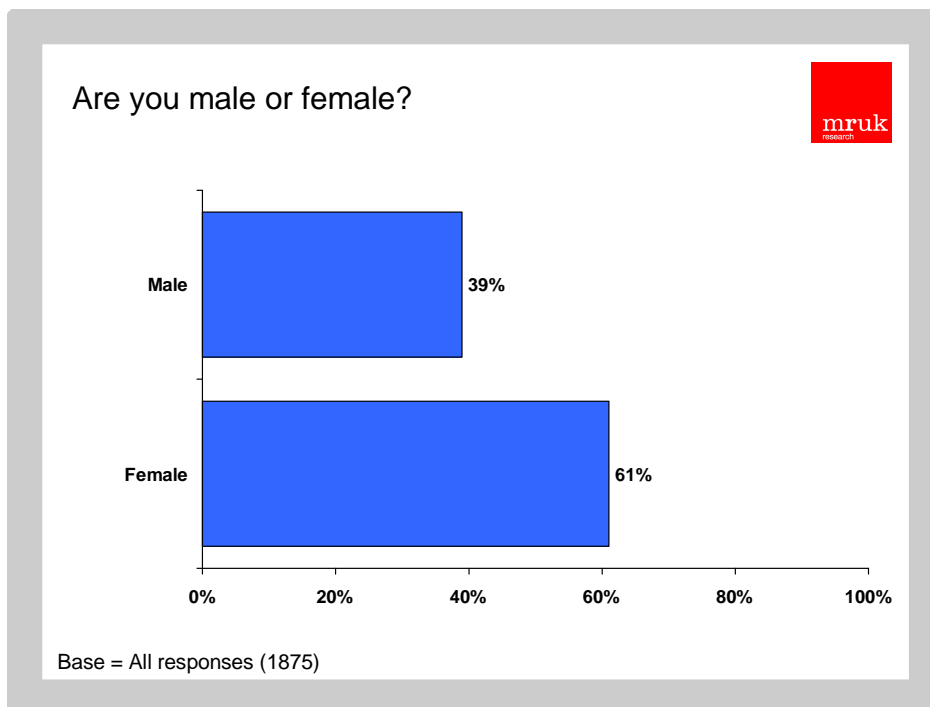
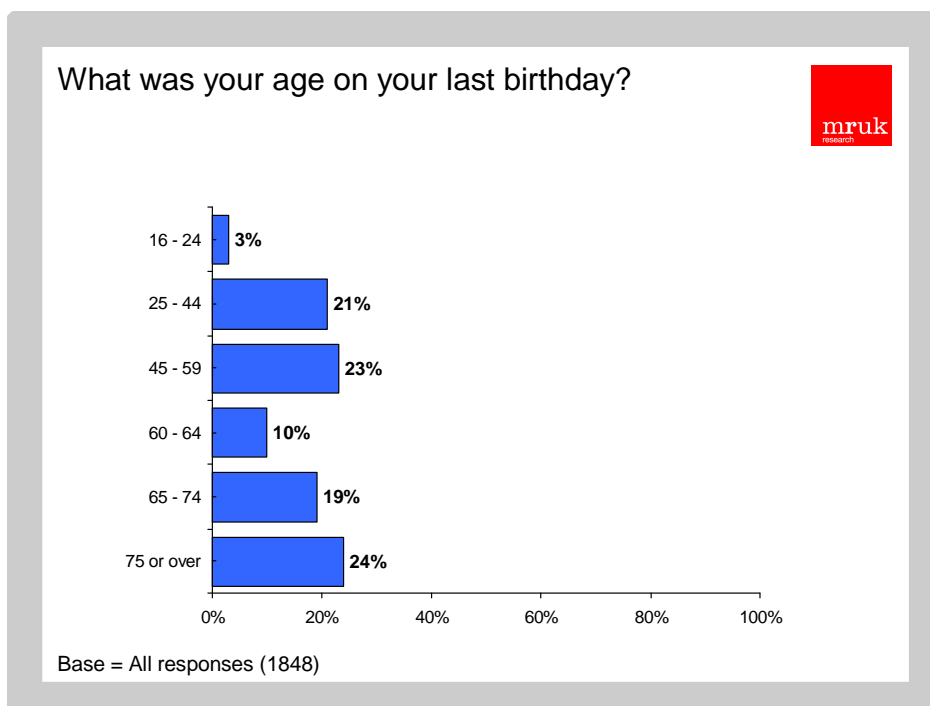


Figure 5



Employment Status, Level and Source of Income:

Reflecting the age profile of the respondents, almost half (42%) of those responding to the question stated they were wholly retired from work; 24% were in full or part-time employment. (See Figure 6)

Figure 6

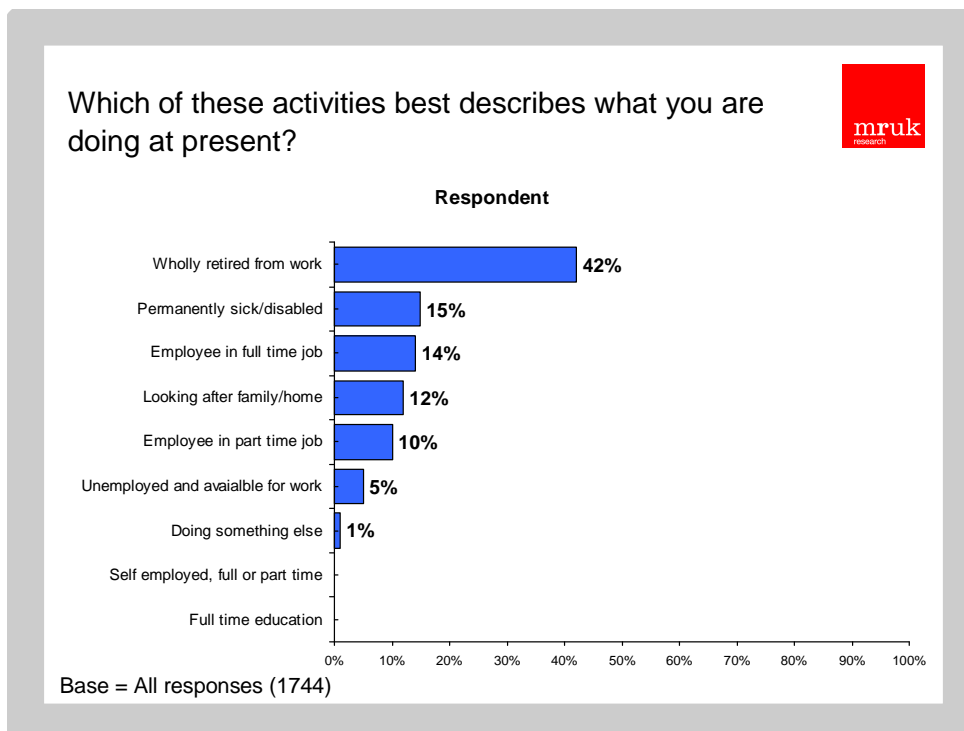
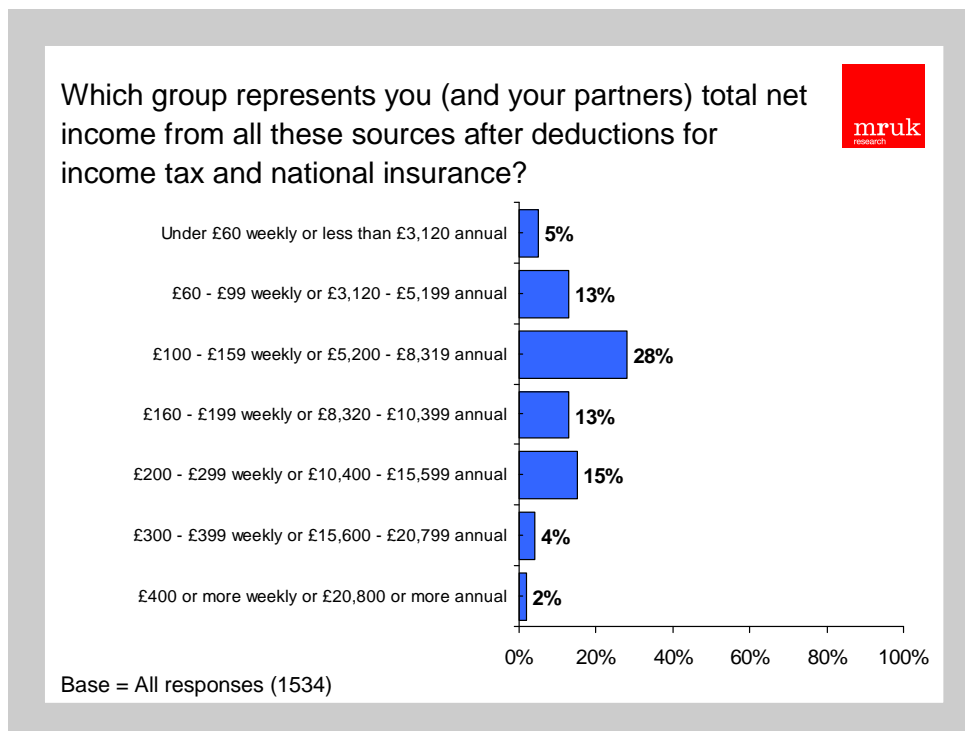


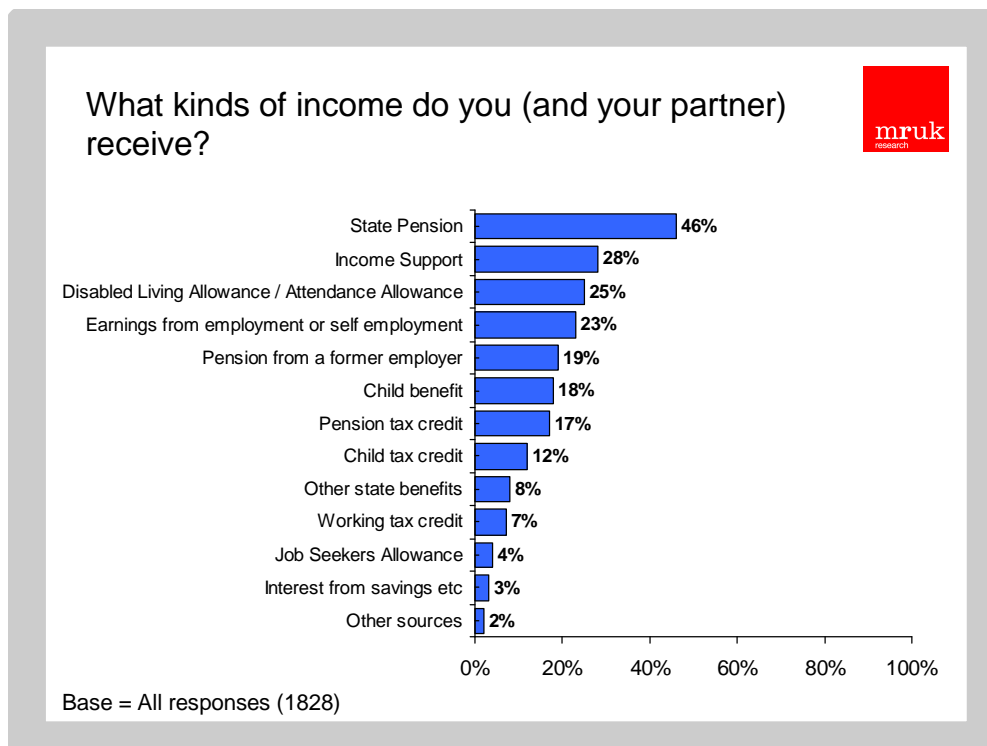
Figure 7 below provides information about the net income of the respondent households: the majority (28%) have a weekly income of between £100 and £159, with a further 13% having a weekly income of £160 - £199; another 15% have an income of between £200 and £299 at their disposal. Almost a fifth of respondents had an income of less than £100 per week; 6% have an income of £300 or more. (See Figure 7)

Figure 7



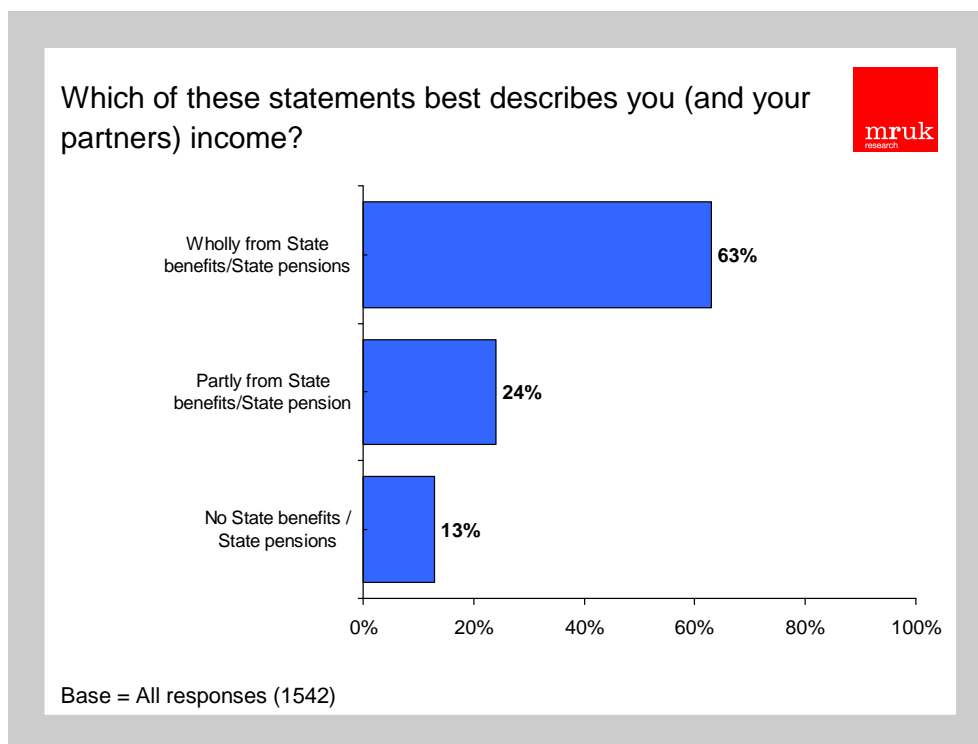
Showing consistency with employment and economic status, most tenants (46%) receive their main income from state pensions, with a further 28% receiving income support. Just below a quarter of the tenants (23%) receive their main income from earnings. (See Figure 8)

Figure 8



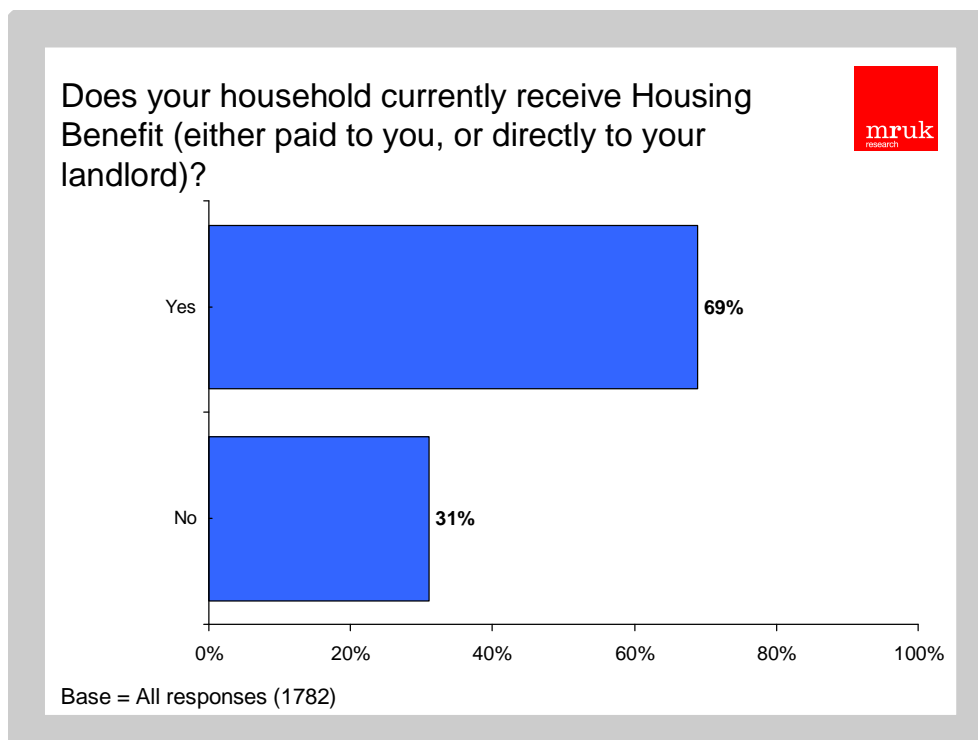
Just under two-thirds of respondents' income comes wholly from State benefits/pensions, with a further 24% receiving some income from the State. (See Figure 9)

Figure 9



Reflecting these figures, 69% of respondents currently receive Housing Benefit. (See Figure 10) Half the tenants who responded to the question had all of their rent paid by Housing Benefit.

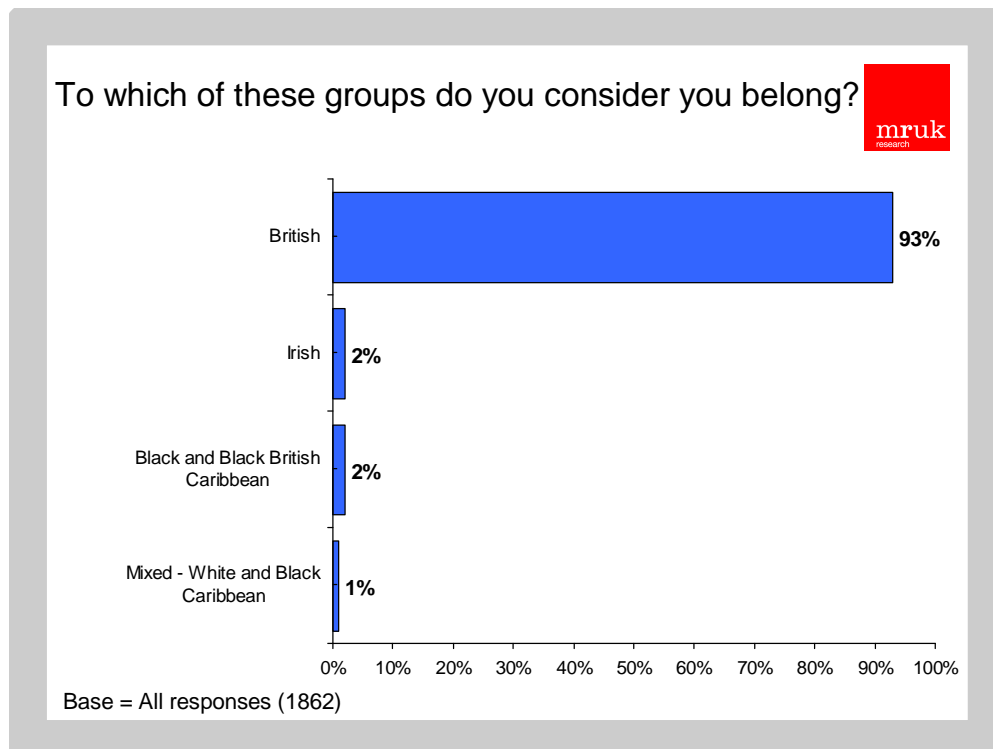
Figure 10



Household Ethnicity:

The majority of tenants stated their ethnic origin is British (93%), a further 2% were of Irish origin. Just 3% of respondents described themselves as black or mixed white and black Caribbean.

Figure 11



Incidence if Illness / Disability:

Just over half (59%) of all respondents described themselves as having some form of long term sickness or disability.

Of the 1,077 respondents with a long-standing illness, disability or infirmity, 83% said that it limits their activities in some way.

9% of all respondents have a household member who uses a wheelchair.

Local Area

The area of Gloucester in which tenants lived was monitored; Table 1 below shows the total number of responses (and the % rate of return) for each area:

Table 1

AREAS	TOTAL RETURNED	% RESPONSE
Kingsholme & Westgate	260	43%
Matson	413	37%
Quedgley Severn And Homeleigh	306	47%
Podsmead	148	40%
Tredworth, White City Beaufort	273	39%
Elmbridge, Hucclecote, Cathedral	157	51%
Coneyhill North And South	119	35%
Robinswood, Lampreys, Abbeydale	174	55%
Inner City Misc	57	34%
Area Unobtainable	4	
TOTAL	1911	42%

4 Information About Your Housing & Neighbourhood

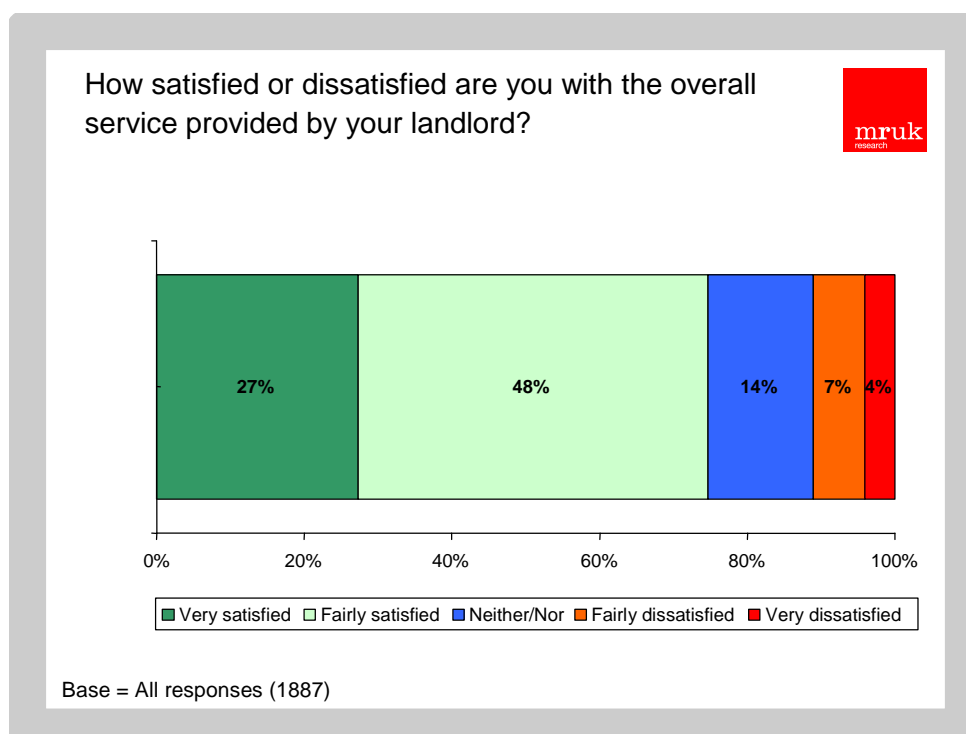
Satisfaction with Gloucester City Homes as Landlord

The majority (75%) of tenants are satisfied with the overall service from Gloucester City Homes. (See Figure 12)

Overall satisfaction amongst tenants from black and minority ethnic backgrounds was slightly lower than those from white backgrounds (69% compared to 75% respectively), although the percentages of those stating they were dissatisfied were similar at 11% and 12% respectively.

Overall satisfaction was highest amongst those living in Robinswood/Lampreys/Abbeydale (85%) and Inner City (81%), and lowest amongst those in Elmbridge/Hucclecote/Cathedral (60%) and Matson (68%).

Figure 12

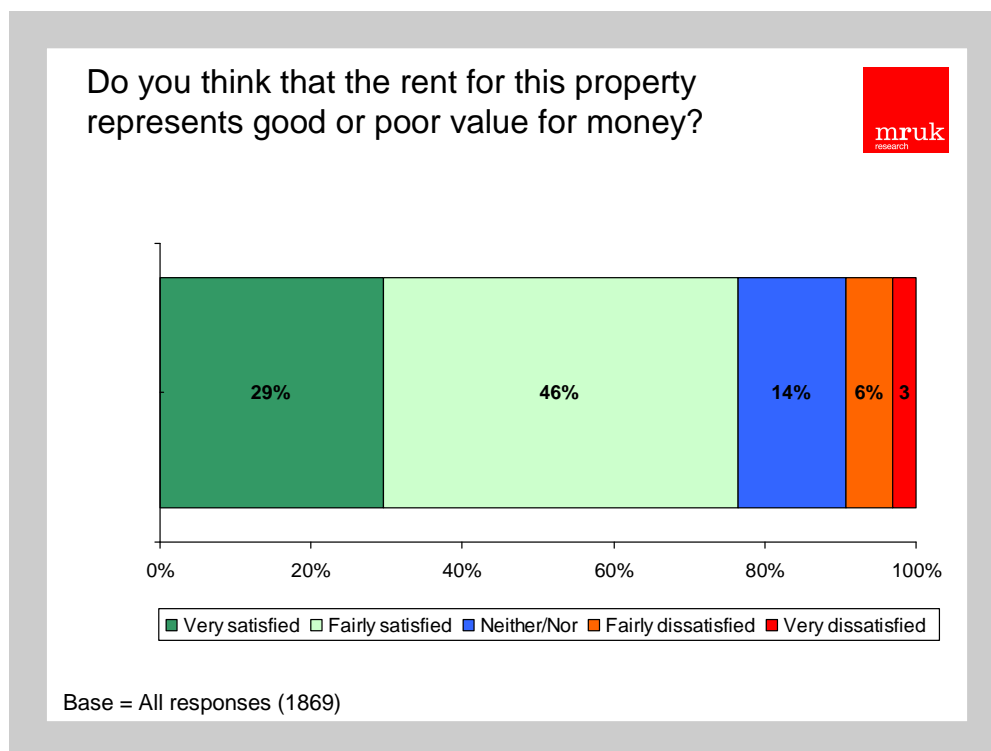


Value for Money

Three-quarters of respondents felt that, taking their home and the service provided by their landlord into account, the rent for their property represents good value for money. (See Figure 13)

Those living in Robinswood/ Lampreys/ Abbeydale (83%) and Inner City (93%) were most likely to think their rent provided good value for money, those living in Elmbridge/ Hucclecote/ Cathedral (69%) were least likely to feel this way.

Figure 13

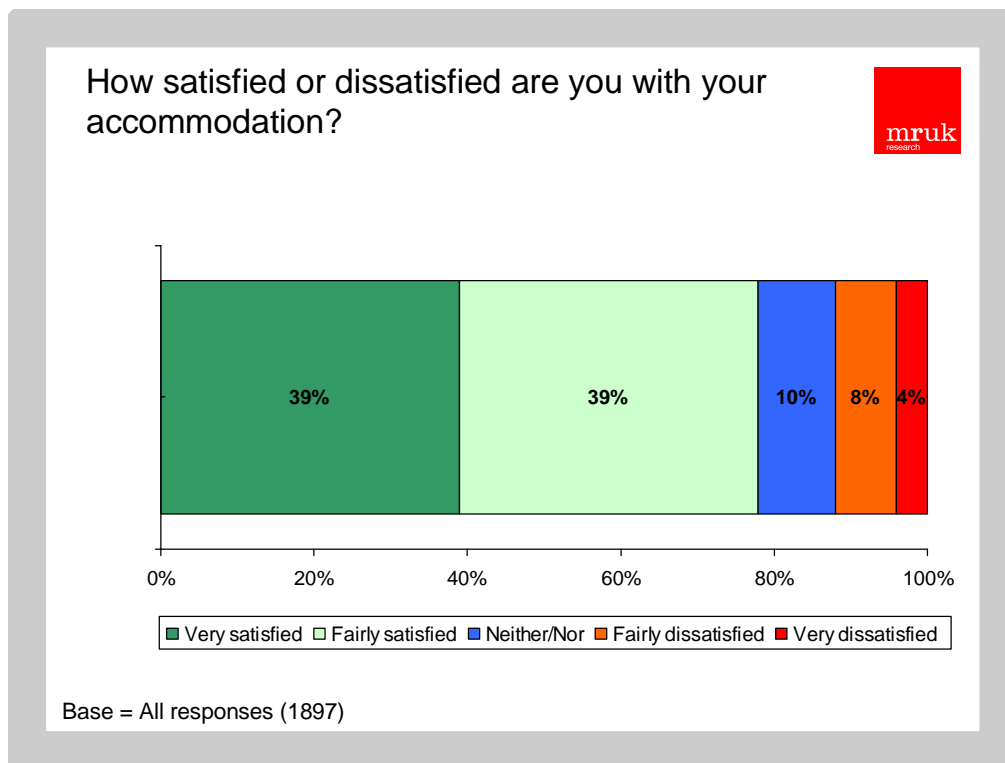


Satisfaction with Accommodation

The vast majority (78%) of tenants are satisfied with their accommodation, with 39% are very satisfied. (See Figure 14)

Satisfaction with accommodation was highest amongst those living in Robinswood/ Lampreys/ Abbeydale (91%), Inner City (88%), Tredworth/ White City/ Beaufort (82%) and Quedgley/ Severn/ Homeleigh (81%); it was lowest amongst those in Matson (69%).

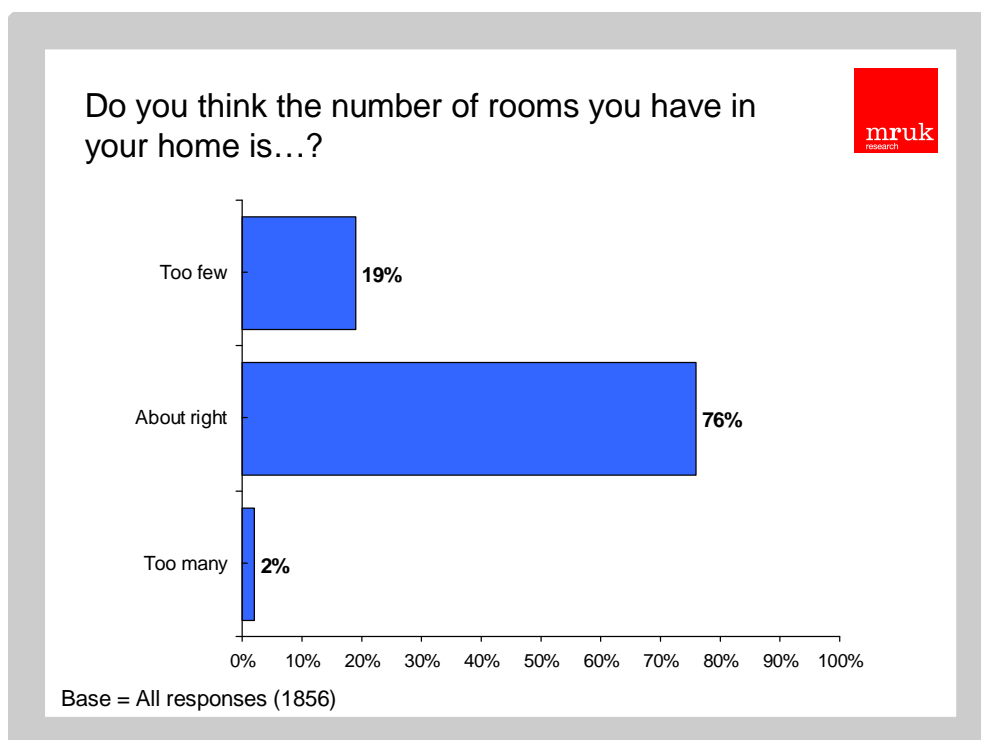
Figure 14



Rooms in Home:

When asked about the number of rooms in their home, most tenants (76%) feel their home has the right amount of rooms. Around a fifth of respondents felt their home had too few rooms. (See Figure 15)

Figure 15

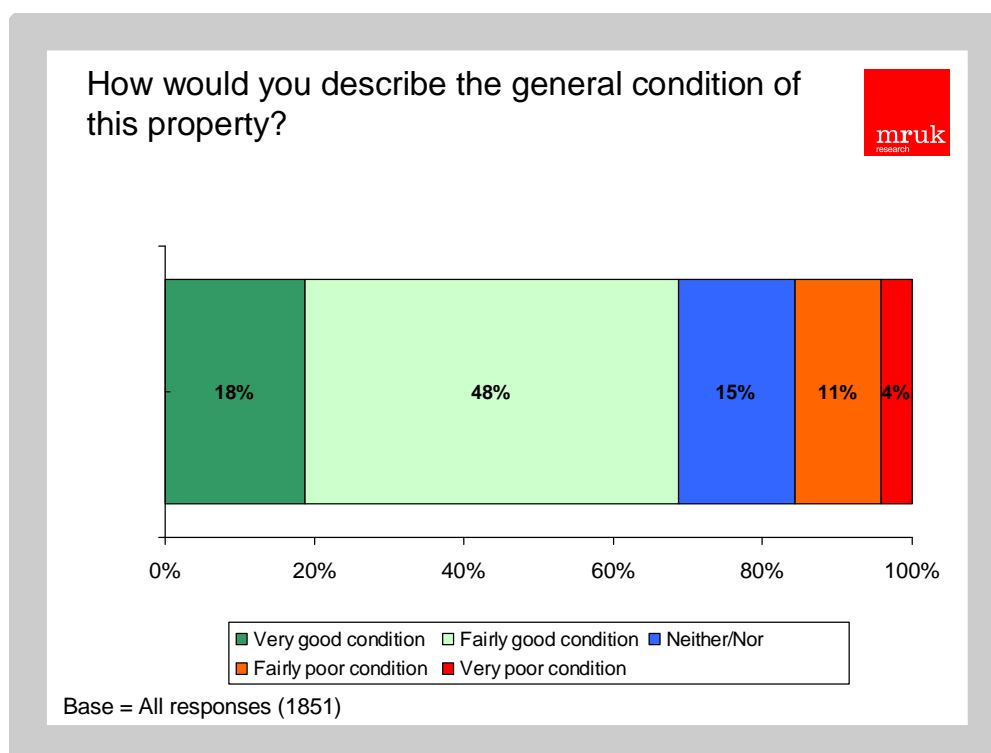


Condition of the Property

Tenants were then asked about their perception of the general condition of their property. Two-thirds (66%) of those who responded thought their property is in good condition (18% rating it as very good); 11% rated the condition of their property as fairly poor, and a further 4% as very poor. (See Figure 16)

Those living in Robinswood/ Lampreys/ Abbeydale (82%), Inner City (79%) and Quedgley/ Severn/ Homeleigh (70%) were most likely to rate their property as being in good condition; those living in Coneyhill North and South (55%) were least likely to rate their property as being in good condition.

Figure 16



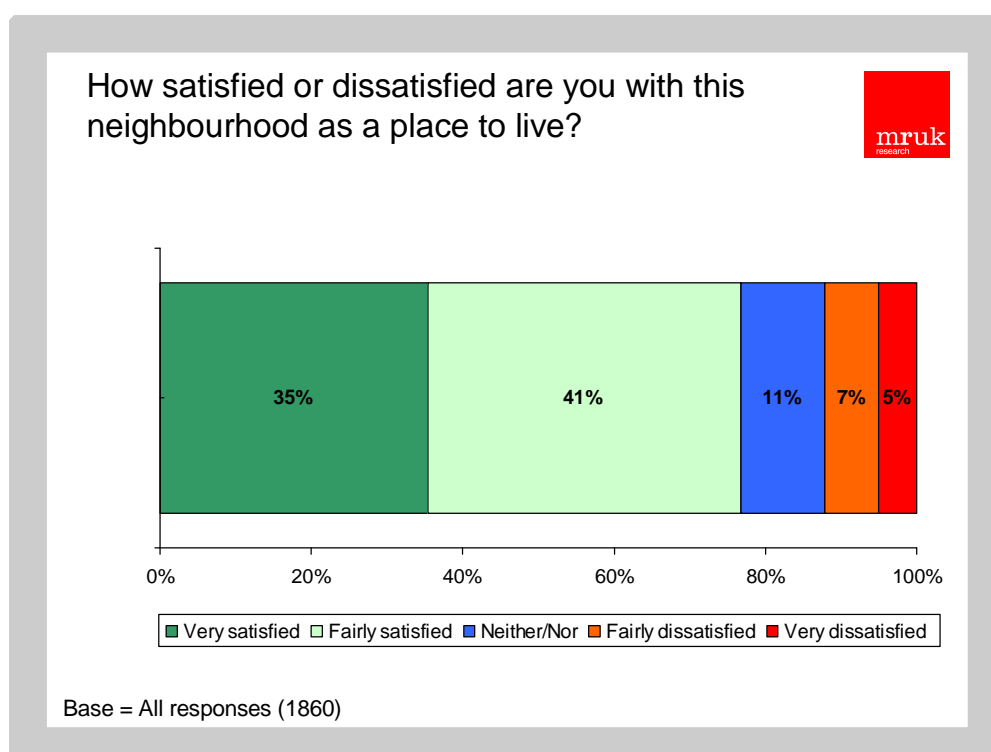
5 Local Area

Satisfaction with Area as a Place to Live

Around three-quarters of respondents (76%) are satisfied with their neighbourhood as a place to live. (See Figure 17)

The highest satisfaction levels occur among tenants in Robinswood/ Lampreys/ Abbeydale (85%), Elmbridge/ Hucclecote/ Cathedral (83%) and Quedgley/ Severn/ Homeleigh (82%); those living in Matson were most likely to express dissatisfaction with their neighbourhood (21% compared to the average score of 12%).

Figure 17



Problems in the Area

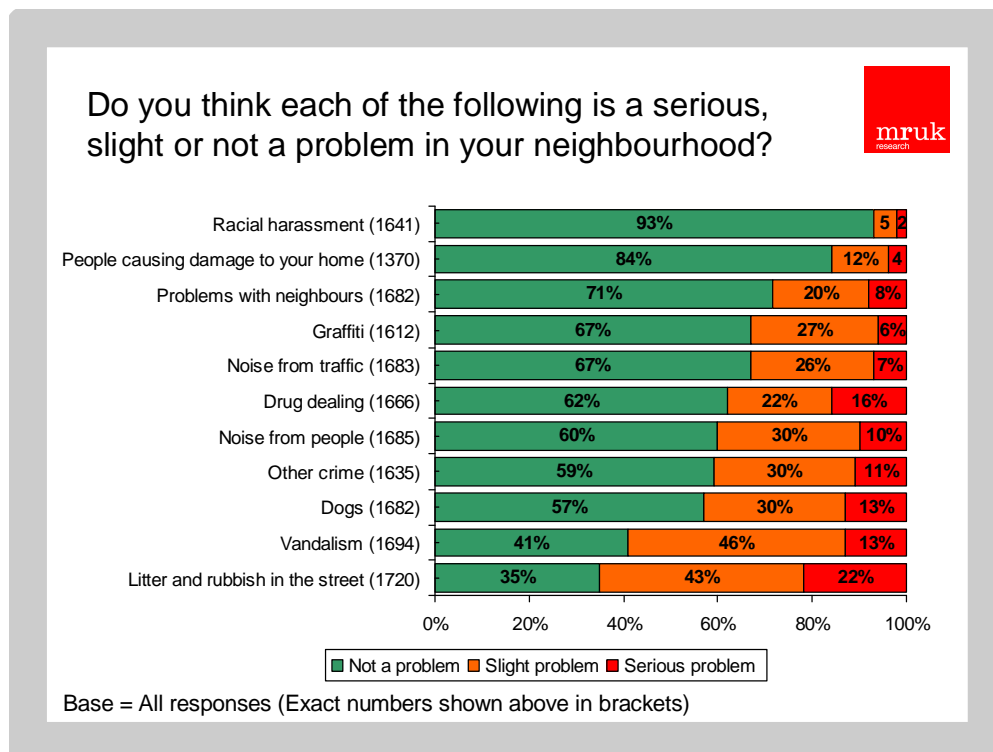
Respondents were asked whether each option from a list of possible problems was a slight, serious, or not a problem in their neighbourhood.

Amongst those who expressed an opinion, the biggest problems, either slight or serious, are:

- Litter and rubbish (65%)
- Vandalism (59%)

(See Figure 18)

Figure 18



Certain neighbourhoods were more likely to experience these problems, with residents in Matson recoding higher than average levels for almost all of the problems listed. (See Table 2)

Table 2

	Slight Problem (%)	Serious Problem (%)
Racial Harassment		
Matson	10	2
People Causing Damage to your Home		
Podsmead	19	5
Matson	15	6
Problems with Neighbours		
Matson	26	14
Graffiti		
Kingsholme & Westgate	29	8
Matson	31	9
Noise from Traffic		
Coneyhill North & South	33	15
Drug Dealing		
Matson	23	29
Noise from People		
Matson	36	15
Kingsholme & Westgate	36	11
Other Crime		
Matson	35	17
Coneyhill North & South	41	12
Dogs		
Matson	32	16
Podsmead	38	12
Vandalism		
Matson	47	23
Podsmead	54	14
Litter & Rubbish in the street		
Coneyhill North & South	41	35
Podsmead	46	23
Matson	44	25

6 Contact with Gloucester City Homes

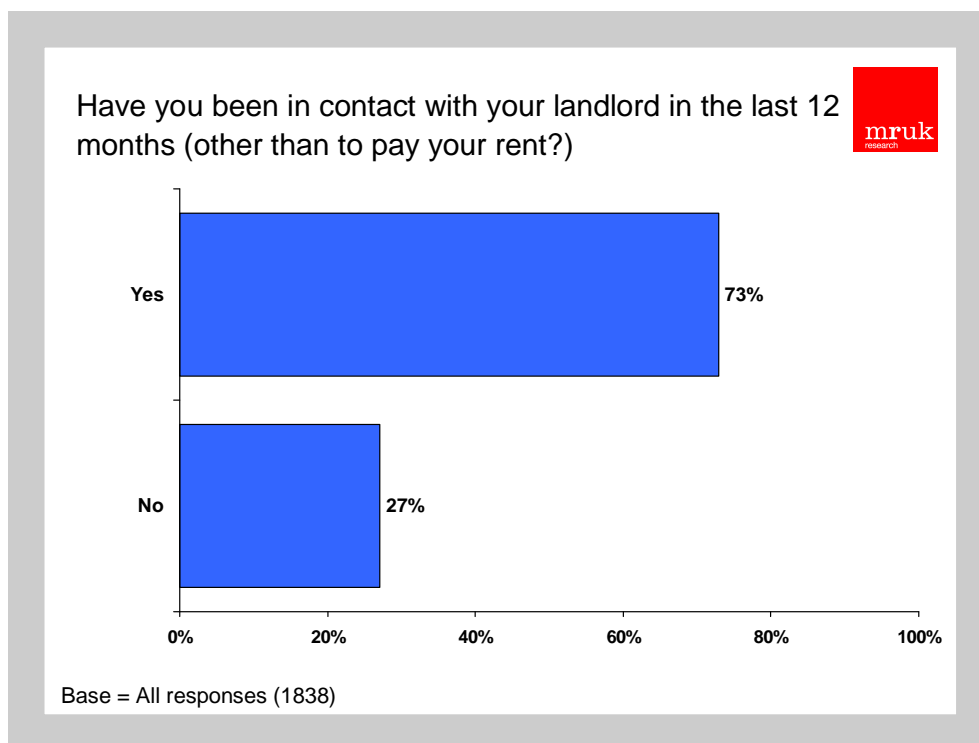
This section presents tenants' experiences of contacting Gloucester City Homes, the reasons for making contact, how they feel they were dealt with and their satisfaction with the final outcome of their queries.

Contact with Landlord in the Last 12 months

Tenants were asked whether they contacted the ALMO in the last twelve months for reasons other than to pay rent – almost three quarters of respondents (73%) said they had. (See Figure 19)

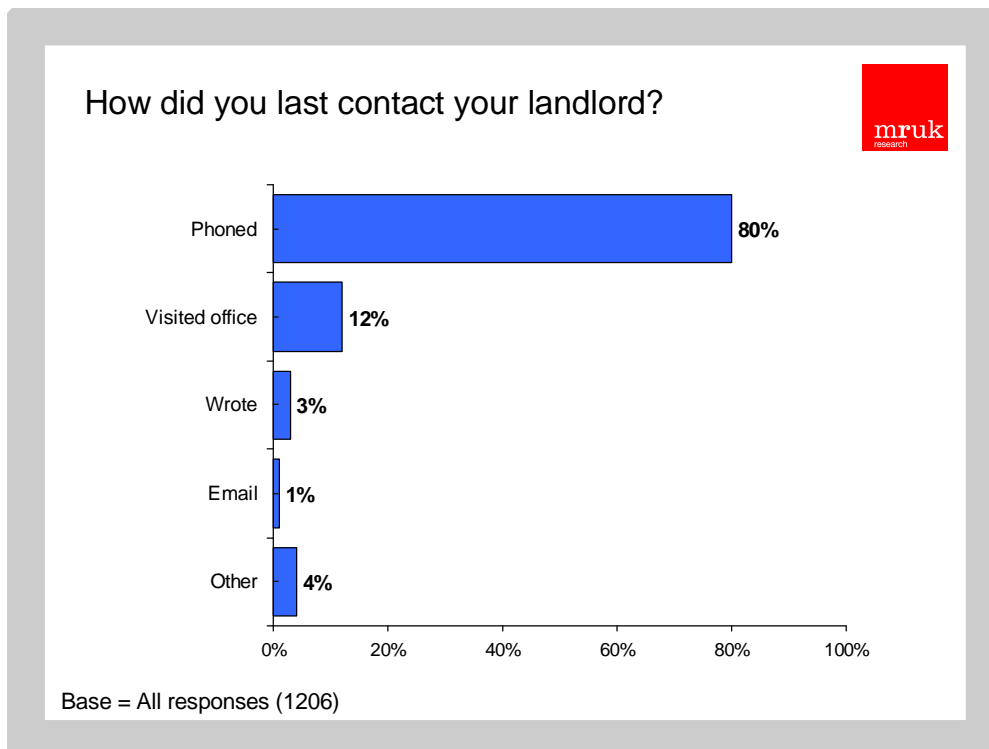
Respondents in Elmbridge/ Hucclecote/ Cathedral were most likely to have contacted their landlord in the last 12 months (81%).

Figure 19



The majority (80%) of contacts were made by telephone, with a further 12% of respondents visiting the ALMO's offices. Fewer than 5% of respondents contacted GCH by letter or email. (See Figure 20)

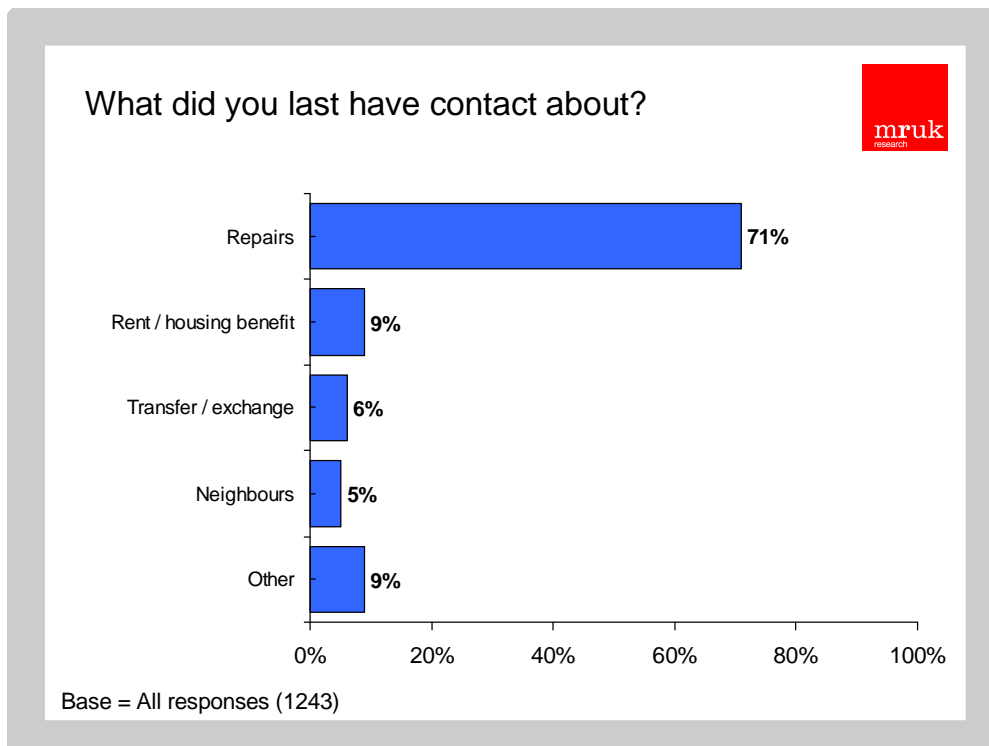
Figure 20



Reason for Contact

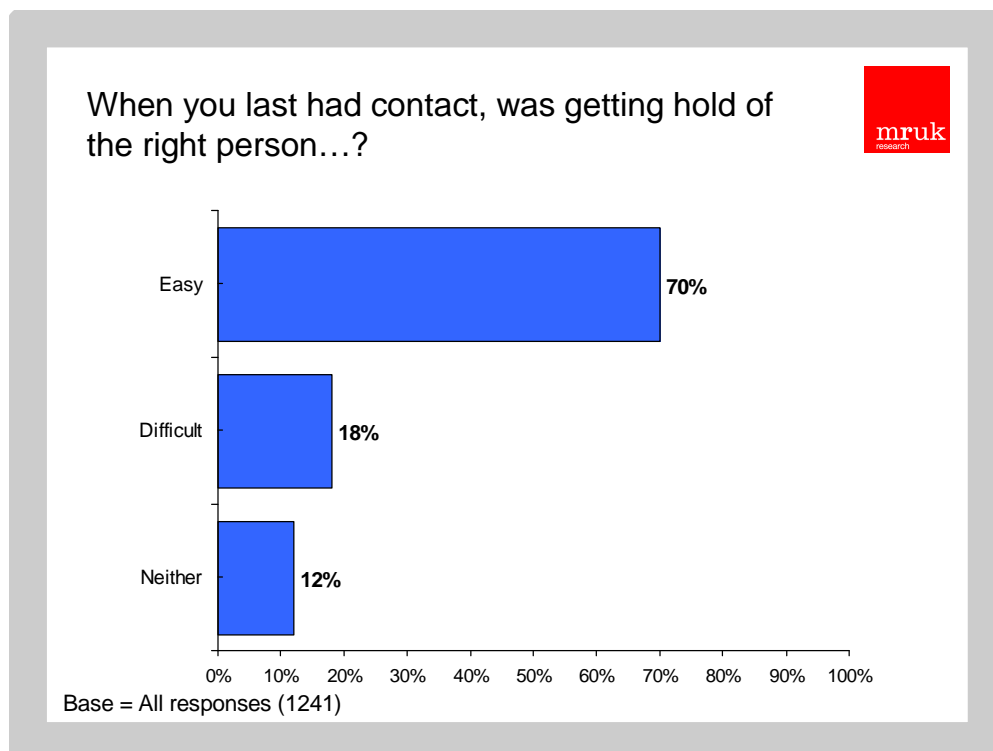
Repair requests were the predominant reason for contacting the ALMO. (See Figure 21)

Figure 21



Most respondents (70%) found getting hold of the right person at GCH easy; just under a fifth felt that contacting the right person was difficult. (See Figure 22)

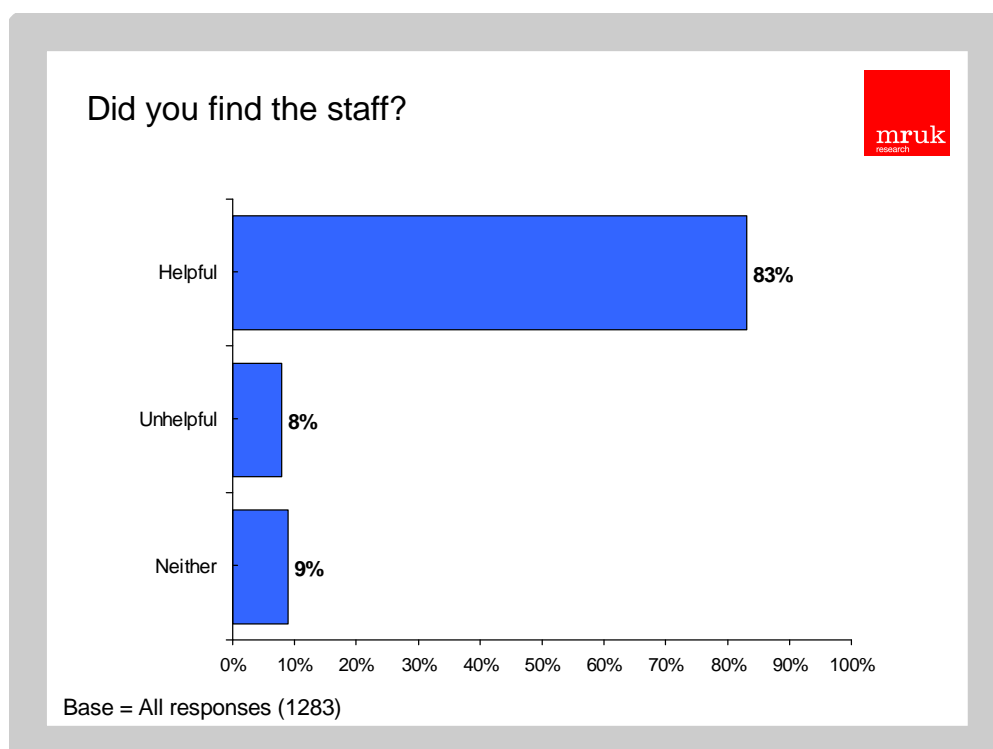
Figure 22



Gloucester City Homes' staff were predominantly seen as helpful, with just 8% of respondents rating staff as unhelpful. (See Figure 23)

Respondents living in Matson were least likely to describe GCH staff as helpful (74%).

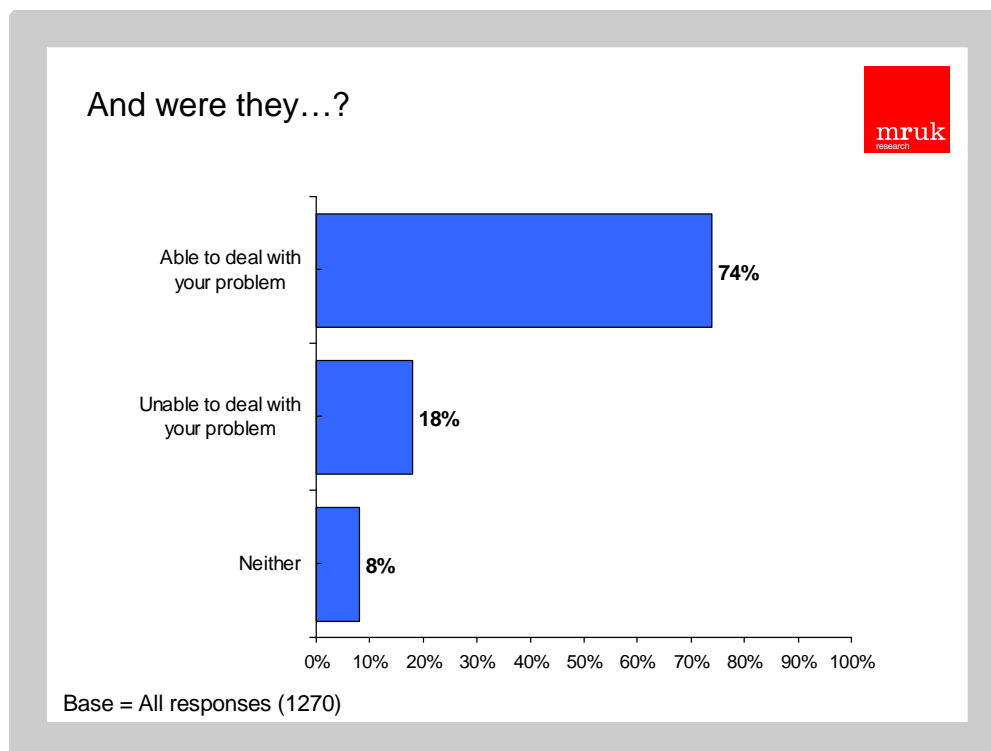
Figure 23



Around three quarters of respondents reported that GCH staff were able to deal with their problem; just under a fifth felt that staff were unable to deal with their problem. (See Figure 24)

Respondents living in Matson were least likely to describe GCH staff as being able to deal with their problem (66%).

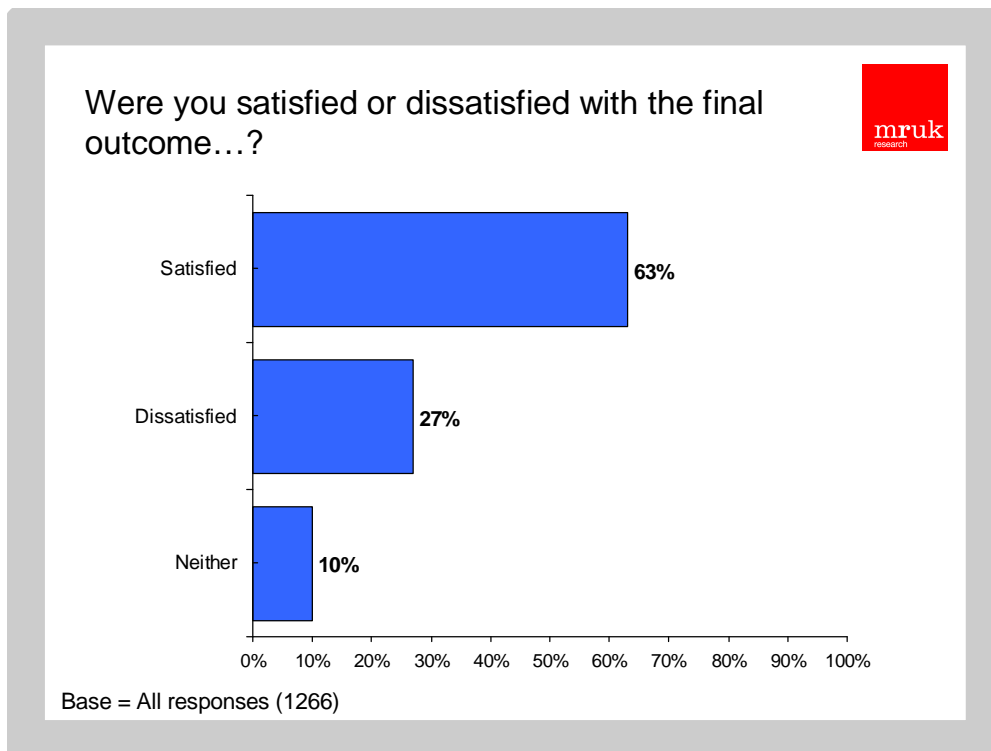
Figure 24



Overall, just under two-thirds of respondents were satisfied with the final outcome of their contact with Gloucester City Homes. (See Figure 25)

Those living in Elmbridge/ Hucclecote/ Cathedral (54%) and Matson (55%) were least likely to describe themselves as satisfied with the final outcome, contrasting with those living in Tredworth/ White City/ Beaufort (72%) and Robinswood/ Lampreys/ Abbeydale (72%).

Figure 25



7 The Repairs Service

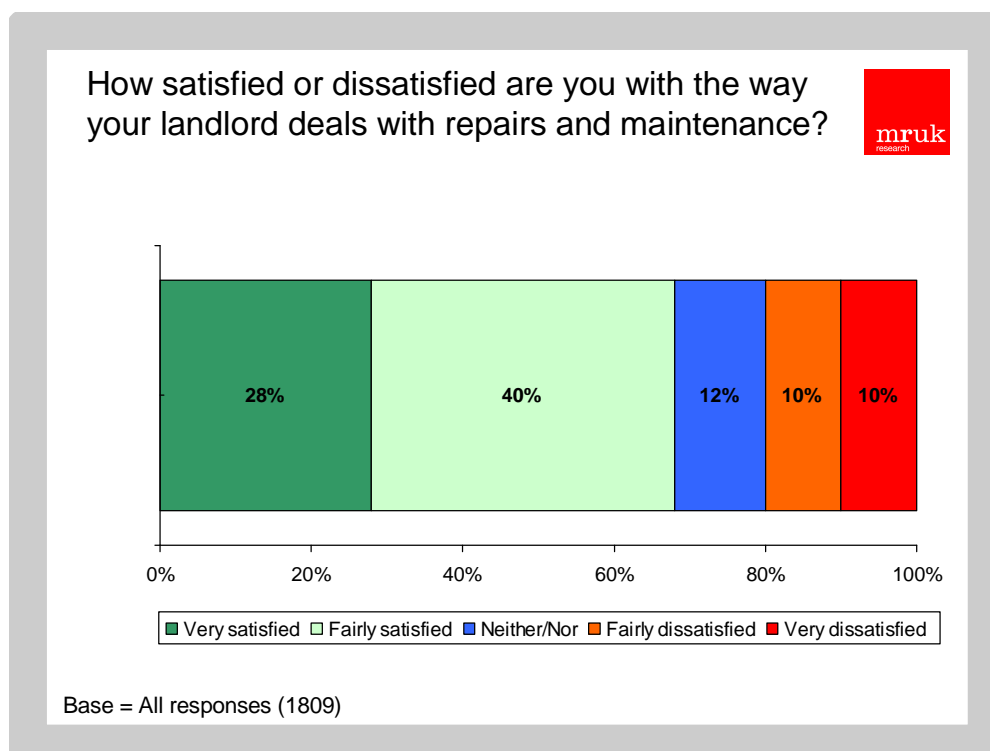
Residents were asked about their satisfaction with the repairs services provided by the ALMO, including the overall satisfaction with the service, the performance and attitude of the Housing ALMO and workers when repairs were carried out and whether tenants used the service in the last 12 months.

Overall Satisfaction with Repairs and Maintenance Service:

Approximately two-thirds of respondents (68%) are satisfied with the repairs and maintenance service provided by Gloucester City Homes. (See Figure 26)

Satisfaction with repairs and maintenance was highest amongst those living in Robinswood/ Lampreys/ Abbeydale (83%), and lowest amongst those in Podsmead (62%) and Matson (64%).

Figure 26



Around three-quarters of respondents had requested repairs to their home, and had repairs completed in the last 12 months. (See Figures 27 and 28)

Respondents living in Coneyhill North & South (81%) and Elmbridge/ Hucclecote/ Cathedral (80%) were most likely to have requested repairs; those living in Coneyhill North & South were most likely to have had repairs to their home completed (84%).

Figure 27

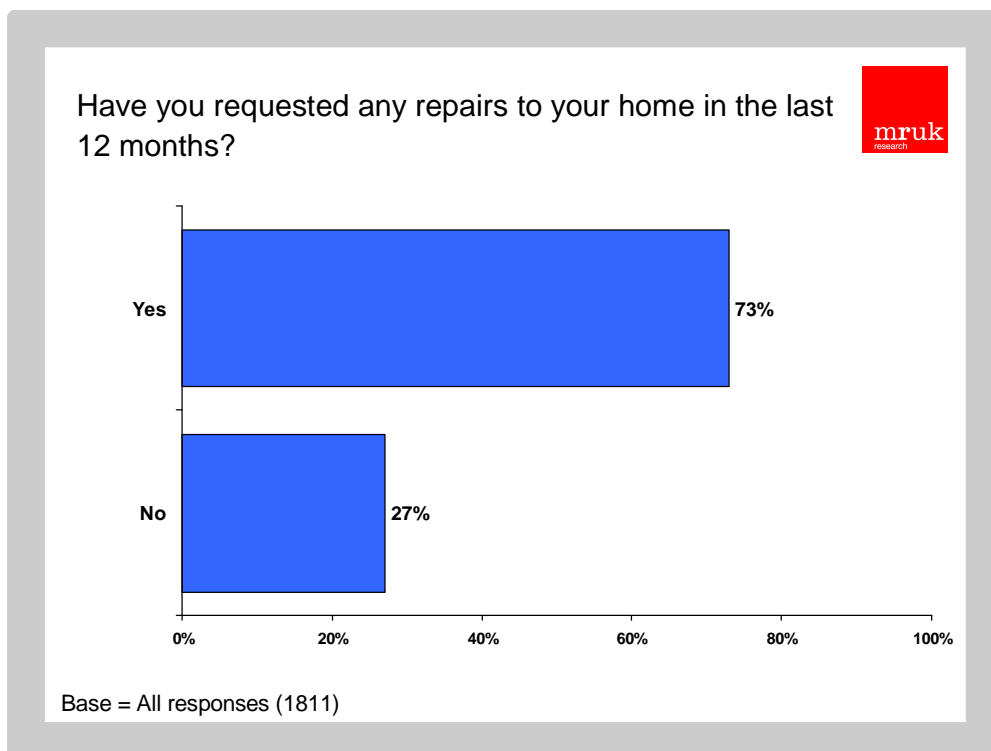
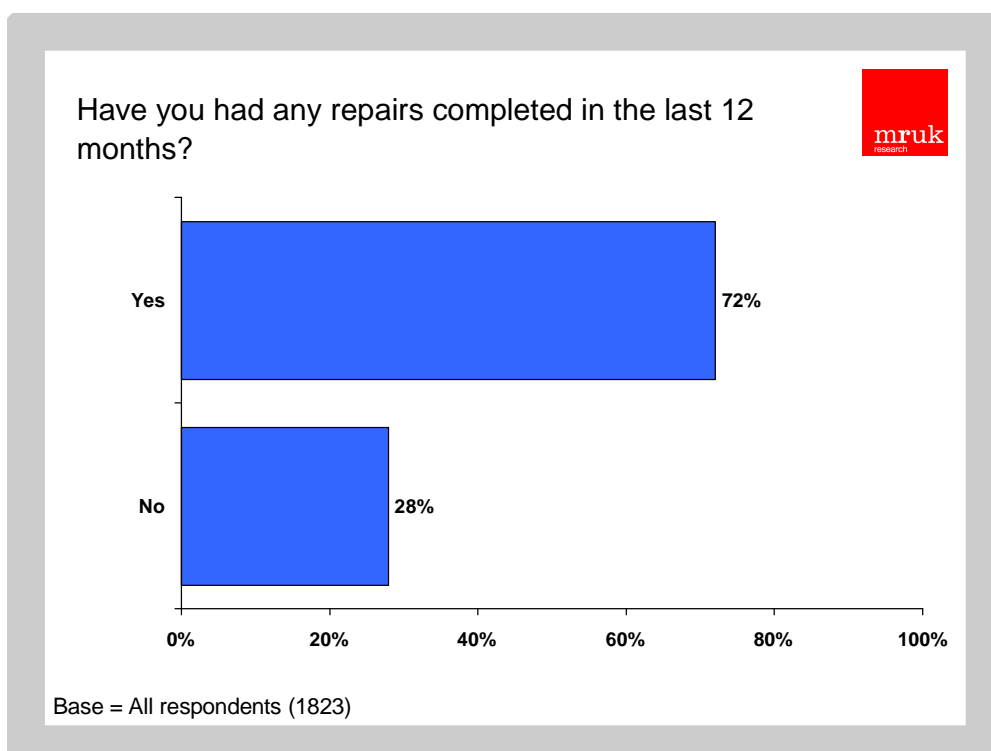


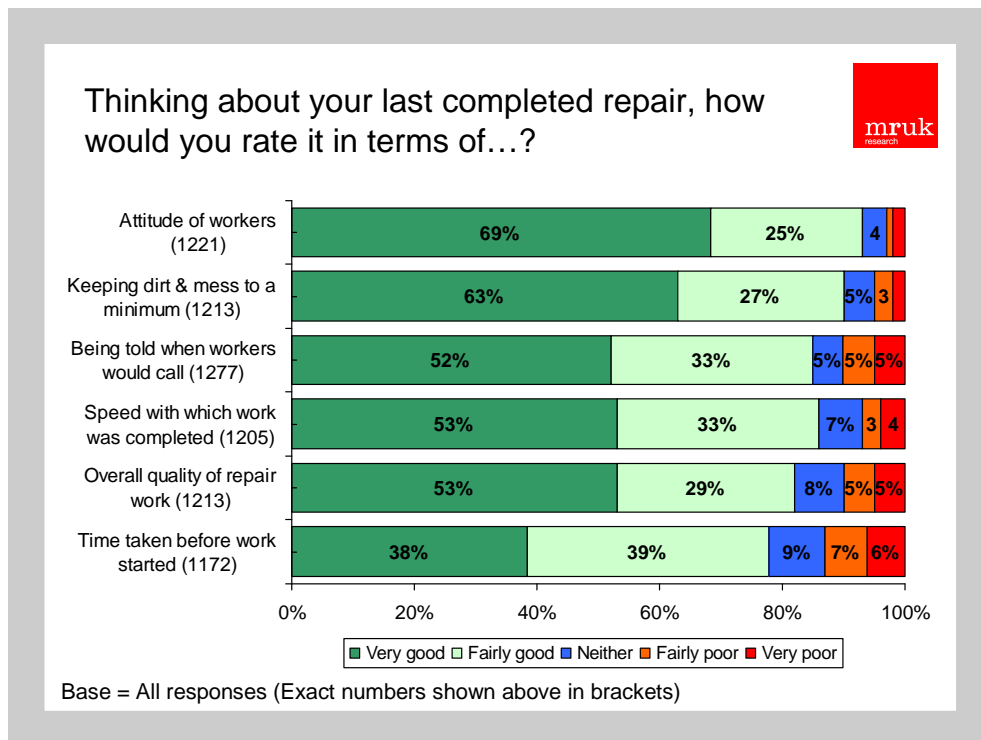
Figure 28



Respondents who had repair work completed on their homes in the last year were asked to rate various aspects of the work.

At least three-quarters of respondents rated each of the aspects listed as very or fairly good, with all aspects rated as 'very good' by at least half of those who expressed an opinion, with the exception of 'time taken to start the work', rated as 'very good' by 38%. (See Figure 29)

Figure 29



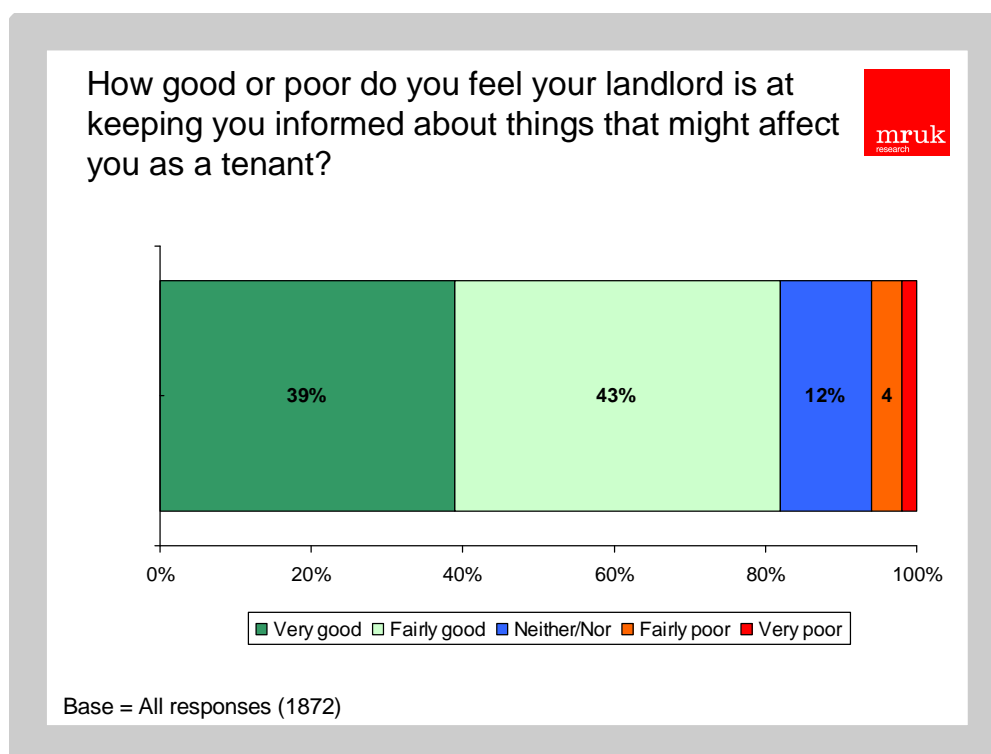
8 Communicating With Your Landlord

This section provides information about how satisfied tenants are with the amount of information Gloucester City Homes provides, their views about participation opportunities and how much they think Gloucester City Homes takes account of their views when making decisions.

Keeping Tenants Informed

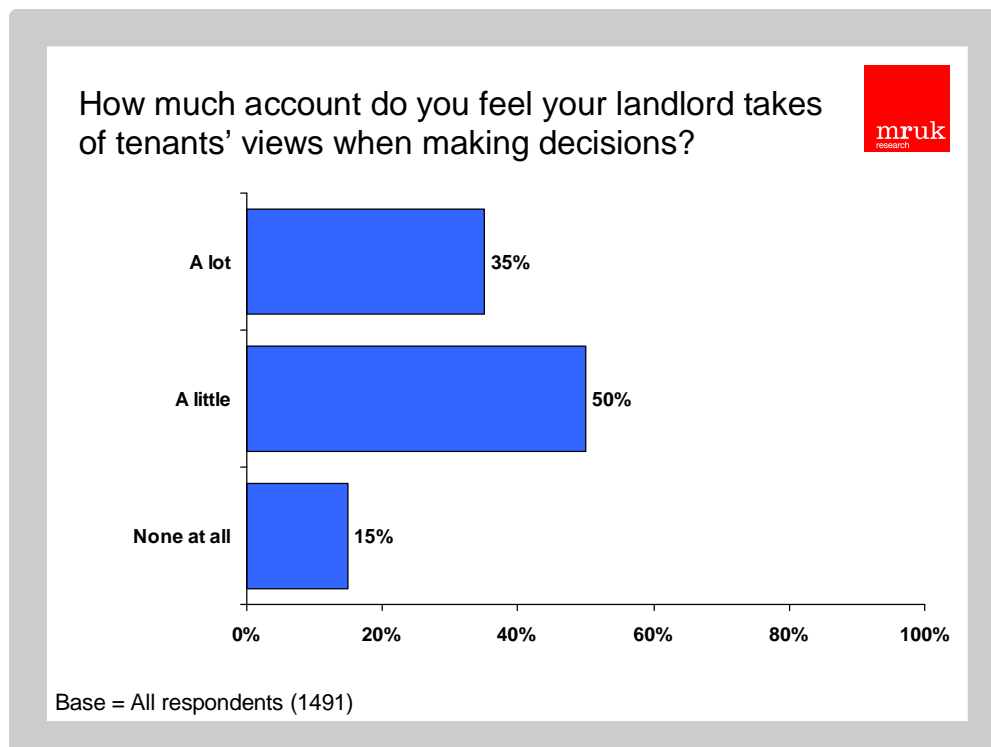
The majority (82%) of tenants rate Gloucester City Homes as good (very good 39% or fairly good 43%) at keeping them informed about things that might affect them as a tenant. Just 5% of tenants think Gloucester City Homes is poor in this respect. (See Figure 30)

Figure 30



Just 15% of respondents felt that Gloucester City Homes take no account of tenants' views when making decisions; 85% felt that their views were taken into account, with 35% felt their views were taken into account 'a lot'. (See Figure 31)

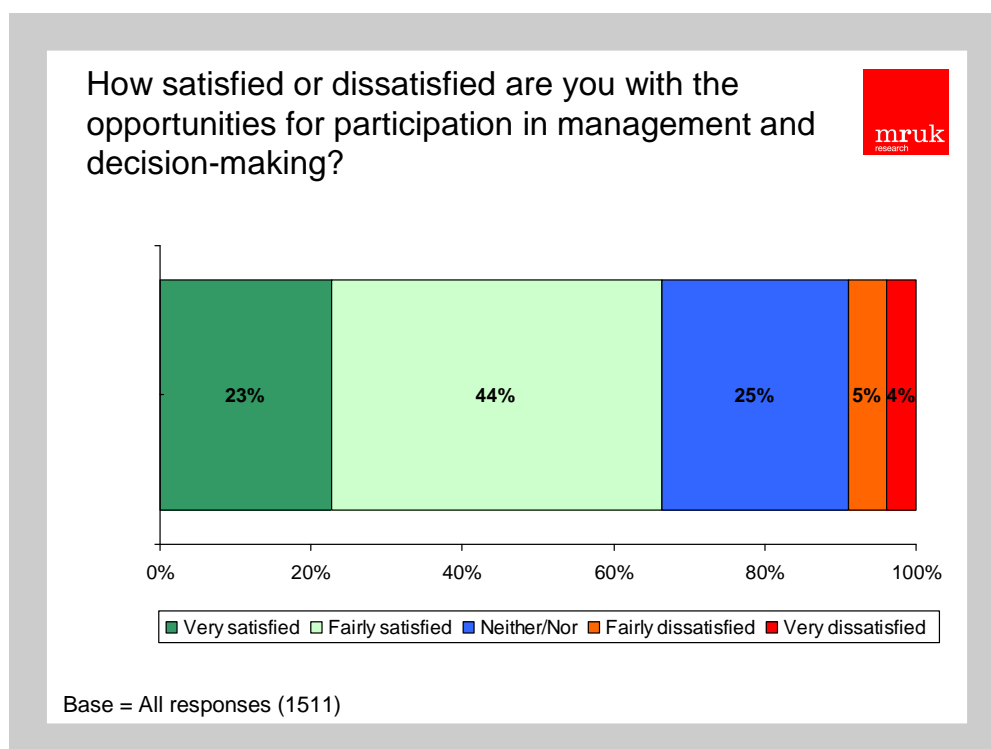
Figure 31



Over two-thirds of all respondents (67%) are satisfied with the opportunities for participating in managing and decision-making; 23% described themselves as very satisfied. Only 8% expressed dissatisfaction. (See Figure 32)

Satisfaction with opportunities to participate in management and decision-making was slightly lower amongst those from minority-ethnic backgrounds at 55% (compared to 68% for respondents tenants from a white background); 11% of respondent BME tenants were dissatisfied, compared to 8% for those describing their ethnic origin as white.

Figure 32

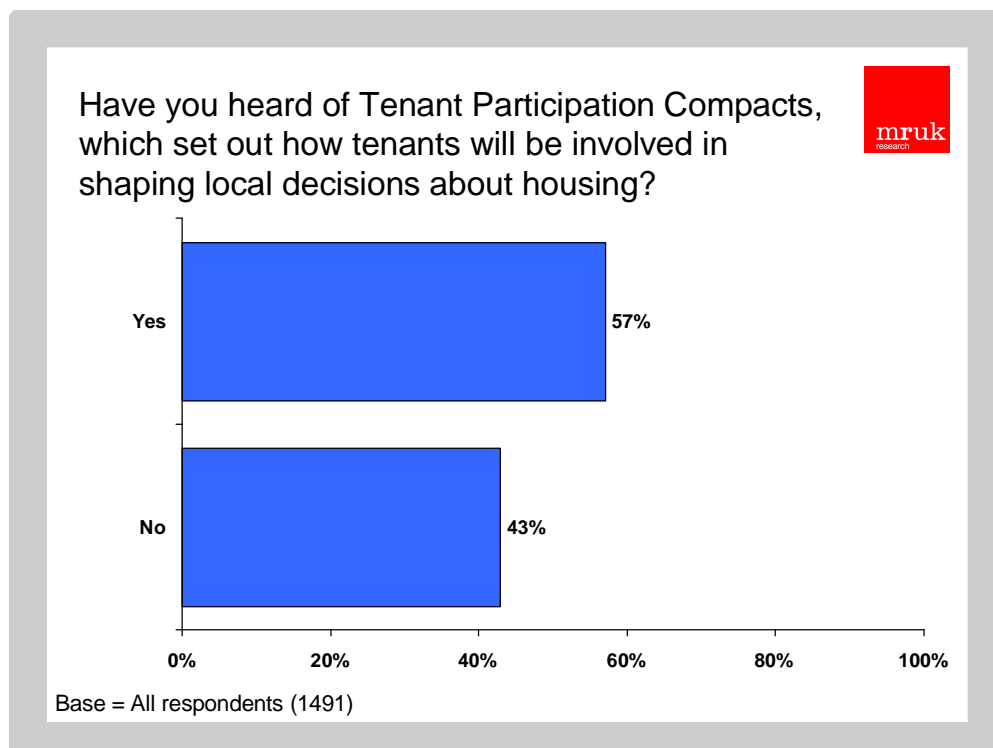


Tenant Participation Compacts

Just over half of those answering the question were aware of Tenant Participation Compacts. (See Figure 33)

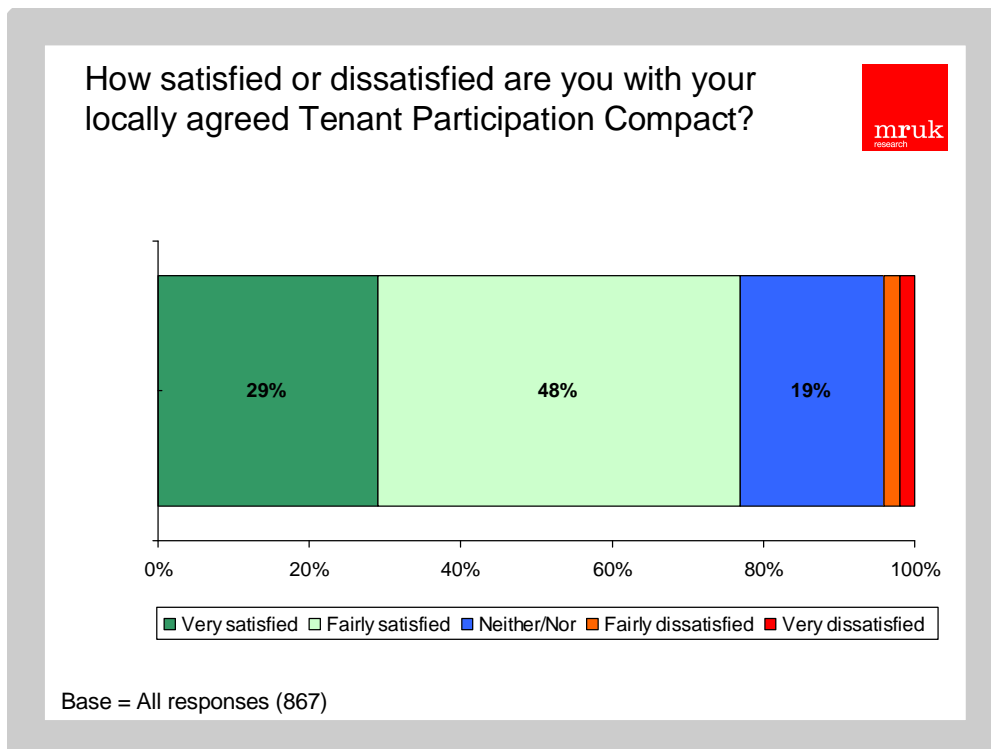
Awareness was highest amongst those living in Robinswood/ Lampreys/ Abbeydale (64%) and Kingsholme & Westgate (63%), and lowest amongst those living in Podsmead (47%).

Figure 33



Those aware of the Tenant Participation Compact were asked how satisfied they were with the document. Around three-quarters of respondents (77%) described themselves as very or fairly satisfied; just 4% described themselves as very or fairly dissatisfied. (See Figure 34)

Figure 34



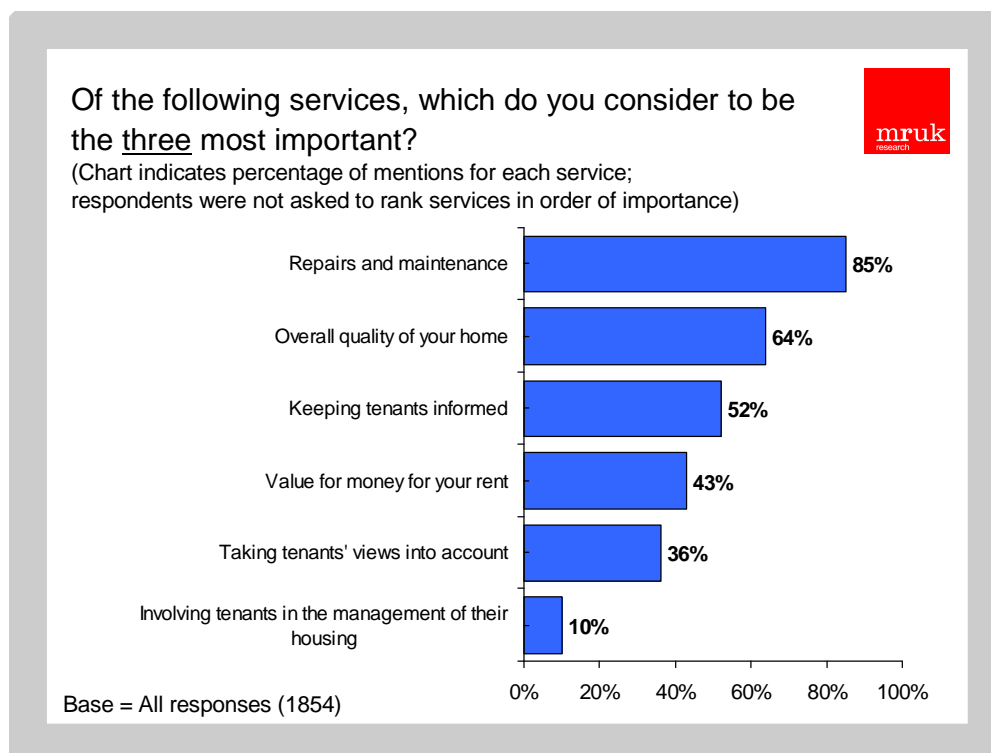
9 Improving Services

Respondents were given a list of services, and asked to select the three they considered to be most important (please note, respondents were not asked to rank their choices).

Repairs and maintenance was selected by 85% of respondents, followed by the overall quality of their home (64%), and keeping tenants informed (52%). Just 10% of respondents rated involving tenants in the management of their housing as one of the three most important services. (See Figure 35)

Overall quality of your home was of particular importance to those living in Elmbridge/ Hucclecote/ Cathedral (77%).

Figure 35



Tenants were given a list of services, and asked how much improvement, if any, each needed.

At least half of those responding to the question felt that each service needed some level of improvement. Those in greatest need of improving were 'overall quality of your home' (52% felt this needed some improvement; 26% felt it needed much improvement), 'taking tenants' views into account' (48% felt this needed some improvement, 21% much improvement), and repairs and maintenance (44% felt this needed some improvement, 25% much improvement). (See Figure 36)

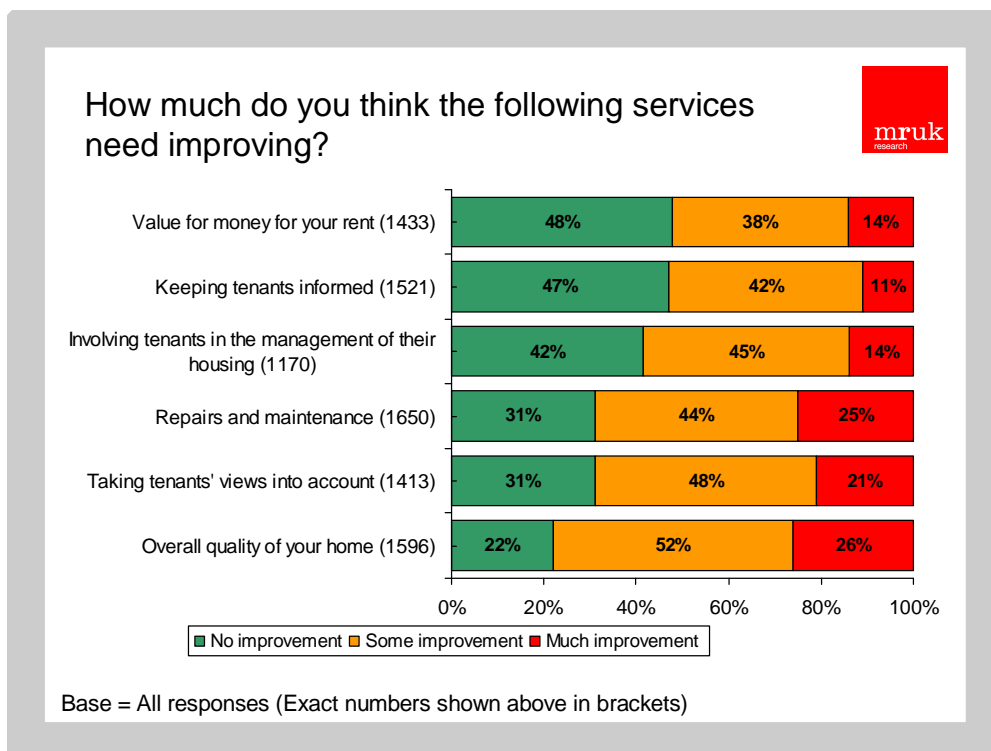
Those living in Podsmead were more likely than those in other areas to feel ‘keeping tenants informed’ needed some (50%) or much (13%) improvement, as did ‘involving tenants in the management of their housing’ (54% some improvement, 17% much improvement).

‘Taking tenants’ views into consideration’ was seen to need improvement by those living in Podsmead and Coneyhill North & South (54% felt this needed some improvement, and 24% much improvement for both areas).

‘Repairs & maintenance’ was seen to need improvement by those living in Coneyhill North & South (49% some improvement, 32% much improvement), and Elmbridge/ Hucclecote/ Cathedral (43% some improvement, 35% much improvement).

Those living in Coneyhill North & South were more likely than those in other areas to feel ‘value for money for your rent’ needed some (49%) or much (16%) improvement.

Figure 36

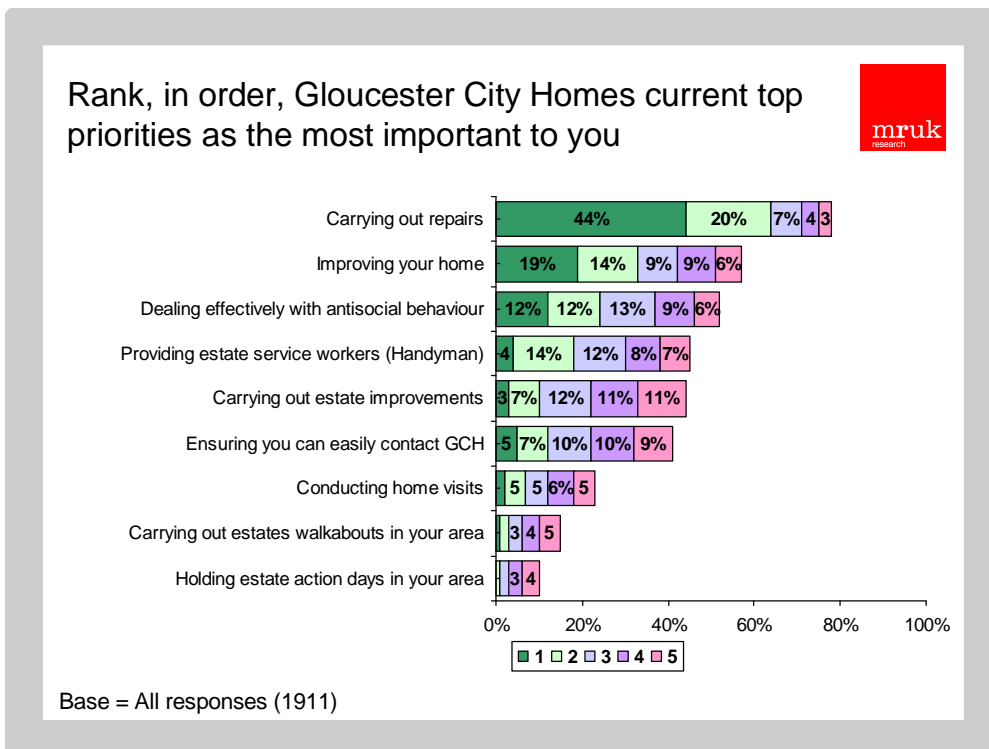


Respondents were given a list of nine of Gloucester City Homes’ top priorities, and asked to rank the top five. The chart below shows all responses; gaps indicate where the option was not place in the respondent’s top five.

Carrying out repairs was thought to be the most important option, with 44% of all tenants rating this as their top priority, and a further 20% rating this as their second priority. (See Figure 37) Improving respondents’ homes was rated the second most important priority overall, followed by dealing effectively with anti-social behaviour.

Holding estate Action Days was thought by respondents to be the least important of the options given.

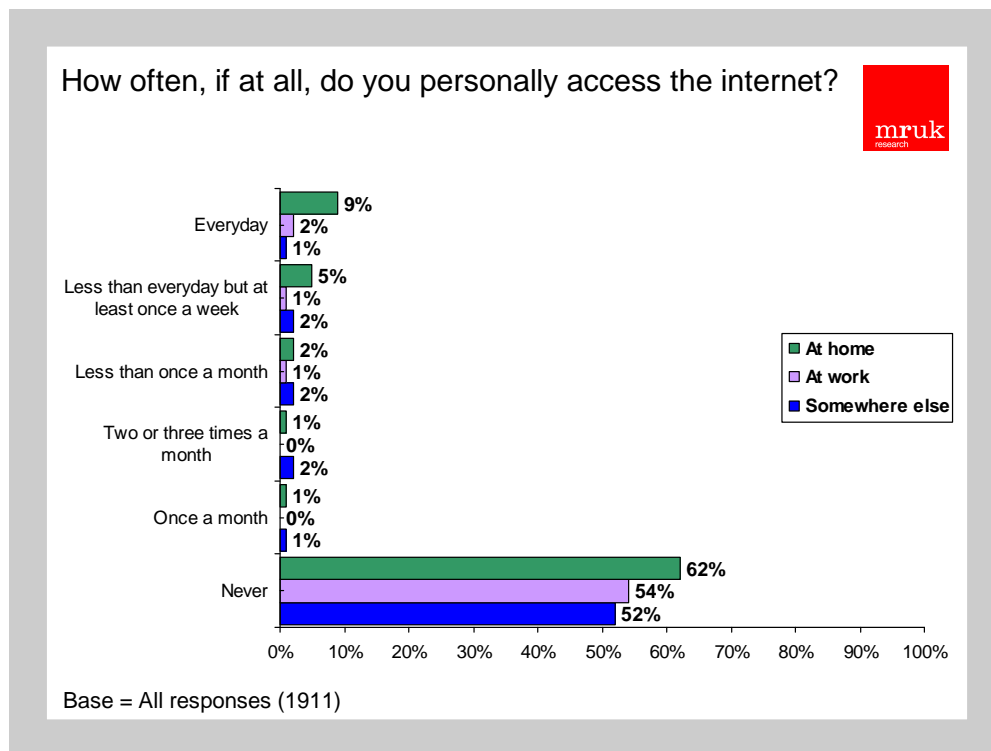
Figure 37



10 Website

Most tenants never accessed the internet, either from home, work or another location; 14% accessed the internet from home at least once a week. (See Figure 38)

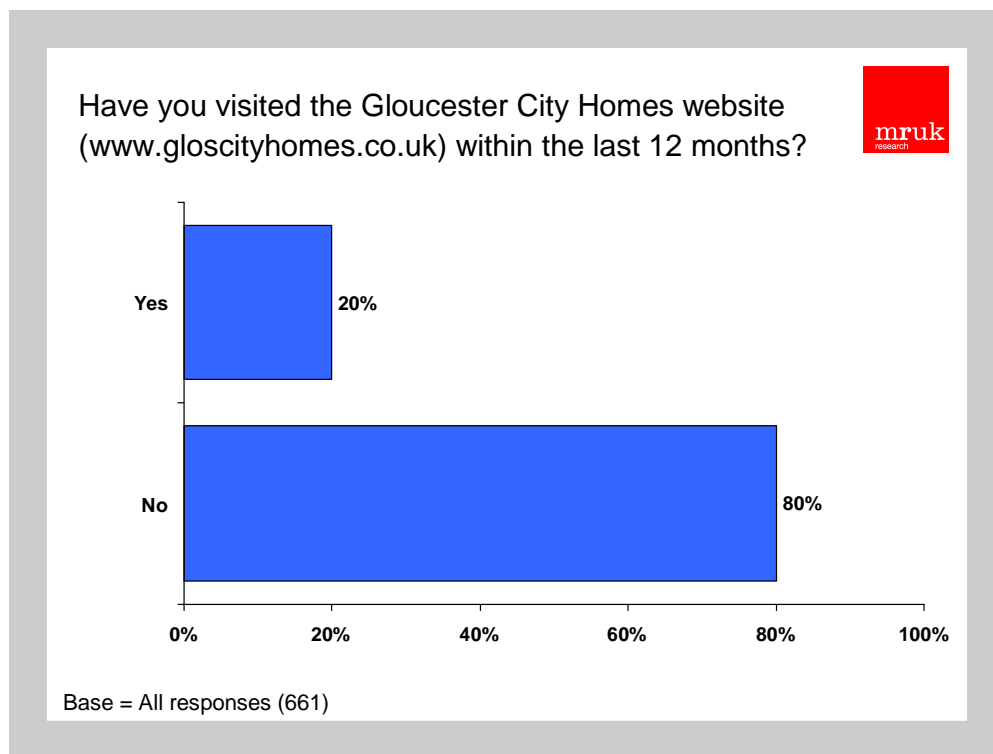
Figure 38



Those with access to the internet were asked if they had visited Gloucester City Homes' website within the last 12 months - a fifth of those responding to the question said they had. (See Figure 39)

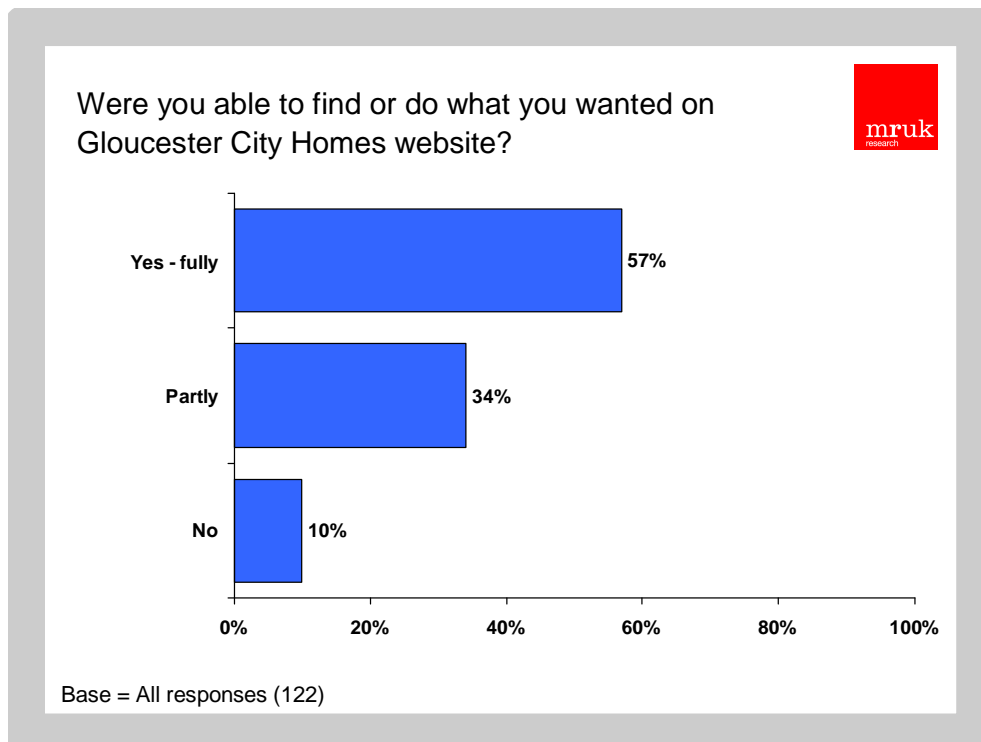
Those living in Tredworth/ White City/ Beaufort were most likely to have visited the website (27%); those living in Robinswood/ Lampreys/ Abbeydale were lest likely (10%).

Figure 39



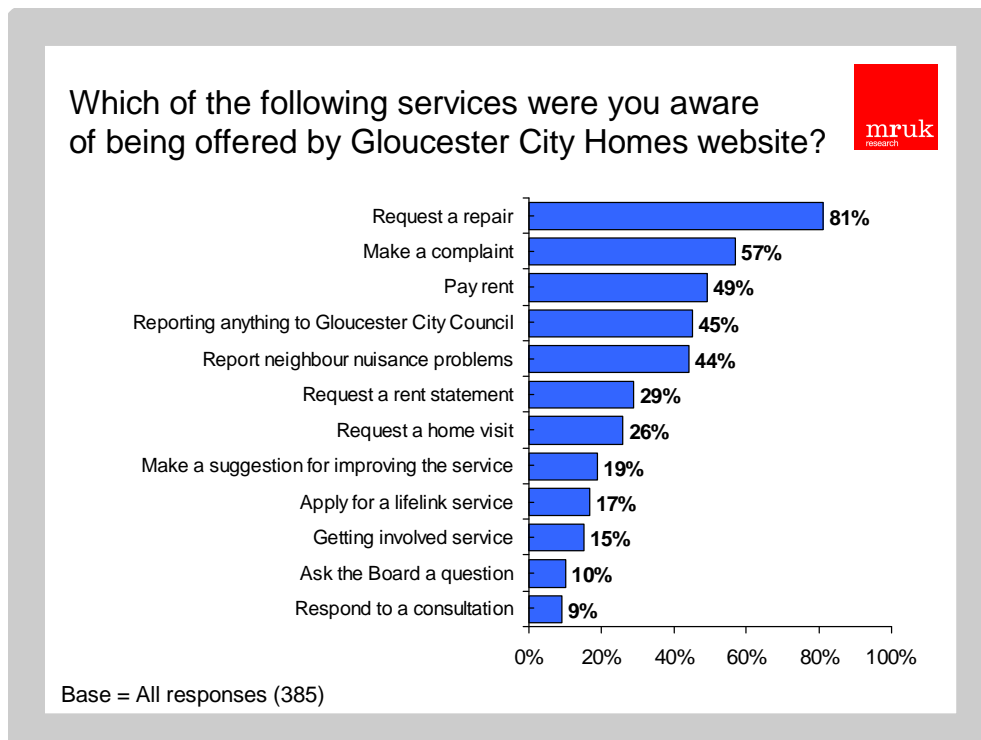
Those who had visited www.gloscityhomes.co.uk were asked if they had been able to find or do what they wanted from the site. Almost all had been able to find or do what they wanted, with 57% fully able to do so. (See Figure 40)

Figure 40



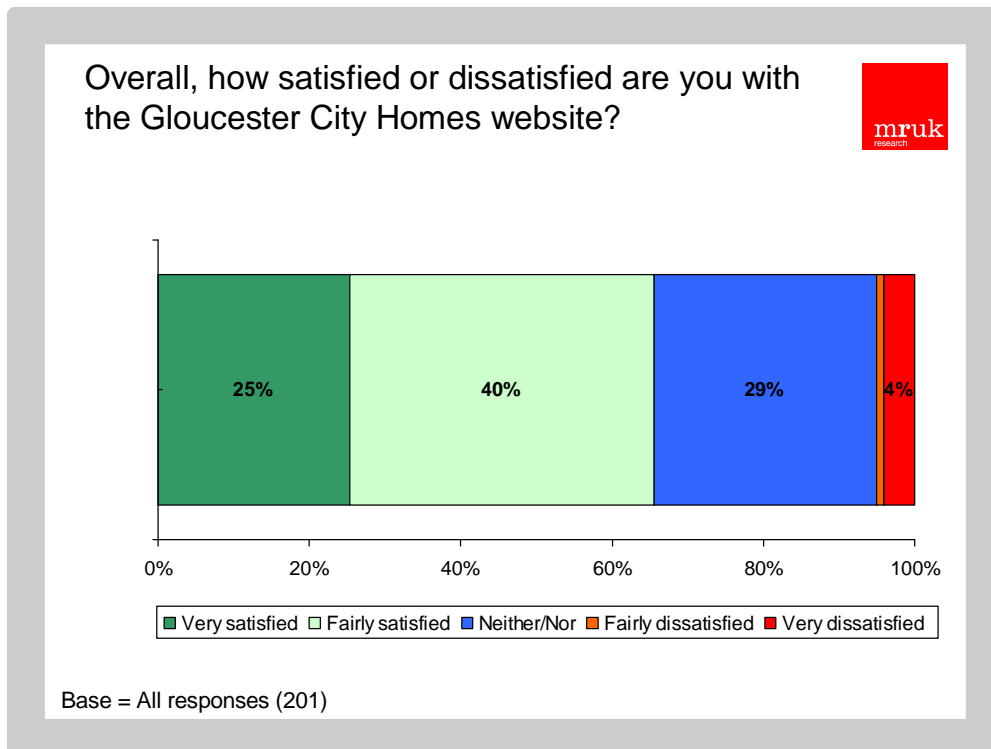
Tenants with access to the internet were asked what services they were offered on the Gloucester City Homes website – being able to request a repair was the most well-known service, with 81% of respondents aware of this service. Just 9% of respondents used the website to respond to a consultation. (See Figure 41)

Figure 41



Tenants who had access to the internet were asked how satisfied they were with the Gloucester City Homes website. Approximately two-thirds of respondents described themselves as very or fairly satisfied; just 6% were dissatisfied. (See Figure 42)

Figure 42



11 Spontaneous Comments

Tenants were given the opportunity to make any comment about their home, and/or the service provided by Gloucester City Homes, that may not have been covered by the survey.

Most tenants had no other comment to make, however 600 respondents used the opportunity to pass comment, mostly highlighting work that they felt needed to be done to their home and/or neighbourhood.

The most common responses were:

- 20% stated their home needed updating
- 14% wanted better quality/quicker repairs
- 10% were 'very happy' or felt their home was 'OK'
- 10% felt their home needed new windows
- 9% would like to have a new kitchen
- 8% wanted to know when they would be getting Central Heating
- 6% wanted a new bathroom/shower

12 Benchmarking

The table below provides comparisons of some of the key results of the peer group STATUS surveys with Gloucester City Homes' most recent findings. In a benchmarking context, GCH findings are generally comparable.

LANDLORD	GCH	RSL	RSL	RSL	RSL	RSL	RSL	ALMO	ALMO
STATUS INDICATOR	%	%	%	%	%	%	%	%	%
% who are very satisfied or fairly satisfied with the overall service provided by their landlord	74	80	81	78	69	67	54	90%	66%
% who are very satisfied or fairly satisfied with repairs and maintenance service	68	73	77	80	72	68	68	69%	59%
% who think the rent for their homes represents very good or fairly good value for money (equivalent)	75	72	87	76	63	66	57	83%	63%
% who are very satisfied or fairly satisfied with the opportunities for participation in management and decision-making	67	63	66	62	57	46	53	67%	41%
% who feel the Landlord is very good or fairly good at keeping them informed	82	82	81	82	78	65	77	80%	68%

SOURCE: STATUS Surveys Conducted by mruk research ltd

13 Conclusions

Key Drivers/Overall Views:

- Overall satisfaction with Gloucester City Homes as a landlord is high, with around three quarters of respondent tenants satisfied.
- A similar percentage of respondents feel they are getting good value for money for their rent.
- The majority of respondent tenants are also satisfied with their accommodation and the general condition of their property, and feel that their home has the right number of rooms.
- Respondent tenants were typically satisfied with their neighbourhood as a place to live.
- Satisfaction with the repairs & maintenance service was generally high, with around two-thirds of respondent tenants happy with this service. The poorest performing area within this service was the time taken to start repair work.
- Over 80% of respondent tenants feel that Gloucester City Homes is good at keeping them informed about things that may affect them as a tenant; 90% of those expressing an opinion felt that their views were taken into account.

Contact

- Around three quarters of tenants had contacted Gloucester City Homes for reasons other than to pay rent; most did so by telephone, and the main reason for contact regarded repairs.
- Contacting the appropriate person at Gloucester City Homes was seen as easy, staff were regarded as helpful and able to deal with tenants' problems. Most tenants were satisfied with the final outcome of contacting the ALMO.

Communications

- Two-thirds of respondent tenants are satisfied with the opportunities they have for participating in managing and decision making.
- Over half of respondent tenants were aware of the locally agreed Tenant Participation Compacts. Satisfaction with this document was high amongst those giving an opinion.

Improving Services

- Repairs & maintenance, the overall quality of the tenant's home and keeping tenants informed were seen as the three most important services offered by Gloucester City Homes.
- Most respondents felt that the suggested range of services provided by Gloucester City Homes could benefit from improvement. Around a quarter of respondents felt that 'repairs & maintenance' and the 'overall quality of your home' needed much improvement.
- 'Carrying out repairs' was ranked as tenants' first priority, followed by 'improving your home' and 'dealing effectively with anti-social behaviour'.

Gloucester City Homes' Website

- Over half of those surveyed had no access to the internet. Amongst those with access, a fifth had visited Gloucester City Homes' website.
- Respondents using the website were generally satisfied with the site, with 90% able to find what they wanted online.
- Awareness of the services available online were mixed – over 80% were aware of the facility to request repairs, and 57% aware that they could make a complaint online. Just under half knew that they could pay their rent via the website.

Appendix 1 - Questionnaire

Appendix 2 – Data Tables