



TENANTS SURVEY 2004-2005

RESULTS

INFORMATION ABOUT YOUR HOUSEHOLD

Q1. How satisfied or dissatisfied are you with the overall service provided by your landlord? (Tick only 1 box)

<i>Very satisfied</i>	28.0%
<i>Fairly satisfied</i>	51.6%
<i>Neither satisfied or dissatisfied</i>	10.2%
<i>Fairly dissatisfied</i>	7.0%
<i>Very dissatisfied</i>	3.2%

Why please explain

Q2. Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making?

<i>Very satisfied</i>	21.7%
<i>Fairly satisfied</i>	35.7%
<i>Neither satisfied or dissatisfied</i>	25.5%
<i>Fairly dissatisfied</i>	7.6%
<i>Very dissatisfied</i>	1.9%
<i>Don't know / no opinion</i>	7.0%

Q3. How long have you/your household been a tenant of this landlord? (Tick 1 box only)

<i>Under 1 year</i>	5.7%
<i>1 - 2 years</i>	9.6%
<i>3 - 5 years</i>	14.6%
<i>6 - 10 years</i>	14.6%
<i>11 - 20 years</i>	44.6%
<i>21+ years</i>	7.0%
<i>Don't know/can't remember</i>	2.5%

Q4. How many people usually live here in total?

<i>1 - 2</i>	24.2%
<i>3 - 4</i>	19.7%
<i>5 - 6</i>	29.29%
<i>7 - 8</i>	19.10%
<i>9 +</i>	5.7%

Q5. How many bedrooms you have in total?

<i>1 - 2</i>	36.9%
<i>3 - 4</i>	40.8%
<i>5 - 6</i>	17.19%
<i>7 +</i>	0.0%

Q6. How many people living in your household are aged under 16?

<i>0</i>	30.5%
<i>1 - 2</i>	42%
<i>3 - 4</i>	20.38
<i>5 - 6</i>	7.0%
<i>7 +</i>	0.0%

Q7. How many people in your household are aged 60 or over?

<i>0</i>	67.5%
<i>1 - 2</i>	29.9%
<i>3 - 4</i>	0.60 %
<i>5 - 6</i>	0.60%
<i>7 +</i>	0.0%

Q8. To which of these groups do you consider you belong? (Tick 1 box only)

White British	13.4%
White Irish	0.6%
White and Black Caribbean	1.3%
White and Black African	0.0%
White and Asian	0.6%
Black British	0.6%
Indian	0.0%
Pakistani	0.6%
Bangladeshi	77.7%
Caribbean	0.6%
African	0.6%
Chinese	0.6%
other	2.5%

Q9. Does anyone in your household have any long lasting illness, disability or infirmity? "Longlasting" means anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes	35.7%
No	56.1%
Don't know	5.1%

Q10. Does anyone in your household use a wheelchair?

Yes	7.6%
No	87.3%

INFORMATION ABOUT YOUR HOUSING AND AREA

Q11. Taking into account your home and the services your landlord provides, do you think that the rent for this property represents good or poor value for money? (Tick 1 box only)

Very good	16.6%
Fairly good	49.7%
Neither satisfied or dissatisfied	19.1%
Fairly poor	8.9%
Very poor	1.9%

Q12. Overall, how satisfied or dissatisfied are you with your accommodation? (Tick 1 box only)

Very satisfied	33.8%
Fairly satisfied	41.4%
Neither satisfied or dissatisfied	7.6%
Fairly dissatisfied	8.9%
Very dissatisfied	6.4%
If not what is wrong	

Q13. How would you describe the general condition of this property? (Tick 1 box only)

Very good	28.7%
Fairly good	48.4%
Neither good or poor	12.1%
Fairly poor	7.0%
Very poor	2.5%

Q14. Have you ever suffered from anti social behaviour such as... (tick 1 box only)

Vandalism	26.1%
Graffiti	26.8%
Dogs	17.2%
Litter and Rubbish	37.6%
Problems with neighbours	12.1%
Racial Harassment	8.3%
Noise from people	24.2%
Noise from traffic	30.6%
People causing damage to your home	12.7%
Drug dealing	28.0%
Parking	42.7%
other	7.0%

Q36. TICK 1 BOX ONLY FOR EACH

Age

	TENANT	PARTNER /SPOUSE
16 - 24	8.3%	2.5%
25 - 34	13.4%	5.1%
35 - 44	17.2%	10.2%
45 - 54	19.1%	5.7%
55 - 59	8.3%	3.8%
60 - 64	5.7%	0.6%
65 - 74	10.2%	3.2%
75 +	3.2%	0.0%
Not applicable	1.3%	1.9%

Q37. TICK 1 BOX ONLY AS APPROPRIATE

	TENANT	PARTNER /SPOUSE
Male	51.6%	10.8%
Female	40.1%	15.3%
Not applicable	1.3%	1.9%

Q38. Which of these statements best describes you (and your partners) income?

<i>Wholly from state benefits / state pensions</i>	43.9%
<i>Partly from state benefits / state pensions</i>	12.7%
<i>No state benefits / state pensions (apart from child benefit)</i>	14.6%

Q39. TICK 1 BOX ONLY FOR EACHWORK STATUS

	TENANT	PARTNER/SPOUSE
Employee in full time job (30 hours or more a week)	7.0%	0.6%
Employee in part time job (less than 30 hours per week)	5.7%	3.8%
Self-employed full time or part time	3.2%	0.6%
Government supported training	1.3%	0.0%
Unemployed and available for work	10.8%	2.5%
Wholly retired from work	10.8%	2.5%
Full time education	1.9%	0.0%
Looking after family/home	12.7%	7.0%
Permanently sick / disabled	8.3%	2.5%
Doing something else	0.6%	1.3%
Not applicable	14.6%	6.4%

Q40. What kinds of income do you (and your partner) receive? (Tick as many boxes as apply)

<i>Earnings from employment or self-employment</i>	14.6%
<i>Pensions from former employers</i>	1.9%
<i>State pension</i>	19.1%
<i>Child benefit</i>	33.8%
<i>Job seekers allowance</i>	10.8%
<i>Income support</i>	39.5%
<i>Disabled living allowance/attendance allowance</i>	14.0%
<i>Other state benefits</i>	4.5%
<i>Interest from savings etc</i>	0.0%
<i>Other kinds of regular allowance from outside the household</i>	0.0%
<i>Working families tax credit</i>	7.0%
<i>other sources</i>	3.2%

Q41. Which group represents your total net income from all these sources after deductions for income tax and national insurance?(Tick 1 box only)

<i>Weekly under £60 or annually less than £3,120</i>	12.1%
<i>Weekly £60-£99 or annually £3,120-£5,199</i>	17.8%
<i>Weekly £100-£159 or annually £5,200-£8,319</i>	12.1%
<i>Weekly £160-£199 or annually £8,320-£10,399</i>	5.7%
<i>Weekly £200-£299 or annually £10,400-£15,599</i>	5.1%
<i>Weekly £300-£399 or annually £15,600-£20,799</i>	2.5%
<i>Weekly £400 or more or annually £20,800 or more</i>	3.2%

Q42. Does your household currently receive housing benefit (either paid to you, or directly your landlord) Tick 1 box only

<i>Yes</i>	75.8%
<i>No</i>	12.7%
<i>Don't know</i>	1.9%

Q43. Does your housing benefit pay for all the rent or just part of it? (Tick 1 box only)

<i>All</i>	39.5%
<i>Part</i>	36.9%
<i>Don't know</i>	8.3%