



# TSM Survey 2023

for:

**South  
Tyneside** *Homes*

Report by Scott Rumley & Adam Payne

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# 1. Introduction

## Background

This report details the results of South Tyneside Homes (STH) 2023 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2022 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research client database of recently completed TSM compliant surveys, two thirds of which are local authorities or ALMOs.

## About the survey

The survey was carried out between June and July 2023. A computer-generated random sample of 4025 households were invited to take part in the survey, which is approximately a quarter of the stock.

Paper self completion questionnaires were distributed to selected sample. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw.

Overall, 1058 tenant household took part in the survey, which represented a response rate of 26% (error margin +/- 2.9%). This exceeded the stipulated TSM target error margin of +/- 4.0%. There were 548 postal completions (52%) and 510 online completions (48%).

Final survey data was weighted by interlaced age group, property type and area to ensure that the survey was representative of the tenant population as a whole.

## Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results 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 the full summary of the approach, including detailed methodology, please see appendix A.



## 2. Executive summary

Bench mark	2022 result	Change over time	2023 result	Tenant Satisfaction Measure
71%	78%	↓	68%	satisfaction overall
72%	N.A.		71%	home is safe
67%	N.A.		68%	home is well maintained
58%	63%	↓	55%	communal areas clean and maintained
70%	N.A.		73%	repairs service in last 12 months
65%	68%	↔	65%	time taken to complete last repair
57%	67%	↓	61%	listens to views and acts on them
61%	67%	↓	60%	being kept informed
72%	81%	↓	71%	treated fairly and with respect
33%	N.A.		30%	approach to handling complaints
58%	63%	↓	52%	makes a positive contribution to area
52%	58%	↓	52%	approach to handling ASB

statistically significant improvement  
 no statistically significant change  
 statistically significant decline

### Overall satisfaction

1. Overall tenant satisfaction with the services provided by South Tyneside Homes services has fallen to 68% compared to the 78% achieved just a year ago in 2022. However, this is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the pandemic, cost of living crisis, inflationary rent increases and shortages in labour and materials.
2. South Tyneside Homes' overall satisfaction score is still close to the ARP Research benchmark median of TSM questions (71%). Notably, amongst clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8% (section 3).
3. Most of the results across the rest of survey show the same pattern, having fallen since 2022 but still generally around the average benchmark scores.
4. The most influential demographic category in most tenant surveys is age group, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (79%, over 65s) and significantly lower amongst the under 50s (62%). On the communication questions the under 35s have also demonstrated greater drops in satisfaction than other age groups.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five strongest factors most closely associated with overall tenant satisfaction are:
  - Listens to views and acts upon them (61% satisfied, section 6)
  - Repairs service received over the last 12 months (73%, section 5)
  - Provide a home that is well maintained (68%, section 4)
  - Treats tenants fairly and with respect (71%, section 6)
  - Time taken to complete most recent repair (65%, section 5)

### Communication

6. As was also the case in 2022, two of the top four key drivers of tenant satisfaction are both regarding the nature of the customer relationship between them and South Tyneside Homes.
7. The single best predictor of satisfaction overall in this set of results is whether respondents feel that their landlord listens to their views and acts upon them. Like most other year on year comparisons this has dropped significantly since the last survey but is still a number of points higher than the current ARP benchmark median (61% v 57%, section 6).
8. The other predictor is the rating of whether STH treats tenants fairly and with respect, albeit no longer the strongest key driver it was in 2022. Unfortunately, in this case the positive rating has fallen by ten points since last year to 71%, although the proportion actively disagreeing is unchanged.
9. The last question in this section is on customers being kept informed about things that are important to them, which has also fallen from 67% to 60%.

## 2. Executive summary

### Repairs

10. Three quarters of respondents are satisfied with the repairs service received over the last 12 months (73%), is slightly higher with the recent ARP average across different landlords (section 6).
11. This question is also the second strongest key driver of landlord satisfaction, which coupled with property maintenance more emphasises the continuing importance of these services to South Tyneside Homes customers.
12. Fewer tenants are satisfied with the timeliness of the last repair, however, this score hasn't changed by a statistically significant margin since last year (65% v 68%).
13. Nevertheless, amongst dissatisfied tenants over half of them said that the reason for this score was a repairs issue, with outstanding repairs and/or slow repairs being the dominant reasons (section 3).

### The home

14. Around two thirds of tenants feel that STH provides a home that is well maintained, which is in line with the current ARP benchmark average (68% v 67%, section 4).
15. How tenants responded to this question is a key driver of overall satisfaction, which is a common survey finding in the post-pandemic era.
16. Satisfaction with the safety of the home is also on par with the ARP benchmark target (71% v 72%). However, amongst tenants that found it unsafe the most common reason given is damp, mould or condensation (21% of comments), followed by general concerns about the maintenance of the property (20%) and delayed repairs (18%).
17. Over half of respondents with communal areas are satisfied with how they are cleaned and maintained (55%) which like most other repeat survey questions has fallen since last year (was 63%). It is nevertheless still reasonably close to the ARP Research benchmark of 58%.

### Neighbourhoods

18. Respondents were asked to specifically rate whether they think their landlord makes a positive contribution to their neighbourhood, something 52% of respondents are satisfied with, compared to 20% that are dissatisfied (section 7).
19. Of all the questions in the survey it has both fallen the furthest (11%) and it compares poorest against the benchmark (63%). The biggest drops are in the West Shields, Riverside and East Shields & Whitburn areas.
20. Just over half of the sample are satisfied with the approach to handling anti-social behaviour (52%), compared to 21% that are dissatisfied. Although this too has fallen significantly, it has done so in line with other landlords as it remains on par with the benchmark median.

## 2. Executive summary

### Complaints

21. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a quarter of respondents claimed to have made a complaint. This result should therefore be viewed as comments on how South Tyneside Homes generally deals with issues or problems that arise, rather than a measure of how the formal complaint process performs (section 8).
22. A quarter of respondents claim to have made some form complaint in the last year, amongst whom only 30% are satisfied with how it was handled. However, this is broadly consistent with the scores achieved by other landlords on these questions.

### Recommendations

- A. Even though the specific order of key drivers has shifted from the previous survey, the overall trend remains consistent with that of 2022. Among the two main focal points of the findings, the strongest one continues to be the **communication** between South Tyneside Homes and its tenants. Consequently, the prior recommendations are still applicable. It is advisable to continue concentrating efforts on pinpointing primary customer interactions where there's a lesser chance that customers feel their concerns are **listened to** and that they are treated **fairly and respectfully**. Most of these interactions likely revolve around repairs and maintenance, an area where STH faces the same external pressures as the entire sector. Nevertheless, the way tenants are updated about issues and how their frustrations are handled can be more fully controlled by STH.
- B. It follows that other theme of the survey results continues to be the **repairs and maintenance** backlog, which South Tyneside Homes is obviously striving to reduce as much as possible. However, in the face of the wider market conditions it is important to understand that the repairs satisfaction scores are holding up as well as might be expected. This means that whilst it is critical to continue working to bring this backlog down, it is also important to set realistic goals and to prioritise communications to keep tenants **informed** on what is happening, including achievable timeframes on when work will be completed.
- C. It is also important to recognise the impact that the **cost-of-living crisis** is having on tenants. Within the survey results themselves there is relatively little to conclusively link this issue to the disappointing results. However, when taking a wider view of the sector as whole currently it is hard to avoid the conclusion that the significant rent increases that all landlords had to make recently, coupled with the extra challenges the economy is currently placing on repairs services, have been the perfect storm suppressing satisfaction across the board. To maintain the morale of staff working to improve services despite these challenges it therefore incumbent on STH to disseminate these results in the appropriate context.
- D. Acknowledging the influence of the **cost-of-living** crisis on tenants is also very important. Within the survey results themselves there is relatively little to conclusively link this issue to the disappointing results. However, a broader examination of the trend across the sector makes it hard to avoid the conclusion that the significant **rent rises** all landlords have recently been forced to implement, combined with the additional difficulties imposed by the current economic climate on repair services, have converged to create a perfect storm suppressing satisfaction across the board. In light of these challenges, it is therefore important that STH disseminate these results in the appropriate context to maintain the moral of staff still working hard to maintain and improve these services.

## 2. Executive summary

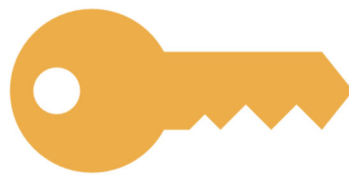
- E. Further investigation is possibly required to understand why satisfaction with South Tyneside Homes' **contribution to the area** has dropped, particularly in the areas of **West Shields, Riverside and East Shields & Whitburn** areas. This rating was a minor key driver of satisfaction in 2022 so has been shown to correlate at least somewhat with broader tenant satisfaction, so it is disappointing to now see it rated so low when compared to other landlords. How anti-social behaviour is handled has become an increasingly more visible issue since the end of the pandemic, and is likely to be playing a role here, but South Tyneside Homes' score is on par with other landlords so it can't be the only factor.
- F. The results continue to demonstrate how important it is for STH to **distinguish between different customer segments** when considering how it delivers its services. As previously noted, there are substantial disparities between the oldest and youngest tenants on a range of different issues, including a new finding this year that the decline in satisfaction with the communication scores is particularly pronounced among those aged under 35. Once again, the greatest influence on overall satisfaction can therefore be had by in catering to the requirements of those aged under 50, with a special emphasis on the under 35 demographic, especially on the central themes of repairs and the overall customer experience.





### 3. Services overall

**68%**  
satisfied  
overall



top 'key drivers'

1. listens and acts on views
2. repairs service in last 12 mths
3. home that is well maintained
4. treats tenants fairly & with respect
5. time taken to complete repairs



Overall satisfaction has fallen significantly since 2022, but cost-of-living has suppressed satisfaction scores across the sector



Additional comments suggest that overdue or slow repairs and maintenance are one main reason for this



Most satisfaction scores are nevertheless broadly on par with TSM benchmarks from other ARP Research clients

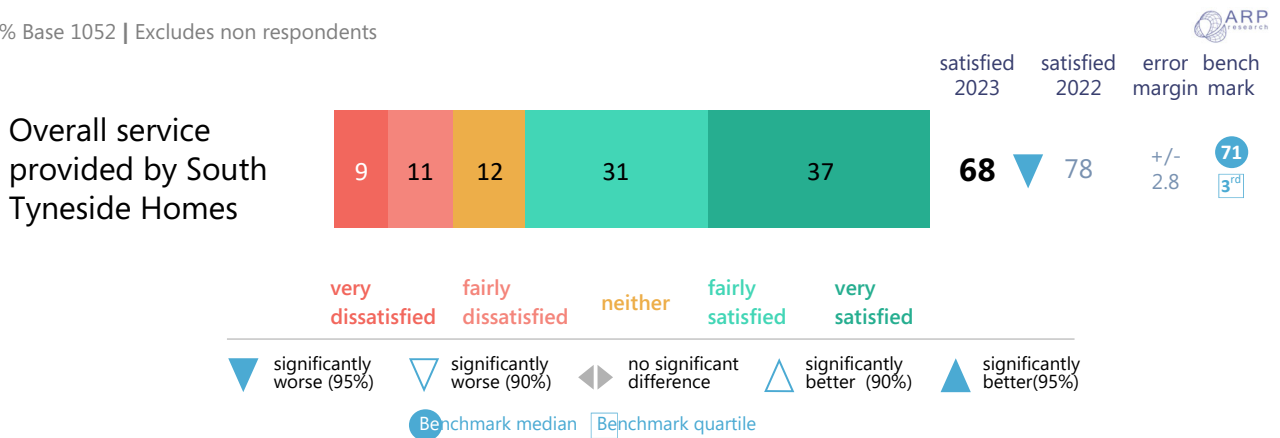


Substantial differences by age group, being much higher than average for the over 65s but lower for the under 50s

## 3. Services overall

### 3.1 Overall satisfaction

% Base 1052 | Excludes non respondents



Overall tenant satisfaction with the services provided by South Tyneside Homes services has **fallen** to 68% compared to the 78% achieved just a year ago in 2022.

This is a 'statistically significant' change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This is disappointing but does have to be viewed in the context of events since the last survey. Tenants are currently struggling to cope with the **cost-of-living** crisis, compounded by the fact that landlords are also affected by high inflation with most having to increase rents, as well as dealing with shortages in labour and materials.

This pattern of satisfaction having fallen significantly compared to previous years is starting to be reported by landlords across the country. Indeed, despite being considerably lower than it had been last year, the South Tyneside Homes' overall satisfaction score is still close to the ARP Research **benchmark median** of TSM questions (71%). Notably, amongst clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8%.

Similarly, most of the results across the survey are also generally around the average benchmark scores, with the main positive exceptions being **higher than average** results for listening to tenants (section 6) and recent of repairs (section 5). Conversely, the greatest **shortfall** relative to benchmark targets is in the landlord's contribution to the local area (section 7).

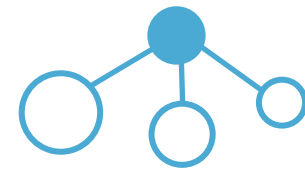
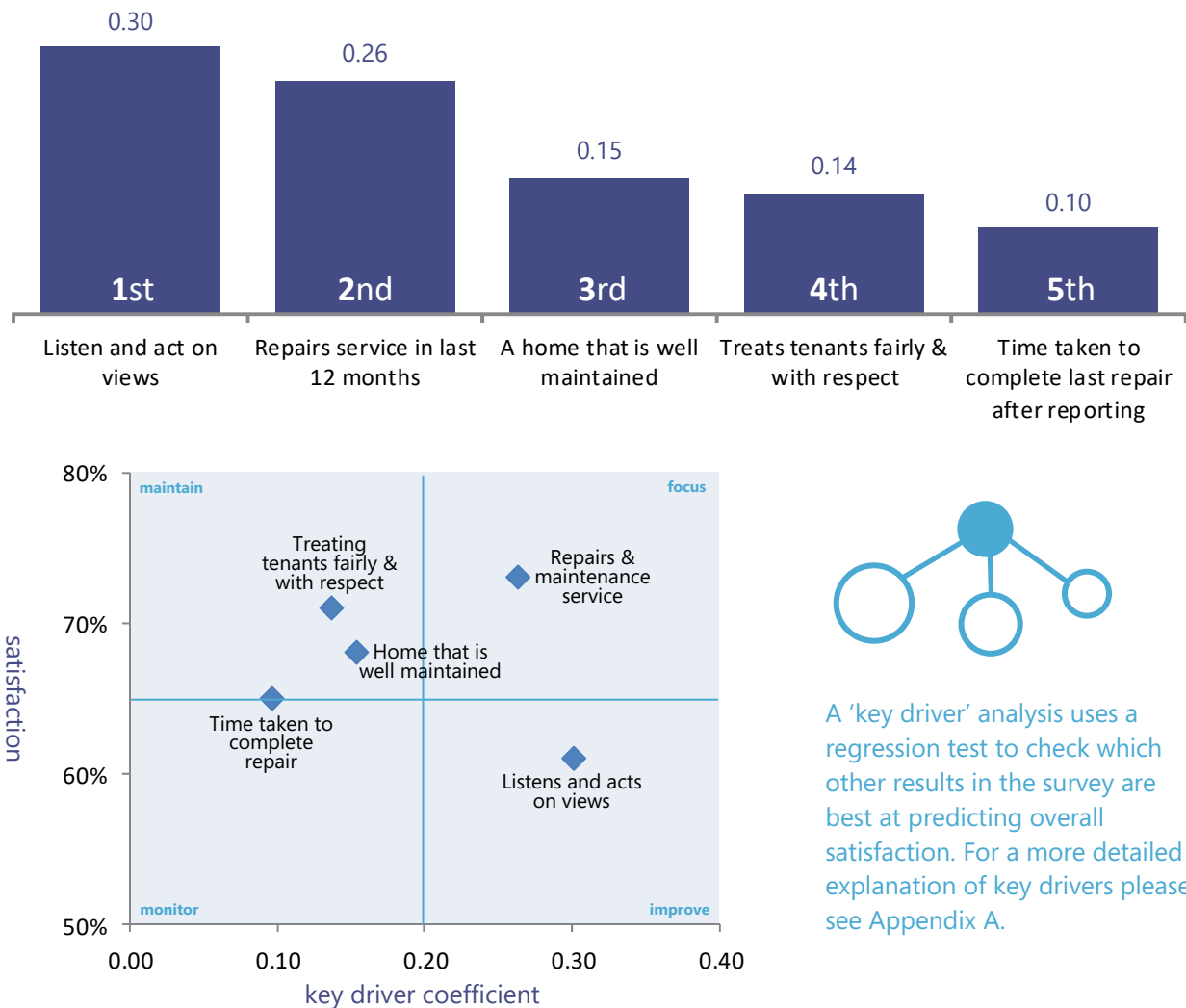
### Key drivers

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

## 3. Services overall

### 3.2 Key drivers - overall satisfaction

R Square = 0.705 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



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.

The main change since last year in this set of results is that the first and fourth ranked items on the list have swapped places, meaning that the extent to which South Tyneside Homes **listens to tenant's views and acts upon them** is now the best predictor of how satisfied they are overall with the organisation. As noted above, this question is the best performer relative to the benchmark comparisons.

In contrast, the rating that was previously the strongest key driver is now only fourth on the list, even though treating tenants **fairly and with respect** is 10% lower than it was last year.

However, despite these changes the fundamental pattern of the key drivers remains broadly similar as the strongest driver continues to be about the way South Tyneside Homes communicates with tenants.

The second and third key drivers are even more consistent with the 2022 survey results because they are the same, being the **repairs service** and **maintenance** of the home. In fact, the importance of bricks and mortar issues is perhaps strengthened further by the fact that the **timeliness** of the last repair is also now a key driver. This has been a very common theme in recent tenant surveys during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans and coping with the aforementioned challenges in the cost and availability of materials and labour.

Although clearly very important, it is nevertheless important to note that satisfaction with repairs was both generally on par with other landlords, and the only topic area where satisfaction hasn't fallen since last year. This would indicate that its performance isn't wholly responsible for the general fall in satisfaction this year.

## 3. Services overall



### Change over time

- Overall satisfaction has **fallen** by a statistically significant 10%.
- This included a very substantial 19% decrease in satisfaction amongst residents of **sheltered schemes** (now 67%).
- By management area, there was a particularly sharp fall in satisfaction in **West Shields** (67% v 82%).



### By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across most results. Overall satisfaction continues to be highest amongst retirement age tenants (79%, over 65s) and significantly lower than average amongst the under 50s (62%). For full details see table 9.12.
- Tenants that have **had a repair** in the previous year are slightly more satisfied than those that have not (69% v 63%).
- The small group of **BAME** respondents are again significantly more satisfied than White British tenants (81% v 68%), a pattern that is evident throughout most of the core findings (see table 9.15).

- **New tenants** in their first year with STH and longstanding tenants of 21+ years are significantly more satisfied than average (76% and 75% respectively), whereas those who have been a tenant for 6 – 10 years were significantly less so (57%), a pattern evident throughout most of the core findings (table 9.16).

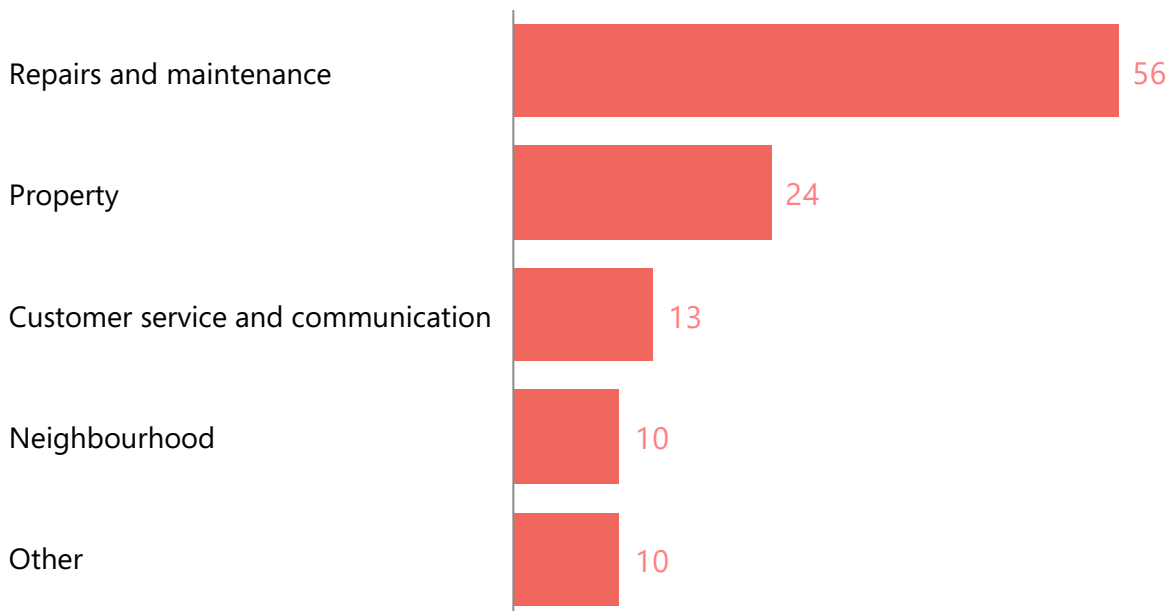


### By place

- Satisfaction is almost identical amongst those in **sheltered** housing and **general needs** stock (67% v 68%), however the sample size for the former is small.
- There are no significant differences between the overall score and any specific management **area**. Indeed, there is far less variation this year (6% range) compared to last year (11% range), although the lowest rated is still Jarrow (65%).
- Overall satisfaction is significantly higher than average for tenants in **bungalows** (78%) compared to those living in houses and flats (both 66%).

### 3.3 Why were you dissatisfied? - summary

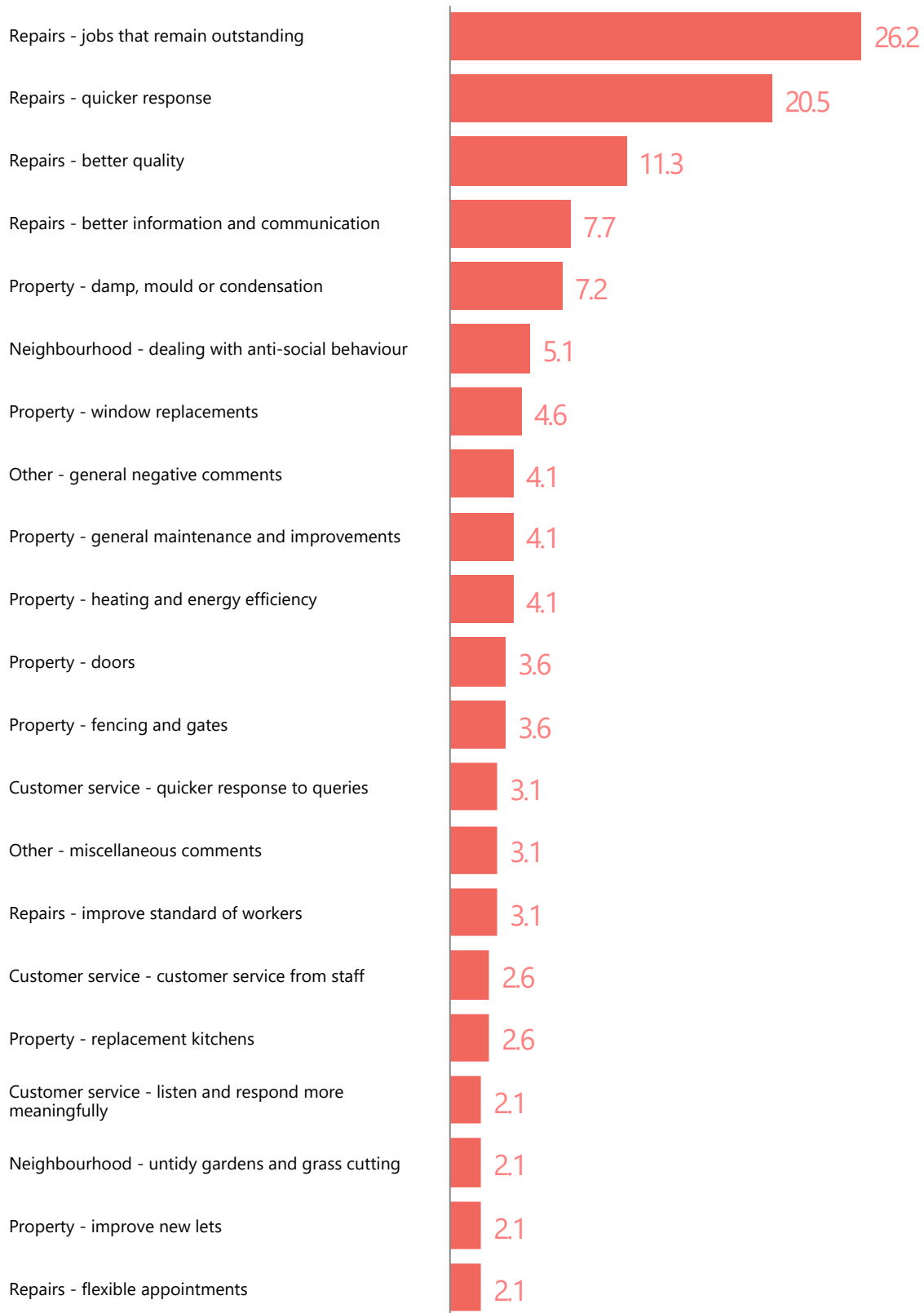
% Base 195 | Proportion of dissatisfied tenants that commented. Includes multiple responses. Coded from verbatim comments.



## 3. Services overall

### 3.4 Why were you dissatisfied?

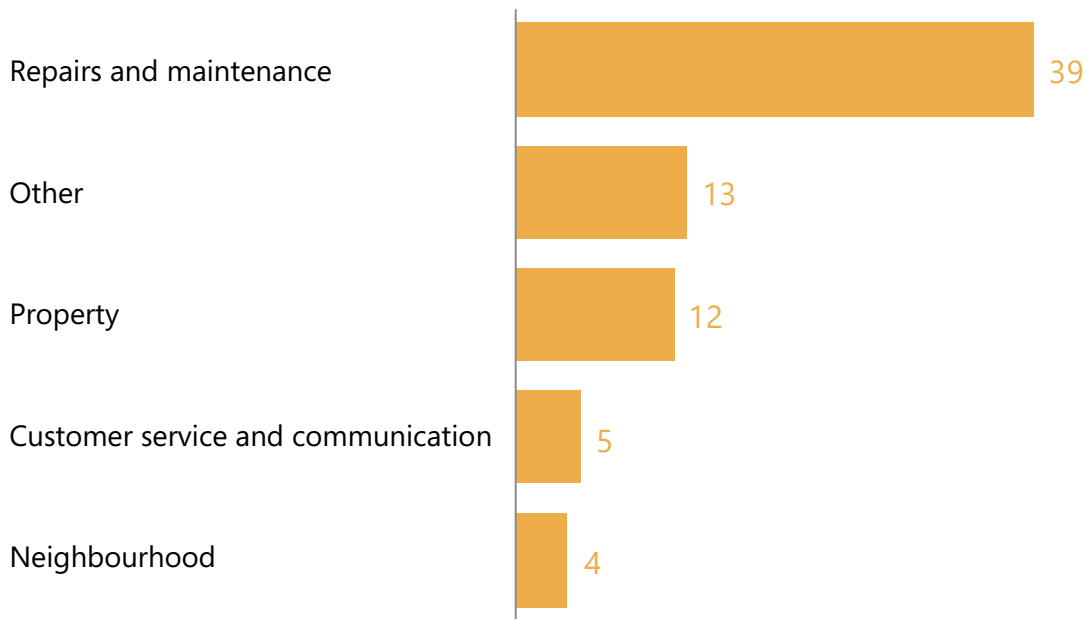
% Base 195 | Proportion of dissatisfied tenants that commented. Includes multiple responses. Coded from verbatim comments.



## 3. Services overall

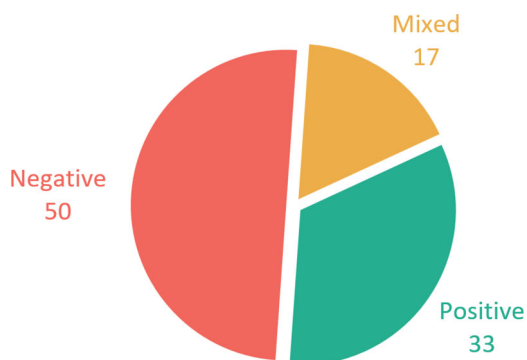
### 3.5 Why were you ambivalent or only fairly satisfied?- summary of negatives

% Base 305 | Proportion of ambivalent/fairly satisfied that commented. Includes multiple responses. Coded from verbatim comments.



### 3.6 Nature of ambivalent or fairly satisfied comments

% Base 305 | Proportion of ambivalent/fairly satisfied that commented. Includes multiple responses. Coded from verbatim comments.



Moving beyond the statistical analysis, it is also very valuable to hear from tenants in their own words why they gave South Tyneside Homes the rating that they did. These explanations have been split into three groups of the actively dissatisfied, the ambivalent (including fairly satisfied), and the happiest 'very' satisfied group.

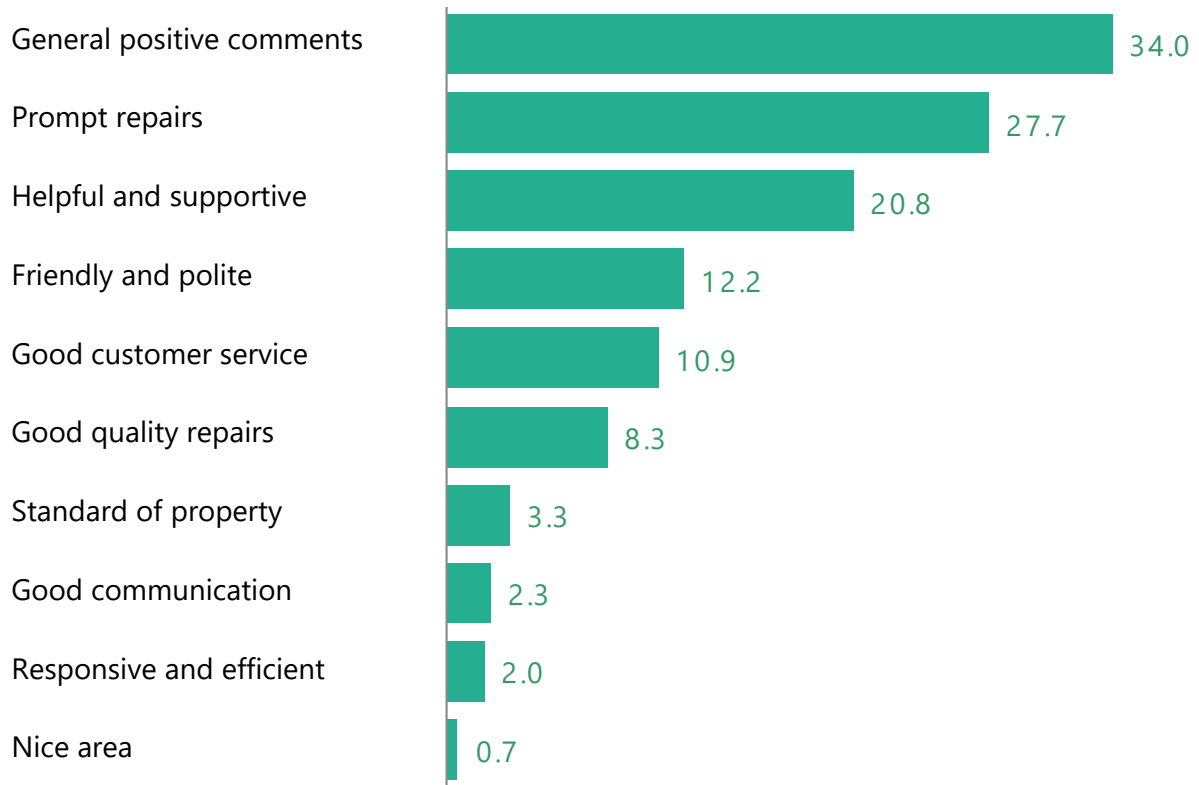
As already noted, a particular challenge across social housing has been trying to catch up with planned maintenance and maintain repairs service levels in the face of increasing costs and availability of labour and materials. This means that the general pattern of the comments remains very similar to last year, with the greatest proportion of comments relating to the **repairs and maintenance service**. Indeed, amongst dissatisfied tenants over half of them said that the reason for this score was a repairs issue.

When this is analysed further the linked issues of **outstanding repairs and/or slow repairs** are the dominant reasons – between a third and a half of all dissatisfied tenants (42% combined) are either waiting on work that they felt should have been completed by now (26%), or generally unhappy with the speed of the service (21%, chart 3.4).

## 3. Services overall

### 3.7 Why were you very satisfied?

% Base 303 | Proportion of very satisfied tenants that commented. Includes multiple responses. Coded from verbatim comments.



“I'm still awaiting numerous repairs!!! Dating back 2 years.”

“Inspectors have been 3 or 4 times since February and still some jobs are not even on system.”

“I am still waiting for repairs to be done that were reported more than a year ago also communication is awful.”

“Ongoing repairs for 3 years now work still not done. Terrible service.”

“Long wait times for repair appointments - which seem to be increasing for simple repairs such as leaking taps and missing roof tiles.”

“Repairs take forever to be completed. Fobbed off when asking for updates and downright lies told.”

“I feel that the past few years there has been a decline in the repairs side including keeping houses modernised and long wait times for repairs.”

“Always get a good job done, but usually wait ages before it gets done”

“Long delays, no notice when job is to be done.”

“Any jobs/repairs that need doing it always takes months. They never follow up from visits if the job requires another trade.”

What had changed since last year, however, is the proportion of commenters mentioning **damp, mould or condensation**, which includes 7% of those that are actively dissatisfied. This has obviously been a high profile topic in the media over the last year, which will be a factor. Nevertheless, it was the single most commonly mentioned single property issue amongst dissatisfied tenants, followed by the condition of **windows** which was number one last year.

“Rang multiple times about issues about damp and guttering. Been here two years, I have two young children and nothing has been done yet.”

“Because the damp in the house has been bad in the time we been here.”

### 3. Services overall

“Sick of damp problems in bedroom.”

“I have been waiting for a damp to be done since before Christmas and still not done.”

“Disappointed this area hasn't had new windows fitted when surrounding areas fitted 2yrs ago.”

“I've been waiting for 8 months for replacement windowpanes (compromised) and uPVC front door (cracked).”

“Checks need to be done on older houses on windows etc.”

“Been waiting since January for council to repair sitting room ceiling from a leak we had in December. Have mould all around kitchen window.”

**Communication** issues are less likely to be cited by tenants as the reason for their dissatisfaction (35%), which is surprising when considering that the way tenants are listened to and treated are key drivers (see above). This is perhaps further evidence that rather than being standalone topics, in many respondent's minds at the core the way they are treated comes back to maintenance issues.

Nevertheless, considering those comments that fall into those key driver categories of fairness, respect and listening, some illustrative quotes include:

“Feel like you get excuses every time you say you need a new kitchen or new flooring or your fence needs fixing like nobody's bothered or wants to listen.”

“Because no-one listens.”

“Because you never listen to people's problems you always fob people off.”

“I had been waiting for a response to my alteration's application for over 4 months every time I called, I was told that they had escalated this and somebody would respond. I was also waiting for somebody to contact me regarding mould in my house.”

“Communication has been terrible.”

“Each experience with either an engineer or call centre contact has been negative, the staff have a condescending tone and the engineers are disrespectful when completing repairs to the point we do what we are able to ourselves to avoid substandard work.”

“It's always someone who seems uninterested who answers the call to deal with you. Unpleasant and not very helpful”

**Anti-social behaviour** is still the most common neighbourhood issue that respondents feel has an impact on their overall view of the council as their landlord, and almost a quarter of the sample claim to be dissatisfied with how ASB is handled (section 7).

“Tenants that recently moved in caused disturbance. I believe STH should do background search and inform tenants of action against them if they have an antisocial behaviour.”

“Don't do anything about troublesome people on estate.”

“I have had on going anti-social behaviour troubles with my neighbour - threats, verbal abuse.”

“Over 6 years of abusive anti-social behaviour from my neighbour and did nothing to help me even though they had evidence from the police over my suffering.”

“Antisocial behaviour of specific neighbour .... was told I couldn't be rehoused.”

It is also instructive to expand out the scope to incorporate those respondents that whilst having a more positive perception of South Tyneside Homes, are still likely to highlight issues that could be improved because they gave an *ambivalent* answer either in the middle of the scale, or only being 'fairly' satisfied.



### 3. Services overall

Indeed, half of this group made only negative comments about their experience, with a further 17% giving a mix of positive and negative examples. For this more mainstream group of customers, the issue of **repairs** continues to dominate (chart 3.5).

It is also important for South Tyneside Homes to not only understand which aspects of the service require improvement, but also the experiences of its more **satisfied customers** in order that it can build upon its success, share good practice across the business, and maximise the number of customers that experience excellent services. Accordingly, chart 3.7 summarises the reasons that ‘very’ satisfied tenants gave for their positive overall ratings.

Unsurprisingly considering the importance of this topic for dissatisfied customers, the most common specific reason why some tenants were promoters was the fact that they had experienced repairs within an appropriate timeframe. This simply re-enforces the impression that speed of repairs, including tackling backlogs, has a major influence on satisfaction.

“The customer service is excellent and repairs are usually carried out quickly and efficiently.”

“Great service always come and do jobs straight away.”

“If need repair it gets done quickly.”

“The person on the phone is helpful and the workman always comes on time to do the job.”

“Always get a pleasant person on phone. Work done within days.”

“All repairs I've requested were done professionally and without waiting too long.”

“Friendly repair and telephone staff. Usually not a long wait, and urgent things are dealt with in a 4 hour period.”

“Because every time I make a call. I get appointment straight way for the job.”

“Every time I call in to the council for repairs they show up and are prompt during emergency hours too but they are also very efficient.”

#### 3.3 Overall satisfaction by management area

	Sample size	% positive	
Overall	1058	68	
East Shields & Whitburn	202	71	Significantly <b>worse</b> than average (95% confidence*)
Hebburn	170	70	Significantly <b>worse</b> than average (90% confidence*)
Jarrow	328	65	Significantly <b>better</b> than average (95% confidence*)
Riverside	148	71	Significantly <b>better</b> than average (95% confidence*)
West Shields	210	67	Significantly <b>better</b> than average (90% confidence*)

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



## 4. The home

71%   
safe

68%   
well maintained



The maintenance of the home continues to be a key driver of overall satisfaction



This is a new question, but the rating is consistent with the benchmark target score



Tenants that are unhappy with the safety of their home tended to mention damp and mould or general maintenance



Almost two thirds of those with communal areas are happy with their cleaning and maintenance, which is about average

## 4. The home

The revised TSM question about the standard of the property doesn't have comparable wording to the old survey which used the draft TSM wording, so cannot be compared directly to the 2022 results. However, two thirds of tenants are satisfied that their home is **well maintained** (68%), which is in line with the current ARP benchmark of 67%.

The maintenance of the property is a **key driver** of overall satisfaction, which is a common finding for tenant survey results at the moment with the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes. Although the exact questions have changed with the introduction of TSMs, the overall pattern of maintenance in the top three predictors of satisfaction is the same as it was in 2022 (see section 3).

As noted in the previous section, the most common issue with the property amongst dissatisfied tenants is damp and mould, followed by windows and heating/energy efficient (see chart 3.4)

The next question in this section, asking about the **safety** of the building, is another question that is different from the draft TSM wording used in 2022. Similarly, it is also on par with the ARP benchmark target (71% v 72%).

As this was a new question this year, a follow-up was included asking respondents why they gave the answer that they did. As can be seen in chart 4.3, amongst tenants that are dissatisfied that South Tyneside Homes provides a home that is safe, the most common reason given is damp, mould or condensation ( 21% of comments), followed by general concerns about the maintenance of the property (20%) and delayed repairs (18%). Some illustrative comments include:

“Because I have damp issues which causing me problems and mental health.”

“Refused new windows even though mould and damp are travelling through them which has made my son poorly.”

“My flat is riddled with damp, wet rot and mould which has been here since I moved into the property.”

“Mould around windows are a big issue as we keep getting unwell.”

“Got moisture in bedroom and bad for my health (lungs, ) council man brushed it off.”

“Need to be updated ... to keep it safe.”

“Had to have repairs done at loss to myself as was dangerous and couldn't wait any longer.”

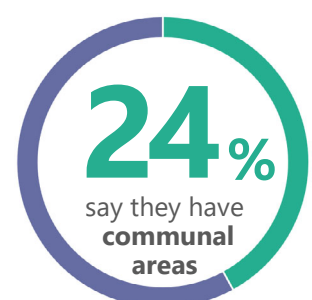
“Roofing repairs took over 2 months to complete. Loose cement and tiles dangerous.”

“Took two months to unblock & clear a gutter which resulted in water coming through ceiling to result in mould growth ... ridge tiles uncemented on roof.”

“My ceiling was caving in and I had to wait over a year for it to be repaired. My bathroom window falls off if opened causing a serious hazard, and my roof urgently needs repaired.”

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Around a quarter of tenants felt that this question applied to them, including most sheltered tenants (75%).

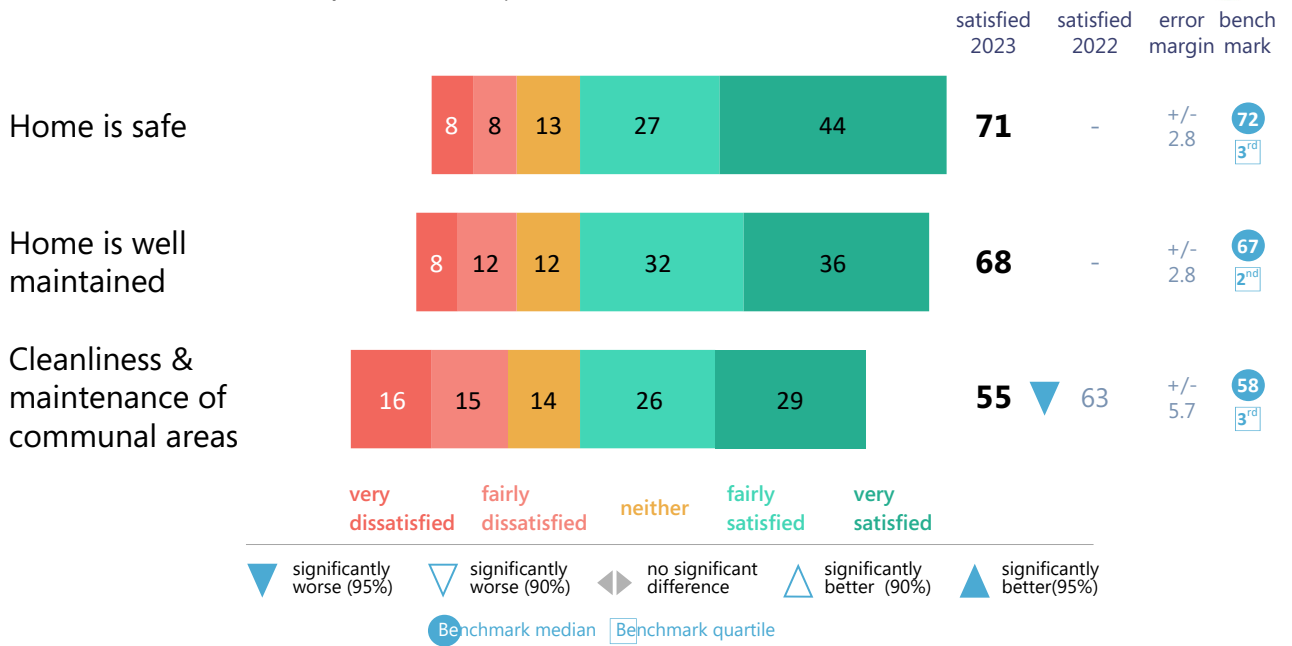
Just over half of these respondents are satisfied with how these communal areas are cleaned and maintained (55%), which like most other repeat survey questions has fallen since last year (was 63%). It is nevertheless still reasonably close to the ARP Research benchmark of 58%.



## 4. The home

### 4.1 Satisfaction with the home

% Bases (descending) 1021, 1037, 244 | Excludes non respondents



### 4.2 The home by management area

	% positive			
	Sample size	Home is safe	Home is well maintained	
<b>Overall</b>	<b>1058</b>	<b>71</b>	<b>68</b>	<b>55</b>
East Shields & Whitburn	202	71	68	47
Hebburn	170	71	68	70
Jarrow	328	70	66	56
Riverside	148	72	72	56
West Shields	210	71	69	53

Significantly **worse** than average (95% confidence\*)

Significantly **worse** than average (90% confidence\*)

Significantly **better** than average (95% confidence\*)

Significantly **better** than average (90% confidence\*)

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

## 4. The home



### Change over time

- Satisfaction with the cleanliness and maintenance of **communal areas** of the home has **fallen** significantly since 2022 from 63% to 55%.



### By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst the **under 50's**, especially the youngest aged under 35 (52% 'maintenance', 59% 'safety'). Both are rated significantly higher than average by those aged 65 or over (85% 'maintenance', 85% 'safety').
- As expected, there is a difference in the rating for the maintenance of the home by whether or not respondents have **had a repair** (69% v 65%), albeit it not as notable as in other similar surveys.
- **BAME** respondents are more satisfied with both the maintenance and safety of their homes (77% and 75% respectively), as well as the maintenance of communal areas (78%).
- **New tenants** in their first year are significantly more satisfied with both the maintenance and safety of their homes (72% and 77% respectively), whereas those who have been a tenant for 6 – 10 years are significantly less so (60% and 62% respectively).



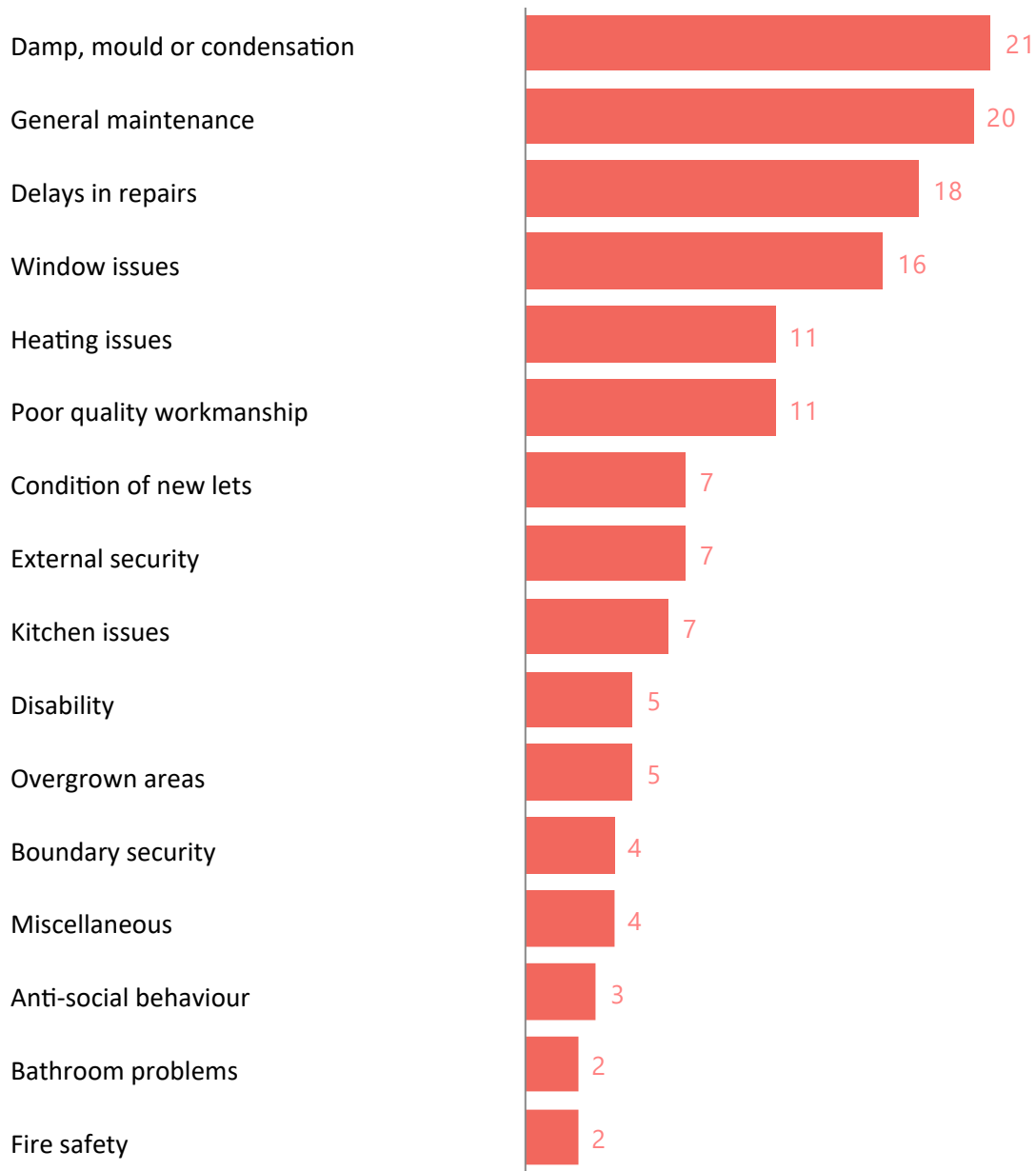
### By place

- **Sheltered** tenants have high satisfaction with the maintenance of the building (73%) compared to 68% for those in general needs. They are also significantly more likely than other tenants to have a positive view on communal cleaning and maintenance (64%) compared to only 53% of those in general needs.
- Satisfaction that the home is **well maintained** is actually somewhat higher for tenants with communal areas than those without (71% v 67%).
- Conversely, satisfaction with the **safety** of the home is somewhat lower for tenants with communal areas than those without (69% v 72%).
- Furthermore, by property type the lowest satisfaction with maintenance is 65% amongst those living in **houses**, including only 32% that are 'very' satisfied.
- The safety rating is very consistent across the five management **areas** and only fluctuates by 2%.
- Slightly more variation in the maintenance rating, with satisfaction highest in Riverside (72%) and lowest in Jarrow (66%).
- Satisfaction with communal areas is significantly higher than average in **Hebburn** (70%), which is 14% higher than any other area, although the sample sizes are small.

## 4. The home

### 4.3 Why were you dissatisfied with the safety of the home?

% Base 123 | Proportion of dissatisfied tenants that commented. Includes multiple responses. Coded from verbatim comments.





## 5. Repairs service

73%



service in last 12 months

65%



time taken to complete repair



Satisfaction with recent repairs received is a key driver of satisfaction



The repairs questions compare well against benchmarks



The time take to complete a repair is the only repeat question that hasn't fallen significantly since last year



However, satisfaction with timelines is notably lower in West Shields

## 5. Repairs service

Satisfaction with the repairs service over the last 12 months is the second strongest **key driver** of landlord satisfaction (section 3), which coupled with property maintenance more emphasises the continuing importance of these services to South Tyneside Homes customers.

Nevertheless, the 73% that are satisfied with the **service they have received** if they had a repair in the last year is slightly higher with the recent ARP average across different landlords, whilst the 65% that are happy with the **timeliness** of their last repair hasn't changed by a statistically significant margin since last year (was 68%).

It is important to note here that the final TSM question used this year isn't exactly compatible with the wording used in the survey, which asked everyone about repairs and maintenance more generally regardless of recent experience.

Although this year's ratings for the repairs service are at least on par with expectations, the reasons for this service being a key driver are still there, chief amongst these maintain service levels in the face of pandemic delays and inflationary pressures. This is most in evidence within the free text responses that identified repairs issues as the being the reason why most dissatisfied tenants felt the way that they did, especially repairs and maintenance jobs that **remain** outstanding (see section 3).

### Change over time

- Satisfaction with the **time taken** to complete a repair after reporting has **fallen** albeit not significantly since 2022 from 68% to 65%.
- The time taken to complete the last repair is notably lower than a year ago in **West Shields** (63%, was 71%).

### By people

- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 month (85%), compared to just 68% of working age tenants, including only 63% of the **under 35s**.
- The same pattern is evident for time taken to complete the repair – 79% of 65+ compared to 54% for under 35s.
- However, note that this age gap of 22% between highest and lowest is smaller than the nearest equivalent repairs question in the 2022 survey where the gap was 26%.
- **New tenants** are significantly more satisfied than average with the repairs service in the last 12 months (82%), however that seems to change rapidly as satisfaction is significantly below average for those who have been a tenant for 1 – 2 years (63%).

### By place

- There is surprisingly little difference between **general needs** and **sheltered** on satisfaction with repairs (73% v 71%) or the time taken to complete them (65% and 66% respectively).
- One statistically significant difference by **management area** with respondents in the Riverside area more satisfied than average with the time taken to complete the last repair (75%). As before, the lowest repairs ratings are in the Jarrow area, albeit not significantly different.
- Both questions are rated just below average in **houses** (69% 'service', 60% 'time taken'), whereas the opposite is true for those living in bungalows (83% 'service', 77% 'time taken').

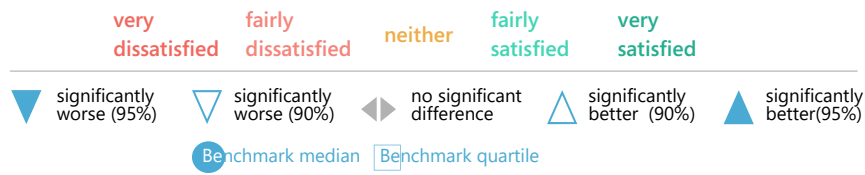
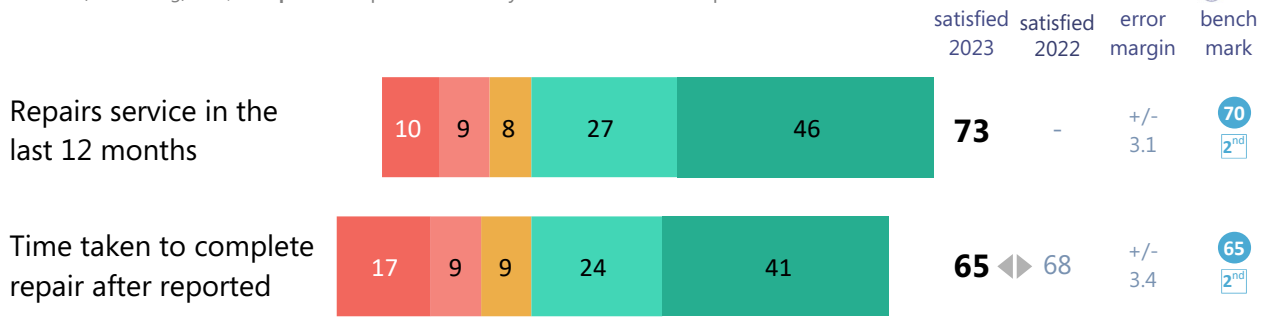




# 5. Repairs service

## 5.1 Repairs service

% Bases (descending) 782, 782 | Had a repair in the last year. Excludes non respondents



## 5.2 Repairs service by management area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
<b>Overall</b>	<b>1058</b>	<b>73</b>	<b>65</b>
East Shields & Whitburn	202	72	64
Hebburn	170	74	67
Jarrow	328	70	60
Riverside	148	76	75
West Shields	210	75	63



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



## 6. Communication



61%



listens to views  
and acts upon



Listening to tenants views is the strongest key driver of satisfaction overall



Although satisfaction has fallen, it is still rated above the benchmark average



10% fewer agree that they are treated with fairness and respect, but the proportion actively disagreeing is unchanged



All scores in the this section have fallen furthest amongst the under 35s

## 6. Communication

The single **best predictor** of satisfaction with South Tyneside Homes overall in this set of results is how respondents also answered when they were asked how satisfied they are that their landlord **listens to their views and acts upon them**.

Like most other year on year comparisons this has dropped significantly since the last survey (61% v 67%) but is still a number of points higher than the current ARP benchmark median of 57%.

Experience of other similar surveys has shown that in answering this question, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. Accordingly, it is likely that its fall is also linked to the wider issues within the survey such as property maintenance and repairs.

Indeed, relatively few dissatisfied respondents specifically cited communication issues as a main reason for being dissatisfied with STH overall (13%, chart 3.3), including just a handful that said they weren't listened to (chart 3.4).

The other clear signifier of overall tenant satisfaction in this section of the results is the rating of whether STH treats tenants **fairly and with respect**, albeit no longer the strongest key driver it was in 2022. Unfortunately, in this case the rating has fallen by ten points since last year to 71%, although it is important to note that this is because a higher proportion than before picked the middle ambivalent point of the scale (19% v 9%). Indeed, the proportion of tenants that actively disagreed with this statement is unchanged (10%).

The last question in this section is on customers being **kept informed** about things that are important to them. In many cases this important information will include updates on repairs, so it isn't surprising that the 67% satisfaction score is below the 60% achieved in 2022, albeit still consistent with the average score amongst other landlords.



### Change over time

- A significant decrease in satisfaction with being **listened to** and acting upon views from 67% to 61%.
- Satisfaction with being kept **informed** has fallen by a similar margin from 67% to 60%.
- Being treated **fairly and with respect** has fallen 10% in a year, although dissatisfaction is unchanged.
- All three questions have fallen furthest by the under 35s (down 9-15%).



### By people

- Respondents **aged under 35** are less likely to agree that they are treated fairly and with respect than any other age group (63%). They are also the least likely to feel that their views are listened to and acted upon (51%) or that they are kept informed (52%).

- For all three questions in this section, **retirement age** respondents are significantly more positive than average by at least ten percentage points.
- Respondents from **ethnically diverse** backgrounds are significantly more satisfied with every rating in this section than White British respondents.
- Respondents in their **first year** of tenancy are significantly more positive with each aspect of the customer experience.



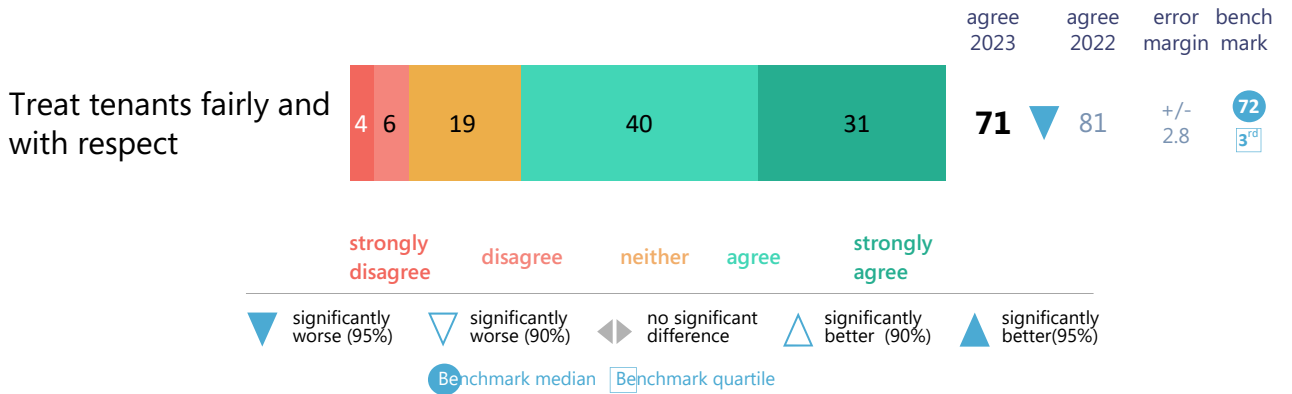
### By place

- There are no significant differences by **area**.
- Customers in **bungalows** typically rate each communication question higher than average, but this is invariably a consequence of the older age profile.

# 6. Communication

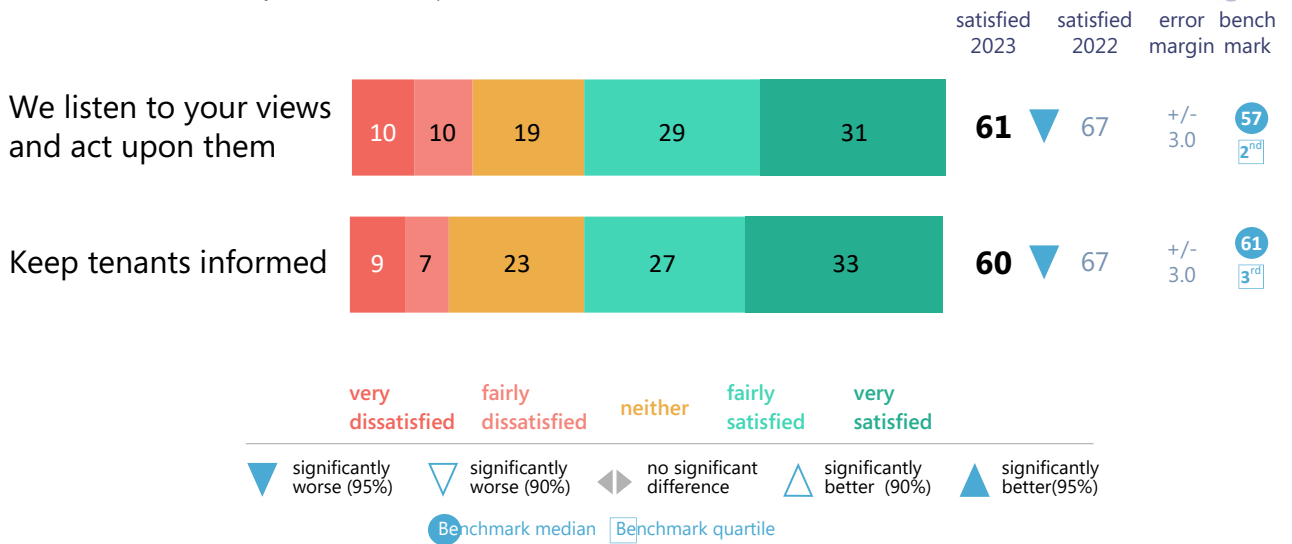
## 6.1 Fairness and respect

% Bases (descending) 1011 | Excludes non respondents



## 6.2 Communication




% Bases (descending) 992, 986 | Excludes non respondents





## 7. Neighbourhood



-  The extent to which the Council makes a positive contribution to neighbourhoods compares poorest against other landlords
-  This rating has fallen very significantly in the West Shields, Riverside and East Shields & Whitburn areas
-  Satisfaction with the approach to handling ASB has fallen by a statistically significant margin yet still matches the benchmark

## 7. Neighbourhood

When measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that tenants were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 52% of respondents are satisfied with, compared to 20% that are dissatisfied.

This is an interesting element of the results because of all the questions in the survey it has both fallen the furthest (11%) and it compares poorest against the benchmark (63%). The only evidence within the data itself to potentially help explain the scale of this change is the even larger fall in satisfaction in the West Shields, Riverside and East Shields & Whitburn areas (see below).

For many residents the neighbourhood issue that has the biggest effect on their quality of life is **anti-social behaviour**. Around half of the tenant population are satisfied with the South Tyneside Homes' approach to handling anti-social behaviour (52%), compared to 21% that are dissatisfied. Although this too has fallen significantly, it has done so in line with other landlords as it remains on par with the benchmark median.



### Change over time

- Satisfaction with STH's **contribution to the neighbourhood** is significantly lower than it was a year ago having fallen from 63% to 52%.
- Even greater falls in satisfaction with STH's contribution in West Shields, Riverside (both down 16%) and East Shields & Whitburn (down 15%).
- Small but significant change in how the sample as a whole view how **ASB is dealt with** (52%, was 58%), but remains close to the benchmark average.



### By people

- Satisfaction with STH's contribution to the neighbourhood is rated significantly higher than average for those aged **65 or over** (63%), with this group also the most satisfied with how ASB is dealt with (60%).
- Respondents aged **35-49** are significantly less satisfied than average with STH's contribution to their neighbourhood as well as being the least satisfied with how they deal with ASB (43% and 46% respectively).

- Respondents from an **ethnically diverse** background are significantly more satisfied than white British respondents with STH's approach to handling ASB (66% and 51% respectively) as well as STH's contribution to where they live (also 66% and 51% respectively).
- **New tenants** (under 1 year) are significantly more satisfied than average with both STH's contribution to their neighbourhood and how they deal with ASB (61% and 56%).



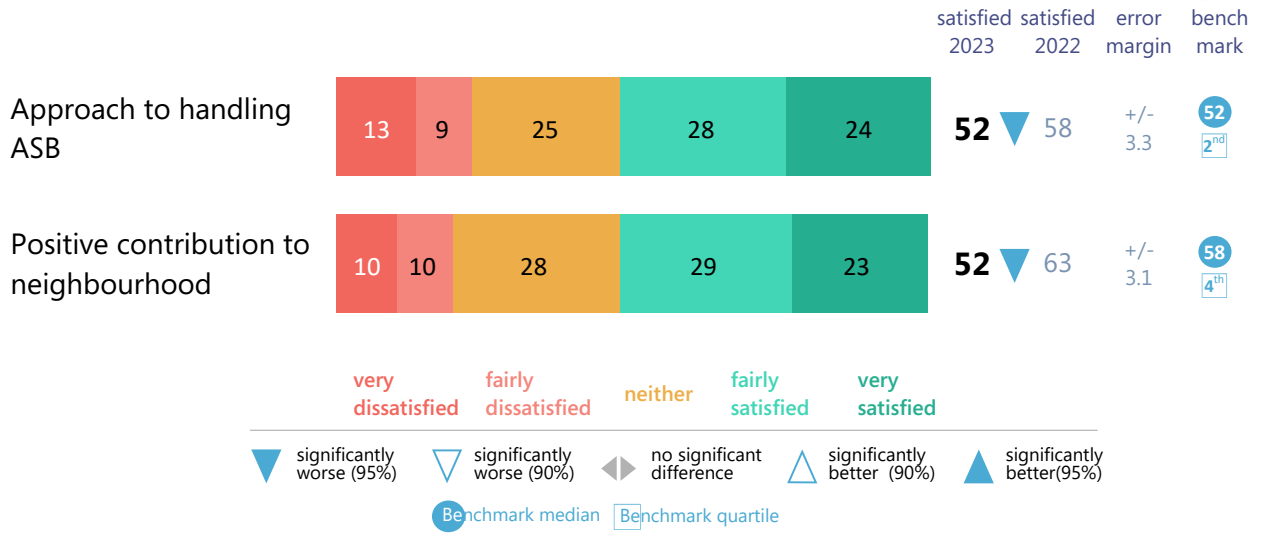
### By place

- The group of **sheltered** respondents are more satisfied than general needs tenants with STH's contribution to their neighbourhood (60% v 51%) and the approach to handling ASB (63% v 51%).
- Some variations by **management area** in contribution to the neighbourhood, however none of them are statistically significant with satisfaction ranging from 48% in West Shields to 59% in Hebburn.
- Similarly, satisfaction with ASB handling also varied across the five main management areas with those in Hebburn significantly more satisfied than average (61%), whereas those in West Shields were the least satisfied (44%).

# 7. Neighbourhood

## 7.1 Neighbourhood

% Bases (descending) 895, 969 | Excludes non respondents



## 7.2 Neighbourhood and ASB by management area

	Sample size	% positive	
		Positive contribution	How ASB is dealt with
<b>Overall</b>	<b>1058</b>	<b>52</b>	<b>52</b>
East Shields & Whitburn	202	52	49
Hebburn	170	59	61
Jarrow	328	51	53
Riverside	148	52	55
West Shields	210	48	44

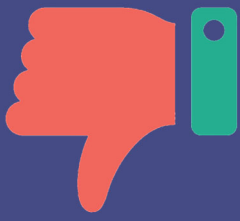
Significantly **worse** than average (95% confidence\*)

Significantly **worse** than average (90% confidence\*)

Significantly **better** than average (95% confidence\*)

Significantly **better** than average (90% confidence\*)

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



## 8. Complaints

30%



complaints handling

25%



said they complained



Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system



The satisfaction score is asked differently from previous years so can't be compared, but is slightly below the benchmark of 33%



Complaints are both more likely, and handled less satisfactorily, for tenants aged under 35



## 8. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions in the context of the wider experience of customers when discussing repairs and other issues with their landlord, as opposed to the much narrower formal complaints procedure. It is also important to note that the satisfaction score is routed differently from the complaints question asked in the previous survey, so the two cannot be compared.

A quarter of tenants that responded to the survey **claim to have made a complaint** to South Tyneside Homes, which is the same as the average for other recent TSM surveys amongst ARP clients. Experience with this question has shown that it will include relatively few who used the **formal complaints** process. Instead, this group should be better understood as those who had some sort of issue or problem over the last 12 months that they believed STH needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (28% v 18%).

Unfortunately, only around a third of complainants are satisfied with South Tyneside Homes' approach to the **handling of their complaint** (30%), although this is only just below the benchmark median of 33% from the benchmark group. Nevertheless, almost as many respondents are 'very' dissatisfied (29%) as are satisfied.

Indeed, although this result is a little disappointing, it is likely that any action STH takes to address the main issues covered earlier in the report, such as property maintenance, will help to improve this score.



### By people

- Younger tenants aged **under 35** are more likely to have complained to STH than those of retirement age (32% v 22%).
- Respondents aged under 35 are also significantly less satisfied with complaint handling (13%), compared to 27% of the next oldest age group (35-49 year olds). However, note that the base sizes are small (50-59 people).
- The small group of **BAME** respondents are far more satisfied than White British respondents with how STH handle complaints (38% v 31%), despite being more likely to have made a complaint (29% v 25%).



### By place

- **General needs** tenants are more likely to have made a complaint than tenants in sheltered accommodation (25% and 23% respectively), with the former far less satisfied with how it was handled than the latter (30% and 40%).
- The proportion claiming to have made a complaint varies a little across the five main **management areas** – 23% in Jarrow and rising to 29% in Riverside.
- Due to the smaller base sizes there are no statistically significant differences between these five management **areas** on satisfaction with the approach, but the score is highest in Hebburn (38%), falling to 17% in West Shields.

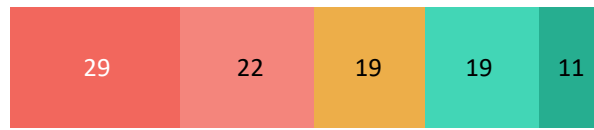
# 8. Complaints

## 8.1 Complaints

% Base 260 | Made a complaint in the last 12 month. Excludes non respondents



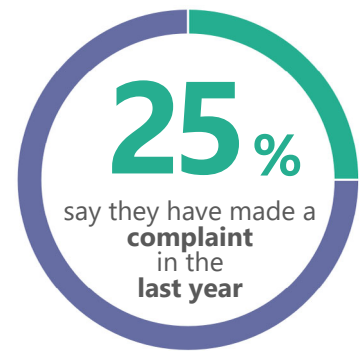
Approach to handling complaints



satisfied 2023 error margin 30 +/- 5.7 bench mark 33<sup>rd</sup>

very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

Benchmark median    Benchmark quartile





# 9. Respondent profile

In addition to documenting the demographic profile of the sample, tables 9.12 to 9.16 in this section also display the core survey questions according to the main 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.

## 9.1 Management area

% Base 1058

	Total	%	%
East Shields & Whitburn	202	19.1	20.3
Hebburn	170	16.1	16.5
Jarrow	328	31.0	31.4
Riverside	148	14.0	13.1
West Shields	210	19.8	18.8

■ 2023  
■ 2022

## 9.2 Estate

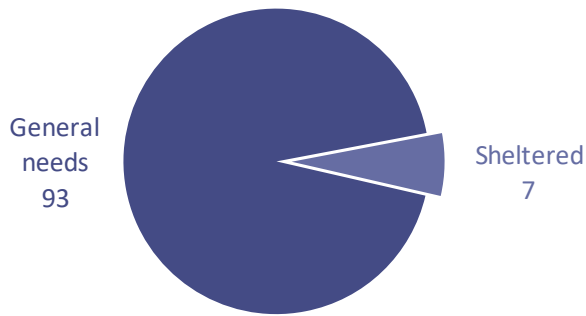
% Base 1058

	Total	%	%		Total	%	%		Total	%	%
01 Bamburgh Avenue	10	0.9	1.1	19 Brockley Whins	17	1.6	1.8	37 John Clay Street	9	0.9	0.9
02 Cleadon Park	32	3.0	4.2	20 Calf Close	19	1.8	2.6	38 Laygate	26	2.5	2.3
03 Harton	19	1.8	1.7	21 Fellgate	12	1.1	1.1	39 Mile End Road	27	2.6	1.8
04 Harton Moor	13	1.2	1.2	22 Hedworth	46	4.3	3.7	40 Simonside East	25	2.4	2.5
05 Horsley Hill	36	3.4	2.9	23 Hill Park	3	0.3	0.5	41 Trinity	7	0.7	0.9
06 Marsden	52	4.9	5.1	24 Jarrow Central	32	3.0	2.9	42 Tyne Dock	5	0.5	0.3
07 Whitburn	41	3.9	4.1	25 Jarrow South	16	1.5	1.4	43 Victoria Road Sth Shields	7	0.7	0.8
08 Birch Grove	2	0.2	0.3	26 Low Simonside	25	2.4	2.2	44 Westoe	11	1.0	0.7
09 Campbell Park	31	2.9	3.1	27 Primrose	30	2.8	3.7	45 Wolsey Court	3	0.3	0.4
10 Clock/Clegwell	24	2.3	2.0	28 Scotch Estate	30	2.8	2.7	46 Woodbine Estate	12	1.1	1.2
11 Finchale Road	27	2.6	3.1	29 Simonside West	12	1.1	0.8	47 Biddick Hall	80	7.6	8.0
12 Hartleyburn	30	2.8	2.8	30 St Pauls	9	0.9	0.5	48 Churchside	5	0.5	0.6
13 Hebburn New	7	0.7	0.9	31 The Lakes	6	0.6	0.5	49 Cleadon & East Boldon	3	0.3	0.3
14 Hebburn Quay	14	1.3	1.5	32 Viking	9	0.9	0.4	50 Parkway	11	1.0	1.0
15 Lukes Lane	17	1.6	1.4	33 West Boldon	32	3.0	3.5	51 Stanhope Road	9	0.9	0.7
16 Monkton	3	0.3	0.5	34 Brinkburn	5	0.5	0.7	52 West Harton	18	1.7	1.7
17 Victoria Road	14	1.3	0.9	35 Chichester	2	0.2	0.1	53 Whiteleas	85	8.0	6.6
18 Boldon Colliery	31	2.9	3.1	36 Dean Road	6	0.6	0.5				

# 9. Respondent profile

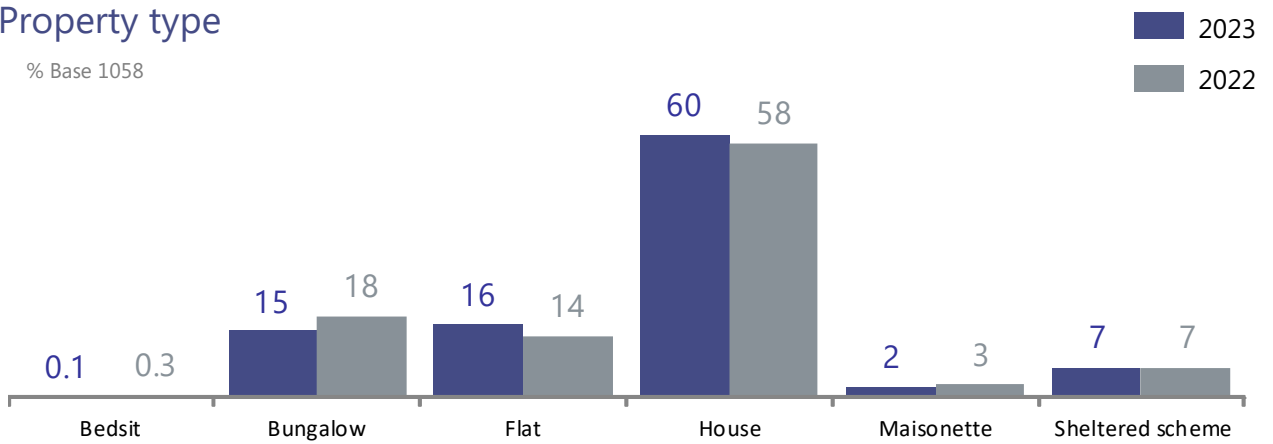
## 9.3 Stock type

% Base 1058



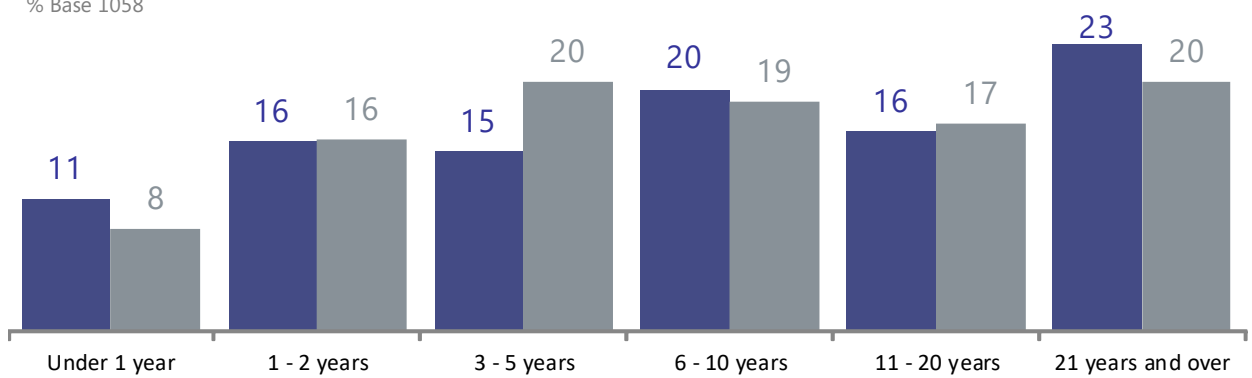
## 9.4 Property type

% Base 1058



## 9.5 Length of tenancy

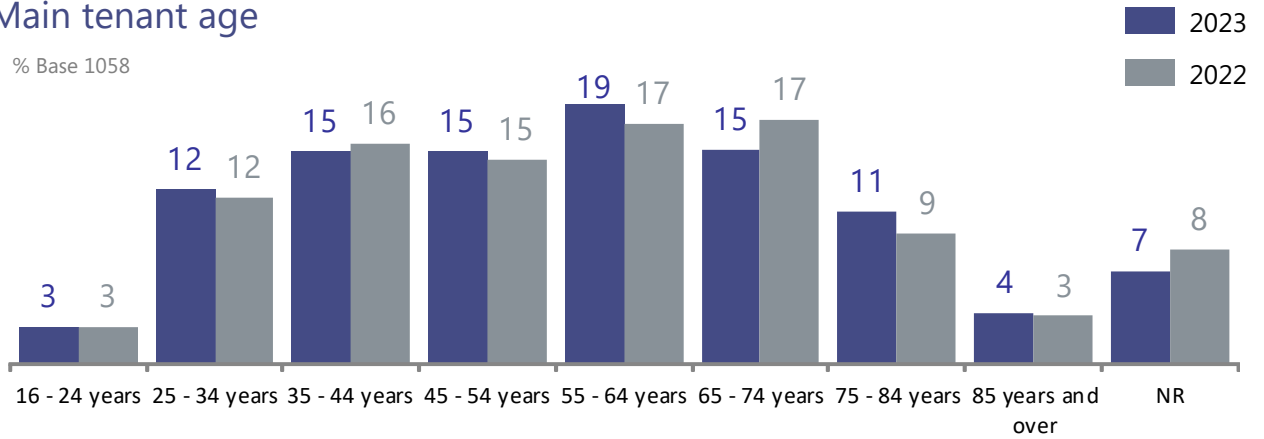
% Base 1058



## 9. Respondent profile

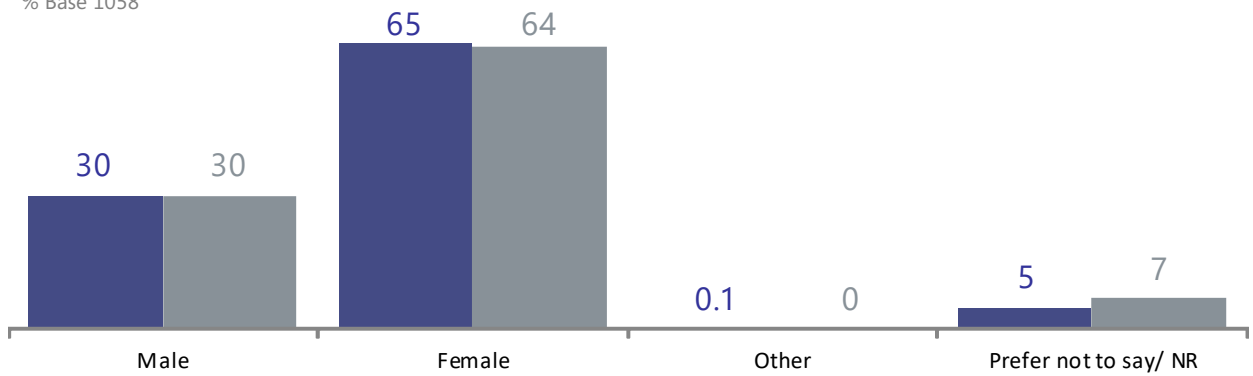
### 9.6 Main tenant age

% Base 1058



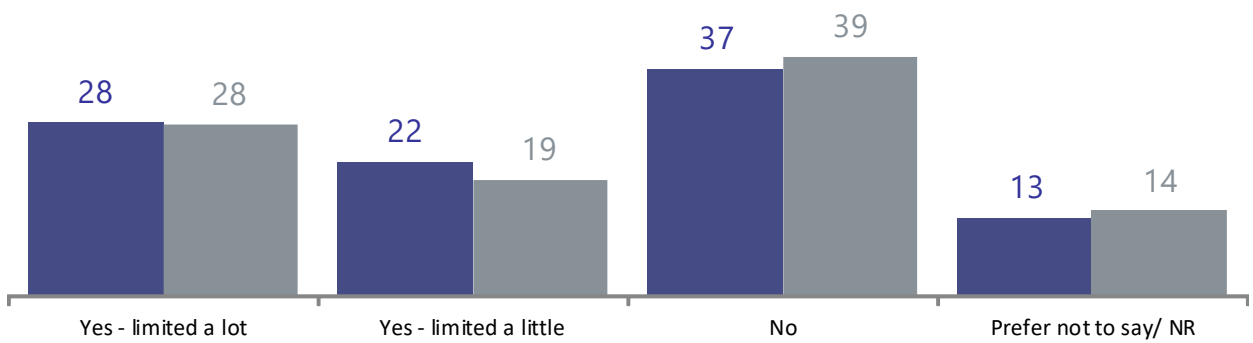
### 9.7 Main tenant gender

% Base 1058



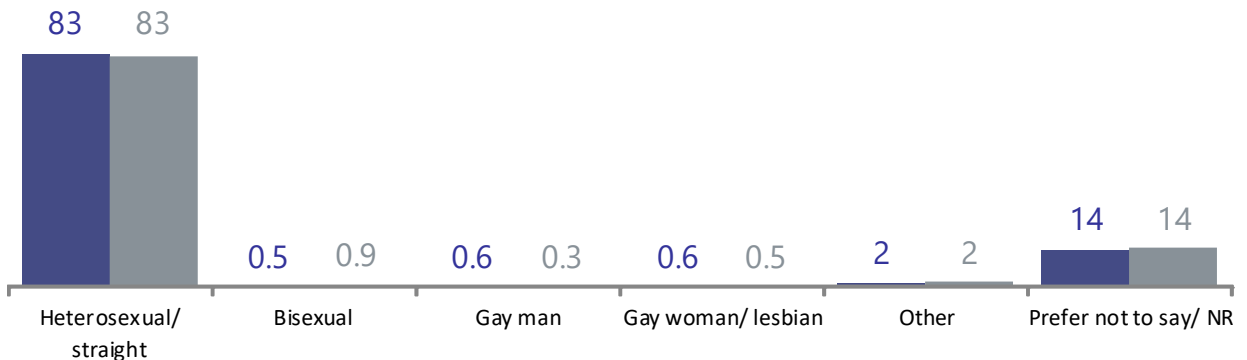
### 9.8 Disability

% Base 1058



### 9.9 Sexual orientation

% Base 1058

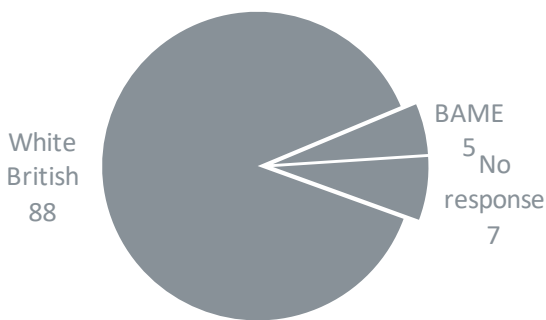
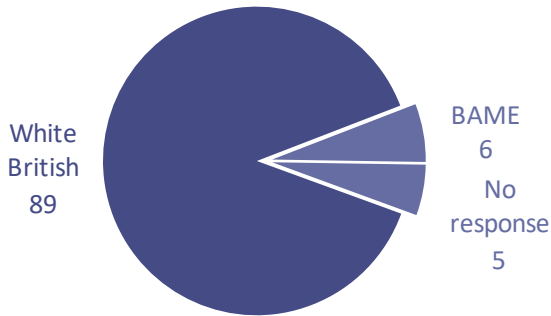


# 9. Respondent profile

## 9.10 Ethnic background

% Base 1058

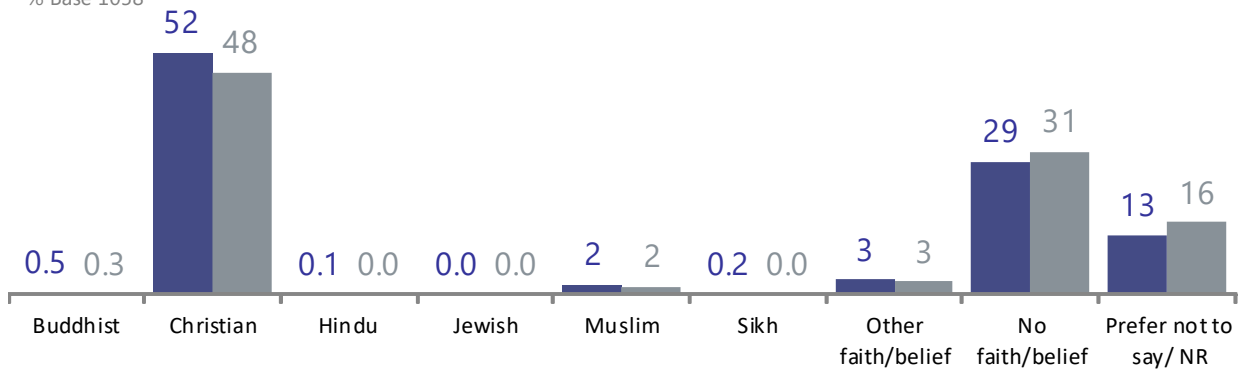
2023  
2022



	Total	%	%
White British	937	88.6	88.1
Any other White background	16	1.5	1.0
Mixed or Multiple ethnic groups	7	0.7	0.5
Asian or Asian British	20	1.9	2.0
Black or Black British	10	0.9	1.1
Any other ethnic group	11	1.0	0.6
No response	56	5.3	6.6

## 9.11 Faith/belief

% Base 1058



## 9. Respondent profile

### 9.12 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
<b>Sample size</b>	<b>1058</b>	<b>158</b>	<b>236</b>	<b>281</b>	<b>313</b>
Service overall	68	62	62	66	79
Home is safe	71	59	61	74	85
Home is well maintained	68	52	61	67	85
Communal areas clean & well maintained	55	39	45	55	67
Repairs & maintenance in last 12 months	73	63	66	74	85
Time taken to complete last repair	65	54	57	65	79
Listens to views and acts upon them	61	51	54	62	72
Being kept informed	60	52	55	60	72
Treated fairly and with respect	71	63	70	68	81
Positive contribution to neighbourhood	52	48	43	51	63
Approach to handling ASB	52	49	46	51	60
Approach to handling complaints	30	13	27	28	52

### 9.13 Core questions by stock

	Overall	% positive	
		General needs	Sheltered
<b>Sample size</b>	<b>1058</b>	<b>988</b>	<b>70</b>
Service overall	68	68	67
Home is safe	71	71	71
Home is well maintained	68	68	73
Communal areas clean & well maintained	55	53	64
Repairs & maintenance in last 12 months	73	73	71
Time taken to complete last repair	65	65	66
Listens to views and acts upon them	61	61	63
Being kept informed	60	60	63
Treated fairly and with respect	71	71	72
Positive contribution to neighbourhood	52	51	60
Approach to handling ASB	52	51	63
Approach to handling complaints	30	30	40

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

## 9. Respondent profile

### 9.14 Core questions by disability

	% positive		
	Overall	Disability	No disability
<b>Sample size</b>	<b>1058</b>	<b>530</b>	<b>393</b>
Service overall	68	68	71
Home is safe	71	72	74
Home is well maintained	68	71	68
Communal areas clean & well maintained	55	56	59
Repairs & maintenance in last 12 months	73	77	75
Time taken to complete last repair	65	67	69
Listens to views and acts upon them	61	64	61
Being kept informed	60	64	61
Treated fairly and with respect	71	72	74
Positive contribution to neighbourhood	52	55	53
Approach to handling ASB	52	54	53
Approach to handling complaints	30	33	33

### 9.15 Core questions by ethnic background

	% positive		
	Overall	White British	BAME
<b>Sample size</b>	<b>1058</b>	<b>937</b>	<b>65</b>
Service overall	68	68	81
Home is safe	71	71	75
Home is well maintained	68	68	77
Communal areas clean & well maintained	55	52	78
Repairs & maintenance in last 12 months	73	73	91
Time taken to complete last repair	65	64	86
Listens to views and acts upon them	61	60	76
Being kept informed	60	60	73
Treated fairly and with respect	71	71	86
Positive contribution to neighbourhood	52	51	66
Approach to handling ASB	52	51	66
Approach to handling complaints	30	31	38

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



## 9. Respondent profile

### 9.16 Core questions by length of tenancy

	Overall	% positive					
		Under 1 year	1-2 years	3-5 years	6-10 years	11-20 years	21+ years
<b>Sample size</b>	<b>1058</b>	<b>114</b>	<b>164</b>	<b>154</b>	<b>208</b>	<b>172</b>	<b>246</b>
Service overall	68	76	61	71	57	69	75
Home is safe	71	77	66	69	62	70	82
Home is well maintained	68	72	63	67	60	64	79
Communal areas clean & well maintained	55	67	56	48	44	60	68
Repairs & maintenance in last 12 months	73	82	63	68	68	74	81
Time taken to complete last repair	65	72	61	60	58	64	73
Listens to views and acts upon them	61	67	60	59	53	60	66
Being kept informed	60	71	61	62	51	53	66
Treated fairly and with respect	71	83	67	76	61	67	77
Positive contribution to neighbourhood	52	61	55	51	44	47	55
Approach to handling ASB	52	56	60	55	46	48	51
Approach to handling complaints	30	48	20	38	20	33	40

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

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



# Appendix A. Summary of approach

## Overview

The survey was conducted by ARP Research between June and July 2023.

## Responses

Overall, 1058 tenant households took part in the survey, which represented a response rate of 26% (error margin +/- 2.9%). This exceeded the stipulated TSM target error margin of +/- 3.0%.

There were 548 postal completions (52%) and 510 online completions (48%).

## Sampling

A computer-generated random sample of 4025 households were invited to take part in the survey, which is approximately a quarter of the stock.

## Fieldwork

Paper self completion questionnaires were distributed to selected sample, followed. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw of 10 x £25 shopping vouchers.

## Population

The population for the survey was all 15,712 South Tyneside Homes LCRA households on 26 May 2023. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. Large print questionnaires were sent to 31 household where this was their communication preference (29% response).

## Representativeness

The survey sample include a randomly selected 4025 households (approximately a quarter). The final survey data was weighted by interlaced age group, property type and area to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

### Stock

	Population	Survey
General needs (social rent)	93.1	93.4
Sheltered	6.9	6.6

### Area

	Population	Survey
East Shields & Whitburn	19.3	19.1
Hebburn	16.5	16.1
Jarrow	30.5	31.0
Riverside	14.6	14.0
West Shields	19.2	19.8

### Property type

	Population	Survey
Bedsit	0.4	0.1
Bungalow	14.9	15.1
Flat	16.7	16.4
House	58.6	59.5
Maisonette	2.5	2.2
Sheltered scheme	6.9	6.6

### Tenancy length

	Population	Survey
Under 1 year	7.5	10.8
1 - 2 years	14.0	15.5
3 - 5 years	15.8	14.6
6 - 10 years	20.2	19.7
11 - 20 years	18.8	16.3
21 years and over	23.7	23.3

### Age [database]

	Population	Survey
18 - 24 years	2.8	2.6
25 - 34 years	13.0	12.9
35 - 44 years	17.6	17.6
45 - 54 years	16.0	16.1
55 - 64 years	18.8	18.6
65 - 74 years	15.8	15.9
75 - 84 years	11.1	11.2
85+ years	4.6	4.6
No record	0.3	0.3

### Ethnic background [db]

	Population	Survey
White British	87.5	85.3
BAME	3.8	5.5
No record	8.7	9.2

### Disability [database]

	Population	Survey
Yes	26.4	27.1
No	52.7	40.7
No record	30.9	32.1

### Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

### Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

### Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

### Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

### Benchmarking

The questions are benchmarked against ARP Research’s client database of completed TSM compliant surveys. For the overall satisfaction score this includes 14 landlords, amongst which 7 are local authorities and 3 are ALMOs.



## Appendix B. Example questionnaire

**South Tyneside Homes**

Ms A B Sample  
1 Sample Street  
Address line  
Address line  
Sample District  
Sample Town  
AB1 2CD

999999

 **South Tyneside Council**

  
arpsurveys.co.uk/sth  
your code:  
**9999mnmw**

Dear [Contact\_Name]

**TENANT SATISFACTION SURVEY 2023**

Your views are really important to South Tyneside Homes and the enclosed survey is your chance to tell us what you think of the homes and services we provide as your landlord. This is part of the new annual Tenant Satisfaction Measures that the Regulator of Social Housing has just introduced. At the end of every financial year we, along with all other social housing landlords, will publish a range of standard customer satisfaction information which will include the results from this survey.


Please take just five minutes to either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. The closing date is **5 July 2023**. As a thank you, the code from all completed surveys will be entered will be entered into a draw to win one of **10 prizes of £25 each in vouchers!**

We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf in line with data protection rules (GDPR). The survey is completely **confidential** which means that your answers, including any about your personal characteristics, will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored for no longer than is necessary to complete it.


If you have any questions or concerns about this survey, need a copy in an alternative format, or require someone to help you complete it, please ring us on 0300 123 6633 or email [connect2@southtynesidehomes.org.uk](mailto:connect2@southtynesidehomes.org.uk) .

Thank you for taking part and good luck in the prize draw!

**PRIZE DRAW! 10 winners of £25 each**



**South Tyneside Council**



**TENANT SATISFACTION SURVEY 2023**

www.arp surveys.co.uk/sth  
your code: 9999www

OVERALL

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Tyneside Homes?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2** Please can tell us why you gave this answer?

For general comments only. To report a specific issue and get a response please ring us on 0300 123 6633 or email connect2@southtynesidehomes.org.uk

REPAIRS

**3** Has South Tyneside Homes carried out a repair to your home in the last 12 months?


Yes **go to Q4 ↓**  No **go to Q6 →**

**4** How satisfied or dissatisfied are you with the overall repairs service from South Tyneside Homes over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

 **return by 5 July 2023**

**PRIZE DRAW! 10 winners of £25 each**

YOUR HOME

**6** How satisfied or dissatisfied are you that South Tyneside Homes provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Tyneside Homes provides a home that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8** Please can you tell us why you gave this answer?

For general comments only. To report a specific issue and get a response please ring us on 0300 123 6633 or email connect2@southtynesidehomes.org.uk

COMMUNICATION

**9** How satisfied or dissatisfied are you that South Tyneside Homes listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10** How satisfied or dissatisfied are you that South Tyneside Homes keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11** To what extent do you agree or disagree with the following "South Tyneside Homes treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPLAIN

**12** Have you made a complaint to South Tyneside Homes in the last 12 months?

Yes **go to Q13 ↓**  No **go to Q14 ↷**

**13** How satisfied or dissatisfied are you with South Tyneside Homes' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNAL

**14** Do you live in a building with communal areas, either inside or outside, that South Tyneside Homes is responsible for maintaining?

Yes **go to Q15 ↓**  
 No **go to Q16 ↷**  
 Don't know **go to Q16 ↷**

**15** How satisfied or dissatisfied are you that South Tyneside Homes keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AREA

**16** How satisfied or dissatisfied are you that South Tyneside Homes makes a positive contribution to your neighbourhood?


Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17** How satisfied or dissatisfied are you with South Tyneside Homes' approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions are **optional**, but they help us make sure the survey matches the makeup of our tenants and to check we are meeting everyone's different needs.

ABOUT YOU

**18** How old is the main person filling in this survey? write in 

**19** Is the main person filling in this survey: tick ONE only

<input type="checkbox"/> Male	<input type="checkbox"/> Other
<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say

**20** What is your sexual orientation? tick ONE only

<input type="checkbox"/> Heterosexual/straight	<input type="checkbox"/> Gay woman/lesbian
<input type="checkbox"/> Bisexual	<input type="checkbox"/> Other
<input type="checkbox"/> Gay man	<input type="checkbox"/> Prefer not to say

**21** Are your day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months? tick ONE only


<input type="checkbox"/> Yes - limited a lot	<input type="checkbox"/> No
<input type="checkbox"/> Yes - limited a little	<input type="checkbox"/> Prefer not to say


**22** What is your ethnic background? tick ONE only

<input type="checkbox"/> White English, Welsh, Scottish, Northern Irish or British
<input type="checkbox"/> Any other White background
<input type="checkbox"/> Mixed or Multiple ethnic groups
<input type="checkbox"/> Asian or Asian British
<input type="checkbox"/> Black, African, Caribbean or Black British
<input type="checkbox"/> Any other ethnic group

**23** What is your faith/belief? tick ONE only

<input type="checkbox"/> Buddhist	<input type="checkbox"/> Sikh
<input type="checkbox"/> Christian	<input type="checkbox"/> Other faith/belief
<input type="checkbox"/> Hindu	<input type="checkbox"/> No faith/belief
<input type="checkbox"/> Jewish	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Muslim	



 Please now return in the enclosed freepost envelope for your chance to win £25 in high street vouchers!

Freepost RTZK-RCZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S33 5DN



## Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the 'valid' column of the data summary if it appears.

The 'valid' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).



## Appendix C. Data summary

Weighted by age, property and area  
Count % raw % valid % +ve

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Tyneside Homes?

Base: 1058

	Count	% raw	% valid	% +ve
1: Very satisfied	390	36.9	37.1	<b>67.9</b>
2: Fairly satisfied	324	30.6	30.8	
3: Neither satisfied nor dissatisfied	129	12.2	12.3	
4: Fairly dissatisfied	114	10.8	10.8	
5: Very dissatisfied	95	9.0	9.0	
N/R	5	0.5		

Q3 Has South Tyneside Homes carried out a repair to your home in the last 12 months?

Base: 1058

	Count	% raw	% valid	% +ve
6: Yes	784	74.1	74.9	
7: No	263	24.9	25.1	
N/R	12	1.1		

Q4 How satisfied or dissatisfied are you with the overall repairs service from South Tyneside Homes over the last 12 months?

Base: 784

	Count	% raw	% valid	% +ve
8: Very satisfied	362	34.2	46.3	<b>72.8</b>
9: Fairly satisfied	207	19.6	26.5	
10: Neither satisfied nor dissatisfied	60	5.7	7.7	
11: Fairly dissatisfied	72	6.8	9.2	
12: Very dissatisfied	81	7.7	10.4	
N/R	277	26.2	0.4	

Q5 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Base: 784

	Count	% raw	% valid	% +ve
13: Very satisfied	321	30.3	41.0	<b>64.5</b>
14: Fairly satisfied	184	17.4	23.5	
15: Neither satisfied nor dissatisfied	72	6.8	9.2	
16: Fairly dissatisfied	73	6.9	9.3	
17: Very dissatisfied	132	12.5	16.9	
N/R	277	26.2	0.4	

Q6 How satisfied or dissatisfied are you that South Tyneside Homes provides a home that is well maintained?

Base: 1058

	Count	% raw	% valid	% +ve
18: Very satisfied	376	35.5	36.3	<b>68.0</b>
19: Fairly satisfied	329	31.1	31.7	
20: Neither satisfied nor dissatisfied	127	12.0	12.2	
21: Fairly dissatisfied	119	11.2	11.5	
22: Very dissatisfied	86	8.1	8.3	
N/R	21	2.0		

Q7 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Tyneside Homes provides a home that is safe?

Base: 1058

	Count	% raw	% valid	% +ve
23: Very satisfied	449	42.4	44.0	<b>71.0</b>
24: Fairly satisfied	276	26.1	27.0	
25: Neither satisfied nor dissatisfied	129	12.2	12.6	
26: Fairly dissatisfied	84	7.9	8.2	
27: Very dissatisfied	83	7.8	8.1	
28: Not applicable/ don't know	15	1.4		

## Appendix C. Data summary

					Weighted by age, property and area					
					Count	% raw	% valid	% +ve		
N/R					22	2.1				
Q9 How satisfied or dissatisfied are you that South Tyneside Homes listens to your views and acts upon them?					Base: 1058					
29:	Very satisfied			310	29.3	31.3	<b>60.7</b>			
30:	Fairly satisfied			292	27.6	29.4				
31:	Neither satisfied nor dissatisfied			188	17.8	19.0				
32:	Fairly dissatisfied			99	9.4	10.0				
33:	Very dissatisfied			103	9.7	10.4				
34:	Not applicable/ don't know			37	3.5					
N/R					29	2.7				
Q10 How satisfied or dissatisfied are you that South Tyneside Homes keeps you informed about things that matter to you?					Base: 1058					
35:	Very satisfied			328	31.0	33.3	<b>60.4</b>			
36:	Fairly satisfied			267	25.2	27.1				
37:	Neither satisfied nor dissatisfied			226	21.4	22.9				
38:	Fairly dissatisfied			73	6.9	7.4				
39:	Very dissatisfied			92	8.7	9.3				
40:	Not applicable/ don't know			40	3.8					
N/R					31	2.9				
Q11 To what extent do you agree or disagree with the following 'South Tyneside Homes treats me fairly and with respect'?					Base: 1058					
41:	Strongly agree			317	30.0	31.4	<b>71.2</b>			
42:	Agree			402	38.0	39.8				
43:	Neither agree nor disagree			191	18.1	18.9				
44:	Disagree			59	5.6	5.8				
45:	Strongly disagree			42	4.0	4.2				
46:	Not applicable/ don't know			19	1.8					
N/R					29	2.7				
Q12 Have you made a complaint to South Tyneside Homes in the last 12 months?					Base: 1058					
47:	Yes			262	24.8	25.8				
48:	No			755	71.4	74.2				
N/R					41	3.9				
Q13 How satisfied or dissatisfied are you with South Tyneside Homes' approach to complaints handling?					Base: 262					
49:	Very satisfied			29	2.7	11.2	<b>30.4</b>			
50:	Fairly satisfied			50	4.7	19.2				
51:	Neither satisfied nor dissatisfied			49	4.6	18.8				
52:	Fairly dissatisfied			58	5.5	22.3				
53:	Very dissatisfied			74	7.0	28.5				
N/R					798	75.4	0.8			
Q14 Do you live in a building with communal areas, either inside or outside, that South Tyneside Homes is responsible for maintaining?					Base: 1058					
54:	Yes			246	23.3	24.0				
55:	No			700	66.2	68.4				
56:	Don't know			77	7.3	7.5				

## Appendix C. Data summary

Weighted by age, property and area  
Count % raw % valid % +ve

N/R 35 3.3

Q15 How satisfied or dissatisfied are you that South Tyneside Homes keeps these communal areas clean and well maintained?

Base: 246

57: Very satisfied	71	6.7	29.1	<b>55.3</b>
58: Fairly satisfied	64	6.0	26.2	
59: Neither satisfied nor dissatisfied	35	3.3	14.3	
60: Fairly dissatisfied	36	3.4	14.8	
61: Very dissatisfied	38	3.6	15.6	

N/R 813 76.8 0.4

Q16 How satisfied or dissatisfied are you that South Tyneside Homes makes a positive contribution to your neighbourhood?

Base: 1058

62: Very satisfied	223	21.1	23.0	<b>51.8</b>
63: Fairly satisfied	279	26.4	28.8	
64: Neither satisfied nor dissatisfied	274	25.9	28.3	
65: Fairly dissatisfied	93	8.8	9.6	
66: Very dissatisfied	100	9.5	10.3	
67: Not applicable/ don't know	55	5.2		

N/R 34 3.2

Q17 How satisfied or dissatisfied are you with South Tyneside Homes' approach to handling anti-social behaviour?

Base: 1058

68: Very satisfied	215	20.3	24.0	<b>51.9</b>
69: Fairly satisfied	250	23.6	27.9	
70: Neither satisfied nor dissatisfied	227	21.5	25.4	
71: Fairly dissatisfied	83	7.8	9.3	
72: Very dissatisfied	120	11.3	13.4	
73: Not applicable/ don't know	132	12.5		

N/R 31 2.9

R18a How old is the main person filling in this survey? [full]

Base: 1058

74: 16 - 24 years	28	2.6		
75: 25 - 34 years	131	12.4		
76: 35 - 44 years	160	15.1		
77: 45 - 54 years	160	15.1		
78: 55 - 64 years	197	18.6		
79: 65 - 74 years	161	15.2		
80: 75 - 84 years	114	10.8		
81: 85 years and over	38	3.6		

N/R 70 6.6

R18b How old is the main person filling in this survey? [simple]

Base: 1058

82: 16-34	158	14.9		
83: 35-49	236	22.3		
84: 50-64	281	26.6		
85: 65+	313	29.6		

N/R 70 6.6

Q19 Is the main person filling in this survey:

Base: 1058

86: Male	319	30.2		
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## Appendix C. Data summary

		Weighted by age, property and area		
		Count	% raw	% valid % +ve
87:	Female	686	64.8	
88:	Other	1	0.1	
89:	Prefer not to say	7	0.7	
	N/R	46	4.3	
<b>Q20 What is your sexual orientation?</b>		Base: 1058		
90:	Heterosexual/straight	879	83.1	
91:	Bisexual	5	0.5	
92:	Gay man	6	0.6	
93:	Gay woman/lesbian	6	0.6	
94:	Other	18	1.7	
95:	Prefer not to say	69	6.5	
	N/R	75	7.1	
<b>Q21 Are your day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?</b>		Base: 1058		
96:	Yes - limited a lot	299	28.3	
97:	Yes - limited a little	231	21.8	
98:	No	393	37.1	
99:	Prefer not to say	78	7.4	
	N/R	57	5.4	
<b>R21 Are your day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months? [simple]</b>		Base: 1058		
100:	Yes	530	50.1	
101:	No	393	37.1	
	N/R	135	12.8	
<b>Q22 What is your ethnic background?</b>		Base: 1058		
102:	White English, Welsh, Scottish, Northern Irish or British	937	88.6	
103:	Any other White background	16	1.5	
104:	Mixed or Multiple ethnic groups	7	0.7	
105:	Asian or Asian British	20	1.9	
106:	Black, African, Caribbean or Black British	10	0.9	
107:	Any other ethnic group	11	1.0	
	N/R	56	5.3	
<b>R22 What is your ethnic background? [simple]</b>		Base: 1058		
108:	White British	937	88.6	
109:	BAME	65	6.1	
	N/R	56	5.3	
<b>Q23 What is your faith/belief?</b>		Base: 1058		
110:	Buddhist	5	0.5	
111:	Christian	551	52.1	
112:	Hindu	1	0.1	
113:	Jewish	0	0.0	
114:	Muslim	23	2.2	
115:	Sikh	2	0.2	

## Appendix C. Data summary

	Weighted by age, property and area		
	Count	% raw	% valid % +ve
116: Other faith/belief	35	3.3	
117: No faith/belief	303	28.6	
118: Prefer not to say	74	7.0	
N/R	64	6.0	
<b>D101 Stock type</b>	<b>Base: 1058</b>		
119: General needs	988	93.4	
120: Sheltered	70	6.6	
N/R	0	0.0	
<b>D102 Management area</b>	<b>Base: 1058</b>		
121: ESHW	202	19.1	
122: HEBB	170	16.1	
123: JARR	328	31.0	
124: RVSD	148	14.0	
125: WSHL	210	19.8	
N/R	0	0.0	
<b>D103 Estate code</b>	<b>Base: 1058</b>		
126: 1	10	0.9	
127: 2	32	3.0	
128: 3	19	1.8	
129: 4	13	1.2	
130: 5	36	3.4	
131: 6	52	4.9	
132: 7	41	3.9	
133: 8	2	0.2	
134: 9	31	2.9	
135: 10	24	2.3	
136: 11	27	2.6	
137: 12	30	2.8	
138: 13	7	0.7	
139: 14	14	1.3	
140: 15	17	1.6	
141: 16	3	0.3	
142: 17	14	1.3	
143: 18	31	2.9	
144: 19	17	1.6	
145: 20	19	1.8	
146: 21	12	1.1	
147: 22	46	4.3	
148: 23	3	0.3	
149: 24	32	3.0	
150: 25	16	1.5	
151: 26	25	2.4	
152: 27	30	2.8	
153: 28	30	2.8	
154: 29	12	1.1	
155: 30	9	0.9	
156: 31	6	0.6	
157: 32	9	0.9	
158: 33	32	3.0	
159: 34	5	0.5	
160: 35	2	0.2	

## Appendix C. Data summary

		Weighted by age, property and area		
		Count	% raw	% valid % +ve
161:	36	6	0.6	
162:	37	9	0.9	
163:	38	26	2.5	
164:	39	27	2.6	
165:	40	25	2.4	
166:	41	7	0.7	
167:	42	5	0.5	
168:	43	7	0.7	
169:	44	11	1.0	
170:	45	3	0.3	
171:	46	12	1.1	
172:	47	80	7.6	
173:	48	5	0.5	
174:	49	3	0.3	
175:	50	11	1.0	
176:	51	9	0.9	
177:	52	18	1.7	
178:	53	85	8.0	
	N/R	0	0.0	
<b>D104 Property type</b>		<b>Base: 1058</b>		
179:	Bedsit	1	0.1	
180:	Bungalow	160	15.1	
181:	Flat	174	16.4	
182:	House	630	59.5	
183:	Maisonette	23	2.2	
184:	Sheltered scheme	70	6.6	
	N/R	0	0.0	
<b>D105 Length of tenancy</b>		<b>Base: 1058</b>		
185:	Under 1 year	114	10.8	
186:	1 - 2 years	164	15.5	
187:	3 - 5 years	154	14.6	
188:	6 - 10 years	208	19.7	
189:	11 - 20 years	172	16.3	
190:	21 years and over	246	23.3	
	N/R	0	0.0	
<b>D106 Lead tenant gender [database]</b>		<b>Base: 1058</b>		
191:	Male	366	34.6	
192:	Female	666	62.9	
	N/R	26	2.5	
<b>D107 Lead tenant age group [database]</b>		<b>Base: 1058</b>		
193:	16 - 24 years	28	2.6	
194:	25 - 34 years	137	12.9	
195:	35 - 44 years	186	17.6	
196:	45 - 54 years	170	16.1	
197:	55 - 64 years	197	18.6	
198:	65 - 74 years	168	15.9	
199:	75 - 84 years	119	11.2	
200:	85 years and over	49	4.6	

## Appendix C. Data summary

	Weighted by age, property and area		
	Count	% raw	% valid % +ve
N/R	3	0.3	
<b>D108 Lead tenant age group [simple]</b>	<b>Base: 1058</b>		
201: 16-34	165	15.6	
202: 35-49	262	24.8	
203: 50-64	292	27.6	
204: 65+	336	31.8	
N/R	3	0.3	
<b>D109 Lead tenant ethnic background [database]</b>	<b>Base: 1058</b>		
205: White English, Welsh, Scottish, Northern Irish or British	903	85.3	
206: Any other White background	14	1.3	
207: Mixed or Multiple ethnic groups	5	0.5	
208: Asian or Asian British	21	2.0	
209: Black, African, Caribbean or Black British	10	0.9	
210: Any other ethnic group	8	0.8	
N/R	97	9.2	
<b>D110 Lead tenant ethnic background [simple]</b>	<b>Base: 1058</b>		
211: White British	903	85.3	
212: BAME	58	5.5	
N/R	97	9.2	
<b>D111 Lead tenant disability [database]</b>	<b>Base: 1058</b>		
213: Yes	287	27.1	
214: No	431	40.7	
N/R	340	32.1	



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