

STATUS Tenant Satisfaction Survey 2010

Unity Housing Association



Final report

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Full report

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1. Introduction

This report details the results of the latest full STATUS survey of Unity tenants, carried out in spring 2010. The results are compared to previous years' performance and recommendations are made for addressing the issues arising from it.

As a registered social landlord (RSL), Unity has to carry out a tenant satisfaction survey every three years, using the standardised STATUS format. The survey is used to measure certain tenant satisfaction performance indicators, which are reported to the Tenant Services Authority (TSA) via the Regulatory Statistical Return.

Unity's last full STATUS survey was carried out in autumn 2006 and was done in-house, as this was seen as providing better value for money. It was followed up by a mini-STATUS survey in spring 2009, using key performance indicator questions and collecting qualitative data.

The 2010 STATUS was statistically valid with 385 returns (a 39% response rate) and shows a significant improvement in tenant satisfaction of which staff can be proud. However, Unity needs to build on these positive results to become a high-performing organisation.

1.1. Methodology and response rate

Unity chose to do a full survey of all tenants in rented accommodation, a total of 977 households. As an incentive, three prize draws were offered for £70, £50 and £30. All tenants were sent a questionnaire in March 2010. This was followed up a week later by a reminder postcard, then by another questionnaire.

To reach the level of statistical accuracy required by STATUS methodology (a sampling error of 4% at the 95% confidence limit), it was necessary to get at least 375 returns. The original mailings did not produce a sufficient number of returns, so staff carried out targeted exercises to increase returns from under-represented demographic groups and areas.

- A reminder postcard to under-represented areas and Black Caribbean tenants
- Telephone calls to all Asian Pakistani tenants by an Urdu-speaking staff member
- Telephone calls to Black Caribbean tenants
- Door-knocking at Leicester Close, Mexboroughs, Sholebokes, Briarsdales

It took four weeks longer than anticipated to reach the target number of returns, due to the low response rates. The survey was closed on 17th May 2010. At this time, 385 completed questionnaires had been received, a response rate of 39%.

1.2. The questionnaire

The questionnaire was based on the standard general needs STATUS template 4NA, issued in September 2007. The design was similar to the one used in STATUS 2006 as, in a comparison of four different questionnaires (including the standard NHF version), a panel of residents from Leeds & Yorkshire HA had judged it to be the clearest and easiest to understand.

One question was added about maintenance, and two questions were added to measure the outcomes of Unity's 2009/10 resident involvement statement.

- Q14 Do you feel that your local environment (your estate, communal gardens or street) has improved over the past year? For instance, is it any tidier or better looked after?
- Q23 Unity has an environmental improvements programme, where we're spending £100,000 on external improvements this year, like fencing or security. Did you know about this?
- Q24 What is your highest priority for improving your home?

The full questionnaire can be found in Appendix A.

1.3. Accuracy of data

It is important to note that although the sample size of 385 tenants is sufficiently large to satisfy STATUS methodology, care must be taken when interpreting results for separate groups within the sample (e.g. different ethnicities) or where satisfaction levels are less clear cut.

For instance, where 79.4% of our 385 respondents are satisfied with Unity's overall services, it is possible to be 95% confident that the figure for all tenants would be within $\pm 4.1\%$ of this figure (i.e. we can say with a 95% level of confidence that 75.3% - 83.5% of Unity tenants are satisfied with our overall services).

However, if we look at overall satisfaction levels for our White British tenants, this is a smaller sample of 98 tenants. Although 80.0% of them are satisfied, it is only possible to say with 95% confidence that the figure for all White British tenants would be within $\pm 8.0\%$ of this figure, i.e. in the range 72.0% - 88.0%.

Our 10 Asian Bangladeshi tenants respondents reported a 90% overall satisfaction level. However, at 95% confidence this only has an accuracy of $\pm 18.6\%$ (i.e. 71.4% - 100%), which is too wide a range to be able to draw firm conclusions.

Differences in data that are not accurate because of sample size are referred to as 'statistically insignificant'.

2. Overview of key findings

This survey shows a significant increase in satisfaction since the last full STATUS survey in autumn 2006 and the mini-STATUS survey done just over a year ago. The figures are considerably higher than the business plan targets and are testament to the hard work put in by Unity's staff and their improved customer focus.

Ten key findings are highlighted here.

2.1. Satisfaction with the overall services provided by Unity has increased

Overall tenant satisfaction with services provided has increased significantly to 79.4%, and dissatisfaction has decreased to 11.9%.

Survey	STATUS 2004	STATUS 2006	Mini-STATUS 2009	STATUS 2010
Satisfied or dissatisfied with overall services	56% 23%	62.1% 24.0%	66.6% 18.0%	79.4% 11.9%

2.2. Satisfaction with repairs & maintenance has increased

Satisfaction with the repairs & maintenance service has increased significantly to 74.3%, and dissatisfaction has more than halved since STATUS 2006.

Survey	STATUS 2004	STATUS 2006	Mini-STATUS 2009	STATUS 2010
Satisfied or dissatisfied with repairs & maintenance	47% 42%	53.0% 36.8%	60.2% 24.8%	74.3% 16.7%

2.3. Satisfaction with how Unity takes tenants views into account has increased

Satisfaction with how views are taken into account by Unity has also increased in the last year, but almost a tenth of respondents had no opinion on this issue.

Survey	Mini-STATUS 2009	STATUS 2010
Satisfied or dissatisfied with how Unity takes views into account	56.3% 17.4%	63.9% 10.6%
(no opinion)	(7.3%)	(9.2%)

2.4. Satisfaction of key ethnic groups has increased

In STATUS 2006 and mini-STATUS 2009, certain ethnic groups had significantly lower satisfaction levels than White British (WB): Mixed (M), Black/Black British Caribbean (BBBC) and Asian/Asian British Pakistani (AABP). One of the objectives of Unity's 2009/10 Resident Involvement Statement was to increase satisfaction levels of these groups to match their WB counterparts.

Satisfaction levels for all these ethnic groups have increased. There was no significant difference between overall satisfaction figures for tenants of Mixed ethnicity (79%) and WB tenants (80% satisfied, but with slightly higher dissatisfaction). BBBC tenants were almost as happy with the overall services provided by Unity (76% satisfied). AABP tenants were rather less satisfied (72%) and some more work needs to be done with this group.

2.5. Working tenants are happier with repairs & maintenance

STATUS 2006 identified that one of the key demographic trends for dissatisfaction was being a working tenant. 57% of the fifth of tenants in full-time work were **dissatisfied** with Unity's repairs & maintenance service. As a result, this group was targeted for improvements to services.

Dissatisfaction amongst respondents in full-time work has dropped markedly. Although satisfaction is less than for other groups (only 68% are satisfied against an average of 74%), dissatisfaction has more than halved (down to 22% from 57% in STATUS 2006). However, a significant number (17%) are still 'very dissatisfied' with the service

2.6. Satisfaction with value for money for rent has increased

STATUS 2006 found that only just over half of tenants were satisfied that their rent was good value for money and almost a quarter were dissatisfied. Two-thirds of Unity tenants now believe that their rent is good value for money, although a fifth of them still feel that it is not (66% satisfied & 19% dissatisfied, up from 58% satisfied & 24% dissatisfied in 2006).

2.7. Satisfaction with how Unity deals with anti-social behaviour is low

A tenth of respondents had reported anti-social behaviour to Unity within the last 12 months.

Although this was only a small sample size of 38, they reported low satisfaction levels. Almost half found it difficult to talk to the right person and only half found staff helpful. Less than a third thought that staff were able to deal with their problem or were satisfied with the final outcome.

2.8. Neighbourhood satisfaction has improved significantly in some areas but worsened in others

Three quarters of respondents were satisfied with their neighbourhood as a place to live (75%, similar to mini-STATUS 2009 and up from 67% in 2006).

The neighbourhoods that tenants were most unhappy with were as follows. (Figures are for neighbourhoods with over 10 responses and do not include invalid or missing responses.)

- Crossgates (one of the most satisfied areas in STATUS 2006)
- Ebor Gardens
- Stonegates

Following on from STATUS 2006, three areas had been targeted for improvement and the results can be seen below. (Figures do not include 'no reply' responses.)

- Fielding Gate, Armley: 71% satisfied with neighbourhood (50% in STATUS 2006)
- Stonegates: 53% satisfied with neighbourhood (43% in STATUS 2006)
- Kitcheners/Kimberleys: 73% satisfied with neighbourhood (8% in STATUS 2006)

Qualitative data indicate that on the Stonegates children's behaviour is the primary source of dissatisfaction. However, the improvement in the Kitcheners & Kimberleys is huge and vindicates the time, money and care put into the estate.

2.9. Positive comments have more than doubled...

There were 33 positive comments from respondents and a marked lack of disengaged or abusive comments. Compliments included the following remarks.

- *Unity are a first class organisation.*
- *My home is fantastic & the service provided by Unity is great. Thank you.*
- *To date I have found Unity to be a very good landlord. Repairs are carried out fairly quickly. If they can't be done an explanation is given. Please keep up the good work.*
- *I have found Unity and its contractors to be extremely helpful, professional and fantastic at their jobs. Unity is an excellent association.*
- *I am thankful Unity for giving me the opportunity to be their tenant. Their standard of accommodation is really impressive.*
- *I am just happy with the service and the communication Unity keeps with the clients.*

2.10. ...but the message isn't always getting through

Less than a third of tenants had heard about Unity's environmental improvements programme, despite it being publicised extensively in Unity News.

3. Detailed results

3.1. Demographics

Figure 3.1a Length of tenancy and length of time living in the same home

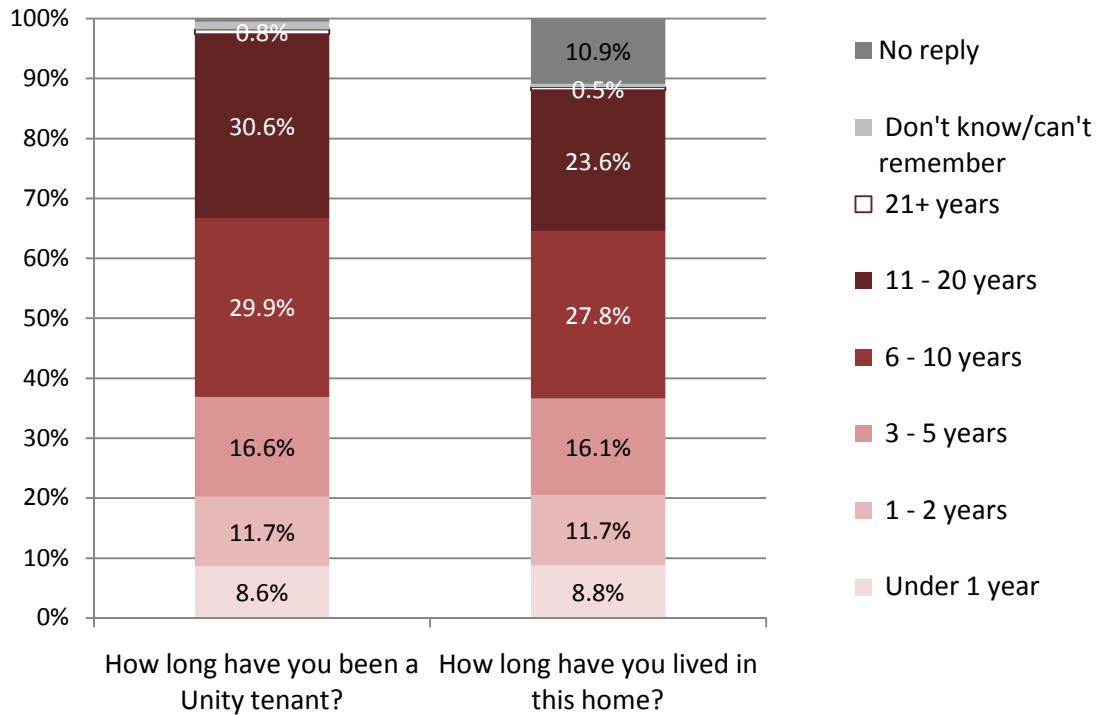
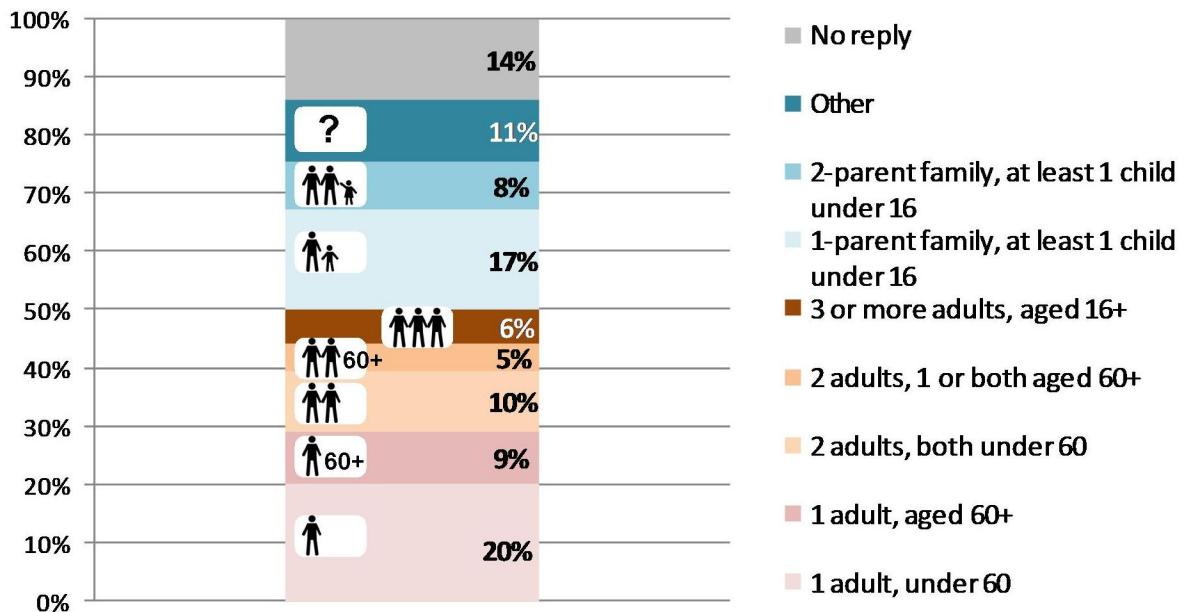
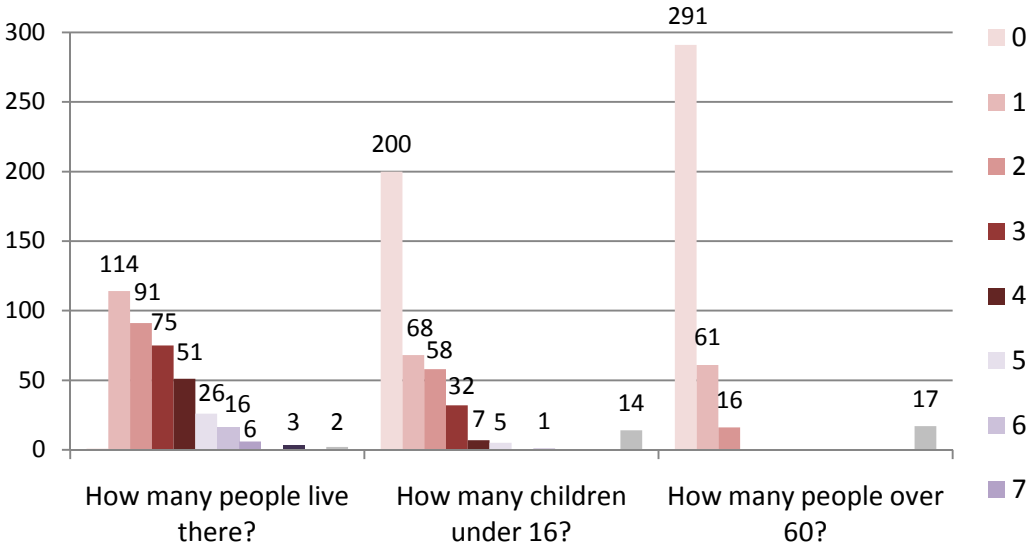


Figure 3.1b Household type



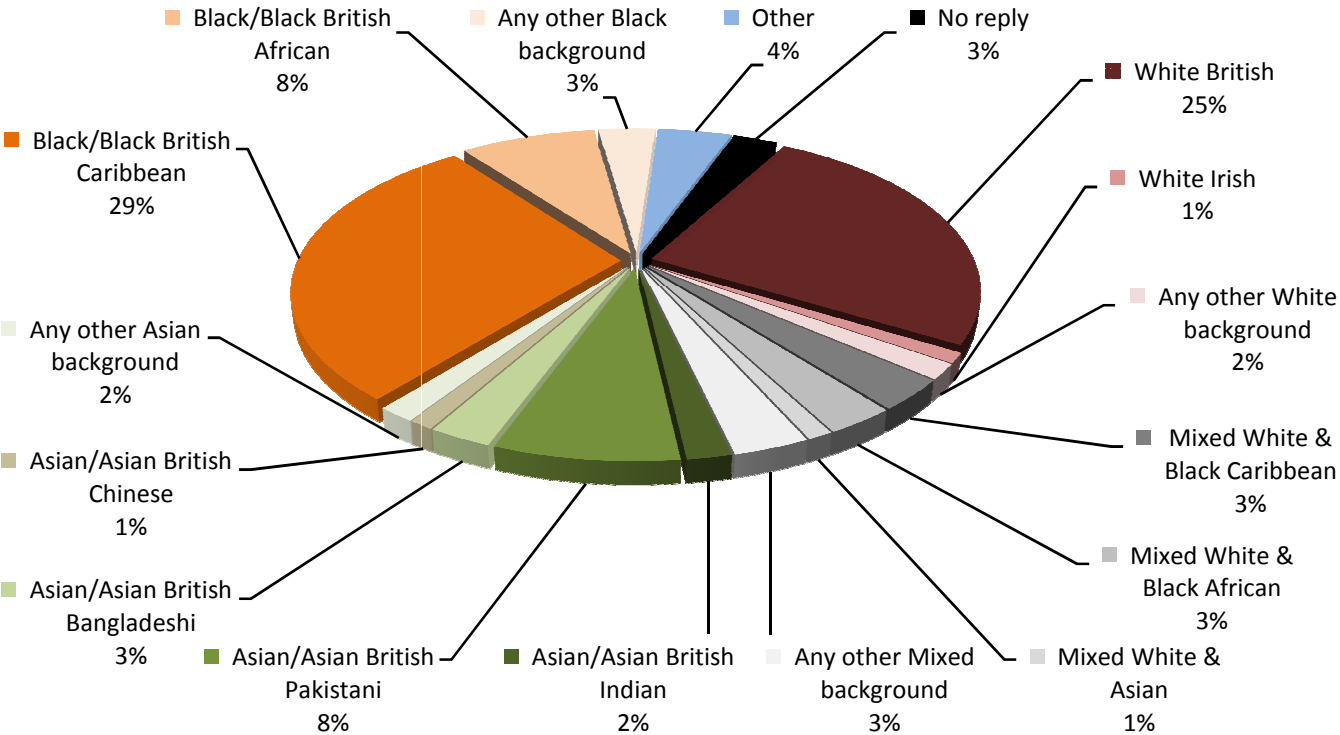
A sixth of households were lone parents with at least one child under 16. Despite changes to the questionnaire since 2006, almost a sixth of respondents failed to answer the question on household type (14%, down from 28% in 2006).

Figure 3.1c Number of people in the household



These figures show that a fifth of households had somebody over 60 living there and almost half had children under 16 (44%).

Figure 3.1d Ethnicity



Three quarters of respondents were BME (74% compared to 63% in 2006). The ethnic profile of the respondents corresponds to the ethnic profile of our tenants in general. This was achieved through targeted mailings and phone calls to under-represented groups. The targeted campaign was particularly successful in increasing Black Caribbean response rates to 30% of total (compared to 23% in 2006).

The people who classed themselves as 'other' were mainly Iraqi or Kurdish.

Figure 3.1e Disability – is there someone in the household with a long term illness, disability or infirmity?

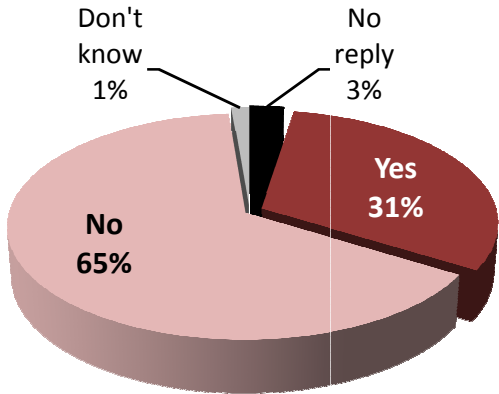
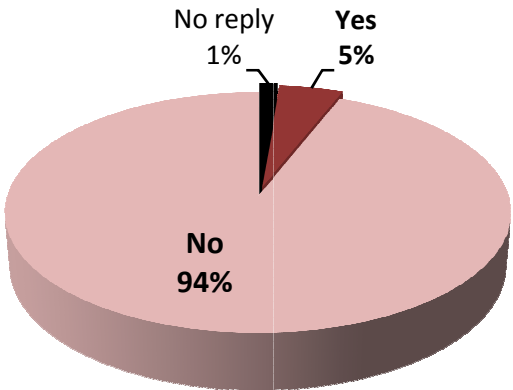
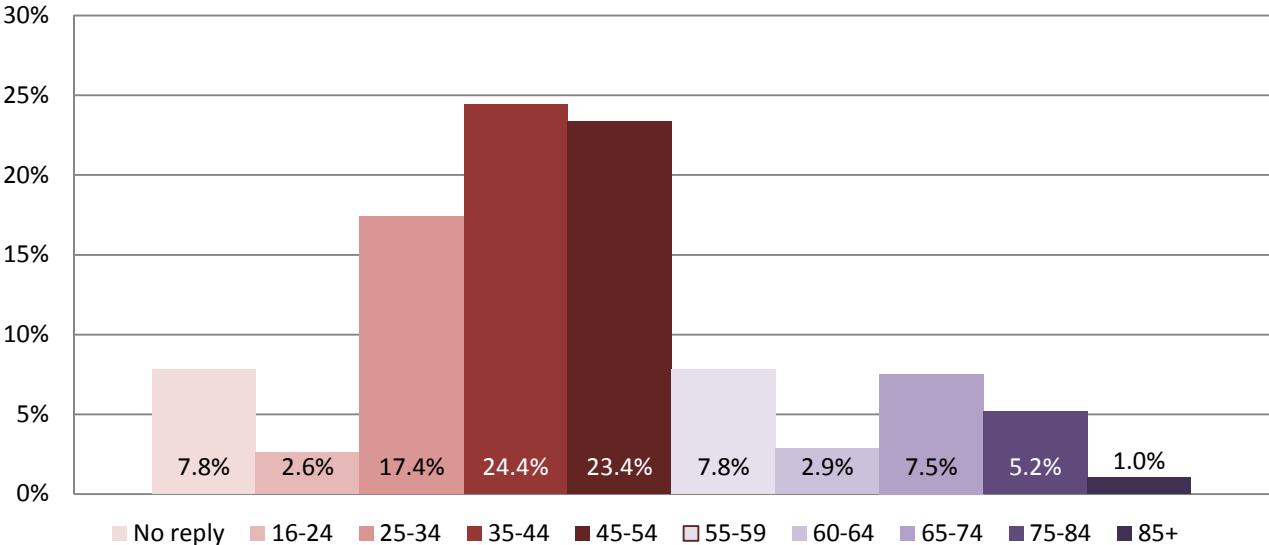


Figure 3.1f Wheelchair use – is there anyone in the household who uses a wheelchair?



Around a third of households contained someone with a disability or long-term illness and one in 20 contained a wheelchair user (similar to 2006).

Figure 3.1g Age of respondent

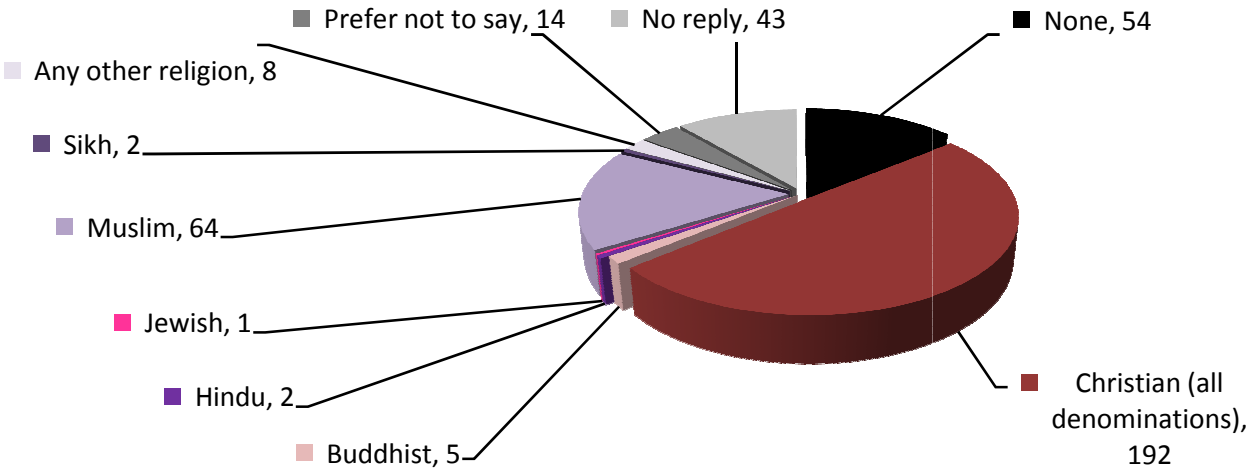


A fifth of respondents were under 35 and over three quarters were under 60.

Gender: 92% of respondents answered this question. Of them, 34% were male and 65% were female.

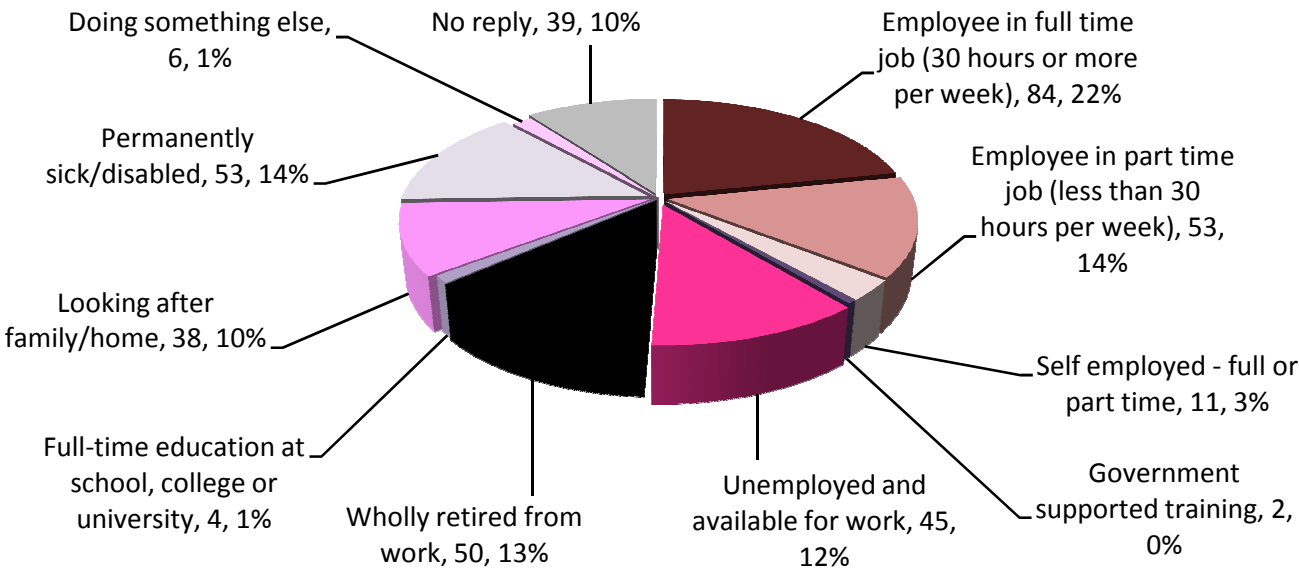
Sexuality: A fifth of respondents gave no reply to this question and an additional 12% chose 'prefer not to say'. The majority of respondents were heterosexual. Some did not seem to understand the question, as several of the 9 respondents who ticked 'other' wrote 'married' by it. One respondent stated that he was a gay man, three were gay women and three were bisexual.

Figure 3.1h Religion



Half of respondents were Christian and a sixth were Muslim. The stated beliefs of those who were 'any other religion' were: New Testament Church, Rastafarian, Seventh Day Adventist, Jehovah's Witness, Pagan, spiritual and 'free spirit'.

Figure 3.1i Work status



Overall, almost four in ten respondents were working. Almost half were in 'stay at home' occupations – permanently sick/disabled, looking after the family, retired or unemployed.

Housing benefit: Although almost one in ten respondents didn't answer this question, out of those who did, two thirds were claiming housing benefit.

Income: Over a quarter of respondents chose not to answer this question, which makes it statistically unreliable. However, out of those who did answer, a fifth of them had a net household income of less than £100 a week and 44% had a net household income of less than £200 a week. Only 16% of households had a net income of more than £400 a week.

3.2. Overall satisfaction with services

Tenants were asked the question, "Taking everything into account, how satisfied or dissatisfied are you with the services provided by Unity?" This is a standard PI and is reported to the TSA through the RSR.

Satisfaction with Unity's services has risen dramatically over the past 15 months. When benchmarked against 2009 figures, we are now near the top of the third quartile, rather than being lowest decile.

Figure 3.2a Satisfaction levels compared to previous STATUS surveys

Survey	STATUS 2004	STATUS 2006	Mini-STATUS 2009	STATUS 2010
Satisfied or dissatisfied with overall services	56% 23%	62.1% 24.0%	66.6% 18.0%	79.4% 11.9%

Figure 3.2b Overall satisfaction levels for **all** respondents

	Total (out of 385)	Percentage of all respondents	Percentage of valid responses	
No reply	7	1.8%		
Very satisfied	112	29.1%	29.6%	
Fairly satisfied	188	48.8%	49.7%	79.4%
Neither satisfied nor dissatisfied	33	8.6%	8.7%	8.7%
Fairly dissatisfied	32	8.3%	8.5%	11.9%
Very dissatisfied	13	3.4%	3.4%	

Figure 3.2c Overall satisfaction levels for **White British** respondents (98 respondents)

	Total	%age of all respondents	%age of valid responses	
No reply	3	3.1%		
Very satisfied	25	25.5%	26.3%	
Fairly satisfied	51	52.0%	53.7%	80.0%
Neither satisfied nor dissatisfied	8	8.2%	8.4%	8.4%
Fairly dissatisfied	8	8.2%	8.4%	11.6%
Very dissatisfied	3	3.1%	3.2%	

Figure 3.2d Overall satisfaction levels for **Black & Minority Ethnic** respondents (277)

	Total	%age of all respondents	%age of valid responses	
No reply	4	1.4%		
Very satisfied	85	30.7%	31.1%	
Fairly satisfied	132	47.7%	48.4%	79.5%
Neither satisfied nor dissatisfied	23	8.3%	8.4%	8.4%
Fairly dissatisfied	24	8.7%	8.8%	12.1%
Very dissatisfied	9	3.2%	3.3%	

From looking at the responses, BME tenants are actually marginally more satisfied than their White British counterparts. This is in contrast to previous years.

3.3. Housing and rent

Figure 3.3a Satisfaction with housing quality and rent issues

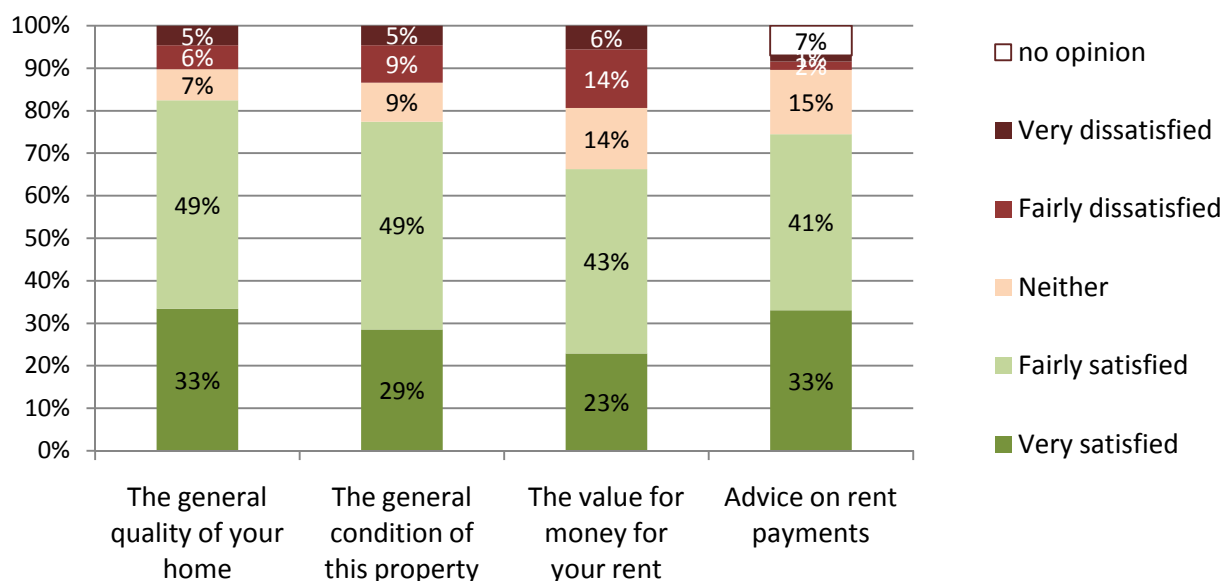


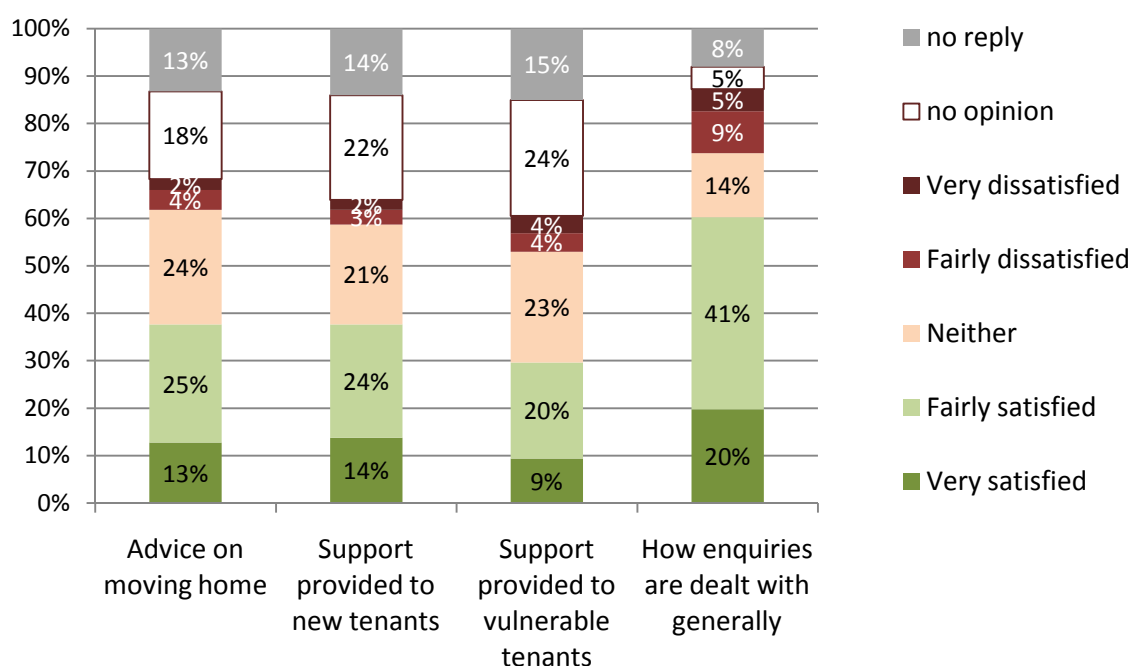
Figure 3.3b Satisfaction with housing quality and rent issues compared to STATUS 2006

Overall, how satisfied or dissatisfied are you with the following?	STATUS 2006	STATUS 2010
The general quality of your home (2006: with your accommodation)	73%	82%
The general condition of this property	74%	77%
The value for money of your rent	62%	66%
Advice on rent payments	n/a	75%
How enquiries are dealt with generally	n/a	66%

Satisfaction with the quality of the home is particularly high compared to other indicators and satisfaction with the condition of the property has risen slightly. There has also been a 4% increase in satisfaction with value for money for rent. Considering how potentially contentious advice on rent payments is, the low level dissatisfaction is excellent.

3.4. Advice and support

Figure 3.4a Satisfaction with advice and support services

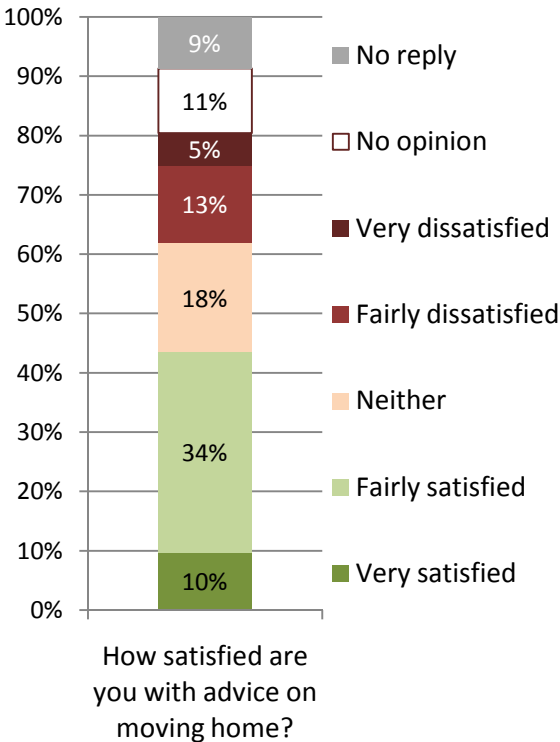
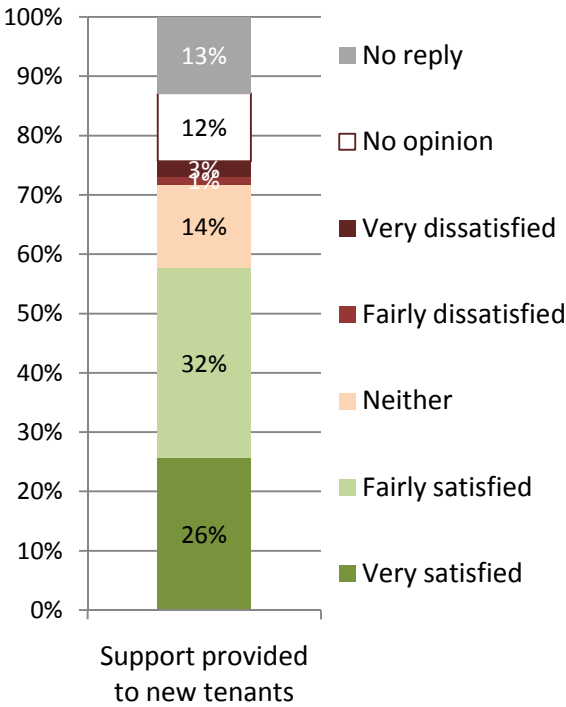


A lot of respondents chose not to answer the questions on satisfaction with various services provided by Unity or chose neutral responses ('neither' or 'no opinion'). The figures for satisfaction and dissatisfaction have to be treated carefully, as they are less statistically valid than questions that were answered more definitively.

Support provided to new tenants: Although the above statistics indicate that satisfaction with support for new tenants is low, it is reasonable to assume that tenants who have been with Unity for more than two years are unable to comment reliably on our present level of service in this area. The figures below are for tenants who have been Unity tenants for less than three years.

Figure 3.4b Satisfaction with support provided to new tenants: people who have been Unity tenants for less than three years

Figure 3.4c Satisfaction with advice on moving home: people who are 'very' or 'fairly' likely to move within the next 3 years

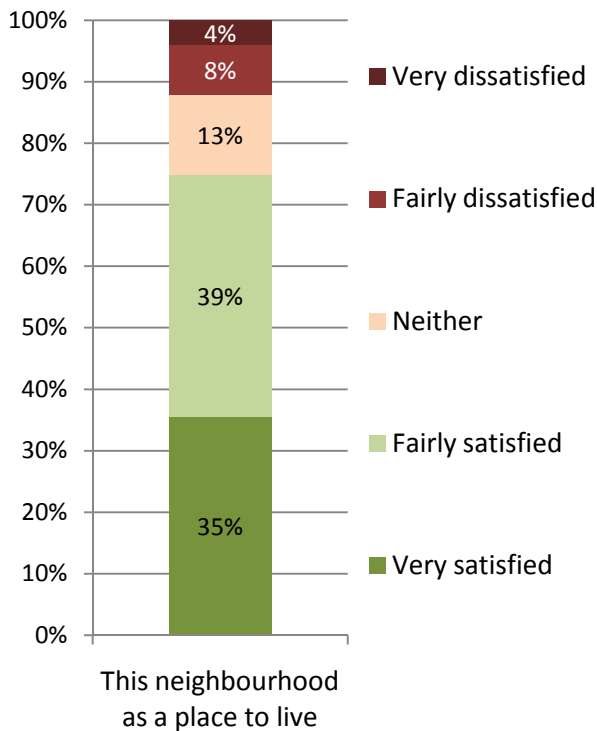


Advice on moving home: It is reasonable to assume that people who class themselves as likely to move home within the next three years are more likely to have asked for advice in this area. Figure 3.4c above shows the satisfaction levels for this service amongst respondents who are 'likely' to move. This service area shows relatively low satisfaction levels.

These questions were not asked in STATUS 2006, so cannot be compared with previous data.

3.5. Neighbourhood

Figure 3.5a Satisfaction with neighbourhood



Although there was a larger level of invalid responses to this question than in STATUS 2006 (10% rather than 3%), satisfaction with neighbourhoods has increased markedly.

Figure 3.5b Satisfaction with neighbourhood compared to STATUS 2006

Overall, how satisfied or dissatisfied are you with the following?	STATUS 2006	STATUS 2010
This neighbourhood as a place to live	67%	75%
	19%	12%

This could be due to how tenants feel about their local area. They were asked, “Do you feel that your local environment (your estate, communal gardens or street) has improved over the past year? For instance, is it any tidier or better looked after?” 45% of respondents thought it had got better, 40% thought it had stayed the same, and 15% thought it was worse.

It is possible to get a better picture of neighbourhood satisfaction by analysing it by estate or area and housing type.

Figure 3.5c Satisfaction with neighbourhood analysed by area

Area	EBor Gardens - new-build houses	Beeston & Middleton - new-build general needs houses	Beeston - over 55's	Beeston - rehab houses
No. responses	13	16	9	7
Satisfied	46%	69%	89%	29%
Neither	23%	19%	0%	14%
Dissatisfied	23%	13%	11%	29%
No reply	8%	0%	0%	29%

Area	Armley - new-build houses	Armley - over 55's	Armley - rehab houses
No. responses	16	3	2
Satisfied	63%	100%	100%
Neither	13%	0%	0%
Dissatisfied	13%	0%	0%
No reply	13%	0%	0%

Area	Meanwood - Stonegates	Meanwood - Bentleys & Stainbecks	Meanwood - Deighton View
No. responses	19	18	6
Satisfied	53%	89%	100%
Neither	16%	6%	0%
Dissatisfied	32%	6%	0%
No reply	0%	0%	0%

Area	LS6 & Little London - rehab houses	Hyde Park & Woodhouse - new-build general needs flats	Hyde Park - over 55's	Woodhouse - new-build houses	Little London - Leicester Close	Little London - Devon Close
No. responses	1	19	5	7	11	7
Satisfied	100%	84%	80%	86%	73%	57%
Neither	0%	11%	0%	0%	18%	0%
Dissatisfied	0%	0%	0%	0%	0%	29%
No reply	0%	5%	20%	14%	9%	14%

Area	Chapelton - rehab houses	Chapelton - rehab flats	Chapelton - new-build houses	Chapelton - new-build general needs flats	Chapelton - over 55's
No. responses	30	18	14	14	15
Satisfied	73%	72%	71%	71%	80%
Neither	17%	6%	14%	21%	0%
Dissatisfied	0%	6%	7%	0%	0%
No reply	10%	17%	7%	7%	20%

Area	Harehills - rehab houses	Harehills - new-build houses	Harehills - new-build flats	Harehills - Kitcheners/ Kimberleys
No. responses	28	10	6	24
Satisfied	61%	40%	67%	67%
Neither	11%	30%	17%	13%
Dissatisfied	18%	20%	17%	13%
No reply	11%	10%	0%	8%

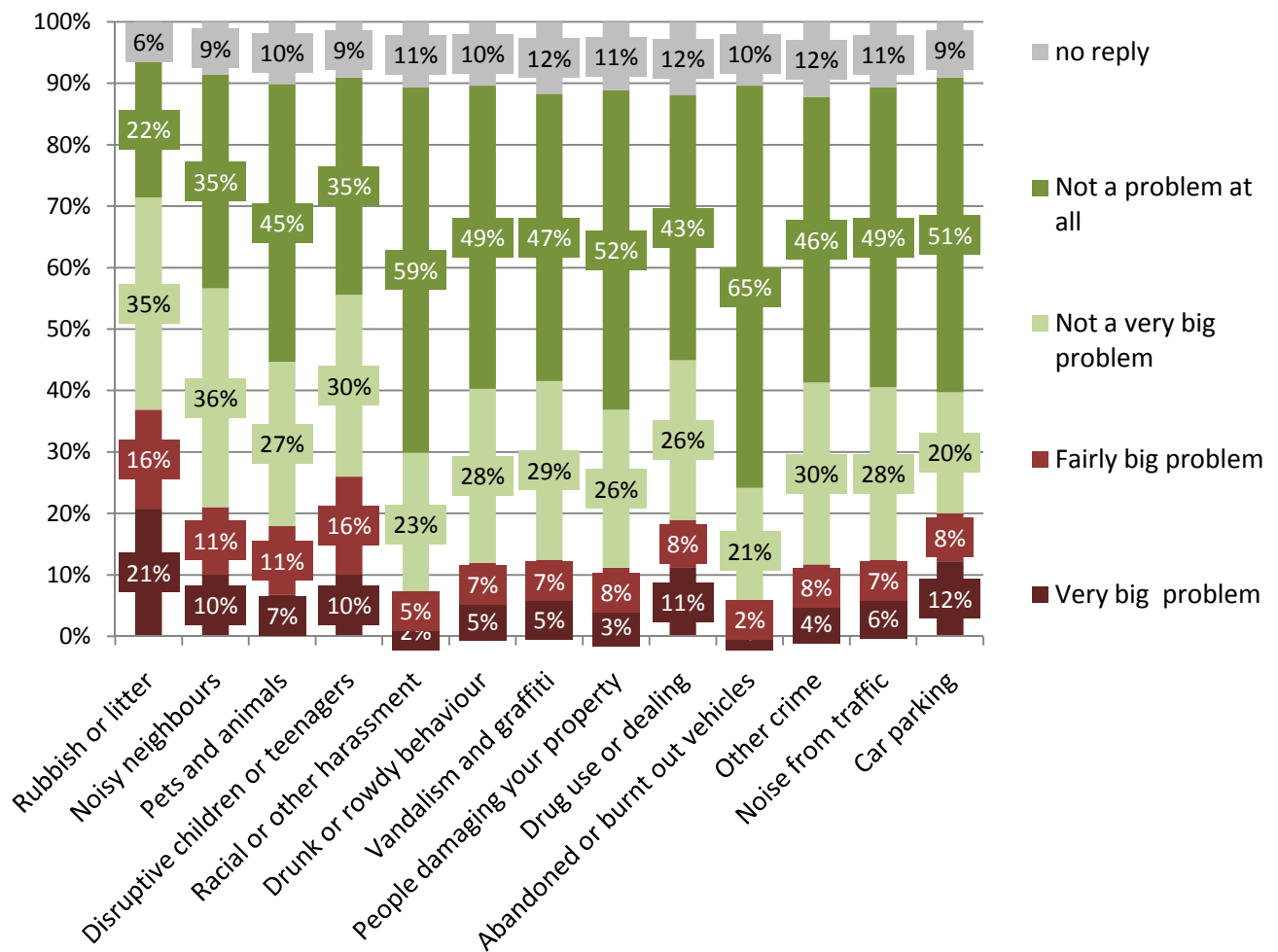
Area	Gipton - over 55's	Gipton & Oakwood - new-build houses
No. responses	3	22
Satisfied	33%	64%
Neither	0%	14%
Dissatisfied	33%	14%
No reply	33%	9%

Area	Moortown - Fieldhouse Drive	Moortown - over 55's	Crossgates - new-build houses	Crossgates - new-build flats	Yeadon & Moor Allerton - new-build houses
No. responses	3	6	14	14	3
Satisfied	100%	67%	57%	43%	100%
Neither	0%	0%	0%	29%	0%
Dissatisfied	0%	0%	29%	14%	0%
No reply	0%	33%	14%	14%	0%

Looking at satisfaction by area, residents of Yeadon, Moor Allerton and Moortown do not report any dissatisfaction with their neighbourhood. Chapelton also comes out well, as does Hyde Park, Woodhouse, Little London (with the exception of two dissatisfied tenants at Devon Close) and Meanwood (with the exception of the Stonegates).

The areas with a high concentration of dissatisfaction are Beeston Crossgates, Ebor Gardens and Stonegates. It is recommended that these neighbourhoods are prioritised in 2010/11 for action on the problems that they have identified.

Figure 3.5d Neighbourhood problems



As can be seen, the most serious problems reported were rubbish or litter, disruptive children or teenagers and drug use or dealing. Racial or other harassment was uncommon.

An analysis of the areas where residents had reported the lowest levels of satisfaction with their neighbourhoods shows that they suffer from the following problems.

- Beeston rehab houses reported that their big neighbourhood problems were rubbish or litter (57%) and disruptive children or teenagers (43%).
- Ebor Gardens residents thought that rubbish or litter was the big problem where they lived (54%).
- Harehills new-build schemes found that their big problems were rubbish or litter (50%), disruptive children or teenagers (40%) and vandalism & graffiti (40%).
- Stonegates residents were the most likely to report problems with rubbish or litter (68% thought it was a big problem), but were also troubled by noisy neighbours (37%) and disruptive children or teenagers (42%).
- Crossgates residents reported the widest range of 'big' problems. They were troubled by rubbish or litter (50%), noisy neighbours (46%), disruptive children or teenagers (57%), drunk or rowdy behaviour (36%) and drug dealing (32%).

3.6. Contact with Unity

The vast majority of tenants (88%) had contacted Unity within the last 12 months.

Method of contact: Tenants most commonly phoned (71%) or visited the office (19%). Only a few had written (1%) or emailed (2%). White British and Mixed tenants were more likely to use the phone (80% of 118 did so) whereas Black/Black British Caribbean, Black African and Black Other tenants were more likely than average to visit the office (out of a sample of 137, 27% did so, but only 61% of them phoned). This is possibly influenced by the concentration of those ethnic groups in the Chapeltown area.

Reason for contact: Two thirds of tenants contacted Unity about repairs and another 11% about rent or housing benefit. A sizeable number of tenants (15%) did not give a valid reply to this question, but many of these had ticked more than one box as they had contacted us about more than one thing. The remaining contact (8%) was for a mixture of other reasons.

Tenants who had contacted Unity about rent arrears or housing benefit were more likely to be satisfied with their contact. At least eight in ten gave positive ratings for all four indicators below. Issues that had poor satisfaction ratings included gardening/communal areas and neighbours/neighbourhood issues, and this could benefit from further investigation.

It was interesting to note that although Black/Black British Caribbean tenants reported average levels of satisfaction with ease of getting hold of staff, helpfulness of staff and how able staff were to deal with their problem, they were less likely to be satisfied with the final outcome (58% satisfied against an average of 65% for all other ethnic groups).

Figure 3.6a Ease of getting hold of staff at last contact with Unity

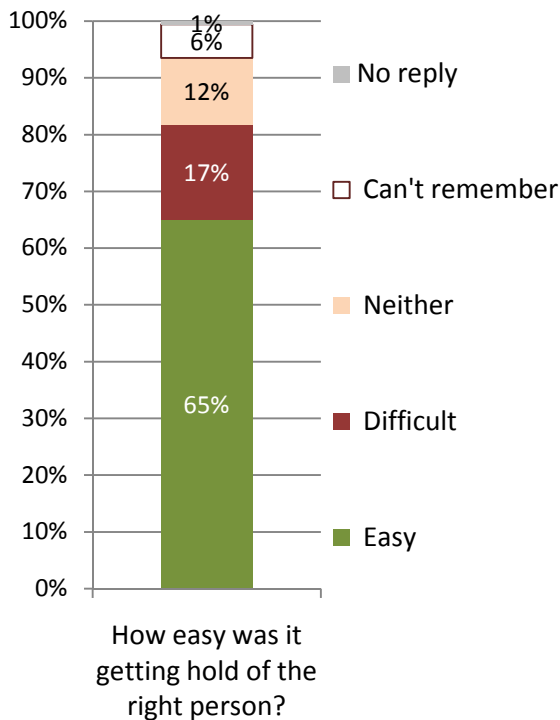


Figure 3.6b Satisfaction with staff at last contact with Unity

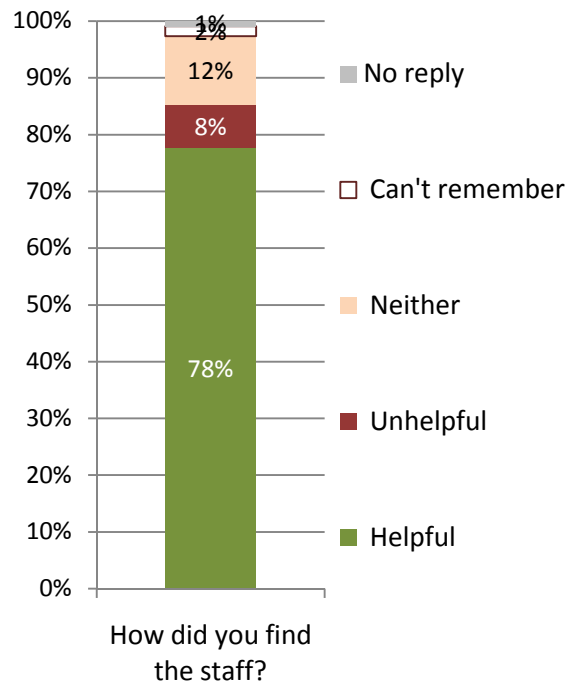


Figure 3.6c How able staff were to deal with problem at last contact with Unity

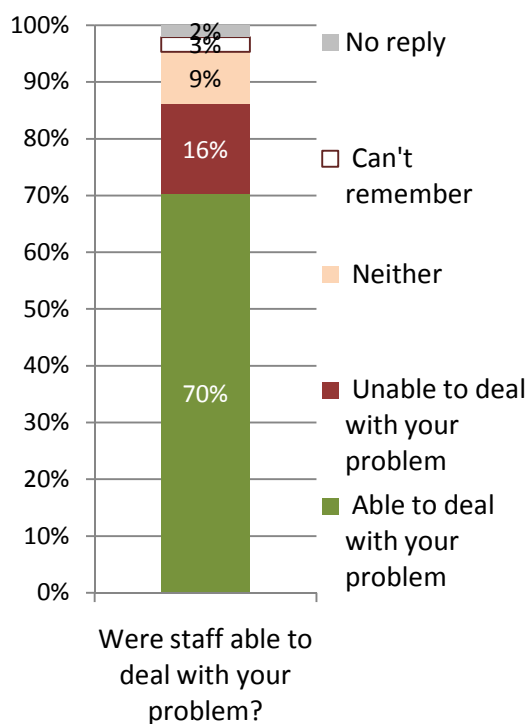
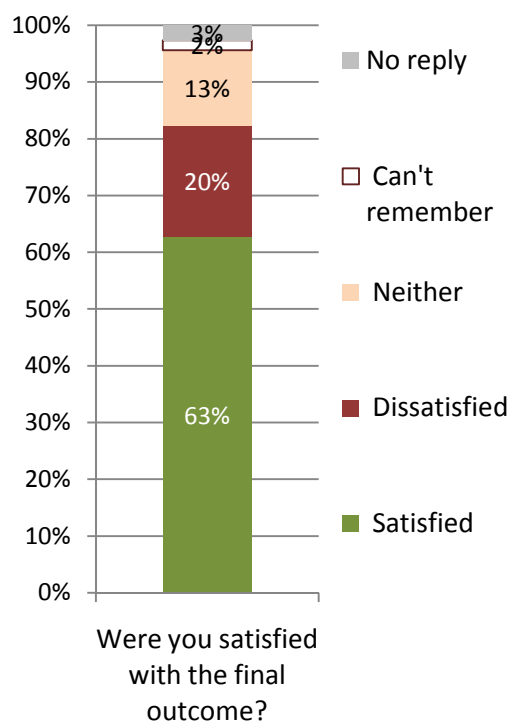


Figure 3.6d Satisfaction with final outcome or contact with Unity



3.7. Repairs & maintenance

Satisfaction with the repairs & maintenance service has increased significantly to 74.3%, and dissatisfaction has more than halved since STATUS 2006. This is a really positive result.

Figure 3.7a Repairs & maintenance satisfaction levels compared to previous STATUS

Survey	STATUS 2004	STATUS 2006	Mini-STATUS 2009	STATUS 2010
Satisfied or dissatisfied with overall services	47% 42%	53.0% 36.8%	60.2% 24.8%	74.3% 16.7%

BME tenants were just as likely to be 'very satisfied' as their White British counterparts, but slightly more likely to be 'neither' rather than 'fairly satisfied'. This difference primarily stems from Black/Black British Caribbean and Black/Black British Other tenants, only 68.9% of whom were satisfied with the service.

Figure 3.7b Overall satisfaction levels for **all** respondents

	Total (out of 385)	Percentage of all respondents	Percentage of valid responses	
No reply	7	1.8%		
Very satisfied	124	32.2%	32.8%	
Fairly satisfied	157	40.8%	41.5%	74.3%
Neither satisfied nor dissatisfied	32	8.3%	8.5%	8.5%
Fairly dissatisfied	29	7.5%	7.7%	16.7%
Very dissatisfied	34	8.8%	9.0%	0.5%
No opinion / don't know	2	0.5%	0.5%	

Figure 3.7c Overall satisfaction levels for **White British** respondents

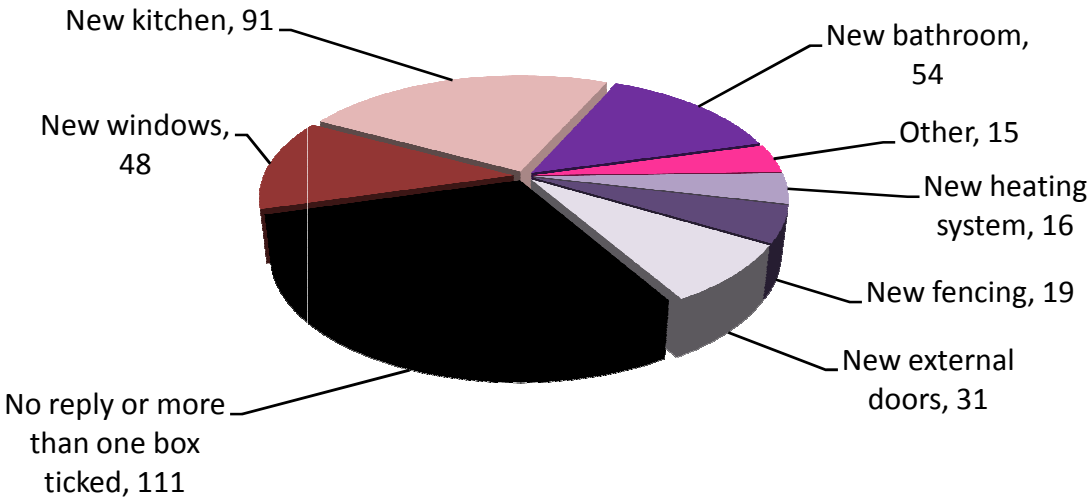
	Total (out of 98)	Percentage of all respondents	Percentage of valid responses	
No reply	2	2.0%		
Very satisfied	32	32.7%	33.3%	
Fairly satisfied	43	43.9%	44.8%	78.1%
Neither satisfied nor dissatisfied	5	5.1%	5.2%	5.2%
Fairly dissatisfied	9	9.2%	9.4%	16.7%
Very dissatisfied	7	7.1%	7.3%	0.0%
No opinion / don't know	0	0.0%	0.0%	

Figure 3.7d Overall satisfaction levels for **BME** respondents

	Total (out of 277)	Percentage of all respondents	Percentage of valid responses	
No reply	5	1.8%		
Very satisfied	89	32.1%	32.7%	
Fairly satisfied	110	39.7%	40.4%	73.2%
Neither satisfied nor dissatisfied	26	9.4%	9.6%	9.6%
Fairly dissatisfied	20	7.2%	7.4%	16.5%
Very dissatisfied	25	9.0%	9.2%	0.7%
No opinion / don't know	2	0.7%	0.7%	

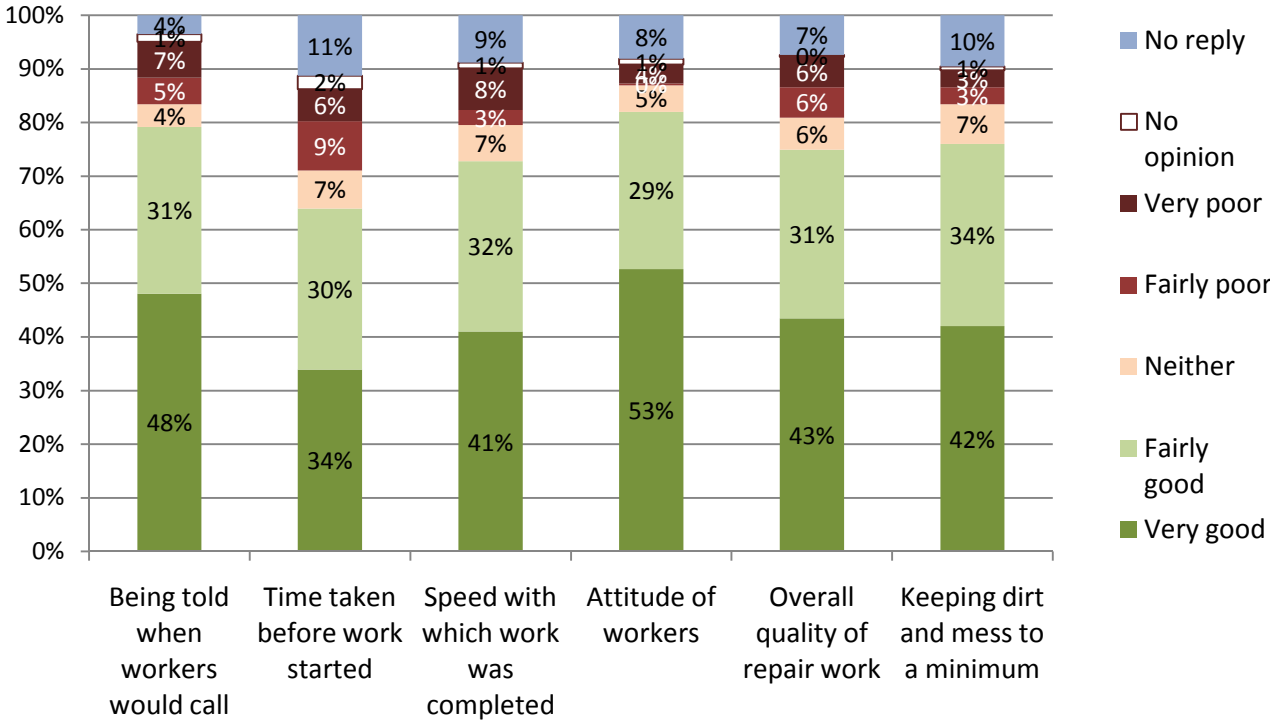
An extra question was added to the standard STATUS questionnaire: “What is your highest priority for improving your home?” Respondents were asked to tick just one box from a range of choices. This information can be analysed by estate or property type for future reference.

Figure 3.7e The highest priorities for improving homes



Almost three quarters of tenants had had a repair completed in the last 12 months. They were asked to rate their satisfaction with their last repair on six issues.

Figure 3.7f Satisfaction with last completed repair within the last 12 months



Again, BME tenants were slightly less satisfied than their White British counterparts in some of the indicators – time taken before work started, speed with which work was completed, attitude of workers and overall quality of repair work. This correlation persists even when the 'no reply' responses are taken out, as they were higher for BME responses.

3.8. Anti-social behaviour

The following graphs show satisfaction with ASB reported within the past 12 months.

Figure 3.8a Getting hold of the right person

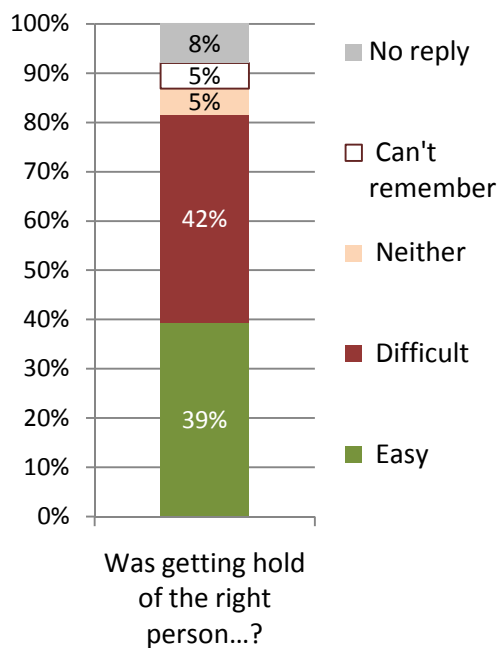


Figure 3.8b Helpfulness of staff

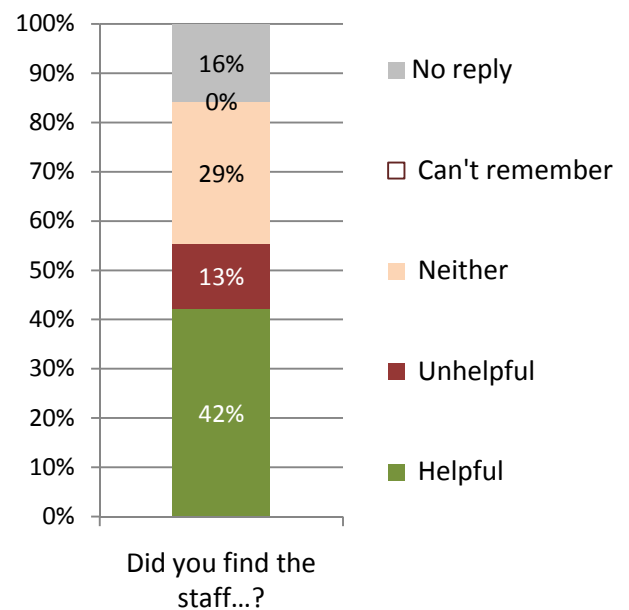


Figure 3.8c Ability of staff to deal with the problem

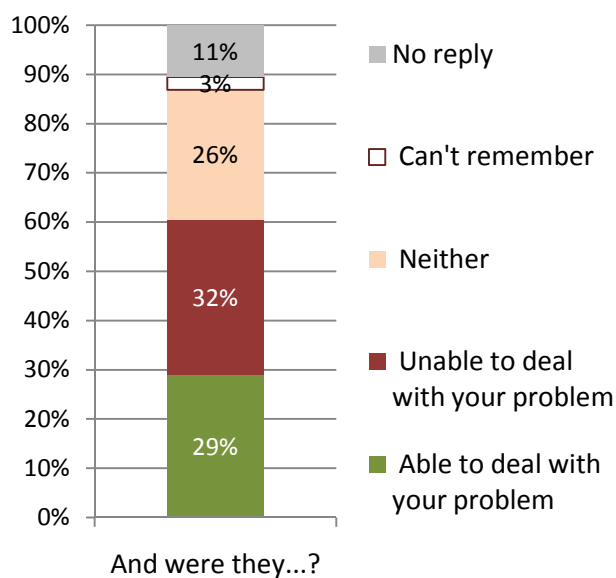
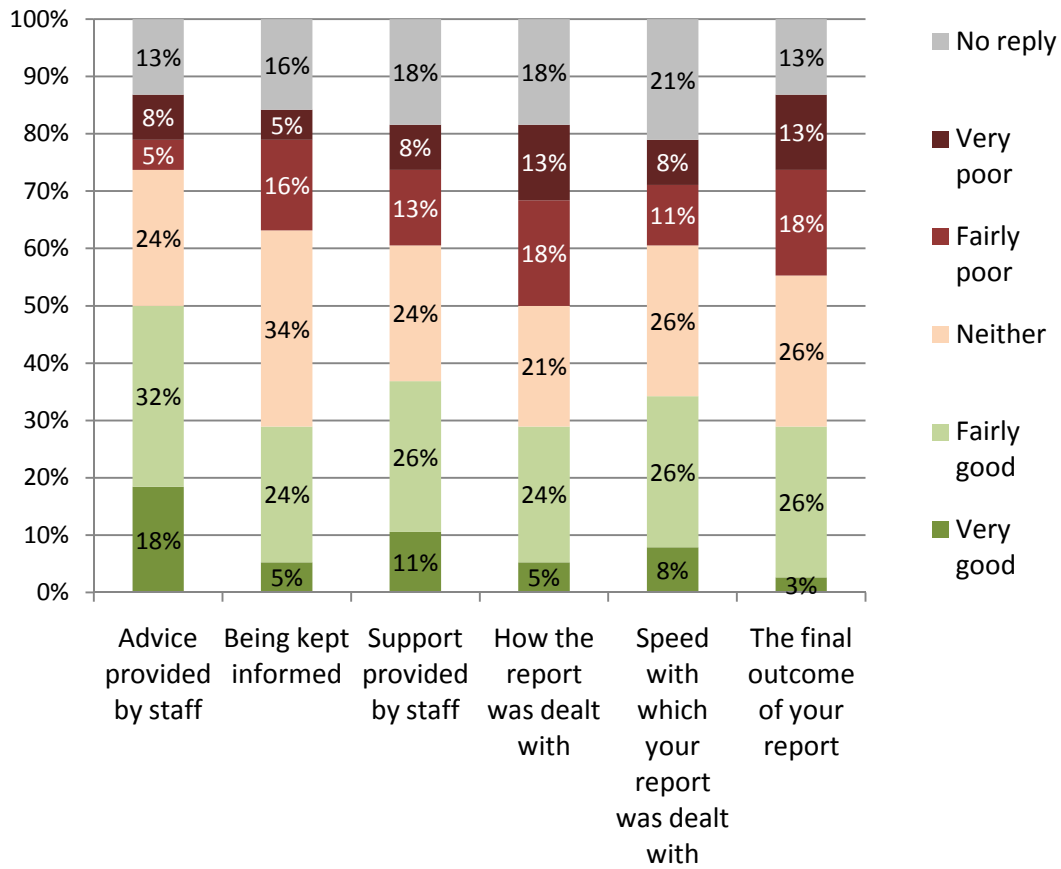


Figure 3.8d Satisfaction with last ASB report made within the last 12 months



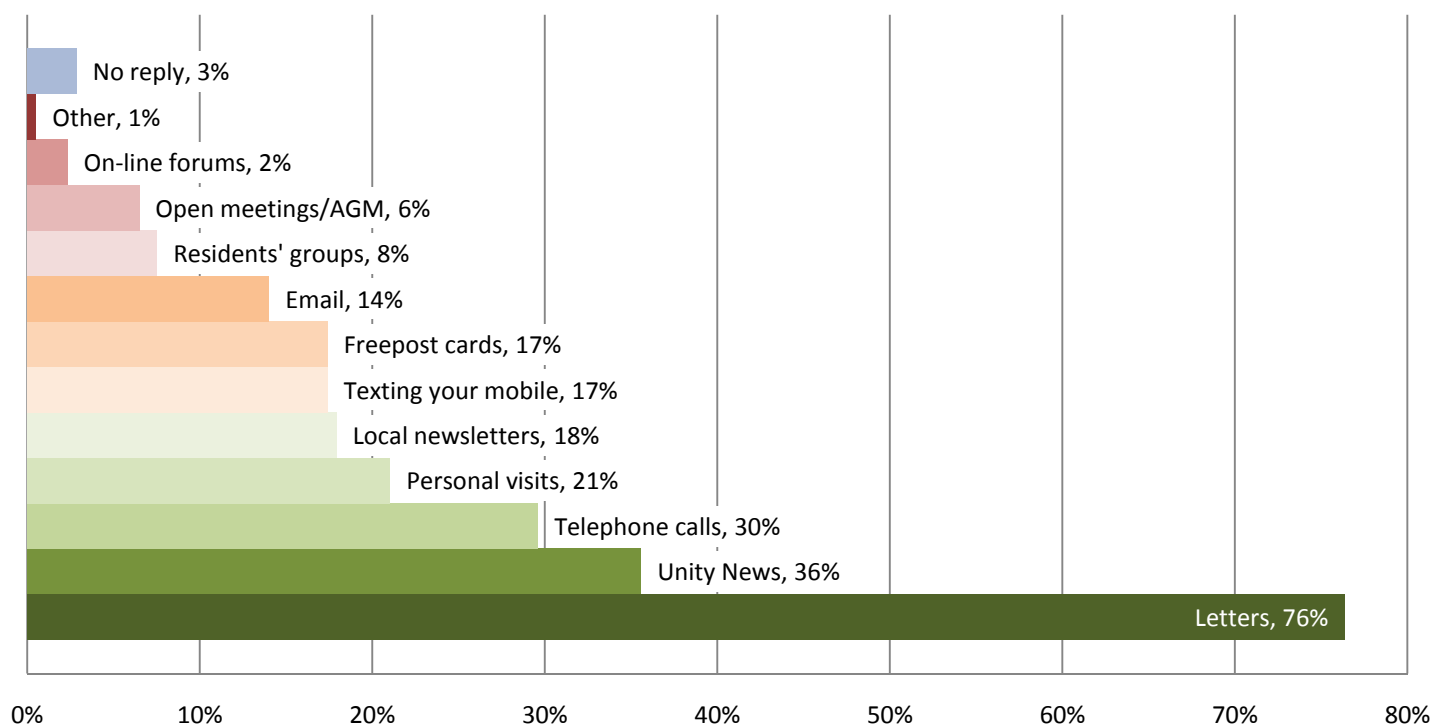
The above statistics on anti-social behaviour come from a small sample group of 38 tenants, as only a tenth of respondents had reported anti-social behaviour to Unity within the last 12 months. However, satisfaction levels were low and it is recommended that this issue is investigated further.

3.9. Communication and information

Tenants were asked to choose as many methods as possible which they wanted Unity to use to inform them or consult with them. Several additional options were added to the STATUS standard list: texting your mobile; local newsletters; freepost comment cards.

As can be seen from figure 3.9a below, letters were the most popular method, but *Unity News* also scored highly with over a third of tenants choosing it (36% compared to only 20% of Leeds Federated HA tenants who chose their newsletter in a recent comparative STATUS survey).

Figure 3.9a Preferred methods for Unity to use to inform or consult with tenants



Tenants were also asked to rate their satisfaction with how Unity takes their views into account, and to rate how good or poor Unity is at keeping them informed about things that might affect them as a tenant.

The question about satisfaction with views being taken into account has changed since the STATUS 2006 survey, but there is a significant increase since mini-STATUS 2009.

Figure 3.9b Satisfaction with how views are taken into account compared to previous STATUS surveys

Survey	Mini-STATUS 2009	STATUS 2010
Satisfied or dissatisfied with how Unity takes views into account	56.3%	63.9%
(no opinion)	(7.3%)	(9.2%)

Figure 3.9c Satisfaction with how views are taken into account for **all** respondents

	Total (out of 385)	Percentage of all respondents	Percentage of valid responses	
No reply	6	1.6%		
Very satisfied	113	29.4%	29.8%	
Fairly satisfied	129	33.5%	34.0%	63.9%
Neither	62	16.1%	16.4%	16.4%
Fairly dissatisfied	23	6.0%	6.1%	10.6%
Very dissatisfied	17	4.4%	4.5%	9.2%
No opinion	35	9.1%	9.2%	

Figure 3.9d Satisfaction with how views are taken into account for **White British** respondents

	Total (out of 98)	Percentage of all respondents	Percentage of valid responses	
No reply	0	0.0%		
Very satisfied	28	28.6%	28.6%	
Fairly satisfied	39	39.8%	39.8%	68.4%
Neither	16	16.3%	16.3%	16.3%
Fairly dissatisfied	8	8.2%	8.2%	11.2%
Very dissatisfied	3	3.1%	3.1%	4.1%
No opinion	4	4.1%	4.1%	

Figure 3.9e Satisfaction with how views are taken into account for **BME** respondents

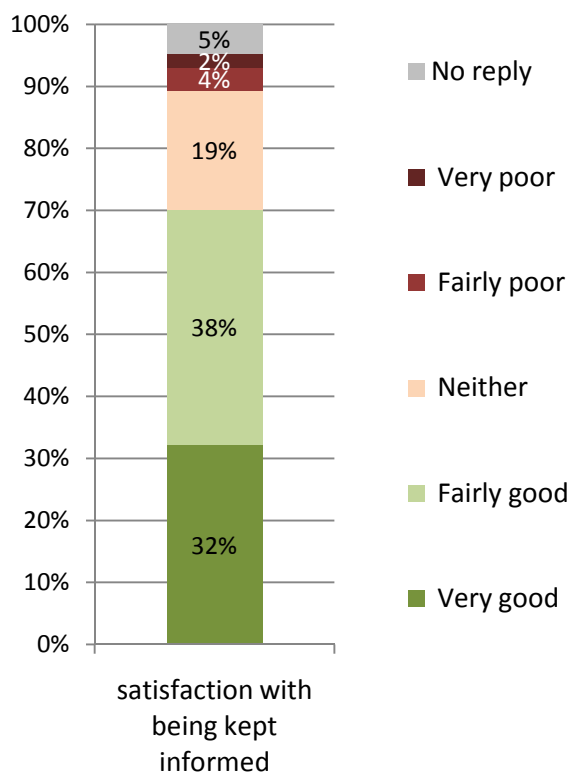
	Total (out of 277)	Percentage of all respondents	Percentage of valid responses	
No reply	6	2.2%		
Very satisfied	82	29.6%	30.3%	
Fairly satisfied	89	32.1%	32.8%	63.1%
Neither	43	15.5%	15.9%	15.9%
Fairly dissatisfied	15	5.4%	5.5%	10.3%
Very dissatisfied	13	4.7%	4.8%	10.7%
No opinion	29	10.5%	10.7%	

If the respondents who stated that they had 'no opinion' are removed from the statistics, the satisfaction levels reported by White British and by BME tenants are virtually identical.

Figure 3.9f Satisfaction with how good Unity is about keeping tenants informed about things that might affect them as a tenant

Survey	STATUS 2004	STATUS 2006	Mini-STATUS 2009	STATUS 2010
How good or poor Unity is at keeping you informed about things that might affect you as a tenant (invalid responses /no reply not counted)	68% 13%	78% 12%	74% 8%	74% 6%

Figure 3.9g Satisfaction with how good Unity is about keeping tenants informed about things that might affect them as a tenant



BME tenants were marginally more satisfied with how they were kept informed, and almost half as likely to be dissatisfied that their White British counterparts (5% of BME tenants were dissatisfied, compared to 9% White British).

3.10. Plans to move

Tenants were asked to indicate how likely they were to move from their current home in the next three years and asked if they were planning to move, to which tenure type.

Figure 3.10a Likelihood of moving from current home in the next three years

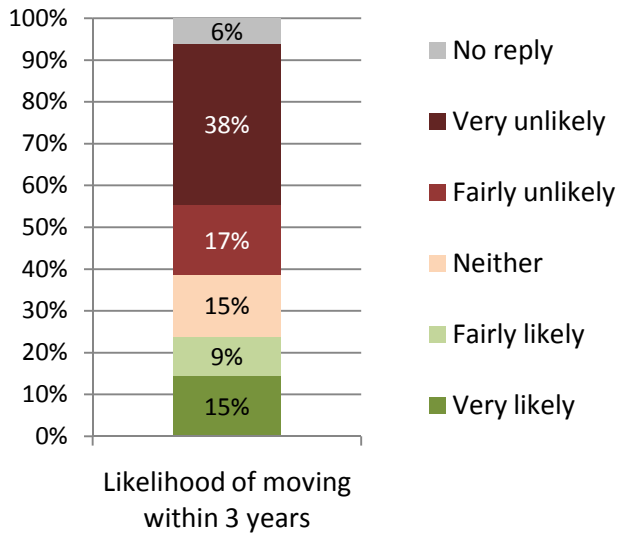
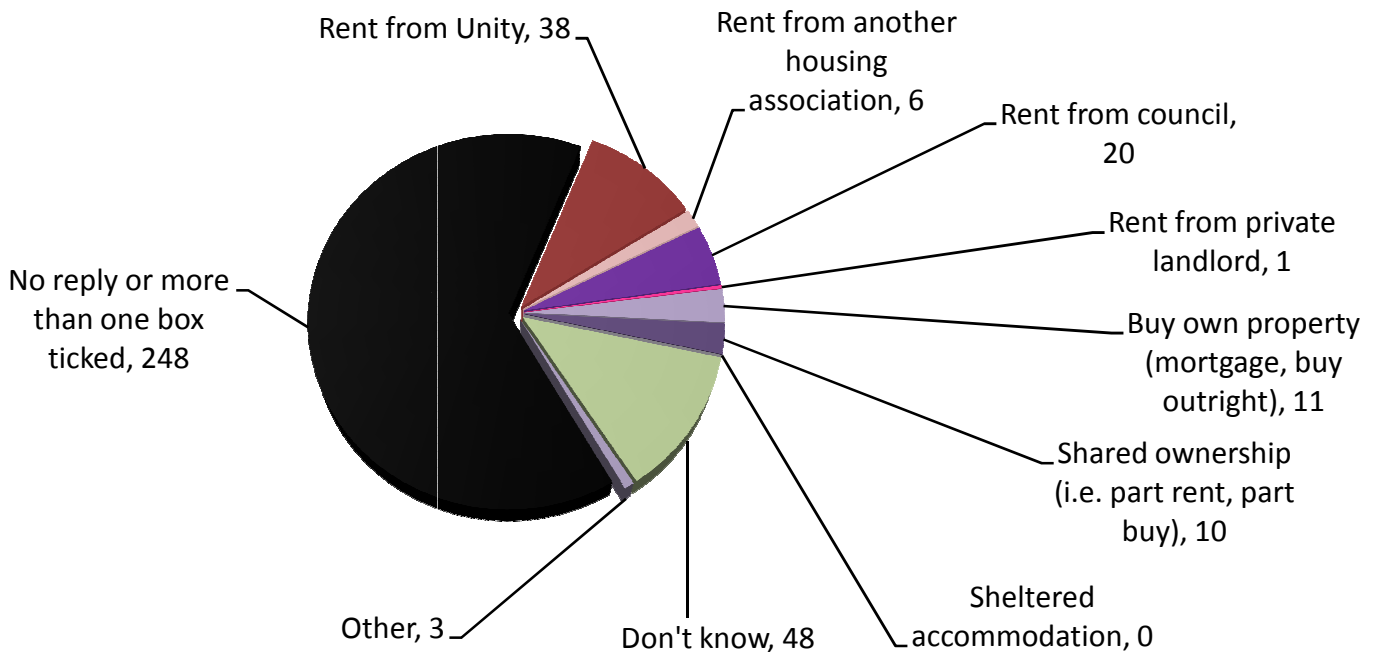


Figure 3.10b If planning to move, the tenure that tenants are most likely to move to



The 92 tenants who thought that they were likely to move within the next three years were less likely to be satisfied with the overall services provided by Unity (73% satisfied, rather than 79%) or the repairs & maintenance service (66% rather than 74%). However, the most striking demographic trend was that whereas only 17% of White British tenants thought

they'd be moving (excluding no reply or invalid responses), 32% of Black/Black British Caribbean tenants thought that they would.

3.11. Comments

Almost half of tenants made some comment when they sent back their questionnaire. The striking difference between the comments in STATUS 2010 and previous STATUS surveys is that there are fewer negative comments about staff or repairs. Previous surveys have had a high number of comments about poor staff service. In this survey, respondents come across as less frustrated and more likely to constructively suggest areas for improvement.

However, this did mean that there were a lot more requests for work to be done. Although tenants seem to be happier with Unity's services, this also means that their expectations have been raised. Unity will have to be careful to manage these expectations in future.

The most common types of comments were on the following issues.

- **Replacement fittings (42 comments):** many tenants wanted new bathrooms, kitchens, boilers or windows. Their expectations were not necessarily realistic, as some wanted bathrooms replacing in properties that were only 10 years old.
- **Asking for improvements (35):** tenants were asking for a range of extra improvements, e.g. extra fencing, burglar alarms or extensions to small rooms.
- **Positive comments (33):** this is more than twice as many compliments about staff and services as in the last STATUS survey.
- **Problems with repairs (22) and reporting repairs needed (15):** this was the most common type of comment in the last full STATUS.
- **Anti-social behaviour or neighbours (13)**
- **Poor communication or service from staff (13):** there were some complaints about communication or staff not returning calls. However, these complaints have dropped since the last STATUS survey.
- **Communal services (10):** complaints were mostly about the gardening service.
- **Draughts or difficulty heating home (9)**
- **New services (7):** suggested improvements included a dedicated repairs line and gardening services for elderly or disabled tenants.
- **Buying their own home (7):** some tenants wanted to buy their home. However, enquiries about this have almost halved compared to the last STATUS survey.

Interestingly, in STATUS 2006 there were 14 suggestions that Unity should do more to organise community events or activities for children. There were no such comments this time, which may well be due to the number of activities we now run and publicise.

All comments have been recorded. Where there was a request for some action, each respondent will be sent a letter explaining what has been done as a result of their comment. The action points will be kept on a database and reviewed to check that they have been dealt with.

4. Demographic trends

4.1. Length of tenancy

Relatively new tenants (under 3 years with Unity) accounted for a fifth of respondents and were more likely to be satisfied with Unity's overall services (88.5% were satisfied compared to the 79.4% average). They were more likely to be Mixed Race or Black African and far less likely to be Black Caribbean (only 11% of them were, compared to 30% of all respondents).

Satisfaction with Unity's services dropped as length of tenure increased.

4.2. Household type

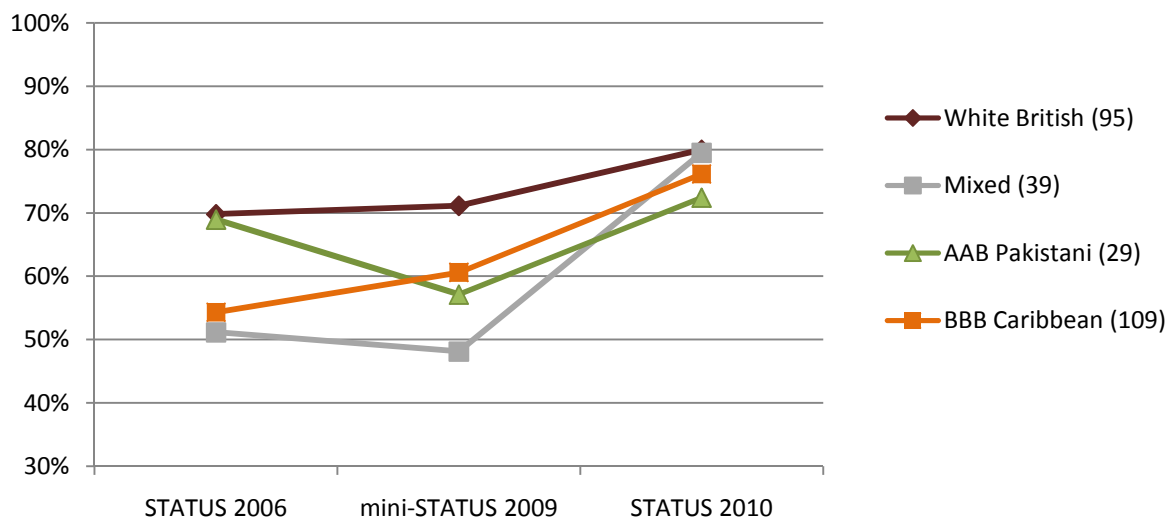
As would be expected from a survey of this type, single respondents who were 60 or over expressed higher levels of satisfaction (82% of the 78 single under-60's were satisfied, compared to 91% of the 35 households who were single and aged 60+). The least satisfied household type was 'other' (only 67% of 40 households who expressed a preference were satisfied with Unity's services).

Unsurprisingly, older household types were more likely to contain someone who was disabled. 59% of single people aged 60+ or couples with at least one aged 60+ stated that a household member had a long term illness, disability or infirmity.

4.3. Ethnicity

One of the aims of Unity's 2009/2010 Resident Involvement Statement was to improve satisfaction for ethnic groups that reported lower levels in STATUS 2006 and mini-STATUS 2009 – Mixed (M), Black/Black British Caribbean (BBBC) and Asian/Asian British Pakistani (AABP).

Figure 4.3 Satisfaction with Unity's services for key ethnic groups



The number by each ethnic group indicates the sample size in the STATUS 2010 survey.

The data above show that the gap has narrowed between these ethnic groups and their White British (WB) counterparts for overall satisfaction with the services provided by Unity.

From being our least satisfied ethnic group in previous surveys, Mixed tenants are now reporting similar satisfaction levels to WB tenants. BBBC satisfaction is not quite as high as WB, but has gone up at a greater rate in the past three years. Given that BBBC tenants are more likely to have been residents for longer and longer-term residents are generally less satisfied, this is a good result. The satisfaction levels for AABP tenants have risen at a higher level than their WB counterparts in the past year, but are lower in comparison (72% satisfied for AABP compared to 80% for WB). However, it must be remembered that these are small sample sizes and therefore must be interpreted with care.

4.4. Disability

Almost a third of households reported that they contained someone with a long-term illness, disability or infirmity. However, these households reported satisfaction levels that were in line with the average. Around one in 20 households contained a wheelchair user (17 in total) but they reported lower satisfaction levels (only 50% satisfied with the services provided by Unity). This is a small sample but they are a vulnerable group. It is recommended that further work is done with these tenants to establish the reasons for any dissatisfaction and to improve services to them.

Several disabled tenants used the comment box to ask for aids & adaptations like showers or to ask for a move into a property with fewer steps. It would appear that they are not aware the aids & adaptations services provided by Unity or the council and it is recommended that Unity does some work to promote these services to tenants who may need them.

4.5. Age

Nine in ten tenants gave their age. Tenants aged 45+ were marginally more satisfied with the services provided by Unity than their younger counterparts (81% of 45+ tenants satisfied, compared to 78% under 54's) but were also marginally more likely to be dissatisfied (12% as opposed to 11%). Given the sample sizes, these differences are not significant. However, they show a lower difference in age-related satisfaction than would be expected, given that older people normally report higher satisfaction levels.

4.6. Gender

Out of those who stated their gender, a third were men and two-thirds women. Men were slightly more likely to be satisfied than women with the overall services provided by Unity (84% of men satisfied, compared to 78% of women) and reported similarly high levels of satisfaction with the repairs & maintenance service.

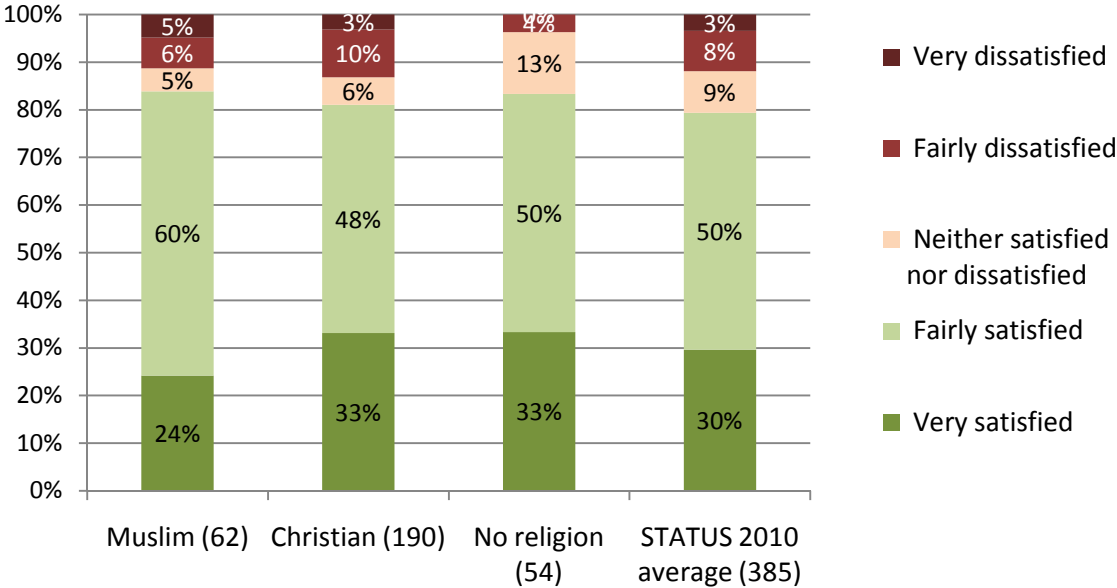
4.7. Sexuality

Seven respondents stated that they were gay or bisexual and another nine stated 'other', although had obviously misunderstood the question (e.g. wrote 'married' on the form).

These 16 respondents reported satisfaction levels that matched the general survey profile. The gay and bisexual respondents were more satisfied than average respondents and all of those who had contacted Unity within the past 12 months had found staff to be helpful. None of them made any comments referring to their sexuality or mentioned any discrimination.

4.8. Religion

Figure 4.8 Satisfaction with services provided by Unity according to religious belief



The sample sizes of each main religious group are included in the axis labels above. As can be seen, Muslims were more likely to report themselves ‘fairly’ than ‘very’ satisfied with services provided by Unity, when compared to other faith groups. This correlates with the lower satisfaction levels expressed by Asian/Asian British Pakistani tenants, and warrants further work being done with these groups.

4.9. Work status

Whereas there were some differences in overall satisfaction levels between people of different work status, these were in line with what would be expected from a survey of this nature. For instance, retired people were more likely to be satisfied with the services provided by Unity (88% compared to an average of 79%).

A positive trend was the improvement in satisfaction from Unity’s working tenants. In previous STATUS surveys, they had reported significantly lower levels of satisfaction with Unity’s services. In this survey, they were marginally more satisfied than average. They were also slightly less likely to be White British.

5. Recommendations

5.1. Planned maintenance

There were a lot of calls for replacing items (e.g. bathrooms) that are not comprehensively covered in Unity's five year planned maintenance programme. In contrast, although there were many requests for external items like fencing in STATUS 2006, they have tailed off and did not feature highly in STATUS 2010.

- **Recommendation: carry out property inspections.**
Inspect every home where tenants have stated that their fittings need replacement. Invite Tenant Maintenance Panel members to accompany staff so that they get an accurate picture of the condition of Unity's properties. Take appropriate action to replace worn out elements or incorporate the property into the planned maintenance programme. Publicise the action taken in *Unity News*.
- **Recommendation: review planned maintenance budget priorities with tenants.**
There is currently £100,000 p.a. provisionally allocated for external environmental improvements for 2010/11 and for the next three years. It is recommended that the Maintenance and Finance team work with the Tenant Maintenance Panel to assess what the highest priority is for this budget.

5.2. Priority neighbourhoods

Three neighbourhoods reported particularly high levels of dissatisfaction – Stonegates, Crossgates and Ebor Gardens.

- **Recommendation: make Stonegates, Crossgates and Ebor Gardens priority areas for improvement.**
Work with residents in these areas to establish the main areas of concern and create an action plan for improving each estate over the next 12 months. Set measures to demonstrate improvement in these areas. Survey the estates afterwards to measure improvements and to see if further action is needed.

5.3. Disabled customers' needs

Six tenants used their questionnaire to ask for improvements on the grounds of their disability, and there were repeated requests for a gardening service for disabled or elderly tenants. The survey also found that households containing wheelchair users were less likely to be satisfied with Unity's services.

- **Recommendation: ensure disabled customers are informed about aids & adaptations service.**
Send leaflets about the aids & adaptations service to Unity's elderly housing developments and to tenants in other properties who are 60 or over.
- **Recommendation: investigate the needs of wheelchair-using households.**
Hold a focus group and/or carry out interviews with wheelchair-using customers to establish how they think that Unity could improve its services to them. Put an action plan into place and review satisfaction levels after 12 months.

5.4. Working tenants' dissatisfaction with repairs & maintenance service

Although dissatisfaction amongst tenants in full-time work has dropped markedly, there is still a significant number of working tenants who are 'very dissatisfied' with the service.

- **Recommendation: investigate the needs of tenants in full-time work.**
Hold a focus group and/or carry out interviews with working tenants who were 'very dissatisfied' with Unity's repairs & maintenance service. Put an action plan into place and review satisfaction levels after 12 months.

5.5. Gardening service for elderly and disabled tenants

It was recommended in the STATUS 2006 report that Unity looks at the feasibility of setting up a gardening service for those who are unable to maintain their gardens themselves. This has not been done and some customers are still requesting this service.

- **Recommendation: evaluate setting up a gardening service for tenants who are unable to maintain their own gardens.**
Set up a working group consisting of staff, Tenant Maintenance Panel and other interested customers to evaluate the costs, benefits and demand for this service. Implement the working group's recommendations.

5.6. Poor satisfaction levels with anti-social behaviour service

Satisfaction was low with Unity's handling of ASB reports within the last 12 months.

- **Recommendation: investigate the causes of dissatisfaction with tenants who have reported anti-social behaviour.**
Hold a focus group and/or carry out interviews with tenants who reported dissatisfaction with Unity's ASB service. Put an action plan into place to improve the service.

5.7. Asian/Asian British Pakistani tenant dissatisfaction

Pakistani tenants were a significant ethnic group but reported lower levels of satisfaction than their White British counterparts.

- **Recommendation: investigate the causes of dissatisfaction with Asian/Asian British Pakistani customers.**
Hold a focus group and/or carry out interviews with tenants of Pakistani origin who were not satisfied with Unity's services. Put an action plan into place to improve the service to this group.

5.8. Black/Black British Caribbean & Black Other satisfaction with repairs service

Black Caribbean and Black Other tenants were less likely to be satisfied with Unity's repairs service than other ethnic groups.

- **Recommendation: investigate the causes of dissatisfaction with Black/Black British Caribbean and BBB Other customers.**
Hold a focus group and/or carry out interviews with tenants from these ethnic groups who were not satisfied with Unity's repairs & maintenance service. Put an action plan into place to improve the service to this group.