

## **Woking Borough Council BVPI Tenants Survey 2007 - Summary Data**

### **Introduction**

In early 2007 the statutory Best Value Tenants Satisfaction Survey was sent out to a random sample of 1300 of Woking Borough Councils tenants. It asked residents about how they viewed the following issues:

- About your household
- About your housing and Neighborhood
- About your repairs service
- Communicating with your landlord
- Improving services

728 questionnaires were analysed representing a usable response rate of 56%. Below you will find a summary of the results from this survey.

To enable comparisons to be drawn, results of the 2003 survey are also shown. All results shown are in percentages and where percentage values do not add up to 100% this is likely to be due to rounding up or the exclusion of "no reply" from the analysis. Where they exceed 100% this is likely to be where respondents are allowed to tick more than one answer to a single question.

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## About your household

Q1 How long have you/your household been a tenant of Woking Borough Council?

Less than a year		Between 1 and 2 years		Between 3 and 5 years		Between 6 and 10 years		Between 11 and 20 years		More than 20 years	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
4	4	5	7	11	10	15	13	19	21	46	46

Q2 How long have you/your household lived in this home?

Less than a year		Between 1 and 2 years		Between 3 and 5 years		Between 6 and 10 years		Between 11 and 20 years		More than 20 years	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
6	7	9	12	17	13	19	17	24	23	26	28

Q3a How many people live here?

	'04	'07		'04	'07
One	48	50	Five	3	4
Two	26	24	Six	3	1
Three	12	14	Seven	1	0
Four	6	7	Eight	0	0

Q3b How many people aged under 16?

	'04	'07		'04	'07
None	79	79	Four	3	0
One	9	11	Five	0	0
Two	7	6			
Three	3	4			

Q3c How many people aged over 60?		
	'04	'07
None	41	45
One	46	44
Two	13	11

Q4 How would you describe the composition of your household?					
	'04	'07		'04	'07
One adult under 60	11	14	Three or more adults (16 or over)	8	9
One adult aged 60 or over	38	36	One parent family with at least one child under 16	9	11
Two adults both under 60	6	6	Two parent family with at least one child under 16	12	10
Two adults, at least one 60 or over	16	13			

### About your housing and neighbourhood

Q5 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the council as your landlord?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
36	32	40	48	11	10	8	7	5	3

Q6 Taking into account your home and the services the Council provides, do you think that the rent for this property represents good or poor value for money?

Very good value		Fairly good value		Neither good nor poor		Fairly poor value		Very poor value	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
33	31	43	46	17	17	5	5	1	1

Q7 Overall, how satisfied or dissatisfied are you with your accommodation?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
48	44	34	40	8	9	6	5	5	3

Q8 Do you think the number of rooms in your home is:

Too few		Too many		About right	
'04	'07	'04	'07	'04	'07
New in '06	18	New in '06	2	New in '06	81

Q9 How would you describe the general condition of the property?

Very good condition		Fairly good condition		Neither good nor poor		Fairly poor condition		Very poor condition	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
29	27	47	51	13	15	7	6	3	1

Q10 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
New in '06	29	New in '06	40	New in '06	17	New in '06	9	New in '06	5

Q11 Do you think that each of these is a serious problem, a slight problem or not a problem in your neighbourhood?						
	Not a problem		Slight problem		Serious problem	
	'04	'07	'04	'07	'04	'07
Vandalism	New in '06	34	New in '06	37	New in '06	15
Graffiti		53		22		6
Dogs		54		21		7
Litter and rubbish in the street		29		38		22
Problems with neighbours		59		19		7
Racial harassment		72		7		3
Noise from people		52		25		8
Noise from traffic		57		20		6
People causing damage to your home		71		9		3
Drug dealing		53		18		11
Other crime		48		23		9

Q12 Have you been in contact with the council about a housing matter in the last 12 months (other than to pay your rent)?	'04	'07
Yes	74	60
No	24	35
Can't remember	2	4

Q13 How did you last contact the council?											
Phoned		Visited office		Wrote		e-mail		Other		Can't remember	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
76	79	15	18	3	7	New '06	3	4	2	2	2

Q14 What did you last have contact about?											
Repairs		Rent/Housing benefit		Transfer/Exchange		Neighbours		Other		Can't remember	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
81	81	5	8	5	9	3	8	6	7	1	2

Q15 When you last had contact: was getting hold of the right person:							
Easy		Difficult		Neither		Can't remember	
'04	'07	'04	'07	'04	'07	'04	'07
70	66	19	19	9	11	2	4

Q16 Did you find the staff?							
Helpful		Unhelpful		Neither		Can't remember	
'04	'07	'04	'07	'04	'07	'04	'07
79	78	11	9	9	12	1	1

Q17 Were they able to deal with your problem?							
Able to deal with problem		Unable to deal with problem		Neither		Can't remember	
'04	'07	'04	'07	'04	'07	'04	'07
70	71	20	15	9	7	1	2

Q18 Were you satisfied with the final outcome?							
Satisfied		Dissatisfied		Neither		Can't remember	
'04	'07	'04	'07	'04	'07	'04	'07
63	63	28	26	9	10	1	2

<b>About your repairs service</b>									
Q19 Generally, how satisfied or dissatisfied are you with the way the council deals with the repairs and maintenance?									
Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
35	31	40	46	11	11	7	7	7	5

Q20 Have you requested any repairs to your home in the last 12 months?		
	'04	'07
Yes	New in '06	66
No		23
Can't remember		6

Q21 Have you had any repairs completed in the last 12 months?		
	'04	'07
Yes	67	62
No	30	30
Can't remember	3	5

Q22 Thinking about your last completed repair, how would you rate it in terms of ....?										
	Very Good		Fairly Good		Neither good nor poor		Fairly poor		Very poor	
	'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
Being told when workers would call	35	46	38	34	8	11	9	6	9	4
Time taken before work started	30	40	35	39	11	8	10	8	14	5
Speed with which work was completed	46	53	32	33	9	6	5	5	8	3
Attitude of workers	63	65	27	27	6	5	3	2	1	1
Overall quality of repair work	48	53	34	32	7	5	5	6	6	3
Keeping dirt and mess to a minimum	53	59	35	32	7	5	3	2	2	2

Q23 Generally, how good or poor do you feel the council is at keeping you informed about things that might affect you as a tenant?									
Very good		Fairly good		Neither good nor poor		Fairly poor		Very poor	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
39	43	44	43	11	11	4	2	2	2

Q24 How much account do you feel the council takes of tenants' views when making decisions?					
A lot		A little		None at all	
'04	'07	'04	'07	'04	'07
30	30	53	56	17	15

Q25 Thinking about the housing services that the council provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
17	21	45	44	27	28	6	5	4	2

Q26 Have you heard of the Tenant Participation Compacts – agreements between local councils and their tenants, which set out how tenants will be involved in shaping local decisions about housing?

	'04	'07
Yes	New in '06	54
No		40

Q27 How satisfied or dissatisfied are you with your locally agreed Tenant Participation Compact?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		No opinion/don't know	
'04	'07	'04	'07	'04	'07	'04	'07	'04	'07	'04	'07
New in '06	17	New in '06	37	New in '06	24	New in '06	2	New in '06	1	New in '06	17

### Improving services

Q28 Of the following services which do you consider to be the three most important? Please tick no more than three boxes

	'04	'07		'04	'07
Keeping tenants informed	New in '06	47	Repairs and maintenance	New in '06	84
Overall quality of your home		57	Involving tenants in the management of their housing		8
Taking tenant's views into account		38	Value for money for your rent		58

Q29 How much do you think the following services need improving?								
	No improvement needed		Some improvement needed		Much improvement needed		No opinion	
	'04	'07	'04	'07	'04	'07	'04	'07
Keeping tenants informed	34	36	37	30	8	6	9	12
Overall quality of your home	25	25	42	41	13	10	5	6
Taking tenant's views into account	18	21	39	33	17	13	11	13
Repairs and maintenance	30	29	37	38	17	13	4	5
Involving tenants in the management of their housing	21	23	31	27	9	6	21	22
Value for money for your rent	39	37	27	24	9	8	14	14