



BMG Research Report

Gateshead Council
Best Value Performance Indicator
Tenant Satisfaction Survey 2006
December 2006

Prepared for:
Gateshead COUNCIL &
Gateshead HOUSING COMPANY

Prepared by:
BMG Research
Tel: 0121 333 6006



Because people matter.

Table of Contents

| | | |
|----------|--|-----------|
| 1 | Introduction and Methodology | 3 |
| | Methodology | 3 |
| | Key findings and recommendations | 4 |
| | Best Value Performance Indicators | 4 |
| | Satisfaction with home and neighbourhood | 5 |
| | Overall satisfaction | 5 |
| | The repairs service | 5 |
| | Contact with their landlord | 6 |
| | Participation in decision-making | 6 |
| | Directional Change | 7 |
| | Comparison and Context | 8 |
| | Introduction | 8 |
| | Change over time | 8 |
| | Local Authority Comparisons | 10 |
| | Arms Length Management Organisations (ALMOs) Comparisons | 11 |
| 2 | Views On The Home & Communities In Which Tenants Live | 13 |
| | Introduction | 13 |
| | Satisfaction with home | 13 |
| | General condition of homes | 15 |
| | Satisfaction with the neighbourhoods in which tenants live | 16 |
| 3 | Overall Satisfaction with The Landlord | 20 |
| | Introduction | 20 |
| | Overall satisfaction | 20 |
| | Three most important services | 25 |
| | What services need much improvement? | 26 |
| 4 | The Repairs Service | 27 |
| | Introduction | 27 |
| | Satisfaction with the repairs service | 27 |
| | Incidence of Repairs & Views on the Last Repair Completed | 28 |
| 5 | Contact with Their Landlord | 30 |
| | Introduction | 30 |
| | Contact in last 12 months | 30 |
| 6 | Participation in decision-making | 31 |
| | Introduction | 32 |
| | Keeping tenants informed | 32 |
| | Satisfaction with Opportunities for Participation | 36 |
| 7 | Respondent Profile | 40 |
| | Introduction | 40 |
| 8 | Appendix 1: Questionnaire | 42 |

In addition to this written report, data tabulations have also been produced which presents the data as a whole.

The questionnaire is attached in an appendix for reference.

+ Introduction and Methodology

BMG Research to undertake a survey of its tenants from a range of tenure groups. The survey aimed to gather information about tenants' homes, the neighbourhood in which tenants live and their attitudes towards the services the landlord provides, information upon which to help plan future service delivery.

The key objectives of the research were:

- To assess levels of satisfaction with the housing services offered to tenants;
- To identify areas of the service which require improvement and examine the future needs and aspirations of tenants;
- To enable Gateshead Housing Company to benchmark the results of the survey against those of other housing organisations; and
- To provide baseline data to inform the organisation's approach to Best Value.

The data was collected in accordance with the Department for Communities and Local Government (DCLG) and National Housing Federation (NHF) guidance.

Methodology

The research was undertaken using a self-completion questionnaire mailed to 3,000 resident's homes. Fieldwork took place from September to October 2006.

In total, 1,574 people returned their completed questionnaire, which represents a response rate of 52%. The maximum sampling error for the proportions of tenants giving a particular answer to a question is +/-2.5% at the 95% confidence interval. This means that if 50% of people are satisfied with services, we can be 95% confident that between 47.5% and 52.5% of all tenants (including those who did not participate in the survey) would hold this view, disregarding other sources of survey error.

The survey was carried out using a questionnaire designed jointly by the Gateshead Council, TGHC and BMG Research. The questionnaire was based on the National Housing Federation's Standardised Tenant Satisfaction questionnaire, known as STATUS. The use of STATUS allows comparison with the performance of other social housing providers.

In order to ensure that the survey results reflect the views of all tenants, the data was weighted by area and ethnicity prior to analysis. The data used in this report is rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

Key findings and recommendations

Best Value Performance Indicators

Outlined below are the statistics required by the Department for Communities and Local Government (DCLG) and the Audit Commission for the BVPI Tenants Survey. To comply with the requirements, the proportion of respondents that are very or fairly satisfied is reported for each of the User Satisfaction Best Value Performance Indicators. This statistic is based only on those respondents that provided a rating (i.e. excluding 'don't know' and non-respondents), and the sample base and associated confidence interval are quoted.

Table 1

| BEST VALUE USER SATISFACTION PERFORMANCE INDICATORS TENANTS SURVEY WHERE PROVIDED A VALID RESPONSE | | | |
|---|--|-------------------------------------|--|
| | % VERY / FAIRLY SATISFIED | WEIGHTED SAMPLE BASE | 95% CONFIDENCE INTERVAL |
| BV74a: % satisfied with overall service provided by the landlord | 75.7 | 1542 | +/-2.1 |
| BV74b: % of BME groups satisfied with overall service provided by the landlord | 68.9 | 137 | +/-7.8 |
| BV74c: % of non-BME groups satisfied with overall service provided by the landlord | 75.8 | 1507 | +/-2.2 |
| BV74b: % of BME groups satisfied with overall service provided by the landlord. DCLG definition where BME is define as excluding white Irish, white other | 71.4 | 119 | +/-8.1 |
| BV74c: % of non-BME groups satisfied with overall service provided by the landlord. DCLG definition White, White Irish and White Other | 75.8 | 1515 | +/-2.2 |
| BV75a: % satisfied with the opportunities for participation | 65.1 | 1318 | +/-2.6 |
| BV75b: % of BME groups satisfied with the opportunities for participation | 62.5 | 24 | +/-19.4 |
| BV75c: % of non-BME groups satisfied with the opportunities for participation | 64.8 | 1276 | +/-2.6 |
| BV75b: % of BME groups satisfied with the opportunities for participation. DCLG definition where BME is defined as excluding white Irish, white other | 64.7 | 17 | +/-22.7 |
| BV75c: % of non-BME groups satisfied with the opportunities for participation. DCLG definition White, White Irish and White Other | 64.8 | 1283 | +/-2.6 |

Satisfaction with home and neighbourhood

Overall satisfaction with the home and neighbourhood is as follows.

- 78% of tenants are satisfied with their home while 12% are dissatisfied
- 70% of tenants rate their home as in good condition, and only 16% rate their home as being in a poor condition.
- In terms of their neighbourhood as a place to live, 76% of tenants are satisfied with the community in which they live.
- Key serious problem cited by tenants were: litter and rubbish (19% of tenants thought this problem was serious); vandalism (14%) and dogs (14%).
- **RECOMMENDATION:** The overall quality of their home is seen by tenants as the second most important part of their service from their landlord after repairs. Although the majority of tenants express satisfaction with their home, one in ten tenants are dissatisfied. Therefore it is important to further explore what exactly is the source of dissatisfaction among these tenants. Any gap between tenant expectations on quality and the quality being provided is likely to cause dissatisfaction so understanding tenant expectations is crucial.

Overall satisfaction

- Overall, 74% of all tenants are satisfied with the service provided by The Gateshead Housing Company. In terms of the statutory BVPI where only valid responses are included, 75.7% are satisfied. Amongst BME tenants, 68.9% are satisfied compared with 75.8% of non-BME tenants.
- Building on from this, 72% of tenants believe that taking into account their home and the service The Gateshead Housing Company provides, their rent represents good value for money.
- **RECOMMENDATION:** To further improve overall satisfaction, The Gateshead Housing Company needs to focus upon strengthening and improving the areas of service deemed most important by its tenants namely the repairs service, the quality of accommodation and value for money.

The repairs service

- 70% of general needs tenants are satisfied with the repairs service, regardless of whether they have had a repair completed or not.
- Amongst those tenants who had an opinion on the last repair they received, the following were satisfied with: attitude of workers (91%); being told when workers would call (84%); keeping dirt and mess to a minimum (86%) and speed at which the work was completed (83%). Four in five tenants (80%) are satisfied with the overall quality of the repairs they received.

- **RECOMMENDATION:** The repairs service is deemed as the most important service for tenants. In this context rising satisfaction with the repairs service over the last three years is encouraging. The Gateshead Housing Company should aim to sustain and improve satisfaction, by reviewing any changes to the delivery of repairs made in the last three years and identifying best practice. The time taken before work started is the weakest aspect of the repairs service so particular focus should be placed on reducing the time between a repair being requested and its completion.

Contact with their landlord

- 74% of tenants had been in contact with their landlord over the past 12 months.
- Of those tenants who had been in contact, 76% had used the phone and 16% had visited the office.
- Taking into account all methods of contact, 71% of tenants indicated they had made contact to discuss a repair.
- Tenants were asked how satisfied they were with the final outcome of their last contact with The Gateshead Housing Company, with 63% being satisfied whilst 26% were dissatisfied.
- **RECOMMENDATION:** Customer handling still has scope for improvement. Overall satisfaction with the final outcome needs to be raised above 70%. Further research may be needed into the sources of dissatisfaction, again to see if tenant expectations are being managed. Getting hold of the right person seems to be a particular issue for tenants contacting The Gateshead Housing Company, so attempts should be made to make this easier or to enable each member of staff to be able to handle a broader range of queries/issues.

Participation in decision-making

- 80% of tenants believe The Gateshead Housing Company is good at keeping them informed of things that affect them. In terms of the statutory BVPI where only valid responses are included the equivalent figure is 81.5%. The responses for BME and non-BME tenants were 75% and 80% respectively.
- Overall, 71% of tenants believe that The Gateshead Housing Company takes into account a lot/ a little of tenants' views when making decisions.
- In total 54% of tenants state they are satisfied with opportunities for involvement in management and decision-making. Recalculating these figures on those who provide an answer i.e. removing the *don't knows and no opinion* ensures that satisfaction levels rise to 65.1%.
- **RECOMMENDATION:** With satisfaction with opportunities for involvement in management and decision making above average this is a relative strength of The Gateshead Housing Company's service delivery. However one in five tenants gave a neutral response at this question and a further 14% expressed no opinion at all. It should be the aim of The Gateshead Housing Company to move these neutral tenants into giving more positive responses. Important aspects in this effort will be ensuring that the means of participation are ones that are attractive to tenants and that tenants feel that they are genuinely able to make a difference.

Directional Change

To understand how the key findings from this study compare to the equivalent survey undertaken in 2003/04 the table below shows directional change on the key measures of tenant satisfaction.

Please note in the table below non-BME is defined as white British only so that direct comparisons can be made between 2003/04 and the current survey.

Table 2

| Directional Change in Satisfaction Levels. All figures shown are based on valid responses | | | |
|--|--|---|-----------------------|
| | % VERY / FAIRLY SATISFIED 2003/04 | % VERY / FAIRLY SATISFIED 2006 | % POINT CHANGE |
| Statutory Indicators | | | |
| BV74a: % satisfied with overall service provided by the landlord | 77.7 | 75.7 | -2.0 |
| BV74b: % of BME groups satisfied with overall service provided by the landlord | 69.2 | 68.9 | -0.3 |
| BV74c: % of non-BME groups satisfied with overall service provided by the landlord | 77.9 | 75.8 | -2.1 |
| BV75a: % satisfied with the opportunities for participation | 65.7 | 65.1 | -0.6 |
| BV75b: % of BME groups satisfied with the opportunities for participation | 60 | 62.5 | +2.5 |
| BV75c: % of non-BME groups satisfied with the opportunities for participation | 65.6 | 64.8 | -0.8 |
| Other Satisfaction Indicators | | | |
| Satisfaction with accommodation | 83 | 80 | -3 |
| Satisfaction with neighbourhood as a place to live | 84 | 78 | -6 |
| Overall satisfaction with the repairs service | 69 | 77 | +8 |
| Satisfaction with the final outcome of last contact with TGHC | 59 | 65 | +6 |

Comparison and Context

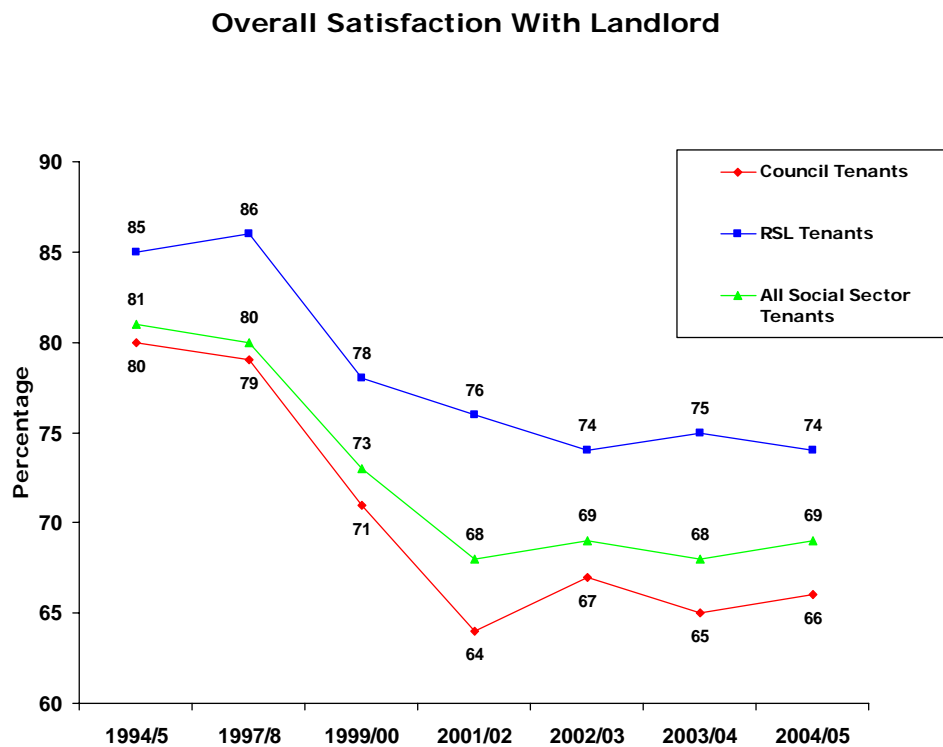
Introduction

Before the results of the Gateshead Housing STATUS survey are examined in detail it is necessary to examine the wider context in the social housing sector. The Survey of English Housing (SEH) undertaken annually by the Department of Communities and Local Government collects information from 20,000 households about their housing. From this annual survey key trends can be identified which are directly relevant to the findings of this particular survey.

Change over time

As Figure 1 illustrates, overall satisfaction with landlords has declined over the last decade.

Figure 1

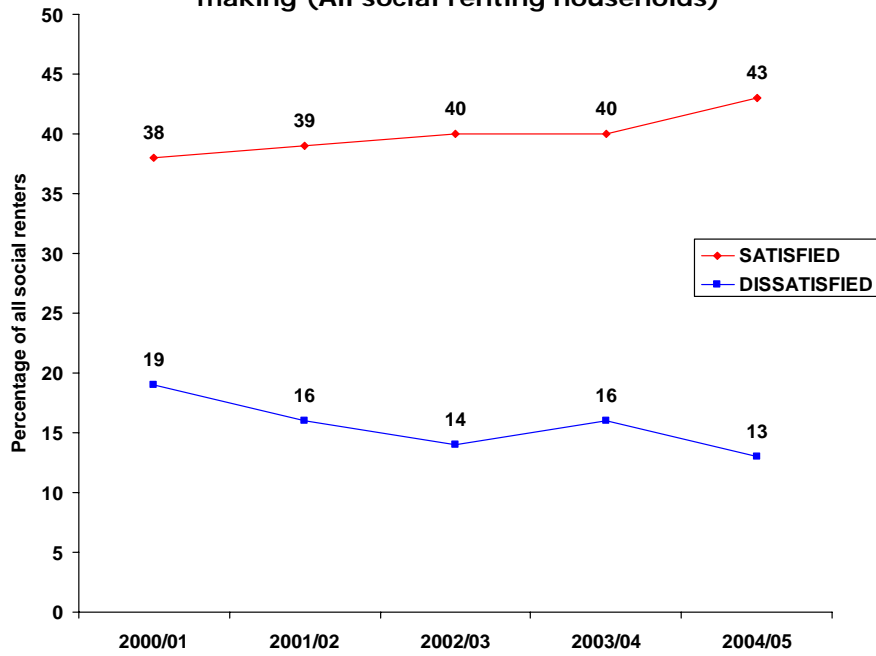


Source: DCLG Survey of English Housing

In comparison over the past five years satisfaction with opportunities for involvement in management and decision making have steadily risen.

Figure 2

Views on opportunities for involvement in management and decision making (All social renting households)



Source: DCLG Survey of English Housing

Local Authority Comparisons

While the figures above illustrate the general context, the results collected in this survey can also be benchmarked against the data available from the Housing Corporation database. The following table shows averages per authority type.

It focuses on two key performance indicators of satisfaction required by the Department for Communities and Local Government (DCLG) and the Audit Commission for the BVPI Tenants Survey:

(1) Satisfaction with landlord; and

(2) Satisfaction with opportunities to take part in management and decision-making.

Within each of these two performance indicators results are examined overall, and within BME and non BME populations as follows:

BV74a Satisfied with overall service provided by landlord (%)

BV74b: BME groups satisfied with overall service provided by the landlord (%)

BV74c: Non-BME groups satisfied with overall service provided by the landlord (%)

BV75a: Satisfied with the opportunities for participation (%)

BV75b: BME groups satisfied with the opportunities for participation (%)

BV75c: Non-BME groups satisfied with the opportunities for participation (%)

Each statistic is based only on those respondents that provided a rating (i.e. excluding 'don't know' and non-respondents).

Table 3 shows regional comparisons for these six key measures, while table 4 provides further context showing the averages per authority type recorded in 2003/04.

Table 3

| Comparison with other authorities in the North East | | | | | | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Source: Draft 2006 BVPI Satisfaction Data | | | | | | |
| | BV74a | BV74b | BV74c | BV75a | BV75b | BV75c |
| Gateshead | 76 | 71 | 76 | 65 | 64 | 65 |
| Newcastle upon Tyne | 73 | 69 | 75 | 67 | 70 | 67 |
| North Tyneside | # | 68 | 75 | 66 | 50 | 66 |
| South Tyneside | 83 | 73 | 68 | 59 | 88 | 59 |

Table 4

| Comparison with other authority averages | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|
| Source: Draft 2006 BVPI Satisfaction Data | | | | | | |
| | BV74a | BV74b | BV74c | BV75a | BV75b | BV75c |
| Gateshead | 76 | 71 | 76 | 65 | 64 | 65 |
| | | | | | | |
| All Single Tier and Counties | | | | | | |
| Mean | 72.5 | 68.7 | 73.4 | 61.3 | 61.3 | 61.2 |
| Upper Quartile | 78.0 | 73.5 | 79.0 | 67.0 | 67.0 | 67.0 |
| Median | 74.0 | 69.0 | 74.0 | 61.0 | 60.0 | 62 |
| Lower Quartile | 68.0 | 61.0 | 69.0 | 56.0 | 54.0 | 57.0 |
| Unitaries | | | | | | |
| Mean | 76.9 | 73.7 | 77.2 | 64.6 | 63.8 | 64.7 |
| Upper Quartile | 80.0 | 81.0 | 81.0 | 69.0 | 70.8 | 70.0 |
| Median | 78.0 | 72.0 | 79.0 | 63.0 | 62.5 | 63.0 |
| Lower Quartile | 74.0 | 67.0 | 74.0 | 61.0 | 55.0 | 61.0 |
| Metropolitan | | | | | | |
| Mean | 73.9 | 67.8 | 74.4 | 63.1 | 62.8 | 63.4 |
| Upper Quartile | 77.3 | 73.0 | 77.3 | 67.5 | 71.5 | 68.0 |
| Median | 74.0 | 69.0 | 74.5 | 63.5 | 62.0 | 64.5 |
| Lower Quartile | 72.5 | 60.5 | 73.0 | 59.0 | 52.5 | 59.8 |
| London Boroughs | | | | | | |
| Mean | 67.5 | 64.7 | 69.2 | 57.0 | 57.9 | 56.5 |
| Upper Quartile | 72.5 | 70.5 | 74.0 | 62.0 | 64.3 | 62.3 |
| Median | 68.0 | 65.0 | 69.0 | 56.0 | 55.0 | 55.0 |
| Lower Quartile | 63.5 | 59.8 | 65.0 | 52.8 | 52.0 | 52.3 |

Benchmarking is also possible against other ALMOs. The table below shows the median and plus upper and lower quartiles recorded for ALMOs in 2005/06. Again each statistic is based only on those respondents that provided a rating (i.e. excluding 'don't know' and non-respondents), and in each case the sample base is quoted.

Table 5

| BVPI Benchmarks for ALMOs 2005/06 | | | | |
|---|--------------|--------------|--------------|--------------|
| (Source: www.almos.org.uk) | | | | |
| | BV74a | BV74b | BV74c | BV75a |
| Gateshead | 76 | 71 | 76 | 65 |
| Upper Quartile | 79.00 | 77.50 | 80 | 69.37 |
| Median | 75.00 | 69.10 | 76 | 61 |
| Lower Quartile | 71.70 | 58.10 | 73 | 56 |
| Number of ALMOs in sample | 45 | 38 | 40 | 45 |

✦ Views On The Home & Communities In Which Tenants Live

Introduction

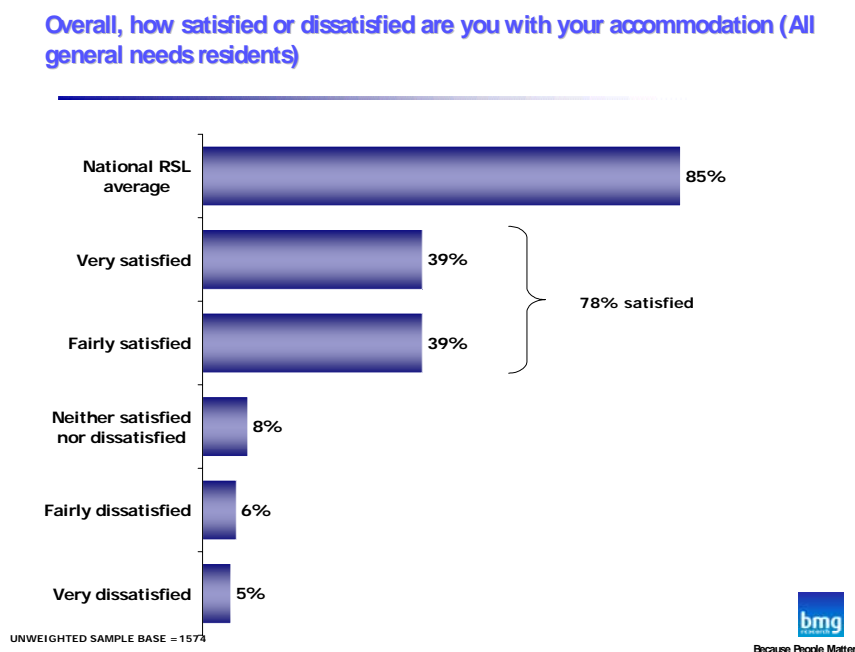
This section looks at tenants' homes and surrounding areas, and investigates satisfaction with homes, conditions of property and possible neighbourhood issues.

Satisfaction with home

Overall Satisfaction

All tenants were asked to rate their satisfaction with the home/accommodation in which they live. Overall, the results are positive with nearly eight in ten tenants (78%) being satisfied, including 39% indicating that they are very satisfied. In contrast just one in eight (12%) are dissatisfied. Amongst those tenants who provided a valid response 80% were satisfied and 12% dissatisfied.

Figure 3



Further analysis show that tenants of non working age are more likely to be satisfied with their accommodation than those who are of working age (89% c.f. 70%). Furthermore just 49% of tenants aged 16-34 are satisfied with their home with 31% being dissatisfied.

Tenants who consider themselves as belonging to a Black and Minority Ethnic Group (BMEs) are less likely than non-BMEs to indicate that they are satisfied with their accommodation (64% and 79% respectively).

Further analysis by area is shown in table 6. There are no significant differences in satisfaction with accommodation between tenants residing Pathfinder and Non-Pathfinder areas. However when responses are viewed by Housing and Neighbourhood Management Areas satisfaction with accommodation is highest among tenants of the Central and West areas.

Table 6

| Overall Satisfaction with accommodation by Area (All general needs tenants) | | | | |
|---|-------------|----------------|------------------------|------------------------|
| | Satisfied % | Dissatisfied % | Balance score % points | Unweighted Sample Base |
| Pathfinder Area | 81 | 12 | +69 | 399 |
| Non Pathfinder Area | 78 | 12 | +66 | 1175 |
| Housing Management Areas | | | | |
| Central | 83 | 10 | +73 | 297 |
| East | 77 | 10 | +67 | 337 |
| Inner West | 75 | 17 | +58 | 276 |
| South | 75 | 14 | +61 | 380 |
| West | 84 | 8 | +76 | 284 |
| Neighbourhood Management Areas | | | | |
| Central | 84 | 10 | +74 | 321 |
| East | 78 | 10 | +68 | 349 |
| Inner West | 73 | 18 | +55 | 226 |
| South | 74 | 14 | +60 | 394 |
| West | 84 | 8 | +76 | 284 |

Drilling down further it appears particular attention may be needed in the following wards where satisfaction with accommodation is lowest:

- High Fell (65% satisfied, unweighed base 136);
- Whickham North (71% satisfied, unweighed base 42);
- Wardley and Leam Lane (72% satisfied unweighed base 51);
- Dunston and Teams (73% satisfied, unweighed base 138).

Views on rooms

All tenants were asked whether they thought that the number of rooms their home has was too few, too many or about right. Overall 16% of tenants felt the home they lived in had too few rooms, whilst 9% thought conversely too many. The vast majority of tenants (73%) indicated that they had the right number of rooms with the residual (2%) not providing a response.

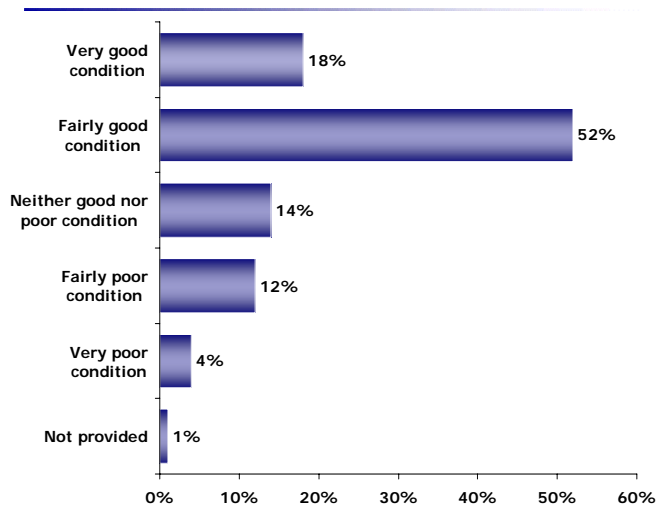
With regard to few rooms the research reveals that this is more pronounced amongst the following customer groups: 16-34 year olds (31%) and households with children (34%).

General condition of homes

Thinking further about this key issue, tenants were asked to describe the general condition of their property. As can be seen from the following figure, the vast majority of tenants (70%) describe the general condition of their property as good, including 18% describing it as very good. Conversely one in seven tenants (15%) described this as poor.

Figure 4

How would you describe the general condition of their property
(All general needs residents)



UNWEIGHTED SAMPLE BASE = 1574



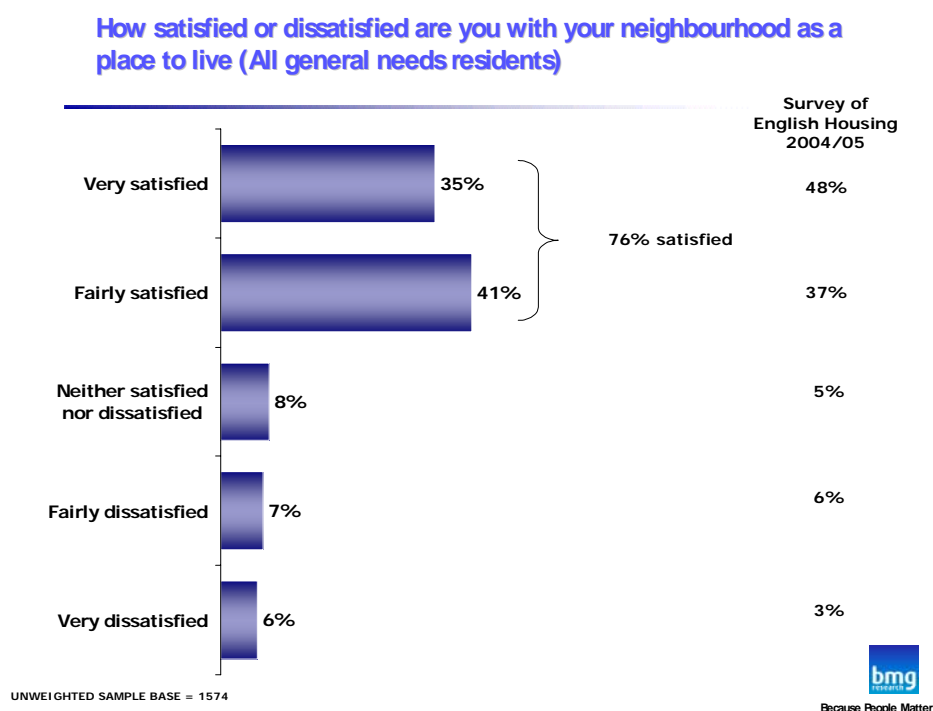
Older tenants are more likely to be satisfied with the general condition of their homes than younger tenants (81% of those aged 60+ compared to 51% of those aged under 34 and 58% of 35-59 year olds. Homes containing children are also less likely to describe the general condition of their property as good (49%).

Satisfaction with the neighbourhoods in which tenants live

All tenants were asked how satisfied or dissatisfied they are with their neighbourhood as a place to live.

Overall, three-quarters (76%) are satisfied with their neighbourhood as a place to live, including over a third who are very satisfied. In contrast, one in eight tenants (13%) are dissatisfied. Amongst tenants who provided a valid response 78% were satisfied and 14% dissatisfied.

Figure 5



Looking at general needs tenants there is variation by ethnicity, with satisfaction levels standing at 77% and 56% respectively for both non-BME and BME tenants.

Levels of satisfaction vary far greater by age. Overall, neighbourhood satisfaction is greatest for older tenants, namely the 60+ age group (85%) as compared to those aged 16-34 (61%) and 35-59 (68%). Indeed amongst the under 34s 27% were dissatisfied with the neighbourhood in which they live.

To fully understand neighbourhood satisfaction it is important to review responses spatially. As Table 7 illustrates there are key differences by area namely:

- Residents in Pathfinder areas are significantly more likely than those in Non-Pathfinder areas to be dissatisfied with their neighbourhood as a place to live.
- Neighbourhood dissatisfaction is highest in the Central and South Housing Management areas with a similar pattern seen with Neighbourhood Management Areas.

Table 7

| Overall Satisfaction With Neighbourhood by Area (All general needs tenants) | | | | |
|---|-------------|----------------|------------------------|------------------------|
| | Satisfied % | Dissatisfied % | Balance score % points | Unweighted Sample Base |
| Pathfinder Area | 73 | 18 | +55 | 399 |
| Non Pathfinder Area | 77 | 13 | +64 | 1175 |
| Housing Management Areas | | | | |
| Central | 74 | 17 | +57 | 297 |
| East | 80 | 10 | +70 | 337 |
| Inner West | 76 | 14 | +62 | 276 |
| South | 72 | 16 | +56 | 380 |
| West | 80 | 11 | +69 | 284 |
| Neighbourhood Management Areas | | | | |
| Central | 75 | 16 | +59 | 321 |
| East | 80 | 11 | +69 | 349 |
| Inner West | 74 | 16 | +58 | 226 |
| South | 73 | 15 | +58 | 394 |
| West | 80 | 11 | +69 | 284 |

Further analysis on a ward level suggests tenants of the following wards are least satisfied with their neighbourhood as a place to live:

- Bridges (28% dissatisfied, unweighted sample base 149);
- Dunston and Teams (21% dissatisfied, unweighted sample base 138).

All tenants were presented with a list of 11 issues and asked whether they thought each item was not a problem, a slight problem or a serious problem within their neighbourhood. Focusing on the top three issues that are causing the most problems (**serious**) in tenants neighbourhoods are...



Looking at each of these key problems in detail reveals some spatial differences in perceptions of these issues:

- When considering litter and rubbish on the street, tenants within Pathfinder Areas are significantly more likely to state this as a serious problem (23%) compared to those in Non-Pathfinder Areas (18%). However a similar proportion in each Housing and Neighbourhood Management Area state this as a serious problem.
- On issues of vandalism, residents in Pathfinder Areas are also significantly more likely to describe this as a serious problem (18%) compared to Non-Pathfinder Areas (13%). The issue of vandalism also seems to be accentuated in the South Housing Management Area (19% of tenants here state it is a serious problem).
- The problem of dogs however is more consistent spatially, with no significant differences between Pathfinder and Non-Pathfinder areas, Neighbourhood Management Areas and Housing Management Areas.

The table below shows the full analysis of the serious problems tenants face in their neighbourhoods.

Table 8

| Serious problems experienced by tenants (All tenants) | | |
|--|----------|--|
| | % | Survey of English Housing 2004/05 % |
| Litter and rubbish | 19 | 13 |
| Drug dealing | 13 | No data |
| Dogs | 14 | 6 |
| Vandalism | 14 | 10 |
| Noise from traffic | 10 | 19 |
| Other crime | 10 | 5 |
| Noise from people | 10 | 6 |
| Problems with neighbours | 8 | 4 |
| People causing damage to your home | 3 | No data |
| Graffiti | 7 | 5 |
| Racial harassment | 2 | 1 |
| Unweighted Sample Base = 1574 | | |

Clearly we also find that amongst those tenants who are dissatisfied with the neighbourhood in which they live are much more likely to quote serious problems in their neighbourhood. For example amongst such dissatisfied tenants the following proportion cited such issues as a serious problem: vandalism (39%); graffiti (20%); dogs (28%); litter (45%); problems with neighbours (28%); racial harassment (7%); noise from people (37%); noise from traffic (23%); people causing damage to your home (11%) and drug dealing (39%). In terms of racial harassment taking the broader definition of BME, 33% of such respondents indicated that this was a serious problem.

✦ Overall Satisfaction with The Landlord

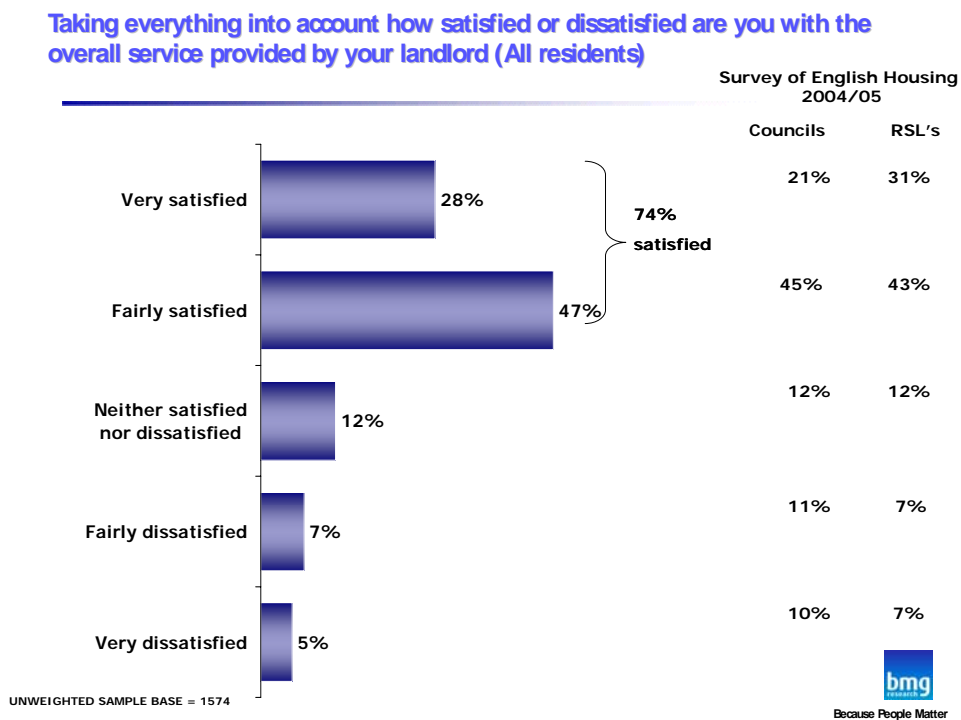
Introduction

This section presents overall satisfaction with landlord and looks at some of the drivers of satisfaction amongst tenants. It also looks at which tenants are likely to recommend their landlord to friends and relations.

Overall satisfaction

All tenants were asked taking everything into account how satisfied or dissatisfied they are with the overall service provided by their landlord. Taking all tenants into account including those who did not provide an answer (2%) in total 74% indicated they are satisfied with the overall service contrasting with 12% who are dissatisfied. Looking at just those who provide a valid response, 75.7% were satisfied. Amongst BME tenants (excluding White Irish and other White), 68.9% were satisfied compared with 75.8% of non-BME tenants. Clearly there are a number of Irish and Other White European tenants, the latter include a growing proportion from Eastern Europe. Using an alternative measure of ethnicity where by non-BME is classified as being only White British satisfactions levels stand at 75.8% for non BME tenants and 71.4% for BME's.

Figure 6



How this result compares with draft 2006 BVPI national averages is shown in table 9.

Table 9

| TENANTS SATISFIED WITH OVERALL SERVICE PROVIDED BY LANDLORD (BV74a) | |
|--|--------------|
| | % |
| The Gateshead Housing Company | 75.75 |
| All Single Tier and Counties | |
| Mean | 72.5 |
| Upper Quartile | 78.0 |
| Median | 74.0 |
| Lower Quartile | 68.0 |
| Unitaries | |
| Mean | 76.9 |
| Upper Quartile | 80.0 |
| Median | 78.0 |
| Lower Quartile | 74.0 |
| Metropolitan | |
| Mean | 73.9 |
| Upper Quartile | 77.3 |
| Median | 74.0 |
| Lower Quartile | 72.5 |
| London Boroughs | |
| Mean | 67.5 |
| Upper Quartile | 72.5 |
| Median | 68.0 |
| Lower Quartile | 63.5 |
| Source: Draft 2006 BVPI Satisfaction Data | |

Comparing TGHC with other ALMOs using 2004/05 data from Housing Corporation database we can see that overall satisfaction is slightly above the ALMO median.

Table 10

| TENANTS OF ALMOs SATISFIED WITH THE OVERALL SERVICE PROVIDED BY THEIR LANDLORD | |
|--|-------|
| | % |
| The Gateshead Housing Company | 75.75 |
| ALMO Upper Quartile | 79.00 |
| ALMO Median | 75.00 |
| ALMO Lower Quartile | 71.70 |
| Source: 'Housemark 2004/2005' | |

The following table investigates the responses of **all tenants** who are satisfied amongst different resident groups. Satisfaction levels are lower amongst the under 59's, households with children and BMEs. We can also see the clear link between how perceptions regarding value for money, the repairs service and customer contact all have a bearing on overall satisfaction levels, particularly the repairs service.

Table 11

| Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? Percentage satisfied. (All tenants) | | | |
|--|-------------|----------------|---------------|
| Sample | Satisfied % | Dissatisfied % | Balance Score |
| Age / Family | | | |
| 16-34 | 55 | 21 | +34 |
| 25-59 | 67 | 18 | +49 |
| 60+ | 83 | 6 | +77 |
| With children | 56 | 19 | +37 |
| Ethnicity | | | |
| BME | 68 | 11 | +57 |
| NON BME | 75 | 12 | +63 |
| Contact with TGHC | | | |
| Yes | 73 | 14 | +59 |
| No | 79 | 6 | +73 |
| Views on repairs service | | | |
| Satisfied | 90 | 3 | +87 |
| Dissatisfied | 28 | 48 | -20 |
| Satisfaction with involvement | | | |
| Satisfied | 90 | 3 | +87 |
| Dissatisfied | 18 | 61 | -43 |
| Value for Money | | | |
| Good value | 94 | 2 | +92 |
| Not Good value | 25 | 39 | -14 |

In addition if tenants are not happy with their home this also has a major bearing on overall satisfaction levels. Thus amongst those tenants happy with their home 86% are satisfied with the overall performance of their landlord, with just 5% being dissatisfied. Conversely where tenants are not satisfied with their home just 32% are satisfied with their landlord, whilst 39% are dissatisfied – a negative balance score.

Analysis by area shows that there are no significant differences in overall satisfaction between tenants in Pathfinder and Non-Pathfinder areas. However when results are viewed by management areas dissatisfaction is higher in the Inner west and South areas.

Table 12

| Overall Satisfaction With the Overall Service Provided Analysed by Area (All general needs tenants) | | | | |
|--|------------------------|---------------------------|-----------------------------------|-----------------------------------|
| | Satisfied % | Dissatisfied % | Balance score % points | Unweighted Sample Base |
| Pathfinder Area | 74 | 14 | +60 | 399 |
| Non Pathfinder Area | 74 | 11 | +63 | 1175 |
| Housing Management Areas | | | | |
| Central | 75 | 13 | +62 | 297 |
| East | 75 | 9 | +66 | 337 |
| Inner West | 72 | 13 | +59 | 276 |
| South | 71 | 14 | +57 | 380 |
| West | 78 | 8 | +70 | 284 |
| Neighbourhood Management Areas | | | | |
| Central | 76 | 12 | +64 | 321 |
| East | 75 | 10 | +65 | 349 |
| Inner West | 71 | 14 | +57 | 226 |
| South | 71 | 14 | +57 | 394 |
| West | 78 | 8 | +70 | 284 |

At ward level tenants of the following wards are least satisfied with the overall service provided by Gateshead Council.

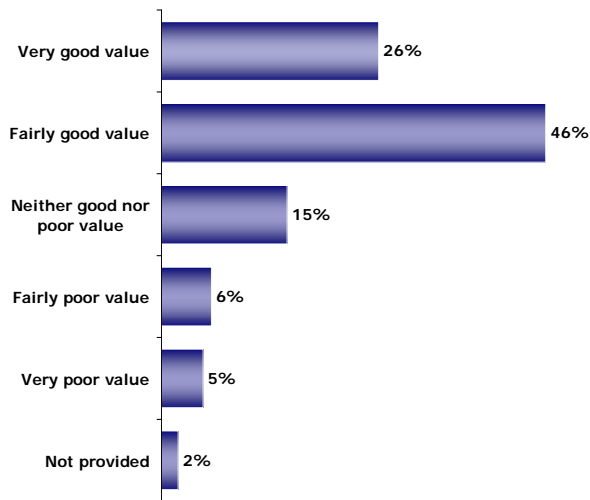
- High Fell (21% dissatisfied, unweighted sample base 136);
- Bridges (18% dissatisfied, unweighted sample base 149):
- Birtley (17% dissatisfied, unweighted sample base 55):

Value for money

Building on from the above, respondents were then asked whether their rent represents good or poor value for money. Seven in ten tenants (72%) think that their rent represents good value for money. Conversely, 11% thought it represents poor value. Amongst those tenants who provided a valid response the former figures rises to 73%.

Figure 7

Taking into account your home and the service your landlord provides, do you think that the rent for this property represents good or poor value for money (All general needs residents)



UNWEIGHTED SAMPLE BASE = 1574



Looking at the results in more depth reveals some variations in terms of age with agreement on getting value for money ranging from 83% of the over 60s down to 62% of the 35-59 age group and 51% of the under 34s. Satisfaction with value for money was also lowest amongst households with children (54% view rent as offering good value for money).

Three most important services

All tenants were provided with a list of six core services and asked which they considered to be the three most important. The results are as follows:

- The most important service is repair and maintenance (cited by 83% of respondents)
- The second important service is the overall quality of their home (67%);
- The third most important is value for money (49%).

A full summary of the results is provided below.

Table 13

| Which of the following services do you consider to be the most important | % |
|--|-----|
| Overall quality of your home | 67% |
| Repairs and maintenance | 83% |
| Value for money for your rent | 49% |
| Keeping tenants informed | 46% |
| Taking tenants' views into account | 33% |
| Involving tenants in the management of their housing | 7% |
| Not provided | 3% |
| Unweighted Sample Base = 1574 | |

This priority order is consistent among residents of Pathfinder and Non-Pathfinder areas. However it is noticeable that significantly more tenants from Non-Pathfinder areas say repairs and maintenance is one of their top three most important issues (69% c.f. 60%). Tenant involvement in the management of housing was stated as an important issue by significantly more tenants in Pathfinder areas compared to Non-Pathfinder area (9% c.f. 6%).

What services need much improvement?

All tenants were provided with the same list of six core service areas and asked which of these required no improvement, some improvement or much improvement. The responses are provided in the table below.

Table 14

| How much do you think each of the following services needs improving (All general needs tenants) | | | | |
|--|----------------------------|------------------------------|------------------------------|------------------------------|
| | No improvement needed % | Some improvement needed % | Much improvement needed % | Don't know/not provided % |
| Overall quality of your home | 16 | 43 | 23 | 18 |
| Taking tenants' views into account | 21 | 35 | 15 | 28 |
| Repairs and maintenance | 27 | 36 | 21 | 16 |
| Value for money for your rent | 31 | 29 | 14 | 26 |
| Keeping tenants informed | 36 | 32 | 10 | 22 |
| Involving tenants in the management of their housing | 25 | 27 | 7 | 41 |
| Unweighted sample base = 1574 | | | | |

Over two in five (23%) of tenants state much improvement is needed to the overall quality of the home. This rises to 27% in the Inner West and 26% in the South Housing Management Area. Similar results are also evident among residents within the Inner West and South Neighbourhood Management areas (in both 27% state much improvement needed).

✦ The Repairs Service

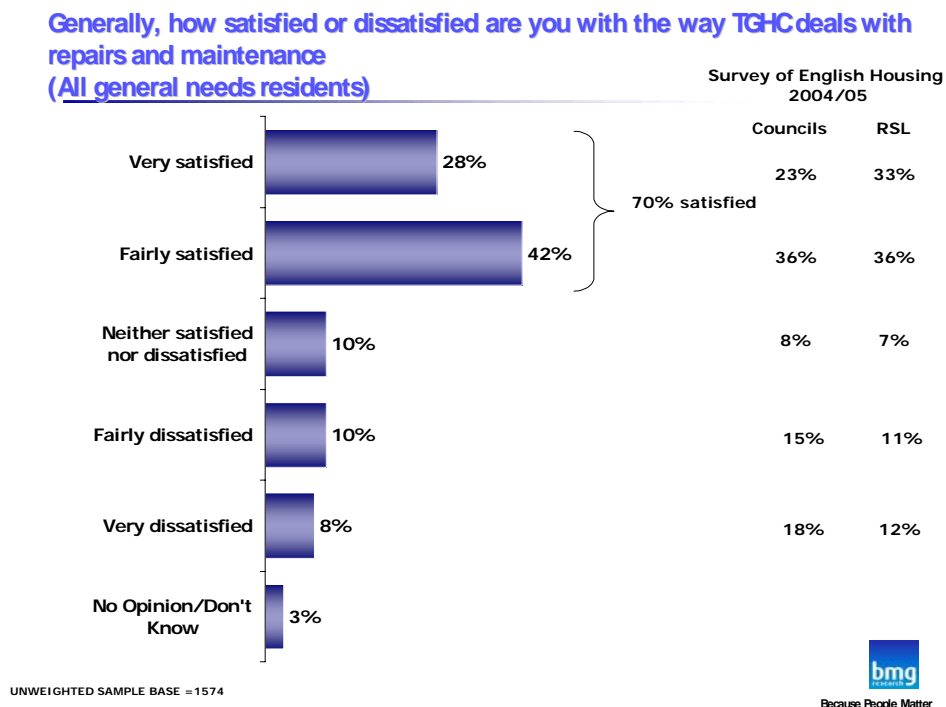
Introduction

This section presents the findings related to the repair service, including satisfaction with the repairs service; numbers of tenants who have had repairs completed in the last year; ratings of this repair and opinions on property improvements needed.

Satisfaction with the repairs service

Regardless of whether tenants have had a repair completed, everyone was asked to indicate their level of satisfaction. Overall, 70% of tenants who responded to the survey are satisfied with the way in which their landlord deals with repairs and maintenance, whilst only 17% are dissatisfied. Where a valid response had provided i.e. no responses excluded 72% were satisfied and 18% dissatisfied.

Figure 8



Investigating this further, looking at different resident groups, as the following table shows, there are some notable differences:

- Satisfaction levels are lowest amongst those tenants with children where just 51% are satisfied.
- Amongst those tenants aged under 34, 48% were satisfied, compared to 62% of 35-59 year olds and 81% of those aged over 60. Indeed amongst the youngest age group 31% of such tenants were dissatisfied.
- Amongst those tenants who had had a repair completed over the past 12 months, 74% were satisfied with the repairs service and 17% were dissatisfied.

Analysis by area shows no significant differences in overall satisfaction with the repairs service between tenants in path finder and Non-Pathfinder areas.

However as table 15 illustrates repairs satisfaction does vary by Management Area, the highest being in the West and the lowest being in the South.

Table 15

| Overall Satisfaction With Repairs Service by Area (All general needs tenants) | | | | |
|--|--------------------|-----------------------|-------------------------------|-------------------------------|
| | Satisfied % | Dissatisfied % | Balance score % points | Unweighted Sample Base |
| Pathfinder Area | 69 | 20 | +49 | 399 |
| Non Pathfinder Area | 70 | 16 | +54 | 1175 |
| Housing Management Areas | | | | |
| Central | 68 | 21 | +47 | 297 |
| East | 72 | 15 | +57 | 337 |
| Inner West | 73 | 18 | +55 | 276 |
| South | 63 | 21 | +42 | 380 |
| West | 76 | 10 | +66 | 284 |
| Neighbourhood Management Areas | | | | |
| Central | 69 | 19 | +50 | 321 |
| East | 72 | 16 | +56 | 349 |
| Inner West | 73 | 19 | +54 | 226 |
| South | 63 | 21 | +42 | 394 |
| West | 76 | 10 | +66 | 284 |

Incidence of Repairs & Views on the Last Repair Completed

Requesting a repair and incidence

Overall, 69% of all tenants have requested at least one repair to their home at some stage over the past year. In addition 65% of all tenants indicate that a repair has been completed.

Views on the Last Repair Completed

Those tenants who have had repairs completed in the past 12 months were then asked to rate a number of aspects of the repairs service that they had experienced. As the table below shows, of those tenants that have had a repair completed in the past 12 months, tenants rated the attitude and manner of the workers the highest. The time taken before the work was started received the lowest rating amongst tenants and indicates where attention is merited. Despite this the results overall are extremely positive.

Table 16

| Thinking about your last completed repair, how would you rate it in terms of...? (All tenants including those who had no opinion or did not provide a response) | | | |
|--|-----------------|----------------------------------|-----------------|
| | Good (%) | Neither good nor poor (%) | Poor (%) |
| Being told when workers would call | 81 | 7 | 9 |
| Time taken before work started | 67 | 9 | 14 |
| Speed at which the work was completed | 77 | 8 | 7 |
| Attitude of workers | 84 | 5 | 4 |
| Overall quality of repair work | 74 | 9 | 10 |
| Keeping dirt and mess to a minimum | 80 | 6 | 7 |
| Unweighted sample base: 1026 | | | |

Looking at the above results but by those who gave a valid response the results are as follows.

Table 17

| Thinking about your last completed repair, how would you rate it in terms of...? (All tenants where a valid response) | | | |
|--|-----------------|-----------------|--------------------|
| | Good (%) | Poor (%) | Sample Base |
| Being told when workers would call | 84 | 9 | 997 |
| Time taken before work started | 74 | 16 | 926 |
| Speed at which the work was completed | 83 | 8 | 946 |
| Attitude of workers | 91 | 4 | 954 |
| Overall quality of repair work | 80 | 11 | 951 |
| Keeping dirt and mess to a minimum | 86 | 8 | 961 |

✦ Contact with Their Landlord

Introduction

This section includes details of if, and how, tenants have contacted TGHC and whether they were satisfied with their last contact.

Contact in last 12 months

Other than to pay their rent overall, 74% of tenants have been in contact with their landlord within the last 12 months. This level of interaction was greatest amongst those aged 34 (82%) but slightly lower amongst 35-59 year olds (78%) and 70% of the over 60s. In addition household with children were also more likely to have been in contact over the past year with 81% indicating this to be the case.

Of further interest is the fact that 87% of tenants who are dissatisfied with the overall service provided by their landlord had been in contact over the course of the year compared to just 72% of tenants who are satisfied with the Council. Such enhanced levels of contact are also evident amongst those tenants who are dissatisfied with their neighbourhood (79%) and those who are dissatisfied with the repairs service (84%).

Method of contact

The majority of tenants (76%) who have been in contact with their landlord in the past 12 months **last** contacted them by telephone, whilst only 16% visited the office in person. Younger tenants are less likely to use the phone than older tenants. Thus for example of the over 60's 81% used the phone and 12% visited an office in contrast to 16-34 year olds of whom 66% used the phone and 21% visited an office.

Table 18

| How did you last contact their landlord? (All tenants who have contacted landlord in the last 12 months) | |
|---|----|
| | % |
| By telephone | 76 |
| Visited the office | 16 |
| Wrote | 1 |
| Email | 1 |
| Other | <1 |
| Not provided/Don't know | 6 |
| UNWEIGHTED SAMPLE BASE: 1162 | |

Reason for contact

All tenants who had been in contact with their landlord over the past 12 months were asked the reason for that contact, with repairs clearly being the most striking point.

Table 19

| What did you last have contact about? (All tenants who had contacted their landlord in the last 12 months) | |
|---|----------|
| | % |
| Repairs | 71 |
| Rent / housing benefit | 7 |
| Transfer/exchange/sale | 4 |
| Neighbours | 3 |
| Other | 8 |
| Not Provided/Don't know | 6 |
| UNWEIGHTED SAMPLE BASE: 1162 | |

Levels of satisfaction with certain aspects and the final outcome of their contact

Getting hold of the right person, staff and dealing with queries

The majority of tenants (63%) who had been in contact over the past year felt it was easy getting hold of the right person, although 21% thought it was difficult. Levels of difficulty seem to be more accentuated amongst 16-34 year olds (26%) and BME tenants (33%). Furthermore it is interesting to note that amongst those tenants who had been in contact with their landlord at sometime over year and who were dissatisfied with the overall performance of the landlord, 50% cited difficulty in getting hold of the right person.

A higher percentage (81%) felt that staff they had been in contact with had been helpful with 8% stating the opposite. A similarly high percentage (76%) felt that staff were able to deal with the problem, although 14% replied the opposite.

Final outcome of their contact

Finally tenants were asked how satisfied they were overall with this contact. In total, 63% of such tenants were satisfied whilst 26% were dissatisfied with this final outcome. Such results indicate customer handling still has some way to go and the landlord should be aiming at the very least of driving satisfaction levels above and beyond 70% and reducing dissatisfaction levels to below 20%.

Looking at this data in more depth reveals that TGHC seems to achieve better satisfaction levels with older tenants. In total 69% of tenants of 11 years and over were satisfied with the final outcome but this figure drops off to 61% among those residents of 2 years and under. Levels of satisfaction with the final outcome also drop for example to 46% of the 16-34 age group and 51% of tenants with children. Indeed within these latter two groups levels of dissatisfaction rise to 35% and 33% respectively. These findings clearly merit further assessment and discussion with tenants and tenants' groups/forums.

Introduction

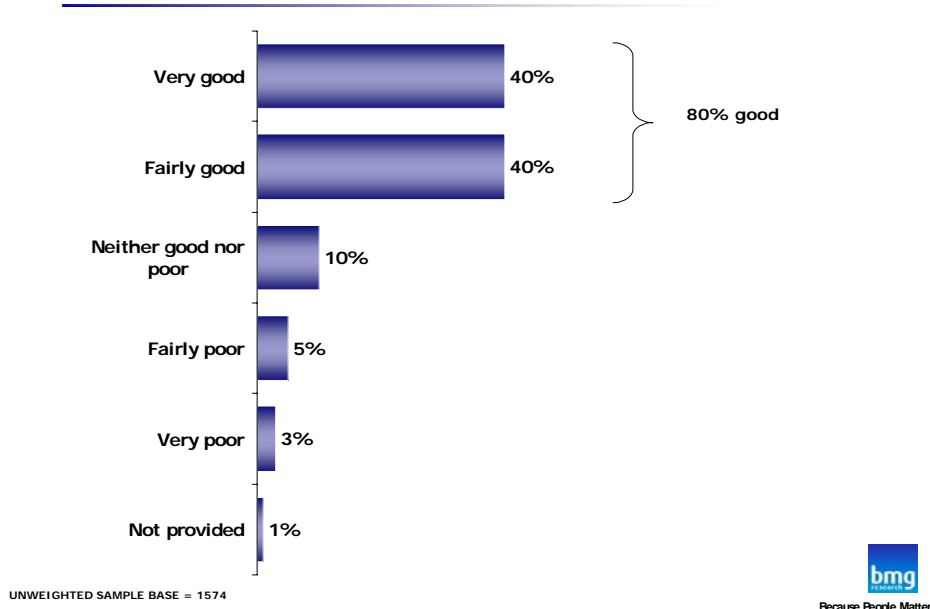
This section looks at tenants' perceptions of how well they are kept informed by their landlord of things that may affect them, the opportunities for participation in management and decision-making and how much account is taken of their views when decisions are made.

Keeping tenants informed

Tenants were asked to think about how their landlord informs them about things that may affect them as a resident and whether they felt that this was good enough. Clearly a high proportion of tenants (80%) feel they are kept well informed. This figure drops somewhat to 64% among 16-34 year olds. When results are viewed by ethnicity 80% of non-BME tenants feel informed compared to 75% of BME groups. Where a valid response is provided 81.5% of tenants rate their landlord as very/fairly good at keeping them informed.

Figure 9

**Generally, how good or poor do you feel GHC is at keeping you informed about things that might affect you as a tenant?
(All tenants)**



The variations are noted below.

Table 20

| Sample | % | Unweighted Sample Base |
|---------------------------------|----|------------------------|
| Age / Family | | |
| 16-34 | 64 | 219 |
| 35-59 | 76 | 528 |
| 60+ | 86 | 742 |
| | | |
| Households with Children | | |
| With children | 67 | 287 |
| | | |
| Ethnicity | | |
| BME | 75 | 141 |
| Non BME | 80 | 1405 |

Looking at the table above in more depth we can see some marked variations between the younger and older tenants in relation to satisfaction levels, as well as some more subtle variations between those households with children. This merits further assessment.

A shown in table 21, tenants in the Central & South Management Areas are most likely to state that they feel poorly informed by TGHC about things that may affect them.

Table 21

| Satisfaction With GHA Keeping tenants informed (All general needs tenants) | | | | |
|--|--------|--------|------------------------|------------------------|
| | Good % | Poor % | Balance score % points | Unweighted Sample Base |
| Pathfinder Area | 79 | 10 | +69 | 399 |
| Non Pathfinder Area | 81 | 8 | +73 | 1175 |
| Housing Management Areas | | | | |
| Central | 78 | 11 | +67 | 297 |
| East | 83 | 6 | +77 | 337 |
| Inner West | 79 | 8 | +71 | 276 |
| South | 78 | 10 | +68 | 380 |
| West | 84 | 5 | +79 | 284 |
| Neighbourhood Management Areas | | | | |
| Central | 78 | 10 | +68 | 321 |
| East | 83 | 6 | +77 | 349 |
| Inner West | 80 | 8 | +72 | 226 |
| South | 77 | 11 | +66 | 394 |
| West | 84 | 5 | +79 | 284 |

How much account do tenants feel their landlord takes?

Many tenants (71%) feel that their landlord takes into account the view of tenants when making decisions. There are clear variations in such opinion by both age and ethnicity as the table below indicates. Furthermore 13% tenants hold no particular view with regard to this matter. Where a valid response is given this rate rises to 73%.

Table 22

| How much does TGHC consider the views of tenants when making decisions? | | | | |
|--|--------------|-----------------|--------------------|-------------------|
| (All tenants) | | | | |
| | A lot | A little | None at all | No opinion |
| | % | % | % | % |
| Total | 30 | 41 | 13 | 13 |
| 16-34 | 17 | 47 | 19 | 16 |
| 35-59 | 25 | 42 | 17 | 14 |
| 60+ | 35 | 39 | 9 | 13 |
| Non BME | 30 | 41 | 13 | 13 |
| BME | 23 | 31 | 14 | 21 |
| Unweighted sample base = 1574 | | | | |

Satisfaction with Opportunities for Participation

Tenants were also asked to describe their satisfaction with the opportunities to get involved in the management and decision-making of their landlord. Of all tenants over half of tenants (54%) are satisfied with such opportunities whilst nearly a quarter (22%) being indifferent and 14% holding no opinion. In terms of age satisfaction levels tend to register highest amongst the over 60s (62%) before falling back to 50% amongst the 35-59 age group and just 33% of tenants aged under 34s.

In terms of the statutory BVPI where only valid responses are included, the satisfaction rates for BME and non-BME tenants are 62.5% and 64.8% respectively compared to 65.1% of all tenants. On the wider measure of ethnicity used by DCLG 64.8% of non-BME tenants are satisfied compared to 64.7% of BME tenants.

Figure 10

Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making (All tenants)

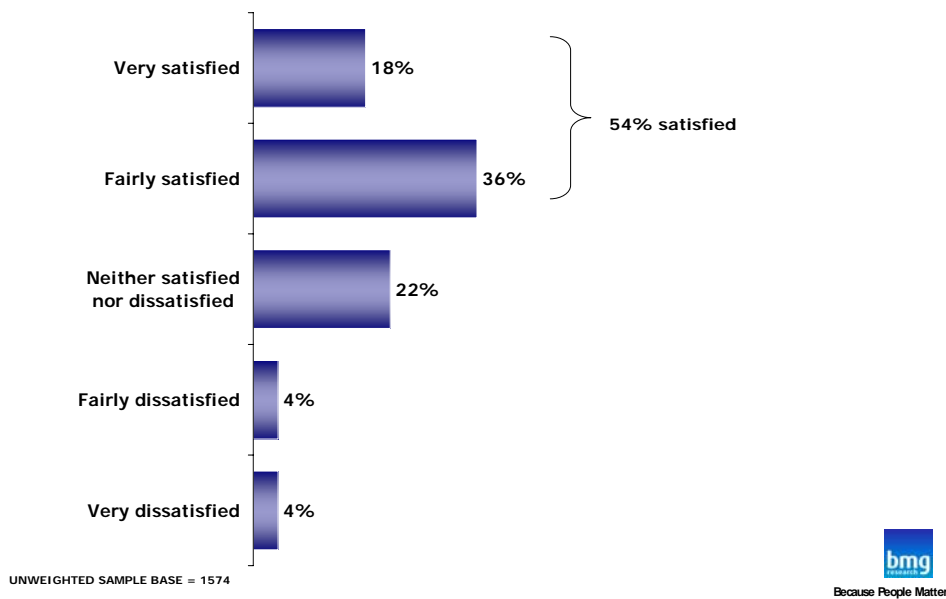


Table 23 shows how this result compares to the 2006 draft BVPI averages.

Table 23

| TENANTS SATISFIED WITH OPPORTUNITIES FOR MANAGEMENT AND DECISION MAKING (BV75a) | |
|--|-------------|
| | % |
| The Gateshead Housing Company | 65.1 |
| All Single Tier and Counties | |
| Mean | 61.3 |
| Upper Quartile | 67.0 |
| Median | 61.0 |
| Lower Quartile | 56.0 |
| Unitaries | |
| Mean | 64.6 |
| Upper Quartile | 69.0 |
| Median | 63.0 |
| Lower Quartile | 61.0 |
| Metropolitan | |
| Mean | 63.1 |
| Upper Quartile | 67.5 |
| Median | 63.5 |
| Lower Quartile | 59.0 |
| London Boroughs | |
| Mean | 57.0 |
| Upper Quartile | 62.0 |
| Median | 56.0 |
| Lower Quartile | 52.8 |
| Source: Draft BVPI 2006 data | |

Comparing TGHC with other ALMOs using 2004/05 data from Housing Corporation database we can see that tenants' satisfaction with participation is below the median for ALMOs and is only just above the lower quartile.

Table 24

| % OF ALMO TENANTS SATISFIED WITH OPPORTUNITIES FOR PARTICIPATION IN MANAGEMENT AND DECISION-MAKING | |
|---|-------------|
| | % |
| The Gateshead Housing Company | 65.1 |
| ALMO Upper Quartile | 69.37 |
| ALMO Median | 61 |
| ALMO Lower Quartile | 56 |
| Source: www.almos.org.uk | |

So that TGHC can identify areas where particular effort is required to improve participation in management and decision making, responses have been analysed by area. Looking among all respondents, the Central Neighbourhood Management Area has the highest proportion of tenants who are dissatisfied with opportunities for participation in management and decision making although in all other areas dissatisfaction is low (below 10%).

Table 25

| Satisfaction With Opportunities for Participation in Management and Decision Making | | | | |
|--|------------------|---------------------|----------------------|--------------------|
| (All general needs tenants) | | | | |
| | Satisfied | Dissatisfied | Balance score | Unweighted |
| | % | % | % points | Sample Base |
| Pathfinder Area | 56 | 9 | +45 | 399 |
| Non Pathfinder Area | 54 | 7 | +47 | 1175 |
| Housing Management Areas | | | | |
| Central | 56 | 9 | +47 | 297 |
| East | 59 | 6 | +53 | 337 |
| Inner West | 55 | 9 | +46 | 276 |
| South | 51 | 8 | +43 | 380 |
| West | 53 | 5 | +48 | 284 |
| Neighbourhood Management Areas | | | | |
| Central | 54 | 10 | +44 | 321 |
| East | 59 | 6 | +53 | 349 |
| Inner West | 55 | 9 | +46 | 226 |
| South | 51 | 8 | +43 | 394 |
| West | 53 | 5 | +48 | 284 |

Tenant Compacts

Overall 42% of tenants had heard of tenant compacts with this figure rising to 50% of the over 60s but falling to 15% of tenants aged under 34 years of age.

Tenants who have heard of Tenant Participation Compacts were asked how satisfied or dissatisfied they are with their locally agreed Tenant Participation Compact. Just under seven in ten (69%) indicated that they are satisfied with just 2% indicating that they are dissatisfied. A fifth of tenants are indifferent (19%) whilst 9% replied don't know. Amongst those tenants who provided a valid response i.e. don't knows were excluded 80% of such tenants were satisfied with the tenants compact.

Respondent Profile

Introduction

The survey gathered a range of profile information from tenants. This information is important in order to understand the context in which the results have been produced. This section of the report will outline the key profile information that was gathered from all tenants. It also provides key information about the households including length of residency, household composition and the prevalence of long standing illnesses, disability or infirmity. We refer the reader to the main tabulations for more information.

Table 26

| Percentage of Tenants | |
|---|-----------|
| | Tenants % |
| Age | |
| 16-44 | 23 |
| 45-64 | 31 |
| 65-74 | 21 |
| 75+ | 20 |
| Economic Status Of Respondent (On Valid Responses) | |
| Employed | 20 |
| Unemployed looking for work | 5 |
| Retired | 39 |
| Permanently Sick / Disabled | 16 |
| Other | 8 |
| Annual household income after deductions | |
| All tenants | £8,380 |
| Reliance on benefits and Benefits | |
| Wholly rely on state benefits / pensions | 51 |
| How long been a tenant | |
| Under 2 years | 8 |
| Over 21 years | 50 |
| How long lived in this home? | |
| Under 2 years | 16 |
| Over 21 years | 28 |

Table 27

| Percentage of Tenants | |
|--|-----------|
| | Tenants % |
| Household Composition | |
| One adult aged under 60 | 17 |
| One adult aged over 60 | 29 |
| Two adults both under 60 | 8 |
| Two adults and at least one over 60 | 17 |
| Three or more adults 16 or over | 6 |
| 1 parent family with children at least one under 16 | 10 |
| 2 parent family with children at one under 16 | 8 |
| | |
| Ethnicity | |
| White British | 97 |
| White Irish | <1 |
| White Other | <1 |
| Ethnic Minorities | 2 |
| | |
| Anyone in the household have a long standing illness, disability or infirmity | |
| Yes | 55 |
| Does anyone in the household have a wheelchair? | |
| Yes | 9 |

Tenant Satisfaction Survey September 2006

About the Survey

BMG Research, an independent research agency, has been asked by Gateshead Council and the Gateshead Housing Company to find out what you think about your home, the services they provide and the area in which you live. The survey should take about 20 minutes to complete.

All your responses are confidential and will only be used to give Gateshead Council and the Gateshead Housing Company an overview of how they are doing and where improvements can be made. Gateshead Council and the Gateshead Housing Company will not be able to find out what individual respondents have written.

By completing the questionnaire you will be helping Gateshead Council and the Gateshead Housing Company improve their services.

If you have any queries about filling in the questionnaire, or would like any assistance please call the BMG Research helpline on 0800 358 0336.

Please return the questionnaire in the prepaid envelope provided by **Friday 29th September 2006**.

Bar code to be added here

BMG Reference number to be added here

INFORMATION ABOUT YOUR HOUSEHOLD

| | | | | | | | |
|-----------|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Q1 | How long have you/your household been a resident of Gateshead Council / The Gateshead Housing Company? PLEASE TICK ✓ ONE BOX ONLY | | | | | | Don't know /can't recall |
| | Under 1 year | 1-2 years | 3-5 years | 6-10 years | 11-20 years | 21+ years | |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

| | | | | | | | |
|-----------|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Q2 | How long have you/your household lived in this home? PLEASE TICK ✓ ONE BOX ONLY | | | | | | Don't know /can't recall |
| | Under 1 year | 1-2 years | 3-5 years | 6-10 years | 11-20 years | 21+ years | |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

| | | |
|-----------|--|---|
| Q3 | How many people usually live here in total? PLEASE WRITE NUMBER IN BOX | <input style="width: 30px; height: 20px;" type="text"/> |
|-----------|--|---|

| | | |
|-----------|---|---|
| Q4 | How many people living in your household are aged under 16? PLEASE WRITE NUMBER IN BOX <i>Please enter "0" if none in household</i> | <input style="width: 30px; height: 20px;" type="text"/> |
|-----------|---|---|

| | | |
|-----------|---|---|
| Q5 | How many people living in your household are aged 60 or over? PLEASE WRITE NUMBER IN BOX <i>Please enter "0" if none in household</i> | <input style="width: 30px; height: 20px;" type="text"/> |
|-----------|---|---|

| | |
|---|----------------------------|
| Q6 How would you describe the make up of your household? PLEASE TICK ✓ ONE BOX | |
| One adult under 60 | <input type="checkbox"/> 1 |
| One adult aged 60 or over | <input type="checkbox"/> 2 |
| Two adults both under 60 | <input type="checkbox"/> 3 |
| Two adults, at least one 60 or over | <input type="checkbox"/> 4 |
| Three or more adults, 16 or over | <input type="checkbox"/> 5 |
| 1-parent family with child/ren, at least one under 16 | <input type="checkbox"/> 6 |
| 2-parent family with child/ren, at least one under 16 | <input type="checkbox"/> 7 |
| Other | <input type="checkbox"/> 8 |

| | | | | |
|---|---------------------------|-----------------------------|--|-----------------------------|
| Q7 To which of these groups do you consider you belong? PLEASE TICK ✓ ONE BOX ONLY | | | | |
| White | British | <input type="checkbox"/> 1 | Irish | <input type="checkbox"/> 2 |
| | | | Any other White background Please write in | <input type="checkbox"/> 3 |
| Mixed | White and Black Caribbean | <input type="checkbox"/> 4 | White and Black African | <input type="checkbox"/> 5 |
| | White and Asian | <input type="checkbox"/> 6 | Any other mixed background Please write in | <input type="checkbox"/> 7 |
| Asian or Asian British | Indian | <input type="checkbox"/> 8 | Pakistani | <input type="checkbox"/> 9 |
| | Bangladeshi | <input type="checkbox"/> 10 | Any other Asian background Please write in | <input type="checkbox"/> 11 |
| Black or Black British | Caribbean | <input type="checkbox"/> 12 | Any other Black background Please write in | <input type="checkbox"/> 13 |
| | African | <input type="checkbox"/> 14 | | |
| Chinese or Other | Chinese | <input type="checkbox"/> 15 | Other Please write in | <input type="checkbox"/> 95 |

Q8 Do you have a longstanding illness, disability or infirmity? "Longstanding" means anything that has troubled you over a period of time or that is likely to affect you over a period of time.
PLEASE TICK ✓ ONE BOX ONLY
 Yes **1 GO TO Q9** No **2 GO TO Q10** Can't remember **3 GO TO Q10**

Q9 If you have such an illness or disability does this limit your activities in any way?
PLEASE TICK ✓ ONE BOX ONLY
 Yes **1** No **2**

Q10 Does anyone in your household use a wheelchair?
PLEASE TICK ✓ ONE BOX ONLY
 Yes **1** No **2**

INFORMATION ABOUT YOUR HOUSING & NEIGHBOURHOOD

Q11 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided the Gateshead Housing Company?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | |
|-----------------------------------|-----------------------------------|------------------------------------|-----------------------------------|-----------------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Q12 Taking into account your home and the services the Gateshead Housing Company provides, do you think that they represent good or poor value for money?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH

| | | | | |
|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Very good value | Fairly good value | Neither good nor poor value | Fairly poor value | Very poor value |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Q13 Overall, how satisfied or dissatisfied are you with your accommodation?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | |
|-----------------------------------|-----------------------------------|------------------------------------|-----------------------------------|-----------------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Q14 Do you think the number of rooms in your home is...?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|---------|----------------------------|----------|----------------------------|-------------|----------------------------|
| Too few | <input type="checkbox"/> 1 | Too many | <input type="checkbox"/> 2 | About right | <input type="checkbox"/> 3 |
|---------|----------------------------|----------|----------------------------|-------------|----------------------------|

Q15 How would you describe the general condition of this property?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | |
|----------------------------|----------------------------|---------------------------------|----------------------------|----------------------------|
| Very good condition | Fairly good condition | Neither good nor poor condition | Fairly poor condition | Very poor condition |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Q16 How satisfied or dissatisfied are you with this neighbourhood as a place to live?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Q17 Do you think that each of these is a serious problem, a slight problem or not a problem in your neighbourhood?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH OF THE FOLLOWING

| | | Not a problem | Slight problem | Serious problem |
|----|------------------------------------|----------------------------|----------------------------|----------------------------|
| a) | Vandalism | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| b) | Graffiti | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| c) | Dogs | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| d) | Litter and rubbish in the street | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| e) | Problems with neighbours | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| f) | Racial harassment | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| g) | Noise from people | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| h) | Noise from traffic | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| i) | People causing damage to your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| j) | Drug dealing | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| k) | Other crime | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

CONTACT WITH GATESHEAD HOUSING SERVICE

Q18 Have you been in contact with the Gateshead Housing Company in the last 12 months (other than to pay your rent)? **PLEASE TICK ✓ ONE BOX ONLY**

| | |
|----------------|---|
| Yes | <input type="checkbox"/> 1 GO TO Q19 |
| No | <input type="checkbox"/> 2 GO TO Q25 |
| Can't remember | <input type="checkbox"/> 3 GO TO Q25 |

Q19 How did you last contact the Gateshead Housing Company?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|----------------|----------------------------|----------------|----------------------------|
| Phoned | <input type="checkbox"/> 1 | Email | <input type="checkbox"/> 4 |
| Visited office | <input type="checkbox"/> 2 | Other | <input type="checkbox"/> 5 |
| Wrote | <input type="checkbox"/> 3 | Can't remember | <input type="checkbox"/> 6 |

Q20 What did you last have contact about?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|----------------------|----------------------------|----------------|----------------------------|
| Repairs | <input type="checkbox"/> 1 | Neighbours | <input type="checkbox"/> 4 |
| Rent/housing benefit | <input type="checkbox"/> 2 | Other | <input type="checkbox"/> 5 |
| Transfer/exchange | <input type="checkbox"/> 3 | Can't remember | <input type="checkbox"/> 6 |

Q21 When you last had contact, was getting hold of the right person....?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| Easy | Difficult | Neither | Can't remember |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Q22 Did you find the staff ...?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| Helpful | Unhelpful | Neither | Can't remember |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Q23 And were they ...?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|--------------------------------|----------------------------------|----------------------------|----------------------------|
| Able to deal with your problem | Unable to deal with your problem | Neither | Can't remember |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Q24 Were you satisfied or dissatisfied with the final outcome?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| Satisfied | Dissatisfied | Neither | Can't remember |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

YOUR REPAIRS SERVICE

Q25 Generally, how satisfied or dissatisfied are you with the way the Gateshead Housing Company deals with repairs and maintenance?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | No opinion/ don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

Q26 Have you requested any repairs to your home in the last 12 months?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|-----|----------------------------|----|----------------------------|----------------|----------------------------|
| Yes | <input type="checkbox"/> 1 | No | <input type="checkbox"/> 2 | Can't remember | <input type="checkbox"/> 3 |
|-----|----------------------------|----|----------------------------|----------------|----------------------------|

Q27 Have you had any repairs completed in the last 12 months?
PLEASE TICK ✓ ONE BOX ONLY

| | |
|----------------|---|
| Yes | <input type="checkbox"/> 1 GO TO Q28 |
| No | <input type="checkbox"/> 2 GO TO Q29 |
| Can't remember | <input type="checkbox"/> 3 GO TO Q29 |

Q28 Thinking about your last completed repair, how would you rate it in terms of...?
PLEASE TICK ✓ ONE BOX FOR EACH OF THE FOLLOWING

| | | Very good | Fairly good | Neither good nor poor | Fairly poor | Very poor | No opinion |
|----|-------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| a) | Being told when workers would call | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| b) | Time taken before work started | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| c) | Speed with which work was completed | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| d) | Attitude of workers | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| e) | Overall quality of repair work | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| f) | Keeping dirt and mess to a minimum | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

COMMUNICATING WITH GATESHEAD'S HOUSING OFFICE

Q29 Generally, how good or poor do you feel the Gateshead Housing Company is at keeping you informed about things that might affect you as a tenant?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Very good | Fairly good | Neither good nor poor | Fairly poor | Very poor |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Q30 How much account do you feel the Gateshead Housing Company takes of tenants' views when making decisions?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| A lot | A little | None at all | No opinion |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Q31 Thinking about the housing services that the Gateshead Housing Company provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | No opinion |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

Q32 Have you heard of Tenant Participation Compacts – agreements between local councils and their tenants – which sets out how tenants will be involved in shaping local decisions about housing?
PLEASE TICK ✓ ONE BOX ONLY

| | | | |
|-----|---|----|---|
| Yes | <input type="checkbox"/> 1 GO TO Q33 | No | <input type="checkbox"/> 2 GO TO Q34 |
|-----|---|----|---|

Q33 How satisfied or dissatisfied are you with your locally agreed Tenant Participation Compact?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't Know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

IMPROVING SERVICES

Q34 Of the following services, which do you consider to be the **three** most important?
PLEASE TICK ✓ NO MORE THAN THREE BOXES

| | | |
|----|--|----------------------------|
| a) | Keeping tenants informed | <input type="checkbox"/> 1 |
| b) | Overall quality of your home | <input type="checkbox"/> 2 |
| c) | Taking tenants' views into account | <input type="checkbox"/> 3 |
| d) | Repairs and maintenance | <input type="checkbox"/> 4 |
| e) | Involving tenants in the management of their housing | <input type="checkbox"/> 5 |
| f) | Value for money for your rent | <input type="checkbox"/> 6 |

Q35 How much do you think each of the following services needs improving?
PLEASE TICK ✓ ONE BOX ONLY FOR EACH OF THE FOLLOWING

| | | No improvement needed | Some improvement needed | Much improvement needed | No opinion |
|----|--|----------------------------|----------------------------|----------------------------|----------------------------|
| a) | Keeping tenants informed | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b) | Overall quality of your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c) | Taking tenants' views into account | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d) | Repairs and maintenance | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e) | Involving tenants in the management of their housing | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| f) | Value for money for your rent | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

ANY OTHER COMMENTS?

Q36 Is there anything else you would like to say about your home and /or the services your landlord provides?
PLEASE WRITE IN BELOW

BACKGROUND INFORMATION

Please complete these questions which will help us to see if there are any differences between the views of different tenants. All the information you give will be kept completely confidential.

Q37 Which of these are you?
PLEASE TICK ✓ ONE BOX ONLY

| | |
|------------------------|----------------------------|
| Tenant of this home | <input type="checkbox"/> 1 |
| Tenants partner/spouse | <input type="checkbox"/> 2 |
| Other household member | <input type="checkbox"/> 3 |

Q38 Please indicate your age
PLEASE TICK ✓ ONE BOX ONLY FOR YOU AND ONE FOR YOUR PARTNER/ SPOUSE IF APPLICABLE

| AGE | YOU | PARTNER/ SPOUSE |
|----------------|----------------------------|----------------------------|
| 16-24 | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| 25-34 | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 |
| 35-44 | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 |
| 45-54 | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |
| 55-59 | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 |
| 60-64 | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |
| 65-74 | <input type="checkbox"/> 7 | <input type="checkbox"/> 7 |
| 75+ | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 |
| Not applicable | | <input type="checkbox"/> 9 |

Q39 Please indicate your gender
PLEASE TICK ✓ ONE BOX ONLY FOR YOU AND ONE FOR YOUR PARTNER/ SPOUSE IF APPLICABLE

| GENDER | TENANT | PARTNER/ SPOUSE |
|----------------|----------------------------|----------------------------|
| Male | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Female | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 |
| Not applicable | | <input type="checkbox"/> 3 |

Q40 Please indicate your (and your partner's if applicable) current employment status
PLEASE TICK ✓ ONE BOX ONLY FOR YOU AND ONE FOR YOUR PARTNER/ SPOUSE IF APPLICABLE

| WORK STATUS | TENANT | PARTNER/ SPOUSE |
|---|-----------------------------|-----------------------------|
| Employee in full time job (30 hours or more per week) | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Employee in part time job (less than 30 hours per week) | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 |
| Self employed – full time or part time | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 |
| Government supported training | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |
| Unemployed and available for work | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 |
| Wholly retired from work | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |
| Full time education at school, college or university | <input type="checkbox"/> 7 | <input type="checkbox"/> 7 |
| Looking after family/ home | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 |
| Permanently sick/ disabled | <input type="checkbox"/> 9 | <input type="checkbox"/> 9 |
| Doing something else | <input type="checkbox"/> 10 | <input type="checkbox"/> 10 |
| Not applicable | | <input type="checkbox"/> 11 |

Q41 What is or was your occupation?
PLEASE WRITE IN

Don't know/not sure 97

Q42 What kinds of income do you (and your partner) receive?
PLEASE TICK ✓ AS MANY BOXES AS APPLY

| | | | |
|---|----------------------------|---|-----------------------------|
| Earnings from employment or self-employment | <input type="checkbox"/> 1 | Disabled Living Allowance / Attendance Allowance | <input type="checkbox"/> 8 |
| Pension from a former employer | <input type="checkbox"/> 2 | Other state benefits | <input type="checkbox"/> 9 |
| State pension | <input type="checkbox"/> 3 | Interest from savings, etc. | <input type="checkbox"/> 10 |
| Pension tax credit | <input type="checkbox"/> 4 | Other kinds of regular allowance from outside the household | <input type="checkbox"/> 11 |
| Child benefit | <input type="checkbox"/> 5 | Working family tax credit | <input type="checkbox"/> 12 |
| Job Seeker's Allowance | <input type="checkbox"/> 6 | Child tax credit | <input type="checkbox"/> 13 |
| Income support | <input type="checkbox"/> 7 | Other sources | <input type="checkbox"/> 14 |

Q43 Which group represents you (and your partner's) total net income from all these sources after deductions for income tax and national insurance?
 (Please do not feel obliged to answer this question but we would be grateful if you could.)

IF UNSURE, PLEASE ESTIMATE PLEASE TICK ✓ ONE BOX ONLY

| WEEKLY | OR | ANNUALLY | |
|-----------|----|------------------|----------------------------|
| Under £60 | | Less than £3,120 | <input type="checkbox"/> 1 |
| £60-£99 | | £3,120-£5,199 | <input type="checkbox"/> 2 |
| £100-£159 | | £5,200-£8,319 | <input type="checkbox"/> 3 |
| £160-£199 | | £8,320-£10,399 | <input type="checkbox"/> 4 |
| £200-£299 | | £10,400-£15,599 | <input type="checkbox"/> 5 |
| £300-£399 | | £15,600-£20,799 | <input type="checkbox"/> 6 |
| £400-£499 | | £20,800 or more | <input type="checkbox"/> 7 |

Q44 Which of these statements best describes your (and your partner's) income?
PLEASE TICK ✓ ONE BOX ONLY

| | |
|---|----------------------------|
| Wholly from state benefits/state pensions | <input type="checkbox"/> 1 |
| Partly from state benefits/state pensions | <input type="checkbox"/> 2 |
| No state benefits/state pensions (apart from child benefit) | <input type="checkbox"/> 3 |

Q45 Does your household currently receive housing benefit (either paid to you or directly to Gateshead Council / The Gateshead Housing Company)?
PLEASE TICK ✓ ONE BOX ONLY

| Yes | No | Don't know |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

CONTINUE TO Q46

Q46 Does housing benefit pay for all the rent or just part of it?
PLEASE TICK ✓ ONE BOX ONLY

| All | Part | Don't know |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Thank you for taking the time to complete this questionnaire. Please return it as requested in the envelope provided by **Friday 29th September 2006**.

**BMG Research,
 Holt Court, Heneage Street West,
 Aston Science Park,
 Birmingham, B7 4AX**

