Methodology and response

- Paper survey sent out with Tenants Link
- 1538 responses in total
- Slimmed down simplified survey
Respondent characteristics

Age and gender of respondents

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-25</td>
<td>29</td>
</tr>
<tr>
<td>26-35</td>
<td>9</td>
</tr>
<tr>
<td>36-45</td>
<td>79</td>
</tr>
<tr>
<td>46-55</td>
<td>83</td>
</tr>
<tr>
<td>56-65</td>
<td>133</td>
</tr>
<tr>
<td>66-79</td>
<td>255</td>
</tr>
<tr>
<td>80+</td>
<td>216</td>
</tr>
</tbody>
</table>

- Female: 29 + 79 + 83 + 133 + 255 + 216 = 705
- Male: 9 + 16 + 85 + 173 + 148 + 135 + 83 = 705

Total respondents: 705 + 705 = 1410
Respondent characteristics

Ethnicity of respondents

- Asian or Asian British: 91%
- Black or black British: 9%
- Chinese: 2%
- Mixed: 1%
- Other: 1%
- White British: 4%
- White other: 0.20%

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SOUTHAMPTON CITY COUNCIL
Respondent geography

 Tenant feedback questionnaire 2014 respondents

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Respondent geography

- Bargate: 114
- Bassett: 71
- Bevois: 43
- Bitterne Park: 59
- Bitterne: 65
- Shirley: 83
- Redbridge: 224
- Portswood: 66
- Peartree: 66
- Millbrook: 31
- Harefield: 59
- Freemantle: 24
- Coxford: 27
- Bitterne Park: 27
- Bitterne: 24
- Bevois: 43
- Bassett: 71
- TOTAL: 120

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Question 1  Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southampton City Council Housing Services to its tenants?
Trend over time

% combined satisfied and very satisfied

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Question 2: How satisfied or dissatisfied are you with the overall quality of your home?

- Very satisfied: 34%
- Satisfied: 28%
- Neither satisfied nor dissatisfied: 20%
- Dissatisfied: 10%
- Very dissatisfied: 8%

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Question 3 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- Very satisfied: 34%
- Satisfied: 27%
- Neither satisfied or dissatisfied: 21%
- Dissatisfied: 9%
- Very dissatisfied: 9%
Question 4 How satisfied or dissatisfied are you that your rent provides value for money?

- Very satisfied: 36%
- Satisfied: 28%
- Neither satisfied nor dissatisfied: 21%
- Dissatisfied: 8%
- Very dissatisfied: 7%
Question 5 Generally, how satisfied or dissatisfied are you with the way Southampton City Council Housing Services deals with repairs and maintenance?
Question 6 How satisfied or dissatisfied are you with the way Southampton City Council Housing Service does the following:
Let's tenants know things that affect them:

- Very satisfied: 35%
- Satisfied: 29%
- Neither satisfied nor dissatisfied: 20%
- Dissatisfied: 9%
- Very dissatisfied: 7%
Listens to the views of tenants:

- Very satisfied: 26%
- Satisfied: 26%
- Neither satisfied nor dissatisfied: 11%
- Dissatisfied: 13%
- Very dissatisfied: 24%
Acts on the views of tenants:

- Very satisfied: 20%
- Satisfied: 26%
- Neither satisfied nor dissatisfied: 26%
- Dissatisfied: 15%
- Very dissatisfied: 13%

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Encourages tenants to get involved:

- **34%** Very satisfied
- **29%** Satisfied
- **20%** Neither satisfied nor dissatisfied
- **9%** Dissatisfied
- **8%** Very dissatisfied
Summary

- Lower response rate than last year
- Potential ‘survey fatigue’
- Improved satisfaction
- Simpler survey to allow benchmarking – reopens discussion on what research to do with tenants