

# Tenants Satisfaction Survey 2016

October 2016



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# Cardiff Research Centre

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- Management of the Cardiff Citizens' Panel;
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# Executive Summary

- A total of 1,233 surveys were completed, which equated to a response rate of 28.5%.
- Over half of respondents (51.4%) lived alone, with just under a quarter (23.6%) living with one other person.
- Just over a quarter (28.3%) of respondents indicated that at least one child under the age of 16 lived in their household. 477 children under the age of 16 were identified throughout the survey. Over half (51.0%) of the households completing the survey included at least one person aged sixty or older.
- Two fifths (40.4%) of respondents stated they were aged 65 or over.
- Three fifths (60.9%) of respondents were female
- Almost a half (48.3%) of respondents stated that they lived in a house, while three in ten (29.8%) resided in a low-rise flat and 9.5% lived in a high-rise flat.
- Over a half (57.9%) of respondents identified a health problem of disability suffered by a member of their household.
- In relation to contact with the landlord, tenants were most satisfied with advice on rent issues (87.1%), followed by repairs (78.3%), how enquiries are dealt with (78.0%) and general tenancy matters (75.1%).
- Four fifths (81.8%) of respondents had been in contact with their landlord in the past twelve months
- The most frequently cited reasons for making contact with the landlord were for repairs (73.6%), followed by rent or housing benefits (19.1%).
- The majority of tenants (77.9%) were satisfied with the City of Cardiff Council as their landlord.
- Four fifths (81.6%) of tenants were satisfied with the general condition of their property.
- A very high percentage of tenants were satisfied with the security of their doors and windows (83.3%), with 50.8% responding with 'very satisfied'. Two thirds were satisfied with the lighting around external doors (69.6%) and the boundaries of the property (66.1%).
- The majority of respondents (85.0%) were satisfied with their local neighbourhood as a place to live, with 46.5% being 'very satisfied'. Under a tenth of tenants (9.6%) were dissatisfied.

- Four fifths of tenants (81.5%) were satisfied with the way their landlord deals with repairs and maintenance with more than two fifths being 'very satisfied (43.1%).
- Three quarters of tenants (76.8%) stated that their plans for the next few years were to remain in their current property, while 11.6 stated that they would like to transfer or exchange properties.
- The largest proportion (58.3%) of respondents stated a preference for being contacted by letter to inform or ask them for their opinions; this was followed by 50.0% expressing the preference of contact via the Tenants Times.

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# 1. Introduction

Cardiff Research Centre (CRC) was commissioned to undertake research into identifying levels of satisfaction as well as the views of Local Authority Tenants on the current services they receive. In 2009 CRC worked with Housing & Neighbourhood Renewal to substantially alter the Tenants survey to include aspects of the former Welsh Housing Quality Standards Survey, and Tenants Satisfaction Surveys have since been undertaken every year, excluding 2014.

The principle aims of the study are to:

- Find out whether tenants were satisfied with the housing services.
- Monitor the City of Cardiff Council's performance as a landlord, and
- Find out what improvements tenants would like to be made.

In order to achieve these aims, information was collected relating to a number of key areas of interest:

- Profile of respondents
- Satisfaction with landlord
- Satisfaction with face to face services
- Satisfaction with landlord
- Satisfaction with local neighbourhood
- Repairs and maintenance service
- Communication and information
- Can we help

Where appropriate, analysis has been undertaken using the six Neighbourhood Partnership areas of the City;

- Cardiff East
- Cardiff North
- Cardiff South East
- Cardiff South West
- Cardiff West
- City & Cardiff South

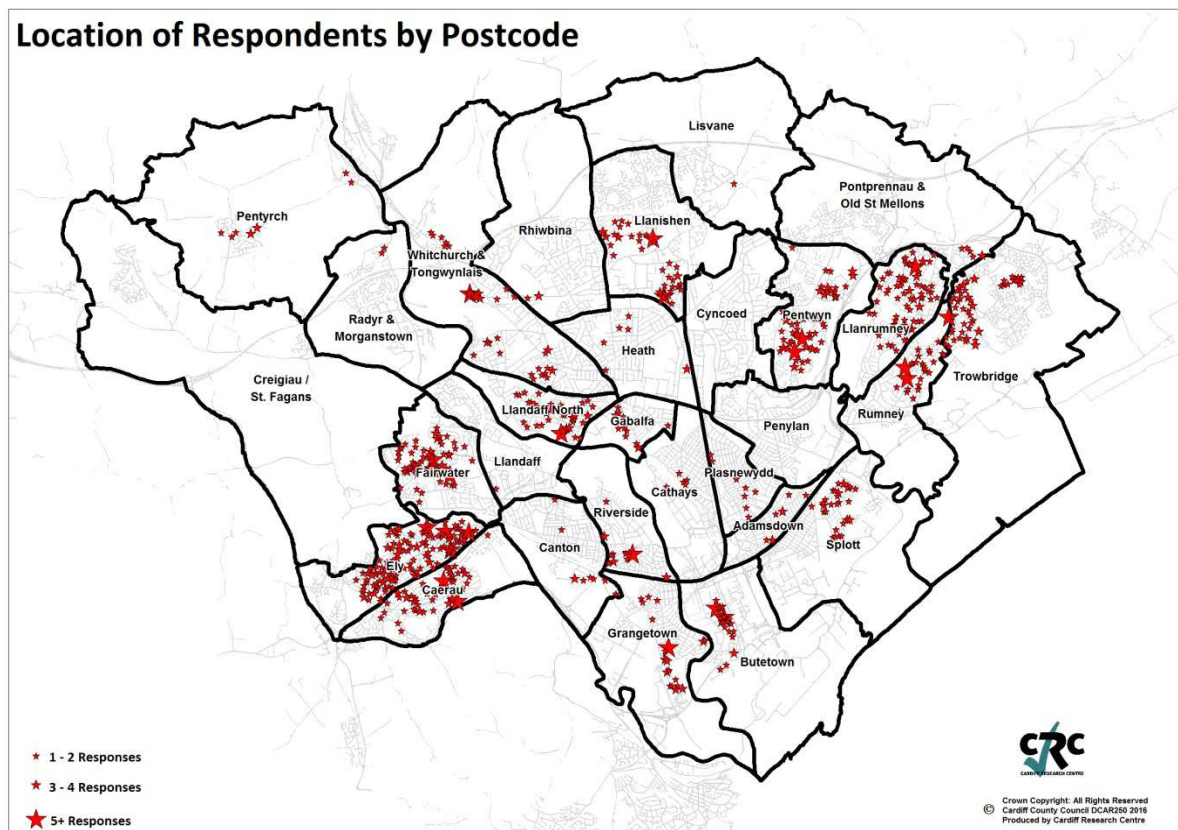
## 2. Methodology

In line with previous years the 2016 survey consisted of a 30% random sample (4,238) of all current Local Authority housing tenants. The survey was also available to complete online, with a link to the survey given on the front cover and also printed in the spring edition of the Tenants Times. Each respondent was entered into a prize draw (first prize £200, second prize £100 and third prize £50), in order to encourage completion of the survey

Individually addressed questionnaires, with a cover letter included on the front page, and a freepost return envelope were sent to each of the tenants. A reminder letter was also subsequently sent to non-respondents. In total tenants had around 6 weeks to return their survey or complete it online.

At the close of the survey a total of 1,233 valid returns had been received, a response rate of 28.5%.

The map below shows the location of respondents by postcode.



### 3. Tenant Profile

#### Q1. How many people live in your home in total?

Over a half (51.4%) of respondents identified themselves as living alone, with just under a quarter (23.6%) living with one other person. Over one in ten (13.2%) stated that they lived in a household with at least four people.

	<b>No.</b>	<b>%</b>
One	599	51.4
Two	275	23.6
Three	136	11.7
Four	82	7.0
Five	41	3.5
Six or more	32	2.7
<b>Total</b>	<b>1,165</b>	<b>100.0</b>

#### Q2. How many people living in your home are under 16?

Over seven in ten (71.8%) of respondents stated they had no child under the age of 16 living in their household. Over one in seven (13.4%) of respondents indicated a household of one child under the age of 16 living in their household.

	<b>No.</b>	<b>%</b>
None	654	71.8
One	122	13.4
Two	77	8.5
Three	40	4.4
Four or more	18	2.0
<b>Total</b>	<b>911</b>	<b>100.0</b>



**Q3. How many people living in your home are 60 or over?**

Just under half (49.0%) of the respondents to this question indicated that there was at least one people aged sixty or over living at their household, with almost four in ten (39.0%) stating they had one person in that age group living at their address.

	<b>No.</b>	<b>%</b>
None	487	49.0
One	387	39.0
Two or more	119	12.0
<b>Total</b>	<b>993</b>	<b>100.0</b>

**Q4. What is your age group?**

From the table below it can be seen that the largest percentage of respondents fell into the 65-74 age bracket (23.0%), with over four in ten (40.4%) being aged sixty five or over. Just 11.7% were aged under 35.

	<b>No</b>	<b>%</b>
16-24	32	2.7
25-34	106	9.0
35-44	136	11.6
45-54	210	17.9
55-64	206	17.6
65-74	269	23.0
75+	204	17.4
Prefer not to say	9	0.8
<b>Total</b>	<b>1,172</b>	<b>100.0</b>

**Q5. What is your gender?**

There were a larger proportion of respondents to the survey that were female (60.9%) than male (38.7%).

	<b>No</b>	<b>%</b>
Female	696	60.9
Male	442	38.7
Transgender	1	0.1
Prefer not to say	3	0.3
<b>Total</b>	<b>1,142</b>	<b>100.0</b>

**Q6. Does anyone in your home have any health problems or disabilities?**

Over a half (57.9%) of respondents identified a health problem or disability suffered by a member of their household. The most common problem was mobility difficulties (40.2%), while just over one in eight (12.0%) stated that they or someone in their household were deaf or had a hearing impairment. 391 tenants were classified through the survey as living alone and identifying themselves as disabled.

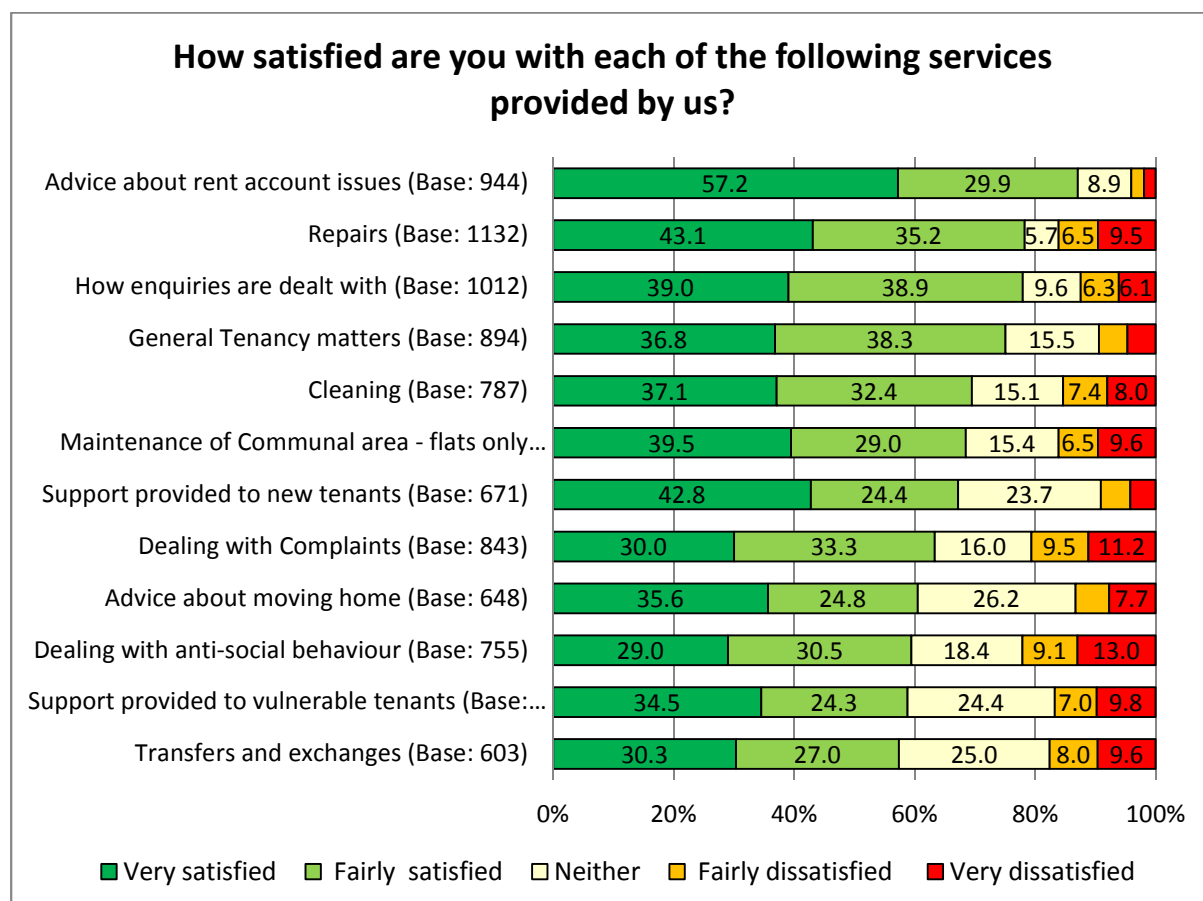
	No	%
No	426	37.5
Wheelchair user	77	6.8
Mobility difficulties	457	40.2
Blind/visual impairment	62	5.5
Deaf/hearing impairment	136	12.0
Other	321	28.3
<b>Total Responses</b>	<b>1,136</b>	-

*NB.. Percentages do not total 100% as respondents could have selected multiple options*

## 4. Contact with us – Your Landlord

### Q7. How satisfied are you with each of the following services provided by us?

Tenants were most satisfied with advice on rent issues (87.1%), with 57.2% being 'Very Satisfied', followed by repairs (78.3%), how enquiries are dealt with (78.0%) and general tenancy matters (75.1%).



Dissatisfaction was highest regarding dealing with anti-social behaviour, with 22.1% of respondents citing this as an issue, this was followed by how complaints are dealt with (20.6%).

**Q8. Have you contacted us within the last 12 months?**

Over four fifths (81.8%) of respondents had been in contact with their landlord in the past 12 months. Those tenants who had not made contact, could not remember or did not answer the question were routed to Q16 in the survey, and are excluded from the remaining questions in this section.

	<b>No</b>	<b>%</b>
Yes	1004	81.9
No	154	12.6
Can't remember	68	5.5
<b>Total</b>	<b>1,226</b>	<b>100.0</b>

**Q9. How did you last contact your landlord?**

Of the respondents who had contacted their landlord in the past 12 months, nine in ten (89.8%) had done so by telephone, with almost all of these contacting the Council via C2C.

	<b>No</b>	<b>%</b>
Phone	873	89.8
Face-to-Face	53	5.5
Letter	9	0.9
Email	5	0.5
Other	32	3.3
<b>Total</b>	<b>972</b>	<b>100.0</b>

**Q10. If you contacted by telephone, which number did you use?**

	<b>No</b>	<b>%</b>
Telephoned via C2C (2087 2087)	801	95.9
Telephoned (not via C2C)	34	4.1
<b>Total</b>	<b>835</b>	<b>100.0</b>

**Q11. What was the reason you last contacted us?**

Almost three quarters (73.6%) of respondents identified 'Repairs' as the reason why they last contacted their landlord, this was followed by a fifth (19.1%) of respondents who cited Rent / Housing benefits problems, whereas one in ten (10.0%) stated that they had Garden / Communal area issues.

	No.	%
Repairs	700	73.6
Rent / Housing benefits	182	19.1
Garden / Communal areas	95	10.0
Anti-social behaviour / nuisance neighbours	85	8.9
General Tenancy matters	68	7.2
Transfer / Exchange	66	6.9
Maintenance of communal areas - flats only	65	6.8
Dealing with complaints	51	5.4
Cleaning	28	2.9
Support provided to new tenants	10	1.1
Other	229	24.1
<b>Total Responses</b>	<b>951</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

Respondents who selected 'Other' and left a valid response and had their comments coded, these results can be seen below:

<i>Q 11. What was the reason you last contacted us?</i>	No	%
Plumbing - Boiler / Heating/Toilet / Radiator leak/No hot water/Shower repair/taps	48	21.3
General Repairs - (Specified) - Leaks, Condensation, Damp and mould / Guttering / Rebuild/fire alarms/Drains/structural/plastering/painting/filling/wallpapering	34	15.1
Waste queries/complaints/graffiti	32	14.2
Outside area/Boundaries- Paths/ gate/Fences/Garden walls/hedges/trees/sheds	29	12.9
Hardware/Repair/ replacement - New door / radiators / windows / banister / flooring / locks / communal door / drafty windows	16	7.1
Rent matters/ Benefits/change in circumstances	11	4.9
General repairs - Not specified	11	4.9
Electrical	10	4.4
Bathroom - Suite replacement / shower door / bathtub	9	4
Kitchen - Fan / Cupboard doors replacement / Cupboard door removing and aligned	7	3.1
Complaints - Long waiting times / other issues/no show	7	3.1
Nuisance neighbours/dogs/noise pollution/ gardens/anti-social behaviour	7	3.1
Other comments	39	17.3

**Q12. How many people were you passed to before your query was dealt with?**

Almost a half (48.5%) had their query dealt with by one person, a further three in ten (31.1%) were passed to two people. Just over a tenth (10.9%) were passed to at least three people.

	<b>No</b>	<b>%</b>
1 person	465	48.5
2 people	298	31.1
3 people	56	5.8
More than 3 people	49	5.1
Can't remember	90	9.4
<b>Total</b>	<b>958</b>	<b>100.0</b>

**Q13. How helpful did you find the staff?**

Four fifths (80.7%) found the staff to be helpful, whereas less than one in ten (7.6%) found the staff to be unhelpful.

	<b>No</b>	<b>%</b>
Helpful	776	80.7
Neither	87	9.0
Unhelpful	73	7.6
Can't remember	26	2.7
<b>Total</b>	<b>962</b>	<b>100.0</b>

**Q14. Were you satisfied or dissatisfied with the final outcome?**

Almost three quarters (74.3%) of respondents were satisfied with the final outcome, with over two fifths (41.5%) claiming to be very satisfied. One in ten (10.5%) of respondents were very dissatisfied with the outcome.

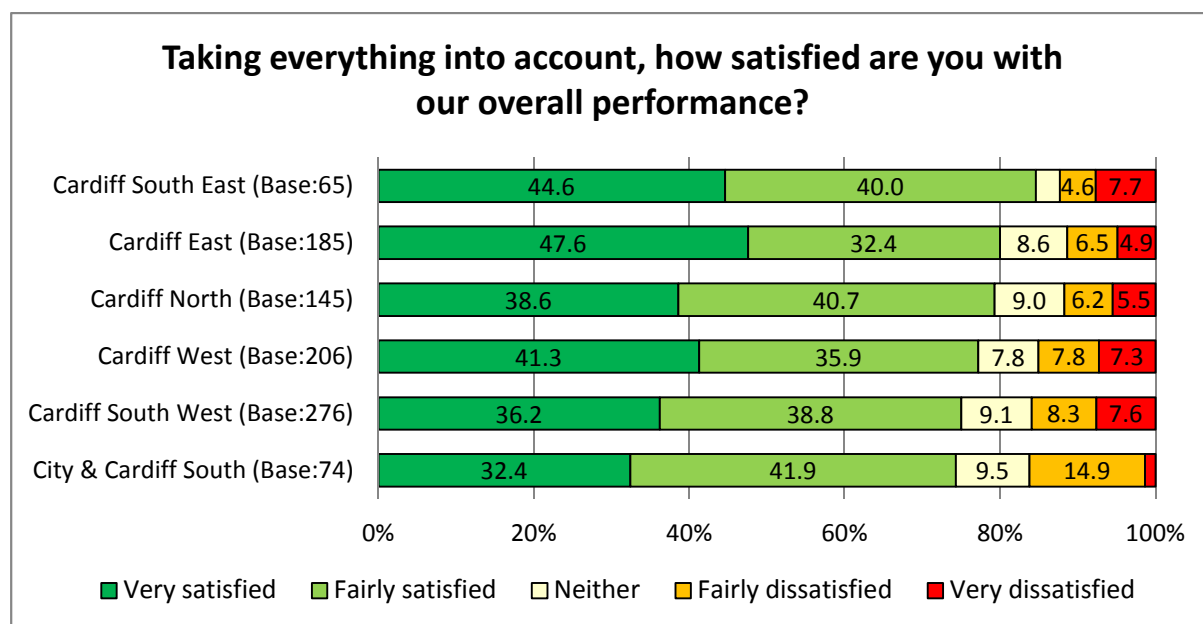
	<b>No</b>	<b>%</b>
Very satisfied	398	41.5
Fairly satisfied	315	32.8
Neither	62	6.5
Fairly dissatisfied	83	8.7
Very dissatisfied	101	10.5
<b>Total</b>	<b>959</b>	<b>100.0</b>

**Q15. Taking everything into account, how satisfied are you with our overall performance?**

Over three quarters (77.9%) of respondents were satisfied with the overall performance, in contrast only one in seven (13.9%) of respondents were unhappy with the overall performance.

	No	%
Very satisfied	387	40.4
Fairly satisfied	360	37.5
Neither	79	8.2
Fairly dissatisfied	74	7.7
Very dissatisfied	59	6.2
<b>Total</b>	<b>959</b>	<b>100.0</b>

Overall Tenants Satisfaction was analysed on a Neighbourhood Partnership Area (NPA). From the table below it can be seen that all of the 6 NPA's had a satisfaction level of at least 70%, with Cardiff South East having a satisfaction level of 84.6%. Tenants in City & Cardiff South were least likely to be satisfied, with one in six (16.2%) respondents reporting being dissatisfied.



## 5. Face to face services

### Q16. Have you visited a Hub? If so which one/s?

Just under a quarter (23.2%) of respondents had visited the Ely & Cearau Hub, this was followed by almost a fifth (18.4%) who claimed to have visited the City Centre Hub. Surprisingly two-fifths (40.6%) of respondents had never visited a Hub.

	No	%
Ely & Cearau	269	23.2
City Centre	214	18.4
Llanrumney	111	9.6
St Mellons	70	6.0
Powerhouse	59	5.1
Fairwater	47	4.1
Butetown	41	3.5
Rumney	23	2.0
Grangetown	22	1.9
No	471	40.6
<b>Total Responses</b>	<b>1,160</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

### Q17. What was the reason you last contacted us?

A half (50.7%) of respondents last contacted due to Repair issues, this was followed by Rent / Housing Benefit issues (30.7%). One in ten (10.1%) of respondents last contacted regarding Council Tax.

	No	%
Repairs	410	50.7
Rent/Housing benefits	248	30.7
Council Tax	82	10.1
Transfer/Exchange	76	9.4
General Council Enquiries	71	8.8
Anti-social behaviour/nuisance neighbours	50	6.2
Citizens Advice	48	5.9
Bus Pass	47	5.8
Garden/Communal areas	47	5.8
General Tenancy matters	44	5.4
Dealing with Complaints	34	4.2
Maintenance of communal areas - flats only	30	3.7
Into Work Services	18	2.2
Money Advice	17	2.1
Free School Meals	15	1.9
Cleaning	15	1.9
School Admissions	14	1.7



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Getting Online	13	1.6
Support provided to vulnerable tenants	11	1.4
Work Skills Training	9	1.1
Adult Community Learning	9	1.1
Credit Union	7	0.9
Support provided to new tenants	5	0.6
How enquiries are dealt with	4	0.5
Other	67	8.3
<b>Total Responses</b>	<b>809</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

Of the 67 respondents who selected 'other' as their option choice, only 12 people left a valid reason, these can be seen below:

- *Change name*
- *R2B - very dissatisfied with performance and overall outcome*
- *Removal of old fridge/freezer*
- *Join library*
- *FAN Group. Friends and neighbours group at Ely Hub.*
- *When I moved*
- *Housing situation*
- *Keys for shed*
- *Damp in bedroom*
- *Mental health are dealing with most*
- *Transfer to bungalow, health reasons*
- *It was not dealt with no response given*

**Q18. How many people were you passed to before your query was dealt with?**

Just under three fifths (57.8%) had their query dealt with by one person, comparing favourably with contact made by other means. A further quarter (24.9%) were passed to two people, with less than one in ten (9.1%) being passed to at least three people.

	<b>No</b>	<b>%</b>
1 person	465	57.8
2 people	200	24.9
3 people	36	4.5
More than 3 people	29	3.6
Can't remember	74	9.2
<b>Total</b>	<b>804</b>	<b>100.0</b>

**Q19. How helpful did you find the staff?**

Over four fifths (83.5%) of respondents found the staff to be helpful, whereas less than one in ten (6.4%) found them to be unhelpful.

	<b>No</b>	<b>%</b>
Helpful	668	83.5
Neither	60	7.5
Unhelpful	51	6.4
Can't remember	21	2.6
<b>Total</b>	<b>800</b>	<b>100.0</b>

**Q20. Were you satisfied or dissatisfied with the final outcome?**

Over three quarters (78.7%) were satisfied with the final outcome, with over two fifths (44.4%) claiming to be very satisfied. Just over one in ten (12.1%) were dissatisfied with the final outcome, a lower figure compared to contact made outside Hubs.

	<b>No</b>	<b>%</b>
Very satisfied	356	44.4
Fairly satisfied	275	34.3
Neither	74	9.2
Fairly dissatisfied	35	4.4
Very dissatisfied	62	7.7
<b>Total</b>	<b>802</b>	<b>100.0</b>

**Q21. Taking everything into account, how satisfied are you with the overall performance?**

Over four fifths (81.8%) were satisfied with the overall performance, in contrast only one in ten (10.4%) were dissatisfied with the overall performance.

	<b>No</b>	<b>%</b>
Very satisfied	350	43.7
Fairly satisfied	305	38.1
Neither	62	7.7
Fairly dissatisfied	42	5.2
Very dissatisfied	42	5.2
<b>Total</b>	<b>801</b>	<b>100.0</b>

**Q22. Would you be interested in volunteering in a Hub?**

Overwhelmingly the majority of respondents stated that they wouldn't be interested in volunteering in a Hub (88.7%)

	<b>No</b>	<b>%</b>
Yes	85	11.3
No	664	88.7
<b>Total</b>	<b>749</b>	<b>100.0</b>

Details of people of people who expressed an interest to volunteer at Hubs have been passed to the relevant team.

## 6. Your Property

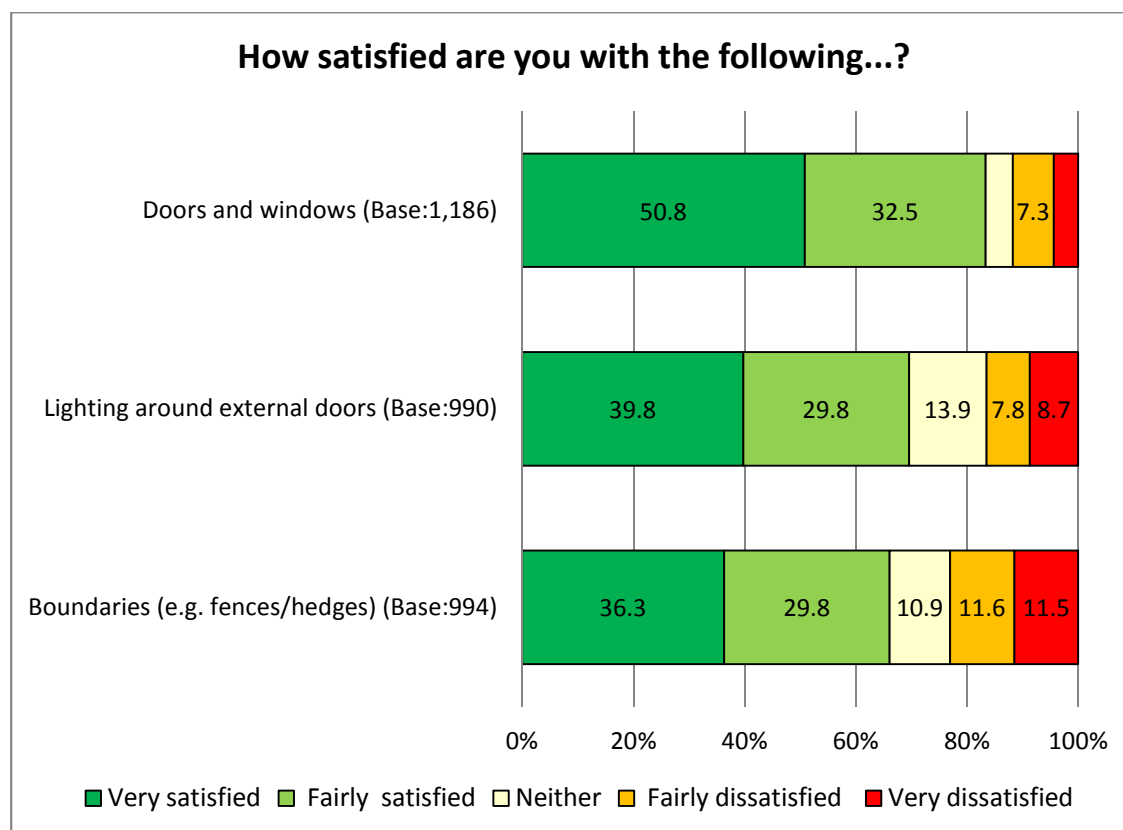
### Q23. What type of property do you have?

Almost half (48.3%) of respondents stated that they lived in a house, while three in ten (29.8%) resided in a low-rise flat and 9.5% lived in a high-rise flat

	No	%
House	578	48.3
Bedsit	8	0.7
Bungalow	106	8.9
Flat (low-rise)	357	29.8
Flat (high-rise)	114	9.5
Maisonette	25	2.1
Other	9	0.8
<b>Total</b>	<b>1,197</b>	<b>100.0</b>

### Q24. In terms of your security at home, how satisfied are you with the following?

A high percentage of tenants were satisfied with the security of their doors and windows (83.3%), including 50.8% who were very satisfied. Around two thirds (66.1%) were satisfied with the boundaries, and lighting around external doors (69.6%), although 23.1% and 16.5% respectively, reported dissatisfaction with these aspects of the security



**Q25. Which of the following Disabled Adaptions does your home currently have or do you feel that you may require?**

Of those respondents who stated that their home already had disabled adaptions, around a half had Handrails and Bathroom adaptions (51.9% and 48.4% respectively).

	<i>Already has</i>	
	<b>No.</b>	<b>%</b>
Handrails	347	51.9
Bathroom adaptations	323	48.4
No Disabled Adaptations	190	28.4
Ramps to front and back doors	137	20.5
Stair lift	104	15.6
Kitchen adaptations	60	9.0
Door widening	41	6.1
Other	6	0.9
<b>Total Respondents</b>	<b>668</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

Over three in ten (32.9%) of respondents stated that they may require Bathroom adaptations, this was closely followed by Handrails (29.7%) and Ramps to front and back doors (29.0%)

	May require	
	No.	%
Bathroom adaptations	102	32.9
Handrails	92	29.7
Ramps to front and back doors	90	29.0
Stair lift	67	21.6
Kitchen adaptations	63	20.3
Door widening	42	13.5
Other	9	2.9
No Disabled Adaptations	82	26.5
<b>Total Respondents</b>	<b>310</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

**Q26. Overall how satisfied are you with the general condition of your property?**

Over four fifths (81.6%) of respondents were satisfied with the general condition of their property, this included 38.2% who were very satisfied.

	No	%
Very satisfied	452	38.2
Fairly satisfied	514	43.4
Neither	75	6.3
Fairly dissatisfied	85	7.2
Very dissatisfied	57	4.8
<b>Total</b>	<b>1,183</b>	<b>100.0</b>

**Q27. If your home needs improvements, please tell us what they are?**

Respondents were provided with a list of home improvements and asked to identify from the list which of these improvements their home may require. The table below shows that the most common improvement was Gutters and Downpipes (27.9%), followed by Fencing (24.6%) and Garden (22.7%).

	No	%
Gutters and Downpipes	251	27.9
Fencing	221	24.6
Garden	204	22.7
Windows	200	22.2
Doors	191	21.2
External Painting	169	18.8
Bathrooms	155	17.2
Kitchens	123	13.7
Paths	119	13.2
Central Heating	76	8.4
Cavity Wall Insulation	73	8.1
Electrical wiring	54	6.0
Roof	52	5.8
Loft Insulation	41	4.6
Other	239	26.6
<b>Total Respondents</b>	<b>900</b>	<b>-</b>

*NB.. Percentages do not total 100% as respondents could have selected multiple options*

Over a quarter (26.6%) of respondents selected 'Other' as their option; these have been coded and can be seen in the table below:

<i>Q27. If your home needs improvement, please tell us what they are</i>	No	%
Area Outside property - Steps/path/gate/fence/garden/wall/driveway/washing lines	45	18.8
Garage door/front door/back door/internal doors/Windows	39	16.3
Miscellaneous	27	11.3
Plumbing- boiler/radiators/Pipes/toilets/sinks	24	10
Damp/Mould	24	10
Decorating - Painting/plastering/Fill cracks/skirting boards etc	22	9.2
General Repair/replace - flooring/cavity/loft- insulation/Sound proofing/smoke alarm/	19	7.9
Outside of property guttering/roof tiles/external walls/tap/drains	18	7.5
Gas & Electrical problems	17	7.1
Bathroom suite/fittings	8	3.3
Kitchen Units/Cooker/Fridge -freezer/washing machine	7	2.9
Other	15	6.3

## 7. Local Neighbourhood

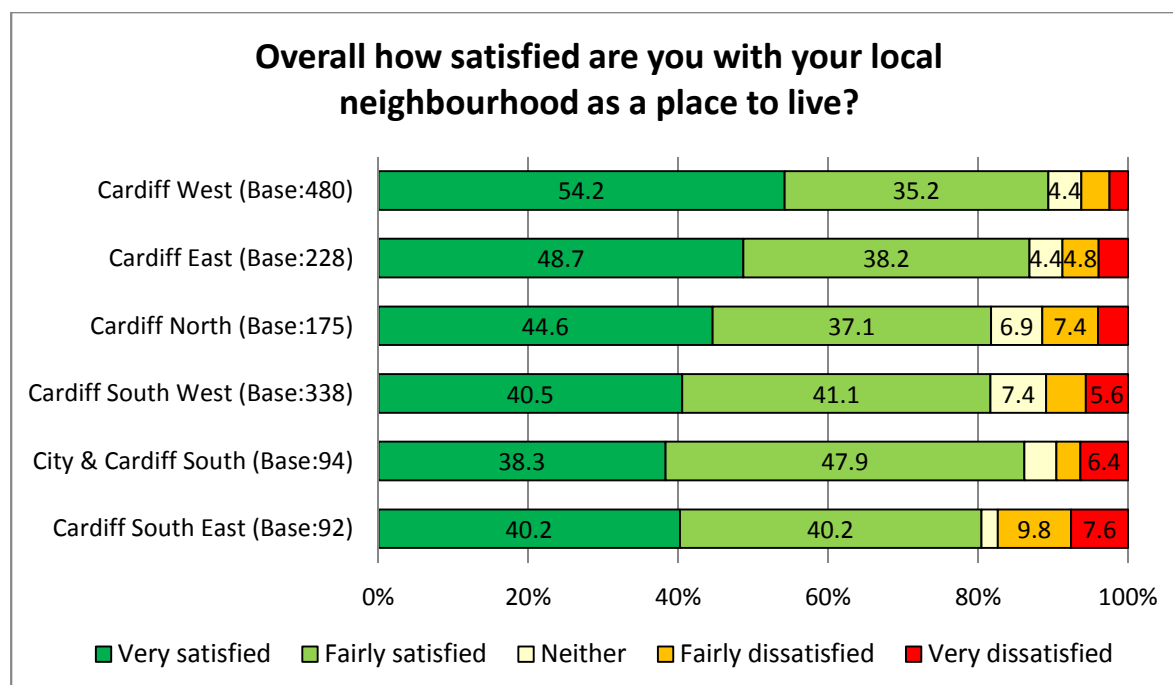
### Q28. Overall how satisfied are you with your local neighbourhood as a place to live?

Over four fifths (85.0%) of respondents were satisfied with their local neighbourhood as a place to live, this included 46.5% who were very satisfied. One in ten (9.6%) respondents claimed to be dissatisfied with their local neighbourhood as a place to live.

	No	%
Very satisfied	553	46.5
Fairly satisfied	458	38.5
Neither	65	5.5
Fairly dissatisfied	61	5.1
Very dissatisfied	53	4.5
<b>Total</b>	<b>1,190</b>	<b>100.0</b>

Satisfaction with the local neighbourhood was then analysed by Neighbourhood Partnership Area (NPA), from the chart below it can be seen that each NPA has a satisfaction level of at least eight in ten people, with the highest satisfaction levels being found in Cardiff West (89.4%)

The NPA with the least satisfied residents could be found in Cardiff South East (17.4%), followed by Cardiff North (11.4%).





**Q29. If you have any issues with your neighbourhood, what are they?**

Over two fifths of respondents had issues in their neighbourhood with Cleanliness / Litter and Car Parking (45.1% and 41.6% respectively). One in ten (10.1%) had issues with boundaries of their properties.

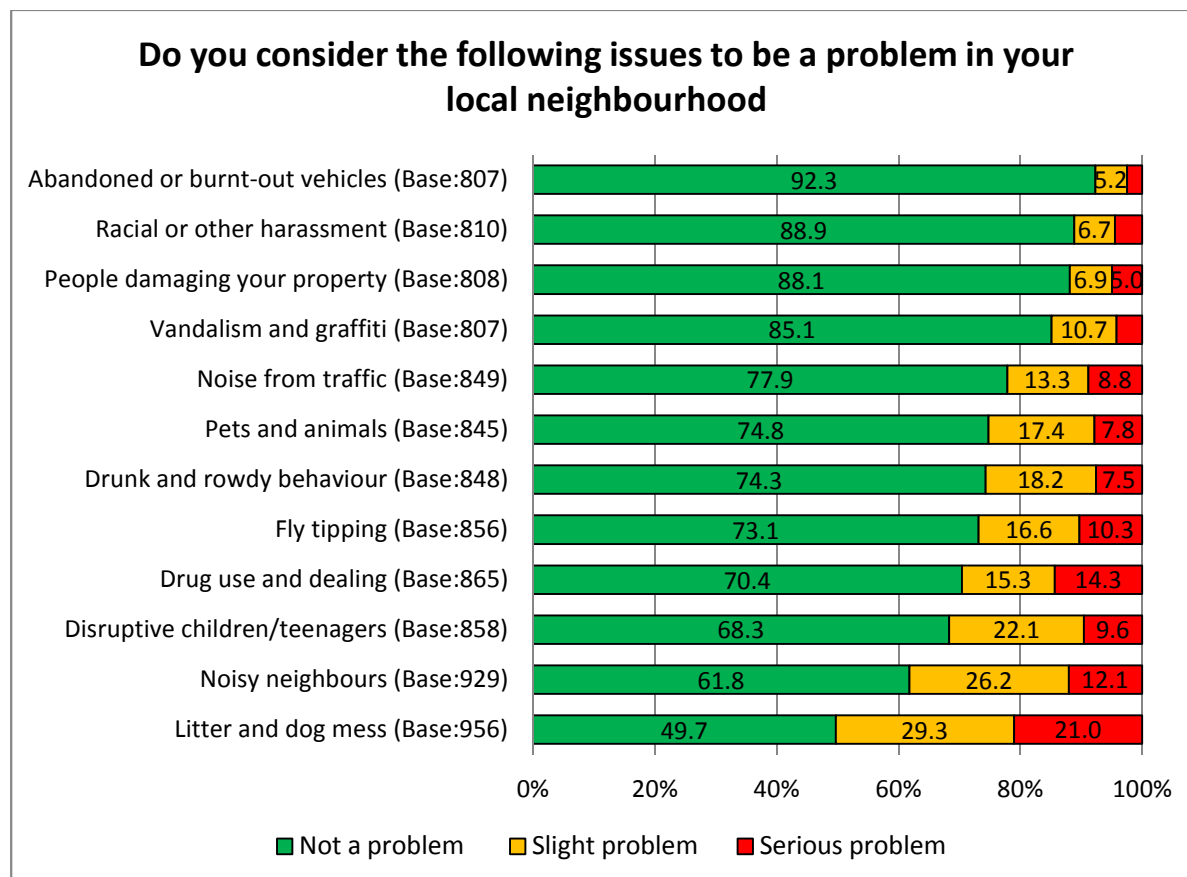
	No	%
Cleanliness/litter	312	45.1
Car parking	288	41.6
Maintenance of grounds/grass	128	18.5
General condition (e.g. pleasant outlook/rundown)	109	15.8
Street layout and safety (e.g. footpaths/street lighting)	108	15.6
Boundaries of properties (e.g. clear/well maintained)	70	10.1
Other	241	34.8
<b>Total Respondents</b>	<b>692</b>	<b>-</b>

Respondents who selected 'other' had their comments coded and can be seen below.

<i>Q 29. If you have any issues with your neighbourhood, what are they?</i>	No	%
Antisocial behaviour/drug use/alcohol/violence/Noise/kids/vehicles/crime	74	34.4
Pavements/grass verges/driveways/gardens	31	14.4
Roads - potholes/ crossings/Parking problem/gulley's/street lighting/bus stops/signs	28	13.0
Dog/cat poo/litter	23	10.7
Fencing/Hedges/boundaries/Railings/trees/privacy	16	7.4
Bins/Rubbish/fly tipping/need cleaning/Pests	14	6.6
Maintenance to property	13	6.6
Problems with neighbours	12	5.6
Driveways/disabled parking bays	8	3.7
Other	16	7.4

**Q30. Do you consider the following issues to be a problem in your local neighbourhood?**

In terms of problems within the local neighbourhood, litter and dog mess rated as the biggest problem. The least concerning issue was with Abandoned or burnt out vehicles (92.3%), Racial or other harassment (88.9%), People damaging your property (88.1%) and Vandalism and graffiti (85.1%)



These issues were further analysed by Neighbourhood Partnership Area:

Respondents living in Cardiff South East were most likely to cite Abandoned or Burnt-Out Vehicles, People Damaging Property, Vandalism & Graffiti, Noise from Traffic, Pets & Animals and Litter & Dog Mess as a problem than other NPAs

Respondents living in Cardiff South West were most likely to raise concerns with Drunk & Rowdy Behaviour and Disruptive Children & Teenagers

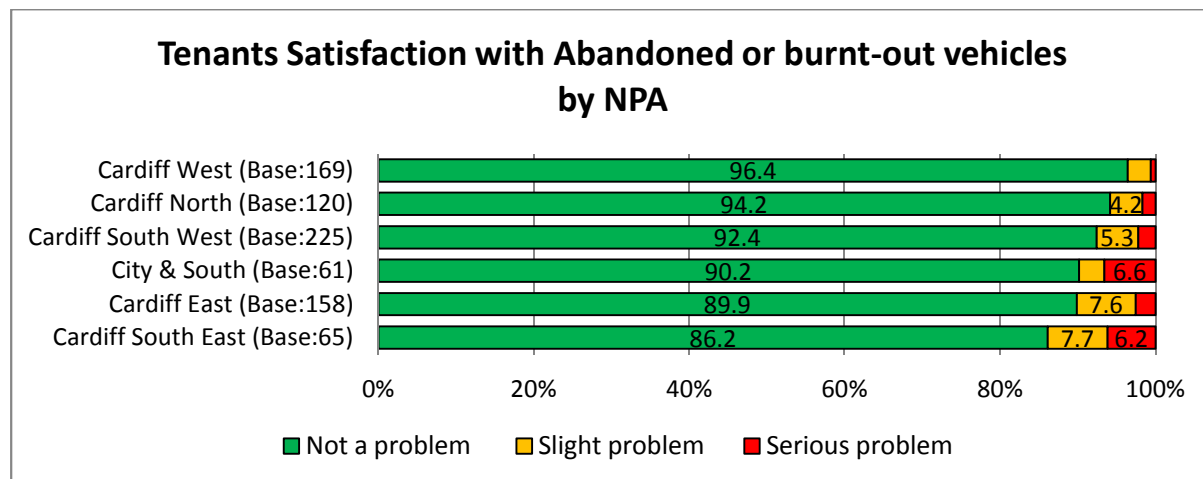
## Tenants Satisfaction Survey 2016

Those in Cardiff City & South raised concerns regarding Fly-Tipping, Drug Use & Dealing and Noisy Neighbours.

Racial or Other Harassment was most likely to be a concern to those living in Cardiff East.

### Abandoned or burnt-out vehicles

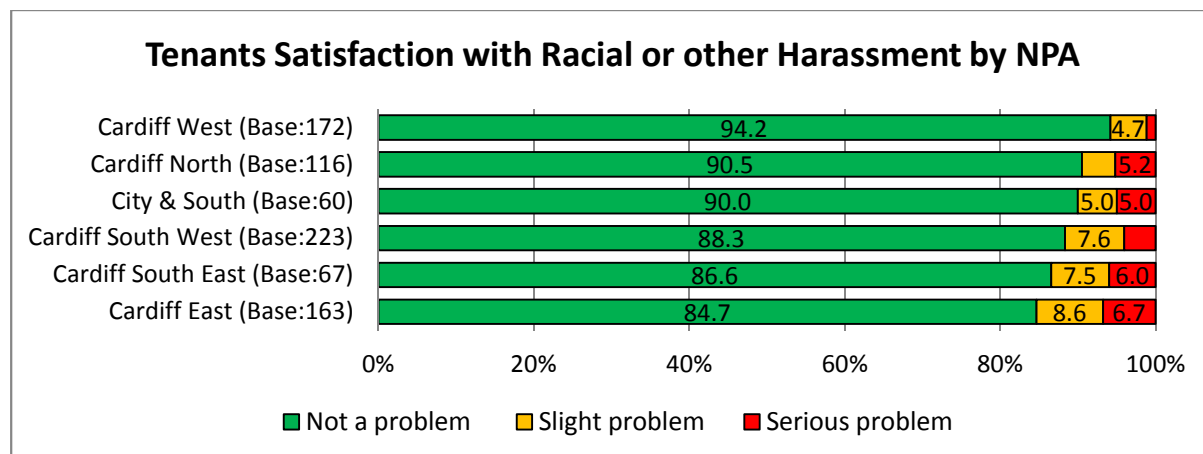
At least four fifths of tenants in all areas did not have a problem with abandoned or burnt out vehicles, this rose to 94.2% and 96.4% in Cardiff North and Cardiff West respectively.



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Racial or other Harassment

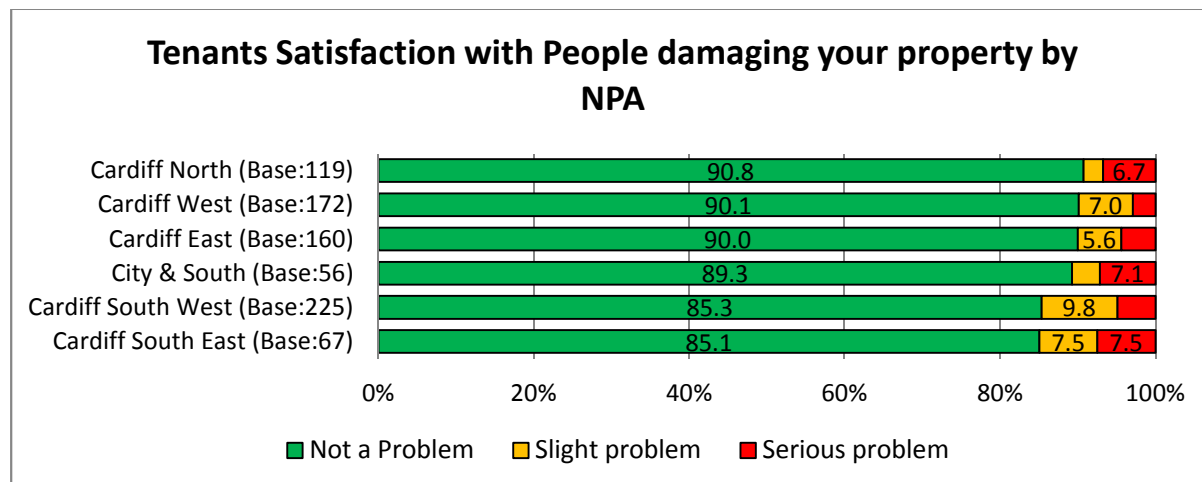
At least four fifths of tenants in all areas did not have a problem with Racial or other harassment, this rose to 90.5% and 94.2% in Cardiff North and Cardiff West respectively.



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### People damaging your property

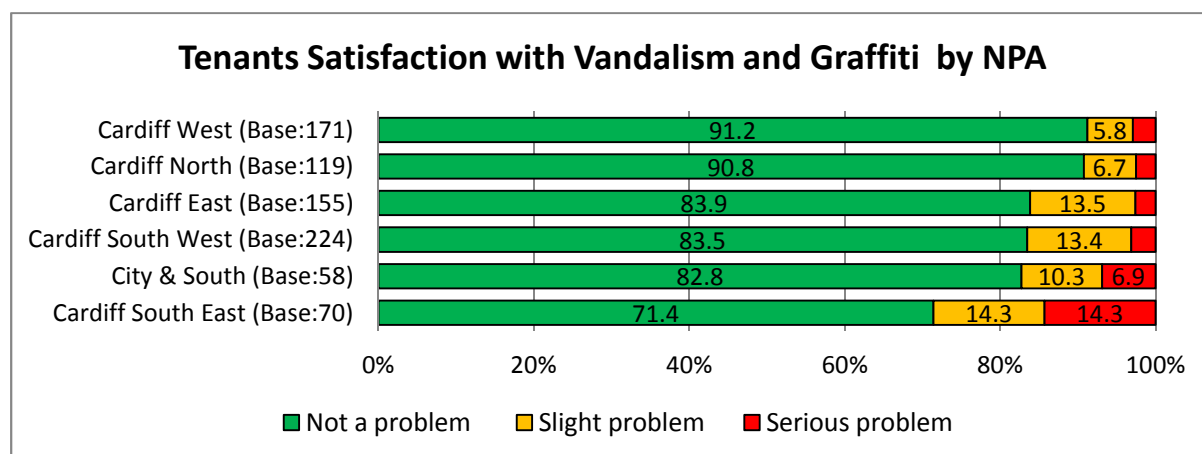
At least four fifths of tenants in all areas did not have a problem with people damaging their property, this rose to 90.1% and 90.8% in Cardiff West and Cardiff North respectively.



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Vandalism and Graffiti

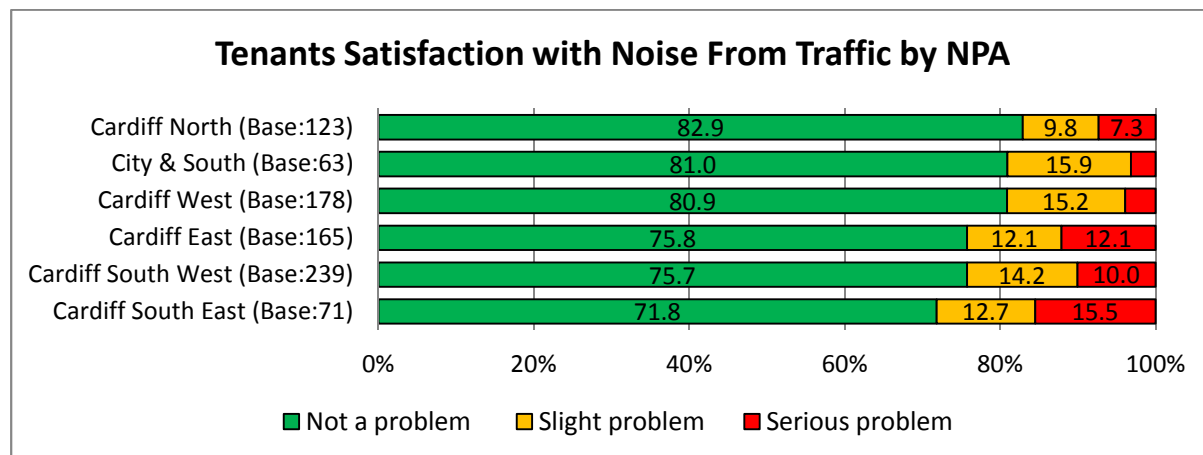
Excluding Cardiff South East (71.4%), at least four fifths of each NPA did not have a problem with Vandalism and Graffiti. One in seven respondents in Cardiff South East felt this was a serious problem in their area.



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Noise from Traffic

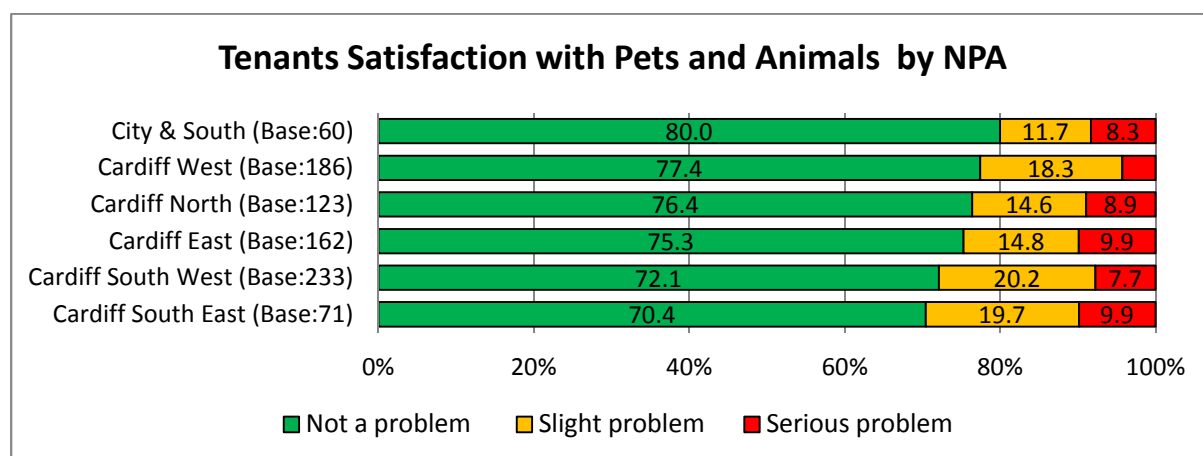
At least seven in ten of respondents in all areas did not have a problem with Noise from Traffic. The areas that found this issue to be a serious problem were Cardiff East and Cardiff South East (12.1% and 15.5% respectively).



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Pets and Animals

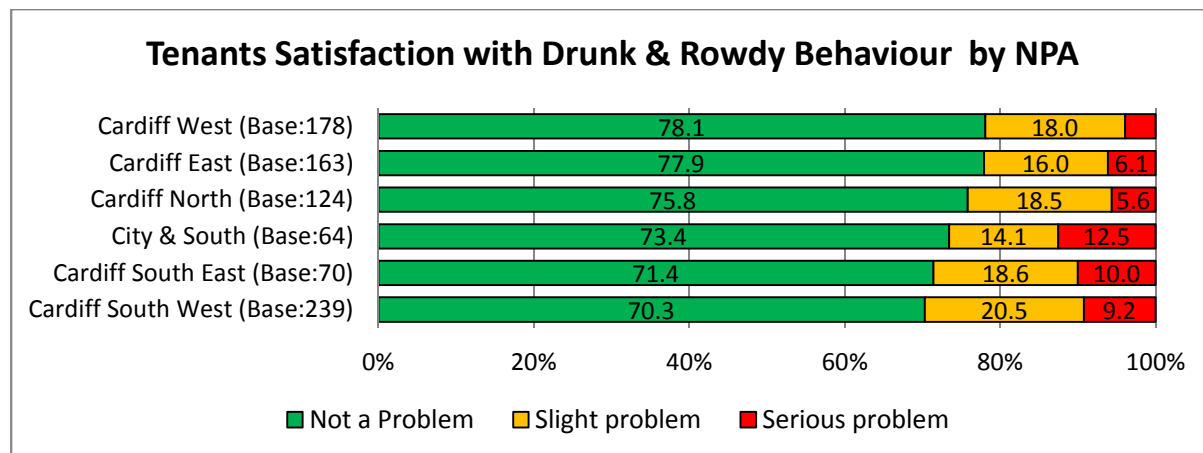
At least seven in ten of respondents in all areas did not have a problem with Pets and Animals. The areas that found this issue to be a problem were Cardiff South West and Cardiff South East (27.9% and 29.6% respectively).



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Drunk and Rowdy Behaviour

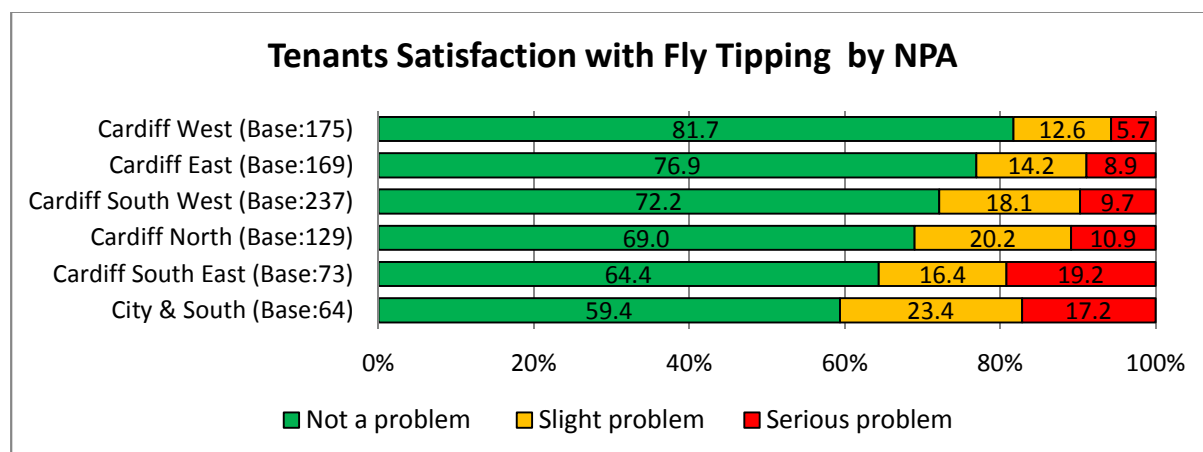
At least seven in ten of respondents in all areas did not have a problem with Drunk and Rowdy Behaviour. The areas that found this issue to be a serious problem were Cardiff South East and City & Cardiff South (10.0% and 12.5% respectively).



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Fly Tipping

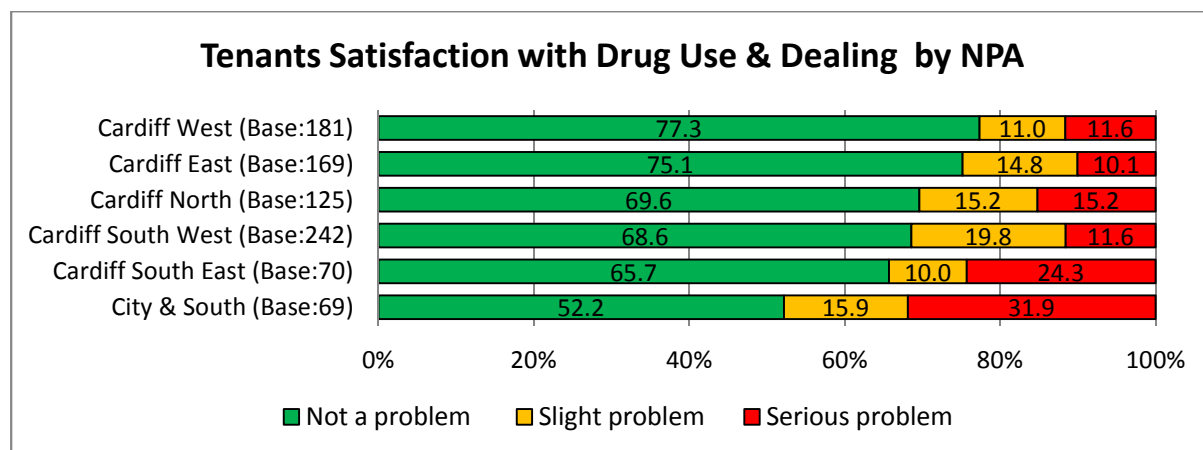
Two-fifths of respondents living in the City & South Neighbourhood Partnership Area regarded Fly-tipping as a problem.



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Drug Use and Dealing

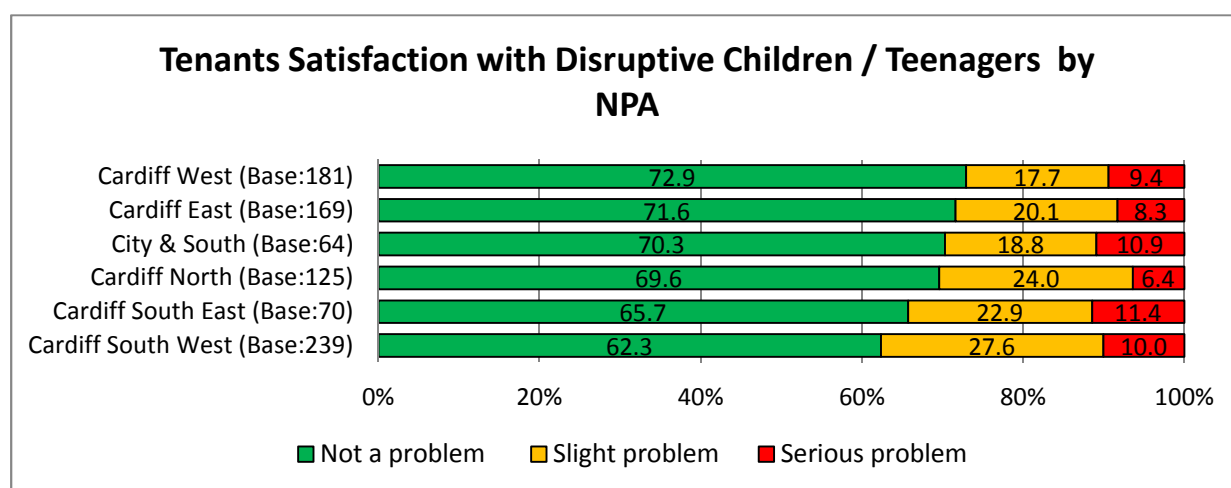
Over a half of respondents in all NPA's didn't have a problem with Drug use and Dealing in their area, this was significantly higher in Cardiff West and Cardiff East (77.3% and 75.1% respectively) in comparison to residents in City & South (52.2%).



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

### Disruptive Children / Teenagers

Over three in five respondents in each area did not have a problem with Disruptive Children / Teenagers in their area, this varied from 72.9% in Cardiff West to 62.3% in Cardiff South West. The area reporting that reported the highest 'Serious problem' was Cardiff South East with 11.4%.

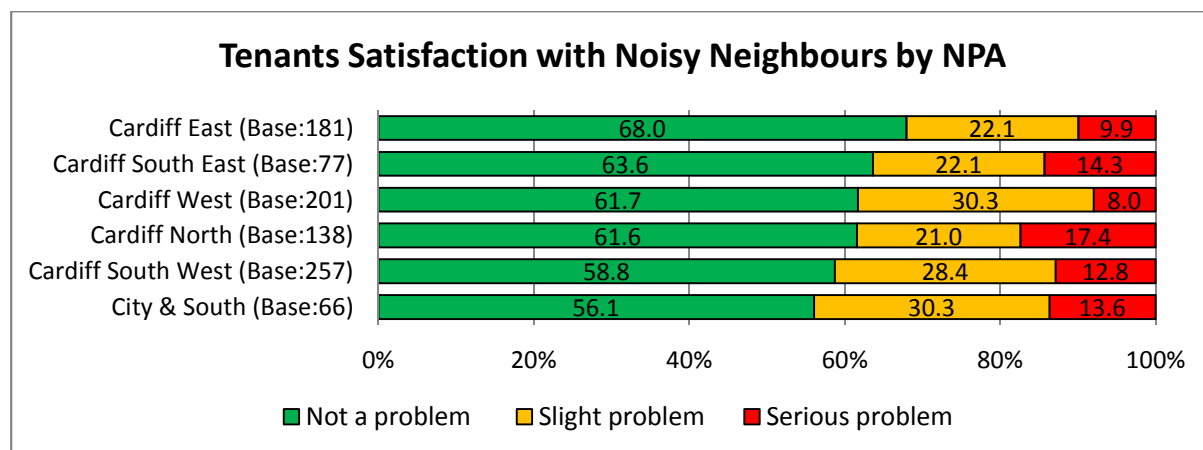


*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*



## Noisy Neighbours

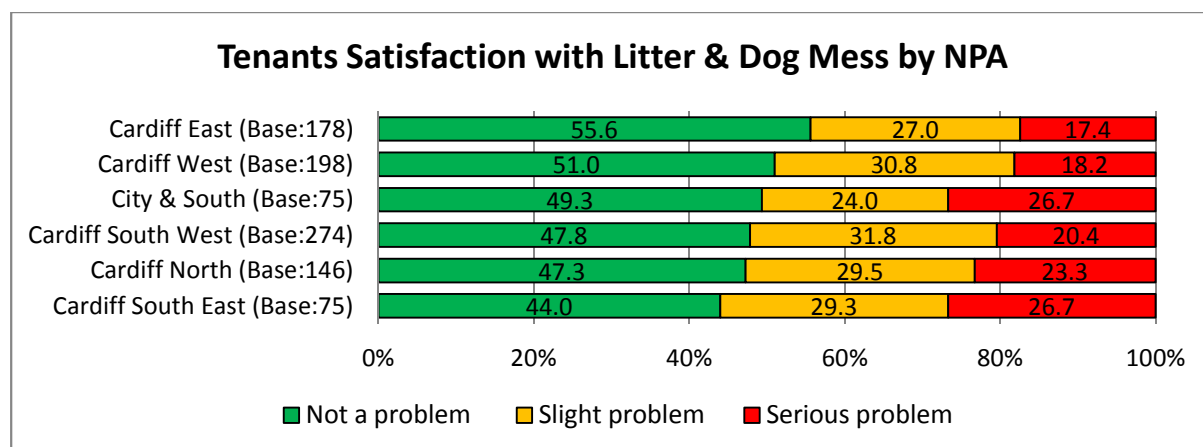
At least a half of respondents in each of the 6 NPA's did not have a problem with Noisy Neighbours in their area. Cardiff North residents were most likely to find this a serious problem with 17.4% highlighting this as an issue in their neighbourhood.



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

## Litter and Dog Mess

Over a quarter (26.7%) of respondents in both City & South and Cardiff South East reported Litter and Dog Mess to be a serious problem in their area. Over a half of respondents in Cardiff East and Cardiff West did not find this a problem (55.6% & 51.0% respectively).



*NB. Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

## 8. Repairs and Maintenance Service

### Q31. Have you had any repairs completed in the last 12 months?

Three quarters (74.3%) of respondents claimed to have had repairs completed in the last 12 months.

	No	%
Yes	886	74.3
No	237	19.9
Can't remember	70	5.9
<b>Total</b>	<b>1,193</b>	<b>100.0</b>

### Q32. Who did your repair?

Of those respondents who claimed to have had a repair in the last 12 months, over three fifths (64.1%) used a Council operative, whereas just over a third (35.9%) used a Council Contractor.

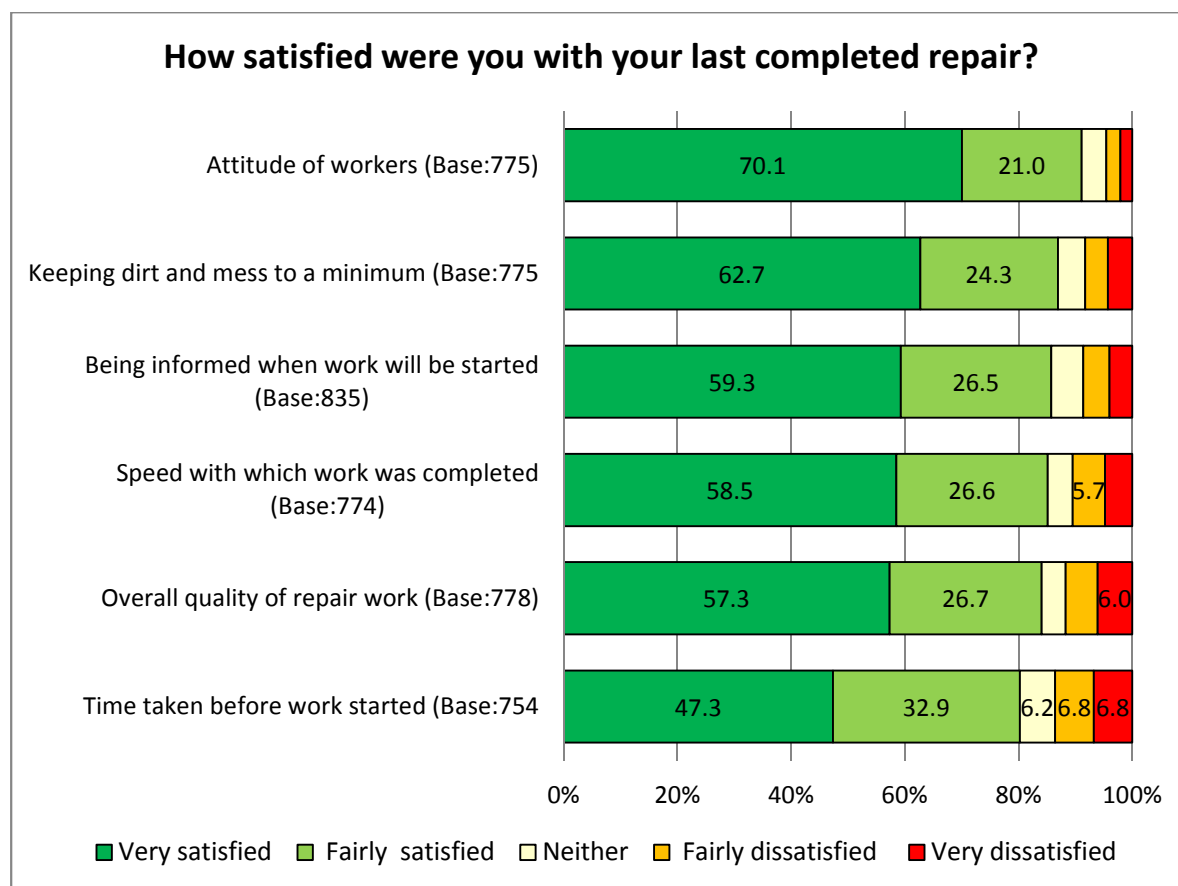
	No	%
Council operative	444	64.1
Council Contractor, e.g. Ian Williams Ltd	249	35.9
<b>Total</b>	<b>693</b>	<b>100.0</b>

### Q33. Thinking about your last completed repair, how would you rate it in terms of overall customer satisfaction?

Respondents were asked to think about their last completed repair on their property and rate various aspects of the work undertaken, these aspects were:

- Being informed when work will be started
- Time taken before work started
- Speed with which work was completed
- Attitude of workers
- Overall quality of repair work
- Keeping dirt and mess to a minimum

The figure below shows that more than seven in ten respondents were either very or fairly satisfied with each aspect of the repair process. Satisfaction was highest regarding the attitude of workers (91.1%), this was followed by keeping dirt and mess to a minimum (87.0%). The aspects of work that respondents were most dissatisfied with were Time taken before work started (13.5%), this was followed by Overall quality of repair work (11.7%).



**Q34. When you reported your repair, were you offered an appointment?**

When Tenants reported a repair, four fifths (80.7%) were offered an appointment.

	No	%
Yes	689	80.7
No	165	19.3
<b>Total</b>	<b>854</b>	<b>100.0</b>

**Q34a. If yes, did we keep this appointment?**

Nine in ten (90.2%) said that when they were offered an appointment that the council stuck to the agreement and kept the appointment.

	No	%
Yes	610	90.2
No	66	9.8
<b>Total</b>	<b>676</b>	<b>100.0</b>

**Q35. Did you have to contact us again about your last repair after you first reported it?**

Almost three quarters (72.4%) stated that there was no need to contact again after the initial contact to report the repair.

	No	%
Yes	188	27.6
No	493	72.4
<b>Total</b>	<b>681</b>	<b>100.0</b>

If respondents did need to contact again about last repair after they first reported it they were asked to explain why, these comments have been coded and can be seen below. The most common reason for having to make contact again was due to queries regarding the appointment with a quarter (25.2%) citing this issue.

<i>Q.35 - Did you have to contact us again about your last repair after you first reported it?</i>	No	%
Query regards appointment - Start Dates/Waiting times /Cancelled my appointments/still waiting/rescheduling appointment	35	25.2
Didn't turn up	25	18
Problem reoccurred	20	14.4
Unsatisfactory workmanship/Poor Standard	19	13.7
Work left unfinished/not rectified	17	12.2
Mix up with appointment	7	5
other	20	14.4

**Q36. Generally how satisfied are you with the way we deal with repairs and maintenance?**

Over four fifths (81.5%) of respondents were satisfied with the way repairs and maintenance are dealt with, this included 43.1% who were very satisfied. Over one in ten (13.1%) cited dissatisfaction with the way repairs and maintenance is dealt with.

	No	%
Very satisfied	376	43.1
Fairly satisfied	335	38.4
Neither	48	5.5
Fairly dissatisfied	66	7.6
Very dissatisfied	48	5.5
<b>Total</b>	<b>873</b>	<b>100.0</b>

**Q37. What are your plans for the next few years?**

Over three quarters (76.8%) of tenants stated that their plans for the next few years were to remain in their current property, whilst 11.6% stated that they would like to transfer or exchange properties.

	<b>No</b>	<b>%</b>
Remain in current property	927	76.8
Transfer	79	6.5
Exchange	62	5.1
Move out of Council accommodation	14	1.2
Other	125	10.4
<b>Total</b>	<b>1,207</b>	<b>100.0</b>

**Q38. If you were planning to move, what would be the main reasons for moving?**

The most commonly cited reason for moving home was to move into older person accommodation (21.4%), this was followed by moving to a smaller house (14.3%).

	<b>No</b>	<b>%</b>
Older persons accommodation	121	21.4
Smaller house	81	14.3
Due to welfare reform (bedroom tax)	53	9.4
Other	353	62.4
<b>Total Respondents</b>	<b>566</b>	<b>-</b>

## 9. Communication and Information

### Q39. Which methods would you prefer us to use to keep you informed or to ask for your opinions?

The table below shows that the largest proportion (58.3%) of respondents stated a preference for being contacted by letter, and 50.0% via Tenant Times / Newsletter, this was followed by Telephone Call (20.7%).

The least popular methods were Residents Groups / Forums (1.9%), Twitter / Facebook (2.5%), Public meetings (2.7%) and Website (2.9%).

	No	%
Letter	689	58.3
Tenant Times/Newsletter	590	50.0
Telephone call	245	20.7
Email	194	16.4
Personal visit	116	9.8
Text/Whatsapp	94	8.0
Cardiff Tenants Website	53	4.5
Website	34	2.9
Public meetings	32	2.7
Twitter/Facebook	29	2.5
Residents Groups/Forums	23	1.9
<b>Total Respondents</b>	<b>1,181</b>	<b>-</b>

*NB.. Percentages do not total 100% as respondents could have selected multiple options*

### Q40. How satisfied are you that we are keeping you informed about things that might affect you as a tenant?

Over four fifths (84.4%) of respondents were satisfied in the way they are kept informed about things that might affect them as a tenant, compared to just 4.7% who felt dissatisfied.

	No	%
Very satisfied	508	42.4
Fairly satisfied	503	42.0
Neither	131	10.9
Fairly dissatisfied	41	3.4
Very dissatisfied	16	1.3
<b>Total</b>	<b>1,199</b>	<b>100.0</b>

**Q41. Would you like to be more involved?**

Nine in ten (89.4%) of respondents said that they wouldn't like to participate in the development and delivery of services.

	<b>No</b>	<b>%</b>
Yes	119	10.6
No	1,005	89.4
<b>Total</b>	<b>1,124</b>	<b>100.0</b>

**Q42. If you would be interested in becoming more involved, please leave your details below:**

Of the respondents who expressed an interest in becoming involved, their contact details have been sent to the relevant department.

## 10. Can we help?

### Q43. Do you have contents insurance for your home?

Over a third (34.5%) of respondents indicated that they do have insurance for their home.

	No	%
Yes	413	34.5
No	750	62.6
Don't know	35	2.9
<b>Total</b>	<b>1,198</b>	<b>100.0</b>

### Q43a. If no, would you like information about tenant's insurance scheme?

Just under six in ten (57.8%) of respondents stated that they'd like more information about the tenant's insurance scheme.

	No	%
Yes	258	57.8
No	188	42.2
<b>Total</b>	<b>446</b>	<b>100.0</b>

### Q44. Do you have a bank account?

The majority of respondents (88.4%) stated that they do have a bank account.

	No	%
<b>Yes</b>	1,049	88.4
<b>No</b>	138	11.6
<b>Total</b>	<b>1,187</b>	<b>100.0</b>

### Q44a. If no, would you like help to set one up?

Over a fifth (22.0%) of respondents indicated that they'd like help to set up a bank account.

	No	%
Yes	22	22.0
No	78	78.0
<b>Total</b>	<b>100</b>	<b>100.0</b>



**Q45. Do you have a device at home with internet access?**

Over three fifths (62.6%) of respondents indicated that they have a device at home with internet access.

	No	%
Yes	741	62.6
No	443	37.4
<b>Total</b>	<b>1,184</b>	<b>100.0</b>

**Q46. If you don't have a device with internet connection, what is your reason for this?**

Those respondents that stated they don't have a device with an internet connection were asked why they didn't have any internet connection. Over a half (53.7%) said that they were not interested, this was followed by can't afford it (37.1%).

	No	%
Not interested	240	53.7
Can't afford it	166	37.1
Don't know how	66	14.8
Computer/Phone line technical problems	5	1.1
Other	27	6.0
<b>Total Respondents</b>	<b>447</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

**Q47. Do you access the internet using any of the following methods?**

Over a third of respondents use a friends or families computer or a Library / hub to access the internet (37.7% and 34.7% respectively)

	No	%
From friend's/family's computer	238	37.7
At a Library/Hub	219	34.7
At another Community facility	17	2.7
Tenant Resource Centre	4	0.6
Other	258	40.9
<b>Total Respondents</b>	<b>631</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

**Q48. Would you like free basic computer training or help getting online?**

The majority of respondents (91.7%) stated that they wouldn't not be interested in free basic computer training or help getting online.

	No	%
Yes	93	8.3
No	1,026	91.7
<b>Total</b>	<b>1,119</b>	<b>100.0</b>

**Q50. Would you like any further information on these issues?**

The highest level of interest for further information was for help with bills (30.1%), this was closely followed by Volunteering (28.7%), Training and skills to help gain employment (27.2%) and Credit Union (26.8%).

	No	%
Help with bills	82	30.1
Volunteering	78	28.7
Training and skills to help gain employment	74	27.2
Credit Union	73	26.8
Debt advice	69	25.4
Money advice	66	24.3
Getting involved in your area	62	22.8
Hubs	57	21.0
<b>Total Respondents</b>	<b>272</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

**Q51. Is there anything else you would like to say about your home and / or the services provided by us?**

There were 412 responses to this free text question. Two fifths (40.8%) of the comments referred to people needing work / upgrading done on their home / garden. Just under a quarter (24.2%) left a comment citing unhappiness with their home / service provided by the council. Almost one in six (17.0%) people commented on how happy they were with their home / the service provided by the council.

<i>Q.51 - Any other comments?</i>	No	%
Home/garden needs work/upgrading	168	40.8
unhappy with home/service received from council	100	24.3
Still waiting for work/request for work/call back	77	18.7
Happy with home/service received from council	70	17.0
Local area/street - Street lighting/Hedges & Grass Verges/Bins & Rubbish /parking issues/bus shelters/signposting/Roads/speed cameras	70	17.0
Need relocating/different area/bigger property-more rooms/smaller property/ground floor	48	11.7
Antisocial behaviour/drug use/alcohol/violence/Noise/kids/vehicles/	45	10.9
Want information on services/specific questions	29	7.0
Security/Health and safety/don't feel safe	25	6.1
unsatisfactory work/poor workmanship	19	4.6
Administration/contact details	10	2.4
Unfinished work	9	2.2
Need help/advice regarding benefits/bank account/insurance/bills/debt/visual/hearing impairment etc.	7	1.7
Other	47	11.4

**Q52. Please state your ethnic origin**

The majority of respondents (84.6%) described their ethnicity as white, which is almost identical to that of the 2011 Cardiff population figure (84.7%).

	No	%
<b>White</b>	<b>947</b>	<b>84.6</b>
Welsh/English/Scottish/Northern Irish/British	924	82.6
Gypsy or Irish Traveller	1	0.1
Irish	7	0.6
Any other White background	15	1.3
<b>Mixed/Multiple ethnic groups</b>	<b>32</b>	<b>2.9</b>
White & Black African	7	0.6
White & Asian	5	0.4
White & Black Caribbean	15	1.3
Any other Mixed/Multiple ethnic background	5	0.4
<b>Asian/Asian British</b>	<b>20</b>	<b>1.8</b>
Bangladeshi	1	0.1
Chinese	6	0.5
Indian	3	0.3
Pakistani	6	0.5
Any other Asian background	4	0.4
<b>Black/African/Caribbean/Black British</b>	<b>46</b>	<b>4.1</b>
African	31	2.8
Caribbean	9	0.8
Any other Black/African/Caribbean background	6	0.5
<b>Other ethnic group</b>	<b>27</b>	<b>2.4</b>
Arab	8	0.7
Czech	1	0.1
Japanese	4	0.4
Polish	1	0.1
Yemeni	13	1.2
<b>Prefer not to say</b>	<b>8</b>	<b>0.7</b>
<b>Any other ethnic group</b>	<b>39</b>	<b>3.5</b>
<b>Total Respondents</b>	<b>1,119</b>	<b>100.0</b>

**Q53. What is the main language spoken in your home?**

	<b>No</b>	<b>%</b>
English	934	91.0
Arabic	15	1.5
Welsh	10	1.0
Somali	8	0.8
Mandarin	4	0.4
Urdu	3	0.3
Polish	2	0.2
Czech	1	0.1
Punjabi	1	0.1
Bengali	0	0.0
Cantonese	0	0.0
French	0	0.0
Gujarati	0	0.0
Hindi	0	0.0
Other	48	4.7
<b>Total</b>	<b>1,026</b>	<b>100.0</b>

The 'Other' main languages spoken are as follows:

- Arabic
- Cantonese
- Farsi
- French
- Greek
- Hungarian
- Kurdish
- Lingala
- Mandarin
- Persian
- Polish
- Portuguese
- Punjabi
- Saaho
- Shona
- Somali
- Tamil
- Tigrigna

## 11. Tenant Group Profiles

Following the analysis of responses to the survey, a series of Tenant Profiles were produced in order to illustrate the views and perceptions of certain groups in relation to a number of key issues contained in the survey. These profiles concentrate on the following tenant groups:

- Households with two or more residents aged under 16
- Households where the respondent identified themselves as non-white
- Households containing a resident with any health problems or disabilities
- Households where the respondent was aged 65 or over
- Households where the respondent was aged under 25

### **11.1 Households containing two or more residents under the age of sixteen (134 respondents)**

*NB. Results should be interpreted with caution due to low numbers*

- Over nine tenths (92.2%) of respondents last contacted their landlord via the phone. This was followed by 6.1% who chose to contact face to face.
- The majority of respondents highlighted the reason they last contacted their landlord was for repairs (78.9%) Almost three in ten (28.9%) cited Rent / Housing Benefits as the reason they last made contact.
- Over a half (56.4%) dealt with one person before their query was dealt with.
- Over three quarters (76.3%) found the staff to be helpful.
- Two thirds (67.6%) were satisfied with the final outcome, this included 32.5% who were 'very satisfied'.
- Seven in ten (70.2%) respondents were satisfied with the overall performance.
- Over two fifths (43.8%) of respondents who last contacted via face to face was due to Rent / housing benefits.
- Two thirds (65.5%) of these respondents dealt with one person to have their query dealt with.
- Four fifths (79.1%) found the face to face staff to be helpful.
- Three quarters (74.1%) were satisfied with the final outcome, this included 42.0% who were 'very satisfied'
- Over a third (39.1%) were 'very satisfied' with the overall performance.
- Four fifths (80.9%) of respondents were satisfied with their neighbourhood as a place to live, this included 38.2% who were 'very satisfied'.
- Three quarters (75.8%) were satisfied with the way repairs and maintenance are dealt with.
- The method that respondents highlighted as their chosen way to be contacted was via a letter (74.6%)

## Tenants Satisfaction Survey 2016

- Over four fifths (81.0%) of respondents were satisfied with the way they're kept informed about things that might affect them as a tenant.
- Almost three quarters (74.0%) did not have contents insurance for their home.
- The majority (96.2%) of respondents did have a bank account
- Over nine in ten (91.5%) respondents did have a device at home with internet connection.
- The most popular way of connecting to the internet was at a Library / Hub (61.4%), this was followed by from a friend's house / family's computer (37.3%).

## Contact with us – Your landlord

### How did you last contact us?

	No	%
Phone	106	92.2
Face-to-Face	7	6.1
Other	2	1.7
<b>Total</b>	<b>115</b>	<b>100.0</b>

### What was the reason you last contacted us?

	No.	%
Repairs	90	78.9
Rent / Housing benefits	33	28.9
Garden / Communal areas	12	10.5
Transfer / Exchange	11	9.6
General Tenancy matters	10	8.8
Anti-social behaviour / nuisance neighbours	8	7.0
Dealing with complaints	5	4.4
Cleaning	2	1.8
Maintenance of communal areas - flats only	2	1.8
Support provided to new tenants	1	0.9
Other	30	26.3
<b>Total Responses</b>	<b>114</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

### How many people were you passed to before your query was dealt with?

	No	%
1 person	62	56.4
2 people	24	21.8
3 people	4	3.6
More than 3 people	8	7.3
Can't remember	12	10.9
<b>Total</b>	<b>110</b>	<b>100.0</b>

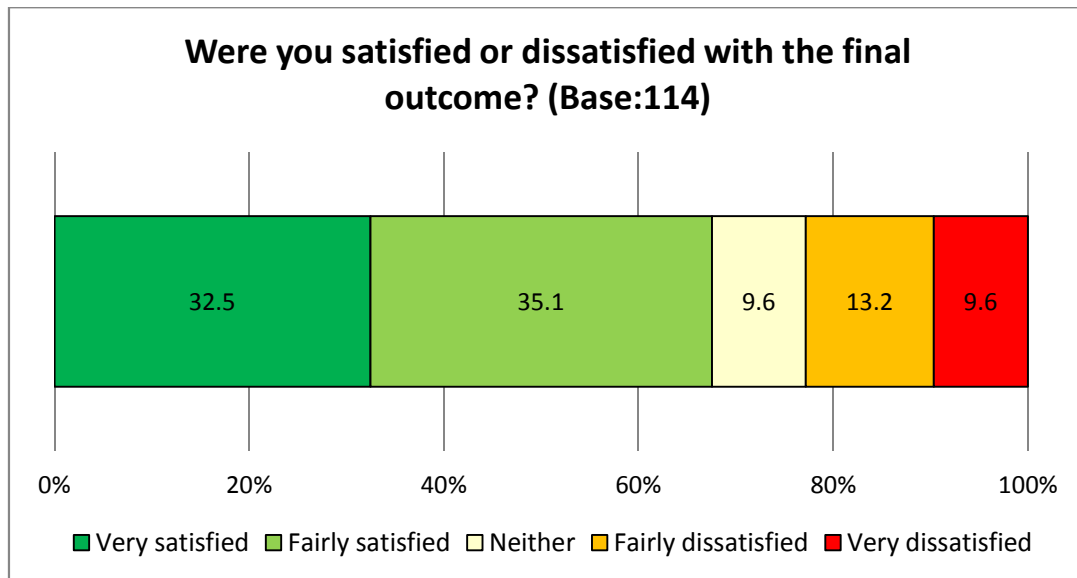
### How helpful did you find the staff?

	No	%
Helpful	87	76.3
Neither	15	13.2
Unhelpful	9	7.9
Can't remember	3	2.6
<b>Total</b>	<b>114</b>	<b>100.0</b>



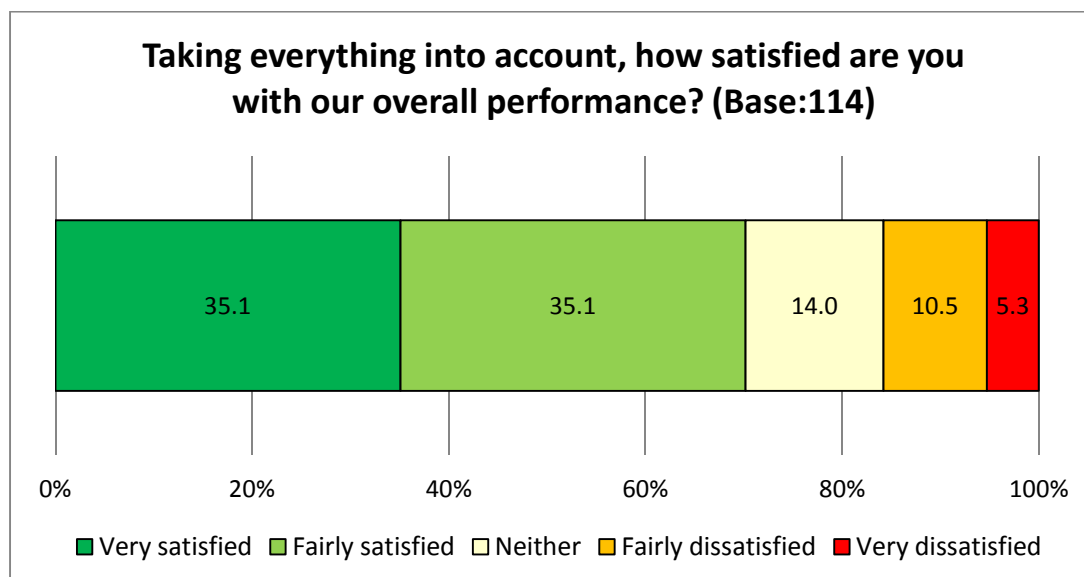
**Were you satisfied or dissatisfied with the final outcome?**

Satisfaction amongst this group was lower than that of the overall sample.



**Taking everything into account, how satisfied are you with our overall performance?**

Again, satisfaction for this group was lower than that of the overall sample.



## Contact with us – Face to Face

### What was the reason you last contacted us?

	No	%
Rent/Housing benefits	49	43.8
Repairs	38	33.9
Transfer/Exchange	16	14.3
Council Tax	15	13.4
Free School Meals	11	9.8
Other	11	9.8
School Admissions	10	8.9
Citizens Advice	7	6.3
General Council Enquiries	6	5.4
General Tenancy matters	6	5.4
Into Work Services	5	4.5
Anti-social behaviour/nuisance neighbours	4	3.6
Dealing with Complaints	4	3.6
Work Skills Training	3	2.7
Getting Online	3	2.7
Adult Community Learning	3	2.7
Maintenance of communal areas - flats only	3	2.7
Bus Pass	2	1.8
Money Advice	2	1.8
Credit Union	2	1.8
Garden/Communal areas	2	1.8
How enquiries are dealt with	1	0.9
Cleaning	1	0.9
Support provided to vulnerable tenants	1	0.9
Support provided to new tenants	0	0.0
<b>Total Responses</b>	<b>112</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

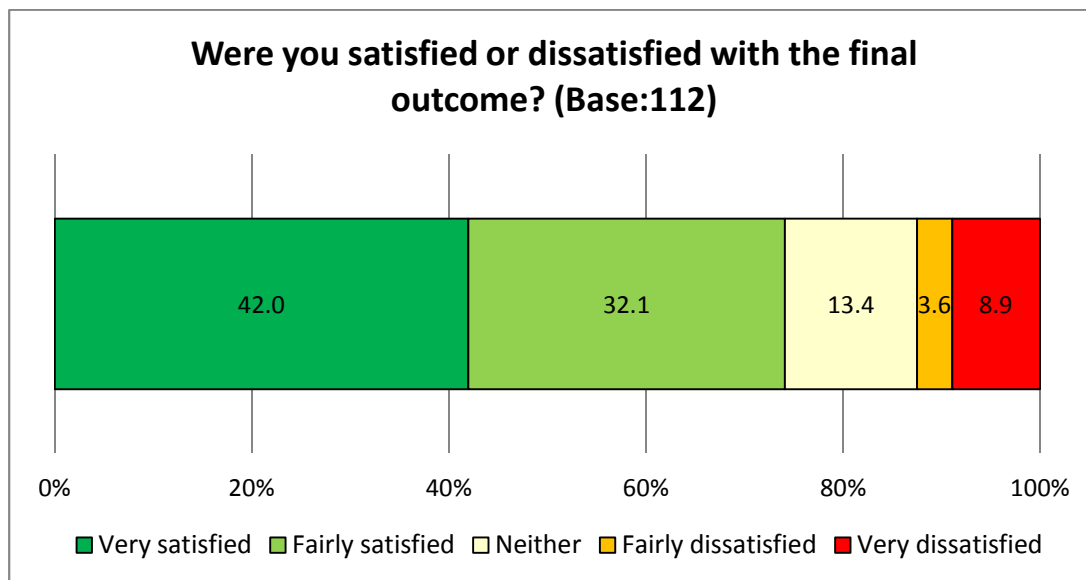
**How many people were you passed to before your query was dealt with?**

	No	%
1 person	72	65.5
2 people	19	17.3
3 people	4	3.6
More than 3 people	3	2.7
Can't remember	12	10.9
<b>Total</b>	<b>110</b>	<b>100.0</b>

**How helpful did you find the staff?**

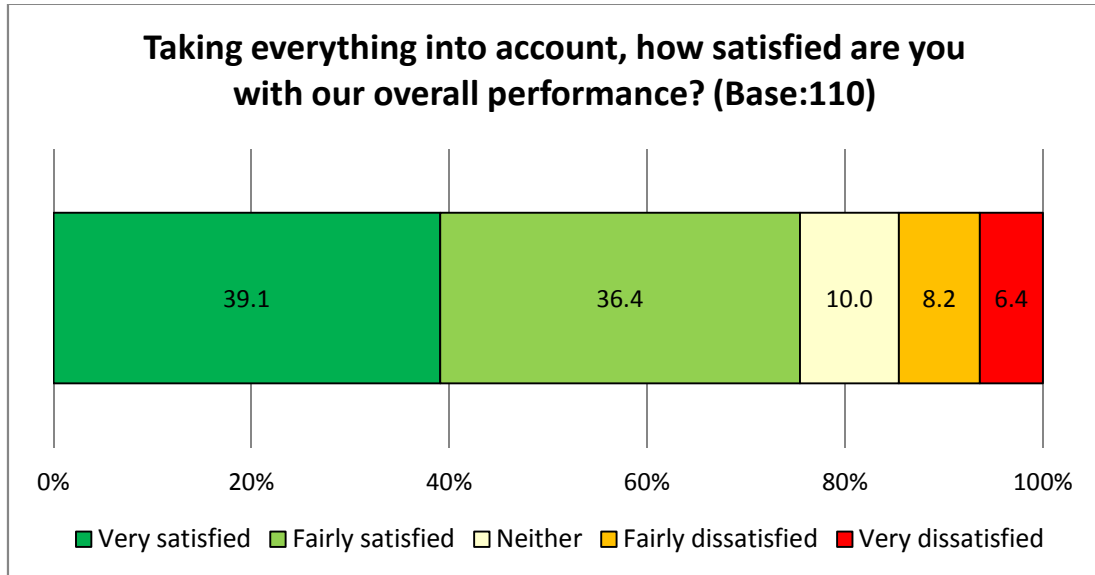
	No	%
Helpful	87	79.1
Neither	14	12.7
Unhelpful	6	5.5
Can't remember	3	2.7
<b>Total</b>	<b>110</b>	<b>100.0</b>

**Were you satisfied or dissatisfied with the final outcome?**



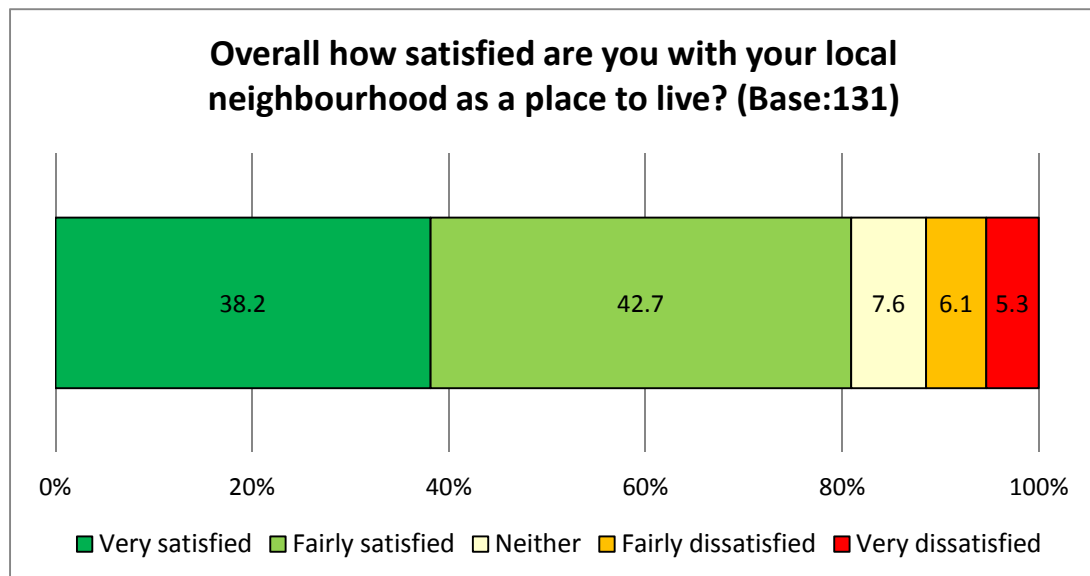
**Taking everything into account, how satisfied are you with our overall performance?**

Satisfaction amongst this group was lower than that of the overall sample



**Local Neighbourhood**

**Overall how satisfied are you with your local neighbourhood as a place to live?**



## Repairs and Maintenance Service

**Generally how satisfied are you with the way we deal with repairs and maintenance?**

This group was less satisfied than that of the overall sample

	<b>No</b>	<b>%</b>
Very satisfied	39	37.9
Fairly satisfied	39	37.9
Neither	4	3.9
Fairly dissatisfied	13	12.6
Very dissatisfied	8	7.8
<b>Total</b>	<b>103</b>	<b>100.0</b>

## Communication and Information

**Which methods would you prefer us to use to keep you informed or to ask your opinions?**

	<b>No</b>	<b>%</b>
Letter	97	74.6
Tenant Times/Newsletter	54	41.5
Email	41	31.5
Telephone call	27	20.8
Text/Whatsapp	23	17.7
Personal visit	17	13.1
Cardiff Tenants Website	12	9.2
Website	10	7.7
Twitter/Facebook	9	6.9
Public meetings	7	5.4
Residents Groups/Forums	5	3.8
<b>Total Respondents</b>	<b>130</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

**How satisfied are you that we are keeping you informed about things that might affect you as a Tenant?**

	<b>No</b>	<b>%</b>
Very satisfied	42	32.1
Fairly satisfied	64	48.9
Neither	19	14.5
Fairly dissatisfied	6	4.6
Very dissatisfied	0	0.0
<b>Total</b>	<b>131</b>	<b>100.0</b>

## Can we help?

### Do you have contents insurance for your home?

	No	%
Yes	28	21.4
No	97	74.0
Don't know	6	4.6
<b>Total</b>	<b>131</b>	<b>100.0</b>

### Do you have a bank account?

	No	%
Yes	127	96.2
No	5	3.8
<b>Total</b>	<b>132</b>	<b>100.0</b>

### Do you have a device at home with internet connection?

Almost all respondents with a child in their household were able to access the internet from home (91.5% compared to 62.1% of the overall sample).

	No	%
Yes	119	91.5
No	11	8.5
<b>Total</b>	<b>130</b>	<b>100.0</b>

### Do you access the internet using any of the following methods?

Those with a child in their household were twice as likely as the overall sample to access the internet at a Library or Hub (61.4% compared with 34.7%)

	No	%
At a Library/Hub	51	61.4
From friend's/family's computer	31	37.3
At another Community facility	4	4.8
Other	22	26.5
<b>Total Respondents</b>	<b>83</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

## **11.2 Households where the respondent identified themselves as non - white (125 respondents)**

*NB. Results should be interpreted with caution due to low numbers*

- Nine tenths (89.8%) of respondents last contacted their landlord via the phone. This was followed by 7.1% who chose to contact face to face.
- The majority of respondents highlighted the reason they last contacted their landlord was for repairs (73.7%). A fifth (21.2%) indicated that Rent / Housing Benefits as the reason they last made contact.
- Over two fifths (45.8%) dealt with one person before their query was dealt with. A further one in ten (31.3%) were passed to two people before their query was dealt with.
- Almost four fifths (78.8%) found the staff to be helpful.
- Two thirds (66.7%) were satisfied with the final outcome, this included 41.4% who were 'very satisfied'.
- Seven in ten (70.0%) of respondents were satisfied with the overall performance.
- Two fifths (40.0%) of respondents who last contacted via face to face was due to Rent / Housing benefits issues.
- Over a half (54.9%) of these respondents dealt with one person to have their query dealt with. A further quarter (25.3%) was passed to two people before their query was dealt with.
- Four fifths (79.8%) found the face to face staff to be helpful.
- Three quarters (74.8%) were satisfied with the final outcome, this included 41.8% who were 'very satisfied'.
- Three quarters (75.3%) were satisfied with the overall performance.
- Four fifths (80.1%) of respondents were satisfied with their neighbourhood as a place to live, this included 44.6% who were 'very satisfied'.
- Almost three quarters (74.2%) were 'very satisfied with the way repairs and maintenance is dealt with.
- The method that respondents highlighted as their chosen way to be contacted was via a letter (74.4%), this was followed by Tenants Times (35.5%).
- Over four fifths (85.5%) of respondents were satisfied with the way they're kept informed about things that might affect them as a tenant, this included 39.5% that were 'very satisfied'.
- Three quarters (75.8%) did not have contents insurance for their home.
- The majority (96.7%) of respondents did have a bank account.
- Three quarters (75.2%) respondents did have a device at home with internet connection.
- The most popular way of connecting to the internet at a Library / Hub (51.1%), this was followed by from a friends / family's computer (33.0%).

## Contact with us – Your landlord

### How did you last contact us?

	No	%
Phone	88	89.8
Face-to-Face	7	7.1
Letter	1	1.0
Other	2	2.0
<b>Total</b>	<b>98</b>	<b>100.0</b>

### What was the reason you last contacted us?

	No.	%
Rent / Housing benefits	21	21.2
Transfer / Exchange	9	9.1
Anti-social behaviour / nuisance neighbours	9	9.1
Cleaning	4	4.0
Maintenance of communal areas - flats only	4	4.0
Garden / Communal areas	12	12.1
General Tenancy matters	7	7.1
Support provided to new tenants	1	1.0
Dealing with complaints	6	6.1
Repairs	73	73.7
Other	21	21.2
<b>Total Responses</b>	<b>99</b>	<b>-</b>

### How many people were you passed to before your query was dealt with?

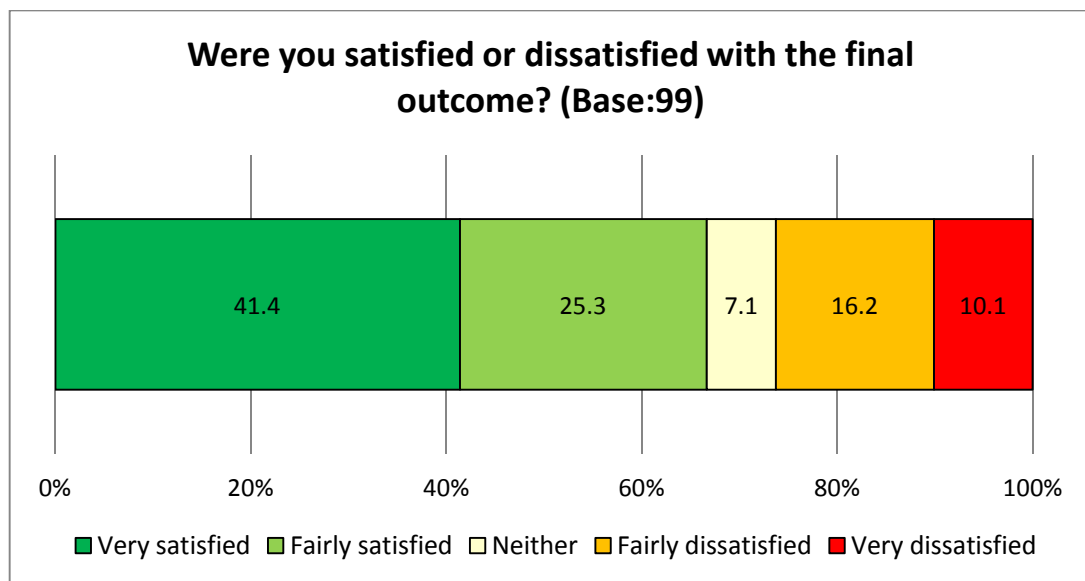
	No	%
1 person	44	45.8
2 people	30	31.3
3 people	8	8.3
More than 3 people	4	4.2
Can't remember	10	10.4
<b>Total</b>	<b>96</b>	<b>100.0</b>



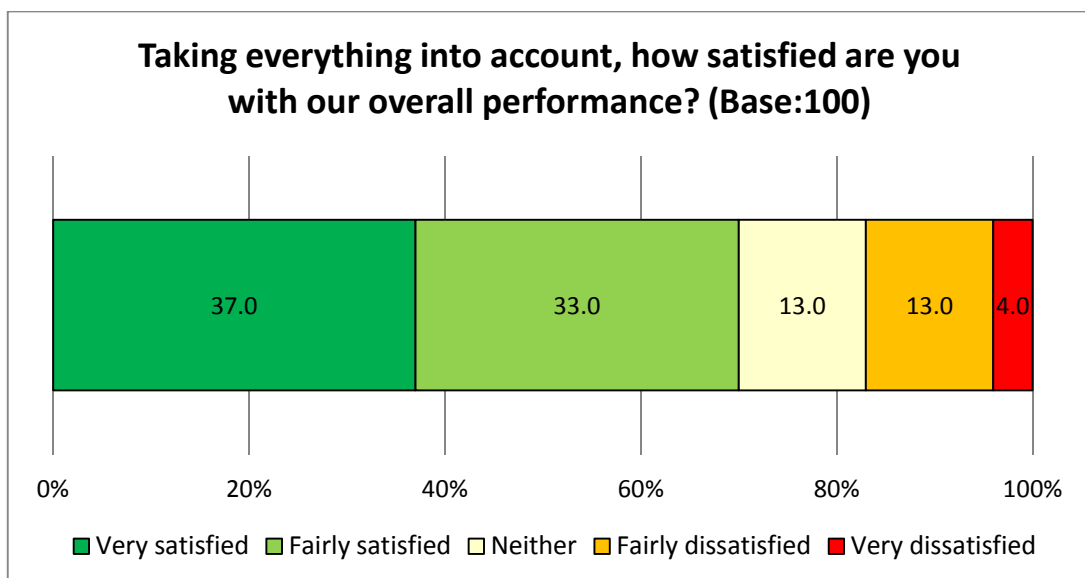
**How helpful did you find the staff?**

	No	%
Helpful	78	78.8
Neither	8	8.1
Unhelpful	10	10.1
Can't remember	3	3.0
<b>Total</b>	<b>99</b>	<b>100.0</b>

**Were you satisfied or dissatisfied with the final outcome?**



**Taking everything into account, how satisfied are you with our overall performance?**



## Contact with us – Face to Face

### What was the reason you last contacted us?

	No	%
Rent/Housing benefits	36	40.0
Repairs	34	37.8
Council Tax	14	15.6
Transfer/Exchange	8	8.9
Citizens Advice	7	7.8
Into Work Services	6	6.7
Free School Meals	6	6.7
Anti-social behaviour/nuisance neighbours	6	6.7
Garden/Communal areas	5	5.6
General Tenancy matters	5	5.6
School Admissions	4	4.4
Money Advice	4	4.4
General Council Enquiries	4	4.4
Bus Pass	3	3.3
Maintenance of communal areas - flats only	2	2.2
Dealing with Complaints	2	2.2
Getting Online	1	1.1
Adult Community Learning	1	1.1
How enquiries are dealt with	1	1.1
Support provided to vulnerable tenants	1	1.1
Work Skills Training	0	0.0
Credit Union	0	0.0
Cleaning	0	0.0
Support provided to new tenants	0	0.0
Other	10	11.1
<b>Total Responses</b>	<b>90</b>	<b>-</b>

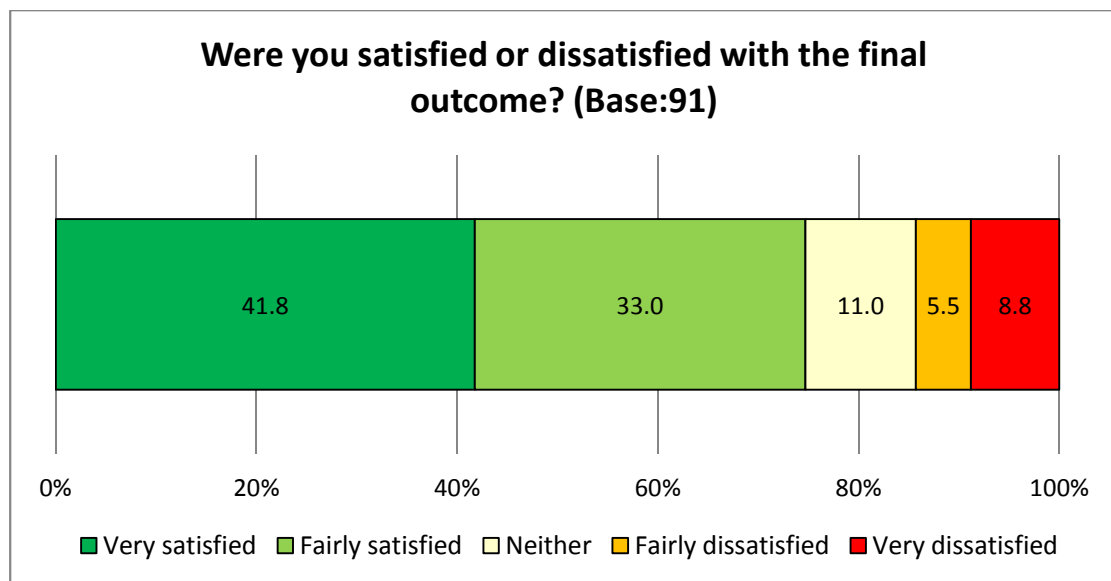
### How many people were you passed to before your query was dealt with?

	No	%
1 person	50	54.9
2 people	23	25.3
3 people	6	6.6
More than 3 people	3	3.3
Can't remember	9	9.9
<b>Total</b>	<b>91</b>	<b>100.0</b>

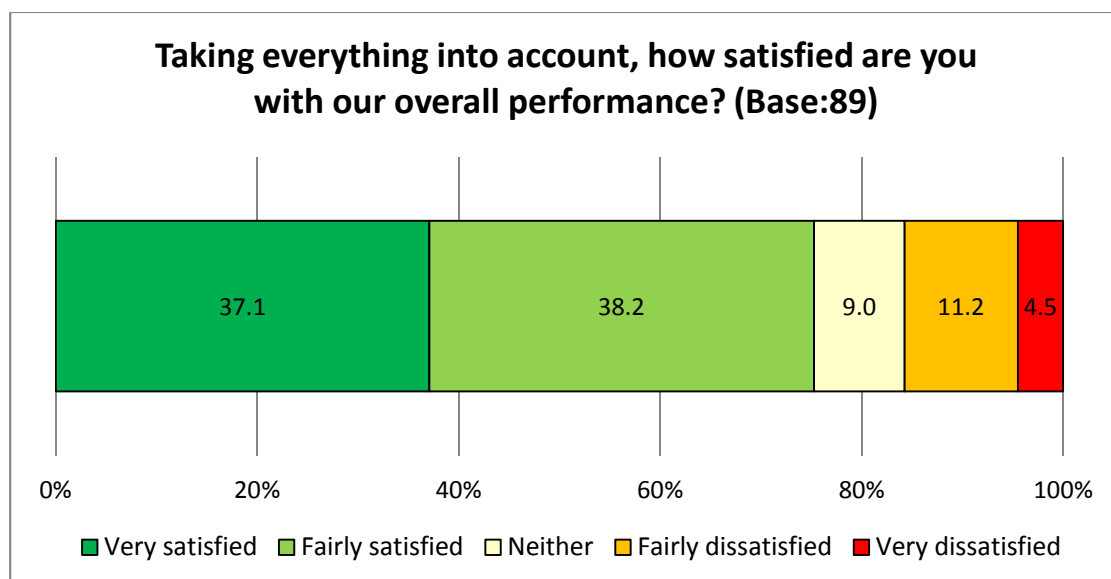
**How helpful did you find the staff?**

	No	%
Helpful	71	79.8
Neither	9	10.1
Unhelpful	7	7.9
Can't remember	2	2.2
<b>Total</b>	<b>89</b>	<b>100.0</b>

**Were you satisfied or dissatisfied with the final outcome?**

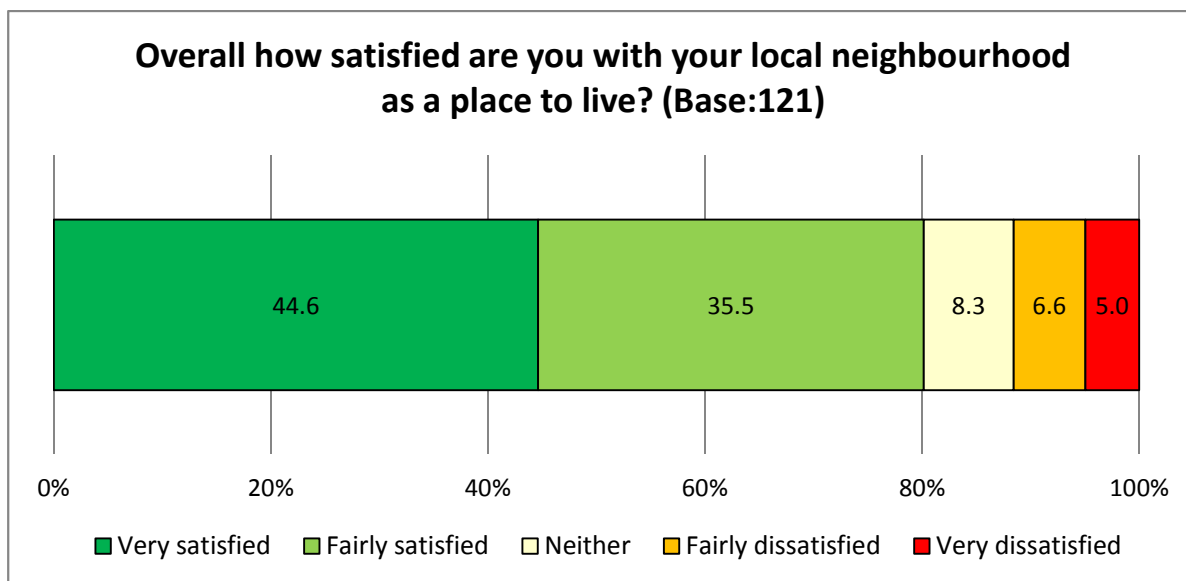


**Taking everything into account, how satisfied are you with our overall performance?**



## Local Neighbourhood

Overall how satisfied are you with your local neighbourhood as a place to live?



## Repairs and Maintenance Service

Generally how satisfied are you with the way we deal with repairs and maintenance?

	No	%
Very satisfied	36	42.4
Fairly satisfied	27	31.8
Neither	4	4.7
Fairly dissatisfied	12	14.1
Very dissatisfied	6	7.1
<b>Total</b>	<b>85</b>	<b>100.0</b>

## Communication and Information

Which methods would you prefer us to use to keep you informed or to ask your opinions?

	No	%
Letter	90	74.4
Tenant Times/Newsletter	43	35.5
Email	30	24.8
Telephone call	30	24.8
Text/Whatsapp	21	17.4
Personal visit	16	13.2
Website	10	8.3
Cardiff Tenants Website	9	7.4
Twitter/Facebook	6	5.0
Public meetings	5	4.1
Residents Groups/Forums	4	3.3
<b>Total Respondents</b>	<b>121</b>	<b>-</b>

How satisfied are you that we are keeping you informed about things that might affect you as a Tenant?

	No	%
Very satisfied	49	39.5
Fairly satisfied	57	46.0
Neither	12	9.7
Fairly dissatisfied	4	3.2
Very dissatisfied	2	1.6
<b>Total</b>	<b>124</b>	<b>100.0</b>

## Can we help?

Do you have contents insurance for your home?

	No	%
Yes	21	17.5
No	91	75.8
Don't know	8	6.7
<b>Total</b>	<b>120</b>	<b>100.0</b>

**Do you have a bank account?**

	<b>No</b>	<b>%</b>
Yes	117	96.7
No	4	3.3
<b>Total</b>	<b>121</b>	<b>100.0</b>

**Do you have a device at home with internet connection?**

	<b>No</b>	<b>%</b>
Yes	91	75.2
No	30	24.8
<b>Total</b>	<b>121</b>	<b>100.0</b>

**Do you access the internet using any of the following methods?**

	<b>No</b>	<b>%</b>
At a Library/Hub	45	51.1
From friend's/family's computer	29	33.0
At another Community facility	4	4.5
Tenant Resource Centre	1	1.1
Other	28	31.8
<b>Total Respondents</b>	<b>88</b>	<b>-</b>

### **11.3 Households containing a resident with any health problems or disabilities (710 respondents)**

*NB. Results should be interpreted with caution due to low numbers*

- Nine tenths (90.1%) of respondents last contacted their landlord via the phone. This was followed by 4.7% who chose to contact face to face.
- The majority of respondents highlighted the reason they last contacted their landlord was for repairs (71.9%). One in six (16.0) indicated that Rent / Housing Benefits as the reason they last made contact.
- Over two fifths (45.9%) dealt with one person before their query was dealt with.
- Over four fifths (81.2%) found the staff to be helpful.
- Three quarters (75.8%) were satisfied with the final outcome, this included 41.4% who were 'very satisfied'.
- Four fifths (79.4%) of respondents were satisfied with the overall performance.
- Over a half (53.9%) of respondents who last contacted via face to face was due to repair issues, this was followed by Rent / Housing benefits (25.7%).
- Over a half (53.4%) of these respondents dealt with one person to have their query dealt with.
- Over four fifths (83.0%) found the face to face staff to be helpful.
- Over three quarters (78.9%) were satisfied with the final outcome, this included 44.6% who were 'very satisfied'
- Over four fifths (82.0%) were satisfied with the overall performance.
- Over four fifths (86.4%) of respondents were satisfied with their neighbourhood as a place to live, this included 47.9% who were 'very satisfied'.
- Just over two fifths (44.6%) were 'very satisfied with the way repairs and maintenance is dealt with.
- The method that respondents highlighted as their chosen way to be contacted was via a letter (56.9%)
- Over four fifths (85.2%) of respondents were satisfied with the way they're kept informed about things that might affect them as a tenant, this included 43.5% that were 'very satisfied.
- Almost two fifths (37.8%) did not have contents insurance for their home.
- The majority (87.8%) of respondents did have a bank account.
- Three in five (59.5%) respondents did have a device at home with internet connection.
- The most popular way of connecting to the internet was at from a friends / family's computer (37.6%).

## Contact with us – Your landlord

### How did you last contact us?

	No	%
Phone	538	90.1
Face-to-Face	28	4.7
Letter	7	1.2
Other	24	4.0
<b>Total</b>	<b>597</b>	<b>100.0</b>

### What was the reason you last contacted us?

	No.	%
Repairs	422	71.9
Rent / Housing benefits	94	16.0
Garden / Communal areas	68	11.6
Anti-social behaviour / nuisance neighbours	57	9.7
General Tenancy matters	48	8.2
Maintenance of communal areas - flats only	45	7.7
Transfer / Exchange	39	6.6
Dealing with complaints	37	6.3
Cleaning	17	2.9
Support provided to new tenants	6	1.0
Other	154	26.2
<b>Total Responses</b>	<b>587</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

### How many people were you passed to before your query was dealt with?

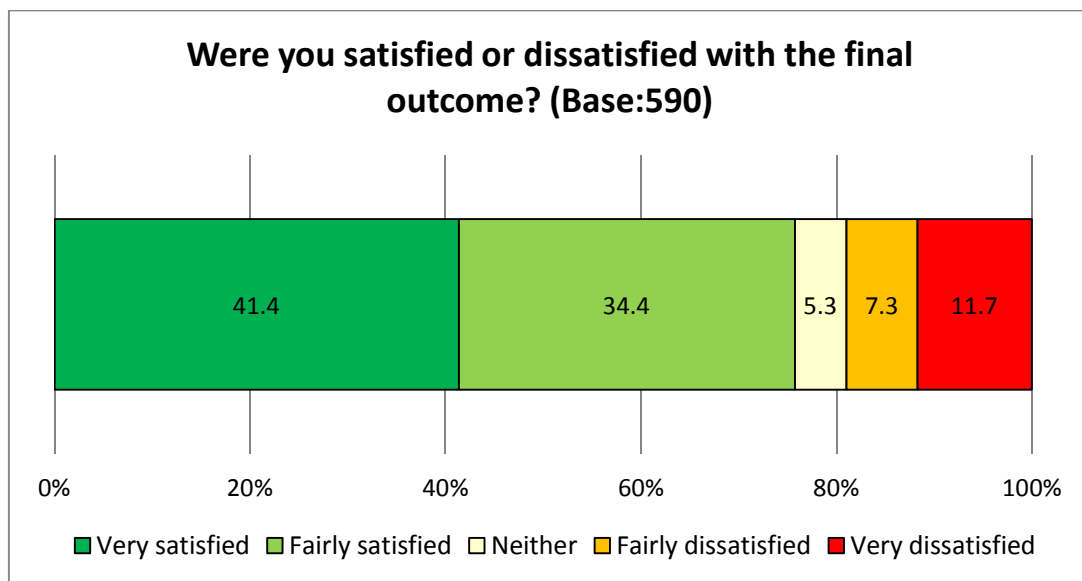
	No	%
1 person	271	45.9
2 people	183	31.0
3 people	41	6.9
More than 3 people	34	5.8
Can't remember	62	10.5
<b>Total</b>	<b>591</b>	<b>100.0</b>



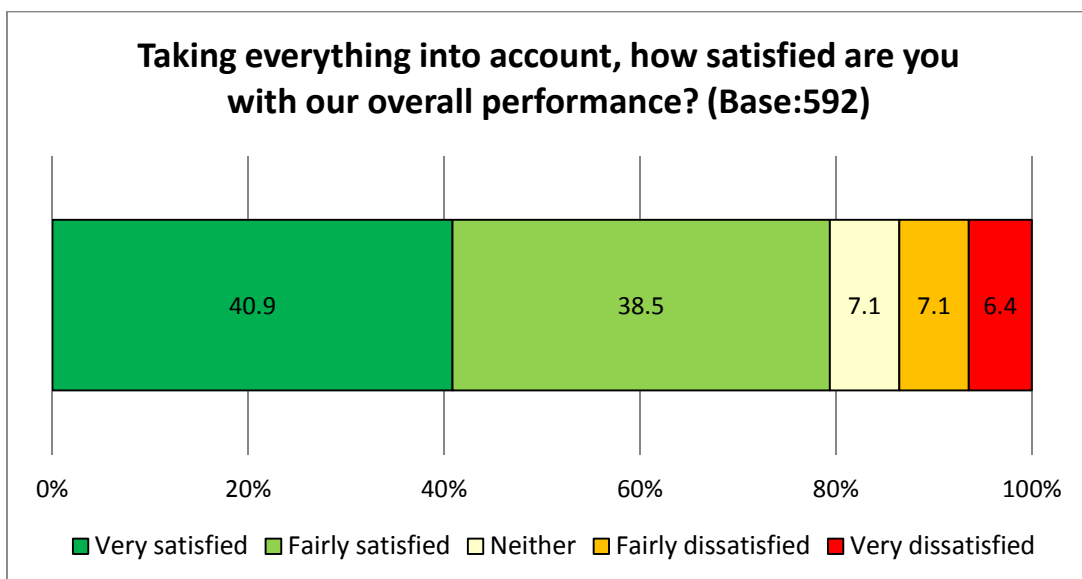
**How helpful did you find the staff?**

	No	%
Helpful	479	81.2
Neither	52	8.8
Unhelpful	45	7.6
Can't remember	14	2.4
<b>Total</b>	<b>590</b>	<b>100.0</b>

**Were you satisfied or dissatisfied with the final outcome?**



**Taking everything into account, how satisfied are you with our overall performance?**



## Contact with us – Face to Face

### What was the reason you last contacted us?

	No	%		No	%
Repairs	256	53.9	Support provided to vulnerable tenants	10	2.1
Rent/Housing benefits	122	25.7	School Admissions	9	1.9
General Council Enquiries	44	9.3	Cleaning	9	1.9
Transfer/Exchange	44	9.3	Getting Online	8	1.7
Other	44	9.3	Adult Community Learning	8	1.7
Council Tax	41	8.6	Into Work Services	7	1.5
Anti-social behaviour/ nuisance neighbours	37	7.8	Money Advice	7	1.5
Bus Pass	33	6.9	Free School Meals	6	1.3
Garden/Communal areas	33	6.9	Work Skills Training	5	1.1
Citizens Advice	32	6.7	Credit Union	5	1.1
General Tenancy matters	30	6.3	Support provided to new tenants	4	0.8
Dealing with Complaints	22	4.6	How enquiries are dealt with	3	0.6
Maintenance of communal areas - flats only	19	4.0	<b>Total Responses</b>	<b>475</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

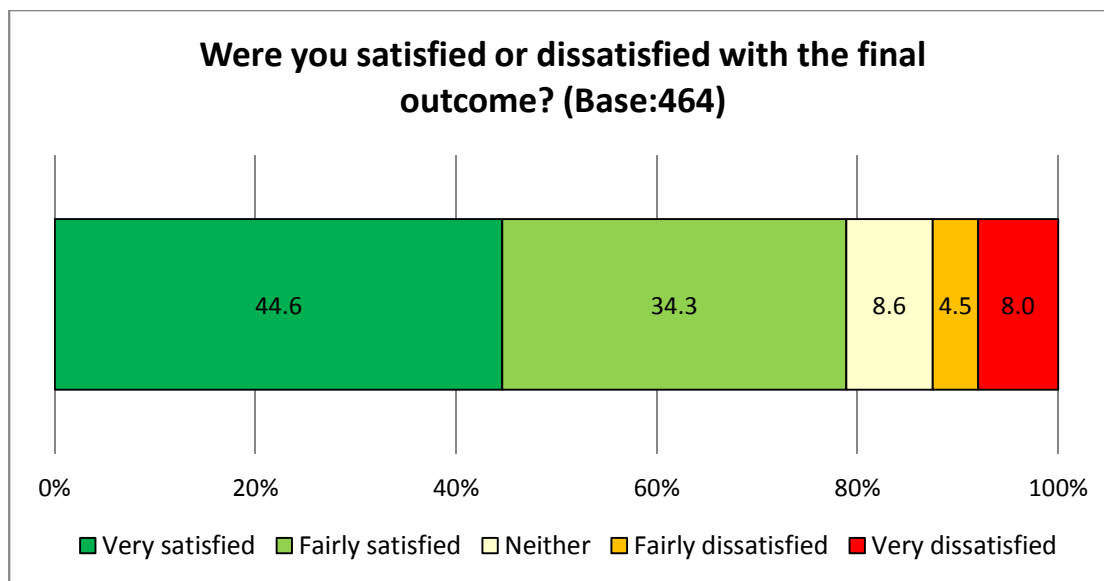
### How many people were you passed to before your query was dealt with?

	No	%
1 person	249	53.4
2 people	131	28.1
3 people	22	4.7
More than 3 people	24	5.2
Can't remember	40	8.6
<b>Total</b>	<b>466</b>	<b>100.0</b>

**How helpful did you find the staff?**

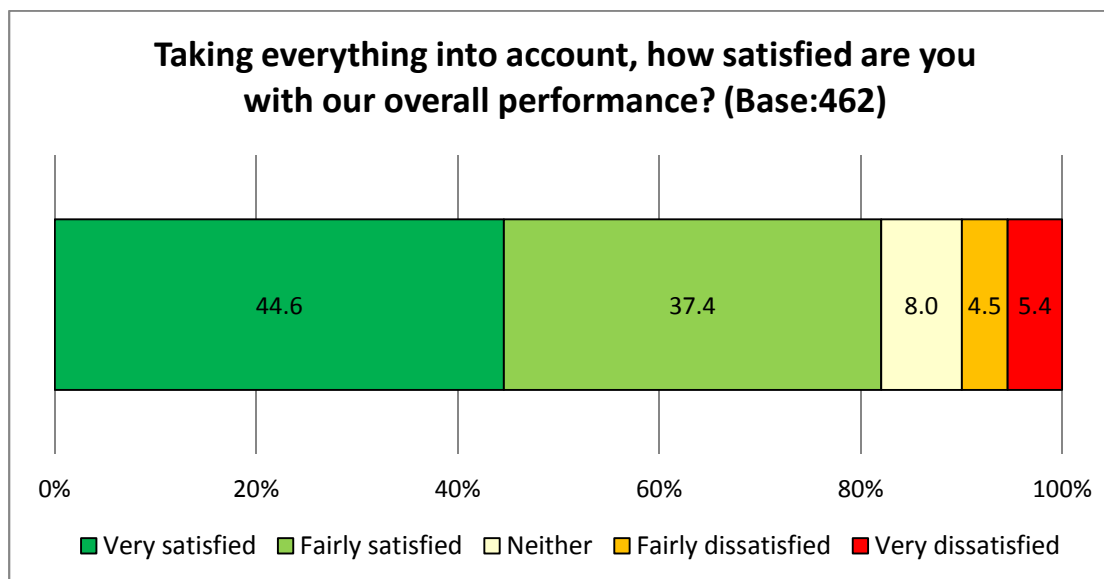
	No	%
Helpful	386	83.0
Neither	33	7.1
Unhelpful	32	6.9
Can't remember	14	3.0
<b>Total</b>	<b>465</b>	<b>100.0</b>

**Were you satisfied or dissatisfied with the final outcome?**



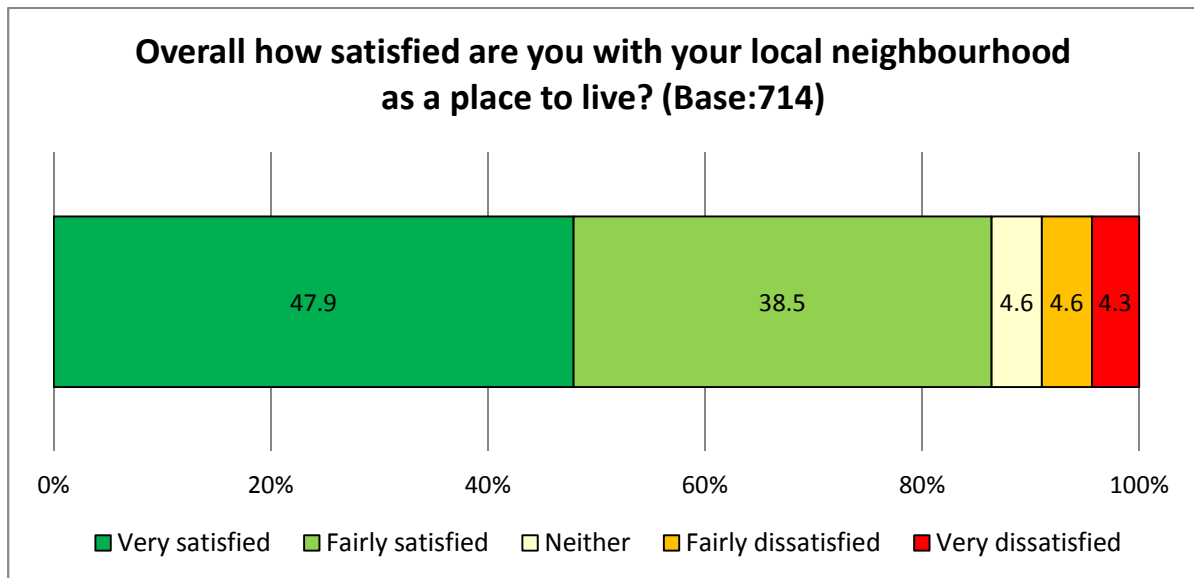
**Taking everything into account, how satisfied are you with our overall performance?**

This group were slightly more satisfied than the overall sample.



## Local Neighbourhood

Overall how satisfied are you with your local neighbourhood as a place to live?



## Repairs and Maintenance Service

Generally how satisfied are you with the way we deal with repairs and maintenance?

	No	%
Very satisfied	239	44.6
Fairly satisfied	208	38.8
Neither	25	4.7
Fairly dissatisfied	39	7.3
Very dissatisfied	25	4.7
<b>Total</b>	<b>536</b>	<b>100.0</b>

## Communication and Information

Which methods would you prefer us to use to keep you informed or to ask your opinions?

	No	%
Letter	402	56.9
Tenant Times/Newsletter	359	50.8
Telephone call	159	22.5
Email	97	13.7
Personal visit	81	11.5
Text/Whatsapp	53	7.5
Cardiff Tenants Website	26	3.7
Public meetings	19	2.7
Website	13	1.8
Twitter/Facebook	13	1.8
Residents Groups/Forums	12	1.7
<b>Total Respondents</b>	<b>706</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

How satisfied are you that we are keeping you informed about things that might affect you as a Tenant?

	No	%
Very satisfied	312	43.5
Fairly satisfied	299	41.7
Neither	77	10.7
Fairly dissatisfied	20	2.8
Very dissatisfied	9	1.3
<b>Total</b>	<b>717</b>	<b>100.0</b>

## Can we help?

Do you have contents insurance for your home?

	No	%
Yes	270	37.8
No	430	60.2
Don't know	14	2.0
<b>Total</b>	<b>714</b>	<b>100.0</b>

**Do you have a bank account?**

	<b>No</b>	<b>%</b>
Yes	620	87.8
No	86	12.2
<b>Total</b>	<b>706</b>	<b>100.0</b>

**Do you have a device at home with internet connection?**

	<b>No</b>	<b>%</b>
Yes	420	59.5
No	286	40.5
<b>Total</b>	<b>706</b>	<b>100.0</b>

**Do you access the internet using any of the following methods?**

Fewer respondents with a health problem or disability accessed the internet at a Library or Hub compared to the overall sample (34.7%).

	<b>No</b>	<b>%</b>
From friend's/family's computer	137	37.6
At a Library/Hub	103	28.3
At another Community facility	7	1.9
Tenant Resource Centre	1	0.3
Other	176	48.4
<b>Total Respondents</b>	<b>364</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

### **11.4 Households where the respondent was aged over 65 (473 respondents)**

*NB. Results should be interpreted with caution due to low numbers*

- Almost nine tenths (88.2%) of respondents last contacted their landlord via the phone. This was followed by 6.8% who chose to contact face to face.
- The majority of respondents highlighted the reason they last contacted their landlord was for repairs (72.5%). One in ten (10.1%) indicated that Rent / Housing Benefits as the reason they last made contact.
- Almost a half (48.9%) dealt with one person before their query was dealt with.
- Over four fifths (84.5%) found the staff to be helpful.
- Four fifths (80.1%) were satisfied with the final outcome, this included 45.7% who were 'very satisfied'.
- Over Four fifths (85.1%) of respondents were satisfied with the overall performance.
- Over a half (58.1%) of respondents who last contacted via face to face was due to repair issues, this was followed by Rent / Housing benefits (21.7%).
- Over a half (56.7%) of these respondents dealt with one person to have their query dealt with. Over a quarter (27.2%) had their query dealt with by 2 people.
- Over four fifths (88.6%) found the face to face staff to be helpful.
- Over four fifths (84.6%) were satisfied with the final outcome, this included 51.1% who were 'very satisfied'
- Nine in ten respondents (89.9%) were satisfied with the overall performance.
- Over nine in ten (94.4%) of respondents were satisfied with their neighbourhood as a place to live, this included 56.5% who were 'very satisfied'.
- Over a half (51.2%) were 'very satisfied with the way repairs and maintenance is dealt with.
- The method that respondents highlighted as their chosen way to be contacted was via the Tenants Times / Newsletter (55.4%).
- Nine Tenths of respondents (90.1%) of respondents were satisfied with the way they're kept informed about things that might affect them as a tenant, this included 50.4% that were 'very satisfied'.
- There was a very even split between respondents who did and did not have insurance for their home with 48.6% claiming that they did have insurance.
- Over four fifths (86.1%) of respondents did have a bank account.
- Over two fifths (42.9%) respondents did have a device at home with internet connection.
- The most popular way of connecting to the internet was at from a friends / family's computer (38.4%).

## Contact with us – Your landlord

### How did you last contact us?

	No	%
Phone	313	88.2
Face-to-Face	24	6.8
Letter	2	0.6
Other	16	4.5
<b>Total</b>	<b>355</b>	<b>100.0</b>

### What was the reason you last contacted us?

	No.	%
Rent / Housing benefits	35	10.1
Transfer / Exchange	12	3.5
Anti-social behaviour / nuisance neighbours	12	3.5
Cleaning	6	1.7
Maintenance of communal areas - flats only	18	5.2
Garden / Communal areas	32	9.2
General Tenancy matters	24	6.9
Support provided to new tenants	2	0.6
Dealing with complaints	10	2.9
Repairs	251	72.5
Other	92	26.6
<b>Total Responses</b>	<b>346</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

### How many people were you passed to before your query was dealt with?

	No	%
1 person	173	48.9
2 people	118	33.3
3 people	18	5.1
More than 3 people	15	4.2
Can't remember	30	8.5
<b>Total</b>	<b>354</b>	<b>100.0</b>

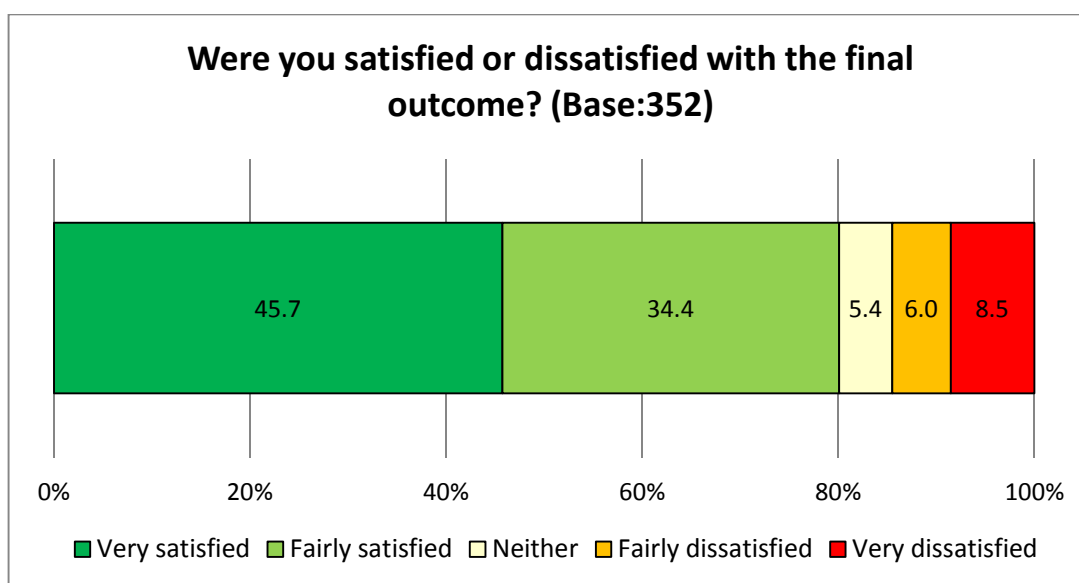


**How helpful did you find the staff?**

	No	%
Helpful	299	84.5
Neither	27	7.6
Unhelpful	18	5.1
Can't remember	10	2.8
<b>Total</b>	<b>354</b>	<b>100.0</b>

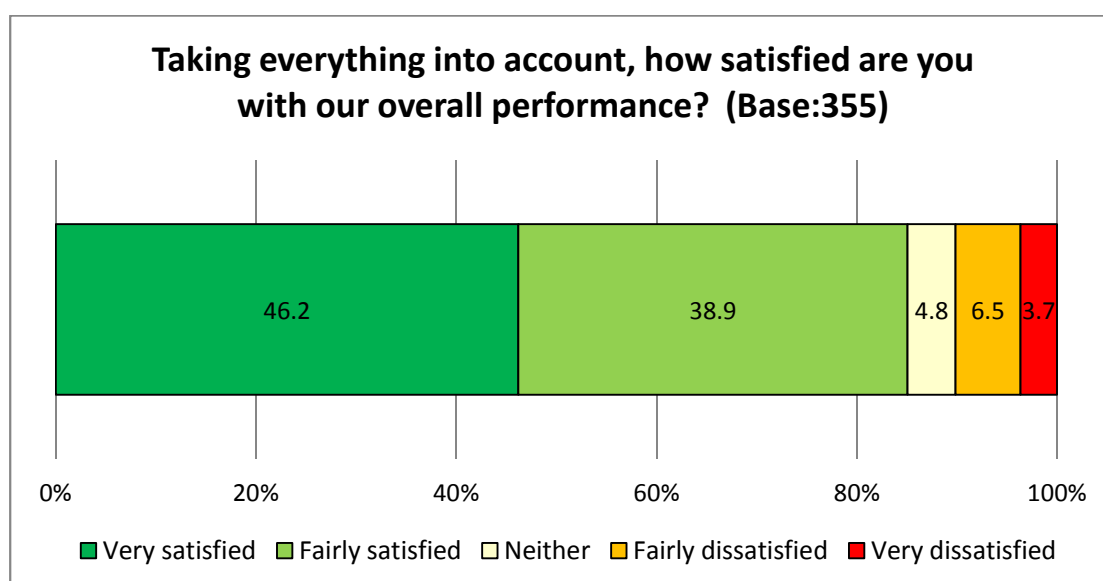
**Were you satisfied with the final outcome?**

Households including tenants aged 65 or over were more likely to be satisfied than the overall sample.



**Taking everything into account, how satisfied are you with our overall performance?**

Households including tenants aged 65 or over were more likely to be satisfied than the overall sample.



## Contact with us – Face to Face

### What was the reason you last contacted us?

	No	%		No	%
Repairs	158	58.1	Dealing with Complaints	6	2.2
Rent/Housing benefits	59	21.7	Cleaning	4	1.5
Other	25	9.2	Credit Union	3	1.1
Council Tax	24	8.8	Into Work Services	3	1.1
Bus Pass	17	6.3	How enquiries are dealt with	2	0.7
Garden/Communal areas	17	6.3	Money Advice	2	0.7
General Tenancy matters	16	5.9	Adult Community Learning	1	0.4
General Council Enquiries	14	5.1	Getting Online	1	0.4
Anti-social behaviour/ nuisance neighbours	12	4.4	Support provided to new tenants	1	0.4
Transfer/Exchange	9	3.3	Free School Meals	0	0.0
Support provided to vulnerable tenants	8	2.9	School Admissions	0	0.0
Maintenance of communal areas - flats only	7	2.6	Work Skills Training	0	0.0
Citizens Advice	6	2.2	<b>Total Responses</b>	<b>272</b>	-

*NB. Percentages do not total 100% as respondents could have selected multiple options*

### How many people were you passed to before your query was dealt with?

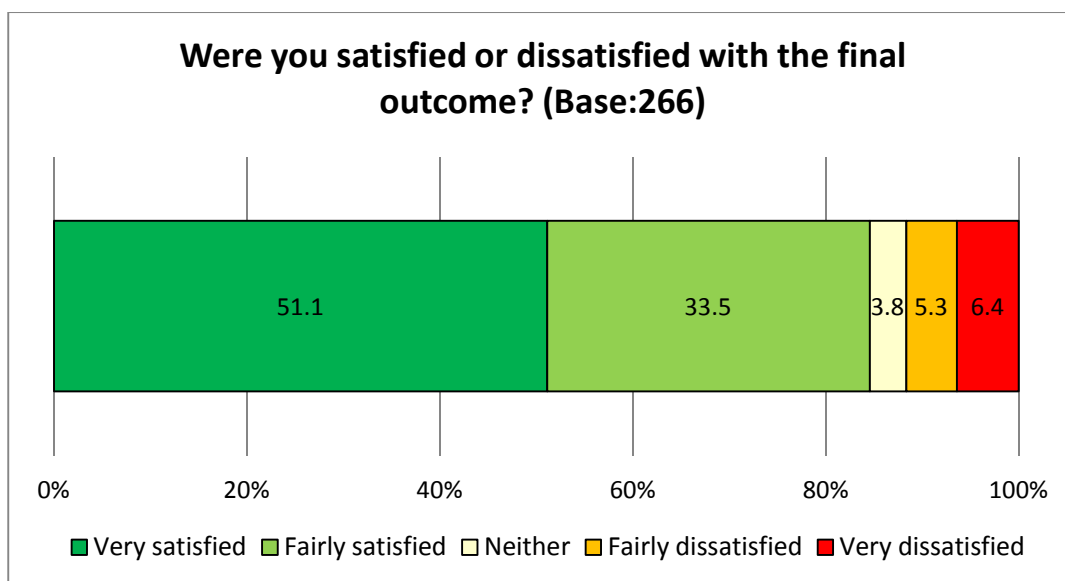
	No	%
1 person	152	56.7
2 people	73	27.2
3 people	14	5.2
More than 3 people	8	3.0
Can't remember	21	7.8
<b>Total</b>	<b>268</b>	<b>100.0</b>

**How helpful did you find the staff?**

	No	%
Helpful	234	88.6
Neither	14	5.3
Unhelpful	11	4.2
Can't remember	5	1.9
<b>Total</b>	<b>264</b>	<b>100.0</b>

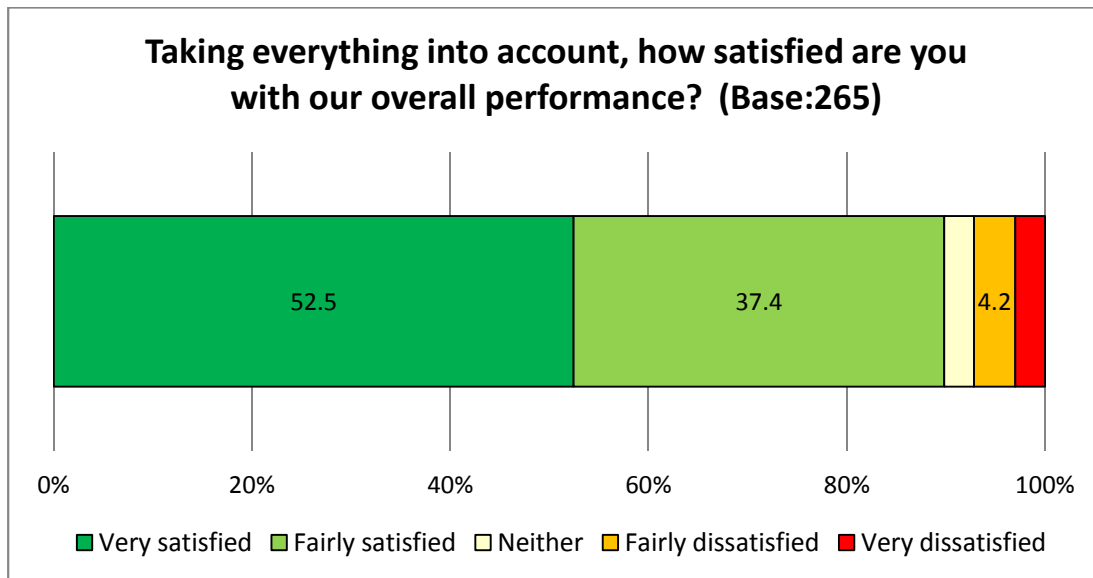
**Were you satisfied or dissatisfied with the final outcome?**

Respondents in this group were more likely to be satisfied than the overall sample



**Taking everything into account, how satisfied are you with our overall performance?**

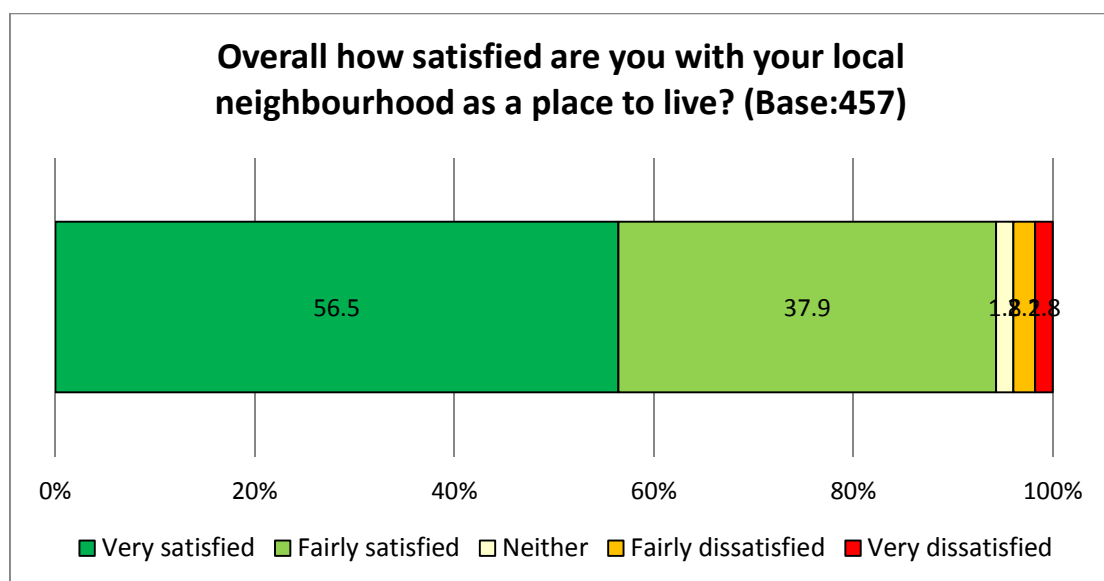
Tenants aged 65 or over were more likely to be satisfied than the overall sample.



**Local Neighbourhood**

**Overall how satisfied are you with your local neighbourhood as a place to live?**

Households including a tenant aged 65 or over were more likely to be satisfied than the overall sample.



## Repairs and Maintenance Service

**Generally how satisfied are you with the way we deal with repairs and maintenance?**

Tenants aged 65 or over were typically more satisfied with repairs and maintenance than the overall sample

	<b>No</b>	<b>%</b>
Very satisfied	171	51.2
Fairly satisfied	127	38.0
Neither	12	3.6
Fairly dissatisfied	13	3.9
Very dissatisfied	11	3.3
<b>Total</b>	<b>334</b>	<b>100.0</b>

## Communication and Information

**Which methods would you prefer us to use to keep you informed or to ask your opinions?**

Tenants aged 65 or over were most likely to want to receive information via Tenant Times/Newsletter.

	<b>No</b>	<b>%</b>
Tenant Times/Newsletter	250	55.4
Letter	226	50.1
Telephone call	94	20.8
Personal visit	46	10.2
Email	44	9.8
Cardiff Tenants Website	9	2.0
Public meetings	8	1.8
Text/Whatsapp	7	1.6
Residents Groups/Forums	5	1.1
Website	4	0.9
Twitter/Facebook	2	0.4
<b>Total Respondents</b>	<b>451</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

**How satisfied are you that we are keeping you informed about things that might affect you as a tenant?**

Tenants aged 65 or over were more likely than the overall sample to be satisfied that they are kept informed about issues that may affect them as tenants.

	<b>No</b>	<b>%</b>
Very satisfied	230	50.4
Fairly satisfied	181	39.7
Neither	32	7.0
Fairly dissatisfied	10	2.2
Very dissatisfied	3	0.7
<b>Total</b>	<b>456</b>	<b>100.0</b>

**Do you have contents insurance for your home?**

Tenants aged 65 or over were more likely to have contents insurance in place than the overall sample.

	<b>No</b>	<b>%</b>
Yes	221	48.6
No	224	49.2
Don't know	10	2.2
<b>Total</b>	<b>455</b>	<b>100.0</b>

**Do you have a bank account?**

	<b>No</b>	<b>%</b>
Yes	389	86.1
No	63	13.9
<b>Total</b>	<b>452</b>	<b>100.0</b>

Tenants aged 65 or over were notably less likely to access to the internet at home, or at a Library/Hub

**Do you have a device at home with Internet access?**

	<b>No</b>	<b>%</b>
Yes	192	42.9
No	256	57.1
<b>Total</b>	<b>448</b>	<b>100.0</b>

**Do you access the Internet using any of the following methods?**

	<b>No</b>	<b>%</b>
At a Library/Hub	28	15.8
From friend's/family's computer	68	38.4
At another Community facility	4	2.3
Tenant Resource Centre	1	0.6
Other	90	50.8
<b>Total Respondents</b>	<b>177</b>	<b>-</b>

*NB. Percentages do not total 100% as respondents could have selected multiple options*

### **11.5 Households where the respondent was aged under twenty-five**

**Please note that, for 2016, only 32 respondents indicated that they were aged under twenty five. As this is not a statistically robust number, analysis has not been undertaken.**