



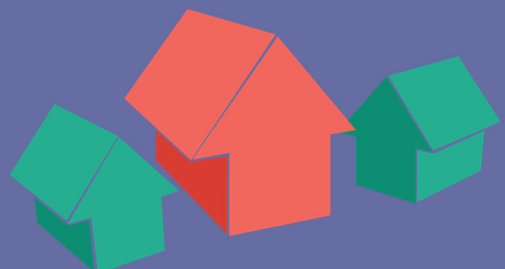
TSM Tenant & Leaseholder Surveys 2025/26

Luton

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1. Introduction

Background

This report details the results of Luton Borough Council's 2025/26 TSM tenant and leaseholder satisfaction surveys, delivered by ARP Research. The aim of the surveys is to allow residents to have their say about their home, the services they receive, and how these could be improved in the future. This tenant version of the survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been presented primarily for tenants as per the regulatory submission. However, it is also split by general needs and sheltered, in addition to standalone leaseholder results. The findings are then further broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2024/25 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's 2024/25 year end TSM figures for local authorities and ALMOs.

About the survey

The survey was carried out between 25 June and 19 August 2025 to a sample of one third general needs tenants, all tenants in sheltered or temporary housing, and all leaseholders.

The first part of the survey with tenants was conducted online, with 2,045 invitations (and a subsequent reminder) sent to every valid email address in the tenant sample, achieving 183 responses (9% response rate). Invitations and reminders to the online survey were then sent to 2,728 via SMS text messages, resulting in 234 more responses (9%). Finally, a further 275 telephone interviews were conducted with general needs tenants using a quota sample, and a postal census survey (plus one reminder) for sheltered tenants. The leaseholder survey was conducted in the same manner as the sheltered tenant survey.

In total 890 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a 28% response rate (error margin +/- 3.1%). This exceeded the stipulated TSM target error margin of +/- 4%. There were also 151 leaseholder survey responses (17% response rate).

The final tenant data was weighted by stock type to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.



2. Executive summary

Housemark

Bench mark	2024/25 result	Change over time	2025/26 result
70%	70%	↑	74%
72%	79%	↑	81%
69%	73%	↑	77%
70%	74%	↑	78%
77%	74%	↑	78%
57%	57%	↑	64%
69%	62%	↑	70%
75%	70%	↑	77%
33%	28%	↑	31%
64%	62%	↑	70%
62%	57%	↑	63%
57%	49%	↑	55%

Tenant Satisfaction Measures

- TP01 satisfaction overall
- TP02 repairs service in last 12 months
- TP03 time taken to complete last repair
- TP04 home is well maintained
- TP05 home is safe
- TP06 listens to views and acts on them
- TP07 being kept informed
- TP08 treated fairly and with respect
- TP09 approach to handling complaints
- TP10 communal areas clean and maintained
- TP11 makes a positive contribution to area
- TP12 approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. Tenant satisfaction with Luton Borough Council's housing services has significantly improved from 70% to 74% over the last year. This is the first uptick since the pandemic and returns the score to the level achieved in 2023 (section 3).
2. This recovery is consistent with improvements seen nationally, meaning that the Council's overall satisfaction rating remains above the nation benchmark median of 70% for local authorities and ALMOs.
3. A similar pattern of improvement is evident throughout the survey results, to the extent that nine out of the twelve TSM regulatory measures demonstrate significant increases, most notably the ratings on communication and engagement (section 6) and the cleaning and maintenance of communal areas (section 4).
4. Most sheltered tenants are satisfied (83%), within which the amount who are 'very' satisfied has recovered after falling last year (now 45%).
5. However, leaseholder satisfaction has dropped back down this year to 41%, an exact reversal of last year's improvement. However, many of their other scores are unchanged.
6. The wide gap in satisfaction between the oldest (82%, aged 65+) and youngest tenants (62%, under 35s) is still evident in the results, so is important to always take this spread of tenant experiences into account when considering the survey findings.
7. A key 'driver' statistical test has been used to highlight the combination of other survey questions that together are the best predictors of how tenants rate the overall satisfaction score. They are listed here in descending order of strength. This year all three communication questions in the survey are key drivers, including the top item that is much stronger than the rest. This reflects the substantial improvements in those scores.
 - Listens to and acts on tenants' views (64% satisfied, section 6)
 - Provide a home that is well maintained (78%, section 4)
 - Provide a home that is safe (78%, section 4)
 - Being kept informed (70%, section 6)
 - Treated fairly and with respect (77%, section 6)

Communication

8. In keeping with the rest of the survey results, respondents are also now significantly more likely than before to feel that they are being listened to, and their views acted upon (64% v 57%, section 6).
9. This is now the strongest key driver of overall satisfaction and rated comfortably above the benchmark target of 57%.
10. The fourth strongest predictor of overall satisfaction is whether tenants feel they are kept informed about things that matter to them, which has increased by eight points since last year (70% v 62%). This is consistent with the finding that tenants now feel much better informed about how repairs are progressing (section 5).
11. The extent to which tenants felt they were being treated fairly and with respect is also rated higher than before (from 70% to 77%), which more than reverses the significant drop in this rating observed last year.
12. The especially strong improvements in the communication and engagement scores, all of which are key drivers, are likely to have influenced the overall improvement in tenant satisfaction.

2. Executive summary

Customer service

13. The 'customer effort' score for how easy housing services is to deal with has improved significantly from 65% to 70% (section 7).
14. Further questions around respondents last experience with customer services reveals 6-7% increases in satisfaction with the getting hold of the right person and the time taken to answer the query (both 68%).
15. Over two thirds of those that have an opinion are happy with online housing services (66%), up 5%. Although reasonably consistent across the different age categories, there is a difference in this score between households where there is a disability compared to those where there isn't (62% v 72%).

The home

16. The level of satisfaction amongst tenants that the Council provides a well maintained home is not only the second strongest driver of overall satisfaction, but it has also increased by a statistically significant four percentage points to 78%, moving it into the benchmark top quartile (section 4).
17. The assessment of building safety is also a key driver and demonstrates a similar improvement from 74% to 78%, with both scores having gained back the ground lost last year.
18. The largest improvement for any rating in the survey is, however, to be found in the perception of communal repairs and maintenance which sees an 8% increase in the score since last year, moving it into the top half of the benchmark group.

Repairs

19. Four out of five of those that had received a repair over the last 12 months are satisfied with the service they received, which is a slight increase of two points to 81%. This is the first time one of the Council's TSM scores has exceeded 80%, keeping this rating firmly in the top quartile (section 5).
20. Furthermore, when tenants are asked about the time taken on the last repair this has also crept up by a few percentage points, enough to also place it in the benchmark top quartile being 8% higher than the national median average (now 77%).
21. The vast majority of tenants that received a repair said that they received an appointment confirmation by text (94%) and that their appointment was kept (93%).
22. Tenants are asked to rate various elements of their last repair, the score of which follow the same pattern as the TSM measures. The only one to have significantly improved is being kept informed throughout the process where the score is up by eight points to 83%.

Neighbourhoods

23. The rating for the positive contribution that housing services makes to the neighbourhood (63%) has improved by a statistically significant 5% margin since last year (section 8).
24. A similar level of improvement is apparent for grounds maintenance, other estate services, and the overall appearance of the area, all three being in the 71-73% satisfaction band.
25. The measures of community cohesion also seem to have bounced back to where they were in 2023, including 68% that feel part of their community and 83% that believe people from different backgrounds get on with one another.

2. Executive summary

Anti-social behaviour

26. Satisfaction with the Council's approach to handling anti-social behaviour across everyone has significantly increased by 6% since the last survey (now 55%, section 9).
27. The proportion of survey respondents that have reported any ASB to council over the previous 12 months is now just 11%, compared to 15% last year.
28. Indeed, there are also now fewer tenants that find drugs, disruptive young people or drunkenness/rowdiness to problematic for them in their local neighbourhood (section 8).
29. Those who did report ASB seem to be having a broadly similar experience as they have before, with just 23% of this group claiming to be satisfied with the Council's approach to handling ASB. However, the proportion who found it easy to report their ASB complaint has gone down from 40% to 28%.

Complaints

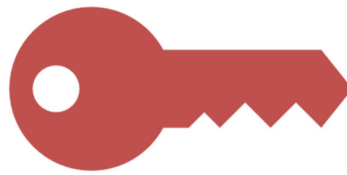
30. Survey respondents are to decide for themselves if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint. This means that most are likely to be escalated service requests (section 8).
31. The benchmark average is for over a quarter of survey respondents to have made a self-defined complaint. The equivalent proportion in Luton is now considerably lower than this at just 13%, having fallen by six points, potentially due to the notable improvement in tenant satisfaction across a range of services.
32. Satisfaction with how complaints are managed has crept up slightly since last year (31% v 28%), albeit not a statistically significant change due to the smaller size of the respondent group. This means that the Council's score is now closer to the benchmark of 33%, although still some way of the high of 37% achieved in 2023.



3. Services overall

74%

satisfied overall



top 'key drivers'

1. listens and acts on views
2. home that is well maintained
3. a home that is safe
4. keeps you informed
5. treated fairly and with respect



This is a significant improvement being the first uptick since the pandemic, which is evident throughout the results.



Tenant satisfaction has improved nationally, but the Council's score is still above the benchmark average.



The strong improvements in communication and engagement scores are linked to overall satisfaction through the key drivers



Most sheltered tenants are satisfied (83%), within which the amount 'very' satisfied has recovered after falling last year



However, leaseholder satisfaction has dropped back down this year to 41%

3. Services overall

Tenant satisfaction with Luton Borough Council's housing services has **significantly improved** from 70% to 74% over the last year. This is the first uptick since the pandemic and returns the score to the level achieved in 2023.

This improvement is **statistically significant**, which means that the results of a standard statistics test on these results tell us that the difference is unlikely to be down to chance. This doesn't come with absolute certainty, nor does it automatically mean that non-significant differences are meaningless, but it does highlight those that we can be the most confident about.

This recovery is consistent with improvements seen nationally, meaning that the Council's overall satisfaction rating remains above the **benchmark median** of 70% calculated from all landlords other local authorities and ALMOs in Housemark's 2024/25 benchmark data.

A similar pattern of improvement is evident **throughout the survey results**, to the extent that nine out of the twelve TSM regulatory measures demonstrate significant increases, most notably the ratings on communication and engagement (section 6) and the cleaning and maintenance of communal areas (section 4).

It was noted last year that there had been a slump in the proportion of **sheltered housing** tenants that are 'very' satisfied so it is good to see that most of that ground has been made back up with 45% at the top of the scale, and 83% of this group in total being satisfied.

However, the opposite is true for **leaseholders** where satisfaction is down 47% to 41%, exactly reversing the change seen last year. Due to the small sample size this isn't a statistically significant change, and many of the other survey results for this group are broadly similar to how they were before. However, it may be relevant that there has been a 6% drop in the proportion who are satisfied that they are kept informed (section 6), and 4-5% falls in satisfaction with the building and communal areas (section 4).

Key drivers

To help understand this improvement in tenant satisfaction we use another statistical test that highlights the combination of other survey questions that together are the best predictors of how tenants score the overall satisfaction score. This is known as a **key driver** analysis and is useful in identifying hidden links that respondents may not even be conscious of. This simple statistical model provides useful insight into the results, although note that there will be many other factors that it is unable to take into account.

The main impression that is left by the key driver analysis this year is that the especially strong improvements in the **communication and engagement** scores are also likely to have influenced the overall improvement in tenant satisfaction.

Chief amongst these is the extent to which housing services **listens to and acts on tenant's views**, where the score has not only jumped up by 7% since last year, but has vaulted to the top of the key driver list having been absent last time. A further two key driver items in the same section of the survey have also improved to a similar extent; **being treated fairly and with respect** (up 7%) and **being kept informed** (up 8%, section 6).

The theme here is very clear, and as a consequence the most dominant key driver from last year has been pushed to a distant second place, providing a **home that is well maintained**, although it is now joined in third by **providing a home that is safe**. Both have nevertheless also climbed significantly since last year, albeit by slightly lesser extent (both up 4%, section 4).

3. Services overall

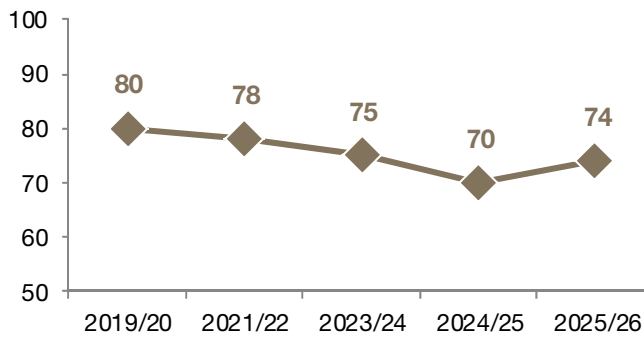
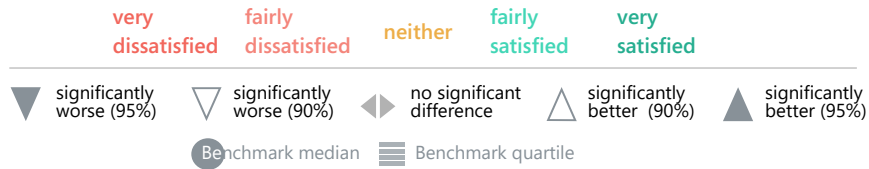
3.1 Overall satisfaction

% Base 888 | LCRA tenants. Excludes non respondents

Overall service provided by LBC housing services



satisfied 2025/26 **74** \triangle satisfied 2024/25 70 error margin +/- 2.9 Housemark bench mark **70**

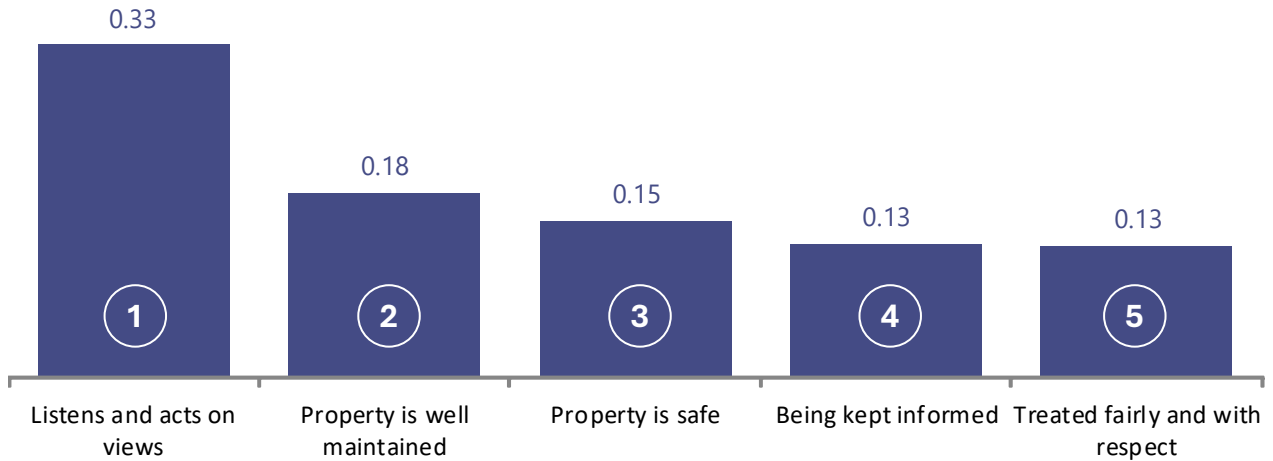


		%							
	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	776	9	8	12	33	39	72 \triangleleft	69	+/- 3.2
Sheltered	108	3	5	9	39	45	83 \triangleleft	81	+/- 7.1
Leaseholders	151	15	14	29	30	11	41 \triangleleft	47	+/- 7.8

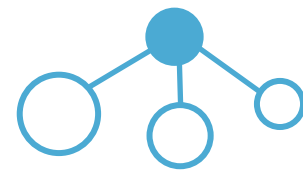
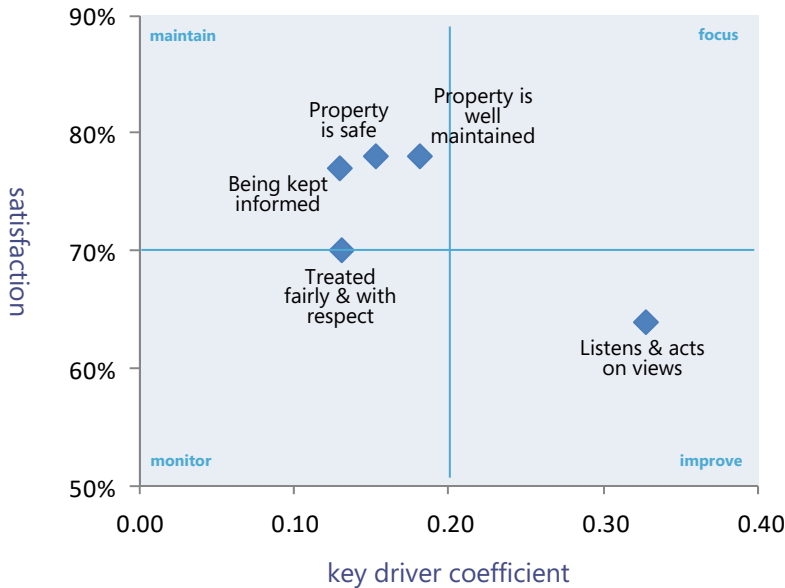
3. Services overall

3.2 Key drivers - overall satisfaction (all tenants)

R Square = 0.654 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



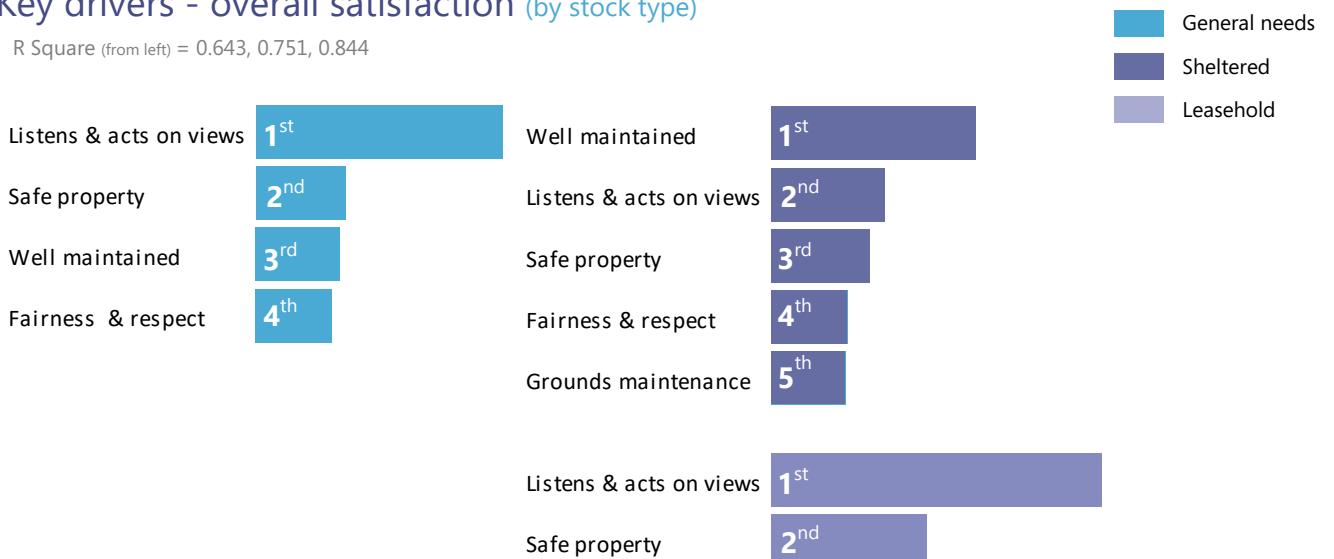
3.3 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

3.4 Key drivers - overall satisfaction (by stock type)

R Square (from left) = 0.643, 0.751, 0.844



3. Services overall



By people

- The normal variation by **age group** by is once again apparent in these results. It is typified by a significantly higher overall level of satisfaction amongst those aged 65+ (82%), whilst the under 50s are significantly less satisfied with a score of 66% for the 35-49 age group and just 62% for the under 35s. This same pattern is evident across the majority of other survey questions, as can be seen in table 13.10.
- The most notable pattern over time here is that the only group where overall satisfaction hasn't gone up are the over 64s, although of course they were already the most positive group. Conversely, this score is up eight points for the under 50s.
- The sample is almost equally split by respondents from a Black or minority ethnic (**BAME**) background (44%), and white British tenants (42%). However, whilst overall satisfaction amongst BAME respondents has gone up slightly (71% v 69%), it has increased significantly for the White British group (77% v 72%).
- **New tenants** in their first year with the Council are more satisfied than average (81%), however the drop off at 1-2 years remains (73%).
- Three out five respondents in the sample have **contacted housing services** over last year (section 7), and overall satisfaction is lower amongst those that have compared to those that haven't (71% v 81%).
- This year there isn't a notable difference in satisfaction between those that have received a **recent repair** and those that have not, but that has closed the gap observed last year that was the favour of those that hadn't used the repairs service.
- On the other hand, there is an even greater distinction this year between those that have reported an incident of **anti-social behaviour** in the previous year compared to everyone else (48% v 78%).



By place

- There has been a 13% increase in overall satisfaction amongst tenants in **Wigmore** (now 87%), and an 8% increase in Lewsey (now 80%) with these being the only areas to vary significantly from the norm (see table 3.5). Previously, Leagrave respondents were significantly less satisfied than average however satisfaction in this area has improved from 62% to 74%.
- Due to some wards having small sample sizes changes over time and against the sample as a whole should be interpreted with caution.
- When analysed by **property type** the small number living in bungalows are unsurprisingly still the most satisfied group (81%). The overall score remains broadly consistent between those living in flats and houses (72% and 75% respectively).

3. Services overall

3.5 Overall satisfaction by ward (tenants)

		% positive
	Sample size	Overall satisfaction
Overall	890	74
Biscot	15	69
Bramingham	7	94
Challney	11	89
Crawley	31	68
Dallow	7	76
Farley	112	75
Hightown	38	66
Icknield	39	71
Leagrave	98	74
Lewsey	132	80
Limbury	17	83
Northwell	95	70
Round Green	43	65
Saints	24	84
South	105	65
Stopsley	24	66
Sundon	46	76
Wigmore	43	87

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



4. The home

78% 
safe

78% 
well maintained



All three ratings in this section have improved significantly, including by 8% for communal maintenance

Housemark

They are all either at or above the benchmark level



Both property maintenance and safety are in the top three key drivers of overall satisfaction



Residents of flats are more likely than other groups to be dissatisfied with the safety of the building (15%)

4. The home

Although it is no longer the dominating key driver, whether tenants feel that the Council provides them with a home that is **well maintained** still appears in second place on that list, so remains a strong predictor of overall satisfaction (section 3).

It is therefore unsurprising to find that it has followed the same trajectory as the headline score, having also increased by a **statistically significant** 4% margin. This improvement is sufficient to move the Council's score into the top quartile of local authority landlords.

This perception is obviously both influenced or otherwise linked to other elements of the service, including the assessment of **building safety**, which is also another key driver and also demonstrates a similar four point improvement from 74% to 78%, with both having gained back the ground lost last year.

Although this pattern is clearly to be welcomed, it comes at the same time as a counter intuitive increase in the proportion of comments made at the end of the survey that were to do with the standard of the property. This included a few more comments than before on the topics of safety and security, damp and mould, and heating/energy efficiency (see section 12).

The largest improvement for any rating in the survey is, however, to be found in the perception of **communal repairs and maintenance** which sees an **8% increase** in the score since last year, moving it into the top half of the benchmark group. Once again, this represents a recovery having fallen by an equivalent amount last year.

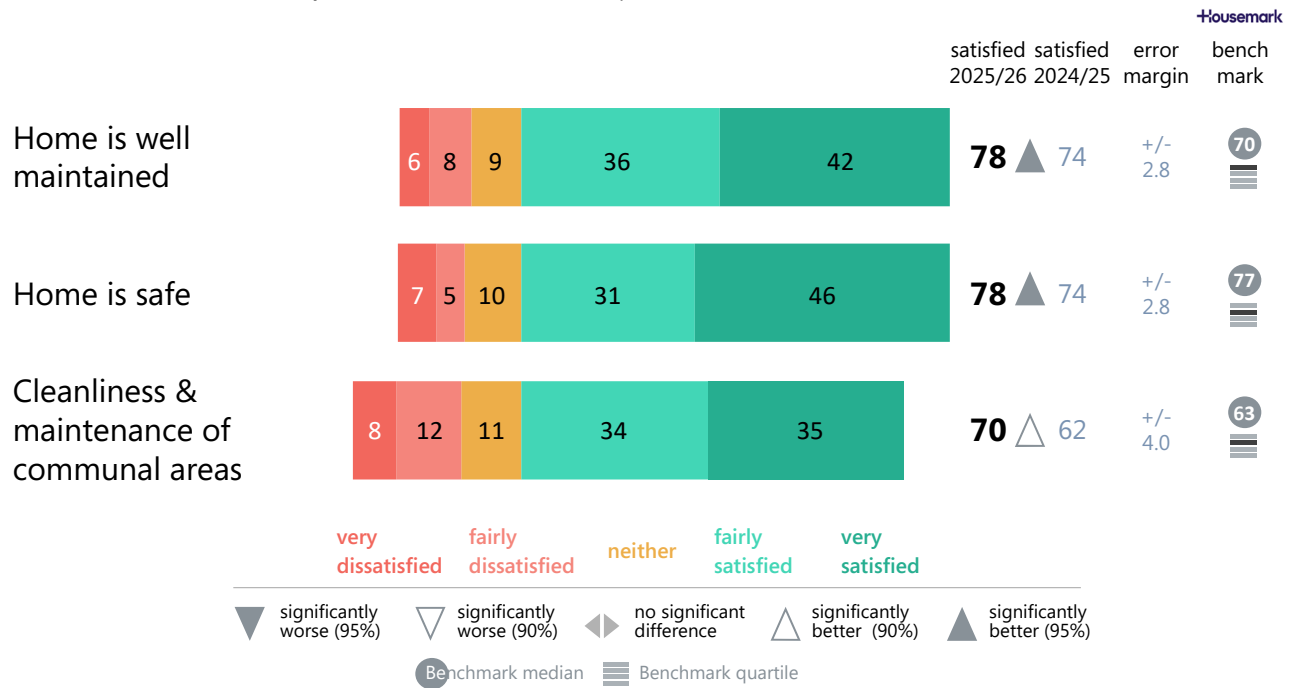
It should be remembered that only half of the total survey sample are asked this question, which is restricted to only those that say they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Nevertheless, the improvement in this regard is sufficiently strong to still potentially have been a factor beyond just that specific group.



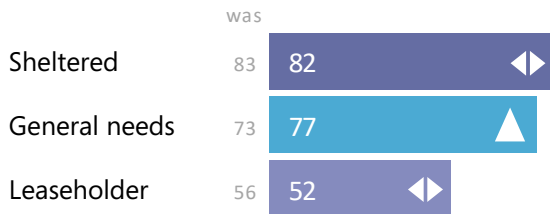
4. The home

4.1 Satisfaction with the home

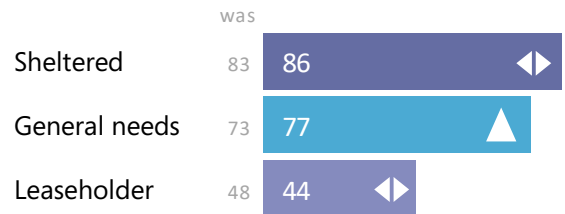
% Bases (descending) 869, 860, 444 | LCRA tenants. Excludes non respondents



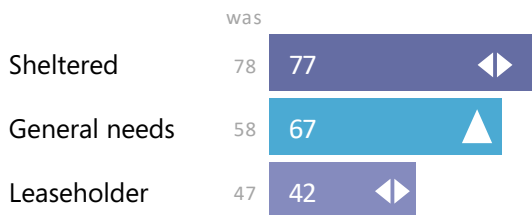
Safe



Well maintained



Communal areas



4. The home



By people

- The **under 50s** are again significantly less satisfied than average with both property maintenance and safety. The highest ratings on these two measures are again to be seen amongst the over 64s (90% and 85% respectively). Interestingly there is far less variation by age in how tenants rate communal cleaning and maintenance (see chart 13.10).
- As observed in previous years, tenants from a **White British** background are significantly more satisfied than their BAME neighbours with the maintenance of their homes (81% v 76%) and its safety (80% v 76%).
- In contrast to the pattern seen a year ago, respondents **with a disability** are significantly less satisfied with the safety of their homes, compared to respondents with no disability (76% v 83%). The same pattern exists for the maintenance of the home (77% 'disability, 84% 'no disability).
- Unsurprisingly, respondents who have reported an incident of **ASB** to the council are significantly less satisfied than average (54% v 82% sample overall).



By place

- Satisfaction with every rating in this section is highest amongst **sheltered** tenants and is broadly similar to that seen a year ago. In contrast, **general needs** tenants are significantly more satisfied with every aspect compared to a year ago, with satisfaction up on average 6%, particularly the rating for communal cleaning/maintenance (67%, was 58%).
- In contrast, **leaseholders** are far less satisfied with every aspect in chart 4.1 compared to a year ago by on average 4%, albeit none of the changes are statistically significant.
- By **property type**, satisfaction with the safety of the building is significantly higher for residents living in houses compared to in flats (82% v 75%), with 15% of the latter claiming to be actively dissatisfied.
- Property safety may be a slightly bigger issue for tenants in **Stopsley** because they rate it significantly below average (60% satisfied, 14% dissatisfied), which is a fall of 21% compared to a year ago.
- More positively, residents of **Challney, Wigmore** and **Lewsey** are significantly more satisfied than average with both the safety and maintenance of their home. Respondents in Sundon join those in Stopsley in rating the maintenance significantly lower than average (76% and 69% respectively).
- In those areas where there are sufficient respondents, communal cleaning and maintenance is rated significantly above average in Lewsey (83%, up 10%) but below average in Northwell (still 57%).

4. The home

4.2 The home by ward (tenants)

	Sample size	% positive		
		Maintenance	Safety	Communal areas
Overall	890	78	78	70
Biscot	15	94	94	88
Bramingham	7	88	71	77
Challney	11	100	100	100
Crawley	31	68	67	100
Dallow	7	80	93	100
Farley	112	81	78	75
Hightown	38	63	72	61
Icknield	39	77	71	56
Leagrave	98	77	79	68
Lewsey	132	81	84	83
Limbury	17	80	80	71
Northwell	95	75	75	57
Round Green	43	71	91	89
Saints	24	84	84	78
South	105	73	70	63
Stopsley	24	69	60	56
Sundon	46	76	68	69
Wigmore	43	95	90	65

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



5. Repairs service

81 %



service in last 12 months

77 %



time taken to complete repair

Housemark Both TSM ratings are now in the top quartile compared to other landlords



Although satisfaction continue to move upwards, at this level the possible gains are smaller and not statistically significant



The exception is being kept informed about progress, where satisfaction has jumped by 8%

5. Repairs service

There are several more eye-catching improvements across the survey results, but what is interesting about the ratings for the repairs service is the fact that unlike many of the others, they have **built on existing positive results** rather than simply recovering from a disappointing survey in 2024.

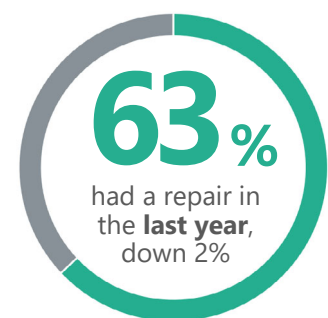
Overall, this means that around four out of five of those that had received a repair over the last 12 months are **satisfied with the service they received**, which is a slight increase of two points to 81%. Albeit only a small change, this is now the first time one of the Council's TSM scores has exceeded 80%, keeping this rating firmly in the top quartile compared to the median of just 72%.

Satisfaction with the second regulatory measure that asks about the **time taken** on the last repair has increased to a slightly greater extent, although still not quite enough for this to be a statistically significant change. Most importantly though it is also in the **benchmark top quartile** being 8% higher than the national median average (now 77%).

The survey also includes a number of additional questions for the 63% who had received a repair in the last year, that ask them to rate their experience across a range of service elements. As can be seen in chart 5.3, most of these more detailed questions demonstrated a similar pattern most scores having improved by a few points, but not significantly so.

The highest level of satisfaction is with the **attitude of the staff** (94%), and 90% found it to be **easy to report** their repair.

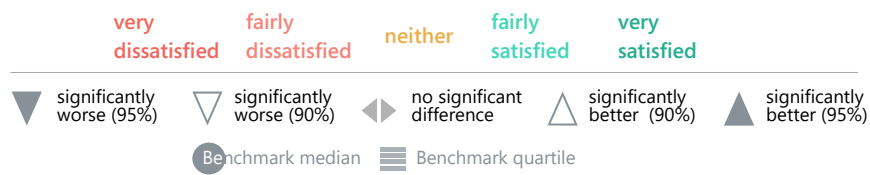
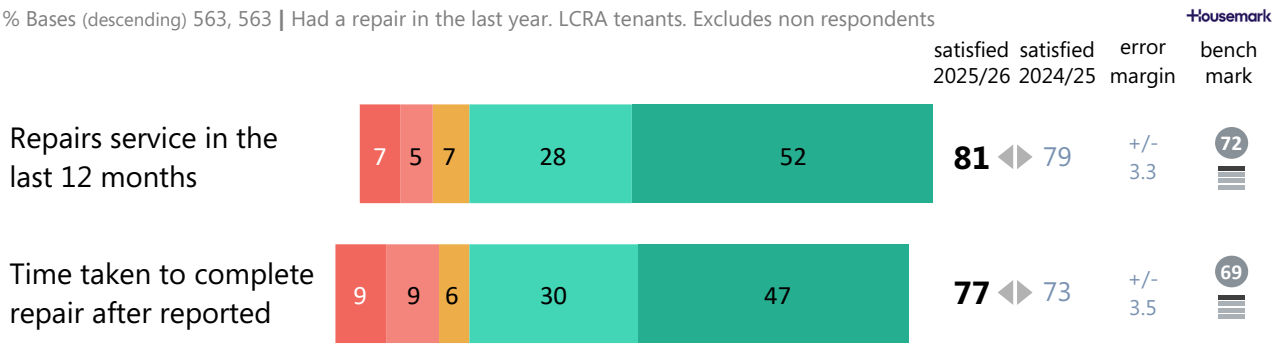
The only detailed rating to demonstrate a **significant improvement** is being **kept informed throughout the process** where the score is up by eight points to 83%. This is consistent with a similar increase in the TSM score for generally how well informed tenants feel that they are kept (section 6). It also addresses the main priority identified last year from this section of the survey



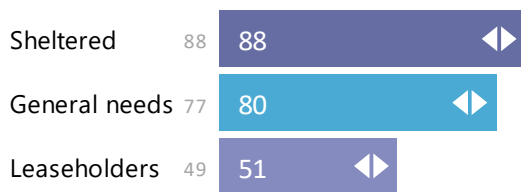
5. Repairs service

5.1 Repairs service

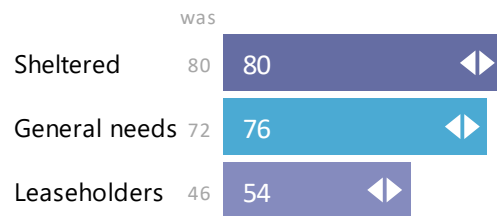
% Bases (descending) 563, 563 | Had a repair in the last year. LCRA tenants. Excludes non respondents



Service in last 12 months



Time taken



5. Repairs service



By people

- Satisfaction with repairs generally has improved from 68% to 76% amongst the **under 35s**, and is up 5% to 73% amongst the 35 – 49 year olds, although both groups are nonetheless significantly less satisfied than average. In contrast, satisfaction has fallen by a similar amount amongst 50-64 year olds from 83% to 78% (see table 13.10).
- A similar pattern is seen with the time taken to complete the last repair with the under 50s significantly less satisfied than average but slightly more satisfied than a year ago.
- Both scores are again significantly higher than average amongst those aged 65 (92% and 91% respectively), having improved slightly compared to a year ago.
- Overall repairs satisfaction is highest for **new or long term tenants** (83% 'under 1 year, 84% '21+ years'). Conversely, respondents who have been a tenant for 6-10 years are significantly less satisfied with the repairs service overall and the time taken (75% and 71%).
- Both scores are significantly lower than average if a **repair appointment was missed** (57% and 43% respectively), compared to 84% and 81% in the vast majority of cases where it wasn't.
- Communication remains critical as those respondents who received a text message **confirming an appointment** slot are more satisfied with both the service overall (84%) and the time taken (80%), compared to 57% and 43% where no such information was communicated. However, the latter group represents only 6% of respondents



By place

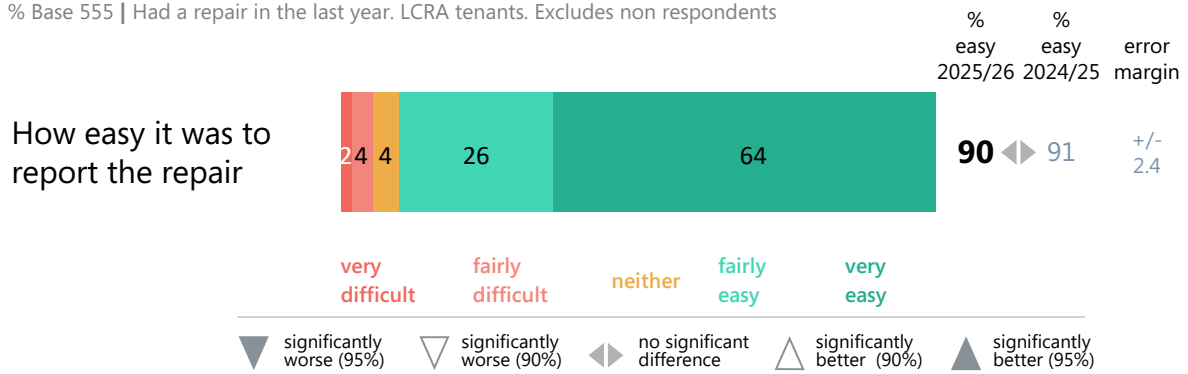
- There are some statistically significant differences from the norm by **ward** for the repairs service in the last 12 months, with satisfaction ranging from 55% in Stopsley (down 16%) to 94% in Wigmore, see table 5.4.
- There is less variation in the timeliness of repairs, however this still appears to be an issue in Stopsley where the score is significantly lower than average (65%).
- Where sample sizes are large enough to make comparisons meaningful, the greatest change in these scores over time is in the Lewsey ward, with a 14% increase in satisfaction with the time taken (now 81%) and a 9% increase in satisfaction with the service as a whole (now 82%).
- However, in Crawley the previously high overall perception of the repairs has dropped down to below average levels (75%, was 100%).
- **Sheltered** tenants remain slightly more satisfied than general needs on both questions, however the gap between the two groups is now much closer than it was a year ago due to the slight improvements seen amongst general needs tenants.



5. Repairs service

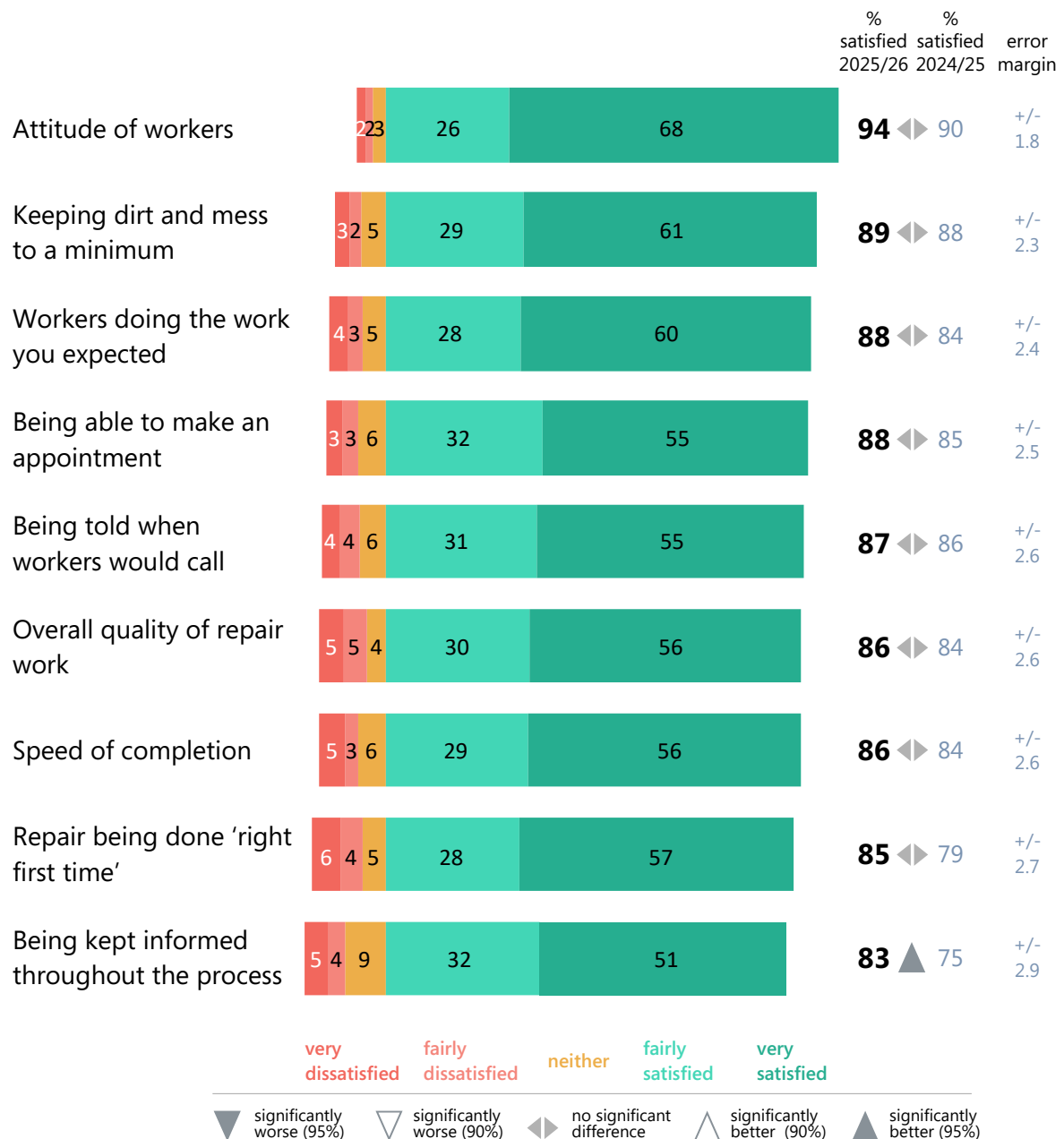
5.2 Ease of reporting

% Base 555 | Had a repair in the last year. LCRA tenants. Excludes non respondents



5.3 Last completed repair

% Bases (descending) 666,660,660,660,658,666,663,661,655 | Had a repair in the last year. LCRA tenants. Excludes non respondents



5. Repairs service

5.4 Repairs by ward (tenants)

	Sample size	% positive		
		Repairs service in the last 12 months	Time taken to complete the repair after reporting	Ease of reporting the repair
Overall	890	81	77	90
Biscot	15	100	95	95
Bramingham	7	80	80	90
Challney	11	100	83	100
Crawley	31	75	75	95
Dallow	7	69	69	60
Farley	112	84	69	91
Hightown	38	78	63	85
Icknield	39	75	71	88
Leagrave	98	79	81	88
Lewsey	132	82	81	94
Limbury	17	83	79	83
Northwell	95	79	71	90
Round Green	43	85	75	85
Saints	24	73	83	100
South	105	81	80	91
Stopsley	24	55	65	80
Sundon	46	84	79	92
Wigmore	43	94	93	95

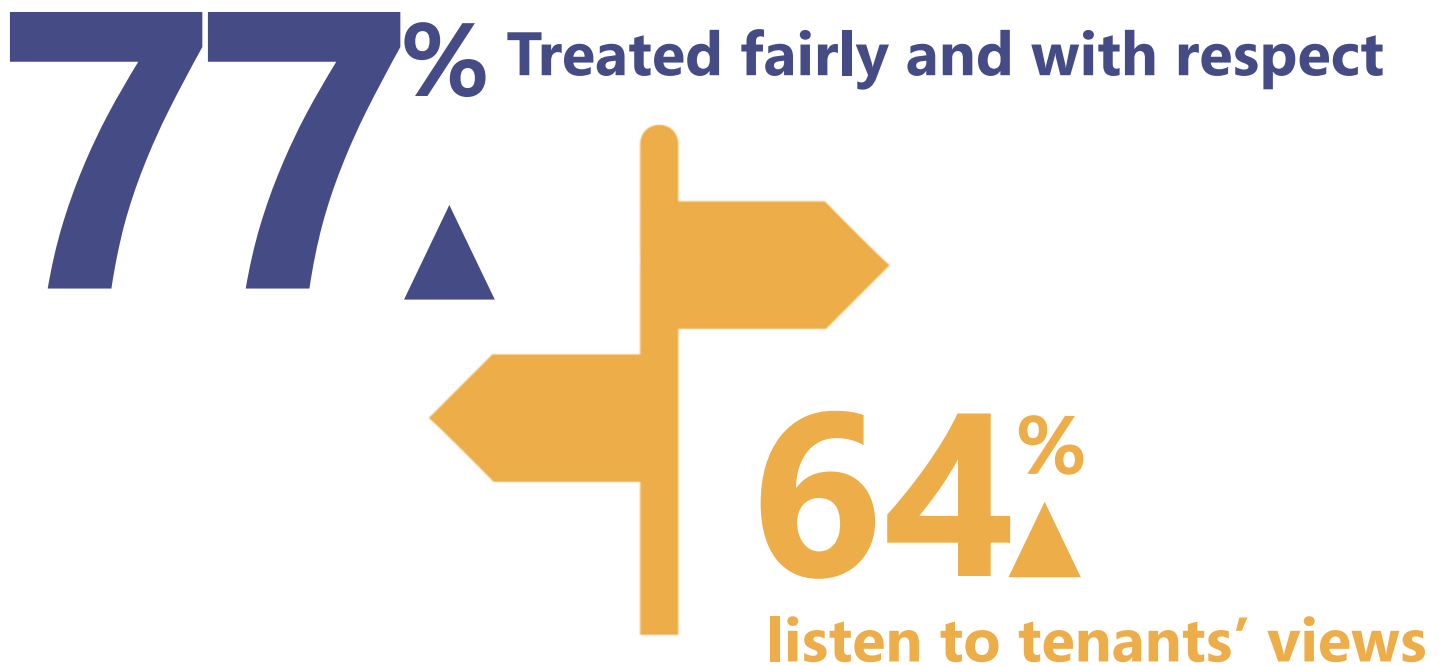
Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



6. Communication



All three ratings in this section have improved by a significant 7-8% since last year

Housemark

Consequently, on these measures the Council's scores are now above to the national averages



Listening to tenants is now the best predictor of overall satisfaction, and with all three on the key driver list, communication is the main theme of these results



Leaseholders are the only group to not see improved scores here, and being kept informed has even dropped back

6. Communication

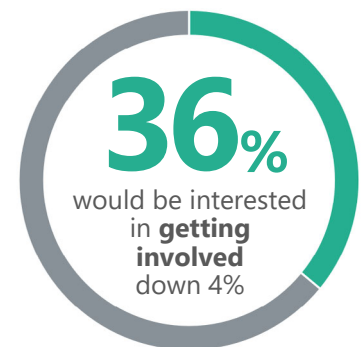
The widespread improvements seen in the satisfaction scores throughout the survey show that the Council has responded positively to some of the topics that most concern many tenants, and it appears to have done so in such a way that respondents are also now **significantly** more likely than before to feel that they are being **listened to and their views acted upon**, which has emerged as the strongest key driver of overall satisfaction this year (64% v 57%). This change also ensures that the score is now comfortably **above** the benchmark target of 57%.

The fourth strongest predictor of overall satisfaction is whether tenants feel they are **kept informed** about things that matter to them, a score that has increased by eight points since last year (70% v 62%). The starting point was in the benchmark bottom quartile, but this is just enough for the score to now exceed benchmark median of 69%.

It is clear that a major factor in this improvement has been in how progress on repairs is being communicated to tenants, as the pattern is very similar there, being the only element of the last completed repair that has shown significant improvement this year (see section 5).

Rounding of the key driver list is the extent to which tenants felt they were being **treated fairly and with respect**, so it is positive to find that this rating has also improved from 70% to 77%. This more than reverses the significant drop in this rating observed last year, bringing it back above with the benchmark average rather than languishing in the bottom quartile.

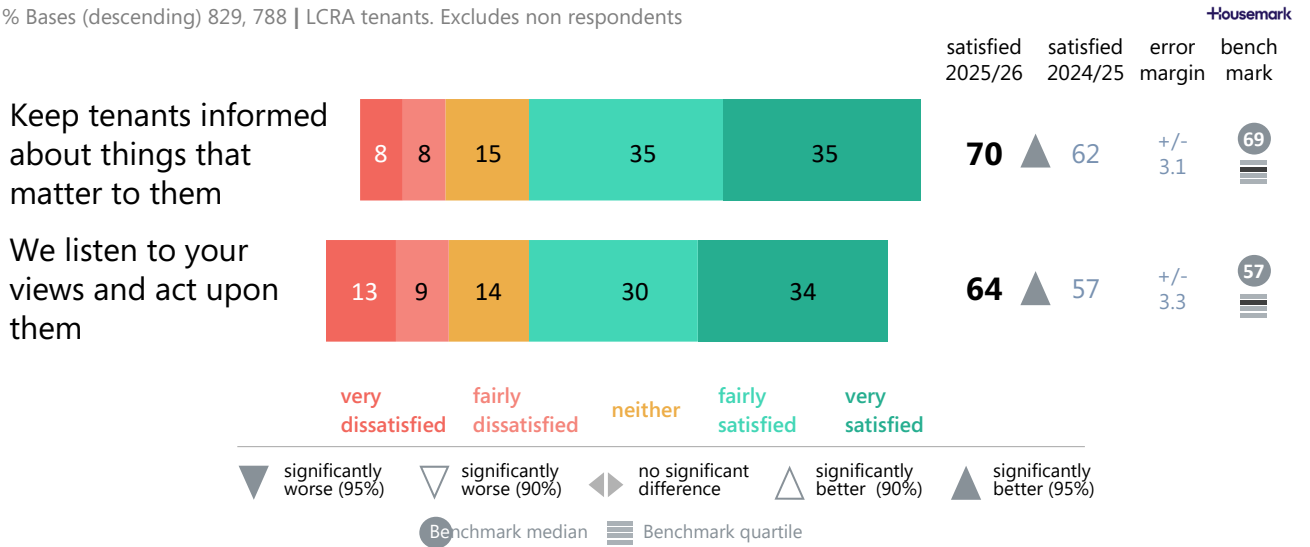
The fact that all three ratings in this section are now amongst the best predictors of overall satisfaction means that it is an obvious theme of the survey results (section 3). This confirms that tenant communication and engagement is central this year to how tenants perceive the Council as their landlord, and the improvements it has made to housing services over that period.



6. Communication

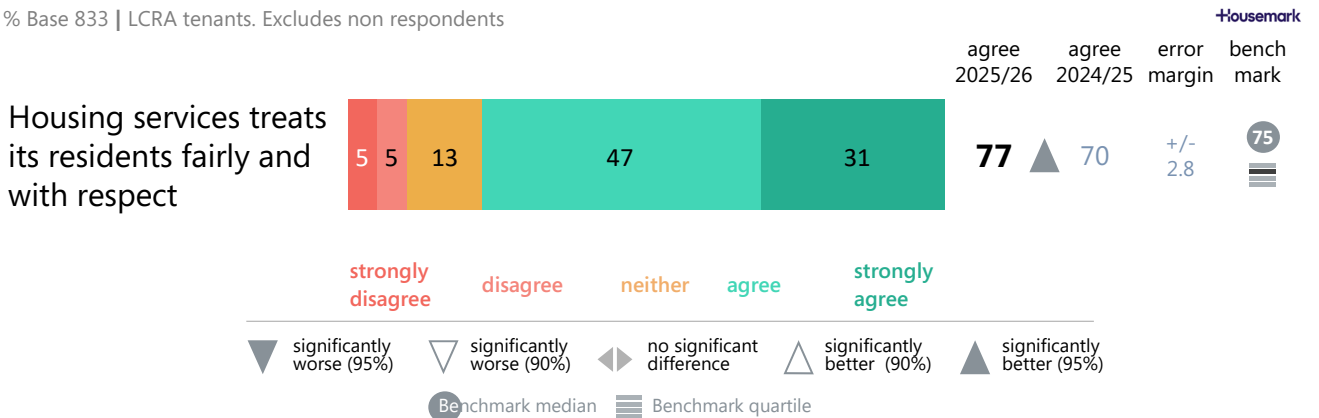
6.1 Communication

% Bases (descending) 829, 788 | LCRA tenants. Excludes non respondents

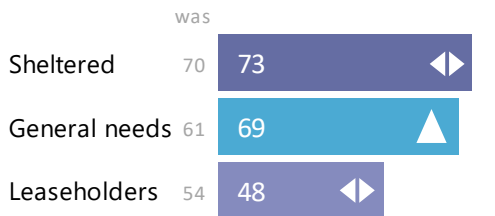


6.2 Fairness and respect

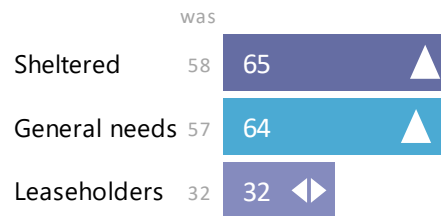
% Base 833 | LCRA tenants. Excludes non respondents



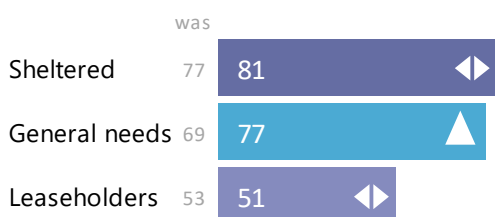
Kept informed



Listen to views



Fairness and respect





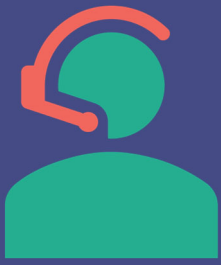
By people

- All scores are once again generally lower than average for the under 50s and above average for those of retirement age (see table 13.10).
- Nevertheless, it is notable that the under 35s who are now 11% more likely to agree that they are treated fairly and with respect than a year ago (75%, was 64%). Despite a 5% increase in satisfaction amongst the youngest respondents with being kept informed (now 58%), this group are though now significantly less satisfied than average.
- Unlike previous surveys there is a very little difference between **ethnically diverse** respondents and those that are white British, with satisfaction only varying by 1%-3% (see table 13.11), with both groups far more positive with every aspect in this section than they were previously.
- All three ratings in this section are significantly lower by tenants who have made contact to **follow up on a repair** - being treated with respect (36% below average), being listened to (29% below average) and being kept informed (27% below average).
- The same is true for tenants who last contacted housing services to **speak with their tenancy officer** - being treated with respect (11% below average), being listened to (23% below average) and being kept informed (21% below average).
- Around a third of tenants (36%) and 42% of leaseholders are interested in knowing more about the different **ways they can get involved** and have their say on the decisions made by council housing services. The greatest level of interest is amongst those with under 3 years of tenure (49%), BAME households (41% v 31% White British) and/or 45-54 year olds (51%).



By place

- Respondents in **sheltered** accommodation remain more satisfied with every rating than those in general needs and are significantly more satisfied than a year ago that they are listened to (65%, was 58%).
- It is notable that these communication improvements don't seem to have found their way to **leaseholders**, being as they are the only group where these scores are at or below last year. Indeed, it is possible that the 6% lower satisfaction score for being kept informed provides a clue as to why overall satisfaction is down for leaseholder (section 3).
- Respondents living in **Stopsley** are significantly less positive than average with all three ratings in this section, including that they are listened to (40%, 24% below average) and being kept informed (47%, 23% below average).



7. Customer service



70%



easy to deal with
(customer effort)



The 'customer effort' score for how easy housing services is to deal with has improved significantly



Indeed, all the scores in this section follow a similar pattern, including getting hold of the right person and final outcome



Most contacts are made to report a repair, and these are again rated far more positively than interactions for other reasons



Over two thirds of those that have an opinion are happy with online housing services, up 5%



The main distinction isn't by age, but instead that those with a disability are less positive about online service than others

7. Customer service

Whether or not the housing service is **easy to deal with** isn't one of the twelve TSM questions required by the regulator but is instead focused specifically on the customer service experience, being considered a way of scoring the level of **customer effort** required to interact with a service provider.

As is evident from chart 7.1 below, this score has followed a similar path to many other survey results having **increased** by a statistically significant margin over the last year (70% v 65%), with all of that improvement coming from a five point increase in the proportion that are 'very' satisfied.

This general impression of how easy it is to access the Council's Housing services is borne out by the further questions around respondent's last experience with customer services (if within 12 months). This reveals 6-7% increases in satisfaction with the getting hold of the **right person** and the **time taken** to answer the query (both 68%). As a consequence, satisfaction with the **final outcome** of queries has increased from 59% to 67%.

Because most people make contact to report a repair they have the strongest influence on these scores, and as can be seen on table 7.4 this group are far more positive about their experience than those who made contact for other reasons. Notably, these scores are lower than average for those that got in touch to make contact with their **tenancy officer**, as this came up in a number of the comments made by tenants at the end of the survey, some examples of which are below:

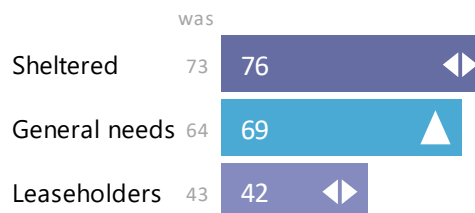
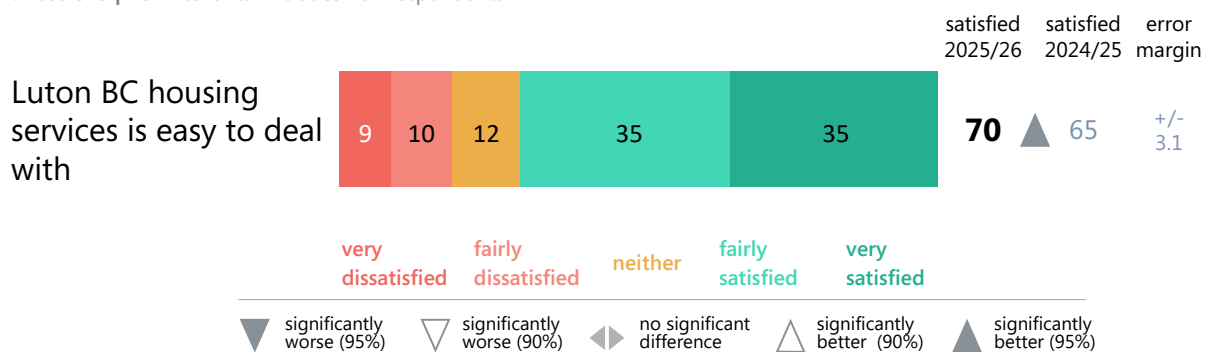
"The housing officers is what is letting down the service. They don't answer calls, voicemails, and when they do they never chase up or provide resources, letters they promised multiple times."

"Housing officers as they don't follow up on anything or answer phone calls or text messages."

"Sometimes it is hard to get hold of housing officer."

7.1 Customer effort

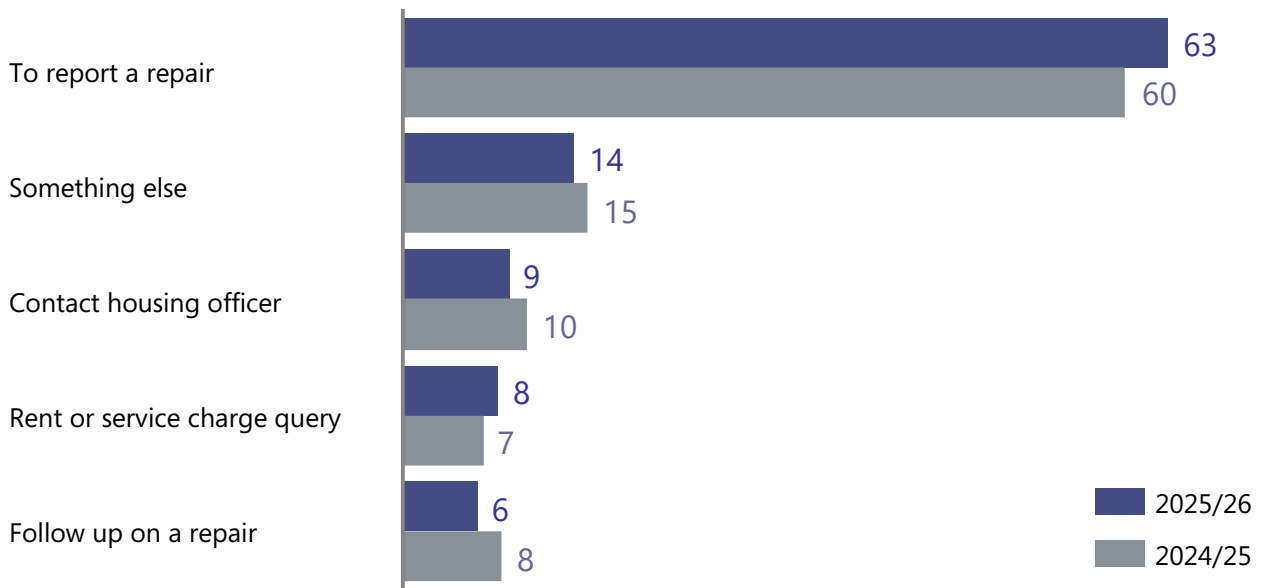
% Base 823 | LCRA tenants. Excludes non respondents



7. Customer service

7.2 Reason for contacting Housing Services

% Base 537 | LCRA tenants. Contact in last 12 months. Excludes non respondents



By people

- **The oldest respondents** (aged 65 or over) are again significantly more satisfied that Luton Borough Council housing services is easy to deal with than those aged under 50 (80% v 57%), with satisfaction notably lowest amongst the under 35s (54%).
- Older respondents are also once more significantly more satisfied than average with every aspect of their last contact, most notably the ease of getting hold of the right person and time taken to answer a query which are both 12% above average (table 13.10).
- Both are rated significantly below average by the **35 – 49 year olds** (60% 'ease', 58% 'time taken'), whilst the under 35s were the least satisfied with the ease of getting hold of the right person and the final outcome of their query (56% and 58%).
- **New and long term** tenants (under 1 year or 21+ years tenure) are significantly more satisfied than average that housing services are easy to deal with (75% and 76% respectively), compared to only 60% of respondents who have been a tenant for 3 – 5 years.

- As seen previously, whether or not a respondent has **reported ASB** has a notable and significant impact on all scores in this section, including how easy housing services are to deal with (39% v 74%), ease of getting hold of the right person (44% v 73%) and the time taken to answer the query (37% v 74%).

By place

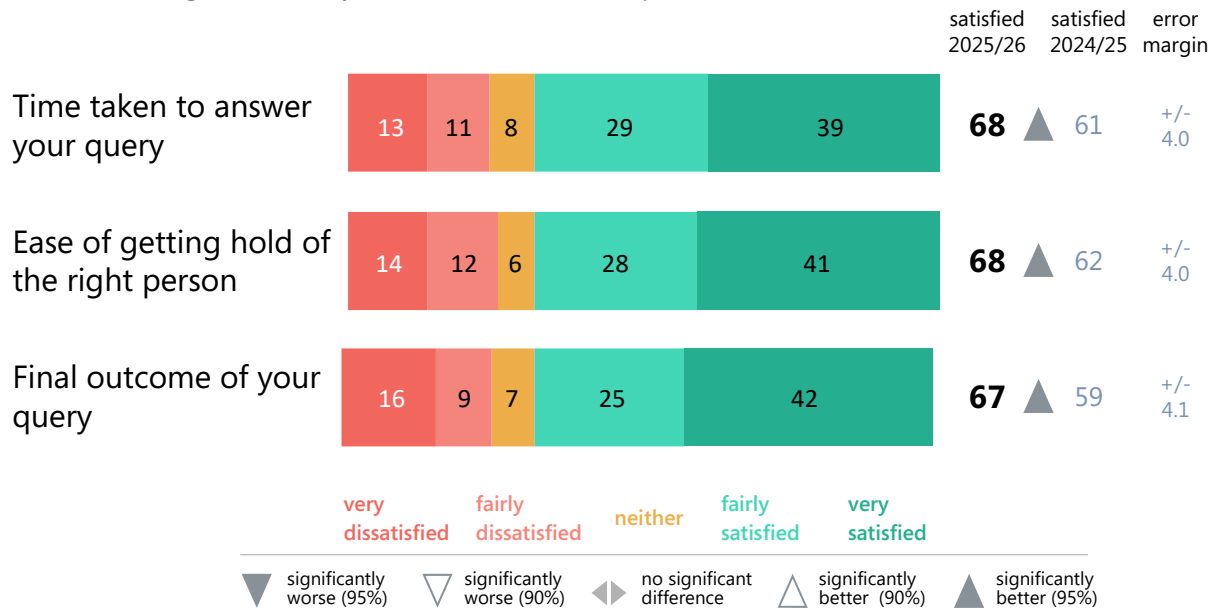
- Tenants in **sheltered** accommodation remain more satisfied with every rating than those in general needs, however, there has been a significant improvement in the customer effort rating amongst general needs tenants from 64% to 69%.
- There is only one significant variation in the customer effort rating by **ward** with respondents in Stopsley significantly less satisfied than average (42%), whilst satisfaction was highest in Challney (88%) however both sample sizes are relatively small.



7. Customer service

7.3 Last contact

% Bases (descending) 522, 530, 504 | LCRA tenants. Excludes non respondents



7.4 Last contact by reason

	Sample size	% positive		
		Getting hold of the right person	Time taken to answer	Final outcome
Overall	537	68	68	67
Contact tenancy officer	46	55	54	39
Rent or service charge query	42	62	60	77
To report a repair	333	77	78	77
To follow up a repair	33	50	49	37
Something else	75	49	48	45

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
*see appendix for more detail

7. Customer service

Finally for this section of the survey, those tenants that felt equipped to do so were asked to rate the standard of the **online services** available from the Council as their landlord. Here too the score has **improved significantly** this year, in this case from 61% to 66%.

Interestingly, this score is reasonably consistent across the different age categories. Instead, the clearest distinctions are amongst new tenants (74% satisfied), tenants whose first language isn't English (73%) and between households where there is a **disability** compared to those where there isn't (62% v 72%).

It is also lower than average for tenants that have reported ASB to the Council, amongst whom there are more dissatisfied (48%) than satisfied (40%).

It is also relevant that the online services were also brought up by some people in the comments,

“The council is pushing for everything to be done online, not ideal for everyone. Some enquires cannot be done online and require a human to speak with to deal with those issues. Some contact numbers only have a voicemail service that does not help in case of urgent matters. Take note maintain some telephone service for urgent enquiries.”

“Suggest if your email system states a reply within 2 days, that I should not be chasing a reply after 2 weeks!”

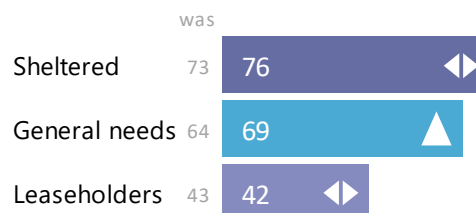
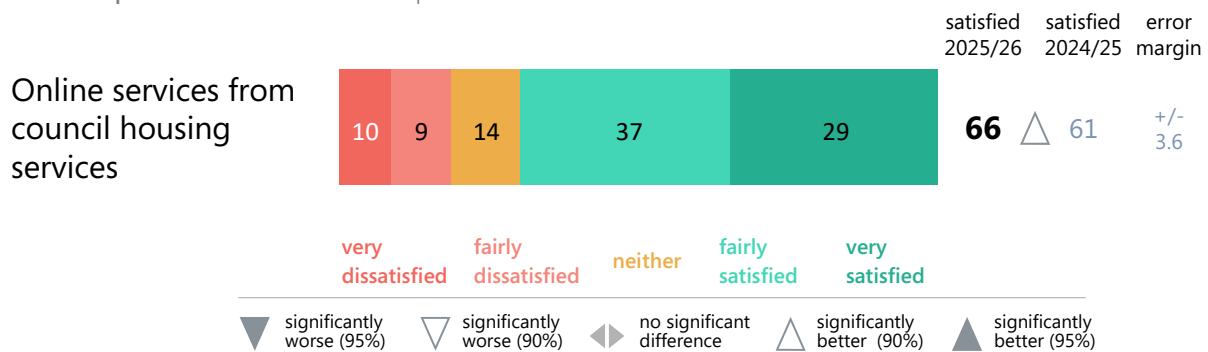
“The online service is rather complicated; I would imagine it being rather difficult if you're elderly or not tech-savvy - it should definitely be revised.”

“The online service is difficult to use and should be more elderly friendly. I know a lot of older people that are having similar issues as well - which is very discouraging. I even get support from my partner who is a lot younger than me and he even struggles to use the online services (so it's not just due to age.) ... they should definitely offer extra support for older people - especially with online services.”

“Would like for the council to improve the online portal as it doesn't work properly when reporting damages and repairs.”

7.5 Online

% Base 663 | LCRA tenants. Excludes non respondents





8. Neighbourhood



Most neighbourhood satisfaction scores have significantly increased this year

Housemark

The rating for housing services contribution to the neighbourhood is now on par with the national benchmark



There are also fewer tenants that find drugs, disruptive young people or drunkenness/rowdiness to problematic for them

8. Neighbourhood

The neighbourhood management scores were relatively stable last year, so it is good to see that they have once more started to increase again this year.

This is typified by the regulatory measure that enables tenants to rate the **positive contribution** that housing services makes to the neighbourhood (63%), which has **improved** by a statistically significant 6% margin since last year.

It also means that it is now broadly on par with the benchmark median scores of 62%, although the Regulator has cautioned against drawing too many conclusions from such comparisons, due to the wider than normal variation in this score, some of which are related to survey methodology.

There are a myriad of ways in which tenants might assess the contribution that housing services makes to their neighbourhood, but some of those are the **grounds maintenance** services, other **estate services**, and their impact on the overall **appearance** of the area. All three of these are rating by tenants in a narrow band between 71%-73% satisfied, having also increased by a similar 4-5% margin that matches the behaviour of the TSM score.

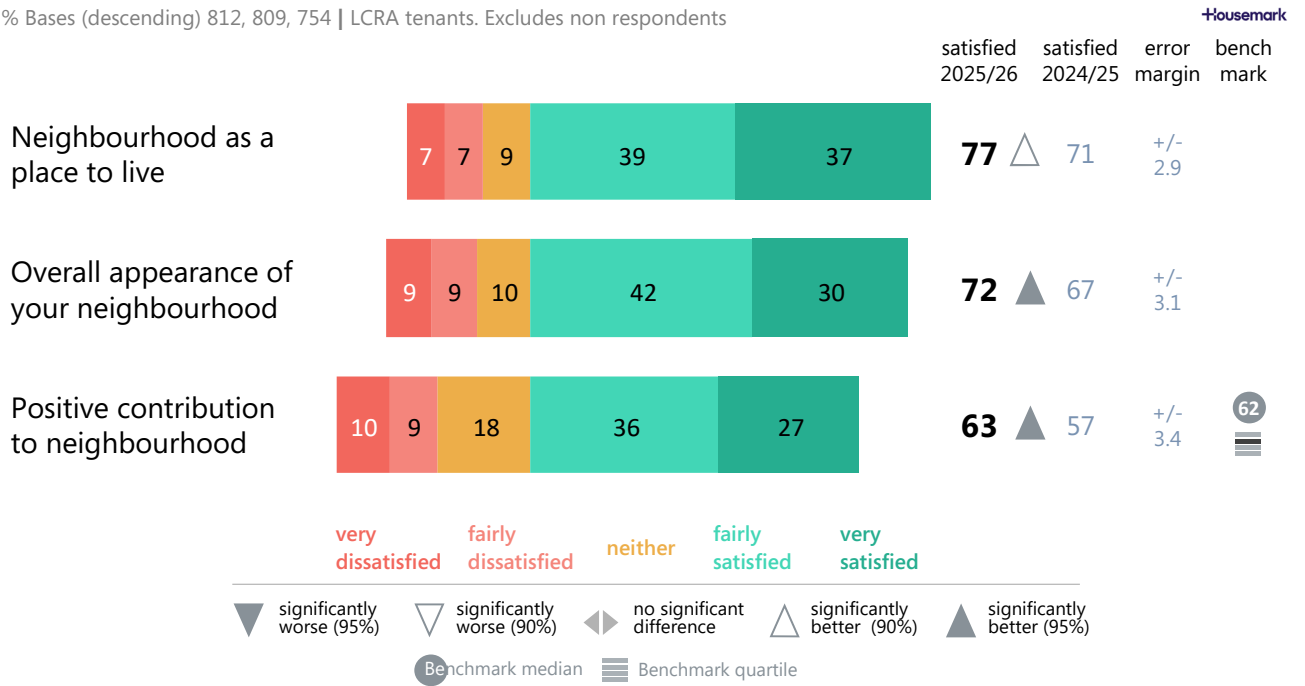
This means that the proportion of tenants that are happy with their neighbourhood as a **place to live** now exceeds three quarters of the sample (77% satisfied). The measures of community cohesion also seem to have bounced back to where they were in 2023, including 68% that feel **part of their community** and 83% that believe people from **different backgrounds** get on with one another.

A related factor will be the change for the better in the proportion of tenants that consider certain nuisance or anti-social behaviours to be a problem in their neighbourhood. This includes small but statistically significant reductions in the proportions that find **drug use** (47% v 49%), **disruptive young people** (34% v 38%) and/or **drunkenness and rowdiness** (30% v 35%) to be problematic (chart 8.4).

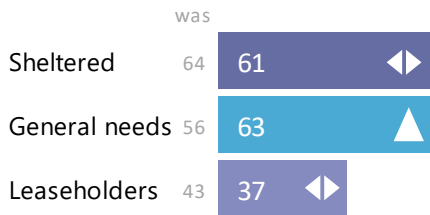
8. Neighbourhood

8.1 Neighbourhood

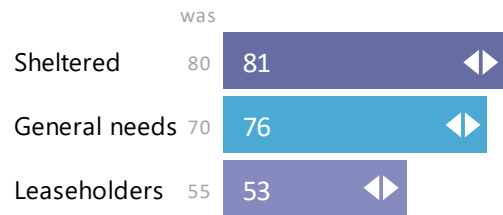
% Bases (descending) 812, 809, 754 | LCRA tenants. Excludes non respondents



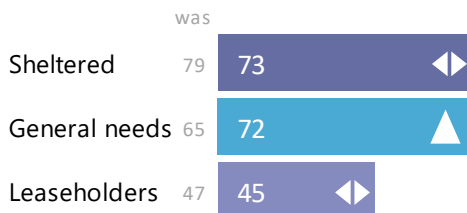
Positive contribution



Place to live



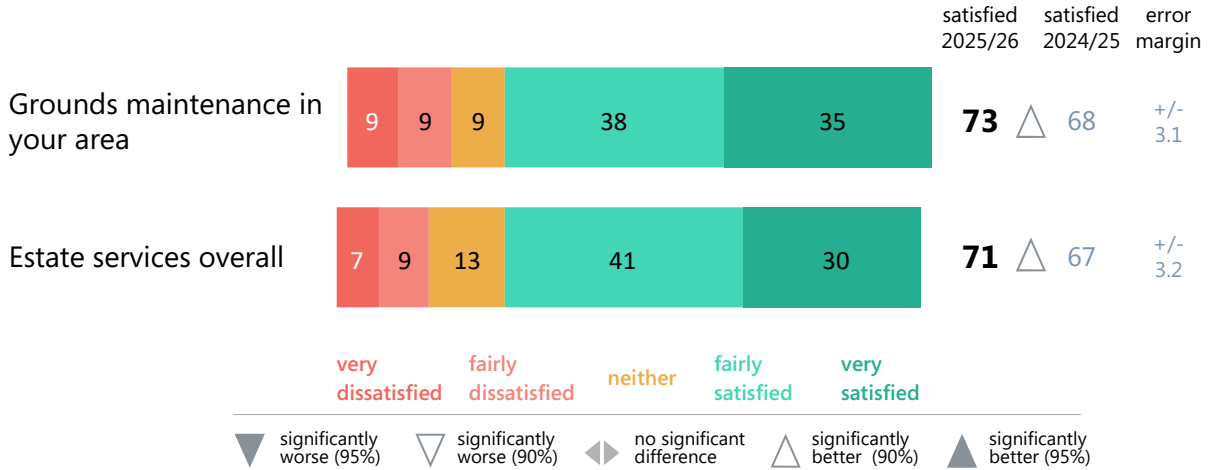
Overall appearance



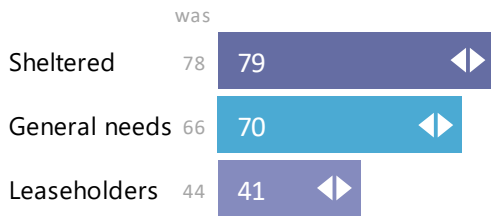
8. Neighbourhood

8.2 Neighbourhood

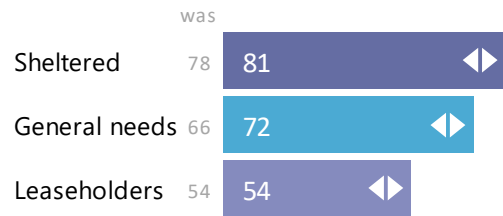
% Bases (descending) 758, 776 | LCRA tenants. Excludes non respondents



Estate services overall

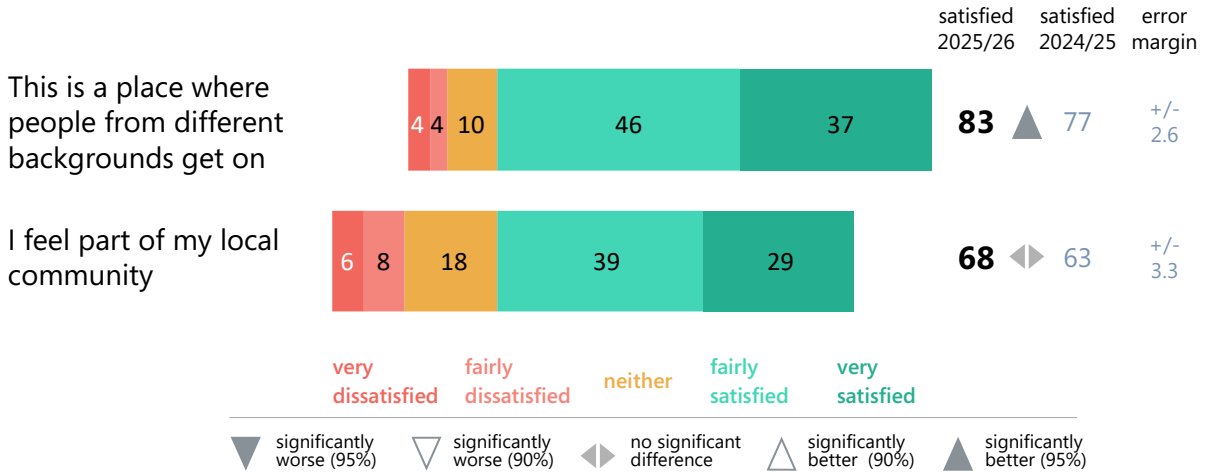


Grounds maintenance

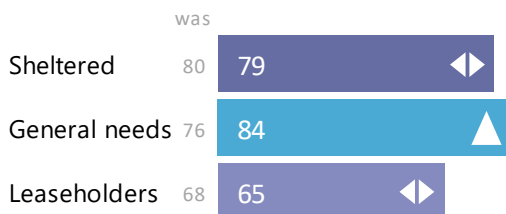


8.3 Community

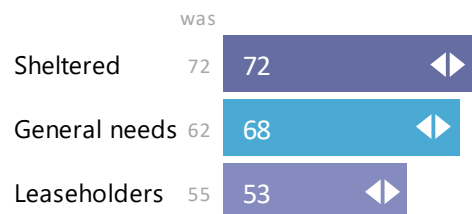
% Bases (descending) 772, 740 | LCRA tenants. Excludes non respondents



Different backgrounds get on



Feel part of community



8. Neighbourhood



By people

- Satisfaction with the contribution to the neighbourhood is broadly consistent across the four main **age groups** being highest and having improved the most amongst the under 35s (65%, up 9%), with a similar improvement seen amongst the 35 – 49 year olds from 53% to 61%.
- Respondents aged 35 – 49 are again significantly less satisfied than average with their neighbourhood as a place to live (70%), however this has improved by 10% compared to the previous findings. The same group are also now 13% more satisfied with its overall appearance (70%, was 57%) and 9% more satisfied with estate services (70%, was 61%).
- **New tenants** (under 1 year) are again significantly more satisfied than average with the council's contribution to their neighbourhood (75%, up 6%) with satisfaction falling to 57% for 3-5 years tenure.
- Respondents from a **BAME** background are significantly more satisfied than White British respondents with the council's contribution to where they live (69% and 56%), with similar and significant disparity evident in terms of satisfaction with the appearance of the neighbourhood (77% v 67%).
- Both groups are now more likely to agree that their neighbourhood is a place where people from different backgrounds get on with one another than they were a year ago – 85% BAME (was 76%) and 79% white British (was 76%), with the former far more likely to 'strongly' agree with this statement than the latter (42% v 34%).
- As seen previously, respondents who have **reported ASB** are again significantly less satisfied than respondents who have not with the council's contribution to where they live (39% v 66%).



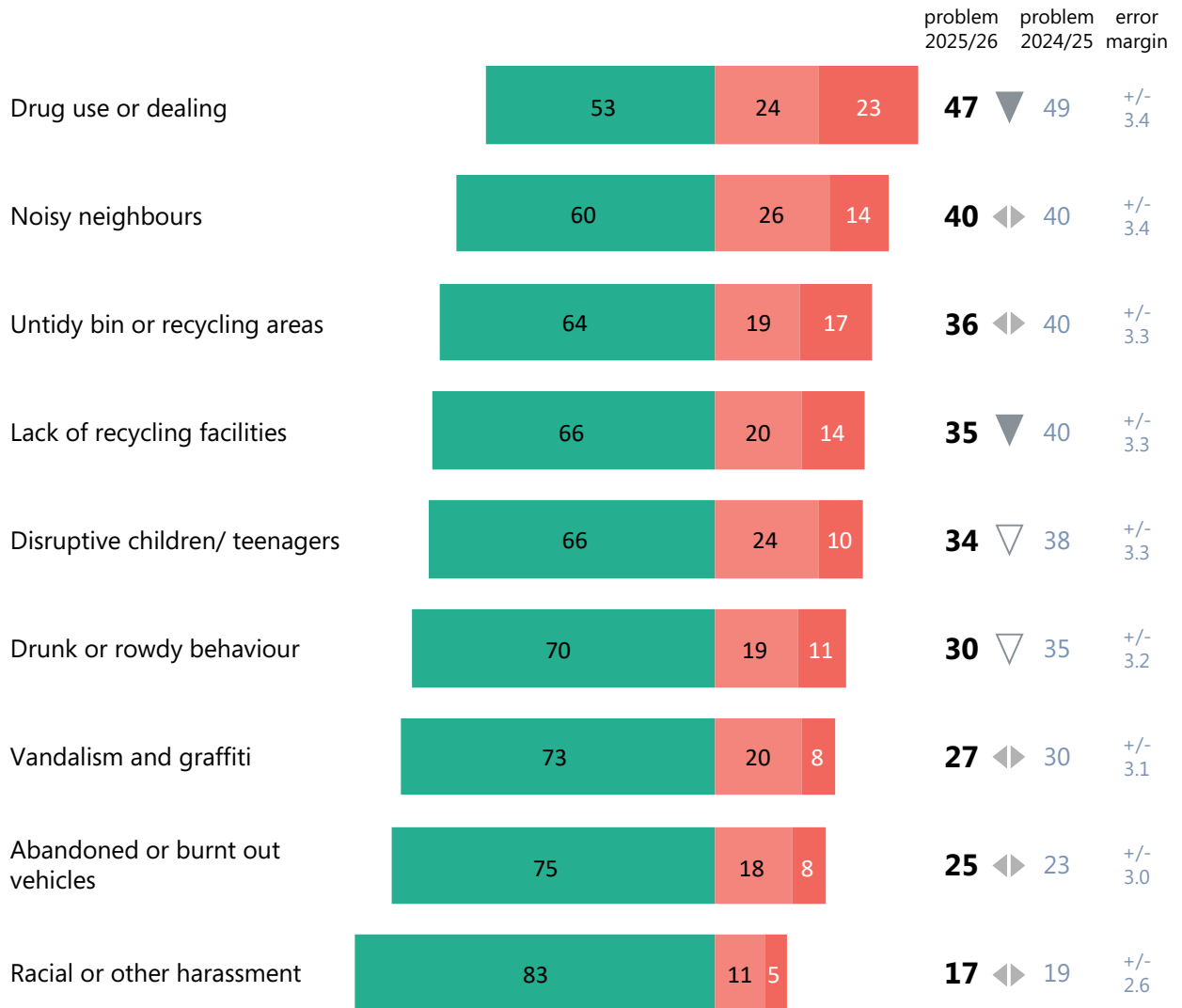
By place

- The more detailed results by ward for this section's questions are presented in charts 8.5 and 8.6. The most prominent patterns are:
- Tenants in **South** are significantly less positive than average with the neighbourhood as a place to live, its appearance and community cohesion.
- The overall appearance of the neighbourhood is also rated significantly below average in the **Hightown** ward. Both areas also report higher than average instances of various neighbourhood problems, as does **Northwell**.
- In contrast, tenants in **Challney, Farley** and **Wigmore** are very happy with their neighbourhood as a place to live.
- Respondents in **Stopsley** are significantly less satisfied with the council's contribution to where they live as well as the grounds maintenance service they receive, whilst Crawley tenants are significantly less satisfied than average with estate services overall.

8. Neighbourhood

8.4 Neighbourhood problems

% Bases (descending) 808, 806, 807, 806, 803, 806, 803, 801, 803 | LCRA tenants. Excludes non respondents.



▼ not a problem
 ▼ minor problem
 ▼ major problem
▼ significantly better (95%)
 ▽ significantly better (90%)
 ◄ no significant difference
 △ significantly worse (90%)
 ▲ significantly worse (95%)

8. Neighbourhood

8.5 Neighbourhood by ward

	Sample size	Positive contribution	Neighbourhood as a place to live	Overall appearance of neighbourhood	Grounds maintenance in your area	Estate services overall	People from different backgrounds get on well together	Feel part of local community
Overall	890	63	77	72	73	71	83	68
Biscot	15	51	71	60	84	82	76	62
Bramingham	7	50	88	76	82	75	76	76
Challney	11	71	100	100	67	100	88	83
Crawley	31	43	76	70	71	45	86	73
Dallow	7	71	78	64	93	78	71	71
Farley	112	67	87	81	75	78	87	74
Hightown	38	67	69	61	68	60	67	50
Icknield	39	54	83	76	81	74	89	85
Leagrave	98	63	71	69	71	69	83	69
Lewsey	132	67	84	77	79	78	86	74
Limbury	17	72	71	68	71	65	63	59
Northwell	95	66	67	69	71	72	84	66
Round Green	43	64	80	78	69	66	88	65
Saints	24	69	83	78	80	71	82	56
South	105	58	66	59	70	65	76	57
Stopsley	24	31	60	60	43	59	81	68
Sundon	46	69	70	67	69	70	82	62
Wigmore	43	70	90	91	78	84	91	78

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

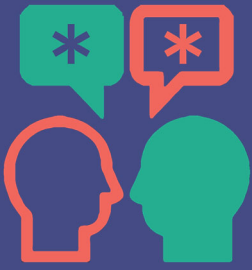
*see appendix for more detail

8. Neighbourhood

8.6 Neighbourhood problems by ward

	Base	Noisy neighbours	Disruptive children/teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	Drug use or dealing	Abandoned or burnt out vehicles	Untidy bin or recycling areas	Lack of recycling facilities
Overall	890	40	34	17	30	27	47	25	36	35
Biscot	15	27	39	13	13	43	69	37	44	37
Bramingham	7	24	12	12	12	0	53	41	53	29
Challney	11	12	0	0	12	0	38	12	0	12
Crawley	31	48	26	17	26	13	48	26	17	17
Dallow	7	54	50	22	36	46	43	14	36	29
Farley	112	34	26	22	26	21	42	19	30	24
Hightown	38	52	19	24	49	50	72	50	60	53
Icknield	39	38	18	4	31	17	41	4	21	38
Leagrave	98	41	41	18	45	41	53	23	48	37
Lewsey	132	38	37	15	18	17	29	21	27	30
Limbury	17	31	31	18	28	28	45	22	30	54
Northwell	95	46	43	26	25	36	48	35	49	44
Round Green	43	31	40	18	25	23	42	25	34	27
Saints	24	22	17	0	11	11	39	22	11	22
South	105	52	43	19	56	40	67	32	51	47
Stopsley	24	47	50	19	26	30	36	39	27	41
Sundon	46	43	41	9	27	33	50	37	46	47
Wigmore	43	32	25	4	15	9	39	3	19	13

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail



9. Anti-social behaviour

55% 

overall handling
of ASB ▲

11% 

claim to have
reported ASB



The overall perception amongst tenants of how ASB is handled has improved significantly since last year



There are also fewer now claiming to have reported ASB



Amongst those that did so, fewer found it easy to do so compared to last year



Dealing with ASB is the most common additional comment made by tenants

9. Anti-social behaviour

For many residents the neighbourhood issue that has the biggest effect on their quality of life is anti-social behaviour, the extent that it is both the most **common additional comment** made by tenants (see chart 12.3) and amongst those that reported this issue to the Council only 48% are satisfied overall (section 3).

Over half of the tenant population are satisfied with the Council's **approach to handling anti-social behaviour** (55%), compared to 27% that are dissatisfied. In keeping with many of the other survey findings, this score has also significantly increased by 6% since the last survey.

However, this score is still just low enough that it remains **slightly below** average compared to the respective national benchmark of 57%.

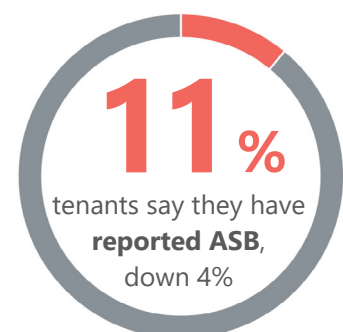
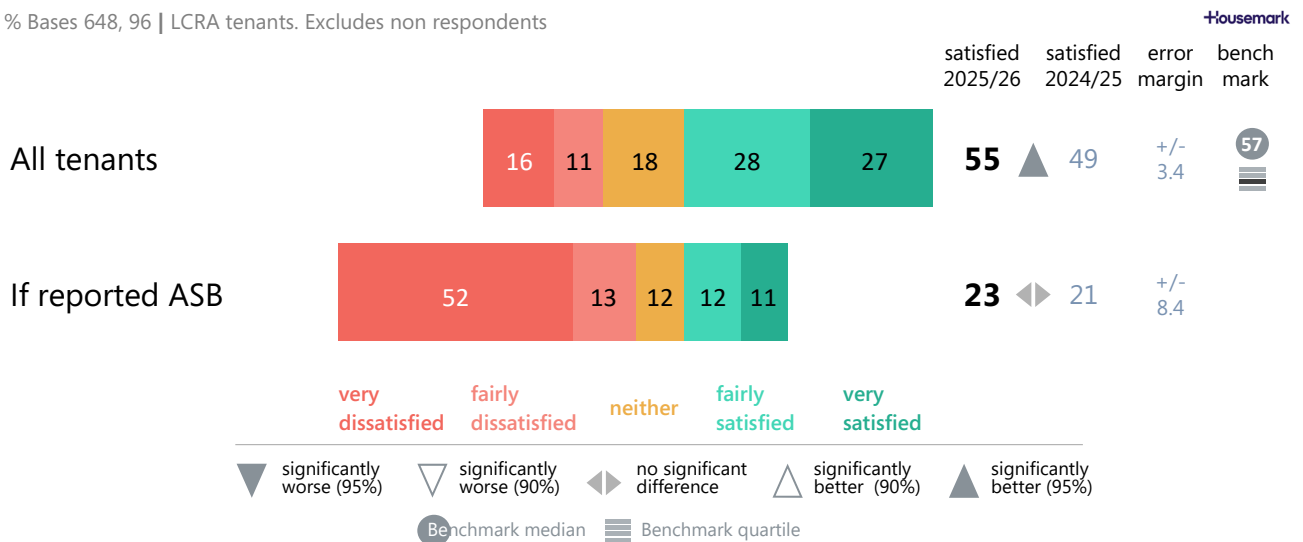
The level of ASB **reporting** has also gone down, at least amongst survey respondents. The proportion that have done so over the previous 12 months is now just 11%, compared to 15% last year. This is consistent with the fact that certain type of nuisance or ASB were less likely to be categorised as problems by respondents (see section 8).

Those who did report ASB seem to be having a broadly similar experience as they had before, with just 23% of this group claiming to be satisfied with the Council's approach to handling ASB.

Further detailed questions asked of this group (chart 9.2) reveal that no more than 30% are happy with any element of that experience. These questions are asked of only a small group of tenants which increases the margin of error for any statistics tests, but it may still be notable that the proportion who found it easy to report their ASB complaint has gone down from 40% to 28%.

9.1 How ASB is dealt with

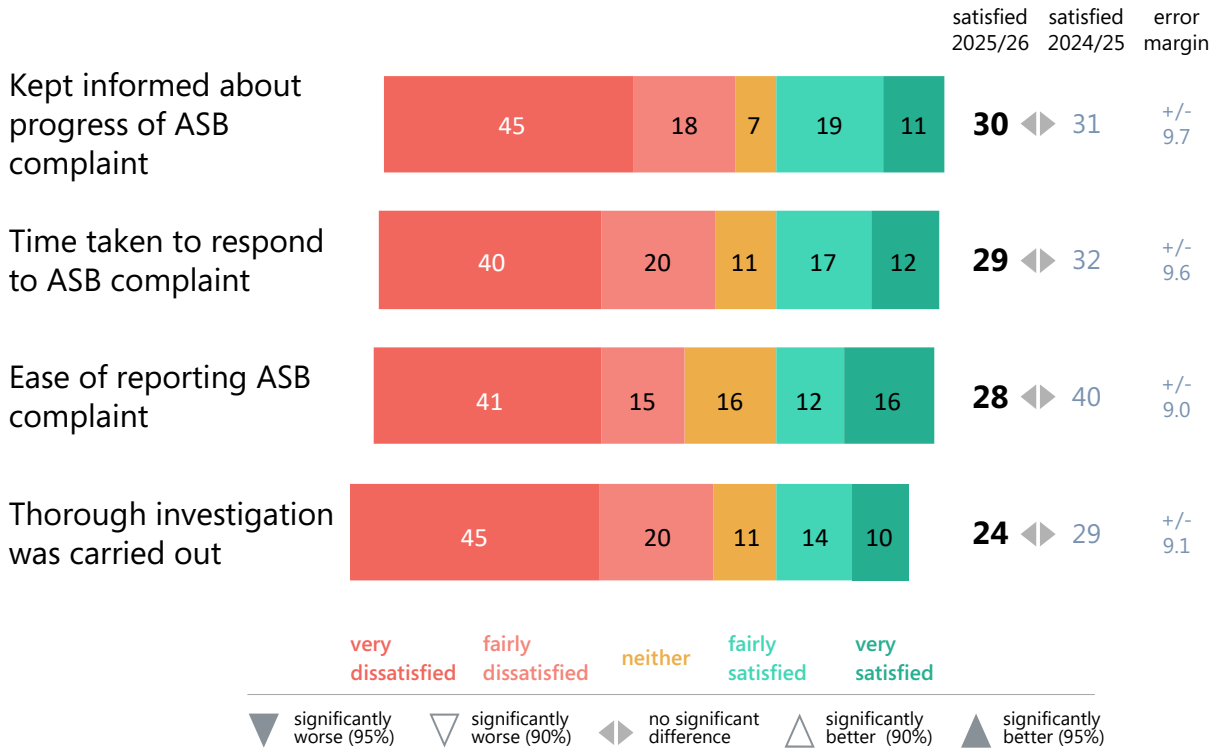
% Bases 648, 96 | LCRA tenants. Excludes non respondents



9. Anti-social behaviour

9.2 Last report of ASB

% Base 88, 89, 98, 86 | LCRA tenants. Respondents who have reported ASB in the last 12 months. Excludes non respondents.

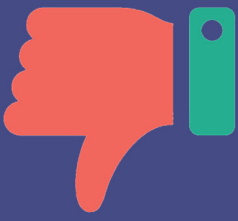


By people

- **Younger respondents** (aged under 35) are far less likely to have reported an incident of ASB than they did a year ago (10%, was 19%), with most incidents now reported by 35 – 49 year olds (14%, was 15%). Only 8% of the oldest age group (aged 65 or over) have reported any ASB which is down 4%.
- Satisfaction with the council's approach to handling ASB has not changed amongst the youngest respondents aged under 35 (49%, was 50%) but has improved slightly for the other three main age groups, most notably amongst the 35-49 year olds from 45% to 54%.
- Respondents from an **ethnically diverse** background remain significantly more satisfied than white British respondents with the council's approach to handling ASB (59% v 49%), up 3% and 7% respectively.

By place

- No respondent in Challney said they have reported an incident of ASB, however reports were again highest in Hightown (34%) which is up 5% compared to a year ago.
- A fifth of respondents living in bungalows have reported an incidence of ASB (21%), compared to 15% in flats and only 6% for those in houses.



10. Complaints

31%



complaints handling

13%



said they complained



Respondents decide for themselves what constitutes a complaint, so most are in fact escalated service requests



The proportion of such complaints has fallen this year, possibly in part due to improved scores across the board

Housemark

However the way complaints and escalated service requests are handled is still rated a little below average



The drop in complaints is mainly amongst White British respondents

10. Complaints

The Tenant Satisfaction Measures framework was designed to cover the most widespread concerns amongst social housing tenants, including using language that relates to the everyday experiences of using these services. This includes asking survey respondents to **decide for themselves** if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint.

Accordingly, for tenants this covers a wide range of interactions, few of which are typically formal complaints, with many more being **escalated service requests** such as following up on issues with previously reported repairs.

Indeed, from 2023/24 data published by the regulator that covers all landlords in England published by the regulator, an average of 28% of survey respondents say they have **made a complaint** using this less formal definition.

The proportion of Luton tenants that said the same last year was already lower than average at just 19%, so it is positive to see that it has fallen again to just 13% of the sample.

In addition to the falling number of such complaints or escalated service requests, satisfaction with **how they are managed** has crept up slightly since last year. This means that the Council's score is now closer to the benchmark of 33%, although still some way of the high of 37% achieved in 2023.



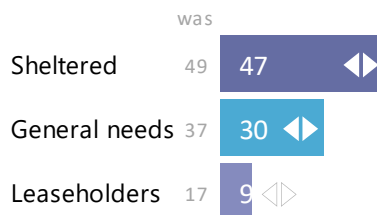
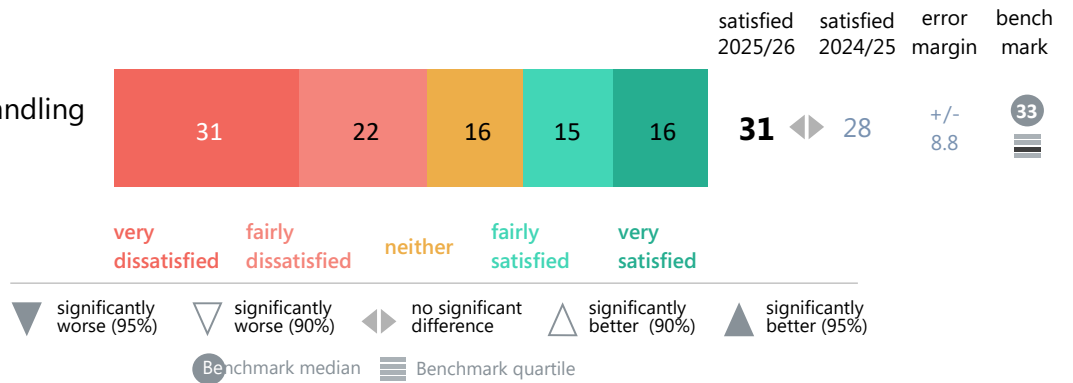
10. Complaints

10.1 Complaints

% Base 112 | Made a complaint in the last 12 month. LCRA tenants. Excludes non respondents

Housemark

Approach to handling complaints



By people

- Tenants aged **under 35** are more likely to have complained to the Council than any other age group (19%, up 2%), followed closely by 18% of the 35 – 49 year olds, however this is down 4% compared to a year ago. In comparison, less than one in ten of the 65+ age group have made a complaint (9%) which is down 6%.
- Respondents aged under 50 remain the least satisfied with how complaints are handled (24%), with this not changing at all compared to a year ago (chart 13.10). In contrast, half of the over 65s are now satisfied (50%), which is notably higher compared to the previous survey (was 39%).
- Tenants who **had a repair** in the previous year are nearly twice as likely to complain than those who have not had a repair (17% v 10%), however in both cases this represents 5% fewer than last year.
- **New tenants** (in their first year of tenancy) are far less likely to have complained compared to the same group a year ago (13%, was 22%).

- Respondents from a **BAME** background are more likely to have made a complaint than white British respondents (18% v 10%), which is mainly due to an 8% drop in complaints made by the latter group.

By place

- By **property type** complaints from resident in flats are the most common (16%), followed by 11% in houses and 7% in bungalows.
- Once again, the proportion claiming to have made a complaint varies by **ward** with nobody in Challney saying that have done so but rising to a third of respondents in Stopsley (31%), but as in previous surveys the sample sizes for some are very small so there are no significant differences in satisfaction levels.
- **Sheltered** tenants are again more satisfied than general needs tenants with how complaints are handled (47% v 30%), and whilst the former is similar to that seen a year ago, satisfaction amongst general needs tenants has fallen 7%.
- Just under a quarter of **leaseholders** have made a complaint (23%, down 4%), with only 9% satisfied with how it was handled, which is down from 17%.



11. Wellbeing

27%



physically
inactive

12%



unhappy with level of
social interaction



Half are aware of Total Wellbeing Luton and 20% have used it for support, which is unchanged since last year



Stop Smoking is still the most well known service (47%)



Around a quarter of tenant households have at least one smoker, but only 17% of these want help with quitting



Fewer than half now want more support to be active (44%, down 5%)

11. Wellbeing

The Council wants to understand the proportion of households that might benefit from support in improving their physical and mental health.

Starting with the activity levels, respondents are asked how much **activity they do a week**, such as brisk walking or other exercise that makes them breathe faster or feel warmer.

These figures are extremely consistent between the years, therefore once again almost three quarters of tenants say they at least 30 minutes of physical activity per week (73%), including more than 2½ hours of activity for 46% of the sample.

However, there is a small drop in the proportion that are interested in receiving **support from the Council** to increase their activity levels via at least one of the ways listed in the questionnaire (chart 11.3). General levels of interest are highest for those that do between 30 and 150 minutes of activity a week (63%), whilst being around the average level for those that do less than 30 minutes (48%).

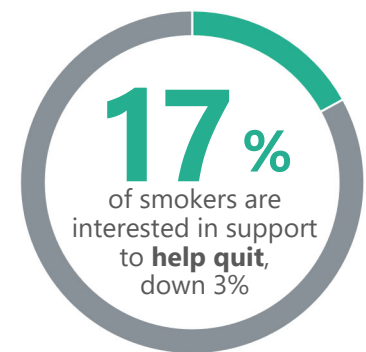
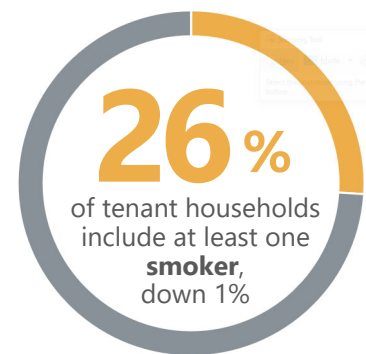
The proportion of tenant households where at least one person is a **smoker** is also unchanged, representing around a quarter of the sample, albeit a drop to one in ten of leaseholders.

Across these smoker households there are unfortunately only a minority who are interested in support to **help them quit** (17%), which has fallen by three points since last year.

It is crucial for most people’s mental health and wellbeing to have adequate levels of **social interaction** in their lives. Accordingly, a new question was added this year to explore this topic. Amongst those that chose to answer this question, it is good to see that over two thirds are indeed satisfied with this aspect of their lives. However, it does mean that 12% say that they are dissatisfied, most of whom have a disability (see below).

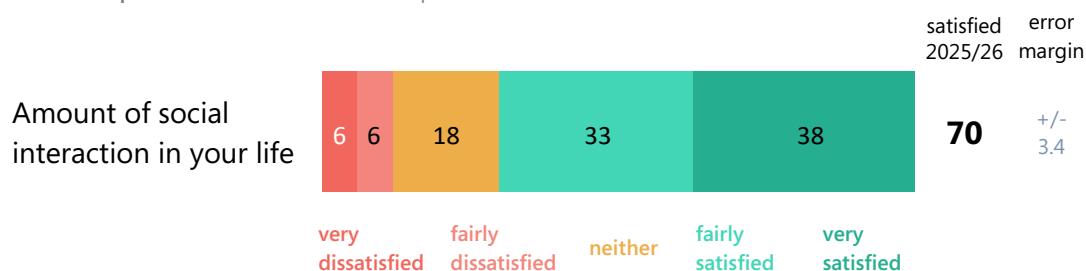
Finally in this section, respondents were again asked their levels of awareness of the free health and wellbeing services available to them through the third-party **Total Wellbeing Luton**.

These results haven’t shown any meaningful variation over the last few surveys, with exactly half of the tenant sample being **aware** of at least one of the services listed (50%), whilst a fifth (20%) had **used** at least one of them.



11.1 Social interaction

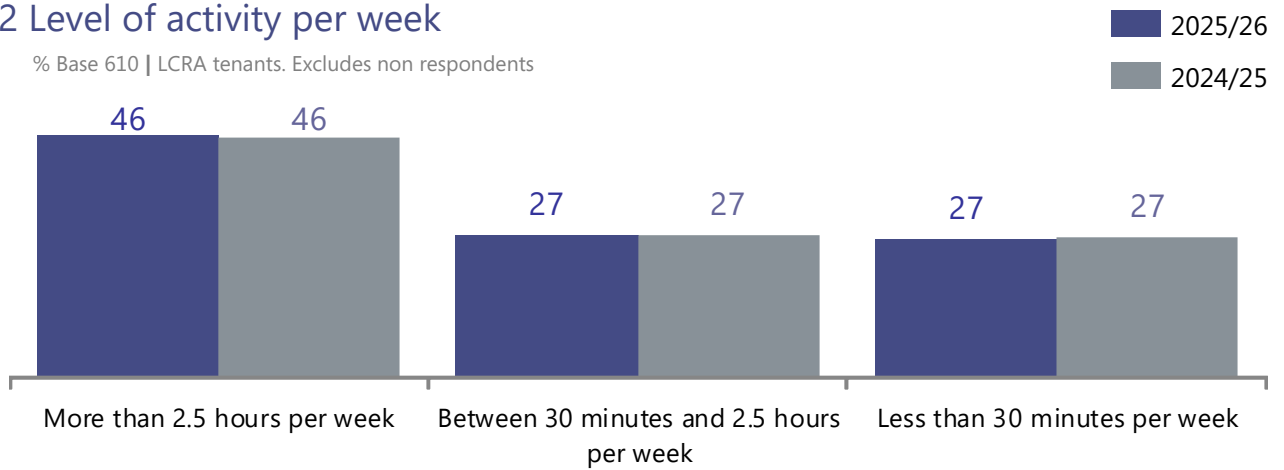
% Base 679 | LCRA tenants. Excludes non respondents



11. Wellbeing

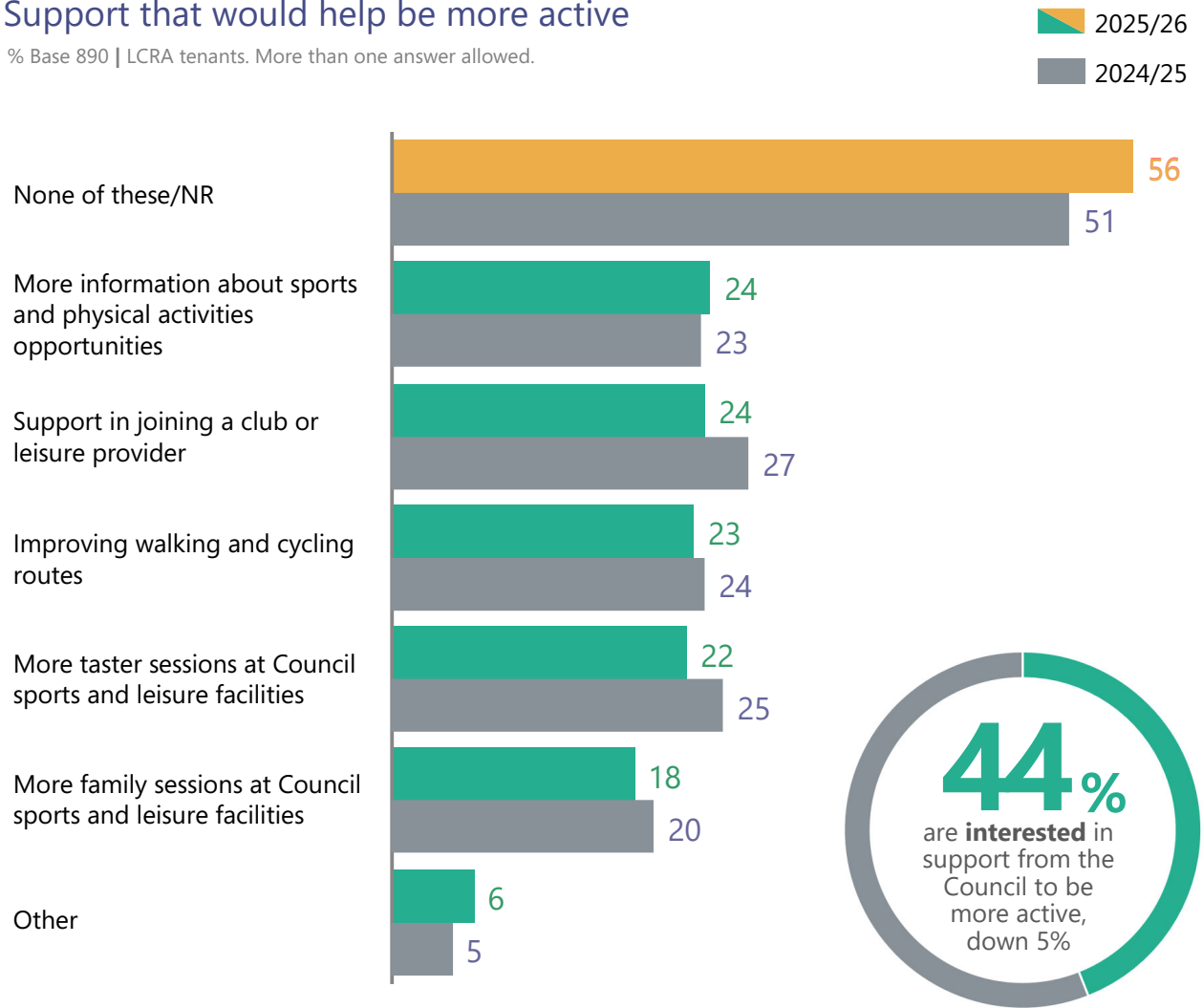
11.2 Level of activity per week

% Base 610 | LCRA tenants. Excludes non respondents



11.3 Support that would help be more active

% Base 890 | LCRA tenants. More than one answer allowed.





By people

- Similar to that seen previously, activity levels vary by **age group** however the differences aren't huge – 11% of the under 50s do less than 30 minutes of **activity** per week (down 7%), compared to 22% of those aged 50+ (down 3%).
- The highest proportion of **smoking** households have a lead tenant aged 55-64 (32%, down 3%). Other age groups are generally around the average levels, with the exception of older tenants aged 75-84 (19%). Previously 9% of households with a tenant aged 85+ had someone who smoked, however there are no such households in the current sample.
- Amongst smokers, interest in support with stopping is higher than average amongst 45-54 year olds (30%).
- The oldest tenants in the sample are the most likely to be satisfied with their levels of **social interaction**, including 77% of those aged 65+ and 89% when restricted to the 75+ category.
- Those tenants with a **disability** are significantly more likely than the rest of the sample to be dissatisfied with their levels of social interaction (18% v 3%).
- Smoking is more prevalent in households where the lead tenant is **White British** (31%, down 1%) compared to if they are from a minority ethnic group (20%, down 4%).

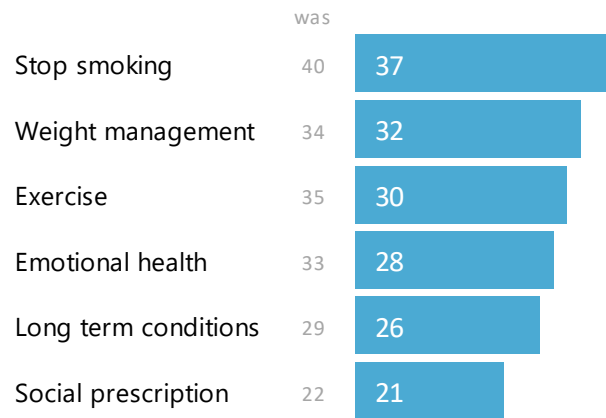


By place

- **Leaseholders** remain a little more active than tenants, with 64% doing more than 2½ activity a week and 92% doing more than 30 minutes. Smoking is also far less prevalent amongst leaseholders (10%).
- Interestingly, tenants in **sheltered housing** are more likely to say that they do more than 30 minutes activity per week than amongst **general needs** (80% and 73% respectively). There are also fewer smokers living in sheltered housing than in general needs (19% v 26%).

11. Wellbeing

11.4 Total Wellbeing Luton





12. Further comments

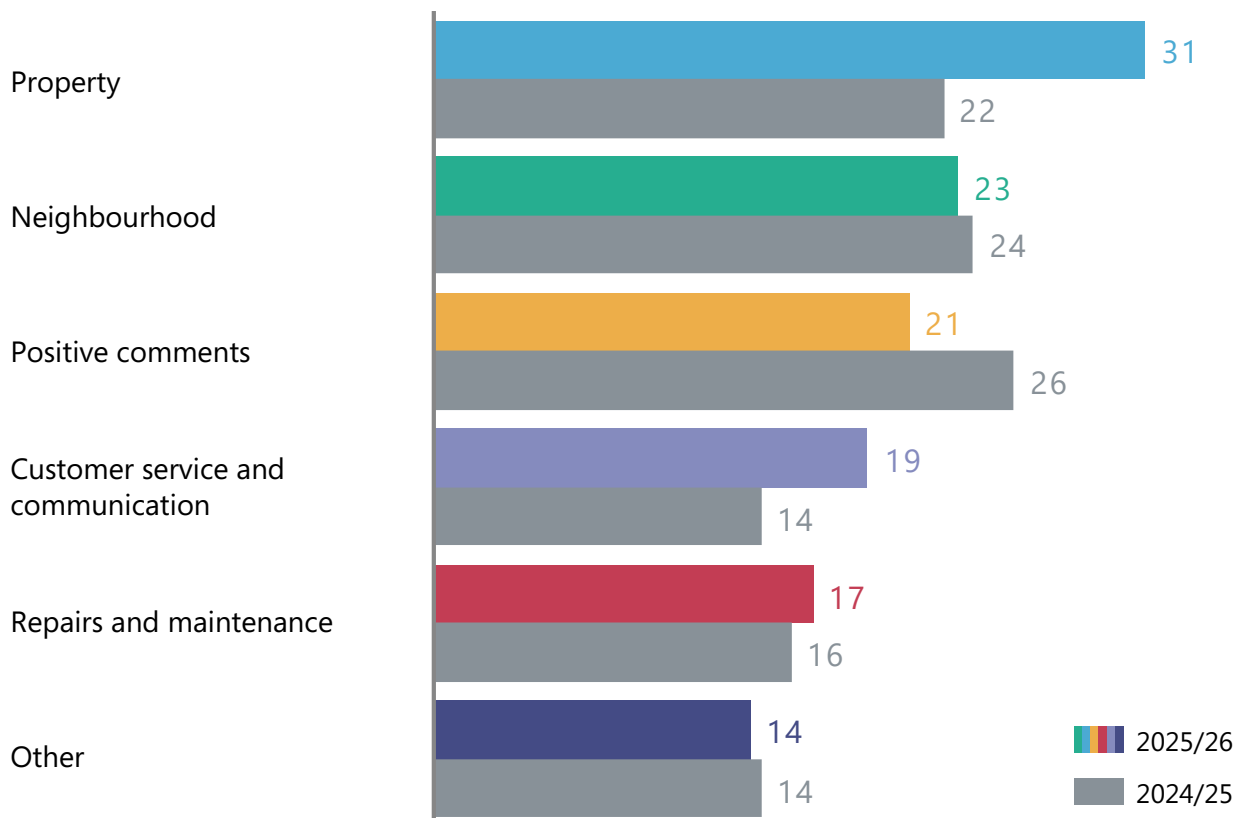
37% made additional comments



don't think anything needs improving

12.1 Additional comments about home and/or services provided - summary

% Base 330 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



12. Further comments

The final question that residents were asked at the end of the survey was simply to provide any further feedback about their home and/or the services provided by the Council. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 12.1 presents this analysis in terms of just a handful of broad categories. There are three interesting features of this chart.

The first is that far more tenants mentioned specific issues with their property (31%, was 22%), this despite the significant improvements seen with various aspects of the home (section 4). The second is that slightly more comments related to the customer service experience or communication than was seen previously (19%, was 14%). The final standout aspect of chart 12.1 is that for the second survey running there has been another notable drop in positive comments (21%, was 26%).

In terms of property issues, (chart 12.2), **safety and security** replaces bathroom improvements as the most common topic (4.4%), followed closely by generic comments about improving and maintaining the property (4.2%). Comments around damp and mould are more prevalent than they were in 2024 as are issues around heating and energy efficiency with the two often naturally linked.

“I live in flats and we have a lot of problems with people using the communal areas for prostitution and drugs. We have taken off the tradesman button but they still get in.”

“It would be nice if the gates that were installed years ago worked maybe an intercom. That way we wouldn't get teenagers running through our outside areas.”

“Front doors need to be check. One door on a ground floor definitely do not close properly. So anyone can access the building without a job.”

“We have mould in our bathroom ceiling and we were told to keep the windows open. My husband contacted the housing but they just told us to keep it clean so we are under the illusion that nothing would be done about the issue.”

“I'd like my damp and mould issues in my disabled daughter's bedroom remedied instead of being given lots of different potential causes by various inspectors and workmen.”

“Yes, the issue with mould, cold in the winter”

“During the winter, our flat gets extremely cold, despite the glass being double glazed. It's very expensive keeping the heat on the entire day ... The council should add an extra layer around the building to maintain the heat - I've heard this is a service provided via the council.”

A request for improvements to **communal cleaning** and updating kitchens are also two topics mentioned more frequently by the current sample than the previous one, the former despite a significant improvement in the rating the service receives (section 4).

“I wish the building and lifts were better maintained in the flats. The building internally and lifts are so filthy and smell a lot. Better maintenance and maybe some changes to make the place look a bit better would help.”

“I live in a tower block and the lifts are always either broken or dirty, I have seen workers use the same mop across the whole building and it does not get cleaned. There was dog urine on the lift's floor one time.”

“Lack of cleanliness. I believed council is looking into it or so we have been told for months. Lifts that keep breaking down and waiting several days for parts.”

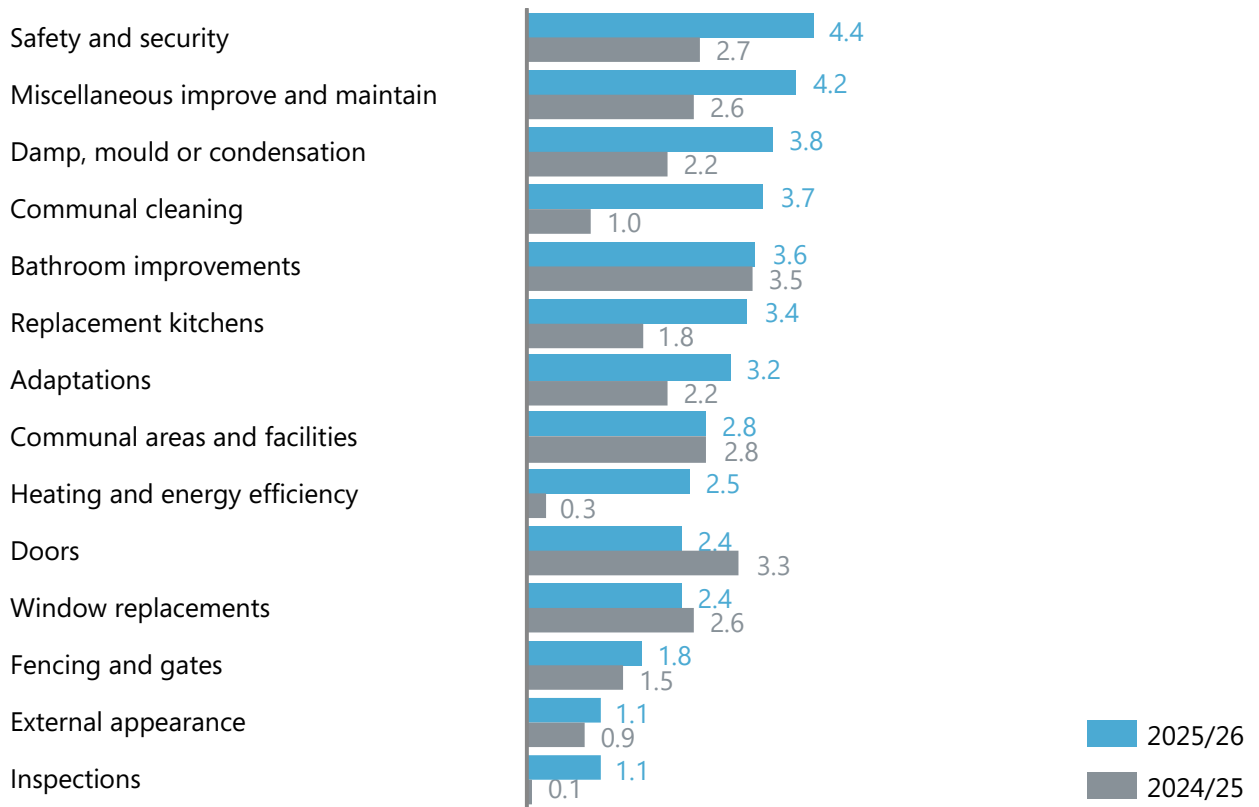
“No one ever cleans outside buildings and parking area. All they clean is inside buildings. Parking's are full of rubbish and broken glass.”

“I think the flat would benefit from being cleaned on a more frequent basis. Cleaning should also not be limited to mopping floors. General cleaning of windows, railing and removing webs/spiders should also be a priority.”

12. Further comments

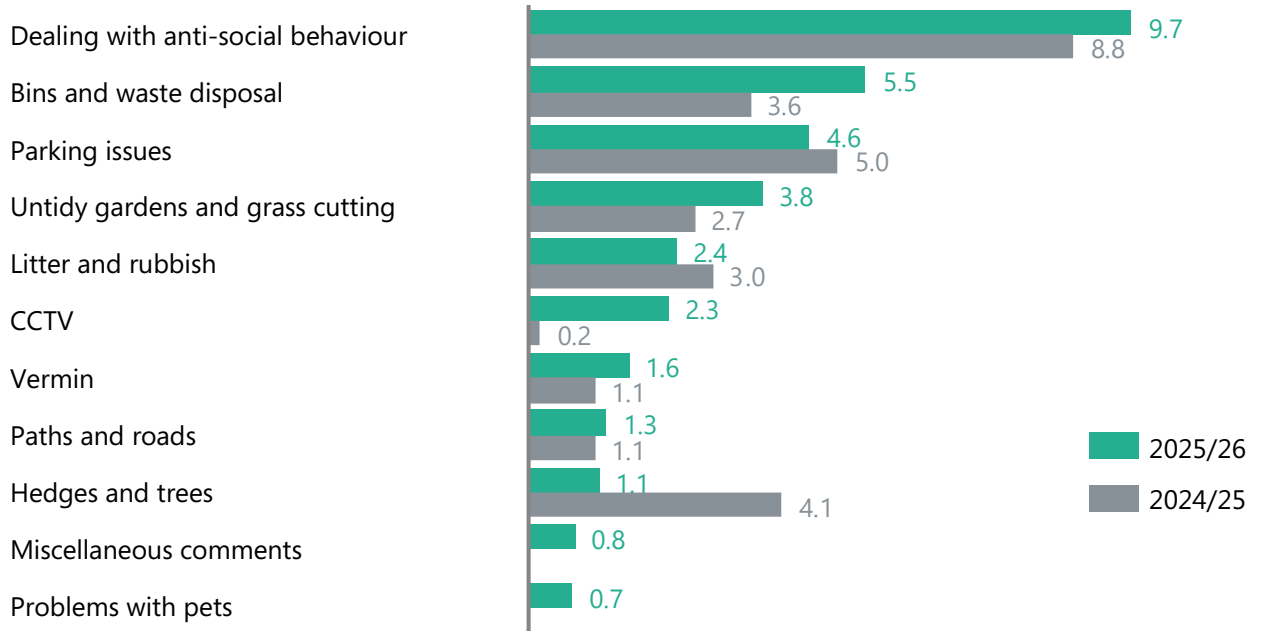
12.2 Property improvements - detail

% Base 330 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12.3 Neighbourhood improvements - detail

% Base 330 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12. Further comments

“I've been here since 2011, and I've requested a new kitchen as the drawers are falling apart and there are constant issues with it.”

“The kitchen is very old and outdated, the kitchen tops are extremely worn down; the council have no sense of urgency at all.”

“Every time I request the kitchen re doing - they claim they don't have funding. The front drawers keep coming off and the door keeps coming off the hinges, but my son fixes them back on. The kitchen is in desperate need of a renovation.”

“Dissatisfied with my kitchen which is rotting but falling apart but council seem to think it's ok”

Around a quarter of comments related to the neighbourhood which is very similar to that seen a year ago (23%, was 24%). The most common single suggestion here is once again to improve how **ASB is handled** (9.7% of comments, chart 12.3). Issues around bins and waste disposal is the next most common theme (5.5%), being a little more common than it was in 2024. In contrast, fewer comments related to hedges and trees (1.1% v 4.1%) than previously seen.

“There is a lot of antisocial behaviour in this area including cuckooing but neighbours are too scared to speak out. Noise at night is terrible sometimes up to 4am with people threatening the tenant to let them in. Death threats can be heard and it is quite scary.”

“The neighbours are very loud and nothing is ever done. A lot of people do not feel safe in the communal areas of the high rises”

“I live in sheltered housing. Drug dealers live here. There are a lot of drug dealings going on in the flats and car park ... Don't feel safe living here.”

“I strongly believe that installing CCTV would help deter much of this antisocial behaviour. This is especially important as there are many children including my own, living in our building, and their safety should be a top priority.”

“They should pay more attention to complaints, try to do more against anti-social behaviour so things don't get out of hand”

“The other issue is the bins that we share, people like to drive up to them and dump their rubbish, sofas etc in them making it look awful. I'm not sure what the solution is with the bins but it's not fair on us or the council having to remove it all the time.”

“There is an issue with the communal bins. Certain tenants dump the rubbish all over the floor instead of using the bins provided. This results in flies and other creatures around the bins, plus an awful smell. You are greeted with this as soon as you open your door. Sometimes the rubbish blocks the doors. The council do come out and clean it up, and put letters through doors, but it doesn't resolve the problem. Cameras or something that could identify the repeat offenders would be useful.”

The broad topic of **communication** and tenant engagement is the main theme of the results, with the ratings in this section of survey populating most of the key driver list, in part because they are amongst the most improved since last year (section 6). Accompanying this is an increase in the proportion that made additional comments about customer service and communication (19% v 14%), including a few more comments than before about meaningful listening and fairness (chart 12.5). As before, there also continued to be a number of issues raised regarding being able to get hold of the right person.

Outside of that, it is interesting to find fewer suggested the need for a quicker response to queries than was the case in 2024 (0.5% v 1.9%).

“Pointless never listen that has always been LUTON problem, writing report never sorting it out or following it through”

“When complaints are raised nothing gets done short or long term just broken promises of improvements that never get done for years. Emails never get responded to even when contact details are confirmed by other colleagues or departments.”

“The household management need to be more proactive. They are very difficult to get hold off, the website is in need of updating. The concierge service need to do more too.”

12. Further comments

“When trying to contact the council for things other than repairs like housing or rent you can't get through as they expect people to email but not everyone can read or write.”

“Leaseholders are finding it very difficult to get through to the council. No responses to even the complaints”

The **repairs and maintenance service** continues to perform well relative to the Council's peers (section 5), so it isn't a surprise that the number of comments on this topic remains broadly the same (17%, was 16%).

There are a number of specific issues that tenants raised regarding the repairs service (chart 12.4), and it is interesting that the need to tackle **outstanding jobs** is now the main area to improve (up from second on the list). Far fewer comments than before are about the **speed of response** (3.8%, was 6.2%), which was previously the main concern with the service, with a need for **better quality** and **improving the standard of workers** also less of a priority than in 2024.

“Reported water leaking into flat from flat above approx. 6months ago. It's still leaking.”

“I reported a cracked bathroom basin about maybe going a year and the matter has still not been resolved. Due to some health conditions, I have not been able to chase it up.”

“I reported a leak through BTS more than 2 months ago still hasn't been sorted. Still waiting for repair.”

“We had an inspector come out and say we need things doing, however nobody has come back to do anything about it. We wait a long time for answers. They should do what they say they're going to do.”

In terms of other topics, transfers and allocations is mentioned more than it was a year ago (7.5% was 5.8%) and remains the main area of improvement from chart 12.6.

“The property I live in currently is not suitable for me and my family, I have been on the council waiting list for a transfer property for more than 6 years now. My daughter needs a hoist and wet room which council cannot provide me with in my current property as it is too small, she also needs a hospitalised bed which I have no room for ... we are really struggling as a family and no one is helping!”

“I have recently had a heart attack, I am aware there is a medical form backlog, but I am on the third floor and there is no lift. There are six flights of stairs. I desperately need to be moved.”

“I want urgent transfer because of my health condition.”

“Improve on catering to individual needs - currently in a 2 bedroom property but only need 1. Home swapper and other accounts don't meet my requirements of what I need in a property like lifts or suitable location.”

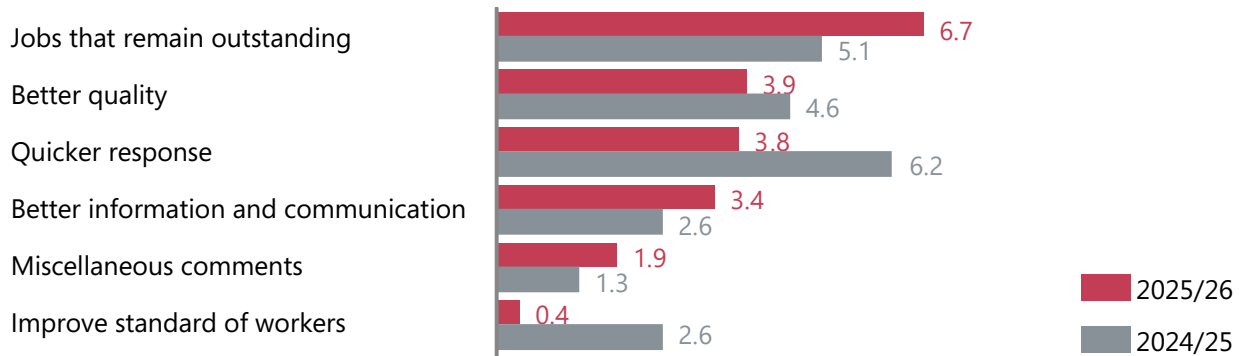
“More information on how to move from a current council property to another. I'm so unsure how it works my current property doesn't accommodate my family's needs as we need an extra bedroom and I don't know how to do this, there isn't enough information about it.”

“I've been in the property for many years. The bidding is difficult as I need space for my eldest daughter. The process of moving is very difficult in general.”

12. Further comments

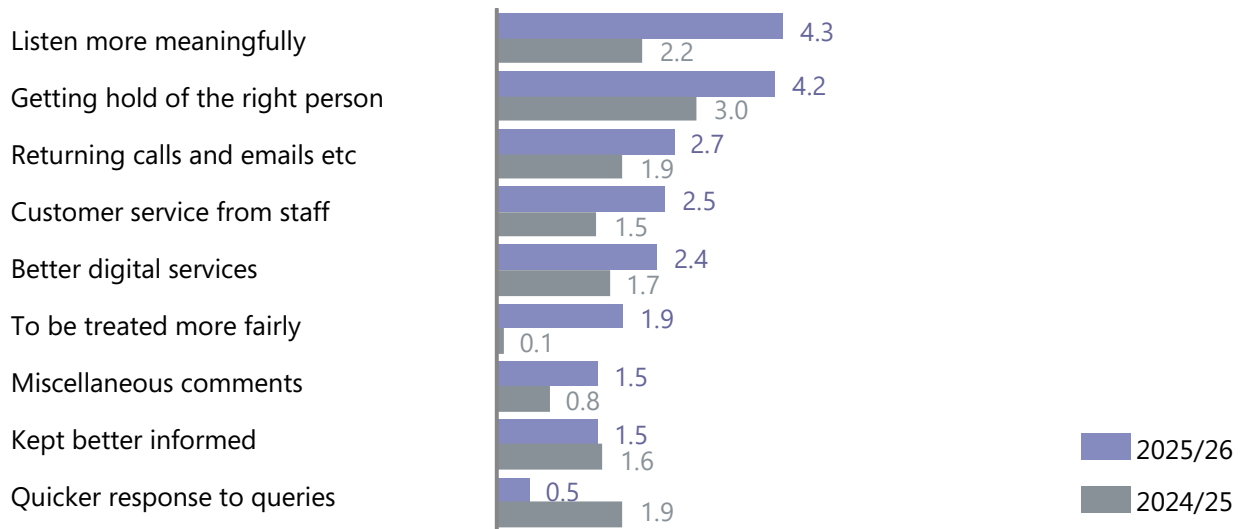
12.4 Repair and maintenance improvements - detail

% Base 330 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



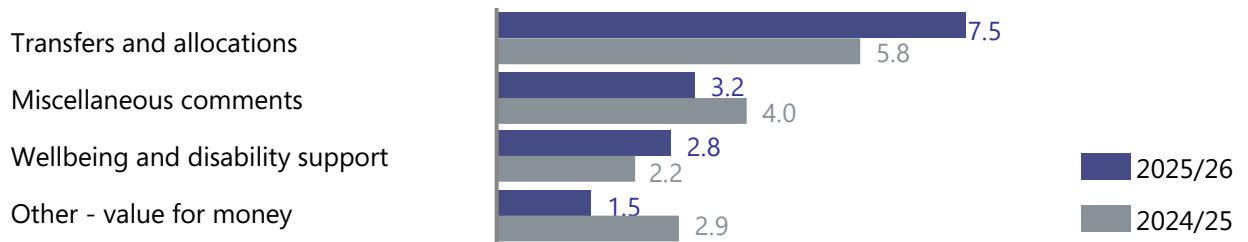
12.5 Customer service and communication improvements - detail

% Base 330 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12.6 Other improvements - detail

% Base 330 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12. Further comments

As always, it is important to remember that around a fifth of comments are of a positive nature (21%), albeit fewer than did so last year. We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“The BTS always do things straight away, anything that needs doing they get done; removed the bushes, saved the tree and fixed the windows, repaired the roof and fixed the toilet.”

“Overall, I am very satisfied with my living experience and services provided by Luton Borough Council.”

“The home is like a paradise compared to where I was before. Clean, friendly and helpful staff, friendly and not nosy neighbours around my age.”

“My sheltered housing officer is very good at supporting me and all the other tenants. She helps even if she is not responsible. I appreciate this.”

“Luton Borough Council has provided me a safe home to live in, with the right support aids with my condition and a fairly comfortable neighbourhood ... Overall I thank my council for the hard work they put in.”

“I am a long time tenant in my home and have noticed a great improvement in services. Particularly with repairs and also with queries. Generally I don't often require repairs but I have noticed a change in attitude for the better when I have had to report anything. For me this is very helpful if I do have any problems. Thank you.”

“L.B.C. is doing a brilliant job and I am very pleased with how they carry out the work.”

“Our experience with the council has been 10 out of 10 and all repairs have been earlier than the ETA given...we are very happy tenants”

“I love my home, it has no major problems. I can usually get in touch with someone who will help on the council.”



13. Respondent profile

In addition to documenting the demographic profile of the sample, tables 13.10 to 13.12 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

13.1 Ward

% Base 890 | LCRA tenants

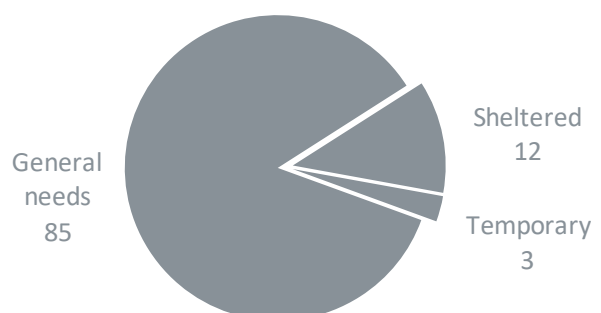
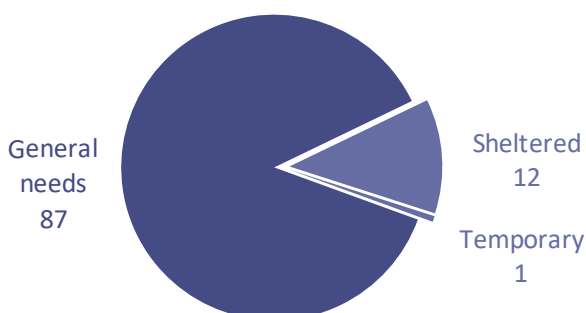
	Total	% 2025/26	% 2024/25
Biscot	15	1.6	1.0
Bramingham	7	0.8	1.1
Challney	11	1.3	0.6
Crawley	31	3.5	3.3
Dallow	7	0.8	2.2
Farley	112	12.6	12.3
Hightown	38	4.2	5.2
Icknield	39	4.4	3.1
Leagrave	98	11.1	11.4
Lewsey	132	14.9	13.8
Limbury	17	1.9	1.6
Northwell	95	10.7	13.9
Round Green	43	4.8	4.7
Saints	24	2.7	1.3
South	133	11.8	11.7
Stopsley	24	2.7	2.0
Sundon	46	5.2	6.4
Sundon Park	1	0.1	0.3
Wigmore	43	4.8	4.3

■ 2025/26
■ 2024/25

13.2 Tenant stock type

% Base 890 | LCRA tenants

■ 2025/26
■ 2024/25



13. Respondent profile

13.3 Estate

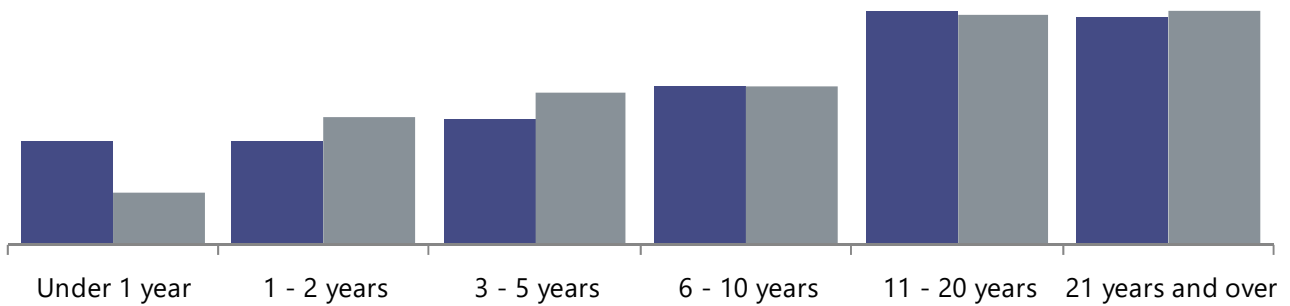
% Base 890 | LCRA tenants

■ 2025/26
■ 2024/25

	Total	% 25/26	% 24/25		Total	% 25/26	% 24/25
Ambleside	17	1.9	1.6	Marsh Farm	142	16.0	20.8
Beech Hill	8	0.9	0.9	Roman Road	5	0.6	0.6
Biscot Road	13	1.4	1.1	Runfold	40	4.5	3.2
Farley Hill	111	12.4	12.0	Stopsley	100	11.2	9.9
Hart Lane	48	5.4	4.6	Sundon Park	8	0.8	0.6
High Town	5	0.6	1.0	Town Centre 1	84	9.5	9.0
Hockwell Ring	98	11.1	11.0	Town Centre 2	53	5.9	8.3
Lewsey Farm	139	15.6	14.1	Trent Road	20	2.3	1.2

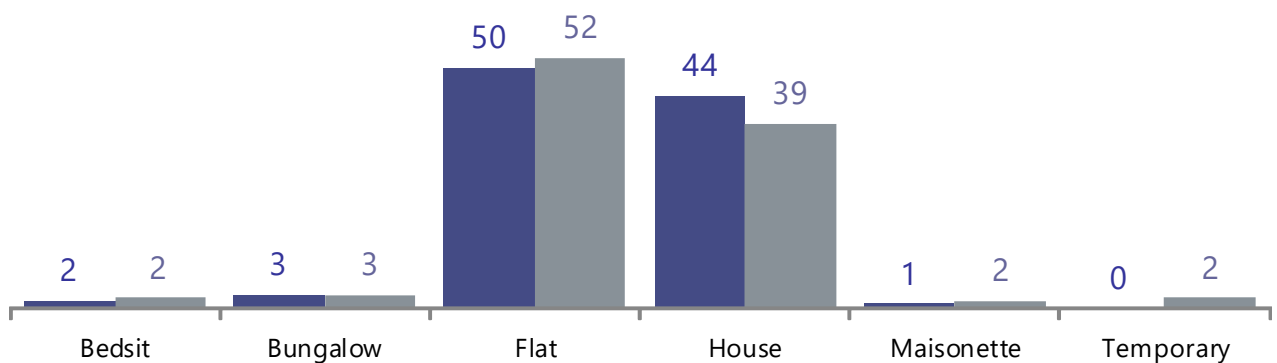
13.4 Length of tenancy

% Base 890 | LCRA tenants



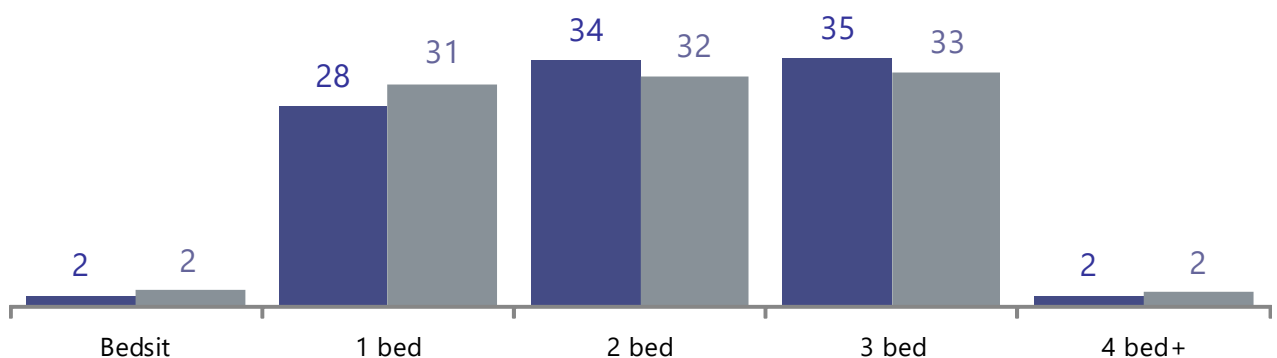
13.5 Property type

% Base 890 | LCRA tenants



13.6 Property size

% Base 890 | LCRA tenants

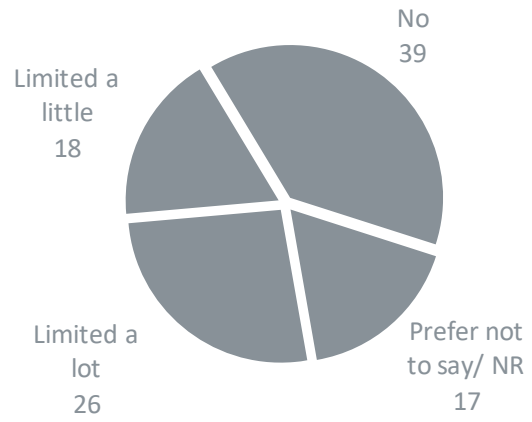
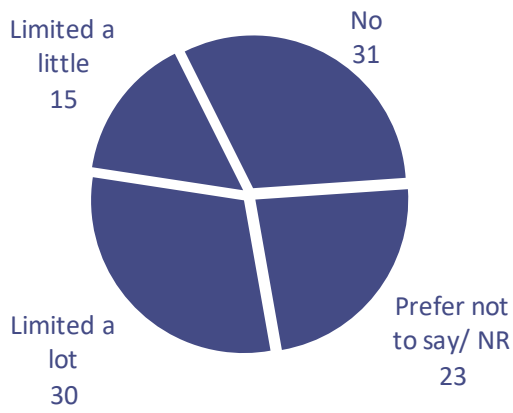


13. Respondent profile

13.7 Disability

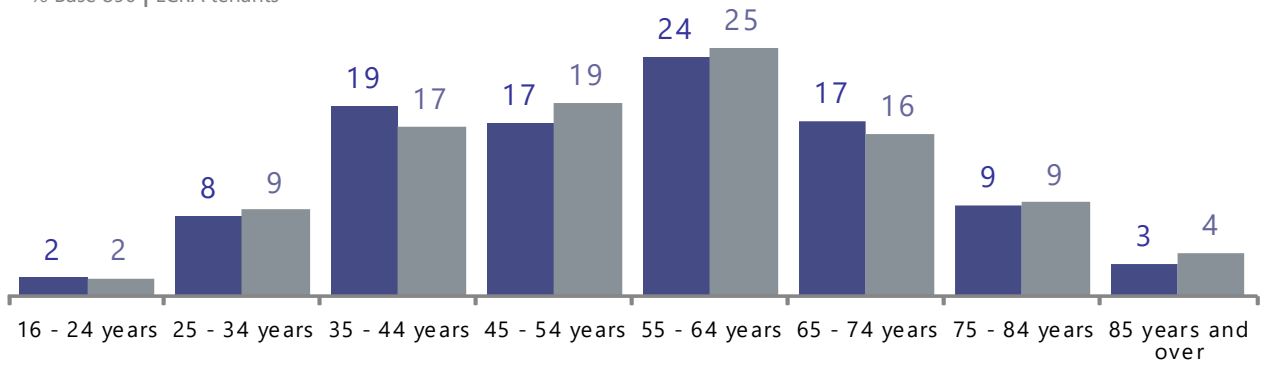
% Base 890 | LCRA tenants

2025/26
2024/25



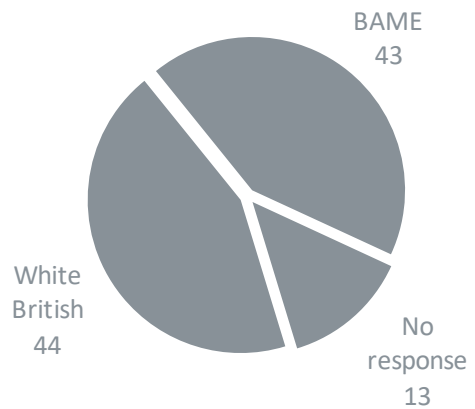
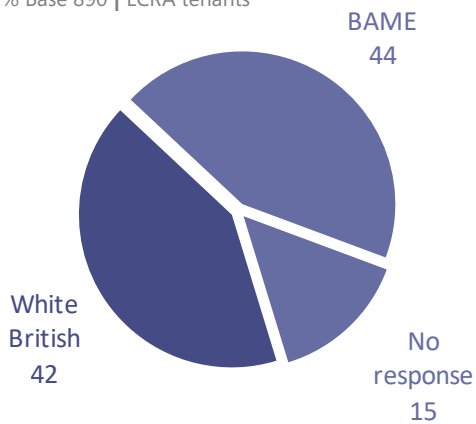
13.8 Age group

% Base 890 | LCRA tenants



13.9 Ethnic background

% Base 890 | LCRA tenants



10. Respondent profile

13.10 Core questions by age group

	Overall	% positive			
		18 - 34	35 - 49	50 - 64	65+
Sample size	890	86	239	290	260
Service overall	74	62	66	76	82
Repairs in last 12 months	81	76	73	78	92
Time taken to complete last repair	77	66	69	73	91
Home is well maintained	78	65	67	80	90
Home is safe	78	69	68	80	85
Listens to views and acts upon them	64	54	51	69	71
Being kept informed	70	58	63	70	79
Treated fairly and with respect	77	75	69	80	82
Approach to handling complaints	31	23	24	27	50
Communal areas clean & well maintained	70	65	59	73	75
Positive contribution to neighbourhood	63	65	61	62	64
Approach to handling ASB	55	49	54	51	61

13.11 Core questions by ethnic background

	Overall	% positive	
		White British	BAME
Sample size	890	371	389
Service overall	74	77	71
Repairs in last 12 months	81	82	80
Time taken to complete last repair	77	76	77
Home is well maintained	78	81	76
Home is safe	78	80	76
Listens to views and acts upon them	64	64	63
Being kept informed	70	69	72
Treated fairly and with respect	77	78	77
Approach to handling complaints	31	41	28
Communal areas clean & well maintained	70	65	71
Positive contribution to neighbourhood	63	56	69
Approach to handling ASB	55	49	59

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail

13. Respondent profile

13.12 Core questions by disability

	% positive		
	Overall	Disability	No disability
Sample size	890	404	279
Service overall	74	73	78
Repairs in last 12 months	81	76	88
Time taken to complete last repair	77	73	83
Home is well maintained	78	77	84
Home is safe	78	76	83
Listens to views and acts upon them	64	61	67
Being kept informed	70	67	74
Treated fairly and with respect	77	73	82
Approach to handling complaints	31	19	50
Communal areas clean & well maintained	70	67	73
Positive contribution to neighbourhood	63	61	67
Approach to handling ASB	55	52	56

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
*see appendix for more detail



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 25 June and 19 August 2025.

Responses

In total 890 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a 28% response rate (error margin +/- 3.1%). This exceeded the stipulated TSM target error margin of +/- 4%. There were 275 telephone interviews (31%), 189 postal completions (21%) and 426 online completions (48%).

In total 151 leasehold households also took part in the survey, but these results are outside the TSM regulations regulatory submission and are reported separately. These returns represent a 17% response rate (error margin +/- 7.3%). There were 68 postal completions (45%) and 83 online completions (55%).

Sampling and fieldwork

A computer-generated random sample of 3,175 LCRA households were included in the TSM survey sample, which is a third census of general needs and a census of sheltered (920) and temporary (48) units. The leaseholder survey was sent to a census of all 909 leaseholder properties. The quota categories for telephone interviews were stock type, ward, property type, property size, age group, ethnic background and language.

The first part of the survey with tenants was conducted online, with 2,045 invitations (and a subsequent reminder) sent to every valid email address in the tenant sample, achieving 183 responses (9% response rate). Invitations and reminders to the online survey were then sent to 2,728 via SMS text messages, resulting in 234 more responses (9%). Finally, a further 275 telephone interviews were conducted with general needs tenants using a quota sample, and a postal census survey (plus one reminder) for sheltered tenants. The leaseholder survey was conducted in the same manner as the sheltered tenant survey.

This methodology was chosen to be consistent with previous TSM and STAR surveys conducted by the Council. This mixed-method approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age and ethnic groups. The survey was incentivised with a free prize draw of £100 shopping vouchers.

Population

The population for the TSM survey was all 7,590 Luton Borough Council LCRA households on 13 June 2025. None were removed from the sample frame. The survey used paper, online and telephone methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate, and 15 telephone interviews were conducted in community languages.

Appendix A. Summary of approach

Representativeness

The TSM survey sample included 3,175 LCRA households: all sheltered and temporary units plus 2,255 randomly selected general needs. The leaseholder survey covered all 909 properties. The final LCRA survey data was weighted stock type to ensure that the survey was representative of the tenant population as a whole.

The characteristics by which representativeness was determined for the LCRA survey were:

Stock

	Population	Unweighted survey	Weighted survey
General needs	87.2	69.4	87.2
Sheltered	12.1	29.7	12.1
Temporary	0.6	0.9	0.6

Ward

	Population	Unweighted survey	Weighted survey
Biscot	1.3	2.6	1.6
Bramingham	0.9	1.9	0.8
Challney	1.1	1.0	1.3
Crawley	3.2	2.8	3.5
Dallow	1.6	1.3	0.8
Farley	12.0	12.6	12.6
Hightown	4.8	3.6	4.2
Icknield	3.9	3.5	4.4
Leagrave	11.4	12.4	11.1
Lewsey	14.6	15.2	14.9
Limbury	1.9	2.4	1.9
Northwell	11.7	8.9	10.7
Round Green	5.4	4.2	4.8
Saints	2.0	2.1	2.7
South	10.6	13.1	11.8
Stopsley	2.3	3.1	2.7
Sundon	6.7	4.4	5.2
Sundon Park	0.1	0.1	0.1
Wigmore	4.5	4.8	4.8

Property type

	Population	Unweighted survey	Weighted survey
Bedsit	1.8	2.2	1.7
Bungalow	2.6	3.8	2.9
Flat	52.0	57.9	50.1
House	41.8	35.3	44.3
Maisonette	1.7	0.8	1.0

Property size

	Population	Unweighted survey	Weighted survey
Bedsit	1.9	2.2	1.7
1 bed	31.1	36.4	27.9
2 bed	31.2	32.5	34.2
3 bed	34.0	27.6	34.6
4 bed+	1.9	1.2	1.6

Age

	Population	Unweighted survey	Weighted survey
18 - 24 years	1.3	1.5	1.8
25 - 34 years	7.5	6.4	7.8
35 - 44 years	17.2	14.9	18.7
45 - 54 years	19.1	13.9	17.1
55 - 64 years	24.1	23.4	23.7
65 - 74 years	17.9	22.5	17.2
75 - 84 years	8.7	11.6	8.9
85 years and over	4.0	4.4	3.1
No record	0.1	1.5	1.7

Ethnic background

	Population	Unweighted survey	Weighted survey
White British	42.9	43.5	41.7
Other white	7.5	9.1	7.5
Mixed	3.1	2.5	2.9
Asian or Asian British	16.2	16.3	18.1
Black or Black British	13.4	12.2	12.5
Other	2.3	2.6	2.7
No record	14.5	13.8	14.6

Language

	Population	Unweighted survey	Weighted survey
English	68.1	69.7	68.3
Non-English	9.3	9.2	8.9
No record	22.6	21.1	22.7

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis


“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against Housemark’s national 2024/25 year end TSM figures for local authorities and ALMOs. This group comprises 74 landlords.



Appendix B. Example questionnaire

www.arp surveys.co.uk/luton  scan me
your unique code: 9999abcd

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

**Prize draw!
£100**

20 June 2025
Dear Resident

Housing Satisfaction Survey 2025

Your views are really important to us and the enclosed 2025 satisfaction survey is your chance to tell us what you think about your home and the services that we provide as your landlord.

The results of this survey are used to calculate the annual Tenant Satisfaction Measures that the Council publishes for both tenants and the government housing regulator.


Please take around 5-10 minutes to complete and return the survey in the enclosed freepost envelope. Alternatively, you can complete the survey online using the link above. As a thank you, the unique confidential code attached to all completed surveys will automatically be entered into a free prize draw where you could win £100 in shopping vouchers.

The survey is being carried out on behalf of Luton Borough Council Housing Services by an independent specialist called ARP Research Limited. Anything you tell ARP Research is completely confidential which means that your answers will be separated from your identity. In addition, your details will only be used for this survey and will be stored for no longer than necessary.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring the Council on 01582 546528 or 01582 546228.

Thank you for taking part and good luck in the prize draw!

Luton

www.arp surveys.co.uk/luton  scan me
your unique code: 9999abcd

Ms A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

**Prize draw!
£100**

20 June 2025
Dear Resident

Leaseholder Housing Satisfaction Survey 2025

Your views are really important to us and the enclosed 2025 satisfaction survey is your chance to tell us what you think about your home and the services that we provide to leaseholders.

We will use the results of this survey to compare our performance against other landlords, and most importantly, to understand leaseholder's requirements and use your views to re-shape services and improve leaseholder satisfaction.

Please take around 5-10 minutes to complete and return the survey in the enclosed freepost envelope. Alternatively, you can complete the survey online using the link above. As a thank you, the unique confidential code attached to all completed surveys will automatically be entered into a free prize draw where you could win £100 in shopping vouchers.

The survey is being carried out on behalf of Luton Borough Council Housing Services by an independent specialist called ARP Research Limited. Anything you tell ARP Research is completely confidential which means that your answers will be separated from your identity. In addition, your details will only be used for this survey and will be stored for no longer than necessary.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring the Council on 01582 546528 or 01582 546228.

Thank you for taking part and good luck in the prize draw!

Luton

Housing Satisfaction Survey 2025

return by Friday 25 July

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Luton Borough Council housing services?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

2 How satisfied or dissatisfied are you that Luton Borough Council housing services provides a home that is well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Luton Borough Council housing services provides a home that is safe?


Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

4 Do you live in a building with communal areas, either inside or outside, that Luton Borough Council housing services is responsible for maintaining?


Yes **go to Q5 ↓** No **go to Q6 →** Don't know **go to Q6 →**

5 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps these communal areas clean and well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



www.arpssurveys.co.uk/luton
your unique code: 9999abcd



Communication

6 How satisfied or dissatisfied are you that Luton Borough Council housing services listens to your views and acts upon them?


Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

7 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps you informed about things that matter to you?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

8 Would you be interested in knowing more about the different ways you can get involved and have your say on the decisions made by council housing services?

Yes No

 By ticking yes you give your consent for Luton Council to know who you are for this question only

Contacting us

9 To what extent do you agree or disagree with the following "Luton Borough Council housing services treats me fairly and with respect"?

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable/ don't know

10 How satisfied or dissatisfied are you:

a. That council housing services are easy to deal with Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied N.A./No opinion

b. With the online services provided by council housing services Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied N.A./No opinion

2

11 Have you contacted council housing services in the last 12 months with a query other than to pay your rent or service charges?

Yes **go to Q12 ↓** No **go to Q14 →**

12 Thinking about the last time you contacted council housing services was it:

To contact your tenancy officer To follow up on a repair
 A rent or service charge query Something else
 To report a repair

13 How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. The ease of getting hold of the right person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The time taken to answer your query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The final outcome of your query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Neighbourhood

14 How satisfied or dissatisfied are you that Luton Borough Council housing services makes a positive contribution to your neighbourhood?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

15 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to handling anti-social behaviour?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable/ don't know

3

16 How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Your neighbourhood as a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The overall appearance of your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The grounds maintenance, such as grass cutting, in your area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The overall estate services provided by the council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17 To what extent are the following a problem in the neighbourhood?

	Major problem	Minor problem	Not a problem
a. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Untidy bin or recycling areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Lack of recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Have you reported antisocial behaviour to council housing services in the last 12 months?

Yes **go to Q19 ↓** No **go to Q20 →**

19 How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. The ease of reporting your ASB complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. That a thorough investigation was carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The time taken to respond to your ASB complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. That you were kept informed about progress on your ASB complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4

Appendix B. Example questionnaires

20 How much do you agree or disagree with these statements about the neighbourhood?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	N.A./No opinion
a. This is a place where people from different backgrounds get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I feel part of my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs

21 Has Luton Borough Council housing services carried out a repair to your home in the last 12 months?

Yes **go to Q22** ↓
 No **go to Q27** →

22 How satisfied or dissatisfied are you with the overall repairs service from Luton Borough Council housing services over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 How easy was it to report your last repair?

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25 Did you get a text message confirming your repair appointment slot?

Yes No Not applicable/ don't know

26 Was your repairs appointment slot kept?

Yes No Not applicable/ don't know

5

27 Thinking about the last repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Being kept informed throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Speed with which work was completed once started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The workers doing the work you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 Generally, how satisfied or dissatisfied are you with the way that Luton Borough Council housing services deal with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

29 Have you made a complaint to Luton Borough Council housing services in the last 12 months?

Yes **go to Q30** ↓
 No **go to Q31** →

30 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6

These questions are optional, but they help us to understand what issues tenants are facing and if there is any extra support we could offer.

31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

Yes - limited a lot No
 Yes - limited a little Prefer not to say

32 Does anyone in the household have caring responsibilities for a disabled, elderly or sick partner, relative or friend in need of support or supervision?

Yes No Prefer not to say

33 Are you aware that Total Wellbeing Luton can support you with the following range of free health and wellbeing services?

tick all that apply	I'm aware of this service	if yes	I've used it	I've NOT used it
a. Stop Smoking	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
b. Weight management	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
c. Exercise	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
d. Social prescription	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
e. Emotional health	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
f. Support with long term conditions	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
g. None of these	<input type="checkbox"/>			

34 Do you or any members of your household smoke?

Yes **go to Q35** ↓ No **go to Q36** →

35 Would you be interested in support via the Council to stop smoking?

Yes No Don't know

36 How much activity do you do a week, such as brisk walking or other exercise that makes you breathe faster or feel warmer?

I do more than 2½ hours of activity per week
 I do between 30 minutes and 2½ hours of activity per week
 I do less than 30 minutes of activity per week
 Prefer not to say

7

37 If the Council offered any of the following support would it help you be more active? tick all that apply

More taster sessions at Council sports and leisure facilities
 More family sessions at Council sports and leisure facilities
 More information about sports and physical activities opportunities
 Support in joining a club or leisure provider
 Improving walking and cycling routes
 Other (write in)
 None of these

38 How satisfied or dissatisfied are you with the amount of social interaction you have in your life?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

39 Is there anything else you would like to say about your home and the services we provide?


i This is for general comments only. If you need a specific response, for example to report a repair, please ring the Council on 01582 546528 or 01582 546228.

Thank you


Please return in the enclosed freepost envelope for your chance to win **£100!**
 This survey is for general tenant feedback and you'll not receive a direct response to anything you've said confidentially on this form. To report an issue or to make a complaint please just visit the Council website or phone us on 01582 546528 or 01582 546228.

www.arsurveys.co.uk/luton
 your unique code: 9999abcd

Luton

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Appendix B. Example questionnaires



Leaseholder Housing Satisfaction Survey 2025

return by Friday 25 July

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Luton Borough Council housing services?


Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 2** Thinking about the building, how satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 3** Thinking about the condition of the building, how satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is safe?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 4** Is the property in a building with communal areas, either inside or outside, that Luton Borough Council housing services is responsible for maintaining?

Yes **go to Q5 ↓**
 No **go to Q6 →**
 Don't know **go to Q6 →**
- 5** How satisfied or dissatisfied are you that Luton Borough Council housing services keeps these communal areas clean and well maintained?


Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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your unique code: 9999abcd




Communication

- 6** How satisfied or dissatisfied are you that Luton Borough Council housing services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 7** How satisfied or dissatisfied are you that Luton Borough Council housing services keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 8** Would you be interested in knowing more about the different ways you can get involved and have your say on the decisions made by council housing services?

Yes No



By ticking yes you give your consent for Luton Council to know who you are for this question only

Contacting us

- 9** To what extent do you agree or disagree with the following "Luton Borough Council housing services treats me fairly and with respect"?

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 10** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. That council housing services are easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. With the online services provided by council housing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2

- 11** Have you contacted council housing services in the last 12 months with a query other than to pay your service charge?

Yes **go to Q12 ↓**
 No **go to Q14 →**
- 12** Thinking about the last time you contacted council housing services was it:

<input type="checkbox"/> To contact your leasehold officer A service charge query	<input type="checkbox"/> To follow up on a repair
<input type="checkbox"/> To report a repair	<input type="checkbox"/> Something else
- 13** How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. The ease of getting hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The time taken to answer your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourhood

- 14** How satisfied or dissatisfied are you that Luton Borough Council housing services makes a positive contribution to the neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 15** How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3

- 16** How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. The neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The overall appearance of the neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The grounds maintenance, such as grass cutting, in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The overall estate services provided by the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 17** To what extent are the following a problem in the neighbourhood?

	Major problem	Minor problem	Not a problem
a. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Untidy bin or recycling areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Lack of recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 18** Have you reported antisocial behaviour to council housing services in the last 12 months?

Yes **go to Q19 ↓**
 No **go to Q20 →**
- 19** How satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. The ease of reporting your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That a thorough investigation was carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The time taken to respond to your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That you were kept informed about progress on your ASB complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4

Appendix B. Example questionnaires

20 How much do you agree or disagree with these statements about the neighbourhood?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	N.A./No opinion
a. This is a place where people from different backgrounds get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I feel part of my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repairs & maintenance

21 Has Luton Borough Council housing services carried out a communal repair to your property, block or scheme in the last 12 months?

Yes **go to Q22** ↓
 No **go to Q27** →

22 How satisfied or dissatisfied are you with the overall repairs service from Luton Borough Council housing services over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 How satisfied or dissatisfied are you with the time taken to complete the most recent communal repair after it was reported?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 How easy was it to report your last repair?

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25 Did you get a text message confirming the repair appointment slot?

Yes No Not applicable/ don't know

26 Was the repairs appointment slot kept?

Yes No Not applicable/ don't know

5

27 Thinking about the last communal repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N.A./No opinion
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Being kept informed throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Speed with which work was completed once started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The workers doing the work you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 Generally, how satisfied or dissatisfied are you with the way that Luton Borough Council housing services deal with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither satisfied nor	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

29 Have you made a complaint to Luton Borough Council housing services in the last 12 months?

Yes **go to Q30** ↓
 No **go to Q31** →

30 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6

Wellbeing

These questions are optional, but they help us to understand what issues leaseholders are facing and if there is any extra support we could offer.

31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

Yes - limited a lot No
 Yes - limited a little Prefer not to say

32 Does anyone in the household have caring responsibilities for a disabled, elderly or sick partner, relative or friend in need of support or supervision?

Yes No Prefer not to say

33 Are you aware that Total Wellbeing Luton can support you with the following range of free health and wellbeing services?

tick all that apply	I'm aware of this service	if yes	I've used it	I've NOT used it
a. Stop Smoking	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
b. Weight management	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
c. Exercise	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
d. Social prescription	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
e. Emotional health	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
f. Support with long term conditions	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
g. None of these	<input type="radio"/>			

34 Do you or any members of your household smoke?

Yes **go to Q35** ↓ No **go to Q36** ↗

35 Would you be interested in support via the Council to stop smoking?

Yes No Don't know

36 How much activity do you do a week, such as brisk walking or other exercise that makes you breathe faster or feel warmer?

I do more than 2½ hours of activity per week
 I do between 30 minutes and 2½ hours of activity per week
 I do less than 30 minutes of activity per week
 Prefer not to say

7

37 If the Council offered any of the following support would it help you be more active? tick all that apply

More taster sessions at Council sports and leisure facilities
 More family sessions at Council sports and leisure facilities
 More information about sports and physical activities opportunities
 Support in joining a club or leisure provider
 Improving walking and cycling routes
 Other (write in)
 None of these

38 How satisfied or dissatisfied are you with the amount of social interaction you have in your life?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


39 Is there anything else you would like to say about the services we provide to leaseholders?

i This is for general comments only. If you need a specific response, for example to report a repair, please ring the Council on 01582 546528 or 01582 546228.

Thank you

Please return in the enclosed freepost envelope for your chance to win **£100!**
 This survey is for general tenant feedback and you'll not receive a direct response to anything you've said confidentially on this form. To report an issue or to make a complaint please just visit the Council website or phone us on 01582 546528 or 01582 546228.

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Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Luton Borough Council housing services?																
Base: 890																
1: Very satisfied	356	40.0	40.1	73.6	305	39.3	39.4	72.3	48	44.3	44.5	83.3	17	11.3	11.3	41.3
2: Fairly satisfied	298	33.5	33.6		255	32.9	32.9		42	38.6	38.8		45	29.8	30.0	
3: Neither satisfied nor dissatisfied	100	11.2	11.3		89	11.5	11.5		9	8.7	8.7		44	29.1	29.3	
4: Fairly dissatisfied	65	7.3	7.3		59	7.6	7.6		6	5.3	5.3		21	13.9	14.0	
5: Very dissatisfied	70	7.8	7.8		67	8.6	8.6		3	2.7	2.7		23	15.2	15.3	
N/R	2	0.2			1	0.2			0	0.4			1	0.7		
Base: 151																
Q2 How satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is well maintained																
Base: 890																
6: Very satisfied	365	41.0	42.0	77.9	312	40.1	41.2	76.7	50	46.6	47.0	85.5	15	9.9	10.6	44.4
7: Fairly satisfied	312	35.1	35.9		269	34.6	35.5		41	38.3	38.6		48	31.8	33.8	
8: Neither satisfied nor dissatisfied	79	8.8	9.0		72	9.2	9.5		7	6.4	6.4		25	16.6	17.6	
9: Fairly dissatisfied	65	7.3	7.5		59	7.6	7.8		6	5.7	5.7		32	21.2	22.5	
10: Very dissatisfied	48	5.4	5.6		45	5.8	6.0		3	2.3	2.3		22	14.6	15.5	
N/R	21	2.3			20	2.6			1	0.7			9	6.0		
Base: 151																
Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is safe																
Base: 890																
11: Very satisfied	399	44.8	46.4	77.7	346	44.5	46.2	77.0	51	47.4	47.9	82.4	19	12.6	13.5	51.8
12: Fairly satisfied	270	30.3	31.3		230	29.6	30.8		37	34.1	34.5		54	35.8	38.3	
13: Neither satisfied nor dissatisfied	88	9.9	10.2		77	9.9	10.2		11	9.8	9.9		22	14.6	15.6	
14: Fairly dissatisfied	46	5.2	5.3		42	5.3	5.6		5	4.2	4.2		24	15.9	17.0	
15: Very dissatisfied	58	6.5	6.7		54	7.0	7.2		4	3.4	3.5		22	14.6	15.6	
16: Not applicable/ don't know	9	1.0			9	1.1			0	0.0			3	2.0		
N/R	21	2.4			20	2.6			1	1.1			7	4.6		
Base: 151																
Q4 Do you live in a building with communal areas, either inside or outside, that Luton Borough Council housing services is responsible for maintaining?																
Base: 890																
17: Yes	444	49.9	51.8		352	45.3	47.1		88	81.8	84.4		111	73.5	79.9	
18: No	361	40.6	42.1		349	45.0	46.7		11	10.2	10.5		14	9.3	10.1	
19: Don't know	53	5.9	6.1		47	6.0	6.2		5	4.9	5.1		14	9.3	10.1	
N/R	32	3.6			29	3.7			3	3.1			12	7.9		
Base: 111																
Q5 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps these communal areas clean and well maintained?																
Base: 444																
20: Very satisfied	157	17.7	35.4	69.5	119	15.4	33.9	67.1	36	33.4	40.7	77.3	9	6.0	8.1	42.3

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top
21: Fairly satisfied	151	17.0	34.0	117	15.1	33.2	32	29.9	36.5	38	25.2	34.2
22: Neither satisfied nor dissatisfied	48	5.4	10.9	40	5.2	11.4	8	7.6	9.3	15	9.9	13.5
23: Fairly dissatisfied	53	6.0	11.9	44	5.7	12.5	9	8.3	10.2	22	14.6	19.8
24: Very dissatisfied	34	3.9	7.7	31	4.0	8.9	3	2.7	3.3	27	17.9	24.3
N/R	446	50.1		425	54.7		20	18.2		40	26.5	
Q6 How satisfied or dissatisfied are you that Luton Borough Council housing services listens to your views and acts upon them?												
	Base: 890			Base: 776			Base: 108			Base: 151		
25: Very satisfied	266	29.9	63.9	235	30.3	34.6	29	26.5	27.3	10	6.6	7.3
26: Fairly satisfied	237	26.7	30.1	197	25.4	29.1	39	36.3	37.5	34	22.5	24.8
27: Neither satisfied nor dissatisfied	111	12.5	14.1	87	11.2	12.8	24	22.0	22.7	43	28.5	31.4
28: Fairly dissatisfied	74	8.3	9.4	67	8.6	9.8	7	6.9	7.1	23	15.2	16.8
29: Very dissatisfied	99	11.2	12.6	93	12.0	13.7	6	5.3	5.4	27	17.9	19.7
30: Not applicable/ don't know	59	6.6		58	7.4		1	1.1		4	2.6	
N/R	43	4.8		40	5.2		2	1.9		10	6.6	
Q7 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps you informed about things that matter to you?												
	Base: 890			Base: 776			Base: 108			Base: 151		
31: Very satisfied	292	32.8	35.3	254	32.7	35.4	36	33.0	33.5	14	9.3	10.1
32: Fairly satisfied	287	32.3	34.7	244	31.4	34.0	42	39.0	39.6	53	35.1	38.1
33: Neither satisfied nor dissatisfied	123	13.9	14.9	104	13.4	14.5	18	17.1	17.3	35	23.2	25.2
34: Fairly dissatisfied	62	6.9	7.5	55	7.1	7.7	7	6.0	6.1	18	11.9	12.9
35: Very dissatisfied	64	7.2	7.7	60	7.8	8.4	4	3.4	3.5	19	12.6	13.7
36: Not applicable/ don't know	18	2.0		18	2.3		0	0.4		2	1.3	
N/R	43	4.9		42	5.3		1	1.1		10	6.6	
Q8 Would you be interested in knowing more about the different ways you can get involved and have your say on the decisions made by council housing services?												
	Base: 890			Base: 776			Base: 108			Base: 151		
37: Yes	318	35.7	37.8	283	36.4	38.4	32	29.6	31.6	63	41.7	48.1
38: No	524	58.9	62.2	454	58.4	61.6	69	64.0	68.4	68	45.0	51.9
N/R	48	5.4		40	5.2		7	6.5		20	13.2	
Q9 To what extent do you agree or disagree with the following "Luton Borough Council housing services treats me fairly and with respect"?												
	Base: 890			Base: 776			Base: 108			Base: 151		
39: Strongly agree	255	28.6	30.6	220	28.3	30.4	33	30.3	30.9	14	9.3	10.7
40: Agree	389	43.7	46.7	334	43.0	46.2	53	49.2	50.2	53	35.1	40.5
41: Neither agree nor disagree	108	12.2	13.0	91	11.7	12.5	16	15.1	15.4	38	25.2	29.0
42: Disagree	41	4.6	4.9	39	5.0	5.4	2	1.9	1.9	14	9.3	10.7

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
43: Strongly disagree	41	4.6	4.9		39	5.0	5.4		2	1.5	1.5		12	7.9	9.2	
44: Not applicable/ don't know	6	0.7			6	0.8			0	0.0			5	3.3		
N/R	51	5.7			48	6.2			2	1.9			15	9.9		
Q10a That council housing services are easy to deal with																
	Base: 890				Base: 776				Base: 108				Base: 151			
45: Very satisfied	284	31.9	34.5	69.6	253	32.5	35.4	68.5	30	27.6	28.6	75.6	14	9.3	10.6	41.7
46: Fairly satisfied	289	32.4	35.1		236	30.4	33.1		49	45.4	47.0		41	27.2	31.1	
47: Neither satisfied nor dissatisfied	97	10.9	11.8		83	10.7	11.6		14	13.3	13.7		29	19.2	22.0	
48: Fairly dissatisfied	82	9.2	10.0		74	9.5	10.4		8	7.6	7.9		26	17.2	19.7	
49: Very dissatisfied	71	7.9	8.6		68	8.7	9.5		3	2.7	2.8		22	14.6	16.7	
50: Not applicable/ don't know	16	1.8			15	1.9			1	0.7			5	3.3		
N/R	51	5.8			48	6.2			3	2.7			14	9.3		
Q10b With the online services provided by council housing services																
	Base: 890				Base: 776				Base: 108				Base: 151			
51: Very satisfied	195	21.9	29.4	65.9	172	22.2	30.0	66.5	21	19.6	25.5	60.7	14	9.3	12.0	40.2
52: Fairly satisfied	242	27.2	36.5		210	27.0	36.5		29	27.2	35.3		33	21.9	28.2	
53: Neither satisfied nor dissatisfied	94	10.6	14.2		73	9.4	12.7		20	18.9	24.5		37	24.5	31.6	
54: Fairly dissatisfied	63	7.0	9.4		55	7.1	9.6		7	6.9	8.9		18	11.9	15.4	
55: Very dissatisfied	69	7.8	10.4		64	8.3	11.2		5	4.5	5.9		15	9.9	12.8	
56: Not applicable/ don't know	169	19.0			153	19.7			16	14.4			17	11.3		
N/R	59	6.6			49	6.3			9	8.3			17	11.3		
Q11 Have you contacted council housing services in the last 12 months with a query other than to pay your rent or service charges?																
	Base: 890				Base: 776				Base: 108				Base: 151			
57: Yes	537	60.3	64.3		476	61.3	65.6		59	55.0	57.1		81	53.6	59.6	
58: No	298	33.5	35.7		250	32.2	34.4		45	41.2	42.9		55	36.4	40.4	
N/R	55	6.2			50	6.5			4	3.8			15	9.9		
Q12 Thinking about the last time you contacted council housing services was it:																
	Base: 537				Base: 476				Base: 59				Base: 81			
59: To contact your tenancy officer	46	5.2	8.8		42	5.3	8.7		4	3.8	8.0		17	11.3	22.4	
60: A rent or service charge query	42	4.7	7.9		36	4.7	7.6		5	4.9	10.3		4	2.6	5.3	
61: To report a repair	333	37.4	63.0		298	38.4	62.5		35	32.2	67.4		18	11.9	23.7	
62: To follow up on a repair	33	3.7	6.2		30	3.9	6.3		3	2.3	4.9		9	6.0	11.8	
63: Something else	75	8.5	14.2		70	9.1	14.8		5	4.5	9.5		28	18.5	36.8	
N/R	361	40.6			300	38.7			56	52.3			75	49.7		
Q13a The ease of getting hold of the right person																
	Base: 537				Base: 476				Base: 59				Base: 81			

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% top	Count	% raw	% valid	Count	% raw	% top
64: Very satisfied	216	24.2	40.7	191	24.6	67.5	25	22.7	42.5	8	5.3	37.2
65: Fairly satisfied	146	16.4	27.6	127	16.3	26.9	19	17.4	32.6	21	13.9	26.9
66: Neither satisfied nor dissatisfied	34	3.8	6.4	26	3.4	5.6	8	7.2	13.5	12	7.9	15.4
67: Fairly dissatisfied	62	7.0	11.7	59	7.6	12.5	3	2.7	5.0	10	6.6	12.8
68: Very dissatisfied	72	8.1	13.6	68	8.7	14.4	4	3.4	6.4	27	17.9	34.6
69: Not applicable/ don't know	6	0.7		5	0.6		1	0.7		2	1.3	
N/R	354	39.8		300	38.7		50	45.9		71	47.0	
Q13b The time taken to answer your query												
Base: 537												
70: Very satisfied	205	23.0	39.2	180	23.1	38.8	25	23.1	43.8	6	4.0	34.6
71: Fairly satisfied	152	17.1	29.2	133	17.2	28.7	18	17.1	32.4	21	13.9	26.9
72: Neither satisfied nor dissatisfied	40	4.5	7.7	35	4.5	7.6	5	4.5	8.6	6	4.0	7.7
73: Fairly dissatisfied	55	6.2	10.6	52	6.6	11.1	4	3.4	6.5	13	8.6	16.7
74: Very dissatisfied	70	7.8	13.4	64	8.3	13.8	5	4.5	8.6	32	21.2	41.0
75: Not applicable/ don't know	13	1.5		13	1.6		1	0.7		1	0.7	
N/R	355	39.9		300	38.7		50	46.6		72	47.7	
Q13c The final outcome of your query												
Base: 537												
76: Very satisfied	212	23.8	42.0	187	24.1	42.0	25	22.7	43.4	9	6.0	32.9
77: Fairly satisfied	128	14.3	25.3	109	14.1	24.5	18	16.3	31.2	17	11.3	21.5
78: Neither satisfied nor dissatisfied	37	4.1	7.3	31	4.0	7.0	5	4.9	9.4	10	6.6	12.7
79: Fairly dissatisfied	48	5.3	9.4	43	5.5	9.6	5	4.5	8.7	11	7.3	13.9
80: Very dissatisfied	80	9.0	15.9	75	9.7	16.9	4	3.8	7.3	32	21.2	40.5
81: Not applicable/ don't know	29	3.3		29	3.7		0	0.4		1	0.7	
N/R	357	40.1		302	38.8		51	47.4		71	47.0	
Q14 How satisfied or dissatisfied are you that Luton Borough Council housing services makes a positive contribution to your neighbourhood?												
Base: 890												
82: Very satisfied	204	22.9	27.1	177	22.8	27.3	24	22.3	23.9	11	7.3	37.1
83: Fairly satisfied	270	30.3	35.8	230	29.6	35.5	38	34.8	37.3	38	25.2	28.8
84: Neither satisfied nor dissatisfied	134	15.1	17.8	104	13.4	16.1	30	27.6	29.5	35	23.2	26.5
85: Fairly dissatisfied	68	7.6	9.0	63	8.1	9.7	5	4.5	4.9	27	17.9	20.5
86: Very dissatisfied	79	8.8	10.4	74	9.5	11.4	5	4.2	4.5	21	13.9	15.9
87: Not applicable/ don't know	70	7.8		65	8.4		5	4.2		3	2.0	
N/R	66	7.4		63	8.1		3	2.3		16	10.6	
Q15 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to handling anti-social behaviour?												
Base: 890												
Base: 108												
Base: 151												

	All LCRA Tenants			General needs			Sheltered			Leaseholders					
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
88: Very satisfied	177	19.9	27.3	155	19.9	28.3	21	19.3	21.2	12	7.9	9.5	12	7.9	9.5
89: Fairly satisfied	179	20.1	27.6	145	18.6	26.5	32	29.2	32.1	29	19.2	23.0	29	19.2	23.0
90: Neither satisfied nor dissatisfied	121	13.6	18.6	94	12.1	17.3	26	23.8	26.2	32	21.2	25.4	32	21.2	25.4
91: Fairly dissatisfied	71	8.0	10.9	60	7.8	11.1	11	9.8	10.8	16	10.6	12.7	16	10.6	12.7
92: Very dissatisfied	101	11.4	15.6	92	11.8	16.8	9	8.7	9.6	37	24.5	29.4	37	24.5	29.4
93: Not applicable/ don't know	179	20.1		171	22.0		8	7.2		9	6.0		9	6.0	
N/R	63	7.1		60	7.8		2	1.9		16	10.6		16	10.6	
Q16a The neighbourhood as a place to live															
Base: 890															
94: Very satisfied	304	34.1	37.4	263	33.8	37.3	39	36.0	37.9	20	13.2	15.0	20	13.2	15.0
95: Fairly satisfied	318	35.7	39.1	271	35.0	38.5	44	40.5	42.6	51	33.8	38.3	51	33.8	38.3
96: Neither satisfied nor dissatisfied	74	8.3	9.1	63	8.1	8.9	11	10.2	10.7	27	17.9	20.3	27	17.9	20.3
97: Fairly dissatisfied	60	6.8	7.4	55	7.1	7.8	5	4.5	4.8	18	11.9	13.5	18	11.9	13.5
98: Very dissatisfied	57	6.4	7.0	53	6.8	7.5	4	3.8	4.0	17	11.3	12.8	17	11.3	12.8
99: No opinion	6	0.7		5	0.6		1	1.1		2	1.3		2	1.3	
N/R	71	8.0		67	8.6		4	3.8		16	10.6		16	10.6	
Base: 151															
Q16b The overall appearance of the neighbourhood															
Base: 890															
100: Very satisfied	241	27.0	29.8	210	27.0	29.9	29	27.2	28.7	16	10.6	12.2	16	10.6	12.2
101: Fairly satisfied	343	38.5	42.4	294	37.9	41.9	45	42.1	44.2	43	28.5	32.8	43	28.5	32.8
102: Neither satisfied nor dissatisfied	83	9.4	10.3	70	9.1	10.0	13	12.1	12.8	24	15.9	18.3	24	15.9	18.3
103: Fairly dissatisfied	71	8.0	8.8	62	7.9	8.8	9	8.7	9.2	23	15.2	17.6	23	15.2	17.6
104: Very dissatisfied	71	7.9	8.7	65	8.4	9.3	5	4.9	5.2	25	16.6	19.1	25	16.6	19.1
105: No opinion	8	0.9		8	1.0		1	0.7		1	0.7		1	0.7	
N/R	73	8.2		68	8.7		5	4.2		19	12.6		19	12.6	
Base: 151															
Q16c The grounds maintenance, such as grass cutting, in the area															
Base: 890															
106: Very satisfied	268	30.1	35.3	221	28.5	34.0	45	41.2	43.5	22	14.6	16.9	22	14.6	16.9
107: Fairly satisfied	286	32.2	37.7	245	31.6	37.6	38	35.6	37.5	48	31.8	36.9	48	31.8	36.9
108: Neither satisfied nor dissatisfied	70	7.8	9.2	64	8.3	9.8	6	5.3	5.6	23	15.2	17.7	23	15.2	17.7
109: Fairly dissatisfied	69	7.7	9.0	62	7.9	9.5	7	6.4	6.7	14	9.3	10.8	14	9.3	10.8
110: Very dissatisfied	66	7.4	8.7	59	7.6	9.1	7	6.4	6.7	23	15.2	17.7	23	15.2	17.7
111: No opinion	59	6.6		58	7.4		1	1.1		3	2.0		3	2.0	
N/R	73	8.2		68	8.7		4	3.8		18	11.9		18	11.9	
Base: 151															
Q16d The overall estate services provided by the council															
Base: 890															
112: Very satisfied	235	26.4	30.3	197	25.4	29.5	35	32.2	34.4	11	7.3	8.3	11	7.3	8.3
113: Fairly satisfied	318	35.7	41.0	271	35.0	40.5	45	41.2	44.1	43	28.5	32.6	43	28.5	32.6

Appendix C. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
114: Neither satisfied nor dissatisfied	100	11.2	12.9		91	11.7	13.5		9	8.7	9.3		33	21.9	25.0	
115: Fairly dissatisfied	67	7.5	8.6		60	7.8	9.0		7	6.0	6.4		22	14.6	16.7	
116: Very dissatisfied	56	6.3	7.2		50	6.5	7.5		6	5.3	5.7		23	15.2	17.4	
117: No opinion	41	4.6			39	5.0			2	1.5			2	1.3		
N/R	74	8.3			68	8.7			5	4.9			17	11.3		
Q17a Noisy neighbours																
Base: 890																
118: Major problem	112	12.6	13.9	40.2	101	12.9	14.2	40.7	11	9.8	11.1	35.6	29	19.2	23.0	61.1
119: Minor problem	212	23.8	26.3		187	24.1	26.5		23	21.6	24.5		48	31.8	38.1	
120: Not a problem	483	54.2	59.8		418	53.9	59.3		61	56.8	64.4		49	32.5	38.9	
N/R	84	9.4			70	9.1			13	11.8			25	16.6		
Q17b Disruptive children / teenagers																
Base: 890																
121: Major problem	82	9.2	10.2	33.9	73	9.4	10.4	34.4	9	8.0	9.0	30.5	22	14.6	17.7	52.4
122: Minor problem	190	21.4	23.7		168	21.7	24.0		20	18.9	21.4		43	28.5	34.7	
123: Not a problem	530	59.6	66.1		461	59.4	65.6		66	61.4	69.5		59	39.1	47.6	
N/R	88	9.8			74	9.5			13	11.8			27	17.9		
Q17c Racial or other harassment																
Base: 890																
124: Major problem	44	4.9	5.4	16.7	40	5.2	5.7	17.0	3	3.1	3.5	13.7	5	3.3	4.1	26.8
125: Minor problem	90	10.2	11.3		79	10.2	11.3		10	9.1	10.3		28	18.5	22.8	
126: Not a problem	669	75.2	83.3		583	75.1	83.0		83	76.5	86.3		90	59.6	73.2	
N/R	87	9.8			74	9.5			12	11.4			28	18.5		
Q17d Drunk or rowdy behaviour																
Base: 890																
127: Major problem	90	10.1	11.1	30.0	77	9.9	10.9	29.8	11	10.6	11.9	30.6	32	21.2	25.8	59.7
128: Minor problem	152	17.1	18.8		133	17.2	18.9		18	16.7	18.8		42	27.8	33.9	
129: Not a problem	565	63.4	70.0		495	63.7	70.2		67	61.7	69.4		50	33.1	40.3	
N/R	84	9.5			72	9.2			12	11.0			27	17.9		
Q17e Vandalism and graffiti																
Base: 890																
130: Major problem	61	6.9	7.6	27.4	55	7.1	7.9	27.9	5	4.2	4.8	23.0	24	15.9	19.4	54.8
131: Minor problem	159	17.8	19.8		141	18.1	20.0		17	15.9	18.2		44	29.1	35.5	
132: Not a problem	583	65.5	72.6		508	65.4	72.1		73	67.4	77.0		56	37.1	45.2	
N/R	87	9.8			73	9.4			14	12.5			27	17.9		

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type				Representative of population				Representative of population				Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
Q17f Drug use or dealing																
Base: 890																
133: Major problem	187	21.0	23.1	46.9	162	20.9	23.0	46.2	23	20.9	23.0	50.7	50	33.1	39.7	77.0
134: Minor problem	192	21.6	23.8		163	21.0	23.2		27	25.0	27.6		47	31.1	37.3	
135: Not a problem	428	48.1	53.1		380	48.9	53.8		48	44.7	49.3		29	19.2	23.0	
N/R	83	9.3			72	9.2			10	9.5			25	16.6		
Base: 890																
Q17g Abandoned or burnt out vehicles																
Base: 776																
136: Major problem	62	7.0	7.8	25.4	58	7.4	8.2	25.8	4	3.4	3.9	21.7	23	15.2	18.4	42.4
137: Minor problem	141	15.9	17.7		123	15.9	17.6		17	15.6	17.8		30	19.9	24.0	
138: Not a problem	597	67.1	74.6		520	67.0	74.2		74	68.6	78.3		72	47.7	57.6	
N/R	90	10.1			75	9.7			14	12.5			26	17.2		
Base: 890																
Q17h Untidy bin or recycling areas																
Base: 776																
139: Major problem	137	15.3	16.9	36.3	114	14.7	16.3	34.0	21	19.3	21.0	50.6	50	33.1	39.4	77.2
140: Minor problem	156	17.5	19.3		124	16.0	17.7		29	27.2	29.6		48	31.8	37.8	
141: Not a problem	514	57.8	63.7		464	59.7	66.0		49	45.4	49.4		29	19.2	22.8	
N/R	83	9.4			74	9.5			9	8.0			24	15.9		
Base: 890																
Q17i Lack of recycling facilities																
Base: 776																
142: Major problem	116	13.0	14.4	34.5	96	12.3	13.6	33.8	18	17.1	18.9	38.2	39	25.8	30.7	59.8
143: Minor problem	162	18.2	20.1		142	18.3	20.2		19	17.4	19.3		37	24.5	29.1	
144: Not a problem	528	59.3	65.5		466	60.0	66.2		60	55.7	61.8		51	33.8	40.2	
N/R	84	9.5			73	9.4			11	9.8			24	15.9		
Base: 890																
Q18 Have you reported antisocial behaviour to council housing services in the last 12 months?																
Base: 776																
145: Yes	100	11.2	12.3		89	11.5	12.7		11	9.8	10.7		32	21.2	24.8	
146: No	709	79.7	87.7		616	79.3	87.3		88	81.8	89.3		97	64.2	75.2	
N/R	81	9.1			72	9.2			9	8.3			22	14.6		
Base: 890																
Q19a The ease of reporting your ASB complaint																
Base: 100																
147: Very satisfied	16	1.7	15.8	28.1	14	1.8	15.7	27.2	2	1.5	15.8	35.6	3	2.0	9.4	28.1
148: Fairly satisfied	12	1.4	12.3		10	1.3	11.5		2	1.9	19.8		6	4.0	18.8	
149: Neither satisfied nor dissatisfied	16	1.8	16.2		14	1.8	15.7		2	1.9	19.8		6	4.0	18.8	
150: Fairly dissatisfied	15	1.6	14.9		13	1.6	14.3		2	1.9	19.8		6	4.0	18.8	
151: Very dissatisfied	40	4.5	40.8		38	4.9	42.8		3	2.3	24.8		11	7.3	34.4	
152: N.A./ No opinion	2	0.2			1	0.2			0	0.4			0	0.0		
Base: 89																

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top
N/R	790	88.8		687	88.5		97	90.2		119	78.8	
	Base: 100			Base: 89			Base: 11			Base: 32		
Q19b That a thorough investigation was carried out												
153: Very satisfied	9	1.0	10.2 23.8	8	1.0	9.8 23.0	1	1.1	12.9 30.1	2	1.3	6.5 12.9
154: Fairly satisfied	12	1.3	13.6	10	1.3	13.2	2	1.5	17.2	2	1.3	6.5
155: Neither satisfied nor dissatisfied	10	1.1	11.1	9	1.1	11.5	1	0.7	8.6	5	3.3	16.1
156: Fairly dissatisfied	18	2.0	20.4	16	2.1	21.3	1	1.1	12.9	6	4.0	19.4
157: Very dissatisfied	38	4.3	44.6	34	4.4	44.3	5	4.2	48.4	16	10.6	51.6
158: N.A./ No opinion	13	1.5		13	1.6		1	0.7		1	0.7	
N/R	791	88.8		687	88.5		98	90.5		119	78.8	
	Base: 100			Base: 89			Base: 11			Base: 32		
Q19c The time taken to respond to your ASB complaint												
159: Very satisfied	11	1.2	12.3 29.2	10	1.3	12.8 30.2	1	0.7	8.6 21.5	2	1.3	6.7 23.3
160: Fairly satisfied	15	1.7	16.9	14	1.8	17.4	1	1.1	12.9	5	3.3	16.7
161: Neither satisfied nor dissatisfied	10	1.1	10.8	9	1.1	11.1	1	0.7	8.6	5	3.3	16.7
162: Fairly dissatisfied	18	2.0	20.3	16	2.1	20.6	2	1.5	17.2	3	2.0	10.0
163: Very dissatisfied	35	3.9	39.6	30	3.9	38.1	5	4.5	52.7	15	9.9	50.0
164: N.A./ No opinion	11	1.2		10	1.3		1	0.7		2	1.3	
N/R	791	88.8		687	88.5		98	90.5		119	78.8	
	Base: 100			Base: 89			Base: 11			Base: 32		
Q19d That you were kept informed about progress on your ASB complaint												
165: Very satisfied	10	1.1	10.9 30.0	9	1.1	11.3 30.7	1	0.7	8.2 24.7	1	0.7	3.3 13.3
166: Fairly satisfied	17	1.9	19.0	15	1.9	19.4	2	1.5	16.5	3	2.0	10.0
167: Neither satisfied nor dissatisfied	6	0.7	7.2	5	0.6	6.4	1	1.1	12.4	6	4.0	20.0
168: Fairly dissatisfied	16	1.8	18.1	15	1.9	19.4	1	0.7	8.2	4	2.6	13.3
169: Very dissatisfied	39	4.4	44.7	34	4.4	43.5	5	4.9	54.6	16	10.6	53.3
170: N.A./ No opinion	12	1.3		11	1.5		0	0.4		2	1.3	
N/R	791	88.8		687	88.5		98	90.5		119	78.8	
	Base: 100			Base: 89			Base: 11			Base: 32		
Q20a This is a place where people from different backgrounds get on well together												
171: Strongly agree	283	31.8	36.6 82.9	255	32.9	38.2 83.5	26	24.3	26.6 78.5	24	15.9	19.7 64.8
172: Agree	357	40.2	46.3	303	39.0	45.3	51	47.4	51.9	55	36.4	45.1
173: Neither agree nor disagree	74	8.3	9.6	57	7.3	8.5	18	16.3	17.9	28	18.5	23.0
174: Disagree	27	3.0	3.5	25	3.2	3.8	2	1.5	1.6	9	6.0	7.4
175: Strongly disagree	31	3.5	4.0	29	3.7	4.3	2	1.9	2.0	6	4.0	4.9
176: N.A./ No opinion	36	4.0		33	4.2		3	2.7		4	2.6	
N/R	83	9.3		75	9.7		7	6.1		25	16.6	
	Base: 890			Base: 776			Base: 108			Base: 151		

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
Q20b I feel part of my local community	Base: 890															
177: Strongly agree	215	24.2	29.1	68.2	189	24.3	29.4	67.6	25	22.7	26.0	71.8	17	11.3	14.4	52.5
178: Agree	290	32.6	39.1		245	31.6	38.2		43	40.1	45.9		45	29.8	38.1	
179: Neither agree nor disagree	132	14.8	17.8		111	14.2	17.3		21	19.3	22.0		36	23.8	30.5	
180: Disagree	59	6.6	8.0		57	7.3	8.8		3	2.3	2.6		11	7.3	9.3	
181: Strongly disagree	44	5.0	6.0		40	5.2	6.3		3	3.1	3.5		9	6.0	7.6	
182: N.A./ No opinion	65	7.3			60	7.8			5	4.2			7	4.6		
N/R	85	9.6			75	9.7			9	8.3			26	17.2		
Q21 Has Luton Borough Council housing services carried out a repair to your home in the last 12 months?	Base: 890															
183: Yes	564	63.4	69.9		493	63.4	70.2		70	65.2	69.3		54	35.8	41.9	
184: No	242	27.2	30.1		209	26.9	29.8		31	28.8	30.7		75	49.7	58.1	
N/R	83	9.4			75	9.7			7	6.1			22	14.6		
Q22 How satisfied or dissatisfied are you with the overall repairs service from Luton Borough Council housing services over the last 12 months?	Base: 564															
185: Very satisfied	295	33.1	52.4	80.8	251	32.4	51.2	79.8	43	40.1	62.0	88.4	9	6.0	17.0	50.9
186: Fairly satisfied	160	18.0	28.4		141	18.1	28.6		18	17.1	26.4		18	11.9	34.0	
187: Neither satisfied nor dissatisfied	37	4.1	6.5		31	4.0	6.4		5	4.9	7.6		12	7.9	22.6	
188: Fairly dissatisfied	31	3.4	5.4		29	3.7	5.9		2	1.5	2.3		5	3.3	9.4	
189: Very dissatisfied	41	4.6	7.3		39	5.0	7.9		1	1.1	1.7		9	6.0	17.0	
N/R	327	36.8			285	36.7			38	35.2			98	64.9		
Q23 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Base: 564															
190: Very satisfied	265	29.8	47.1	76.6	227	29.3	46.3	76.2	38	34.8	53.6	79.8	8	5.3	14.8	53.7
191: Fairly satisfied	166	18.7	29.5		147	18.9	29.9		18	17.1	26.2		21	13.9	38.9	
192: Neither satisfied nor dissatisfied	31	3.5	5.5		24	3.1	4.9		7	6.4	9.8		12	7.9	22.2	
193: Fairly dissatisfied	52	5.8	9.2		47	6.0	9.5		5	4.9	7.5		4	2.6	7.4	
194: Very dissatisfied	49	5.5	8.7		47	6.0	9.5		2	1.9	2.8		9	6.0	16.7	
N/R	327	36.7			285	36.7			38	34.8			97	64.2		
Q24 How easy was it to report your last repair?	Base: 564															
195: Very easy	356	40.0	64.1	90.4	313	40.3	64.7	90.1	42	39.0	60.2	91.8	5	3.3	10.9	50.0
196: Fairly easy	146	16.4	26.3		123	15.9	25.4		22	20.5	31.6		18	11.9	39.1	
197: Neither	23	2.6	4.2		19	2.4	3.9		5	4.2	6.4		8	5.3	17.4	
198: Fairly difficult	21	2.3	3.7		20	2.6	4.2		0	0.4	0.6		8	5.3	17.4	

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Representative of population	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
199: Very difficult	10	1.1	1.7	9	1.1	1.8	1	0.7	1.1	7	4.6	15.2
200: Not applicable/ don't know	8	0.9		8	1.0		0	0.4		8	5.3	
N/R	327	36.7		285	36.7		38	34.8		97	64.2	
Base: 564												
Q25 Did you get a text message confirming your repair appointment slot?												
201: Yes	503	56.5	93.6	441	56.8	93.6	61	56.1	93.7	12	7.9	37.5
202: No	34	3.8	6.4	30	3.9	6.4	4	3.8	6.3	20	13.2	62.5
203: Not applicable/ don't know	26	2.9		20	2.6		6	5.3		22	14.6	
N/R	327	36.7		285	36.7		38	34.8		97	64.2	
Base: 493												
Q26 Was your repairs appointment slot kept?												
204: Yes	491	55.2	92.8	427	55.0	92.4	63	57.9	95.6	16	10.6	66.7
205: No	38	4.3	7.2	35	4.5	7.6	3	2.7	4.4	8	5.3	33.3
206: Not applicable/ don't know	33	3.7		29	3.7		4	3.8		30	19.9	
N/R	328	36.8		285	36.7		38	35.6		97	64.2	
Base: 564												
Q27a Being told when workers would call												
207: Very satisfied	363	40.8	55.2	309	39.8	54.5	54	50.0	60.2	11	7.3	16.9
208: Fairly satisfied	206	23.2	31.3	177	22.8	31.3	28	26.1	31.5	20	13.2	30.8
209: Neither satisfied nor dissatisfied	37	4.1	5.6	33	4.2	5.8	4	3.8	4.6	16	10.6	24.6
210: Fairly dissatisfied	27	3.0	4.1	24	3.1	4.2	3	2.7	3.2	7	4.6	10.8
211: Very dissatisfied	25	2.8	3.8	24	3.1	4.2	0	0.4	0.4	11	7.3	16.9
212: N.A./ No opinion	54	6.1		50	6.5		4	3.4		20	13.2	
N/R	179	20.1		160	20.6		15	13.6		66	43.7	
Base: 890												
Q27b Being able to make an appointment												
213: Very satisfied	364	40.9	55.1	315	40.6	55.3	49	45.0	55.1	5	3.3	8.5
214: Fairly satisfied	214	24.0	32.4	182	23.5	31.9	30	28.0	34.2	17	11.3	28.8
215: Neither satisfied nor dissatisfied	39	4.4	5.9	33	4.2	5.7	6	5.7	6.9	22	14.6	37.3
216: Fairly dissatisfied	23	2.5	3.4	20	2.6	3.5	3	2.3	2.8	5	3.3	8.5
217: Very dissatisfied	21	2.3	3.2	20	2.6	3.5	1	0.7	0.9	10	6.6	16.9
218: N.A./ No opinion	51	5.7		47	6.0		4	3.8		25	16.6	
N/R	179	20.1		160	20.6		16	14.4		67	44.4	
Base: 890												
Q27c Being kept informed throughout the process												
219: Very satisfied	334	37.6	51.0	292	37.5	51.4	43	39.8	49.1	6	4.0	9.4
220: Fairly satisfied	209	23.5	31.9	178	23.0	31.5	29	27.2	33.7	19	12.6	29.7
Base: 776												

Appendix C. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
221: Neither satisfied nor dissatisfied	55	6.2	8.5	7.8	44	5.7	7.8	11	10.6	13.1	20	13.2	31.3	8	5.3	12.5
222: Fairly dissatisfied	23	2.6	3.6	3.8	21	2.8	3.8	2	1.9	2.3	8	7.3	17.2	11	7.3	17.2
223: Very dissatisfied	33	3.7	5.0	5.5	31	4.0	5.5	2	1.5	1.8	20	13.2		20	13.2	
224: N.A./ No opinion	54	6.1			50	6.5		4	3.8							
N/R	180	20.2			160	20.6		16	15.2		67	44.4				
Q27d Speed with which work was completed once started																
225: Very satisfied	374	42.0	56.4	85.9	320	41.3	56.2	85.7	54	49.6	59.1	87.0	9	6.0	13.2	50.0
226: Fairly satisfied	195	21.9	29.4	29.5	168	21.7	29.5	25	23.4	27.9	25	16.6	36.8	18	11.9	26.5
227: Neither satisfied nor dissatisfied	39	4.4	5.9	5.7	33	4.2	5.7	7	6.0	7.2	5	3.3	7.4	5	3.3	7.4
228: Fairly dissatisfied	18	2.1	2.8	2.6	15	1.9	2.6	3	3.1	3.6	2	1.5	3.3	11	7.3	16.2
229: Very dissatisfied	36	4.0	5.4	5.9	34	4.4	5.9	2	1.9	2.2	11	7.3	16.2	14	9.3	
230: N.A./ No opinion	49	5.4			47	6.0		2	1.9		15	14.0		69	45.7	
N/R	179	20.1			160	20.6		15	14.0		68	45.0				
Q27e Attitude of workers																
231: Very satisfied	450	50.6	68.3	93.7	387	49.8	68.1	93.6	63	58.7	70.1	94.6	15	9.9	24.2	59.7
232: Fairly satisfied	168	18.9	25.5	25.4	145	18.6	25.4	22	20.5	24.5	22	14.6	35.5	17	11.3	27.4
233: Neither satisfied nor dissatisfied	19	2.2	2.9	2.9	16	2.1	2.9	3	2.7	3.2	3	2.0	4.8	3	2.0	4.8
234: Fairly dissatisfied	10	1.1	1.5	1.5	9	1.1	1.5	1	1.1	1.3	1	0.7	0.9	5	3.3	8.1
235: Very dissatisfied	12	1.4	1.8	2.0	11	1.5	2.0	1	0.7	0.9	3	2.3		21	13.9	
236: N.A./ No opinion	52	5.8			49	6.3		15	14.0		68	45.0				
N/R	179	20.1			160	20.6		15	14.0		68	45.0				
Q27f The overall quality of work																
237: Very satisfied	375	42.1	56.3	86.1	322	41.4	56.0	85.3	53	49.2	59.1	91.3	14	9.3	20.6	52.9
238: Fairly satisfied	198	22.3	29.8	29.3	168	21.7	29.3	29	26.9	32.3	22	14.6	32.4	17	11.3	25.0
239: Neither satisfied nor dissatisfied	26	3.0	4.0	3.9	23	2.9	3.9	4	3.4	4.1	6	4.0	8.8	9	6.0	13.2
240: Fairly dissatisfied	33	3.8	5.0	5.3	30	3.9	5.3	3	3.1	3.7	1	0.7	0.9	15	9.9	
241: Very dissatisfied	33	3.7	4.9	5.5	31	4.0	5.5	3	2.3		16	14.4		68	45.0	
242: N.A./ No opinion	45	5.1			43	5.5		16	14.4		68	45.0				
N/R	179	20.1			160	20.6		16	14.4		68	45.0				
Q27g Keeping dirt and mess to a minimum																
243: Very satisfied	401	45.1	60.8	89.2	342	44.0	60.2	88.7	60	55.3	65.5	92.4	13	8.6	19.7	50.0
244: Fairly satisfied	188	21.1	28.5	28.5	162	20.9	28.5	25	22.7	26.9	20	13.2	30.3	17	11.3	25.8
245: Neither satisfied nor dissatisfied	36	4.0	5.4	5.5	31	4.0	5.5	4	3.8	4.5	2	1.9	2.2	5	3.3	7.6
246: Fairly dissatisfied	15	1.6	2.2	2.2	13	1.6	2.2	2	1.9	2.2						

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population		Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
247: Very dissatisfied	21	2.3	3.2		20	2.6	3.5		1	0.7	0.9		11	7.3	16.7	
248: N.A./ No opinion	50	5.6			49	6.3			1	1.1			16	10.6		
N/R	179	20.1			160	20.6			16	14.4			69	45.7		
	Base: 890				Base: 776				Base: 108				Base: 151			
Q27h The repair being done 'right first time'																
249: Very satisfied	376	42.3	57.0	84.5	323	41.6	56.7	84.6	54	49.6	59.2	84.6	12	7.9	18.8	51.6
250: Fairly satisfied	182	20.4	27.5		158	20.4	27.8		23	21.2	25.4		21	13.9	32.8	
251: Neither satisfied nor dissatisfied	33	3.7	5.0		26	3.4	4.6		7	6.4	7.6		20	13.2	31.3	
252: Fairly dissatisfied	29	3.2	4.4		25	3.2	4.4		4	3.4	4.1		3	2.0	4.7	
253: Very dissatisfied	40	4.5	6.1		36	4.7	6.4		3	3.1	3.7		8	5.3	12.5	
254: N.A./ No opinion	50	5.6			48	6.1			3	2.3			19	12.6		
N/R	179	20.1			160	20.6			15	14.0			68	45.0		
	Base: 890				Base: 776				Base: 108				Base: 151			
Q27i The workers doing the work you expected																
255: Very satisfied	397	44.6	60.1	88.1	337	43.4	59.2	87.6	61	56.1	67.3	91.4	11	7.3	17.5	49.2
256: Fairly satisfied	184	20.7	27.9		162	20.9	28.5		22	20.1	24.1		20	13.2	31.7	
257: Neither satisfied nor dissatisfied	32	3.6	4.8		26	3.4	4.6		5	4.9	5.9		20	13.2	31.7	
258: Fairly dissatisfied	21	2.4	3.2		20	2.6	3.5		1	1.1	1.3		6	4.0	9.5	
259: Very dissatisfied	26	2.9	3.9		24	3.1	4.2		1	1.1	1.3		6	4.0	9.5	
260: N.A./ No opinion	51	5.7			48	6.1			3	3.1			20	13.2		
N/R	179	20.1			160	20.6			15	13.6			68	45.0		
	Base: 890				Base: 776				Base: 108				Base: 151			
Q28 Generally, how satisfied or dissatisfied are you with the way that Luton Borough Council housing services deal with repairs and maintenance?																
261: Very satisfied	370	41.6	46.2	78.9	322	41.4	46.2	78.0	47	43.6	46.4	85.1	11	7.3	9.5	37.1
262: Fairly satisfied	263	29.5	32.7		221	28.5	31.8		39	36.3	38.7		32	21.2	27.6	
263: Neither satisfied nor dissatisfied	77	8.6	9.6		67	8.6	9.6		10	9.5	10.1		33	21.9	28.4	
264: Fairly dissatisfied	44	4.9	5.4		40	5.2	5.8		3	3.1	3.3		20	13.2	17.2	
265: Very dissatisfied	49	5.5	6.1		47	6.0	6.7		2	1.5	1.6		20	13.2	17.2	
N/R	88	9.9			80	10.4			7	6.1			35	23.2		
	Base: 890				Base: 776				Base: 108				Base: 151			
Q29 Have you made a complaint to Luton Borough Council housing services in the last 12 months?																
266: Yes	118	13.2	14.7		107	13.8	15.4		11	10.2	11.0		34	22.5	27.6	
267: No	681	76.6	85.3		588	75.7	84.6		89	82.6	89.0		89	58.9	72.4	
N/R	91	10.2			82	10.5			8	7.2			28	18.5		

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Weight by stock type			Representative of population			Representative of population			Representative of population		
	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top
Q30 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to complaints handling?												
	Base: 118			Base: 107			Base: 11			Base: 34		
268: Very satisfied	18	2.0	15.9 31.1	15	1.9	14.8 29.7	3	2.7	27.6 46.7	1	0.7	3.0 9.1
269: Fairly satisfied	17	1.9	15.2	15	1.9	14.8	2	1.9	19.0	2	1.3	6.1
270: Neither satisfied nor dissatisfied	18	2.1	16.4	16	2.1	16.0	2	1.9	19.0	5	3.3	15.2
271: Fairly dissatisfied	24	2.7	21.6	23	2.9	22.2	2	1.5	15.2	8	5.3	24.2
272: Very dissatisfied	35	3.9	30.9	33	4.2	32.1	2	1.9	19.0	17	11.3	51.5
N/R	778	87.4		675	86.9		97	90.2		118	78.1	
	Base: 890			Base: 776			Base: 108			Base: 151		
Q31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?												
273: Yes - limited a lot	268	30.2	33.9	240	30.9	34.9	27	25.0	27.4	11	7.3	9.0
274: Yes - limited a little	135	15.2	17.1	109	14.1	15.9	25	22.7	24.9	13	8.6	10.7
275: No	279	31.3	35.3	244	31.4	35.4	35	32.5	35.6	86	57.0	70.5
276: Prefer not to say	109	12.2	13.7	96	12.3	13.9	12	11.0	12.1	12	7.9	9.8
N/R	99	11.1		88	11.3		9	8.7		29	19.2	
	Base: 890			Base: 776			Base: 108			Base: 151		
R31 Disability												
277: Yes	404	45.3	59.1	349	45.0	58.9	52	47.7	59.5	24	15.9	21.8
278: No	279	31.3	40.9	244	31.4	41.1	35	32.5	40.5	86	57.0	78.2
N/R	208	23.3		184	23.6		21	19.7		41	27.2	
	Base: 890			Base: 776			Base: 108			Base: 151		
Q32 Does anyone in the household have caring responsibilities for a disabled, elderly or sick partner, relative or friend in need of support or supervision?												
279: Yes	221	24.9	28.1	202	26.1	29.4	18	17.1	19.1	15	9.9	12.1
280: No	479	53.8	60.7	406	52.3	58.9	70	65.2	72.8	93	61.6	75.0
281: Prefer not to say	89	10.0	11.3	80	10.4	11.7	8	7.2	8.1	16	10.6	12.9
N/R	101	11.3		88	11.3		12	10.7		27	17.9	
	Base: 890			Base: 776			Base: 108			Base: 151		
Q33 Are you aware that Total Wellbeing Luton can support you with the following range of free health and wellbeing services?												
282: Stop Smoking	333	37.4	53.2	294	37.9	53.9	38	35.6	49.2	39	25.8	40.6
283: Weight management	287	32.2	45.8	255	32.9	46.8	32	29.2	40.4	34	22.5	35.4
284: Exercise	269	30.3	43.0	230	29.6	42.2	38	35.2	48.7	31	20.5	32.3
285: Social prescription	191	21.4	30.4	170	21.8	31.1	21	19.3	26.7	24	15.9	25.0
286: Emotional health	252	28.3	40.2	226	29.1	41.5	26	23.8	32.9	30	19.9	31.3
287: Support with long term conditions	228	25.6	36.4	206	26.5	37.8	22	20.1	27.8	29	19.2	30.2
288: None of these	179	20.1	28.6	153	19.7	28.1	24	22.3	30.9	47	31.1	49.0

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top
N/R	264	29.6		231	29.8		30	27.7		55	36.4	
Q33a [Stop Smoking] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	Base: 333											
289: I've used it	58	6.5	18.5	52	6.6	17.8	7	6.0	26.1	2	1.3	7.4
290: I've NOT used it	257	28.8	81.5	238	30.6	82.2	18	17.1	73.9	25	16.6	92.6
N/R	575	64.7		488	62.8		83	76.9		124	82.1	
Q33b [Weight management] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	Base: 287											
291: I've used it	49	5.4	18.4	45	5.8	18.4	3	3.1	18.3	3	2.0	12.5
292: I've NOT used it	216	24.2	81.6	201	25.9	81.6	15	13.6	81.7	21	13.9	87.5
N/R	626	70.3		530	68.3		90	83.3		127	84.1	
Q33c [Exercise] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	Base: 269											
293: I've used it	51	5.7	20.2	43	5.5	18.9	8	7.6	31.8	2	1.3	9.5
294: I've NOT used it	202	22.7	79.8	183	23.6	81.1	18	16.3	68.2	19	12.6	90.5
N/R	637	71.6		550	70.9		82	76.2		130	86.1	
Q33d [Social prescription] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	Base: 190											
295: I've used it	32	3.6	18.5	31	4.0	19.1	1	0.7	8.9	1	0.7	6.7
296: I've NOT used it	141	15.9	81.5	133	17.2	80.9	8	7.6	91.1	14	9.3	93.3
N/R	716	80.5		612	78.8		99	91.7		136	90.1	
Q33e [Emotional health] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	Base: 252											
297: I've used it	75	8.4	31.8	69	8.9	31.1	6	5.7	43.9	0	0.0	0.0
298: I've NOT used it	161	18.1	68.2	153	19.7	68.9	8	7.2	56.1	19	12.6	100.0
N/R	654	73.4		554	71.4		94	87.1		132	87.4	
Q33f [Support with long term conditions] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	Base: 228											
299: I've used it	54	6.0	25.3	50	6.5	25.2	3	3.1	28.7	2	1.3	11.1
300: I've NOT used it	158	17.7	74.7	150	19.3	74.8	8	7.6	71.3	16	10.6	88.9

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top
N/R	679	76.3		577	74.3		97	89.4		133	88.1	
R33 Aware of any support available from Total Wellbeing Luton												
301: Yes	447	50.3	71.4	392	50.5	71.9	54	50.0	69.1	49	32.5	51.0
302: No	179	20.1	28.6	153	19.7	28.1	24	22.3	30.9	47	31.1	49.0
N/R	264	29.6		231	29.8		30	27.7		55	36.4	
R33 Used any support available from Total Wellbeing Luton												
303: Yes	174	19.6	19.6	156	20.1	20.1	18	17.1	17.1	8	5.3	5.3
304: No	716	80.4	80.4	621	79.9	79.9	90	82.9	82.9	143	94.7	94.7
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
Q34 Do you or any members of your household smoke?												
305: Yes	227	25.5	28.8	205	26.4	29.9	20	18.9	21.0	15	9.9	12.3
306: No	561	63.0	71.2	481	62.0	70.1	77	71.2	79.0	107	70.9	87.7
N/R	103	11.5		91	11.7		11	9.8		29	19.2	
Q35 Would you be interested in support via the Council to stop smoking?												
307: Yes	38	4.2	16.6	33	4.2	16.0	4	3.8	20.4	4	2.6	26.7
308: No	156	17.5	68.8	143	18.4	69.9	12	11.0	59.2	7	4.6	46.7
309: Don't know	33	3.7	14.6	29	3.7	14.1	4	3.8	20.4	4	2.6	26.7
N/R	664	74.6		572	73.6		88	81.5		136	90.1	
Q36 How much activity do you do a week, such as brisk walking or other exercise that makes you breathe faster or feel warmer?												
310: I do more than 2½ hours of activity per week	281	31.6	36.3	248	31.9	36.8	33	30.7	34.2	62	41.1	51.7
311: I do between 30 minutes and 2½ hours of activity per week	167	18.8	21.6	137	17.6	20.3	29	27.2	30.4	27	17.9	22.5
312: I do less than 30 minutes of activity per week	162	18.2	20.9	146	18.8	21.6	16	14.4	16.0	8	5.3	6.7
313: Prefer not to say	164	18.4	21.2	143	18.4	21.3	19	17.4	19.4	23	15.2	19.2
N/R	116	13.0		103	13.3		11	10.3		31	20.5	
Q37 If the Council offered any of the following support would it help you be more active?												
314: More taster sessions at Council sports and leisure facilities	198	22.2	26.3	180	23.1	27.3	17	15.6	18.8	31	20.5	27.7
315: More family sessions at Council sports and leisure facilities	163	18.3	21.7	153	19.7	23.3	7	6.9	8.3	20	13.2	17.9
316: More information about sports and physical activities opport	213	24.0	28.4	192	24.8	29.2	20	18.2	21.9	34	22.5	30.4
317: Support in joining a club or leisure provider	210	23.6	28.0	191	24.6	29.1	18	16.7	20.1	31	20.5	27.7

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top	Count	% raw	% valid % top
318: Improving walking and cycling routes	202	22.7	26.9	185	23.8	28.1	17	15.6	18.8	35	23.2	31.3
319: Other	56	6.3	7.5	50	6.5	7.7	6	5.7	6.8	7	4.6	6.3
320: None of these	358	40.2	47.6	308	39.6	46.8	49	45.4	54.7	53	35.1	47.3
N/R	139	15.6		119	15.4		18	17.1		39	25.8	
R37 Support would help you be more active	Base: 890			Base: 776			Base: 108			Base: 151		
321: Yes	393	44.2	52.4	349	45.0	53.2	41	37.5	45.3	59	39.1	52.7
322: No	358	40.2	47.6	308	39.6	46.8	49	45.4	54.7	53	35.1	47.3
N/R	139	15.6		119	15.4		18	17.1		39	25.8	
Q38 How satisfied or dissatisfied are you with the amount of social interaction you have in your life?	Base: 890			Base: 776			Base: 108			Base: 151		
323: Very satisfied	255	28.7	37.6	229	29.5	39.5	25	23.1	26.0	27	17.9	26.0
324: Fairly satisfied	222	24.9	32.6	178	23.0	30.8	42	38.6	43.6	50	33.1	48.1
325: Neither satisfied nor dissatisfied	123	13.8	18.0	101	12.9	17.4	21	19.6	22.2	21	13.9	20.2
326: Fairly dissatisfied	41	4.6	6.1	36	4.7	6.3	5	4.5	5.1	2	1.3	1.9
327: Very dissatisfied	39	4.3	5.7	35	4.5	6.1	3	2.7	3.0	4	2.6	3.8
328: Not applicable/ don't know	101	11.4		97	12.5		5	4.2		13	8.6	
N/R	110	12.3		101	12.9		8	7.2		34	22.5	
D101 Stock type	Base: 890			Base: 776			Base: 108			Base: 151		
329: General needs	777	87.2	87.2	777	100.0	100.0	0	0.0	0.0	0	0.0	0.0
330: Sheltered	108	12.1	12.1	0	0.0	0.0	108	100.0	100.0	0	0.0	0.0
331: Temporary	6	0.6	0.6	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
332: Leasehold	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	151	100.0	100.0
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D102 Ward	Base: 890			Base: 776			Base: 108			Base: 151		
333: Biscot	15	1.6	1.6	8	1.0	1.0	7	6.4	6.4	3	2.0	2.0
334: Bramingham	7	0.8	0.8	0	0.0	0.0	7	6.4	6.4	0	0.0	0.0
335: Challney	11	1.3	1.3	11	1.5	1.5	0	0.0	0.0	0	0.0	0.0
336: Crawley	31	3.5	3.5	31	4.0	4.0	0	0.0	0.0	0	0.0	0.0
337: Dallow	7	0.8	0.8	4	0.5	0.5	4	3.4	3.4	4	2.6	2.6
338: Farley	112	12.6	12.6	98	12.6	12.6	14	12.9	12.9	23	15.2	15.2
339: Hightown	38	4.2	4.2	36	4.7	4.7	1	1.1	1.1	17	11.3	11.3
340: Icknield	39	4.4	4.4	39	5.0	5.0	0	0.0	0.0	6	4.0	4.0
341: Leagrave	98	11.1	11.1	78	10.0	10.0	18	17.1	17.1	18	11.9	11.9
342: Lewsey	132	14.9	14.9	114	14.7	14.7	18	16.7	16.7	13	8.6	8.6

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders			
	Weight by stock type	Representative of population		Representative of population		Representative of population		Representative of population		Representative of population			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	
343: Limbury	17	1.9	1.9	1.6	13	1.6	1.6	4.2	5	4.2	4.2	0	
344: Northwell	95	10.7	10.7	12.0	93	12.0	12.0	1.5	2	1.5	1.5	12	
345: Round Green	43	4.8	4.8	5.3	42	5.3	5.3	1.5	2	1.5	1.5	4	
346: Saints	24	2.7	2.7	3.1	24	3.1	3.1	0.0	0	0.0	0.0	8	
347: South	105	11.8	11.8	10.8	84	10.8	10.8	18.2	20	18.2	18.2	31	
348: Stopsley	24	2.7	2.7	2.4	19	2.4	2.4	4.9	5	4.9	4.9	0	
349: Sundon	46	5.2	5.2	5.7	44	5.7	5.7	0.7	1	0.7	0.7	8	
350: Sundon Park	1	0.1	0.1	0.2	1	0.2	0.2	0.0	0	0.0	0.0	0	
351: Wigmore	43	4.8	4.8	4.9	38	4.9	4.9	4.9	5	4.9	4.9	4	
N/R	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0	
D103 Estate				Base: 776	Base: 108				Base: 151				
352: Ambleside	17	1.9	1.9	1.6	13	1.6	1.6	4.2	5	4.2	4.2	0	
353: Beech Hill	8	0.9	0.9	1.0	8	1.0	1.0	0.4	0	0.4	0.4	7	
354: Biscot Road	13	1.4	1.4	0.3	3	0.3	0.3	9.5	10	9.5	9.5	0	
355: Farley Hill	111	12.4	12.4	12.5	97	12.5	12.5	12.9	14	12.9	12.9	22	
356: Hart Lane	48	5.4	5.4	6.1	48	6.1	6.1	0.0	0	0.0	0.0	9	
357: High Town	5	0.6	0.6	0.6	5	0.6	0.6	0.0	0	0.0	0.0	0	
358: Hockwell Ring	98	11.1	11.1	10.0	78	10.0	10.0	17.1	18	17.1	17.1	18	
359: Lewsey Farm	139	15.6	15.6	15.5	121	15.5	15.5	16.7	18	16.7	16.7	13	
360: Marsh Farm	142	16.0	16.0	16.8	131	16.8	16.8	8.7	9	8.7	8.7	16	
361: Roman Road	5	0.6	0.6	0.6	5	0.6	0.6	0.0	0	0.0	0.0	0	
362: Runfold	40	4.5	4.5	5.2	40	5.2	5.2	0.0	0	0.0	0.0	6	
363: Stopsley	100	11.2	11.2	11.5	89	11.5	11.5	9.8	11	9.8	9.8	4	
364: Sundon Park	8	0.8	0.8	1.0	8	1.0	1.0	0.0	0	0.0	0.0	4	
365: Town Centre 1	84	9.5	9.5	9.1	70	9.1	9.1	11.8	13	11.8	11.8	27	
366: Town Centre 2	53	5.9	5.9	5.5	43	5.5	5.5	9.1	10	9.1	9.1	21	
367: Trent Road	20	2.3	2.3	2.6	20	2.6	2.6	0.0	0	0.0	0.0	4	
N/R	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0	
D104 Length of tenancy				Base: 776	Base: 108				Base: 151				
368: Under 1 year	97	10.9	10.9	11.0	85	11.0	11.0	9.1	10	9.1	9.1	4	
369: 1 - 2 years	97	10.9	10.9	9.9	77	9.9	9.9	16.7	18	16.7	16.7	29	
370: 3 - 5 years	118	13.3	13.3	11.3	88	11.3	11.3	26.5	29	26.5	26.5	23	
371: 6 - 10 years	149	16.7	16.7	15.7	122	15.7	15.7	25.0	27	25.0	25.0	47	
372: 11 - 20 years	218	24.5	24.5	25.2	196	25.2	25.2	20.1	22	20.1	20.1	25	
373: 21 years and over	211	23.8	23.8	26.9	209	26.9	26.9	2.7	3	2.7	2.7	23	
N/R	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0	

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders						
	Weight by stock type			Representative of population			Representative of population			Representative of population						
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	% top
D105 Property type	Base: 890			Base: 776			Base: 108			Base: 151						
374: Bedsit	15	1.7	1.7	10	1.3	1.3	5	4.5	4.5	5	3.3	3.3	5	3.3	3.3	
375: Bungalow	26	2.9	2.9	18	2.3	2.3	8	7.6	7.6	0	0.0	0.0	0	0.0	0.0	
376: Flat	446	50.1	50.1	346	44.5	44.5	95	87.9	87.9	125	82.8	82.8	125	82.8	82.8	
377: House	395	44.3	44.3	395	50.8	50.8	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	
378: Maisonette	9	1.0	1.0	9	1.1	1.1	0	0.0	0.0	21	13.9	13.9	21	13.9	13.9	
379: Temporary	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0		0	0.0		
D106 Property size	Base: 890			Base: 776			Base: 108			Base: 151						
380: Bedsit	15	1.7	1.7	10	1.3	1.3	5	4.5	4.5	5	3.3	3.3	5	3.3	3.3	
381: 1 bed	249	27.9	27.9	171	22.0	22.0	76	70.1	70.1	47	31.1	31.1	47	31.1	31.1	
382: 2 bed	305	34.2	34.2	275	35.4	35.4	27	25.4	25.4	73	48.3	48.3	73	48.3	48.3	
383: 3 bed	308	34.6	34.6	307	39.5	39.5	0	0.0	0.0	26	17.2	17.2	26	17.2	17.2	
384: 4 bed+	14	1.6	1.6	14	1.8	1.8	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	
N/R	0	0.0		0	0.0		0	0.0		0	0.0		0	0.0		
D107 Flat type	Base: 890			Base: 776			Base: 108			Base: 151						
385: High rise	113	12.7	25.3	91	11.7	26.1	19	17.8	20.3	22	14.6	17.6	22	14.6	17.6	
386: Low rise	324	36.4	72.5	248	31.9	71.4	75	69.3	78.9	102	67.5	81.6	102	67.5	81.6	
387: Mid rise	10	1.1	2.1	9	1.1	2.5	1	0.7	0.8	1	0.7	0.8	1	0.7	0.8	
N/R	443	49.8		430	55.3		13	12.1		26	17.2		26	17.2		
D108 Age group	Base: 890			Base: 776			Base: 108			Base: 151						
388: 16 - 24 years	16	1.8	1.9	16	2.1	2.1	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	
389: 25 - 34 years	70	7.8	8.0	68	8.7	8.9	0	0.4	0.4	5	3.3	8.9	5	3.3	8.9	
390: 35 - 44 years	166	18.7	19.0	165	21.2	21.6	0	0.0	0.0	5	3.3	8.9	5	3.3	8.9	
391: 45 - 54 years	152	17.1	17.4	148	19.1	19.5	1	0.7	0.7	19	12.6	33.9	19	12.6	33.9	
392: 55 - 64 years	211	23.7	24.1	186	24.0	24.4	25	22.7	22.8	13	8.6	23.2	13	8.6	23.2	
393: 65 - 74 years	153	17.2	17.5	106	13.6	13.9	47	43.9	44.1	7	4.6	12.5	7	4.6	12.5	
394: 75 - 84 years	79	8.9	9.1	55	7.1	7.3	24	22.3	22.4	5	3.3	8.9	5	3.3	8.9	
395: 85 years and over	28	3.1	3.2	18	2.3	2.3	10	9.5	9.5	2	1.3	3.6	2	1.3	3.6	
N/R	16	1.7		15	1.9		0	0.4		95	62.9		95	62.9		
D109 Age group [simple]	Base: 890			Base: 776			Base: 108			Base: 151						
396: 18-34	86	9.7	9.8	84	10.8	11.1	0	0.4	0.4	5	3.3	8.9	5	3.3	8.9	
397: 35-49	239	26.8	27.3	235	30.3	30.9	0	0.4	0.4	15	9.9	26.8	15	9.9	26.8	
398: 50-64	290	32.5	33.1	264	34.0	34.7	25	23.1	23.2	22	14.6	39.3	22	14.6	39.3	

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Weight by stock type	Representative of population		Representative of population		Representative of population		Representative of population		Representative of population		
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
399: 65+	260	29.2	29.7		178	23.0	23.4		82	75.7	76.1	
N/R	16	1.7			15	1.9			0	0.4		
D110 Ethnic background												
Base: 890												
400: British	371	41.7	48.6		315	40.6	47.6		56	51.5	57.6	
401: Irish	26	2.9	3.4		20	2.6	3.0		6	5.3	5.9	
402: Gypsy or Irish Traveller	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
403: Other White background	41	4.6	5.3		29	3.7	4.4		11	10.2	11.4	
404: White & Black Caribbean	13	1.5	1.7		13	1.6	1.9		0	0.4	0.4	
405: White & Black African	6	0.7	0.8		6	0.8	1.0		0	0.0	0.0	
406: White & Asian	4	0.5	0.6		4	0.5	0.6		0	0.4	0.4	
407: Other Mixed background	3	0.3	0.3		3	0.3	0.4		0	0.0	0.0	
408: Indian	11	1.2	1.4		9	1.1	1.3		2	1.9	2.1	
409: Pakistani	81	9.1	10.6		75	9.7	11.4		4	3.8	4.2	
410: Bangladeshi	53	6.0	7.0		50	6.5	7.6		2	1.9	2.1	
411: Chinese	1	0.1	0.1		0	0.0	0.0		1	0.7	0.8	
412: Other Asian background	16	1.7	2.0		15	1.9	2.3		0	0.4	0.4	
413: Caribbean	59	6.6	7.7		53	6.8	8.0		6	5.7	6.3	
414: African	51	5.7	6.7		45	5.8	6.8		6	5.3	5.9	
415: Other Black background	2	0.2	0.2		1	0.2	0.2		0	0.4	0.4	
416: Arab	6	0.7	0.8		5	0.6	0.8		0	0.4	0.4	
417: Other ethnic group	18	2.0	2.4		16	2.1	2.5		2	1.5	1.7	
418: Prefer not to say	3	0.3	0.3		3	0.3	0.4		0	0.0	0.0	
N/R	128	14.3			114	14.7			11	10.3		
D111 Ethnic background [summary]												
Base: 890												
419: White British	371	41.7	48.8		315	40.6	47.8		56	51.5	57.4	
420: Other white	67	7.5	8.8		49	6.3	7.4		17	15.6	17.3	
421: Mixed	26	2.9	3.4		25	3.2	3.8		1	0.7	0.8	
422: Asian or Asian British	161	18.1	21.2		150	19.3	22.7		9	8.7	9.7	
423: Black or Black British	112	12.5	14.7		99	12.8	15.1		12	11.4	12.7	
424: Other	24	2.7	3.2		21	2.8	3.2		2	1.9	2.1	
N/R	130	14.6			117	15.1			11	10.3		
D112 Ethnic background [simple]												
Base: 890												
425: White British	371	41.7	48.8		315	40.6	47.8		56	51.5	57.4	
426: BAME	389	43.7	51.2		344	44.3	52.2		41	38.3	42.6	
N/R	130	14.6			117	15.1			11	10.3		

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