



TSM Tenant & Leaseholder Surveys 2024/25

Luton

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1. Introduction

Background

This report details the results of Luton Borough Council's 2024/25 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.

For the tenant portion of the survey this is the second year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually (indicated throughout the report by the government coat of arms).

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 2023/24 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's published national 2023/24 year end TSM figures.

About the survey

The survey was carried out between July and September 2024 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 1,982 invitations (and a subsequent reminder) sent to every valid email address in the tenant sample, achieving 263 responses (13% response rate). Invitations and reminders to the online survey were then sent to 2,821 via SMS text messages, resulting in 238 more responses (8%). 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 1,000 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a 30% response rate (error margin +/- 2.8%). This exceeded the stipulated TSM target error margin of +/- 4%. There were also 158 leaseholder survey responses (18% 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 2023/24 result Change over time 2024/25 result

69%	75%	↓	70%
70%	79%	↔	79%
66%	76%	↓	73%
69%	76%	↓	74%
76%	78%	↓	74%
59%	60%	↓	57%
70%	65%	↓	62%
76%	75%	↓	70%
34%	37%	↓	28%
66%	71%	↓	62%
63%	59%	↓	57%
57%	51%	↓	49%



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. Overall satisfaction with the housing services provided by Luton Council housing services has fallen for the fourth year in a row, down by a further five points to 70% (section 3).
2. It is also important to remember that satisfaction levels have fallen for the entire housing sector to the extent that most benchmark comparisons in the report are also lower than before. Nationally, the median satisfaction score was 69% in 2023/24.
3. This includes a 13% drop in the proportion of sheltered tenants that feel 'very' satisfied with their landlord, even though their cumulative satisfaction is still high (81%).
4. Conversely, leaseholder satisfaction has improved from 41% to 47%, this pattern is also seen throughout the survey findings.
5. There continues to be the expected difference by age group, with retirement age tenants aged 65 or over significantly more satisfied than average (82%) whilst the score is lower than average amongst the under 50s (57%). Compared to last year there is also a substantial 22% decrease in satisfaction for the under 35s.
6. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four strongest factors most closely associated with overall tenant satisfaction are below. The main difference between this year and last is that property maintenance has jumped to the top of the list. It is also notable that the top three drivers are both rated significantly worse than they were last year.
 - Provide a home that is well maintained (74% satisfied, section 4)
 - Treated fairly and with respect (70%, section 6)
 - Easy to deal with (65%, section 7)
 - A home that is safe (74%, section 4)

The home

7. This second TSM survey moves the standard of the property into the spotlight as how well the home is maintained is now the strongest key driver of overall satisfaction (section 3).
8. Satisfaction with how well the home is maintained has worsened significantly since last year, combining a 2% reduction in satisfaction (now 74%) with a 4% increase in dissatisfaction (now 17%, section 4).
9. However, note that this still compares favourably against the benchmark national average of 69%.
10. A similar pattern is also evident for tenant's ratings for the safety of their home (74% satisfied, down 4%), itself another key driver.
11. Although only affecting around half of tenants, communal cleaning and maintenance (62%) is rated 9% lower than it was last year moving the Council's score below the benchmark of 66%.

Repairs

12. Satisfaction with the repairs service received over the last 12 months is very good because four out of five say that they are satisfied (79%) whilst only 13% are dissatisfied (section 5).
13. Not only is this score unchanged since last year but it is now in the top quartile of landlords nationwide (benchmark median 70%).

2. Executive summary

14. The time taken to complete the last repair is also above its own benchmark target (73% v 66%), although this includes a slight (albeit not statistically significant) 3% drop in this score.
15. The lowest repairs rating is once again satisfaction with keeping people informed throughout the process, which has dropped by a statistically significant 6%.
16. Satisfaction with the attitude of workers has also changed by a statistically significant margin, but at 90% is still very high.

Communication

17. There has been a statistically significant decrease in the proportion of tenants who feel that that they are treated fairly and with respect (70% v 75%), dropping this score into the benchmark fourth quartile. This is important because it is again a strong key driver of satisfaction (section 6).
18. On a similar note, only 62% of tenants are satisfied that they are kept informed about things that matter to them, which is also in the fourth quartile.
19. However, satisfaction that housing listens to tenant's views and acts upon them is much closer to the average for other landlords (57% v 59%).
20. All three of these ratings also fell significantly amongst tenants in sheltered housing.

Customer service

21. Whether tenants feel that housing services are easy to deal with is again also a key driver, although satisfaction has fallen this year by a statistically significant margin (65% v 68%, section 7).
22. All three measures asking about the last contact have also fallen by a statistically significant 4-5% margin, including getting hold of the right person (62%), time taken to answer the query (61%) and the final outcome (59%).
23. Most contacts are made to report a repair, and these are rated far more positively than interactions for any other reason.

Neighbourhoods

24. Over half of the survey sample are satisfied that the Luton Council as their landlord makes a positive contribution to that neighbourhood (57%), which is unchanged since last year, albeit slightly lower than the 63% national benchmark median (section 8).
25. Over two thirds of the tenant sample are satisfied both their neighbourhood as a place to live (71%), its' appearance (67%) and grounds maintenance services (68%), again with no significant change.
26. However, sheltered respondents are significantly less satisfied than they were last year on most of the satisfaction or agreement questions in this section of the survey.

2. Executive summary

Anti-social behaviour

27. Satisfaction with housing services' approach to handling anti-social behaviour across the whole tenant sample has unfortunately fallen since last year (49% v 51%), including a 5% drop in the proportion that are 'very' satisfied and 3% increase in dissatisfaction. This is well below the benchmark median of (57%, section 9).
28. This pattern is even starker when considering just the answers given by tenants who claim to have reported ASB, amongst whom just 21% are satisfied compared to 70% dissatisfied. This is a significant 11% reduction in satisfaction since last year. On the detailed questions about ASB, the biggest drops are in satisfaction with time taken to respond (32% v 47%) and being kept informed (31% v 45%).

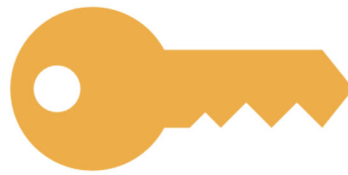
Complaints

29. It is important to understand that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests.
30. Since last year the proportion of tenants that have raised such an issue with housing services has increased slightly from 16% to 18% but is still considerably fewer than the average amongst other ARP Research clients (26%, section 9).
31. The way these complaints or escalated service requests are handled received a slightly higher rating than last year, received a lower rating than last year, but due to the relatively small base size we can't say for sure that this is a real change (28% v 37%). This is also lower than the benchmark average of 34%.



3. Services overall

70%
satisfied
overall



top 'key drivers'

1. home that is well maintained
2. treated fairly and with respect
3. easy to deal with
4. a home that is safe



Overall satisfaction has fallen by a further 5% since last year

Housemark

Compared nationally this rating is about on par with the benchmark and across the sector satisfaction is still falling



Property maintenance is the new number one key driver



The proportion of sheltered tenants that are 'very' satisfied has fallen significantly this year



However, leaseholder satisfaction has improved this year to 47%



Satisfaction continues to be much higher than average for the over 65s but much lower for the under 50s

3. Services overall

Overall satisfaction with the housing services provided by Luton Council housing services has **fallen** for the fourth year in a row, down by a further five points to 70%. At the other end of the scale the proportion of dissatisfied tenants has grown from 13% to 17%.

This is a **statistically significant** change, meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with enough confidence.

However, it is also important to remember that satisfaction levels have fallen for the entire **housing sector** to the extent that most benchmark comparisons in the report are also lower than before.

This means that when compared against Housemark's **national benchmark** of TSM surveys in 2023/24, the Council's overall satisfaction score is still slightly above the median score of 69%. Indeed, the scores for the repairs service and maintenance are actually above the benchmark level (sections 4 and 5).

Whilst satisfaction in **sheltered housing** is higher than amongst general needs (81% v 69%), it is important to note that the proportion of sheltered tenants who are 'very satisfied' is down significantly from 50% to 37%. Indeed, satisfaction has fallen significantly amongst sheltered tenants for a number of other core findings including various aspects of the home (section 4), repairs service (section 5) and communication (section 6).

Conversely, **leaseholder** satisfaction has improved slightly from 41% to 47%, although this isn't enough to be statistically significant because of the smaller base size. However, this pattern is also seen throughout the survey findings, which would suggest that leaseholders are probably happier than they were last year. This is especially welcome because it returns the leaseholders satisfaction score to the level last seen in 2021.

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

Last year the main theme of this list was the customer experience, but it has been overtaken this year by **property maintenance** that has jumped to the top of the list, overall and for all three stock types. This is potentially explained by the fact that this is one of the other TSMs ratings where satisfaction has fallen significantly. In addition, providing **a home that is safe** is also on the list, and although not a key driver in its own right, satisfaction with the maintenance of communal areas has also worsened significantly amongst tenants (section 4).

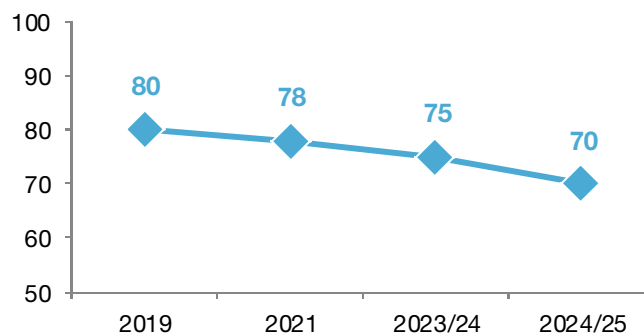
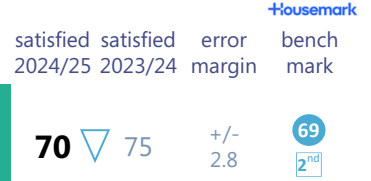
It should be noted that when people actually receive a repair their satisfaction is very high (section 5), which would suggest that the above is related more to maintenance work that hasn't yet been either scheduled or completed. In fact, the proportion of comments asking for a quicker repair response has doubled since last year (now 6%, chart 12.4).




3. Services overall

3.1 Overall satisfaction

% Base 998 | LCRA tenants. Excludes non respondents

Overall service provided by LBC housing services



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	667	9	8	14	33	36	69 	73	+/- 3.5
Sheltered	267	5	7	8	43	37	81 	84	+/- 4.7
Leaseholders	158	14	15	23	35	13	47 	41	+/- 7.8

It's not just the strongest key driver where satisfaction has fallen, as all the top three tenant key drivers are ratings that have become significantly worse over the last 12 months, with the next two both being about the **customer experience**.

The first of these is whether tenants feel that they are **treated fairly and with respect** which was the strongest predictor of overall satisfaction in 2023. Since then, this score has fallen by five points and is now in the fourth benchmark quartile, so it is very important for the Council to identify how to rectify it (section 6).

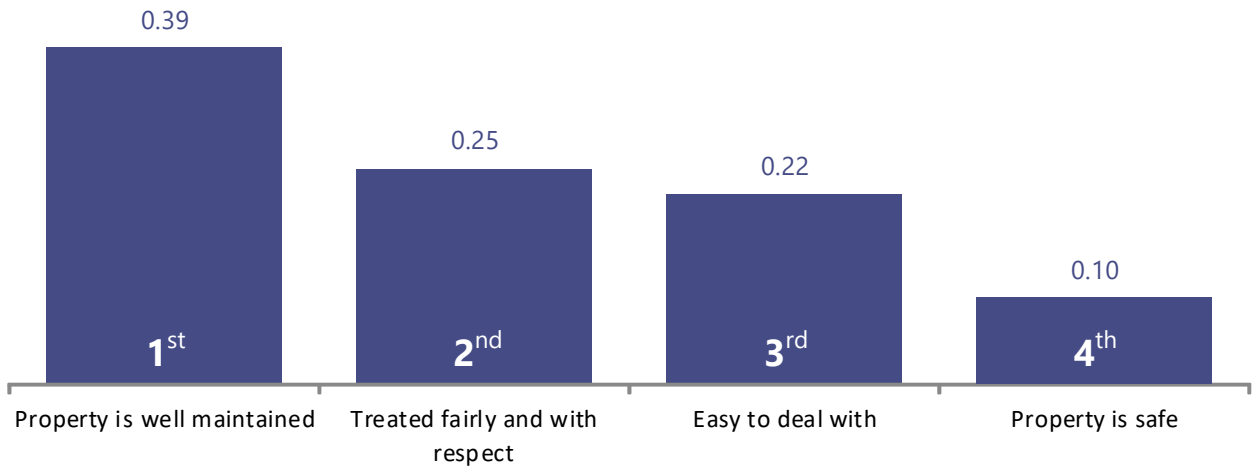
Other evidence in the survey would suggest that improving response to customer enquiries is part of the solution because the extent to which housing services is **easy to deal with** is the third strongest driver of satisfaction and has also gone down this year. Indeed, tenants who have recently made contact are now significantly less likely than average to be satisfied with housing services (see below), and also now score the Council lower on its the speed of response and final outcome to their queries, most of which are to report a repair (see section 7).

By taking a holistic approach to these findings one possible explanation is that tenants are having a more frustrating experience than before when requesting that the Council repair and maintain their home, which results in lower overall satisfaction and slightly fewer feeling that they are being respected.

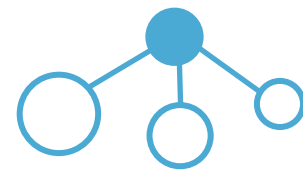
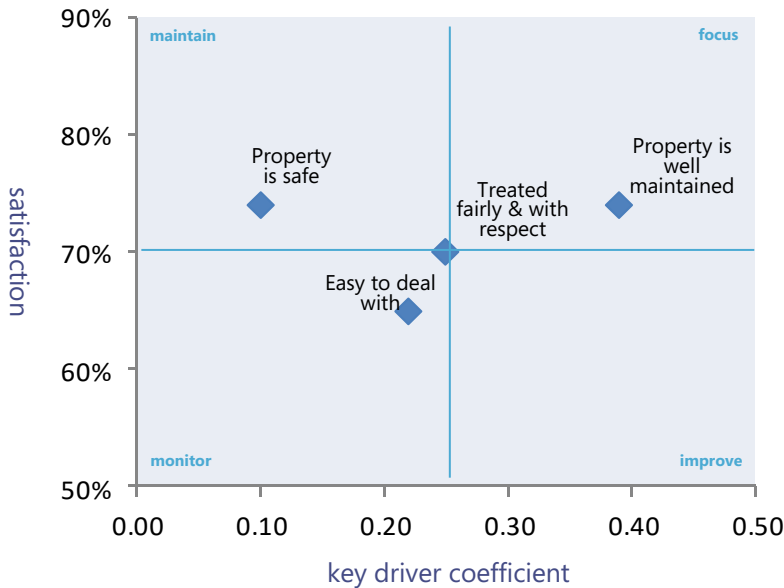
3. Services overall

3.2 Key drivers - overall satisfaction (all tenants)

R Square = 0.695 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



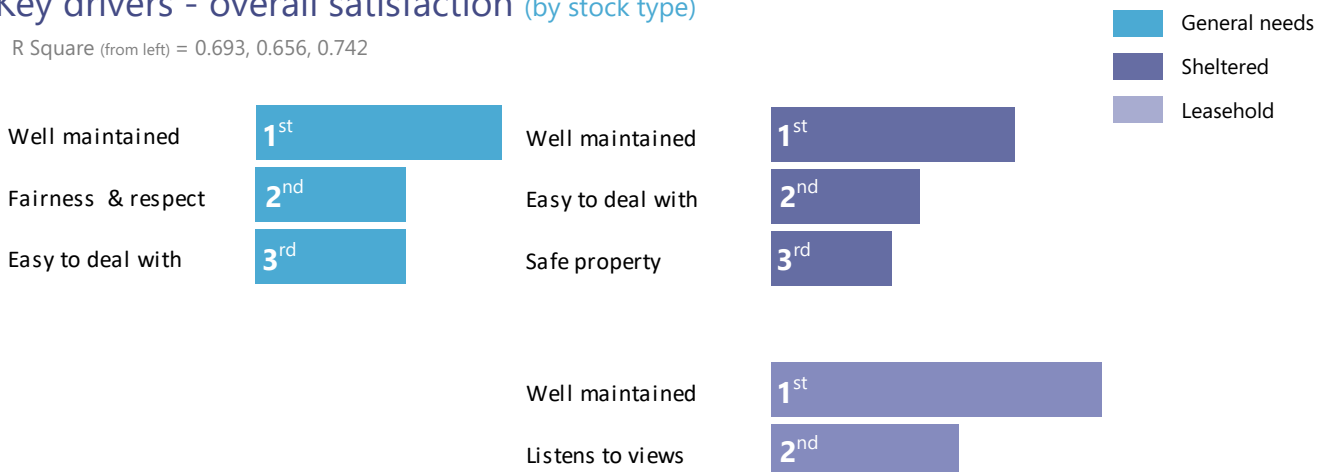
3.3 Key drivers v satisfaction



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) = 0.693, 0.656, 0.742



3. Services overall



By people

- There continues to be the expected difference by **age group**, with retirement age tenants aged 65 or over significantly more satisfied than average (82%), whilst the score is significantly lower than average amongst both the under 35s (57%) and those aged 35 – 49 (63%). For full details see table 13.10.
- However, compared to last year there is a substantial 22% decrease in satisfaction for the under 35 age group.
- The sample is almost equally divided between white British respondents and those from a more **ethnically diverse** background - there continues to be no significant difference in satisfaction between the two (72% v 69%).
- Tenants that have **had a repair** in the previous year are now less satisfied than those that have not (69% and 73% respectively).
- Similarly, respondents that have **been in contact** in the previous year are significantly less satisfied than those that have not (65% v 82%), with a notable 6-point fall in satisfaction for the former.
- Respondents who last made contact to follow up a repair were significantly less satisfied overall (48%) as they were with the majority of core ratings throughout the survey.
- Once again, experience of **anti-social behaviour** (ASB) has a notable impact on the overall score, with those reporting an incident significantly less satisfied than those who had not (52% v 74%), a pattern also evident throughout most of the results.
- The gap in satisfaction between respondents with a household member **with a disability** and those without has decreased from 12% to 7%, however the former still remain less satisfied than the latter (76% and 69% respectively).



By place

- Due to the fact that some of the **wards** have small sizes there are only two significant differences by ward, with respondents in Crawley significantly more satisfied than average (88%), whilst satisfaction is now significantly below average in Leagrave (62%).
- When compared against 2023 both of these represent statistically significant changes over time, as do the drops in satisfaction in Round Green (now 76%) and Northwell (now 67%).
- Overall satisfaction is highest for tenants in **bungalows** (74%), whilst the small group of respondents in bedsits are the least satisfied (63%).

3. Services overall

3.5 Overall satisfaction by ward (tenants)

	Sample size	% positive
		Overall satisfaction
Overall	1000	70
Biscot	10	68
Bramingham	11	96
Crawley	33	88
Dallow	22	88
Farley	123	70
Hightown	52	68
Icknield	31	71
Legrave	114	62
Lewsey	138	72
Limbury	16	84
Northwell	139	67
Round Green	47	76
Saints	13	60
South	117	69
Stopsley	20	61
Sundon	64	76
Wigmore	43	74

Key

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

*see appendix for more detail



4. The home

74% 
safe

74% 
well maintained



Satisfaction with the maintenance of the home is now the best predictor of overall satisfaction, and property safety is also on the key driver list



The maintenance rating has fallen significantly since the last TSM survey

Housemark

However, it is still above the national average of 69% across other social housing landlords



There has also been a 9% drop in satisfaction with communal cleaning and maintenance

4. The home

This second TSM survey moves the standard of the property into the spotlight, as how well the **home is maintained** is now the strongest key driver of overall satisfaction (see section 3).

The fact that this score has **worsened significantly** since last year is therefore potentially one of the reasons why tenant satisfaction overall is less positive in 2024. This includes both a 2% reduction in satisfaction (now 74%), combined with a 4% increase in dissatisfaction (now 17%).

However, it is important to remember that the Council's score still compares favourably against the **benchmark** national average of 69%.

Although a similar pattern is also evident for tenant's ratings for the **safety** of their home (74% satisfied, down 4%), itself another key driver, this isn't quite enough to be a statistically significant change because the proportion 'very' satisfied is unchanged.

Just over half of the tenant sample (54%) claim to live in a building with **communal areas**, either inside or outside, that their landlord is responsible for maintaining. Amongst this group, around three out of five are satisfied (62%), which is unfortunately also a statistically significant 9% drop since 2023 (was 71%) moving the Council's score below the benchmark of 66%.

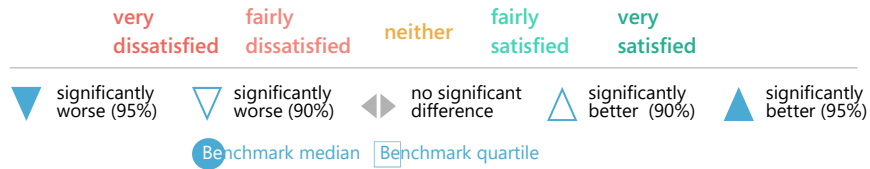
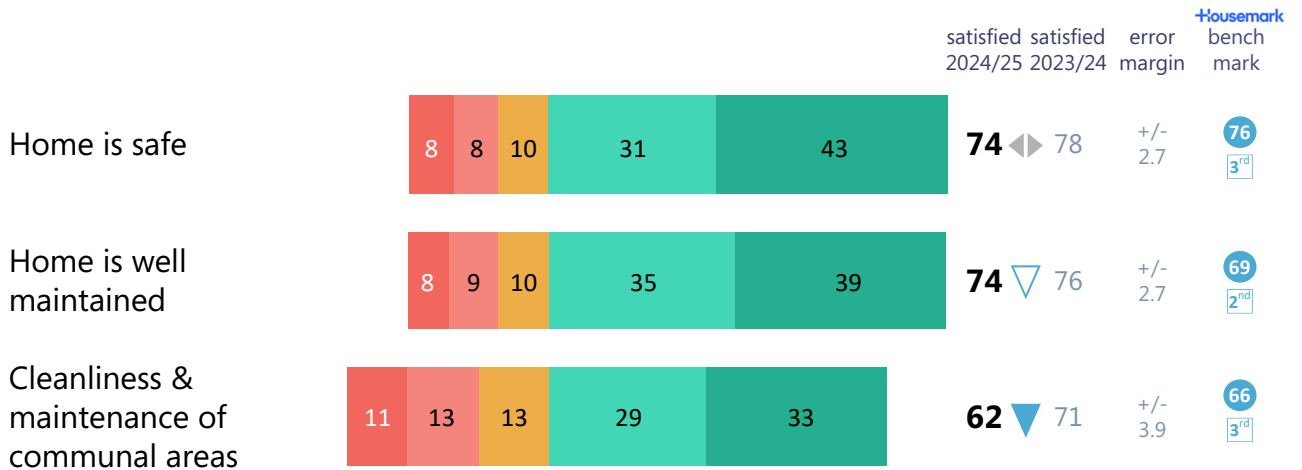
Taken together, it seems clear why maintenance is the primary theme of this year's survey results.



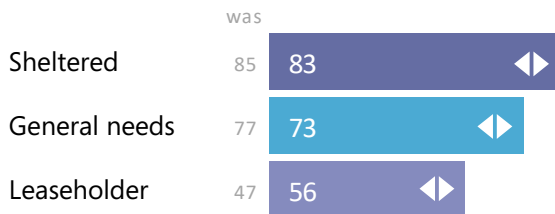
4. The home

4.1 Satisfaction with the home

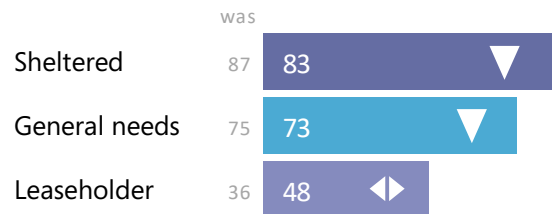
% Bases (descending) 982, 988, 544 | LCRA tenants. Excludes non respondents



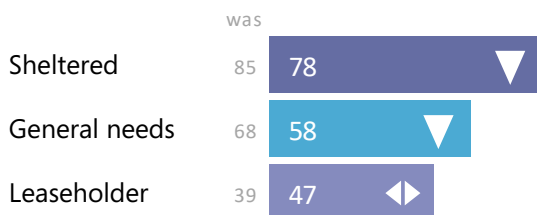
Safe



Well maintained



Communal areas



4. The home



By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst **35-49 year olds**, (64% 'maintenance', 63% 'safety') with both scores down 5% compared to a year ago. The under 35s join them in rating both significantly below average (68% 'maintenance', 65% 'safety'), with a notable 8% fall in satisfaction with the latter.
- Both are rated significantly higher than average by those aged 65 or over (85% 'maintenance, 85% 'safety'), with both scores within a couple of percentage points compared to a year ago.
- Tenants from a **White British** background are significantly more satisfied than their BAME neighbours with the maintenance of their homes (79% v 70%).
- Respondents **with a disability** are significantly more satisfied with the safety of their homes (78%), compared to 73% of respondents with no disability.
- Satisfaction with both maintenance and safety is again lower for tenants who have **reported ASB** than those who have not (53% v 78% 'maintained', 55% v 78% 'safe').



By place

- All three ratings in this section have dropped slightly amongst **sheltered** tenants, significantly so with property maintenance (83% v 87%) and the cleaning/maintenance of communal areas (78% v 85%). General needs tenants are also significantly less satisfied with communal areas compared to a year ago (58%, down 10%).
- In contrast, **leaseholders** are far more satisfied with every aspect in chart 4.1 compared to a year ago.
- By **property type**, respondents in bungalows are also the most likely to be satisfied with safety (88%), including 73% that were 'very satisfied'.
- There are some statistically significant variations by **ward** with respondents in Wigmore rating the maintenance of the home and its communal areas significantly higher than average (89% and 91%), both scores improving slightly compared to a year ago.
- In contrast, the cleaning and maintenance of communal areas is rated significantly below average in Leagrave where satisfaction has fallen from 75% to 47%.
- Crawley respondents are now 20% more satisfied than a year ago with the maintenance of their home and 10% more satisfied with its safety.

4. The home

4.2 The home by ward (tenants)

	Sample size	% positive		
		Maintenance	Safety	Communal areas
Overall	1000	74	74	62
Biscot	10	60	69	90
Bramingham	11	100	96	79
Crawley	33	83	83	86
Dallow	22	74	86	54
Farley	123	73	79	60
Hightown	52	80	85	67
Icknield	31	75	71	88
Leagrave	114	73	66	47
Lewsey	138	74	76	73
Limbury	16	76	84	88
Northwell	139	68	67	57
Round Green	47	78	85	68
Saints	13	60	60	75
South	117	70	66	58
Stopsley	20	70	81	63
Sundon	64	72	68	51
Wigmore	43	89	88	91

Key

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

*see appendix for more detail



5. Repairs service

79%



service in last 12 months

73%



time taken to complete repair



Most of the questions in this section remain stable since 2023

Housemark

Both TSM ratings are above average compared to other landlords, with the overall service in the benchmark top quartile



The lowest repairs rating is once again satisfaction with keeping people informed throughout the process, which has dropped by a statistically significant 6%



Satisfaction with the attitude of workers has also changed by a statistically significant margin, but at 90% is still very high

5. Repairs service

For those tenants that received a **repair in the last year** the overall experience of the service has been very good because four out of five say that they are satisfied (79%) whilst only 13% are dissatisfied. This rating is unchanged since last year.

This score is an especially positive feature of this year's TSM results due to a recalibration in the benchmark figures now that all landlords are asking the TSM questions in exactly the same way. Consequently, the Council's score is now even higher than the benchmark than it was before, to the extent that it is now in the **top quartile** of landlords nationwide.

Similarly, the **time taken** to complete the last repair (73%), shows no statistically significant shift since last year, and is also rated comfortably higher than the benchmark median of 66%. However, this is still 3 points lower than it was last year, and it should be noted that 9% of extra comments on the survey were either about the need for quicker repairs and/or about specific jobs that hadn't yet been completed (see chart 12.4).

The non-regulatory questions in this section follow the same pattern most being effectively unchanged since last year. There are, however, two statistically significant changes in chart 5.3. The first of these in the top-rated statement that asks respondents about the **attitude of the workers**. Satisfaction is still very high in this regard (90% satisfied), and the rating has merely returned from the high watermark in 2023 (was 94%) to the same level it was in 2022. Nevertheless, the proportion who are actively dissatisfied has still increased from 2% to 6%, so there may be some isolated instances that the Council may want to look into.

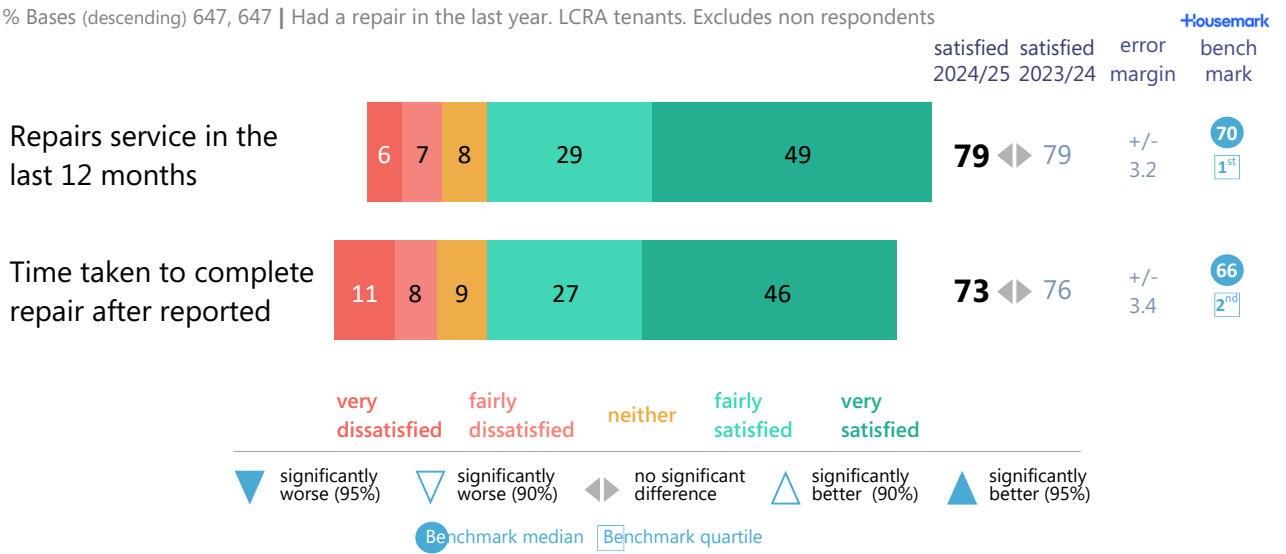
More pertinent to the broader message of the results is that '**being kept informed** throughout the process' is not only the lowest rated aspect of the last repair, but it also the other rating where satisfaction has fallen significantly, in this case by 6% to 75%. This supports the idea that communication around repairs and maintenance issues is an improvement priority for the Council.



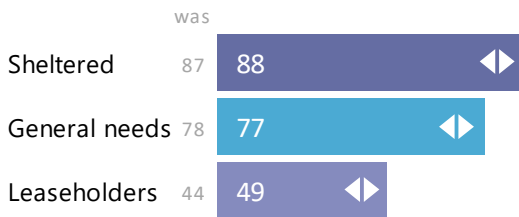
5. Repairs and maintenance

5.1 Repairs service

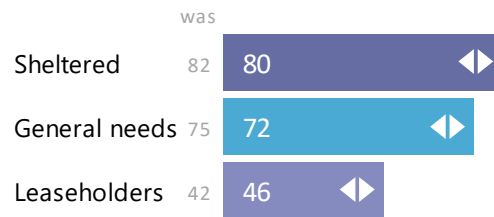
% Bases (descending) 647, 647 | Had a repair in the last year. LCRA tenants. Excludes non respondents



Service in last 12 months



Time taken



5. Repairs and maintenance



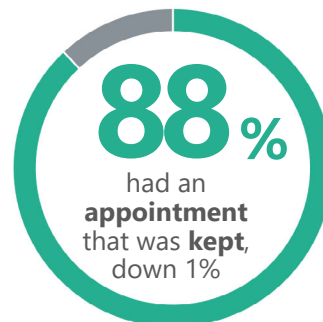
By people

- Satisfaction with repairs over the last 12 months has fallen by a significant 9% to 68% amongst **35-49 year olds** who are now the least satisfied age group (see table 13.10).
- The time taken to complete the last repair is also rated much lower than average for this group (67%, was 76%).
- Both scores are at least 6% above average for **retirement age** tenants.
- Repairs satisfaction is still very high for **new tenants** (83%, was 88%), but the drop-off in years 1-2 is also still there (72%).
- Both scores remain significantly higher than average if a **repair appointment was kept** (82% and 78% respectively), compared to 51% and 35% in the small number of cases where it isn't.
- Communication is also key as those respondents who received a text message **confirming an appointment** slot are significantly more satisfied with both the service overall (82%) and the time taken (76%), compared to 54% and 57% where no such information was communicated.



By place

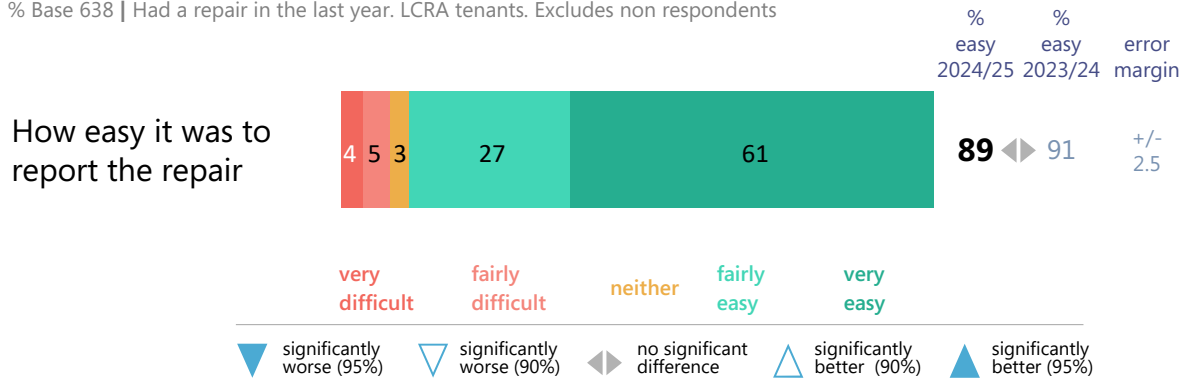
- **Sheltered** tenants are again far more satisfied than general needs on both questions (chart 5.1).
- When analysed by **ward**, it is clear that repairs satisfaction is significantly above average in Crawley where satisfaction has improved from 68% to 100%, but note that this is a relatively small sample size (table 5.4). Satisfaction had also notably improved 28% in Dallow and 20% in Icknield where previously it was significantly lower.
- Respondents in Farley are significantly more satisfied than average with the ease of reporting a repair (91%, no change), but tenants in this ward are significantly less satisfied than last year with the service generally (66%, down 10%).
- Overall satisfaction has also fallen in Lewsey (73%, v 81%), as has satisfaction with time taken on the repair (67% v 83%).



5. Repairs and maintenance

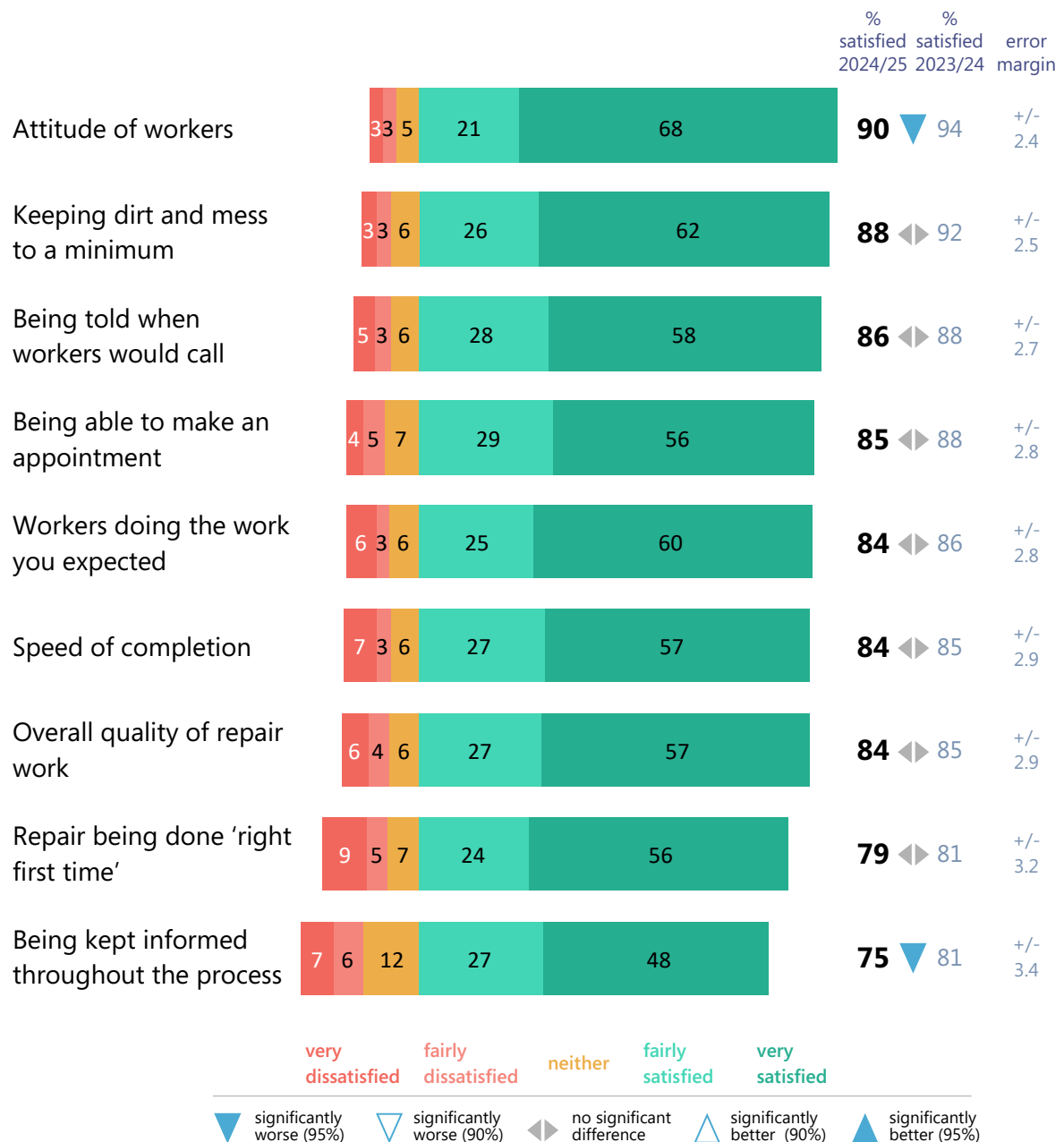
5.2 Ease of reporting

% Base 638 | Had a repair in the last year. LCRA tenants. Excludes non respondents



5.3 Last completed repair

% Bases (descending) 632,629,634,628,631,627,630,627,624 | Had a repair in the last year. LCRA tenants. Excludes non respondents



5. Repairs and maintenance

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	1000	79	73	89
Biscot	10	94	87	94
Bramingham	11	93	93	100
Crawley	33	100	98	94
Dallow	22	100	100	100
Farley	123	79	69	91
Hightown	52	79	67	88
Icknield	31	75	81	88
Leagrave	114	83	79	93
Lewsey	138	73	67	86
Limbury	16	86	62	96
Northwell	139	74	70	79
Round Green	47	75	64	90
Saints	13	83	83	100
South	117	77	71	87
Stopsley	20	71	61	87
Sundon	64	79	72	93
Wigmore	43	83	84	94

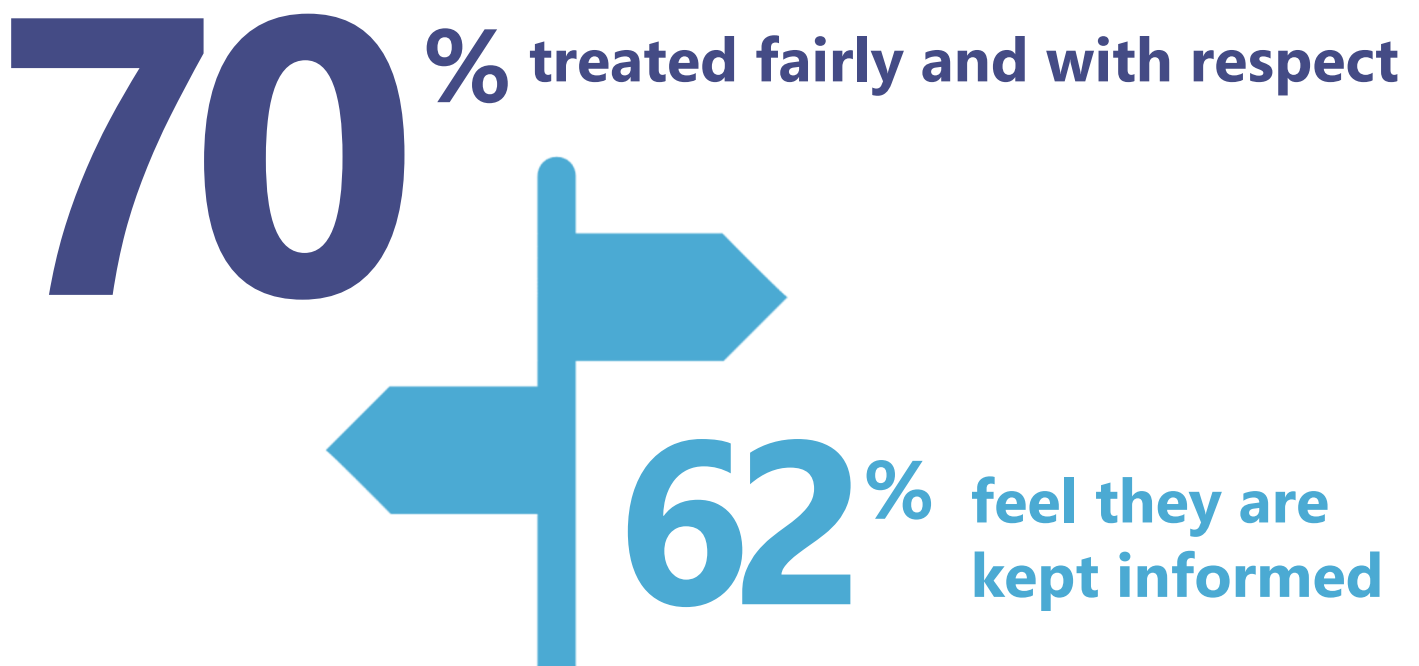
Key

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

*see appendix for more detail



6. Communication



Being treated fairly and with respect continues to be a strong key drivers of satisfaction overall



However, this rating has dropped by a significant 5% since last year

Housemark

All three questions in this section are below the Housemark benchmarks, with fairness/respect and keeping tenants informed in the fourth quartile



All three ratings also fell significantly amongst tenants in sheltered housing

6. Communication

There has been a statistically significant **decrease** in the proportion of tenants who feel that that they are treated **fairly and with respect** (70% v 75%). This is important because it is again a strong key driver of satisfaction, albeit this year behind property maintenance (section 3).

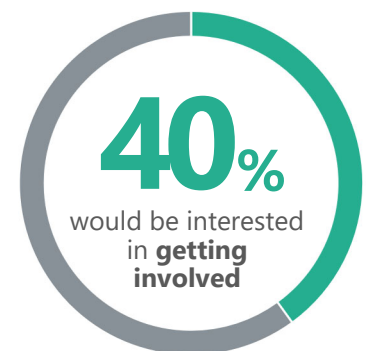
It is likely that this is linked to the issues some tenants seem to be having this year with being kept up to date with repairs (section 5), the Council dealing with ASB (section 9) and generally with getting in touch with housing services (section 7).

Furthermore, the change is enough for the Council's rating to drop into the **benchmark fourth quartile**. Improving this score should therefore be one of the priorities for action that the Council takes from this survey, which will be most likely by achieved through improving how it responds to tenant's queries (see section 7).

On a similar note, only 62% of tenants are satisfied that they are **kept informed** about things that matter to them, which is also in the **fourth quartile** compared to the national benchmark of 70%. We have already seen that being kept informed is also the most prominent weakness in the performance of the repairs service (section 5), so this is further evidence that a feeling of being kept in the dark might be one reason why tenants don't feel as respected as they should.

The remaining regulatory question in this section is also below the benchmark target, but in this case satisfaction that housing **listens** to tenant's views and acts upon them is much closer to the average for other landlords (57% v 59%).

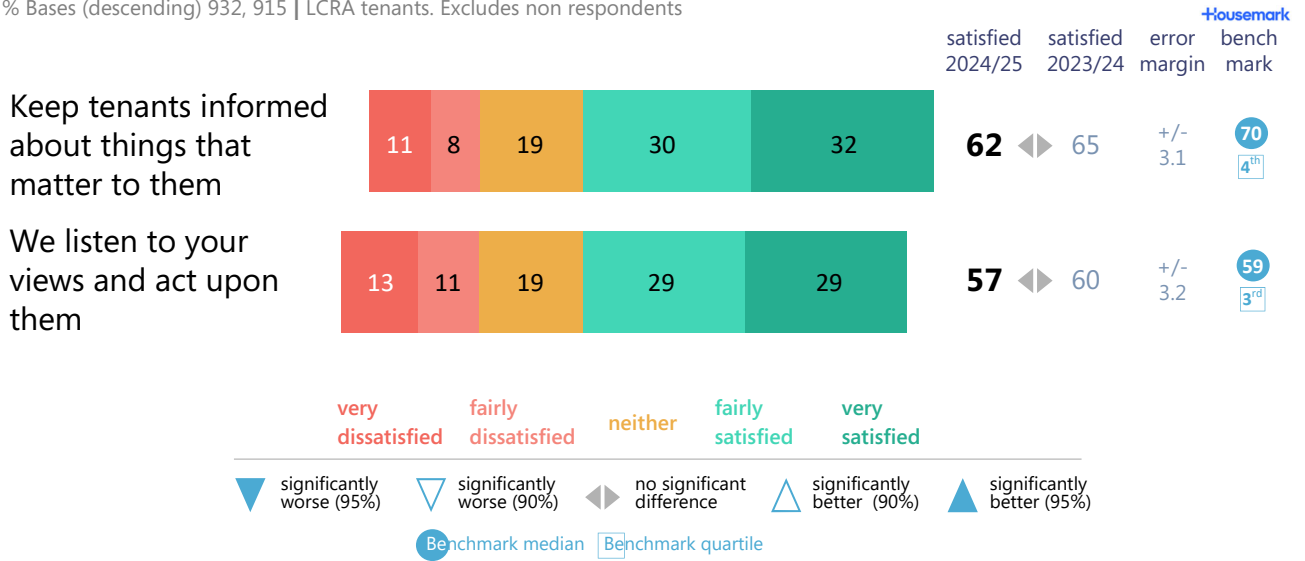
Although the latter two ratings are also a little lower than they were before, the differences aren't statistically significant. However, it is notable that this isn't true for **sheltered** tenants amongst whom 7% fewer felt they kept well informed, and 9% fewer that they are being listened to.



6. Communication

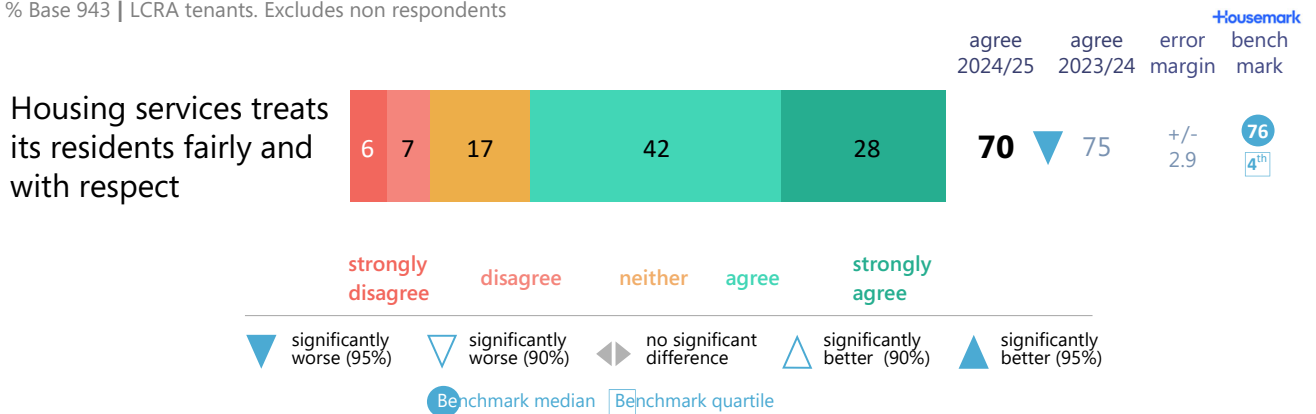
6.1 Communication

% Bases (descending) 932, 915 | LCRA tenants. Excludes non respondents

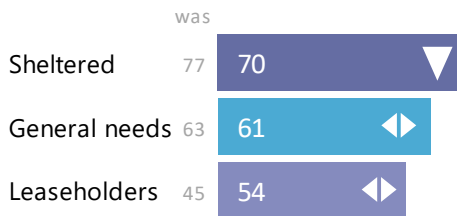


6.2 Fairness and respect

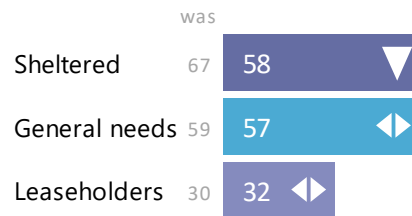
% Base 943 | LCRA tenants. Excludes non respondents



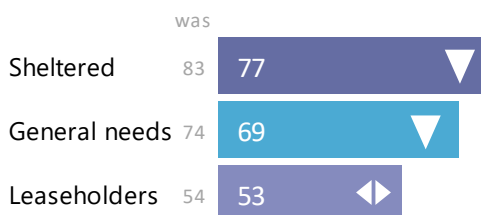
Kept informed



Listen to views



Fairness and respect





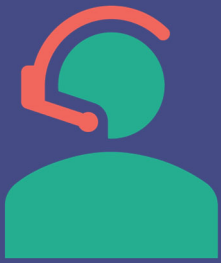
By people

- Similar demographic differences are seen across all three questions in this section.
- This includes the now familiar differences by **age group**, with satisfaction levels that are on average 8% lower for 35–49 year olds, but 8% above average for retirement age tenants (see chart 13.10).
- There has been a change over time, however, with small decreases in each score for the under 50s. This includes 18% fewer under 35s that feel they are kept informed and 8% fewer agreeing that they are treated fairly and with respect (now 64%).
- There is also a slight difference on all three measures between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average 3 points higher than the latter.
- However, BAME respondents are less satisfied that they are kept informed (down 5%) and are listened to (down 9%) than a year ago. They are also less likely to agree that they are treated fairly and with respect (down 7%).
- As seen previously, all three ratings in this section are significantly lower by tenants who have made contact to **follow up on a repair** particularly being treated with respect (25% below average) and being kept informed (16% below average).



By place

- Respondents in **sheltered** accommodation are more satisfied with every rating than those in general needs, particularly the rating for being kept informed (70% and 61% respectively), however the former group of customers are significantly less positive with every aspect compared to a year ago.
- Tenants living in **Crawley** are significantly more satisfied than average that they are listened to (78%) and being treated fairly and with respect (94%), whereas the opposite is true in Farley (50% and 64% respectively).



7. Customer service



The 'customer effort' score for how easy housing services is to deal with is one again a key driver of overall satisfaction



Unfortunately this score, along with all other ratings in this section, has dropped significantly since last year



This includes a 5% fall in satisfactory outcomes (now 59%)



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

7. Customer service

Whether housing services is **easy to deal with** is the third strongest key driver of overall opinion (section 3) but is also one of the measures where satisfaction has fallen this year by a statistically significant margin (65% v 68%). In this case it is due to a three percentage point change at the extremes of the scale, with 3% fewer 'very' satisfied balanced against 3% more 'very' dissatisfied.

The change is even more noticeable within the **sheltered** housing portion of the sample, where total satisfaction is just 73% compared to 79% last year.

This is an older STAR question that is still included as it is a version of the widely used '**customer effort**' score that measures how well an organisation is doing in streamlining the customer service experience. The fact that tenants are finding it slightly harder than before to interact with housing services is therefore likely to have influenced the overall tenant satisfaction score and be linked to the other key drivers around property maintenance and treating tenants fairly and with respect (section 3).

To help quantify what this means in practice, the survey also includes additional questions on tenant's most recent customer service experiences (chart 7.3). These were asked of every survey respondent that had **made contact** over the previous 12 months, which represents approximately two thirds of the tenant sample.

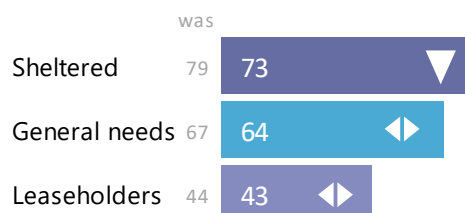
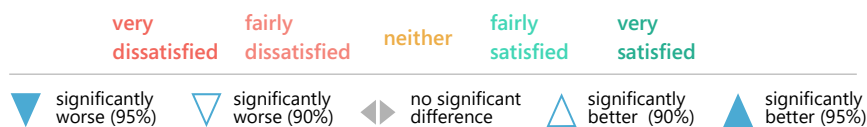
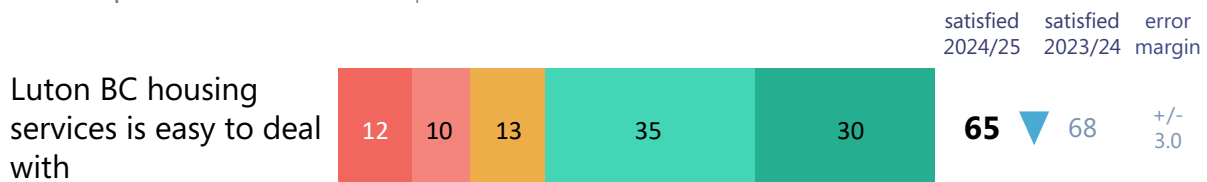
Unfortunately, all three of these rating have fallen by a statistically significant 4-5% margin since last year, including getting hold of the **right person** (62%), **time taken** to answer the query (61%) and the **final outcome** (59%). Taken together these paint a picture of a degradation in the ability to provide timely and satisfying answers to some tenant queries, two thirds of which are related to repairs (chart 7.2).

Because most people make contact to report a repair they have the strongest influence on these scores, but it is also interesting to look at the smaller number who make contact for a different reason (chart 7.4)

This difference is most obvious around the issue of getting hold of the **right person**, where 75% of those reporting a repair give a positive answer, compared to just 39%-44% of those who contacted for another reason, including those following up on a repair. This pattern is, however, very similar for the other two questions.

7.1 Customer effort

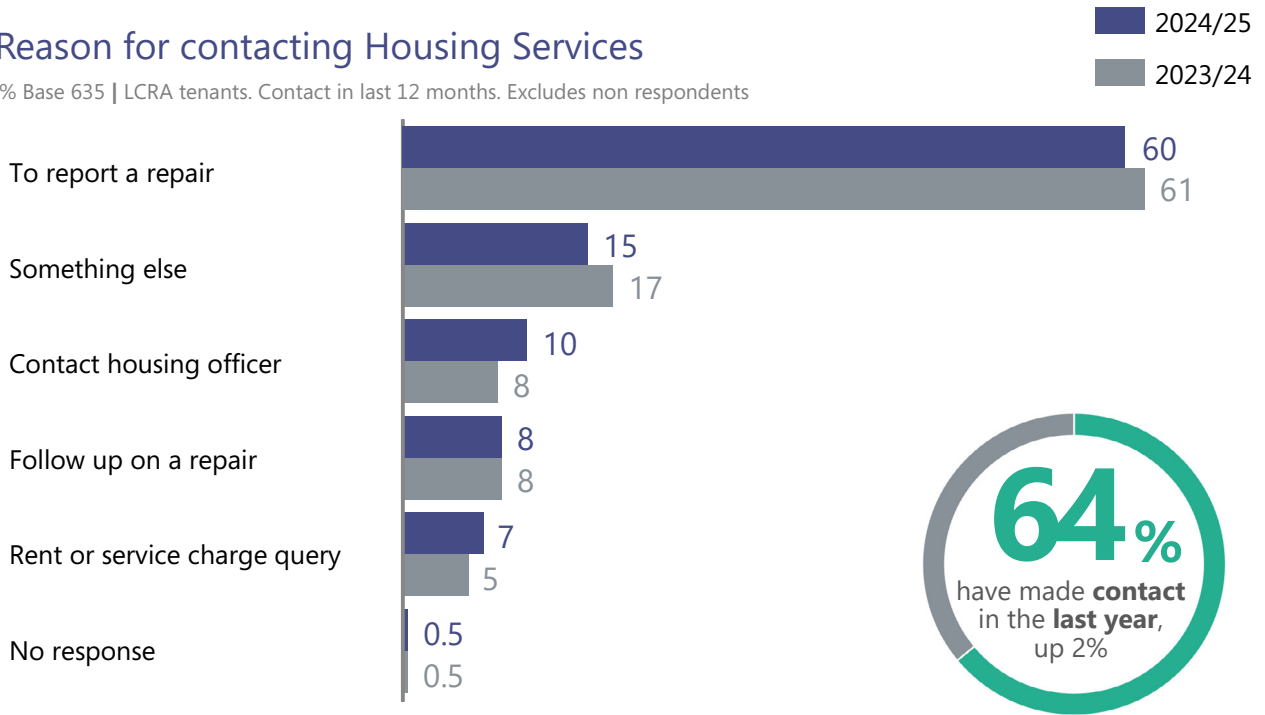
% Base 942 | LCRA tenants. Excludes non respondents



7. Customer service

7.2 Reason for contacting Housing Services

% Base 635 | LCRA tenants. Contact in last 12 months. Excludes non respondents



By people

- **Older respondents** are again significantly more satisfied that Luton Borough Council housing services is easy to deal with than those aged 35 – 49 (75% v 53%).
- Similarly, older respondents are significantly more satisfied than average with every aspect of their last contact, most notably the final outcome and time taken to answer a query which are 10% and 11% above average.
- All three are rated well below average by the **under 35s** in the sample by 9%-12%.
- Long term tenants (21+ years tenure) are significantly more satisfied than average that housing services are easy to deal with (76%), compared to only 63% of new tenants (under 1 year).
- Once again if a respondent has **reported ASB** has a notable and significant impact on scores, including only 44% satisfied with the final outcome which is down 4% compared to a year ago.

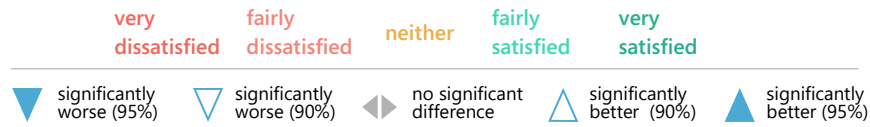
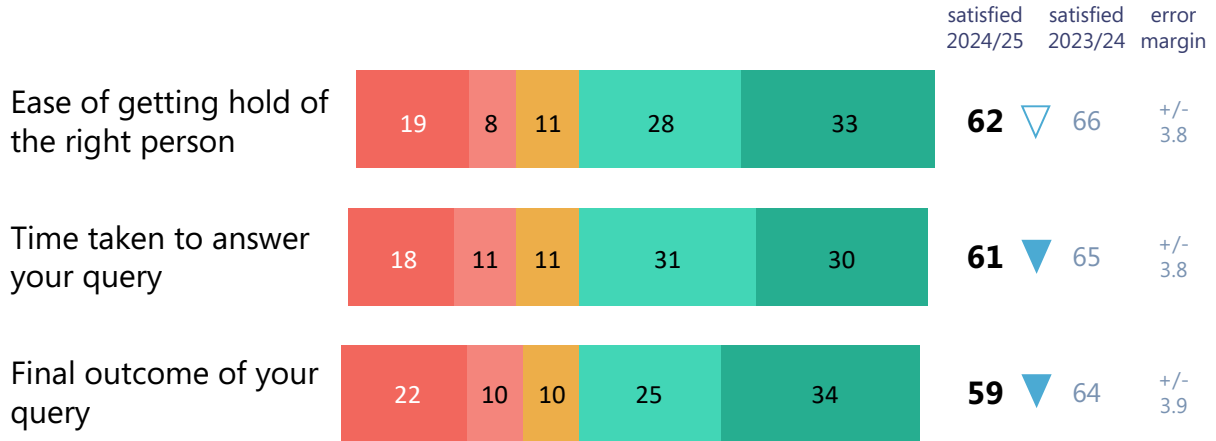
By place

- Mirroring the pattern seen previously, tenants in **sheltered** accommodation are more satisfied with every rating than those in general needs, particularly the time taken to answer a query (72% and 59% respectively).
- The customer effort rating is significantly above average in the Wigmore **ward** (83%, up 9%), but lowest in Legrave (58%, down 16%).

7. Customer service

7.3 Last contact

% Bases (descending) 633, 628, 606 | 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	1000	62	61	59
Contact tenancy officer	58	39	32	35
Rent or service charge query	42	39	51	54
To report a repair	362	75	72	69
To follow up a repair	51	46	41	48
Something else	89	44	48	44

Key

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

*see appendix for more detail



8. Neighbourhood

57 % a positive contribution to the neighbourhood



neighbourhood as a place to live

71 %

Housemark The extent to which housing services makes a positive contribution to neighbourhoods is still rated slightly below the benchmark



Most ratings in this section have dropped back a little this year, but not significantly so



However, amongst sheltered tenants some of these changes are statistically significant

8. Neighbourhood

Last year's survey results saw all the neighbourhood satisfaction scores improve when compared against 2021, however, they have now dropped back slightly compared to those high watermarks.

Nevertheless, these changes aren't statistically significant, which means that over two thirds of the tenant sample are satisfied both with their neighbourhood as a **place to live** (71%) and with its **appearance** (67%).

The TSM regulatory question in this section of the survey has a tighter focus on how the landlords' actions affect the neighbourhood by asking respondents whether it makes a **positive contribution**. On this metric, over half of respondents are positive (57%), compared to around a fifth that hold a negative view (22%). This is also within the error margin of the score achieved last year, albeit slightly lower than the 63% national benchmark median.

One of the main visible contributions that can be made to the area are in **grounds maintenance** services, and estate service overall. In both instances around two thirds of tenants are satisfied (chart 8.2).

However, there is an interesting distinction by stock type, as the perception of grounds maintenance has improved significantly amongst both general needs tenants (66% v 62%) and leaseholders (52% v 44%) but dropped significantly amongst **sheltered tenants** due to there being 8% fewer very satisfied this year. Indeed, sheltered respondents are significantly less satisfied than before on most of the satisfaction or agreement questions in this section.

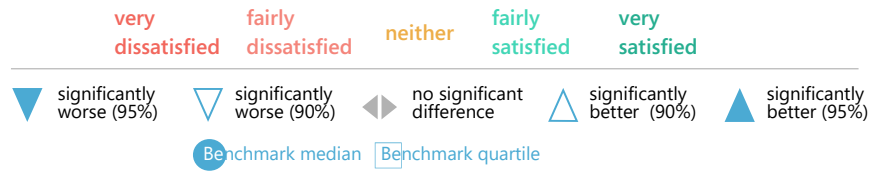
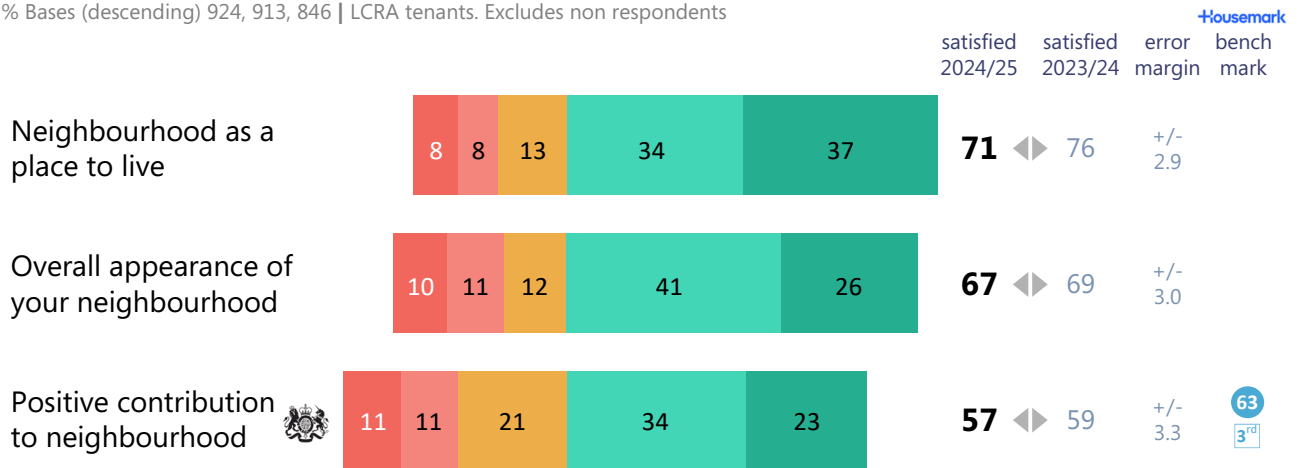
This group are also much more likely than before to feel that drug use (50% v 39%), abandoned cars (22% v 12%) and vandalism/graffiti (22% v 16%) are **problems in their area**, which is partially why all three of these issues are now the only changes in chart 8.4.

Finally in this section, 2023 was also the high watermark for tenants feeling **part of their community** (now 63%) or that people from **different backgrounds** get on with one another (now 77%). These figures are at least as high as the scores achieved in 2021, but the latter has now dropped by a statistically significant five percentage points.

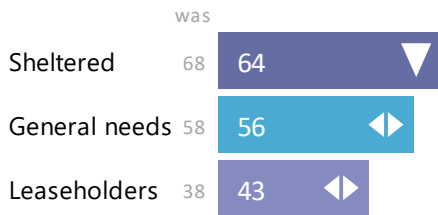
8. Neighbourhood

8.1 Neighbourhood

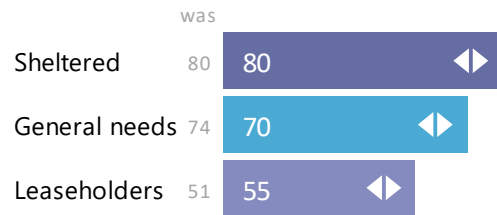
% Bases (descending) 924, 913, 846 | LCRA tenants. Excludes non respondents



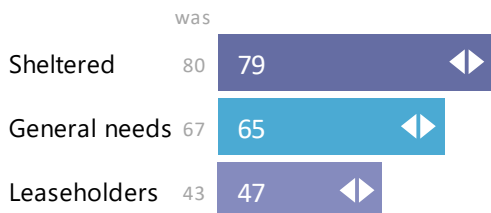
Positive contribution



Place to live



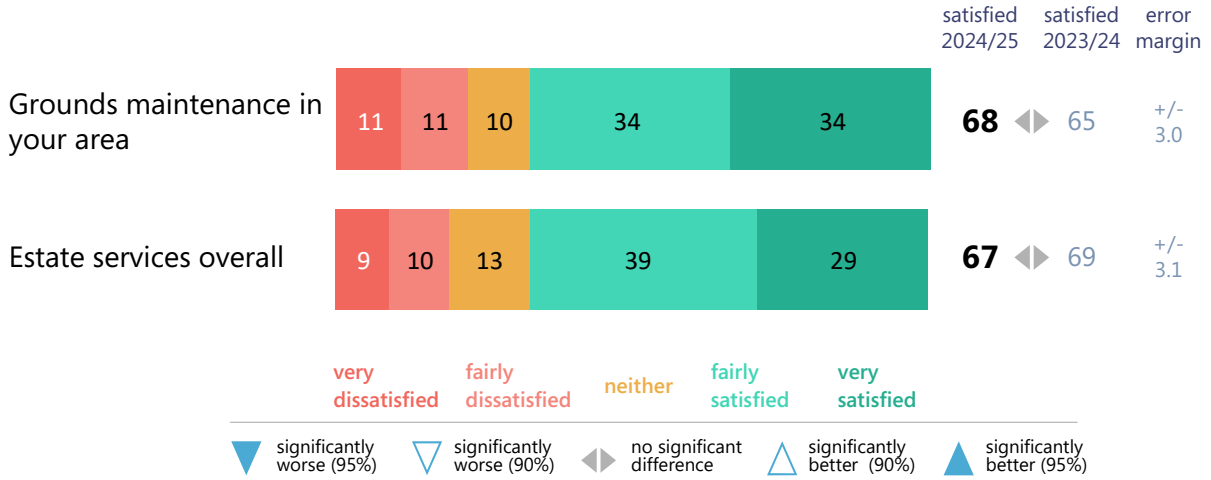
Overall appearance



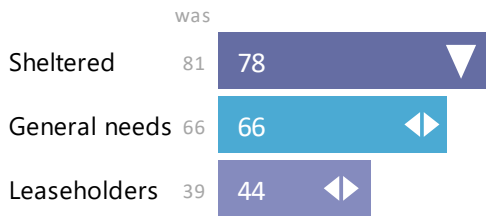
8. Neighbourhood

8.2 Neighbourhood

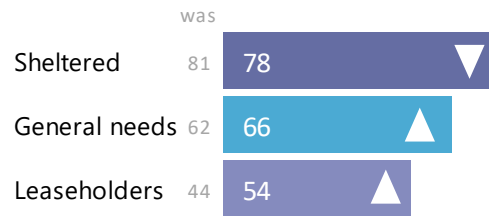
% Bases (descending) 899, 900 | LCRA tenants. Excludes non respondents



Estate services overall

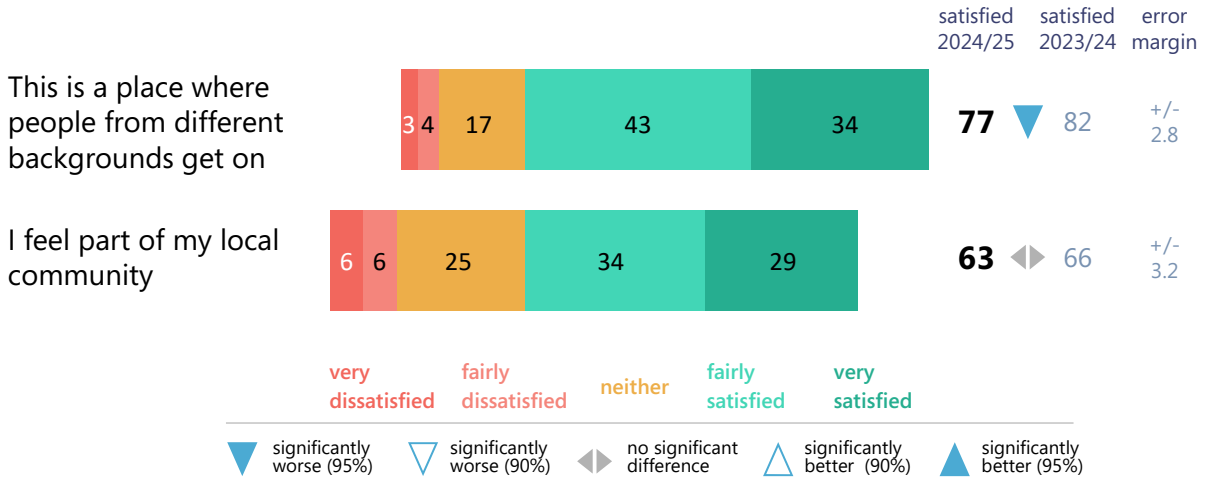


Grounds maintenance

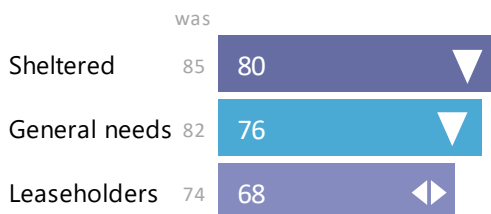


8.3 Community

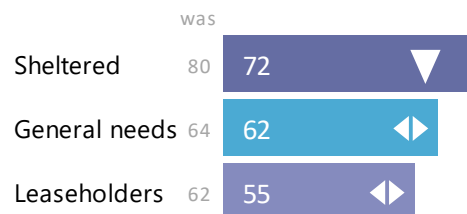
% Bases (descending) 887, 872 | LCRA tenants. Excludes non respondents



Different backgrounds get on



Feel part of community



8. Neighbourhood



By people

- Satisfaction with the contribution to the neighbourhood is again rated significantly higher than average for those **aged 65** or over (64%), whilst only 55% of the **under 50s** say the same.
- However, whilst satisfaction is up slightly amongst the under 50s it has fallen by 6% for the 50 – 64 year olds (56%).
- Respondents aged **35 – 49** are also significantly less satisfied than average with their neighbourhood as a place to live (60%, was 68%), its overall appearance (57%, was 62%) and estate services provided (61%, was 63%).
- As before, respondents from an **ethnically diverse** background are significantly more satisfied than white British respondents with the council's contribution to where they live (64% and 52% respectively) and that they feel part of the community (68% v 57%).
- The former are also more likely to 'strongly' agree that their neighbourhood is a place where people from different backgrounds get on with one another (38% BAME, 29% White British), even though cumulative agreement levels are the same for both groups (76%).
- As expected, respondents who have **reported ASB** are again significantly less satisfied than respondents who have not with the council's contribution to where they live (35% v 62%).
- **New tenants** (under 1 year) remain the most satisfied group with the council's contribution to their neighbourhood (69%), however this has fallen from 76% since the last survey. Satisfaction also drops dramatically for respondents who have been a tenant for 1 – 2 years (54%).



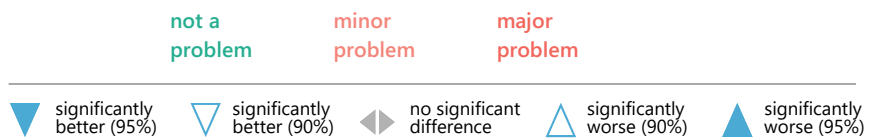
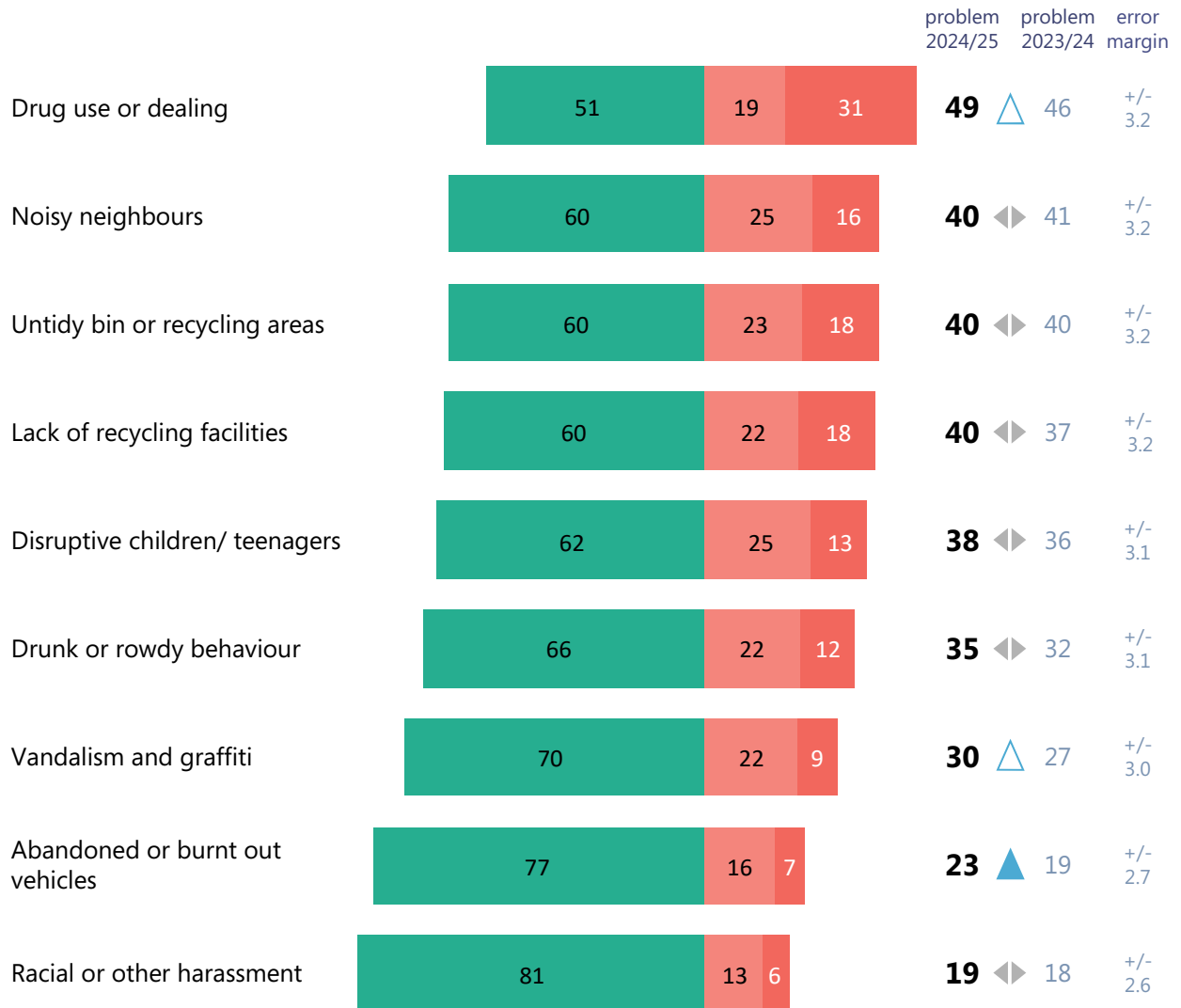
By place

- The results by ward for this section's questions are detailed in charts 8.5 and 8.6. The most prominent patterns are:
- Tenants in **Farley** are significantly less positive than average with the estate services and community cohesion.
- The neighbourhood as a place to live is rated poorest in the **Hightown** and **South** Wards. In addition, less than half of tenants living in Hightown are happy with the appearance of the area. Both areas also report high than average instances of various neighbourhood problems, as does **Legrave**.
- Conversely, tenants in **Bramingham, Crawley, Round Green** and **Wigmore** are very happy with their neighbourhoods.
- Respondents in **Sundon** report very high community cohesion, even though there seem to be some problems with the behaviour of young people and vandalism/graffiti.

8. Neighbourhood

8.4 Neighbourhood problems

% Bases (descending) 915,921,918,916,917,918,915,917,920 | LCRA tenants. Excludes non respondents.



8. Neighbourhood

8.5 Neighbourhood by ward

	Sample size	% positive						
		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	1000	57	71	67	68	67	77	63
Biscot	10	74	70	78	95	85	75	81
Bramingham	11	78	96	96	77	86	96	91
Crawley	33	75	84	66	68	77	79	74
Dallow	22	53	75	66	64	70	90	60
Farley	123	51	69	67	60	62	72	51
Hightown	52	63	60	49	65	66	54	52
Icknield	31	53	83	78	77	77	78	74
Leagrave	114	55	67	60	63	66	76	61
Lewsey	138	55	75	75	66	70	81	68
Limbury	16	49	78	75	49	57	73	67
Northwell	139	58	67	62	68	63	74	58
Round Green	47	62	80	71	61	61	65	70
Saints	13	83	86	86	86	86	71	86
South	117	62	61	60	74	60	76	56
Stopsley	20	57	72	61	38	59	83	76
Sundon	64	53	65	73	82	75	95	68
Wigmore	43	51	86	80	80	79	90	82

Key

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

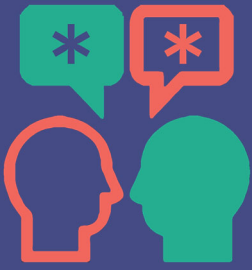
*see appendix for more detail

8. Neighbourhood

8.6 Neighbourhood problems by ward

		% problem								
	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	1000	40	38	19	35	30	49	23	40	40
Biscot	10	48	43	14	33	28	67	33	60	28
Bramingham	11	9	17	13	13	17	50	38	25	8
Crawley	33	28	10	1	14	14	38	9	14	18
Dallow	22	39	49	0	45	28	76	43	76	59
Farley	123	35	37	20	26	24	48	18	35	41
Hightown	52	66	46	31	60	45	74	53	64	68
Icknield	31	39	26	17	26	9	44	9	26	39
Leagrave	114	49	48	25	58	48	59	19	45	38
Lewsey	138	38	32	21	26	21	40	22	33	41
Limbury	16	47	23	20	36	20	49	20	28	34
Northwell	139	35	48	17	29	34	46	29	52	46
Round Green	47	28	36	11	15	25	38	25	21	20
Saints	13	29	29	14	29	14	57	14	29	29
South	117	53	38	29	55	42	64	21	55	46
Stopsley	20	37	27	14	29	17	34	12	30	22
Sundon	64	46	50	21	39	48	44	33	39	45
Wigmore	43	20	11	4	2	12	15	1	19	13

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



9. Anti-social behaviour

49% 


overall handling
of ASB

15% 


claim to have
reported ASB



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



This includes an 11% drop to just 21% amongst tenants who have actually reported ASB, reversing the gains noted last year



The rating for time taken to respond to ASB reports has fallen by 15 points to 32%

Housemark

The Council score is in the fourth quartile compared to the national benchmark

9. Anti-social behaviour

One of the most visible neighbourhood issues is **anti-social behaviour**. Only around half of tenants are satisfied with housing services' approach to handling it (49%), a score that is lower than the 51% achieved last year. This includes a 5% drop in the proportion that are 'very' satisfied, which along with a 3% increase in dissatisfaction is just enough for the change to be considered statistically significant.

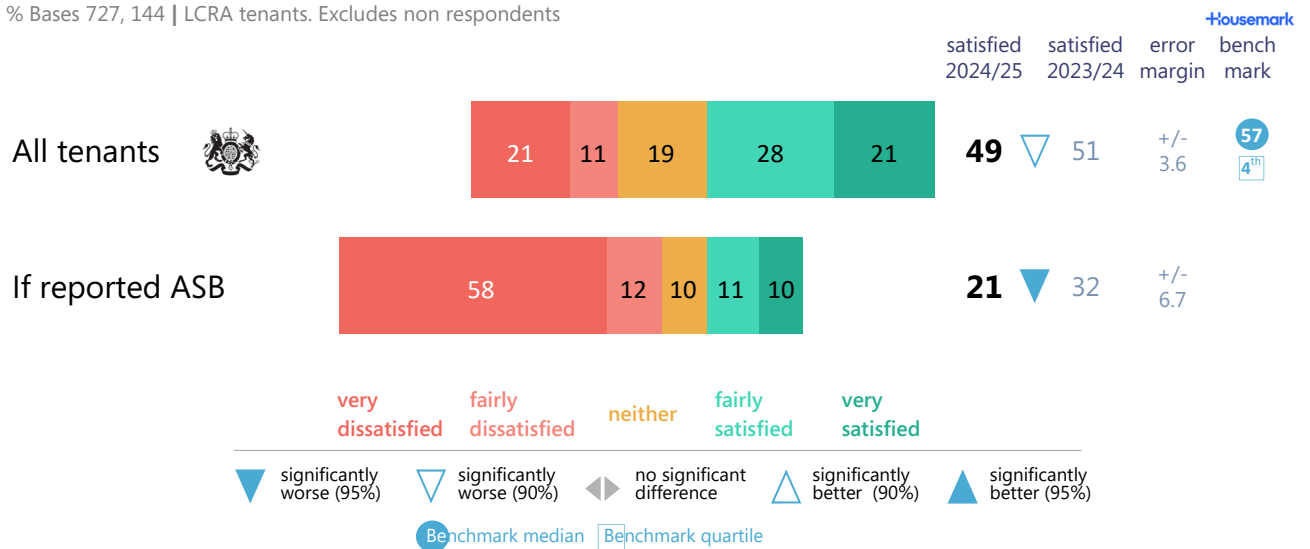
This unfortunately means that the satisfaction score remains in the benchmark **fourth quartile** compared to the median target of 57%.

This pattern is even starker when considering just the answers given by tenants who claim to have **reported ASB**, amongst whom just 21% are satisfied compared to 70% dissatisfied. Unfortunately, this is a statistically significant 11% reduction in satisfaction amongst that group, which represents a complete reversal of the improvement seen last year.

This is also reflected in the detailed questions asked of this group (chart 9.2), where the scores have also fallen by 10-15%. The largest drops are in the ratings for the **time taken to respond** (32% v 47%) and **being kept informed** (31% v 45%). As a consequence, only 29% of those that say they made a complaint feel a thorough investigation was carried out.

9.1 How ASB is dealt with

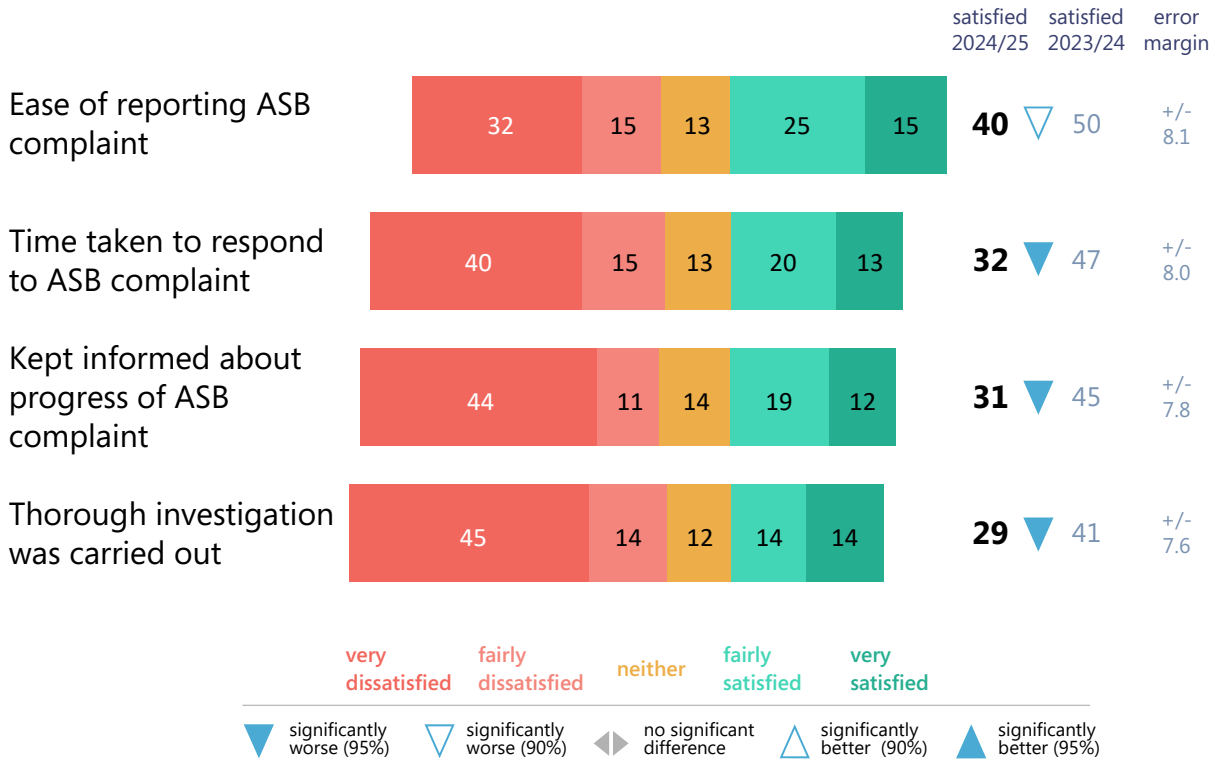
% Bases 727, 144 | LCRA tenants. Excludes non respondents



9. Anti-social behaviour

9.2 Last report of ASB

% Base 144, 136, 140, 140 | LCRA tenants. Respondents who have reported ASB in the last 12 months. Excludes non respondents.

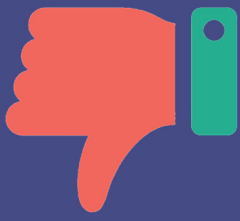


By people

- **Younger respondents** (aged under 35) remain the more likely to report an incident of ASB (19%), compared to only 12% of the oldest age group (aged 65 or over).
- That said, satisfaction with the council's approach to handling ASB has increased amongst the youngest respondents aged under 35 from 48% to 50% but has fallen slightly for the other three main age groups by on average 3%.
- Respondents from an **ethnically diverse** background remain more satisfied than white British respondents with the council's approach to handling ASB (56% v 42%).

By place

- By **ward**, reports of ASB are lowest in Wigmore (3%, was 11%) and highest in Hightown and South (both 29%), having increased by 9% in the latter. In contrast, the number of ASB reports has fallen the most in Crawley (8% v 33%).



10. Complaints

28%



complaints handling

19%



said they complained



Be aware that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests



Satisfaction with complaints handling has fallen by 9%, although not statistically significant due to the small base size

Housemark

This means that the rating amongst tenants is below the national average score of 34%

10. Complaints

The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints process but have nevertheless made **escalated service requests**, for example to follow up on an overdue repair.

Since last year the proportion of tenants that have raised such an issue with housing services has increased slightly from 16% to 18% but is still considerably fewer than the average amongst other ARP Research clients (26%).

Unfortunately, the way these complaints or escalated service requests are handled received a **lower** rating than last year, but due to the relatively small base size we can't say for sure that this is a real change (28% v 37%). Nevertheless, this means that over half of complainants remain actively dissatisfied (57%).

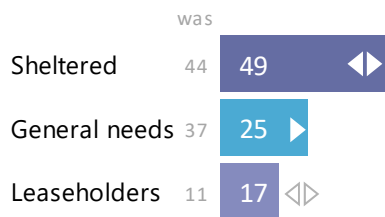
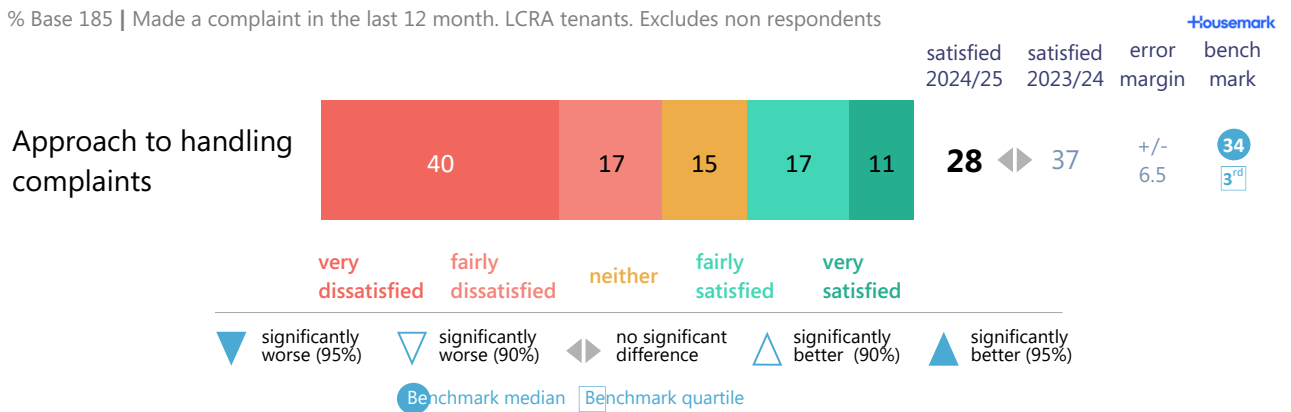
Whilst it is important to bear in the mind that it is normal for this score to be very low, the Council's score is nevertheless now below the benchmark median of 34%.



10. Complaints

10.1 Complaints

% Base 185 | Made a complaint in the last 12 month. LCRA tenants. Excludes non respondents



By people

- Previously, tenants aged under 35 were the most likely to have complained to Luton Borough Council housing services, but in the current sample it is the **35 – 49 year olds** (22%, up 4%).
- Only a quarter of working age tenants are satisfied with complaint handling, compared to 39% of the over 65s (see chart 13.10).
- Tenants who **had a repair** in the previous year are more likely to complain than those who have not had a repair (22% v 15%).
- Around one in five **new tenants** had made a complaint (22%), whereas this score is lowest for those who have been a tenant for 21 or more years (13%).
- BAME** respondents remain slightly more satisfied than White British respondents with how the council handles complaints (33% v 27%), despite a similar proportion of each group having made a complaint (20% and 18%).

By place

- Only a quarter of general needs tenants are satisfied with how complaints are handled (25%, down 12%), whereas this score is much higher and has improved slightly amongst the small number of **sheltered** tenants that complained (49%, was 44%).
- Around a quarter of **leaseholders** have made a complaint (27%, up 2%), with 17% satisfied with how it was handled. This is up from 11%, but not a significant change.
- Around a third of respondents in **bedsits** have made a complaint (31%) compared to 21% of those in flats and bungalows and only 15% of those in houses.
- The proportion claiming to have made a complaint varies considerably by **ward** – 5% in Sundon and rising to 31% in Challney, but the base sizes for some are very small so there aren't any significant differences in satisfaction levels.



11. Wellbeing

48%

aware of support



27%



physically
inactive



20% claim to have used Total Wellbeing Luton for support



Stop Smoking is the most well known service (40%)

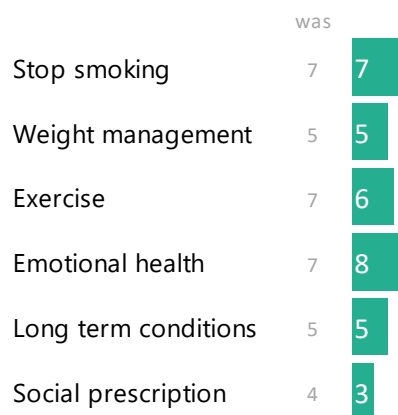
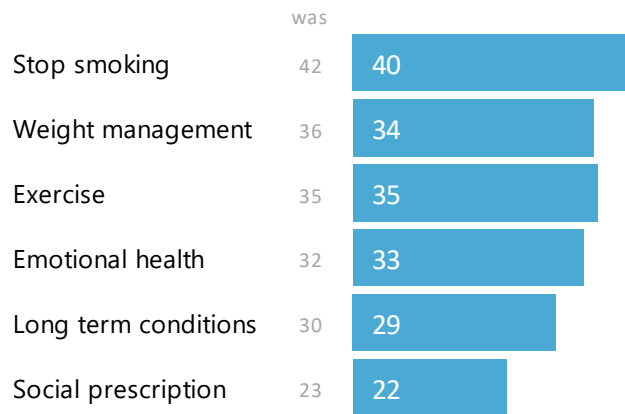
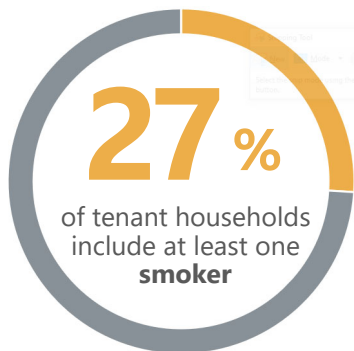


Around a quarter of tenant households have at least one smoker, but only a fifth of these want help with quitting



Just as last year, around half the sample do more than 2½ hours activity per week and the same proportion are interested in support to help them be more active

11.1 Total Wellbeing Luton



Tenants and residents were once again asked their levels of awareness of the free health and wellbeing services available to them through the third-party **Total Wellbeing Luton**.

The first thing to note is that the findings are **very consistent** to last year, to the extent none of the figures above vary by more than 2%.

This means that once again, around half of the tenant sample are **aware** of at least one of the services listed (48%), whilst a fifth (20%) had **used** at least one of them. This was also once again generally consistent across different demographic groups.

A couple of new questions were added this year to better understand the proportion of households that might benefit from support in stopping smoking. Currently amongst households in the sample around a quarter include at **least one smoker**. This is reasonably consistent with the fact that across Luton the proportion of individual adults that were smokers in 2022 was 21% (Source: Annual Population Survey from the Office for National Statistics). However, smoking is far less prevalent in leaseholder households (9%).

11. Wellbeing

Across these smoker households there are unfortunately only a minority who are interested in support to **help them quit** (20%), which equates to 5% of the full sample.

Activity levels are also an important element of a healthy lifestyle, so respondents were also asked how much **activity they do a week**, such as brisk walking or other exercise that makes them breathe faster or feel warmer.

Here too the figures are essentially unchanged since last year, with almost three quarters of tenants doing at least 30 minutes per week (73%), and almost half doing more than 2½ hours (46%).

Similarly, around half of tenants are once again potentially interested in receiving **support from the Council** to increase their activity levels via at least one of the ways listed in the questionnaire, with support for all five approached being in the range of 20-27% (chart 11.3). General levels of interest are highest for those that do at least 30 minutes activity a week (64%), whilst being around the average level for those that do less than 30 minutes (46%).

By people

- The highest proportion of smoking households have a lead tenant aged **55-64** (35%). Other age groups are generally around the average levels, with the exception of older tenants aged 75-84 (17%) and those aged 85+ (9%).
- Amongst smokers, interest in support with stopping is higher than average amongst **35-44** year olds (29%).
- As was also true last year, whilst activity levels do vary by age group the differences aren't huge – 18% of the **under 50s** do less than 30 minutes of activity per week, compared to 25% of those **aged 50+**.
- Smoking is more prevalent in households where the lead tenant is White British (32%) compared to if they are from a minority ethnic group (24%).

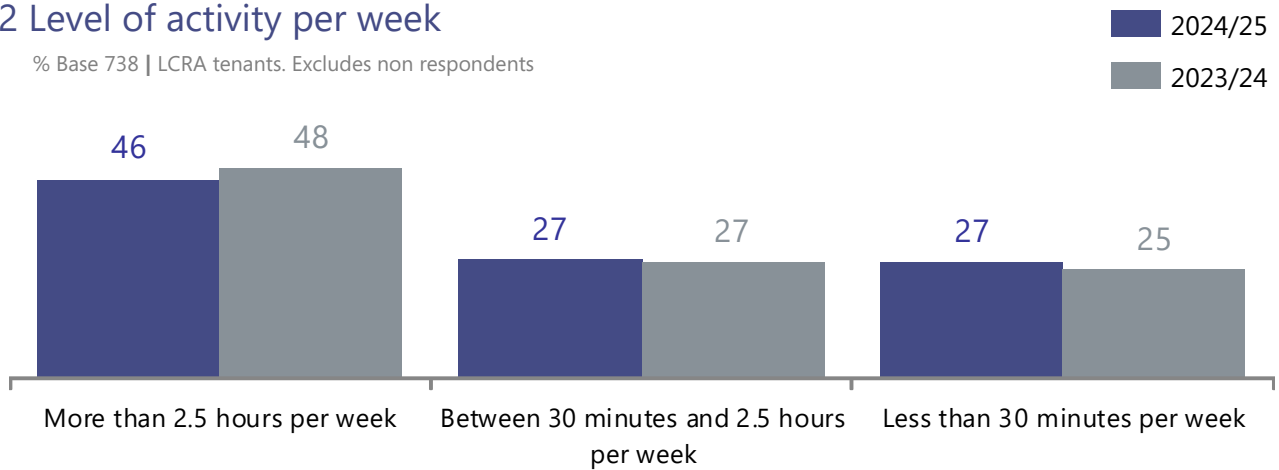
By place

- There are slightly more smoking households in **general needs** housing (28%) than in **sheltered** housing (21%).
- Smoking is far less prevalent in **leaseholder** households (9%).
- Leaseholders are also generally a little more active than tenants, with 56% doing more than 2½ hours activity a week, and 89% doing more than 30 minutes.

11. Wellbeing

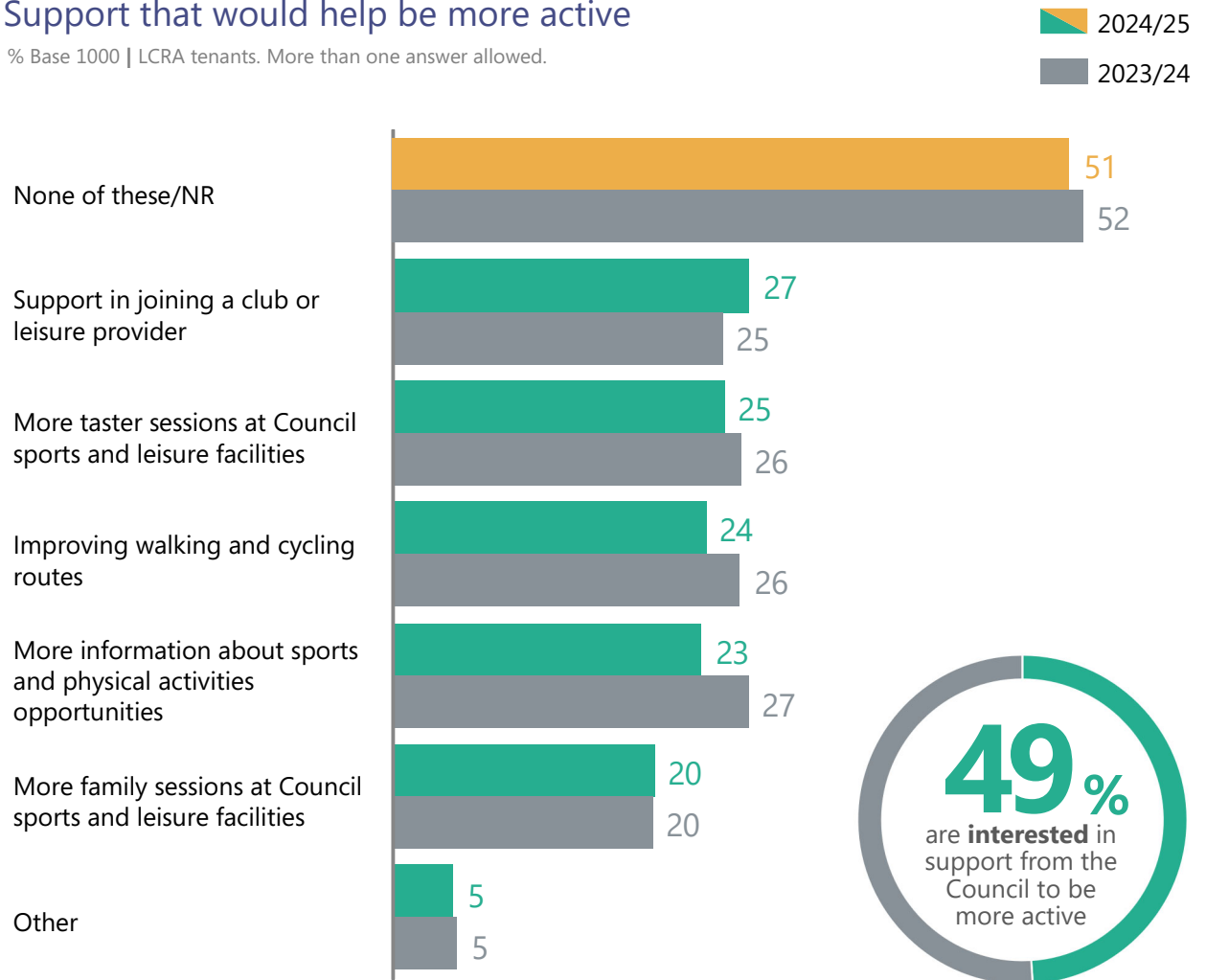
11.2 Level of activity per week

% Base 738 | LCRA tenants. Excludes non respondents



11.3 Support that would help be more active

% Base 1000 | LCRA tenants. More than one answer allowed.





12. Further comments

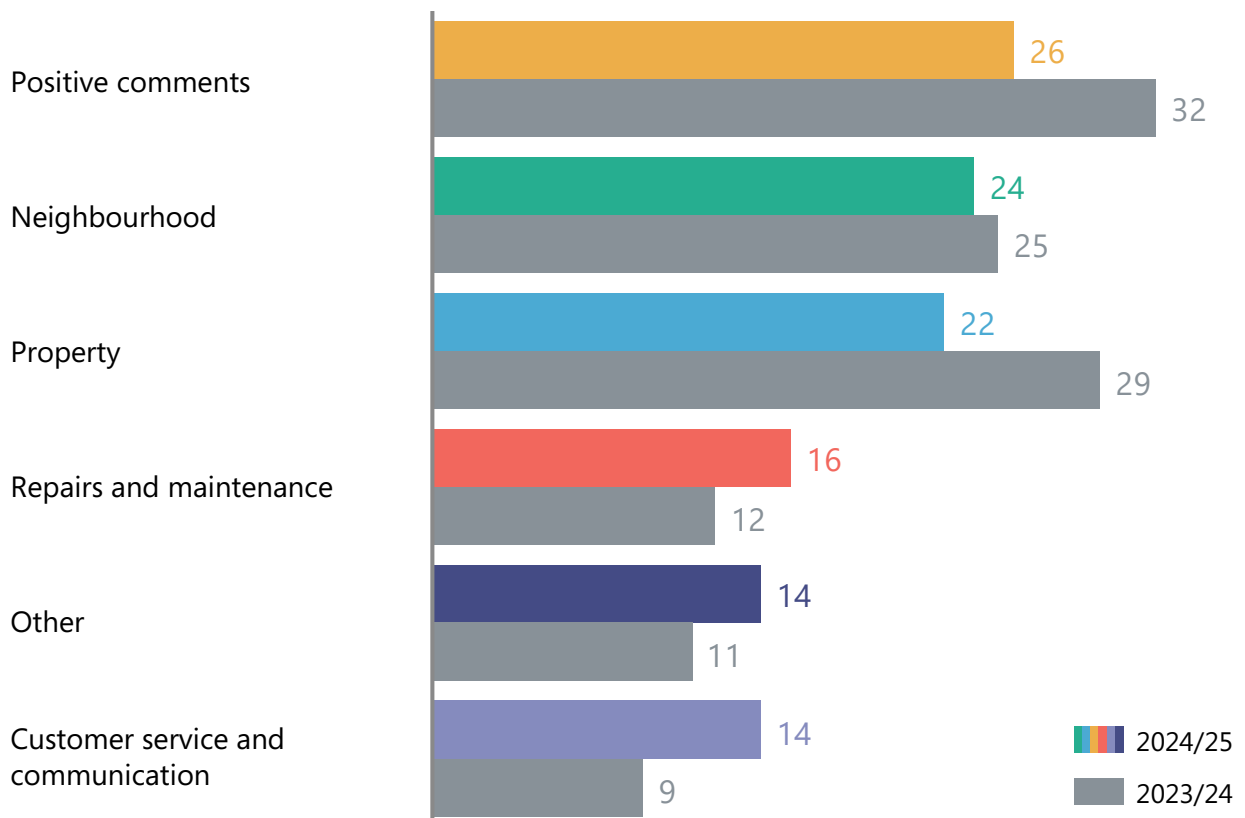
39% made additional comments



don't think anything needs improving

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

% Base 388 | 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 two interesting features of this chart.

The first is the significant drop in positive comments (26% v 32%), whilst the second is that fewer tenants mentioned specific issues with their property (22% v 29%). Although the former may reflect the drop in overall satisfaction, the latter change is counter intuitive when placed in the context of other survey results where the maintenance of the home is the best predictor of overall satisfaction (see section 3).

However, one factor could affect both is that this year the open question wording has changed to further emphasise that the Council should be contacted directly for complaints or other comments requiring a response, which is in response to the Housing Ombudsman's complaints guidelines concerning tenant surveys.

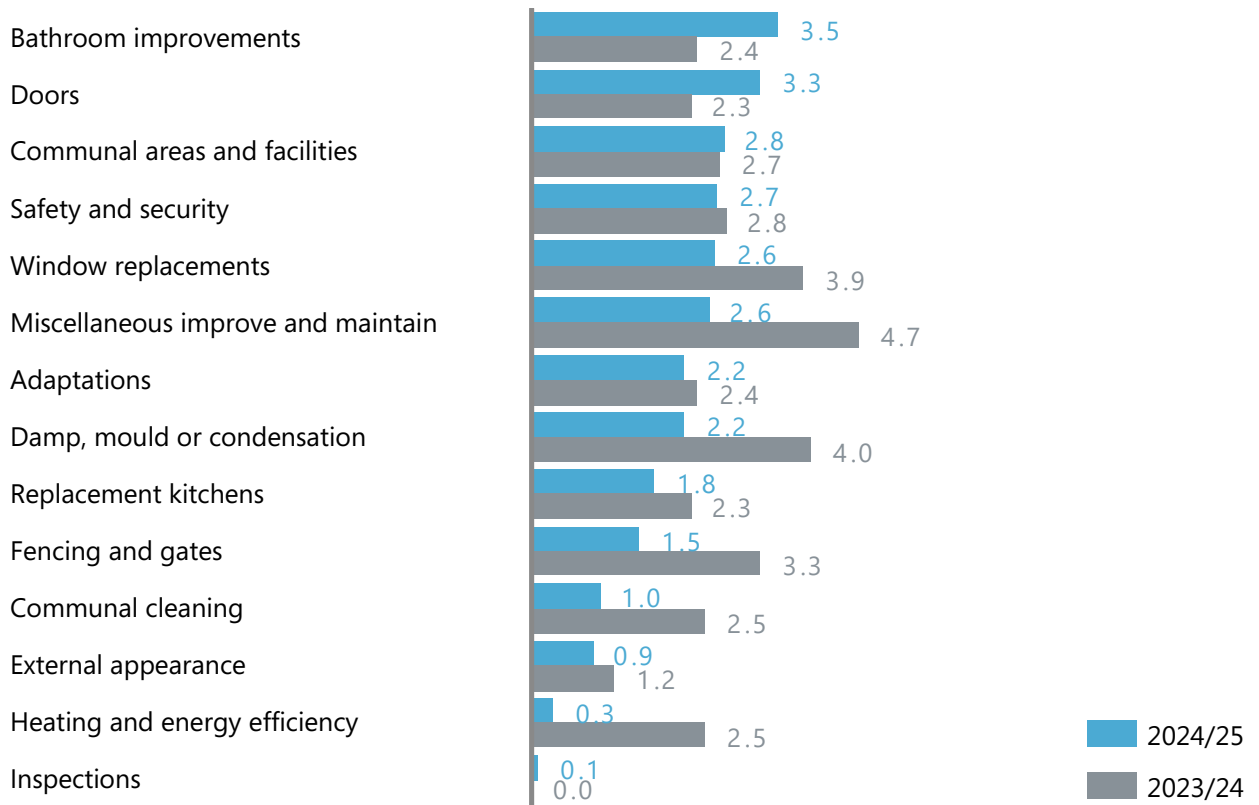
Once again, the most common single comment about the neighbourhood is to improve how **anti-social behaviour** is dealt with (8.8% of comments, chart 12.3). Unfortunately, satisfaction with this element of the service has significantly worsened since last year (see section 9). Three topics are also mentioned more often: parking, hedges and trees and bins/waste disposal.

- "I've put in complaints of harassment from my next door neighbours, nothing was done, no support at all in trying to deal with the ongoing issue, and strongly feel discriminated against by both the neighbours and Luton council."
- "Luton Council has a very poor record in dealing with anti-social behaviour. Also my housing officers do not listen to tenants and they mislead all the time about different issues."
- "On the whole, I am very pleased with the level of services Luton Council supplies. On the downside, a lot more can be done to tackle anti-social behaviour with a ZERO Tolerance and severe and serious consequences put in place for the selfish individuals who cause nothing but mayhem with their quad bikes, motorcycles etc riding on the pathways, thinking it's fun to do that."
- "I live near the Airport and holiday makers park their cars, for weeks, on the road, in my neighbourhood causing congestion."
- "The parking facilities, there are four bays for eight houses and I can't get a space and then it's a longer walk for me, I have a disability."
- "Can't open a window in summer due to overgrown bushes/trees coming inside kitchen and bathroom. Also costs in natural light."
- "No, everything is good apart from this bush and brambles that are overgrown on some of pavements which is dangerous."
- "Could you have our main bins washed? They are very dirty and the smell comes through my kitchen window and too many flies. I would appreciate it if it could be washed more often."
- "I am very dissatisfied with the new sack system for domestic waste and recycling."
- "The bin chute sometimes gets blocked and it takes them a few days to come out. This encourages maggots and rats and leaves a big mess in the bin area."

12. Further comments

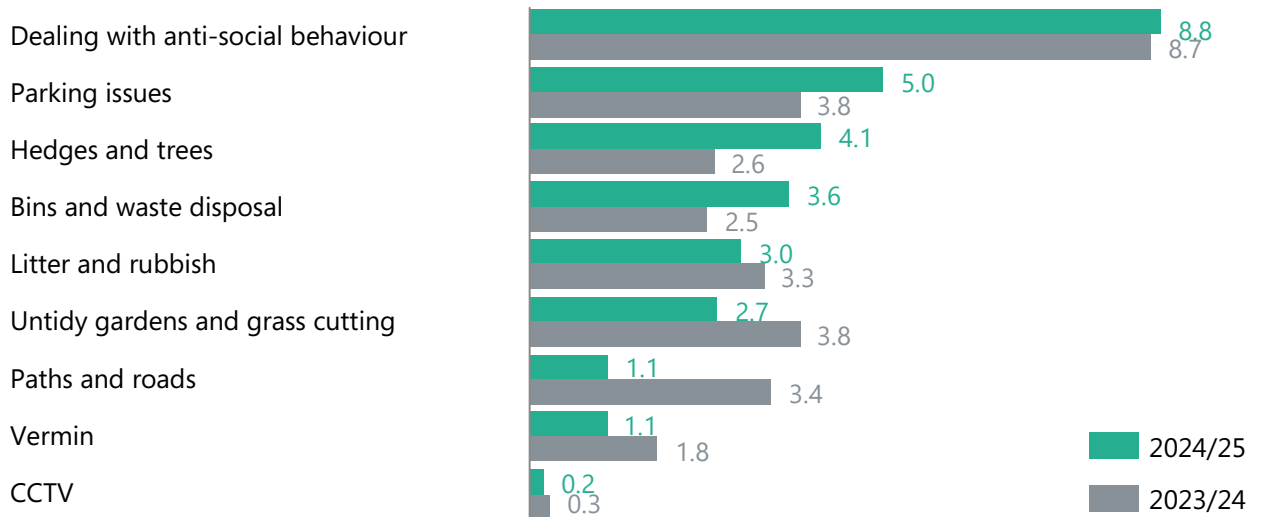
12.2 Property improvements - detail

% Base 388 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12.3 Neighbourhood improvements - detail

% Base 388 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12. Further comments

In terms of property issues, (chart 12.2), **bathroom improvements** is now the most mentioned topic (3.5%), followed closely by issues with doors (3.3%) which is often intrinsically linked to the safety and security of the property which is fourth on the list (2.7%).

- “I don’t believe it’s right that a bathroom or a kitchen can last for 35+ years. Especially when the work was not done to the best standard.”
- “My bathroom is very old and I would like for it to be replaced, the taps sometimes get stuck.”
- “My wet room, walls are a bit loose and the Council does not want to change my toilet seat and washing basin that has been in the house for donkey years. They do not respect how I feel about the mucky marks and rust that’s on the toilet seat and washing basin. They just ignore since I came into this house in 2018. They have taught me to live with it.”
- “Council is not helpful. Don't want to revamp old doors.”
- “I’ve been waiting for two years to have my doors repaired (including my front door), they have been inspected but, to-date, nothing has been repaired.”
- “We have been waiting for a long time for our front and back door to be changed we have had new windows but the doors still need to be changed as they leak in the winter and cold air gets in and we keep being told they will over haul them which does nothing.”
- “Anyone can get into the building. Some tenants will just press the buzzer to let someone in and do!”
- “Homeless people in the bin room at Essex Court, the door broken. We report every year for last 3 years nothing gets done, it still the same.”
- “Nothing is ever done. Safety for one, health is affected having a door that sometimes does not lock.”

The **repairs and maintenance service** is one of the more stable set of results when compared against the last survey with satisfaction broadly unchanged (section 6). Despite this, the number of comments on this topic has increased slightly from 12% to 16%.

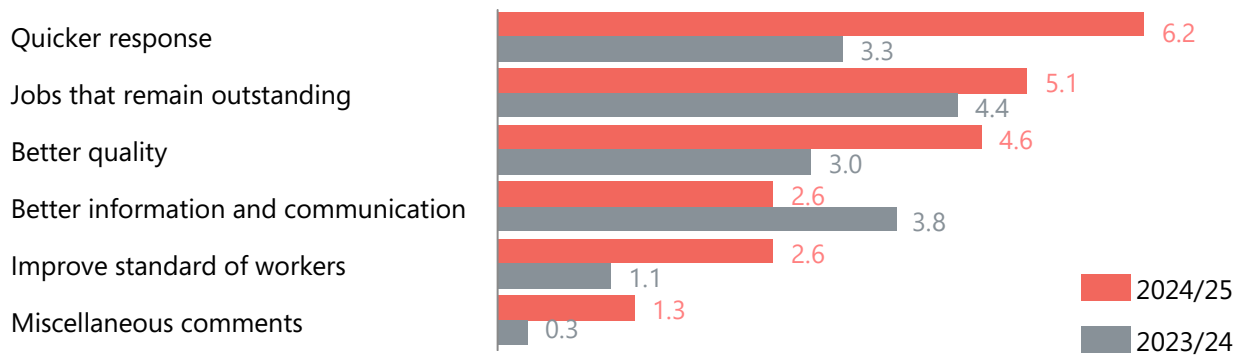
There are a number of specific issues that tenants raised regarding the repairs service (chart 12.4), and it is interesting that there nearly double the proportion of comments than before are about the **speed of response**, with a notable increase in comments about **quality** and tackling **outstanding repairs**.

- “I am waiting months for repairs and cleaning to be seen to, but it seems as though they don't want to help. I find there is very bad service.”
- “I appreciate having my home but find getting help from the council quite hard and frustrating. Times are generally long and the work completed poor and usually requires myself to make some follow up repairs following the councils attempts. Repairs and materials used are poor, mediocre at best. I have a number of issues following work done by the council.”
- “I want to say the council service needs to improve. Especially when you call for repair because repairs take time to call you back to book an appointment, sometimes they will not reply to the repairs you call to report.”
- “I wish that repairs would be followed up. I report issues but no-one has resolved it. I have leaks that haven't been fixed.”
- “When a job is reported that requires some work in the property, the council takes forever to complete it, and when they do it, it’s always to a VERY LOW STANDARD.”
- “Repairs are not done to good standards. No one comes to check so the workers do it to poor quality”
- “The serious repairs I report don't seem to get done properly the first time round, then when I report it again, the people who come round to look at it seem to make excuses and make out it's my fault when it's not.”

12. Further comments

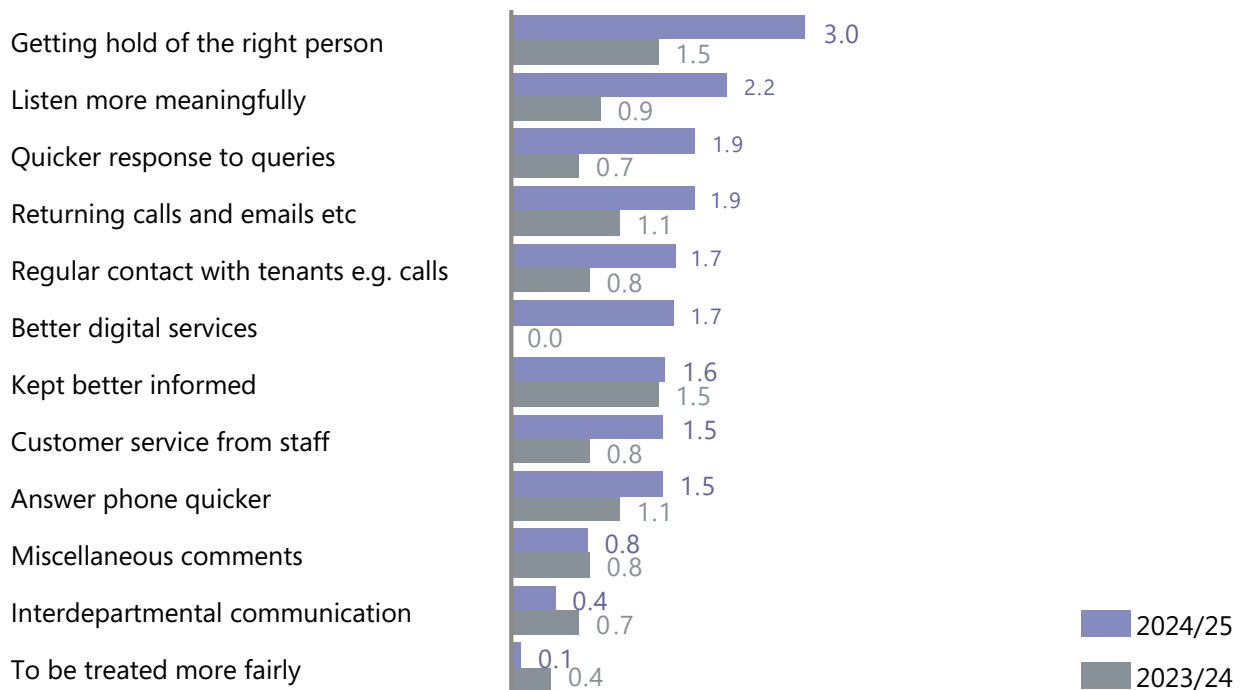
12.4 Repair and maintenance improvements - detail

% Base 388 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12.5 Customer service and communication improvements - detail

% Base 388 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12.6 Other improvements - detail

% Base 388 | Proportion of all tenants that commented. Coded from verbatim responses. Excludes non respondents.



12. Further comments

Compared to last year there are half as many comments again about **customer service and communication** (14%, was 9%), which is perhaps unsurprising considering the significant falls in satisfaction with every aspect of the customer service, in particular with the last contact (section 7) as well as moderate declines in the communication ratings (section 6).

Getting hold of the right person remains the most important area to improve in terms of customer service and communication, having increased from 1.5% to 3% of comments.

Outside of this, the next most suggested improvements are to **listen more meaningfully**, a **quicker response to queries** and **returning calls and emails**.

- “Fix the automated responses on the phone calls, be able to talk to a person it would be much easier for the older generation.”
- “If the council can make it easy for the tenants to reach their housing officer, because using the email option some of the tenants never get to reach their housing officer.”
- “It is difficult to speak to someone on the phone and invariably when you call are directed to wrong Department. It would be useful to know the names of persons ultimately responsible if you need to escalate an issue.”
- “The only problem is trying to get hold of anybody. You can be on the phone for a long time which is absolutely ridiculous.”
- “When phoning repairs there is a separate phone number which is great. If you need something else, you struggle to get hold of someone. You get directed to a website, which not everyone can use and not everyone wants too.”
- “If you call the council they don't listen... arrogant staff”
- “No one listens or helps.”
- “Council does not reply particularly rent department.”
- “Housing officers should respond to our query and if we ring council it takes the hour and half to answer the call which is not on that needs to improve emails are being ignored also that needs to improve.”
- “I would like my housing officer to respond to my email.”
- “I'm 90% happy with their services I always receive from LBC but at times when I need my housing officer or allocations because they are only available via email. Becomes quite long winded and don't always get a reply.”

Leaseholder comments were again not directly included in the chart analysis in this section, however, some notable comments from this group of customers include:

- “Next time you're going to do major works i.e. cladding give us a little more idea as to what we are expected to pay not just hit us with an £8,000 bill.”
- “We feel there is a lack of respect for residents in many aspects. Whilst we are keen to improve this relationship, standards of communication and action from the Council and leasehold team leaves much to be desired.”
- “Leaseholders seem to be ignored and council tenants are priority. Too quick to take one side and not tackling situations correctly!”
- “Terrible service, our voices are never heard. As leaseholders we take care and pride for where we live but this place has become absolutely rubbish”
- “Whenever I'm calling BTS to ask them to clean gutters their answer is that they don't know how to deal with leaseholders. I've called service charge and told them about it and ask if they can arrange it for me so still waiting for someone to come and do it it's around a year now. So no, I'm not satisfied with the amount of money I'm paying for SC and things aren't done.”

12. Further comments

- “The fact that there is no sinking fund mean we are highly susceptible to massive repair costs.”
- “I feel I get very little/nothing for what I pay for a 'service' charge not being a council tenant, which has over doubled in the last 6 years and is now unaffordable and putting me in debt.”
- “I really cannot justify the service charge, I pay for very little results.”
- “I think you should have cover for leasehold properties even to cover inside of the property”
- “Services provided to leaseholders is very poor. LBC like to take payment in the form of service charge but don't provide adequate service for it. Communication between leaseholders and the council is very low. They need to improve vastly.”

As always, it is important to highlight that around a quarter of respondents give positive feedback (26%), 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:

- “I am not in a council housing estate, I love my home, I keep it lovely, and I've had all my jobs done when needed, appointments were very quick, and handled well with lovely workmen that came to the house.”
- “I am satisfied with everything, the repair people are always polite, chat and let you know what they are doing. Great service on phone also.”
- “I am thoroughly satisfied with my experience in a having a council property. I am very happy with all the services offered by the council.”
- “I find everything here is lovely especially the staff.”
- “I have always been happy dealing with Luton council services, have always found them very approachable, understanding and helpful in all areas.”
- “I'm completely satisfied with all the help and support you guys have given over the last year since I have lived here... Thanks LBC.”
- “LBC are doing a brilliant job of looking after the building and residents and I am very happy to be living here.”
- “Luton BC have a full time sheltered accommodation housing officer for our complex as Acworth Court who is very efficient at her job. She is very professional and caring towards the residents and is very helpful. Nothing is too much trouble.”
- “My home is comfortable and the service is what I would expect from a council. They are friendly and do the work they said they will.”
- “Never had a problem when contacting the council always get an appointment straight away. Very satisfied.”
- “Overall I am very satisfied with Luton borough council. The staff and repair workers are very good and caring.”



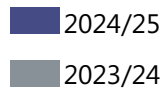
13. Respondent profile

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

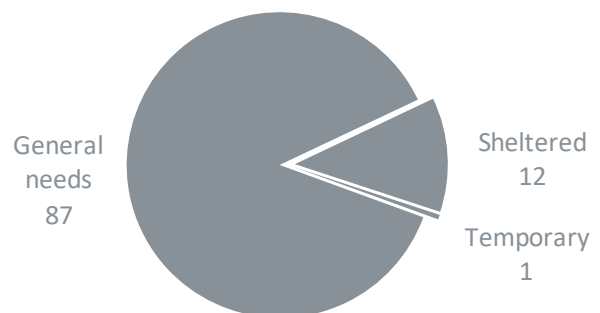
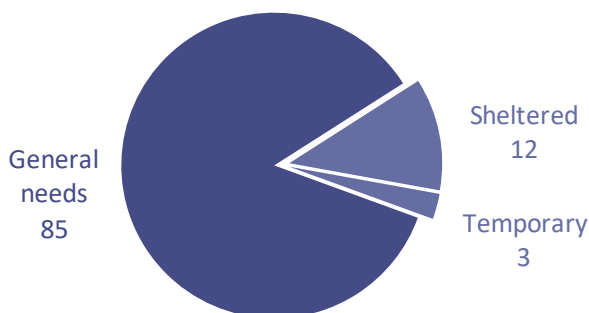
% Base 1000 | LCRA tenants

	Total	% 2024/25	% 2023/24
Biscot	10	1.0	1.0
Bramingham	11	1.1	1.5
Challney	6	0.6	1.1
Crawley	33	3.3	3.3
Dallow	22	2.2	1.4
Farley	123	12.3	10.3
Hightown	52	5.2	5.1
Icknield	31	3.1	3.1
Legrave	114	11.4	11.2
Lewsey	138	13.8	15.9
Limbury	16	1.6	2.2
Northwell	139	13.9	12.6
Round Green	47	4.7	4.2
Saints	13	1.3	2.8
South	117	11.7	9.5
Stopsley	20	2.0	1.9
Sundon	64	6.4	8.3
Sundon Park	3	0.3	0.1
Wigmore	43	4.3	4.4



13.2 Tenant stock type

% Base 1000 | LCRA tenants



13. Respondent profile

13.3 Estate

% Base 1000 | LCRA tenants

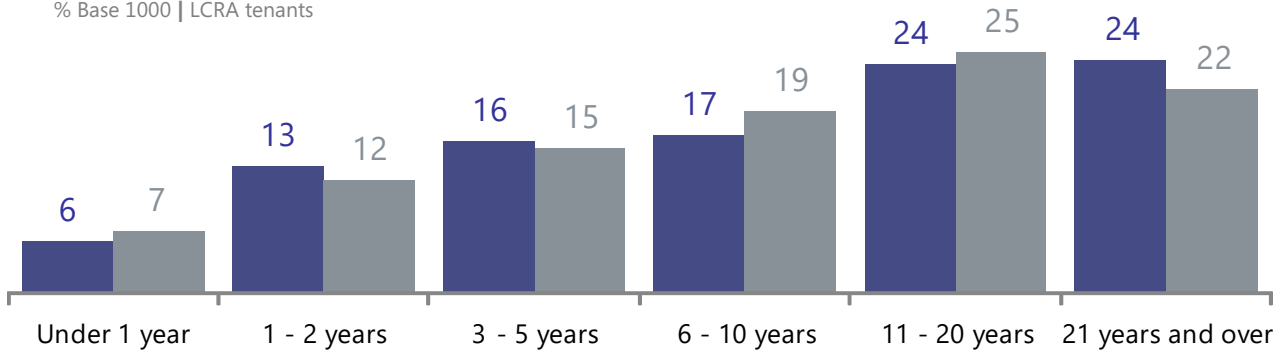
	Total	% 2024/25	% 2023/24
Ambleside	16	1.6	2.2
Beech Hill	9	0.9	1.2
Biscot Road	11	1.1	1.2
Farley Hill	120	12.0	10.5
Hart Lane	46	4.6	3.0
High Town	10	1.0	1.1
Hockwell Ring	110	11.0	10.9
Lewsey Farm	141	14.1	16.8

	Total	% 2024/25	% 2023/24
Marsh Farm	208	20.8	20.9
Roman Road	6	0.6	0.5
Runfold	32	3.2	3.3
Stopsley	99	9.9	11.1
Sundon Park	6	0.6	1.3
Town Centre 1	90	9.0	6.3
Town Centre 2	83	8.3	7.4
Trent Road	12	1.2	2.0

■ 2024/25
■ 2023/24

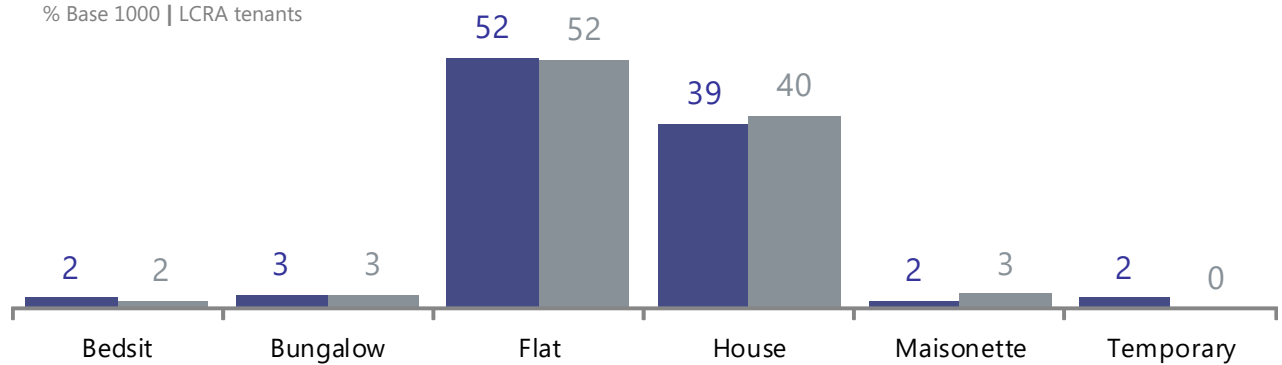
13.4 Length of tenancy

% Base 1000 | LCRA tenants



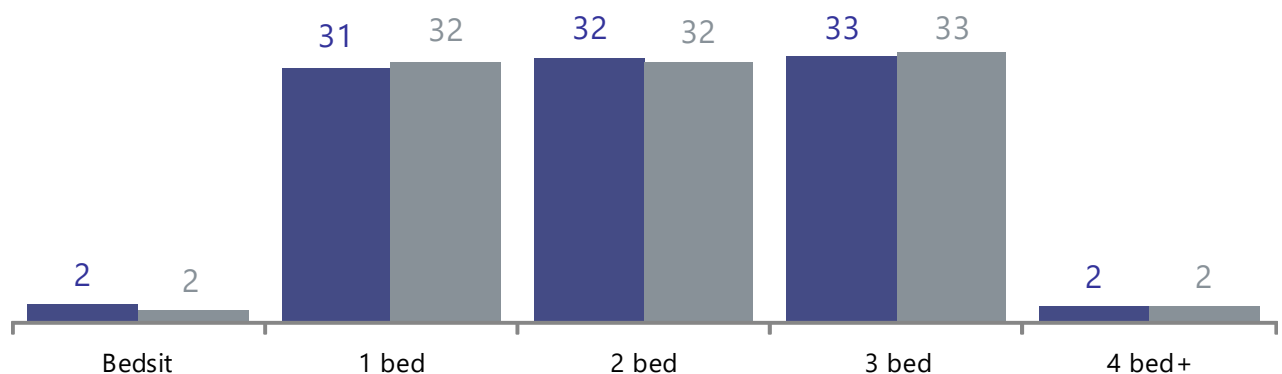
13.5 Property type

% Base 1000 | LCRA tenants



13.6 Property size

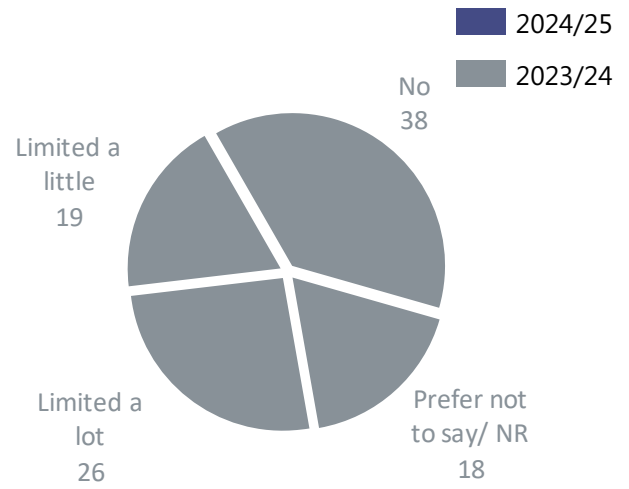
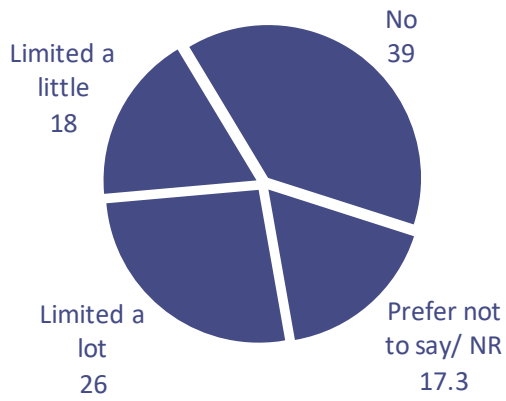
% Base 1000 | LCRA tenants



13. Respondent profile

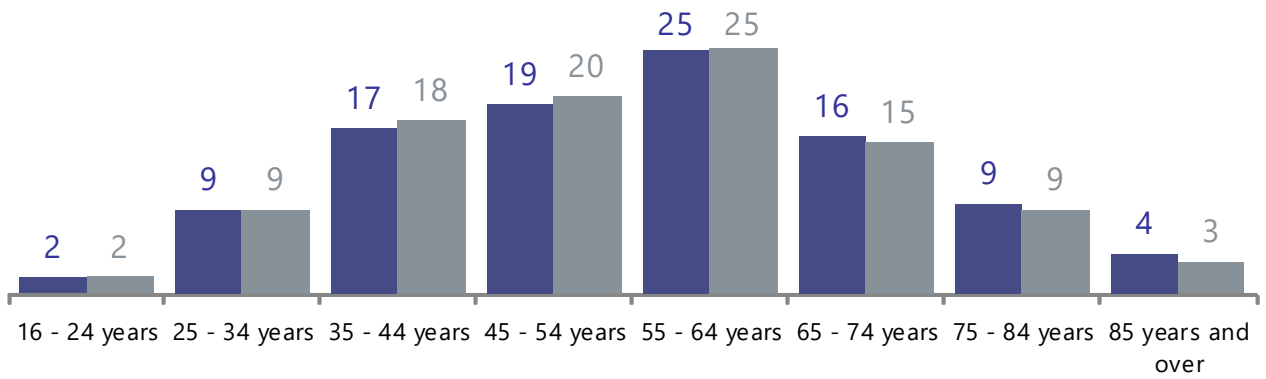
13.7 Disability

% Base 1000 | LCRA tenants



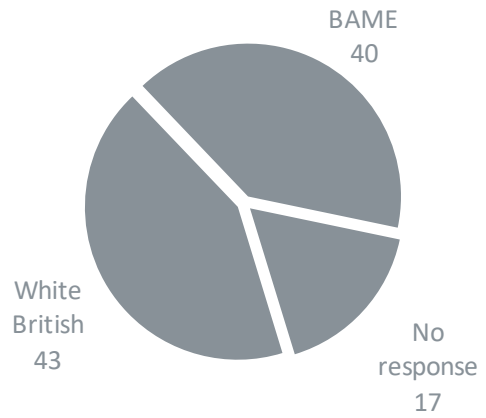
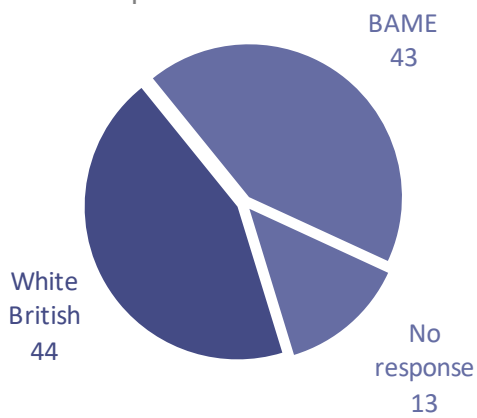
13.8 Lead tenant age

% Base 1000 | LCRA tenants



13.9 Main tenant ethnic background

% Base 1000 | LCRA tenants



10. Respondent profile

13.10 Core questions by lead age group

	Overall	% positive			
		18 - 34	35 - 49	50 - 64	65+
Sample size	1000	102	261	342	294
Service overall	70	57	63	70	82
Repairs in last 12 months	79	68	68	83	88
Time taken to complete last repair	73	64	67	76	79
Home is well maintained	74	68	64	73	85
Home is safe	74	65	63	76	85
Listens to views and acts upon them	57	54	49	58	64
Being kept informed	62	53	57	62	69
Treated fairly and with respect	70	64	58	73	79
Approach to handling complaints	28	24	25	24	39
Communal areas clean & well maintained	62	50	54	62	76
Positive contribution to neighbourhood	57	56	53	56	64
Approach to handling ASB	49	50	45	46	58

13.11 Core questions by ethnic background

	Overall	% positive	
		White British	BAME
Sample size	1000	439	427
Service overall	70	72	69
Repairs in last 12 months	79	81	75
Time taken to complete last repair	73	75	71
Home is well maintained	74	79	70
Home is safe	74	77	71
Listens to views and acts upon them	57	57	57
Being kept informed	62	59	66
Treated fairly and with respect	70	68	71
Approach to handling complaints	28	27	33
Communal areas clean & well maintained	62	61	62
Positive contribution to neighbourhood	57	52	64
Approach to handling ASB	49	42	56

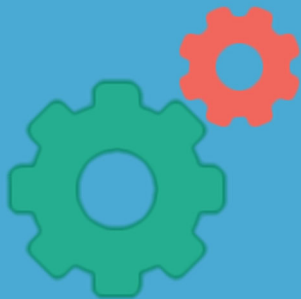
Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail

13. Respondent profile

13.12 Core questions by disability

	% positive		
	Overall	Disability	No disability
Sample size	1000	441	386
Service overall	70	69	76
Repairs in last 12 months	79	77	84
Time taken to complete last repair	73	71	76
Home is well maintained	74	75	77
Home is safe	74	73	78
Listens to views and acts upon them	57	57	60
Being kept informed	62	60	66
Treated fairly and with respect	70	69	74
Approach to handling complaints	28	32	23
Communal areas clean & well maintained	62	63	62
Positive contribution to neighbourhood	57	57	61
Approach to handling ASB	49	50	52

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 22 July and 4 September.

Responses

In total 1,000 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a 30% response rate (error margin +/- 2.8%). This exceeded the stipulated TSM target error margin of +/- 4%. There were 275 telephone interviews (28%), 217 postal completions (22%) and 508 online completions (51%).

In total 158 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 18% response rate (error margin +/- 7.1%). There were 75 postal completions (48%) and 83 online completions (52%).

Sampling

A computer-generated random sample of 3,360 LCRA households were included in the TSM survey sample, which is a third census of general needs and a census of sheltered (926) and temporary (212) units. The leaseholder survey was sent to a census of all 901 leaseholder properties.

Fieldwork

The first part of the survey with tenants was conducted online, with 1,982 invitations (and a subsequent reminder) sent to every valid email address in the tenant sample, achieving 263 responses (13% response rate). Invitations and reminders to the online survey were then sent to 2,821 via SMS text messages, resulting in 238 more responses (8%). 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 7,804 Luton Borough Council LCRA households on 15 July 2024. 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 16 telephone interviews were conducted in community languages.

Appendix A. Summary of approach

Representativeness

The TSM survey sample included 3,360 LCRA households: all sheltered and temporary units plus 2,222 randomly selected general needs. The leaseholder survey covered all 901 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	85.4	66.7	85.4
Sheltered	11.9	26.7	11.9
Temporary	2.7	6.6	2.7

Ward	Population	Unweighted survey	Weighted survey
Biscot	1.2	1.8	1.0
Bramingham	0.9	2.4	1.1
Challney	1.1	0.5	0.6
Crawley	3.1	2.7	3.3
Dallow	1.5	2.5	2.2
Farley	12.0	12.1	12.3
Hightown	4.8	4.6	5.2
Icknield	3.9	2.4	3.1
Leagrave	11.2	11.9	11.4
Lewsey	14.5	14.3	13.8
Limbury	1.8	1.9	1.6
Northwell	12.3	12.8	13.9
Round Green	5.4	4.2	4.7
Saints	2.0	1.0	1.3
South	10.6	12.6	11.7
Stopsley	2.4	2.6	2.0
Sundon	6.6	5.2	6.4
Sundon Park	0.1	0.2	0.3
Wigmore	4.5	4.1	4.3

Property type	Population	Unweighted survey	Weighted survey
Bedsit	1.8	2.5	2.2
Bungalow	2.6	3.6	2.9
Flat	50.8	56.7	52.3
House	41.0	30.4	38.7
Maisonette	1.7	1.4	1.7

Property size	Population	Unweighted survey	Weighted survey
Bedsit	1.8	2.6	2.3
1 bed	30.6	37.8	31.1
2 bed	31.3	30.6	32.1
3 bed	34.2	27.2	32.5
4 bed+	2.0	1.8	2.0

Age	Population	Unweighted survey	Weighted survey
18 - 24 years	1.4	1.6	1.7
25 - 34 years	8.2	7.4	8.5
35 - 44 years	17.8	15.2	16.7
45 - 54 years	19.6	16.2	19.1
55 - 64 years	23.8	23.6	24.5
65 - 74 years	16.7	19.7	16.0
75 - 84 years	8.2	10.7	9.2
85 years and over	4.2	5.5	4.2
No record	0.1	0.1	0.0

Ethnic background	Population	Unweighted survey	Weighted survey
White British	42.0	43.5	43.9
Other white	7.2	7.7	6.5
Mixed	2.9	2.2	2.4
Asian or Asian British	15.8	16.1	16.8
Black or Black British	13.2	13.9	14.8
Other	2.2	2.1	2.3
No record	16.7	14.5	13.4

Lead language	Population	Unweighted survey	Weighted survey
English	64.3	65.7	66.1
Non-English	8.7	9.9	8.9
No record	27.0	24.4	25.0

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 published national 2023/24 year end TSM figures. For the overall satisfaction score this included 221 landlords.



Appendix B. Example questionnaires

www.arpsurveys.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

19 July 2024
Dear Resident

Housing Satisfaction Survey 2024

Your views are really important to us and the enclosed 2024 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.arpsurveys.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

09 August 2024
Dear Resident

Leaseholder Housing Satisfaction Survey 2024

Your views are really important to us and the enclosed 2024 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 2024

return by Friday 23 August

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.arsurveys.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="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Disruptive children / teenagers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Racial or other harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Drunk or rowdy behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Vandalism and graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Drug use or dealing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Abandoned or burnt out vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Untidy bin or recycling areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Lack of recycling facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 & maintenance

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	Not applicable/ don't know
<input type="checkbox"/>	<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 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 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 only for general feedback from our tenants. To make a complaint about an issue with our service please visit the Council website or phone us on 01582 546528 or 01582 546228.

Freeport RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

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

Luton

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Leaseholder Housing Satisfaction Survey 2024

return by Friday 13 September

- 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. With the online services provided by council housing services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="checkbox"/> To follow up on a repair
<input type="checkbox"/> A service charge query	<input type="checkbox"/> Something else
<input type="checkbox"/> 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 the neighbourhood?

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

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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The overall appearance of the 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="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Disruptive children / teenagers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Racial or other harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Drunk or rowdy behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Vandalism and graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Drug use or dealing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Abandoned or burnt out vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Untidy bin or recycling areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Lack of recycling facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- 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 & 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 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 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 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"/>

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	Not applicable/ don't know
<input type="checkbox"/>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Weight management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Exercise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Social prescription	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Emotional health	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Support with long term conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. None of these	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 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 only for general feedback from our leaseholders. To make a complaint about an issue with our service 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		% +ve		Representative of population		% +ve		Representative of population		% +ve		Representative of population		% +ve	
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council as your landlord?																
Base: 1000																
1: Very satisfied	366	36.6	36.7	70.4	242	36.3	36.3	69.1	99	37.1	37.2	80.5	20	12.7	12.8	47.4
2: Fairly satisfied	337	33.7	33.8		218	32.7	32.7		115	43.1	43.2		54	34.2	34.6	
3: Neither satisfied nor dissatisfied	131	13.1	13.2		92	13.8	13.8		21	7.9	7.9		36	22.8	23.1	
4: Fairly dissatisfied	76	7.6	7.6		52	7.8	7.8		19	7.1	7.1		24	15.2	15.4	
5: Very dissatisfied	88	8.8	8.8		62	9.3	9.3		12	4.5	4.5		22	13.9	14.1	
N/R	2	0.2			1	0.1			1	0.4			2	1.3		
Q2 How satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is well maintained																
Base: 1000																
6: Very satisfied	385	38.5	38.9	73.6	253	37.9	38.4	72.5	113	42.3	42.5	83.1	16	10.1	10.7	48.0
7: Fairly satisfied	343	34.3	34.7		225	33.7	34.1		108	40.4	40.6		56	35.4	37.3	
8: Neither satisfied nor dissatisfied	94	9.4	9.5		63	9.4	9.6		21	7.9	7.9		17	10.8	11.3	
9: Fairly dissatisfied	91	9.1	9.2		63	9.4	9.6		16	6.0	6.0		36	22.8	24.0	
10: Very dissatisfied	76	7.6	7.6		55	8.2	8.3		8	3.0	3.0		25	15.8	16.7	
11: Not applicable/ don't know [leaseholders only]	0	0.0			0	0.0			0	0.0			3	1.9		
N/R	12	1.2			8	1.2			1	0.4			5	3.2		
Q3 How satisfied or dissatisfied are you that Luton Borough Council housing services provides a property that is safe																
Base: 1000																
12: Very satisfied	421	42.1	42.8	73.9	275	41.2	42.0	72.8	128	47.9	48.3	82.6	25	15.8	16.8	56.4
13: Fairly satisfied	305	30.5	31.0		201	30.1	30.7		91	34.1	34.3		59	37.3	39.6	
14: Neither satisfied nor dissatisfied	95	9.5	9.7		64	9.6	9.8		23	8.6	8.7		25	15.8	16.8	
15: Fairly dissatisfied	80	8.0	8.2		58	8.7	8.9		8	3.0	3.0		21	13.3	14.1	
16: Very dissatisfied	81	8.1	8.3		56	8.4	8.6		15	5.6	5.7		19	12.0	12.8	
17: Not applicable/ don't know	6	0.6			4	0.6			1	0.4			4	2.5		
N/R	12	1.2			9	1.3			1	0.4			5	3.2		
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: 1000																
18: Yes	544	54.4	55.7		333	49.9	51.2		230	86.1	87.1		124	78.5	82.7	
19: No	383	38.3	39.2		285	42.7	43.8		23	8.6	8.7		12	7.6	8.0	
20: Don't know	49	4.9	5.0		32	4.8	4.9		11	4.1	4.2		14	8.9	9.3	
N/R	24	2.4			17	2.5			3	1.1			8	5.1		
Q5 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps these communal areas clean and well maintained?																
Base: 544																
Base: 333																
Base: 230																
Base: 124																

	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	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
21: Very satisfied	181	18.1	33.2	62.4	106	15.9	31.8	58.3	85	31.8	37.0	78.3	14	8.9	11.3	46.8
22: Fairly satisfied	159	15.9	29.2		88	13.2	26.4		95	35.6	41.3		44	27.8	35.5	
23: Neither satisfied nor dissatisfied	72	7.2	13.3		45	6.7	13.5		29	10.9	12.6		19	12.0	15.3	
24: Fairly dissatisfied	72	7.2	13.2		50	7.5	15.0		15	5.6	6.5		25	15.8	20.2	
25: Very dissatisfied	60	6.0	11.1		44	6.6	13.2		6	2.2	2.6		22	13.9	17.7	
N/R	456	45.6			334	50.1			37	13.9			34	21.5		
Q6 How satisfied or dissatisfied are you that Luton Borough Council housing services listens to your views and acts upon them?																
	Base: 1000				Base: 667				Base: 267				Base: 158			
26: Very satisfied	261	26.1	28.5	57.2	179	26.8	29.5	56.9	51	19.1	20.0	58.4	12	7.6	8.5	32.4
27: Fairly satisfied	262	26.2	28.6		166	24.9	27.4		98	36.7	38.4		34	21.5	23.9	
28: Neither satisfied nor dissatisfied	170	17.0	18.6		111	16.6	18.3		54	20.2	21.2		39	24.7	27.5	
29: Fairly dissatisfied	100	10.0	10.9		65	9.7	10.7		33	12.4	12.9		31	19.6	21.8	
30: Very dissatisfied	122	12.2	13.3		85	12.7	14.0		19	7.1	7.5		26	16.5	18.3	
31: Not applicable/ don't know	58	5.8			42	6.3			8	3.0			8	5.1		
N/R	28	2.8			19	2.8			4	1.5			8	5.1		
Q7 How satisfied or dissatisfied are you that Luton Borough Council housing services keeps you informed about things that matter to you?																
	Base: 1000				Base: 667				Base: 267				Base: 158			
32: Very satisfied	301	30.1	32.3	62.0	198	29.7	32.1	60.8	81	30.3	30.9	69.8	19	12.0	12.7	54.0
33: Fairly satisfied	277	27.7	29.7		177	26.5	28.7		102	38.2	38.9		62	39.2	41.3	
34: Neither satisfied nor dissatisfied	174	17.4	18.7		120	18.0	19.4		40	15.0	15.3		36	22.8	24.0	
35: Fairly dissatisfied	77	7.7	8.2		51	7.6	8.3		20	7.5	7.6		17	10.8	11.3	
36: Very dissatisfied	104	10.4	11.1		71	10.6	11.5		19	7.1	7.3		16	10.1	10.7	
37: Not applicable/ don't know	41	4.1			30	4.5			4	1.5			1	0.6		
N/R	27	2.7			20	3.0			1	0.4			7	4.4		
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: 1000				Base: 667				Base: 267				Base: 158			
38: Yes	404	40.4	41.9		273	40.9	42.3		85	31.8	33.9		67	42.4	46.5	
39: No	560	56.0	58.1		373	55.9	57.7		166	62.2	66.1		77	48.7	53.5	
N/R	36	3.6			21	3.1			16	6.0			14	8.9		
Q9 To what extent do you agree or disagree with the following 'Luton Borough Council housing services treats me fairly and with respect'?																
	Base: 1000				Base: 667				Base: 267				Base: 158			
40: Strongly agree	261	26.1	27.6	69.8	177	26.5	28.3	69.0	61	22.8	23.5	76.9	19	12.0	13.0	53.4
41: Agree	397	39.7	42.1		255	38.2	40.7		139	52.1	53.5		59	37.3	40.4	
42: Neither agree nor disagree	159	15.9	16.8		105	15.7	16.8		41	15.4	15.8		52	32.9	35.6	

	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	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
43: Disagree	68	6.8	7.2	7.5	47	7.0	7.5	7.5	11	4.1	4.2	4.2	10	6.3	6.8	6.8
44: Strongly disagree	58	5.8	6.2	6.7	42	6.3	6.7	6.7	8	3.0	3.1	3.1	6	3.8	4.1	4.1
45: Not applicable/ don't know	13	1.3			9	1.3			3	1.1			5	3.2		
N/R	44	4.4			32	4.8			4	1.5			7	4.4		
Q10a That council housing services are easy to deal with																
46: Very satisfied	282	28.2	29.9	65.0	190	28.5	30.4	63.9	66	24.7	25.6	72.9	14	8.9	9.6	43.2
47: Fairly satisfied	330	33.0	35.0	33.5	210	31.5	33.5	33.5	122	45.7	47.3	47.3	49	31.0	33.6	33.6
48: Neither	121	12.1	12.8	13.1	82	12.3	13.1	13.1	30	11.2	11.6	11.6	31	19.6	21.2	21.2
49: Fairly dissatisfied	92	9.2	9.8	9.9	62	9.3	9.9	9.9	21	7.9	8.1	8.1	25	15.8	17.1	17.1
50: Very dissatisfied	117	11.7	12.4	13.1	82	12.3	13.1	13.1	19	7.1	7.4	7.4	27	17.1	18.5	18.5
51: N.A./ No opinion	14	1.4			9	1.3			5	1.9			5	3.2		
N/R	44	4.4			32	4.8			4	1.5			7	4.4		
Q10b With the online services provided by council housing services																
52: Very satisfied	177	17.7	25.4	61.3	117	17.5	25.5	61.8	39	14.6	20.2	53.9	17	10.8	13.2	44.2
53: Fairly satisfied	250	25.0	35.9	36.2	166	24.9	36.2	36.2	65	24.3	33.7	33.7	40	25.3	31.0	31.0
54: Neither	127	12.7	18.2	17.0	78	11.7	17.0	17.0	55	20.6	28.5	28.5	39	24.7	30.2	30.2
55: Fairly dissatisfied	68	6.8	9.8	9.8	48	7.2	10.5	10.5	13	4.9	6.7	6.7	12	7.6	9.3	9.3
56: Very dissatisfied	75	7.5	10.8	10.7	49	7.3	10.7	10.7	21	7.9	10.9	10.9	21	13.3	16.3	16.3
57: N.A./ No opinion	250	25.0			177	26.5			49	18.4			20	12.7		
N/R	53	5.3			32	4.8			25	9.4			9	5.7		
Q11 Have you contacted council housing services in the last 12 months with a query other than to pay your rent or service charges?																
58: Yes	635	63.5	66.7	68.0	429	64.3	68.0	68.0	153	57.3	57.7	57.7	90	57.0	60.0	60.0
59: No	317	31.7	33.3	32.0	202	30.3	32.0	32.0	112	41.9	42.3	42.3	60	38.0	40.0	40.0
N/R	48	4.8			36	5.4			2	0.7			8	5.1		
Q12 Thinking about the last time you contacted council housing services was it:																
60: To contact your tenancy/ leasehold officer	65	6.5	10.3	10.5	45	6.7	10.5	10.5	8	3.0	5.4	5.4	26	16.5	29.5	29.5
61: A rent or service charge query	42	4.2	6.7	6.1	26	3.9	6.1	6.1	14	5.2	9.5	9.5	9	5.7	10.2	10.2
62: To report a repair	376	37.6	59.6	59.8	256	38.4	59.8	59.8	93	34.8	62.8	62.8	23	14.6	26.1	26.1
63: To follow up on a repair	52	5.2	8.2	8.6	37	5.5	8.6	8.6	9	3.4	6.1	6.1	9	5.7	10.2	10.2
64: Something else	96	9.6	15.2	15.0	64	9.6	15.0	15.0	24	9.0	16.2	16.2	21	13.3	23.9	23.9
N/R	368	36.8			239	35.8			119	44.6			70	44.3		

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type				Representative of population				Representative of population				Representative of population			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q13a The ease of getting hold of the right person																
Base: 635																
65: Very satisfied	211	21.1	33.3	61.6	143	21.4	33.4	60.5	49	18.4	32.5	69.5	11	7.0	12.2	41.1
66: Fairly satisfied	179	17.9	28.3		116	17.4	27.1		56	21.0	37.1		26	16.5	28.9	
67: Neither	68	6.8	10.7		44	6.6	10.3		22	8.2	14.6		7	4.4	7.8	
68: Fairly dissatisfied	52	5.2	8.2		37	5.5	8.6		7	2.6	4.6		15	9.5	16.7	
69: Very dissatisfied	123	12.3	19.4		88	13.2	20.6		17	6.4	11.3		31	19.6	34.4	
70: N.A./ No opinion	2	0.2			1	0.1			1	0.4			0	0.0		
N/R	365	36.5			238	35.7			115	43.1	0.7		68	43.0		
Base: 635																
Q13b The time taken to answer your query																
Base: 429																
71: Very satisfied	187	18.7	29.8	60.5	126	18.9	29.5	59.0	44	16.5	30.3	71.7	12	7.6	13.5	29.2
72: Fairly satisfied	193	19.3	30.7		126	18.9	29.5		60	22.5	41.4		14	8.9	15.7	
73: Neither	68	6.8	10.8		48	7.2	11.2		12	4.5	8.3		11	7.0	12.4	
74: Fairly dissatisfied	67	6.7	10.7		46	6.9	10.8		15	5.6	10.3		19	12.0	21.3	
75: Very dissatisfied	113	11.3	18.0		81	12.1	19.0		14	5.2	9.7		33	20.9	37.1	
76: N.A./ No opinion	3	0.3			2	0.3			2	0.7			0	0.0		
N/R	368	36.8			238	35.7			120	44.9			69	43.7		
Base: 635																
Q13c The final outcome of your query																
Base: 429																
77: Very satisfied	208	20.8	34.3	59.1	140	21.0	34.2	57.9	50	18.7	34.5	67.6	14	8.9	15.7	33.7
78: Fairly satisfied	150	15.0	24.8		97	14.5	23.7		48	18.0	33.1		16	10.1	18.0	
79: Neither	58	5.8	9.6		39	5.8	9.5		15	5.6	10.3		14	8.9	15.7	
80: Fairly dissatisfied	60	6.0	9.9		40	6.0	9.8		14	5.2	9.7		12	7.6	13.5	
81: Very dissatisfied	130	13.0	21.5		93	13.9	22.7		18	6.7	12.4		33	20.9	37.1	
82: N.A./ No opinion	26	2.6			19	2.8			2	0.7			0	0.0		
N/R	369	36.9			239	35.8	0.2		120	44.9			69	43.7		
Base: 635																
Q14 How satisfied or dissatisfied are you that Luton Borough Council housing services makes a positive contribution to your neighbourhood?																
Base: 1000																
83: Very satisfied	195	19.5	23.0	57.3	125	18.7	22.6	56.0	60	22.5	23.4	64.1	15	9.5	10.6	43.3
84: Fairly satisfied	290	29.0	34.2		185	27.7	33.4		104	39.0	40.6		46	29.1	32.6	
85: Neither satisfied nor dissatisfied	177	17.7	20.9		114	17.1	20.6		58	21.7	22.7		40	25.3	28.4	
86: Fairly dissatisfied	90	9.0	10.7		64	9.6	11.6		17	6.4	6.6		16	10.1	11.3	
87: Very dissatisfied	94	9.4	11.1		66	9.9	11.9		17	6.4	6.6		24	15.2	17.0	
88: Not applicable/ don't know	97	9.7			71	10.6			9	3.4			6	3.8		
N/R	56	5.6			42	6.3			2	0.7			11	7.0		

Q15 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to handling anti-social behaviour?

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
89: Very satisfied	155	15.5	21.3	96	14.4	20.7	53	19.9	21.4	9	5.7	6.6
90: Fairly satisfied	201	20.1	27.7	124	18.6	26.8	84	31.5	33.9	33	20.9	24.1
91: Neither satisfied nor dissatisfied	140	14.0	19.3	84	12.6	18.1	62	23.2	25.0	45	28.5	32.8
92: Fairly dissatisfied	77	7.7	10.6	51	7.6	11.0	23	8.6	9.3	18	11.4	13.1
93: Very dissatisfied	154	15.4	21.2	108	16.2	23.3	26	9.7	10.5	32	20.3	23.4
94: Not applicable/ don't know	215	21.5		161	24.1		17	6.4		11	7.0	
N/R	58	5.8		43	6.4		2	0.7		10	6.3	
Base: 1000												
Base: 667												

Q16a The neighbourhood as a place to live

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
95: Very satisfied	342	34.2	37.0	223	33.4	36.4	105	39.3	40.7	19	12.0	13.0
96: Fairly satisfied	312	31.2	33.8	204	30.6	33.3	101	37.8	39.1	61	38.6	41.8
97: Neither	121	12.1	13.1	82	12.3	13.4	29	10.9	11.2	30	19.0	20.5
98: Fairly dissatisfied	71	7.1	7.7	49	7.3	8.0	13	4.9	5.0	17	10.8	11.6
99: Very dissatisfied	78	7.8	8.4	54	8.1	8.8	10	3.7	3.9	19	12.0	13.0
100: No opinion	9	0.9		5	0.7		3	1.1		1	0.6	
N/R	68	6.8		50	7.5		6	2.2		11	7.0	
Base: 1000												
Base: 667												

Q16b The overall appearance of the neighbourhood

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
101: Very satisfied	239	23.9	26.2	154	23.1	25.4	75	28.1	29.9	11	7.0	7.7
102: Fairly satisfied	372	37.2	40.7	243	36.4	40.0	123	46.1	49.0	56	35.4	39.4
103: Neither	110	11.0	12.0	75	11.2	12.4	22	8.2	8.8	27	17.1	19.0
104: Fairly dissatisfied	97	9.7	10.6	67	10.0	11.0	21	7.9	8.4	29	18.4	20.4
105: Very dissatisfied	95	9.5	10.4	68	10.2	11.2	10	3.7	4.0	19	12.0	13.4
106: No opinion	15	1.5		9	1.3		3	1.1		2	1.3	
N/R	73	7.3		51	7.6		13	4.9		14	8.9	
Base: 1000												
Base: 667												

Q16c The grounds maintenance, such as grass cutting, in the area

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
107: Very satisfied	304	30.4	33.8	198	29.7	33.3	87	32.6	34.0	20	12.7	13.9
108: Fairly satisfied	304	30.4	33.8	194	29.1	32.6	113	42.3	44.1	57	36.1	39.6
109: Neither	93	9.3	10.3	64	9.6	10.8	17	6.4	6.6	20	12.7	13.9
110: Fairly dissatisfied	101	10.1	11.2	71	10.6	11.9	21	7.9	8.2	25	15.8	17.4
111: Very dissatisfied	97	9.7	10.8	68	10.2	11.4	18	6.7	7.0	22	13.9	15.3
112: No opinion	29	2.9		22	3.3		0	0.0		1	0.6	
N/R	71	7.1		50	7.5		11	4.1		13	8.2	
Base: 1000												
Base: 667												

Q16d The overall estate services provided by the council

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
Base: 1000												
Base: 667												
Base: 267												
Base: 158												

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	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
113: Very satisfied	257	25.7	28.6	67.1	169	25.3	28.3	65.7	69	25.8	27.7	77.5	12	7.6	8.5	44.4
114: Fairly satisfied	347	34.7	38.6		224	33.6	37.5		124	46.4	49.8		51	32.3	35.9	
115: Neither	120	12.0	13.3		81	12.1	13.5		24	9.0	9.6		32	20.3	22.5	
116: Fairly dissatisfied	94	9.4	10.4		66	9.9	11.0		20	7.5	8.0		23	14.6	16.2	
117: Very dissatisfied	82	8.2	9.1		58	8.7	9.7		12	4.5	4.8		24	15.2	16.9	
118: No opinion	26	2.6			18	2.7			4	1.5			2	1.3		
N/R	74	7.4			51	7.6			14	5.2			14	8.9		
Q17a Noisy neighbours																
	Base: 1000				Base: 667				Base: 267				Base: 158			
119: Major problem	143	14.3	15.5	40.5	99	14.8	16.1	40.6	26	9.7	10.6	39.6	22	13.9	15.8	61.2
120: Minor problem	230	23.0	25.0		150	22.5	24.4		71	26.6	29.0		63	39.9	45.3	
121: Not a problem	548	54.8	59.5		365	54.7	59.4		148	55.4	60.4		54	34.2	38.8	
N/R	80	8.0			53	7.9			22	8.2			19	12.0		
Q17b Disruptive children / teenagers																
	Base: 1000				Base: 667				Base: 267				Base: 158			
122: Major problem	119	11.9	13.0	37.6	82	12.3	13.4	38.0	23	8.6	9.5	34.7	26	16.5	18.8	49.3
123: Minor problem	226	22.6	24.6		151	22.6	24.6		61	22.8	25.2		42	26.6	30.4	
124: Not a problem	572	57.2	62.4		380	57.0	62.0		158	59.2	65.3		70	44.3	50.7	
N/R	82	8.2			54	8.1			25	9.4			20	12.7		
Q17c Racial or other harassment																
	Base: 1000				Base: 667				Base: 267				Base: 158			
125: Major problem	56	5.6	6.1	19.5	40	6.0	6.5	19.4	7	2.6	2.9	16.9	6	3.8	4.4	14.6
126: Minor problem	123	12.3	13.4		79	11.8	12.9		34	12.7	14.0		14	8.9	10.2	
127: Not a problem	741	74.1	80.5		495	74.2	80.6		201	75.3	83.1		117	74.1	85.4	
N/R	81	8.1			53	7.9			25	9.4			21	13.3		
Q17d Drunk or rowdy behaviour																
	Base: 1000				Base: 667				Base: 267				Base: 158			
128: Major problem	113	11.3	12.3	34.5	76	11.4	12.4	34.8	25	9.4	10.2	33.1	23	14.6	16.7	49.3
129: Minor problem	204	20.4	22.2		137	20.5	22.4		56	21.0	22.9		45	28.5	32.6	
130: Not a problem	601	60.1	65.5		399	59.8	65.2		164	61.4	66.9		70	44.3	50.7	
N/R	82	8.2			55	8.2			22	8.2			20	12.7		
Q17e Vandalism and graffiti																
	Base: 1000				Base: 667				Base: 267				Base: 158			
131: Major problem	82	8.2	9.0	30.5	58	8.7	9.5	31.6	12	4.5	5.0	22.2	19	12.0	13.9	45.3
132: Minor problem	197	19.7	21.5		136	20.4	22.2		41	15.4	17.2		43	27.2	31.4	
133: Not a problem	636	63.6	69.5		419	62.8	68.4		186	69.7	77.8		75	47.5	54.7	

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	84	8.4		54	8.1		28	10.5		21	13.3	
Q17f Drug use or dealing	Base: 1000			Base: 667			Base: 267			Base: 158		
134: Major problem	281	28.1	30.7	192	28.8	31.4	63	23.6	26.1	49	31.0	35.0
135: Minor problem	169	16.9	18.5	108	16.2	17.6	58	21.7	24.1	39	24.7	27.9
136: Not a problem	465	46.5	50.8	312	46.8	51.0	120	44.9	49.8	52	32.9	37.1
N/R	84	8.4		55	8.2		26	9.7		18	11.4	
Q17g Abandoned or burnt out vehicles	Base: 1000			Base: 667			Base: 267			Base: 158		
137: Major problem	64	6.4	7.0	46	6.9	7.5	9	3.4	3.7	13	8.2	9.4
138: Minor problem	147	14.7	16.0	97	14.5	15.8	44	16.5	18.2	36	22.8	26.1
139: Not a problem	706	70.6	77.0	470	70.5	76.7	189	70.8	78.1	89	56.3	64.5
N/R	82	8.2		54	8.1		25	9.4		20	12.7	
Q17h Untidy bin or recycling areas	Base: 1000			Base: 667			Base: 267			Base: 158		
140: Major problem	163	16.3	17.8	110	16.5	18.0	41	15.4	16.5	54	34.2	37.2
141: Minor problem	207	20.7	22.5	129	19.3	21.1	82	30.7	32.9	47	29.7	32.4
142: Not a problem	548	54.8	59.7	372	55.8	60.9	126	47.2	50.6	44	27.8	30.3
N/R	82	8.2		56	8.4		18	6.7		13	8.2	
Q17i Lack of recycling facilities	Base: 1000			Base: 667			Base: 267			Base: 158		
143: Major problem	165	16.5	18.0	110	16.5	18.0	46	17.2	18.7	43	27.2	30.5
144: Minor problem	198	19.8	21.6	134	20.1	22.0	51	19.1	20.7	36	22.8	25.5
145: Not a problem	553	55.3	60.4	366	54.9	60.0	149	55.8	60.6	62	39.2	44.0
N/R	84	8.4		57	8.5		21	7.9		17	10.8	
Q18 Have you reported antisocial behaviour to council housing services in the last 12 months?	Base: 1000			Base: 667			Base: 267			Base: 158		
146: Yes	146	14.6	15.8	98	14.7	16.1	40	15.0	15.3	29	18.4	20.0
147: No	777	77.7	84.2	512	76.8	83.9	222	83.1	84.7	116	73.4	80.0
N/R	78	7.8		57	8.5		5	1.9		13	8.2	
Q19a The ease of reporting your ASB complaint	Base: 146			Base: 98			Base: 40			Base: 29		
148: Very satisfied	22	2.2	15.3	14	2.1	14.4	7	2.6	18.4	52.6	1	0.6
149: Fairly satisfied	36	3.6	25.0	23	3.4	23.7	13	4.9	34.2	9	5.7	31.0
150: Neither	19	1.9	13.2	13	1.9	13.4	5	1.9	13.2	3	1.9	10.3
151: Fairly dissatisfied	21	2.1	14.6	15	2.2	15.5	2	0.7	5.3	3	1.9	10.3
152: Very dissatisfied	46	4.6	31.9	32	4.8	33.0	11	4.1	28.9	13	8.2	44.8

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
153: N.A./ No opinion	2	0.2		1	0.1		1	0.4		0	0.0	
N/R	855	85.5		569	85.3		228	85.4		129	81.6	
Q19b That a thorough investigation was carried out	<i>Base: 146</i>											
154: Very satisfied	20	2.0	14.3	13	1.9	13.7	6	2.2	17.1	4	2.5	14.3
155: Fairly satisfied	20	2.0	14.3	13	1.9	13.7	7	2.6	20.0	4	2.5	14.3
156: Neither	17	1.7	12.1	11	1.6	11.6	5	1.9	14.3	5	3.2	17.9
157: Fairly dissatisfied	20	2.0	14.3	14	2.1	14.7	5	1.9	14.3	2	1.3	7.1
158: Very dissatisfied	63	6.3	45.0	44	6.6	46.3	12	4.5	34.3	13	8.2	46.4
159: N.A./ No opinion	6	0.6		3	0.4		3	1.1		1	0.6	
N/R	855	85.5		569	85.3		229	85.8		129	81.6	
Q19c The time taken to respond to your ASB complaint	<i>Base: 146</i>											
160: Very satisfied	17	1.7	12.5	11	1.6	12.0	6	2.2	17.6	3	1.9	10.7
161: Fairly satisfied	27	2.7	19.9	18	2.7	19.6	8	3.0	23.5	6	3.8	21.4
162: Neither	17	1.7	12.5	11	1.6	12.0	5	1.9	14.7	1	0.6	3.6
163: Fairly dissatisfied	21	2.1	15.4	15	2.2	16.3	4	1.5	11.8	4	2.5	14.3
164: Very dissatisfied	54	5.4	39.7	37	5.5	40.2	11	4.1	32.4	14	8.9	50.0
165: N.A./ No opinion	9	0.9		6	0.9		4	1.5		1	0.6	
N/R	855	85.5		569	85.3		229	85.8		129	81.6	
Q19d That you were kept informed about progress on your ASB complaint	<i>Base: 146</i>											
166: Very satisfied	17	1.7	12.1	11	1.6	11.5	6	2.2	17.6	3	1.9	10.3
167: Fairly satisfied	26	2.6	18.6	18	2.7	18.8	7	2.6	20.6	3	1.9	10.3
168: Neither	19	1.9	13.6	12	1.8	12.5	6	2.2	17.6	3	1.9	10.3
169: Fairly dissatisfied	16	1.6	11.4	12	1.8	12.5	2	0.7	5.9	5	3.2	17.2
170: Very dissatisfied	62	6.2	44.3	43	6.4	44.8	13	4.9	38.2	15	9.5	51.7
171: N.A./ No opinion	5	0.5		2	0.3		4	1.5		0	0.0	
N/R	855	85.5		569	85.3		229	85.8		129	81.6	
Q20a This is a place where people from different backgrounds get on well together	<i>Base: 1000</i>											
172: Strongly agree	300	30.0	33.8	204	30.6	34.6	65	24.3	26.5	27	17.1	19.6
173: Tend to agree	379	37.9	42.7	246	36.9	41.7	130	48.7	53.1	67	42.4	48.6
174: Neither	146	14.6	16.5	99	14.8	16.8	34	12.7	13.9	34	21.5	24.6
175: Tend to disagree	35	3.5	3.9	22	3.3	3.7	12	4.5	4.9	6	3.8	4.3
176: Strongly disagree	27	2.7	3.0	19	2.8	3.2	4	1.5	1.6	4	2.5	2.9
177: N.A./ No opinion	32	3.2		19	2.8		13	4.9		7	4.4	

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	81	8.1		58	8.7		9	3.4		13	8.2	
Q20b I feel part of my local community	Base: 1000			Base: 667			Base: 267			Base: 158		
178: Strongly agree	251	25.1	28.8	169	25.3	29.1	58	21.7	24.1	19	12.0	13.6
179: Tend to agree	298	29.8	34.2	188	28.2	32.4	116	43.4	48.1	58	36.7	41.4
180: Neither	214	21.4	24.5	147	22.0	25.3	46	17.2	19.1	46	29.1	32.9
181: Tend to disagree	56	5.6	6.4	38	5.7	6.6	12	4.5	5.0	10	6.3	7.1
182: Strongly disagree	53	5.3	6.1	38	5.7	6.6	9	3.4	3.7	7	4.4	5.0
183: N.A./ No opinion	44	4.4		28	4.2		14	5.2		3	1.9	
N/R	84	8.4		59	8.8		12	4.5		15	9.5	
Q21 Has Luton Borough Council housing services carried out a repair to your home in the last 12 months?	Base: 1000			Base: 667			Base: 267			Base: 158		
184: Yes	647	64.7	70.5	431	64.6	71.1	174	65.2	65.7	58	36.7	40.3
185: No	271	27.1	29.5	175	26.2	28.9	91	34.1	34.3	86	54.4	59.7
N/R	82	8.2		61	9.1		2	0.7		14	8.9	
Q22 How satisfied or dissatisfied are you with the overall repairs service from Luton Borough Council housing services over the last 12 months?	Base: 647			Base: 431			Base: 174			Base: 58		
186: Very satisfied	320	32.0	49.4	211	31.6	49.0	95	35.6	54.6	8	5.1	14.0
187: Fairly satisfied	189	18.9	29.1	121	18.1	28.1	58	21.7	33.3	20	12.7	35.1
188: Neither satisfied nor dissatisfied	52	5.2	8.1	36	5.4	8.4	10	3.7	5.7	8	5.1	14.0
189: Fairly dissatisfied	48	4.8	7.5	34	5.1	7.9	9	3.4	5.2	13	8.2	22.8
190: Very dissatisfied	38	3.8	5.9	29	4.3	6.7	2	0.7	1.1	8	5.1	14.0
191: Not applicable/ don't know [leaseholders only]	0	0.0		0	0.0		0	0.0		1	0.6	
N/R	353	35.3		236	35.4		93	34.8		100	63.3	
Q23 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Base: 647			Base: 431			Base: 174			Base: 58		
192: Very satisfied	295	29.5	45.6	196	29.4	45.5	81	30.3	46.8	5	3.2	8.9
193: Fairly satisfied	176	17.6	27.2	113	16.9	26.2	58	21.7	33.5	21	13.3	37.5
194: Neither satisfied nor dissatisfied	59	5.9	9.1	39	5.8	9.0	16	6.0	9.2	12	7.6	21.4
195: Fairly dissatisfied	49	4.9	7.5	32	4.8	7.4	12	4.5	6.9	5	3.2	8.9
196: Very dissatisfied	69	6.9	10.6	51	7.6	11.8	6	2.2	3.5	13	8.2	23.2
197: Not applicable/ don't know [leaseholders only]	0	0.0		0	0.0		0	0.0		0	0.0	
N/R	353	35.3		236	35.4		94	35.2		102	64.6	
Q24 How easy was it to report your last repair?	Base: 647			Base: 431			Base: 174			Base: 58		

Appendix C. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Weight by stock type		% +ve		Representative of population		% +ve		Representative of population		% +ve		Representative of population		% +ve	
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
198: Very easy	392	39.2	61.4	88.6	264	39.6	62.3	87.7	99	37.1	57.9	94.7	8	5.1	17.4	60.9
199: Fairly easy	173	17.3	27.1		108	16.2	25.5		63	23.6	36.8		20	12.7	43.5	
200: Neither	19	1.9	3.0		12	1.8	2.8		6	2.2	3.5		8	5.1	17.4	
201: Fairly difficult	31	3.1	4.9		23	3.4	5.4		2	0.7	1.2		6	3.8	13.0	
202: Very difficult	23	2.3	3.6		17	2.5	4.0		1	0.4	0.6		4	2.5	8.7	
203: Not applicable/ don't know	9	0.9			7	1.0			1	0.4			11	7.0		
N/R	354	35.4			236	35.4			95	35.6			101	63.9		
Q25 Did you get a text message confirming your repair appointment slot?																
204: Yes	564	56.4	87.3		377	56.5	87.5		148	55.4	86.0		18	11.4	31.6	
205: No	56	5.6	8.7		38	5.7	8.8		12	4.5	7.0		20	12.7	35.1	
206: Not applicable/ don't know	26	2.6	4.0		16	2.4	3.7		12	4.5	7.0		19	12.0	33.3	
N/R	354	35.4			236	35.4			95	35.6			101	63.9		
Q26 Was your repairs appointment slot kept?																
207: Yes	571	57.1	88.3		378	56.7	87.7		162	60.7	94.2		19	12.0	33.9	
208: No	53	5.3	8.2		37	5.5	8.6		8	3.0	4.7		7	4.4	12.5	
209: Not applicable/ don't know	23	2.3	3.6		16	2.4	3.7		2	0.7	1.2		30	19.0	53.6	
N/R	354	35.4			236	35.4			95	35.6			102	64.6		
Q27a Being told when workers would call																
210: Very satisfied	369	36.9	58.2	86.1	245	36.7	58.1	85.5	102	38.2	60.0	91.8	5	3.2	11.9	50.0
211: Fairly satisfied	177	17.7	27.9		116	17.4	27.5		54	20.2	31.8		16	10.1	38.1	
212: Neither	38	3.8	6.0		26	3.9	6.2		8	3.0	4.7		11	7.0	26.2	
213: Fairly dissatisfied	21	2.1	3.3		13	1.9	3.1		5	1.9	2.9		4	2.5	9.5	
214: Very dissatisfied	29	2.9	4.6		22	3.3	5.2		1	0.4	0.6		6	3.8	14.3	
215: N.A./ No opinion	9	0.9			6	0.9			1	0.4			12	7.6		
N/R	358	35.8			239	35.8			96	36.0			104	65.8		
Q27b Being able to make an appointment																
216: Very satisfied	349	34.9	55.6	84.6	232	34.8	55.4	84.0	95	35.6	56.9	89.2	5	3.2	11.9	54.8
217: Fairly satisfied	182	18.2	29.0		120	18.0	28.6		54	20.2	32.3		18	11.4	42.9	
218: Neither	45	4.5	7.2		30	4.5	7.2		11	4.1	6.6		12	7.6	28.6	
219: Fairly dissatisfied	29	2.9	4.6		20	3.0	4.8		5	1.9	3.0		2	1.3	4.8	
220: Very dissatisfied	23	2.3	3.7		17	2.5	4.1		2	0.7	1.2		5	3.2	11.9	
221: N.A./ No opinion	12	1.2			9	1.3			0	0.0			12	7.6		
N/R	360	36.0			239	35.8			100	37.5			104	65.8		

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	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q27c Being kept informed throughout the process																
	Base: 647				Base: 431				Base: 174				Base: 58			
222: Very satisfied	301	30.1	48.2	74.8	200	30.0	48.0	73.9	80	30.0	49.4	81.5	2	1.3	4.7	37.2
223: Fairly satisfied	166	16.6	26.6		108	16.2	25.9		52	19.5	32.1		14	8.9	32.6	
224: Neither	75	7.5	12.0		51	7.6	12.2		17	6.4	10.5		15	9.5	34.9	
225: Fairly dissatisfied	38	3.8	6.1		25	3.7	6.0		11	4.1	6.8		6	3.8	14.0	
226: Very dissatisfied	44	4.4	7.1		33	4.9	7.9		2	0.7	1.2		6	3.8	14.0	
227: N.A./ No opinion	15	1.5			11	1.6			3	1.1			11	7.0		
N/R	361	36.1			239	35.8			102	38.2			104	65.8		
	Base: 647				Base: 431				Base: 174				Base: 58			
Q27d Speed with which work was completed once started																
228: Very satisfied	355	35.5	56.6	83.7	238	35.7	56.8	83.3	93	34.8	56.4	86.7	5	3.2	11.6	44.2
229: Fairly satisfied	170	17.0	27.1		111	16.6	26.5		50	18.7	30.3		14	8.9	32.6	
230: Neither	37	3.7	5.9		25	3.7	6.0		9	3.4	5.5		12	7.6	27.9	
231: Fairly dissatisfied	20	2.0	3.2		13	1.9	3.1		6	2.2	3.6		5	3.2	11.6	
232: Very dissatisfied	45	4.5	7.2		32	4.8	7.6		7	2.6	4.2		7	4.4	16.3	
233: N.A./ No opinion	13	1.3			9	1.3			1	0.4			11	7.0		
N/R	360	36.0			239	35.8			101	37.8			104	65.8		
	Base: 647				Base: 431				Base: 174				Base: 58			
Q27e Attitude of workers																
234: Very satisfied	431	43.1	68.2	89.6	286	42.9	67.8	88.9	121	45.3	73.3	95.8	8	5.1	18.6	65.1
235: Fairly satisfied	135	13.5	21.4		89	13.3	21.1		37	13.9	22.4		20	12.7	46.5	
236: Neither	30	3.0	4.7		21	3.1	5.0		5	1.9	3.0		8	5.1	18.6	
237: Fairly dissatisfied	18	1.8	2.8		13	1.9	3.1		1	0.4	0.6		3	1.9	7.0	
238: Very dissatisfied	18	1.8	2.8		13	1.9	3.1		1	0.4	0.6		4	2.5	9.3	
239: N.A./ No opinion	8	0.8			6	0.9			1	0.4			11	7.0		
N/R	360	36.0			239	35.8			101	37.8			104	65.8		
	Base: 647				Base: 431				Base: 174				Base: 58			
Q27f The overall quality of work																
240: Very satisfied	360	36.0	57.1	83.7	238	35.7	56.4	82.5	104	39.0	63.4	93.3	6	3.8	14.0	60.5
241: Fairly satisfied	167	16.7	26.5		110	16.5	26.1		49	18.4	29.9		20	12.7	46.5	
242: Neither	40	4.0	6.3		28	4.2	6.6		5	1.9	3.0		5	3.2	11.6	
243: Fairly dissatisfied	28	2.8	4.4		20	3.0	4.7		5	1.9	3.0		4	2.5	9.3	
244: Very dissatisfied	35	3.5	5.6		26	3.9	6.2		1	0.4	0.6		8	5.1	18.6	
245: N.A./ No opinion	8	0.8			6	0.9			1	0.4			11	7.0		
N/R	361	36.1			239	35.8			102	38.2			104	65.8		
	Base: 647				Base: 431				Base: 174				Base: 58			
Q27g Keeping dirt and mess to a minimum																

Appendix C. Data summary

	All LCRA Tenants				General needs				Sheltered				Leaseholders			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
246: Very satisfied	391	39.1	62.2	87.9	259	38.8	61.5	86.9	114	42.7	69.1	95.2	7	4.4	15.6	57.8
247: Fairly satisfied	162	16.2	25.8		107	16.0	25.4		43	16.1	26.1		19	12.0	42.2	
248: Neither	38	3.8	6.0		27	4.0	6.4		5	1.9	3.0		6	3.8	13.3	
249: Fairly dissatisfied	20	2.0	3.2		15	2.2	3.6		2	0.7	1.2		6	3.8	13.3	
250: Very dissatisfied	18	1.8	2.9		13	1.9	3.1		1	0.4	0.6		7	4.4	15.6	
251: N.A./ No opinion	10	1.0			7	1.0			2	0.7			9	5.7		
N/R	360	36.0			239	35.8			100	37.5			104	65.8		
Q27h The repair being done 'right first time'																
	Base: 647				Base: 431				Base: 174				Base: 58			
252: Very satisfied	348	34.8	55.5	79.3	230	34.5	55.0	78.0	100	37.5	59.9	88.0	10	6.3	22.7	50.0
253: Fairly satisfied	149	14.9	23.8		96	14.4	23.0		47	17.6	28.1		12	7.6	27.3	
254: Neither	41	4.1	6.5		31	4.6	7.4		3	1.1	1.8		7	4.4	15.9	
255: Fairly dissatisfied	30	3.0	4.8		19	2.8	4.5		11	4.1	6.6		3	1.9	6.8	
256: Very dissatisfied	59	5.9	9.4		42	6.3	10.0		6	2.2	3.6		12	7.6	27.3	
257: N.A./ No opinion	13	1.3			10	1.5			0	0.0			10	6.3		
N/R	360	36.0			239	35.8			100	37.5			104	65.8		
Q27i The workers doing the work you expected																
	Base: 647				Base: 431				Base: 174				Base: 58			
258: Very satisfied	378	37.8	59.9	84.5	249	37.3	59.1	83.8	110	41.2	66.3	90.4	11	7.0	26.2	59.5
259: Fairly satisfied	155	15.5	24.6		104	15.6	24.7		40	15.0	24.1		14	8.9	33.3	
260: Neither	40	4.0	6.3		27	4.0	6.4		9	3.4	5.4		8	5.1	19.0	
261: Fairly dissatisfied	18	1.8	2.9		12	1.8	2.9		4	1.5	2.4		2	1.3	4.8	
262: Very dissatisfied	40	4.0	6.3		29	4.3	6.9		3	1.1	1.8		7	4.4	16.7	
263: N.A./ No opinion	9	0.9			7	1.0			1	0.4			11	7.0		
N/R	360	36.0			239	35.8			100	37.5			105	66.5		
Q28 Generally, how satisfied or dissatisfied are you with the way that Luton Borough Council housing services deal with repairs and maintenance?																
	Base: 1000				Base: 667				Base: 267				Base: 158			
264: Very satisfied	413	41.3	45.4	75.9	274	41.1	45.5	74.6	119	44.6	46.5	85.2	8	5.1	6.2	41.9
265: Fairly satisfied	277	27.7	30.5		175	26.2	29.1		99	37.1	38.7		46	29.1	35.7	
266: Neither	97	9.7	10.7		67	10.0	11.1		19	7.1	7.4		28	17.7	21.7	
267: Fairly dissatisfied	54	5.4	5.9		36	5.4	6.0		13	4.9	5.1		23	14.6	17.8	
268: Very dissatisfied	68	6.8	7.5		50	7.5	8.3		6	2.2	2.3		24	15.2	18.6	
269: N.A./ No opinion	0	0.0			0	0.0			0	0.0			13	8.2		
N/R	91	9.1			65	9.7			11	4.1			16	10.1		
Q29 Have you made a complaint to Luton Borough Council housing services in the last 12 months?																
	Base: 1000				Base: 667				Base: 267				Base: 158			
270: Yes	185	18.5	20.3		124	18.6	20.6		43	16.1	16.6		43	27.2	30.5	

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid % +ve	Count	% raw	% valid % +ve	Count	% raw	% valid % +ve	Count	% raw	% valid % +ve
271: No	724	72.4	79.7	477	71.5	79.4	216	80.9	83.4	98	62.0	69.5
N/R	91	9.1		66	9.9		8	3.0		17	10.8	
Q30 How satisfied or dissatisfied are you with Luton Borough Council housing services' approach to complaints handling?												
272: Very satisfied	20	2.0	10.7	27.9	11	1.6	8.9	25.0	10	3.7	23.3	48.8
273: Fairly satisfied	32	3.2	17.1	20	3.0	16.1	11	4.1	25.6	11	4.1	25.6
274: Neither satisfied nor dissatisfied	27	2.7	14.8	19	2.8	15.3	4	1.5	9.3	4	1.5	9.3
275: Fairly dissatisfied	32	3.2	17.1	22	3.3	17.7	7	2.6	16.3	7	2.6	16.3
276: Very dissatisfied	74	7.4	40.2	52	7.8	41.9	11	4.1	25.6	11	4.1	25.6
N/R	815	81.5		543	81.4		224	83.9		116	73.4	
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?												
277: Yes - limited a lot	264	26.4	29.2	177	26.5	29.5	65	24.3	25.7	14	8.9	10.1
278: Yes - limited a little	178	17.8	19.7	116	17.4	19.3	59	22.1	23.3	16	10.1	11.6
279: No	386	38.6	42.7	260	39.0	43.3	100	37.5	39.5	89	56.3	64.5
280: Prefer not to say	76	7.6	8.4	47	7.0	7.8	29	10.9	11.5	19	12.0	13.8
N/R	97	9.7		67	10.0		14	5.2		20	12.7	
R31 Disability												
281: Yes	441	44.1	53.3	293	43.9	53.0	124	46.4	55.4	30	19.0	25.2
282: No	386	38.6	46.7	260	39.0	47.0	100	37.5	44.6	89	56.3	74.8
N/R	173	17.3		114	17.1		43	16.1		39	24.7	
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?												
283: Yes	235	23.5	26.1	163	24.4	27.2	44	16.5	17.5	17	10.8	12.2
284: No	605	60.5	67.1	397	59.5	66.2	189	70.8	75.3	105	66.5	75.5
285: Prefer not to say	62	6.2	6.9	40	6.0	6.7	18	6.7	7.2	17	10.8	12.2
N/R	97	9.7		67	10.0		16	6.0		19	12.0	
Q33 Are you aware that Total Wellbeing Luton can support you with the following range of free health and wellbeing services?												
286: Stop Smoking	340	34.0	40.4	227	34.0	40.0	101	37.8	48.1	47	29.7	39.5
287: Weight management	290	29.0	34.4	195	29.2	34.3	83	31.1	39.5	40	25.3	33.6
288: Exercise	294	29.4	34.9	191	28.6	33.6	98	36.7	46.7	37	23.4	31.1

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
289: Social prescription	185	18.5	22.0	120	18.0	21.1	65	24.3	31.0	31	19.6	26.1
290: Emotional health	276	27.6	32.8	186	27.9	32.7	74	27.7	35.2	36	22.8	30.3
291: Support with long term conditions	243	24.3	28.9	159	23.8	28.0	80	30.0	38.1	32	20.3	26.9
292: None of these	366	36.6	43.5	251	37.6	44.2	77	28.8	36.7	64	40.5	53.8
N/R	158	15.8		99	14.8		57	21.3		39	24.7	
Q33a [Stop Smoking] - Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 340</i>											
293: I've used it	68	6.8	21.2	47	7.0	20.9	17	6.4	26.6	5	3.2	14.7
294: I've NOT used it	253	25.3	78.8	178	26.7	79.1	47	17.6	73.4	29	18.4	85.3
N/R	679	67.9		442	66.3		203	76.0		124	78.5	
Q33b [Weight management] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 290</i>											
295: I've used it	49	4.9	17.9	35	5.2	18.2	8	3.0	14.5	5	3.2	17.2
296: I've NOT used it	225	22.5	82.1	157	23.5	81.8	47	17.6	85.5	24	15.2	82.8
N/R	726	72.6		475	71.2		212	79.4		129	81.6	
Q33c [Exercise] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 294</i>											
297: I've used it	63	6.3	22.7	41	6.1	21.7	17	6.4	26.2	7	4.4	25.0
298: I've NOT used it	214	21.4	77.3	148	22.2	78.3	48	18.0	73.8	21	13.3	75.0
N/R	723	72.3		478	71.7		202	75.7		130	82.3	
Q33d [Social prescription] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 185</i>											
299: I've used it	28	2.8	16.2	19	2.8	15.8	8	3.0	21.1	4	2.5	19.0
300: I've NOT used it	145	14.5	83.8	101	15.1	84.2	30	11.2	78.9	17	10.8	81.0
N/R	827	82.7		547	82.0		229	85.8		137	86.7	
Q33e [Emotional health] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 276</i>											
301: I've used it	81	8.1	30.9	57	8.5	30.6	14	5.2	31.1	4	2.5	16.0
302: I've NOT used it	181	18.1	69.1	129	19.3	69.4	31	11.6	68.9	21	13.3	84.0
N/R	737	73.7		481	72.1		222	83.1		133	84.2	

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
Q33f [Support with long term conditions] Have you used the following range of free health and wellbeing services from Total Wellbeing Luton?	<i>Base: 243</i>											
303: I've used it	46	4.6	20.2	30	4.5	19.0	13	4.9	26.0	1	0.6	4.5
304: I've NOT used it	182	18.2	79.8	128	19.2	81.0	37	13.9	74.0	21	13.3	95.5
N/R	772	77.2		509	76.3		217	81.3		136	86.1	
R33 Aware of any support available from Total Wellbeing Luton	<i>Base: 1000</i>											
305: Yes	475	47.5	56.5	317	47.5	55.8	133	49.8	63.3	55	34.8	46.2
306: No	366	36.6	43.5	251	37.6	44.2	77	28.8	36.7	64	40.5	53.8
N/R	158	15.8		99	14.8		57	21.3		39	24.7	
R33 Used any support available from Total Wellbeing Luton	<i>Base: 1000</i>											
307: Yes	203	20.3	20.3	138	20.7	20.7	48	18.0	18.0	14	8.9	8.9
308: No	797	79.7	79.7	529	79.3	79.3	219	82.0	82.0	144	91.1	91.1
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
Q34 Do you or any members of your household smoke?	<i>Base: 1000</i>											
309: Yes	266	26.6	29.6	184	27.6	31.0	57	21.3	22.3	14	8.9	10.1
310: No	632	63.2	70.4	410	61.5	69.0	199	74.5	77.7	125	79.1	89.9
N/R	102	10.2		73	10.9		11	4.1		19	12.0	
Q35 Would you be interested in support via the Council to stop smoking?	<i>Base: 266</i>											
311: Yes	54	5.4	20.2	38	5.7	20.7	10	3.7	17.5	2	1.3	14.3
312: No	173	17.3	64.8	121	18.1	65.8	33	12.4	57.9	9	5.7	64.3
313: Don't know	40	4.0	15.0	25	3.7	13.6	14	5.2	24.6	3	1.9	21.4
N/R	734	73.4		483	72.4		210	78.7		144	91.1	
Q36 How much activity do you do a week, such as brisk walking or other exercise that makes you breathe faster or feel warmer?	<i>Base: 1000</i>											
314: I do more than 2½ hours of activity per week	337	33.7	45.7	224	33.6	45.7	94	35.2	45.4	60	38.0	56.1
315: I do between 30 minutes and 2½ hours of activity per week	202	20.2	27.4	130	19.5	26.5	69	25.8	33.3	35	22.2	32.7
316: I do less than 30 minutes of activity per week	199	19.9	27.0	136	20.4	27.8	44	16.5	21.3	12	7.6	11.2
317: Prefer not to say	144	14.4		95	14.2		43	16.1		30	19.0	
N/R	118	11.8		82	12.3		17	6.4		21	13.3	
Q37 If the Council offered any of the following support would it help you be more active?	<i>Base: 1000</i>											

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
318: More taster sessions at Council sports and leisure facilities	250	25.0	28.8	172	25.8	29.8	50	18.7	20.6	33	20.9	26.4
319: More family sessions at Council sports and leisure facilities	198	19.8	22.8	141	21.1	24.4	24	9.0	9.9	24	15.2	19.2
320: More information about sports and physical activities opportunities	233	23.3	26.8	157	23.5	27.2	58	21.7	23.9	40	25.3	32.0
321: Support in joining a club or leisure provider	269	26.9	31.0	185	27.7	32.0	50	18.7	20.6	37	23.4	29.6
322: Improving walking and cycling routes	236	23.6	27.2	158	23.7	27.3	59	22.1	24.3	38	24.1	30.4
323: Other	46	4.6	5.3	30	4.5	5.2	15	5.6	6.2	12	7.6	9.6
324: None of these	379	37.9	43.6	247	37.0	42.7	131	49.1	53.9	49	31.0	39.2
N/R	131	13.1		89	13.3		24	9.0		33	20.9	
R37 Support would help you be more active	<i>Base: 1,000</i>			<i>Base: 667</i>			<i>Base: 267</i>			<i>Base: 158</i>		
325: Yes	490	49.0	56.4	331	49.6	57.3	112	41.9	46.1	76	48.1	60.8
326: No	379	37.9	43.6	247	37.0	42.7	131	49.1	53.9	49	31.0	39.2
N/R	131	13.1		89	13.3		24	9.0		33	20.9	
D101 Stock type	<i>Base: 1,000</i>			<i>Base: 667</i>			<i>Base: 267</i>			<i>Base: 158</i>		
327: General needs	854	85.4	85.4	667	100.0	100.0	0	0.0	0.0	0	0.0	0.0
328: Sheltered	119	11.9	11.9	0	0.0	0.0	267	100.0	100.0	0	0.0	0.0
329: Temporary	27	2.7	2.7	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
330: Leasehold	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	158	100.0	100.0
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D102 Ward	<i>Base: 1,000</i>			<i>Base: 667</i>			<i>Base: 267</i>			<i>Base: 158</i>		
331: Biscot	10	1.0	1.0	2	0.3	0.3	16	6.0	6.0	3	1.9	1.9
332: Bramingham	11	1.1	1.1	0	0.0	0.0	24	9.0	9.0	0	0.0	0.0
333: Chalfney	6	0.6	0.6	4	0.6	0.6	0	0.0	0.0	0	0.0	0.0
334: Crawley	33	3.3	3.3	25	3.7	3.7	0	0.0	0.0	0	0.0	0.0
335: Dallow	22	2.2	2.2	13	1.9	1.9	12	4.5	4.5	2	1.3	1.3
336: Farley	123	12.3	12.3	83	12.4	12.4	32	12.0	12.0	25	15.8	15.8
337: Hightown	52	5.2	5.2	38	5.7	5.7	4	1.5	1.5	18	11.4	11.4
338: Icknield	31	3.1	3.1	24	3.6	3.6	0	0.0	0.0	4	2.5	2.5
339: Leagrave	114	11.4	11.4	73	10.9	10.9	38	14.2	14.2	14	8.9	8.9
340: Lewsey	138	13.8	13.8	89	13.3	13.3	48	18.0	18.0	14	8.9	8.9
341: Limbury	16	1.6	1.6	9	1.3	1.3	10	3.7	3.7	0	0.0	0.0
342: Northwell	139	13.9	13.9	99	14.8	14.8	9	3.4	3.4	19	12.0	12.0
343: Round Green	47	4.7	4.7	34	5.1	5.1	6	2.2	2.2	2	1.3	1.3
344: Saints	13	1.3	1.3	10	1.5	1.5	0	0.0	0.0	9	5.7	5.7
345: South	117	11.7	11.7	73	10.9	10.9	42	16	16	33	20.9	20.9
346: Stopsley	20	2.0	2.0	10	1.5	1.5	14	5.2	5.2	0	0.0	0.0
347: Sundon	64	6.4	6.4	49	7.3	7.3	1	0.4	0.4	11	7.0	7.0

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders					
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
348: Sundon Park	3	0.3	0.3	2	0.3	0.3	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
349: Wignore	43	4.3	4.3	30	4.5	4.5	11	4.1	4.1	4	2.5	2.5	4	2.5	2.5
N/R	1	0.1		0	0.0		0	0.0		0	0.0		0	0.0	
D103 Estate	Base: 1000			Base: 667			Base: 267			Base: 158					
350: Ambleside	16	1.6	1.6	9	1.3	1.3	10	3.7	3.7	0	0.0	0.0	0	0.0	0.0
351: Beech Hill	9	0.9	0.9	6	0.9	0.9	3	1.1	1.1	3	1.9	1.9	3	1.9	1.9
352: Biscot Road	11	1.1	1.1	0	0.0	0.0	25	9.4	9.4	0	0.0	0.0	0	0.0	0.0
353: Farley Hill	120	12.0	12.0	81	12.1	12.1	32	12.0	12.0	20	12.7	12.7	20	12.7	12.7
354: Hart Lane	46	4.6	4.6	34	5.1	5.1	0	0.0	0.0	7	4.4	4.4	7	4.4	4.4
355: High Town	10	1.0	1.0	8	1.2	1.2	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
356: Hockwell Ring	110	11.0	11.0	70	10.5	10.5	39	14.6	14.6	14	8.9	8.9	14	8.9	8.9
357: Lewsey Farm	141	14.1	14.1	91	13.6	13.6	48	18.0	18.0	14	8.9	8.9	14	8.9	8.9
358: Marsh Farm	208	20.8	20.8	144	21.6	21.6	33	12.4	12.4	23	14.6	14.6	23	14.6	14.6
359: Roman Road	6	0.6	0.6	5	0.7	0.7	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
360: Runfold	32	3.2	3.2	25	3.7	3.7	0	0.0	0.0	4	2.5	2.5	4	2.5	2.5
361: Stopsley	99	9.9	9.9	68	10.2	10.2	25	9.4	9.4	4	2.5	2.5	4	2.5	2.5
362: Sundon Park	6	0.6	0.6	5	0.7	0.7	0	0.0	0.0	7	4.4	4.4	7	4.4	4.4
363: Town Centre 1	90	9.0	9.0	58	8.7	8.7	26	9.7	9.7	30	19.0	19.0	30	19.0	19.0
364: Town Centre 2	83	8.3	8.3	54	8.1	8.1	26	9.7	9.7	24	15.2	15.2	24	15.2	15.2
365: Trent Road	12	1.2	1.2	9	1.3	1.3	0	0.0	0.0	8	5.1	5.1	8	5.1	5.1
N/R	1	0.1		0	0.0		0	0.0		0	0.0		0	0.0	
D104 Length of tenure	Base: 1000			Base: 667			Base: 267			Base: 158					
366: Under 1 year	55	5.5	5.5	32	4.8	4.8	14	5.2	5.2	8	5.1	5.1	8	5.1	5.1
367: 1 - 2 years	134	13.4	13.4	78	11.7	11.7	50	18.7	18.7	22	13.9	13.9	22	13.9	13.9
368: 3 - 5 years	159	15.9	15.9	96	14.4	14.4	64	24.0	24.0	28	17.7	17.7	28	17.7	17.7
369: 6 - 10 years	167	16.7	16.7	104	15.6	15.6	75	28.1	28.1	45	28.5	28.5	45	28.5	28.5
370: 11 - 20 years	241	24.1	24.1	168	25.2	25.2	59	22.1	22.1	34	21.5	21.5	34	21.5	21.5
371: 21+ years	244	24.4	24.4	189	28.3	28.3	5	1.9	1.9	21	13.3	13.3	21	13.3	13.3
N/R	0	0.0		0	0.0		0	0.0		0	0.0		0	0.0	
D105 Property type	Base: 1000			Base: 667			Base: 267			Base: 158					
372: Bedsit	22	2.2	2.2	13	1.9	1.9	12	4.5	4.5	6	3.8	3.8	6	3.8	3.8
373: Bungalow	29	2.9	2.9	15	2.2	2.2	21	7.9	7.9	0	0.0	0.0	0	0.0	0.0
374: Flat	523	52.3	52.3	325	48.7	48.7	233	87.3	87.3	135	85.4	85.4	135	85.4	85.4
375: House	387	38.7	38.7	301	45.1	45.1	1	0.4	0.4	0	0.0	0.0	0	0.0	0.0
376: Maisonette	17	1.7	1.7	13	1.9	1.9	0	0.0	0.0	17	10.8	10.8	17	10.8	10.8
377: Temporary	22	2.2	2.2	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		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D106 Property size	Base: 1000			Base: 667			Base: 267			Base: 158		
378: Bedsit	23	2.3	2.3	14	2.1	2.1	12	4.5	4.5	7	4.4	4.4
379: 1 bed	311	31.1	31.1	172	25.8	25.8	192	71.9	71.9	44	27.8	27.8
380: 2 bed	321	32.1	32.1	222	33.3	33.3	62	23.2	23.2	89	56.3	56.3
381: 3 bed	325	32.5	32.5	245	36.7	36.7	0	0.0	0.0	18	11.4	11.4
382: 4 bed+	20	2.0	2.0	14	2.1	2.1	1	0.4	0.4	0	0.0	0.0
N/R	0	0.0		0	0.0		0	0.0		0	0.0	
D107 Flat type	Base: 1000			Base: 667			Base: 267			Base: 158		
383: High rise	129	12.9	24.6	83	12.4	25.5	47	17.6	20.2	19	12.0	14.1
384: Low rise	379	37.9	72.3	230	34.5	70.8	185	69.3	79.4	115	72.8	85.2
385: Mid rise	16	1.6	3.1	12	1.8	3.7	1	0.4	0.4	1	0.6	0.7
N/R	477	47.7		342	51.3		34	12.7		23	14.6	
D108 Age group	Base: 1000			Base: 667			Base: 267			Base: 158		
386: 16 - 24 years	17	1.7	1.7	12	1.8	1.8	1	0.4	0.4	0	0.0	0.0
387: 25 - 34 years	85	8.5	8.5	63	9.4	9.4	1	0.4	0.4	2	1.3	4.4
388: 35 - 44 years	167	16.7	16.7	120	18.0	18.0	2	0.7	0.8	8	5.1	17.8
389: 45 - 54 years	191	19.1	19.1	143	21.4	21.4	3	1.1	1.1	11	7.0	24.4
390: 55 - 64 years	245	24.5	24.5	168	25.2	25.2	63	23.6	23.7	11	7.0	24.4
391: 65 - 74 years	160	16.0	16.0	87	13.0	13.0	108	40.4	40.6	8	5.1	17.8
392: 75 - 84 years	92	9.2	9.2	53	7.9	7.9	54	20.2	20.3	4	2.5	8.9
393: 85 years and over	42	4.2	4.2	21	3.1	3.1	34	12.7	12.8	1	0.6	2.2
N/R	0	0.0		0	0.0		1	0.4		113	71.5	
D109 Age group [simple]	Base: 1000			Base: 667			Base: 267			Base: 158		
394: 18-34	102	10.2	10.2	75	11.2	11.2	2	0.7	0.8	2	1.3	4.4
395: 35-49	261	26.1	26.1	190	28.5	28.5	3	1.1	1.1	13	8.2	28.9
396: 50-64	342	34.2	34.2	241	36.1	36.1	65	24.3	24.4	17	10.8	37.8
397: 65+	294	29.4	29.4	161	24.1	24.1	196	73.4	73.7	13	8.2	28.9
N/R	0	0.0		0	0.0		1	0.4		113	71.5	
D110 Ethnic background	Base: 1000			Base: 667			Base: 267			Base: 158		
398: British	439	43.9	50.8	294	44.1	50.4	134	50.2	57.5	9	5.7	27.3
399: Irish	23	2.3	2.7	13	1.9	2.2	15	5.6	6.4	0	0.0	0.0

Appendix C. Data summary

	All LCRA Tenants			General needs			Sheltered			Leaseholders					
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
400: Gypsy or Irish Traveller	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
401: Other White background	42	4.2	4.9	24	3.6	4.1	26	9.7	11.2	4	2.5	12.1	4	2.5	12.1
402: White & Black Caribbean	11	1.1	1.3	8	1.2	1.4	2	0.7	0.9	0	0.0	0.0	0	0.0	0.0
403: White & Black African	6	0.6	0.7	4	0.6	0.7	0	0.0	0.0	1	0.6	3.0	1	0.6	3.0
404: White & Asian	4	0.4	0.5	3	0.4	0.5	1	0.4	0.4	0	0.0	0.0	0	0.0	0.0
405: Other Mixed background	3	0.3	0.3	2	0.3	0.3	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
406: Indian	11	1.1	1.3	7	1.0	1.2	3	1.1	1.3	1	0.6	3.0	1	0.6	3.0
407: Pakistani	66	6.6	7.6	43	6.4	7.4	11	4.1	4.7	5	3.2	15.2	5	3.2	15.2
408: Bangladeshi	68	6.8	7.9	50	7.5	8.6	4	1.5	1.7	4	2.5	12.1	4	2.5	12.1
409: Chinese	0	0.0	0.0	0	0.0	0.0	1	0.4	0.4	0	0.0	0.0	0	0.0	0.0
410: Other Asian background	22	2.2	2.5	16	2.4	2.7	2	0.7	0.9	2	1.3	6.1	2	1.3	6.1
411: Caribbean	69	6.9	8.0	49	7.3	8.4	12	4.5	5.2	16	6.0	28.2	6	3.8	18.2
412: African	73	7.3	8.4	51	7.6	8.7	3	1.1	1.3	3	2.0	9.1	0	0.0	0.0
413: Other Black background	5	0.5	0.6	3	0.4	0.5	1	0.4	0.4	1	0.6	3.0	0	0.0	0.0
414: Arab	5	0.5	0.6	3	0.4	0.5	1	0.4	0.4	0	0.0	0.0	0	0.0	0.0
415: Other ethnic group	18	1.8	2.1	13	1.9	2.2	2	0.7	0.9	2	1.3	6.1	1	0.6	3.0
N/R	134	13.4		84	12.6		34	12.7		125	79.1		125	79.1	
D111 Ethnic background [summary]															
416: White British	439	43.9	50.6	294	44.1	50.4	134	50.2	57.5	9	5.7	27.3	9	5.7	27.3
417: Other white	65	6.5	7.5	37	5.5	6.3	40	15.0	17.2	4	2.5	12.1	4	2.5	12.1
418: Mixed	24	2.4	2.8	17	2.5	2.9	3	1.1	1.3	1	0.6	3.0	1	0.6	3.0
419: Asian or Asian British	168	16.8	19.4	116	17.4	19.9	21	7.9	9.0	10	6.3	30.3	10	6.3	30.3
420: Black or Black British	148	14.8	17.1	103	15.4	17.7	32	12.0	13.7	8	5.1	24.2	8	5.1	24.2
421: Other	23	2.3	2.7	16	2.4	2.7	3	1.1	1.3	1	0.6	3.0	1	0.6	3.0
N/R	134	13.4		84	12.6		34	12.7		125	79.1		125	79.1	
D112 Ethnic background [simple]															
422: White British	439	43.9	50.7	294	44.1	50.4	134	50.2	57.5	9	5.7	27.3	9	5.7	27.3
423: BAME	427	42.7	49.3	289	43.3	49.6	99	37.1	42.5	24	15.2	72.7	24	15.2	72.7
N/R	134	13.4		84	12.6		34	12.7		125	79.1		125	79.1	
D113 Language															
424: English	661	66.1	88.1	442	66.3	88.9	189	70.8	87.1	24	15.2	88.9	24	15.2	88.9
425: Non-English	89	8.9	11.9	55	8.2	11.1	28	10.5	12.9	3	1.9	11.1	3	1.9	11.1
N/R	250	25.0		170	25.5		50	18.7		131	82.9		131	82.9	



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