

Bournemouth Borough Council  
Housing Landlord Service

Tenants Survey 2014

Produced by  
Consultation & Research Team



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## 1. Executive Summary

- Nine out of ten residents (90%) are satisfied overall with the service they receive from the Council's Housing Landlord Service. This is a slight drop from 2011 when 92% were satisfied overall - this change is not statistically significant.
- For most indicators, Category 2 residents (those in senior living schemes) are more satisfied than those in General Needs housing and Category 1 independent senior living accommodation.
- Dissatisfaction in general is quite low. It is highest among GN/Category 1 residents living in flats. People who are in arrears with their rent are also generally more dissatisfied.
- Questions with the highest satisfaction or positive response include:
  - Repairs centre - manner in which query dealt with 95%
  - Sheltered housing - access to all areas of home 94%
  - Rent provides value for money 92%
  - Repairs service - minimum dirt & mess 91%
  - Home News easy to read 91%
  - Repairs service - able to make an appointment 90%
  - Repairs service - speed of completion 90%
  - Repairs centre - ability to deal with query quickly 90%
- Questions with the highest dissatisfaction or negative response include:
  - Flats - upkeep of outside communal areas 17%
  - Area declined over last 3 years 16%
  - Council listens to your views and acts on them 15%
  - Repairs service - job done right first time 14%
  - Grounds maintenance 11%
  - Sheltered housing - frequency of contact with warden 11%
  - Sheltered housing - Facilities 11%
  - Flats - upkeep of internal communal areas 10%
  - Repairs service - being told when work would be completed 10%
- There has been a statistically significant improvement since a similar survey was undertaken in 2011 in the numbers of people reporting disruptive

children / teenagers (9% from 13%) and drunk or rowdy behaviour (11% from 15%) in their neighbourhood.

- Satisfaction has declined since 2011 in the overall quality of the home (87% from 90%), safety & security of the home (86% from 89%), Council listens to your views and acts on them (66% from 76%) and Council keeps you informed (81% from 89%)

#### Change in % positive response from previous surveys

Overall performance	change	2014	2011	2008
Overall satisfaction	↓	90	92	86
Quality of home	↓	87	90	87
Safety & security	↓	86	89	
Neighbourhood as place to live	↔	87	87	79
Rent is value for money	↓	92	93	90
Overall repairs & maintenance	↓	87	90	84
Neighbourhood	change	2014	2011	2008
The overall appearance of your neighbourhood	↓	84	87	
The grounds maintenance in your area	↓	79	80	
Has your neighbourhood improved or declined?	↓	32	36	
Repairs	change	2014	2011	2008
Being told when workers would call	↔	89	89	89
Being told when work would be completed	↓	83	84	
Able to make appointment	↑	90	87	
Time before work started	↓	83	86	89
Speed of completion	↓	90	92	91
Attitude of workers	↓	92	94	93
Overall quality of work	↔	87	87	86
Dirt & mess kept to minimum	↔	91	91	91
Right first time	↓	80	83	
Job you expected	↔	86	86	
Overall repairs service	↓	86	87	
Communications	change	2014	2011	2008
Opportunity to make views known	↓	75	78	65
Council listens to views	↓	66	76	69
Council keeps you informed	↓	81	89	82

Arrows show direction of change

Coloured arrows show statistically significant change

## 2. Introduction

The 2014 tenants survey was sent out to residents at the end of January 2014 with a reminder sent in February to those who had not yet replied. The survey went to a sample of 1700 General Needs residents and a full census of residents in Independent Senior Living (708).

The results have been weighted to account for the over-sampling of ISL residents.

With a total of 5008 tenant households, 2408 surveys were sent and 1079 replies received, this equates to a response rate of 45%. The margin of error with a 95% confidence interval on a result of 50% can be calculated at  $\pm 2.64\%$ . This means that for a question where 50% of respondents gave a certain answer we can be reasonably confident that, if we were to conduct the same survey on a different sample of the population, we would get responses that are within the range of 47.36% - 52.64%. Where year-on-year changes occur within this range, the result should be treated with caution as the true result could have been a change in the opposite direction.

There are two main types of accommodation: General Needs (GN) and Independent Senior Living (ISL). ISL accommodation is split in to two categories. Category 1 is very similar to GN housing with a few small adaptations such as an emergency call system. It is often located among GN housing. Category 2 accommodation is in schemes specifically designed for older people, usually in flats and often with a warden or housing officer in attendance. These properties usually have communal areas such as lounges and laundries as well as providing residents with support plans.

For the purposes of analysis, General Needs and ISL Category 1 are grouped together since they receive a very similar level of service, while Category 2 is presented separately as tenants are likely to have different needs and experiences. In tables and charts you will see reference to GN/Cat1 and Cat2.

In some analyses GN/Cat1 is broken down further into houses and flats. The number of Category 2 respondents in houses (rather than flats) was less than 10 so they have not been analysed separately from the rest of Category 2.

Where demographic and geographic breakdowns are given, some groups within the population are small and this will affect the reliability of the results (see Appendix 1 - Respondent profile). The results have been z-tested for reliability, which means that in some cases, apparently large differences in the results from different groups or areas are not reported as they are not statistically significant.

For some questions it has been possible to make comparisons to the 2013 Bournemouth Opinion Survey (BOS) which covers the wider population of

Bournemouth. The general observation is that Tenants Survey respondents tend to be more positive than the BOS respondents. It should be borne in mind however, that this may in part be a consequence of the older age profile of tenants in comparison to the wider Bournemouth population.

The BOS survey was weighted for age so that the profile matched that of the general population, of which 52% are aged under 45 and 21% are aged 65+. The Tenants Survey, even when weighted to account for the over-sampling of Category 2 tenants, had a significantly older age profile with only 13% aged under 45 and 53% aged 65+.

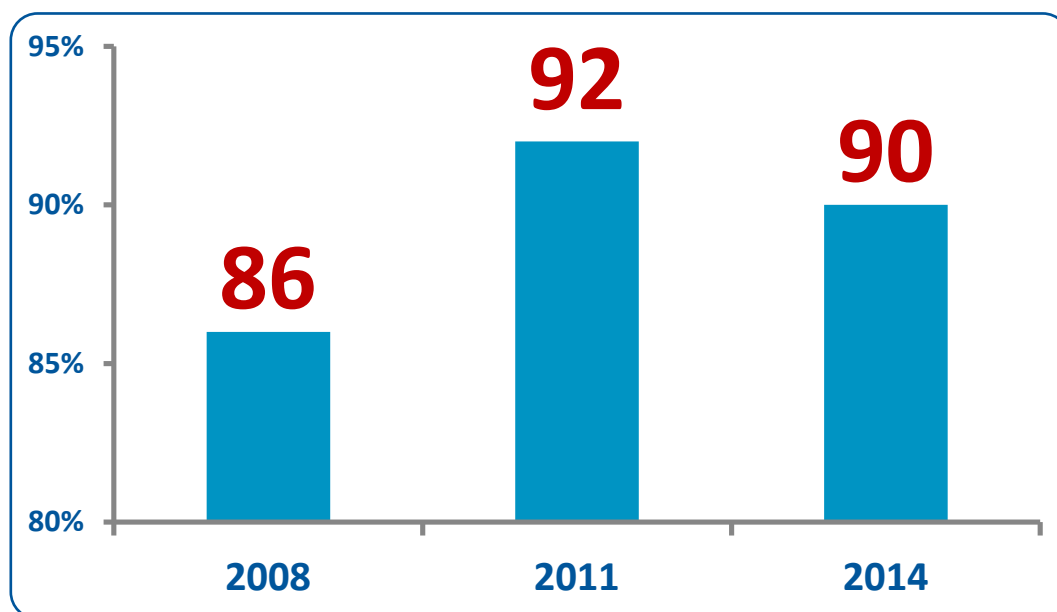
National research by MORI has found older people to be consistently more satisfied than younger people with public services. This trend was reflected in both the Tenants Survey and the BOS survey, with older respondents tending to be more satisfied than younger ones.

It should be noted that in the tables and charts shown, the percentages do not always add up to 100%. This can be due to rounding of the figures. For some questions, respondents were able to give more than one answer which will result in figures adding to considerably more than 100%.

### 3. Overall performance

Tenants were asked “Taking everything in to account, how satisfied or dissatisfied are you with the service provided by the Council’s Housing Landlord Services?” Nine out of ten respondents said that overall they were fairly satisfied or very satisfied. In 2011 this question scored 92% - the change is not statistically significant as it falls within the margin of error.

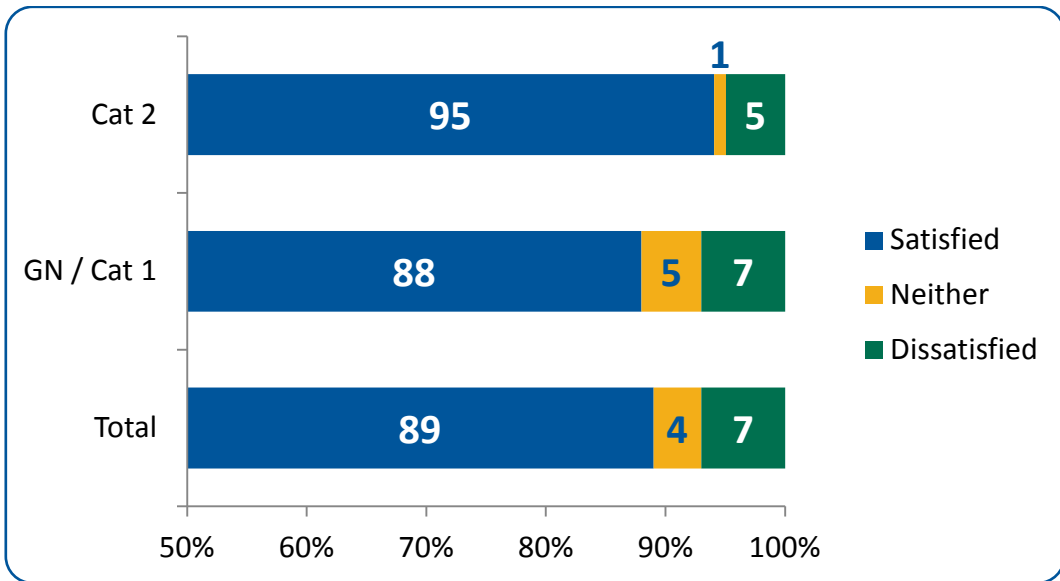
Figure 1: Overall satisfaction with Council’s Housing Landlord Services (% satisfied)



- People in Category 2 housing are more satisfied overall than those in General Needs and Category 1. This is true throughout the survey.
- Category 2 residents are less likely to give a neutral response.
- People living in GN/Cat 1 flats are less satisfied (86%) than those in GN/Cat1 houses (91%) or Cat 2 properties which are almost all flats (94%)
- People whose rent is in arrears are more dissatisfied (11%) than those whose rent payments are up to date (6%)
- Respondents whose day to day activities are limited a lot by long term illness or disability were less satisfied (85%) than those whose activities are limited a little or not at all.
- People aged under 45 years are less satisfied than older age groups.



**Figure 2: Overall satisfaction with Council’s Housing Landlord Services (%)**

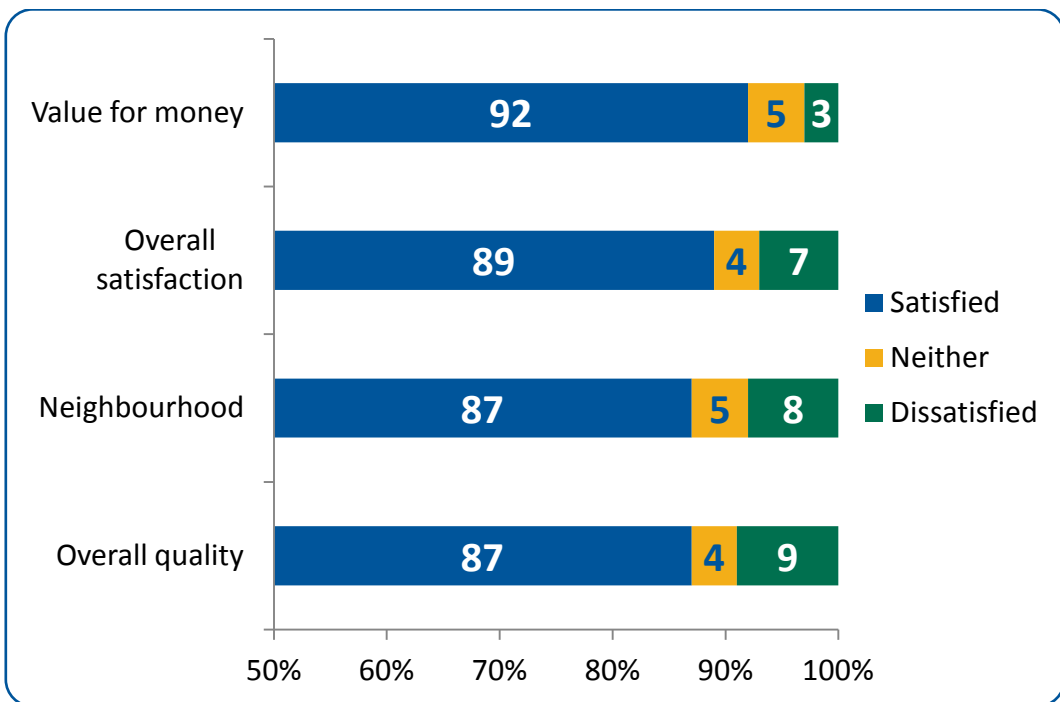


Respondents were asked:

How satisfied or dissatisfied are you with:

- The overall quality of your home
- The safety and security of your home
- Your neighbourhood as a place to live
- That your rent provides value for money

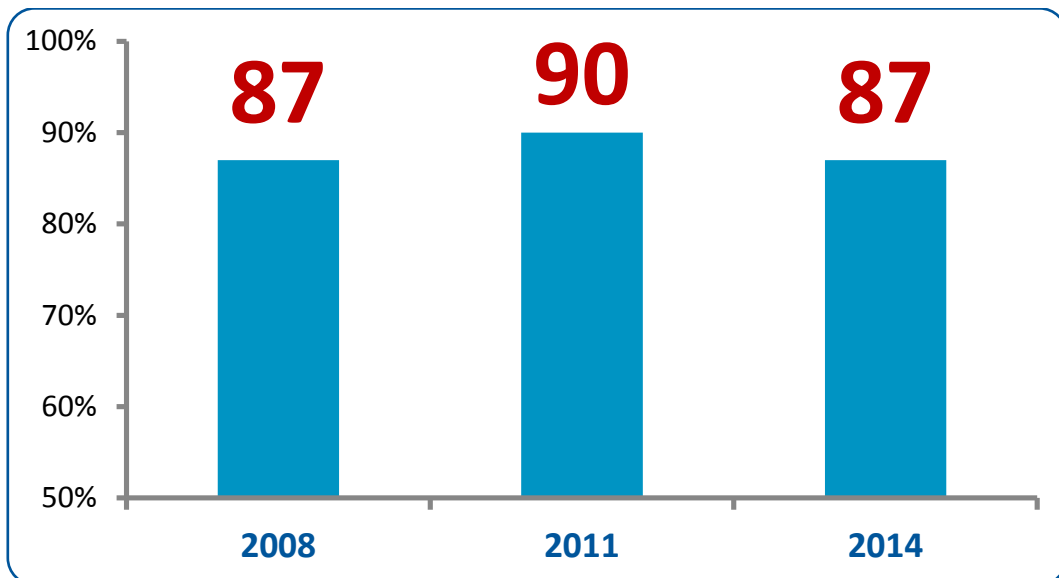
**Figure 3: Satisfaction with overall performance (%)**



### 3.1. Overall quality

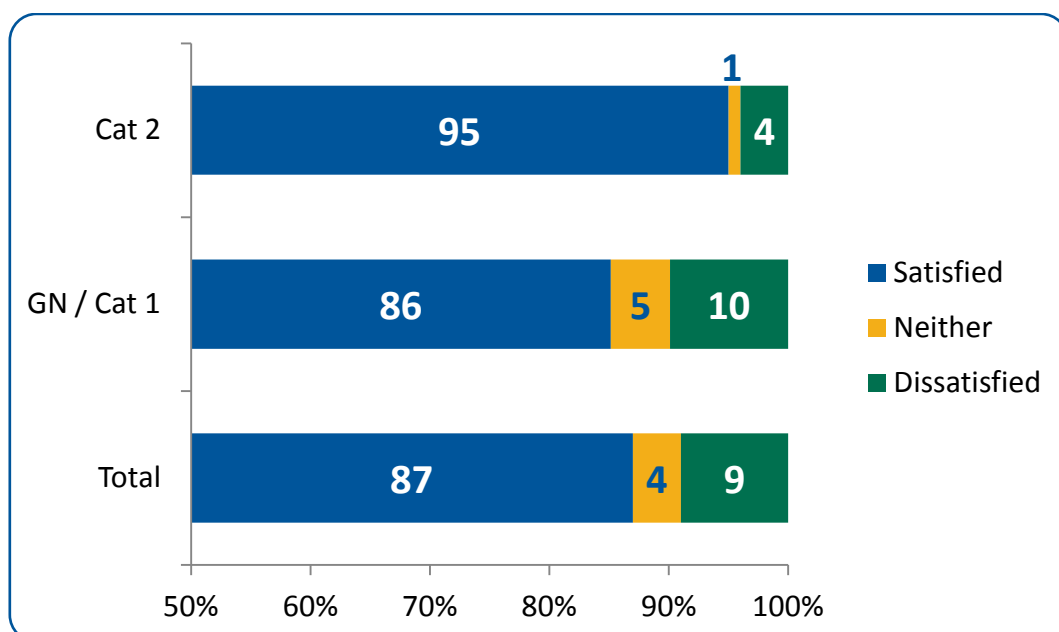
Having increased slightly between 2008 and 2011, satisfaction with the overall quality of the home has fallen back to the 2008 level.

Figure 4: Satisfaction with the overall quality of your home (% satisfied)



- Cat 2 tenants are more satisfied than GN/Cat 1.
- People in GN/Cat 1 Flats are much less satisfied (81%) than people in GN/Cat 1 Houses (90%) and those in Cat2 Flats (95%)
- People in arrears are less satisfied (79%) that those not in arrears (88%)
- Satisfaction with the quality of the home increases with age.

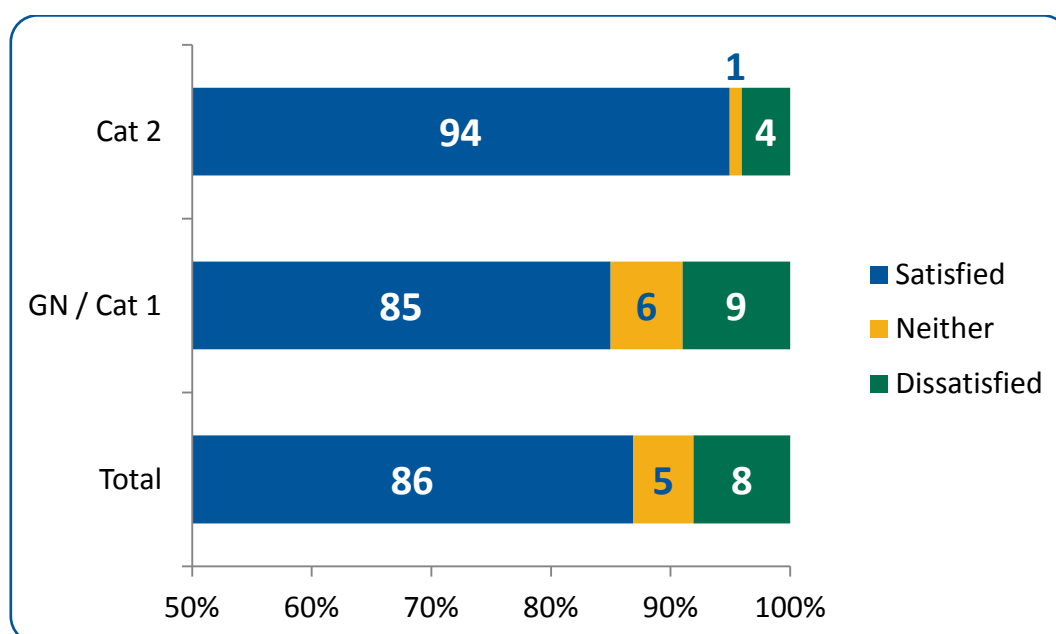
Figure 5: Satisfaction with overall quality of home by housing type (%)



### 3.2. Safety & Security

Satisfaction with the safety and security of the home has fallen from 89% in 2011 to 86% in 2014. This is a statistically significant change.

Figure 6: Satisfaction with the safety and security of the home (%)



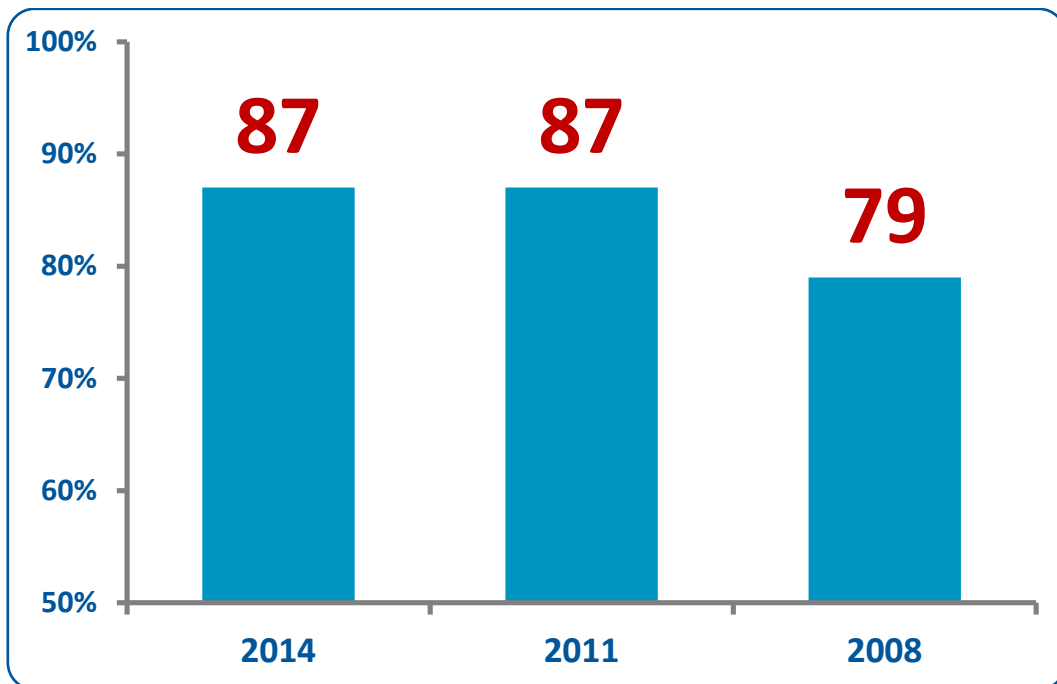
- Cat 2 tenants are very satisfied with safety & security, much more so than GN/Cat 1 tenants
- Within GN/Cat 1, 15% of tenants living in flats are dissatisfied with safety & security compared to just 4% of those living in houses and 4% of those in Cat 2 flats
- Tenants in arrears are significantly less satisfied with safety & security (76%) than those not in arrears (88%).
- Satisfaction increases with age, with a significant increase in the 55-64 age group over the 45-54 age group.

### 3.3. Your neighbourhood as a place to live

Satisfaction with “your neighbourhood as a place to live” remains unchanged since 2011; this is significantly higher than in 2008.

The neighbourhood is looked at in more detail in Section 4 of this report.

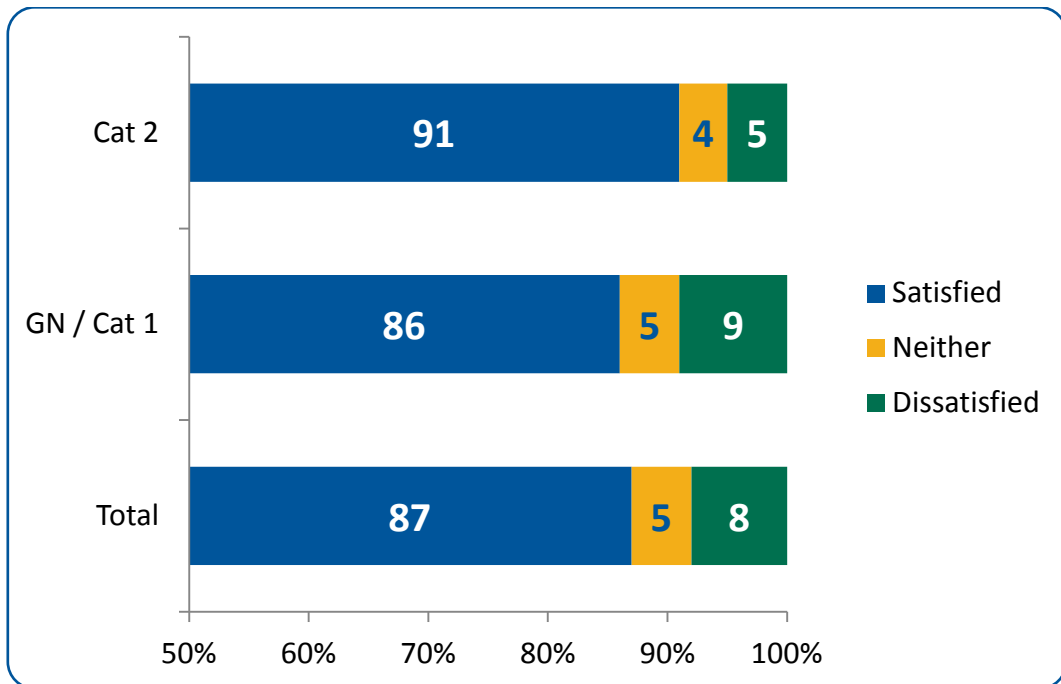
Figure 7: Satisfaction with neighbourhood as a place to live (% satisfied)



- Cat 2 tenants are more satisfied than GN/Cat 1 tenants, though the difference is not as wide as for the previous indicators
- The difference between GN/Cat 1 houses and flats is wider than the previous indicators. Only 77% of tenants in GN/Cat 1 flats are satisfied with their neighbourhood compared to 95% of those living in houses and 91% in Cat 2 flats. Dissatisfaction among GN/Cat 1 flat tenants is 16% compared to 3% for those in GN/Cat 1 houses
- Tenants in arrears are less satisfied (82%) than those who are not in arrears (88%).
- People aged 35-44 are the least satisfied with their neighbourhood (77%) while those aged 75+ are the most satisfied (94%)
- The Bournemouth Opinion Survey (BOS), which took place between October and December 2013, asked a similar question. The BOS goes to a sample of all residents in the Borough and asked “How satisfied or dissatisfied are you with your local area as a place to live?” Eighty-one percent of BOS respondents said that they were satisfied with their local area.
- People in properties with three or more bedrooms are much more satisfied with their neighbourhood (94%) than people in smaller properties. Tenants of properties with no bedrooms or with two bedrooms are more dissatisfied (12%) than those in one bedroom properties (7%) - one bedroom tenants are

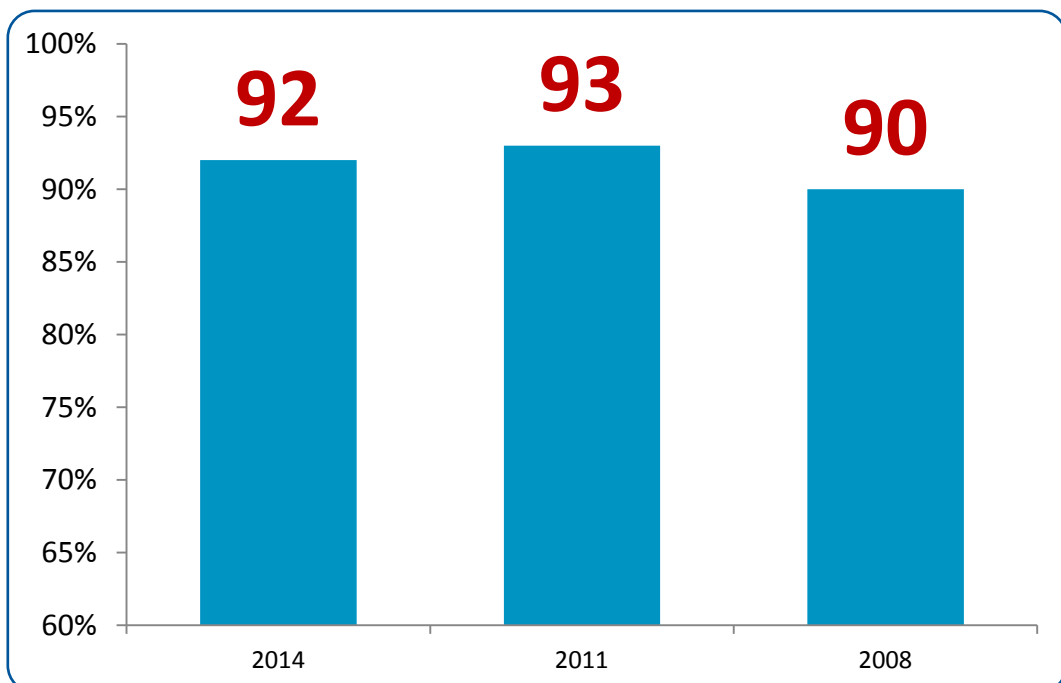
only slightly more satisfied however, being more likely to give a neutral response.

**Figure 8: Satisfaction with neighbourhood as a place to live (%)**



### 3.4. Value for money

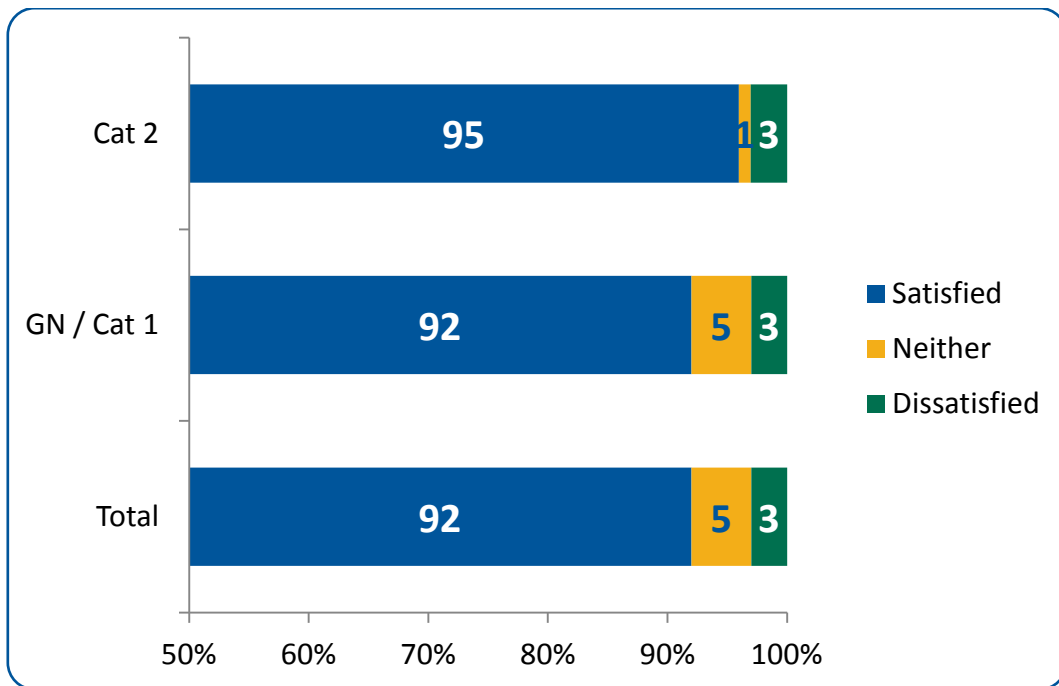
**Figure 9: Satisfaction that rent provides value for money (% satisfied)**



- Cat 2 tenants are only slightly more satisfied (95%) with value for money than GN/Cat1 tenants (92%). There is no significant difference between GN/Cat1 tenants in houses or in flats.

- People in properties with no bedrooms are the most satisfied with their rent (98%) compared to the least satisfied group in two bedroom properties (90%)
- Younger age groups are more dissatisfied with their rent, though those aged under 35 years are only marginally less satisfied than average. People aged 35-44 are the least satisfied (83%). Almost all people aged 75+ (97%) said they were satisfied that their rent provides value for money.
- Other factors such as housing benefit and being in arrears make no significant difference to this indicator.

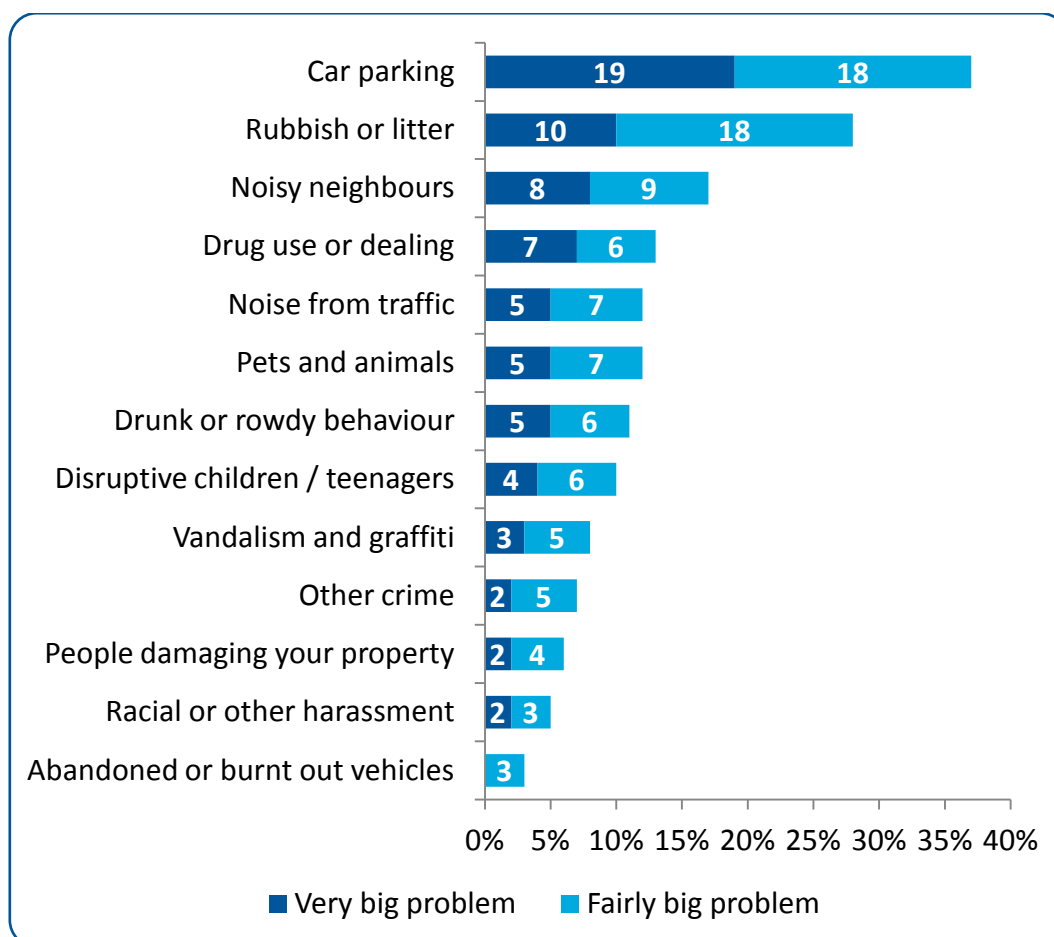
**Figure 10: Satisfaction that rent provides value for money (%)**



## 4. The Neighbourhood

This section of the survey sought views about the respondents' neighbourhood, from specific anti-social behaviour issues to more general perceptions of the area.

**Figure 11: % Identifying particular problems in their neighbourhood**



The top three problems have not changed since 2011. Drug use / drug dealing was in joint fifth place in 2011 but has now moved up to fourth place; the overall percentage of people perceiving this to be a problem has not increased but those that were ranked equal or above in 2011 have declined slightly allowing drugs to move up the ranking.

Changes between 2011 and 2014 are outlined in the table below.

% of respondents identifying a very/quite big problem	Change	2014	2011
Car parking	↔	38	38
Rubbish or litter	↑	28	27
Noisy neighbours	↓	17	18
Drug use or dealing	↑	14	13
Pets & animals	↓	12	13
Noise from traffic	↓	11	13
Drunk or rowdy behaviour	↓	10	15
Disruptive children / teenagers	↓	9	13
Vandalism & graffiti	↓	8	10
Other crime	↔	7	7
People damaging your property	↓	6	7
Racial or other harassment	↔	5	5
Abandoned or burnt out vehicles	↓	3	4

*Arrows show direction of change*

*Coloured arrows show statistically significant change*

For most of these problems the proportion of residents identifying them as a problem has fallen slightly. Only two changes are statistically significant: reports of drunk & rowdy behaviour and disruptive children / teenagers have fallen.

All of these issues have been examined by area and by a number of other factors such as property type and protected characteristics. The top four issues are looked at in detail below, and any significant differences are noted for the remaining issues.

It should be noted that the number of respondents from some areas is very small, so the results should be treated as indicative only.

#### 4.1. Car parking

- Car parking was identified as a very big or fairly big problem by 38% of respondents. There is no significant variation in this figure by accommodation type, though people in Cat 2 properties were less likely to say that parking was a very big problem.



- People who said that their day-to-day activities were limited a lot by illness or disability were more likely to perceive a parking problem (47%) than those whose activities were limited a little (33%) or not at all (34%).

**Figure 12: Car parking as a problem in the neighbourhood (%)**

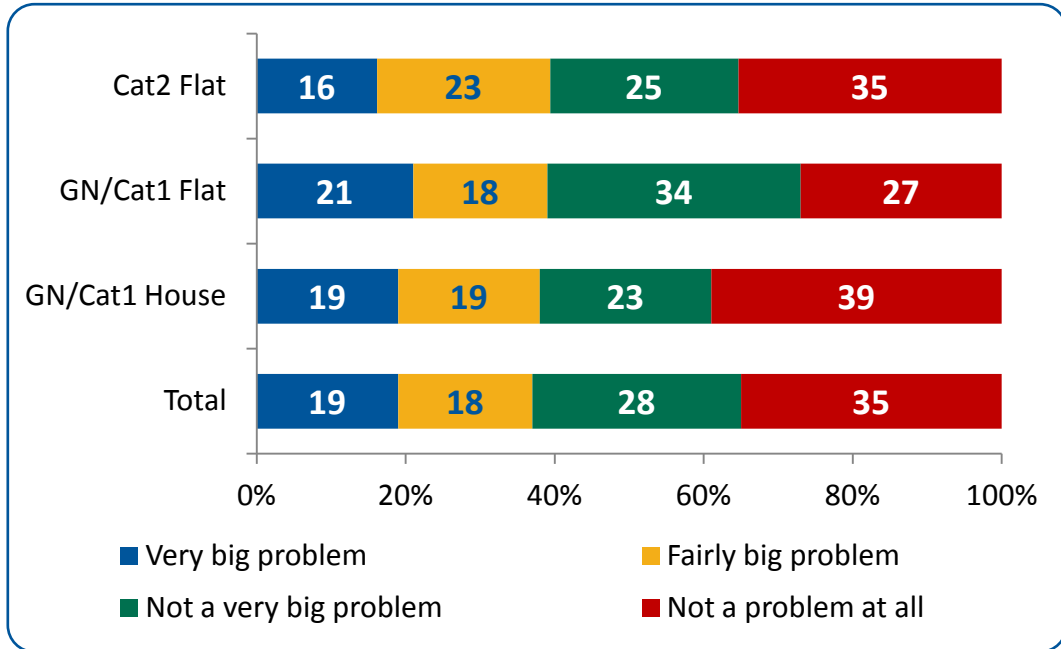
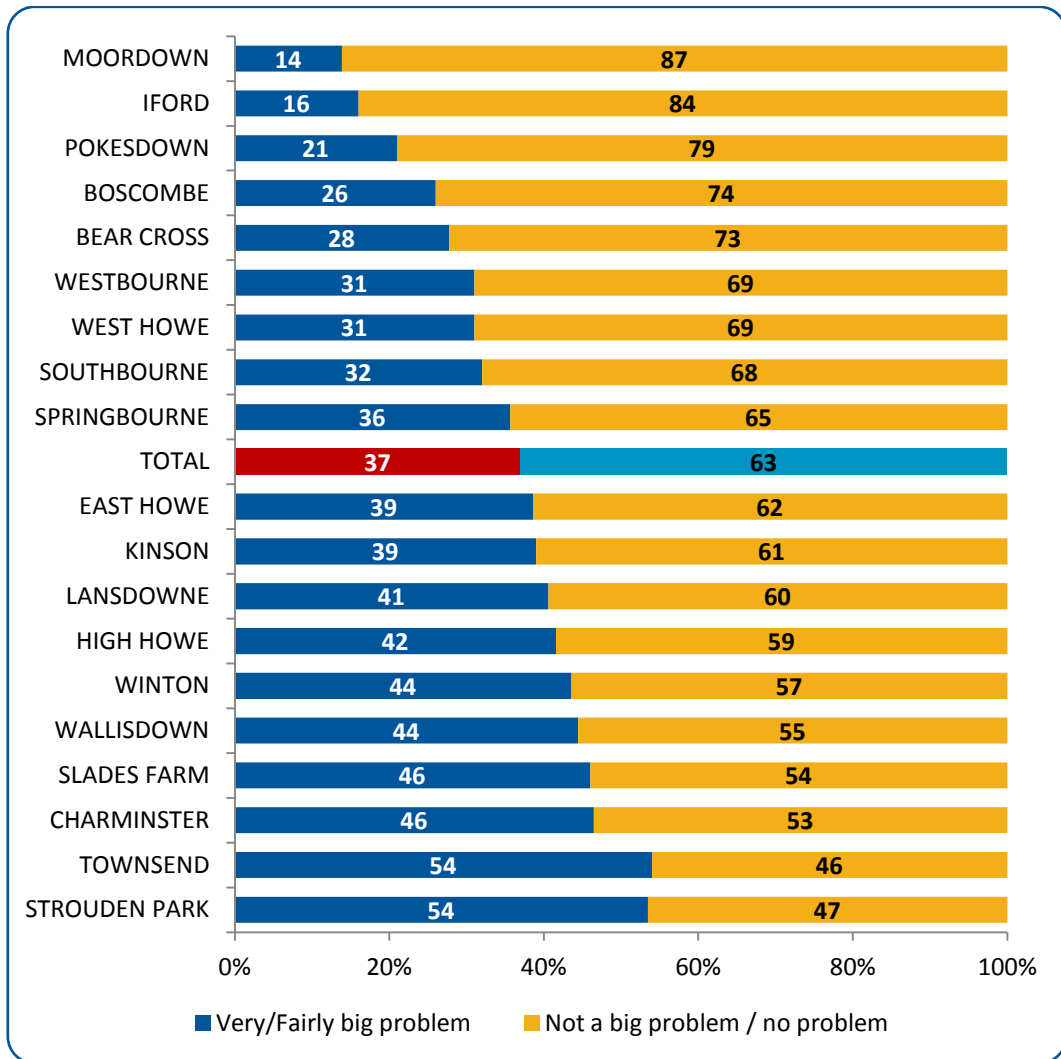
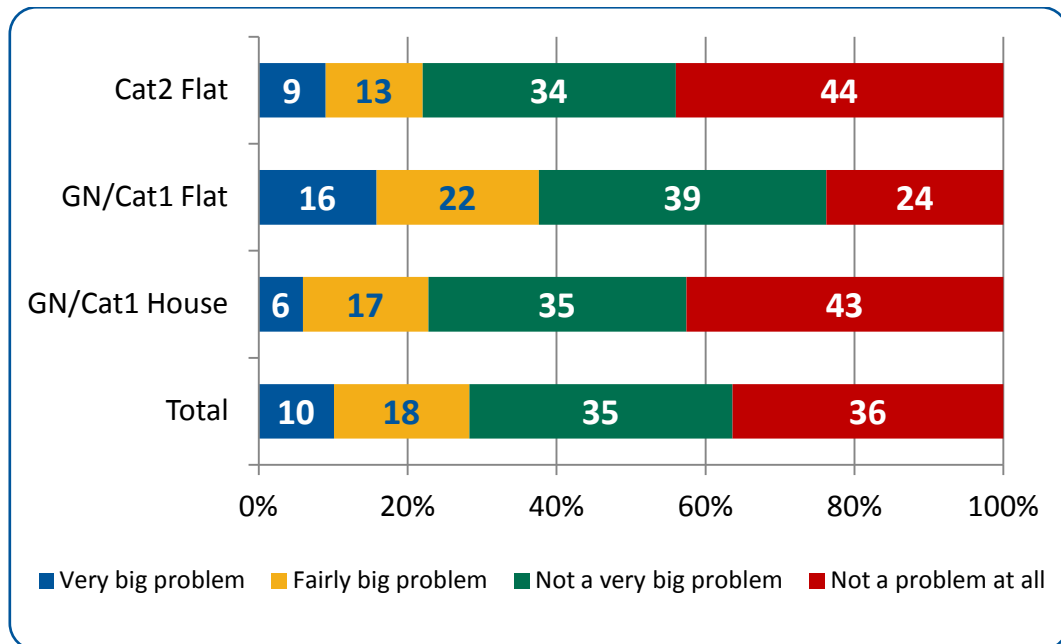


Figure 13: Parking problems by area (%)



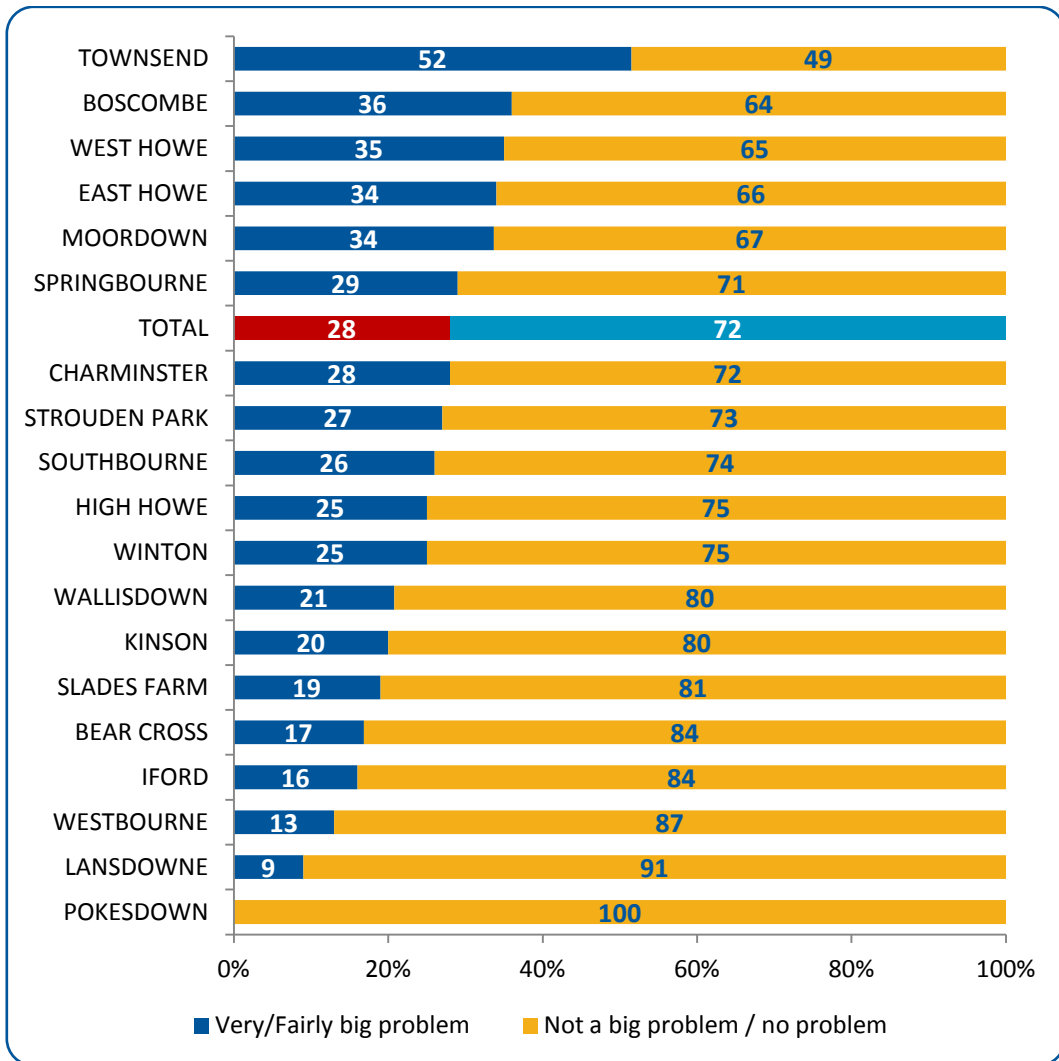
## 4.2. Rubbish or litter

Figure 14: Rubbish or litter as a problem in the area (%)



- People in GN/Cat1 flats are more likely to perceive a problem with litter and rubbish than others.
- Just over a quarter (28%) of respondents said that rubbish or litter was a problem in their neighbourhood. A similar question in the recent Bournemouth Opinion Survey found that around a third (34%) of respondents thought that rubbish and litter was a problem with the rate even higher (41%) for those in social rented housing.

Figure 15: Rubbish or litter problem by area (%)



### 4.3. Noisy neighbours

Figure 16: Noisy neighbours as a problem in the area (%)

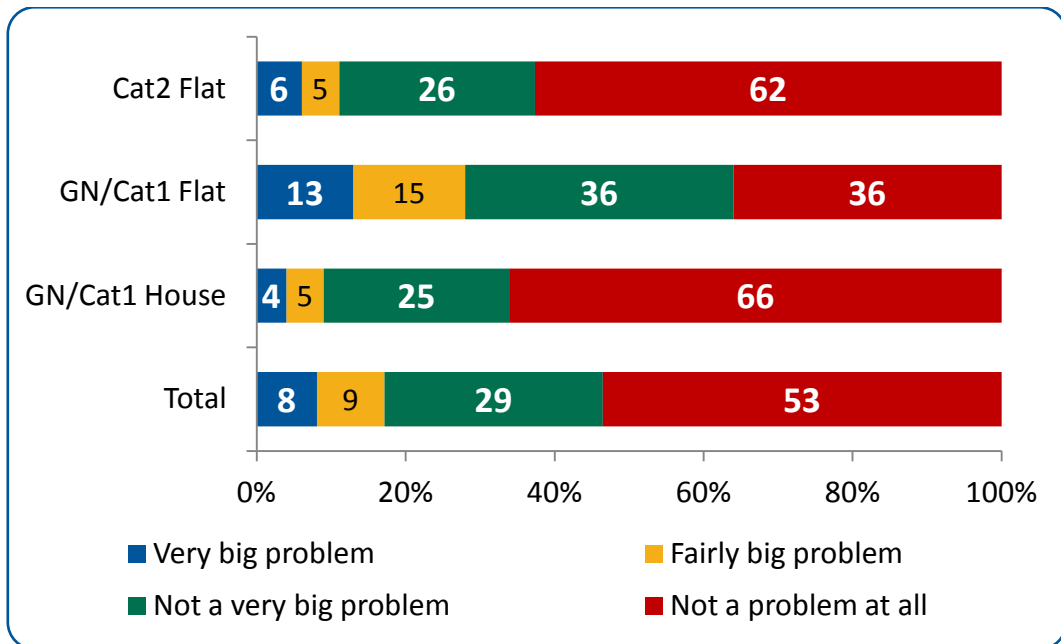
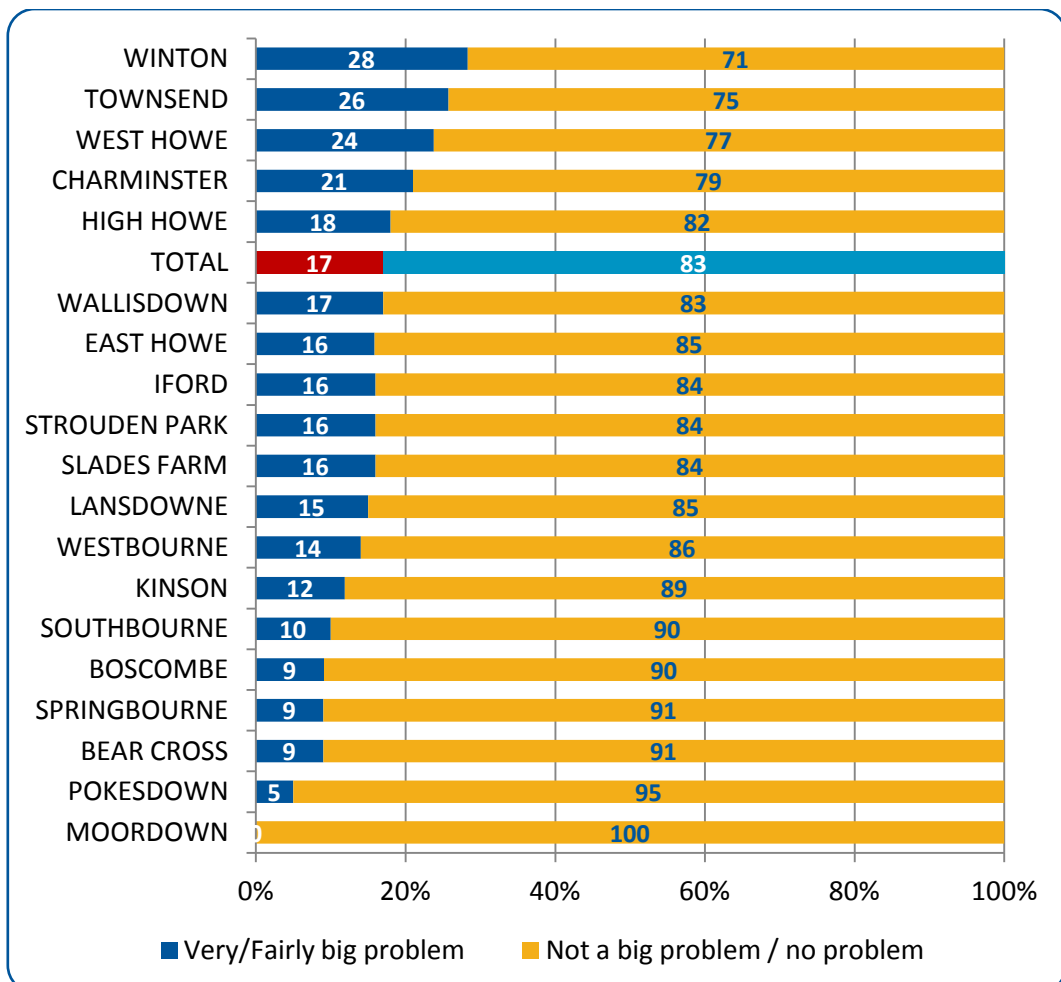


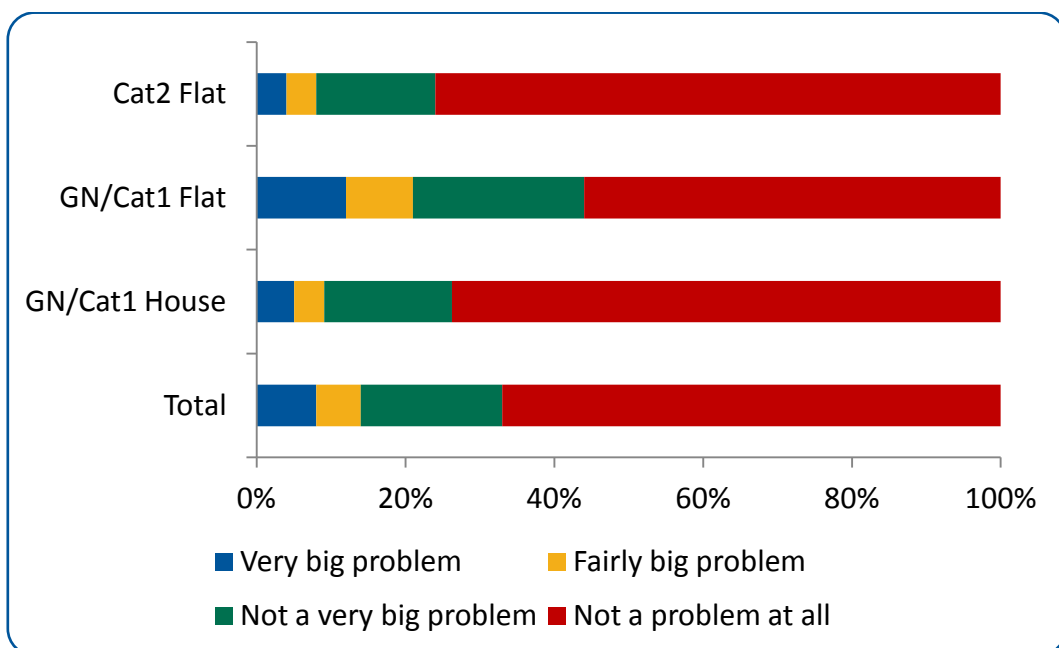
Figure 17: Problem with noisy neighbours by area (%)



- People in GN/Cat1 flats are the most likely to have a problem with noisy neighbours.
- The Bournemouth Opinion Survey included a similar question about noisy neighbours - 21% of respondents across Bournemouth said that it was a problem compared to 17% in this survey.
- People from BME backgrounds are more likely to perceive a problem with noisy neighbours than white British people - this was also the case in the BOS survey.

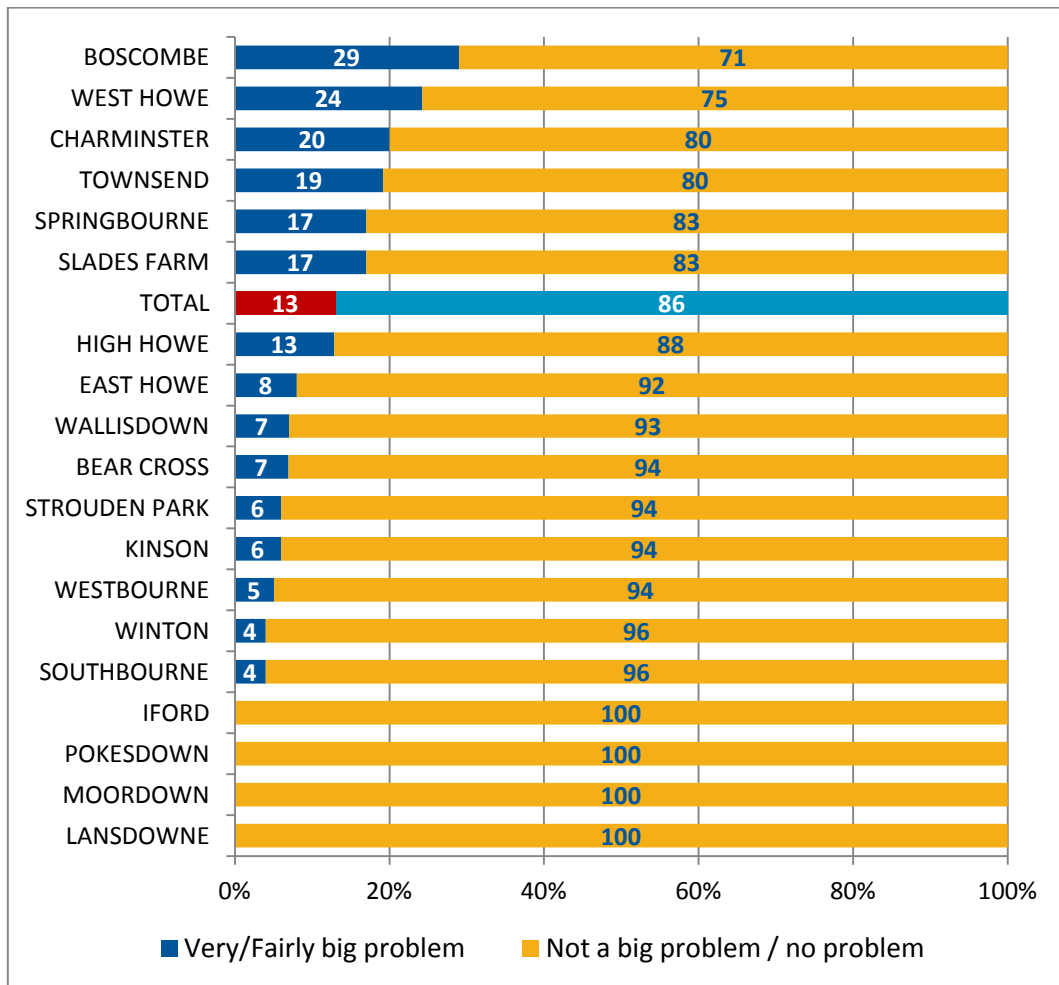
#### 4.4. Drug use / drug dealing

Figure 18: Drug use / drug dealing as a problem in the area (%)



- People in GN/Cat1 flats are more likely to perceive a drugs problem than those in other types of accommodation
- People in the 45-54 age group are more likely (24%) to be aware of a drugs problem than those aged 65-74 (13%) and those aged 75+ (4%)
- People in arrears (21%) are more aware of drug problems than those whose payments are up to date (12%)
- Drug use and drug dealing was the issue of greatest concern to respondents in the Bournemouth Opinion Survey with 40% identifying a problem in their area.
- Residents of Boscombe, West Howe, Charminster and Townsend are more likely to perceive a drugs problem than those in most other areas.
- None of the respondents in Lansdowne, Moordown, Pokesdown and Iford were aware of a drugs problem in their area.

**Figure 19: Problem with drug use / drug dealing by area (%)**



#### 4.5. Traffic noise

- Twelve percent of respondents reported a problem with traffic noise, slightly down from 2011 but not significantly so.
- Residents in flats both GN/Cat 1 (16%) and Cat 2 (15%) were much more likely than those in houses (6%) to experience problems with traffic noise.
- People in properties with no bedrooms are twice as likely (18%) to identify a problem with traffic noise as those in two or three bedroom properties (9%).
- Residents in Charminster, Lansdowne and Winton seem to experience the worst traffic noise problem with more than 20% identifying this issue. (Moordown was also high but the small number of respondents from this area makes the result unreliable)
- None of the residents in High Howe or Iford identified traffic noise as an issue.

#### **4.6. Pets & animals**

- Pets & animals were identified as a problem by 12% of respondents, slightly less than 2011 but not significantly so.
- People in GN/Cat1 flats are more likely (16%) than people in houses (11%) and Cat2 flats (7%) to experience problems with pets & animals.
- There is little significant variation across different areas. West Howe (21%) is where the largest proportion of respondents had experienced problems with pets & animals. No-one in Lansdowne, Moordown, Pokesdown or High Howe identified pets & animals as a problem.
- Perception of pets & animals as an issue decreases with age.

#### **4.7. Drunk & rowdy behaviour**

- Drunk & rowdy behaviour was identified as a problem by 10% of respondents. This has fallen from 15% in the 2011 survey.
- There are significant differences between property types: GN/Cat1 flats are more than twice as likely to identify this problem (19%) than Cat2 flats (8%) who in turn are more than twice as likely to have experienced drunk & rowdy behaviour than those in houses (3%).
- People aged 35-44 are much more likely (20%) to encounter drunk & rowdy behaviour in their area than those aged 55-64 (11%), 65-74 (10%) and 75+ (2%).
- Residents in Pokesdown, Charminster, West Howe and Townsend are the most likely to experience problems with drunk & rowdy behaviour while there are no such issues for residents of High Howe and Iford.
- Drunk & rowdy behaviour was the second biggest problem identified in the Bournemouth Opinion Survey with 39% of respondents having found it to be a problem in their area. It should be noted however that the BOS is carried out between October and December and it is possible that the Christmas party season may have had an impact on the results.

#### **4.8. Disruptive children & teenagers**

- Nine percent of people identified disruptive children & teenagers as a problem in their area - a significant decrease from 13% in 2011.
- People in GN/Cat1 flats were much more likely (16%) to experience this problem than those in houses (6%) and Cat2 flats (2%).
- West Howe residents are most likely to identify this problem (18%) while no-one in Lansdowne, Southbourne, Moordown, Westbourne or Iford considered disruptive children & teenagers to be a problem.



#### **4.9. Vandalism & graffiti**

- Vandalism is identified as a problem by 8% of respondents. Those in GN/Cat1 flats are more likely (10%) to encounter the problem than those in houses (6%)
- West Howe has the biggest problem with vandalism & graffiti: 19% of West Howe respondents identified it as a problem, almost twice as many as the next highest area, East Howe (10%)
- Residents of Kinson, Winton, Iford and Townsend did not perceive a problem with vandalism & graffiti in their area.

#### **4.10. Other crime**

- Other crime is identified as a problem by 7% of respondents.
- 11% of those in GN/Cat1 Flats identified other crime as a problem compared to just 3% in houses.
- Boscombe residents are the most likely to identify a problem with other crime (16%) while nobody in Lansdowne, Winton, High Howe or Iford perceived a problem with other crime.

#### **4.11. People damaging your property**

- Property damage is identified as a problem by 6% of respondents.
- Only 3% of people in Cat2 flats and in houses identified this problem compared to 10% of those in GN/Cat1 flats.
- Pokesdown appears to have quite a high proportion (21%) of people experiencing problems with property damage, though the low number of respondents makes the data unreliable.
- Nobody in Lansdowne, Kinson, Wallisdown, Moordown or Iford perceived a problem with deliberate property damage.

#### **4.12. Racial or other harassment**

- Five percent of respondents identified a problem with racial or other harassment in their area.
- The problem is more prevalent in GN/Cat1 flats (9%) than in houses and Cat2 flats (3%)
- Kinson and Springbourne appear to have more of a problem with harassment (both 11%) and again Pokesdown scores quite high (16%) though the low response makes this unreliable.
- People from BME backgrounds are more likely to experience harassment (15%) than white British people (5%)

- People with disabilities are also more likely (10%) to experience harassment than those without disability (4%)

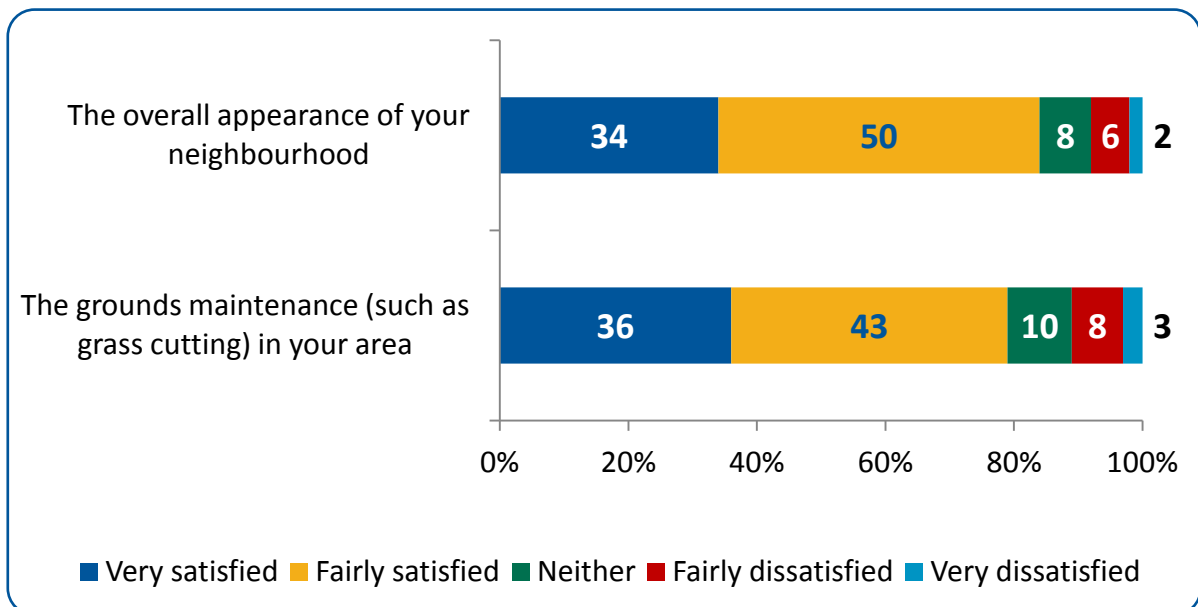
#### 4.13. Abandoned or burnt out vehicles

- Only 3% of respondents perceived this to be a problem in their area.
- There are no significant differences by property type.
- Bear Cross and Wallisdown are the areas most likely to have a problem with burnt out and abandoned cars (9%)

#### 4.14. Neighbourhood appearance

Residents were asked how satisfied or dissatisfied they are with the overall appearance of their neighbourhood and specifically the grounds maintenance in their area.

**Figure 20: Satisfaction with the appearance of the neighbourhood (%)**



##### 4.14.1. Overall appearance

- 84% of respondents are satisfied with the overall appearance of their area. Satisfaction with the overall appearance of the neighbourhood has dropped from the 2011 survey when it stood at 87%. This is not a statistically significant change.
- People in Cat2 flats were the most satisfied with the overall appearance of their area (87%) while those in GN/Cat1 flats were the least satisfied (80%)
- Iford is the most satisfied area with all respondents saying that they are satisfied with the overall appearance of their area. However Iford does have a low number of responses, as does Pokesdown (in second place with 95%) so the results may not be reliable. Westbourne, Kinson and Wallisdown

all have more than 90% satisfaction with sufficient responses to be relatively reliable.

- West Howe, Townsend and Moordown all have less than 80% satisfaction, though Moordown also has a low number of respondents.

#### **4.14.2. Grounds maintenance**

- 79% of respondents were satisfied with the grounds maintenance in their area. This is slightly lower than the 80% recorded in 2011 but not significantly different.
- In terms of property types, people living in houses were the least satisfied (76%) while those in Cat2 flats were the most satisfied (85%)
- There is little significant difference between areas, though Townsend is significantly the lowest scoring area with only 62% satisfaction. Winton also has less than 70% satisfaction though this score is less significant.

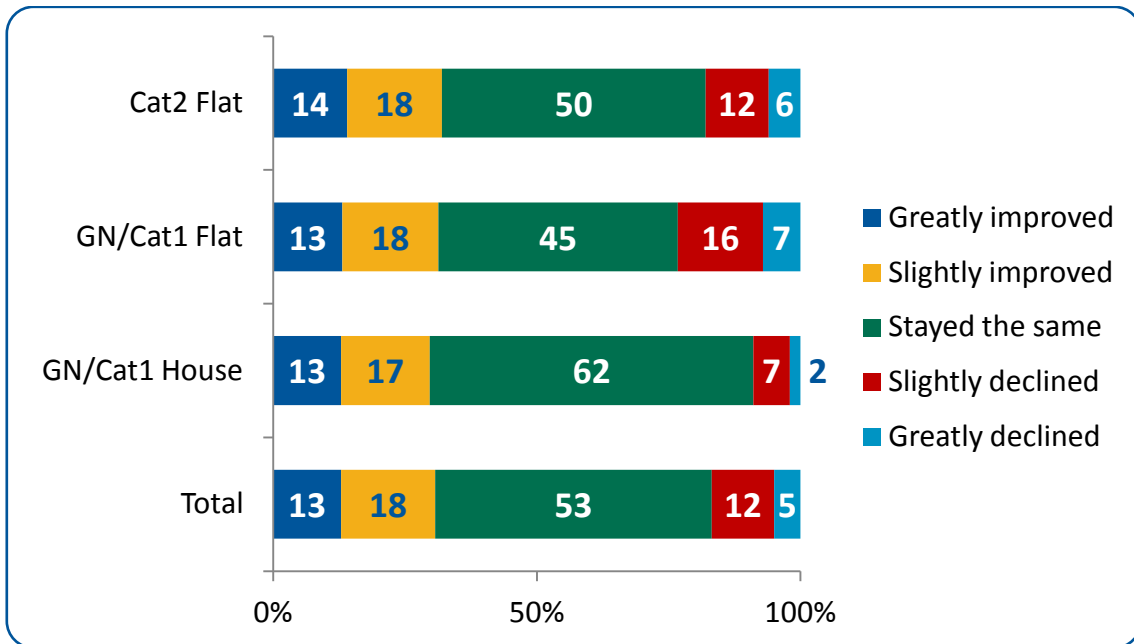
#### **4.15. Improving / declining areas**

The survey asked residents if, over the last 3 years, they felt that their area had improved or declined.

Just over half (53%) of those who were able to answer (i.e. they had lived in their neighbourhood for at least 3 years) felt that their neighbourhood had stayed the same. Overall nearly a third of people (32%) felt their neighbourhood had improved and 16% felt it had declined.

The number of people perceiving an improvement in their area has fallen from 36% in 2011 though this change is not statistically significant. There is a corresponding increase of three percentage points in the number of people saying that their area had stayed the same with only an extra 1% feeling that it had declined.

Figure 21: Neighbourhood improvement / decline (%)



There is little variation between property types in terms of feeling that the area had improved. However there is wider variation among those feeling that it had declined. Almost a quarter (24%) of people in GN/Cat1 flats and 18% of those in Cat2 flats said that they felt their area had declined compared to only 8% of those living in houses.

Perceptions of improvement and decline vary significantly by area.

- Townsend stands out as having the greatest perception of improvement, with 60% feeling that their area had improved. At 21% the number of people who feel the area has declined is slightly above average. Consequently Townsend has the lowest proportion of people who feel that the area is unchanged.
- Residents in Strouden Park (8%), Bear Cross (5%) and Kinson (0%) are the least likely to feel their area has declined. Iford and High Howe also have less than 10% of residents perceiving a decline in their area, but the sample is too low to produce statistically significant results.
- Winton (30%) and Charminster (27%) have the greatest perception of decline. Moordown,

Improving areas	
TOWNSEND	60%
WEST HOWE	38%
IFORD	38%
SPRINGBOURNE	37%
SLADES FARM	36%
BOSCOMBE	35%
STROUDEN PARK	34%
TOTAL	32%
Declining areas	
TOTAL	16%
WALLISDOWN	18%
WESTBOURNE	19%
SPRINGBOURNE	19%
TOWNSEND	21%
SLADES FARM	25%
POKESDOWN	27%
CHARMINSTER	27%
LANSDOWNE	28%
MOORDOWN	29%
WINTON	30%

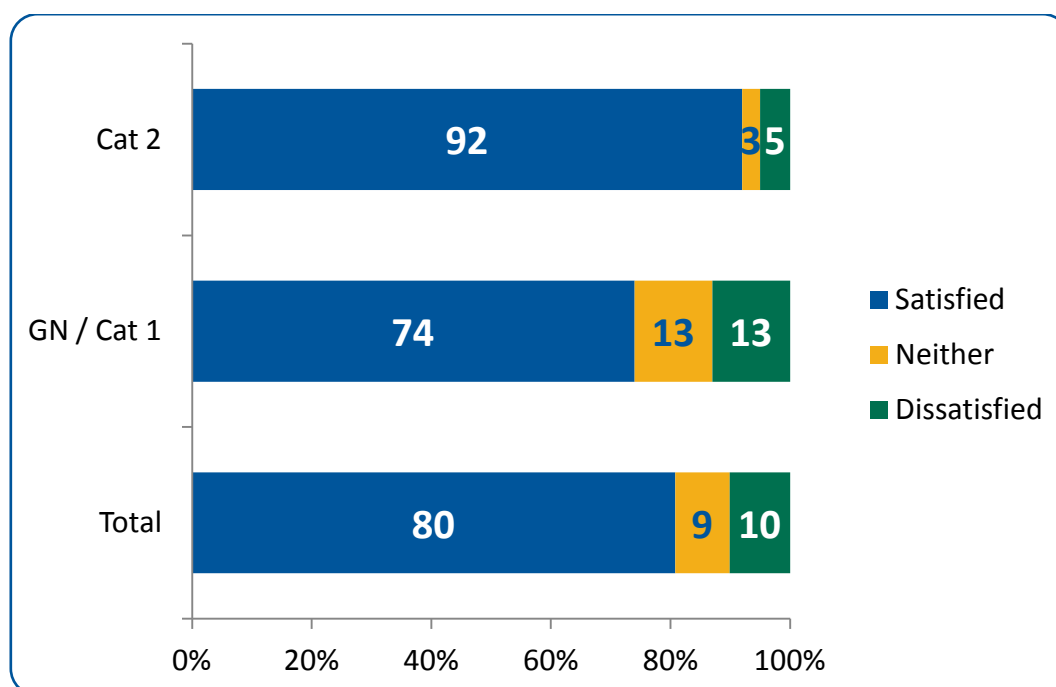
Lansdowne and Pokesdown also have high scores for decline but low numbers mean the results are less significant.

## 5. Communal areas

Approximately half of the GN/Cat1 respondents live in flats, as do all of the Category 2 respondents.

Residents of flats were asked how satisfied or dissatisfied they are with the communal areas. First they were asked about the upkeep of inside communal areas such as stairs, lifts, etc.

**Figure 22: Satisfaction with the upkeep of inside communal areas (% flats)**

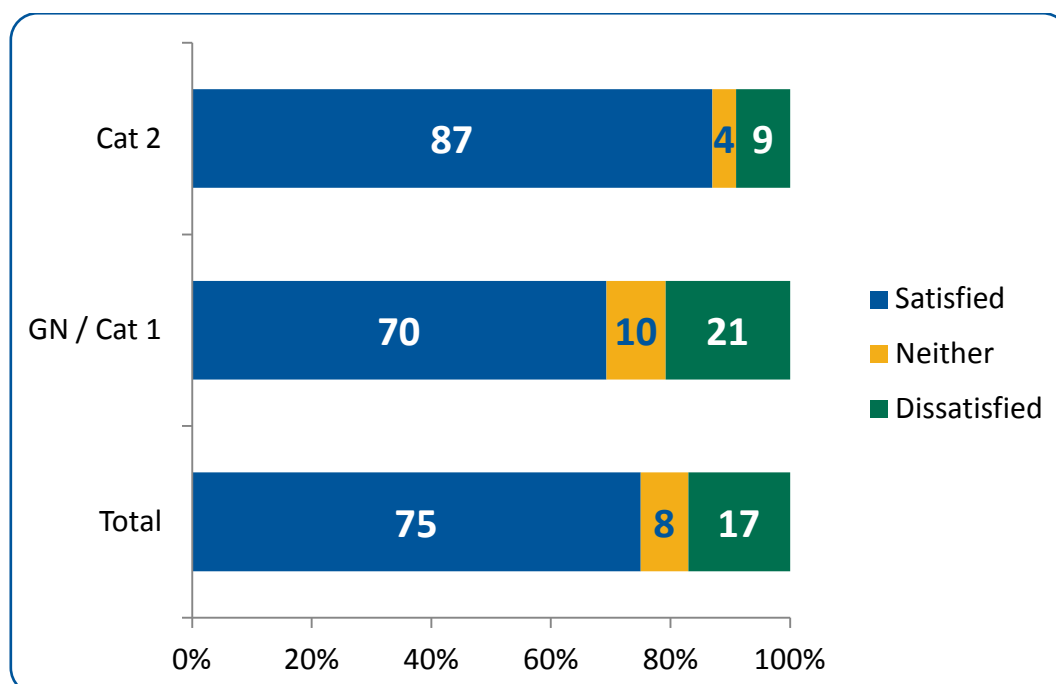


- Four in five people were either very satisfied or quite satisfied with the upkeep of internal communal areas with Category 2 residents much more satisfied than GN/Cat1 residents.
- One in five (21%) of respondents in two bedroom flats were dissatisfied, compared to one in ten in total.
- Respondents in arrears were more dissatisfied with internal areas (16%). However they were less likely to give a neutral answer so satisfaction levels are similar to those not in arrears.
- People whose day to day activities are limited a lot by illness or disability are less satisfied (72%) than the average. However they are more likely to give a neutral response so the level of dissatisfaction in this group is similar to the average.
- Older age groups (those aged 55+) are generally more satisfied than average while those aged under 55 are less satisfied. The 35-44 age group are

particularly unhappy - only two thirds said they were satisfied (compared to 80% overall) and only 18% were very satisfied (45% overall). Almost a quarter of this age group (24%) were dissatisfied compared to 10% overall.

Next, residents were asked about the upkeep of outside communal areas such as gardens, car parks, drying areas, etc.

**Figure 23: Satisfaction with the upkeep of outside communal areas (% flats)**

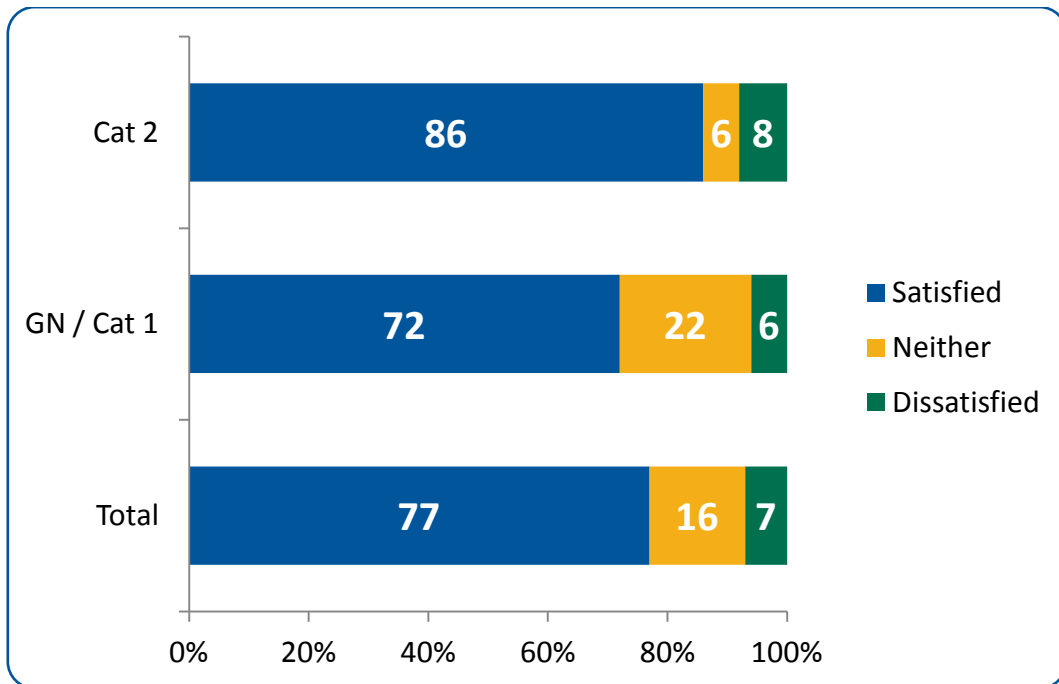


- Again, Category 2 residents are much more satisfied than GN/Cat1 residents.
- Residents in two bedroom flats are less satisfied (64%) and more dissatisfied (28%) than people in smaller properties.
- People in arrears are slightly less satisfied (71%) than those not in arrears (75%). They are more likely to give a neutral response so are no more dissatisfied than others.
- People whose activities are limited a lot by illness or disability are much less satisfied (65%) than those limited a little (77%) or not at all (79%). Although more likely to give a neutral response than other groups, they are still significantly more dissatisfied (23%) than those limited a little (14%) or not at all (15%).
- Residents from minority ethnic backgrounds are less satisfied (65%) than white British residents (76%). They are twice as likely to give a neutral response but are still slightly more dissatisfied (20%) than white British residents (17%).

- People in the 45-54 age group are much less satisfied (63%) and much more dissatisfied (30%) than other age groups. Those aged 75+ are more satisfied than average (80%). All other age groups have satisfaction levels around the average.

Finally residents of flats were asked if they were satisfied that their service charge provides value for money.

**Figure 24: Satisfaction that service charge provides value for money (% flats)**



- Category 2 residents are more satisfied than GN/Cat1 but are also much less neutral; dissatisfaction is similar and may be marginally higher (within margin of error).
- Younger age groups (under 55s) are considerably less satisfied than older residents. Although these age groups are more likely to give a neutral response, they are also more dissatisfied than older age groups. The 45-54 age group in particular has the lowest satisfaction level (61%) and the highest dissatisfaction level (15%).
- People whose day-to-day activities are limited a lot by illness or disability are less satisfied (69%) with the value of the service charge though this is accounted for by the neutral responses. Dissatisfaction is the same for all ability groups.
- Residents in two bedroom flats are less satisfied (72%) and more neutral than those in smaller properties. Those that are satisfied are more likely than others to be fairly satisfied rather than very satisfied.

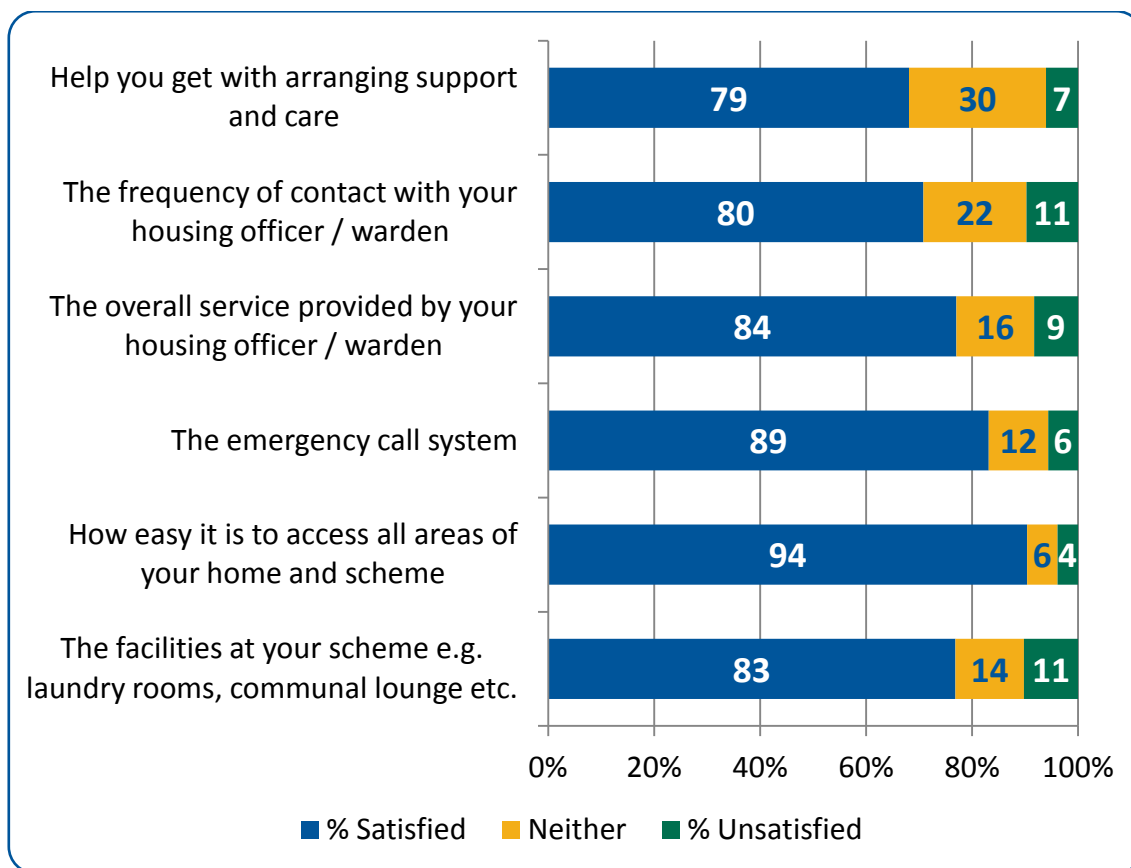


- Those in arrears are less satisfied (67%) than those whose payments are up to date (78%) though they are not significantly more dissatisfied; the difference is made up in the neutral responses.

## 6. Senior Living Schemes

Senior Living Schemes are Category 2 accommodation where residents receive a range of services not available to General Needs or Category 1 residents.

Figure 25: Satisfaction with Senior Living Schemes (%)

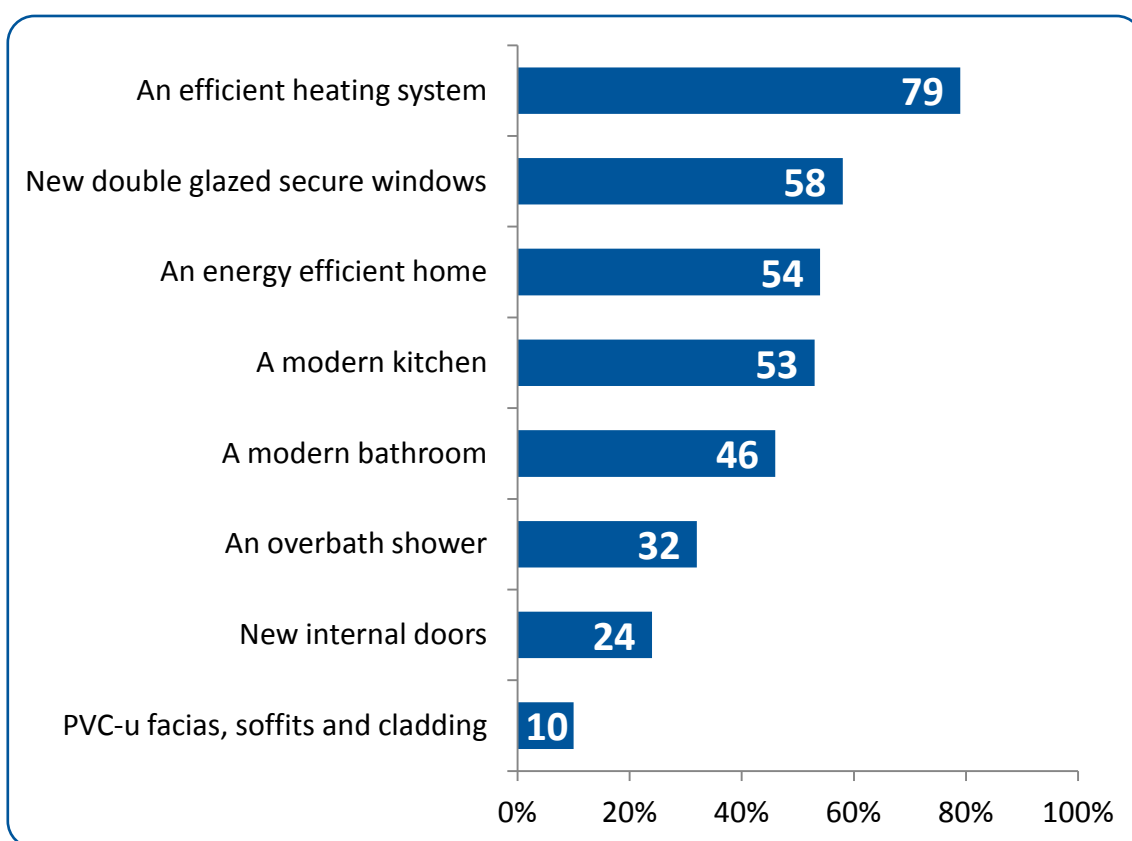


There are no significant differences in the results by demographic groups.

## 7. Repairs & Maintenance

Residents were asked “which of the following things are most important in making your home a decent place to live in?” and were instructed to choose up to four items from a list of eight. Efficient heating was the clear favourite.

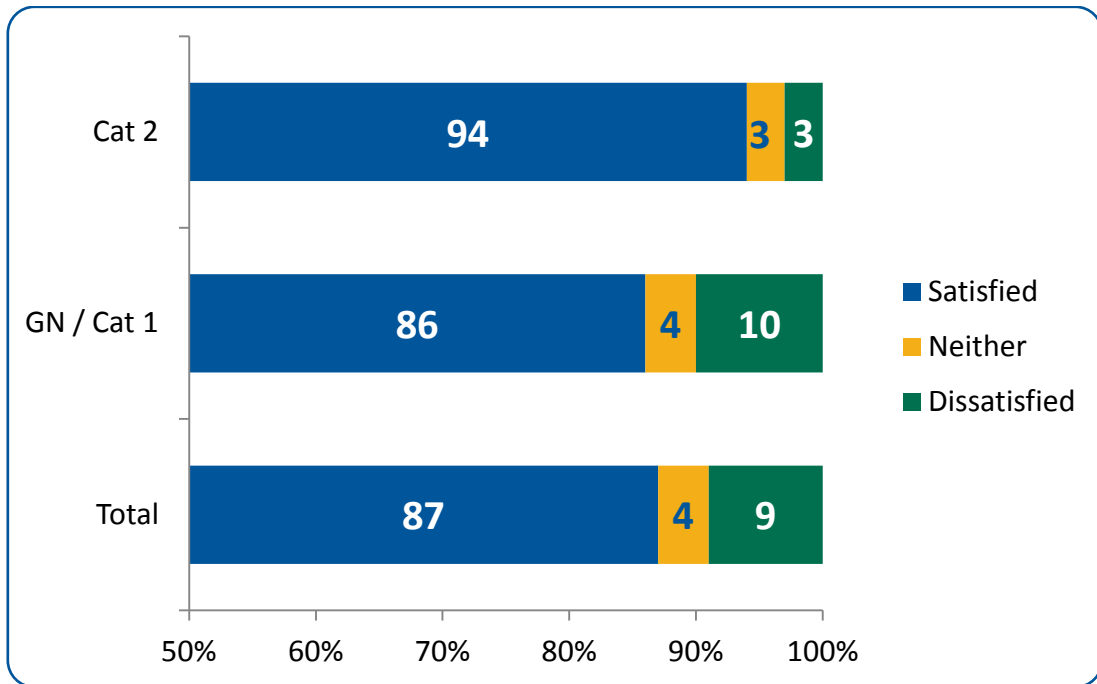
**Figure 26: What makes your home a decent place to live in? (%)**



### 7.1. Dealing with repairs & maintenance

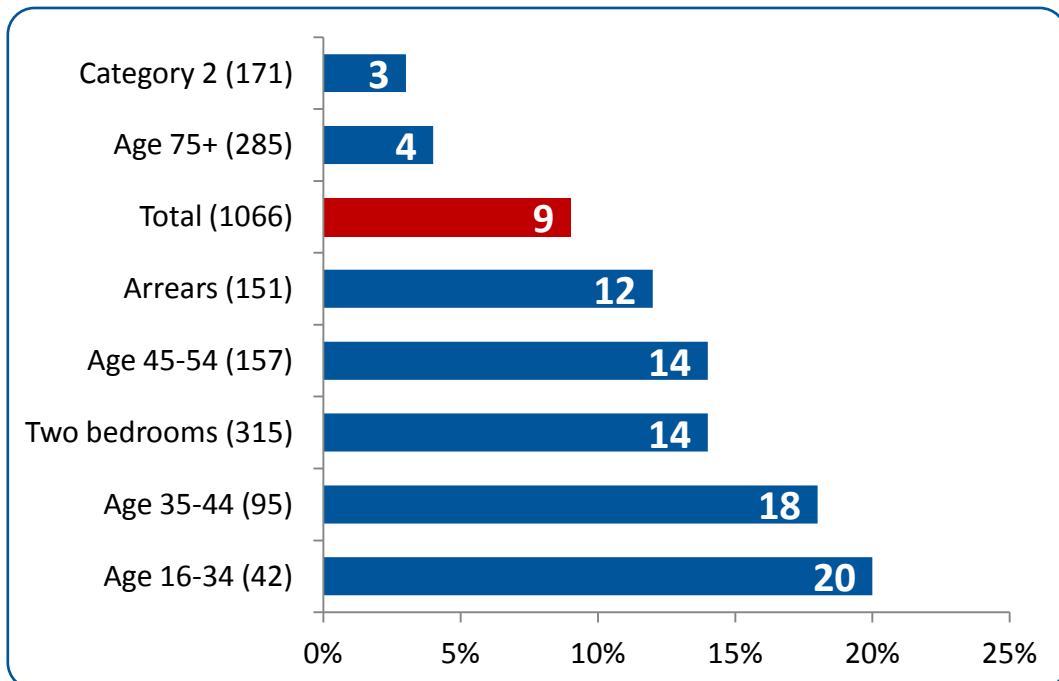
Tenants are generally less satisfied with how the Council deals with repairs and maintenance (87%) than they were in the 2011 survey (90%).

**Figure 27: Satisfaction with the way the Council deals with repairs & maintenance (%)**



- Category 2 tenants are considerably more satisfied than GN/Cat 1
- Older age groups are much more satisfied with repairs & maintenance than younger people: around three quarters of those aged under 45 are satisfied compared to more than 90% of those aged over 55.
- Tenants in arrears are less satisfied (82%) than those whose rent payments are up to date (88%).

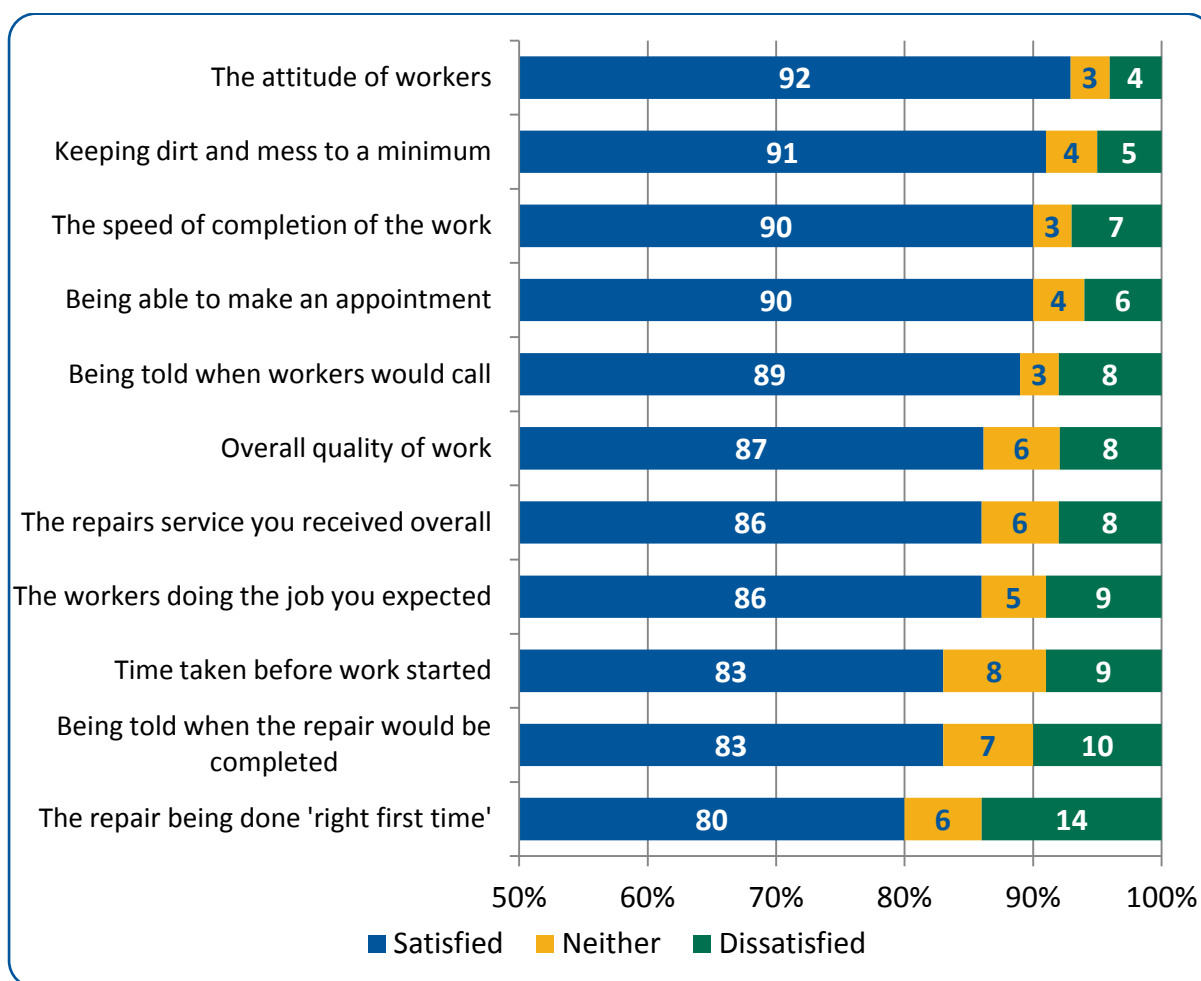
**Figure 28: Dissatisfaction with the way Council deals with repairs & maintenance (%)**



## 7.2. About your last repair

Almost two thirds of respondents (65%) had had some repairs completed in the previous 12 months. Of these 92% said that the repair appointment was kept (93% in 2011) and 36% said that a second appointment was required (30% in 2011). Those that had had repairs were asked some further questions about their experience of the repairs service.

**Figure 29: Satisfaction with the last repair carried out (%)**



Generally it would seem that tenants are reasonably happy with the repairs service they receive. However, it does seem that satisfaction for some elements has declined slightly since the 2011 survey. All of these changes are too small to be of significance.

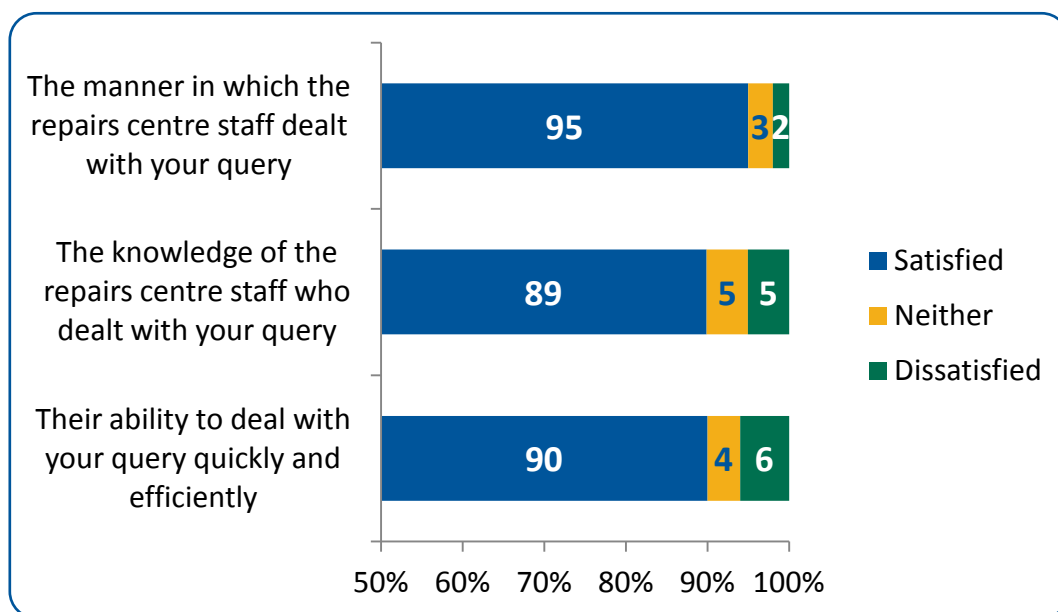
Satisfaction with aspects of repairs service (% satisfied)		2014	2011
Being told when workers would call	↔	89	89
Being told when the repair would be completed	↓	83	84
Being able to make an appointment	↑	90	87
Time taken before work started	↓	83	86
The speed of completion of the work	↓	90	92

The attitude of workers	↓	92	94
Overall quality of work	↔	87	87
Keeping dirt and mess to a minimum	↔	91	91
The repair being done 'right first time'	↓	80	83
The workers doing the job you expected	↔	86	86
The repairs service you received on this occasion overall	↓	86	87

### 7.3. Repairs Centre

Respondents who had telephoned the repairs centre were asked how satisfied they were with different aspects of the service.

**Figure 30: Satisfaction with aspects of repairs centre (%)**



- The 2011 survey asked some similar questions but in relation to the Council's Housing Landlord Service in general rather than the Repairs Centre.
  - Satisfaction with the manner in which the repairs centre staff dealt with queries has improved significantly from 86% in 2011 to 95% in 2014.
  - Satisfaction with the ability of staff to deal with queries quickly and efficiently has also increased from 81% to 90%.

(The question about the knowledge of staff was not asked in 2011)
- Category 2 residents are slightly less satisfied with the repairs centre than GN/Cat 1 residents, though the difference is not significant. Dissatisfaction

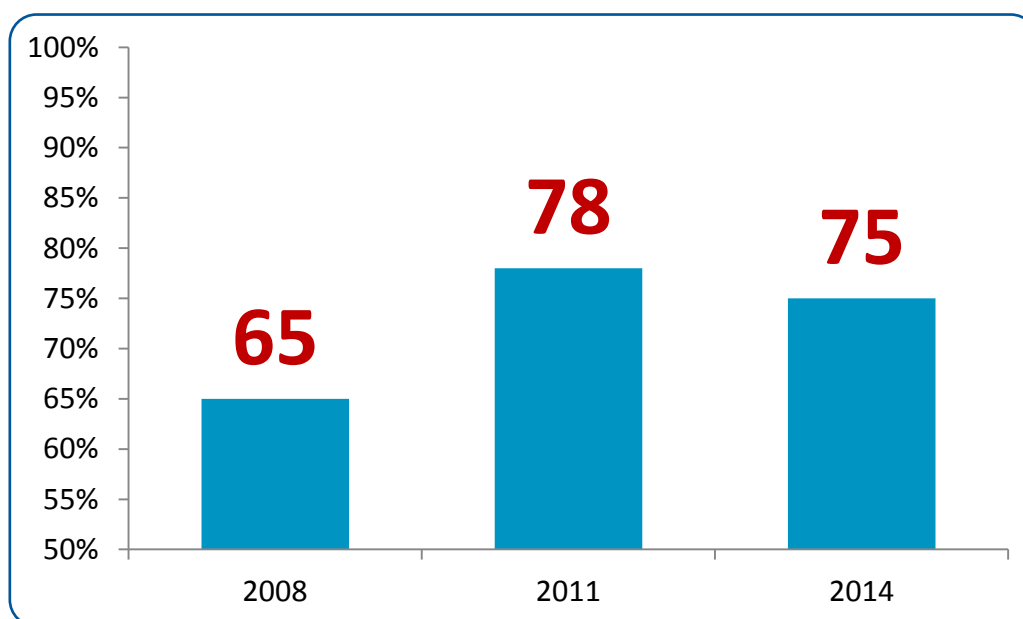
is no higher for Category 2 residents - the difference is in the number of neutral scores

Finally in the repairs section, residents were asked, if they have a gas connection, how satisfied are they with the gas servicing arrangements? Slightly fewer people (88%) said that they were satisfied than in 2011 (90%) but this change is not significant.

## 8. Resident Involvement

Respondents were asked how satisfied or dissatisfied they were that the Council's Housing Landlord Services gives them the opportunity to make their views known. Three quarters of respondents (75%) were satisfied that they have the opportunity to make their views known. This is a decrease of 3% when compared to the 78% of respondents satisfied in 2011.

**Figure 31: Satisfaction with opportunity to make views known (% satisfied)**



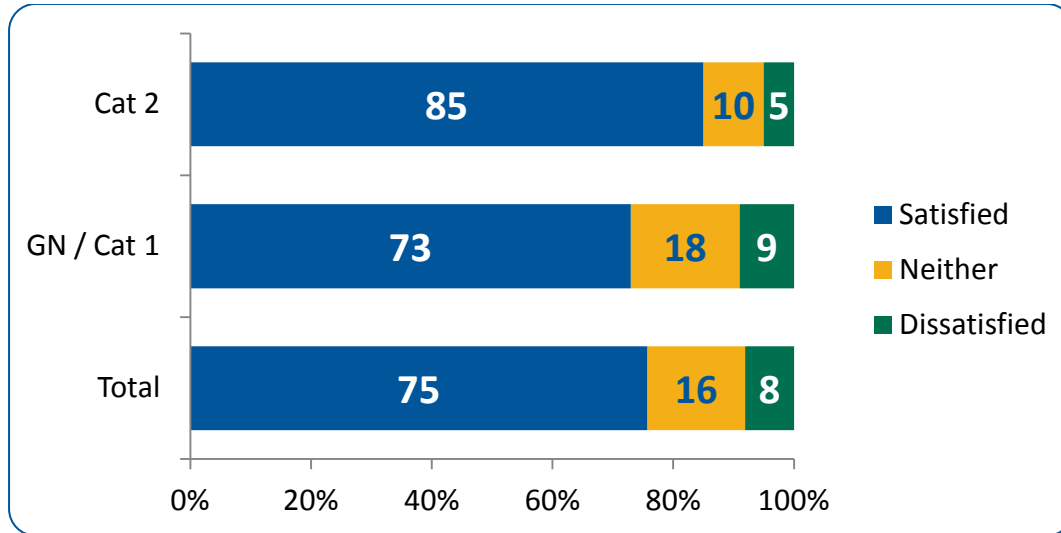
NB: In 2008 this question referred to participation in decision making

- Cat 2 tenants were more satisfied (85%) with the opportunity to make their views known than GN/Cat 1 tenants (73%).
- Within GN/Cat 1, tenants living in flats were more dissatisfied (11%) than those living in houses (7%).
- Satisfaction with opportunities to make views known increased with age, from 45% amongst 16 to 34 year olds to 85% amongst those aged 75 and over. However, a neutral view was high amongst those aged 16-34 (44% neither satisfied nor dissatisfied).
- Tenants without a disability were less likely to be dissatisfied with opportunities to make their views known (5%) compared to those whose day-to-day activities were limited a little (8%) and those whose day-to-day activities were limited a lot (12%).
- Tenants who were white British were slightly more satisfied (76%) than those from any other ethnic backgrounds (73%).



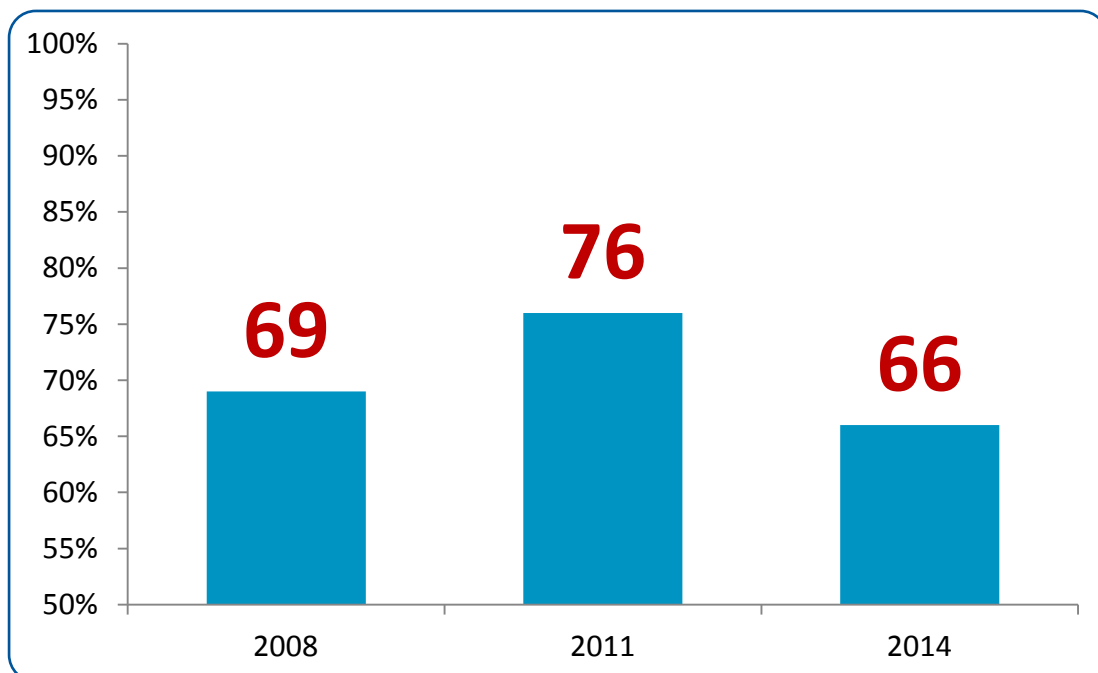
- Tenants in arrears were more than twice as likely to be dissatisfied with opportunities to make their views known (15%) than those not in arrears (7%).

**Figure 32: Satisfaction with opportunity to make views known**



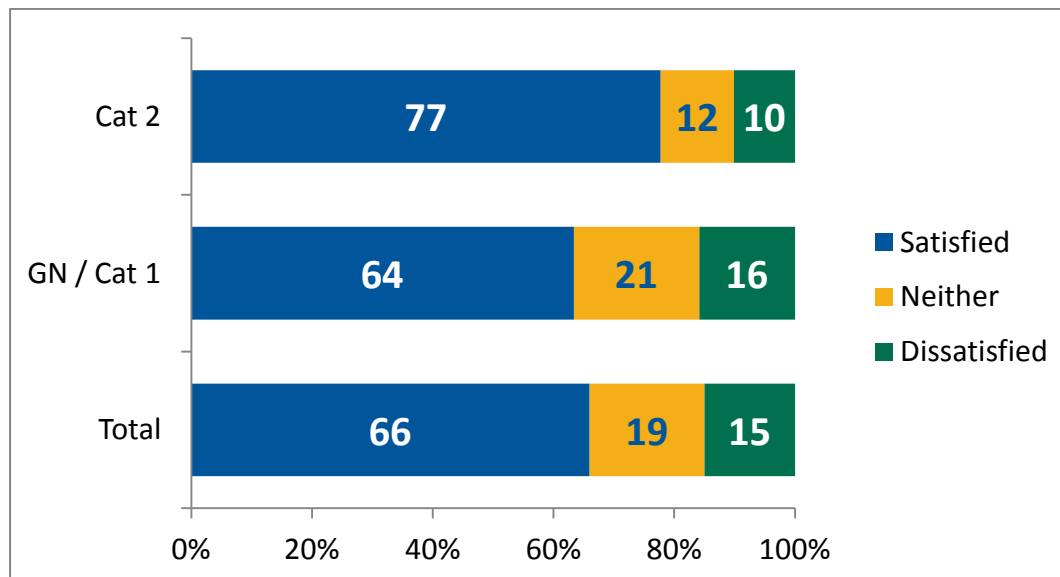
Respondents were asked how satisfied or dissatisfied they were that the Council’s Housing Landlord Services listens to their views and acts upon them. Two thirds of respondents (66%) were satisfied that their views were acted upon. This is a decrease of 10% when compared to the 76% of respondents satisfied in 2011.

**Figure 33: Satisfaction with being listened to and views acted upon (% satisfied)**



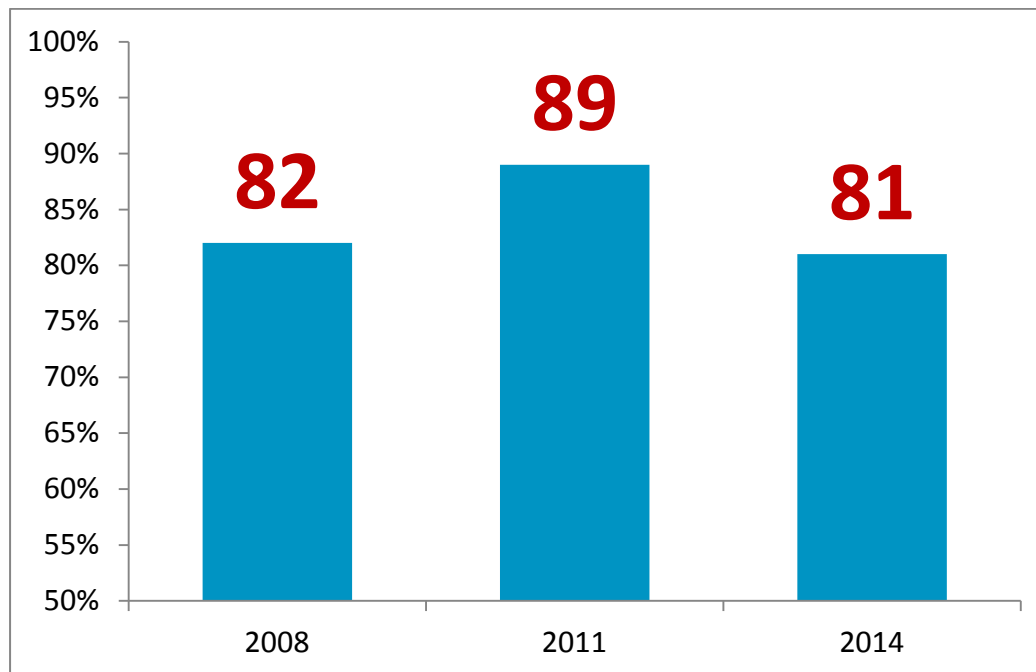
- Cat 2 tenants were more satisfied with being listened to and having their views acted upon than GN/Cat 1 tenants.
- Within GN/Cat 1, tenants living in flats were less satisfied (60%) than those living in houses (67%).
- Satisfaction once again increased with age, from 42% amongst 16 to 34 year olds to 78% amongst those aged 75 and over. However, a neutral view was high amongst those aged 16-34 (34% neither satisfied nor dissatisfied).
- Tenants without a disability were less likely to be dissatisfied with being listened to and their views acted upon (11%) compared to those whose day-to-day activities were limited a little (13%) and those whose day-to-day activities were limited a lot (21%).
- Tenants in arrears were more likely to be dissatisfied with being listened to and their views acted upon (18%) than those not in arrears (14%).

**Figure 34: Satisfaction with being listened to and views acted on**



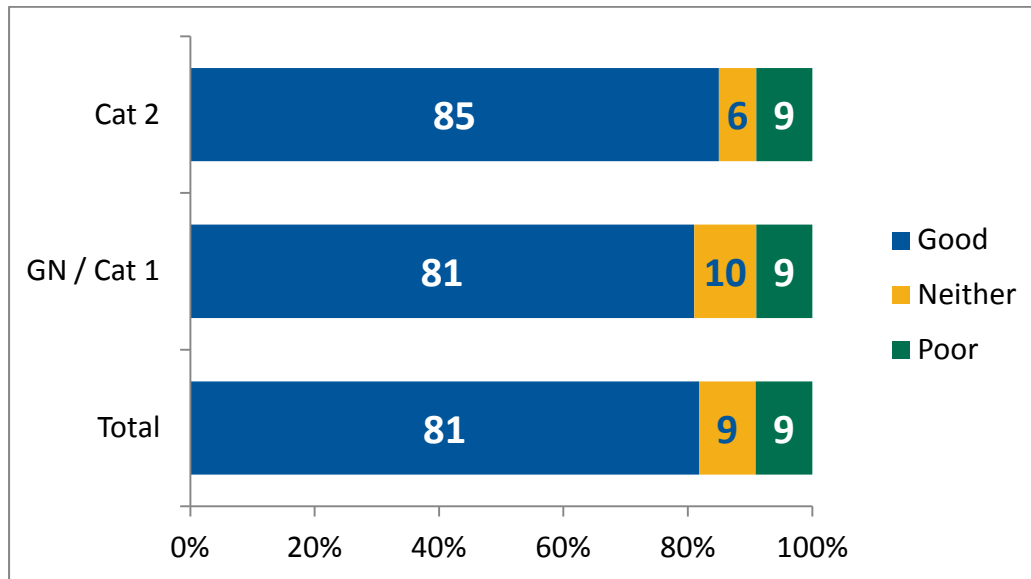
Respondents were asked how good or poor they felt the Council’s Housing Landlord Services is at keeping them informed about things that might affect them as a resident. Just over four fifths of respondents (81%) said the Council’s Housing Landlord Services was good at keeping them informed. This is a decrease of 8% when compared to the 89% of respondents satisfied in 2011.

Figure 35: How good or poor at being kept informed (% good)



- Cat 2 tenants felt better informed than GN/Cat 1 tenants although the percentage of respondents who felt the Council's Housing Landlord Services was poor at keeping them informed remained the same across both groups
- Within GN/Cat 1, tenants living in flats were slightly more likely to feel the Council's Housing Landlord Services was poor at keeping them informed (11%) than those living in houses (8%)
- Tenants aged 35 to 44 were more likely than other age groups to feel that the Council's Housing Landlord Services was poor at keeping them informed (23% compared to an average of 9% for all other age groups)
- Tenants without a disability were less likely to feel that the Council's Housing Landlord Services was poor at keeping them informed (6%) compared to those whose day-to-day activities were limited a little or a lot (both 11%)
- Tenants who were white British were more likely to feel that the Council's Housing Landlord Services was good at keeping them informed (83%) than those from any other ethnic background (72%). However, tenants from any other ethnic background were much more likely to take a neutral stance (17% compared to 9% of white British tenants)
- Tenants in arrears were twice as likely to feel that the Council's Housing Landlord Services was poor at keeping them informed (16%) than those not in arrears (8%)

Figure 36: How good or poor at being kept informed



### 8.1. Internet use

Nearly half of respondents (47%) said that they do not use the internet and this is higher among Cat2 residents, two thirds of whom do not use the internet and only a quarter of whom have internet access at home.

Figure 37: Internet use (% NOT using internet)

Don't use internet	
Age 16-34 (42)	7%
Age 35-44 (97)	14%
Age 45-54 (155)	23%
No Housing Benefit (259)	29%
In arrears (149)	33%
Age 55-64 (194)	38%
No disability (388)	41%
GN/Cat1 House (430)	43%
GN/Cat1 Flat (400)	43%
<b>Total (1008)</b>	<b>47%</b>
Activities limited a lot (297)	47%
Not in arrears (859)	50%
Housing Benefit (749)	54%
Activities limited a little (292)	56%
Age 65-74 (249)	56%
Cat2 Flat (148)	66%
Age 75+ (254)	80%

Within the GN/Cat1 housing there is a significant difference between houses and flats as to how the internet is accessed. Those in flats are much less likely to have an internet connection at home (41%) than those in houses (53%) and are more likely to find internet access in 'other' places - typically libraries or the homes of friends and family members. There is no difference between GN/Cat 1 housing types in saying that they don't use the internet, or in accessing the internet at work or via a phone / tablet.

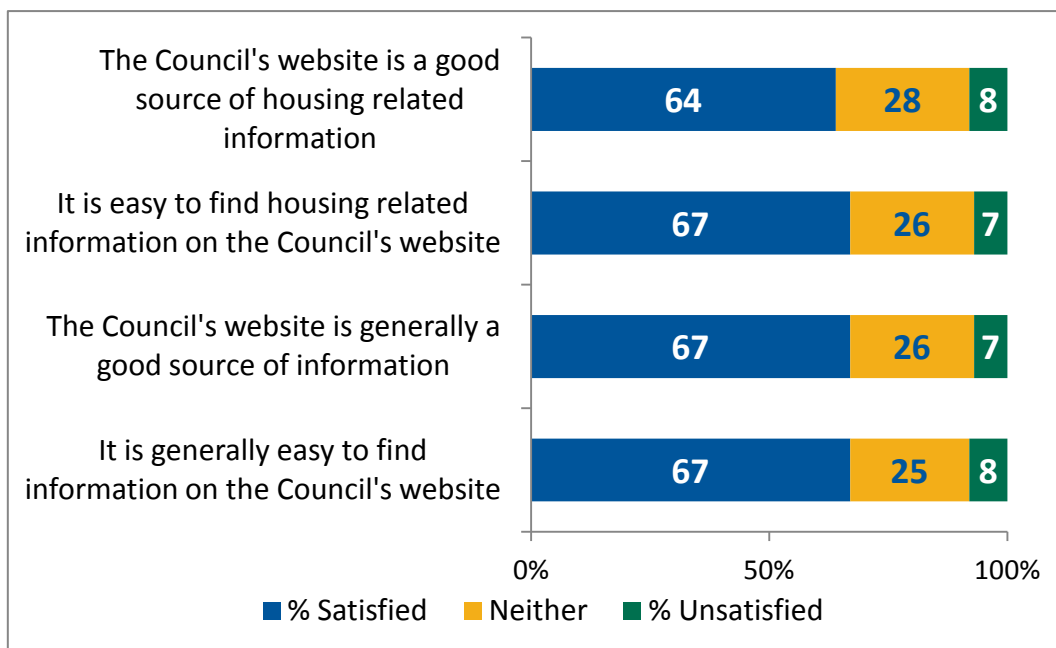
The Bournemouth Opinion Survey asked a similar question. Across the wider population only 13% say that they do not use the internet. Generally internet usage in BOS was higher for all comparable groups when compared to the

STAR survey. People aged over 65 and people with disabilities were the least likely BOS respondents to use the internet.

### 8.2. Council website

Residents were asked their opinions on the Bournemouth Borough Council website. Four questions were asked; two were about the website in general and two were specifically about housing information. The results for all four questions were very similar.

**Figure 38: Satisfaction with the Council’s website**

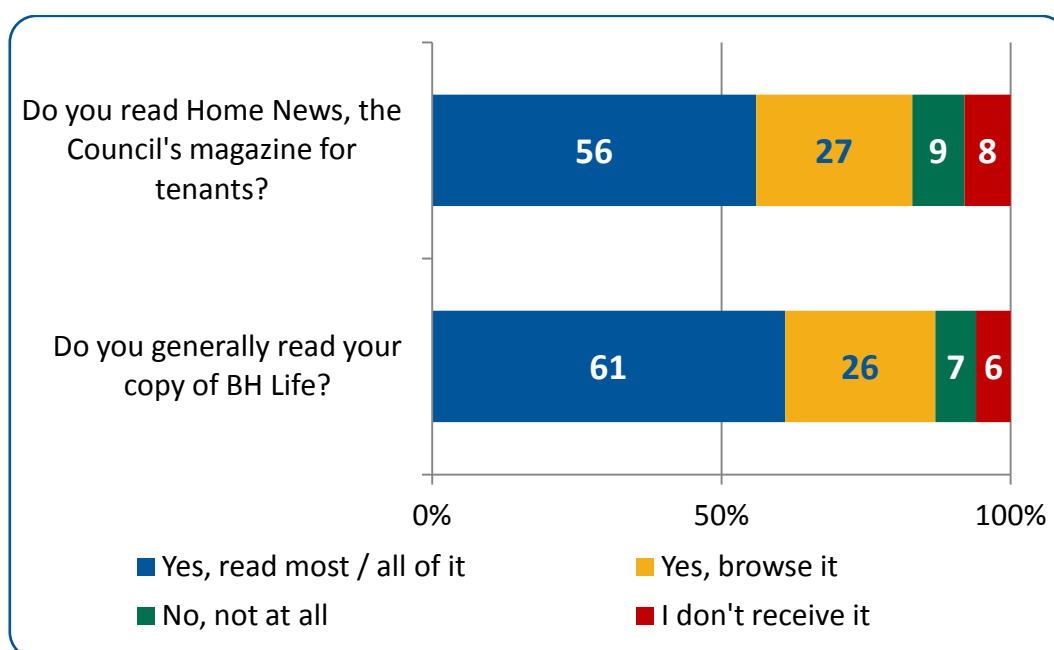


When asked, 34% said that they would be likely to report repairs via the internet if the facility was available. There were no significant differences between groups.

### 8.3. Council publications

Residents should receive two council publications: BH Life which goes to all households in Bournemouth and Home News which goes to Council tenant households.

**Figure 39: Readership of Council publications (%)**

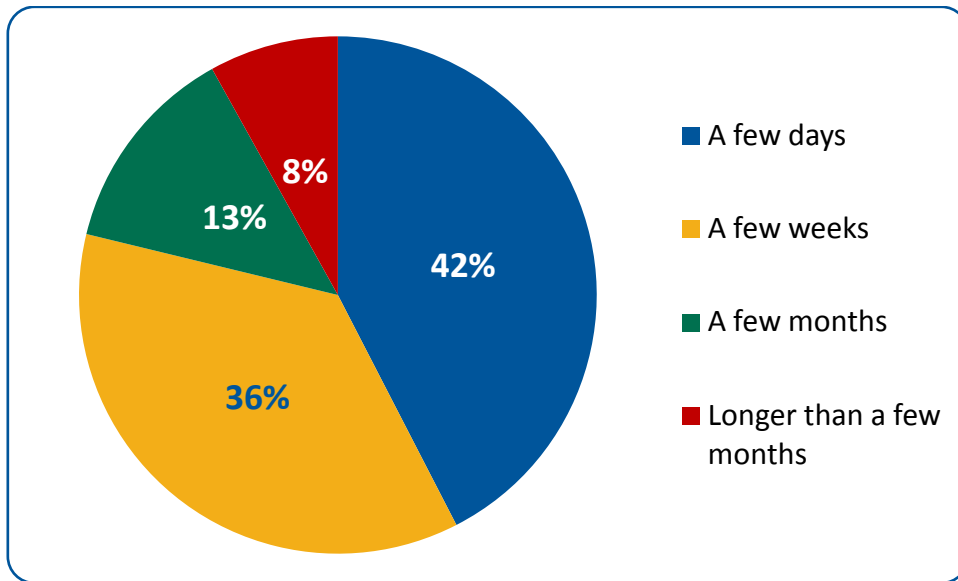


BH Life is read in full by more people than Home News. The latter is slightly more likely to be unread and slightly more likely not to be received.

Looking specifically at Home News:

- People in flats (both GN/Cat1 and Cat2) are the most likely to ignore their copy of Home News: 11% don't read it compared to 6% in houses.
- People in Cat2 flats are the most likely not to receive Home News: 13% said that they don't receive it compared to 7% in GN/Cat1 flats and 6% in houses.
- People whose activities are limited a lot are twice as likely not to receive Home News as those with no disability or whose activities are limited a little.
- Older age groups are much more likely to read Home News than younger people. 28% of 16-34 year olds and 17% of 35-44 year olds say that they don't read it.
- White British residents are more likely to read the magazine than those from other ethnic backgrounds. 12% of those from other ethnic groups say that they don't read Home News and 15% say that they don't receive it.
- Around four in five people dispose of their copy of Home News within a few weeks.

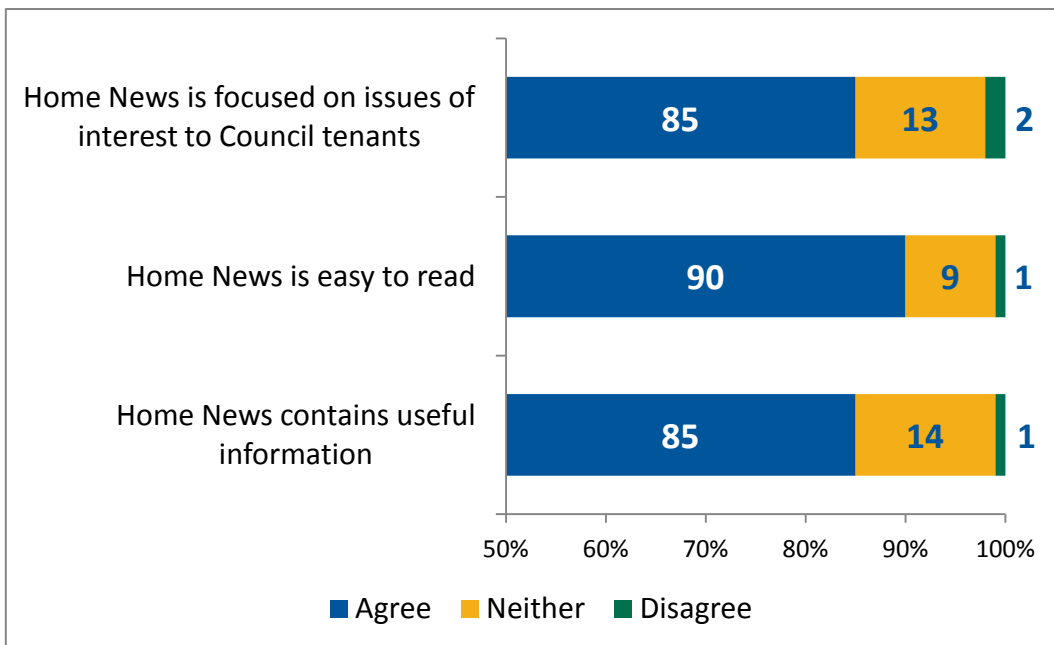
Figure 40: How long do you keep your copy of Home News?



Satisfaction with Home News is quite high.

- 85% of respondents agreed that Home News contains useful information and that it is focused in issues of interest to Council tenants.
- 90% agreed that Home News is easy to read.

Figure 41: Opinions about Home News (%)



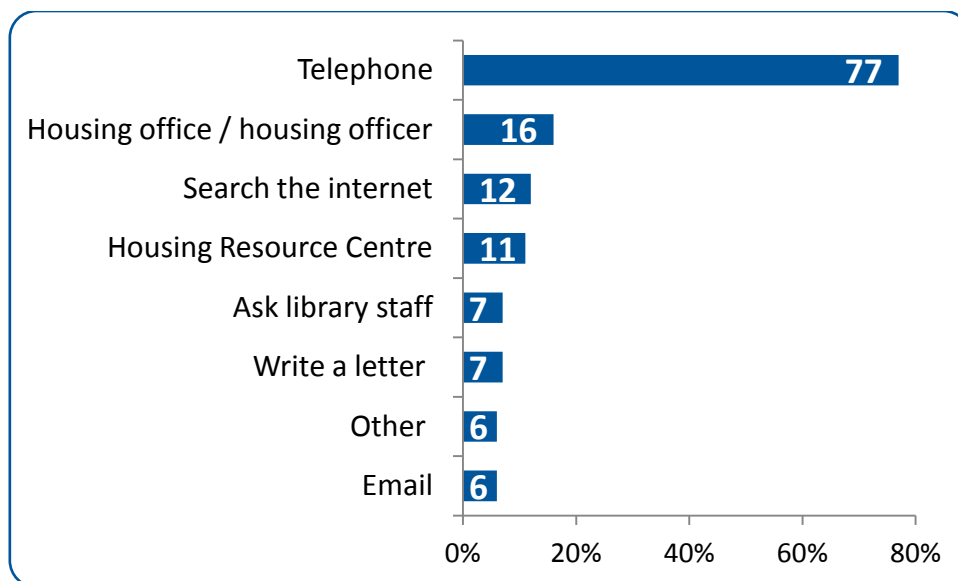
#### 8.4. Other sources of information

Residents can also find out information about housing services from the Housing Resource Centre at Kinson Library and from a variety of other sources.

A quarter of people had visited the Housing Resource Centre (HRC) in the past 12 months with most having visited just once or twice. Just over half (53%) were aware of the HRC but had not used it and the remainder (22%) didn't know it was there.

- Cat 2 residents are the least likely to visit the HRC; 14% of Cat 2 residents had visited compared to 26% of GN/Cat 1 residents.
- Cat 2 residents were also less aware of the HRC; 31% didn't know it was there compared to 20% of GN/Cat 1 residents.
- Use of the HRC decreases with age; 39% of 16-34 year olds have used the centre compared to 23% of 65-74 year olds and 13% of those aged 75+.
- Residents of East Howe, West Howe, Kinson and Bear Cross are the most likely to use the centre, with a third or more of these respondents having visited in the last 12 months.
- Less than one in ten of the respondents from Lansdowne, Westbourne, Boscombe, Iford\*, Moordown\* and Springbourne had used the HRC.  
\* Small sample sizes for these areas

**Figure 42: How do you look for or ask for information about housing services (%)**



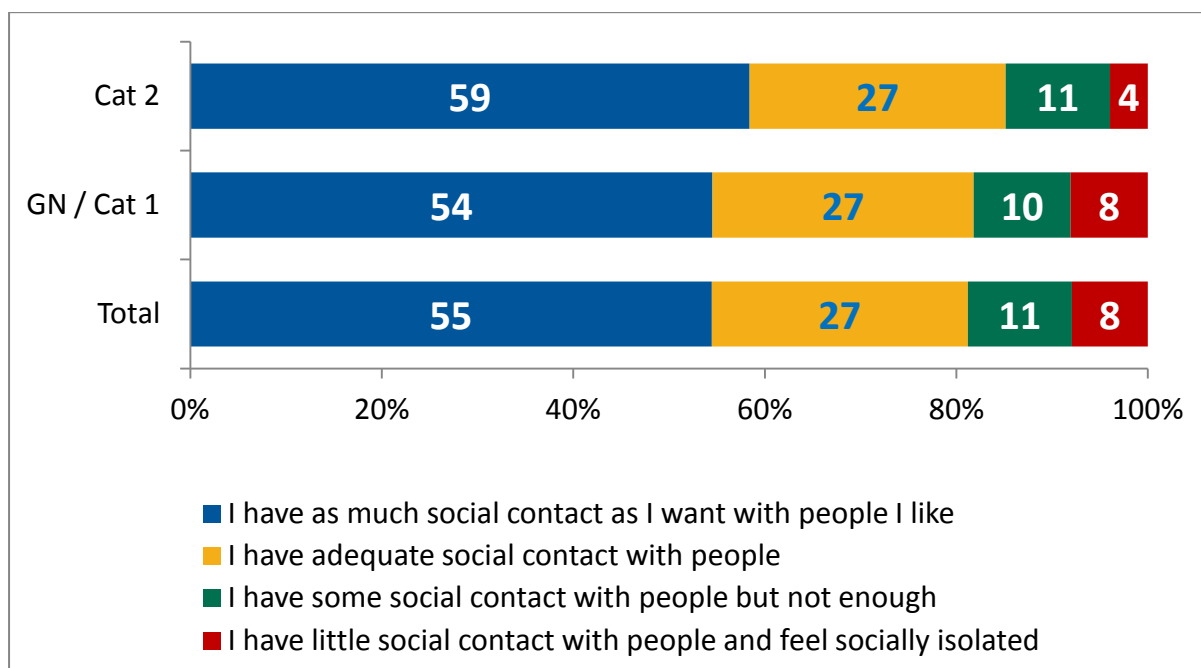
Residents were also asked how they look for information about housing services. The telephone is by far the most popular way of asking for information.



## 9. Social Contact

Over eight out of ten respondents (82%) said they have at least adequate social contact with people. This is in line with the results from the Bournemouth Opinion Survey where 83% of respondents said they have at least adequate social contact.

Figure 43: Social Contact



BASE: All respondents

- Cat 2 tenants were more likely to have as much social contact as they wanted with people they liked than GN/Cat 1 tenants
- GN/Cat 1 tenants were twice as likely to say they feel socially isolated compared to Cat 2 tenants
- Within GN/Cat 1, tenants living in flats were three times as likely to say they feel socially isolated (12%) than those living in houses (4%)
- Overall, the percentage of tenants feeling socially isolated declines with age. Almost one in five (17%) tenants aged 16 to 34 said they feel socially isolated compared to 5% of those aged 75 and over
- Tenants without a disability were more likely to say they have at least adequate social contact with people (89%) compared to those whose day-to-day activities were limited a little (86%) and those whose day-to-day activities were limited a lot (67%)
- Disabled people living in GN/ Cat 1 flats are less likely to have adequate social contact than those living in houses and bungalows or Category 2 schemes.

<b>% Respondents with at least adequate social contact</b>			
	Limited a lot	Limited a little/not limited	Difference
GN/Cat1 House	73%	93%	20
GN/Cat1 Flat	59%	82%	23
Cat2 Flat	76%	88%	12

## Appendix 1: Respondent profile

### Age

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16-34	42	4%
35-44	97	9%
45-54	158	15%
55-64	197	19%
65-74	271	26%
75+	290	28%

### Disability

---

Are you or any household member's day to day activities ...

Yes, limited a lot	324	31%
Yes, limited a little	314	30%
No	395	38%

### Gender

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Male	434	42%
Female	590	58%

### Sexual orientation

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Heterosexual	757	80%
Gay / Bisexual / Other	67	7%
Prefer not to say	121	13%

### Religion

---

No religion	225	22%
Christian	763	74%
Other religion	46	4%

### Ethnicity

---

White British	977	94%
Other ethnic background	61	6%

## Category and housing type

---

GN/Cat1 House	447	43%
GN/Cat1 Flat	421	41%
Cat2 Flat	164	16%

## Area

---

LANSDOWNE	17	2%
BEAR CROSS	104	10%
SOUTHBOURNE	37	3%
CHARMINSTER	77	7%
KINSON	26	2%
SLADES FARM	45	4%
WALLISDOWN	66	6%
WINTON	45	4%
MOORDOWN	7	1%
BOSCOMBE	43	4%
POKESDOWN	10	1%
STROUDEN PARK	91	8%
SPRINGBOURNE	45	4%
WEST HOWE	235	22%
HIGH HOWE	25	2%
WESTBOURNE	39	4%
NULL	14	1%
IFORD	19	2%
NORTHBOURNE	0	0%
EAST HOWE	73	7%
TOWNSEND	62	6%

## Bedrooms

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None	83	8%
One	462	43%
Two	318	30%
Three or more	212	20%

## Housing Benefit

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Yes	807	75%
No	267	25%

## In arrears

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Yes	155	14%
No	919	86%