



# TSM Satisfaction Surveys

2024/25

## Barking & Dagenham

**Report by Scott Rumley & Adam Payne**

[adam.payne@arp-research.co.uk](mailto:adam.payne@arp-research.co.uk)

[scott.rumley@arp-research.co.uk](mailto:scott.rumley@arp-research.co.uk)

(t) 0844 272 6004

(w) [www.arp-research.co.uk](http://www.arp-research.co.uk)



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# 1. Introduction

## Background

This report details the results of London Borough of Barking and Dagenham's 2024/25 TSM customer satisfaction surveys, delivered by ARP Research. For the LCRA (low cost rental accommodation) stock the survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs).

Throughout the different sections of the report the results have been split into the main customer groups of tenants, Reside and leaseholders. The findings are then further broken down and analysed by various categories, including by stock type and area. Where applicable the current survey results have also been compared against the 2023/24 surveys including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Regulator of Social Housing's 2023/24 TSM data for London local authorities.

## About the survey

The surveys were carried out in July, September, November/December 2024 and March 2025. Each wave was carried out with three elements:

- A paper survey was distributed to a computer-generated random sample of 885 general needs tenants, and a quarter of all sheltered tenants, Reside customers and leaseholders. This was followed by a paper reminder for those that couldn't be reminded by text message.
- Concurrent with the paper survey, an email invitation plus one reminder were distributed to all residents for whom an email address was available inviting them to complete the survey online, including circa additional 1,650 general needs residents not part of the main postal survey.
- During the latter half of each wave, every resident for whom LBBD held a mobile phone number were also texted a link to the online survey, plus one reminder. This included circa 1,000 general needs residents that had not been invited via either of the other two routes.

In total 3,087 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented 20% of the tenant population (error margin +/- 1.6%). This exceeded the stipulated TSM target error margin of +/- 3%. There were 708 postal (23%) and 2,379 online completions (77%).


For Reside there were 781 respondents (36%) and 851 leaseholders (22%).




## 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

 Bench mark	2024/25 result	Change over time	2024/25 result	Tenant Satisfaction Measures	
60%	50%	↑	54%	TP01	satisfaction overall
64%	62%	↑	63%	TP02	repairs service in last 12 months
62%	57%	↑	60%	TP03	time taken to complete last repair
61%	50%	↑	52%	TP04	home is well maintained
67%	54%	↑	55%	TP05	home is safe
51%	37%	↑	40%	TP06	listens to views and acts on them
67%	43%	↑	44%	TP07	being kept informed
70%	54%	↑	55%	TP08	treated fairly and with respect
26%	22%	↑	26%	TP09	approach to handling complaints
62%	52%	↑	55%	TP10	communal areas clean and maintained
63%	40%	↑	41%	TP11	makes a positive contribution to area
58%	38%	↔	38%	TP12	approach to handling ASB

 statistically significant improvement  
  no statistically significant change  
  statistically significant decline

\* see Appendix A for additional information on statistics tests

## 2. Executive summary

### Overview

1. The London Borough of Barking & Dagenham's housing services has achieved a statistically **significant improvement** in tenant satisfaction, with the headline figure rising to 54% in 2024/25 from 50% the previous year.
2. This reverses the downward trend observed in the last two surveys, nearly returning to the 56% satisfaction level recorded in 2022/23.
3. The Council's performance has **improved its benchmark position**, climbing from the bottom quartile to the third quartile when compared with London local authorities. However, at 60%, the sector median remains a target that needs further improvement to achieve.
4. The satisfaction level in **sheltered housing** continues to be higher than other groups (73%), though the 2% increase falls short of statistical significance and remains below the 79% achieved two years ago.
5. **Reside customers** have shown the strongest improvement trajectory, with satisfaction jumping 8% to reach 52%. This substantial gain has shifted the balance, with satisfied customers now outnumbering dissatisfied ones (52% vs 34%).
6. However, satisfaction amongst **leaseholders** buck this trend with a marked deterioration, falling to 26% from 30% last year and continuing a concerning three-year decline. The final quarter saw this drop further to just 23%.

### Cross-cutting themes

7. The survey reveals that **property maintenance** has strengthened its position as the primary influence on resident satisfaction across all groups. Tenants show modest improvement (52%, up 2%), Reside customers demonstrate substantial gains (58%, up 11%), while amongst leaseholders satisfaction remains low (27%, down 1%).
8. **Customer experience** continues to be a secondary driver of overall satisfaction, with widespread improvements across a number of measures. The ease of dealing with housing services, also known as a 'customer effort' score, has risen to 53% for tenants and 48% for Reside, representing gains of 5% and 7% respectively. Conversely, this rating has dropped to just 24% amongst leaseholders.
9. Perceptions of being heard and respected have **shifted positively** for social housing tenants and Reside customers. The proportion feeling listened to has risen notably, particularly for Reside (39%, up 11%).
10. **Repairs performance** stands out as a success story, with tenant satisfaction reaching 58% for recent repairs and 52% for timeliness. These figures place the Council within touching distance of London benchmarks, trailing by just 1-2 percentage points and firmly establishing the service in the third performance quartile.
11. The perceptions of **building safety** are stable for both tenants (55%) and leaseholders (34%), and this topic seems less influential than it was last year, especially for sheltered tenants where it is no longer a strong predictor of overall satisfaction. Conversely, Reside customers report significant improvement to 56% (up 8%).

## 2. Executive summary

12. **Financial pressures** persist but show signs of easing for some groups. Tenant rent satisfaction has settled at 60%, while Reside shows recovery to 48% from last year's 41%. Leaseholders face the starkest challenges, with service charge satisfaction dropping to just 12%.
13. Satisfaction with **complaints handling** has improved to match sector norms at 26% for tenants. This 4% gain brings the Council to the benchmark median, though the measure primarily reflects escalated service requests rather than formal complaints.
14. **Demographic patterns** persist in showing wide satisfaction variations by age. Retirement-age tenants report 65% satisfaction while under-35s sit at 39%, though this younger cohort has achieved the largest improvement at 9% growth.

### Other tenant findings

15. Building condition drives tenant sentiment more powerfully than ever, dominating the driver model of satisfaction. While **home safety** no longer features as prominently in satisfaction drivers, sheltered tenants maintain high confidence at 74%.
16. **Neighbourhood management** scores remain disappointing, with 41% crediting the Council's positive contribution and 38% satisfied with the response to anti-social behaviour. These findings compare poorly against the benchmark scores, but it's important to remember that these two measures are showing some of the widest variation in the national figures and seem the most susceptible to differences in methodology.
17. Satisfaction with **communal cleaning and maintenance** services has started to trend upwards, although 55% satisfaction is still seven points behind the benchmark median.
18. **Keeping tenants informed** remains a critical weakness at 44% satisfaction, sitting 23% below London peers. This relatively unchanged score highlights a persistent communication deficit that should be a priority for the Council to address.

### Other Reside findings

19. The satisfaction gap between Reside **tenants and shared owners** persists, now standing at 54% versus 25%. Both groups report improvements of 8% and 5% respectively.
20. Brand advocacy for Reside has strengthened considerably, with the **Net Promoter Score** improving from -40 to -25.
21. **Anti-social behaviour** management has seen marked improvement to 41% satisfaction, exceeding the social housing average and representing a statistically significant 4% increase.
22. **Communal cleaning and maintenance** satisfaction has rebounded to 51% following last year's decline.

### Other leaseholder findings

23. The distinction between **resident and non-resident** leaseholders has largely disappeared, with satisfaction equally poor at 20% and 21% respectively. Both segments have experienced sharp declines from the previous year.
24. In addition to the poor perception of service value for money, other questions on the **information and consultation** around service charges have fallen by 7-8%, including just 31% that are satisfied with information on how the charge is calculated.
25. Similarly, broader **communication effectiveness** is also now considered by leaseholders to be especially poor, most notably with just 15% feeling that their views are listening to and acted upon, compared to 60% that are actively dissatisfied. There is also a 15% decrease over the last two years in the proportion who feel that they are kept informed (now 27%).
26. All three measures of **neighbourhood** satisfaction have fallen significantly, with fewer than a quarter now feeling that housing services makes a positive contribution to the area, or handle ASB well.
27. Satisfaction with **communal** repairs, cleaning and maintenance are largely unchanged since last year, albeit with scores that are lower than for other stock types.



### 3. Services overall

54%



**overall tenant satisfaction**



A significant increase in satisfaction for both tenants and Reside customers, a trend that continues across other survey results



As a consequence this has moved the Council's headline TSM score up into the third quartile compared to its peers in London



The greatest change has been amongst Reside tenants where satisfaction is up 8%



However, satisfaction has dropped again to just 26% amongst leaseholders



### 3. Services overall

The main impression given by the 2024-25 TSM survey results is that satisfaction with London Borough of Barking & Dagenham's housing services has **improved** substantially since last year.

The perfect example of this is the overall satisfaction score amongst tenants where there has been an **improvement** of 4% to 54% in 2024/25, which has recovered most of the ground that was lost last year when compared to the 56% score achieved in 2022/23.

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 the same degree of confidence.

The **Tenant Satisfaction Measures** (TSM) requirements cover low-cost rental accommodation (LCRA) tenants, which comprise social housing tenants in general needs and sheltered housing. Most of these are tenants in general needs housing, hence the very similar satisfaction score for that group. As one would expect the overall score is far higher average amongst tenants in **sheltered** housing (73%). They to have seen a rise in satisfaction, albeit only by two percentage points which isn't quite enough to be statistically significant, nor return to the level two years ago when the score was 79%.

When compared against the Regulator of Social Housing's **benchmark** TSM data for local authorities in London landlords, the overall satisfaction score remains still below the median average score of 60%. However, the Council's score has improved whereas the benchmark has dropped back by a single percentage point, which is sufficient to have moved it out of the bottom quartile.

This year it is notable that the overall perception amongst **Reside** customers once again aligns more closely to that of general needs Council tenants, which is in part down to the **significant 8% improvement** within that group (52% satisfied). This is matched by a 9% drop in the amount of Reside customers that are actively dissatisfied, however, this still comprises a third of that sample (34%).

The only customer group to buck the generally positive trend of these results is leaseholders, amongst whom only 26% are satisfied compared to 56% dissatisfied. This is a **significant drop** in satisfaction compared to last year when it was 30%, and two years ago when it was 33%. Furthermore, overall satisfaction was even lower in the final quarter of the year, where it was just 23%.

# 3. Services overall

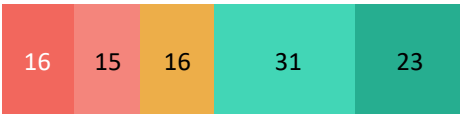
## 3.1 Overall satisfaction

% Bases (descending) 3078, 317, 2762, 780, 849 | Excludes non respondents



satisfied 24/25 satisfied 23/24 bench mark

### Tenants



54 ▲ 50

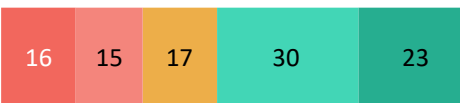
60  
3<sup>rd</sup>

### Sheltered



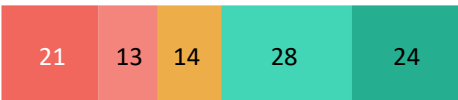
73 ◀ 71

### General needs



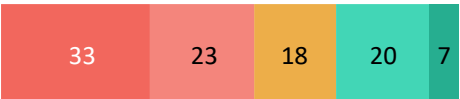
53 ▲ 49

### Reside

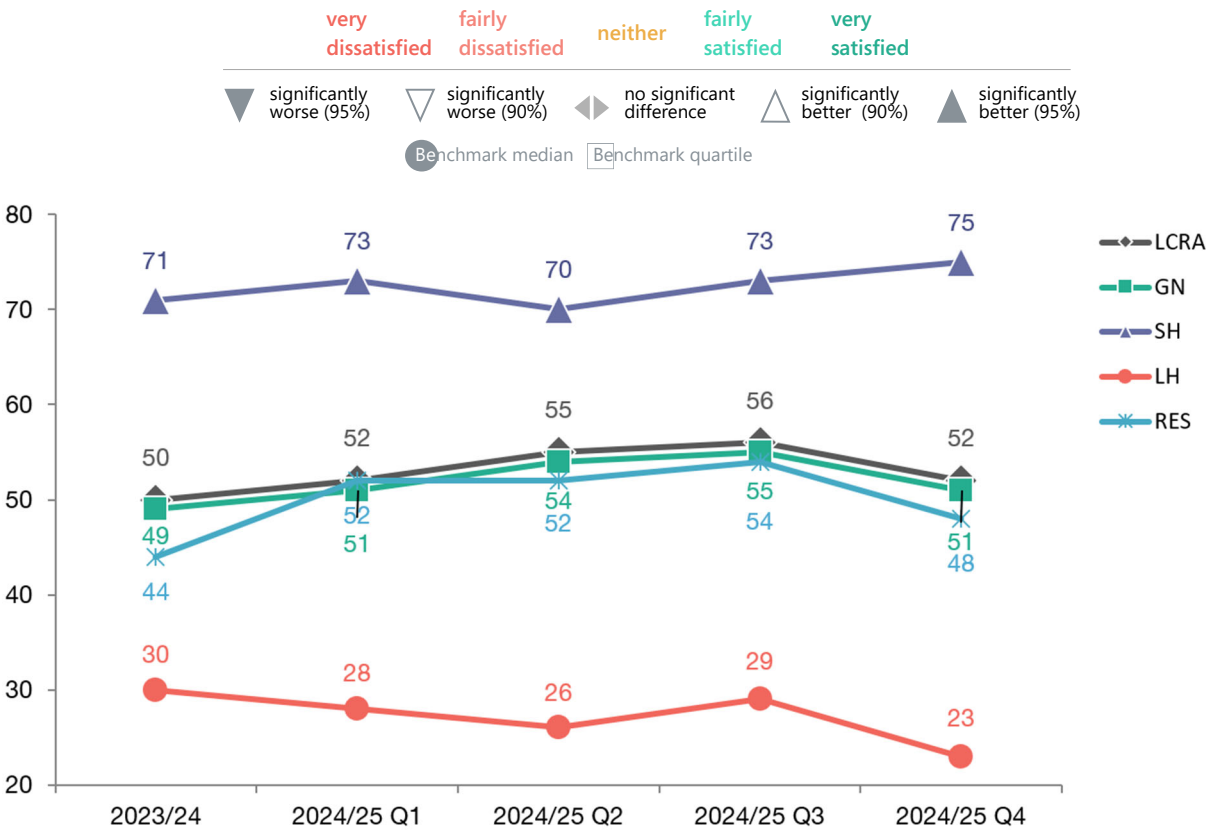


52 ▲ 44

### Leaseholders



26 ▼ 30





## 4. Tenants

53%

**general needs overall**

73%



**sheltered overall**



In a reversal of the trend last year, almost all TSM scores have improved, many significantly so



The maintenance of the home is once again the best predictor of overall satisfaction, as it has been for a number of years



The secondary theme of the key driver is also once again communication, especially amongst sheltered tenants



As expected, the average level of satisfaction increases with age, reaching 65% for retirement age tenants. The under 35s are still the least satisfied, but their score has improved by 9%

## 4. Tenants

As noted in section 3, overall satisfaction amongst the Council's social housing tenants is **significantly higher** than it was last year (54% v 50%), moving it from the fourth to the third quartile compared to the **benchmark median** of all local authorities in London.

This includes an improved score for both **general needs** and **sheltered** tenants, although only the former represents a statistically significant change (53% and 73% respectively).

There are similar improvements in other areas of the survey results, most notably those regarding **repairs and maintenance** (chart 4.5) and **communication** (chart 4.8).

### Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that are 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 and can serve as framework for targeting future improvements (see chart 4.1 for all tenants).

The results of this analysis show a similar overall pattern to last year, most notably in the fact that having a **home that is well maintained** once again dominates the list. This reflects the sector as a whole where according to the Regulator of Social Housing it is the best predictor of satisfaction.

This close association with overall satisfaction is echoed by the fact that it one of the other ratings to have also significantly improved (chart 4.3). Similarly, the next two items on the key driver list have also improved (chart 4.8), being the extent to which tenants feel that they are being **listened to**, and whether housing services is **easy to deal with**, known as a 'customer effort' score. These two ratings, in addition to tenants feeling that they are treated **fairly and with respect**, all appeared on the same list last year. This therefore reinforces the previous conclusion that improving the customer experience is an effective means by which the Council can influence overall satisfaction. The trend this year is upwards, but these scores are all still in the benchmark bottom quartile so there is considerable scope for further improvement.

The Council's **positive contribution** to the neighbourhood again appears in this list, probably in part because only 41% are satisfied in this regard (chart 4.3).

Interestingly, one item that has dropped away this year is satisfaction with the **safety** of the home. Although this score is essentially unchanged, it no longer has the same predictive value that it had last year, most notably for **sheltered** tenants amongst whom it was last year's number one key driver.

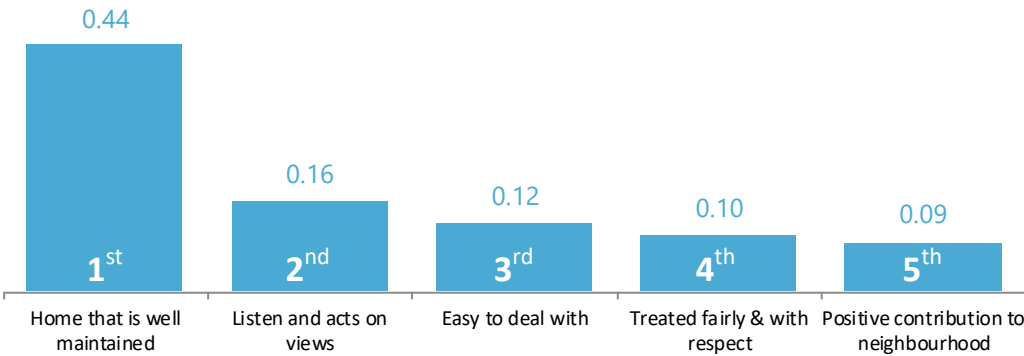
Indeed, that group of tenants seem far more likely this year to be influenced by their feeling about **communication and consultation**, with being treated fairly and respectfully as their primary key driver, and the opportunity to make their views known in third place.

# 4. Tenants

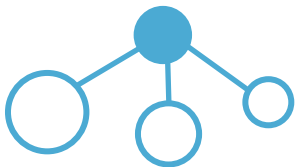
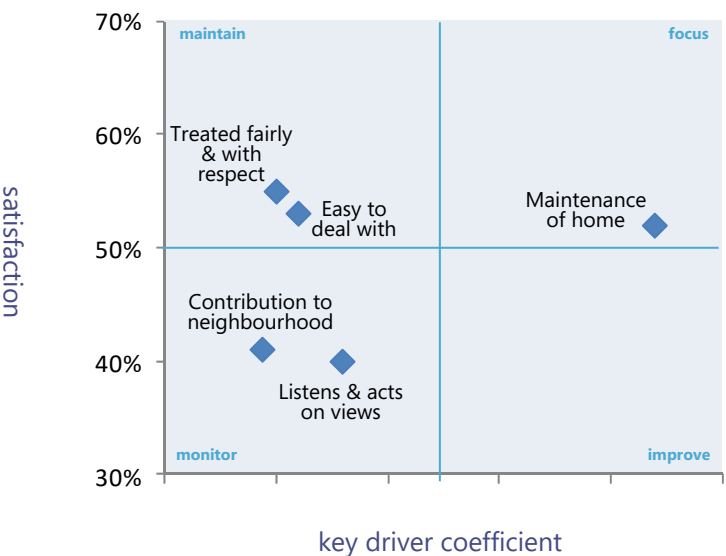
## 4.1 Key drivers - overall satisfaction

R Squares= 0.756, 0.785 | Values are not percentages but are results of the statistics test. See Appendix A for more details.

### All Tenants

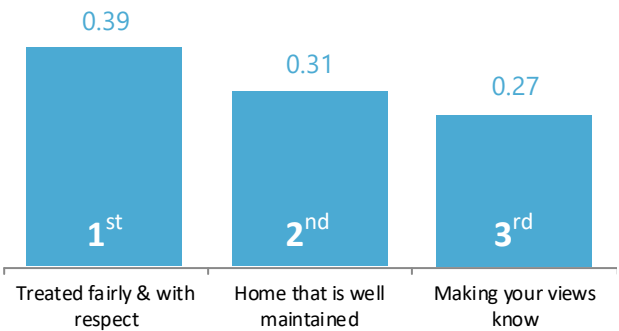


### Key drivers v satisfaction (all LCRA)



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

### Sheltered only



## 4. Tenants

### By people

- As seen previously, there is a clear difference by **age**, with retirement age tenants aged 65 or over significantly more satisfied than average (65%, up 2%), whereas the under 50s are significantly less (43%, see table 7.10).
- Whilst the under 35s are again the least satisfied group (39%), satisfaction has improved by a notable 9% compared to a year ago, however, there has been no change in the proportion who are dissatisfied (still 47%).
- Respondents from a Black or minority ethnic (**BAME**) background again have a significantly higher level of satisfaction than other tenants (61% v 49%). This difference is most apparent in the answers to questions on communication and how reports of ASB are handled.
- Another finding seen a year ago is respondents from a Black African background are again significantly more satisfied than average (68%, up 3%).
- Once again, tenants who have **had a repair** in the previous year are significantly more satisfied than those who have not (55% and 50% respectively), however the difference between the two is not as pronounced as a year ago (was an 8% gap).
- One positive finding is **new tenants** in their first year with the council are significantly more satisfied than average (73%), which is a notable 16% higher than a year ago. Respondents who have been a tenant for 11 – 20 years are again significantly less satisfied overall (46%).

### By place

- There are some significant differences between the overall score by **ward** however not as many as seen a year ago. Respondents in Becontree are again significantly less satisfied than average (46%) despite being more satisfied than they were a year ago (was 38%). In contrast, satisfaction is significantly above average in Whalebone (63%, up 11%) and Eastbury (58%, up 7%).
- Indeed, satisfaction has improved slightly in almost every area with the exception of Mayesbrook where satisfaction has fallen from 52% to 47% and Alibon where satisfaction is now 49% (was 51%).
- Overall satisfaction is again significantly higher than average for tenants in **bungalows** (69%, up 9%) but significantly lower for maisonettes (41%, was 43%). Overall satisfaction is at 54% for tenants living in both houses and flats.
- **Property age** is again a factor, with households in properties built between 1975 and 1990 significantly more satisfied than average (57%), compared to only 53% for those in pre-war homes (pre 1945).

## 4. Tenants

### 4.2 Overall satisfaction - by ward

	% positive			% positive	
	Base	Overall satisfaction		Base	Overall satisfaction
<b>Overall</b>	<b>3087</b>	<b>54</b>	<b>Overall</b>	<b>3087</b>	<b>54</b>
<b>General needs</b>	2772	53	Goresbrook	237	57
<b>Sheltered</b>	317	73	Heath	253	48
Abbey	21	47	Longbridge	71	53
Alibon	136	49	Mayesbrook	222	47
Beam	53	64	Northbury	104	57
Becontree	136	46	Parsloes	297	55
Barking Riverside	95	52	Thames	127	59
Chadwell Heath	197	54	Valence	285	55
Eastbrook	112	51	Village	250	59
Eastbury	264	58	Whalebone	80	63
Gascoigne	149	49			

#### Key

- Better @ 95% confidence
  - Better @ 90% confidence
  - Worse @ 90% confidence
  - Worse @ 95% confidence
- \*see appendix for more detail



# Home and neighbourhood



The maintenance of the home is an even more dominant key driver of overall satisfaction than it was last year



This rating has significantly improved since last year



Satisfaction with the safety of the building is unchanged, but is nevertheless no longer a key driver of overall satisfaction



Both questions are only in the benchmark fourth quartile



Although both TSM neighbourhood satisfaction scores are low, the regulator has cautioned against comparing with others as this can be affected by survey methodology



New tenants are considerably happier with their homes than the equivalent group in the previous survey



Respondents from a BAME background continue to be more satisfied with their homes and neighbourhoods



By ward, there are lower than average neighbourhood ratings in Mayesbrook, Alibon and Goresbrook



## 4. Tenants

### The building

Satisfaction with how well the **home is maintained** has improved significantly since last year (52% v 50%), with 4% fewer claiming to be 'very' dissatisfied (17% v 21%).

This improvement will obviously be related to similar increases in satisfaction with the repairs service (chart 4.5) but is particularly important because how tenants answer this question is the single **best predictor of overall satisfaction**.

In contrast, whether survey respondents feel that the Council provides a **home that is safe** is no longer a key driver of satisfaction, even though it has barely changed for the sample overall (55% satisfied). It has, however, increased by 4% since last year for the sheltered sample (now 74%).

The older STAR survey question that asks about the quality of the home achieved a slightly better score than the two aforementioned TSM ratings, although this too is stable.

Despite the more positive property maintenance score relative to last year, really the most important message to take from this set of questions is that the Council still lags behind most of its peers in London, to the extent that both TSM scores are in the benchmark **bottom quartile**. Taken together with the key driver findings it is clear that the standard of the building is the dominant issue amongst tenants.

### The neighbourhood

An interesting element of the Council's first three annual TSM surveys is that the rating for housing services' **positive contribution** to the neighbourhood appears in the list of **key drivers** of overall satisfaction because this is relatively uncommon amongst other ARP Research clients.

This rating is generally **stable**, having only varied by 1% since last year, but it is considerably lower than the benchmark median (41% v 63%). However, it is important to note that the Housing Regulator has cautioned against comparing too much between landlords because of the inherent variability in this question, including differences linked to the chosen survey methodology.

Indeed, both TSM questions regarding the neighbourhood have high proportions of tenants that chose the middle answer on the rating scale (24-25%), which tends to indicate uncertainty amongst respondents. This pattern is usually more evident in surveys such as the Council's that use a self-completion methodology.

In fact, the pattern of response when tenants are asked to rate the Council's approach to **handling anti-social behaviour** matches fairly closely to how they measure its contribution to the neighbourhood, with in this case 38% satisfied compared to the benchmark median of 58%.

As was also true last year, the older STAR questions that asks about the neighbourhood as **place to live** registers a somewhat more positive score (50%) but is also unchanged.

All these scores will also vary somewhat because no two neighbourhoods are the same and many aspects of the local environment and community are simply outside the purview of the landlord (see table 4.4).

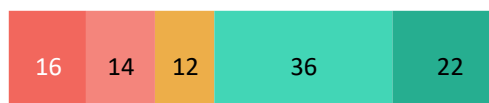
## 4.3 Satisfaction with home and neighbourhood

% Bases (descending) 2914,2979,3008,2805,2697,2501 | Excludes non respondents.



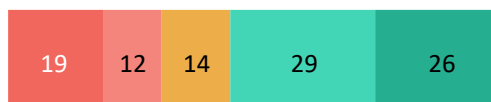
satisfied 24/25    satisfied 23/24    bench mark

Quality of the home



**59** ◀▶ 58

Home is safe



**55** ◀▶ 54

67  
4<sup>th</sup>

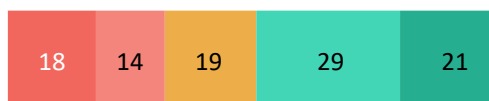
Home is well maintained



**52** ▲ 50

61  
4<sup>th</sup>

Neighbourhood as a place to live



**50** ◀▶ 51

Positive contribution to neighbourhood



**41** ◀▶ 40

63  
4<sup>th</sup>

Approach to handling ASB



**38** ◀▶ 38

58  
4<sup>th</sup>

very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

▼ significantly worse (95%)    ▽ significantly worse (90%)    ◀▶ no significant difference    ▲ significantly better (90%)    ▲ significantly better (95%)

● Benchmark median    □ Benchmark quartile

## 4. Tenants

### By people

- **Sheltered tenants** remain significantly more satisfied than those in **general needs** with every aspect of their home and neighbourhood (table 4.4), with a notable 23-point difference between the two with the rating for the quality of the home (80% v 57%).
- In terms of both maintenance and safety, the **under 50s** are significantly less satisfied than average, especially the under 35s amongst whom only 33% are satisfied with the former and 36% with the latter (see chart 7.10).
- Satisfaction with the contribution to the neighbourhood is rated significantly higher than average for 65+ **age group** (48%), whilst only 31% of the under 35s and 35% of the 35–49 age group say the same.
- For the ASB question satisfaction is also lowest for the under 35s (25%), and although highest for those aged 65+, that latter score has dropped by six points (now 43%).
- **New tenants** in their first year are significantly more satisfied than average with every aspect in chart 4.3, in particular with both the maintenance and safety of their homes (69% and 77% respectively), both scores having increased by 12%.
- Tenants from a **BAME** background are significantly more satisfied than their White British neighbours with the three neighbourhood ratings.
- BAME respondents are also significantly more satisfied than average with both the maintenance and safety of their homes, however the rating for the quality of the home is much closer and not significant (61% 'BAME' v 58% 'white British').

### By place

- Respondents in **Eastbury** are significantly more satisfied than average with both the maintenance and safety of their home (59% and 63%, up 8% and 5% respectively). Those living in the Village ward remain significantly more satisfied than average with the maintenance and quality of their home (58% and 62% respectively, table 4.4).
- Previously, all three property ratings were lower than average in the Gascoigne ward, however they have all improved between 4% - 6%, albeit with safety still being rated significantly below average.
- Only respondents in the Goresbrook ward rate the maintenance of their home significantly below average (50%), despite this score improving by 4% compared to a year ago.
- In terms of the neighbourhood ratings, all three are rated significantly above average in the Thames ward, including a ten-point increase in satisfaction with the Council's contribution to the neighbourhood and how they handle ASB.
- The council's contribution is rated significantly below average in Mayesbrook (33%) and Alibon (37%), whilst Goresbrook is significantly less satisfied with how ASB is dealt with (30%).
- By **property type** the lowest maintenance score is 42% amongst those living in maisonettes, with two fifths actively dissatisfied (40%). This compares to 64% satisfied for bungalows. Respondents in bungalows are also the most likely to be satisfied with safety (69%, was 63%), including 36% that are 'very satisfied'.
- There is very little difference in the maintenance rating between tenants in houses and flats (53% and 52% respectively), however the former are more satisfied than the latter with their homes safety (58% v 52%).
- As seen a year ago, respondents in properties built between **1975 and 1990** are significantly more satisfied than average with every aspect of their home and neighbourhood, including two thirds satisfied with the quality of their home (63%).

## 4. Tenants

### 4.4 Satisfaction with home and neighbourhood - by ward

		% positive					
	Base	Home is well maintained	Home is safe	Quality of the home	Neighbourhood as a place to live	Positive contribution to neighbourhood	Approach to handling ASB
<b>Overall</b>	<b>3087</b>	<b>52</b>	<b>55</b>	<b>59</b>	<b>50</b>	<b>41</b>	<b>38</b>
<b>General needs</b>	<b>2772</b>	<b>52</b>	<b>54</b>	<b>57</b>	<b>49</b>	<b>40</b>	<b>37</b>
<b>Sheltered</b>	<b>317</b>	<b>73</b>	<b>74</b>	<b>80</b>	<b>67</b>	<b>59</b>	<b>58</b>
Abbey	21	48	48	61	54	44	42
Alibon	136	49	58	58	47	37	36
Beam	53	59	61	70	49	47	50
Becontree	136	46	46	54	43	38	36
Barking Riverside	95	51	48	54	46	38	43
Chadwell Heath	197	48	53	59	51	44	37
Eastbrook	112	52	52	52	57	42	35
Eastbury	264	59	63	66	55	41	36
Gascoigne	149	47	44	50	45	36	31
Goresbrook	237	50	57	57	47	40	30
Heath	253	52	58	61	45	41	40
Longbridge	71	49	48	58	51	43	38
Mayesbrook	222	46	52	57	43	33	34
Northbury	104	55	58	56	47	50	39
Parsloes	297	52	58	55	52	40	39
Thames	127	58	58	58	56	57	53
Valence	285	55	53	59	55	39	39
Village	250	58	57	62	49	45	40
Whalebone	80	62	64	66	54	45	36

#### Key

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

\*see appendix for more detail



# Repairs and maintenance



Satisfaction with the repairs service continues on the positive trajectory that was first noted last year



Both TSM scores are now in the third quartile, being just 1-2% below the benchmark median



Satisfaction with communal cleaning and maintenance has also significantly improved

A likely contributor to the general overall improvement in tenant satisfaction is the repairs service, where the scores **continue to increase**. Consequently, both TSM measures of performance on responsive repairs are now firmly in the benchmark third quartile, being just 1-2% away from matching the benchmark average median in London.

Most notably, 60% of tenants that received a repair in the last year are happy with the **time taken** to complete it, which is up by a statistically significant three percentage points, which matches the 3% reduction in the most strongly dissatisfied group (now 17%).

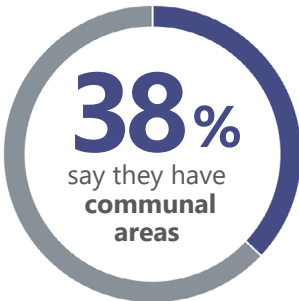
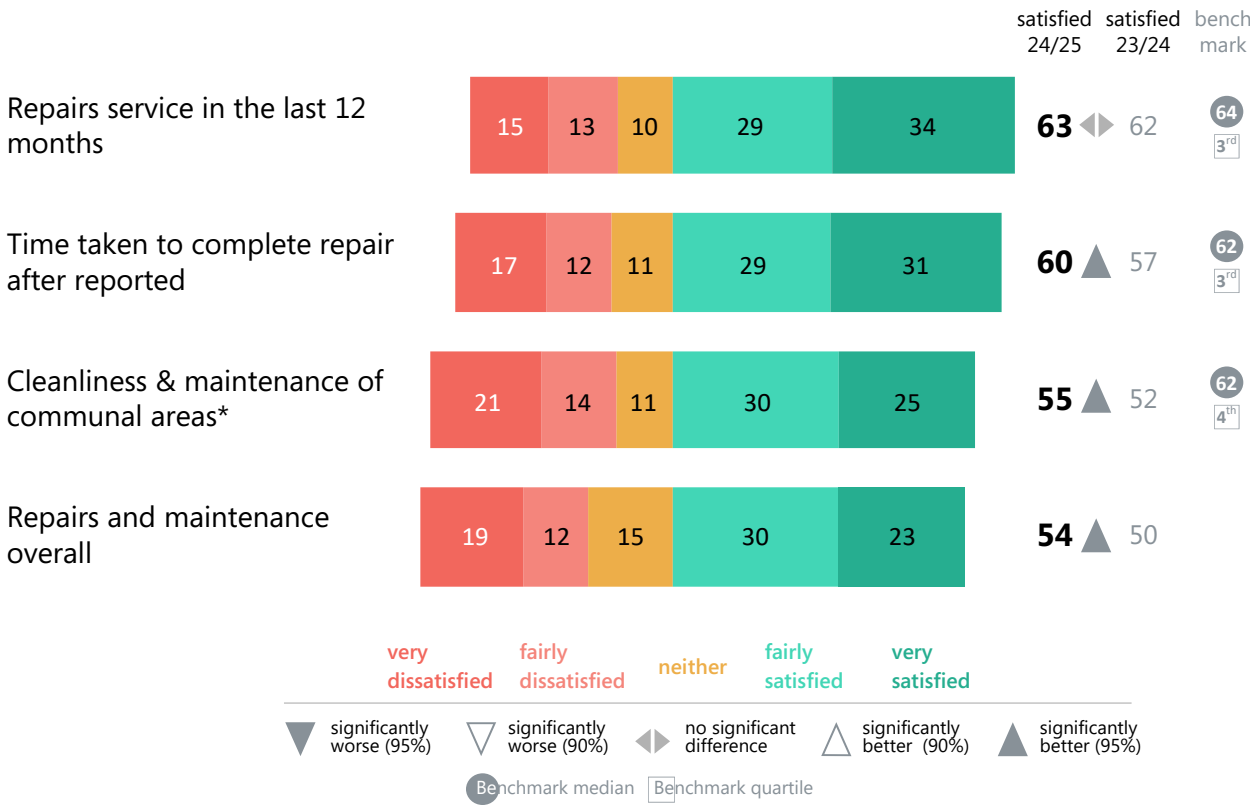
This means that 63% are now generally satisfied with the **overall repairs service** they have received in the last 12 months.

There is another significant improvement in the legacy question in this section, which asks all tenants whether they are satisfied with **both repairs and maintenance** (54% v 50%). This score is, as is typical, somewhat lower than the previous two due its broader scope.

This positive trajectory continues when tenants turn their attention to cleaning and maintenance in **communal areas**, albeit only amongst the smaller sub sample of just over a third who think they have such communal areas that are maintained by their landlord. After remaining static across the previous two surveys, this rating has now moved up significantly from 52% to 55%, which now includes a quarter who are 'very' satisfied.

4.5 Satisfaction with repairs & maintenance

% Bases (descending) 2026, 2023, 1175, 2829 | Had a repair in the last year. \* If have communal areas. Excludes non respondents



## 4. Tenants



### By people

- Satisfaction with repairs over the last 12 months has decreased by 7% to 40% amongst the **under 35s**, and they are still the least satisfied age group. Satisfaction is also significantly below average amongst the 35-49 year olds (52%, see table 7.10).
- All scores in this section are again significantly higher than average amongst those aged 65 or over and are broadly similar to those seen a year ago.
- Tenants in **sheltered** accommodation are again significantly more satisfied than general needs on all four questions (table 4.6) and are notably more satisfied than a year ago with the repairs and maintenance service overall (74%, up 3%), despite being slightly less satisfied with the service in the last 12 months (82%, was 85%).
- The same group are also more satisfied than a year ago with the maintenance of communal areas (73%, up 3%), which is twenty points higher than the equivalent score for general needs (53%) despite this also improving 4%.
- Repairs satisfaction is still higher for **BAME tenants** compared to white British respondents (66% v 62%), although this is one of only two of the twelve core TSMs where the two groups do not vary significantly from the norm, the other being with the cleaning and maintenance of communal areas (58% v 54%).
- Scores are also significantly higher than average for **new tenants** (73% 'service in last 12 months', 65% 'time taken'). However, the drop-off in years 1-2 is also still there (62% and 53% respectively).



### By place

- All four scores had fallen in Gascoigne compared to a year ago with respondents in this **ward** now significantly less satisfied than average with every aspect of the repairs and maintenance service (see table 4.6).
- Respondents in Alibon are also significantly less satisfied than average with the repairs and maintenance overall (46%, down 4%) and the time taken (49%, down 6%).
- In contrast, there has been a notable 16% increase in satisfaction with the time taken amongst respondents in Eastbury (70%, was 54%) with tenants in this area the only ones to be significantly more satisfied than average.
- Respondents in the Village ward are again more satisfied than average with the repairs and maintenance service overall (60%, up 6%) with those in Thames and Whalebone also rating this significantly higher than average, the latter thanks to a 22% increase in satisfaction.
- Village respondents are again significantly more satisfied with communal services (62%, up 3%), as are those in Parsloes where satisfaction has improved from 49% to 67%.
- Respondents in **bungalows** are typically more satisfied with all four repairs ratings in this section than those in flats or houses, with those in maisonettes the least satisfied with each, most notably with the maintenance of communal areas (34%).

## 4. Tenants

### 4.6 Satisfaction with repairs & maintenance - by ward

		% positive			
	Base	Repairs overall in last 12	Time taken on last repair	Repairs & maintenance	Maintenance of communal areas
<b>Overall</b>	<b>3087</b>	<b>63</b>	<b>60</b>	<b>54</b>	<b>55</b>
<b>General needs</b>	2772	62	59	53	53
<b>Sheltered</b>	317	82	77	74	73
Abbey	21	65	60	57	40
Alibon	136	57	49	46	59
Beam	53	68	55	61	67
Becontree	136	64	57	53	49
Barking Riverside	95	60	63	54	43
Chadwell Heath	197	59	58	51	62
Eastbrook	112	61	52	53	42
Eastbury	264	70	70	56	59
Gascoigne	149	51	47	41	43
Goresbrook	237	62	61	54	68
Heath	253	61	58	51	53
Longbridge	71	57	62	46	52
Mayesbrook	222	69	63	52	50
Northbury	104	61	60	50	55
Parsloes	297	62	61	54	67
Thames	127	63	66	61	55
Valence	285	64	62	55	51
Village	250	65	62	60	62
Whalebone	80	76	65	65	70

#### Key

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

\*see appendix for more detail





# Communication



All ratings in this section have improved since last year, with a number having down so by a significant margin



However, all but one compare poorly against the benchmarks, especially being kept informed



Communication is once again the secondary theme of the key drivers, and the primary theme for sheltered tenants



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 improved significantly to exactly match the benchmark median



The ratings in this section show notable improvements for tenants living in Whalebone ward, but have fallen in Gascoigne and Longbridge

## 4. Tenants

How the Council communicates with tenants is as strong a theme as it was last year, in part because a number of ratings in this section have **improved significantly** over the last year, but also because satisfaction that the landlord listens to tenants views and acts upon them is the second strongest **key driver** of overall satisfaction, followed directly by housing services being easy to deal with and treating tenants fairly and with respect (chart 4.1).

It is nevertheless still advisable to focus on improving these scores because even the highest rated of these questions, which is the 55% who agree that housing services **treats tenants fairly and with respect**, compares poorly against the benchmark score of 70%.

Similarly, despite having increased by a statistically significant margin, the proportion of tenants that feel they are being **listened to** and their views acted on is still only 40%, roughly equal to the 38% that are actively dissatisfied.

The most substantial improvement in this section of the survey is in the question that asks if housing services **easy to deal with** (53% v 48%), which is also known as a '**customer effort**' score and is the measure that is most closely related to the customer service experience.

Last year's survey identified the level to which tenants feel they are **kept informed** on things that matter to them as being the communication rating that was most urgently in need of attention, due mainly to the wide disparity between the Council's score and the peer group benchmark. Unfortunately, this score hasn't budged, meaning that it is still 23% below the level one would expect. It therefore goes without saying that this remains an area of service delivery that the Council should focus on improving.

Finally, it should be noted that amongst **sheltered** tenants, two of their three key drivers of satisfaction are in this section of the survey (chart 4.1). This group has being treated fairly and respectfully at the top of their list, but uniquely also includes satisfaction with their opportunities to make their views known (57% satisfied).

### 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 the Council has dropped a little to 29%, which is slightly below than the benchmark average of 31% amongst similar landlords.

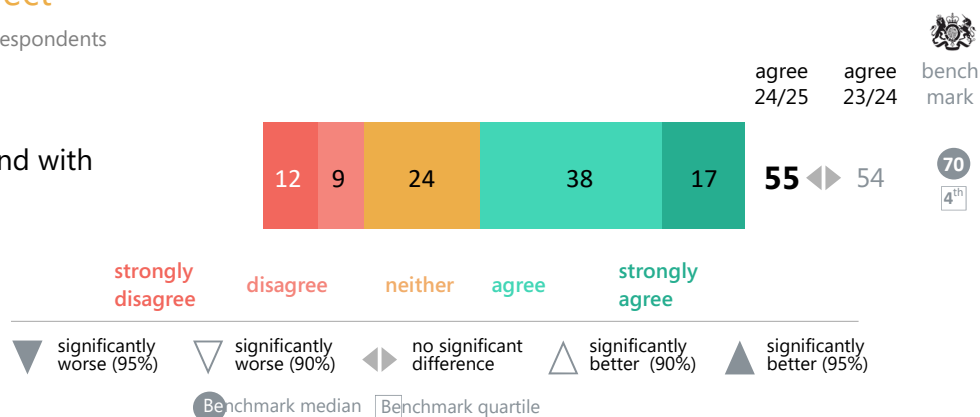
It is positive to see that the way these escalated service requests or **complaints are handled** receives a **significantly improved** rating (26% v 22%), to the extent that this is the only TSM measure where the Council **matches the benchmark** median.

## 4. Tenants

### 4.7 Fairness and respect

% Base 2820 | Excludes non respondents

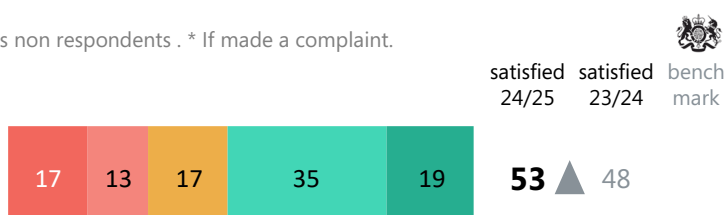
Treat tenants fairly and with respect



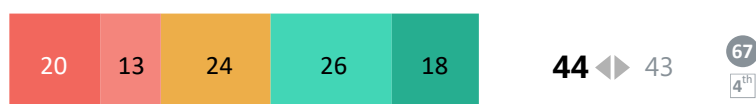
### 4.8 Satisfaction with communication

% Bases (descending) 2810, 2792, 2596, 2746, 899 | Excludes non respondents . \* If made a complaint.

Easy to deal with



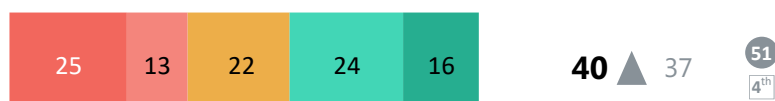
Keep tenants informed



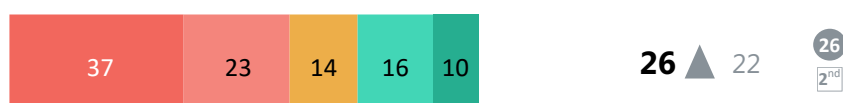
Opportunities to make views known



We listen to your views and act upon them



Approach to handling complaints\*



## 4. Tenants

### By people

- The customer effort score has improved eight-points amongst those aged **65 or over** (66%, was 58%) and is once again significantly higher than average. Satisfaction is significantly lower than average for the under 35s (35%) having not altered for this group. Like a year ago, this pattern is seen for the other ratings in this section.
- This means that youngest respondents in the sample are also the least likely to feel that their views are listened to and acted upon (25%) or that they are kept informed (34%).
- Far fewer tenants aged under 35 are now likely to agree that they are treated fairly and with respect than a year ago (40%, was 48%) and are joined by the 35-49 year olds in rating this significantly lower than average.
- Once again, **sheltered tenants** are significantly more satisfied than with every rating in this section (table 4.9), with scores up 3-6% with the customer effort rating improving the most (74%, was 68%).
- **New tenants** in their first year of tenure are also significantly more likely to agree that they are treated fairly and with respect (71%), an increase of 7% compared to a year ago.
- Similar to the pattern seen last year, respondents who have recently **had a repair** are more positive with each rating than those who had not, however the average gap between the two is much smaller.
- There is also a difference on all six measures in this section between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average 16 points higher than the latter (see table 7.10).

### By place

- Respondents in the Whalebone **ward** are significantly more satisfied than average with nearly every aspect of communication in this section thanks to some notable improved scores including a 14% increase in satisfaction with being kept informed (now 53%) and an even greater increase in satisfaction with how complaints are handled (42%, up 24%).
- The opposite is true for the Gascoigne ward where the majority of scores have fallen, including a 6% fall in satisfaction with being kept informed, one of four aspects rated significantly lower than average by respondents in this area.
- In addition to Gascoigne, another ward with a significantly poorer than average customer effort score is Longbridge where satisfaction has fallen from 48% to 39%.
- The only notable significant difference by property type is that every rating in this section is significantly below average amongst tenants in **maisonettes**, which can again be explained by the age profile of respondents in these properties.

## 4. Tenants

### 4.9 Satisfaction with communication - by ward

		% positive					
	Base	Easy to deal with	Listens to views and acts on them	Being kept informed	Treated fairly and with respect	Opportunities to make views known	Approach to handling complaints
<b>Overall</b>	<b>3087</b>	<b>53</b>	<b>40</b>	<b>44</b>	<b>55</b>	<b>44</b>	<b>26</b>
<b>General needs</b>	<b>2772</b>	<b>52</b>	<b>39</b>	<b>43</b>	<b>54</b>	<b>43</b>	<b>25</b>
<b>Sheltered</b>	<b>317</b>	<b>74</b>	<b>56</b>	<b>65</b>	<b>69</b>	<b>57</b>	<b>46</b>
Abbey	21	42	38	45	50	50	30
Alibon	136	45	35	34	48	32	23
Beam	53	63	48	50	61	52	57
Becontree	136	47	33	40	54	40	29
Barking Riverside	95	50	40	41	61	45	26
Chadwell Heath	197	52	39	45	53	42	26
Eastbrook	112	53	42	45	53	42	22
Eastbury	264	58	44	45	59	47	38
Gascoigne	149	44	29	33	45	38	20
Goresbrook	237	51	40	42	52	39	32
Heath	253	53	38	47	55	38	30
Longbridge	71	39	35	41	49	36	24
Mayesbrook	222	47	40	40	52	44	23
Northbury	104	57	49	48	61	53	19
Parsloes	297	56	40	46	54	44	27
Thames	127	60	51	58	61	57	29
Valence	285	55	41	46	57	44	20
Village	250	59	40	45	57	50	19
Whalebone	80	57	50	53	67	55	42

#### Key

- Better @ 95% confidence
  - Better @ 90% confidence
  - Worse @ 90% confidence
  - Worse @ 95% confidence
- \*see appendix for more detail

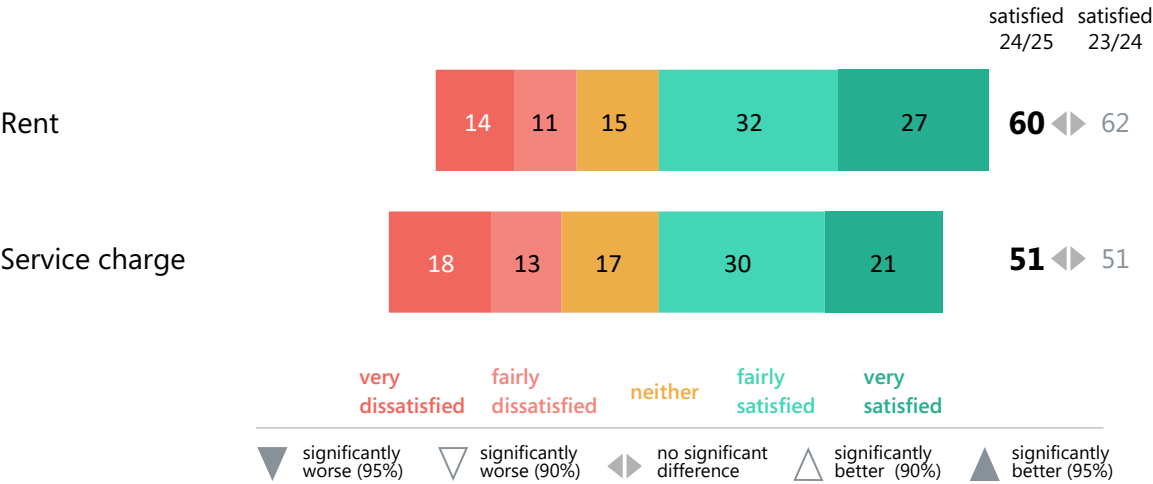


# Value for money

- ◀▶ Perceived value for money is now stable having been in flux for the last couple of years
- 🔗 Service charge value for money is no longer a key driver of satisfaction amongst sheltered tenants
- ✦ Compared to last year, rent value for money is rated 11% higher by new tenants, and for service charges the rating is 25% higher.

## 4.10 Satisfaction with value for money

% Bases (descending) 2892, 2723 | Excludes non respondents.



## 4. Tenants

### By people

- Despite falling 5%, value for money for rent is rated significantly higher than average by **older respondents** aged 65 or over (75%). Satisfaction continues to be rated significantly lower than average by the under 35s (39%) and those aged 35–49 year (49%).
- The relative pattern is similar for service charges, being highest for retirement age tenants (64%) compared to just a third of the under 35s say the same (35%).
- Satisfaction levels are 16-19% higher for **sheltered** tenants, with this groups scores both being a few points higher than they were a year ago.
- **New tenants** are significantly more satisfied than average with their rent (71%) an increase of 11% from a year ago, however, for 1–2 years the score is down 4% to 66%. Satisfaction is significantly below average for respondents who have been a tenant for 11-20 years (51%).
- This pattern is even stronger for service charges, where satisfaction amongst new tenants has increased from 45% to 70%. Again, this score is significantly below average for those who have been a tenant for 11-20 years (44%).
- Respondents from a **BAME background** are significantly more satisfied than average with both their rent and service charge (63% and 58% respectively).

### By place

- Satisfaction on both counts is once again below average in both Gascoigne (rent 47%, service charge 38%) and Heath **wards** (55%/47%).
- Eastbury, this is the only ward where both are rated significantly higher than average.
- The perception of rent value for money has fallen the most in Longbridge (52%, down 17%) and Eastbrook ward (58%, down 13%). The service charge score has fallen further in Alibon (65% v 49%), but has improved the most in the Abbey ward from 45% to 59%.
- By **property type**, satisfaction with the rent is again significantly above average in bungalows (83%), with the score for residents in houses (63%) is slightly higher than for flats (56%). The lowest rating is given by respondents in maisonettes, who are significantly less satisfied than average (46%, down 7%). This pattern is also evident with regard to service charges.

### 4.11 Satisfaction with value for money - by ward

		% positive	
	Base	Rent	Service charge
<b>Overall</b>	<b>3087</b>	<b>60</b>	<b>51</b>
<b>General needs</b>	2772	59	51
<b>Sheltered</b>	317	78	67
Abbey	21	49	59
Alibon	136	62	49
Beam	53	74	59
Becontree	136	53	42
Barking Riverside	95	52	45
Chadwell Heath	197	59	48
Eastbrook	112	58	52
Eastbury	264	66	62
Gascoigne	149	47	38
Goresbrook	237	62	56
Heath	253	55	47
Longbridge	71	52	44
Mayesbrook	222	62	46
Northbury	104	55	52
Parsloes	297	63	54
Thames	127	64	56
Valence	285	63	56
Village	250	61	50
Whalebone	80	59	56

#### Key

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

\*see appendix for more detail





# Sheltered support



No statistically significant changes in any of these three ratings since last year



Frequency of contact with the support worker is the highest rated, being slightly higher than before



BAME respondents and new tenants continue to be more positive than average on all three measures



### By people

- Only around a third of sheltered respondents are from a **BAME background**, and once again they are significantly more satisfied than their White British neighbours on all three questions in this section.
- An even smaller group of sheltered tenants are new, i.e. in their **first year of tenancy**, but this group are significantly more satisfied than average with their support plan (88%) as well as the overall service provided by their support worker (87%). However, both scores drop down by 19% and 11% respectively for those who have been a sheltered tenant for 1-2 years.



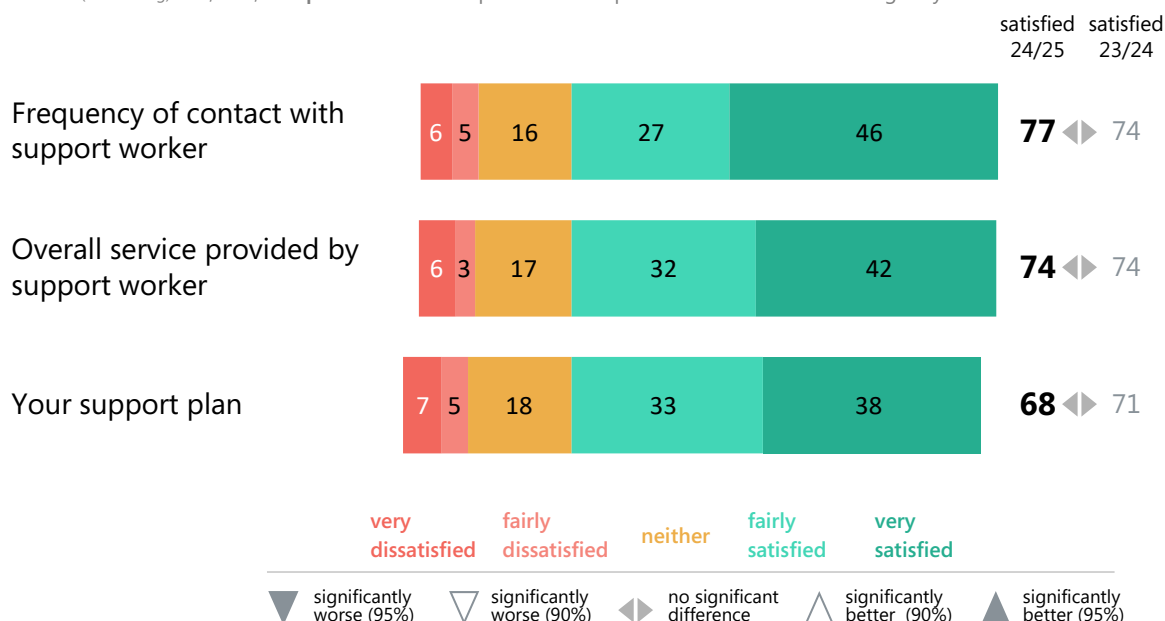
### By place

- Previously Becontree respondents were significantly more satisfied than average with every aspect of their support, however they are now 8% less satisfied than before with the support plan (now 73%), 12% less satisfied with the frequency of contact with their support worker (now 80%) and 12% less satisfied with the overall service provided by their support worker (now 80%).
- Whilst there are no statistically significant differences by the two main **property types**, those in flats scored the overall service provided by the support worker higher than those in bungalows (75% and 70% respectively), and whilst the former had not changed, the latter had improved 3%.
- There is, however, a significant difference by property sub-type, with both the frequency of contact and overall service provided by the support worker rated significantly above average by respondents in medium rise accommodation (83% and 86% respectively).

## 4. Tenants

### 4.12 Satisfaction with support

% Bases (descending) 237, 235, 240 | Excludes non respondents. Respondents in sheltered housing only.



### 4.13 Satisfaction with support - by ward

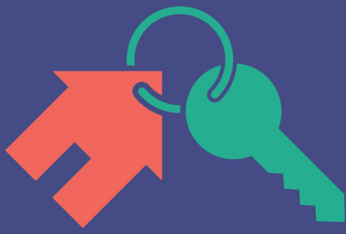
% positive (only groups with 10+ responses)

	Base	Your support plan	Frequency of contact with support worker	Overall service provided by support worker
<b>Overall</b>	<b>317</b>	<b>68</b>	<b>77</b>	<b>74</b>
Becontree	40	73	80	80
Chadwell Heath	43	76	77	82
Eastbrook	13	56	82	63
Goresbrook	16	69	91	90
Heath	45	61	58	59
Mayesbrook	15	56	91	72
Parsloes	43	75	69	68
Valence	27	73	91	78
Village	55	68	86	87
Whalebone	14	50	59	56

**Key**

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

\*see appendix for more detail



## 5. Reside

54%

**Reside tenants overall**

25%

**Reside owners overall**



Reside customer satisfaction has recovered since last year, increasing by a significant eight points to 52%



This includes an 8% increase for tenants and 5% amongst shared owners

**NPS**

The Net Promoter Score of customer loyalty has also recovered to -25 (was -40).



Satisfaction differs significantly by age, with the under 35s the least satisfied and 50-64 year olds the most satisfied



The key drivers are similar to social housing tenants, although with more focus on building safety and value for money

## 5. Reside

### By people

- Satisfaction has improved amongst Reside **shared owners** from 20% to 25%, however as seen a year ago they remain significantly less satisfied than tenants (54%, was 46%).
- In keeping with the findings from previous surveys this general pattern is reflected across most of the Reside results.
- Reside customers aged **50 – 64** are again significantly more satisfied than average (64%), whereas the under 35s are the least satisfied (39%, table 7.12).
- The majority of Reside customers are from a **BAME** background and satisfaction is up 8% amongst this group from 46% to 54%. Around a third of white British respondents are satisfied overall (30%, down 1%), a score that is significantly lower than average. Black African respondents remain the most satisfied group (62%)
- Interestingly, respondents who **have had a repair** in the previous year are less satisfied than those who have not (49% and 56% respectively).

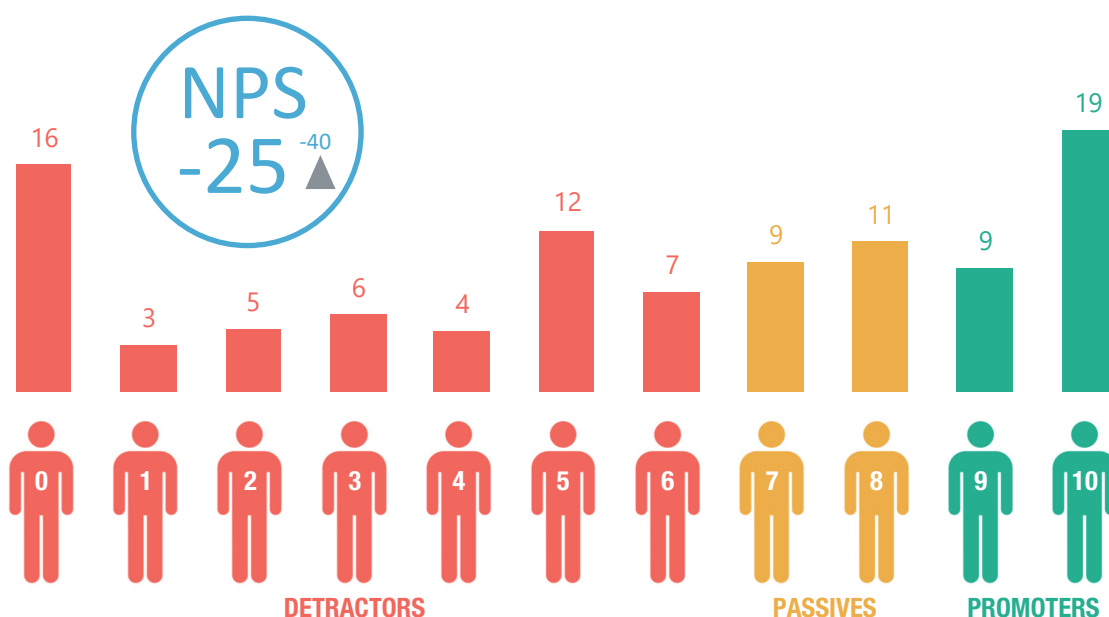
- **New tenants** in their first year with Reside are significantly more satisfied than average (73%, up 27%), however this drops to 43% for those who have been a tenant for 1-2 years.

### By place

- Despite satisfaction increasing from 38% to 45% in the Abbey **ward**, this group remain significantly less satisfied than average (table 5.2).
- Satisfaction has changed a lot for some wards however this may owe much to the small sample sizes for some, e.g. satisfaction is down from 75% to 48% in Beam but this group comprises just 31 respondents. That said, some wards have a reasonable sample size such as Gascoigne and it is positive to find satisfaction is up 14% from 41% to 55% in this ward.
- Previously only 6% separated the three main property types, however there is a much larger disparity for the current sample with satisfaction highest in flats (53%) and lowest in maisonettes (41%, down 7%). There has been a notable 10% improvement in overall satisfaction for those in houses (51%, was 41%).

### 5.1 Likely to recommend Reside (Net Promoter)

% Base 590 | Excludes non respondents.

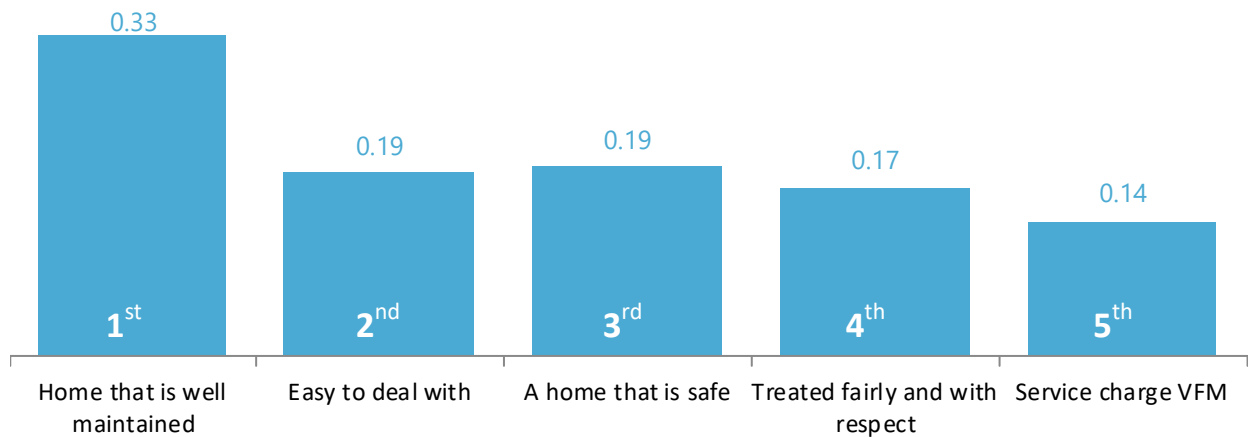


This question employs the Net Promoter methodology, which is a widely used tool used across many different business sectors to gauge customer loyalty and is typically measured on an 11 point scale (0-10). Respondents who score 9-10 are considered to be Promoters, and those who score 0-6 to be Detractors. The Net Promoter Score (NPS) is the difference between the two, ranging from -100 to 100.

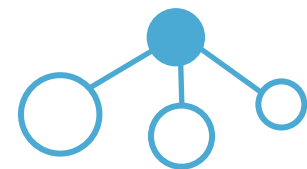
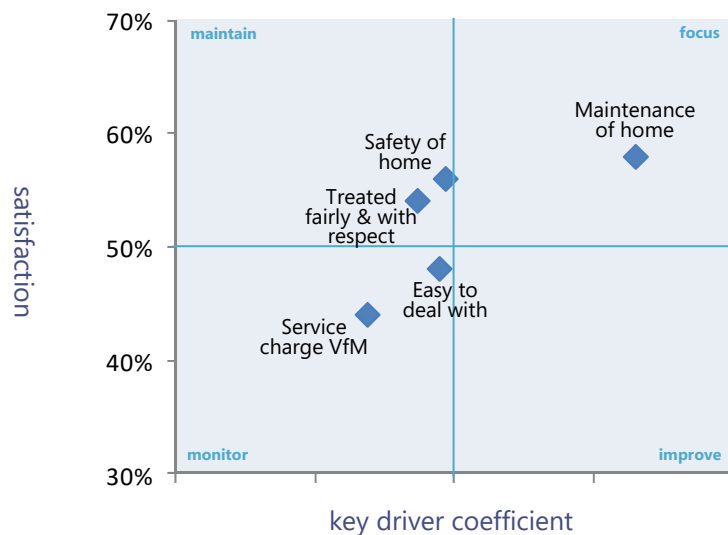
## 5. Reside

### 5.2 Key drivers - overall satisfaction

R Squares= 0.864 | Values are not percentages but are results of the statistics test. See Appendix A for more details.



### 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

### 5.3 Overall satisfaction - by ward

	% positive	
	Base	Overall
<b>Overall</b>	<b>781</b>	<b>52</b>
<b>Reside tenants</b>	712	54
<b>Reside shared owners</b>	69	25
Abbey	138	45
Beam	31	48
Eastbury	28	35
Gascoigne	438	55
Goresbrook	11	37
Heath	38	54
Thames	68	53

**Key**

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

\*see appendix for more detail



# Home and neighbourhood



Satisfaction that the home is well maintained is still the strongest key driver, even though this score is up 11%



The rating for property safety has rebounded after falling last year, but is nevertheless a key driver of satisfaction



Around half feel that Reside makes a positive contribution to the area, whilst a quarter are dissatisfied



41% are satisfied with how ASB is handled, which is significantly more than last year. Also, 7% fewer are dissatisfied



## By people

- Satisfaction amongst Reside **tenants** has improved for every aspect in chart 5.4. Shared owners are also more satisfied than they were a year ago with the three property ratings, but not the two neighbourhood scores.
- Shared owners remain significantly less satisfied than tenants with every aspect of their home and neighbourhood (table 5.5), with the disparity between the two evident most with the rating for the maintenance of the home (28% v 60%).
- Respondents in the 50–64 **age group** are significantly more satisfied than average with every aspect of their home. The under 35s remain significantly less satisfied than average with every aspect of their home and neighbourhood.
- The **BAME** population is notably more satisfied than a year ago with property maintenance (62%, was 50%) and safety (60%, was 51%).

- Satisfaction with the property has fallen noticeably amongst the small group of **White British** respondents including maintenance (33%, down 12%) and safety (35%, down 7%). This group are also less satisfied with Reside's contribution (27%, was 32%).



## By place

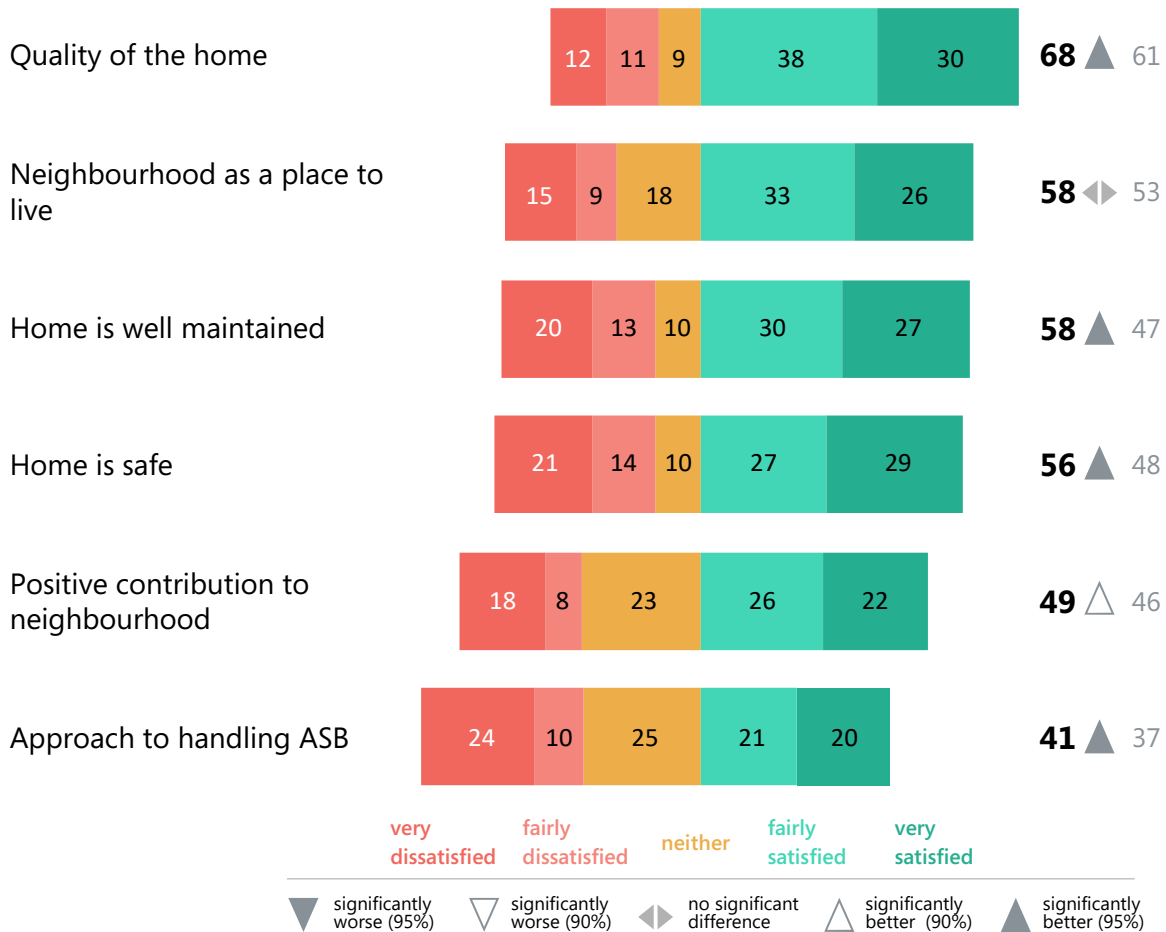
- Satisfaction has improved slightly in the Abbey **ward**, however this group remain significantly less satisfied than average with every aspect of their home and neighbourhood (table 5.5).
- There are improvements in all these ratings amongst customers in Gascoigne including a 15% increase in satisfaction with the safety of their home (now 59%) and a 14% increase in satisfaction with the maintenance (also 59%).
- Customers living in the Beam ward are significantly more satisfied than average with ASB handling (59%, up 11%).
- Respondents living in **maisonettes** have lower than average satisfaction with safety (43%).

## 5. Reside

### 5.4 Satisfaction with home and neighbourhood

% Bases (descending) 745, 715, 757, 763, 673, 627 | Excludes non respondents.

satisfied  
24/25    satisfied  
23/24



### 5.5 Satisfaction with home and neighbourhood - by ward

	Base	% positive					
		Home is well maintained	Home is safe	Quality of the home	Neighbourhood as a place to live	Positive contribution to neighbourhood	Approach to handling ASB
Overall	781	58	56	68	58	49	41
Reside tenants	712	60	59	70	60	51	43
Reside shared owners	69	28	30	47	45	22	17
Abbey	138	49	43	59	49	42	33
Beam	31	69	59	82	68	60	59
Eastbury	28	49	52	68	50	32	33
Gascoigne	438	59	59	71	59	51	43
Goresbrook	11	57	57	42	84	52	32
Heath	38	61	55	74	57	43	44
Thames	68	57	60	61	68	49	37

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



# Repairs and maintenance



The experience that Reside customers have with the repairs service has improved significantly on every measure



However, these scores still lag slightly behind those given by social housing tenants, most notably timeliness (52% satisfied)



Satisfaction with the cleanliness and maintenance of communal areas has recovered after falling last year, but it does vary by area

### By people

- **Shared owners** are significantly less satisfied than **tenants** with all four aspects of the repairs and maintenance service (table 5.7).
- That said, only 27 shared owners had received a repair in the last 12 months, so the base size is very small.
- **Respondents** aged 50 - 64 are significantly more satisfied than average with every rating in this section including the repairs service in the last 12 months (73%), compared to just 43% of the under 35s.
- Satisfaction with the cleaning and maintenance of communal areas has fallen from 40% to 35% amongst **white British** respondents who are now significantly less satisfied than average with this service.

### By place

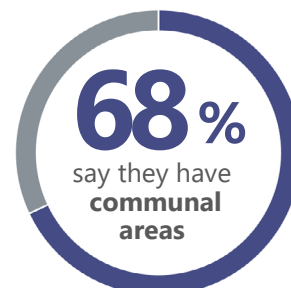
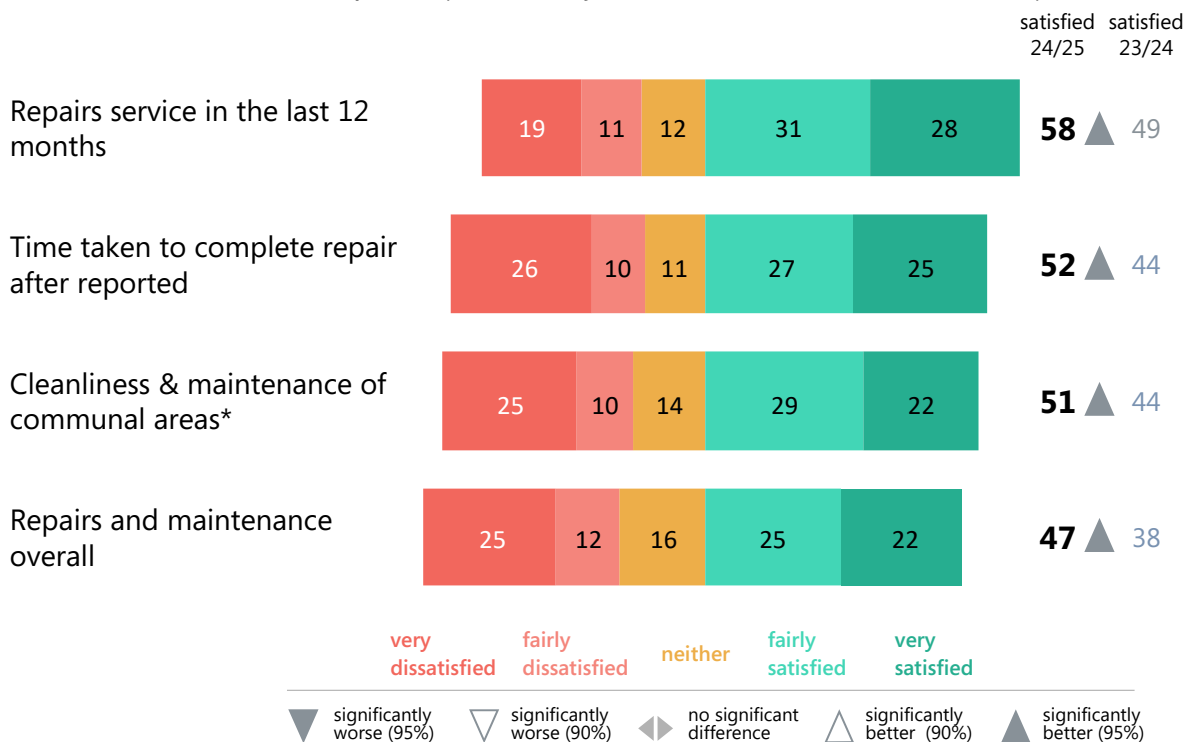
- The majority of ratings have improved amongst customers in the **Abbey ward**, the only exception being they are slightly less satisfied with the time taken than they were in 2024 (41%, was 44%). That said, like other findings in this survey, they are significantly less satisfied than average with three of the four repairs ratings (table 5.7).
- Respondents in **flats** are more satisfied than average with every repair rating.
- **New customers** are on average 15% more satisfied with every aspect of the repairs and maintenance service.



## 5. Reside

### 5.6 Satisfaction with repairs & maintenance

% Bases (descending) 449, 449, 528, 703 | Had a repair in the last year. \* If have communal areas. Excludes non respondents



### 5.7 Satisfaction with repairs & maintenance - by ward

% positive (only groups with 10+ responses)

	Base	Repairs overall in last 12 months	Time taken on last repair	Repairs & maintenance overall	Maintenance of communal areas
<b>Overall</b>	<b>781</b>	<b>58</b>	<b>52</b>	<b>47</b>	<b>51</b>
<b>Reside tenants</b>	712	60	55	50	54
<b>Reside shared owners</b>	69	35	14	20	22
Abbey	138	52	41	38	42
Beam	31	61	54	64	54
Eastbury	28	60	48	36	33
Gascoigne	438	61	57	50	55
Goresbrook	11	18	18	40	20
Heath	38	43	43	42	59
Thames	68	63	59	47	36

**Key**

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

\*see appendix for more detail



## Communication



All but one rating in this section has improved significantly since last year's survey, although two remain key drivers



One of these is listening to customers' views, which also demonstrates the strongest improvement (39% v 28%).



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



Although satisfaction with complaint handling is unchanged, the proportion who have complained has fallen by 11%



### By people

- **Shared owners** are again significantly less satisfied than **tenants** with every rating in this section (table 5.10).
- The customer effort score is again rated higher than average for the 50-64 **age group** (53%), and lower than average for the under 35s (39%). A similar pattern is evident for the other ratings in this section.
- The proportion of 35-49 year olds that felt they are treated fairly and with respect has increased by 13% to 57%.
- The over 65s are now notably more satisfied than a year ago that their views are listened to and acted upon (41%, was 17%) and that they are kept informed (52%, was 29%, table 7.12).
- **New customers** are typically more satisfied than average with every aspect of the customer experience.

- **White British** respondents are now more satisfied than they were a year ago with being listened to (19%, was 7%) and being kept informed (23%, was 19%), but remain significantly less satisfied than average.

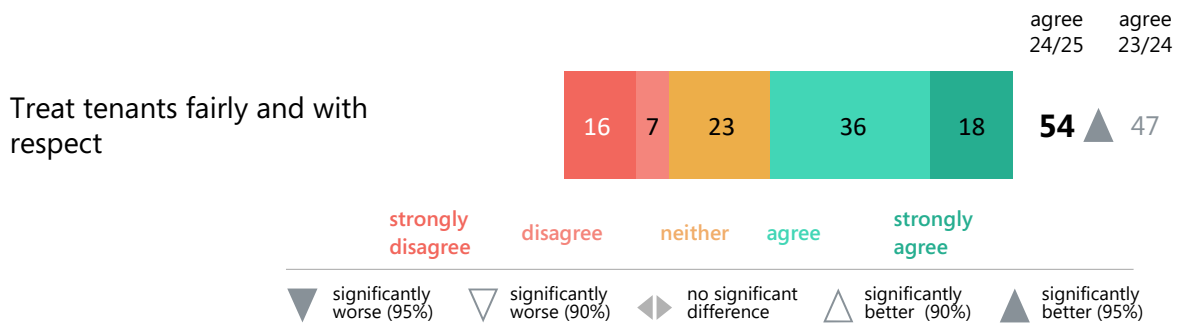


### By place

- Customers in the Beam **ward** are again significantly more satisfied than average that Reside is easy to deal with (69%) and with the opportunities to make their views known (67%).
- In contrast, those living in Abbey are significantly less positive than average with almost every aspect of communication/customer service, despite the majority of scores improving compared to a year ago.
- Scores are typically highest for respondents living in flats, most notably with being kept informed and being treated fairly and with respect which are 11% and 10% higher than the next highest score for customers living in houses.

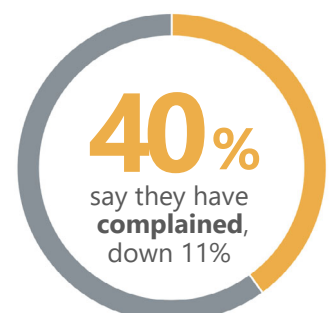
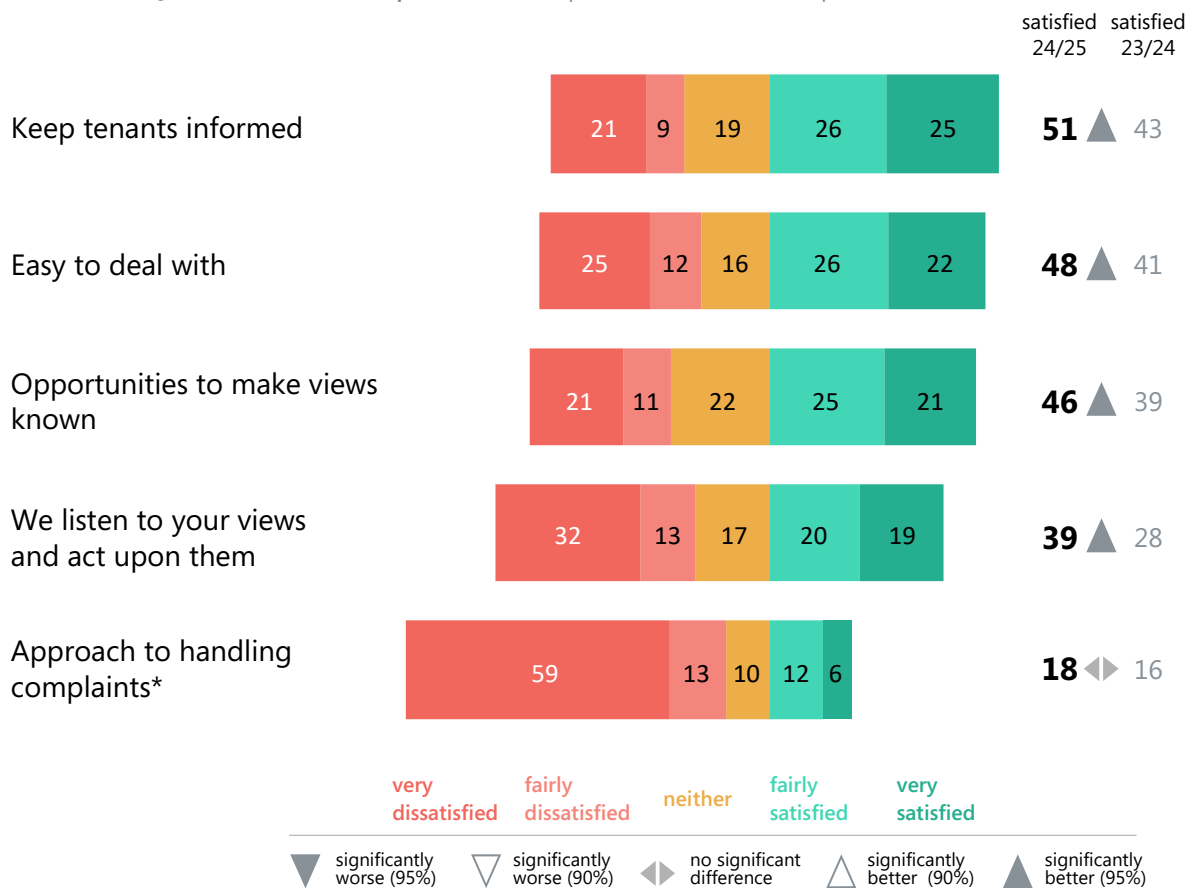
### 5.8 Fairness and respect

% Base 700 | Excludes non respondents



### 5.9 Satisfaction with communication

% Bases (descending) 714, 705, 664, 682, 312 | Excludes non respondents . \* If made a complaint.



## 5.10 Satisfaction with communication - by ward

		% positive					
	Base	Easy to deal with	Listens to views and acts on them	Being kept informed	Treated fairly and with respect	Opportunities to make views known	Approach to handling complaints
<b>Overall</b>	<b>781</b>	<b>48</b>	<b>39</b>	<b>51</b>	<b>54</b>	<b>46</b>	<b>18</b>
<b>Reside tenants</b>	<b>712</b>	<b>51</b>	<b>41</b>	<b>54</b>	<b>57</b>	<b>48</b>	<b>21</b>
<b>Reside shared</b>	<b>69</b>	<b>17</b>	<b>12</b>	<b>24</b>	<b>26</b>	<b>23</b>	<b>0</b>
Abbey	138	41	29	43	48	35	10
Beam	31	69	55	57	68	67	24
Eastbury	28	39	36	48	47	42	22
Gascoigne	438	51	41	54	58	49	20
Goresbrook	11	42	53	30	42	30	18
Heath	38	52	38	47	53	44	21
Thames	68	38	30	47	48	43	15

### Key

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

\*see appendix for more detail



# Value for money



The perceived value for money of both the rent and service charge show a marked improvement, in contrast to the previous two surveys



It has fallen furthest amongst the under 35s (12%)



Value for money is also a new item on the key driver list for Reside customers



## By people

- **Shared owners** are more satisfied but remain significantly less satisfied than Reside tenants (table 5.12).
- Rent value for money is rated highest by respondents aged 50 or over (56%), including an increase of 25% amongst retirement age customers. Those **aged under 35** remain significantly less satisfied than average (35%).
- **New customers** are significantly more satisfied than average with their rent (70%, up from 49%) but the drop off in years 1-2 remains (43%). It decreases again to 39% at the 3 – 5 years mark, before improving slightly for those who have been a customer for over 5 years (44%).
- The same group are also significantly more satisfied than average with their service charge (69%), with a similar 30% fall for those who have been a tenant for 1 – 2 years (39%).
- Respondents from a **BAME** background are more satisfied than white British tenants with both their rent (50%) and their service charge (45%).

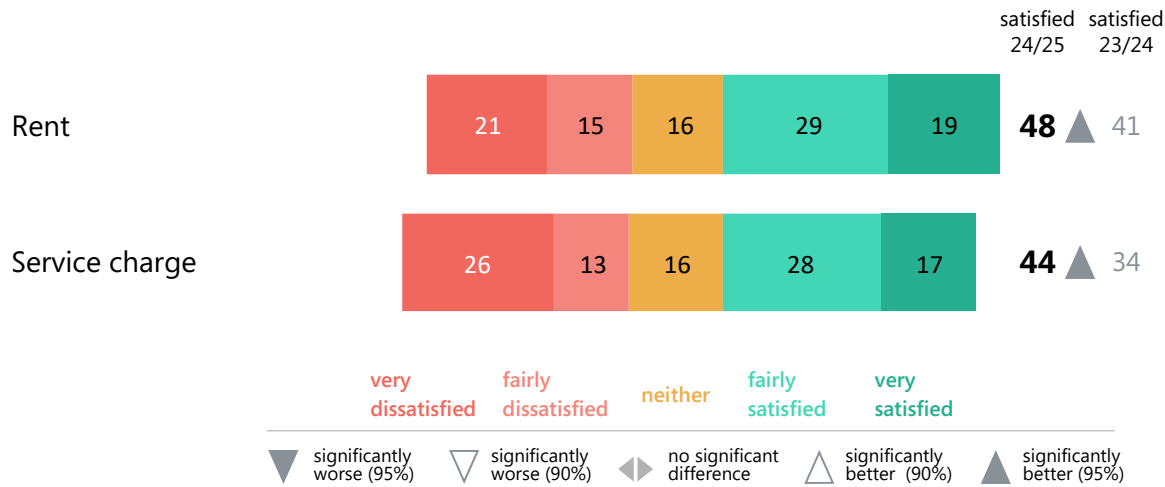


## By place

- Respondents living in the Abbey **ward** rate both their rent (36%) and service charge (30%) with significantly below average.
- The service charge is again rated significantly higher than average in Beam (64%, up from 51%).
- By **property type**, rent value for money is now rated highest by tenants in **flats** (51%, up from 39%), followed by those in houses (40%, down 5%) and maisonettes (40%, down 10%) a pattern which is the opposite to that seen in 2024.
- The service charge rating is now highest in flats when previously it was lowest (47%, was 32%), and lowest in maisonettes who previously gave the highest score (30%, was 42%). There has been little change amongst those in houses (38%, was 39%).
- Both ratings are significantly above average amongst respondents in medium rise buildings (65% 'rent', 50% 'service charge').

5.11 Satisfaction with value for money

% Bases (descending) 737, 674 | Excludes non respondents.



5.12 Satisfaction with value for money - by ward

		% positive	
	Base	Rent	Service charge
Overall	781	48	44
Reside tenants	712	50	47
Reside shared owners	69	28	16
Abbey	138	36	30
Beam	31	64	64
Eastbury	28	48	46
Gascoigne	438	51	49
Goresbrook	11	30	36
Heath	38	50	42
Thames	68	46	30

Better @ 95% confidence

Better @ 90% confidence

Worse @ 90% confidence

Worse @ 95% confidence

Key

\*see appendix for more detail



## 6. Leaseholders



Whilst satisfaction amongst other stock types is improving, for leaseholders it has dropped significantly (see section 3)



Some of the biggest falls in satisfaction have come around on questions around the service charge



The key drivers of satisfaction are very similar to both last year, and the other customer groups. The strongest is again satisfaction with building maintenance.



Overall satisfaction is again significantly lower for leaseholders with a disability (19%).

## 6. Leaseholders

### By people

- There is very little difference in satisfaction between **resident and non-resident** leaseholders (20% v 21%), however both scores were markedly lower than they were a year ago (was 28% and 34%).
- Indeed, scores between the two groups are much closer than before across other survey results although there are some significant variations from the norm with some aspects of the repairs and maintenance service (table 6.6).
- Leaseholders aged 65 or over remain the most satisfied group (33%), however this is 12% lower than reported in the previous survey. In contrast, the small group of respondents aged under 35 are far more satisfied than they were a year ago (26%, was 15%).
- **New leaseholders** in their first year are again the most satisfied (49%, up 3%), but this falls to 37% at 1–2 years (29%), and further still at 3–5 years (22%).
- Similar to that seen a year ago, leaseholders with a **disability** are significantly less satisfied overall (19%, down 6%), especially those whose condition limits their activities 'a lot' (16%, down 2%).

- The **cost of living** continues to influence leaseholders' perception overall, with those having 'more difficulty' affording payments and service charges significantly less satisfied than those who have found it 'easier' (21% and 52% respectively).



### By place

- There is only one statistically significant difference by **ward**, with leaseholders in Village significantly more satisfied than average (31%, table 6.2).
- Satisfaction remains lowest amongst the small group of leaseholders in Goresbrook (8%) and is now highest in Whalebone (42%).
- As seen previously, there are no significant differences by **property type**, and with the vast majority of leaseholders living in flats 27% of this group are satisfied overall. However, satisfaction has fallen noticeably amongst the small group of leaseholders living in maisonettes (23%, was 37%).

### 6.1 Overall satisfaction - by ward

	Base	% positive Overall satisfaction
<b>Overall</b>	<b>851</b>	<b>26</b>
<b>Resident</b>	592	20
<b>Non-resident</b>	221	21
Alibon	22	22
Barking Riverside	22	36
Chadwell Heath	91	24
Eastbrook	23	17
Eastbury	61	24
Gascoigne	71	32
Goresbrook	19	8

	Base	% positive Overall satisfaction
<b>Overall</b>	<b>851</b>	<b>26</b>
Heath	68	25
Longbridge	76	18
Mayesbrook	37	27
Northbury	110	27
Parsloes	34	27
Thames	52	26
Valence	41	30
Village	78	31
Whalebone	27	42

#### Key

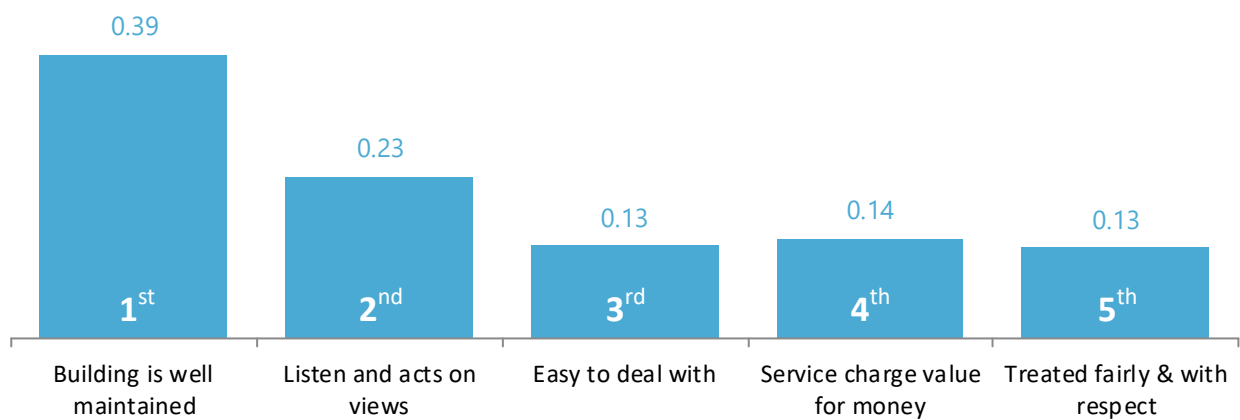
- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail

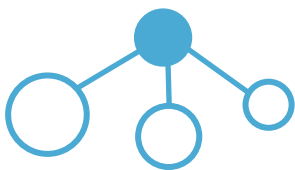
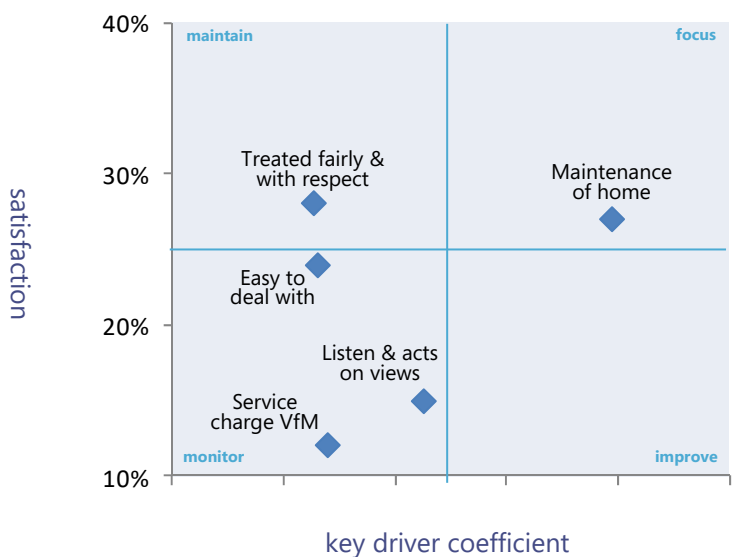


6.2 Key drivers - overall satisfaction

R Squares= 0.740 | Values are not percentages but are results of the statistics test. See Appendix A for more details.



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



# Home and neighbourhood



All three measures of neighbourhood satisfaction have fallen significantly



Fewer than a quarter now feel that housing services makes a positive contribution to the area, or handle ASB well



Satisfaction with building safety and maintenance is unchanged, although the latter is still the strongest key driver



### By people

- Satisfaction with the building has fallen amongst the **oldest group** of leaseholders, including both its maintenance (33%, down 8%) and safety (42%, down 6%). This group are nonetheless still significantly more satisfied than average (see table 7.13).
- Older leaseholders are also less satisfied than a year ago with their neighbourhood as a place to live (46%, down 6%), the council's contribution to it (28%, down 6%) and how ASB is dealt with (25%, down 12%).
- The small group aged under 35 are now more satisfied with the safety of their home than they were a year ago (38%, was 20%), but remain the least satisfied in terms of maintenance (17%).
- All three aspects of the home are also rated significantly below average by leaseholders with a **disability** that limits their activities 'a lot', or who are finding things **financially more difficult**.
- **White British** respondents are slightly more satisfied than BAME leaseholders with the safety of their home (38% v 33%).

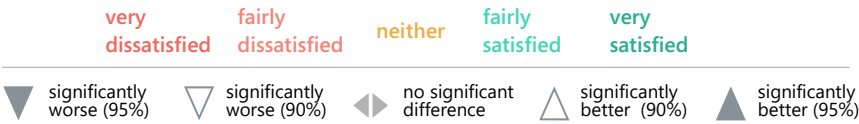
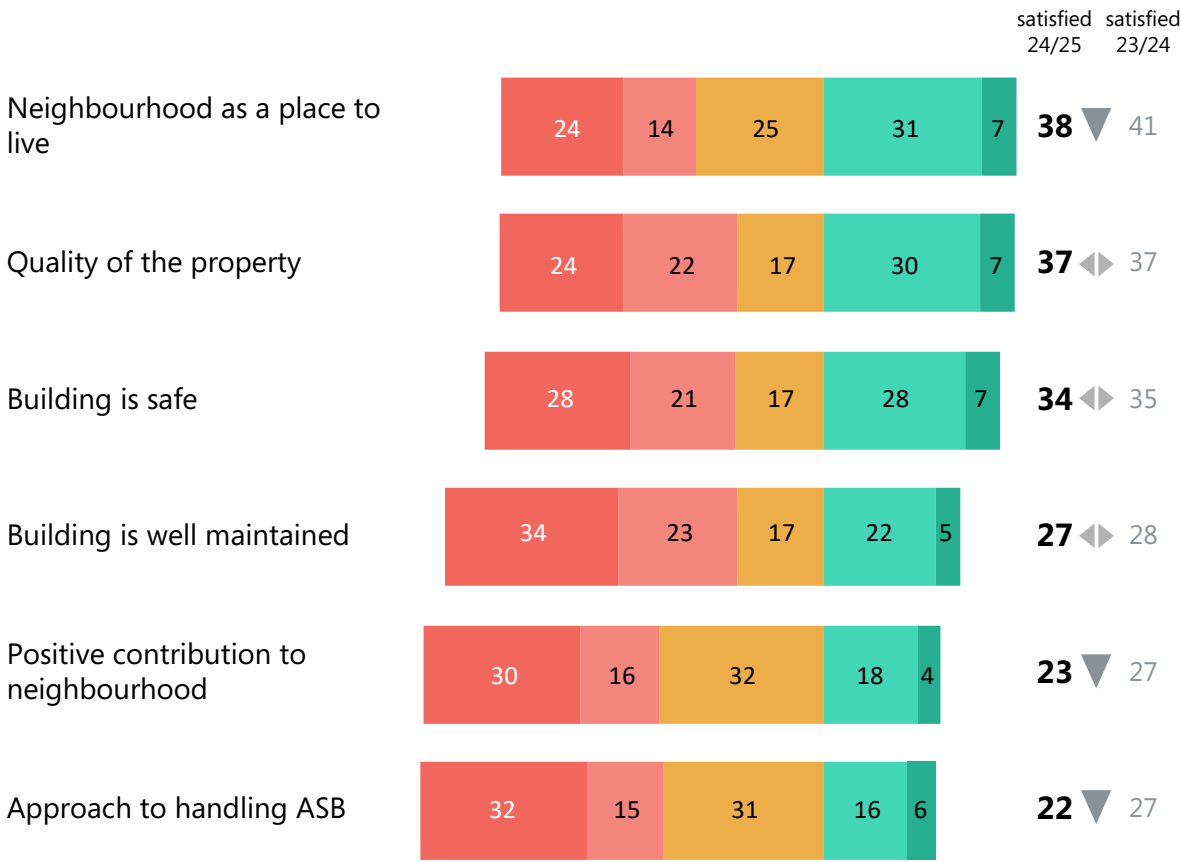


### By place

- Leaseholders in the Village **ward** are significantly more satisfied than average with nearly every aspect of their home and neighbourhood (table 6.4).
- Chadwell Heath leaseholders are significantly less satisfied than average with the maintenance of their home (20%, down 3%).
- Longbridge respondents are significantly less satisfied than average with the council's contribution to their neighbourhood (8%, down 14%), whereas the opposite is true in Barking Riverside (42%, up 5%) and Thames (33%, no change).
- Barking Riverside leaseholders are the only group to rate ASB significantly higher than average (39% up 2%).

6.3 Satisfaction with home and neighbourhood

% Bases (descending) 787, 816, 814, 806, 747, 715 | Excludes non respondents.



### 6.4 Satisfaction with home and neighbourhood - by ward

		% positive					
	Base	Building is well maintained	Building is safe	Quality of the property	Neighbourhood as a place to live	Positive contribution to neighbourhood	Approach to handling ASB
<b>Overall</b>	<b>851</b>	<b>27</b>	<b>34</b>	<b>37</b>	<b>38</b>	<b>23</b>	<b>22</b>
<b>Resident</b>	592	25	34	38	39	23	23
<b>Non-resident</b>	221	30	35	36	32	23	18
Alibon	22	34	27	49	51	12	18
Barking Riverside	22	34	32	31	42	42	39
Chadwell Heath	91	20	32	31	34	23	16
Eastbrook	23	18	25	34	41	19	20
Eastbury	61	33	37	39	31	25	20
Gascoigne	71	26	36	32	42	28	31
Goresbrook	19	8	11	35	33	0	6
Heath	68	24	38	48	49	28	27
Longbridge	76	21	26	22	29	8	11
Mayesbrook	37	25	42	39	45	23	19
Northbury	110	27	34	35	33	20	21
Parsloes	34	22	36	38	34	4	11
Thames	52	24	28	45	33	33	30
Valence	41	24	32	28	34	12	22
Village	78	42	45	53	45	32	24
Whalebone	27	33	45	44	37	37	38

#### Key

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

\*see appendix for more detail



# Repairs and maintenance



Around a third say they received a communal repair in the last 12 months, amongst whom satisfaction with the service is largely unchanged



Satisfaction with communal cleaning and maintenance is also stable at 33%, but this is lower than other stock types



Every rating in this section has fallen amongst respondents aged 65+



### By people

- There is now a greater disparity between **resident and non-resident** leaseholders' ratings of the repairs service with the latter 6% less satisfied than before with both the service in the last 12 months (28%) and the time taken on the last communal repair (20%). In contrast, nearly a third of resident leaseholders are satisfied with the time taken (30%, up 7%, table 6.6).
- Conversely, non-resident leaseholders rate the maintenance of communal areas significantly above average (36%).
- Respondents **aged** 65 or over are far less satisfied with every rating in this section than they were a year ago, including the repairs service in the last 12 months (40%, down 13%), time taken (26%, down 10%) and communal areas (36%, down 11%).



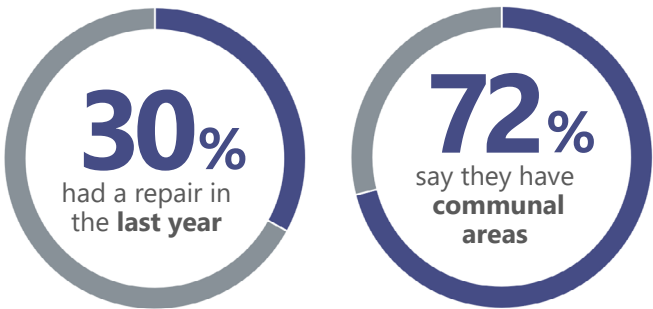
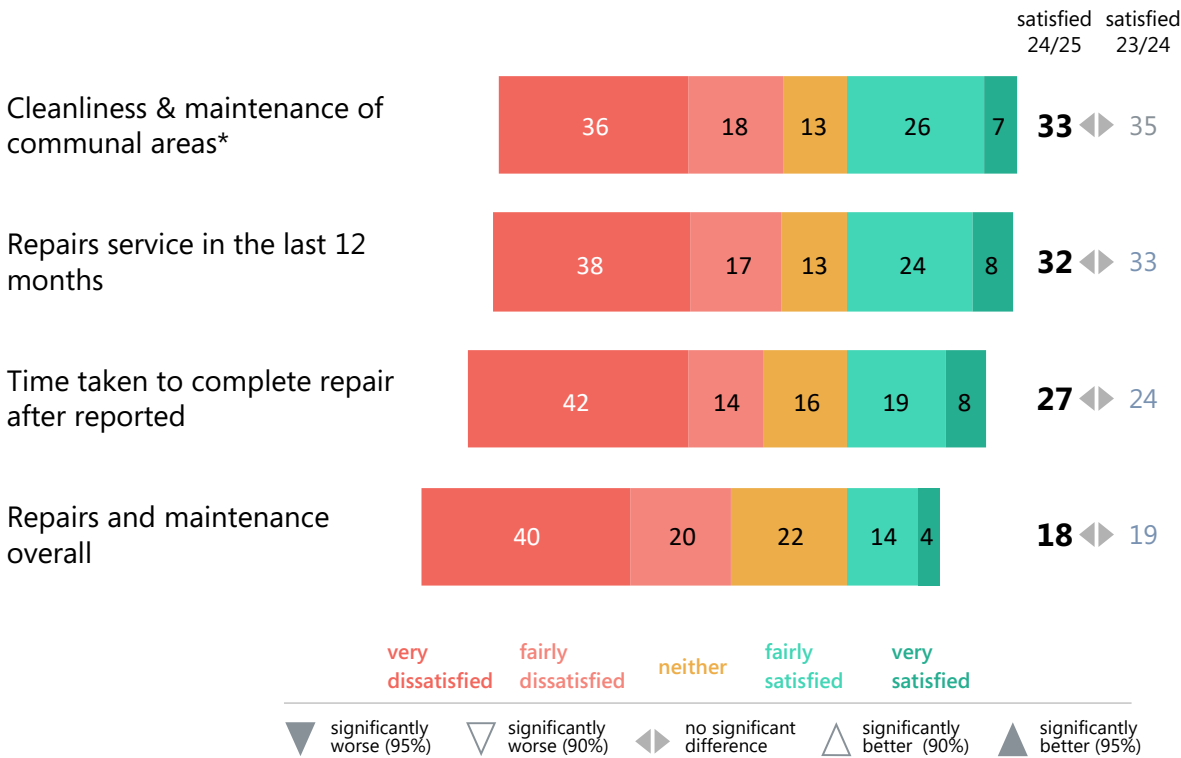
### By place

- Due to the small sample sizes there is no meaningful analysis possible by **ward**.
- Respondents in **maisonettes** are again more satisfied with three main repairs ratings than those in flats or houses, however when it comes to the maintenance of communal areas respondents in maisonettes were the least satisfied (21%, down 4%), compared to 35% of those in flats (was 36%).

# 6. Leaseholders

## 6.5 Satisfaction with repairs & maintenance

% Bases (descending) 610, 258, 257, 770 | Had a repair in the last year. \* If have communal areas. Excludes non respondents



## 6.6 Satisfaction with repairs & maintenance

% positive (only groups with 10+ responses)

	Base	Repairs overall in last 12 months	Time taken on last repair	Repairs & maintenance overall	Maintenance of communal areas
Overall	851	32	27	18	33
Resident	592	33	30	18	32
Non-resident	221	28	20	17	36

Key

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

\*see appendix for more detail



# Communication



Three of the five key drivers of overall satisfaction are on the topic of communication



For the second survey in a row most of these ratings have fallen significantly, including a 5% drop in satisfaction with being kept informed, down 15% in the last 2 years (now 27%)



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



### By people

- Once again there are no significant differences with any ratings in this section between resident and non-resident leaseholders with scores for both groups falling compared to the previous findings.
- The customer effort score (easy to deal with) has fallen slightly from 37% to 33% amongst those aged **65 or over** but they continue to rate it higher than average.
- The over 65s are also more likely to feel that their views are listened to and acted upon (20%, down 3%) and that they are kept informed (33%, down 9%).
- **New leaseholders** are more satisfied than average with every aspect of the customer experience, including being significantly more satisfied than average that the Council is easy to deal with (47%).



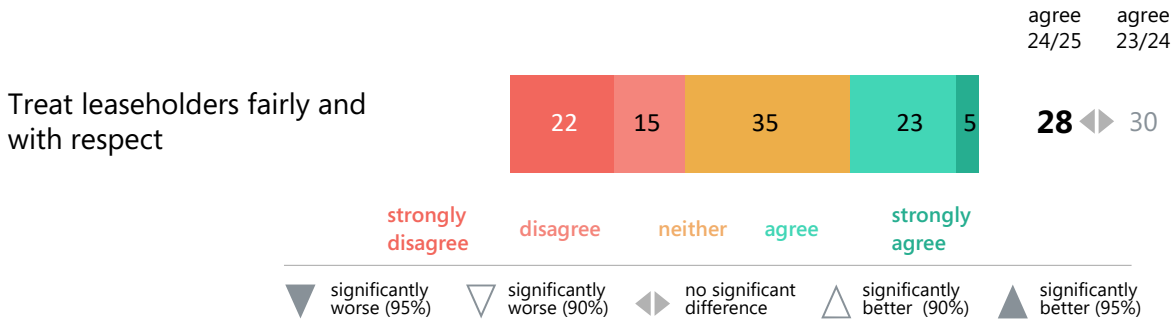
### By place

- Respondents in the Longbridge **ward** are significantly less satisfied than average with all but two ratings in this section, including the lowest rating for the customer effort (6%, was 27%), being kept informed (11%, was 36%) and with opportunities to make views known (8%, down from 26%, table 6.9).
- In contrast, those living in Barking Riverside and Village give a significantly higher than average customer effort score (40% and 38%).
- Village leaseholders are also significantly more satisfied than average that they are listened to (29%, up 6%) and were the only group significantly more satisfied with the information provided about their obligations under the terms of their lease (48%, up 4%).
- Leaseholders in **medium rise** buildings were far more likely to agree that they are treated fairly and with respect than those in high rise accommodation (30% and 17% respectively).

# 6. Leaseholders

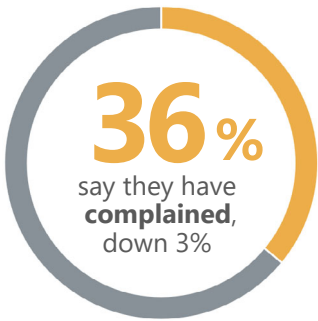
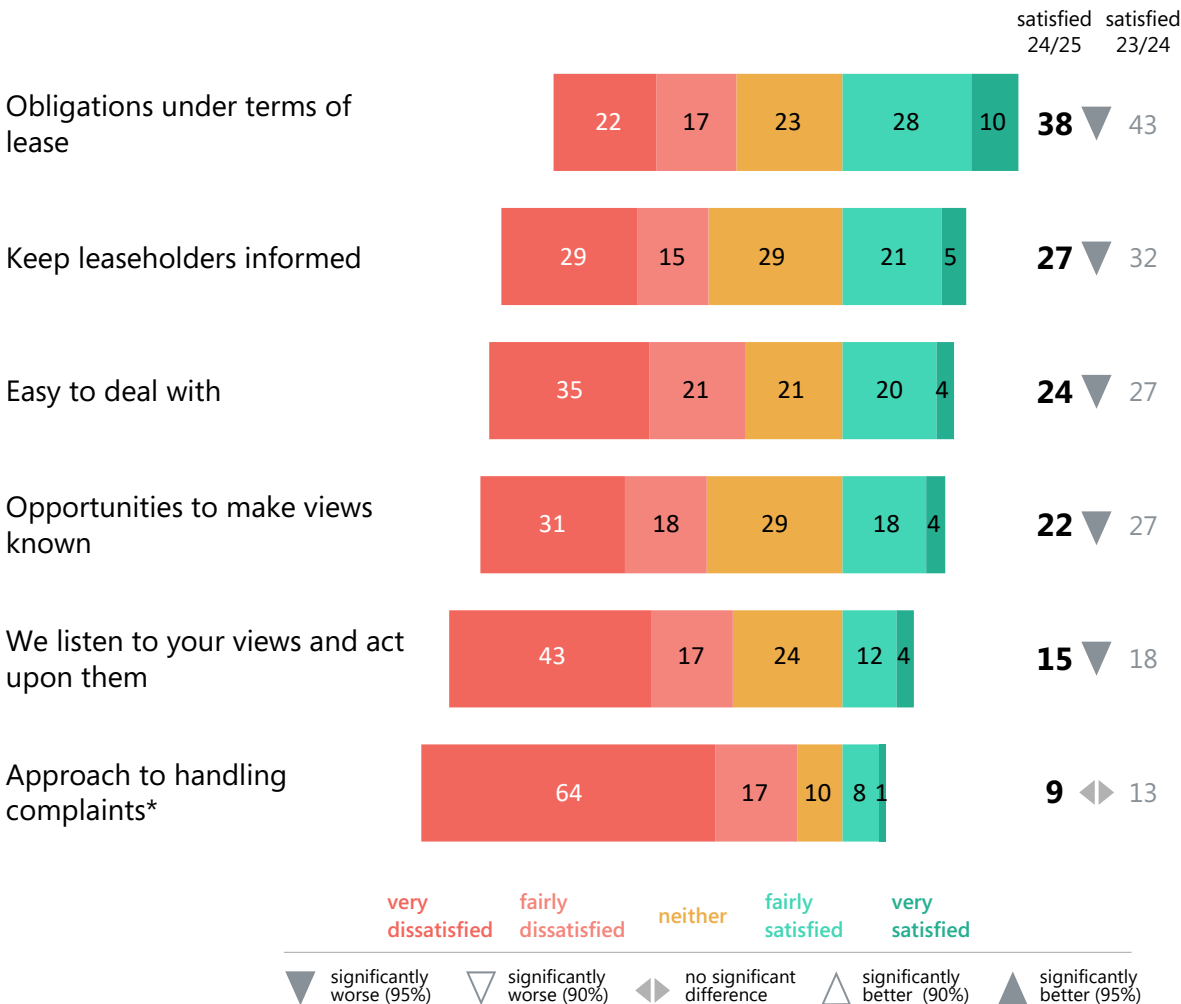
## 6.7 Fairness and respect

% Base 790 | Excludes non respondents



## 6.8 Satisfaction with communication

% Bases (descending) 810, 802, 777, 761, 778, 305 | Excludes non respondents . \* If made a complaint.





## 6. Leaseholders

### 6.9 Satisfaction with communication - by ward

		% positive (only groups with 10+ responses)						
	Base	Easy to deal with	Listens to views and acts on them	Being kept informed	Treated fairly and with respect	Opportunities to make views known	Approach to handling complaints	Obligations under T&Cs
<b>Overall</b>	<b>851</b>	<b>24</b>	<b>15</b>	<b>27</b>	<b>28</b>	<b>22</b>	<b>9</b>	<b>38</b>
<b>Resident</b>	<b>592</b>	24	15	26	27	23	11	38
<b>Non-resident</b>	<b>221</b>	25	16	28	31	21	4	36
Alibon	22	15	11	15	30	25	0	30
Barking Riverside	22	40	19	33	42	34	23	51
Chadwell Heath	91	16	9	22	20	21	14	36
Eastbrook	23	22	22	17	25	18	15	26
Eastbury	61	17	15	30	27	16	5	44
Gascoigne	71	29	25	33	35	26	15	40
Goresbrook	19	16	0	14	9	11	0	34
Heath	68	25	14	26	28	21	15	28
Longbridge	76	6	3	11	16	8	7	31
Mayesbrook	37	17	10	26	31	32	13	33
Northbury	110	26	12	26	29	21	4	38
Parsloes	34	46	17	32	35	28	0	42
Thames	52	23	21	33	25	30	6	41
Valence	41	27	11	38	27	15	0	47
Village	78	38	29	35	39	30	12	48
Whalebone	27	20	21	20	19	25	0	36

#### Key

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

\*see appendix for more detail



# Value for money



Service charge value for money is once again a predictor of overall leaseholder satisfaction (chart 6.1)



Satisfaction on every question in this section has fallen significantly, to the extent that only 12% are satisfied with service charge value for money



More now find it difficult affording payments (51%), up 5% since last year and 21% compared to 2021



### By people

- Previously there was a clear difference in how **resident and non-resident leaseholders** rate various aspects of their service charge, however for the current sample most scores are almost identical, (table 6.12).
- Both groups of leaseholders are far less satisfied than a year ago with the consultation they received when service charges are set (20% for both), which is down 5% for resident leaseholders and down 14% for non-resident leaseholders).
- Satisfaction with the service charge is lowest amongst the **under 35s** (8%) with seven out of ten in this group 'very dissatisfied' (70%). Satisfaction has also fallen from 33% to 11% amongst those aged 65 or over, with the 55 – 64 years olds now being the most satisfied group (19%).
- Leaseholders aged 55 – 64 are also the most satisfied with the consultation received, ease of understanding and how service charges are calculated.

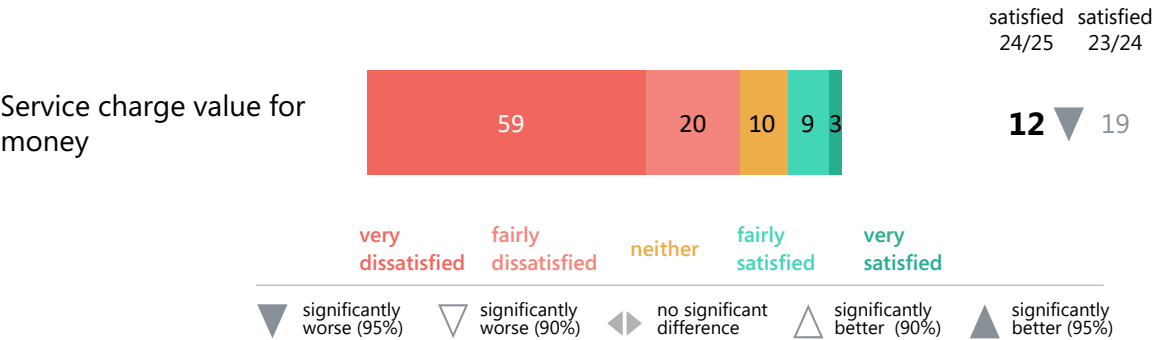


### By place

- All four ratings have fallen between 9-11% in Heath, with leaseholders in this **ward** now significantly less satisfied than average (table 6.12).
- Chawell Heath respondents are again significantly less satisfied than average with the ease of understanding their service charge statement (32%), whereas the opposite is true of leaseholders in Village (57%, up 7%).
- Leaseholders in the Village ward are also significantly more satisfied than average with the information provided about how service charges are calculated (40%).

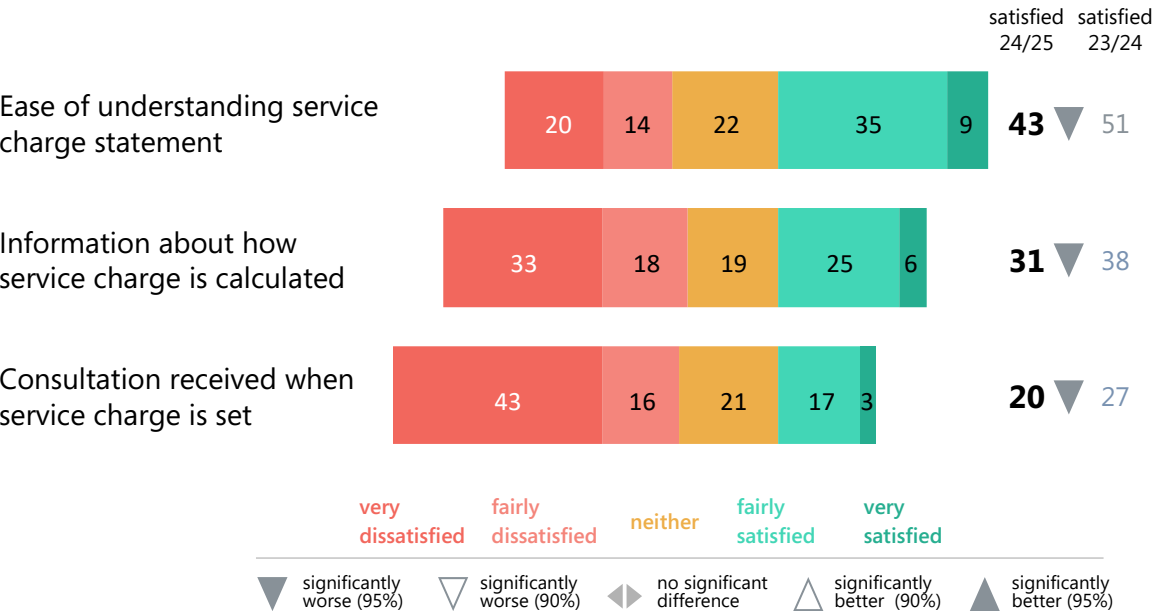
6.10 Satisfaction with value for money

% Base 821 | Excludes non respondents.



6.11 Satisfaction with service charge

% Bases (descending) 812, 815, 806 | Excludes non respondents



### 6.12 Satisfaction with service charge - by ward

		% positive			
	Base	Value for money	Consultation received	Ease of understanding	Information how calculated
<b>Overall</b>	<b>851</b>	<b>12</b>	<b>20</b>	<b>43</b>	<b>31</b>
<b>Resident</b>	592	10	20	44	31
<b>Non-resident</b>	221	15	20	42	30
Alibon	22	13	18	36	23
Barking Riverside	22	12	38	55	47
Chadwell Heath	91	11	14	32	22
Eastbrook	23	13	28	56	31
Eastbury	61	8	19	43	25
Gascoigne	71	15	21	50	36
Goresbrook	19	0	8	44	38
Heath	68	9	17	38	20
Longbridge	76	3	12	32	24
Mayesbrook	37	17	19	47	41
Northbury	110	12	18	41	29
Parsloes	34	2	19	44	41
Thames	52	11	22	47	33
Valence	41	14	30	51	37
Village	78	18	28	57	40
Whalebone	27	32	20	32	27

**Key**

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

\*see appendix for more detail



## 7. Respondent profile

In addition to documenting the demographic profile of the sample, tables 7.10 to 7.13 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.

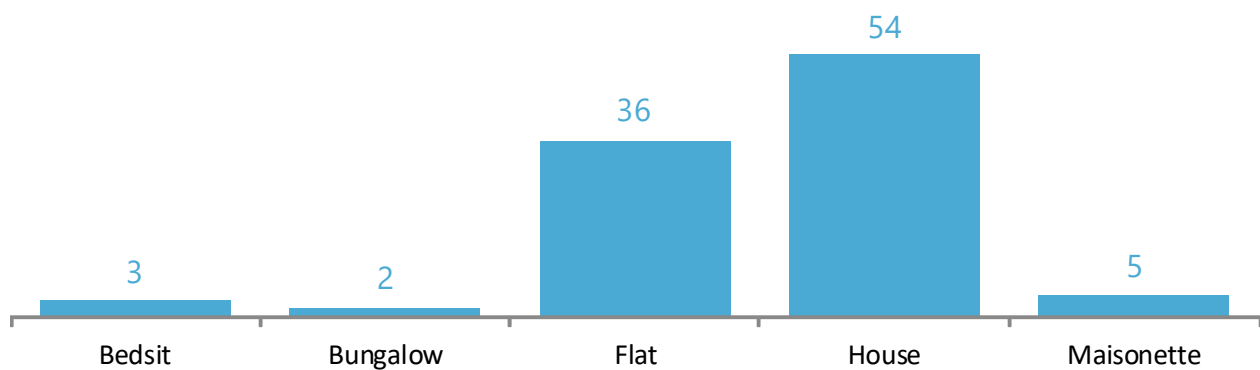
### 7.1 Ward

	All LCRA (Base: 3087)		SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%	Total	%
Abbey	21	0.7	4	1.3	9	1.1	138	17.7
Alibon	136	4.4	0	0.0	22	2.6	0	0.0
Beam	53	1.7	0	0.0	3	0.4	31	4.0
Becontree	136	4.4	40	12.6	6	0.7	8	1.0
Barking Riverside	95	3.1	0	0.0	22	2.6	8	1.0
Chadwell Heath	197	6.4	43	13.6	91	10.7	9	1.2
Eastbrook	112	3.6	13	4.1	23	2.7	4	0.5
Eastbury	264	8.6	0	0.0	61	7.2	28	3.6
Gascoigne	149	4.8	0	0.0	71	8.3	438	56.1
Goresbrook	237	7.7	16	5.0	19	2.2	11	1.4
Heath	253	8.2	45	14.2	68	8.0	38	4.9
Longbridge	71	2.3	3	0.9	76	8.9	0	0.0
Mayesbrook	222	7.2	15	4.7	37	4.3	0	0.0
Northbury	104	3.4	0	0.0	110	12.9	0	0.0
Parsloes	297	9.6	43	13.6	34	4.0	0	0.0
Thames	127	4.1	0	0.0	52	6.1	68	8.7
Valence	285	9.2	27	8.5	41	4.8	0	0.0
Village	250	8.1	55	17.4	78	9.2	0	0.0
Whalebone	80	2.6	14	4.4	27	3.2	0	0.0

## 7. Respondent profile

### 7.2 Property type

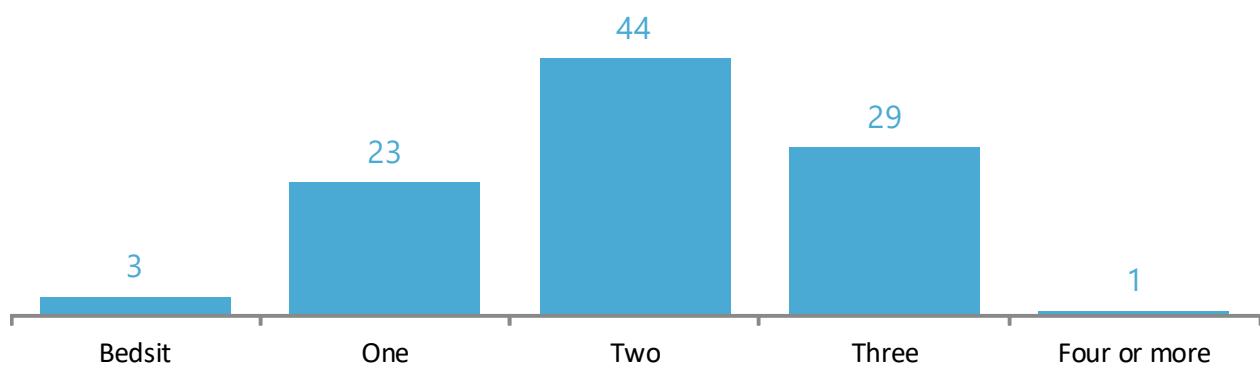
% Base 3087 | All tenants



	SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%
Bedsit	0	0.0	13	1.5	0	0.0
Bungalow	52	16.4	0	0.0	0	0.0
Flat	265	83.6	750	88.1	610	78.1
House	0	0.0	5	0.6	100	12.8
Maisonette	0	0.0	83	9.8	71	9.1

### 7.3 Property size

% Base 3087 | All tenants

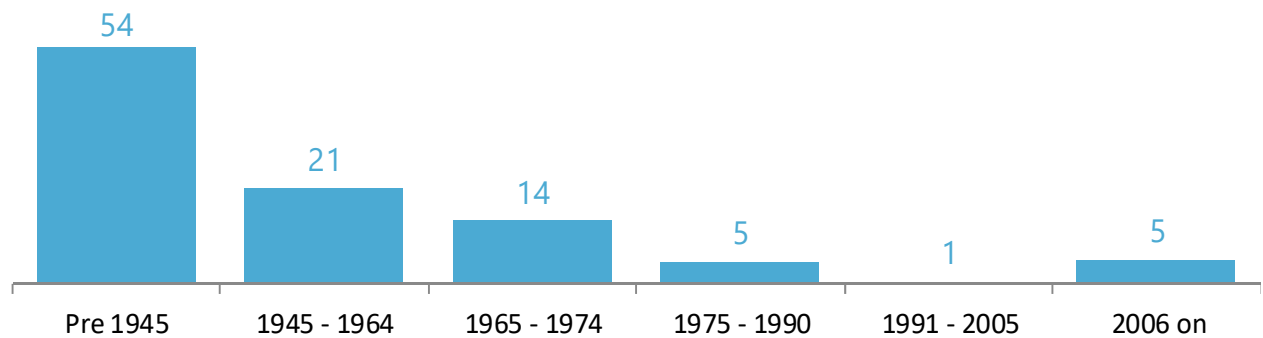


	SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%
Bedsit	0	0.0	13	1.5	0	0.0
One	314	99.1	383	45.0	236	30.2
Two	3	0.9	326	38.3	314	40.2
Three	0	0.0	129	15.2	202	25.9
Four or more	0	0.0	0	0.0	30	3.8

## 7. Respondent profile

### 7.4 Property age

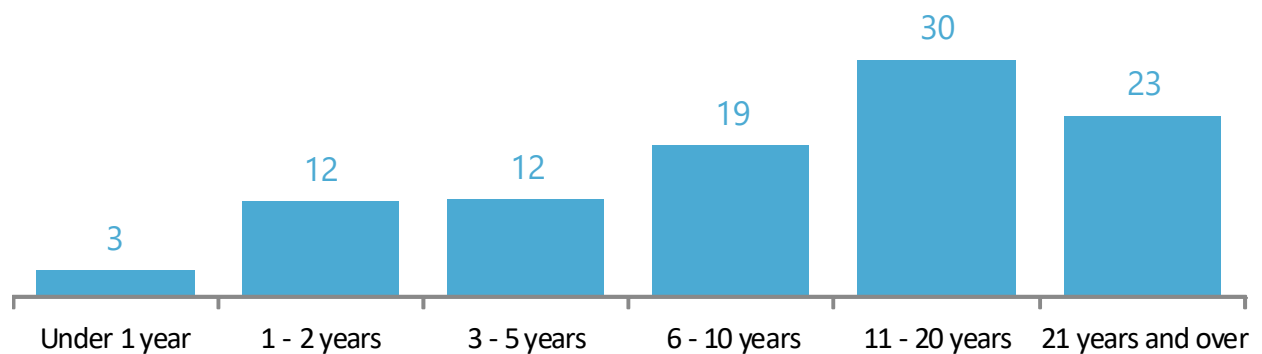
% Base 3087 | All tenants



	SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%
Pre 1945	13	4.1	272	32.0	0	0.0
1945 - 1964	35	11.0	301	35.4	0	0.0
1965 - 1974	132	41.6	190	22.3	0	0.0
1975 - 1990	113	35.6	47	5.5	0	0.0
1991 - 2005	25	7.9	0	0.0	0	0.0
2006 on	0	0.0	41	4.8	781	100.0

### 7.5 Length of tenure

% Base 3087 | All tenants

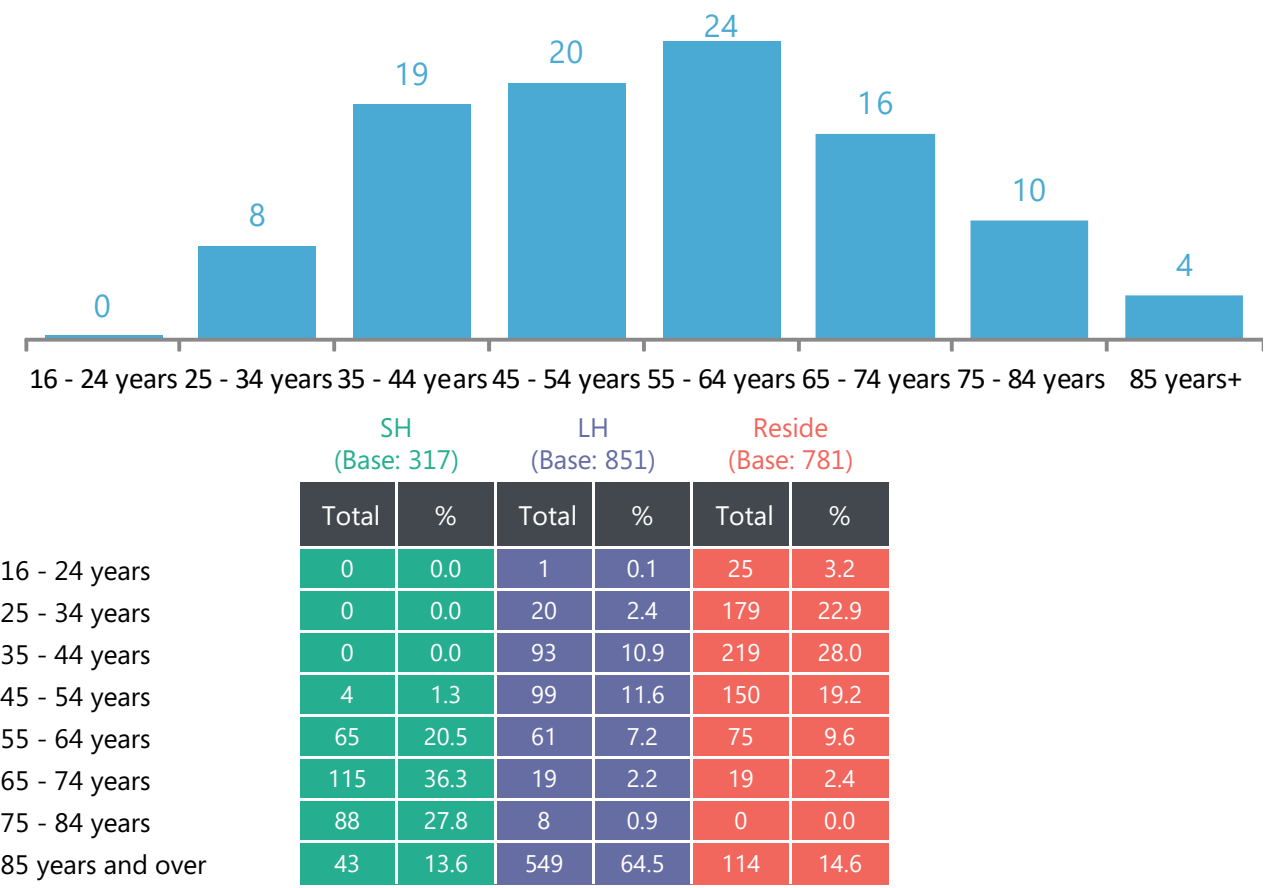


	SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%
Under 1 year	21	6.6	16	1.9	176	22.5
1 - 2 years	75	23.7	45	5.3	329	42.1
3 - 5 years	74	23.3	129	15.2	125	16.0
6 - 10 years	74	23.3	229	26.9	136	17.4
11 - 20 years	65	20.5	164	19.3	15	1.9
21 years and over	9	2.8	268	31.5	0	0.0

# 7. Respondent profile

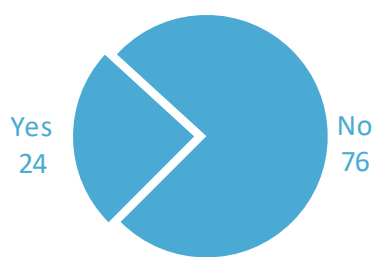
## 7.6 Age

% Base 3087 | All tenants



## 7.7 Receive housing benefit or universal credit

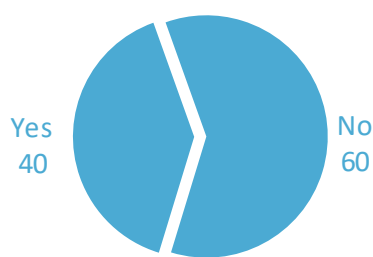
% Base 3087 | All tenants



	SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%
Yes	198	62.5	0	0.0	0	0.0
No	119	37.5	851	100.0	781	100.0

## 7.8 Pay a service charge

% Base 3087 | All tenants



	SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%
Yes	296	93.4	851	100.0	123	15.7
No	21	6.6	0	0.0	657	84.1

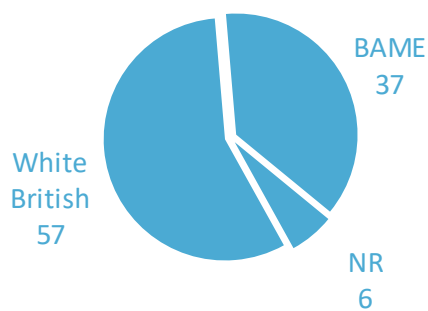


## 7. Respondent profile

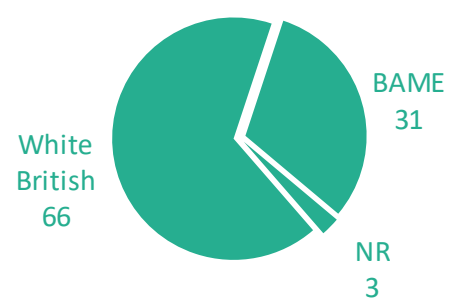
### 7.9 Ethnic background

	All LCRA (Base: 3087)		SH (Base: 317)		LH (Base: 851)		Reside (Base: 781)	
	Total	%	Total	%	Total	%	Total	%
British	1750	56.7	210	66.2	78	9.2	45	5.8
Other White background	170	5.5	17	5.3	31	3.6	42	5.3
White & Black Caribbean	35	1.1	0	0.0	0	0.0	2	0.3
White & Black African	20	0.6	1	0.3	2	0.2	8	1.0
White & Asian	3	0.1	0	0.0	1	0.1	0	0.0
Other Mixed background	19	0.6	2	0.6	1	0.1	7	0.9
Indian	15	0.5	1	0.3	6	0.7	16	2.0
Pakistani	57	1.8	7	2.2	15	1.8	26	3.3
Bangladeshi	65	2.1	1	0.3	10	1.2	48	6.1
Chinese	5	0.2	2	0.6	1	0.1	3	0.4
Other Asian background	37	1.2	3	0.9	5	0.6	23	2.9
Caribbean	73	2.4	7	2.2	3	0.4	25	3.2
African	475	15.4	47	14.8	65	7.6	220	28.2
Other Black background	82	2.7	8	2.5	12	1.4	18	2.3
Arab	3	0.1	0	0.0	0	0.0	3	0.4
Other ethnic group	92	3.0	3	0.9	4	0.5	9	1.2
Prefer not to say	1	0.0	0	0.0	0	0.0	0	0.0
No response	184	6.0	8	2.5	618	72.6	285	36.5

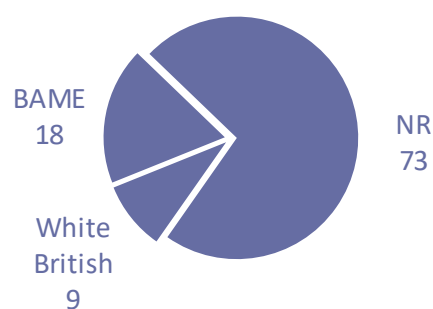
All tenants



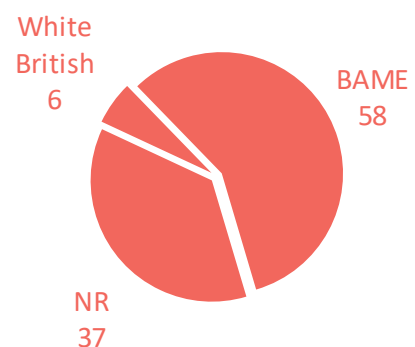
Sheltered



Leaseholders



Reside



## 7. Respondent profile

### 7.10 Core questions by age and ethnic background (all tenants)

		% positive					
	Overall	16-34	35-49	50-64	65+	White British	BAME
Sample size	3087	245	886	1051	904	1750	1152
satisfaction overall	54	39	46	54	65	49	61
repairs service in last 12 months	63	40	52	64	80	62	66
time taken to complete last repair	60	41	51	61	75	59	64
home is well maintained	52	33	43	53	66	49	59
home is safe	55	36	41	58	71	54	59
listens to views and acts on them	40	25	32	42	49	34	51
being kept informed	44	34	36	45	53	36	57
treated fairly and with respect	55	40	47	54	67	51	62
approach to handling complaints	26	20	22	28	34	21	34
communal areas clean and maintained	55	34	46	63	66	54	58
makes a positive contribution to area	41	31	35	42	48	33	56
approach to handling ASB	38	25	33	40	43	29	51

### 7.11 Core questions by age and ethnic background (sheltered only)

		% positive					
	Overall	55-64	65-74	75-84	85+	White British	BAME
Sample size	317	65	115	88	43	210	98
satisfaction overall	73	71	79	68	71	66	86
repairs service in last 12 months	82	82	89	73	84	78	89
time taken to complete last repair	77	85	83	75	64	74	84
home is well maintained	73	75	77	68	70	67	82
home is safe	74	81	79	69	68	70	84
listens to views and acts on them	56	58	64	53	43	47	75
being kept informed	65	60	75	57	53	57	78
treated fairly and with respect	69	68	78	64	57	63	82
approach to handling complaints	46	40	47	54	44	31	76
communal areas clean and maintained	73	79	77	66	70	68	86
makes a positive contribution to area	59	62	69	49	50	52	75
approach to handling ASB	58	58	66	54	44	53	69

#### Key

<span style="background-color: #28a745; border: 1px solid #28a745; padding: 2px;"> </span> Better @ 95% confidence	<span style="background-color: #f8d7da; border: 1px solid #f8d7da; padding: 2px;"> </span> Worse @ 90% confidence
<span style="background-color: #d1ecf1; border: 1px solid #d1ecf1; padding: 2px;"> </span> Better @ 90% confidence	<span style="background-color: #f8d7da; border: 1px solid #f8d7da; padding: 2px;"> </span> Worse @ 95% confidence

\*see appendix for more detail

## 7. Respondent profile

### 7.12 Core questions by age and ethnic background (Reside)

		% positive					
	Overall	16-34	35-49	50-64	65+	White British	BAME
Sample size	781	204	299	144	133	45	450
satisfaction overall	52	39	55	64	50	30	54
repairs service in last 12 months	58	43	60	73	60	37	61
time taken to complete last repair	52	36	57	63	51	40	54
home is well maintained	58	42	62	70	58	33	62
home is safe	56	39	60	71	57	35	60
listens to views and acts on them	39	28	42	44	41	19	41
being kept informed	51	38	52	65	52	23	54
treated fairly and with respect	54	43	57	63	53	36	57
approach to handling complaints	18	7	23	30	15	4	20
communal areas clean and maintained	51	38	56	59	50	35	52
makes a positive contribution to area	49	36	52	55	53	27	51
approach to handling ASB	41	27	43	52	43	17	43

### 7.13 Core questions by age and ethnic background (leaseholders)

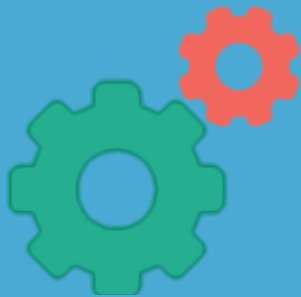
		% positive					
	Overall	16-34	35-49	50-64	65+	White British	BAME
Sample size	851	44	375	165	126	263	519
satisfaction overall	26	26	23	29	33	27	27
repairs service in last 12 months	32	36	27	34	40	37	28
time taken to complete last repair	27	36	25	35	26	36	22
home is well maintained	27	17	23	31	33	27	27
home is safe	34	38	30	37	42	38	33
listens to views and acts on them	15	11	13	17	20	13	17
being kept informed	27	26	24	29	33	21	30
treated fairly and with respect	28	31	25	27	31	26	29
approach to handling complaints	9	16	8	14	12	11	9
communal areas clean and maintained	33	41	26	41	36	34	33
makes a positive contribution to area	23	23	19	25	28	23	24
approach to handling ASB	22	23	18	27	25	21	23

#### 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 2024 and 31 March 2025.

## Responses

In total 3,087 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented 20% of the tenant population (error margin +/- 1.6%). This exceeded the stipulated TSM target error margin of +/- 3%. There were 708 postal (23%) and 2,379 online completions (77%).

For Reside there were 781 respondents (36%) and 851 leaseholders (22%).

## Fieldwork and sampling

The surveys were carried out in July, September, November/December 2024 and March 2025. Each wave was carried out with three elements:

- A paper survey was distributed to computer-generated random sample of 885 general needs tenants, and a quarter of all sheltered tenants, Reside customers and leaseholders. This was followed by a paper reminder for those that couldn't be reminded by text message.
- Concurrent with the paper survey, an email invitation plus one reminder were distributed to all residents for whom an email address was available inviting them to complete the survey online, including circa additional 1,650 general needs residents not part of the main postal survey.
- During the latter half of each wave, every resident for whom LBBD held a mobile phone number were also texted a link to the online survey, plus one reminder. This included circa 1,000 general needs residents that had not been invited via either of the other two routes.

This methodology was chosen to be consistent with previous TSM and STAR annual surveys conducted by LB of Barking & Dagenham. This mixed-method self-completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age groups. The online component is also intended to engage younger and/or more diverse respondents who might be less likely to answer a voice call. There was no incentive offered.

## Population

The population for the TSM survey was all 15,737 LB of Barking & Dagenham LCRA tenant households on 16 July 2024. The equivalent population for Reside was 2,198, and for leaseholders was 3,895. None were removed from the sample frame. The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate.

# Appendix A. Summary of approach

## Representativeness

The final LCRA tenant survey data was weighted by stock type, age group, ward and ethnic background to ensure that the survey was representative of the tenant population as a whole. The leaseholder survey was weighted by age, property size and ward, and the Reside survey was weighted by stock, age group and ward. The characteristics by which representativeness was determined for the LCRA tenant survey were:

### Stock

General needs	95.3	89.7	95.3
Sheltered	4.7	10.3	4.7

### Ward

Abbey	1.0	0.9	0.7
Alibon	4.4	3.9	4.4
Beam	1.7	1.7	1.7
Becontree	4.2	4.8	4.4
Barking Riverside	3.0	2.8	3.1
Chadwell Heath	6.3	7.4	6.4
Eastbrook	3.3	3.8	3.6
Eastbury	8.6	7.1	8.5
Gascoigne	5.2	5.7	4.8
Goresbrook	7.5	6.5	7.7
Heath	8.0	8.9	8.2
Longbridge	2.2	2.7	2.3
Mayesbrook	7.2	6.4	7.2
Northbury	3.8	3.6	3.4
Parsloes	9.6	8.7	9.6
Thames	4.5	4.8	4.1
Valence	9.2	8.6	9.2
Village	7.7	9.1	8.1
Whalebone	2.6	2.6	2.6

### Property type

Bedsit	2.5	3.2	3.2
Bungalow	1.7	2.7	1.9
Flat	36.3	41.7	36.3
House	55.0	48.0	54.1
Maisonette	4.4	4.3	4.5
Caravan	0.1	0.1	0.1

### Property size

Bedsit	2.6	3.2	3.3
One	22.8	28.3	22.9
Two	42.8	40.0	44.0
Three	30.4	27.4	28.9
Four or more	1.5	1.0	0.9

### Length of tenure

Under 1 year	2.0	3.5	3.4
1 - 2 years	8.7	13.2	12.2
3 - 5 years	11.4	12.9	12.4
6 - 10 years	22.6	20.0	19.1
11 - 20 years	32.0	29.8	30.1
21 years and over	23.2	20.5	22.9

### Age

16 - 24 years	0.4	0.4	0.4
25 - 34 years	8.2	6.0	7.5
35 - 44 years	19.6	16.4	18.7
45 - 54 years	21.5	21.2	20.4
55 - 64 years	23.0	25.0	23.7
65 - 74 years	15.2	18.1	16.3
75 - 84 years	8.6	9.6	9.4
85+ years	3.5	3.3	3.6

### Ethnic background

White British	56.2	51.5	56.7
Irish	0.7	0.6	0.6
Gypsy or Irish Traveller	0.01	0.0	0.0
Any other white	4.9	5.2	4.9
White and Black Caribbean	1.1	0.6	1.1
White and Black African	0.7	0.5	0.6
White and Asian	0.2	0.2	0.1
Any other mixed	0.6	0.7	0.6
Indian	0.5	0.8	0.5
Pakistani	1.8	1.9	1.8
Bangladeshi	2.0	2.2	2.1
Chinese	0.2	0.2	0.1
Any other Asian	1.1	1.7	1.2
Caribbean background	2.3	2.4	2.4
African background	15.4	19.5	15.4
Any other Black	2.8	3.4	2.7
Arab	0.03	0.2	0.1
Any other ethnic group	3.2	2.7	3.0
No record	6.3	5.8	6.0

### 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 the Regulator of Social Housing's 2023/24 TSM data of London local authorities (29 landlords). For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average. In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council's score falls relative to the benchmark group.



## Appendix B. Example questionnaires

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**Barking & Dagenham**


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

Date: 19 July 2024

Dear Resident,

As part of our commitment to listening to the views of our tenants and leaseholders, The London Borough of Barking and Dagenham is working in partnership with ARP Research, to carry out a survey on our behalf to find out how satisfied you are with the housing services you receive from us. This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard customer satisfaction information which include some of the results from this survey.

Taking part in this survey will only take five minutes, you can do this by completing the enclosed questionnaire and returning it to ARP Research in the pre-paid envelope supplied by **Friday 23 August**. If you prefer, you can also complete the survey online by scanning the QR code or visiting [arpsurveys.co.uk/lbbd](https://arpsurveys.co.uk/lbbd) and entering your unique personal code: **9999www**.


  
scan me

I would like to assure you that all your answers will be treated in the strictest confidence and used for research purposes only. Your questionnaire has a personal code to help run the survey, but only ARP Research see this and do not link it to your answers. This means that it will not be possible for any person or address to be identified from the survey findings.

If you would like any assistance in completing this questionnaire please call the ARP Research customer helpline on 0800 020 9564. If you have any questions or concerns about this survey, you can also contact Barking and Dagenham Direct on 020 8215 3000 who will be happy to help you.

Yours sincerely

  
**Thomas Hart**  
Head of Business Development & Improvement

  
**B&D Reside**


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

Date: 19 July 2024

Dear Resident,

As part of our commitment to listening to the views of our residents, Barking and Dagenham Reside & The London Borough of Barking & Dagenham are working in partnership with ARP Research, to carry out a survey on our behalf. Your views on your home and the services you receive from us are important and we want to know what you think so that we can use this information to shape the services we provide to you in the future.


Taking part in this survey will only take five minutes, you can do this by completing the enclosed questionnaire and returning it to ARP Research in the pre-paid envelope supplied by **Friday 23 August**. If you prefer, you can also complete the survey online by scanning the QR code or visiting [arpsurveys.co.uk/reside](https://arpsurveys.co.uk/reside) and entering your unique personal code: **9999www**.

  
scan me

I would like to assure you that all your answers will be treated in the strictest confidence and used for research purposes only. Your questionnaire has a personal code to help run the survey, but only ARP Research see this and do not link it to your answers. This means that it will not be possible for any person or address to be identified from the survey findings.

If you would like any assistance in completing this questionnaire please call the ARP Research customer helpline on 0800 020 9564. If you have any questions or concerns about this survey, you can also contact Barking and Dagenham Direct on 020 8215 3000 who will be happy to help you.


Yours sincerely


  
**Thomas Hart**  
Head of Business Development & Improvement  
London Borough of Barking and Dagenham



## Appendix B. Example questionnaires

### Tenant Satisfaction Survey 2024-25



 **return by Friday 23 August 2024**

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barking & Dagenham Council housing services?

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

**2** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services provides a home that is well maintained?


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

**3** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Barking & Dagenham 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

**4** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. That your rent provides value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
c. That your service charges provide value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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your code: 9999www

**Barking & Dagenham**

**5** Has Barking & Dagenham Council housing services carried out a repair to your home in the last 12 months?

☐ Yes **go to Q6** ↓ ☐ No **go to Q8** ↗

**6** How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham 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"/>

**7** 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"/>

**8** How satisfied or dissatisfied are you with the way we generally 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"/>

**9** Do you live in a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?


☐ Yes **go to Q10** ↓ ☐ No **go to Q11** ↗ ☐ Don't know **go to Q11** ↗

**10** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps these communal areas clean and well maintained?

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

**11** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services listens to your views and acts upon them?

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



**12** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps you informed about things that matter to you?

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

**13** To what extent do you agree or disagree with the following "Barking & Dagenham Council housing services treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

**14** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. Is easy to deal with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
b. Give you the opportunity to make your views known?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

**15** Have you made a complaint to Barking & Dagenham Council housing services in the last 12 months?


☐ Yes **go to Q16** ↓ ☐ No **go to Q17** ↗

**16** How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to complaints handling?

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

**17** How satisfied or dissatisfied are you that Barking & Dagenham 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>




**18** How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to handling anti-social behaviour?

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

**19** How satisfied or dissatisfied are you with your neighbourhood as a place to live?


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="radio"/>

## Thank you!

 Please now return in the freepost envelope supplied


This survey is only for general feedback from our tenants. To make a complaint about an issue with our service please just visit the Council website, email [complaints@lbbd.gov.uk](mailto:complaints@lbbd.gov.uk) or phone us on 0208 215 3000.


**Barking & Dagenham**



RETURN TO: Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

## Sheltered Satisfaction Survey 2024-25



 **return by Friday 23 August 2024**

---

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barking & Dagenham Council housing services?

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

---

**2** How satisfied or dissatisfied are you that Barking & Dagenham 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 Barking & Dagenham 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** How satisfied or dissatisfied are you:

a. With the overall quality of your home ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

b. That your rent provides value for money? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

c. That your service charges provide value for money? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

---

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your code: 9999www

**Barking & Dagenham**

**5** Has Barking & Dagenham Council housing services carried out a repair to your home in the last 12 months?

☐ Yes go to Q6 ↓ ☐ No go to Q8 ↗

---

**6** How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham Council housing services over the last 12 months?

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

---

**7** 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 ☐

---

**8** How satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

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

---

**9** Do you live in a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?

☐ Yes go to Q10 ↓ ☐ No go to Q11 ↗ ☐ Don't know go to Q11 ↗

---


**10** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps these communal areas clean and well maintained?

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

---

**11** How satisfied or dissatisfied are you that Barking & Dagenham 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 ☐



**12** How satisfied or dissatisfied are you that Barking & Dagenham 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 ☐

---

**13** To what extent do you agree or disagree with the following "Barking & Dagenham Council housing services treats me fairly and with respect"?

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

---

**14** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services:

a. Is easy to deal with? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

b. Give you the opportunity to make your views known? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

---

**15** Have you made a complaint to Barking & Dagenham Council housing services in the last 12 months?

☐ Yes go to Q16 ↓ ☐ No go to Q17 ↗

---


**16** How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to complaints handling?

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

---

**17** How satisfied or dissatisfied are you that Barking & Dagenham 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 ☐



**18** How satisfied or dissatisfied are you with Barking & Dagenham 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 ☐

---

**19** How satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

---

**20** How satisfied or dissatisfied are you with:


a. Your support plan? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

b. The frequency of contact with your support worker? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

c. The overall service provided by your support worker? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐


---

## Thank you!

 Please now return in the freepost envelope supplied

This survey is only for general feedback from our tenants. To make a complaint about an issue with our service please just visit the [lbbd.gov.uk](https://lbbd.gov.uk) website, email [complaints@lbbd.gov.uk](mailto:complaints@lbbd.gov.uk) or phone us on 0208 215 3000.


**Barking & Dagenham**




RETURN TO: Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

## Appendix B. Example questionnaires

Reside Resident Satisfaction Survey 2024-25



 return by Friday **23 August 2024**

**1**

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Reside?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

**2**

How satisfied or dissatisfied are you that Reside provides a home that is well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

**3**

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Reside provides a home that is safe?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

**4**

How satisfied or dissatisfied are you:

a. With the overall quality of your home

b. That your rent provides value for money?

c. That your service charges provide value for money?

Very satisfied

Fairly satisfied


Neither

Fairly dissatisfied

Very dissatisfied


No opinion

scan me



arpsurveys.co.uk/reside

your code: 9999wwww



B&D Reside

**5**

Has Reside carried out a repair to your home in the last 12 months?

Yes go to Q6 ↓

No go to Q8 ↗

**6**

How satisfied or dissatisfied are you with the overall repairs service from Reside over the last 12 months?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

**7**

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

**8**

How satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

**9**

Do you live in a building with communal areas, either inside or outside, that Reside is responsible for maintaining?

Yes go to Q10 ↓

No go to Q11 ↗

Don't know go to Q11 ↗

**10**

How satisfied or dissatisfied are you that Reside keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

**11**

How satisfied or dissatisfied are you that Reside 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





B&D Reside

**12**

How satisfied or dissatisfied are you that Reside 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

**13**

To what extent do you agree or disagree with the following "Reside treats me fairly and with respect"?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable/ don't know

**14**

How satisfied or dissatisfied are you that Reside:

a. Is easy to deal with?

b. Give you the opportunity to make your views known?

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

No opinion

**15**

Have you made a complaint to Reside in the last 12 months?

Yes go to Q16 ↓

No go to Q17 ↗

**16**

How satisfied or dissatisfied are you with Reside's approach to complaints handling?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

**17**

How satisfied or dissatisfied are you that Reside makes a positive contribution to your neighbourhood?

Very satisfied


Fairly satisfied


Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know





B&D Reside

**18**

How satisfied or dissatisfied are you with Reside's approach to handling anti-social behaviour?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

**19**

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

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/ don't know

**20**

How likely would you be to recommend Reside to a friend, family member or colleague on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

0

1

2

3

4

5

6

7


8

9

10

Not at all likely


Extremely likely




**Thank you!**

Please now return in the freepost envelope supplied

This survey is only for general feedback from our residents. To make a complaint about an issue with our service please just visit the [bdeside.org](https://www.bdeside.org) website, email [enquiries@bdeside.co.uk](mailto:enquiries@bdeside.co.uk) or phone us on 0208 215 3000.





B&D Reside

RETURN TO: Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN

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# Appendix B. Example questionnaires

## Leaseholder Satisfaction Survey 2024-25



return by Friday **23 August 2024**

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barking & Dagenham Council housing services as a leaseholder?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐
- 2** Thinking about the building, how satisfied or dissatisfied are you that Barking & Dagenham Council housing services provides a home that is well maintained?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐
- 3** Thinking about the condition of the building, how satisfied or dissatisfied are you that Barking & Dagenham 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** How satisfied or dissatisfied are you with:
- a. The overall quality of the building? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐
- b. The information you receive about your obligations under the terms of your lease? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐
- c. Your service charge value for money? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

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your code: 9999www

**Barking & Dagenham**

- 5** How satisfied or dissatisfied are you with:
- a. The consultation you receive when we set the service charges? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐
- b. How easy it is to understand your service charge statement? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐
- c. The information about how your service charges are calculated? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐
- 6** Has Barking & Dagenham Council housing services carried out a repair to your building in the last 12 months?
- ☐ Yes go to Q7 ↓ ☐ No go to Q9 ↗
- 7** How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham Council housing services over the last 12 months?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐
- 8** 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 ☐
- 9** How satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐
- 10** Is this a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?
- ☐ Yes go to Q11 ↓ ☐ No go to Q12 → ☐ Don't know go to Q12 →
- 11** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps these communal areas clean and well maintained?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

- 12** How satisfied or dissatisfied are you that Barking & Dagenham 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 ☐
- 13** How satisfied or dissatisfied are you that Barking & Dagenham 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 ☐
- 14** To what extent do you agree or disagree with the following "Barking & Dagenham Council housing services treats me fairly and with respect"?
- Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly disagree ☐ Not applicable/ don't know ☐
- 15** How satisfied or dissatisfied are you that Barking & Dagenham Council housing services:
- a. Is easy to deal with? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐
- b. Give you the opportunity to make your views known? ☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐
- 16** Have you made a complaint to Barking & Dagenham Council housing services in the last 12 months?
- ☐ Yes go to Q17 ↓ ☐ No go to Q18 ↗
- 17** How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to complaints handling?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐
- 18** How satisfied or dissatisfied are you that Barking & Dagenham 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 ☐

- 19** How satisfied or dissatisfied are you with Barking & Dagenham 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 ☐
- 20** How satisfied or dissatisfied are you with the neighbourhood as a place to live?
- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐
- 21** Are you the resident in this property, or do you rent it out to tenants?
- ☐ Resident ☐ Rent out to tenants
- 22** How old are you?
- write in
- 23** Which of the following best describes your ethnic background?
- ☐ White - British / English / Welsh / Scottish / Northern Irish  
☐ Other White  
☐ Black / Black British  
☐ Asian / Asian British  
☐ Mixed / Multiple ethnicities  
☐ Other ethnic background
- 24** Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
- ☐ Yes, limited a lot ☐ Yes, limited a little ☐ No
- 25** Since you moved in, have you found it easier or more difficult to afford your mortgage payments and service charges?
- Easier ☐ About the same ☐ More difficult ☐

**Thank you!**

This survey is only for general feedback from our leaseholders. To make a complaint about an issue with our service please visit the lbbd.gov.uk website, email [complaints@lbbd.gov.uk](mailto:complaints@lbbd.gov.uk) or phone us on 0208 215 3000.

RETURN TO: Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



## 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).

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barking & Dagenham Council housing services?	All LCRA Tenants					General needs					Sheltered					Leaseholders					Reside				
	Weight stock, age, ward & ethnicity					Weight by age, ward & ethnicity					Weight by age & ethnicity					Weight by age, ward & property size					Weight by stock, age & ward				
	Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve	
Base: 3087																									
1: Very satisfied	713	23.1	23.2	53.7		622	22.4	22.5	52.8		115	36.3	36.3	72.9		55	6.5	6.5	26.4		187	23.9	24.0	51.5	
2: Fairly satisfied	941	30.5	30.6			837	30.2	30.3			116	36.6	36.6			169	19.9	19.9			215	27.5	27.6		
3: Neither satisfied nor dissatisfied	502	16.2	16.3			456	16.5	16.5			38	12.0	12.0			152	17.9	17.9			111	14.2	14.2		
4: Fairly dissatisfied	446	14.5	14.5			414	14.9	15.0			17	5.4	5.4			192	22.6	22.6			101	12.9	12.9		
5: Very dissatisfied	476	15.4	15.5			433	15.6	15.7			31	9.8	9.8			281	33.0	33.1			166	21.3	21.3		
N/R	10	0.3				9	0.3				0	0.0				2	0.2				1	0.1			
Base: 2772																									
Base: 3087																									
6: Very satisfied	692	22.4	23.0	52.4		599	21.6	22.2	51.5		123	38.8	38.8	72.6		40	4.7	5.0	26.7		205	26.2	27.1	57.5	
7: Fairly satisfied	885	28.7	29.4			789	28.5	29.3			107	33.8	33.8			175	20.6	21.7			230	29.4	30.4		
8: Neither satisfied nor dissatisfied	436	14.1	14.5			393	14.2	14.6			36	11.4	11.4			135	15.9	16.7			73	9.3	9.6		
9: Fairly dissatisfied	480	15.6	16.0			440	15.9	16.3			28	8.8	8.8			185	21.7	23.0			101	12.9	13.3		
10: Very dissatisfied	515	16.7	17.1			476	17.2	17.6			23	7.3	7.3			271	31.8	33.6			148	19.0	19.6		
11: Not applicable/ don't know																30	3.5				9	1.2			
N/R	80	2.6				78	2.7				0	0.0				15	1.8				15	1.9			
Base: 2772																									
Base: 3087																									
12: Very satisfied	771	25.0	25.9	55.1		669	24.1	25.0	54.1		133	42.0	42.0	74.4		55	6.5	6.8	34.3		224	28.7	29.4	56.2	
13: Fairly satisfied	872	28.2	29.3			776	28.0	29.1			103	32.5	32.5			224	26.3	27.5			205	26.2	26.9		
14: Neither satisfied nor dissatisfied	419	13.6	14.1			385	13.9	14.4			26	8.2	8.2			138	16.2	17.0			73	9.3	9.6		
15: Fairly dissatisfied	347	11.2	11.7			316	11.4	11.8			25	7.9	7.9			167	19.6	20.5			103	13.2	13.5		
16: Very dissatisfied	570	18.5	19.1			525	18.9	19.7			30	9.5	9.5			230	27.0	28.3			158	20.2	20.7		
17: Not applicable/ don't know	23	0.7				22	0.8				0	0.0				20	2.4				1	0.1			
N/R	86	2.8				80	2.9				0	0.0				17	2.0				17	2.2			
Base: 2772																									
Base: 3087																									
Q4a [With the overall quality of your home] How satisfied or dissatisfied are you:																									
18: Very satisfied	655	21.2	22.5	58.5		562	20.3	21.5	57.4		129	40.7	41.0	80.3		55	6.5	6.7	37.1		224	28.7	30.1	68.1	
19: Fairly satisfied	1050	34.0	36.0			936	33.8	35.8			124	39.1	39.4			248	29.1	30.4			283	36.2	38.0		
20: Neither	353	11.4	12.1			322	11.6	12.3			26	8.2	8.3			135	15.9	16.5			65	8.3	8.7		
21: Fairly dissatisfied	406	13.2	13.9			375	13.5	14.4			19	6.0	6.0			182	21.4	22.3			85	10.9	11.4		
22: Very dissatisfied	451	14.6	15.5			417	15.0	16.0			17	5.4	5.4			196	23.0	24.0			88	11.3	11.8		
23: No opinion	42	1.4				40	1.4				0	0.0				10	1.2				4	0.5			

	All LCRA Tenants						General needs						Sheltered						Leaseholders						Reside										
	Weight stock, age, ward & ethnicity			Weight by age, ward & ethnicity			Count			% raw			% valid			% +ve			Count			% raw			% valid			% +ve			Count			Weight by stock, age & ward	
N/R	130	4.2		121	4.4		2	0.6		24	2.8		32	4.1																					
Q4b [With the information you receive about your obligations under the terms of your lease?] How satisfied or dissatisfied are you:																																			
24: Very satisfied	Base: 0						Base: 0						Base: 0						Base: 851						Base: 0										
25: Fairly satisfied	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0	83	9.8	10.2	37.8	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0				
26: Neither	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0	223	26.2	27.5		0	0.0	0.0	0	0.0	0.0	0	0.0	0.0				
27: Fairly dissatisfied	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0	185	21.7	22.8		0	0.0	0.0	0	0.0	0.0	0	0.0	0.0				
28: Very dissatisfied	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0	139	16.3	17.2		0	0.0	0.0	0	0.0	0.0	0	0.0	0.0				
29: No opinion	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	0.0	180	21.2	22.2		0	0.0	0.0	0	0.0	0.0	0	0.0	0.0				
N/R	3087	100.0	0.0	2772	0.0	0.0	317	0.0	0.0	0.0	2.7	2.7	781	0.0	0.0	2.7	0.0	0.0	23	2.7	2.7		781	0.0	0.0	0	0.0	0.0	0	0.0	0.0				
Q4c [That your rent provides value for money] How satisfied or dissatisfied are you:																																			
30: Very satisfied	Base: 3087						Base: 2772						Base: 317						Base: 851						Base: 781										
31: Fairly satisfied	790	25.6	27.3	59.8	691	24.9	26.6	58.9	129	40.7	43.0	78.3	0	0.0	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	142	18.2	19.3	48.3						
32: Neither	938	30.4	32.4	840	30.3	32.3	392	14.1	15.1	8.5	9.0	0	0.0	0.0	0.0	0.0	0.0	0.0	106	33.4	35.3		0	0.0	0.0	214	27.4	29.0							
33: Fairly dissatisfied	429	13.9	14.8	326	10.6	11.3	296	10.7	11.4	6.6	7.0	0	0.0	0.0	0.0	0.0	0.0	0.0	27	8.5	9.0		0	0.0	0.0	116	14.9	15.7							
34: Very dissatisfied	409	13.3	14.1	379	13.7	14.6	38	1.4		5.4	5.7		17	5.4	5.7				21	6.6	7.0		0	0.0	0.0	110	14.1	14.9							
35: No opinion	44	1.4		137	4.9		9	2.8		2.8			9	2.8					379	13.7	14.6		0	0.0	0.0	155	19.8	21.0							
N/R	150	4.9	4.9	137	4.9		9	2.8		2.8			9	2.8					38	1.4			0	0.0	0.0	10	1.3								
Q4d [Your service charges provide value for money?] How satisfied or dissatisfied are you:																																			
36: Very satisfied	Base: 3087						Base: 2772						Base: 317						Base: 851						Base: 781										
37: Fairly satisfied	580	18.8	21.3	51.4	505	18.2	20.7	50.6	95	30.0	31.8	66.6	22	2.6	2.7	11.6			73	8.6	8.9		111	14.2	16.5	44.1									
38: Neither	819	26.5	30.1	728	26.3	29.9	431	15.5	17.7	32.8	34.8		104	32.8	34.8				104	32.8	34.8		186	23.8	27.6										
39: Fairly dissatisfied	475	15.4	17.4	431	15.4	17.4	316	11.4	13.0	11.4	12.0		36	11.4	12.0				82	9.6	10.0		110	14.1	16.3										
40: Very dissatisfied	351	11.4	12.9	316	11.4	13.0	316	11.4	13.0	9.8	10.4		31	9.8	10.4				164	19.3	20.0		89	11.4	13.2										
41: No opinion	499	16.2	18.3	457	16.5	18.8	457	16.5	18.8	10.4	11.0		33	10.4	11.0				480	56.4	58.5		178	22.8	26.4										
N/R	216	7.0		200	7.2		10	3.2		3.2			10	3.2					7	0.8			68	8.7											
N/R	148	4.8		135	4.9		8	2.5		2.5			8	2.5					22	2.6			40	5.1											
Q5 Has Barking & Dagenham Council housing services carried out a repair to your home in the last 12 months?																																			
42: Yes	Base: 3087						Base: 2772						Base: 317						Base: 851						Base: 781										
43: No	2027	65.7	69.9	1821	65.7	70.0	209	65.9	68.3				258	30.3	31.8				258	30.3	31.8		449	57.5	60.7										
N/R	873	28.3	30.1	779	28.1	30.0	97	30.6	31.7				554	65.1	68.2				554	65.1	68.2		291	37.3	39.3										
N/R	188	6.1		172	6.2		10	3.2		3.2			39	4.6									41	5.2											



Q6 How satisfied or dissatisfied are you with the overall repairs service from Barking & Dagenham Council housing services over the last 12 months?	All LCRA Tenants			General needs			Sheltered			Leaseholders			Reside		
	Weight stock, age, ward & ethnicity			Weight by age, ward & ethnicity			Weight by age & ethnicity			Weight by age, ward & property size			Weight by stock, age & ward		
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% +ve
Q7 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Base: 2027			Base: 1821			Base: 209			Base: 258			Base: 449		
	679	22.0	33.5	62.7	593	21.4	32.6	61.8	110	34.7	52.9	82.2	20	2.4	7.8
	592	19.2	29.2		531	19.2	29.2		61	19.2	29.3		62	7.3	24.0
	202	6.5	10.0		183	6.6	10.1		18	5.7	8.7		33	3.9	12.8
	260	8.4	12.8		239	8.6	13.1		13	4.1	6.3		45	5.3	17.4
	293	9.5	14.4		274	9.9	15.1		6	1.9	2.9		98	11.5	38.0
	1062	34.4	0.2		952	34.3	0.1		109	34.4	0.5		594	69.8	0.4
	Base: 2027			Base: 1821			Base: 209			Base: 258			Base: 449		
	636	20.6	31.5	60.2	557	20.1	30.7	59.3	99	31.2	47.6	77.4	21	2.5	8.2
	581	18.8	28.7		520	18.8	28.6		62	19.6	29.8		48	5.6	18.7
Q8 How satisfied or dissatisfied are you with the way we generally deal with repairs and maintenance?	226	7.3	11.2		203	7.3	11.2		22	6.9	10.6		42	4.9	16.3
	244	7.9	12.1		224	8.1	12.3		16	5.0	7.7		37	4.3	14.4
	336	10.9	16.6		313	11.3	17.2		9	2.8	4.3		109	12.8	42.4
	1065	34.5	0.3		955	34.5	0.2		109	34.4	0.5		594	69.8	0.4
	Base: 3087			Base: 2772			Base: 317			Base: 851			Base: 781		
	659	21.3	23.3	53.7	575	20.7	22.7	52.7	106	33.4	34.6	73.9	33	3.9	4.3
	859	27.8	30.4		759	27.4	30.0		120	37.9	39.2		104	12.2	13.5
	437	14.1	15.4		397	14.3	15.7		32	10.1	10.5		172	20.2	22.3
	339	11.0	12.0		305	11.0	12.0		29	9.1	9.5		151	17.7	19.6
	535	17.3	18.9		496	17.9	19.6		19	6.0	6.2		310	36.4	40.3
Q9 Do you live in a building with communal areas, either inside or outside, that Barking & Dagenham Council housing services is responsible for maintaining?	78	2.5			72	2.6			3	0.9			43	5.1	
	182	5.9			168	6.1			7	2.2			38	4.5	
	Base: 3087			Base: 2772			Base: 317			Base: 851			Base: 781		
	1176	38.1	41.0		996	35.9	38.7		255	80.4	84.7		616	72.4	76.5
	1441	46.7	50.3		1353	48.8	52.6		21	6.6	7.0		90	10.6	11.2
	249	8.1	8.7		222	8.0	8.6		25	7.9	8.3		99	11.6	12.3
	221	7.2			201	7.3			16	5.0			46	5.4	
	Base: 1176			Base: 996			Base: 255			Base: 616			Base: 529		
	529	67.7	72.6		529	67.7	72.6		529	67.7	72.6		529	67.7	72.6
	101	12.9	13.9		101	12.9	13.9		101	12.9	13.9		101	12.9	13.9
Q10 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps these communal areas clean and well maintained?	99	12.7	13.6		99	12.7	13.6		99	12.7	13.6		99	12.7	13.6
	52	6.7			52	6.7			52	6.7			52	6.7	
	Base: 1176			Base: 996			Base: 255			Base: 616			Base: 529		
	529	67.7	72.6		529	67.7	72.6		529	67.7	72.6		529	67.7	72.6
	101	12.9	13.9		101	12.9	13.9		101	12.9	13.9		101	12.9	13.9
	99	12.7	13.6		99	12.7	13.6		99	12.7	13.6		99	12.7	13.6
	52	6.7			52	6.7			52	6.7			52	6.7	
	Base: 1176			Base: 996			Base: 255			Base: 616			Base: 529		
	529	67.7	72.6		529	67.7	72.6		529	67.7	72.6		529	67.7	72.6
	101	12.9	13.9		101	12.9	13.9		101	12.9	13.9		101	12.9	13.9



Appendix C. Data summary

	All LCRA Tenants						General needs						Sheltered						Leaseholders						Reside							
	Weight stock, age, ward & ethnicity						Weight by age, ward & ethnicity						Weight by age & ethnicity						Weight by age, ward & property size						Weight by stock, age & ward							
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve				
63: Very satisfied	295	9.6	25.1	55.4	234	8.4	23.5	53.4	99	31.2	38.8	73.3	40	4.7	6.6	32.8	114	14.6	21.6	50.8												
64: Fairly satisfied	356	11.5	30.3		297	10.7	29.8		88	27.8	34.5		160	18.8	26.2		154	19.7	29.2													
65: Neither satisfied nor dissatisfied	123	4.0	10.5		108	3.9	10.9		18	5.7	7.1		76	8.9	12.5		72	9.2	13.6													
66: Fairly dissatisfied	160	5.2	13.6		140	5.1	14.1		24	7.6	9.4		112	13.2	18.4		55	7.0	10.4													
67: Very dissatisfied	241	7.8	20.5		216	7.8	21.7		26	8.2	10.2		222	26.1	36.4		133	17.0	25.2													
68: Not applicable/ don't know													4	0.5			1	0.1														
N/R	1911	61.9	0.8		1776	64.1	0.0		62	19.6	0.0		235	27.6	0.0		252	32.3	0.0													
Q11 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services listens to your views and acts upon them?																																
Base: 3087															Base: 781															Base: 781		
69: Very satisfied	436	14.1	15.9	40.2	374	13.5	15.2	39.3	82	25.9	27.3	56.3	29	3.4	3.7	15.4	127	16.3	18.6	38.6												
70: Fairly satisfied	668	21.6	24.3		592	21.4	24.1		87	27.4	29.0		91	10.7	11.7		136	17.4	19.9													
71: Neither satisfied nor dissatisfied	596	19.3	21.7		539	19.4	21.9		54	17.0	18.0		185	21.7	23.8		115	14.7	16.9													
72: Fairly dissatisfied	364	11.8	13.3		327	11.8	13.3		36	11.4	12.0		135	15.9	17.4		85	10.9	12.5													
73: Very dissatisfied	682	22.1	24.8		625	22.5	25.4		41	12.9	13.7		338	39.7	43.4		219	28.0	32.1													
74: Not applicable/ don't know	141	4.6			128	4.6			13	4.1			43	5.1			48	6.1														
N/R	200	6.5			186	6.7			4	1.3			31	3.6			52	6.7														
Q12 How satisfied or dissatisfied are you that Barking & Dagenham Council housing services keeps you informed about things that matter to you?																																
Base: 3087															Base: 781															Base: 781		
75: Very satisfied	515	16.7	18.4	44.2	444	16.0	17.7	43.1	95	30.0	31.3	64.5	41	4.8	5.1	26.6	179	22.9	25.1	50.8												
76: Fairly satisfied	721	23.3	25.8		635	22.9	25.4		101	31.9	33.2		172	20.2	21.4		184	23.6	25.8													
77: Neither satisfied nor dissatisfied	657	21.3	23.5		600	21.6	24.0		45	14.2	14.8		233	27.4	29.1		137	17.5	19.2													
78: Fairly dissatisfied	354	11.5	12.7		324	11.7	12.9		25	7.9	8.2		122	14.3	15.2		63	8.1	8.8													
79: Very dissatisfied	547	17.7	19.6		499	18.0	19.9		38	12.0	12.5		234	27.5	29.2		151	19.3	21.1													
80: Not applicable/ don't know	98	3.2			89	3.2			7	2.2			19	2.2			18	2.3														
N/R	196	6.4			182	6.6			6	1.9			30	3.5			50	6.4														
Q13 To what extent do you agree or disagree with the following 'Barking & Dagenham Council housing services treats me fairly and with respect'?																																
Base: 3087															Base: 781															Base: 781		
81: Strongly agree	482	15.6	17.1	55.0	419	15.1	16.6	54.3	82	25.9	27.0	69.1	37	4.3	4.7	27.6	128	16.4	18.3	54.3												
82: Agree	1069	34.6	37.9		953	34.4	37.7		128	40.4	42.1		181	21.3	22.9		252	32.3	36.0													
83: Neither agree nor disagree	685	22.2	24.3		622	22.4	24.6		57	18.0	18.8		276	32.4	34.9		158	20.2	22.6													
84: Disagree	261	8.5	9.3		237	8.5	9.4		20	6.3	6.6		122	14.3	15.4		51	6.5	7.3													
85: Strongly disagree	323	10.4	11.4		296	10.7	11.7		17	5.4	5.6		174	20.4	22.0		111	14.2	15.9													
86: Not applicable/ don't know	49	1.6			43	1.6			7	2.2			27	3.2			30	3.8														
N/R	219	7.1			203	7.3			6	1.9			34	4.0			51	6.5														

Q14a [Is easy to deal with?] How satisfied or dissatisfied are you that Barking & Dagenham Council housing services:	All LCRA Tenants				General needs				Sheltered				Leaseholders				Reside			
	Weight stock, age, ward & ethnicity				Weight by age, ward & ethnicity				Weight by age & ethnicity				Weight by age, ward & property size				Weight by stock, age & ward			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Base: 3087																				
Base: 2772																				
Base: 317																				
Base: 851																				
Base: 781																				
87: Very satisfied	520	16.8	18.5	53.0	451	16.3	17.9	51.9	92	29.0	30.9	73.5	30	3.5	3.9	23.9	153	19.6	21.7	48.1
88: Fairly satisfied	969	31.4	34.5		858	31.0	34.0		127	40.1	42.6		156	18.3	20.1		186	23.8	26.4	
89: Neither	465	15.1	16.5		423	15.3	16.8		36	11.4	12.1		162	19.0	20.8		110	14.1	15.6	
90: Fairly dissatisfied	374	12.1	13.3		345	12.4	13.7		17	5.4	5.7		161	18.9	20.7		82	10.5	11.6	
91: Very dissatisfied	482	15.6	17.2		443	16.0	17.6		26	8.2	8.7		268	31.5	34.5		174	22.3	24.7	
92: No opinion	51	1.7			44	1.6			10	3.2			38	4.5			25	3.2		
N/R	226	7.3			208	7.5			8	2.5			36	4.2			51	6.5		
Base: 2772																				
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Appendix C. Data summary

	All LCRA Tenants					General needs					Sheltered					Leaseholders					Reside				
	Weight stock, age, ward & ethnicity					Weight by age, ward & ethnicity					Weight by age & ethnicity					Weight by age, ward & property size					Weight by stock, age & ward				
	Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve	
107: Very satisfied	411	13.3	15.2	41.3		353	12.7	14.6	40.3		78	24.6	26.4	59.1		32	3.8	4.3	22.6		151	19.3	22.4	48.6	
108: Fairly satisfied	702	22.7	26.0			620	22.4	25.7			97	30.6	32.8			137	16.1	18.3			176	22.5	26.2		
109: Neither satisfied nor dissatisfied	657	21.3	24.3			589	21.2	24.4			66	20.8	22.3			236	27.7	31.6			170	21.8	25.3		
110: Fairly dissatisfied	391	12.7	14.5			357	12.9	14.8			27	8.5	9.1			116	13.6	15.5			53	6.8	7.9		
111: Very dissatisfied	537	17.4	19.9			495	17.9	20.5			28	8.8	9.5			226	26.6	30.3			123	15.7	18.3		
112: Not applicable/ don't know	128	4.1				116	4.2				13	4.1				67	7.9				45	5.8			
N/R	261	8.5				242	8.7				9	2.8				37	4.3				63	8.1			
Q18 How satisfied or dissatisfied are you with Barking & Dagenham Council housing services' approach to handling anti-social behaviour?																									
113: Very satisfied	377	12.2	15.1	37.7		317	11.4	14.2	36.5		84	26.5	29.5	57.5		40	4.7	5.6	21.8		124	15.9	19.8	40.5	
114: Fairly satisfied	566	18.3	22.6			499	18.0	22.3			80	25.2	28.1			116	13.6	16.2			130	16.6	20.7		
115: Neither satisfied nor dissatisfied	632	20.5	25.3			569	20.5	25.5			63	19.9	22.1			221	26.0	30.9			156	20.0	24.9		
116: Fairly dissatisfied	330	10.7	13.2			299	10.8	13.4			27	8.5	9.5			107	12.6	15.0			65	8.3	10.4		
117: Very dissatisfied	596	19.3	23.8			550	19.8	24.6			31	9.8	10.9			231	27.1	32.3			152	19.5	24.2		
118: Not applicable/ don't know	327	10.6				298	10.8				28	8.8				97	11.4				96	12.3			
N/R	258	8.4				240	8.7				5	1.6				39	4.6				57	7.3			
Q19 How satisfied or dissatisfied are you with your neighbourhood as a place to live?																									
119: Very satisfied	584	18.9	20.8	49.7		502	18.1	20.0	48.8		109	34.4	35.0	66.6		54	6.3	6.9	37.5		182	23.3	25.5	58.3	
120: Fairly satisfied	810	26.2	28.9			723	26.1	28.8			98	30.9	31.5			241	28.3	30.6			235	30.1	32.9		
121: Neither satisfied nor dissatisfied	518	16.8	18.5			474	17.1	18.9			35	11.0	11.3			193	22.7	24.5			127	16.3	17.8		
122: Fairly dissatisfied	395	12.8	14.1			355	12.8	14.1			38	12.0	12.2			112	13.2	14.2			63	8.1	8.8		
123: Very dissatisfied	498	16.1	17.8			456	16.5	18.2			31	9.8	10.0			187	22.0	23.8			108	13.8	15.1		
124: Not applicable/ don't know	32	1.0				29	1.0				2	0.6				27	3.2				9	1.2			
N/R	250	8.1				233	8.4				5	1.6				38	4.5				56	7.2			
S20a [Your support plan?] How satisfied or dissatisfied are you with:																									
125: Very satisfied	47	1.5	39.3	66.9		0	0.0	0.0	0.0		103	32.5	39.8	68.3		0	0.0	0.0	0.0		0	0.0	0.0	0.0	
126: Fairly satisfied	33	1.1	27.6			0	0.0	0.0			74	23.3	28.6			0	0.0	0.0			0	0.0	0.0		
127: Neither	27	0.9	22.6			0	0.0	0.0			55	17.4	21.2			0	0.0	0.0			0	0.0	0.0		
128: Fairly dissatisfied	8	0.2	6.2			0	0.0	0.0			16	5.0	6.2			0	0.0	0.0			0	0.0	0.0		
129: Very dissatisfied	5	0.2	4.2			0	0.0	0.0			11	3.5	4.2			0	0.0	0.0			0	0.0	0.0		
130: No opinion	18	0.6				0	0.0				42	13.2				0	0.0				0	0.0			
N/R	2949	95.5	3.3			2772	0.0	0.0			15	4.7	4.7			851	0.0	0.0			781	0.0	0.0		
S20b [The frequency of contact with your support worker?] How satisfied or dissatisfied are you with:																									

	All LCRA Tenants				General needs				Sheltered				Leaseholders				Reside			
	Weight stock, age, ward & ethnicity				Weight by age, ward & ethnicity				Weight by age & ethnicity				Weight by age, ward & property size				Weight by stock, age & ward			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
131: Very satisfied	57	1.8	49.3	76.3	0	0.0	0.0	0.0	123	38.8	49.2	76.8	0	0.0	0.0	0.0	0	0.0	0.0	0.0
132: Fairly satisfied	31	1.0	27.0		0	0.0	0.0		69	21.8	27.6		0	0.0	0.0		0	0.0	0.0	
133: Neither	16	0.5	13.7		0	0.0	0.0		32	10.1	12.8		0	0.0	0.0		0	0.0	0.0	
134: Fairly dissatisfied	5	0.1	4.0		0	0.0	0.0		10	3.2	4.0		0	0.0	0.0		0	0.0	0.0	
135: Very dissatisfied	7	0.2	6.1		0	0.0	0.0		16	5.0	6.4		0	0.0	0.0		0	0.0	0.0	
136: No opinion	19	0.6			0	0.0			46	14.5			0	0.0			0	0.0		
N/R	2953	95.7	5.3		2772	0.0	0.0		21	6.6	6.6		851	0.0	0.0		781	0.0	0.0	
S20c [The overall service provided by your support worker?] How satisfied or dissatisfied are you with:	Base: 145				Base: 0				Base: 317				Base: 0				Base: 0			
137: Very satisfied	56	1.8	47.5	73.8	0	0.0	0.0	0.0	122	38.5	47.5	74.3	0	0.0	0.0	0.0	0	0.0	0.0	0.0
138: Fairly satisfied	31	1.0	26.2		0	0.0	0.0		69	21.8	26.8		0	0.0	0.0		0	0.0	0.0	
139: Neither	17	0.6	14.6		0	0.0	0.0		36	11.4	14.0		0	0.0	0.0		0	0.0	0.0	
140: Fairly dissatisfied	6	0.2	5.0		0	0.0	0.0		12	3.8	4.7		0	0.0	0.0		0	0.0	0.0	
141: Very dissatisfied	8	0.3	6.6		0	0.0	0.0		18	5.7	7.0		0	0.0	0.0		0	0.0	0.0	
142: No opinion	18	0.6			0	0.0			44	13.9			0	0.0			0	0.0		
N/R	2951	95.6	4.6		2772	0.0	0.0		18	5.7	5.7		851	0.0	0.0		781	0.0	0.0	
L5a [The consultation you receive when we set the service charges?] How satisfied or dissatisfied are you with:	Base: 0				Base: 0				Base: 0				Base: 851				Base: 0			
143: Very satisfied	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	25	2.9	3.1	20.1	0	0.0	0.0	0.0
144: Fairly satisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		137	16.1	17.0		0	0.0	0.0	
145: Neither	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		166	19.5	20.6		0	0.0	0.0	
146: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		129	15.2	16.0		0	0.0	0.0	
147: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		349	41.0	43.3		0	0.0	0.0	
148: No opinion	0	0.0			0	0.0			0	0.0			16	1.9			0	0.0		
N/R	3087	0.0	0.0		2772	0.0	0.0		317	0.0	0.0		29	3.4	3.4		781	0.0	0.0	
L5b [How easy it is to understand your service charge statement?] How satisfied or dissatisfied are you with:	Base: 0				Base: 0				Base: 0				Base: 851				Base: 0			
149: Very satisfied	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	70	8.2	8.6	43.3	0	0.0	0.0	0.0
150: Fairly satisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		282	33.1	34.7		0	0.0	0.0	
151: Neither	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		179	21.0	22.0		0	0.0	0.0	
152: Fairly dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		116	13.6	14.3		0	0.0	0.0	
153: Very dissatisfied	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		165	19.4	20.3		0	0.0	0.0	
154: No opinion	0	0.0			0	0.0			0	0.0			11	1.3			0	0.0		
N/R	3087	0.0	0.0		2772	0.0	0.0		317	0.0	0.0		29	3.4	3.4		781	0.0	0.0	

L5c [The information about how your service charges are calculated?] How satisfied or dissatisfied are you with:

	All LCRA Tenants				General needs				Sheltered				Leaseholders				Reside			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Base: 0																				
155: Very satisfied	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	46	5.4	5.6	30.6	0	0.0	0.0	0.0
156: Fairly satisfied	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	203	23.9	24.9		0	0.0	0.0	0.0
157: Neither	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	154	18.1	18.9		0	0.0	0.0	0.0
158: Fairly dissatisfied	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	143	16.8	17.5		0	0.0	0.0	0.0
159: Very dissatisfied	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	269	31.6	33.0		0	0.0	0.0	0.0
160: No opinion	0	0.0			0	0.0			0	0.0			8	0.9			0	0.0		
N/R	3087	0.0	0.0		2772	0.0	0.0		317	0.0	0.0		27	3.2	3.2		781	0.0	0.0	
Base: 0																				
L21 Are you the resident in this property, or do you rent it out to tenants?																				
161: Resident in property	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		592	69.6	72.8		0	0.0	0.0	
162: Rent out to tenants	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		221	26.0	27.2		0	0.0	0.0	
N/R	3087	0.0	0.0		2772	0.0	0.0		317	0.0	0.0		38	4.5	4.5		781	0.0	0.0	
Base: 0																				
L22 How old are you?																				
163: 16 - 24 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		1	0.1	0.1		0	0.0	0.0	
164: 25 - 34 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		42	4.9	5.9		0	0.0	0.0	
165: 35 - 44 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		185	21.7	26.1		0	0.0	0.0	
166: 45 - 54 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		190	22.3	26.8		0	0.0	0.0	
167: 55 - 64 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		165	19.4	23.3		0	0.0	0.0	
168: 65 - 74 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		86	10.1	12.1		0	0.0	0.0	
169: 75 - 84 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		34	4.0	4.8		0	0.0	0.0	
170: 85 years and over	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		6	0.7	0.8		0	0.0	0.0	
N/R	3087	0.0	0.0		2772	0.0	0.0		317	0.0	0.0		141	16.6	16.6		781	0.0	0.0	
Base: 0																				
L22b How old are you? [summary]																				
171: 16-34	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		44	5.2	6.2		0	0.0	0.0	
172: 35-54	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		375	44.1	52.8		0	0.0	0.0	
173: 55-64	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		165	19.4	23.2		0	0.0	0.0	
174: 65+	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		126	14.8	17.7		0	0.0	0.0	
N/R	3087	0.0	0.0		2772	0.0	0.0		317	0.0	0.0		141	16.6	16.6		781	0.0	0.0	
Base: 0																				
L23 Which of the following best describes your ethnic background?																				
175: White - British / English / Welsh / Scottish / Northern Irish	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		263	30.9	33.6		0	0.0	0.0	
176: Other White	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		104	12.2	13.3		0	0.0	0.0	
177: Black / Black British	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		168	19.7	21.5		0	0.0	0.0	
178: Asian / Asian British	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		204	24.0	26.1		0	0.0	0.0	

	All LCRA Tenants					General needs					Sheltered					Leaseholders					Reside				
	Weight stock, age, ward & ethnicity					Weight by age, ward & ethnicity					Weight by age & ethnicity					Weight by age, ward & property size					Weight by stock, age & ward				
	Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve	
179: Mixed / Multiple ethnicities	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			13	1.5	1.7			0	0.0	0.0		
180: Other ethnic background	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			31	3.6	4.0			0	0.0	0.0		
N/R	3087	0.0	0.0			2772	0.0	0.0			317	0.0	0.0			69	8.1	8.1			781	0.0	0.0		
L23b Which of the following best describes your ethnic background? [summary]																									
181: White British	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			263	30.9	33.6			0	0.0	0.0		
182: BAME	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			519	61.0	66.4			0	0.0	0.0		
N/R	3087	0.0	0.0			2772	0.0	0.0			317	0.0	0.0			69	8.1	8.1			781	0.0	0.0		
L24 Are your or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?																									
183: Yes, limited a lot	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			61	7.2	7.7			0	0.0	0.0		
184: Yes, limited a little	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			98	11.5	12.3			0	0.0	0.0		
185: No	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			637	74.9	80.0			0	0.0	0.0		
N/R	3087	0.0	0.0			2772	0.0	0.0			317	0.0	0.0			55	6.5	6.5			781	0.0	0.0		
L24b Are your or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? [summary]																									
186: Yes	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			159	18.7	20.0			0	0.0	0.0		
187: No	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			637	74.9	80.0			0	0.0	0.0		
N/R	3087	0.0	0.0			2772	0.0	0.0			317	0.0	0.0			55	6.5	6.5			781	0.0	0.0		
L25 Since you moved in, have you found it easier or more difficult to afford your mortgage payments and service charges?																									
188: Easier	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			32	3.8	4.2			0	0.0	0.0		
189: About the same	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			300	35.3	39.0			0	0.0	0.0		
190: More difficult	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			437	51.4	56.8			0	0.0	0.0		
N/R	3087	0.0	0.0			2772	0.0	0.0			317	0.0	0.0			83	9.8	9.8			781	0.0	0.0		
R20a How likely would you be to recommend Reside to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?																									
191: 0 - Not at all likely	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			114	14.6	16.2		
192: 1	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			23	3.0	3.3		
193: 2	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			32	4.1	4.5		

	All LCRA Tenants					General needs					Sheltered					Leaseholders					Reside				
	Weight stock, age, ward & ethnicity					Weight by age, ward & ethnicity					Weight by age & ethnicity					Weight by age, ward & property size					Weight by stock, age & ward				
	Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve		Count	% raw	% valid	% +ve	
194: 3	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			39	5.0	5.5		
195: 4	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			31	3.9	4.3		
196: 5	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			81	10.4	11.5		
197: 6	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			50	6.4	7.1		
198: 7	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			65	8.4	9.3		
199: 8	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			75	9.6	10.7		
200: 9	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			62	7.9	8.8		
201: 10 - Extremely likely	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			132	16.9	18.7		
N/R	3087	0.0	0.0			2772	0.0	0.0			317	0.0	0.0			851	0.0	0.0			78	10.0			
R20b Net Promoter					Base: 0	Base: 0					Base: 0					Base: 0					Base: 781				
202: Promoters	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			193	24.8	27.5		
203: Passives	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			140	17.9	19.9		
204: Detractors	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			370	47.3	52.6		
N/R	3087	0.0	0.0			2772	0.0	0.0			317	0.0	0.0			851	0.0	0.0			78	10.0			
D101 Stock					Base: 3087	Base: 2772					Base: 317					Base: 851					Base: 781				
205: General needs	2942	95.3	95.3			2772	100.0	100.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0		
206: Sheltered	145	4.7	4.7			0	0.0	0.0			317	100.0	100.0			0	0.0	0.0			0	0.0	0.0		
207: Leaseholder	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			851	100.0	100.0			0	0.0	0.0		
208: Reside tenant	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			712	91.2	91.2		
209: Reside shared	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			69	8.8	8.8		
210: Shared	0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0			0	0.0	0.0		
N/R	0	0.0				0	0.0				0	0.0				0	0.0				0	0.0			
D102 Ward					Base: 3087	Base: 2772					Base: 317					Base: 851					Base: 781				
211: Abbey	21	0.7	0.7			18	0.6	0.6			4	1.3	1.3			9	1.1	1.1			138	17.7	17.7		
212: Alibon	136	4.4	4.4			128	4.6	4.6			0	0.0	0.0			22	2.6	2.6			0	0.0	0.0		
213: Beam	53	1.7	1.7			50	1.8	1.8			0	0.0	0.0			3	0.4	0.4			31	4.0	4.0		
214: Becontree	136	4.4	4.4			113	4.1	4.1			40	12.6	12.6			6	0.7	0.7			8	1.0	1.0		
215: Barking Riverside	95	3.1	3.1			89	3.2	3.2			0	0.0	0.0			22	2.6	2.6			8	1.0	1.0		
216: Chadwell Heath	197	6.4	6.4			167	6.0	6.0			43	13.6	13.5			91	10.7	10.7			9	1.2	1.2		
217: Eastbrook	112	3.6	3.6			100	3.6	3.6			13	4.1	4.1			23	2.7	2.7			4	0.5	0.5		
218: Eastbury	264	8.6	8.5			250	9.0	9.0			0	0.0	0.0			61	7.2	7.2			28	3.6	3.6		
219: Gascoigne	149	4.8	4.8			138	5.0	5.0			0	0.0	0.0			71	8.3	8.4			438	56.1	56.1		
220: Goresbrook	237	7.7	7.7			218	7.9	7.9			16	5.0	5.0			19	2.2	2.2			11	1.4	1.4		
221: Heath	253	8.2	8.2			217	7.8	7.8			45	14.2	14.2			68	8.0	8.0			38	4.9	4.9		
222: Longbridge	71	2.3	2.3			65	2.3	2.3			3	0.9	0.9			76	8.9	8.9			0	0.0	0.0		
223: Mayesbrook	222	7.2	7.2			203	7.3	7.3			15	4.7	4.7			37	4.3	4.4			0	0.0	0.0		

	All LCRA Tenants						General needs						Sheltered						Leaseholders						Reside					
	Weight stock, age, ward & ethnicity						Weight by age, ward & ethnicity						Weight by age & ethnicity						Weight by age, ward & property size						Weight by stock, age & ward					
	Count	% raw	% valid	% +ve			Count	% raw	% valid	% +ve			Count	% raw	% valid	% +ve			Count	% raw	% valid	% +ve			Count	% raw	% valid	% +ve		
224: Northbury	104	3.4	3.4				98	3.5	3.5				0	0.0	0.0				110	12.9	12.9				0	0.0	0.0			
225: Parsloes	297	9.6	9.6				263	9.5	9.5				43	13.6	13.5				34	4.0	4.0				0	0.0	0.0			
226: Thames	127	4.1	4.1				118	4.3	4.3				0	0.0	0.0				52	6.1	6.1				68	8.7	8.7			
227: Valence	285	9.2	9.2				259	9.3	9.3				27	8.5	8.5				41	4.8	4.8				0	0.0	0.0			
228: Village	250	8.1	8.1				211	7.6	7.6				55	17.4	17.3				78	9.2	9.2				0	0.0	0.0			
229: Whalebone	80	2.6	2.6				69	2.5	2.5				14	4.4	4.4				27	3.2	3.2				0	0.0	0.0			
N/R	0	0.0					0	0.0					0	0.0					0	0.0					0	0.0				
Base: 3087																														
Base: 2772																														
Base: 851																														
Base: 781																														
D103 Property type																														
230: Bedsit	98	3.2	3.2				92	3.3	3.3				0	0.0	0.0				13	1.5	1.5				0	0.0	0.0			
231: Bungalow	59	1.9	1.9				33	1.2	1.2				52	16.4	16.4				0	0.0	0.0				0	0.0	0.0			
232: Flat	1120	36.3	36.3				937	33.8	33.8				265	83.6	83.6				750	88.1	88.1				610	78.1	78.1			
233: House	1669	54.1	54.1				1577	56.9	56.9				0	0.0	0.0				5	0.6	0.6				100	12.8	12.8			
234: Maisonette	138	4.5	4.5				130	4.7	4.7				0	0.0	0.0				83	9.8	9.8				71	9.1	9.1			
235: Caravan	3	0.1	0.1				3	0.1	0.1				0	0.0	0.0				0	0.0	0.0				0	0.0	0.0			
N/R	0	0.0					0	0.0					0	0.0					0	0.0					0	0.0				
Base: 3087																														
Base: 2772																														
Base: 851																														
Base: 781																														
D104 Property sub-type																														
236: Detached	5	0.2	0.2				4	0.1	0.1				1	0.3	0.3				0	0.0	0.0				0	0.0	0.0			
237: End Terrace	264	8.6	8.5				244	8.8	8.8				12	3.8	3.8				0	0.0	0.0				9	1.2	1.2			
238: High Rise	259	8.4	8.4				235	8.5	8.5				15	4.7	4.7				75	8.8	8.8				512	65.6	65.6			
239: Low Rise	394	12.8	12.8				312	11.3	11.3				135	42.6	42.5				261	30.7	30.7				0	0.0	0.0			
240: Medium Rise	699	22.6	22.6				608	21.9	21.9				115	36.3	36.2				510	59.9	59.9				107	13.7	13.7			
241: Mid Terrace	597	19.3	19.3				550	19.8	19.8				33	10.4	10.4				0	0.0	0.0				30	3.8	3.8			
242: Semi Detached	74	2.4	2.4				69	2.5	2.5				2	0.6	0.6				0	0.0	0.0				0	0.0	0.0			
243: Unknown	796	25.8	25.8				750	27.1	27.1				5	1.6	1.6				5	0.6	0.6				123	15.7	15.7			
N/R	0	0.0					0	0.0					0	0.0					0	0.0					0	0.0				
Base: 3087																														
Base: 2772																														
Base: 851																														
Base: 781																														
D105 Number of bedrooms																														
244: Bedsit	101	3.3	3.3				95	3.4	3.4				0	0.0	0.0				13	1.5	1.5				0	0.0	0.0			
245: One	708	22.9	22.9				530	19.1	19.1				314	99.1	99.1				383	45.0	45.0				236	30.2	30.2			
246: Two	1360	44.1	44.0				1283	46.3	46.3				3	0.9	0.9				326	38.3	38.3				314	40.2	40.2			
247: Three	891	28.9	28.9				838	30.2	30.2				0	0.0	0.0				129	15.2	15.2				202	25.9	25.8			
248: Four or more	28	0.9	0.9				26	0.9	0.9				0	0.0	0.0				0	0.0	0.0				30	3.8	3.8			
N/R	0	0.0					0	0.0					0	0.0					0	0.0					0	0.0				
Base: 3087																														
Base: 2772																														
Base: 851																														
Base: 781																														
D106 Property age																														
249: Pre 1945	1656	53.6	53.6				1561	56.3	56.3				13	4.1	4.1				272	32.0	32.0				0	0.0	0.0			



	All LCRA Tenants						General needs						Sheltered						Leaseholders						Reside									
	Weight stock, age, ward & ethnicity						Weight by age, ward & ethnicity						Weight by age & ethnicity						Weight by age, ward & property size						Weight by stock, age & ward									
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve						
250: 1945 - 1964	660	21.4	21.4		605	21.8	21.8		35	11.0	11.0		301	35.4	35.4		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0							
251: 1965 - 1974	434	14.1	14.1		349	12.6	12.6		132	41.6	41.5		190	22.3	22.3		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0							
252: 1975 - 1990	155	5.0	5.0		100	3.6	3.6		113	35.6	35.5		47	5.5	5.5		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0							
253: 1991 - 2005	15	0.5	0.5		2	0.1	0.1		25	7.9	7.9		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0							
254: 2006 on	167	5.4	5.4		155	5.6	5.6		0	0.0	0.0		41	4.8	4.8		781	100.0	100.0		781	100.0	100.0		781	100.0	100.0							
N/R	0	0.0			0	0.0			0	0.0			0	0.0			0	0.0			0	0.0		0	0.0									
D107 Length of tenancy																																		
255: Under 1 year	104	3.4	3.4		90	3.2	3.2		21	6.6	6.6		16	1.9	1.9		Base: 317						Base: 851						Base: 781					
256: 1 - 2 years	375	12.1	12.1		321	11.6	11.6		75	23.7	23.6		45	5.3	5.3		176	22.5	22.5		176	22.5	22.5		329	42.1	42.1							
257: 3 - 5 years	381	12.3	12.3		326	11.8	11.8		74	23.3	23.3		129	15.2	15.2		125	16.0	16.0		125	16.0	16.0		125	16.0	16.0							
258: 6 - 10 years	591	19.1	19.1		525	18.9	18.9		74	23.3	23.3		229	26.9	26.9		136	17.4	17.4		136	17.4	17.4		136	17.4	17.4							
259: 11 - 20 years	929	30.1	30.1		846	30.5	30.5		65	20.5	20.4		164	19.3	19.3		15	1.9	1.9		15	1.9	1.9		15	1.9	1.9							
260: 21 years and over	707	22.9	22.9		664	24.0	24.0		9	2.8	2.8		268	31.5	31.5		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0							
N/R	0	0.0			0	0.0			0	0.0			0	0.0			0	0.0			0	0.0		0	0.0									
D108 Lead tenant age																																		
261: 16 - 24 years	13	0.4	0.4		12	0.4	0.4		0	0.0	0.0		1	0.1	0.1		Base: 317						Base: 851						Base: 781					
262: 25 - 34 years	233	7.5	7.5		221	8.0	8.0		0	0.0	0.0		20	2.4	2.4		179	22.9	22.9		179	22.9	22.9		179	22.9	22.9							
263: 35 - 44 years	577	18.7	18.7		546	19.7	19.7		0	0.0	0.0		93	10.9	10.9		219	28.0	28.0		219	28.0	28.0		219	28.0	28.0							
264: 45 - 54 years	629	20.4	20.4		588	21.2	21.2		4	1.3	1.3		99	11.6	11.6		150	19.2	19.2		150	19.2	19.2		150	19.2	19.2							
265: 55 - 64 years	731	23.7	23.7		655	23.6	23.6		65	20.5	20.6		61	7.2	7.2		75	9.6	9.6		75	9.6	9.6		75	9.6	9.6							
266: 65 - 74 years	502	16.3	16.3		424	15.3	15.3		115	36.3	36.5		19	2.2	2.2		19	2.4	2.4		19	2.4	2.4		19	2.4	2.4							
267: 75 - 84 years	292	9.5	9.5		235	8.5	8.5		88	27.8	27.9		8	0.9	0.9		0	0.0	0.0		0	0.0	0.0		0	0.0	0.0							
268: 85 years and over	111	3.6	3.6		90	3.2	3.2		43	13.6	13.7		549	64.5	64.6		114	14.6	14.6		114	14.6	14.6		114	14.6	14.6							
N/R	0	0.0			0	0.0			0	0.0			1	0.1			0	0.0			0	0.0		0	0.0									
D109 Lead tenant age [summary]																																		
269: 16-34	245	7.9	7.9		233	8.4	8.4		0	0.0	0.0		22	2.6	2.6		Base: 317						Base: 851						Base: 781					
270: 35-49	886	28.7	28.7		834	30.1	30.1		2	0.6	0.6		145	17.0	17.0		204	26.1	26.2		204	26.1	26.2		299	38.3	38.3							
271: 50-64	1051	34.0	34.1		955	34.5	34.5		67	21.1	21.2		109	12.8	12.8		144	18.4	18.5		144	18.4	18.5		144	18.4	18.5							
272: 65+	904	29.3	29.3		749	27.0	27.0		247	77.9	78.2		575	67.6	67.6		133	17.0	17.1		133	17.0	17.1		133	17.0	17.1							
N/R	0	0.0			0	0.0			0	0.0			1	0.1			0	0.0			0	0.0		0	0.0									
D110 Ethnic background																																		
273: English, Welsh, Scottish, Northern Irish or British	1750	56.7	60.3		1563	56.4	60.1		210	66.2	68.0		78	9.2	33.3		Base: 317						Base: 851						Base: 781					
274: Irish	19	0.6	0.7		18	0.6	0.7		2	0.6	0.6		1	0.1	0.4		45	5.8	9.1		45	5.8	9.1		1	0.1	0.2							
275: 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	0.0		0	0.0	0.0								



N/R	All LCRA Tenants			General needs			Sheltered			Leaseholders			Reside		
	Weight stock, age, ward & ethnicity			Weight by age, ward & ethnicity			Weight by age & ethnicity			Weight by age, ward & property size			Weight by stock, age & ward		
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% +ve
	0	0.0			0	0.0			0	0.0			0	0.0	
Base: 3087															
D115 Warden support															
301: Day all week	105	3.4	3.6		0	0.0	0.0		227	71.6	71.6		0	0.0	
302: Visiting	40	1.3	1.4		0	0.0	0.0		90	28.4	28.4		0	0.0	
303: None	2765	89.6	95.0		2606	94.0	100.0		0	0.0	0.0		61	7.8	100.0
N/R	178	5.8			166	6.0			0	0.0			720	92.2	
Base: 3087															
D116 Wave															
304: Wave 1	786	25.5	25.5		706	25.5	25.5		80	25.2	25.2		217	27.8	
305: Wave 2	777	25.2	25.2		697	25.1	25.1		80	25.2	25.2		208	26.6	
306: Wave 3	764	24.7	24.7		691	24.9	24.9		73	23.0	23.0		177	22.7	
307: Wave 4	760	24.6	24.6		678	24.5	24.5		84	26.5	26.5		179	22.9	
N/R	0	0.0			0	0.0			0	0.0			0	0.0	



(t) 0844 272 6004

(w) [www.arp-research.co.uk](http://www.arp-research.co.uk)

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

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