



# Tenants Satisfaction Survey 2015



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## Executive Summary

- A total of 1,106 surveys were completed, which equated to a response rate of 27.7%.
- Over half of respondents (52.4%) lived alone, with a further quarter (25.1%) living with one other person.
- Under a fifth (19.3%) of respondents indicated that one child under the age of 16 lived in their household. 411 children under the age of 16 were identified through the survey.
- Over a third of respondents (37.3%) stated were aged 65 and over.
- Almost half of respondents stated that they lived in a house (46.8%), while just under a third resided in a low-rise flat (31.3%) and 9.7% lived in a high-rise flat.
- Half (55.7%) of respondents identified a health problem or disability suffered by a member of their household.
- In relation to contact with the landlord, tenants were most satisfied with advice on rent account issues (86.4%), followed by how enquiries were dealt with generally (75.1%), general tenancy matters (73.4%), and support provided to new tenants (66.9%).
- More than three quarters (77.8%) of respondents had been in contact with their landlord in the past twelve months.
- The most frequently cited reasons for making contact with the landlord were for repairs (71.6%), followed by rent or housing benefit (11.4%).
- The majority of tenants (75.1%) were satisfied with the City of Cardiff Council as their landlord.
- Four-fifths (80.6%) of tenants were satisfied with the general condition of their property.
- A very high percentage of tenants were satisfied with the security of their doors and windows (82.4%), with 50.9% responding they were 'very satisfied'. Almost three quarters were satisfied with the lighting around external doors (70.4%) and the boundaries of the property (69.9%).
- A quarter (25.4%) of tenants stated that their home had, or required, disabled adaptations.

- The majority of respondents (85.6%) were satisfied with their local neighbourhood as a place to live, with 47.1% being 'very satisfied'. Under a tenth of tenants (9.8%) were dissatisfied.
- In terms of their local neighbourhood, tenants were most satisfied with the street layout and safety (85.4%), with more than two-fifths (42.6%) being 'very satisfied', followed by the property boundaries (78.6%) and the general condition of the property (73.1%).
- Over three quarters of tenants (77.1%) were satisfied with the way their landlord deals with repairs and maintenance with more than a third being 'very satisfied' (37.7%).
- Three quarters of tenants (76.5%) stated that their plans for the next few years were to remain in their current home, while 18.5% stated that they would like to transfer or exchange properties.
- The largest proportion (53.4%) of respondents stated a preference for being contacted by letter to inform or consult with them about issues that they may be affected by. This was followed by 51.8% expressing the preference of contact via the Tenant times.

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## **1      Introduction**

Cardiff Research Centre (CRC) was commissioned to undertake research into identifying levels of satisfaction as well as the views of Local Authority tenants on the current services they receive. In 2009 CRC worked with Housing & Neighbourhood Renewal to substantially alter the Tenants survey to include aspects of the former Welsh Housing Quality Standards Survey. The principle aims of the study are to:

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

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

- Profile of respondents;
- Satisfaction with landlord;
- Satisfaction with property;
- Disabled adaptations;
- Satisfaction with local neighbourhood;
- Repairs and maintenance; and
- Communication and information

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

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

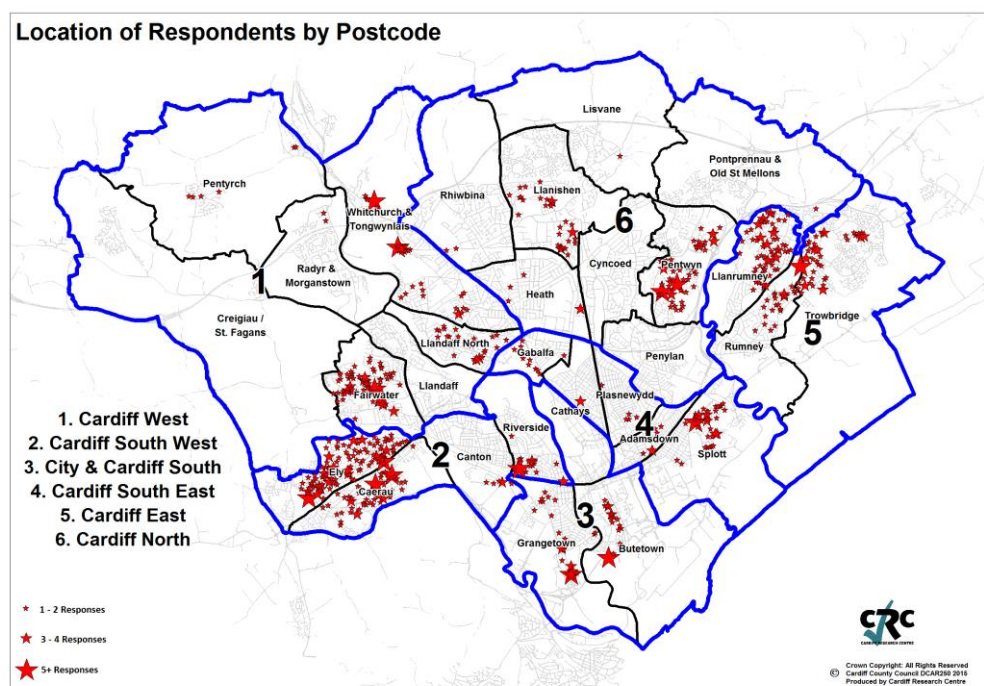
## 2 Methodology

In line with previous years the 2015 survey consisted of a 30% random sample (4,000) of all current Local Authority housing tenants. The survey was also available to complete online, with a link to the survey given on the front cover and also printed in the spring edition of the Tenant Times. Each respondent was entered into a prize draw (first prize £200, second prize £100, third prize £50), in order to encourage completion of the survey.

Individually addressed questionnaires, with a cover letter included on the front page, and a Freepost return envelope were sent to each of the tenants. A reminder letter was also subsequently sent to non-respondents. In total tenants had around 4 weeks to return their survey or complete it online.

At the close of the survey a total of 1,106 valid returns had been received, a response rate of 27.7%.

The map below shows the location of respondents by postcode.



### 3 Tenant Profile

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

Over half of respondents (52.4%) lived alone, with a further quarter (25.1%) living with one other person. Around one-in-sixteen respondents (6.2%) lived in a household containing five or more people.

	No.	%
One	555	52.4
Two	266	25.1
Three	106	10.0
Four	66	6.2
Five	33	3.1
Six or more	33	3.1
<b>Total</b>	<b>1,059</b>	<b>100.0</b>

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

Almost three-fifths (56.1%) of respondents stated they had no child under the age of 16 living in their household. Just under one fifth (19.3) of respondents indicated a household with one child under the age of 16, living in their household.

	No.	Number of children	%
None	279	0	56.1
One	96	96	19.3
Two	79	158	16
Three	28	84	5.6
Four or more	15	73	3.0
<b>Total</b>	<b>497</b>	<b>411</b>	<b>100</b>



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

Of those that answered this question, over half (52.0%) stated that one person aged sixty and over lived in their household, while just under a third (32.4%) indicating that there weren't any people in that age group.

	No.	%
None	200	32.4
One	321	52.0
Two	96	15.6
<b>Total</b>	<b>617</b>	<b>100.0</b>

**Q4 What is your age group?**

The table below shows the age profile of tenants. The largest percentage of respondents were aged 65-74 (20.5%), with 37.3% of tenants aged sixty five or over. Just 12.0% were aged under 35.

	No.	%
16-24	30	2.8
25-34	100	9.3
35-44	129	12.0
45-54	185	17.2
55-64	219	20.4
65-74	221	20.5
75+	181	16.8
Prefer not to say	11	1.0
<b>Total</b>	<b>1,076</b>	<b>100.0</b>

**Q5 What is your gender?**

A larger proportion of tenants responding to the survey were female (61.3%) than male (38.1%).

	<b>No.</b>	<b>%</b>
Male	395	38.1
Female	636	61.3
Transgender	2	0.2
Prefer not to say	4	0.4
<b>Total</b>	<b>1,037</b>	<b>100.0</b>

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

Over half (61.5% or 616) of respondents identified a health problem or disability suffered by a member of their household. The most common problem was mobility difficulties (35.8%), whilst one in ten respondents (10.0%) stated that either they or someone in their household were deaf or had a hearing impairment. 305 tenants were classified through the survey as living alone and identifying themselves as disabled.

	<b>No. of responses</b>	<b>%</b>
No	385	38.5
Mobility difficulties	358	35.8
Deaf/hearing impairment	100	10.0
Wheelchair user	62	6.2
Blind/visual impairment	43	4.3
Other	266	26.6
<b>Total Responses</b>	<b>1,001</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

The 'Other' category contained a free text response which contained multiple conditions, they were broadly categorised into the table below. Mental health issues was cited by almost one fifth (17.8%) and by Diabetes over a tenth of 'other' responses (13.2%).

	No.	%
Mental issues -depression/anxiety/panic attacks/bipolar/ Agoraphobia/ schizophrenia/ Dementia/ Alzheimer's/ memory loss/ Stress/ Trichotillomania/	66	17.8
Diabetes - Type 1/ Type 2	49	13.2
Mobility - Arthritis/joint problems/ Osteoporosis/ Rheumatoid arthritis/ Stroke/ Frontal Lobe stroke/ Operation on spine/	44	11.9
Heart conditions - Angina/ Heart disease/ Heart attack/ Irregular heartbeat/	34	9.2
Breathing problems - C.O.P.D/ Sleep Apnoea/ Emphysema/ Fibrosis of the lungs	30	8.1
Asthma	26	7.0
Specific body problems - Back/ Leg/ Chest/ Knee/ Hips/ shoulder/ arm/ Spinal degeneration/ Scoliosis / Leg ulcer/	24	6.5
None specific/Not specified	16	4.3
Tumours - Cancer/ pituitary tumour/ Brain tumour/	13	3.5
Genetic disorders - Downs syndrome/ Autism/ Learning difficulties/ASPERGERS	11	3.0
Hypertension/ Low blood pressure	9	2.4
Epilepsy/ Fits	7	1.9
Behaviour issues - ADHD/	6	1.6
Stomach - Crohn's/ IBS	5	1.4
Nervous System - Sciatica/ Motor Neurone Disease/ Dyspraxia	5	1.4
Sight - Glaucoma/ cataracts	4	1.1
Parkinson's	4	1.1
Bladder problems	3	0.8
Kidney failure	3	0.8
Ears - Vertigo/ Needs hearing aid/ Balancing problems/	3	0.8
Contracted Disease - HIV/ Hepatitis B	2	0.5
Blood - Sickle Cell Anaemia	1	0.3
MS	1	0.3
Skin - Lupus	1	0.3
Gout	1	0.3
Immune System - Addison's disease/	1	0.3
Inflicted - Alcoholism	1	0.3
<b>Total</b>	<b>370</b>	<b>100.0</b>

*NB. Comments have been coded against more than one theme*

## 4 Contact With Us – Your Landlord

### Q7 How satisfied are you with each of the following services provided by your landlord (i.e. The City of Cardiff Council)?

Tenants were most satisfied with advice on rent account issues (86.4%), with 53.6% being 'very satisfied', followed by how enquiries were dealt with generally (75.1%), general tenancy matters (73.4%) and support provided to new tenants (66.9%).

	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Advice about rent account issues	474	53.6	290	32.8	69	7.8	23	2.6	28	3.2	884	100.0
General tenancy matters	310	37.9	291	35.5	111	13.6	61	7.4	46	5.6	819	100.0
Support provided to new tenants	229	37.9	175	29.0	125	20.7	37	6.1	38	6.3	604	100.0
How enquiries are dealt with	331	37.7	328	37.4	76	8.7	68	7.8	74	8.4	877	100.0
Support provided to vulnerable tenants	216	34.5	173	27.6	126	20.1	54	8.6	57	9.1	626	100.0
Advice about moving home	211	34.1	162	26.2	144	23.3	42	6.8	60	9.7	619	100.0
Transfer and exchanges	191	33.2	147	25.6	134	23.3	37	6.4	66	11.5	575	100.0
Dealing with complaints	228	30.5	252	33.7	100	13.4	74	9.9	94	12.6	748	100.0
Dealing with anti-social behaviour	213	30.4	218	31.1	113	16.1	79	11.3	77	11.0	700	100.0

NB: Table excludes those who answered 'N/A'

Dissatisfaction was highest regarding how the Council deals with complaints, with 22.5% of tenants reporting to be dissatisfied with this service, followed by the management of anti-social behaviour (22.3%).

**Q8 Have you contacted your landlord within the last 12 months?**

More than three quarters (77.8%) of respondents had been in contact with their landlord in the past twelve months. Those tenants who had not made contact with their landlord, could not remember, or did not answer the question were excluded from further analysis in Q9 to Q14.

	<b>No.</b>	<b>%</b>
Yes	792	77.8
No	147	14.4
Can't remember	79	7.8
<b>Total</b>	<b>1,018</b>	<b>100.0</b>

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

Of those respondents who had made contact with their landlord in the previous twelve months, over two-fifths (43.7%) had done so by telephoning C2C, around a third (33.5%) had telephoned via housing enquiry, and 15.6% had visited office/Hub.

	<b>No.</b>	<b>%</b>
Telephoned via C2C (2087 2087)	352	43.7
Telephoned via Housing Enquiry (2053 7111)	270	33.5
Visited office/Hub	126	15.6
Telephoned (not via Housing Enquiry or C2C)	32	4.0
Letter/Email	12	1.5
Other	14	1.7
<b>Total</b>	<b>806</b>	<b>100.0</b>

**Q9a Visited office/In person (please specify the location)**

More than two fifths (41.1%) of those respondents who specified the location they visited went to Marland House/Central Square. A further fifth (22.2%) cited Ely Hub/Ely Caerau as the location they visited.

	<b>No.</b>	<b>%</b>
Marland House/Central Square	37	41.1
Ely Hub/Ely Caerau	20	22.2
Llanedeyrn/Powerhouse/Housing office/Maelfa	15	16.7
St Mellons hub	4	4.4
Llanrumney Hub	4	4.4
Willcox house	1	1.1
Bus/Train station	1	1.1
Housing enquiry (not specified)	1	1.1
Butetown Hub	1	1.1
Splott	1	1.1
Other	5	5.6
<b>Total</b>	<b>90</b>	<b>100.0</b>

**Q9b Other (please specify)**

Over a quarter (26.3%) of respondents indicated that they last made contact with their landlord by person – either support workers/ warden or via a home visit.

	<b>No.</b>	<b>%</b>
Person- Support workers/Warden/Home visit	10	26.3
Marland House	7	18.4
General comments	6	15.8
Telephone	4	10.5
Ely	3	7.9
Llanedeyrn	2	5.3
Fairwater	2	5.3
Letter	1	2.6
Housing	1	2.6
Social media	1	2.6
St Mellons	1	2.6
<b>Total</b>	<b>38</b>	<b>100.0</b>

**Q10 What was the reason you last contacted your landlord?**

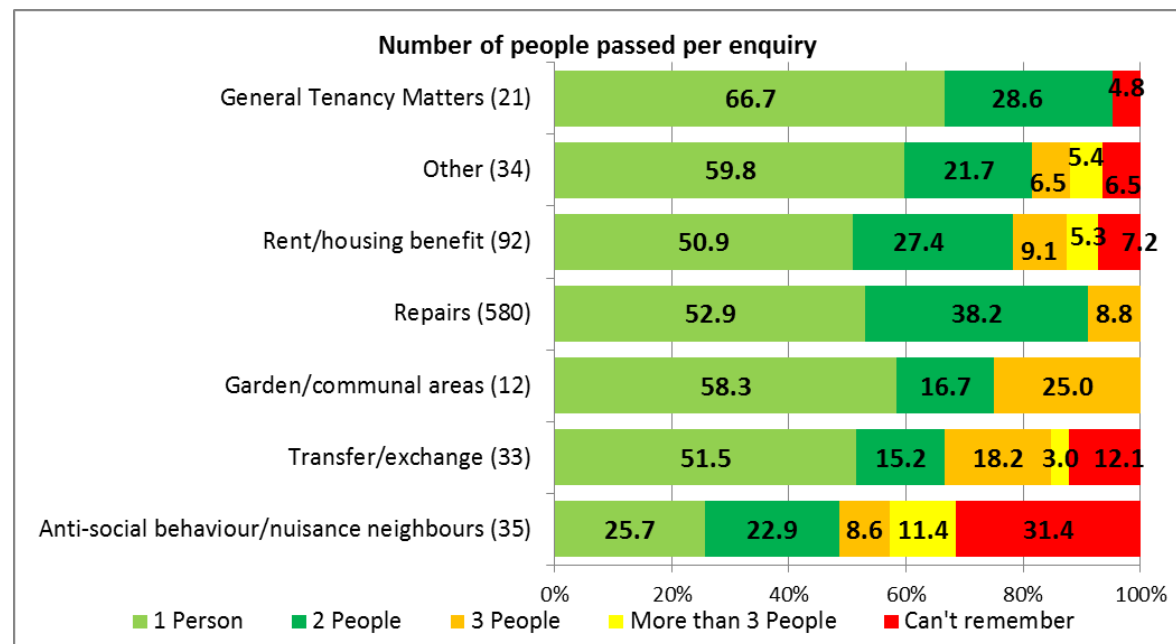
The most frequently cited reasons for making contact with the landlord were for repairs (71.6%), followed by rent or housing benefit (11.4%), whereas the least common were regarding garden or communal areas (1.4%) and general tenancy matters (2.5%).

	<b>No.</b>	<b>%</b>
Repairs	596	71.6
Rent/housing benefit	95	11.4
Anti-social behaviour/nuisance neighbours	38	4.6
Transfer/exchange	34	4.1
General Tenancy Matters	21	2.5
Garden/communal areas	12	1.4
Other	36	4.4
<b>Total</b>	<b>832</b>	<b>100.0</b>

**Q11 How many people were you passed to before your query was dealt with?**

Half of respondents (51.2%) had their query dealt with by one person, while a quarter (26.4%) were passed to two people. Under a tenth (9.5%), were passed to at least three people.

	<b>No.</b>	<b>%</b>
1 person	420	51.2
2 people	217	26.4
3 people	78	9.5
More than 3 people	42	5.1
Can't remember	64	7.8
<b>Total</b>	<b>821</b>	<b>100.0</b>



*NB. The chart only contains respondents who selected one option in Q10 Results to be interpreted with caution due to low number of responses. Numbers in brackets show the total number of responses from each area.*

The number of people that respondents were passed to before their query was dealt with was analysed according to the reason contact was made. As the figure above shows, with the exception of anti-social behaviour (25.7%) more than half of tenants who had made contact regarding the remaining issues had their query dealt with by one person. The range of queries resolved by one member of staff was over two thirds (66.7%) for general tenancy matters to just over half (51.5%) for issues related to transfer/exchange. However, over one tenth (11.4%) of respondents who made contact about anti-social behaviour were passed to more than three people before the issue was dealt with.

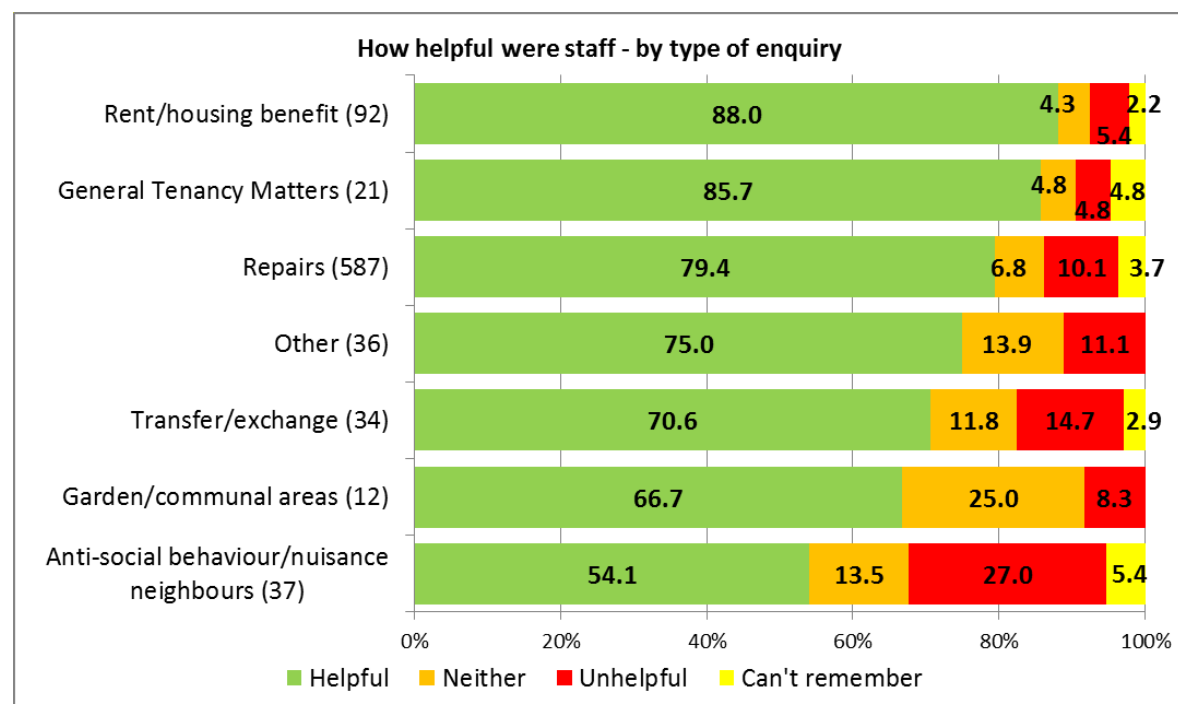


**Q12 How helpful did you find the staff?**

Almost four-fifths (78.7%) of respondents found staff to be 'helpful', compared with 10.3% who said that staff were 'unhelpful'. 7.6% of respondents stated that staff were 'neither' 'helpful' nor 'unhelpful'.

	No.	%
Helpful	657	78.7
Unhelpful	86	10.3
Neither	63	7.6
Can't remember	28	3.4
<b>Total</b>	<b>834</b>	<b>100.0</b>

The perceived helpfulness of staff was analysed according to the reason tenants made contact. The figure below shows that staff were perceived to be most 'helpful' when the query was regarding rent or housing benefit (88%), followed by general tenancy matters (85.7%). However, over a quarter (27%) of tenants found staff 'unhelpful' when their query related to anti-social behaviour/nuisance; and over one in ten respondents found staff 'unhelpful' for matters of transfer/ exchange (14.7%), other (11.1%) and repairs (10.1%).



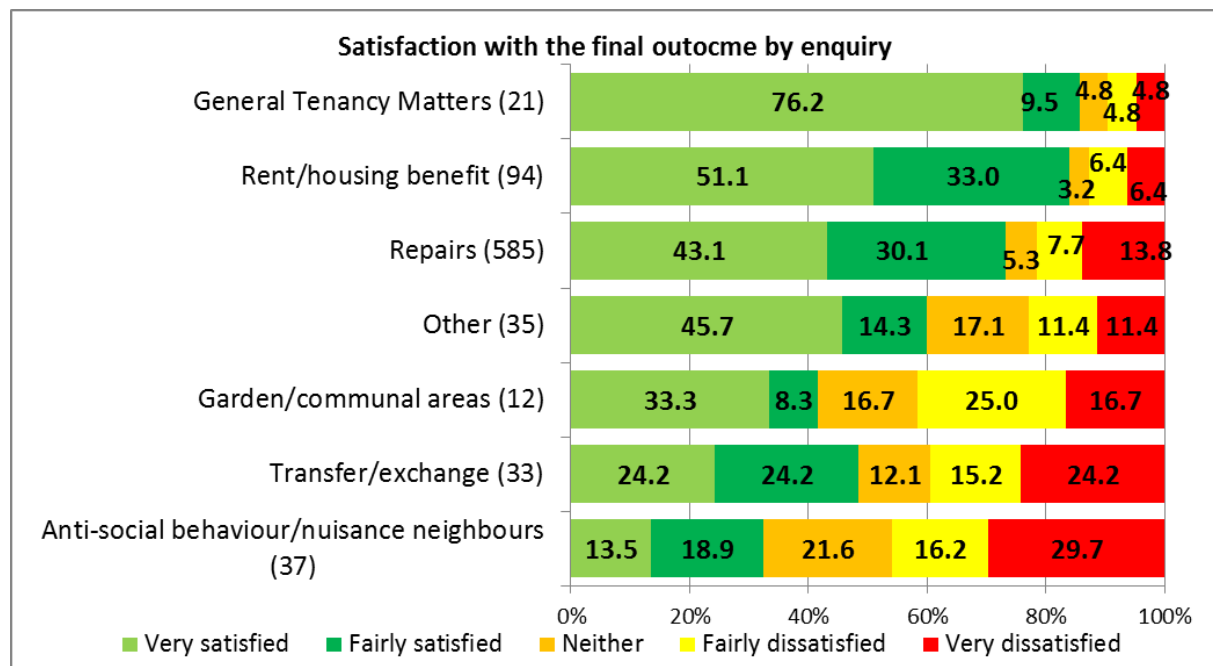
*NB: Results to be interpreted with caution due to low number of responses.  
Numbers in brackets show the total number of responses from each area.*

### Q13 Were you satisfied or dissatisfied with the final outcome?

Over seven-tenths of tenants (71%) were satisfied with the final outcome of their enquiry, compared with just over a fifth (22.2%) that were dissatisfied.

	No.	%
Very satisfied	355	42.7
Fairly satisfied	235	28.3
Neither	56	6.8
Fairly dissatisfied	70	8.4
Very dissatisfied	115	13.8
<b>Total</b>	<b>831</b>	<b>100.0</b>

Tenants' satisfaction with the final outcome of their enquiry was analysed according to their reason for making contact. The figure below shows that, over three quarters (76.2%) of respondents who were 'very satisfied' was for general tenancy matters and over half for rent/housing benefit (51.1%); the third highest level of satisfaction with over two fifths responding that, they were 'very satisfied' related to other enquiries (45.7%).



*NB. The chart only contains respondents who selected one option in Q10.  
Results to be interpreted with caution due to low number of responses.  
Numbers in brackets show the total number of responses from each area.*

Over two fifths (45.8%) of tenants were dissatisfied with the final outcome when their enquiry related to anti-social behaviour/nuisance neighbours, with 29.7% being 'very dissatisfied'. A similar portion of respondents were dissatisfied when making contact about garden/communal area (41.7%) and a transfer/exchange (39.4%).

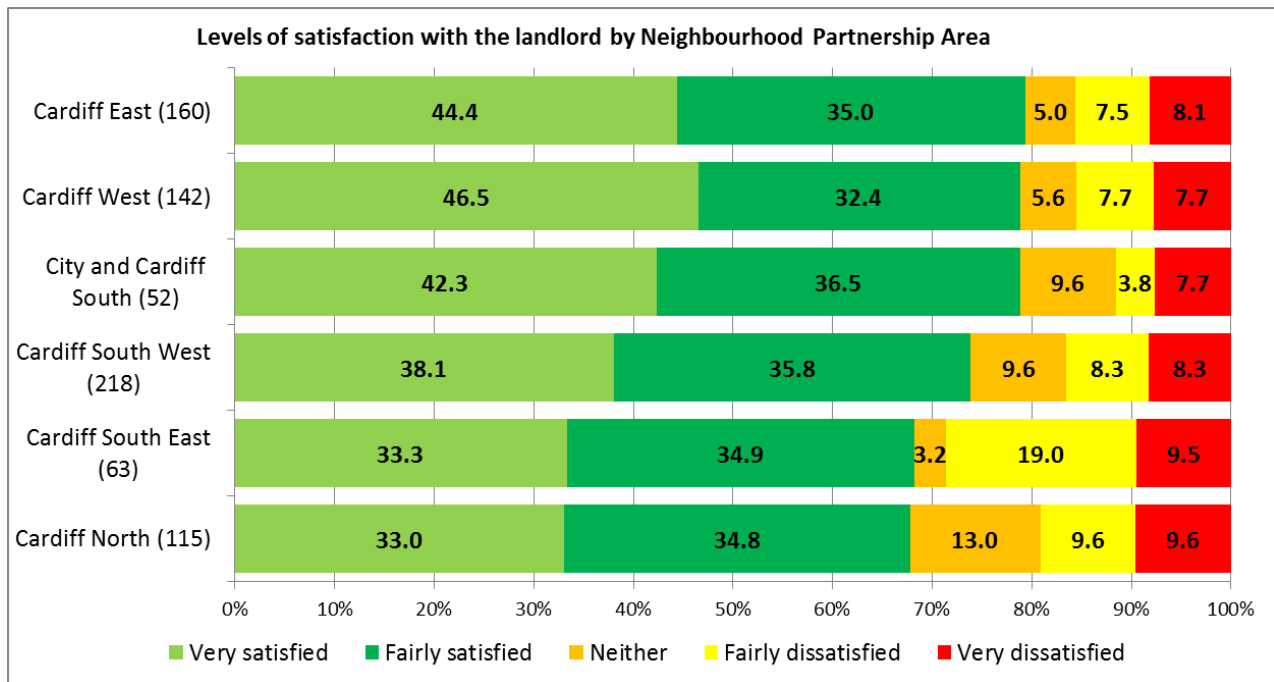
**Q14 Taking everything into account, how satisfied are you with the overall performance of your landlord?**

The majority of tenants (75.1%) were satisfied with the City of Cardiff Council as their landlord, with 40.6% of respondents 'very satisfied' and 34.5% 'fairly satisfied'.

	<b>No.</b>	<b>%</b>
Very satisfied	339	40.6
Fairly satisfied	288	34.5
Neither	62	7.4
Fairly dissatisfied	75	9.0
Very dissatisfied	71	8.5
<b>Total</b>	<b>835</b>	<b>100.0</b>

Tenants' satisfaction with their landlord was analysed according to their Neighbourhood Partnership Area (NPA).

At least two thirds of tenants across all NPA areas were satisfied with their landlord. Residents of Cardiff East were most satisfied, with almost four fifths (79.4%) reporting this, with 44% stating they were 'very satisfied'. Tenants in Cardiff South East were least likely to be satisfied with over a quarter (28.5%) reporting being dissatisfied.



## 5 Your Property

### Q15 What type of property do you have?

Almost half of respondents stated that they lived in a house (46.8%), while just under a third resided in a low-rise flat (31.3%) and 9.7% lived in a high-rise flat.

	No.	%
House	501	46.8
Flat (low rise)	335	31.3
Flat (high rise)	104	9.7
Bungalow	90	8.4
Maisonette	27	2.5
Bedsit	8	0.8
Other	5	0.5
<b>Total</b>	<b>1070</b>	<b>100.0</b>

**Q16 How satisfied are you that your property is in a good state of repair?**

Over three quarters (72.5%) of tenants were satisfied with the general condition of their property, whereas 27.5% were dissatisfied.

	<b>No.</b>	<b>%</b>
Yes	754	72.5
No	286	27.5
<b>Total</b>	<b>1,040</b>	<b>100.0</b>

**Q16 If no, please give more information**

Just under a quarter (22.4%) of those not satisfied commented about general repairs, whilst almost a fifth (18%) related to complaints.

	<b>No.</b>	<b>%</b>
General repairs (specified) - Leaks, condensation, damp and mould/Guttering/rebuild	81	22.4
Complaints - long waiting times/other issues	65	18.0
Hardware replacement - new door/radiators/ windows/banister/ flooring/ locks/communal door/drafty windows	61	16.9
External repairs or work - lockable garden gates/ Fence/Outhouse/Garden/Driveways/Painting	32	8.9
Decorating - Painting/Plastering and filling/ wallpapering	29	8.0
General repairs (not specified)	16	4.4
Plumbing - Boiler/ toilet/radiator leak	12	3.3
Bathroom - suite replacement/shower door/ bathtub	11	3.0
Kitchen - fan/cupboard doors replacement/ cupboard door removing and realigned	9	2.5
Not enough heating	6	1.7
Electrical	6	1.7
Major repairs - structural walls	2	0.6
Other comments	31	8.6
<b>Total</b>	<b>361</b>	<b>100.0</b>

**Q17 Have you reported these issues to us previously?**

Just over three-fifths (61.8%) of tenants had reported the issue previously.

	No.	%
Yes	362	61.8
No	224	38.2
<b>Total</b>	<b>586</b>	<b>100.0</b>

**Q18 In terms of your security at home, how satisfied are you with the following?**

A very high percentage of tenants were satisfied with the security of their doors and windows (82.4%), with 50.9% being 'very satisfied'. Around seven tenths were satisfied with the lighting around external doors (70.4%), and boundaries (69.9%) although 19.2% and 20.5%, respectively, reported dissatisfaction with these aspects of security.

	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Doors and windows	531	50.9	329	31.5	41	3.9	76	7.3	67	6.4	<b>1,044</b>	<b>100.0</b>
Boundaries (e.g. fences/hedges)	341	36.7	308	33.2	89	9.6	87	9.3	104	11.2	<b>929</b>	<b>100.0</b>
Lighting around external doors	382	41.8	261	28.6	95	10.4	94	10.3	81	8.9	<b>913</b>	<b>100.0</b>

**Q19 Does your home have or require any changes to meet the need of a disabled person?**

A quarter (25.4%) of tenants who responded to this question stated that their home had or required disabled adaptations.

	No.	%
Yes	246	25.4
No	723	74.6
<b>Total</b>	<b>969</b>	<b>100.0</b>

**Q20 Which of the following disabled adaptations does your home currently have or do you feel that you may require?**

Of those respondents who stated that their home already had or required disabled adaptations, over two thirds had bathroom adaptations (67.5%) and a similar figure had handrails (63%).

	Already Has	
	No. of responses	%
Bathroom adaptations	166	67.5
Handrails	155	63.0
Ramps to front and back doors	59	23.9
Stair lift	43	17.4
Kitchen adaptations	32	13.0
Door widening	30	12.2
Other	9	3.6
<b>Base</b>	<b>246</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

Tenants requiring adaptations were most likely to want bathroom adaptations (24.3%); stair lifts (22%) or ramps to front and back doors (21.5%).

	May require	
	No. of responses	%
Bathroom adaptations	60	24.3
Stair lift	54	22.0
Ramps to front and back doors	53	21.5
Handrails	51	20.7
Kitchen adaptations	41	15.0
Door widening	37	15.0
Other	19	7.7
<b>Base</b>	<b>246</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

Of those that specified 'other' just under a fifth (19%) of comments related to entrance/driveway undertaken change themselves.

	No.	%
Other – entrance/driveway undertaken change themselves	12	19.0
Bathroom modifications - walk in shower/chair in shower/extra bathroom/larger bath	10	15.9
Extra lighting/outdoor light/kitchen light/emergency flashing light for fire alarm and doorbell for hard of hearing	7	11.1
Downstairs WC/outdoor WC	3	4.8
Extra security	3	4.8
Ramps	3	4.8
Lift	3	4.8
Outdoor path - no grass/concrete path	3	4.8
Nothing specific - future need	3	4.8
Easy to open front door/new door	2	3.2
Complaints - other people's actions	2	3.2
Hoist	2	3.2
Home transfer request	2	3.2
Appliances - Gas fire/induction cooker	2	3.2
No stairs/steps	1	1.6
Extra electrical sockets	1	1.6
Yellow grip strips on steps	1	1.6
Kitchen modifications	1	1.6
Handrail	1	1.6
Garden gate	1	1.6
<b>Total</b>	<b>641</b>	<b>-</b>

*Nb. Comments have been coded against more than one theme*

## Q21 Overall how satisfied are you with the general condition of your property?

Four fifths (80.6%) of tenants were satisfied with the condition of their property, just over one in seven (14.1%) of respondents were dissatisfied with the condition of their property.

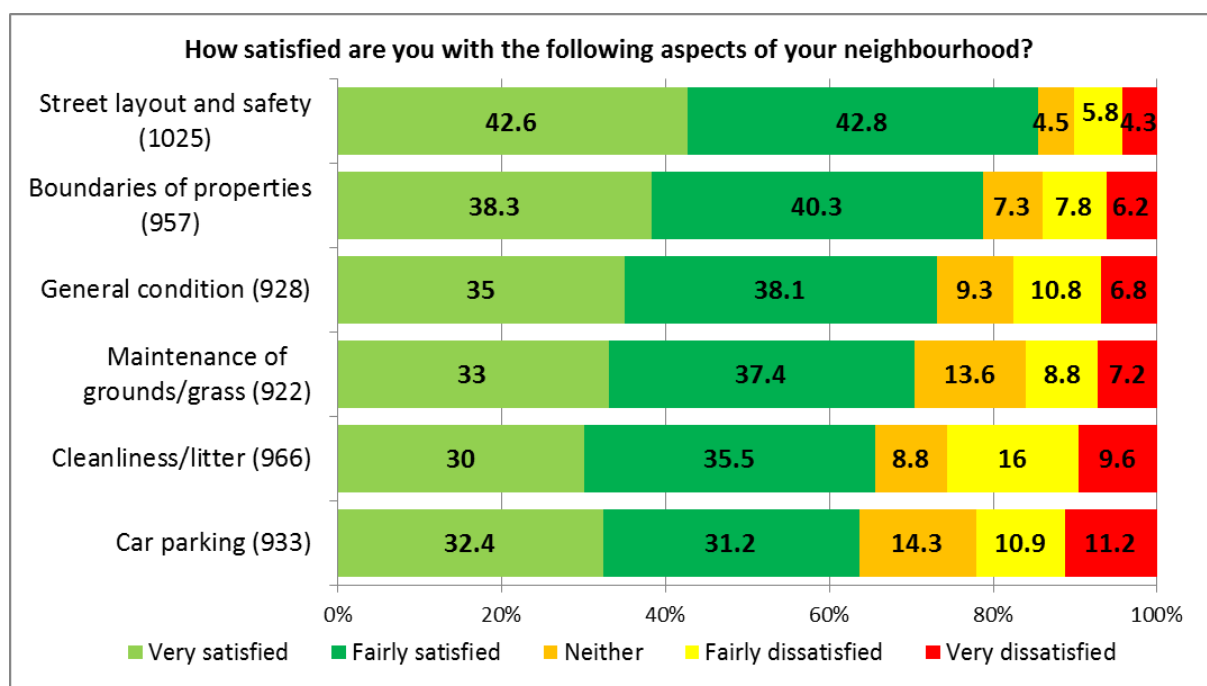
	No.	%
Very satisfied	384	36.5
Fairly satisfied	464	44.1
Neither	55	5.3
Fairly dissatisfied	89	8.5
Very dissatisfied	59	5.6
<b>Total</b>	<b>1,051</b>	<b>100.0</b>



## 6 Local Neighbourhood

### Q22 How satisfied are you with the following aspects of your neighbourhood?

In terms of their local neighbourhood, tenants were most satisfied with the street layout and safety (85.4%), with more than two-fifths (42.6%) being 'very satisfied', followed by the property boundaries (78.6%) and the general condition of the property (73.1%).

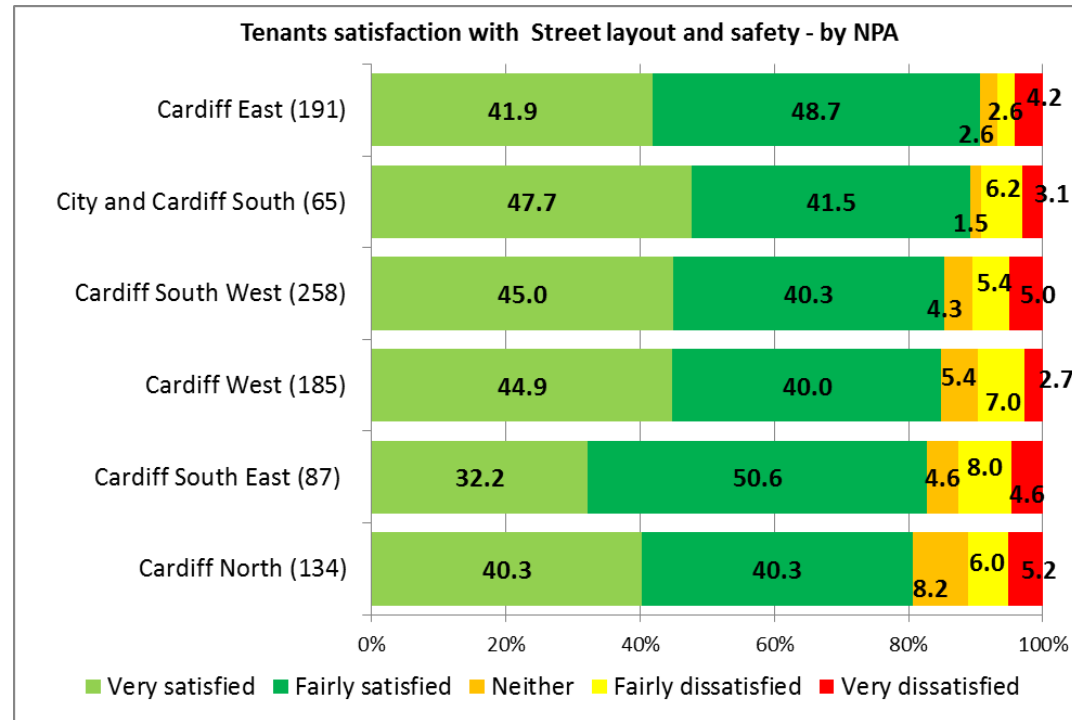


Tenants were most likely to show discontent with cleanliness/litter in the local area (25.6%) and car parking (22.1%).

These issues were further analysed by NPA.

## Street Layout

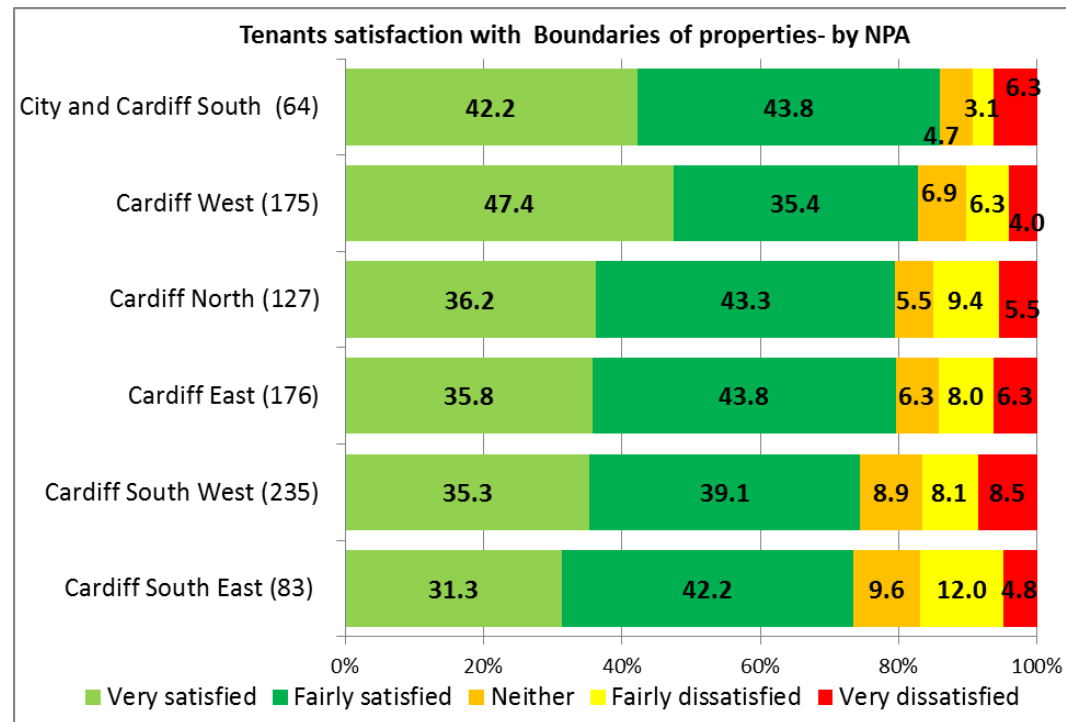
At least four fifths of tenants in all areas of the city were satisfied with their street layout/safety, rising to over nine tenths (90.6%) of tenants in Cardiff East.



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

## Boundaries of properties

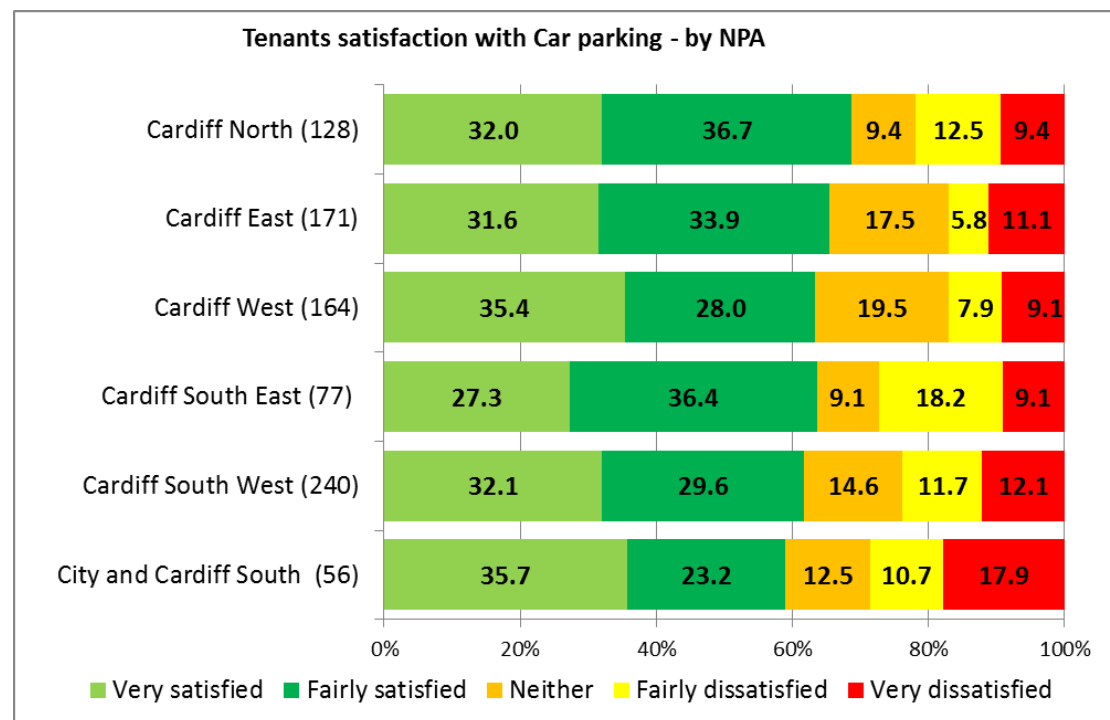
Three quarters of tenants across all areas were satisfied with the boundaries of their properties. However, over a tenth of tenants in both Cardiff South East (16.9%) and Cardiff South West (16.6%) stated that they were dissatisfied.



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

## Car parking

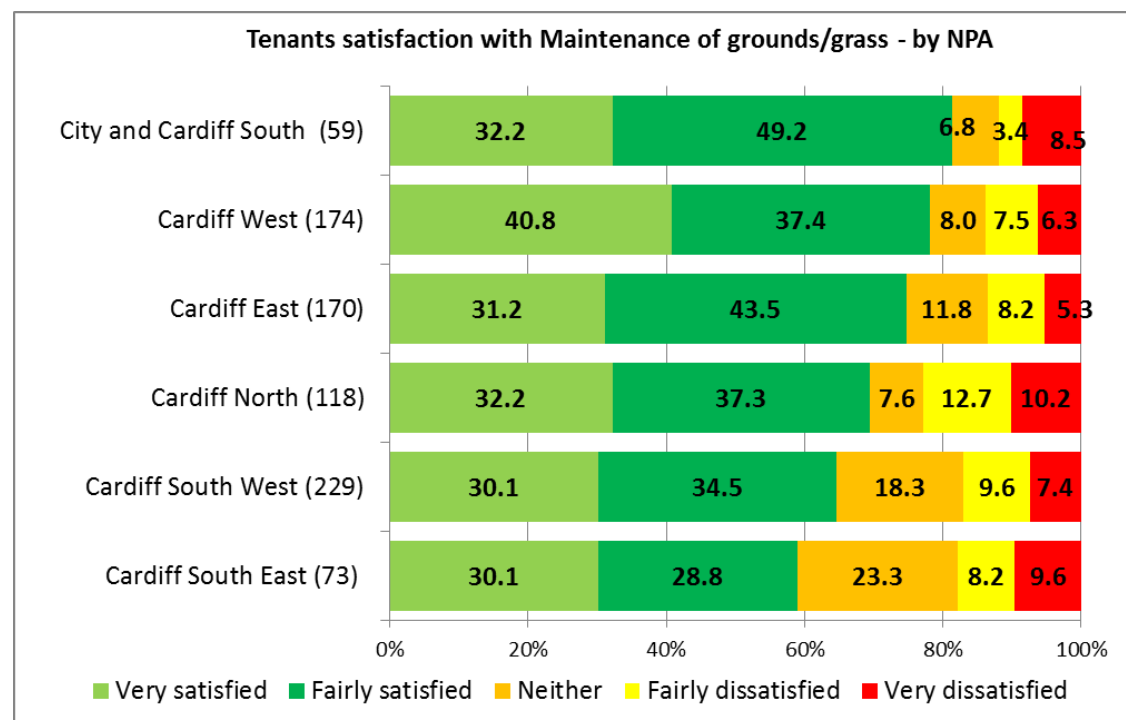
Excluding City and Cardiff South (58.9%), at least three fifths of respondents were satisfied with car parking across neighbourhood partnership areas, which rose to 68.7% in Cardiff North. In contrast, over a quarter of respondents in City and Cardiff South (28.6%) and Cardiff South East (27.3%) reported dissatisfaction with car parking.



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

## Maintenance of grounds/grass

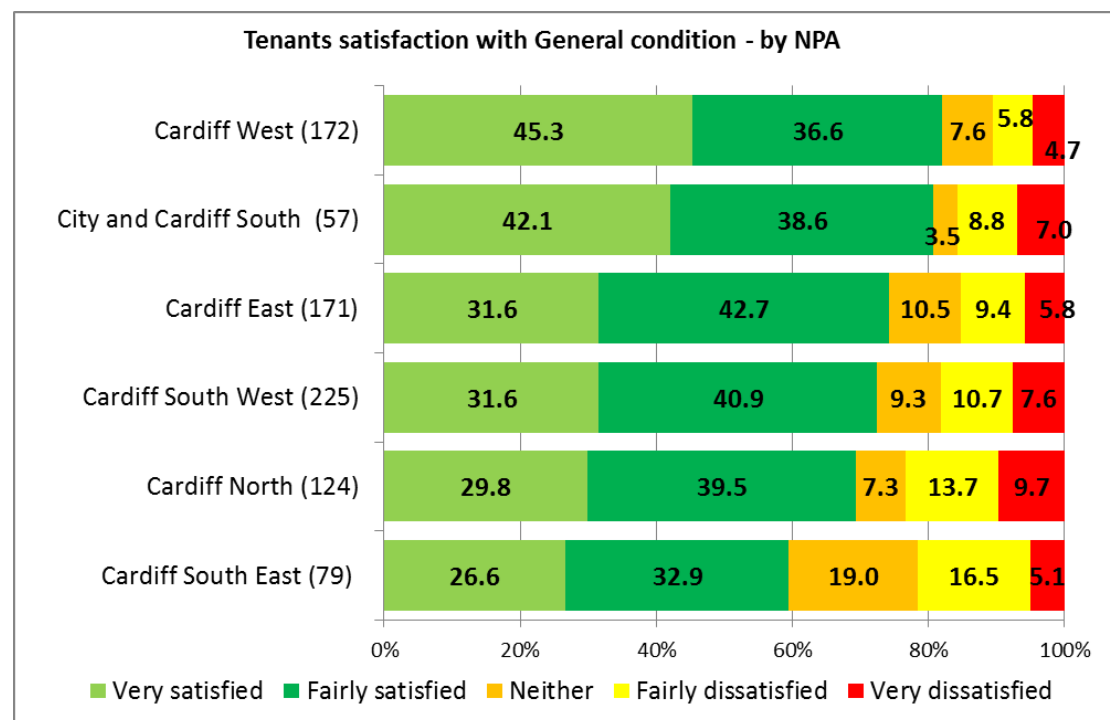
Just under three fifths of tenants in Cardiff South East (58.9%) stated that they were satisfied with maintenance of grounds/grass, which was the lowest level of satisfaction – the highest being 81.4% in City and South Cardiff. A fifth of tenants in Cardiff North (22.9%) reported dissatisfaction with this issue.



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

## General condition

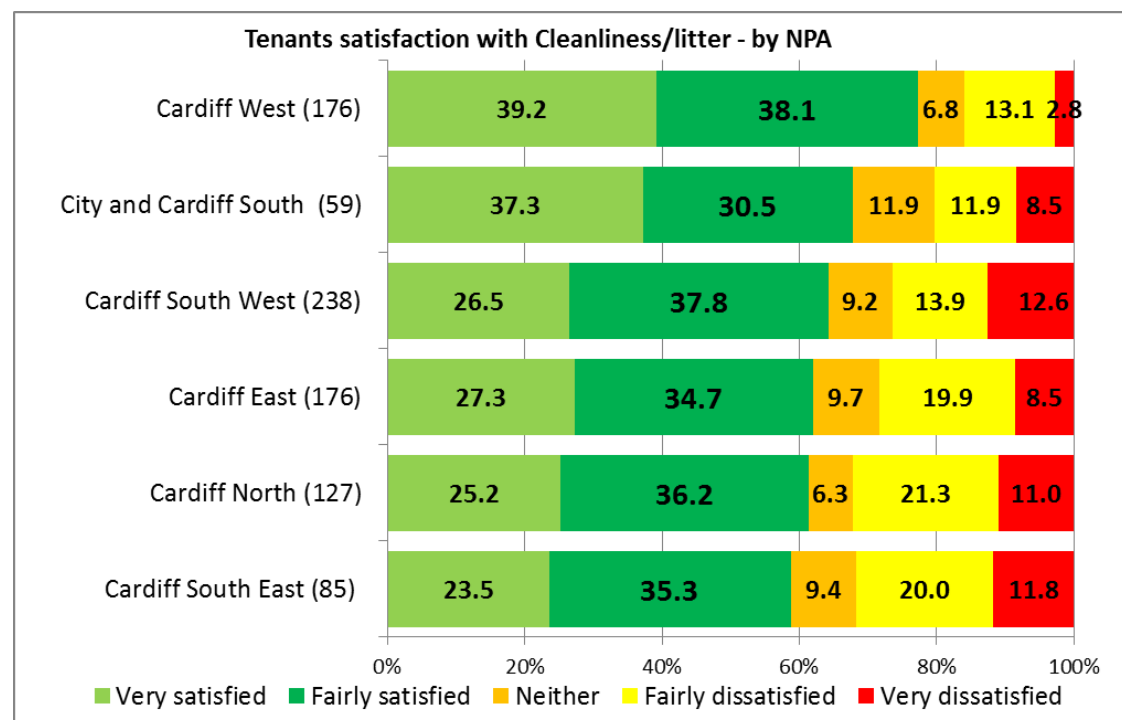
The range of satisfaction with the general condition of their neighbourhoods was between just under three fifths (59.5%) in Cardiff South East to over four fifths (81.9%) in Cardiff West. Almost a quarter (23.4%) of residents in Cardiff North stated they were dissatisfied.



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

## Cleanliness/litter

With the exception of Cardiff South East (58.8%), at least three fifths of tenants across the remaining areas were satisfied with cleanliness in their area, but this ranges from 61.4% in Cardiff North to 77.3% in Cardiff West. Almost a third of residents in Cardiff North (32.3%) and Cardiff South East (31.8%) reported dissatisfaction.



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

### Q23 Do you live in a block of flats?

Two-fifths (40.5%) of respondents resided in a block of flats.

	No.	%
Yes	411	40.5
No	605	59.5
<b>Total</b>	<b>1,016</b>	<b>100.0</b>

### Q24 How satisfied are you with Cleaning and the Maintenance of communal areas

There was similarity in the results in relation to both satisfaction and dissatisfaction, with over four fifths of tenants satisfied with cleaning (83.3%) and maintenance of communal areas (80.3%), and four in ten of tenants 'very satisfied' with both issues (46.4% and 43.9%) respectively. Just over one in eight of respondents were dissatisfied with both elements (11.2% and 12.5%) respectively.

	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Cleaning	187	46.4	149	36.9	22	5.5	23	5.7	22	5.5	<b>403</b>	<b>100.0</b>
Maintenance of communal areas	147	43.9	122	36.4	24	7.2	20	6.0	22	6.5	<b>335</b>	<b>100.0</b>



**Q24c If dissatisfied, please state reasons:-**

The most common reasons cited for dissatisfaction related to 'rubbish' and 'need cleaning' stated in over a quarter (26.2%) of comments.

	No.	%
Rubbish - more collection/too much litter/ residents make a mess/resident put bins out on wrong day/cover bins/more recycling	28	26.2
Need cleaning – windows/floors/ areas not cleaned properly	28	26.2
Complaints	16	15.0
Building maintenance - roofing and guttering need clearing/painting/stairwells/entry/ leaks/missing tiles/poor lighting	12	11.2
Animal mess	7	6.5
Other – ASB/drug problems/ want to move/ residents clean/ don't have maintenance/ more car parking	7	6.5
Gardening - more help during autumn/ need more gardening services	5	4.7
Compliments	3	2.8
State of walls in communal area	1	0.9
<b>Total</b>	<b>107</b>	<b>100.0</b>

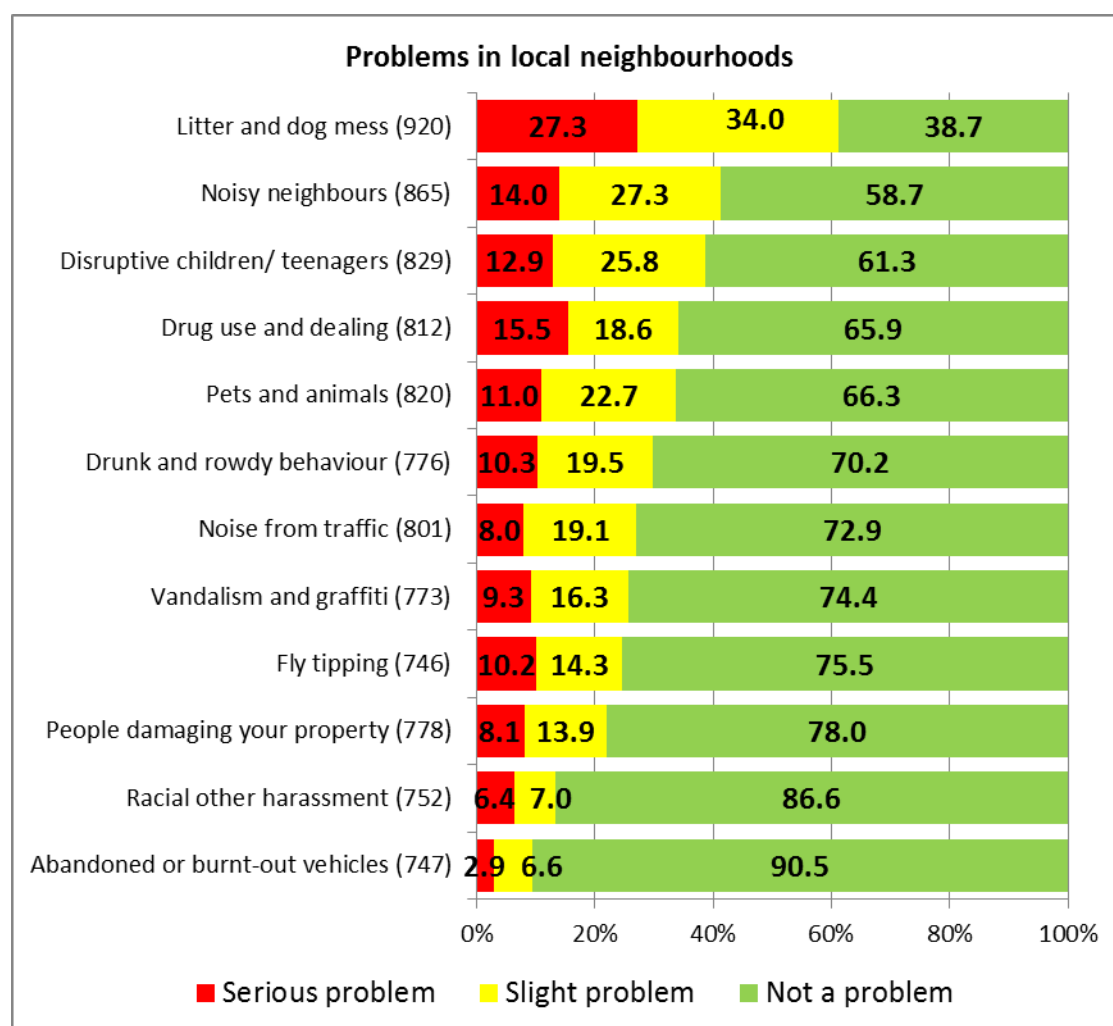
**Q25 How much of a problem do you consider the following issues to be in your local neighbourhood?**

The final question in this section focussed on the problems tenants had encountered in their housing area. Tenants were asked to rate various issues as either a serious problem, slight problem or not a problem. These issues were:

- Noisy neighbours;
- Pets and animals;
- Disruptive children/teenagers;
- Racial or other harassment;
- Drunk and rowdy behaviour;
- Vandalism and graffiti;

- People damaging your property;
- Drug use and dealing;
- Abandoned or burnt-out vehicles;
- Noise from traffic; and
- Other crime

The figure overleaf shows the percentage of respondents rating the various social issues as either 'not a problem', a 'slight problem', or a 'serious problem'. Overall it can be seen that litter and dog mess was regarded as the largest social issue, with 61.3% of all respondents reporting this to be either a 'slight' or 'serious problem', with 27.3% that deemed it a 'serious problem'. In addition, more than two fifths of tenants reported noisy neighbours (41.3%), and over a third disruptive children/teenagers (38.7%) and drug use and dealing (34.1%) to be an issue.



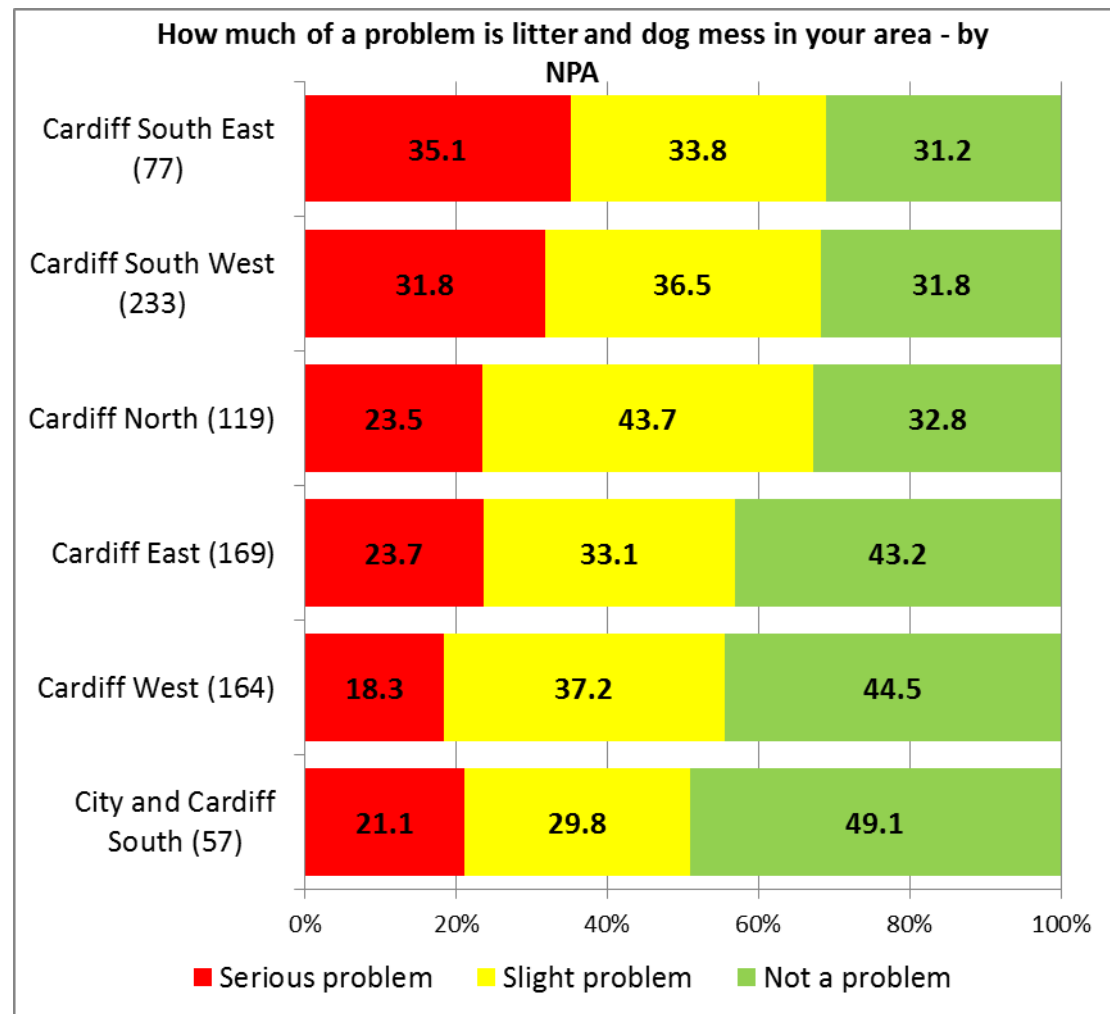
The 'other' crime reported has been categorised as follows:

	No.	%
Problem Neighbours-abusive behaviour/loud music/disregard building rules i.e. no ball games/not shutting the gate so strangers and animals wander in	16	15.0
No problems	16	15.0
Vehicles - Cars and motorbikes speeding/parking on pavements/other illegal parking/car damage	13	12.1
ASB - people setting fire to property at all hours/ fighting/damaging grass areas/ climbing property/ throwing eggs	10	9.3
Fly tipping and litter problems	9	8.4
Drugs - drug taking in communal areas/home/ dealing	8	7.5
Youths - trying to gain access to smoke drugs/on motorbikes	7	6.5
Theft-burglary/stealing from building/on site property/break-ins	7	6.5
Hate crime – racism/homophobia/death threats/ stalking	6	5.6
Problem Strangers - hanging around communal areas/ringing to try and gain entry	4	3.7
Animal mess	4	3.7
Lack of building security	2	1.9
Other - noise issues/bad neighbourhood	2	1.9
Domestic abuse	1	0.9
Gypsy travellers - threatening children	1	0.9
Lack of building maintenance	1	0.9
<b>Total</b>	<b>107</b>	<b>100.0</b>

The top two 'other crime' categorised as 'serious' or 'slight' issues have been analysed by NPA.

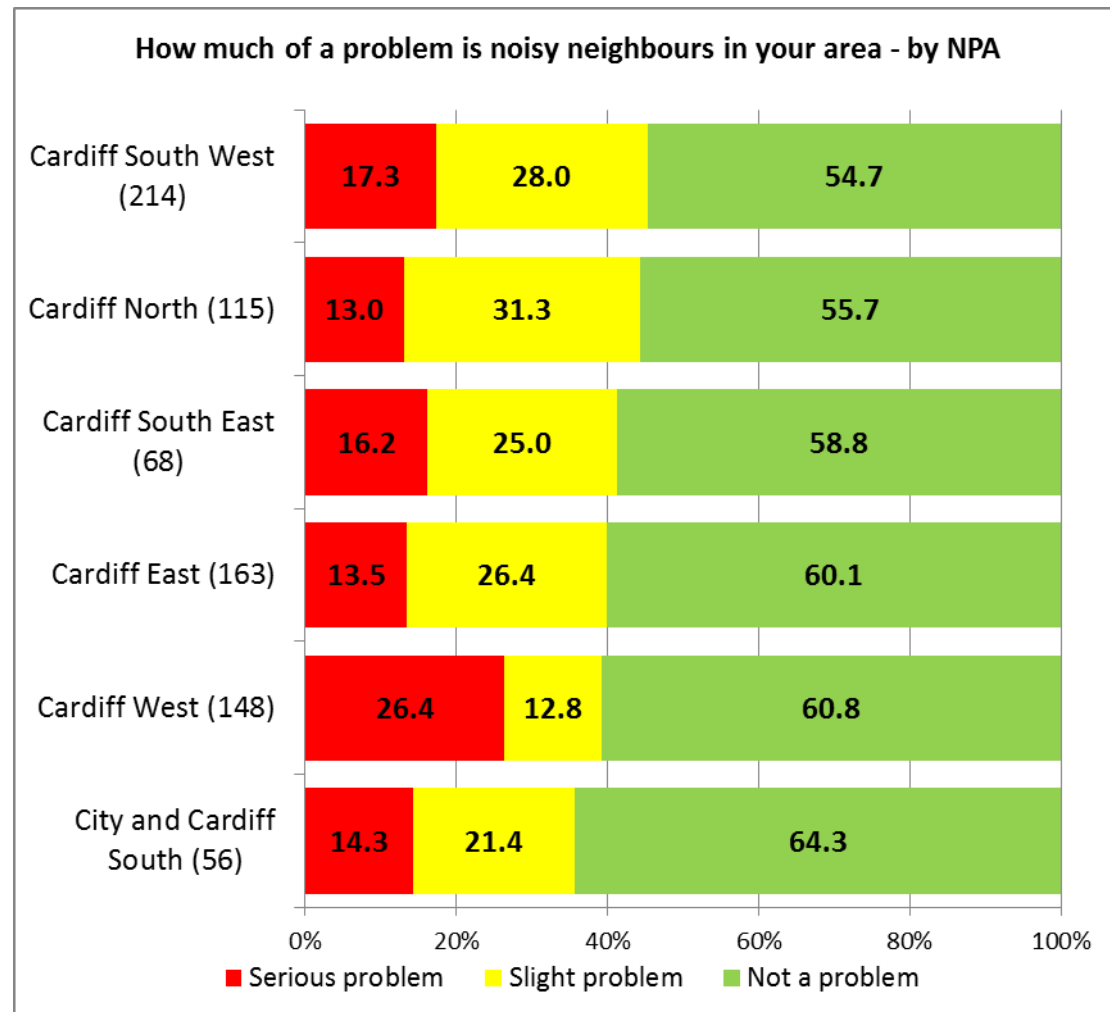
## How much of a problem is litter and dog mess in your area?

Almost seven tenths of tenants in Cardiff South East (68.9 %) and Cardiff South West (68.3%) reported litter and dog mess as a problem in their area. This compares to just over half (50.8%) in City and South Cardiff.



## How much of a problem is noisy neighbours in your area?

The results for noisy neighbours below broadly correlate with the overall table, with exceptions being tenants in City and Cardiff South and Cardiff South West (45.3%) and Cardiff North (44.3%) reporting a higher percentage problem in their area.

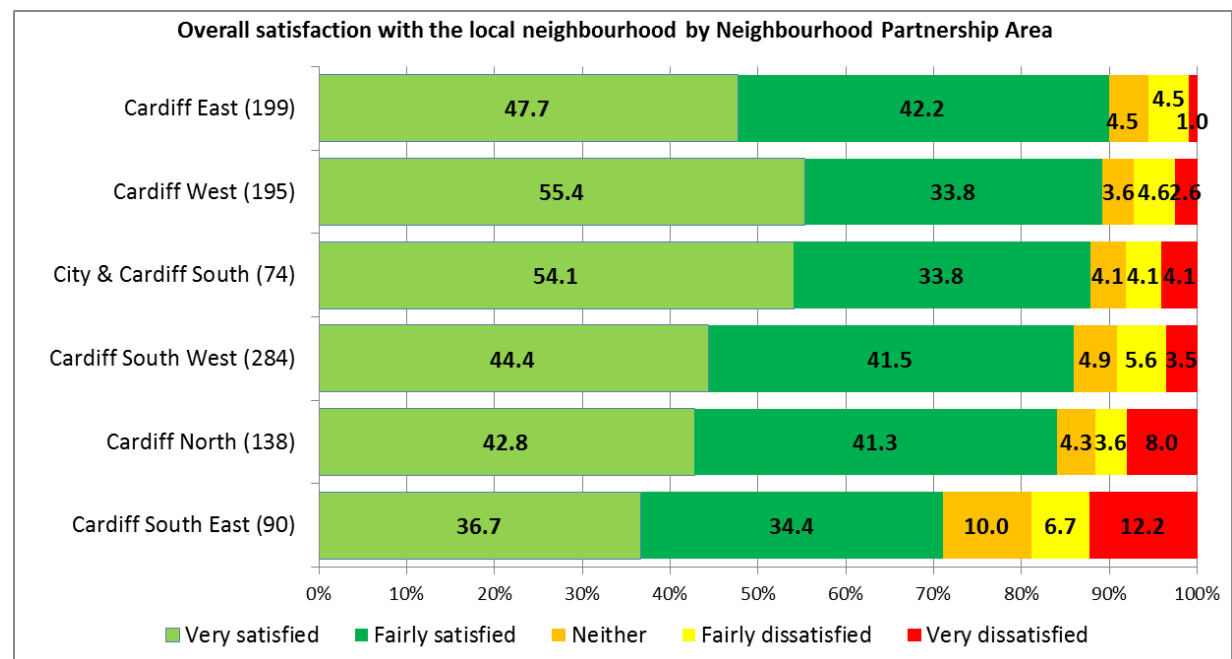


**Q26 Overall how satisfied are you with your local neighbourhood as a place to live?**

The majority of respondents (85.6%) were satisfied with their local neighbourhood as a place to live, with 47.1% being 'very satisfied'. Under a tenth of tenants (9.8%) were dissatisfied.

	No.	%
Very satisfied	513	47.1
Fairly satisfied	419	38.5
Neither	50	4.6
Fairly dissatisfied	61	5.6
Very dissatisfied	46	4.2
<b>Total</b>	<b>1,089</b>	<b>100.0</b>

The figures were further analysed by NPA. Over half of tenants in Cardiff West (55.4%) and City & Cardiff South (54.1%) indicated that they were 'very satisfied' with their neighbourhood overall as a place to live. The range of residents that identified as either 'very' or 'fairly' satisfied, was just over seven tenths (71.1%) in Cardiff South East to just under nine tenths (89.9%) in Cardiff East. Almost a fifth (18.9%) of residents in Cardiff South East stated they were dissatisfied.



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

## 7 Repairs and Maintenance

### Q27 Have you had any repairs completed in the last 12 months?

Just under two thirds (64.3%) of tenants had had repairs completed in the last twelve months.

	No.	%
Yes	664	64.3
No	292	28.3
Can't remember	77	7.4
<b>Total</b>	<b>1,033</b>	<b>100.0</b>

### Q28 Who did your repair?

There was just 4.8% separating Council Operative (52.4%) and Council Contractor's (47.6%) in terms of who undertook the repair.

	No.	%
Council operative	344	52.4
Council Contractor, e.g. Ian Williams Ltd	312	47.6
<b>Total</b>	<b>656</b>	<b>100.0</b>

**Q29 Thinking about your last completed repair, how would you rate it in terms of overall customer satisfaction?**

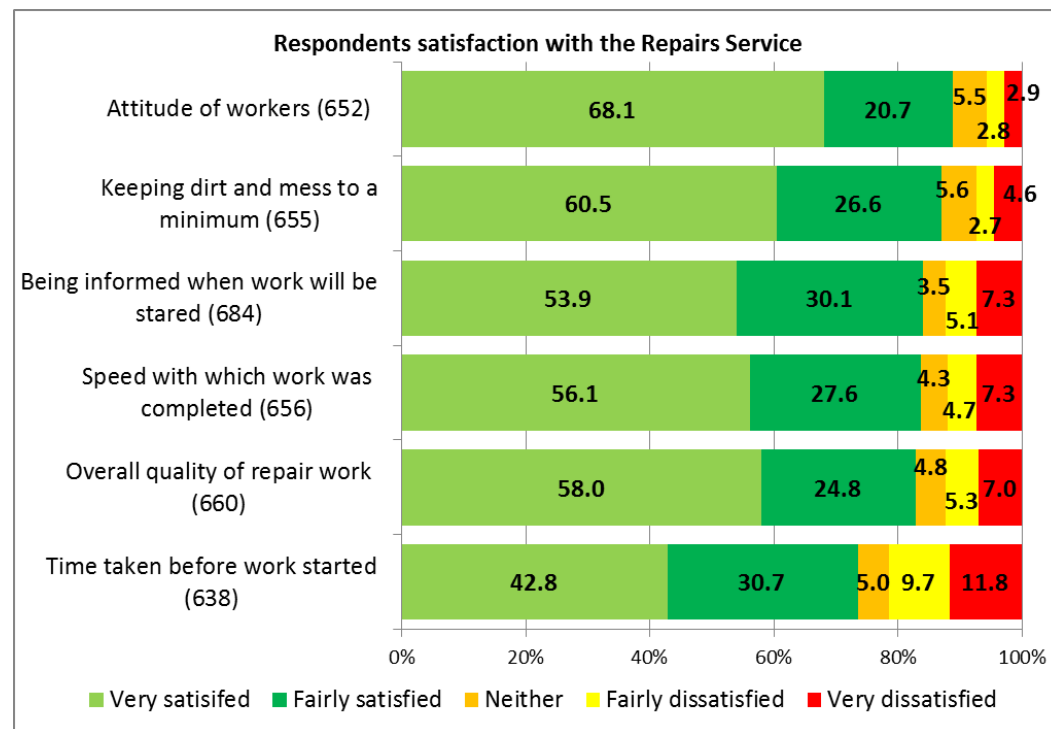
Those tenants who stated that work had been undertaken on their property in the previous twelve months were asked to rate various aspects of the last completed repair.

These aspects were:

- Being informed when work would start;
- The time taken before work was started;
- The speed with which the work was completed;
- The attitude of the workers;
- The overall quality of the work; and
- Whether dirt and mess had been kept to a minimum

The figure below shows that more than seven in ten of respondents were either fairly or very satisfied with each aspect of the repairs process. Satisfaction was highest regarding the attitude of workers (88.8%) and keeping dirt and mess to a minimum (87%) but lowest regarding the time taken before work started (73.5%), with 11.8% of tenants reported to be very dissatisfied with this.





**Q30 Did you have to contact us again about your last repair after you first reported it?**

Just over a third (35.9%) of those respondents that had a repair completed in the last twelve months had needed to contact the City of Cardiff Council again after first reporting it.

	No.	%
Yes	241	35.9
No	431	64.1
<b>Total</b>	<b>672</b>	<b>100.0</b>

**Q30a If yes, please provide details.**

The reasons given for having to report the repair again are summarised in the following table:

	<b>No.</b>	<b>%</b>
No repairs carried out/not showing up at date arranged (multi times)/lack of communication/post card to say they've been did not knock/resident stayed in all day waiting for contractors	56	15.6
Bad job/bad standard/not completed/same problem arising issue not dealt with	54	15.0
Long waiting times/very long repair times	52	14.4
Still waiting for service repair	47	13.1
General comments naming area for service i.e. damp/ damage to hardwood etc.	38	10.6
Resident had to follow up non finished jobs - phone calls to arrange/visit HUB	34	9.4
Bad service needed multiple services to correct	25	6.9
Contractor damage other when fixing others	8	2.2
Contractor excuses - lack of tools/lame excuses	7	1.9
Other - Surveyor written report/resident had to contact police/request different inspector	6	1.7
Contractors have a bad attitude/don't know what they are doing	6	1.7
Complaints about Ian Williams	6	1.7
Hardware and home damage due to long wait	4	1.1
Contractors left a mess behind	4	1.1
Resident made to feel they haven't reported problems	3	0.8
Resident escalated problems to local MP/Housing officer to have issue acknowledged	3	0.8
Faults or work started when contacted	3	0.8
Will not use service again	2	0.6
Resident passed back and forth between departments	2	0.6
<b>Total</b>	<b>360</b>	<b>100.0</b>

**Q31 Generally how satisfied are you with the way your landlord deals with repairs and maintenance?**

Around three-quarters of tenants (77.1%) were satisfied with the way their landlord deals with repairs and maintenance, with more than a third being 'very satisfied' (37.7%), while 16.1% were dissatisfied.

	<b>No.</b>	<b>%</b>
Very satisfied	259	37.7
Fairly satisfied	271	39.4
Neither	47	6.8
Fairly dissatisfied	49	7.1
Very dissatisfied	61	9.0
<b>Total</b>	<b>687</b>	<b>100.0</b>

**Q32 What are your plans for the next few years?**

Over three-quarters of tenants (76.5%) stated that their plans for the next few years were to remain in their current home, while 18.5% stated that they would like to transfer or exchange properties.

	<b>No.</b>	<b>%</b>
Remain in current property	799	76.5
Transfer	131	12.5
Exchange	63	6.0
Move out of Council accommodation	14	1.4
Other	38	3.6
<b>Total</b>	<b>1,045</b>	<b>100.0</b>

**Q33 If you were planning to move, what would be the main reasons for moving?**

The most commonly cited reason for moving properties was to be near family or support (15.8%), followed by different area or location (14.6%).

	No. of responses	%
To be near family or support	153	23.1
Different area or location	141	21.3
Larger house	122	18.4
Older persons accommodation	122	18.4
To have a garden or larger garden	101	15.2
Due to welfare reform (bedroom tax)	86	13
Smaller house	66	10
To have a smaller or no garden	43	6.5
Other	133	20.1
<b>Total respondents</b>	<b>663</b>	<b>-</b>

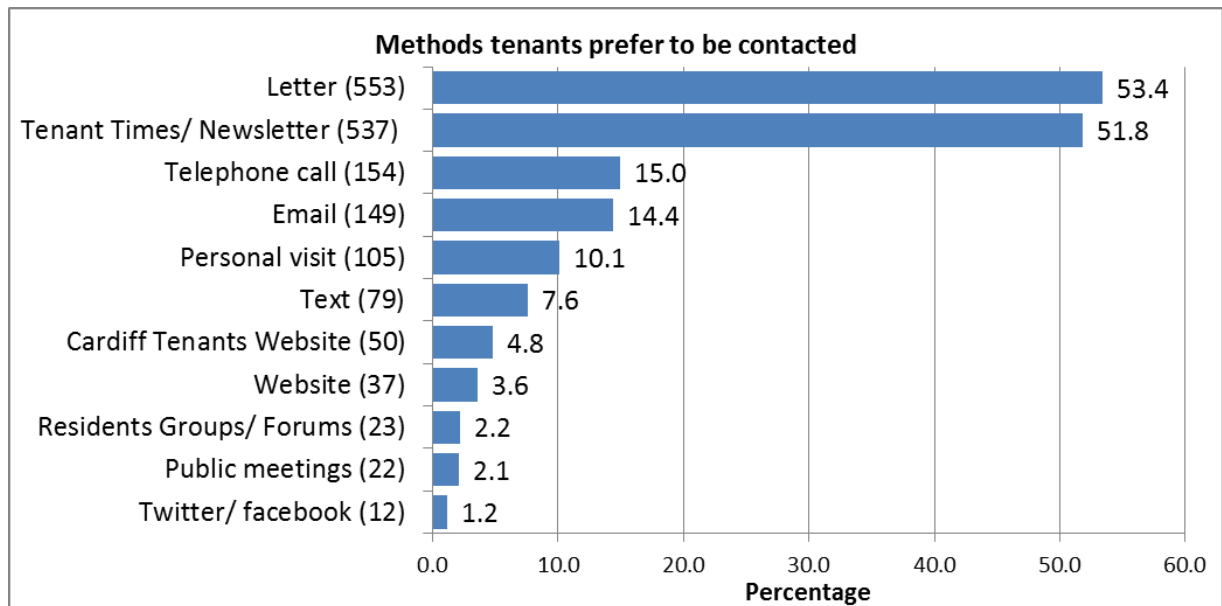
*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

## **8 Communication and Information**

**Q34 Which methods would you prefer your landlord to use to keep you informed or to ask your opinions?**

The figure below shows that the largest proportion (53.4%) of respondents stated a preference for being contacted by letter, and (51.8%) via Tenant Times/Newsletter to inform or consult them about issues that may affect them.

The least popular contact methods were via social media (1.2%), public meetings (2.1%), by resident groups/forums (2.2%) and via website (3.6%).



NB. Percentages do not sum to 100.0% because respondents could give more than one answer.

**Q35 How satisfied are you that we are keeping you informed about things that might affect you as a tenant?**

Almost nine-tenths (87%) of tenants were satisfied that their landlord was keeping them informed about things that might affect them as tenants, while 5.1% were dissatisfied.

	No.	%
Very satisfied	456	42.7
Fairly satisfied	473	44.3
Neither	84	7.9
Fairly dissatisfied	30	2.8
Very dissatisfied	25	2.3
<b>Total</b>	<b>1,068</b>	<b>100.0</b>

**Q36 How satisfied are you that your views are being taken into account by us?**

The majority of respondents (71%) were satisfied that their views are taken into account by their landlord. However, 12% were dissatisfied and 17% were neither satisfied nor dissatisfied.

	No.	%
Very satisfied	346	33.5
Fairly satisfied	388	37.5
Neither	176	17.0
Fairly dissatisfied	66	6.4
Very dissatisfied	58	5.6
<b>Total</b>	<b>1,034</b>	<b>100.0</b>

**Q37 Do you have contents insurance for your home?**

Just over a third of respondents (34.5%) stated that they had contents insurance for their home.

	No.	%
Yes	371	34.5
No	672	62.4
Don't know	33	3.1
<b>Total</b>	<b>1,076</b>	<b>100.0</b>

**Q38 Do you have a bank account which you use regularly?**

The majority of respondents (80%) stated that they had a bank account that they used regularly. However, a fifth (20%) stated they did not have a bank account.

	No.	%
Yes	851	80.0
No	212	20.0
<b>Total</b>	<b>1,063</b>	<b>100.0</b>

**Q38a If no, would you like help to set one up?**

Over a fifth (21.3%) of respondents indicated they would like assistance to set up a bank account.

	No.	%
Yes	32	21.3
No	118	78.7
<b>Total</b>	<b>150</b>	<b>100.0</b>

**Q39 Do you have a home computer?**

Under half of tenants (43.4%) had a home computer and just over a third (37.9%) had a home computer with internet access.

	No.	%
Yes (with internet access)	399	37.9
Yes (without internet access)	58	5.5
No	596	56.6
<b>Total</b>	<b>1,053</b>	<b>100.0</b>

**Q40 Why is your home computer not connected to the internet?**

Those respondents that stated they had a home computer without internet access were asked why it was not connected to the internet. The vast majority of those whom responded (68.6%) said that they could not afford it.

	No.	%
Can't afford it	35	68.6
Not interested	7	13.7
Don't know how	4	7.8
Computer/Phone line technical problems	1	2.0
Other	4	7.8
<b>Total</b>	<b>51</b>	<b>100.0</b>

Of the tenants that stated 'Other' their reasoning was:-

- "I'm 90 yrs old, I can't use the computer;"
- "Internet on smart TV;"
- "USE INTERNET ON MY PHONE;"

**Q41 Do you access the internet using any of the following methods?**

Just under a third of respondents said that they accessed the internet from their mobile phone (32.9%), with a similar number (32.3%) gaining access at a library/HUB, and just over three tenths (30.5%) accessed the internet from a friend's/family's computer.

	No of responses	%
From your mobile phone	107	32.1
At a Library/HUB	105	31.5
From friend's/family's computer	100	29.7
At another Community facility	13	3.9
Tenant Resource Centre	10	3.0
Other	71	21.3
<b>Total Respondents</b>	<b>325</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer.*

Over two fifths (40.8%) of other comments related to Don't know/Don't use the internet/computer, and over a quarter (25.4%) Don't know how/Not capable to use the internet/computer.

	No.	%
Don't know/Don't use the internet/computer	29	40.8
Don't know how/Not capable to use the internet/computer	18	25.4
No computer	7	9.9
Use computer facilities in library/HUB/at work/Support centres	7	9.9
No access	7	9.9
Sky/home broadband	3	4.2
<b>Total</b>	<b>71</b>	<b>100.0</b>



**Q42 Would you like free basic computer training or help getting online?**

Around one in every eight respondents (13.1%) stated that they would like free basic computer training.

	<b>No.</b>	<b>%</b>
Yes	128	13.1
No	849	86.9
<b>Total</b>	<b>977</b>	<b>100.0</b>

**Q43 Would you like any further information on these issues?**

The highest level of interest for further information was for help with bills, with over two fifths (42%) of respondents indicating this choice. Over a third (36.4%) of respondents were interested in information regarding training and skills to help gain employment, with a similar figure (34.3%) of respondents who answered citing an interest in information pertaining to volunteering.

	<b>No. of responses</b>	<b>%</b>
Help with bills	103	42.0
Training and skills to help gain employment	89	36.3
Volunteering	84	34.3
Credit Union	66	26.9
Getting involved in your area	64	26.1
Debt advice	54	22.0
Money advice	51	20.8
<b>Total Respondents</b>	<b>245</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer.*

## 9 Comments

### **Q44 Is there anything else you would like to say about your home and/or the services provided by us?**

There were 473 responses to this free text question. Many of the tenants' comments were positive and reflected contentment with the services provided, although a number of them also included a variety of concerns within their remarks. Just under a fifth (18.6%) of these comments were complaints, with a similar figure (17.6%) relating to issues regarding modification, the third highest number of comments stemmed from tenants waiting for the completion of work, which relates to just under one tenth (9.6%) of responses.

These have been broadly categorised as follows:

	No.	%
Complaints - Bad Customer Service, Made to feel the customer is at fault, Complaints ignored, Bad home availability admin, Bad housing officer, Not happy where they are currently living, Poor housing, System penalises working people, Don't deal with problem neighbours, Promise works/upgrades but don't do them, Starting court proceedings, Eviction notices due to admin error, Too long to process forms, Special treatment to some tenants	159	18.6
Want modification/general service to the house - inside, outside garden issues, need changes for added security, willing to pay towards work to be done	151	17.6
Waiting for jobs to be finished, improvements not carried out, Poor standard of work, take too long,	82	9.6
Compliments - happy with service, like property, fairly satisfied, helpful staff, happy with survey to voice concerns, like neighbourhood, personal support	76	8.9
Nuisance neighbours/youths - drugs, alcohol abuse, damaging property, other disruptive behaviour, gypsy travellers with horses, causing criminal damage, ongoing issues with neighbours need council intervention want them moved out	74	8.6
Want to move home - move from problem neighbours, bigger property, want to be closer to family, bungalow or ground flat due to health, Want info on how to move	52	6.1

Other - local transport, more police patrolling, streets, park, security issues, benefit assessments, more investment, extra support English not first language, Like to volunteer, More info about development in area, Don't pay contractors when they do a bad job, tax, racism, benefits and arrears, printing welsh waste of money, facilities to discuss private matters, Fear of the neighbourhood, escalate issues with MPs, on waiting list for old person home,	47	5.5
Street cleansing, clean in area, fly tipping problems, dog mess, increase collections, more bins for flats, Missing food bins, encourage recycling to residents,	32	3.7
House changes/general services needed for health reasons	28	3.3
Don't return customer calls and kept waiting on phone line, passed back and forth	24	2.8
Don't keep service appointment, Stay in waiting and no one turns up, wait all day, keep changing dates, State precise date and time when work will start	21	2.5
Car parking issues, want own driveway	19	2.2
Prefer Council workman instead of anyone from Ian Williams, Ian Williams cause more problems than they fix, cowboy builders don't use them, leave a mess	18	2.1
Communal room upgrade - Games i.e. pool or dart board, better front door, security issue, cleaning, make it safer, lazy cleaners,	14	1.6
Please contact - report problems,	14	1.6
Not happy with modifications to the property	12	1.4
Decoration needed - inside, outside of building	11	1.3
Tenancy agreement, Want right to buy info, Info on application, Reporting bad tenants	10	1.2
Want more council inspections to properties, Want someone to inspect property now	5	0.6
Service charges gone up but no service improvements	3	0.4
Ideas for improvements within the Council - online payment records and rent arrears, BSL	2	0.2
Help moving to a different city	2	0.2

*NB. Comments have been coded against more than one theme*

**Q45 Please state your ethnic origin**

The majority of respondents (88.7%) described their ethnicity as white, which compares with 84.7% of the Cardiff population (2011 Census), with 86.9% described themselves as white Welsh/English/Scottish/NI/British.

<b>White</b>	<b>No.</b>	<b>%</b>	<b>Mixed/ Multiple ethnic groups</b>	<b>No.</b>	<b>%</b>
Welsh/ English/ Scottish/ Northern Irish/ British	898	86.9	White & Black African	16	1.5
Gypsy or Irish traveller	9	0.8	White & Black Caribbean	14	1.4
Irish	7	0.7	White & Asian	6	0.6
Other	2	0.2	Other	1	0.1
<b>Total</b>	<b>916</b>	<b>88.7</b>	<b>Total</b>	<b>37</b>	<b>3.6</b>
<b>Asian/ Asian British</b>	<b>No.</b>	<b>%</b>	<b>Black/ African/ Caribbean/ Black British</b>	<b>No.</b>	<b>%</b>
Chinese	4	0.4	African	25	2.4
Indian	1	0.1	Caribbean	6	0.6
Bangladeshi	6	0.6	Other	2	0.2
Pakistani	4	0.4	<b>Total</b>	<b>33</b>	<b>3.2</b>
Other	5	0.5			
<b>Total</b>	<b>20</b>	<b>2.0</b>	Arab	11	1.1
			Other	1	0.1
			Czech	2	0.2
			Polish	2	0.2
			Yemeni	2	0.2
			Prefer not to say	9	0.8
			<b>TOTAL</b>	<b>27</b>	<b>2.6</b>

**Q46 What is the main language spoken in your home?**

Over nine-tenths of respondents said that English (93.5%) was the main language spoken in their home.

	<b>No.</b>	<b>%</b>
English	942	93.5
Somali	13	1.3
Arabic	9	0.9
Portuguese	6	0.6
Urdu	4	0.4
Kurdish	4	0.4
Bengali	3	0.3
Czech	3	0.3
Polish	3	0.3
Welsh	3	0.3
Swahili	2	0.2
French	2	0.2
Other	13	1.3
<b>Total</b>	<b>1,007</b>	<b>100.0</b>

The 'Other' main languages spoken as follows:

- Dutch
- Farsi
- Ga
- Greek
- Krio
- Kutchi
- Lingala
- Mongolian
- Pashto
- Russian
- Shona
- Tigrinya

## 10 Tenant Group Profiles

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

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

### **10.1 *Households containing two or more residents under the age of sixteen (122 respondents)***

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

- Two thirds of these tenants were satisfied with their landlord (66.7%) with three quarters satisfied with their local area (76.3%) and two thirds their property (67.8%). These were all below the comparative percentages for all respondents (Landlord – 75.1%; property – 80.6%; local area – 85.6%).
- A larger percentage of these tenants (47.1%) last made contact with the Council by telephone via C2C than tenants overall (43.7%), but the opposite was the case with contact via Housing Enquiry – 30.8% compared with 33.5% for all respondents.
- Repairs (70.4%) were the main reason these tenants last contacted their landlord, consistent with all respondents.
- A lower percentage of these tenants (49%) had their enquiry dealt with by one person, compared to all respondents (51.2%).
- A higher percentage of these tenants (80.4%) found staff ‘helpful’, compared to 78.7% of all respondents.
- Almost two thirds of these tenants (63%) were satisfied with the final outcome of their last enquiry to the Council, in comparison to 71% of all respondents.

- In relation to problems in their area, these tenants' views were broadly lower than with all respondents. The most 'serious' problem was cited as litter and dog mess (31.8%), which was higher than all respondents (27.3%)
- A lower percentage of these tenants than overall reported to be 'very satisfied' (28% compared with 37.7%) but a higher percentage were 'fairly satisfied' (44% compared with 39.4%) with the way the landlord deals with repairs and maintenance.
- Over two fifths of these households (43.7%) had to contact the Council again about their last repair after first reporting it, higher than the 35.9% of all respondents.
- These households were more likely to want to be contacted by letter (71.4% compared to 53.4%), but less likely via Tenants Times (39.5% compared with 51.8%).
- A lower proportion of these tenants (53.5%) than those overall (71%) were satisfied that their landlord took their views into account.
- These tenants (81.7%) were less satisfied that their landlord was keeping them informed about things that might affect them than all respondents (87%).
- Less than a quarter of these tenants (21%) had contents insurance, compared with over a third (34.5%) of all respondents.
- More of these tenants (83.9%) reported to having a bank account they used regularly compared to 80% of all respondents.
- These households are more likely than all tenants to have a home computer (71.9% compared with 43.4%), with almost two thirds of them having one with internet access (65.8%).
- The most popular method of gaining internet access was 'from your mobile phone' with (51.7%), this was considerably higher than overall respondents (32.9%). Overall respondents favoured accessing the internet via a Library/Hub (32.3%); which was similar to these respondents (37.9%)

## General Satisfaction

*Taking everything into account, how satisfied or dissatisfied are you with the landlord/ property/ local neighbourhood?*



## Contact with us – your landlord

*How did you last contact your landlord?*

	No.	%
Telephoned via C2C	49	47.1
Telephoned Housing Enquiry	32	30.8
Visited office/HUB	16	15.4
Telephoned (not via Housing Enquiry or C2C)	4	3.8
Letter/E-mail	1	1.0
Other	2	1.9
<b>Total</b>	<b>104</b>	<b>100.0</b>



***What was your reason for your last contact?***

	No.	%
Repairs	76	70.4
Rent/housing benefit	20	18.5
Transfer/exchange	6	5.6
Anti-social behaviour/nuisance neighbours	3	2.8
General Tenancy Matters	1	0.9
Garden/communal areas	0	0
Other	2	1.9
<b>Total</b>	<b>108</b>	<b>100.0</b>

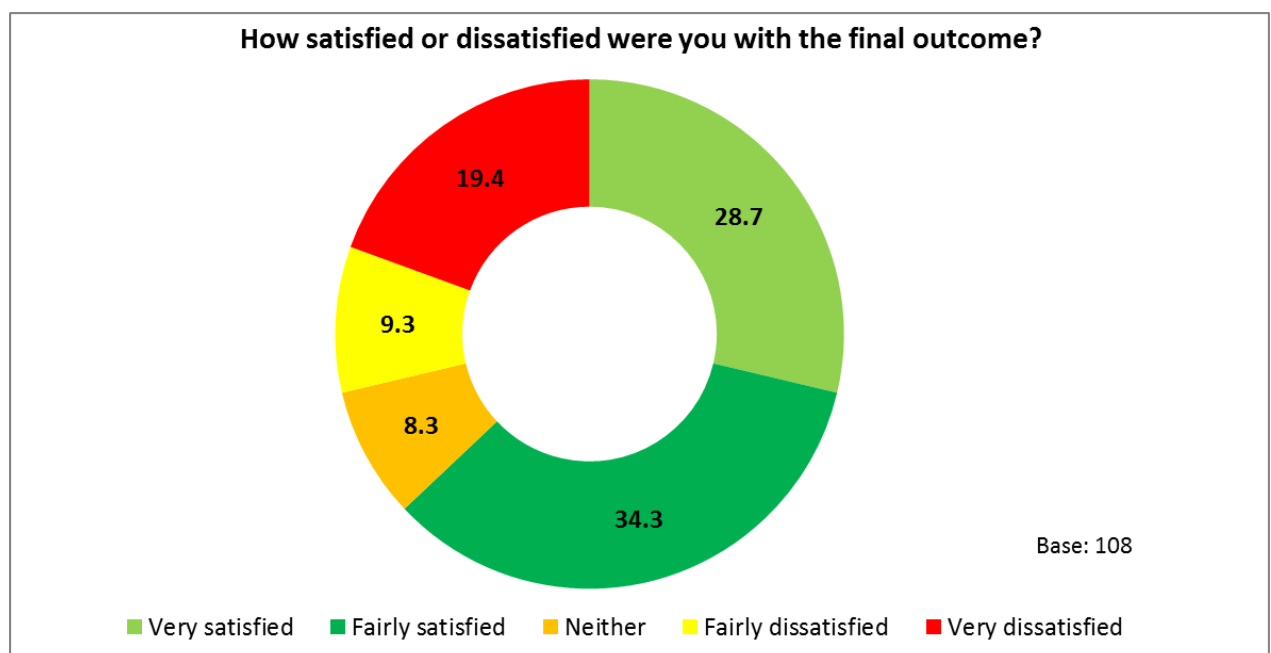
***How many people were you passed to before your query was dealt with?***

	No.	%
1 person	52	49.0
2 people	27	25.5
3 people	9	8.5
More than 3 people	9	8.5
Can't remember	9	8.5
<b>Total</b>	<b>106</b>	<b>100.0</b>

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

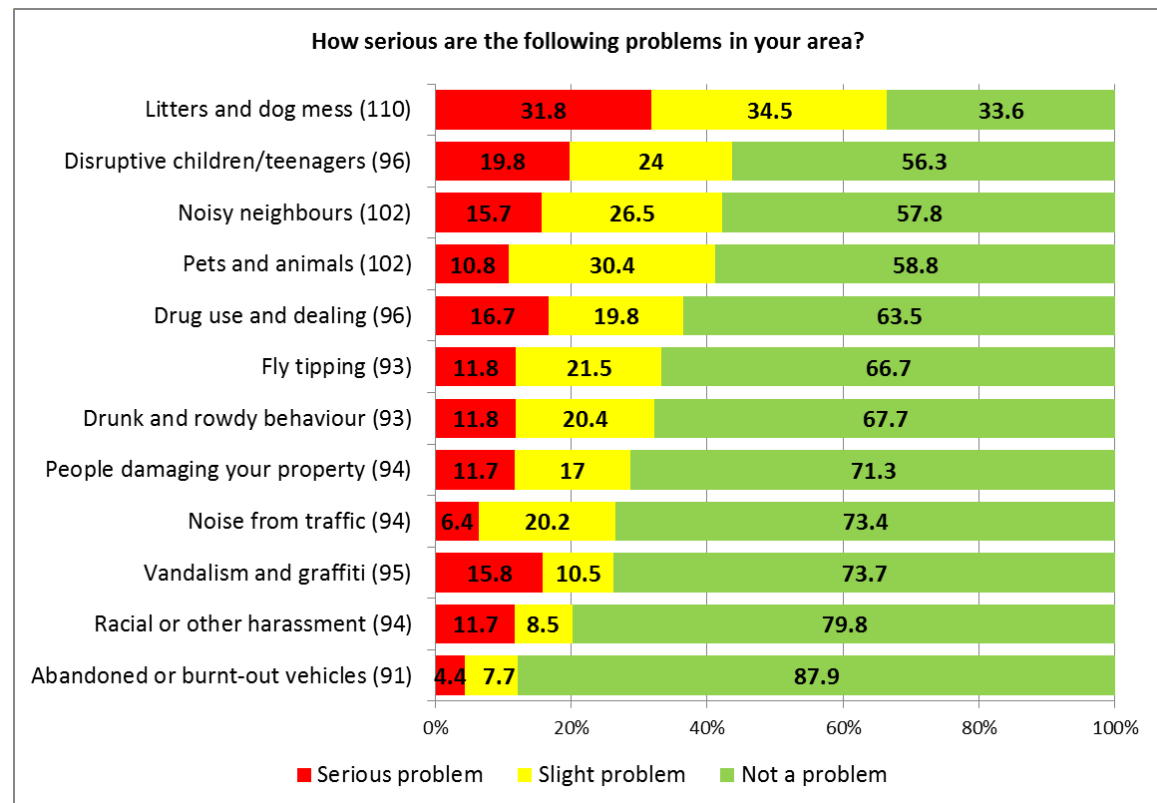
	No.	%
Helpful	86	80.4
Unhelpful	12	11.2
Neither	5	4.7
Can't remember	4	3.7
<b>Total</b>	<b>107</b>	<b>100.0</b>

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



**Problems in the Area**

***How much of a problem do you consider the following issues to be in your local neighbourhood?***

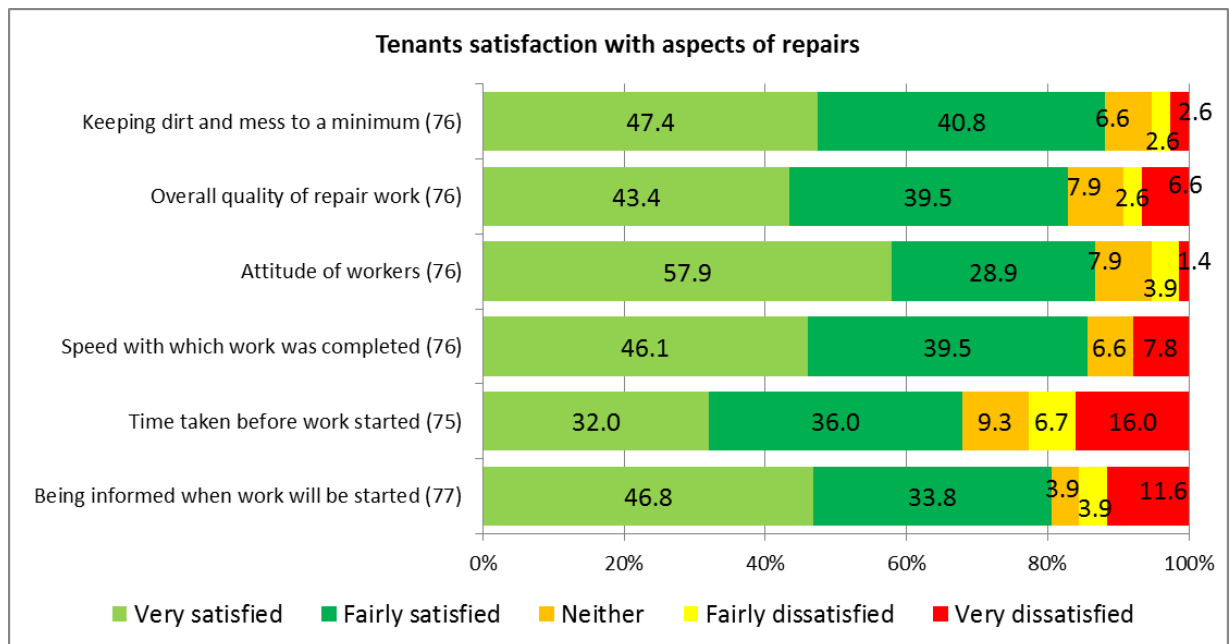


**Repairs and Maintenance**

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

	No.	%
Very satisfied	21	28.0
Fairly satisfied	33	44.0
Neither	6	8.0
Fairly dissatisfied	7	9.3
Very dissatisfied	8	10.7
<b>Total</b>	<b>75</b>	<b>100.0</b>

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



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

	No.	%
Yes	31	43.7
No	40	56.3
<b>Total</b>	<b>71</b>	<b>100.0</b>

## Communication and Information

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

	No.	%
Letter	85	71.4
Tenant Times/Newsletter	47	39.5
E-mail	27	22.7
Telephone call	17	14.3
Text	15	12.6
Personal visit	10	8.4
Website	10	8.4
Cardiff Tenants Website	6	5.0
Public meetings	3	2.5
Residents Groups/Forums	2	1.7
Twitter/Facebook	2	1.7
<b>Total</b>	<b>224</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

***How satisfied are you that your views are being taken into account by your landlord?***

	No.	%
Very satisfied	32	28.1
Fairly satisfied	29	25.4
Neither	38	33.3
Fairly dissatisfied	10	8.8
Very dissatisfied	5	4.4
<b>Total</b>	<b>114</b>	<b>100.0</b>

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

	No.	%
Very satisfied	39	32.5
Fairly satisfied	59	49.2
Neither	15	12.5
Fairly dissatisfied	5	4.2
Very dissatisfied	2	1.7
<b>Total</b>	<b>120</b>	<b>100.0</b>

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

	No.	%
Yes	25	21.0
No	87	73.1
Don't know	7	5.9
<b>Total</b>	<b>119</b>	<b>100.0</b>

***Do you have a bank account that you use regularly?***

	No.	%
Yes	99	83.9
No	19	16.1
<b>Total</b>	<b>118</b>	<b>100.0</b>

***Do you have a home computer?***

	<b>No.</b>	<b>%</b>
Yes (with internet access)	75	65.8
Yes (without internet access)	7	6.1
No	32	28.1
<b>Total</b>	<b>114</b>	<b>100.0</b>

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

	<b>No.</b>	<b>%</b>
From your mobile phone	15	51.7
At a Library/HUB	11	37.9
From friend's/family's computer	10	34.5
At another Community facility	2	6.9
Tenant Resource Centre	2	6.9
Other	4	13.8
<b>Total</b>	<b>44</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

## **10.2 Households where the respondent identified themselves as non-white (108 respondents)**

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

- Non-white respondent's satisfaction with their landlord was (71.7% compared to 75.1%); property (76.7% compared to 80.6%) and local neighbourhood (78.1% compared to 85.6%) all lower than overall respondents.
- The methods of contact used by these tenants was broadly consistent with all respondents with 35.9% contacting via C2C and via Housing Enquiry, compared to 43.7% and 33.5% overall. A greater proportion of these tenants (17.9%) last made contact with the Council by visiting an office/in person than tenants overall (15.2%).
- Non-white respondents were less likely to have last contacted their landlord about repairs than all tenants (69.9% compared with 71.6%), and less inclined to have made contact regarding rent/housing benefit (9.6%) compared with 11.4% of overall respondents.
- These tenants reported they had been passed to two people before their query was dealt with, which was higher than all respondents (30.6% compared with 26.4%).
- Around three-quarters (76.7%) of these households found the staff 'helpful', which is in line with all respondents (78.7%).
- Tenants' satisfaction levels with the final outcome of their enquiry were almost identical (70.9%) to those of all respondents (71%).
- 39% of non-white tenants were 'very satisfied' overall with repairs and maintenance compared to 37.7% of all respondents.
- Non-white tenants were broadly in line with overall respondents in terms of satisfaction with each aspect of repairs and maintenance.
- Two fifths of these households (40%) had to contact the Council again about their last repair after first reporting it, compared with 35.9% of all respondents.
- Non-white tenants had a greater preference for being contacted by letter (73.1%) than the overall average (53.4%), but were much less likely to favour the Tenant Times or newsletter (26% compared with 51.8%).
- These tenants (70.5%) were considerably less satisfied that their landlord was keeping them informed about things that might affect them than all respondents (87.0%).
- Only 10.8% of non-white respondents had contents insurance, compared with 34.5% of all respondents.
- 78.8% of these tenants reported having a bank account, compared to 80% overall.
- These households were more likely to have a home computer (59.3%) than all tenants (43.4%), with just under half having one with internet access (47.2%).

## General Satisfaction

*Taking everything into account, how satisfied or dissatisfied are you with the landlord/ property/ local neighbourhood?*



## Contact with us – your landlord

*How did you last contact your landlord?*

	No.	%
Telephoned via Housing Enquiry	28	35.9
Telephoned via C2C	28	35.9
Visited office/HUB	14	17.9
Letter/E-mail	4	5.1
Telephoned (not via Housing Enquiry or C2C)	3	3.8
Other	1	1.3
<b>Total</b>	<b>78</b>	<b>100.0</b>

***What was your reason for your last contact?***

	<b>No.</b>	<b>%</b>
Repairs	58	69.9
Rent/housing benefit	8	9.6
Anti-social behaviour/nuisance neighbours	6	7.2
Transfer/exchange	4	4.8
General Tenancy Matters	1	1.2
Garden/communal areas	1	1.2
Other	5	6.0
<b>Total</b>	<b>83</b>	<b>100.0</b>

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

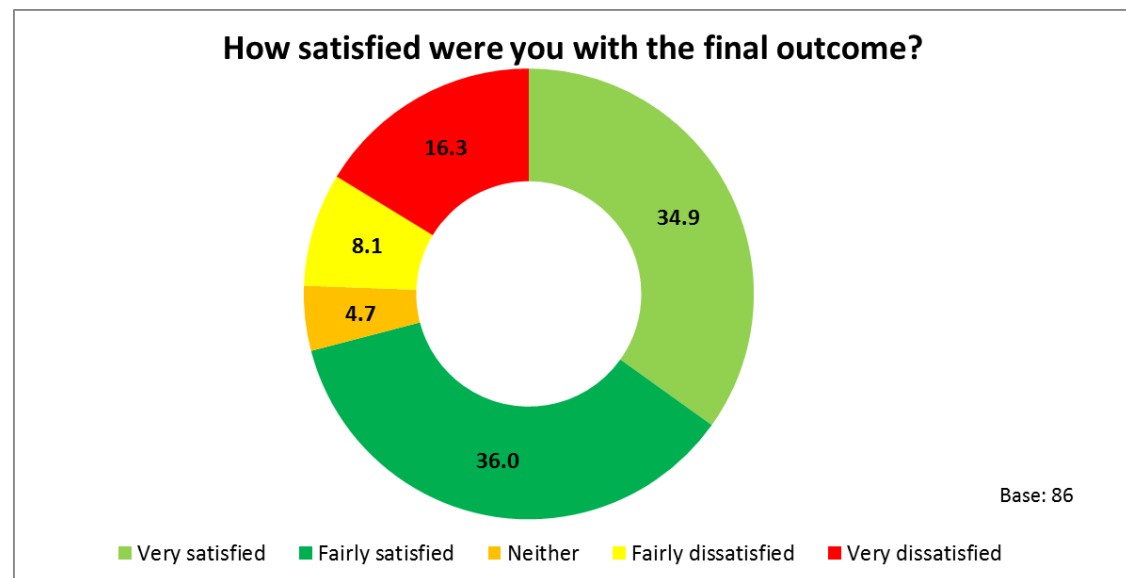
	<b>No.</b>	<b>%</b>
1 person	34	40.0
2 people	26	30.6
3 people	9	10.6
More than 3 people	8	9.4
Can't remember	8	9.4
<b>Total</b>	<b>85</b>	<b>100.0</b>

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

	<b>No.</b>	<b>%</b>
Helpful	66	76.7
Unhelpful	9	10.5
Neither	7	8.1
Can't remember	4	4.7
<b>Total</b>	<b>86</b>	<b>100.0</b>

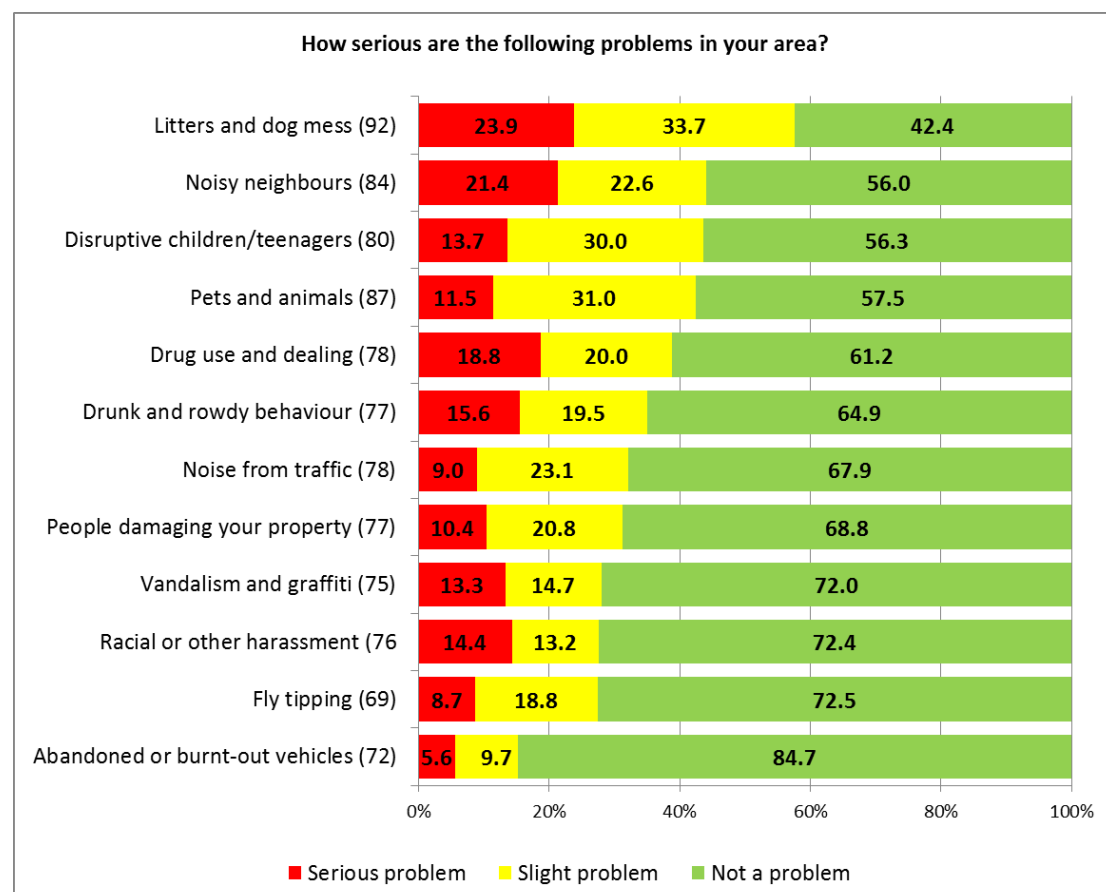


***Were you satisfied or dissatisfied with the final outcome?***



**Problems in the Area**

***How much of a problem do you consider the following issues to be in your local neighbourhood?***

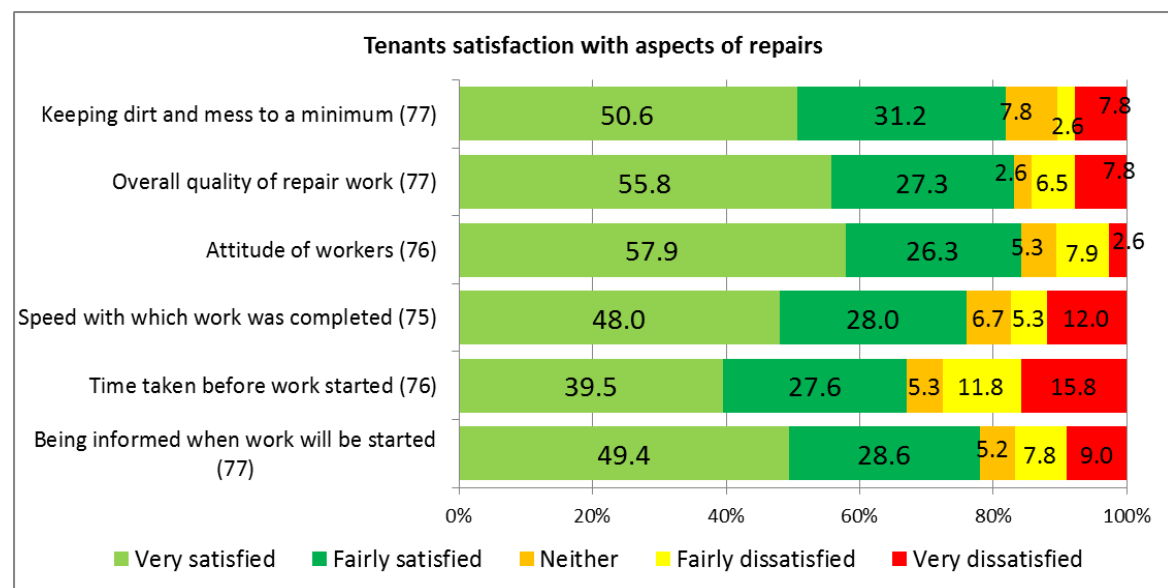


## Repairs and Maintenance

***Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?***

	No.	%
Very satisfied	30	39.0
Fairly satisfied	27	35.1
Neither	8	10.4
Fairly dissatisfied	5	6.5
Very dissatisfied	7	9.1
<b>Total</b>	<b>77</b>	<b>100.0</b>

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



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

	No.	%
Yes	30	40.0
No	45	60.0
<b>Total</b>	<b>75</b>	<b>100.0</b>

## Communication and Information

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

	No.	%
Letter	76	73.1
Tenant Times/Newsletter	27	26.0
Telephone call	26	25.0
E-mail	22	21.2
Personal visit	21	20.2
Text	18	17.3
Website	9	8.7
Cardiff Tenants Website	9	8.7
Residents Groups/Forums	4	3.8
Twitter/Facebook	2	1.9
Public meetings	3	2.9
<b>Total</b>	<b>217</b>	<b>-</b>

NB. Percentages do not sum to 100.0% because respondents could give more than one answer

***How satisfied are you that your views are being taken into account by your landlord?***

	No.	%
Very satisfied	38	36.2
Fairly satisfied	36	34.3
Neither	20	19.0
Fairly dissatisfied	6	5.7
Very dissatisfied	5	4.8
<b>Total</b>	<b>105</b>	<b>100.0</b>

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

	No.	%
Very satisfied	49	47.1
Fairly satisfied	41	39.4
Neither	9	8.7
Fairly dissatisfied	3	2.9
Very dissatisfied	2	1.9
<b>Total</b>	<b>104</b>	<b>100.0</b>

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

	No.	%
Yes	11	10.8
No	80	78.4
Don't know	11	10.8
<b>Total</b>	<b>102</b>	<b>100.0</b>

***Do you have a bank account that you use regularly?***

	No.	%
Yes	22	21.2
No	82	78.8
<b>Total</b>	<b>104</b>	<b>100.0</b>

***Do you have a home computer?***

	No.	%
Yes (with internet access)	48	48.0
Yes (without internet access)	13	13.0
No	39	39.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

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

	No.	%
From your mobile phone	19	50.0
At a library/Hub	15	39.5
From friend's/family's computer	7	18.4
At another Community facility	2	5.3
Tenant Resource Centre	2	5.3
<b>Total</b>	<b>38</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

### **10.3 Households containing a resident with any health problems or disabilities (616 respondents)**

- More than four-fifths of these tenants were satisfied with their property (81.5%), local neighbourhood (85.1%) and over three quarters (76.2%) landlord, compared to all respondents that reported property (80.6%); local neighbourhood (85.6%) and landlord (75.1%).
- The methods of contacting the Council by these tenants were very similar to those of all respondents, although they were less likely to have telephoned via C2C – 42.1% compared with 43.7%.
- A very similar percentage of these tenants (70.5%) last made contact with the Council regarding repairs as with all respondents (71.6%), whereas a lower proportion needed help with rent/housing benefit (9.7% compared with 11.4%).
- The number of people these tenants were passed to before their query was dealt with was very similar to that of all respondents, although a slightly lower proportion was passed to two people (26.8% compared to 26.4%).
- Four-fifths (80.4%) of these households found the staff 'helpful', which is slightly higher than all respondents (78.7%).
- Seven in ten of these households (72.1%) were satisfied with the final outcome of their last enquiry to the Council, almost identical to the satisfaction level of all respondents (71%).
- A Slightly Higher percentage (41.3%) was 'very satisfied' with the overall performance compared to 40.6% of all tenants.
- Tenants' ratings of aspects of the repairs process were similar to those of all respondents.
- One in three of these households (34.2%) had to contact the Council again about their last repair after first reporting it, compared with 35.9% of all respondents.
- These households' preferences to communication were extremely similar to those overall.
- Over eight in ten (87.5%) of these tenants were satisfied that their landlord was keeping them informed about things that might affect them, this compares with 87% overall.
- Seven in ten (71.1%) of these tenants were satisfied that their views were being taken into account; this figure is almost identical to the overall response (71%)
- Just over a third (36.6%) of tenants reported to have Contents Insurance, this figure compares to 34.5% overall.
- These household were less likely to have a regular bank account than all respondents (75.7% compared to 80% overall)

- Two fifths (39.2%) of these households have a home computer were less likely to have a home computer than all tenants (43.4%).
- Of those that highlighted a way by which they accessed the internet, tenants of this type were less likely to do so on their mobile phone (26.9% compared with 32.1 %).

## General Satisfaction

***Taking everything into account, how satisfied or dissatisfied are your with the landlord/ property/ local neighbourhood?***



## Contact with us – your landlord

### *How did you last contact your landlord?*

	No.	%
Telephoned via C2C	193	42.1
Telephoned Via Housing Enquiry	157	34.3
Visited office/HUB	74	16.2
Telephoned (not via Housing Enquiry or C2C)	17	3.7
Letter/E-mail	6	1.3
Other	11	2.4
<b>Total</b>	<b>458</b>	<b>100.0</b>

### *What was your reason for your last contact?*

	No.	%
Repairs	334	70.5
Rent/housing benefit	46	9.7
Transfer/exchange	24	5.1
Anti-social behaviour/nuisance neighbours	23	4.9
General Tenancy Matters	12	2.5
Garden/communal areas	8	1.7
Other	27	5.7
<b>Total</b>	<b>474</b>	<b>100.0</b>

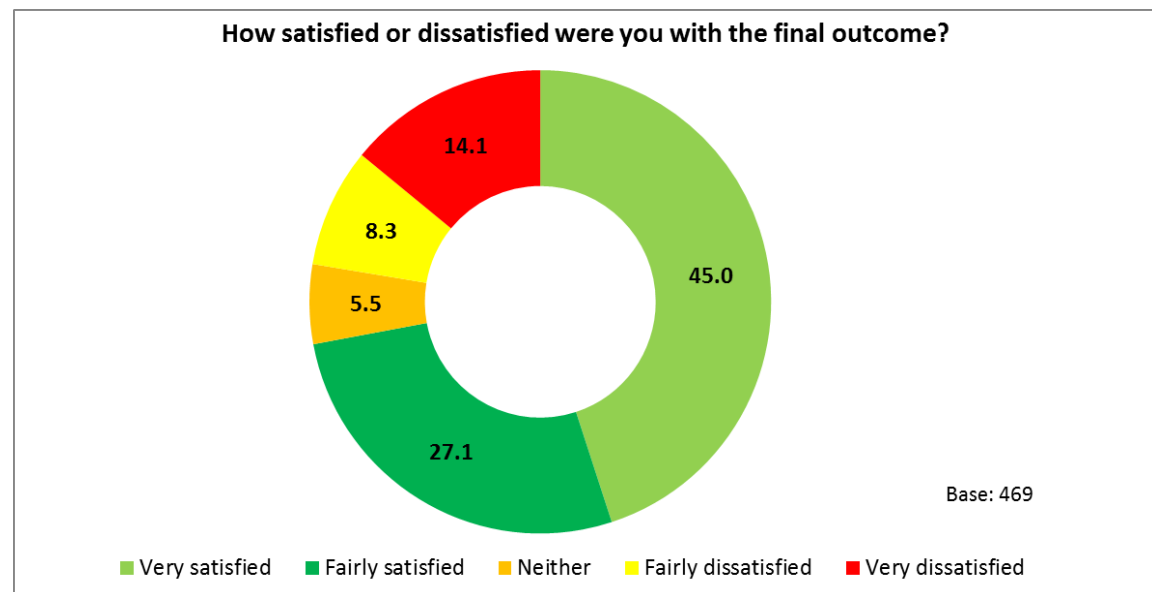
### *How many people were you passed to before your query was dealt with?*

	No.	%
1 person	235	50.4
2 people	125	26.8
3 people	43	9.2
More than 3 people	26	5.6
Can't remember	37	7.9
<b>Total</b>	<b>466</b>	<b>100.0</b>

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

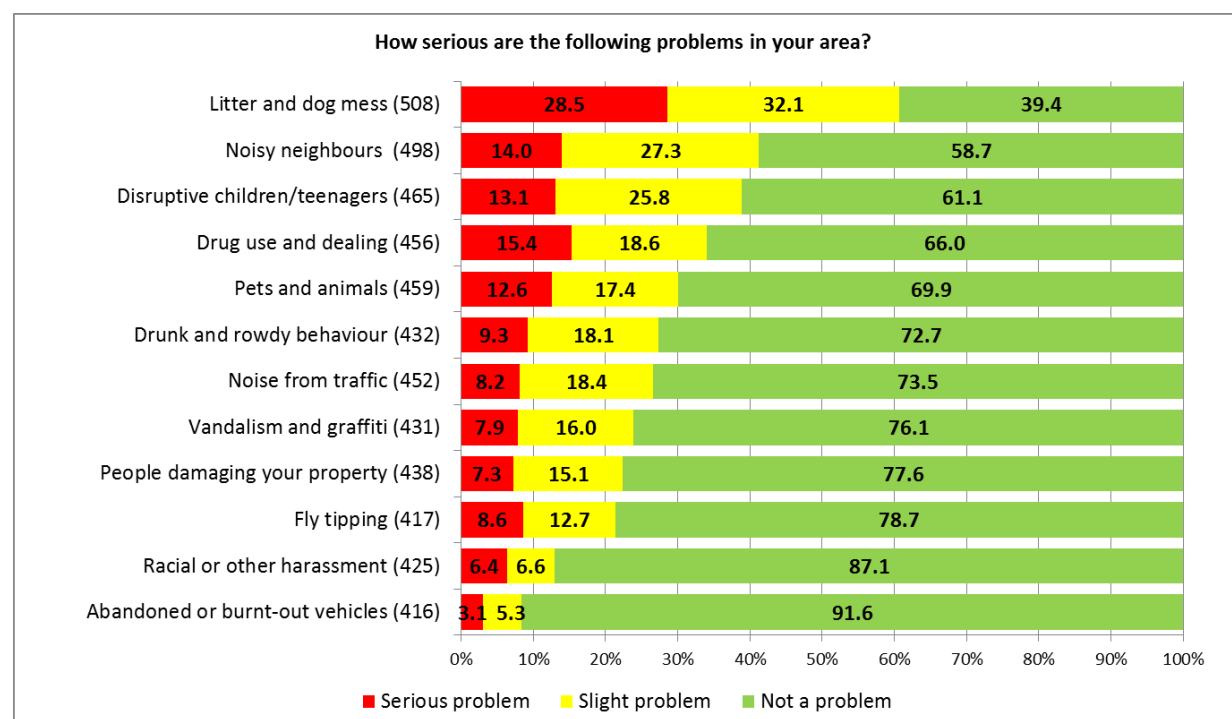
	No.	%
Helpful	382	80.4
Unhelpful	44	9.3
Neither	35	7.4
Can't remember	14	2.9
<b>Total</b>	<b>475</b>	<b>100.0</b>

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



## Problems in the Area

### How much of a problem do you consider the following issues to be in your local neighbourhood?



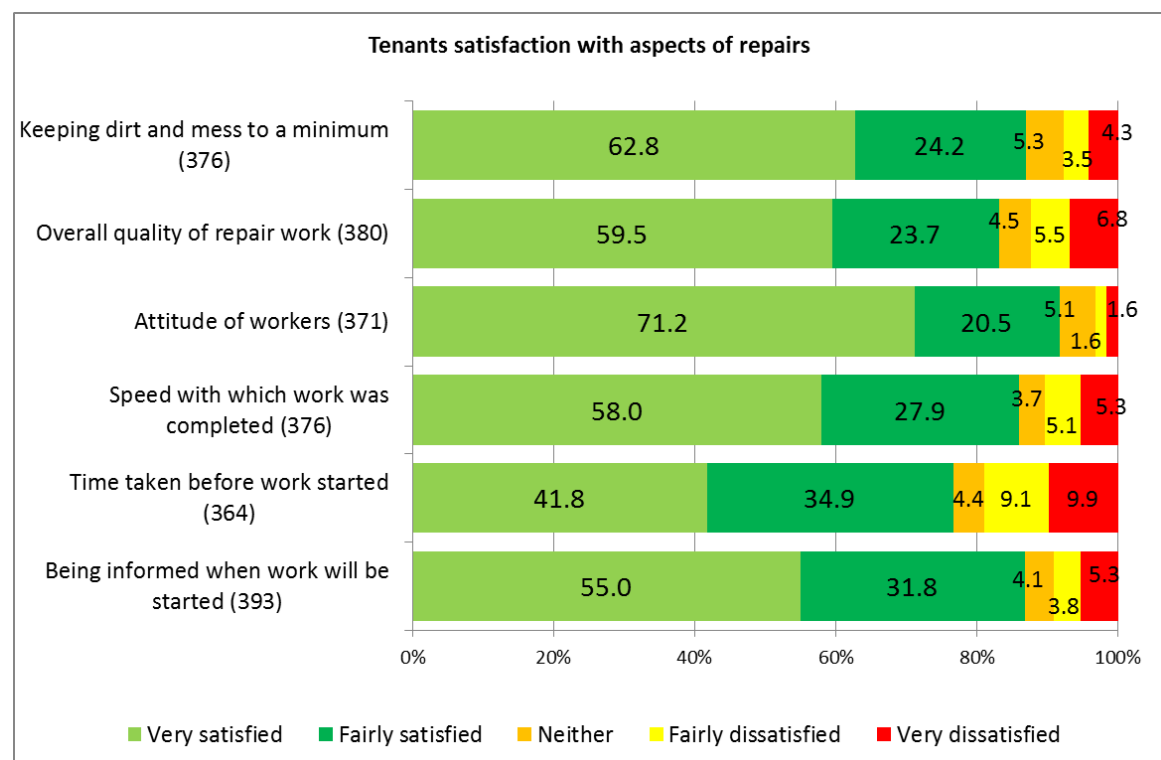


## Repairs and Maintenance

***Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?***

	No.	%
Very satisfied	151	38.1
Fairly satisfied	163	41.2
Neither	26	6.6
Fairly dissatisfied	24	6.1
Very dissatisfied	32	8.1
<b>Total</b>	<b>396</b>	<b>100.0</b>

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



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

	<b>No.</b>	<b>%</b>
Yes	133	34.2
No	256	65.8
<b>Total</b>	<b>389</b>	<b>100.0</b>

**Communication and Information**

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

	<b>No.</b>	<b>%</b>
Tenant Times/Newsletter	304	52.4
Letter	304	52.4
Telephone call	98	16.9
Personal visit	70	12.1
Email	70	12.1
Text	45	7.8
Cardiff Tenants Website	27	4.7
Website	16	2.8
Public meetings	12	2.1
Residents Groups/Forums	9	1.6
Twitter/Facebook	7	1.2
<b>Total</b>	<b>962</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

***How satisfied are you that your views are being taken into account by your landlord?***

	<b>No.</b>	<b>%</b>
Very satisfied	193	33.4
Fairly satisfied	217	37.6
Neither	94	16.3
Fairly dissatisfied	38	6.6
Very dissatisfied	35	6.1
<b>Total</b>	<b>577</b>	<b>100.0</b>

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

	<b>No.</b>	<b>%</b>
Very satisfied	252	41.9
Fairly satisfied	274	45.6
Neither	44	7.3
Fairly dissatisfied	15	2.5
Very dissatisfied	16	2.7
<b>Total</b>	<b>601</b>	<b>100.0</b>

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

	No.	%
Yes	220	36.6
No	362	60.2
Don't know	19	3.2
<b>Total</b>	<b>601</b>	<b>100.0</b>

***Do you have a bank account that you use regularly?***

	No.	%
Yes	446	75.7
No	143	24.3
<b>Total</b>	<b>589</b>	<b>100.0</b>

***Do you have a home computer?***

	No.	%
Yes (with internet access)	197	33.3
Yes (without internet access)	35	5.9
No	359	60.7
<b>Total</b>	<b>591</b>	<b>100.0</b>

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

	No.	%
From friend's/family's computer	65	35.7
From your mobile phone	49	26.9
Other	45	24.7
At a Library/HUB	40	22.0
At another Community facility	6	3.3
Tenant Resource Centre	5	2.7
<b>Total</b>	<b>210</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

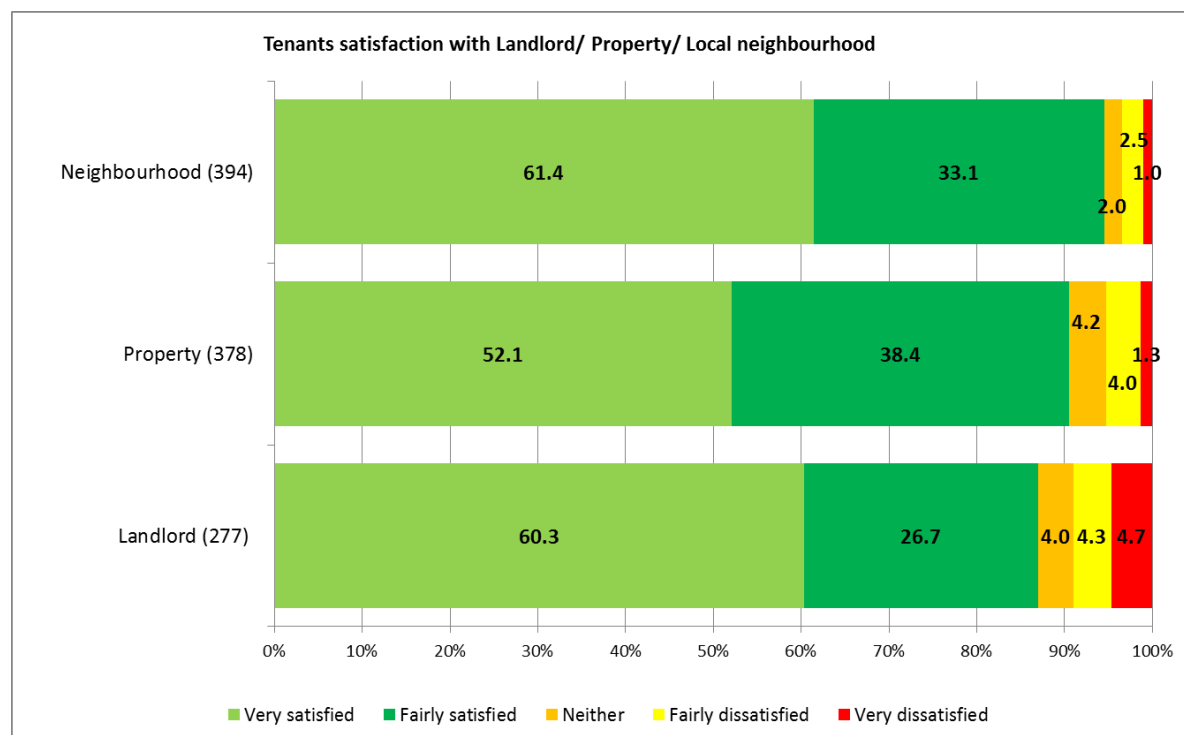
#### **10.4 Households where the respondent was aged sixty-five and over (402 respondents)**

- Respondents aged sixty-five and over were less likely to contact their landlord, around 70.8% stated they made contact compared to the overall average of 77.8%.
- Just over two-fifths (43.1%) stated they contact by 'Telephone via C2C' while a little over a third (36.4%) say they 'Telephone via the Housing Enquiry' line. The least favourable way of corresponding is by 'Letter/Email' with only 0.4% reporting to have made contact that way.
- Respondents aged sixty-five and over were more likely to contact landlords to report 'Repairs' with 75.7% compared with the survey overall results with 71.6%.
- Three-fifths (58.5%) of the respondents spoke to just 'one person' when making contact with a query, equating to 7.3% more than the overall average.
- Over four-fifths (86.1%) found Council staff 'Helpful' when contacting with queries, under a tenth (6.1%) stated staff were 'Unhelpful' while a similar number (5.7%) found staff 'Neither' helpful nor unhelpful.
- Three-fifths (60.7%) of those surveyed were 'Very satisfied' with the outcome of their query and a further fifth (21.1%) said they feel 'Fairly satisfied', just over a tenth (13.5%) of the respondents were either 'Fairly' or 'Very dissatisfied' with the outcome.
- These households were least likely to be 'Very' or 'Fairly dissatisfied' with the overall performance with just 9% reporting as such compared to 17.5% of the overall results.
- The overall average of respondents were more than twice as likely (14.1%) to be 'Fairly' or 'Very dissatisfied' than those from these households which expressed only 5.3% dissatisfaction with the general condition of their rented property.
- Just over a fifth (22.2%) of these households indicated 'Litter and dog mess' as being a serious issue, compared to over a quarter (27.3%) of overall respondents.
- These tenants level of satisfaction with the local neighbourhood as a place to live was higher than overall respondents, 94.5% compared to 85.6%.
- A lower portion of these residents (23.7% compared to 35.9%) than all respondents stated they needed to contact the Council again about the last repair after they first reported it.
- Half of these households (48.8%) are generally 'Very satisfied' with repairs and maintenance.
- Three-fifths (60.8%) stated receiving the Tenant Times or newsletter is the best way of keeping informed or providing customer feedback.

- These households are 7% more satisfied with how information is fed back to them than the overall.
- Two-fifths (41.2%) expressed they are 'Very satisfied' their view are being taken into account by the Council compared to 33.5% overall.
- Half (49.6%) of these respondents indicated they had content insurance for their home which equates to 15.1% more than overall respondents (34.5%).
- These households were marginally less likely to have a regular bank account than all respondents (78.2% compared to 80% overall)
- Ownership of a home computer was significantly higher amongst these respondents than overall respondents (78.2% compared with 56.6%).
- Of those that responded they use the internet the majority of them access it from friends/family computers (54.5% compared with 29.7% overall).

## General Satisfaction

***Taking everything into account, how satisfied or dissatisfied are your with the landlord/ property/ local neighbourhood?***



### Have you contacted us within the last 12 months?

	No.	%
Yes	255	70.8
No	76	21.1
Can't remember	29	8.1
<b>Total</b>	<b>360</b>	<b>100.0</b>

### How did you last contact us?

	No.	%
Telephoned via C2C (2087 2087)	116	43.1
Telephoned via Housing Enquiry (2053 7111)	98	36.4
Visited office/HUB	37	13.8
Telephoned (not via Housing Enquiry or C2C)	13	4.8
Other	4	1.5
Letter/Email	1	0.4
<b>Total</b>	<b>269</b>	<b>100.0</b>

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

	No.	%
Repairs	209	75.7
Rent/housing benefit	21	7.6
Other	15	5.4
Anti-social behaviour/nuisance neighbours	10	3.6
Transfer/exchange	10	3.6
Garden/communal areas	6	2.2
General Tenancy Matters	5	1.8
<b>Total</b>	<b>276</b>	<b>100.0</b>

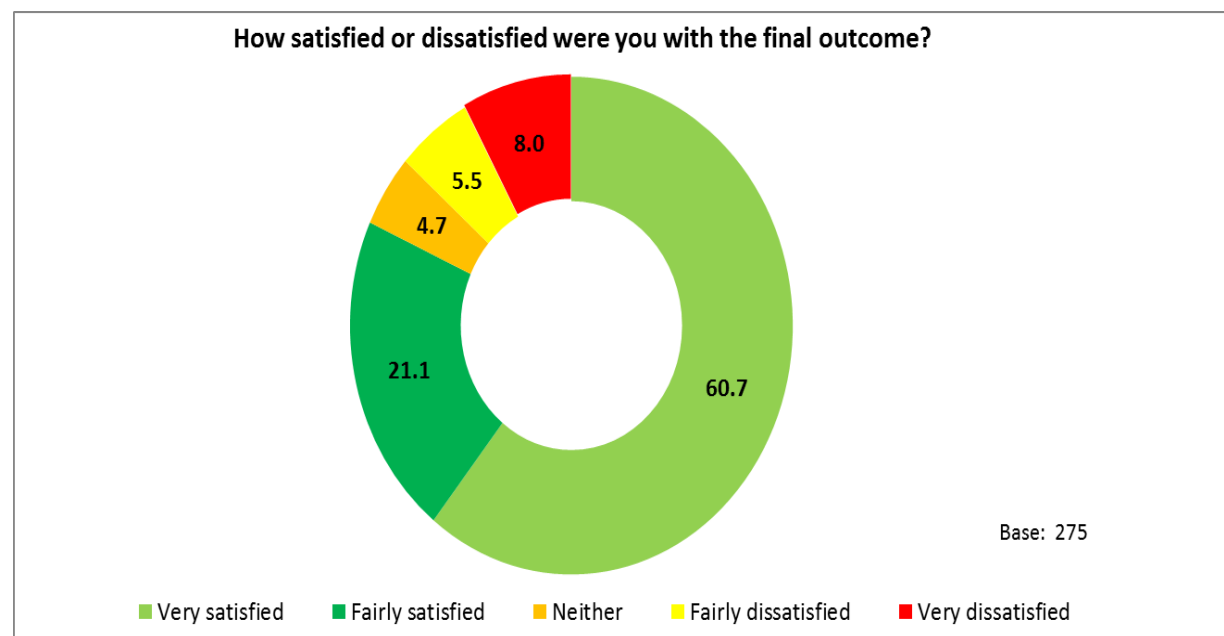
### How many people were you passed to before your query was dealt with?

	No.	%
1 person	161	58.5
2 people	67	24.4
3 people	26	9.5
Can't remember	14	5.1
More than 3 people	7	2.5
<b>Total</b>	<b>275</b>	<b>100.0</b>

### How helpful did you find the staff?

	No.	%
Helpful	241	86.1
Neither	16	5.7
Unhelpful	17	6.1
Can't remember	6	2.1
<b>Total</b>	<b>280</b>	<b>100.0</b>

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



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

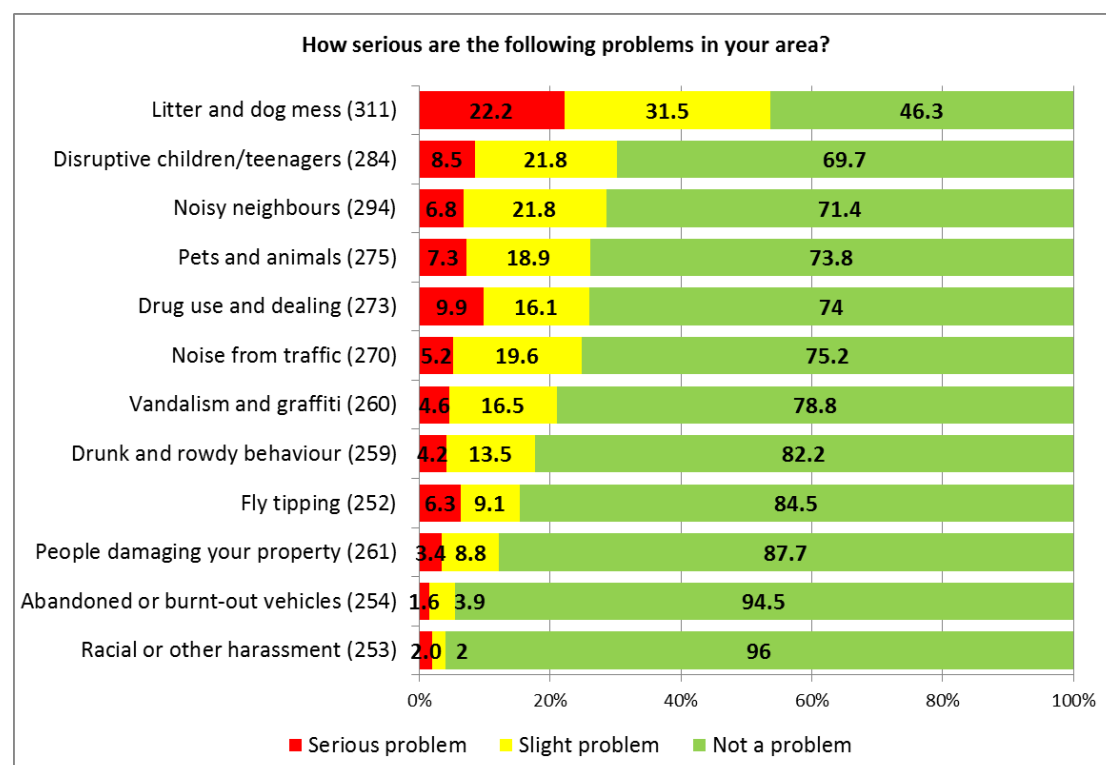
	No.	%
Very satisfied	167	60.3
Fairly satisfied	74	26.7
Neither	11	4.0
Fairly dissatisfied	12	4.3
Very dissatisfied	13	4.7
<b>Total</b>	<b>277</b>	<b>100.0</b>

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

	No.	%
Very satisfied	197	52.1
Fairly satisfied	145	38.4
Neither	16	4.2
Fairly dissatisfied	15	4.0
Very dissatisfied	5	1.3
<b>Total</b>	<b>378</b>	<b>100.0</b>

**Problems in the Area**

*How much of a problem do you consider the following issues to be in your local neighbourhood?*





## Repairs and Maintenance

***Generally, how satisfied are you with the way your landlord deals with repairs and maintenance?***

	No.	%
Very satisfied	123	48.8
Fairly satisfied	103	40.9
Neither	11	4.4
Fairly dissatisfied	7	2.8
Very dissatisfied	8	3.2
<b>Total</b>	<b>252</b>	<b>100.0</b>

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



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

	No.	%
Yes	59	23.7
No	190	76.3
<b>Total</b>	<b>249</b>	<b>100.0</b>

**Communication and Information**

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

	No.	%
Tenant Times/Newsletter	231	60.8
Letter	174	45.8
Telephone call	48	12.6
Personal visit	36	9.5
Email	18	4.7
Cardiff Tenants Website	12	3.2
Residents Groups/Forums	8	2.1
Website	5	1.3
Text	5	1.3
Public meetings	4	1.1
Twitter	0	0.0
<b>Total</b>	<b>380</b>	<b>-</b>

NB. Percentages do not sum to 100.0% because respondents could give more than one answer

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

	No.	%
Very satisfied	210	54.1
Fairly satisfied	155	39.9
Neither	12	3.1
Fairly dissatisfied	5	1.3
Very dissatisfied	6	1.5
<b>Total</b>	<b>388</b>	<b>100.0</b>

**How satisfied are you that your views are being taken into account by us?**

	No.	%
Very satisfied	154	41.2
Fairly satisfied	140	37.4
Neither	49	13.1
Very dissatisfied	10	2.7
Fairly dissatisfied	21	5.6
<b>Total</b>	<b>374</b>	<b>100.0</b>

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

	No.	%
Yes	195	49.6
No	189	48.1
Don't know	9	2.3
<b>Total</b>	<b>393</b>	<b>100.0</b>

**Do you have a bank account which you use regularly?**

	No.	%
Yes	302	78.2
No	84	21.8
<b>Total</b>	<b>386</b>	<b>100.0</b>

**Do you have a home computer?**

	No.	%
No	302	78.2
Yes (with internet access)	72	18.7
Yes (without internet access)	12	3.1
<b>Total</b>	<b>386</b>	<b>100.0</b>

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

	No.	%
From friend's/family's computer	30	54.5
At a Library/Hub	18	32.7
From your mobile phone	13	23.6
Tenant Resource Centre	3	5.5
At another Community facility	3	5.5
<b>Total</b>	<b>55</b>	<b>-</b>

*NB. Percentages do not sum to 100.0% because respondents could give more than one answer*

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

***Please note that, for 2015, only 30 respondents indicated that they were aged under twenty five. As this is not a statistically robust number, analysis has not been undertaken.***