

2018 Annual Tenants Satisfaction Survey

Consultation Report
October 2018



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Working for Cardiff, working together



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2018 Annual Tenants Satisfaction Survey

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Executive Summary

- A total of 887 surveys were completed, which equated to a response rate of 6.8%.
- In relation to contact with the landlord, tenants were most satisfied with advice about rent issues (83.1%), followed by repairs (80.1%), general tenancy matters (76.3%) and Cleaning (72.5%).
- Over four fifths (82.0%) of respondents had been in contact with their landlord in the past 12 months.
- The most frequently cited reason for making contact with the landlord were for repairs (77.0%), this was followed by rent / housing issues (23.0%).
- Four fifths (79.3%) were satisfied with Cardiff Council as their landlord.
- Four fifths (82.0%) of respondents were satisfied that their rent is value for money, this included 41.5% who were very satisfied.
- Four fifths (80.5%) of tenants were satisfied with the general condition of their property.
- Over four fifths (82.5%) of respondents were satisfied with their local neighbourhood as a place to live, this included 44.0% who were very satisfied.
- Seven in ten (70.7%) of tenants claimed to have had repairs completed in the last 12 months.
- The largest proportion (53.0%) of respondents stated a preference for being contacted via the Tenant Times / Newsletter letter to inform or ask their opinions; this was followed by a half (49.2) who cited Letter as their preferred method of communication.
- Over four in five (83.8%) of respondents were happy with the way in which they were kept informed,
- Over a half (55.2%) of respondents lived alone, with a quarter (25.9%) living with one other person.
- Just under a fifth (19.0%) of respondents indicated that at least one child under the age of 16 lived in their household.
- A half (49.7%) of respondents stated they were aged 65 or over.
- Just under three fifths (58.4%) of respondents were female.
- Over a half (52.9%) of respondents identified a health problem or disability suffered by a member of their household.
- Over two fifths (41.7%) stated that they lived in a house, whereas a third (34.3%) live in a low-rise flat, this was followed by one in eight (12.0%) of respondents who live in a Bungalow.

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, and Tenants Satisfaction Surveys have since been undertaken every year, excluding 2014 and 2017

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:

- Satisfaction with landlord
- Satisfaction with face to face services
- Satisfaction with property
- Satisfaction with local neighbourhood
- Repairs and maintenance service
- Communication and information
- Can we help
- Profile of respondents

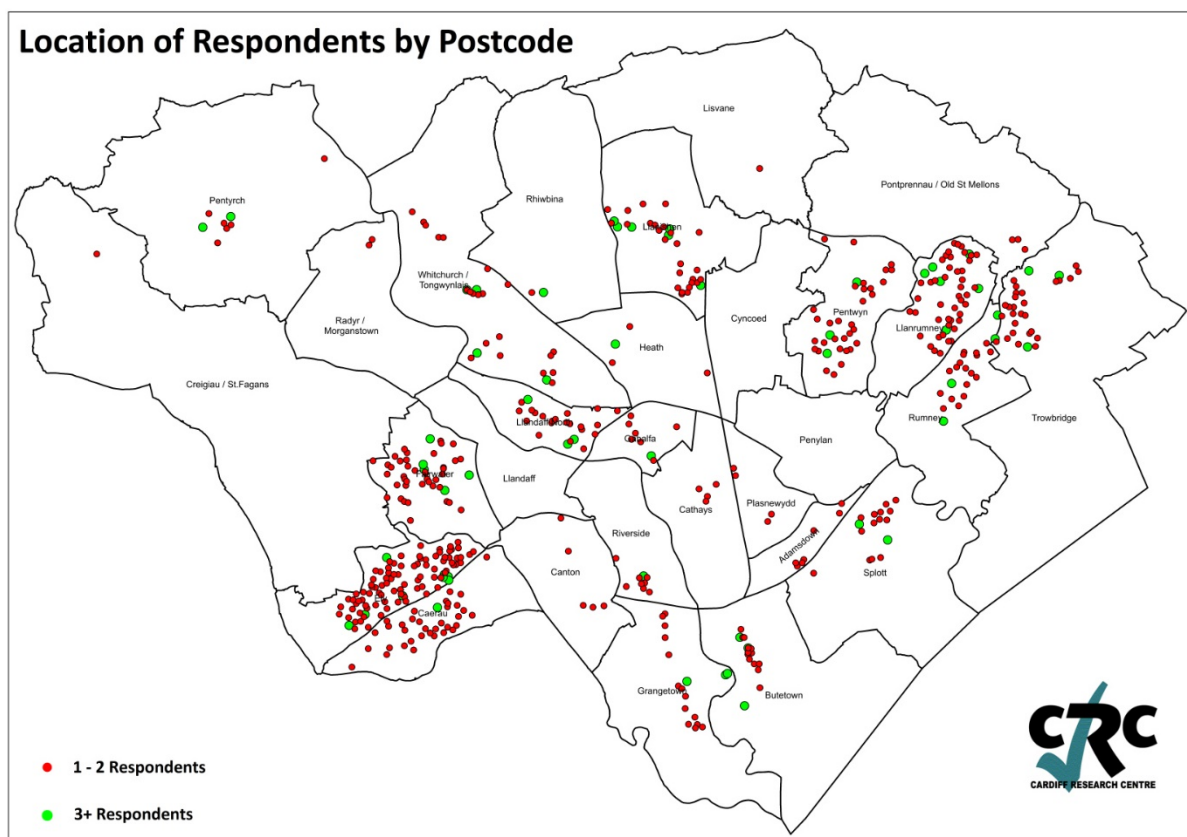
2. Methodology

The Annual Tenants Satisfaction Survey 2018 consisted of a copy being sent to every local Authority housing tenant & leaseholder in Cardiff with the autumn edition of tenant's times. The survey was also available to complete online with the link being advertised via social media and in local authority buildings across Cardiff. Each respondent was entered into a prize draw (first prize £200, second prize £100 and third prize £50) in order to encourage completion of the survey.

The survey was included in each Tenants Times publication with advertisement on the front page of the magazine and an article on the opening pages to explain how the form should be completed. There was also a freepost return envelope enclosed. The Tenants had around 6 weeks to return their survey or complete it online.

At the close of the survey a total of 887 valid returns had been received, a response rate of 6.8%.

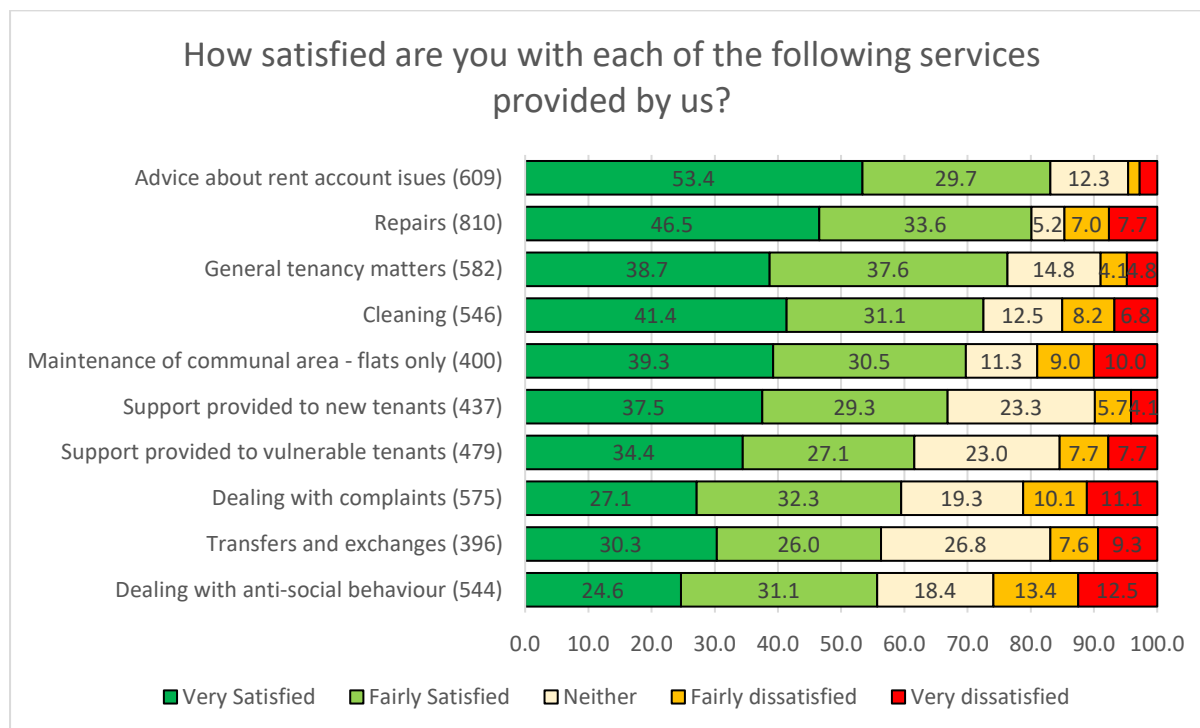
The map below shows the location of respondents by postcode.



3. Contact with us – Your Landlord

Q1. How satisfied are you with each of the following services provided by us?

Tenants were most satisfied with advice on rent issues (83.1%), with 53.4% being 'Very Satisfied', followed by repairs (80.1%), general tenancy matters (76.3%) and Cleaning (72.5%).



Dissatisfaction was highest regarding dealing with anti-social behaviour, with 25.9% of respondents citing this as an issue, this was followed by how complaints are dealt with (21.2%) and Maintenance of communal areas – flats only (19.0%)

Q2. Have you contacted us within the last 12 months?

Over four fifths (82.0%) of respondents had been in contact with their landlord in the past 12 months.

	No.	%
Yes	692	82.0
No	110	13.0
Can't Remember	42	5.0
Total	844	100.0

Q3. What was the reason you last contacted us?

Over three quarters (77.0%) of respondents identified 'Repairs' as the reason why they last contacted their landlord, this was followed by over a fifth (23.0%) of respondents who cited Rent / Housing benefits problems.

	No.	%
Repairs	601	77.0
Rent / Housing benefits	180	23.0
Anti-social behaviour / nuisance neighbours	91	11.7
Garden / Communal areas	90	11.5
Transfer / Exchange	77	9.9
General tenancy matters	76	9.7
Maintenance of communal areas - flats only	62	7.9
Dealing with complaints	61	7.8
Cleaning	38	4.9
Support provided to new tenants	15	1.9
Other	75	9.6
Total Respondents	781	-

NB. Percentages do not total 100% as respondents could have selected multiple options

Respondents who selected 'Other' and left a valid response and had their comments coded, these results, along with some example comments can be seen below:

Theme	No.	%	Example Comments
Litter / Fly tipping / ASB	23	32.9	<ul style="list-style-type: none"> Fly tipping blocking our back door, still waiting to have it cleared. Fly tipping & rubbish in lime grove garage area. Rubbish constantly being dumped in empty property.
Garden Issues	6	8.6	<ul style="list-style-type: none"> Asking permission for decking in the garden, still waiting for a reply. Putting down astro grass.
Gas Issues	5	7.1	<ul style="list-style-type: none"> Location of gas and electric needs attention Gas inspection.
General Repairs - (Specified) - Leaks, Condensation, Damp and mould / Guttering / Rebuild	4	5.7	<ul style="list-style-type: none"> Leaky Pipe.

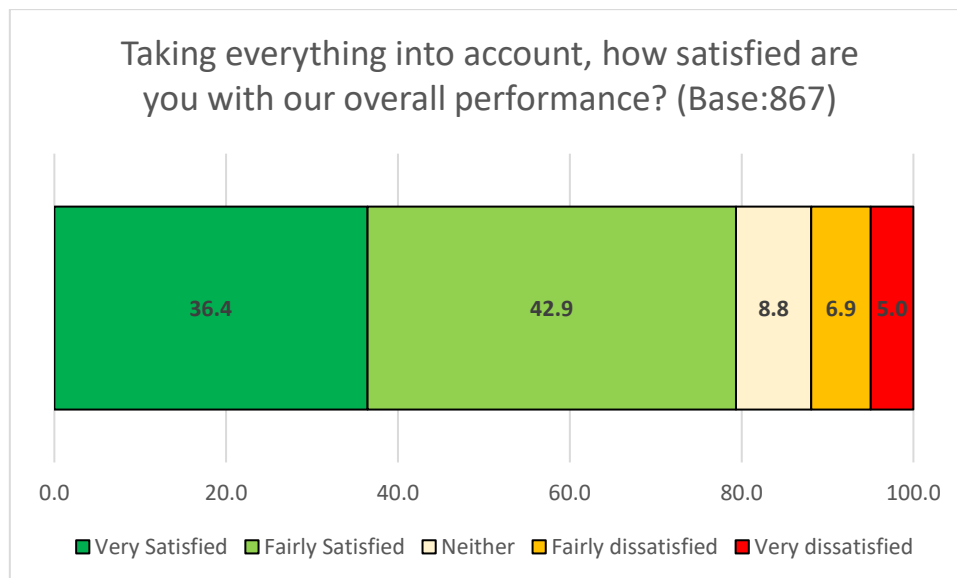
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			<ul style="list-style-type: none"> • Neighbours bathroom leaked through our kitchen ceiling.
Complaints - Long waiting times / other issues	4	5.7	<ul style="list-style-type: none"> • I was charged for an upgrade to upstairs walkway but it hasn't worked, it still leaks. • Oak tree overhanging property (no action taken).
Hardware replacement - New door / radiators / windows / banister / flooring / locks / communal door / drafty windows	3	4.3	<ul style="list-style-type: none"> • Waiting for enlarge door opening since August
Bathroom - Suite replacement / shower door / bathtub	2	2.9	<ul style="list-style-type: none"> • Had shower room put in.
Soffits / Guttering Issues	2	2.9	<ul style="list-style-type: none"> • Clearing the guttering in the roof.
Appraisal for good work	2	2.9	<ul style="list-style-type: none"> • High tree needing trimming "excellent service" completed October 2018.
Kitchen - Fan / Cupboard doors replacement / Cupboard door removing and aligned	1	1.4	<ul style="list-style-type: none"> • Had kitchen upgraded and disabled bathroom.
Electrical	1	1.4	<ul style="list-style-type: none"> • Electricity problems with meter involving National Grid.
Other comments	19	27.1	<ul style="list-style-type: none"> • Crossing Dangerous Road to get to work. • Moved in 2011. • Asked for a drive (car) because the street is so narrow.

NB. Percentages do not total 100% as respondents' comments could fall under more than 1 theme

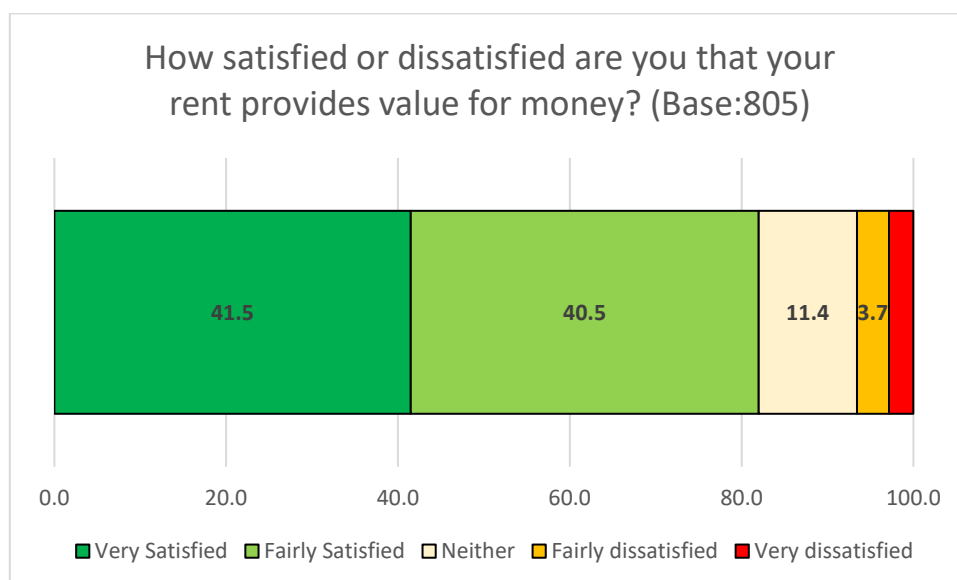
Q4. Taking everything into account, how satisfied are you with our overall performance?

Four fifths (79.3%) of respondents were satisfied with the overall performance, with 36.4% claiming to be very satisfied. In contrast only one in ten (11.9%) were dissatisfied.



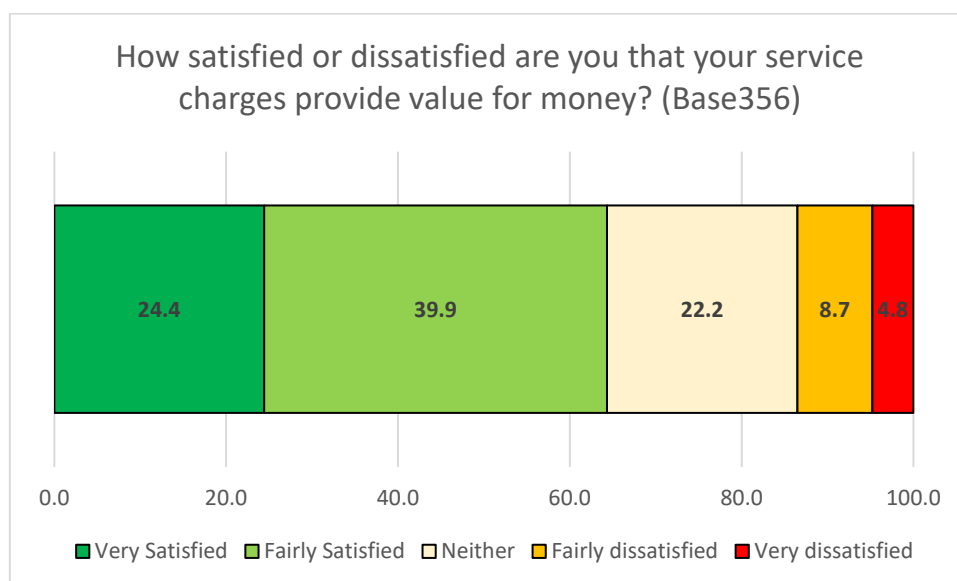
Q5. How satisfied or dissatisfied are you that your rent provides value for money?

Four fifths (82.0%) of respondents were satisfied that their rent is value for money, this included 41.5% who were very satisfied.



Q6. How satisfied or dissatisfied are you that your service charge provides value for money?

Over three in five (64.3%) are satisfied that the service charges provide value for money. In contrast only one in seven (13.5%) are dissatisfied with the charges.



4. Face to face services

Q7. Have you visited a Hub? If so which one/s?

A fifth of respondents had visited the City Centre Hub or Ely & Caerau Hub (21.0% and 20.6% respectively), this was followed by one in ten (10.2%) who claimed to have visited the Llanrumney Hub. Less than a quarter (22.9%) had claimed to have never visited a hub, this is down on the previous survey where a third (33.0%) of respondents claimed to have never visited a hub.

	No.	%
City Centre	171	21.0
Ely & Caerau	168	20.6
Llanrumney	83	10.2
Fairwater	71	8.7
Llandaff & Gabalfa	54	6.6
Powerhouse	53	6.5
St. Mellons	47	5.8
Grangetown	37	4.5
Llanishen	37	4.5
STAR	32	3.9
Rumney	29	3.6
Butetown	28	3.4
No	186	22.9
Total Respondents	814	-

NB. Percentages do not total 100% as respondents could have selected multiple options

Q8. What was the reason you last contacted us?

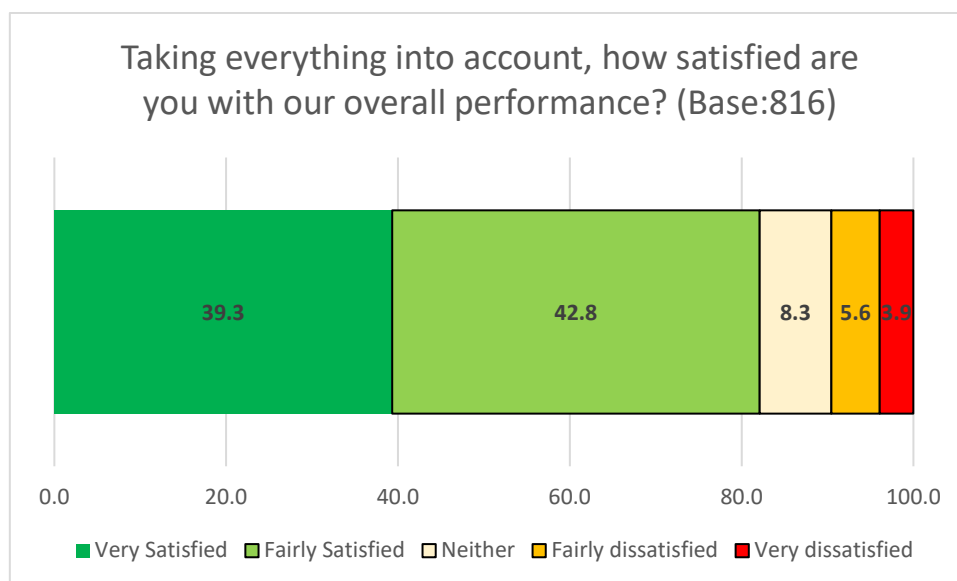
A half (49.8%) of respondents last contacted due to repairs. This was followed by a quarter (25.3%) who had contacted regarding Rent / Housing benefits, Council Tax (12.6%) and general council enquiries (12.3%).

	No.	%
Repairs	384	49.8
Rent / Housing benefits	195	25.3
Council Tax	97	12.6
General council enquiries	95	12.3
Transfer / Exchange	70	9.1
Bus pass	66	8.6
Anti-social behaviour / Nuisance neighbours	60	7.8
Citizens advice	52	6.7
Garden / Communal areas	44	5.7
General tenancy matters	43	5.6
Maintenance of communal areas - flats only	32	4.2
Support provided to vulnerable tenants	28	3.6
Money advice	27	3.5
Into work services	23	3.0
Cleaning	23	3.0
Dealing with complaints	17	2.2
School admissions	14	1.8
Adult community learning	14	1.8
Free school meals	13	1.7
Credit union	13	1.7
Getting online	12	1.6
Support provided to new tenants	10	1.3
Work skills training	9	1.2
How enquiries are dealt with	5	0.6
Other	90	11.7
Total Respondents	771	-

NB. Percentages do not total 100% as respondents could have selected multiple options

Q9. Taking everything into account, how satisfied are you with the overall performance?

Over four in five (82.1%) of respondents were satisfied with the overall performance, this included 39.3% who were very satisfied. Only one in ten (9.5%) reported feeling dissatisfied.



Q10. Would you be interested in volunteering in a Hub?

69 respondents (8.3%) expressed an interest in volunteering in a Hub.

	No.	%
Yes	69	8.3
No	763	91.7
Total	832	100.0

Details of people who expressed an interest to volunteer at Hubs have been passed to the relevant team.

5. Your Property

Q11. What type of property do you have?

Over two fifths (41.7%) stated that they lived in a house, whereas a third (34.3%) live in a low-rise flat, this was followed by one in eight (12.0%) of respondents who live in a Bungalow.

	No.	%
House	361	41.7
Flat (low-rise)	297	34.3
Bungalow	104	12.0
Flat (high rise)	72	8.3
Maisonette	25	2.9
Bedsit	4	0.5
Other	2	0.2
Total	865	100.0

Q12. If your home needs improvements, please tell us what they are?

Respondents were provided with a list of home improvements and asked to identify from the list which of these improvements their home may require. The table below shows that the most common improvement needed was Windows (26.2%), followed by Gutters and Downpipes (23.4%) and Doors (20.7%).

	No.	%
Windows	162	26.2
Gutters and downpipes	145	23.4
Doors	128	20.7
Garden	111	17.9
Bathrooms	106	17.1
External painting	99	16.0
Kitchens	95	15.3
Fencing	82	13.2
Paths	70	11.3
Central heating	55	8.9
Communal areas	47	7.6
Roof	39	6.3
Electrical wiring	34	5.5
Cavity wall insulation	33	5.3
Loft insulation	21	3.4
Other	132	21.3
Total Respondents	619	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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Respondents who selected 'Other' and left a valid response had their comments coded, these results, along with some example comments can be seen below:

Theme	No.	%	Example Comments
Outside of property guttering/roof tiles/external walls/tap/drains/fencing	23	17.0	<ul style="list-style-type: none"> • Garden Fence needs repairs. • Gutters and downpipes are urgent!!!. • Walls need re pointing, brickwork paint exterior would improve look of area, brickwork very old.
Plumbing - boiler/radiators/Pipes/toilets/sinks	19	14.1	<ul style="list-style-type: none"> • Water leaking from radiator wrecked all my flooring, no leaking again after it was fixed. • Boiler replacement - 20 years old. • Combi boiler got old tank old fashioned worried about winter if it be ok I am vulnerable, windows upstairs are thin, noisy traffic.
Damp/Mould	17	12.6	<ul style="list-style-type: none"> • Mould in kitchen wall outside removed , reported 6 months ago. • Big damp problem. • Damp forming around window in the living room.
Garage door/front door/back door/internal doors/Windows/roof	14	10.4	<ul style="list-style-type: none"> • Garage Roof needs work or renewal. • Security door not working. • Been waiting years for fire door.
General Repair/replace - flooring/cavity/loft-insulation/Sound proofing/smoke alarm/	14	10.4	<ul style="list-style-type: none"> • Noise insulation for bedroom/lounge walls that connect to neighbours. • Insulation in small bedroom as freezing in winter.

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			<ul style="list-style-type: none"> Porch windows has been cracked since the day installed 20/30 years ago. No action taken even though inspector saw it at the time.
Decorating - Painting/plastering/Fill cracks/skirting boards etc.	9	6.7	<ul style="list-style-type: none"> Living in a 3 story house, the windows are almost impossible to clean from outside. Paintwork inside and outside in 12 years I've never seen the council paint anything.
Bathroom suite/fittings	7	5.2	<ul style="list-style-type: none"> Only got a shower, would like a bath as well. Shower and bathroom.
Area Outside property - Steps/path/gate/fence/garden/wall/driveway/washing lines/lights	6	4.4	<ul style="list-style-type: none"> Front area for car / smell from kitchen sink ongoing. Front step/wall area.
Disability Adoptions	6	4.4	<ul style="list-style-type: none"> I am in the process of applying for a stair lift. Disabled features for my wife.
Gas & Electrical problems	4	3.0	<ul style="list-style-type: none"> New gas boiler (combi), more plug sockets in all rooms.
Kitchen Units/Cooker/Fridge -freezer/washing machine	3	2.2	<ul style="list-style-type: none"> Need to put fridge / freezer in kitchen. Not sure about electric plugs.
Other	25	18.5	<ul style="list-style-type: none"> No facilities for drying laundry. I'm trying to buy all i could afford this year is the post and rails should be doing it. Crossover needed.

NB. Percentages do not total 100% as respondents' comments could fall under more than 1 theme

Q13. Overall how satisfied are you with the general condition of your property?

Four fifths (80.5%) of respondents were satisfied with the general condition of their property, in contrast only one in ten (9.6%) were dissatisfied.

	No.	%
Very Satisfied	272	32.2
Fairly Satisfied	408	48.3
Neither	84	9.9
Fairly dissatisfied	53	6.3
Very dissatisfied	28	3.3
Total	845	100.0

6. Local Neighbourhood

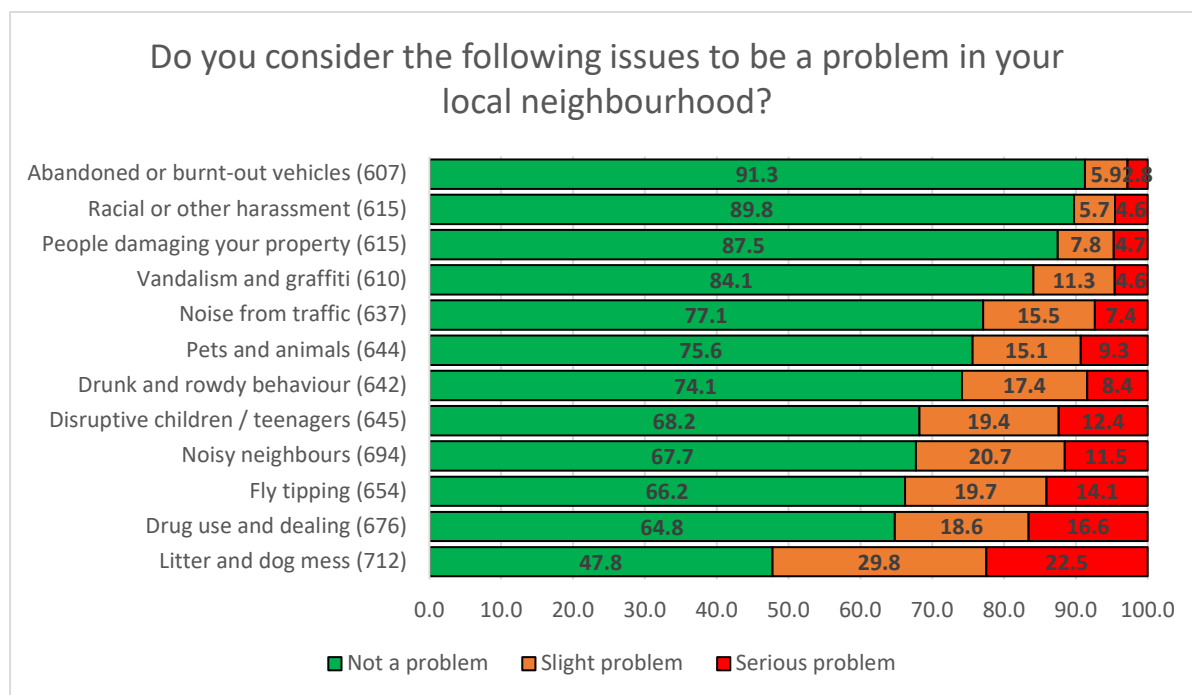
Q14. Overall how satisfied are you with your local neighbourhood as a place to live?

Over four fifths (82.5%) of respondents were satisfied with their local neighbourhood as a place to live, this included 44.0% who were very satisfied. One in ten (11.5%) of respondents claimed to be dissatisfied with their local neighbourhood as a place to live.

	No.	%
Very Satisfied	360	44.0
Fairly Satisfied	315	38.5
Neither	49	6.0
Fairly dissatisfied	63	7.7
Very dissatisfied	31	3.8
Total	818	100.0

Q15. Do you consider the following issues to be a problem in your local neighbourhood?

In terms of problems within the local neighbourhood, litter and dog mess rated as the biggest problem. The least concerning issue was with Abandoned or burnt out vehicles (91.3%), Racial or other harassment (89.8%), People damaging your property (87.5%) and Vandalism and graffiti (84.1%).



7. Repairs and Maintenance Service

Q16. Have you had any repairs completed in the last 12 months?

Seven in ten (70.7%) of tenants claimed to have had repairs completed in the last 12 months.

	No.	%
Yes	605	70.7
No	200	23.4
Can't remember	51	6.0
Total	856	100.0

Q17. Who did your repair?

Of those respondents who claimed to have had a repair in the last 12 months, most (68.4%) were undertaken by a Council operative.

	No.	%
Council operative	385	68.4
Council contractor	178	31.6
Total	563	100.0

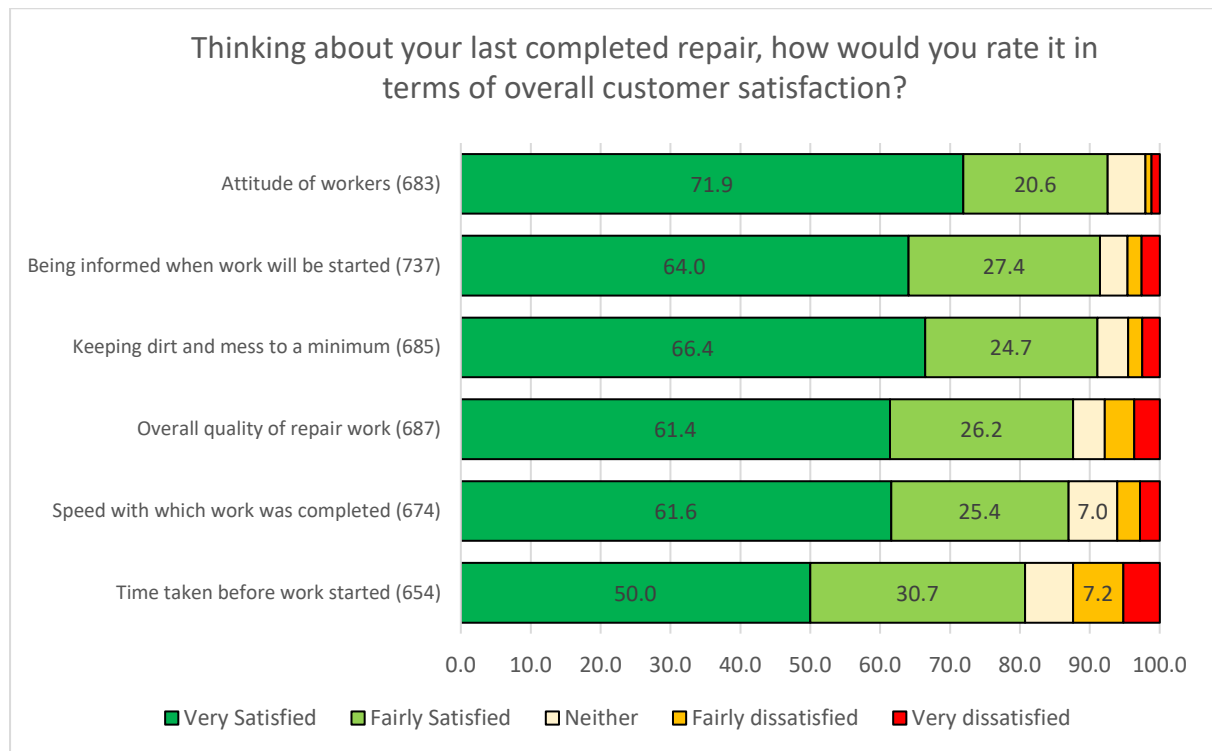
Q18. Thinking about your last completed repair, how would you rate it in terms of overall customer satisfaction?

Respondents were asked to think about their last completed repair on their property and rate various aspects of the work undertaken, these aspects were:

- Being informed when work will be started
- Time taken before work started
- Speed with which work was completed
- Attitude of workers
- Overall quality of repair work
- Keeping dirt and mess to a minimum

The figure overleaf shows that more than 80% of respondents were either very or fairly satisfied with each aspect of the repair process. Satisfaction was highest regarding the attitude of workers (92.5%), this was followed by being informed when work will be started (91.4%). The aspects of work that respondents were most dissatisfied with were Time taken before work started (12.4%), this was followed by Overall quality of repair work (7.9%).

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Q19. Generally how satisfied are you with the way we deal with repairs and maintenance?

Over four fifths (83.5%) of respondents claim to be satisfied with the way we deal with repairs and maintenance, this includes 45.1% who are very happy.

	No.	%
Very Satisfied	375	45.1
Fairly Satisfied	319	38.4
Neither	46	5.5
Fairly dissatisfied	51	6.1
Very dissatisfied	40	4.8
Total	831	100.0

8. Communication and Information

Q20. Which methods would you prefer us to use to keep you informed or to ask for your opinions?

The table below shows that residents would prefer to be informed or to ask about opinions via the Tenants Times / Newsletter with 53.0% citing this as their preferred option, this was followed by letter (49.2%)

The least preferred methods of communication were Twitter / Facebook (1.8%), Website (1.8%) and Public Meetings (3.0%).

	No.	%
Tenant Times / Newsletter	454	53.0
Letter	421	49.2
Email	162	18.9
Telephone call	162	18.9
Personal Visit	94	11.0
Text / Whatsapp	94	11.0
Cardiff tenants website	30	3.5
Residents groups / Forums	29	3.4
Public meetings	26	3.0
Website	15	1.8
Twitter / Facebook	15	1.8
Total Respondents	856	-

NB. Percentages do not total 100% as respondents could have selected multiple options

Q21. How satisfied are you that we are keeping you informed about things that might affect you as a tenant?

Over four in five (83.8%) of respondents were happy with the way in which they were kept informed, this included 39.0% who were very happy. In Contrast, only 2.0% were very dissatisfied.

	No.	%
Very Satisfied	329	39.0
Fairly Satisfied	378	44.8
Neither	92	10.9
Fairly dissatisfied	28	3.3
Very dissatisfied	17	2.0
Total	844	100.0

Q22. How satisfied or dissatisfied are you that we listen to your views and act upon them?

Two thirds (65.6%) of respondents were satisfied that we listen to their views and act upon them, this included 29.9% who were very satisfied. In contrast, less than one in ten 8.1% were very dissatisfied.

	No.	%
Very Satisfied	223	29.9
Fairly Satisfied	266	35.7
Neither	140	18.8
Fairly dissatisfied	56	7.5
Very dissatisfied	60	8.1
Total	745	100.0

Respondents were then given the opportunity to explain why they felt this way, these comments were coded and can be seen below:

Theme	No.	%	Example Comments
Repairs / Upgrades take too long	70	22.0	<ul style="list-style-type: none"> The reason being is that it takes so long to get any repairs done, even if its minor repair, you've got to wait like 3 weeks. We have no repairs carried out waiting for loft and external work. I have been asking for 12 years for the council to trim the oak tree overhanging the property. No action has been taken.
Feel that I'm not kept informed / listened too	68	21.4	<ul style="list-style-type: none"> I don't feel that I am informed about any changes or developments. It's very hard to get a response when needing permission to make improvements to home or garden. I have been contacting the council for the last 3 months and even sent a SAE for a reply a fortnight ago and still nothing. No one takes any notice of what the people want, we say but no one listens.
Generally happy with service provided by council	66	20.8	<ul style="list-style-type: none"> Always get first class service, I am a 79 year old pensioner. No complaints, a very good and fair service. Great service.
Complaints don't get dealt with	52	16.4	<ul style="list-style-type: none"> Noise issues with neighbours are logged but nothing more seems to be done, seems pointless to register issues, sometimes.

			<ul style="list-style-type: none"> • Nothing is ever done about the problems that has gone on. • Not really sure you act on all people say, although you listen, it seems many complaints go unread on deaf ears so to speak.
Good response time	38	11.9	<ul style="list-style-type: none"> • Problems have always been dealt with quickly. • Every time I've rang up for a repair to be fixed always shown up on date said. • When I have called the council for a repair the operatives are always polite and helpful and carry out the work on time.
Feel valued / cared for / thoughts listened too	15	4.7	<ul style="list-style-type: none"> • I'm very grateful that you have listened to me that i know no one in the area. Being able to go out alone rather restricted and you have agreed that i can swap homes. • Your staff are always helpful and respect your views.
Upgrades / Home Improvements needed	15	4.7	<ul style="list-style-type: none"> • I am waiting to get a low level access shower, have a bed rail so council have helped with that. • Guttering needs repairs, paths is crumbling, ceilings decorating, trees need cutting, rat holes.
Work done to good standard	12	3.8	<ul style="list-style-type: none"> • I reported that the boiler was broken, and a council man came over to fix it. The gentleman did a great job. • All complaints and repairs dealt with very well.
Get passed across several departments before problem is dealt with	9	2.8	<ul style="list-style-type: none"> • Every time I report anything the buck is actually passed and people in the office are not interested. • Generally it's hard to get in touch with different departments. Called the other day was long phone call of 2 departments. Actually held to speak with 3 departments. Would be easier if you could call person who directs it all then to appropriate depts. My first request for something external to flats, a zebra crossing at the end of rd. (Without lights, less disruption) quick to install, its needed because no one slows down to let you cross to the shops. Holland increases its amount of zebra crossings into town centres but without traffic lights, it puts

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			pedestrians at the top of the table as nobody will move if you step out on a zebra crossing, There is a school nearby and all use the shops also makes build-up of traffic early morning and late afternoon, I believe a non-traffic light zebra crossing will solve this problem also less expensive with lights.
Never had reason to complain	5	1.6	<ul style="list-style-type: none"> • Having not complained i am not in a position to judge.
Misc.	38	11.9	<ul style="list-style-type: none"> • Because things seem quiet at the moment. Hope it stays that way, that's all thank you. • Nobody is perfect • Important for the tenants as well as trying to keep a shelter and safety among all.

Q23. Would you like to be more involved?

One in ten (10.6%) respondents would like to be more involved in the development and delivery of services.

Contact details of these respondents have been forward to the relevant team.

	No.	%
Yes	86	10.6
No	724	89.4
Total	810	100.0

9. Can we help?

Q25. Do you have contents insurance for your home?

Over a half (53.0%) of tenants do not have contents insurance for their home.

	No.	%
Yes	371	44.0
No	447	53.0
Don't know	25	3.0
Total	843	100.0

Q25a. If no, would you like information about tenant's insurance scheme?

Views of tenants without contents insurance that would / wouldn't like more information were evenly split with 49.8% requiring more information.

Details of tenants who would like more information have been passed to the housing team.

	No.	%
Yes	162	49.8
No	163	50.2
Total	325	100.0

Q26. Do you have a bank account?

Nine in ten (90.8%) respondents stated that they do have a bank account.

	No.	%
Yes	732	90.8
No	74	9.2
Total	806	100.0

Q26a. If no, would you like help to set one up?

Over four fifths (83.3%) of tenants that do not currently have a bank account said that they wouldn't like any help in setting up an account.

	No.	%
Yes	11	16.7
No	55	83.3
Total	66	100.0

Q27. Would you like free basic computer training or help getting online?

One in ten (9.4%) of respondents were interested in receiving free basic training or help getting online.

	No.	%
Yes	74	9.4
No	716	90.6
Total	790	100.0

Q30. Would you like any further information on these issues?

Respondents were given a list of issues, and asked if they would like to receive further information on any of them. The highest level of interest was for Help with bills (26.6%), Volunteering (26.0%) and Getting involved in your area (23.4%).

	No.	%
Help with bills	51	26.6
Volunteering	50	26.0
Getting involved in your area	45	23.4
Emergency alarms	41	21.4
Credit union	39	20.3
Debt advice	34	17.7
Hubs	33	17.2
Money advice	30	15.6
Training and skills to help gain employment	28	14.6
Meals on wheels	23	12.0
Total Respondents	192	-

NB. Percentages do not total 100% as respondents could have selected multiple options

Q31. Is there anything else you would like to say about your home and / or the services provided by us?

Theme	No.	%	Example Comments
Home / Garden needs work / Upgrading	104	39.5	<ul style="list-style-type: none"> I would like a new toilet and sink, the ones i have are a bit dated. I love my bungalow but my footpath out the back needs repairing. Windows could do with up grading very drafty in winter time.
Happy with home / service received from council	68	25.9	<ul style="list-style-type: none"> I would just like to say I have been a tenant since 1977, say thanks to the council I am very proud of my home and where I live. The council have been great landlords and when I report any repairs to be done they're done. I am a very fortunate person as I have really good neighbours as well. So thank you council for everything you do as landlords for me. I am really grateful. Just to say i am very happy with my flat and i am satisfied with the whole approach to a lot of things that you do. thank you. In our complex we are very well looked after by Tenant Participation, we really enjoy their company and value their input.
Litter / Refuse Problems	25	9.5	<ul style="list-style-type: none"> Being the fact that we are a gated community of 16 bungalows we had a lot of issues in the past of our refuse collections. After very frustrating times of phone calls and direct meeting with local councillors we seem to be getting there but still not completely satisfied. We still on occasions get let down with the excuse that the operators have not got keys to open our gated areas. The only main concern are the waste collections, all other council services are excellent. It would be nice if we had a decent back yard and bin men emptied bins on a regular basis.
Unhappy with home / service received from council	21	8.0	

			<ul style="list-style-type: none"> • When Phoning you hold on to long and cost money, litter picks not pick up all the litter, stones, ropes on trees etc. • I have phoned about the radiator in the front room not working 2 years running, someone comes out looks at it, and say they will be back but never do. The last few days it has been very cold in the front room, Should i call again or will it be a waste of time as it has for 2 years • If i had known how cold the bungalow is i would never have taken it back in May 2018. I spoke to other neighbours and they said there bungalows are freezing as well. I am dreading what the winter will do to my health also how much it will cost me in heating as I have had to put the heating on all day already.
Need relocating / Different area / Bigger property / More rooms / Smaller / Property / Ground floor	19	7.2	<ul style="list-style-type: none"> • I would like someone to tell me how i can get moved from my first floor flat to a ground floor as I have problems with my breathing and the stairs is too much. For me I would be happy with a bungalow, as its all on one level, but i had to take this flat because i was only temporary accommodation as i have a heart problem so I have to leave my other place as i was in hostel tyfresilen and that was not good for because of all the drugs I am not sleeping because of the noise, as well I am on medication for my heart and copd as well and I got real bad depression and I have real bad blackouts and sometimes I can't remember where I am and what we are doing. • We are currently waiting to be re house to a wheelchair accessible house, the house we are in is not suitable for my husbands to be in a wheelchair which limits his quality of life. • Please help me get a bungalow, nearly 10 years I have been waiting.
Still waiting for work / Request for work / Call back	18	6.8	<ul style="list-style-type: none"> • I find that the non-emergency repair inspection is quite a long wait, then because it is not an emergency we have to wait upto another 26 weeks for it to be done. • What's the point, it is now taking years to sort out job charge queries. There seem to be too many departments and not enough fully trained staff to deal with enquiries raised. Not the people's fault, all

			<p>down to CCC not being able to control budget and getting rid of core staff/departments. I was once informed CCC is a business, if it was it would be bankrupt by now.</p> <ul style="list-style-type: none"> Repairs service is slow to respond: most recent repair request so far, has been cancelled twice (on the day) complaint regarding animal fouling saw one leave me a phone message but no follow-up. Initial email response from council is good. Flat where i live has continued problem with subsidence cracks in lounge and elsewhere a concern. Dicing walls; between flats is poor - sound proofing a real problem. If person is in their lounge to decide to stay up all night, which has happened on a number of occasions, their noise distracts me as my bedroom is opposite their lounge. No sound proofing. this is also an issue as my neighbour is banging and crashing things around her flat @ 7am each morning this causes me to waken and is distressing/frustrating we occasionally have problems discovered on Sunday morning on the stairwell leading to event no flats. Drug, drink paraphernalia left (cigarette papers, drinks bottles etc.) Neighbours have no interest in maintaining front flats, dirty doors, windows etc.; apathy all round people using rear court yard to access flats as back to estate a problem. Need signage to deter; saying private 4 residents. Drug dealing occurring by shops opposite, regularly.
Anti-Social Behaviour / Drug use / Alcohol / Violence / Noise / Kids / Vehicles	14	5.3	<ul style="list-style-type: none"> I would very much like someone to call to my home as i have neighbours that smoke drugs and the smell is coming through my windows, if they are open, so i am unable to open my windows, they have even damaged my car, but i have no proof of that My next door neighbours have stone chippings in their gardens and i am forever having to clean them up as I have slipped down the steps out the front garden on several occasions, I've spoken to my neighbour but they don't understand what I am trying to tell them, they are from Poland and don't speak good English, so if possible could someone please come and have a look to see what can be done Thank you. The speeding on the street we live on is a massive problem. It's a 20mph road through a quiet village and daily we see people speeding past. Sometimes in

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			excess of 50mph. This is very concerning and is an accident waiting to happen.
Unsatisfactory work / Poor workmanship	12	4.6	<ul style="list-style-type: none"> When Bathroom was done the sink was incorrectly fitted, seriously causing damp. You send workmen out to look at jobs, they sit in van for about one hour and when they look at job it don't get done on that day , it's always about 5 to 10 weeks. When I had new bathroom, shower, toilet done, they didn't touch the kitchen at all which was due to be done.
Security / Health & Safety / Don't feel safe	6	2.3	<ul style="list-style-type: none"> Side of my bungalow on the end, backs onto a neighbours. I only have a wire fence that anyone can climb over into my garden. i would like a more secure fence for my peace of mind
Parking Issues	5	1.9	<ul style="list-style-type: none"> "Parking" - plas y delyn is horrendous for parking 1 neighbour has 5 - 6 cars for 2 people (maisonette) my family - disabled mother have great difficulty parking in street - 99% of the time they park in Heol Y Delyn and walk
Need help / advice regarding benefits / bank account / insurance / bills / debt / visual / hearing impairment	4	1.5	<ul style="list-style-type: none"> When the right to buy scheme was ended you sent a letter stating some other scheme about rent but staying in your home, am I right about this?
Other	20	7.6	<ul style="list-style-type: none"> I have mainly been in and out of hospital this year. I would like a support worker to help me. I don't go out due to my illness and would like help with paying my bills and other issue that I have. Be nice is a nurse could be on site occasionally to check BP and give any injections. Reintroduce rent to buy which is currently suspended on our flats.

NB. Percentages do not total 100% as respondents' comments could fall under more than 1 theme

10. Tenant Profile

Q32. How many people live in your home in total?

Over a half (55.2%) of respondents identified themselves as living alone, with just over a quarter (25.9%) living with one other person. One in ten (10.8%) stated that they lived in a household with at least four people.

	No.	%
One	436	55.2
Two	205	25.9
Three	64	8.1
Four	42	5.3
Five	18	2.3
Six or more	25	3.2
Total	790	100.0

Q33. How many people living in your home are under 16?

Four fifths (80.9%) of respondents stated they had no child under the age of 16 living in their household. Over one in ten (11.6%) of respondents indicated a household of two or more people under the age of 16 living in their household.

	No	%
None	449	80.9
One	41	7.4
Two	29	5.2
Three	23	4.1
Four or more	13	2.3
Total	555	100.0

Q34. How many people living in your home are 60 or over?

Over a quarter (28.0%) of the respondents to this question indicated that there was nobody residing at their address aged 60 or over, with over a half (53.3%) stating there was one person living at the address in that age group.

	No.	%
None	184	28.0
One	350	53.3
Two or more	123	18.7
Total	657	100.0

Q35. What is your age group?

The table below shows the age profile of tenants. The largest percentage of respondents were aged 65-74 (28.5%), with 49.7% of tenants aged sixty five or over. 46 (5.9%) of respondents were aged under 35.

	No.	%
16-24	6	0.8
25-34	40	5.1
35-44	70	8.8
45-54	109	13.8
55-64	166	21.0
65-74	226	28.5
75+	168	21.2
Prefer not to say	7	0.9
Total	792	100.0

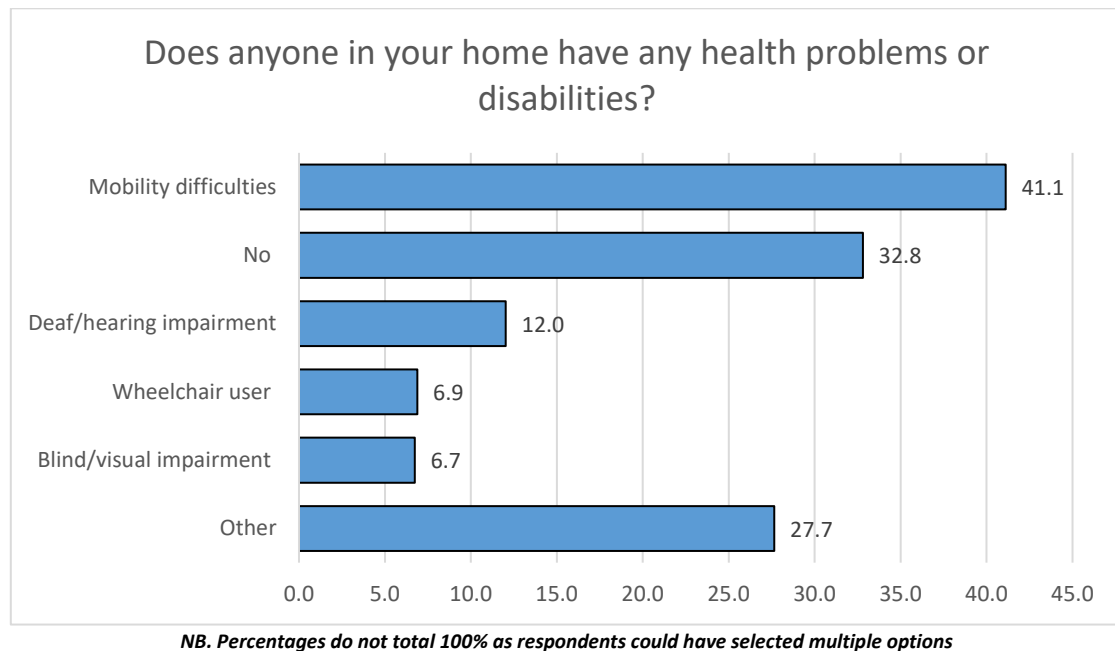
Q36. What is your gender?

A larger proportion of tenants responding to the survey were female (58.4%) than male (41.0%).

	No.	%
Female	422	58.4
Male	296	41.0
Transgender	3	0.4
Prefer not to say	1	0.1
Total	722	100.0

Q37. Does anyone in your home have any health problems or disabilities?

Over a half (52.9%) of respondents identified a health problem or disability suffered by a member of their household. The most common problem was mobility difficulties (41.1%), whilst just over one in eight (12.0%) stated that they or someone in their household were deaf or had a hearing impairment.



Q38. Please state your ethnic origin

The majority of respondents (87.8%) described their ethnicity as white, which is very similar to that of the 2011 Cardiff population figure (84.7%).

	No	%
White	704	87.8
Welsh/English/Scottish/Northern Irish/British	687	85.7
Gypsy or Irish Traveller	6	0.7
Irish	7	0.9
Any other White background	4	0.5
Mixed/Multiple ethnic groups	21	2.6
White & Black African	4	0.5
White & Asian	3	0.4
White & Black Caribbean	10	1.2
Any other Mixed/Multiple ethnic background	4	0.5
Asian/Asian British	15	1.9
Bangladeshi	4	0.5
Chinese	3	0.4
Indian	1	0.1
Pakistani	3	0.4
Any other Asian background	4	0.5
Black/African/Caribbean/Black British	34	4.2
African	19	2.4
Caribbean	10	1.2
Any other Black/African/Caribbean background	5	0.6
Other ethnic group	12	1.5
Arab	4	0.5
Czech	2	0.2
Japanese	0	0.0
Polish	3	0.4
Yemeni	3	0.4
Prefer not to say	2	0.2
Any other ethnic group	14	1.7
Total Respondents	802	100.0

Q39. What is the main language spoken in your home?

	No	%
English	725	92.9
Arabic	11	1.4
Welsh	9	1.2
Somali	8	1.0
Bengali	3	0.4
French	2	0.3
Urdu	2	0.3
Czech	2	0.3
Cantonese	1	0.1
Polish	1	0.1
Mandarin	1	0.1
Punjabi	1	0.1
Other	14	1.8
Total	780	100.0

The 'Other' main languages spoken are as follows:

- Amharic
- Greek
- Kurdish
- Russian
- Spanish
- Punjabi
- Farsi
- Persian
- Portuguese
- Tamil
- Thai
- Tigrinya
- Yoruba

11.1 Households containing two or more residents under the age of sixteen

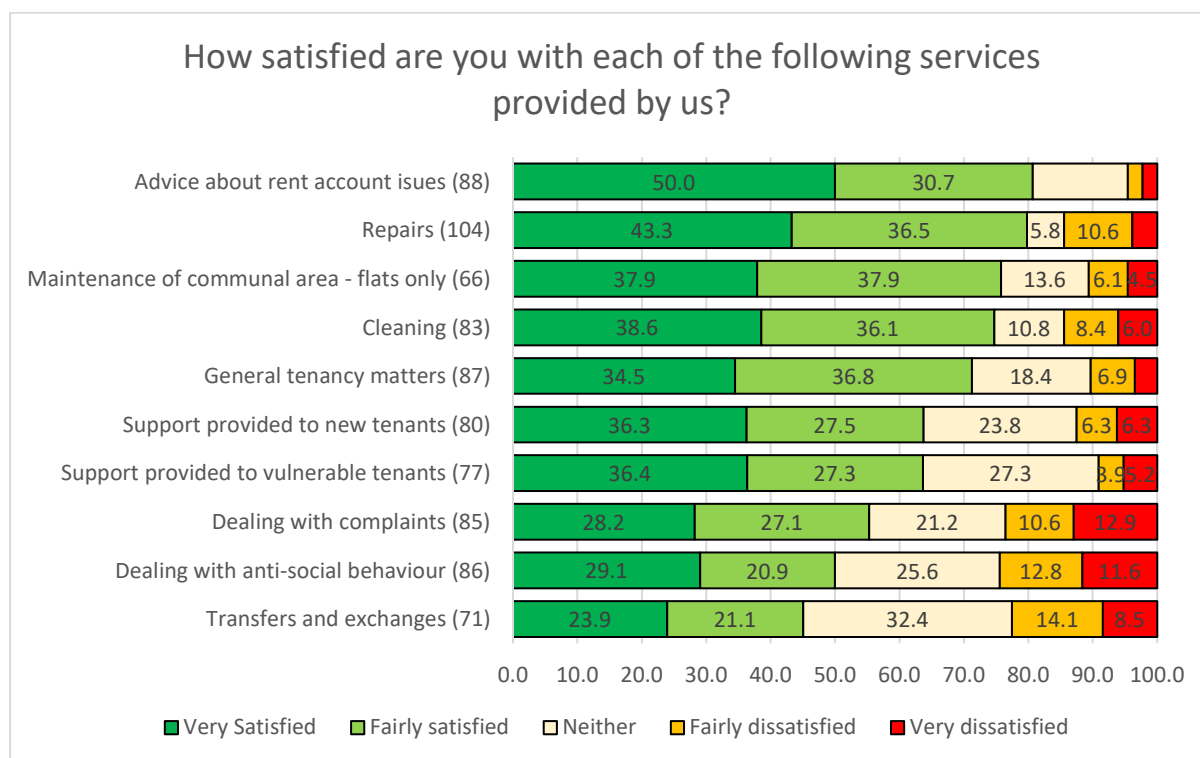
Please note that for the October 2018 Survey only 65 residents responded indicating that their house contained two or more residents under the age of sixteen. As this is not a statistically robust number, analysis has not been undertaken.

**11.2 Households where the respondent was identified as Minority Ethnic
(111 respondents)**

- In relation to contact with the landlord, tenants were most satisfied with advice about rent issues (80.7%), followed by repairs (79.8%), maintenance of communal area – flats only (75.8%) and Cleaning (74.7%).
- Almost three quarters (73.4%) of respondents had been in contact with their landlord in the past 12 months.
- The most frequently cited reason for making contact with the landlord were for repairs (70.3%), this was followed by rent / housing issues (28.6%).
- Three quarters (74.8%) were satisfied with Cardiff Council as their landlord.
- Over three quarters (77.3%) of respondents were satisfied that their rent is value for money, this included 32.7% who were very satisfied.
- Seven in ten (70.7%) of respondents were satisfied with their local neighbourhood as a place to live, this included 35.4% who were very satisfied.
- Over three fifths (63.6%) of tenants claimed to have had repairs completed in the last 12 months.
- The largest proportion (62.6%) of respondents stated a preference for being contacted via a letter, to inform or ask their opinions; this was followed by over two fifths (42.1) who cited Tenant Times / Newsletter as their preferred method of communication.
- Over four in five (81.3%) of respondents were happy with the way in which they were kept informed.
- Just under three fifths (57.1%) of respondents were female.
- Two fifths (40.9%) stated that they lived in a house, whereas a third (34.5%) live in a low-rise flat.

Contact with us – Your landlord

How satisfied are you with each of the following services provided by us?



Have you contacted us within the past 12 months?

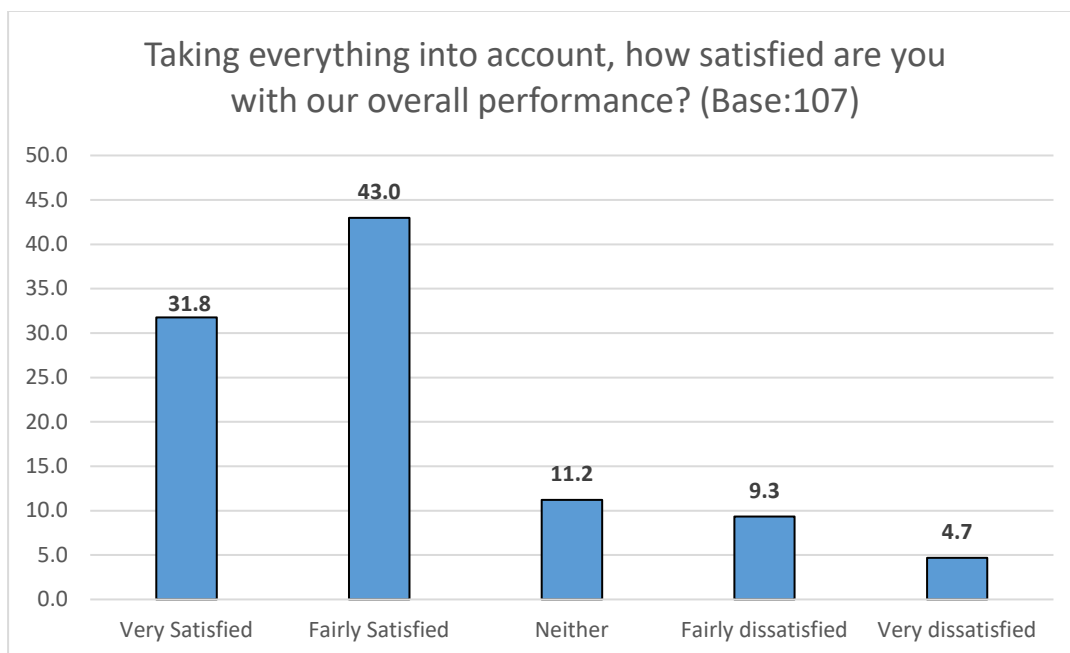
	No.	%
Yes	80	73.4
No	16	14.7
Can't Remember	13	11.9
Total	109	100.0

What was the reason you last contacted us?

	No.	%
Repairs	64	70.3
Rent / Housing benefits	26	28.6
Dealing with complaints	15	16.5
Transfer / Exchange	13	14.3
General tenancy matters	12	13.2
Anti-social behaviour / nuisance neighbours	11	12.1
Garden / Communal areas	10	11.0
Maintenance of communal areas - flats only	8	8.8
Cleaning	6	6.6
Support provided to new tenants	3	3.3
Other	12	13.2
Total Respondents	91	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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



How satisfied or dissatisfied are you that your rent provides value for money?

	No.	%
Very Satisfied	33	32.7
Fairly Satisfied	45	44.6
Neither	16	15.8
Fairly dissatisfied	3	3.0
Very dissatisfied	4	4.0
Total	101	100.0

Face to face services

What was the reason you last contacted us?

	No.	%
Repairs	34	36.6
Rent / Housing benefits	27	29.0
Council Tax	18	19.4
Transfer / Exchange	14	15.1
General council enquiries	12	12.9
Bus pass	10	10.8
Anti-social behaviour / Nuisance neighbours	8	8.6
Into work services	8	8.6
Citizens advice	7	7.5
General tenancy matters	5	5.4

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Maintenance of communal areas - flats only	5	5.4
Cleaning	5	5.4
Getting online	5	5.4
School admissions	4	4.3
Garden / Communal areas	3	3.2
Support provided to vulnerable tenants	3	3.2
Money advice	3	3.2
Adult community learning	3	3.2
Dealing with complaints	2	2.2
Free school meals	2	2.2
Credit union	2	2.2
Work skills training	2	2.2
Support provided to new tenants	1	1.1
How enquiries are dealt with	1	1.1
Other	10	10.8
Total Respondents	93	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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

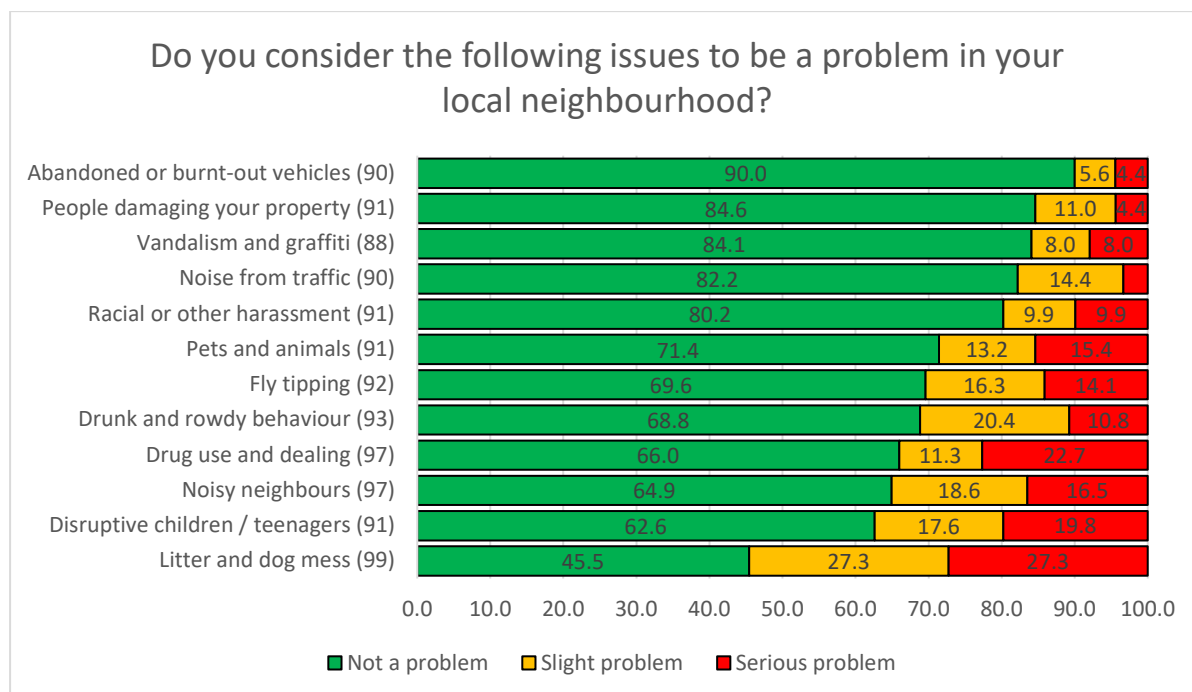
	No.	%
Very Satisfied	38	37.6
Fairly Satisfied	38	37.6
Neither	12	11.9
Fairly dissatisfied	8	7.9
Very dissatisfied	5	5.0
Total	101	100.0

Local Neighbourhood

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

	No.	%
Very Satisfied	35	35.4
Fairly Satisfied	35	35.4
Neither	8	8.1
Fairly dissatisfied	11	11.1
Very dissatisfied	10	10.1
Total	99	100.0

Do you consider the following issues to be a problem in your local neighbourhood?



Repairs and Maintenance Service

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

	No.	%
Yes	70	63.6
No	32	29.1
Can't remember	8	7.3
Total	110	100.0

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

	No.	%
Very Satisfied	43	40.2
Fairly Satisfied	42	39.3
Neither	7	6.5
Fairly dissatisfied	12	11.2
Very dissatisfied	3	2.8
Total	107	100.0

Communication and Information

What methods would you prefer us to use to keep you informed or to ask for your opinions?

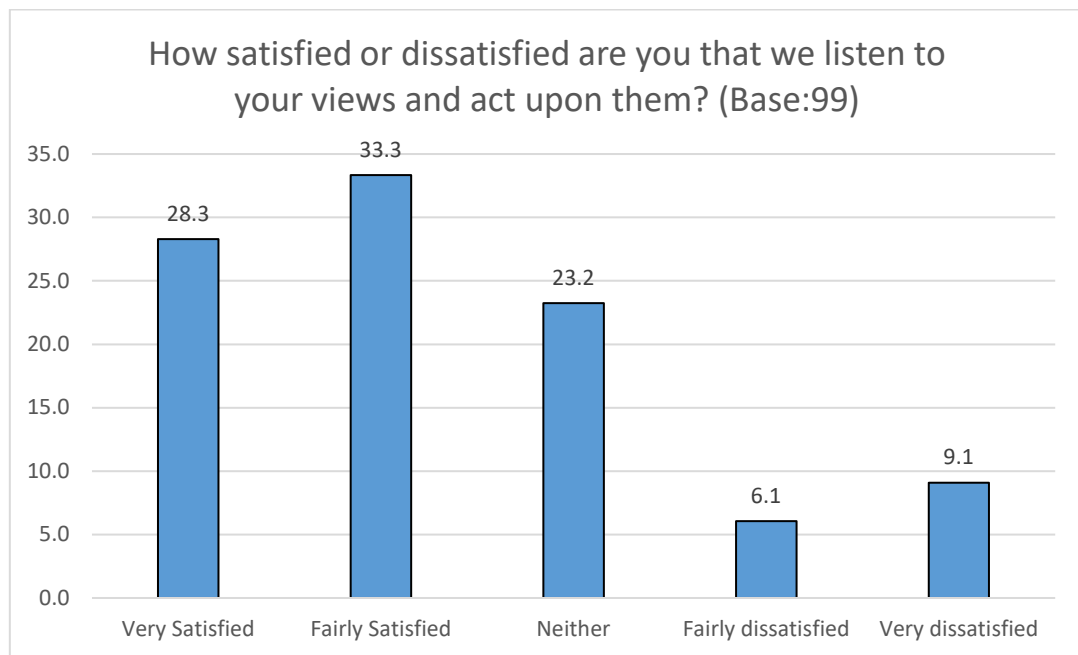
	No.	%
Letter	67	62.6
Tenant Times / Newsletter	45	42.1
Telephone call	25	23.4
Email	23	21.5
Text / Whatsapp	12	11.2
Personal Visit	11	10.3
Public meetings	3	2.8
Cardiff tenants website	2	1.9
Residents groups / Forums	2	1.9
Twitter / Facebook	1	0.9
Website	0	0.0
Total Respondents	107	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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

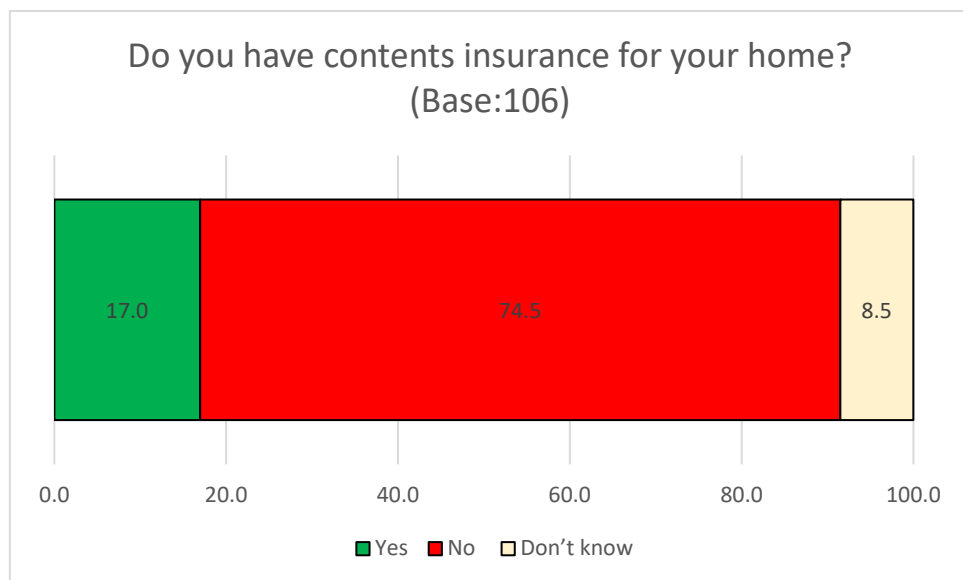
	No.	%
Very Satisfied	37	34.6
Fairly Satisfied	50	46.7
Neither	13	12.1
Fairly dissatisfied	3	2.8
Very dissatisfied	4	3.7
Total	107	100.0

How satisfied or dissatisfied are you that we listen to your views and act upon them?

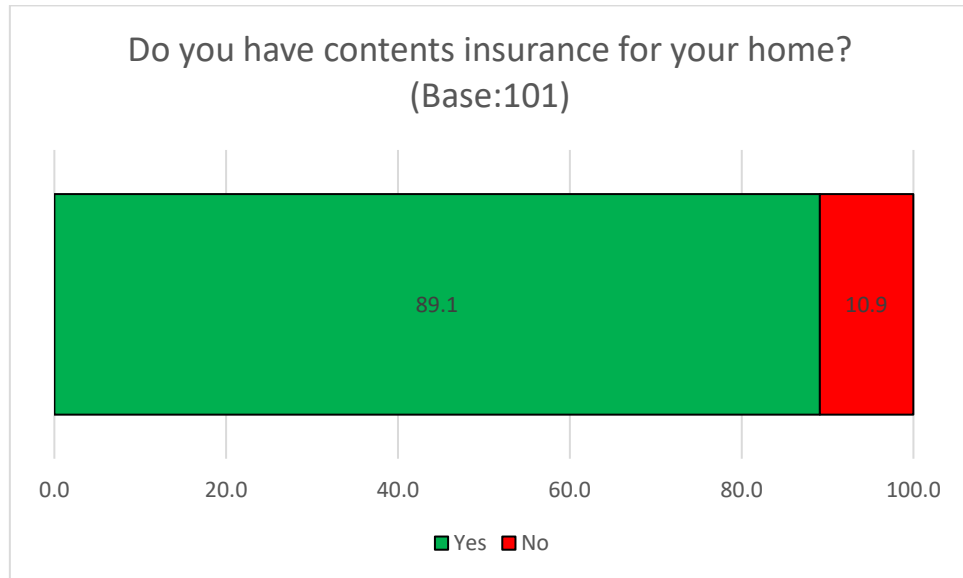


Can We Help

Do you have contents insurance for your home?



Do you have a bank account?

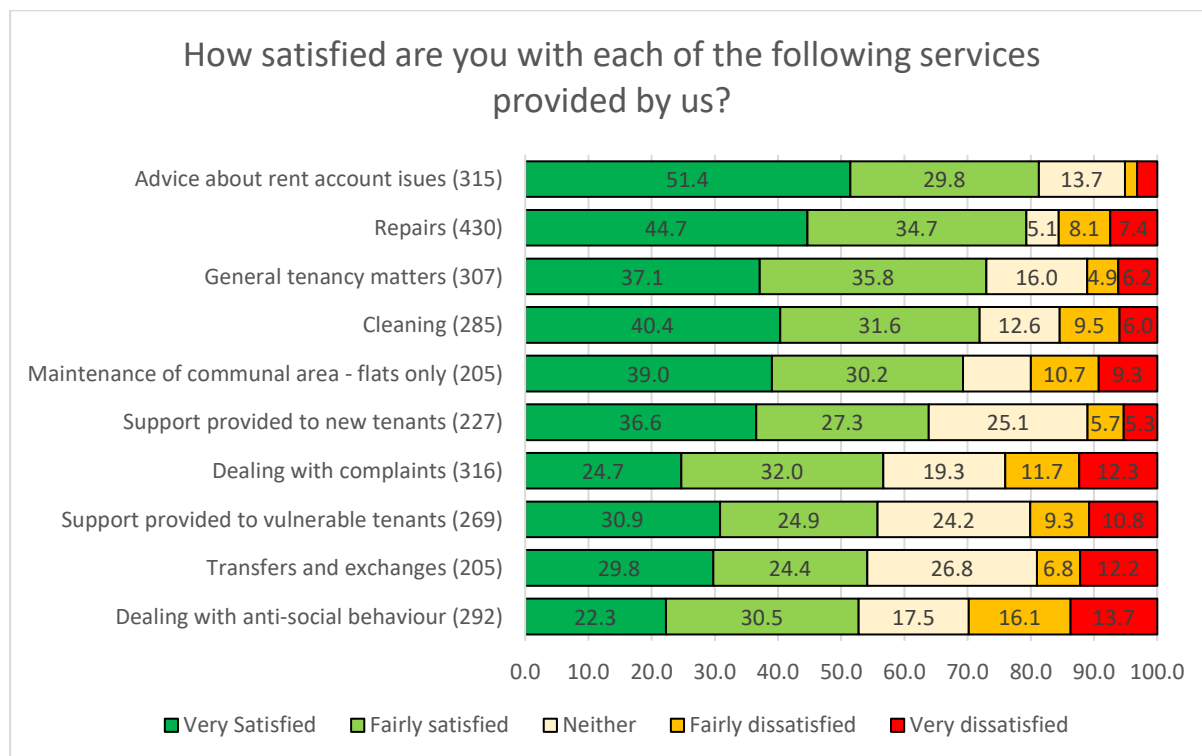


**11.3 Households containing a resident with any health problems or disabilities
(469 respondents)**

- In relation to contact with the landlord, tenants were most satisfied with advice about rent issues (81.2%), followed by repairs (79.4%), general tenancy matters (72.9%) and Cleaning (72.0%).
- Over four fifths (85.0%) of respondents had been in contact with their landlord in the past 12 months.
- The most frequently cited reason for making contact with the landlord were for repairs (77.6%), this was followed by rent / housing issues (25.7%).
- Over three quarters (77.9%) were satisfied with Cardiff Council as their landlord.
- Over four fifths (81.9%) of respondents were satisfied that their rent is value for money, this included 42.7% who were very satisfied.
- Over four fifths (82.2%) of respondents were satisfied with their local neighbourhood as a place to live, this included 44.2% who were very satisfied.
- Over seven in ten (71.9%) of tenants claimed to have had repairs completed in the last 12 months.
- The largest proportion (55.4%) of respondents stated a preference for being contacted via the Tenants Times / Newsletter, to inform or ask their opinions; this was followed by a half (50.1) who cited Letter as their preferred method of communication.
- Over four in five (81.4%) of respondents were happy with the way in which they were kept informed.
- Over a half (56.6%) of respondents were female.
- Two fifths (40.0%) stated that they lived in a house, whereas a third (34.7%) live in a low-rise flat.

Contact with us – Your landlord

How satisfied are you with each of the following services provided by us?



Have you contacted us within the last 12 months?

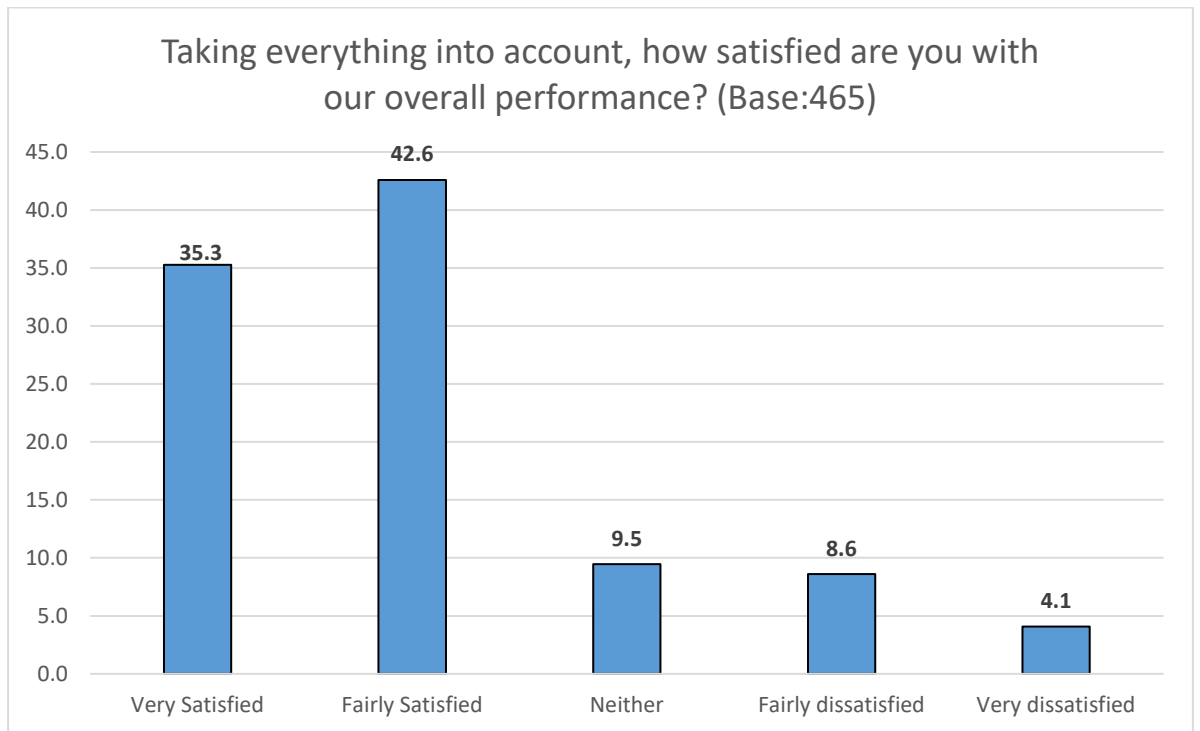
	No.	%
Yes	380	85.0
No	48	10.7
Can't Remember	19	4.3
Total	447	100.0

What was the reason you last contacted us?

	No.	%
Repairs	326	77.6
Rent / Housing benefits	108	25.7
Anti-social behaviour / nuisance neighbours	59	14.0
Transfer / Exchange	52	12.4
Garden / Communal areas	50	11.9
General tenancy matters	44	10.5
Maintenance of communal areas - flats only	38	9.0
Dealing with complaints	35	8.3
Cleaning	21	5.0
Support provided to new tenants	10	2.4
Other	49	11.7
Total Respondents	420	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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



How satisfied or dissatisfied are you that your rent provides value for money?

	No.	%
Very Satisfied	186	42.7
Fairly Satisfied	171	39.2
Neither	52	11.9
Fairly dissatisfied	21	4.8
Very dissatisfied	6	1.4
Total	436	100.0

Face to face services

What was the reason you last contacted us?

	No.	%
Repairs	204	48.7
Rent / Housing benefits	120	28.6
Council Tax	56	13.4
General council enquiries	53	12.6
Transfer / Exchange	47	11.2
Anti-social behaviour / Nuisance neighbours	34	8.1
Citizens advice	34	8.1
Bus pass	29	6.9
General tenancy matters	29	6.9
Garden / Communal areas	25	6.0
Support provided to vulnerable tenants	20	4.8
Maintenance of communal areas - flats only	16	3.8
Money advice	16	3.8
Cleaning	12	2.9
Dealing with complaints	12	2.9
Into work services	8	1.9
Adult community learning	7	1.7
Free school meals	7	1.7
Support provided to new tenants	7	1.7
Getting online	5	1.2
School admissions	5	1.2
Credit union	5	1.2
How enquiries are dealt with	4	1.0
Work skills training	3	0.7
Other	51	12.2
Total Respondents	419	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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

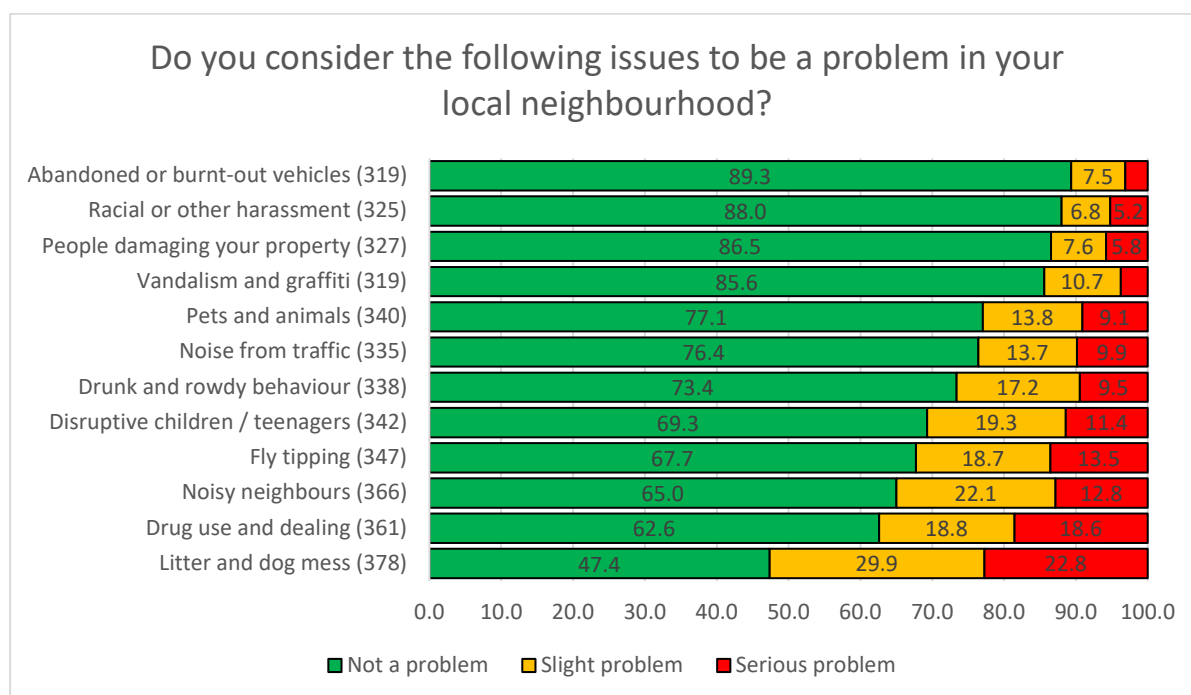
	No.	%
Very Satisfied	169	38.8
Fairly Satisfied	179	41.1
Neither	38	8.7
Fairly dissatisfied	30	6.9
Very dissatisfied	20	4.6
Total	436	100.0

Local Neighbourhood

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

	No.	%
Very Satisfied	193	44.2
Fairly Satisfied	166	38.0
Neither	25	5.7
Fairly dissatisfied	39	8.9
Very dissatisfied	14	3.2
Total	437	100.0

Do you consider the following issues to be a problem in your local neighbourhood?



Repairs and Maintenance Service

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

	No.	%
Yes	325	71.9
No	103	22.8
Can't remember	24	5.3
Total	452	100.0

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

	No.	%
Very Satisfied	188	42.7
Fairly Satisfied	174	39.5
Neither	27	6.1
Fairly dissatisfied	35	8.0
Very dissatisfied	16	3.6
Total	440	100.0

Communication and Information

What methods would you prefer us to use to keep you informed or to ask for your opinions?

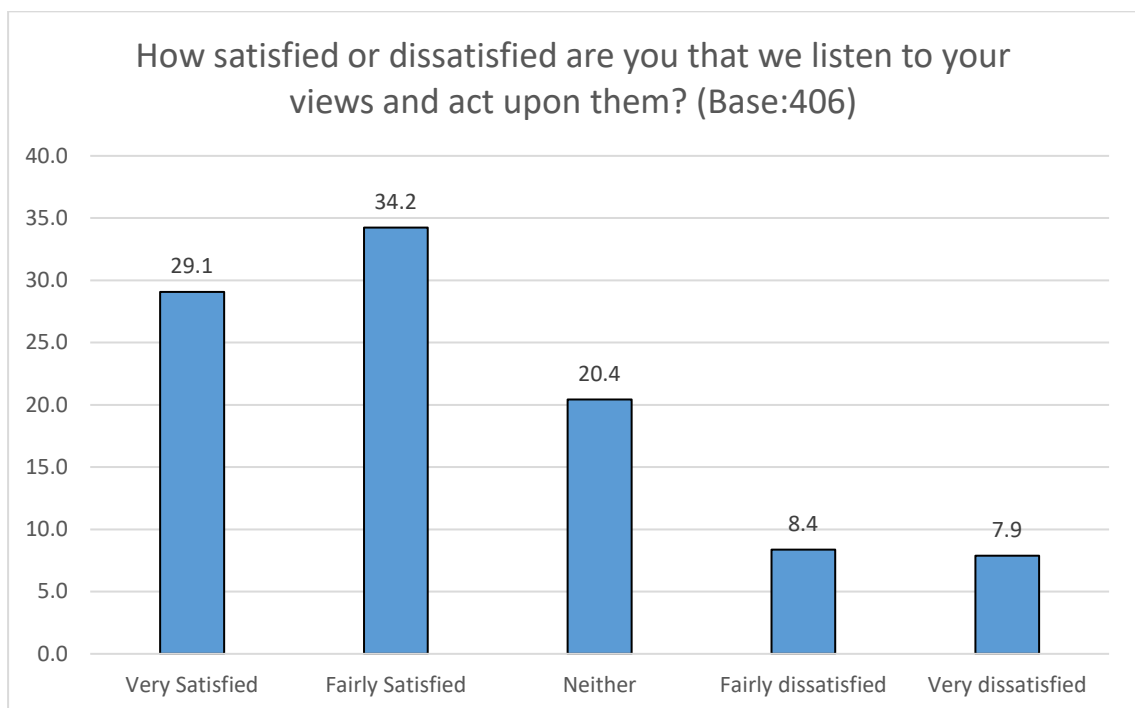
	No.	%
Tenant Times / Newsletter	253	55.4
Letter	229	50.1
Telephone call	89	19.5
Email	86	18.8
Personal Visit	61	13.3
Text / Whatsapp	46	10.1
Cardiff tenants website	21	4.6
Residents groups / Forums	21	4.6
Public meetings	18	3.9
Website	7	1.5
Twitter / Facebook	5	1.1
Total Respondents	457	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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

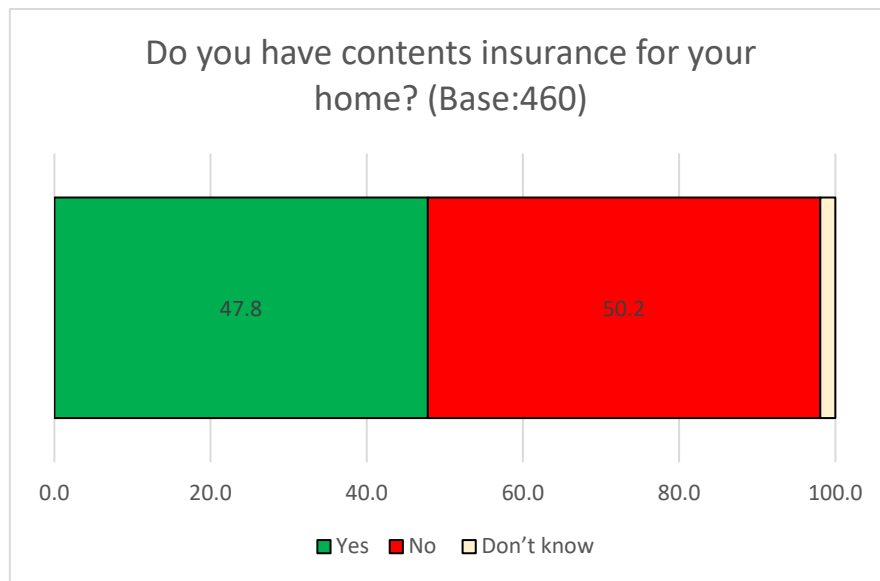
	No.	%
Very Satisfied	166	36.8
Fairly Satisfied	201	44.6
Neither	55	12.2
Fairly dissatisfied	19	4.2
Very dissatisfied	10	2.2
Total	451	100.0

How satisfied or dissatisfied are you that we listen to your views and act upon them?

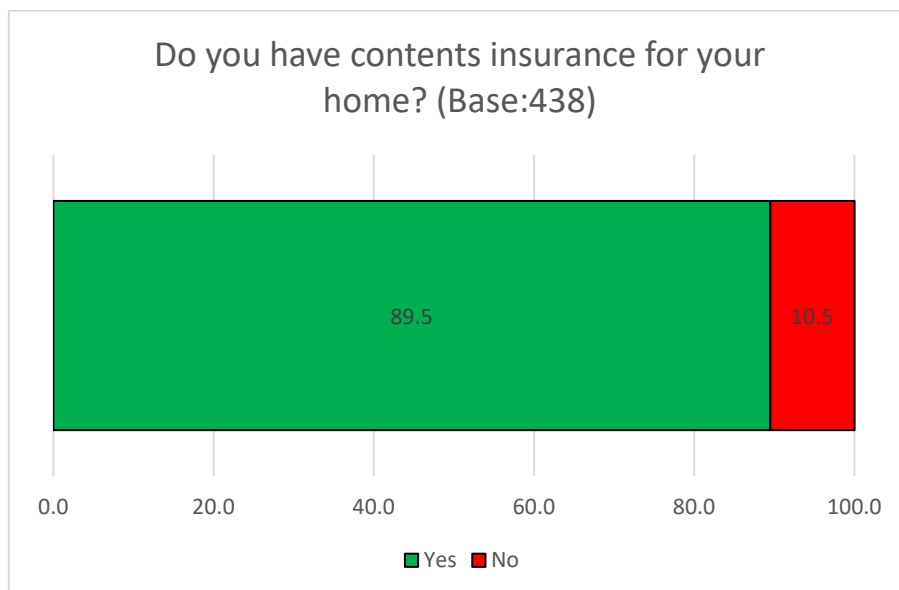


Can We Help

Do you have contents insurance for your home?



Do you have a bank account?

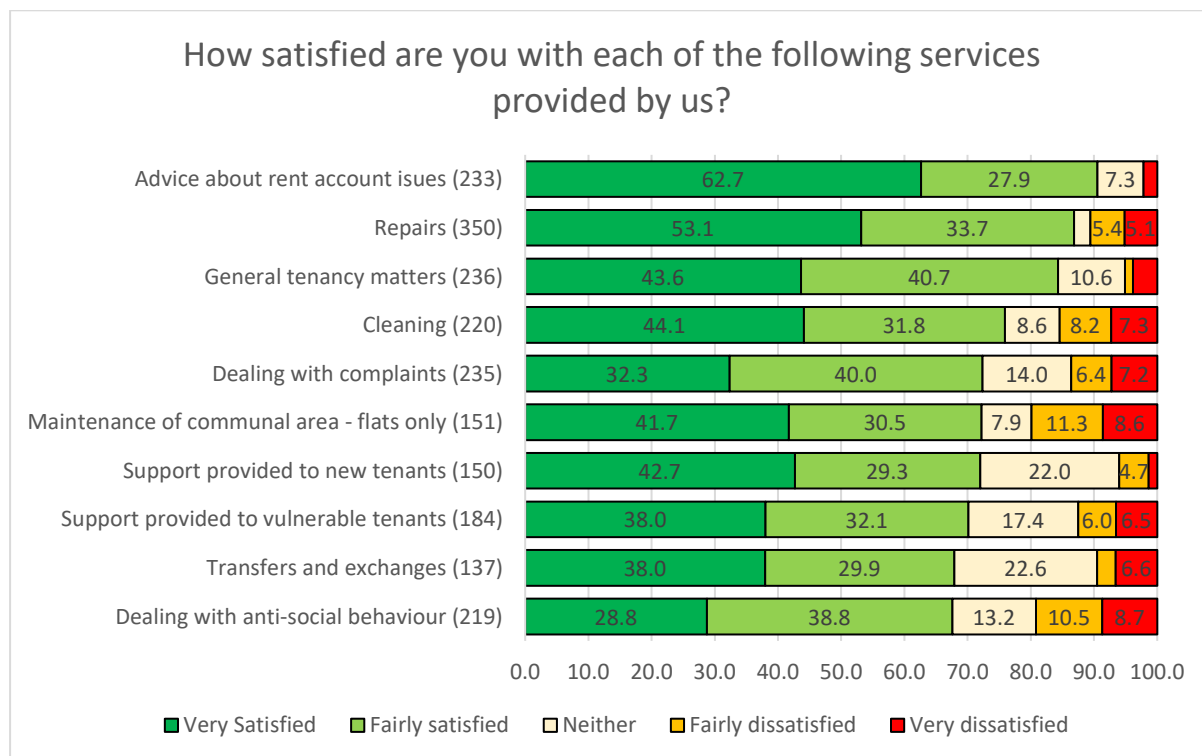


**11.4 Households where the respondent was aged over 65
(394 respondents)**

- In relation to contact with the landlord, tenants were most satisfied with advice about rent issues (90.6%), followed by repairs (86.8%), general tenancy matters (84.3%) and Cleaning (75.9%).
- Over three quarters (78.4%) of respondents had been in contact with their landlord in the past 12 months.
- The most frequently cited reason for making contact with the landlord were for repairs (75.4%), this was followed by rent / housing issues (15.7%).
- Over four fifths (86.8%) were satisfied with Cardiff Council as their landlord.
- Nine in ten (89.6%) of respondents were satisfied that their rent is value for money, this included 54.1% who were very satisfied.
- Nine in ten (91.5%) of respondents were satisfied with their local neighbourhood as a place to live, this included 52.5% who were very satisfied.
- Over two thirds (67.6%) of tenants claimed to have had repairs completed in the last 12 months.
- The largest proportion (56.5%) of respondents stated a preference for being contacted via the Tenants Times / Newsletter, to inform or ask their opinions; this was followed by over two fifths (44.8) who cited Letter as their preferred method of communication.
- Nine in ten (90.2%) of respondents were happy with the way in which they were kept informed.
- Over a half (52.4%) of respondents were female.
- Over a third (37.2%) stated that they lived in a house, whereas three In ten (31.0%) live in a low-rise flat.

Contact with us – Your landlord

How satisfied are you with each of the following services provided by us?



Have you contacted us within the last 12 months?

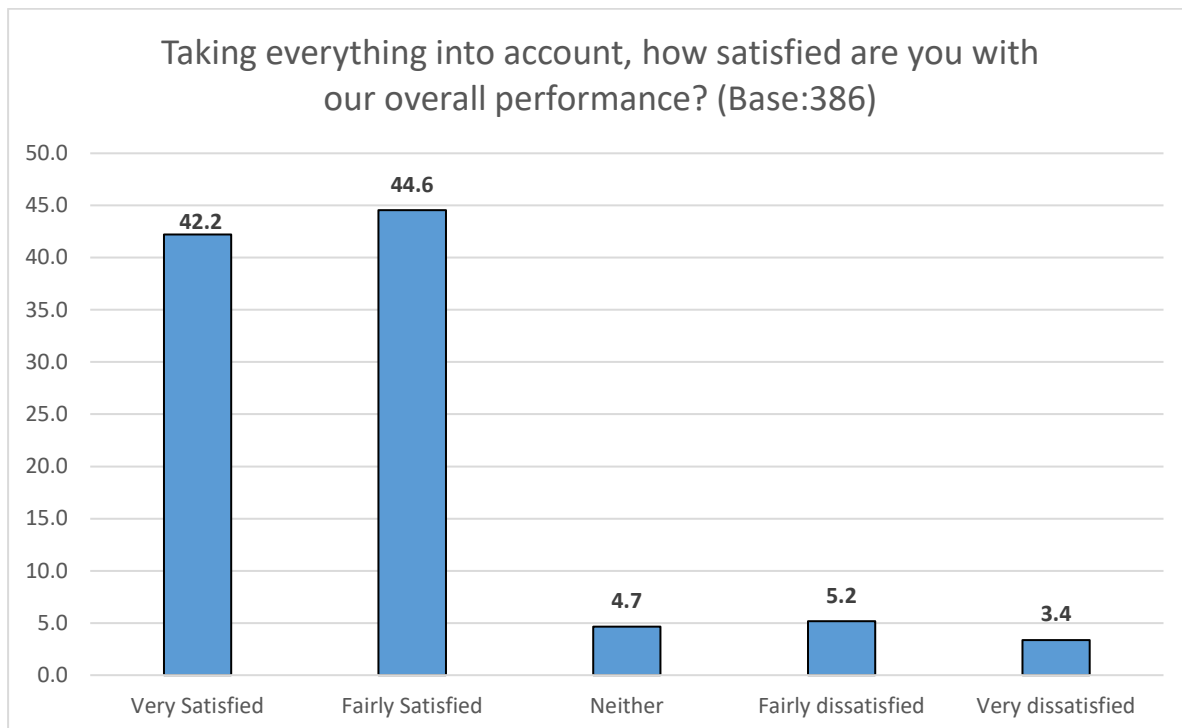
	No.	%
Yes	291	78.4
No	66	17.8
Can't Remember	14	3.8
Total	371	100.0

What was the reason you last contacted us?

	No.	%
Repairs	255	75.4
Rent / Housing benefits	53	15.7
Garden / Communal areas	42	12.4
Transfer / Exchange	24	7.1
Dealing with complaints	23	6.8
General tenancy matters	22	6.5
Maintenance of communal areas - flats only	22	6.5
Anti-social behaviour / nuisance neighbours	21	6.2
Cleaning	17	5.0
Support provided to new tenants	3	0.9
Other	36	10.7
Total Respondents	338	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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



How satisfied or dissatisfied are you that your rent provides value for money?

	No.	%
Very Satisfied	192	54.1
Fairly Satisfied	126	35.5
Neither	27	7.6
Fairly dissatisfied	7	2.0
Very dissatisfied	3	0.8
Total	355	100.0

Face to face services

What was the reason you last contacted us?

	No.	%
Repairs	177	54.0
Rent / Housing benefits	67	20.4
Council Tax	34	10.4
General council enquiries	33	10.1
Garden / Communal areas	23	7.0
Bus pass	21	6.4
Anti-social behaviour / Nuisance neighbours	20	6.1
Transfer / Exchange	18	5.5
Maintenance of communal areas - flats only	14	4.3
Citizens advice	13	4.0
General tenancy matters	12	3.7

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Support provided to vulnerable tenants	12	3.7
Cleaning	9	2.7
Dealing with complaints	9	2.7
Support provided to new tenants	6	1.8
Credit union	5	1.5
Getting online	4	1.2
Money advice	2	0.6
Into work services	1	0.3
School admissions	1	0.3
How enquiries are dealt with	1	0.3
Work skills training	1	0.3
Adult community learning	0	0.0
Free school meals	0	0.0
Other	30	9.1
Total Respondents	328	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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

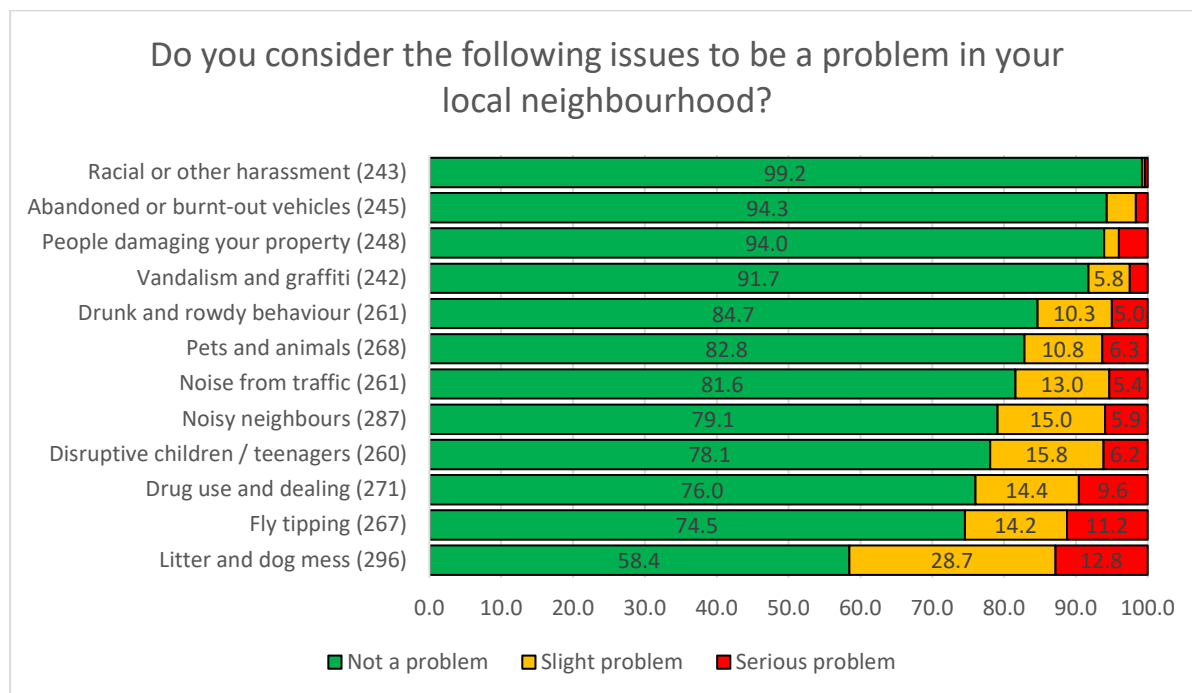
	No.	%
Very Satisfied	162	44.9
Fairly Satisfied	158	43.8
Neither	11	3.0
Fairly dissatisfied	21	5.8
Very dissatisfied	9	2.5
Total	361	100.0

Local Neighbourhood

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

	No.	%
Very Satisfied	190	52.5
Fairly Satisfied	141	39.0
Neither	12	3.3
Fairly dissatisfied	17	4.7
Very dissatisfied	2	0.6
Total	362	100.0

Do you consider the following issues to be a problem in your local neighbourhood?



Repairs and Maintenance Service

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

	No.	%
Yes	257	67.6
No	101	26.6
Can't remember	22	5.8
Total	380	100.0

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

	No.	%
Very Satisfied	186	51.1
Fairly Satisfied	144	39.6
Neither	7	1.9
Fairly dissatisfied	13	3.6
Very dissatisfied	14	3.8
Total	364	100.0

Communication and Information

What methods would you prefer us to use to keep you informed or to ask for your opinions?

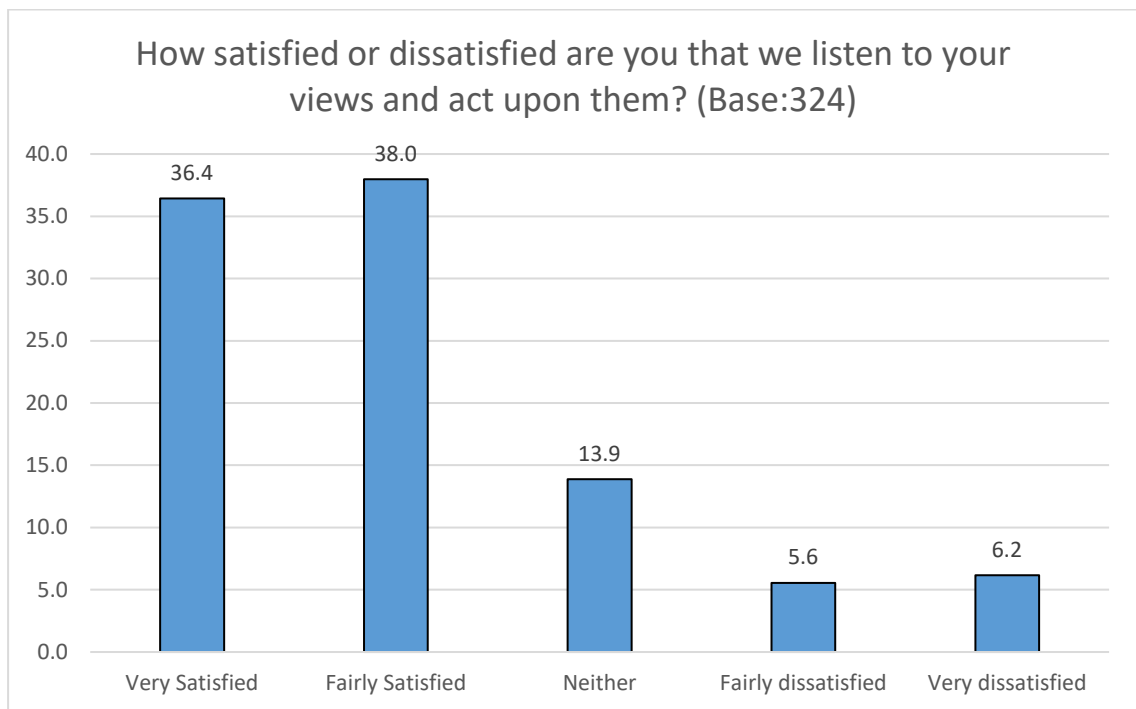
	No.	%
Tenant Times / Newsletter	213	56.5
Letter	169	44.8
Telephone call	74	19.6
Personal Visit	45	11.9
Email	32	8.5
Text / Whatsapp	19	5.0
Residents groups / Forums	10	2.7
Public meetings	9	2.4
Cardiff tenants website	6	1.6
Website	0	0.0
Twitter / Facebook	0	0.0
Total Respondents	377	-

NB. Percentages do not total 100% as respondents could have selected multiple options

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

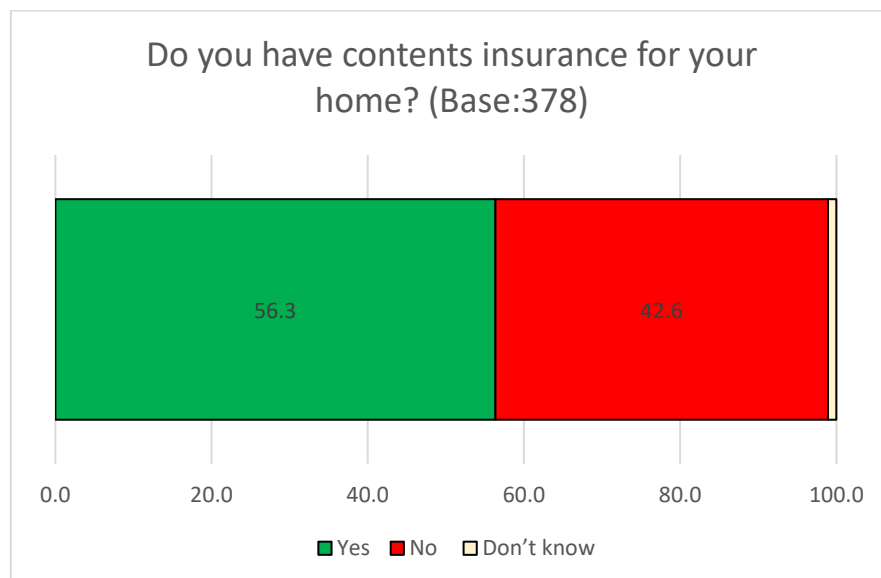
	No.	%
Very Satisfied	178	47.1
Fairly Satisfied	163	43.1
Neither	21	5.6
Fairly dissatisfied	13	3.4
Very dissatisfied	3	0.8
Total	378	100.0

How satisfied or dissatisfied are you that we listen to your views and act upon them?

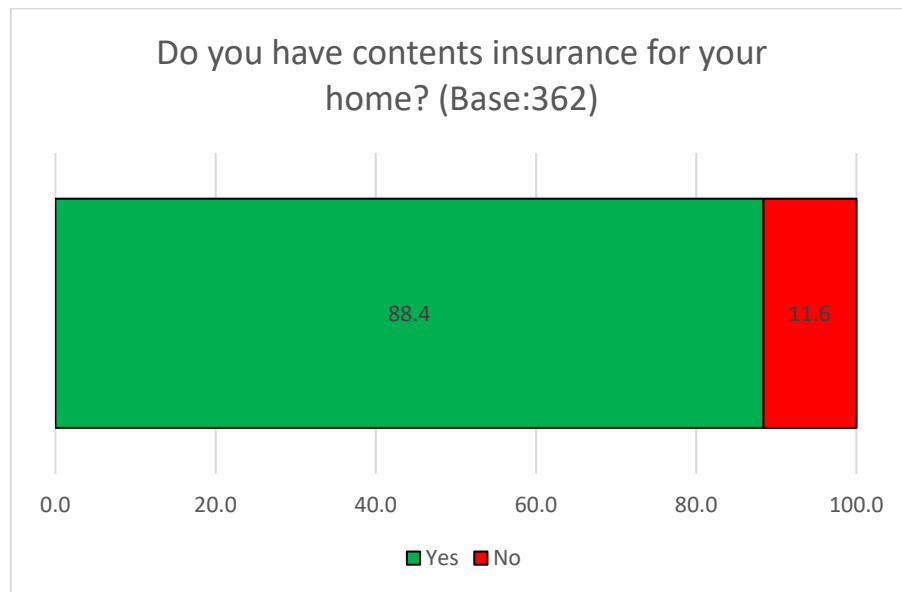


Can We Help

Do you have contents insurance for your home?



Do you have a bank account?



11.5 Households where the respondent was aged under twenty-five

Please note that for the October 2018 survey only 6 respondents indicated that they were aged under twenty five. As this is not a statistically robust number, analysis has not been undertaken.