



Housing Survey
(STAR) 2016/17

STAR 2016/17

- Same approach as previous (Postal/Online) but tested new channels and saving money **£5k**
 - § Random representative sample -15,000 received postal surveys, of which 4,000 also received an email option
 - § Piloted additional channels -11,000 emails and social media
- 3,117 responses from robust random sample
 - § Also 1,049 additional responses from online pilot
- Responses accurate and representative at:
 - § City level to +/- 1.7%
 - § Area level to +/- 3% (BITMO 4.9%)
 - § Ward level to +/- 10%

Online pilot - learning:

- § Email links provided a much higher response rate than sharing on social media:
 - § 1348 completed, following link sent by email, (11% return)
 - § Only 20 used web link shared on social media/newsletter/survey cover letter
- § Most completed the online survey via smartphone:
 - § 53% Smartphone, 35% Desktop, 12% Tablet (eg iPad)
- § Online method attracted more younger/middle aged respondents than postal:

	Source	<35	35-64	65+
Online	Desktop	11%	75%	15%
	Smartphone	31%	65%	4%
	Tablet	10%	73%	17%
Online Total		22%	69%	9%
Postal Total		10%	49%	40%
Tenant Profile		25%	56%	19%

Overall satisfaction

Indicator	ENE		SSE		WNW		BITMO		City		
	2014/15	2016/17	2014/15	2016/17	2014/15	2016/17	2014/15	2016/17	2014/15	2016/17	Change
Overall satisfaction with services provided	75%	69%	78%	80%	77%	77%	88%	88%	77%	76%	-1%

City wide including BITMO remaining constant

§ Within Housing Leeds, drop in satisfaction in East -6%

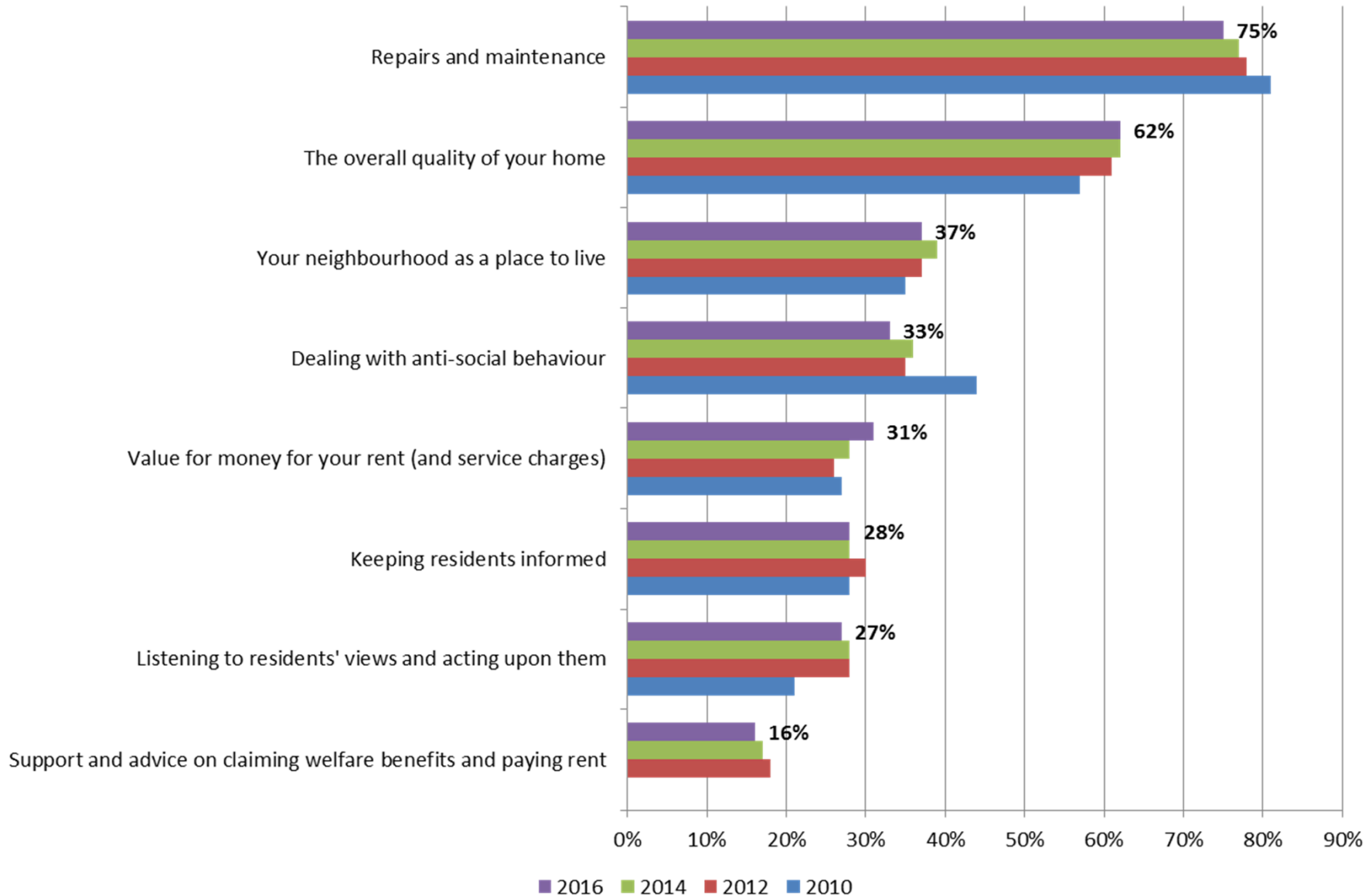
Key drivers for overall satisfaction:

- Providing effective and efficient service, being treated fairly, repairs and maintenance and overall quality of the home
- Satisfaction with life nowadays, age, financial position

Overall satisfaction by different groups



Tenant priorities 2010 – 2016/17



The home

Indicator	ENE		SSE		WNW		BITMO		City		
	2014/15	2016/17	2014/15	2016/17	2014/15	2016/17	2014/15	2016/17	2014/15	2016/17	Change
Repairs											
Satisfaction with overall quality of the home	71%	64%	70%	74%	72%	73%	82%	84%	71%	71%	0%
Satisfaction with repairs and maintenance	70%	60%	72%	74%	70%	73%	85%	85%	71%	70%	-1%
Heating and insulation is good at keeping the home warm in winter	50%	59%	57%	67%	58%	63%	70%	69%	56%	63%	7%
The following refer only to respondents who said they had a repair in the last 12 months											
Satisfaction with ease of reporting repair		80%		86%		85%		91%		84%	
Satisfaction with the accuracy of the repair ordered		70%		76%		78%		87%		75%	
Satisfaction with the overall quality of work	74%	71%	77%	78%	75%	75%	86%	87%	76%	75%	-1%
Satisfaction that the repair was done 'right first time'	64%	62%	70%	70%	68%	67%	78%	81%	67%	67%	0%
Satisfaction with the speed of the repair	70%	66%	78%	75%	74%	74%	85%	75%	74%	72%	-2%

Key drivers for satisfaction with repairs and maintenance:

Overall quality of the home, speed of completion of repair, and ease of handling the issue

The Neighbourhood

- Neighbourhood as a place to live down by **-4% (72%)**
- Overall appearance of neighbourhood down by **-2% (66%)**
- Grounds maintenance, such as grass cutting, **up by +3 (69%)**

4th Quartile:

As a place
to live:

Chapel Allerton
Killingbeck&Seacroft
Headingley
City & Hunslet
Farnley & Wortley
Bramley &Stanningley
Burmantofts & Rich H
Beeston & Holbeck
Armley

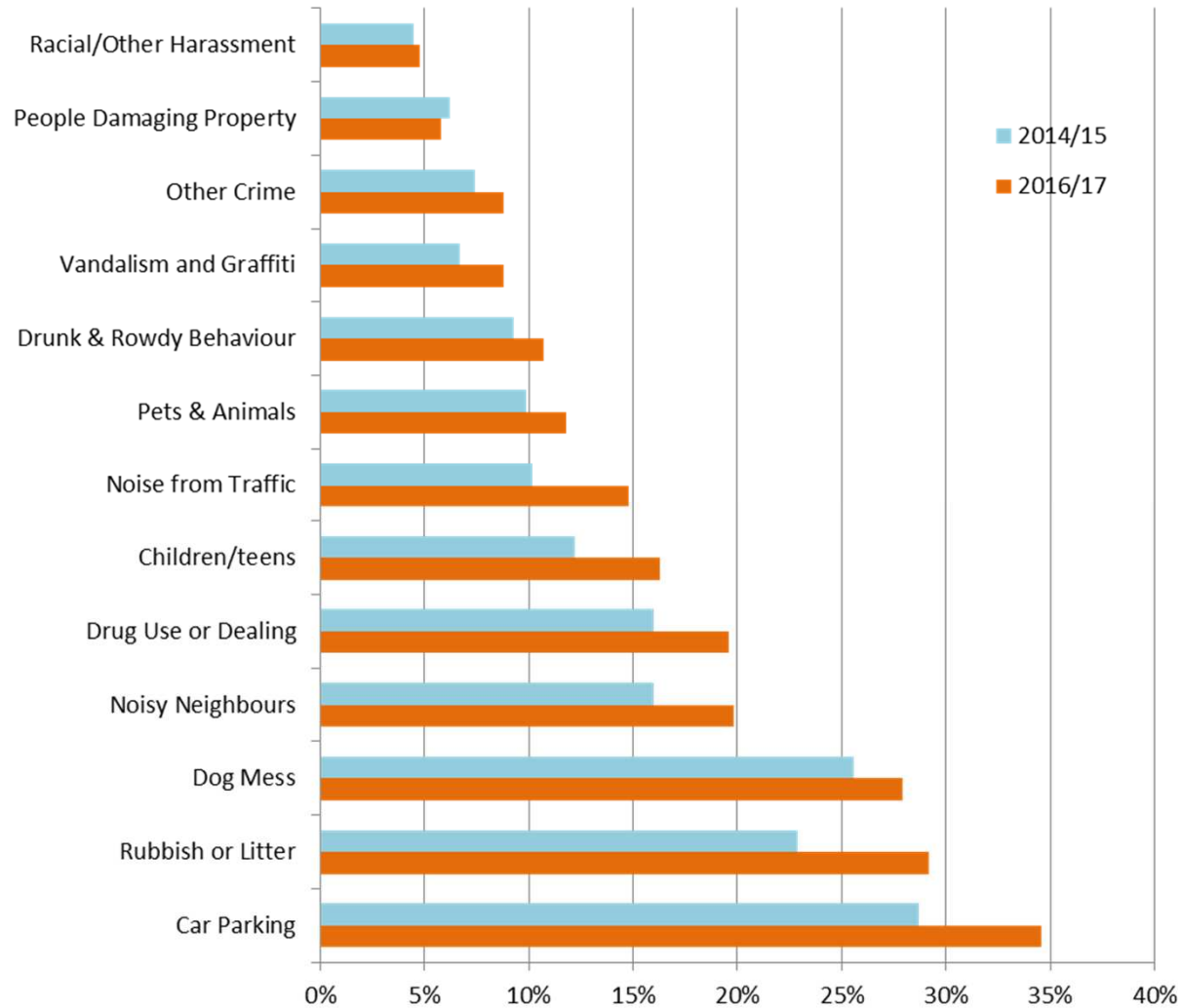
4th Quartile:

Overall
appearance:

Killingbeck&Seacroft
Kirkstall
Beeston & Holbeck
Farnley & Wortley
Bramley &Stanningley
City & Hunslet
Burmantofts & Rich H
Armley
Headingley

- 67% agree that the overall appearance is mainly the responsibility of local residents.
 - No significant change across age groups, except older tenants (65+) were more likely to agree

Problems in the Neighbourhood



□ Issues more likely to be rated as a major problems than than last time

□ Noisy Neighbours is the standout Key Driver for satisfaction with neighbourhood

	Car Parking	Rubbish or Litter	Dog Mess	Noisy Neighbours	Drug Use or Dealing	Children/teens	Noise from Traffic	Drunk & Rowdy Behaviour	Pets & Animals	Other Crime	Vandalism and Graffiti	People Damaging Property	Racial/Other Harassment
Adel & Wharfedale	24%	14%	19%	7%	17%	10%	2%	5%	7%	10%	5%	10%	2%
Alwoodley	33%	22%	23%	24%	13%	12%	15%	8%	10%	5%	4%	4%	5%
Ardley & Robin	49%	21%	29%	17%	25%	23%	14%	15%	12%	15%	16%	13%	8%
Armley	29%	50%	38%	29%	33%	33%	15%	26%	23%	22%	24%	9%	11%
Beeston & Holbeck	34%	42%	30%	24%	26%	22%	11%	14%	13%	16%	17%	8%	6%
Bitmo	24%	18%	32%	17%	17%	17%	22%	7%	9%	7%	5%	3%	6%
Bramley	40%	38%	39%	31%	27%	26%	16%	14%	18%	13%	10%	7%	12%
Burmantofts & Rich	25%	38%	30%	27%	27%	25%	11%	20%	16%	12%	11%	11%	9%
Calverley & Farsley	44%	16%	17%	13%	14%	7%	9%	9%	5%	7%	2%	2%	2%
Chapel Allerton	25%	35%	26%	21%	20%	22%	14%	9%	14%	13%	7%	7%	9%
City & Hunslet	26%	39%	28%	22%	24%	26%	16%	21%	16%	12%	10%	11%	6%
Crossgates	31%	17%	18%	12%	12%	11%	5%	7%	11%	4%	2%	3%	2%
Farnley & Wortley	47%	43%	37%	23%	26%	16%	18%	10%	14%	11%	7%	7%	5%
Garforth&Swillington	42%	17%	29%	15%	10%	10%	5%	5%	15%	5%	2%	5%	3%
Gipton & Harehills	32%	32%	25%	22%	22%	15%	18%	11%	12%	9%	8%	8%	4%
Guiseley & Rawdon	36%	11%	8%	13%	9%	7%	6%	2%	6%	2%	4%	2%	2%
Harewood	50%	10%	25%	11%	5%	11%	5%	5%	5%				
Headingley	25%	46%	55%	64%	42%	8%	42%	46%		33%	17%	8%	8%
Horsforth	48%	22%	19%	11%	13%	7%	7%		11%	9%	4%		4%
Hyde Park	52%	39%	11%	15%	21%	14%	20%	17%	6%	8%	12%	7%	5%
Killingbeck&Seacrof	36%	25%	24%	24%	27%	24%	26%	14%	13%	15%	11%	7%	5%
Kippax & Methley	45%	24%	33%	9%	8%	12%	6%		9%		4%	2%	
Kirkstall	37%	34%	33%	32%	38%	25%	15%	19%	11%	16%	17%	7%	9%
Middleton Park	29%	18%	30%	18%	13%	16%	17%	8%	6%	9%	9%	8%	3%
Moortown	44%	31%	15%	23%	14%	3%	15%	12%	3%	3%	6%	6%	3%
Morley North	35%	9%	15%	15%	16%	12%	8%	10%	5%	8%	2%	2%	2%
Morley South	35%	20%	26%	16%	9%	10%	17%	3%	14%	3%	1%	5%	3%
Otley & Yeadon	31%	15%	29%	17%	17%	8%	4%	1%	7%	4%	3%	2%	1%
Pudsey	37%	16%	29%	14%	16%	10%	9%	6%	9%	7%	3%	4%	2%
Rothwell	51%	16%	31%	16%	11%	13%	8%	6%	7%	5%	7%	4%	3%
Roundhay	49%	21%	19%	13%	13%	7%	10%	7%	11%	7%	4%	2%	6%
Temple Newsam	20%	23%	25%	14%	10%	21%	14%	6%	11%	6%	13%	6%	9%
Weetwood	39%	12%	21%	13%	13%	7%	12%	6%	5%	4%	1%	3%	3%
Wetherby	34%	12%	11%	9%	5%	5%	7%	2%	5%	2%		5%	2%

Anti-social behaviour

- § Satisfaction with the way the landlord deals with ASB decreased 55%, **-5%**
- § 28% said they had experienced ASB in the last 12 months, **+2%**,
- § Noisy Neighbours was the Key Driver for dissatisfaction with how we deal with ASB
- § Where said had experienced ASB in last 12 months or reported ASB, see lower satisfaction with how landlord deals with ASB.
 - § Note LASBT transactional survey currently shows 90% satisfaction

Satisfaction with the way the landlord deals with ASB (in general)				
	Satisfied	Neither	Dissatisfied	Count
All responses	55%	22%	23%	2489
Where respondent said they had experienced ASB in last 12 months	32%	19%	49%	2421
Where said they had reported ASB to:				
LASBT	37%	7%	56%	65
Police	32%	17%	51%	194
Someone else	31%	20%	49%	59
Housing Service	25%	14%	61%	242

Customer service

- Higher volume of contact 73%, +7%
 - § Channels: 57% phone, 34% visit office, 4% email
- Successes
 - Agree friendly and approachable staff, 78%, +2%
 - Satisfaction that landlord treats you fairly, 72%, +4%
 - Agree the Annual Home Visit is useful, 69%
 - Customer effort score same as UKCSI average, 4.8
- Remaining constant
 - § Agree an effective and efficient service, 68%
 - § Query answered in a reasonable time, 71%
 - § Easy to get hold of the right person, 59%
- Concerns
 - § Satisfaction with the final outcome, 60% -3% (ENE -9%, Bitmo -5%)
 - § Dealing with enquiries, 71% -2% (ENE -9%)

Contact by service area

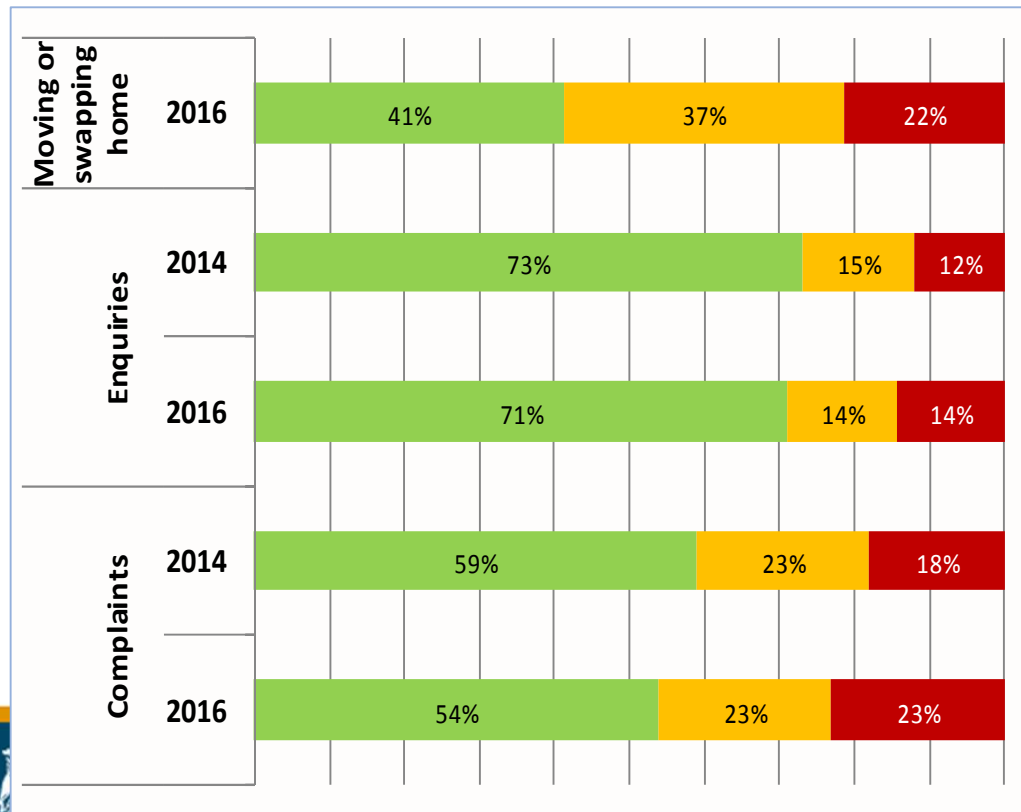


Answered in a reasonable time
Ease of getting hold of the right person
Satisfied with outcome
Agree HL made it easy to handle issue

Perceptions

- § Agreement that the landlord has a good reputation -3% (57%)
- § Agree that trust landlord (63%)
- § Satisfaction that the landlord listens and acts -1% (55%)

Advice and Support

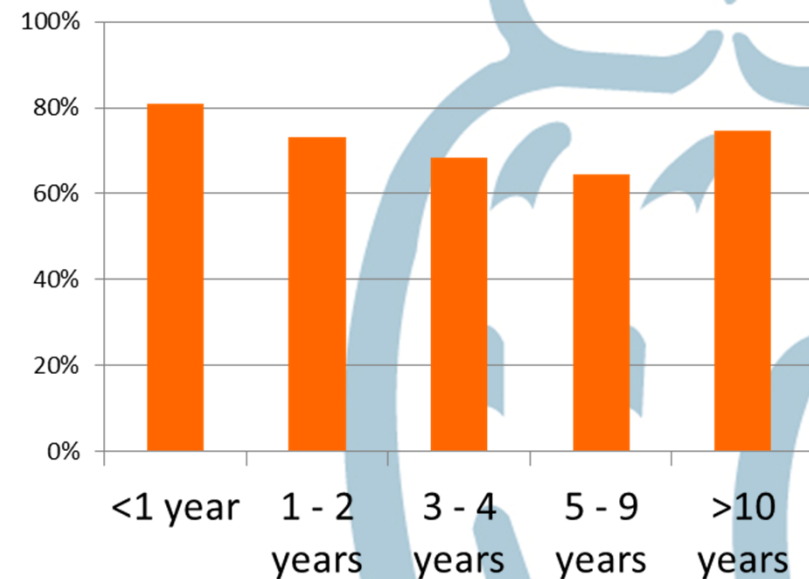


§ The Key Driver for advice & support with moving or swapping home was being treated fairly.

§ The neighbourhood and quality of home were also factored, however repairs and maintenance didn't

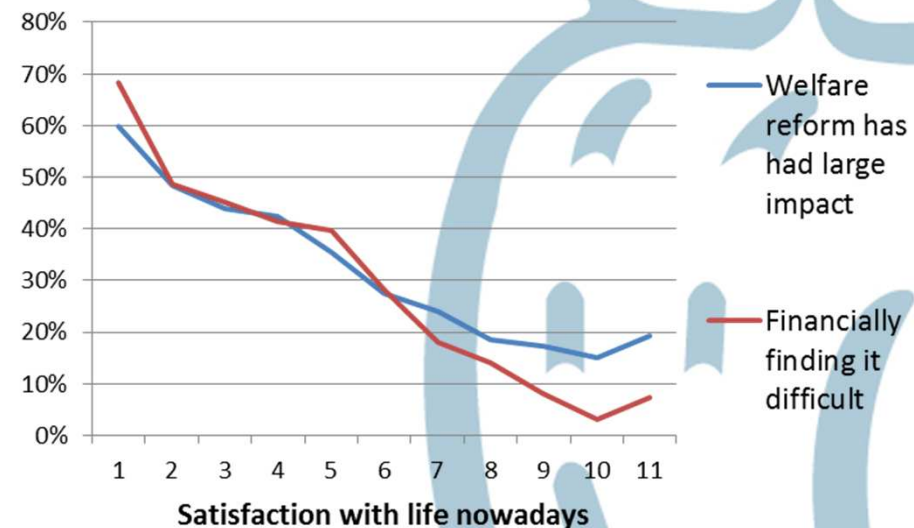
Rent and Current Finances

- Advice and support on claiming housing benefit and other welfare benefits +1 (72%)
- Advice and support on managing finances and paying rent and service charges +3 (66%)
- Rent provides good VFM up by +2% (77%)
 - § Satisfaction with VFM of rent reduces steadily over the length of tenancy, with exception of longest tenancies (linking with tenant age)

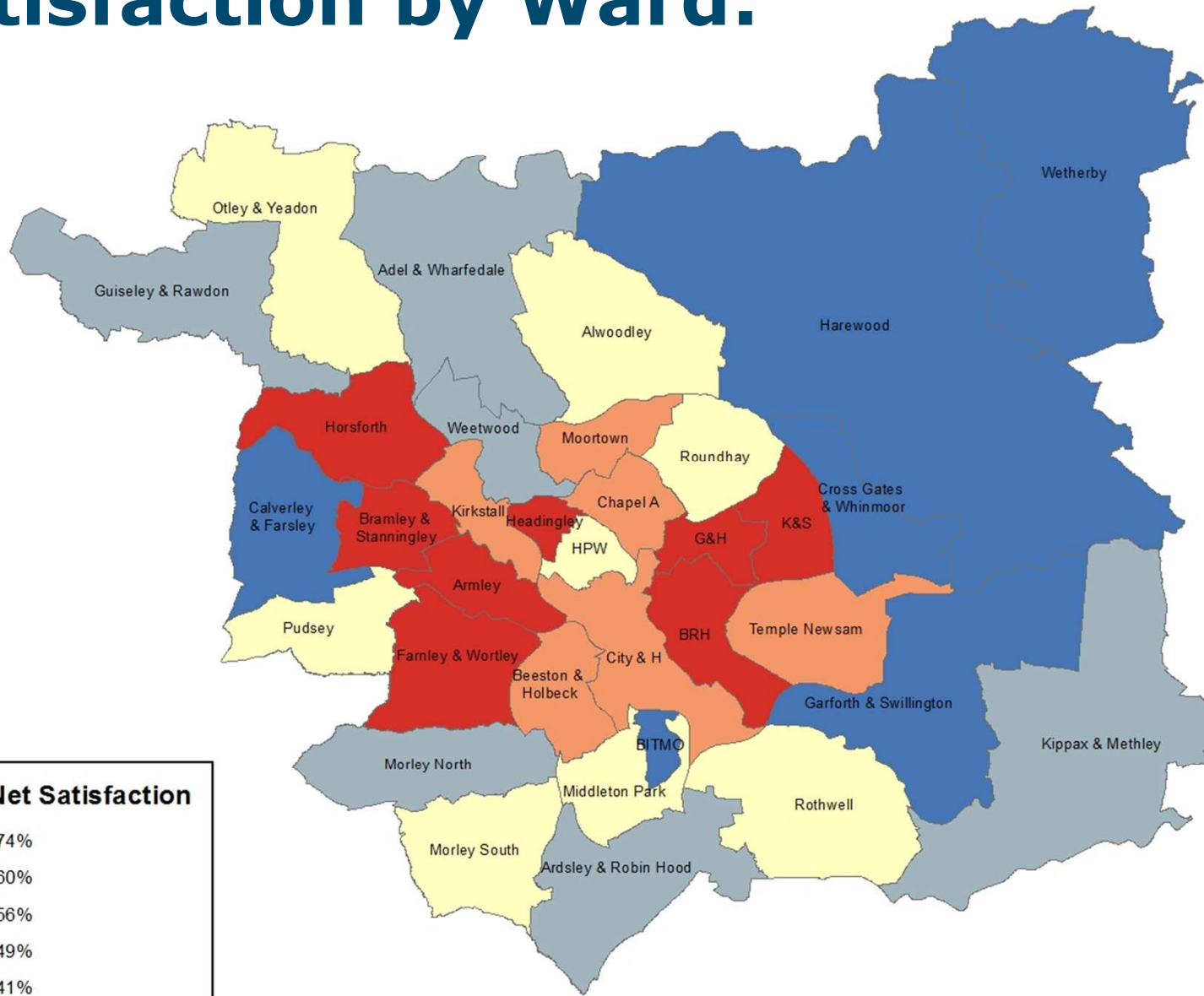


Rent and Current Finances

- Increase in tenants reporting that welfare reform has had a large impact on them **+3% (26%)**
 - § Disabled tenants and those aged 35-64 much more likely to report this.
- Significant drop in tenants reporting that they are in financial difficulty **-8% (19%)**
 - § Working age tenants more likely to say in difficulty, over half of those in financial difficulty reported a high impact of welfare reform (52%)
- Asked tenants to rate how satisfied they are with life nowadays (Mean 7.3), rated as High by ONS.



Average Net Satisfaction by Ward:



Average Net Satisfaction

- 61% - 74%
- 57% - 60%
- 50% - 56%
- 42% - 49%
- 28% - 41%

Summary

- Overall satisfaction stayed the same, 76%
 - § Increasing satisfaction with age, and financial comfort
- The home – many aspects stayed the same
 - § But drop in satisfaction in the East
 - § Significant increase in heating and insulation being reported as good at keeping the home warm +7% (63%).
- Neighbourhood, 72%, -4%
 - § Drop in satisfaction across city, particularly East and West
 - § Two thirds, 67%, agree overall appearance up to residents
 - § Issues more likely to be rated a major issue, car parking highest
- Customer service
 - § Agree friendly and approachable staff, 78% +2%
 - § Annual Home Visit is useful, 69%
- Rent and finances, Rent is value for money 77%, +2%
 - § Satisfaction with advice and support managing finances +3% (66%)
 - § Significant drop in tenants reporting they are in financial difficulty, -8% at 19%
- Perceptions,
 - § Agree trust landlord stayed same at 63%, but good reputation -3% at 57%