TSM Tenant Satisfaction Survey 2023

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Contents

1. Introduction

Background

This report details the results of Berneslai Homes' 2023 TSM tenant satisfaction survey, delivered by ARP Research. This is an annual survey conducted by Berneslai Homes using the Housemark STAR survey methodology. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually (indicated throughout the report by the government coat of arms).

Where applicable the current survey results have also been compared against the 2022 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Berneslai Homes' peer group within Housemark's STAR database of similar local authorities and ALMOs.

About the survey

The survey was carried out between July and August 2023. A computer-generated randomly selected 5,000 households were invited to take part in the survey.

The first part of the survey involved email invitations and reminders to every selected household with a valid email address (2,521), with a paper questionnaire sent in the post to the remaining 2,479. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (3,535). Finally, a full reminder was sent by post to every household that had not already taken part via any method (4,025). The survey was incentivised with a free prize draw.

Overall, 1,891 tenant households took part in the survey, which represented a response rate of 38% (error margin +/- 2.1%). This far exceeded the stipulated TSM target error margin of +/- 3.0%. The final survey data was weighted by interlaced age group and ethnic background to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

The survey results were weighted by age Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant* . This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance. For further information on the methodology and statistics please see Appendix A.

For the summary of the approach, including detailed methodology, please see appendix A.

2. Executive summary

Bench mark	2022 result	change over time	2023 result	Tenant Satisfaction Measure
75%	84%	↓	77%	satisfaction overall
80%	83%	↓	75%	home is safe
73%	N.A.		74%	home is well maintained
65%	N.A.		66%	communal areas clean and maintained
79%	83%	↓	75%	repairs service in last 12 months
75%	80%	↓	76%	time taken to complete last repair
60%	68%	↓	60%	listens to views and acts on them
68%	71%	↓	64%	being kept informed
85%	85%	↓	77%	treated fairly and with respect
N.A.	N.A.		43%	approach to handling complaints
64%	64%	↓	60%	makes a positive contribution to area
59%	60%	↓	48%	approach to handling ASB

↑ statistically significant improvement; no statistically significant change; ↓ statistically significant decline

Overall satisfaction

1. Overall tenant satisfaction with the services provided by Berneslai Homes has fallen to 77% compared to the 84% achieved just a year ago in 2022. The Net Promoter Score (NPS) has also fallen from 35 to 20.

2. However, this is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the cost-of-living crisis, inflationary rent increases and shortages in labour and materials. Indeed, a similar pattern is evident across most of the survey results,

3. Berneslai Homes' overall satisfaction score is still above the Housemark benchmark median (75%), despite this being a lagging measure that doesn't include recent TSM surveys. Notably, amongst ARP Research clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8% (section 3).

4. As in previous years, overall satisfaction is highest amongst retirement age tenants (86%, over 65s) and significantly lower amongst the under 50s (66%). For the second year running, satisfaction amongst the under 35s has fallen further than other age groups (63%, down from 78%).

5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four strongest factors most closely associated with overall tenant satisfaction are:

   - Provide a home that is well maintained (74% satisfied, section 4)
   - Listens to views and acts upon them (60%, section 8)
   - Treat tenants fairly and with respect (77%, section 8)
   - Repairs service received over the last 12 months (75%, section 6)

The home

6. Satisfaction with the quality of the home has for the first time fallen significantly, from 74% to 77%. (section 4).

7. This is reflected in the fact that whether Berneslai Homes provides a home that is well maintained is a key driver of overall satisfaction (74% satisfied), this question being the new regulatory measure.

8. Satisfaction with the safety of the building has also fallen by a statistically significant 8 points to 75%, whilst 15% of respondents are dissatisfied. However, high profile national media reports about housing safety have resulted in this being a common pattern in recent landlord surveys.

9. High household energy bills are another external factor that has been affecting tenants, so it is unsurprising that significantly fewer are now satisfied with both the heating and energy efficiency of their homes, including a significant 4% drop in the latter rating (68% v 72%).

10. Around two thirds of respondents with communal areas are satisfied with how they are cleaned and maintained (66%), which is on par with both the 2022 results and other landlords.

Value for money

11. Since last year there has been a statistically significant 4% fall in satisfaction with rent value for money (now 77%). This includes a 12% drop amongst the under 35s (section 5).

12. However, in the midst of a cost-of-living crisis and coming not long after rent increases that are unprecedented this century, it is to be expected that this rating would fall.

13. Although satisfaction with service charge value for money has also fallen a little (now 70%), as was also true last year, it still performs better than rent relative to the Housemark benchmarks.

Repairs

14. Three quarters of respondents are satisfied with the repairs service received over the last 12 months (75%), which has gone down by 8% since last year (section 6).

15. This question is also a key driver of landlord satisfaction, which coupled with property maintenance emphasises the continuing importance of these services to Berneslai Homes tenants as rents increase whilst shortages in staff and materials are felt.

16. Fewer tenants than before are also satisfied with the timeliness of the last repair (76% v 80%).

17. Satisfaction has only fallen for those whose last repair was completed in-house, bringing those scores down to the same level as for job completed by outside contractors.

18. Comments about repairs issues have almost doubled since last year (21% v 12%), with big increases in those asking for outstanding works to be completed, and better information and communication on progress (section 12).

Customer service

19. The overall perception of how enquires are dealt with has actually increased slightly, albeit this is only by a statistically insignificant two percentage points (now 80%, section 8).

20. Being easy to deal with, known as a customer effort score, also receives a high rating of 79%, which is 10% higher than the benchmark median.

21. Taken together, it would seem that despite any other frustrations that tenant may have, at the first point of contact they still appreciate the service they receive.

22. However, further detailed satisfaction questions that ask about tenant's experiences the last time they made contact all fell by an average of 7%, including 11% fewer that area satisfied with the final outcome.

23. A third of those that made contact had to follow up on their query, which is 6% more than in 2022. This group are obviously less satisfied with both the outcome of their query (36%), and Berneslai Homes services more generally (52%).

24. The lowest rated aspect of the last contact is being kept informed (66% satisfied), which is clearly linked to repairs reporting (see above).

25. Having remained stable last year, it is unfortunate to see that the level of satisfaction with Berneslai Homes' online service has **dropped significantly** this year from 74% to 66%.

Communication

26. Whether people feel their landlord treats tenants fairly and with respect is a key driver of satisfaction. Unfortunately, in this case the satisfaction rating has also fallen 8 points since last year to 77%, although it is important to note that the proportion who are actively dissatisfied remains unchanged (section 8).

27. The lowest rated question in this section of the survey asks whether people feel Berneslai Homes listens to views and acts upon them, a score that has also fallen by 8% this year to 60%.

28. When tenants are asked generally if they are kept informed about things that matter them, the score of 64% has also fallen by 7% since last year.

29. Experience of other similar surveys has shown that in answering these questions, respondents are primarily thinking about day-to-day transactions such as telephone queries and the repairs process, both topic areas where respondents raised issues about being kept updated about progress (sections 6 and 7).

Neighbourhoods

30. Respondents were asked to specifically rate whether they think their landlord makes a positive contribution to their neighbourhood, something 60% of respondents are satisfied with, compared to 17% that are dissatisfied. This is broadly at the level one would expect, albeit 4% lower than last year (section 10).

31. All of the other neighbourhood satisfaction scores in this section demonstrate the same pattern as the rest of the survey results with around 5% fewer satisfied with their neighbourhood as a place to live, its appearance, or the standard of grounds maintenance.

32. The most frequently mentioned improvements suggested by tenants are about their neighbourhoods, which is relevant to the recent restructure to become more neighbourhood focused (section 12).

33. Less than half of the sample are satisfied with the approach to handling anti-social behaviour (48%), compared to 23% that are dissatisfied. The satisfaction level is now below the benchmark average of 59%, having fallen by a statistically significant 12% since 2022. It will be important for the newly instituted ASB team to reverse this trend.

Complaints

34. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a quarter of respondents claimed to have made a complaint. These results should therefore be viewed as escalated service requests than used to measure how the formal complaint process performs (section 11).

35. Amongst those that claim to have made a complaint only 43% are satisfied with how it was handled, but this is consistent with the recent scores amongst other ARP Research clients.

3. Services overall

77% satisfied overall

top 'key drivers'

1. home is well maintained
2. listens and acts on views
3. treated fairly & with respect
4. repairs service in last year

Overall satisfaction has fallen significantly since 2022, but cost-of-living has suppressed satisfaction scores across the sector

Overall satisfaction is still above the Housemark benchmark, even though they use older data

Property maintenance dominates the key driver list, so is maybe the root cause of other disappointing results such as those regarding communication

Satisfaction continues to fall faster amongst the under 35s

Overall tenant satisfaction with the services provided by Berneslai Homes has **fallen** to 77% compared to the 84% achieved just a year ago in 2022. At the other end of the scale the proportion of dissatisfied tenants has grown from 8% to 12%.

This is a **statistically significant** change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This is disappointing but does have to be viewed in the context of events since the last survey. Tenants are currently struggling to cope with the **cost-of-living** crisis, compounded by the fact that landlords are also affected by high inflation with most having to **increase rents** at the same time as dealing with **shortages in labour and materials** that impact on the standard of services that can be provided.

This pattern of satisfaction having fallen significantly compared to previous years is starting to be reported by landlords **across the country**. However, because the Housemark benchmark figures are a lagging measure that mainly comprise data from 2022 and 2021, this shift isn't yet reflected in the peer group comparisons. Berneslai Homes score is nevertheless still above average (benchmark 75%), and the gap may well grow as the benchmarks catch up. Notably, amongst ARP Research clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8%.

Most of the main measures across the rest of the survey have fallen by similar margins, yet are also generally near the average benchmark scores, with the main exceptions being **lower than average** results for treating tenants fairly and with respect (section 8) and the approach to handling ASB (section 10).

This includes the **"Net Promoter Score" (NPS)** which an additional measure of customer loyalty and satisfaction. Respondents were asked how likely they were to recommend Berneslai Homes to family or friends, and this is used to identify 'promoters' and 'detractors' to calculate an overall Net Promoter Score that is widely used across the private and public sectors.

Having increased last year, this has fallen back down again from a score of 35 to just 20. However, this tracks quite closely against the change in overall satisfaction as a drop of 15 in an NPS score is roughly analogous to a drop of 7.5% in a satisfaction score.

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.3).

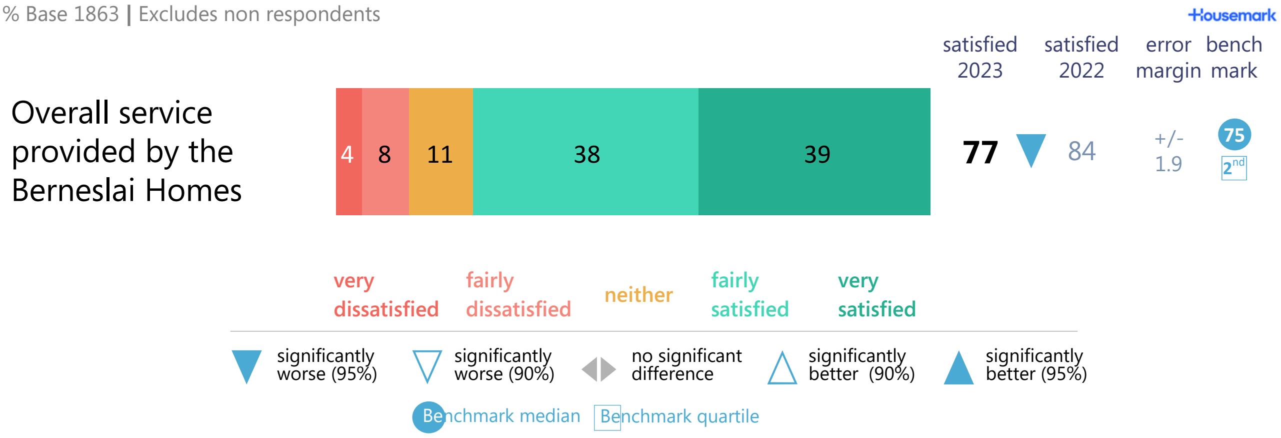
The most obvious finding is that the extent to which tenants feel that their home is **well maintained** is the dominant factor, whilst the **repairs service** received over the last 12 months also appears in fourth place. This is a continuation of the pattern from last year, where the older STAR question on the quality of the home was the strongest key driver.

This focus on bricks and mortar issues is a very common theme in tenant surveys completed over the past few years during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans, and then coping with the aforementioned challenges in the cost and availability of materials and labour.

As was also true in 2022, the other theme of the key drivers is the quality of the **customer relationship** between tenants and their landlord, as evidenced by the next two items in the key driver list.

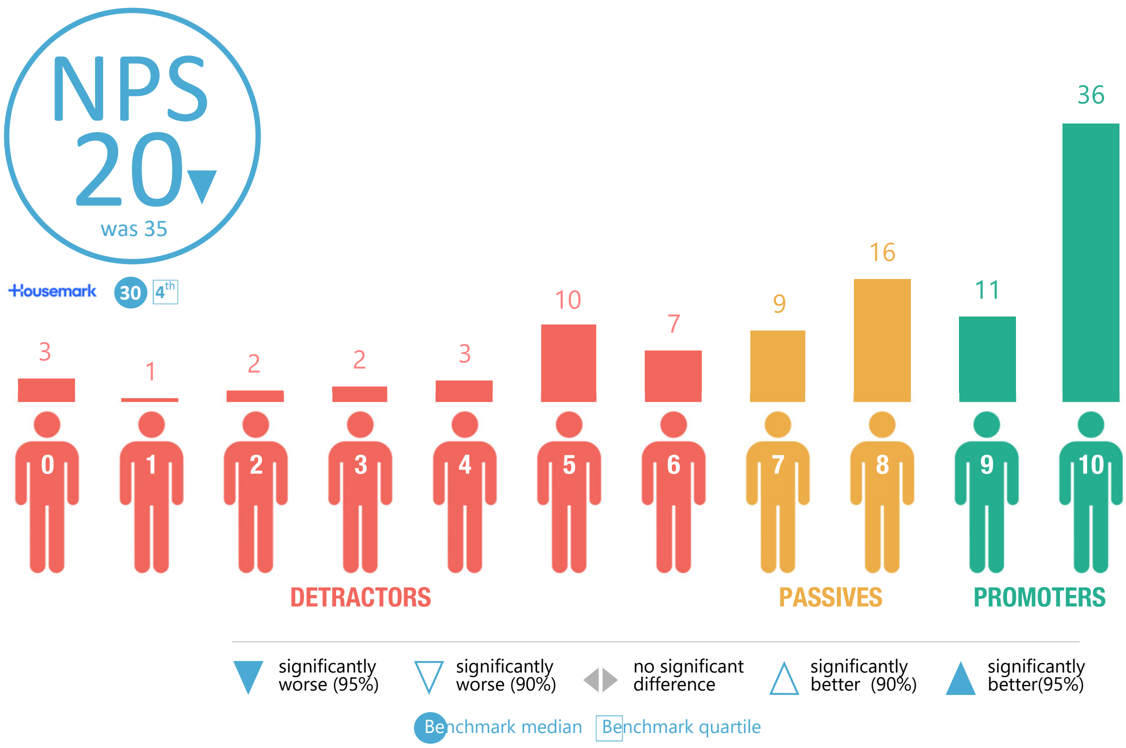
3.1 Overall satisfaction

% Base 1863 | Excludes non respondents

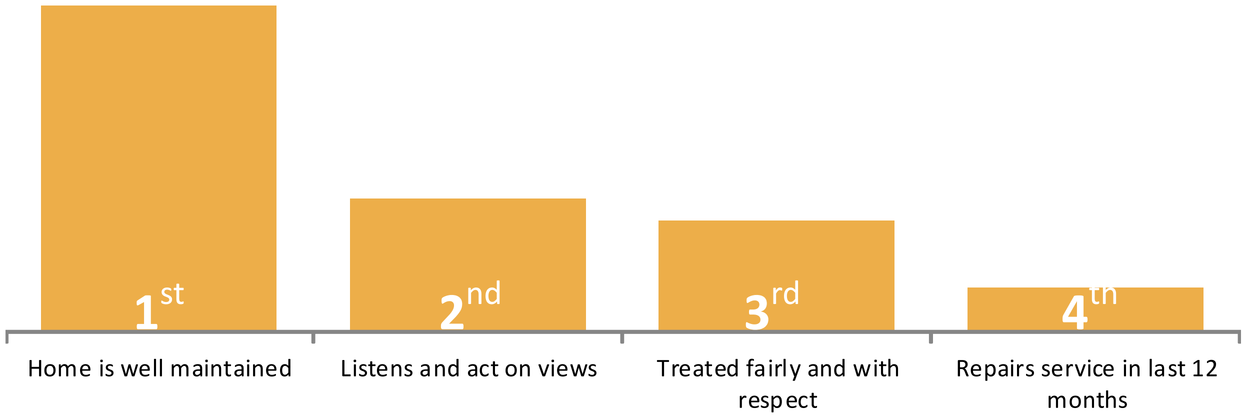


3.2 Likely to recommend Berneslai Homes - Net Promoter Score (NPS)

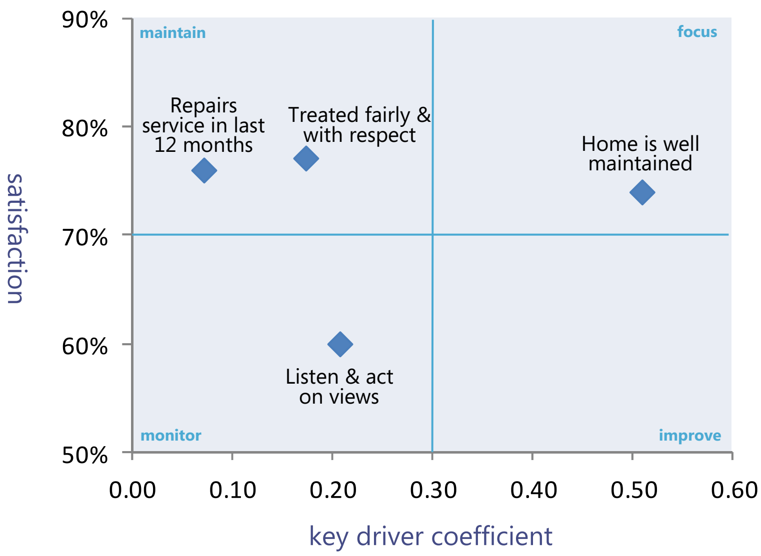
% Base 1834 | Excludes non respondents.

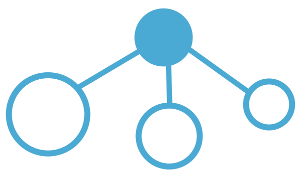


3.3 Key drivers - overall satisfaction



3.4 Key drivers v satisfaction





A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

The first of these is the extent to which housing services **listens to tenant's views and acts upon them**, closely followed by whether tenants agree that they are treated **fairly and with respect**, a question that is now one of the regulatory TSM questions and is also emerging as a key driver for many other landlords. What is notable here is that these two questions both compare less favourably against the 2022 scores than many others.

This suggests that meaningful and transparent communication has become a more problematic issue for Berneslai Homes this year, and this is a factor that is influencing perceptions. Indeed, all the detailed measures asking about the last time tenants contacted Berneslai Homes have significantly worsened, including 11% fewer than before that are satisfied with the final outcome (see section 7). Furthermore, tenants that have recently made contact are significantly less satisfied with Berneslai Homes overall, especially the increasing number who have had to make follow up contact (see below).

This is consistent with the fact that Berneslai homes call volumes have been increasing recently due to a 10% backlog in repairs caused by the external factors discussed above.

Change over time

- Overall satisfaction has **fallen** by a statistically significant 7%.
- Satisfaction is down across the four main age groups. but the decline is notably highest amongst the under 35s (63%, down from 78%).
- The **Net Promoter Score** has also fallen significantly from 35 to 20.

By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across most results. Overall satisfaction continues to be highest amongst retirement age tenants (86%, over 65s) and significantly lower than average amongst the under 50s (66%). For full details see table 12.10.
- The Net Promoter Score increases by age, from 4 amongst the under 35s to 33 for those aged 65 or over.
- Tenants that have **been in contact** in the previous year are less satisfied than those that have not (75% v 85%). In addition, those that had to make **follow up** contact are even less satisfied (52%).
- Whether or not a tenant has reported **anti-social behaviour** (ASB) again has a notable impact on the overall score, with those that had being significantly less satisfied than those who had not (60% v 80%), a pattern very much evident throughout most of the results.
- Respondents who had a **repair appointment** that was missed are again significantly less satisfied than those who have not (49% v 84%).
- Overall satisfaction is also significantly below average amongst those who did not get an appointment for their last repair (57%).
- **New tenants** in their first year with Berneslai Homes and longstanding tenants of 21+ years are more satisfied than average (81% and 80% respectively), whereas those who have been a tenant for 1 – 2 years are the least satisfied (70%).
- The NPS is also above average amongst new tenants who have been a customer for less than a year (37).

By place

- There are no significant differences between any scores in this section and any specific **area**. Indeed, on overall satisfaction there is only a 5% variation across the new four neighbourhood teams ranging from 74% in the North East Area to 79% in both the Central and North Areas.
- The NPS is lowest in the South area (13), but highest in the North area (27).
- At estate level where sample sizes are smaller, satisfaction is significantly lower than average in Burton Grange (55%) and Worsborough Common (65%), but significantly above average in Worsborough Dale (88%).
- Overall satisfaction is significantly higher than average for tenants in **bungalows** (84%) compared to those living in **houses and flats** (73% and 77% respectively).

4. The home

The maintenance of the home is the dominant key driver of overall satisfaction

The rating for the quality of the home has fallen for the first time

Satisfaction with safety has fallen, but this is also common amongst other landlords and may be influenced by national media

Two thirds of those with communal areas are happy with their cleaning and maintenance, which is on par with others

4. The home

Satisfaction with the **quality of the home** has been relatively stable over many surveys but has **fallen** by a statistically significant margin this year, from 77% to 74%, including a 4% drop in the proportion that are ‘very satisfied’.

This is reflected in the fact that property **maintenance** is a **key driver** of overall satisfaction (section 3). As previously mentioned, this is a common finding for tenant survey results at the moment due to the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes.

It should be noted, however, that the item that appears in the key driver list is the new regulatory TSM question on home maintenance that has replaced the older ‘quality of the home’ question. However, the new question receives an identical rating of 74% satisfied, albeit with a slightly higher proportion that are ‘very’ satisfied (38%).

The next question in this section asks about the **safety** of the building and this too has fallen for tenants by a statistically significant 8 points to 75%, whilst 15% of respondents are dissatisfied (was 9%).

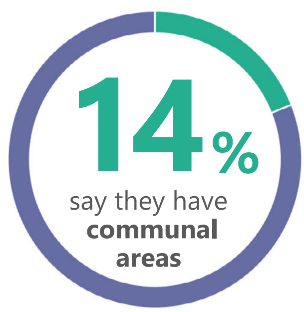
This is of course a concern, but again might be being influenced by outside factors. Firstly, the older STAR version of this question refers to safety *and* security which although considered by Housemark to be comparable, is slightly different. Most importantly, there have been high profile **national media** reports about safety in social housing, most notably regarding damp and mould, resulting in increased complaints across the sector. As a likely consequence, recent TSM surveys amongst ARP clients have also seen substantial falls in ratings for this question (average 8%).

In addition, it is interesting to note that despite these disappointing results, the safety of the home isn’t a key driver even though it did appear in the list in 2022.

High household energy bills are another external factor that has been affecting tenants, so it is unsurprising that significantly fewer are now satisfied with both the **heating and energy efficiency** of their homes, including a significant 4% drop in the latter rating (68% v 72%).

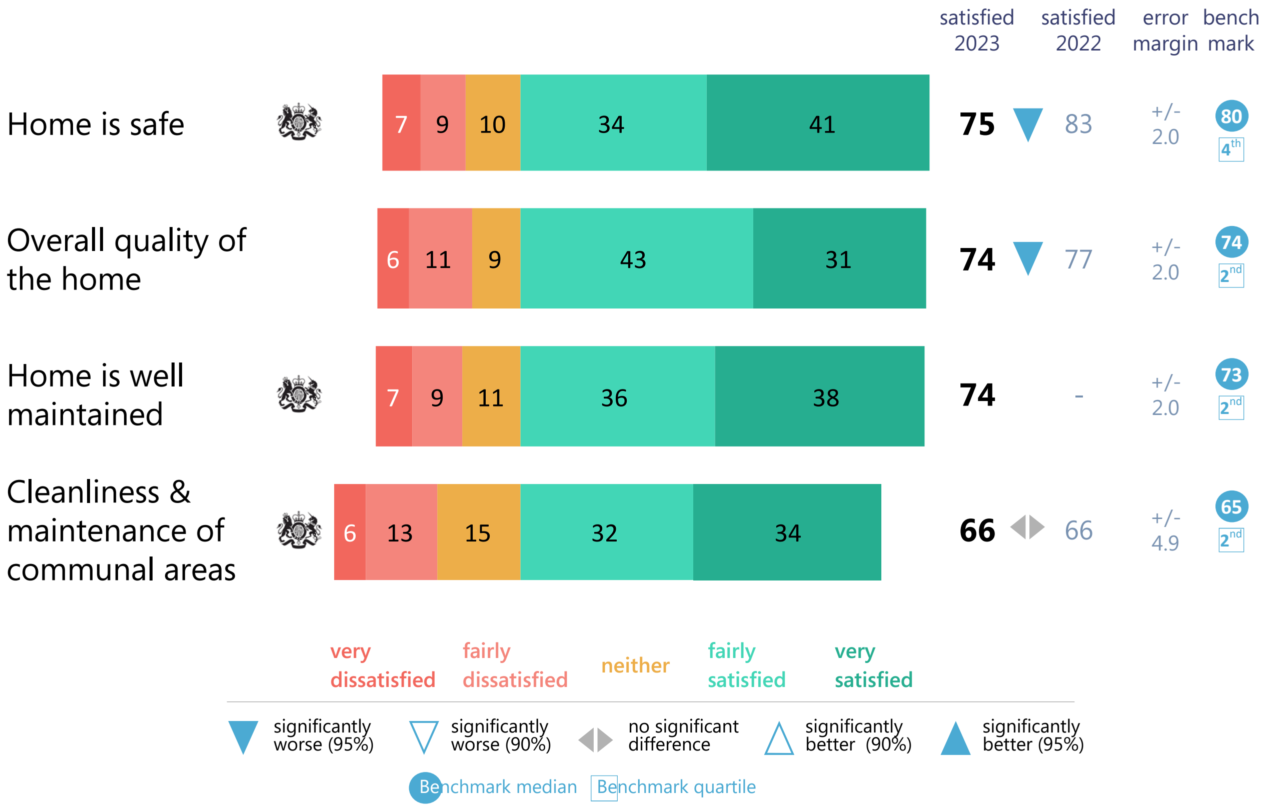
One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Only a minority (14%) of Berneslai Homes’ tenants feel that this question applies to them.

Around two thirds of this group are satisfied with how these communal areas are cleaned and maintained (66%), which is distinct in that it unchanged since the last survey, remaining on par with other landlords. In addition, it is rated even better for those living in properties with a shared communal entrance door (72%).



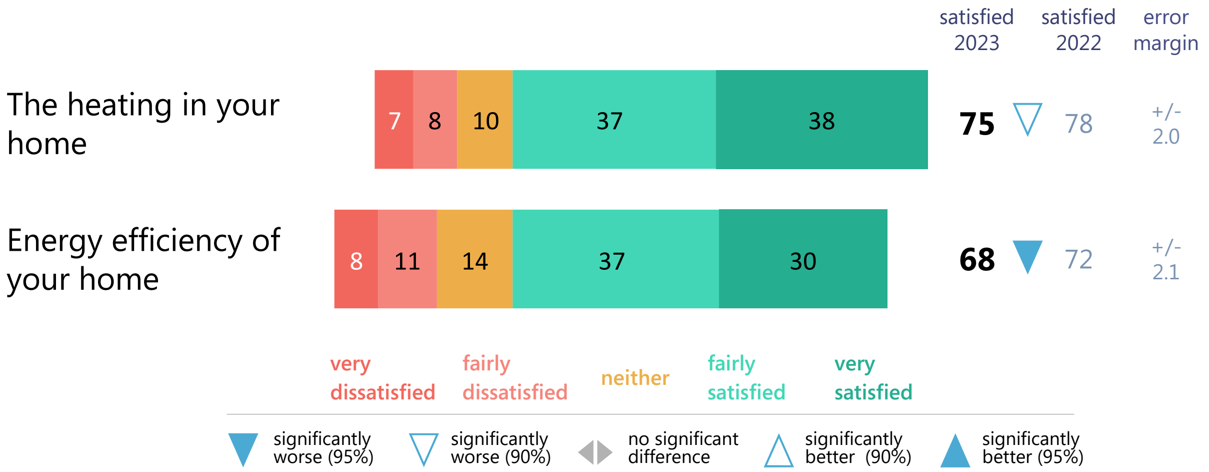
4.1 Satisfaction with the home

% Bases (descending) 1855, 1848, 1863, 350 | Excludes non respondents



4.2 Satisfaction with energy efficiency

% Bases (descending) 1827, 1822 | Excludes non respondents



Change over time

- Satisfaction with the **quality of the home** has **fallen** significantly since 2022 from 77% to 74%.
- Satisfaction with the **safety** of the home has also fallen significantly and by a greater margin from 83% to 75%.
- Respondents are significantly less satisfied than a year ago with both the **heating** in their home (75%, was 78%) and its **energy efficiency** (68%, was 72%).

By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst the **under 50's**, especially the youngest aged under 35 (52% 'maintenance', 53% 'safety'). Both are rated significantly higher than average by those aged 65 or over (85% 'maintenance, 85% 'safety').
- However, the maintenance of the home is rated slightly higher by respondents whose **last repair** was completed in-house compared to by Wates (75% v 71%).
- Households with a **length of tenure** of 21+ years are significantly more satisfied with both the maintenance and safety of their homes (both 82%), whereas those who have been a tenant for 3 – 5 years are significantly less so (68% and 70% respectively).
- The safety of the home is also rated significantly lower than average by respondents who have been a tenant for 1 – 2 years (63%), 13% lower than new tenants.
- All ratings in this section were notably lower than average by respondents who have reported **ASB**, particularly for the safety of the home (59% 'reported ASB' v 78% if not).

By place

- Satisfaction that the home is well maintained is slightly higher for **tenants with a shared communal entrance door** than those without (78% v 73%), however they are far less satisfied with its safety (69%).
- By property type the lowest satisfaction with maintenance is 70% amongst those living in **houses**, including only 34% that are 'very' satisfied.
- Both the energy efficiency and heating are rated significantly lower than average by respondents in houses (64% and 72% respectively). Both are rated significantly higher than average in bungalows (73% and 80% respectively).
- The ratings for both property and safety are very consistent across the four neighbourhood **areas** and only fluctuate by 6%.
- Satisfaction with communal areas is significantly lower in the **North East** area (57%), which is 9% lower than average.
- The energy efficiency and heating ratings are very consistent across the four areas.

4.5 The home by area

% positive

	Sample size	Home is safe	Home is well maintained	Communal areas clean & maintained	Quality of the home	Energy efficiency	Heating
Overall	***1891***	**75**	**74**	**66**	**74**	**68**	**75**
North East Area NT	*568*	72	74	57	76	67	75
South Area NT	*401*	72	72	58	72	68	76
Central Area NT	*452*	77	73	74	73	69	75
North Area NT	*471*	78	76	73	75	68	75

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

5. Value for money

77% ▼

satisfied with rent vfm

70%

satisfied with service charge vfm

- Although satisfaction is down significantly, the cost-of-living crisis is an obvious factor
- Despite also having fallen, service charge value for money still compares reasonably well against the benchmark
- Satisfaction with value for money has again fallen furthest amongst the under 35s

5. Value for money

The perception of rent value money has followed the **same trajectory** as the rest of the survey results, with a 4% fall in satisfaction to 77%. However, in the midst of a **cost-of-living** crisis and coming not long after unprecedented rent increases this century, it is to be expected that this rating would fall.

Indeed, across the sector it is becoming clear that rent increases at a time where many are struggling to maintain repairs services at previous levels are an obvious culprit for disappointing tenant satisfaction scores more generally.

Although satisfaction with **service charge** value for money has fallen by a similar margin, the fact that 70% of those that answered are still satisfied in this regard keeps the score above the benchmark median (67%). This is important because the benchmark is a lagging measure, so in relative terms the service charge rating again appears to be faring better than rent against the benchmarks.

The cost of living does affect various groups of people differently, however, and it is interesting that the biggest drop in the rent value for money rating is again amongst the **under 35s** (see overleaf). Indeed, in just two years this group has gone from being 86% satisfied with rent value for money to just 65%.

Change over time

- Satisfaction with the rent in terms of value for money has **fallen** a significant 4% from 81% to 77%.
- Satisfaction with the rent has fallen by 12% amongst the **under 35s**.
- Satisfaction with the service charge has also fallen but not significantly from 73% to 70%

By people

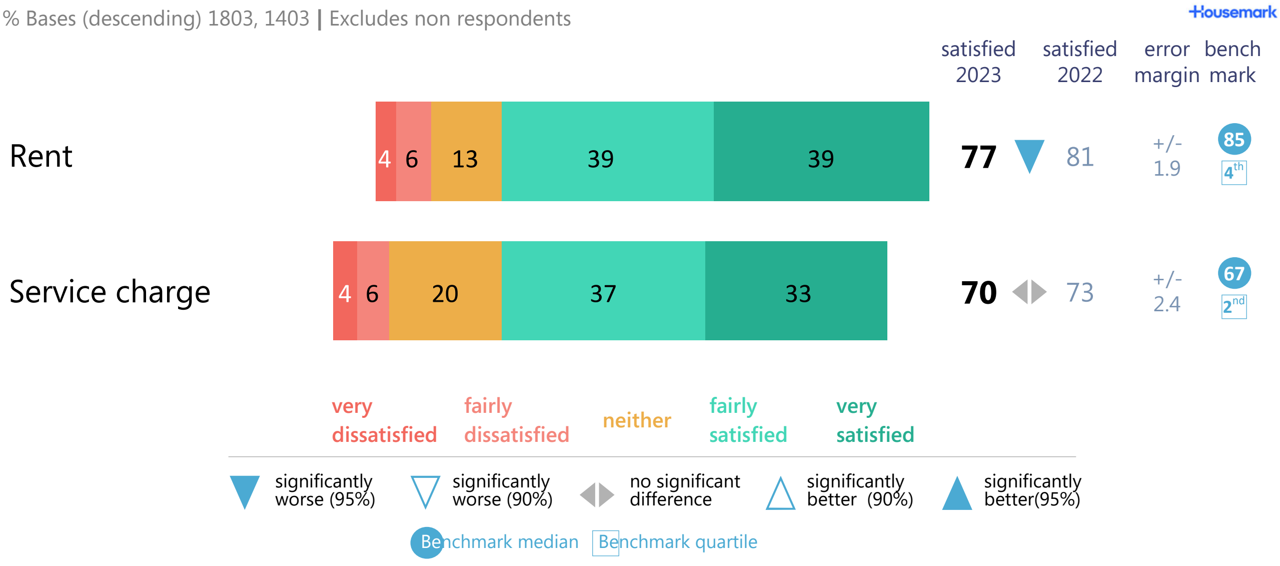
- Value for money for rent is rated highest by respondents aged 65 or over (84%, down from 90%) and lowest by the **under 35s** (65%).
- Respondents aged under 35 are also the least satisfied with their service charges (59%, was 65%), compared to 78% of those aged 65 or over, up from 77%.
- **New tenants** who have been a Berneslai Homes tenant for less than a year are more satisfied than average with their rent (81%) but rate the service charge lower than average (66%).

By place

- The ratings for both rent and service charge are now significantly lower than average in the **North Area** (72% 'rent, 66% 'service charge').
- Athersley North residents are significantly less satisfied than average with their rent (66%).
- Tenants in Thurnscoe rate their service charge significantly lower than average (58%).
- Value for money for rent is rated highest by those in bungalows (83%), then flats (76%) and was lowest amongst respondents in houses (75%).

5. Value for money

5.1 Value for money



6. Repairs and maintenance

75% ▼

service in last 12 months

76% ▼

22/23

time taken to complete repair

Satisfaction with the service in the last 12 months is a key driver of satisfaction

Both repairs ratings have fallen by around 7-5% since last year

Satisfaction has only fallen for those whose last repair was completed in-house, bringing those scores down to the level of outside contractors

A big increase in comments about repairs, especially outstanding jobs and the level of information and communication

6. Repairs and maintenance

Satisfaction with the repairs service over the last 12 months is a **key driver** of landlord satisfaction (section 3), which coupled with property maintenance more generally emphasises the continuing bricks and mortar theme of Berneslai Homes' tenant satisfaction survey results. The reasons for this have already been noted, chief amongst these is maintaining service levels in the face of inflationary pressures and shortages, meaning that at the time of the survey there was a 10% backlog in repairs.

Accordingly, satisfaction with the **repairs received** over the last 12 months has fallen by 8% since the last survey (now 75%), with a slightly smaller drop of 4% in the rating for the **time taken** to complete the last repair (now 76%). Both of these are statistically significant changes.

In addition, the amount of **additional comments** that tenant made at the end of the survey about repairs issues has almost doubled since last year (21% v 12%), with big increases in those asking for **outstanding works** to be completed, and **better information and communication** on progress (section 12).

Interestingly, these changes are driven entirely by tenants who last repair was conducted by the **in-house** repair team, as satisfaction is essentially unchanged for those whose last repair was completed by Wates (see below). Indeed, whereas previously the in-house repairs were rated significantly higher than those that were contracted out, this difference has now been entirely erased.

Change over time

- **Significant fall** in satisfaction with the **repairs service** in the last 12 months from 83% to 75%.
- A similarly significant 4% fall in satisfaction with **time taken** to complete a repair after reporting.
- Satisfaction with both has fallen by 9% and 7% respectively for repairs conducted **in-house.**
- Four out of five respondents who had a repair said they had an **appointment** that was kept, which shows no change from a year ago.

By people

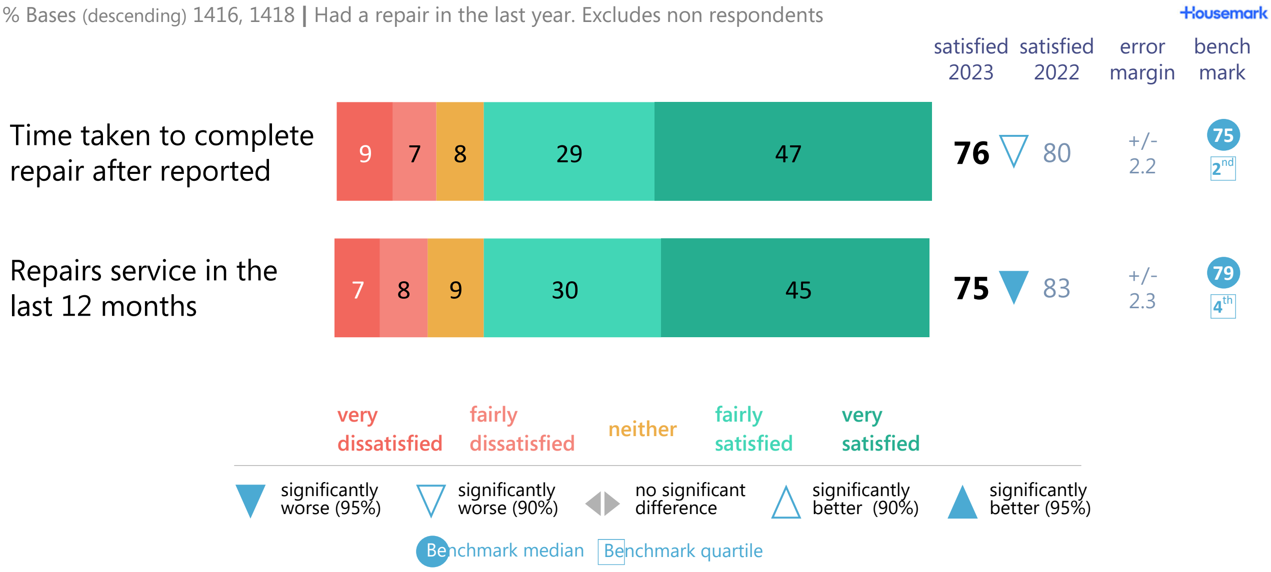
- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 month (86%), compared to just 60% of tenants aged under 50, including only 56% of the **under 35s**.
- The same pattern is evident for time taken to complete the repair: 86% of 65+ compared to 60% for under 35s.
- **New tenants** are one of the more satisfied groups with the repairs service in the last 12 months (76%), however that seems to change rapidly as satisfaction is significantly lower for those who have been a tenant for 1 – 2 years (66%).
- There are no significant variations between respondents whose last repair was carried out by the **in-house** worker compared to those who had a **Wates** repair to their home.
- Satisfaction with the service in the last 12 months and the time taken is significantly higher than average if a **repair appointment was kept** (83% and 84% respectively), compared to 43% and 33% if it isn't.

By place

- No statistically significant differences by **area,** with all ratings in this section only varying by no more than 3%.
- However, at estate level where sample sizes are much smaller, both were rated significantly lower than average in the Kings Road area (both 65%).
- Both questions are rated lower than average in **houses** (71% 'service', 73% 'time taken'), whereas the opposite is true for those living in bungalows (83% 'service', 82% 'time taken').

6.1 Repairs service

% Bases (descending) 1416, 1418 | Had a repair in the last year. Excludes non respondents



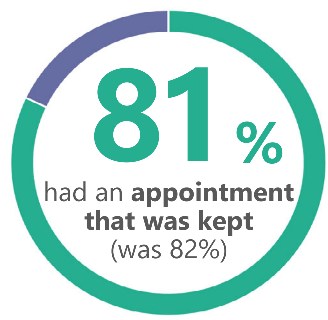
6.2 Repairs service by area

% positive

	Sample size	Repairs service in last	Time taken to complete last
Overall	*1891*	**75**	**76**
North East Area NT	*568*	75	74
South Area NT	*401*	74	76
Central Area NT	*452*	74	77
North Area NT	*471*	77	76

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



7. Customer service

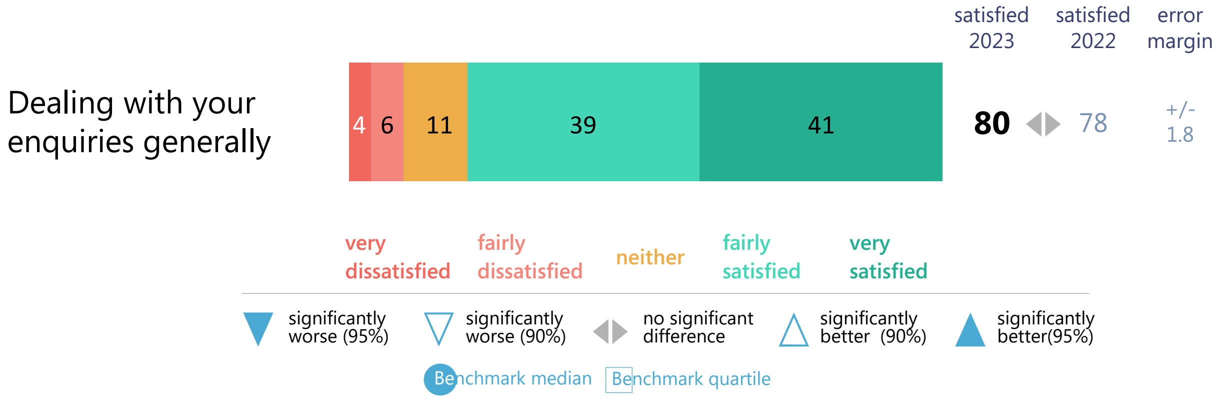
79% ▼

easy to deal with (customer effort)

- The general perception of customers services remains as high as it was before
- The 'customer effort' score for how easy Berneslai Homes is to deal with is rated 10% above average
- However ratings for all elements of tenants most recent query have gone down by an average of 7%
- A third had to make follow up contact, which is up 6%
- Tenants in the North area rate customer service higher than average

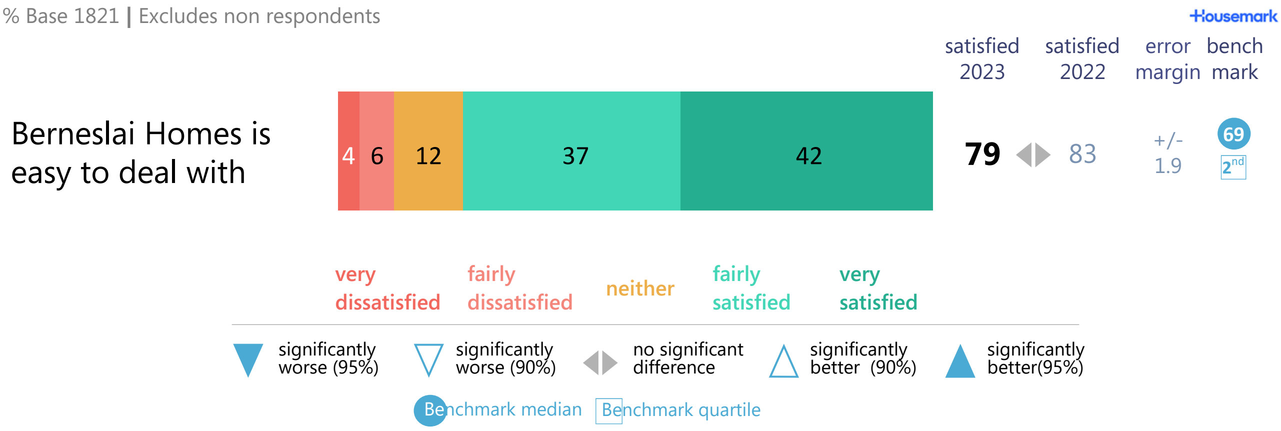
7.1 Enquiries overall

% Base 1798 | Excludes non respondents



7.2 Customer effort

% Base 1821 | Excludes non respondents



In many respects this section of the survey results is the most interesting because it demonstrates both the **relative strength** of Berneslai Homes' customer service offering, at the same time as revealing problems that tenants have increasingly encountered when making contact.

Beginning with the positives, unusually for the survey results this year the overall perception of **how enquires are dealt with** has actually increased slightly, albeit this is only by a statistically insignificant two percentage points (now 80%).

In addition, an almost identical proportion are also satisfied that Berneslai Homes is easy to deal with (79%). This type of question is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes. Most importantly, this continues to be a very **strong result** relative to that normally achieved by other landlords, being 10% higher than average.

Berneslai Homes customer service staff anecdotally have a good reputation amongst customers, many living in the same communities and forming good links with customers, so these findings are consistent with that image. In addition, since the last survey the contact centre has improved its call answer times. Taken together, it would seem that despite any other frustrations that tenant may have, at the first point of contact they still appreciate the service they receive.

What those frustration are becomes clear when considering the further detailed questions asked about tenant's experiences the **last time they made contact** (if within the last 12 months). As can be seen in chart 7.3, every single one of the eight rating statements asked on this topic has worsened by a significant margin since last year, with an average dip of 7%.

Most notably, the biggest drop was in satisfaction with the **final outcome** of the last query, where the positive rating has fallen by 11% to 70%. In terms of the proportion that are actively dissatisfied, this has increased from 12% to 18%.

The proportion that felt they were **kept informed** about their query also fell a long way, in this case from 75% to 66%, and this continues to be the lowest rated aspect of the last repair. Critically, it is also moved up the list to become the strongest **key driver** of satisfaction with the final outcome of the query (chart 7.4)

Furthermore, around a third of tenant who last made contact now say that they have had to **follow up** on the same query, which is a significant 6% increase since last year. This is consistent with the increased call volumes that Berneslai Homes are experiencing and will be directly related to the current repairs backlog, including the fact that tenants are specifically asking for more information about repairs they have reported (section 12).

Change over time

- Large and **significant decreases** in satisfaction with all aspects of the last contact opinion rating questions in this section.
- This includes a notable 11% fall in satisfaction with the final outcome.
- More tenants than before had to make **follow up contact**, from 26% to 32%, with this having a notable impact on many opinion ratings throughout the survey findings.

By people

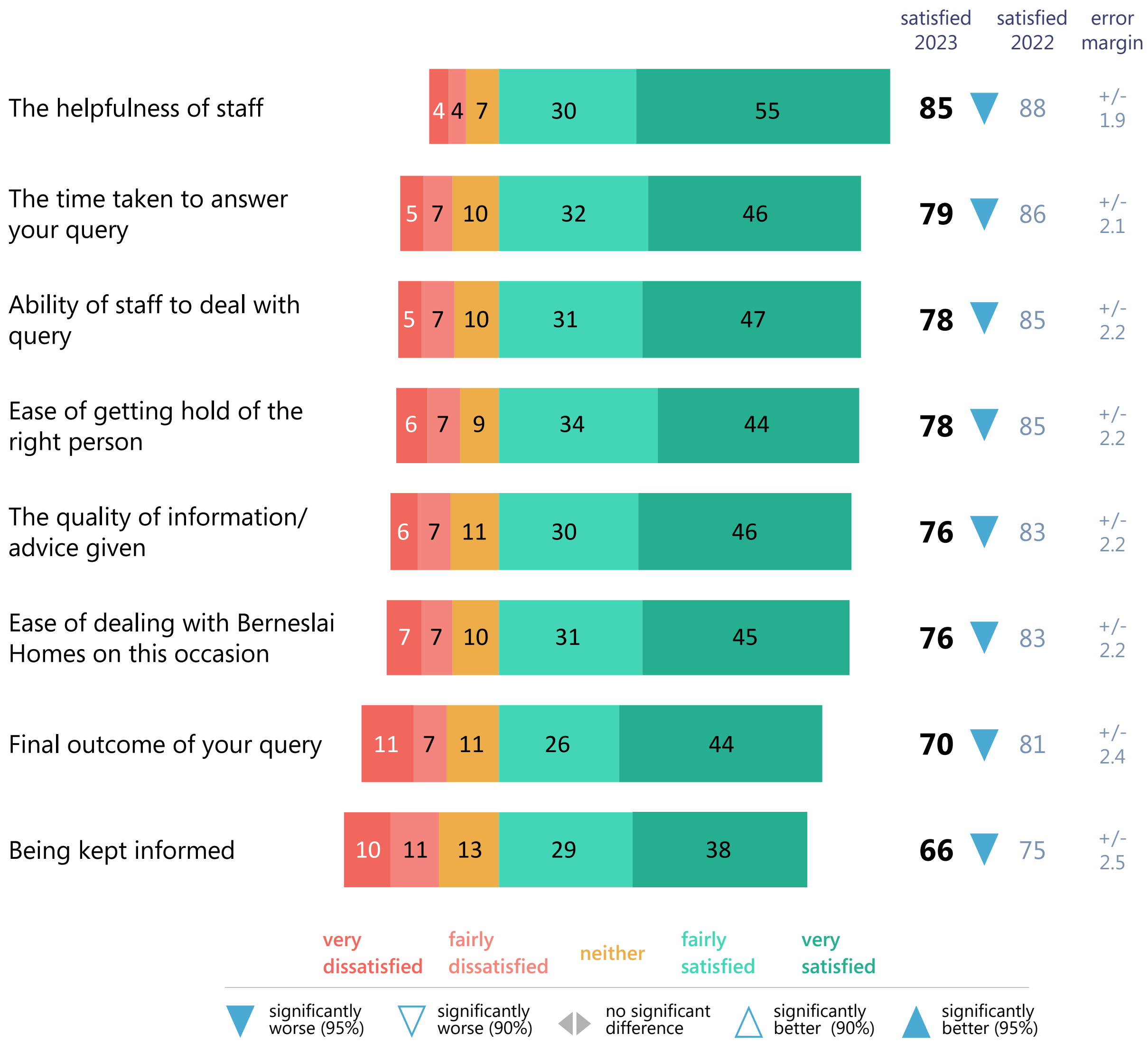
- **Older respondents** are significantly more satisfied that Berneslai Homes is easy to deal with than the youngest in the sample (89% and 64% respectively). This pattern is also evident throughout this section but is more pronounced for the ratings about last contact, including a 32% gap between oldest and youngest for the final outcome of a query.
- **New tenants** are significantly more satisfied than average that Berneslai Homes are easy to deal with (84%), whereas this falls significantly for those who have been a tenant for 1 - 2 years (72%).
- Whether or not a tenant has **reported ASB** has a notable and significant impact on scores, especially with the last contact ratings including only 69% satisfied with helpfulness and 59% with the quality of advice.
- The same is true for those who had to make **follow up contact** to the last query, with only 55% satisfied with the ease of getting hold of the right person, 56% satisfied with the time take to answer their query and only 36% that were satisfied that they were kept informed.

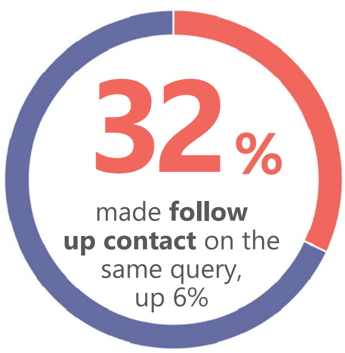
By place

- The customer effort rating is slightly above average in the **North Area** (81%, including 46% very satisfied), with tenants in this area also slightly more satisfied than average with how enquiries are handled generally (82%).
- Respondents in the North Area also tend to rate every aspect of the last contact higher than the sample as a whole by an average of 5%.

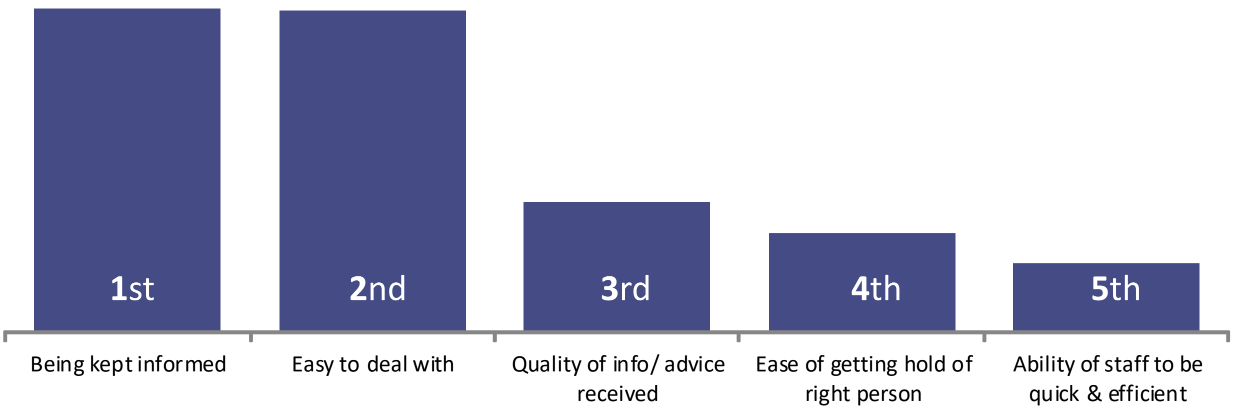
7.3 Last contact

% Bases (descending) 1442, 1435, 1437, 1442, 1432, 1436, 1434, 1429 | Excludes non respondents.

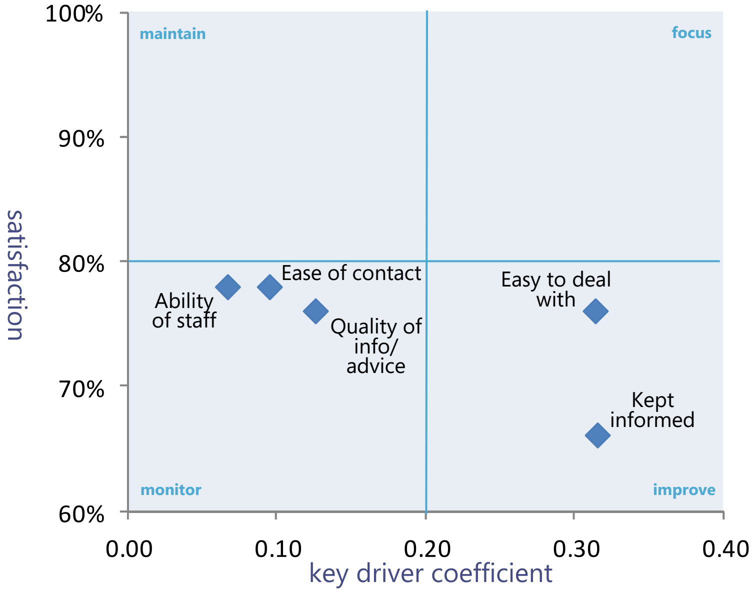


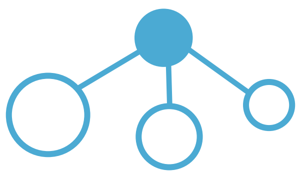


7.4 Key drivers - final outcome of query



7.5 Key drivers v satisfaction





A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

8. Communication

60% ▼ listen & act on tenant's views

77% ▼ treated fairly and with respect

- Being treated fairly and with respect is the third strongest key driver of satisfaction overall
- However, all of the scores in this section have fallen by a statistically significant margin
- They have fallen particularly quickly amongst the under 35s

The third strongest **predictor** of satisfaction with Berneslai overall in this set of results is how respondents answered when they were asked if they agreed that their landlord treats tenants **fairly and with respect** (section 3).

Like most other year on year comparisons this score has dropped significantly since the last survey (77% v 85%), but this has now moved it below the current benchmark of 85%, albeit the latter is also expected to fall in due course as more TSM results get submitted to Housemark.

However, it is important to note that this change is mainly because a higher proportion than before picked the middle ambivalent point of the scale (16% v 9%). Indeed, the proportion of tenants that actively disagreed with this statement is essentially unchanged (7% v 6%).

The lowest rated question in this section asks whether people feel Berneslai Homes **listens to views and acts upon them**, a score that has also fallen by 8% this year, although in this case it was previously well above average, so it is still on par with the benchmark score.

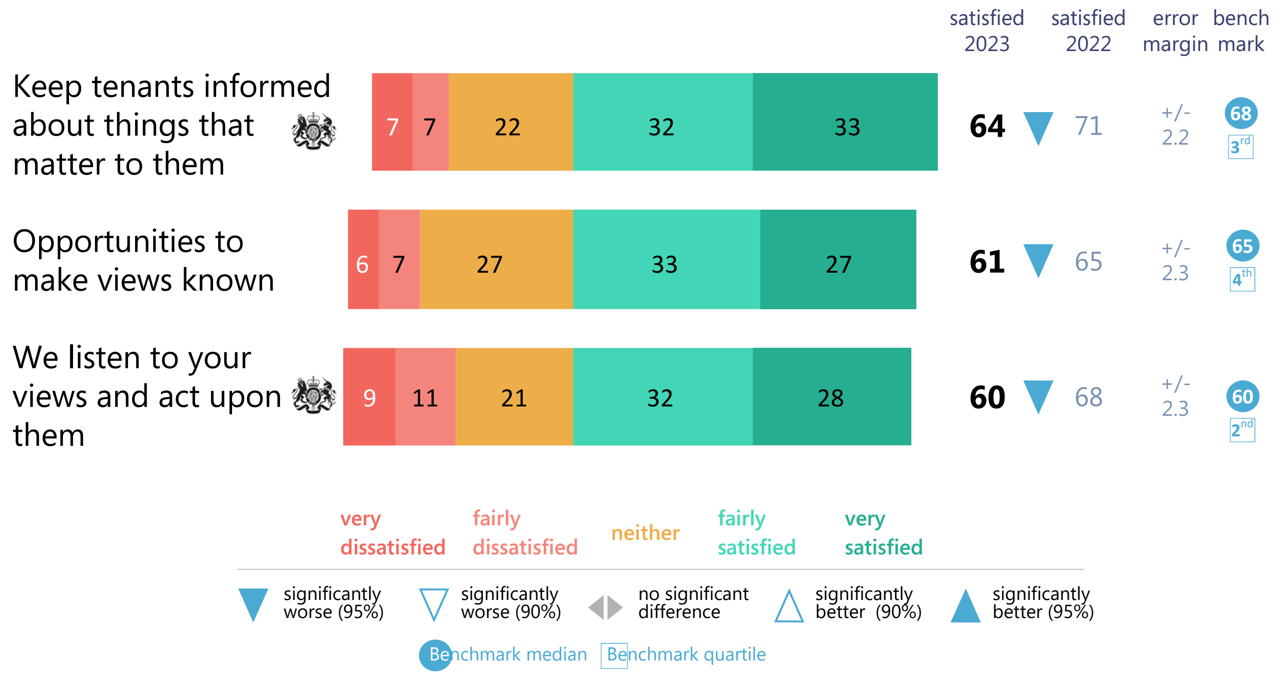
Experience of other similar surveys has shown that in answering these questions, respondents are primarily thinking about day-to-day transactions such as telephone queries and the repairs process. Accordingly, it is likely that these falls are also linked to the wider issues within the survey such as property maintenance and repairs.

Indeed, most customer contact is made to either request or follow up on a repair. As we have seen earlier in the report in both the repairs and customer service sections, tenants are highlighted issues with being kept updated about progress (sections 6 and 7). This is undoubtably a major reason why, when tenants are asked generally if they are **kept informed** about things that matter them, the score of 64% has also fallen by 7% since last year.

The pattern of responses for the final communication question in this section, the opportunities for tenants to make their views known, doesn’t vary to the same degree against the benchmarks, although it is still down by 4%. Notably, this question is the furthest removed from day-to-day customer service, as many will understand it to be referring to tenant involvement.

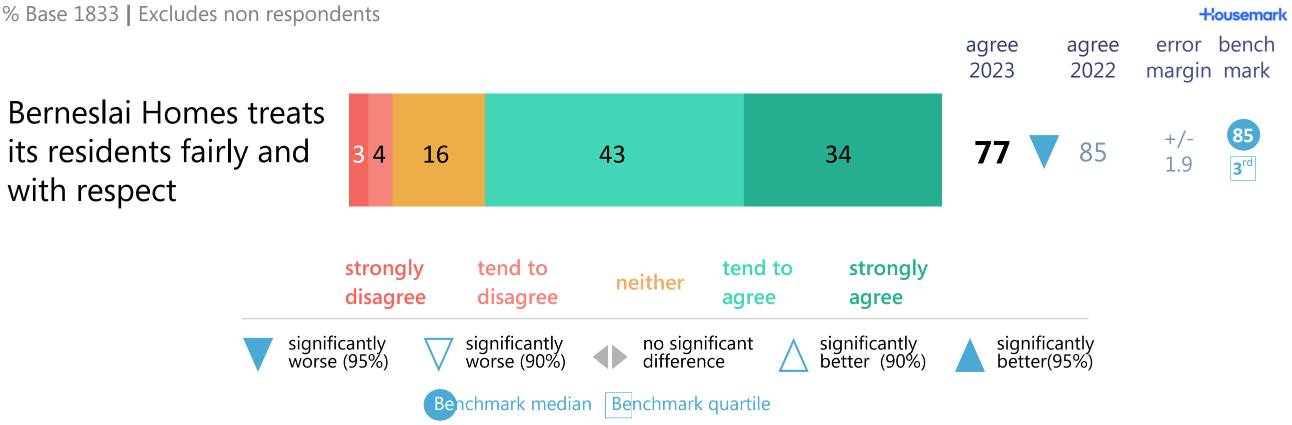
8.1 Communication

% Bases (descending) 1785, 1720, 1767 | Excludes non respondents



8.2 Fairness and respect

% Base 1833 | Excludes non respondents



Change over time

- Being treated **fairly and with respect** has fallen 8% in a year, although dissatisfaction is broadly unchanged (7%, was 6%).
- A significant decrease in satisfaction with being **listened** to and acting upon views from 68% to 60%. One in five are now actively dissatisfied (20%, up from 14%).
- Satisfaction with being kept **informed** has also fallen significantly from 71% to 64%.
- Another significant fall in satisfaction with the opportunities to make views known from 65% to 61%.

By people

- Respondents **aged under 35** are less likely to agree that they are treated fairly and with respect than they were a year ago (68%, was 82%), however those aged 35 – 49 are significantly less likely to agree than any other age group (67%).
- Respondents aged **under 35** are the least likely to feel that their views are listened to and acted upon (44% satisfied), with this group significantly less satisfied than average. Furthermore, they are far less satisfied than they were a year ago (was 61%).
- For all rating questions in this section, **retirement age** respondents are significantly more positive than average by at least six percentage points.
- Respondents in their **first year** of tenancy are significantly more satisfied that they are kept informed and have the opportunities to make their views known (74% and 67% respectively).
- Listening and acting upon views is rated significantly lower than average by respondents who have been a tenant for 1 – 2 years (54%), with a quarter of this group dissatisfied.
- Being listened to and the level of information are also rated significantly lower by tenants who have **reported ASB** (37% and 47% respectively) or had to make follow up contact (35% and 40%).
- Satisfaction with every aspect in chart 8.1 is significantly lower than average for respondents who had a missed repair **appointment** or were never given one.
- Conversely, all four are rated higher by respondents who have had a repair carried out by the **in-house team** compared to those who have had a Wates repair.

By place

- There is only one significant difference by area, albeit only at the 90% confidence level, with those in the Centra **Area** significantly more satisfied with their opportunities to make their views known (67%).
- Customers in **flats** typically rate each communication question slightly higher than those living in houses, with those in bungalows the most satisfied.

9. Online services

66%

satisfied online services

- Satisfaction with Berneslai Homes online services has fallen significantly since 2022
- Amongst those that already use these services, satisfaction is down even further from 80% to 69%
- Nevertheless, there are large increases in those reported a repair on the app and managing their rent online

9. Online services

Having remained stable last year, it is unfortunate to see that the level of satisfaction with Berneslai Homes' online service has **dropped significantly** this year from 74% to 66%.

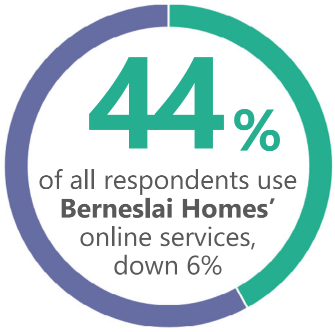
However, the fact that many tenants report their repairs online (18%) and/or via the App (29%) means that this rating is just a likely to be impacted by the repairs backlog as many other scores.

Indeed, when restricted to just those tenants who have used **Berneslai Homes online services**, the gap between 2022 and 2023 was even greater as the score has fallen from 80% to 69%.

However, it is still good the see that there has been a large increase in the proportion of survey respondents that have used the **Berneslai Homes app** to report a repair (now 29%), in addition to half as many again who are now **managing their rent online**, including 36% who do so to check their rent and 31% who also pay it online.

Change over time

- Significant **fall** in satisfaction with the provision of online services from Berneslai Homes from 74% to 66%), however dissatisfaction has increased only slightly (9%, was 6%).



By people

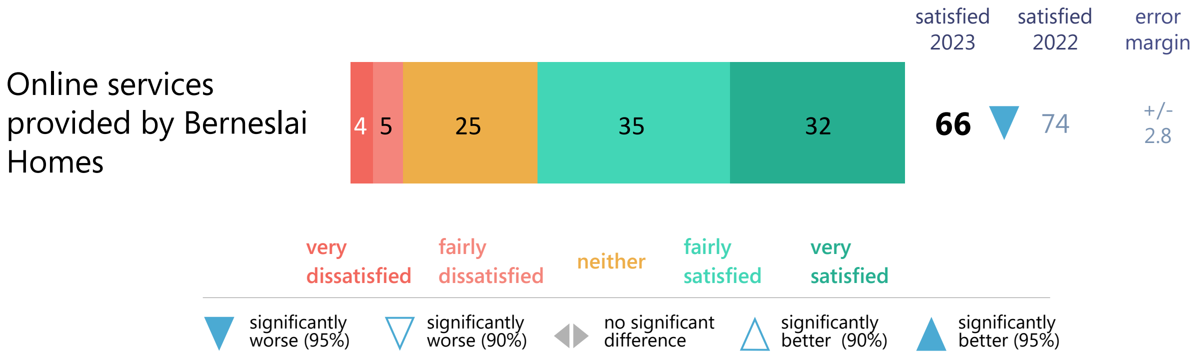
- Satisfaction with the provision of online services varies very little **by age** with only 1% variation between the youngest (67% satisfied) and oldest (66%).
- That said 18% of those aged 65 or over said they used any of the online services, compared to 65% of the under 35s.
- A third of respondents aged under 35 have reported a repair using the **Berneslai Homes app**, only 6% of those aged 65 or over had done the same.

By place

- There are no significant differences by property type or area with any of these scores.

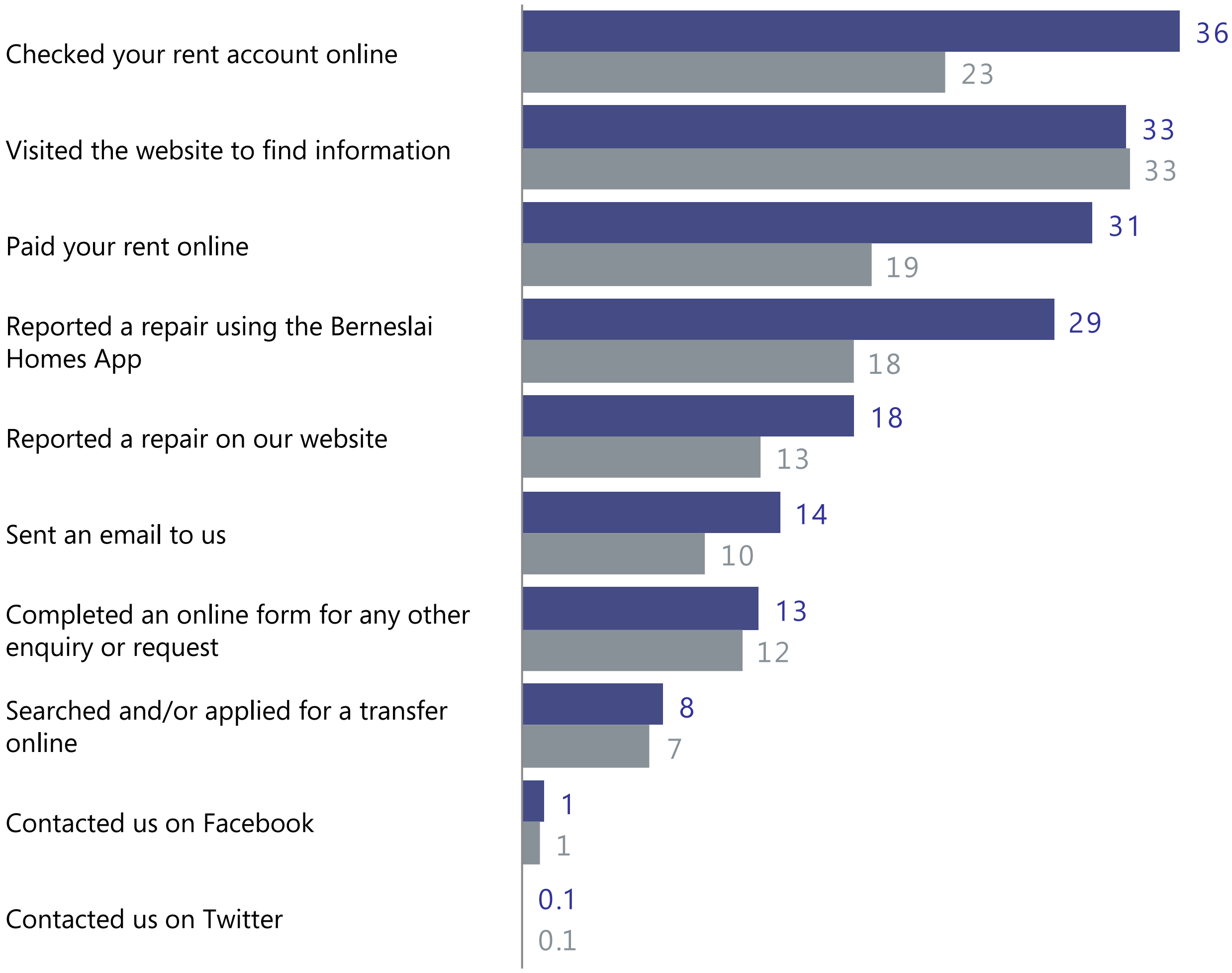
9.1 Satisfaction with online services provided by Berneslai Homes

% Base 1185 | Excludes non respondents



9.2 Used any Berneslai Homes online services in last year?

% Base 1069 | More than one answer allowed. Excludes non-respondents.



10. Neighbourhood services

60% ▼ a positive contribution to the neighbourhood

48% ▼ approach to handling ASB

- All of the rating questions in the nis section have fallen by a statistically significant margin
- Most importantly, the approach to handling ASB is rated 11% lower than before and is now well below benchmark
- Drugs and traffic noise are consider significantly bigger problems than they were last year
- Residents in the North area are generally more satisfied with neighbourhoods

When measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that tenants were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 60% of respondents are satisfied with, compared to 17% that are dissatisfied.

This is 4% fewer than were satisfied last year, but this is still broadly in the range of the results achieved by other landlords, especially when considering that Housemark benchmarks are a little behind current events (median 64%).

Indeed, all of the other neighbourhood satisfaction scores in this section demonstrate the same pattern as the rest of the survey results, with a 5% drop in satisfaction with the neighbourhood as a **place to live**, 6% drop in satisfaction with the **appearance** of the area, and a linked 4% fall in satisfaction with **grounds maintenance**.

To help understand the answers in this section of the survey useful context comes from the open text answers that tenants gave at the end of the survey, when they asked for the most important improvements Berneslai Homes could make (section 12). Unlike many such surveys, where repairs issues are often the most commonly raised, it is notable that for two surveys in a row the most frequently mentioned improvements are to the neighbourhood (29% of commenters, section 12). It is hoped that the recent **restructure** to make Berneslai Homes' services more neighbourhood facing will help address this seemingly clear tenant priorities.

As has been the case for some time, the biggest neighbourhood **problems** are rubbish or litter, car parking, dog fouling/dog mess, drug use or dealing and noisy neighbours, with most of these also being key drivers of satisfaction with the neighbourhood. The only issues where there has been a statistically significant change are slightly fewer problems with rubbish and litter, and slightly more complaints about drug use and traffic noise.

For many residents the neighbourhood issue that has the biggest effect on their quality of life is anti-social behaviour, the extent that it is both the single most **commonly mentioned improvement** suggested by tenants (see chart 12.2).

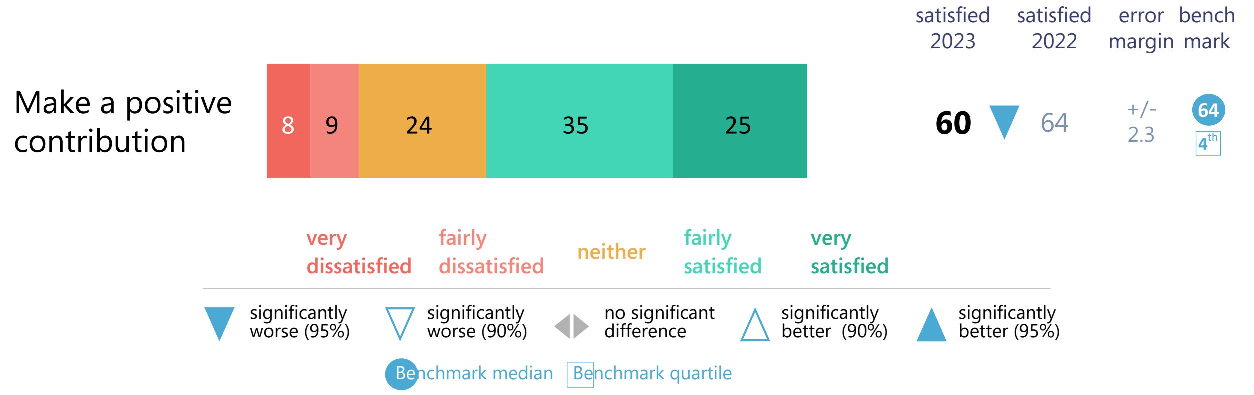
The new TSM regulatory questions recognise the importance of this issue, with landlord performance now being measured in part on their overall approach to **ASB handling**. Unfortunately, less than half of the tenant population are satisfied with the approach to the handling anti-social behaviour (48%), compared to almost a quarter that are dissatisfied (23%). This is one of the most biggest reversals of any question in the survey, having **fallen by 12%** since last year, and is consistent with anecdotal reports from tenants that the issue is becoming more visible to them.

Furthermore, amongst the much smaller group of tenants that have actually made a recent report of ASB, only 22% are satisfied compared to 27% in 2022 and 33% in 2021.

Although it is difficult for any landlord to get a high score on this topic, Berneslai Homes' score is now well below the benchmark for tenants as a whole of 59% satisfied. Taking into account the fact that experience of ASB also has a very strong relationship to overall satisfaction (see section 3), changing the trajectory of these scores is a priority for Berneslai Homes as evidenced by the fact that a new **ASB team** that has recently been set up as part of the restructure.

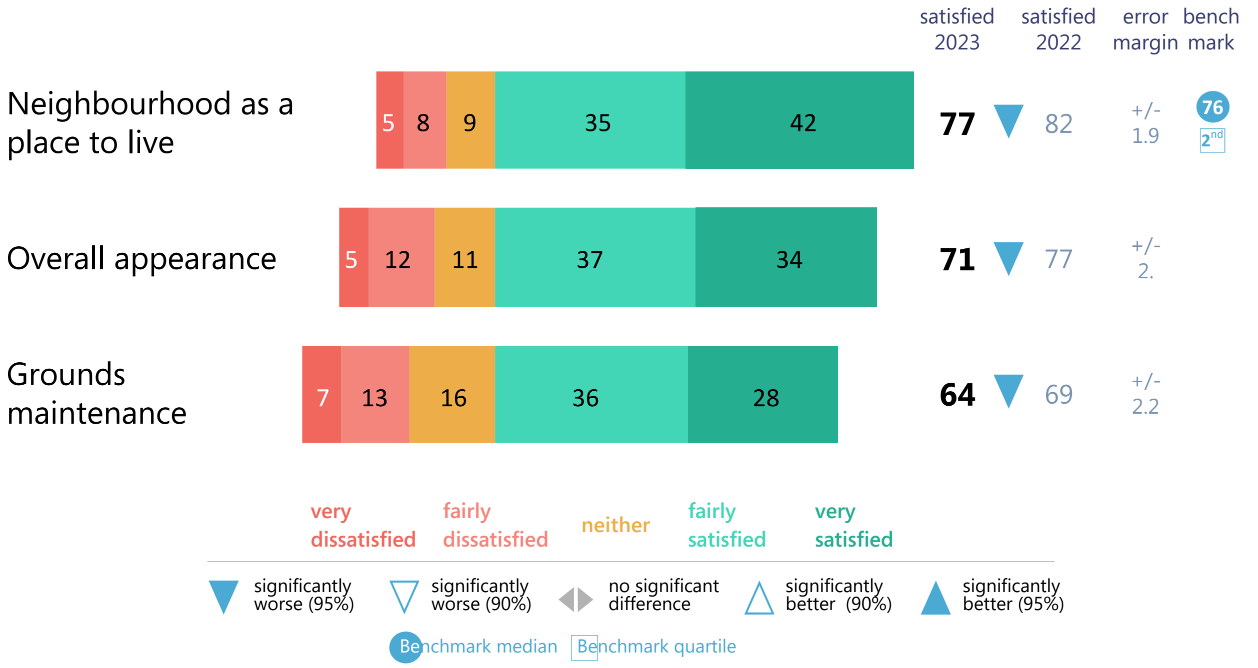
10.1 Contribution

% Base 1674 | Excludes non respondents

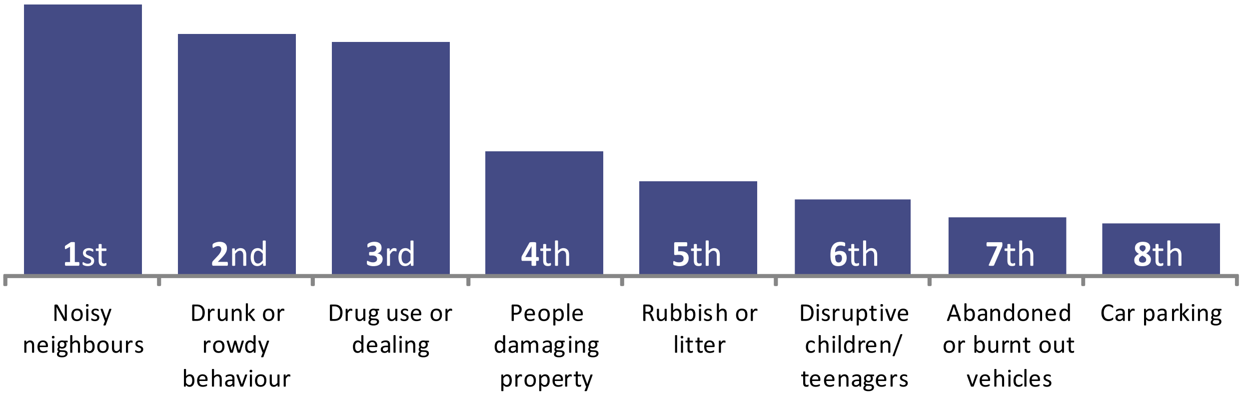


10.2 Neighbourhood services

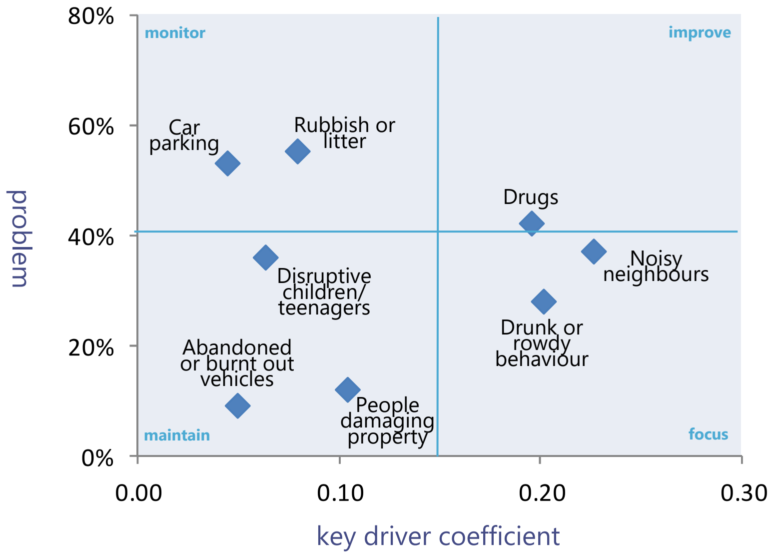
% Bases (descending) 1797, 1791, 1674 | Excludes non respondents



10.3 Key drivers - problems in the neighbourhood



10.4 Key drivers v problems



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

Change over time

- Satisfaction with the neighbourhood as a **place to live** is significantly lower than it was in 2022 having fallen from 82% to 77%.
- Satisfaction with the Berneslai Homes' **contribution** to the neighbourhood is significantly lower than it was a year ago having fallen from 64% to 60%.
- Even greater fall in satisfaction with the overall **appearance** of the neighbourhood from 77% to 71% as well as with the grounds maintenance (64%, was 69%).
- Drug use or dealing and noise from traffic are significantly more of a problem than a year ago, however rubbish or litter is less so.
- Statistically significant change in how the sample as a whole view how **ASB is dealt with** (48%, was 60%).

By people

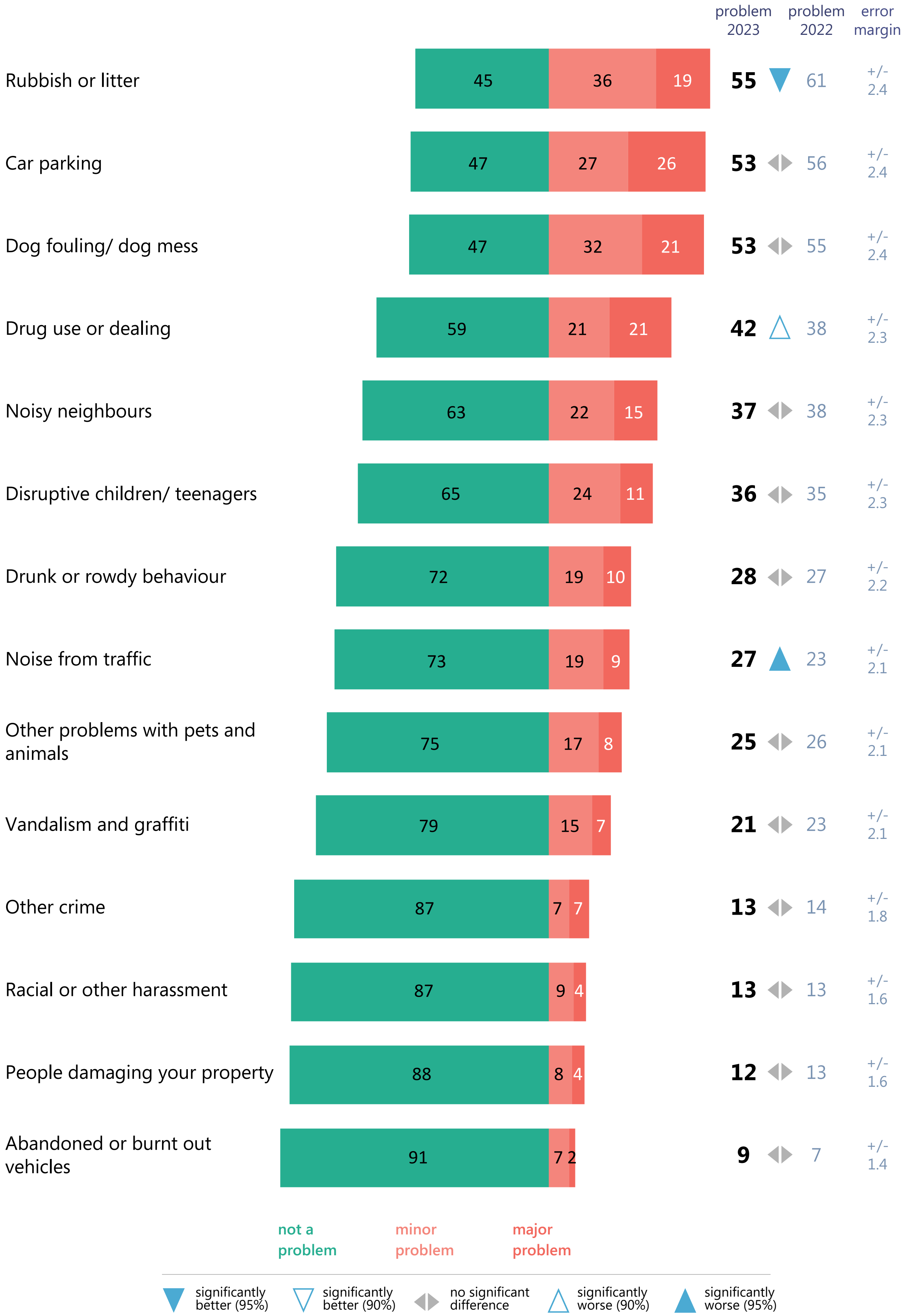
- The contribution to the neighbourhood is rated significantly higher than average for those aged **65 or over** (66%), with this group also the most satisfied with how ASB is dealt with (54%).
- Respondents aged **35-49** are significantly less satisfied than average with Berneslai's contribution to their neighbourhood (52%), with the under 35s also rating this below average (54%).
- Respondents who have **reported ASB** are significantly less satisfied than respondents who have not with Berneslai's contribution to where they live (31% v 64%).
- **New tenants** (under 1 year) are significantly more satisfied than average with Berneslai's contribution to their neighbourhood (70%), as well as it as a place to live, it's overall appearance and grounds maintenance service (80%, 79% and 73% respectively).
- New tenants are also significantly more satisfied than average with how ASB is dealt with (58%) but are less likely to have reported it (13%).
- Respondents in **flats** are more likely to have reported ASB than those in houses or bungalows (22%, 11% and 7% respectively).
- Noisy neighbours and drunk or rowdy behaviour is a significant concern for respondents in flats (57% and 40%) as well as the under 35s (43% and 40%).

By place

- Some variations by **area** in contribution to the neighbourhood, however none of them are statistically significant variations from the average.
- Despite being more satisfied with their landlord's contribution to their neighbourhood, tenants in the **Central area** are significantly less satisfied with it as a place to live (74%). Respondents in the **North Area** are significantly more satisfied with the latter (84%).
- Similarly, satisfaction with the overall appearance is rated significantly higher than average in the North Area (79%), probably due to the significantly higher than average score for the grounds maintenance by tenants in that area (70%).
- Tenants in the **South Area** are significantly less satisfied with the overall appearance of where the live (66%).
- Respondents in the Central Area are significantly more satisfied than average with Berneslai's approach to **handling ASB** (57%), whereas those in the North East area were significantly less so (45%).
- Only 8% of respondents in the North Area had reported an incident of ASB, with many neighbourhood issues significantly less problematic in this area (table 10.7)

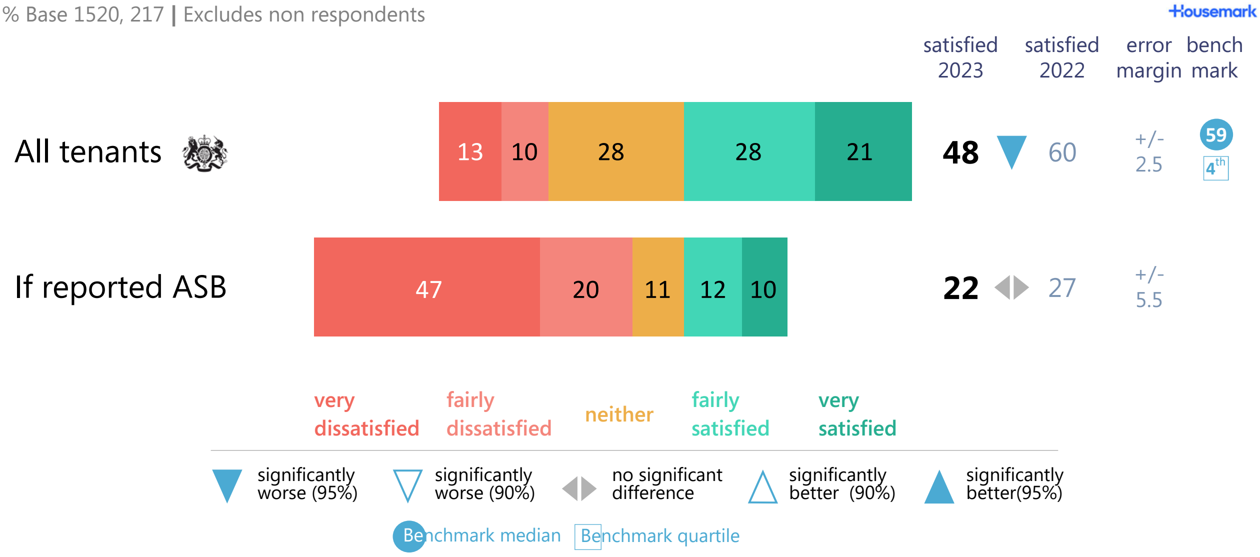
10.5 Neighbourhood problems

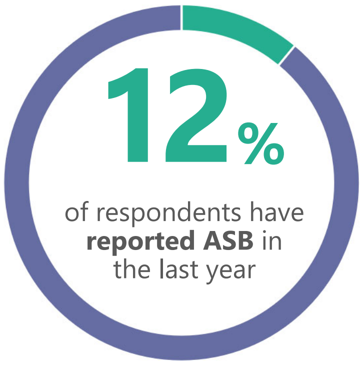
% Bases (descending) 1698,1699,1709,1705,1664,1679,1672,1682,1661,1665,1346,1656,1660,1664 | Excludes non respondents.



10.6 How ASB is dealt with

% Base 1520, 217 | Excludes non respondents





10.7 Neighbourhood problems by area

% problem

	Base	Car parking	Rubbish or litter	Noisy neighbours	Dog fouling/ dog mess	Other problems with pets and animals	Disruptive children/ teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Noise from traffic	Other crime
Overall	*1891*	**53**	**55**	**37**	**53**	**25**	**36**	**13**	**28**	**21**	**12**	**42**	**9**	**27**	**13**
North East Area NT	*568*	48	58	38	53	23	38	15	32	26	16	45	11	28	16
South Area NT	*401*	61	56	37	59	28	41	11	25	16	9	36	4	27	12
Central Area NT	*452*	52	60	40	51	25	35	12	32	25	13	49	12	29	14
North Area NT	*471*	54	46	33	48	24	29	12	23	16	9	34	9	24	12

10.8 Neighbourhood ratings by area

% positive

	Base	Neighbourhood as a place to live	Overall appearance	Grounds maintenance service	Positive contribution to neighbourhood	Approach to handling ASB
Overall	*1891*	**77**	**71**	**64**	**60**	**48**
North East Area NT	*568*	73	69	61	57	45
South Area NT	*401*	78	66	58	56	47
Central Area NT	*452*	74	69	66	64	57
North Area NT	*471*	84	79	70	62	45

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

11. Complaints

43% complaints handling

27% said they complained

- Be aware that most respondents that claim to have made a complaint haven't used the formal complaints system
- These results are therefore best understood as referring to escalated service requests
- This figures are consistent with those achieved by other ARP Research clients
- Satisfaction with complaints is lowest for the under 35s

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions as escalated service requests, rather than the much narrower formal complaints procedure.

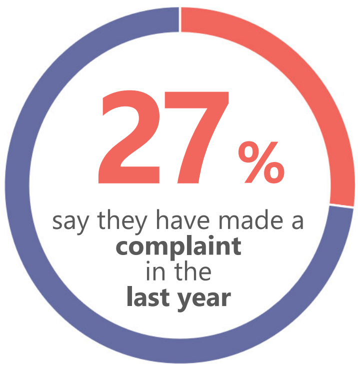
It is also important to note that these questions are asked in a slightly different way from the complaints questions included in the previous survey, so the two cannot be directly compared.

Just over a quarter of tenants that responded to the survey **claim to have made a complaint** to Berneslai Homes, which is around the average level for other recent TSM surveys amongst ARP clients. However, experience with other landlords' surveys has shown that only a small minority who answer this question have actually used their formal complaints process (typically under 10%).

Instead, these respondents should be better understood as those who had some sort of issue or problem over the last 12 months that they believed Berneslai Homes needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (31% v 16%).

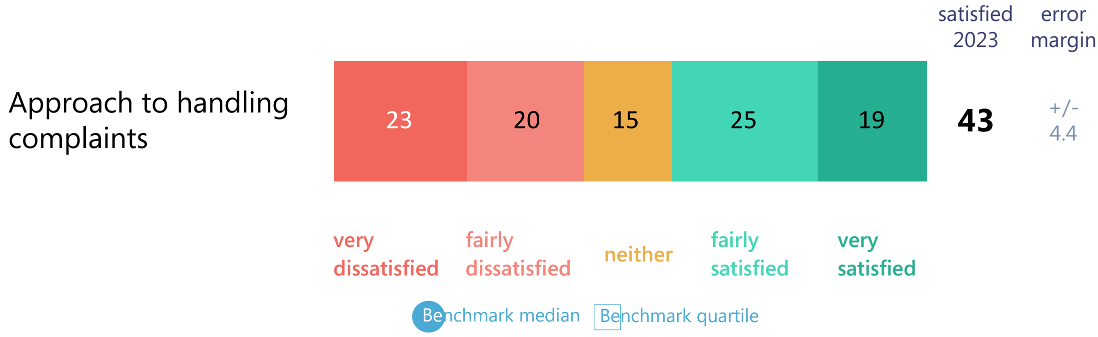
Unfortunately, only 43% of complainants are satisfied with the approach to the **handling of their complaint,** compares to the same proportion that are dissatisfied. However, it should be noted that this score is typical of those achieved by other ARP Research clients this year.

Although this result is a still disappointing, it is likely that any action that Berneslai Homes takes to address the main issues covered earlier in the report, such as repairs backlogs, will help to improve this score.



11.1 Complaints

% Base 506 | Made a complaint in the last 12 month. Excludes non respondents



By people

- Tenants aged **under 35** are more likely to have complained to Berneslai Homes than those of retirement age (36% v 21%). They are also the least satisfied with complaint handling (32%) compared to 59% of those aged 65 or over.
- Tenants who **had a repair** in the previous year are twice as likely to complain than those who have not had a repair (31% v 16%).
- Two out of five **new tenants** had made a complaint (40%), compared to only 20% for those who have been a tenant for 21 or more years.
- More than half of tenants who had a **missed repair appointment** were likely to have complained (54%), compared to only 27% of those whose repair appointment was kept.

By place

- Respondents in **flats** are more likely to have complained than tenants in houses (36% and 25% respectively), however the latter have a greater level of dissatisfaction with how it was handled (47%, including 26% 'very dissatisfied').
- The proportion claiming to have made a complaint does not vary at all across the four main **areas** – 27% for all.
- However, there are some statistically significant variations from average for these four **areas** on satisfaction with the approach, the score being highest in the North Area (55%), falling to 33% in the North East.

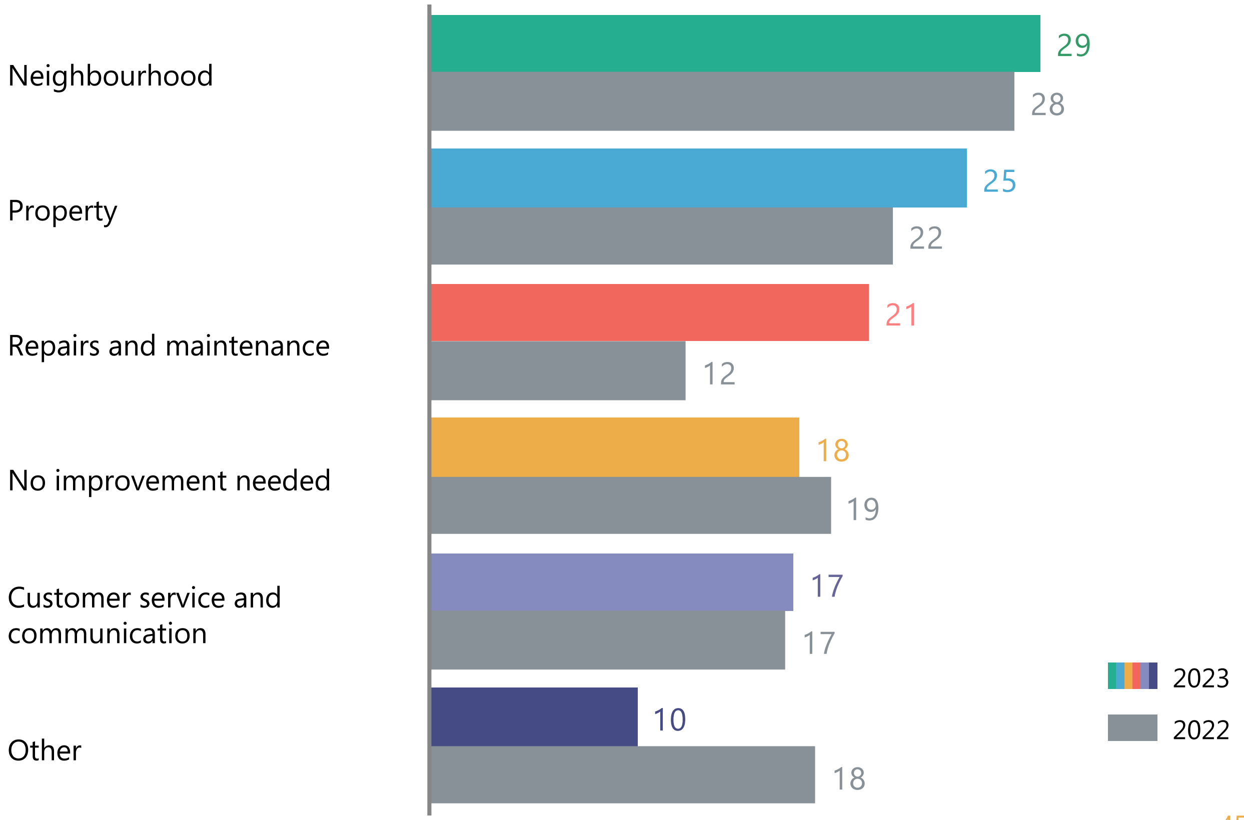
12. Further comments

55% made additional comments

1/5 don't think anything needs improving

12.1 What could be done better - summary

% Base 1036 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



The final question that residents were asked at the end of the survey was simply how Berneslai Homes **could improve its services in the future**. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 12.1 presents this analysis in terms of just a handful of broad categories. There are two interesting features of this chart. The first is that **neighbourhood improvements** continue to be the most commonly suggested items (29%), which is relatively unusual for this type of analysis as it is more commonly dominated by repairs and maintenance. This is particularly pertinent this year because Berneslai Homes has just reconfigured it services to become more neighbourhood oriented, which these results would suggest matches many tenant's priorities.

As was also true in 2022, the most common single suggestion is to improveme how **anti-social behaviour** is dealt with (11% of comments, chart 12.2). This is has only become even more relevant, however, as satisfaction in this regard has fallen substantially (section 10).

> "Make our neighbourhood a nicer place to live scared to go outside currently."

> "Listen to complaints about drug dealing in the area.

> "Tackle anti-social behaviour more promptly. Assess suitability of new tenants."

> "Speed up and be more strict with anti-social and noisy neighbours!"

> "Take complaints about drug users in your properties, and reports of drug dealers calling on them, you don't seem to do anything about it, after lots of complaints from different residents."

> "Berneslai homes is amazing at looking after properties and doing repairs, I cannot fault them. "However they do not take any action on drug taking and selling drugs and fighting on the street … when confronted about this the response is "we have a duty of care to them "..........But not the residents heh"

> "My sister only has problems with her next door neighbour but Berneslai homes are not fully aware of this, because my sister worries that she will find out it is her that reports her."

> "Take serious action against any resident whom is intimidating, verbally abusing or threatening another resident. I myself has sadly been a victim of this over the last year and a half or so and nothing much was done to help me."

It should also be noted that the additional comments also provide further evidence that the **appearance** of people neighbourhoods has deteriorated (section 10), as there are at least double the proportion who complained about untidy gardens, grass cutting and the condition of paths or roads (chart 12.2).

> "When sending letters out about keeping garden tidy you should follow it through and make sure they are taking notice in past this are not happened."

> "Green space could do with cutting and clearing the children's play area of broken glass and litters."

> "Make sure tenants look after their gardens or offer help tending to gardens."

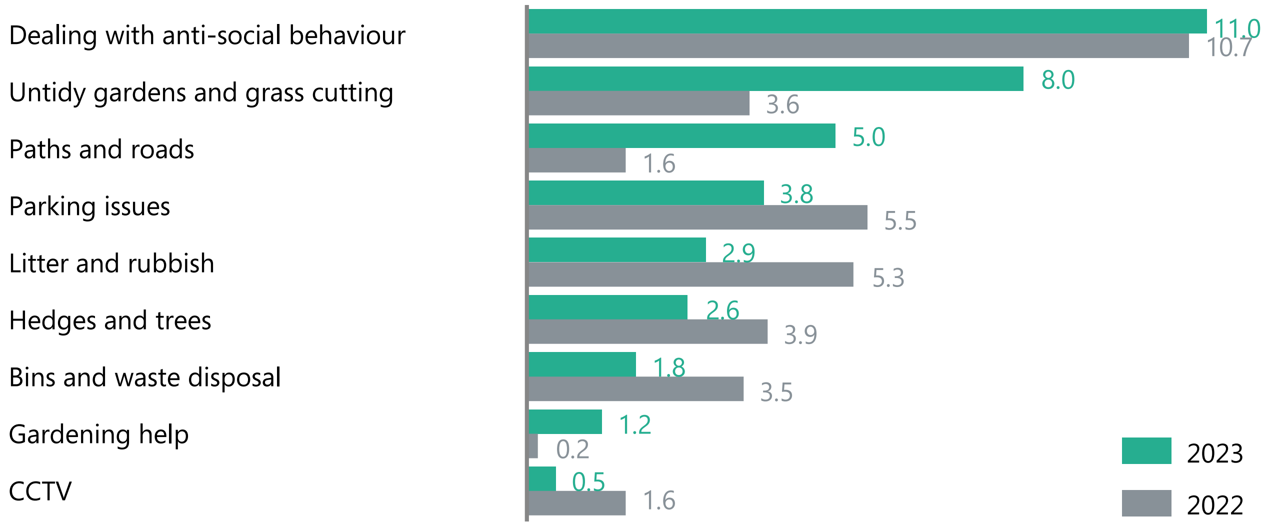
> "Clear rubbish from pathways. Sweep grass, after cutting as never done!"

> "Grass cutting every 4 weeks as promised."

> "To inspect the gardens in the area. Some of my neighbours have rubbish piled up and I am afraid of getting rats. I have spoken to then I have even helped then remove all their rubbish to the top. But it is starting to build up again."

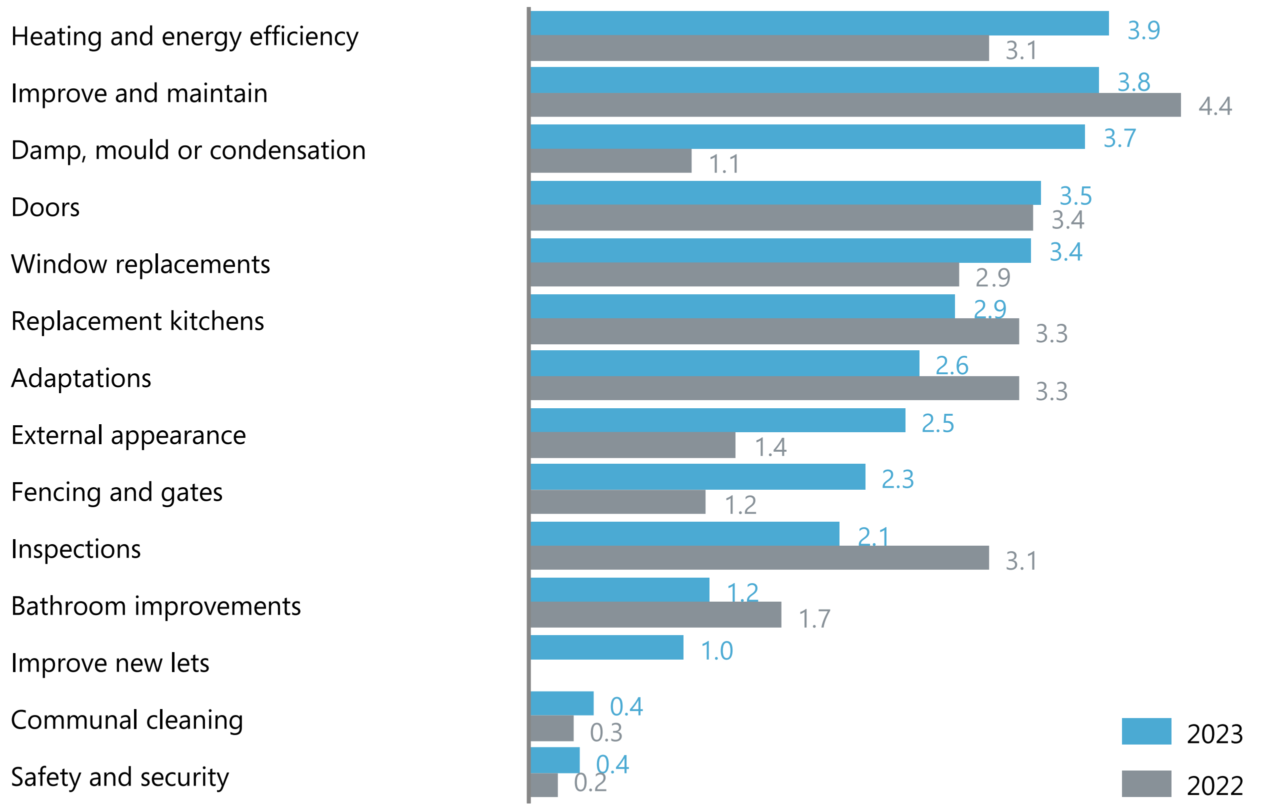
12.2 Neighbourhood improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



12.3 Property improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



The other clear message form chart 12.1 is that **repairs issues** have increased substantially since last year, being mentioned by one in every five commenters compared to one in ten last year. The backlog issues that been caused by inflation and workforce shortages have been noted throughout the report (see section 6), and it is also apparent from the additional comments that tenants want Berneslai Homes to catch up on works that should already have completed, and to generally speed up the repairs service.

> "Explain to me why after over two year's repairs still aren't done. "

> "It would be nice if Berneslai Homes did a repair I reported in November 2022, because I have been living with a bowl & mop bucket in my living room because when it rains my ceiling leaks."

> "Can't get my jobs done."

> "Stick to appointment mate for repairs. Carry work out that was surveyed 9 months ago that's dangerous but still not been repaired."

> "Do repairs & not cancel them."

> "My stage two complaint been going on with my repairs for nearly a year coming up this November All empty promises and nothing getting finished."

> "Listen and get repairs done as done I've waited near 3 years only to be told we thought it had been done. Had to chase up numerous constantly to be told it will have to be put down as a new job."

Indeed, a theme running throughout the results is that tenants feel Berneslai Homes should be doing a better job of keeping them informed (e.g. section 8), which is common complaint with regard to repairs:

> "We have a repair on hold from last year. An update now and again would be appreciated."

> "Keep tenants up to date with progress of repairs/work."

> "Keep tenants informed. I've been waiting 8 months for a shower bench replacement and a ramp so I can actually leave my home unassisted. And the only time I found any information. Is when I've chased it up … Keeping us informed makes us not feel forgotten, ignored or uncared about."

> "When reporting a repair online get back in touch with the tenant and do the repair or at least acknowledge that they have received the request."

> "Make reporting repairs online easier and provide a response giving an indication of how long it will be before the repair is carried out."

> "Need to contact tenants for repairs rather than just turning up."

> "Some tenants work, therefore some jobs need to be carried out at mutually agreed times, tenants need to be kept informed of any changes or any jobs not finished and given a date/ time of when they will be."

The repairs backlog has clearly frustrated many tenants, to the extent that far fewer feel that they are **listened to** compared to this time last year (see section 8). This also becomes comes out from the survey comments with the largest proportion of customer service comments being about listening/or providing more information.

> "Listen and respect people's homes, I know repairs and jobs have to be dealt with but it's still our home even though Berneslai homes rent out."

> "Listen to customers. Handle complaints more effectively. Do something to sort the problem out.

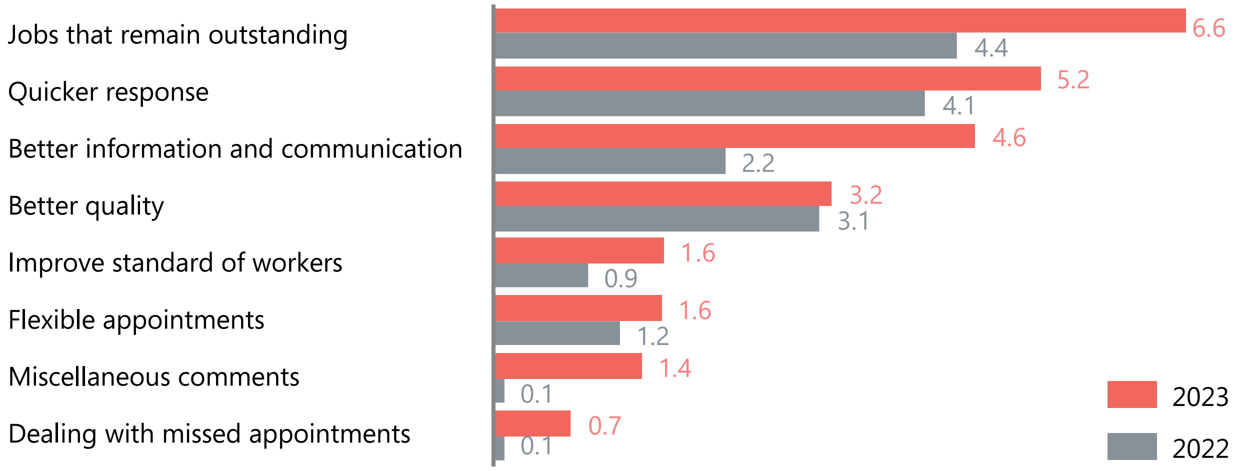
> "Get staff to do as they promised."

> "Train staff to do their job more thoroughly and teach them to be more helpful to tenants rather than fobbing them off, referring them to someone else and Passing the Buck."

> "Come to our homes and listen to our views and look at repairs that are urgent, but they don't care and don't want to know."

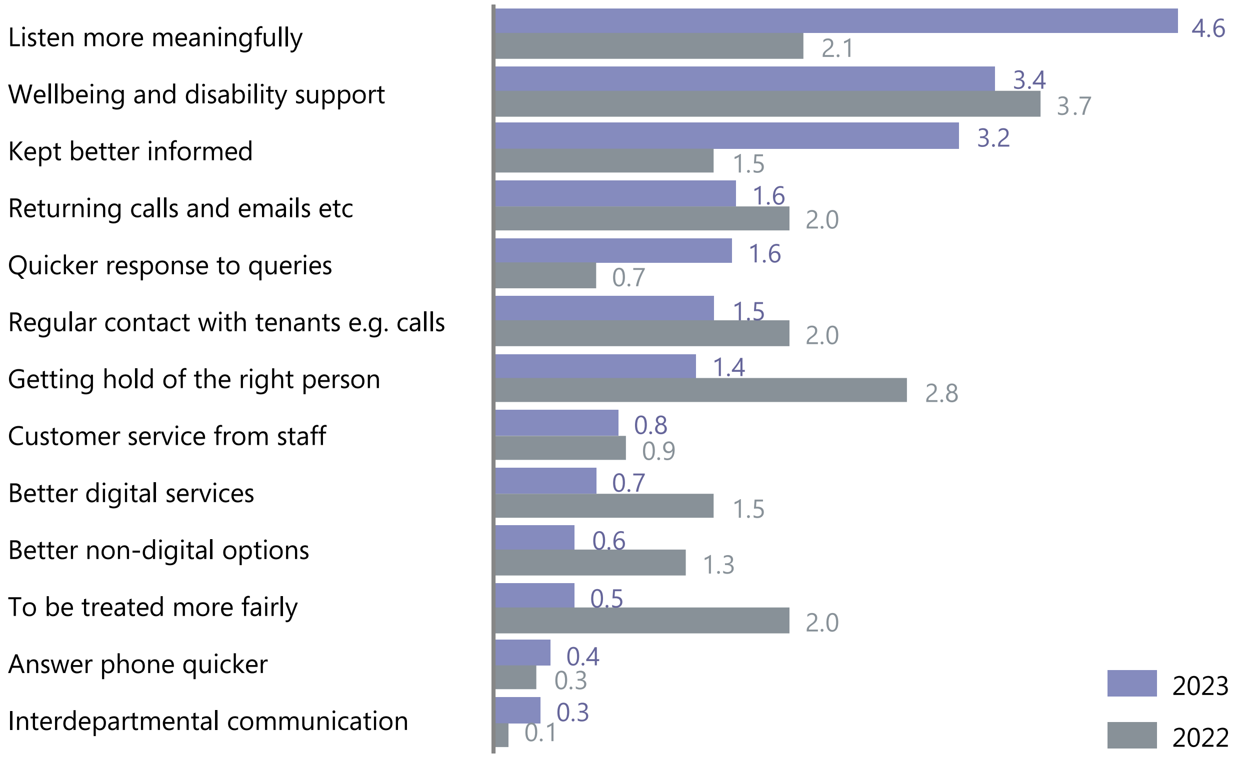
12.4 Repair and maintenance improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



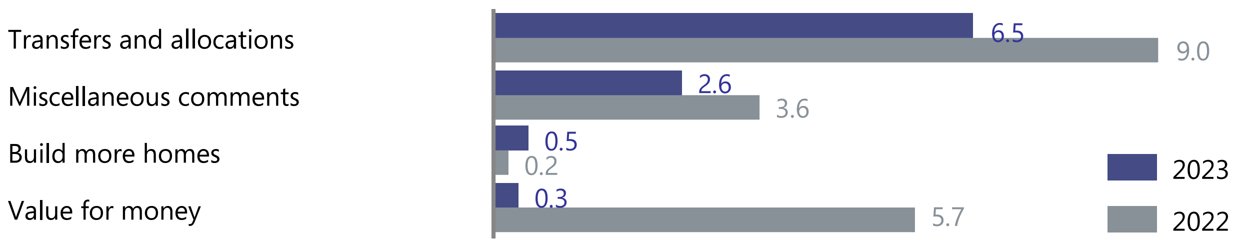
12.5 Customer service and communication improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



12.6 Other improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



Conversely, there were fewer comments this year about **getting hold of the right person**, which is provides validation that improvements to call waiting times in the call centre have had an impact.

Considering the many specific issues that tenants raised in regard to their own homes (chart 12.3), the most notable change in the pattern of responses compared to last year is the tripling in complaints about **damp, mould and condensation** (3.7%). This is, however, common to most recent tenant surveys due to the raised media profile of this issue and is one of the possible reasons why ratings for the safety of the home are generally falling in the sector (section 4).

> "Come and sort damp issues quicker. As we have been waiting ages for someone to come and assess the damp in my daughter's room. "
>
> "Treat damp properly instead of constantly just painting it which doesn't work."
>
> "Deal with mould without blaming it on condensation!"
>
> "Only repairs what need doing is to deal with is the damp."
>
> "Struggling to keep warmth inside my house windows filling up with condensation causing damp."
>
> "I reported damp in my dining room 6 months into moving into the property and this is still ongoing nearly 3 years down the line."
>
> "We've got black mould/spores all over our upstairs windows, this has been reported twice and nothing has been done."

As always, it is important to remember that around a fifth of respondents say that there is nothing that Berneslai Homes needs to do that it is not already doing (18%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

> "I think Berneslai Homes offer a good service. Especially the repairs department."
>
> "I find Berneslai Home very helpful whenever I have rang them. Keep up the good work Berneslai Home."
>
> "As far as I am concerned Berneslai Homes has been a first-class home provider my family for many years, I can not praise them enough. Thank you."
>
> "Very proud to be a Berneslai Homes tenant considering the news reports of other councils around the country. Thank you and keep up the good work."
>
> "Keep up the good work, what they're already doing to provide a good quality of life for all residents that lives in Barnsley homes."
>
> "We are very happy with Berneslai homes whenever we have had a problem or needed a repair it has been sorted right away we couldn't ask for anything more."
>
> "Not much as they are doing the best they can under today's trying circumstances e.g. cost of recovery from the pandemic. They deserve praise for what they have or trying to do!"

13. Respondent profile

13.1 Area

% Base 1891

	Total	% 2023
N1 - North East Area Neighbourhood Team	568	30.0
N2 - South Area Neighbourhood Team	401	21.2
N3 - Central Area Neighbourhood Team	452	23.9
N4 - North Area Neighbourhood Team	471	24.9

13.2 Estate

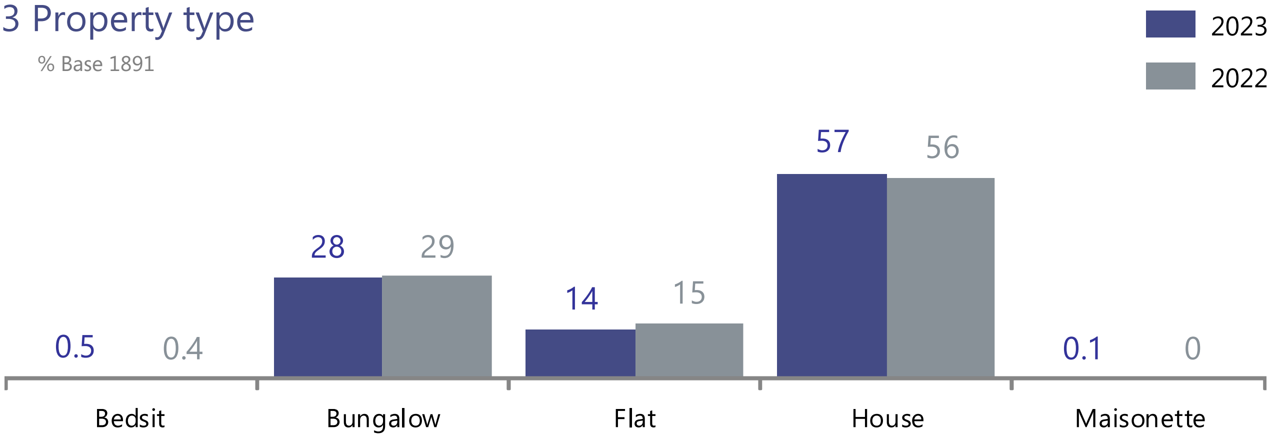
% Base 1891 | Estates with ten or more respondents

	Total	% 2023	% 2022
Aldham House	28	1.5	1.7
Athersley North	90	4.8	3.6
Athersley South	66	3.5	3.0
Bellbrooke	10	0.5	0.5
Birdwell	14	0.7	1.1
Birkwood	10	0.5	0.6
Bolton On Dearne	52	2.7	2.0
Brierley General	13	0.7	0.8
Broadway	16	0.8	0.8
Burton Grange	42	2.2	1.6
Carlton	12	0.6	1.3
Cloughfields	29	1.5	1.7
Copeland Road	48	2.5	3.3
Crown	16	0.8	1.0
Cudworth General	15	0.8	0.9
Cundy Cross	11	0.6	0.5
Darton	28	1.5	1.5
Dodworth	25	1.3	1.3
Elsecar	30	1.6	1.4
Gawber (Old Town Ward)	11	0.6	0.5
Gilroyd	20	1.1	1.1
Goldthorpe (Dearne North Ward)	10	0.5	0.6
Goldthorpe (Dearne South Ward)	24	1.3	0.8
Great Houghton	17	0.9	0.7
Grimethorpe General	22	1.2	1.5
Honeywell	25	1.3	2.3
Hoyland Central (Milton Ward)	11	0.6	0.7
Hoyland Common	33	1.7	1.9
Hoyland St Peter's (Rockingham Ward)	37	2.0	1.8
Jump	18	1.0	1.7

	Total	% 2023	% 2022
Jump Farm	18	1.0	1.0
Kendray	102	5.4	5.6
Kexborough	20	1.1	1.1
Kings Road	34	1.8	1.2
Kingstone	14	0.7	0.8
Lundwood	17	0.9	1.4
Milefield	18	1.0	1.2
Monk Bretton (Monk Bretton Ward)	72	3.8	1.8
Morrison Road	19	1.0	0.5
New Lodge	27	1.4	1.9
North Street	15	0.8	1.5
Penistone	44	2.3	2.0
Pilley/Tankersley/Wortley	15	0.8	0.8
Rosetree	15	0.8	0.5
Royston	84	4.4	4.5
Shafton General	10	0.5	0.7
Silkstone	11	0.6	0.3
Smithies (Monk Bretton Ward)	10	0.5	0.5
Staincross	29	1.5	1.2
Thurgoland	12	0.6	0.8
Thurnscoe	61	3.2	3.7
Town (Central Ward)	44	2.3	2.4
Town (Kingstone Ward)	27	1.4	1.8
Upperwood	18	1.0	0.8
Ward Green	12	0.6	0.5
Wilson Street	23	1.2	1.9
Worsborough Bridge	46	2.4	1.6
Worsborough Common	50	2.6	2.4
Worsborough Dale	58	3.1	3.6

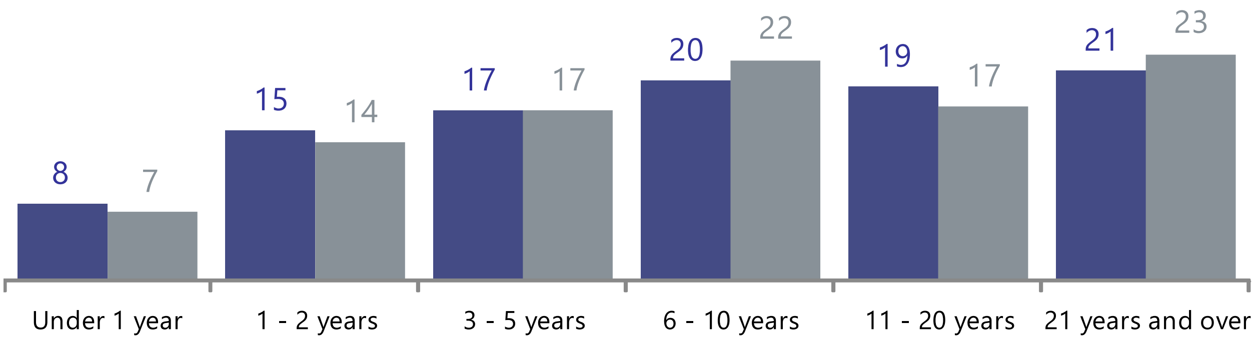
13.3 Property type

% Base 1891



13.4 Length of tenancy

% Base 1891

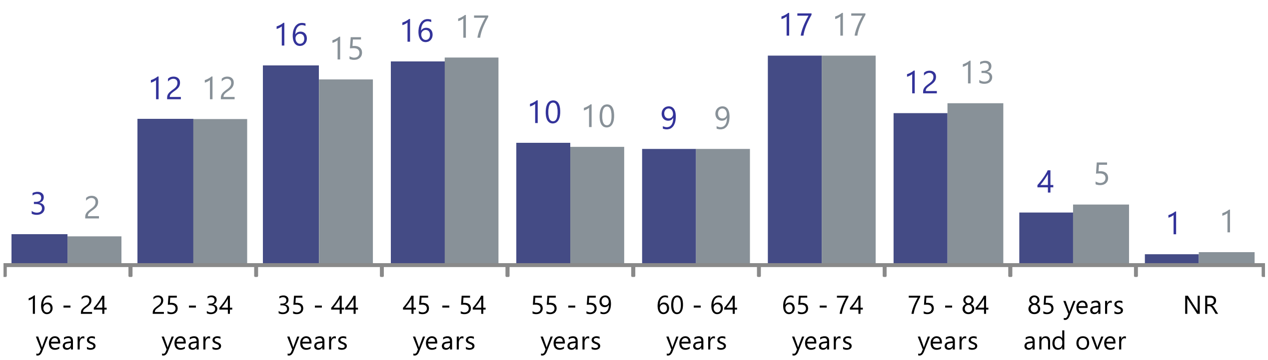


13.5 Pay a service charge

% Base 1891

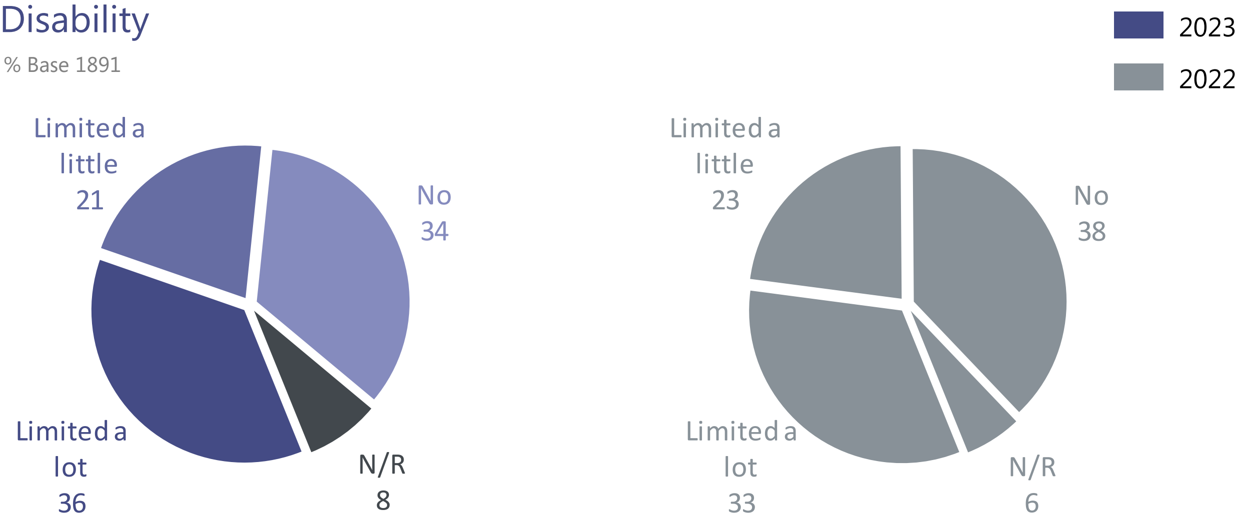
123.6 Age

% Base 1891



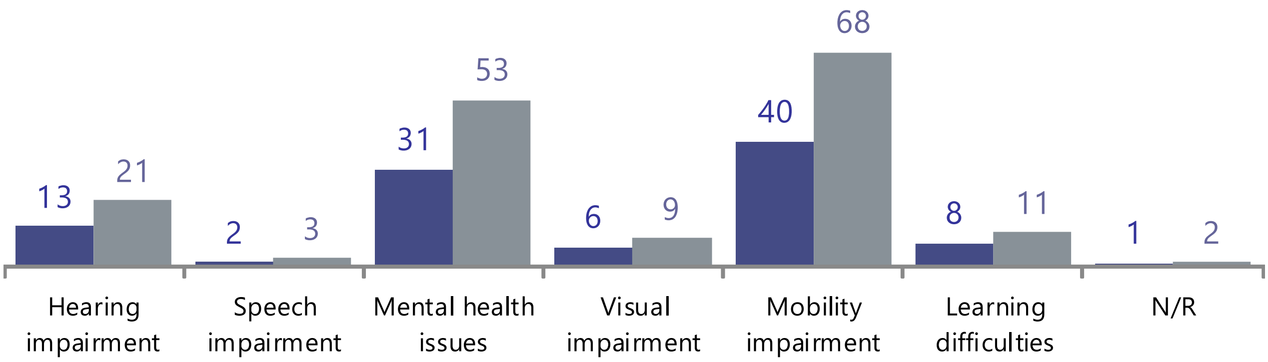
13.7 Disability

% Base 1891



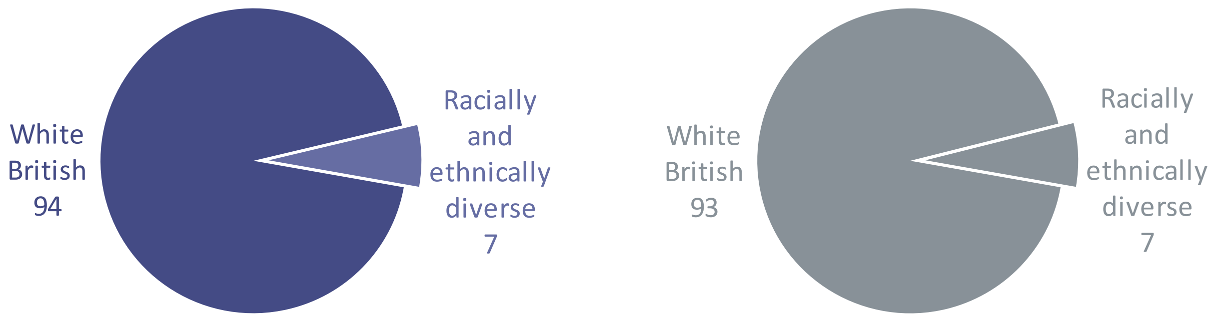
13.8 Type of disability

% Base 1092



13.9 Ethnic background

% Base 1891



13.10 Core questions by age group

% positive

	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	**1891**	**269**	**433**	**539**	**631**
Service overall	77	63	69	79	86
Home is safe	75	53	69	78	85
Home is well maintained	74	52	64	80	85
Communal areas clean & well maintained	66	51	73	63	70
Repairs & maintenance in last 12 months	75	56	64	81	86
Time taken to complete last repair	76	60	69	76	86
Listens to views and acts upon them	60	44	50	62	72
Being kept informed	64	50	62	64	73
Treated fairly and with respect	77	68	67	78	86
Positive contribution to neighbourhood	60	54	52	60	66
Approach to handling ASB	48	46	46	46	54
Approach to handling complaints	43	32	35	43	59

13.11 Core questions by disability

% positive

	Overall	Limited a lot	Limited a little	No disability
Sample size	**1891**	**689**	**403**	**651**
Service overall	77	74	79	80
Home is safe	75	74	76	76
Home is well maintained	74	73	74	76
Communal areas clean & well maintained	66	65	56	69
Repairs & maintenance in last 12 months	75	74	78	75
Time taken to complete last repair	76	74	77	75
Listens to views and acts upon them	60	59	57	61
Being kept informed	64	61	64	67
Treated fairly and with respect	77	75	78	78
Positive contribution to neighbourhood	60	58	60	62
Approach to handling ASB	48	47	46	50
Approach to handling complaints	43	41	44	42

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

13.12 Core questions by ethnic background

% positive

	Overall	White British	Racially & ethnically diverse
Sample size	**1891**	**1642**	**114**
Service overall	77	77	78
Home is safe	75	75	70
Home is well maintained	74	73	74
Communal areas clean & well maintained	66	65	63
Repairs & maintenance in last 12 months	75	75	73
Time taken to complete last repair	76	75	73
Listens to views and acts upon them	60	59	61
Being kept informed	64	63	70
Treated fairly and with respect	77	76	79
Positive contribution to neighbourhood	60	59	66
Approach to handling ASB	48	47	55
Approach to handling complaints	43	43	39

Significantly **worse** than average (95% confidence*)	Significantly **better** than average (95% confidence*)
Significantly **worse** than average (90% confidence*)	Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 25 June and 16 August 2023.

Responses

Overall, 1,891 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a sample response rate of 38% (error margin +/- 2.1%). This far exceeded the stipulated TSM target error margin of +/- 3.0%.

There were 1,155 postal completions (61%) and 736 online completions (39%).

Sampling

A computer-generated randomly selected 5,000 households were invited to take part in the survey.

Fieldwork

The first part of the survey involved email invitations and reminders to every selected household with a valid email address (2,521), with a paper questionnaire sent in the post to the remaining 2,479. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (3,535). Finally, a full reminder was sent by post to every household that had not already taken part via any method (4,025).

This methodology was chosen to be consistent with previous STAR successful annual surveys conducted by Berneslai Homes. This mixed-method self completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age groups.

The survey was incentivised with a free prize draw of £100, £50 and 2x £25 in shopping vouchers.

Population

The population for the TSM survey was all 17,582 Berneslai Homes LCRA households on 07 June 2023. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. The paper survey included helpline information in the eight most common community languages. Large print questionnaires were sent to 259 households where this was their communication preference.

Representativeness

The final survey data was weighted by interlaced age group and ethnic background to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Area	Population	Unweighted survey	Weighted survey
North East	30.2	30.4	30.0
South	20.6	21.0	21.2
Central	24.8	23.2	23.9
North	24.4	25.4	24.9

Property type	Population	Unweighted survey	Weighted survey
Bedsit	0.6	0.5	0.5
Bungalow	25.8	34.6	28.3
Flat	16.4	13.8	13.9
House	57.1	51.0	57.2
Maisonette	0.1	0.1	0.1

Length of tenancy	Population	Unweighted survey	Weighted survey
Under 1 year	5.6	6.4	7.7
1 - 2 years	13.3	12.6	15.0
3 - 5 years	16.4	15.1	17.0
6 - 10 years	20.8	19.8	19.9
11 - 20 years	21.4	21.5	19.4
21 years and over	22.5	24.5	21.0

Age group	Population	Unweighted survey	Weighted survey
18 - 24 years	2.5	1.3	2.5
25 - 34 years	11.8	6.4	11.7
35 - 44 years	16.1	11.6	15.9
45 - 54 years	16.4	13.8	16.3
55 - 59 years	9.9	9.7	9.8
60 - 64 years	9.3	10.6	9.3
65 - 74 years	16.8	22.3	16.8
75 - 84 years	12.1	17.1	12.2
85+ years	4.3	6.1	4.3
No record	1.0	1.0	1.0

Ethnic background	Population	Unweighted survey	Weighted survey
White British	87.9	88.0	86.8
Racially & ethnically diverse	5.0	5.7	6.0
No record	7.2	6.3	7.2

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

"Key driver analyses" are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core TSM and STAR questions are benchmarked against the Housemark STAR database, with the benchmarking group being Berneslai Homes peer group selection of similar LAs and ALMOs. For the overall satisfaction score this included 19 landlords.

Appendix B. Example questionnaire

berneslai
homes

scan me
code: 999abcd

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

23 June 2023

Dear {name}

Your Views Count

ARP Research has been asked by Berneslai Homes to carry out an independent and confidential survey of a sample of Berneslai Homes tenants. This is part of the new annual Tenant Satisfaction Measures that the government has just introduced. At the end of every financial year all social housing landlords will publish a range of standard customer satisfaction information which will include some of the results from this survey.

By taking around 10 minutes to complete the enclosed survey you can enter into a **prize draw** with the chance of winning **1 x £100, 1 x £50 or 2 x £25** in shopping vouchers.

Please complete the survey by **Tuesday 11 July** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at **www.arpsurveys.co.uk/berneslai** or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in the following code: **999abcd**

If you'd like some help completing the survey or would prefer it in a different format, such as a large print version, please call **ARP Research** on 0800 020 9564. If you have any other questions about your tenancy please contact us on 01226 787 878 .

Please note that ARP Research will share your personal information and feedback with Berneslai Homes unless you indicate in your survey that you do not want your personal information sharing.

Thank you for taking part and good luck in the prize draw.

Yours sincerely,

A. J. Garrard

Amanda Garrard, Chief Executive

If you need a large print copy please call 0800 020 9564

Tenant Satisfaction Survey 2023

berneslai homes

Prize Draw!

£100

£50

2x £25

return by **11 July 2023**

This survey is very important to us and is your chance to tell us what you think about your home and the services that we provide. At the end of the survey, you will be given the opportunity for your unique confidential code below to be entered into a prize draw with up to £100 in shopping vouchers up for grabs. Post it back in the freepost envelope, or just use either link below to complete it online.

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential. This is part of the new annual Tenant Satisfaction Measures that the government has just introduced. At the end of every financial year all social housing landlords will publish a range of standard customer satisfaction information which will include some of the results from this survey.

Berneslai Homes will only contact you where you have confirmed you are willing for this to happen. For details on how your information is used at Berneslai Homes, how we maintain the security of this and your rights to access the information we hold about you, please refer to: **www.berneslaihomes.co.uk/information-and-privacy**

your code: 999abcd

www.arpsurveys.co.uk/berneslai

Services overall

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

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

Your home

2 How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?

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

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

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

4 How satisfied or dissatisfied are you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. The overall quality of your home	☐	☐	☐	☐	☐	○
b. The energy efficiency of your home	☐	☐	☐	☐	☐	○
c. The heating in your home	☐	☐	☐	☐	☐	○

5 How satisfied or dissatisfied are you that:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. Your rent provides value for money	☐	☐	☐	☐	☐	○
b. Your service charges provide value for money	☐	☐	☐	☐	☐	○

6 Are you currently living in a building with a shared communal entrance door?

☐ Yes ☐ No

2

Berneslai Homes

7 How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?

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

8 How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?

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

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

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

10 Have you made a complaint to Berneslai Homes in the last 12 months?

☐ Yes **go to Q11** ☐ No **go to Q12**

11 How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?

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

12 How satisfied or dissatisfied are you that Berneslai Homes gives you the opportunity to make your views known?

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

13 How likely would you be to recommend Berneslai Homes to family and friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

	0	1	2	3	4	5	6	7	8	9	10	
Not at all likely	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Extremely likely

3

Repairs and maintenance

14 Has Berneslai Homes carried out a repair to your home in the last 12 months?

☐ Yes **go to Q15** ☐ No **go to Q18**

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

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

16 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

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

17 If you had an appointment for this repair, was it kept?

☐ Yes ☐ No ☐ I didn't get an appointment

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

☐ Yes **go to Q19** ☐ No **go to Q20** ☐ Don't know **go to Q20**

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

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

Contact and Communication

20 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
a. That Berneslai Homes is easy to deal with	☐	☐	☐	☐	☐	○
b. With how we deal with enquiries generally	☐	☐	☐	☐	☐	○

4

21 Have you contacted Berneslai Homes in the last 12 months?

☐ Yes **go to Q22** ☐ No **go to Q24**

22 Thinking about your **last** contact, how satisfied or dissatisfied were you with:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. The ease of getting hold of the right person	☐	☐	☐	☐	☐
b. The helpfulness of staff	☐	☐	☐	☐	☐
c. The time taken to answer your query	☐	☐	☐	☐	☐
d. The ability of staff to deal with your query quickly and efficiently	☐	☐	☐	☐	☐
e. The quality of the information / advice received	☐	☐	☐	☐	☐
f. Being kept informed	☐	☐	☐	☐	☐
g. The overall ease of dealing with Berneslai Homes on this occasion	☐	☐	☐	☐	☐
h. The final outcome of your query	☐	☐	☐	☐	☐

23 Did you need to make follow up contact as a result of this?

☐ Yes ☐ No

24 In the past year, have you used our online services in any of the following ways?

tick all that apply ☑☐☐☑☑

- ☐ **No - I'm not online**
- ☐ Visited the website to find information
- ☐ Reported a repair on our website
- ☐ Reported a repair using the Berneslai Homes App
- ☐ Checked your rent account online
- ☐ Paid your rent online
- ☐ Searched and/or applied for a transfer online
- ☐ Completed an online form for any other enquiry or request
- ☐ Sent an email to us
- ☐ Contacted us on Facebook
- ☐ Contacted us on Twitter
- ☐ No, I'm online but I haven't contacted you in any of these ways

5

25 How satisfied or dissatisfied are you with the online services provided by Berneslai Homes?

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

Neighbourhood

26 How satisfied or dissatisfied are you that Berneslai Homes makes a positive contribution to your neighbourhood?

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

27 How satisfied or dissatisfied are you with Berneslai Homes' approach to handling anti-social behaviour?

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

28 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. With your neighbourhood as a place to live	☐	☐	☐	☐	☐
b. With the overall appearance of your neighbourhood	☐	☐	☐	☐	☐
c. With the grounds maintenance, such as grass cutting, in your local area	☐	☐	☐	☐	☐

29 Have you reported any anti-social behaviour to Berneslai Homes in the last 12 months?

☐ Yes
☐ No

6

30 To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
a. Car parking	☐	☐	☐
b. Rubbish or litter	☐	☐	☐
c. Noisy neighbours	☐	☐	☐
d. Dog fouling / dog mess	☐	☐	☐
e. Other problem with pets and animals	☐	☐	☐
f. Disruptive children / teenagers	☐	☐	☐
g. Racial or other harassment	☐	☐	☐
h. Drunk or rowdy behaviour	☐	☐	☐
i. Vandalism and graffiti	☐	☐	☐
j. People damaging your property	☐	☐	☐
k. Drug use or dealing	☐	☐	☐
l. Abandoned or burnt out vehicles	☐	☐	☐
m. Noise from traffic	☐	☐	☐
n. Other crime ______	☐	☐	☐

You and your household

This information may help us improve our services we deliver by helping us understand the different groups of customers need.

31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

Please include any household member with a long-term illness or disability

☐ Yes - limited a lot **go to Q32** ☐ Yes - limited a little **go to Q32** ☐ No **go to Q33**

32 Please tell us about any health condition(s) or illnesses you or a member of your household have:

tick all that apply ☑☐☐☑☑

- ☐ Hearing impairment
- ☐ Speech impairment
- ☐ Mental health issues
- ☐ Visual impairment
- ☐ Mobility impairment
- ☐ Learning difficulties

7

Final comments

33 What could Berneslai Homes do better? write in

34 Are you happy for your identity and your contact details to be used to be entered into the free prize draw? It will be Berneslai Homes that will contact you if you are a winner.

☐ Yes ☐ No

35 Your answers are currently confidential. It may be useful for your name and contact details to be attached to your responses and passed to Berneslai Homes. Would that be ok?

☐ **Yes:** I agree for my name and contact details to be linked to my responses **go to Q36**
☐ **No:** I wish to remain anonymous **finish**

36 Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?

☐ Yes ☐ No

Thank you!

If you need help understanding this information, please ask one of our staff, or phone Customer Services on 01226 774376.

আপনার যদি এই তথ্য বোঝার জন্য সাহায্যের প্রয়োজন হয়, তবে অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন, অথবা গ্রাহক পরিসেবায় যোগাযোগ করুন. টেলিফোন 01226 774376

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел обслуживания клиентов по телефону 01226 774376

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از کارکنان ما کمک بخواهید، یا با بخش خدمات رسانی به مشتریان ما تماس بگیرید، شماره تلفن 01226 774376

अगर आप इस जानकारी को समझने में सहायता चाहते हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता सेवा, टेलीफोन 01226 774376 पर सम्पर्क करें

如果您需要协助，以便更好地了解该信息，请与我们的员工联系，或致电客户服务：01226 774376

اگر آپ کو ان معلومات کو سمجھنے کے لئے مدد کی ضرورت ہے ، تو براہ مہربانی ہمارے عملے کے کسی رُکن کو پُوچھیں ، یا کسٹمر سروسز سے رابطہ کریں ، ٹیلیفون 01226 774376

Jeśli nie rozumieją Państwo tych informacji i potrzebują pomocy, mogą Państwo poprosić o pomoc któregoś z naszych pracowników lub zadzwonić pod numer telefonu: 01226 774376(Biuro Obsługi Klienta)

اذا كنت بحاجة للاستفسار عن هذه المعلومات ، رجاء اطلب المساعدة من احد الموظفين او اتصل بخدمات الزبائن على الرقم 01226 774376

999abcd

Please now return in the enclosed freepost envelope.

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

Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the *'valid'* column of the data summary if it appears.

The *'valid'* column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Representative. Weighted by age & ethnic background

		Count	% raw	% valid	% +'ve
	Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Berneslai Homes?	Base: 1891			
1:	Very satisfied	726	38.4	39.0	**76.8**
2:	Fairly satisfied	704	37.2	37.8	
3:	Neither satisfied nor dissatisfied	205	10.8	11.0	
4:	Fairly dissatisfied	148	7.8	7.9	
5:	Very dissatisfied	80	4.2	4.3	
	N/R	29	1.5		
	Q2 How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?	Base: 1891			
6:	Very satisfied	712	37.7	38.2	**73.8**
7:	Fairly satisfied	663	35.1	35.6	
8:	Neither satisfied nor dissatisfied	196	10.4	10.5	
9:	Fairly dissatisfied	172	9.1	9.2	
10:	Very dissatisfied	120	6.3	6.4	
	N/R	28	1.5		
	Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Berneslai Homes provides a home that is safe?	Base: 1891			
11:	Very satisfied	755	39.9	40.7	**74.9**
12:	Fairly satisfied	634	33.5	34.2	
13:	Neither satisfied nor dissatisfied	182	9.6	9.8	
14:	Fairly dissatisfied	157	8.3	8.5	
15:	Very dissatisfied	127	6.7	6.8	
16:	Not applicable/ don't know	5	0.3		
	N/R	31	1.6		
	Q4a The overall quality of your home	Base: 1891			
17:	Very satisfied	581	30.7	31.4	**74.0**
18:	Fairly satisfied	788	41.7	42.6	
19:	Neither	163	8.6	8.8	
20:	Fairly dissatisfied	211	11.2	11.4	
21:	Very dissatisfied	105	5.6	5.7	
22:	No opinion	3	0.2		
	N/R	40	2.1		
	Q4b The energy efficiency of your home	Base: 1891			
23:	Very satisfied	554	29.3	30.4	**67.8**
24:	Fairly satisfied	681	36.0	37.4	
25:	Neither	248	13.1	13.6	
26:	Fairly dissatisfied	192	10.2	10.5	
27:	Very dissatisfied	147	7.8	8.1	
28:	No opinion	15	0.8		
	N/R	53	2.8		
	Q4c The heating in your home	Base: 1891			
29:	Very satisfied	702	37.1	38.4	**75.1**
30:	Fairly satisfied	671	35.5	36.7	
31:	Neither	180	9.5	9.9	
32:	Fairly dissatisfied	147	7.8	8.0	

		Representative. Weighted by age & ethnic background Count	% raw	% valid	% +'ve
33:	Very dissatisfied	127	6.7	7.0	
34:	No opinion	8	0.4		
	N/R	56	3.0		
	Q5a Your rent provides value for money	Base: 1891			
35:	Very satisfied	702	37.1	38.9	**77.3**
36:	Fairly satisfied	693	36.6	38.4	
37:	Neither	229	12.1	12.7	
38:	Fairly dissatisfied	115	6.1	6.4	
39:	Very dissatisfied	64	3.4	3.5	
40:	Not applicable	44	2.3		
	N/R	45	2.4		
	Q5b Your service charges provide value for money	Base: 1891			
41:	Very satisfied	460	24.3	32.8	**69.7**
42:	Fairly satisfied	518	27.4	36.9	
43:	Neither	285	15.1	20.3	
44:	Fairly dissatisfied	80	4.2	5.7	
45:	Very dissatisfied	60	3.2	4.3	
46:	Not applicable	368	19.5		
	N/R	121	6.4		
	Q6 Are you currently living in a building with a shared communal entrance door?	Base: 1891			
47:	Yes	107	5.7	6.2	
48:	No	1632	86.3	93.8	
	N/R	151	8.0		
	Q7 How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?	Base: 1891			
49:	Very satisfied	490	25.9	27.7	**59.6**
50:	Fairly satisfied	563	29.8	31.9	
51:	Neither satisfied nor dissatisfied	364	19.2	20.6	
52:	Fairly dissatisfied	186	9.8	10.5	
53:	Very dissatisfied	164	8.7	9.3	
54:	Not applicable/ don't know	77	4.1		
	N/R	47	2.5		
	Q8 How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?	Base: 1891			
55:	Very satisfied	583	30.8	32.7	**64.5**
56:	Fairly satisfied	567	30.0	31.8	
57:	Neither satisfied nor dissatisfied	389	20.6	21.8	
58:	Fairly dissatisfied	117	6.2	6.6	
59:	Very dissatisfied	129	6.8	7.2	
60:	Not applicable/ don't know	60	3.2		
	N/R	45	2.4		
	Q9 To what extent do you agree or disagree with the following 'Berneslai Homes treats me fairly and with respect'?	Base: 1891			
61:	Strongly agree	617	32.6	33.7	**76.9**

		Count	% raw	% valid	% +'ve
		Representative. Weighted by age & ethnic background			
62:	Agree	792	41.9	43.2	
63:	Neither agree nor disagree	288	15.2	15.7	
64:	Disagree	73	3.9	4.0	
65:	Strongly disagree	63	3.3	3.4	
66:	Not applicable/ don't know	17	0.9		
	N/R	41	2.2		
	Q10 Have you made a complaint to Berneslai Homes in the last 12 months?	Base: 1891			
67:	Yes	508	26.9	27.8	
68:	No	1318	69.7	72.2	
	N/R	65	3.4		
	Q11 How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?	Base: 508			
69:	Very satisfied	94	5.0	18.6	**43.1**
70:	Fairly satisfied	124	6.6	24.5	
71:	Neither satisfied nor dissatisfied	74	3.9	14.6	
72:	Fairly dissatisfied	100	5.3	19.8	
73:	Very dissatisfied	114	6.0	22.5	
	N/R	1385	73.2	0.4	
	Q12 How satisfied or dissatisfied are you that Berneslai Homes gives you the opportunity to make your views known?	Base: 1891			
74:	Very satisfied	469	24.8	27.3	**60.5**
75:	Fairly satisfied	571	30.2	33.2	
76:	Neither satisfied nor dissatisfied	466	24.6	27.1	
77:	Fairly dissatisfied	120	6.3	7.0	
78:	Very dissatisfied	94	5.0	5.5	
79:	Not applicable/ don't know	112	5.9		
	N/R	58	3.1		
	Q13 How likely would you be to recommend Berneslai Homes to family and friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?	Base: 1891			
80:	0 - Not at all likely	57	3.0	3.1	
81:	1	11	0.6	0.6	
82:	2	30	1.6	1.6	
83:	3	41	2.2	2.2	
84:	4	51	2.7	2.8	
85:	5	184	9.7	10.0	
86:	6	123	6.5	6.7	
87:	7	170	9.0	9.3	
88:	8	296	15.7	16.1	
89:	9	204	10.8	11.1	
90:	10 - Extremely likely	667	35.3	36.4	
	N/R	57	3.0		
	R13 Net Promoter Score (NPS)	Base: 1891			NPS
91:	Promoters	871	46.1	47.5	**20.4**
92:	Passives	466	24.6	25.4	
93:	Detractors	497	26.3	27.1	

		Representative. Weighted by age & ethnic background			
		Count	% raw	% valid	% +'ve
	N/R	57	3.0		
	Q14 Has Berneslai Homes carried out a repair to your home in the last 12 months?	Base: 1891			
94:	Yes	1423	75.3	77.9	
95:	No	404	21.4	22.1	
	N/R	63	3.3		
	Q15 How satisfied or dissatisfied are you with the overall repairs service from Berneslai Homes over the last 12 months?	Base: 1423			
96:	Very satisfied	641	33.9	45.2	**75.1**
97:	Fairly satisfied	424	22.4	29.9	
98:	Neither satisfied nor dissatisfied	131	6.9	9.2	
99:	Fairly dissatisfied	118	6.2	8.3	
100:	Very dissatisfied	104	5.5	7.3	
	N/R	473	25.0	0.4	
	Q16 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Base: 1423			
101:	Very satisfied	662	35.0	46.8	**75.5**
102:	Fairly satisfied	407	21.5	28.7	
103:	Neither satisfied nor dissatisfied	110	5.8	7.8	
104:	Fairly dissatisfied	105	5.6	7.4	
105:	Very dissatisfied	132	7.0	9.3	
	N/R	476	25.2	0.6	
	Q17 If you had an appointment for this repair, was it kept?	Base: 1423			
106:	Yes	1144	60.5	80.8	
107:	No	92	4.9	6.5	
108:	I didn't get an appointment	180	9.5	12.7	
	N/R	475	25.1	0.5	
	Q18 Do you live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for maintaining?	Base: 1891			
109:	Yes	366	19.4	20.2	
110:	No	1320	69.8	72.7	
111:	Don't know	129	6.8	7.1	
	N/R	76	4.0		
	Q19 How satisfied or dissatisfied are you that Berneslai Homes keeps these communal areas clean and well maintained?	Base: 366			
112:	Very satisfied	120	6.3	34.3	**66.0**
113:	Fairly satisfied	111	5.9	31.7	
114:	Neither satisfied nor dissatisfied	53	2.8	15.1	
115:	Fairly dissatisfied	46	2.4	13.1	
116:	Very dissatisfied	20	1.1	5.7	
	N/R	1540	81.4	4.1	
	Q20a That Berneslai Homes is easy to deal with	Base: 1891			
117:	Very satisfied	768	40.6	42.2	**78.8**
118:	Fairly satisfied	667	35.3	36.6	

		Count	% raw	% valid	% +'ve
		Representative. Weighted by age & ethnic background			
119:	Neither	213	11.3	11.7	
120:	Fairly dissatisfied	103	5.4	5.7	
121:	Very dissatisfied	70	3.7	3.8	
122:	No opinion	18	1.0		
	N/R	52	2.7		
	Q20b With how we deal with enquiries generally	Base: 1891			
123:	Very satisfied	737	39.0	41.0	**80.0**
124:	Fairly satisfied	701	37.1	39.0	
125:	Neither	196	10.4	10.9	
126:	Fairly dissatisfied	102	5.4	5.7	
127:	Very dissatisfied	62	3.3	3.4	
128:	No opinion	17	0.9		
	N/R	75	4.0		
	Q21 Have you contacted Berneslai Homes in the last 12 months?	Base: 1891			
129:	Yes	1454	76.9	81.1	
130:	No	339	17.9	18.9	
	N/R	99	5.2		
	Q22a The ease of getting hold of the right person	Base: 1454			
131:	Very satisfied	631	33.4	43.8	**77.8**
132:	Fairly satisfied	491	26.0	34.0	
133:	Neither	126	6.7	8.7	
134:	Fairly dissatisfied	101	5.3	7.0	
135:	Very dissatisfied	93	4.9	6.4	
	N/R	450	23.8	0.9	
	Q22b The helpfulness of staff	Base: 1454			
136:	Very satisfied	793	41.9	55.0	**84.7**
137:	Fairly satisfied	428	22.6	29.7	
138:	Neither	104	5.5	7.2	
139:	Fairly dissatisfied	56	3.0	3.9	
140:	Very dissatisfied	61	3.2	4.2	
	N/R	450	23.8	0.9	
	Q22c The time taken to answer your query	Base: 1454			
141:	Very satisfied	662	35.0	46.1	**78.4**
142:	Fairly satisfied	464	24.5	32.3	
143:	Neither	144	7.6	10.0	
144:	Fairly dissatisfied	96	5.1	6.7	
145:	Very dissatisfied	69	3.6	4.8	
	N/R	456	24.1	1.3	
	Q22d The ability of staff to deal with your query quickly and efficiently	Base: 1454			
146:	Very satisfied	680	36.0	47.3	**78.1**
147:	Fairly satisfied	443	23.4	30.8	
148:	Neither	139	7.4	9.7	
149:	Fairly dissatisfied	103	5.4	7.2	
150:	Very dissatisfied	72	3.8	5.0	

		Representative. Weighted by age & ethnic background			
		Count	% raw	% valid	% +'ve
	N/R	455	24.1	1.2	
	Q22e The quality of the information / advice received	Base: 1454			
151:	Very satisfied	660	34.9	46.1	**76.2**
152:	Fairly satisfied	431	22.8	30.1	
153:	Neither	150	7.9	10.5	
154:	Fairly dissatisfied	102	5.4	7.1	
155:	Very dissatisfied	89	4.7	6.2	
	N/R	460	24.3	1.6	
	Q22f Being kept informed	Base: 1454			
156:	Very satisfied	536	28.3	37.5	**66.4**
157:	Fairly satisfied	413	21.8	28.9	
158:	Neither	189	10.0	13.2	
159:	Fairly dissatisfied	151	8.0	10.6	
160:	Very dissatisfied	140	7.4	9.8	
	N/R	462	24.4	1.7	
	Q22g The overall ease of dealing with Berneslai Homes on this occasion	Base: 1454			
161:	Very satisfied	645	34.1	44.9	**75.6**
162:	Fairly satisfied	441	23.3	30.7	
163:	Neither	148	7.8	10.3	
164:	Fairly dissatisfied	96	5.1	6.7	
165:	Very dissatisfied	106	5.6	7.4	
	N/R	455	24.1	1.2	
	Q22h The final outcome of your query	Base: 1454			
166:	Very satisfied	634	33.5	44.2	**70.0**
167:	Fairly satisfied	370	19.6	25.8	
168:	Neither	164	8.7	11.4	
169:	Fairly dissatisfied	105	5.6	7.3	
170:	Very dissatisfied	161	8.5	11.2	
	N/R	457	24.2	1.4	
	Q23 Did you need to make follow up contact as a result of this?	Base: 1891			
171:	Yes	450	23.8	31.5	
172:	No	978	51.7	68.5	
	N/R	463	24.5		
	Q24 In the past year, have you used our online services in any of the following ways?	Base: 1891			
173:	No - I'm not normally online	732	38.7	24.7	
174:	Visited the website to find information	351	18.6	11.8	
175:	Reported a repair on our website	193	10.2	6.5	
176:	Reported a repair using the Berneslai Homes App	309	16.3	10.4	
177:	Checked your rent account online	382	20.2	12.9	
178:	Paid your rent online	331	17.5	11.2	
179:	Searched and/or applied for a transfer online	82	4.3	2.8	
180:	Completed an online form for any other enquiry or request	138	7.3	4.7	
181:	Sent an email to us	150	7.9	5.1	
182:	Contacted us on Facebook	13	0.7	0.4	
183:	Contacted us on Twitter	1	0.1	0.0	

		Representative. Weighted by age & ethnic background			
		Count	% raw	% valid	% +'ve
184:	No, I'm online but I haven't contacted you in any of the	281	14.9	9.5	
	N/R	90	4.8		
	R24 In the past year, have you used our online services?	Base: 1891			
185:	Yes	788	41.7	43.8	
186:	No, I'm online but haven't used your online services	281	14.9	15.6	
187:	No - I'm not online	732	38.7	40.6	
	N/R	90	4.8		
	Q25 How satisfied or dissatisfied are you you with the online services provided by Berneslai Homes?	Base: 1891			
188:	Very satisfied	375	19.8	31.6	**66.2**
189:	Fairly satisfied	410	21.7	34.6	
190:	Neither satisfied nor dissatisfied	291	15.4	24.6	
191:	Fairly dissatisfied	61	3.2	5.1	
192:	Very dissatisfied	48	2.5	4.1	
193:	Not applicable/ don't know	491	26.0		
	N/R	215	11.4		
	Q26 How satisfied or dissatisfied are you that Berneslai Homes makes a positive contribution to your neighbourhood?	Base: 1891			
194:	Very satisfied	412	21.8	24.6	**59.6**
195:	Fairly satisfied	586	31.0	35.0	
196:	Neither satisfied nor dissatisfied	400	21.2	23.9	
197:	Fairly dissatisfied	143	7.6	8.5	
198:	Very dissatisfied	133	7.0	7.9	
199:	Not applicable/ don't know	134	7.1		
	N/R	84	4.4		
	Q27 How satisfied or dissatisfied are you with Berneslai Homes' approach to handling anti-social behaviour?	Base: 1891			
200:	Very satisfied	315	16.7	20.7	**48.3**
201:	Fairly satisfied	420	22.2	27.6	
202:	Neither satisfied nor dissatisfied	429	22.7	28.2	
203:	Fairly dissatisfied	154	8.1	10.1	
204:	Very dissatisfied	202	10.7	13.3	
205:	Not applicable/ don't know	285	15.1		
	N/R	87	4.6		
	Q28a With your neighbourhood as a place to live	Base: 1891			
206:	Very satisfied	758	40.1	41.9	**77.1**
207:	Fairly satisfied	637	33.7	35.2	
208:	Neither	171	9.0	9.4	
209:	Fairly dissatisfied	148	7.8	8.2	
210:	Very dissatisfied	97	5.1	5.4	
	N/R	81	4.3		
	Q28b With the overall appearance of your neighbourhood	Base: 1891			
211:	Very satisfied	608	32.2	33.8	**70.9**
212:	Fairly satisfied	666	35.2	37.1	
213:	Neither	205	10.8	11.4	

	Representative. Weighted by age & ethnic background Count	% raw	% valid	% +'ve
214: Fairly dissatisfied	221	11.7	12.3	
215: Very dissatisfied	97	5.1	5.4	
N/R	93	4.9		
Q28c With the grounds maintenance, such as grass cutting, in your local area	Base: 1891			
216: Very satisfied	501	26.5	28.0	**63.8**
217: Fairly satisfied	642	34.0	35.8	
218: Neither	287	15.2	16.0	
219: Fairly dissatisfied	229	12.1	12.8	
220: Very dissatisfied	132	7.0	7.4	
N/R	100	5.3		
Q29 Have you reported any anti-social behaviour to Berneslai Homes in the last 12 months?	Base: 1891			
221: Yes	219	11.6	12.2	
222: No	1580	83.6	87.8	
N/R	92	4.9		
Q30a [Car parking] To what extent are the following a problem in your neighbourhood?	Base: 1891			
223: Major problem	440	23.3	25.9	
224: Minor problem	459	24.3	27.0	
225: Not a problem	800	42.3	47.1	
N/R	191	10.1		
Q30b [Rubbish or litter] To what extent are the following a problem in your neighbourhood?	Base: 1891			
226: Major problem	318	16.8	18.7	
227: Minor problem	615	32.5	36.2	
228: Not a problem	765	40.5	45.1	
N/R	193	10.2		
Q30c [Noisy neighbours] To what extent are the following a problem in your neighbourhood?	Base: 1891			
229: Major problem	249	13.2	15.0	
230: Minor problem	368	19.5	22.1	
231: Not a problem	1047	55.4	62.9	
N/R	227	12.0		
Q30d [Dog fouling / dog mess] To what extent are the following a problem in your neighbourhood?	Base: 1891			
232: Major problem	357	18.9	20.9	
233: Minor problem	542	28.7	31.7	
234: Not a problem	810	42.8	47.4	
N/R	183	9.7		
Q30e [Other problem with pets and animals] To what extent are the following a problem in your neighbourhood?	Base: 1891			
235: Major problem	133	7.0	8.0	

		Representative. Weighted by age & ethnic background Count	% raw	% valid	% +'ve
236:	Minor problem	279	14.8	16.8	
237:	Not a problem	1249	66.0	75.2	
	N/R	230	12.2		
	Q30f [Disruptive children / teenagers] To what extent are the following a problem in your neighbourhood?	Base: 1891			
238:	Major problem	189	10.0	11.3	
239:	Minor problem	406	21.5	24.2	
240:	Not a problem	1084	57.3	64.6	
	N/R	212	11.2		
	Q30g [Racial or other harassment] To what extent are the following a problem in your neighbourhood?	Base: 1891			
241:	Major problem	72	3.8	4.3	
242:	Minor problem	141	7.5	8.5	
243:	Not a problem	1443	76.3	87.1	
	N/R	235	12.4		
	Q30h [Drunk or rowdy behaviour] To what extent are the following a problem in your neighbourhood?	Base: 1891			
244:	Major problem	160	8.5	9.6	
245:	Minor problem	309	16.3	18.5	
246:	Not a problem	1203	63.6	71.9	
	N/R	219	11.6		
	Q30i [Vandalism and graffiti] To what extent are the following a problem in your neighbourhood?	Base: 1891			
247:	Major problem	111	5.9	6.7	
248:	Minor problem	243	12.9	14.6	
249:	Not a problem	1311	69.3	78.7	
	N/R	227	12.0		
	Q30j [People damaging your property] To what extent are the following a problem in your neighbourhood?	Base: 1891			
250:	Major problem	68	3.6	4.1	
251:	Minor problem	131	6.9	7.9	
252:	Not a problem	1461	77.3	88.0	
	N/R	230	12.2		
	Q30k [Drug use or dealing] To what extent are the following a problem in your neighbourhood?	Base: 1891			
253:	Major problem	358	18.9	21.0	
254:	Minor problem	349	18.5	20.5	
255:	Not a problem	998	52.8	58.5	
	N/R	187	9.9		
	Q30l [Abandoned or burnt out vehicles] To what extent are the following a problem in your neighbourhood?	Base: 1891			
256:	Major problem	30	1.6	1.8	
257:	Minor problem	118	6.2	7.1	

	Representative. Weighted by age & ethnic background Count	% raw	% valid	% +'ve
258: Not a problem	1516	80.2	91.1	
N/R	227	12.0		
Q30m [Noise from traffic] To what extent are the following a problem in your neighbourhood?	Base: 1891			
259: Major problem	145	7.7	8.6	
260: Minor problem	312	16.5	18.5	
261: Not a problem	1225	64.8	72.8	
N/R	209	11.1		
Q30n [Other crime] To what extent are the following a problem in your neighbourhood?	Base: 1891			
262: Major problem	89	4.7	6.6	
263: Minor problem	92	4.9	6.8	
264: Not a problem	1165	61.6	86.6	
N/R	545	28.8		
Q31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?	Base: 1891			
265: Yes - limited a lot	689	36.4	39.5	
266: Yes - limited a little	403	21.3	23.1	
267: No	651	34.4	37.3	
N/R	148	7.8		
R31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months? [SIMPLE]	Base: 1891			
268: Yes	1092	57.7	62.7	
269: No	651	34.4	37.3	
N/R	148	7.8		
Q32 Please tell us about the health condition(s) or illnesses, you or a member of your household have:	Base: 1092			
270: Hearing impairment	242	12.8	13.0	
271: Speech impairment	32	1.7	1.7	
272: Mental health issues	582	30.8	31.2	
273: Visual impairment	119	6.3	6.4	
274: Mobility impairment	743	39.3	39.9	
275: Learning difficulties	145	7.7	7.8	
N/R	814	43.0	1.4	
Q34 Are you happy for your identity and your contact details to be used to be entered into the free prize? It will be Berneslai Homes that will contact you if you are a winner.	Base: 1891			
276: Yes	1494	79.0	83.5	
277: No	295	15.6	16.5	
N/R	102	5.4		

		Representative. Weighted by age & ethnic background Count	% raw	% valid	% +'ve
	Q35 Your answers are currently confidential. It may be useful for your name to be attached to your responses and passed to Berneslai Homes. Would that be ok?	Base: 1891			
278:	Yes: I agree for my name and contact details to be linked to	1283	67.8	72.0	
279:	No: I wish to remain anonymous	498	26.3	28.0	
	N/R	110	5.8		
	Q36 Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?	Base: 1283			
280:	Yes	1184	62.6	92.8	
281:	No	92	4.9	7.2	
	N/R	615	32.5	0.5	
	D101 Area	Base: 1891			
282:	N1 - North East Area Neighbourhood Team	568	30.0	30.0	
283:	N2 - South Area Neighbourhood Team	401	21.2	21.2	
284:	N3 - Central Area Neighbourhood Team	452	23.9	23.9	
285:	N4 - North Area Neighbourhood Team	471	24.9	24.9	
	N/R	0	0.0		
	D102 Estate	Base: 1891			
286:	Aldham House	28	1.5	1.5	
287:	Ardsley	7	0.4	0.4	
288:	Athersley North	90	4.8	4.8	
289:	Athersley South	66	3.5	3.5	
290:	Barugh Green	6	0.3	0.3	
291:	Bellbrooke	10	0.5	0.5	
292:	Billingley	1	0.1	0.1	
293:	Birdwell	14	0.7	0.7	
294:	Birkwood	10	0.5	0.5	
295:	Blacker Hill	7	0.4	0.4	
296:	Bolton On Dearne	52	2.7	2.7	
297:	Brierley General	13	0.7	0.7	
298:	Broadway	16	0.8	0.8	
299:	Burton Grange	42	2.2	2.2	
300:	Carlecotes	2	0.1	0.1	
301:	Carlton	12	0.6	0.6	
302:	Cawthorne	4	0.2	0.2	
303:	Cloughfields	29	1.5	1.5	
304:	Copeland Road	48	2.5	2.5	
305:	Cover Drive/Norville	4	0.2	0.2	
306:	Crane Moor	0	0.0	0.0	
307:	Crowedge	6	0.3	0.3	
308:	Crown	16	0.8	0.8	
309:	Cubley	3	0.2	0.2	
310:	Cudworth General	15	0.8	0.8	
311:	Cundy Cross	11	0.6	0.6	
312:	Darton	28	1.5	1.5	
313:	Dodworth	25	1.3	1.3	
314:	Dunford Bridge	2	0.1	0.1	
315:	Elsecar	30	1.6	1.6	
316:	Firth Avenue	1	0.1	0.1	
317:	Gawber (Darton West Ward)	9	0.5	0.5	
318:	Gawber (Old Town Ward)	11	0.6	0.6	

	Representative. Weighted by age & ethnic background			
	Count	% raw	% valid	% +'ve
319: Gawber(Dodworth Ward)	0	0.0	0.0	
320: Gilroyd	20	1.1	1.1	
321: Goldthorpe	0	0.0	0.0	
322: Goldthorpe (Dearne North Ward)	10	0.5	0.5	
323: Goldthorpe (Dearne South Ward)	24	1.3	1.3	
324: Great Houghton	17	0.9	0.9	
325: Green View	5	0.3	0.3	
326: Grimethorpe General	22	1.2	1.2	
327: Hemmingfield	6	0.3	0.3	
328: High Hoyland	1	0.1	0.1	
329: Higham	3	0.2	0.2	
330: Highgate	4	0.2	0.2	
331: Honeywell	25	1.3	1.3	
332: Honeywell(Central Ward)	1	0.1	0.1	
333: Hood Green	4	0.2	0.2	
334: Hoyland Central (Milton Ward)	11	0.6	0.6	
335: Hoyland Central (Rockingham Ward)	1	0.1	0.1	
336: Hoyland Common	33	1.7	1.7	
337: Hoyland St Peter'S(Milton Ward)	6	0.3	0.3	
338: Hoyland St Peter'S(Rockingham Ward)	37	2.0	2.0	
339: Hoylandswaine	1	0.1	0.1	
340: Ingbirchworth	1	0.1	0.1	
341: Jump	18	1.0	1.0	
342: Jump Farm	18	1.0	1.0	
343: Kendray	102	5.4	5.4	
344: Kexborough	20	1.1	1.1	
345: Kings Road	34	1.8	1.8	
346: Kingstone	14	0.7	0.7	
347: Little Houghton	1	0.1	0.1	
348: Lundwood	17	0.9	0.9	
349: Manor Crescent	6	0.3	0.3	
350: Manor View And Bleak	2	0.1	0.1	
351: Mapplewell	9	0.5	0.5	
352: Marran Avenue	9	0.5	0.5	
353: Milefield	18	1.0	1.0	
354: Millhouse	1	0.1	0.1	
355: Monk Bretton (Cudworth Ward)	1	0.1	0.1	
356: Monk Bretton (Monk Bretton Ward)	72	3.8	3.8	
357: Morrison Road	19	1.0	1.0	
358: New Lodge	27	1.4	1.4	
359: Newlands	1	0.1	0.1	
360: Newtown	4	0.2	0.2	
361: North Street	15	0.8	0.8	
362: Overdale	3	0.2	0.2	
363: Oxspring	5	0.3	0.3	
364: Park And Beech	5	0.3	0.3	
365: Park-Brierley	0	0.0	0.0	
366: Park-Grimethorpe	3	0.2	0.2	
367: Penistone	44	2.3	2.3	
368: Pilley/Tankersley/Wortley	15	0.8	0.8	
369: Platts Common	7	0.4	0.4	
370: Redbrook	8	0.4	0.4	
371: Regina	3	0.2	0.2	
372: Rosetree	15	0.8	0.8	
373: Royston	84	4.4	4.4	
374: Shafton General	10	0.5	0.5	
375: Silkstone	11	0.6	0.6	

	Representative. Weighted by age & ethnic background Count	% raw	% valid	% +'ve
376: Silkstone Common	3	0.2	0.2	
377: Smithies (Monk Bretton Ward)	10	0.5	0.5	
378: Smithies (Old Town Ward)	0	0.0	0.0	
379: Smithies (St. Helens Ward)	5	0.3	0.3	
380: Staincross	29	1.5	1.5	
381: Thurgoland	12	0.6	0.6	
382: Thurlstone	9	0.5	0.5	
383: Thurnscoe	61	3.2	3.2	
384: Town	0	0.0	0.0	
385: Town (Central Ward)	44	2.3	2.3	
386: Town (Kingstone Ward)	27	1.4	1.4	
387: Town (Old Town Ward)	5	0.3	0.3	
388: Upperwood	18	1.0	1.0	
389: Ward Green	12	0.6	0.6	
390: Wilson Street	23	1.2	1.2	
391: Wilthorpe	8	0.4	0.4	
392: Worsborough Bridge	46	2.4	2.4	
393: Worsborough Common	50	2.6	2.6	
394: Worsborough Dale	58	3.1	3.1	
N/R	0	0.0		

D103 Property Type	Base: 1891			
395: Bedsit	10	0.5	0.5	
396: Bungalow	535	28.3	28.3	
397: Flat	262	13.9	13.9	
398: House	1082	57.2	57.2	
399: House/Shop	0	0.0	0.0	
400: Maisonette	1	0.1	0.1	
N/R	0	0.0		

D104 Length of tenancy	Base: 1891			
401: Under 1 year	146	7.7	7.7	
402: 1 - 2 years	283	15.0	15.0	
403: 3 - 5 years	321	17.0	17.0	
404: 6 - 10 years	377	19.9	19.9	
405: 11 - 20 years	366	19.4	19.4	
406: 21 years and over	397	21.0	21.0	
N/R	0	0.0		

D105 Repairs contractor	Base: 1891			
407: In House	1280	67.7	67.7	
408: Wates	611	32.3	32.3	
N/R	0	0.0		

D106 Pay a service charge	Base: 1891			
409: Yes	179	9.5	9.5	
410: No	1712	90.5	90.5	
N/R	0	0.0		

D107 Main Tenant Age Group	Base: 1891			
411: 16 - 24 years	47	2.5	2.5	
412: 25 - 34 years	222	11.7	11.9	

		Representative. Weighted by age & ethnic background Count	% raw	% valid	% +'ve
413:	35 - 44 years	301	15.9	16.1	
414:	45 - 54 years	309	16.3	16.5	
415:	55 - 59 years	186	9.8	9.9	
416:	60 - 64 years	176	9.3	9.4	
417:	65 - 74 years	318	16.8	17.0	
418:	75 - 84 years	231	12.2	12.3	
419:	85 years and over	82	4.3	4.4	
	N/R	19	1.0		

	D108 Main Tenant Age Group [simple]	Base: 1891			
420:	16-34	269	14.2	14.4	
421:	35-49	433	22.9	23.1	
422:	50-64	539	28.5	28.8	
423:	65+	631	33.4	33.7	
	N/R	19	1.0		

	D109 Ethnic background	Base: 1891			
424:	White British	1642	86.8	93.5	
425:	Racially and ethnically diverse	114	6.0	6.5	
	N/R	136	7.2		

	D110 Communal areas	Base: 1891			
426:	Communal area	152	8.0	8.0	
427:	No communal areas	1739	92.0	92.0	
	N/R	0	0.0		

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