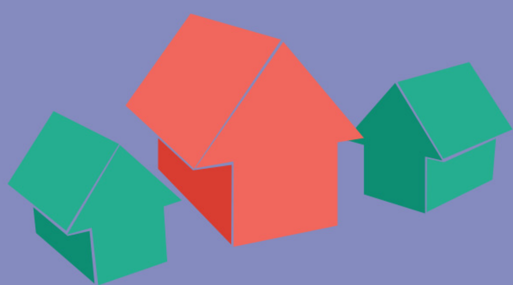
ARP research

Taff Housing Association
Cymdeithas Tai Taf

Tenant Satisfaction Survey 2015

Report by Adam Payne
adam.payne@arp-research.co.uk

(t) 0844 272 6004
(w) www.arp-research.co.uk



Contents

1. Introduction

Background

This report details the results of Taff Housing Association's 2015 tenant satisfaction survey, delivered by ARP Research. This is the latest in a series of tenant satisfaction surveys over the last decade which measure Taff's progress over that time.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the previous surveys, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against published HouseMark STAR national benchmark data for the core satisfaction questions, supplemented by ARP Research's own database for ancillary questions.

HouseMark STAR

This survey uses HouseMark's STAR model which is the standardised methodology for tenant and resident surveys. Benchmark data for the 'core' questions is provided by HouseMark. www.housemark.co.uk/star

About the survey

The survey was carried out between July and September 2015. Paper self completion questionnaires were distributed to every household, with a further two reminders questionnaires for all of those who had not taken part. A free prize draw was used to encourage the response rate. The survey was also available for completion online for all tenants.

In total 438 tenants took part in the survey, which represented a 36% response rate (error margin +/- 3.7%).

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. In addition, some of the results quoted for previous surveys may be different from those previously published due to changes in how these are now calculated.

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 by confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.

2. Executive summary

bench mark	2011 result	change over time (colour if statistically significant)	proportion of tenants	
86%	91%	↑	91%	satisfaction overall
84%	88%	↓	87%	quality of home
80%	84%	↔	84%	value for money of rent
66%	65%	↑	67%	value for money of service charge
68%	84%	↓	83%	listens & takes account of views
79%	94%	↓	90%	kept informed
71%	85%	↓	84%	final outcome of query
79%	90%	↑	91%	repairs & maintenance overall
82%	89%	↑	90%	last completed repair
84%	80%	↓	79%	neighbourhood as a place to live

Overall satisfaction

1. The vast majority of Taff's tenants were satisfied overall with the services that they received (91%), maintaining the high overall satisfaction score achieved in the previous survey. Furthermore, satisfaction was significantly strengthened it through a substantial 9% increase in the proportion of tenants who were 'very satisfied' (now 61%). The change was considered to be statistically significant, which is a standard threshold after which a result is considered unlikely to be due to chance.

2. This deepening sense of satisfaction amongst tenants was reflect in other survey results, the majority of which were well above average when compared with other UK landlords in published HouseMark benchmark data.

3. Strong improvements in satisfaction with repairs and maintenance was likely to be one of the main reasons for this welcome set of results. However, not every score had increased. Indeed, the satisfaction scores being kept informed or being involved were actually a little lower than in 2011, although not by enough to be statistically significant.

4. 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 top six key drivers for tenants are listed below.

   - Repairs and maintenance overall (91% satisfied, section 6)
   - Listening to and acting upon the views of tenants (83%, section 9)
   - Final outcome of queries (84%, section 7)
   - Ease of contacting the right person (91% agreed, section 7)
   - Keeping tenants informed (90%, section 9)
   - Service charge value for money (67%, section 5)

Repairs and maintenance

5. Overall satisfaction with the repairs and maintenance service was rated well above the level one would expect based upon other landlords, with 91% of the sample being satisfied compared to a median benchmark target score of only 79% (section 6). This score was also significantly better than that reported in 2011 due to an increase in those who were 'very satisfied' (59%, up from 47%).

6. One of the main ways the service had changed since 2011 was that much of the repairs work is now being completed by Taff's own workforce. This appears to have been a successful change, as 92% of tenants whose most recent repair was completed by Taff workers were satisfied overall, including two thirds who were very satisfied (67%).

7. When considering the individual aspects of the last repair received, whilst the total satisfaction scores were broadly similar to those achieved in 2011, it was positive to find in every case scores were in the top quartile when compared to other similar landlords, with the proportion of respondents who were 'very satisfied' typically being a few points above 2011 levels.

8. In most cases, the already high results meant that the changes were not statistically significant, but for the measure of how satisfied tenants were with being told when workers would call the change was sufficient for it to be considered significant, having gone up from 88% to 93%, including an increase of 11% in the proportion who were 'very satisfied'.

9. A key driver analysis of satisfaction with the last repair revealed six drivers, although two were clearly stronger than the rest. These two were both particularly concerned with meeting customer expectations, namely whether workers did the job that they were expected to do (90% satisfied), and whether the repair was done 'right first time' (86%). Notably, these were also the two satisfaction measures where the gap between Taff's own workforce and GKR contractors was the biggest.

Customer services

10. Customer service was an important theme of the survey results, with the ease of contacting the right person and the final outcome of queries both being key predictors of how tenants would be satisfied overall (see section 3). As such, when asked to rate their most recent query, the majority of ratings were slightly better than in 2011, with all results appearing in the top quartile compared to other landlords (section 7).

11. Tenants continue to be positive about the ease of contacting the right person with nine out of ten respondents in the sample agreeing this was the case (91%), which was up three points from 2011 but up twelve points from 2008. A similar proportion agreed they were dealt with in a reasonable time (86%) with this largely unchanged from 2011 but up 14% from 2008. Despite this there was a slight fall in the proportion finding staff helpful (92%, down from 95%).

12. As in 2011, nine out of ten respondents (89%) were satisfied with the ability of staff to deal with queries. Similarly, there had been no significant change in satisfaction with the final outcome (84%). In both cases, satisfaction was well above the benchmark median putting Taff's customer service scores in the top quartile of providers.

Information and resident involvement

13. The extent to which respondents felt that Taff HA listens to their views and acts upon them remained at almost exactly the same level as in 2011 (84%), which in itself was very positive considering how much higher this score was than most other landlords (benchmark median 68%) putting Taff firmly in the top quartile of scores (section 9).

14. However, when asked to rate the opportunities available to take part in decision making it is interesting that the 76% who were satisfied was actually a little than the 81% in 2011. However, most of the remainder merely ticked the middle point on the scale, with just a few (7%) claiming to be actively dissatisfied.

15. There was a similar pattern when respondents were asked if Taff were good at keeping them informed about the things that affected them as residents, which had fallen from 94% in 2011 to 90% in 2015, although again this was not enough to register as being a statistically significant change. In addition, it is important to remember that the result was considerably higher than the median score across the sector (79%) placing Taff comfortably in the top quartile of scores for its peers.

Communication and digital inclusion

16. In terms of the way tenants were willing to have contact with Taff HA and be kept informed, it was notable that contact by telephone was the most valued (66%), followed by in writing (58%) and a visit to the office (37%). Electronic communication was now more popular amongst the sample with email an acceptable method for one in four (27%, was 22%) and text/SMS twice as popular as before, now being the preference for a third of the sample (31%, up from 15%, section 7).

17. When asked, two out of three respondents said they have access to the internet (69%). It is notable that seven out of ten of those who used the internet did so via smartphone, which encompassed around a half of all respondents (48%), more than three times as many as in 2011. Tablets were also popular, being used by a third of all those with internet. Almost half of all Taff's tenants used social media, primarily Facebook.

18. The high usage levels translated to 45% of the sample who felt that they were at least fairly confident using the internet to access services, including a fifth (21%) were very competent to the extent that they managed most things online. However, it is important to remember that this certainly doesn't cover all of Taff's tenants, and that around a third (32%) of those who responded either used the internet very rarely, or never at all.

The home

19. Whilst it initially appears that the quality of the home was rated slightly lower than it had been in 2011 (87% v 88%), it should be noted that the proportion who were 'very satisfied' had actually gone up by 4%. Satisfaction remained three points above the benchmark median with Taff's score in the second quartile for comparable landlords (84%, section 4).

20. The rating for the 'quality' of the home was also paired with a rating for the 'condition' of the home. Tt was interesting to find neither was considered to be key drivers that best predicted overall satisfaction, despite the condition of the home being the second strongest driver of satisfaction in 2011. The rating for the condition was also above the equivalent benchmark score (*5% v 81%), and also showed the same pattern when compared to the 2011 scores – with the total proportion satisfied failing slightly, balanced by an increase in the proportion who were 'very satisfied

21. Satisfaction with the condition of the home was almost identical across the four areas and only varied by two points. Only one area varied significantly from the norm when rating the quality of the home, with respondents in Riverside significantly less satisfied than average (84%).

Value for money and financial inclusion

22. In the context of welfare benefit reform, value for money is always going to be an important topic and is reflected in the fact that satisfaction with the value for money was a key driver of satisfaction overall. However, unlike in 2011 when it was value for money of rent which was a key driver, in 2015 it was the value for money of the service charge which was a better predictor of overall satisfaction. This is one area where Taff's scores are about on par with other providers, remaining relatively unchanged since 2011 with 84% satisfied in terms of the rent, and 67% with the service charge (section 5).

23. One reason why value for money remained an issue was that over a third of tenants had experienced difficulties making payments over the last year, including 18% who struggled to pay their rent, and a large proportion were keen on Taff doing what it could to help them reduce their energy bills (55% said it was the top priority, section 8).

Neighbourhood and ASB

24. The majority of respondents were satisfied with their neighbourhood as a safe place to live (79%), including around two fifths who were 'very satisfied' (39%). On the opposite end of the scale 17% expressed any dissatisfaction. This result obviously varied by area with those living in Fairwater (94%) and Canton (85%) significantly more satisfied than average. In contrast, significantly lower than average satisfaction results were reported by tenants in Riverside (78%), and Grangetown (70%, section 10).

25. When considering the specific problems that residents might be facing in their neighbourhoods, the most common were car parking (43% problem), rubbish or litter (41%) and noisy neighbours (31%).

26. In both previous surveys a third or more of respondents claimed to have experienced ASB, so it was positive to find that in the current sample this had fallen to around a quarter (27%, section 11).

27. Of those had experienced ASB, 62% reported it to Taff, which is ten points more than it was in 2011, and nineteen points more than it was in 2008. However, when asked about their experience it was notable that satisfaction had fallen, including the speed the complaint was dealt with which had fallen substantially to the extent that it was statistically significant (58%, was 71%), even taking into account the low base figures.

3. Services overall

91 % tenants satisfied overall

ease of contact

listing to views

repairs

kept informed

. . .are the key drivers

The last time Taff ran a comprehensive survey in 2011, tenants were extremely satisfied with the services they received (91% satisfied). Once such a high level is reached it is much more difficult to make further gains, and maintaining the score also becomes a greater challenge.

In the 2015 survey Taff had indeed managed to maintain the 91% overall satisfaction rating, but more importantly had significantly strengthened it through a substantial 9% increase in the proportion of tenants who were 'very satisfied' (now 61%). The change was considered to be statistically significant, which is a standard threshold after which a result is considered unlikely to be due to chance. This deepening sense of satisfaction amongst tenants was reflect in other survey results, most notably in improved satisfaction with repairs and maintenance which was likely to be one of the main reasons for this welcome set of results (see below).

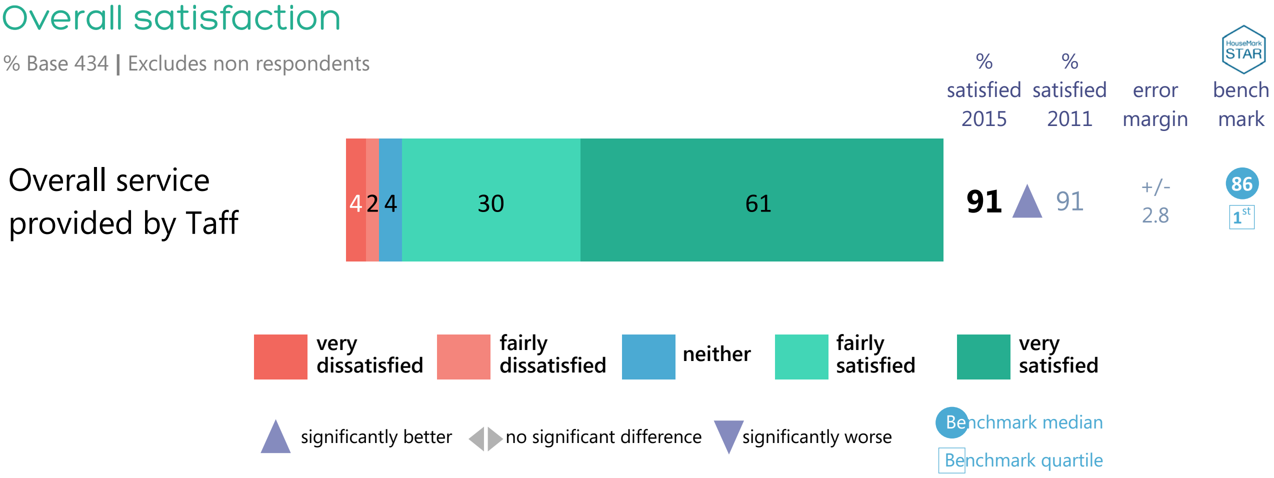
Furthermore, for those areas where benchmark information is available the majority of results were well above average when compared with other UK landlords in published HouseMark benchmark data, including the overall score which was in the first quartile, being five points above the median.

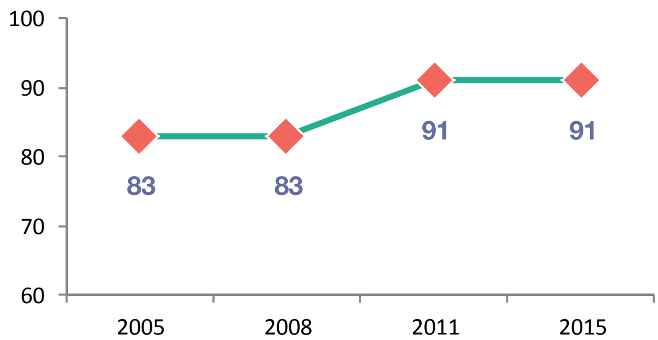
However, not every score had increased. Indeed, the satisfaction scores being kept informed or being involved were actually a little lower than in 2011, although not enough to be statistically significant, and they continued to compare favourably to results for other landlords (section 9).

> Benchmark data accompanied by the STAR logo is published HouseMark data, the remainder from ARP Research's database. See Appendix A for details.

3.1 Overall satisfaction

% Base 434 | Excludes non respondents





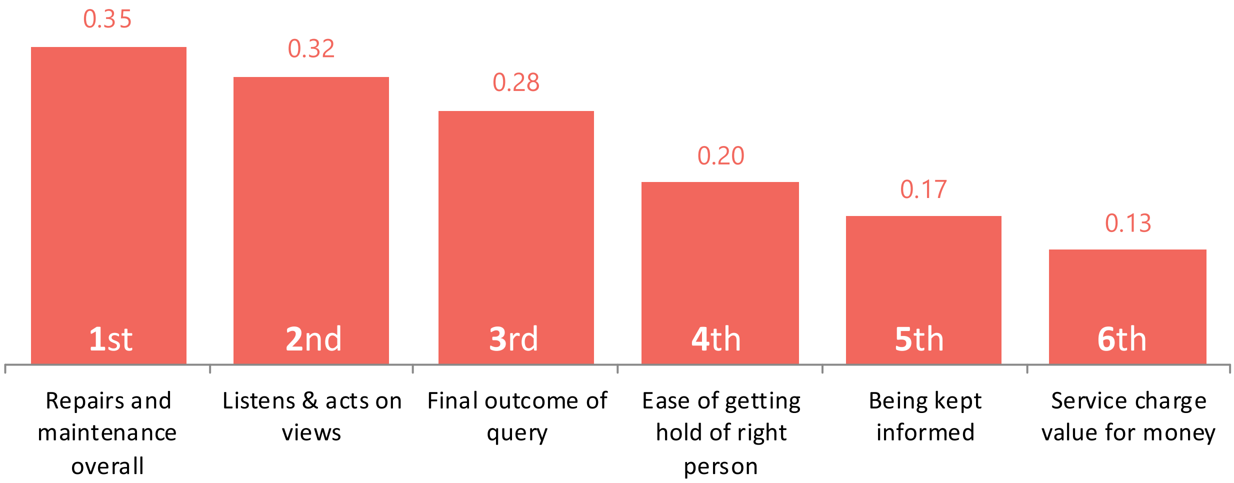
To help try and distinguish which issues were the most instrumental in the overall score, a 'key driver' analysis was carried out on the overall satisfaction score. This analysis uses a statistics test known as a 'regression' in order to determine which opinion rating statements in the questionnaire were most closely associated with overall satisfaction. This test does not necessarily suggest a causal link (although there may be one), but it does highlight the combination of opinion rating statements that are the best predictors of overall satisfaction. The analysis identified six key drivers as presented in chart 3.2.

Like many other similar surveys, satisfaction with the repairs and maintenance service is the primary key predictor for how tenants view their landlord overall. However, this was not actually a key driver for Taff in the last survey, and has only come to the fore this year. The reason for this is immediately apparent from the detailed results for repairs in section 6, with the proportion of tenants who were very satisfied with this service having increased by 12%. Furthermore, satisfaction with the last completed repair was particularly high for jobs carried out by Taff's own workforce, and all of the ratings for the individual aspects of this service rated in the top quartile of landlords. Whilst it cannot be directly proven, it would be fair to assume that the excellent repairs and maintenance results where the primary reasons why so many more tenants were very satisfied with Taff's services overall.

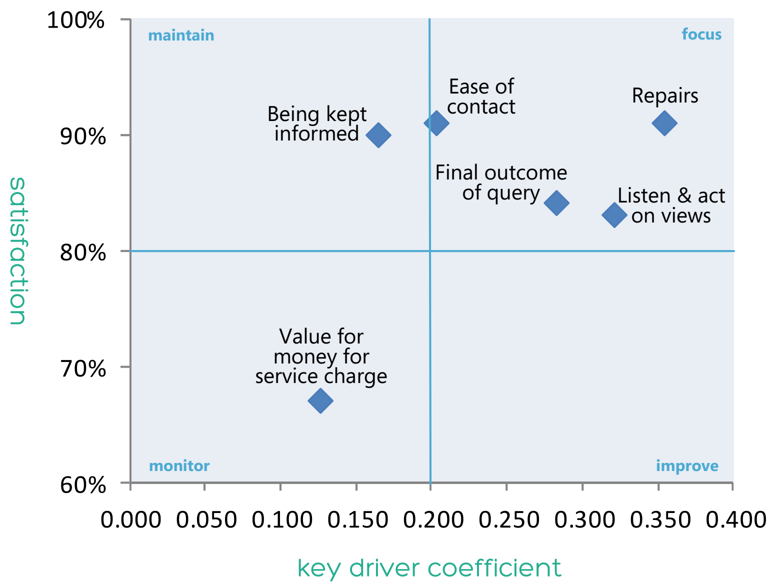
The other main pattern from this analysis appeared to be the manner in which the relationship between Taff and its tenants that shaped and influenced their overall feelings of satisfaction, with four out of the six key drivers in some way related to the customer relationship, including the final outcome of the query which was also a key driver in 2011. It should be noted though that whilst there were no statistically significant changes in these four score, only the ease of contact had gone up since 2011 (91%, up from 88%) section 7) whereas the other three had fallen slightly, including a 4% drop in the proportion who felt that they were kept well informed (section 9).

3.2 Key drivers - overall satisfaction

R Square = 0.799 | Note that values are *standardised beta coefficients* from a regression analysis.



3.3 Key drivers v satisfaction

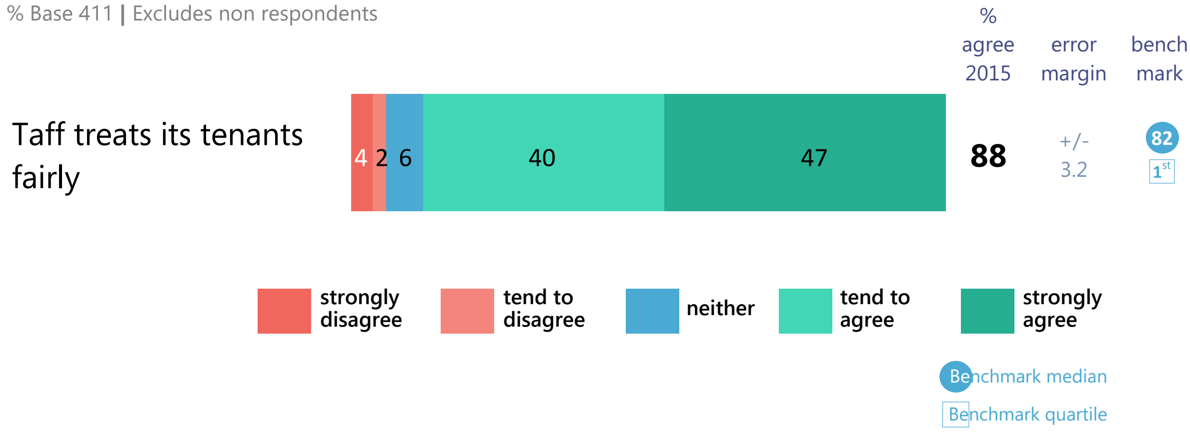


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

The remaining key driver was satisfaction with the service charge in terms of its value for money. Value for money was one also one of the themes in 2011, albeit in that year it was more about the value for money of the rent rather than the service charge. This is one area where Taff's scores are about on par with other providers, remaining relatively unchanged since 2011 (section 5). One reason why value for money remained an issue was that over a third of tenants had experienced difficulties making payments over the last year, and a large proportion were keen on Taff doing what it could to help them reduce their energy bills (section 8).

The results were also comprehensively analysed by other sub-groups in order to identify those tenants who might differ from the norm in how they felt about Taff's services. The first notable finding confirmed a pattern common across resident surveys - older respondents claimed to be more satisfied than those who were younger. However, the pattern for Taff was somewhat flatter than is often observed in such surveys, with respondents aged 35 – 49 the least satisfied overall (87%). Satisfaction only notably increased significantly at 65, with 95% claiming to be satisfied, including 69% very satisfied. Broadly speaking, this pattern continued throughout most of the other survey results (see chart 13.11).

3.4 Treated fairly



There were some variations in overall satisfaction by area, with respondents in Grangetown significantly less satisfied than average at the 95% level of confidence (87%). In contrast, those in Riverside and Canton were more satisfied (92% and 93%), albeit but not by a statistically significant margin. Experience of anti-social behaviour (ASB), had another significant impact on the overall score with those claiming to have had a problem in the previous year significantly less satisfied than those who had not (84% v 93%). Further investigation of this reveals respondents in Grangetown had the most problems with ASB than other area (33%) which perhaps explains why this group were significantly less satisfied overall.

Interestingly, satisfaction also varied significantly by whether or not a tenant pays a service charge, with those who pay this charge significantly less satisfied than those who don't (87% v 94%). This may be more of an issue with affordability rather than any dissatisfaction with the services the service charge pays for as it was also true that tenants who experienced financial difficulties were less likely to be satisfied (88%), whereas those claiming not to have had such difficulties were significantly more satisfied overall (93%). Furthermore, satisfaction was significantly lower still for those who had experienced difficulties paying fuel bills and/or rent (83% and 84% respectively).

In addition to their satisfaction overall, respondents were also asked whether they felt Taff treats its tenants fairly. The score was similarly very high (88% agreed), being once more above the median score form other landlords (82%).

From the few comments that were given by those who disagreed that Taff were fair, other than repairs, the comments were mostly complaints that Taff had not listened or responded to them satisfactorily about specific issues. This is of course particularly relevant when considering the key drivers of satisfaction overall.

By sub-group it was notable that those respondents who had had a problem with ASB and reported it to Taff were significantly less likely than average to say that Taff was fair (71% and 66% respectively), which may have something to do with the significantly lower rating for the speed they were dealt with as well as the lower than average rating for the advice provided by staff (section 11).

4. The home

87% tenants satisfied with the *quality* of the home

85% tenants satisfied with the *condition* of the home

The quality and condition of the home itself is generally central to residents' perceptions of the wider services that they receive through their landlord, yet it was interesting to find neither was considered to be key drivers that best predicted overall satisfaction (chart 3.2), despite the condition of the home being the second strongest driver of satisfaction in 2011.

Whilst it initially appears that the quality of the home was rated slightly lower than it had been in 2011 (87% v 88%), it should be noted that the proportion who were 'very satisfied' had actually gone up by 4%, although this was not quite enough to be a statistically significant change. Satisfaction remained three points above the benchmark median with Taff's score in the second quartile for comparable landlords (84%).

The rating for the 'quality' of the home was also paired with a rating for the 'condition', and as is typical for other landlords there was a slight gap between the two in terms of the level of satisfaction amongst tenants (87% and 85% respectively). The rating for the condition was also above the equivalent benchmark score (81%), and also showed the same pattern when compared to the 2011 scores – with the total proportion satisfied failing slightly, balanced by an increase in the proportion who were 'very satisfied' (51% v 44%). It is also worth noting that on both of the quality and condition measures, the proportion who were 'very dissatisfied' had increased from 2% to 5%.

The general impression one takes from these results is that there have been small changes on the extremes, with slightly more 'very satisfied' tenants being balanced by slightly more who are 'very dissatisfied'.

When analysing the tenants' results by area, there were of course some differences in the results, however the difference was not as distinct as often seen. Indeed, satisfaction with the condition of the home was almost identical across the four areas and only varied by two points. Only one area varied significantly from the norm when rating the quality of the home, with respondents in Riverside significantly less satisfied than average (84%).

As expected, satisfaction also varied by property type, and in some cases significantly so, although care should be taken when interpreting the results for those living in bedsits as this was based on the views of only 11 respondents. This small group were significantly more satisfied with both the quality and condition of their homes (both 100%), with the larger group living in houses significantly less satisfied than average with the quality of their home (84%).

In terms of demographic groups, there was the usual pattern of results by age group for both quality and condition of the home, being particularly high for the over 65's (95% and 91% respectively), with those aged 35 - 49 rating each significantly lower (79% and 76% respectively). Similarly, both were rated significantly higher than average by households containing someone with a disability (91% and 90% respectively), compared to those who don't (85% and 83%).

4.1 The home by management area

% positive

	Sample size	The overall quality of your home	The overall condition of your home
Overall	*438*	**87**	**85**
Canton	*151*	88	85
Fairwater	*16*	88	86
Grangetown	*119*	89	86
Riverside	*138*	84	84

4.2 The home by property type

% positive

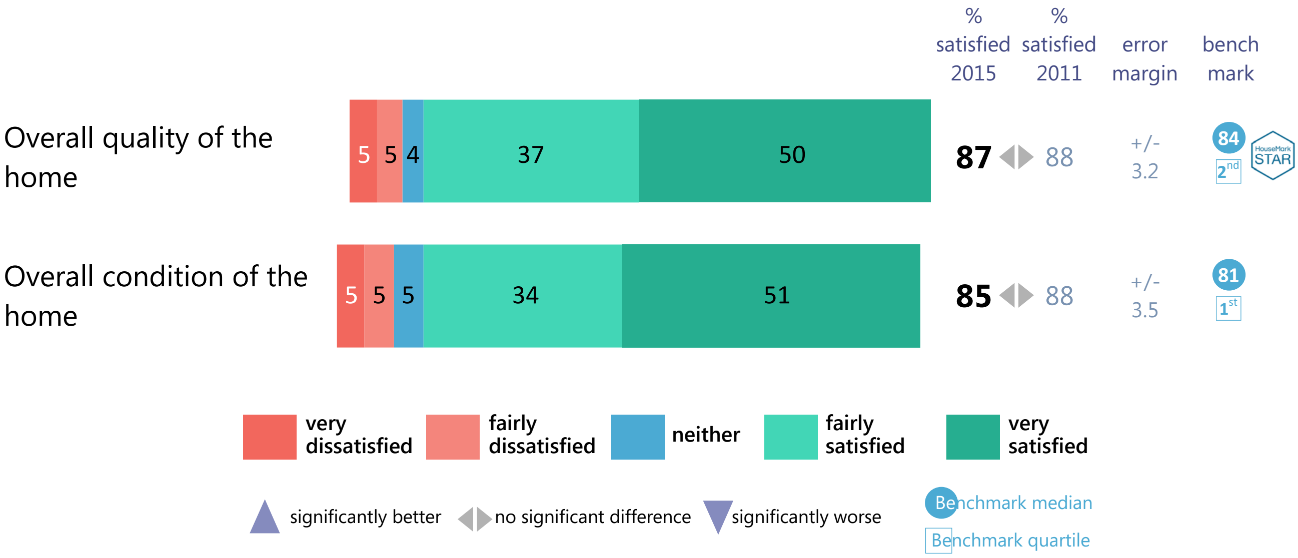
	Sample size	The overall quality of your home	The overall condition of your home
Overall	*438*	**87**	**85**
House	*204*	84	82
Flat	*212*	89	88
Bedsit	*11*	100	100

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

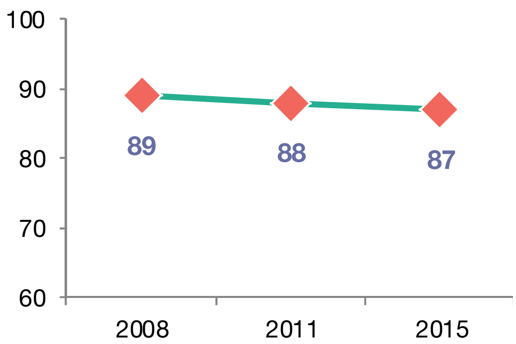
* See appendix A for further information on statistical tests and confidence levels

4.3 Satisfaction with the home

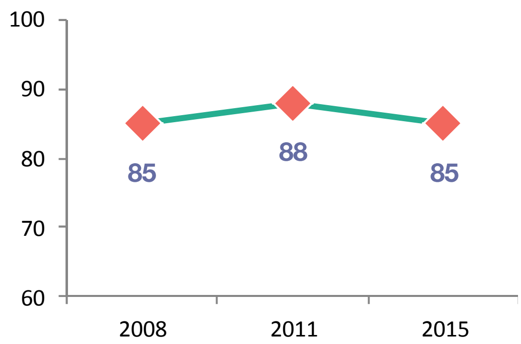
% Bases (descending) 426, 389 | Excludes non respondents.



Quality of home



Condition of home



5. Rent and service charges

84% satisfied with rent VFM

67% satisfied with service charge VFM

In the context of welfare benefit reform, value for money is always going to be an important topic and is reflected in the fact that satisfaction with the value for money was a key driver of satisfaction overall. However, unlike in 2011 when it was value for money of rent which was a key driver, in 2015 it was the value for money of the service charge which was a better predictor of overall satisfaction.

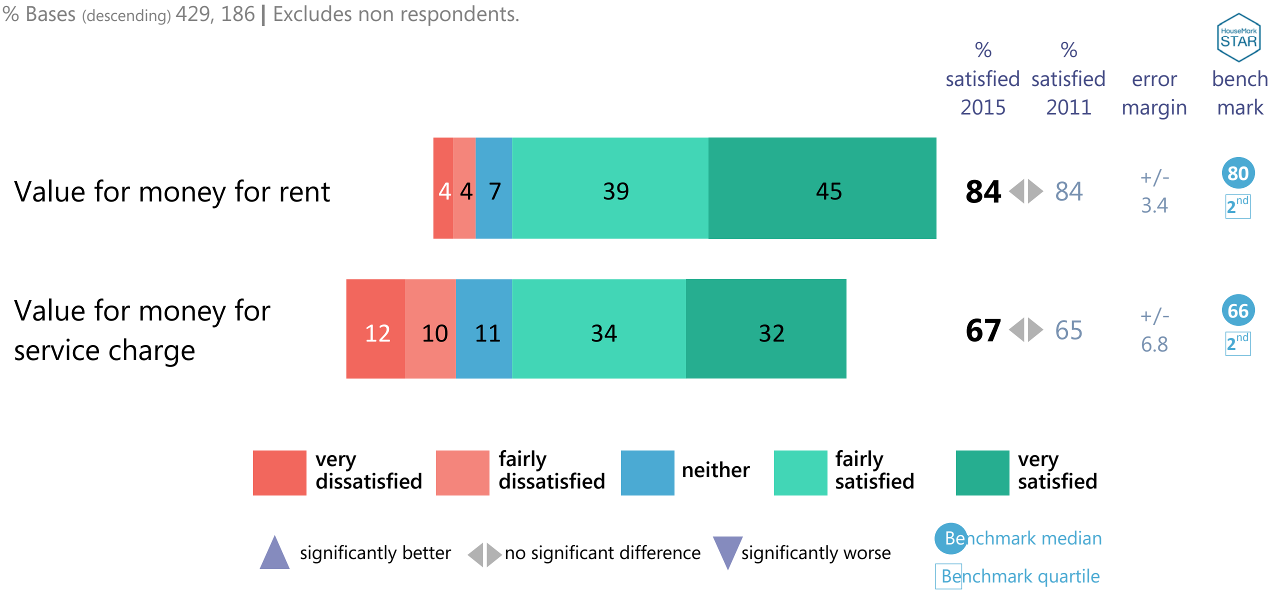
Starting with rent, as this is obviously the larger amount, satisfaction was unchanged since 2008 (84%), being above average compared to Taff's peers, (benchmark median 80%). Whilst overall satisfaction has not changed, there was again a small increase in the proportion who were 'very satisfied' (45%, up from 41%), however the change was not enough to be statistically significant. On the opposite end of the scale only 8% were dissatisfied.

By area, respondents in Canton were significantly more satisfied than average (88%). In contrast, satisfaction was significantly lower amongst respondents in Grangetown (82%), however this was only significant at the 90% confidence level.

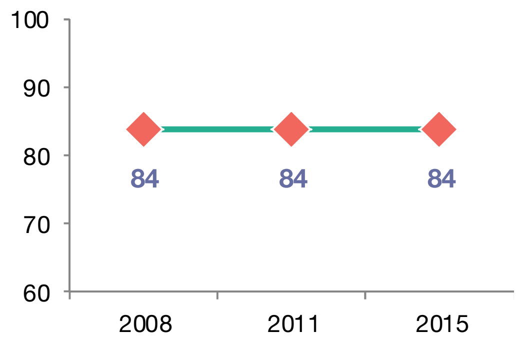
There was nothing of note in this result by property type, however those in four bedroomed properties were significantly less satisfied than average (77%). There were however some interesting variation by demographic profile. Once again over 65s were significantly more satisfied (95%), with those aged 35-49 the least (73%), but there was a stark difference in this score by ethnic background with respondents who were white British significantly more satisfied than those from a BME background (88% v 78%). The difference between households containing someone with a disability was even more pronounced with those with a disability significantly more satisfied than those without (93% v 80%).

5.1 Satisfaction with the rent and service charge

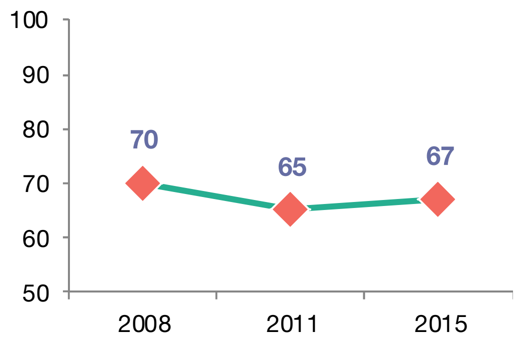
% Bases (descending) 429, 186 | Excludes non respondents.



Rent



Service charge



Unsurprisingly, respondents who have had some financial difficulties were significantly less satisfied than average with their rent in terms of value for money compared to those households who have not had such problems (81% v 86%).

Services charges can often be less well understood or potentially contentious, to the extent that value for money ratings are normally a little lower in comparison to those for rent. This pattern is evident here with respondents slightly less satisfied with the value for money of their service charge (67%). However, like the rating for rent, Taff's result compares well against other similar landlords with the association's score just above the benchmark median of 66% and in the second quartile of providers, the overall score having increased by 2%, and the proportion 'very satisfied' increasing by 4%.

Once again, respondents in Grangetown were significantly less satisfied than average (61%), whilst the opposite was true for those from Riverside where satisfaction was significantly higher (75%), however in both cases this was only significant at the 90% confidence level.

5.2 Satisfaction with the rent and service charge by management area

% positive

	Sample size	Value for money for rent	Value for money for service charge
Overall	*438*	**84**	**67**
Canton	*151*	88	67
Fairwater	*16*	81	-
Grangetown	*119*	82	61
Riverside	*138*	83	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

6. Repairs and maintenance

91%

of tenants were satisfied with repairs overall

able to make appointment

told when workers would call

job expected

. . .are the top three key drivers

The repairs and maintenance service is the prime candidate for explaining why overall satisfaction was now much stronger than it had been in 2011. In part this was because satisfaction with this service was a key driver, and therefore statistically the best predictor of overall satisfaction. However, even without this piece of data it is clear that Taff had significantly improved this service since the last survey. The overall score had increased from 90% to 91%, but of more relevance is the fact that the proportion who were very satisfied had significantly increased from 47% to 59%.

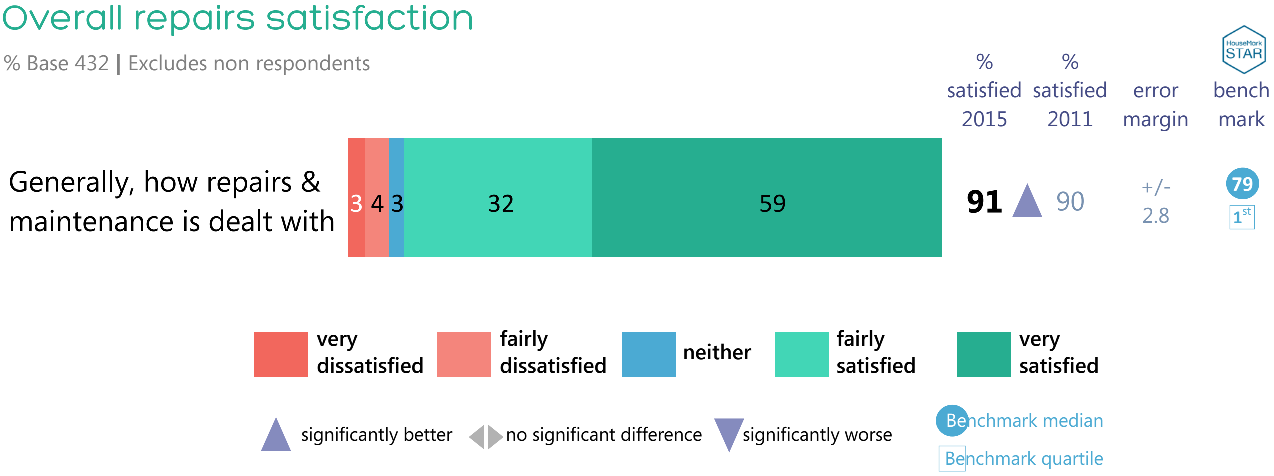
75% of tenants had a repair in **the last year**

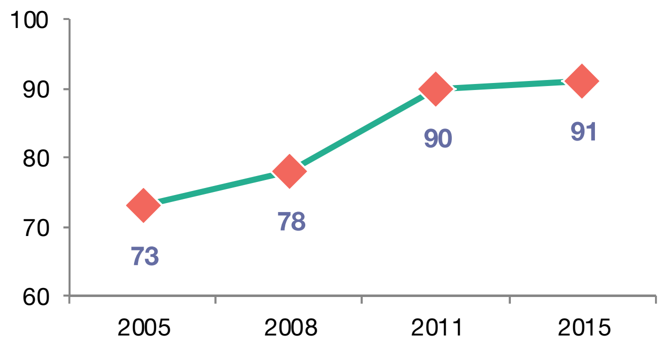
When taking the longer view, satisfaction has improved for every survey in the last decade, and Taff has improved overall repairs satisfaction by 18% since 2005, including an extra 15% who were very satisfied. The picture is similar positive when comparing against other providers, as the HouseMark median score across the UK is only 79%.

One of the main ways the service had changed since 2011 was that much of the repairs work is now being completed by Taff's own workforce. This appears to have been a successful change, as 92% of tenants whose most recent repair was completed by Taff workers were satisfied, including two thirds who were very satisfied (67%).

6.1 Overall repairs satisfaction

% Base 432 | Excludes non respondents





No area varied significantly from average, however satisfaction was highest amongst respondents from Fairwater (94%) and lowest for those from Grangetown (86%, table 6.8). Other variations of note by demographic profile include significantly higher than average ratings from the over 65s (97%), white British respondents (93%) and those with a disability (93%). In contrast, the service was rated significantly lower than average by those aged 35-49 (87%), respondents from a BME background (87%) and households containing nobody with a disability (90%).

When considering their answer to the overall repairs satisfaction question it is likely that respondents also factor in their experience of cyclical maintenance and improvement work. Therefore, how recent users of the repairs service rate their *last* completed repair is perhaps the best measure of how day to day response repairs are performing. With that in mind it was good to see that this was rated as high (90% satisfied), including 67% who were 'very satisfied'. Furthermore, these figures were even higher for those whose last repair was completed by Taff workers (93% and 74% respectively). Unsurprisingly, Taff were in the top quartile of scores on this measure being eight points above the benchmark average.

These results are obviouslyencouraging, as they seem to have had an impact on tenants satisfaction with Taff overall. Indeed, it was notable that those with recent experience of the repairs service were more likely to give Taff a high overall satisfaction score than others who had not used this service in the last year (91% v 89%).

To understand more, there were a further set of detailed questions asked about respondents' last completed repair if they had one within the last twelve months (75% of the sample). Whilst the total satisfaction scores were broadly similar to those achieved in 2011, it was positive to find in every case scores were in the top quartile when compared to other similar landlords, with the proportion of respondents who were 'very satisfied' typically being a few points above 2011 levels, ranging from 61% to 79%.

In most cases, the already high results meant that the changes were not statistically significant, but for the measure of how satisfied tenants were with being told when workers would call the change was sufficient for it to be considered significant, having gone up from 88% to 93%, including an increase of 11% in the proportion who were 'very satisfied'.

Further light could be shed on these results was by running a key driver analysis, which to remind the reader is a statistical analysis called a regression that identifies the detailed rating statements that were the best predictors of satisfaction of an overall score. The result of this analysis is shown in chart 6.3.

This analysis reveals six key drivers, although two were clearly stronger than the rest. These two were both particularly concerned with meeting customer expectations, namely whether workers did the job that they were expected to do, and whether the repair was done 'right first time'. The latter was actually the lowest of all the ratings in this section, however, it was still very high relative to the typical score amongst other landlords (median 76%).

Two other key drivers revolved around appointments, more specifically the ability to make an appointment and being told when workers would call and as we have seen the latter is the only aspect to have improved significantly since 2011.

Similar to other findings throughout this report, older residents, aged 65 or over were substantially more satisfied with the repairs service overall than the rest, particularly compared to those aged 35 – 49 (97% v 87%). This pattern was also evident across the detailed questions in this section.

Once again, these results were further analysed by management area including tests to highlight those that varied significantly from average (table 6.8). What is immediately clear from this table is respondents in Grangetown were significantly less satisfied a number of aspects of their last completed repair and subsequently reported the lowest level of satisfaction with the repairs and maintenance service as a whole. In contrast, the majority of individual aspects of the service were rated significantly higher than average by respondents from Canton, including three of the six key drivers.

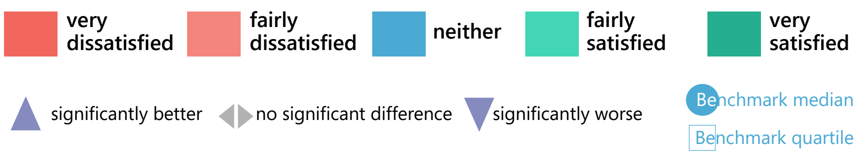
We have already seen that the last repair was rated significantly higher when it was completed by Taff workers, and this pattern was consistent for every aspect of the service (table 6.7) notably including all of the six key drivers of satisfaction with the service overall. For those repairs completed by GKR it was noticeable that having the repair done 'right first time' (82% satisfied, inc. 52% very satisfied) and workers doing the job expected (90%/59%) and were both rated significantly lower than average, which also happened to be the two best predictors of satisfaction with the last repair.

A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.

6.2 Last repair

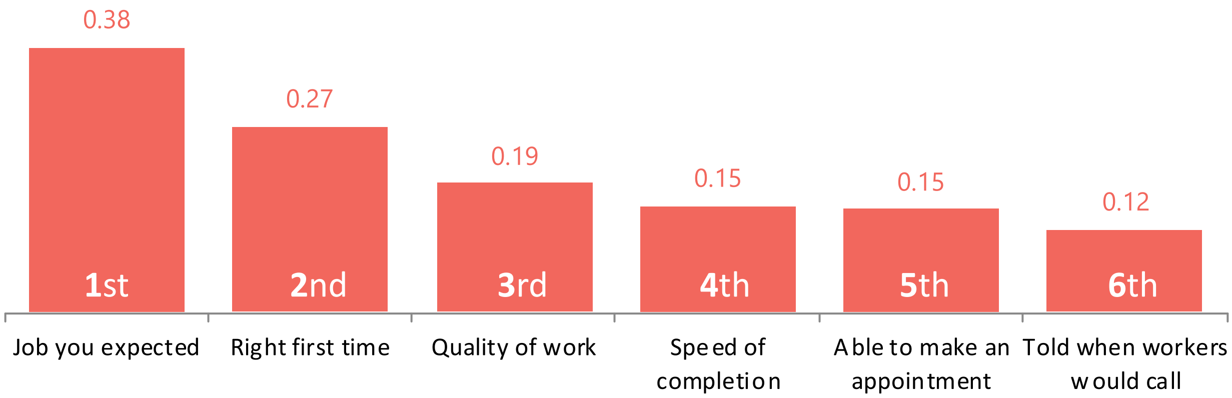
% Base 316 | Repair in last 12months. Excludes non respondents

		% satisfied 2015		% satisfied 2011	error margin	bench mark
Repairs service received on *this occasion*		**90**	▲	89	+/- 3.3	82 1st

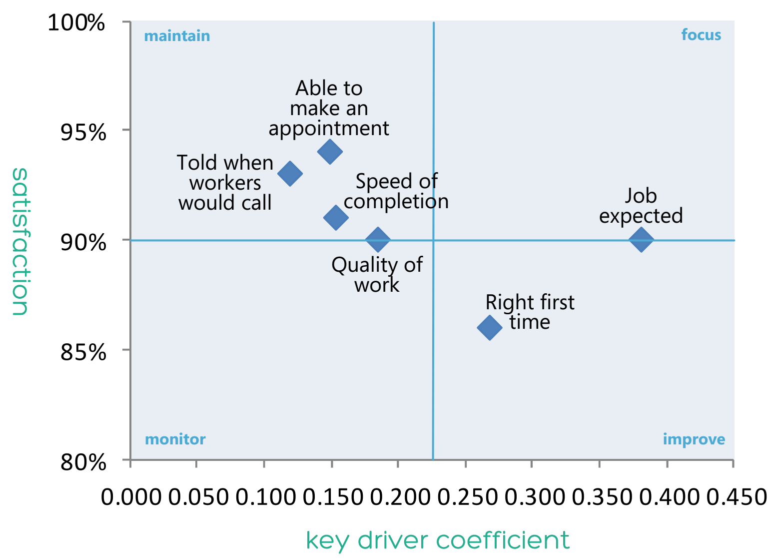


6.3 Key drivers - satisfaction with last repair

R Square = 0.861 | Note that values are *standardised beta coefficients* from a regression analysis.



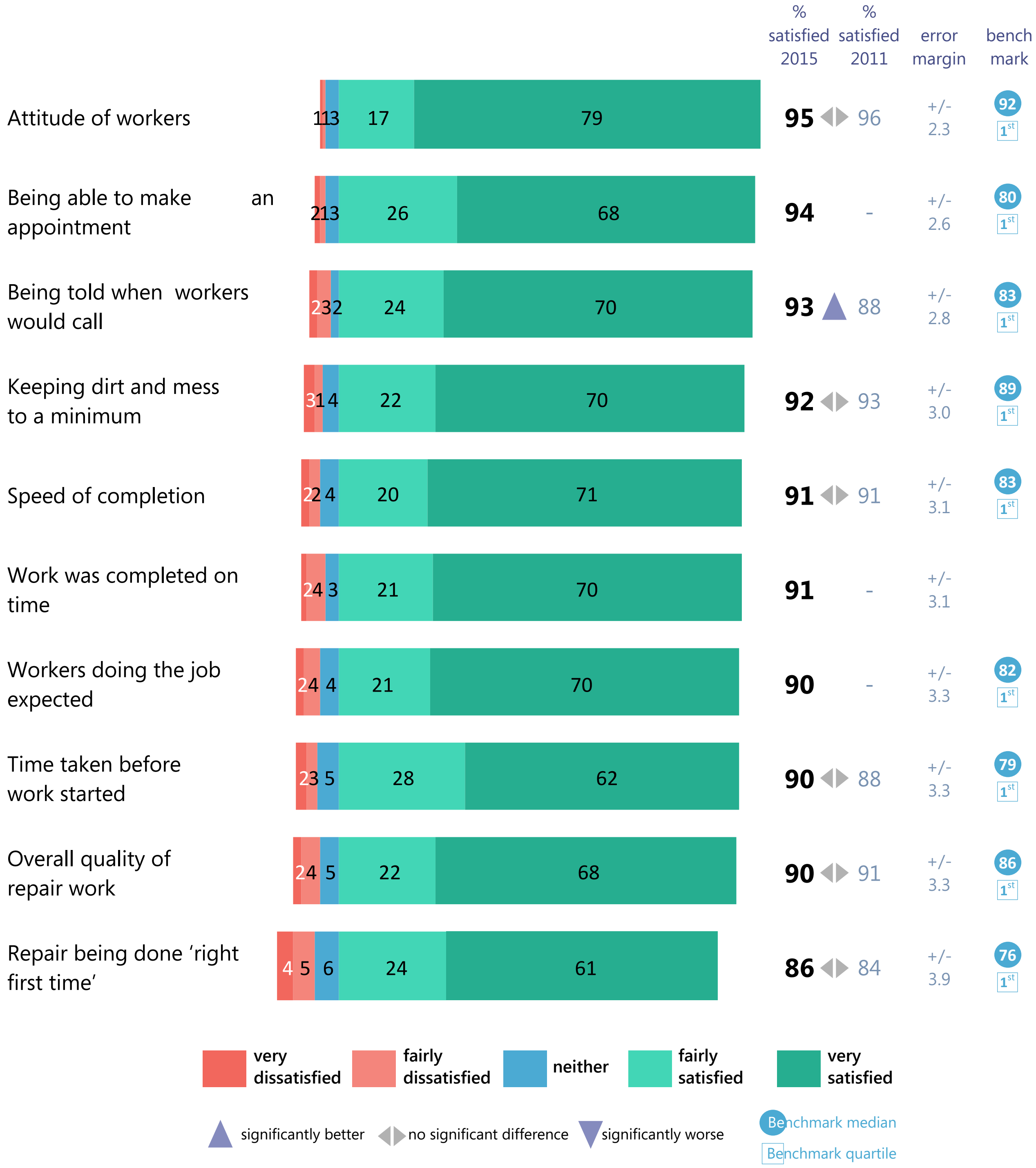
6.4 Key drivers v satisfaction



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.

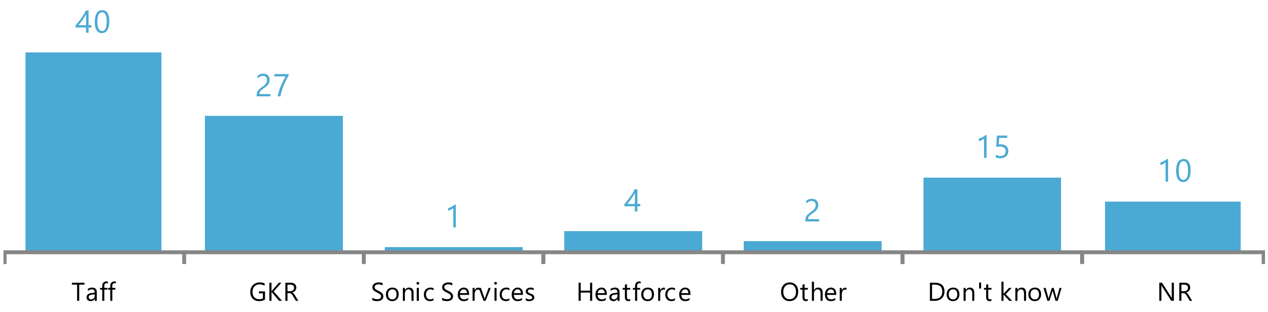
6.5 Last completed repair

% Bases (descending) 321,320,321,316,317,322,321,310,319,318 | Repair in last 12months. Excludes non respondents.



6.6 Who did the last repair

% Base 329 | Repair in last 12months.



6.7 Last completed repair by contractor

% positive

	Sample size	Generally how repairs and maintenance is dealt with	Being able to make an appointment	Being told when workers would call	Time taken before work started	Work was completed on time	The speed of completion of the work	The attitude of workers	The overall quality of work	Keeping dirt and mess to a minimum	The repair being done 'right first time'	The workers doing the job expected	The repairs service received on the last occasion
Overall	*438*	**91**	**94**	**93**	**90**	**91**	**91**	**95**	**90**	**92**	**86**	**90**	**90**
Taff	*131*	92	95	96	94	93	93	96	95	92	91	95	93
GKR	*89*	93	98	93	92	93	91	95	92	92	82	90* only 59% v. sat	88
Sonic Services	*4*	100	100	100	100	100	100	100	100	100	100	100	100
Heatforce	*14*	86	93	86	92	86	85	93	86	92	86	86	92
Other	*8*	100	100	100	86	75	88	86	88	100	88	88	88

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

6.8 Last completed repair by management area

% positive

	Sample size	Generally how repairs and maintenance is dealt with	Being able to make an appointment	Being told when workers would call	Time taken before work started	Work was completed on time	The speed of completion of the work	The attitude of workers	The overall quality of work	Keeping dirt and mess to a minimum	The repair being done 'right first time'	The workers doing the job expected	The repairs service received on the last occasion
Overall	*438*	**91**	**94**	**93**	**90**	**91**	**91**	**95**	**90**	**92**	**86**	**90**	**90**
Canton	*151*	92	95	93	90	91	91	98	91	96	86	92	93
Fairwater	*16*	94	93	93	93	93	100	100	93	100	93	93	93
Grangetown	*119*	86	96	96	92	91	91	96	89	86	88	92	89
Riverside	*138*	93	94	91	90	91	91	93	89	91	81	86	89

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

89%

satisfied with ability of staff to deal with query quickly and efficiently

84%

satisfied with the final outcome of their query

73% had made contact in the last year

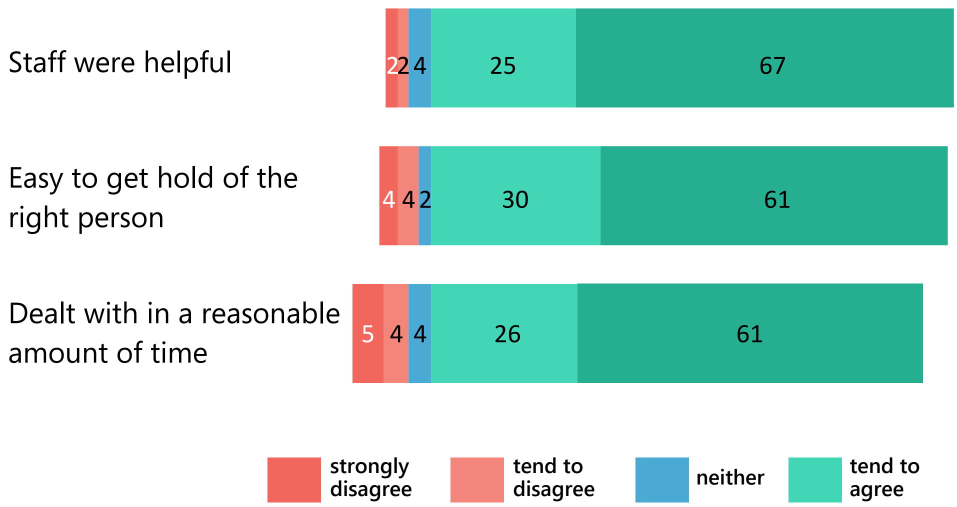
Customer service was an important theme of the survey results, with the ease of contacting the right person and the final outcome of queries both being key predictors of how tenants would be satisfied overall (see section 3). As such, when asked to rate their most recent query, it was good to see that the majority of ratings were slightly better than in 2011, with all results appearing in the top quartile compared to other landlords.

Tenants continue to be positive about the ease of contacting the right person with nine out of ten respondents in the sample agreeing this was the case (91%), which was up three points from 2011 but up twelve points from 2008. A similar proportion agreed they were dealt with in a reasonable time (86%) with this largely unchanged from 2011 but up 14% from 2008. Despite this there was a slight fall in the proportion finding staff helpful (92%, down from 95%) however as this was rated so high last time there was little scope for improvement anyway, and as in the previous survey two thirds (67%) strongly agreed this was the case.

It was, however, notable that for all three measures, ratings were significantly lower for those respondents who had reported ASB to Taff in the previous twelve months, with scores between 9% and 12% lower.

7.1 Customer service overall

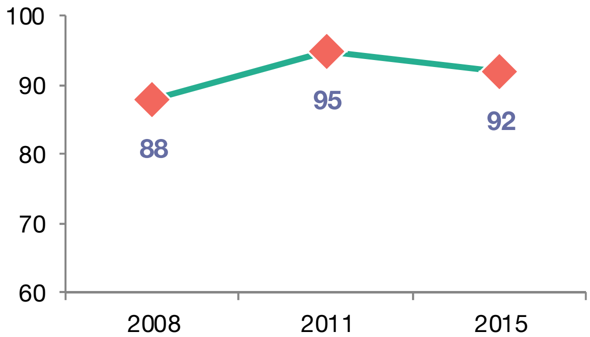
% Bases (descending) 312, 317, 315 | Contact in last 12 months. Excludes non respondents



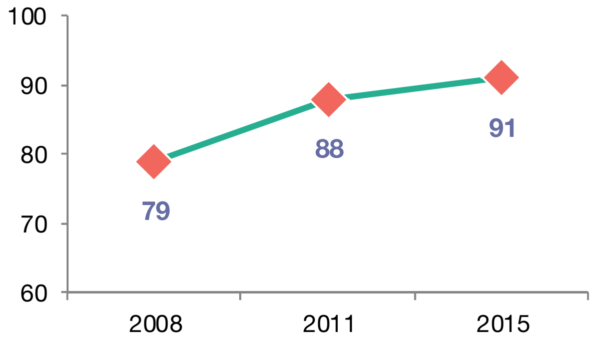
	% agree 2015	% agree 2011	error margin	bench mark
Staff were helpful	92	95	+/- 3.0	84 1st
Easy to get hold of the right person	91	88	+/- 3.2	73 1st
Dealt with in a reasonable amount of time	86	85	+/- 3.8	81 1st

significantly better · no significant difference · significantly worse

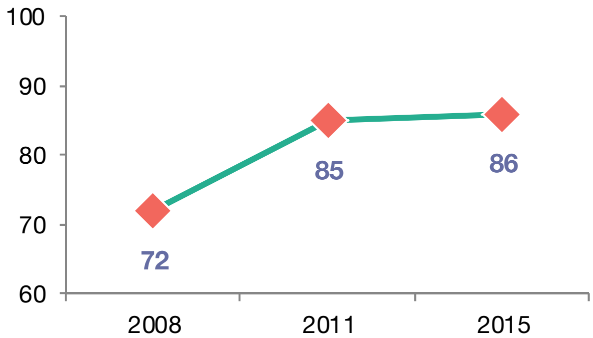
Helpful



Easy to get hold of

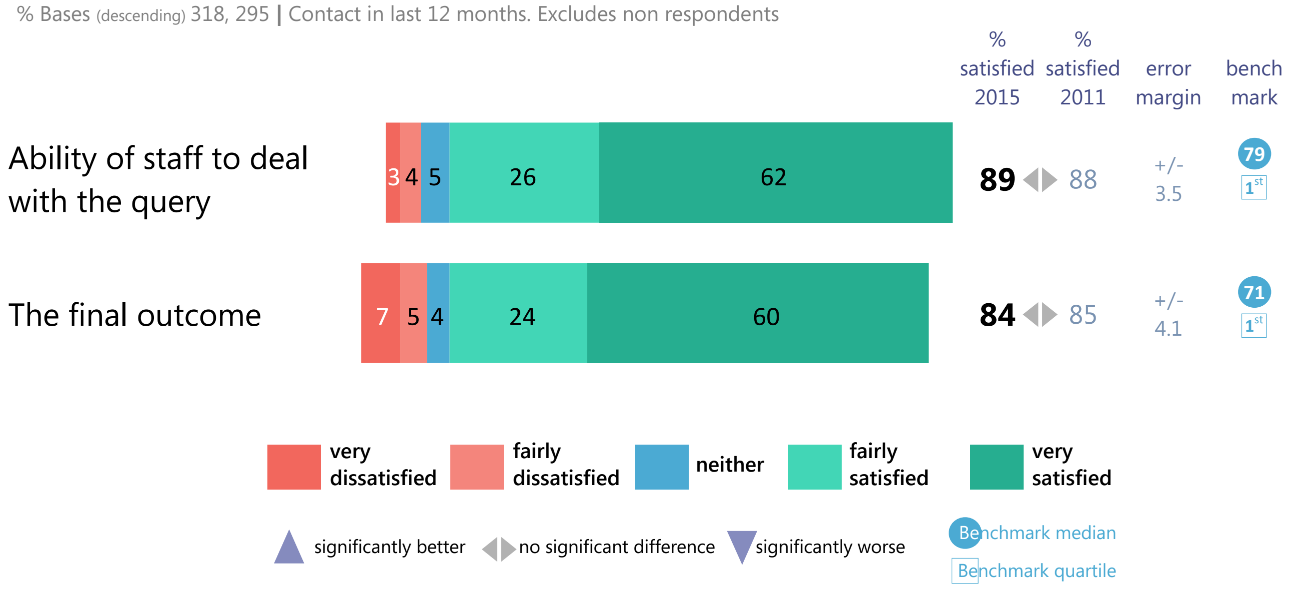


Dealt with in reasonable time

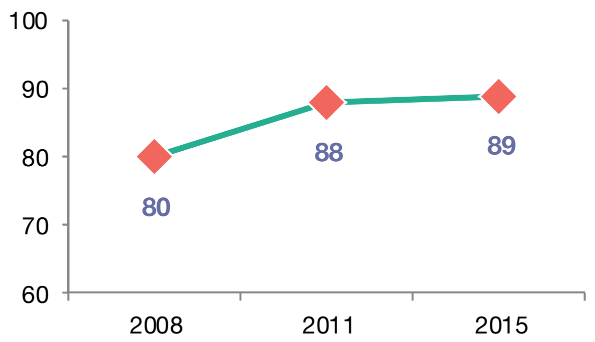


7.2 Customer service - last contact

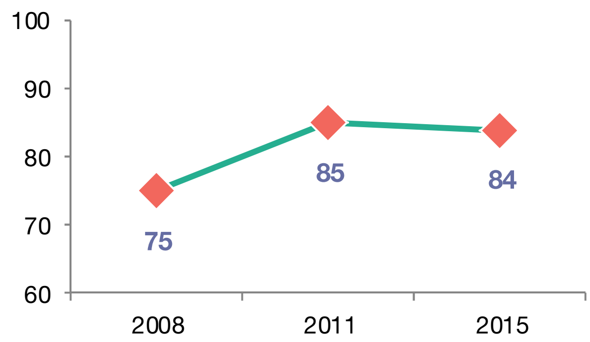
% Bases (descending) 318, 295 | Contact in last 12 months. Excludes non respondents



Ability of staff



Final outcome



As in 2011, nine out of ten respondents (89%) were satisfied with the ability of staff to deal with queries (was 88%). Similarly, there had been no significant change in satisfaction with the final outcome (84%, was 85%, chart 7.2). In both cases, satisfaction was well above the benchmark median putting Taff's customer service scores in the top quartile of providers.

Similar to the questions regarding initial contact, those respondents who had reason to report an issue of ASB to Taff were significantly less satisfied than average with both the ability of staff to deal with their query and the subsequent final outcome (74% and 66% respectively).

8. Communication

69% have access to the internet

49% use social media

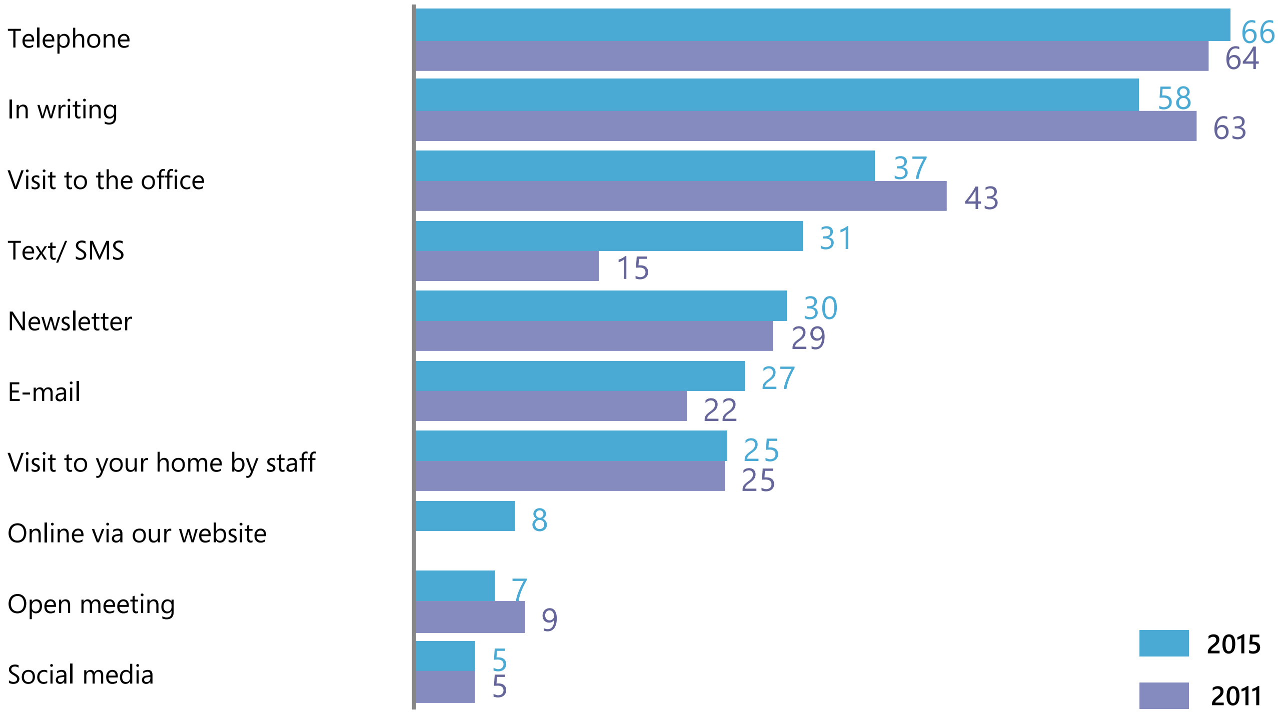
In terms of the way tenants were willing to have contact with Taff HA and be kept informed, it was notable that contact by telephone was the most valued (66%), followed by in writing (58%) and a visit to the office (37%). A quarter expressed a preference for staff visits (25%), with this surprisingly more common amongst those aged 35-64 (29%). Electronic communication was now more popular amongst the sample with email an acceptable method for one in four (27%, was 22%) and text/SMS twice as popular as before now being the preference for a third (31%, up from 15%). Unsurprisingly both methods were more popular amongst younger tenants, for example for the under 50s these two figures were 32% and 45% respectively.

Despite the growth in the proportion of tenants who were happy to use electronic communication methods, four out of five would still like to receive the newsletter in the post (79%), with only one in twelve indicating they would prefer to receive it via email and a further 3% who would rather simply view it online. The proportion of respondents preferring to receive the newsletter via email was highest amongst the 35-49 aged group (14%), double the amount of any other age group.

With the pressures to move more services online, both in terms of cost savings and customer demand, it was important to understand more about the level of digital inclusion amongst tenants. The fact that a substantial two thirds of the sample population (69%) had access to the internet was in part because of the relative youth of Taff's tenants (56% aged under 55), but also a clear opportunity for engaging tenants electronically.

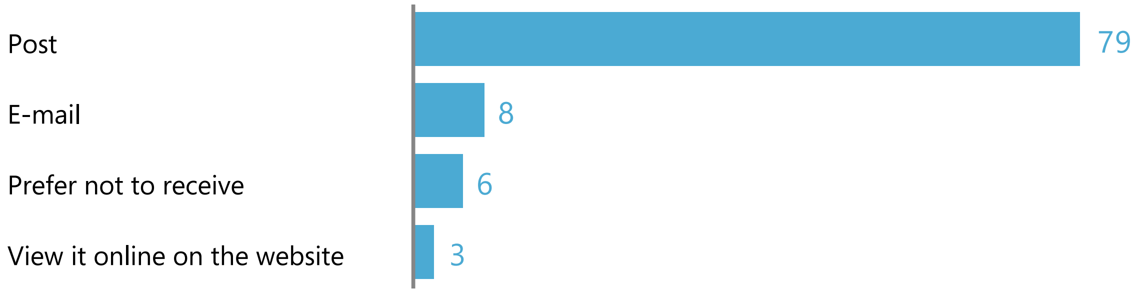
8.1 Happy to use in order to be kept informed and make contact

% Base 438 | More than one answer allowed.



8.2 Preferred method of receiving the tenant newsletter

% Base 438 | More than one answer allowed.



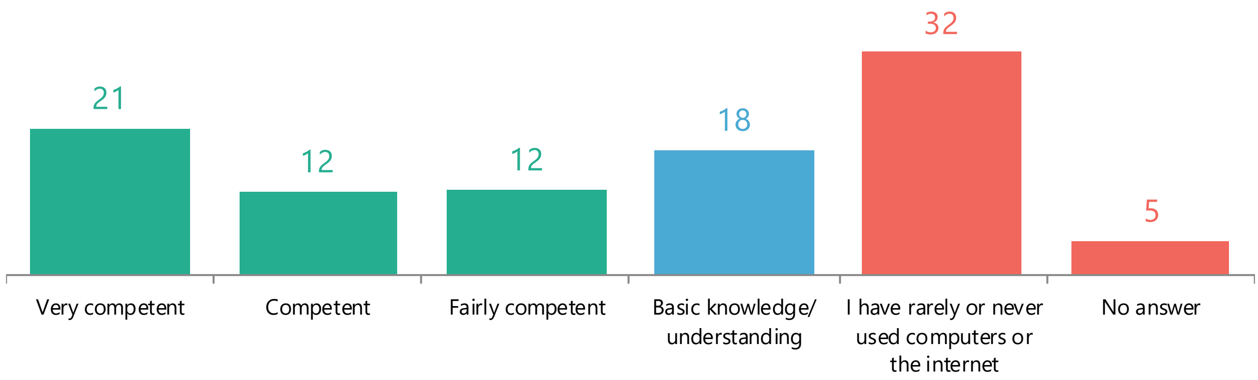
One obvious tool is social media, primarily Facebook, platforms which were used by 49% of all respondents, and 71% of internet users. Whilst Twitter was used by on in seven respondents, this rose to 17% amongst the under 35's.

The high usage levels translated to 45% of the sample who felt that they were at least fairly confident using the internet to access services, including a fifth (21%) were very competent to the extent that they managed most things online. However, it is important to remember that this certainly doesn't cover all of Taff's tenants, and that around a third (32%) of those who responded either used the internet very rarely, or never at all.

Not only is the level of access to the internet high, but it is particularly notable that mobile phones were the most common way that tenants accessed the internet, with virtually half of the entire sample doing so (48%, up from 14% in 2011), including 71% of those aged under 35. The fact that a quarter of the sample used a tablet (23%) makes it apparent how important it is to optimise for mobile devices.

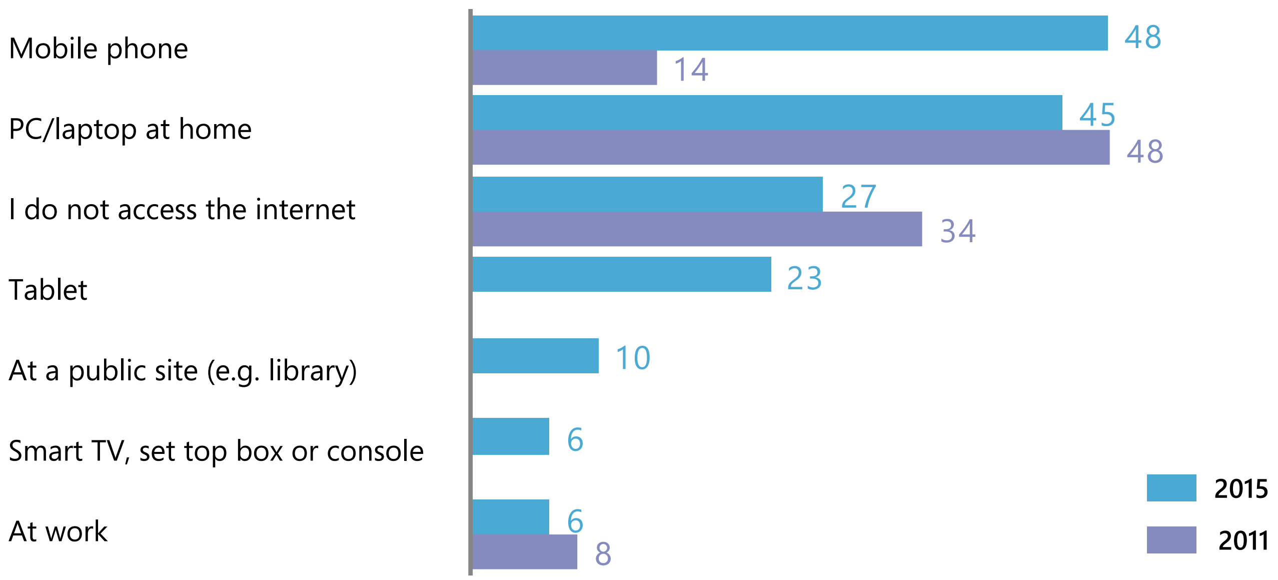
8.3 Knowledge and skills using computers and the internet

% Base 438



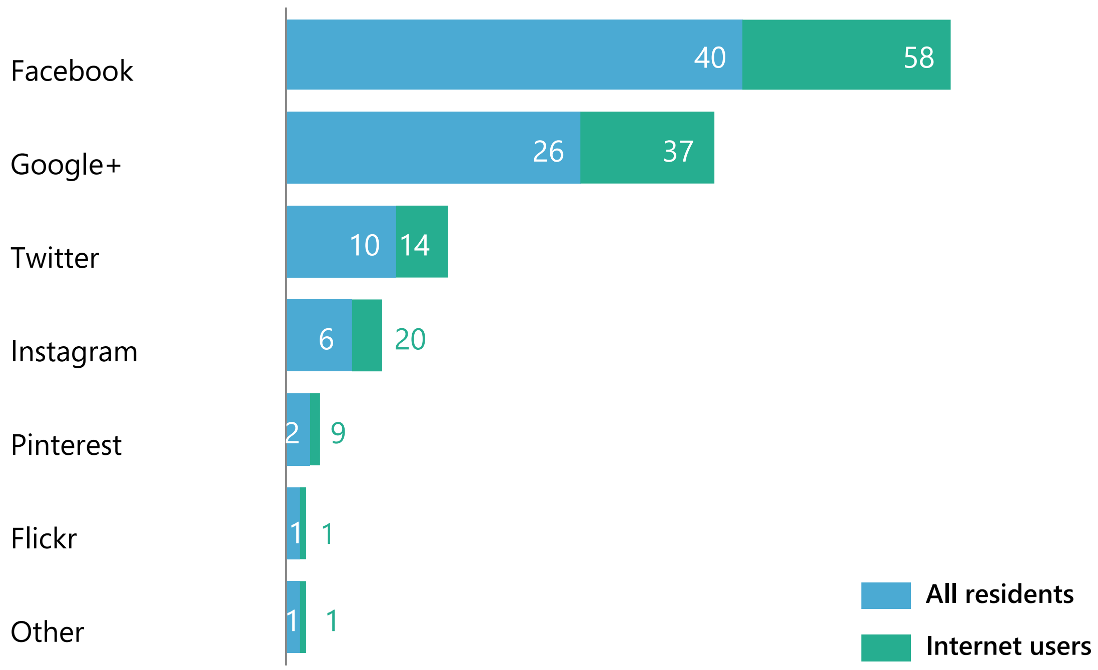
8.4 Method of accessing the internet

% Base 438 | More than one answer allowed.



8.5 Use social media

% Bases 438, 301 | More than one answer allowed.



9. Information and involvement

83% felt Taff listened and took their views into account

90% said that Taff were good at keeping them informed

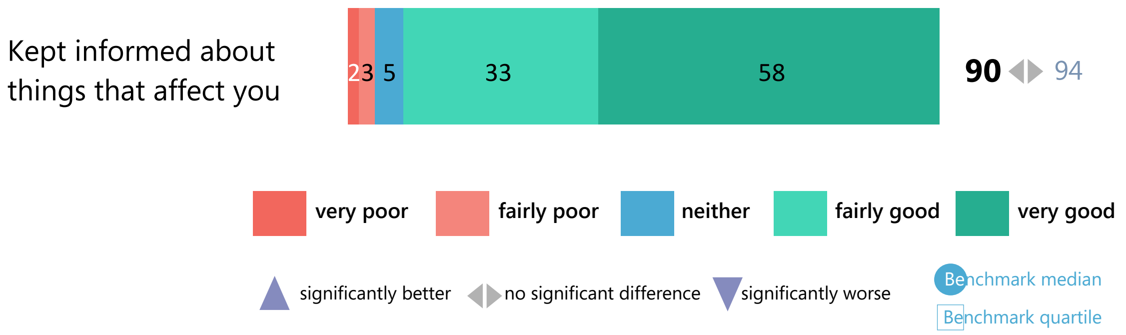
Aside from repairs, the key drivers of overall satisfaction seemed to be about the quality of the relationship between Taff and its tenants. Indeed, listening to views and acting upon them was the second key driver of overall satisfaction. This score remained at almost exactly the same level as in 2011 (84%), which in itself was very positive considering how much higher this score was than most other landlords (benchmark median 68%) putting Taff firmly in the top quartile of scores.

However, when asked to rate the opportunities available to take part in decision making it is interesting that the 76% who were satisfied was actually a little than the 81% in 2011. Most of the remainder merely ticked the middle point on the scale, with just a few (7%) claiming to be actively dissatisfied. Indeed, the fact that so few respondents were actually negative is why the change in this score was insufficient to reach the level of statistical significance.

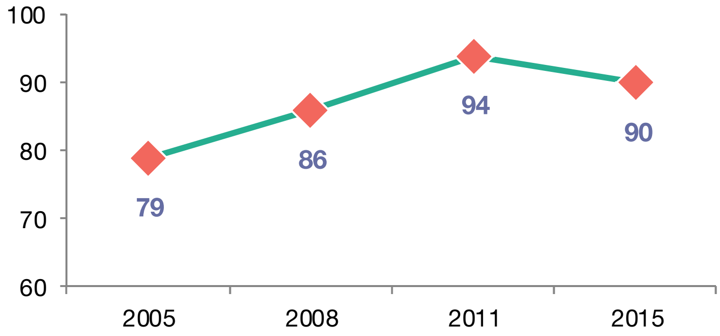
There was a similar pattern when respondents were asked if Taff were good at keeping them informed about the things that affected them as residents, which had fallen from 94% in 2011 to 90% in 2015, although again this was not enough to register as being a statistically significant change. In addition, it is important to remember that the result was considerably higher than the median score across the sector (79%) placing Taff comfortably in the top quartile of scores for its peers.

9.1 Information

% Base 435 | Excludes non respondents



	% good 2015	% good 2011	error margin	bench mark
Kept informed about things that affect you	**90**	94	+/- 2.8	79 1st



As with many of the other survey results it was mainly tenants aged 35-49 were far less satisfied than the over 65s (86% v 95%), however, again the difference across the age groups is not as wide as typically seen with the youngest tenants (aged under 35) almost as satisfied as the oldest (93% v 95% of the over 65s).

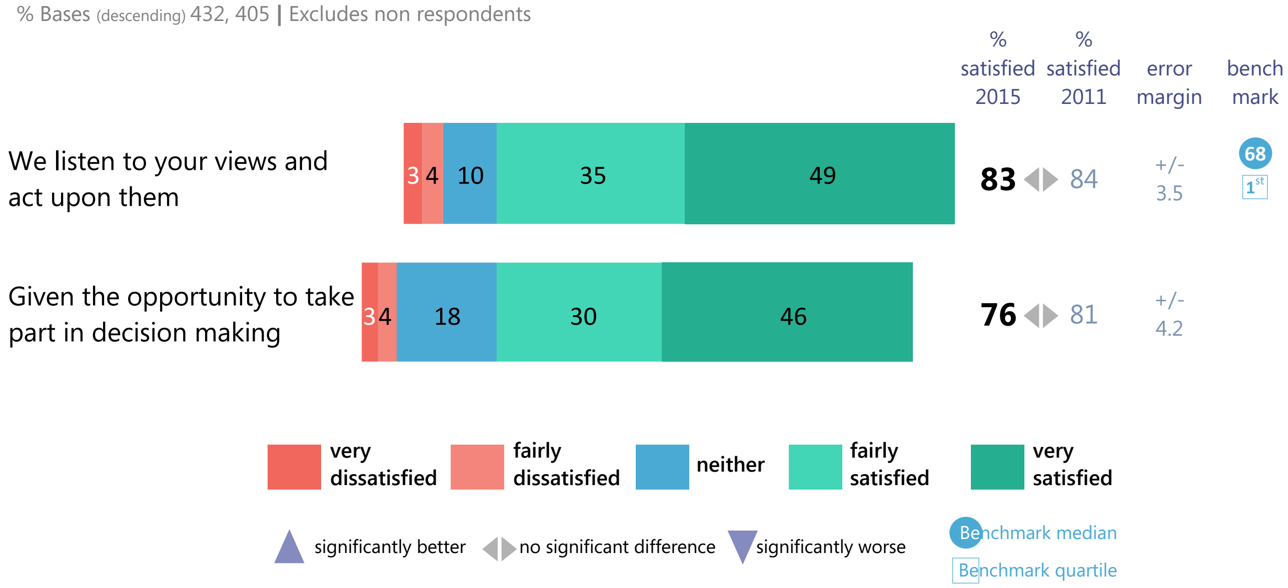
Like being kept informed, respondents aged 35-49 were significantly less satisfied than average that they had their views listened to and acted upon (76%) and were also the least satisfied age group with opportunities to take part in decision making (72%).

One other notable difference in how respondents' answered these questions was lower ratings for all three if people had reported ASB to Taff, for example only 69% of this group felt that they were listened to.

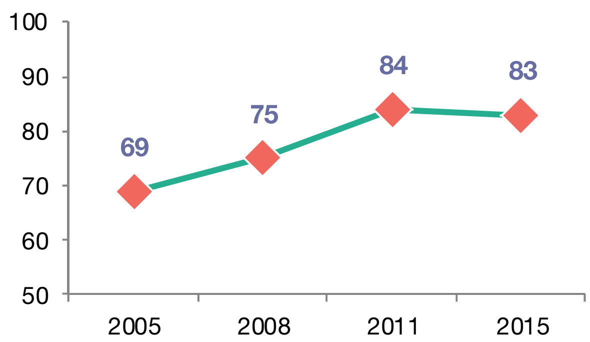
Benchmark data accompanied by the STAR logo is drawn from HouseMark data, the remainder from ARP Research's database. See Appendix A for details.

9.2 Resident involvement

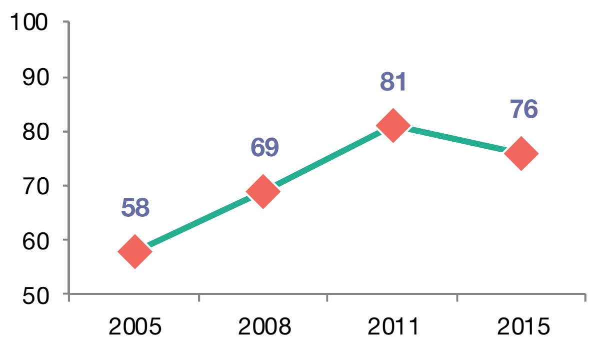
% Bases (descending) 432, 405 | Excludes non respondents



Listen to views



Opportunities to take part



10. Neighbourhood

79% tenants satisfied with their neighbourhood as a place to live

car parking
rubbish or litter
noisy neighbours
dog fouling
. . .are the most widespread problems

People's perceptions of their neighbourhood overall are typically one of the more stable measures in tenant surveys, therefore it was unsurprising that 79% of the current sample satisfied with their neighbourhood as a place to live which is almost identical to that reported in 2011 (80%), although, there was a slight increase in the proportion who were 'very satisfied' (39%, up from 36%). On the opposite end of the scale it was notable one in six were dissatisfied (17%), the majority of whom were 'very dissatisfied' (9%). As such, satisfaction remains slightly below the HouseMark median (84%) with Taff appearing in the third quartile of providers, and is one of only two results in the survey findings not to appear in the top two quartiles.

As expected there was some variation in this result by area with those living in Fairwater (94%) and Canton (85%) significantly more satisfied than average. In contrast, significantly lower than average satisfaction results were reported by tenants in Riverside (78%), and when the confidence limit was reduced to 90% this group was also joined by respondents in Grangetown (70%).

Whether a tenant has experienced anti-social behaviour will obviously impact upon how they view their neighbourhood, but even so it is important to note how big an influence it has on tenants' views. Those who had a problem with ASB in the last year were significantly less satisfied with their neighbourhood as a place to live than those who had not (53% v 89%). In addition, those respondents who had reported the ASB to Taff were even less satisfied with their neighbourhood (49%).

Nevertheless, most people felt safe in their homes and areas (88% and 83% 'safe' respectively). There was an expected variation in the former by property type, with those living in flats feeling significantly less safe than average in their homes (82%).

Respondents from Grangetown and Riverside felt significantly less safe out and about in their community than tenants in any other area (75% and 81% respectively). In contrast, tenants in Fairwater and Canton felt significantly more safe in their community (94% and 88%), which is unsurprising considering both areas, but particularly the latter group, rated a number of neighbourhood issues to be significantly less problematic.

Inevitably, whether or not a tenant had experienced ASB has had an impact on both these ratings with those who have experienced ASB feeling less safe in their homes (69%) and out and about in their community (67%).

When considering the specific problems that residents might be facing in their neighbourhoods, the most common were:

- Car parking (43% problem)
- Rubbish or litter (41%)
- Noisy neighbours (31%)
- Dog fouling/ dog mess (25%)

Further analysis of neighbourhood issues were carried out by management area with the results summarised in table 10.6, including an indication of which area differed significantly from the norm. Some of the other analyses of note include:

- Car parking was significantly more of a problem in Riverside (58%), but less so in Grangetown (31%).
- Rubbish or litter was significantly more of a problem in Riverside (56%), but less so in Fairwater (7%) and Canton (30%).
- Similarly, noisy neighbours was significantly more problematic in Riverside (33%) than Fairwater (13%) or Canton (23%).
- Despite the majority of neighbourhood issues being more of a problem in Riverside, racial or other harassment was significantly less of a problem here than any other area.
- Drug use or dealing was significantly more of a problem in Grangetown (36%) and Riverside (31%), the two areas where respondents feel significantly less safe when out in their community.

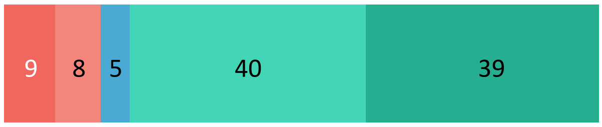
A key driver analysis was again used on the overall satisfaction score to determine which problems were the most influential (chart 10.3). As is typical, ASB is a key component of this, but it is notable that for Taff racial or other harassment also emerged as a key driver, despite it not being a very widely experienced problem. In descending order of strength the key drivers were:

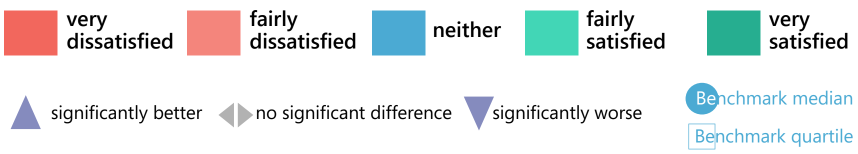
- Noisy neighbours (31%)
- Racial or other harassment (9%, problem)
- Drug use or dealing (24%)

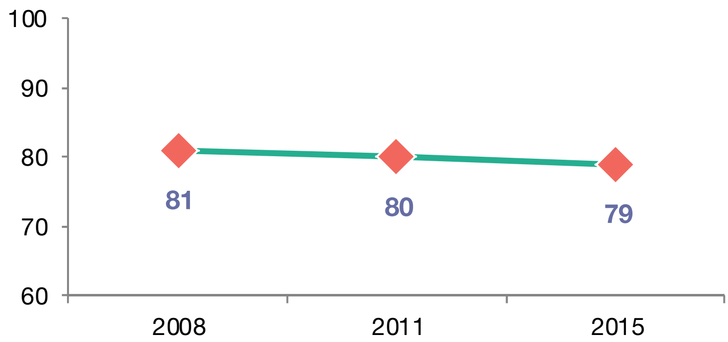
10.1 Neighbourhood overall

% Base 432 | Excludes non respondents

	% satisfied 2015	% satisfied 2011	error margin	bench mark
Neighbourhood as a place to live	**79**	80	+/- 3.9	84 3rd



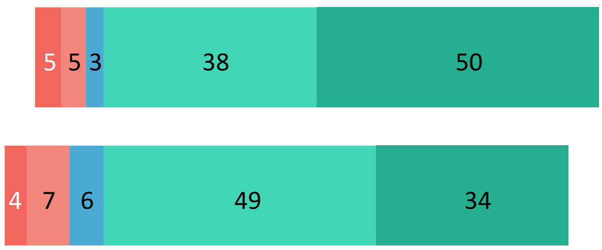




10.2 Feeling safe

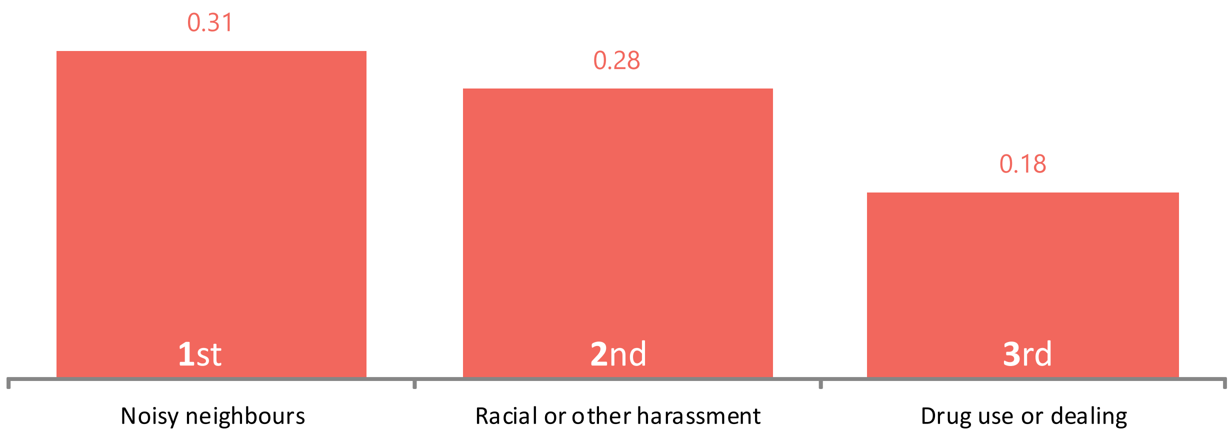
% Bases (descending) 425, 418 | Excludes non respondents

	% safe 2015	error margin
In your home	**88**	+/- 3.1
Out and about in your community	**83**	+/- 3.6

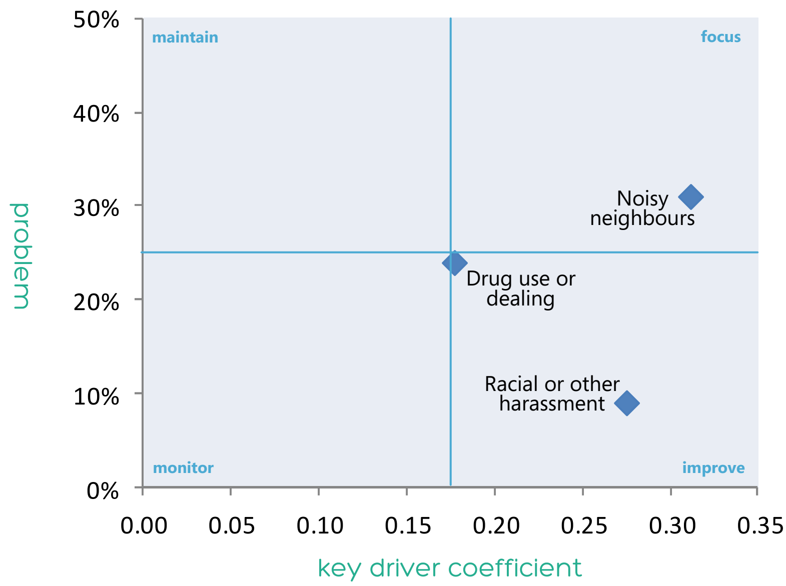


10.3 Key drivers - overall satisfaction with the neighbourhood

R Square = 0.375 | Note that values are *standardised beta coefficients* from a regression analysis.



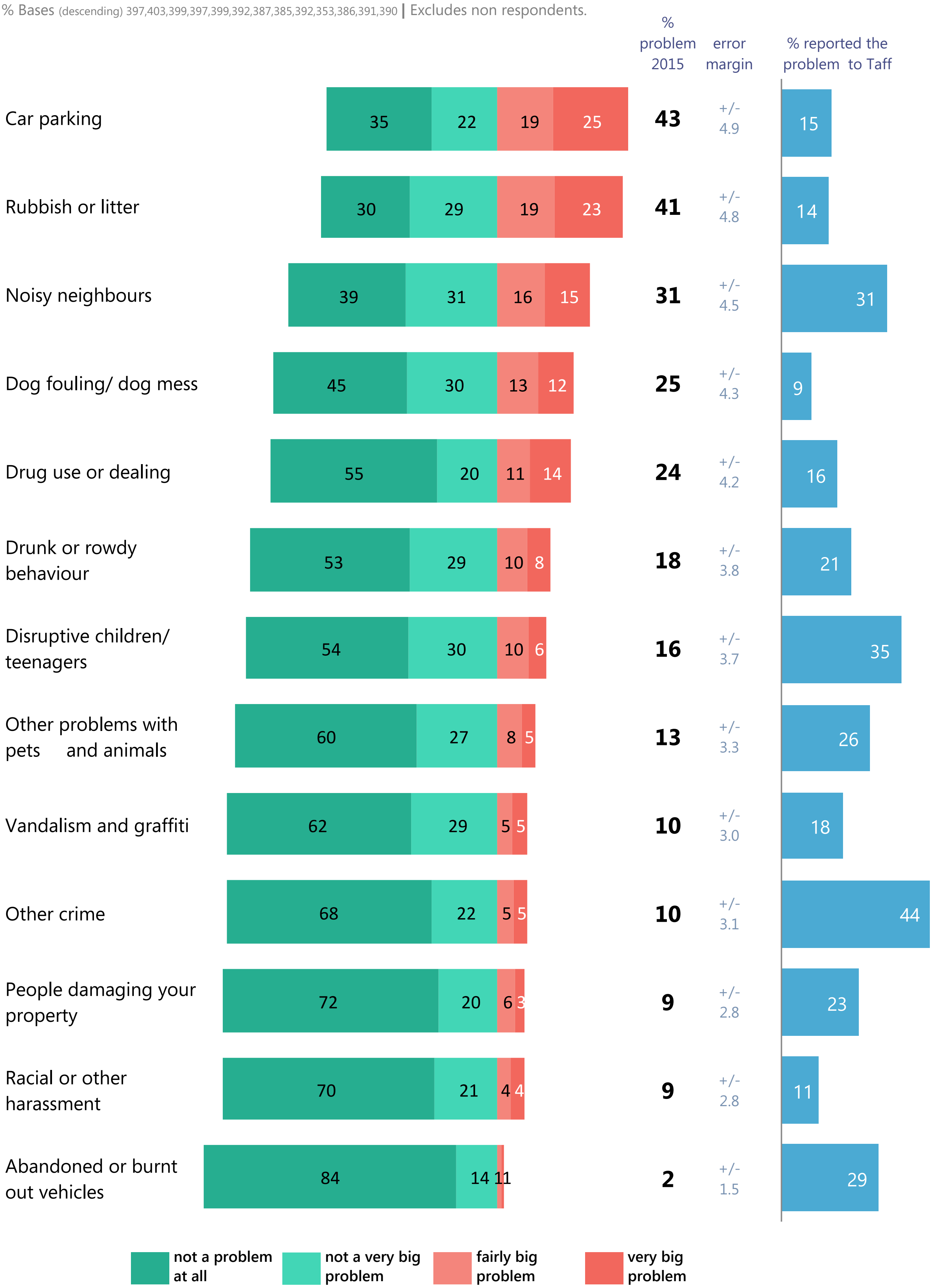
10.4 Key drivers v problem



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.

10.5 Neighbourhood problems

% Bases (descending) 397,403,399,397,399,392,387,385,392,353,386,391,390 | Excludes non respondents.



10.6 Neighbourhood problems by management area

	Sample size	Neighbourhood as a place to live	% problem: 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 property	Drug use or dealing	Abandoned or burnt out vehicles	Other crime	% safe: In your home	Out and about in your community
Overall	438	**79**	**43**	**41**	**31**	**25**	**13**	**16**	**9**	**18**	**10**	**9**	**24**	**2**	**10**	**88**	**83**
Canton	151	85	42	30	23	18	12	15	5	9	4	10	10	1	6	93	88
Fairwater	16	94	50	7	13	0	6	6	6	0	0	0	6	0	7	94	94
Grangetown	119	70	31	42	39	26	11	20	12	22	13	10	36	4	17	81	75
Riverside	138	78	58	56	33	36	16	16	10	26	14	7	31	3	9	89	81

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. Anti-social behaviour

55% of tenants were satisfied with the way ASB complaint was dealt with overall

47% were satisfied with the final outcome of ASB complaint

In the 2008 and 2011 surveys a third or more of respondents claimed to have experienced some form of ASB, so it was positive to find the proportion saying the same amongst the current sample had fallen to around a quarter (27%).This is all the more important when one considers the impact ASB has on tenants overall perception of their landlord (see section 3).

Of the quarter of respondents who had experienced ASB, around three out of five reported it to Taff (62%), which is ten points more than it was in 2011 (was 52%), and nineteen points more than it was in 2008. Interestingly, more of the current sample chose to report the ASB to the police (40%), which is up from the 26% from the equivalent survey in 2011.

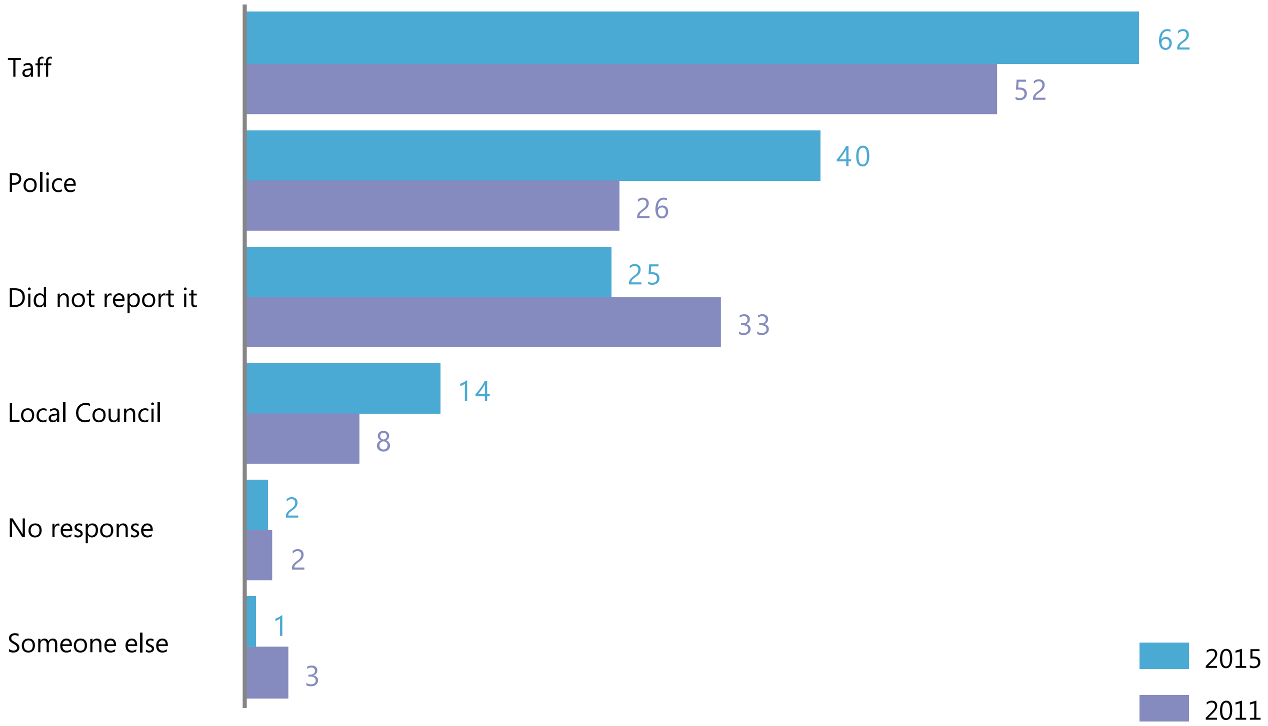
Experience of ASB was highest in Grangetown (33%), but was lower than average in Fairwater (19%) and Canton (25%). Interestingly, problems of ASB in Riverside were similar to the sample as a whole (27%), which is unexpected considering how much more of a problem certain neighbourhood issues were in this area (section 10).

27% of tenants had a **problem** with **ASB** in the **last year**

. . . a reduction from 33% **compared** to **2011**

11.1 Reported ASB to:

% Base 118 | Experienced ASB. More than one answer allowed.



Respondents were next asked about their experience when reporting ASB to Taff. At this point it should be noted by the reader that due to the complexities of dealing with ASB, questions that ask how reports are handled typically receive lower ratings than many others in tenant surveys. However, it was still notable that satisfaction ratings with how the last ASB report was handled had all fallen, one of them having done so substantially to the extent that it was statistically significant, even taking into account the low base figures (chart 11.2).

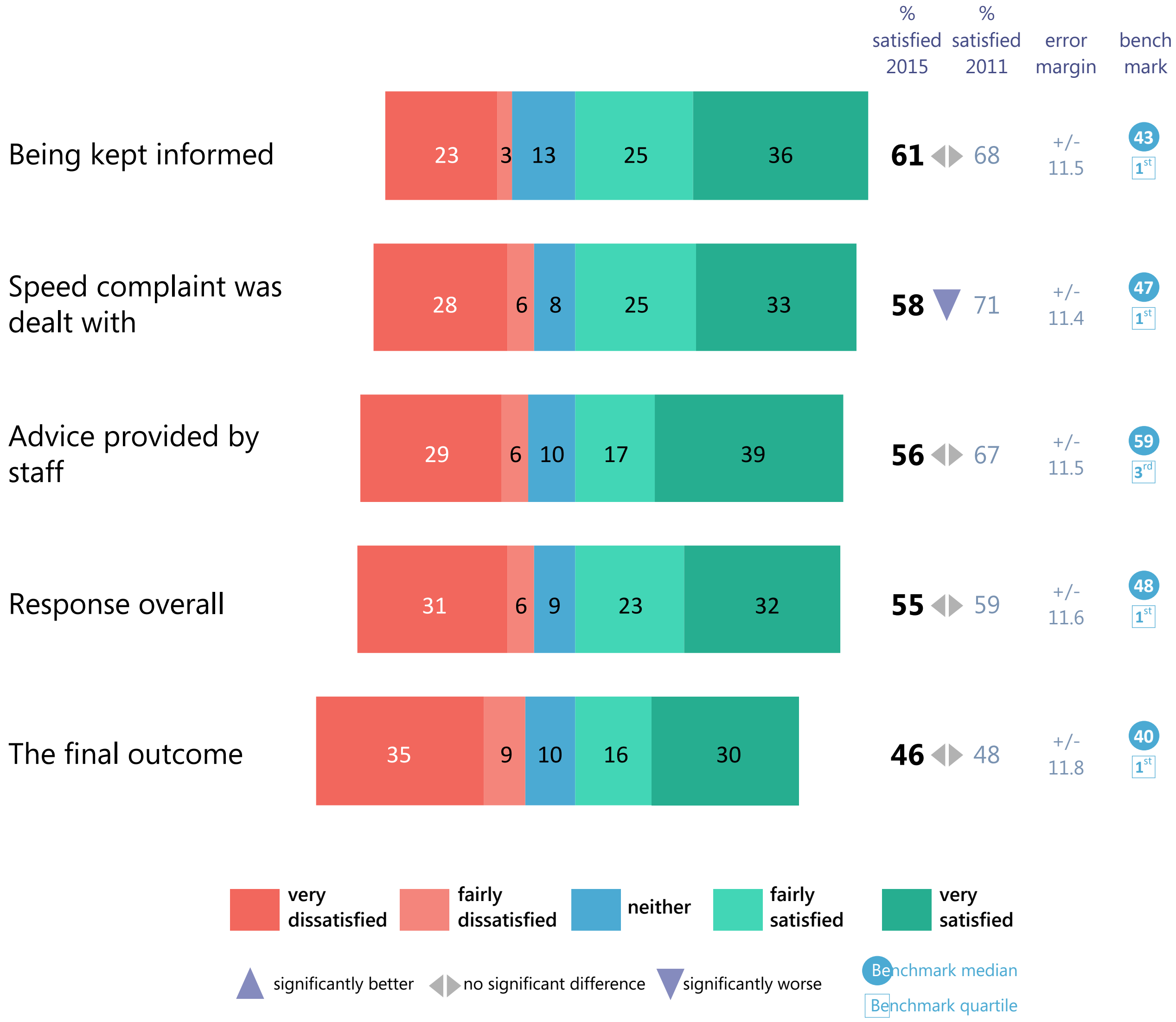
This was the speed the complaint was dealt with, where satisfaction was down 13% (now 58% satisfied). This is all the more important as this emerged as one of three key drivers with the overall response to reporting ASB (chart 11.3).Furthermore, whilst satisfaction has fallen overall, the proportion of respondents who were 'very dissatisfied' with each aspect of the service has increased dramatically across the board.

The other two key drivers of the response overall were the advice provided by staff and the final outcome. The former was down 11% and whilst not a significant difference, the decrease was enough that Taff's score now appears in the third quartile of landlords. Furthermore this result has been in gradual decline since 2008 (was 69%) and addressing this as well as speed of response, will go a long way to improving the way tenants perceive Taff to deal with ASB.

The margin of error is the amount by which the quoted figure might vary due to chance. The margin gets smaller as the base size increases. When comparing two scores, remember that each has its own independent margin of error.

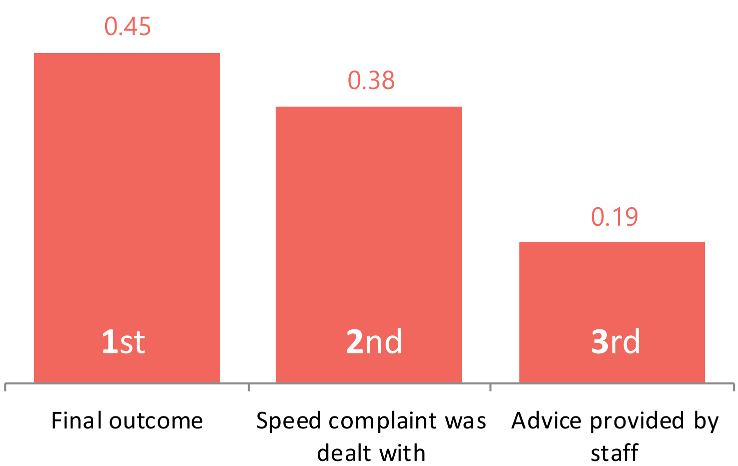
11.2 Last ASB report

% Bases (descending) 69, 72, 72, 71, 69 | Reported ASB to Taff. Excludes non respondents.



11.3 Key drivers - response overall

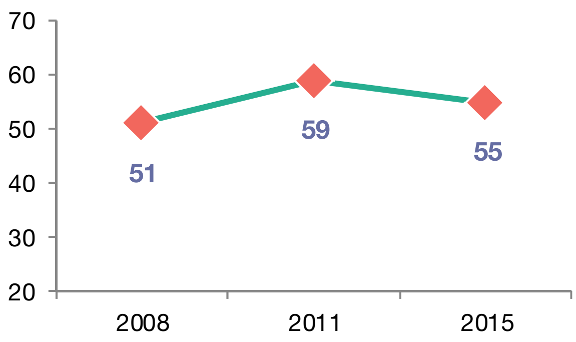
R Square = 0.933 | Note that values are *standardised beta coefficients* from a regression analysis.



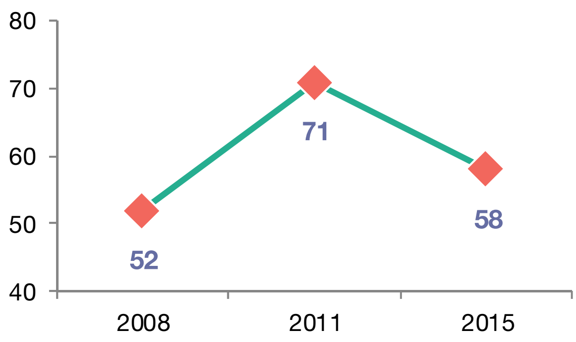
A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

11.4 ASB timeline graphs

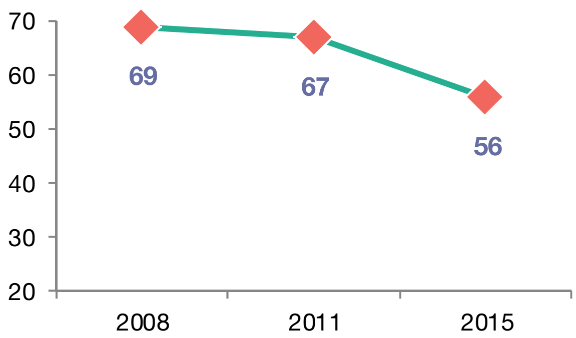
Response overall



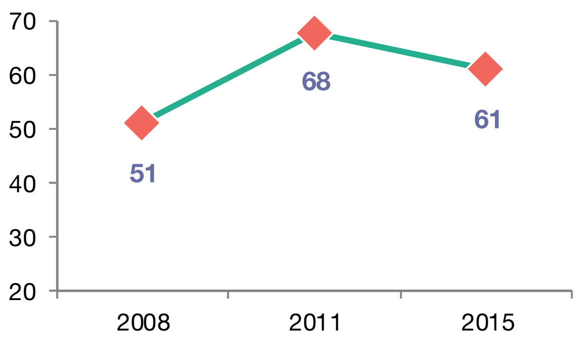
Speed complaint dealt with



Advice provided by staff



Being kept informed



11.5 ASB problems by management area

	Sample size	% Problem with ASB
Overall	***438***	**27**
Canton	*151*	25
Fairwater	*16*	19
Grangetown	*119*	33
Riverside	*138*	27

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

12. Financial inclusion

36% of tenants had some form of financial difficulty in the previous twelve months

55% believe help reducing energy bills is the number one way for Taff to help them become better off

It is likely that the financial pressures on many of Taff's tenants will only increase in the years ahead, so it is unfortunate that even now over a third of the sample had difficulties paying at least one of the bills and payments listed in the questionnaire, the most common being water charges (22%) and fuel bills (18%). More than one in seven respondents (18%) had difficulty paying their rent to Taff, a figure that was highest amongst those in employment (22%), presumably as they were likely to receive less housing benefit, or even none at all.

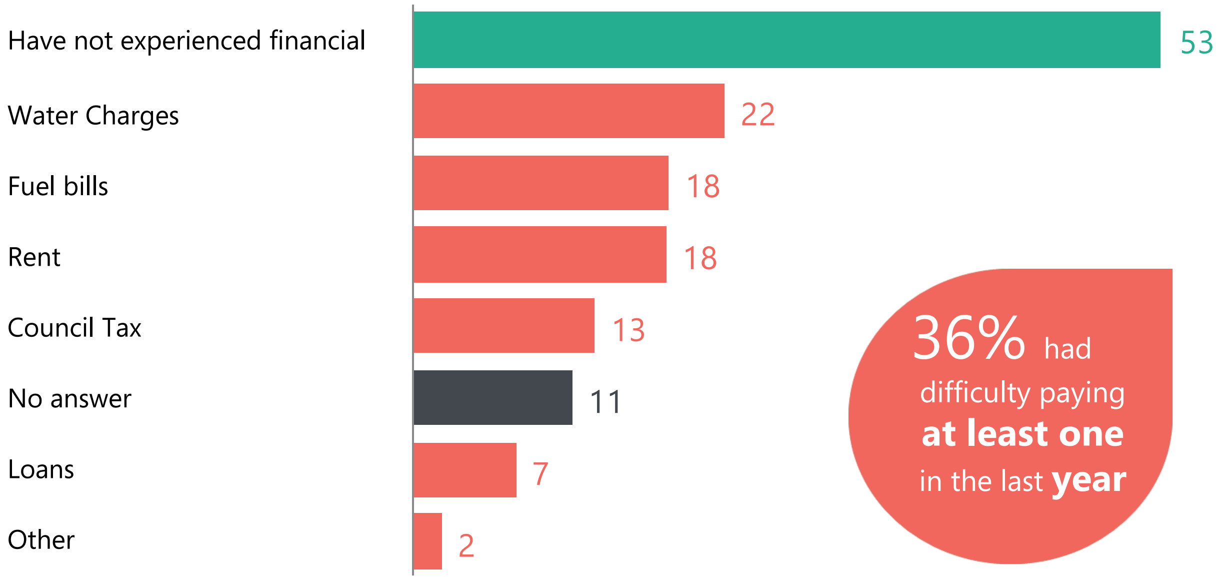
Financial difficulties were more common amongst working age tenants, particularly 50-64 year olds where 43% had experienced problems.

There are a number of possible actions that Taff could take to their tenants to relieve some of this pressure, and reduce the risk that they may fall into arrears. Accordingly, every survey respondent was given the opportunity to rank a number of possible initiatives in priority order in response to the question *"Taff wants to help you become better off - what would be the best ways to do this?"*

Respondents were invited to write 1 next to the top priority, 2 for their second, 3 for their third and so on. Unfortunately, the majority of respondents failed to complete this question correctly with the majority either ticking options or ignoring this question completely. For the purposes of analysis, where one tick was placed next to an idea this was assumed to be their only and therefore top priority.

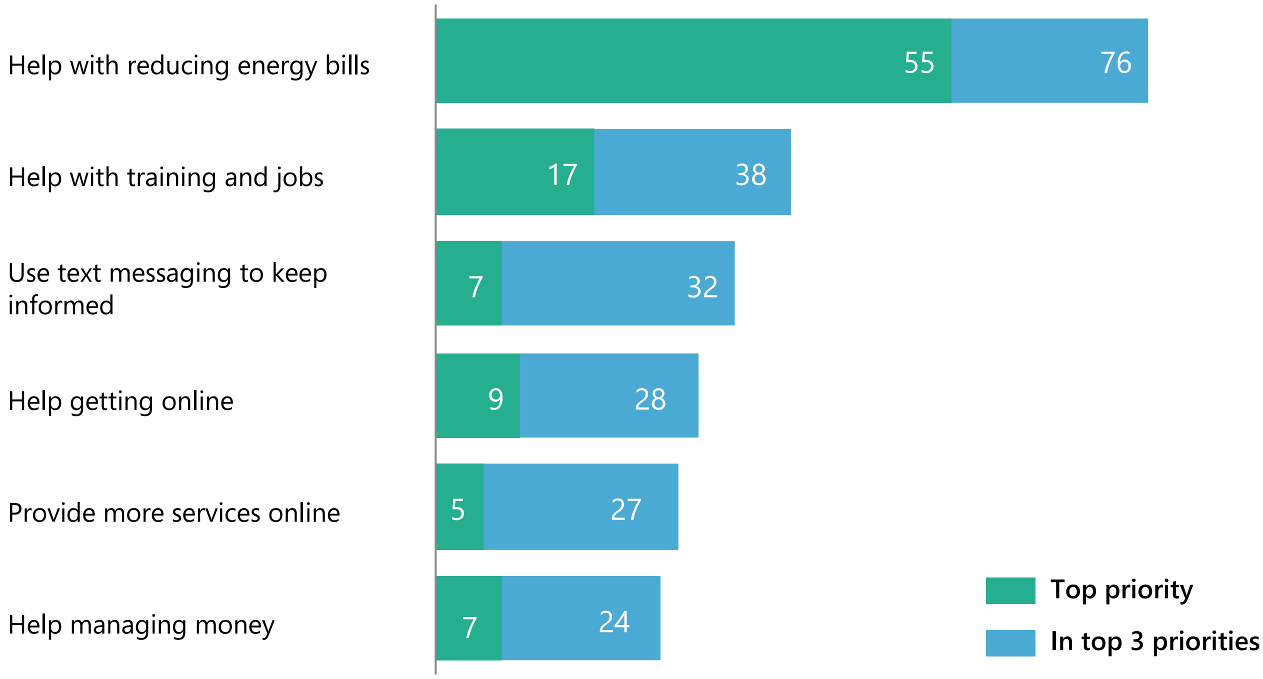
12.1 Had any financial difficulties paying the following in the last year?

% Base 438 | More than one answer allowed.



12.2 "Taff wants to help you become better off - what would be the best ways to do this?"

% Base 239 | Have access to the internet. More than one answer allowed.



Whilst there were six different options included in the question, it is clear from the pattern of the results that the top priority was for Taff to help tenants with getting cheaper fuel, including 55% of those who responded who placed it first on their list, and 76% who placed it in their top three. This makes sense when considering that 18% said they had problems paying fuel bills (chart 12.1). Indeed, fuel was the top priority for most of the different demographic groups, but particularly so for the under 35s.

Help with training and jobs was really the other item to stand out from this list, with 17% if respondents claiming that this was the single thing Taff could do to make them better off, being slightly higher for the under 50s (21%).

12.3 "Taff wants to help you become better off - what would be the best ways to do this?" - detailed results

% Base 239

Overall	1st priority	2nd priority	3rd priority	4th priority	5th priority	6th priority
Help with training and jobs	17	11	10	7	8	7
Help tenants get online with computer training and accessing the internet	9	10	9	15	10	7
Help with reducing energy bills	55	11	10	5	1	1
Provide more services online, e.g. rent statements	5	12	9	11	13	6
Use text messaging to keep you up to date	7	11	14	5	12	11
Help managing your money	7	10	7	9	6	18

13. Respondent profile

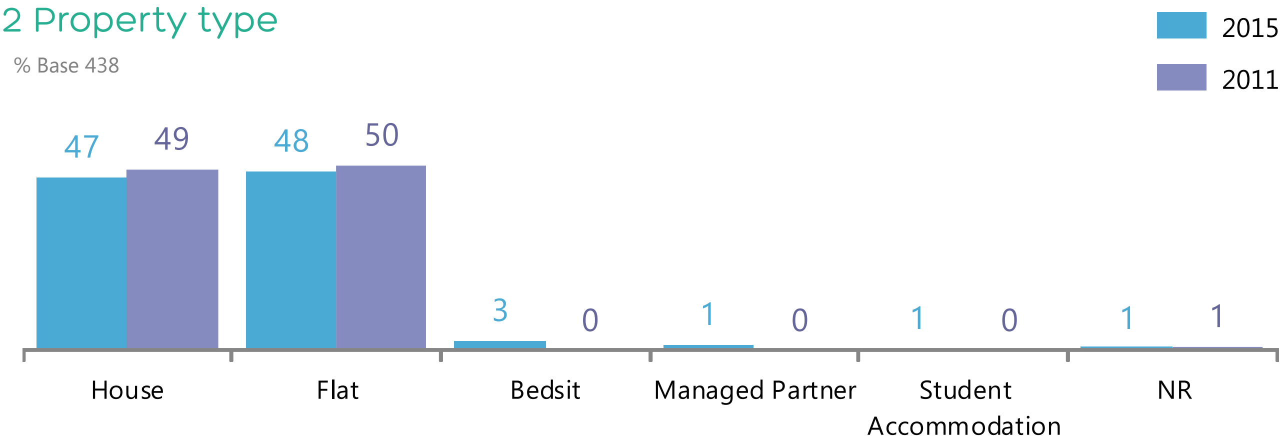
In addition to documenting the demographic profile of the sample, tables 13.11 to 13.15 in this section also display the core survey questions according to the main property and equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

13.1 Management area

% Base 438	Total	%
Adamsdown	5	1.1
Butetown	5	1.1
Canton	151	34.5
Fairwater	16	3.7
Grangetown	119	27.2
Heath	1	0.2
Riverside	138	31.5

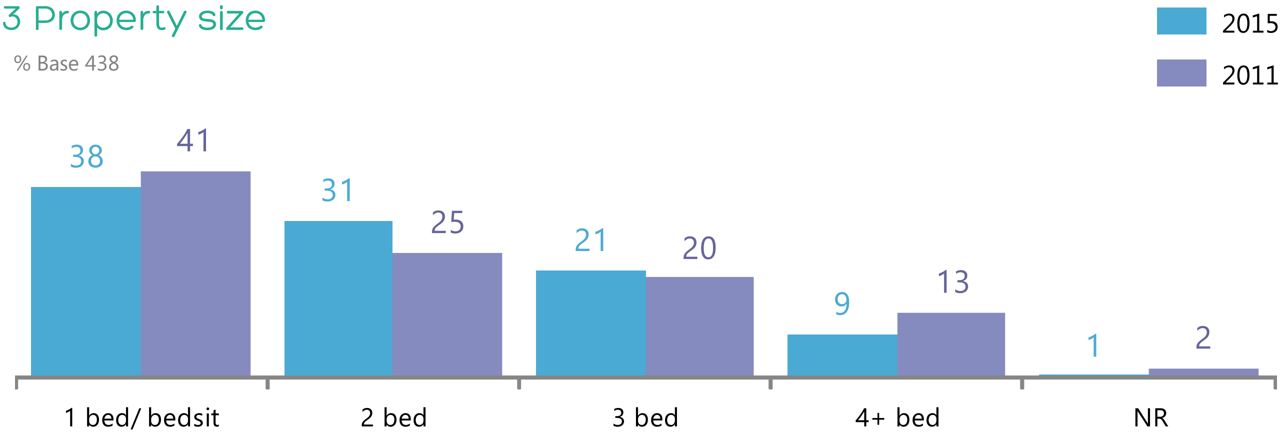
13.2 Property type

% Base 438



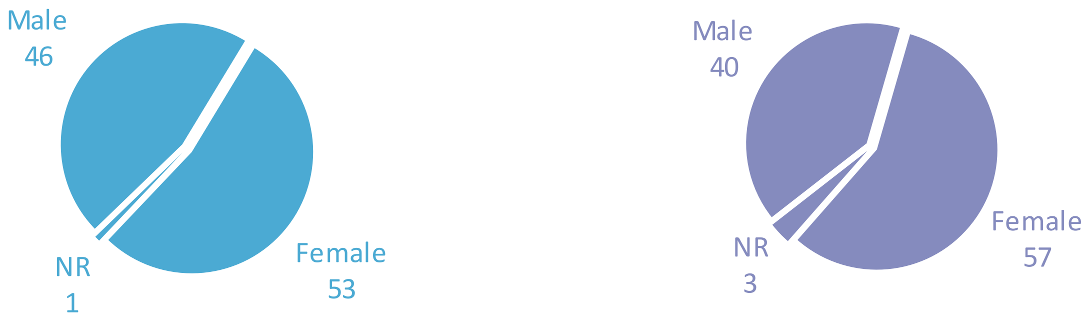
13.3 Property size

% Base 438



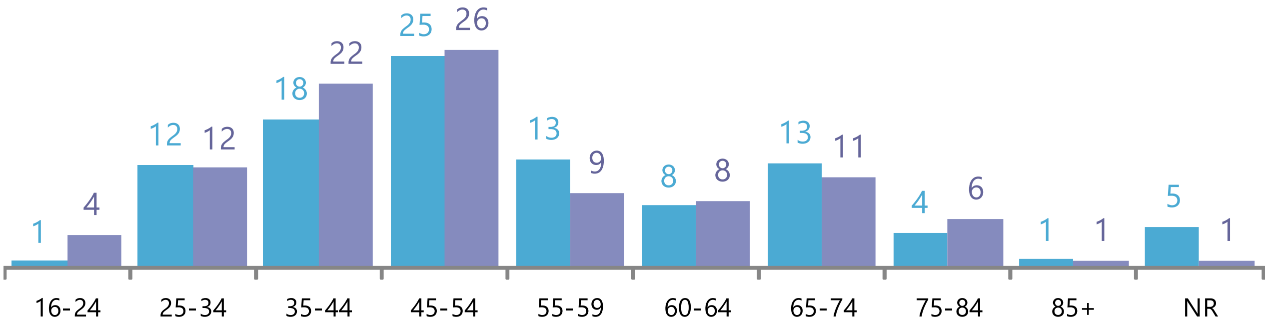
13.4 Gender

% Base 438



13.5 Age

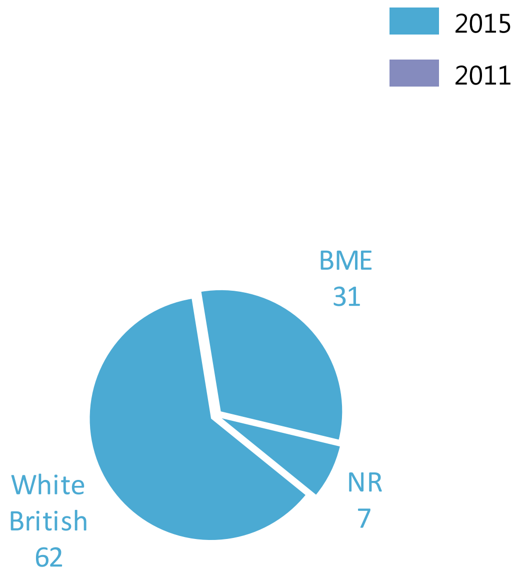
% Base 438

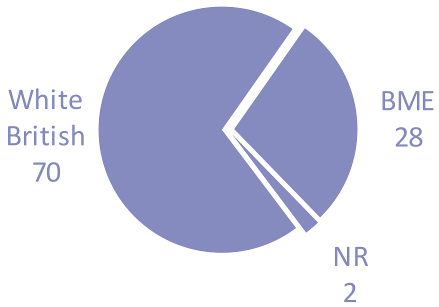


13.6 Ethnic background

% Base 438

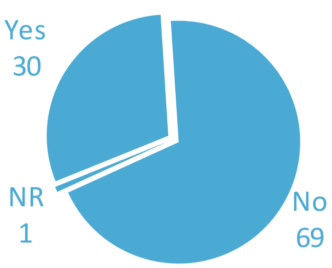
	2015 %	2011 %
White		
Welsh/English/Scottish/Northern Irish/British	62	70
Irish	0	0.2
Gypsy or Irish Traveller	0	0.0
Any other White background	2.5	1.4
Mixed		
White and Black Caribbean	0.9	2.7
White and Black African	0.5	1.2
White and Asian	1.8	1.2
Any other Mixed background	2.5	1.0
Asian or Asian British		
Indian	1.1	0.6
Pakistani	1.6	1.6
Bangladeshi	1.8	2.1
Chinese	1.4	0.4
Any other Asian background	1.8	1.0
Black or Black British		
Caribbean	0.9	0.8
African Somali	0	5.5
African (not Somali)	11	2.7
Any other Black background	1.1	1.0
Other		
Arab	0	3.5
Other	2.3	0.4
No response	0.7	2.3

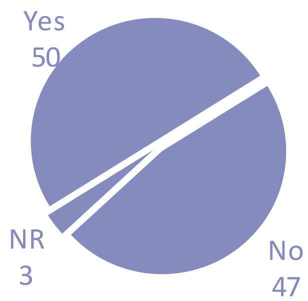




13.7 Disability or long term illness in household

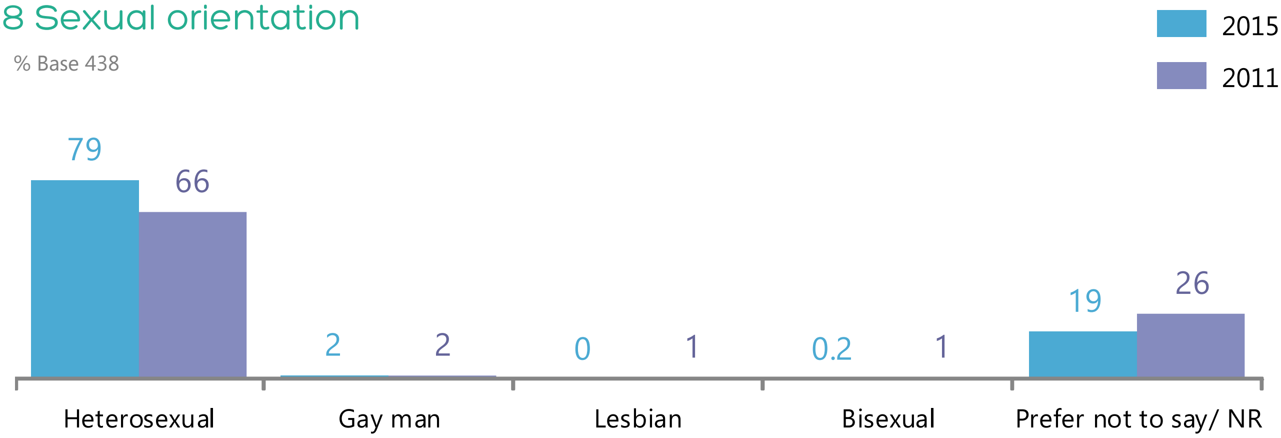
% Base 438





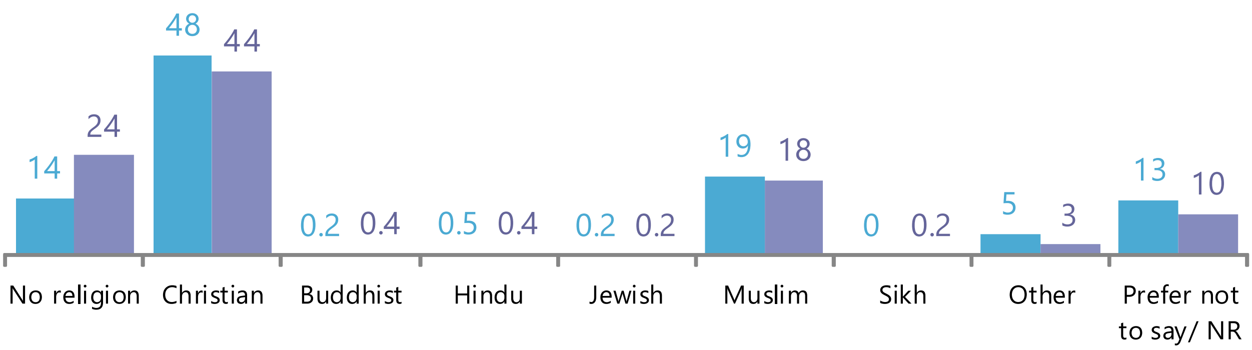
13.8 Sexual orientation

% Base 438



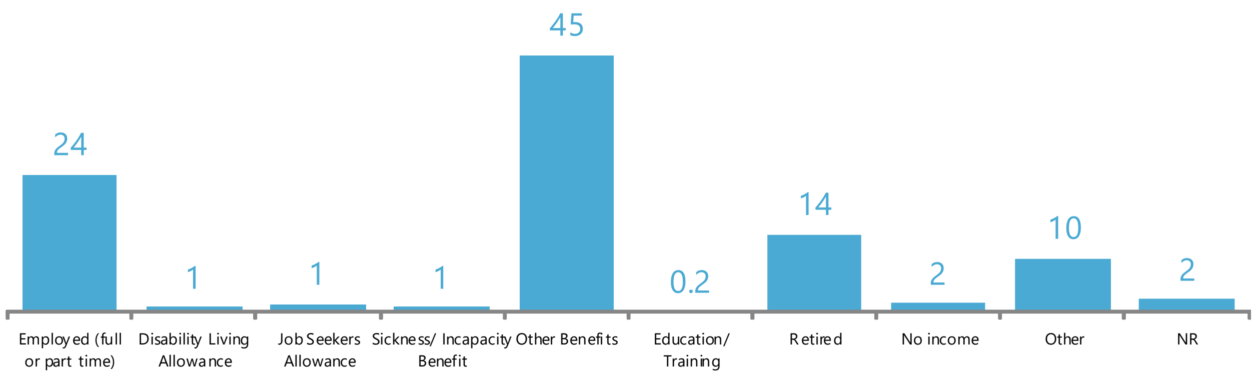
13.9 Religion

% Base 438



13.10 Employment status

% Base 438



13.11 Core questions by age group

% positive

	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	**438**	**58**	**125**	**154**	**79**
Service overall	91	91	87	91	95
Quality of home	87	93	79	90	95
Rent value for money	84	80	73	89	95
Service charge value for money	67	50	56	76	77
Listen to views and act upon them	83	83	76	84	93
Keep residents informed	90	93	86	91	95
Final outcome of query	84	83	80	86	91
Repairs & maintenance service	91	88	87	92	97
Last completed repair	90	87	85	93	96
Neighbourhood as a place to live	79	84	71	78	85

13.12 Core questions by gender

% positive

	Overall	Male	Female
Sample size	**438**	**201**	**234**
Service overall	91	92	89
Quality of home	87	88	86
Rent value for money	84	85	84
Service charge value for money	67	67	66
Listen to views and act upon them	83	83	83
Keep residents informed	90	89	91
Final outcome of query	84	86	83
Repairs & maintenance service	91	90	91
Last completed repair	90	87	93
Neighbourhood as a place to live	79	75	81

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

13.13 Core questions by ethnic background

% positive

	Overall	White British	BME
Sample size	**438**	**270**	**137**
Service overall	91	92	91
Quality of home	87	90	82
Rent value for money	84	88	78
Service charge value for money	67	68	64
Listen to views and act upon them	83	85	83
Keep residents informed	90	92	91
Final outcome of query	84	88	80
Repairs & maintenance service	91	93	88
Last completed repair	90	94	86
Neighbourhood as a place to live	79	79	79

13.14 Core questions by disability

% positive

	Overall	Yes	No
Sample size	**438**	**132**	**303**
Service overall	91	94	89
Quality of home	87	91	85
Rent value for money	84	93	81
Service charge value for money	67	74	63
Listen to views and act upon them	83	87	82
Keep residents informed	90	92	89
Final outcome of query	84	90	82
Repairs & maintenance service	91	92	90
Last completed repair	90	93	89
Neighbourhood as a place to live	79	78	79

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

13.15 Core questions by religion

% positive

	Overall	No religion	Christian	Other
Sample size	**438**	**61**	**209**	**110**
Service overall	91	89	94	91
Quality of home	87	85	89	85
Rent value for money	84	83	85	85
Service charge value for money	67	64	73	61
Listen to views and act upon them	83	77	87	86
Keep residents informed	90	90	92	90
Final outcome of query	84	88	89	79
Repairs & maintenance service	91	90	93	90
Last completed repair	90	89	95	87
Neighbourhood as a place to live	79	70	80	82

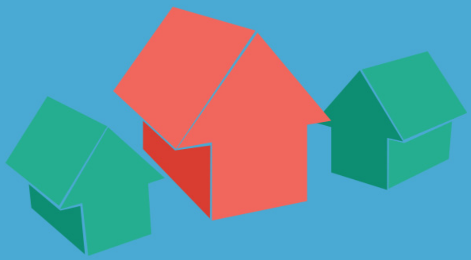
13.15 Core questions by sexual orientation

% positive

	Overall	Hetero-sexual	Lesbian, Gay or Bisexual
Sample size	**438**	**347**	**8**
Service overall	91	93	88
Quality of home	87	88	88
Rent value for money	84	85	75
Service charge value for money	67	68	60
Listen to views and act upon them	83	86	75
Keep residents informed	90	92	75
Final outcome of query	84	87	75
Repairs & maintenance service	91	93	88
Last completed repair	90	92	83
Neighbourhood as a place to live	79	80	63

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. Methodology & data analysis

Questionnaire

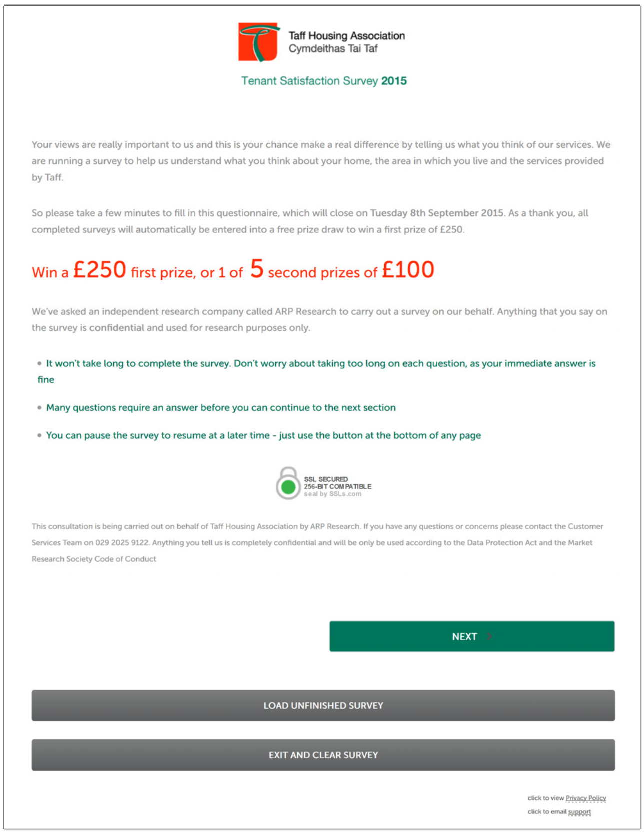
The questionnaire was based on both the 2011 survey and the HouseMark STAR survey methodology, with the most appropriate questions for the Association being selected by them from the STAR questionnaire templates.

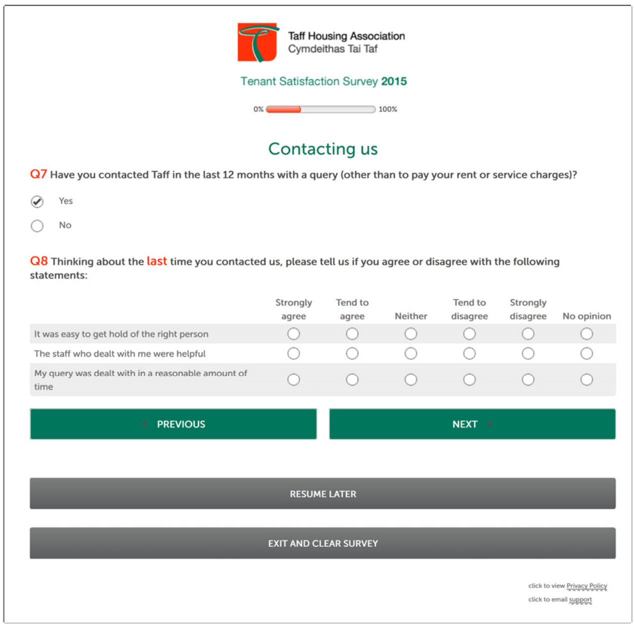
The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. Postal versions of the questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between July and September 2015. Paper self completion questionnaires were distributed to every household, with a further two reminders questionnaires for all of those who had not taken part. A free prize draw was used to encourage the response rate. The survey was also available for completion online for all tenants.

In total 438 tenants took part in the survey, which represented a 36% response rate (error margin +/- 3.7%).





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. Due to rounding some graphs may not add up to 100%. Some historic results may not match those previously published due to changes in the new STAR survey methodology compared to the previous STATUS approach. In any instance where this is occurs, the previous results have been recalculated to match the current method. This recalculation typically involves the removal of 'no opinion' or 'can't remember' 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 2015 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 their 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 quoted *R Square* value 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 STAR questions are benchmarked against the published HouseMark STAR 2014 national general needs results. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 2-3 years using the STAR questionnaires. The group selection has been verified against the core HouseMark data to ensure that both benchmark groups are closely matched on their scores across these questions.

Appendix B. Example questionnaire

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.

		Frequency	% overall	% valid
	Q1 Overall satisfaction with the service provided	*Base: 438*		
1:	Very satisfied	264	60.3	60.8
2:	Fairly satisfied	129	29.5	29.7
3:	Neither	17	3.9	3.9
4:	Fairly dissatisfied	9	2.1	2.1
5:	Very dissatisfied	15	3.4	3.5
	N/R	4	0.9	
	Q2 Taff treats its tenants fairly	*Base: 438*		
6:	Strongly agree	195	44.5	47.4
7:	Tend to agree	165	37.7	40.1
8:	Neither	26	5.9	6.3
9:	Tend to disagree	10	2.3	2.4
10:	Strongly disagree	15	3.4	3.6
11:	No opinion	24	5.5	
	N/R	3	0.7	
	Q3 How good is Taff at keeping you informed?	*Base: 438*		
12:	Very good	251	57.3	57.7
13:	Fairly good	142	32.4	32.6
14:	Neither	23	5.3	5.3
15:	Fairly poor	12	2.7	2.8
16:	Very poor	7	1.6	1.6
	N/R	3	0.7	
	Q4a Listening to your views and acting upon them	*Base: 438*		
17:	Very satisfied	211	48.2	48.8
18:	Fairly satisfied	149	34.0	34.5
19:	Neither	42	9.6	9.7
20:	Fairly dissatisfied	16	3.7	3.7
21:	Very dissatisfied	14	3.2	3.2
	N/R	6	1.4	
	Q4b Opportunity to take part in decision making	*Base: 438*		
22:	Very satisfied	185	42.2	45.7
23:	Fairly satisfied	121	27.6	29.9
24:	Neither	73	16.7	18.0
25:	Fairly dissatisfied	14	3.2	3.5
26:	Very dissatisfied	12	2.7	3.0
	N/R	33	7.5	
	Q5a The overall quality of your home	*Base: 438*		
27:	Very satisfied	214	48.9	50.2
28:	Fairly satisfied	157	35.8	36.9
29:	Neither	15	3.4	3.5
30:	Fairly dissatisfied	19	4.3	4.5
31:	Very dissatisfied	21	4.8	4.9
32:	No opinion	0	0.0	
	N/R	12	2.7	
	Q5b The overall condition of your home	*Base: 438*		

		Frequency	% overall	% valid
33:	Very satisfied	199	45.4	51.2
34:	Fairly satisfied	132	30.1	33.9
35:	Neither	20	4.6	5.1
36:	Fairly dissatisfied	20	4.6	5.1
37:	Very dissatisfied	18	4.1	4.6
38:	No opinion	0	0.0	
	N/R	49	11.2	

	Q6a Rent provides value for money	Base: 438		
39:	Very satisfied	194	44.3	45.2
40:	Fairly satisfied	168	38.4	39.2
41:	Neither	31	7.1	7.2
42:	Fairly dissatisfied	19	4.3	4.4
43:	Very dissatisfied	17	3.9	4.0
	N/R	9	2.1	

	Q6b Service charge provides value for money	Base: 213		
44:	Very satisfied	60	13.7	32.3
45:	Fairly satisfied	64	14.6	34.4
46:	Neither	21	4.8	11.3
47:	Fairly dissatisfied	19	4.3	10.2
48:	Very dissatisfied	22	5.0	11.8
49:	Not applicable	8	1.8	
	N/R	244	55.7	8.9

	Q7 Contacted Taff in last 12 months	Base: 438		
50:	Yes	320	73.1	
51:	No	113	25.8	
	N/R	5	1.1	

	Q8a It was easy to get hold of the right person	Base: 320		
52:	Strongly agree	194	44.3	61.2
53:	Tend to agree	94	21.5	29.7
54:	Neither	7	1.6	2.2
55:	Tend to disagree	11	2.5	3.5
56:	Strongly disagree	11	2.5	3.5
57:	No opinion	3	0.7	
	N/R	118	26.9	0.0

	Q8b The staff who dealt with me were helpful	Base: 320		
58:	Strongly agree	208	47.5	66.7
59:	Tend to agree	79	18.0	25.3
60:	Neither	12	2.7	3.8
61:	Tend to disagree	6	1.4	1.9
62:	Strongly disagree	7	1.6	2.2
63:	No opinion	3	0.7	
	N/R	123	28.1	1.6

	Q8c My query was dealt with in a reasonable time	Base: 320		
64:	Strongly agree	191	43.6	60.6
65:	Tend to agree	81	18.5	25.7

		Frequency	% overall	% valid
66:	Neither	13	3.0	4.1
67:	Tend to disagree	13	3.0	4.1
68:	Strongly disagree	17	3.9	5.4
69:	No opinion	2	0.5	
	N/R	121	27.6	0.9
	Q9a Ability of staff to deal with query	Base: 320		
70:	Very satisfied	198	45.2	62.3
71:	Fairly satisfied	84	19.2	26.4
72:	Neither	16	3.7	5.0
73:	Fairly dissatisfied	12	2.7	3.8
74:	Very dissatisfied	8	1.8	2.5
75:	No opinion	1	0.2	
	N/R	119	27.2	0.3
	Q9b The final outcome of your query	Base: 320		
76:	Very satisfied	177	40.4	60.0
77:	Fairly satisfied	72	16.4	24.4
78:	Neither	12	2.7	4.1
79:	Fairly dissatisfied	14	3.2	4.7
80:	Very dissatisfied	20	4.6	6.8
81:	No opinion	1	0.2	
	N/R	142	32.4	7.5
	Q10 Preferred methods of contact/kept informed	Base: 438		
82:	E-mail	117	26.7	
83:	Social media	22	5.0	
84:	Online via our website	36	8.2	
85:	Telephone	288	65.8	
86:	Text/ SMS	137	31.3	
87:	In writing	256	58.4	
88:	Visit to the office	163	37.2	
89:	Visit to your home by staff	111	25.3	
90:	Open meeting	29	6.6	
91:	Newsletter	132	30.1	
	N/R	7	1.6	
	Q11 Preferred method of receiving the newsletter	Base: 438		
92:	E-mail	37	8.4	
93:	Post	347	79.2	
94:	View it online on the website	11	2.5	
95:	Prefer not to receive	26	5.9	
	N/R	17	3.9	
	Q12 Knowledge using computers and internet	Base: 438		
96:	Rarely/ never used	139	31.7	33.3
97:	Basic knowledge/ understanding	80	18.3	19.2
98:	Fairly competent	54	12.3	12.9
99:	Competent	53	12.1	12.7
100:	Very competent	91	20.8	21.8
	N/R	21	4.8	

		Frequency	% overall	% valid
	Q13 Access internet in any of the following ways?	*Base: 438*		
101:	Using home computer or laptop	195	44.5	
102:	Using a mobile phone	210	47.9	
103:	Using a tablet	99	22.6	
104:	Using a smart TV, console	26	5.9	
105:	At work	26	5.9	
106:	At a public site	42	9.6	
107:	I do not access the internet	116	26.5	
	N/R	21	4.8	
	R13 Use the internet	*Base: 438*		
108:	Yes	301	68.7	
109:	No	116	26.5	
	N/R	21	4.8	
	Q14 Do you use social media?	*Base: 301*		
110:	Yes - Facebook	174	39.7	57.8
111:	Yes - Twitter	42	9.6	14.0
112:	Yes - Instagram	25	5.7	8.3
113:	Yes - Google+	112	25.6	37.2
114:	Yes - Pinterest	9	2.1	3.0
115:	Yes - Flickr	5	1.1	1.7
116:	Yes - other	5	1.1	1.7
117:	No	67	15.3	22.3
	N/R	156	35.6	6.3
	R14 Use social media	*Base: 301*		
118:	Yes	215	49.1	71.4
119:	No	67	15.3	22.3
	N/R	156	35.6	6.3
	Q15 How Taff deals with repairs and maintenance	*Base: 438*		
120:	Very satisfied	255	58.2	59.0
121:	Fairly satisfied	136	31.1	31.5
122:	Neither	13	3.0	3.0
123:	Fairly dissatisfied	17	3.9	3.9
124:	Very dissatisfied	11	2.5	2.5
	N/R	6	1.4	
	Q16 Had a repair to the home in the last 12 months	*Base: 438*		
125:	Yes	329	75.1	
126:	No	100	22.8	
	N/R	9	2.1	
	Q17a Being able to make an appointment	*Base: 329*		
127:	Very satisfied	217	49.5	67.8
128:	Fairly satisfied	84	19.2	26.3
129:	Neither	10	2.3	3.1
130:	Fairly dissatisfied	4	0.9	1.3
131:	Very dissatisfied	5	1.1	1.6

		Frequency	% overall	% valid
	N/R	118	26.9	2.7
	Q17b Being told when workers would call	Base: 329		
132:	Very satisfied	223	50.9	69.5
133:	Fairly satisfied	76	17.4	23.7
134:	Neither	7	1.6	2.2
135:	Fairly dissatisfied	10	2.3	3.1
136:	Very dissatisfied	5	1.1	1.6
	N/R	117	26.7	2.4
	Q17c Time taken before work started	Base: 329		
137:	Very satisfied	192	43.8	61.9
138:	Fairly satisfied	87	19.9	28.1
139:	Neither	15	3.4	4.8
140:	Fairly dissatisfied	9	2.1	2.9
141:	Very dissatisfied	7	1.6	2.3
	N/R	128	29.2	5.8
	Q17d Work was completed on time	Base: 329		
142:	Very satisfied	226	51.6	70.2
143:	Fairly satisfied	67	15.3	20.8
144:	Neither	11	2.5	3.4
145:	Fairly dissatisfied	13	3.0	4.0
146:	Very dissatisfied	5	1.1	1.6
	N/R	116	26.5	2.1
	Q17e The speed of completion of the work	Base: 329		
147:	Very satisfied	226	51.6	71.3
148:	Fairly satisfied	63	14.4	19.9
149:	Neither	14	3.2	4.4
150:	Fairly dissatisfied	7	1.6	2.2
151:	Very dissatisfied	7	1.6	2.2
	N/R	121	27.6	3.6
	Q17f The attitude of workers	Base: 329		
152:	Very satisfied	253	57.8	78.8
153:	Fairly satisfied	53	12.1	16.5
154:	Neither	10	2.3	3.1
155:	Fairly dissatisfied	3	0.7	0.9
156:	Very dissatisfied	2	0.5	0.6
	N/R	117	26.7	2.4
	Q17g The overall quality of work	Base: 329		
157:	Very satisfied	216	49.3	67.7
158:	Fairly satisfied	70	16.0	21.9
159:	Neither	15	3.4	4.7
160:	Fairly dissatisfied	12	2.7	3.8
161:	Very dissatisfied	6	1.4	1.9
	N/R	119	27.2	3.0

	Frequency	% overall	% valid
Q17h Keeping dirt and mess to a minimum	*Base: 329*		
162: Very satisfied	221	50.5	69.9
163: Fairly satisfied	69	15.8	21.8
164: Neither	13	3.0	4.1
165: Fairly dissatisfied	4	0.9	1.3
166: Very dissatisfied	9	2.1	2.8
N/R	122	27.9	4.0
Q17i The repair being done 'right first time'	*Base: 329*		
167: Very satisfied	195	44.5	61.3
168: Fairly satisfied	77	17.6	24.2
169: Neither	18	4.1	5.7
170: Fairly dissatisfied	16	3.7	5.0
171: Very dissatisfied	12	2.7	3.8
N/R	120	27.4	3.3
Q17j The workers doing the job expected	*Base: 329*		
172: Very satisfied	223	50.9	69.5
173: Fairly satisfied	66	15.1	20.6
174: Neither	14	3.2	4.4
175: Fairly dissatisfied	12	2.7	3.7
176: Very dissatisfied	6	1.4	1.9
N/R	117	26.7	2.4
Q17k The repairs service received on last occasion	*Base: 329*		
177: Very satisfied	211	48.2	66.8
178: Fairly satisfied	74	16.9	23.4
179: Neither	15	3.4	4.7
180: Fairly dissatisfied	7	1.6	2.2
181: Very dissatisfied	9	2.1	2.8
N/R	122	27.9	4.0
Q18 Who did your last repair	*Base: 329*		
182: Taff	131	29.9	39.8
183: GKR	89	20.3	27.1
184: Sonic Services	4	0.9	1.2
185: Heatforce	14	3.2	4.3
186: Other	8	1.8	2.4
187: Don't know	49	11.2	14.9
N/R	143	32.6	10.3
Q19 Neighbourhood as a place to live	*Base: 438*		
188: Very satisfied	169	38.6	39.1
189: Fairly satisfied	171	39.0	39.6
190: Neither	21	4.8	4.9
191: Fairly dissatisfied	33	7.5	7.6
192: Very dissatisfied	38	8.7	8.8
N/R	6	1.4	
Q20a In your home	*Base: 438*		
193: Very safe	213	48.6	50.1

	Frequency	% overall	% valid
194: Fairly safe	161	36.8	37.9
195: Neither	13	3.0	3.1
196: Fairly unsafe	19	4.3	4.5
197: Very unsafe	19	4.3	4.5
198: No opinion	2	0.5	
N/R	11	2.5	

Q20b Out and about in your community	Base: 438		
199: Very safe	142	32.4	34.0
200: Fairly safe	203	46.3	48.6
201: Neither	25	5.7	6.0
202: Fairly unsafe	31	7.1	7.4
203: Very unsafe	17	3.9	4.1
204: No opinion	1	0.2	
N/R	19	4.3	

Q21a Car parking problem	Base: 438		
205: Very big problem	98	22.4	24.7
206: Fairly big problem	74	16.9	18.6
207: Not a very big problem	87	19.9	21.9
208: Not a problem at all	138	31.5	34.8
N/R	41	9.4	

Q21b Rubbish or litter	Base: 438		
209: Very big problem	91	20.8	22.6
210: Fairly big problem	76	17.4	18.9
211: Not a very big problem	117	26.7	29.0
212: Not a problem at all	119	27.2	29.5
N/R	35	8.0	

Q21c Noisy neighbours	Base: 438		
213: Very big problem	59	13.5	14.8
214: Fairly big problem	63	14.4	15.8
215: Not a very big problem	122	27.9	30.6
216: Not a problem at all	155	35.4	38.8
N/R	39	8.9	

Q21d Dog fouling/ dog mess	Base: 438		
217: Very big problem	47	10.7	11.8
218: Fairly big problem	53	12.1	13.4
219: Not a very big problem	119	27.2	30.0
220: Not a problem at all	178	40.6	44.8
N/R	41	9.4	

Q21e Other problems with pets and animals	Base: 438		
221: Very big problem	19	4.3	4.9
222: Fairly big problem	30	6.8	7.8
223: Not a very big problem	104	23.7	27.0
224: Not a problem at all	232	53.0	60.3
N/R	53	12.1	

	Frequency	% overall	% valid
Q21f Disruptive children/ teenagers	*Base: 438*		
225: Very big problem	23	5.3	5.9
226: Fairly big problem	40	9.1	10.3
227: Not a very big problem	114	26.0	29.5
228: Not a problem at all	210	47.9	54.3
N/R	51	11.6	
Q21g Racial or other harassment	*Base: 438*		
229: Very big problem	17	3.9	4.3
230: Fairly big problem	17	3.9	4.3
231: Not a very big problem	83	18.9	21.2
232: Not a problem at all	274	62.6	70.1
N/R	47	10.7	
Q21h Drunk or rowdy behaviour	*Base: 438*		
233: Very big problem	31	7.1	7.9
234: Fairly big problem	38	8.7	9.7
235: Not a very big problem	114	26.0	29.1
236: Not a problem at all	209	47.7	53.3
N/R	46	10.5	
Q21i Vandalism and graffiti	*Base: 438*		
237: Very big problem	20	4.6	5.1
238: Fairly big problem	19	4.3	4.8
239: Not a very big problem	112	25.6	28.6
240: Not a problem at all	241	55.0	61.5
N/R	46	10.5	
Q21j People damaging your property	*Base: 438*		
241: Very big problem	12	2.7	3.1
242: Fairly big problem	22	5.0	5.7
243: Not a very big problem	76	17.4	19.7
244: Not a problem at all	276	63.0	71.5
N/R	52	11.9	
Q21k Drug use or dealing	*Base: 438*		
245: Very big problem	55	12.6	13.8
246: Fairly big problem	42	9.6	10.5
247: Not a very big problem	81	18.5	20.3
248: Not a problem at all	221	50.5	55.4
N/R	39	8.9	
Q21l Abandoned or burnt out vehicles	*Base: 438*		
249: Very big problem	4	0.9	1.0
250: Fairly big problem	5	1.1	1.3
251: Not a very big problem	54	12.3	13.8
252: Not a problem at all	327	74.7	83.8
N/R	48	11.0	

		Frequency	% overall	% valid
	Q21m Other crime	*Base: 438*		
253:	Very big problem	17	3.9	4.8
254:	Fairly big problem	18	4.1	5.1
255:	Not a very big problem	77	17.6	21.8
256:	Not a problem at all	241	55.0	68.3
	N/R	85	19.4	
	Q21 Told Taff about this problem	*Base: 438*		
257:	Car parking	25	5.7	
258:	Rubbish or litter	23	5.3	
259:	Noisy neighbours	38	8.7	
260:	Dog fouling/dog mess	9	2.1	
261:	Other pet problems	8	1.8	
262:	Disruptive children	13	3.0	
263:	Harassment	12	2.7	
264:	Drunk/rowdy behaviour	18	4.1	
265:	Vandalism/graffiti	7	1.6	
266:	Damage to property	15	3.4	
267:	Drug use/dealing	22	5.0	
268:	Abandoned vehicles	1	0.2	
269:	Other crime	10	2.3	
	N/R	368	84.0	
	R21 Reported a neighbourhood problem to Taff	*Base: 438*		
270:	Yes	70	16.0	
271:	No	368	84.0	
	N/R	0	0.0	
	Q22 Problems with ASB in last 12 months	*Base: 438*		
272:	Yes	118	26.9	
273:	No	311	71.0	
	N/R	9	2.1	
	Q23 Who did you report this to?	*Base: 118*		
274:	Did not report it	30	6.8	25.4
275:	Taff	73	16.7	61.9
276:	Local Council	16	3.7	13.6
277:	Police	47	10.7	39.8
278:	Someone else	1	0.2	0.8
	N/R	322	73.5	1.7
	R23 Reported ASB	*Base: 118*		
279:	Yes	86	19.6	72.9
280:	No	30	6.8	25.4
	N/R	322	73.5	1.7
	Q24a Advice provided by staff	*Base: 73*		
281:	Very satisfied	28	6.4	38.9
282:	Fairly satisfied	12	2.7	16.7
283:	Neither	7	1.6	9.7
284:	Fairly dissatisfied	4	0.9	5.6

	Frequency	% overall	% valid
285: Very dissatisfied	21	4.8	29.2
286: No opinion	0	0.0	
N/R	366	83.6	1.4
Q24b Being kept informed *Base: 73*			
287: Very satisfied	25	5.7	36.2
288: Fairly satisfied	17	3.9	24.6
289: Neither	9	2.1	13.0
290: Fairly dissatisfied	2	0.5	2.9
291: Very dissatisfied	16	3.7	23.2
292: No opinion	0	0.0	
N/R	369	84.2	5.5
Q24c Speed complaint was dealt with *Base: 73*			
293: Very satisfied	24	5.5	33.3
294: Fairly satisfied	18	4.1	25.0
295: Neither	6	1.4	8.3
296: Fairly dissatisfied	4	0.9	5.6
297: Very dissatisfied	20	4.6	27.8
298: No opinion	0	0.0	
N/R	366	83.6	1.4
Q24d Our response overall *Base: 73*			
299: Very satisfied	23	5.3	32.4
300: Fairly satisfied	16	3.7	22.5
301: Neither	6	1.4	8.5
302: Fairly dissatisfied	4	0.9	5.6
303: Very dissatisfied	22	5.0	31.0
304: No opinion	0	0.0	
N/R	367	83.8	2.7
Q24e The final outcome of your complaint *Base: 73*			
305: Very satisfied	21	4.8	30.4
306: Fairly satisfied	11	2.5	15.9
307: Neither	7	1.6	10.1
308: Fairly dissatisfied	6	1.4	8.7
309: Very dissatisfied	24	5.5	34.8
310: No opinion	3	0.7	
N/R	366	83.6	1.4
Q25 Experienced financial difficulties with any of the following? *Base: 438*			
311: Rent	78	17.8	
312: Fuel bills	79	18.0	
313: Water charges	96	21.9	
314: Council Tax	56	12.8	
315: Loans	32	7.3	
316: Other	9	2.1	
317: Not experienced difficulties	231	52.7	
N/R	49	11.2	
R25 Experienced financial difficulties in last 12 months *Base: 438*			

		Frequency	% overall	% valid
318:	Yes	158	36.1	
319:	No	231	52.7	
	N/R	49	11.2	

[Rank 1] Q26 Taff wants to help you become better off - what would be the best ways to do this? *Base: 438*

		Frequency	% overall	% valid
320:	Help with training and jobs	40	9.1	16.7
321:	Help tenants get online with computer training and accessing the internet	21	4.8	8.8
322:	Help with reducing energy bills	131	29.9	54.8
323:	Provide more services online, e.g. rent statements	13	3.0	5.4
324:	Use text messaging to keep you up to date	17	3.9	7.1
325:	Help managing your money	17	3.9	7.1
	N/R	199	45.4	0.0

[Rank 2] Q26 Taff wants to help you become better off - what would be the best ways to do this? *Base: 438*

		Frequency	% overall	% valid
326:	Help with training and jobs	27	6.2	11.3
327:	Help tenants get online with computer training and accessing the internet	24	5.5	10.0
328:	Help with reducing energy bills	26	5.9	10.9
329:	Provide more services online, e.g. rent statements	29	6.6	12.1
330:	Use text messaging to keep you up to date	27	6.2	11.3
331:	Help managing your money	23	5.3	9.6
	N/R	282	64.4	34.7

[Rank 3] Q26 Taff wants to help you become better off - what would be the best ways to do this? *Base: 438*

		Frequency	% overall	% valid
332:	Help with training and jobs	23	5.3	9.6
333:	Help tenants get online with computer training and accessing the internet	21	4.8	8.8
334:	Help with reducing energy bills	25	5.7	10.5
335:	Provide more services online, e.g. rent statements	22	5.0	9.2
336:	Use text messaging to keep you up to date	33	7.5	13.8
337:	Help managing your money	17	3.9	7.1
	N/R	297	67.8	41.0

[Rank 4] Q26 Taff wants to help you become better off - what would be the best ways to do this? *Base: 438*

		Frequency	% overall	% valid
338:	Help with training and jobs	16	3.7	6.7
339:	Help tenants get online with computer training and accessing the internet	35	8.0	14.6
340:	Help with reducing energy bills	11	2.5	4.6
341:	Provide more services online, e.g. rent statements	26	5.9	10.9
342:	Use text messaging to keep you up to date	12	2.7	5.0
343:	Help managing your money	21	4.8	8.8
	N/R	317	72.4	49.4

[Rank 5] Q26 Taff wants to help you become better off - what would be the best ways to do this? *Base: 438*

		Frequency	% overall	% valid
344:	Help with training and jobs	19	4.3	7.9
345:	Help tenants get online with computer training and accessing the internet	24	5.5	10.0
346:	Help with reducing energy bills	2	0.5	0.8
347:	Provide more services online, e.g. rent statements	32	7.3	13.4
348:	Use text messaging to keep you up to date	28	6.4	11.7
349:	Help managing your money	15	3.4	6.3

		Frequency	% overall	% valid
	N/R	318	72.6	49.8

[Rank 6] Q26 Taff wants to help you become better off - what would be the best ways to do this? *Base: 438*

		Frequency	% overall	% valid
350:	Help with training and jobs	17	3.9	7.1
351:	Help tenants get online with computer training and accessing the internet	17	3.9	7.1
352:	Help with reducing energy bills	3	0.7	1.3
353:	Provide more services online, e.g. rent statements	14	3.2	5.9
354:	Use text messaging to keep you up to date	27	6.2	11.3
355:	Help managing your money	42	9.6	17.6
	N/R	318	72.6	49.8

D101 Gender *Base: 438*

		Frequency	% overall	% valid
356:	Male	201	45.9	
357:	Female	234	53.4	
	N/R	3	0.7	

D102 Main Tenant Age Group *Base: 438*

		Frequency	% overall	% valid
358:	16 - 24 years	4	0.9	
359:	25 - 34 years	54	12.3	
360:	35 - 44 years	78	17.8	
361:	45 - 54 years	111	25.3	
362:	55 - 59 years	57	13.0	
363:	60 - 64 years	33	7.5	
364:	65 - 74 years	55	12.6	
365:	75 - 84 years	19	4.3	
366:	85 years and over	5	1.1	
	N/R	22	5.0	

D103 Main Tenant Age Group [simple] *Base: 438*

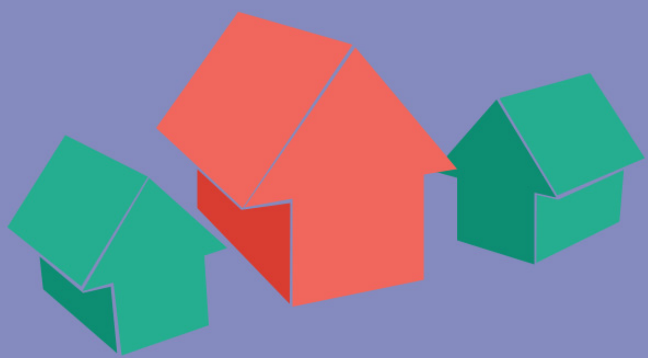
		Frequency	% overall	% valid
367:	16-34	58	13.2	
368:	35-49	125	28.5	
369:	50-64	154	35.2	
370:	65+	79	18.0	
	N/R	22	5.0	

D104 Ethnic background *Base: 438*

		Frequency	% overall	% valid
371:	White British	270	61.6	
372:	Other White background	11	2.5	
373:	White & Black Caribbean	4	0.9	
374:	White & Black African	2	0.5	
375:	White & Asian	8	1.8	
376:	Other Mixed background	11	2.5	
377:	Indian	5	1.1	
378:	Pakistani	7	1.6	
379:	Bangladeshi	8	1.8	
380:	Chinese	6	1.4	
381:	Other Asian background	8	1.8	
382:	African	48	11.0	
383:	Caribbean	4	0.9	
384:	Other Black background	5	1.1	
385:	Other	10	2.3	

		Frequency	% overall	% valid
386:	Prefer not to say	28	6.4	
	N/R	3	0.7	
	D105 Ethnic background [simple]	*Base: 438*		
387:	White British	270	61.6	
388:	BME	137	31.3	
	N/R	31	7.1	
	D106 Religion	*Base: 438*		
389:	No religion	61	13.9	
390:	Christian	209	47.7	
391:	Buddhist	1	0.2	
392:	Hindu	2	0.5	
393:	Jewish	1	0.2	
394:	Muslim	83	18.9	
395:	Sikh	0	0.0	
396:	Any other religion	23	5.3	
	N/R	58	13.2	
	D107 Religion [simple]	*Base: 438*		
397:	No religion	61	13.9	
398:	Christian	209	47.7	
399:	Other	110	25.1	
	N/R	58	13.2	
	D108 Sexual orientation	*Base: 438*		
400:	Heterosexual	347	79.2	
401:	Gay man	7	1.6	
402:	Gay woman	0	0.0	
403:	Bisexual	1	0.2	
404:	Prefer not to say	80	18.3	
	N/R	3	0.7	
	D109 Sexual orientation [simple]	*Base: 438*		
405:	Heterosexual	347	79.2	
406:	Lesbian, Gay or Bisexual	8	1.8	
	N/R	83	18.9	
	D110 Employment status	*Base: 438*		
407:	Employed (full or part time)	106	24.2	
408:	Disability Living Allowance	4	0.9	
409:	Job Seekers Allowance	6	1.4	
410:	Sickness/Incapacity Benefit	4	0.9	
411:	Other Benefits	198	45.2	
412:	Education/Training	1	0.2	
413:	Retired	60	13.7	
414:	No income	7	1.6	
415:	Other	42	9.6	
	N/R	10	2.3	

		Frequency	% overall	% valid
	D111 Disability	*Base: 438*		
416:	Yes	132	30.1	
417:	No	303	69.2	
	N/R	3	0.7	
	D112 Pay a service charge	*Base: 438*		
418:	Yes	213	48.6	
419:	No	222	50.7	
	N/R	3	0.7	
	D113 Number of bedrooms	*Base: 438*		
420:	Bedsit	14	3.2	
421:	One	154	35.2	
422:	Two	136	31.1	
423:	Three	93	21.2	
424:	Four	30	6.8	
425:	Five or more	8	1.8	
	N/R	3	0.7	
	D114 Property type	*Base: 438*		
426:	House	204	46.6	
427:	Flat	212	48.4	
428:	Bedsit	11	2.5	
429:	Managed Partner	6	1.4	
430:	Student Accommodation	2	0.5	
	N/R	3	0.7	
	D115 Area	*Base: 438*		
431:	Adamsdown	5	1.1	
432:	Butetown	5	1.1	
433:	Canton	151	34.5	
434:	Fairwater	16	3.7	
435:	Grangetown	119	27.2	
436:	Heath	1	0.2	
437:	Riverside	138	31.5	
	N/R	3	0.7	
	Survey methodology	*Base: 438*		
438:	Postal	408	93.2	
439:	Email	20	4.6	
440:	Web	10	2.3	
	N/R	0	0.0	



(t) 0844 272 6004

(w) www.arp-research.co.uk

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS