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**Cannock Chase District Council
STAR 2021**

**Written report
August 2021**



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Project details and acknowledgements

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Introduction

Background

In May 2021 M·E·L Research was commissioned to carry out a STAR (Survey of Tenants and Residents) for Cannock Chase Council. The aim of the research was for the Council to understand how Council residents feel about the services it provides, to be sure they are delivering them in the way and to the standard that residents want.

The questionnaire used was designed cooperatively and included the core questions from the latest HouseMark STAR framework, ensuring the collection of robust data on resident experiences and perceptions. These core questions were supplemented with open questions in which customers could explain their responses, plus bespoke questions on topics such as interest in future engagement opportunities.

Our approach

Tenants

General needs, sheltered tenants and leaseholders were contacted in order to complete the survey. A sample of general needs tenants and a census of sheltered tenants and leaseholders were sent a postal survey including a cover letter and free postage envelope. The cover letter also included details on how to complete the survey online. Those who did not respond were sent a reminder mailing.

The fieldwork began on May 2021 and finished in July 2021. It is important to note that the period in which the survey was completed coincided with social distancing restrictions due to Covid 19 in England. While we cannot quantify what effect this may have had on how people responded to the survey, the last 18 months has anecdotally, been challenging and frustrating for individuals. In practical terms, this period will have meant some individuals will have spent more time within their homes and neighbourhood than they would normally do.

In total, we heard from 572 tenants. This was comprised of 541 General Needs tenants and 37 Sheltered tenants. We achieved 72 surveys amongst leaseholders. As shown below, the 572 tenants sample equates to an overall margin of error of $\pm 3.98\%$. For perception surveys, this meets the HouseMark guidance: $\pm 4\%$ based on your stock size.

	Mailing	Postal	Online	Total	Confidence level
GN	1678	541	31	572	+/- 3.46%
SH	94	37	0	37	+/- 12.61%
LH	263	72	4	76	+/- 9.86%

Analysis and reporting

This report presents the results of Cannock Chase Council's 2021 STAR Survey. The results presented in this report are unweighted, as we have heard from a representative sample of your tenants.

Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. age, and location). The results for these sub-groups have been presented only where they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more. Where there is a statistically significant difference between groups, this has been noted in the report as a "significant" difference. However, a significant difference may not necessarily mean that the difference is 'important'.

Presentation of data

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or did not answer a question, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question.

Owing to the rounding of numbers, percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

Headline findings

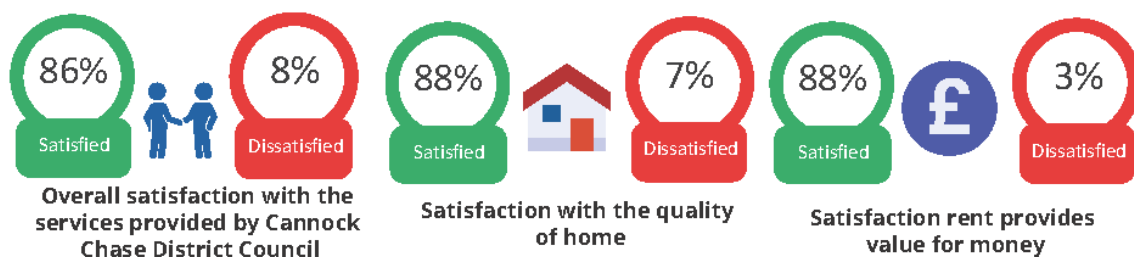


Tenants' Satisfaction Survey 2021

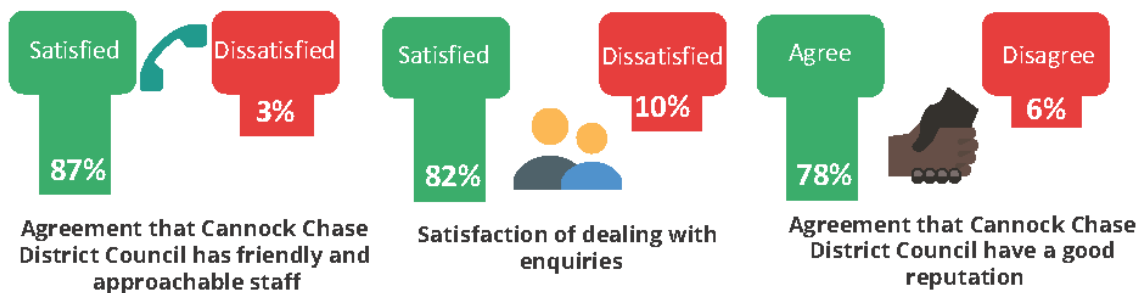
Understanding our residents

Cannock Chase District Council commissioned M·E·L Research to carry out a residents' satisfaction survey to gather feedback, to better understand how satisfied residents are with their homes and associated services. The results will be used to determine how we can improve things in future. Here are some of the things they told us:

Service Perceptions



Contact with the Council



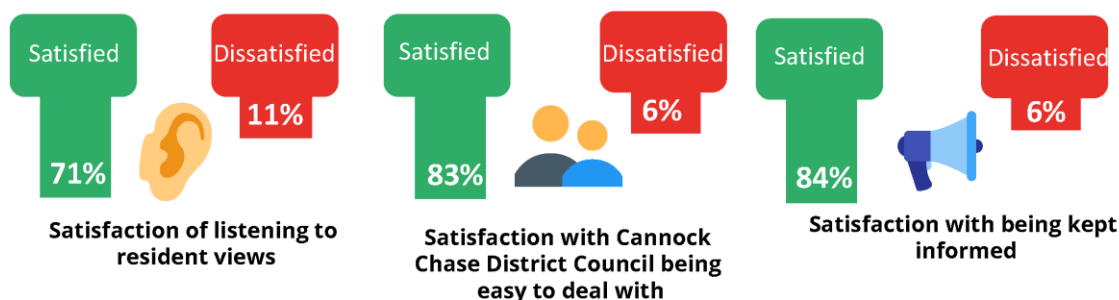
Repair & Maintenance



Neighbourhood and complaints



Communication and the Council



Tenant engagement



Tenant advocacy



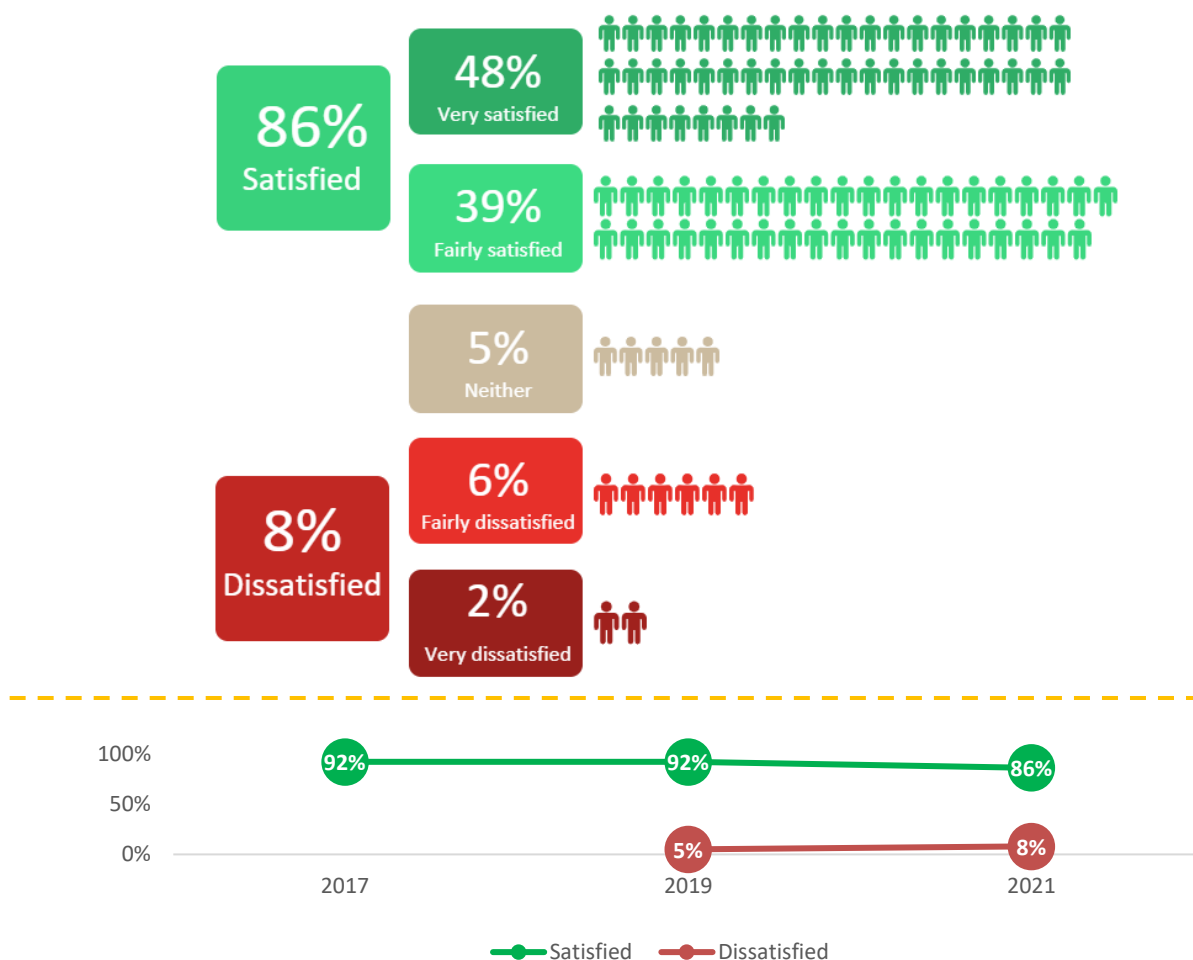
Section One: Overall Perceptions

This section explores how satisfied customers were with various aspects of the key services provided.

Overall satisfaction with services

Just under nine in ten (86%) tenants are satisfied with the overall services provided by Cannock Chase Council, with around half (48%) very satisfied. This is however significantly lower than the previous survey. It is worth noting that the findings in this report were taken during a period of social restrictions due to the coronavirus pandemic, which has impacted services the Council usually provides. Therefore, this should be taken into context when comparing to the 2019 results. 8% of tenants are dissatisfied with the services provided, with just 2% very dissatisfied. This is 3-percentage points higher than the previous survey findings.

Figure 1: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council? (All responses)

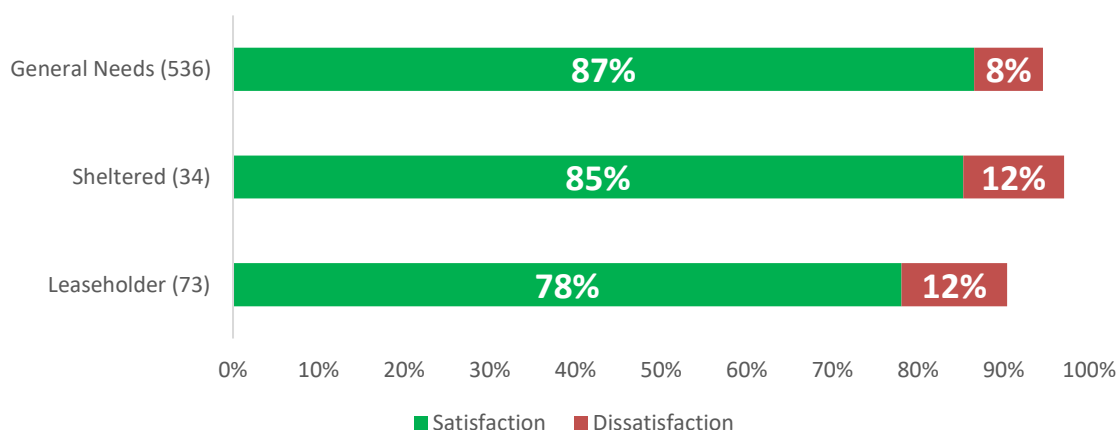


Sample base: 570

Overall satisfaction - by tenure

By tenure, general needs tenants are the most satisfied in regards to satisfaction with the services provided by the Council (87%), shortly followed by sheltered tenants, where 85% are satisfied. Findings amongst sheltered tenants should be taken as indicative only due to low base size. Just over three quarters (78%) of leaseholders expressed satisfaction with the overall services provided, with just over one in ten (12%) dissatisfied.

Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council? (By tenure)



Sample base in parentheses

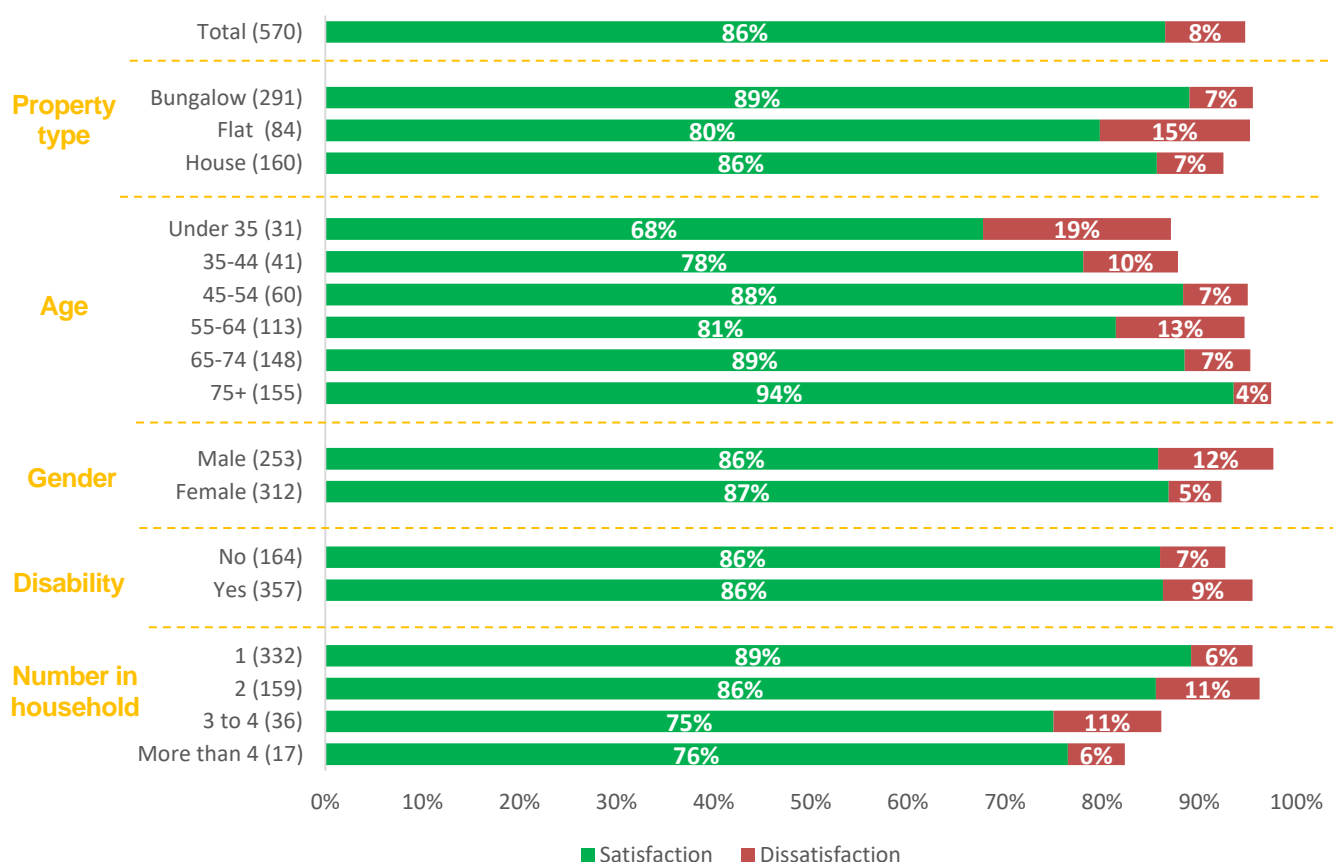
Subgroup analysis for overall satisfaction

Tenants living in bungalows are significantly more satisfied compared to those living in flats (89% cf. 80%). The same can be said amongst those living in houses compared to those living in flats (86% cf. 80%).

By age, those aged 75+ are significantly more satisfied compared to the total average (94% cf. 86%). Conversely, those aged under 35 (68%) and 35-44 (78%) are significantly less satisfied with the services provided by Cannock Chase compared to the total average (86%). This highlights a discrepancy in perceptions of the Council housing services between younger and older tenants. There were no significant differences in terms of satisfaction with the overall services provided when comparing gender and those with a disability.

Those with 3 or more people in their household are significantly less satisfied when compared to those with 1 or 2 members in the household. This will be down to those in flats who perhaps have a young family and not enough space which impacts their views of the housing services the Council provides.

Figure 3: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council? (By subgroup)



Sample base in parentheses

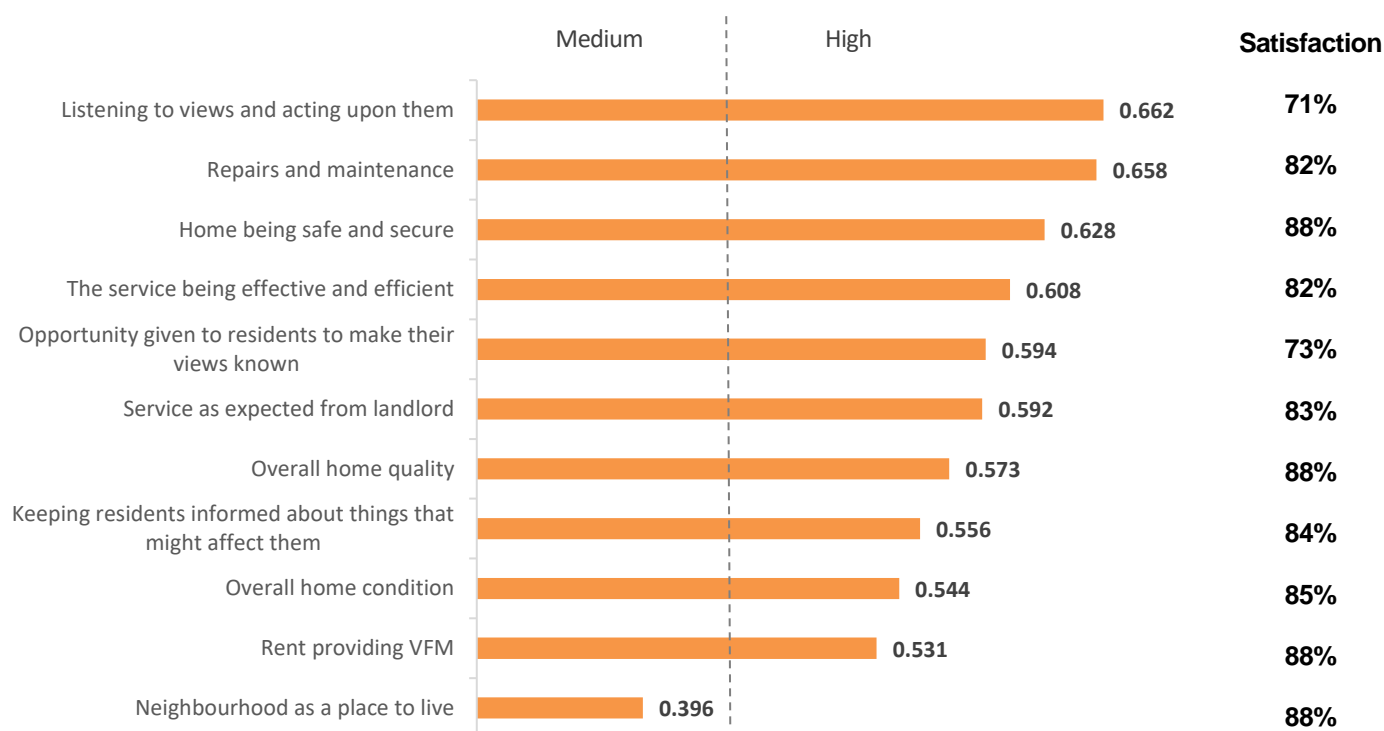
Key driver analysis for overall satisfaction

Satisfaction with the overall service provided has been further analysed using a statistical technique called key driver analysis, based on correlation testing. This helps to better understand the associations between key performance indicators and identify the relative impact that they have on each other. A correlational test will result in a score (correlation coefficient) between 0 and 1. Correlation coefficients that are closer to '1' indicate that a strong linear relationship exists between the two measures. This means that if a housing provider can improve performance on one measure, then it is likely that feedback will improve on the other measure too.

In the real world, it is highly unlikely that the types of survey questions that can be used will correlate at a factor more than 0.85. Another issue with this technique is that of causality – the technique alone cannot easily tell us which question influences which question (i.e. the 'chicken and egg' conundrum). In this sense, correlation testing is just a guide to indicate where attention should be diverted, and interpretation applied.

The bars in Figure 4 indicate the strength of the correlation, with the strongest ranking at the top. Anything over 0.5 suggests that a strong relationship exists between the two questions, and any number between 0.3 and 0.5 suggests a medium relationship. The current satisfaction for the key drivers is also shown next to each bar.

Figure 4: Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council? – Key driver analysis (key relationships)



The service element that has the strongest correlation with overall satisfaction is tenants being listened to and views acted upon, the repairs and maintenance service and the home being safe and secure. In fact, all key measures with the exception of the neighbourhood as a place to live are seen as highly correlating, meaning all these measures have an impact on tenants' perceptions of the services provided.

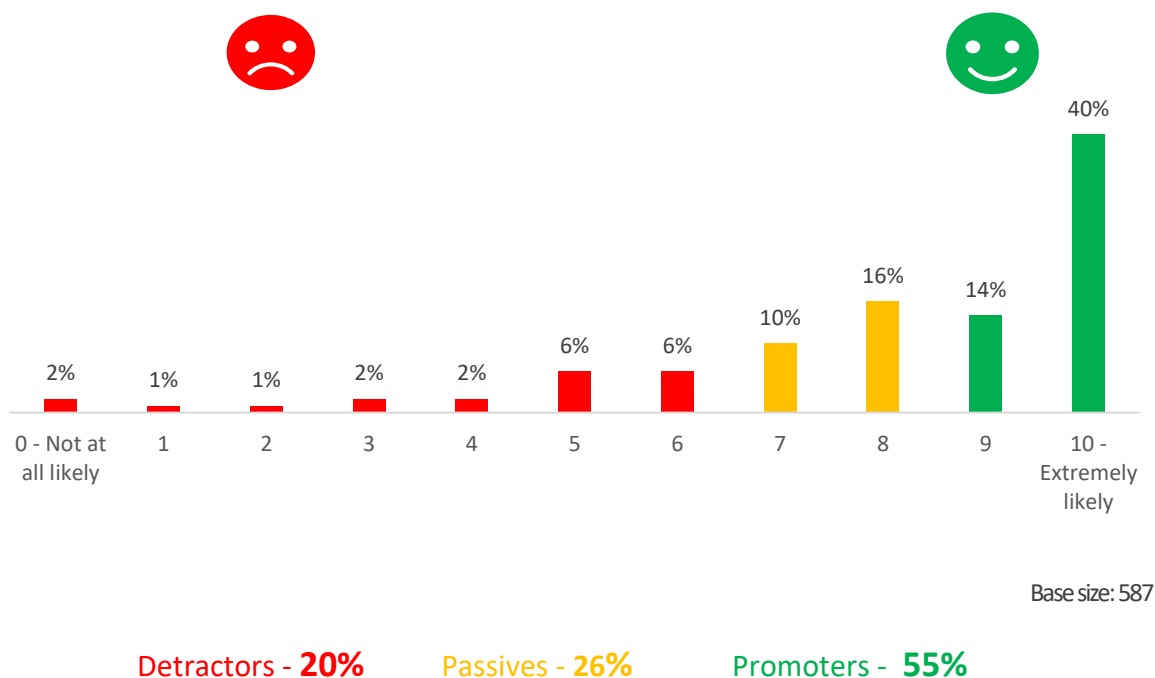
These perceptions are likely to be enhanced through a mixture of strong service delivery and improving tenant engagement approaches. While it is difficult to disentangle how these factors combine to shape tenant opinion, the fact that currently around seven in ten (71%) are satisfied that their views are listened to and acted upon, suggests that the customer engagement opportunities that are being developed by Cannock Chase Council are necessary.

Net Promoter Score (NPS) Recommendation

As well as being asked to rate their satisfaction with services, tenants were also asked to indicate how likely they would be to recommend their landlord to others. Responses were recorded on a 0 to 10 scale, where 0 equals 'not at all likely' to recommend and 10 equals 'extremely likely'. Use of this scale enables the calculation of the Net Promoter Score. This is produced by categorising responses into three groups. Promoters are those who give the highly positive responses of 9 or 10 on the scale. Passives are those who give responses of 7 or 8 out of 10, while Detractors are those who give responses between 0 and 6. The Net Promoter Score is calculated by subtracting the Detractor percentage from the Promoter percentage.

As can be seen from the figure below, 55% of Cannock Chase Council tenants are classed as Promoters and 20% are Detractors. This results in a positive Net Promoter Score of +35. To contextualise this finding, any positive Net Promoter Score can be seen as a success and any score around the +20 mark is an indicator of strong levels of customer advocacy. On this basis, the service being delivered by Cannock Chase Council to its tenants appears to be translating into a willingness to speak positively about the Council as a landlord and highlights the good job the Council is doing with its tenants.

Figure 5: Q4. How likely would you be to recommend Cannock Chase Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (All responses)



Net Promoter Score +35

Net Promoter Score - by tenure

By tenure, general needs tenants hold the highest advocacy towards Cannock Chase Council as a landlord, with a net promoter score of +36. Sheltered tenants also show a high level of advocacy, with a score of +21. Net promoter score has however dropped from +44 in 2019 to +21 this year amongst sheltered tenants. Leaseholder net promoter score has seen a large decrease, from +4 in 2019 to -25 this year. There is no significant difference between resident and non-resident leaseholders in regard to advocacy, nor by age or gender. It is worth noting however that due to a base size of 74, subgroup analysis for leaseholders should be taken as indicative only.

Figure 6: Q4. How likely would you be to recommend Cannock Chase Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (By tenure)

	General needs	Sheltered	Leaseholder
Base	554	33	74
Promoter	55%	48%	20%
Passive	26%	24%	35%
Detractor	19%	27%	45%
NPS	+36	+21	-25

Net Promoter Score - by age

As may be expected, younger tenants are typically less likely to be an advocate of Cannock Chase Council as a landlord, as seen with the significantly lower proportion of those deemed promoters of the Council compared to other age groups. With that said, all tenant age groups show positive net promoter scores meaning there is still a generally positive perception of the Council as a landlord, with the majority feeling they would recommend to family and friends.

Figure 7: Q4. How likely would you be to recommend Cannock Chase Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (By age)

	Under 55	55-64	65-74	75+
Base	136	115	151	161
Promoter	43%	61%	58%	58%
Passive	30%	21%	24%	28%
Detractor	26%	18%	19%	14%
NPS	+17	+43	+39	+45

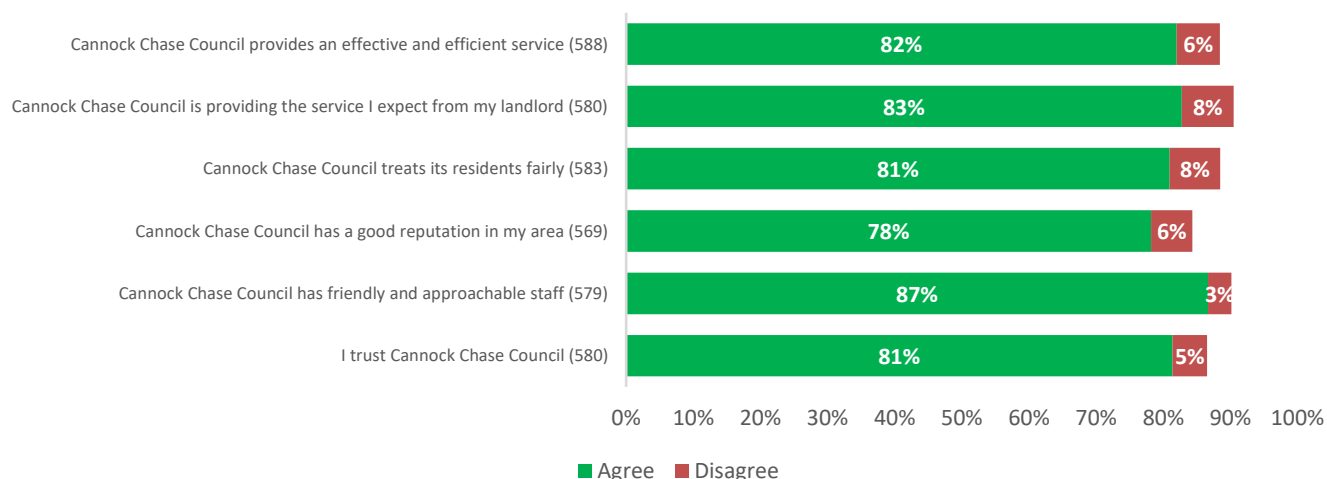
Council Perceptions

Tenants were asked a range of questions regarding their general perceptions of the different service aspects the Council provides. Four fifths (82%) of tenants said that they agreed the Council provides an efficient and effective service, with just 6% dissatisfied. This is significantly lower than the results from 2019, although levels of disagreement have not significantly increased, indicating that tenants are more in the middle when compared to last time.

83% agreed that the Council provides the services they expect as their landlord, with just under one in ten (8%) in disagreement. This is 6 percentage points lower than the 2019 results in terms of overall agreement. 81% agreed that the Council treats residents fairly, whilst just over three quarters (78%) of tenants agreed that Cannock Chase Council has a good reputation in their area, 3-percentage points lower compared to 2019.

In terms of staff, just under nine in ten (87%) tenants agreed that they are friendly and approachable, with just 3% in disagreement with this statement. Finally, 81% of tenants agree that the Council is trustworthy, which is significantly lower than the previous surveys findings, where 86% were in agreement. Levels of disagreement with trust in the Council has remained static, again showing that perceptions haven't necessarily trended negative, but tenants have become a bit more neutral in their stance.

Figure 8: Q6. To what extent do you agree or disagree with the following? (All responses)



Sample base in parentheses

Council perceptions - by age and tenure

Levels of agreement for all measures increase up the age groups, which is a similar finding throughout this report. Agreement with staff being friendly and approachable is low amongst those under 35 (65%). This is significantly lower than the next age group up (35-44 – 77%). This could be down to poor experiences when contacting the Council, or not getting their desired outcome with their query when contacting the Council is having a negative impact on their perceptions of the staff dealing with them.

Amongst sheltered tenants, there is a low perception in terms of trust with the Council, even though older general needs tenants show high levels of trust with the Council.

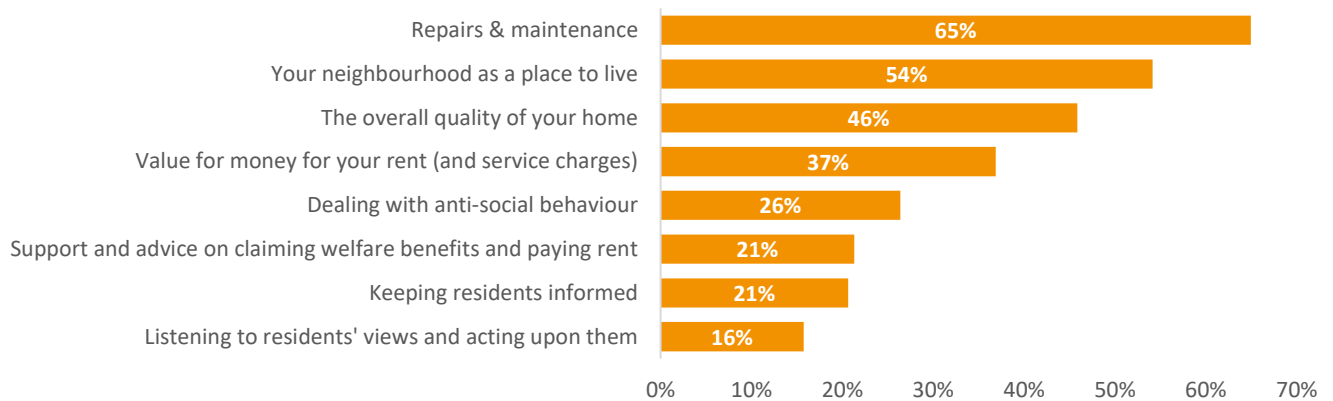
Table 1: Q6. To what extent do you agree or disagree with the following? (by age and tenure)

Satisfaction %	General				Under	35-	45-	55-	65-	75+
	Total	needs	Sheltered	Leaseholder	35	44	54	64	74	
Base	569-588	536-544	32-34	70	31	42-43	58-62	114-117	148-150	157-161
Provides an effective and efficient service	82%	82%	85%	67%	68%	72%	84%	81%	82%	91%
Is providing the service I expect from my landlord	83%	83%	81%	69%	71%	72%	84%	84%	81%	89%
Treats its residents fairly	81%	81%	85%	58%	61%	67%	78%	75%	85%	89%
Has a good reputation in my area	78%	79%	69%	54%	58%	71%	69%	78%	82%	86%
Has friendly and approachable staff	87%	87%	85%	72%	65%	77%	78%	91%	90%	92%
I trust Cannock Chase Council	81%	82%	67%	57%	74%	70%	67%	81%	85%	91%

Service Priorities

When asked what tenants priorities were in regards to the services provided by Cannock Chase Council, repairs and maintenance was the most common, with roughly two thirds (65%) stating this. The neighbourhood as a place to live was also a common choice, with just over half (54%) choosing this as a priority, closely followed by the overall quality of home 46%.

Figure 9: Q18. Which of the following services would you consider to be priorities? (All responses)

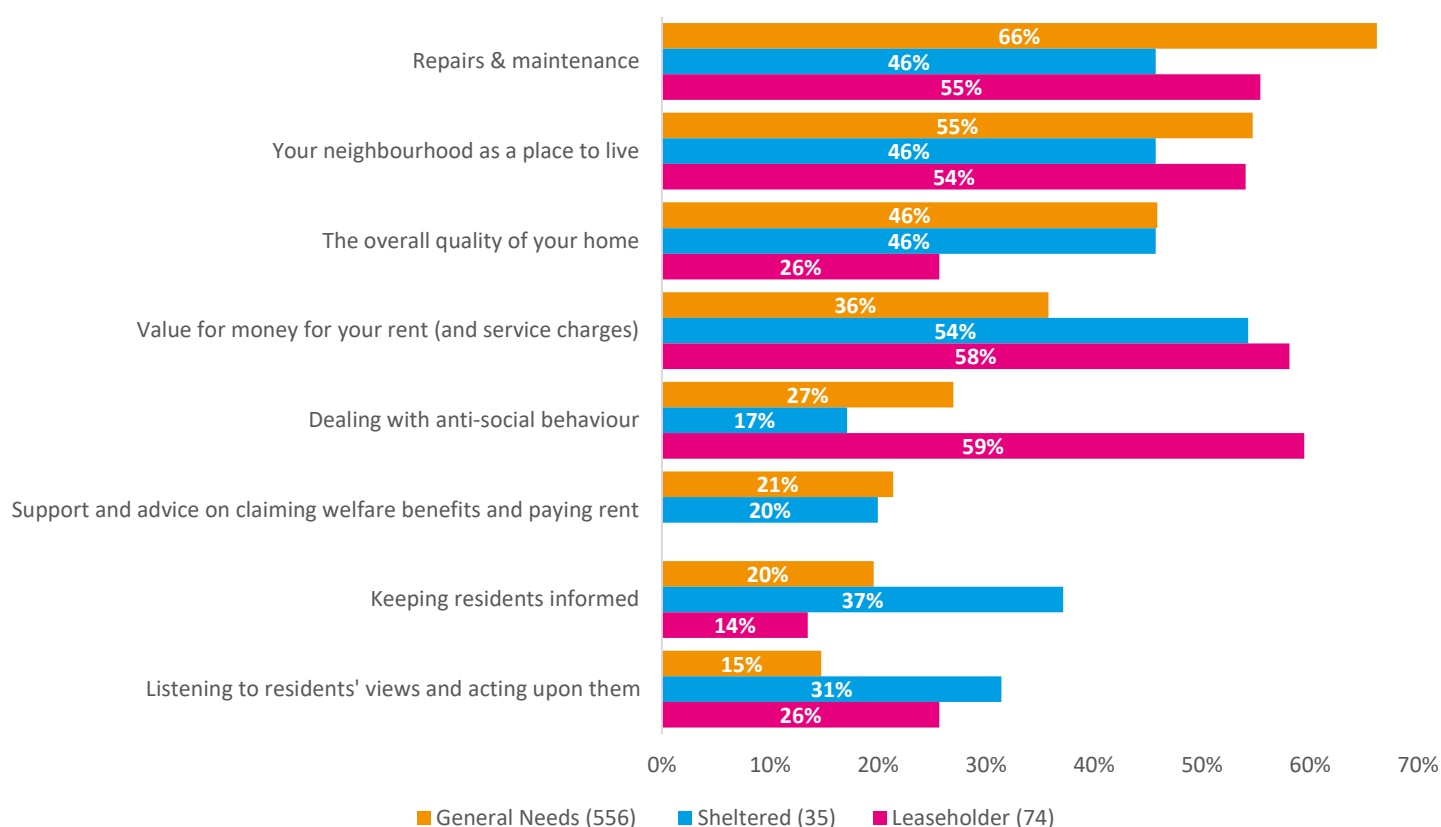


Sample base: 591

Service Priorities - by tenure

By tenure, sheltered tenants are more likely to consider keeping residents informed (37%) and listening to views and acting upon them (31%) as priorities compared to general needs and leaseholders. Leaseholders are more likely to consider value for money of services charges (58%) and dealing with ASB (59%) as key service priorities.

Figure 10: Q18. Which of the following services would you consider to be priorities? (By tenure)



Sample base in parentheses

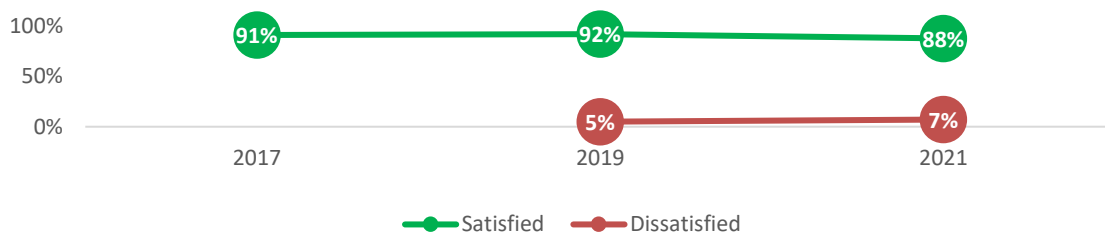
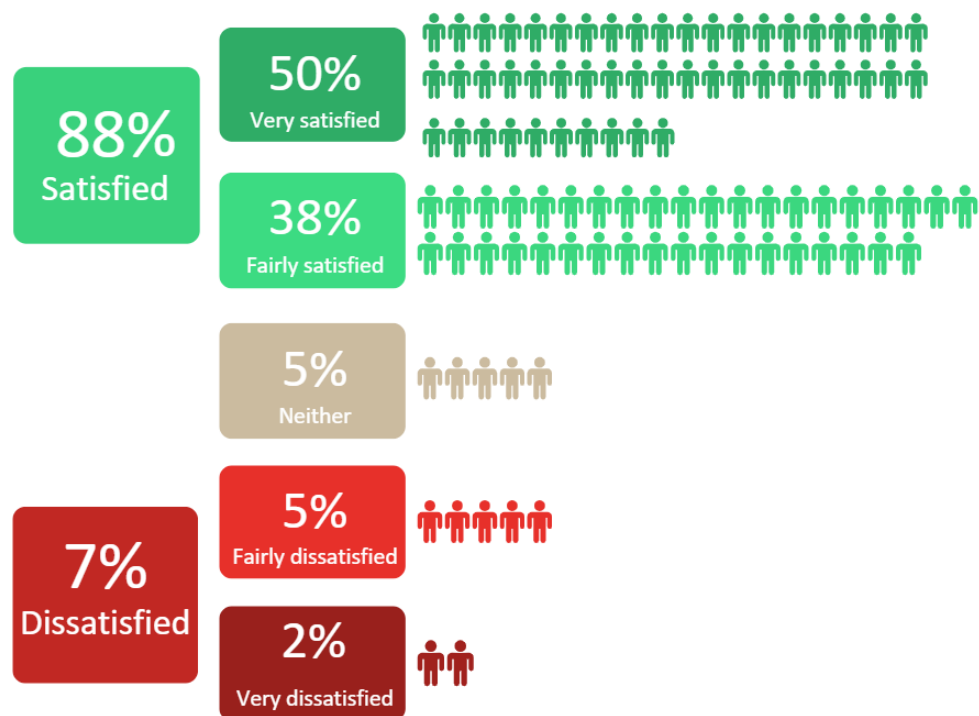
Section Two: Perceptions of the home

This section explores how satisfied customers were with various aspects of their home.

Quality of the home

Approaching nine in ten (88%) tenants express satisfaction with the overall quality of their home, with 7% stating that they are dissatisfied. As is typical at this question, a small proportion gave a neutral opinion (5%). Half (50%) of tenants are very satisfied with this measure, which shows a high level of positivity towards this measure, which is important when considering its high impact on overall perceptions of the services provided by the Council.

Figure 11: Q2a. How satisfied or dissatisfied are you with the overall quality of your home? (All responses)

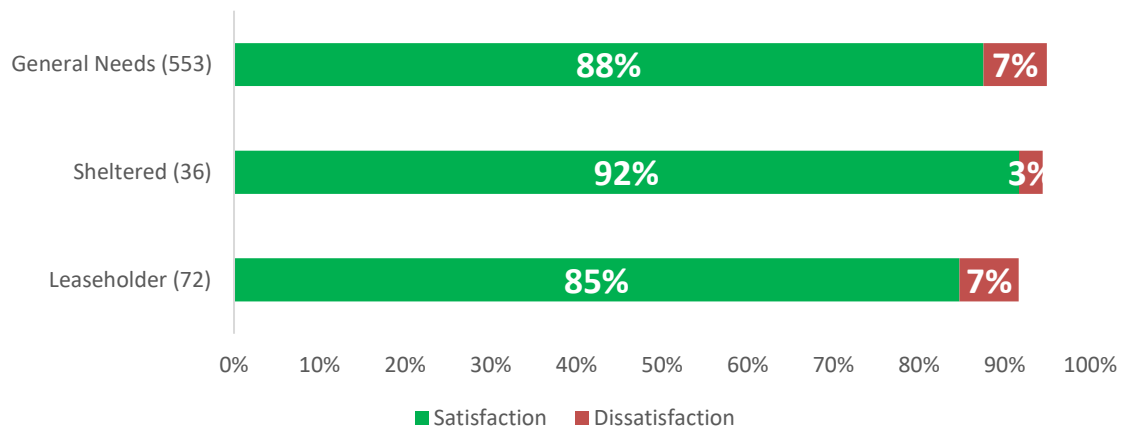


Sample base: 589

Quality of home - by tenure

In regards to the quality of home, all tenure groups show high levels of satisfaction, with over nine in ten sheltered tenants satisfied, and just 3% dissatisfied.

Figure 12: Q2a. How satisfied or dissatisfied are you with the overall quality of your home? (By tenure)

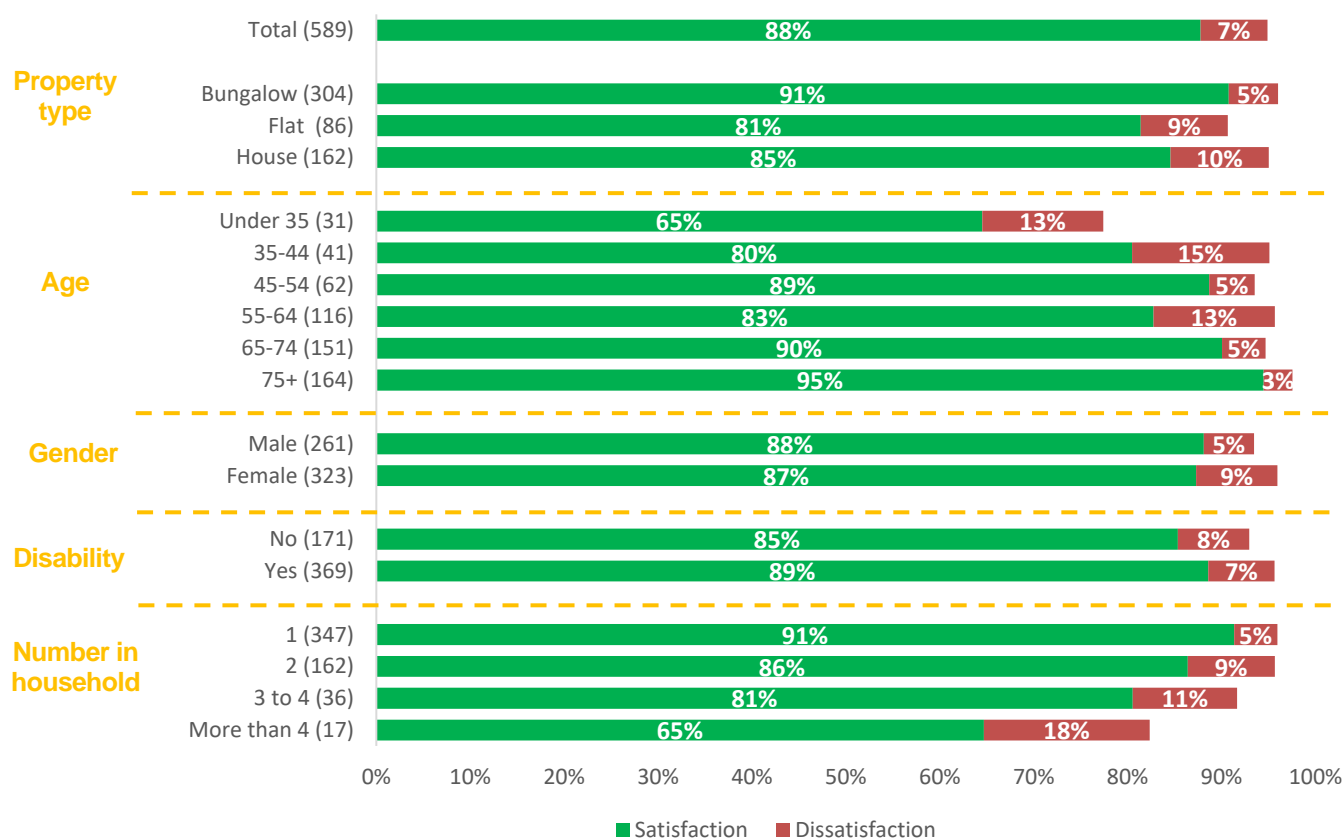


Sample base in parentheses

Subgroup analysis for quality of home

Whilst satisfaction is high amongst all three property types, satisfaction is lowest amongst those living in a flat (81%), significantly lower than the total average (88%). By age, those under 35 (65%) are least satisfied with the quality of their home, followed by those 35-44 (80%) and 55-65 (83%). Those with a disability are significantly more satisfied with the quality of their home compared to those with no disability (89% cf. 85%). Those with more members in their household indicate lower levels of satisfaction compared to those with less, indicating perhaps a lack of space or more wear and tear due to more people using the property facilities.

Figure 13: Q2a. How satisfied or dissatisfied are you with the overall quality of your home? (By subgroup)

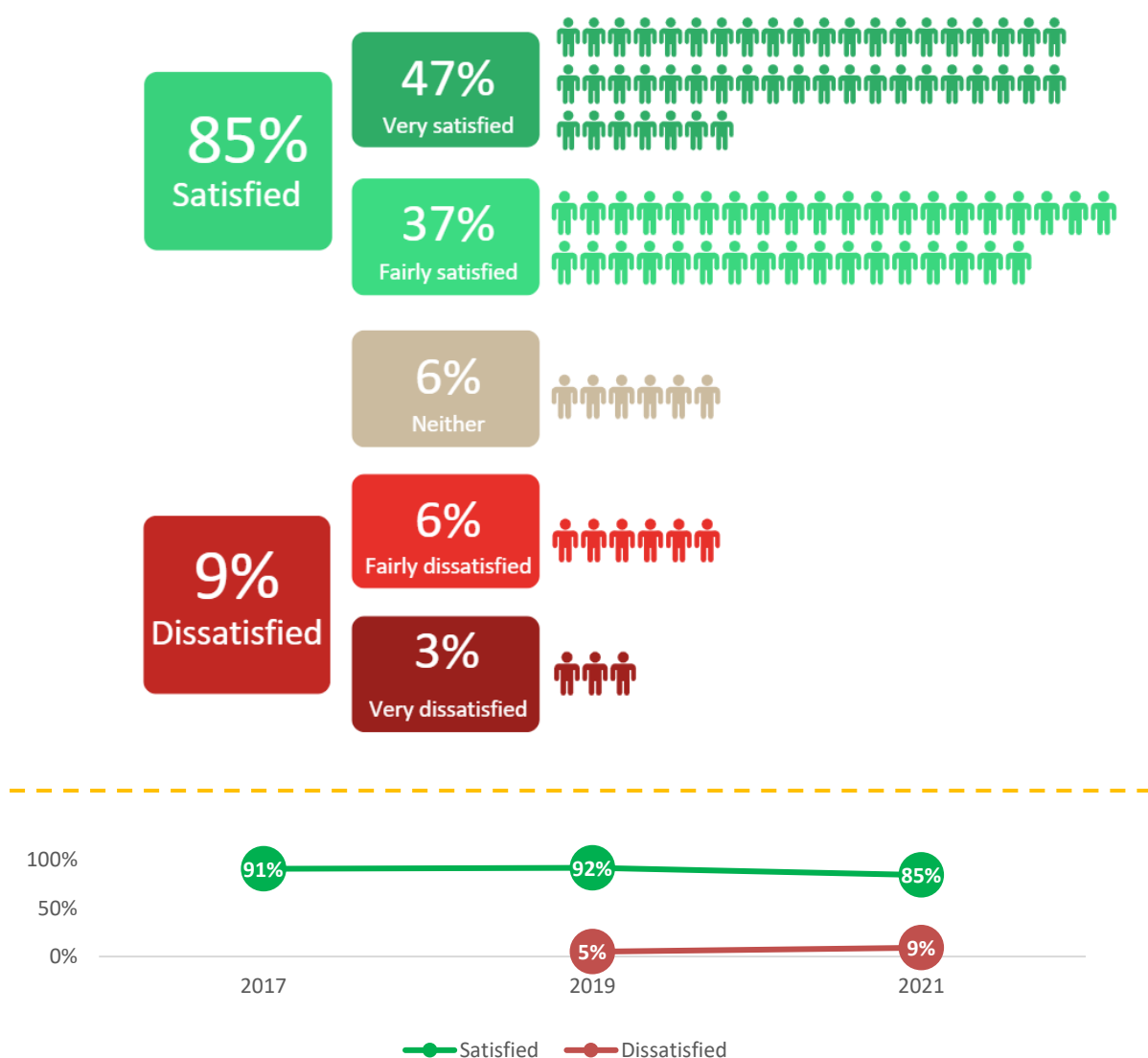


Sample base in parentheses

Condition of the home

85% of tenants are satisfied with the condition of their home, with just under half (47%) very satisfied. Just 9% of tenants are dissatisfied with this measure, with 3% very dissatisfied. Whilst this figure remains high, there has been a significant decrease in satisfaction compared to the 2019 score. Over the last 18 months, people have spent a lot more time in their homes due to lockdown restrictions, meaning they will notice little issues in their homes they may not have previously noticed when out all day at work.

Figure 14: Q2e. How satisfied or dissatisfied are you with the overall condition of your home? (All responses)

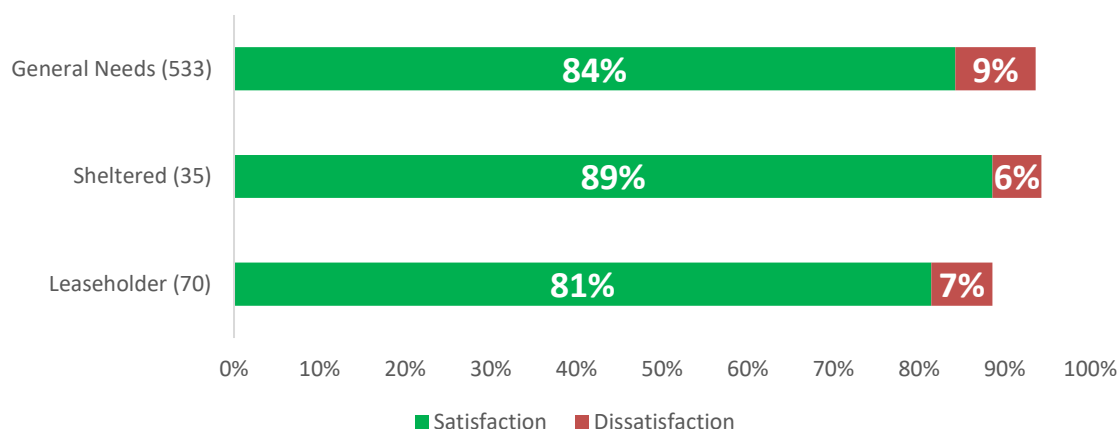


Sample base: 568

Condition of home - by tenure

All tenure groups show high levels of satisfaction towards the condition of their home, especially amongst sheltered tenants, where just under nine in ten (89%) are satisfied. This is however lower than the 100% satisfaction in 2019, although this score would have always been difficult to maintain.

Figure 15: Q2e. How satisfied or dissatisfied are you with the overall condition of your home? (By tenure)

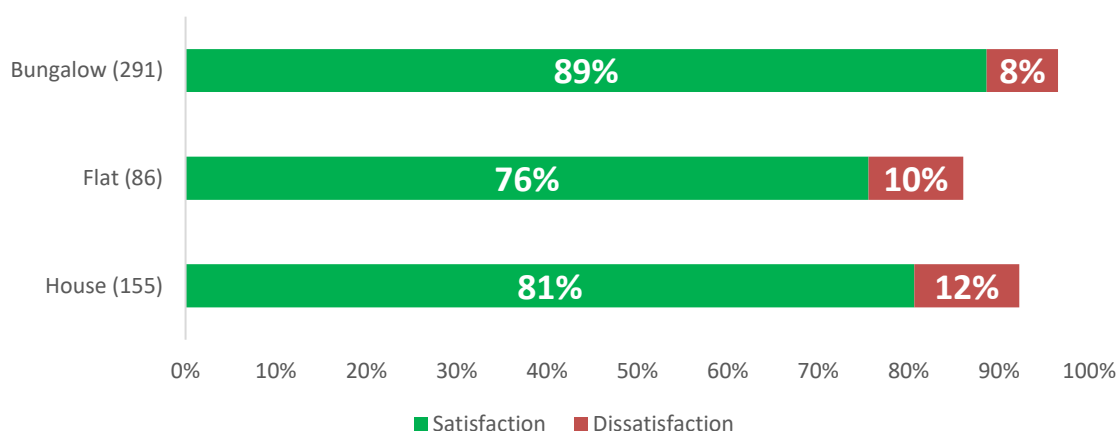


Sample base in parentheses

Condition of home - by property type

Those living in bungalows (89%) are significantly more satisfied with the condition of their home compared to those living in a house (81%) or flat (76%). This will also be correlated with age, with older tenants more likely to be in bungalows and younger people in flats.

Figure 16: Q2e. How satisfied or dissatisfied are you with the overall condition of your home? (By property type)

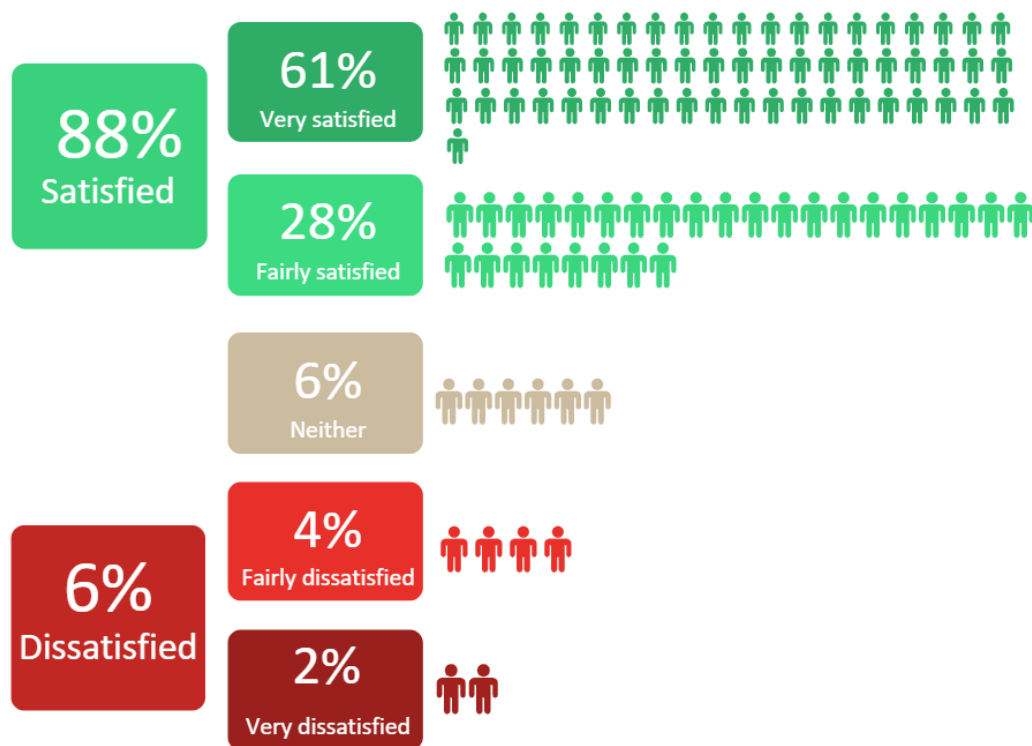


Sample base in parentheses

Safety and security of the home

A new core indicator in the revised STAR question set measures perceptions of home safety and security. This issue is also a key component of the government's Charter for Social Housing Residents. Results on this indicator mirror those reported above in relation to home quality. 88% of tenants are satisfied that their home is safe and secure, with just 6% dissatisfied that this is the case.

Figure 17: Q2f. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Cannock Chase Council provides a home that is safe and secure? (All responses)

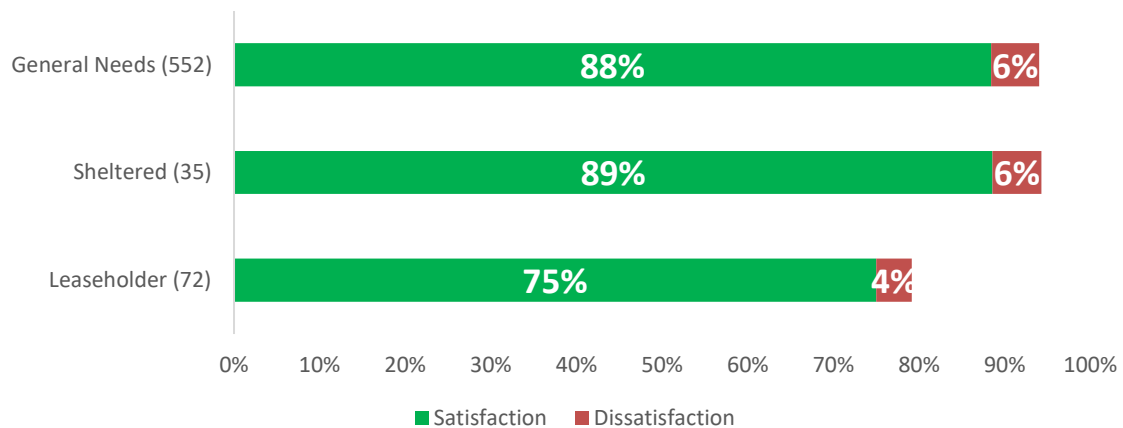


Sample base: 587

Safety and security of home - by tenure

Leaseholders (75%) are significantly less likely than general needs (88%) and sheltered tenants (89%) to feel that the Council provides a home that is safe and secure. There was no significant differences in opinion between resident (75%) and non-resident (74%) leaseholders.

Figure 18: Q2f. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Cannock Chase Council provides a home that is safe and secure? (By tenure)



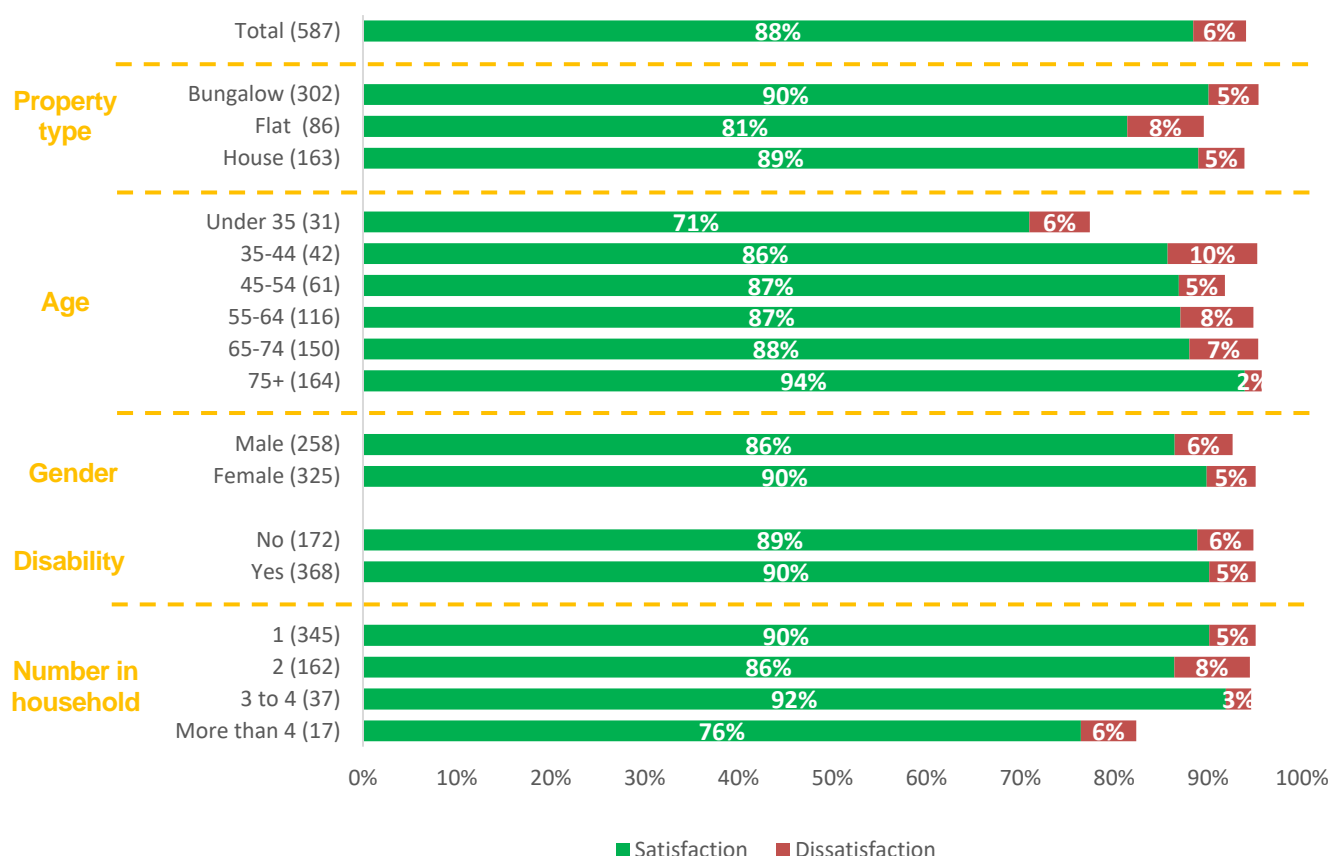
Sample base in parentheses

Subgroup analysis for safety and security of home

Like with the quality of home, those living in flats (81%) are significantly less likely to feel the Council provides a home that is safe and secure when compared to those living in bungalows (90%) and houses (89%).

By age, all groups show a similar level of satisfaction with the exception of those under 35, when seven in ten (71%) feel their home is safe and secure, significantly lower than the total average (88%). Female tenants are more likely to feel that the Council provides a safe and secure home compared to male tenants (90% cf. 86%).

Figure 19: Q2f. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Cannock Chase Council provides a home that is safe and secure? (By subgroup)



Sample base in parentheses

Section 3: Repairs and maintenance

This section explores how satisfied customers were with various aspects of the repairs and maintenance services.

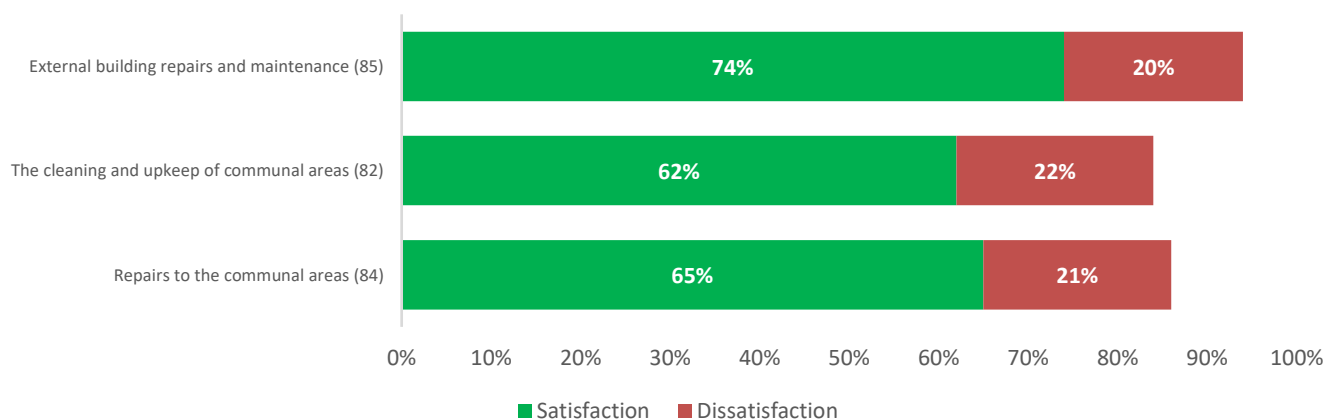
Cleaning and upkeep

In terms of the upkeep and cleaning of communal areas, all tenants who live in a flat were asked about their perceptions of the services. Around three quarters (74%) of tenants are satisfied with the external building repairs and maintenance service they receive, with 35% very satisfied. A fifth (20%) express dissatisfaction with 12% very dissatisfied. 60% of leaseholders are satisfied with this measure, with 15% very satisfied. 18% of leaseholders are dissatisfied with the repairs and maintenance service provided for their external buildings.

65% are satisfied with the repairs done to their communal areas, which is down from the figure in 2019 (74%). Sheltered tenants are also significantly more satisfied with the communal area repairs compared to general needs tenants (85% cf. 72%). 44% of leaseholders are satisfied with the repairs made to their communal areas, with 6% very satisfied. Around a quarter (25%) expressed dissatisfaction to this service, with 14% very dissatisfied.

In terms of the cleaning and upkeep of communal areas, around three fifths (62%) are satisfied with this measure, markedly down from the figure in 2019 (77%), which when taken into context is not too negative considering the disruptions covid-19 will have had on this service due to social distancing measures. Amongst leaseholders, under half (46%) are satisfied, with just 5% very satisfied.

Figure 20: Q8. Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? (All responses)



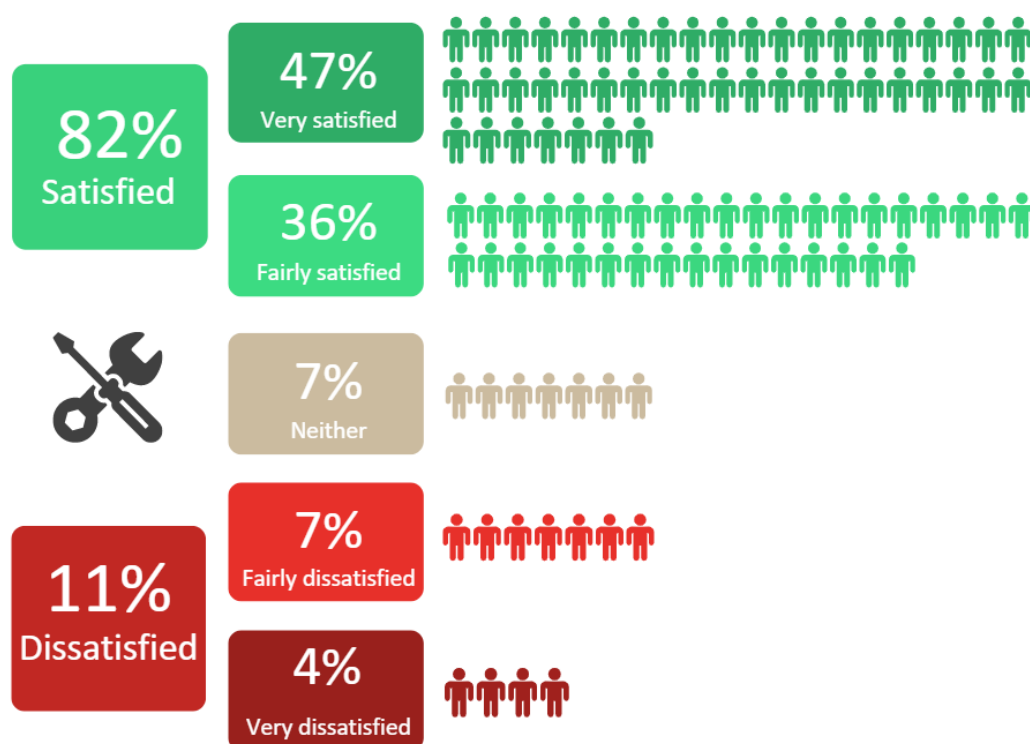
Sample base in parentheses

Dealing with repairs

As already identified, repairs and maintenance is the area of service delivery that the greatest proportion of tenants prioritise and also has a high correlation to overall satisfaction levels.

Among all tenants, irrespective of their recent interactions with the repairs service, 82% of tenants are satisfied, with just under half (47%) very satisfied. 11% are dissatisfied with how their landlord deals with repairs and maintenance. 90% of tenants were satisfied with this service in 2019, which means there has been a significant decrease in satisfaction. Social distancing restrictions over the last 18 months have had a profound impact on organisations abilities to deliver the repairs and maintenance service to their usual standard, so it is perhaps unsurprising to see that tenants have had a more negative experience with the service over the past 18 months.

Figure 21: Q9. Generally, how satisfied or dissatisfied are you with the way Cannock Chase Council deals with repairs and maintenance? (All responses)

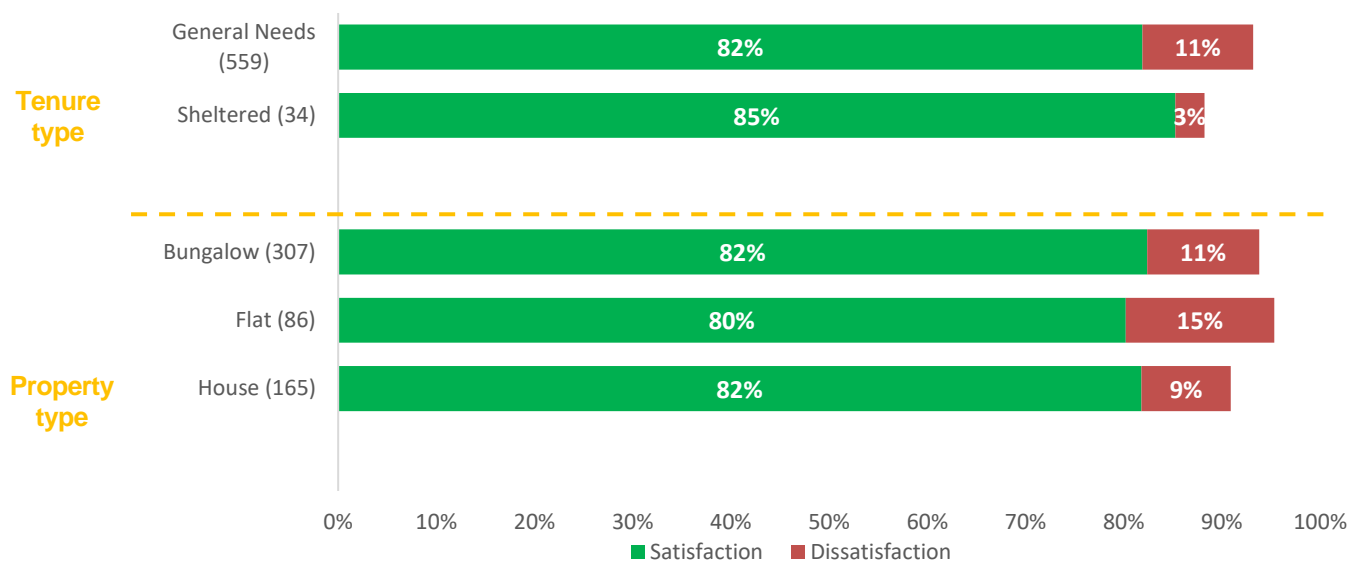


Sample base: 593

Dealing with repairs - by tenure and property type

Sheltered tenants are more likely to be satisfied with the repairs and maintenance service compared to general needs tenants (85% cf. 82%), however this is not significantly different. There are also no significant differences in perceptions of the repairs service when viewed by property type.

Figure 22: Q9. Generally, how satisfied or dissatisfied are you with the way Cannock Chase Council deals with repairs and maintenance? (By tenure and property type)

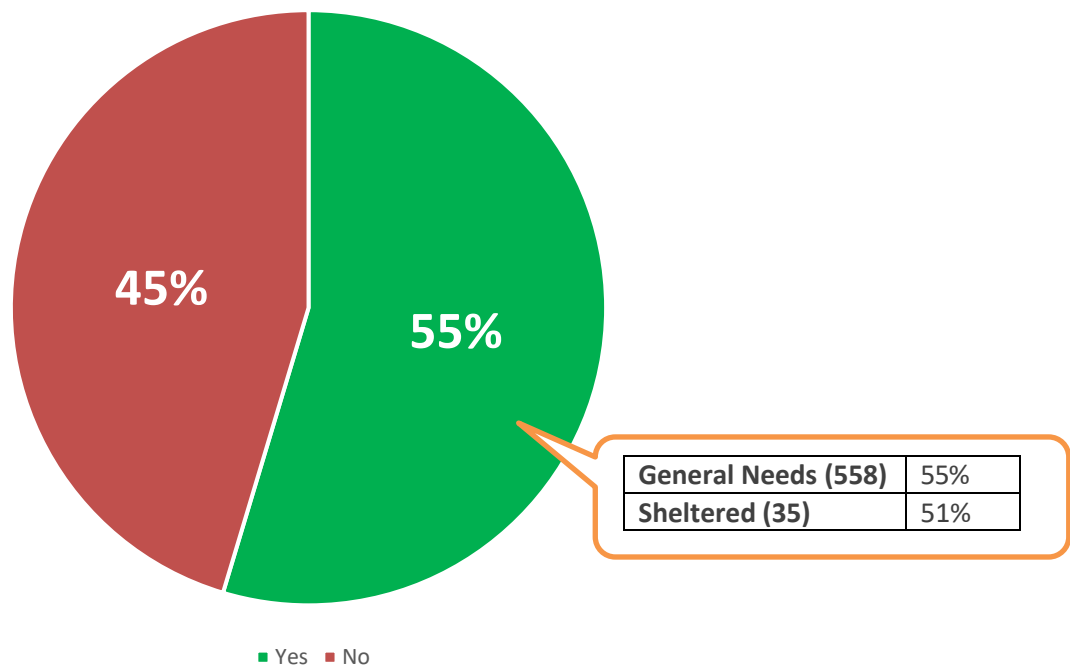


Sample base in parentheses

Repairs in the last 12 months

The fact that over half (55%) of tenants said that they had received a repair to their home in the last 12 months, illustrates that this is a service that a large number of tenants interact with and therefore is important for shaping wider landlord perceptions.

Figure 23: Q10. Have you had any repairs to your home in the last 12 months? (All responses)



Sample base: 593

Repair satisfaction

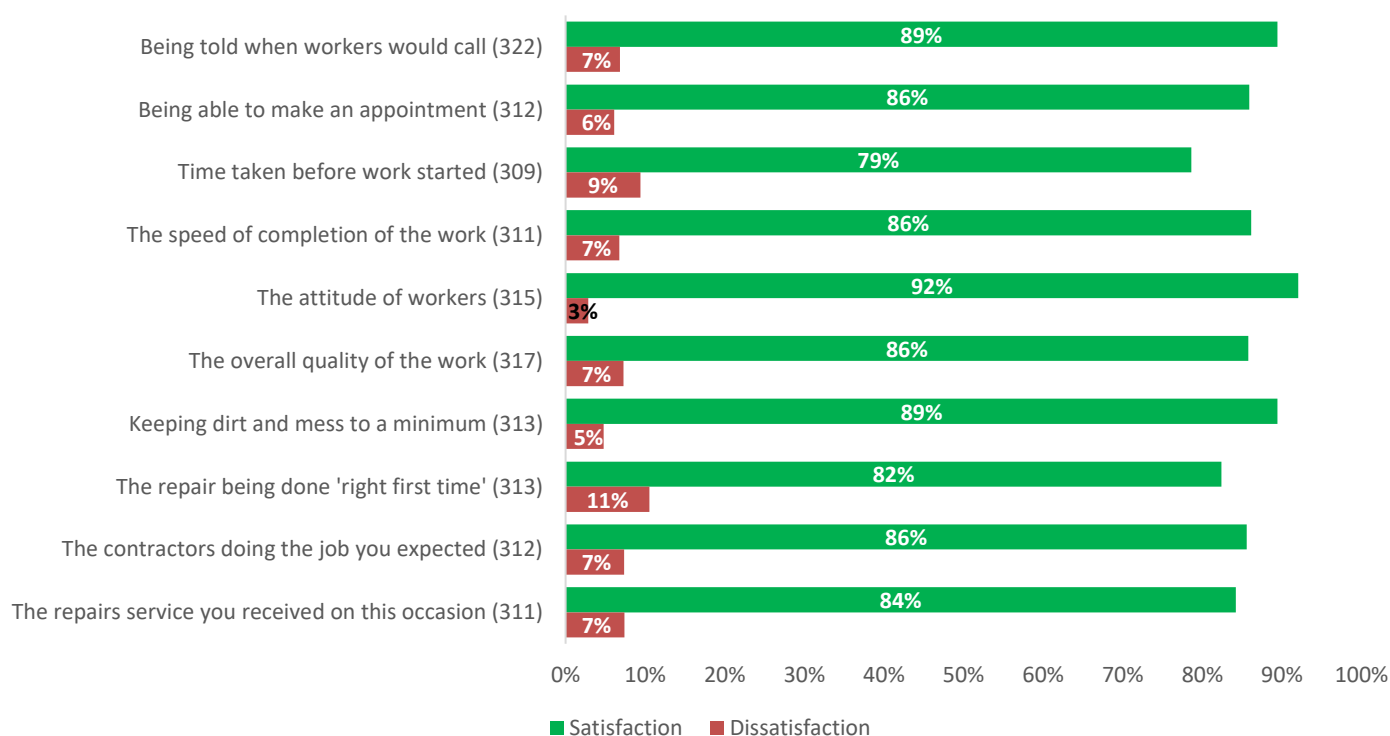
Tenants who had received a repair or maintenance work on their home in the last 12 months were asked how satisfied they were with various aspects of the service.

The highest level of satisfaction was with the attitude of workers (92%) – much like the previous survey's findings, with a slightly smaller proportion satisfied being told when workers would call (89%) and keeping dirt and mess to a minimum (89%). The time taken before work started scored the lowest in terms of satisfaction, with 79% expressing a positive perception towards this measure. This may be expected however with disruptions to the service over the past 18 months due to the pandemic.

In terms of the core indicator, 84% of tenants who have had a repair in the last 12 months are satisfied with the overall repair they received on this occasion, with 63% very satisfied. Just 7% of tenants are dissatisfied with the repair they received, with 4% very dissatisfied. This measure is above the M·E·L Research 2020 average of 66%.

Comparison by tenure showed no significant differences on any of the repairs and maintenance service aspects.

Figure 24: Q11. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? (All responses)



Sample base in parentheses *3% dissatisfaction at 'attitude of workers' highlighted for visibility due to short bar.

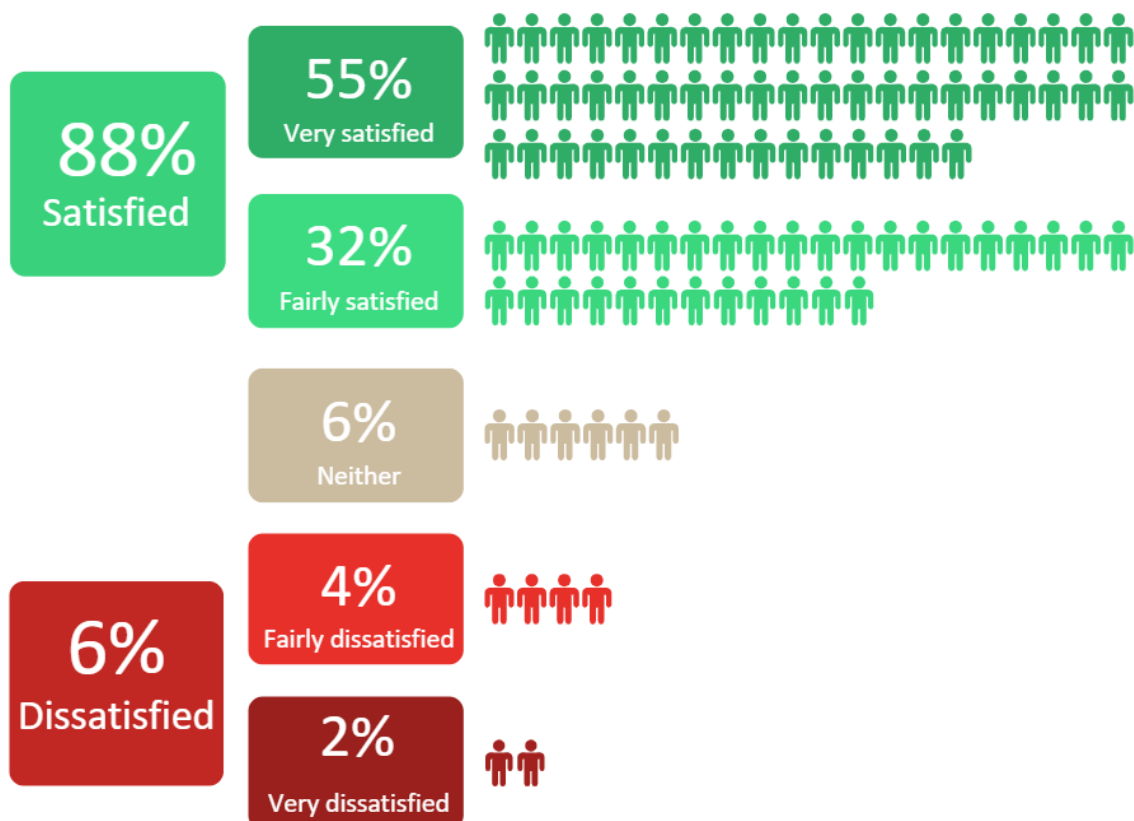
Section 4: Neighbourhood and complaints

This section explores how satisfied customers were with various aspects of their neighbourhood and enquiries.

Neighbourhood as a place to live

When asked to comment upon the overall quality of their neighbourhood as a place to live, responses from tenants were predominantly positive. Overall, 88% of tenants are satisfied with their local neighbourhood as a place to live. This includes more than half (55%) who give the most positive response possible of 'very satisfied'. Under one in ten tenants (6%) express dissatisfaction with their local area as a place to live. Neighbourhood satisfaction among Cannock Chase tenants is above the M·E·L Research average for 2020 (81%).

Figure 25: Q2b. How satisfied or dissatisfied are you with your neighbourhood as a place to live?
(All responses)

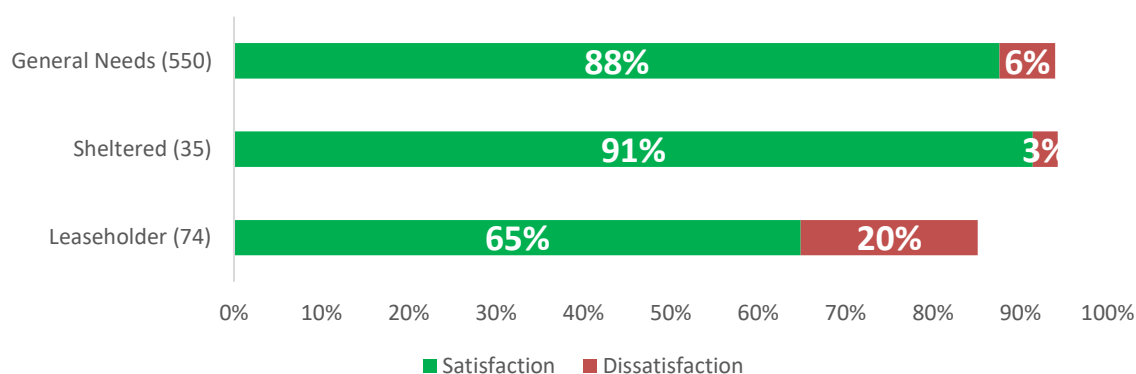


Sample base: 585

Neighbourhood as a place to live - by tenure

Whilst no discernible difference between general needs (88%) and sheltered (91%), both tenures are significantly more satisfied with their neighbourhood as a place to live when compared to leaseholders (65%).

Figure 26: Q2b. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (By tenure)

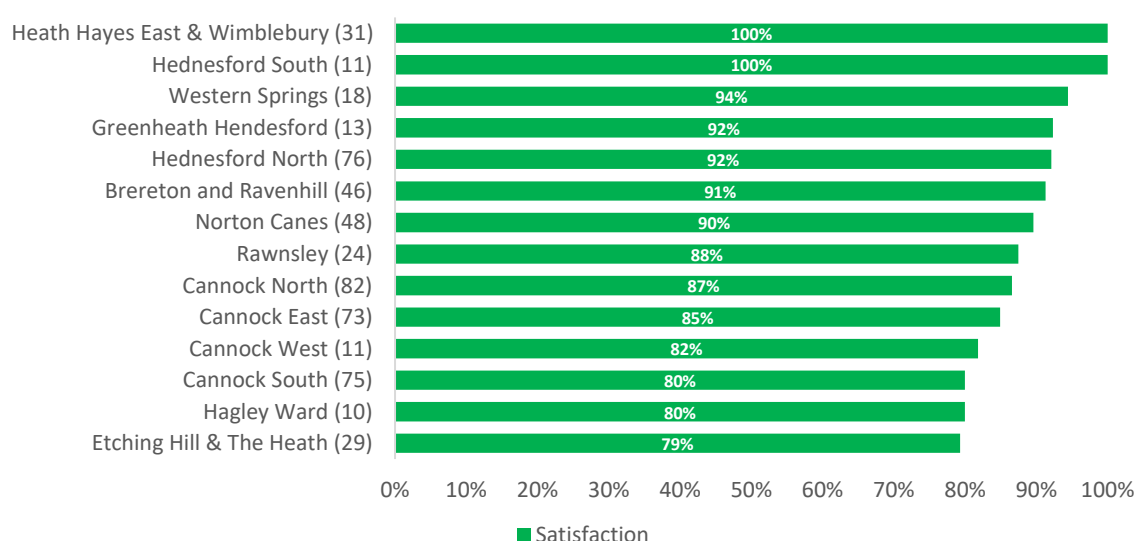


Sample base in parentheses

Neighbourhood as a place to live - by area

All tenants in Heath Hayes & Wimblebury and Hednesford South are satisfied with their neighbourhoods as a place to live. Etching Hill & The Heath tenants are least likely to be satisfied with their area, but this still remains relatively high at 79%. All figures with a base size of 30 or less should be taken as indicative only however, and indeed any groups with less than 5 responses have been removed from the chart entirely.

Figure 27: Q2b. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (By area)



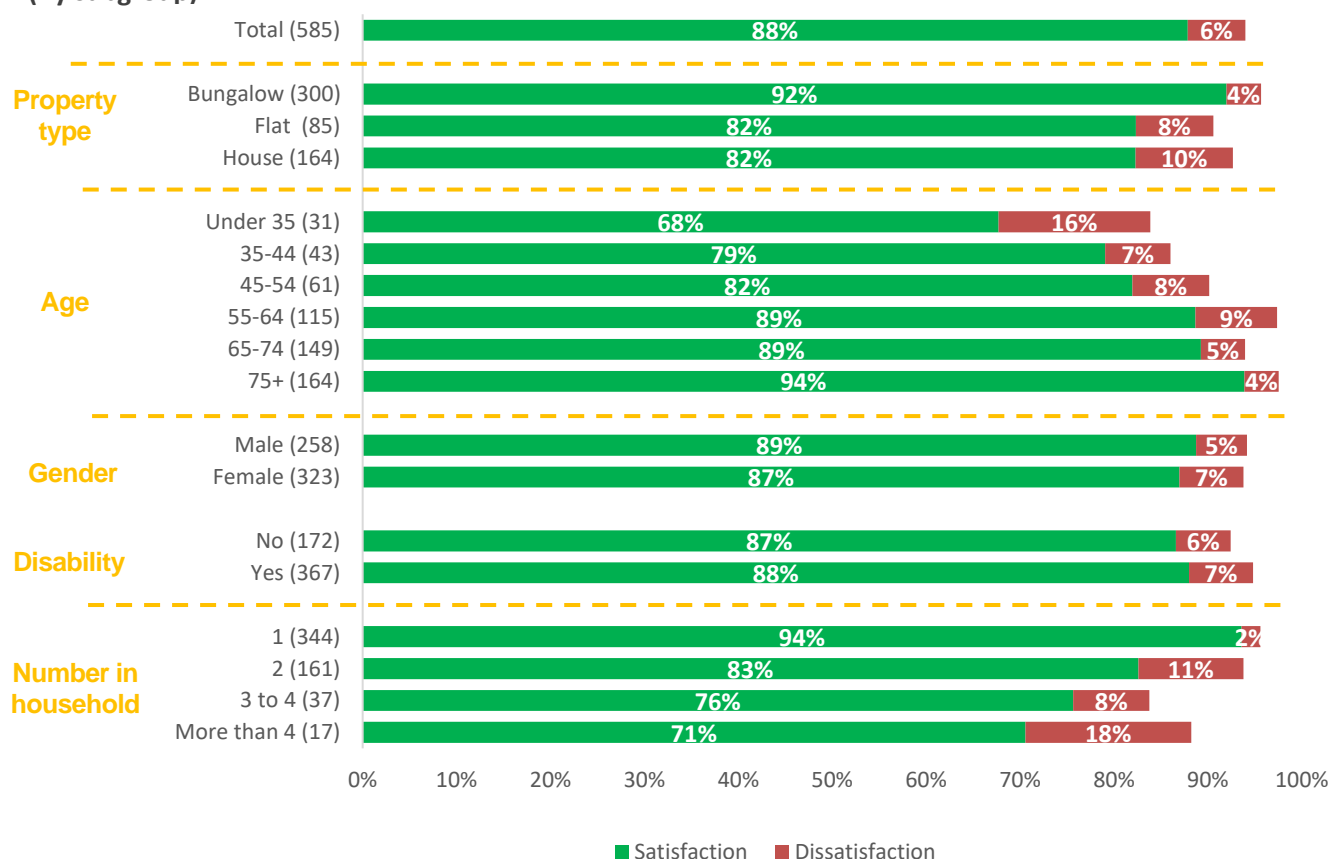
Sample base in parentheses

Subgroup analysis for neighbourhood as a place to live

Those living in bungalows are significantly more satisfied with the neighbourhood as a place to live compared to the total average (92% cf. 88%). Under 35 tenants are again the least satisfied with this measure (68%), with over 75's being the happiest (94%). Those with 3-4 (76%) or more than four (71%) members in their household are also significantly less satisfied with their neighbourhood compared to the total average (88%).

Figure 28: Q2b. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

(By subgroup)



Sample base in parentheses

Contact Centre views (ASB, enquiries, complaints)

Respondents were asked how satisfied they were with the way Cannock Chase Council deals with various general services.

68% of tenants are satisfied with the Anti-social behaviour service, with 34% very satisfied. 10% are dissatisfied with this measure. General needs tenants are significantly more satisfied than sheltered tenants (69% cf. 59%).

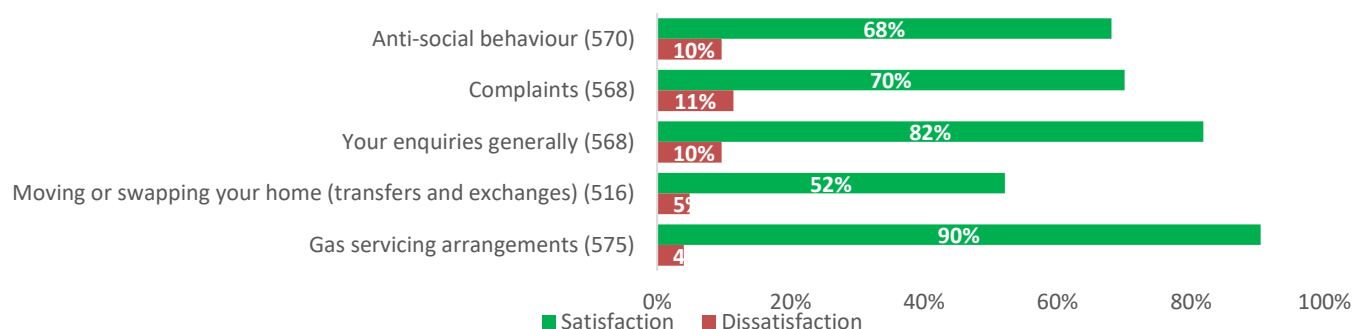
Seven in ten (70%) tenants are satisfied with the complaints service provided by the Council, with 11% expressing dissatisfaction. General needs tenants are again significantly more satisfied than sheltered tenants in this regard (71% cf. 58%). Opinions are polarised amongst leaseholders, with around half (51%) satisfied with this measure, with three in ten (29%) neutral and a fifth (19%) dissatisfied with the complaints service.

In terms of general enquiries, over four fifths (82%) are satisfied with this measure with just under half (46%) very satisfied. Following a similar trend to the last two measures, general needs tenants are significantly more satisfied than sheltered tenants to be satisfied with this measure (83% cf. 61%). Leaseholders are also more satisfied than sheltered tenants in regards to contacting the Council with a general enquiry (67% cf. 61%).

Around half (52%) of tenants are satisfied with the way the Council deals with moving or swapping their homes, with 4% dissatisfied. 43% said neither at this measure, indicating they had not gone through this process to make an informed opinion on.

Nine in ten (90%) tenants are satisfied with the Council's gas service arrangements, with seven in ten (70%) very satisfied.

Figure 29: Q5. How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? (All responses)



Sample base in parentheses

Section 5: Communication

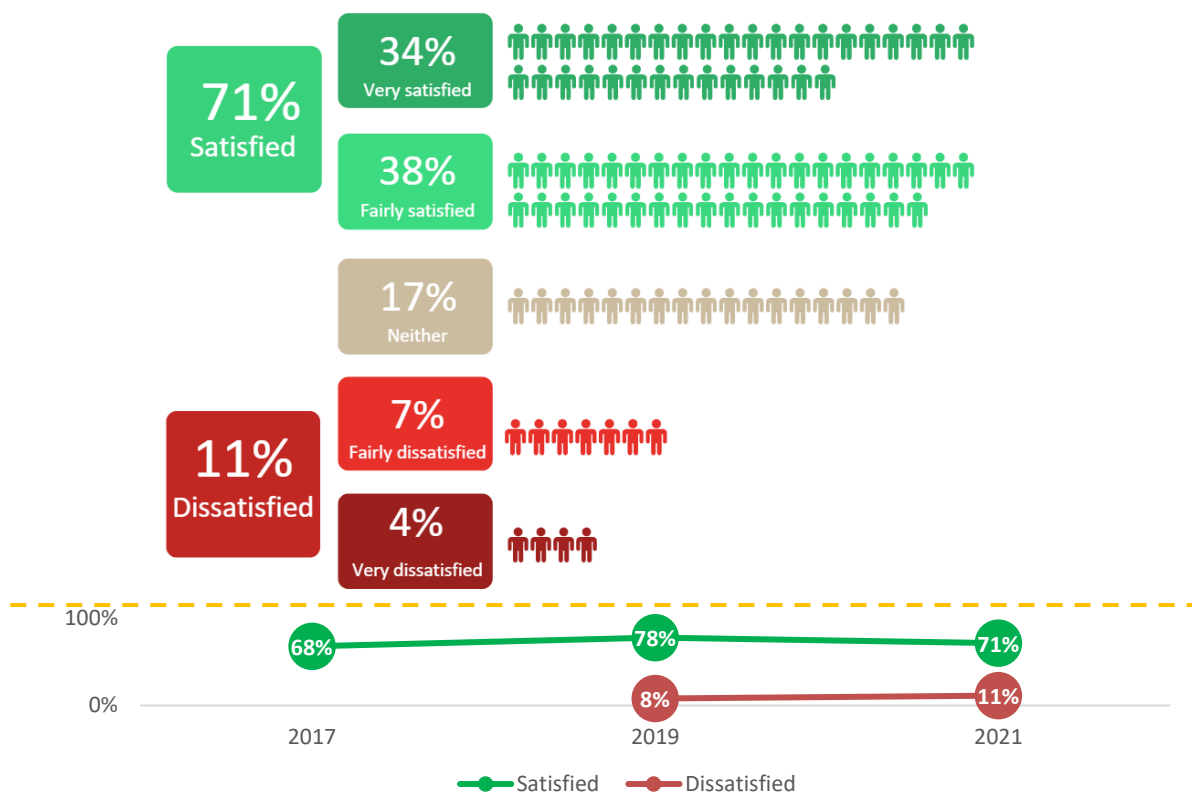
This section explores how satisfied customers were with various aspects of the Council's communication.

Listening to residents' views

The government white paper on housing has placed considerable emphasis on tenant voice, with social landlords required to listen clearly to what matters most to residents and to ensure landlord accountability.

Cannock Chase Council shows strong tenant engagement activity, shown by the fact that 71% are satisfied that their landlord listens to their views and acts upon them. This is 9-percentage points above the M·E·L Research 2020 average (62%). Whilst this is a significant drop from the previous survey findings, with the high correlation this has to overall satisfaction its positive that tenants largely feel they are listened to by the Council.

Figure 30: Q2d. How satisfied or dissatisfied are you that Cannock Chase Council listens to your views and acts upon them (All responses)

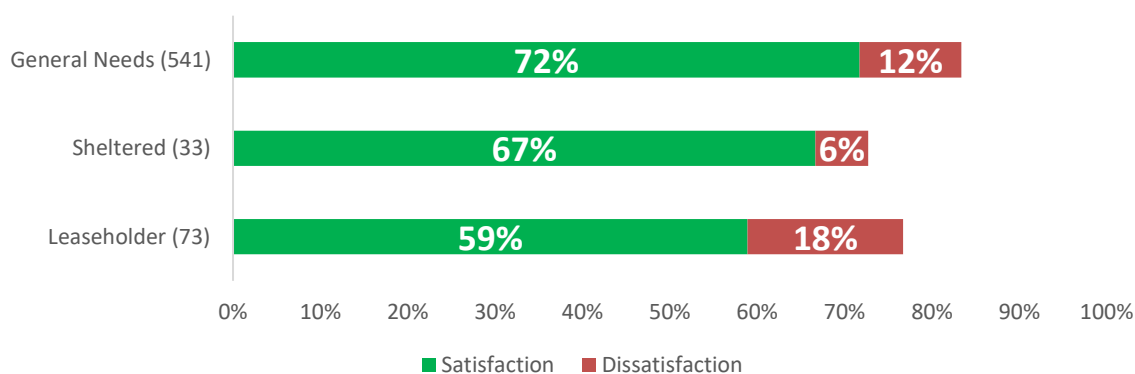


Sample base: 574

Listening to residents' views - by tenure

72% of general needs tenants are satisfied with their views being listened to and acted upon. Satisfaction is lower amongst sheltered tenants, although not significantly. This is perhaps not surprising when taking into account lower levels of satisfaction amongst sheltered tenants in regard to the ASB, complaints and general enquiries measures. Less than two thirds (59%) of leaseholders are satisfied with their views being listened to and acted upon, with nearly a fifth dissatisfied (18%).

Figure 31: Q2d. How satisfied or dissatisfied are you that Cannock Chase Council listens to your views and acts upon them (By tenure)



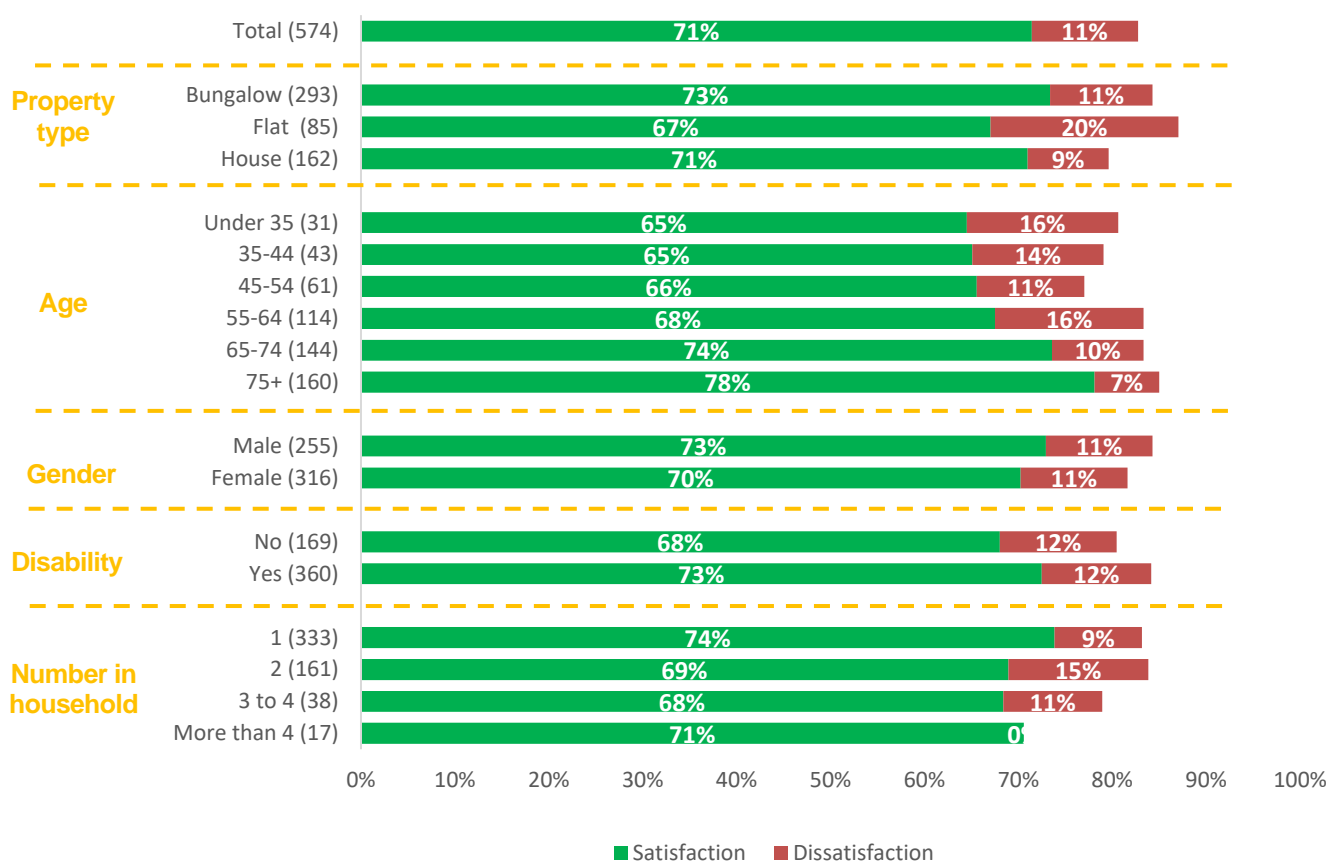
Sample base in parentheses

Subgroup analysis of listening to residents' views

Those from under 35 (65%) to 65-74 (68%) share similar views in terms of the Council listening to them and acting upon their views. Increases in perception amongst those aged 65-74 (74%) and 75+ (78%), indicating a gap between younger and older tenants in terms of engagement with the Council.

Male tenants are more satisfied with this measure than female tenants, however this is not statistically significant (73% cf. 70%). Those with a disability are however, significantly more likely to be satisfied with their views being listened to and acted upon when compared to those with no disability (73% cf. 68%).

Figure 32: Q2d. How satisfied or dissatisfied are you that Cannock Chase Council listens to your views and acts upon them (By subgroup)

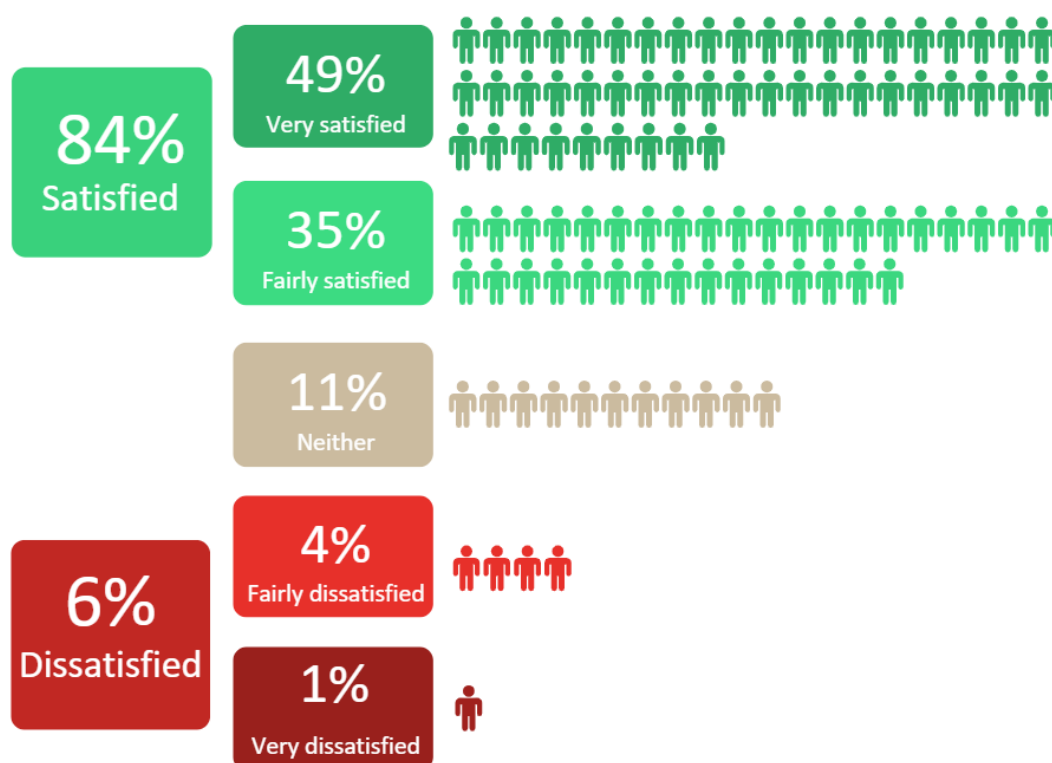


Sample base in parentheses

Keeping residents informed

A majority of 84% of tenants believe that their landlord is good at keeping them informed about things that might affect them. Just 6% are dissatisfied with this measure, indicating that generally tenants feel very well informed which is especially important in the current climate, where keeping in touch with tenants has never been more important.

Figure 33: Q7a. How satisfied or dissatisfied are you that Cannock Chase Council keeps you informed about things that might affect you as a resident? (All responses)

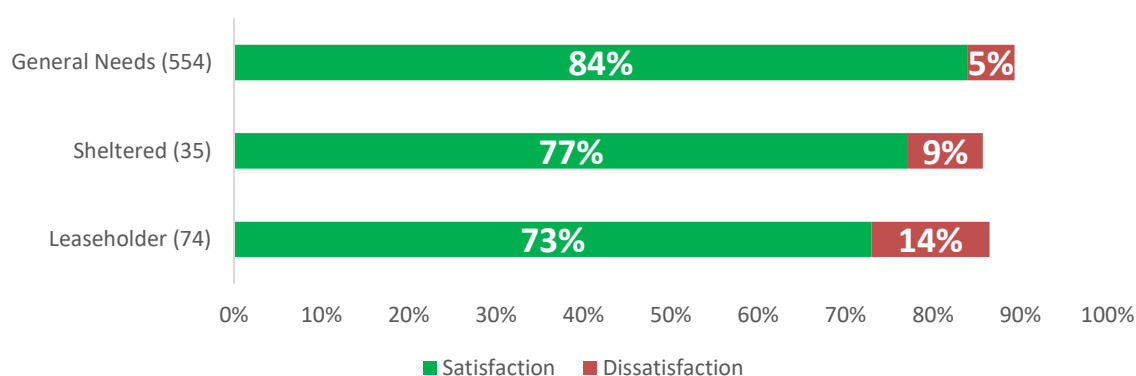


Sample base: 589

Keeping residents informed - by tenure

General needs tenants are the most satisfied when it comes to being kept informed, with 84% showing positive perceptions towards the measure. Satisfaction is lower amongst sheltered tenants, with just over three quarters (78%) satisfied, with leaseholders being 73% satisfied with being kept informed about things that may affect them.

Figure 34: Q7a. How satisfied or dissatisfied are you that Cannock Chase Council keeps you informed about things that might affect you as a resident? (By tenure)

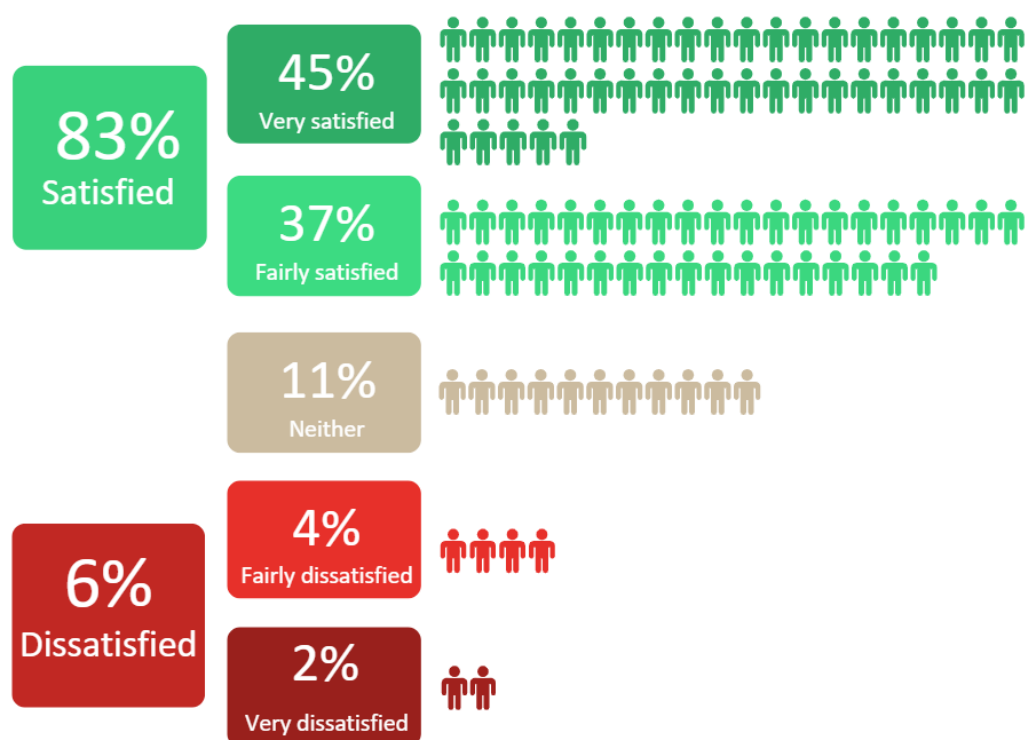


Sample base in parentheses

Ease of dealing with the Council

Tenants were asked to what extent they are satisfied that their landlord is easy to deal with. Over eight in ten (83%) tenants currently express satisfaction. This level of satisfaction is 9-percentage points above the 2020 M·E·L Research STAR average (74%). Among the remainder, 11% have a neutral opinion, with dissatisfaction low at 6%.

Figure 35: Q7b. How satisfied or dissatisfied are you that Cannock Chase Council is easy to deal with? (All responses)

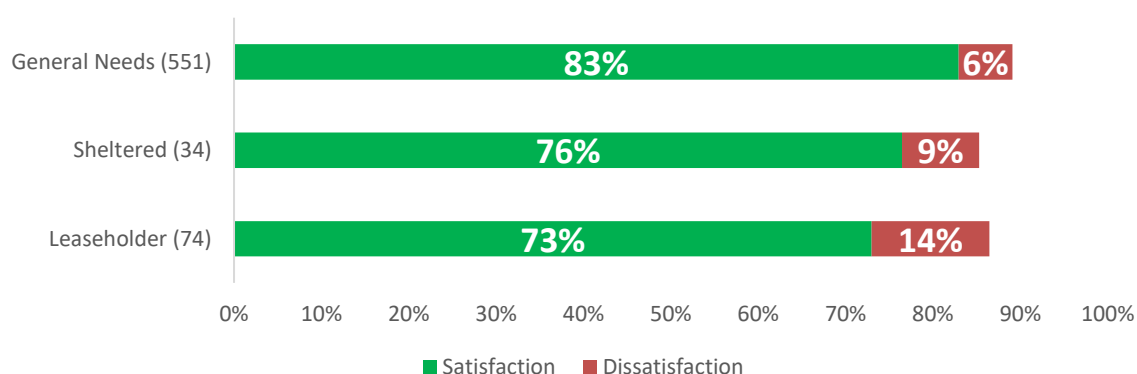


Sample base: 585

Easy of dealing with the Council - by tenure

Again, mirroring other communication-based scores, general needs tenants are most satisfied out of all the tenure groups in relation to the Council being easy to deal with, significantly more so than leaseholders (83% cf. 73%). Around three quarters (76%) of sheltered tenants are satisfied with this measure, with just under one in ten (9%) dissatisfied.

Figure 36: Q7b. How satisfied or dissatisfied are you that Cannock Chase Council is easy to deal with? (By tenure)

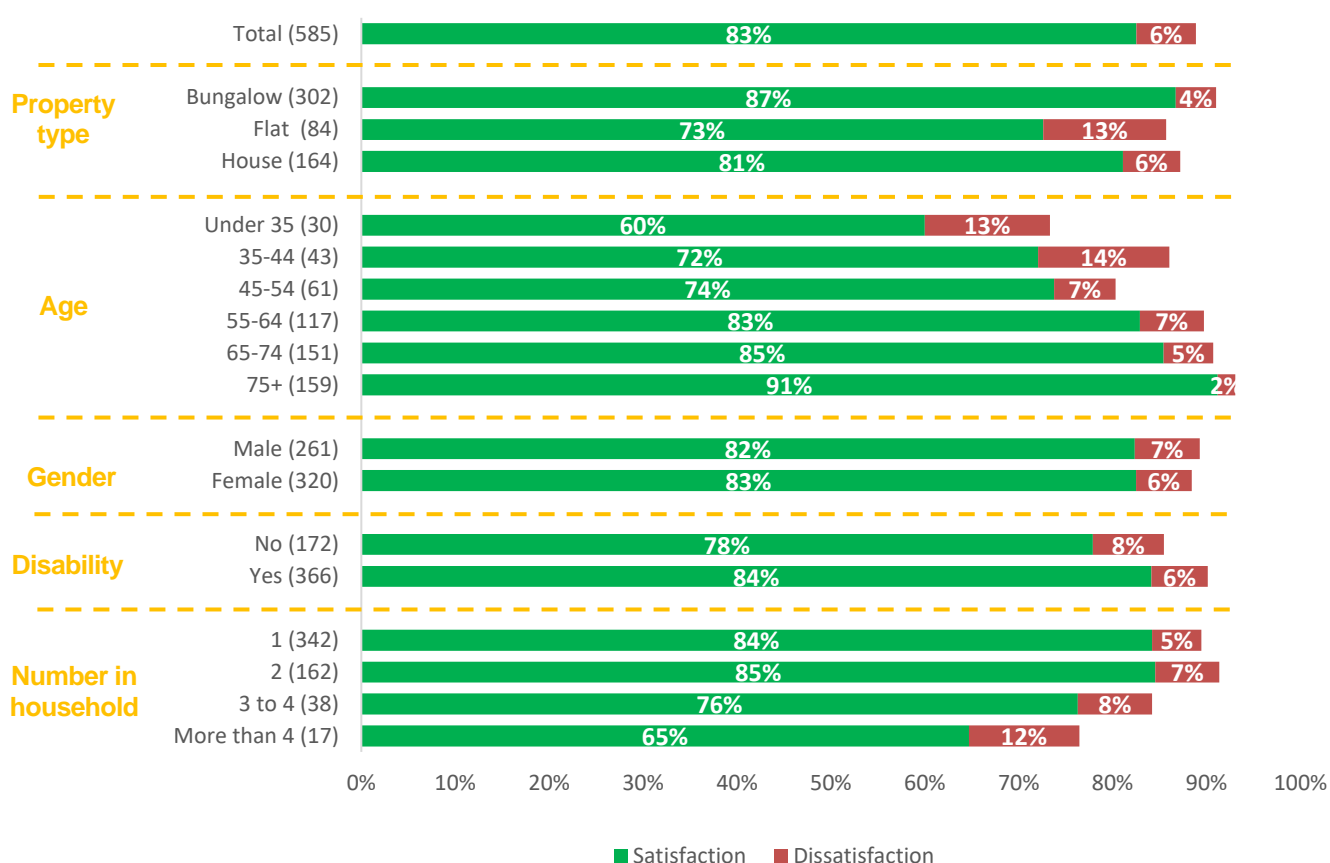


Sample base in parentheses

Subgroup analysis for ease of dealing with the Council

Satisfaction with the Council being easy to deal with rises the older the tenant, from 60% amongst under 35 tenants to 91% amongst those aged 75+. It is apparent in all the communication-based questions that younger tenants have a more difficult time when communicating with the Council. This may be down to a perceived poor experience when speaking with the Council, or perhaps higher service delivery expectations (also less satisfied with the repairs service and communal area cleaning and upkeep) means that not receiving the desired outcome when communicating with the Council is impacting their perceptions of how the Council deals with them.

Figure 37: Q7b. How satisfied or dissatisfied are you that Cannock Chase Council is easy to deal with? (By subgroup)

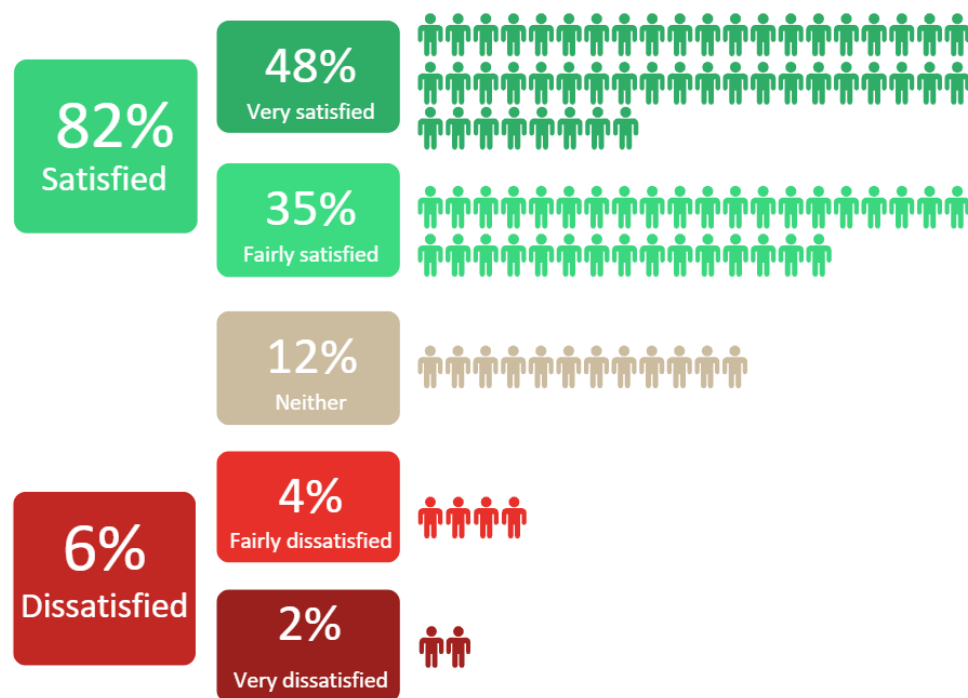


Sample base in parentheses

Treating residents fairly

Just over four fifths (82%) of tenants are satisfied that Cannock Chase Council treats them fairly, with around half (48%) very satisfied. 6% of tenants are dissatisfied with this measure, with just over one in ten (12%) giving a neutral response. This figure has fallen significantly since the results in 2019, where 89% were satisfied that the Council treated them fairly.

Figure 38: Q7c. How satisfied or dissatisfied are you that Cannock Chase Council treats you fairly?
(All responses)

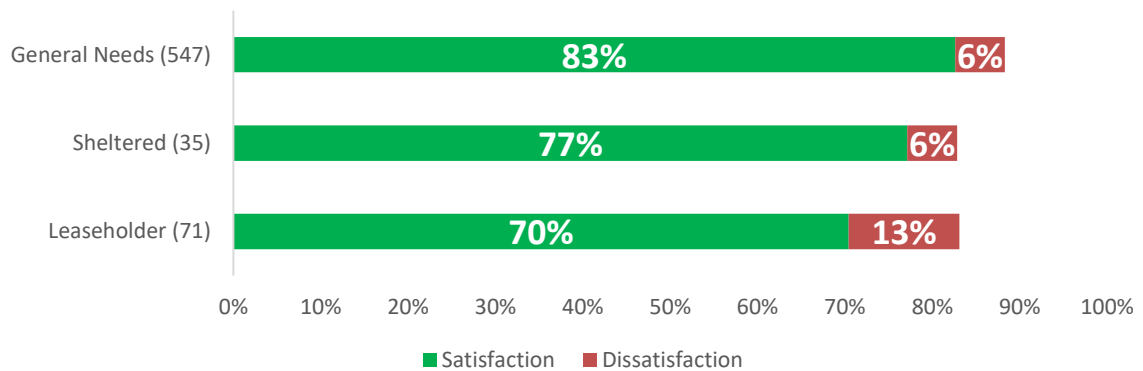


Sample base: 582

Treating residents fairly - by tenure

83% of general needs tenants are satisfied with this measure, higher than that of sheltered tenants (77%) and significantly higher when compared to leaseholders (70%).

Figure 39: Q7c. How satisfied or dissatisfied are you that Cannock Chase Council treats you fairly? (By tenure)

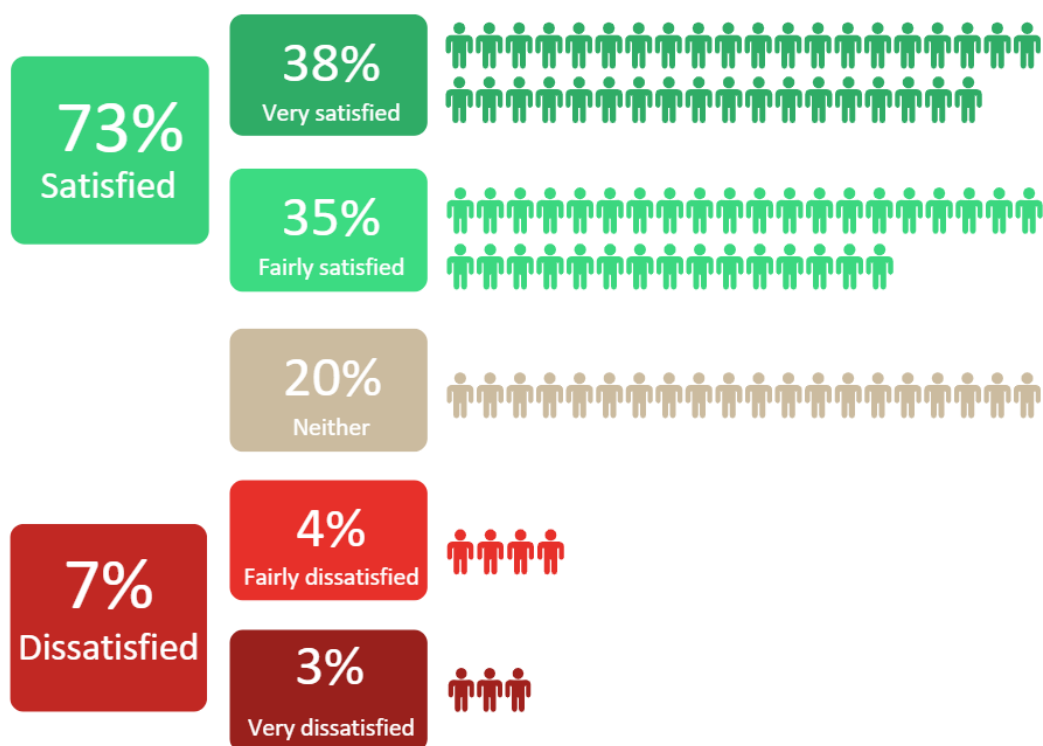


Sample base in parentheses

Making residents' views known

Just under three quarters (73%) of Council tenants are satisfied that their landlord gives them the opportunity to make their views known. 7% are dissatisfied and a fifth (20%) are neither satisfied nor dissatisfied. It is common to find a large proportion stating 'neither satisfied nor dissatisfied' for this question as tenants may not have attempted to make their views known and therefore feel unable to provide a 'satisfied' or 'dissatisfied' response.

Figure 40: Q7d. How satisfied or dissatisfied are you that Cannock Chase Council gives you the opportunity to make your views known? (All responses)

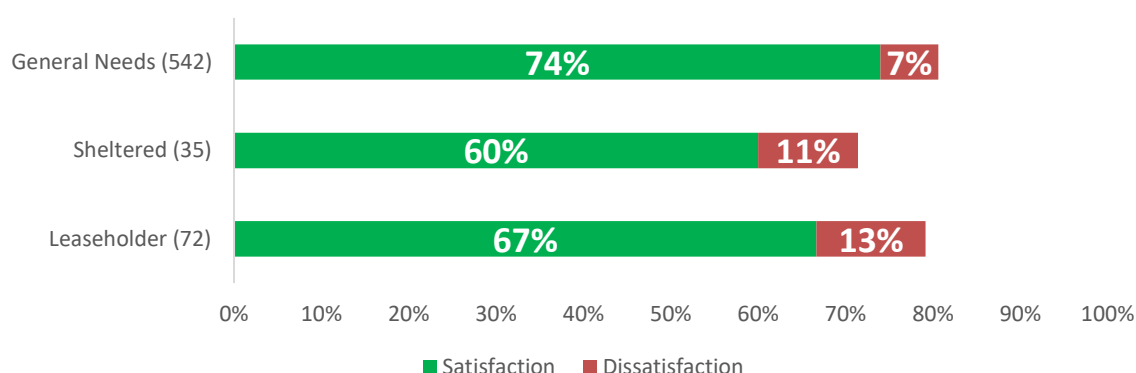


Sample base: 577

Making residents' views known - by tenure

General needs tenants are the most satisfied with having the opportunity to have their views known, with around three quarters (74%) satisfied. Satisfaction drops amongst leaseholders (67%), and even more so amongst sheltered tenants (60%) – although its worth noting 29% of sheltered tenants said they were neither satisfied or dissatisfied, again highlighting they may not know how they can make their views known.

Figure 41: Q7d. How satisfied or dissatisfied are you that Cannock Chase Council gives you the opportunity to make your views known? (By tenure)

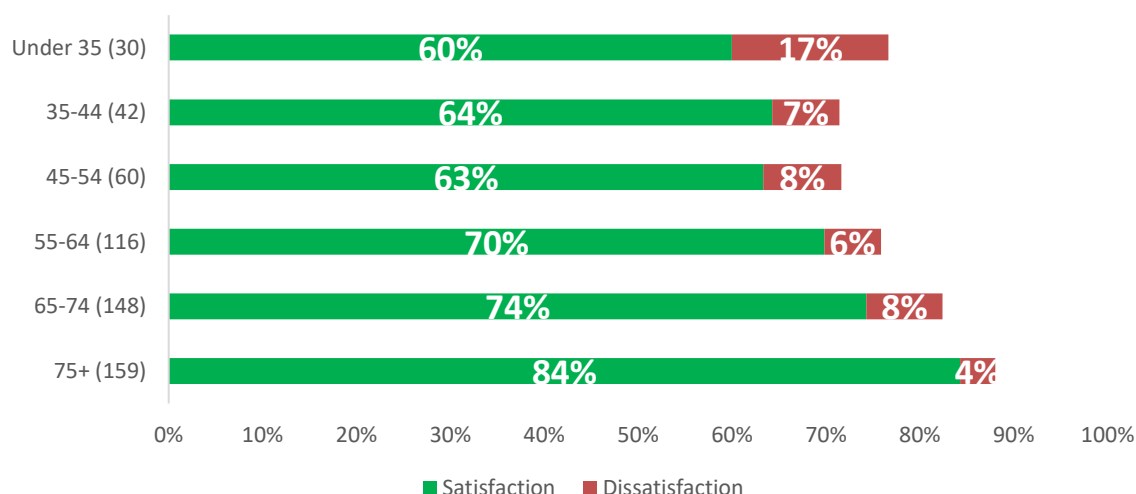


Sample base in parentheses

Making residents' views known - by age

Older tenants are more satisfied with this measure, especially those aged 75+ (84%). Just 60% of under 35's are satisfied with the opportunity to make their views known, with 17% dissatisfied. More options to getting involved may need to be made for younger tenants to feel they have a voice.

Figure 42: Q7d. How satisfied or dissatisfied are you that Cannock Chase Council gives you the opportunity to make your views known? (By age)



Sample base in parentheses

Section 6: Tenant engagement

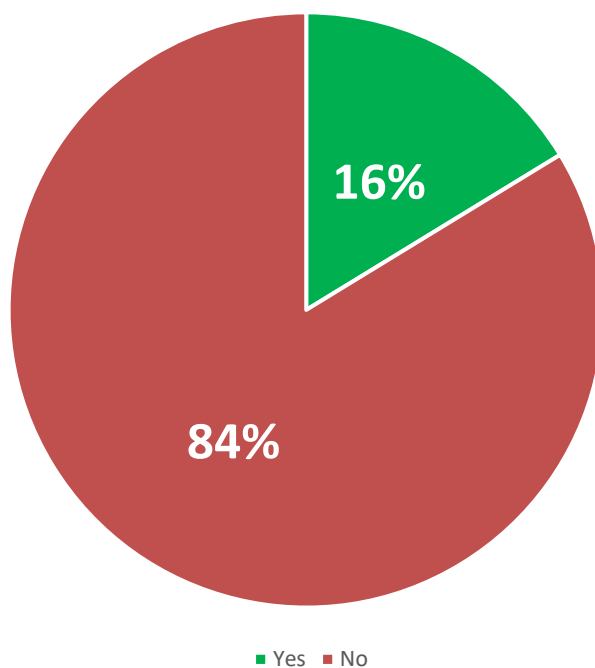
This section explores how satisfied customers were with various aspects of tenant engagement activities.

Future engagement

When asked about engaging with the Council in the future, 16% expressed an interest in doing so, with the majority (84%) saying they do not have an interest. It's not uncommon for participation to be low in terms of tenant engagement, and this is enhanced this year due to safety concerns of the ongoing Covid-19 situation.

Amongst those that considered listening to views and acting upon them a service priority for Cannock Chase, willingness to get involved with tenant engagement activities significantly increases to 26%.

Figure 43: Q16. Would you like to get involved with tenant engagement activities in the future? (All responses)



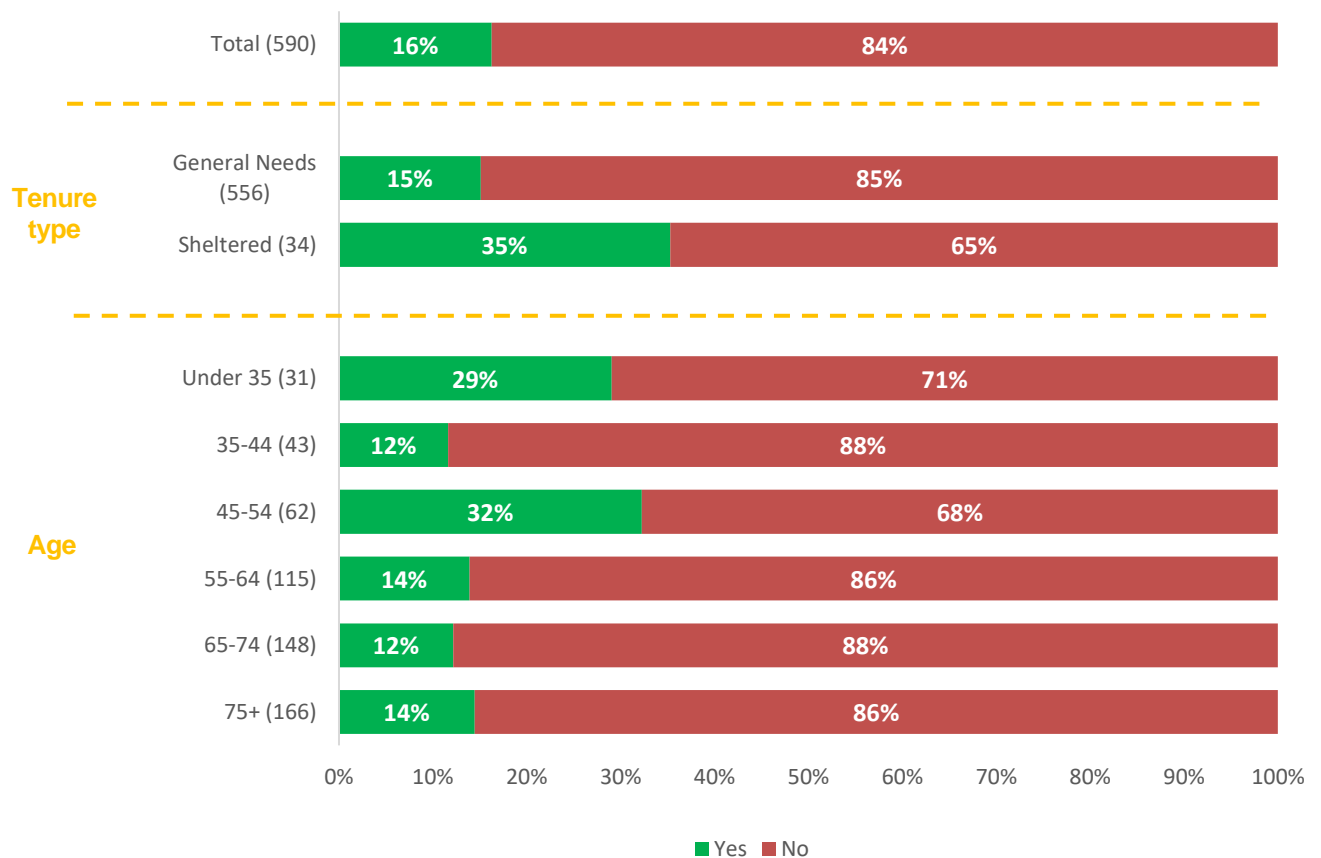
Sample base: 590

Future engagement - by tenure and age

Sheltered tenants do show more of a desire to want to participate in future tenant engagement activities when compared to general needs tenants (35% cf. 15%).

By age, those under 35 (29%) and 45-54 (32%) were most likely to want to take part in future engagement activities with the Council. This may be a good avenue to help increase communication perceptions of the Council amongst younger tenants in the future, to help give them a voice and get involved with decision making activities.

Figure 44: Q16. Would you like to get involved with tenant engagement activities in the future? (By tenure and age)

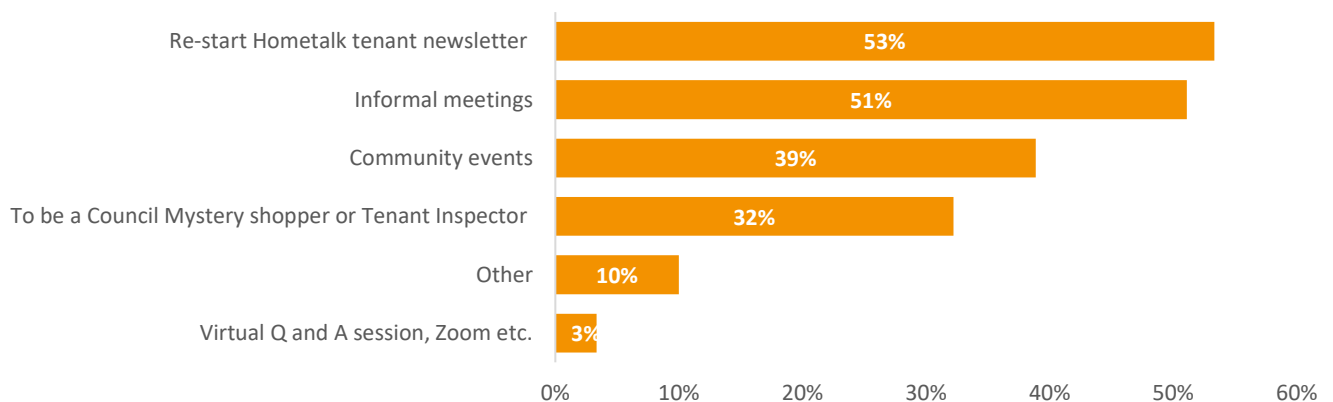


Sample base in parentheses

Activities wanting to be offered

Of those that expressed an interest in getting involved in the future, over half (53%) stated they would like the Council to restart the Hometalk tenant newsletter and to participate in some informal meetings. 39% also mentioned taking part in community events. Just 3% said they would like the Council to offer virtual sessions, indicating that tenants prefer more face to face participation when safe to do so.

Figure 45: Q17. What sort of activities would you like the Council to offer when it is safe to do so?
(All responses)



Sample base: 90

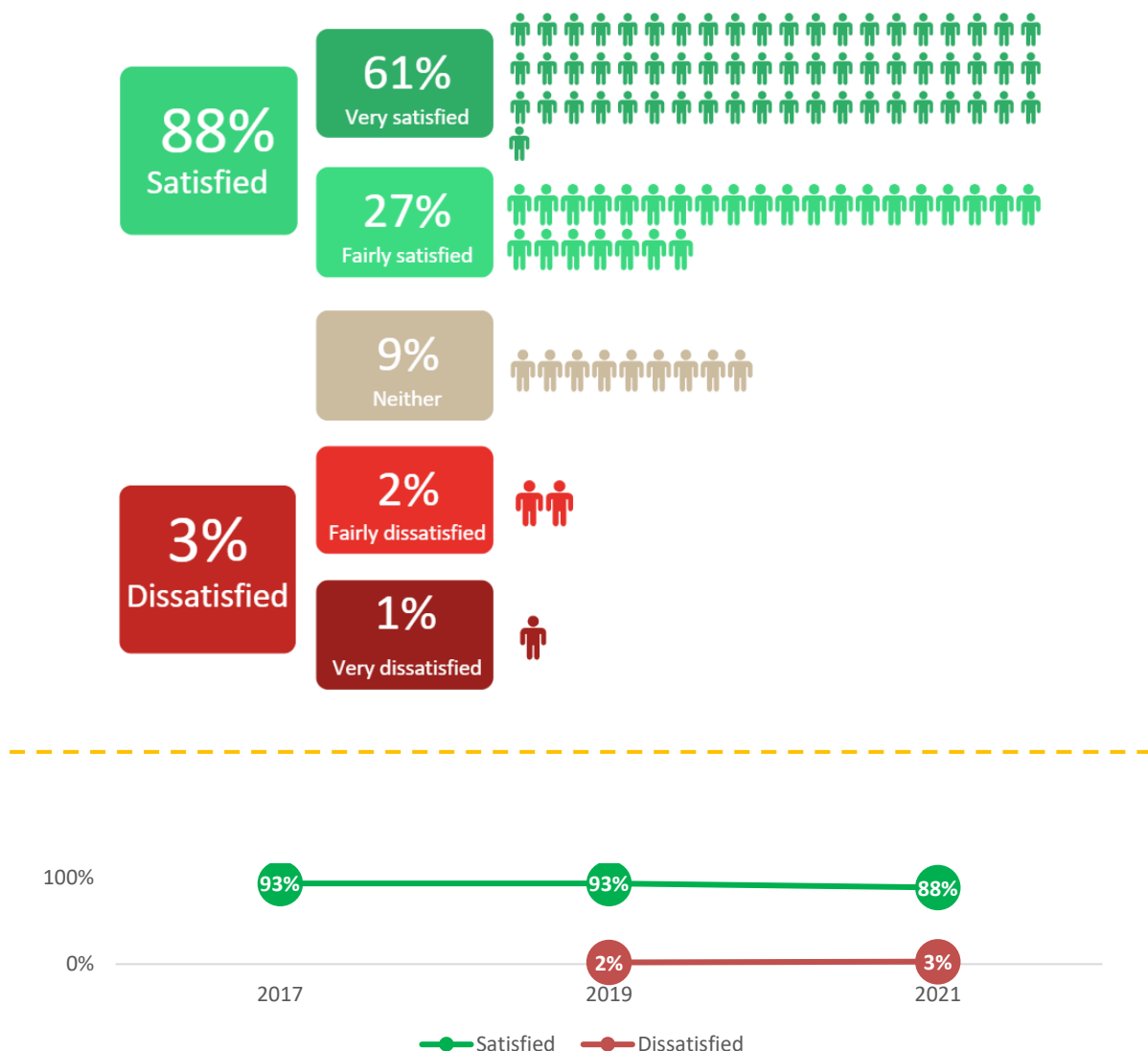
Section 7: Value for money

This section explores how satisfied customers were with their value for money.

Value for money

Under nine in ten tenants (88%) agree that their rent provides value for money. This includes 61% who give the most positive response of 'very satisfied.' This level of satisfaction is above the M·E·L Research 2020 average of 83%. Just 3% of tenants express dissatisfaction with the value for money their rent provides. Satisfaction is down from the 2019 findings however, although as highlighted, it is still a positive score in relation to other providers.

Figure 46: Q2c. How satisfied or dissatisfied are you that your rent provides value for money (All responses)

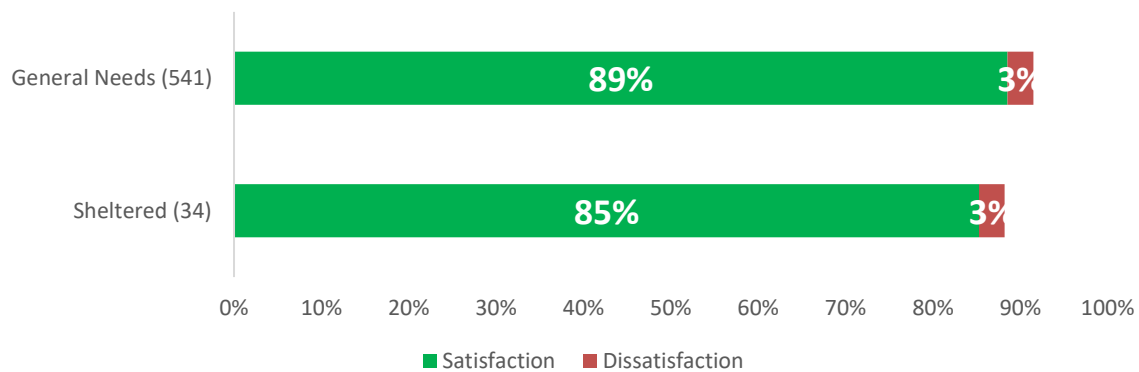


Sample base: 575

Value for money - by tenure

Whilst satisfaction is higher amongst general needs tenants when compared to sheltered tenants (88% cf. 85%) this finding is not statistically significant.

Figure 47: Q2c. How satisfied or dissatisfied are you that your rent provides value for money (By tenure)



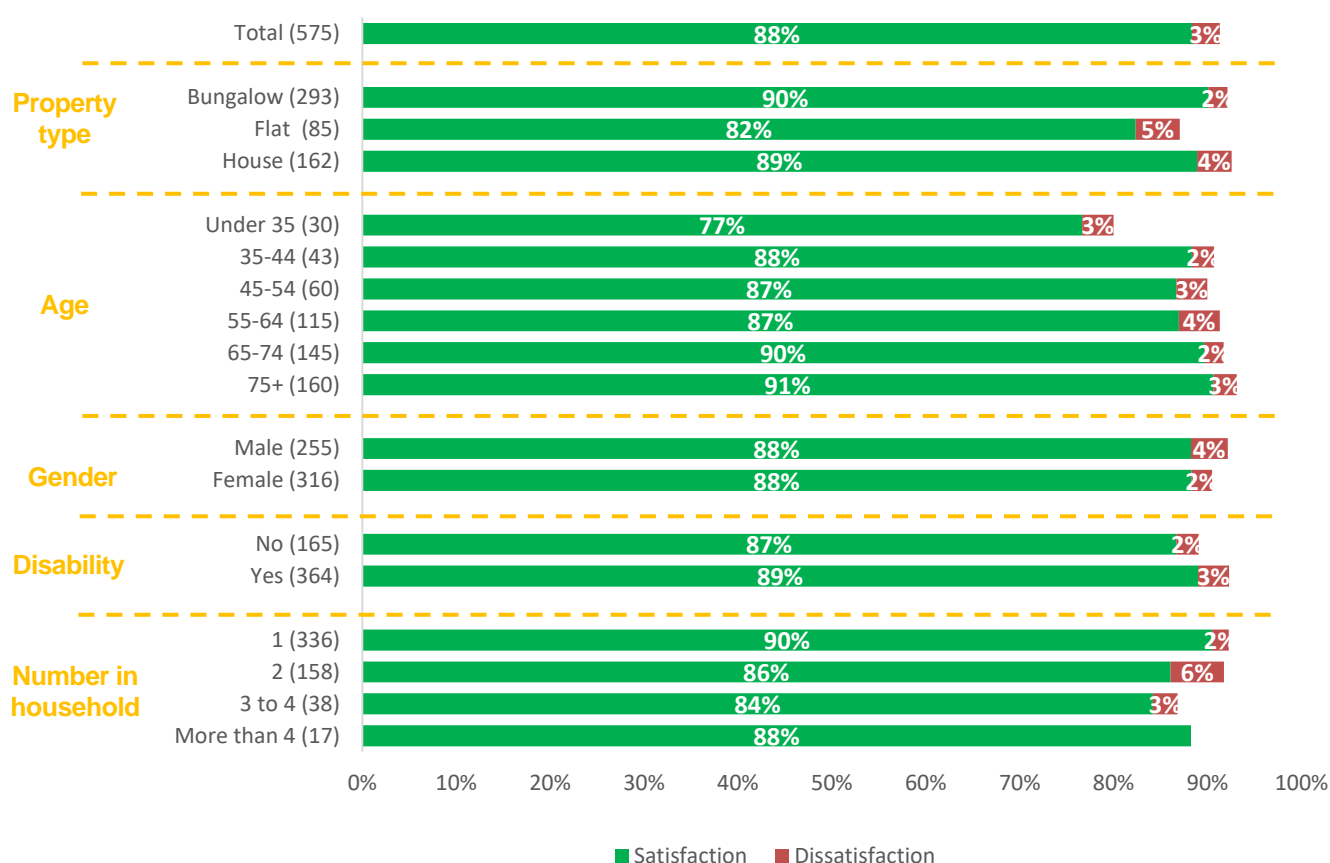
Sample base in parentheses

Subgroup analysis for value for money

Those living in a flat are significantly less likely to be satisfied that their rent provides good value for money compared to the total average (82% cf. 88%). Indeed, those in flats are also significantly less likely to be satisfied when compared to those in bungalows (90%) and houses (89%).

By age, all groupings show similar levels of satisfaction with the exception of under 35's, where satisfaction with the value for money of rent falls to 77%. This can be for a variety of reasons, for example younger people are more likely to have small children which involves high costs with things such as childcare. This age cohort are also likely to be in lower paid jobs as they are at the start of the careers which adds financial strain. This may mean that rent will be a bigger proportion to their salary compared to an older tenant, meaning their perception of its value for money will differ.

Figure 48: Q2c. How satisfied or dissatisfied are you that your rent provides value for money (By subgroup)



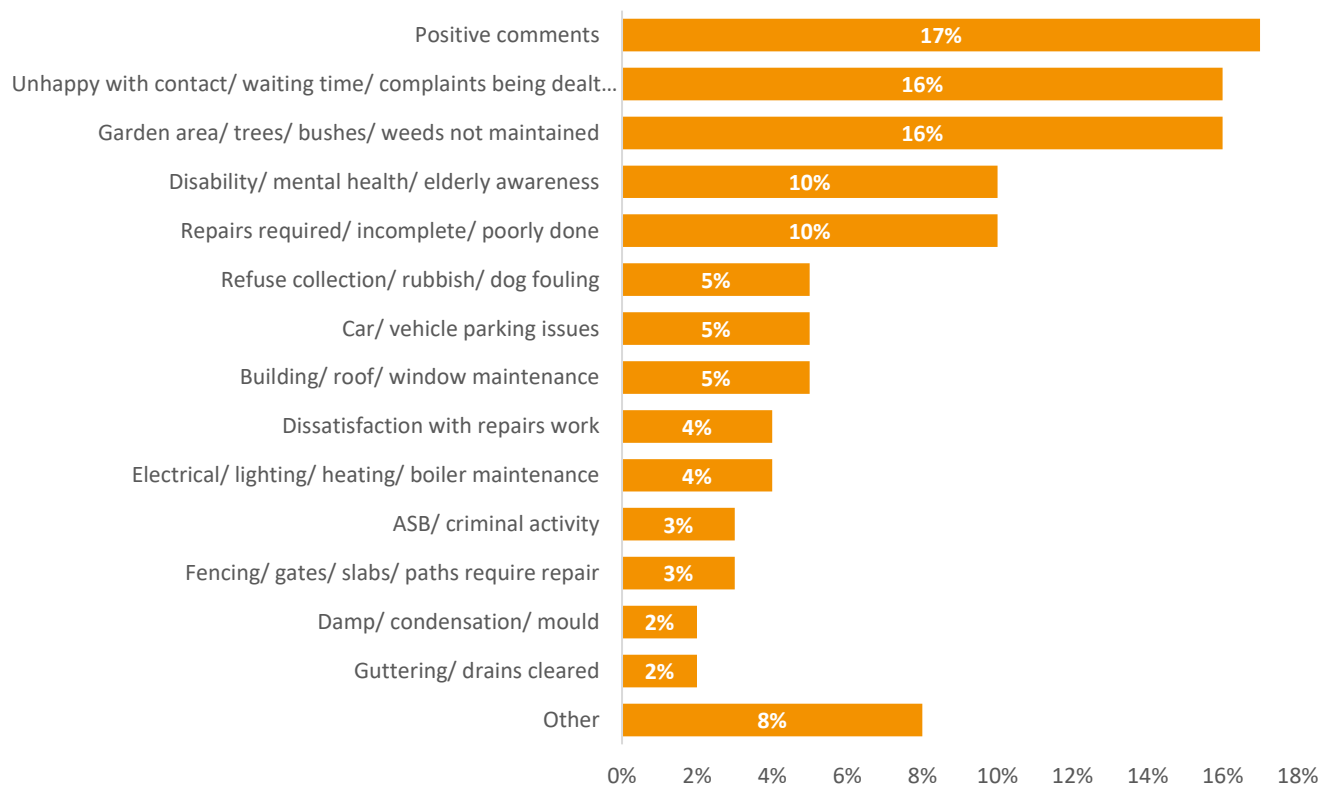
Sample base in parentheses

Section 8: Any other comments

Finally, tenants were given the option to provide any other feedback that wasn't covered in the survey. The most common theme were general positive comments with the services provided by Cannock Chase Council. It is also worth noting that in open ended questions such as these tenants will provide feedback on services, they perceive the Council has control over or things that logistically cannot be changed for example refusing rubbish collection is not a housing function and issues with parking is not something that can easily be remedied when reviewing old estates and road layouts. In terms of issues, 16% said they were unhappy with the contact they had with the Council in terms of waiting times and complaints not being dealt with.

16% also mentioned a lack of maintenance in regard to the garden and open space areas with trees, bushes and weeds not tended to. However, certain grounds will be the County Council's job to maintain, so this isn't for Cannock Chase to manage. Tenants will seldom be aware of what is the job of the County Council and District Council is, so as much messaging as possible is important to avoid any complaints from tenants on things that are out of Cannock Chases control.

Figure 49: 19. Are there any further comments you would like to make?



Sample base: 580

Benchmarking

The ability to provide robust benchmarking of the tenant perceptions recorded via STAR surveys is currently limited by a combination of factors.

The STAR framework was relaunched in early 2020 for adoption in the financial year starting in April. Therefore, there has only been a short period in which data can accumulate for the new indicators such as feeling safe and secure in the home.

The Covid-19 situation has led many housing providers to deprioritise perceptions research in 2020, resulting in a reduced stream of new data. We have seen a number of contracts and tender opportunities withdrawn over the year.

The events of 2020 have had a transformative effect on service delivery for tenants:

- With all but emergency repairs having being suspended earlier in the year, many housing providers are having to work through backlogs of repairs and planned maintenance
- Preferred communication channels with landlords, particularly those involving face to face contact have been disrupted. This has coincided with rising levels of demand for support services
- Established tenant involvement channels have had to be suspended or reconfigured to work digitally
- Yet in other ways, perceptions of staff working on the front line in social housing may well have benefited from a 'key worker gratitude' effect

Taking all these elements into account, we believe that the most prudent approach to benchmarking at the current time is to make comparison to data points collected in 2020. M-E-L Research has collated 2020 benchmarks from all of the STAR survey activity we have delivered this year. This has comprised work with Councils and Housing Associations and has involved working with landlords of varying sizes. While the 11 data points within our database are by no means definitive, we feel that their inclusion in this report does help to contextualise the views of Cannock Chase Council.

Based on the table overleaf, Cannock Chase Council performs within the upper quartile for all measures, showing that against other providers, the Council are doing a really good job of providing a strong housing service to its tenants, especially when taken into context the really tough conditions the Council has had to manoeuvre the service through over the last 18 months.

Table 2: Comparison to M·E·L 2020 STAR survey benchmarks - Tenants (General needs and sheltered)

Indicator	Cannock Chase	Average	Lower Quartile	Median	Upper Quartile	Cannock Chase
Overall service provided	86%	75%	65%	73%	81%	1 st Quartile
Overall quality of home	88%	75%	67%	73%	81%	1 st Quartile
Provides a home that is safe and secure	88%	81%	77%	83%	86%	1 st Quartile
Easy to deal with	83%	74%	66%	70%	82%	1 st Quartile
Repairs service (where repair received)	84%	66%	54%	64%	73%	1 st Quartile
Neighbourhood as a place to live	88%	81%	75%	80%	84%	1 st Quartile
Rent providing VFM	88%	83%	78%	83%	88%	1 st Quartile
Listening to views and acting upon them	71%	62%	51%	61%	67%	1 st Quartile

Conclusions

Taking everything into account, over four fifths (86%) of tenants are satisfied with the overall service provided by their landlord. The M·E·L Research 2020 benchmark average for this indicator is 75%. When comparing the views of Cannock Chase Council tenants to the benchmarking data that is available for 2020, it is evident that the Council is performing strongly. Although satisfaction with the Council's 2019 data has seen a downturn, it is still performing strongly against other providers. As discussed throughout the report, the Covid-19 situation needs to be taken into context when comparing to historical data, service delivery has had to change dramatically as well as direct contact with tenants, meaning respondents have not been getting the services they were receiving in 2019.

Around two thirds of tenants (65%) believe that the repairs and maintenance is a priority to them. Importantly, the repairs and maintenance service perceptions trend positively when compared to the M·E·L Research 2020 benchmark average of 66%, with 84% of Cannock Chase tenants who have had a repair in the last year expressing their satisfaction with the service. The repairs service was the hardest service to operate for many organisations through the pandemic, so it's positive that the Council scores highly in this area.

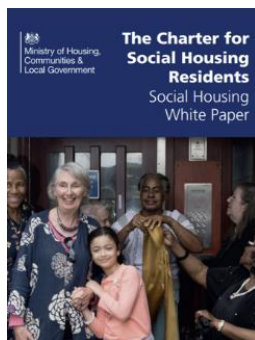
Evidence that this service is critical to driving wider satisfaction is also provided by the 'key driver' statistical analysis we have provided. To improve the service further, the lowest levels of satisfaction in regards to the customer journey for repairs lies with the time it took for the work to start, where 78% are satisfied. Another highly correlating measure in the Key Driver Analysis was that of tenants being listened to and views acted upon.

The data shows that there is an appetite for Cannock Chase Council to focus on their responsiveness to tenants and to listen to tenants to a greater extent. This need is further emphasised by indicators within the dataset, especially amongst younger tenants and sheltered tenants. 71% are satisfied that their landlord listens to their views and acts upon them, which performs within the upper quartile of the M·E·L Research 2020 benchmark. However, satisfaction does drop to 65% for under 35's and 45–54-year-olds. Sheltered tenant satisfaction also sits slightly lower at 67%. A similar theme can be observed with satisfaction with being kept informed (84%) and the Council being easy to deal with (83%). Both measures see significant drops in satisfaction amongst younger tenants and sheltered tenants. Satisfaction amongst older general needs tenants is high however, so more research may need to be done as to why sheltered tenants have lower perceptions of the communication provided by Cannock Chase Council.

All tenants were asked what other comments they would like to make in regards to the housing services the Council provides. Other than general positive comments (17%), the most commonly cited theme was around unhappiness with contacting the Council is regards to waiting times and complaints not being dealt with (16%).

Strengthening tenant voice will be important given the wider policy context for social landlords. The government's Social Housing White Paper titled 'The Charter for Social Housing Residents' sets out what every social housing resident should be able to expect.

This Charter also provides a framework with which to summarise other key messages from this research.



A new Charter for social housing residents

Our new Charter sets out what every social housing resident should be able to expect:

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

When considering their home, 88% of tenants feel safe in their home compared to the M·E·L 2020 benchmark of 81%.

The proportion of tenants satisfied with the overall quality of their home (88%) is well above average (75%).

Satisfaction with their neighbourhood as a place to live is found among 88% of tenants.

This above average satisfaction rises further still

to 100% among those living in Heath Hayes East & Wimblebury and Hednesford South. The neighbourhood as a place to live was a key priority for tenants along with the repairs services, so it is positive that this measure performs within the upper quartile of the M·E·L Research 2020 benchmark.

Appendix A: Demographic information

Tenants

Age	No. of responses	%
Under 35	31	5%
35-44	43	8%
45-54	62	11%
55-64	117	20%
65-74	151	26%
75+	169	29%

Gender	No. of responses	%
Male	264	44%
Female	330	56%

Number in household	No. of responses	%
1	353	62%
2	164	29%
3 to 4	38	7%
More than 4	17	3%

Disability	No. of responses	%
Yes, limited a lot	241	41%
Yes, limited a little	134	23%
No	173	29%

Appendix B: Questionnaire

21044



Tenant Satisfaction Survey 2021

The survey will take about 5-10 minutes to complete and all of the answers you give will be treated in the strictest confidence. By taking part in this survey you will be providing information that Cannock Chase Council can use to improve the services they provide to you.

By completing the survey you are eligible to enter a free prize draw to win £100 worth of high street shopping vouchers. Your personal M·E·L ID will be used to identify you.

Please return the completed questionnaire in the freepost envelope provided to M·E·L Research, or complete it online at <https://www.melresearch.co.uk/page/Cannock> or by using the QR code above. When prompted, type in the ID number found at the top right hand corner of the letter.

Please complete and return the questionnaire by 30th June.

Section One: Your satisfaction

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cannock Chase Council? **PLEASE TICK ONE BOX ONLY**

Very satisfied

☐

Fairly satisfied

☐

Neither

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q2 How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

Very
satisfied

Fairly
satisfied

Neither

Fairly
dissatisfied

Very
dissatisfied

Overall quality of your home

☐☐☐☐☐

Your neighbourhood as a place to live

☐☐☐☐☐

That your rent provides value for money

☐☐☐☐☐

That Cannock Chase Council listens to your views and acts upon them

☐☐☐☐☐

Overall condition of your home

☐☐☐☐☐

Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Cannock Chase District Council provides a home that is safe and secure?

☐☐☐☐☐

Q3 If there is anything you are dissatisfied with please provide brief comments below:

Q4 How likely would you be to recommend Cannock Chase Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? **PLEASE TICK ONE BOX ONLY**

0 - Not at all likely	1	2	3	4	5	6	7	8	9	10 - Extremely likely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 How satisfied or dissatisfied are you with the way Cannock Chase Council deals with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving or swapping your home (transfers and exchanges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas servicing arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 To what extent do you agree or disagree with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
Cannock Chase Council provides an effective and efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council is providing the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council treats its residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannock Chase Council has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust Cannock Chase Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
That Cannock Chase Council keeps you informed about things that might affect you as a resident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That Cannock Chase Council is easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That Cannock Chase Council treats you fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That Cannock Chase Council gives you the opportunity to make your views known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Thinking about the property or block where you live, how satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
External building repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleaning and upkeep of communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep of external environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Generally, how satisfied or dissatisfied are you with the way Cannock Chase Council deals with repairs and maintenance? **PLEASE TICK ONE BOX ONLY**

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither
☐ Fairly dissatisfied
☐ Very dissatisfied

Q10 Have you had any repairs to your home in the last 12 months? **PLEASE TICK ONE BOX ONLY**

- ☐ Yes Go to Q11
☐ No Go to Q12

Q11 Thinking about the last repair completed, how satisfied or dissatisfied were you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractors doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repairs service you received this time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Have you contacted Cannock Chase Council in the last 12 months with a query other than to pay your rent or service charges? **PLEASE TICK ONE BOX ONLY**

- ☐ Yes Go to Q13
☐ No Go to Q16

Q13 Was getting hold of the right person easy or difficult? **PLEASE TICK ONE BOX ONLY**

- ☐ Easy
☐ Difficult
☐ Neither

Q14 Did you find the staff helpful or unhelpful? **PLEASE TICK ONE BOX ONLY**

- ☐ Helpful
☐ Unhelpful
☐ Neither

Q15 Was your query answered within a reasonable time? **PLEASE TICK ONE BOX ONLY**

- ☐ Yes
☐ No

Q16 Would you like to get involved with tenant engagement activities in the future? **PLEASE TICK ONE BOX ONLY**

- ☐ Yes
☐ No

Go to Q17

Go to Q18

Q17 What sort of activities would you like the Council to offer when it is safe to do so?

PLEASE TICK IN ALL THAT APPLY

- ☐ Informal meetings
- ☐ To be a Council Mystery shopper or Tenant Inspector
- ☐ Virtual Q and A session, Zoom etc.
- ☐ Community events
- ☐ Re-start Hometalk tenant newsletter
- ☐ Other (please add)

Q18 Which of the following services would you consider to be priorities?

PLEASE TICK YOUR TOP THREE ONLY

- ☐ Your neighbourhood as a place to live
- ☐ Value for money for your rent (and service charges)
- ☐ Support and advice on claiming welfare benefits and paying rent
- ☐ Keeping residents informed
- ☐ The overall quality of your home
- ☐ Listening to residents' views and acting upon them
- ☐ Repairs & maintenance
- ☐ Dealing with anti-social behaviour

Q19 If there are any further comments you would like to make, please use the box below:

Section Two: About you and your household

Q20 You and your household - please tell us the gender and age of yourself and your partner/joint tenant.

	Male	Female
Main tenant	<input type="checkbox"/>	<input type="checkbox"/>
Joint tenant / Partner	<input type="checkbox"/>	<input type="checkbox"/>
Main tenant - age	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Joint tenant / Partner - age	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	

Q21 Including you, how many people live in your household? **PLEASE WRITE IN BELOW**

Q22 Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? **PLEASE TICK ONE BOX ONLY**

Include any household member with a long term illness or disability in your answer.

- ☐ Yes, limited a lot
☐ Yes, limited a little
☐ No
☐ Prefer not to say

Q23 Cannock Chase Council may wish to contact some residents regarding comments or issues raised in the survey, would you be happy to give your permission for them to make contact with you? **PLEASE TICK ONE BOX ONLY**

- ☐ Yes, I give consent
☐ No, I do not give consent

Q24 Finally, would you like to take part in the free prize draw to win £100 worth of high street shopping vouchers? **PLEASE TICK ONE BOX ONLY**

Cannock Chase Council will contact the winner directly.

- ☐ Yes
☐ No

Q25 Cannock Chase Council are seeking views on effective ways to communicate with tenants. Which of the following methods of communication would be your preferred options?

PLEASE TICK IN UP TO THREE BOXES

- | | |
|---|--|
| <input type="checkbox"/> Phone | <input type="checkbox"/> Web chat |
| <input type="checkbox"/> Email | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> Letter | <input type="checkbox"/> Video Messaging |
| <input type="checkbox"/> Text Messaging | <input type="checkbox"/> Verbal face to face |
| <input type="checkbox"/> Website | |

Thank you for taking the time to complete this survey, the information is very important to us.

Please return your completed questionnaire to M-E-L Research in the freepost envelope provided.

Cannock Chase District Council will use the information you have provided in accordance with data protection legislation and to measure customer satisfaction, ultimately to help them to improve their performance, and deliver a better standard of service to tenants and leaseholders. They will not share personal information with other departments or organisations other than where the law obliges or allows them to. For further information please see: <http://www.cannockchasedc.gov.uk/privacynotices>

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/page/privacypolicy>

If you have any queries or issues then please contact:

Cannock Chase Council, PO Box 28, Civic Centre,
Beecroft Road, Cannock, WS11 1BG

Tel: 01543 462621

Email: serviceimprovements@cannockchasedc.gov.uk
www.cannockchasedc.gov.uk



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