

Stockton-on-Tees Borough Council - Results of Tenants and Leaseholder survey/questionnaire

The first "Your Homes Your Say" newsletter, sent out to all council tenants and leaseholders in November 2007, included a questionnaire which listed 20 issues under two headings (10 under the heading "Your Home & Neighbourhood" and 10 under the heading "Your Environment"). The questionnaire asked tenants and leaseholders to indicate what they considered to be the top 5 issues under each heading by numbering them from 1-5. Space was also provided for any issues not listed, but also considered important, to be added.

Responses

Questionnaires distributed	11406
Questionnaires returned	1685
Response rate	14.77%

Analysis of responses

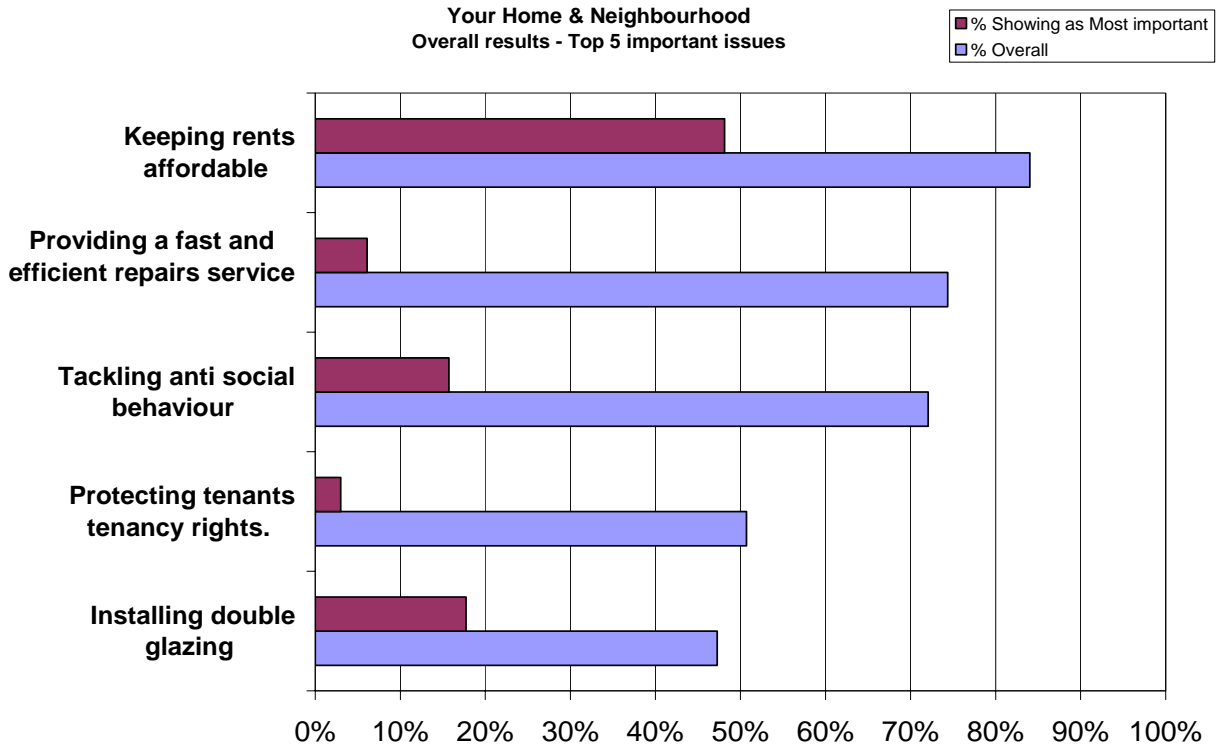
Each statement on the responses was given a score if it appeared as a top 5 issue and the statements with the highest scores were therefore identified as the main five issues important under the two specific headings of "Your Home & Neighbourhood" and "Your Environment". (See the graphs below). In addition to identifying the top 5 issues for the borough and it has also been possible to split the results to show the responses in different areas of the borough to highlight any significant differences. The Results were also split into 4 areas – (Stockton, Thornaby, Billingham and Rural areas)

A summary of "other important issues" added to responses, are also listed on the back page of this issue

RESULTS :

Your Home & Neighbourhood :

Overall result :



Keeping Rents affordable proved to be the most important issue to tenants and leaseholders with 84% of them listing this as one of the top 5 most important issues.

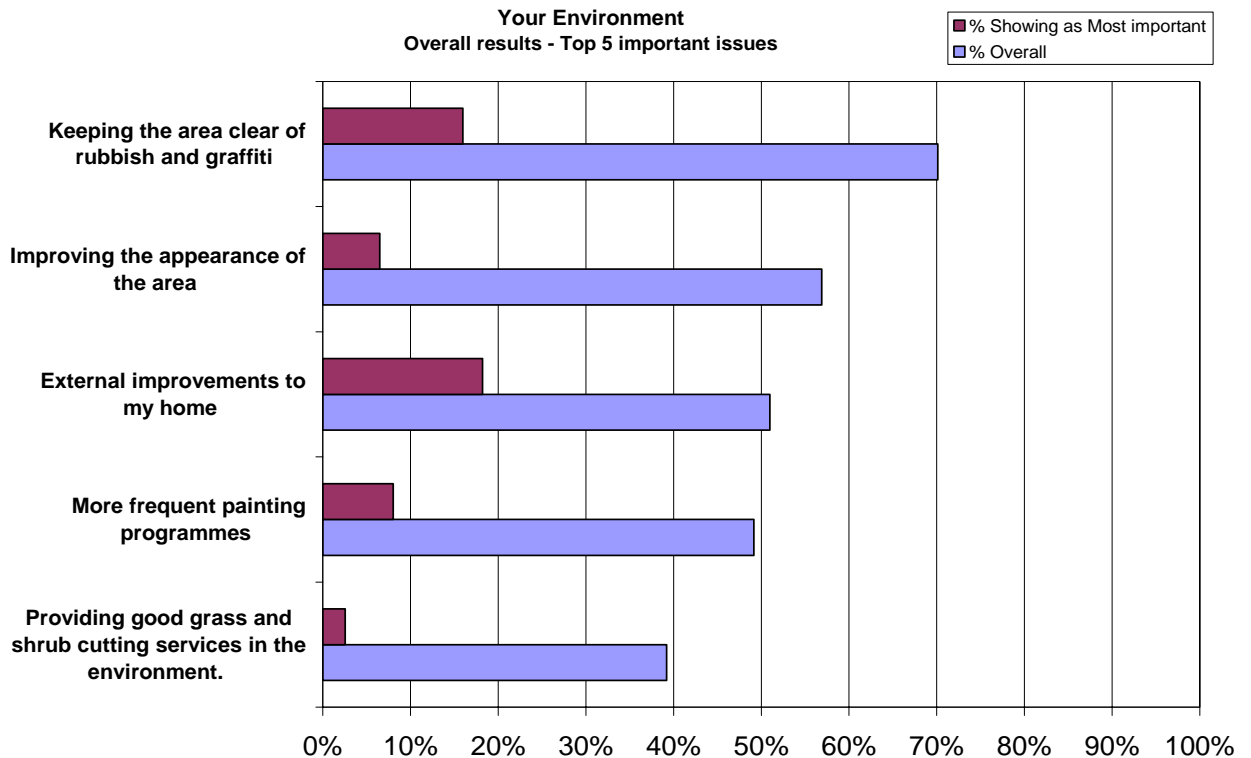
Providing efficient repairs services (75%) and **Tackling Anti-social behaviour (72%)** both rated close behind. Although less responses listed anti-social behaviour in their top 5, of those who did list it in the top 5, 16% of them listed as the most important issue. Only 6% listed “repairs” as their most important issue, but this issue was listed as 2nd or 3rd most important by a greater percentage than “tackling anti-social behaviour”.

Protecting tenancy rights (52%) and **Installing Double glazing (47%)** appear as 4th & 5th most important issues respectively. Once again, although more responses show “Double glazing” as most important issue, it appeared in the top 5 of less responses than “Tenancy rights”.

Analysis of the responses broken down to the four area (Stockton, Thornaby, Billingham, Rural Areas) the produced the same results.

Your Environment :

Overall result :



Keeping the area clear of rubbish & graffiti (70%) This issue featured most times in the top 5 of the responses making it the most important issue overall.

Improving the appearance of the area (57%) Although only featured as no.1 important issue in less than 10% of responses, this appeared as 2nd and 3rd most important issues in around 50% of responses. It therefore features higher than the third placed issue **External Improvement to my home (51%)**, which despite 18% of responses listing this as No.1 important issue, approximately only a further 30% of responses identified the issue as a top 5 concern.

Frequent painting programmes (49%) and **Grass & shrub cutting services (39%)** are 4th & 5th most important issues respectively.

Once again, the response from the from the four areas produced similar results, there were slight differences in the Rural areas and in Thornaby.

Although the top 4 issues in the Thornaby area match those in Stockton & Billingham, the 5th most important issue differs to both areas and the overall result. **Providing off street parking** appears as 5th important issue in the Thornaby area, but does not feature in the overall results or in the Stockton Billingham or Rural area results.

Rural area results show the same top issue as all other areas, however the issue "Improving the appearance of the area", 2nd main issue in all other areas, does not feature at all in the top 5 issues and its 5th most important issue is different to all other areas.

“**Help with Garden Maintenance**” appears at 5th - 44% of rural area responses placed this in the top 5, 14% of those as most important issue. In comparison in other areas and overall, an average of only 30% of responses placed this in the top 5, and an average of only 6% listed the issue as most important.

Other issues and comments added to responses by tenants and leaseholders :

A small number of the issues and comments added to the questionnaire forms were specific individual complaints and were passed on to the Tristar Customer Service team or relevant Council department for action.

Many of the “other issues” mentioned were very similar and it was therefore possible to group responses under the 10 headings listed below :

