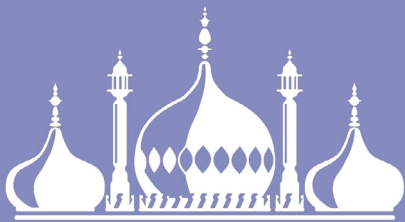




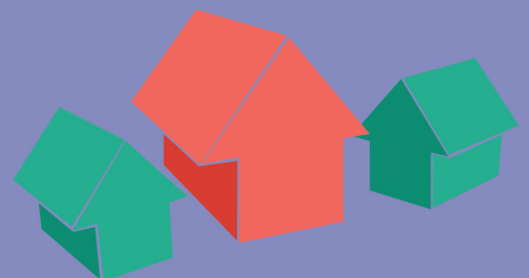
# Repairs and Maintenance Service consultation 2018



**Brighton & Hove  
City Council**

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# 1. Introduction

## Background

This report details the results of the Brighton & Hove City Council's repairs and maintenance consultation with tenants and leaseholders. The council has a housing stock of approximately 11,000 tenanted properties and 2,400 leasehold properties.

This consultation has been prompted by the end of the 10-year partnership with Mears in March 2020. Ahead of that date, the Council is asking residents for their thoughts and experiences with the existing contract to help shape services for the future. This includes what's been delivered well, what could be done differently, and what could be improved.

The contract covers responsive repairs, planned maintenance and improvement programmes such as replacement bathrooms and kitchens, and major capital works, mainly to the exterior of blocks.

## About the consultation

The consultation period ran throughout July and ended on the 14 August 2018. Background information was available on the Council's website, along with an online questionnaire. In addition, in-home interviews were also conducted by contractors on behalf of the Council with a wide cross section of tenants and leaseholders. In total, 1,160 individuals took part in the consultation, including 1090 by interview and 70 online. This included 945 Council tenants (error margin +/- 3.1%), 200 resident leaseholders (error margin +/- 6.6%), and 15 others with a variety of other tenure types.

## 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.

Where there are differences between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

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



## 2. Executive summary

### Overall satisfaction

1. The tenants and resident that took part in the consultation were generally very satisfied with the repairs and maintenance services that they currently received. This was typified by the responsive repairs service, where satisfaction was extremely high at 89%, including two thirds that were 'very' satisfied (section 4).
2. Leaseholders tended to be less satisfied than tenants, but this was only in relative terms because over three quarters of that group were still satisfied with responsive repairs.
3. There were some differences in the results by age and gender, but satisfaction was generally high across the sample. For example, there were no clear differences in any of the results by geographic area.

### Consultation and involvement

4. The most striking finding to emerge from the consultation was that for every core element of the repairs and maintenance service, the vast majority of customers felt that the best way to improve would be to increase the opportunities for feedback and consultation. For example, this topic described 84% of all the suggestions for improving responsive repairs, 81% for improving major work, and 85% for planned maintenance improvements.
5. Indeed, many respondents mentioned how pleased they were to take part in this survey, to the extent that 70% of the comments made at the end of the interview were request for the Council to publicise the findings of this survey (70%), whilst a further fifth (21%) wished to see more information in the future on both the contract tendering process, and the final decision (section 7).

### Reporting a repair

6. Respondents were generally very positive with the standard of the customer service that they had received when reporting a repair (85%), including over two thirds of the sample who rated the service as 'very good' (71%). Indeed, when asked how the reporting could be improved, over a third of the answers were simply that no improvement was needed (section 3).
7. However, tenants were much more likely than leaseholders to say that the call handler understood the issue being reported (95% v 84%).
8. It was also notable that there was a gender difference in how these questions were answered. Not only were male respondents more likely to feel that the call handler understood the issue (96% v 88%), but they were also more likely to be pleased with the customer service they received (94% v 80%).
9. In broad terms the service desk was considered easy to access by the vast majority of those that had recently done so, including 93% of tenants and 85% of leaseholders.
10. The attitude of the call handler and the ability to book a date there and then were the primary factors that respondents said mattered most to them when reporting a repair.

## 2. Executive summary

11. There was, however, a difference between tenants and leaseholders, the former being more likely to mention the need for empathy and support (27%), whereas the latter seemed to be more matter of fact and focused simply on getting a definite date (40%) as quickly as possible (17%).

### Online services

12. Tenants and residents felt that their recent experience of reporting a repair could be made even more efficient through the use of an online reporting system (78% and 70% respectively). Furthermore, when asked in their own words how the service could be improved, 43% of respondents specifically mentioned an online option, including 25% that specifically mentioned a smartphone app (section 3).
13. However, keeping the helpdesk was specifically noted by many, including those who otherwise were still keen on the online/app for themselves.

### Responsive repairs

14. As already mentioned, 89% of those that had used the responsive repairs service within the last 3 years were satisfied with their experience, although this figure did drop to 80% for those that had reported a repair within the last year (section 4).
15. Unsurprisingly, the two things that mattered most to respondents when repairs were carried out to their home were the timeliness and quality of the eventual repair. Indeed, when asked in their own words what mattered most, 81% of those that commented mentioned at least one of these, although of the two timeliness was mentioned a little more often (52% v 44%).

### Major external works

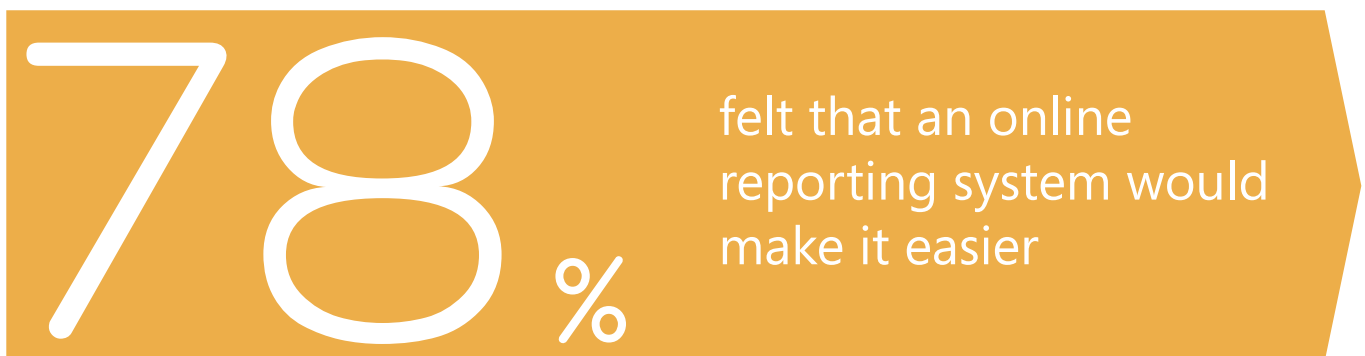
16. Large scale external works were a much more common experience for leaseholders than for tenants, with almost half of the former having received some major works during the current repairs contract, compared to only a fifth of the latter (47% and 22% respectively, section 5).
17. The key positives that these respondents took away from the experience was simply that they had no problems or disruption. However, it was pleasing that one in ten specifically noted the quality of the work.
18. When considering what matters most to tenants and residents when these works are being completed, it would seem that timeliness was the key factor, mentioned in over half of the total comments (55%).
19. After this though, the two types of customers diverged somewhat with tenants being more likely to focus on the standard of the work (26%), whereas for leaseholders it was more critical that work be well managed (27%) and delivered on budget (32%).

### Internal improvement work

20. Around a third of tenants had indeed had some planned improvement work completed during the current contract period, and this group were asked how satisfied they were with the works.
21. Satisfaction was incredibly high at 96%, including over three quarters that were 'very satisfied', which was so high as to preclude many differences between groups. Similarly, 95% were satisfied with the level of communication regarding the work (section 6).
22. As was true for the other two main service areas, timeliness was also what seemed to matter most for tenants regarding any improvement works to their home (49%), somewhat ahead of the standard of the work which was the second most frequently mentioned priority (36%). Furthermore, 17% of the comments suggested that the simple fact improvement work was taking place was in itself what mattered most.



### 3. Reporting a repair



The first stage of any responsive repair is the reporting process. In fact, the vast majority of contact between the Council and its tenants and leaseholders is via this channel, so this typically has strong impact on overall perceptions of the standard of customer service.

Indeed, around a fifth of the survey sample had contacted the repairs desk in the last year to report a repair. Interestingly, despite the fact that leaseholders receive only a subset of the services, almost as many members of this group had contacted the helpdesk as had tenants (21% v 17%).

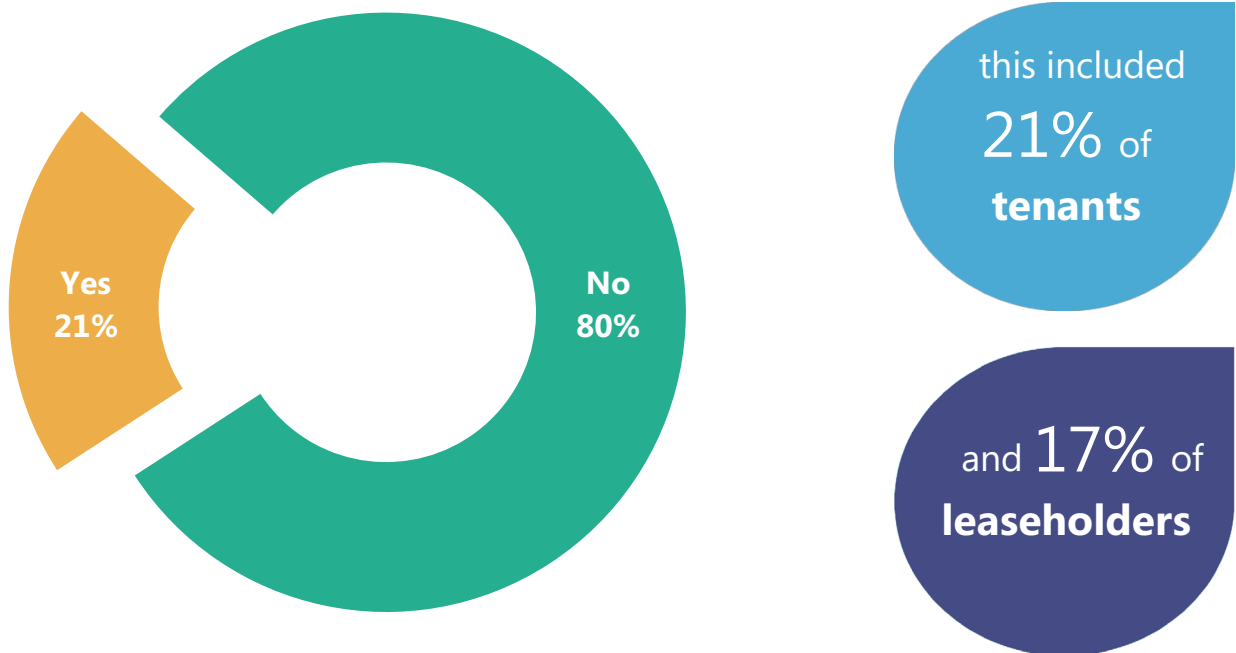
In terms of the current provision, respondents were generally very positive with the standard of the customer service that they had received (85%), including over two thirds of the sample who rated the service as 'very good' (71%). Indeed, when asked how the reporting could be improved, over a third of the answers were simply that no improvement was needed (chart 3.7).

There was, however, a significant difference between tenants (90% good) and leaseholders (73% good) on this question. The reader should bear in mind that the leaseholder sample for this question was small, but this pattern is consistent with similar surveys in the sector. Furthermore, tenants were much more likely than leaseholders to say that the call handler understood the issue being reported (95% v 84%), although again it was a small sample.

### 3. Reporting a repair

#### 3.1 Contacted the repairs desk in the last year to report a repair

% Base 1160 | All respondents



It was also notable that there was a gender difference in how these questions were answered. Not only were male respondents more likely to feel that the call handler understood the issue (96% v 88%), but they were also more likely to be pleased with the customer service they received (94% v 80%). Whilst this is likely to be simply a function of a wider gender difference, it still serves as reminder of how users can experience services differently.

Nevertheless, in broad terms the service desk was considered easy to access by the vast majority of those that had recently done so, including 93% of tenants and 85% of leaseholders. Younger respondents aged under 35 were particularly positive in this regard (97%).

Despite the very high scores for accessibility, it would seem that tenants and residents still felt that their recent experience of reporting a repair could be made even more efficient through the use of an online reporting system (78% and 70% respectively). Furthermore, when asked in their own words how the service could be improved, 43% of respondents specifically mentioned an online option, including 25% that specifically mentioned a smartphone app.

Unsurprisingly, 91% of the under 35s felt that online services would make it easier for them, compared to 62% of those aged 65 or over.

One of the things people noted that was positive about an app or portal was that it would be a 24/7 service rather than having to wait until working hours to do it.

“Feel that using the internet means that the service can become 24/7 rather than office hours only to speak with someone.”

“Online option is a no brainer please, bring it as soon as possible.”

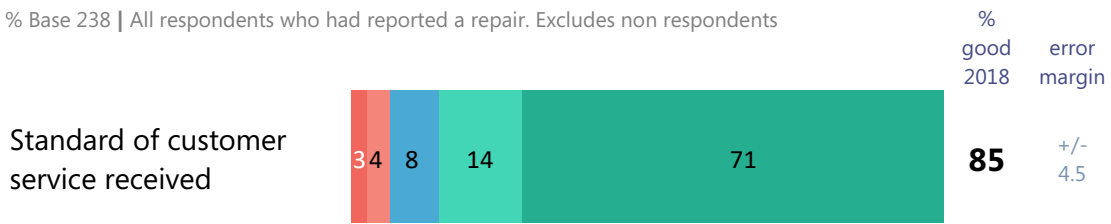
“Phone app good for me as it would be "open all hours".

“Phone app would make it an always available service, modern up-to-date use of technology.”

### 3. Reporting a repair

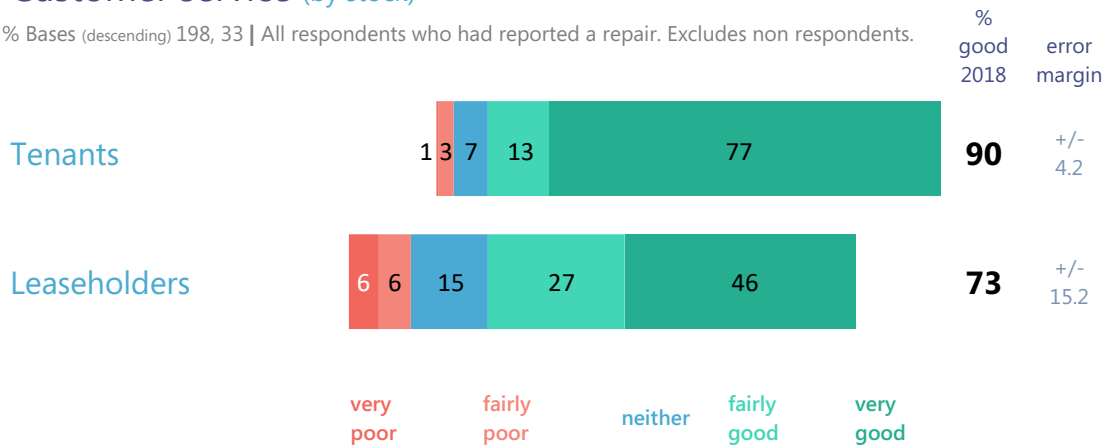
#### 3.3 Overall standard of customer service received from the repairs desk

% Base 238 | All respondents who had reported a repair. Excludes non respondents



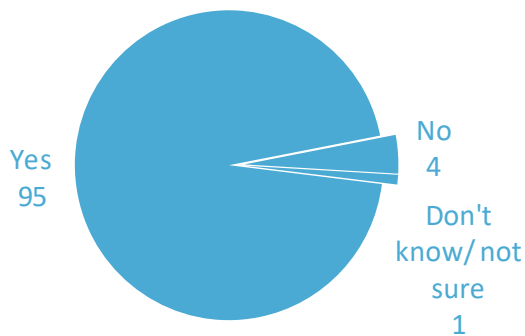
#### 3.4 Customer service (by stock)

% Bases (descending) 198, 33 | All respondents who had reported a repair. Excludes non respondents.

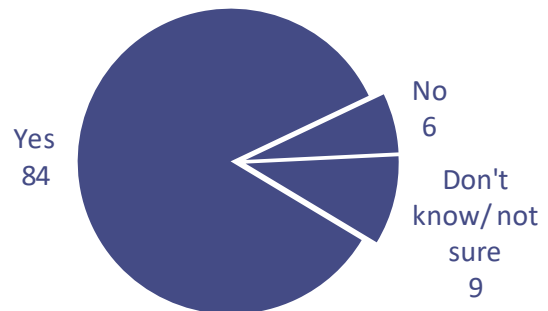


#### 3.2 Call handler understood the issue being reported

*Tenants* % Base 198 | Contacted in last 12 months



*Leaseholders* % Base 32 | Contacted in last 12 months

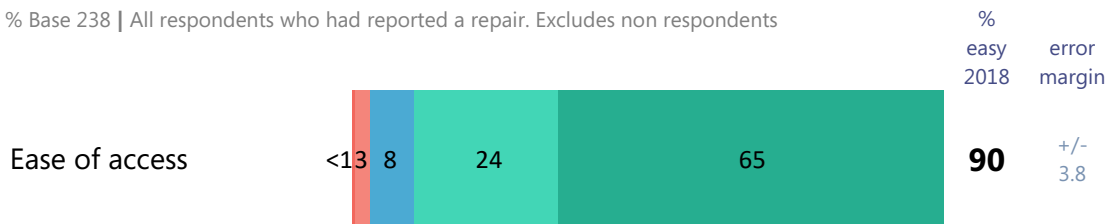




### 3. Reporting a repair

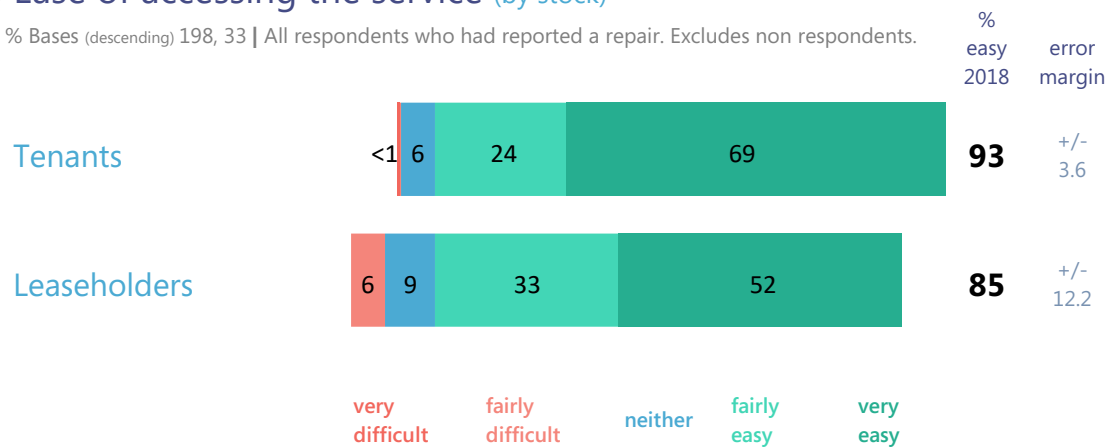
#### 3.5 Ease of accessing the service

% Base 238 | All respondents who had reported a repair. Excludes non respondents



#### 3.6 Ease of accessing the service (by stock)

% Bases (descending) 198, 33 | All respondents who had reported a repair. Excludes non respondents.



Another advantage of online would be the ability to track progress on a repair, something that was also raised as an idea for improvement by some respondents, as even on the phone they did not always receive a repairs reference number.

“Always providing a repairs reference number, I always have to ask for this and without one I never get very far following up an existing issue. If setting up online it would be good to be able to track the progress online.”

However, keeping the helpdesk was specifically noted by many (8%), including those who otherwise were still keen on the online/app for themselves:

“Online option good but keep helpdesk open for those not using web.”

“Do understand that not everyone is online and some would much prefer to talk, so important that resources permit the helpdesk to be available too.”

A few people mentioned the lack of integration between the daytime and after-hours service as an area for improvement:

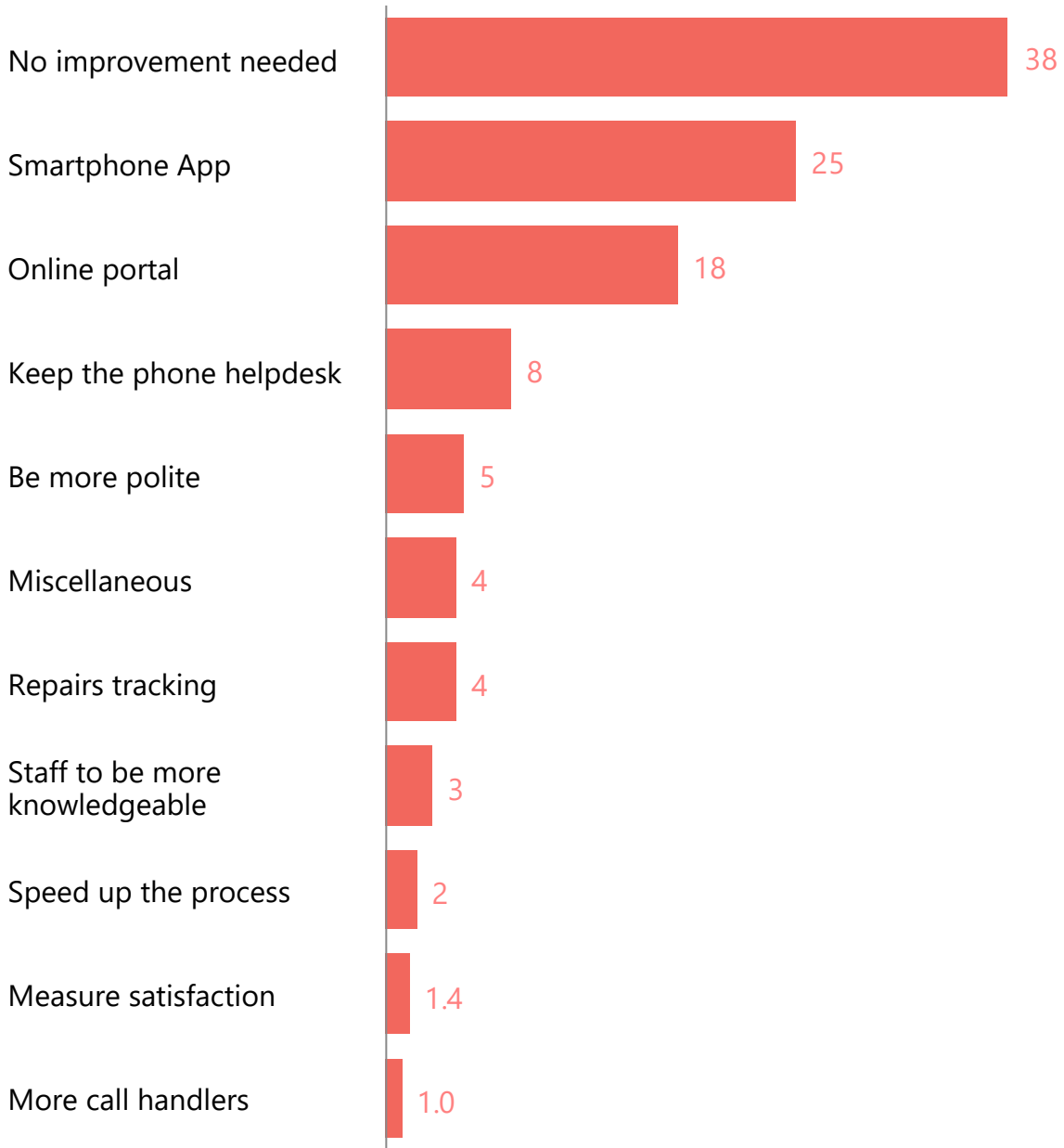
“Have a single system so out of hours reports are on the day system with the notes else you start again in hours.”

The previous questions had only been asked of those with recent experience of reporting a repair, however, every respondent was also asked what mattered most to them when reporting a repair. The various verbatim comments were grouped together into similar themes, and as can be seen in chart 3.9 it was clear that for the greatest proportions of respondents, it was the attitude of the call handler and the ability to book a date there and then that were the primary factors.

### 3. Reporting a repair

#### 3.7 What could we do to improve your experience of contacting the helpdesk

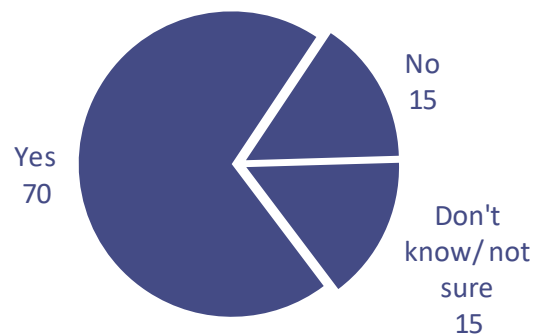
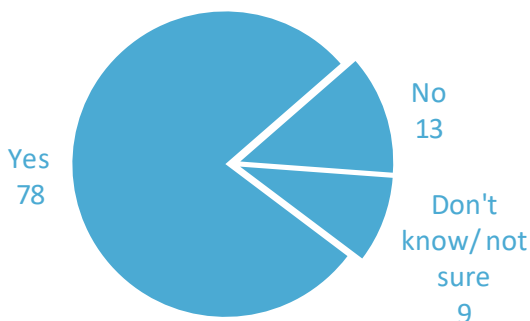
% Base 207 | Only includes respondents that commented. Coded from verbatim comments.



#### 3.8 Online reporting system would make it easier

*Tenants* % Base 198 | Contacted in last 12 months

*Leaseholders* % Base 33 | Contacted in last 12 months



### 3. Satisfaction overall

Customers clearly wanted the staff they spoke with to take ownership of the issue and do everything possible to help, with some of the comments including:

**“Helping the caller to report and arrange a fix for the problem. Accuracy. Patience. On the caller’s ‘side’”**

**“Really trying hard to help the caller report their problem and getting it fixed”**

**“Having to call helpdesk may be at a tense time so helpful voices and willingness to sort the problem becomes very important to the caller.”**

There was a similar proportion of respondents that were also looking for empathy and support from the call handler, and although this correlated reasonably against helpfulness, it was separated out as it is a subtly different issue. Indeed, it was intriguing to note that there was a statistically significant difference between tenants and leaseholders over whether empathy and support mattered most to them (27% and 15% of commenters respectively). Some of the examples of the comments in this category included:

**“Being attentive and supportive of my needs”**

**“Being patient, helpful and kind to the caller who may be stressed”**

**“Always going the extra mile to support and help the caller who is possibly low and stressed when they call in”**

**“Operator to be supportive of elderly/special needs tenants”**

Indeed, it was clear that leaseholders seemed to have a more matter of fact attitude towards the process of reporting a repair, as not only were they less likely to be requiring empathy and support, but they were much more likely than tenants to be set a date (40% v 20%) and to go through the process quickly (17% v 7%). Conversely, tenants were more likely to mention a preference for taking the time needed to accurately record the details.

**“Not rushing the caller. Checking back to make sure all the details are correct. Explaining what will happen next”**

**“Accuracy when taking down the details. Listening carefully. Probing to see if there might be other aspects to the problem”**

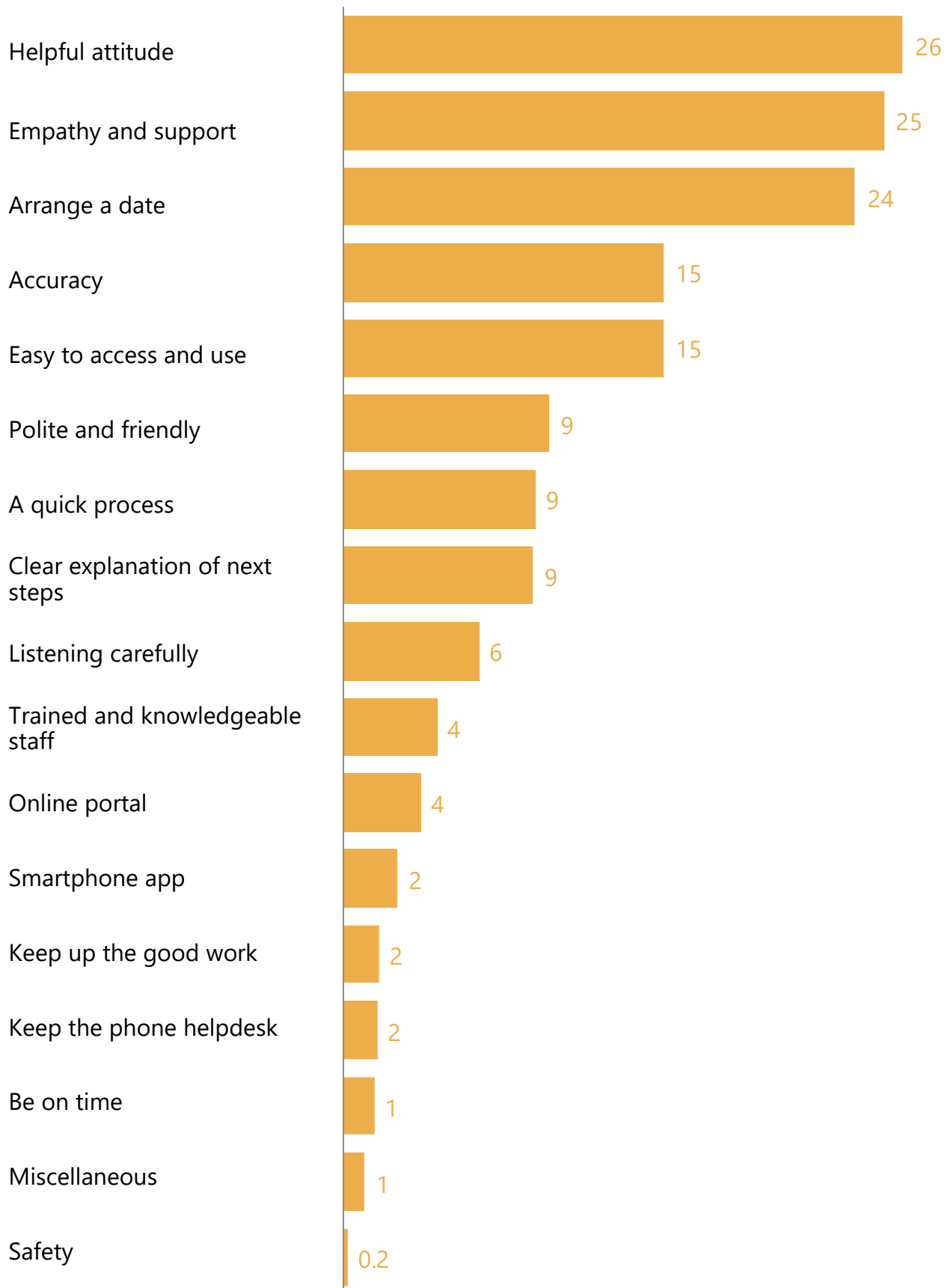
**“Essential that time is allowed to get down the details correctly”**

Incidentally, it is worth noting that despite the high level of support in principle for online reporting, this did not mean that it was necessarily the most important issue as very few cited either an online portal or an app as key aspects for them of the reporting process.

### 3. Reporting a repair

#### 3.9 Main most important things for this part of the service

% Base 1,043 | Only includes respondents that commented. Coded from verbatim comments.



### 3. Reporting a repair

#### 3.10 Main most important things for this part of the service by stock

% Base 1,043 | Only includes respondents that commented. Coded from verbatim comments.

	% positive		
	Overall	Tenants	Lease holders
Helpful attitude	26	27	21
Empathy and support	25	27	15
Arrange a date	24	20	40
Accuracy	15	16	8
Easy to access and use	15	14	17
Polite and friendly	9	10	9
A quick process	9	7	17
Clear explanation of next steps	9	9	6
Listening carefully	6	7	2
Trained and knowledgeable staff	4	4	4
Online portal	3.5	3.9	2.1
Smartphone app	2.5	2.2	3.6
Keep up the good work	1.6	1.6	1.6
Keep the phone helpdesk	1.5	1.6	1.0
Be on time	1.4	1.6	0.5
Miscellaneous	1.0	0.8	1.6
Safety	0.2	0.1	0.5

Significantly **lower** than average (95% confidence\*)

Significantly **lower** than average (90% confidence\*)

Significantly **higher** than average (95% confidence\*)

Significantly **higher** than average (90% confidence\*)

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



## 4. Responsive repairs

89%

satisfied with responsive repairs received

84%

said that consulting customers was the main area for improvement

Responsive repairs are the first thing that most tenants will think of when considering the repairs and maintenance service as a whole, in part because of the frequency with which it used. Indeed, surprisingly similar proportions of both tenants and residents had received at least one repair during the previous 3 years (44% and 39% respectively).

Satisfaction with the repairs service that they received as a result was extremely high at 89%, including two thirds that were 'very' satisfied.

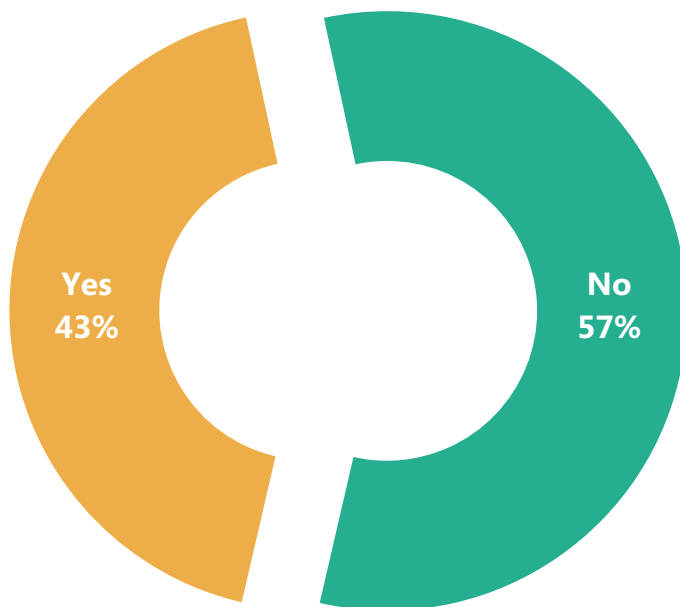
As was also the case in the previous questions, whilst tenants were almost universally positive (only 5% were dissatisfied), satisfaction was not quite as high for leaseholders, albeit still the majority view. Nevertheless, 17% of leaseholders were actively dissatisfied with the service they had received, including almost one in ten that were 'very' dissatisfied (8%).

It is also worth noting that those respondents with the most recent experience of the service, namely those that had reported a repair within the last year, were significantly less satisfied than the average (80% satisfied, 15% dissatisfied).

## 4. Responsive repairs

### 4.1 Had a repair in the last 3 years

% Base 1160 | All respondents



this included  
**44%** of  
**tenants**

and **39%** of  
**leaseholders**

Unsurprisingly, the two things that mattered most to respondents when repairs were carried out to their home were the timeliness and quality of the eventual repair. Indeed, when asked in their own words what mattered most, 81% of those that commented mentioned at least one of these, although of the two timeliness was mentioned a little more often (52% v 44%).

**“It all begins with being on time, that is so important, especially with childminding/ creche issues in addition to work ones. Always there should be flexibility because sometimes things that are out control go wrong but, if so, they need to be communicated so that it can be handled.”**

**“The simple things  
- on time and  
doing a good job”**

**“Simply that the work  
is well completed on  
the arranged day”**

**“It all begins with being on time, that is so important, especially with childminding/creche issues in addition to work ones. Always there should be flexibility because sometimes things that are out control go wrong but, if so, they need to be communicated so that it can be handled.”**

On the topic of quality, however, it was notable that 15% of respondents specifically pointed out the need for staff to be skilled and experienced in the work they were asked to do:

**“That the workers  
know what they are  
doing and have the  
training and  
knowledge to  
undertake the  
repair”**

**“The work team to be  
well trained and have  
good "customer"  
skills. Very important  
to have the latter  
when working in  
someone else's home”**

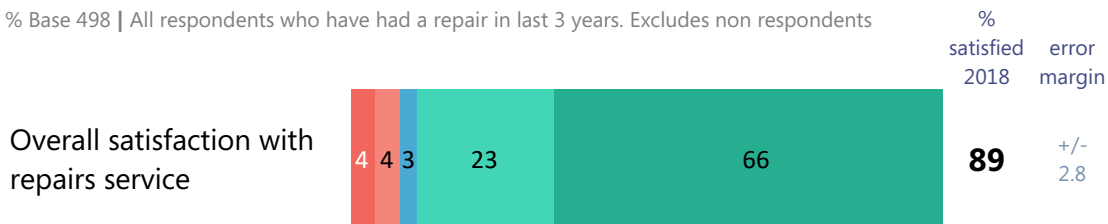
**“Pleasant workers who  
enjoy their work and have  
people skills. Frequent  
training for the staff  
taking into account  
customer feedback, new  
work practices and ideas”**

**“Trained and skilled  
workers. Workers  
who have experience  
of the repair type  
having carried out  
such work before/  
undergone training”**

## 4. Responsive repairs

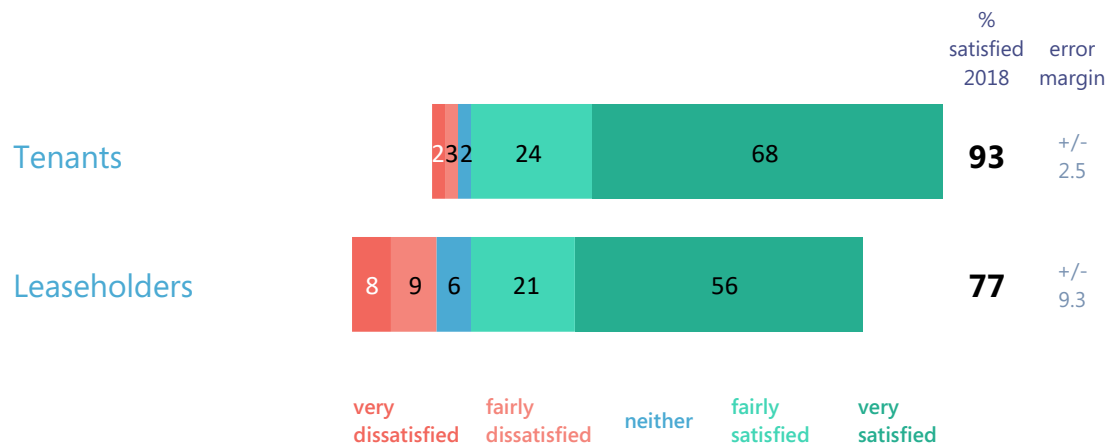
### 4.2 Overall satisfaction with the repairs service received

% Base 498 | All respondents who have had a repair in last 3 years. Excludes non respondents



### 4.3 Overall satisfaction with the repairs service received (by stock)

% Bases (descending) 412, 78 | All respondents who have had a repair in last 3 years. Excludes non respondents.



It was also pleasing to see that a number of respondents simply said that what mattered most to them was simply for the Council and its contractors to keep up the good work.

“What we actually received, workers on time, cheerfully going about their work and doing a good job. Thanks!”

“Our experience was really good. Reporting the matter was easy and the team arrived to check it out/sort as arranged. Staff very customer focused and friendly. A credit to Mears”

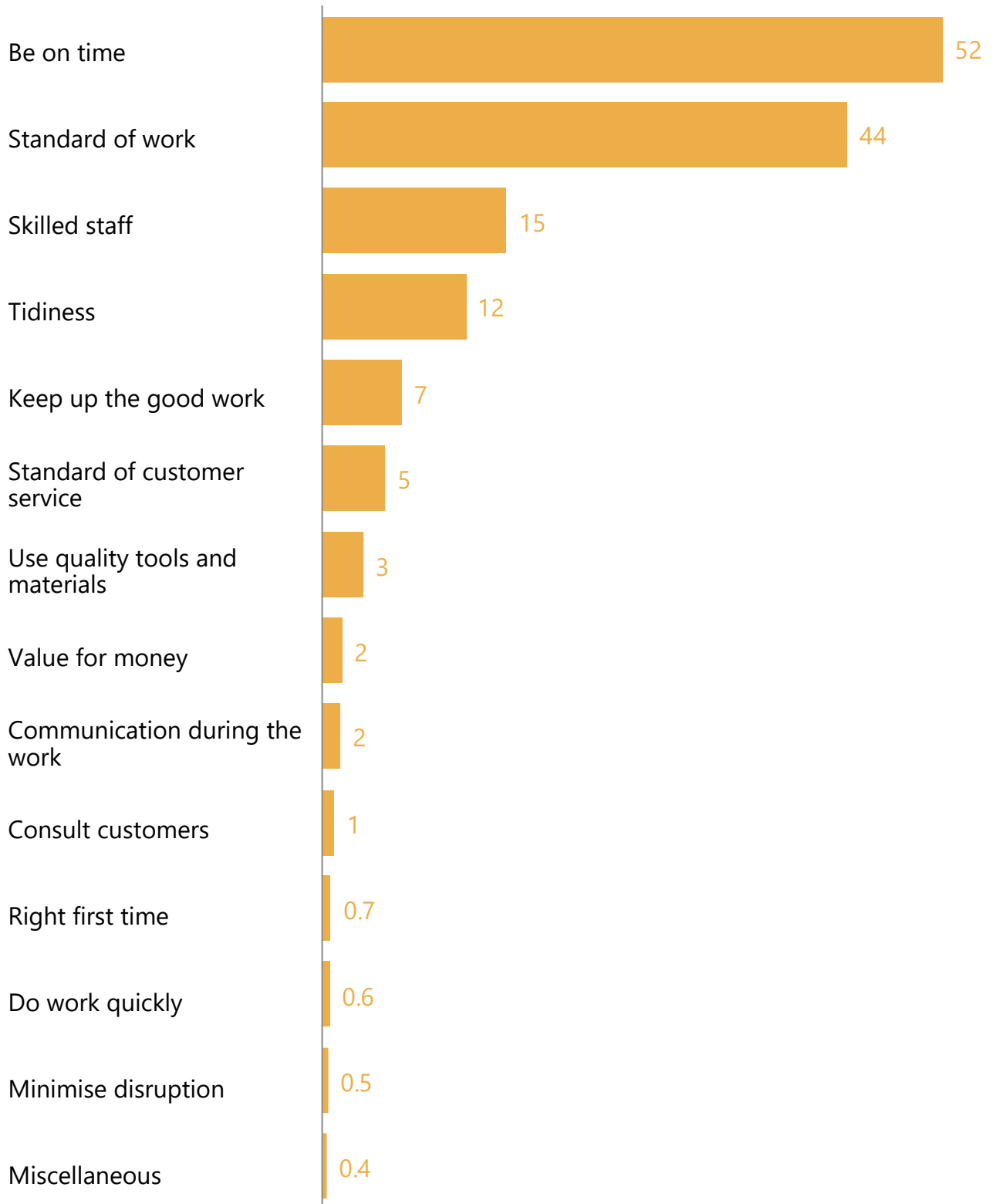
“Brilliant work in our experience. Came as arranged, did a good job and left us happy with that”

When tenants and residents were then asked what the Council could do to improve the repairs and maintenance services, it was striking how only a handful of respondents suggested that quality actually needed improving, whilst nobody mentioned timeliness. Instead, the overriding response was that doing more to consult customers and receive their feedback was the single improvement that would be welcomed most, to the extent that 84% of comments were on this topic.



### 4.4 What matters most about how we carry out repairs to your home

% Base 1,047 | Only includes respondents that commented. Coded from verbatim comments.



## 4. Responsive repairs

**“Just make sure that our excellent experience of using the service is the norm or becomes the norm. Get customer feedback like this and act on it”**

**“Try to make everyone like mine! Encourage customer views and feedback and then use those to make the services maintain its standards and use some of the less good scenarios in staff training sessions”**

**“Encourage customer views by leaving a survey sheet or a web link so the tenant can give their views”**

**“Customer feedback used in staff training and presentations to the team. “Hands on” management style whereby bosses get their hands dirty and meet their customers”**

**“All customers invited to measure the quality of service from initial telephone call to job being completed via feedback forms or internet”**

**“Managers to be hands on. Make sure that Mears is offering the best service. Customer feedback programme to benchmark the process”**

Not only was this the majority view regarding responsive repair, but similar opinions were also expressed around external works (section 5) and internal improvement programmes (section 6). Accordingly, this is without doubt one of the primary messages to come from the survey results.



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.

### 4.5 What could the Council do to improve the repairs and maintenance service

% Base 1,025 | Only includes respondents that commented. Coded from verbatim comments.





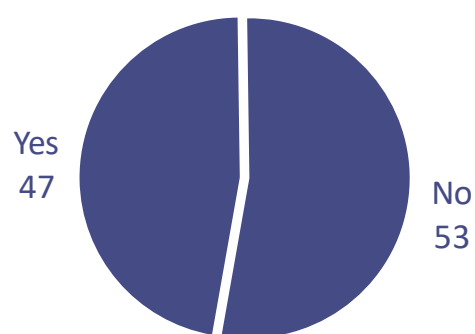
## 5. Large scale external works

### 5.1 Council has carried out major external works in the last 8 years?

Tenants % Base 943



Leaseholders % Base 200



Large scale external works are typically those carried out to blocks of flats and would normally involve a mixture of works all being carried out at once. For example, external wall installations might be installed along with window replacements.

This was a much more common experience for leaseholders than it was for tenants, with almost half of the former having received some major works during the current repairs contract, compared to only a fifth of tenants (47% and 22% respectively).

The key positives that these respondents took away from the experience was simply that they had no problems, with minimal disruption. However, it was pleasing to see that one in ten specifically noted the quality of the work, for example:

**“We had little inconvenience really, it was done well and looks great”**

**“Not a mega problem but involved several workers who did a good job. They were cheerful and obviously enjoyed their work.”**

**“Massive difference to our homes, modern etc.”**

Indeed, only 6% of those that commented said that it was important in the future for the standard of the work to be improved.

As can be seen in chart 5.3, the issue that absolutely dominated all others when respondents were considering how major works could be improved was for the Council to do more to involve customers and to make use of their feedback. The fact that a massive 84% of comments fitted into this category largely pushed all other issues to the margins, as it did on the other similar questions regarding responsive repairs (section 4) and internal improvements (section 6).

## 5. Large scale external works

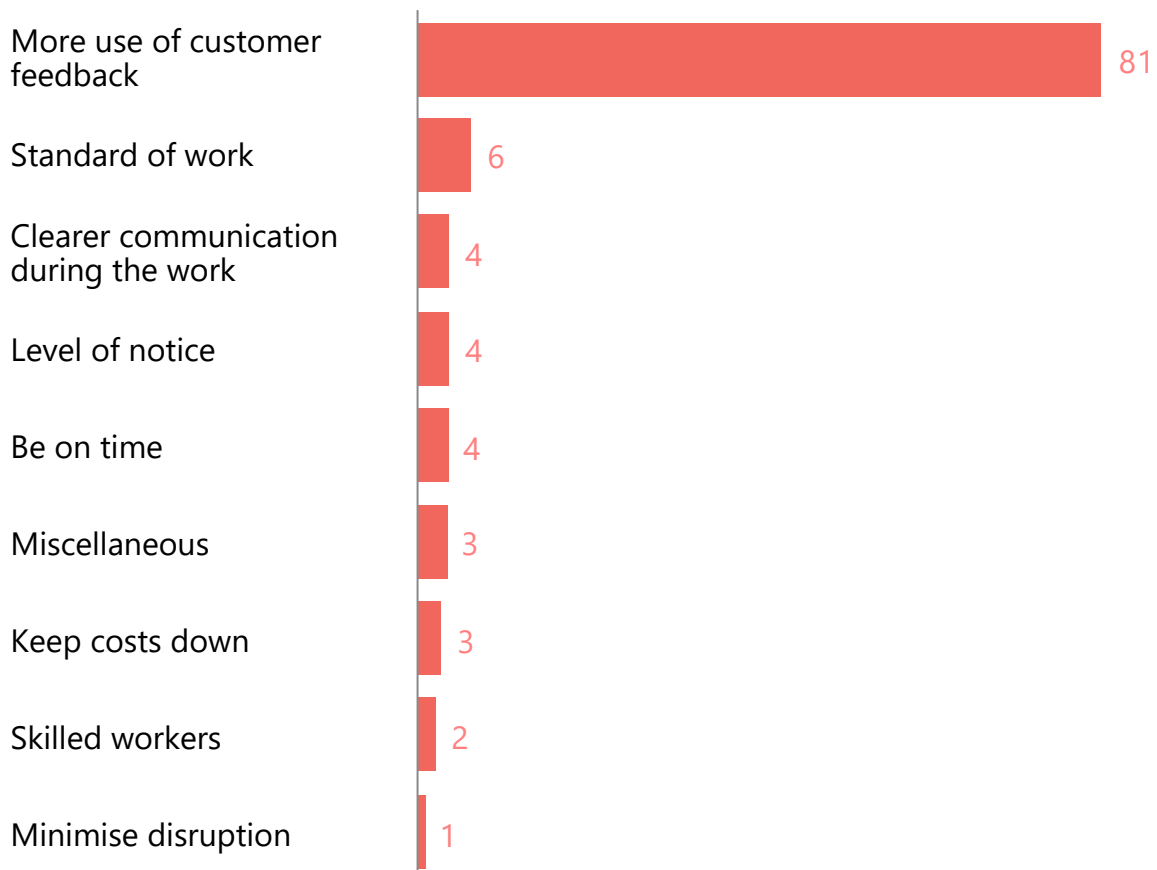
### 5.2 What did you like about the way major external improvement works were delivered to your block?

% Base 259 | Only includes respondents that received this work and commented. Coded from verbatim comments.



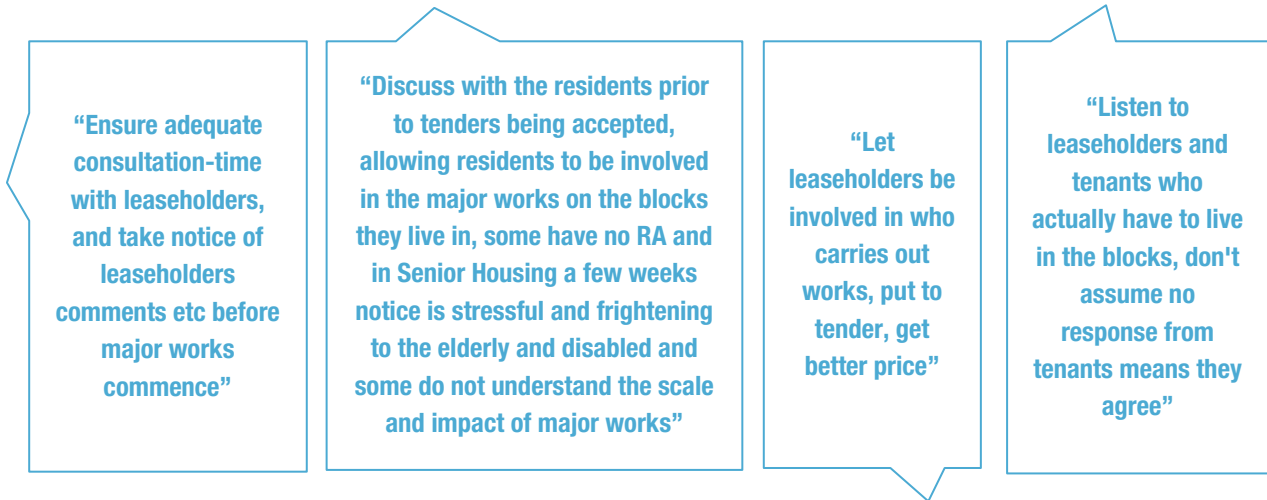
### 5.3 What could we do to improve the way major external improvement works are delivered to blocks?

% Base 469 | Only includes respondents that commented. Coded from verbatim comments.



## 5. Large scale external works

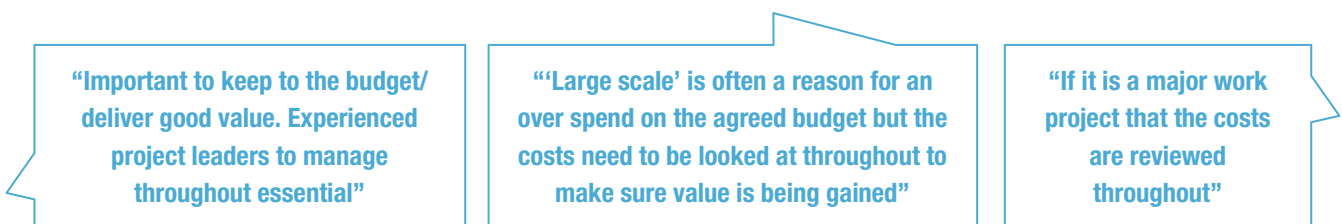
As elsewhere, this mostly included mention of surveys and feedback forms, but some of the more detailed comments included:



Moving on to consider what matters most to tenants and residents when these works are being completed, it would seem that timeliness was the key factor, mentioned in over half of the total comments (55%).



After this though, the two types of customers diverged somewhat as can be seen in table 5.5, with tenants being more likely to focus on the standard of the work (26%), whereas for leaseholders it was more critical that work be well managed (27%) delivered on budget (32%).

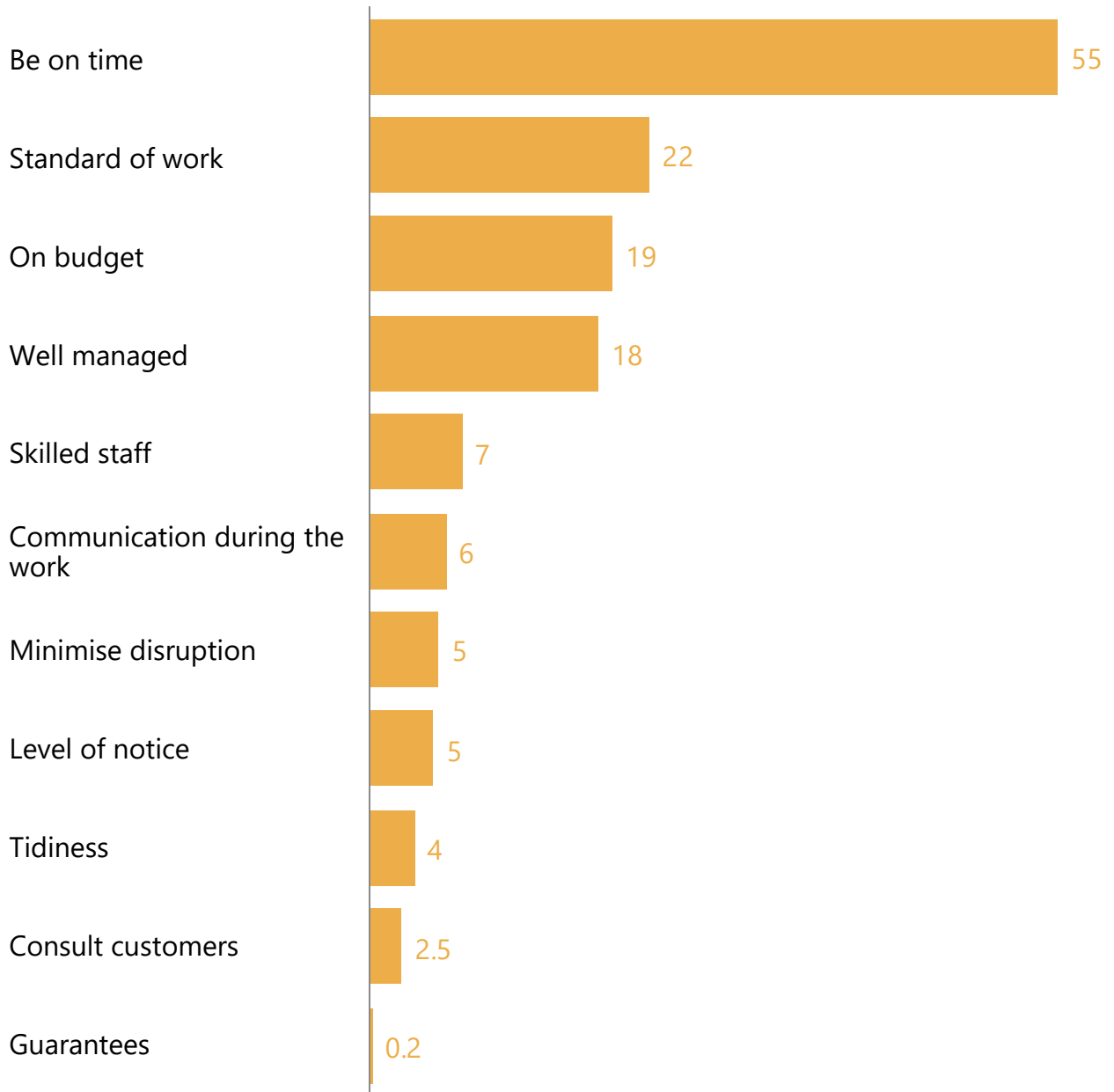


A difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less.

## 5. Large scale external works

### 5.4 What matters most to you when we carry out large scale works?

% Base 474 | Only includes respondents that commented. Coded from verbatim comments.



## 5. Large scale external works

### 5.5 What matters most to when we carry out large scale works by stock

% Base 474 | Only includes respondents that commented. Coded from verbatim comments.

	% positive		
	Overall	Tenants	Lease holders
Be on time	55	56	53
Standard of work	22	26	13
On budget	19	15	32
Well managed	18	15	27
Skilled staff	7	9	2
Communication during the work	6	6	6
Minimise disruption	5	6	3
Level of notice	5	6	2
Tidiness	4	4	3
Consult customers	3	2	4
Guarantees	0.2	0.0	0.8

Significantly **lower** than average (95% confidence\*)

Significantly **lower** than average (90% confidence\*)

Significantly **higher** than average (95% confidence\*)

Significantly **higher** than average (90% confidence\*)

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





## 6. Internal replacement works

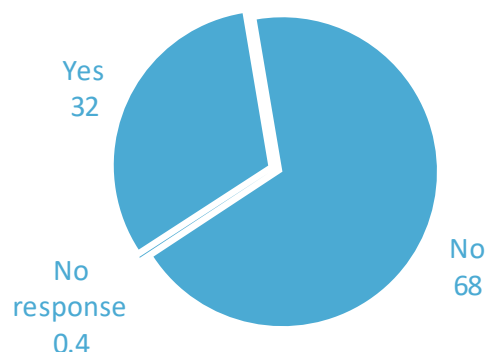


In addition to major external works discussed in the previous section, tenants may also have internal improvement works carried out to their home in order to renew major components such as the kitchen or bathroom. Around a third of tenants had indeed had some planned improvement work completed during the current contract period, and this group were asked how satisfied they were with the works.

As can be seen from the graph below, satisfaction was incredibly high at 96%, including over three quarters that were 'very satisfied', which was so high as to preclude many differences between groups. In fact, the only one of any note was that the under 35s were less likely to be 'very satisfied' than other tenants (68% v 78% average).

### 6.1 Major internal works in the last 8 yrs?

Tenants % Base 945 | Excludes non-respondents



## 6. Internal replacement works

The results were again virtually identical when respondents were asked to rate the communication they had with the Council over the improvement to their home, with 95% being satisfied in this instance.

As was true for the other two main service areas, timeliness was also what seemed to matter most for tenants regarding any improvement works to their home (49%), somewhat ahead of the standard of the work which was the second most frequently mentioned priority (36%).

Indeed, what is most notable about chart 6.5 is actually the fact that 17% of the comments suggested that the simple fact improvement work was taking place was in itself what mattered most, for example:

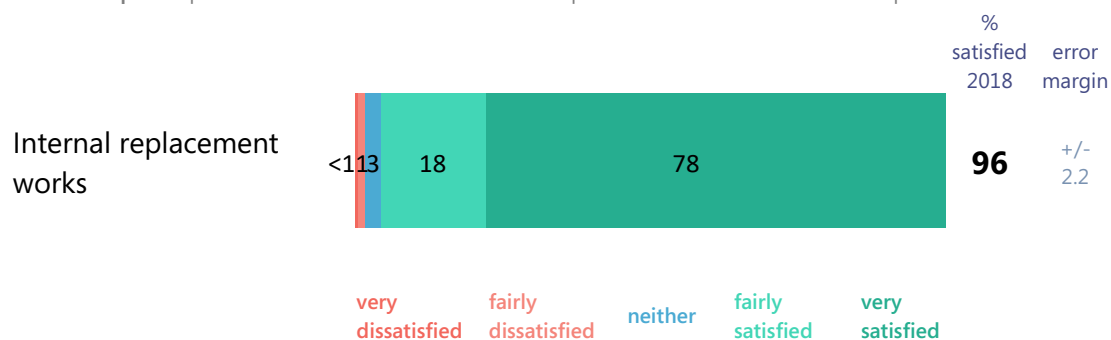


In a now familiar pattern, the vast majority of ideas for how the Council could improve on this aspect of the service was again to make more use of customer feedback, which comprised 85% of the verbatim answers to this question. Indeed, this was sometimes also linked with the second most commonly cited idea, which was for the Council to simply focus on continuous improvement:



### 6.2 Overall satisfaction with the internal replacement works

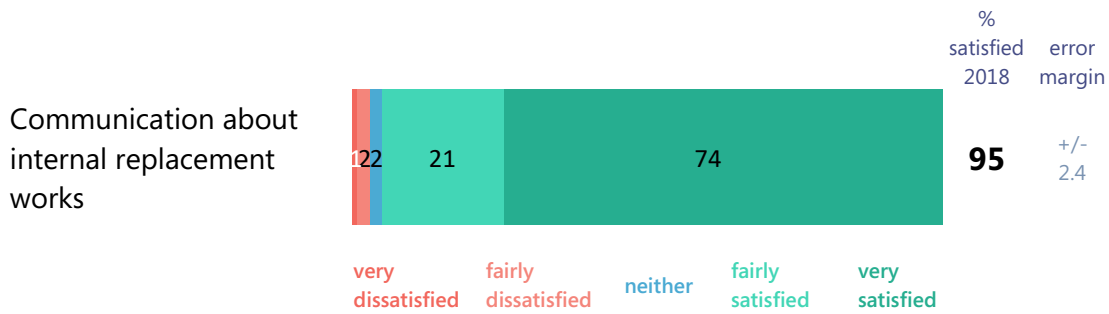
% Base 306 | All respondents who have had some internal replacement works. Excludes non respondents



## 6. Internal replacement works

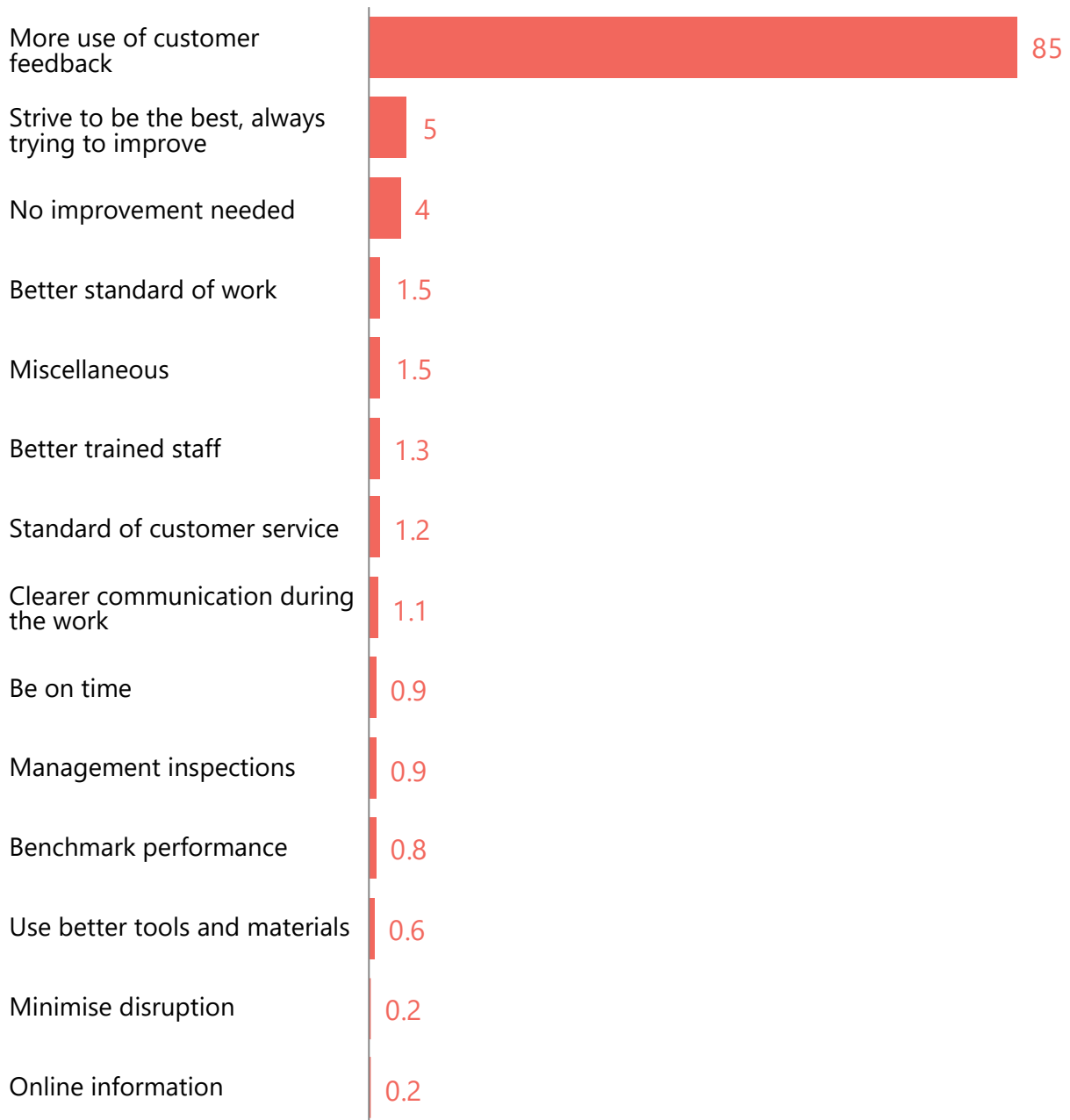
### 6.3 Overall satisfaction with the communication about internal works

% Base 306 | All respondents who have had some internal replacement works. Excludes non respondents



### 6.4 What could the Council do that would improve the way these types of works are delivered in the future?

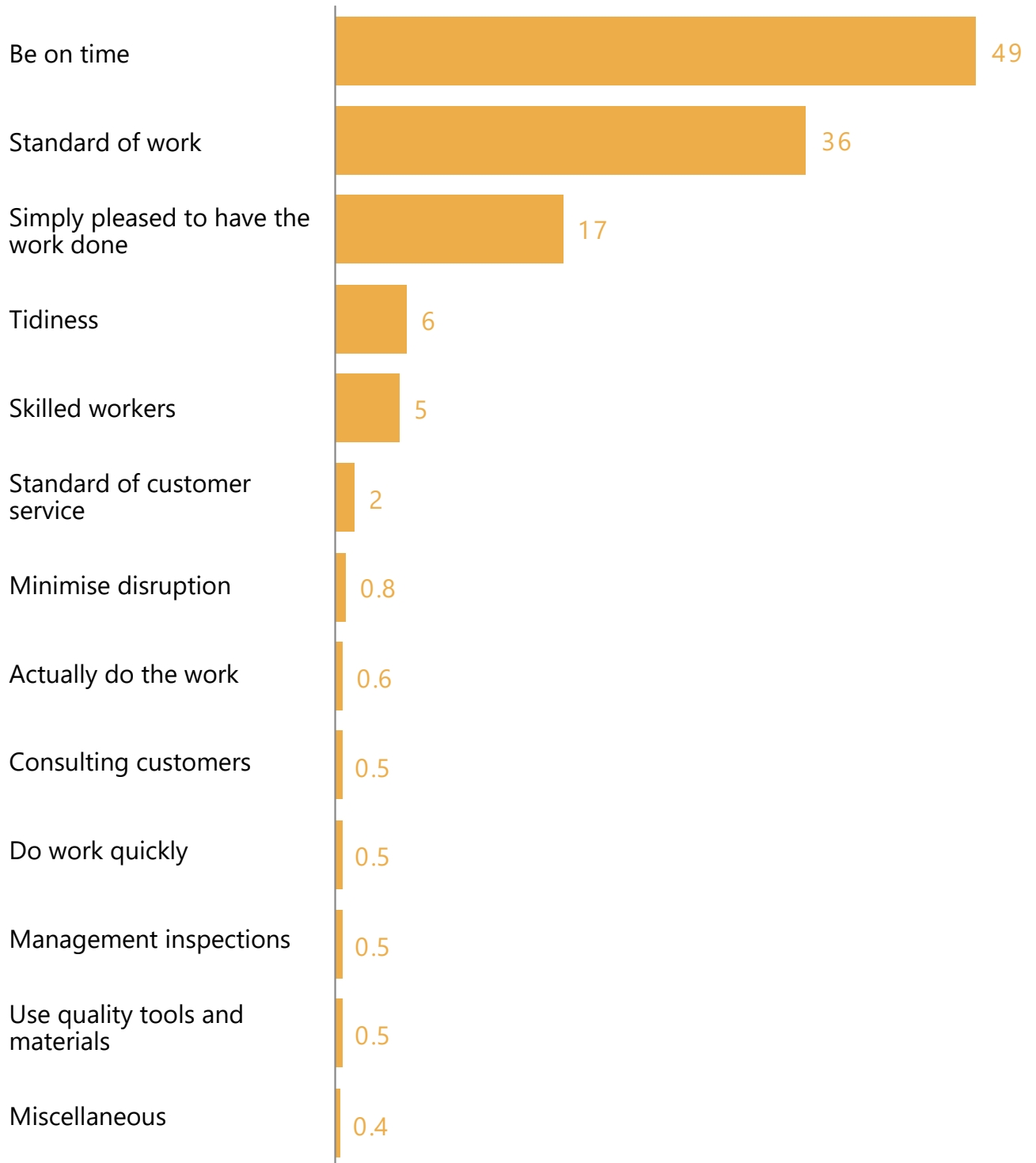
% Base 890 | Only includes respondents that commented. Coded from verbatim comments.



## 6. Internal replacement works

### 6.5 What matters to you most about how we carry out these works?

% Base 850 | Only includes respondents that commented. Coded from verbatim comments.





## 7. Further comments

At the end of the survey respondents were asked if there was anything else that they would like to say about the future of the repairs and maintenance services.

In keeping with the key theme throughout this research on customer feedback and consultation, over two thirds of tenants and residents that commented said that they wanted the Council to publicise the findings of this survey (70%), whilst a further fifth (21%) wished to see more information in the future on both the contract tendering process, and the final decision. These findings were reasonably consistent across the survey subgroups, including between tenants and leaseholders.

**“Publish these results. More info about Mears and how they have managed the contract so far”**

**“Social media for the results, more about how the new 10 year deal is commissioned”**

**“Reports to read in newspaper/social media/ internet. More details about the tendering. Who else might be in the frame for the work?”**

**“Publish results? More info available about the tendering process. How we can comment about the tendering process?”**

**“More info about the tendering/consultation always welcomed. Look forward to seeing some info on this survey too”**

**“Perhaps a leaflet drop or something to tell us more about the tendering and the results of this survey. Thanks for seeking our views”**

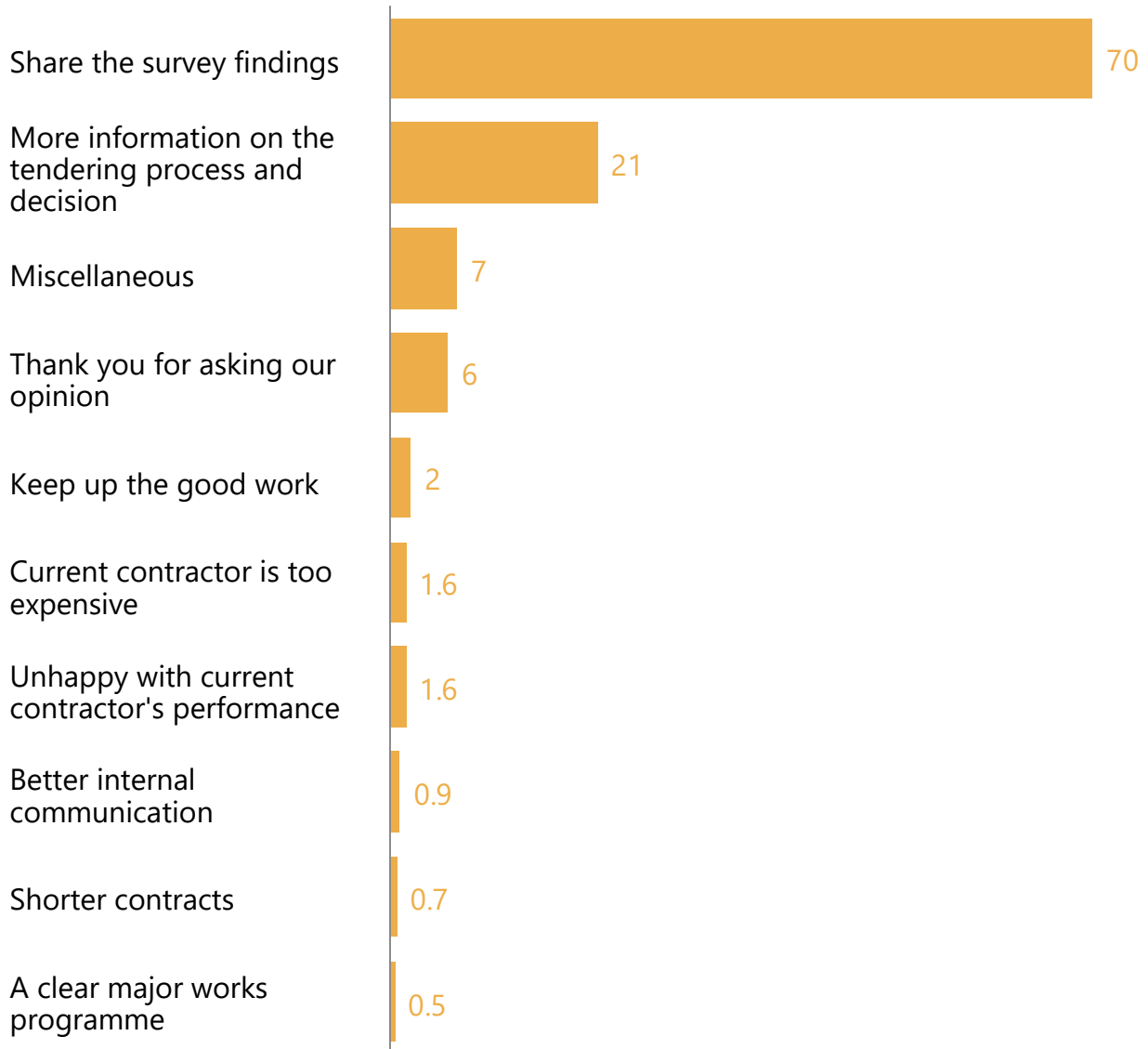
**“Thanks for seeking my views. Publish the results?”**

**“Reporting on the consultation. Info about the tendering process. A chance to have our say on who the tender is awarded to”**

## 7. Further comments

### 7.1 Is there anything else that you would like to feedback to us about the future of all services?

% Base 437 | Only includes respondents that commented. Coded from verbatim comments.





# 8. Respondent profile

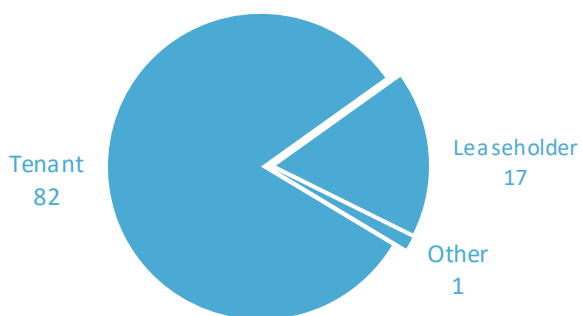
## 8.1 Ward

% Base 1160

	Total	%
East Brighton	125	10.8
Hanover & Elm Grove	148	12.8
Hangleton & Knoll	150	12.9
Hollingdean & Stanmere	135	11.6
Moulsecoomb & Bevendean	136	11.7
North Portslade	71	6.1
Queen's park	136	11.7
South Portslade	24	2.1
Woodingdean	27	2.3
Wish	138	11.9
No response	70	6.0

## 8.2 Stock

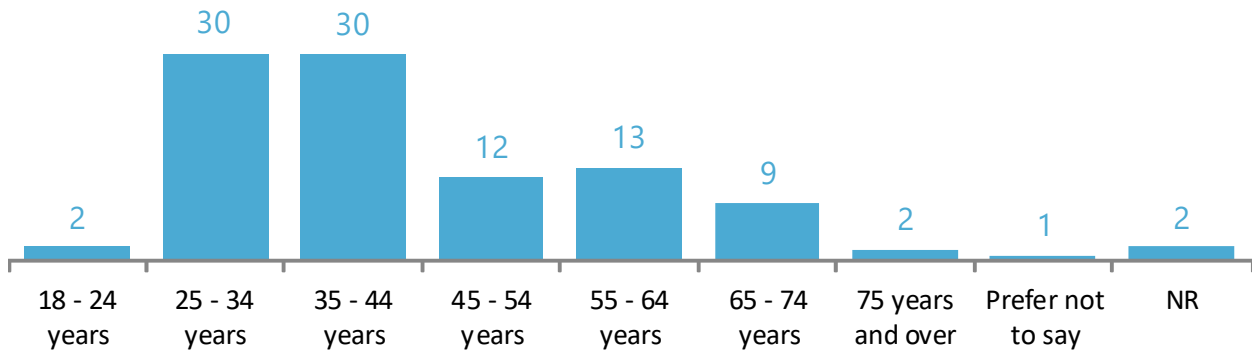
% Base 1160



## 8. Respondent profile

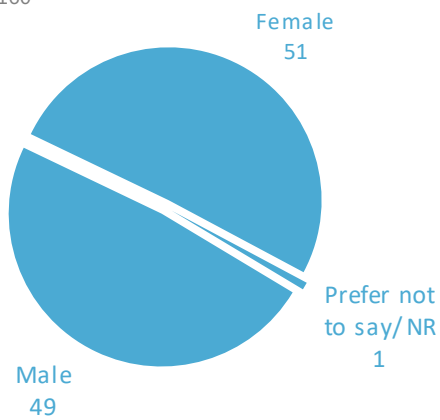
### 8.3 Age

% Base 1160



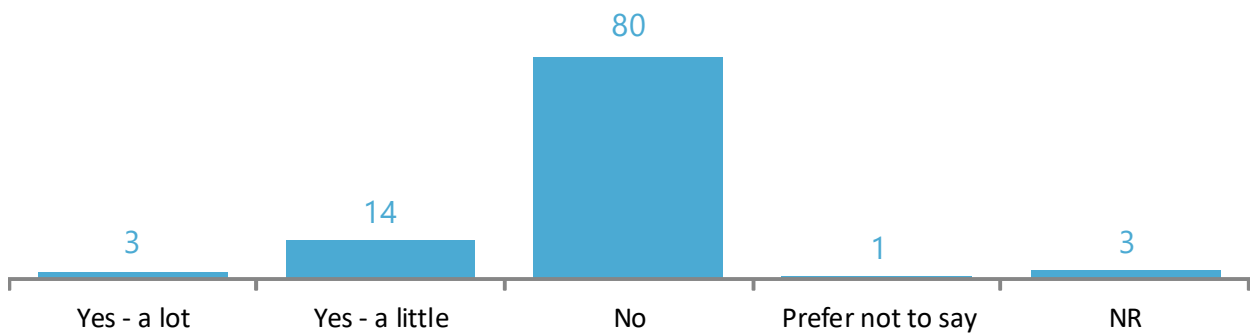
### 8.4 Gender

% Base 1160



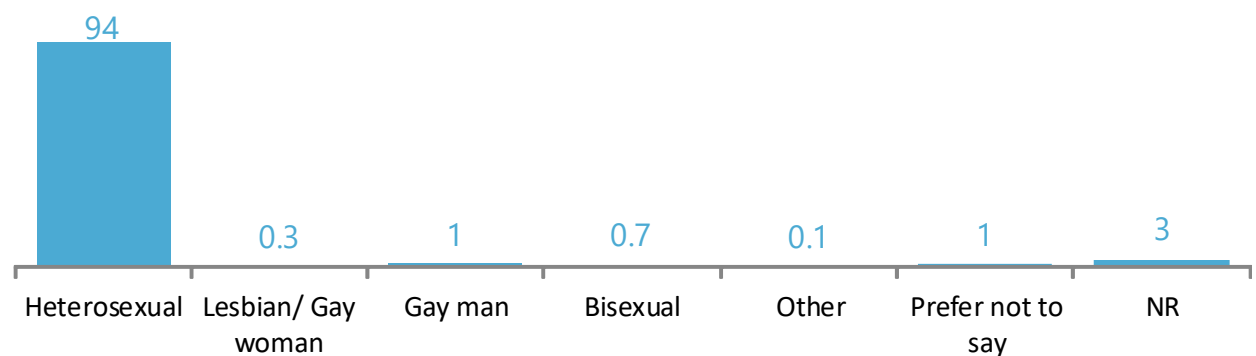
### 8.5 Disability

% Base 1160



### 8.6 Sexual orientation

% Base 1160



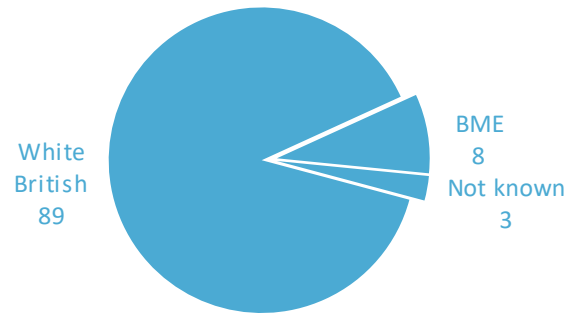


## 8. Respondent profile

### 8.7 Ethnic background

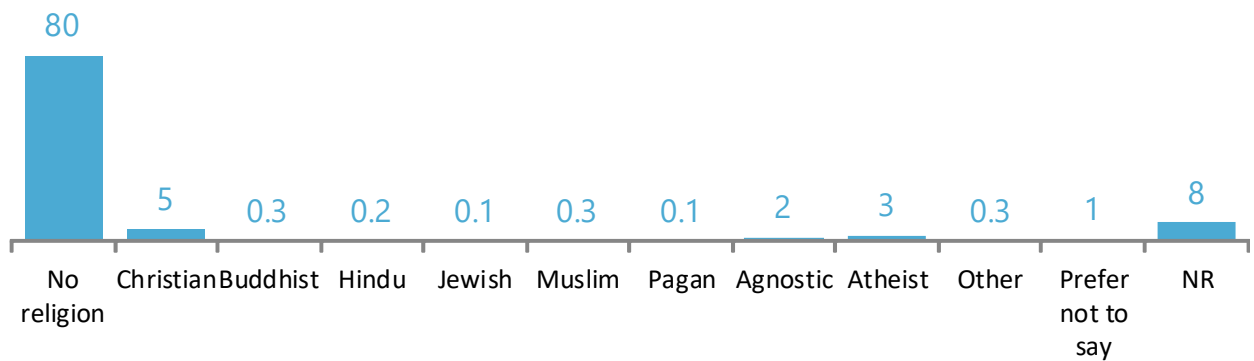
% Base 1160

	%
<b>White</b>	
English/Welsh/Scottish/Northern Irish/British	89.1
Irish	1.5
Gypsy or Irish Traveller	0.1
Any other White background	1.4
<b>Mixed</b>	
White and Black Caribbean	0.5
White and Black African	0.4
White and Asian	0.1
Any other Mixed background	0.0
<b>Asian or Asian British</b>	
Indian	0.9
Pakistani	0.3
Bangladeshi	0.0
Chinese	0.4
Any other Asian background	0.0
<b>Black or Black British</b>	
African	1.0
Caribbean	0.5
Any other Black background	0.0
<b>Other</b>	
Arab	1.1
Not known	2.6



### 8.8 Religion

% Base 1160





# Appendix A. Methodology & data analysis

## Fieldwork

The consultation period ran throughout July and ended on the 14 August 2018. Background information was available on the Council's website, along with an online questionnaire. In addition, in-home interviews were also conducted by contractors on behalf of the Council with a wide cross section of tenants and leaseholders. In total, 1,160 individuals took part in the consultation, including 1090 by interview and 70 online. This included 945 Council tenants (error margin +/- 3.1), 200 resident leaseholders (error margin +/- 6.6), a 15 others with a variety of other tenure types.

## Data presentation

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

Many results are recalculated to remove '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. 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.



## Appendix B. 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.

## Appendix B. Data summary

		All respondents			Tenants			Leaseholders		
		Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
<b>Q1 In the last 12 months, have you had to contact the repairs desk to report a repair in your property or communal area?</b>		<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
1:	Yes	238	20.5		198	21.0		33	16.5	
2:	No	922	79.5		747	79.0		167	83.5	
	N/R	0	0.0		0	0.0		0	0.0	
<b>Q2 Thinking about when you last contacted the repairs desk, do you feel that the call handler understood the issue you were reporting?</b>		<i>Base: 238</i>			<i>Base: 198</i>			<i>Base: 33</i>		
3:	Yes	216	18.6	90.8	188	19.9	94.9	27	13.5	81.8
4:	No	15	1.3	6.3	8	0.8	4.0	2	1.0	6.1
5:	Don't know / not sure	6	0.5	2.5	2	0.2	1.0	3	1.5	9.1
	N/R	923	79.6	0.4	747	79.0	0.0	168	84.0	3.0
<b>Q3 Thinking about when you last contacted the repairs desk, overall how would you describe the standard of customer service you received from the repairs desk?</b>		<i>Base: 238</i>			<i>Base: 198</i>			<i>Base: 33</i>		
6:	Very good	169	14.6	71.0	153	16.2	77.3	15	7.5	45.5
7:	Fairly good	34	2.9	14.3	25	2.6	12.6	9	4.5	27.3
8:	Neither	19	1.6	8.0	13	1.4	6.6	5	2.5	15.2
9:	Fairly poor	10	0.9	4.2	6	0.6	3.0	2	1.0	6.1
10:	Very poor	6	0.5	2.5	1	0.1	0.5	2	1.0	6.1
	N/R	922	79.5	0.0	747	79.0	0.0	167	83.5	0.0
<b>Q4 Thinking about when you last contacted the repairs desk, how easy or difficult was it for you to access the service?</b>		<i>Base: 238</i>			<i>Base: 198</i>			<i>Base: 33</i>		
11:	Very easy	155	13.4	65.1	137	14.5	69.2	17	8.5	51.5
12:	Fairly easy	58	5.0	24.4	47	5.0	23.7	11	5.5	33.3
13:	Neither	18	1.6	7.6	12	1.3	6.1	3	1.5	9.1
14:	Fairly difficult	6	0.5	2.5	1	0.1	0.5	2	1.0	6.1
15:	Very difficult	1	0.1	0.4	1	0.1	0.5	0	0.0	0.0
	N/R	922	79.5	0.0	747	79.0	0.0	167	83.5	0.0
<b>Q5 Would an online reporting service make it easier for you to report any repairs?</b>		<i>Base: 238</i>			<i>Base: 198</i>			<i>Base: 33</i>		
16:	Yes	181	15.6	76.1	155	16.4	78.3	23	11.5	69.7
17:	No	32	2.8	13.4	25	2.6	12.6	5	2.5	15.2
18:	Don't know / not sure	25	2.2	10.5	18	1.9	9.1	5	2.5	15.2
	N/R	922	79.5	0.0	747	79.0	0.0	167	83.5	0.0
<b>R6 What would you suggest we could do to improve your experience of contacting the repairs helpdesk?</b>		<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
19:	Be more polite	10	0.9		7	0.7		3	1.5	
20:	Keep the phone helpdesk	16	1.4		15	1.6		1	0.5	
21:	Measure satisfaction	3	0.3		3	0.3		0	0.0	
22:	Miscellaneous	9	0.8		5	0.5		4	2.0	
23:	More call handlers	2	0.2		1	0.1		1	0.5	
24:	No improvement needed	80	6.9		69	7.3		10	5.0	
25:	Online portal	39	3.4		33	3.5		4	2.0	
26:	Repairs tracking	12	1.0		2	0.2		7	3.5	
27:	Smartphone App	52	4.5		45	4.8		7	3.5	
28:	Speed up the process	4	0.3		3	0.3		1	0.5	
29:	Staff to be more knowledgeable	7	0.6		4	0.4		2	1.0	
	N/R	946	81.6		770	81.5		168	84.0	

## Appendix B. Data summary

		All respondents			Tenants			Leaseholders		
		Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
<b>R7 What are the main things that are important to you about how we deliver this part of the service?</b>		<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
30:	A quick process	93	8.0		59	6.2		33	16.5	
31:	Accuracy	155	13.4		138	14.6		16	8.0	
32:	Arrange a date	246	21.2		168	17.8		78	39.0	
33:	Be on time	15	1.3		14	1.5		1	0.5	
34:	Clear explanation of next steps	92	7.9		80	8.5		11	5.5	
35:	Easy to access and use	156	13.4		122	12.9		32	16.0	
36:	Empathy and support	262	22.6		232	24.6		28	14.0	
37:	Helpful attitude	273	23.5		228	24.1		41	20.5	
38:	Keep the phone helpdesk	16	1.4		14	1.5		2	1.0	
39:	Keep up the good work	17	1.5		14	1.5		3	1.5	
40:	Listening carefully	65	5.6		61	6.5		4	2.0	
41:	Miscellaneous	13	1.1		7	0.7		3	1.5	
42:	Online portal	37	3.2		33	3.5		4	2.0	
43:	Polite and friendly	102	8.8		81	8.6		18	9.0	
44:	Safety	2	0.2		1	0.1		1	0.5	
45:	Smartphone app	26	2.2		19	2.0		7	3.5	
46:	Trained and knowledgeable staff	46	4.0		38	4.0		7	3.5	
	N/R	104	9.0		95	10.1		7	3.5	
<b>Q8 Have you had to report any repairs in the last 3 years?</b>		<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
47:	Yes	498	42.9		412	43.6		78	39.0	
48:	No	660	56.9		531	56.2		122	61.0	
	N/R	2	0.2		2	0.2		0	0.0	
<b>Q9 Overall how satisfied or dissatisfied are you with the repairs service you have received?</b>		<i>Base: 498</i>			<i>Base: 412</i>			<i>Base: 78</i>		
49:	Very satisfied	327	28.2	65.7	282	29.8	68.4	44	22.0	56.4
50:	Fairly satisfied	115	9.9	23.1	99	10.5	24.0	16	8.0	20.5
51:	Neither	15	1.3	3.0	9	1.0	2.2	5	2.5	6.4
52:	Fairly dissatisfied	21	1.8	4.2	12	1.3	2.9	7	3.5	9.0
53:	Very dissatisfied	20	1.7	4.0	10	1.1	2.4	6	3.0	7.7
	N/R	662	57.1	0.0	533	56.4	0.0	122	61.0	0.0
<b>R10 What matters to you most about how we carry out repairs to your home?</b>		<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
54:	Be on time	548	47.2		464	49.1		77	38.5	
55:	Communication during the work	17	1.5		12	1.3		4	2.0	
56:	Consult customers	11	0.9		10	1.1		1	0.5	
57:	Do work quickly	6	0.5		5	0.5		1	0.5	
58:	Keep up the good work	69	5.9		65	6.9		4	2.0	
59:	Miscellaneous	4	0.3		1	0.1		3	1.5	
60:	Minimise disruption	5	0.4		4	0.4		1	0.5	
61:	Right first time	7	0.6		5	0.5		2	1.0	
62:	Skilled staff	163	14.1		128	13.5		33	16.5	
63:	Standard of customer service	54	4.7		47	5.0		7	3.5	
64:	Standard of work	466	40.2		360	38.1		97	48.5	
65:	Tidiness	125	10.8		90	9.5		35	17.5	
66:	Use quality tools and materials	37	3.2		25	2.6		11	5.5	
67:	Value for money	19	1.6		1	0.1		16	8.0	
	N/R	101	8.7		88	9.3		10	5.0	
<b>R11 What do you think the council could do that would improve it's repairs and maintenance services?</b>		<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
68:	Benchmark performance	15	1.3		15	1.6		0	0.0	
69:	Change contractors	13	1.1		5	0.5		4	2.0	
70:	Clearer communicaton during the work	11	0.9		7	0.7		3	1.5	
71:	Consult customers	871	75.1		714	75.6		151	75.5	

## Appendix B. Data summary

	All respondents			Tenants			Leaseholders		
	Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
72: Customer care programme	29	2.5		21	2.2		8	4.0	
73: Keep up the good work	7	0.6		7	0.7		0	0.0	
74: Management inspections	25	2.2		22	2.3		2	1.0	
75: Miscellaneous	13	1.1		10	1.1		3	1.5	
76: Online portal	2	0.2		2	0.2		0	0.0	
77: Skilled staff	12	1.0		11	1.2		1	0.5	
78: Standard of customer service	18	1.6		9	1.0		8	4.0	
79: Standard of work	9	0.8		8	0.8		0	0.0	
80: Strive to be the best, always trying to improve	37	3.2		32	3.4		5	2.5	
81: Value for money	7	0.6		1	0.1		4	2.0	
N/R	123	10.6		107	11.3		13	6.5	
<b>Q12 Has the council carried out major external works on your block during the last 8 years?</b>									
	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
82: Yes	305	26.3		203	21.5		94	47.0	
83: No	329	28.4		289	30.6		38	19.0	
84: Don't know / not sure	240	20.7		182	19.3		56	28.0	
85: Not applicable	284	24.5		269	28.5		12	6.0	
N/R	2	0.2		2	0.2		0	0.0	
<b>R13 What did you like about the way the major external improvement works were delivered to your block?</b>									
	<i>Base: 305</i>			<i>Base: 203</i>			<i>Base: 94</i>		
86: Completed on time	4	0.3	1.3	2	0.2	1.0	2	1.0	2.1
87: Good information and communication	9	0.8	3.0	6	0.6	3.0	3	1.5	3.2
88: Minimal disruption	85	7.3	27.9	61	6.5	30.0	24	12.0	25.5
89: Miscellaneous	1	0.1	0.3	1	0.1	0.5	0	0.0	0.0
90: No problems	134	11.6	43.9	90	9.5	44.3	43	21.5	45.7
91: Nothing good	14	1.2	4.6	5	0.5	2.5	6	3.0	6.4
92: Quality of work	25	2.2	8.2	19	2.0	9.4	6	3.0	6.4
N/R	897	77.3	13.8	769	81.4	13.3	117	58.5	11.7
<b>R14 What do you think the council could do that would improve the ways major external improvement works are delivered to blocks in the future?</b>									
	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
93: Be on time	17	1.5		16	1.7		1	0.5	
94: Clearer communication during the work	19	1.6		16	1.7		2	1.0	
95: Keep costs down	15	1.3		8	0.8		5	2.5	
96: Level of notice	19	1.6		16	1.7		2	1.0	
97: Minimise disruption	4	0.3		3	0.3		1	0.5	
98: Miscellaneous	18	1.6		9	1.0		7	3.5	
99: More use of customer feedback	383	33.0		279	29.5		101	50.5	
100: Skilled workers	11	0.9		8	0.8		2	1.0	
101: Standard of work	30	2.6		28	3.0		2	1.0	
N/R	682	58.8		594	62.9		82	41.0	
<b>R15 What matters to you most about how we carry out large scale works to your home?</b>									
	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
102: Be on time	262	22.6		200	21.2		62	31.0	
103: Communication during the work	29	2.5		22	2.3		7	3.5	
104: Consult customers	12	1.0		7	0.7		5	2.5	
105: Guarantees	2	0.2		0	0.0		1	0.5	
106: Level of notice	26	2.2		22	2.3		2	1.0	
107: Minimise disruption	27	2.3		23	2.4		3	1.5	
108: On budget	93	8.0		54	5.7		38	19.0	
109: Skilled staff	36	3.1		33	3.5		2	1.0	
110: Standard of work	108	9.3		91	9.6		15	7.5	
111: Tidiness	17	1.5		13	1.4		4	2.0	
112: Well managed	89	7.7		55	5.8		32	16.0	
N/R	678	58.4		589	62.3		82	41.0	

## Appendix B. Data summary

	All respondents			Tenants			Leaseholders		
	Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
<b>Q16 Have you had any internal replacement works like the examples given above in your home in the last 8 years?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
113: Yes	307	26.5		298	31.5		8	4.0	
114: No	827	71.3		646	68.4		174	87.0	
N/R	26	2.2		1	0.1		18	9.0	
<b>Q17 Generally, how satisfied or dissatisfied were you with the way we delivered these works?</b>	<i>Base: 307</i>			<i>Base: 298</i>			<i>Base: 8</i>		
115: Very satisfied	239	20.6	78.1	232	24.6	77.9	6	3.0	85.7
116: Fairly satisfied	54	4.7	17.6	53	5.6	17.8	1	0.5	14.3
117: Neither	9	0.8	2.9	9	1.0	3.0	0	0.0	0.0
118: Fairly dissatisfied	3	0.3	1.0	3	0.3	1.0	0	0.0	0.0
119: Very dissatisfied	1	0.1	0.3	1	0.1	0.3	0	0.0	0.0
N/R	854	73.6	0.3	647	68.5	0.0	193	96.5	12.5
<b>Q18 How satisfied or dissatisfied were you with the communication you received about these works delivered in your home?</b>	<i>Base: 307</i>			<i>Base: 298</i>			<i>Base: 8</i>		
120: Very satisfied	227	19.6	74.2	221	23.4	74.2	6	3.0	85.7
121: Fairly satisfied	63	5.4	20.6	61	6.5	20.5	1	0.5	14.3
122: Neither	7	0.6	2.3	7	0.7	2.3	0	0.0	0.0
123: Fairly dissatisfied	6	0.5	2.0	6	0.6	2.0	0	0.0	0.0
124: Very dissatisfied	3	0.3	1.0	3	0.3	1.0	0	0.0	0.0
N/R	854	73.6	0.3	647	68.5	0.0	193	96.5	12.5
<b>R19 What do you think the council could do that would improve the way these types of works are delivered in the future?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
125: Be on time	8	0.7		8	0.8		0	0.0	
126: Benchmark performance	7	0.6		7	0.7		0	0.0	
127: Better standard of work	13	1.1		13	1.4		0	0.0	
128: Better trained staff	12	1.0		12	1.3		0	0.0	
129: Clearer communication during the work	10	0.9		9	1.0		1	0.5	
130: Management inspections	8	0.7		8	0.8		0	0.0	
131: Minimise disruption	2	0.2		2	0.2		0	0.0	
132: Miscellaneous	13	1.1		13	1.4		0	0.0	
133: More use of customer feedback	755	65.1		688	72.8		66	33.0	
134: No improvement needed	37	3.2		36	3.8		1	0.5	
135: Online information	2	0.2		2	0.2		0	0.0	
136: Standard of customer service	11	0.9		10	1.1		1	0.5	
137: Strive to be the best, always trying to improve	45	3.9		42	4.4		2	1.0	
138: Use better tools and materials	5	0.4		4	0.4		1	0.5	
N/R	269	23.2		127	13.4		128	64.0	
<b>R20 What matters to you most about how we carry out these works to your home?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
139: Actually do the work	5	0.4		4	0.4		1	0.5	
140: Be on time	418	36.0		378	40.0		40	20.0	
141: Consulting customers	4	0.3		4	0.4		0	0.0	
142: Do work quickly	4	0.3		4	0.4		0	0.0	
143: Management inspections	4	0.3		4	0.4		0	0.0	
144: Minimise disruption	7	0.6		7	0.7		0	0.0	
145: Miscellaneous	3	0.3		3	0.3		0	0.0	
146: Simply pleased to have the work done	148	12.8		147	15.6		1	0.5	
147: Skilled workers	42	3.6		38	4.0		4	2.0	
148: Standard of customer service	13	1.1		13	1.4		0	0.0	
149: Standard of work	307	26.5		275	29.1		32	16.0	
150: Tidiness	48	4.1		32	3.4		15	7.5	
151: Use quality tools and materials	4	0.3		4	0.4		0	0.0	



## Appendix B. Data summary

	All respondents			Tenants			Leaseholders		
	Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
N/R	309	26.6		167	17.7		128	64.0	
<b>R21 Is there anything else that you would like to feedback to us about the future of all services covered in this survey?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
152: A clear major works programme	3	0.3		0	0.0		2	1.0	
153: Better internal communication	4	0.3		4	0.4		0	0.0	
154: Current contractor is too expensive	10	0.9		1	0.1		6	3.0	
155: Keep up the good work	9	0.8		7	0.7		2	1.0	
156: Miscellaneous	30	2.6		23	2.4		6	3.0	
157: More info on the tendering process and decision	93	8.0		70	7.4		20	10.0	
158: Share the survey findings	306	26.4		247	26.1		58	29.0	
159: Shorter contracts	4	0.3		1	0.1		2	1.0	
160: Thank you for asking our opinion	25	2.2		19	2.0		6	3.0	
161: Unhappy with current contractor's performance	8	0.7		5	0.5		2	1.0	
N/R	713	61.5		598	63.3		110	55.0	
<b>D101 Ward</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
162: East Brighton	125	10.8		110	11.6		15	7.5	
163: Hanover & Elm Grove	148	12.8		116	12.3		32	16.0	
164: Hangleton & Knoll	150	12.9		141	14.9		8	4.0	
165: Hollingdean & Stanmere	135	11.6		132	14.0		2	1.0	
166: Moulsecoomb & Bevendean	136	11.7		118	12.5		15	7.5	
167: North Portslade	71	6.1		59	6.2		11	5.5	
168: Queen's park	136	11.7		82	8.7		53	26.5	
169: South Portslade	24	2.1		19	2.0		5	2.5	
170: Woodingdean	27	2.3		25	2.6		2	1.0	
171: Wish	138	11.9		100	10.6		38	19.0	
N/R	70	6.0		43	4.6		19	9.5	
<b>D102 Respondent type</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
172: A council tenant of Brighton & Hove City Council	945	81.5		945	100.0		0	0.0	
173: A private tenant of a leaseholder	3	0.3		0	0.0		0	0.0	
174: A resident leaseholder	200	17.2		0	0.0		200	100.0	
175: A non-resident leaseholder	6	0.5		0	0.0		0	0.0	
176: A Seaside Homes tenant	5	0.4		0	0.0		0	0.0	
177: Other	0	0.0		0	0.0		0	0.0	
N/R	1	0.1		0	0.0		0	0.0	
<b>D102a Respondent type - simple</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
178: Tenant	945	81.5		945	100.0		0	0.0	
179: Leaseholder	200	17.2		0	0.0		200	100.0	
N/R	15	1.3		0	0.0		0	0.0	
<b>D103 Gender</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
180: Male	563	48.5		454	48.0		100	50.0	
181: Female	588	50.7		485	51.3		97	48.5	
182: Other	0	0.0		0	0.0		0	0.0	
183: Prefer not to say	8	0.7		5	0.5		3	1.5	
N/R	1	0.1		1	0.1		0	0.0	
<b>D104 Do you identify as the sex you were assigned at birth?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
184: Yes	1091	94.1		890	94.2		186	93.0	
185: No	2	0.2		2	0.2		0	0.0	
186: Prefer not to say	9	0.8		7	0.7		2	1.0	
N/R	58	5.0		46	4.9		12	6.0	
<b>D105 Age</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		

## Appendix B. Data summary

	All respondents			Tenants			Leaseholders		
	Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
187: 18-24	24	2.1		23	2.4		1	0.5	
188: 25-34	346	29.8		312	33.0		32	16.0	
189: 35-44	343	29.6		244	25.8		91	45.5	
190: 45-54	140	12.1		106	11.2		33	16.5	
191: 55-64	156	13.4		126	13.3		28	14.0	
192: 65-74	99	8.5		90	9.5		7	3.5	
193: 75+	18	1.6		16	1.7		2	1.0	
194: Prefer not to say	10	0.9		6	0.6		4	2.0	
N/R	24	2.1		22	2.3		2	1.0	
<b>D106 Age - simple</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
195: 18 - 34	370	31.9		335	35.4		33	16.5	
196: 35 - 64	639	55.1		476	50.4		152	76.0	
197: 65+	117	10.1		106	11.2		9	4.5	
198: Prefer not to say	10	0.9		6	0.6		4	2.0	
N/R	24	2.1		22	2.3		2	1.0	
<b>D107 Ethnic background</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
199: White - British	1033	89.1		861	91.1		158	79.0	
200: White - Irish	17	1.5		13	1.4		3	1.5	
201: White - Gypsy or Irish Traveller	1	0.1		1	0.1		0	0.0	
202: White - Any other white background	16	1.4		5	0.5		11	5.5	
203: Asian or Asian British - Bangladeshi	0	0.0		0	0.0		0	0.0	
204: Asian or Asian British - Indian	11	0.9		5	0.5		6	3.0	
205: Asian or Asian British - Pakistani	4	0.3		3	0.3		1	0.5	
206: Asian or Asian British - Chinese	5	0.4		1	0.1		4	2.0	
207: Any other Asian background	0	0.0		0	0.0		0	0.0	
208: Black or Black British - African	12	1.0		10	1.1		2	1.0	
209: Black or Black British - Caribbean	6	0.5		5	0.5		1	0.5	
210: Any other Black background	0	0.0		0	0.0		0	0.0	
211: Mixed - Asian & White	1	0.1		1	0.1		0	0.0	
212: Mixed - Black African & White	5	0.4		2	0.2		3	1.5	
213: Mixed - Black Caribbean & White	6	0.5		6	0.6		0	0.0	
214: Any other mixed background	0	0.0		0	0.0		0	0.0	
215: Arab	13	1.1		4	0.4		9	4.5	
216: Any other ethnic group	0	0.0		0	0.0		0	0.0	
217: Prefer not to say	0	0.0		0	0.0		0	0.0	
N/R	30	2.6		28	3.0		2	1.0	
<b>D108 Ethnic background - simple 1</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
218: White UK / British	1033	89.1		861	91.1		158	79.0	
219: BME - White Irish	17	1.5		13	1.4		3	1.5	
220: BME - White Gypsy or Irish Traveller	1	0.1		1	0.1		0	0.0	
221: BME- White other	16	1.4		5	0.5		11	5.5	
222: BME - none White ethnic groups	63	5.4		37	3.9		26	13.0	
N/R	30	2.6		28	3.0		2	1.0	
<b>D109 Ethnic background - simple 2</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
223: White British	1033	89.1		861	91.1		158	79.0	
224: BME	97	8.4		56	5.9		40	20.0	
N/R	30	2.6		28	3.0		2	1.0	
<b>D110 Sexual orientation</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
225: Heterosexual / straight	1087	93.7		886	93.8		188	94.0	
226: Lesbian / Gay woman	4	0.3		3	0.3		1	0.5	
227: Gay man	12	1.0		11	1.2		1	0.5	
228: Bisexual	8	0.7		6	0.6		2	1.0	
229: Other	1	0.1		0	0.0		0	0.0	
230: Prefer not to say	13	1.1		9	1.0		3	1.5	
N/R	35	3.0		30	3.2		5	2.5	

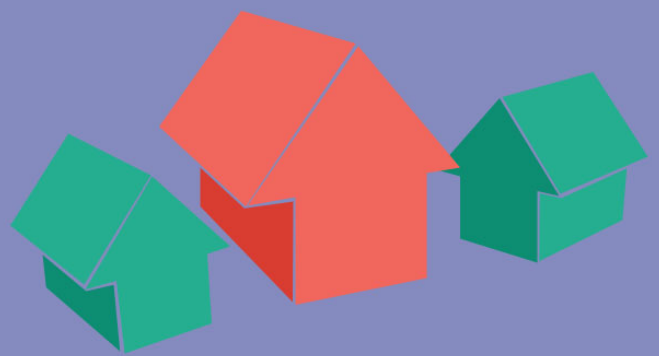
## Appendix B. Data summary

	All respondents			Tenants			Leaseholders		
	Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
<b>D111 Sexual orientation - simple</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
231: Heterosexual	1087	93.7		886	93.8		188	94.0	
232: LGB	24	2.1		20	2.1		4	2.0	
233: Other	1	0.1		0	0.0		0	0.0	
234: Prefer not to say	13	1.1		9	1.0		3	1.5	
N/R	35	3.0		30	3.2		5	2.5	
<b>D112 Religion</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
235: I have no particular religion/belief	926	79.8		755	79.9		160	80.0	
236: Buddhist	3	0.3		3	0.3		0	0.0	
237: Christian	61	5.3		46	4.9		14	7.0	
238: Hindu	2	0.2		1	0.1		1	0.5	
239: Jain	0	0.0		0	0.0		0	0.0	
240: Jewish	1	0.1		1	0.1		0	0.0	
241: Muslim	3	0.3		3	0.3		0	0.0	
242: Pagan	1	0.1		1	0.1		0	0.0	
243: Sikh	0	0.0		0	0.0		0	0.0	
244: Agnostic	20	1.7		19	2.0		1	0.5	
245: Atheist	32	2.8		18	1.9		13	6.5	
246: Other	0	0.0		0	0.0		0	0.0	
247: Other philosophical belief	3	0.3		2	0.2		0	0.0	
248: Prefer not to say	12	1.0		7	0.7		4	2.0	
N/R	96	8.3		89	9.4		7	3.5	
<b>D113 Religion - simple</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
249: No religion	926	79.8		755	79.9		160	80.0	
250: Christian	61	5.3		46	4.9		14	7.0	
251: Other	65	5.6		48	5.1		15	7.5	
252: Prefer not to say	12	1.0		7	0.7		4	2.0	
N/R	96	8.3		89	9.4		7	3.5	
<b>D114 Disability</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
253: Yes - a little	157	13.5		125	13.2		30	15.0	
254: Yes - a lot	30	2.6		25	2.6		4	2.0	
255: No	928	80.0		758	80.2		159	79.5	
256: Prefer not to say	10	0.9		7	0.7		2	1.0	
N/R	35	3.0		30	3.2		5	2.5	
<b>D115 Type of disability</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
257: Physical impairment	108	9.3		88	9.3		18	9.0	
258: Sensory impairment	21	1.8		16	1.7		5	2.5	
259: Learning disability/difficulty	1	0.1		1	0.1		0	0.0	
260: Long standing illness	33	2.8		26	2.8		7	3.5	
261: Mental health condition	35	3.0		30	3.2		4	2.0	
262: Autistic Spectrum	1	0.1		1	0.1		0	0.0	
263: Development condition	0	0.0		0	0.0		0	0.0	
264: Other	4	0.3		3	0.3		1	0.5	
N/R	973	83.9		795	84.1		166	83.0	
<b>D116 Are you a carer?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
265: Yes	71	6.1		60	6.3		8	4.0	
266: No	1045	90.1		849	89.8		184	92.0	
267: Prefer not to say	9	0.8		6	0.6		3	1.5	
N/R	35	3.0		30	3.2		5	2.5	
<b>D117 Who do you care for?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
268: Parent	45	3.9		37	3.9		6	3.0	
269: Child with special needs	10	0.9		9	1.0		0	0.0	
270: Other family member	1	0.1		0	0.0		1	0.5	

## Appendix B. Data summary

	All respondents			Tenants			Leaseholders		
	Count	% overall	% valid	Count	% overall	% valid	Count	% overall	% valid
271: Partner / spouse	15	1.3		13	1.4		1	0.5	
272: Friend	1	0.1		1	0.1		0	0.0	
273: Other	1	0.1		1	0.1		0	0.0	
N/R	1089	93.9		885	93.7		192	96.0	
<b>D118 Are you currently serving in the UK Armed Forces (this includes reservists or part-time service, eg: Territorial Army)?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
274: Yes	0	0.0		0	0.0		0	0.0	
275: No	1112	95.9		905	95.8		192	96.0	
276: Prefer not to say	7	0.6		4	0.4		3	1.5	
N/R	41	3.5		36	3.8		5	2.5	
<b>D119 Have you ever served in the UK Armed Forces?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
277: Yes	22	1.9		22	2.3		0	0.0	
278: No	1090	94.0		882	93.3		193	96.5	
279: Prefer not to say	7	0.6		4	0.4		3	1.5	
N/R	41	3.5		37	3.9		4	2.0	
<b>D120 Are you a member of a current or former serviceman or servicewoman's immediate family/household?</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
280: Yes	12	1.0		11	1.2		1	0.5	
281: No	1098	94.7		893	94.5		190	95.0	
282: Prefer not to say	7	0.6		4	0.4		3	1.5	
N/R	43	3.7		37	3.9		6	3.0	
<b>D121 Connection with the Armed Forces</b>	<i>Base: 1160</i>			<i>Base: 945</i>			<i>Base: 200</i>		
283: Yes	35	3.0		34	3.6		1	0.5	
284: No	1076	92.8		871	92.2		190	95.0	
285: Prefer not to say	7	0.6		4	0.4		3	1.5	
N/R	42	3.6		36	3.8		6	3.0	

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