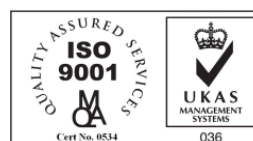


Southampton City Council

Housing Tenant Satisfaction Survey 2019

3rd June 2019



Executive Summary

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Background

Southampton City Council commissioned Marketing Means to undertake a telephone survey with housing tenants living in the city to gauge their satisfaction with the Housing Services at Southampton City Council (a repeat of the survey completed in 2017).

The overall response needed to be representative of all housing tenants both demographically and geographically.

Method

The housing tenant survey was undertaken using a telephone survey. The questionnaire used in the telephone survey was similar to that which was used in 2017 which took into consideration HouseMark's STAR framework.

Southampton City Council provided a file of all tenant households.

A target was set to achieve **1,000** completed surveys. To ensure that the overall achieved response reflected the profile of the wider population (i.e. complete housing stock) quotas were proportionally set and monitored with regards to: tenure; ward; age and gender.

All interviewing was conducted from Marketing Means' in-house call centre between **25th April and 14th May 2019**.

Response

A total of **1,000** valid telephone surveys were completed for the Tenant Housing Survey, which ensured the overall +/-3% margin of error at the 95% confidence level was met.

In order to ensure a representative view of the wider housing stock, the data achieved gave consideration for the following factors: tenure; ward; age and gender to highlight any bias which may have been caused by over or under-represented groups.

As a result of this it was concluded the achieved sample was a true reflection of the overall stock and therefore no weighting has been applied to the data.

Key results

Overall Sheltered tenants were significantly more satisfied with their home, their neighbourhood and some services provided by the Housing Service at Southampton City Council e.g. repairs and maintenance, keeping residents informed compared with General Needs tenants.

Changes in the majority of satisfaction scores were small compared to the 2017 survey results, the greatest difference amongst the 7 core STAR questions being a 3.6% increase in those satisfied their rent provides value for money.

The 7 core STAR questions for all tenants are outlined in the table below:

Core STAR question	Base 2019	% Satisfied 2019	Difference in % satisfied compared with 2017	% Dissatisfied 2019
Overall satisfaction with Housing Service provided by Southampton City Council	1,000	77%	-2.7%	14%
Satisfaction with quality of home	1,000	78%	+1.7%	15%
Satisfaction with neighbourhood as a place to live	1,000	76%	+0.6%	15%
Satisfaction with rent providing value for money	960	87%	+3.6%	8%
Satisfaction with service charge providing value for money	734	74%	+2.1%	20%
Satisfaction with repairs and maintenance	978	71%	-0.9%	22%
Satisfaction Housing Service at Southampton City Council listens to views and acts upon them	813	61%	+2.8%	30%

Other results showed:

- 82% are satisfied with the advice and support they receive from Southampton City Council regarding paying rent and service charges, only 10% are dissatisfied.
- 66% are satisfied with the way the Housing Service at Southampton City Council deals with enquiries generally (a 6% decrease compared with the 2017 survey), 27% are dissatisfied.
- For those who had a repair in the last 12 months...
 - ...76% were satisfied with the ease of reporting the repair, 21% were dissatisfied.
 - ...79% were satisfied with being able to make an appointment convenient to them, 16% were dissatisfied.
 - ...78% were satisfied with the repair being completed first time, 17% were dissatisfied.
- 71% felt the Housing Service at Southampton City Council were good at keeping them informed about things that might affect them as a resident (a 4.3% decrease compared with the 2017 survey), 18% felt they were poor.
- Nearly half (49%) outlined they access the internet on a daily basis, 29% outlined they never use the internet.
 - 57% of those who outlined they never use the internet outlined that they don't have access or don't know how to access the internet, 43% outlined they chose not to or don't want to use the internet.

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Introduction

Background and objectives

Southampton City Council commissioned Marketing Means to undertake a survey with housing tenants living in the city to gauge their satisfaction with the Housing Services at Southampton City Council (a repeat of the survey completed in 2017).

The survey was undertaken following the STAR (Survey of Tenants and Residents) framework provided by HouseMark Ltd.

An overall target of 1,000 completed responses was set to ensure an appropriate level of statistical confidence. The overall response needed to be representative of all housing tenants both demographically and geographically.

Method

The housing tenant survey was undertaken using a telephone survey repeating the method used in 2017.

Note: Prior to the 2017 tenant survey, surveys undertaken by Southampton City Council had been undertaken using a postal method and therefore the results from these surveys will not be directly comparable.

The questionnaire used in the telephone survey was very similar to the question set which Southampton City Council created for the 2017 survey which gave consideration for HouseMark's STAR framework.

Southampton City Council provided a file of all **15,548** tenant households. Following the removal of those without valid telephone numbers, **15,125** records were uploaded into the survey sample.

To ensure that the overall achieved response reflected the profile of the wider population (i.e. complete housing stock) quotas were proportionally set and monitored with regards to: tenure (i.e. general needs and sheltered); ward; age and gender. *(Note: age and gender of main tenant as set out in the sample file).*

All quotas were pre-set prior to telephone fieldwork taking place. Marketing Means' quota management system ensured that once a given quota was met, no further interviews were conducted in that quota group.

All interviewing was conducted from Marketing Means' in-house call centre using computer-assisted telephone interviewing (CATI) between **25th April and 14th May 2019**.

All telephone fieldwork was completed between the hours of 09.30 and 20:30 Monday to Friday.

Please note the survey was open to any household member named on the tenancy who was named in the sample file, only one complete per household.

Housing Tenant Survey

Confidence

A target was set to achieve **1,000** completed surveys to ensure the minimum requirement of a +/-3% margin of error (at the 95% confidence level) was met for a housing stock the size of Southampton City Council (as outlined in HouseMark's STAR guidance).

Notes:

- *The +/-3% margin of error only applies for an analysis across the whole stock covered by the survey. When results are analysed at sub-group level (e.g. by ward or tenure) then the margin of error increases.*
- *A confidence level (or interval) is a measure of how reliable the results from the sample are in relation to the wider population.*

Example: A 95% confidence level of +/- 3% means that any percentage result quoted¹ will have a 95% likelihood of being no more than 3% higher or lower than the true value among the wider population; e.g. if the satisfaction level with a particular service is 55% for the sample (i.e. all respondents), then in 95% of cases the true figure for the entire population will be between 52% and 58%.

Throughout the report reference has been made to significant differences across different groups of respondents (with consideration for age, gender, ethnicity, household member long term health problem, tenure type and ward). This is where differences are deemed to be statistically significant within the data that was collected.

Weighting data

In order to ensure a representative view of the wider housing stock, the data achieved gave consideration for the following factors: tenure; ward and age to highlight any bias which may have been caused by over or under-represented groups.

As a result of this it was concluded the achieved sample was a fair representation of the overall stock and therefore no weighting has been applied to the data, therefore **all data in this report is based on unweighted data.**

Rounding

Figures for charts and tables have been rounded and may not total 100%.

Further notes:

- *'Don't know', 'not applicable', 'no opinion' and 'prefer not to say' have been omitted from the data and charts in this report unless stated.*

Author and publication

¹ In fact, as the percentage result gets further from 50% in either direction, higher or lower, the size of the 95% confidence interval narrows, reflecting the greater imbalance between the proportions giving and not giving a particular response.

Marketing Means wrote this report in May/June 2019.

Any press release or publication of the findings of this survey requires the approval of the author/Marketing Means. Approval would only be refused if it were felt that the intended use would present inaccurate or misrepresented information.

Response

Overall

A total of **1,000** valid telephone surveys were completed for the Tenant Housing Survey, which ensures overall the +/-3% margin of error at the 95% confidence level was met.

Respondent profiles

The respondent profiles of the achieved sample compared with the overall Southampton City Council housing stock is shown below:

Age/Gender:

Age Group	Gender	Population (Housing Stock) %	Achieved %
34yrs and under	Female	14.7%	14.1%
	Male	3.8%	3.6%
35-59yrs	Female	26.1%	27.7%
	Male	17.7%	16.4%
60+yrs	Female	18.0%	23.0%
	Male	19.7%	15.2%
TOTAL		100.0%	100.0%
BASE		15,164	1,000

Note: 384 records in the original sample file did not include gender and/or age data for the main tenant, these records have not been included in the calculations above.

Tenure/Ward

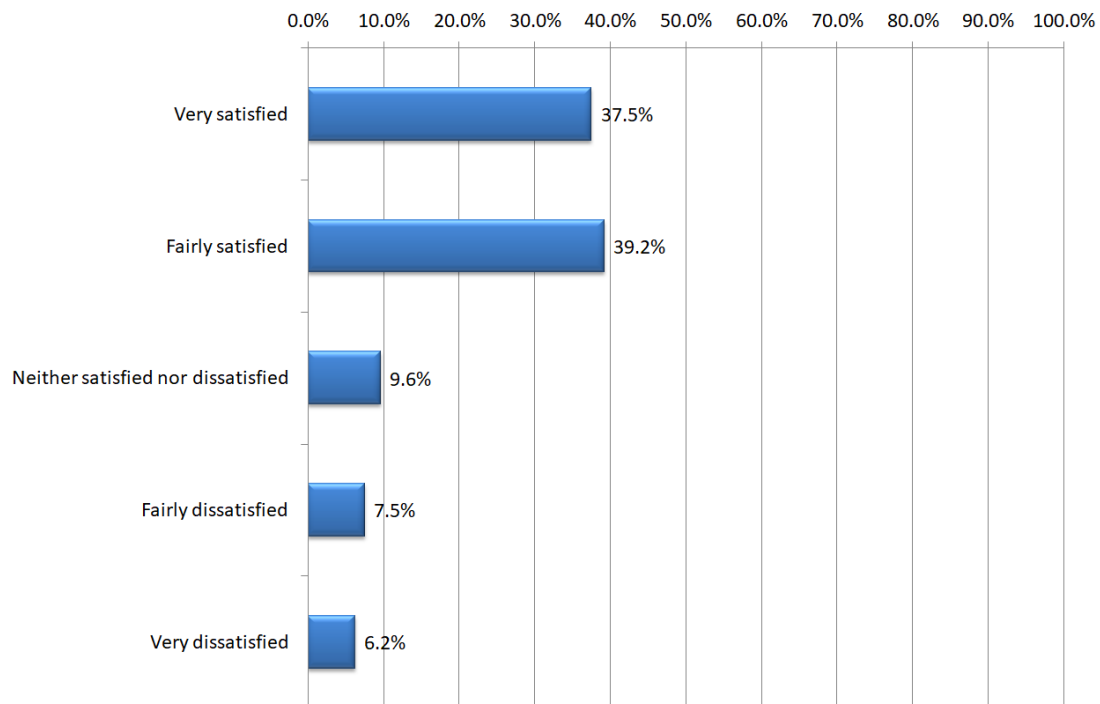
Tenure	Ward	Population (Housing Stock) %	Achieved %
General Needs	BARGATE	6.1%	6.1%
	BASSETT	2.1%	2.0%
	BEVOIS	3.4%	3.5%
	BITTERNE	14.6%	14.6%
	BITTN_PARK	1.4%	1.3%
	COXFORD	5.9%	5.8%
	FREEMANTLE	0.4%	0.4%
	HAREFIELD	6.2%	6.1%
	MILLBROOK	6.7%	6.6%
	PEARTREE	3.2%	3.1%
	PORTSWOOD	0.9%	0.9%
	REDBRIDGE	12.5%	12.2%
	SHIRLEY	3.7%	3.8%
	SHOLING	1.3%	1.3%
	SWAYTHLING	3.6%	3.6%
WOOLSTON	7.9%	8.1%	
Sheltered	BARGATE	0.9%	0.8%
	BASSETT	1.2%	1.2%
	BEVOIS	0.2%	0.1%
	BITTERNE	2.3%	2.2%
	BITTN_PARK	0.2%	0.3%
	COXFORD	4.3%	4.2%
	FREEMANTLE	0.4%	0.5%
	HAREFIELD	0.8%	0.7%
	MILLBROOK	1.1%	1.1%
	PEARTREE	0.8%	0.8%
	PORTSWOOD	0.6%	0.7%
	REDBRIDGE	2.4%	2.5%
	SHIRLEY	1.2%	1.3%
	SHOLING	1.7%	1.8%
	SWAYTHLING	1.1%	1.3%
WOOLSTON	1.0%	1.1%	
TOTAL		100.0%	100.0%
BASE		15,548	1,000

1.0 Satisfaction with the Housing Service provided by Southampton City Council

‘Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Southampton City Council?’

77% are satisfied with the overall Housing Service provided by Southampton City Council, 14% are dissatisfied.

Chart 1a: Overall satisfaction with Housing Service provided by Southampton City Council



Base: 1,000

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the Housing Service provided by Southampton City Council (82%) compared with those 35-59yrs (75%) and those 34yrs and under (69%).
- Significantly more Sheltered tenants are satisfied with the Housing Service provided by Southampton City Council (83%) compared with General Needs tenants (75%).

Chart 1b: Overall satisfaction with Housing Service provided by Southampton City Council by Tenure

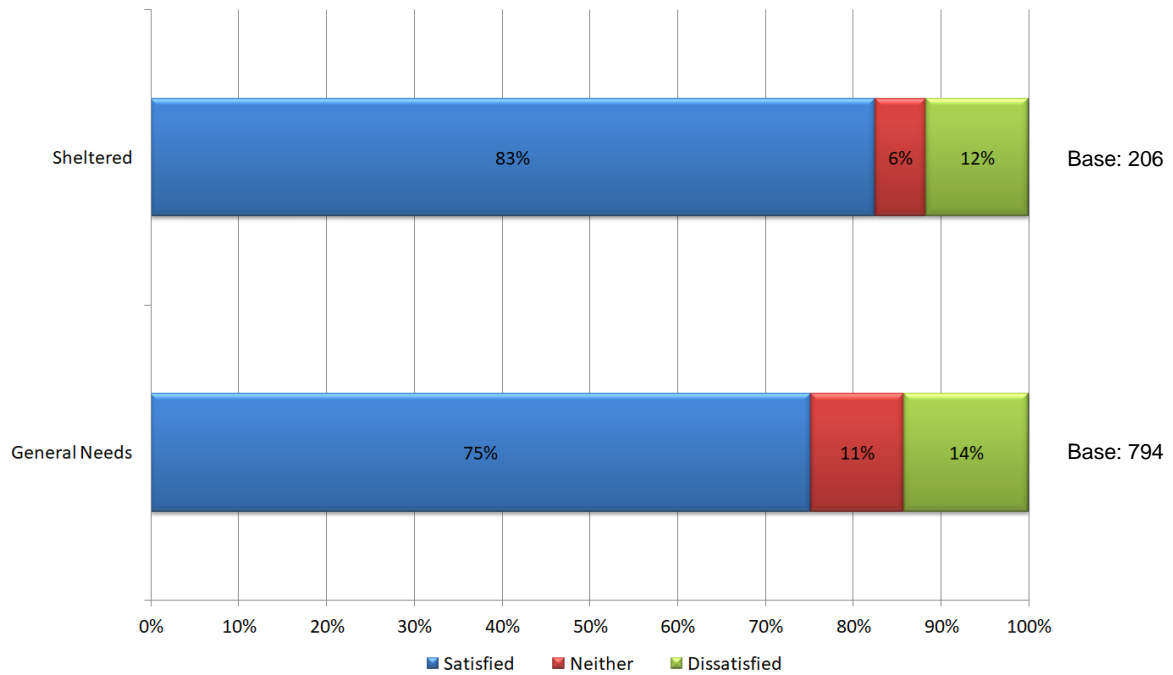
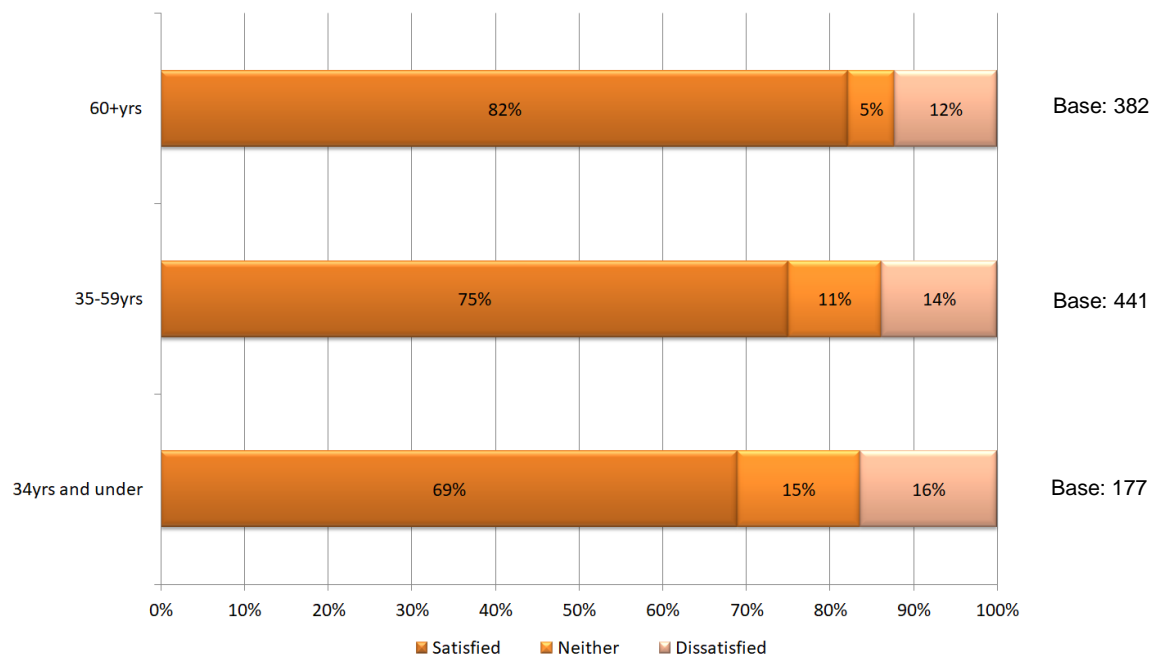


Chart 1c: Overall satisfaction with Housing Service provided by Southampton City Council by Age



Comparison with 2017 Housing Tenant Survey

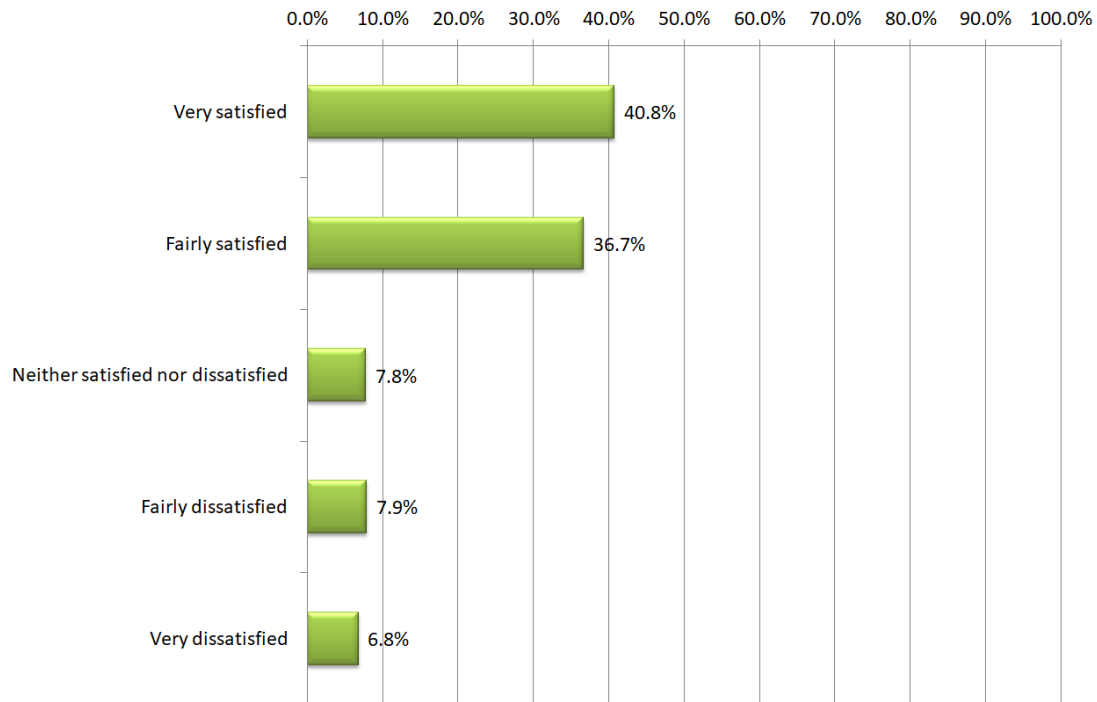
No real statistically significant change from 2017 where 79% were satisfied with the overall Housing Service provided by Southampton City Council and 12% were dissatisfied.

2.0 Satisfaction with the overall quality of your home

‘How satisfied or dissatisfied are you with the overall quality of your home?’

78% are satisfied with the overall quality of their home, 15% are dissatisfied.

Chart 2a: Satisfaction with the overall quality of home



Base: 1,000

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the quality of their home (89%) compared with those 35-59yrs (73%) and those 34yrs and under (64%).
- Significantly more respondents aged 34yrs and under are dissatisfied with the quality of their home (26%) compared with the older age groups. In addition the proportion dissatisfied aged 35-59yrs (17%) is significantly higher than those 60+yrs (7%).
- Significantly more males are satisfied with the quality of their home (84%) compared with females (74%).
- Significantly more females are dissatisfied with the quality of their home (17%) compared with males (10%).
- Significantly more Sheltered tenants are satisfied with the quality of their home (92%) compared with General Needs tenants (74%).
- Significantly more General Needs tenants are dissatisfied with the quality of their home (17%) compared with Sheltered tenants (4%).

Chart 2b: Satisfaction with the overall quality of home by Tenure

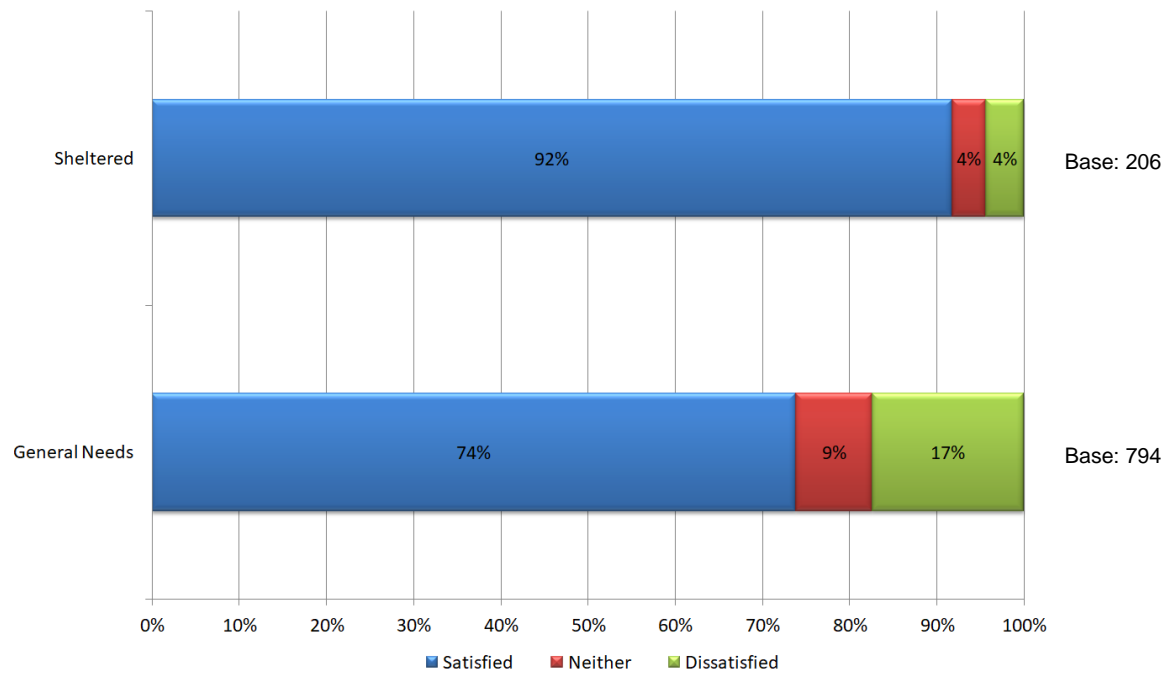
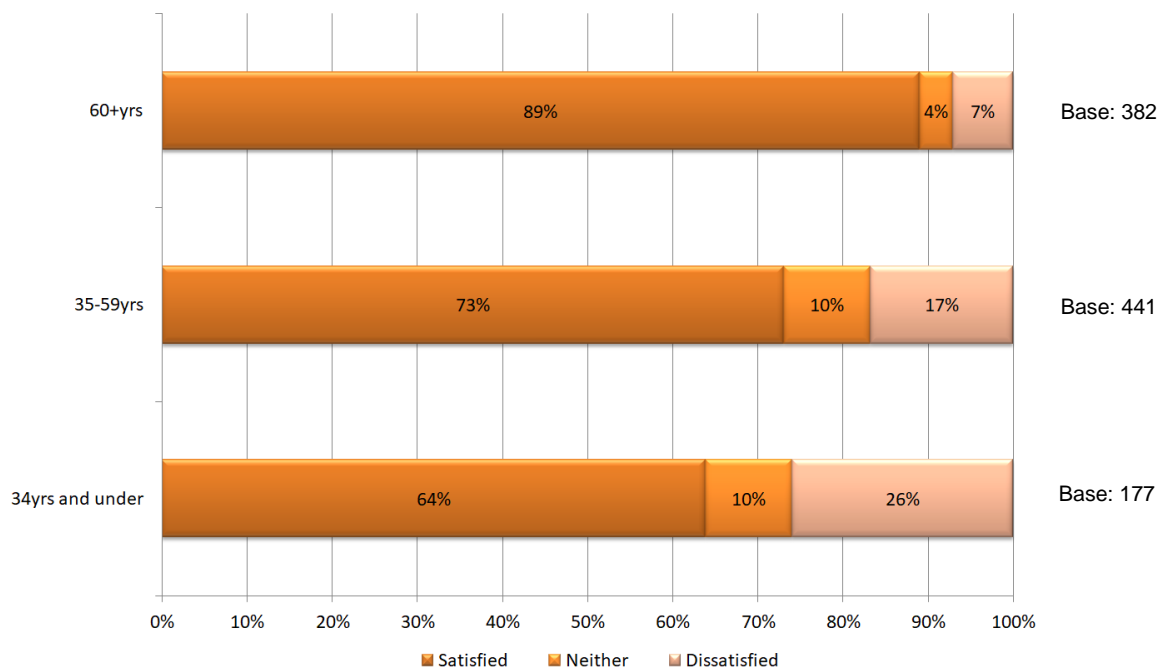


Chart 2c: Satisfaction with the overall quality of home by Age



Comparison with 2017 Housing Tenant Survey

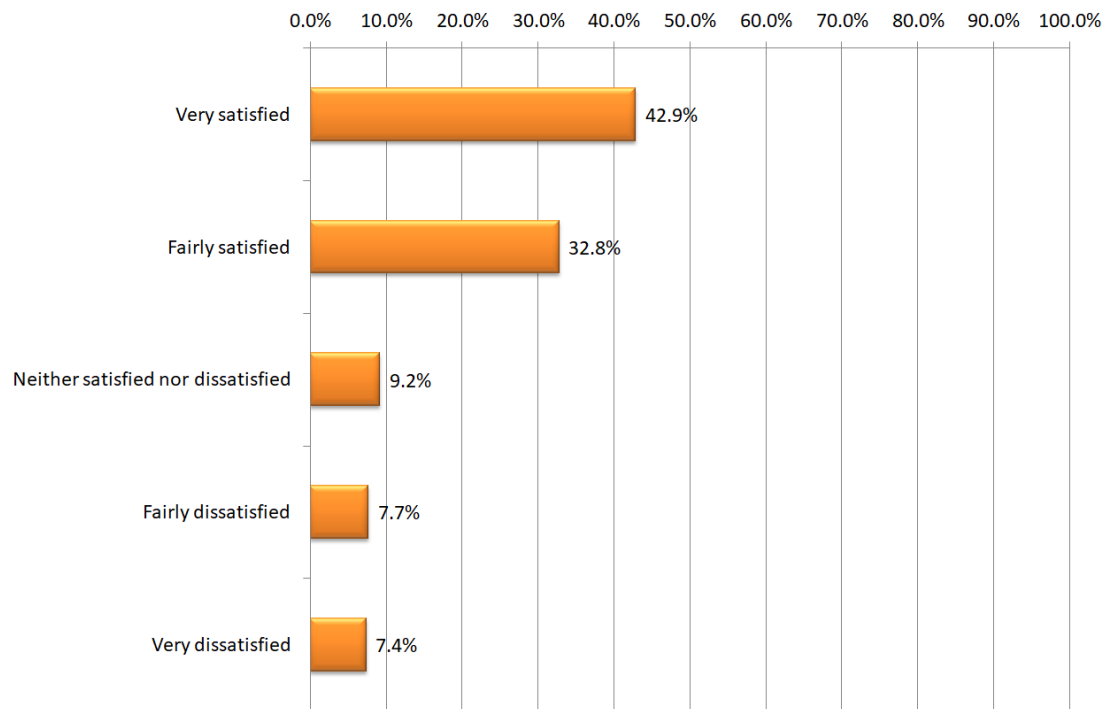
No real statistically significant change from 2017 where just over three quarters (76%) were satisfied with the overall quality of their home and 18% were dissatisfied.

3.0 Satisfaction with neighbourhood as a place to live

‘How satisfied or dissatisfied are you with your neighbourhood as a place to live?’

Just over three quarters (76%) are satisfied with their neighbourhood as a place to live, 15% are dissatisfied.

Chart 3a: Satisfaction with neighbourhood as a place to live



Base: 1,000

Differences:

- Significantly more respondents aged 35-59 yrs (76%) and 60+yrs (81%) are satisfied with their neighbourhood as a place to live compared with those 34yrs and under (63%).
- Significantly more respondents aged 34yrs and under are dissatisfied with their neighbourhood as a place to live (21%) compared with those aged 60+yrs (11%).
- Significantly more Sheltered tenants are satisfied with their neighbourhood as a place to live (84%) compared with General Needs tenants (73%).
- Significantly more General Needs tenants are dissatisfied with their neighbourhood as a place to live (17%) compared with Sheltered tenants (8%).

Chart 3b: Satisfaction with neighbourhood as a place to live by Tenure

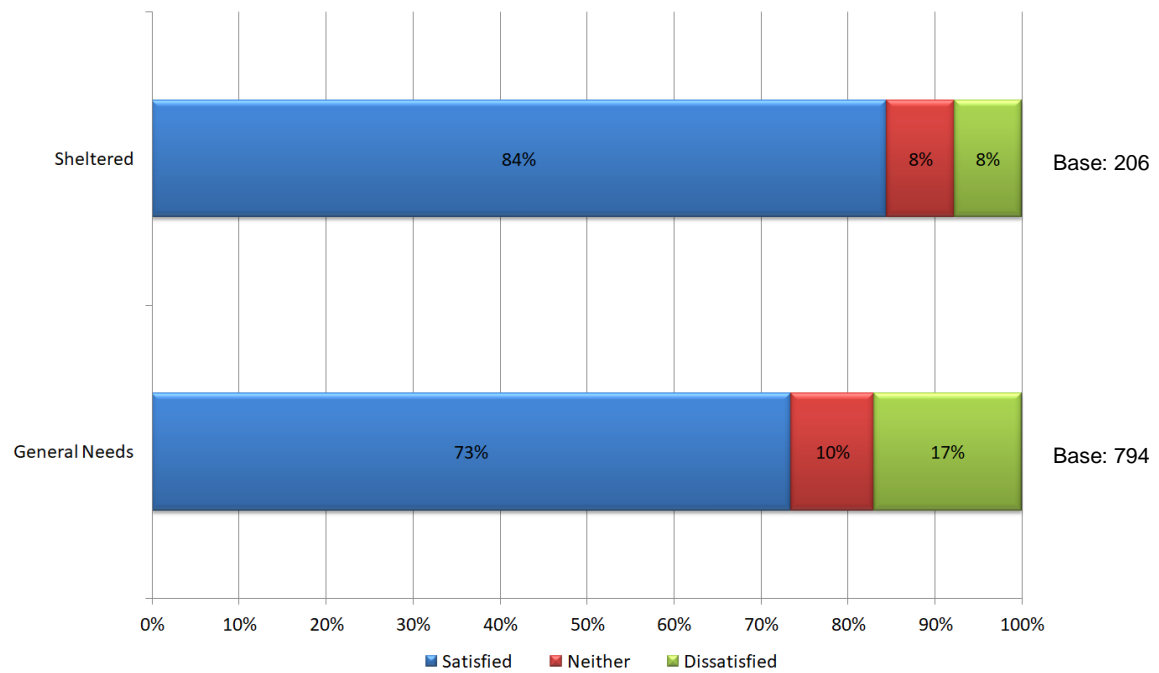
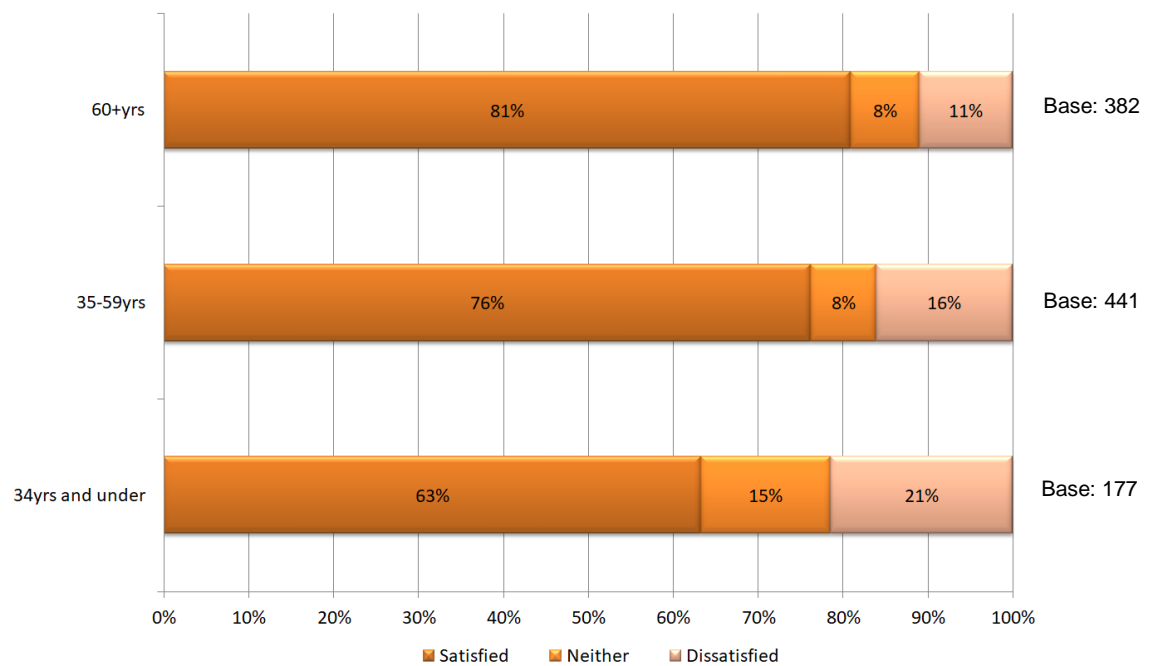


Chart 3c: Satisfaction with neighbourhood as a place to live by Age



Comparison with 2017 Housing Tenant Survey

No real statistically significant change from 2017 where three quarters (75%) were satisfied with their neighbourhood as a place to live, 15% were dissatisfied.

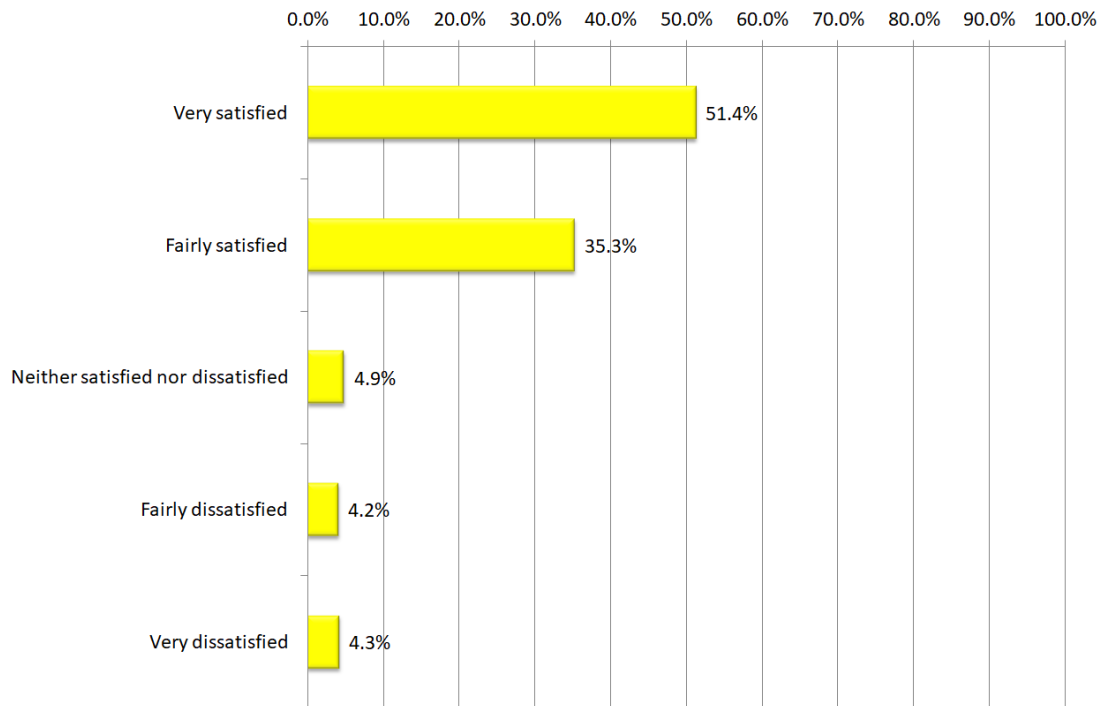
4.0 Rent and Service Charges

4.1 Satisfaction that rent provides value for money

‘How satisfied or dissatisfied are you that your rent provides value for money?’

87% are satisfied that their rent provides value for money, 8% are dissatisfied.

Chart 4a: Satisfaction that rent provides value for money



Base: 960

Differences:

- Significantly more respondents aged 60+yrs are satisfied that their rent provides value for money (91%) compared with those aged 35-59yrs (83%).
- Significantly more respondents where no household member has a health problem are satisfied that their rent provides value for money (89%) compared with those who have a household member who is limited a lot (82%).

Chart 4b: Satisfaction rent provides value for money by Tenure

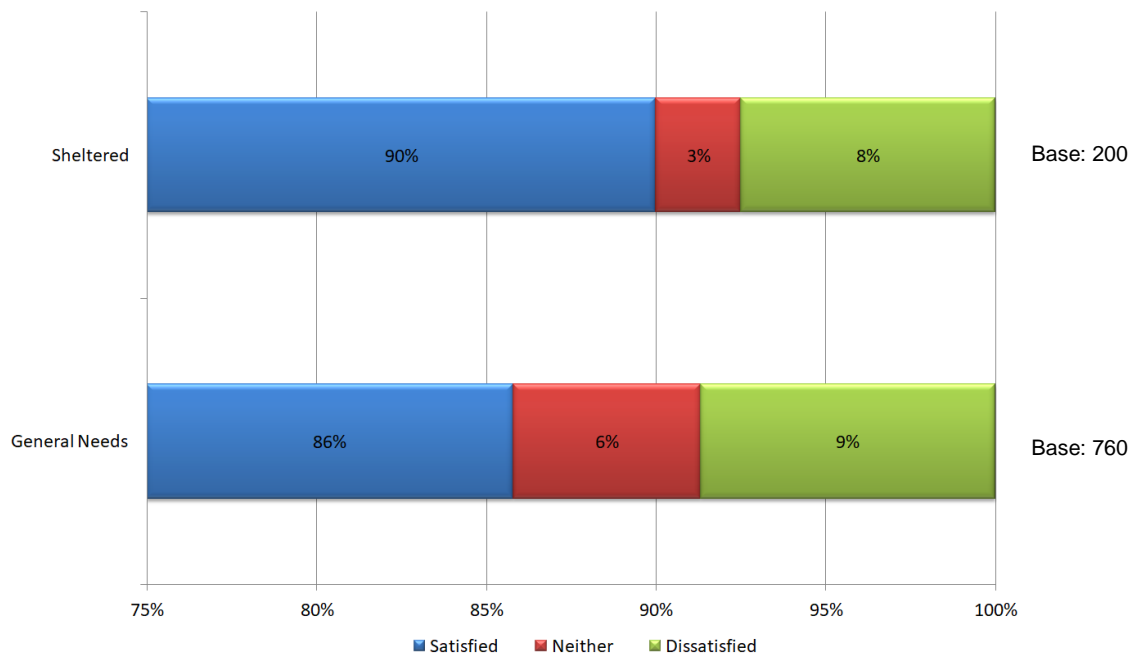
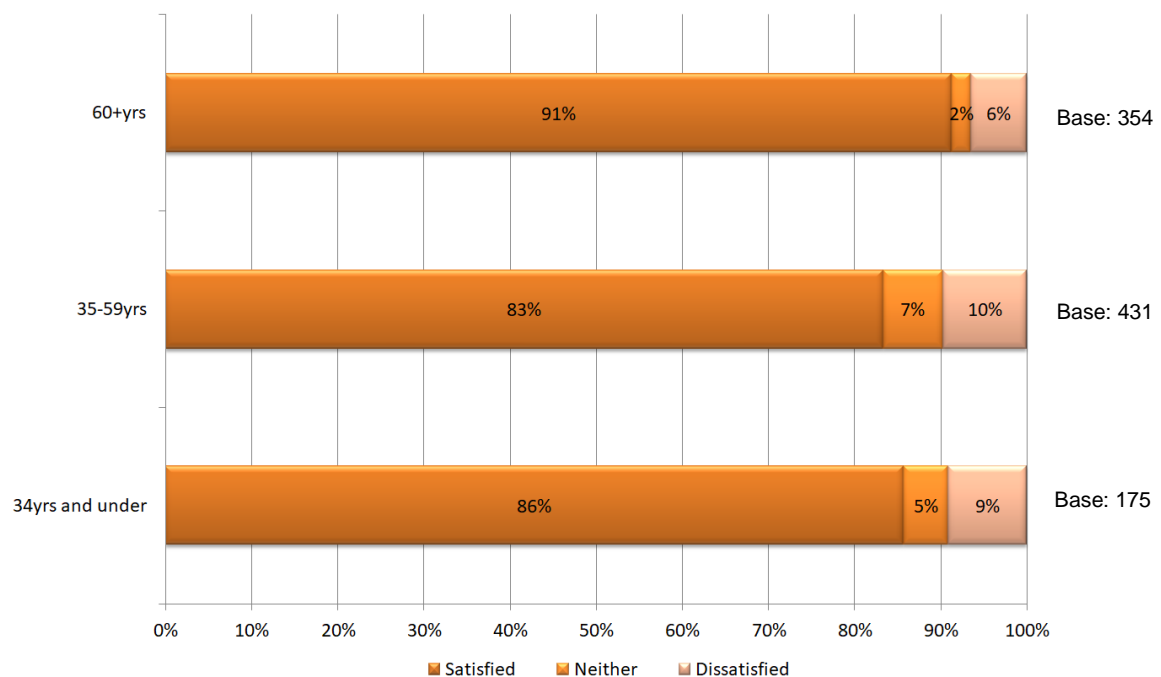


Chart 4c: Satisfaction rent provides value for money by Age



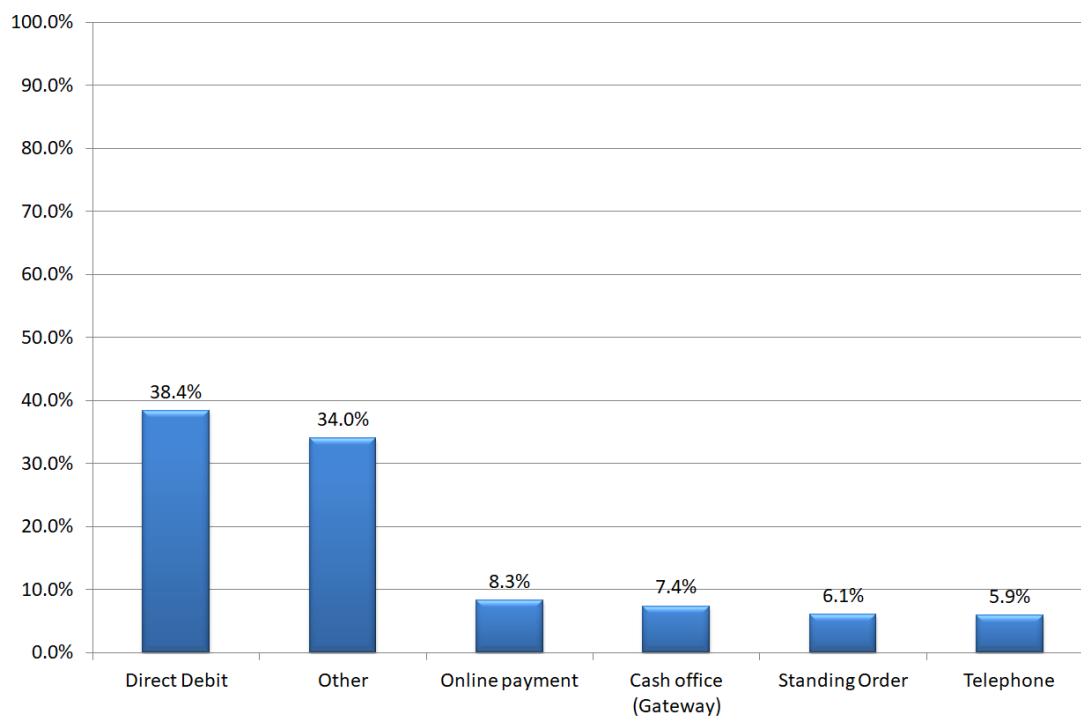
Comparison with 2017 Housing Tenant Survey

An increase of 3.6% with regards those satisfied that rent provides value for money compared with 2017 where 83% were satisfied and 11% were dissatisfied.

4.2 Paying rent

'How do you pay your rent?'

Chart 4d: How do you pay your rent?



Base: 989

The most common way in which tenants paid their rent was by Direct Debit (38%), over a third (34%) of the remaining respondents outlined 'other' i.e. a way which was not listed.

Of those who selected 'other', two thirds of them (66%) outlined their rent is paid via benefits or it is paid on their behalf. Of the remainder a number outlined they paid using a payment card or pink card either at the Post Office, Shop or through PayPoint.

Differences:

Age:

- Significantly more respondents aged 34yrs and under (15%) and 35-59yrs (11%) paid their rent by **online payment** compared with those 60+yrs (2%).
- Significantly more respondents aged 60+yrs paid their rent by **Direct Debit** (43%) compared to 34yrs and under (32%).
- Significantly more respondents aged 34yrs and under paid their rent by **Telephone** (14%) compared to those aged 35-59yrs (6%) and those aged 60+yrs (2%).
- Significantly more respondents aged 35-59yrs paid their rent at **Cash Office (Gateway)** (9%) compared to those aged 34yrs and under (3%).

- Significantly more respondents aged 60+yrs paid their rent using an 'other' method (40%) compared to those aged 35-59yrs (32%) and those aged 34yrs and under (27%).

Tenure:

- Significantly more General Needs tenants paid their rent by **online payment** (10%) compared with Sheltered tenants (2%).
- Significantly more Sheltered tenants paid their rent by **Direct Debit** (51%) compared with General Needs tenants (35%).

Household member limited with health problem:

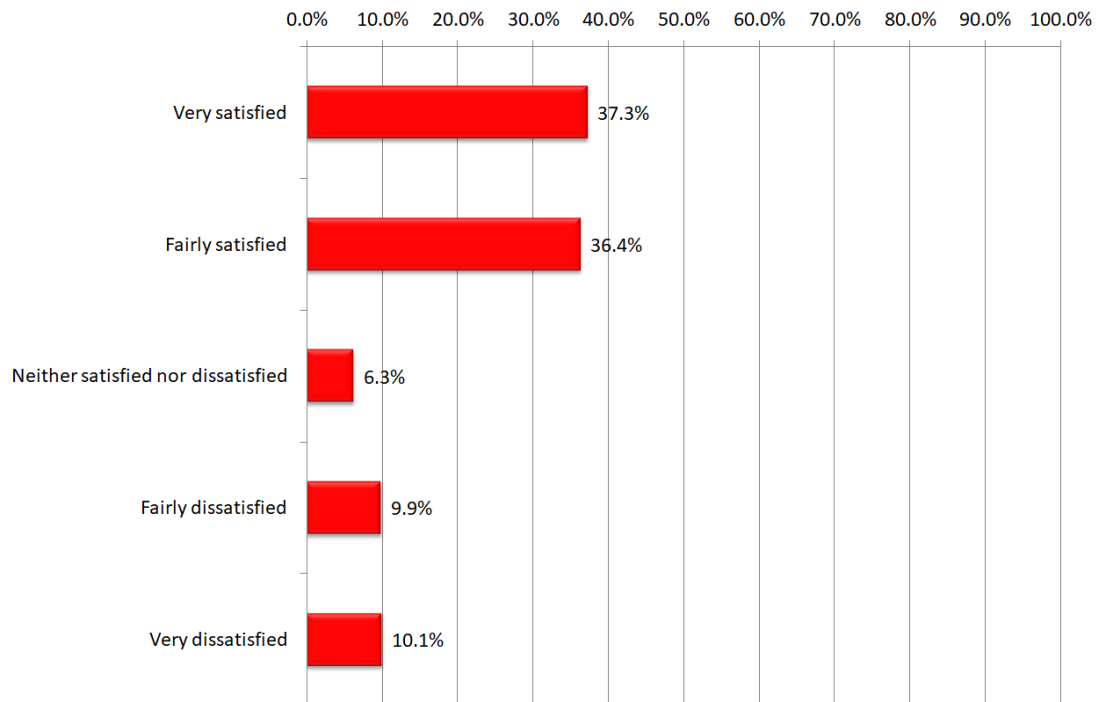
- Where household member limited a lot due to a health problem significantly more likely to pay their rent using an 'other' method (48%) compared with those with household member limited a little (29%) or not at all (26%).
- Where household member limited a little or not at all due to a health problem significantly more likely to pay their rent using Direct Debit (47% and 43% respectively) compared with those with household member limited a lot (28%).

4.3 Satisfaction that service charges provide value for money

'How satisfied or dissatisfied are you that your service charges provide value for money?'

74% are satisfied that their service charges provide value for money, 20% are dissatisfied.

Chart 4e: Satisfaction that service charges provide value for money



Base: 734

Differences:

- Significantly more respondents aged 60+yrs are satisfied that their service charges provide value for money (80%) compared with those 35-59yrs (71%) and those 34yrs and under (67%).
- Significantly more general needs tenants living in a **house** are satisfied that their service charges provide value for money (87%) compared with those general needs tenants living in a **flat** (67%) or a **maisonette** (66%).

Chart 5b: Satisfaction service charges provide value for money by Tenure

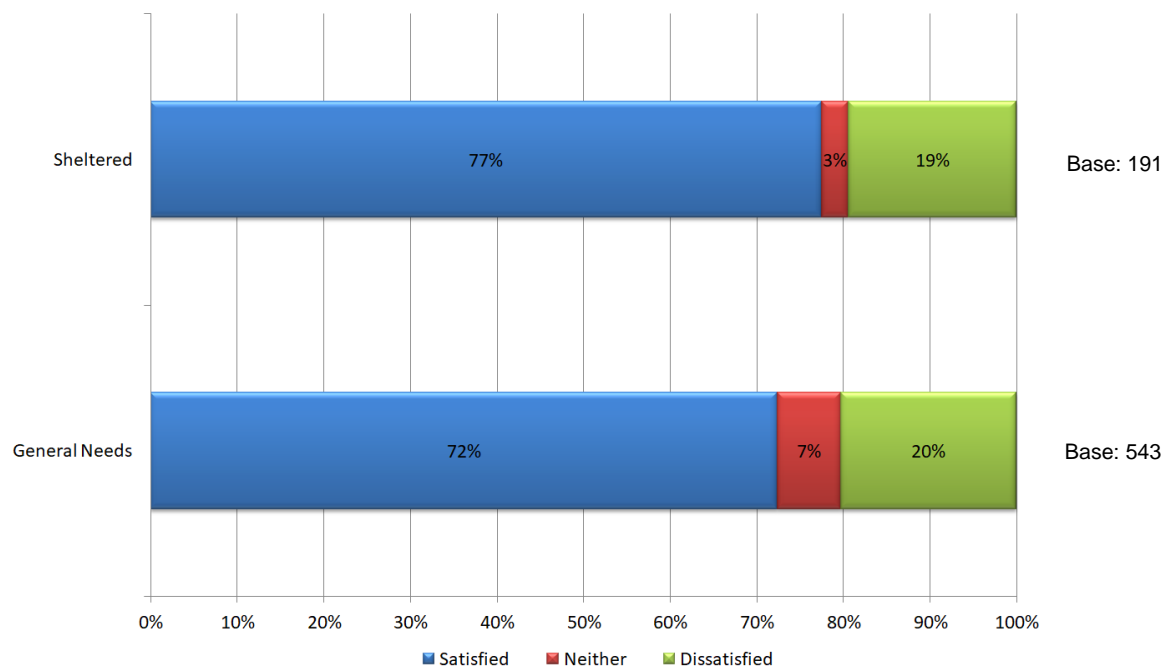
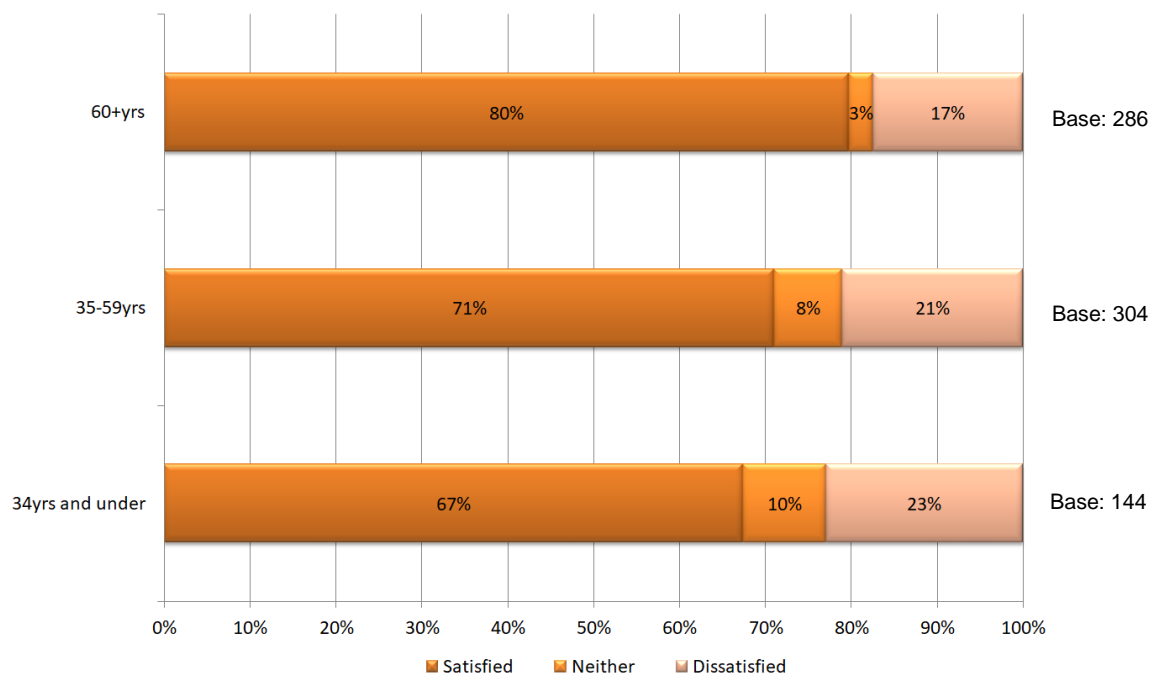


Chart 5c: Satisfaction service charges provide value for money by Age



Comparison with 2017 Housing Tenant Survey

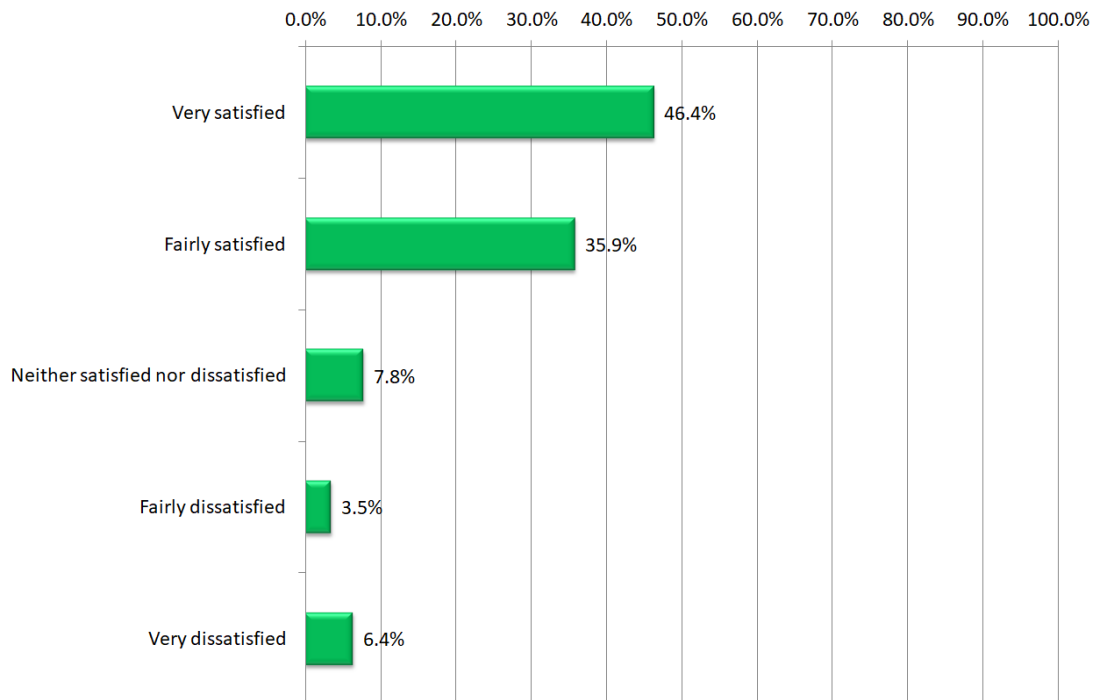
No real statistically significant change from 2017 where 72% were satisfied that their service charges provided value for money and 21% were dissatisfied.

4.4 Advice and support

'How satisfied or dissatisfied are you with the advice and support you receive from Southampton City Council regarding paying rent and service charges?'

82% are satisfied with the advice and support they receive from the Council, 10% are dissatisfied.

Chart 4f: Satisfaction with the advice and support from the Council regarding paying rent and service charges.



Base: 856

Differences:

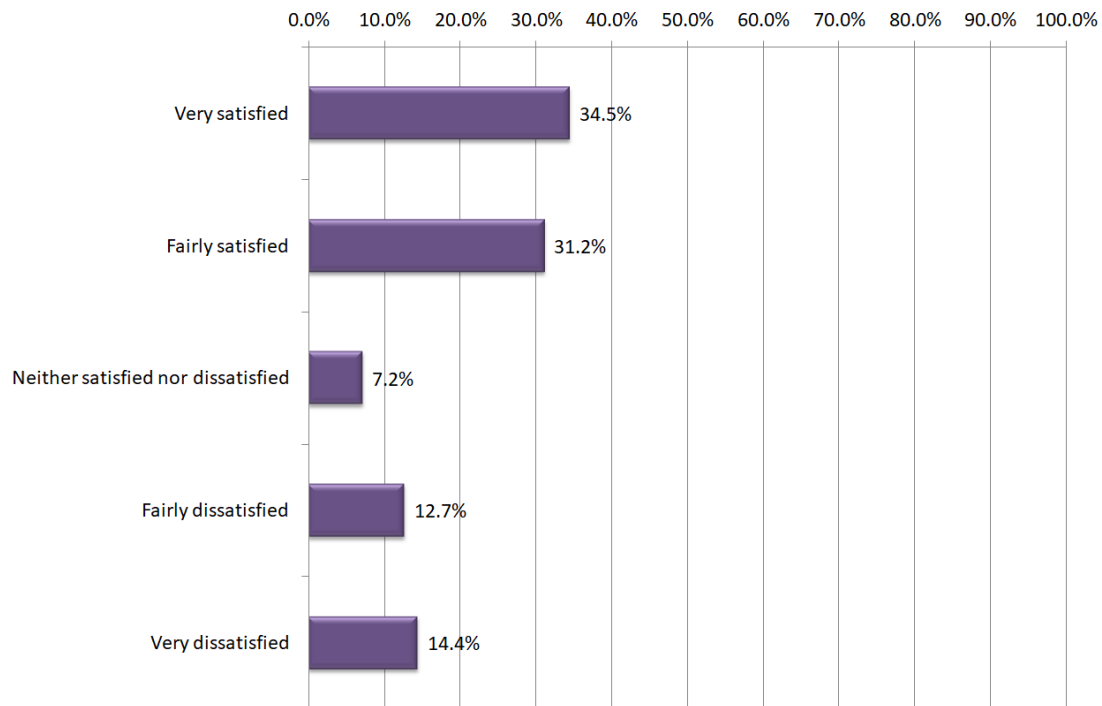
- Significantly more respondents aged 60+yrs are satisfied with the advice and support they receive from the council regarding paying rent and service charges (88%) compared with those aged 35-59yrs (78%).
- Where household member limited a lot due to a health problem significantly more dissatisfied with the advice and support they receive from the council regarding paying rent and service charges (13%) compared with no health problems (7%).

5.0 Satisfaction with enquiries

How satisfied or dissatisfied are you with the way the Housing Service at Southampton City Council deals with your enquiries generally?

66% are satisfied with the way the Housing Service at Southampton City Council deals with enquiries generally, over a quarter (27%) are dissatisfied.

Chart 5: Satisfaction with the way Housing Service deals with your enquiries



Base: 962

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the way the Housing Service deals with enquiries generally (72%) compared with those 35-59yrs (64%) and those 34yrs and under (56%).
- Where no health problem significantly more satisfied with the way the Housing Service deals with enquiries generally (70%) compared with those which are limited a lot (60%).
- Where household member limited a lot due to a health problem significantly more dissatisfied with the way the Housing Service deals with enquiries generally (33%) compared with no health problems (22%).

Comparison with 2017 Housing Tenant Survey

A decrease of 6% with regards those satisfied with the way the Housing Service deals with enquiries generally compared with 2017 where 72% were satisfied and 27% were dissatisfied.

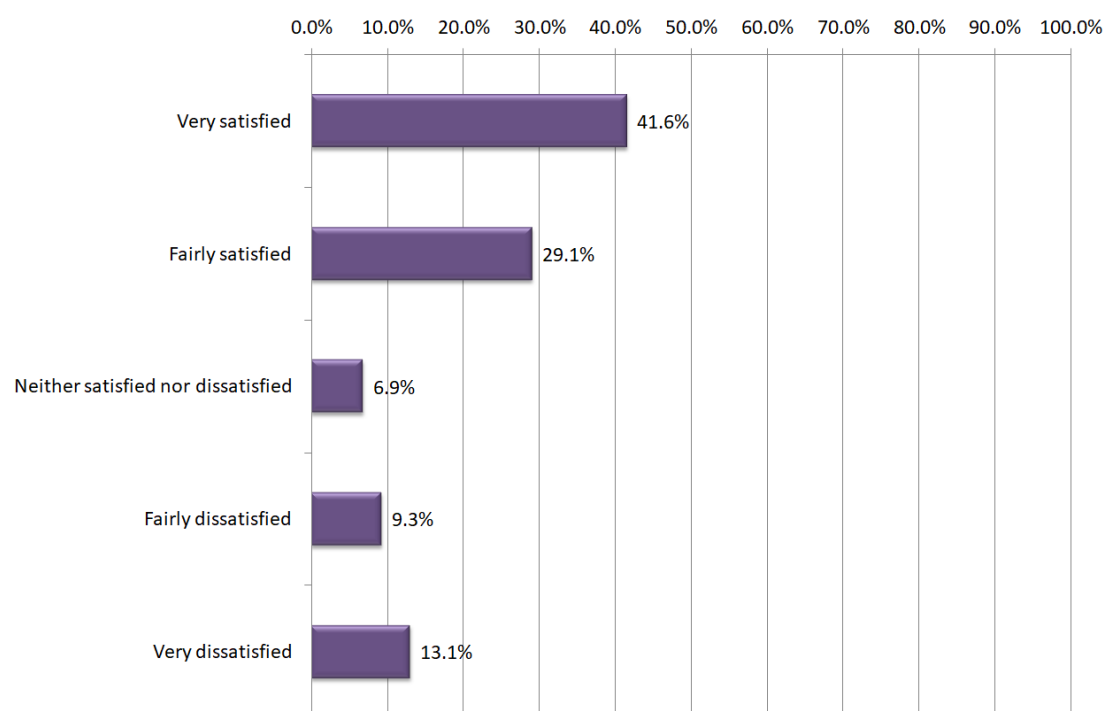
6.0 Repairs and maintenance

6.1 Satisfaction with repairs and maintenance

‘Generally, how satisfied or dissatisfied are you with the way the Housing Service at Southampton City Council deals with repairs and maintenance?’

71% are satisfied with the way the Housing Service at Southampton City Council deals with repairs and maintenance, 22% are dissatisfied.

Chart 6a: Satisfaction with the way Housing Service deals with repairs and maintenance



Base: 978

Differences:

- Significantly more respondents aged 60+yrs are satisfied with repairs and maintenance (82%) compared with those 35-59yrs (67%) and those 34yrs and under (56%).
- Significantly more respondents aged 34yrs and under (33%) and 35-59yrs (25%) are dissatisfied with repairs and maintenance compared with those 60+yrs (14%).
- Significantly more males are satisfied with repairs and maintenance (76%) compared with females (68%).
- Significantly more females are dissatisfied with repairs and maintenance (24%) compared with males (18%).
- Significantly more Sheltered tenants are satisfied with repairs and maintenance (83%) compared with General Needs tenants (68%).

- Significantly more General Needs tenants are dissatisfied with repairs and maintenance (25%) compared with Sheltered tenants (14%).

Chart 6b: Satisfaction with repairs and maintenance by Tenure

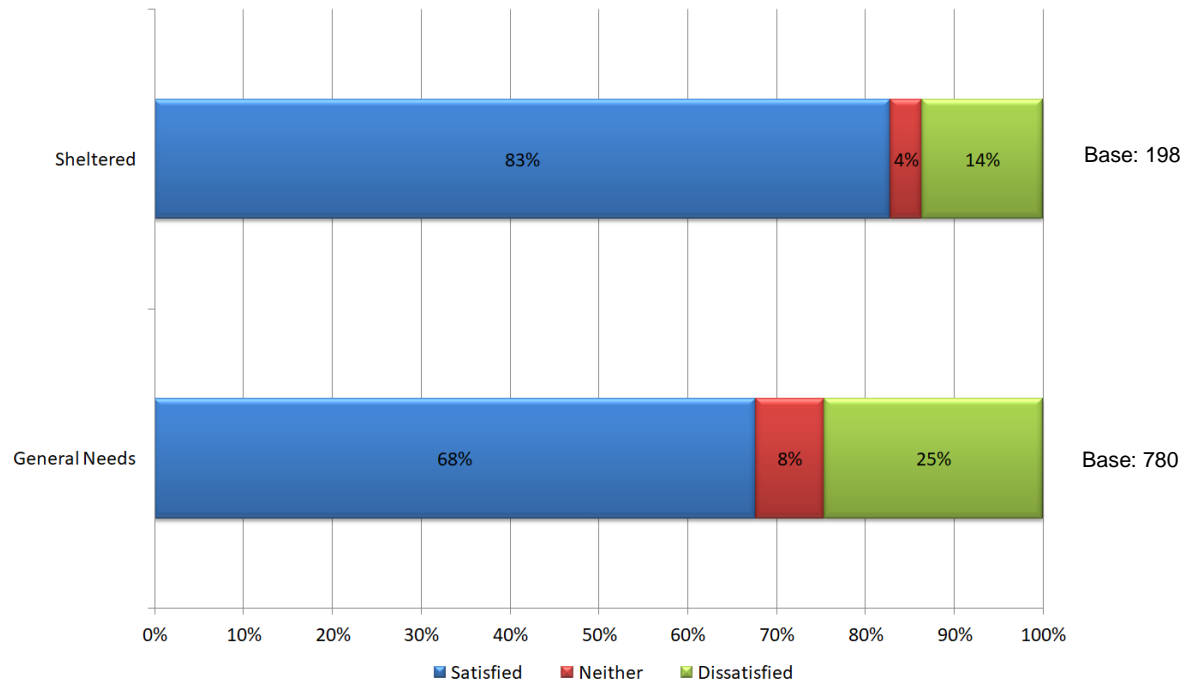
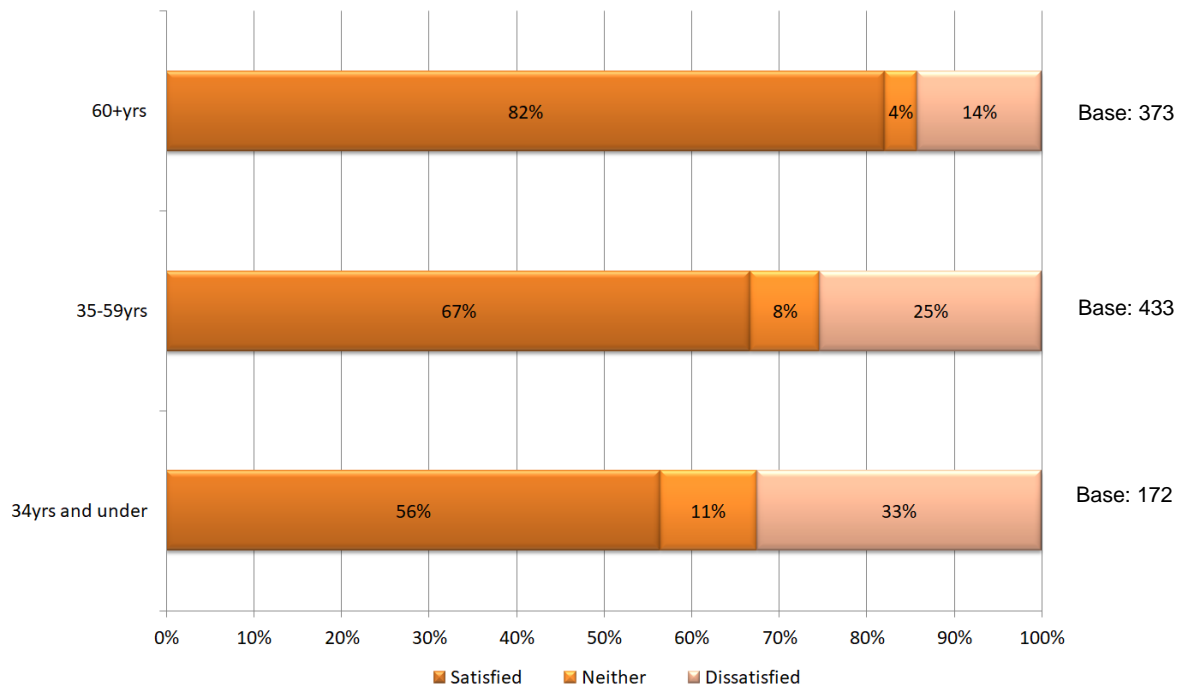


Chart 6c: Satisfaction with repairs and maintenance by Age



Comparison with 2017 Housing Tenant Survey

No real statistically significant change from 2017 where 72% were satisfied with the way the Housing Service at Southampton City Council dealt with repairs and maintenance and 21% were dissatisfied.

6.2 Repairs in last 12 months

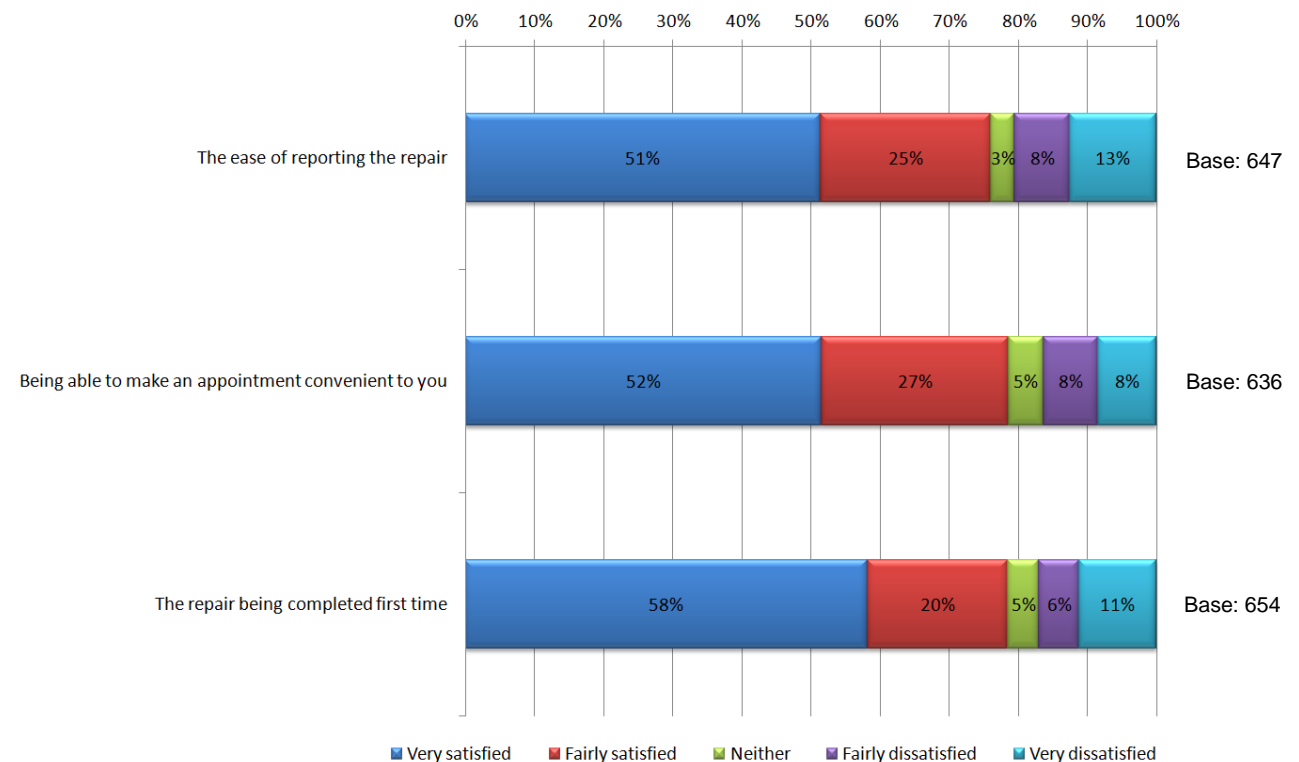
Around two thirds (66%) outlined they had a repair to their home in the last 12 months (Base: 1,000).

6.3 Last repair

For those who outlined that they had a repair in the last 12 months...

... 'Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?'

Chart 6b: Satisfaction with the following:



- 76% were satisfied with the ease of reporting the repair, 21% were dissatisfied.
- 79% were satisfied with being able to make an appointment convenient to them, 16% were dissatisfied.
- 78% were satisfied with the repair being completed first time, 17% were dissatisfied.

Differences:

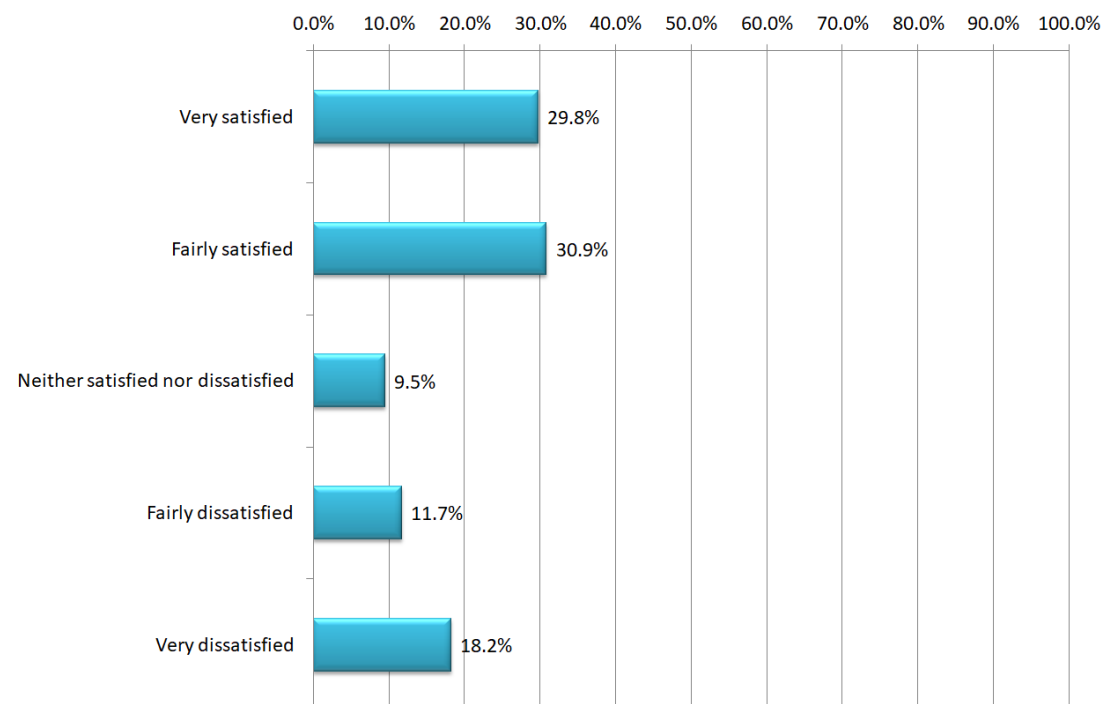
- Significantly more respondents aged 60+yrs are satisfied with being able to make an appointment convenient to them (87%) compared with those 35-59yrs (78%) and those 34yrs and under (68%).
- Significantly more Sheltered tenants are satisfied with being able to make an appointment convenient to them (86%) compared with General Needs tenants (77%).
- Significantly more respondents aged 60+yrs are satisfied with the repair being completed first time (85%) compared with those 35-59yrs (75%).
- Significantly more General Needs tenants are dissatisfied with the repair being completed first time (19%) compared with Sheltered tenants (10%).

7.0 Satisfaction with views listened to and acted upon

'How satisfied or dissatisfied are you that the Housing Service at Southampton City Council listens to your views and acts upon them?'

61% are satisfied that the Housing Service at Southampton City Council listens to their views and acts upon them, 30% are dissatisfied.

Chart 7: Satisfaction that the Housing Service listens to your views and acts upon them



Base: 813

Differences:

- Significantly more respondents aged 60+yrs are satisfied that the Housing Service at Southampton City Council listens to their views and acts upon them (69%) compared with those 35-59yrs (59%) and those 34yrs and under (49%).
- Significantly more respondents aged 34yrs and under are dissatisfied that the Housing Service at Southampton City Council listens to their views and acts upon them (39%) compared with those 60+yrs (25%).
- Where household member limited a lot due to a health problem significantly more dissatisfied that the Housing Service at Southampton City Council listens to their views and acts upon them (35%) compared with no health problems (25%).

Chart 9b: Satisfaction Housing Service listens to your views and acts upon them by Tenure

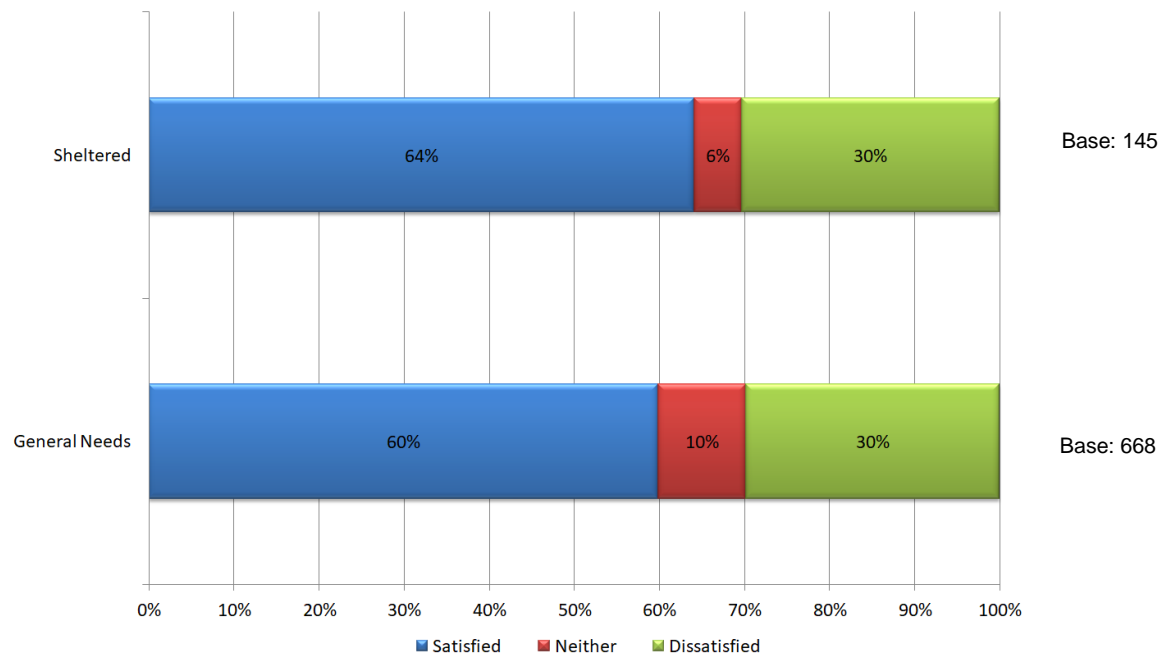
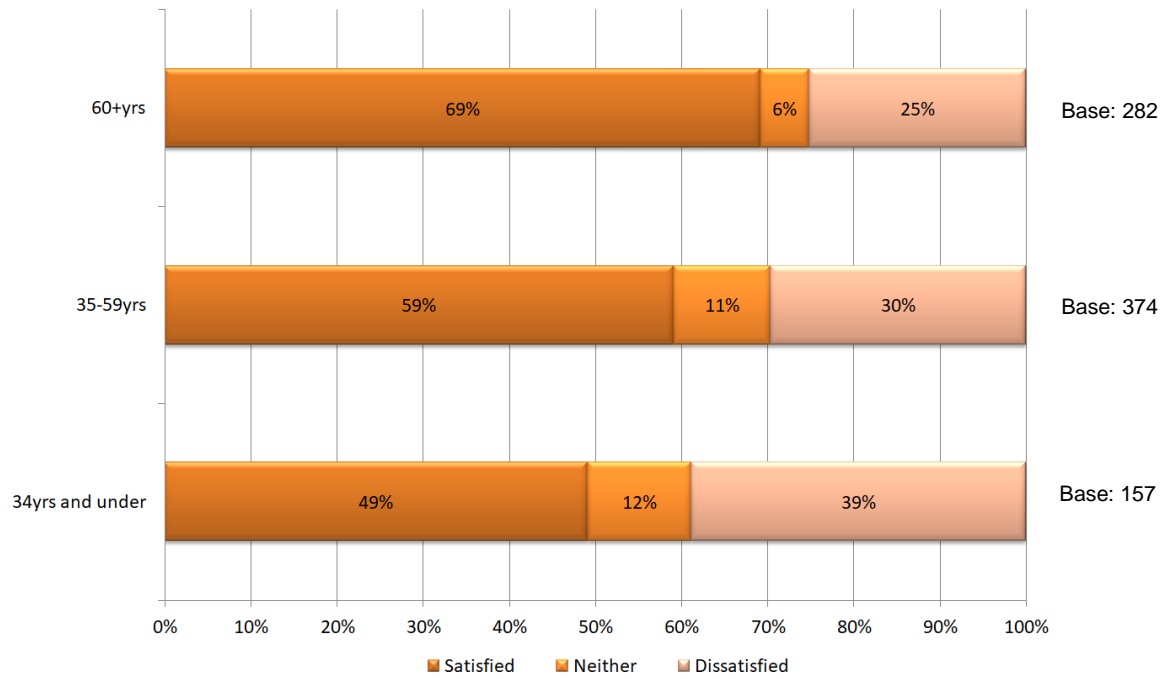


Chart 9c: Satisfaction Housing Service listens to your views and acts upon them by Age



Comparison with 2017 Housing Tenant Survey

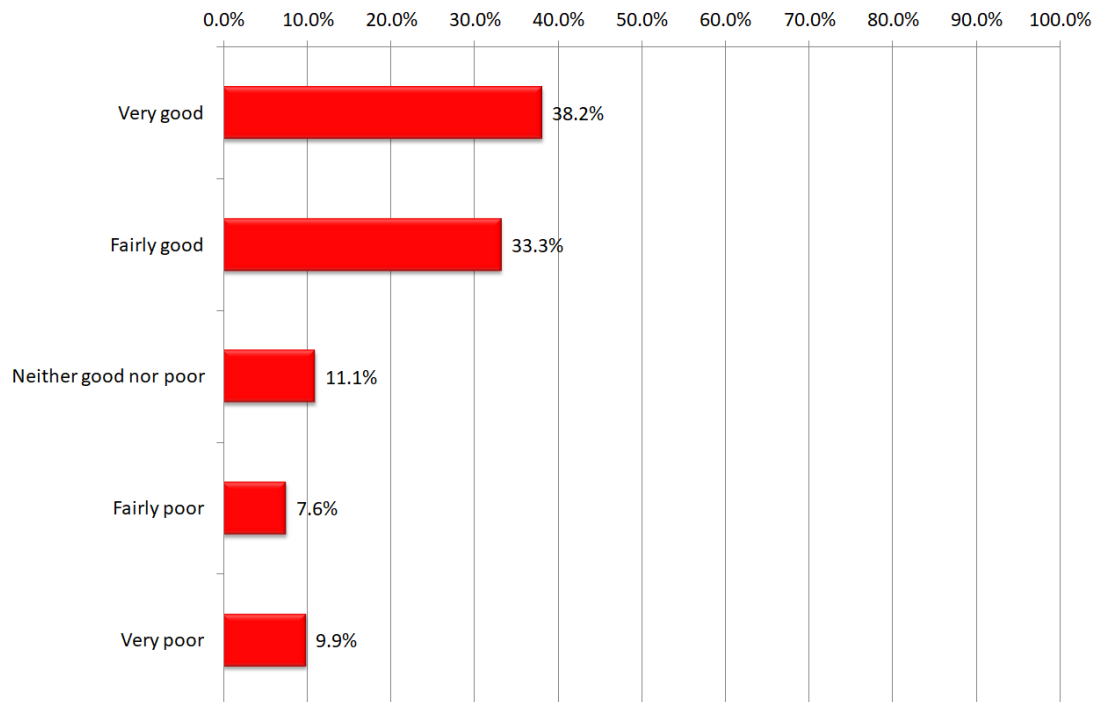
No real statistically significant change from 2017 where 58% were satisfied that the Housing Service at Southampton City Council listens to their views and acts upon and 32% were dissatisfied.

8.0 Keeping you informed

‘How good or poor do you feel the Housing Service at Southampton City Council is at keeping you informed about the things that might affect you as a resident?’

71% felt the Housing Service at Southampton City Council were good at keeping them informed about things that might affect them as a resident, 18% felt they were poor.

Chart 8: Housing Services keeping you informed



Base: 977

Differences:

- Significantly more respondents aged 60+yrs felt the Housing Service at Southampton City Council is good at keeping them informed about things that might affect them as a resident (79%) compared with those 35-59yrs (67%) and those 34yrs and under (67%).
- Significantly more respondents aged 35-59yrs felt the Housing Service at Southampton City Council is poor at keeping them informed about things that might affect them as a resident (21%) compared with those 60+yrs (14%).
- Significantly more Sheltered tenants felt the Housing Service at Southampton City Council is good at keeping them informed about things that might affect them as a resident (80%) compared with General Needs tenants (69%).
- Where household member has no health problem significantly more likely to outline the Housing Service at Southampton City Council is good at keeping them

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informed about things that affect them as a resident (76%) compared with those limited a lot (65%).

- Where household member limited a lot due to a health problem significantly more likely to outline the Housing Service at Southampton City Council is poor at keeping them informed about things that affect them as a resident (24%) compared with no health problems (13%).

Comparison with 2017 Housing Tenant Survey

A decrease of 4.3% with regards those outlining the Housing Service at Southampton City Council is good at keeping them informed about the things that might affect them as a resident compared with the 76% in 2017, 17% were dissatisfied.

9.0 Most important thing to focus on

'What do you feel is the most important thing for Southampton City Council's Housing Services to focus on?

The most common themes outlined for Southampton City Council's Housing Service to focus on were:

- Improvements to communication/communication methods (16%)
- Improvements to repairs/repairs service (15%)
- Updating/improving properties (15%)
- Improvements to grounds/communal maintenance and cleaning (11%)
- Improving the neighbourhood (10%)
- Listening to residents / being supportive to tenants (10%)

	Total #	Total %
Improvements to communication / communication methods	161	16.1%
Improvements to repairs / repairs service	152	15.2%
Updating / improving properties e.g. bathrooms, kitchens	149	14.9%
Don't know / No comment	117	11.7%
Improvements to grounds / communal maintenance and cleaning	112	11.2%
Improving the neighbourhood (e.g. better neighbours / who moves in / anti-social behaviour)	103	10.3%
Listening to residents / being supportive to tenants	100	10.0%
Nothing / Happy as it is	72	7.2%
Improvements to security and safety e.g. police	69	6.9%
Increasing housing stock / building new homes / not selling off stock / using for students	62	6.2%
Other	50	5.0%
Improving parking (e.g. disabled spaces)	48	4.8%
Keeping residents informed	46	4.6%
Improving bidding service or moving / living in unsuitable accommodation or area (e.g. overcrowding or under occupying)	46	4.6%
Improving rent/ living costs	38	3.8%
Wardens/staff	35	3.5%
Improvements to waste and recycling services	34	3.4%
Improving services for disabled / vulnerable	32	3.2%
Improving services for elderly	20	2.0%
Improvements to roads and pavements	20	2.0%
Improving services for children / young people e.g. play areas	19	1.9%
Checks before tenants' move in / follow through on checks	17	1.7%
Individual circumstances / tenants not a one size fits all	11	1.1%
Improvements to public transport	6	0.6%
Improvements to traffic / congestion	4	0.4%

Mention of closing office	4	0.4%
BASE	1,000	100.0%

Comparison with 2017 Housing Tenant Survey

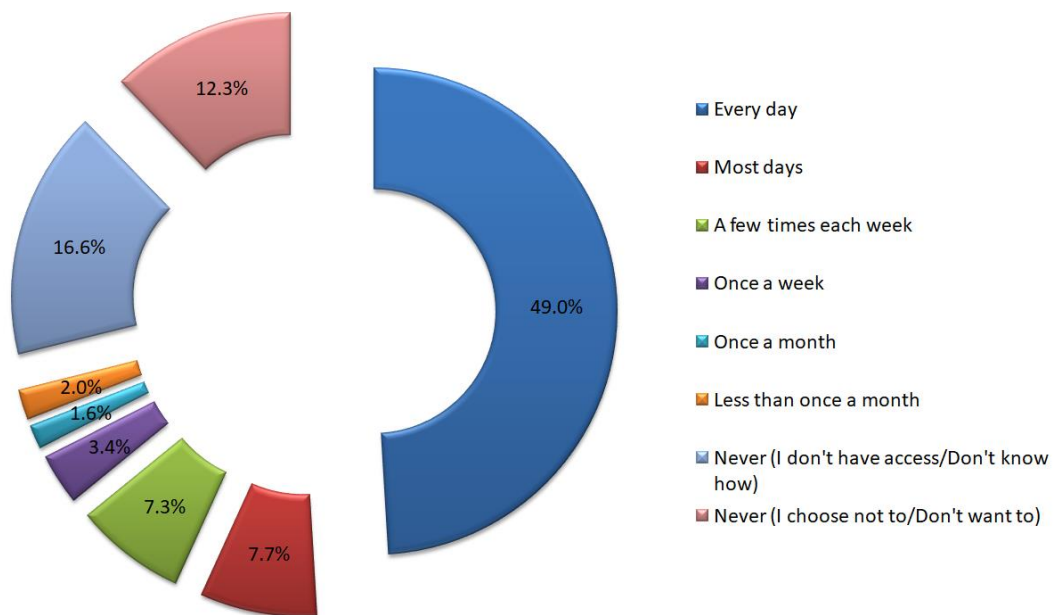
The most common themes outlined for Southampton City Council's Housing Service to focus on in 2017 were:

- Improvements to repairs (15%)
- Updating/improving properties (10%)
- Increasing the housing stock/building new homes (7%)
- Improvements to grounds/communal maintenance (6%)

10.0 Internet usage

'On average, how often do you access the internet, including using social media?'

Chart 12: Internet Usage



Base: 995

- Nearly half (49%) outlined they accessed the internet every day.
- 29% outlined they never access the internet (of these 57% outlined they don't have access or they don't know how and the remaining 43% outlined they chose not to or don't want to access the internet).

Differences:

- Differences in internet access across age groups: 81% of 34yrs and under outlined they accessed the internet every day significantly higher than both 35-59yrs (58%) and 60+yrs (24%).
- 35-59yrs significantly higher than those 60+yrs as well with regards accessing the internet every day.
- 58% of 60+yrs outlined they never use the internet significantly higher than 35-59yrs (15%) and 34yrs and under (2%).
- Differences in internet usage across tenure: 53% of General Needs tenants outlined they access the internet on a daily basis which was significantly higher than Sheltered tenants (33%).
- 50% of Sheltered tenants outlined they never use the internet which was significantly higher than General Needs tenants (24%).

11.0 Future engagement/communication

- 23% of respondents outlined they would be interested in attending a discussion group about the survey (Base: 1,000).
- 22% of respondents outlined they would be interested in signing up to 'Tenants' Link' (Base: 1,000).
- 18% of respondents outlined they would be interested in signing up to 'Tenants Tell Us' (Base: 1,000)