



PINE COURT HOUSING  
ASSOCIATION



# PINE COURT TENANT SATISFACTION SURVEY 2018/19

Results

HERITAGE | COMPASSION | CONVICTION | WISDOM | STRENGTH

Issue: **1**  
Date: **17/12/2018**  
Report by: **David Barton**  
Checked by: **Peter Davies**  
Approved by: **Hannah Furniss**

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It should not be used for any other purpose or relied upon by other parties.*

Pine Court Housing Association, 1 Nelson Street, Liverpool, L1 5DW  
Tel: 0151 709 6878      Web: [www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)

# Introduction

## Background

Pine Court housing Association commissioned Sovini to conduct a Tenant Satisfaction Survey, to assess progress from the previous STAR survey, carried out in 2016/17.

The results from this survey will ensure that customers priorities and feedback are used in the 2019/20 Strategic Planning and budget setting process.

The primary aim of the survey was to gauge satisfaction with services, understand Customers Priorities, and identify areas where improvements can be made.

The results for the core questions have been benchmarked against our peers, using HouseMark Benchmarking.

## Survey Methodology

- This survey was initially opened up to tenants with an e-mail address, who were asked to complete it online (via SurveyMonkey). This went live on 12th October 2018, with 40 responses submitted this way. It should be noted that this is the first time Pine Court tenants were given the opportunity to complete the STAR Survey online.
- Pine Court staff then visited the tenants who live in Chung Hok House, to offer assistance with completing the survey form. A total of 35 surveys were returned from these customers.
- Finally, a hard copy of the form was survey was posted out on 9th November 2018, to the remaining customers, along with a prepaid envelope to return it in. This accounts for 72 of the responses received.

When the survey closed, 147 responses had been received in total, resulting in a 31% return rate. This is a significant improvement on the 2016/17 response rate, which was 28% (from 132 surveys).

The margin of error for this survey was +/- 6.7%\* at 95% Confidence level.

\* This means we can say with 95% confidence that there is a margin of error of +/- 6.7%. This means that if 50% of respondents answered 'Yes' to a 'Yes' or 'No' question, we know with 95% confidence that between 43.3% and 56.7% of all customers would have given the same response, including those who did not take part in the survey.

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# Direction of Travel (Core Questions)

The graphs below are to demonstrate the performance of the Core Questions from the first PCHA tenant survey, which was first undertaken by Sovini in 2012/13, to present.

## 2018/19 performance at a glance:



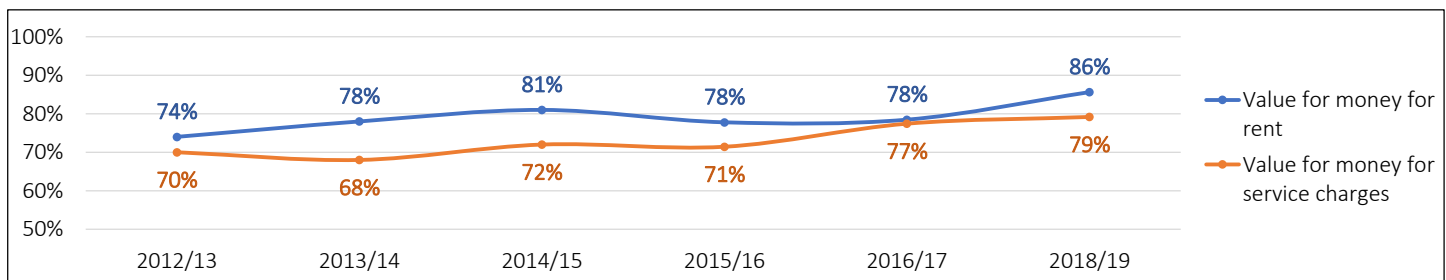
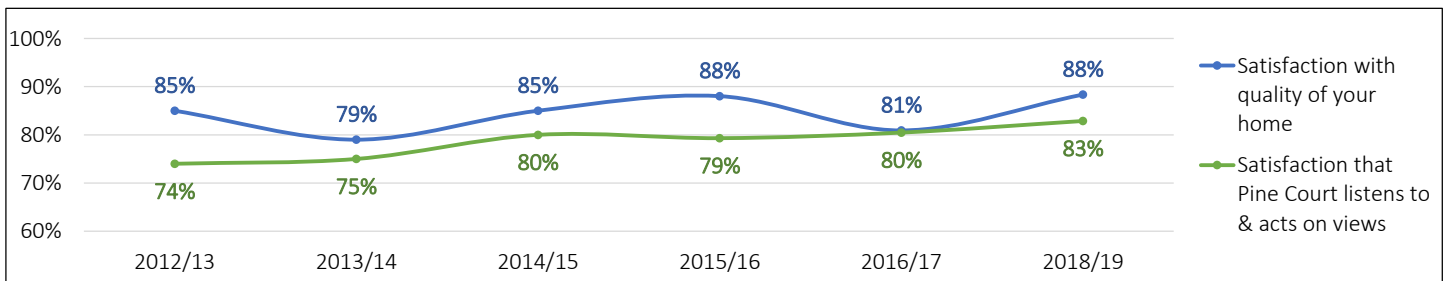
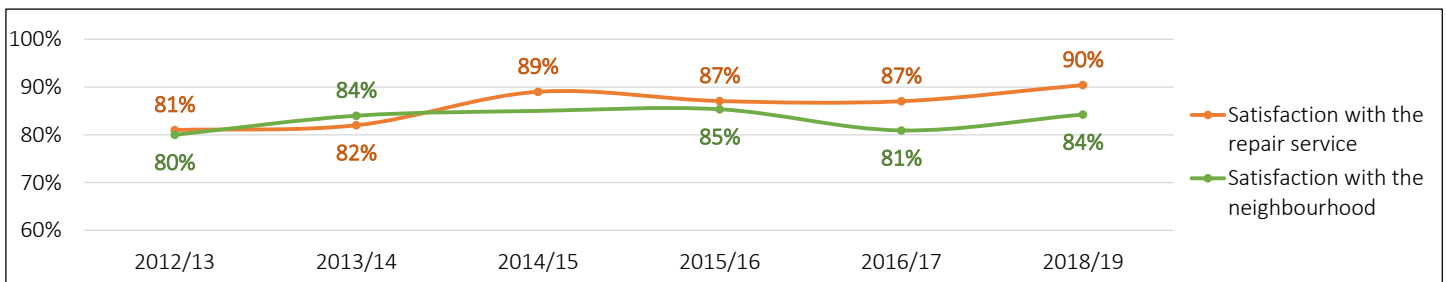
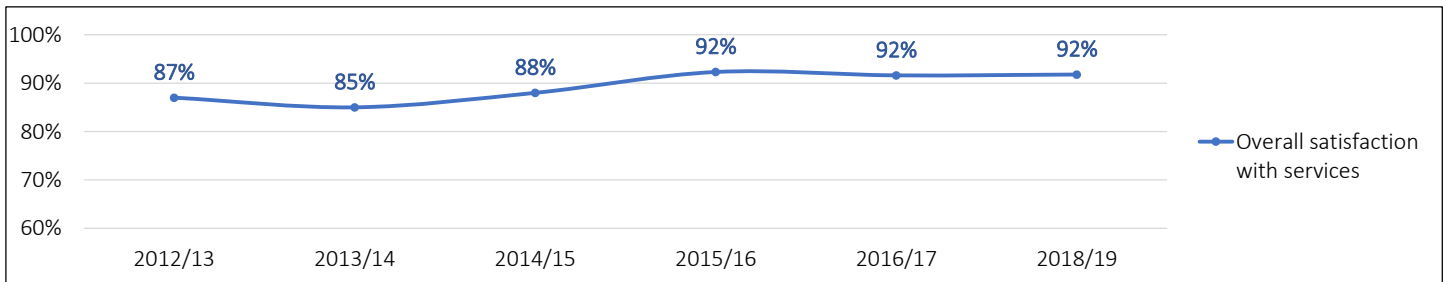
**6 increases in satisfaction when compared to the previous year.** This includes satisfaction with the quality of your home, which has increased from 81% in 2016/17 to **88% in 2018/19**. Also, value for money for rent has increased 8% since the last survey (from 78% to **86%**).



**1 question has maintained the same level of satisfaction as the previous year.** This is overall satisfaction with services, which has remained at **92%** for the third year running.



**None of the core questions have a lower score when compared to the previous year.**



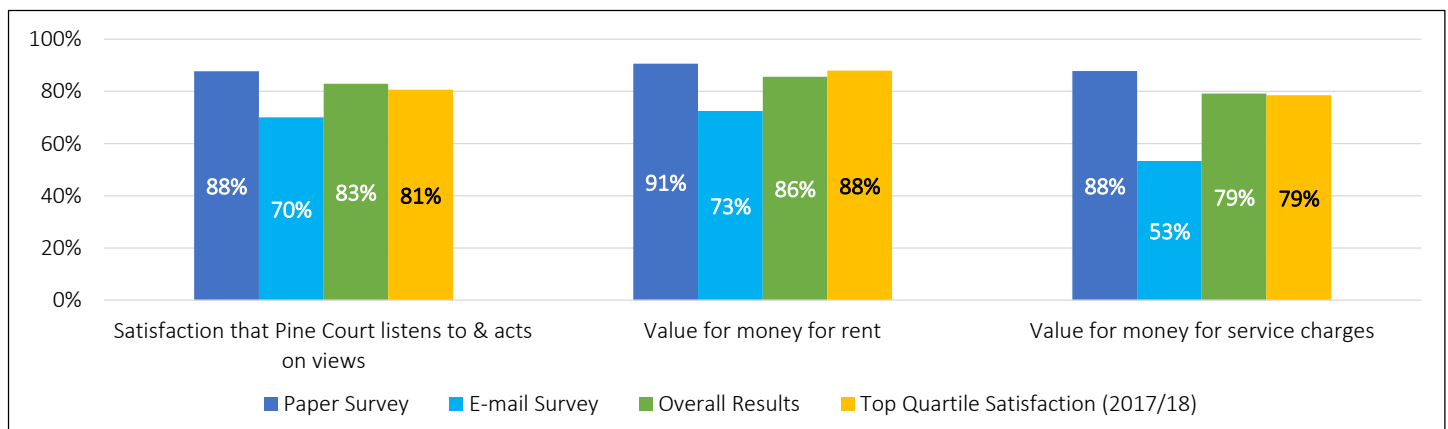
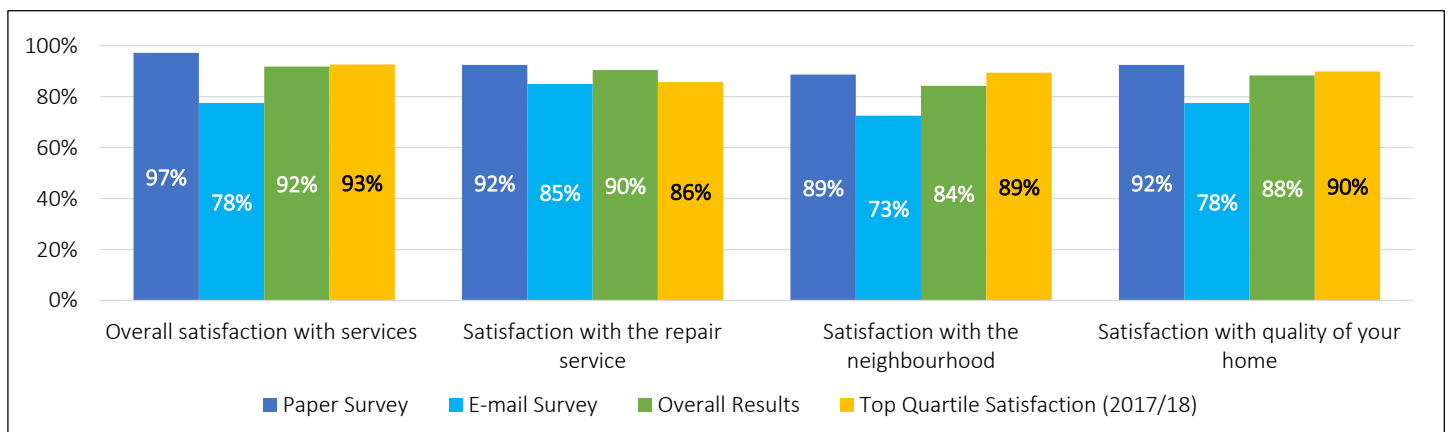
# Comparison of Satisfaction

As mentioned in the introduction to this report, this survey was initially sent out to Pine Court customers with e-mail addresses, to complete online. This was then followed by the traditional paper copy, which could be completed with the assistance of staff, or sent back by tenants through the post. The reason for this change of approach was to open the survey up to an increased number of customers, giving them more ways to participate than ever before.

As this is a change of approach when compared to the previous STAR Surveys, this page provides a breakdown of the satisfaction by the type of response, to look at the results of the core questions in more detail.

Along with foregrounding the differences in satisfaction between survey types, the graphs also include the top quartile benchmarking figures from 2017/18, which are provided for further comparison.

|               | Total | 2018 % |
|---------------|-------|--------|
| Paper Survey  | 107   | 73%    |
| E-mail Survey | 40    | 27%    |



## Priorities & Comments

This section looks at any themes which have emerged from customer feedback for the main service areas, and what tenants have specified as their top priorities.

### Top 5 Customer Priorities:

1. Listening to residents' views and acting upon them (48%).

2. Keeping residents informed (48%).
3. Repairs and maintenance (42%).
4. The overall quality of your home (39%).
5. Value for money for your rent and service charges (27%).

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

**84%** of respondents said that they were satisfied with the neighbourhood, which is an increase from the 2016/17 STAR Survey (when satisfaction was at 81%). Any trends highlighted in the comments are listed below:

- Concerns about drug use, and dealers are present in some areas.
- Lack of car parking for residents and their family members mentioned, along with complaints that spaces are taken by other vehicles.
- Rubbish was identified as a problem by many, which makes the local area look unkempt. This can be from tenants, who do not tidy up after themselves, or rubbish strewn on streets.
- Student accommodation identified as a problem by three of the respondents, due to noise and examples of poor behaviour.
- Dogs were mentioned as a problem.
- Communal area in Harmony Way was identified as a problem by one respondent.
- One customer was very positive about their local area, saying that people are 'caring and look out for each other'.

### How satisfied or dissatisfied are you with the way Pine Court deals with repairs and maintenance?

Satisfaction has increased from 87% in 2016/17 to **90% in 2018/19**. Some respondents provided feedback on the service they had received:

- Examples given of work being booked in, but the original appointment was not attended by workers.
- Some issues regarding communication with tenants, particularly about length of time it takes to get a response when questions are asked, and not being told if the job has been rescheduled.
- Some work has not been completed, or took too long to finalise.
- One customer was unhappy because they have been turned down for investment work, another said they have been waiting for some time and the kitchen in their property is not fit for purpose.
- Cleaning highlighted as an issue for some of the respondents (both interior and exterior).
- A couple of customers were very positive, and said that problems are dealt with straight away in their experience.

### In the past year when you have contacted Pine Court with a query or problem, how satisfied were you with the customer service you received?

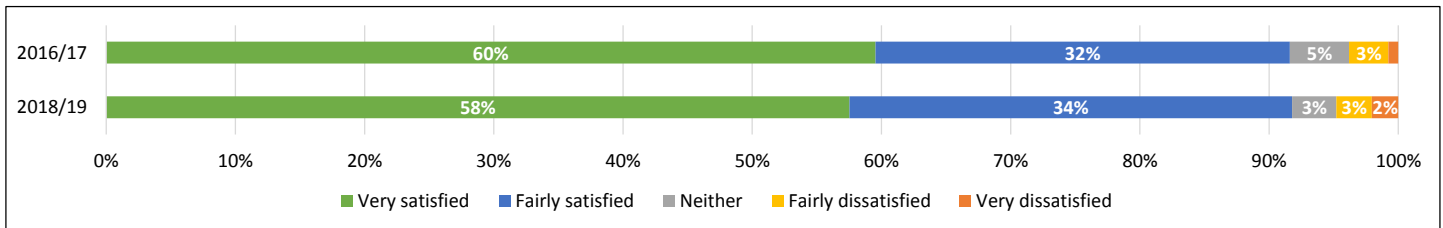
Satisfaction with this question has decreased slightly; from 86% in 2016/17 to **83% in 2018/19**. Customer comments are summarised below:

- Time taken to provide a response was critiqued.
- A couple of respondents felt they were not taken seriously when reporting problems. The first was regarding a recent complaint, and the second said it was when they were informing the organisation of issues in their local area.
- Suggestion given to ensure that tenants are listened to, and involve them in meetings.
- One tenant felt that the advice they were given was not reliable.

# Section A: Information About Services & Neighbourhoods

## A1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court?

2016/17: **92%**      2018/19: **92%**

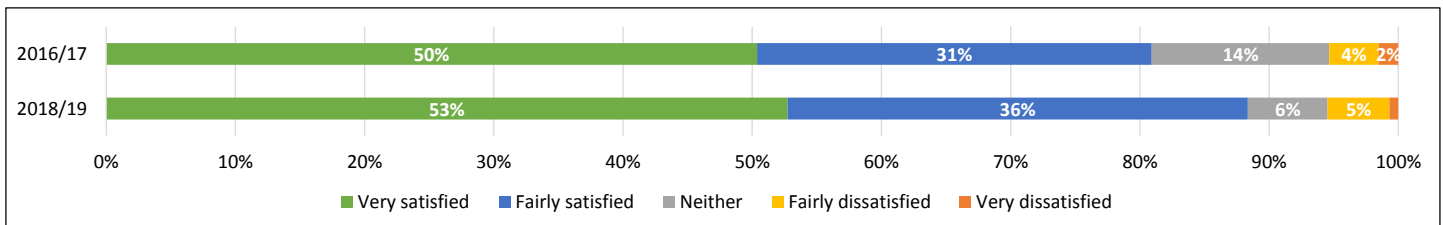


|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 84    | 58%    | 60%    |
| Fairly satisfied    | 50    | 34%    | 32%    |
| Neither             | 5     | 3%     | 5%     |
| Fairly dissatisfied | 4     | 3%     | 3%     |
| Very dissatisfied   | 3     | 2%     | 1%     |

**Please Note:** Top Quartile satisfaction for question A1 in 2017/18 was 92.6%.

## A2. How satisfied or dissatisfied are you with the overall quality of your home?

2016/17: **81%**      2018/19: **88%**

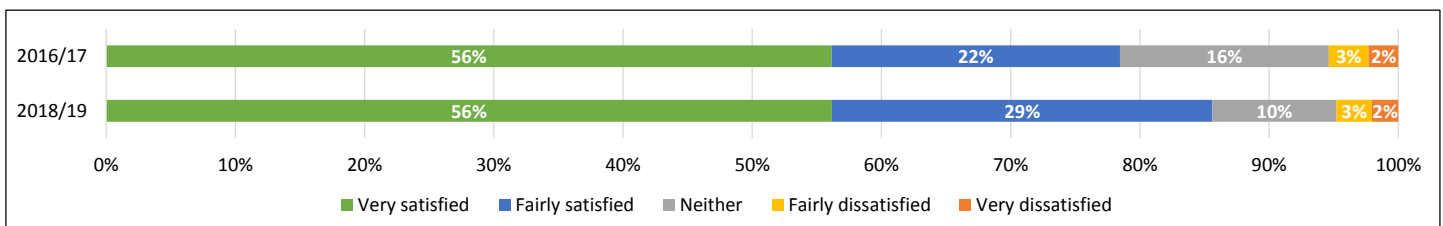


|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 77    | 53%    | 50%    |
| Fairly satisfied    | 52    | 36%    | 31%    |
| Neither             | 9     | 6%     | 14%    |
| Fairly dissatisfied | 7     | 5%     | 4%     |
| Very dissatisfied   | 1     | 1%     | 2%     |

**Please Note:** Top Quartile satisfaction for question A2 in 2017/18 was 89.9%.

## A3. How satisfied or dissatisfied are you that your rent provides value for money?

2016/17: **78%**      2018/19: **86%**



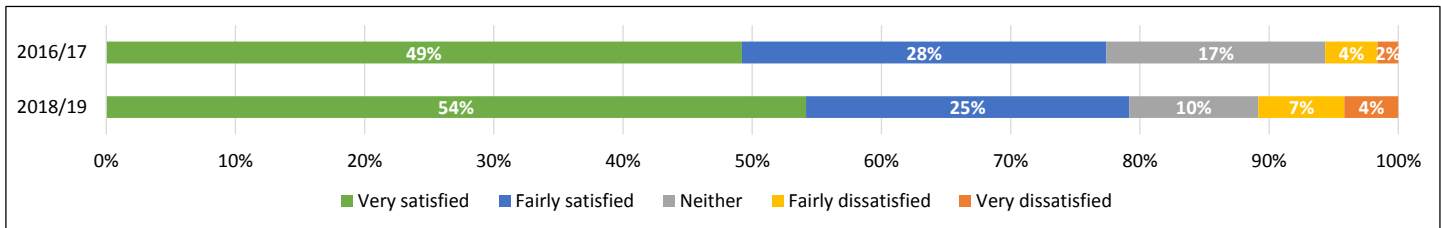
|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 82    | 56%    | 56%    |
| Fairly satisfied    | 43    | 29%    | 22%    |
| Neither             | 14    | 10%    | 16%    |
| Fairly dissatisfied | 4     | 3%     | 3%     |
| Very dissatisfied   | 3     | 2%     | 2%     |

**Please Note:** Top Quartile satisfaction for question A3 in 2017/18 was 87.9%.

#### A4. How satisfied or dissatisfied are you that your service charges provide value for money?

2016/17: 77%

2018/19: 79%



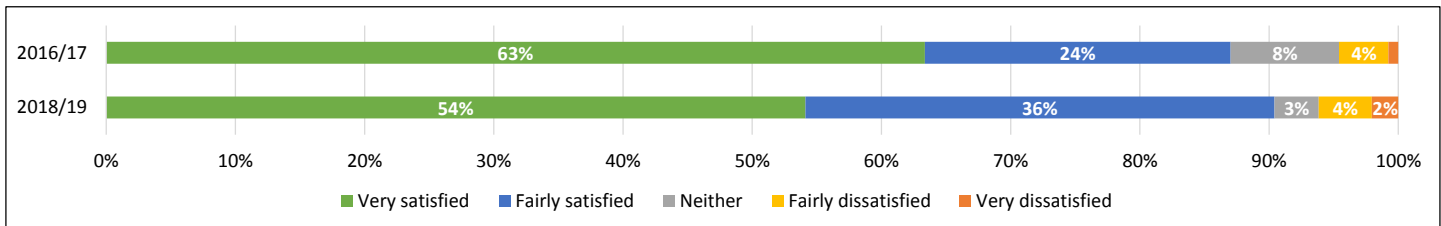
|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 65    | 54%    | 49%    |
| Fairly satisfied    | 30    | 25%    | 28%    |
| Neither             | 12    | 10%    | 17%    |
| Fairly dissatisfied | 8     | 7%     | 4%     |
| Very dissatisfied   | 5     | 4%     | 2%     |

Please Note: Top Quartile satisfaction for question A4 in 2017/18 was 78.5%.

#### A5. Generally, how satisfied or dissatisfied are you with the way Pine Court deals with repairs and maintenance?

2016/17: 87%

2018/19: 90%



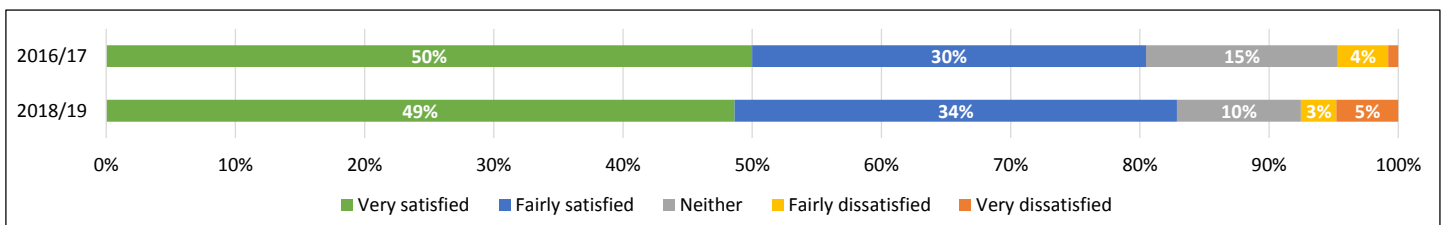
|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 79    | 54%    | 63%    |
| Fairly satisfied    | 53    | 36%    | 24%    |
| Neither             | 5     | 3%     | 8%     |
| Fairly dissatisfied | 6     | 4%     | 4%     |
| Very dissatisfied   | 3     | 2%     | 1%     |

Please Note: Top Quartile satisfaction for question A5 in 2017/18 was 85.7%.

#### A6. How satisfied or dissatisfied are you that Pine Court listens to your views and acts upon them?

2016/17: 80%

2018/19: 83%



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 71    | 49%    | 50%    |
| Fairly satisfied    | 50    | 34%    | 30%    |
| Neither             | 14    | 10%    | 15%    |
| Fairly dissatisfied | 4     | 3%     | 4%     |
| Very dissatisfied   | 7     | 5%     | 1%     |

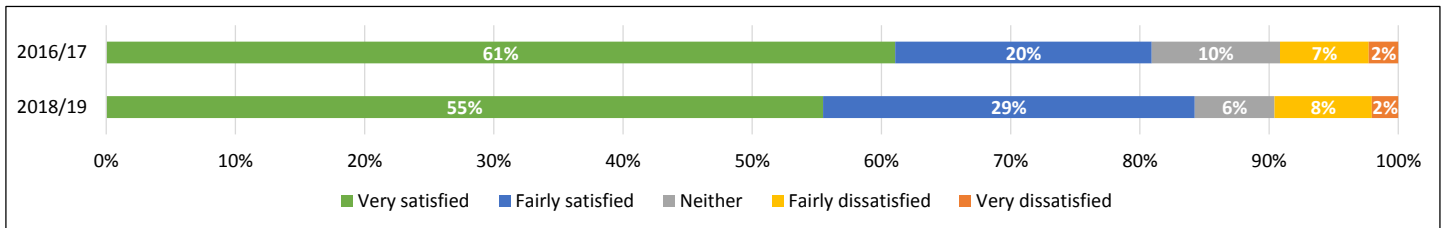
Please Note: Top Quartile satisfaction for question A6 in 2017/18 was 80.6%.



## A7. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

2016/17: **81%**

2018/19: **84%**



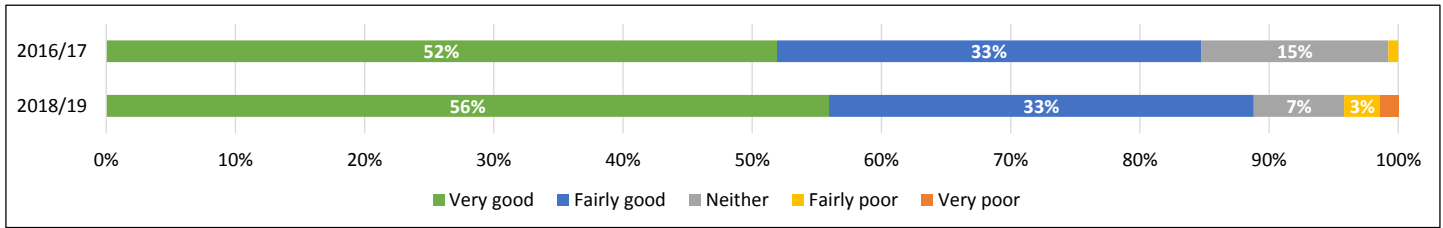
|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 81    | 55%    | 61%    |
| Fairly satisfied    | 42    | 29%    | 20%    |
| Neither             | 9     | 6%     | 10%    |
| Fairly dissatisfied | 11    | 8%     | 7%     |
| Very dissatisfied   | 3     | 2%     | 2%     |

**Please Note:** Top Quartile satisfaction for question A7 in 2017/18 was 89.4%.

# Section B: Services

## B1. How good or poor do you feel Pine Court is at keeping you informed about things that might affect you as a resident?

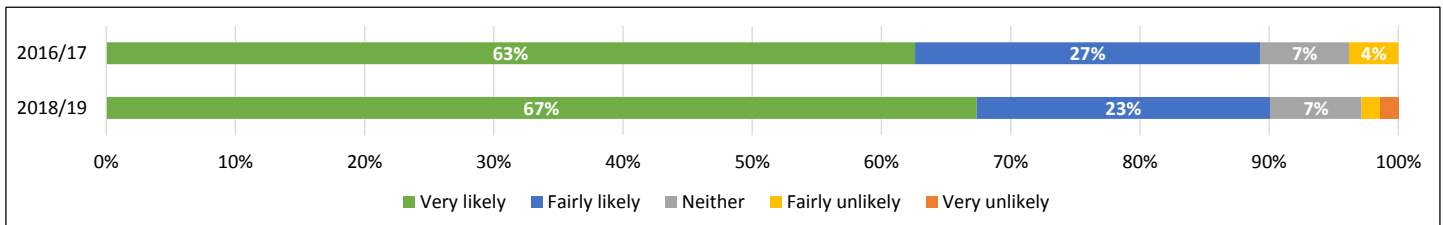
2016/17: **85%**      2018/19: **89%**



|             | Total | 2018 % | 2016 % |
|-------------|-------|--------|--------|
| Very good   | 80    | 56%    | 52%    |
| Fairly good | 47    | 33%    | 33%    |
| Neither     | 10    | 7%     | 15%    |
| Fairly poor | 4     | 3%     | 1%     |
| Very poor   | 2     | 1%     | 0%     |

## B2. How likely would you be to recommend Pine Court to family or friends?

2016/17: **89%**      2018/19: **90%**

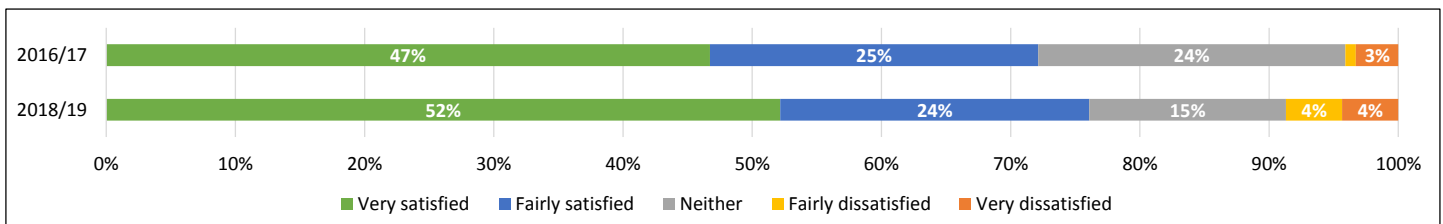


|                 | Total | 2018 % | 2016 % |
|-----------------|-------|--------|--------|
| Very likely     | 95    | 67%    | 63%    |
| Fairly likely   | 32    | 23%    | 27%    |
| Neither         | 10    | 7%     | 7%     |
| Fairly unlikely | 2     | 1%     | 4%     |
| Very unlikely   | 2     | 1%     | 0%     |

## B3. How satisfied or dissatisfied are you with the way Pine Court deals with the following...?

### B3a. Anti-social behaviour

2016/17: **72%**      2018/19: **76%**

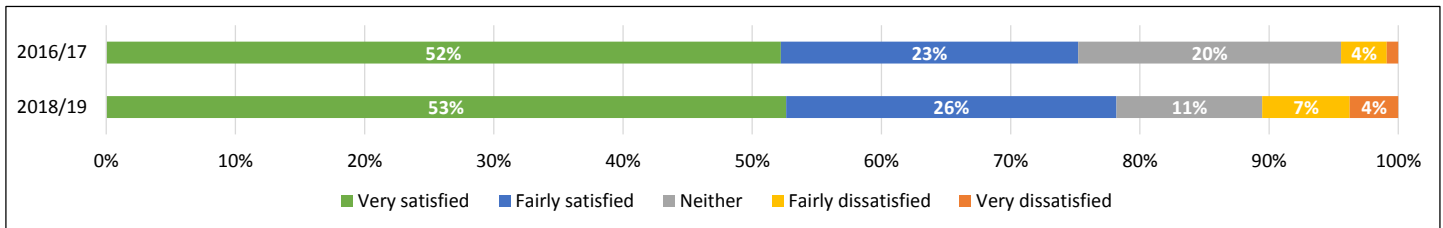


|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 72    | 52%    | 47%    |
| Fairly satisfied    | 33    | 24%    | 25%    |
| Neither             | 21    | 15%    | 24%    |
| Fairly dissatisfied | 6     | 4%     | 1%     |
| Very dissatisfied   | 6     | 4%     | 3%     |

### B3b. Complaints

2016/17: 75%

2018/19: 78%

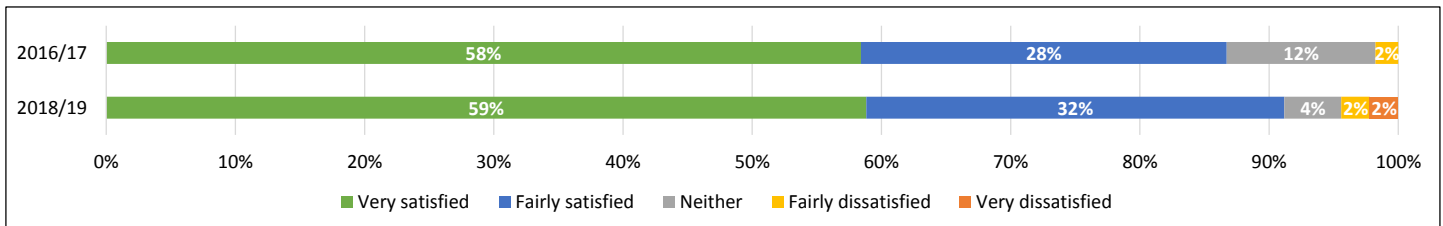


|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 70    | 53%    | 52%    |
| Fairly satisfied    | 34    | 26%    | 23%    |
| Neither             | 15    | 11%    | 20%    |
| Fairly dissatisfied | 9     | 7%     | 4%     |
| Very dissatisfied   | 5     | 4%     | 1%     |

### B3c. Your enquires generally

2016/17: 87%

2018/19: 91%

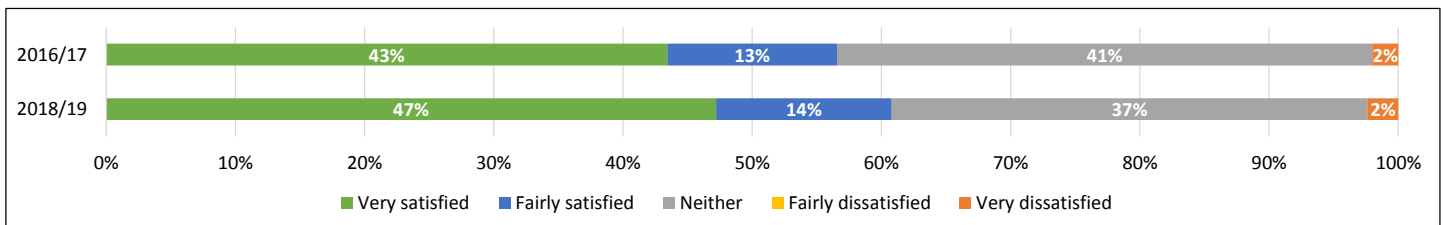


|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 80    | 59%    | 58%    |
| Fairly satisfied    | 44    | 32%    | 28%    |
| Neither             | 6     | 4%     | 12%    |
| Fairly dissatisfied | 3     | 2%     | 2%     |
| Very dissatisfied   | 3     | 2%     | 0%     |

### B3d. Moving or swapping your home (transfers and exchanges)

2016/17: 57%

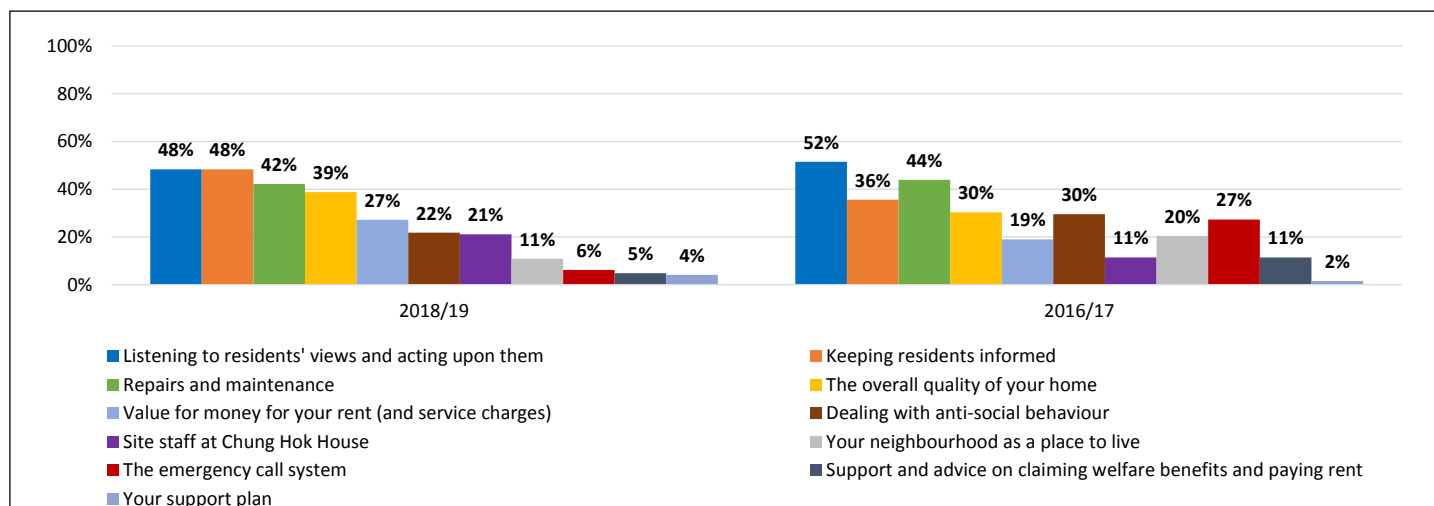
2018/19: 61%



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 59    | 47%    | 43%    |
| Fairly satisfied    | 17    | 14%    | 13%    |
| Neither             | 46    | 37%    | 41%    |
| Fairly dissatisfied | 0     | 0%     | 0%     |
| Very dissatisfied   | 3     | 2%     | 2%     |

# Section C: Service Priorities

## C1. Which of the following services would you consider to be priorities?



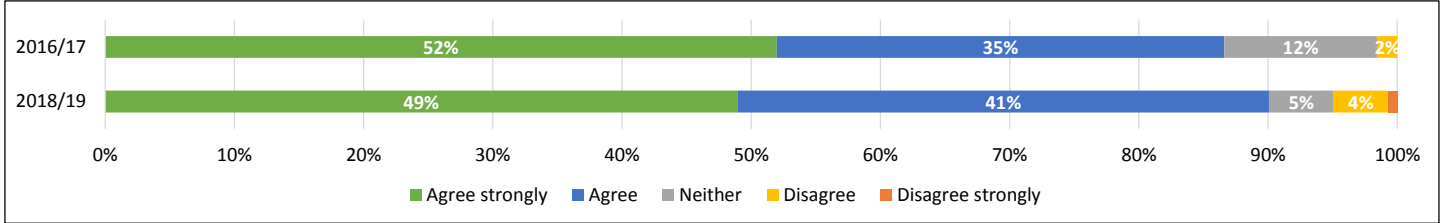
|   | 2018 % | 2016 % | Trend |
|---|--------|--------|-------|
| Listening to residents' views and acting upon them              | 48%    | 52%    | ↓     |
| Keeping residents informed                                      | 48%    | 36%    | ↑     |
| Repairs and maintenance   | 42%    | 44%    | ↓     |
| The overall quality of your home                                | 39%    | 30%    | ↑     |
| Value for money for your rent (and service charges)             | 27%    | 19%    | ↑     |
| Dealing with anti-social behaviour                              | 22%    | 30%    | ↓     |
| Site staff at Chung Hok House                                   | 21%    | 11%    | ↑     |
| Your neighbourhood as a place to live                           | 11%    | 20%    | ↓     |
| The emergency call system                                       | 6%     | 27%    | ↓     |
| Support and advice on claiming welfare benefits and paying rent | 5%     | 11%    | ↓     |
| Your support plan   | 4%     | 2%     | ↑     |

# Section D: Perceptions

## D1. To what extent do you agree or disagree with the following...?

### D1a. Pine Court provides an effective and efficient service

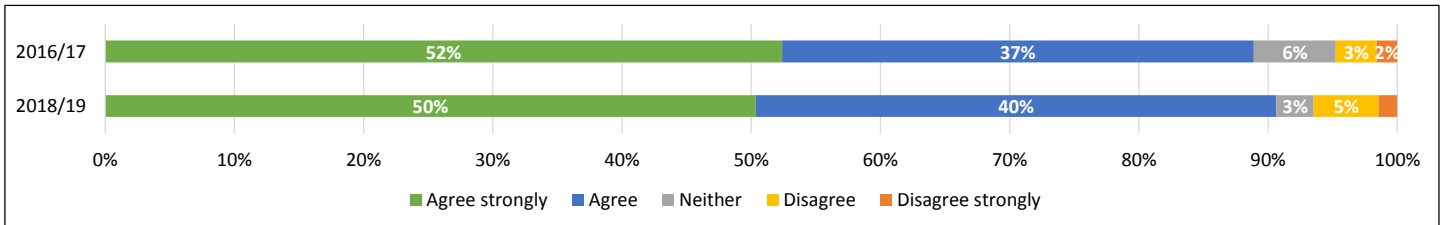
2016/17: **87%**      2018/19: **90%**



|                   | Total | 2018 % | 2016 % |
|-------------------|-------|--------|--------|
| Agree strongly    | 69    | 49%    | 52%    |
| Agree             | 58    | 41%    | 35%    |
| Neither           | 7     | 5%     | 12%    |
| Disagree          | 6     | 4%     | 2%     |
| Disagree strongly | 1     | 1%     | 0%     |

### D1b. Pine Court is providing the service I expect from my landlord

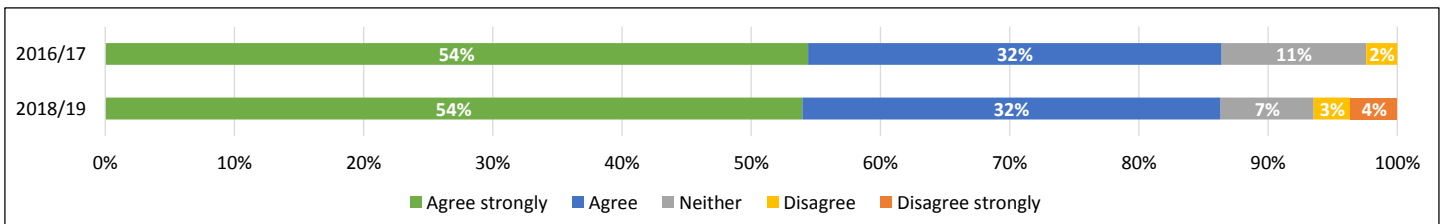
2016/17: **89%**      2018/19: **91%**



|                   | Total | 2018 % | 2016 % |
|-------------------|-------|--------|--------|
| Agree strongly    | 70    | 50%    | 52%    |
| Agree             | 56    | 40%    | 37%    |
| Neither           | 4     | 3%     | 6%     |
| Disagree          | 7     | 5%     | 3%     |
| Disagree strongly | 2     | 1%     | 2%     |

### D1c. Pine Court treats its residents fairly

2016/17: **86%**      2018/19: **86%**

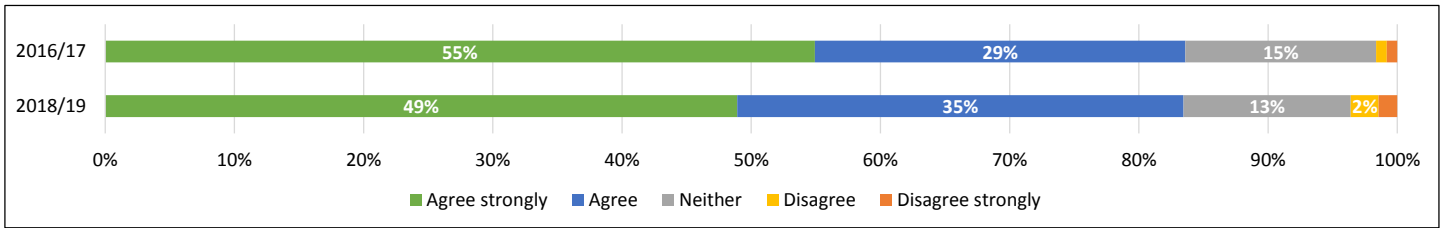


|                   | Total | 2018 % | 2016 % |
|-------------------|-------|--------|--------|
| Agree strongly    | 75    | 54%    | 54%    |
| Agree             | 45    | 32%    | 32%    |
| Neither           | 10    | 7%     | 11%    |
| Disagree          | 4     | 3%     | 2%     |
| Disagree strongly | 5     | 4%     | 0%     |

### D1d. Pine Court has a good reputation in my area

2016/17: **84%**

2018/19: **83%**

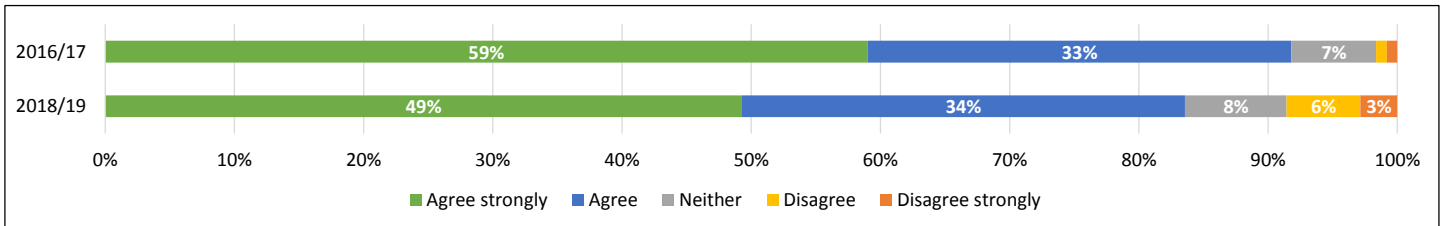


|                   | Total | 2018 % | 2016 % |
|-------------------|-------|--------|--------|
| Agree strongly    | 68    | 49%    | 55%    |
| Agree             | 48    | 35%    | 29%    |
| Neither           | 18    | 13%    | 15%    |
| Disagree          | 3     | 2%     | 1%     |
| Disagree strongly | 2     | 1%     | 1%     |

### D1e. Pine Court has friendly and approachable staff

2016/17: **92%**

2018/19: **84%**

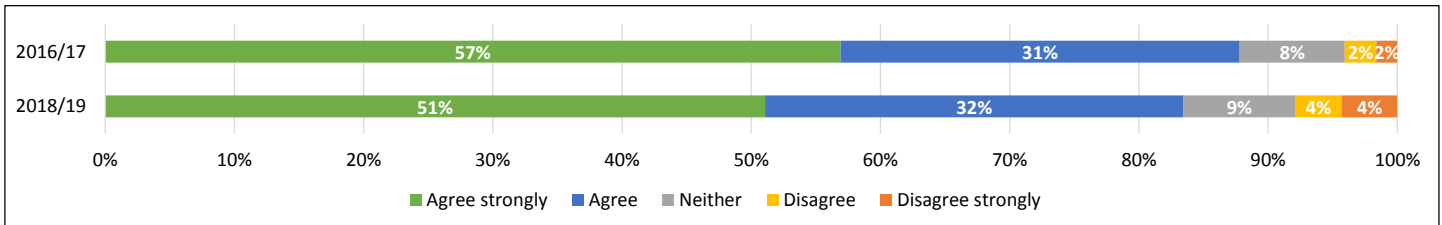


|                   | Total | 2018 % | 2016 % |
|-------------------|-------|--------|--------|
| Agree strongly    | 69    | 49%    | 59%    |
| Agree             | 48    | 34%    | 33%    |
| Neither           | 11    | 8%     | 7%     |
| Disagree          | 8     | 6%     | 1%     |
| Disagree strongly | 4     | 3%     | 1%     |

### D1f. I trust Pine Court

2016/17: **88%**

2018/19: **83%**



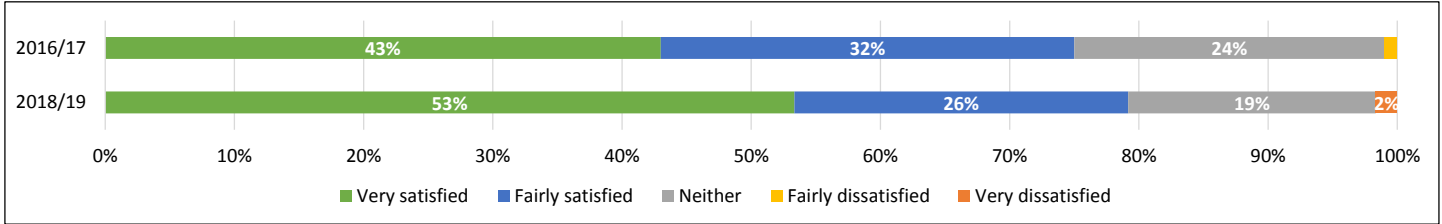
|                   | Total | 2018 % | 2016 % |
|-------------------|-------|--------|--------|
| Agree strongly    | 71    | 51%    | 57%    |
| Agree             | 45    | 32%    | 31%    |
| Neither           | 12    | 9%     | 8%     |
| Disagree          | 5     | 4%     | 2%     |
| Disagree strongly | 6     | 4%     | 2%     |

# Section E: Advice and Support

## E1. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Pine Court with the following...?

### E1a. Claiming housing benefit and other welfare benefits

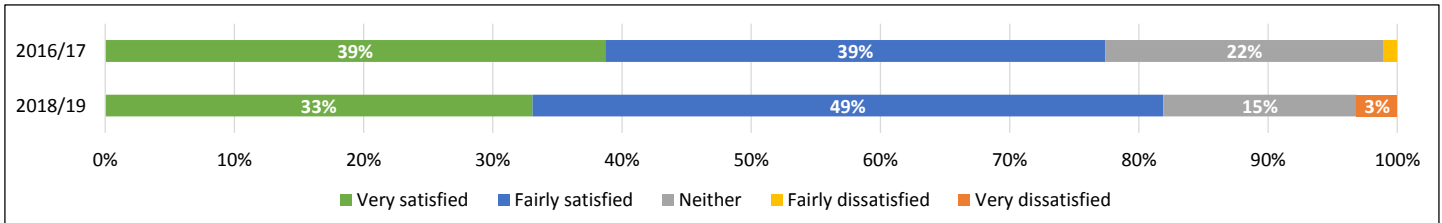
2016/17: 75%      2018/19: 79%



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 64    | 53%    | 43%    |
| Fairly satisfied    | 31    | 26%    | 32%    |
| Neither             | 23    | 19%    | 24%    |
| Fairly dissatisfied | 0     | 0%     | 1%     |
| Very dissatisfied   | 2     | 2%     | 0%     |

### E1b. Paying rent and service charges

2016/17: 77%      2018/19: 82%

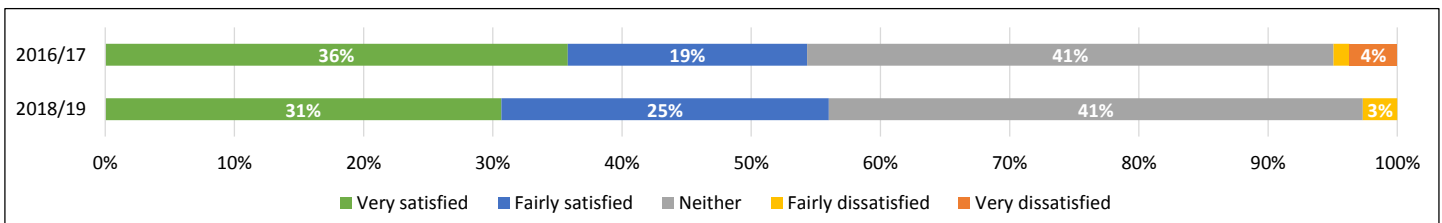


|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 42    | 33%    | 39%    |
| Fairly satisfied    | 62    | 49%    | 39%    |
| Neither             | 19    | 15%    | 22%    |
| Fairly dissatisfied | 0     | 0%     | 1%     |
| Very dissatisfied   | 4     | 3%     | 0%     |

## E2. How satisfied or dissatisfied are you with the advice and support you receive from Pine Court with the following...?

### E2a. Moving home

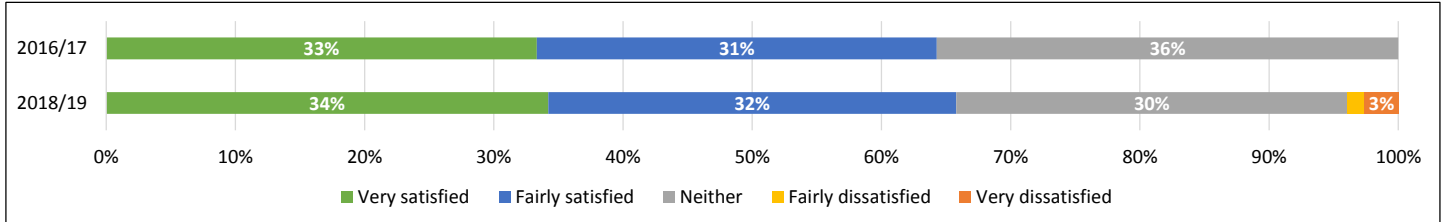
2016/17: 54%      2018/19: 56%



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 23    | 31%    | 36%    |
| Fairly satisfied    | 19    | 25%    | 19%    |
| Neither             | 31    | 41%    | 41%    |
| Fairly dissatisfied | 2     | 3%     | 1%     |
| Very dissatisfied   | 0     | 0%     | 4%     |

### E2b. Support for new tenants

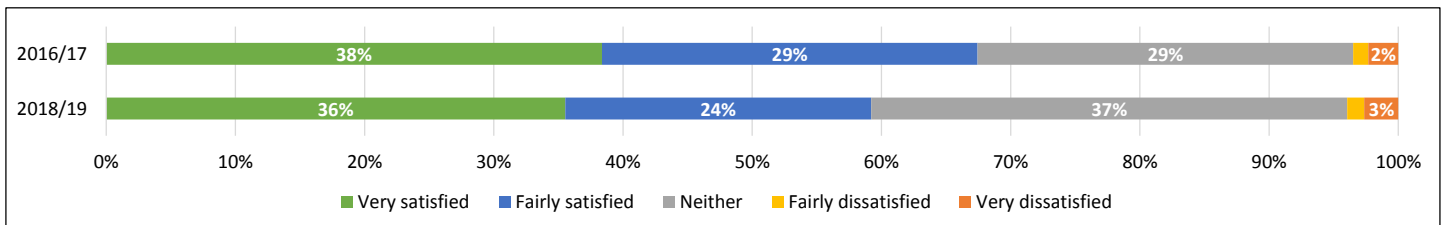
2016/17: **64%**      2018/19: **66%**



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 26    | 34%    | 33%    |
| Fairly satisfied    | 24    | 32%    | 31%    |
| Neither             | 23    | 30%    | 36%    |
| Fairly dissatisfied | 1     | 1%     | 0%     |
| Very dissatisfied   | 2     | 3%     | 0%     |

### E2c. Support for vulnerable tenants

2016/17: **67%**      2018/19: **59%**



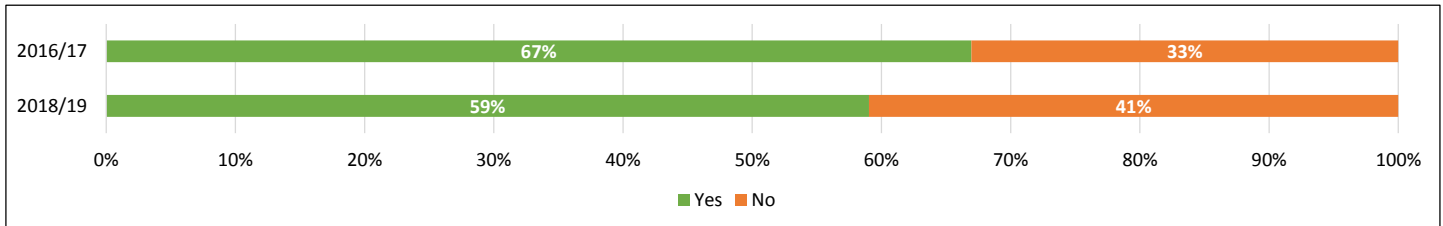
|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 27    | 36%    | 38%    |
| Fairly satisfied    | 18    | 24%    | 29%    |
| Neither             | 28    | 37%    | 29%    |
| Fairly dissatisfied | 1     | 1%     | 1%     |
| Very dissatisfied   | 2     | 3%     | 2%     |



# Section F: Contact & Communication

**F1. Have you contacted Pine Court in the last 12 months with a query other than to pay your rent or service charges?**

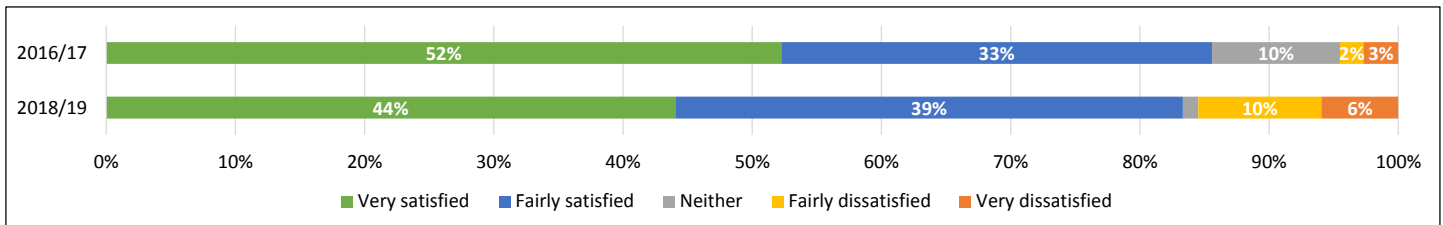
2016/17: **67%**      2018/19: **59%**



|                               | Total | 2018 % | 2016 % |
|-------------------------------|-------|--------|--------|
| Yes (You will be taken to F2) | 85    | 59%    | 67%    |
| No (You will be taken to F3)  | 59    | 41%    | 33%    |

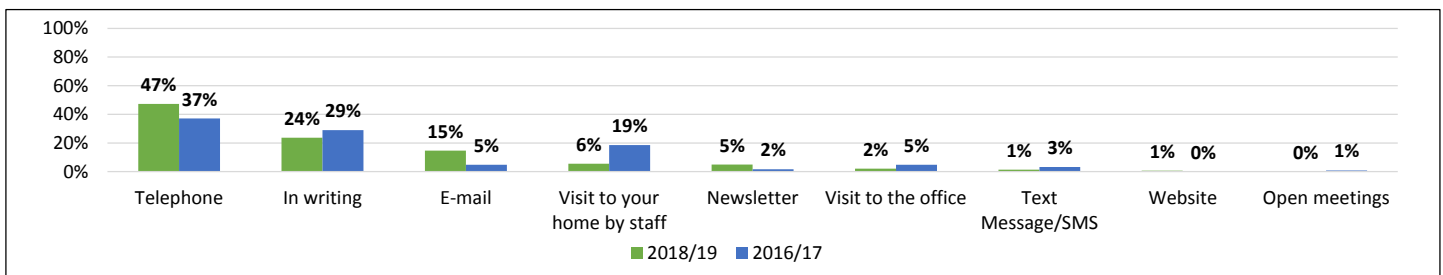
**F2. In the past year when you have contacted Pine Court with a query or problem, other than rent or service charges, how satisfied were you with the customer service you received?**

2016/17: **86%**      2018/19: **83%**



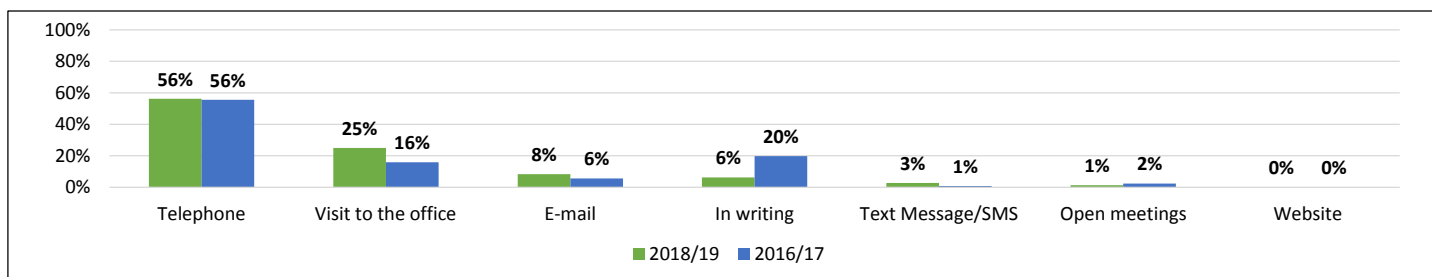
|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 37    | 44%    | 52%    |
| Fairly satisfied    | 33    | 39%    | 33%    |
| Neither             | 1     | 1%     | 10%    |
| Fairly dissatisfied | 8     | 10%    | 2%     |
| Very dissatisfied   | 5     | 6%     | 3%     |

**F3. Which of the following methods of being kept informed by Pine Court would you prefer to use?**



|                             | Total | 2018 % | 2016 % |
|-----------------------------|-------|--------|--------|
| Telephone                   | 68    | 47%    | 37%    |
| In writing                  | 34    | 24%    | 29%    |
| E-mail                      | 21    | 15%    | 5%     |
| Visit to your home by staff | 8     | 6%     | 19%    |
| Newsletter                  | 7     | 5%     | 2%     |
| Visit to the office         | 3     | 2%     | 5%     |
| Text Message/SMS            | 2     | 1%     | 3%     |
| Website                     | 1     | 1%     | 0%     |
| Open meetings               | 0     | 0%     | 1%     |

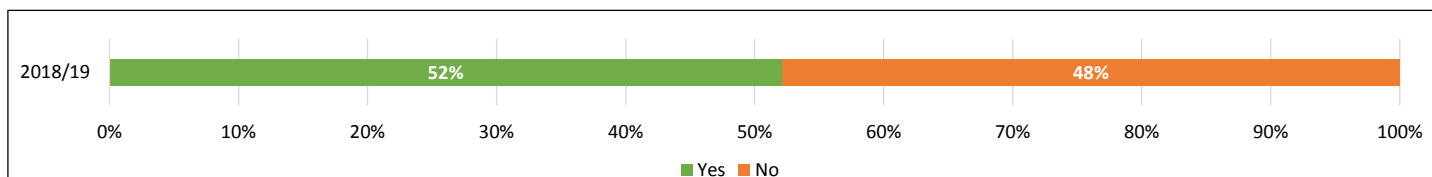
#### F4. Which of the following methods of getting in touch with Pine Court would you prefer to use?



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Telephone           | 81    | 56%    | 56%    |
| Visit to the office | 36    | 25%    | 16%    |
| E-mail              | 12    | 8%     | 6%     |
| In writing          | 9     | 6%     | 20%    |
| Text Message/SMS    | 4     | 3%     | 1%     |
| Open meetings       | 2     | 1%     | 2%     |
| Website             | 0     | 0%     | 0%     |

#### F5. Do you have regular access to the internet?

2018/19: 52%



|     | Total | 2018 % |
|-----|-------|--------|
| Yes | 74    | 52%    |
| No  | 68    | 48%    |

#### F6. If 'Yes', please tell us which device(s) do you use to access the internet? (All that apply)

|                  | Total | 2018 % |
|------------------|-------|--------|
| Smart phone      | 55    | 37%    |
| Laptop computer  | 29    | 20%    |
| Tablet           | 20    | 14%    |
| Desktop computer | 13    | 9%     |
| Your TV          | 8     | 5%     |
| Other            | 2     | 1%     |

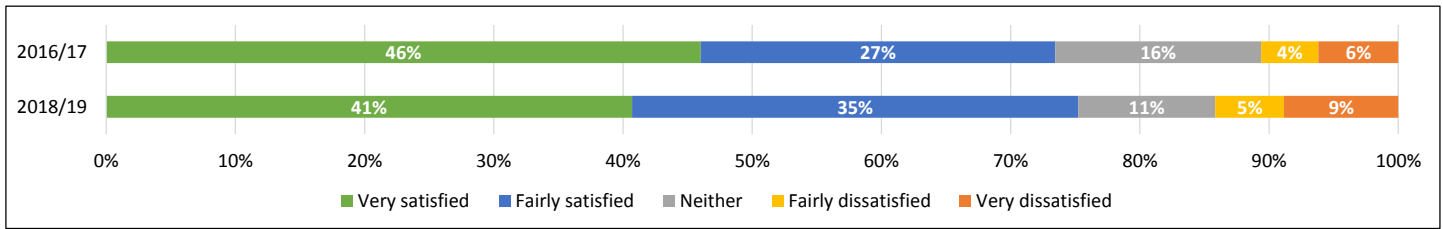
#### F7. In order to improve the quality, and range of services we offer online, we would be grateful if you could tell us how confident you would feel carrying out the following activities...?

|  | Total Confident | Total | 2018 % |
|--|-----------------|-------|--------|
| Finding out information, or researching something online   | 59              | 71    | 83%    |
| Sending an email   | 58              | 73    | 79%    |
| Making a booking, or setting up an appointment online  | 52              | 69    | 75%    |
| Buying something from an online shop   | 51              | 70    | 73%    |
| Setting up an account with a service provider (e.g. gas, electric, council tax, water, TV Licence) | 50              | 69    | 72%    |
| Managing your finances online (e.g. internet banking)  | 48              | 69    | 70%    |
| Using social media (e.g. Facebook, Twitter, Instagram)   | 47              | 70    | 67%    |
| Paying a bill online   | 47              | 70    | 67%    |
| Uploading a photo on social media  | 44              | 69    | 64%    |

# Section G: Estate Services

## G1. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?

2016/17: 73%      2018/19: 75%

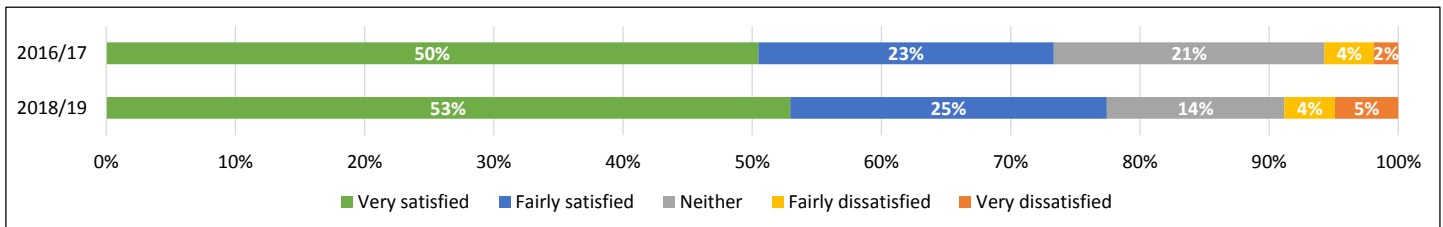


|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 46    | 41%    | 46%    |
| Fairly satisfied    | 39    | 35%    | 27%    |
| Neither             | 12    | 11%    | 16%    |
| Fairly dissatisfied | 6     | 5%     | 4%     |
| Very dissatisfied   | 10    | 9%     | 6%     |

## G2. How satisfied or dissatisfied are you with the following...?

### G2a. Internal communal areas

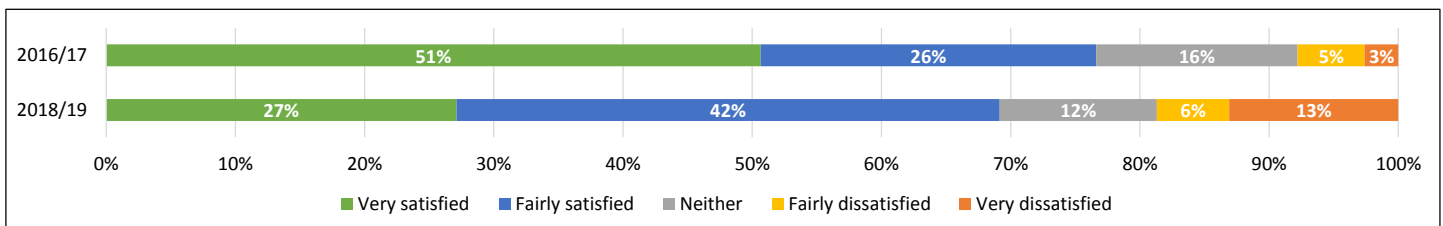
2016/17: 73%      2018/19: 77%



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 54    | 53%    | 50%    |
| Fairly satisfied    | 25    | 25%    | 23%    |
| Neither             | 14    | 14%    | 21%    |
| Fairly dissatisfied | 4     | 4%     | 4%     |
| Very dissatisfied   | 5     | 5%     | 2%     |

### G2b. External communal areas

2016/17: 77%      2018/19: 69%



|                     | Total | 2018 % | 2016 % |
|---------------------|-------|--------|--------|
| Very satisfied      | 29    | 27%    | 51%    |
| Fairly satisfied    | 45    | 42%    | 26%    |
| Neither             | 13    | 12%    | 16%    |
| Fairly dissatisfied | 6     | 6%     | 5%     |
| Very dissatisfied   | 14    | 13%    | 3%     |