

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting16th April 2009

1. Title of Item/Report

Tristar Homes Limited - Status Survey 2008

2. Record of the Decision

Consideration was given to a report regarding the status survey that was required to be carried out every 2 years with the purpose of gathering feedback from tenants on the services provided by Tristar Homes Limited (THL). The principal objective of the survey was to collect data in order to calculate the National Indicator NI160:- the percentage of tenants of Council housing satisfied with the overall service provided by their landlord. The last survey was carried out in 2006, and the report presented to Members was the results of the 2008 survey.

In order to ensure that indicators were comparable between areas nationally, the STATUS questionnaire (the National Housing Federation – Standard Tenant Satisfaction Survey) and methodology had been used. This question included questions relating to:

- Respondents' households
- Housing & services
- Contact with Tristar Homes
- Repairs & maintenance
- Communication & information
- Anti-social behaviour
- Tenant Participation Compacts

The respondents consisted of a sample of 2000 tenants who were issued with questionnaires, of which 55.6% were returned.

From those who responded, 82.7% were satisfied with the overall service provided by Tristar Homes, which was an improvement on the 2006 result of 81%, and maintaining the positive improvements from 2003 when satisfaction was 72.6%. Respondents were asked, of a list of services, which they felt were the three most important. 70.9% felt 'repairs and maintenance' should be included in the top three, 51.2% felt that 'overall quality of your home' was of top three importance, and 46.3% thought 'dealing with anti-social behaviour' was important. Respondents

were also asked to what extent a series of anti-social behaviour and crime issues were a problem in their neighbourhood, and over 20% considered the top five issues to be 'rubbish and litter', 'disruptive children and teenagers', 'drunk or rowdy behaviour', 'drug use or dealing', and 'car parking'.

RESOLVED that the headline findings of the survey be noted

3. Reasons for the Decision

To enable the information collected to be benchmarked with other social housing landlords to compare performance.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

None

6. Details of any Dispensations

Not applicable

7. Date and Time by which Call In must be executed

Midnight on Friday 24th April 2009

Proper Officer
20 April 2009