



TSM Survey 2024/25

for:



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1. Introduction

Background

This report details the results of Berneslai Homes' 2024/25 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2023/24 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Berneslai Homes' peer group in the Housemark 2023/24 TSM database.

About the survey

The survey was conducted by ARP Research over the course of two fieldwork periods, the first in early summer and the second in winter. The first period was between 20 May and 06 July 2024, the second between 02 November and 24 December 2024. A computer-generated randomly selected 3,500 general needs households and all 33 temporary units (total 3,533) were invited to take part in the survey split equally between the two tranches.

The first part of each tranche involved email invitations and reminders to every selected household with a valid email address (1,857 across both waves), with a paper questionnaire sent in the post to the remaining 1,676. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,532 across both waves). Finally, a full reminder was sent by post to every household that had not already taken part via any method (2,983 across both waves).

Overall, 1,180 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a response rate of 33% (error margin +/- 2.8%). This exceeds the stipulated TSM target error margin of +/- 3.0%. The final survey data was weighted by interlaced age group and property type plus ethnic background to ensure that the survey was representative of the tenant population as a whole.

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 in the results over time, or 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 a full summary of the approach, including detailed methodology, please see appendix A.



2. Executive summary

Housemark

Bench
mark

2023/24
result

Change
over time

2024/25
result



Tenant Satisfaction Measures

67%	77%	↓	75%	TP01	satisfaction overall
71%	75%	↓	74%	TP02	repairs service in last 12 months
66%	76%	↓	68%	TP03	time taken to complete last repair
68%	74%	↓	71%	TP04	home is well maintained
74%	75%	↓	72%	TP05	home is safe
56%	60%	↑	62%	TP06	listens to views and acts on them
67%	64%	↓	63%	TP07	being kept informed
76%	77%	↑	78%	TP08	treated fairly and with respect
29%	43%	↑	45%	TP09	approach to handling complaints
64%	66%	↓	62%	TP10	communal areas clean and maintained
60%	60%	↓	55%	TP11	makes a positive contribution to area
55%	48%	↔	48%	TP12	approach to handling ASB

statistically significant improvement

 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. The main impression given by the 2024-25 survey results is that tenant satisfaction is now relatively stable. This includes 75% who are satisfied overall with the housing service, which is within the error margin compared to 77% achieved last year. On the opposite end of the scale, 13% are dissatisfied (section 3).
2. When compared against Housemark's 2023/24 TSM peer group benchmarks, the Berneslai Homes overall satisfaction score is 8% above the median score of 67%.
3. The lack of significant change in the full survey results between this year and last is also true for almost all the other TSM questions.
4. There continues to be the expected difference by age group, with retirement age tenants significantly more satisfied than average (87%), whilst the score is only 66% amongst under 50s.
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four factors most closely associated with overall tenant satisfaction are below. The pattern of results is very similar to last year, including the same items in the top two placings.
 - Provide a home that is well maintained (71% satisfied, section 4)
 - Listens to and acts on tenants' views (62%, section 6)
 - Easy to deal with (77%, section 7)
 - Time taken on last repair (68%, section 5)

The home

6. Satisfaction with how well the home is maintained is slightly lower than last year, but not by quite enough to be statistically significant. At 71% it is a few points higher than the peer group benchmark of 68% (section 4).
7. There is also no statistically significant change in the proportion of tenants who say that they are provided with a home that is safe (72%), although this is a couple of points below the benchmark.
8. Around a quarter of the sample (24%) claim to live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for cleaning and maintaining. Amongst this group, 62% are satisfied compared to over a quarter that are dissatisfied (27%).
9. There is a wide gap in satisfaction with communal maintenance between households with or without a member with a disability (57% and 72% respectively).

Repairs

10. The only survey rating where there has been a significant drop in satisfaction is with the time taken to complete the last repair after it was reported, which is down 8% to 68%. This means a quarter of tenants who had received a repair are dissatisfied with its timeliness (24%, section 5).
11. Most pertinently, satisfaction with the time taken to complete the last repair has dropped by 14% for repairs completed by Wates (now 61%), compared to 5% for in-house (now 71%).
12. However, this doesn't yet seem to have affected the wider perception of repairs received in the last 12 months as that score has only shifted by 1% since last year (now 74%).

2. Executive summary

13. Compared to similar landlords both repairs ratings are still a few points higher than the equivalent benchmark scores.

Communication

14. The second strongest key driver of tenant satisfaction is once again whether their landlord listens to their views and acts upon them. This rating has crept up slightly to 62%, and is now 6% higher than the benchmark median (section 6).
15. The other questions in this section have remained stable since last year, which means that over three quarters of respondents (78%) agree that they are treated fairly and respectfully, whilst 63% believe that they are kept well informed.
16. Being treated fairly and with respect is notable in that it is the only question in the survey where respondents with a disability in their household don't differ significantly from the rest of the sample.

Customer service

17. Over three quarters of survey respondents say that Berneslai is easy to deal with (77%). This is known as a 'customer effort' score is a useful overall gauge of satisfaction with customer services. It is broadly unchanged since last year (section 7).
18. Tenants with mental health issues and/or a speech impairment are less positive on the customer effort score. It is also lower if the respondent's last repair was carried out by Wates
19. Two thirds are satisfied with Berneslai Homes' online service, which is around the same proportion as last year.

Neighbourhoods

20. Just over half feel that Berneslai Homes makes a positive contribution to that neighbourhood (55%), and slightly fewer are satisfied with the handling of ASB (48%, section 8).
21. Although both scores are within the margin of error, the ASB rating has levelled off but the contribution to the neighbourhood question continues to drop from the high of 64% in 2022.
22. The TSM neighbourhood satisfaction scores are both still in the benchmark fourth quartile, although this may be due to the large proportion of 'neither' responses to both questions. Indeed, the Housing Regulator has cautioned against comparing between landlords because of the inherent variability in these questions.
23. The North area is again the most positive, but there are now 10% fewer tenants in the South area that feel a positive contribution is being made (now 46%).

Complaints

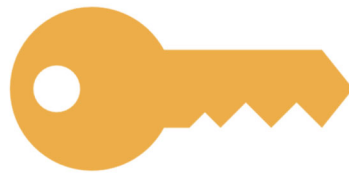
24. It is important to understand that most respondents that claim to have made a complaint will not have used the formal complaints system but instead made escalated service requests.
25. Since last year the proportion of tenants that have raised such an issue with Berneslai Homes has increased from 27% to 31% (section 9).
26. The way these complaints or escalated service requests are handled receives a very similar rating to last year (45%) that compares to an average of just 29% for similar landlords. Predictably, this result is therefore in the top quartile.



3. Services overall

75%

satisfied
overall



top 'key
drivers'

1. home that is well maintained
2. listen and act on views
3. easy to deal with
4. time taken on last repair



Satisfaction has stabilised this year with only one of the TSM measures having changed by a statistically significant amount

Housemark

Benchmarks for tenant satisfaction are lower than before, so overall satisfaction is 8% above the peer group median



The 'key driver' list of the best predictors of overall satisfaction is also very similar to last year

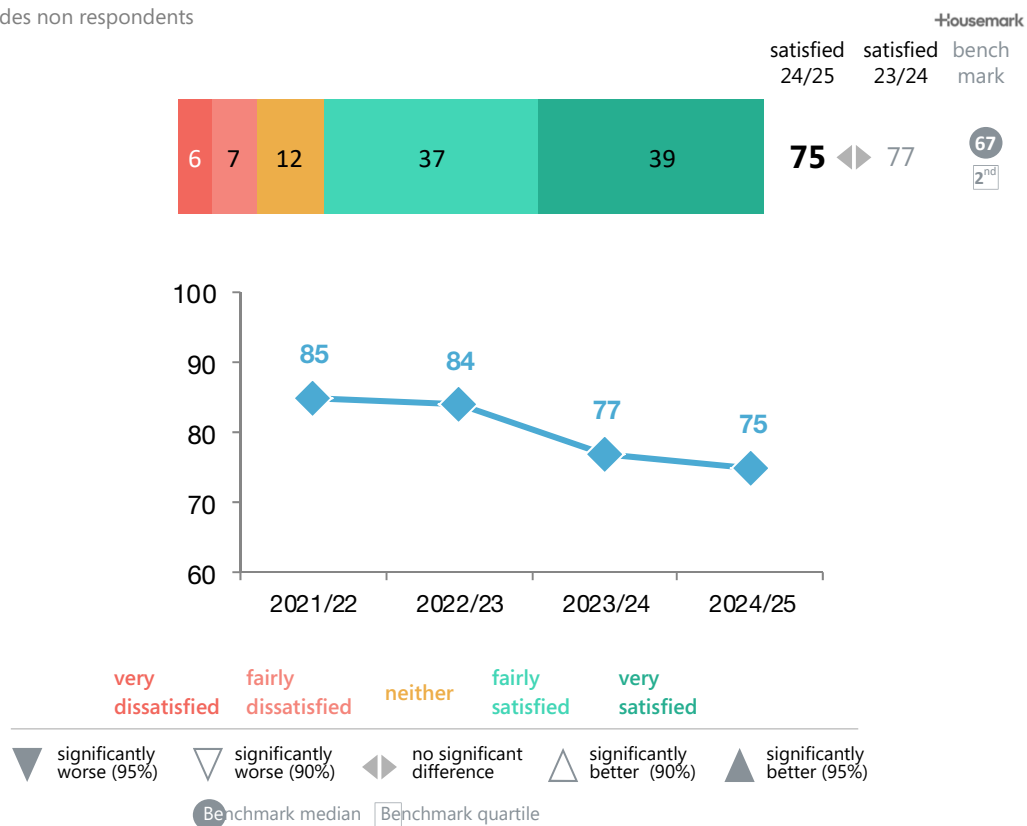


There continues to be a substantial difference in satisfaction between older and younger tenants, although it has improved slightly for the under 35s

3. Services overall

3.1 Overall satisfaction

% Base 1167 | Excludes non respondents



The main impression given by the 2024-25 survey results is that customer satisfaction is now relatively **stable**. An example of this is the overall satisfaction score where there has been only a 2% variation (now 75%), which isn't a statistically significant change.

This means that the statistical test used to compare scores tells us we can't be confident that any differences are real rather than being merely down to chance, or in other words it is within the margin of error. Note that changes that are not statistically significant may also be real, but we cannot say that with enough confidence.

This pattern stands in contrast to the findings last year when there was a substantial drop in tenant satisfaction across the board. Although the scores haven't returned to the previous high levels, it is positive to see that satisfaction levels have stabilised.

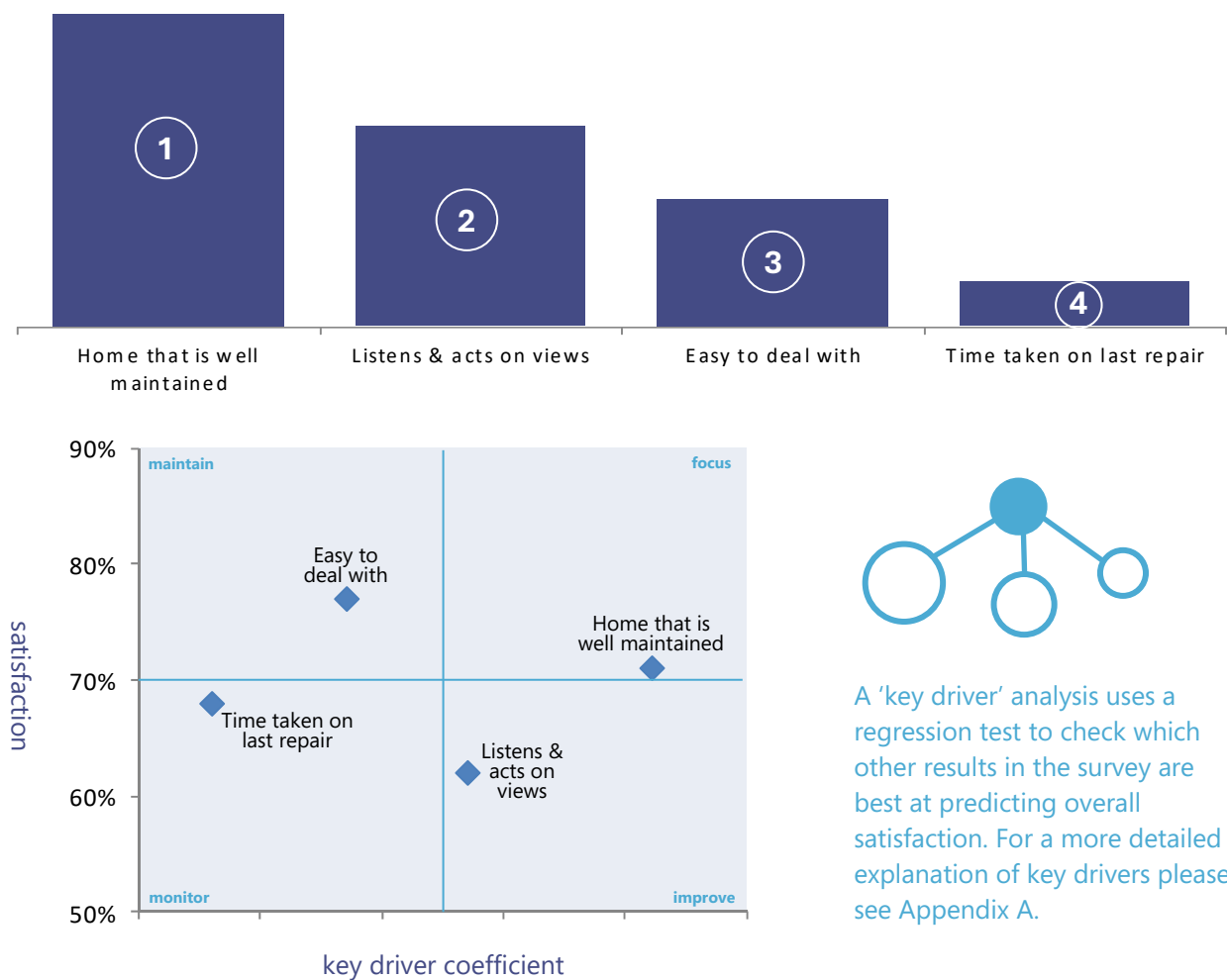
Berneslai Homes aren't unique in experiencing lower tenant satisfaction in the last couple of years. Indeed, when compared against Housemark's 2023/24 TSM peer group benchmarks, the Berneslai Homes overall satisfaction score is **8% above the median** score of 67%. To place this in context, overall satisfaction amongst peer group members has fallen from 75% just 18 months ago.

It is also worth noting that this year's survey is the first to be completed across two tranches, the first in summer and the second in autumn/winter. The surveys collected during the summer period may have been impacted by the period of civil unrest in a number of places in the country, including Barnsley, and at that time the satisfaction level was just 73%. In comparison, 77% of tenants that took part during the later fieldwork period were satisfied.

The lack of significant change in the full survey results between this year and last is also true for almost all the other TSM questions, with the exception of the **time taken to complete the last repair** where the score has dropped by a substantial of 8% (see section 5).

3. Services overall

3.2 Key drivers - overall satisfaction



A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

Despite the removal of a number of questions in the key driver analysis due to the slimmer questionnaire used this year, the general pattern is still **very similar** to how it appeared in 2023.

Property maintenance continues to be the theme of the survey results again this year because satisfaction that the home is well maintained continues to have a dominant role at the head of the list. The rating itself is slightly lower than last year (71% v 74%) but is nevertheless still above the typical score achieved by other landlords (section 4).

There is also still one of the repairs questions on this list, however, the items have swapped and the repairs service generally has been replaced this year with the **time taken on the last repair**. This is undoubtedly because the speed of repairs is the only score to have significantly declined this year (68% v 76%). Despite this, it's a little surprising that it is still the weakest of the four key drivers.

The second best predictor of overall satisfaction is **listening to and acting on tenant's views** which also appeared in the same position as last year. Its inclusion reiterates that the customer experience remains an influential factor in overall satisfaction, not least of which because it is joined in the list by the extent to which Berneslai Homes is **easy to deal with**, a non-TSM question that is often referred to as a 'customer effort' score.

3. Services overall

By people

- There continues to be the expected difference by **age group**, with retirement age tenants significantly more satisfied than average (87%), whilst the score is only 66% amongst under 50s. For full details see table 10.10.
- However, satisfaction amongst the under 35s has increased by 5% since last year. Conversely, overall satisfaction has fallen by 4% amongst tenants aged 35 – 49 with this group now significantly less satisfied than the sample overall on all but two of the main survey ratings.
- Only a small proportion of survey respondents are from a **racially and ethnically diverse** background (6%), but this group has a slightly higher level of satisfaction than other tenants (82% v 75%). This difference is most apparent in the answers to questions on communication and how complaints and reports of ASB are handled (see table 10.12).
- There is no difference in overall satisfaction depending on whether a respondent has had a repair or not (75% v 77%), however, there is by **repairs contractor**. Tenants whose last repair was completed in-house are far more satisfied than those whose repair was completed by Wates (78% v 70%), a pattern very much in evidence throughout all of the survey findings.

- Once again, **new tenants** are significantly more satisfied than average (80%), but unlike a year ago there is no drop off at 1-2 years (also 80%). This time it is tenants with 3–5 years tenure amongst whom satisfaction falls (70%).
- There is a statistically significant gap in satisfaction between respondents with a household member **with a disability** and those without (73% and 78% respectively) which is another pattern that extends throughout the survey findings (see table 10.11).





By place

- This year there is one significant difference between the overall score by **area** with respondents in the South Area significantly less satisfied than average (72%). In contrast, satisfaction is highest in the North Area (80%).
- Overall satisfaction is again significantly higher than average for tenants in **bungalows** (83%), but significantly lower for those in houses (71%).

3.3 Overall satisfaction by area

	Sample size	% positive Overall satisfaction
Overall	1180	75
North East Area NT	332	72
South Area NT	241	72
Central Area NT	302	77
North Area NT	305	80

Key

-  Better @ 95% confidence
-  Better @ 90% confidence
-  Worse @ 90% confidence
-  Worse @ 95% confidence

*see appendix for more detail



4. The home

72%



safe

71%



well maintained



Maintenance of the home is once again the strongest key driver of overall satisfaction



None of the questions in this section have changed by a statically significant margin, albeit slightly lower than last year



Almost two thirds of those with communal areas are happy with their cleaning and maintenance (62%)



There is a big gap in the communal maintenance score between households with or without a member with a disability

4. The home

This second TSM survey confirms that the standard of the property remains a core focus for Berneslai Homes tenants, as how well the home is maintained continues to be the single strongest **key driver** of overall satisfaction (section 3).

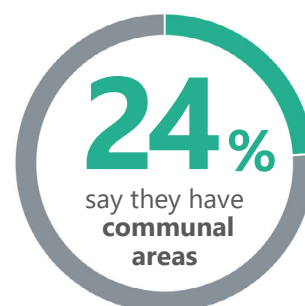
It is therefore positive to see that the 71% who are satisfied with the standard of **home maintenance** is a few points higher than the peer group benchmark of 68%. This score is slightly lower than the 74% achieved last year, but not by quite enough to be statistically significant. In part this is because the proportions 'very' satisfied or 'very' dissatisfied have varied by just 1%. Issues with the timeliness of repairs will also have been a factor for all scores in this section of the survey (see section 5).

Whether or not tenants feel satisfied that their **home is safe** is also broadly similar to last year (72% satisfied), but in this case it is now a couple of points below the benchmark median of 74%.

It is worth noting here that in other tenant surveys when respondents are asked what they are thinking about when answering about safety, the most common answer is the standard of repairs and maintenance. In addition, the second most common topic is normally damp or mould.

Around a quarter of the sample (24%) claim to live in a building with **communal areas**, either inside or outside, that Berneslai Homes is responsible for maintaining. Amongst this group, 62% are satisfied compared to over a quarter that are dissatisfied (27%).

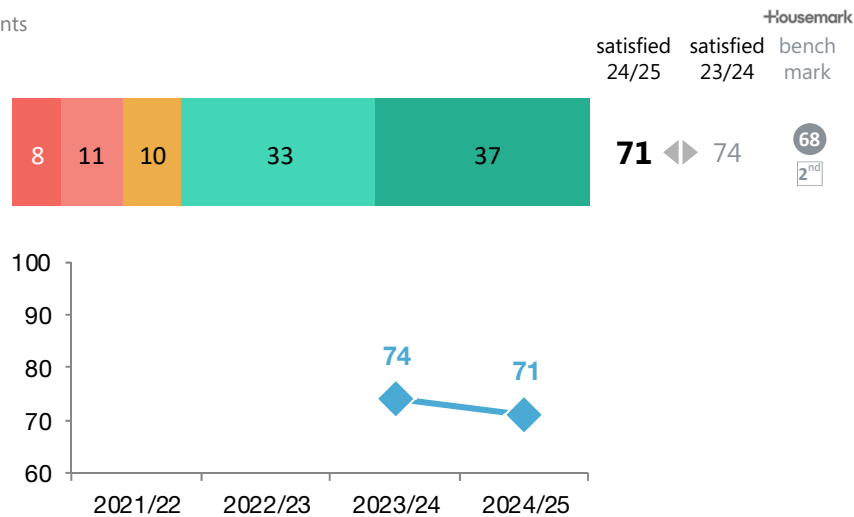
Although there hasn't been a statistically significant change in the pattern of responses to this question due to the smaller sample base, it should nevertheless be noted that the rating is 4% lower than that achieved last year, and 2% below the benchmark.



4. The home

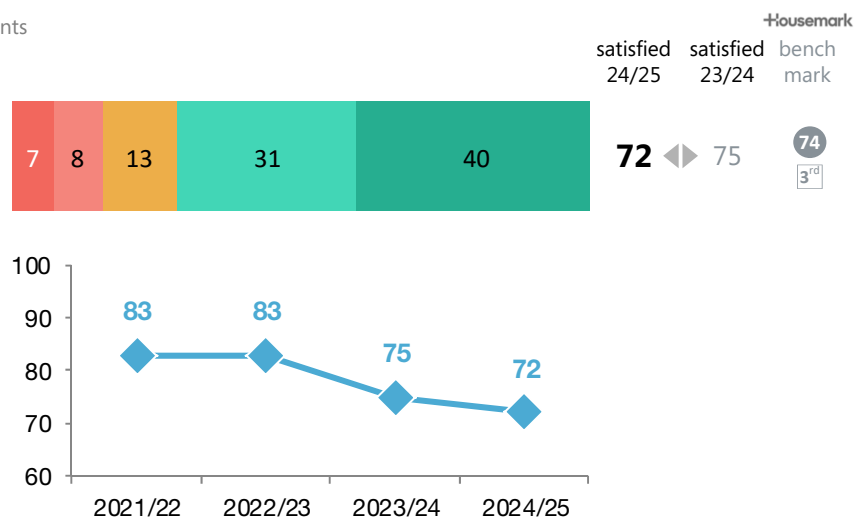
4.1 Home is well maintained

% Base 1173 | Excludes non respondents



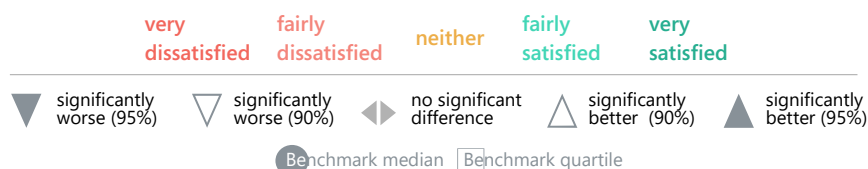
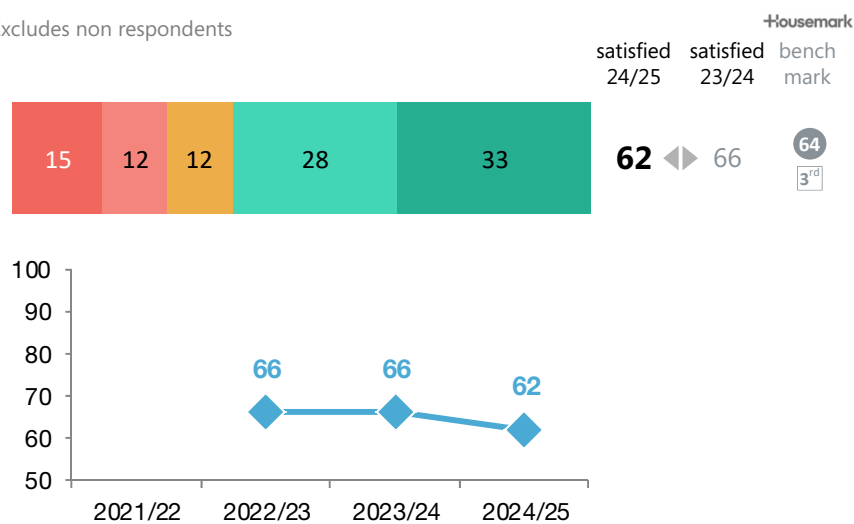
4.2 Home that is safe

% Base 1166 | Excludes non respondents



4.3 Cleanliness & maintenance of communal areas

% Base 281 | Have communal areas. Excludes non respondents



4. The home

By people

- As can also be seen in chart 10.10, in terms of both maintenance and safety, the **under 50s** are significantly less satisfied than average, especially the under 35s group amongst whom only 50% are satisfied with the maintenance of their home and 55% satisfied with its safety.
- Mirroring the pattern seen elsewhere in the survey findings, satisfaction has fallen the most amongst the 35-49 year olds, including for safety (59%, down 10%).
- Tenants from a **racially and ethnically diverse** background are somewhat more satisfied than their White British neighbours with the cleaning and maintenance of communal areas (72% v 60%).
- The maintenance of the home is again rated slightly higher by respondents whose **last repair** was completed in-house compared to Wates (73% v 65%).
- The gap in satisfaction between households with or without a member with a **disability** is at its greatest for the communal cleaning and maintenance question, being 57% and 72% respectively.
- Both the maintenance and safety ratings are significantly higher than average amongst **new tenants** (79% 'maintenance', 82% 'safety') with notable 13% drop offs for both scores for respondents who have been a tenant for 1-2 years.

By place

- Satisfaction with both maintenance and safety is rated slightly higher for tenants **with communal areas** than those without (79% v 69% 'maintained', 77% v 69% 'safe').
- By **property type** the lowest satisfaction with maintenance is 63% amongst those living in houses (down 7%), with a quarter actively dissatisfied (25%). This compares to 82% satisfaction in bungalows. This group are also the most likely to be satisfied with safety (81%), including 54% that are 'very satisfied'.
- By **area**, residents in the North East give the lowest score for property safety, which is down from 72% to 67%. In contrast, respondents in the North Area rate it significantly above average (77%).
- Residents in the South Area are significantly less satisfied with the property maintenance (66%, down 6%), whereas satisfaction is highest in the Central Area (75%).
- Satisfaction with communal cleaning and maintenance is 9% lower than last year in the Central Area (now 65%).

4.4 The home by area

	Sample size	% positive		
		Well maintained	Safe	Cleanliness/ maintenance of communal areas
Overall	1180	71	72	62
North East Area NT	332	67	67	53
South Area NT	241	66	68	58
Central Area NT	302	75	75	65
North Area NT	305	74	77	67

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



5. Repairs service

74%



service in last
12 months

68% ▼



time taken to
complete repair



The timeliness of the last repair is the only survey question to have significantly worsened since last year, down 8%



This score is down 14% for repairs conducted by Wates



It is also a key driver of satisfaction, albeit the weakest of them



However, this doesn't yet seem to have affected the wider perception of repairs received in the last 12 months

+Housemark

Compared to similar landlords these scores are still slightly higher than average

5. Repairs service

The performance of the repairs service that tenants receive is the standout feature of this year's TSM results because the only survey rating where there has been a **significant drop** in satisfaction is with the **time taken** to complete the last repair after it was reported.

Indeed, only two thirds of respondents gave this a positive score (68%), compared to three quarters last year (76%) and 80% in 2022. Consequently, a quarter of tenants who had received a repair are dissatisfied with its timeliness (24%).

This is obviously a clear problem that Berneslai Homes is aware of and has resulted in this rating making an appearance on the **key driver** list (section 3). However, for now the wider impact of this issue seems to have been surprisingly limited, with it being only the fourth strongest key driver and there being no other significant variations in the results.

This means that 74% of tenants that received a repair in the last 12 months have a positive **perception of the service over the last year**, a shift of just 1% since previous survey. Furthermore, both repairs ratings are still a few points higher than the equivalent benchmark scores.

One reason may be that issues with timeliness seem to be affecting repairs conducted by Wates to a far greater extent than those completed in-house (see below).



By people

- Those aged **65 or over** remain the most satisfied age group (88%). Satisfaction is again significantly below average amongst the under 50s (61%) despite improving slightly amongst the under 35s from 56% to 61% (see table 10.10).
- Satisfaction with the time taken to complete the last repair has fallen furthest amongst the 35–49 age group (56%, down 13%), followed by the 50–64 year olds (67%, down 9%).
- Repairs satisfaction is still very high for **new tenants** (93%, was 76%), but the drop-off in years 1-2 is also still there (69%).
- Unlike the last survey, there is now a significant difference depending on who delivered the last repair being below average if completed by **Wates** (66% generally and 61% timeliness), compared to 78% and 71% respectively for the in-house team.
- Most pertinently, satisfaction with the time taken to complete the last repair has dropped by 14% for repairs completed by Wates, compared to 5% for in-house.

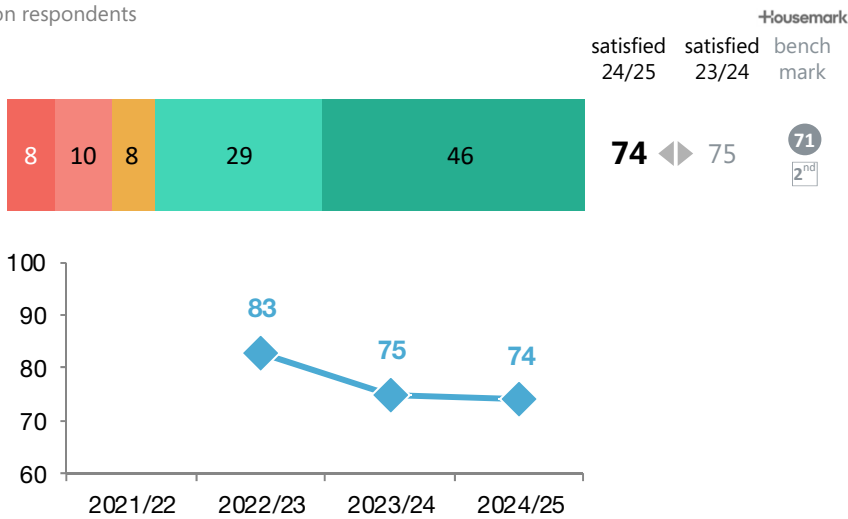
By place

- When analysed by **area**, it is clear that repairs satisfaction is significantly below average in the South Area where satisfaction has fallen from 74% to 67%. In contrast, satisfaction has improved slightly in the North Area (80%, was 77%) and the Central Area (78%, was 74%).
- Respondents in the South Area are also significantly less satisfied than average with the time taken to complete their last repair (60%) which has fallen a notable 16% compared to a year ago, the largest drop of any of the four main areas.
- Despite satisfaction falling 3% from a year ago, respondents in the North Area are significantly more satisfied than average with the time taken to complete their last repair (73%).
- Both repairs questions are significantly below average in **houses** (67% 'service', 59% 'time taken'), whereas the opposite is true for those living in bungalows (87% 'service', 78% 'time taken'), with the scores in houses down 4% and 14% compared to a year ago.

5. Repairs service

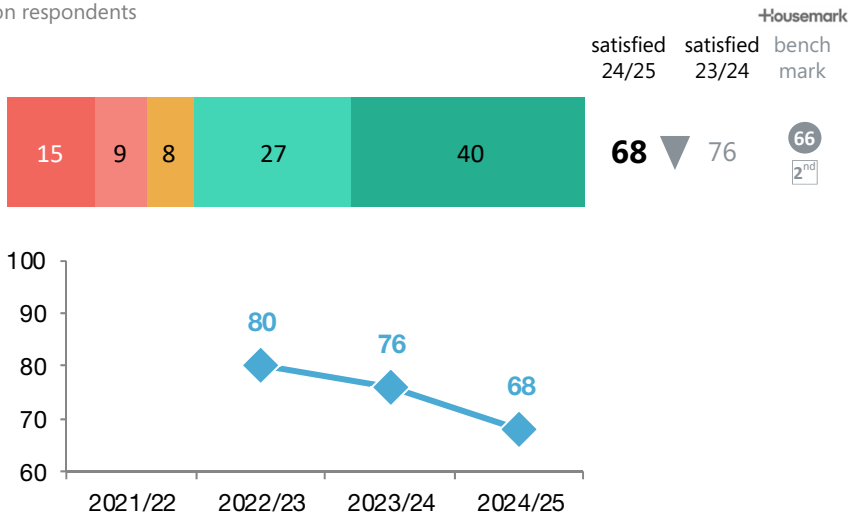
5.1 Repairs service in the last 12 months

% Base 899 | Had a repair. Excludes non respondents



5.2 Time taken to complete repair after reported

% Base 898 | Had a repair. Excludes non respondents



5.2 Repairs service by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	1180	74	68
North East Area NT	332	72	67
South Area NT	241	67	60
Central Area NT	302	78	69
North Area NT	305	80	73

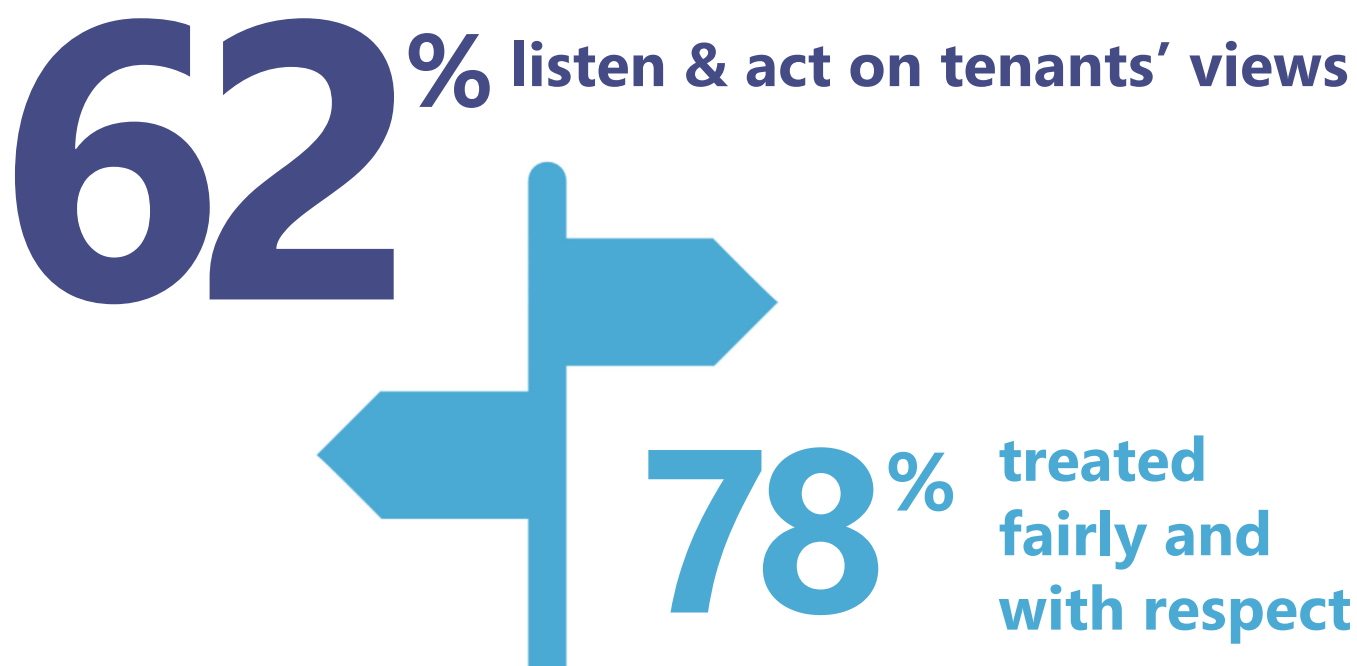
Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



6. Communication



Listening to tenants views is once again the second best predictor of overall satisfaction



This rating has crept up slightly, and is now 6% higher than the benchmark median



However, at 63% satisfaction with being kept informed is a few points lower than is typical for similar landlords



Tenants in the South area give significantly lower ratings for both information and being treated fairly and respectfully

6. Communication

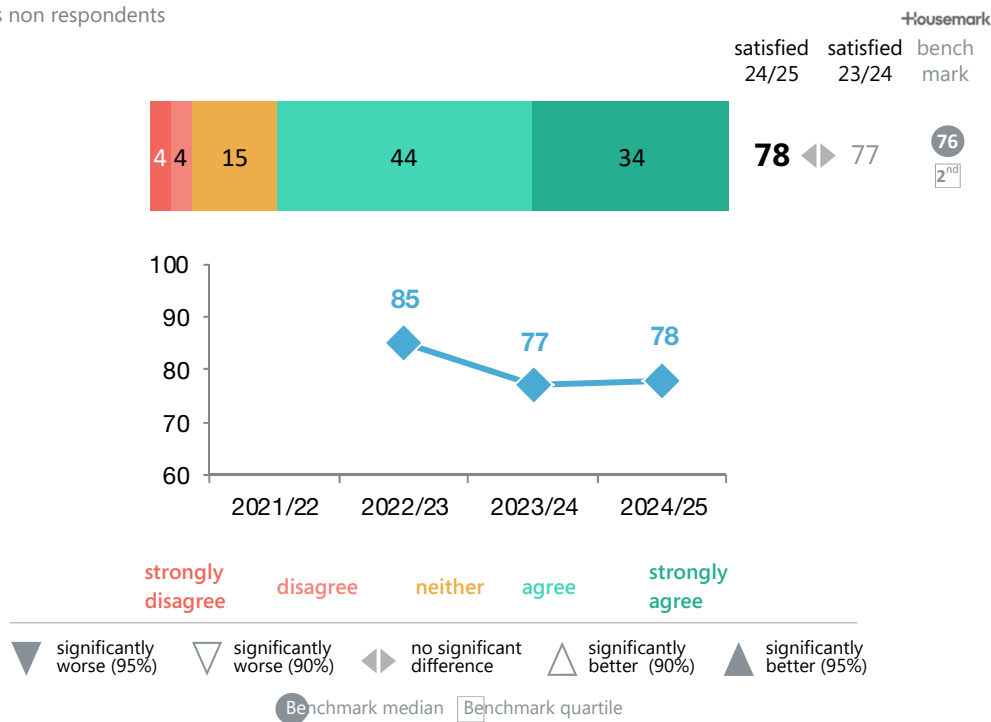
Although the primary theme of the survey results is the property, the second strongest key driver of tenant satisfaction is once again whether their landlord **listens to their views and acts upon them**, a rating that has crept up slightly to 62%. This contrasts with the peer group where it has fallen, to the extent that Berneslai Homes score is now **6% higher** than the benchmark median.

Note that how people respond to this question is influenced by a wide range of factors, but that this score is often linked most closely with day-to-day transactions such as telephone queries and the repairs process. It is therefore surprising that it seems to be unaffected by the increased repairs waiting times (see section 5).

The other questions in this section have remained stable since last year, which means that over three quarters of respondents (78%) agree that they are treated **fairly and respectfully**, whilst 63% believe that they are **kept well informed**. Although the former is just above the benchmark median, the 63% satisfaction rating for the level of information provided to tenants is 4% lower than benchmark.

6.1 Treat tenants fairly and with respect

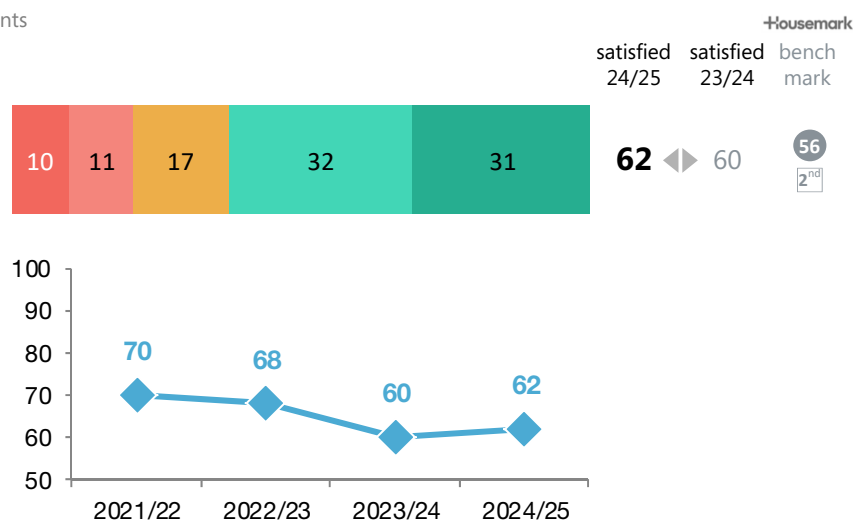
% Base 1158 | Excludes non respondents



6. Communication

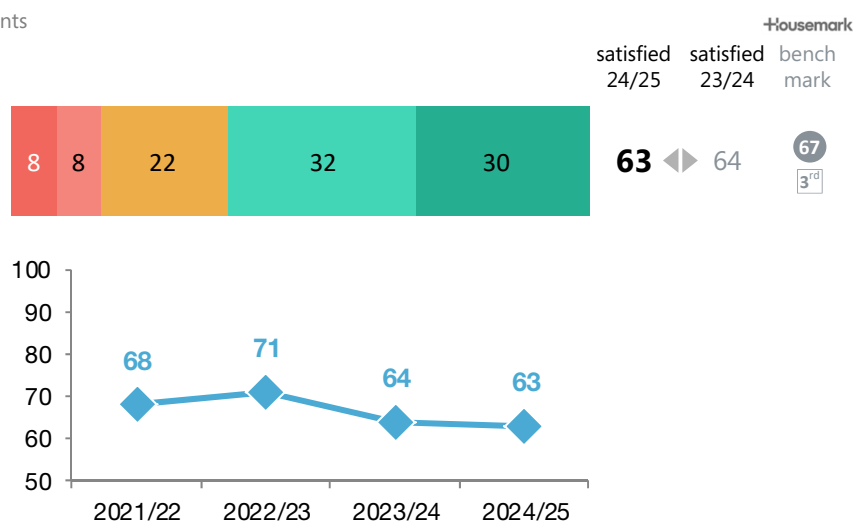
6.2 We listen to your views and act upon them

% Base 1145 | Excludes non respondents



6.3 Keep tenants informed

% Base 1166 | Excludes non respondents



6. Communication



By people

- There are similar demographic differences are seen across all questions in this section.
- This includes the now familiar differences by **age group**, with scores generally being lower than average for the under 50s and above average for those of retirement age (see table 10.10).
- The **under 35s** are distinct in that they are notably more positive that they are treated fairly and with respect than they were last year (78% v 68%).
- **Racially and ethnically diverse** respondents are significantly more satisfied that they are kept informed than their White British neighbours (75% v 62%).
- Being treated fairly and with respect is notable in that it is the only question in the survey where respondents with a **disability** in their household don't differ significantly from the rest of the sample.
- **New tenants** are significantly more positive with every rating in this section.
- All three are rated higher by respondents who have had a repair carried out by the in-house team compared to those who have had a repair by **Wates**, including a significant difference, 'being kept informed' (65% v 58%) and 'treated fairly and with respect' (81% v 71%).



By place

- Tenants living in the **South Area** are the least satisfied on all three measures in this section, including significantly lower than average ratings for being kept informed (58%) and being treated fairly and with respect (71%).
- Respondents living in **houses** are the least satisfied that their views are listened to (55%) and being kept informed (56%). Both are rated highest in bungalows (74% and 72% respectively). Similarly, respondents in houses are less likely to agree that they are treated fairly and with respect compared to those in other property types (73%).

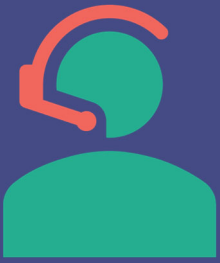
6.4 Communication by area

		% positive		
	Sample size	Treats tenants fairly & with respect	Listens to views & acts upon them	Keeps tenants informed
Overall	1180	78	62	63
North East Area NT	332	76	60	60
South Area NT	241	71	57	58
Central Area NT	302	82	64	68
North Area NT	305	81	68	64

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



7. Customer service



77%



easy to deal with
(customer effort)



Being easy to deal with is now one of the drivers of satisfaction overall



Tenants with mental health issues and/or a speech impairment are less positive on the customer effort score



It is also lower if the respondent's last repair was carried out by Wates



Two thirds are satisfied with Berneslai Homes' online service, which is around the same proportion as last year

7. Customer service

Although it isn't a TSM question, whether people feel that a service provider is easy to deal with is a useful overall gauge of satisfaction with customer services. This type of question is commonly known as a '**customer effort**' score because an effortless experience is usually a positive one. Indeed, this year it is a **key driver** of overall tenant satisfaction.

Like most of the other survey results, whilst this rating is slightly lower than it was in 2022, the 2% drop since last year is not statistically insignificant (77% satisfied this year). At the opposite end of the scale, only 11% are actively dissatisfied. Indeed, one might normally have expected to see this rating drop further in sympathy with the issue this year with the timeliness of repairs (see section 5).

The general pattern of the survey results over the past few cycles is again evident in how tenants rate the **online services** provided by Berneslai Homes, with an obvious drop in 2023 followed by stability this year. Accordingly, two thirds of respondents are satisfied with the digital offering (65%) compared to 11% who are dissatisfied.

Interestingly, the oldest and youngest tenants seem to be happiest with the available online services, but it's the group that could best be generalised as established adults and families that have the poorest perception (see below).

By people

- As has been the case in previous years, only two thirds of tenants aged **under 50** find Berneslai Homes easy to deal with (68%), compared to three quarters of those aged 50-64 (75%) and nine out of ten respondents of retirement age (90%).
- Although a large proportion of this group didn't express an opinion (43%), amongst respondents aged 65+ gave a rating to Berneslai Homes' online services 71% are satisfied. This is similar to the 68% satisfaction rating for under 35s.
- The group that are significantly less satisfied than average with the digital services are tenants aged 35-49 with a score of just 57%, although this is mainly because they are the most likely to say that they are either satisfied nor dissatisfied (30%).
- **New tenants** are significantly more satisfied than average that Berneslai Homes are easy to deal with (85%), compared to only 72% of those who have been a tenant for 3 – 5 years.

- It is good to see that most respondents with a hearing **impairment** also seem to have few difficulties dealing with Berneslai Homes (86% satisfied), but this rating is lower than average for those with mental health issues and/or a speech impairment (both 70%).
- Respondents whose last repair was carried out by **Wates** are also significantly less satisfied that Berneslai Homes is 'easy to deal with' than if it was completed in-house (80% v 71%).

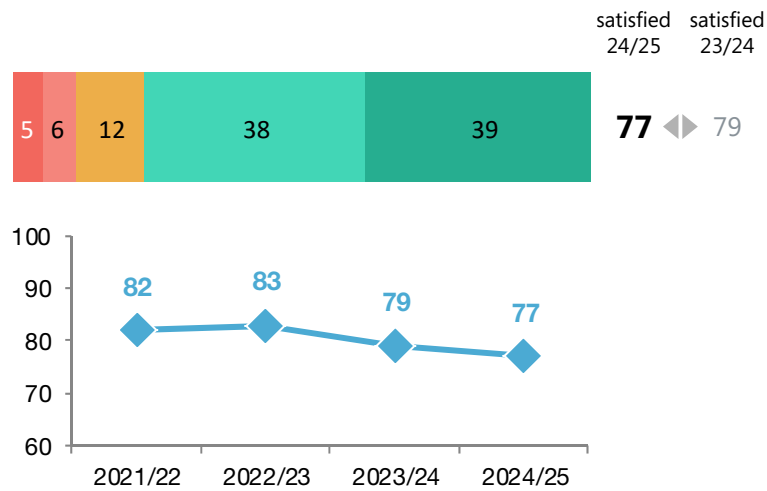
By place

- Tenants living in the **South Area** are significantly less satisfied than other areas on the customer effort score (71%).

7. Customer service

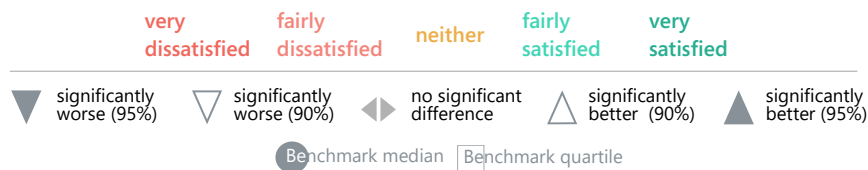
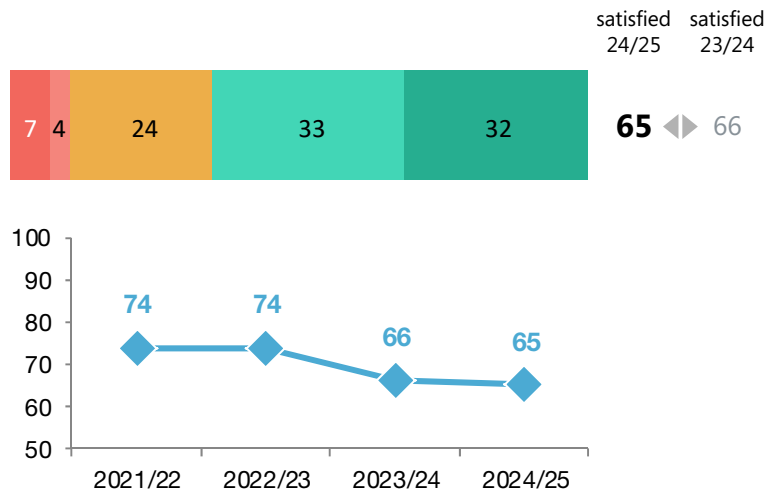
7.2 Easy to deal with

% Base 1147 | Excludes non respondents



7.2 Online services provided by Berneslai Homes

% Base 886 | Excludes non respondents



7.3 Customer service by area

	Sample size	% positive	
		Easy to deal with	Online services
Overall	1180	77	65
North East Area NT	332	77	62
South Area NT	241	71	61
Central Area NT	302	79	65
North Area NT	305	82	72

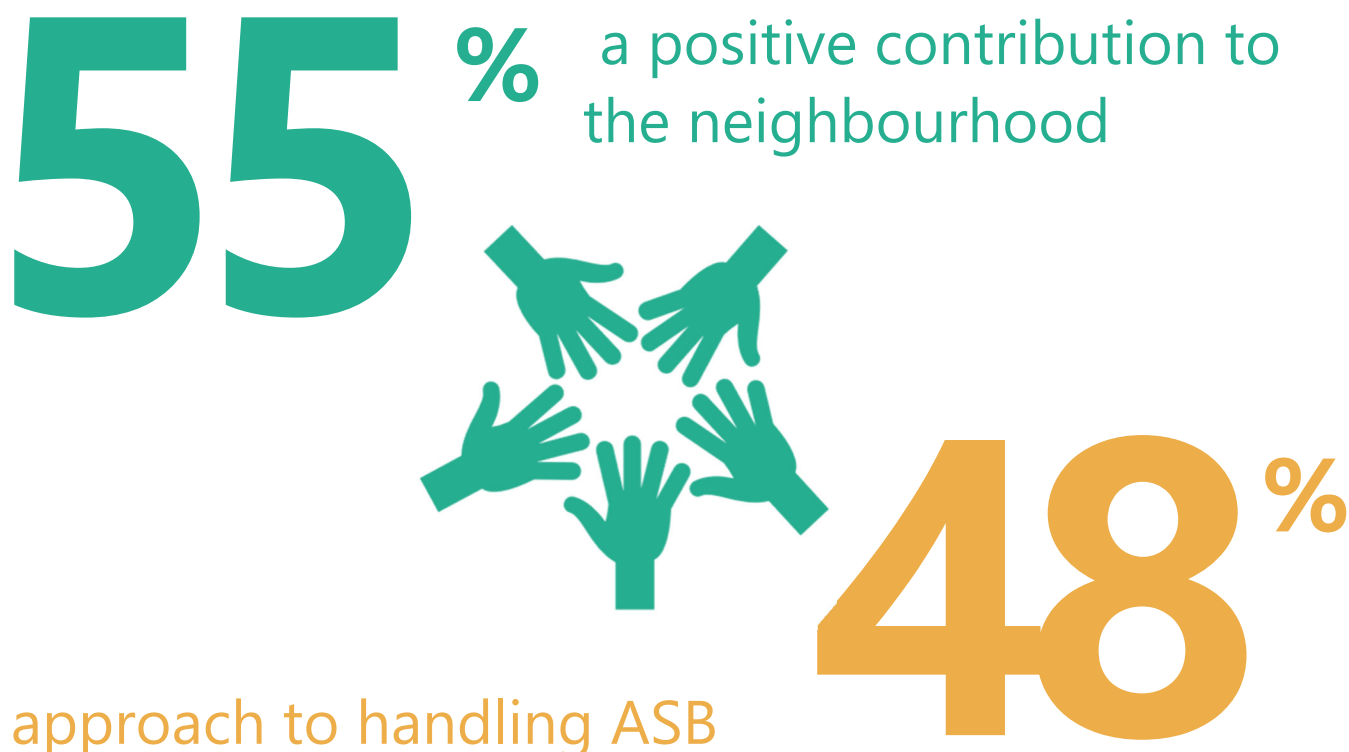
Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



8. Neighbourhood



Neither question varies from last years score by a statistically significant margin



Although the scores are below the national benchmarks, they tend to be lower anyway for self completion surveys



The North area is again the most positive, but there are now 10% fewer tenants in the South area that feel a positive contribution is being made.

8. Neighbourhood

There are two questions in the TSM regulatory survey that ask tenants about their perception of the local neighbourhood. These are whether the Berneslai Homes makes a **positive contribution** to the neighbourhood (55% satisfied) and the approach to **handling ASB** (48% satisfied).

Although both scores are within the margin of error, the ASB rating has levelled off but the contribution to the neighbourhood question continues to drop from the high of 64% in 2022.

Both scores are still in **bottom quartile** compared to per landlords in Housemark's benchmark database, however, it is important to note that the Housing Regulator has cautioned against comparing between landlords because of the inherent variability in these questions.

Indeed, both questions have high proportions of tenants that chose the middle answer on the rating scale (28% and 30% respectively), which tends to indicate uncertainty amongst respondents. This pattern is usually more evident in surveys such as Berneslai Homes' that use a self-completion methodology.

Furthermore, these scores will vary somewhat because no two neighbourhoods are the same and many aspects of the local environment and community are simply outside the purview of the landlord. An example of such variation is in the North area where these ratings are higher than average (see below).

By people

- Satisfaction with the contribution to the neighbourhood is again rated significantly higher than average for 65+ **age group** (66%), whilst only 42% of 35–49 year olds say the same, which is down 10% compared to a year ago. In addition, respondents aged 18–34 are also now less satisfied than a year ago (54% to 48%).
- The ratings decline amongst 35–49 year olds is also evident for the ASB question, with a 7% drop in this score to 39%.
- The small group of respondents from a **racially and ethnically diverse** background are significantly more satisfied than White British with Berneslai Homes' contribution to where they live (70% and 54% respectively), with a similar disparity evident in terms of satisfaction with the approach to handling ASB (58% and 46%).
- **New tenants** (under 1 year) remain the most satisfied group with Berneslai Homes contribution to their neighbourhood (81%), which is an improvement of 11% since the last survey. However, satisfaction drops dramatically for respondents who have been a tenant for 1–2 years (51%). New tenants are also significantly more satisfied than average with how ASB is dealt with (69%) which is also up 11% compared to a year ago.

- Both scores are significantly below average for respondents with a disability than those with none, especially so for those with **mental health** issues (46% and 39% respectively).

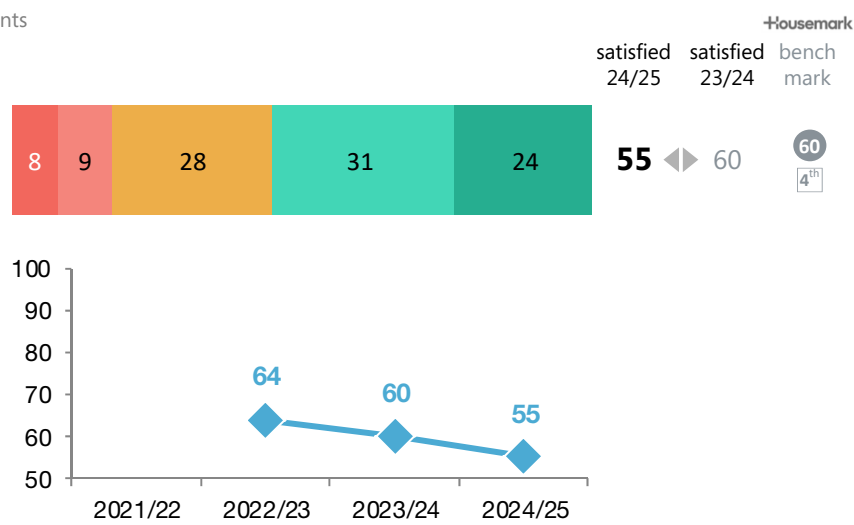
By place

- By **area** it is obvious from chart 8.3 that tenants in the North Area are the most positive group on both measures, which includes an 8% increase this year for the ASB rating.
- Conversely, respondents in the South Area are significantly less satisfied with regards to their landlord's contribution to their neighbourhood (46%) which is down a notable 10% compared to a year ago.
- Respondents living in **houses** are the least satisfied with their landlord's contribution to their neighbourhood (48%) and are the least satisfied with how ASB is dealt with (42%). The opposite is true for respondents in bungalows (69% 'contribution', 59% 'ASB').

8. Neighbourhood

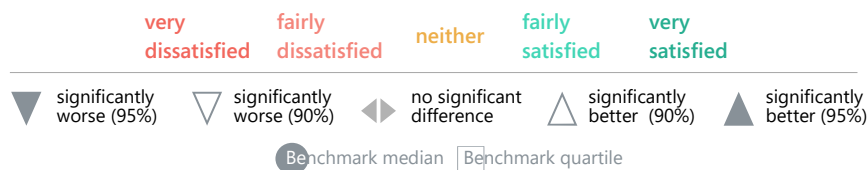
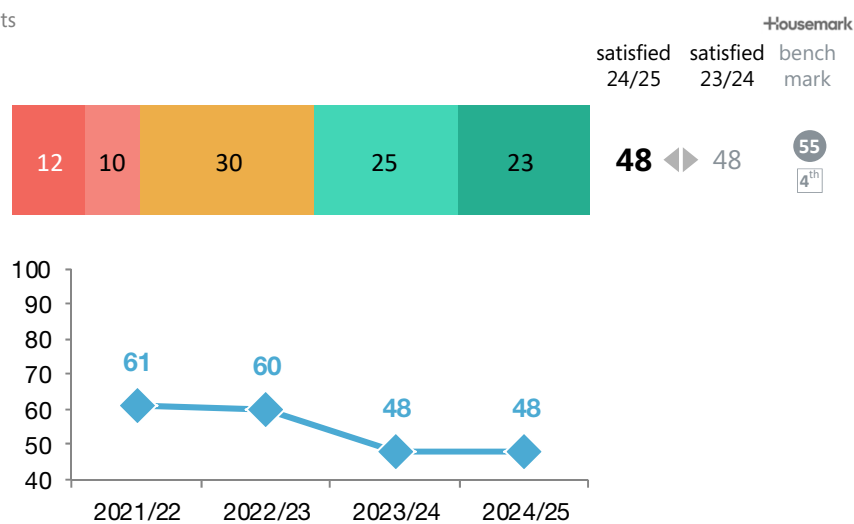
8.1 Positive contribution to neighbourhood

% Base 1079 | Excludes non respondents



8.2 Approach to handling ASB

% Base 972 | Excludes non respondents



8.3 Neighbourhood and ASB by area

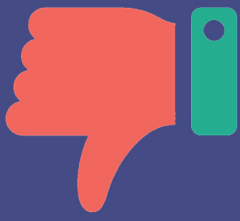
	% positive	
	Sample size	Positive contribution
Overall	1180	55
North East Area NT	332	50
South Area NT	241	46
Central Area NT	302	60 * dissat 18%
North Area NT	305	62

How ASB is dealt with	
Overall	48
North East Area NT	41
South Area NT	43
Central Area NT	53 * dissat 25%
North Area NT	53

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



9. Complaints

45%



complaints handling

31%



said they complained



Be aware that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests

Housemark

The satisfaction score is much higher than the 29% benchmark



Complaints are again more likely, and handled less satisfactorily, for tenants aged under 35

8. Complaints

The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints process but have nevertheless made **escalated service requests**, for example to follow up on an overdue repair.

Since last year the proportion of tenants that have raised such an issue with housing services has **increased** from 27% to 31%, which is now above the local authority national average of 27% as reported by the housing regulator. This is probably as a consequence of falling satisfaction with the time taken to complete repairs (section 5).

Nevertheless, the way these complaints or escalated service requests are handled receives a very similar rating to last year. This is good news because Berneslai Homes is a high performer in this regard relative to its peers, with 45% of respondents satisfied compared to an average of just 29% for similar landlords. Predictably, this result is therefore in the **top quartile**.



By people

- Once again, younger tenants aged **under 35** are more likely to have complained to Berneslai Homes than any other age group and even more so than a year ago (44% was 36%). Retirement age tenants are again the least likely to have done so (22%).
- The under 35s also remain the least satisfied with how complaints are handled (32%) which has not changed compared to a year ago. The over 65s are once again the most satisfied (64%, up 5%).
- **Racially and ethnically diverse** respondents are far more satisfied than White British respondents with how Berneslai Homes handles complaints (56% v 43%), despite being more likely to have made one complaint (37% v 32%).
- Around a third of **new tenants** have made a complaint (31%) but this is down from 40% a year ago.



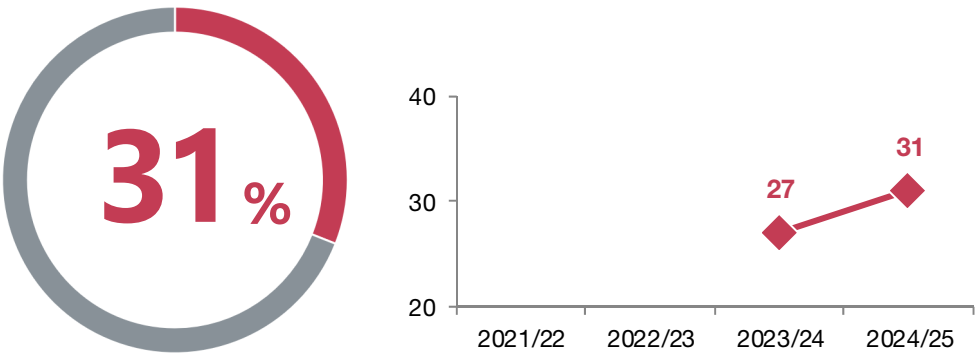
By place

- There is a seven-point spread across the four main **areas** on the proportion making a complaint – the lowest is 28% in Central Area and the highest 35% in the North East Area, which is up 8%.
- By area satisfaction is highest in the North (50%, down 5%) and lowest in South Area (38%), however satisfaction has improved by a notable 9% in the North East Area (42%).
- A third of respondents in **houses** have made a complaint (35%, up 10%) compared to around a quarter of those in bungalows and flats (26% and 25% respectively), with tenants in **houses** being the least satisfied with how it was handled (36%). The proportion of complaints from tenants in flats has fallen 11%.

9. Complaints

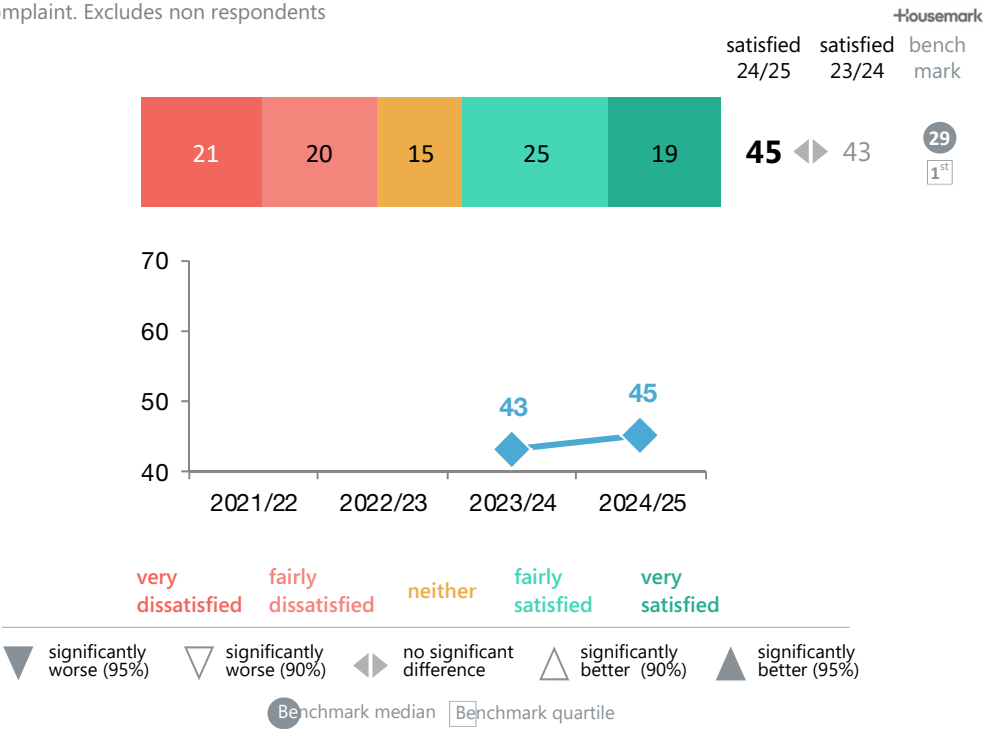
9.1 Made a complaint

% Base 1180 | Excludes non respondents



9.2 Approach to handling complaints

% Base 364 | Made a complaint. Excludes non respondents





10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.10 - 10.12 in this section also display the core survey questions according to age group, disability and ethnic background. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

10.1 Area

% Base 1180

N1 - North East Area Neighbourhood Team
N2 - South Area Neighbourhood Team
N3 - Central Area Neighbourhood Team
N4 - North Area Neighbourhood Team

Total	% 2024/ 25	% 2023/ 24
332	28.1	30.0
241	20.4	21.2
302	25.6	23.9
305	25.8	24.9

2024/25
2023/24

10.2 Estate

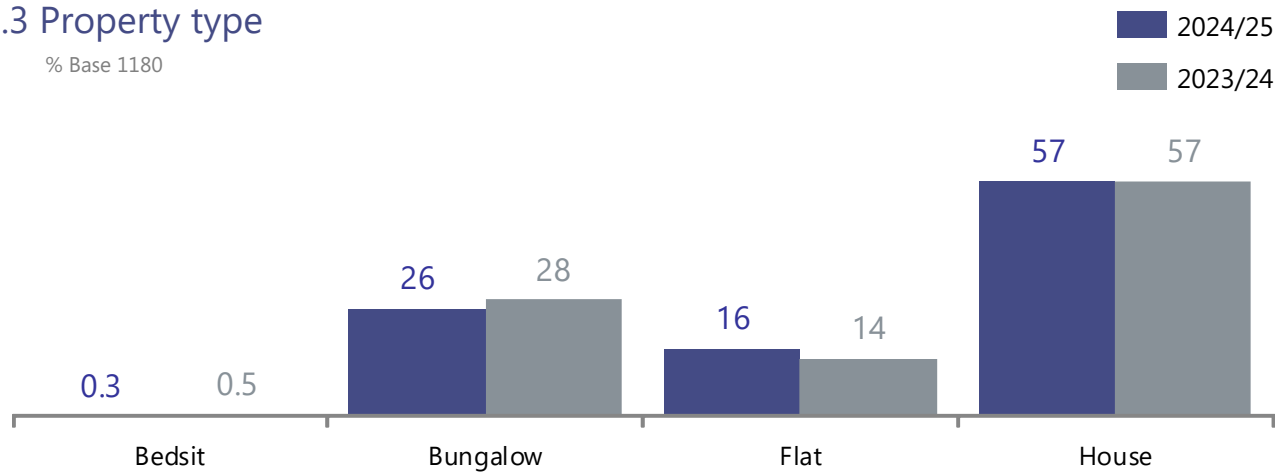
% Base 1180 | Estates with ten or more respondents

	Total	% 2024/ 25	% 2023/ 24		Total	% 2024/ 25	% 2023/ 24
Aldham House	20	1.7	1.5	Hoyland Common	23	1.9	1.7
Athersley North	49	4.2	4.8	Hoyland St Peter's (Rockingham Ward)	15	1.3	2.0
Athersley South	37	3.1	3.5	Kendray	79	6.7	5.4
Bellbrooke	15	1.3	0.5	Kexborough	15	1.3	1.1
Birdwell	13	1.1	0.7	Kings Road	20	1.7	1.8
Bolton On Dearne	23	1.9	2.7	Monk Bretton (Monk Bretton Ward)	25	2.1	3.8
Brierley General	10	0.8	0.7	Morrison Road	11	0.9	1.0
Burton Grange	29	2.5	2.2	New Lodge	22	1.9	1.4
Cloughfields	13	1.1	1.5	Penistone	25	2.1	2.3
Copeland Road	22	1.9	2.5	Royston	54	4.6	4.4
Crown	12	1.0	0.8	Staincross	16	1.4	1.5
Cudworth General	13	1.1	0.8	Thurnscoe	47	4	3.2
Darton	19	1.6	1.5	Town (Central Ward)	27	2.3	2.3
Dodworth	15	1.3	1.3	Town (Kingstone Ward)	22	1.9	1.4
Elsecar	17	1.4	1.6	Ward Green	10	0.8	0.6
Gilroyd	19	1.6	1.1	Wilson Street	13	1.1	1.2
Goldthorpe (Dearne South Ward)	23	1.9	1.3	Worsborough Bridge	43	3.6	2.4
Honeywell	17	1.4	1.3	Worsborough Common	16	1.4	2.6
Hoyland Central (Milton Ward)	12	1	0.6	Worsborough Dale	29	2.5	3.1

10. Respondent profile

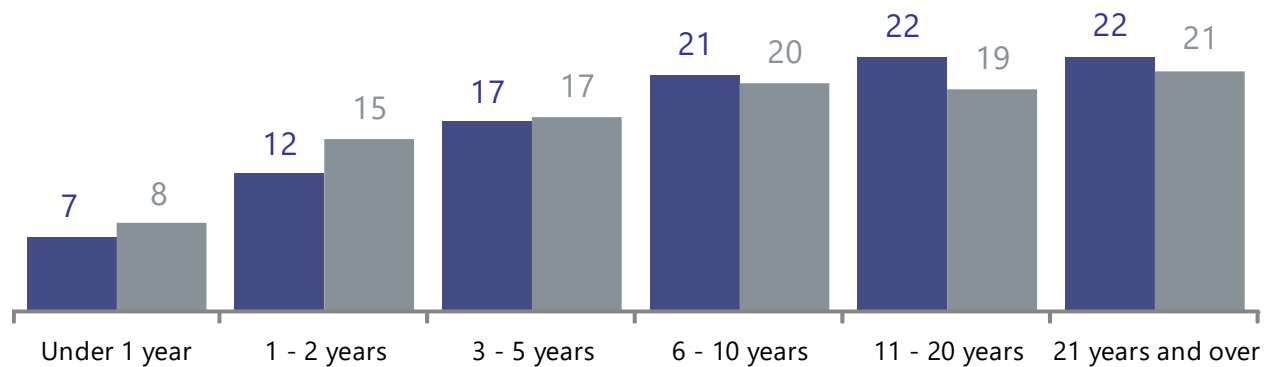
10.3 Property type

% Base 1180



10.4 Length of tenancy

% Base 1180



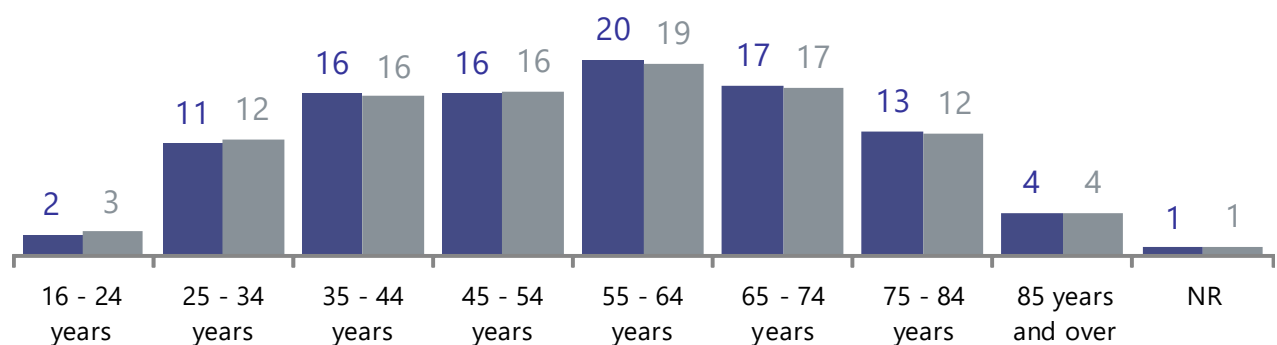
10.5 Pay a service charge

% Base 1180



10.6 Age

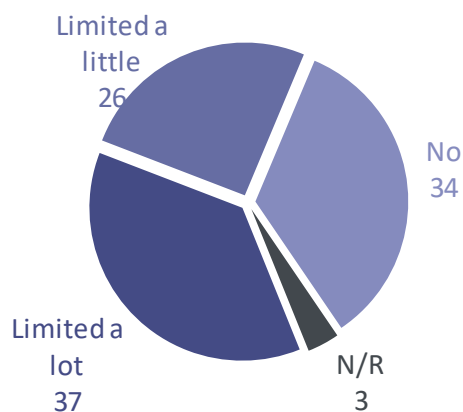
% Base 1180



10. Respondent profile

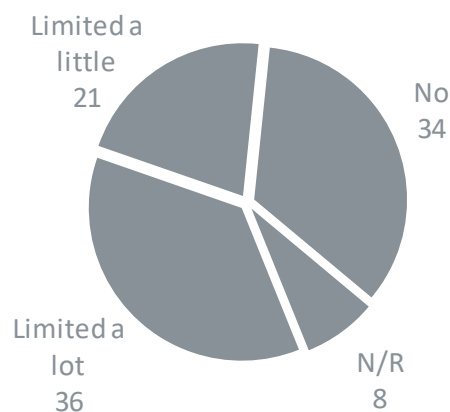
10.7 Disability in household

% Base 1180



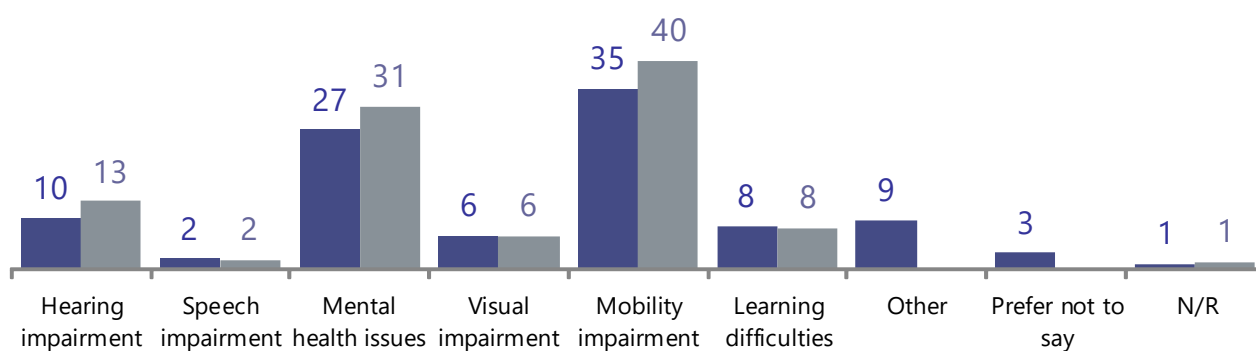
2024/25

2023/24



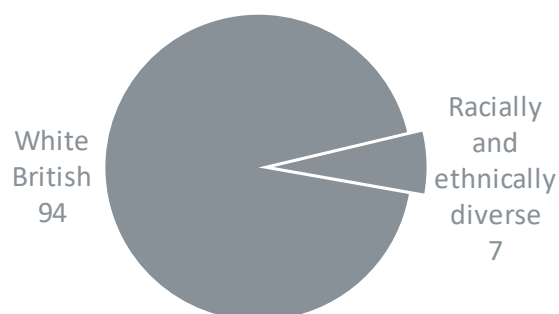
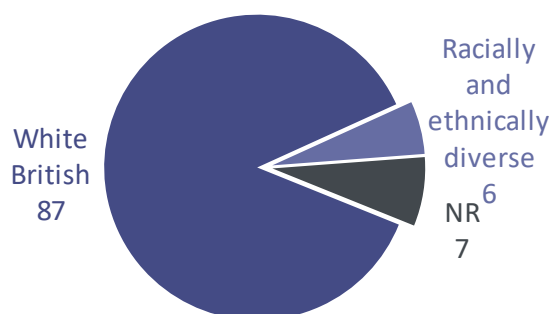
10.8 Type of disability

% Base 1180



10.9 Ethnic background

% Base 1180



10. Respondent profile

10.10 Core questions by age group

		% positive			
	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	1180	159	272	340	399
Service overall	75	68	65	74	87
Repairs in last 12 months	74	61	61	77	88
Time taken to complete last repair	68	55	56	67	82
Home is well maintained	71	50	60	71	86
Home is safe	72	55	59	74	84
Listens to views and acts upon them	62	45	52	61	77
Being kept informed	63	45	54	64	74
Treated fairly and with respect	78	78	68	76	87
Approach to handling complaints	45	32	39	40	64
Communal areas clean & well maintained	62	46	54	67	65
Positive contribution to neighbourhood	55	48	42	55	66
Approach to handling ASB	48	42	39	50	55

10.11 Core questions by disability in household

		% positive	
	Overall	Disability	No disability
Sample size	1180	733	403
Service overall	75	73	78
Repairs in last 12 months	74	72	79
Time taken to complete last repair	68	64	74
Home is well maintained	71	69	74
Home is safe	72	69	74
Listens to views and acts upon them	62	58	69
Being kept informed	63	59	68
Treated fairly and with respect	78	76	81
Approach to handling complaints	45	41	53
Communal areas clean & well maintained	62	57	72
Positive contribution to neighbourhood	55	51	61
Approach to handling ASB	48	45	52

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail

10. Respondent profile

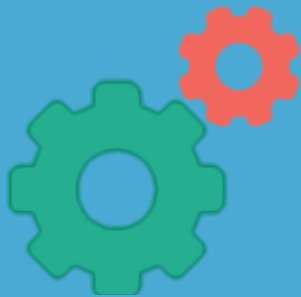
10.12 Core questions by ethnic background

	% positive		
	Overall	White British	Racially & ethnically diverse
Sample size	1180	1028	66
Service overall	75	75	82
Repairs in last 12 months	74	74	81
Time taken to complete last repair	68	67	79
Home is well maintained	71	70	74
Home is safe	72	71	72
Listens to views and acts upon them	62	62	67
Being kept informed	63	62	75
Treated fairly and with respect	78	78	77
Approach to handling complaints	45	43	56
Communal areas clean & well maintained	62	60	72
Positive contribution to neighbourhood	55	54	70
Approach to handling ASB	48	46	58

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research over the course of two fieldwork periods, the first in early summer and the second in winter. The first period was between 20 May and 06 July 2024, the second between 02 November and 24 December 2024. The survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures survey (TSMs).

Responses

Overall, 1,180 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a response rate of 33% (error margin +/- 2.8%). This exceeds the stipulated TSM target error margin of +/- 3.0%. There were 701 postal completions (59%) and 479 online completions (41%).

Sampling

A computer-generated randomly selected 3,500 general needs households and all 33 temporary units (total 3,533) were invited to take part in the survey split equally between the two tranches.

Fieldwork

The first part of each tranche involved email invitations and reminders to every selected household with a valid email address (1,857 across both waves), with a paper questionnaire sent in the post to the remaining 1,676. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,532 across both waves). Finally, a full reminder was sent by post to every household that had not already taken part via any method (2,983 across both waves).

This methodology was chosen to be consistent with previous STAR successful annual surveys conducted by Berneslai Homes. This mixed-method self completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age groups.

The survey was incentivised with a free prize draw of £100, £50 and 2x £25 in shopping vouchers

Population

The population for the TSM survey was all 17,533 Berneslai Homes LCRA households on 15 May 2024. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. The paper survey included helpline information in the eight most common community languages. Large print questionnaires were sent to 146 households where this was their communication preference.

Appendix A. Summary of approach

Representativeness

The final survey data was weighted by interlaced age group and property plus ethnic background to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Area

	Population	Unweighted survey	Weighted survey
North East	30.3	26.7	28.1
South	20.5	20.3	20.4
Central	24.7	26.4	25.6
North	24.4	26.7	25.8

Property type

	Population	Unweighted	Weighted
Bedsit	0.6	0.5	0.3
Bungalow	25.9	33.6	26.0
Flat	16.4	19.9	16.4
House	57.1	46.0	57.3

Length of tenancy

	Population	Unweighted survey	Weighted survey
Under 1 year	5.5	5.9	6.6
1 - 2 years	10.8	10.3	12.0
3 - 5 years	16.9	15.8	16.5
6 - 10 years	21.5	20.3	20.5
11 - 20 years	22.2	23.8	22.1
21 years and over	23.2	23.8	22.2

Age group

	Population	Unweighted survey	Weighted survey
16 - 24 years	2.2	1.1	2.2
25 - 34 years	11.3	7.5	11.3
35 - 44 years	16.3	10.8	16.2
45 - 54 years	16.2	14.8	16.1
55 - 64 years	19.5	17.9	19.6
65 - 74 years	16.9	24.2	17.0
75 - 84 years	12.4	16.6	12.5
85 years and over	4.3	6.4	4.3
No record	0.9	0.7	0.9

Ethnic background

	Population	Unweighted survey	Weighted survey
White British	87.3	88.5	87.1
Racially & ethnically diverse	5.2	5.4	5.6
No record	7.4	6.1	7.3

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 'Don't know/not applicable' or similar 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. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. 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 there 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.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The core TSM and STAR questions are benchmarked against the Housemark 2023/24 TSM database, with the benchmarking group being Berneslai Homes peer group selection of similar LAs and ALMOs. This includes 24 landlords.



Appendix B. Example questionnaire

Mr A B Sample
1 Sample Street
Sample District
Sample Town
AB1 2CD

1 November 2024

Dear {name}

Your Views Count

ARP Research has been asked by Berneslai Homes to carry out an independent and confidential survey of a sample of Berneslai Homes tenants. This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard tenant satisfaction information which will include some of the results from this survey.

By taking around 5 minutes to complete the enclosed survey your unique confidential code will be entered into a **prize draw** with the chance of winning **1 x £100, 1 x £50 or 2 x £25** in shopping vouchers.

Please complete the survey by **Wednesday 20 November** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at **www.arpsurveys.co.uk/berneslai** or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in our following unique code: **9999abcd**

If you'd like some help completing the survey or would prefer it in a different format, such as a large print version, please call **ARP Research** on 0800 020 9564. If you have any other questions about your tenancy please contact us on 01226 787 878.



Your name and contact details will not be linked to your responses unless you give your consent within the survey. For details on how your information is used at Berneslai Homes, how we maintain the security of this and your rights to access the information we hold about you, please refer to: **www.berneslaihomes.co.uk/information-and-privacy**. ARP Research's policy can be found here: **www.arpsurveys.co.uk/privacy**.

Thank you for taking part and good luck in the prize draw.

Yours sincerely,


A. J. Garrard
Amanda Garrard, Chief Executive

If you need a large print copy please call 0800 020 9564




scan me
code: **9999abcd**

Appendix B. Example questionnaire



Tenant Satisfaction Survey 2024



Services overall

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Berneslai Homes?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your home

2 How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Berneslai Homes provides a home that is safe?


Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication


4 How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

 return by **20 November 2024**



www.arsurveys.co.uk/berneslai
your unique code: 9999mwmm



5 How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 To what extent do you agree or disagree with the following "Berneslai Homes treats me fairly and with respect"?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 Have you made a complaint to Berneslai Homes in the last 12 months?

☐ Yes go to Q8 ↓ ☐ No go to Q9 →

8 How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 How satisfied or dissatisfied are you:

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a. That Berneslai Homes is easy to deal with?

b. With the online services provided by Berneslai Homes?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Repairs and maintenance

10 Has Berneslai Homes carried out a repair to your home in the last 12 months?

☐ Yes go to Q11 ↓ ☐ No go to Q13 →

11 How satisfied or dissatisfied are you with the overall repairs service from Berneslai Homes over the last 12 months?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 Do you live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for maintaining?

☐ Yes go to Q14 ↓ ☐ No go to Q15 → ☐ Don't know go to Q15 →

14 How satisfied or dissatisfied are you that Berneslai Homes keeps these communal areas clean and well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourhood

15 How satisfied or dissatisfied are you that Berneslai Homes makes a positive contribution to your neighbourhood?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 How satisfied or dissatisfied are you with Berneslai Homes' approach to handling anti-social behaviour?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You and your household

This information may help us improve our services we deliver by helping us understand the different groups of customers needs.

17 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?

☐ Yes - limited a lot go to Q18 → ☐ Yes - limited a little go to Q18 → ☐ No go to Q19 →

18 Please tell us about any health condition(s) or illnesses you or a member of your household have:

<input type="checkbox"/> Hearing impairment	<input type="checkbox"/> Mobility impairment	<input type="checkbox"/> tick all that apply <input type="checkbox"/> Learning difficulties <input type="checkbox"/> Other (write in) <input type="text"/> <input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Speech impairment		
<input type="checkbox"/> Mental health issues		
<input type="checkbox"/> Visual impairment		

And finally...

19 Are you happy for your identity and contact details to be used to be entered into the free prize draw? It will be Berneslai Homes that will contact you if you are a winner.

☐ Yes ☐ No


20 Your answers are currently confidential. It may be useful for your name and contact details to be attached to your responses and passed to Berneslai Homes. Would that be ok?

☐ Yes: I agree for my name and contact details to be linked to my responses go to Q21 ↓
☐ No: I wish to remain anonymous finish ✓

21 Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?

☐ Yes ☐ No

Thank you!

 This survey is to ask for general feedback from our tenants. To make a complaint about an issue with our service just email customerservices@berneslaihomes.co.uk or phone us on 01226 787878.

If you need help understanding this information, please ask one of our staff, or phone Customer Services on 01226 787878.

اگر آپ کو ان معلومات کو سمجھنے میں کمی ہے تو ہمیں اطلاع دیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔

اگر آپ کو ان معلومات کو سمجھنے میں کمی ہے تو ہمیں اطلاع دیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔

اگر آپ کو ان معلومات کو سمجھنے میں کمی ہے تو ہمیں اطلاع دیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔

Jeśli nie rozumiesz (Przetłumacz tę informację) i potrzebujesz pomocy, możesz również poprosić o pomoc kogoś z naszych pracowników lub zadzwonić pod numer telefonu: 01226 787878 (Biuro Obsługi Klienta)

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел Обслуживания клиентов по телефону 01226 787878

如果您需要帮助，以便更好地了解信息，请与我们的员工联系，或致电客户服务：01226 787878

اگر آپ کو ان معلومات کو سمجھنے میں کمی ہے تو ہمیں اطلاع دیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔

اگر آپ کو ان معلومات کو سمجھنے میں کمی ہے تو ہمیں اطلاع دیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔

اگر آپ کو ان معلومات کو سمجھنے میں کمی ہے تو ہمیں اطلاع دیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔ اگر آپ کو کسی بھی چیز سے پریشانی ہو رہی ہے تو براہ مہربانی ہمیں بتائیں۔



Appendix C. 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.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

		Full sample				Wave 1				Wave 2			
		Weight by age , property & ethnicity				Weight by age , property & ethnicity				Weight by age and property			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Berneslai Homes?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
1:	Very satisfied	450	38.2	38.6	75.2	216	37.0	37.5	73.0	234	39.3	39.7	77.4
2:	Fairly satisfied	427	36.2	36.6		204	34.9	35.4		223	37.4	37.7	
3:	Neither satisfied nor dissatisfied	136	11.5	11.7		70	12.0	12.2		66	11.0	11.1	
4:	Fairly dissatisfied	85	7.2	7.3		50	8.5	8.6		35	5.9	5.9	
5:	Very dissatisfied	69	5.8	5.9		36	6.1	6.2		33	5.5	5.6	
	N/R	14	1.2			9	1.5			5	0.8		
Q2 How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
6:	Very satisfied	437	37.1	37.3	70.7	210	35.8	35.9	69.8	228	38.3	38.7	71.5
7:	Fairly satisfied	392	33.2	33.4		198	33.9	34.0		194	32.5	32.9	
8:	Neither satisfied nor dissatisfied	116	9.8	9.9		58	9.8	9.8		59	9.8	9.9	
9:	Fairly dissatisfied	130	11.0	11.1		62	10.7	10.7		67	11.3	11.4	
10:	Very dissatisfied	98	8.3	8.3		56	9.6	9.6		42	7.0	7.1	
	N/R	7	0.6			1	0.2			6	1.0		
Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Berneslai Homes provides a home that is safe?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
11:	Very satisfied	471	39.9	40.4	71.5	231	39.5	39.9	70.7	240	40.3	40.9	72.3
12:	Fairly satisfied	363	30.8	31.2		179	30.6	30.8		184	31.0	31.5	
13:	Neither satisfied nor dissatisfied	151	12.8	13.0		71	12.2	12.3		80	13.5	13.7	
14:	Fairly dissatisfied	98	8.3	8.4		57	9.7	9.8		41	6.9	7.0	
15:	Very dissatisfied	83	7.0	7.1		42	7.1	7.2		41	6.9	7.0	
16:	Not applicable/ don't know	5	0.4			2	0.3			3	0.5		
	N/R	10	0.8			3	0.6			6	1.0		
Q4 How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
17:	Very satisfied	350	29.6	30.6	62.3	167	28.5	29.3	60.5	183	30.8	31.8	64.1
18:	Fairly satisfied	364	30.8	31.8		177	30.3	31.2		186	31.3	32.3	
19:	Neither satisfied nor dissatisfied	190	16.1	16.6		99	16.9	17.4		91	15.4	15.9	
20:	Fairly dissatisfied	129	10.9	11.2		71	12.1	12.4		58	9.7	10.1	
21:	Very dissatisfied	112	9.5	9.8		55	9.4	9.7		57	9.6	10.0	
22:	Not applicable/ don't know	24	2.0			13	2.2			11	1.8		
	N/R	12	1.0			4	0.7			8	1.3		
Q5 How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
23:	Very satisfied	347	29.4	30.1	62.5	157	26.8	27.4	60.5	190	32.0	32.8	64.4
24:	Fairly satisfied	373	31.6	32.3		190	32.4	33.1		183	30.8	31.6	
25:	Neither satisfied nor dissatisfied	252	21.3	21.9		123	21.0	21.5		129	21.6	22.2	
26:	Fairly dissatisfied	90	7.6	7.8		57	9.8	10.0		33	5.5	5.7	
27:	Very dissatisfied	91	7.7	7.9		45	7.7	7.9		45	7.6	7.8	
28:	Not applicable/ don't know	12	1.1			8	1.3			5	0.8		
	N/R	15	1.3			6	1.0			10	1.6		
Q6 To what extent do you agree or disagree with the following 'Berneslai Homes treats me fairly and with respect'?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
29:	Strongly agree	394	33.4	34.0	77.9	201	34.3	34.9	76.4	194	32.6	33.2	79.5
30:	Agree	509	43.1	43.9		238	40.7	41.5		271	45.5	46.3	
31:	Neither agree nor disagree	170	14.4	14.7		87	14.9	15.2		83	13.9	14.2	
32:	Disagree	42	3.6	3.6		24	4.1	4.2		18	3.0	3.1	
33:	Strongly disagree	43	3.7	3.7		24	4.2	4.2		19	3.2	3.3	
34:	Not applicable/ don't know	4	0.3			4	0.6			0	0.0		
	N/R	18	1.5			7	1.2			11	1.8		

Appendix C. Data summary

		Full sample Weight by age , property & ethnicity				Wave 1 Weight by age , property & ethnicity				Wave 2 Weight by age and property			
		Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q7 Have you made a complaint to Berneslai Homes in the last 12 months?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
35:	Yes	365	30.9	31.8		185	31.7	32.5		179	30.1	31.2	
36:	No	781	66.2	68.2		385	65.8	67.5		396	66.5	68.8	
	N/R	35	2.9			15	2.5			20	3.4		
Q8 How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?		<i>Base: 365</i>				<i>Base: 185</i>				<i>Base: 179</i>			
37:	Very satisfied	71	6.0	19.4	44.5	36	6.1	19.3	46.2	35	5.9	19.5	42.8
38:	Fairly satisfied	91	7.7	25.1		50	8.5	26.9		42	7.0	23.3	
39:	Neither satisfied nor dissatisfied	54	4.6	14.8		26	4.4	13.9		28	4.8	15.8	
40:	Fairly dissatisfied	72	6.1	19.7		36	6.1	19.4		36	6.1	20.1	
41:	Very dissatisfied	76	6.4	20.9		38	6.5	20.6		38	6.4	21.2	
	N/R	816	69.2			401	68.5			416	69.9		
Q9a That Berneslai Homes is easy to deal with		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
42:	Very satisfied	450	38.1	39.2	77.4	209	35.7	36.8	75.9	241	40.6	41.7	78.8
43:	Fairly satisfied	437	37.1	38.1		222	38.0	39.2		215	36.2	37.1	
44:	Neither	137	11.6	11.9		63	10.7	11.1		74	12.4	12.8	
45:	Fairly dissatisfied	64	5.4	5.6		37	6.3	6.5		27	4.6	4.7	
46:	Very dissatisfied	59	5.0	5.1		37	6.3	6.5		22	3.6	3.7	
47:	No opinion	7	0.6			4	0.6			3	0.5		
	N/R	27	2.3			14	2.4			13	2.1		
Q9b The online services provided by Berneslai Homes		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
48:	Very satisfied	283	23.9	31.9	65.2	128	21.8	29.1	64.2	155	26.0	34.6	66.2
49:	Fairly satisfied	296	25.0	33.3		154	26.3	35.1		141	23.8	31.6	
50:	Neither	216	18.3	24.4		104	17.7	23.6		113	19.0	25.2	
51:	Fairly dissatisfied	32	2.7	3.6		16	2.7	3.6		16	2.7	3.6	
52:	Very dissatisfied	60	5.1	6.7		38	6.4	8.5		22	3.7	5.0	
53:	No opinion	160	13.6			81	13.8			79	13.3		
	N/R	133	11.3			65	11.1			68	11.4		
Q10 Has Berneslai Homes carried out a repair to your home in the last 12 months?		<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
54:	Yes	903	76.5	78.7		437	74.7	76.1		466	78.3	81.2	
55:	No	245	20.7	21.3		137	23.4	23.9		108	18.1	18.8	
	N/R	32	2.7			11	1.8			22	3.6		
Q11 How satisfied or dissatisfied are you with the overall repairs service from Berneslai Homes over the last 12 months?		<i>Base: 903</i>				<i>Base: 437</i>				<i>Base: 466</i>			
56:	Very satisfied	409	34.7	45.5	74.4	203	34.8	46.8	73.1	206	34.6	44.3	75.7
57:	Fairly satisfied	260	22.0	28.9		114	19.5	26.3		146	24.5	31.4	
58:	Neither satisfied nor dissatisfied	68	5.8	7.6		31	5.3	7.2		37	6.2	7.9	
59:	Fairly dissatisfied	89	7.5	9.8		50	8.5	11.5		39	6.5	8.3	
60:	Very dissatisfied	74	6.2	8.2		36	6.2	8.3		38	6.3	8.1	
	N/R	281	23.8			150	25.7			130	21.9		
Q12 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?		<i>Base: 903</i>				<i>Base: 437</i>				<i>Base: 466</i>			
61:	Very satisfied	362	30.7	40.3	67.5	177	30.2	40.5	66.5	185	31.1	40.1	68.5
62:	Fairly satisfied	244	20.7	27.2		113	19.4	25.9		131	22.0	28.4	
63:	Neither satisfied nor dissatisfied	75	6.3	8.3		38	6.5	8.8		36	6.1	7.8	
64:	Fairly dissatisfied	81	6.9	9.0		44	7.5	10.0		37	6.3	8.1	
65:	Very dissatisfied	136	11.5	15.2		64	11.0	14.7		72	12.1	15.6	
	N/R	282	23.9			149	25.4			134	22.5		

Appendix C. Data summary

					Full sample Weight by age , property & ethnicity				Wave 1 Weight by age , property & ethnicity				Wave 2 Weight by age and property			
					Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q13 Do you live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for maintaining?					<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
66:	Yes				282	23.9	24.7		131	22.3	22.9		151	25.4	26.6	
67:	No				749	63.4	65.7		381	65.2	66.8		367	61.7	64.6	
68:	Don't know				109	9.3	9.6		59	10.1	10.3		50	8.5	8.8	
	N/R				41	3.4			14	2.4			26	4.4		
Q14 How satisfied or dissatisfied are you that Berneslai Homes keeps these communal areas clean and well maintained?					<i>Base: 282</i>				<i>Base: 131</i>				<i>Base: 151</i>			
69:	Very satisfied				94	8.0	33.3	61.7	38	6.5	28.9	51.8	56	9.4	37.0	70.2
70:	Fairly satisfied				80	6.8	28.4		30	5.1	22.8		50	8.5	33.2	
71:	Neither satisfied nor dissatisfied				32	2.7	11.5		16	2.8	12.3		16	2.7	10.8	
72:	Fairly dissatisfied				33	2.8	11.7		21	3.6	16.2		12	2.0	7.7	
73:	Very dissatisfied				43	3.6	15.2		26	4.4	19.7		17	2.9	11.3	
	N/R				898	76.1			454	77.7			444	74.5		
Q15 How satisfied or dissatisfied are you that Berneslai Homes makes a positive contribution to your neighbourhood?					<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
74:	Very satisfied				255	21.6	23.6	55.0	119	20.3	22.2	52.8	136	22.8	25.0	57.1
75:	Fairly satisfied				338	28.7	31.4		164	28.0	30.6		175	29.4	32.1	
76:	Neither satisfied nor dissatisfied				300	25.4	27.8		142	24.2	26.5		158	26.5	29.1	
77:	Fairly dissatisfied				102	8.6	9.4		56	9.5	10.4		46	7.8	8.5	
78:	Very dissatisfied				84	7.1	7.8		56	9.5	10.4		29	4.8	5.3	
79:	Not applicable/ don't know				78	6.6			41	7.0			37	6.3		
	N/R				23	2.0			9	1.5			14	2.4		
Q16 How satisfied or dissatisfied are you with Berneslai Homes' approach to handling anti-social behaviour?					<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
80:	Very satisfied				223	18.9	22.9	47.6	94	16.1	19.7	45.8	129	21.6	26.0	49.4
81:	Fairly satisfied				240	20.4	24.7		125	21.3	26.1		116	19.5	23.4	
82:	Neither satisfied nor dissatisfied				295	25.0	30.4		140	23.9	29.3		156	26.2	31.4	
83:	Fairly dissatisfied				93	7.9	9.6		46	7.8	9.6		47	8.0	9.6	
84:	Very dissatisfied				121	10.2	12.4		73	12.5	15.3		48	8.0	9.6	
85:	Not applicable/ don't know				181	15.3			100	17.0			82	13.7		
	N/R				26	2.2			8	1.4			18	3.0		
Q17 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?					<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
86:	Yes - limited a lot				437	37.0	38.3		219	37.4	38.4		217	36.5	38.1	
87:	Yes - limited a little				301	25.5	26.4		155	26.5	27.1		146	24.5	25.7	
88:	No				403	34.2	35.3		197	33.7	34.5		206	34.6	36.2	
	N/R				40	3.4			14	2.4			26	4.4		
R17 Disability - simple					<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
89:	Yes				737	62.5	64.6		374	63.9	65.5		363	61.0	63.8	
90:	No				403	34.2	35.4		197	33.7	34.5		206	34.6	36.2	
	N/R				40	3.4			14	2.4			26	4.4		
Q18 Please tell us about the health condition(s) or illnesses, you or a member of your household have:					<i>Base: 737</i>				<i>Base: 374</i>				<i>Base: 363</i>			
91:	Hearing impairment				128	10.8	17.6		69	11.8	18.7		58	9.7	16.1	
92:	Speech impairment				26	2.2	3.6		9	1.5	2.4		18	3.0	5.0	
93:	Mental health issues				349	29.6	47.9		187	32.0	50.7		162	27.2	45.0	
94:	Visual impairment				84	7.1	11.5		44	7.5	11.9		41	6.9	11.4	
95:	Mobility impairment				452	38.3	62.0		225	38.5	61.0		227	38.2	63.1	
96:	Learning difficulties				107	9.1	14.7		53	9.1	14.4		54	9.1	15.0	
97:	Other				121	10.3	16.6		68	11.6	18.4		53	8.9	14.7	
98:	Prefer not to say				40	3.4	5.5		17	2.9	4.6		22	3.7	6.1	

Appendix C. Data summary

	Full sample				Wave 1				Wave 2			
	Weight by age , property & ethnicity				Weight by age , property & ethnicity				Weight by age and property			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	451	38.2			216	36.9			235	39.5		
Q19 Are you happy for your identity and your contact details to be used to be entered into the free prize? It will be Berneslai Homes that will contact you if you are a winner.	<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
99: Yes	1022	86.6	89.1		504	86.2	88.4		518	87.1	89.8	
100: No	125	10.6	10.9		66	11.3	11.6		59	9.9	10.2	
N/R	33	2.8			15	2.6			18	3.0		
Q20 Your answers are currently confidential. It may be useful for your name to be attached to your responses and passed to Berneslai Homes. Would that be ok?	<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
101: Yes: I agree for my name and contact details to be linked to	862	73.1	76.0		417	71.3	73.9		445	74.8	77.9	
102: No: I wish to remain anonymous	272	23.1	24.0		147	25.1	26.1		126	21.2	22.1	
N/R	45	3.8			21	3.6			24	4.0		
Q21 Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?	<i>Base: 862</i>				<i>Base: 417</i>				<i>Base: 445</i>			
103: Yes	758	64.2	88.6		370	63.2	89.2		389	65.4	88.0	
104: No	98	8.3	11.4		45	7.7	10.8		53	8.9	12.0	
N/R	324	27.5	0.7		170	29.1	0.5		153	25.7	0.7	
D101 Area	<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
105: N1 - North East Area Neighbourhood Team	332	28.1	28.1		169	28.9	28.9		163	27.4	27.4	
106: N2 - South Area Neighbourhood Team	241	20.4	20.4		116	19.8	19.8		125	21.0	21.0	
107: N3 - Central Area Neighbourhood Team	302	25.6	25.6		158	27.0	27.0		144	24.2	24.2	
108: N4 - North Area Neighbourhood Team	305	25.8	25.8		142	24.3	24.3		163	27.4	27.4	
N/R	0	0.0			0	0.0			0	0.0		
D102 Ward	<i>Base: 1180</i>				<i>Base: 585</i>				<i>Base: 595</i>			
109: Aldham House	20	1.7	1.7		10	1.7	1.7		10	1.7	1.7	
110: Ardsley	9	0.8	0.8		5	0.9	0.9		4	0.7	0.7	
111: Athersley North	49	4.2	4.2		24	4.1	4.1		25	4.2	4.2	
112: Athersley South	37	3.1	3.1		15	2.6	2.6		22	3.7	3.7	
113: Barugh Green	8	0.7	0.7		4	0.7	0.7		4	0.7	0.7	
114: Bellbrooke	15	1.3	1.3		4	0.7	0.7		11	1.8	1.9	
115: Billingley	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
116: Birdwell	13	1.1	1.1		9	1.5	1.5		4	0.7	0.7	
117: Birkwood	5	0.4	0.4		4	0.7	0.7		1	0.2	0.2	
118: Blacker Hill	5	0.4	0.4		1	0.2	0.2		4	0.7	0.7	
119: Bolton On Dearne	23	1.9	2.0		11	1.9	1.9		11	1.8	1.9	
120: Brierley General	10	0.8	0.8		5	0.9	0.9		4	0.7	0.7	
121: Broadway	6	0.5	0.5		3	0.5	0.5		3	0.5	0.5	
122: Burton Grange	29	2.5	2.5		14	2.4	2.4		15	2.5	2.5	
123: Carlecotes	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
124: Carlton	6	0.5	0.5		3	0.5	0.5		3	0.5	0.5	
125: Cawthorne	3	0.3	0.3		2	0.3	0.3		1	0.2	0.2	
126: Cloughfields	13	1.1	1.1		5	0.9	0.9		9	1.5	1.5	
127: Copeland Road	22	1.9	1.9		12	2.1	2.0		9	1.5	1.5	
128: Cover Drive/Norville	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
129: Crane Moor	3	0.3	0.3		3	0.5	0.5		0	0.0	0.0	
130: Crowedge	2	0.2	0.2		0	0.0	0.0		2	0.3	0.3	
131: Crown	12	1.0	1.0		5	0.9	0.9		7	1.2	1.2	
132: Cubley	3	0.3	0.3		1	0.2	0.2		1	0.2	0.2	
133: Cudworth General	13	1.1	1.1		6	1.0	1.0		7	1.2	1.2	
134: Cundy Cross	3	0.3	0.3		2	0.3	0.3		1	0.2	0.2	
135: Darton	19	1.6	1.6		9	1.5	1.5		10	1.7	1.7	
136: Dodworth	15	1.3	1.3		7	1.2	1.2		7	1.2	1.2	
137: Dunford Bridge	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
138: Elsecar	17	1.4	1.4		10	1.7	1.7		7	1.2	1.2	

Appendix C. Data summary

	Full sample				Wave 1				Wave 2			
	Weight by age , property & ethnicity				Weight by age , property & ethnicity				Weight by age and property			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
139: Firth Avenue	1	0.1	0.1		0	0.0	0.0		1	0.2	0.2	
140: Gawber (Darton West Ward)	9	0.8	0.8		2	0.3	0.3		7	1.2	1.2	
141: Gawber (Old Town Ward)	5	0.4	0.4		2	0.3	0.3		3	0.5	0.5	
142: Gawber(Dodworth Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
143: Gilroyd	19	1.6	1.6		13	2.2	2.2		6	1.0	1.0	
144: Goldthorpe	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
145: Goldthorpe (Dearne North Ward)	5	0.4	0.4		3	0.5	0.5		2	0.3	0.3	
146: Goldthorpe (Dearne South Ward)	23	1.9	2.0		17	2.9	2.9		6	1.0	1.0	
147: Great Houghton	6	0.5	0.5		1	0.2	0.2		5	0.8	0.8	
148: Green View	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
149: Grimethorpe General	9	0.8	0.8		7	1.2	1.2		2	0.3	0.3	
150: Hemmingfield	7	0.6	0.6		5	0.9	0.9		2	0.3	0.3	
151: High Hoyland	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
152: Higham	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
153: Highgate	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
154: Honeywell	17	1.4	1.4		10	1.7	1.7		8	1.3	1.4	
155: Honeywell(Central Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
156: Hood Green	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
157: Hoyland Central (Milton Ward)	12	1.0	1.0		4	0.7	0.7		8	1.3	1.4	
158: Hoyland Central (Rockingham Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
159: Hoyland Common	23	1.9	2.0		10	1.7	1.7		13	2.2	2.2	
160: Hoyland St Peter'S(Milton Ward)	1	0.1	0.1		1	0.2	0.2		1	0.2	0.2	
161: Hoyland St Peter'S(Rockingham Ward)	15	1.3	1.3		6	1.0	1.0		10	1.7	1.7	
162: Hoylandswaine	1	0.1	0.1		0	0.0	0.0		1	0.2	0.2	
163: Ingbirchworth	1	0.1	0.1		0	0.0	0.0		1	0.2	0.2	
164: Jump	9	0.8	0.8		6	1.0	1.0		3	0.5	0.5	
165: Jump Farm	6	0.5	0.5		2	0.3	0.3		4	0.7	0.7	
166: Kendray	79	6.7	6.7		42	7.2	7.1		37	6.2	6.3	
167: Kexborough	15	1.3	1.3		6	1.0	1.0		9	1.5	1.5	
168: Kings Road	20	1.7	1.7		12	2.1	2.0		8	1.3	1.4	
169: Kingstone	8	0.7	0.7		4	0.7	0.7		4	0.7	0.7	
170: Little Houghton	4	0.3	0.3		2	0.3	0.3		1	0.2	0.2	
171: Lundwood	9	0.8	0.8		3	0.5	0.5		6	1.0	1.0	
172: Manor Crescent	1	0.1	0.1		0	0.0	0.0		1	0.2	0.2	
173: Manor View And Bleak	2	0.2	0.2		0	0.0	0.0		2	0.3	0.3	
174: Mapplewell	8	0.7	0.7		3	0.5	0.5		5	0.8	0.8	
175: Marran Avenue	2	0.2	0.2		2	0.3	0.3		1	0.2	0.2	
176: Milefield	3	0.3	0.3		1	0.2	0.2		3	0.5	0.5	
177: Millhouse	6	0.5	0.5		4	0.7	0.7		2	0.3	0.3	
178: Monk Bretton	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
179: Monk Bretton (Cudworth Ward)	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
180: Monk Bretton (Monk Bretton Ward)	25	2.1	2.1		13	2.2	2.2		12	2.0	2.0	
181: Morrison Road	11	0.9	0.9		5	0.9	0.9		6	1.0	1.0	
182: New Lodge	22	1.9	1.9		9	1.5	1.5		12	2.0	2.0	
183: Newlands	2	0.2	0.2		2	0.3	0.3		0	0.0	0.0	
184: Newtown	5	0.4	0.4		3	0.5	0.5		1	0.2	0.2	
185: North Street	8	0.7	0.7		3	0.5	0.5		6	1.0	1.0	
186: Overdale	8	0.7	0.7		5	0.9	0.9		3	0.5	0.5	
187: Oxspring	6	0.5	0.5		4	0.7	0.7		2	0.3	0.3	
188: Park And Beech	4	0.3	0.3		1	0.2	0.2		3	0.5	0.5	
189: Park-Brierley	1	0.1	0.1		0	0.0	0.0		1	0.2	0.2	
190: Park-Grimethorpe	4	0.3	0.3		3	0.5	0.5		1	0.2	0.2	
191: Penistone	25	2.1	2.1		14	2.4	2.4		12	2.0	2.0	
192: Pilley/Tankersley/Wortley	7	0.6	0.6		3	0.5	0.5		3	0.5	0.5	
193: Platts Common	7	0.6	0.6		3	0.5	0.5		5	0.8	0.8	
194: Redbrook	5	0.4	0.4		3	0.5	0.5		2	0.3	0.3	
195: Regina	2	0.2	0.2		1	0.2	0.2		1	0.2	0.2	
196: Rosetree	9	0.8	0.8		7	1.2	1.2		2	0.3	0.3	
197: Royston	54	4.6	4.6		29	5.0	4.9		25	4.2	4.2	
198: Shafton General	9	0.8	0.8		3	0.5	0.5		7	1.2	1.2	
199: Silkstone	5	0.4	0.4		4	0.7	0.7		1	0.2	0.2	
200: Silkstone Common	2	0.2	0.2		1	0.2	0.2		1	0.2	0.2	
201: Smithies (Monk Bretton Ward)	8	0.7	0.7		2	0.3	0.3		6	1.0	1.0	
202: Smithies (Old Town Ward)	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
203: Smithies (St. Helens Ward)	4	0.3	0.3		0	0.0	0.0		4	0.7	0.7	

204: Staincross
205: Thurgoland
206: Thurlstone

Full sample				Wave 1				Wave 2			
Weight by age , property & ethnicity				Weight by age , property & ethnicity				Weight by age and property			
Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
16	1.4	1.4		8	1.4	1.4		8	1.3	1.4	
8	0.7	0.7		2	0.3	0.3		5	0.8	0.8	
5	0.4	0.4		4	0.7	0.7		1	0.2	0.2	



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