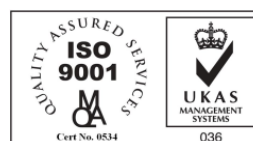


Southampton City Council

Housing Tenant Survey 2021

10th January 2022



Executive Summary

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Background

Southampton City Council commissioned Marketing Means to undertake a survey with housing residents living in the city to gauge their satisfaction with the Housing Service at Southampton City Council (a repeat of the survey completed in 2019 and 2017).

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

Method

The housing tenant survey was undertaken using a telephone survey. The questionnaire used in the telephone survey was similar to that which was used in 2019 and 2017 which took into consideration HouseMark's STAR framework.

Southampton City Council provided a file of all tenant households.

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

All interviewing was conducted by Marketing Means between **4th October and 8th November 2021**.

The survey was carried out in line with ISO9001 and ISO20252 quality standards.

Response

A total of **1,005** valid telephone surveys were completed for the tenant housing survey, which ensured the overall +/-3% margin of error at the 95% confidence level was met.

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

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

Key results

Overall, sheltered tenants were significantly more satisfied than general needs tenants with: the Housing Service provided by Southampton City Council; their home; communal areas; their neighbourhood, their rent and service charges providing value for money and some specific service areas e.g. how enquiries are dealt with; views being listened to and acted upon; repairs and maintenance and keeping residents informed.

There was an overall decrease in the levels of satisfaction with the core STAR questions compared to the 2017 survey results. The greatest differences amongst the 7 core STAR questions being: a 6.6% decrease in those satisfied with the quality of their home; a 5.4% decrease in those satisfied with repairs and maintenance and a 4.7% decrease in those satisfied with the Housing Service provided by the Council.

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

Core STAR question	Base 2021	% Satisfied 2021	Difference in % satisfied compared with 2017	% Dissatisfied 2021
Overall satisfaction with Housing Service provided by Southampton City Council	1,005	72%	-4.7%	16%
Satisfaction with quality of home	1,005	71%	-6.6%	20%
Satisfaction with neighbourhood as a place to live	1,005	74%	-1.7%	17%
Satisfaction with rent providing value for money	970	86%	-0.6%	7%
Satisfaction with service charge providing value for money	714	70%	-3.4%	20%
Satisfaction with repairs and maintenance	995	65%	-5.4%	28%
Satisfaction Housing Service at Southampton City Council listens to views and acts upon them	859	56%	-4.2%	32%

Other results showed:

- 87% are satisfied with the health and safety of their home, 9% are dissatisfied.
- 65% are satisfied with communal areas, 26% are dissatisfied.
- 81% are satisfied with the advice and support they receive from Southampton City Council regarding paying rent and service charges (consistent with the 2019 survey result- 82%), 10% are dissatisfied.
- 68% are satisfied with the way the Housing Service at Southampton City Council deals with enquiries generally (fairly consistent with the 66% recorded in the 2019 survey), 23% are dissatisfied.
- For those who had a repair in the last 12 months...
 - ...83% are satisfied with the ease of reporting the repair (76% in 2019), 12% are dissatisfied.
 - ...77% are satisfied with being able to make an appointment convenient to them (79% in 2019), 17% are dissatisfied.
 - ...74% are satisfied with the repair being completed first time (78% in 2019), 21% are dissatisfied.
- 69% felt the Housing Service at Southampton City Council was good at keeping them informed about things that might affect them as a resident (fairly consistent with the 71% recorded in 2019), 18% felt they were poor.
- Of those who had reported anti- social behaviour in the past 12 months: 27% are satisfied with the way the Council handled their report, 65% are dissatisfied.

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- Just over half (54%) outlined they access the internet on a daily basis, 25% outlined they never use the internet.
 - 62% of those who outlined they never use the internet outlined that they don't have access or don't know how to access the internet, 38% outlined they chose not to or don't want to use the internet.

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Introduction

Background and objectives

Southampton City Council commissioned Marketing Means to undertake a survey with housing tenants living in the city to gauge their satisfaction with the Housing Service at Southampton City Council (a repeat of the survey completed in 2019 and 2017).

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

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

Method

The housing tenant survey was undertaken using a telephone survey repeating the method used in 2019 and 2017.

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

The questionnaire used in the telephone survey was very similar to the question set which Southampton City Council created for the 2019 and 2017 surveys which gave consideration for HouseMark's STAR framework.

Southampton City Council provided a file of all tenant households and **15,040** records were uploaded into the survey sample.

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

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

All interviewing was conducted by Marketing Means using computer-assisted telephone interviewing (CATI) between **4th October** and **8th November 2021**.

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

Housing tenant survey

Confidence

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

Notes:

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

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

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

Weighting data

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

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

Rounding

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

Further notes:

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

Author and publication

Marketing Means wrote this report in December 2021.

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

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

Response

Overall

A total of **1,005** valid telephone surveys were completed for the Tenant Housing Survey, which ensures overall the +/-3% margin of error at the 95% confidence level was met.

Respondent profiles

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

Age/Gender:

Age Group	Gender	Population (Housing Stock) %	Achieved %
34yrs and under	Female	13.4%	13.6%
	Male	3.3%	3.2%
35-59yrs	Female	28.3%	26.7%
	Male	17.1%	16.4%
60+yrs	Female	19.9%	22.2%
	Male	17.9%	17.9%
TOTAL		100.0%	100.0%
BASE		14,992	1,005

Note: 48 records in the original sample file did not include gender and/or age data for the main tenant, these records have not been included in the calculations above.

Tenure/Ward

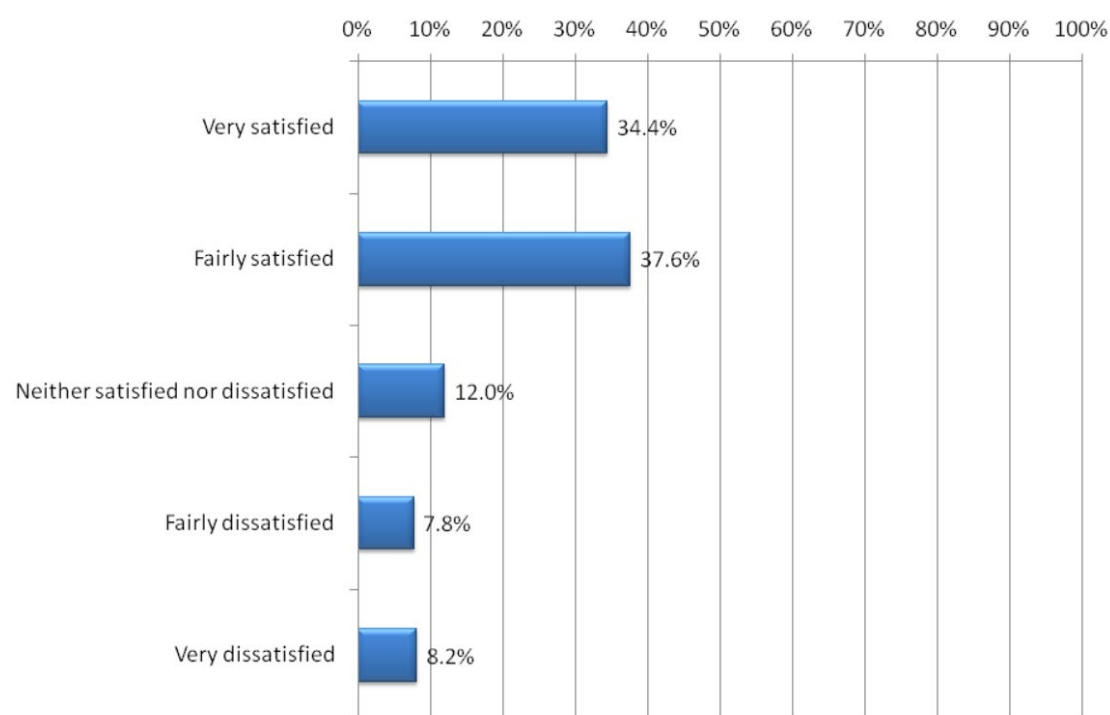
Tenure	Ward	Population (Housing Stock) %	Achieved %
General Needs	BARGATE	6.0%	5.9%
	BASSETT	2.1%	1.9%
	BEVOIS	3.4%	3.6%
	BITTERNE	14.6%	14.7%
	BITTN_PARK	1.2%	1.1%
	COXFORD	5.8%	5.7%
	FREEMANTLE	0.4%	0.4%
	HAREFIELD	6.4%	6.4%
	MILLBROOK	6.8%	6.8%
	PEARTREE	3.1%	3.3%
	PORTSWOOD	0.9%	1.1%
	REDBRIDGE	12.4%	12.4%
	SHIRLEY	3.8%	3.9%
	SHOLING	1.3%	1.3%
	SWAYTHLING	3.5%	3.6%
WOOLSTON	7.9%	8.1%	
Sheltered	BARGATE	0.9%	0.9%
	BASSETT	1.2%	1.2%
	BEVOIS	0.2%	0.1%
	BITTERNE	2.4%	2.3%
	BITTN_PARK	0.2%	0.2%
	COXFORD	4.2%	4.2%
	FREEMANTLE	0.5%	0.4%
	HAREFIELD	0.8%	0.9%
	MILLBROOK	1.2%	1.1%
	PEARTREE	0.8%	0.8%
	PORTSWOOD	0.7%	0.7%
	REDBRIDGE	2.4%	2.3%
	SHIRLEY	1.2%	1.2%
	SHOLING	1.8%	1.7%
	SWAYTHLING	1.1%	1.1%
WOOLSTON	1.0%	1.0%	
TOTAL		100.0%	100.0%
BASE		15,040	1,005

1.0 Satisfaction with the Housing Service provided by Southampton City Council

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

72% are satisfied with the overall Housing Service provided by Southampton City Council, 16% are dissatisfied.

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



Base: 1,005

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the Housing Service provided by Southampton City Council (82%) compared with those 35-59yrs (67%) and those 34yrs and under (59%).
- Significantly more respondents aged 34yrs and under (21%) and 35-59yrs (18%) are dissatisfied with the Housing Service provided by Southampton City Council compared with those 60+yrs (11%).
- Significantly more sheltered tenants are satisfied with the Housing Service provided by Southampton City Council (85%) compared with general needs tenants (69%).
- Significantly more general needs tenants are dissatisfied with the Housing Service provided by Southampton City Council (18%) compared with sheltered tenants (8%).

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

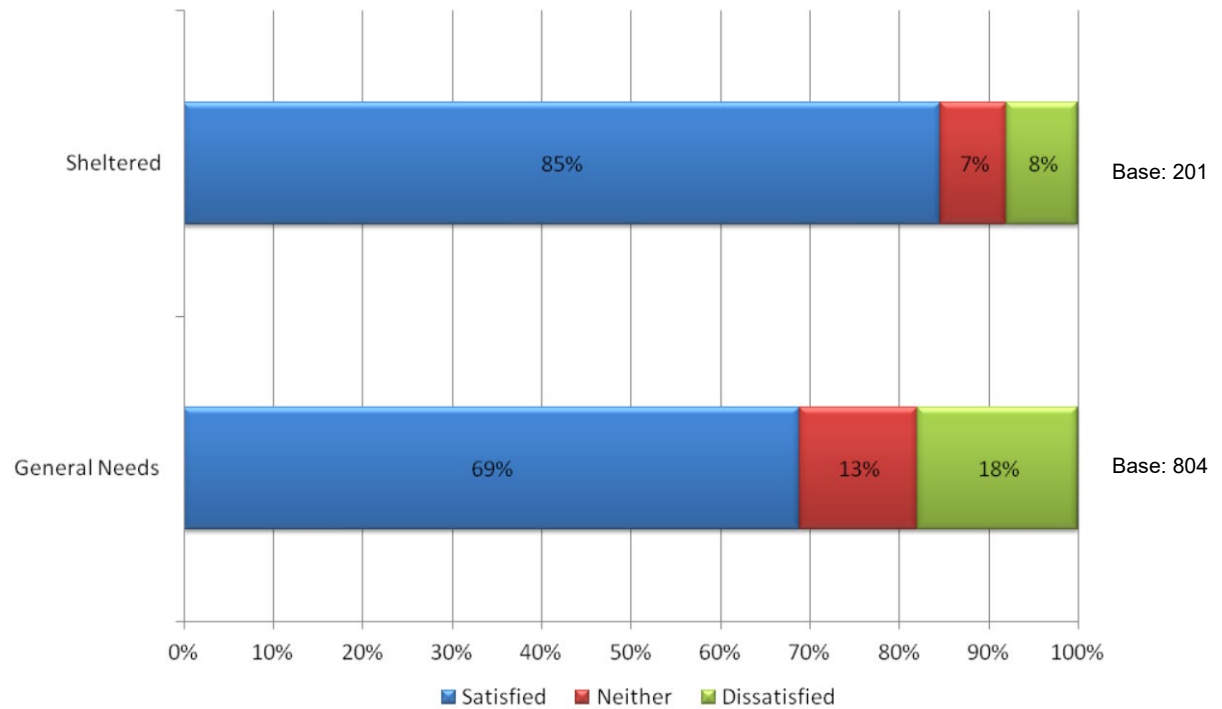
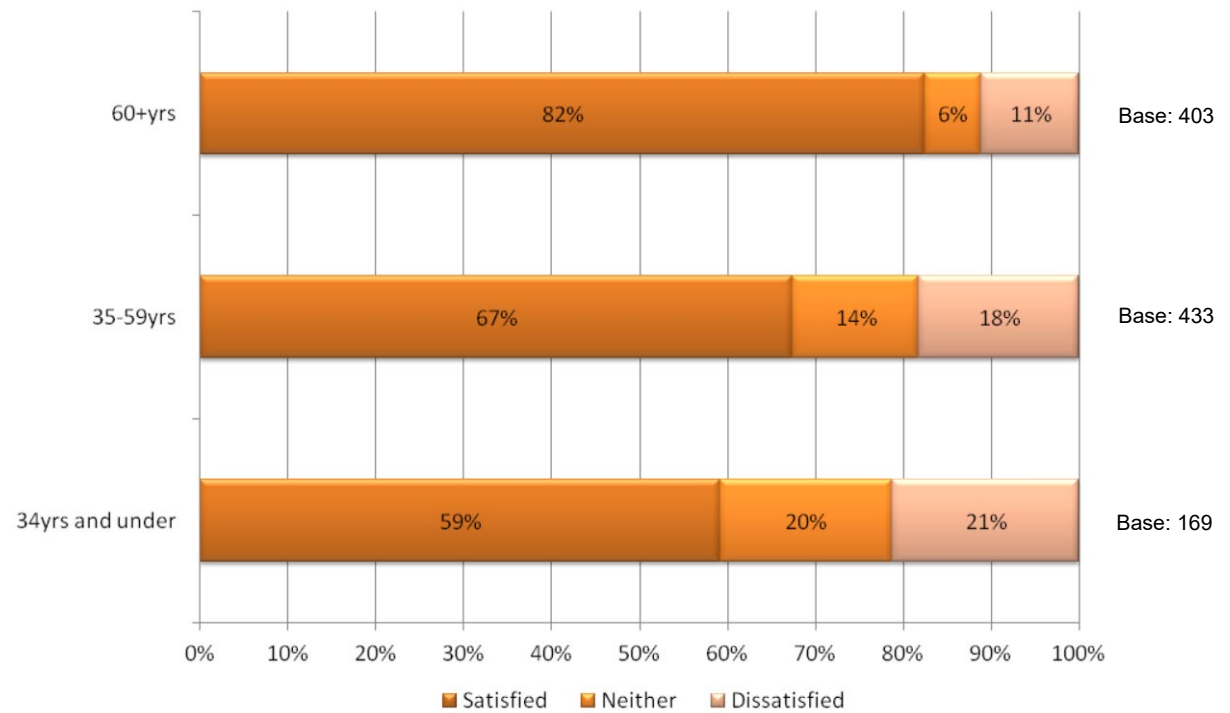


Chart 1c: Overall satisfaction with Housing Service provided by Southampton City Council by age



Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with the Housing Service provided by Southampton City Council has fallen from 79% in 2017 to 72% in 2021.

Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Southampton City Council	72%	77%	79%

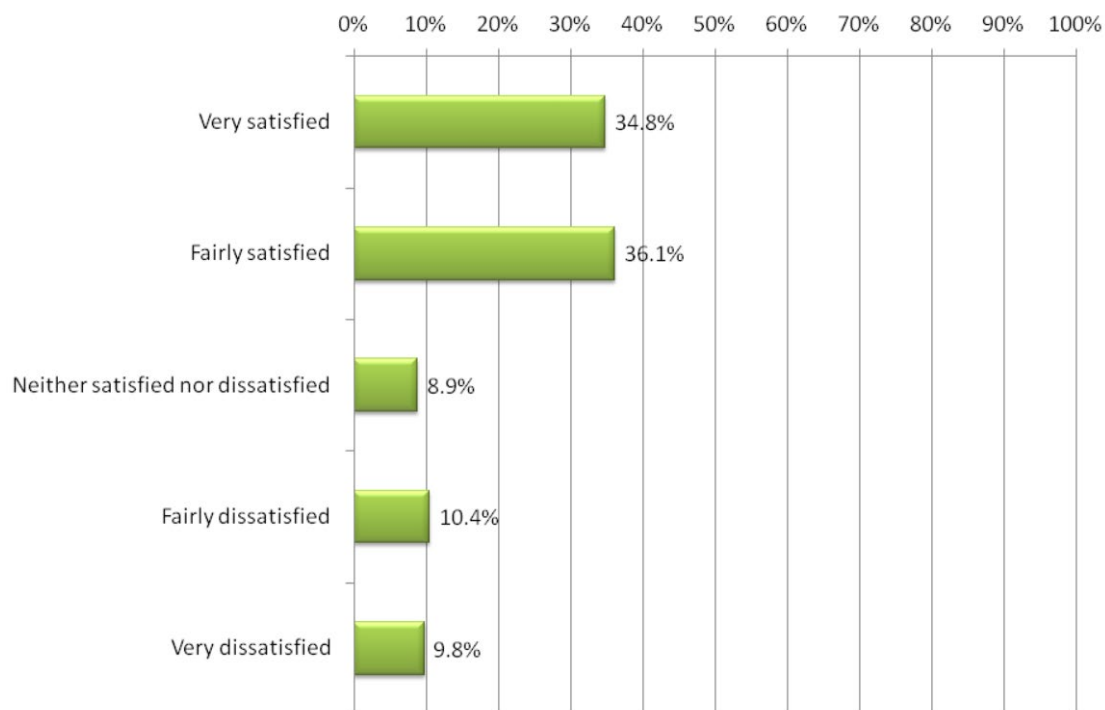
2.0 Quality of home

2.1 Satisfaction with the overall quality of your home

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

71% are satisfied with the overall quality of their home, 20% are dissatisfied.

Chart 2a: Satisfaction with the overall quality of home



Base: 1,005

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the quality of their home (85%) compared with those 35-59yrs (65%) and those 34yrs and under (53%). Those 35-59yrs significantly more satisfied than those 34yrs and under.
- Significantly more respondents aged 34yrs and under (31%) and 35-59yrs (25%) are dissatisfied with the quality of their home compared with those 60+yrs (10%).

- Significantly more males are satisfied with the quality of their home (76%) compared with females (68%).
- Significantly more females are dissatisfied with the quality of their home (23%) compared with males (16%).
- Significantly more sheltered tenants are satisfied with the quality of their home (88%) compared with general needs tenants (67%).
- Significantly more general needs tenants are dissatisfied with the quality of their home (23%) compared with sheltered tenants (7%).

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

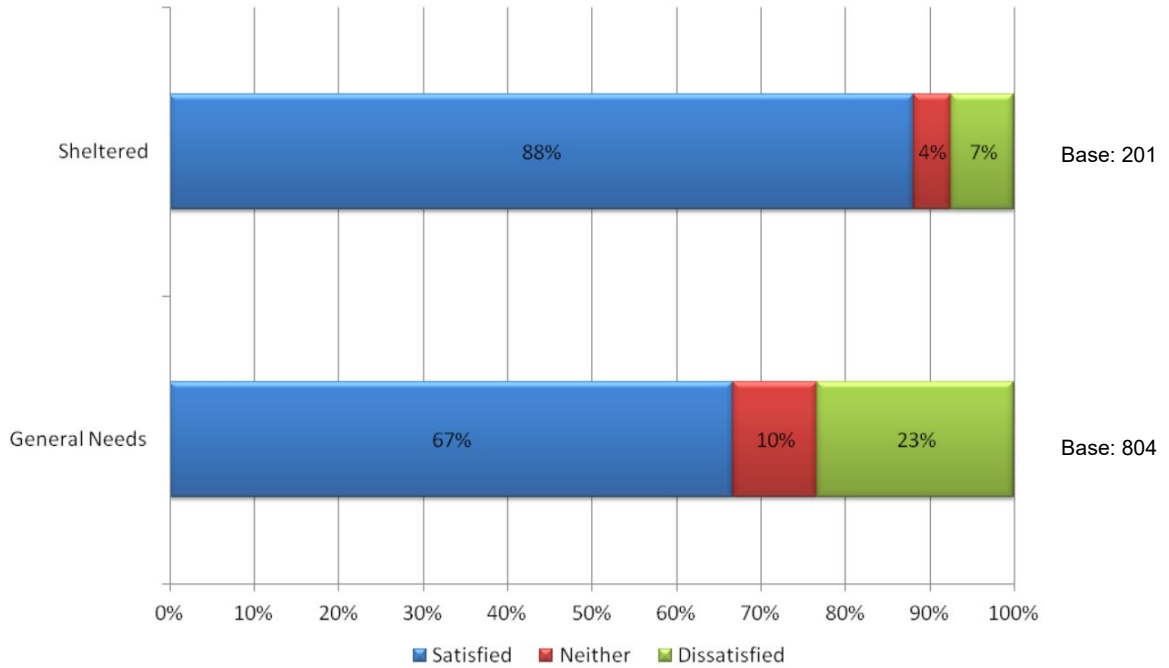
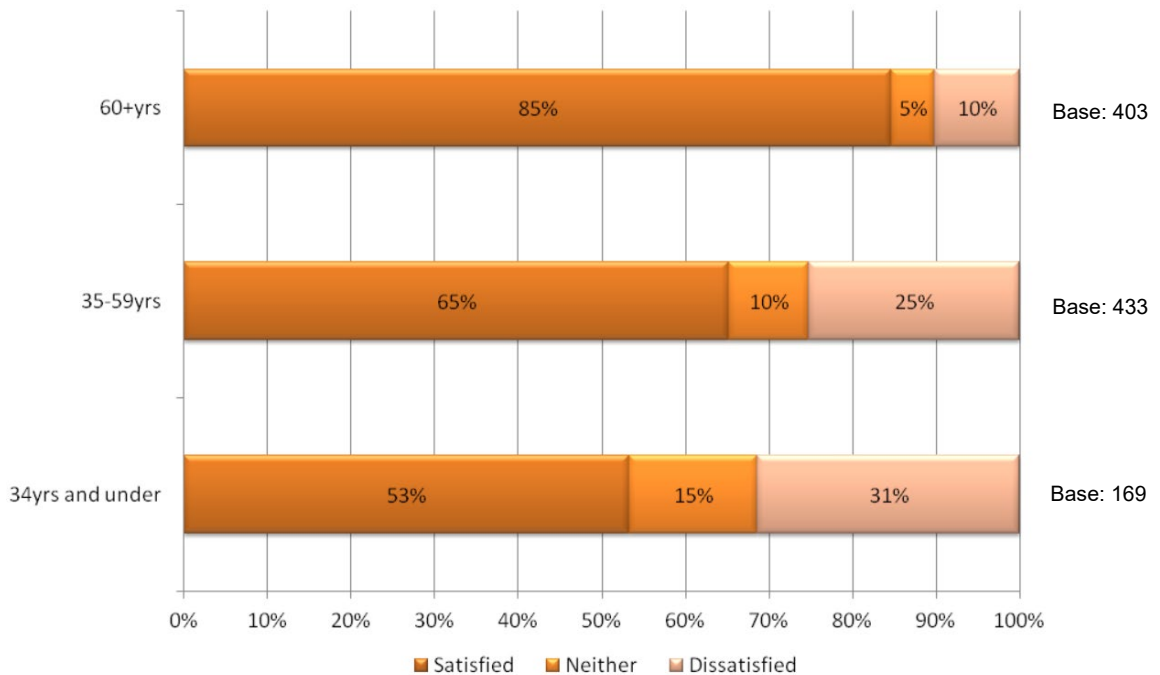


Chart 2c: Satisfaction with the overall quality of home by age



Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with 'the quality of their home' has fallen from 78% in 2019 to 71% in 2021.

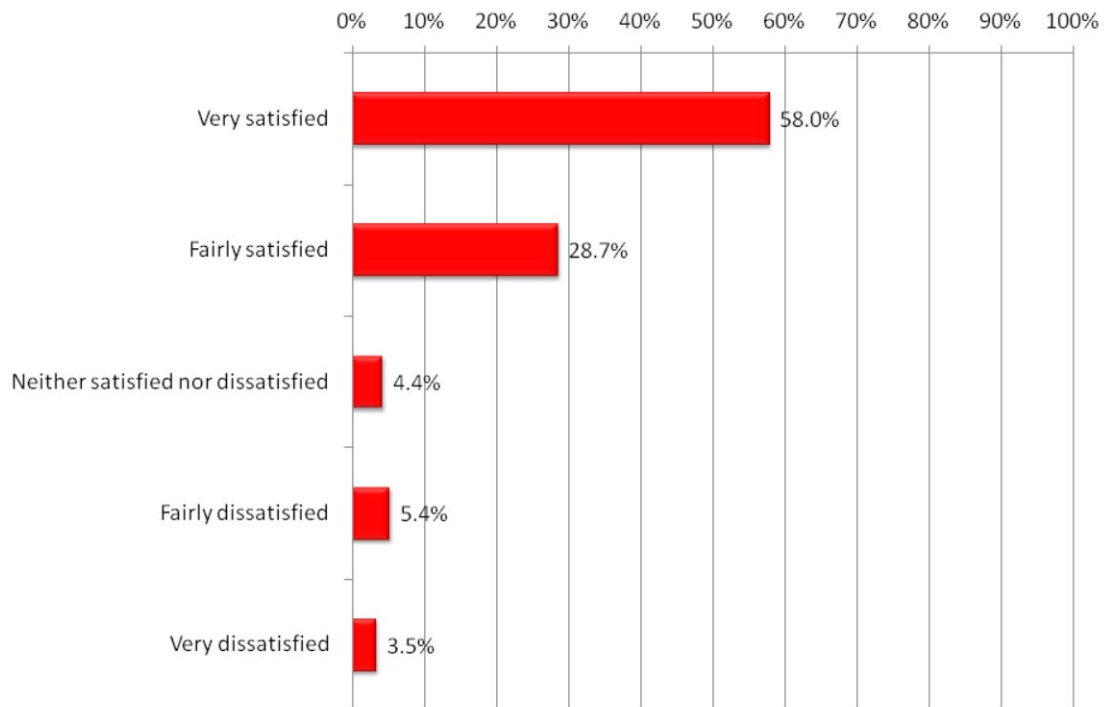
Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
How satisfied or dissatisfied are you with the overall quality of your home	71%	78%	76%

2.2 Satisfaction with the health and safety of your home

'How satisfied or dissatisfied are you with the health and safety of your home e.g. gas and electrical safety, fire safety, asbestos, water safety and lift safety?'

87% are satisfied with the health and safety of their home, 9% are dissatisfied.

Chart 2d: Satisfaction with the health and safety of home



Base: 999

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the health and safety of their home (95%) compared with those 35-59yrs (85%) and those 34yrs and under (72%). Those 35-59yrs significantly more satisfied than those 34yrs and under.
- Significantly more respondents aged 34yrs and under (22%) and 35-59yrs (9%) are dissatisfied with the health and safety of their home compared with those 60+yrs (3%).

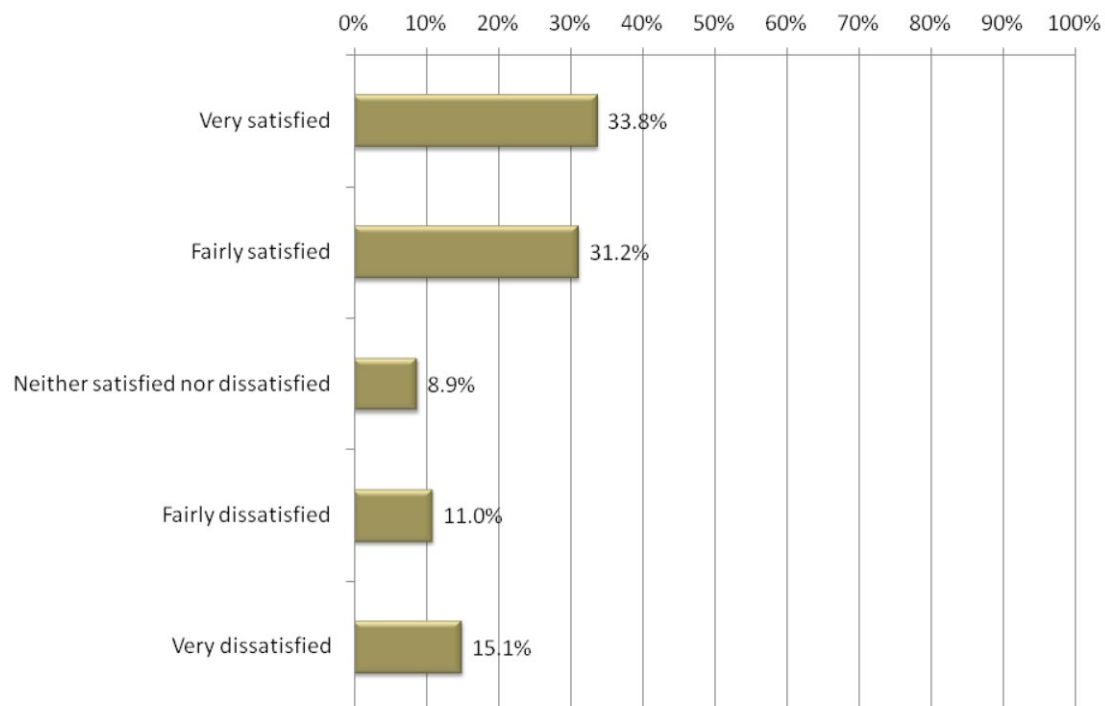
- Significantly more females are dissatisfied with the health and safety of their home (11%) compared with males (6%).
- Significantly more sheltered tenants are satisfied with the health and safety of their home (95%) compared with general needs tenants (85%).
- Significantly more general needs tenants are dissatisfied with the health and safety of their home (10%) compared with sheltered tenants (4%).

2.3 Satisfaction with the communal areas

‘How satisfied or dissatisfied are you with the condition of communal areas e.g. stairwells, landings and communal gardens?’

65% are satisfied with the condition of communal areas, 26% are dissatisfied.

Chart 2e: Satisfaction with condition of communal gardens



Base: 730

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the condition of communal areas (75%) compared with those 35-59yrs (64%) and those 34yrs and under (49%). Those 35-59yrs significantly more satisfied than those 34yrs and under.
- Significantly more respondents aged 34yrs and under (38%) and 35-59yrs (27%) are dissatisfied with the condition of communal areas compared with those 60+yrs (19%).

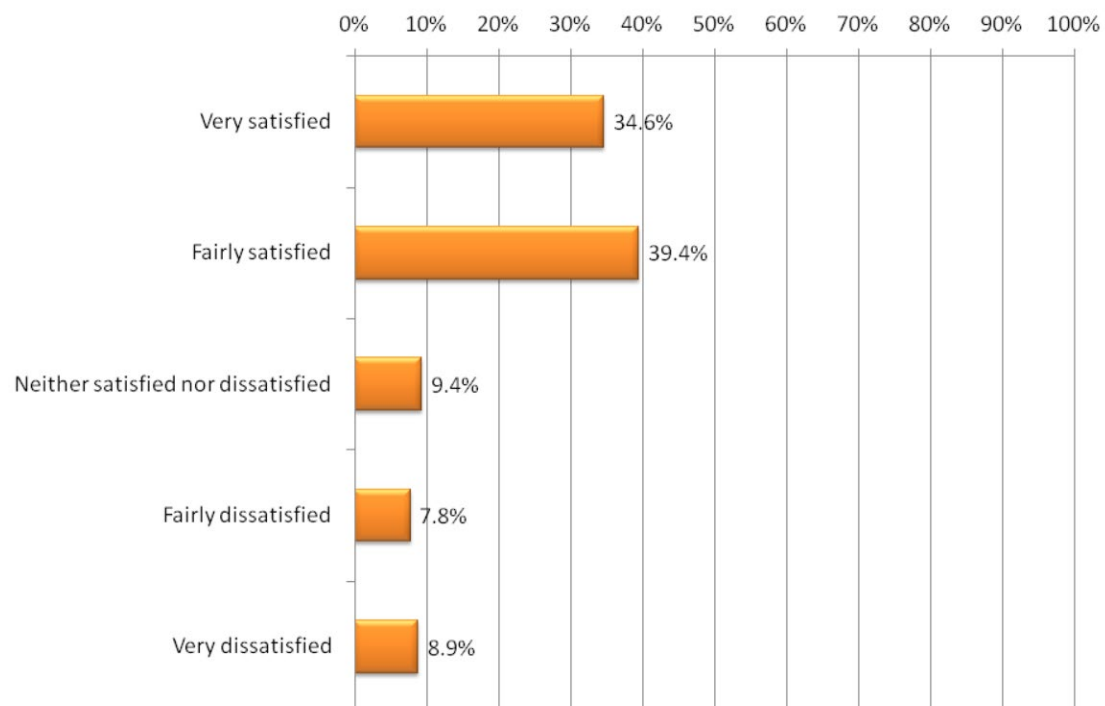
- Significantly more males are satisfied with the condition of communal areas (70%) compared with females (62%).
- Significantly more sheltered tenants are satisfied with the condition of communal areas (74%) compared with general needs tenants (62%).

3.0 Satisfaction with neighbourhood as a place to live

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

Just under three quarters (74%) are satisfied with their neighbourhood as a place to live, 17% are dissatisfied.

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



Base: 1,005

Differences:

- Significantly more respondents aged 35-59 yrs (71%) and 60+yrs (84%) are satisfied with their neighbourhood as a place to live compared with those 34yrs and under (60%). Those 60+yrs significantly more satisfied than those 35-59yrs.
- Significantly more respondents aged 34yrs and under (27%) and 35-59yrs (18%) are dissatisfied with their neighbourhood as a place to live compared with those aged 60+yrs (11%).
- Significantly more sheltered tenants are satisfied with their neighbourhood as a place to live (86%) compared with general needs tenants (71%).

- Significantly more general needs tenants are dissatisfied with their neighbourhood as a place to live (18%) compared with sheltered tenants (10%).

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

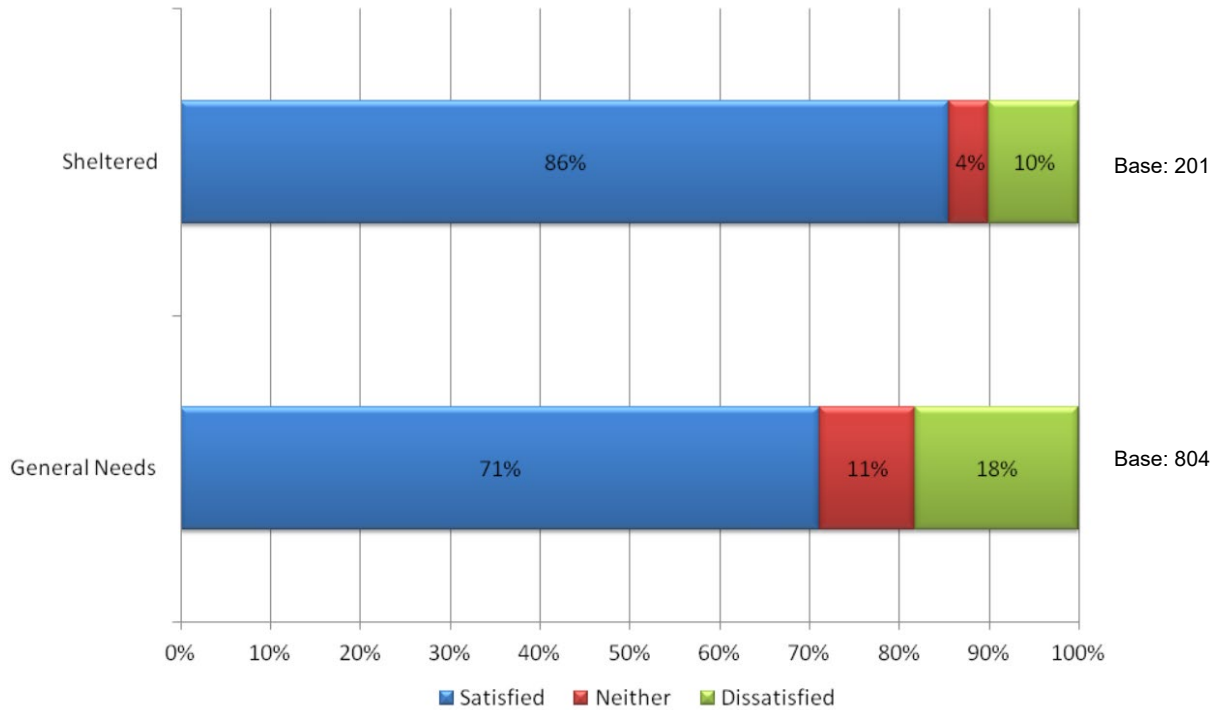
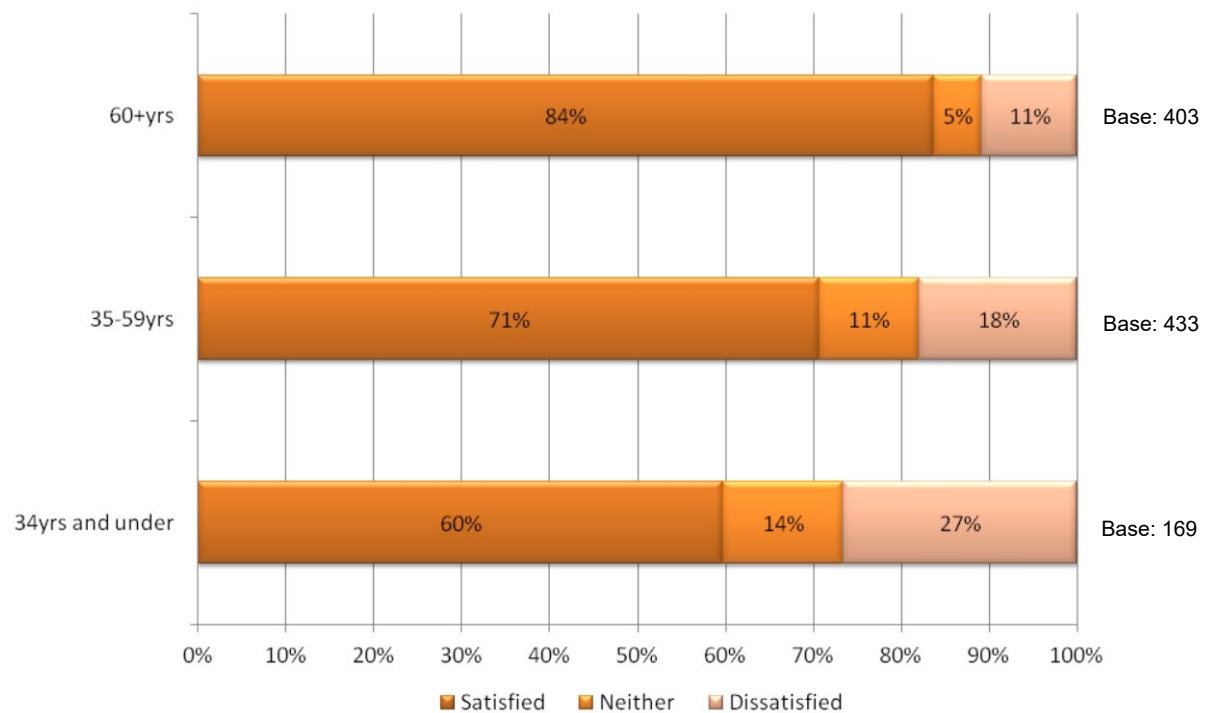


Chart 3c: Satisfaction with neighbourhood as a place to live by age



Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with 'the neighbourhood as a place to live' has stayed fairly consistent across the period 2017-2021 (74-76%).

Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
How satisfied or dissatisfied are you with your neighbourhood as a place to live	74%	76%	75%

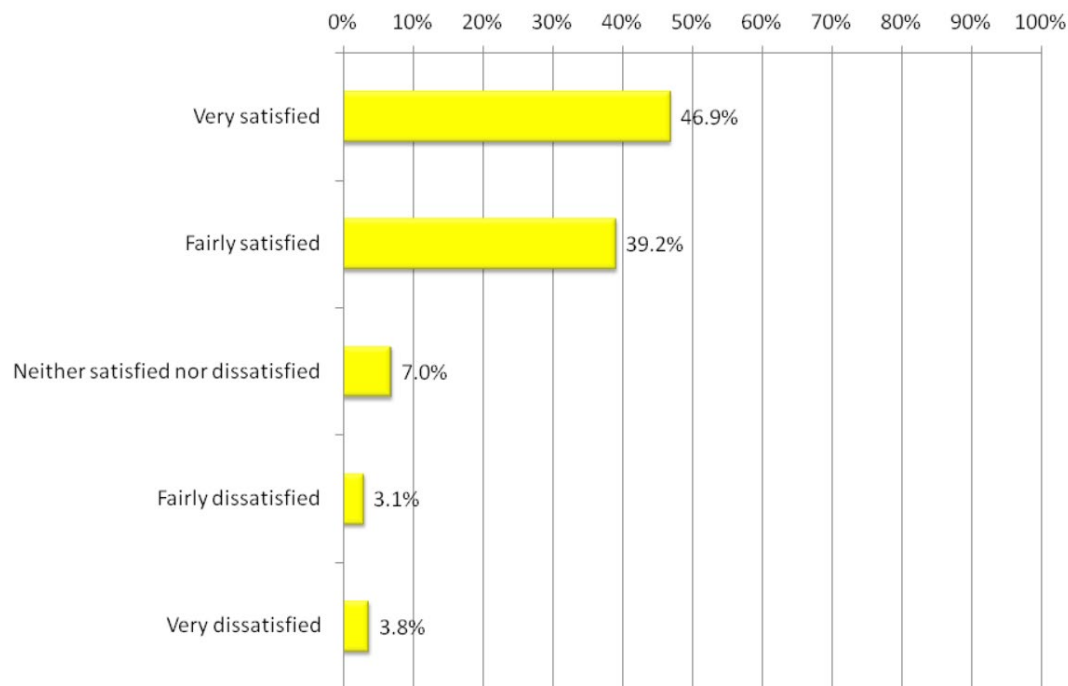
4.0 Rent and service charges

4.1 Satisfaction that rent provides value for money

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

86% are satisfied that their rent provides value for money, 7% are dissatisfied.

Chart 4a: Satisfaction that rent provides value for money



Base: 970

Differences:

- Significantly more respondents aged 60+yrs are satisfied that their rent provides value for money (90%) compared with those aged 34yrs and under (79%).
- Significantly more sheltered tenants are satisfied that their rent provides value for money (93%) compared with general needs tenants (85%).
- Significantly more general needs tenants are dissatisfied that their rent provides value for money (8%) compared with sheltered tenants (3%).

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

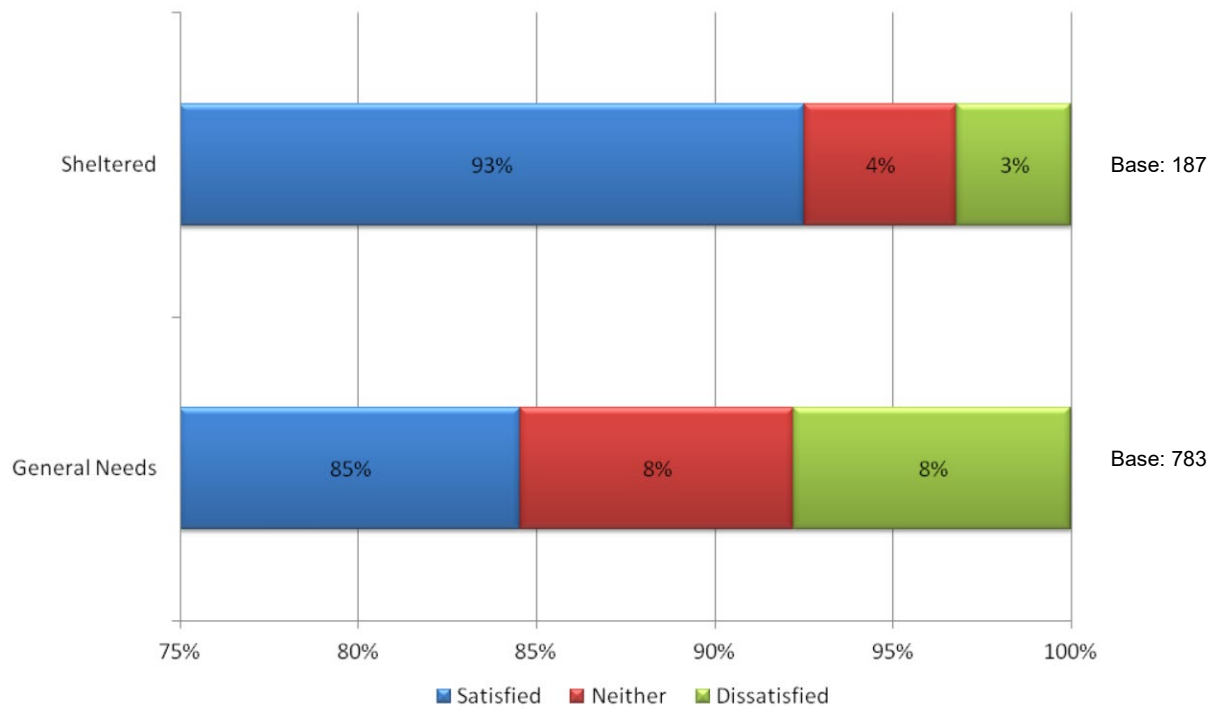
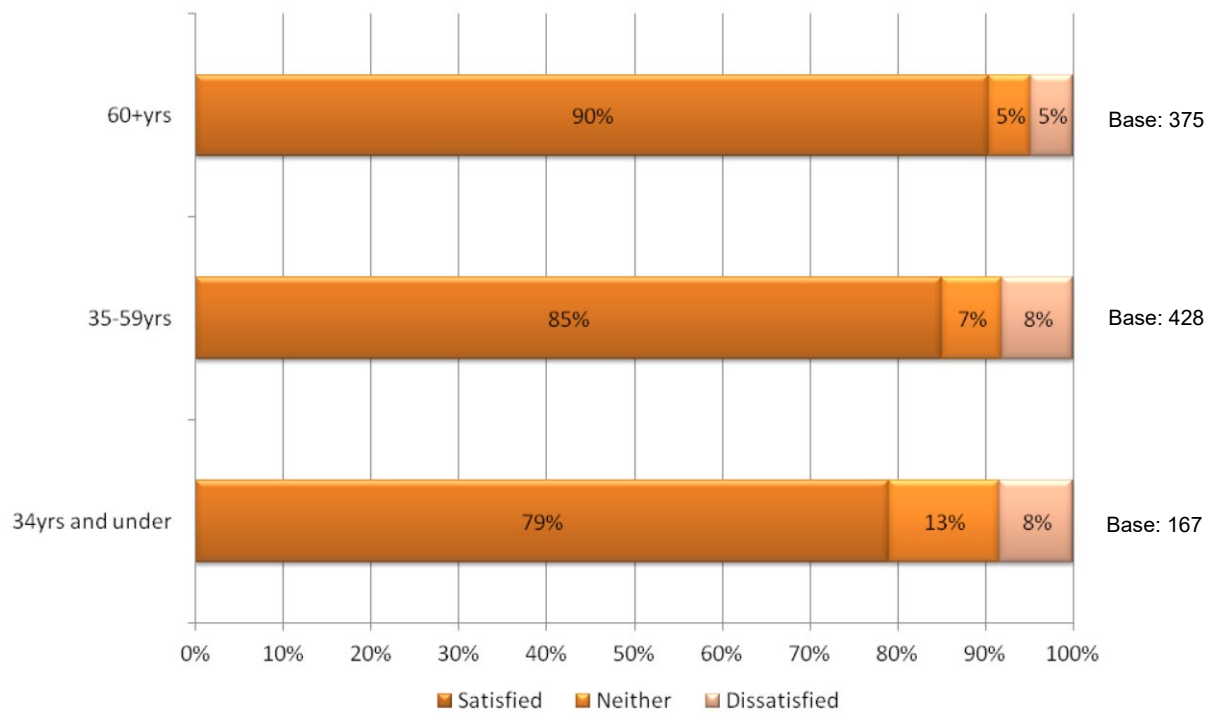


Chart 4c: Satisfaction rent provides value for money by age



Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with rent providing value for money has stayed fairly consistent especially across the period 2019-2021 (86-87%).

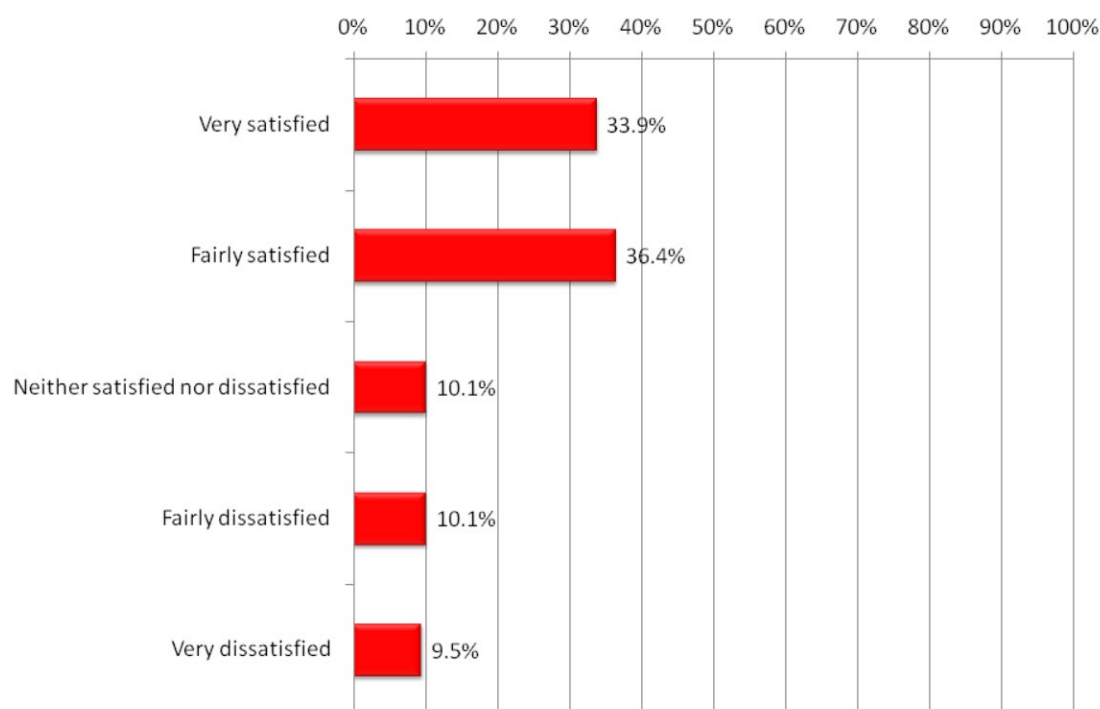
Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
How satisfied or dissatisfied are you that your rent provides value for money	86%	87%	83%

4.2 Satisfaction that service charges provide value for money

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

70% are satisfied that their service charges provide value for money, 20% are dissatisfied.

Chart 5a: Satisfaction that service charges provide value for money



Base: 714

Differences:

- Significantly more respondents aged 60+yrs are satisfied that their service charges provide value for money (76%) compared with those aged 34yrs and under (61%).
- Significantly more sheltered tenants are satisfied that their service charges provide value for money (77%) compared with general needs tenants (68%).
- Significantly more general needs tenants living in a **house** are satisfied that their service charges provide value for money (84%) compared with those general needs tenants living in a **flat** (65%) or a **maisonette** (62%).

- Significantly more general needs tenants living in a **flat** (21%) or a **maisonette** (30%) are dissatisfied that their service charges provide value for money compared with those general needs tenants living in a **house** (9%).

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

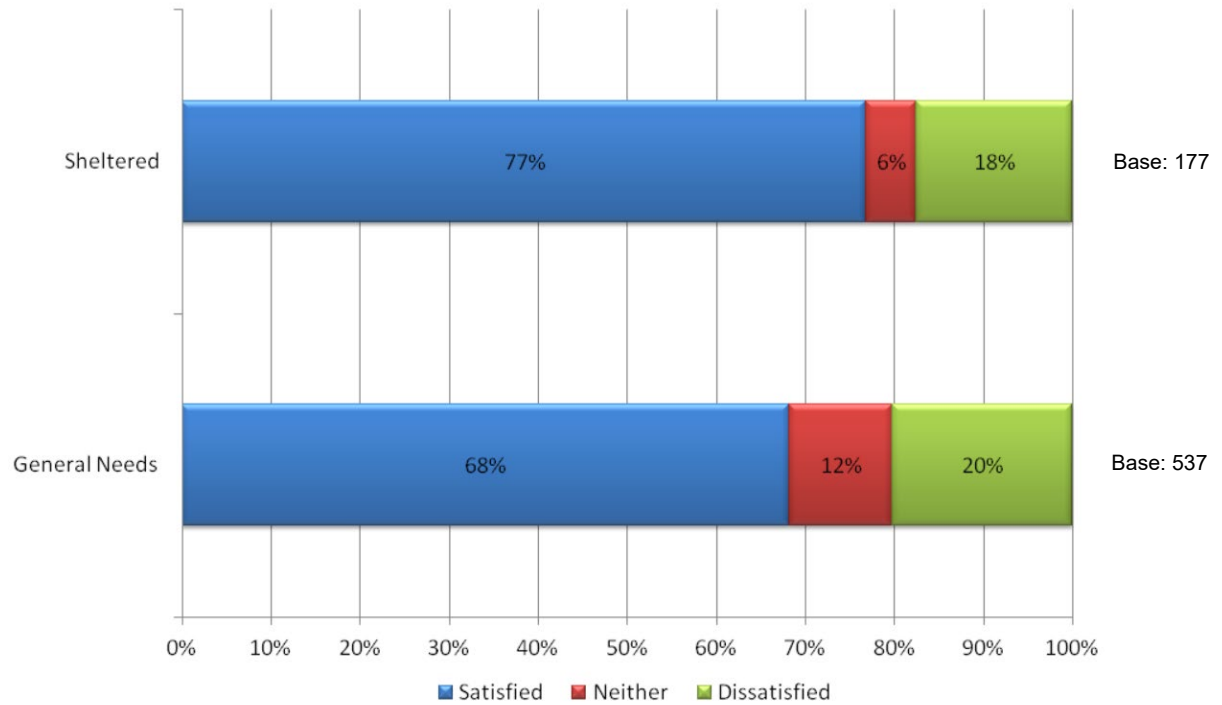
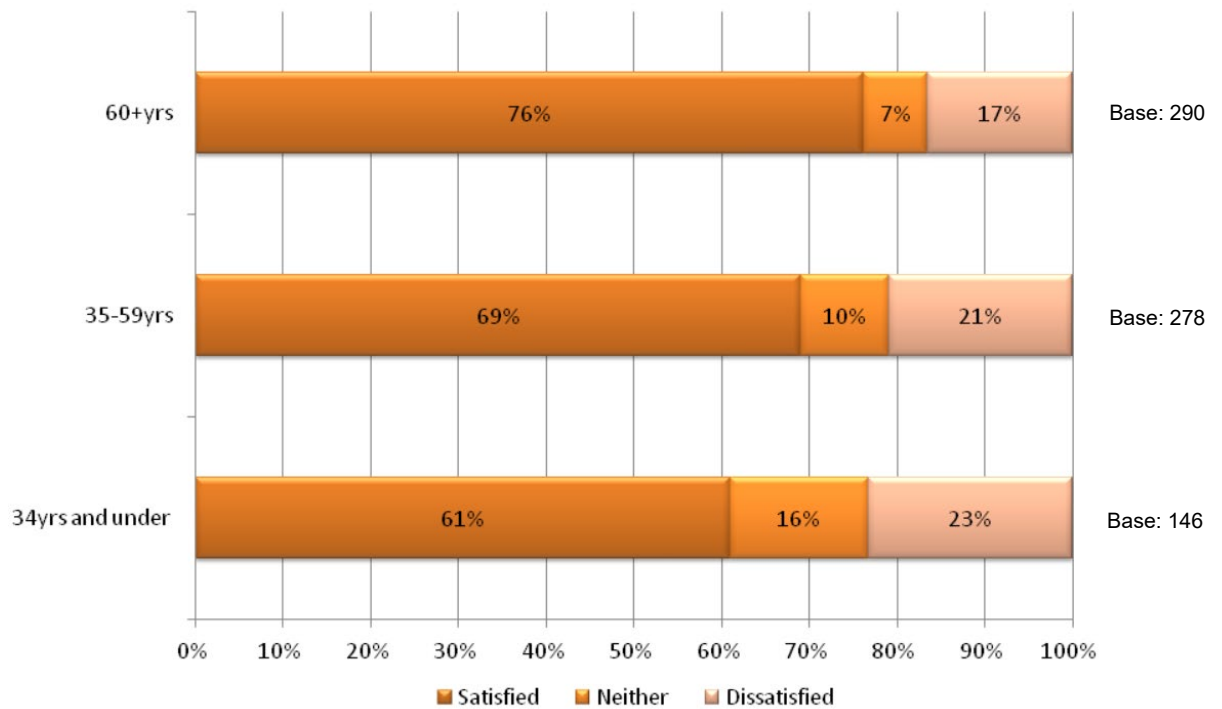


Chart 5c: Satisfaction service charges provide value for money by age



Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with service charges providing value for money has stayed fairly consistent across the period 2017-2021 (70-74%).

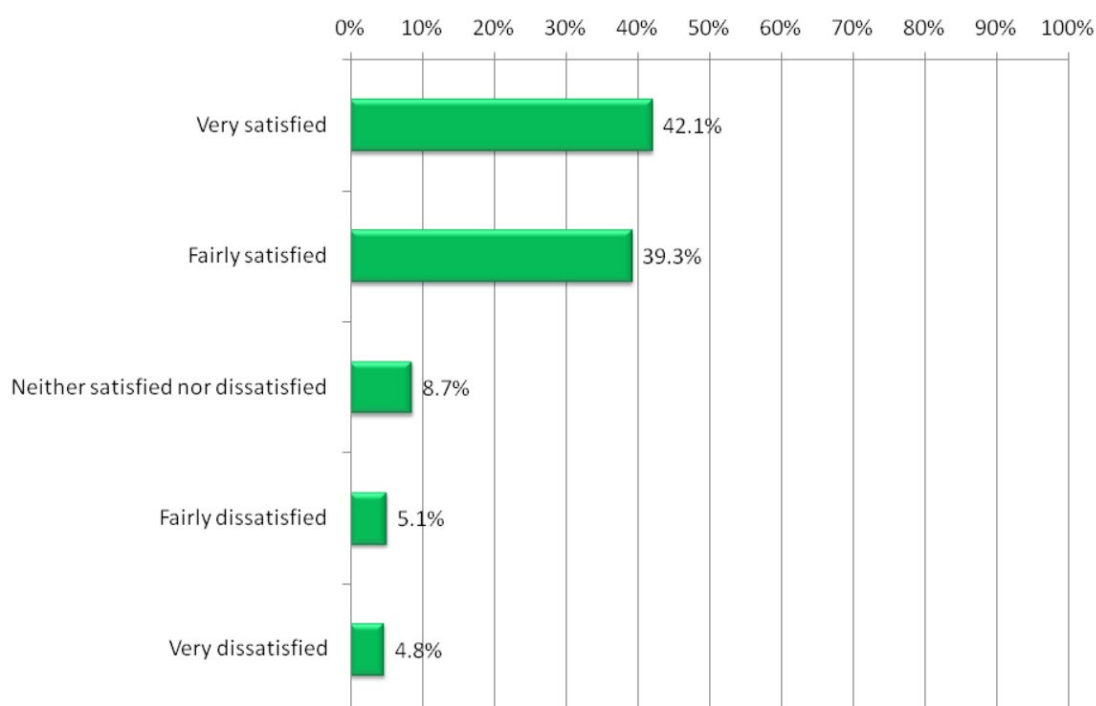
Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
How satisfied or dissatisfied are you that your service charges provide value for money	70%	74%	72%

4.3 Advice and support

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

81% are satisfied with the advice and support they receive from the Council regarding paying rent and service charges, 10% are dissatisfied.

Chart 6: Satisfaction with the advice and support from the Council regarding paying rent and service charges.



Base: 900

Differences:

- Significantly more respondents aged 60+yrs are satisfied with the advice and support they receive from the council regarding paying rent and service charges (86%) compared with those aged 34yrs and under (75%).
- Significantly more respondents aged 34yrs and under are dissatisfied with the advice and support they receive from the council regarding paying rent and service charges (15%) compared with those aged 60+yrs (7%).

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- Significantly more sheltered tenants are satisfied with the advice and support they receive from the council regarding paying rent and service charges (88%) compared with general needs tenants (80%).
- Significantly more general needs tenants are dissatisfied with the advice and support they receive from the council regarding paying rent and service charges (11%) compared with sheltered tenants (5%).

Comparison with 2019 housing tenant survey

The level of satisfaction with the advice and support they have received from the Council regarding paying rent and service charges has stayed fairly consistent across the period 2019-2021 (81-82%).

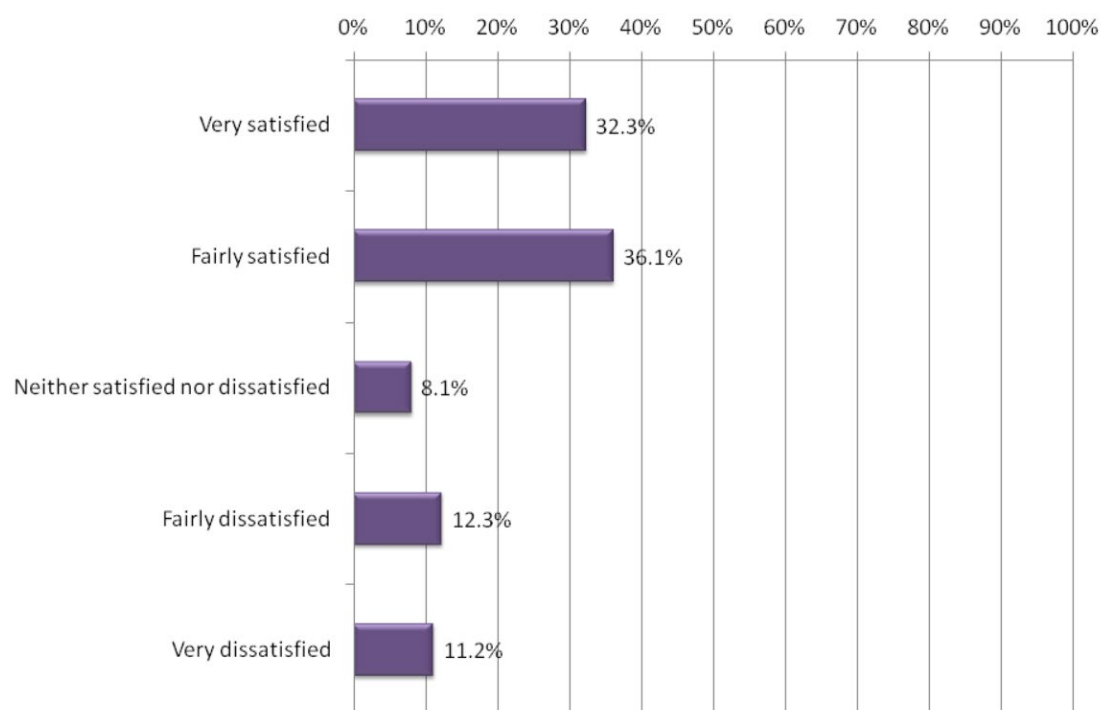
Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
How satisfied or dissatisfied are you with the advice and support you receive from Southampton City Council regarding paying rent and service charges	81%	82%	Not asked

5.0 Satisfaction with enquiries

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

68% are satisfied with the way the Housing Service at Southampton City Council deals with enquiries generally, just under a quarter (23%) are dissatisfied.

Chart 7: Satisfaction with the way Housing Service deals with your enquiries



Base: 977

Differences:

- Significantly more respondents aged 35-59yrs (66%) and 60+yrs (77%) are satisfied with the way the Housing Service deals with enquiries generally compared with those 34yrs and under (55%). Those 60+yrs significantly more satisfied than those 35-59yrs.
- Significantly more respondents aged 34yrs and under (34%) are dissatisfied with the way the Housing Service deals with enquiries generally compared with those aged 60+yrs (18%).
- Significantly more sheltered tenants are satisfied with the way the Housing Service deals with enquiries generally (79%) compared with general needs tenants (66%).
- Significantly more general needs tenants are dissatisfied with the way the Housing Service deals with enquiries generally (25%) compared with sheltered tenants (16%).

Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with the way the Housing Service deals with enquiries has stayed fairly consistent across the period 2019-2021 (66-68%), following a significant reduction between 2017 (72%) and 2019 (66%).

Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
How satisfied or dissatisfied are you with the way the Housing Service at Southampton City Council deals with your enquiries generally	68%	66%	72%

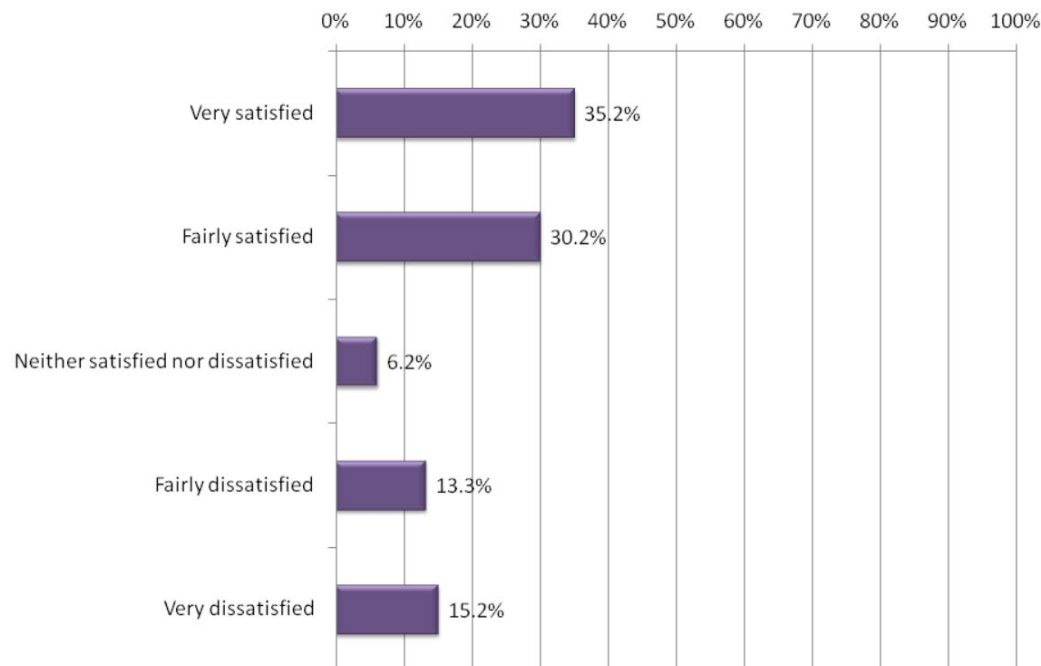
6.0 Repairs and maintenance

6.1 Satisfaction with repairs and maintenance

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

65% are satisfied with the way the Housing Service at Southampton City Council deals with repairs and maintenance, 28% are dissatisfied.

Chart 8a: Satisfaction with the way Housing Service deals with repairs and maintenance



Base: 995

Differences:

- Significantly more respondents aged 35-59yrs (61%) and 60+yrs (78%) are satisfied with repairs and maintenance compared with those 34yrs and under (49%). Those 60+yrs significantly more satisfied than those 35-59yrs and under.

- Significantly more respondents aged 34yrs and under (41%) and 35-59yrs (32%) are dissatisfied with repairs and maintenance compared with those 60+yrs (19%).
- Significantly more sheltered tenants are satisfied with repairs and maintenance (79%) compared with general needs tenants (62%).
- Significantly more general needs tenants are dissatisfied with repairs and maintenance (31%) compared with sheltered tenants (17%).

Chart 8b: Satisfaction with repairs and maintenance by tenure

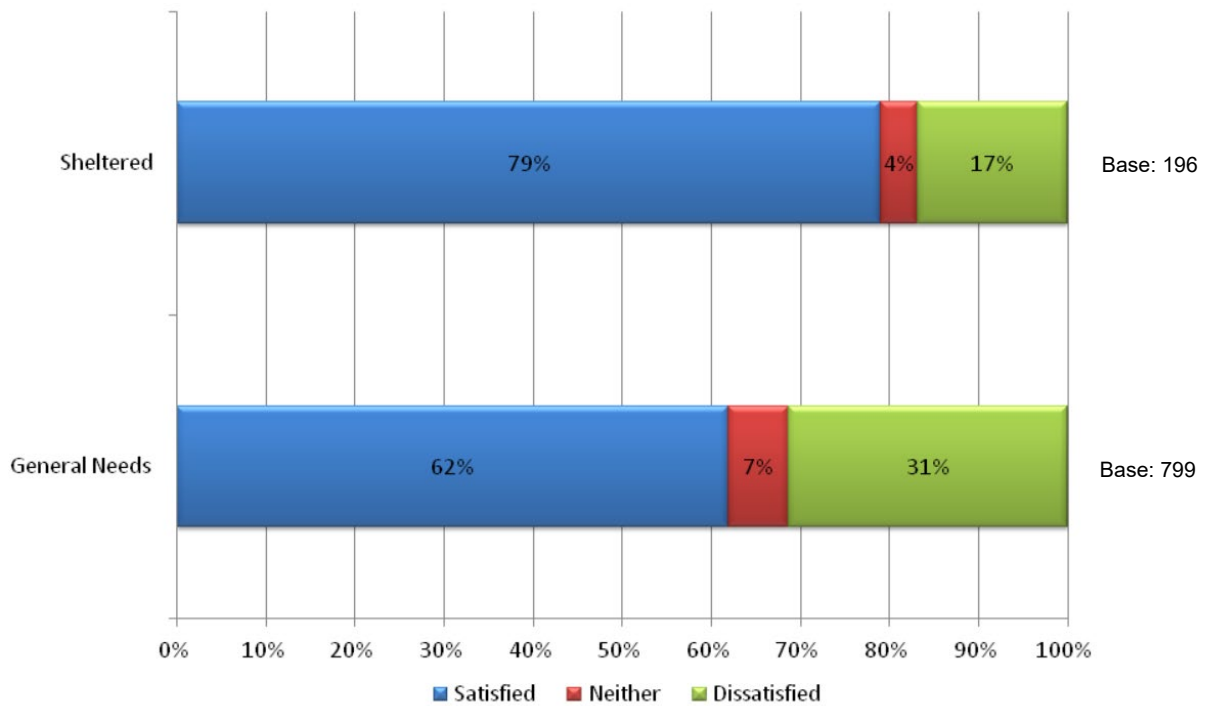
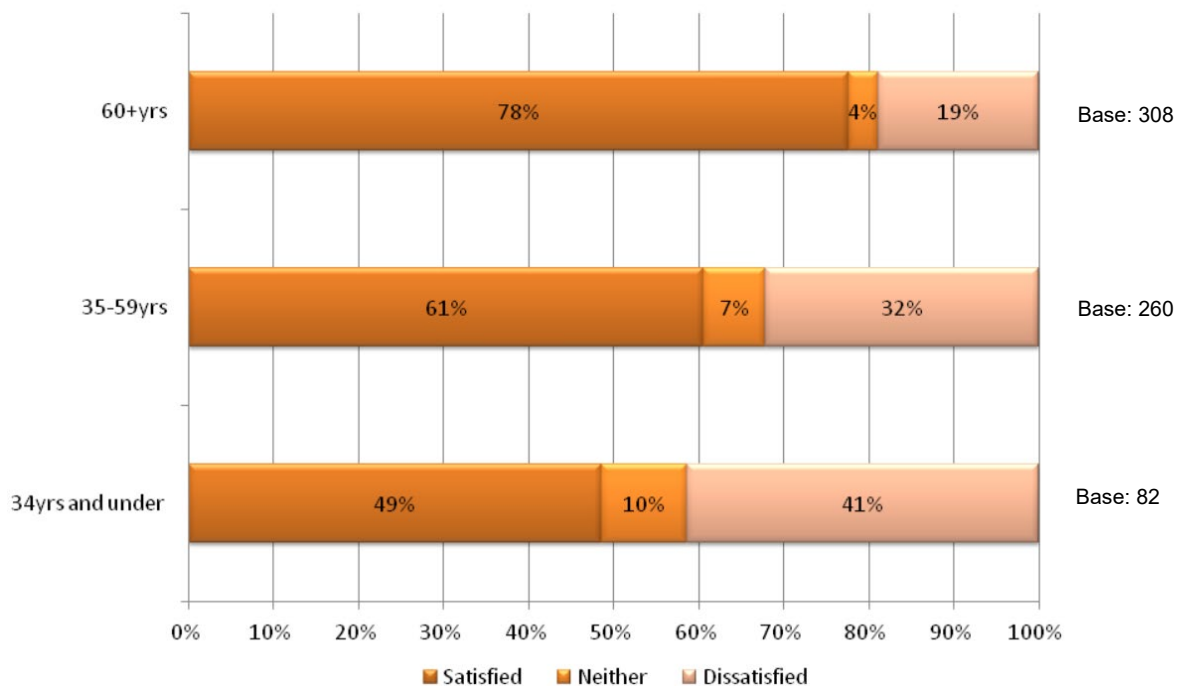


Chart 8c: Satisfaction with repairs and maintenance by age



Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with the way the Housing Service deals with repairs and maintenance has seen a significant reduction between 2019 (71%) and 2021 (65%).

Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
Generally, how satisfied or dissatisfied are you with the way the Housing Service at Southampton City Council deals with repairs and maintenance	65%	71%	72%

6.2 Repairs in last 12 months

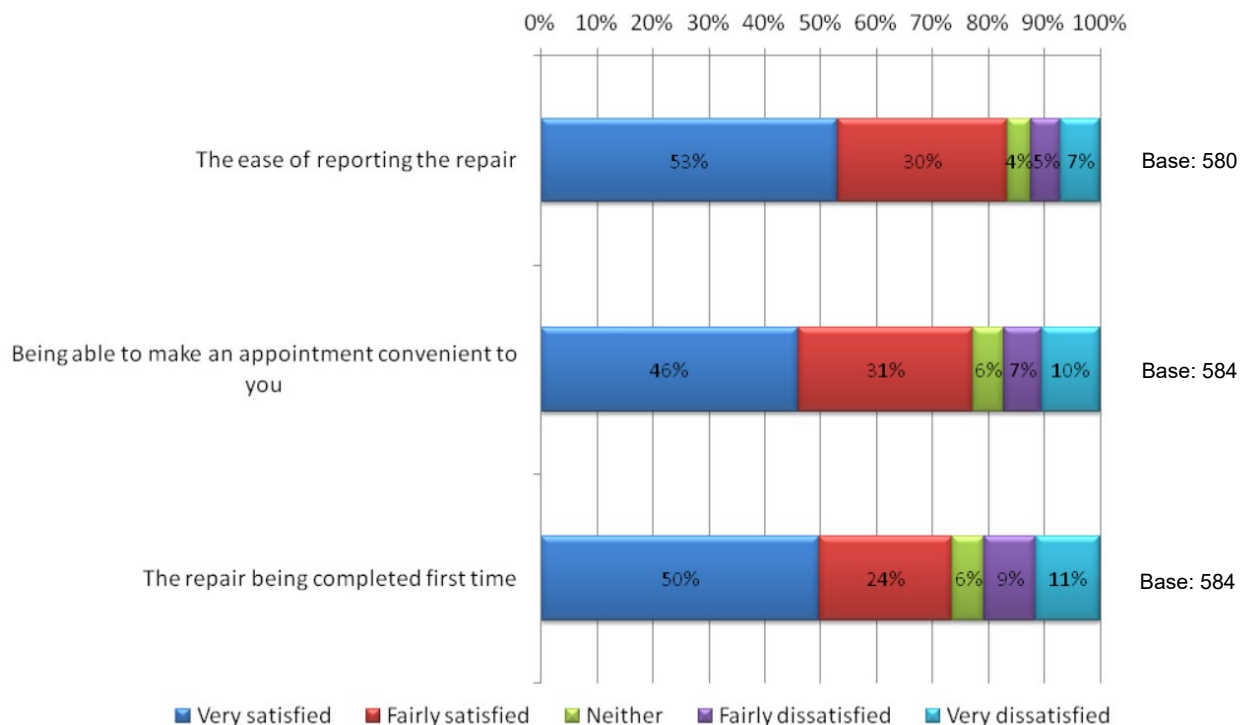
60% outlined they had a repair to their home in the last 12 months (Base: 990).

6.3 Last repair

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

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

Chart 9: Satisfaction with the following:



- 83% were satisfied with the ease of reporting the repair, 12% were dissatisfied.
- 77% were satisfied with being able to make an appointment convenient to them, 17% were dissatisfied.

- 74% were satisfied with the repair being completed first time, 21% were dissatisfied.

Differences:

- Significantly more respondents aged 35-59yrs (85%) and 60+yrs (86%) are satisfied with the **ease of reporting a repair** compared with those 34yrs and under (74%).
- Significantly more respondents aged 35-59yrs (76%) and 60+yrs (86%) are satisfied with being **able to make an appointment convenient to them** compared with those 34yrs and under (63%). Those 60+yrs significantly more satisfied than those 35-59yrs.
- Significantly more sheltered tenants are satisfied with being **able to make an appointment convenient to them** (90%) compared with general needs tenants (75%).
- Significantly more respondents aged 60+yrs are satisfied with the **repair being completed first time** (85%) compared with those 35-59yrs (70%) and those 34yrs and under (61%).
- Significantly more male respondents are satisfied with the **repair being completed first time** (83%) compared with female respondents (69%).
- Significantly more sheltered tenants are satisfied with the **repair being completed first time** (90%) compared with general needs tenants (70%).

Comparison with 2019 housing tenant survey

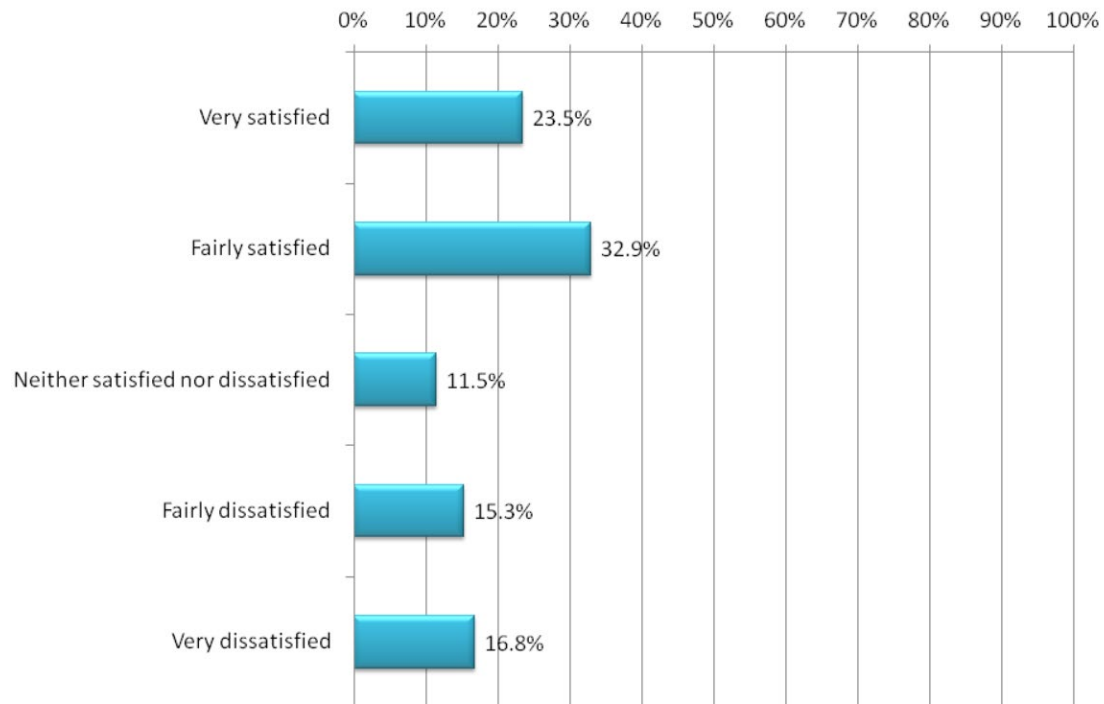
Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
Ease of reporting the repair	83%	76%	Not asked
Able to make an appointment convenient to them	77%	79%	Not asked
Repair being completed first time	74%	78%	Not asked

7.0 Satisfaction with views listened to and acted upon

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

56% are satisfied that the Housing Service at Southampton City Council listens to their views and acts upon them, 32% are dissatisfied.

Chart 10a: Satisfaction that the Housing Service listens to your views and acts upon them



Base: 859

Differences:

- Significantly more respondents aged 60+yrs are satisfied that the Housing Service at Southampton City Council listens to their views and acts upon them (71%) compared with those 35-59yrs (51%) and those 34yrs and under (41%).
- Significantly more respondents aged 34yrs and under (43%) and 35-59yrs (35%) are dissatisfied that the Housing Service at Southampton City Council listens to their views and acts upon them compared with those 60+yrs (23%).
- Significantly more sheltered tenants are satisfied that the Housing Service at Southampton City Council listens to their views and acts upon them (70%) compared with general needs tenants (53%).
- Significantly more general needs tenants are dissatisfied that the Housing Service at Southampton City Council listens to their views and acts upon them (34%) compared with sheltered tenants (23%).

Chart 10b: Satisfaction Housing Service listens to your views and acts upon them by tenure

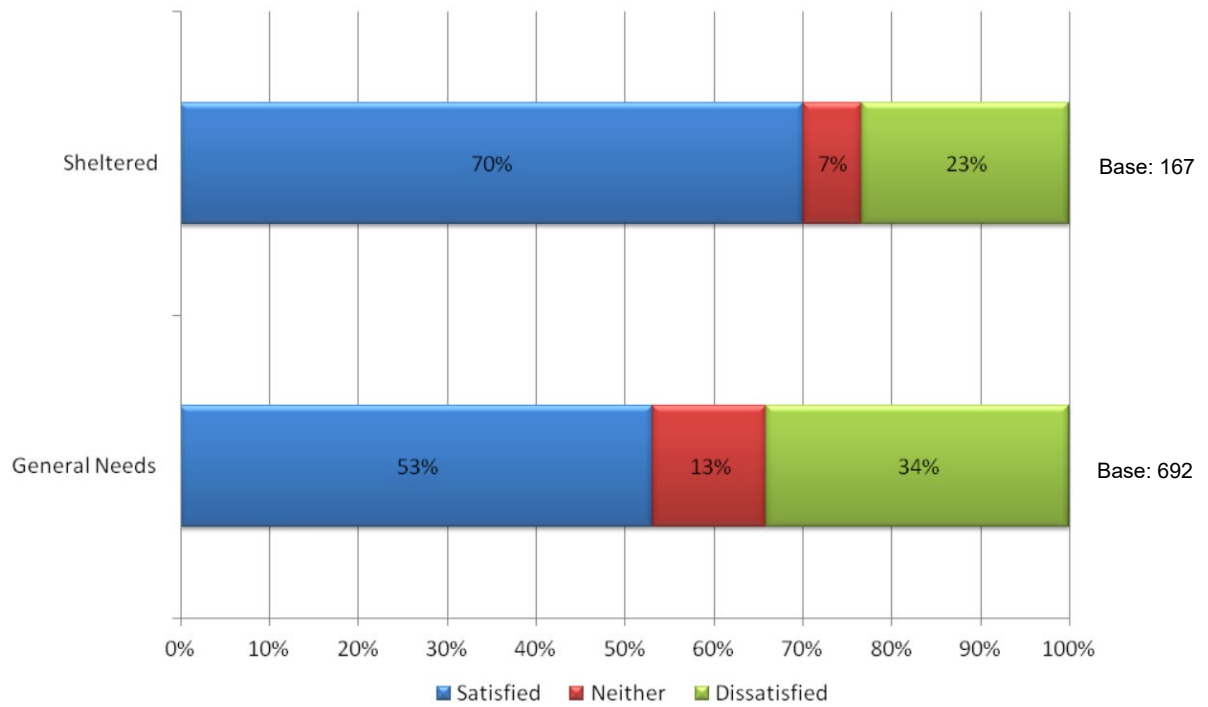
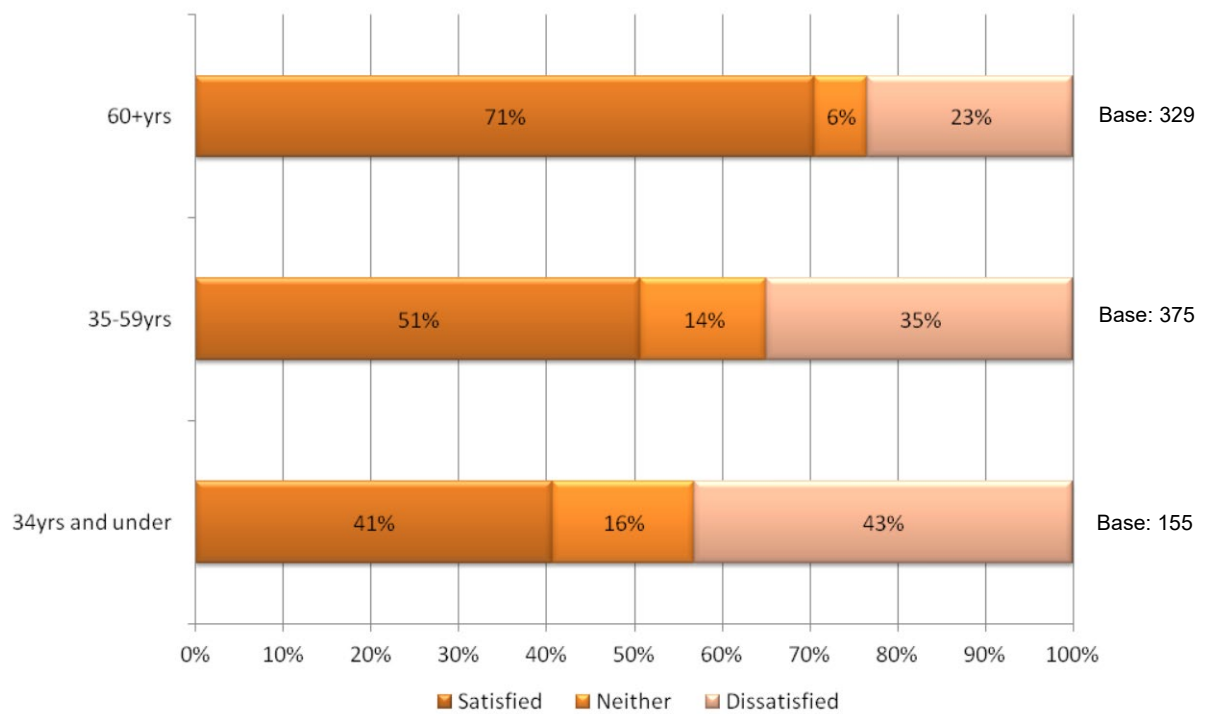


Chart 10c: Satisfaction Housing Service listens to your views and acts upon them by age



Comparison with 2019 and 2017 housing tenant survey

The level of satisfaction with the way the Housing Service listens to views and acts upon them has fallen from 61% in 2019 to 56% in 2021, following 58% satisfaction in 2017.

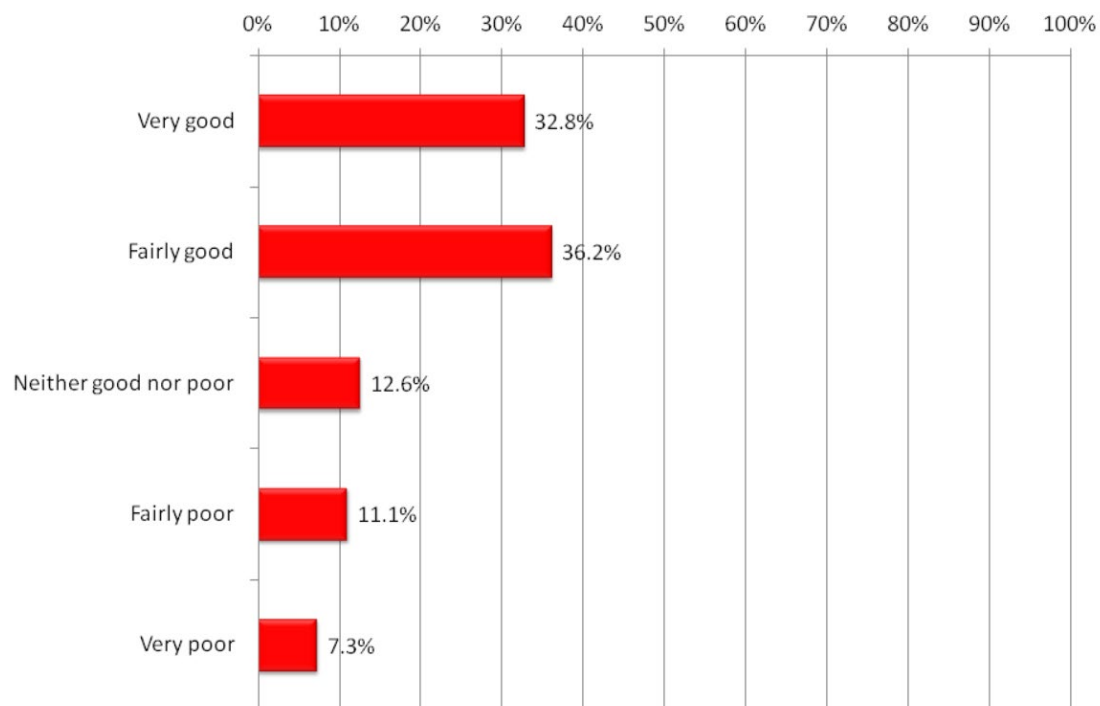
Question - % satisfied	2021 Survey	2019 Survey	2017 Survey
How satisfied or dissatisfied are you that the Housing Service at Southampton City Council listens to your views and acts upon them	56%	61%	58%

8.0 Keeping you informed

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

69% felt the Housing Service at Southampton City Council were good at keeping them informed about things that might affect them as a resident, 18% felt they were poor.

Chart 11: Housing Services keeping you informed



Base: 984

Differences:

- Significantly more respondents aged 60+ yrs felt the Housing Service at Southampton City Council is good at keeping them informed about things that might affect them as a resident (78%) compared with those 35-59 yrs (64%) and those 34 yrs and under (61%).

- Significantly more respondents aged 34yrs and under felt the Housing Service at Southampton City Council is poor at keeping them informed about things that might affect them as a resident (24%) compared with those 60+yrs (15%).
- Significantly more sheltered tenants felt the Housing Service at Southampton City Council is good at keeping them informed about things that might affect them as a resident (81%) compared with general needs tenants (66%).
- Significantly more general needs tenants felt the Housing Service at Southampton City Council is poor at keeping them informed about things that might affect them as a resident (20%) compared with sheltered tenants (12%).

Comparison with 2019 and 2017 housing tenant survey

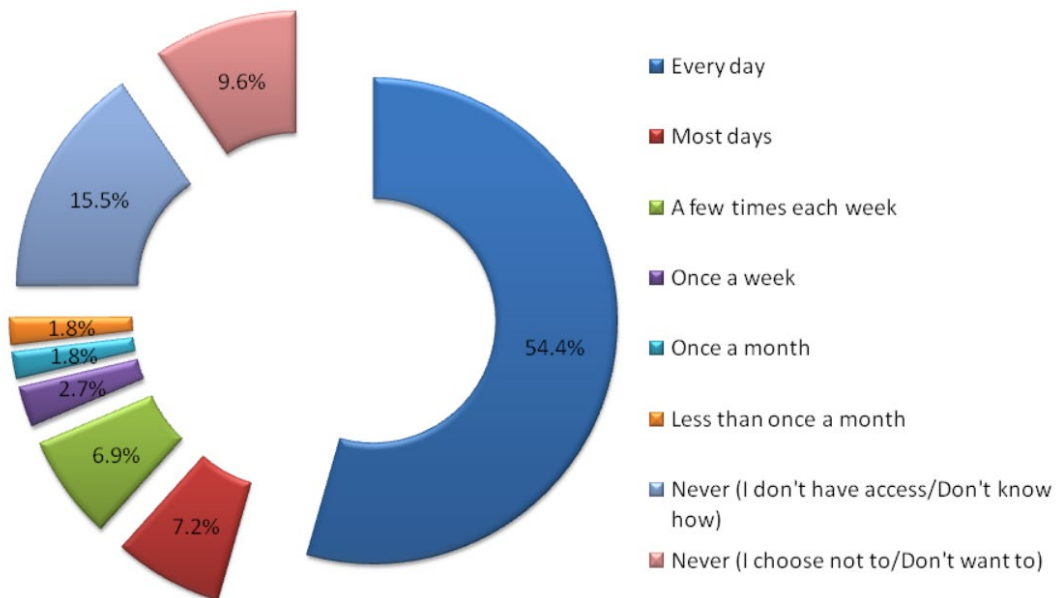
The proportion of residents who feel the Housing Service keeps them informed about things that might affect them (% good) has fallen significantly over the period 2017-2021 from 76% in 2017 to 69% in 2021.

Question - % good	2021 Survey	2019 Survey	2017 Survey
How good or poor do you feel the Housing Service at Southampton City Council is at keeping you informed about the things that might affect you as a resident	69%	71%	76%

9.0 Internet usage

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

Chart 12: Internet Usage



Base: 994

- Over half (54%) outlined they accessed the internet every day.
- A quarter (25%) outlined they never access the internet (of these 62% outlined they don't have access or they don't know how and the remaining 38% outlined they chose not to or don't want to access the internet).

Differences:

- Differences in internet access across age groups: 84% of 34yrs and under outlined they accessed the internet every day significantly higher than both 35-59yrs (67%) and 60+yrs (28%).
- 35-59yrs significantly higher than those 60+yrs as well with regards accessing the internet every day.
- 50% of 60+yrs outlined they never use the internet significantly higher than 35-59yrs (11%) and 34yrs and under (2%).
- Female respondents more likely to use the internet daily (57%) compared with male respondents (50%).
- Differences in internet usage across tenure: 60% of general needs tenants outlined they access the internet on a daily basis which was significantly higher than sheltered tenants (34%).

- 47% of sheltered tenants outlined they never use the internet which was significantly higher than general needs tenants (19%).

Comparison with 2019 housing tenant survey

2019 - 49% outlined they accessed the internet every day.

2019 - 29% outlined they never access the internet.

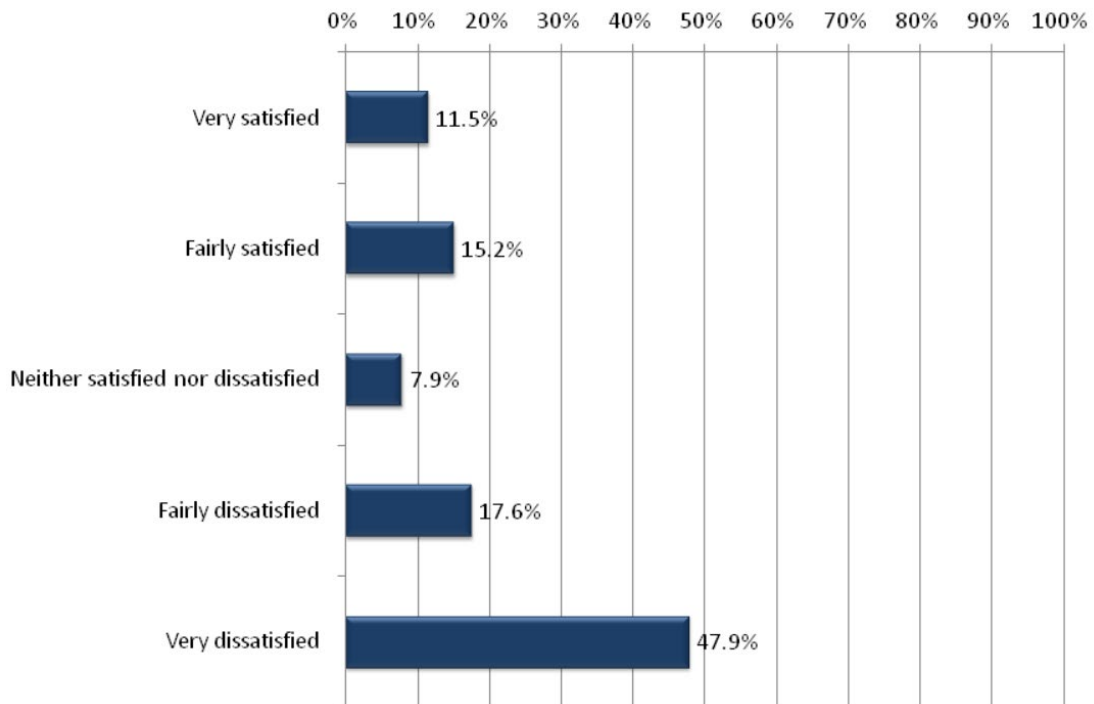
10.0 Anti-social behaviour

18% of respondents outlined they had reported anti-social behaviour to Southampton City Council in the past 12 months (Base: 998).

Of those who had reported anti-social behaviour in the past 12 months ‘How satisfied or dissatisfied were you with the way we handled your report of anti-social behaviour?’

27% are satisfied with the way Southampton City Council handled their report, 65% are dissatisfied.

Chart 13: Handled report of anti-social behaviour



Base: 165

Differences:

- Those general needs tenants who had reported anti-social behaviour and live in a **house** are significantly more satisfied with the way the report was handled (42%) compared with those general needs tenants living in a **flat** (18%).

11.0 Most important thing to focus on

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

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

- Improvements to repairs/repairs service (17%)
- Improving the neighbourhood (14%)
- Improvements to grounds/communal maintenance and cleaning (11%)
- Listening to residents / being supportive to tenants (10%)
- Updating/improving properties (10%)

	Total #	Total %
Improvements to repairs / repairs service	173	17.2%
Improving the neighbourhood (e.g. better neighbours / who moves in / anti-social behaviour)	145	14.4%
Don't know / No comment	131	13.0%
Improvements to grounds / communal maintenance and cleaning,	113	11.2%
Listening to residents / being supportive to tenants	98	9.8%
Updating / improving properties e.g. bathrooms, kitchens	97	9.7%
Nothing / Happy as it is	90	9.0%
Improvements to security and safety e.g. police	88	8.8%
Keeping residents informed	71	7.1%
Other	64	6.4%
Improvements to communication / communication methods	60	6.0%
Improving bidding service or moving / living in unsuitable accommodation or area (e.g. overcrowding or under occupying)	59	5.9%
Increasing housing stock / building new homes / not selling off stock / using for students	49	4.9%
Improving services for disabled / vulnerable	48	4.8%
Improving parking (e.g. disabled spaces)	41	4.1%
Property issues e.g. mould/damp..... Health & Safety.	37	3.7%
Improvements to waste and recycling services	36	3.6%
Individual circumstances / tenants not a one size fits all	31	3.1%
Improving rent/ living costs	28	2.8%
There is 'no way of getting assistance quickly / emergency repairs reporting system required'	27	2.7%
Need to replace windows	27	2.7%
Need to improve / replace the heating system/ I have no heating/ I have no control over my heating/ the heating system is outdated and very expensive/unaffordable.	27	2.7%
Checks before tenants move in / follow through on checks	25	2.5%
Focus on wardens/staff	25	2.5%
Need to improve efficiency of properties	25	2.5%
Improvements to roads and pavements	22	2.2%

Improving services for children / young people e.g. play areas	20	2.0%
Improving services for elderly	14	1.4%
The council needs to focus on acting on/ acting faster/listening to complaints & concerns regarding vermin (rats/pigeons).	11	1.1%
Improvements to traffic / congestion	4	0.4%

Comparison with 2019 Housing Tenant Survey

The most common themes outlined for Southampton City Council's Housing Service to focus on in 2019 were:

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

Comparison with 2017 Housing Tenant Survey

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

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