



# TSM Survey 2024/25

for:



Report by Scott Rumley & Adam Payne

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# Contents

	Page
1. Introduction	1
2. Executive summary	2
3. Services overall	6
4. The home	10
5. Value for money	14
6. Repairs service	17
7. Contact and communication	20
8. Neighbourhood	23
9. Complaints	26
10. Respondent profile	29

## Appendices

A. Summary of approach	32
B. Example questionnaire	35
C. Data summary	37



# 1. Introduction

## Background

This report details the results of Northumberland County Council's 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 is the second year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report 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 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's published national 2023/24 year end TSM figures.

## About the survey

The survey was carried out between 20 May and 03 Jul 2024 with a computer-generated randomly selected half census of tenant households, excluding any households sampled in 2023/24. Paper self completion questionnaires were distributed to a selected sample, followed by online survey reminders sent to non-respondents via email and SMS where suitable contacts were available, for a total of two emails and two text messages.

Overall, 1,057 tenant households took part in the survey, which represented a response rate of 28% of those sampled (error margin +/- 2.8%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. The final survey data was weighted by interlaced age group, property type and patch 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 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

69%	73%	↓	68%	TP01	satisfaction overall
70%	74%	↓	73%	TP02	repairs service in last 12 months
66%	66%	↔	69%	TP03	time taken to complete last repair
69%	67%	↓	66%	TP04	home is well maintained
76%	72%	↓	69%	TP05	home is safe
59%	50%	↔	52%	TP06	listens to views and acts on them
70%	54%	↔	55%	TP07	being kept informed
76%	70%	↓	69%	TP08	treated fairly and with respect
34%	24%	↔	28%	TP09	approach to handling complaints
66%	58%	↓	52%	TP10	communal areas clean and maintained
63%	58%	↓	54%	TP11	makes a positive contribution to area
57%	48%	↓	46%	TP12	approach to handling ASB

↑ statistically significant improvement   ↔ no statistically significant change   ↓ statistically significant decline

### Overall satisfaction

1. Overall satisfaction with the housing services provided by Northumberland Council housing services has fallen for the second year in a row, down by a further five points to 68% (section 3).
2. However, unlike last year most of the other ratings are stable. The main exceptions are home safety (section 4), value for money (section 5) and perceptions of the neighbourhood (section 8).
3. It is also important to remember that satisfaction levels have fallen for the entire housing sector to the extent that most benchmark comparisons in the report are also lower than before. Nationally, the median satisfaction score was 69% in 2023/24.
4. There continues to be the expected difference by age group, with retirement age tenants aged 65 or over significantly more satisfied than average (85%) whilst the score is lower than average amongst the under 50s (60%).
5. There has been a notable fall in satisfaction in Cramlington, from 79% to 64%, which is apparent across most of the survey results.
6. 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 strongest factors most closely associated with overall tenant satisfaction are below. The pattern is similar to last year, albeit with property maintenance being even more dominant than it was before
  - Provide a home that is well maintained (66% satisfied, section 4)
  - Listens to and acts on tenants' views (52%, section 7)
  - Easy to deal with (75%, section 7)
  - A home that is safe (69%, section 4)

### The home

7. This second TSM survey confirms that the standard of the property is a core focus for Northumberland tenants, as two of the four key drivers of overall satisfaction are the safety and maintenance of the home (section 3).
8. Satisfaction with how well the home is maintained is essentially unchanged since last year (66%). On the other end of the scale around a fifth of tenants are actively dissatisfied (22%, section 4).
9. Two thirds of tenants say that the Council provides a home that is safe (69%, down from 72%), with a 5% increase in the proportion dissatisfied (now 21%).
10. Property maintenance is in the benchmark third quartile, and safety in the fourth quartile.
11. Satisfaction with the home has notably worsened in the Cramlington and Seaton Delaval areas.
12. Although only affecting a fifth of tenants, communal cleaning and maintenance (58%) is rated 14% below average.

## 2. Executive summary

### Repairs

13. Satisfaction with the repairs service received over the last 12 months is now stable, compared to the very significant decrease observed in last year survey (section 5).
14. Furthermore, a recalibration in the benchmark figures now that all landlords are asking the TSM questions in exactly the same way means that the Council's performance is now above the benchmark (73% v 70%).
15. The time taken to complete the last repair is also above its own benchmark target (69% v 66%), which includes a slight (albeit not statistically significant) 3% improvement in this score.
16. Repairs ratings have improved dramatically in Blyth North (82% v 68%), but fallen by a similar extent in Cramlington (66% v 82%).

### Communication

17. The second strongest key driver of tenant satisfaction this year is whether the landlord listens to their views and acts upon them, a rating that hasn't changed much since last year, but is still below the benchmark median (52% v 59%).
18. Whether tenants feel that housing services are easy to deal with is again also a key driver, also remaining essentially unchanged at 75%. Similarly stable is the proportion who feel they are treated fairly and with respect (69%), this too being 7% below the benchmark target.
19. The last question in this section is on customers being kept informed about things that are important to them (55% satisfied), which is most notable because it is 15% lower than the benchmark average and therefore an improvement priority.

### Value for money

20. The cost-of-living crisis continues to have a major impact on perceptions of value for money. This includes 66% satisfaction with rent amongst tenants, compared to 73% last year and 81% in 2022 (section 5).
21. Similarly, service charge satisfaction also continues to fall, from 72% in 2022, to 65% last year and just 60% currently.
22. The most notable changes are large drops in satisfaction with the rent amongst the under 35s, and in Cramlington and Seaton Delaval.

## 2. Executive summary

### Neighbourhoods

- 23. Satisfaction has fallen significantly with both the neighbourhood as a place to live (69% v 73%), and housing services' positive contribution to the neighbourhood (54% v 58%).
- 24. The areas with the biggest changes are Cramlington and Blyth South.
- 25. Satisfaction with the Council's approach to handling anti-social behaviour has stabilised at 46% after having fallen in the previous survey, albeit still below the benchmark level of 57%.

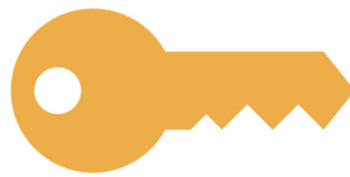
### Complaints

- 26. 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.
- 27. Since last year the proportion of tenants that have raised such an issue with housing services is unchanged at 26%, which is identical to the average amongst ARP Research clients (section 9).
- 28. The way these complaints or escalated service requests are handled received a slightly higher rating than last year, but not by enough to say for sure that this was a real improvement (28% v 24%). It is, however, enough to move the Council's score into the benchmark third quartile (median 34%).



### 3. Services overall

68%  
satisfied  
overall



top 'key  
drivers'

1. home that is well maintained
2. Listen to and act on views
3. easy to deal with
4. A home that is safe



Overall satisfaction has fallen by a further 5% since last year, although unlike last year most other survey ratings are stable



Compared nationally this rating is about on par with the benchmark and across the sector satisfaction is still falling



Property maintenance is still the main theme of the 'key driver' list of the best predictors of overall satisfaction, this year also joined by safety of the home



Satisfaction continues to be much higher than average for the over 65s but much lower for the under 50s



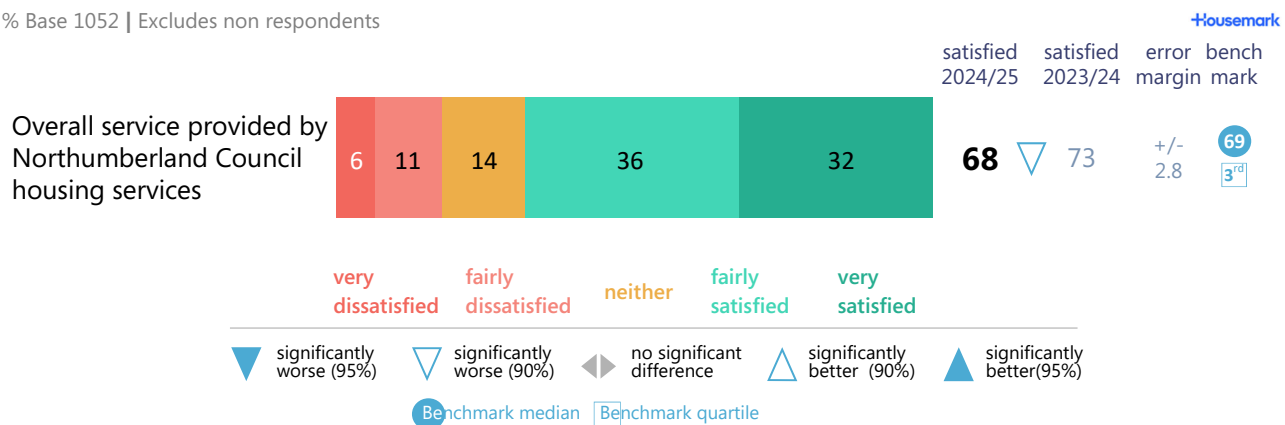
Satisfaction scores have fallen dramatically in Cramlington



# 3. Services overall

## 3.1 Overall satisfaction

% Base 1052 | Excludes non respondents



Overall satisfaction with the housing services provided by Northumberland Council housing services has **fallen** for the second year in a row, down by a further five points to 68%. At the other end of the scale the proportion of dissatisfied tenants has grown from 14% to 17%.

This is a **statistically significant** change, meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with enough confidence.

Whilst the overall satisfaction score has fallen significantly, unlike last year most of the **other ratings are stable**. The main exceptions are home safety (section 4), value for money (section 5) and perceptions of the neighbourhood (section 8).

Furthermore, it is also important to remember that satisfaction levels have fallen for the entire **housing sector** to the extent that most benchmark comparisons in the report are also lower than before.

This means that when compared against Housemark's **national benchmark** of TSM surveys in 2023/24, the Council's overall satisfaction score is only slightly below the median score of 69%. Indeed, the scores for the repairs service are actually above the benchmark level (section 6).

## Key drivers

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).

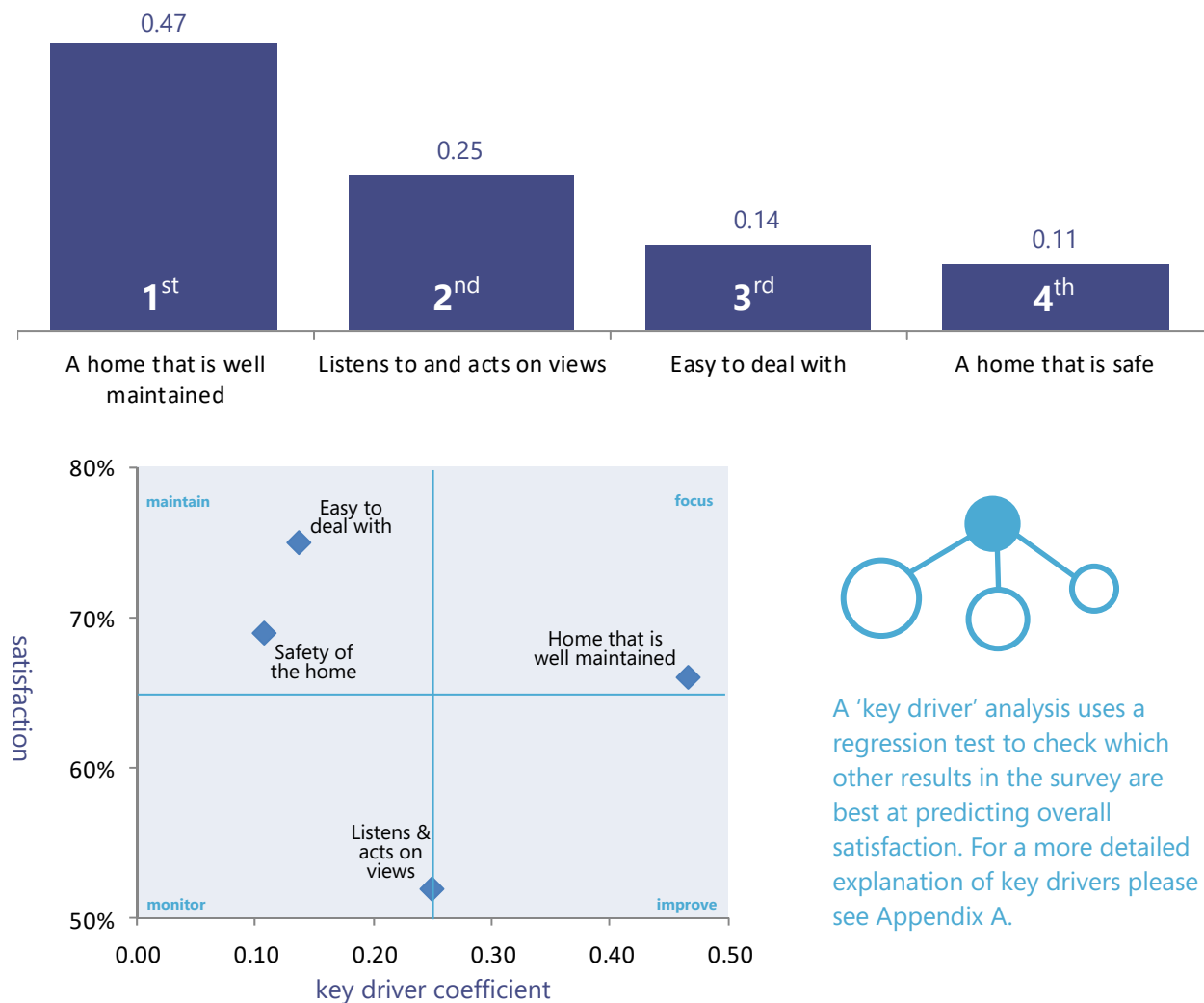
**Property maintenance** continues to be the theme of the survey results again this year because satisfaction that the home is well maintained takes an even more dominant role at the head of the list. The rating itself is unchanged since last year (66%), but that does mean that it is still a little below average.

There is an increased emphasis on the **safety** element of property maintenance this year as this rating newly appears on the key driver list. The reason is almost certainly because this is one of the questions where satisfaction has continued to fall, especially in the Cramlington and Seaton Delaval areas (section 4).

### 3. Services overall

#### 3.2 Key drivers - overall satisfaction

R Square = 0.741| Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



Whether tenants feel that their views are being **listened to** and taken into account has the second strongest relationship with the overall satisfaction score. This largely replaces the related question that asks if people if they feel they are being treated fairly and respectfully, so arguably the broad message is broadly the same.

Indeed, the extent to which housing services is considered is **easy to deal with**, also known as a 'customer effort' score, continues to appear on the key driver list to reiterate that the **customer experience** remains the other main theme of this analysis.

There are two other questions that appeared on the list of statistically significant key driver last year but are absent this year. The first of these is value for money, which is perhaps surprising because satisfaction with it continues to fall (section 5). However, this rating is obviously primarily affected by the cost-of-living crisis, which is something that many tenants will accept is outside of the Council's control.

More understandably, satisfaction with the repairs service is probably missing from the list because there are signs this might be improving (section 6).

### 3. Services overall



#### By people

- There continues to be the expected difference by **age group**, with retirement age tenants aged 65 or over significantly more satisfied than average (85%) whilst the score is lower than average amongst the under 50s (60%), particularly the 35 - 49 year olds (59%). For full details see table 10.5.
- Indeed, satisfaction has fallen the most amongst those aged **35 - 49** (down 8%, was 67%).



#### By place

- Similar to the previous survey, there are no statistically significant differences in the overall score by **area**, with satisfaction ranging from 64% in Cramlington to 74% in Alnwick.
- However there has been a notable fall in satisfaction in **Cramlington** from 79% (was the highest) to 64% (now the lowest). A similar pattern is evident throughout most of the core questions including the home (section 4), value for money (section 5), the repairs and maintenance service (section 6) and neighbourhood (section 8).
- Overall satisfaction is again significantly higher than average for tenants in bungalows (77%, was 83%) but is lower than average amongst those living in **flats** (59%, down from 65%).

### 3.3 Overall satisfaction by area

	Sample size	% positive Overall satisfaction
<b>Overall</b>	<b>1057</b>	<b>68</b>
Alnwick	196	74
Blyth North	234	70
Blyth South	252	69
Cramlington	205	64
Seaton Delaval	160	65

#### Key

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

\*see appendix for more detail



## 4. The home

69%  
▼



safe

66%  
▼



well maintained



The maintenance of the home is once again the strongest key driver of overall satisfaction



The safety of the home is also now a key driver, this rating having fallen for the second year in a row

**Housemark**

Property maintenance is in the benchmark third quartile, and safety in the fourth quartile



Although only affecting a fifth of tenants, communal cleaning and maintenance (58%) is rated 14% below average

## 4. The home

This second TSM survey confirms that the **standard of the property** is a core focus for Northumberland tenants, as two of the four key drivers of overall satisfaction are the safety and maintenance of the home.

Satisfaction with how well the **home is maintained** is essentially unchanged since last year (66%) whilst still cementing its place of the dominant key driver (see below). On the other end of the scale around a fifth of tenants are actively dissatisfied (22%).

However, whether Northumberland Council provides a **home that is safe** appears on the key driver list for the first time, with the satisfaction level having fallen from 72% last year to 69% this year. This includes a 5% increase in the proportion that are actively dissatisfied that now stands at 21%.

The high profile given in the national media about housing safety, most notably regarding damp and mould, may be playing a role here. Some safety concerns are also likely to be linked to experiences of anti-social behaviour, an area of the service where satisfaction is notably poorer than average (see section 8).

The aforementioned ratings continue to be rated **below average** compared to the benchmarks, although it should be noted that now everyone has completed identical TSM surveys these benchmarks have changed compared to last year, now being closer to the Northumberland score. For example, the safety rating is within 1% of the third quartile threshold, and the maintenance rating is within 3% of the median score.

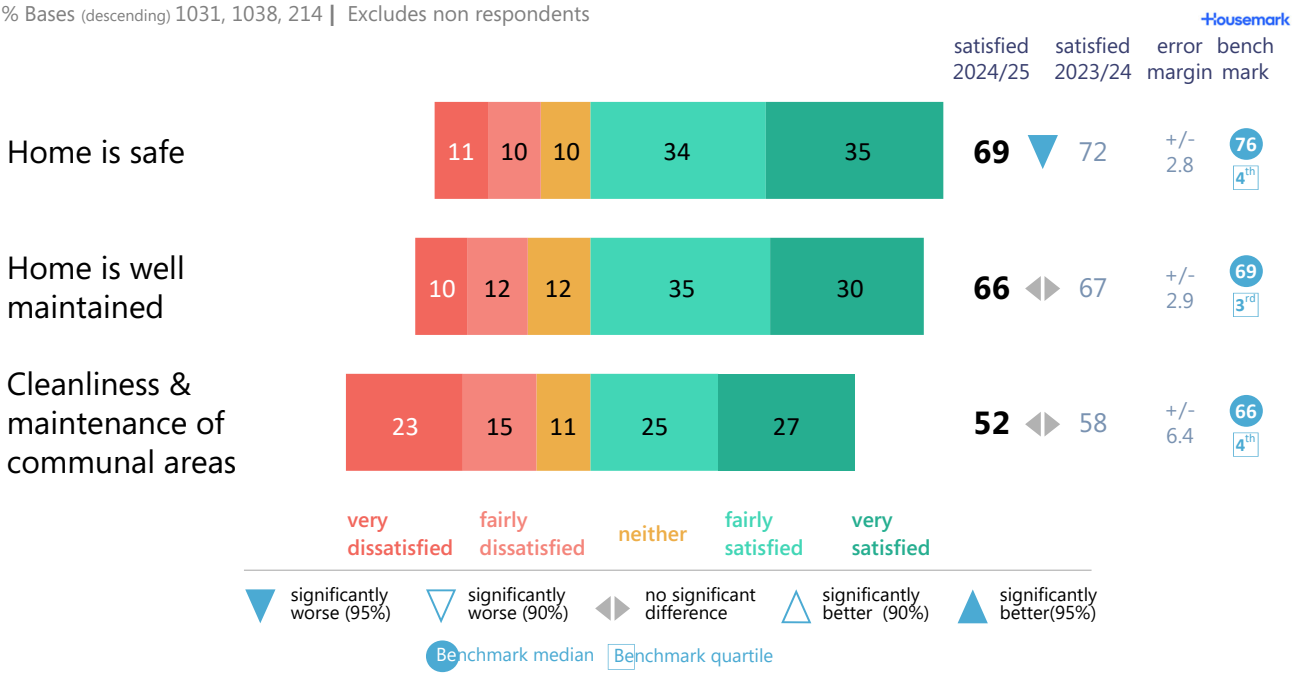
A fifth of the sample (20%) claim to live in a building with **communal areas**, either inside or outside, that their landlord is responsible for maintaining. Unfortunately, this rating is lower than it was last year (52% v 58%), although because of the smaller size for this question the change isn't statistically significant. Nevertheless, it means that this score is now 14% below the benchmark average, so the Council may wish to invest some resources in addressing this issue.



# 4. The home

## 4.1 Satisfaction with the home

% Bases (descending) 1031, 1038, 214 | Excludes non respondents



## 4. The home

### 4.2 The home by area

	Sample size	% positive		
		Home is safe	Home is well maintained	Communal areas clean & maintained
<b>Overall</b>	<b>1057</b>	<b>69</b>	<b>66</b>	<b>52</b>
Alnwick	196	71	71	44
Blyth North	234	70	69	54
Blyth South	252	71	67	50
Cramlington	205	63	57	44
Seaton Delaval	160	70	64	75

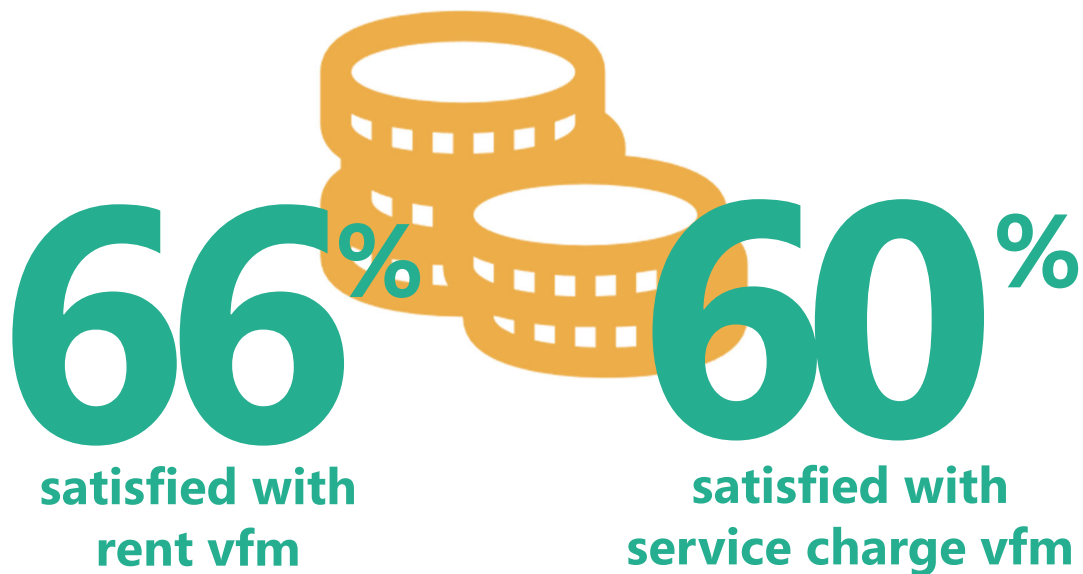
#### Key

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

\*see appendix for more detail



## 5. Value for money



Perceptions of rent value for money have fallen substantially since the cost-of-living crisis started, down from 81% in 2022 to 66% this year



Nevertheless, rent value for money has dropped of the key driver list this year



Satisfaction with rent value for money has again fallen furthest amongst the under 35s to just 50%



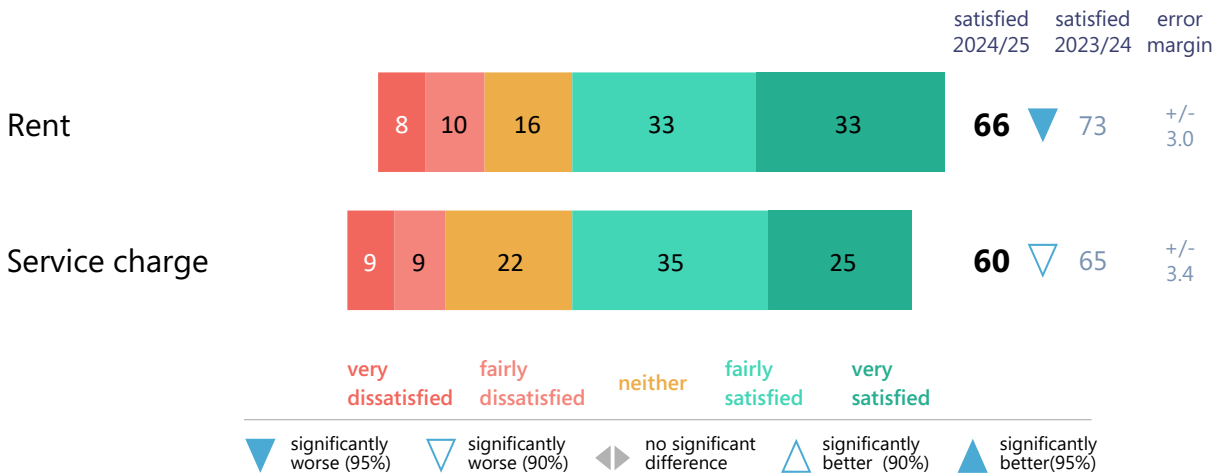
By area there were also above average falls in satisfaction with rent in Cramlington and Seaton Delaval



# 5. Value for money

## 5.1 Value for money

% Bases (descending) 968, 777 | Excludes non respondents



When compared to the results in 2023/24, the rent value for money compares unfavourably having **fallen** by a statistically significant 7 points to 66%. This is the second such drop in as many years, as 81% who were asked this question in 2022 were satisfied.

Similarly, **service charge** satisfaction also continues to fall, from 72% in 2022, to 65% last year and just 60% currently.

Although disappointing, this isn't unexpected in the face of the **cost-of-living** crisis. Indeed, the fact that this is a national issue may well explain the fact that despite falling satisfaction, value for money is no longer a key driver of satisfaction for the Council, even though it appeared on the list last year (see section 3). It is also worth noting that the value for money questions are no longer considered core questions so aren't part of the TSMs that the Council reports to the regulator.

## 5. Value for money



### By people

- **Older respondents** aged 65+ are significantly more satisfied than average with both their rent and service charge (84% and 77% respectively), whereas the youngest tenants are significantly less satisfied with both (50% 'rent', 49% 'service charge').
- The **under 35s** are far less satisfied than before with their rent and service charge than they were a year ago, this score having fallen by 12%.
- In addition, the next oldest age group of 35-49 year olds are also significantly less satisfied with both their rent and service charge (table 10.5).



### By place

- There are no statistically significant differences from the average score by **area**. Respondents in Alnwick are nevertheless the most satisfied are with rent and service charge (71% and 65%).
- Whilst the rating for the rent is down in every area, the service charge score has improved slightly in Blyth South from 60% to 65%.
- Respondents in **Cramlington** and **Seaton Delaval** were far less satisfied with their rent and service charge in terms of value for money than they were a year ago, with satisfaction down 15% and 14% respectively.
- Respondents in **flats** rate their rent significantly lower than average (58%, was 69%) and are also the least satisfied with their service charge (52%, down 9%).

## 5.2 Value for money by area

	Sample size	% satisfied	
		Rent	Service charge
<b>Overall</b>	<b>1057</b>	<b>66</b>	<b>60</b>
Alnwick	196	71	65
Blyth North	234	66	59
Blyth South	252	67	65
Cramlington	205	61	56
Seaton Delaval	160	65	61

#### Key

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

\*see appendix for more detail



## 6. Repairs service

73%



service in last  
12 months

69%



time taken to  
complete repair



The repairs service over the last year is now stable, having fallen very significantly last year

**Housemark**

Furthermore, a recalibration in the benchmarks means that both results in this section are on par with similar landlords



The time taken to complete the last repair is rated 3% better than last year, albeit not a statistically significant change



Repairs ratings have improved dramatically in Blyth North, but fallen by a similar extent in Cramlington

## 6. Repairs service

The performance of the repairs service that tenants receive is one of the more interesting of this year's TSM results due to the fact that the **overall service** received is now **stable**, compared to the very significant decrease observed in last year survey.

Furthermore, a recalibration in the benchmark figures now that all landlords are asking the TSM questions in exactly the same way means that the Council's performance is now **above the benchmark** (73% v 70%).

The **time taken** to complete the last repair is also above its own benchmark target (69% v 66%), which includes a slight (albeit not statistically significant) 3% improvement in this score.

This recalibration of the benchmarks suggest that the service has been **performing better** relative to other landlords **than it first appeared** last year, which might explain why neither repairs question is in this year's key driver list (section 3).

### By people

- **Older respondents** aged 65+ are more satisfied than average with the repairs service in the last 12 months (90%), compared to just 66% of working age tenants.
- The same pattern is evident for time taken to complete the repair - 85% of 65+ compared to 62% of those aged under 65.
- Satisfaction has improved significantly amongst the **youngest respondents** aged under 35 with the repairs service overall (up 10%) but even more so with the time taken to complete a repair (60%, was 46%).

### By place

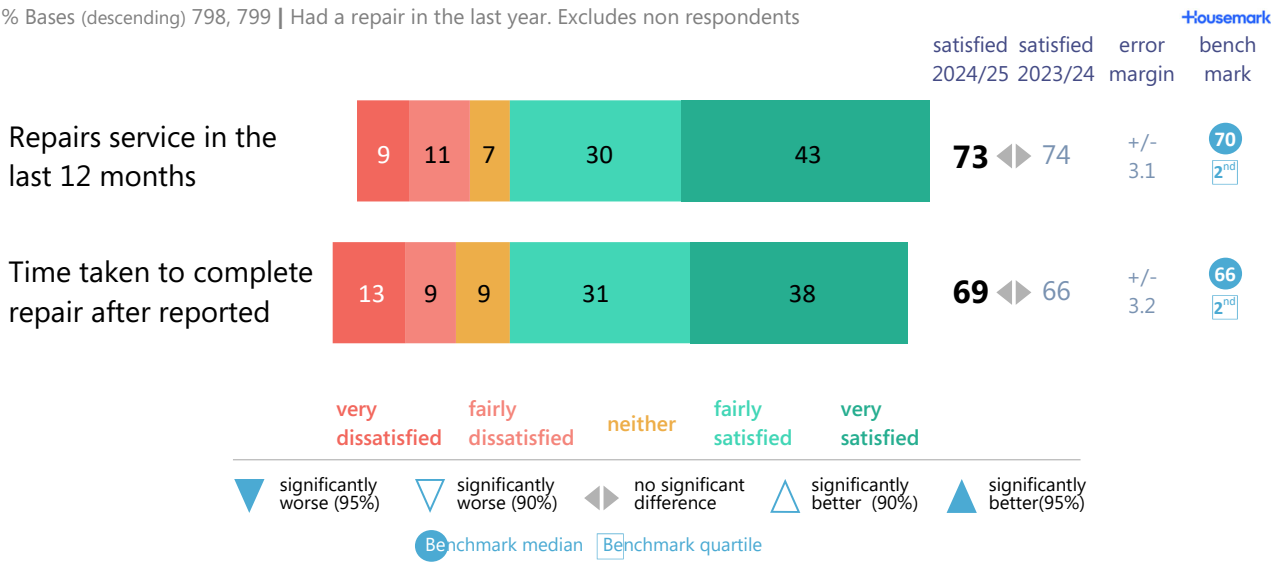
- Satisfaction with the repairs service overall has jumped from 68% to 82% in the **Blyth North** area, including an 11% improvement in the time taken to complete the last repair (now 74%).
- The reverse is true in **Cramlington**, where overall satisfaction has fallen from 82% to 66%, whilst the time taken is down from 71% to 59%.
- Despite an improved score amongst respondents in **Seaton Delaval** (65%, up from 59%), satisfaction with the time taken is still rated significantly lower than average in this area.
- Both questions are rated lowest in **houses** (71% 'service', 67% 'time taken'), whereas the opposite is true for those living in bungalows (83% 'service', 77% 'time taken').



# 6. Repairs service

## 6.1 Repairs service

% Bases (descending) 798, 799 | Had a repair in the last year. Excludes non respondents



## 6.2 Repairs service by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	1057	73	69
Alnwick	196	73	76
Blyth North	234	82	74
Blyth South	252	75	72
Cramlington	205	66	59
Seaton Delaval	160	69	65

Key

Better @ 95% confidence

Better @ 90% confidence

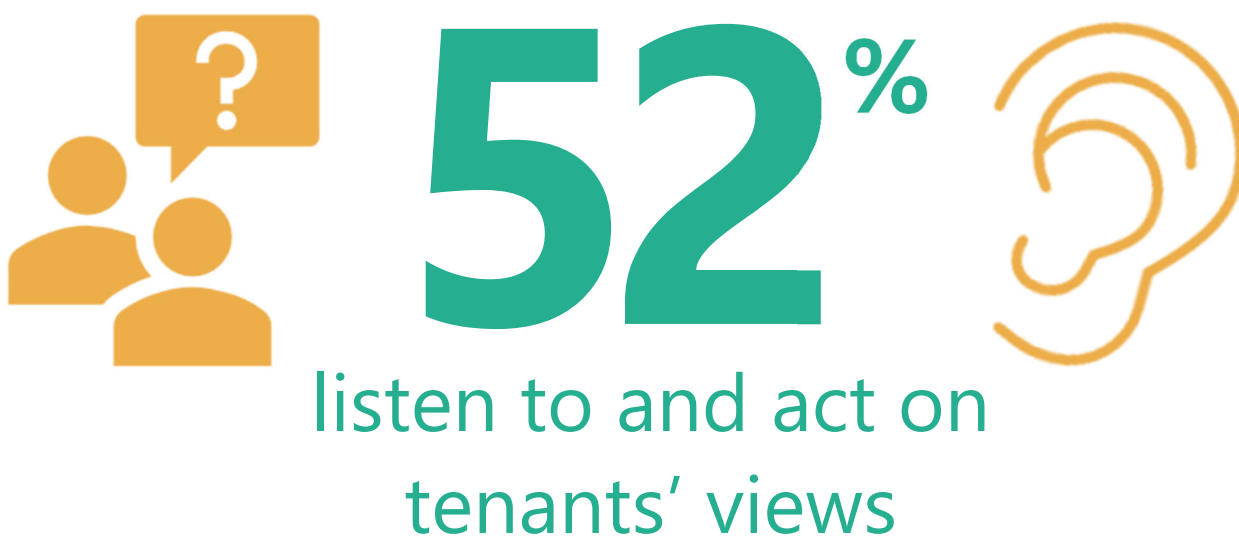
Worse @ 90% confidence

Worse @ 95% confidence

\*see appendix for more detail



## 7. Contact and communication



Listening to tenants' views and being easy to deal are both key drivers of satisfaction overall



The five ratings in this section are now stable



However, the four ratings that can be benchmarked remain below the national average



Indeed, the rating for being kept informed is 15% lower than the benchmark median and therefore an improvement priority



All of the questions receive higher ratings from older tenants, but they have still improved amongst the under 35s

# 7. Contact and communication

The second strongest key driver of tenant satisfaction this year is whether the landlord **listens to their views and acts upon them**, a rating that hasn't really changed since last year, but at 52% satisfied is still 7% below the benchmark median.

How people respond to this question is influenced by a wide range of factors, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. This means that one would expect it to move in line with other questions that ask about the **customer experience**.

This is indeed the case for the question that asks whether customers feel that they **are treated fairly and with respect** which is similarly unchanged since last year (69% satisfied), but also 7% below the benchmark.

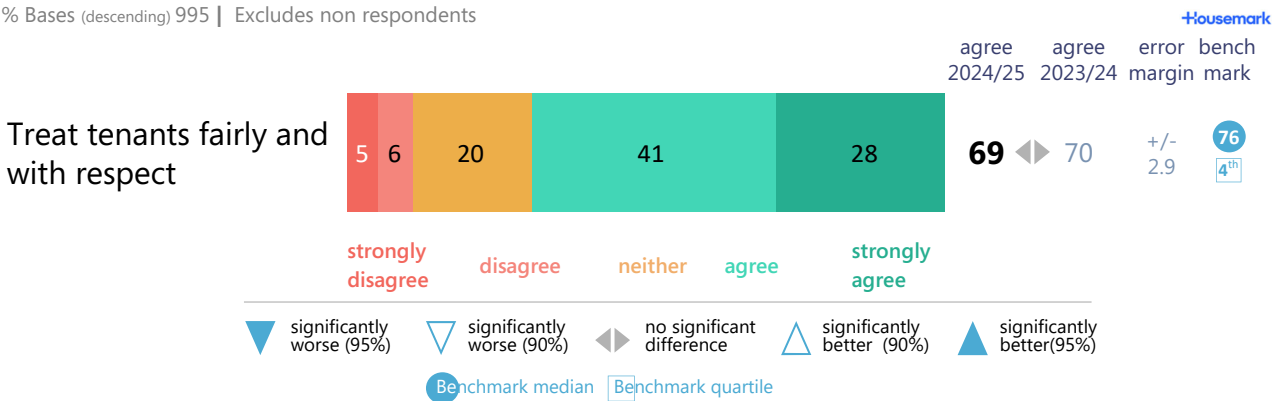
The same benchmark data isn't currently available to compare performance externally on whether housing services **easy to deal with** (75% satisfied) because this is an older STAR question, but it too remains stable and also continues to appear on the key driver list (section 3). This question is still included as it is a version of the more widely used '**customer effort**' score that measures how well an organisation is doing in streamlining the customer service experience.

In addition to how well the Council responds to its tenants, respondents were also asked to rate the **quality of the information** coming in the other direction regarding issues that might affect them. Here again the results follow the familiar pattern of stable satisfaction (55% v 54%). However, the difference here is the continuing large disparity between this score and the benchmark median of 70%.

Indeed, taken in context it seems clear that better sharing of information with tenants should be one of the Council's main priorities for service improvement in response to this survey.

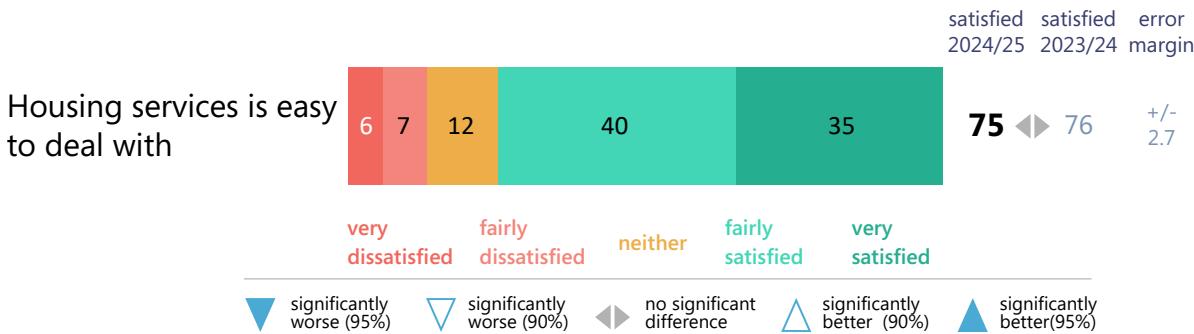
## 7.1 Fairness and respect

% Bases (descending) 995 | Excludes non respondents



## 7.2 Easy to deal with

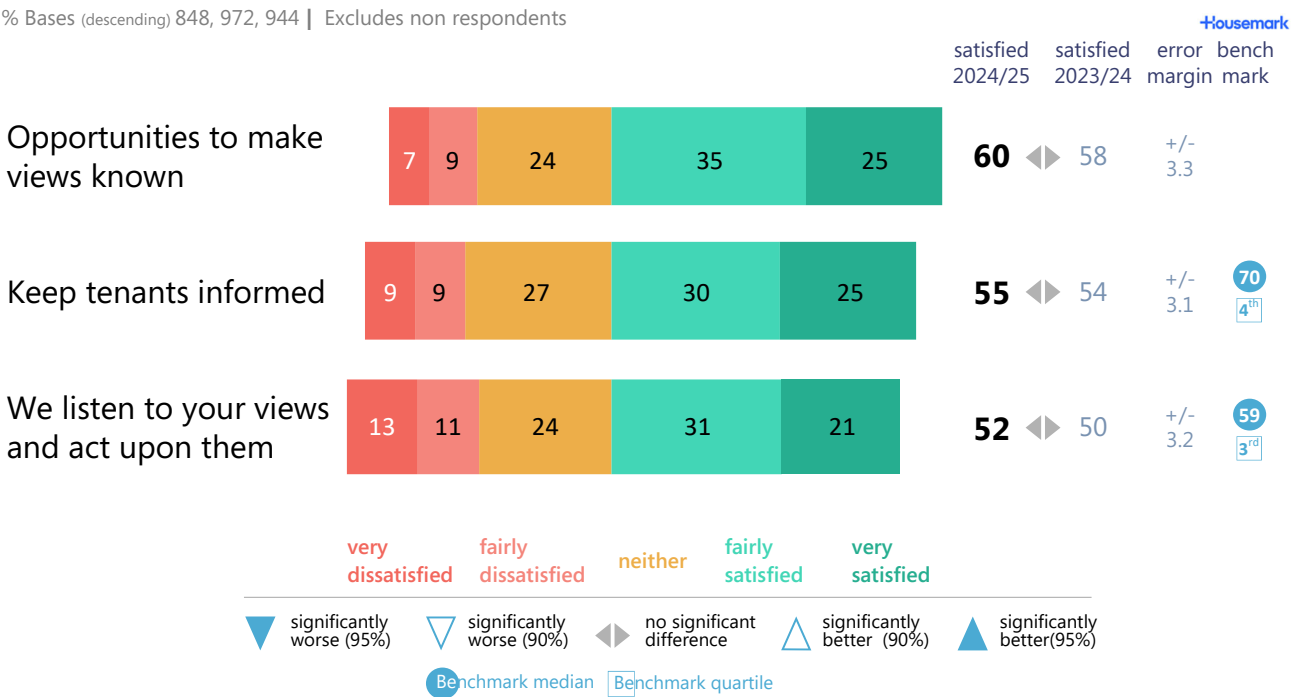
% Bases (descending) 982 | Excludes non respondents



# 7. Contact and communication

## 7.3 Communication

% Bases (descending) 848, 972, 944 | Excludes non respondents



### By people

- For all five questions in this section, **retirement age** respondents are significantly more positive than average by at least twelve percentage points.
- Tenants **aged under 50** are less likely to agree that they are treated fairly and with respect than any other age group (60%), especially the under 35s (57%, no change). Respondents aged 35 – 49 are significantly less likely to feel that their views are listened to and acted upon (43%, down 2%) or that they are kept informed (45%, down 2%).
- All five ratings in this section have improved amongst respondents aged **under 35** especially being listened to which has improved 10%.

### By place

- Those living in **flats** are the least satisfied that their views are listened to, with their opportunities to make their views known and being kept informed. They are also the least likely to agree that they are treated fairly and with respect compared to those in other property types (57%, was 65%).
- The only distinction in any of the ratings in this section by geographical area is that **Alnwick** respondents are typically more satisfied than average with all of the customer ratings in this section. In contrast, most were rated below average by respondents in **Cramlington** where previously this area had the highest ratings.





## 8. Neighbourhood



Satisfaction has fallen significantly with both the neighbourhood as a place to live, and housing services' positive contribution to the neighbourhood



The areas with the biggest changes are Cramlington and Blyth South



The rating for how ASB is handled has stabilised, albeit still below the benchmark level



However, ASB satisfaction has fallen 11% amongst under 35s

## 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 Council makes a **positive contribution** to the neighbourhood (54% satisfied) and the approach to **handling ASB** (46% satisfied).

Notably, both questions have high proportions of tenants that chose the middle answer on the rating scale (22% and 27% respectively), although in both cases at least 25% are actively dissatisfied. Nevertheless, this pattern causes some difficulties with benchmarking as there is a difference in the pattern of responses to self-completion surveys (with high levels of uncertainty as seen here) and telephone surveys as used by many landlords where interviewers can help tenants understand the questions and thereby reduce uncertainty.

Nevertheless, when comparing the Council's results year on year it is still disappointing that the proportion who feel it makes a positive contribution has **fallen** by a statistically significant margin since last year (54% v 58%), which includes a 6% increase in the amount that are actively dissatisfied. This is matched by a similar 4% fall in the legacy STAR question in this section, which asks respondents if they are satisfied with their neighbourhood as a **place to live** (now 69%). Note that both Cramlington and Blyth South areas have seen one of these scores fall substantially (see below).

One of the most visible neighbourhood issues is **anti-social behaviour**. Only around half of tenants are satisfied with housing services' approach to handling it 46%, a score that is similar to the 48% achieved last year. On one hand this is positive because it means that the 9% slide observed last year has been largely arrested. On the other hand, however, the satisfaction score remains in the benchmark **fourth quartile** compared to the median target of 57%, which is exactly where the Council's performance previously stood in 2022.

### By people

- Satisfaction with the contribution to the neighbourhood is rated significantly higher than average for those aged **65 or over** (69%, down 4%), whilst only 44% of the under 50s say the same (down 8%).
- Respondents aged **under 35** are significantly less satisfied with the area as a place to live (56%) as well as the Council's handling of ASB (34%), with the latter being 11 points lower than it was a year ago.
- Residents in **Alnwick** are significantly more satisfied than average with their neighbourhood as a place to live (73%), with this score higher than it was a year ago (67%). Satisfaction has fallen the most in **Blyth South** (64%, was 74%) and is now significantly lower than average.
- Satisfaction with ASB handling again varies across the five main areas, albeit none of them significantly so, with satisfaction highest in Alnwick and Blyth North (both 49%) and lowest in Cramlington where it was previously highest (42%, was 55%).

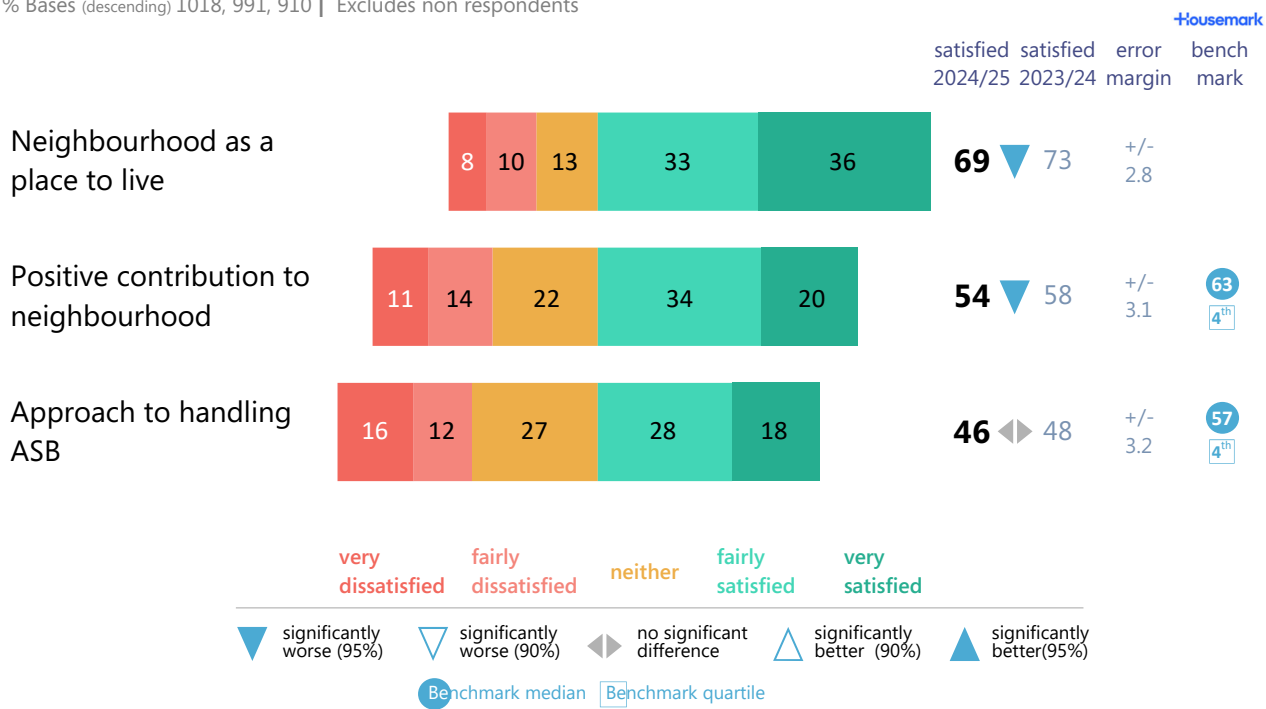
### By place

- Respondents in **Cramlington** are significantly less satisfied than average with the contribution to the neighbourhood (46%, down from 67%). This is interesting as previously respondents in this area were significantly more satisfied than average.
- Respondents in **flats** are the least satisfied with their landlord's contribution to their neighbourhood (44%) as well as with how ASB is dealt with (39%). The opposite is true for respondents in bungalows (67% 'contribution', 57% 'ASB').

# 8. Neighbourhood

## 8.1 Neighbourhood

% Bases (descending) 1018, 991, 910 | Excludes non respondents



## 8.2 Neighbourhood and ASB by area

	Sample size	% positive		
		Positive contribution	Neighbourhood as a place to live	How ASB is dealt with
Overall	1057	54	69	46
Alnwick	196	58	73	49
Blyth North	234	56	66	49
Blyth South	252	54	64	45
Cramlington	205	46	70	42
Seaton Delaval	160	55	76	45

Key

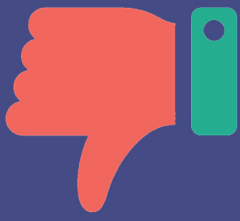
Better @ 95% confidence

Better @ 90% confidence

Worse @ 90% confidence

Worse @ 95% confidence

\*see appendix for more detail



## 9. Complaints

28%



complaints handling

26%



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

Although slightly improved since last year, satisfaction remains below the benchmark average of 34%



Those aged 35-49 are the most likely to complain, but the under 35s are the least satisfied with the response.

## 9. Complaints

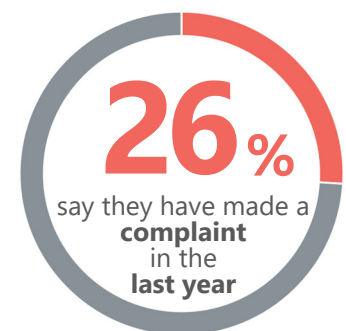
The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints 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 the Council has remained **unchanged** at 26%, which is identical to the average amongst ARP Research clients.

The way these complaints or escalated service requests are handled received a **slightly higher** rating than last year, but not by enough to say for sure that this was a real improvement (28% v 24%). This means that over half of complainant remain actively dissatisfied (58%).

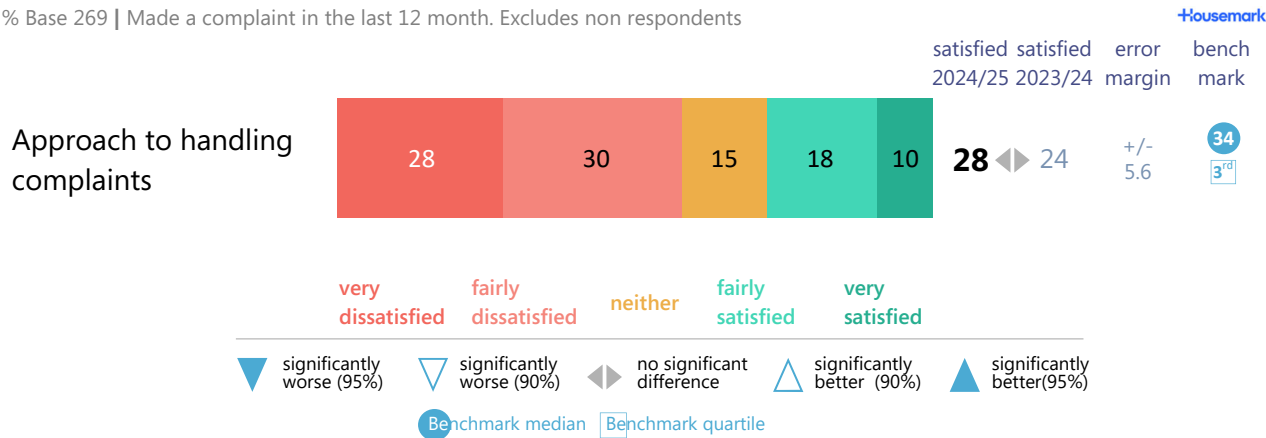
Whilst it is important to bear in the mind that it is normal for this score to be very low, the Council's score is nevertheless still below the benchmark median of 34%, although now it has at least moved from the fourth to the third quartile.

It should be noted here that Housemark benchmark this year is much lower than it was previously. This is almost certainly because all of the benchmark submissions are from TSM surveys, whereas last year some peers were probably submitting older data from STAR surveys that used a different methodology for this question.



9.1 Complaints

% Base 269 | Made a complaint in the last 12 month. Excludes non respondents



By people

- Tenants aged **35 - 49** are more likely to have complained to their landlord than those of retirement age (34% v 18%), whilst the other two main age groups are at around the average level.
- However, in terms of satisfaction respondents aged **under 35** are the outliers with a score of only 20%, although this is slightly higher than the 15% achieved last year. In comparison, 44% of the over 65s are satisfied, an increase of 9%.
- Interestingly, respondents who have **had a repair** in the previous year are significantly more satisfied with how complaints were dealt with than those who had not had a repair (32% v 11%).

By place

- There has been a slight increase in the proportion of respondents in **flats** who have made a complaint from 37% to 41%. This compares to only 24% of tenants living in houses (was 25%). Around a fifth of tenants in bungalows have made a complaint (21%) which is identical to that seen previously.
- Two thirds of respondents in flats are dissatisfied with how it was handled (63%, including 33% 'very dissatisfied').
- The proportion claiming to have made a complaint varies somewhat across the five main **areas** – 20% in Alnwick and rising to 31% in Cramlington.
- Satisfaction with the approach is above average in Blyth North (30%), falling to 24% in both Alnwick and Cramlington.



## 10. Respondent profile

In addition to documenting the demographic profile of the sample, table 10.5 in this section also displays the core survey questions according to the main equality groups. 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 1057

Alnwick  
Blyth North  
Blyth South  
Cramlington  
Seaton Delaval

Total	%	%
196	18.5	20.5
234	22.1	20.2
252	23.8	22.1
205	19.4	19
160	15.1	17.7

2024/25  
2023/24

### 10.2 Patch

% Base 1057

Allendale  
Alnwick Central  
Alnwick North  
Alnwick West  
Blyth North 1  
Blyth North 2  
Blyth North Flats 1  
Blyth North Flats 2  
Blyth North Flats 3  
Blyth North Flats 4

Total	%	%
2	0.2	0.4
74	7.0	7.8
60	5.7	7.1
62	5.9	5.6
135	12.8	12.1
86	8.1	7.1
6	0.6	0.1
4	0.4	0.5
3	0.3	0.3
0	0.0	0.2

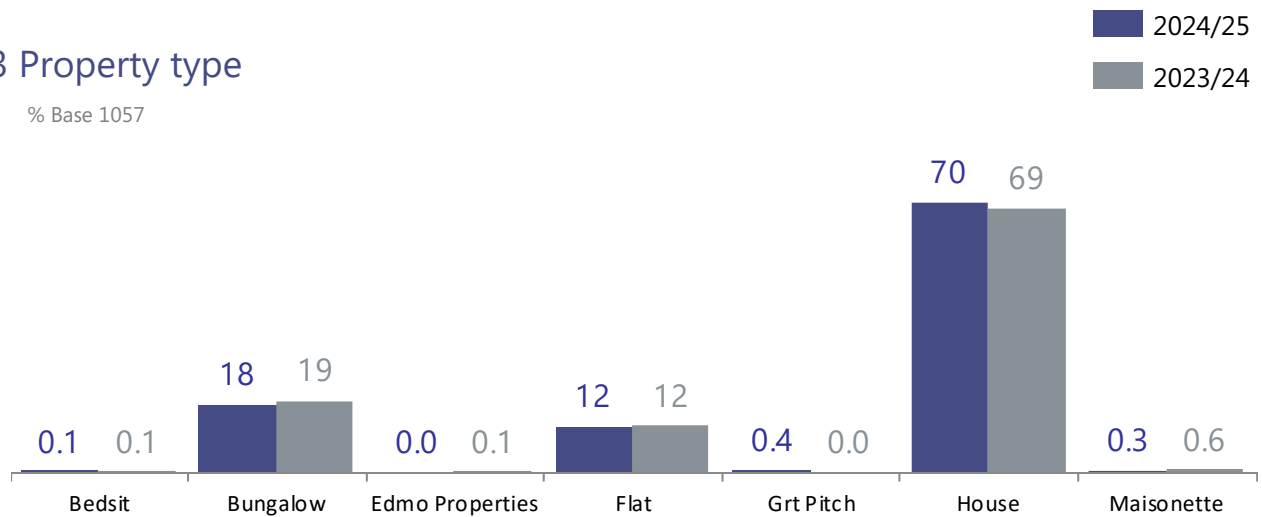
Blyth South 1  
Blyth South 2  
Blyth South 4  
Cramlington 1  
Cramlington 2  
East Hartford  
Seaton Delaval 2  
Seaton Delaval 3

Total	%	%
126	11.9	10.4
84	7.9	7.5
42	4.0	4.2
75	7.1	7.7
115	10.9	9.7
15	1.4	1.6
128	12.1	13.6
32	3.0	4.0

## 10. Respondent profile

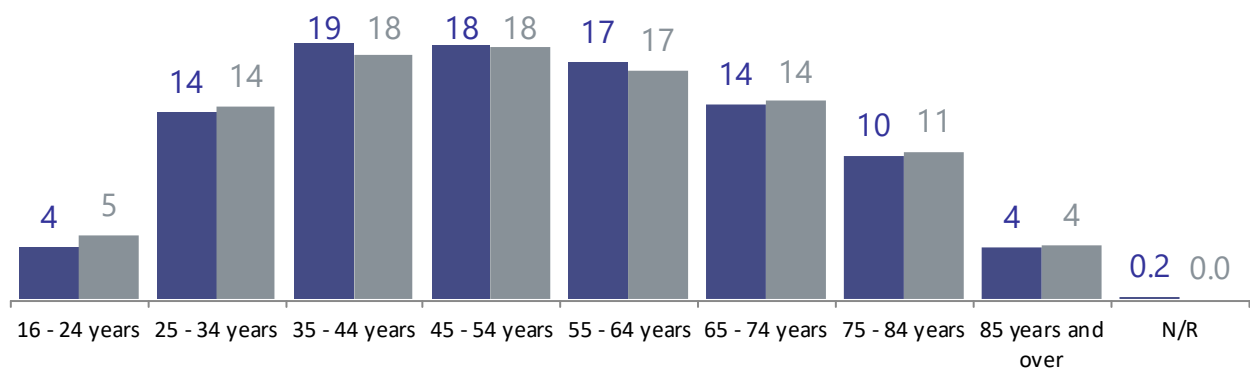
### 10.3 Property type

% Base 1057



### 10.4 Main tenant age

% Base 1057





## 10. Respondent profile

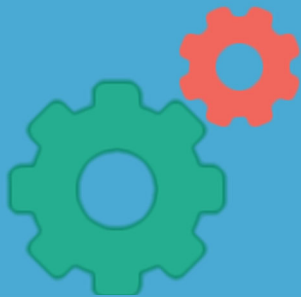
### 10.5 Core questions by age group

		% positive			
	Overall	16 - 34	35 - 49	50 - 64	65+
Sample size	1057	184	270	302	300
Service overall	68	60	59	67	84
Repairs in last 12 months	73	65	61	72	90
Time taken to complete last repair	69	60	58	69	85
Home is well maintained	66	51	60	64	82
Home is safe	69	57	59	69	87
Listens to views and acts upon them	52	45	43	48	68
Being kept informed	55	46	45	54	70
Treated fairly and with respect	69	57	63	67	84
Approach to handling complaints	28	20	27	23	44
Communal areas clean & well maintained	52	44	50	46	63
Positive contribution to neighbourhood	54	44	43	52	69
Approach to handling ASB	46	34	40	44	59
Neighbourhood as a place to live	69	56	61	69	84
Rent value for money	66	50	55	66	84
Service charge value for money	60	49	49	61	77
Easy to deal with	75	68	65	75	87
Opportunities to make views known	60	48	54	59	75

#### 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 between 20 May and 03 Jul 2024 .

## Responses

Overall, 1,057 tenant households took part in the survey, which represented a response rate of 28% of those sampled (error margin +/- 2.8%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%

There were 563 postal completions (53%) and 494 online completions (47%).

## Sampling

A computer-generated randomly selected half-census of tenant households were invited to take part in the survey, excluding any households sampled in 2023/24 (3,734).

## Fieldwork

Paper self completion questionnaires were distributed to the selected sample, followed by online survey reminders sent to non-respondents via email and SMS where suitable contacts were available, for a total of two emails and two text messages.

This methodology was chosen to be consistent with the previous successful tenant surveys conducted by the Council, including the 2023/24 TSM survey. 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.

## Population

The population for the survey was all 7,638 Northumberland County Council LCRA households on 10 May 2024/25. 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.

## 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'.

## Appendix A. Summary of approach

### Representativeness

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

Patch	Population	Unweighted survey	Weighted survey
Allendale	0.3	0.2	0.2
Alnwick Central	8.7	9.5	7.0
Alnwick North	6.9	8.9	5.7
Alnwick West	5.7	9.3	5.9
Ashington	0.1	0.0	0.0
Bedlington	0.03	0.0	0.0
Blyth North 1	11.0	9.0	12.8
Blyth North 2	9.2	6.3	8.1
Blyth North Flats 1	0.2	0.4	0.6
Blyth North Flats 2	0.5	0.2	0.4
Blyth North Flats 3	0.3	0.2	0.3
Blyth North Flats 4	0.3	0.0	0.0
Blyth South 1	9.8	10.1	11.9
Blyth South 2	8.1	6.4	8.0
Blyth South 4	4.0	3.5	4.0
Concorde House	0.01	0.0	0.0
Cramlington 1	7.0	7.2	7.1
Cramlington 2	10.1	10.5	10.9
East Hartford	1.4	1.1	1.4
Grt - Hartford Grt Site	0.4	0.1	0.4
Grt - Lynemouth Grt Site	0.1	0.0	0.0
Haltwhistle	0.01	0.0	0.0
Morpeth	0.01	0.1	0.3
Pegswood	0.03	0.0	0.0
Seaton Delaval 2	12.1	13.7	12.1
Seaton Delaval 3	4.0	3.3	3.0

Property type	Population	Unweighted survey	Weighted survey
Bedsit	0.2	0.2	0.1
Bungalow	18.4	29.6	17.5
Edmo	0.2	0.0	0.0
Flat	11.5	9.6	11.7
Grt Pitch	0.5	0.1	0.4
House	68.6	60.0	70.0
Maisonette	0.7	0.6	0.3

Age group	Population	Unweighted survey	Weighted survey
18 - 24 years	3.8	1.4	3.8
25 - 34 years	13.6	7.2	13.5
35 - 44 years	18.1	10.3	18.5
45 - 54 years	18.0	17.9	18.4
55 - 64 years	17.0	20.2	17.1
65 - 74 years	14.5	21.6	14.1
75 - 84 years	10.8	15.9	10.4
85+ years	4.0	5.0	3.8
No record	0.3	0.5	0.2

### 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 questions are benchmarked against Housemark’s published national 2023/24 year end TSM figures. For the overall satisfaction score this included 221 landlords.



## Appendix B. Example questionnaire

  
**Northumberland**  
County Council

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

17 May 2024

Dear {name}

**Have your say about the Council as your landlord!**

Your views are really important to us and this is your chance to tell us what you think of the home and services you receive. We are running the enclosed survey to help us understand your opinions, and what you would like to see us do in the future.


This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard customer satisfaction information which will include some of the results from this survey.


Please take just five minutes to complete the survey by **Friday 21 June 2024** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at [www.arpsurveys.co.uk/ncc](http://www.arpsurveys.co.uk/ncc) or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in the following code: **9999mwmw**

We have provided your contact details to an independent company called ARP Research to carry out the survey on our behalf in line with data protection rules (GDPR). The survey is completely confidential which means that your answers, including any about your personal characteristics, will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored for no longer than is necessary to complete it.


If you have any questions or concerns, need a copy in an alternative format or need someone to help you complete it, please ring us on 0345 600 6400.

Thank you for taking part!


  
**scan me**  
code: **9999mwmw**

  
EMPLOYER


Housing & Public Protection, Northumberland County Council, Compass House,  
68 Freehold Street, Blyth, Northumberland, NE24 2BA.  
[www.northumberland.gov.uk](http://www.northumberland.gov.uk)



# Appendix B. Example questionnaire



Northumberland  
County Council



scan me

arpsurveys.co.uk/ncc

Tenant Satisfaction Survey 2024

your code:  
9999mnmw

return by 21 June

### About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northumberland Council housing services?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

### Your home

2 How satisfied or dissatisfied are you that Northumberland Council housing services provides a home that is well maintained?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

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

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

If you need this survey in Large Print or in another format or language please contact us:

Telephone 0345 600 6400  
Fax 01670 511413  
Text phone 01670 542521  
Typetalk 018001 0345 600 6400

### Your neighbourhood

4 How satisfied or dissatisfied are you that Northumberland Council housing services makes a positive contribution to your neighbourhood?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

5 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to handling anti-social behaviour?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

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

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable/ don't know ☐

### Repairs and maintenance

7 Has Northumberland Council housing services carried out a repair to your home in the last 12 months?

☐ Yes go to Q8 ↓ ☐ No go to Q10 →


8 How satisfied or dissatisfied are you with the overall repairs service from Northumberland Council housing services over the last 12 months?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

9 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 ☐

2



Northumberland  
County Council

### Communal areas

10 Do you live in a building with communal areas, either inside or outside, that Northumberland Council housing services is responsible for maintaining?

☐ Yes go to Q11 ↓ ☐ No go to Q12 ↗ ☐ Don't know go to Q12 ↗

11 How satisfied or dissatisfied are you that Northumberland Council housing services keeps these communal areas clean and well maintained?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

### Communication

12 How satisfied or dissatisfied are you that Northumberland Council housing services 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 ☐

13 How satisfied or dissatisfied are you that Northumberland Council housing services 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 ☐

14 To what extent do you agree or disagree with the following "Northumberland Council housing services treats me fairly and with respect"?

Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly disagree ☐ Not applicable/ don't know ☐

3

15 How satisfied or dissatisfied are you that Northumberland Council housing services:

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

a. Is easy to deal with? ☐ ☐ ☐ ☐ ☐ ☐

b. Give you the opportunity to make your views known? ☐ ☐ ☐ ☐ ☐ ☐

### Complaints

16 Have you made a complaint to Northumberland Council housing services in the last 12 months?

☐ Yes go to Q17 ↓ ☐ No go to Q18 ↗

17 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to complaints handling?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

### Value for money

18 How satisfied or dissatisfied are you that:

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ No opinion ☐

a. Your rent provides value for money? ☐ ☐ ☐ ☐ ☐ ☐

b. Your service charges provide value for money? ☐ ☐ ☐ ☐ ☐ ☐

### Thank you!

! This survey is to ask for general feedback from our tenants. To make a complaint about an issue with our service go to [northumberland.gov.uk/housing](https://www.northumberland.gov.uk/housing) or phone us on 0345 600 6400.

Please now return in the enclosed freepost envelope.

Freepost RTZK-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



## 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

Weighted by age, property type and patch

Count % raw % valid % +ve

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northumberland Council Housing Services?

Base: 1057

1:	Very satisfied	340	32.1	32.3	<b>68.3</b>
2:	Fairly satisfied	379	35.9	36.0	
3:	Neither satisfied nor dissatisfied	148	14.0	14.1	
4:	Fairly dissatisfied	119	11.3	11.3	
5:	Very dissatisfied	66	6.2	6.3	
	N/R	5	0.5		

Q2 How satisfied or dissatisfied are you that Northumberland Council housing services provides a home that is well maintained?

Base: 1057

6:	Very satisfied	317	29.9	30.5	<b>65.7</b>
7:	Fairly satisfied	366	34.6	35.2	
8:	Neither satisfied nor dissatisfied	129	12.2	12.4	
9:	Fairly dissatisfied	125	11.8	12.0	
10:	Very dissatisfied	102	9.6	9.8	
	N/R	19	1.8		

Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Northumberland Council housing services provides a home that is safe?

Base: 1057

11:	Very satisfied	358	33.9	34.7	<b>69.2</b>
12:	Fairly satisfied	355	33.6	34.5	
13:	Neither satisfied nor dissatisfied	103	9.8	10.0	
14:	Fairly dissatisfied	103	9.7	10.0	
15:	Very dissatisfied	112	10.6	10.9	
16:	Not applicable/ don't know	5	0.5		
	N/R	21	2.0		

Q4 How satisfied or dissatisfied are you that Northumberland Council housing services makes a positive contribution to your neighbourhood?

Base: 1057

17:	Very satisfied	194	18.3	19.5	<b>53.4</b>
18:	Fairly satisfied	336	31.8	33.9	
19:	Neither satisfied nor dissatisfied	216	20.5	21.8	
20:	Fairly dissatisfied	134	12.7	13.5	
21:	Very dissatisfied	111	10.5	11.2	
22:	Not applicable/ don't know	33	3.2		
	N/R	32	3.0		

Q5 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to handling anti-social behaviour?

Base: 1057

23:	Very satisfied	162	15.4	17.9	<b>45.7</b>
24:	Fairly satisfied	254	24.0	27.9	
25:	Neither satisfied nor dissatisfied	241	22.8	26.5	
26:	Fairly dissatisfied	105	9.9	11.5	
27:	Very dissatisfied	148	14.0	16.2	
28:	Not applicable/ don't know	113	10.7		
	N/R	34	3.2		



## Appendix C. Data summary

Weighted by age, property type and patch

Count % raw % valid % +ve

Q6 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Base: 1057

29: Very satisfied	366	34.6	36.0	<b>68.9</b>
30: Fairly satisfied	335	31.7	32.9	
31: Neither satisfied nor dissatisfied	129	12.2	12.7	
32: Fairly dissatisfied	104	9.8	10.2	
33: Very dissatisfied	84	7.9	8.3	
34: Not applicable/ don't know	5	0.5		
N/R	34	3.3		

Q7 Has Northumberland Council housing services carried out a repair to your home in the last 12 months?

Base: 1057

35: Yes	801	75.8	78.6	
36: No	218	20.6	21.4	
N/R	38	3.6		

Q8 How satisfied or dissatisfied are you with the overall repairs service from Northumberland Council housing services over the last 12 months?

Base: 801

37: Very satisfied	344	32.5	43.1	<b>73.2</b>
38: Fairly satisfied	240	22.7	30.1	
39: Neither satisfied nor dissatisfied	55	5.2	6.9	
40: Fairly dissatisfied	86	8.1	10.8	
41: Very dissatisfied	73	6.9	9.1	
N/R	258	24.4		

Q9 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Base: 801

42: Very satisfied	303	28.7	37.9	<b>69.2</b>
43: Fairly satisfied	250	23.6	31.3	
44: Neither satisfied nor dissatisfied	75	7.1	9.4	
45: Fairly dissatisfied	70	6.6	8.7	
46: Very dissatisfied	101	9.5	12.6	
N/R	259	24.5		

Q10 Do you live in a building with communal areas, either inside or outside, that Northumberland Council housing services is responsible for maintaining?

Base: 1057

47: Yes	215	20.3	21.8	
48: No	673	63.6	68.3	
49: Don't know	98	9.2	9.9	
N/R	72	6.8		

Q11 How satisfied or dissatisfied are you that Northumberland Council housing services keeps these communal areas clean and well maintained?

Base: 215

50: Very satisfied	57	5.4	26.6	<b>51.8</b>
51: Fairly satisfied	54	5.1	25.2	
52: Neither satisfied nor dissatisfied	23	2.2	10.7	
53: Fairly dissatisfied	31	3.0	14.7	
54: Very dissatisfied	49	4.6	22.9	

## Appendix C. Data summary

Weighted by age, property type and patch				
	Count	% raw	% valid	% +ve
N/R	844	79.8		
Q12 How satisfied or dissatisfied are you that Northumberland Council housing services listens to your views and acts upon them? Base: 1057				
55: Very satisfied	201	19.0	21.3	52.1
56: Fairly satisfied	291	27.5	30.8	
57: Neither satisfied nor dissatisfied	228	21.5	24.1	
58: Fairly dissatisfied	106	10.1	11.3	
59: Very dissatisfied	118	11.1	12.5	
60: Not applicable/ don't know	68	6.4		
N/R	45	4.3		
Q13 How satisfied or dissatisfied are you that Northumberland Council housing services keeps you informed about things that matter to you? Base: 1057				
61: Very satisfied	241	22.8	24.8	55.1
62: Fairly satisfied	295	27.9	30.4	
63: Neither satisfied nor dissatisfied	258	24.4	26.6	
64: Fairly dissatisfied	88	8.3	9.0	
65: Very dissatisfied	90	8.5	9.2	
66: Not applicable/ don't know	41	3.9		
N/R	44	4.2		
Q14 To what extent do you agree or disagree with the following "Northumberland Council housing services treats me fairly and with respect"? Base: 1057				
67: Strongly agree	281	26.6	28.2	69.0
68: Agree	405	38.4	40.7	
69: Neither agree nor disagree	200	18.9	20.1	
70: Disagree	59	5.5	5.9	
71: Strongly disagree	50	4.7	5.0	
72: Not applicable/ don't know	18	1.7		
N/R	44	4.1		
Q15a Is easy to deal with? Base: 1057				
73: Very satisfied	343	32.4	34.9	75.0
74: Fairly satisfied	393	37.2	40.0	
75: Neither	117	11.0	11.9	
76: Fairly dissatisfied	73	6.9	7.4	
77: Very dissatisfied	56	5.3	5.7	
78: No opinion	23	2.2		
N/R	52	4.9		
Q15b Give you the opportunity to make your views known? Base: 1057				
79: Very satisfied	208	19.7	24.5	59.7
80: Fairly satisfied	299	28.2	35.2	
81: Neither	206	19.5	24.3	
82: Fairly dissatisfied	77	7.2	9.0	
83: Very dissatisfied	59	5.6	7.0	
84: No opinion	74	7.0		
N/R	135	12.7		

## Appendix C. Data summary

Weighted by age, property type and patch

Count % raw % valid % +ve

### Q16 Have you made a complaint to Northumberland Council housing services in the last 12 months?

Base: 1057

85: Yes	272	25.7	27.4	
86: No	721	68.2	72.6	
N/R	64	6.1		

### Q17 How satisfied or dissatisfied are you with Northumberland Council housing services' approach to complaints handling?

Base: 272

87: Very satisfied	26	2.5	9.7	<b>27.7</b>
88: Fairly satisfied	49	4.6	18.1	
89: Neither satisfied nor dissatisfied	39	3.7	14.6	
90: Fairly dissatisfied	80	7.5	29.6	
91: Very dissatisfied	75	7.1	28.0	
N/R	788	74.5		

### Q18a Your rent provides value for money?

Base: 1057

92: Very satisfied	320	30.3	33.1	<b>65.9</b>
93: Fairly satisfied	318	30.1	32.8	
94: Neither	150	14.2	15.5	
95: Fairly dissatisfied	100	9.4	10.3	
96: Very dissatisfied	80	7.6	8.3	
97: No opinion	33	3.1		
N/R	56	5.3		

### Q18b Your service charges provide value for money?

Base: 1057

98: Very satisfied	196	18.6	25.2	<b>60.3</b>
99: Fairly satisfied	273	25.8	35.1	
100: Neither	174	16.4	22.4	
101: Fairly dissatisfied	68	6.4	8.8	
102: Very dissatisfied	67	6.3	8.6	
103: No opinion	173	16.4		
N/R	107	10.1		

### D101 Area

Base: 1057

104: Alnwick	196	18.5	18.6	
105: Blyth North	234	22.1	22.2	
106: Blyth South	252	23.8	23.9	
107: Cramlington	205	19.4	19.4	
108: East	7	0.7	0.7	
109: Seaton Delaval	160	15.1	15.2	
110: West	2	0.2	0.2	
N/R	0	0.0		

### D102 Patch

Base: 1057

111: Allendale	2	0.2	0.2	
112: Alnwick Central	74	7.0	7.0	
113: Alnwick North	60	5.7	5.7	
114: Alnwick West	62	5.9	5.9	
115: Ashington	0	0.0	0.0	
116: Bedlington	0	0.0	0.0	
117: Blyth North 1	135	12.8	12.8	
118: Blyth North 2	86	8.1	8.1	

## Appendix C. Data summary

	Weighted by age, property type and patch		
	Count	% raw	% valid % +ve
119: Blyth North Flats 1	6	0.6	0.6
120: Blyth North Flats 2	4	0.4	0.4
121: Blyth North Flats 3	3	0.3	0.3
122: Blyth North Flats 4	0	0.0	0.0
123: Blyth South 1	126	11.9	11.9
124: Blyth South 2	84	7.9	8.0
125: Blyth South 4	42	4.0	4.0
126: Concorde House	0	0.0	0.0
127: Cramlington 1	75	7.1	7.1
128: Cramlington 2	115	10.9	10.9
129: East Hartford	15	1.4	1.4
130: Grt - Hartford Grt Site	4	0.4	0.4
131: Grt - Lynemouth Grt Site	0	0.0	0.0
132: Haltwhistle	0	0.0	0.0
133: Morpeth	3	0.3	0.3
134: Pegswood	0	0.0	0.0
135: Seaton Delaval 2	128	12.1	12.1
136: Seaton Delaval 3	32	3.0	3.0
N/R	0	0.0	
D103 Property type		Base: 1057	
137: Bedsit	1	0.1	0.1
138: Bungalow	185	17.5	17.5
139: Edmo Properties	0	0.0	0.0
140: Flat	124	11.7	11.7
141: Grt Pitch	4	0.4	0.4
142: House	740	70.0	70.0
143: Maisonette	3	0.3	0.3
N/R	0	0.0	
D104 Age group		Base: 1057	
144: 16 - 24 years	40	3.8	3.8
145: 25 - 34 years	143	13.5	13.6
146: 35 - 44 years	196	18.5	18.6
147: 45 - 54 years	195	18.4	18.5
148: 55 - 64 years	181	17.1	17.2
149: 65 - 74 years	149	14.1	14.1
150: 75 - 84 years	110	10.4	10.4
151: 85 years and over	40	3.8	3.8
N/R	2	0.2	
D105 Age group [summary]		Base: 1057	
152: 18-34	184	17.4	17.4
153: 35-49	270	25.5	25.6
154: 50-64	302	28.6	28.6
155: 65+	300	28.4	28.4
N/R	2	0.2	

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