



# STAR Customer Satisfaction Survey 2022



**berneslai**  
homes

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# 1. Introduction

## Background

This report details the results of Berneslai Homes' 2022 STAR tenant satisfaction survey, delivered by ARP Research. This is an annual survey conducted by Berneslai Homes using the Housemark STAR survey methodology. 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 year's questionnaire also references The Regulator of Social Housing's tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years (indicated throughout the report by the government coat of arms).

Where applicable the current survey results have also been compared against the 2021 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's STAR database of local authorities and ALMOs, supplemented where necessary by ARP Research's own database.

## About the survey

The survey was carried out between July and August 2022. It was conducted via self completion questionnaires provided on paper and online to a randomly selected sample of 3,500 tenants, which included an oversample of 50% amongst tenants living in properties with communal areas which is sub-group of particular interest this year due to a regulatory focus on communal maintenance and upkeep.

The first part of the survey involved email invitations and reminders to every selected household with a valid email address (1,621), with a paper questionnaire sent in the post to the remaining 1,879. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,381). Finally, a full reminder was sent by post to every household that had not already taken part via any method (2,828). A free prize draw was also used to encourage response.

In total there were 1,321 responses to the survey which represented a response rate of 38% (error margin +/- 2.6%). Online responses comprised 37% of the total (488), including 247 direct responses to email (15% response) and 185 to text message (8% response). The returns exceeded the stipulated STAR target error margin of +/- 3% with a 5% increase in response rate compared to 2021.

All data has been weighted by age, length of tenure and whether the property has communal areas. After weighting the data is representative across all other major demographic categories.

## Understanding the results

The survey results were weighted by age. 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 further information on the methodology and statistics please see Appendix A.



## 2. Executive summary

Bench mark	2021 result	change over time	2022 result		Question source
75%	85%	↓	84%	satisfaction overall	HouseMark STAR
31	26	↑	35	net promoter score	HouseMark STAR
73%	79%	↓	77%	quality of home	HouseMark STAR
80%	83%	↔	83%	safety and security of home	HouseMark STAR
63%	N.A.		66%	communal areas clean and maintained	
84%	85%	↓	81%	rent value for money	HouseMark STAR
66%	79%	↓	73%	service charge value for money	HouseMark STAR
70%	79%	↑	80%	repairs and maintenance overall	HouseMark STAR
85%	82%	↑	86%	last completed repair	HouseMark STAR
78%	N.A.		85%	treated fairly and with respect	
69%	84%	↓	83%	easy to deal with	HouseMark STAR
59%	70%	↓	68%	listens to views and acts on them	HouseMark STAR
69%	N.A.		71%	keeps tenants informed	
62%	63%	↑	64%	approach to handling complaints	
75%	81%	↑	82%	neighbourhood as a place to live	HouseMark STAR
62%	N.A.		64%	makes a positive contribution to area	
59%	61%	↓	60%	dealing with ASB	

statistically significant improvement  
 no statistically significant change  
 statistically significant decline

## 2. Executive summary

### Overall satisfaction

1. Overall tenant satisfaction with Berneslai Homes remains high with 84% satisfied compared to the 85% achieved in 2021 (section 3).
2. Furthermore, the overall satisfaction rating remains well above the benchmark average of other comparable landlords.
3. In addition to the positive headline score, the Net Promoter Score (NPS) has improved significantly from 26 to 35, with more than half of respondents being 'promoters' that are highly likely to recommend Berneslai Homes to others.
4. Whilst there has been a notable 4% increase in satisfaction with the last completed repair (section 7), the opposite was true for the rating for rent (section 6).
5. The most influential demographic category in most tenant surveys is age group, with similar patterns across all of the results. Broadly speaking, overall satisfaction increases with age from 78% for under 35s to 90% for retirement age tenants.
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 seven strongest factors most closely associated with overall tenant satisfaction are:
  - Quality of the home (83% satisfied, section 4)
  - Safety and security of the home (77% satisfied, section 4)
  - Repairs and maintenance overall (80% satisfied, section 7)
  - Listening to and acting on tenants' views (68%, section 9)
  - Dealing with enquiries generally (78% satisfied, section 8)
  - Being treated fairly and with respect (85% satisfied, section 8)
  - Online services provided (74% satisfied, section 10)

### The property

7. Tenant perceptions of the properties they live in have remained relatively stable since 2021, with 77% satisfied with the quality of their home, and 83% satisfied that it is safe and secure (section 4).
8. Satisfaction with both quality and security remain above the benchmark medians. This is particularly obvious for the quality rating, which is 4% above average.
9. The quality of the home is now the primary key driver of overall satisfaction, followed by safety and security (see section 3).
10. The ratings for both heating and energy efficiency of the home have fallen significantly which is clearly a direct result of the recent big rises in fuel bills.
11. Satisfaction with Berneslai Homes' approach to transfer and exchanges continues to fall (now 49%) and is even lower for those on the housing register (30%).

## 2. Executive summary

### Communal areas

12. Two thirds of respondents in properties with communal areas are satisfied with the cleanliness and maintenance of such areas. This is a relatively new question so benchmark data is limited, but Berneslai Homes score is on par with other similar landlords (section 5).
13. In terms of improvements to the upkeep of external communal areas, the most common suggestions are tidying up litter and rubbish, picking up grass cuttings and generally mowing more frequently.
14. For internal communal areas, around one in ten feel that the standard of cleaning can be improved, with a number also mentioning safety and security issues.

### Repairs and maintenance

15. Satisfaction with the repairs and maintenance remains a key driver of overall satisfaction in 2022, only behind the quality and safety of the home in terms of influence (section 3).
16. Repairs satisfaction overall remains stable with 80% satisfied (was 79%). In addition Berneslai's score remains well above the benchmark, being ten points higher (section 7).
17. Respondents have a higher opinion of their last repair (86%) which is a significant improvement from 2021 (was 82%).
18. 'Doing the job expected' and completing it 'right first time' are the strongest key drivers of satisfaction with the last completed repair.
19. There have been some significant improvements with the individual aspects of the last repair (chart 7.6), particularly around timeliness.
20. Being kept informed throughout the process remains the lowest rated aspect of the last repair (77% satisfied), however this has improved significantly compared to a year ago (was 73%).

### Contact and communication

21. Whilst not a key driver, satisfaction with how easy Berneslai Home is to deal with, known as a customer effort score, remains high and is well above average for other similar landlords (83%, section 8).
22. How well Berneslai Homes generally deals with enquiries was one of only two key drivers of overall satisfaction a year ago and while this remains important to the current sample, it has now slipped to fifth in the list behind property and maintenance issues (section 3).
23. This score has now stabilised at 78% having fallen last year, and it is very positive to note that all of the detailed questions about tenant's experiences when they last made contact have gone up since 2021, including four that have improved significantly.
24. Another related question asks tenants if they are treated fairly and with respect. This is a new question and despite limited ARP benchmark data it appears that Berneslai Homes is also performing well on this question relative to other landlords (85% agree, 78% benchmark). This is also a key driver of satisfaction.

## 2. Executive summary

### Information and involvement

25. Listening to views and acting upon them is now a key driver of overall satisfaction, having previously not appeared on the list in 2021. Although this rating demonstrates no statistically significant change since 2021, the 68% satisfaction score is still nine points above the benchmark for comparable landlords (section 8)
26. Keeping tenants informed of things that matter to them is another new TSM regulatory question, in response to which 71% of respondents are satisfied and 12% dissatisfied . Compared against early ARP benchmarks data, on this measure Berneslai Homes' score appears to be consistent with other landlords.

### Value for money

27. The rent value for money score has fallen by a statistically significant 4% since 2021, but this pattern is consistent with other tenant surveys conducted by ARP Research in the last few months. (81%, section 6).
28. Three quarters of those respondents that pay a service charge are satisfied with it in terms of value for money. Whilst this has fallen slightly compared to a year ago, satisfaction remains well above average.
29. A fifth of tenants were finding it difficult to manage financially, rising to a quarter for working age tenants. Unsurprisingly those having some financial difficulties are significantly less satisfied than average with ratings in this section and throughout the report.

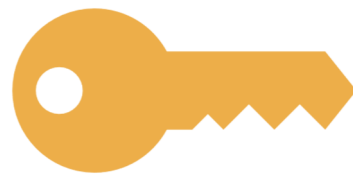
### Neighbourhoods

30. Satisfaction with the neighbourhood as a place to live remains broadly unchanged at 83% and this is well above the benchmark (section 11).
31. 64% of respondents are satisfied that their landlord makes a positive contribution to their neighbourhood, compared to 14% that are dissatisfied. This is a new regulatory question, but the limited available benchmarking limited places Berneslai's score just above other landlords.
32. The appearance of the neighbourhood and standard of estate services have also improved, significantly so for the latter, with both continuing to compare favourably to the benchmarks.
33. As in 2020 the biggest neighbourhood problems are rubbish or litter, car parking, dog fouling/dog mess, drug use or dealing and noisy neighbours, with most of these also being key drivers of satisfaction with the neighbourhood.
34. Although most of these issues are rated broadly the same as they were a year ago, it is notable that drug use or dealing, drunk or rowdy behaviour, noise from traffic and vandalism/graffiti are considered significantly less of a problem than before.
35. There has been very little change across the sample as a whole in perceptions of how Berneslai Homes deals with reports of ASB, with three out of five satisfied (60%) which is just above the benchmark average for other similar landlords (section 11).



### 3. Services overall

**84%**  
satisfied  
overall



top 'key  
drivers'

1. quality of home
2. safety and security
3. repairs overall
4. listens and acts on views
5. dealing with enquiries
6. treated fairly & with respect



Overall satisfaction has stabilised and remains well above the HouseMark benchmark median



The Net Promoter Score (NPS) has significantly improved from 26 to 35



The theme of the key driver in 2022 is bricks and mortar issues, compared to the focus on customer service in 2021



35-49 year olds remain the least satisfied age group, but satisfaction has fallen amongst the under 35s



## 3. Services overall

Overall satisfaction with the service provided by Berneslai Homes is effectively **unchanged** compared to 2021 (84% v 85%), having arrested the significant drop in this score observed last year. This is in contrast to other similar landlords in the Housemark benchmark database, amongst whom average satisfaction is only 75%.

This was reflecting in most of the other survey questions that also demonstrate only minor fluctuations that are 'statistically insignificant'. This means that the statistical test used to compare scores gave a negative result, so we must assume that any differences are merely down to chance because we can't be confident that they are real (especially when groups are small).

Nevertheless, there are still a handful of significant changes, notably including a solid **4% improvement** in satisfaction with the last completed repair (section 7), but also a **4% decrease** in the main value for money rating, most likely linked to the cost-of-living crisis (section 5).

The questionnaire also includes the "**Net Promoter Score**" (**NPS**) as an additional measure of customer loyalty and satisfaction. Respondents were asked how likely they were to recommend Berneslai Homes to family or friends, and this is used to identify 'promoters' and 'detractors' to calculate an overall Net Promoter Score that is widely used across the private and public sectors.

It is very gratifying to see that on this metric, there has been a **significant improvement** from a score of 26 in 2021 to 35 this year, including over half of respondents who are 'promoters' that are highly likely to recommend Berneslai Homes to others. This represents a full recovery in this score, having fallen between 2020 and 2021. Whilst it is isn't entirely clear why this score has moved upwards more readily than the overall satisfaction score, it does still suggest a positive direction of travel.

### 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, 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 3.3).

The main theme of the 2021 results, including the key drivers, was the customer services scores. These have thankfully stabilised, to the extent that whereas enquiry handling was the chief predictor of overalls satisfaction before, it falls to fifth place this year.

In its place is satisfaction with the **quality of the home**, that is now the clear number one key driver. This is followed by safety and security, then repair and maintenance. Taken together the top three would suggest that in 2022 attention has turned to bricks and mortar issues now that post pandemic issues are now receding.

The next three key drivers are nevertheless all linked to **customer experience**, so this is still an influential component of tenant satisfaction. In addition to the aforementioned enquiry handling, how well Berneslai homes listens to its tenants has also been a key driver in previous surveys. This year, however, they are joined by a new question from the regulator's TSM question list on the topic of fairness and respect, which is likely to be an important measure going forward (also see section 9).

### 3. Services overall

#### 3.1 Overall satisfaction

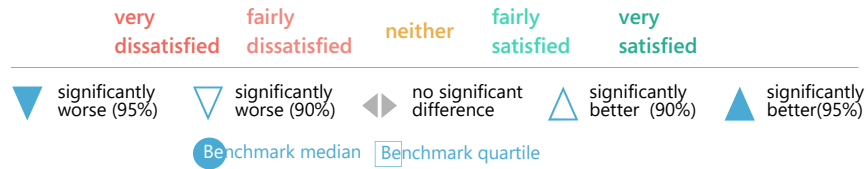
% Base 1312 | Excludes non respondents



Overall service provided by the Berneslai Homes

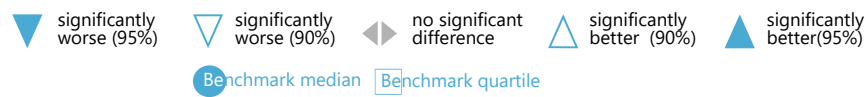
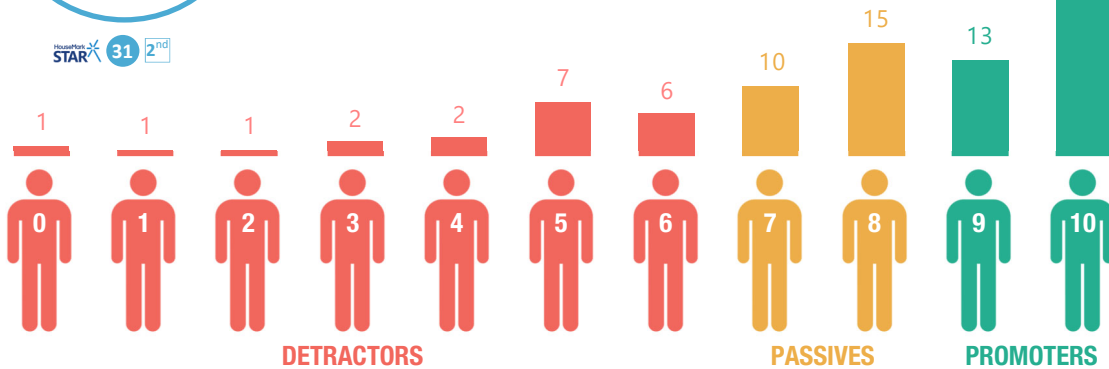


satisfied 2022: **84**  satisfied 2021: 85  
 error margin: +/- 2.0  
 bench mark: **75** 



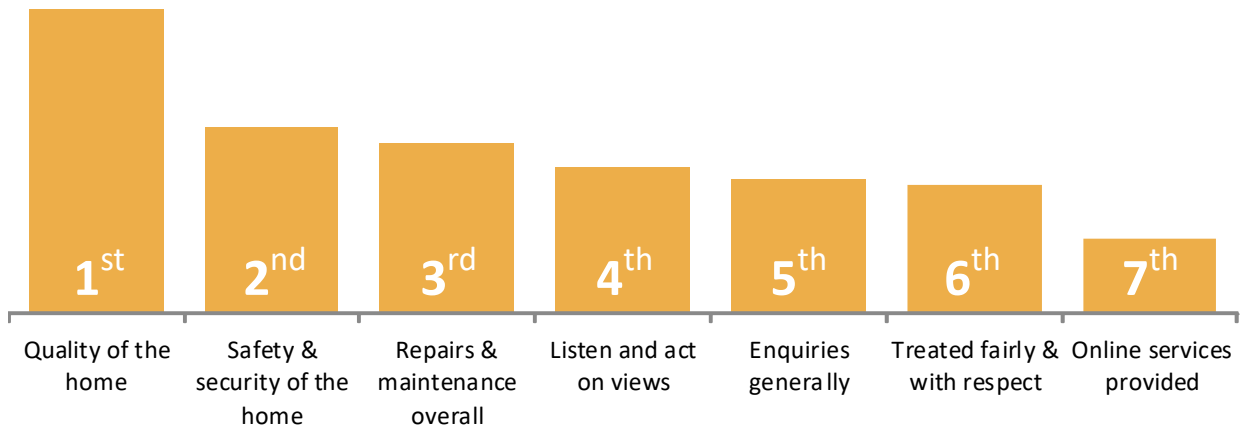
#### 3.2 Likely to recommend Berneslai Homes - Net Promoter Score (NPS)

% Base 1219 | Excludes non respondents.

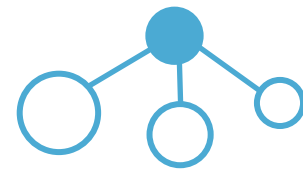
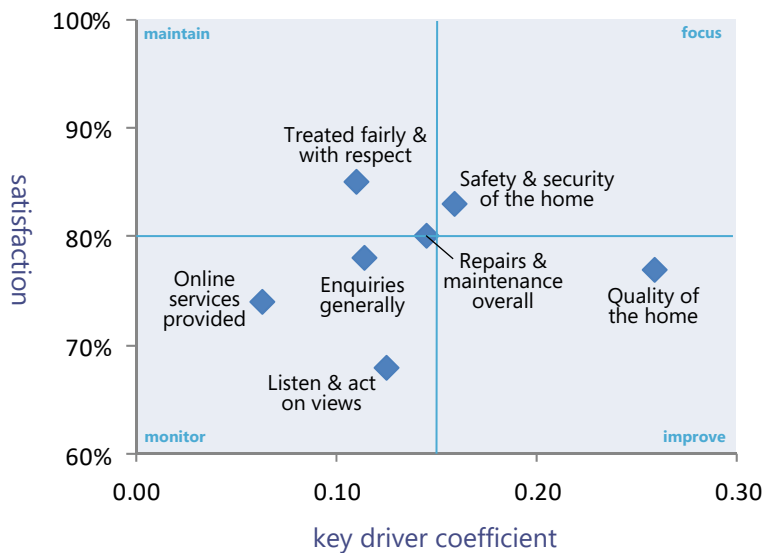


### 3. Services overall

#### 3.3 Key drivers - overall satisfaction



#### 3.4 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

## 3. Services overall



### Change over time

- Having fallen in 2021, overall satisfaction remains **stable** this year (84%, was 85%).
- **Net Promoter Score** has **improved** from 26 to 35, which is a statistically significant change.
- The customer service experience is no longer the dominant factor it was in 2021, having been overtaken by property, repairs and maintenance issues as the strongest key drivers.



### By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across all of the results. As in previous years, overall satisfaction broadly increases with age from 78% for under 35s to 90% for retirement age tenants. However, those aged 35 – 49 are typically the least satisfied age group. For full details see table 13.10.
- The Net Promoter Score follows a similar pattern, being only 21 for 35-39 year olds compared to 44 for 65+ year olds.
- The Net Promoter score is also very high for **new tenants** who have moved in over the last year (48) or between 1 and 2 years ago (41).
- The overall score for **under 35s** fell by 6%, but this group's other scores dropped further, particularly satisfaction with the repair service (down 8%, section 7) and value for money for rent (down 9%, section 6).
- Overall satisfaction is also significantly lower for people that had to make **follow up** contact (68%), **reported ASB** (71%), had a **missed repair appointment** (55%) or had **financial difficulties** (71%).

- Being a small group there are no statistically significant differences in the scores for tenants that are **racially and ethnically diverse**. Even visually, their scores broadly match those of the rest of the sample, with the exception of overall satisfaction (92%) NPS (41) and quality of home (87%) that are pleasingly high. For full details see table 13.12.



### By place

- There is no significant difference by any of the five main areas, although satisfaction is highest in **North & Penistone** (87%, was 91%), and lowest in Dearne area (77%).
- **Dearne** residents were also typically less satisfied with other core ratings including the quality and safety of the home and energy efficiency and heating (section 4).
- Overall satisfaction has fallen by 5% for the Dearne area (77%, was 82%), and is down 4% in the **North and Penistone** area (87%, was 91%).
- At estate level sample sizes are much smaller, but overall satisfaction is significantly lower than average on the **Cloughfield estate** (51%).
- As in the previous year, the NPS is lowest in the **South** area (26, was 16). The biggest improvement by area is in Central (39, was 22).
- The **North and Penistone** area is unusual in that the NPS has fallen slightly (38, was 42) but it still remains high.



## 4. The home

77%



safe & secure

83%



quality



The quality and security of the home are again unchanged and rated above benchmarks



They are now the top two key drivers of overall satisfaction



Due to the cost-of-living crisis, satisfaction with heating and general energy efficiency has fallen significantly



Satisfaction with the transfer and exchange process also continues to fall

## 4. The home

Satisfaction with the home in terms of quality and safety/security have been relatively stable measures for Berneslai Homes, even throughout the pandemic years where other similar landlords have seen scores decline.

This includes an unchanged 83% who are happy with the safety and security of their home, and 77% with the quality of their home, which compared to 2021 is within the margin of error. Indeed, Berneslai Homes' position relative to the **benchmarks** for comparable landlords remains as positive as before, both being rated a few points **above average**.

This therefore suggest that whilst the quality of the home is now the **strongest predictor** of overall satisfaction, with safety and security behind in second place, this is more a case of tenant's priorities readjusting this year rather than being indicative of any specific problems identified by those two questions (section 3).

One issue that is apparent, however, is clearly the effect of the big rises in fuel bills this year. The ratings for both **heating and energy efficiency** of the home have **fallen** significantly. This is obviously a national issue though, with neither of these questions being key driver of satisfaction with Berneslai Homes itself.

Social housing availability is also a national issue, with Berneslai Homes approach to transfer and exchanges receiving a **significantly lower** ratings for the second year in a row.



### Change over time

- Both quality and safety of the home are the two main **key drivers** of overall satisfaction having previously not been on the list. No significant change in satisfaction for either.
- However, there are significant **falls** in satisfaction with both the heating and energy efficiency of the home (chart 4.3).
- Perception of how transfers and exchanges are dealt with has fallen once again this year, by a similar margin as it had between 2020 and 2021 (now 49% satisfied). This includes only 30% of those on the register, with dissatisfaction amongst this group increased from 31% to 44%.



### By people

- Slight **fall** in satisfaction amongst the under 35s with the quality of the home (66%, was 71%), but this group are more satisfied than a year ago with its safety and security (81%, was 78%).
- The quality of the home is rated significantly lower than average if on the transfer/exchange register or if the current home is too small (67% and 61% respectively).
- Respondents who have reported **ASB** are significantly less satisfied with both the quality and safety/security of their homes (71% and 66%).



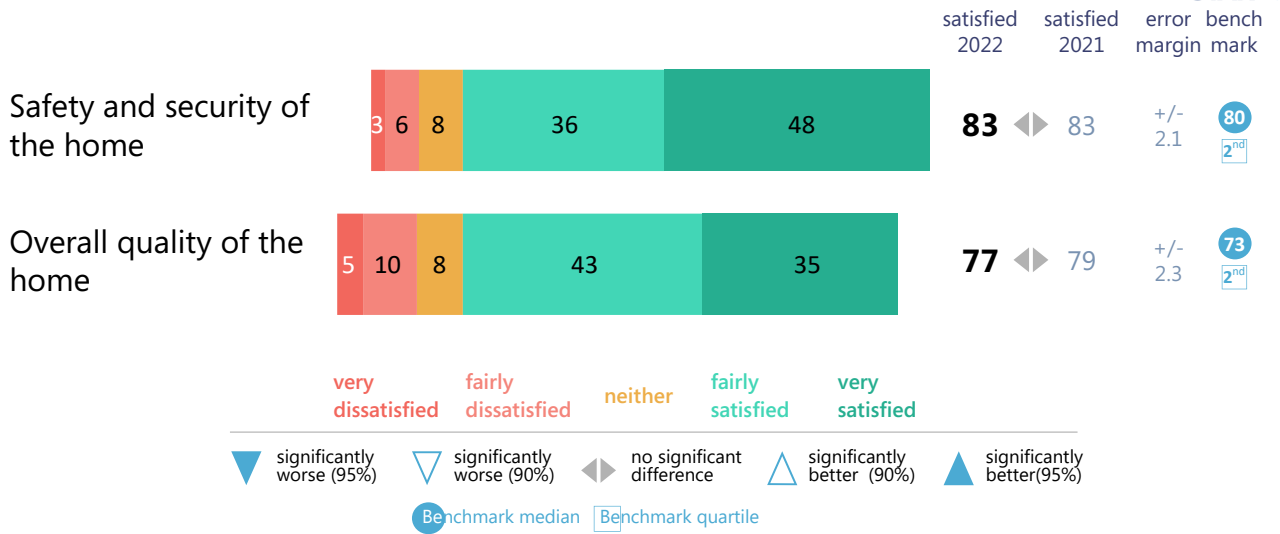
### By place

- Both property scores are lower than average in the Dearne **area** (see table 4.6 for scores by area).
- Dearne respondents were significantly less satisfied than average with both the energy efficiency (67%) and heating of their homes (72%).
- A quarter of Dearne residents say their home is too small for them (26%), double the proportion of any other areas.
- The safety and security of the of home is also rated significantly lower in the **South**, but above average in North East.
- Heating and energy efficiency is rated significantly higher than average in bungalows (86% and 78%), but significantly lower in **houses** (73% and 68%).
- Both are rated significantly lower if having **financial difficulties** (63% 'heating', 50% 'energy efficiency').

# 4. The home

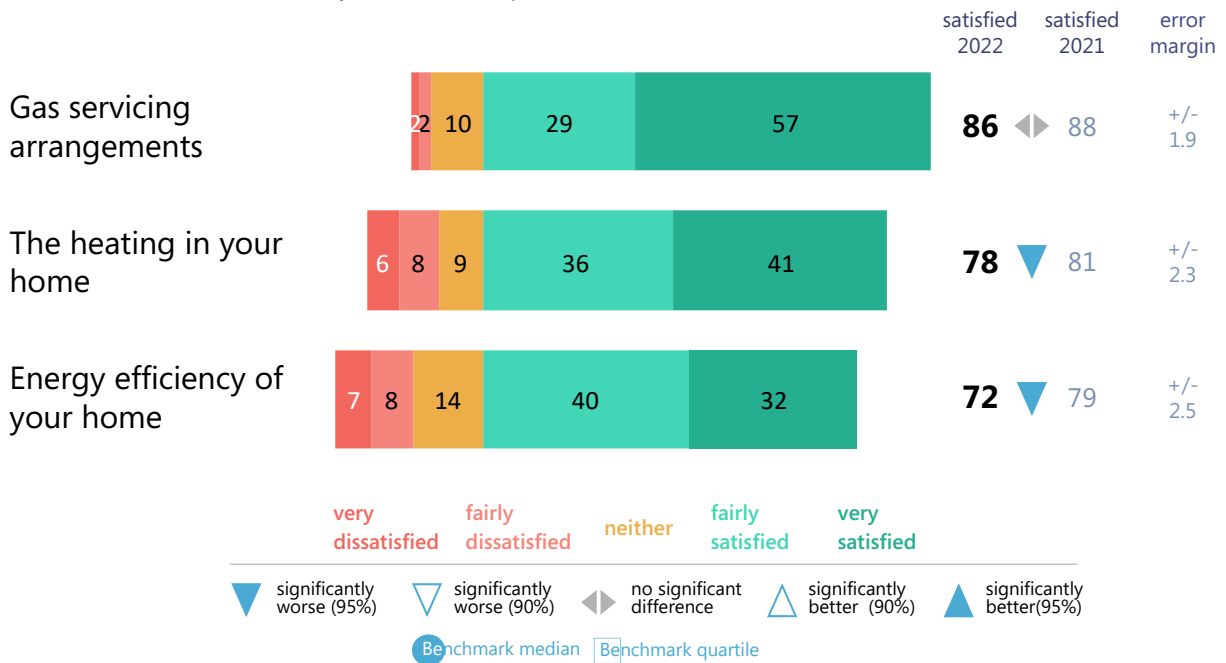
## 4.1 Satisfaction with the home

% Bases (descending) 1246, 1311 | Excludes non respondents



## 4.2 Satisfaction with the heating and energy efficiency

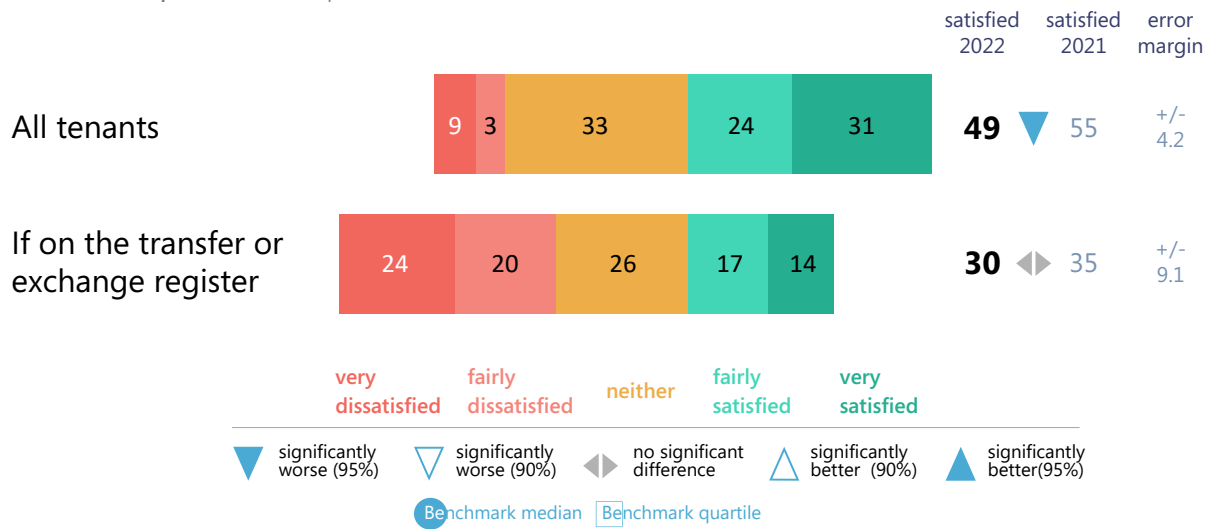
% Bases (descending) 1257, 1305, 1305 | Excludes non respondents



## 4. The home

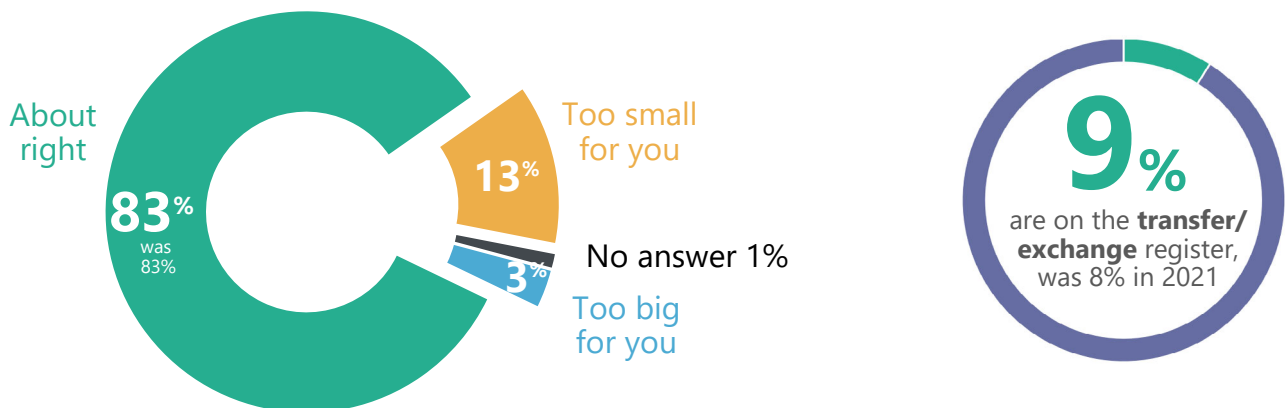
### 4.3 Transfers and exchanges

% Bases 555, 98 | Excludes non respondents



### 4.4 Size of the home

% Base 1321





## 4. The home

### 4.5 The home by area

		% positive				
	Sample size	Quality of the home	Safety and security of home	Energy efficiency	Heating	Gas servicing arrangements
<b>Overall</b>	1321	77	83	72	78	86
North East	282	78	88	74	77	85
South	304	74	80	71	79	87
Dearne	97	70	74	67	72	86
Central	316	79	83	74	80	84
North & Penistone	323	81	85	69	76	87

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 5. Communal areas



**66%**  
clean, safe &  
well maintained



- 
- B** Satisfaction at least on par with currently available benchmark data for this new question
  - £** Satisfaction is higher amongst tenants who pay a communal service charge (75%)
  - 🔄** The most commonly suggested improvements are to reduce litter and improve grass cutting
-

## 5. Communal areas

A new question in this year's survey due to its inclusion in the new **regulatory** suite of questions asks about the cleanliness and maintenance of communal areas. In order to collect the best possible evidence and insight on this issue, the survey methodology included an oversample of tenants that live in homes with some form of communal area (see appendix A.) In the rest of the survey data this group is weighted down proportionally to represent the population as a whole (around a fifth of tenancies), but in this section that weighting is removed.

Although there are currently only a few landlords in the ARP Research database that have asked this new question, from the limited evidence available it would seem that Berneslai Homes score of 66% is at least **on par** with other landlords.

However, amongst those tenants living in a property with communal areas, there is still around a fifth that are actively **dissatisfied** with how Berneslai Homes looks after them. There is therefore scope to improve on this aspect of the service, especially because of the renewed regulatory focus on communal areas.

Respondents were therefore asked to give their own *suggestions* for how the upkeep of communal areas can be improved. The results are categorised in chart 5.2, which shows that the most common suggestions are about external communal areas, primarily tidying up **litter and rubbish**, picking up **grass cuttings** and generally mowing more frequently.

Regarding internal communal areas, around one in ten commenters feel that the standard of **cleaning** can be improved, with a number also mentioning **safety** and security issues.

Some illustrative examples of these quotes include:

“Address litter problem - it always collects in my garden. More public bins”

“Regularly maintain garden areas e.g. cutting grass, weeds etc.”

“Mowing the grass more often”

“I am sorry to say the grass cutting is very messy. This could easily be blown back onto gardens. there are several elderly residents and people that struggle to clean it”

“The grass would be better if it was picked up and taken away. It trails in the house and looks unsightly”

“Cleaner doesn't come every week and should”

“Maintain high levels of cleanliness in communal areas (not just mop and go)”

“Install CCTV in the communal areas of the building”

“Have a key code to enter building”

### By people

- Older respondents are significantly more satisfied than average (76% for 65 or over), youngest significantly less so (58%, under 35s), particularly those **aged 25-34** (56%, only 15% very satisfied).
- Satisfaction with communal areas is also significantly higher than average amongst respondents who **pay** a service charge for them compared to those who do not (75% v 60%).
- Respondents with a **limiting disability** are less satisfied than average (56%).
- New tenants tended to be slightly more satisfied than average (69%).

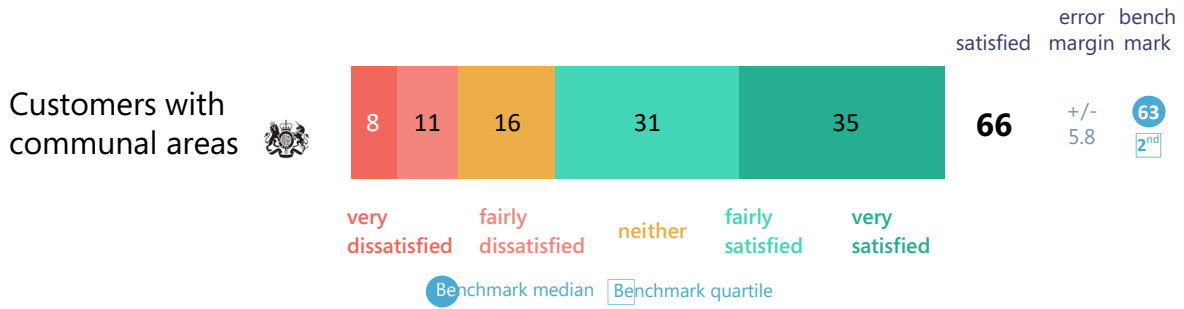
### By place

- No statistically significant difference by property type, or any of the five main areas.

## 5. Communal areas

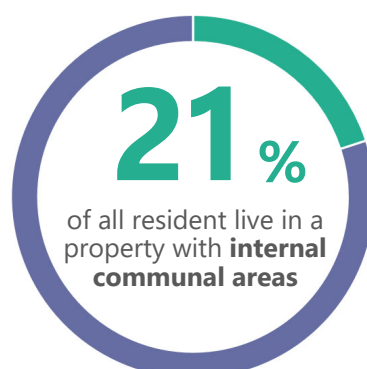
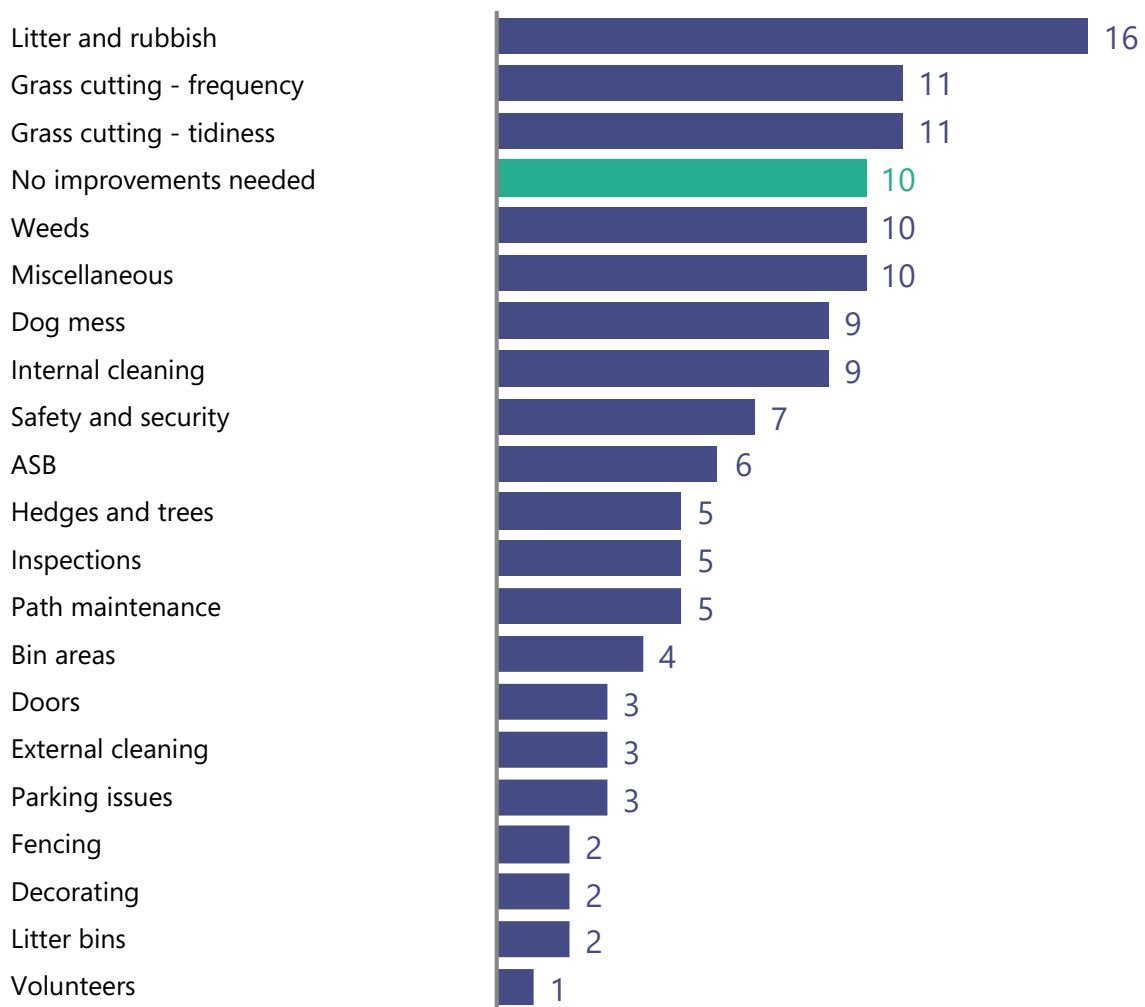
### 5.1 Communal areas are clean, safe and well maintained

% Bases (descending) 513 | Living in a property with communal areas. This is an oversampled group, weighted in other results



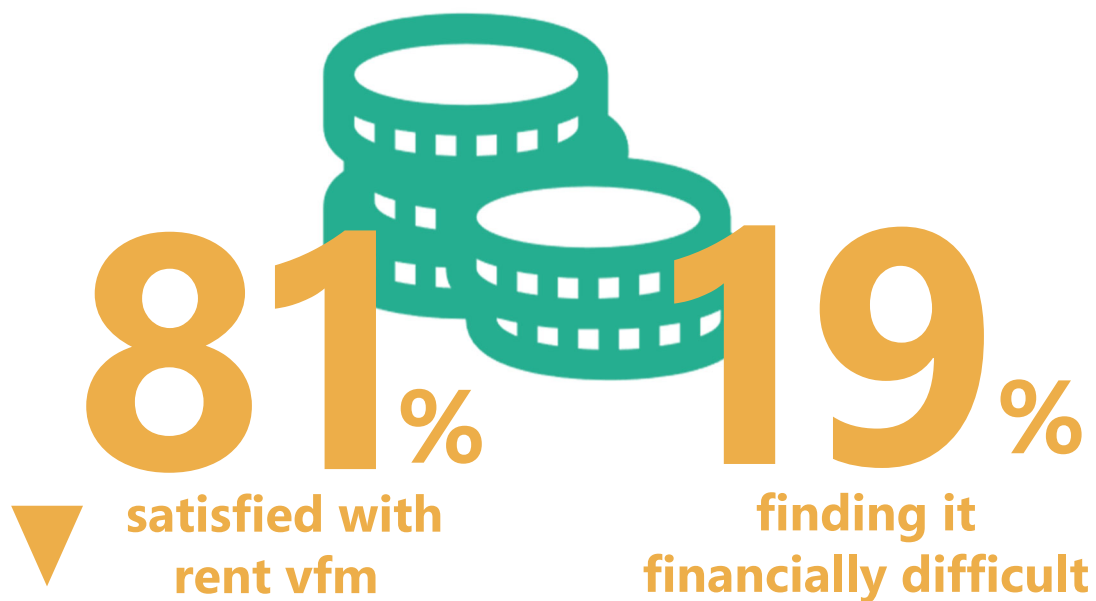
### 5.2 Improvements needed to communal areas

% Base 193 | Proportion with communal areas that commented. Includes multiple responses. Coded from verbatim comments.





## 6. Value for money



Perceived value for money has fallen by a statistically significant 4% since 2021



However, recent housing surveys have shown a similar trend due to the cos-of-living crisis



A quarter of working age tenants were already finding it financially difficult in summer 2022

## 6. Value for money

The rent value for money score was relatively high at the time of the last survey in 2021, but in the context of the current **cost of living crisis** it is probably to be expected that this would fall significantly since then. Indeed, this is consistent with the pattern observed in other surveys completed by ARP Research in the last few months.

Although Berneslai Homes' rating is now currently below the Housemark median, note that benchmarks are a lagging measure so won't yet reflect the real-world changes in the national economy.

Indeed, survey results can offer a snapshot in time, so it is likely that the fact a fifth of tenants were finding it **difficult to manage financially** over the summer might already be out of date considering the increasing challenges over autumn and winter 2022. Unsurprisingly those having some financial difficulties were significantly less satisfied than average with ratings in this section and throughout the report.

Only around one in ten respondents pay a service charge, which is relatively small sample so whilst this rating has also worsened, the difference isn't statistically significant. In this case, however, it is still well above the benchmark average.



### Change over time

- Satisfaction with rent value for money has **fallen** by a statistically significant 4% since the 2021 survey.
- The rating for rent is the only core measure where satisfaction has fallen significantly.
- Satisfaction with the service charge has also fallen .



### By people

- The rating for rent has fallen by even more for the **under 35s**, by 9% to 77%, a significant change.
- Unsurprisingly, value for money is rated significantly lower by tenants in **financial difficulty**, 66% rent, 57% service charge.
- Rent is also rated significantly lower than average by respondents whose homes are too big (61%) or too small (76%).
- Amongst **working age** tenants 26% are finding it financially difficult, compared to only 8% of retirement age.

- Financial difficulties are also more evident amongst tenants with a **limiting disability** (26%) compared to only 16% for the rest of the sample.
- Racially and ethnically diverse tenants are experiencing financial difficulties in the same proportion as everyone else.



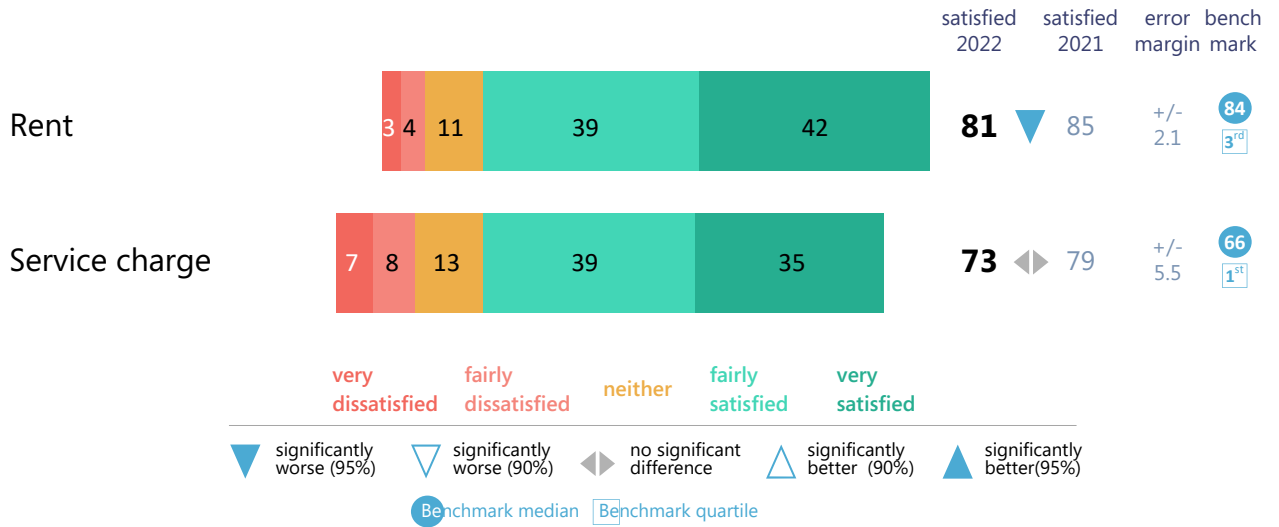
### By place

- By patch, value for money for the rent is rated highest in the **North East** area (86%), but lowest in the **South** (79%).
- It is also rated significantly lower than average on the **Cloughfields** estate (only 10 out of 21 people).
- Rent value for money for rent rated highest by tenants in bungalows (85%), then flats (82%), and the lowest score in houses (80%).
- More tenants than average in the **Dearne** area are finding it financially difficult (26%).

# 6. Value for money

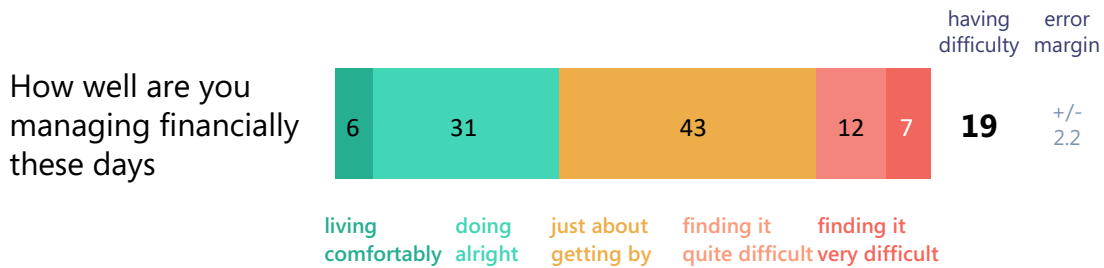
## 6.1 Value for money

% Bases (descending) 1271, 104 | Excludes non respondents



## 6.2 Managing financially

% Base 1265 | Excludes non respondents





## 7. Repairs and maintenance

80%



service overall

86%



last repair 12 month period



Repairs and maintenance continues to be a key driver of overall satisfaction



Overall satisfaction is unchanged, but tenants' opinions on their last repair have significantly improved, especially timeliness



Overall repairs satisfaction is once again in the top quartile in HouseMark benchmarking



Doing the job expected remains the best predictor of repair satisfaction



## 7. Repairs and maintenance

Tenants' perceptions of the repairs and maintenance as a whole were the second strongest **predictor of overall satisfaction** in 2021 and continue to be influential this year appearing in third place on the equivalent list (chart 3.3).

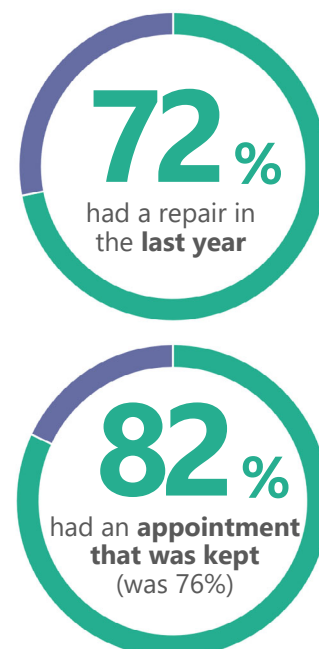
Although obviously therefore important, this score has remained stable since 2020 and in the post pandemic era compares very favourably against other landlords, with the score of 80% being 10 points higher than average pushing Berneslai Homes into the **top quartile**.

This has been helped by a significant increase in the proportion of tenants that are satisfied with the service they received on their **last completed repair**, which has improved from 82% to 86%, climbing into the second quartile compared to the Housemark benchmark.

This has clearly been helped by **statistically significant improvements** in how other aspects of the last repair are rated, including being able to make an appointment, the time taken before work started, and being kept informed throughout the process. The latter showed the biggest improvement, up by 5% to 77% satisfied. Indeed, all of the ratings in chart 7.5 are now in the first or second quartile relative to ARP benchmarks, whereas in 2021 some were rated slightly below average.

As in previous years the most influential element of the last repair is the workers **doing the job expected** (75% satisfied), which remains the strongest key driver of satisfaction with the last repair. What has changed this year is that getting the job 'right first time' (82% satisfied) now returns to second place, having been supplanted in 2021 by 'being told when workers would call'.

It should be noted that an additional question was asked in the survey in preparation for the new regulatory framework for tenant surveys, so is not analysed in as much detail here due to lack of tracking or benchmark data. This question is very similar to the main STAR question but is limited to the overall experiences over the last 12 months. This question generated a slightly higher 83% satisfaction score.



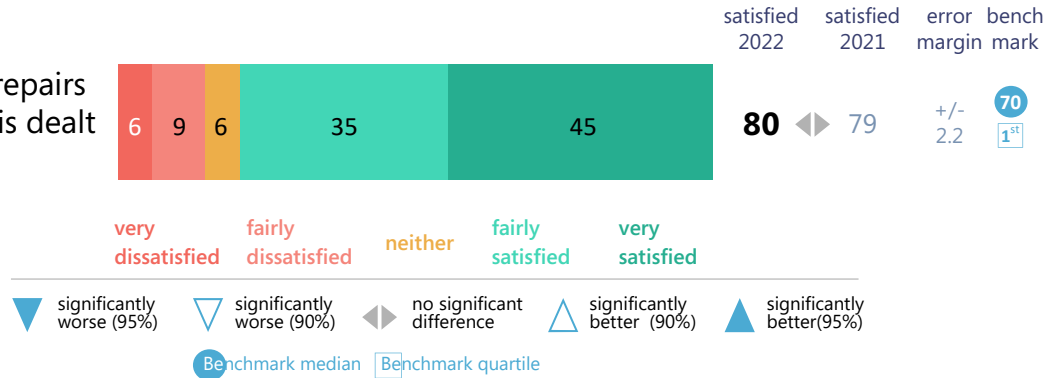
# 7. Repairs and maintenance

## 7.1 Overall repairs satisfaction

% Base 1300 | Excludes non respondents



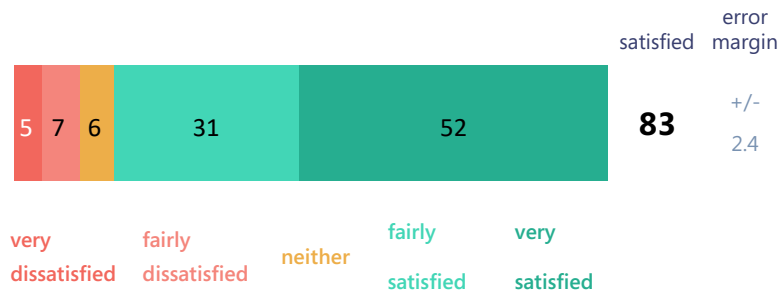
Generally, how repairs & maintenance is dealt with



## 7.2 Repairs service in last 12 months

% Base 938 | Excludes non respondents

Repairs service received over the last 12 months



### 2022 Change over time

- Satisfaction with the **last completed repair** is up significantly from 82% to 86% and is now rated higher than average.
- A greater proportion had an **appointment** that was kept (82%, was 76%), with this having a notable impact on scores in this and other sections of the survey findings.
- **Doing the job expected** remains the primary key driver of satisfaction with the last completed repair.
- Some **significant improvements** with the individual aspects of the last repair (chart 7.6), particularly around timeliness.

### By people

- Older respondents are significantly more satisfied than average (90%, up from 85%), however satisfaction had fallen amongst the **under 35s** (64%, was 72%), with this group also significantly less satisfied than average.

- There is once again a significant difference by contractor – with satisfaction higher for repairs completed by the **in-house team** (82%), compared to 76% for **Wates**, with the latter significantly lower than average. This pattern continues in table 7.7.
- Satisfaction is significantly higher if a repair **appointment** was kept (86%), compared to 37% if it isn't.

### By place

- There are some statistically significant differences by area in terms of overall satisfaction, or satisfaction with the last completed repair (see table 7.7).
- As in 2021, **North and Penistone** respondents are significantly more satisfied than average, whereas satisfaction is often significantly lower in **Dearne**.
- There are no significant differences by property characteristics when controlling for by tenant age.

# 7. Repairs and maintenance

## 7.2 Last repair

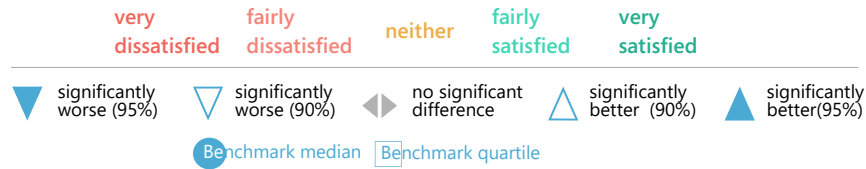
% Base 942 | Repair in last 12months. Excludes non respondents



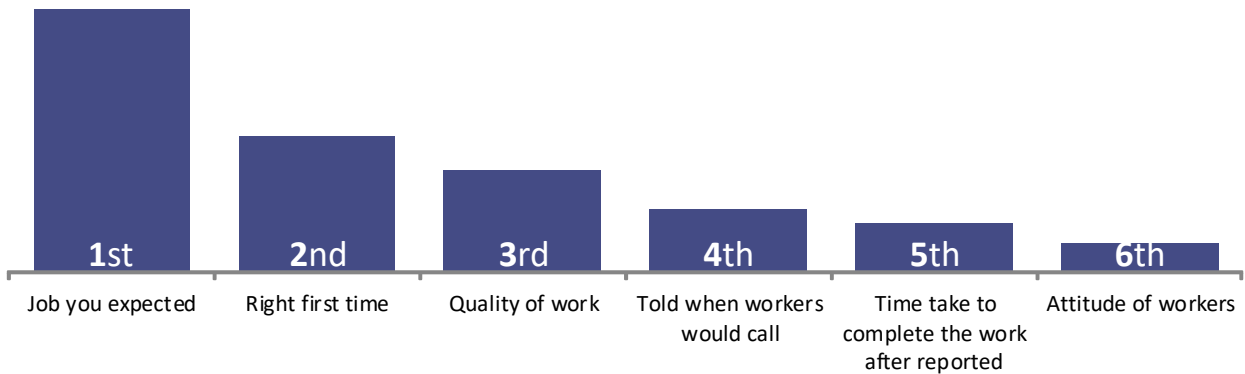
Repairs service received on *this occasion*



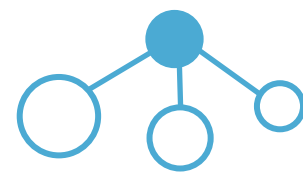
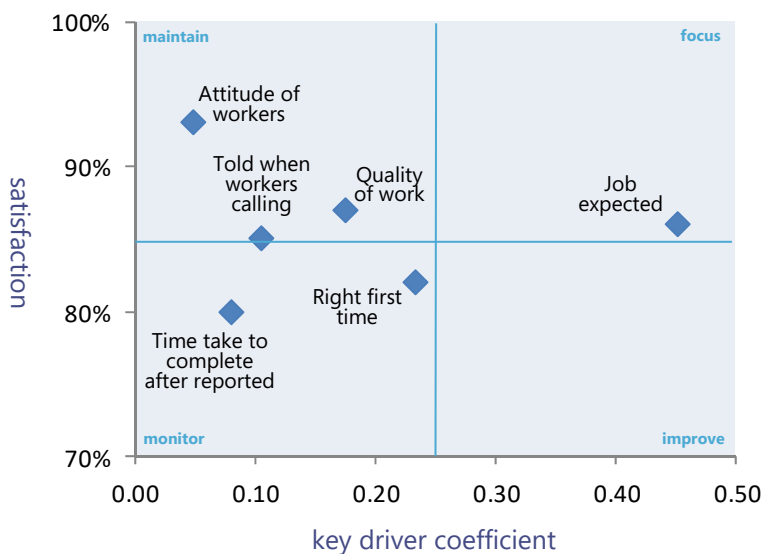
satisfied 2022: **86** ▲ satisfied 2021: 82 error margin: +/- 2.2 bench mark: 85



## 7.3 Key drivers - satisfaction with last repair



## 7.4 Key drivers v satisfaction

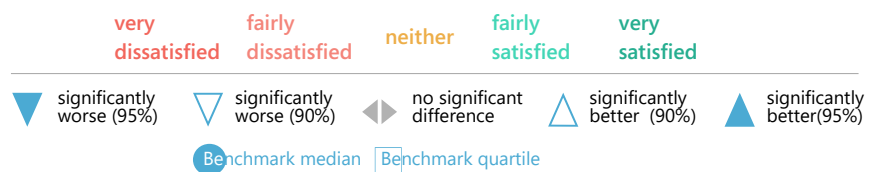
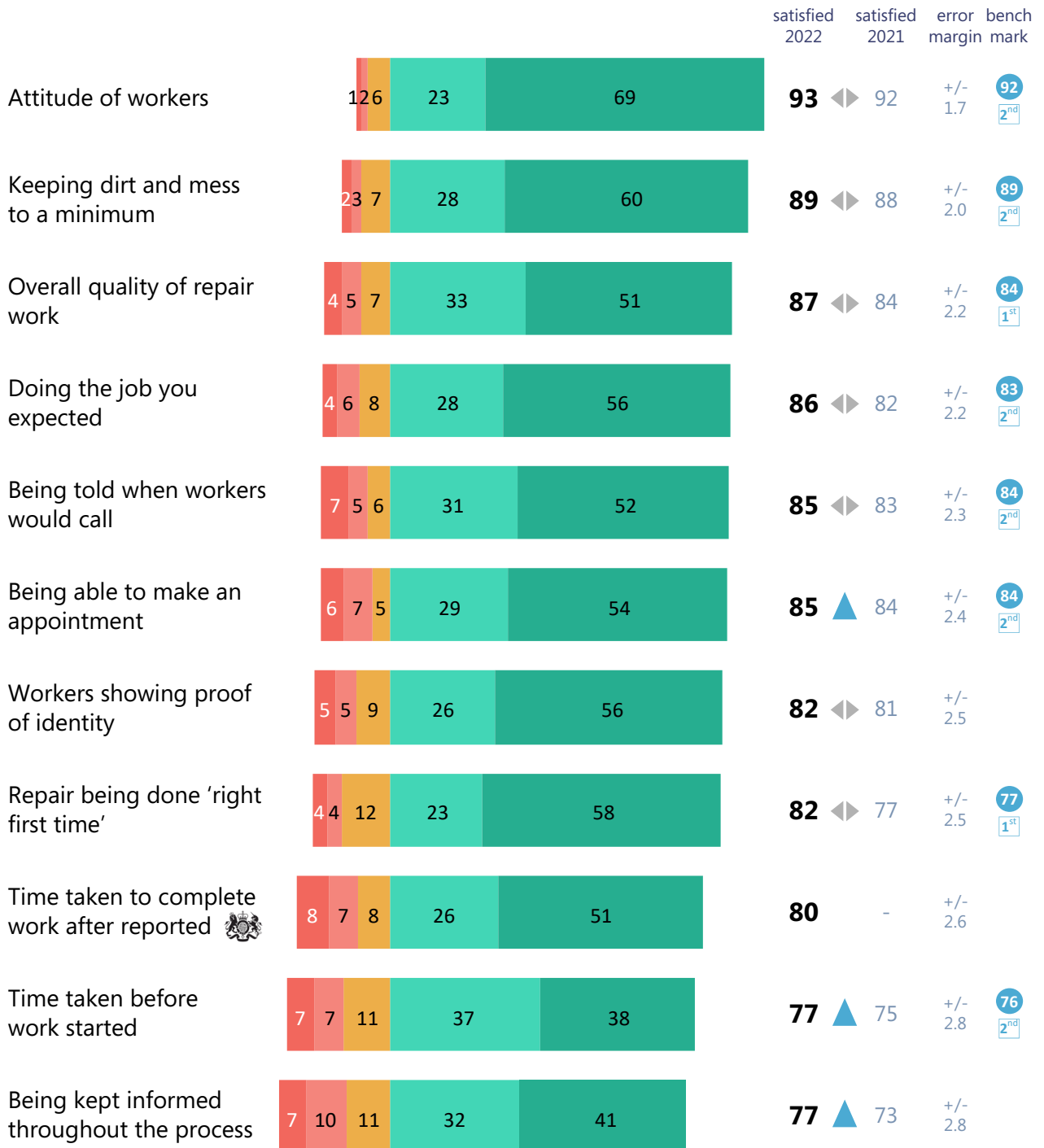


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

# 7. Repairs and maintenance

## 7.5 Last completed repair

% Bases (descending) 876,873,863,868,871,876,869,873,870,857,860 | Repair in last 12 months. Excludes non respondents.



## 7. Repairs and maintenance

### 7.7 Last completed repair by contractor and area

		% positive													
	Base	Generally how repairs and maintenance is dealt with	Repairs service received over the last 12 months	Being told when workers would call	Being able to make an appointment	Being kept informed throughout the process	Time taken before work started	Time taken to complete the work after reported	The attitude of workers	The overall quality of work	Workers showing proof of identity	Keeping dirt and mess to a minimum	The repair being done 'right first time'	Workers doing the job you expected	The repairs service received on this occasion
<b>Overall</b>	1321	80	83	85	85	77	77	80	93	87	82	89	82	86	86
<b>In House</b>	879	82	85	86	86	78	78	83	94	88	85	90	83	88	87
<b>Wates</b>	442	76	79	83	82	73	76	75	90	84	77	88	79	82	85
North East	282	81	82	85	86	80	79	83	92	85	85	87	83	86	85
South	304	77	81	85	83	74	76	76	92	84	78	90	79	82	85
Dearne	97	72	73	82	78	68	76	72	87	87	76	81	84	85	87
Central	316	78	84	81	83	75	73	80	92	89	84	88	80	87	86
North & Penistone	323	85	88	91	88	80	81	85	95	89	85	95	86	92	89

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 8. Contact and communication



83%



easy to deal  
with



Having been a key theme of the 2021 survey results, overall customer service scores have stabilised this year



Indeed, ratings for all elements of tenants most recent query have improved, half of which are significant improvements



The 'customer effort' score for how easy Berneslai Homes is to deal with is in the top quartile compared to peers



Most tenants feel they are treated fairly and with respect (85%), which is a new regulatory question

## 8. Contact and communication

In 2021, how well Berneslai Homes generally deals with enquiries was one of only two key drivers of overall satisfaction. Whilst this remains important to the current sample, it has now slipped to fifth in the list behind property and maintenance issues (chart 3.3).

This was a major theme of the results last year due to a distinct drop in the main customer service satisfaction measures at that time, so the fact that it is no longer as influential as it was should be seen as a positive change. However, although this score has now stabilised, at 78% it remains below the 83% achieved in 2020 and the 87% pre-pandemic level.

This is an older legacy question, accompanied in the last few surveys by the newer STAR core question asking if tenants find Berneslai Homes easy to deal with, which is also known as a '**customer effort**' score. This has followed the same trajectory, having fallen in 2021 but now steady at 83%. However, perhaps most importantly, this rating is still extremely good compared to Berneslai Homes' peers as it is 14% higher than the benchmark average. Unsurprisingly, this places Berneslai Homes firmly in the **top quartile**.

Another related question asks tenants if they are treated **fairly and with respect**. This is one of the new TSM regulatory measures that all landlords will have to report in future years. The initial limited ARP benchmark data suggests that the Berneslai Homes is also performing well on this question relative to other landlords (85% agree, 78% benchmark). This is also a key driver of satisfaction.

A set of detailed questions was also asked of all tenants that had made contact with Berneslai Homes over the last months (chart 8.4). It is very positive to note that all of these ratings have gone up since 2021, including four that have **improved significantly**. This supports the theory that the standard of customer service is longer a pressing issue to the same extent it was last year.

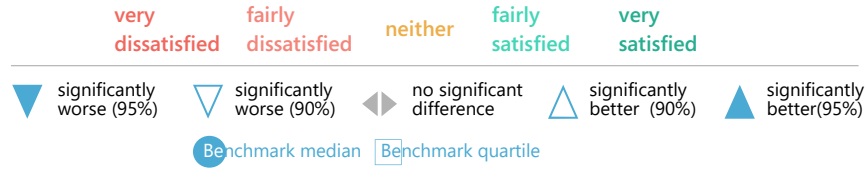
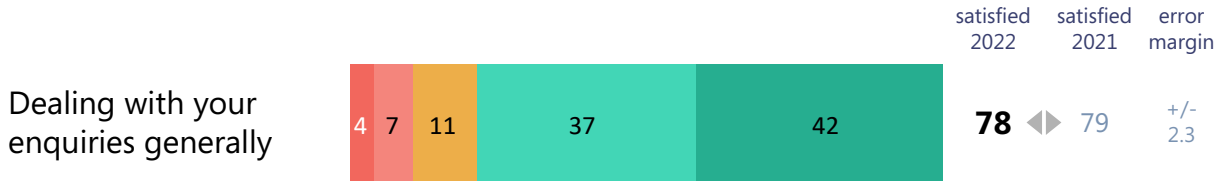
Indeed, the strongest key driver of satisfaction with the outcome of the last query in 2021 was being **kept informed through the process**, which was also the poorest rated individual element of the experience. This year, however, satisfaction with being kept informed has increased by 7%, and has no fallen back to a distant second on the key driver list (chart 8.5).

Finally, satisfaction with how **complaints** are dealt with has barely changed (64%, was 63%) remaining on par with the benchmark median. This too has arrested a downward slide in this rating since 2019.

# 8. Contact and communication

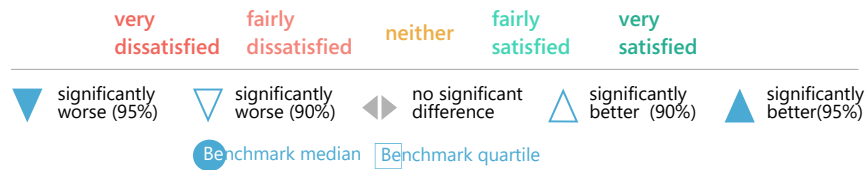
## 8.1 Enquiries overall

% Base 1241 | Excludes non respondents



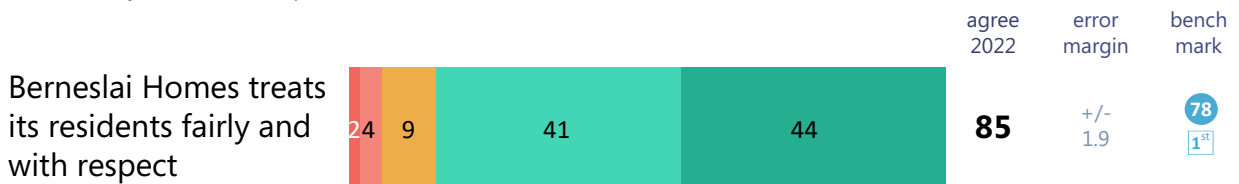
## 8.2 Customer effort

% Base 1296 | Excludes non respondents



## 8.3 Treats residents fairly and with respect

% Base 1296 | Excludes non respondents





## 8. Contact and communication



### Change over time

- No significant change in satisfaction with both the handling of enquires, and how easy Berneslai Homes is to deal with.
- Individual ratings for different element of the most recent query have all **improved**, significantly so for the bottom half of the list, including the final outcome of the query (now 81%) and a 7% improvement how well they were kept informed regarding the last contact (chart 8.4).
- There has been a slight increase in the proportion of respondents finding it necessary to make **follow up contact** from 23% to 26%.



### By people

- Satisfaction with how enquires are handled has fallen for the **under 35s** (71%, was 76%), as has the customer effort score (80%, was 86%). This group joining those aged 35 – 49 in being significantly less satisfied on both counts.
- Respondents aged 35 – 49 are significantly less likely to agree that they are treated fairly and with respect than any other age group (79%), compared to 91% of those aged 65 or over.
- The majority of questions in this section are rated lower than average by tenants that had reported **ASB** (66% customer effort) or who had to make **follow up** contact (66% customer effort).



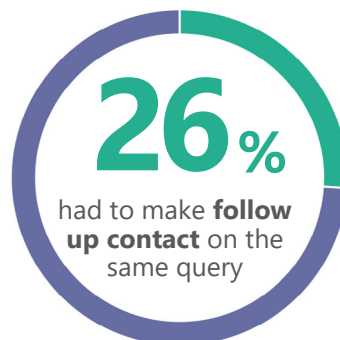
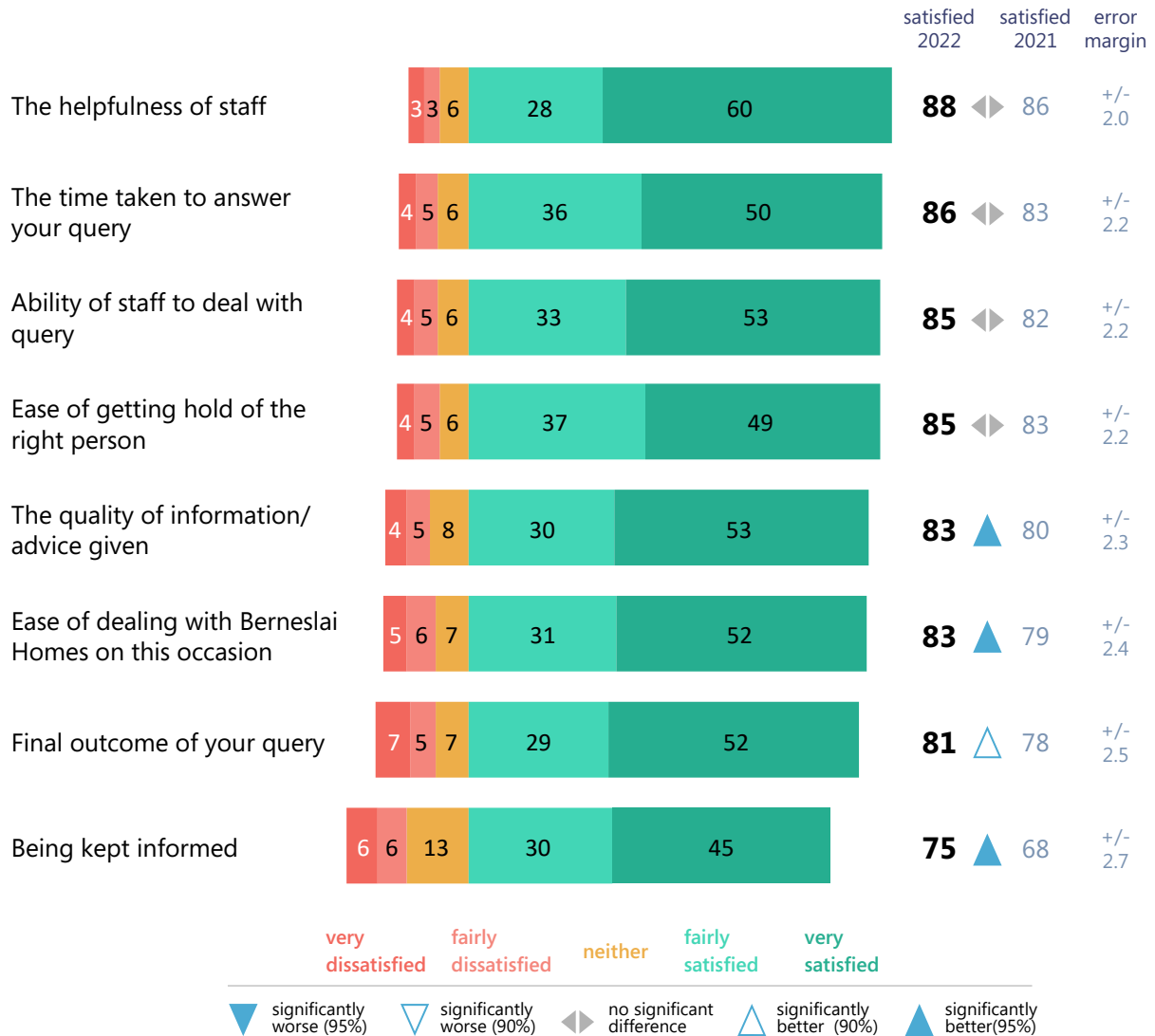
### By place

- There were no significant variations by area or property type in any of these scores once controlled for by age.

# 8. Contact and communication

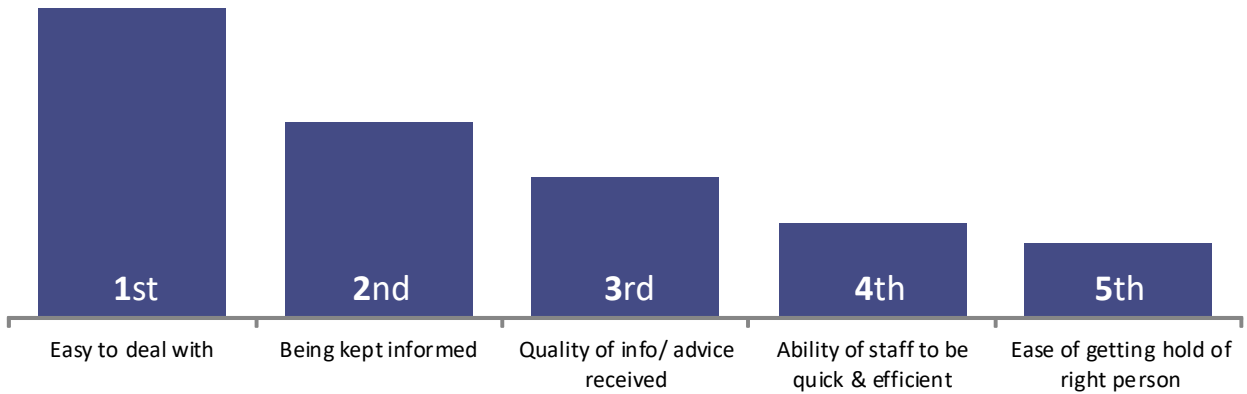
## 8.4 Last contact

% Bases (descending) 1029, 1028, 1027, 1028, 1026, 1027, 1021, 1021 | Excludes non respondents.

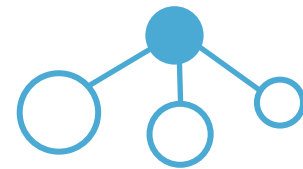
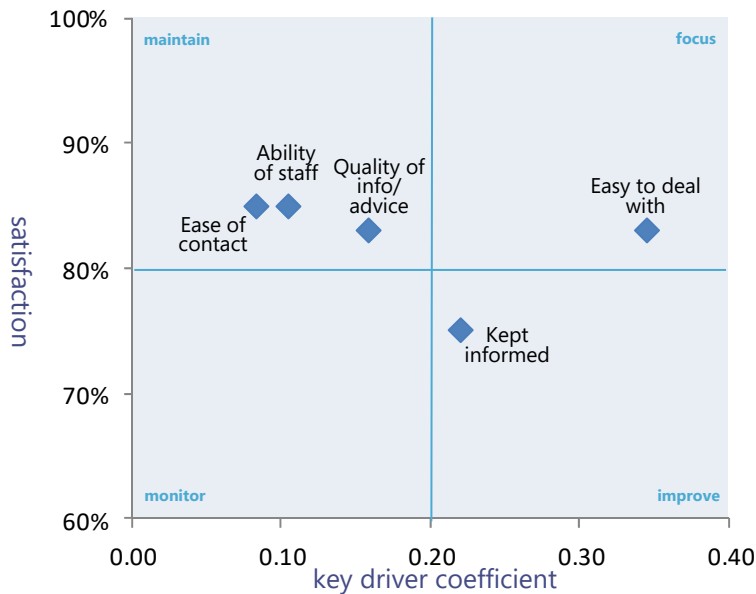


## 8. Contact and communication

### 8.5 Key drivers - final outcome of query



### 8.6 Key drivers v satisfaction

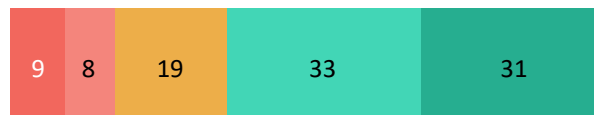


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

### 8.7 Complaints

% Base 1041 | Excludes non respondents

How complaints are dealt with



satisfied 2022 | satisfied 2021 | error margin | bench mark

64 ◀ 63 +/- 2.9  62 

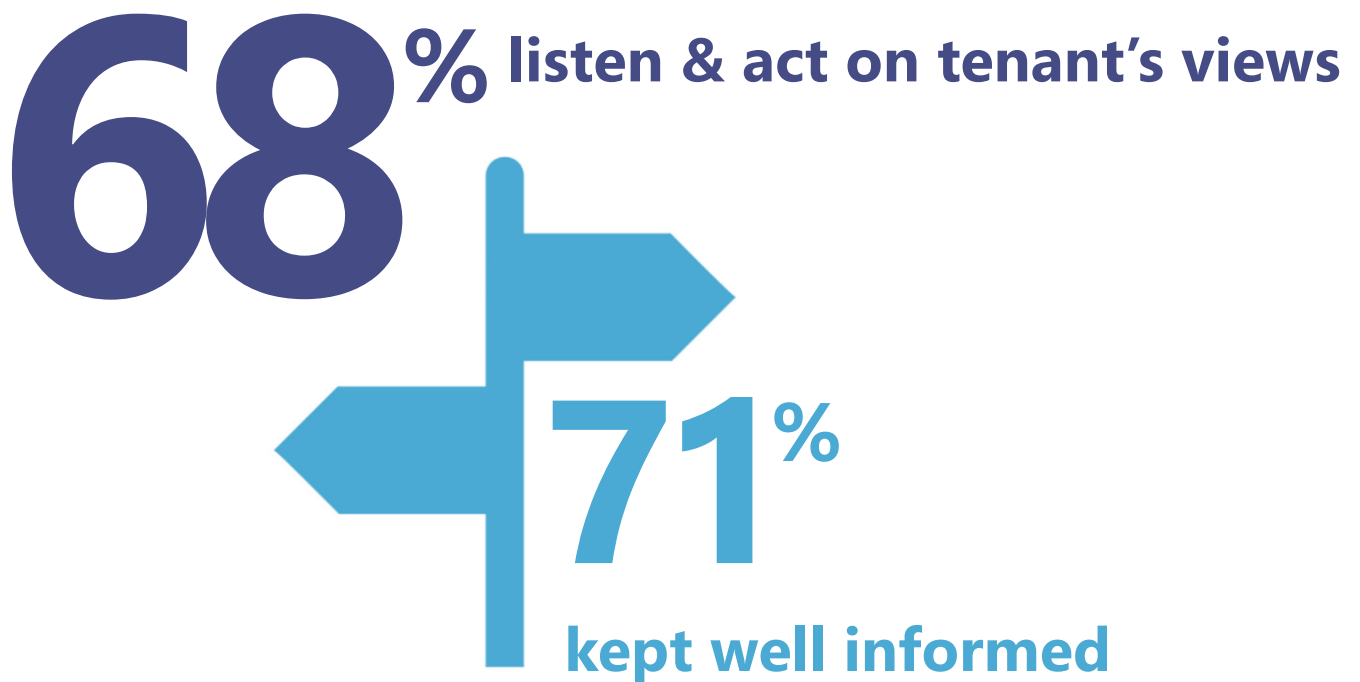
very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied

▼ significantly worse (95%) | ▼ significantly worse (90%) | ◀ no significant difference | ▲ significantly better (90%) | ▲ significantly better (95%)

 Benchmark median |  Benchmark quartile



## 9. Information and involvement



Listening and taking account of tenants' views has returned to the list of key drivers of satisfaction



This score is still much higher than the Housemark average



Keeping tenants well informed about things that matter to them is a new regulatory measure

## 9. Information and involvement

**Listening to views and acting upon them** is now a key driver of overall satisfaction, having previously not appeared on the list in 2021 (section 3). It is one of three customer experience and involvement questions in the key driver list, re-enforcing how important this issue is for the organisation to improve its overall tenant satisfaction, although bricks and mortar issues now dominate the top three.

Although this rating demonstrates no statistically significant change since 2021, the 68% satisfaction score is still nine points above the benchmark for comparable landlords. At the opposite end of the scale, one in seven respondents are actively dissatisfied (14%, was 15%).

Being **kept informed** is the highest rated aspect of tenant involvement in chart 9.1, with 71% satisfied and 12% dissatisfied. This question is one of those included in the new TSM housing regulator survey starting next year, but Berneslai Homes appear to be performing at the level expected in this regard.

Two thirds of respondents are satisfied with the **opportunities to make views known**, which is down slightly compared to a year ago but continues to compare favourably to other similar landlords.



### Change over time

- There are no statistically significant changes over time for the sample as a whole.



### By people

- Satisfaction with listening is down amongst the **under 35s** (61%, was 70%) with those aged 35 – 49 also being significantly less satisfied than average (62%, was 65%).
- Ratings for both listening to tenants and information are also lower if the tenant has **reported ASB** (47%/48%) or had to make **follow up** contact (51%/54%).
- Satisfaction with each aspect in chart 9.1 is significantly lower than average for respondents who had a **missed repair appointment** or had experienced **financial difficulties**.
- Those on the **transfer/exchange register** are also significantly less satisfied than average that they were listened to and had their views acted upon.



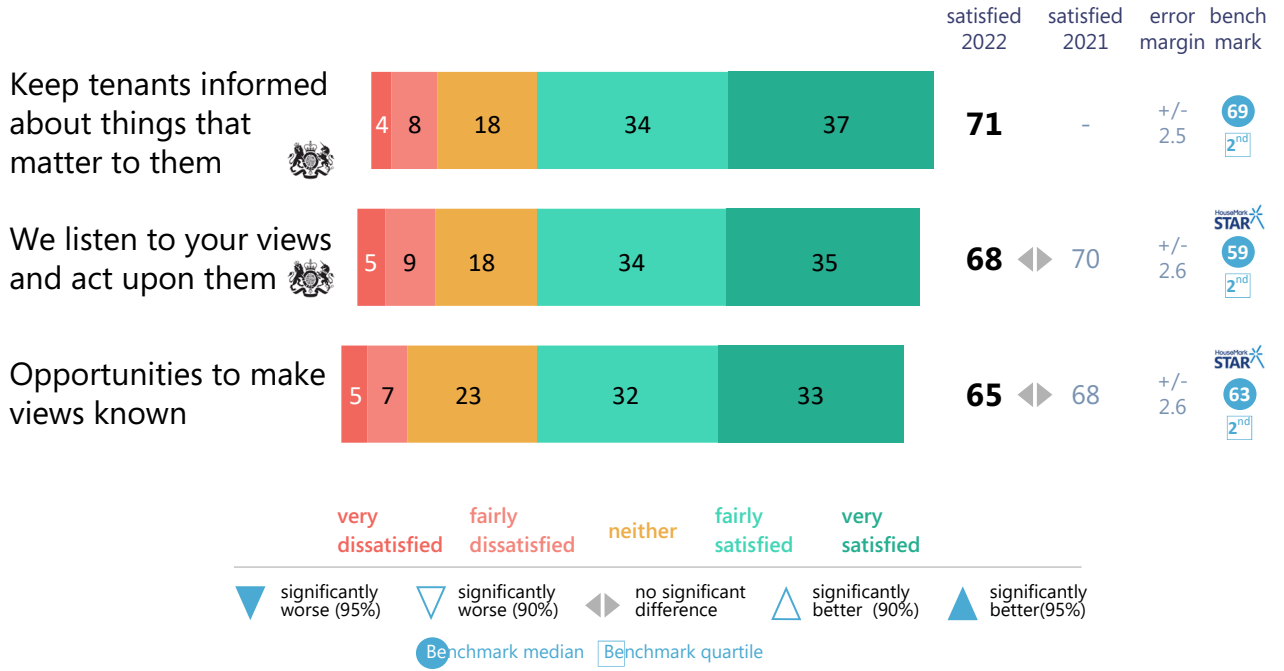
### By place

- There are no notable distinctions in these results by property or geographical area that were not linked to age.

# 9. Information and involvement

## 9.1 Involvement

% Bases (descending) 1291, 1274, 1276 | Excludes non respondents





## 10. Online services



**74%**

**satisfied online services**



The proportion of internet users in the survey sample has increased slightly to 73%



Amongst internet users, 80% are satisfied with Berneslai Homes' online services



The proportion of survey respondent using Berneslai Homes' online services has plateaued at 70%

## 10. Online services

Three quarters of respondents are satisfied with the online services provided by Berneslai Homes, which is identical to that reported a year ago. This is obviously higher if respondents have actually used Berneslai's online services (80%), compared to 54% who have not.

Access to the internet continues to increase slowly, now including around three quarters of survey respondents. However, this obviously decreases with age, with just under half of retirement age tenants being internet users.

Seven out of ten internet users have used Berneslai Homes' online services, which is down slightly compared to a year ago (was 74%).

### Change over time

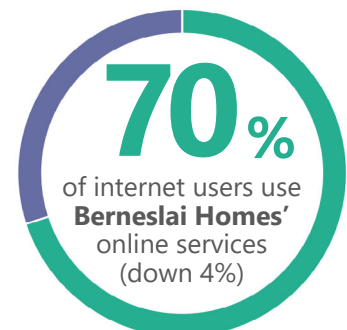
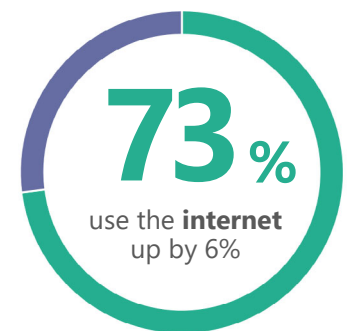
- No statistically change in satisfaction with provision of online service, however dissatisfaction was down 4%.
- Slight increase in the proportion of internet users from 67% to 73%.
- Slight fall in internet users accessing Berneslai Homes' online services from 74% to 70%.
- Smartphone continues to be the preferred method of accessing the internet, whilst access via PC/laptop or tablet has fallen slightly.
- Slight increase in use of the Berneslai Homes website to access information, but online reporting of repairs is down via both the app and website.

### By people

- Internet use decreases by age from 94% amongst under 35s, to 46% of those aged 65 or over.
- Only 22% of the over 65s have used Berneslai's online services, increasing with age to 76% of the under 35s.

### By place

- There are no significant variations by area or property type in any of these scores.

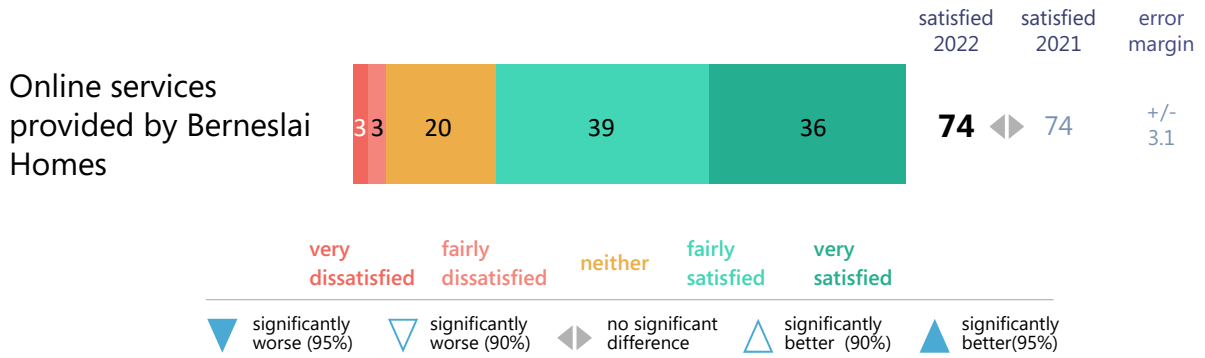




# 10. Online services

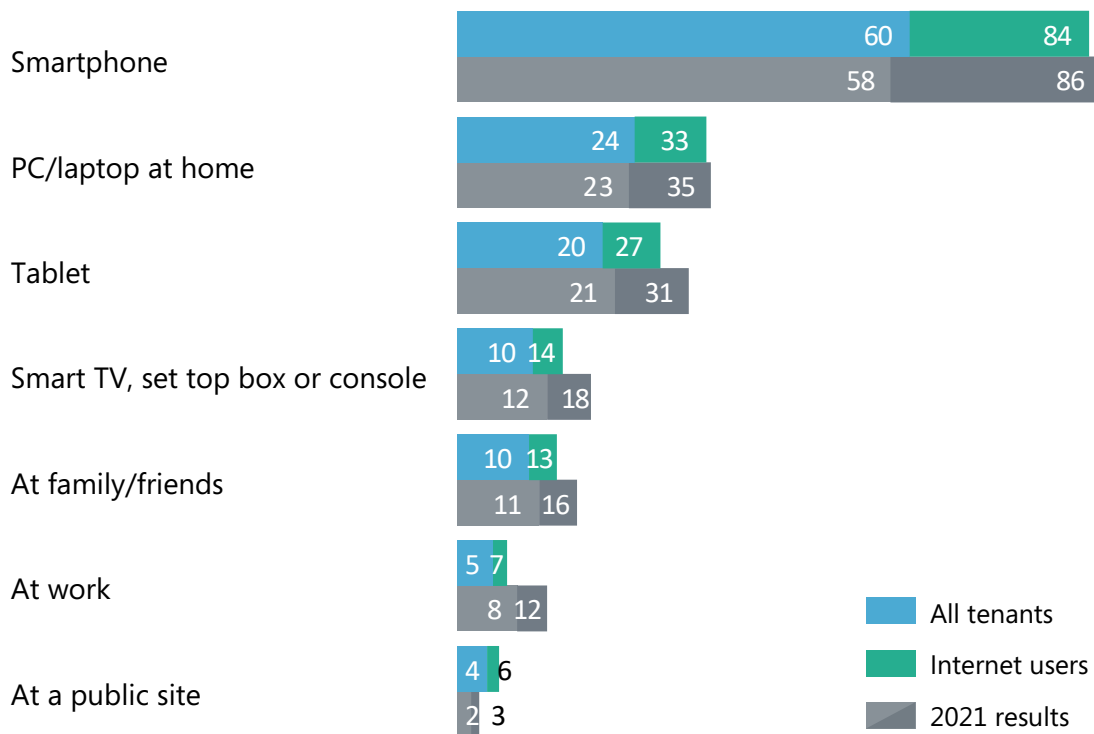
## 10.1 Satisfaction with online services provided by Berneslai Homes

% Base 815 | Excludes non respondents



## 10.2 Method of accessing the internet

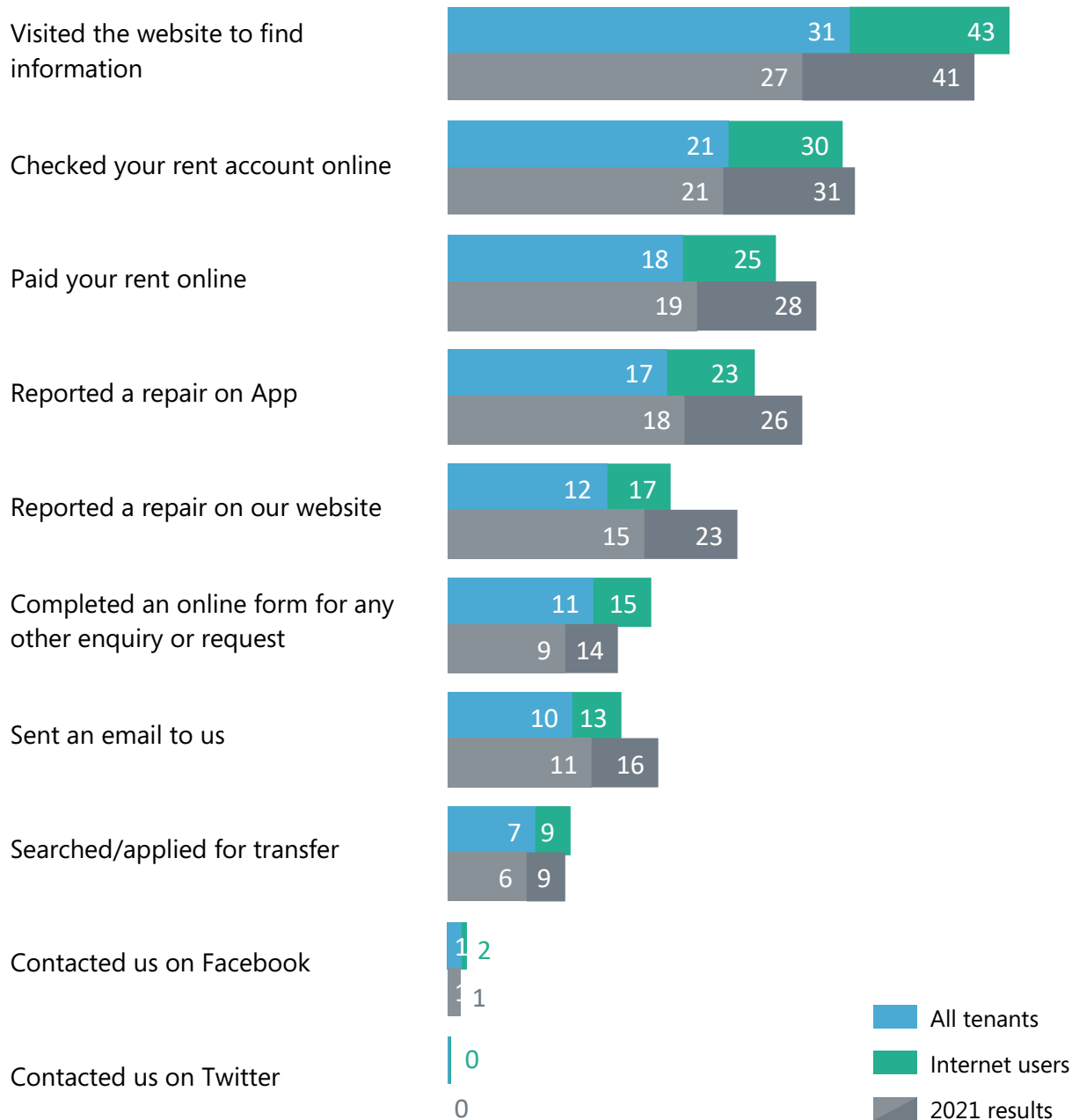
% Bases 1321, 945 | More than one answer allowed.



## 10. Online services

### 10.3 Used any Berneslai Homes online services in last year?

% Bases 1321, 945 | More than one answer allowed





## 11. Neighbourhood services

**82%**  
good place  
to live



**greatest  
problems**

1. rubbish or litter
2. car parking
3. dog fouling/mess

---

**B** All questions in this section compare favourably to benchmarks



Satisfaction with the grounds maintenance service has increased significantly from 64% to 69%



Drugs, rowdiness, traffic noise and vandalism /graffiti are all rated as significantly smaller problems compared to 2021.



Dearne residents report the greatest number of neighbourhood issues, whilst North & Penistone the least.

---

## 11. Neighbourhood

Tenant satisfaction with their neighbourhood as a place to live remains broadly unchanged at 82% and is one of the better performing core measures being **well above the average** of 75% for comparable landlords. The same can be said for satisfaction with the overall appearance of the area (77% satisfied), which is also rated higher than average.

A new addition to the survey this year is another question from the TSM regulatory framework asks respondents to specifically rate whether they think their landlord makes a **positive contribution to their neighbourhood**, something 64% of respondents are satisfied with, compared to 14% that are dissatisfied. As this is a relatively new question, available benchmark data is based on only a limited number of other surveys, but the Berneslai Homes' score appears to be broadly in line with what other landlords have achieved so far.

One score that has changed is the satisfied rating for the standard of grounds maintenance, which has moved into the top quartile of ARP benchmarks due to having improved from 64% to 69%.

As in 2021 the biggest neighbourhood **problems** are rubbish or litter, car parking, dog fouling/dog mess, drug use or dealing and noisy neighbours, with most of these also being key drivers of satisfaction with the neighbourhood. One notable change this year is rubbish or litter (61% problem) is now further down the key driver list, moving from 3<sup>rd</sup> to the 6<sup>th</sup> most influential. In contrast, damage to property is now 2<sup>nd</sup>, when previously it was only 8<sup>th</sup>.

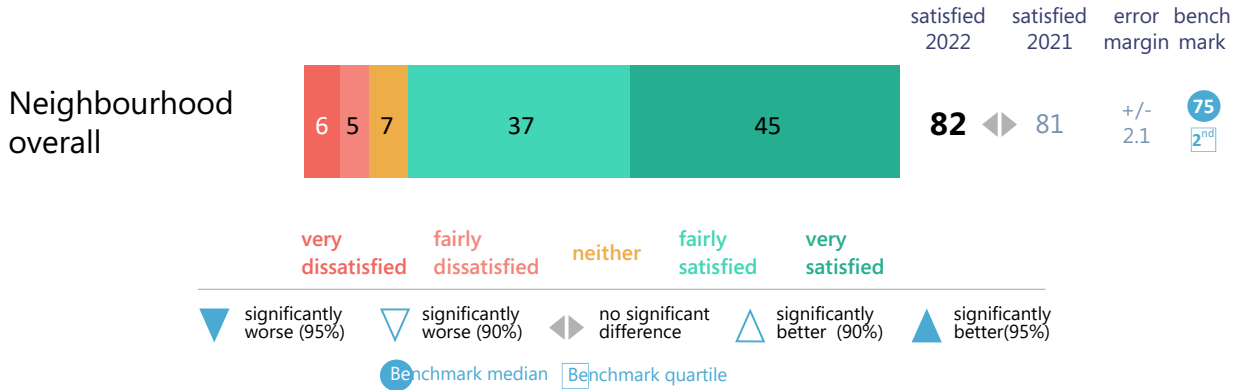
Although most of these issues are rated broadly the same as they were a year ago, it is notable that drug use or dealing, drunk or rowdy behaviour, noise from traffic and vandalism/graffiti are considered significantly **less of a problem** than before.

Specifically on the issue of **anti-social behaviour**, the perception of how this is handled by Berneslai Homes is largely unchanged, and although only representing 60% of the sample, this is almost exactly on par with the average in ARP's benchmark database. This will take on added importance as it is another TSM question that will be reported to the Regulator of Social Housing from the next financial year onwards.

# 11. Neighbourhood

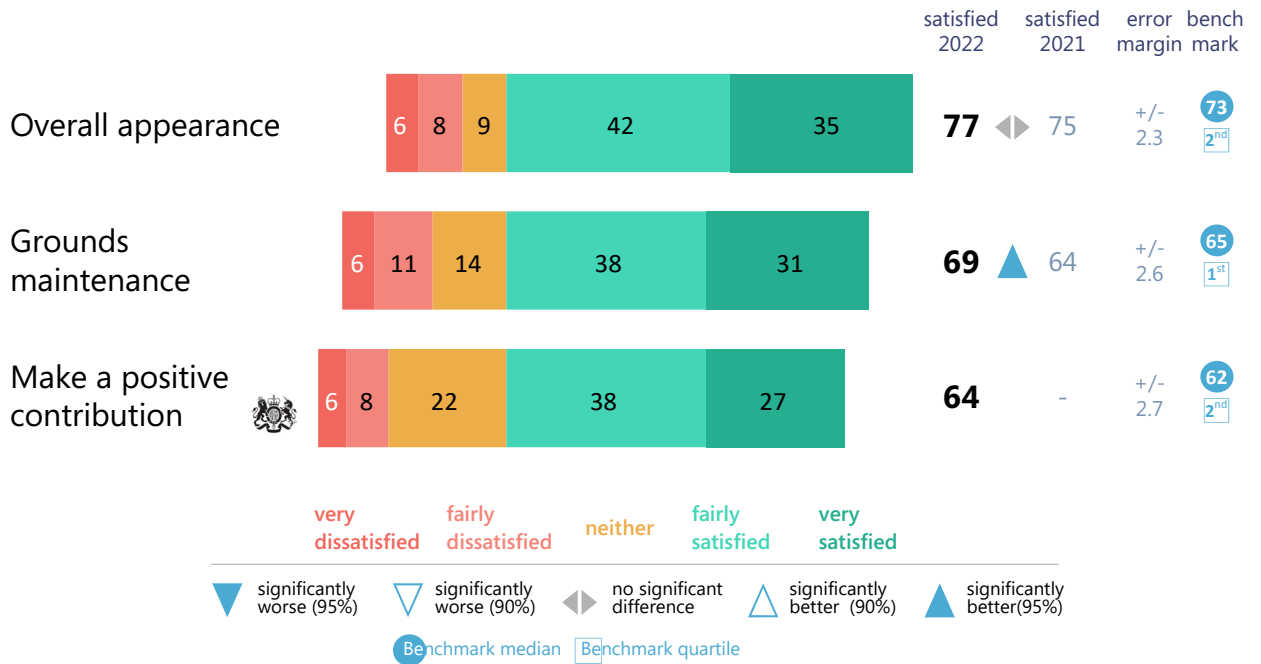
## 11.1 Neighbourhood as a place to live

% Base 1269 | Excludes non respondents



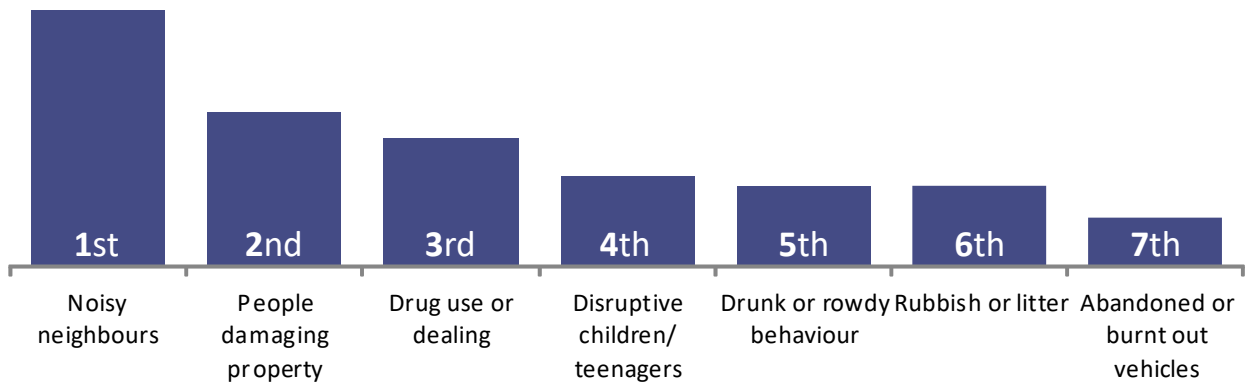
## 11.2 Neighbourhood services

% Bases (descending) 1262, 1257, 1253 | Excludes non respondents

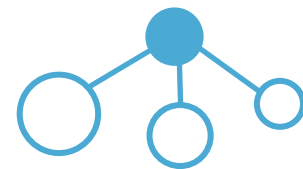
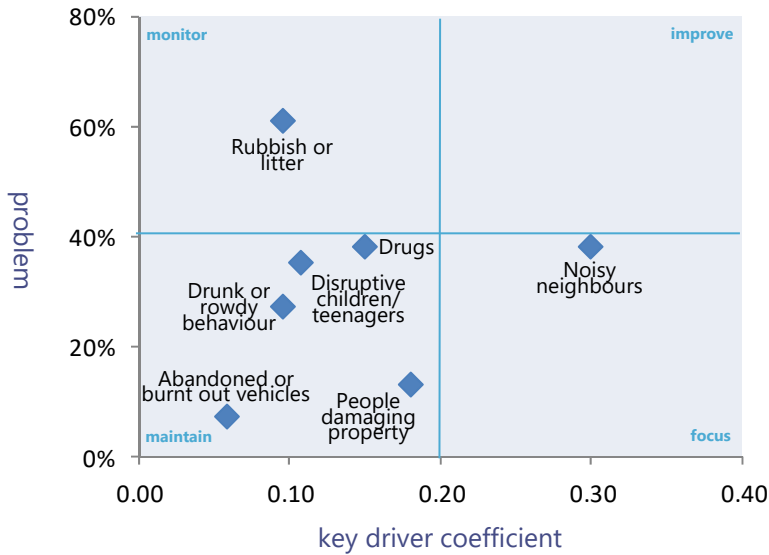


# 11. Neighbourhood

## 11.3 Key drivers - problems in the neighbourhood



## 11.4 Key drivers v problems



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

# 11. Neighbourhood



## Change over time

- No significant change in satisfaction with the neighbourhood as a place to live or its appearance, but a significant five-point improvement with **estate services**.
- **Noisy neighbours** remains the primary key driver of satisfaction with the neighbourhood overall, however damage to property is up from 8<sup>th</sup> to 2<sup>nd</sup>. Drugs has moved from 2<sup>nd</sup> to 3<sup>rd</sup>.
- **Rubbish/litter** moves from 3<sup>rd</sup> to 6<sup>th</sup> in the list of key drivers and remains the most problematic issue.
- Drugs, drunk or rowdy behaviour, noise from traffic, vandalism and graffiti are all seen to be significantly **less of a problem** than they were in 2021 (chart 11.5).
- No change in how the sample as a whole view how **ASB** is dealt with, although satisfaction has fallen slightly for those with actual experience.



## By people

- Significantly lower than average scores if **reported ASB**, for example only 45% of this group are happy with their neighbourhood as a place to live.
- Pattern by age is very similar to 2021, with the **under 50s** significantly less satisfied than average with their neighbourhood as a place to live, slight improvement amongst 35-49 year olds from 68% to 73%, but this group also remain significantly less satisfied than average.
- **New tenants** are significantly more satisfied than average that the Berneslai Homes makes a positive contribution to their neighbourhood (70%). In contrast, those who have been a tenant for 6 – 10 years are significantly less satisfied (56%).

- Respondents in **flats** are more likely to have reported an incident of ASB (17%), but this is lower than it was a year ago (was 22%).
- Noisy neighbours and drunk or rowdy behaviour is a significant concern for those **aged 35-49** (50% and 38%).



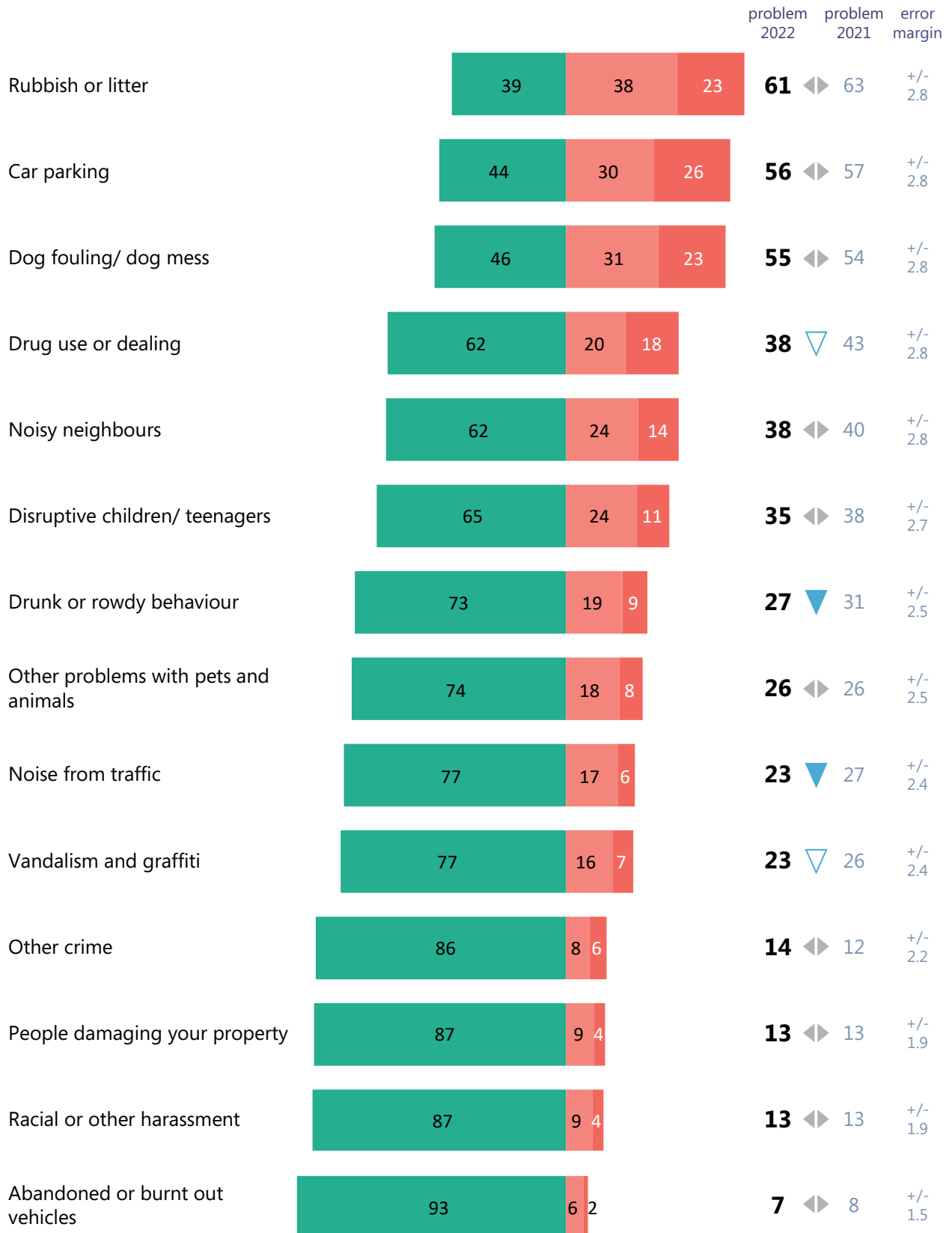
## By place

- Some variations by patch in neighbourhood satisfaction as a place to live, with satisfaction in the **North & Penistone** area improving (86%, was 84%) and satisfaction here remains significantly higher than average.
- **Dearne** tenants are less satisfied than they were in 2021 (69%, was 78%) and they remain significantly less satisfied than average. Dearne respondents are also significantly less satisfied than average that the Council makes a positive contribution to their neighbourhood (55%).
- Notable increases in neighbourhood satisfaction in the **North East** (84%, was 78%) and **South** areas (87%, was 84%).
- Respondents in bungalows are significantly more satisfied with their neighbourhood (89%), whereas those in flats are significantly less so (72%).
- Detailed results by area can be found in tables 11.7 and 11.8. The majority of neighbourhood issues were significantly more of a problem in the **Dearne** area, but significantly less of a concern in **North and Penistone**.

# 11. Neighbourhood

## 11.5 Neighbourhood problems

% Bases (descending) 1203,1194,1207,1195,1177,1183,1184,1174,1175,1177,929,1180,1169,1171 | Excludes non respondents.



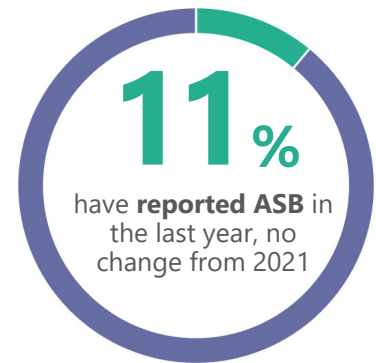
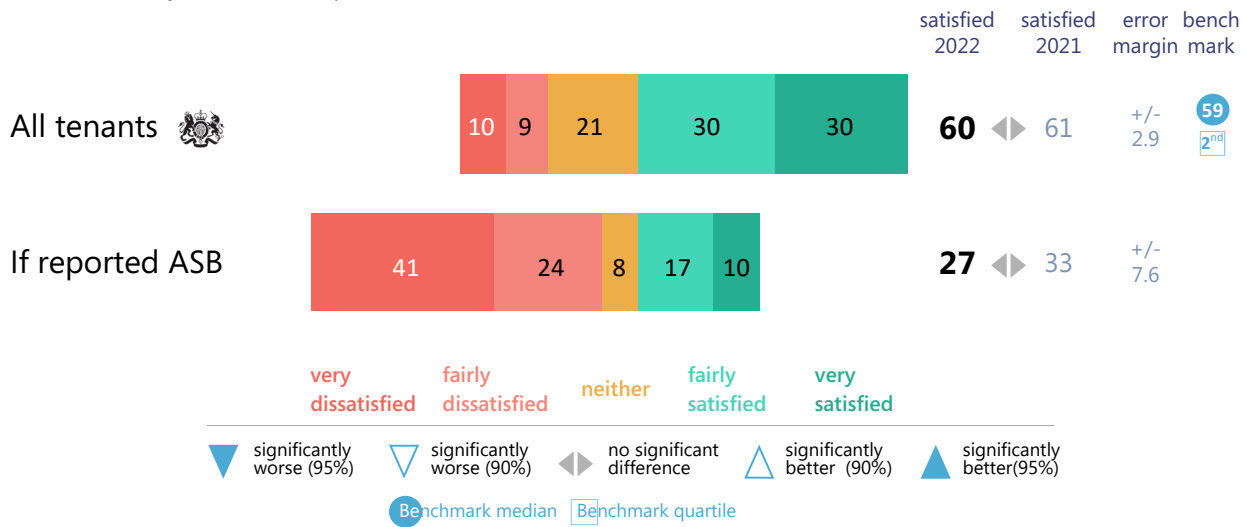
▼ significantly worse (95%)   
 ▼ significantly worse (90%)   
 ◀▶ no significant difference   
 ▲ significantly better (90%)   
 ▲ significantly better (95%)



# 11. Neighbourhood

## 11.6 How ASB is dealt with

% Base 1051, 132 | Excludes non respondents



# 11. Neighbourhood

## 11.7 Neighbourhood problems by area

	Base	% problem													
		Car parking	Rubbish or litter	Noisy neighbours	Dog fouling/dog mess	Other problems with pets and animals	Disruptive children/teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Noise from traffic	Other crime
<b>Overall</b>	<b>1321</b>	<b>56</b>	<b>61</b>	<b>38</b>	<b>55</b>	<b>26</b>	<b>35</b>	<b>13</b>	<b>27</b>	<b>23</b>	<b>13</b>	<b>38</b>	<b>7</b>	<b>23</b>	<b>14</b>
North East	282	60	60	38	51	29	37	12	29	22	15	42	5	25	17
South	304	60	61	41	66	27	36	13	25	21	11	37	7	20	11
Dearne	97	62	76	50	59	31	50	23	39	41	32	59	21	31	22
Central	316	50	64	40	50	26	40	11	29	25	11	36	10	25	12
North & Penistone	323	53	53	31	51	22	23	11	22	16	10	33	3	21	13

## 11.8 Neighbourhood ratings by area

	Base	% positive			
		Neighbourhood as a place to live	Overall appearance	Grounds maintenance service	Positive contribution to neighbourhood
<b>Overall</b>	<b>1321</b>	<b>82</b>	<b>77</b>	<b>69</b>	<b>64</b>
North East	282	84	80	70	67
South	304	87	80	69	67
Dearne	97	69	64	63	55
Central	316	78	73	68	60
North & Penistone	323	86	79	71	62

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 12. Further comments

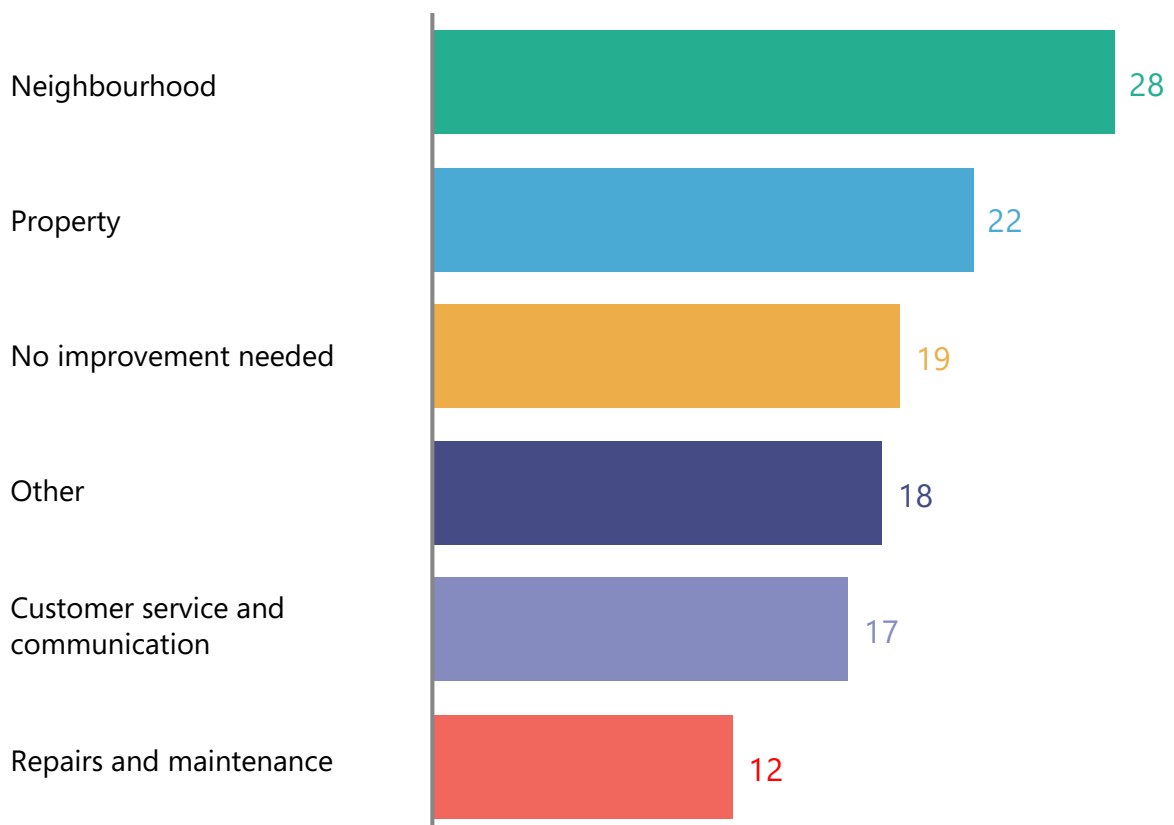
**44%** made additional comments



don't think anything needs improving

### 12.1 What could be done better - summary

% Base 574 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



## 12. Further comments

The final question that residents were asked at the end of the survey was simply how Berneslai Homes **could improve its services in the future**. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 12.1 presents this analysis in terms of just a handful of broad categories, from which it is apparent that neighbourhood improvement leads the way, overtaking by property improvements which was the biggest category in the 2021 findings.

More than a quarter of comments relate to **neighbourhood issues** (28%, up from 22%), and within this, as can be seen in chart 12.2, dealing with **anti-social behaviour** is the most commonly raised priority across the sample (10.7%, up from 7.1%). How Berneslai deals with anti-social behaviour is also covered in section 11 but suffice to say that ASB remains a key topic for a considerable number of tenants. When looked at it more detail, many of these complaints relate to **drugs** with some also linked to the issue of allocations policy (also see chart 12.4).

“They could get rid of the drug dealers that are on our small estate.”

“Anti-social behaviour is so bad, I have lived here for many years and never seen it as bad. Police presence would help.”

“Report back and update people when anti-social problems have been reported by phone calls or letter so we know more as to what is happening.”

“Street used to be full of over 50s now moving in ex substance abusers, people dealing in drugs, its like they don't care about original residents just house anybody as soon as a property becomes empty.”

“Try not to put everyone with problems all together in blocks of flats as this only escalates the anti-social behaviour and problems that tenants are going through.”

“Whoever works in letting the flats out, shouldn't it be that tenants are vetted for drug taking/dealing? This past year this is the problem where I live, there at least six tenants that take drugs where I live.”

Respondents also have a lot to say about **parking** issues, as well as the **tidiness** of the area, however there are far fewer comments this year than last about the standards of **gardening and grounds maintenance**, presumably due to improvements in the grounds maintenance services (chart 11.2).

“Sort out the disabled and resident only parking as people around here are very ignorant and disrespectful.”

“On our street consider putting drives on people's properties as our street is a dead end and people come trying peoples cars and people block the street.”

“Sort out the hospital workers parking in our close. they think they have a right to park on our dropped kerbs.”

“Better crack down on litter and fines for those that leave litter, this could be solved with cameras.”

“I think more needs to be done with fly tipping on the estate i.e., maybe cameras in known spots to try and deter people from doing so.”

“Control the amount of litter and fly tipping. To help reduce fly tipping place a skip on estate once a month for people who don't have cars or cannot afford to pay due to been on benefits and struggling with basic living costs.”

## 12. Further comments

In terms of property issues, both the quality of the home and its safety and security are the top two key drivers of overall satisfaction (section 3) and as can be seen in chart 12.3 the need to **improve and maintain properties** is the most commonly raised priority across the sample, as it was in 2021 (4.4%). This is followed by a tight cluster of comments about doors (3.4%), replacement kitchens and adaptations (both 3.3%). Some good examples of comments about these issues include:

“Bring the homes to an up to date state, most people have pride in their homes and when they see only old cupboards, out of date sink units etc its disheartening. Modernise property.”

“They should modernise their properties because of wear and tear, my bathroom is as old as me (48 years old)”

“By replacing some items that have been in for years i.e. sinks, fascias are dreadful”

“Do better repairs to homes that haven't been updated for years I've lived in home over 10 years and not had anything upgraded apart from electric wires and even then it was just a fuse box”

“Do adaptations that are desperately needed for a physical disability. The adaptations were first applied for in 2021 and we are still waiting”

A similar proportion of comments relate to the **heating and energy efficiency** of properties (3.1%) which is notably lower than it was a year ago (was 4.3%). The issue of damp, mould or condensation is also less of concern for tenants than it was in 2021 (1.1%, was 3.3%).

Customer service is one area where Berneslai's scores have improved significantly in the last year, but it is still notable that listening to and acting on tenants' views, treating them fairly and with respect, and general enquiry handling are still key drivers of overall satisfaction (section 3). In this broad category, **wellbeing/disability support** and **regular contact** with tenants are the most commonly suggested improvements to customer services across the sample as a whole, and far more common than in 2021, presumably related to cost of living issues:

“Provide financial relief to residents (as I understand that it's hard financially as we get bugged and bugged and bugged about payments we are having to choose between just so we can eat) and make sure the elderly are receiving the support they need too. Provide more leeway for struggling families , mental health is a big thing and without the correct support and all the problems we have within our finances it makes it worse for people, council tax, rent etc is very very expensive and due to inflation we are struggling much worse than we were before.”

“Maybe be a bit more understanding about people's mental health issues and how mental health problems affect people.”

“Take into consideration those struggling daily with mental health problems.”

“Do more to support veterans - read armed forces covenant.”

“Being able to have face to face contact, to talk about problems with members of staff.”

“For housing officers to keep in touch with residents more and regular check ups for those with disabilities.”

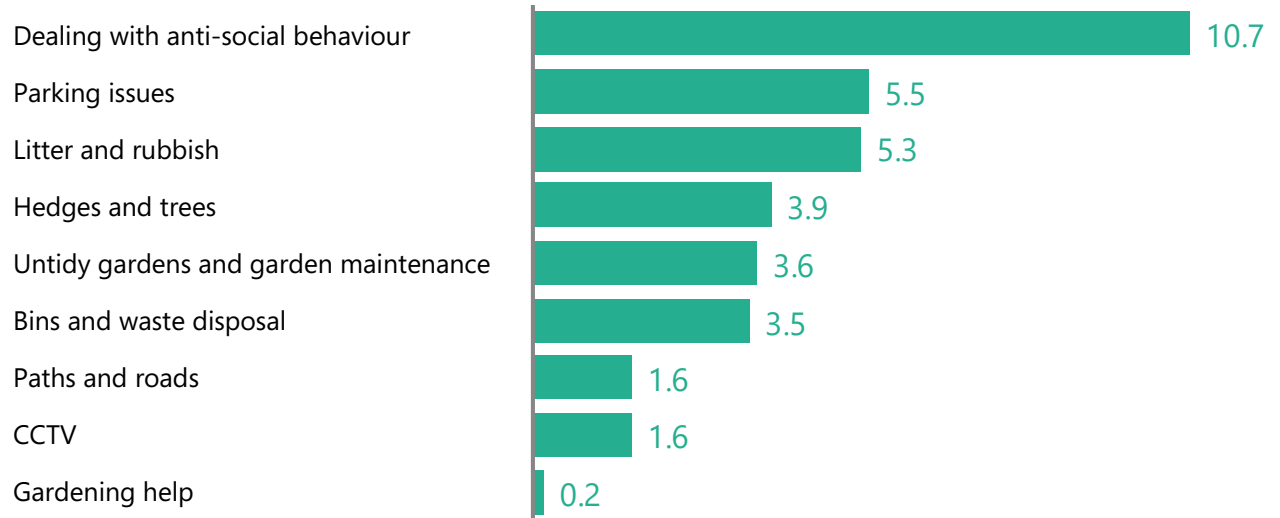
“Engage with tenants more.”

“Give us a housing manager that listens to our problems, not someone who brushes issues under the carpet. Someone who keeps residents informed of what is happening in our area and asks us how things are going. I have to ring or email more than once to get my problem heard and in my area we haven't had a decent housing manager for over 10 years.”

## 12. Further comments

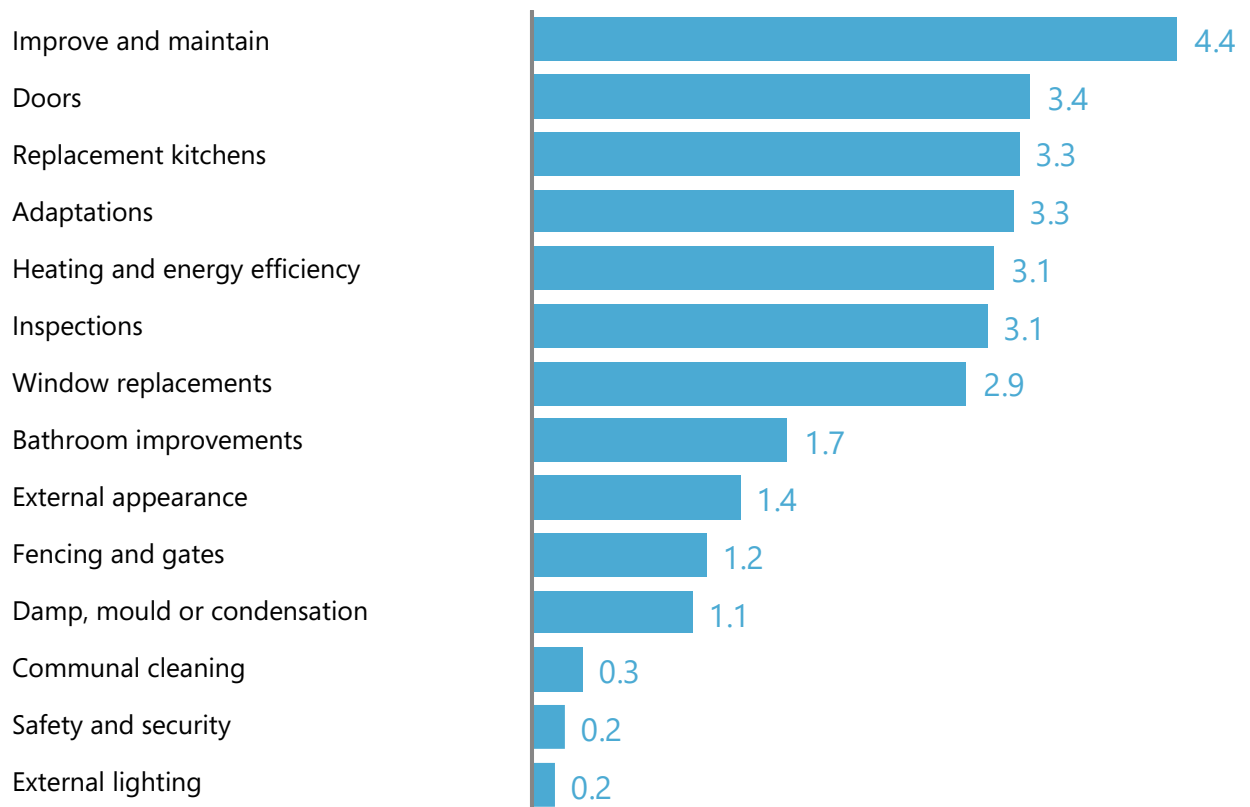
### 12.2 Neighbourhood improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.



### 12.3 Property improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.



## 12. Further comments

Around one in eight respondents raised improvements with the **repairs and maintenance** service (12%), which is notably lower than it was a year ago when more than a fifth were on this theme. The comments are heavily focused on the **speed of repairs** and/or outstanding repairs works. However, it is important to note that there are still suggestions for improving the quality of the work, as well as a desire for better information and communication:

“I am still waiting for jobs to be completed, no one checks to see if work has been completed.”

“Getting repairs done that have been reported at least a few times over nearly a year still waiting.”

“Follow up and complete repairs which were assigned over 2 year ago.”

“Respond to jobs quicker, finish off a job that has been started instead of leaving it unfinished and unstable.”

“Having a lot of problems with ongoing repairs being fobbed off saying it's condensation when it clearly isn't. Been waiting well over a year for repairs. Need to pass information between management and workers and keep track of ongoing issues.”

“Respond to repairs sooner. Takes too long to make a visit and too long to actually do the repair. Still waiting a decision on extending driveway and replacing guttering.”

“When I request something that needs doing it usually happens, but the quality of the work is poor. We needed a new bath and tiling to be done and it hasn't been done very well - not happy with it.”

Finally, it is important to remember that around a fifth of respondents say that there is nothing that Berneslai Homes needs to do that it is not already doing (19%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“I am happy with the home and area I live in and it is good to know that help is only a phone call away”

“At the moment we're very happy with your service, continue with your good work”

“Berneslai Homes are doing well despite tough times - jobs get done.”

“One of the best landlords I've had, very happy and no complaints”

“Doing good at the moment, good to know you look after the old people. Thank you.”

“There is nothing that you can do at this time, Berneslai Homes do a great job and are there when I need them”

## 12. Further comments

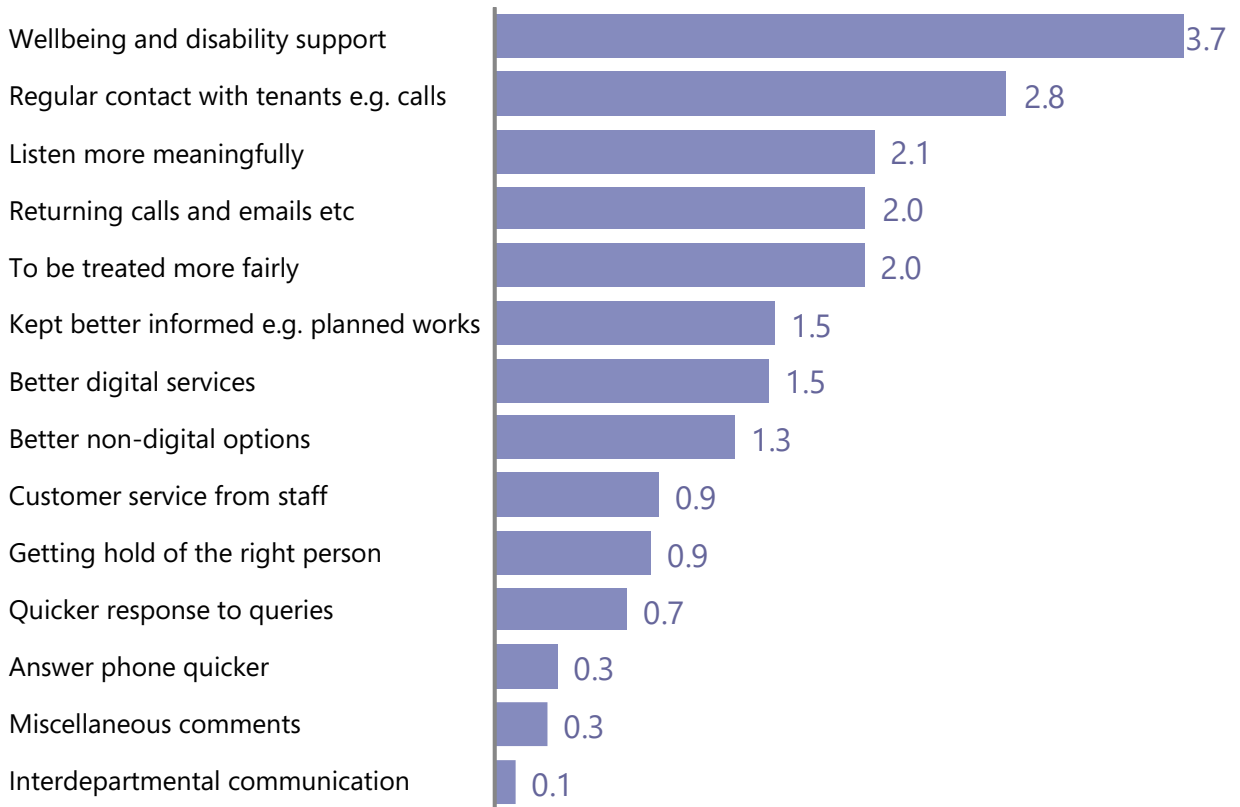
### 12.4 Other improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.



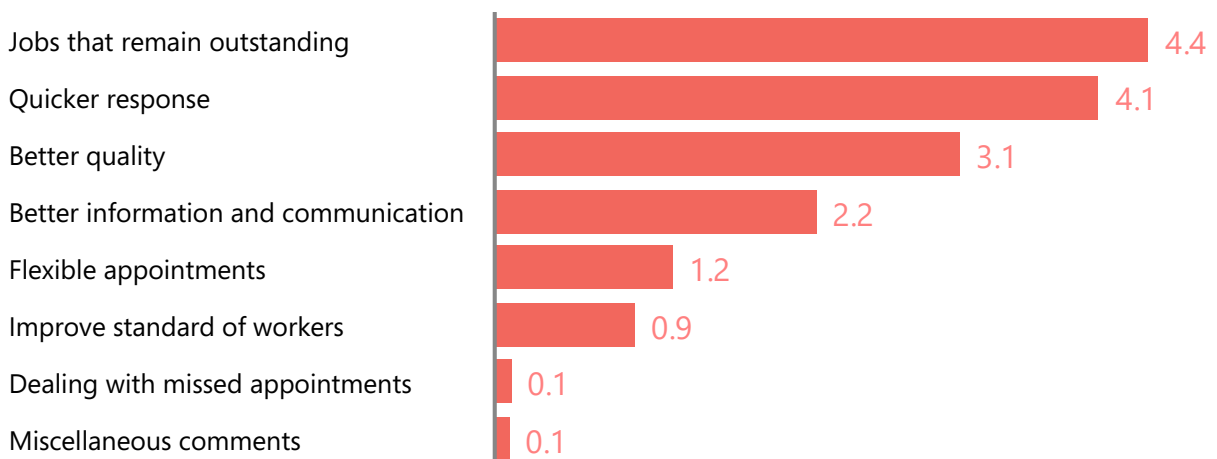
### 12.5 Customer service and communication improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.



### 12.6 Repair and maintenance improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.







# 13. Respondent profile

In addition to documenting the demographic profile of the sample, tables 13.10 and 13.12 in this section also display 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.

## 13.1 Area

% Base 1321

	Total	% 2022	% 2021
North East	282	21.3	19.6
South	304	23.0	20.7
Dearne	97	7.3	9.0
Central	316	23.9	24.1
North & Penistone	323	24.5	26.5

## 13.2 Estate

% Base 1321 | Estates with ten or more respondents

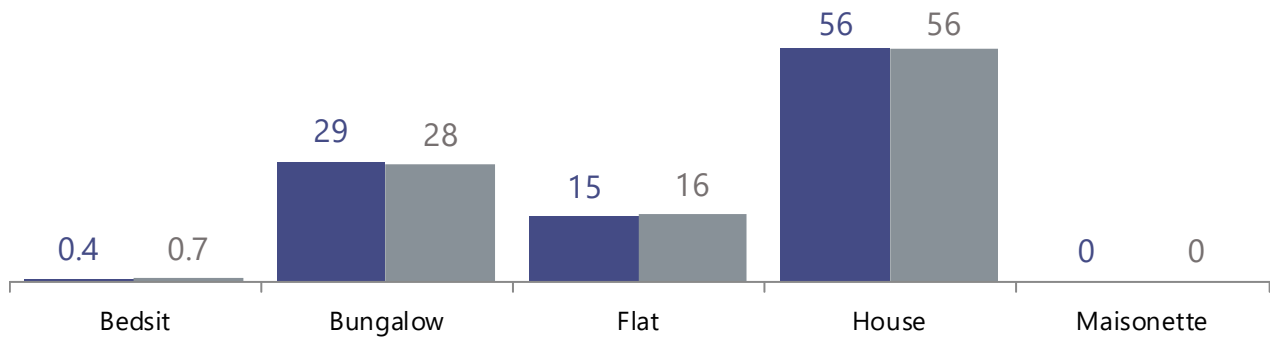
	Total	% 2022	% 2021		Total	% 2022	% 2021
Aldham House	23	1.7	1.9	Kendray	74	5.6	5.4
Athersley North	48	3.6	4.1	Kexborough	14	1.1	1.2
Athersley South	39	3.0	3.3	Kings Road	16	1.2	1.5
Birdwell	15	1.1	0.6	Kingstone	10	0.8	1.2
Bolton On Dearne	26	2.0	3.1	Lundwood	18	1.4	1.5
Brierley General	10	0.8	0.6	Milefield	16	1.2	0.6
Broadway	10	0.8	0.6	Monk Bretton (Monk Bretton Ward)	24	1.8	2.3
Burton Grange	21	1.6	1.5	New Lodge	25	1.9	3.0
Carlton	17	1.3	0.6	North Street	20	1.5	0.7
Cloughfields	23	1.7	1.0	Penistone	26	2.0	1.8
Copeland Road	44	3.3	2.9	Pilley/Tankersley/Wortley	10	0.8	0.6
Crown	13	1.0	0.9	Royston	59	4.5	4.2
Cudworth General	12	0.9	0.9	Staincross	16	1.2	1.5
Darton	20	1.5	1.6	Thurgoland	11	0.8	0.9
Dodworth	17	1.3	1.1	Thurnscoe	49	3.7	2.9
Elsecar	18	1.4	1.7	Town (Central Ward)	32	2.4	1.8
Gilroyd	15	1.1	1.1	Town (Kingstone Ward)	24	1.8	1.9
Goldthorpe (Dearne South Ward)	11	0.8	2.4	Town (Old Town Ward)	11	0.8	0.5
Grimethorpe General	20	1.5	0.6	Upperwood	11	0.8	0.8
Honeywell	31	2.3	2.7	Wilson Street	25	1.9	1.1
Hoyland Common	25	1.9	1.9	Wiltorpe	10	0.8	0.6
Hoyland St Peter's	24	1.8	0.0	Worsborough Bridge	21	1.6	2.7
Jump	22	1.7	0.6	Worsborough Common	32	2.4	1.2
Jump Farm	13	1.0	0.2	Worsborough Dale	48	3.6	3.7

# 13. Respondent profile

## 13.3 Property type

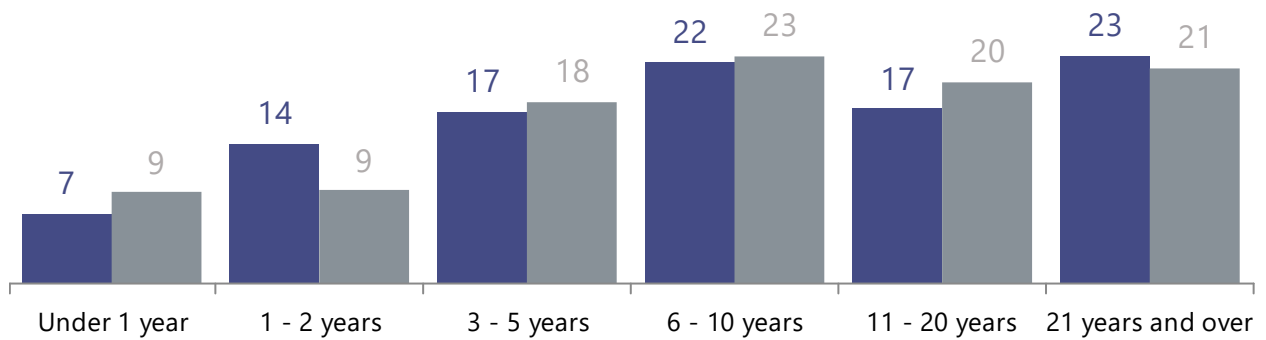
% Base 1321

2022  
2021



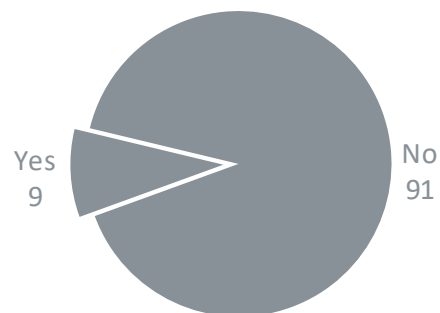
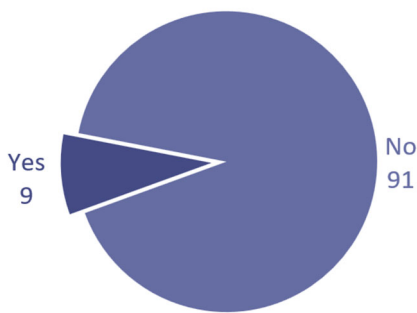
## 13.4 Length of tenancy

% Base 1321



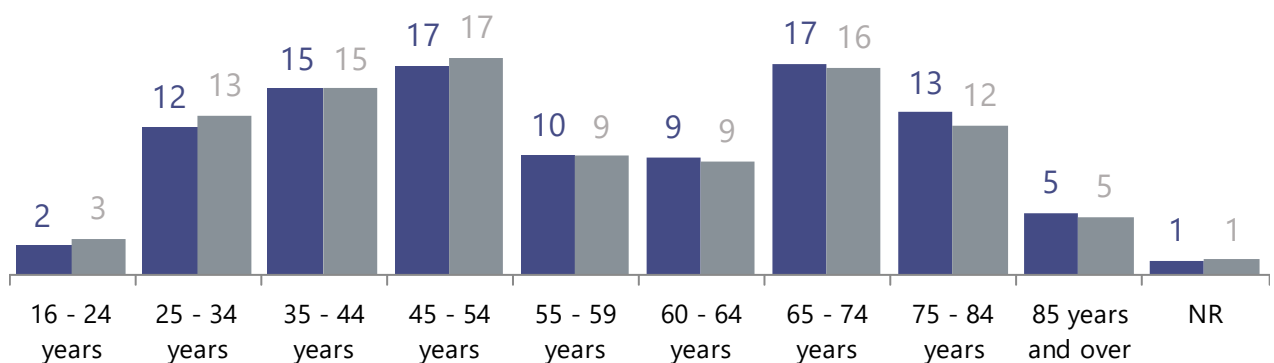
## 13.5 Pay a service charge

% Base 1321



## 13.6 Age

% Base 1321

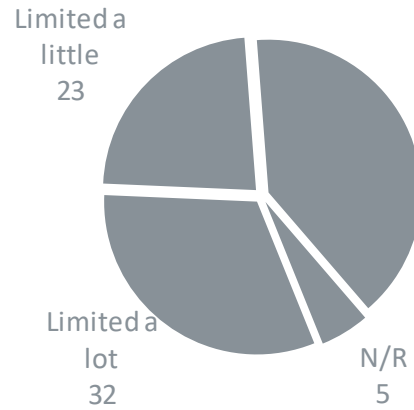
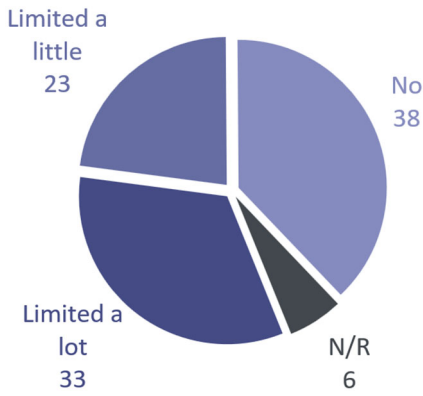


# 13. Respondent profile

## 13.7 Disability

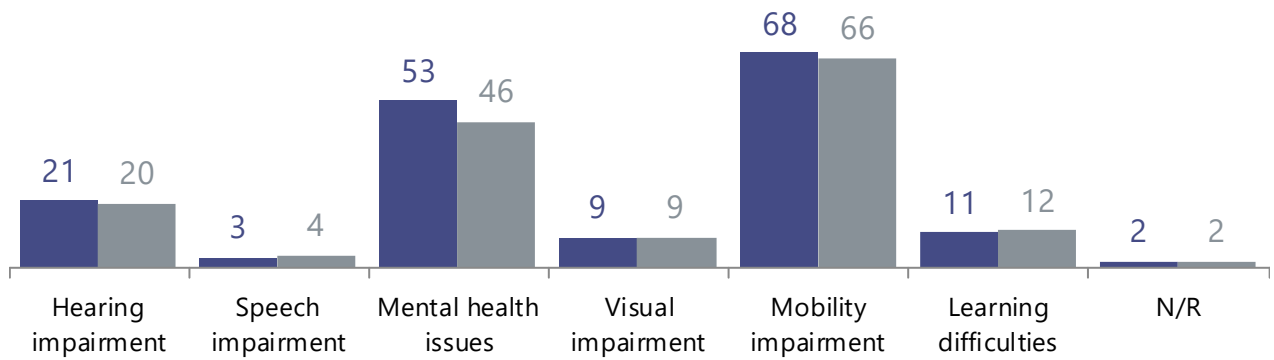
% Base 1321

2022  
2021



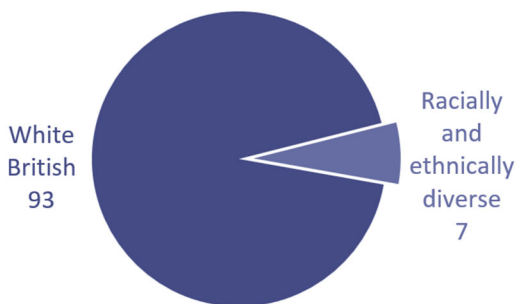
## 13.8 Type of disability

% Base 740



## 13.9 Ethnic background

% Base 1321



## 13. Respondent profile

### 13.10 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
<b>Sample size</b>	<b>1321</b>	<b>184</b>	<b>299</b>	<b>366</b>	<b>457</b>
Service overall	84	78	76	86	90
Net Promoter Score (NPS)	36	25	21	38	44
Quality of home	77	66	68	77	90
Safety and security of home	83	81	77	80	91
Communal areas	66	58	63	60	76
Repairs & maintenance service	80	64	72	79	90
Last completed repair	86	77	85	85	92
Neighbourhood as a place to live	82	75	73	83	91
Positive contribution to communities	64	64	53	63	73
Dealing with anti-social behaviour	60	50	57	58	70
Rent value for money	81	77	78	76	90
Service charge value for money	73	65	68	68	77
Treated fairly and with respect	85	82	79	85	91
Is easy to deal with	83	80	76	84	89
Dealing with enquiries generally	78				
Listen to views and act upon them	68	61	62	68	76
Keeps tenants informed	71	66	66	68	77
Approach to handling complaints	64	55	59	60	73

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels

## 13. Respondent profile

### 13.11 Core questions by disability

	Overall	% positive		
		Limited a lot	Limited a little	No disability
<b>Sample size</b>	<b>1321</b>	<b>439</b>	<b>301</b>	<b>502</b>
Service overall	84	78	87	88
Net Promoter Score (NPS)	36	30	37	40
Quality of home	77	73	80	81
Safety and security of home	83	81	86	86
Communal areas	66	56	69	72
Repairs & maintenance service	80	76	84	82
Last completed repair	86	84	88	88
Neighbourhood as a place to live	82	79	83	85
Positive contribution to communities	64	59	60	71
Dealing with anti-social behaviour	60	54	62	64
Rent value for money	81	78	81	86
Service charge value for money	73	69	73	77
Treated fairly and with respect	85	82	87	90
Is easy to deal with	83	79	83	88
Dealing with enquiries generally	78			
Listen to views and act upon them	68	63	69	74
Keeps tenants informed	71	66	67	77
Approach to handling complaints	64	57	64	70

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels

# 13. Respondent profile

## 13.12 Core questions by ethnic background

	% positive		
	Overall	White British	Racially & ethnically diverse
<b>Sample size</b>	<b>1321</b>	<b>1232</b>	<b>89</b>
Service overall	84	84	92
Net Promoter Score (NPS)	36	34	41
Quality of home	77	77	87
Safety and security of home	83	83	84
Communal areas	66	65	70
Repairs & maintenance service	80	80	76
Last completed repair	86	86	85
Neighbourhood as a place to live	82	83	78
Positive contribution to communities	64	64	63
Dealing with anti-social behaviour	60	60	61
Rent value for money	81	81	82
Treated fairly and with respect	85	85	89
Is easy to deal with	83	83	82
Dealing with enquiries generally	78	78	77
Listen to views and act upon them	68	68	64
Keeps tenants informed	71	71	69
Approach to handling complaints	64	64	57

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



# Appendix A. Methodology & data analysis

## Questionnaire

The questionnaire was based on the Housemark STAR survey methodology, with the most appropriate questions for Berneslai Homes being selected by them from the STAR questionnaire templates. This year's questionnaire also referenced The Regulator of Social Housing's proposed tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years. The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. Postal versions of the questionnaires were printed as A4 booklets.

## Fieldwork

The survey was carried out between July and August 2022. It was conducted via self completion questionnaires provided on paper and online to a randomly selected sample of 3,500 tenants, which included an oversample of 50% amongst tenants living in properties with communal areas which is sub-group of particular interest this year due to a regulatory focus on communal maintenance and upkeep.

The first part of the survey involved email invitations and reminders to every selected household with a valid email address (1,621), with a paper questionnaire sent in the post to the remaining 1,879. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,381). Finally, a full reminder was sent by post to every household that had not already taken part via any method (2,828). A free prize draw was also used to encourage response.

Online survey example pages:

**Customer Satisfaction Survey 2022**

**Prize Draw!**

1x £100 1x £50 2x £25

Listening to the views and opinions of our customers is very important to us and our 2022 survey is a chance to tell us what you think of your home and services and how they could be improved in the future.

We would very much appreciate your help. By completing the survey you will automatically be given the opportunity to enter into the free prize draw, with a chance of winning up to £100 in shopping vouchers.

The survey is being carried out on behalf of Berneslai Homes by an independent specialist called ARP Research Limited. Your answers are confidential. The information you provide will not be linked with your name, unless you want it to be.

If you'd like some help completing the survey or if you need technical support just email [support@arp-research.co.uk](mailto:support@arp-research.co.uk) or call the ARP Number on 0800 020 9564. If you have any other questions about your tenancy please contact us on 01226 787 878.

If you already have a code, such as from a postal survey, enter it below and click continue.

For everyone else, enter an email below and click continue to login. You will also get a copy of your code emailed to you.

The survey is being carried out on the behalf of Berneslai Homes by an independent specialist called ARP Research according to the Market Research Society Code of Conduct. The survey is confidential, which means that once processed your answers will not be linked with your identity without your consent and will be treated and stored according to the General Data Protection Regulation (GDPR). We do not use any of the information you provide for direct marketing or other non-research activities. For more detail please [click here](#).

For details on how your information is used at Berneslai Homes, how we maintain the security of this and your rights to access the information we hold about you, please [click here](#).

Resume later Exit and clear survey

38%

### Repairs and maintenance

How satisfied or dissatisfied are you with the way Berneslai Homes deals with repairs and maintenance?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Have you had any repairs to your home in the last 12 months?

Yes

No

How satisfied or dissatisfied are you with the repairs service you have received to your home over the last 12 months?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

### Response rate

In total there were 1,321 responses to the survey which represented a response rate of 38% (error margin +/- 2.6%). Online responses comprised 37% of the total (488), including 247 direct responses to email (15% response) and 185 to text message (8% response). The returns exceeded the stipulated STAR target error margin of +/- 3% with a 5% increase in response rate compared to 2021.

### Weighting

All data has been weighted by age, length of tenure and whether the property has communal areas. After weighting the data is representative across all other major demographic categories.

### 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 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

### Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2022 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 their 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 quoted *R Square* value shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

### Benchmarking

The core STAR questions are benchmarked against the Housemark STAR database, with the benchmarking group being LAs and ALMOs with over 10,000 units. For the overall satisfaction score this included 27 landlords. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 2 years using the STAR questionnaires. The group selection has been verified against the core Housemark data to ensure that both benchmark groups are closely matched on their scores across those questions. This supplementary group included 12 landlords.



## Appendix B. Example questionnaire

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

24 June 2022

Dear {name}

### Your Views Count

ARP Research has been asked by Berneslai Homes to carry out an independent and confidential survey of a sample of Berneslai Homes customers. The idea of this survey is to see what you think about your home and services and how they could be improved in the future.

By completing this survey you will be given the opportunity to be entered into a **prize draw** with the chance of winning **1 x £100, 1 x £50 or 2 x £25** in shopping vouchers.


Please complete the survey by **Tuesday 12 July** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at [www.arp surveys.co.uk/berneslai](http://www.arp surveys.co.uk/berneslai) or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in the following code: **999abcd**

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


Please note that ARP Research will share your personal information and feedback with Berneslai Homes unless you indicate in your survey that you do not want your personal information sharing.

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

Yours sincerely,  
*A. J. Garrard*  
Amanda Garrard  
Chief Executive



**berneslai**  
homes



**scan me**  
code: **999abcd**

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



# Appendix B. Example questionnaire

**16** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
--	----------------	------------------	---------	---------------------	-------------------

**a.** That your home is well maintained and safe to live in

**b.** That we keep communal areas clean, safe and well maintained

**17** How could we improve the cleanliness, safety or maintenance of communal areas for you? write in

### Contact and Communication

**18** Have you contacted Berneslai Homes in the last 12 months?  
 Yes **go to Q19 ↓**     No **go to Q21 →**

**19** Thinking about your **last** contact, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
--	----------------	------------------	---------	---------------------	-------------------

**a.** The ease of getting hold of the right person

**b.** The helpfulness of staff

**c.** The time taken to answer your query

**d.** The ability of staff to deal with your query quickly and efficiently

**e.** The quality of the information / advice received

**f.** Being kept informed

**g.** The overall ease of dealing with Berneslai Homes on this occasion

**h.** The final outcome of your query

**20** Did you need to make follow up contact as a result of this?  
 Yes     No

**5**

**21** Do you use the internet (Facebook, apps, email, websites etc.) in any of the following ways? tick all that apply

With a smartphone (e.g. iPhone, Android)  At work

With a tablet (e.g. iPad)  At a public site (e.g. library)

With a home computer or laptop  At family/friends

With a smart TV, set-top box or console  I do not use the internet

**22** In the past year, have you used our online services in any of the following ways? tick all that apply

Visited the website to find information  Completed an online form for any other enquiry or request

Reported a repair on our website  Sent an email to us

Reported a repair using the Berneslai Homes App  Contacted us on Facebook

Checked your rent account online  Contacted us on Twitter

Paid your rent online  No, I haven't contacted you in any of these ways

Searched and/or applied for a transfer online

**23** How satisfied or dissatisfied are you with the online services provided by Berneslai Homes?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion / not applicable
----------------	------------------	---------	---------------------	-------------------	-----------------------------

### Neighbourhood

**24** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
--	----------------	------------------	---------	---------------------	-------------------

**a.** With your neighbourhood as a place to live

**b.** With the overall appearance of your neighbourhood

**c.** With the grounds maintenance, such as grass cutting, in your local area

**d.** With how much we make a positive contribution to your neighbourhood

**6**

**25** To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
--	---------------	---------------	---------------

**a.** Car parking

**b.** Rubbish or litter

**c.** Noisy neighbours

**d.** Dog fouling / dog mess

**e.** Other problem with pets and animals

**f.** Disruptive children / teenagers

**g.** Racial or other harassment

**h.** Drunk or rowdy behaviour

**i.** Vandalism and graffiti

**j.** People damaging your property

**k.** Drug use or dealing

**l.** Abandoned or burnt out vehicles

**m.** Noise from traffic

**n.** Other crime

**26** Have you reported any anti-social behaviour to Berneslai Homes in the last 12 months?  
 Yes     No

### You and your household

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

**27** Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months? Please include any household member with a long-term illness or disability in your answer

Yes - limited a lot **go to Q28 ↓**     Yes - limited a little **go to Q28 ↓**     No **go to Q29 →**

**28** Please tell us about any health condition(s) or illnesses you or a member of your household have:  
 tick all that apply

<input type="checkbox"/> Hearing impairment	<input type="checkbox"/> Visual impairment
<input type="checkbox"/> Speech impairment	<input type="checkbox"/> Mobility impairment
<input type="checkbox"/> Mental health issues	<input type="checkbox"/> Learning difficulties

**7**

**29** How well would you say you are managing financially these days?

Living comfortably	Doing alright	Just about getting by	Finding it quite difficult	Finding it very difficult
--------------------	---------------	-----------------------	----------------------------	---------------------------

### Final comments

**30** What could Berneslai Homes do better? write in

**31** Are you happy for your identity and your contact details to be used to be entered into the free prize? It will be Berneslai Homes that will contact you if you are a winner.  
 Yes     No

**32** Your answers are currently confidential. It may be useful for your name and contact details to be attached to your responses and passed to Berneslai Homes. Would that be ok?  
 **Yes:** I agree for my name and contact details to be linked to my responses **go to Q33 ↓**  
 **No:** I wish to remain anonymous **finish**

**33** Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?  
 Yes     No

## Thank you!

Please return in the enclosed freepost envelope for your chance to win £100 in shopping vouchers!

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.

The results are weighted to be representative by age, length of tenure and whether the property has communal areas

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +ve

### Q1 Overall satisfaction with the service provided

Base: 1321

1:	Very satisfied	589	44.6	44.9	<b>84.2</b>
2:	Fairly satisfied	515	39.0	39.3	
3:	Neither	104	7.9	7.9	
4:	Fairly dissatisfied	62	4.7	4.7	
5:	Very dissatisfied	42	3.2	3.2	
	N/R	8	0.6		

### Q2a The overall quality of your home

Base: 1321

6:	Very satisfied	454	34.4	34.6	<b>77.4</b>
7:	Fairly satisfied	561	42.5	42.8	
8:	Neither	108	8.2	8.2	
9:	Fairly dissatisfied	129	9.8	9.8	
10:	Very dissatisfied	59	4.5	4.5	
	N/R	11	0.8		

### Q2b Berneslai Homes provides a home that is safe and secure

Base: 1321

11:	Very satisfied	593	44.9	47.6	<b>83.4</b>
12:	Fairly satisfied	446	33.8	35.8	
13:	Neither	100	7.6	8.0	
14:	Fairly dissatisfied	74	5.6	5.9	
15:	Very dissatisfied	33	2.5	2.6	
	N/R	74	5.6		

### Q3 Is the size of your home:

Base: 1321

16:	Too big for you	39	3.0		
17:	About right	1099	83.2		
18:	Too small for you	169	12.8		
	N/R	15	1.1		

### Q4a Currently on the transfer/exchange register

Base: 1321

19:	Yes	118	8.9		
20:	No	1179	89.3		
	N/R	24	1.8		

### Q4b Currently living in a building with a shared communal entrance door

Base: 1321

21:	Yes	68	5.1		
22:	No	1210	91.6		
	N/R	44	3.3		

### Q5a The energy efficiency of your home

Base: 1321

23:	Very satisfied	418	31.6	32.0	<b>71.5</b>
24:	Fairly satisfied	515	39.0	39.5	
25:	Neither	178	13.5	13.6	
26:	Fairly dissatisfied	105	7.9	8.0	
27:	Very dissatisfied	89	6.7	6.8	
	N/R	15	1.1		

### Q5b The heating in your home

Base: 1321

## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +'ve
28: Very satisfied	538	40.7	41.2	<b>77.5</b>
29: Fairly satisfied	474	35.9	36.3	
30: Neither	113	8.6	8.7	
31: Fairly dissatisfied	98	7.4	7.5	
32: Very dissatisfied	82	6.2	6.3	
N/R	17	1.3		
<b>Q5c The gas servicing arrangements</b>		Base: 1321		
33: Very satisfied	715	54.1	56.9	<b>85.9</b>
34: Fairly satisfied	365	27.6	29.0	
35: Neither	128	9.7	10.2	
36: Fairly dissatisfied	27	2.0	2.1	
37: Very dissatisfied	22	1.7	1.8	
N/R	65	4.9		
<b>Q6a Your rent provides value for money</b>		Base: 1321		
38: Very satisfied	537	40.7	42.3	<b>81.5</b>
39: Fairly satisfied	498	37.7	39.2	
40: Neither	139	10.5	10.9	
41: Fairly dissatisfied	55	4.2	4.3	
42: Very dissatisfied	42	3.2	3.3	
43: Not applicable	28	2.1		
N/R	23	1.7		
<b>Q6b Your service charges provide value for money</b>		Base: 114		
44: Very satisfied	36	2.7	34.6	<b>73.1</b>
45: Fairly satisfied	40	3.0	38.5	
46: Neither	13	1.0	12.5	
47: Fairly dissatisfied	8	0.6	7.7	
48: Very dissatisfied	7	0.5	6.7	
49: Not applicable	6	0.5		
N/R	1212	91.7	4.4	
<b>Q7a Dealing with ASB</b>		Base: 1321		
50: Very satisfied	312	23.6	29.7	<b>60.1</b>
51: Fairly satisfied	320	24.2	30.4	
52: Neither	216	16.4	20.6	
53: Fairly dissatisfied	98	7.4	9.3	
54: Very dissatisfied	105	7.9	10.0	
55: Not applicable	243	18.4		
N/R	27	2.0		
<b>Q7b Dealing with complaints</b>		Base: 1321		
56: Very satisfied	325	24.6	31.2	<b>63.7</b>
57: Fairly satisfied	338	25.6	32.5	
58: Neither	196	14.8	18.8	
59: Fairly dissatisfied	87	6.6	8.4	
60: Very dissatisfied	95	7.2	9.1	
61: Not applicable	241	18.2		
N/R	38	2.9		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +'ve

### Q7c Enquiries generally

Base: 1321

62: Very satisfied	517	39.1	41.7	<b>78.4</b>
63: Fairly satisfied	455	34.4	36.7	
64: Neither	136	10.3	11.0	
65: Fairly dissatisfied	81	6.1	6.5	
66: Very dissatisfied	52	3.9	4.2	
67: Not applicable	50	3.8		
N/R	30	2.3		

### Q7d Transfers and exchanges

Base: 1321

68: Very satisfied	156	11.8	28.1	<b>49.0</b>
69: Fairly satisfied	116	8.8	20.9	
70: Neither	204	15.4	36.8	
71: Fairly dissatisfied	32	2.4	5.8	
72: Very dissatisfied	47	3.6	8.5	
73: Not applicable	701	53.1		
N/R	64	4.8		

### Q8a Is easy to deal with

Base: 1321

74: Very satisfied	609	46.1	47.0	<b>83.3</b>
75: Fairly satisfied	470	35.6	36.3	
76: Neither	124	9.4	9.6	
77: Fairly dissatisfied	57	4.3	4.4	
78: Very dissatisfied	36	2.7	2.8	
N/R	26	2.0		

### Q8b Listens to your views and acts upon them

Base: 1321

79: Very satisfied	439	33.2	34.5	<b>68.1</b>
80: Fairly satisfied	428	32.4	33.6	
81: Neither	232	17.6	18.2	
82: Fairly dissatisfied	112	8.5	8.8	
83: Very dissatisfied	63	4.8	4.9	
N/R	46	3.5		

### Q8c Gives you the opportunity to make your views known

Base: 1321

84: Very satisfied	423	32.0	33.2	<b>65.3</b>
85: Fairly satisfied	410	31.0	32.1	
86: Neither	292	22.1	22.9	
87: Fairly dissatisfied	90	6.8	7.1	
88: Very dissatisfied	61	4.6	4.8	
N/R	46	3.5		

### Q8d Keep tenants informed about things that matter to them

Base: 1321

89: Very satisfied	471	35.7	36.5	<b>70.6</b>
90: Fairly satisfied	440	33.3	34.1	
91: Neither	229	17.3	17.7	
92: Fairly dissatisfied	103	7.8	8.0	
93: Very dissatisfied	48	3.6	3.7	
N/R	29	2.2		

### Q9a Berneslai Homes treats its residents fairly and with respect

Base: 1321



## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +ve
94: Strongly agree	573	43.4	44.2	<b>85.3</b>
95: Tend to agree	533	40.3	41.1	
96: Neither	118	8.9	9.1	
97: Tend to disagree	50	3.8	3.9	
98: Strongly disagree	22	1.7	1.7	
N/R	25	1.9		
<b>Q9b I know how to make a complaint to Berneslai Homes if I am not happy with the service I receive</b>				
Base: 1321				
99: Strongly agree	537	40.7	41.9	<b>77.7</b>
100: Tend to agree	458	34.7	35.8	
101: Neither	171	12.9	13.3	
102: Tend to disagree	67	5.1	5.2	
103: Strongly disagree	48	3.6	3.7	
N/R	40	3.0		
<b>Q10 How likely would you be to recommend Berneslai Homes to family and friends?</b>				
Base: 1321				
NPS				
104: 0 - Not at all likely	16	1.2	1.2	<b>34.6</b>
105: 1	10	0.8	0.8	
106: 2	11	0.8	0.8	
107: 3	25	1.9	1.9	
108: 4	31	2.3	2.4	
109: 5	95	7.2	7.3	
110: 6	74	5.6	5.7	
111: 7	126	9.5	9.7	
112: 8	199	15.1	15.3	
113: 9	170	12.9	13.1	
114: 10 - Extremely likely	543	41.1	41.8	
N/R	22	1.7		
<b>R10 Net Promoter Score (NPS)</b>				
Base: 1321				
NPS				
115: Promoters	712	53.9	54.8	<b>34.6</b>
116: Passives	325	24.6	25.0	
117: Detractors	262	19.8	20.2	
N/R	22	1.7		
<b>Q11 The way Berneslai Homes deals with repairs and maintenance</b>				
Base: 1321				
118: Very satisfied	580	43.9	44.6	<b>79.5</b>
119: Fairly satisfied	454	34.4	34.9	
120: Neither	76	5.8	5.8	
121: Fairly dissatisfied	115	8.7	8.8	
122: Very dissatisfied	75	5.7	5.8	
N/R	21	1.6		
<b>Q12 Had a repair in the last 12 months</b>				
Base: 1321				
123: Yes	949	71.8		
124: No	343	26.0		
N/R	29	2.2		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +ve

### Q13 Satisfaction with the repairs service you have received to your home over the last 12 months?

Base: 949

125: Very satisfied	488	36.9	52.0	<b>83.1</b>
126: Fairly satisfied	292	22.1	31.1	
127: Neither	54	4.1	5.8	
128: Fairly dissatisfied	61	4.6	6.5	
129: Very dissatisfied	43	3.3	4.6	
N/R	383	29.0	1.2	

### Q14a Being told when workers would call

Base: 949

130: Very satisfied	531	40.2	56.4	<b>85.2</b>
131: Fairly satisfied	271	20.5	28.8	
132: Neither	49	3.7	5.2	
133: Fairly dissatisfied	44	3.3	4.7	
134: Very dissatisfied	47	3.6	5.0	
N/R	379	28.7	0.7	

### Q14b Being able to make an appointment

Base: 949

135: Very satisfied	520	39.4	55.8	<b>84.6</b>
136: Fairly satisfied	268	20.3	28.8	
137: Neither	79	6.0	8.5	
138: Fairly dissatisfied	48	3.6	5.2	
139: Very dissatisfied	17	1.3	1.8	
N/R	389	29.4	1.8	

### Q14c Being kept informed throughout the process

Base: 949

140: Very satisfied	415	31.4	44.4	<b>76.5</b>
141: Fairly satisfied	300	22.7	32.1	
142: Neither	115	8.7	12.3	
143: Fairly dissatisfied	57	4.3	6.1	
144: Very dissatisfied	48	3.6	5.1	
N/R	385	29.1	1.4	

### Q14d Time taken before work started

Base: 949

145: Very satisfied	406	30.7	43.6	<b>77.0</b>
146: Fairly satisfied	311	23.5	33.4	
147: Neither	110	8.3	11.8	
148: Fairly dissatisfied	44	3.3	4.7	
149: Very dissatisfied	60	4.5	6.4	
N/R	389	29.4	1.8	

### Q14e Time taken to complete the work after you reported it

Base: 949

150: Very satisfied	451	34.1	48.2	<b>80.4</b>
151: Fairly satisfied	301	22.8	32.2	
152: Neither	59	4.5	6.3	
153: Fairly dissatisfied	55	4.2	5.9	
154: Very dissatisfied	70	5.3	7.5	
N/R	384	29.1	1.3	

### Q14f The attitude of workers

Base: 949

155: Very satisfied	657	49.7	70.1	<b>92.5</b>
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## Appendix C. Data summary

					Weighted by age, tenure length & communal areas				
					Count	% raw	% valid	% +ve	
156:	Fairly satisfied				210	15.9	22.4		
157:	Neither				46	3.5	4.9		
158:	Fairly dissatisfied				16	1.2	1.7		
159:	Very dissatisfied				8	0.6	0.9		
	N/R				383	29.0	1.2		
<b>Q14g The overall quality of work</b>					Base: 949				
160:	Very satisfied				534	40.4	56.9	<b>86.6</b>	
161:	Fairly satisfied				279	21.1	29.7		
162:	Neither				63	4.8	6.7		
163:	Fairly dissatisfied				41	3.1	4.4		
164:	Very dissatisfied				21	1.6	2.2		
	N/R				383	29.0	1.2		
<b>Q14h Workers showing proof of identity</b>					Base: 949				
165:	Very satisfied				547	41.4	58.1	<b>82.3</b>	
166:	Fairly satisfied				228	17.3	24.2		
167:	Neither				101	7.6	10.7		
168:	Fairly dissatisfied				36	2.7	3.8		
169:	Very dissatisfied				30	2.3	3.2		
	N/R				379	28.7	0.7		
<b>Q14i Keeping dirt and mess to a minimum</b>					Base: 949				
170:	Very satisfied				570	43.1	60.8	<b>89.5</b>	
171:	Fairly satisfied				269	20.4	28.7		
172:	Neither				45	3.4	4.8		
173:	Fairly dissatisfied				28	2.1	3.0		
174:	Very dissatisfied				26	2.0	2.8		
	N/R				383	29.0	1.2		
<b>Q14j The repair being done 'right first time'</b>					Base: 949				
175:	Very satisfied				473	35.8	50.4	<b>81.8</b>	
176:	Fairly satisfied				295	22.3	31.4		
177:	Neither				54	4.1	5.8		
178:	Fairly dissatisfied				59	4.5	6.3		
179:	Very dissatisfied				58	4.4	6.2		
	N/R				382	28.9	1.1		
<b>Q14k Workers doing the job you expected</b>					Base: 949				
180:	Very satisfied				538	40.7	57.4	<b>86.3</b>	
181:	Fairly satisfied				271	20.5	28.9		
182:	Neither				63	4.8	6.7		
183:	Fairly dissatisfied				28	2.1	3.0		
184:	Very dissatisfied				37	2.8	3.9		
	N/R				384	29.1	1.3		
<b>Q14l The overall repairs service provided on this occasion</b>					Base: 949				
185:	Very satisfied				542	41.0	57.5	<b>86.3</b>	
186:	Fairly satisfied				271	20.5	28.8		
187:	Neither				51	3.9	5.4		
188:	Fairly dissatisfied				45	3.4	4.8		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +ve
189: Very dissatisfied	33	2.5	3.5	
N/R	379	28.7	0.7	
<b>Q15 Was the repair appointment kept? Base: 949</b>				
190: Yes	773	58.5	81.5	
191: No	48	3.6	5.1	
192: I didn't get an appointment	90	6.8	9.5	
N/R	410	31.0	4.0	
<b>Q16a That your home is well maintained and safe to live in Base: 1321</b>				
193: Very satisfied	637	48.2	49.6	<b>84.4</b>
194: Fairly satisfied	447	33.8	34.8	
195: Neither	89	6.7	6.9	
196: Fairly dissatisfied	83	6.3	6.5	
197: Very dissatisfied	28	2.1	2.2	
N/R	37	2.8		
<b>Q16b That we keep communal areas clean, safe and well maintained Base: 552</b>				
198: Very satisfied	178	13.5	34.6	<b>65.7</b>
199: Fairly satisfied	160	12.1	31.1	
200: Neither	83	6.3	16.3	
201: Fairly dissatisfied	54	4.1	10.5	
202: Very dissatisfied	39	3.0	7.6	
N/R	39	3.0		
<b>Q18 Have you contacted Berneslai Homes in the last 12 months? Base: 1321</b>				
203: Yes	1048	79.3		
204: No	230	17.4		
N/R	44	3.3		
<b>Q19a The ease of getting hold of the right person Base: 1048</b>				
205: Very satisfied	499	37.8	48.5	<b>85.1</b>
206: Fairly satisfied	376	28.5	36.6	
207: Neither	62	4.7	6.0	
208: Fairly dissatisfied	52	3.9	5.1	
209: Very dissatisfied	39	3.0	3.8	
N/R	292	22.1	1.8	
<b>Q19b The helpfulness of staff Base: 1048</b>				
210: Very satisfied	615	46.6	59.8	<b>87.8</b>
211: Fairly satisfied	288	21.8	28.0	
212: Neither	61	4.6	5.9	
213: Fairly dissatisfied	33	2.5	3.2	
214: Very dissatisfied	32	2.4	3.1	
N/R	293	22.2	1.9	
<b>Q19c The time taken to answer your query Base: 1048</b>				
215: Very satisfied	513	38.8	49.9	<b>85.6</b>
216: Fairly satisfied	367	27.8	35.7	
217: Neither	63	4.8	6.1	

## Appendix C. Data summary

					Weighted by age, tenure length & communal areas				
					Count	% raw	% valid	% +'ve	
218: Fairly dissatisfied					46	3.5	4.5		
219: Very dissatisfied					39	3.0	3.8		
N/R					294	22.3	2.0		
<b>Q19d The ability of staff to deal with your query quickly and efficiently</b>					<b>Base: 1048</b>				
220: Very satisfied					541	41.0	52.7	<b>85.3</b>	
221: Fairly satisfied					335	25.4	32.6		
222: Neither					64	4.8	6.2		
223: Fairly dissatisfied					49	3.7	4.8		
224: Very dissatisfied					38	2.9	3.7		
N/R					294	22.3	2.0		
<b>Q19e The quality of the information / advice received</b>					<b>Base: 1048</b>				
225: Very satisfied					541	41.0	52.7	<b>82.8</b>	
226: Fairly satisfied					309	23.4	30.1		
227: Neither					80	6.1	7.8		
228: Fairly dissatisfied					52	3.9	5.1		
229: Very dissatisfied					44	3.3	4.3		
N/R					295	22.3	2.1		
<b>Q19f Being kept informed</b>					<b>Base: 1048</b>				
230: Very satisfied					460	34.8	45.1	<b>74.9</b>	
231: Fairly satisfied					304	23.0	29.8		
232: Neither					131	9.9	12.8		
233: Fairly dissatisfied					62	4.7	6.1		
234: Very dissatisfied					64	4.8	6.3		
N/R					299	22.6	2.5		
<b>Q19g The overall ease of dealing with Berneslai Homes on this occasion</b>					<b>Base: 1048</b>				
235: Very satisfied					535	40.5	52.1	<b>82.7</b>	
236: Fairly satisfied					314	23.8	30.6		
237: Neither					68	5.1	6.6		
238: Fairly dissatisfied					62	4.7	6.0		
239: Very dissatisfied					48	3.6	4.7		
N/R					295	22.3	2.1		
<b>Q19h The final outcome of your query</b>					<b>Base: 1048</b>				
240: Very satisfied					529	40.0	51.8	<b>80.9</b>	
241: Fairly satisfied					297	22.5	29.1		
242: Neither					70	5.3	6.9		
243: Fairly dissatisfied					52	3.9	5.1		
244: Very dissatisfied					73	5.5	7.1		
N/R					299	22.6	2.5		
<b>Q20 Did you need to make follow up contact as a result of this?</b>					<b>Base: 1048</b>				
245: Yes					269	20.4	25.7		
246: No					740	56.0	70.6		
N/R					312	23.6	3.7		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +ve

Q21 Use the internet in any of the following ways		Base: 1321			
247: Smartphone		796	60.3		
248: Tablet		257	19.5		
249: Home PC or laptop		314	23.8		
250: Smart TV, set-top box		132	10.0		
251: At work		63	4.8		
252: At a public site		52	3.9		
253: At family/friends		125	9.5		
254: I do not use the internet		288	21.8		
N/R		88	6.7		
R21 Use the internet		Base: 1321			
255: Yes		965	73.1		
256: No		288	21.8		
N/R		68	5.1		
Q22 Used any online services in last year		Base: 1321			
257: Visited the website for info		403	30.5		
258: Reported a repair on website		160	12.1		
259: Reported a repair on App		220	16.7		
260: Checked rent account online		283	21.4		
261: Paid your rent online		236	17.9		
262: Searched/applied for transfer		88	6.7		
263: Completed an online form		146	11.1		
264: Sent an email to us		125	9.5		
265: Contacted us on Facebook		14	1.1		
266: Contacted us on Twitter		1	0.1		
267: Not made contact these ways		571	43.2		
N/R		84	6.4		
R22 Used any Berneslai online services		Base: 1321			
268: Yes		665	50.3		
269: No		571	43.2		
N/R		84	6.4		
Q23 Satisfaction with the online services provided by Berneslai Homes		Base: 1321			
270: Very satisfied		289	21.9	35.5	<b>74.0</b>
271: Fairly satisfied		314	23.8	38.5	
272: Neither		163	12.3	20.0	
273: Fairly dissatisfied		27	2.0	3.3	
274: Very dissatisfied		22	1.7	2.7	
275: No opinion / not applicable		412	31.2		
N/R		95	7.2		
Q24a With your neighbourhood as a place to live		Base: 1321			
276: Very satisfied		573	43.4	45.2	<b>82.5</b>
277: Fairly satisfied		473	35.8	37.3	
278: Neither		87	6.6	6.9	
279: Fairly dissatisfied		59	4.5	4.6	
280: Very dissatisfied		77	5.8	6.1	

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

	Count	% raw	% valid	% +'ve
N/R	52	3.9		
<b>Q24b With the overall appearance of your neighbourhood</b>	<b>Base: 1321</b>			
281: Very satisfied	438	33.2	34.7	<b>76.9</b>
282: Fairly satisfied	533	40.3	42.2	
283: Neither	108	8.2	8.6	
284: Fairly dissatisfied	105	7.9	8.3	
285: Very dissatisfied	78	5.9	6.2	
N/R	59	4.5		
<b>Q24c With the grounds maintenance in your local area</b>	<b>Base: 1321</b>			
286: Very satisfied	387	29.3	30.8	<b>68.7</b>
287: Fairly satisfied	477	36.1	37.9	
288: Neither	176	13.3	14.0	
289: Fairly dissatisfied	140	10.6	11.1	
290: Very dissatisfied	77	5.8	6.1	
N/R	64	4.8		
<b>Q24d With how much we make a positive contribution to your neighbourhood</b>	<b>Base: 1321</b>			
291: Very satisfied	332	25.1	26.5	<b>64.2</b>
292: Fairly satisfied	472	35.7	37.7	
293: Neither	281	21.3	22.4	
294: Fairly dissatisfied	99	7.5	7.9	
295: Very dissatisfied	69	5.2	5.5	
N/R	68	5.1		
<b>Q25a Car parking</b>	<b>Base: 1321</b>			<b>Problem</b>
296: Major problem	314	23.8	26.3	<b>56.1</b>
297: Minor problem	356	26.9	29.8	
298: Not a problem	524	39.7	43.9	
N/R	127	9.6		
<b>Q25b Rubbish or litter</b>	<b>Base: 1321</b>			<b>Problem</b>
299: Major problem	276	20.9	22.9	<b>60.6</b>
300: Minor problem	454	34.4	37.7	
301: Not a problem	473	35.8	39.3	
N/R	119	9.0		
<b>Q25c Noisy neighbours</b>	<b>Base: 1321</b>			<b>Problem</b>
302: Major problem	163	12.3	13.8	<b>38.2</b>
303: Minor problem	287	21.7	24.4	
304: Not a problem	727	55.0	61.8	
N/R	144	10.9		
<b>Q25d Dog fouling / dog mess</b>	<b>Base: 1321</b>			<b>Problem</b>
305: Major problem	279	21.1	23.1	<b>54.5</b>
306: Minor problem	379	28.7	31.4	
307: Not a problem	549	41.6	45.5	

## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +'ve
N/R	114	8.6		
<b>Q25e Other problem with pets and animals</b>				
	Base: 1321			Problem
308: Major problem	93	7.0	7.9	<b>26.0</b>
309: Minor problem	213	16.1	18.1	
310: Not a problem	868	65.7	73.9	
N/R	147	11.1		
<b>Q25f Disruptive children / teenagers</b>				
	Base: 1321			Problem
311: Major problem	129	9.8	10.9	<b>35.0</b>
312: Minor problem	285	21.6	24.1	
313: Not a problem	769	58.2	65.0	
N/R	138	10.4		
<b>Q25g Racial or other harassment</b>				
	Base: 1321			Problem
314: Major problem	44	3.3	3.8	<b>12.8</b>
315: Minor problem	105	7.9	9.0	
316: Not a problem	1020	77.2	87.3	
N/R	152	11.5		
<b>Q25h Drunk or rowdy behaviour</b>				
	Base: 1321			Problem
317: Major problem	101	7.6	8.5	<b>27.4</b>
318: Minor problem	224	17.0	18.9	
319: Not a problem	859	65.0	72.6	
N/R	138	10.4		
<b>Q25i Vandalism and graffiti</b>				
	Base: 1321			Problem
320: Major problem	77	5.8	6.5	<b>22.6</b>
321: Minor problem	189	14.3	16.1	
322: Not a problem	911	69.0	77.4	
N/R	144	10.9		
<b>Q25j People damaging your property</b>				
	Base: 1321			Problem
323: Major problem	47	3.6	4.0	<b>13.4</b>
324: Minor problem	111	8.4	9.4	
325: Not a problem	1022	77.4	86.6	
N/R	142	10.7		
<b>Q25k Drug use or dealing</b>				
	Base: 1321			Problem
326: Major problem	220	16.7	18.4	<b>38.4</b>
327: Minor problem	239	18.1	20.0	
328: Not a problem	736	55.7	61.6	
N/R	127	9.6		
<b>Q25l Abandoned or burnt out vehicles</b>				
	Base: 1321			Problem
329: Major problem	19	1.4	1.6	<b>7.3</b>
330: Minor problem	67	5.1	5.7	
331: Not a problem	1085	82.1	92.7	
N/R	150	11.4		



## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +'ve

	Base: 1321		Problem	
<b>Q25m Noise from traffic</b>				
332: Major problem	70	5.3	6.0	<b>23.4</b>
333: Minor problem	205	15.5	17.4	
334: Not a problem	900	68.1	76.6	
N/R	145	11.0		
<b>Q25n Other crime</b>				
335: Major problem	55	4.2	5.9	<b>13.8</b>
336: Minor problem	73	5.5	7.9	
337: Not a problem	801	60.6	86.2	
N/R	392	29.7		
<b>Q26 Reported ASB to Berneslai in last 12 months</b>				
338: Yes	145	11.0		
339: No	1086	82.2		
N/R	90	6.8		
<b>Q27 Disability</b>				
340: Yes - limited a lot	439	33.2		
341: Yes - limited a little	301	22.8		
342: No	502	38.0		
N/R	79	6.0		
<b>R23 Disability [simple]</b>				
343: Yes	740	56.0		
344: No	502	38.0		
N/R	79	6.0		
<b>Q28 Type of disability</b>				
345: Hearing impairment	157	11.9	21.2	
346: Speech impairment	22	1.7	3.0	
347: Mental health issues	391	29.6	52.8	
348: Visual impairment	69	5.2	9.3	
349: Mobility impairment	504	38.2	68.1	
350: Learning difficulties	82	6.2	11.1	
N/R	594	45.0	1.8	
<b>Q29 How well would you say you are managing financially these days?</b>				
351: Living comfortably	81	6.1	6.4	<b>37.6</b>
352: Doing alright	395	29.9	31.2	
353: Just about getting by	549	41.6	43.4	
354: Finding it quite difficult	149	11.3	11.8	
355: Finding it very difficult	91	6.9	7.2	
N/R	55	4.2		
<b>R29 Finding things financially difficult</b>				
356: Yes	240	18.2		
357: No	1026	77.7		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

	Count	% raw	% valid	% +ve
N/R	55		4.2	
<b>D101 Area</b>	<b>Base: 1321</b>			
358: East 1 - North East Area Hm Team	282		21.3	
359: East 2 - South Area Hm Team	304		23.0	
360: East 3 - Dearne Area Hm Team	97		7.3	
361: West 1 - Central Area Hm Team	316		23.9	
362: West 2 - North & Penistone Area Hm Team	323		24.5	
N/R	0		0.0	
<b>D102 Estate</b>	<b>Base: 1321</b>			
363: Aldham House	23		1.7	
364: Ardsley	4		0.3	
365: Athersley North	48		3.6	
366: Athersley South	39		3.0	
367: Barugh Green	8		0.6	
368: Bellbrooke	6		0.5	
369: Billingley	0		0.0	
370: Birdwell	15		1.1	
371: Birkwood	8		0.6	
372: Blacker Hill	4		0.3	
373: Bolton On Dearne	26		2.0	
374: Brierley General	10		0.8	
375: Broadway	10		0.8	
376: Burton Grange	21		1.6	
377: Carlecotes	0		0.0	
378: Carlton	17		1.3	
379: Cawthorne	6		0.5	
380: Cloughfields	23		1.7	
381: Copeland Road	44		3.3	
382: Cover Drive/Norville	5		0.4	
383: Crane Moor	0		0.0	
384: Crowedge	3		0.2	
385: Crown	13		1.0	
386: Cubley	4		0.3	
387: Cudworth General	12		0.9	
388: Cundy Cross	7		0.5	
389: Darton	20		1.5	
390: Dodworth	17		1.3	
391: Dunford Bridge	1		0.1	
392: Elsecar	18		1.4	
393: Firth Avenue	2		0.2	
394: Gawber (Darton West Ward)	1		0.1	
395: Gawber (Old Town Ward)	6		0.5	
396: Gawber(Dodworth Ward)	0		0.0	
397: Gilroyd	15		1.1	
398: Goldthorpe	0		0.0	
399: Goldthorpe (Dearne North Ward)	8		0.6	
400: Goldthorpe (Dearne South Ward)	11		0.8	
401: Great Houghton	9		0.7	
402: Green View	3		0.2	
403: Grimethorpe General	20		1.5	
404: Hemmingfield	4		0.3	
405: High Hoyland	0		0.0	
406: Higham	1		0.1	

## Appendix C. Data summary

	Weighted by age, tenure length & communal areas		
	Count	% raw	% valid % +ve
407: Highgate	2	0.2	
408: Honeywell	31	2.3	
409: Honeywell(Central Ward)	0	0.0	
410: Hood Green	3	0.2	
411: Hoyland Central (Milton Ward)	9	0.7	
412: Hoyland Central (Rockingham Ward)	0	0.0	
413: Hoyland Common	25	1.9	
414: Hoyland St Peter'S(Milton Ward)	1	0.1	
415: Hoyland St Peter'S(Rockingham Ward)	24	1.8	
416: Hoylandswaine	1	0.1	
417: Ingbirchworth	1	0.1	
418: Jump	22	1.7	
419: Jump Farm	13	1.0	
420: Kendray	74	5.6	
421: Kexborough	14	1.1	
422: Kings Road	16	1.2	
423: Kingstone	10	0.8	
424: Little Houghton	6	0.5	
425: Lundwood	18	1.4	
426: Manor Crescent	6	0.5	
427: Manor View And Bleak	2	0.2	
428: Mapplewell	4	0.3	
429: Marran Avenue	0	0.0	
430: Milefield	16	1.2	
431: Millhouse	2	0.2	
432: Monk Bretton (Cudworth Ward)	2	0.2	
433: Monk Bretton (Monk Bretton Ward)	24	1.8	
434: Morrison Road	7	0.5	
435: New Lodge	25	1.9	
436: Newlands	1	0.1	
437: Newtown	0	0.0	
438: North Street	20	1.5	
439: Overdale	4	0.3	
440: Oxspring	9	0.7	
441: Park And Beech	2	0.2	
442: Park-Brierley	6	0.5	
443: Park-Grimethorpe	4	0.3	
444: Penistone	26	2.0	
445: Pilley/Tankersley/Wortley	10	0.8	
446: Platts Common	3	0.2	
447: Redbrook	3	0.2	
448: Regina	0	0.0	
449: Rosetree	7	0.5	
450: Royston	59	4.5	
451: Shafton General	9	0.7	
452: Silkstone	4	0.3	
453: Silkstone Common	1	0.1	
454: Smithies (Monk Bretton Ward)	6	0.5	
455: Smithies (Old Town Ward)	0	0.0	
456: Smithies (St. Helens Ward)	2	0.2	
457: Staincross	16	1.2	
458: Thurgoland	11	0.8	
459: Thurlstone	6	0.5	
460: Thurnscoe	49	3.7	
461: Town	0	0.0	
462: Town (Central Ward)	32	2.4	
463: Town (Kingstone Ward)	24	1.8	

## Appendix C. Data summary

	Weighted by age, tenure length & communal areas		
	Count	% raw	% valid % +ve
464: Town (Old Town Ward)	11	0.8	
465: Upperwood	11	0.8	
466: Ward Green	6	0.5	
467: Wilson Street	25	1.9	
468: Wilthorpe	10	0.8	
469: Worsborough Bridge	21	1.6	
470: Worsborough Common	32	2.4	
471: Worsborough Dale	48	3.6	
N/R	0	0.0	
<b>D103 Property Type</b>	<b>Base: 1321</b>		
472: Bedsit	5	0.4	
473: Bungalow	377	28.5	
474: Flat	203	15.4	
475: House	735	55.6	
476: Maisonette	0	0.0	
N/R	0	0.0	
<b>D104 Length of tenancy</b>	<b>Base: 1321</b>		
477: Under 1 year	92	7.0	
478: 1 - 2 years	184	13.9	
479: 3 - 5 years	224	17.0	
480: 6 - 10 years	291	22.0	
481: 11 - 20 years	229	17.3	
482: 21 years and over	298	22.6	
N/R	4	0.3	
<b>D105 Repairs contractor</b>	<b>Base: 1321</b>		
483: In House	879	66.5	
484: Wates	442	33.5	
N/R	0	0.0	
<b>D106 Pay a service charge</b>	<b>Base: 1321</b>		
485: Yes	114	8.6	
486: No	1207	91.4	
N/R	0	0.0	
<b>D107 Main Tenant Age Group</b>	<b>Base: 1321</b>		
487: 16 - 24 years	30	2.3	
488: 25 - 34 years	154	11.7	
489: 35 - 44 years	196	14.8	
490: 45 - 54 years	219	16.6	
491: 55 - 59 years	126	9.5	
492: 60 - 64 years	123	9.3	
493: 65 - 74 years	222	16.8	
494: 75 - 84 years	171	12.9	
495: 85 years and over	65	4.9	
N/R	15	1.1	
<b>D108 Main Tenant Age Group [simple]</b>	<b>Base: 1321</b>		
496: 16-34	184	13.9	

## Appendix C. Data summary

		Weighted by age, tenure length & communal areas			
		Count	% raw	% valid	% +'ve
497:	35-49	299	22.6		
498:	50-64	366	27.7		
499:	65+	457	34.6		
	N/R	15	1.1		
<b>D109 Ethnic background</b>		<b>Base: 1321</b>			
500:	White British	1232	93.3		
501:	Racially and ethnically diverse	89	6.7		
	N/R	0	0.0		
<b>D110 Communal areas [full]</b>		<b>Base: 1321</b>			
502:	Communal areas with charge	114	8.6		
503:	Communal areas without charge	152	11.5		
504:	No communal areas	1055	79.9		
	N/R	0	0.0		
<b>D111 Communal areas [simple]</b>		<b>Base: 1321</b>			
505:	Communal area	265	20.1		
506:	No communal areas	1055	79.9		
	N/R	0	0.0		



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