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research

**Brentwood Borough Council  
STAR Survey 2021**

**Draft report D0.1  
November 2021**



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## Project details and acknowledgements

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<b>Client</b>	Brentwood Borough Council
<b>Project number</b>	21127
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# Introduction

## Background

In July 2021 M·E·L Research was commissioned to carry out a STAR (Survey of Tenants and Residents) for Brentwood Borough Council. The aim of the research was for the Council to understand how Council tenants feel about the services it provides, to be sure we are delivering them in the way and to the standard that residents want.

The questionnaire used was designed cooperatively and included the core questions from the latest HouseMark STAR framework, ensuring the collection of robust data on resident experiences and perceptions. These core questions were supplemented with bespoke questions on topics such as interest in future engagement opportunities.

## Our approach

All General needs tenants, sheltered tenants and leaseholders were contacted in order to complete the survey. Customers were sent a postal survey including a cover letter and free postage envelope. The cover letter also included details on how to complete the survey online. Those who did not respond were sent a reminder mailing.

The fieldwork began in September 2021 and finished in October 2021. In total, we heard from 661 tenants. This was comprised of 471 General Needs tenants and 190 Sheltered tenants. We achieved 109 surveys amongst leaseholders. As shown below, the 661 tenants sample equates to an overall margin of error of  $\pm 3.27\%$ . For perception surveys, this meets the HouseMark guidance:  $\pm 4\%$  based on your stock size. For leaseholders, a margin of error of  $\pm 8.18\%$  was achieved against a stock size of 449.

	GN	SH	Tenant Total	LH	Total
<b>Total</b>	<b>471</b>	<b>190</b>	<b>661</b>	<b>109</b>	<b>770</b>
<b>Conf.</b>	<b><math>\pm 3.96\%</math></b>	<b><math>\pm 5.34\%</math></b>	<b><math>\pm 3.27\%</math></b>	<b><math>\pm 8.18\%</math></b>	<b><math>\pm 3.03\%</math></b>

## Analysis and reporting

This report presents the results of Brentwood Borough Councils' 2021 STAR Survey. The tenants' results presented in this report are weighted by area, tenure and property type to ensure they are representative of the wider stock. The leaseholder results are unweighted.

### Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. age, and location). The results for these sub-groups have been presented only where they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more. Where there is a statistically significant difference between groups, this has been noted in the report as a "significant" difference. However, a significant difference may not necessarily mean that the difference is 'important'.

### Presentation of data

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or did not answer a question, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question.

Owing to the rounding of numbers, percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

Unless specified otherwise, the data discussed is in relation to a total combined figure of general needs and sheltered tenants. However, tenure splits are reported on throughout to show leaseholder perceptions.

# Summary

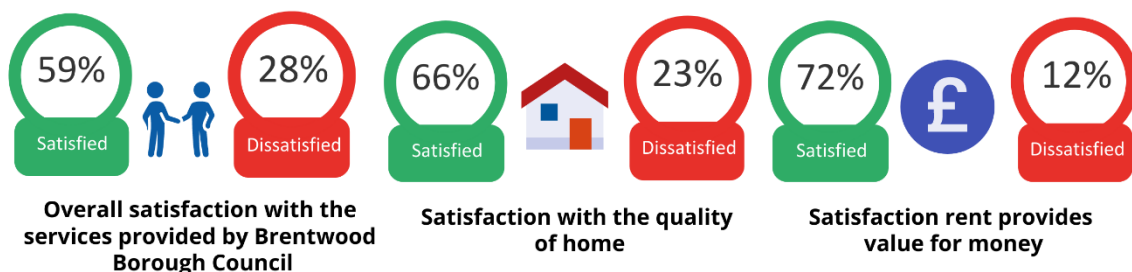


## Tenants' Satisfaction Survey 2021

### Understanding tenant satisfaction

Brentwood Borough Council commissioned M·E·L Research to carry out a tenants' satisfaction survey to gather feedback, to better understand how satisfied tenants are with their homes and associated services. The results will be used to determine how we can improve things in future. This graphic will highlight some key measures from the report based off the combined feedback of general needs and sheltered tenants.

#### Service Perceptions



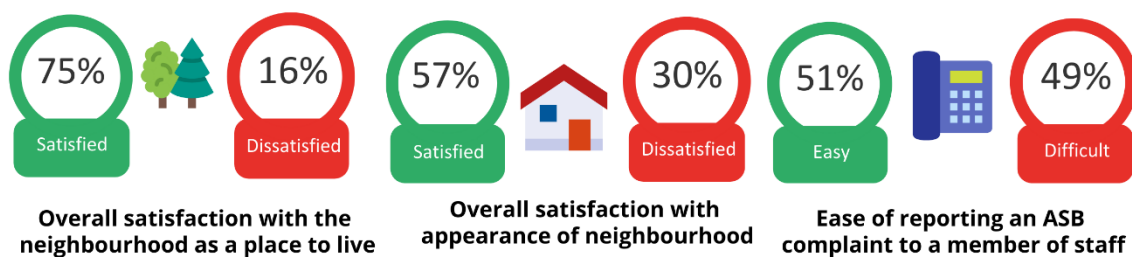
#### Contact with the Council



#### Repair & Maintenance



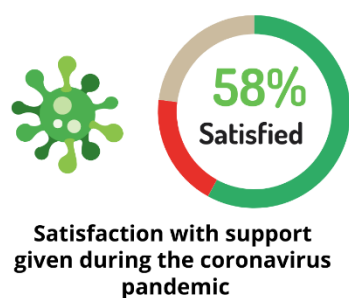
## Neighbourhood and complaints



## Communication and engagement



## Coronavirus



### Top 3 preferred ways of keeping in contact with Brentwood Borough Council



## Tenant advocacy



# Benchmarking

To help contextualise the findings, the results have been compared to the latest HouseMark data for 2021/22, which comprises of 29 other local authorities and ALMO's and focuses on a combined general needs and Housing for Older People score. The benchmark data will help the Council to understand how they currently measure up to their peers and where improvements can be seen to increase perceptions amongst tenants.

## General needs & Sheltered

Against the HouseMark benchmark, all measures in the results from the Brentwood Borough Council 2021 STAR survey fall within the lower quartile for satisfaction with the HouseMark core measures and other recommended measures.

**Combined General needs and HfOP tenants headline findings compared to 2021 Housemark Benchmark.**

Measure	Lower quartile	Median	Upper quartile	2021 Brentwood
Overall satisfaction	81%	85%	88%	59%
Quality of home	78%	80%	86%	66%
Safety and security	83%	85%	90%	65%
Ease of dealing with Brentwood Borough Council	77%	83%	87%	51%
Satisfaction with repair received on this occasion	79%	82%	87%	63%
Neighbourhood as a place to live	82%	85%	87%	75%
Rent value for money	85%	88%	91%	72%
Service charge value for money	70%	77%	79%	53%
Listening to views and acting upon them	60%	68%	76%	39%
Opportunity to make views known	67%	71%	88%	34%
Net promoter score	21	31	43	-37



## Section One: Overall Perceptions

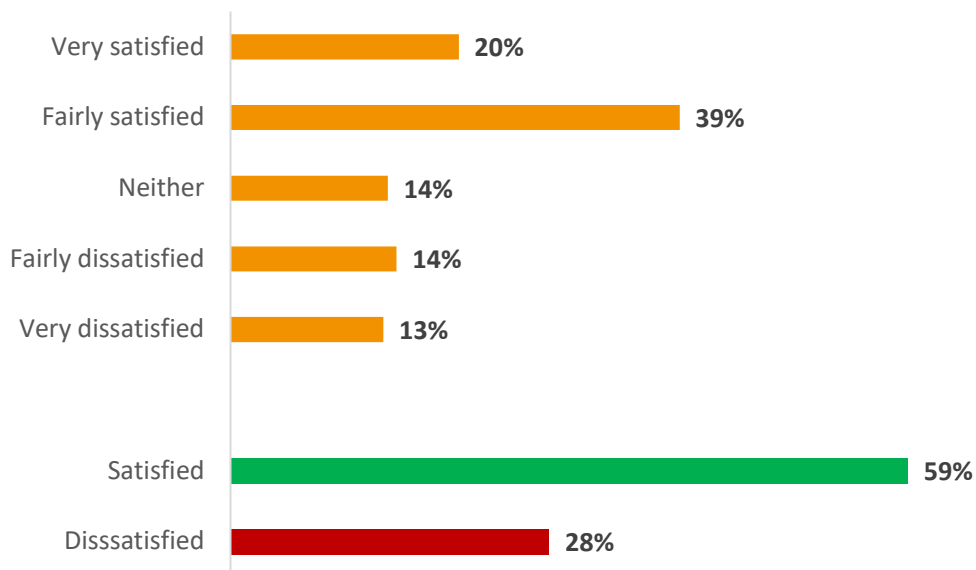
This section explores how satisfied customers were with various aspects of the key services provided.

### Overall satisfaction with services

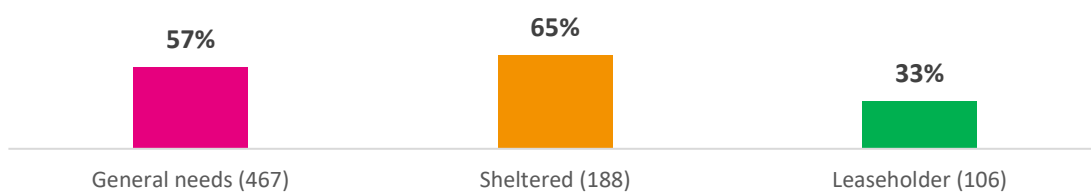
When asked for tenants' satisfaction with the overall services provided by Brentwood Borough Council, around six in ten tenants (59%) said they were satisfied, with a fifth (20%) very satisfied. Just 28% of tenants were dissatisfied with this measure, with 13% very dissatisfied.

When splitting by tenure, sheltered tenants are slightly more satisfied compared to general needs tenants (65% cf. 57%). For leaseholders, only a third (33%) reported feeling satisfied with the overall service provided to them.

**Q1. How satisfied or dissatisfied are you with the service provided by Brentwood Borough Council?**  
(All tenants)



Unweighted sample base: 656



## Q1. How satisfied or dissatisfied are you with the service provided by Brentwood Borough Council?

### – By subgroup



Amongst all tenants, those living in maisonettes are least likely to be satisfied with the overall services provided compared to all other property types (46%) with those living in bungalows being most satisfied (66%).



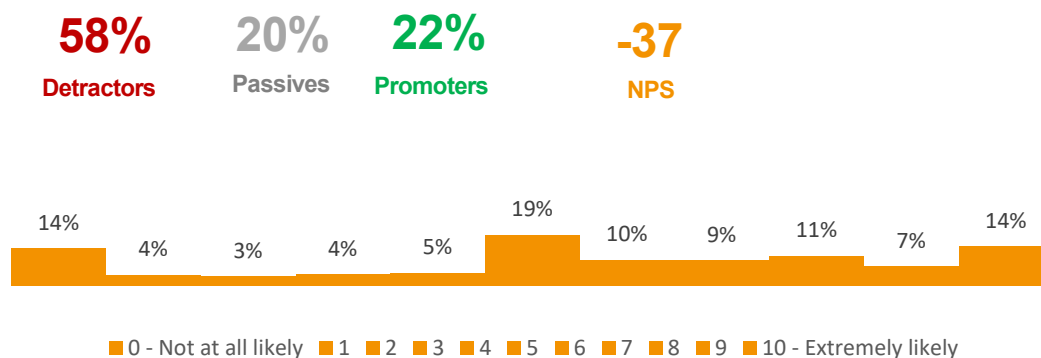
By length of tenancy, tenants who are most satisfied are those who have been living in their property for 21+ years (67%) or less than one year (63%). Tenants who have lived in their property for 6-10 years had the lowest satisfaction (47%).

## Net Promoter Score (NPS)

As well as being asked to rate their satisfaction with services, tenants were also asked to indicate how likely they would be to recommend their landlord to others. Responses were recorded on a 0 to 10 scale, where 0 equals 'not at all likely' to recommend and 10 equals 'extremely likely'. Use of this scale enables the calculation of the Net Promoter Score. This is produced by categorising responses into three groups. Promoters are those who give the highly positive responses of 9 or 10 on the scale. Passives are those who give responses of 7 or 8 out of 10, while Detractors are those who give responses between 0 and 6. The Net Promoter Score is calculated by subtracting the Detractor percentage from the Promoter percentage.

As can be seen by the figure below, 22% of Brentwood Borough Council tenants are classed as Promoters and 58% are Detractors. This results in a negative Net Promoter Score of -37. To contextualise this finding, a negative Net Promoter Score can be seen as there being more detractors, who are unlikely to recommend a service, than promoters. On this basis, it's indicated that the majority of tenants would not recommend the services they receive from the Council to family and friends.

**Q2. How likely would you be to recommend Brentwood Borough Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (All tenants)**



Unweighted sample base: 653

	Detractors	Passives	Promoters	NPS
General needs (464)	59%	20%	21%	-38
Sheltered (188)	56%	20%	24%	-32
Leaseholders (105)	79%	15%	6%	-73

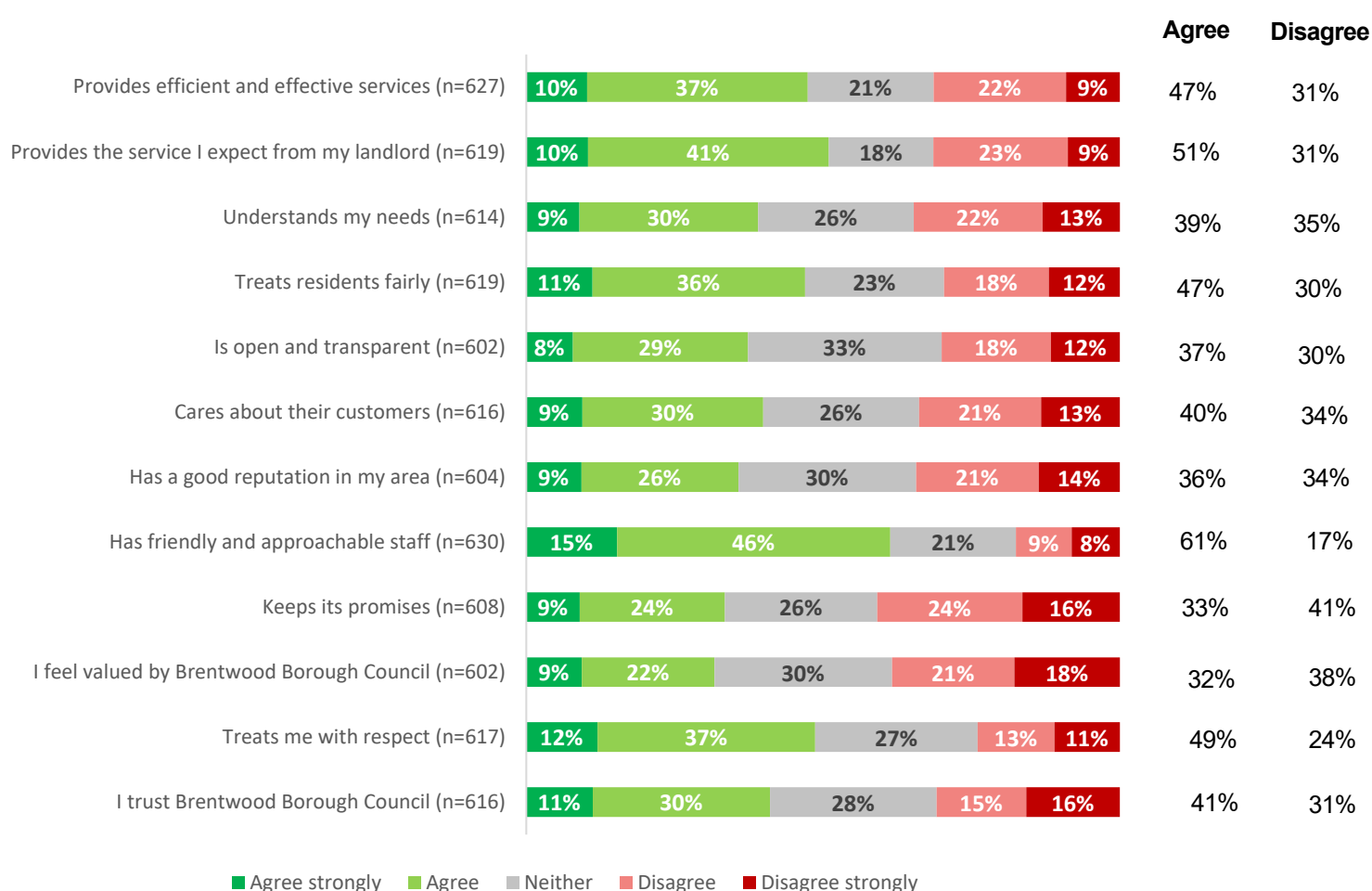
**Q2. How likely would you be to recommend Brentwood Borough Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? – By subgroup**

As seen in the table above, the Net Promoter Scores for general needs tenants, sheltered tenants and leaseholders are all in the minus figures, meaning that they are not likely to recommend Brentwood Borough Council as a landlord to family and friends. Sheltered tenants however are more likely to recommend Brentwood Borough Council as a landlord to family and friends compared to general needs tenants (-32 cf. -38) and leaseholders (-32 cf. -73). Whilst the leaseholder NPS is very low, this is a common finding in research such as this – leaseholders are much more likely to have higher expectations of the services provided by the organisation so will often view the service harsher.

## Council Perceptions

Respondents were asked a series of questions relating to how much they agree or disagree with various measures about Brentwood Borough Council around the level of service they receive and how happy they are with the staff and contact with them. Six in ten (61%) of tenants agree that Brentwood Borough Council have friendly and approachable staff, with just 17% in disagreement. 51% also agree that Brentwood Borough Council provides the service they expect from their landlord. Additionally, just under half (49%) of tenants agree that they are treated with respect. Finally, it should be noted that a considerable number of tenants (18-33%) neither agree nor disagree with the statements provided; suggesting that they may not have had that much experience or contact with the Council.

### Q3. To what extent do you agree or disagree with the following statements about Brentwood Borough Council? (All tenants)



Unweighted sample base in parenthesis

The table below shows agreement with the following statements broken down by tenure. Across all tenure types, the statement that the highest percentage of respondents agreed with was that Brentwood Borough Council has friendly and approachable staff (57-68%). For leaseholders, 57% also agreed that they feel valued by Brentwood Borough Council.

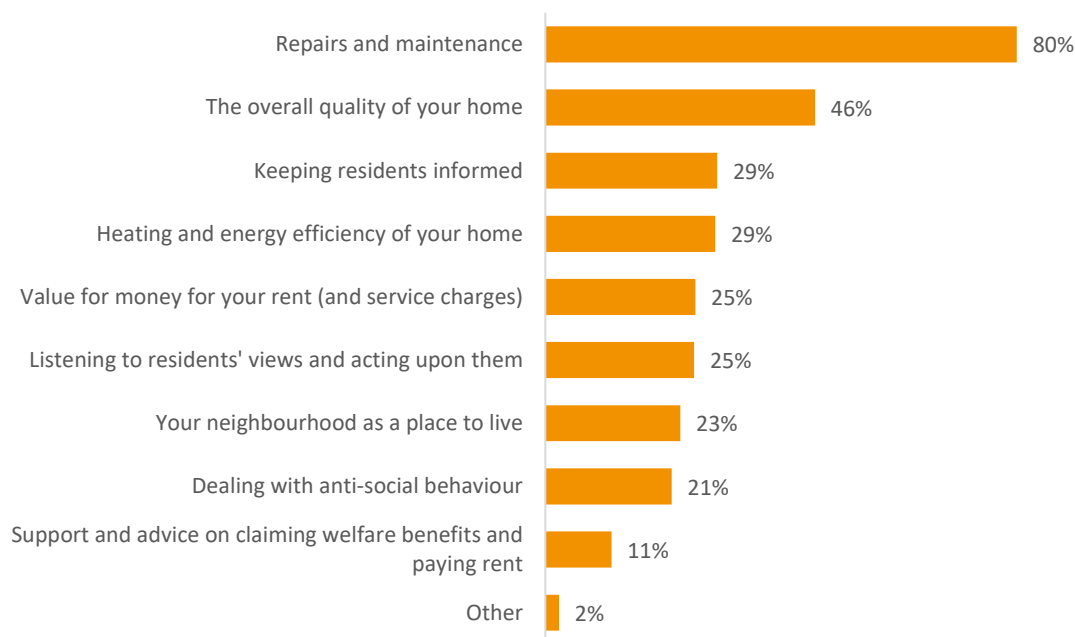
**Q3. To what extent do you agree or disagree with the following statements about Brentwood Borough Council? (By tenure)**

		General needs	Sheltered	Leaseholders
<b>Provides efficient and effective services</b>	Agree	47%	50%	28%
	Disagree	32%	29%	50%
<b>Provides the service I expect from my landlord</b>	Agree	50%	54%	23%
	Disagree	33%	27%	54%
<b>Understands my needs</b>	Agree	38%	44%	17%
	Disagree	36%	29%	45%
<b>Treats residents fairly</b>	Agree	44%	56%	25%
	Disagree	32%	20%	35%
<b>Is open and transparent</b>	Agree	36%	41%	26%
	Disagree	31%	27%	37%
<b>Cares about their customers</b>	Agree	37%	50%	24%
	Disagree	36%	26%	48%
<b>Has a good reputation in my area</b>	Agree	34%	42%	18%
	Disagree	37%	25%	43%
<b>Has friendly and approachable staff</b>	Agree	<b>59%</b>	<b>68%</b>	<b>57%</b>
	Disagree	18%	15%	21%
<b>Keeps its promises</b>	Agree	32%	39%	20%
	Disagree	42%	38%	45%
<b>I feel valued by Brentwood Borough Council</b>	Agree	31%	36%	9%
	Disagree	41%	29%	<b>57%</b>
<b>Treats me with respect</b>	Agree	46%	58%	37%
	Disagree	25%	19%	31%
<b>I trust Brentwood Borough Council</b>	Agree	39%	48%	19%
	Disagree	32%	25%	49%

## Service Priorities

When asked what tenants' priorities were in regard to the services provided by Brentwood Borough Council, repairs and maintenance was the most common, with four fifths (80%) stating this. The quality of home was also a common choice, with just under half (46%) choosing this service, as well as keeping residents informed (29%) and heating and energy efficiency of the home (29%).

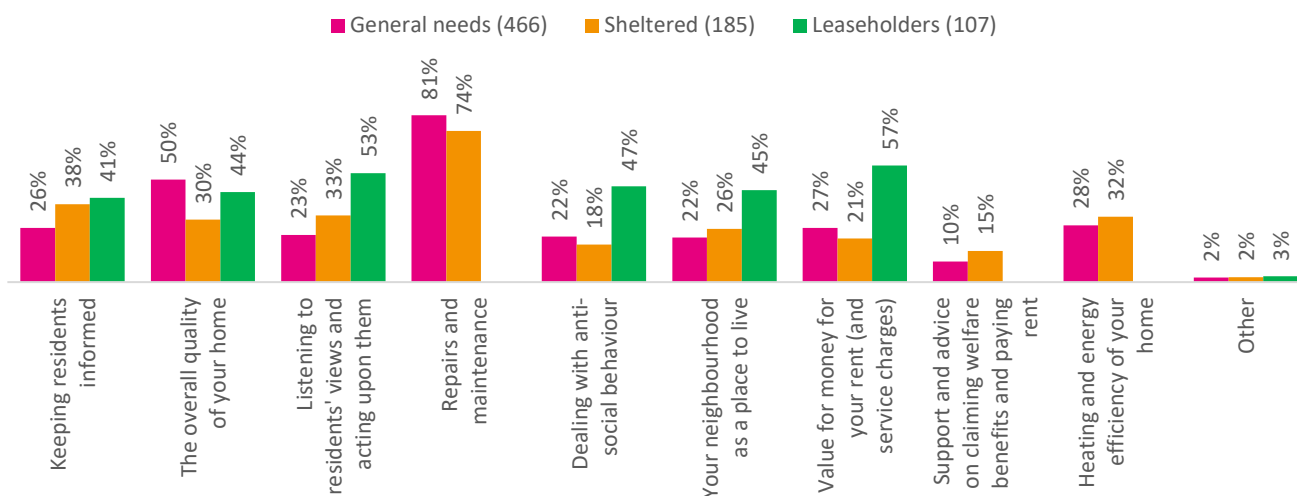
### Q4. Which of the following services would you consider to be your top three priorities?



Unweighted sample base: 652

When looking at services priorities by tenure, the repairs and maintenance services were considered the biggest priorities amongst general needs (81%) and sheltered tenants (74%). Amongst leaseholders, the biggest priority was value for money for service charges (57%). Listening to residents' views and acting upon them was considered a top three priority for both sheltered tenants and leaseholders (53% and 33% respectively). Whilst dealing with anti-social behaviour is a priority for leaseholders (47%), it appears to be less important to general needs (22%) and sheltered tenants (18%).

#### Q4. Which of the following services would you consider to be priorities? (By tenure)



Unweighted sample bases in parentheses

#### Commentary on tenure specific subgroup analysis

When looking at priorities by length of tenancy, repairs and maintenance is the highest priority for all tenants (76-87%), although the figures are seen to increase slightly as tenancy length increases. Whilst tenants who have lived in their property for less than one year are more likely to consider listening to residents a priority (40%), this is less so for tenants of 21+ years (15%).

Listening to residents is also considered a higher priority for tenants living in one-bedroom properties (30%), than for those living in properties with 3+ bedrooms (18%). Rather, those with 1-2 (54%) and 3+ bedrooms (51%) are more likely to consider quality of the home a priority, than those with only one bedroom (35%).

By property type, dealing with anti-social behaviour is highlighted as more of a priority for tenants living in bedsits than for those living in bungalows (34% cf. 11%).

## Section Two: Housing Perceptions

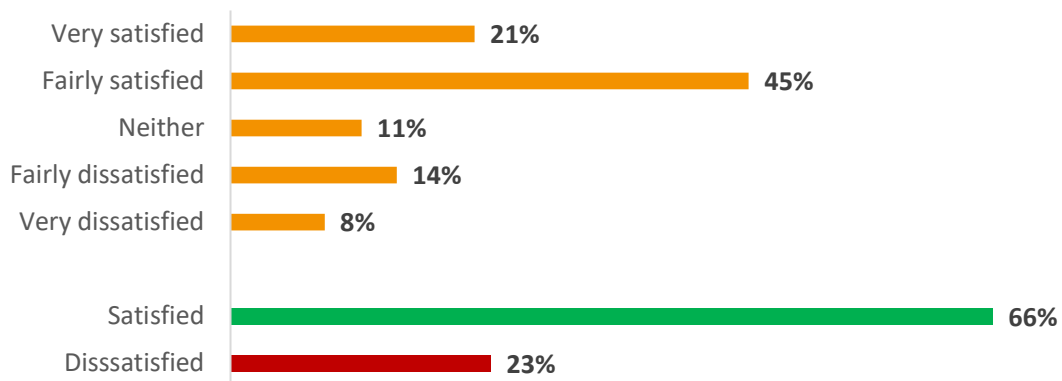
This section will look at tenants' perceptions of their homes, including the quality of the property itself and the safety and security of living within it.

### Quality of Home

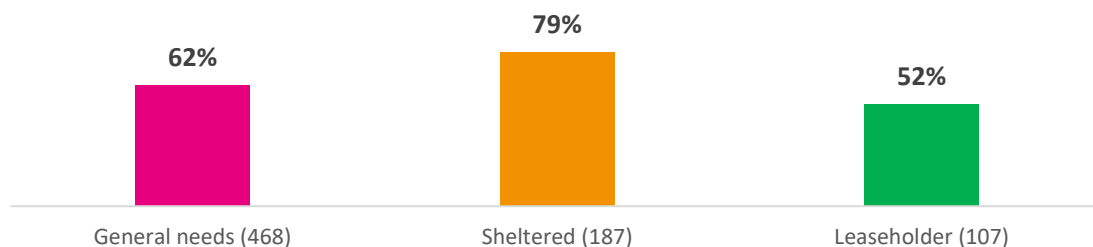
When thinking about the quality of the home, 66% of tenants are satisfied with this measure, with one fifth (21%) very satisfied. Just under a quarter (23%) express dissatisfaction towards this measure, with 8% very dissatisfied.

Sheltered tenants are more likely to be satisfied with this measure than general needs tenants, with 79% satisfied compared to 62%. Whilst the majority of leaseholders are satisfied with the overall quality of their home, this is even lower at 52%.

**Q5. How satisfied or dissatisfied are you with the overall quality of your home? (All tenants)**



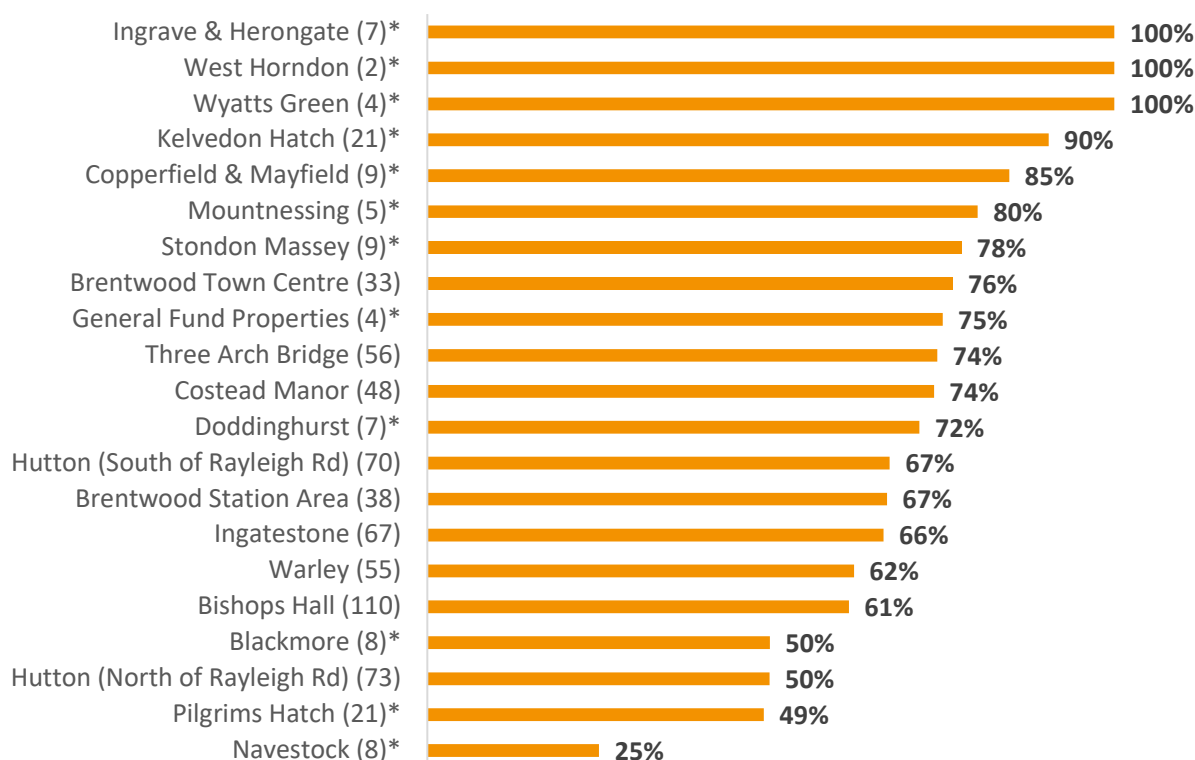
Unweighted sample base: 656





## Q5. How satisfied or dissatisfied are you with the overall quality of your home? - By subgroup

Satisfaction in regard to the quality of home is fairly high amongst the majority of areas that Brentwood Borough Council operates in. When looking at these results it's important to note anything with a base size of 30 should be taken as indicative only; these are marked by an asterisk. With a large enough base size, satisfaction with this measure is highest amongst those in Brentwood Town Centre (76%), Three Arch Bridge (74%), and Costead Manor (74%). Satisfaction with quality of home is lowest within Navestock (25%). However, when adequate sample base is considered, the area with the lowest satisfaction is Hutton (North of Rayleigh Road) (50%).



Unweighted sample bases in parentheses

Amongst property types, tenants living in bungalows (76%) and bedsits\* (76%) are the most satisfied with the overall quality of their home. Only 46% of tenants living in maisonettes\* are satisfied with this measure, although it should be noted that this is from a relatively small sample base.

By length of tenancy, those who have lived in their property for 21+ years are more satisfied than those who have lived in their property for 6-10 years (73% cf. 56%). Satisfaction amongst other tenancy lengths range between 61-66%.

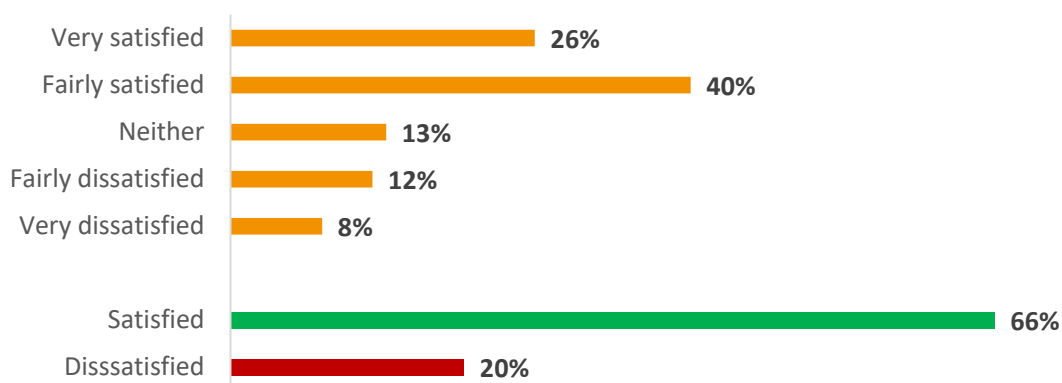
Satisfaction with overall quality of home is highest amongst those in properties with 0-1 bedrooms (76%) and lowest amongst those with 1-2 bedrooms (57%).

## Heating and energy efficiency

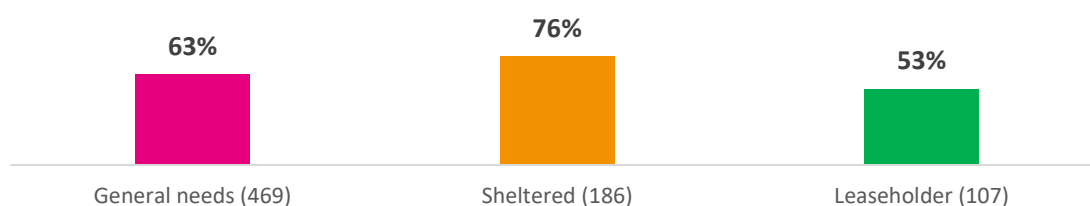
Perceptions heating and energy efficiency show that the majority (66%) of tenants are satisfied, with 26% very satisfied. A fifth of tenants reported being dissatisfied with the heating and energy efficiency of their home, with 8% being very dissatisfied.

By tenure, satisfaction of heating and energy efficiency is higher amongst sheltered tenants (76%) than general needs tenants (63%). Within leaseholders, just over half of residents (53%) are satisfied with this measure.

**Q6. How satisfied or dissatisfied are you with the heating and energy efficiency of your home? (All tenants)**



Unweighted sample base: 656

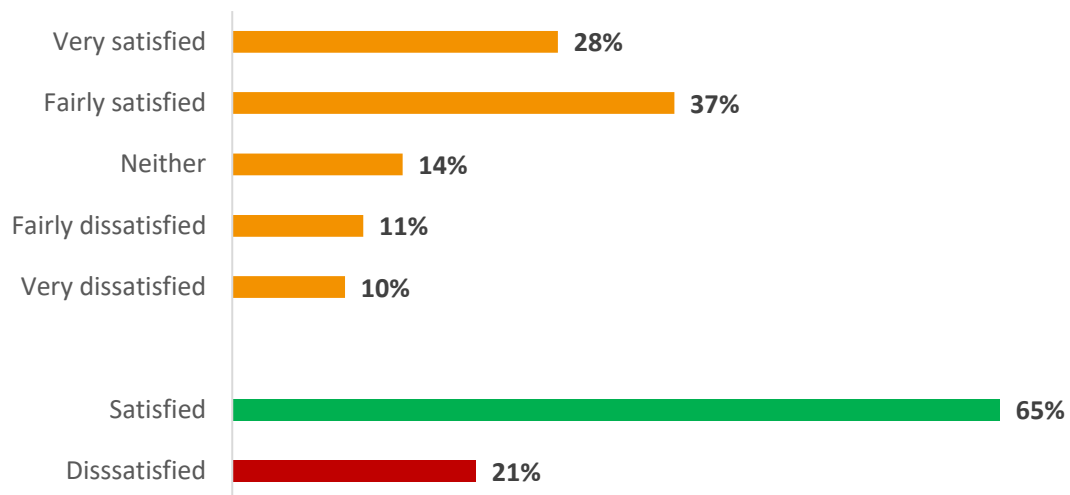


## Safety and Security

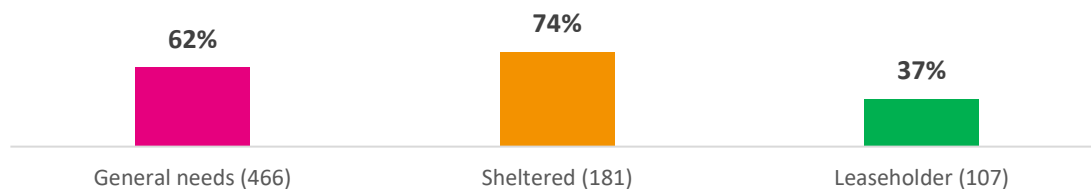
The majority (65%) of tenants are satisfied that Brentwood Borough Council provides a home that is safe and secure, with 28% very satisfied. Just a fifth (21%) of tenants expressed dissatisfaction towards this measure, with 10% very dissatisfied. This is a new core measure for Housemark.

Nearly three quarters of sheltered tenants (74%) are satisfied that their home is safe and secure. Around six in ten (62%) general needs tenants are satisfied with this measure. Both general needs and sheltered tenants have higher satisfaction levels than leaseholders (37%).

**Q7. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Brentwood Borough Council provides a home that is safe and secure? (All tenants)**



Unweighted sample base: 648



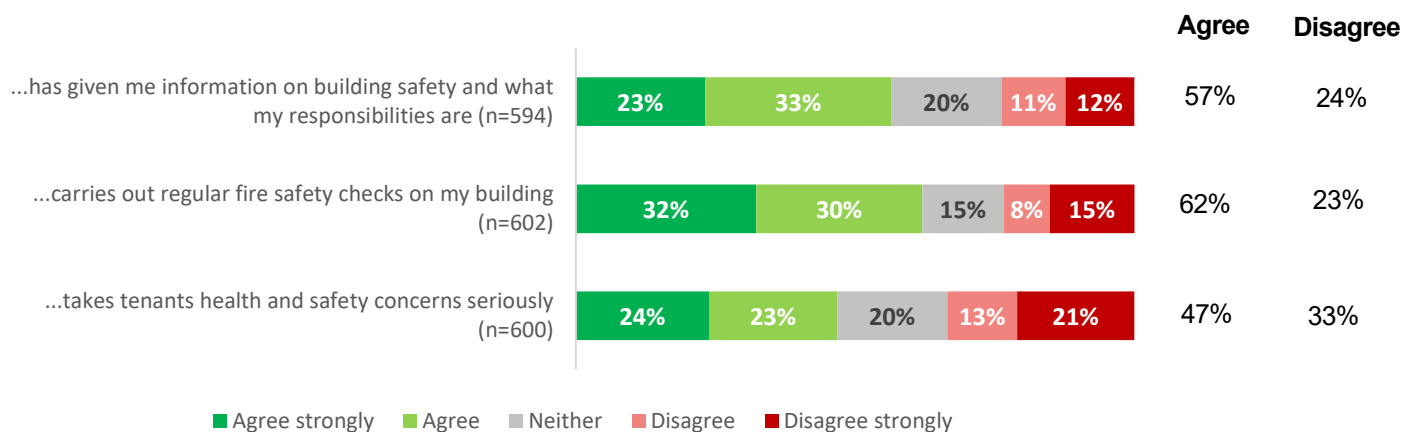
Those who have lived in their property for 21+ years are more satisfied that Brentwood Borough Council provides a home that is safe and secure compared to those who have lived in their property for 6-10 years and less than one year (76% cf. 52% and 54%).

#### Q8. To what extent do you agree or disagree that Brentwood Borough Council...? (All tenants)

Respondents were asked how strongly they agree or disagree with various statements regarding how Brentwood Borough Council communicates and actions health and safety measures. Nearly six in ten (57%) of tenants agree that Brentwood Borough Council has given them information on building safety and detailed what their responsibilities are.

In terms of fire safety, 62% of tenants agree that Brentwood Borough Council conduct regular fire safety checks in their building, with three in ten (32%) strongly agreeing. Around a quarter (23%) of tenants are in disagreement with this measure.

In terms of health and safety, just under half (47%) agreed that Brentwood Borough Council takes resident's health and safety concerns seriously, with a quarter (24%) strongly agreeing. Just over three in ten (33%) expressed a negative perception towards this measure.



The table below shows agreement with the following statements broken down by tenure. Across all three statements, sheltered tenants showed the highest level of agreement and leaseholders showed the highest levels of disagreement.

Regarding being given information on building safety and being told what their responsibilities are, sheltered tenants reported the highest level of agreement (61%), followed by general needs tenants (55%). Only 37% of leaseholders agreed with this measure.

When asked the extent they agree or disagree that Brentwood Borough Council carries out regular fire safety checks on their building, nearly three quarters of sheltered tenants (72%) and around six in ten general needs tenants (59%) agree. Within leaseholders, only 22% agree that this is the case and 47% disagree.

Finally, 57% of sheltered tenants and 44% of general needs tenants agree that Brentwood Borough Council takes their health and safety concerns seriously. However, only a quarter (24%) of leaseholders agree with this measure.

**Q8. To what extent do you agree or disagree that Brentwood Borough Council...? (By tenure)**

		General needs	Sheltered	Leaseholders
...has given me information on building safety and what my responsibilities are	Agree	55%	61%	37%
	Disagree	24%	21%	31%
...carries out regular fire safety checks on my building	Agree	59%	72%	22%
	Disagree	25%	17%	47%
... takes tenants/leaseholder/shared owner health and safety concerns seriously	Agree	44%	57%	24%
	Disagree	36%	26%	46%

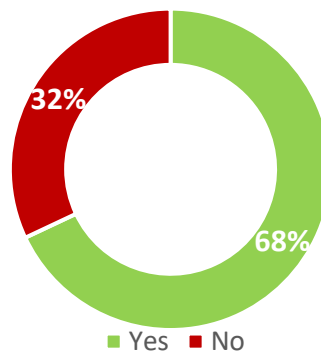
## Section Three: Repairs and Maintenance

This section explores customer perceptions with the repairs and maintenance services provided by Brentwood Borough Council, looking at overall perceptions as well as the customer journey when booking a repair to be completed.

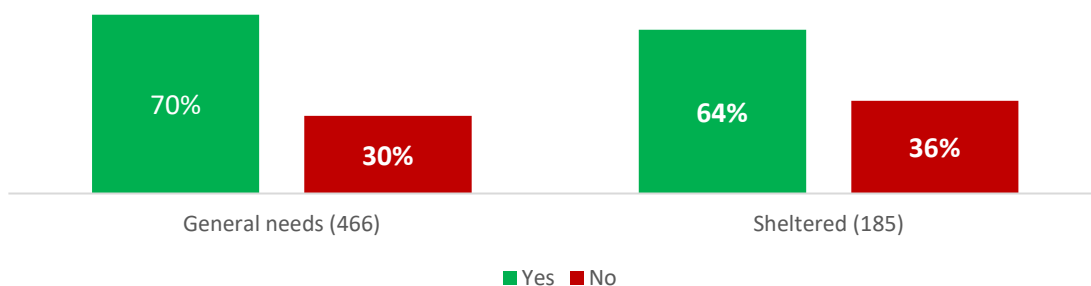
### Repairs and maintenance

When asked whether they had any repairs carried out in their home in the last 12 months, nearly seven in ten (68%) tenants stated that they had. Slightly more general needs tenants reported having had more repairs carried out in the last year than sheltered tenants (70% cf. 64%).

**Q9. Have you had any repairs carried out in your home in the last 12 months? (All tenants)**



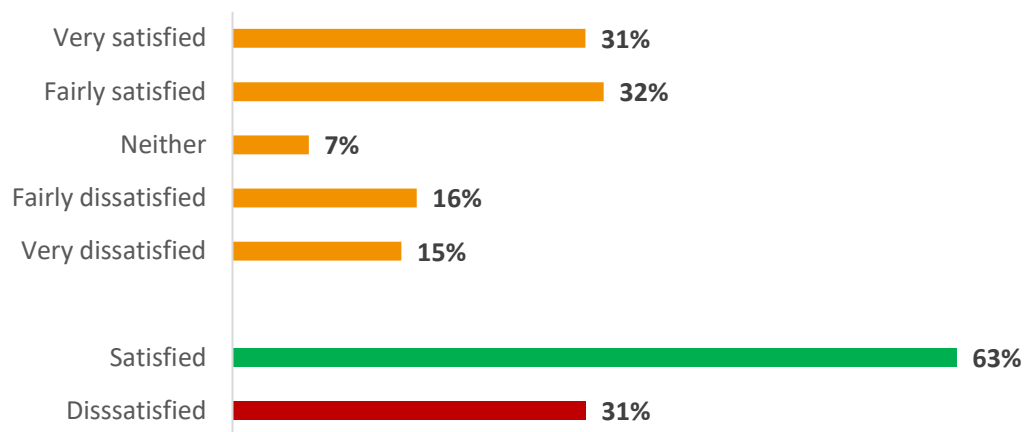
Unweighted sample base: 652



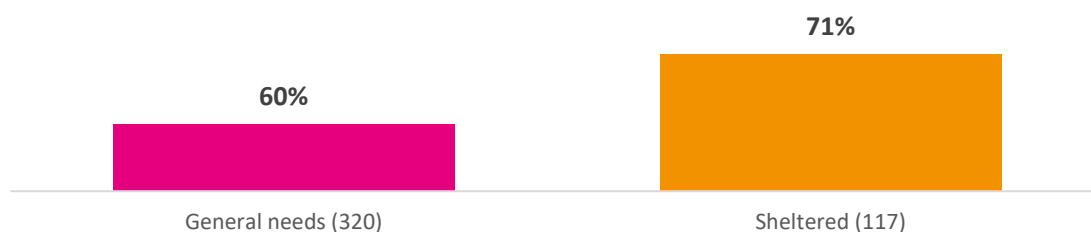
All tenants were asked for their satisfaction with the repairs and maintenance service when they last had a repair, regardless of whether it was in the last 12 months. 63% of tenants are satisfied with the repairs and maintenance services provided by Brentwood Borough Council, with 31% very satisfied. Around three in ten (31%) of tenants are dissatisfied, with 15% very dissatisfied. This service is considered the biggest priority amongst tenants, so we know that improvements to this measure would see perceptions increase on an overall level going forwards.

When broken down by tenure, sheltered residents reported higher levels of satisfaction with their last repair than general needs tenants (71% cf. 60%).

**Q10. Thinking about the last repair you had, how satisfied or dissatisfied were you on this occasion?**  
(All tenants)



Unweighted sample base: 438



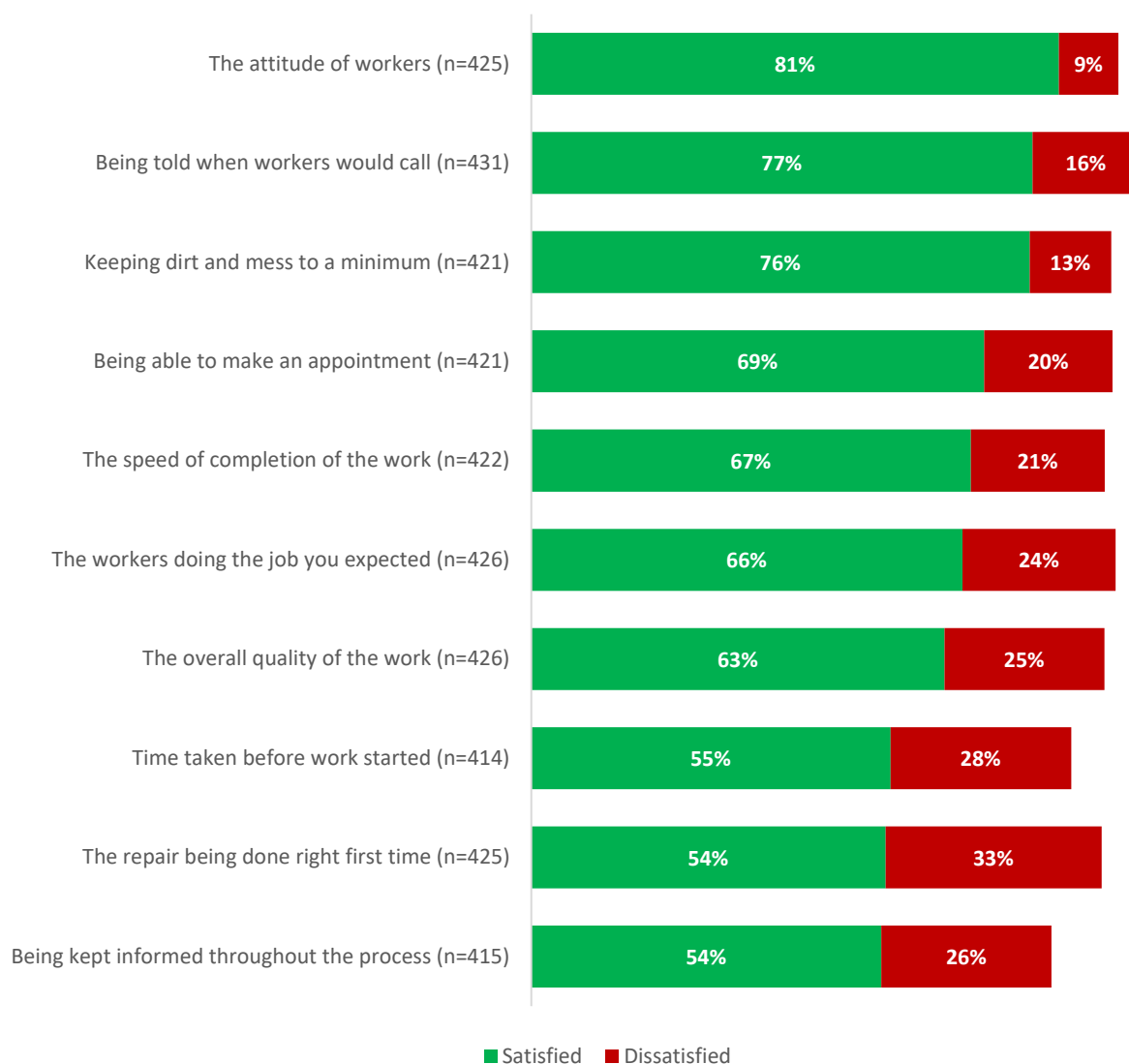
Those in bungalows (74%) are more satisfied with their repairs compared to those in flats (65%) or houses (58%). Those with properties with 3 or more bedrooms are also least satisfied with the repairs service (54%) when compared to those with 1-2 bedrooms (65%) or 0 to 1 (68%).

## Repairs customer Journey

When asked about the repair, tenants were also asked about the various parts of the job itself, from booking the repair all the way to its completion.

Tenants were also happy with the attitude of the workers (81%), being told when workers would call (77%) and keeping dirt and mess to a minimum (76%). Satisfaction is lowest amongst the repair being done right first time (33%) and the time taken before work started (28%), highlighting that perhaps the biggest issue for tenants when getting a repair complete isn't so much the repair itself but the process and organisation of doing the job.

**Q11. Thinking about the last repair, how satisfied or dissatisfied were you with the following? (All tenants)**





**Q11. Thinking about the last repair, how satisfied or dissatisfied were you with the following? – by subgroup**

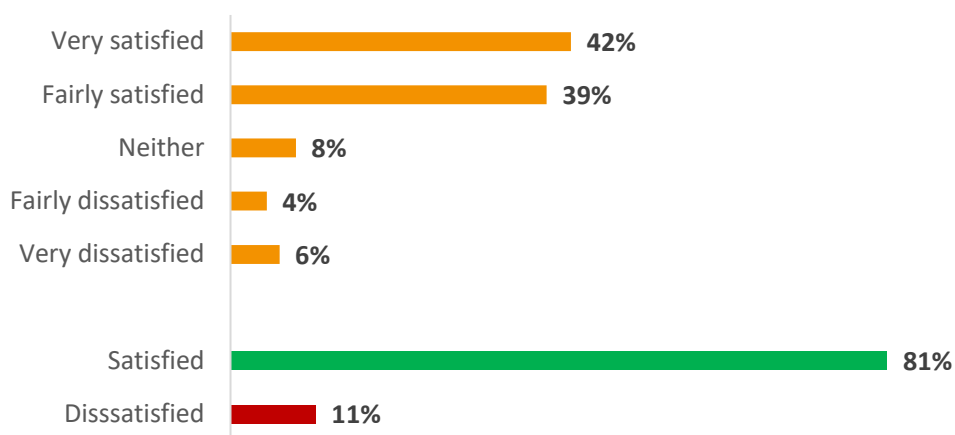
		General needs	Sheltered
<b>Being told when workers would call</b>	Satisfied	75%	84%
	Dissatisfied	17%	12%
<b>Being able to make an appointment</b>	Satisfied	67%	78%
	Dissatisfied	21%	13%
<b>Being kept informed throughout the process</b>	Satisfied	51%	63%
	Dissatisfied	29%	14%
<b>Time taken before work started</b>	Satisfied	53%	64%
	Dissatisfied	30%	20%
<b>The speed of completion of the work</b>	Satisfied	65%	78%
	Dissatisfied	24%	8%
<b>The attitude of workers</b>	Satisfied	78%	91%
	Dissatisfied	11%	2%
<b>The overall quality of the work</b>	Satisfied	60%	76%
	Dissatisfied	28%	13%
<b>Keeping dirt and mess to a minimum</b>	Satisfied	74%	86%
	Dissatisfied	15%	2%
<b>The repair being done right first time</b>	Satisfied	53%	58%
	Dissatisfied	34%	29%
<b>The workers doing the job you expected</b>	Satisfied	65%	72%
	Dissatisfied	26%	13%

## Gas servicing

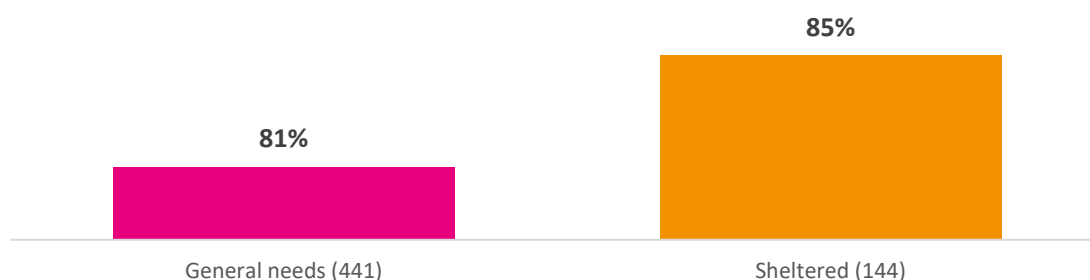
Respondents were asked how satisfied they were with the gas servicing arrangements provided by Brentwood Borough Council. It should be noted that 9% of tenants responded that this was not applicable to them, and so the analysis has been run with these cases removed. Four fifths (81%) of tenants were satisfied with their gas servicing arrangements, with just over four in ten (42%) very satisfied. Only one in ten (11%) of tenants were dissatisfied with this measure.

Satisfaction by tenure was fairly high and similar between general needs tenants (81%) and sheltered tenants (85%).

### Q12. How satisfied or dissatisfied are you with the gas servicing arrangements? (All tenants)



Unweighted sample base: 586



## Section Four: Estates and Neighbourhood Services

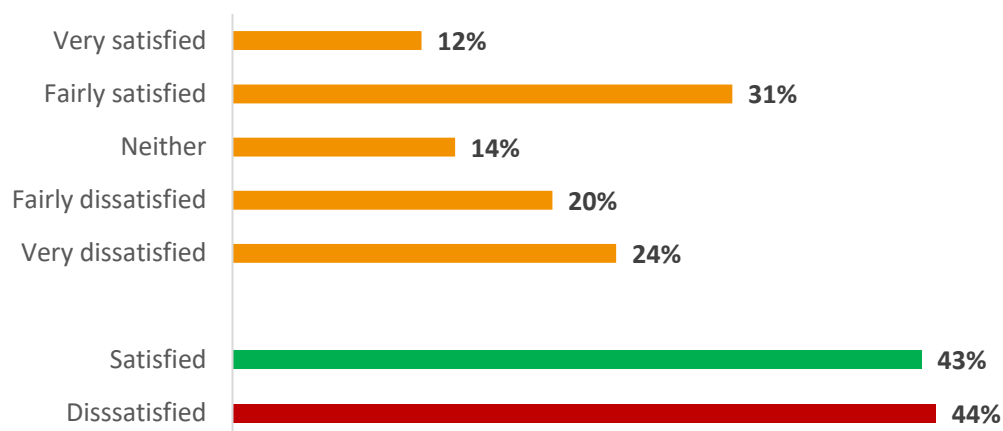
This section explores how tenants and leaseholders feel about their local neighbourhood, as well as both the estates and communal services they receive from Brentwood Borough Council.

### Communal service perceptions

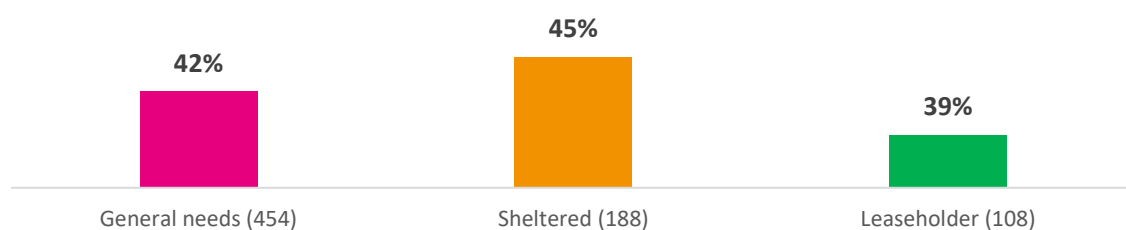
Opinions were split between tenants regarding grounds maintenance in their area, with 43% satisfied and 44% dissatisfied. Amongst those who were dissatisfied, around a quarter (24%) were very dissatisfied.

By tenure, there is not much variation in satisfaction with grounds maintenance. Leaseholders show the lowest level of satisfaction at 39%, whilst 42% of general needs and 45% of sheltered tenants had positive perceptions.

**Q13. How satisfied or dissatisfied are you with the ground's maintenance, such as grass cutting, in your area? (All tenants)**

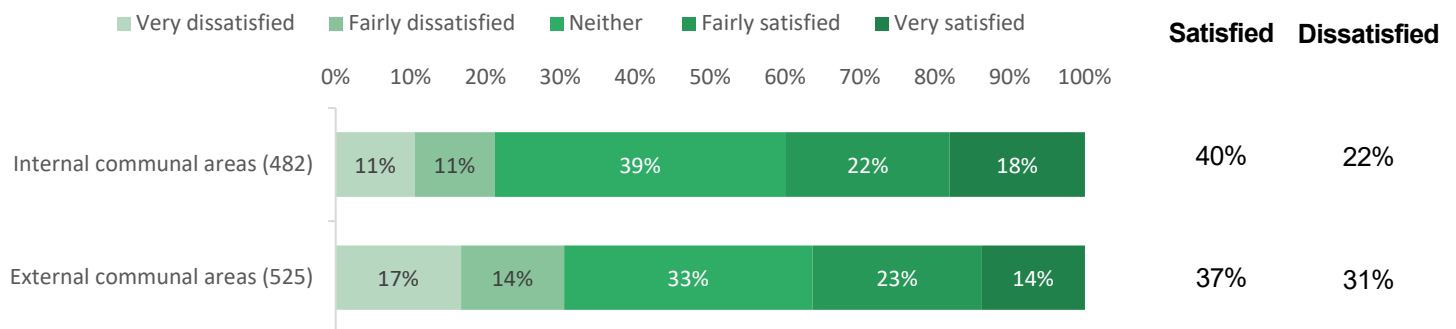


Unweighted base size: 643



#### Q14. How satisfied or dissatisfied are you with the cleaning of the following? (All tenants)

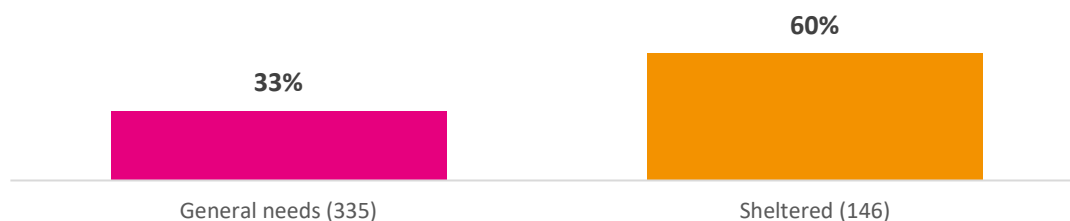
Respondents were asked for the perceptions of the cleaning services. Four in ten (40%) of tenants are satisfied with the internal cleaning of communal areas. In terms of cleaning of the external communal areas, 37% are satisfied.



Unweighted sample base in parenthesis

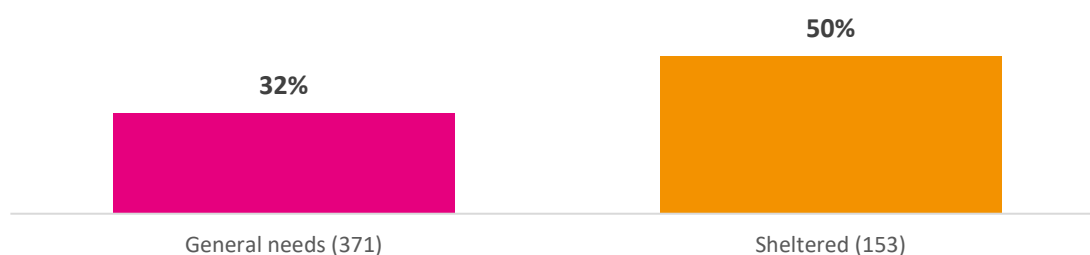
Satisfaction with the cleaning of internal communal areas was higher amongst sheltered tenants than general needs tenants (60% cf. 33%).

#### Q14. How satisfied or dissatisfied are you with the cleaning of the internal communal areas? – by tenure



In terms of the external cleaning services, half (50%) of sheltered tenants were satisfied. Satisfaction was lower amongst general needs tenants, with only three in ten (32%) being satisfied.

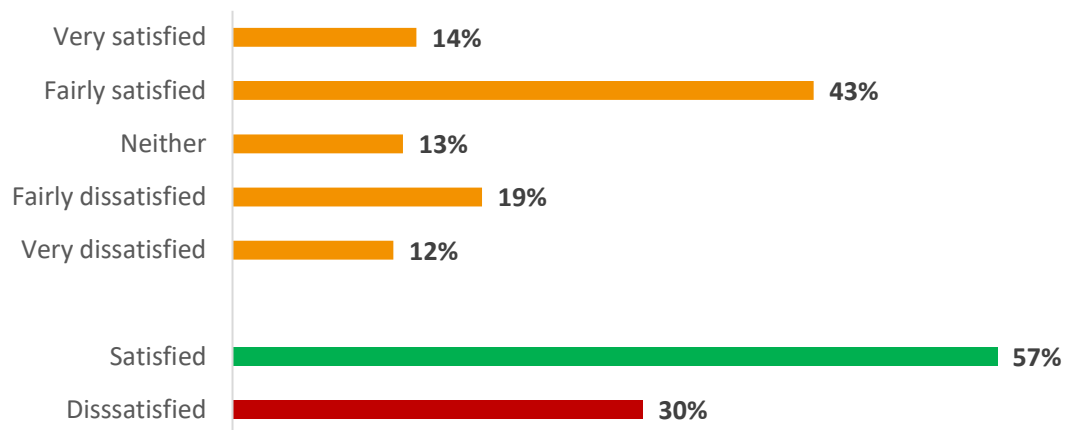
#### Q14. How satisfied or dissatisfied are you with the cleaning of the external communal areas? – by tenure



## Appearance of Neighbourhood

Respondents were given the chance to report how satisfied they are with the overall appearance of their neighbourhood. The majority of tenants were satisfied (57%), with 14% very satisfied. Three in ten were (30%) were dissatisfied with this measure.

**Q15. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? (All tenants)**

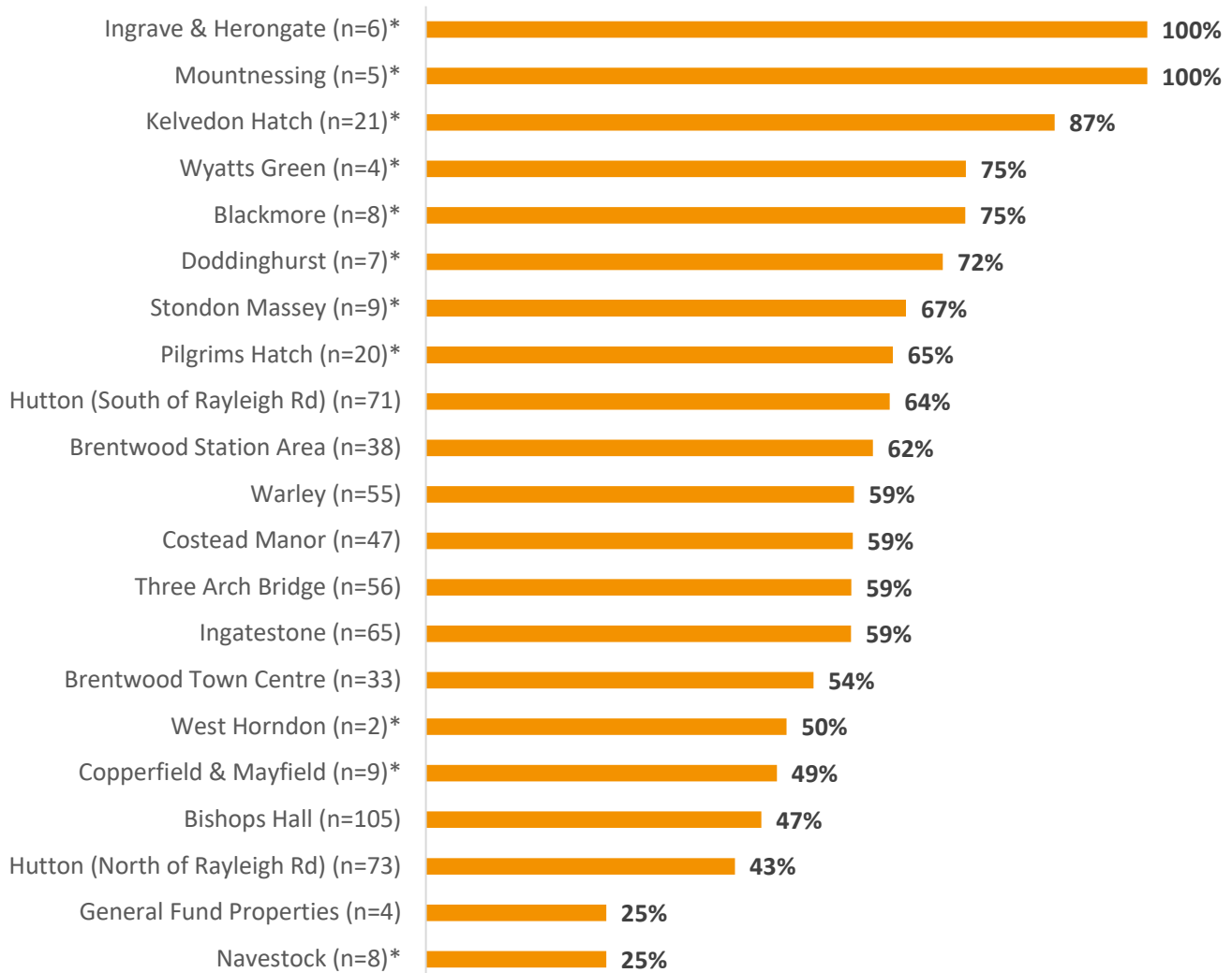


Unweighted sample base: 647

Satisfaction with the appearance of neighbourhood was broken down by area. As can be seen in the figure below, 100% of tenants in Ingrave & Herongate and in Mountnessing were satisfied. However, it should be noted that these two areas and several others had a relatively small sample base (< 30) and have been marked with an asterisk to show caution. From those areas with a sample base higher than 30, satisfaction with their neighbourhood appearance was highest amongst tenants in Hutton (South of Rayleigh Road) (64%) and Brentwood Station Area (62%).

# Q15. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? –

## By area



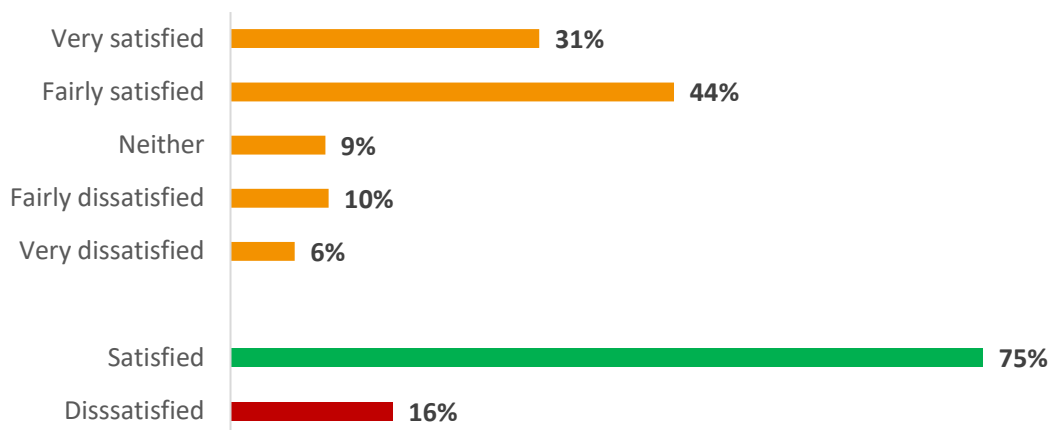
Unweighted sample bases in parentheses

\*Small sample base (< 30), therefore review with caution

## Neighbourhood as a place to live

Perceptions of the neighbourhood as a place to live are generally strong. 75% of tenants were satisfied, with around three in ten (31%) very satisfied. Just 16% are dissatisfied with 6% very dissatisfied.

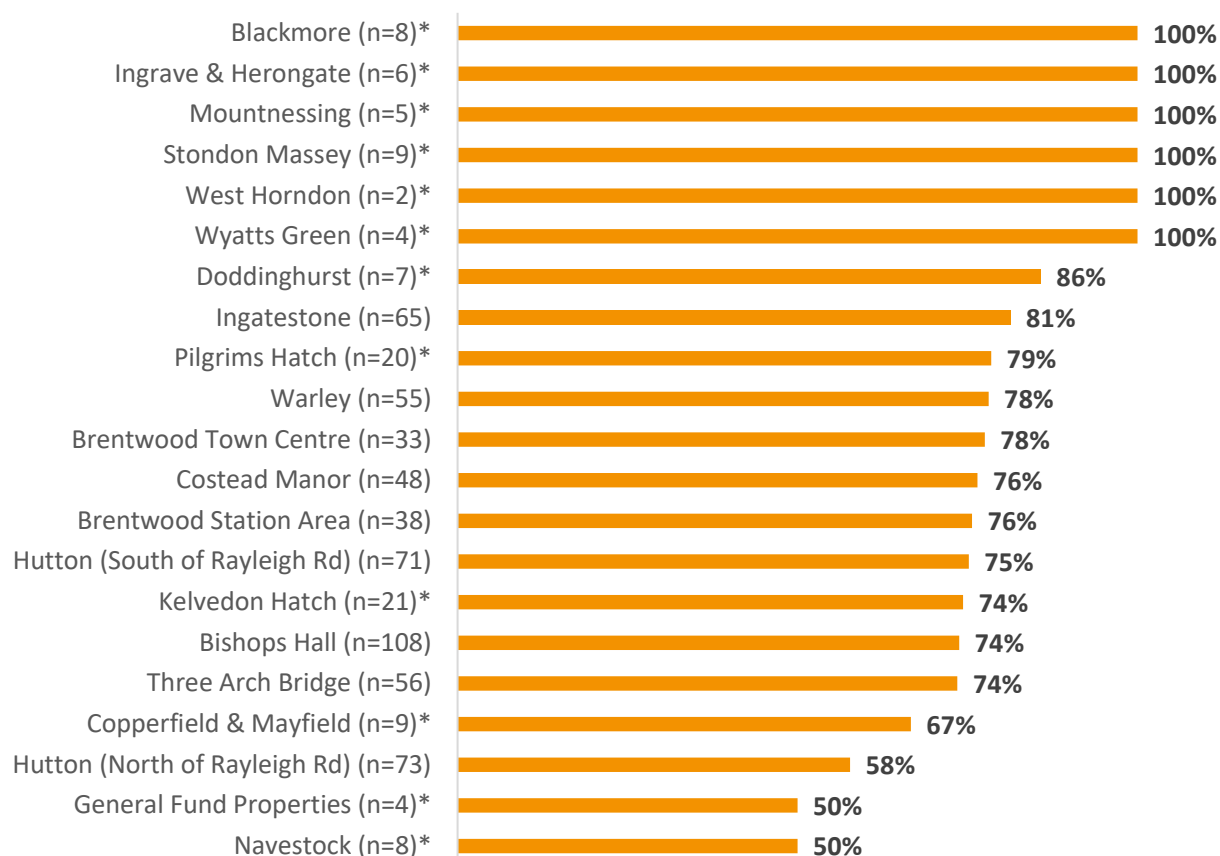
### Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (All tenants)



Unweighted sample base: 651

Neighbourhood as a place to live has also been broken down by area and is presented in the figure below. From those areas where the sample base was higher than 30, satisfaction was highest amongst tenants in Ingatestone (81%), Warley (78%) and Brentwood Town Centre (78%).

# **Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live? – By area**



Unweighted sample bases in parentheses

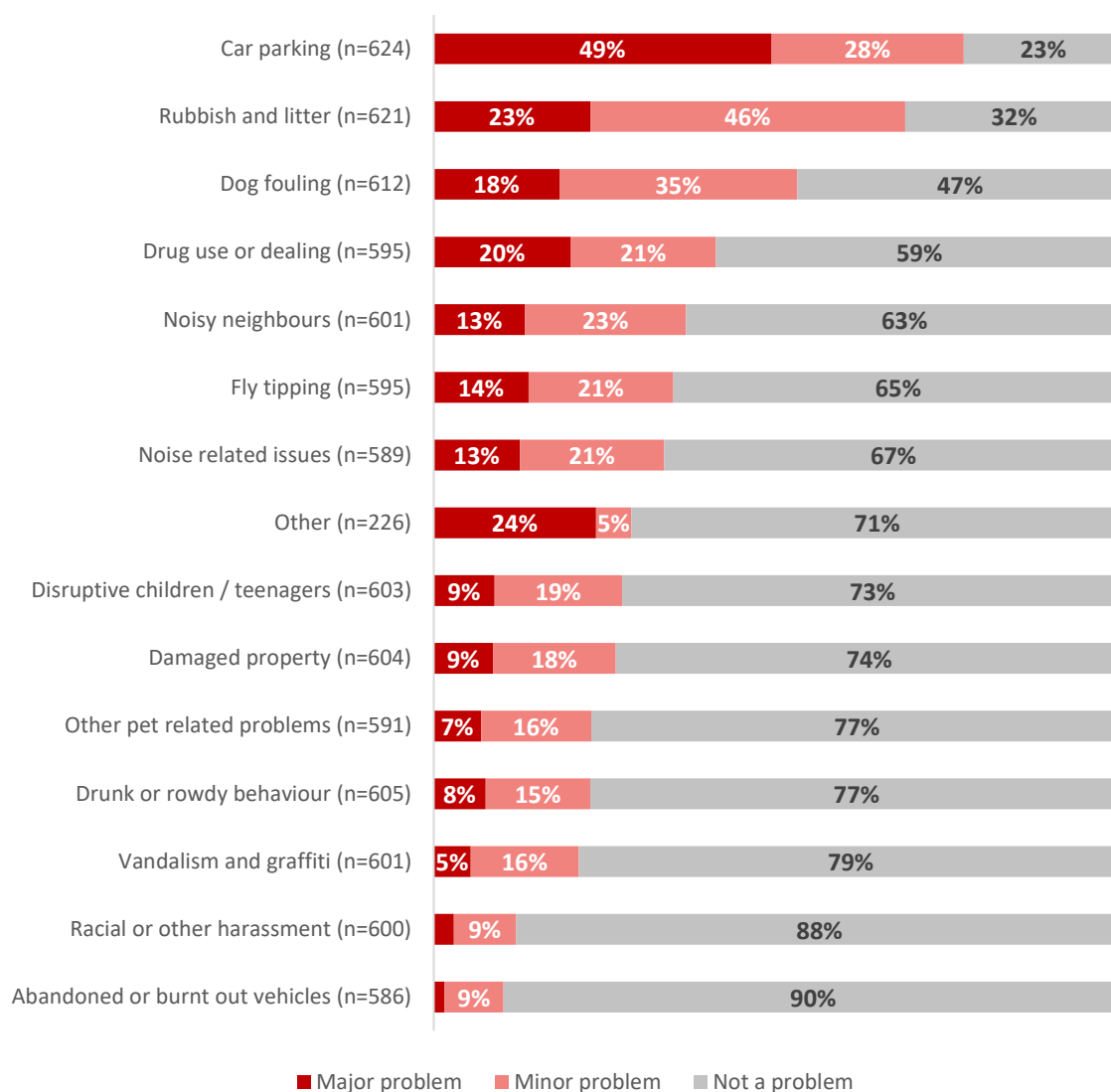
\*Small sample base (< 30), therefore review with caution



## Neighbourhood perceptions

From a pre-coded list of issues, tenants were asked to indicate the extent to which they are a problem in their neighbourhood. The majority of statements provided were not considered a problem. However, the top three problems were: car parking (77%), rubbish and litter (69%), and dog fouling (53%).

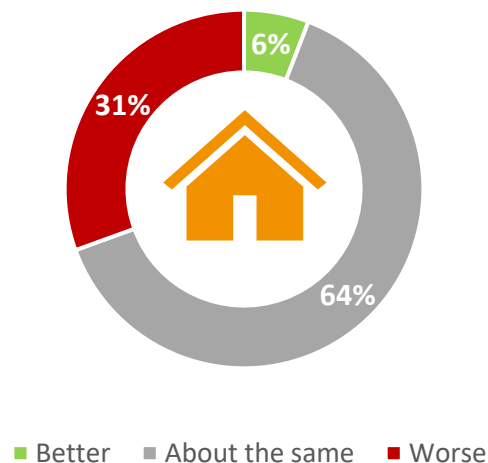
### Q17. To what extent are any of the following a problem in your neighbourhood? (All tenants)



Unweighted sample bases in parentheses

Tenants were also asked whether they felt their neighbourhood has gotten better or worse over the last three years. Nearly two thirds (64%) of tenants feel that their neighbourhood has stayed the same over the last three years. A higher proportion however felt that their neighbourhood has gotten worse (31%) compared to gotten better (6%).

**Q18. In the last three years, would you say your neighbourhood has got better or worse? (All tenants)**



Unweighted sample base: 639

As can be seen in the table below, most areas believe that their neighbourhood has stayed the same over the past three years. However, there are more residents in Brentwood Town Centre (54%), Copperfield & Mayfield\* (51%), and General Fund Properties\* (50%) who think that their neighbourhood has gotten worse. It is important to note that those areas marked with an asterisk have a sample base < 30 and should therefore be treated as indicative only.

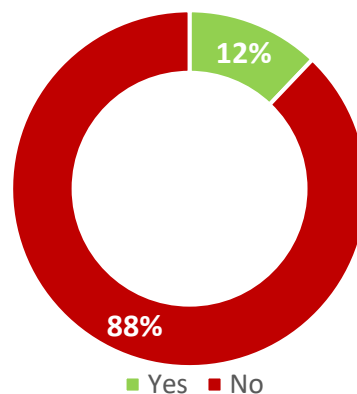
**Q18. In the last three years, would you say your neighbourhood has got better or worse? – By area**

Area	Better	Stayed the same	Worse
<b>Bishops Hall (n=107)</b>	8%	<b>61%</b>	31%
<b>Blackmore (n=8) *</b>	0%	<b>75%</b>	25%
<b>Brentwood Station Area (n=38)</b>	11%	<b>59%</b>	30%
<b>Brentwood Town Centre (n=33)</b>	6%	40%	<b>54%</b>
<b>Copperfield &amp; Mayfield (n=9) *</b>	0%	49%	<b>51%</b>
<b>Costead Manor (n=45)</b>	11%	<b>64%</b>	25%
<b>Doddinghurst (n=7) *</b>	0%	<b>57%</b>	43%
<b>General Fund Properties (n=4)</b>	25%	25%	<b>50%</b>
<b>Hutton (North of Rayleigh)</b>	3%	<b>60%</b>	37%
<b>Hutton (South of Rayleigh)</b>	2%	<b>69%</b>	29%
<b>Ingatstone (64)</b>	9%	<b>59%</b>	32%
<b>Ingrave &amp; Herongate (n=6) *</b>	0%	<b>100%</b>	0%
<b>Kelvedon Hatch (n=22) *</b>	9%	<b>83%</b>	8%
<b>Mountnessing (n=5) *</b>	0%	<b>100%</b>	0%
<b>Navestock (n=8) *</b>	0%	<b>75%</b>	25%
<b>Pilgrims Hatch (n=19*)</b>	8%	<b>69%</b>	22%
<b>Stondon Massey (n=9) *</b>	0%	<b>67%</b>	33%
<b>Three Arch Bridge (n=55)</b>	7%	<b>65%</b>	28%
<b>Warley (n=52)</b>	2%	<b>64%</b>	34%
<b>West Horndon (n=2) *</b>	0%	<b>100%</b>	0%
<b>Wyatts Green (n=4)*</b>	0%	<b>75%</b>	25%

## Section Five: Anti-Social Behaviour

Just 12% of all tenants have made an anti-social behaviour complaint in the last 12 months to Brentwood Borough Council.

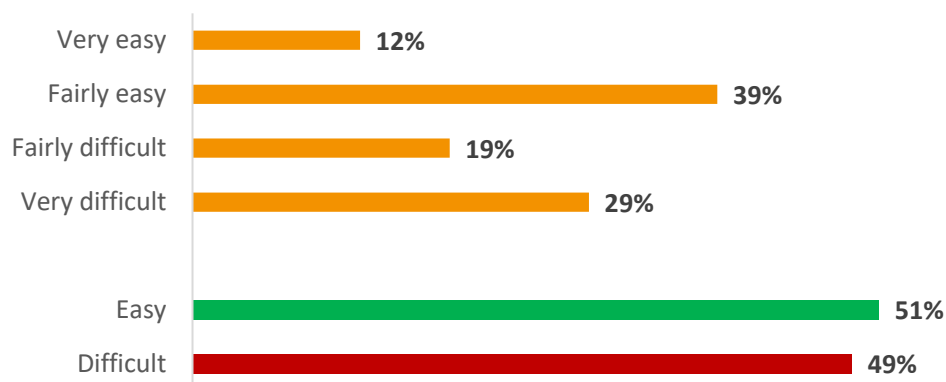
**Q20. Have you reported anti-social behaviour to Brentwood Borough Council in the last 12 months?**  
(All tenants)



Unweighted sample base: 648

Of those who have made an anti-social behaviour complaint in the last 12 months, 51% said that they found it easy to make their complaints, with 12% saying it was very easy. However, a similar number of tenants expressed difficulty with this measure (49%).

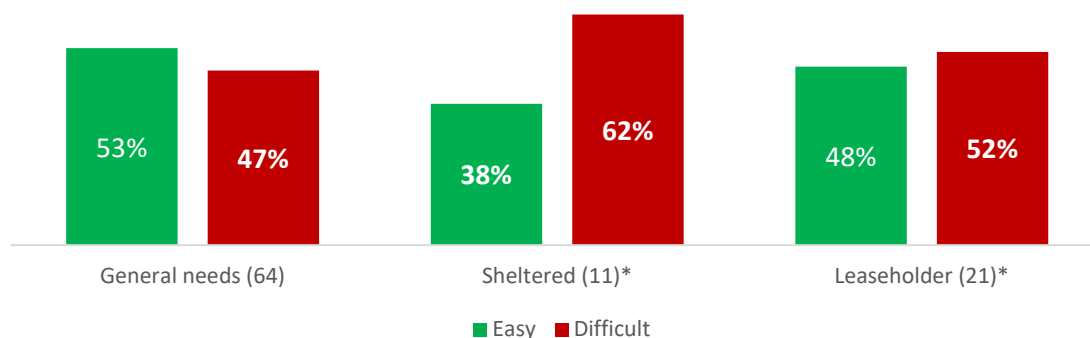
**Q21. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? (All tenants)**



Unweighted sample base: 75

When broken down by tenure type, opinions on contacting a member of staff about an ASB complaint were fairly split for general needs tenants (53% easy; 47% difficult) and leaseholders (48% easy; 52% difficult). Sheltered tenants were more likely to find reporting an ASB complaint difficult than easy (62% cf. 38%).

**Q21. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? (By tenure)**

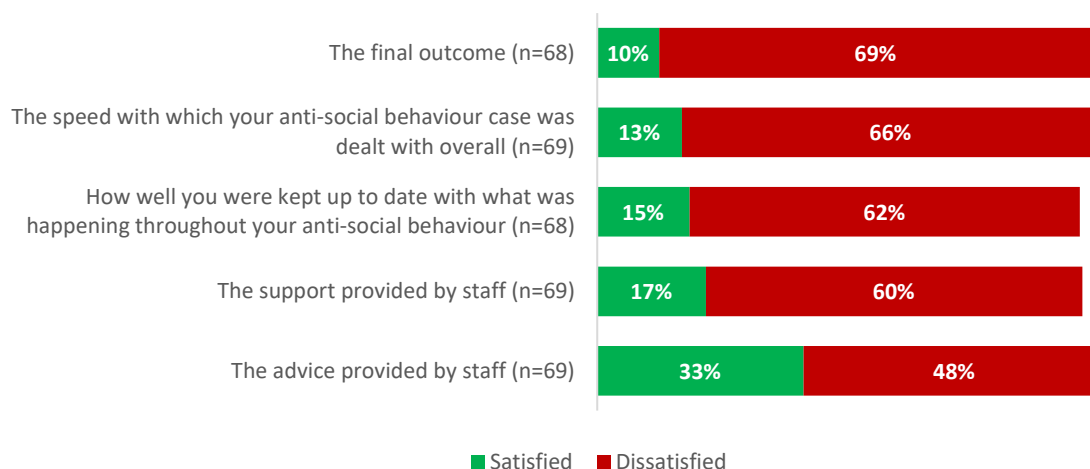


Sample bases in parentheses

\*Small sample base (<30), therefore review with caution

On the whole, tenants were dissatisfied with the various aspects of their ASB complaints. Dissatisfaction was highest regarding the final outcome (69%), and the speed with which the ASB behaviour case was dealt with (66%).

**Q22. How satisfied or dissatisfied are you with the following? (All tenants)**



Sample bases in parentheses

## Section Six: Communications

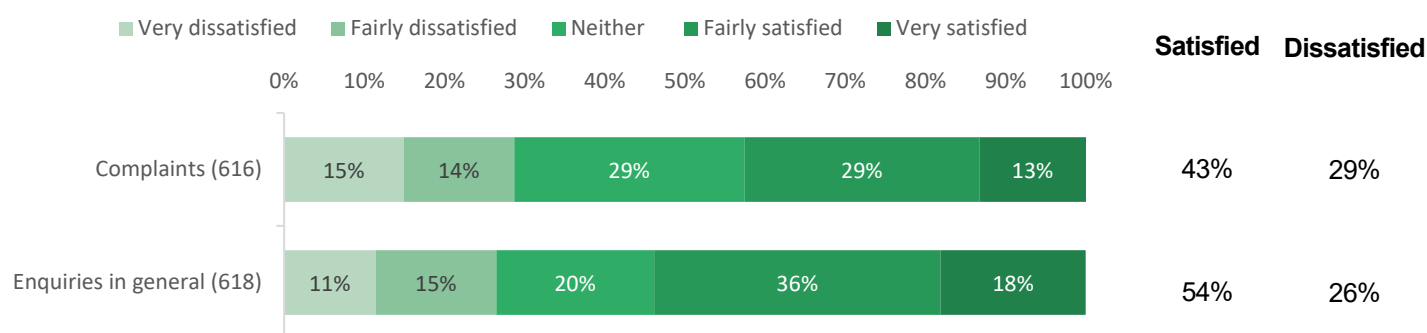
This section explores how satisfied customers are when contacting Brentwood Borough Council for various issues and queries, and their preferred methods of communicating with the Council.

### Satisfaction of how the Council deals with things

All tenants were asked for their perceptions of the way Brentwood Borough Council deals with complaints. Just over four in ten (43%) are satisfied with this measure, with 29% dissatisfied.

Perceptions were also asked regarding how Brentwood Borough Council deals with tenant enquiries in general. Over half (54%) of tenants are satisfied with this measure, with nearly a fifth (18%) very satisfied. Around a quarter (26%) were dissatisfied.

**Q23. How satisfied or dissatisfied are you with the way Brentwood Borough Council deals with the following? (All tenants)**

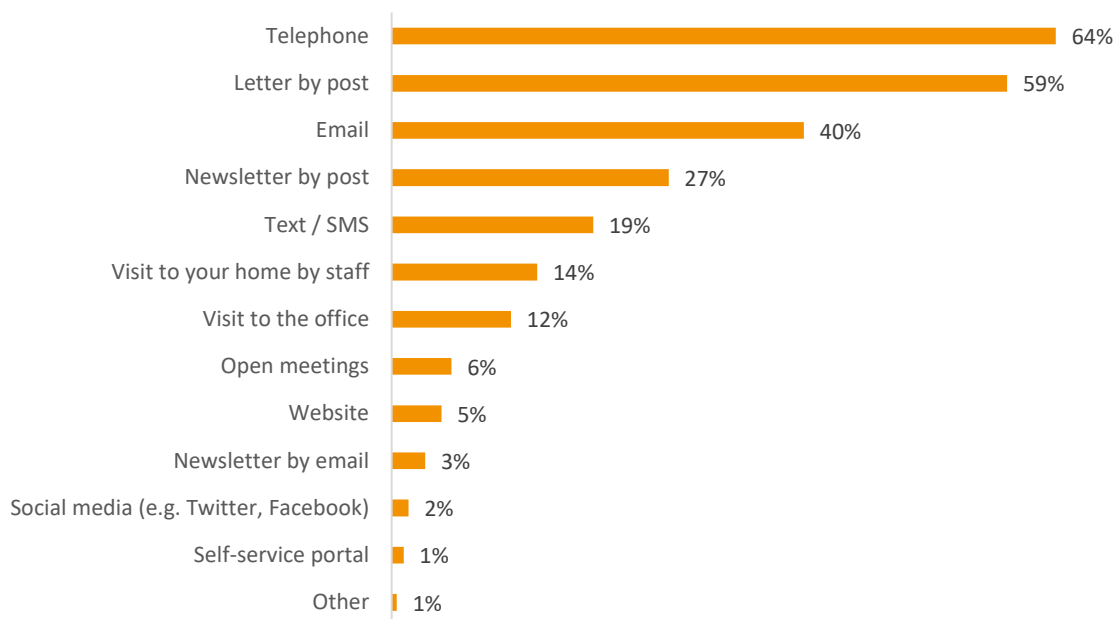


Unweighted sample bases in parentheses

## Method of getting in touch

Tenants were asked about their preferred method of being kept informed by Brentwood Borough Council. Via telephone (64%) and letter (59%) were the most common ways tenants would be happy to use, followed by email (40%). Self-service portal (1%) and social media (2%) were the smallest proportions in terms of being kept informed and getting in touch with Brentwood Borough Council.

**Q24. Which of the following methods of being kept informed and getting in touch with Brentwood Borough Council do you prefer to use?**



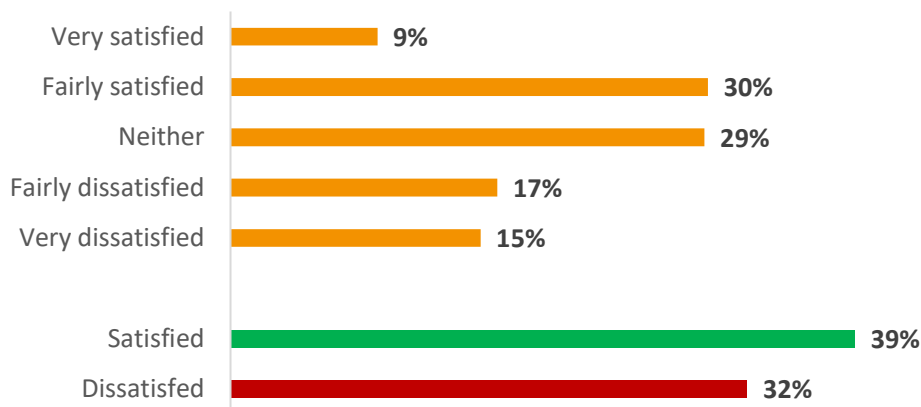
Unweighted sample base: 653

## Listening to views and acting upon them and the opportunity to make views known.

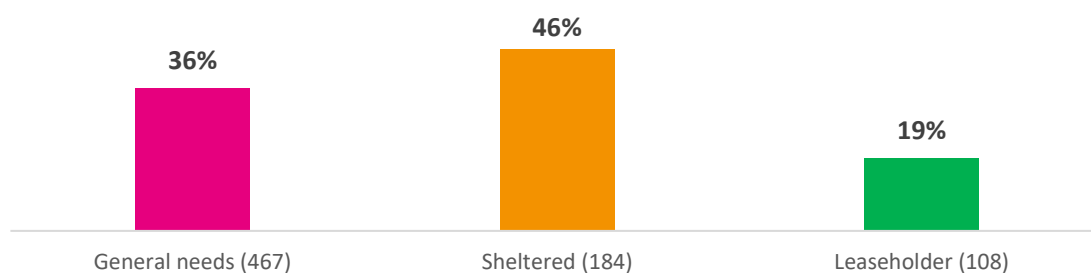
Around four in ten (39%) of tenants are satisfied that Brentwood Borough Council listens to their views and acts upon them. However, 32% of tenants expressed dissatisfaction with this measure, with 15% being very dissatisfied.

By tenure, satisfaction that the Council listens to and acts on views is higher amongst sheltered tenants than general needs tenants (46% cf. 36%). This is even lower amongst leaseholders in which only a fifth (19%) were satisfied.

**Q25. How satisfied or dissatisfied are you that Brentwood Borough Council listens to your views and acts upon them? (All tenants)**



Unweighted sample base: 652





**Q25. How satisfied or dissatisfied are you that Brentwood Borough Council listens to your views and acts upon them? – By subgroup**



Tenants living in maisonettes were the least likely to be satisfied that the Council listens and acts upon their views (29%), although it should be noted that this is from a relatively small sample base. From property types with an adequate base size, those in bungalows were more satisfied than those in flats and houses (47% cf. 38% and 37%).

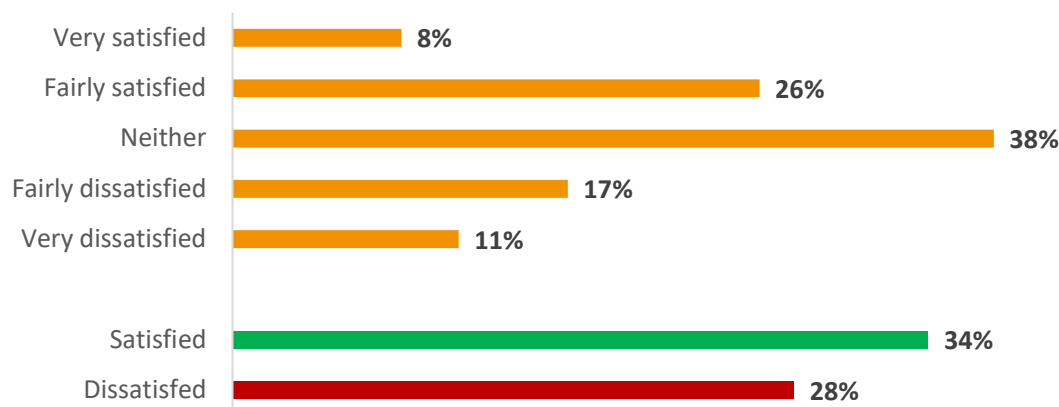


By length of tenancy, those who had lived in their property for 21+ years were the most likely to be satisfied that their views were listened to and acted upon (44%), whilst those who had lived in their property for 6-10 years were the least satisfied (32%).

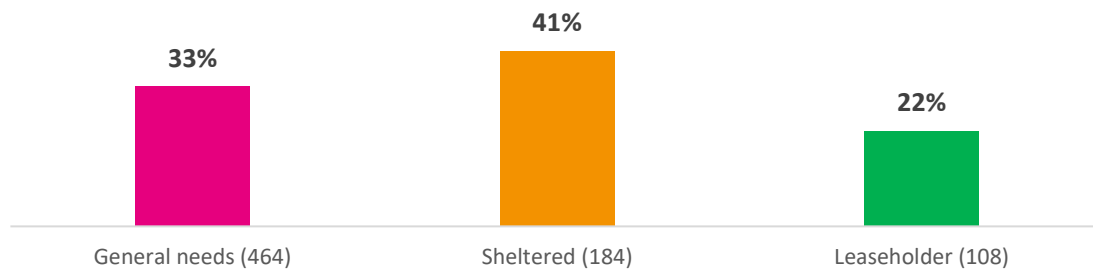
Respondents were also given the opportunity to express how satisfied they are that Brentwood Borough Council gives them the opportunity to make their views known in the first instance. Around a third (34%) of tenants were satisfied with this measure, and 28% expressed dissatisfaction. Nearly four in ten (38%) tenants felt neither satisfied nor dissatisfied with this statement.

By tenure, four in ten (41%) sheltered tenants and a third (34%) of general needs tenants were satisfied that Brentwood Borough Council gives them the opportunity to make their views known. This is lower amongst leaseholders, with only 22% feeling satisfied with this measure.

**Q26. How satisfied or dissatisfied are you that Brentwood Borough Council gives you the opportunity to make your views known? (All tenants)**



Unweighted sample base: 649

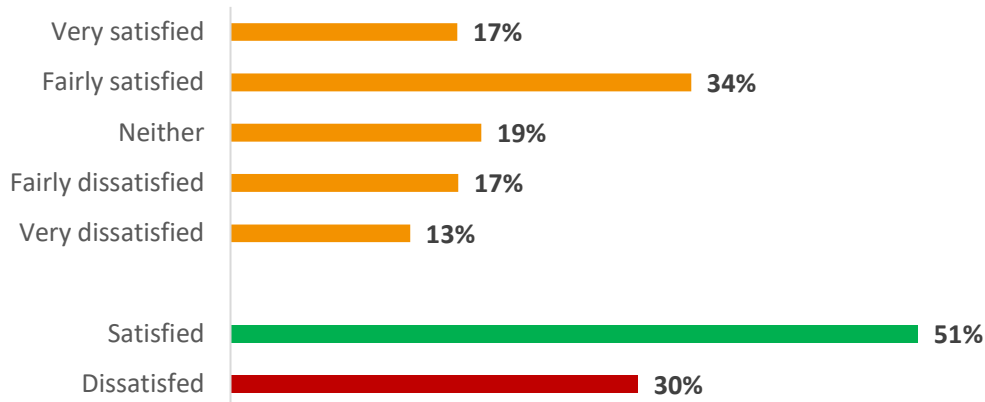


## Brentwood Borough Council being easy to deal with

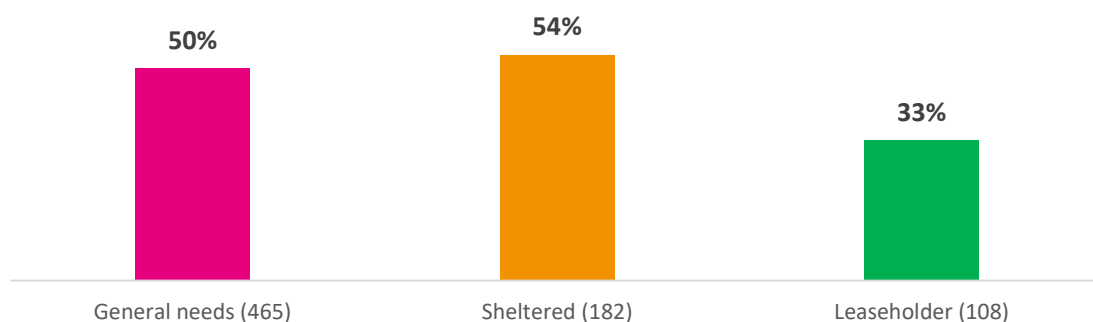
Around a half (51%) of tenants are satisfied that Brentwood Borough Council are easy to deal with, with 17% very satisfied. However, three in ten (30%) are dissatisfied with this measure, with 13% very dissatisfied.

When broken down by tenure, around a half of general needs and sheltered tenants (50% and 54% respectively) are satisfied that Brentwood Borough Council is easy to deal with. However, this figure is lower amongst leaseholders, with only a third (33%) reporting positive perceptions.

**Q27. How satisfied or dissatisfied are you that Brentwood Borough Council is easy to deal with? (All tenants)**



Unweighted sample base: 648

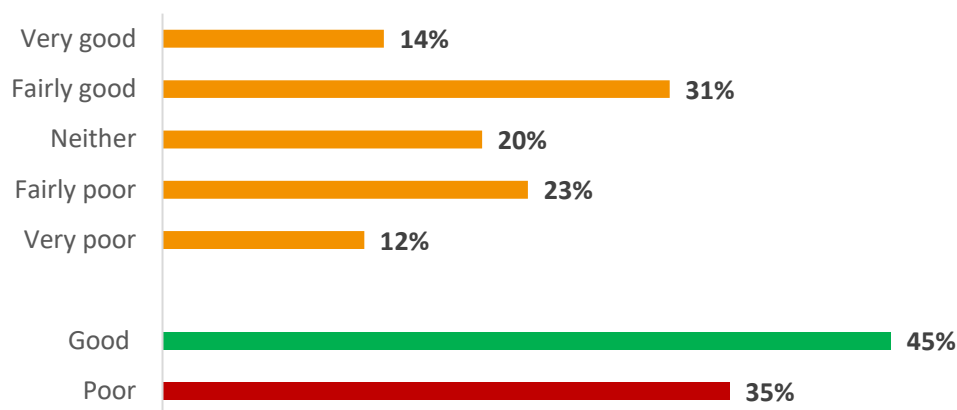


## Keeping tenants informed

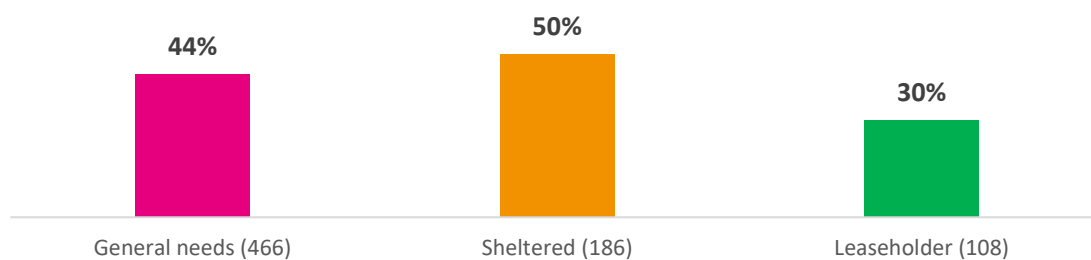
Regarding keeping tenants informed about services and decisions, 45% feel that this is something Brentwood Borough Council is good at. However, 35% of tenants express a poor perception of this measure, with 12% saying they are very poor.

By tenure, 44% of general needs tenants say that the Council is good in regards to keeping them informed. This is slightly lower than that of sheltered tenants, in which half (50%) are positive towards being kept informed about things that may affect them. Only three in ten leaseholders (30%) feel that Brentwood Borough Council is good at keeping them informed about services and decisions.

**Q28. How good or poor do you feel Brentwood Borough Council is at keeping you informed about their services and decisions? (All tenants)**



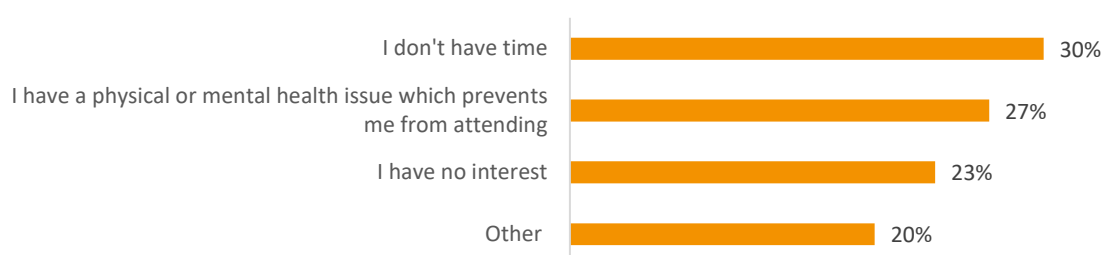
Unweighted sample base: 653



## Getting involved with the Council

Tenants were asked what factors have prevented them from getting involved with Brentwood Borough Council. Three in ten (30%) state not having the time, whilst 27% report having a physical or mental health issue that prevents attendance, and 23% report no interest.

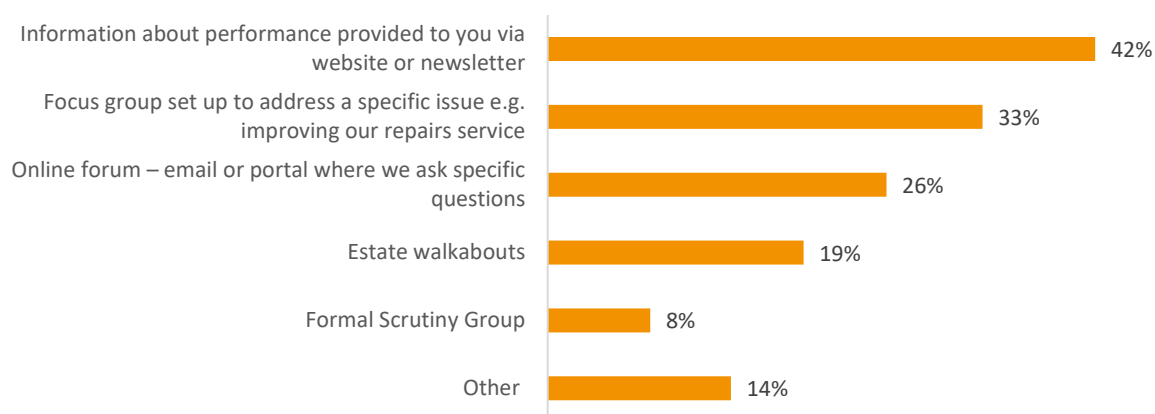
### Q29. What has prevented you in the past in getting involved with Brentwood Borough Council? (All tenants)



Unweighted sample base: 593

Tenants were further provided with a pre-coded list of ways they could get involved in developing and monitoring the services offered by Brentwood Borough Council. The top way in which residents would be happy to get involved is through being provided with information about performance via a website or newsletter (42%). A third of tenants (33%) would also be interested in a focus group that addresses specific issues, and around a quarter (25%) state they would participate in an online forum where specific questions could be asked. Tenants were less likely to say that they would participate in estate walkabouts or formal scrutiny groups.

### Q30. We want you to be involved in developing and monitoring these services, which of the following would you be interested in participating in? (All tenants)



Unweighted sample base: 412

## Section Seven: Value for Money

This section will look at tenant perceptions of the value for money their rent provides and also perceptions of the service charge value for money amongst both tenants and leaseholders.

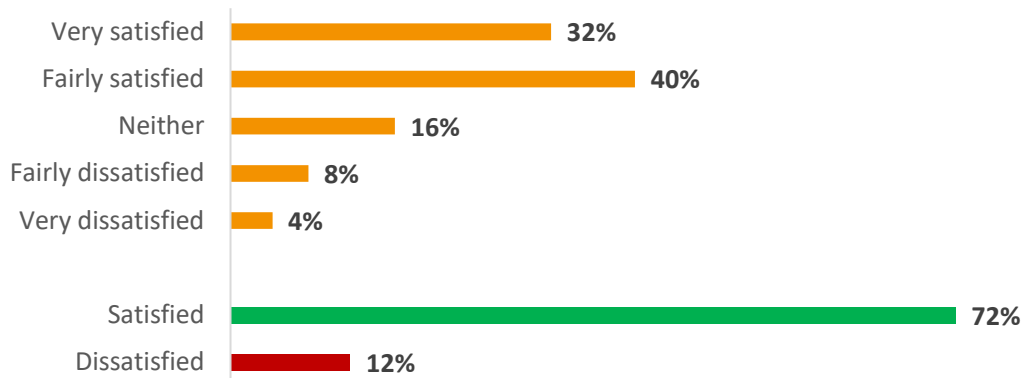
### Rent value for money

A high proportion of tenants are satisfied with their rent providing value for money, with 72% satisfied. Nearly a third (32%) are very satisfied with this measure. Just 12% of tenants are dissatisfied with their rent, with 4% saying they are very dissatisfied with the value for money it provides.

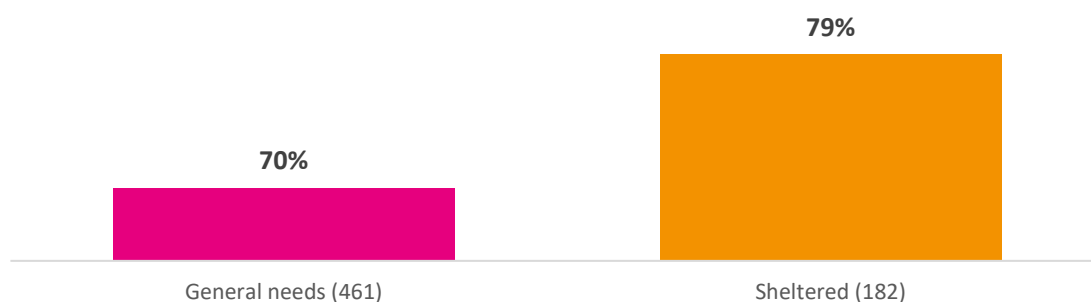
Sheltered tenants are more likely to be satisfied with the value for money of rent they pay compared to general needs tenants (79% cf. 70%).

Across all property types, satisfaction that rent provides value for money was fairly high (68-75%). When broken down by tenancy length, those who had lived in their property for 6-10 years were the least satisfied (59%) and those who had lived in their property for less than one year were the most satisfied with the value of their rent (82%).

#### Q31. How satisfied or dissatisfied are you that your rent provides value for money? (All tenants)



Unweighted sample base: 644

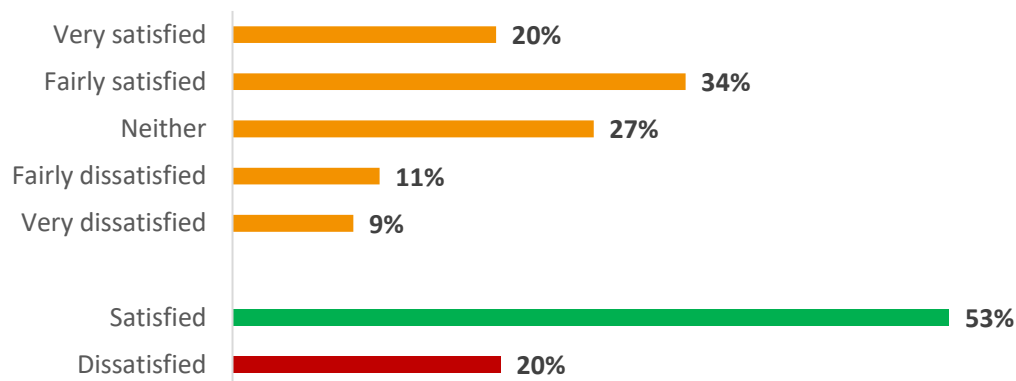


## Service charge value for money

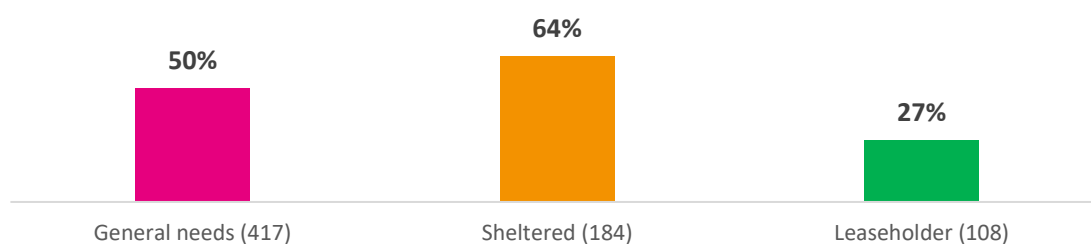
In regards to the service charges tenants pay for, 53% are satisfied with the value for money they provide, with a fifth (20%) very satisfied with this measure. Another fifth (20%) express dissatisfaction towards this measure, with 9% very dissatisfied.

When broken down to tenure level, it can be seen that sheltered tenants reported the highest level of satisfaction with their service charge (64%). This is followed by half of general needs tenants (50%) being satisfied. Leaseholders reported the lowest level of satisfaction at 27%.

### Q32. How satisfied or dissatisfied are you that your service charges provides value for money? (All tenants)



Unweighted sample base: 602



### Q32. How satisfied or dissatisfied are you that your service charges provides value for money? – By subgroup

Regarding service charge providing value for money, those living in maisonettes are the least satisfied (28%), although this is from a relatively small sample base. Within property types of an adequate base size, those in flats and bungalows (both 57%) are more satisfied than those in houses (49%).

Satisfaction with service charge is highest amongst tenants who have lived in their property for less than a year (60%) or 21+ years (58%) and is lowest amongst those who have lived in their property for 6-10 years (45%).

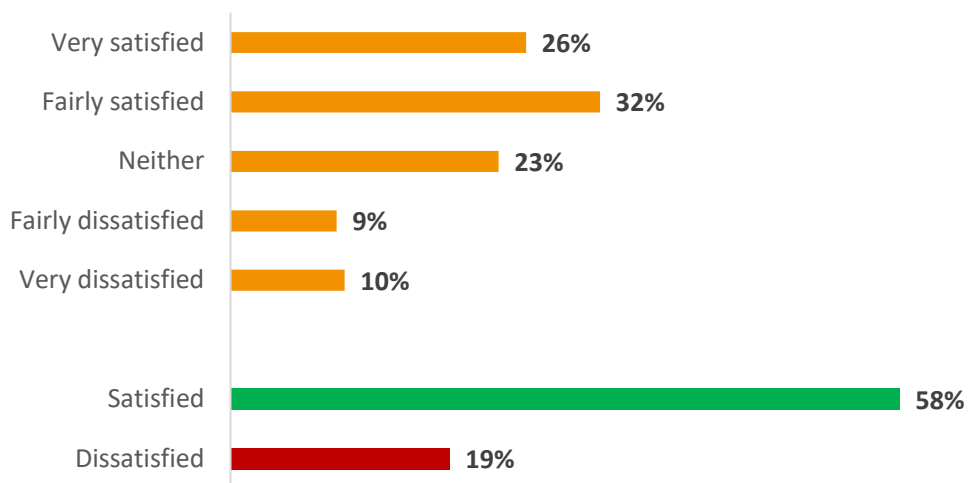
Tenants living in properties with 0-1 bedrooms are more satisfied that their service charge provides value for money than those living in 1-2 bed properties (61% cf. 43%).

## Section Eight: Coronavirus

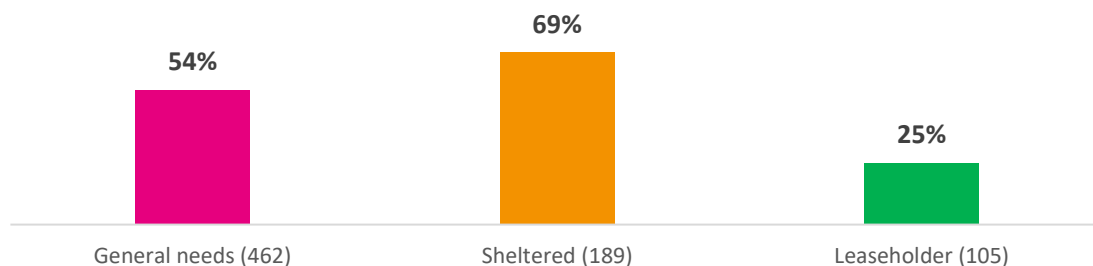
When asked how well the Council has supported tenants during the coronavirus pandemic, around six in ten (58%) felt satisfied, with a quarter (26%) feeling very satisfied. Nearly a fifth (19%) felt dissatisfied with the measure, and 23% felt neither satisfied nor dissatisfied.

By tenure, sheltered tenants felt more satisfied with the support they received during the coronavirus pandemic than general needs tenants (69% cf. 54%). Only a quarter of leaseholder (25%) were satisfied with the support they received from Brentwood Borough Council.

**Q33. How satisfied or dissatisfied are you with the way Brentwood Borough Council have supported you during the coronavirus pandemic? (All tenants)**



Unweighted sample base: 652



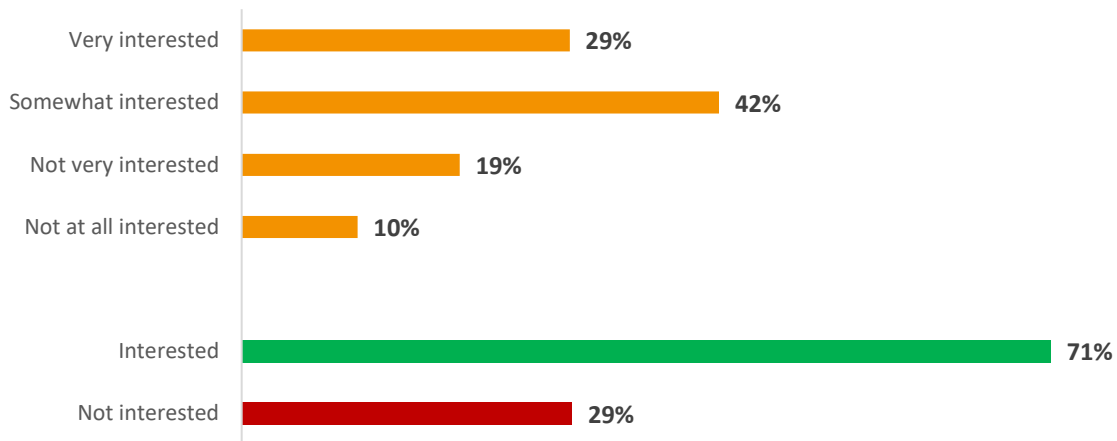


## Section Nine: Tenant Support Services

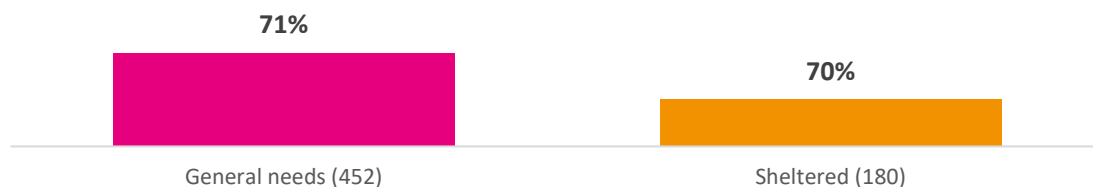
This section explores aspects of tenant support services, such as interest in potential new services and satisfaction with existing schemes.

Brentwood Borough Council are considering extending their support to general needs tenants, as well as sheltered tenants. When asked how interested they would be in this proposal, seven in ten (71%) tenants stated that they would be interested, with 30% very interested. 29% were not interested in this change in service, with 10% not at all interested.

**Q34. We are thinking of changing our services to provide support not only to our tenants in sheltered schemes, but also for general needs tenants who may require support. How interested would you be in this proposal? (All tenants)**

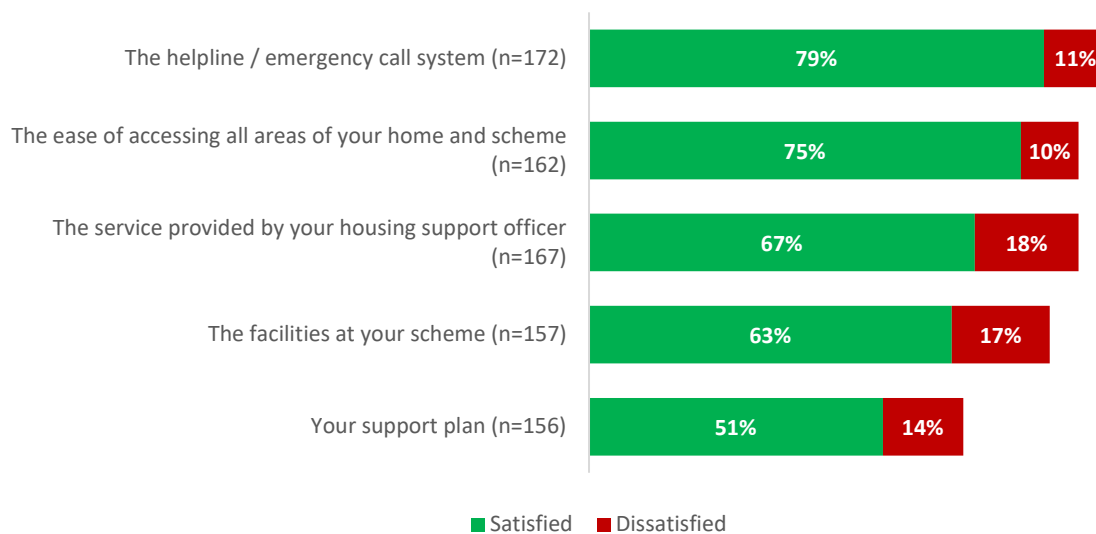


Unweighted sample base: 633



Sheltered tenants were asked to express their perceptions of their sheltered home and scheme. Tenants had highest levels of satisfaction towards the helpline/emergency call system (79%), and the ease of accessing all areas of their home and scheme (75%). The aspect with the lowest level of satisfaction was the support plan, however satisfaction still outweighed dissatisfaction (51% cf. 14%). 44% of sheltered tenants said that they were neither satisfied nor dissatisfied with their support plan, indicating a large proportion were not really sure if they had one or not.

**Q35. Thinking about your sheltered home and scheme, how satisfied or dissatisfied are you with the following? (Sheltered only)**



## Conclusion

Taking everything into account, 59% of tenants are satisfied with the overall service provided by their landlord. The HouseMark 2021/22 benchmark median for this indicator is 85%. When comparing the views of Brentwood Council tenants to the benchmarking data, this does fall into the lower quartile, with a minimum threshold of 81. The Covid-19 situation needs to be taken into context when viewing these results. Service delivery has had to change dramatically as well as direct contact with tenants, meaning respondents have not been getting the services they were receiving prior to 2020. General needs tenants are less satisfied than Sheltered tenants in this regard, a common finding throughout the report.

In terms of Council perceptions, satisfaction is lowest in terms of feeling valued (32%), promises being kept (33%), having a good reputation in the area (36%) and understanding needs (39%). This indicated an issue amongst tenants about their connection with the Council as a landlord, which ties into measures of communication and contact between the tenants and landlord.

Like many social housing providers over the last 18 months, the data shows that there is an appetite for Brentwood Borough Council to focus on their responsiveness to tenants and to listen to tenants to a greater extent. Around half (51%) of tenants are satisfied that the Council are easy to deal with, whilst 30% show a dissatisfaction towards this measure. A further 19% feel neither positive nor negative, which shows a varied degree in perceptions as to how happy tenants are when speaking with the Council. This measure does again fall into the lower quartile against the latest HouseMark benchmark, highlighting that Brentwood Borough Council tenants are typically less satisfied than most when compared to other local councils and ALMO's.

Strengthening tenant voice will be important given the wider policy context for social landlords. The government's Social Housing White Paper titled 'The Charter for Social Housing Residents' sets out what every social housing resident should be able to expect. Perceptions amongst tenants were also low in terms of satisfaction with the opportunity to make views known (34% satisfied) and being kept informed about things that may affect them as a resident (45% good). These highlight issues with communication that if improved would see Council perceptions improve. Ensuring tenants feel that the Council is easy to deal with, and keeping tenants informed and giving ample opportunity to making views known will go a long way to improving perceptions of how valued they feel as a tenant, improving reputations and making tenants feel like their needs are being valued and listened to.

In terms of improving overall perceptions, understanding service priorities and where to put focus into is important. 80% of tenants say that the repairs and maintenance is a priority to them. The

repairs and maintenance service perceptions is in the lower quartile when compared to the HouseMark benchmark. The repairs service was the hardest service to operate for many organisations through the pandemic, so it's understandable that any impact to this service will have impact tenants' overall satisfaction. Improving satisfaction with the repairs and maintenance services will help to improve overall satisfaction going forwards. The second biggest priority is the quality of home – improvements to the repairs service will also help to improve perceptions of quality, which all add up to increase overall perceptions as these are tenants' biggest priorities.

# Appendix A: Profile

Tenure		
General needs	507	77%
Sheltered	151	23%
Property type		
Flat	253	38%
House	267	41%
Bungalow	96	15%
Maisonette	20	3%
Bedsit	21	3%
Length of tenancy		
Less than one year	36	6%
1 – 5 years	136	21%
6 – 10 years	105	16%
11 – 20 years	141	21%
21+ years	239	36%
Bedrooms		
0 to 1	267	41%
1 to 2	205	31%
3+	186	28%
Area		
Bishops Hall	111	17%
Blackmore	8	1%
Brentwood Station Area	38	6%
Brentwood Town Centre	41	6%
Copperfield & Mayfield	11	2%
Costead Manor	32	5%
Doddinghurst	7	1%
General Fund Properties	4	1%
Hutton (North of Rayleigh Rd)	79	12%
Hutton (South of Rayleigh Rd)	75	11%
Ingatestone	59	9%
Ingrave & Herongate	7	1%
Kelvedon Hatch	22	3%
Mountnessing	5	1%
Navestock	8	1%
Pilgrims Hatch	15	2%
Stondon Massey	9	1%
Three Arch Bridge	68	10%
Warley	56	9%
West Horndon	2	0%
Wyatts Green	4	1%

# Appendix B: Survey



WIN ONE  
OF TEN **£50!**  
PRIZES

If you tick the relevant box in the survey you will be entered into a prize draw with the chance to win one of ten £50 CLICK IT LOCAL vouchers.

**Please read these instructions carefully before completing the survey.**

- It should be completed by the tenant at this address, their partner/spouse or carer, on their behalf.
- Please carefully read the instructions for each question.
- Please check that you have answered all questions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M-E-L Research in the FREEPOST envelope provided, or complete it online at [melresearch.co.uk/Brentwood](http://melresearch.co.uk/Brentwood). When prompted, type in your ID number found at the top right corner of the letter.

The survey will take about 10 minutes to complete and all of the answers you give will be treated in the strictest confidence. By taking part in this survey you will be providing information that Brentwood Borough Council can use to improve the services they provide to you.

## Section One: General Service Perceptions

**Q1** How satisfied or dissatisfied are you with the service provided by Brentwood Borough Council?  
**PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2** How likely would you be to recommend Brentwood Borough Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? **PLEASE TICK ONE BOX ONLY**

0 - Not at all likely .....	<input type="checkbox"/>	6 .....	<input type="checkbox"/>
1 .....	<input type="checkbox"/>	7 .....	<input type="checkbox"/>
2 .....	<input type="checkbox"/>	8 .....	<input type="checkbox"/>
3 .....	<input type="checkbox"/>	9 .....	<input type="checkbox"/>
4 .....	<input type="checkbox"/>	10 - Extremely likely .....	<input type="checkbox"/>
5 .....	<input type="checkbox"/>		

**Q3** To what extent do you agree or disagree with the following statements about Brentwood Borough Council? **PLEASE TICK ONE BOX FOR EACH ROW**

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
Provides efficient and effective services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treats residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is open and transparent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cares about their customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel valued by Brentwood Borough Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treats me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust Brentwood Borough Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4** Which of the following services would you consider to be your top three priorities? **PLEASE TICK UP TO THREE BOXES**

Keeping residents informed .....	<input type="checkbox"/>	Your neighbourhood as a place to live .....	<input type="checkbox"/>
The overall quality of your home .....	<input type="checkbox"/>	Value for money for your rent (and service charges).....	<input type="checkbox"/>
Listening to residents' views and acting upon them.....	<input type="checkbox"/>	Support and advice on claiming welfare benefits and paying rent.....	<input type="checkbox"/>
Repairs and maintenance .....	<input type="checkbox"/>	Heating and energy efficiency of your home ..	<input type="checkbox"/>
Dealing with anti-social behaviour .....	<input type="checkbox"/>	Other (please specify below).....	<input type="checkbox"/>

## Section Two: Housing Perceptions

**Q5** How satisfied or dissatisfied are you with the overall quality of your home? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6** How satisfied or dissatisfied are you with the heating and energy efficiency of your home? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7** Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Brentwood Borough Council provides a home that is safe and secure? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q8** To what extent do you agree or disagree that Brentwood Borough Council...? **PLEASE TICK ONE BOX FOR EACH ROW**

	Strongly agree	Slightly agree	Neither	Slightly disagree	Strongly disagree	Not applicable
...has given me information on building safety and what my responsibilities are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...carries out regular fire safety checks on my building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... takes tenants health and safety concerns seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section Three: Repairs and Maintenance

**Q9** Have you had any repairs carried out in your home in the last 12 months?

Yes ..... ☐ Go to Q10                      No..... ☐ Go to Q12

**Q10** Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the overall repairs service provided by Brentwood Borough Council on this occasion? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q11** Thinking about the last repair, how satisfied or dissatisfied were you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done right first time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The workers doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Q12** How satisfied or dissatisfied are you with the gas servicing arrangements? **PLEASE TICK ONE BOX ONLY**

Very	satisfied	Fairly	satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not	applicable
	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

#### Section Four: Estates and Neighbourhood Services

**Q13** How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q14** How satisfied or dissatisfied are you with the cleaning of the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q15** How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q16** How satisfied or dissatisfied are you with your neighbourhood as a place to live? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q17** To what extent are any of the following a problem in your neighbourhood? **PLEASE TICK ONE BOX FOR EACH ROW**

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish and litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other pet related problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q17 continued...**

Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise related issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>			

**Q18** In the last three years, would you say your neighbourhood has got better or worse? **PLEASE TICK ONE BOX ONLY**

Better - GO TO Q19 ☐      Worse - GO TO Q19 ☐      Stayed the same - GO TO Q20 ☐

**Q19** Please can you further explain why you think your neighbourhood has got better or worse? **PLEASE WRITE IN THE BOX BELOW**

**Section Five: Anti-social Behaviour**

**Q20** Have you reported anti-social behaviour to Brentwood Borough Council in the last 12 months? **PLEASE TICK ONE BOX ONLY**

Yes ..... ☐ Go to Q21      No ..... ☐ Go to Q23

**Q21** At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? **PLEASE TICK ONE BOX ONLY**

Very easy ☐      Fairly easy ☐      Fairly difficult ☐      Very difficult ☐

**Q22** How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section Six: Communications

**Q23** How satisfied or dissatisfied are you with the way Brentwood Borough Council deals with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your enquiries in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q24** Which of the following methods of being kept informed and getting in touch with Brentwood Borough Council do you prefer to use? **PLEASE SELECT YOUR TOP THREE PREFERENCES**

Email.....	<input type="checkbox"/>	Newsletter by post .....	<input type="checkbox"/>
Telephone .....	<input type="checkbox"/>	Newsletter by email.....	<input type="checkbox"/>
Text / SMS .....	<input type="checkbox"/>	Website.....	<input type="checkbox"/>
Letter by post.....	<input type="checkbox"/>	Self-service portal .....	<input type="checkbox"/>
Visit to the office.....	<input type="checkbox"/>	Social media (e.g. Twitter, Facebook) .....	<input type="checkbox"/>
Visit to your home by staff.....	<input type="checkbox"/>	Other (please specify below).....	<input type="checkbox"/>
Open meetings .....	<input type="checkbox"/>		

**Q25** How satisfied or dissatisfied are you that Brentwood Borough Council listens to your views and acts upon them? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q26** How satisfied or dissatisfied are you that Brentwood Borough Council gives you the opportunity to make your views known? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q27** How satisfied or dissatisfied are you that Brentwood Borough Council is easy to deal with? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q28** How good or poor do you feel Brentwood Borough Council is at keeping you informed about their services and decisions? **PLEASE TICK ONE BOX ONLY**

Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q29** What has prevented you in the past in getting involved with Brentwood Borough Council? **PLEASE TICK ONE BOX ONLY**

I don't have time.....	<input type="checkbox"/>	I have no interest .....	<input type="checkbox"/>
I have a physical or mental health issue which prevents me from attending .....	<input type="checkbox"/>	Other (please specify below).....	<input type="checkbox"/>

**Q30** We want you to be involved in developing and monitoring these services, which of the following would you be interested in participating in? **PLEASE TICK ALL THAT APPLY**

Estate walkabouts .....	<input type="checkbox"/>	Online forum – email or portal where we ask specific questions.....	<input type="checkbox"/>
Formal Scrutiny Group .....	<input type="checkbox"/>	Information about performance provided to you via website or newsletter .....	<input type="checkbox"/>
Focus group set up to address a specific issue e.g. improving our repairs service .....	<input type="checkbox"/>	Other (please specify below).....	<input type="checkbox"/>

### Section Seven: Value for Money

**Q31** How satisfied or dissatisfied are you that your rent provides value for money? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q32** How satisfied or dissatisfied are you that your service charges provide value for money? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section Eight: Coronavirus

**Q33** How satisfied or dissatisfied are you with the way Brentwood Borough Council have supported you during the coronavirus pandemic? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section Nine: Tenant Support Services

**Q34** We are thinking of changing our services to provide support not only to our tenants in sheltered schemes, but also for general needs tenants who may require support. How interested would you be in this proposal? **PLEASE TICK ONE BOX ONLY**

Very interested .....	<input type="checkbox"/>	Not very interested .....	<input type="checkbox"/>
Somewhat interested .....	<input type="checkbox"/>	Not at all interested .....	<input type="checkbox"/>

Please only answer question 35 if you live in a sheltered scheme.

Q35	Thinking about your sheltered home and scheme, how satisfied or dissatisfied are you with the following? <b>PLEASE TICK ONE BOX FOR EACH ROW</b>	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The service provided by your housing support officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The helpline / emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The ease of accessing all areas of your home and scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Your support plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Section Ten: Any Other Comments

Q36 With exception of a reduction in rent or service charges, what one thing could Brentwood Borough Council do to improve the service they provide to you? **PLEASE WRITE IN THE BOX BELOW**

Q37 Please can you tell us what you think Brentwood Council do well? **PLEASE WRITE IN THE BOX BELOW**

Brentwood Borough Council may wish to contact you again to invite you to take part in further research about the subjects covered in this survey. If you would like to be re-contacted by the Council we need your permission to pass on your contact details to them for this purpose.

If you give permission, we would only pass on your contact details; your answers to this survey remain confidential. The Council will only use your contact details to talk to you about further research and will not pass these on to anyone else.

Q38 Are you happy to be re-contacted?

Yes - I am happy to be re-contacted ..... ☐ No - I do not want to be re-contacted ..... ☐

Finally, Brentwood Borough Council is offering a prize draw for completing this survey! You could **win one of ten £50 CLICK IT LOCAL vouchers**.

Q39 Are you happy to take part in the prize draw?

Yes ..... ☐ No ..... ☐

**Thank you for completing this survey. Please return this questionnaire to M·E·L Research in the FREEPOST envelope provided by 22 September 2021.**



m.e.l  
research

