



# STAR Customer Satisfaction Survey 2023



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# 1. Introduction

## Background

This report details the results of Cynon Taf's 2023 STAR tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future.

The survey used the Housemark STAR methodology and was consistent with the Welsh Government's requirements for collecting national tenants satisfaction performance measures.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2021 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Welsh Government's 2022-2023 data for social housing landlords. .

## About the survey

The survey was carried out in September and November 2023. Paper self completion questionnaires were distributed to all 1918 households, followed by a full reminder. In addition, email invitations and reminders were sent to every valid email address on Cynon Taf's records that hadn't yet taken part (1136), and later text invitations and reminders to all non-respondents with a mobile number (1,852). The survey was incentivised with a free prize draw.

In total 623 tenants took part in the survey, which represented a 32% response rate that. A sample of this size has a theoretical error margin of +/- 3.2% overall, which easily exceeds the STAR target of +/- 4%. Around a third (32%) of these responses were collected online, including an 11% email and 7% text message response rate.

The sample was weighted in order to be representative by age, area and stock type. This ensured that the other demographic and property variables were also broadly representative.

## Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.



## 2. Executive summary



bench mark	2021 result	change over time	2023 result	
81%	81%	↔	81%	satisfaction overall
81%	81%	↑	82%	quality of home
85%	86%	↑	87%	safety and security of home
82%	84%	↑	85%	rent value for money
68%	72%	↓	66%	service charge value for money
74%	74%	↑	79%	repairs and maintenance overall
-	81%	↑	88%	last completed repair
-	84%	↑	88%	easy to deal with
66%	70%	↓	68%	listens to views and acts on them
-	81%	↑	84%	being kept informed
60%	65%	↑	66%	taking part in decision making
61%	66%	↑	69%	having a say in service management
77%	79%	↔	79%	trusted
83%	87%	↓	83%	neighbourhood as a place to live
61%	67%	↔	67%	dealing with ASB

 statistically significant improvement  
  no statistically significant change  
  statistically significant decline

## 2. Executive summary

### Overall satisfaction

1. Overall satisfaction with the service provided by Cynon Taf Housing is unchanged compared to 2021 (81% satisfied), with a slight drop in the proportion that are actively dissatisfied (11% v 13%, section 3).
2. This is in contrast to sector wide trends as tenant satisfaction scores have been falling due to the cost-of-living crisis, inflationary rent increases and shortages in labour and materials. However, there is an interesting pattern where satisfaction by age varies less than before because whilst it has improved for 34-49 year old's, it has fallen for those aged 50+.
3. In keeping with the pattern of overall satisfaction, most of the results across the survey also demonstrate only minor fluctuations with most in line with the benchmark averages, with some being well above, notably including repairs and maintenance overall where the ratings have improved since the last survey (section 5), and the tenant involvement questions (section 8).
4. 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 five factors most closely associated with overall tenant satisfaction are below. Note that the strongest key is also the question that performs best against the Welsh Government benchmarks.
  - Having a say in how services are managed (69% satisfied, section 8)
  - Safety and security of the home (87%, section 4)
  - Being kept informed (84%, section 8)
  - Rent value for money (85%, section 5)
  - Repairs and maintenance service overall (79%, section 6).

### Communication

5. Jumping to the top of the key driver list this year is tenant satisfaction with the extent to which they can have their say in how services are managed. This is an unusual inclusion in a key driver list, but this is the only score in benchmark top quartile (69% v 61% Wales average, section 8).
6. The paired statement asking about the opportunities to take part in decision making follows a very similar pattern with the 66% satisfaction score being six points above the benchmark.
7. The proportion of tenants that say they are being listened to and their views acted upon (68%) is also still slightly above the average in Wales.
8. Another key driver is how well informed tenants feel that they are kept, which having ticked up this year (84%, was 81%), reversing the longstanding trend of for this score to decline with every survey.

### Customer service

9. The customer service picture has improved this year, with every rating in this section going up, including statistically significant increases in some of the specific questions about the last contact (section 7).
10. The vast majority of tenants believe that Cynon Taf is easy to deal with, which is known as a 'customer effort' score (88% satisfied).
11. Similarly, when they last made contact most tenants found it easy to get hold of the right person (83%), and there are statistically significant 5% increases in satisfaction with being dealt with promptly and the ability of staff to deal with the query (both 86%).
12. Although the majority claim that no improvements are needed, the most common suggesting for improving communication is to have more regular contact with members of staff (10% of comments).

## 2. Executive summary

### The home

13. In keeping with the pattern of responses to the overall satisfaction question, headline tenant perceptions of the home they live are also effectively unchanged since 2021, being consistent across a number of surveys (section 4).
14. This includes 82% that are satisfied with the quality of the home and 87% with safety and security, both being very slightly higher than the benchmark in Wales.
15. However, note that for both questions the proportion 'very' satisfied in 2021 to a level that appear to be the new baselines as they are unchanged this year.
16. Nevertheless, the safety and security of the home continues to be a key driver of overall satisfaction, unsurprisingly so in the context of the current high media profile of safety in social housing.

### Value for money

17. The perception of rent value for money continues to be very resilient, having varied little over several surveys and being higher than the benchmark in Wales (85% v 82%, section 5).
18. Although high, in the context of the cost-of-living crisis it is unsurprising that this remains a key driver of overall satisfaction.
19. Indeed, the proportion having difficulty paying their bills has increased by half as much again since 2021, from 31% to 46%. This includes 68% of the under 50s.
20. In contrast to the rent, service charge value for money is rated lower than before, totalling an 11% drop since 2020 to the current level of 66%. This moves Cynon Taf's score slightly below the benchmark level (66% v 72%).

### Repairs and maintenance

21. Satisfaction with the repairs and maintenance provided by Cynon Taf has fully reversed the downward trend seen in the 2021 survey. Overall satisfaction of the service has increased by 5% to 79%, and the last completed repair is rated 7% better than before (now 88%, section 6).
22. This means that repairs satisfaction is once again well above the benchmark median of 74%.
23. The only detailed question about the last repair that hasn't improved is doing the repair 'right first time' (80% satisfied). This is also the lowest rated aspect of repairs and is the strongest driver of satisfaction with the last work that was one to the property.
24. In addition, completing works that are outstanding is the most commonly suggested priority for improving the repairs service.

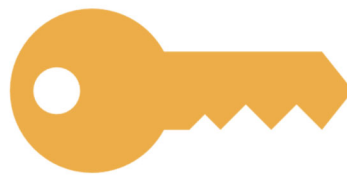
### Neighbourhoods

25. When asked to rate their local area, 80% of respondents are satisfied with their neighbourhood as a place to live, which includes a notable drop in satisfaction amongst the youngest tenants (section 9).
26. The way Cynon Taf deals with anti-social behaviour continues to compare favourably against other landlords in Wales being 6% above the median benchmark score and unchanged since 2021 (67% satisfied).
27. However, tenants who claim to be reported ASB to Cynon Taf have a less positive view (37%), although they are somewhat more satisfied with the advice provided by staff (46%) and being kept informed (42%).



### 3. Services overall

**81** %  
satisfied  
overall



top 'key drivers'

1. say in service management
2. safety and security of home
3. being kept informed
4. value for money for rent
5. repairs & maintenance overall



No change in satisfaction since 2021, in contrast to the pattern across the sector where satisfaction has fallen this year



Most scores are now generally on par with Welsh Government benchmarks



Having a say about how services are managed is the new top key driver, a score where Cynon Taf is in the top quartile

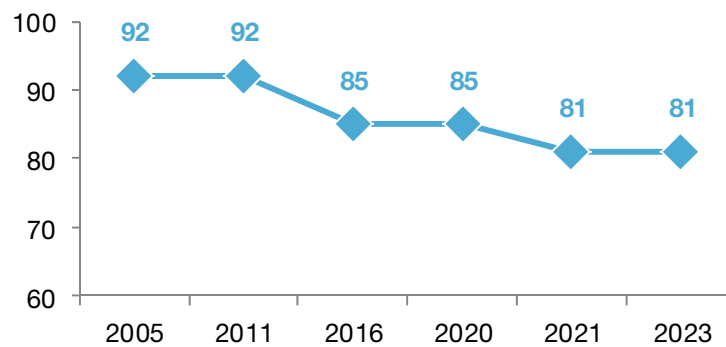
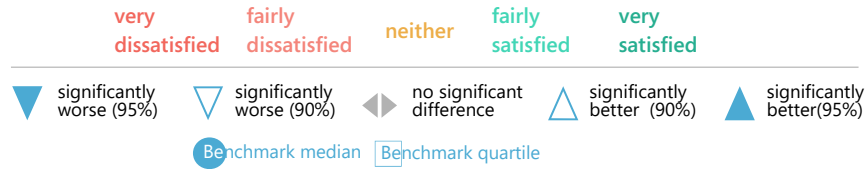
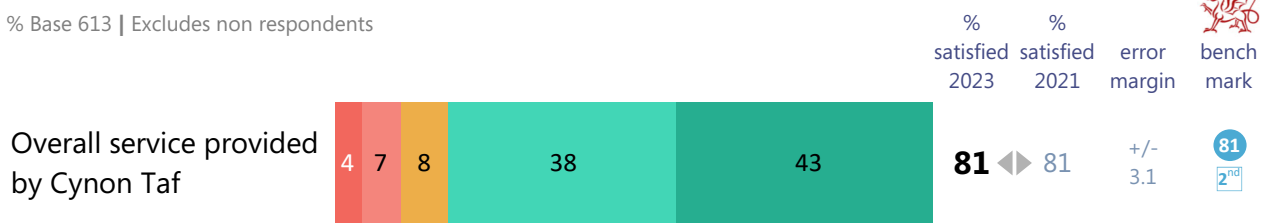


Satisfaction by age varies less than before because whilst it has improved for 34-49 year old's, it has fallen for those aged 50+

## 3. Services overall

### 3.1 Overall satisfaction

% Base 613 | Excludes non respondents



Overall satisfaction with the service provided by Cynon Taf Housing is **unchanged** compared to 2021 (81% satisfied), with a slight drop in the proportion that are actively satisfied (11% v 13%).

This is in contrast to the pattern of survey results across the United Kingdom over the past couple of years which has seen lower scores due to the cost-of-living crisis, compounded by the fact that landlords are also affected by high inflation with most having to increase rents at the same time as dealing with shortages in labour and materials that impact on the standard of services that can be provided.

This means that overall satisfaction amongst Cynon Taf tenants is now **on par** with the most recent Welsh Government benchmark data.

Similarly, the proportion of tenants that **trust** Cynon Taf is also unchanged (79%), with in this case the score being slightly above the national average of 77%,

This is reflected 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).

Similarly, relative to the Welsh Government benchmarks, most of Cynon Taf's scores are in line with the benchmark averages, with some being well above, notably including repairs and maintenance overall where the ratings have improved since the last survey (section 5), and the tenant involvement questions (section 8).

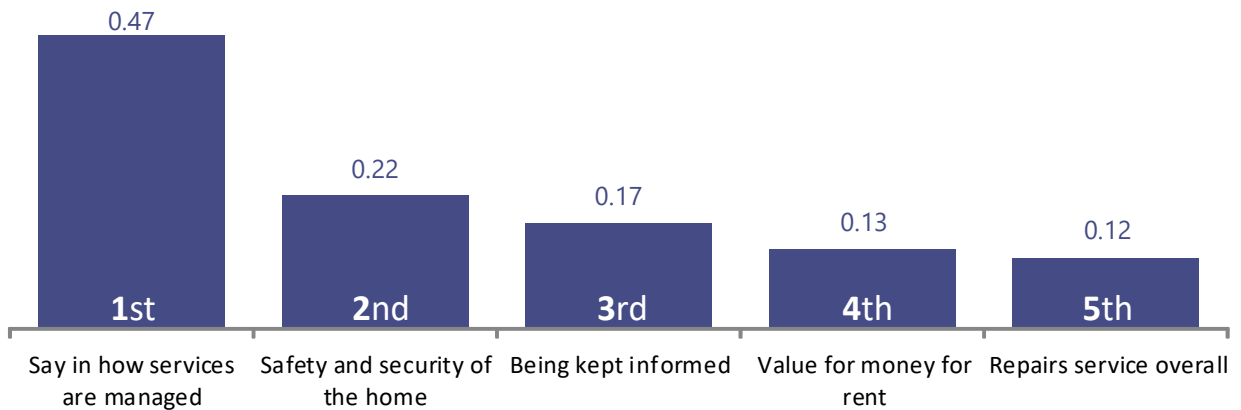
A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating, but it does highlight the combination of 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 3.2).



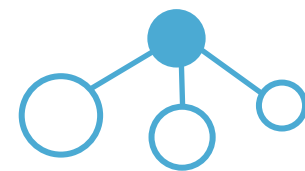
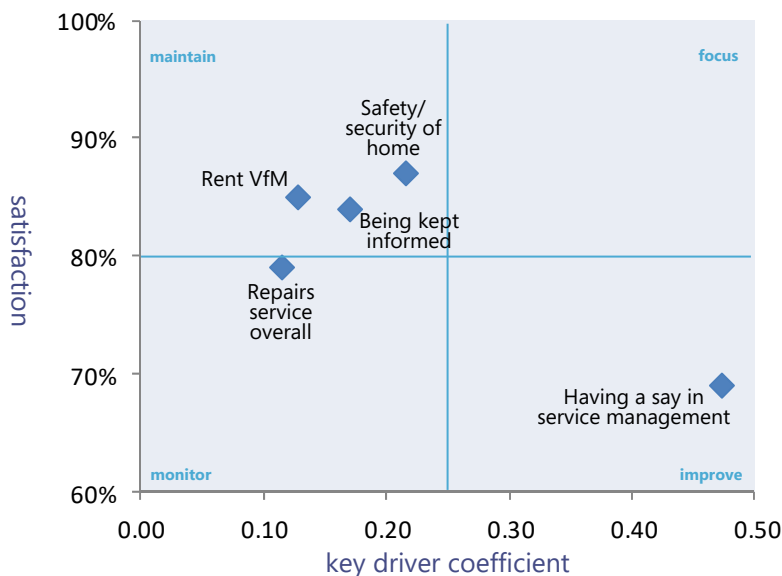
## 3. Services overall

### 3.2 Key drivers - overall satisfaction

R Square = 0.426 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



### 3.3 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.

The primary theme of the key drivers this year is **tenant involvement** because tenant's views on the extent to which they are **given a say** on how services are managed dominates this list. This is a positive association as tenant involvement appears to be one of Cynon Taf's strengths, with this specific question being the only one in the survey to be in the benchmark top quartile (section 8).

Indeed, the other scores in this section of the results are also relatively high, including how well tenants are **kept informed** that is also a key driver, having reversed a downward trajectory that has been evident for over a decade.

The key driver list is quite different from the last survey in 2021 mainly because at that point **repairs and maintenance** was the number one topic, obviously related to that period of post pandemic recovery. Satisfaction that services has improved considerably in the current survey (see section 6), to the extent that whilst it still appears on the list, it is does so in a lowlier fifth place.

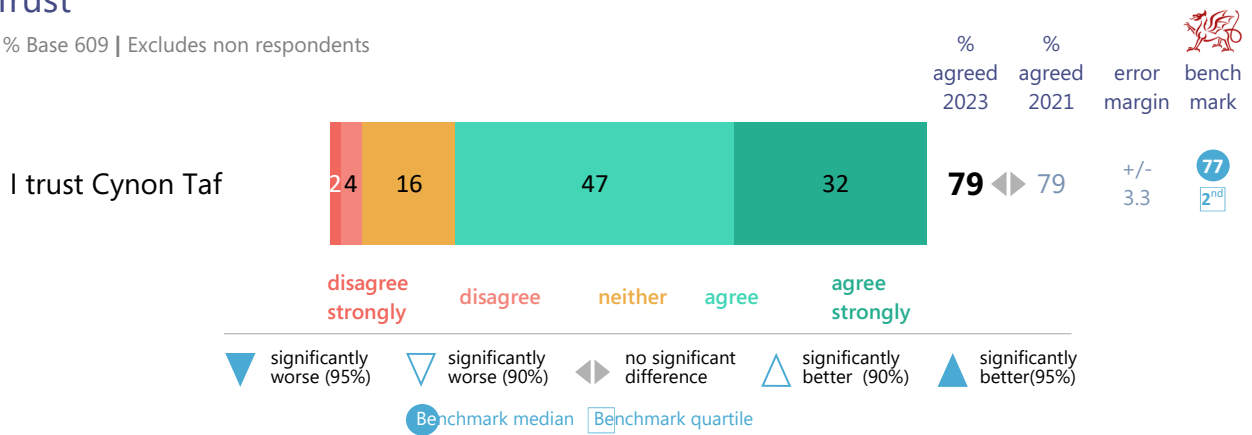
Another holdover key driver since 2021 is the **safety and security of the home**, albeit maintaining a similar strength as before being the second-best predictor of how satisfied tenants are overall. The satisfaction score is similarly unchanged, and although pleasingly high at 87%, reinforces how important to this topic is to many tenants.

Finally, **rent value for money** is the fourth ranked key driver, having returned to this list having been absent last time despite having been the strongest key driver in 2020. This obviously reflects the impact of the cost of living crisis on tenants, albeit the value for money that they get from the rent is still highly regarded (see section 5).

# 3. Services overall

## 3.4 Trust

% Base 609 | Excludes non respondents



### Change over time

- Virtually no changes in satisfaction with Cynon Taf overall, or in the proportion that trust their landlord.



### By people

- The most influential demographic category in most tenant surveys is **age group** and the overall pattern tends to continue across most other survey results. As is common, satisfaction is highest for retirement age tenants (85%, inc. 48% very satisfied), but the range between highest and lowest has reduced considerably (8%, was 19%).
- This is because overall satisfaction has fallen amongst the **over 50s** (81% v 85%), including a 6% drop in the proportion 'very' satisfied.
- Conversely, satisfaction amongst **35-49** year olds has increased significantly from 71% to 83%.
- Overall satisfaction is also significantly lower for people that had **experienced ASB** (77%) or had **5 – 6 repairs** (65%).
- **New tenants** in their first year with Cynon Taf are significantly more satisfied than average (89%), however this falls to 80% for those who have been a tenant for 1 – 2 years and is significantly lower than average amongst those who have been a tenant for 11 – 20 years (73%).



### By place

- There is only one **area** where overall satisfaction is significantly lower than for the sample as a whole (Pontyclun) but note that the base size is small consisting of just 11 respondents.
- Respondents in Mountain Ash are significantly more likely to agree that they trust Cynon Taf than respondents in any other area (92%), a score which is 15% higher than in 2021.
- Overall satisfaction is higher than average for tenants in **flats** (84%) compared to those living in houses (80%), with satisfaction being lowest amongst the very small group in bungalows (73%).

## 3. Services overall

### 3.5 Service overall by area

Areas with 10 or more respondents shown.

		% positive	
	Sample size	Overall satisfaction	Tenants trust Cynon Taf
<b>Overall</b>	<b>623</b>	<b>81</b>	<b>79</b>
Aberaman	53	83	80
Abercwmboi	41	84	74
Abercynon	30	94	76
Aberdare	19	74	88
Beddau	11	92	91
Church Village	12	84	82
Cilfynydd	12	79	89
Cwmaman	26	88	82
Gadlys	10	67	56
Godreaman	13	75	75
Graig	16	74	80
Hirwaun	42	74	78
Miskin	42	85	82
Mountain Ash	40	85	92
Penrhiwceiber	40	79	69
Pontyclun	11	52	71
Rhydyfelin	30	86	81
Trallwn	18	90	75
Trecynon	32	88	77
Treforest	10	69	71
Ynysboeth	12	92	92
Ynysybwl	24	65	72

Significantly **worse** than average  
(95% confidence\*)

Significantly **better** than average  
(95% confidence\*)

Significantly **worse** than average  
(90% confidence\*)

Significantly **better** than average  
(90% confidence\*)

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



## 4. The home

87%



safe & secure

82%



quality



Both questions have been very stable over a number of surveys, albeit with fewer 'very' satisfied in the post pandemic period



Both are also rated very slightly above the benchmarks



Safety and security of the home continues to be a key driver of overall satisfaction

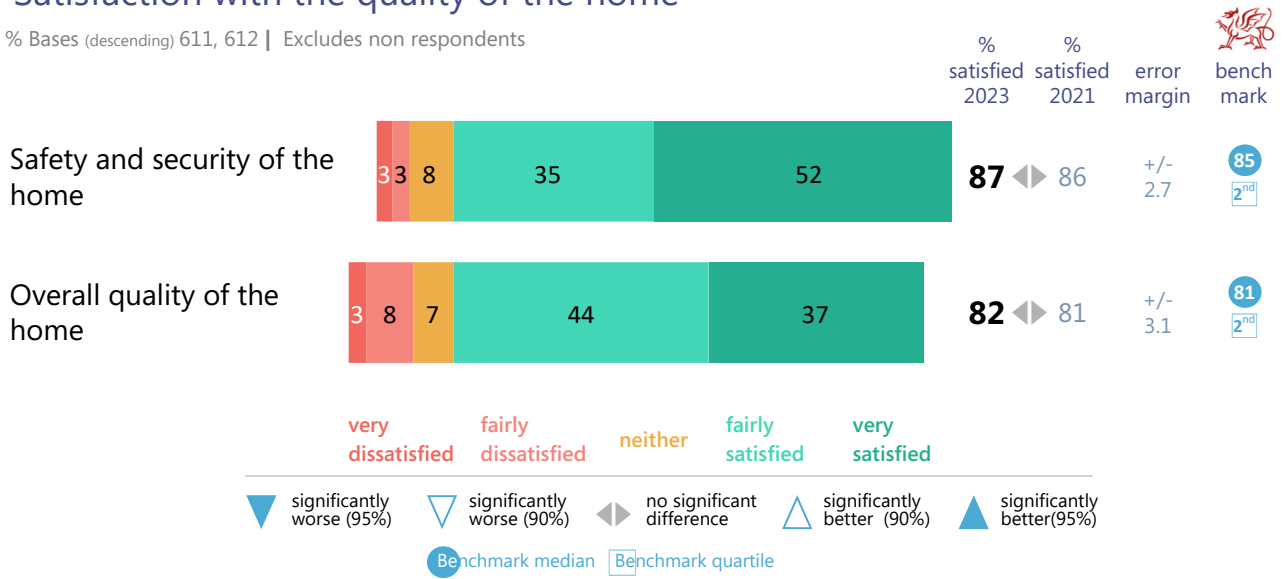


The under 50s are significantly less satisfied with the quality of their homes

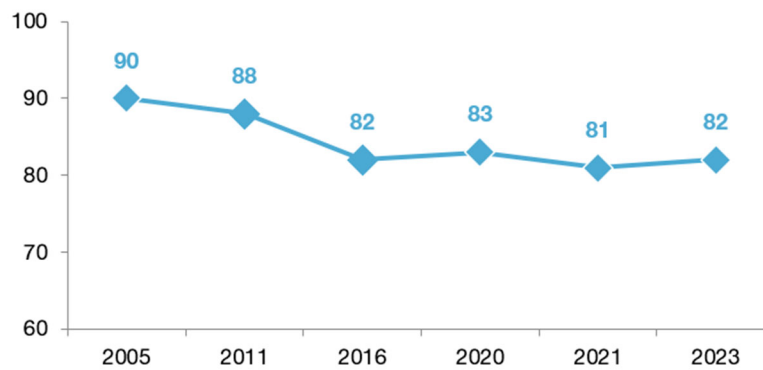
# 4. The home

## 4.1 Satisfaction with the quality of the home

% Bases (descending) 611, 612 | Excludes non respondents



### Quality of home



In keeping with the pattern of responses to the overall satisfaction question, tenant perceptions of the home they live in are also effectively **unchanged** since 2021.

Indeed, headline tenant satisfaction with the **quality of the home** has varied by no more than 2% since 2016, with the 82% satisfaction score also being consistent against the Wales benchmark average of 81%. However, do note that this did span the pandemic and post pandemic period, during which the proportion who are 'very' satisfied fell to around the current level.

Similarly, the headline **safety and security** of the home satisfaction rate is also very stable since first being asked in 2020, although again the proportion that are 'very' satisfied appears to be the new baseline as it is unchanged since 2021, but 14% lower than in 2020.

This stability extends to the **key driver** analysis, where the safety and security of the home appears with a similar strength to how it did in 2021. Although this seems to be a positive association with overall satisfaction, it is also unsurprising when considering the current high media profile of safety in social housing, especially regarding damp and mould.



### Change over time

- There are no significant differences over time in these scores.



### By people

- Those tenants **aged 65 or more** are significantly more satisfied than average with both the quality and safety/security of their home (92% for both).
- The **under 50s** rate the quality of the home significantly lower than average (73%).
- Tenants aged 35 - 49 are also once again the least satisfied with the safety and security of their home (82%), although this figure is higher for the under 35s (87%).
- Clear and significant difference **by stock** with tenants in sheltered accommodation significantly more satisfied than general needs tenants with the quality of their homes (91% v 79%).
- The small group of respondents who have **reported ASB** are significantly less satisfied with both the quality and safety/security of their homes (76% and 78%).



### By place

- Some significant differences by **area** in the rating for the quality of the home with Church Village respondents significantly more satisfied than average (91%), whereas satisfaction is significantly lower in Graig (56%), Hirwaun (73%) and Penrhiwceiber (76%).
- Tenants that have had **5 – 6 repairs** are the least satisfied with the quality of their home (76%).
- Those living in **flats** are far more satisfied with the quality of their home than those in houses (91% v 78%), a pattern also evident in the rating for the safety and security (91% 'flats' v 85% 'houses').
- The quality of the home is rated significantly higher than average in properties built between 1982 and 1990 (91%) but is significantly below average in the oldest **Victorian properties** (78%).

## 4. The home

### 4.2 Home by area

Areas with 10 or more respondents shown.

	Sample size	% positive	
		Quality of the home	Safety and security of home
<b>Overall</b>	<b>623</b>	<b>82</b>	<b>87</b>
Aberaman	53	83	82
Abercwmboi	41	66	84
Abercynon	30	88	86
Aberdare	19	91	88
Beddau	11	75	100
Church Village	12	91	91
Cilfynydd	12	100	100
Cwmaman	26	87	86
Gadlys	10	67	78
Godreaman	13	82	83
Graig	16	56	81
Hirwaun	42	73	96
Miskin	42	85	86
Mountain Ash	40	87	91
Penrhiwceiber	40	76	84
Pontyclun	11	81	92
Rhydyfelin	30	85	89
Trallwn	18	88	90
Trecynon	32	89	94
Treforest	10	85	85
Ynysboeth	12	84	92
Ynysybwl	24	85	85

Significantly **worse** than average  
(95% confidence\*)

Significantly **better** than average  
(95% confidence\*)

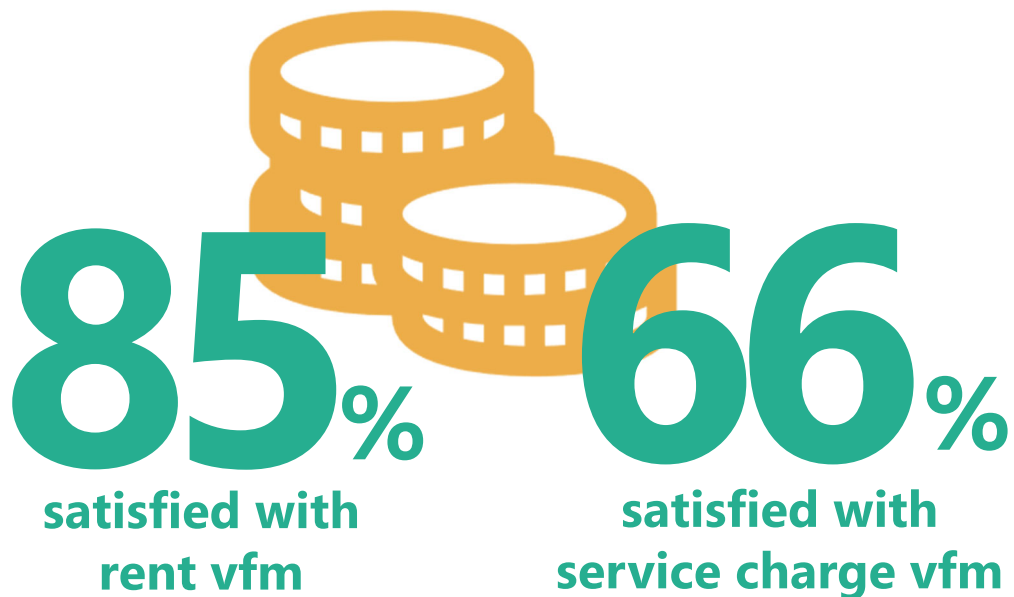
Significantly **worse** than average  
(90% confidence\*)

Significantly **better** than average  
(90% confidence\*)

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



## 5. Value for money



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£ The cost of living crisis hasn't yet had any obvious effect on the rent value for money rating, remaining above average for Wales

🔗 Although high, it is still a key driver of overall satisfaction

📉 However service charge value for money is rated lower than before, totalling an 11% drop since 2020.

🏠 The proportion having difficulty paying their bills has increased by half as much again since 2021, from 31% to 46%

👨👩👧 This includes 68% of the under 50s having difficulty paying their bills

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## 5. Value for money

In the face of a **cost-of-living** crisis and after sizeable rent increase, the perceived value for money of the **rent** has been remarkably **resilient**, with the percentage that are satisfied having varied only 1% since 2016. This means that Cynon Taf tenants still rate rent value for money slightly higher than the national average (85% v 82%).

Indeed, the strength of this score is probably why rent value for money is one of the **key drivers** of overall satisfaction with Cynon Taf (section 3).

However, the pattern is somewhat different when it comes to **service charge** value for money, where satisfaction has **fallen** 11% since 2020, including a 6% drop between 2021 and 2023. Due to the smaller base size for this question the change between this survey and last isn't quite large enough to be statistically significant, but it is significant when compared against 2020. It also moves Cynon Taf's score slightly below the benchmark level (66% v 72%).

The cost of living is nevertheless having an impact on tenants, almost a quarter admit that they are finding it difficult to **manage financially** (22%, whilst almost half have had **difficulty paying bills** in the last year (46%). The latter figure has increased by half as much again since 2021 when it was just 31%, with a doubling of the proportion that struggle to pay for food (39%), fuel (31%) or phone charges (12%). On a more positive note, there is no change in the proportion that have had difficulty paying rent payments (still 15%).

The cost of living does effect groups of people differently, with **working age tenants** being the most likely to admit they are finding it financially difficult and/or struggling to pay for one or more bills (see below).

Similarly, perceptions of value for money have been worsening within the under 35 age group, although conversely satisfaction with rent has actually improved amongst those aged 35-49. New customers are also still very appreciative of the value they receive from a Cynon Taf home (see below).



### Change over time

- No significant change in terms of satisfaction with **rent** value for money since the 2021 survey (85%, was 84%).
- However, satisfaction with the **service charge** has fallen 6% from 72% to 66%, albeit not a statistically significant difference.
- More respondents had some form of **financial difficulty** than in the previous survey (46% v 31%).
- Nevertheless, all of the **under 50s** are much more likely to be finding it difficult to manage financially and/or pay their bills (33% and 68% respectively), compared to very few retirement age tenants that feel the same (5% and 16% respectively). The answers given by middle aged tenants from 50-64 are between these two extremes (16% difficult to manage/41% difficulty paying bills).
- Respondents in the **first year** of their tenancy are more satisfied than average with their rent (92%) and are more satisfied than average with the service charge (80%).



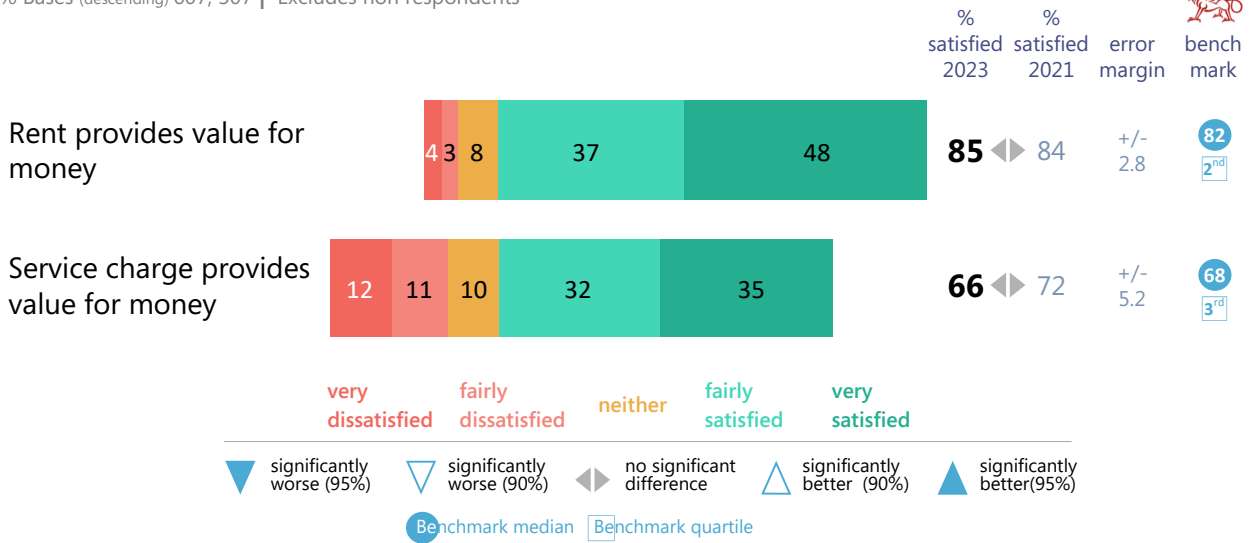
### By people

- Respondents **aged under 35** are significantly less satisfied than average with both their rent (81%, was 86%) and service charge (53%, was 82%).
- Respondents who have been a tenant for 11 – 20 years significantly less satisfied than average with their rent and service charge (77% and 52% respectively).
- In contrast, respondents **aged 35 - 49** are more satisfied than a year ago with their rent (86%, was 75%) whilst their opinion on service charge has remained static (still 61%).
- Both are rated significantly lower than average by tenants who have had some **financial difficulties** in the previous year (81% 'rent', 59% 'service charge').

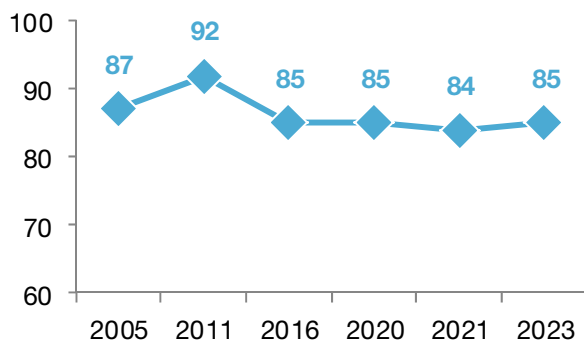
# 5. Value for money

## 5.1 Value for money

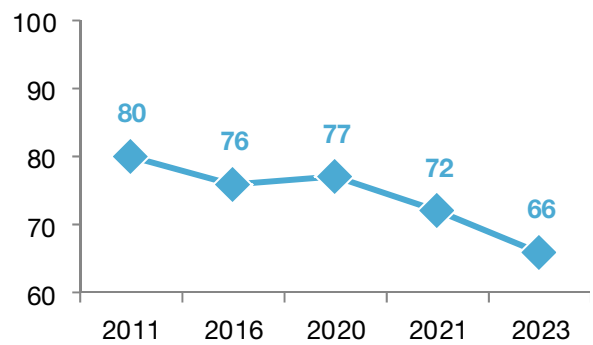
% Bases (descending) 607, 307 | Excludes non respondents



### Rent



### Service charge



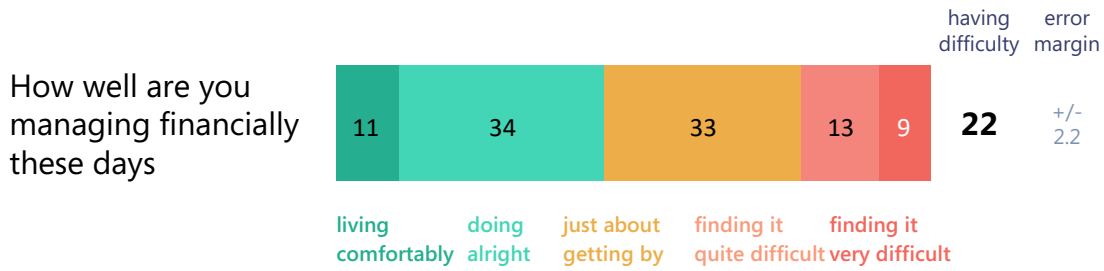
### By place

- Like other core findings, there are very few significant differences in either rating by area, with the rating for rent remaining significantly lower than average in Hirwaun despite improving 12% compared to 2021 (80%, was 68%).
- Only half of the tenant population pay a service charge, but this was rated above average in Abercynon (71%).
- Sheltered** tenants are significantly more satisfied with their rent than those in general needs (86% v 84%) and are also far more satisfied with the service charge (74% v 57%). Indeed, satisfaction with the service charge amongst general needs tenants has fallen 15% from 2021.
- Value for money for rent rated significantly higher than average by tenants in **flats** (92%), with the those in houses significantly less satisfied (82%).
- Tenants in flats were also significantly more satisfied than those in houses with the service charge (78% and 50% respectively).

# 5. Value for money

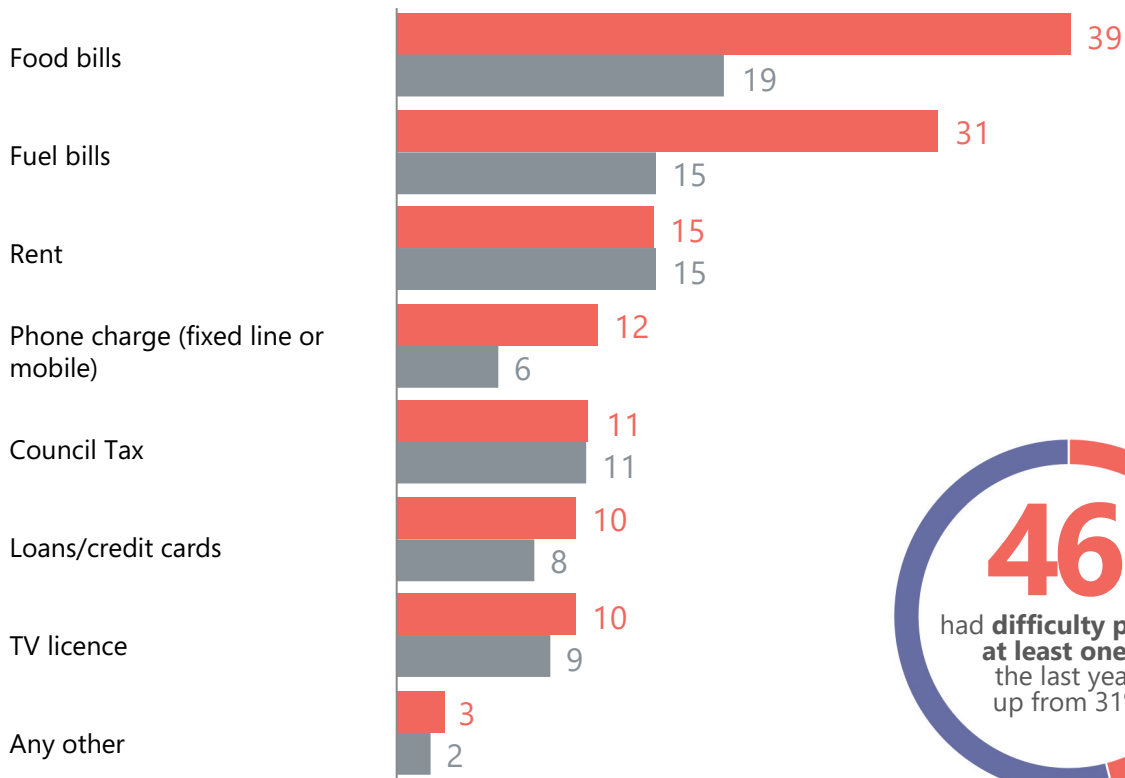
## 5.2 Managing financially

% Base 578 | Excludes non respondents



## 5.3 Financial difficulties paying the following in the last 12 months

% Base 623 | More than one answer allowed.



## 5. Value for money

### 5.4 Value for money area

Areas with 10 or more respondents shown.

	Sample size	% positive	
		Rent	Service charge
<b>Overall</b>	<b>623</b>	<b>85</b>	<b>66</b>
Aberaman	53	87	60
Abercwmboi	41	89	60
Abercynon	30	94	71
Aberdare	19	94	0
Beddau	11	100	0
Church Village	12	91	79
Cilfynydd	12	87	34
Cwmaman	26	81	92
Gadlys	10	55	28
Godreaman	13	75	0
Graig	16	74	56
Hirwaun	42	80	47
Miskin	42	85	53
Mountain Ash	40	91	93
Penrhiwceiber	40	70	67
Pontyclun	11	92	76
Rhydyfelin	30	89	79
Trallwn	18	85	57
Trecynon	32	79	72
Treforest	10	85	70
Ynysboeth	12	81	100
Ynysybwl	24	88	71

Significantly **worse** than average  
(95% confidence\*)

Significantly **better** than average  
(95% confidence\*)

Significantly **worse** than average  
(90% confidence\*)

Significantly **better** than average  
(90% confidence\*)

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



## 6. Repairs and maintenance

79%



service overall

88%



last repair



Satisfaction with both questions has improved, significantly so for satisfaction with the last repair



Repairs nevertheless remains a key driver of overall satisfaction, although this is a weaker relationship than in 2021



Doing the job 'right first time' is the main key driver of satisfaction with the last repair and the only one not to go up



Completing works that are outstanding is the most commonly suggested priority for improving the repairs service

## 6. Repairs and maintenance

The performance of the repairs and maintenance service was the overarching theme of the 2021 survey results, and whilst it continues to be a key driver of overall satisfaction with Cynon Taf it is a weaker relationship than before (see section 3). Indeed, substantial strides appear to have been made since 2021 leading to **improved scores** for almost every question in this section, including a statistically significant increase in the proportion that are satisfied with their **last completed repair** (88% v 81%).

Indeed, satisfaction generally with the way that Cynon Taf deals with repairs and maintenance has increased by 5% to 79%, an improvement that whilst not quite enough to be statistically significant nevertheless recovers all the ground lost in 2021. It also moves the score back **above the benchmark** average for landlords in Wales (74% satisfied).

The improvements in both of these headline measures are obviously linked to how other more detailed aspects of the last repair are rated, including improvements being able to make an **appointment** (now 89%), the **quality** of the work (88%), and the **time taken** before work started. The latter showed the biggest improvement, up by 6% to 85% satisfied. Note that whilst on their own none of these changes are quite enough to be statistically significant, taken together they represent a clear direction of travel.

Only one of the ratings in chart 6.5 demonstrated no improvement, that being the repair being done **right first time** (80% satisfied) which also appears last in the ranked list of satisfaction scores. As in previous years, this is also the most influential element of the last repair because it is the strongest 'key driver' of that question, ahead of quality and speed (chart 6.3).

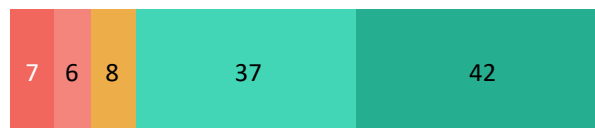


# 6. Repairs and maintenance

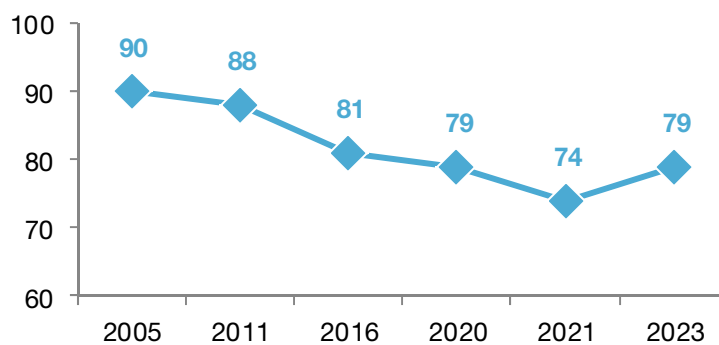
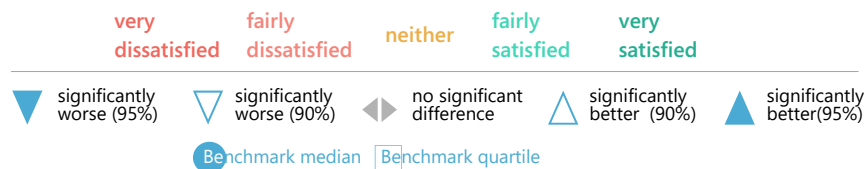
## 6.1 Overall repairs satisfaction

% Base 606 | Excludes non respondents

The way repairs and maintenance is dealt with



% satisfied 2023: 79  
 % satisfied 2021: 74  
 error margin: +/- 3.3  
 bench mark: 74 (2<sup>nd</sup>)



### Change over time

- Satisfaction with the **repairs and maintenance service overall** has improved slightly from 74% to 79%, this first increase since surveys began in 2005.
- Furthermore, satisfaction with the **last completed repair** has increased by a statistically significant margin from 81% to 88%.
- Almost all individual aspects of the service are also rated somewhat higher than before, albeit not significantly so.



### By people

- By **age**, older respondents are significantly more satisfied than average with the service as a whole (85%), however satisfaction had improved amongst the under 50s (76%, was 63%), especially the youngest aged under 35 (77%, was 63%).
- Respondents aged 35 – 49 are significantly less satisfied than average with the last completed repair, despite satisfaction increasing amongst this group by 13% (now 84%).

- **General needs** tenants are more likely to have had a repair than those in sheltered housing (70% v 57%).
- Whether or not a tenant has **had a repair** has a notable impact on perceptions of the service overall, with those who have being more satisfied than those who have not (85% v 71%). However, respondents having **5 – 6 repairs** (5% of the sample) are significantly less satisfied than average (65%).



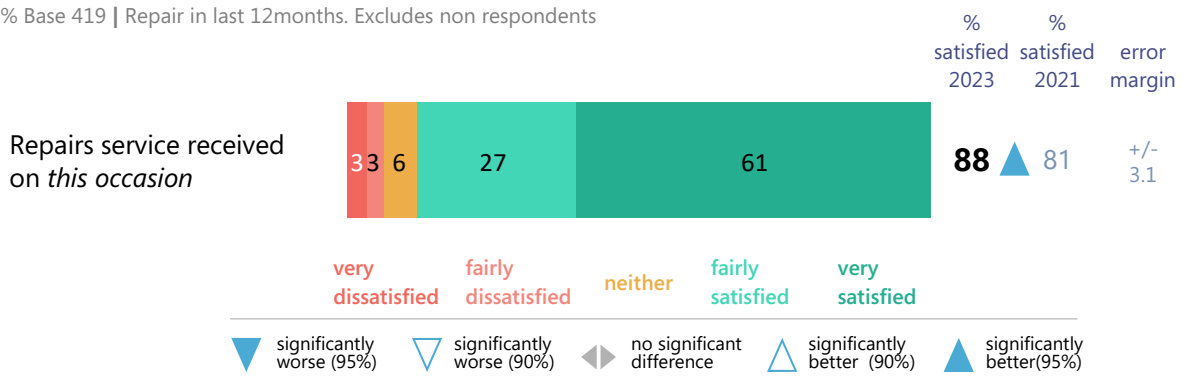
### By place

- There are some significant differences by **area**, with the repairs service overall rated significantly higher than average in Mountain Ash (87%, no change), but significantly lower than average in Hirwaun (72%, up from 51%).
- Respondents living in **flats** are significantly more satisfied than average with the service (87%), whilst those in houses are significantly less so (75%).
- This pattern was also evident in the more detailed aspects of the repair service.

# 6. Repairs and maintenance

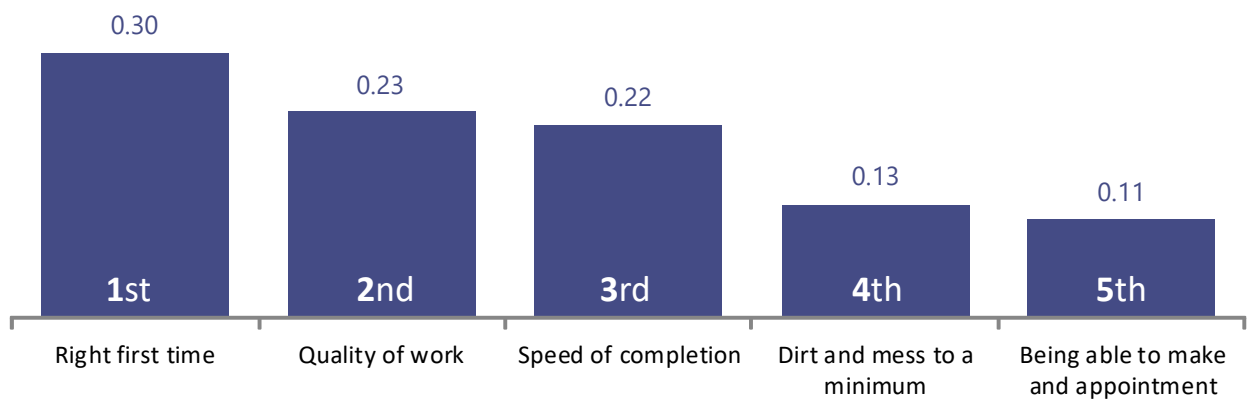
## 6.2 Last repair

% Base 419 | Repair in last 12months. Excludes non respondents

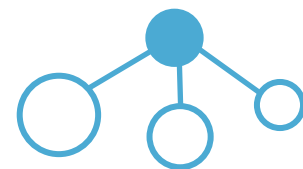
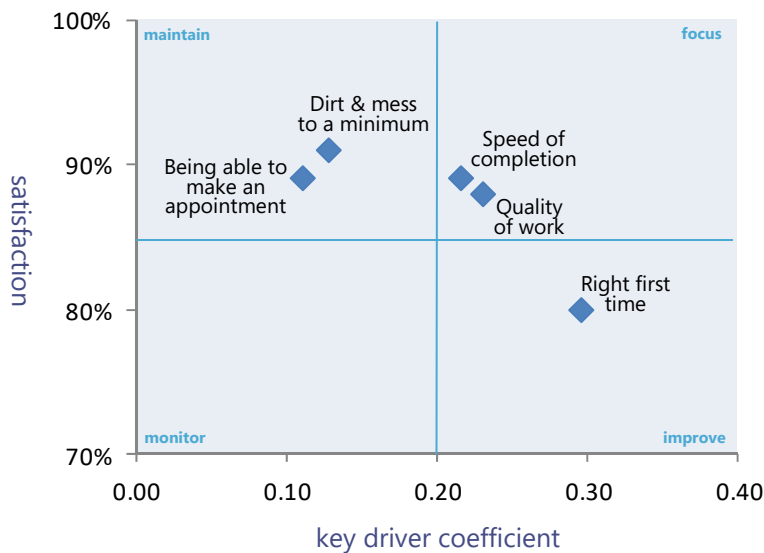


## 6.3 Key drivers - satisfaction with last repair

R Square = 0.683 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



## 6.4 Key drivers v satisfaction



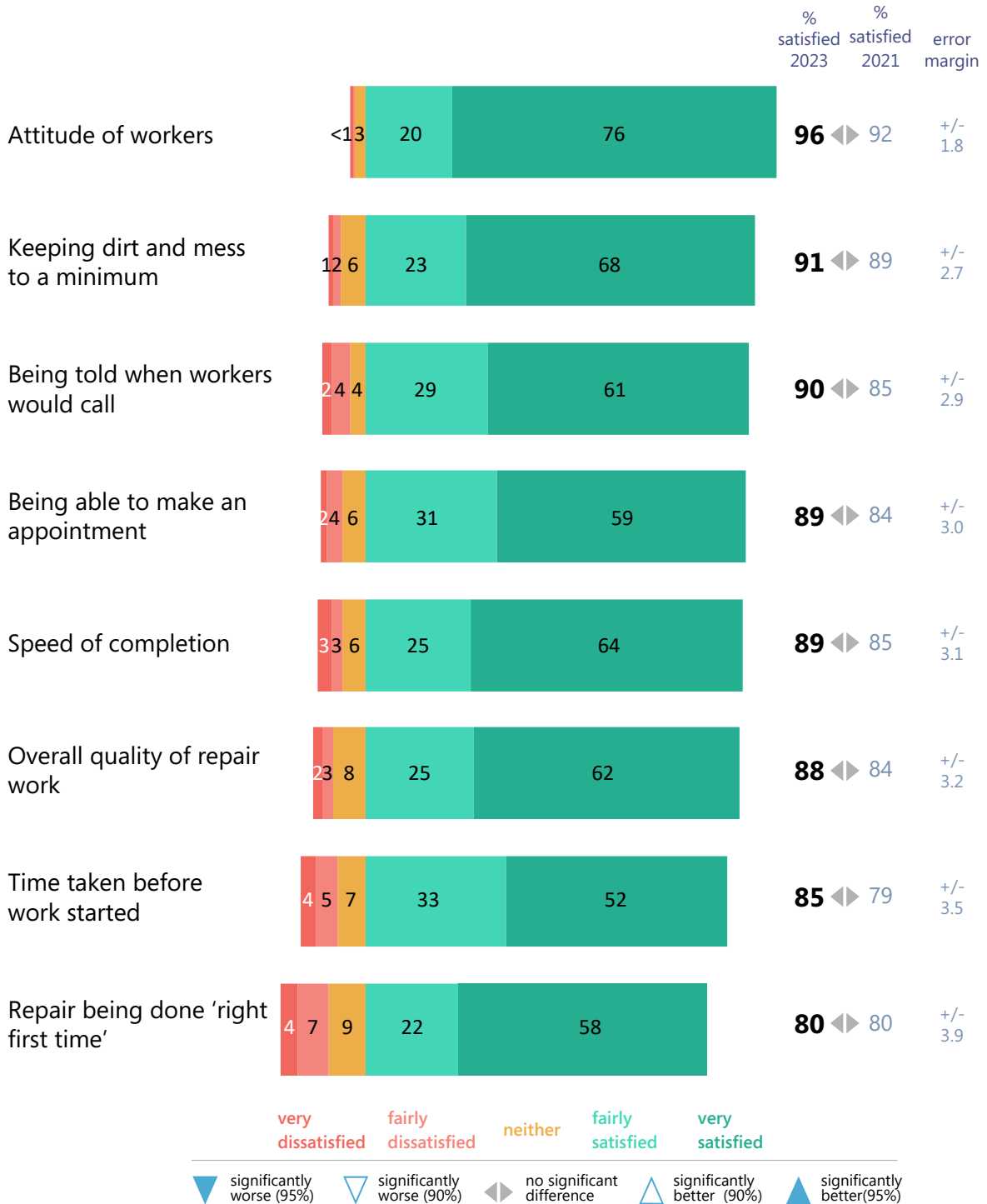
A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.



# 6. Repairs and maintenance

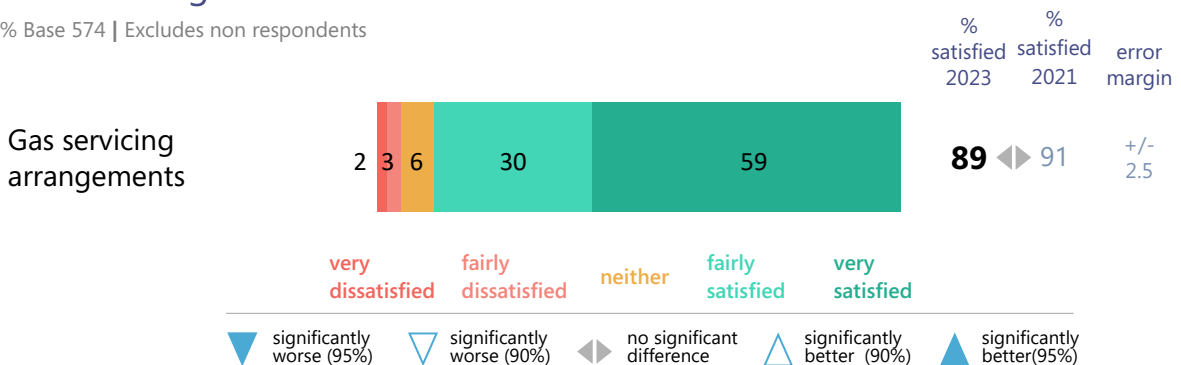
## 6.5 Last completed repair

% Bases (descending) 421, 418, 418, 419, 420, 419, 417, 418 | Repair in last 12months. Excludes non respondents.



## 6.6 Gas servicing

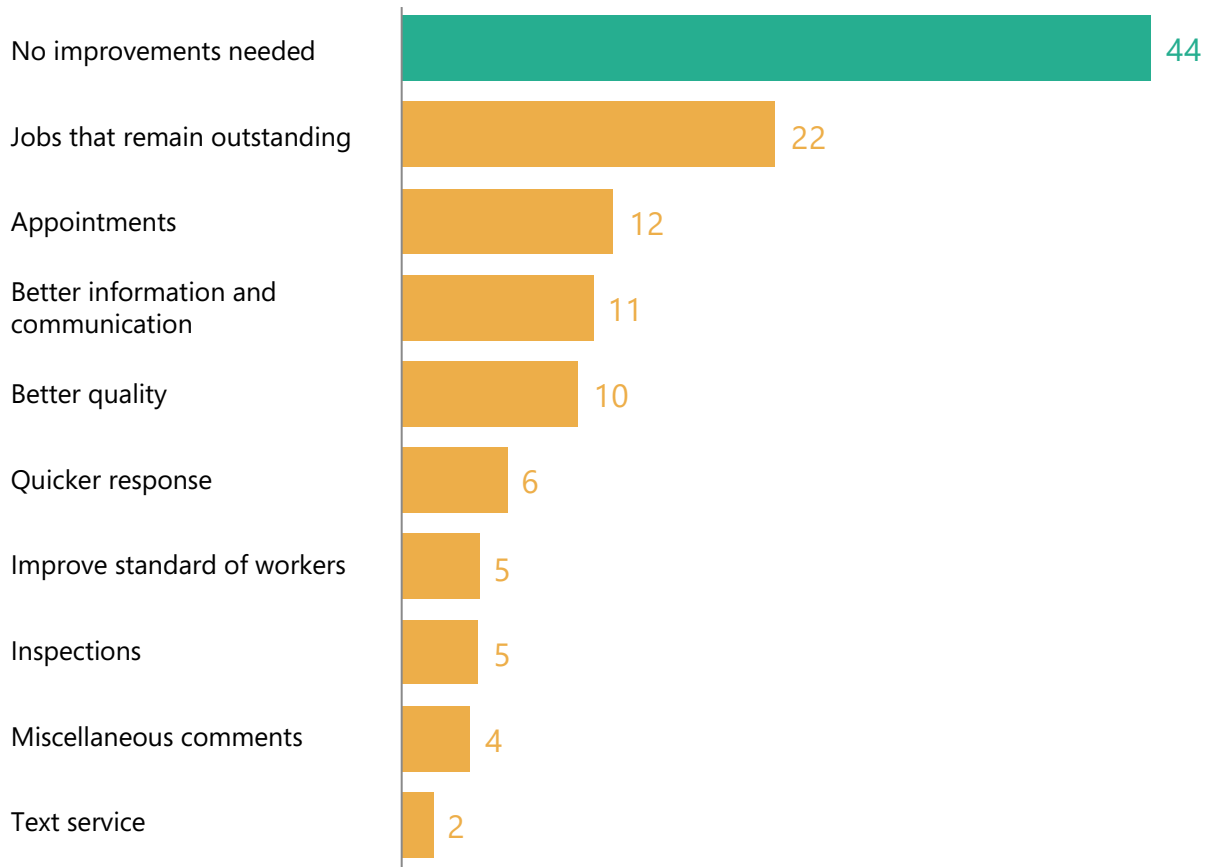
% Base 574 | Excludes non respondents



## 6. Repairs and maintenance

### 6.7 Improving the service

% Base 245 | Coded from verbatim responses. More than one answer allowed.



### Improving the service

The final question that residents were asked at the end of this section was simply what could Cynon Taf do to improve the repairs and maintenance service. These comments were coded and organised into different categories. Note that many respondents made comments that fell into multiple categories.

Chart 6.8 presents this analysis in terms of just a handful of broad categories, and it is positive to find more than two out of every five comments simply said that there was no improvement needed. However, just over a fifth of respondents raised the need to **complete outstanding jobs**, with a good example of comments on this theme including:

“Getting it fixed first time.”

“Actually finish the work not expect the tenant to always remind the team. Also the text service keep repeating repairs that was already completed.”

“When you promise to do something you should do it and not first forget about it.”

“I have taken into account the past 12 months where I had an inspector out and he put forward a list of work that needs done, 12 months later I am still waiting.”

“By doing the work and not just come look at the repair then saying someone will get back to you.”

“To do the work that is meant to be done, I've been waiting since Feb 2022 and nothing has been done.”

## 6. Repairs and maintenance

Around one in ten related to improving the **appointments system** (12%), with a similar proportion asking for better **information and communication** (11%) as well as **better quality** including getting work right first time (10%). Comments on these three themes include:

“Make sure they get the times right, either early or not on time.”

“Give a specific time not AM or PM.”

“Give a 2 hour time slot as when workers will attend the property saves waiting in all day.”

“The appointment system where someone phones me to make the appointment with no information given as to what to do if I need to make a change? The phone call comes from a Cardiff number, do I call that back or phone Cynon Taf in Abercynon?”

“The online repair form never seems to accomplish anything always got to telephone to report a repair.”

“We had a gas service booked with Liberty. Unfortunately, we had to go to the doctors for an emergency. We tried to phone Liberty for 2 days without them picking up, also emailed them with no reply.”

“You don't answer the phone or emails when in need of repairs.”

“Acknowledge receipt of enquiry, especially on the text service. We shouldn't have to chase it up. Also, chase up your contractors your roofer still hasn't contacted us!!”

“There could be a better link in the communications between Liberty Gas and Cynon Taf Housing Association because this is a weak point.”

“Have to repeatedly arrange to have to same job looked out - seems to me that Cynon Taf doesn't really want to spend money to put things right would rather repair repair repair.”

“Instead of repairing old and out of date items, replace them as in the long run it would be more economical.”

“The work done is always done to the bare minimum of cost and things often look worse after being “done”. There's sometimes little care for quality to the jobs being done.”

As previously mentioned, it is important to remember that just over two fifths of respondents said that **nothing needed** to be done to improve the repairs and maintenance service (44%). We therefore conclude with a selection of comments that highlight the positive perception of this service that many hold:

“Always had great service, for repairs and maintenance.”

“The service we have experienced is first class.”

“Any time I have had a repair or maintenance done. Whoever came has been excellent. Thank you to them.”

“Nothing never had cause to complain. Workmen have always treated me and my home with the greatest respect.”

“I am satisfied with the repairs and maintenance no need to change anything.”

“Whenever I phone it is dealt with promptly, very happy with the service.”

“I'm generally satisfied with things repairs done on time and left very tidy after they finished.”

## 6. Repairs and maintenance

### 6.8 Last completed repair by area

Areas with 10 or more respondents shown.

		% positive									
	Sample size	Generally how repairs and maintenance is dealt with	Being told when workers would call	Being able to make an appointment	Time taken before work started	The speed of completion of the work	The attitude of workers	The overall quality of work	Keeping dirt and mess to a minimum	The repair being done 'right first time'	The repairs service received on the last occasion
<b>Overall</b>	<b>623</b>	<b>79</b>	<b>90</b>	<b>89</b>	<b>85</b>	<b>89</b>	<b>96</b>	<b>88</b>	<b>91</b>	<b>80</b>	<b>88</b>
Aberaman	53	77	90	89	83	93	96	80	92	82	86
Abercwmboi	41	75	91	97	91	94	97	91	91	81	91
Abercynon	30	68	85	75	75	85	100	100	100	81	88
Aberdare	19	82	93	79	79	77	85	85	79	77	77
Beddau	11	87	100	100	87	89	100	100	100	86	100
Church Village	12	91	100	100	100	100	100	82	82	82	100
Cilfynydd	12	89	100	100	100	100	100	100	84	100	100
Cwmaman	26	92	100	96	100	94	100	96	94	87	91
Gadlys	10	59	78	78	78	88	100	100	90	88	78
Godreaman	13	83	92	100	100	92	100	100	100	92	92
Graig	16	74	82	74	74	73	100	73	100	70	82
Hirwaun	42	72	87	84	78	91	89	71	80	71	85
Miskin	42	79	89	91	90	85	96	81	83	78	88
Mountain Ash	40	87	90	78	88	89	100	89	94	83	85
Penrhiwceiber	40	72	90	94	84	88	92	81	94	80	85
Pontyclun	11	81	100	70	100	100	100	100	100	77	77
Rhydyfelin	30	85	94	94	84	90	94	94	94	90	94
Trallwn	18	83	80	74	79	87	93	93	93	72	78
Trecynon	32	77	100	100	83	83	100	100	94	69	94
Treforest	10	85	100	100	74	100	100	100	100	100	100
Ynysboeth	12	84	91	91	74	74	100	100	91	91	91
Ynysybwll	24	75	89	89	89	96	100	85	95	90	96

Significantly **worse** than average  
(95% confidence\*)

Significantly **better** than average  
(95% confidence\*)

Significantly **worse** than average  
(90% confidence\*)

Significantly **better** than average  
(90% confidence\*)

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



## 7. Customer service



88%



easy to deal with



All of the questions in this section have improved since 2021, many by a statistically significant margin



This reverses the trend of falling satisfaction in the last survey



The most common suggestion for improving communication is to have more regular contact with members of staff

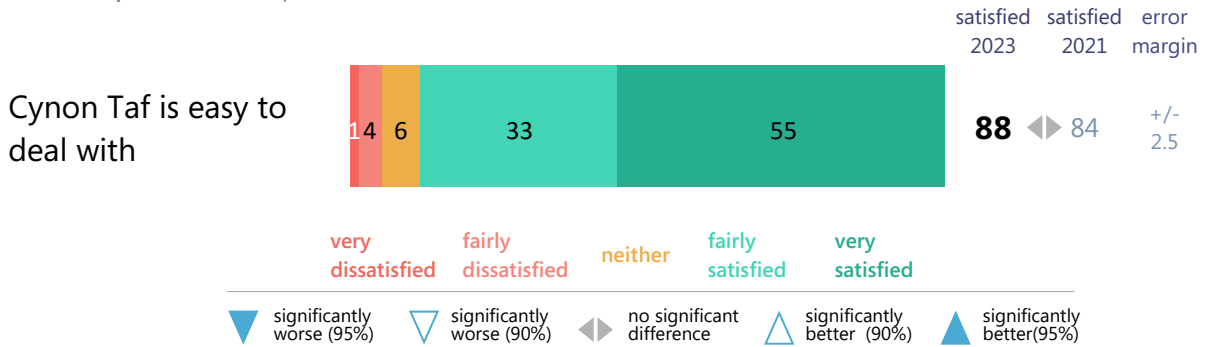


Just over half of survey tenants are now happy to use email, which is up 7% since the last survey

# 7. Customer service

## 7.1 Easy to deal with

% Base 605 | Excludes non respondents



Unlike in 2021 when it was a major theme of the results, none of the customer service questions in this section of the survey appeared in the list of key drivers (section 3). This is because the customer service picture has clearly **improved** this year with every rating in this section going up, including statistically significant increases in some of the specific questions about the last contact (chart 7.3).

The headline result in this section is for the question that asks whether Cynon Taf is easy to deal with, which is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes. The vast majority of tenants believe this to be the case (88%), being slightly more than felt this way in 2021 (was 84%).

A very similar proportion of respondents are happy with the way **enquiries are generally dealt with** (87%), with this largely reversing the dip in satisfaction measured in 2021.

Those survey respondents that had made contact with Cynon Taf over the previous 12 months were asked a set of more detailed questions about their last experience, and these explain why the headline scores in this section have gone up.

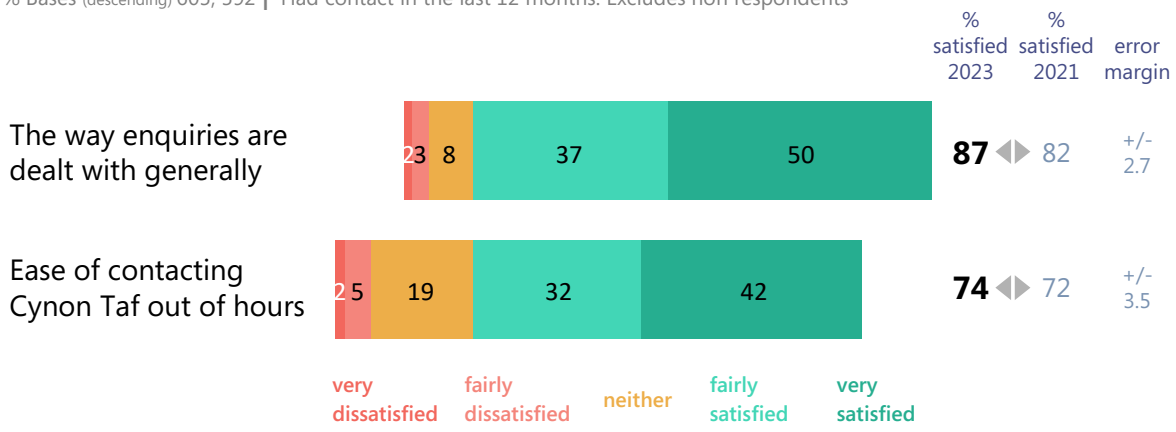
With the exception of the politeness of the staff, because the score is already so high (94% satisfied), every other question has **improved** by a statistically significant margin. This includes 5% increases in satisfaction with being **dealt with promptly** and the **ability of staff** to deal with the query (both 86%).



# 7. Customer service

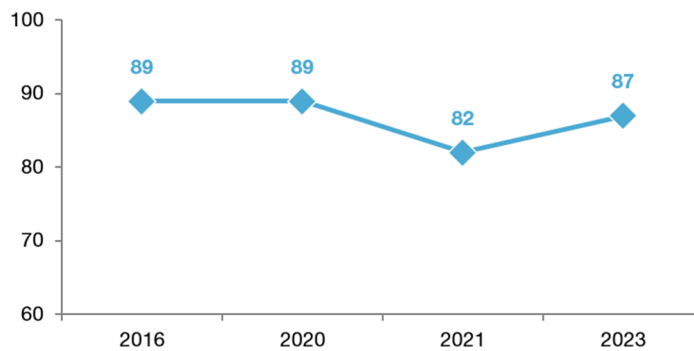
## 7.2 Enquiries

% Bases (descending) 605, 592 | Had contact in the last 12 months. Excludes non respondents



▼ significantly worse (95%)  
 ▽ significantly worse (90%)  
 ◄► no significant difference  
 △ significantly better (90%)  
 ▲ significantly better(95%)

### Dealing with enquiries



### Change over time

- The headline scores in this section have all improved by up to 5%, albeit not significantly so.
- **Significant improvements** with almost every aspect of the last contact including the ability of staff to deal with queries (86%, up from 81%) and the final outcome (82%, was 78%).
- A small increase in the proportion of tenants willing to use **digital** contact methods especially a 7% increase for email (52% v 45%).



### By people

- Customer effort score is very consistent across the four main **age** groups and only varies by 2%.
- **Longstanding tenants** (21 years+) are more satisfied than average with the customer service experience, significantly so with out of hours contact and how enquiries are dealt with generally (80% and 90% respectively).

- In contrast, these aspects of the service and the customer effort score are rated significantly below average by respondents who have been a tenant for 1 – 2 years.
- Respondents who have **reported ASB** to Cynon Taf in the last year are significantly less satisfied than average with the ease of contact out of hours (62%) and with the way enquiries are dealt with generally (78%).
- Respondents who have **had a repair** in the previous year are more satisfied with the ease of contact out of hours as well as how enquiries are dealt with generally (76% and 89% respectively).
- The above pattern is also evident in the more detailed ratings for the last contact.



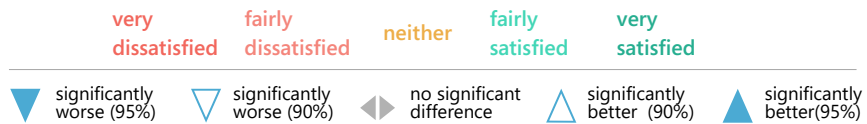
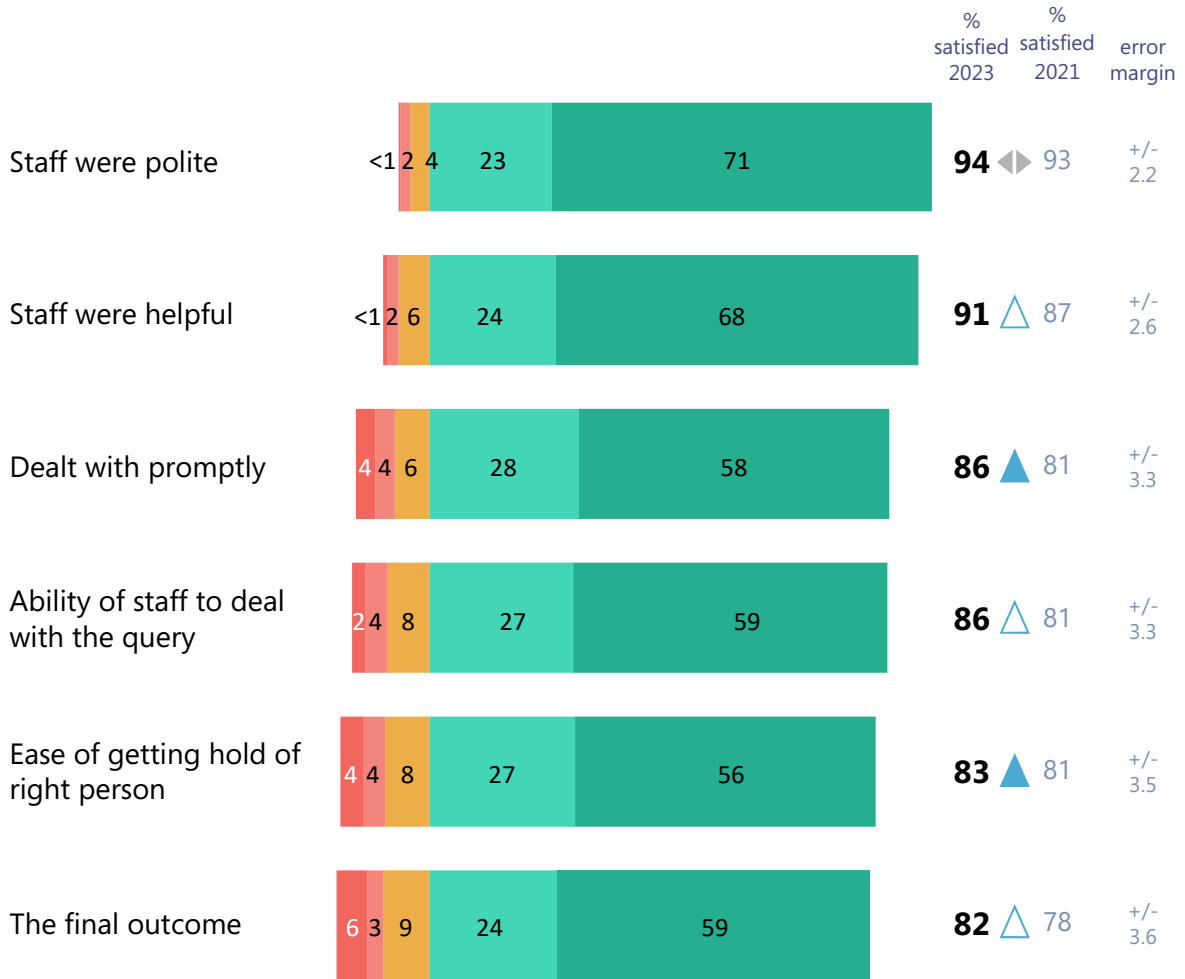
### By place

- Due to sample sizes, there are no notable distinctions in these results by property or geographical area that are not linked to age.

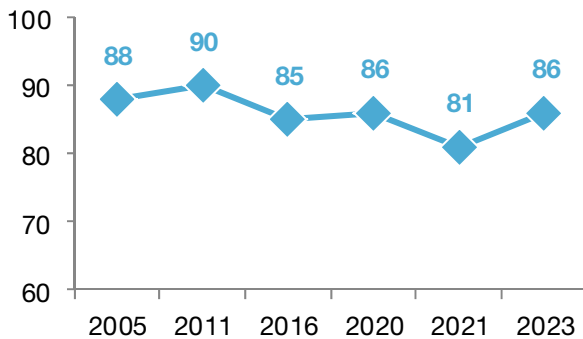
# 7. Customer service

## 7.3 Customer service - last contact

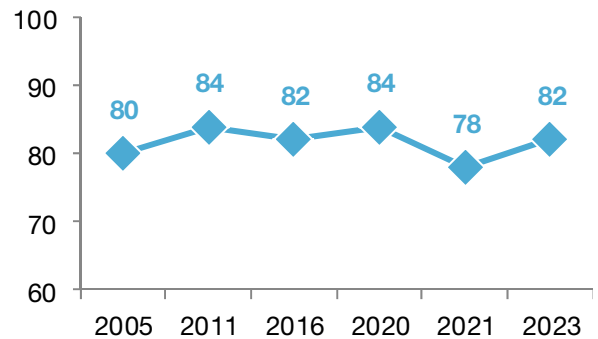
% Bases (descending) 449, 449, 450, 451, 450, 448 | Contact in last 12months. Excludes non respondents.



Ability of staff to deal with queries



Final outcome

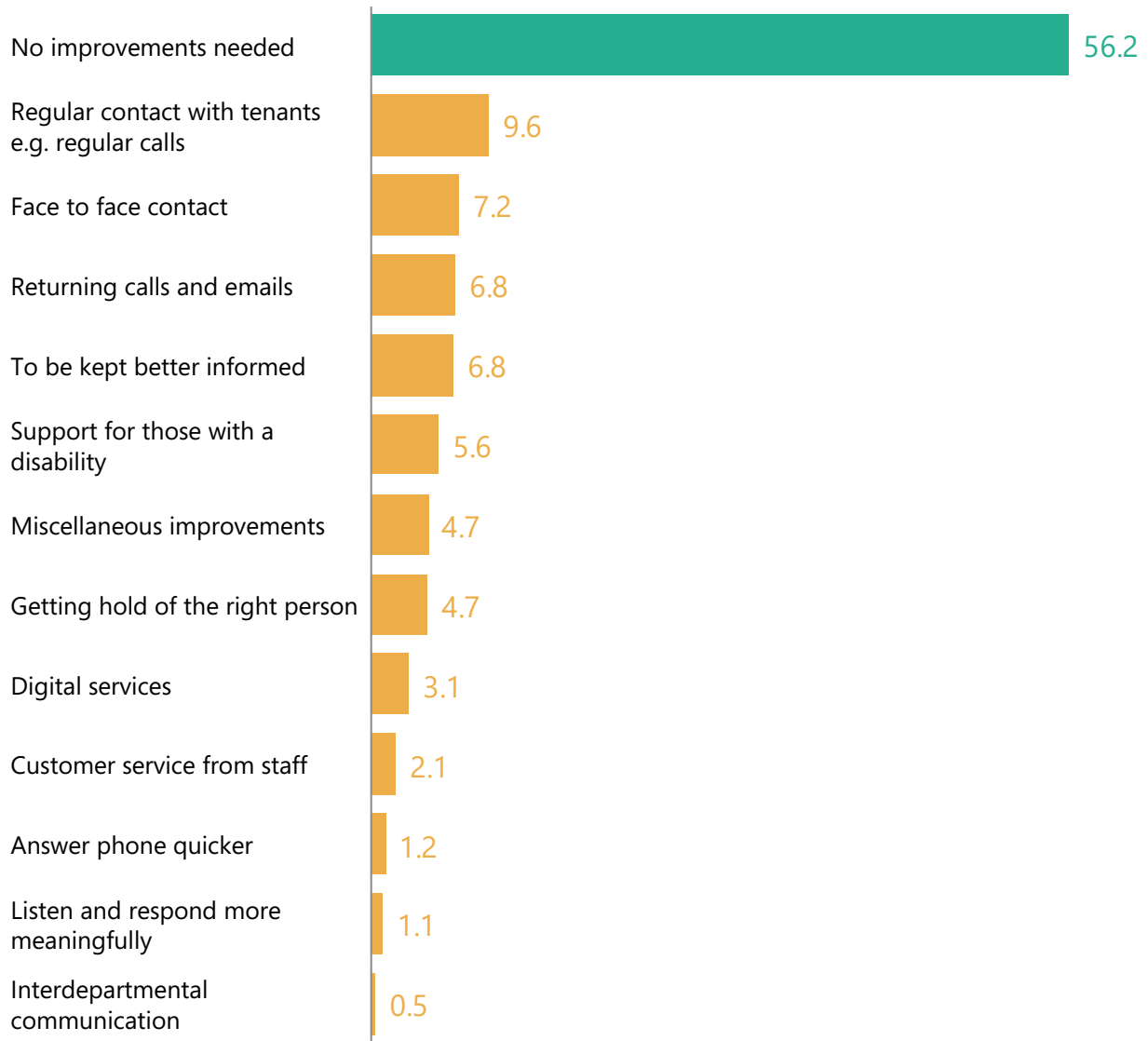




## 7. Customer service

### 7.4 Improving the way we communicate

% Base 163 | Coded from verbatim responses. More than one answer allowed.



### Improving the service

Tenants were also asked what could Cynon Taf do to **improve the way it communicates** with tenants. As in the repairs section, these comments were coded and organised into different categories. Once again, many respondents made comments that fell into multiple categories.

Chart 7.4 presents this analysis in terms of a few broad categories, and it is in keeping with the high scores achieved in this section of the survey that more than half of respondents said there was **no improvement needed**. It also reflects the fact that improving communication methods and options was a low priority relative to other possible improvements (see section 11).

## 7. Customer service

Of those who nevertheless suggested ideas for improvement, one in ten respondents would like more regular contact (10%), with a further 8% suggesting this be face to face. Typical comments on these themes include:

“It would be beneficial for a complimentary call perhaps once per year to check all is OK with tenancy, repairs, neighbours etc.”

“Send out a monthly letter appertaining to the specific housing complex.”

“More regular/scheduled contact from Housing Officer to attend property.”

“Perhaps a yearly or 6 monthly phone call to the tenant asking if anything needs doing to the property and to see how things are.”

“Make contact with tenants, on a face to face basis and not merely a name on a piece of paper, or a voice on the other end of a phone line.”

“Hold tenant forum meeting on regular basis.”

“Open the office and return to tenant forum meetings.”

A number of respondents would like more support when communicating with them due to a disability:

“As I care for my disabled son who is bedbound I cannot always get to answer the telephone, calling me again would be helpful.”

“To take time in conversations, especially when I find it hard to explain something.”

“Sometimes when speaking with Cynon Taf it would be easier if you could explain in more simpler words what you mean as sometimes I don't quite understand fully what certain things mean so things said in simpler form may be easier.”

Communication in **digital** form is the top priority for a minority of tenants (section 11), and some commenters gave examples of why that group might prioritise this issue.

“I have reported repairs via email, as advised on you website, but these have not been acknowledged or acted upon so I have had to resort to telephoning in office hours which is not always convenient.”

“Since my English is not good, I prefer email text messages, I can translate into Polish.”

“E-mail is a good form of communication for me personally and I would welcome the opportunity to receive more correspondence about the services and everything else you offer tenants by this method.”

As already noted, it is important to remember that more than half of respondents said that there was nothing that needed to be done to improve how Cynon Taf communicates with its tenants (56%). We therefore conclude with a selection of comments that highlight the positive perception of this service that many hold:

“I am so pleased with every service that Cynon Taf provide and the communication is one of the best things about the housing association.”

“The way they communicate is great.”

“Literally can't fault you, your staff are always extremely polite and efficient. Thanks again.”

“Overall I'm very satisfied with all communication methods.”

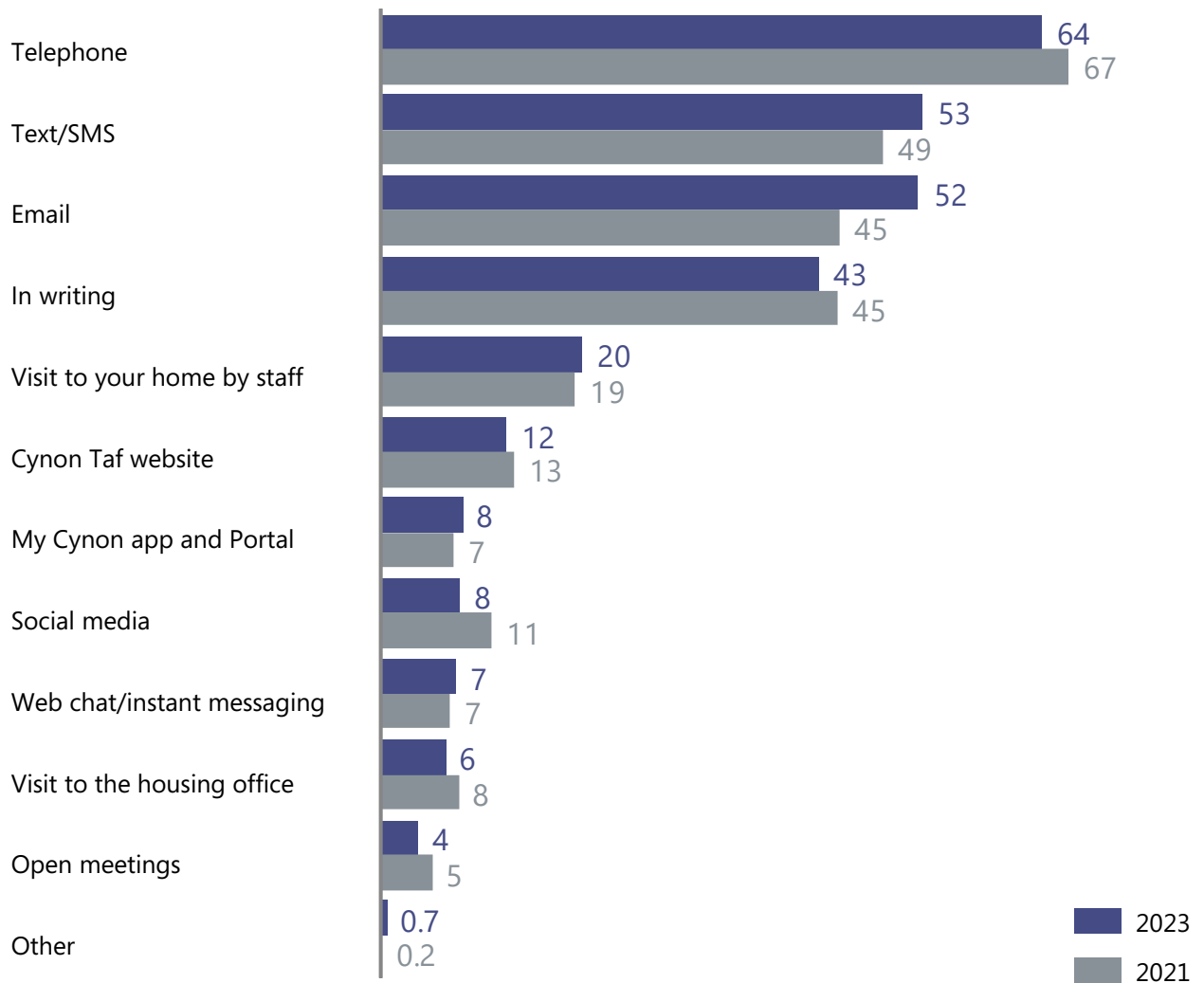
“We have always been well informed on all things involving our tenancy. and we have always got involved in Cynon Taf meetings. As always Cynon Taf Housing comes out on top.”

“They are excellent with their communications with me.”

## 7. Customer service

### 7.5 Method of contact and communication happy to use

% Base 623 | Up to three answers allowed.





## 8. Communication



Having a say in how services are managed is now the strongest key driver of satisfaction



The tenant engagement questions are the strongest relative to benchmarks, including top quartile for 'having a say'



Satisfaction with how Cynon Taf keeps tenants informed has improved for the first time



The under 35s are more satisfied than before that they are being listened to and can have their say

## 8. Communication

The extent to which Cynon Taf engages with its customers appears to be one of the organisations strengths, with the story told both in terms of the results themselves, and their influence on the key driver analysis (see section 3).

Jumping to the top of the key driver list this year is tenant satisfaction with the extent to which they can **have their say** in how services are managed (section 3). This is an unusual inclusion in a key driver list, but this is the one question in the survey that compares most favourably against the benchmark of other landlords in Wales. Indeed, the satisfaction score of 69% is slightly higher than it was in 2021 and is now in the **top quartile** compared to the benchmark median of 61%.

Similarly, the paired statement asking about the **opportunities to take part** in decision making follows a very similar pattern with the 66% satisfaction score being six points above the benchmark.

Another key driver is how **well informed** tenants feel that they are kept, which having ticked up this year (84%, was 81%), reversing the longstanding trend of for this score to decline with every survey.

It isn't all good news though, as the trend in the proportion of tenants that say they are **being listened to** and their views acted upon hasn't changed direction, although Cynon Taf's satisfaction score of 68% is still slightly above the average in Wales.



### Change over time

- Slight fall in satisfaction with being **listened to** and acting upon views from 70% to 68%, with satisfaction levels at the lowest seen since surveys began in 2011.
- Respondents are slightly more positive than two years ago with being kept **informed** (84%, was 81%).
- Satisfaction with opportunities to take part in the **decision making** process is up slightly from 65% to 66%, but **having a say** about how services are managed has improved even more (69%, was 66%).
- Respondents aged **35 – 49** remain less satisfied than average with both tenant involvement questions
- Respondents who have received **a repair** in the previous year tend to be more satisfied than those who have not that they are listened to and have their views acted upon (69% v 61%).
- Every question in this section is rated significantly below average by those who have reported an incident of **ASB** in the previous year as well as those who are finding it **difficult financially**.



### By people

- Satisfaction with listening is up slightly amongst the **under 35s** (64%, was 58%) but down 6% amongst the **over 50s**.
- The **under 35s** are also more satisfied with having a say in service management (69%, was 60%).



### By place

- Due to sample sizes, there is little of note from further sub-group analysis other than all four ratings in this section were scored significantly lower than average in Ynysybwl.

# 8. Communication

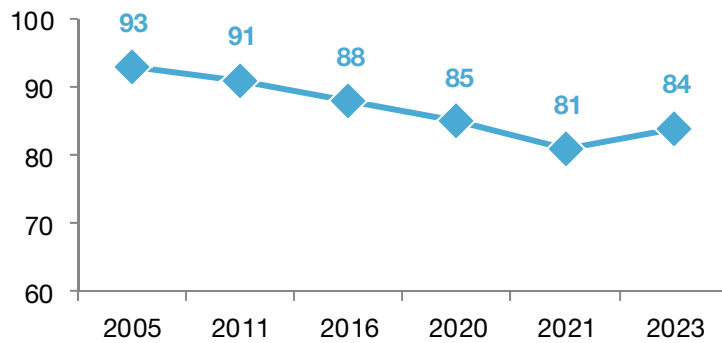
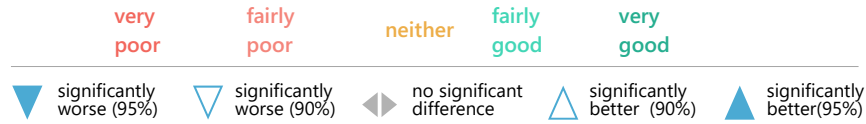
## 8.1 Information

% Base 606 | Excludes non respondents

Kept informed about things that affect you



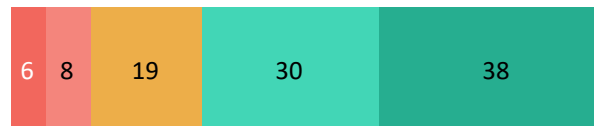
% good 2023: **84**  
 % good 2021: 81  
 error margin: +/- 2.9



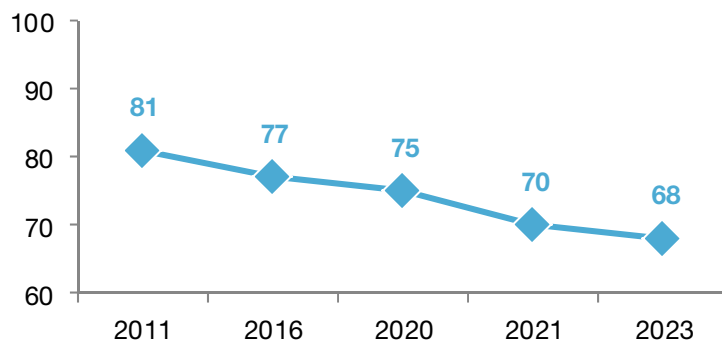
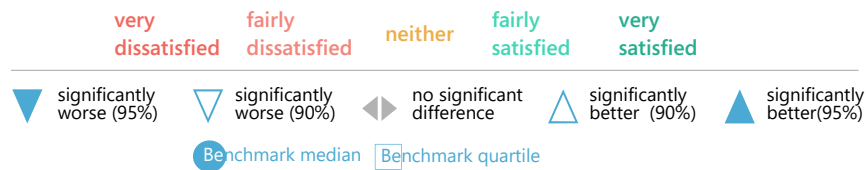
## 8.2 Listening to tenants

% Base 601 | Excludes non respondents

We listen to your views and act upon them



% satisfied 2023: **68**  
 % satisfied 2021: 70  
 error margin: +/- 3.7  
 benchmark: 66 (2<sup>nd</sup>)



# 8. Communication

## 8.3 Involvement

% Bases (descending) 597, 593 | Excludes non respondents



Gives you a say in how services are managed



satisfied 2023    satisfied 2021    error margin    bench mark

**69** ◀▶ 66    +/- 3.7    **61**  
1<sup>st</sup>

Opportunities to take part in decision making



**66** ◀▶ 65    +/- 3.8    **60**  
2<sup>nd</sup>

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. Neighbourhood services

**83** %  
good place to live

 **67** %  
handling of ASB



In keeping with most other survey results, none of the ratings in this section have changed significantly since 2021



However, fewer under 35s than before believe that their neighbourhood is a good place to live



The approach to handling ASB is rated above the national average



However, amongst those that claim to have reported ASB to Cynon Taf only around 40% are positive about it



## 9. Neighbourhood services

At 83% tenant satisfaction with their neighbourhood as a **place to live** is a little lower than it has been over the last decade, although this isn't a statistically significant change since last year (83% v 87%). It does, however, include a notable drop in satisfaction amongst then youngest tenants (see below).

Nevertheless, this rating is similar to many other core measures being **on par** with the median score across Wales.

This score is obviously neighbourhood specific, with some of the differences between areas noted in table 9.5. However, it is important to note that in most areas the base size is relatively low, so the reader should be cautious in drawing strong conclusions from these results.

One factor that can have a strong impact on quality of life within a neighbourhood is **anti-social behaviour (ASB)**, so it positive to see that the way Cynon Taf deals with this issue continues to compare favourably against other landlords in Wales being 6% above the median benchmark score and unchanged since 2021 (67% satisfied).

This is important because a fifth of respondents claim to have **experienced ASB**, and this group are less satisfied with Cynon Taf overall (section 3). Unfortunately, there appears to have been a small increase in the proportion of ASB incidents that tenants **claimed** to have been reported to Cynon Taf (42% v 48%).

This group are obviously less likely to have a positive view about the Cynon Taf's approach to this issue (37%), although they are somewhat more satisfied with the advice provided by staff (46%) and being kept informed (42%). None of these results have changed significantly since 2021.



### Change over time

- No significant change in satisfaction with the neighbourhood as a **place to live**, albeit down 4%.
- No change at all in satisfaction with the approach to **anti-social behaviour**.



### By people

- Satisfaction with the neighbourhood as a place to live is lower than average for the **under 35s** (77%) having fallen 13% amongst this group (was 90%).
- Amongst the small number of tenants that have reported **ASB**, only 55% are satisfied compared to 28% dissatisfied with their neighbourhood as a place to live.



### By place

- Satisfaction with how ASB is dealt with amongst the **under 35s** has fallen from 73% to 64%, but amongst the next age group aged 35 – 49 it has risen a little to exactly the same level (64%, was 59%).
- Just over a fifth of tenants said they had a problem with ASB in the last year, with this more prevalent amongst **general needs** than sheltered tenants (36% v 16%).
- Only one statistically significant variation by **area** for the neighbourhood rating, with respondents in Pontyclun significantly less satisfied than average (71%, down from 95%).
- Only a fifth of Gadlys tenants were satisfied with the way ASB is dealt with (22%), whilst satisfaction is significantly above average in Mountain Ash (86%) and Abercwmboi (75%).

# 9. Neighbourhood services

## 9.1 Neighbourhood

% Base 612 | Excludes non respondents

Neighbourhood as a place to live

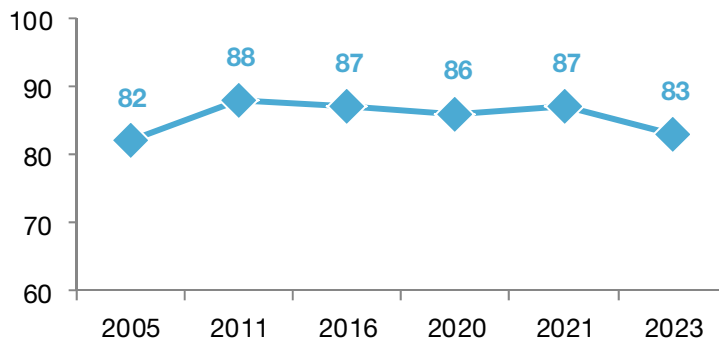


% satisfied 2023: **83** | % satisfied 2021: 87 | error margin: +/- 3.0 | bench mark: **83** (2<sup>nd</sup>)

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



## 9.2 The way Cynon Taf deal with ASB

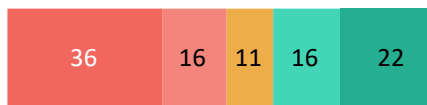
% Bases 482,63 | Excludes non respondents

All tenants



% satisfied 2023: **67** | % satisfied 2021: 67 | error margin: +/- 4.2 | bench mark: **61** (2<sup>nd</sup>)

Reported ASB to Cynon Taf



% satisfied 2023: **37** | % satisfied 2021: 36 | error margin: +/- 11.2

very dissatisfied, fairly dissatisfied, neither, fairly satisfied, very satisfied

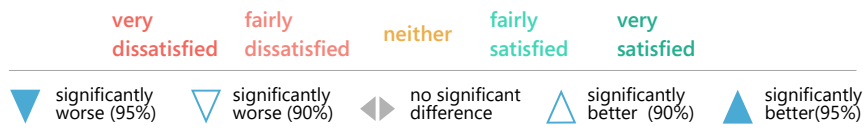
significantly worse (95%), significantly worse (90%), no significant difference, significantly better (90%), significantly better (95%)

Benchmark median, Benchmark quartile

# 9. Neighbourhood services

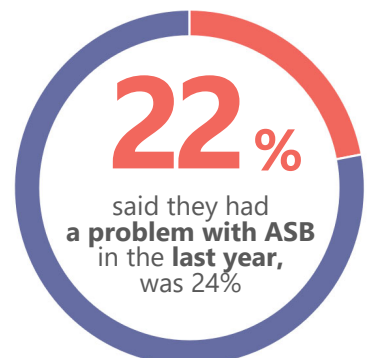
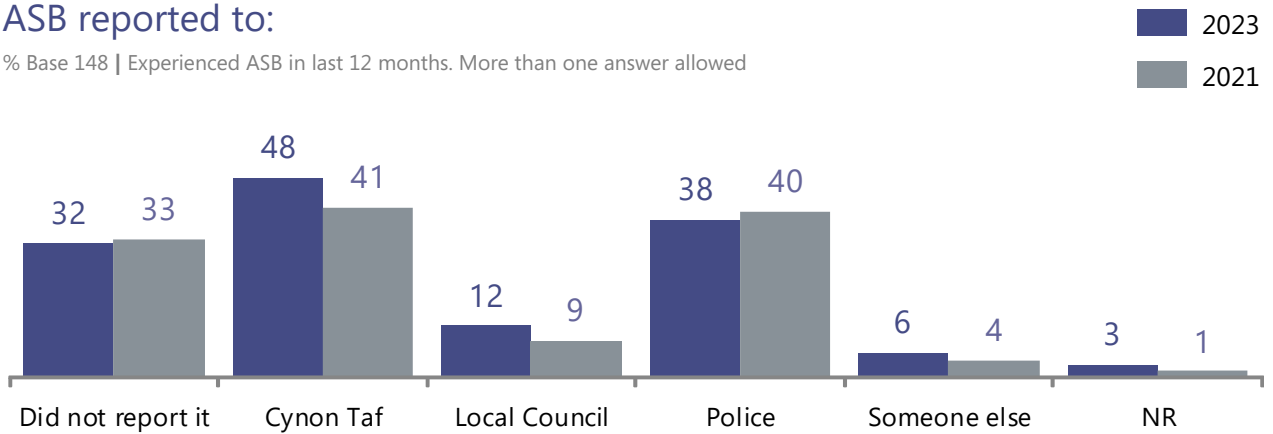
## 9.3 Last ASB report

% Bases (descending) 63, 64, 64, 64 | Reported ASB to Cynon Taf. Excludes non respondents.



## 9.4 ASB reported to:

% Base 148 | Experienced ASB in last 12 months. More than one answer allowed



## 9. Neighbourhood services

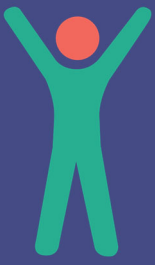
### 9.5 The neighbourhood by area

Areas with 10 or more respondents shown.

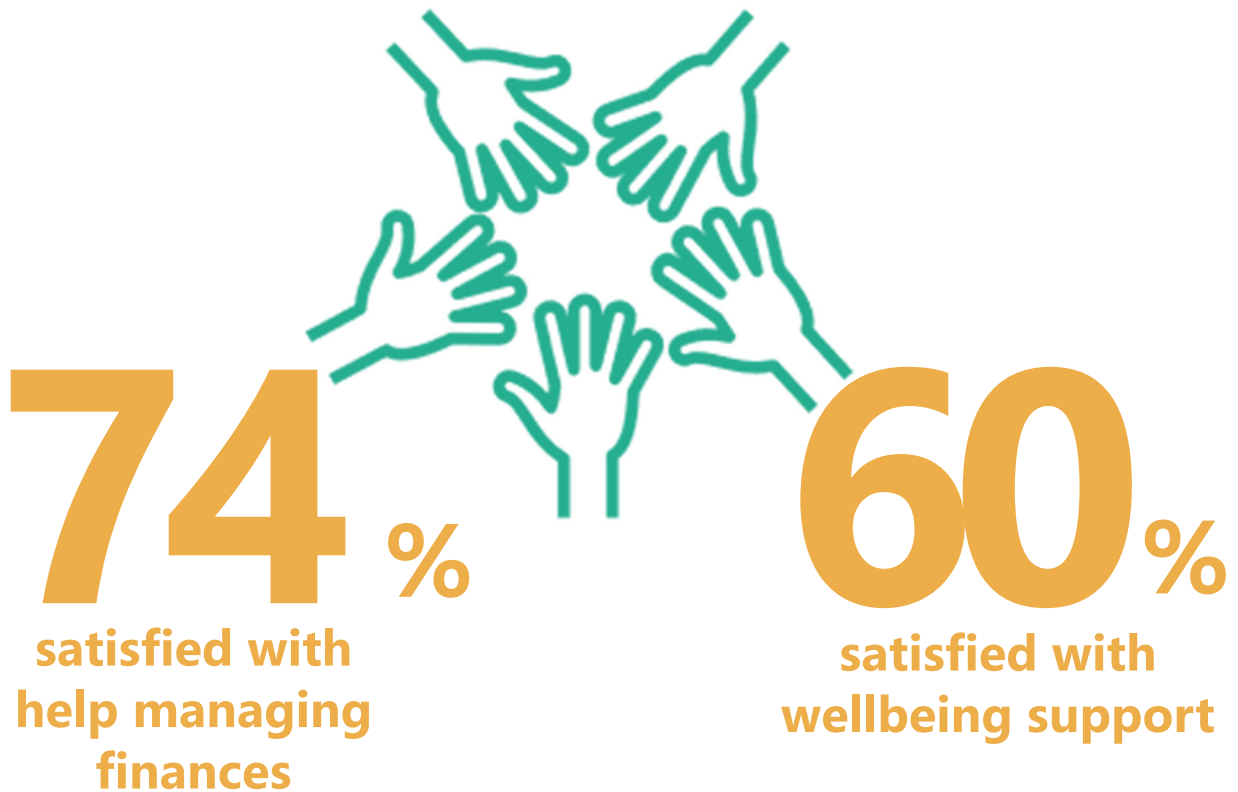
	Sample size	% positive	
		The neighbourhood as a place to live	The way ASB is dealt with overall
<b>Overall</b>	<b>623</b>	<b>83</b>	<b>67</b>
Aberaman	53	79	62
Abercwmboi	41	79	75
Abercynon	30	78	82
Aberdare	19	91	44
Beddau	11	100	58
Church Village	12	91	76
Cilfynydd	12	89	86
Cwmaman	26	93	66
Gadlys	10	78	22
Godreaman	13	75	71
Graig	16	83	58
Hirwaun	42	92	67
Miskin	42	73	60
Mountain Ash	40	85	86
Penrhiwceiber	40	79	62
Pontyclun	11	71	66
Rhydyfelin	30	89	77
Trallwn	18	91	49
Trecynon	32	91	77
Treforest	10	69	66
Ynysboeth	12	87	90
Ynysybwl	24	86	69

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



## 10. Wellbeing, advice and support



All the questions in this section are rated slightly lower than in 2021, although not by a statistically significant margin



15% of tenants would like to be contacted about potentially receiving more advice and support



35-49 year olds are the least satisfied group, yet are also the group most likely to ask to be contacted (25%)

## 10. Advice and support

As has previously been noted, the **cost of living** crisis has had a clear impact on many tenants, especially those in the younger age groups, with a big increase in the proportion that are finding it difficult to pay their bills (section 5).

Accordingly, while a minority of tenants felt that they would like to find out more about the support that Cynon Taf can potentially provide (15%), this was higher than average amongst **35-49** year olds (25%).

Indeed, that group are also the least likely to give a positive answer when asked to rate the current provision of support offered in claiming benefits or managing finances (see below).

Both of these questions received slightly lower ratings than in 2021, albeit not significantly so, with the support **claiming benefits** (78%) being slightly better greater than for **financial management** more generally (74%). However, only 5% of respondents are actively dissatisfied with either.

The **wellbeing** support offered by Cynon Taf is less well regarded than the financial support, with just 60% of respondents rating it as satisfactory compared to 11% that are dissatisfied.



### Change over time

- Slight increase in the proportion who would **like to be contacted** about more support from 13% to 15%.
- Slight but not significant fall in satisfaction with advice and support **claiming benefits** (78%, was 82%) and **managing finances** (74%, was 79%).
- Even greater fall in satisfaction with advice and support managing **wellbeing** from 68% to 60%.



### By people

- **Older respondents**, aged 65 or over significantly are more satisfied than average with all aspects of advice and support in the chart above, with only 8% requesting more information about support.
- Tenants in the **35-49** age category are the group that are the least likely to be satisfied with the advice and support with claiming benefits (74%) and are 5% less satisfied than any other age group with advice and support managing finances (68%). They are also the most likely to be interested in support (25%).

- **Supported** tenants significantly more satisfied than average with knowing what benefits can be claimed (95%), far higher than general needs tenants (77%).



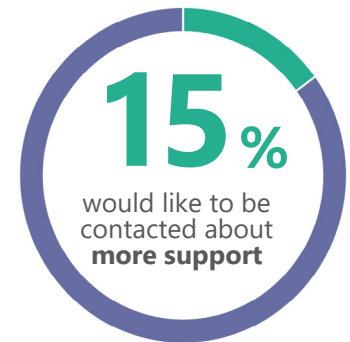
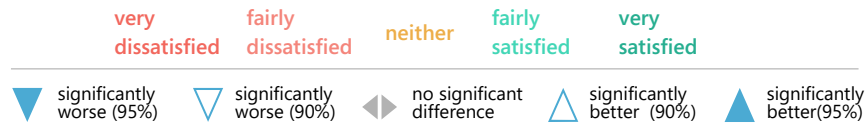
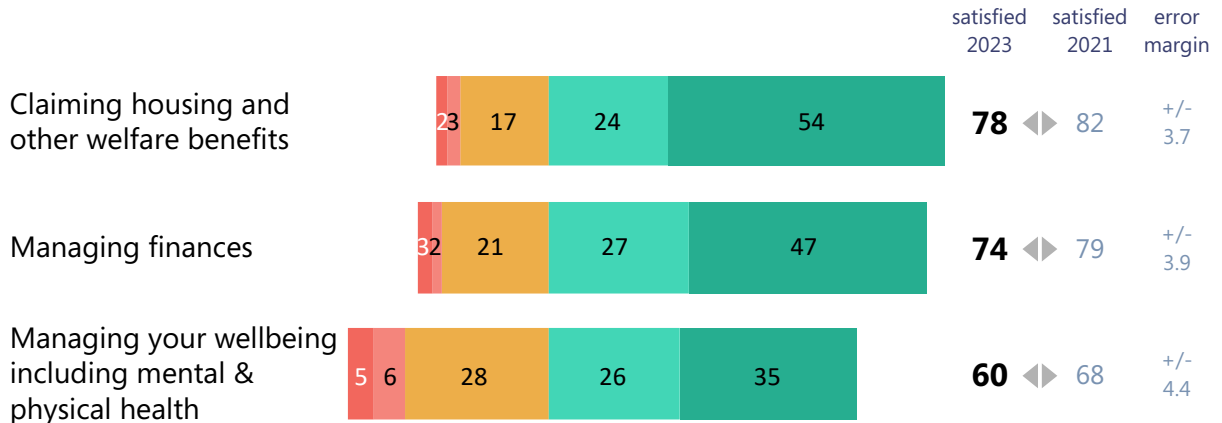
### By place

- No significant variations of note by **area**, other than respondents in Penrhiwceiber are significantly more satisfied than average with advice and support claiming benefits (83%), with Mountain Ash respondents significantly more satisfied than average with the advice and support managing their wellbeing (75%).

# 10. Advice and support

## 10.1 Advice and support

% Bases (descending) 488, 484, 474 | Excludes non respondents





## 11. Priorities for the future

1

Information around saving energy and heating homes

2

Improving repairs service

3

Improving support and wellbeing services



The top two priorities are equal in strength and dominate the list of five



Heating and energy saving is a stronger than average priority for middle aged tenants 50-64



However, energy and heating is a slightly lower priority in flats



## 11. Priorities for the future

In addition to expressing their current levels of satisfaction, every respondent was also given the opportunity to rank **five possible improvements** to Cynon Taf's services in priority order.

The findings from this analysis are displayed in chart 11.1, with the results presented in priority order by two different methods of measurement – average rank order, and the proportion that placed that item at the top of their priority list.

Regardless of the measurement used, the clear joint top priorities for tenants are to help with **energy and heating**, and to improve the **repairs service**. Both of these are ranked as the top priority for a third of respondents.

This is unsurprising considering both that the proportion who are struggling to pay their fuel bills has doubled (section 5), and that repairs have been a key driver of repairs (section 6).

The third ranked priority is to improve the **support and wellbeing services**, satisfaction with which has fallen slightly since last year (section 10).

The last items on the priority list are related to communication, being digital services and other communication options. It is important to note here that the remaining options being lower on the ranking list does not mean that these ideas are unsupported per se, it merely demonstrates that they are less important relative to the others on the list. In isolation, it is probable that making improvements in all of these areas would meet the approval of customers. They were also rated more important than average by certain sub-groups within the sample (see below).



### By people

- The main differences by **age** are that energy saving and heating is a strong priority for middle aged tenants 50-64 (42% top priority), whilst this is lower than average for 35-49 year olds (25%).
- Improving communication methods is slightly more appealing to those aged 65+ as 13% of that group say it is their top priority, but there is no difference in age for the digital services option.
- **Supported** tenants are more likely to prioritise support and wellbeing services, as this is the top priority for half of that group (56%).
- Improvements to the repair service is the clear number one priority for tenants that have lived in their homes for **3-10 years** (38% ranked it first). Conversely, energy saving is the strongest priority for longstanding tenants who have been in their homes for 21+ years (44% top priority).



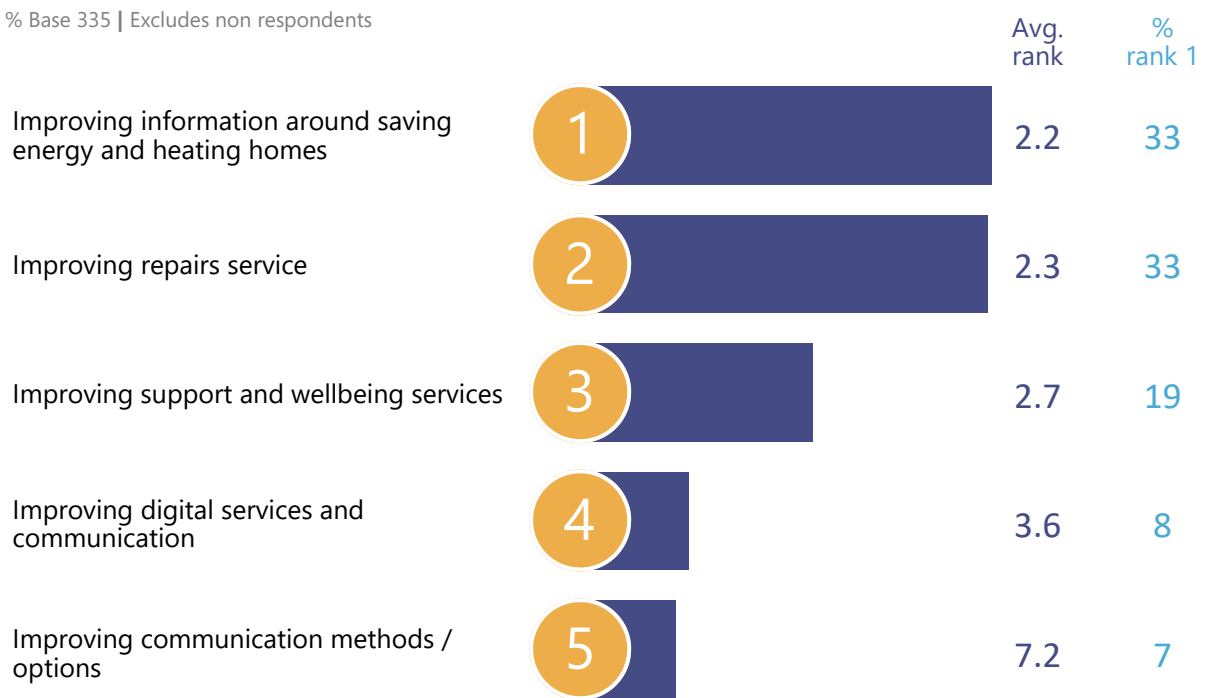
### By place

- Information on saving energy and heating homes is slightly lower priority for residents living in **flats** (22% top priority), being overtaken by support and wellbeing services (28%).

# 11. Priorities for the future

## 11.1 Importance of the following improvements

% Base 335 | Excludes non respondents





# 12. Respondent profile

In addition to documenting the demographic profile of the sample, tables 12.11 to 12.12 in this section also display the core survey questions according to the main property and 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.

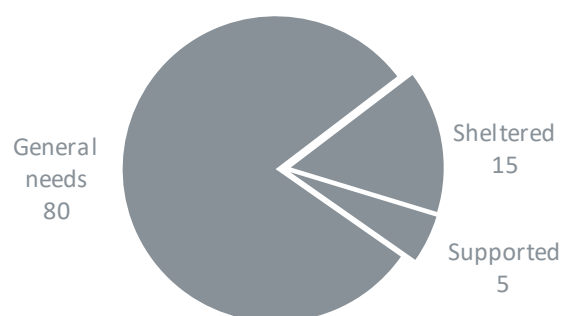
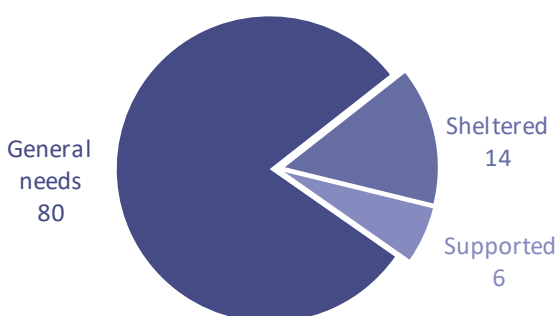
## 12.1 Area

% Base 623

	Total	%	Total	%		Total	%	Total	%
Aberaman	53	8.5	42	6.8	Llantwit Fardre	4	0.6	6	1.0
Abercwmboui	41	6.6	39	6.3	Matthewstown	5	0.8	4	0.6
Abercynon	30	4.8	26	4.2	Miskin	42	6.7	52	8.4
Aberdare	19	3.0	21	3.4	Mountain Ash	40	6.4	44	7.1
Beddau	11	1.8	11	1.8	Penrhiwceiber	40	6.4	45	7.2
Cefnpennar	4	0.6	0	0.0	Pontyclun	11	1.8	16	2.6
Church Village	12	1.9	12	1.9	Pontypridd	3	0.5	2	0.3
Cilfynydd	12	1.9	16	2.6	Pwllgwaun	3	0.5	3	0.5
Cwmaman	26	4.2	26	4.2	Rhydyfelin	30	4.8	30	4.8
Cwmbach	9	1.4	10	1.6	Taffs Well	3	0.5	5	0.8
Cwmdare	9	1.4	7	1.1	Tonypandy	8	1.3	0	0.0
Gadlys	10	1.6	13	2.1	Trallwn	18	2.9	18	2.9
Glyncoch	5	0.8	7	1.1	Trecynon	32	5.1	28	4.5
Glyntaff Road	5	0.8	6	1.0	Treforest	10	1.6	7	1.1
Godreaman	13	2.1	12	1.9	Trehafod	4	0.6	7	1.1
Graig	16	2.6	9	1.4	Treochy	7	1.1	6	1.0
Graigwen	4	0.6	4	0.6	Tynant	7	1.1	8	1.3
Hirwaun	42	6.7	41	6.6	Ynysboeth	12	1.9	17	2.7
Hopkinstown	0	0.0	2	0.3	Ynysybwl	24	3.9	19	3.1

## 12.2 Stock type

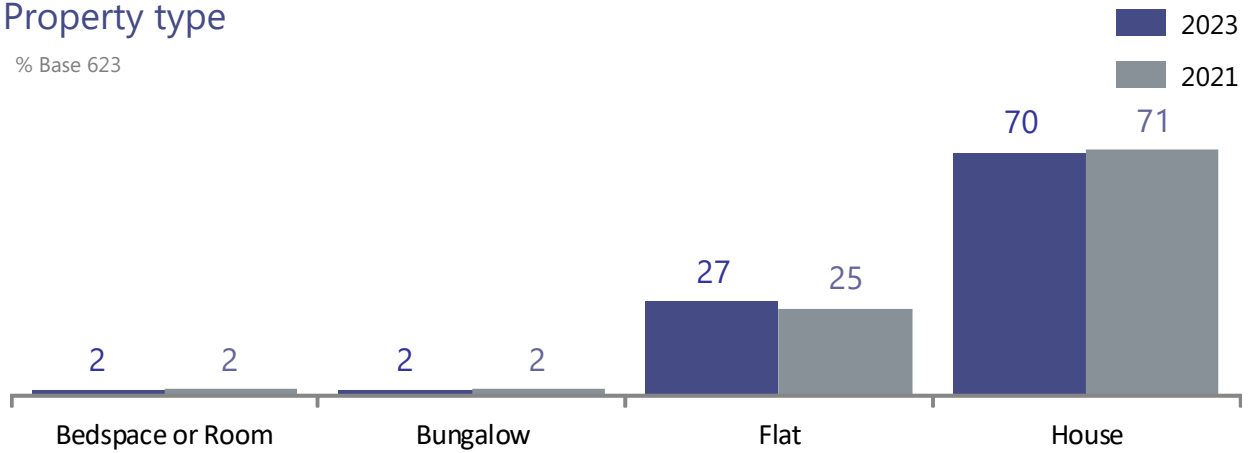
% Base 623



# 12. Respondent profile

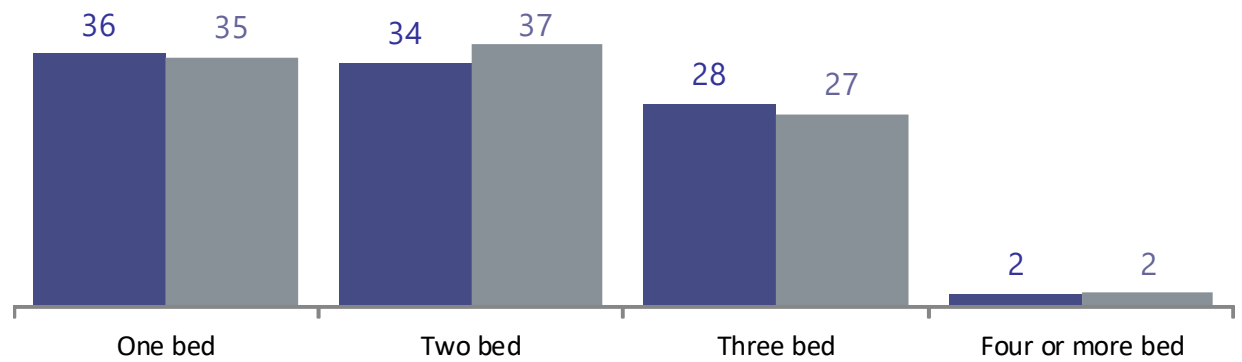
## 12.3 Property type

% Base 623



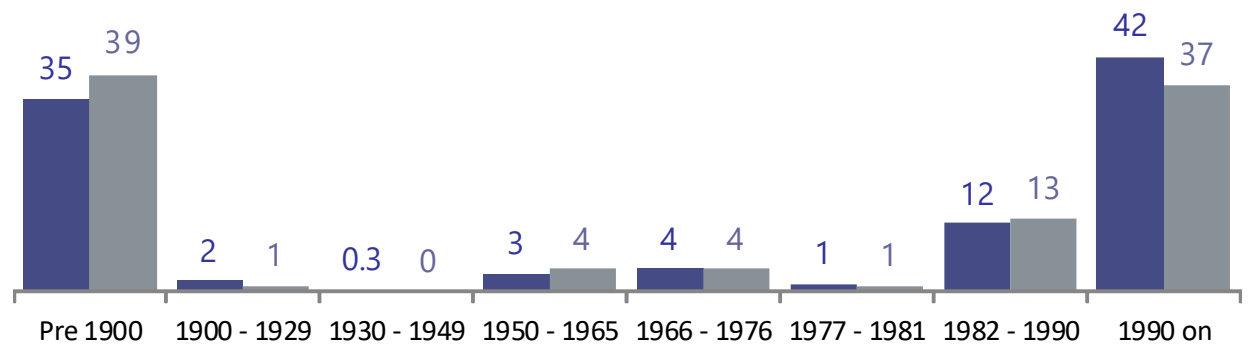
## 12.4 Property size

% Base 623



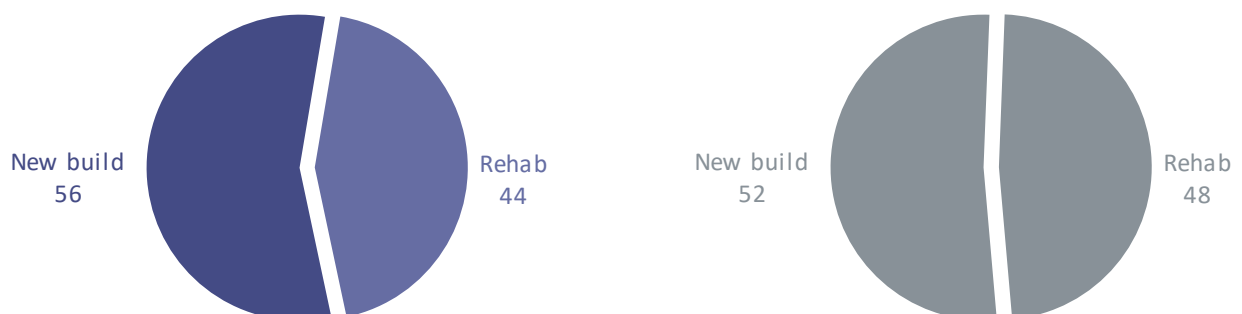
## 12.5 Property age

% Base 623



## 12.6 Build type

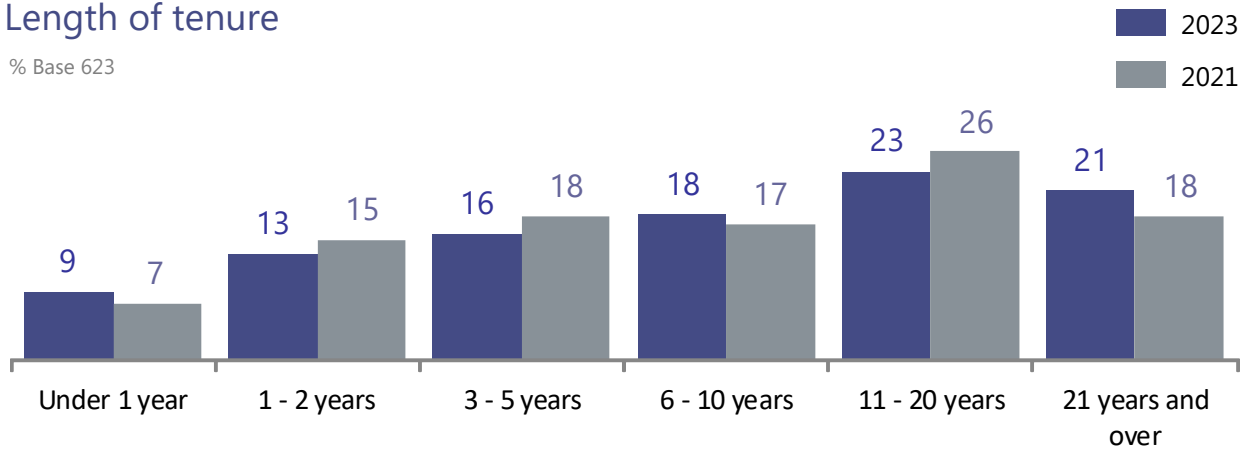
% Base 623



## 12. Respondent profile

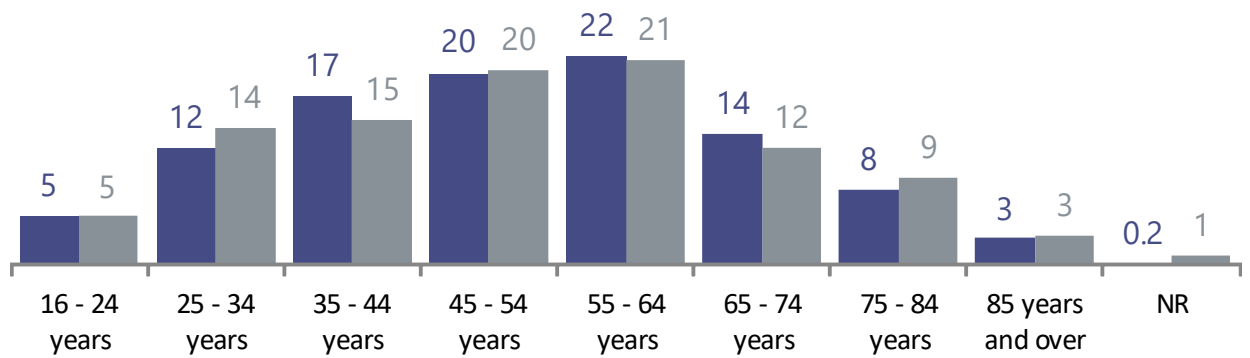
### 12.7 Length of tenure

% Base 623



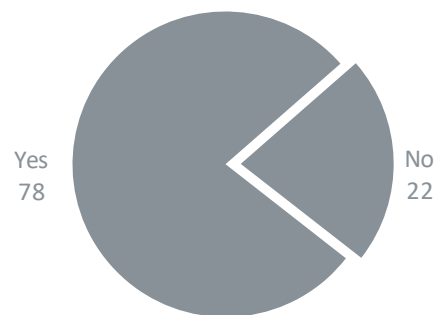
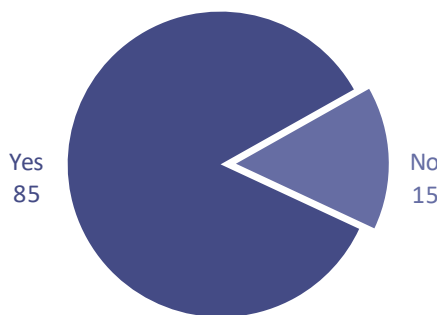
### 12.8 Main tenant age

% Base 623



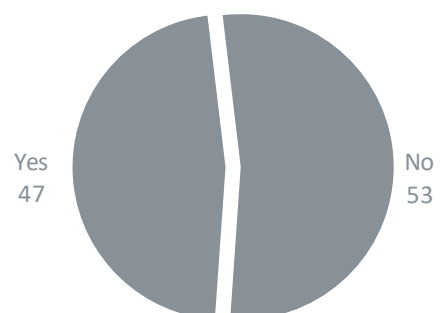
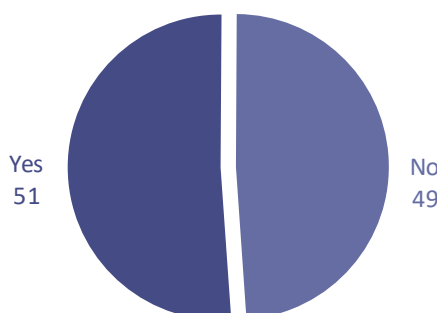
### 12.9 Receive any benefits

% Base 623



### 12.10 Pay a service charge

% Base 623



## 12. Respondent profile

### 12.11 Core questions by age

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
<b>Sample size</b>	<b>623</b>	<b>107</b>	<b>164</b>	<b>201</b>	<b>149</b>
Service overall	81	79	83	77	85
Quality of home	82	75	71	86	92
Safety and security of home	87	87	82	87	92
Rent value for money	85	81	86	83	89
Service charge value for money	66	53	61	73	72
Repairs & maintenance service	79	77	75	79	85
Last completed repair	88	91	84	87	93
Is easy to deal with	88	88	89	87	89
Listen to views and act upon them	68	64	64	71	70
Being kept informed	84	86	80	86	83
Taking part in decision making	66	63	62	70	67
Having a say in service management	69	69	66	72	67
Trust Cynon Taf	79	77	76	80	82
Neighbourhood as a place to live	83	77	83	84	85
Dealing with anti-social behaviour	67	64	64	66	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

## 12. Respondent profile

### 12.12 Core questions by stock

	Overall	% positive		
		General needs	Sheltered	Supported
<b>Sample size</b>	<b>623</b>	<b>496</b>	<b>90</b>	<b>37</b>
Service overall	81	79	84	96
Quality of home	82	79	91	96
Safety and security of home	87	86	88	100
Rent value for money	85	84	86	100
Service charge value for money	66	57	74	100
Repairs & maintenance service	79	77	84	92
Last completed repair	88	86	94	100
Is easy to deal with	88	88	86	100
Listen to views and act upon them	68	67	66	84
Being kept informed	84	83	83	92
Taking part in decision making	66	65	65	80
Having a say in service management	69	68	64	84
Trust Cynon Taf	79	78	78	88
Neighbourhood as a place to live	83	82	81	100
Dealing with anti-social behaviour	67	64	76	86

Significantly **worse** than average  
(95% confidence\*)

Significantly **better** than average  
(95% confidence\*)

Significantly **worse** than average  
(90% confidence\*)

Significantly **better** 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 one used in 2021, itself being based on the HouseMark STAR survey methodology, with the most appropriate questions for Cynon Taf being selected by them from the STAR questionnaire templates, plus the inclusion of the Welsh Government tenant satisfaction performance measures.

## Fieldwork

The survey was carried out in September and November 2023. Paper self completion questionnaires were distributed to all 1918 households, followed by a full reminder. In addition, email invitations and reminders were sent to every valid email address on Cynon Taf's records that hadn't yet taken part (740), and later text invitations and reminders to all non-respondents with a mobile number (1,269). The survey was incentivised with a free prize draw.

## Response rate

In total 623 tenants took part in the survey, which represented a 32% response rate that. A sample of this size has a theoretical error margin of +/- 3.2% overall, which easily exceeds the STAR target of +/- 4%. Around a third (32%) of these responses were collected online, including an 11% email and 7% text message response rate.

## Weighting

The sample was weighted in order to be representative by age, area and stock type. This ensured that the other demographic and property variables were also broadly representative.

## 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 current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.



## Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale.

For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

## Key driver analysis

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


## Benchmarking

The core questions are benchmarked against the Welsh Government’s 2022-2023 data, comprising 46 different organisations.



## Appendix B. Example questionnaire

## Tenant Satisfaction Survey 2023



Community Housing Group  
Grŵp Cartrefi Cymunedol



Ms A B Sample  
Sample Street  
Sample District  
Sample Town  
ABI 2CD

999999

Dear (Ms Sample)

Please find enclosed our Cynon Taf Tenant Survey for 2023, which we would encourage you to complete and return to us. We want to know what you think we've done well, but more importantly what we can do to improve, and going forward we need to make sure that we get things absolutely right.

Your feedback is vital to making that happen, so please do complete this survey and return it in the enclosed freepost envelope or just fill it in online using the link or scanning the code below. As a thank you, the unique code from all completed surveys will automatically be entered into a free prize draw, where **5 lucky people will win £100** each in shopping vouchers.

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

If you have any questions or concerns about this survey, or need a copy in an alternative format, please ring Cynon Taf on 0345 260 2633.

**Os hoffech gymryd rhan yn yr arolwg hwn drwy gyfrwng y Cymraeg cysylltwch â ni ar 0345 260 2633**

return by: **Wednesday 11 October**

complete online at:

scan me



your code: **9999mnmw**    [www.arpsurveys.co.uk/cynontaf](http://www.arpsurveys.co.uk/cynontaf)

### Satisfaction overall

**1** Taking everything into account, how satisfied or dissatisfied are you with the service we provide?

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

**2** How much do you agree or disagree that "I trust Cynon Taf"?

Agree strongly	Agree	Neither	Disagree	Disagree strongly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Your home and community

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Thinking about your home specifically, that we provide a home that is safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. This neighbourhood as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. That your service charge provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Repairs and maintenance

**4** How satisfied or dissatisfied are you with way we generally deal with repairs and maintenance?

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

**5** How satisfied or dissatisfied are you with your gas servicing arrangements (if applicable)

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"/>

**6** Have we completed any repairs to your home in the last 12 months?

Yes **go to Q7** ↓     No **go to Q8** ↗

**7** Thinking about the **last** repair completed, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being able to make to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The speed with which work was completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The overall quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The repair being done 'right first time'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The overall repairs service provided by Cynon Taf on this occasion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8** What could Cynon Taf do to improve the **repairs and maintenance** service?

**!** This is for general comments only. If you need a specific response from Cynon Taf, for example to report a repair, please ring us on 0345 260 2633.

Tick here if you would like Cynon Taf to know who you are for **this question only**

### Contacting us

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. With how we deal with your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. That we are easy to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That it is easy to contact us out of office hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10** Have you contacted us in the last 12 months?

Yes **go to Q11** ↓     No **go to Q12** →

**11** Thinking about the **last** time you contacted us, how satisfied or dissatisfied are you that:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. I was dealt with promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. It was easy to get hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The staff who dealt with me were polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The staff who dealt with me were helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The staff were able to deal with my query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Overall, I was satisfied with the final outcome of my query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Communication

- 12** How good are we at keeping you informed about things that might affect you as a tenant?
- Very good  Fairly good  Neither  Fairly poor  Very poor
- 
- 13** How satisfied or dissatisfied are you that we:
- Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
- a. Listen to your views and act upon them
- b. Give you a say in how services are managed
- c. Give you chances to take part in decision making
- 
- 14** Which of the following methods of being kept informed and getting in touch with us are you happy to use?
- tick all that apply
- Email  My Cynon Taf app and Portal  
 Telephone  In writing  
 Text/SMS  Visit to the housing office  
 Web chat/instant messaging  Visit to your home by staff  
 Facebook, Twitter or other social media  Open meetings  
 Cynon Taf website  Other
- 
- 15** What could Cynon Taf do to improve the way we communicate with you?
- !** This is for general comments only. If you need a specific response from Cynon Taf, for example to report a repair, please ring us on 0345 260 2633.
- 
- Tick here if you would like Cynon Taf to know who you are for this question only

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## Anti-social behaviour (ASB)

- 16** How satisfied or dissatisfied are you with the way Cynon Taf deals with anti-social behaviour (ASB)?
- Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion
- 
- 17** Have you had any problems with anti-social behaviour or neighbour nuisance at or near your home in the last 12 months?
- Yes **go to Q18 ↓**  No **go to Q20 →**
- 
- 18** Who did you report this to?
- tick all that apply
- I did not report it **go to Q20 →**  Cynon Taf Housing **go to Q19 ↓**  
 Local Council  
 Police  
 Someone else (write in)  **all others go to Q20 →**
- 
- 19** Thinking about the **last** time you reported anti-social behaviour (ASB) to Cynon Taf, how satisfied or dissatisfied were you with the following
- Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
- a. Advice provided by staff
- b. How well you were kept informed about what was happening
- c. Our response overall
- d. The final outcome of your report of ASB

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## Cost of Living

- 20** How well would you say you are managing financially at the moment?
- Living comfortably  Doing alright  Just about getting by  Finding it quite difficult  Finding it very difficult  Prefer not to say
- 
- 21** Have you experienced financial difficulties in paying any of the following bills/payments in the last 12 months?
- tick all that apply
- I have not experienced financial difficulties
- Rent  Loans/credit cards  
 Food bills  Phone charge (fixed line or mobile)  
 Fuel bills  TV licence  
 Council Tax  Any other

## Wellbeing, advice and support

- 22** How satisfied or dissatisfied are you with the advice and support you receive from us with the following?
- Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied No opinion
- a. Claiming housing benefit and other welfare benefits
- b. Managing your finances and paying rent and service charges
- c. Managing your wellbeing including mental health and physical health
- 
- 23** Would you like us to contact you offer support around financial and wellbeing issues?
- Yes  No
- !** By ticking yes you give your consent for Cynon Taf to know who you are for this question only

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## Priorities for the future

- 24** Please tell us how important the following improvements would be to you, with 1 being the most important and 5 being the least important?
- write in
- improving digital services and communication  
 improving information around saving energy and heating homes  
 Improving support and wellbeing services  
 improving repairs service  
 improving communication methods / options



### Thank you for taking part

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

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



complete online at:

scan me

your code:  
9999mnmw

[www.arp surveys.co.uk/cynontaf](http://www.arp surveys.co.uk/cynontaf)





## Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

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

	All tenants			General needs			Sheltered			Supported					
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
<b>Q1 Taking everything into account, how satisfied or dissatisfied are you with the service we provide?</b>															
Base: 623															
1: Very satisfied	262	42.1	42.7	191	41.3	42.1	61	44.9	45.9	11	44.0	45.8	11	44.0	45.8
2: Fairly satisfied	234	37.6	38.2	169	36.6	37.2	52	38.2	39.1	12	48.0	50.0	12	48.0	50.0
3: Neither	49	7.9	8.0	41	8.9	9.0	5	3.7	3.8	1	4.0	4.2	1	4.0	4.2
4: Fairly dissatisfied	41	6.6	6.7	33	7.1	7.3	8	5.9	6.0	0	0.0	0.0	0	0.0	0.0
5: Very dissatisfied	27	4.3	4.4	20	4.3	4.4	7	5.1	5.3	0	0.0	0.0	0	0.0	0.0
N/R	11	1.8		7	1.5		3	2.2		1	4.0		1	4.0	
Base: 462															
<b>Q2 How much do you agree or disagree that "I trust Cynon Taf"?</b>															
Base: 623															
6: Agree strongly	195	31.3	32.0	148	32.0	32.5	33	24.3	25.4	10	40.0	41.7	10	40.0	41.7
7: Agree	285	45.7	46.8	208	45.0	45.7	68	50.0	52.3	11	44.0	45.8	11	44.0	45.8
8: Neither	96	15.4	15.8	73	15.8	16.0	21	15.4	16.2	3	12.0	12.5	3	12.0	12.5
9: Disagree	22	3.5	3.6	16	3.5	3.5	6	4.4	4.6	0	0.0	0.0	0	0.0	0.0
10: Disagree strongly	11	1.8	1.8	10	2.2	2.2	2	1.5	1.5	0	0.0	0.0	0	0.0	0.0
N/R	15	2.4		8	1.7		6	4.4		1	4.0		1	4.0	
Base: 136															
<b>Q3a With the overall quality of your home</b>															
Base: 623															
11: Very satisfied	229	36.8	37.4	144	31.2	31.8	72	52.9	53.3	17	68.0	68.0	17	68.0	68.0
12: Fairly satisfied	271	43.5	44.3	212	45.9	46.8	50	36.8	37.0	7	28.0	28.0	7	28.0	28.0
13: Neither	42	6.7	6.9	35	7.6	7.7	8	5.9	5.9	0	0.0	0.0	0	0.0	0.0
14: Fairly dissatisfied	50	8.0	8.2	43	9.3	9.5	4	2.9	3.0	1	4.0	4.0	1	4.0	4.0
15: Very dissatisfied	20	3.2	3.3	19	4.1	4.2	1	0.7	0.7	0	0.0	0.0	0	0.0	0.0
N/R	10	1.6		8	1.7		2	1.5		0	0.0		0	0.0	
Base: 462															
<b>Q3b Thinking about your home specifically, that we provide a home that is safe and secure</b>															
Base: 623															
16: Very satisfied	317	50.9	51.9	217	47.0	47.8	81	59.6	60.4	20	80.0	80.0	20	80.0	80.0
17: Fairly satisfied	213	34.2	34.9	170	36.8	37.4	36	26.5	26.9	5	20.0	20.0	5	20.0	20.0
18: Neither	46	7.4	7.5	38	8.2	8.4	8	5.9	6.0	0	0.0	0.0	0	0.0	0.0
19: Fairly dissatisfied	19	3.0	3.1	15	3.2	3.3	6	4.4	4.5	0	0.0	0.0	0	0.0	0.0
20: Very dissatisfied	16	2.6	2.6	14	3.0	3.1	3	2.2	2.2	0	0.0	0.0	0	0.0	0.0
N/R	11	1.8		9	1.9		2	1.5		0	0.0		0	0.0	
Base: 136															
<b>Q3c This neighbourhood as a place to live</b>															
Base: 623															
21: Very satisfied	304	48.8	49.7	218	47.2	48.1	65	47.8	48.5	18	72.0	72.0	18	72.0	72.0
22: Fairly satisfied	203	32.6	33.2	152	32.9	33.6	44	32.4	32.8	7	28.0	28.0	7	28.0	28.0
23: Neither	55	8.8	9.0	42	9.1	9.3	16	11.8	11.9	0	0.0	0.0	0	0.0	0.0
24: Fairly dissatisfied	38	6.1	6.2	30	6.5	6.6	8	5.9	6.0	0	0.0	0.0	0	0.0	0.0
25: Very dissatisfied	12	1.9	2.0	11	2.4	2.4	1	0.7	0.7	0	0.0	0.0	0	0.0	0.0

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	11	1.8		9	1.9		2	1.5		0	0.0	
<b>Q3d That your rent provides value for money</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		
26: Very satisfied	294	47.2	48.4	201	43.5	44.5	78	57.4	58.6	17	68.0	70.8
27: Fairly satisfied	222	35.6	36.6	176	38.1	38.9	37	27.2	27.8	7	28.0	29.2
28: Neither	51	8.2	8.4	43	9.3	9.5	9	6.6	6.8	0	0.0	0.0
29: Fairly dissatisfied	19	3.0	3.1	14	3.0	3.1	6	4.4	4.5	0	0.0	0.0
30: Very dissatisfied	21	3.4	3.5	18	3.9	4.0	3	2.2	2.3	0	0.0	0.0
N/R	15	2.4		10	2.2		3	2.2		1	4.0	
<b>Q3e That your service charge provides value for money</b>	<i>Base: 319</i>			<i>Base: 180</i>			<i>Base: 136</i>			<i>Base: 25</i>		
31: Very satisfied	106	17.0	34.5	41	8.9	23.7	55	40.4	41.7	17	68.0	70.8
32: Fairly satisfied	98	15.7	31.9	56	12.1	32.4	43	31.6	32.6	7	28.0	29.2
33: Neither	32	5.1	10.4	22	4.8	12.7	13	9.6	9.8	0	0.0	0.0
34: Fairly dissatisfied	34	5.5	11.1	25	5.4	14.5	11	8.1	8.3	0	0.0	0.0
35: Very dissatisfied	37	5.9	12.1	29	6.3	16.8	10	7.4	7.6	0	0.0	0.0
36: Not applicable	5	0.8		2	0.4		2	1.5		1	4.0	
N/R	310	49.8	1.9	287	62.1	2.8	2	1.5	1.5	0	0.0	0.0
<b>Q4 How satisfied or dissatisfied are you with way we generally deal with repairs and maintenance?</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		
37: Very satisfied	254	40.8	41.9	172	37.2	38.4	62	45.6	47.0	18	72.0	72.0
38: Fairly satisfied	224	36.0	37.0	172	37.2	38.4	48	35.3	36.4	5	20.0	20.0
39: Neither	47	7.5	7.8	37	8.0	8.3	9	6.6	6.8	1	4.0	4.0
40: Fairly dissatisfied	38	6.1	6.3	34	7.4	7.6	3	2.2	2.3	0	0.0	0.0
41: Very dissatisfied	43	6.9	7.1	33	7.1	7.4	10	7.4	7.6	1	4.0	4.0
N/R	17	2.7		13	2.8		4	2.9		0	0.0	
<b>Q5 How satisfied or dissatisfied are you with your gas servicing arrangements</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		
42: Very satisfied	340	54.6	59.2	250	54.1	57.2	76	55.9	63.3	14	56.0	82.4
43: Fairly satisfied	172	27.6	30.0	137	29.7	31.4	35	25.7	29.2	1	4.0	5.9
44: Neither	37	5.9	6.4	30	6.5	6.9	7	5.1	5.8	0	0.0	0.0
45: Fairly dissatisfied	15	2.4	2.6	10	2.2	2.3	2	1.5	1.7	2	8.0	11.8
46: Very dissatisfied	10	1.6	1.7	10	2.2	2.3	0	0.0	0.0	0	0.0	0.0
47: Not applicable	34	5.5		15	3.2		12	8.8		7	28.0	
N/R	15	2.4		11	2.4		4	2.9		1	4.0	
<b>Q6 Have we completed any repairs to your home in the last 12 months?</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		

	All tenants			General needs			Sheltered			Supported			
	Weighted by stock, age and area			Weighted by age and area			Weighted by age and area			Representative			
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	% +ve
48: Yes	421	67.6	72.1	324	70.1	75.2	78	57.4	60.9	15	60.0	60.0	60.0
49: No	163	26.2	27.9	107	23.2	24.8	50	36.8	39.1	10	40.0	40.0	40.0
N/R	38	6.1		30	6.5		8	5.9		0	0.0		
<b>Q7a Being told when workers would call</b>													
50: Very satisfied	256	41.1	61.2	189	40.9	58.7	59	43.4	75.6	9	36.0	60.0	93.3
51: Fairly satisfied	119	19.1	28.5	97	21.0	30.1	13	9.6	16.7	5	20.0	33.3	
52: Neither	16	2.6	3.8	13	2.8	4.0	1	0.7	1.3	1	4.0	6.7	
53: Fairly dissatisfied	18	2.9	4.3	15	3.2	4.7	4	2.9	5.1	0	0.0	0.0	
54: Very dissatisfied	9	1.4	2.2	8	1.7	2.5	1	0.7	1.3	0	0.0	0.0	
N/R	204	32.7	0.5	140	30.3	0.6	58	42.6	0.0	10	40.0	0.0	
<b>Q7b Being able to make an appointment</b>													
55: Very satisfied	245	39.3	58.5	186	40.3	57.6	49	36.0	62.8	9	36.0	60.0	86.7
56: Fairly satisfied	129	20.7	30.8	102	22.1	31.6	21	15.4	26.9	4	16.0	26.7	
57: Neither	23	3.7	5.5	17	3.7	5.3	3	2.2	3.8	2	8.0	13.3	
58: Fairly dissatisfied	15	2.4	3.6	13	2.8	4.0	3	2.2	3.8	0	0.0	0.0	
59: Very dissatisfied	7	1.1	1.7	5	1.1	1.5	2	1.5	2.6	0	0.0	0.0	
N/R	204	32.7	0.5	140	30.3	0.6	59	43.4	1.3	10	40.0	0.0	
<b>Q7c Time taken before work started</b>													
60: Very satisfied	216	34.7	51.8	159	34.4	49.7	46	33.8	59.7	10	40.0	66.7	100.0
61: Fairly satisfied	137	22.0	32.9	108	23.4	33.8	21	15.4	27.3	5	20.0	33.3	
62: Neither	27	4.3	6.5	22	4.8	6.9	5	3.7	6.5	0	0.0	0.0	
63: Fairly dissatisfied	22	3.5	5.3	17	3.7	5.3	5	3.7	6.5	0	0.0	0.0	
64: Very dissatisfied	15	2.4	3.6	14	3.0	4.4	0	0.0	0.0	0	0.0	0.0	
N/R	207	33.2	1.2	142	30.7	1.2	59	43.4	1.3	10	40.0	0.0	
<b>Q7d The speed with which work was completed</b>													
65: Very satisfied	268	43.0	63.8	198	42.9	61.5	56	41.2	72.7	12	48.0	80.0	100.0
66: Fairly satisfied	104	16.7	24.8	83	18.0	25.8	16	11.8	20.8	3	12.0	20.0	
67: Neither	23	3.7	5.5	19	4.1	5.9	3	2.2	3.9	0	0.0	0.0	
68: Fairly dissatisfied	11	1.8	2.6	9	1.9	2.8	2	1.5	2.6	0	0.0	0.0	
69: Very dissatisfied	14	2.2	3.3	13	2.8	4.0	0	0.0	0.0	0	0.0	0.0	
N/R	204	32.7	0.5	140	30.3	0.6	59	43.4	1.3	10	40.0	0.0	
<b>Q7e The attitude of workers</b>													



# Appendix C. Data summary

	All tenants				General needs				Sheltered				Supported			
	Weighted by stock, age and area		Weighted by age and area		Weighted by age and area		Weighted by age and area		Weighted by age and area		Representative		Representative			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
70: Very satisfied	321	51.5	76.2	96.4	239	51.7	74.0	96.0	70	51.5	89.7	98.7	12	48.0	80.0	100.0
71: Fairly satisfied	85	13.6	20.2		71	15.4	22.0		7	5.1	9.0		3	12.0	20.0	
72: Neither	11	1.8	2.6		10	2.2	3.1		0	0.0	0.0		0	0.0	0.0	
73: Fairly dissatisfied	2	0.3	0.5		1	0.2	0.3		1	0.7	1.3		0	0.0	0.0	
74: Very dissatisfied	2	0.3	0.5		2	0.4	0.6		0	0.0	0.0		0	0.0	0.0	
N/R	203	32.6	0.2		139	30.1	0.3		58	42.6	0.0		10	40.0	0.0	
<b>Q7f The overall quality of repair work</b>																
	Base: 421				Base: 324				Base: 78				Base: 15			
75: Very satisfied	261	41.9	62.3	87.6	193	41.8	59.8	85.8	59	43.4	76.6	94.8	10	40.0	66.7	100.0
76: Fairly satisfied	106	17.0	25.3		84	18.2	26.0		14	10.3	18.2		5	20.0	33.3	
77: Neither	32	5.1	7.6		29	6.3	9.0		2	1.5	2.6		0	0.0	0.0	
78: Fairly dissatisfied	11	1.8	2.6		9	1.9	2.8		1	0.7	1.3		0	0.0	0.0	
79: Very dissatisfied	9	1.4	2.1		8	1.7	2.5		1	0.7	1.3		0	0.0	0.0	
N/R	203	32.6	0.2		139	30.1	0.3		58	42.6	0.0		10	40.0	0.0	
<b>Q7g Keeping dirt and mess to a minimum</b>																
	Base: 421				Base: 324				Base: 78				Base: 15			
80: Very satisfied	284	45.6	67.9	91.3	213	46.1	65.9	90.0	62	45.6	80.5	94.8	10	40.0	66.7	100.0
81: Fairly satisfied	98	15.7	23.4		78	16.9	24.1		11	8.1	14.3		5	20.0	33.3	
82: Neither	24	3.9	5.7		22	4.8	6.8		2	1.5	2.6		0	0.0	0.0	
83: Fairly dissatisfied	8	1.3	1.9		7	1.5	2.2		1	0.7	1.3		0	0.0	0.0	
84: Very dissatisfied	4	0.6	1.0		3	0.6	0.9		1	0.7	1.3		0	0.0	0.0	
N/R	204	32.7	0.5		140	30.3	0.6		58	42.6	0.0		10	40.0	0.0	
<b>Q7h The repair being done 'right first time'</b>																
	Base: 421				Base: 324				Base: 78				Base: 15			
85: Very satisfied	244	39.2	58.4	80.2	181	39.2	55.9	77.8	54	39.7	68.4	83.6	10	40.0	66.7	100.0
86: Fairly satisfied	91	14.6	21.8		71	15.4	21.9		12	8.8	15.2		5	20.0	33.3	
87: Neither	36	5.8	8.6		30	6.5	9.3		8	5.9	10.1		0	0.0	0.0	
88: Fairly dissatisfied	31	5.0	7.4		28	6.1	8.6		3	2.2	3.8		0	0.0	0.0	
89: Very dissatisfied	16	2.6	3.8		14	3.0	4.3		2	1.5	2.5		0	0.0	0.0	
N/R	203	32.6	0.2		139	30.1	0.3		58	42.6	0.0		10	40.0	0.0	
<b>Q7i The overall repairs service provided by Cynon Taf on this occasion</b>																
	Base: 421				Base: 324				Base: 78				Base: 15			
90: Very satisfied	256	41.1	61.1	88.1	191	41.3	59.3	86.3	53	39.0	67.9	93.5	11	44.0	73.3	100.0
91: Fairly satisfied	113	18.1	27.0		87	18.8	27.0		20	14.7	25.6		4	16.0	26.7	
92: Neither	24	3.9	5.7		22	4.8	6.8		2	1.5	2.6		0	0.0	0.0	
93: Fairly dissatisfied	13	2.1	3.1		11	2.4	3.4		2	1.5	2.6		0	0.0	0.0	
94: Very dissatisfied	13	2.1	3.1		11	2.4	3.4		1	0.7	1.3		0	0.0	0.0	

	All tenants			General needs			Sheltered			Supported			
	Weighted by stock, age and area	Weighted by age and area		Weighted by age and area		Weighted by age and area		Representative					
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	
N/R	204	32.7	0.5	0.6	140	30.3	0.6	1.3	59	43.4	1.3	40.0	0.0
<b>Q9a With how we deal with your enquiries generally</b>													
	Base: 623												
95: Very satisfied	303	48.6	50.1	87.0	223	48.3	49.6	86.3	63	46.3	48.5	84.7	100.0
96: Fairly satisfied	223	35.8	36.9	36.7	165	35.7	36.7	36.2	47	34.6	36.2	40.0	40.0
97: Neither	51	8.2	8.4	8.9	40	8.7	8.9	8.5	11	8.1	8.5	0	0.0
98: Fairly dissatisfied	19	3.0	3.1	3.1	14	3.0	3.1	5.4	7	5.1	5.4	0	0.0
99: Very dissatisfied	9	1.4	1.5	1.8	8	1.7	1.8	1.5	2	1.5	1.5	0	0.0
N/R	18	2.9		2.8	13	2.8		5.1	7	5.1		0	0.0
<b>Q9b That we are easy to deal with</b>													
	Base: 623												
100: Very satisfied	333	53.5	55.0	88.4	243	52.6	54.0	87.8	69	50.7	53.9	86.7	100.0
101: Fairly satisfied	202	32.4	33.4	33.8	152	32.9	33.8	32.8	42	30.9	32.8	32.0	32.0
102: Neither	39	6.3	6.4	6.7	30	6.5	6.7	8.6	11	8.1	8.6	0	0.0
103: Fairly dissatisfied	23	3.7	3.8	4.2	19	4.1	4.2	2.3	3	2.2	2.3	0	0.0
104: Very dissatisfied	8	1.3	1.3	1.3	6	1.3	1.3	2.3	3	2.2	2.3	0	0.0
N/R	18	2.9		2.8	13	2.8		5.1	7	5.1		0	0.0
<b>Q9c That it is easy: it is to contact us out of office hours</b>													
	Base: 623												
105: Very satisfied	248	39.8	41.9	73.8	182	39.4	41.4	73.4	47	34.6	37.9	69.4	88.0
106: Fairly satisfied	189	30.3	31.9	32.0	141	30.5	32.0	31.5	39	28.7	31.5	32.0	32.0
107: Neither	115	18.5	19.4	20.0	88	19.0	20.0	19.4	24	17.6	19.4	3	12.0
108: Fairly dissatisfied	29	4.7	4.9	4.5	20	4.3	4.5	8.9	11	8.1	8.9	0	0.0
109: Very dissatisfied	11	1.8	1.9	2.0	9	1.9	2.0	2.4	3	2.2	2.4	0	0.0
N/R	30	4.8		4.5	21	4.5		8.8	12	8.8		0	0.0
<b>Q10 Have you contacted us in the last 12 months?</b>													
	Base: 623												
110: Yes	451	72.4	78.6	82.7	354	76.6	82.7	63.8	74	54.4	63.8	15	60.0
111: No	123	19.7	21.4	17.3	74	16.0	17.3	36.2	42	30.9	36.2	10	40.0
N/R	49	7.9		7.1	33	7.1		14.0	19	14.0		0	0.0
<b>Q11a I was dealt with promptly</b>													
	Base: 451												
112: Very satisfied	262	42.1	58.2	86.0	200	43.3	56.5	84.7	48	35.3	64.9	86.5	100.0
113: Fairly satisfied	125	20.1	27.8	28.2	100	21.6	28.2	21.6	16	11.8	21.6	5	20.0
114: Neither	29	4.7	6.4	7.1	25	5.4	7.1	5.4	4	2.9	5.4	0	0.0
115: Fairly dissatisfied	17	2.7	3.8	3.7	13	2.8	3.7	6.8	5	3.7	6.8	0	0.0
116: Very dissatisfied	17	2.7	3.8	4.5	16	3.5	4.5	1.4	1	0.7	1.4	0	0.0

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
N/R	173	27.8	0.2	108	23.4	0.0	62	45.6	0.0	10	40.0	0.0
<b>Q11b It was easy to get hold of the right person</b>	Base: 451			Base: 354			Base: 74			Base: 15		
117: Very satisfied	253	40.6	56.2	198	42.9	56.1	40	29.4	53.3	9	36.0	60.0
118: Fairly satisfied	122	19.6	27.1	93	20.1	26.3	22	16.2	29.3	6	24.0	40.0
119: Neither	38	6.1	8.4	32	6.9	9.1	6	4.4	8.0	0	0.0	0.0
120: Fairly dissatisfied	18	2.9	4.0	12	2.6	3.4	7	5.1	9.3	0	0.0	0.0
121: Very dissatisfied	19	3.0	4.2	18	3.9	5.1	0	0.0	0.0	0	0.0	0.0
N/R	173	27.8	0.2	108	23.4	0.0	62	45.6	0.0	10	40.0	0.0
<b>Q11c The staff who dealt with me were polite</b>	Base: 451			Base: 354			Base: 74			Base: 15		
122: Very satisfied	319	51.2	71.0	249	53.9	70.7	61	44.9	82.4	8	32.0	53.3
123: Fairly satisfied	103	16.5	22.9	80	17.3	22.7	10	7.4	13.5	7	28.0	46.7
124: Neither	17	2.7	3.8	15	3.2	4.3	2	1.5	2.7	0	0.0	0.0
125: Fairly dissatisfied	7	1.1	1.6	6	1.3	1.7	1	0.7	1.4	0	0.0	0.0
126: Very dissatisfied	3	0.5	0.7	2	0.4	0.6	0	0.0	0.0	0	0.0	0.0
N/R	175	28.1	0.7	110	23.8	0.6	62	45.6	0.0	10	40.0	0.0
<b>Q11d The staff who dealt with me were helpful</b>	Base: 451			Base: 354			Base: 74			Base: 15		
127: Very satisfied	304	48.8	67.7	238	51.5	67.0	55	40.4	73.3	9	36.0	60.0
128: Fairly satisfied	106	17.0	23.6	81	17.5	22.8	17	12.5	22.7	6	24.0	40.0
129: Neither	27	4.3	6.0	25	5.4	7.0	2	1.5	2.7	0	0.0	0.0
130: Fairly dissatisfied	9	1.4	2.0	8	1.7	2.3	1	0.7	1.3	0	0.0	0.0
131: Very dissatisfied	3	0.5	0.7	3	0.6	0.8	0	0.0	0.0	0	0.0	0.0
N/R	173	27.8	0.2	108	23.4	0.0	62	45.6	0.0	10	40.0	0.0
<b>Q11e The staff were able to deal with my query quickly and efficiently</b>	Base: 451			Base: 354			Base: 74			Base: 15		
132: Very satisfied	265	42.5	58.8	205	44.4	57.9	52	38.2	69.3	7	28.0	46.7
133: Fairly satisfied	121	19.4	26.8	94	20.3	26.6	14	10.3	18.7	8	32.0	53.3
134: Neither	37	5.9	8.2	32	6.9	9.0	5	3.7	6.7	0	0.0	0.0
135: Fairly dissatisfied	17	2.7	3.8	14	3.0	4.0	3	2.2	4.0	0	0.0	0.0
136: Very dissatisfied	11	1.8	2.4	9	1.9	2.5	1	0.7	1.3	0	0.0	0.0
N/R	173	27.8	0.2	108	23.4	0.0	62	45.6	0.0	10	40.0	0.0
<b>Q11f Overall, I was satisfied with the final outcome of my query</b>	Base: 451			Base: 354			Base: 74			Base: 15		
137: Very satisfied	262	42.1	58.5	199	43.1	56.5	53	39.0	71.6	9	36.0	60.0
138: Fairly satisfied	107	17.2	23.9	88	19.0	25.0	9	6.6	12.2	5	20.0	33.3
139: Neither	39	6.3	8.7	33	7.1	9.4	4	2.9	5.4	0	0.0	0.0

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
140: Fairly dissatisfied	14	2.2	3.1	9	1.9	2.6	7	5.1	9.5	0	0.0	0.0
141: Very dissatisfied	26	4.2	5.8	23	5.0	6.5	1	0.7	1.4	1	4.0	6.7
N/R	175	28.1	0.7	110	23.8	0.6	62	45.6	0.0	10	40.0	0.0
<b>Q12 How good are we at keeping you informed about things that might affect you as a tenant?</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		
142: Very good	299	48.0	49.3	221	47.8	49.2	63	46.3	48.5	13	52.0	52.0
143: Fairly good	209	33.5	34.5	153	33.1	34.1	46	33.8	35.4	10	40.0	40.0
144: Neither	52	8.3	8.6	41	8.9	9.1	7	5.1	5.4	2	8.0	8.0
145: Fairly poor	28	4.5	4.6	22	4.8	4.9	7	5.1	5.4	0	0.0	0.0
146: Very poor	18	2.9	3.0	12	2.6	2.7	7	5.1	5.4	0	0.0	0.0
N/R	18	2.9		13	2.8		6	4.4		0	0.0	
<b>Q13a Listen to your views and act upon them</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		
147: Very satisfied	228	36.6	37.9	170	36.8	38.0	44	32.4	34.6	11	44.0	44.0
148: Fairly satisfied	179	28.7	29.8	128	27.7	28.6	40	29.4	31.5	10	40.0	40.0
149: Neither	113	18.1	18.8	84	18.2	18.8	25	18.4	19.7	4	16.0	16.0
150: Fairly dissatisfied	47	7.5	7.8	40	8.7	8.9	8	5.9	6.3	0	0.0	0.0
151: Very dissatisfied	34	5.5	5.7	25	5.4	5.6	10	7.4	7.9	0	0.0	0.0
N/R	22	3.5		15	3.2		8	5.9		0	0.0	
<b>Q13b Give you a say in how services are managed</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		
152: Very satisfied	210	33.7	35.2	156	33.8	35.1	48	35.3	38.1	7	28.0	28.0
153: Fairly satisfied	200	32.1	33.5	146	31.6	32.9	33	24.3	26.2	14	56.0	56.0
154: Neither	123	19.7	20.6	90	19.5	20.3	31	22.8	24.6	4	16.0	16.0
155: Fairly dissatisfied	40	6.4	6.7	35	7.6	7.9	5	3.7	4.0	0	0.0	0.0
156: Very dissatisfied	24	3.9	4.0	17	3.7	3.8	9	6.6	7.1	0	0.0	0.0
N/R	26	4.2		19	4.1		9	6.6		0	0.0	
<b>Q13c Give you chances to take part in decision making</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		
157: Very satisfied	197	31.6	33.2	141	30.5	32.2	50	36.8	39.4	8	32.0	32.0
158: Fairly satisfied	193	31.0	32.5	143	31.0	32.6	32	23.5	25.2	12	48.0	48.0
159: Neither	139	22.3	23.4	106	22.9	24.2	29	21.3	22.8	4	16.0	16.0
160: Fairly dissatisfied	38	6.1	6.4	31	6.7	7.1	7	5.1	5.5	0	0.0	0.0
161: Very dissatisfied	26	4.2	4.4	17	3.7	3.9	9	6.6	7.1	1	4.0	4.0
N/R	31	5.0		23	5.0		8	5.9		0	0.0	
<b>Q14 Methods of being kept informed and getting in touch are you happy to use?</b>	<i>Base: 623</i>			<i>Base: 462</i>			<i>Base: 136</i>			<i>Base: 25</i>		

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
162: Email	313	50.2	52.3	253	54.8	57.1	51	37.5	39.2	6	24.0	24.0
163: Telephone	385	61.8	64.3	286	61.9	64.6	88	64.7	67.7	13	52.0	52.0
164: Text/SMS	316	50.7	52.8	259	56.1	58.5	49	36.0	37.7	5	20.0	20.0
165: Web chat/instant messaging	44	7.1	7.3	41	8.9	9.3	1	0.7	0.8	0	0.0	0.0
166: Facebook, Twitter or other social media	46	7.4	7.7	40	8.7	9.0	4	2.9	3.1	1	4.0	4.0
167: Cynon Taf website	74	11.9	12.4	58	12.6	13.1	10	7.4	7.7	3	12.0	12.0
168: My Cynon app and Portal	48	7.7	8.0	42	9.1	9.5	5	3.7	3.8	0	0.0	0.0
169: In writing	255	40.9	42.6	183	39.6	41.3	46	33.8	35.4	18	72.0	72.0
170: Visit to the housing office	38	6.1	6.3	28	6.1	6.3	8	5.9	6.2	2	8.0	8.0
171: Visit to your home by staff	118	18.9	19.7	78	16.9	17.6	25	18.4	19.2	11	44.0	44.0
172: Open meetings	22	3.5	3.7	9	1.9	2.0	16	11.8	12.3	1	4.0	4.0
173: Other	4	0.6	0.7	1	0.2	0.2	1	0.7	0.8	1	4.0	4.0
N/R	24	3.9		19	4.1		6	4.4		0	0.0	
<b>Q16 How satisfied or dissatisfied are you with the way Cynon Taf deals with anti-social behaviour (ASB)?</b>												
174: Very satisfied	186	29.9	38.6	131	28.4	37.6	52	38.2	44.4	8	32.0	38.1
175: Fairly satisfied	137	22.0	28.4	90	19.5	25.9	37	27.2	31.6	10	40.0	47.6
176: Neither	96	15.4	19.9	75	16.2	21.6	18	13.2	15.4	2	8.0	9.5
177: Fairly dissatisfied	27	4.3	5.6	23	5.0	6.6	2	1.5	1.7	1	4.0	4.8
178: Very dissatisfied	36	5.8	7.5	29	6.3	8.3	8	5.9	6.8	0	0.0	0.0
179: No opinion	103	16.5		85	18.4		10	7.4		4	16.0	
N/R	39	6.3		31	6.7		8	5.9		0	0.0	
<b>Q17 Have you had any problems with anti-social behaviour or neighbour nuisance at or near your home in the last 12 months?</b>												
180: Yes	138	22.2	23.5	111	24.0	25.5	21	15.4	16.3	4	16.0	16.7
181: No	449	72.1	76.5	324	70.1	74.5	108	79.4	83.7	20	80.0	83.3
N/R	37	5.9		28	6.1		8	5.9		1	4.0	
<b>Q18 Who did you report this to?</b>												
182: I did not report it	44	7.1	31.9	37	8.0	33.3	4	2.9	19.0	1	4.0	25.0
183: Cynon Taf Housing	66	10.6	47.8	52	11.3	46.8	13	9.6	61.9	1	4.0	25.0
184: Local Council	17	2.7	12.3	14	3.0	12.6	2	1.5	9.5	0	0.0	0.0
185: Police	52	8.3	37.7	44	9.5	39.6	6	4.4	28.6	1	4.0	25.0
186: Someone else	8	1.3	5.8	5	1.1	4.5	2	1.5	9.5	1	4.0	25.0
N/R	489	78.5	2.9	354	76.6	2.7	116	85.3	4.8	21	84.0	0.0

# Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
<b>R18 Reported ASB</b>	<i>Base: 138</i>			<i>Base: 111</i>			<i>Base: 21</i>			<i>Base: 4</i>		
187: Yes	90	14.4	67.2	71	15.4	65.7	16	11.8	80.0	3	12.0	75.0
188: No	44	7.1	32.8	37	8.0	34.3	4	2.9	20.0	1	4.0	25.0
N/R	489	78.5	2.9	354	76.6	2.7	116	85.3	4.8	21	84.0	0.0
<b>Q19a Advice provided by staff</b>	<i>Base: 66</i>			<i>Base: 52</i>			<i>Base: 13</i>			<i>Base: 1</i>		
189: Very satisfied	15	2.4	23.8	11	2.4	21.2	3	2.2	25.0	1	4.0	100.0
190: Fairly satisfied	14	2.2	22.2	11	2.4	21.2	4	2.9	33.3	0	0.0	0.0
191: Neither	8	1.3	12.7	8	1.7	15.4	0	0.0	0.0	0	0.0	0.0
192: Fairly dissatisfied	12	1.9	19.0	11	2.4	21.2	1	0.7	8.3	0	0.0	0.0
193: Very dissatisfied	14	2.2	22.2	11	2.4	21.2	4	2.9	33.3	0	0.0	0.0
N/R	559	89.7	3.0	410	88.7	0.0	125	91.9	15.4	24	96.0	0.0
<b>Q19b How well you were kept informed about what was happening</b>	<i>Base: 66</i>			<i>Base: 52</i>			<i>Base: 13</i>			<i>Base: 1</i>		
194: Very satisfied	10	1.6	15.6	7	1.5	13.7	1	0.7	8.3	1	4.0	100.0
195: Fairly satisfied	17	2.7	26.6	14	3.0	27.5	4	2.9	33.3	0	0.0	0.0
196: Neither	9	1.4	14.1	8	1.7	15.7	0	0.0	0.0	0	0.0	0.0
197: Fairly dissatisfied	13	2.1	20.3	11	2.4	21.6	2	1.5	16.7	0	0.0	0.0
198: Very dissatisfied	15	2.4	23.4	11	2.4	21.6	5	3.7	41.7	0	0.0	0.0
N/R	559	89.7	3.0	410	88.7	0.0	125	91.9	15.4	24	96.0	0.0
<b>Q19c Our response overall</b>	<i>Base: 66</i>			<i>Base: 52</i>			<i>Base: 13</i>			<i>Base: 1</i>		
199: Very satisfied	13	2.1	20.3	9	1.9	17.0	2	1.5	16.7	1	4.0	100.0
200: Fairly satisfied	14	2.2	21.9	12	2.6	22.6	3	2.2	25.0	0	0.0	0.0
201: Neither	8	1.3	12.5	8	1.7	15.1	0	0.0	0.0	0	0.0	0.0
202: Fairly dissatisfied	13	2.1	20.3	11	2.4	20.8	2	1.5	16.7	0	0.0	0.0
203: Very dissatisfied	16	2.6	25.0	13	2.8	24.5	5	3.7	41.7	0	0.0	0.0
N/R	558	89.6	1.5	410	88.7	0.0	125	91.9	15.4	24	96.0	0.0
<b>Q19d The final outcome of your report of ASB</b>	<i>Base: 66</i>			<i>Base: 52</i>			<i>Base: 13</i>			<i>Base: 1</i>		
204: Very satisfied	11	1.8	17.2	7	1.5	13.7	2	1.5	16.7	1	4.0	100.0
205: Fairly satisfied	12	1.9	18.8	10	2.2	19.6	2	1.5	16.7	0	0.0	0.0
206: Neither	8	1.3	12.5	7	1.5	13.7	0	0.0	0.0	0	0.0	0.0
207: Fairly dissatisfied	14	2.2	21.9	12	2.6	23.5	3	2.2	25.0	0	0.0	0.0
208: Very dissatisfied	19	3.0	29.7	15	3.2	29.4	5	3.7	41.7	0	0.0	0.0
N/R	559	89.7	3.0	410	88.7	0.0	125	91.9	15.4	24	96.0	0.0

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
<b>Q20 How well would you say you are managing financially at the moment?</b>	<i>Base: 623</i>											
209: Living comfortably	61	9.8	10.6	25	5.4	5.9	29	21.3	22.3	10	40.0	40.0
210: Doing alright	199	31.9	34.4	129	27.9	30.4	69	50.7	53.1	9	36.0	36.0
211: Just about getting by	192	30.8	33.2	161	34.8	37.9	23	16.9	17.7	3	12.0	12.0
212: Finding it quite difficult	75	12.0	13.0	66	14.3	15.5	6	4.4	4.6	1	4.0	4.0
213: Finding it very difficult	51	8.2	8.8	44	9.5	10.4	3	2.2	2.3	2	8.0	8.0
214: Prefer not to say	14	2.2		12	2.6		2	1.5		0	0.0	
N/R	30	4.8		25	5.4		4	2.9		0	0.0	
<b>R20 How well would you say you are managing financially at the moment?</b>	<i>Base: 462</i>											
215: Comfortable or alright	260	41.7	44.9	154	33.3	36.3	98	72.1	75.4	19	76.0	76.0
216: Just about getting by	192	30.8	33.2	161	34.8	38.0	23	16.9	17.7	3	12.0	12.0
217: Finding it difficult	127	20.4	21.9	109	23.6	25.7	9	6.6	6.9	3	12.0	12.0
N/R	44	7.1		37	8.0		6	4.4		0	0.0	
<b>Q21 Have you experienced financial difficulties in the last 12 months?</b>	<i>Base: 623</i>											
218: I have not experienced financial difficulties	249	40.0	46.4	151	32.7	37.8	94	69.1	81.7	16	64.0	72.7
219: Rent	80	12.8	14.9	73	15.8	18.3	2	1.5	1.7	0	0.0	0.0
220: Food bills	209	33.5	38.9	184	39.8	46.1	12	8.8	10.4	3	12.0	13.6
221: Fuel bills	168	27.0	31.3	145	31.4	36.3	13	9.6	11.3	3	12.0	13.6
222: Council Tax	60	9.6	11.2	53	11.5	13.3	3	2.2	2.6	1	4.0	4.5
223: Loans/credit cards	56	9.0	10.4	51	11.0	12.8	3	2.2	2.6	0	0.0	0.0
224: Phone charge (fixed line or mobile)	63	10.1	11.7	55	11.9	13.8	5	3.7	4.3	1	4.0	4.5
225: TV licence	56	9.0	10.4	49	10.6	12.3	3	2.2	2.6	1	4.0	4.5
226: Any other	15	2.4	2.8	12	2.6	3.0	0	0.0	0.0	2	8.0	9.1
N/R	86	13.8		63	13.6		21	15.4		3	12.0	
<b>R21 Experienced financial difficulties in the last year</b>	<i>Base: 623</i>											
227: Yes	287	46.1	53.4	248	53.7	62.2	21	15.4	18.3	6	24.0	27.3
228: No	250	40.1	46.6	151	32.7	37.8	94	69.1	81.7	16	64.0	72.7
N/R	86	13.8		62	13.4		21	15.4		3	12.0	
<b>Q22a Claiming housing benefit and other welfare benefits</b>	<i>Base: 623</i>											
229: Very satisfied	265	42.5	54.3	191	41.3	53.5	68	50.0	59.1	10	40.0	52.6
230: Fairly satisfied	115	18.5	23.6	83	18.0	23.2	22	16.2	19.1	8	32.0	42.1
231: Neither	85	13.6	17.4	67	14.5	18.8	18	13.2	15.7	0	0.0	0.0
232: Fairly dissatisfied	13	2.1	2.7	8	1.7	2.2	4	2.9	3.5	1	4.0	5.3
233: Very dissatisfied	10	1.6	2.0	8	1.7	2.2	3	2.2	2.6	0	0.0	0.0

	All tenants			General needs			Sheltered			Supported			
	Weighted by stock, age and area	Weighted by age and area		Weighted by age and area		Weighted by age and area		Representative					
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	
234: No opinion	92	14.8		68	14.7		14	10.3		6	24.0		
N/R	45	7.2		36	7.8		8	5.9		0	0.0		
<b>Q22b Managing your finances and paying rent and service charges</b>	<i>Base: 623</i>												
235: Very satisfied	226	36.3	46.7	162	35.1	45.3	61	44.9	57.0	78.5	9	36.0	45.0
236: Fairly satisfied	132	21.2	27.3	96	20.8	26.8	23	16.9	21.5		9	36.0	45.0
237: Neither	103	16.5	21.3	82	17.7	22.9	19	14.0	17.8		2	8.0	10.0
238: Fairly dissatisfied	9	1.4	1.9	7	1.5	2.0	1	0.7	0.9		0	0.0	0.0
239: Very dissatisfied	14	2.2	2.9	11	2.4	3.1	3	2.2	2.8		0	0.0	0.0
240: No opinion	85	13.6		63	13.6		15	11.0			5	20.0	
N/R	54	8.7		41	8.9		15	11.0			0	0.0	
<b>Q22c Managing your wellbeing including mental health and physical health</b>	<i>Base: 623</i>												
241: Very satisfied	164	26.3	34.6	119	25.8	34.1	45	33.1	42.1	68.3	5	20.0	25.0
242: Fairly satisfied	122	19.6	25.7	79	17.1	22.6	28	20.6	26.2		12	48.0	60.0
243: Neither	134	21.5	28.3	108	23.4	30.9	24	17.6	22.4		2	8.0	10.0
244: Fairly dissatisfied	29	4.7	6.1	24	5.2	6.9	3	2.2	2.8		1	4.0	5.0
245: Very dissatisfied	25	4.0	5.3	19	4.1	5.4	7	5.1	6.5		0	0.0	0.0
246: No opinion	99	15.9		76	16.5		15	11.0			5	20.0	
N/R	50	8.0		38	8.2		13	9.6			0	0.0	
<b>Q23 Would you like us to contact you offer support around financial and wellbeing issues ?</b>	<i>Base: 623</i>												
247: Yes	96	15.4	16.9	79	17.1	18.8	8	5.9	6.7		4	16.0	16.0
248: No	472	75.8	83.1	341	73.8	81.2	112	82.4	93.3		21	84.0	84.0
N/R	55	8.8		42	9.1		16	11.8			0	0.0	
<b>Q24a [Improving digital services and communication] Please tell us how important the following improvements would be to you:</b>	<i>Base: 623</i>												
249: 1	28	4.5	12.3	20	4.3	11.8	8	5.9	18.2		1	4.0	8.3
250: 2	23	3.7	10.1	15	3.2	8.9	8	5.9	18.2		1	4.0	8.3
251: 3	50	8.0	21.9	45	9.7	26.6	4	2.9	9.1		0	0.0	0.0
252: 4	37	5.9	16.2	27	5.8	16.0	9	6.6	20.5		1	4.0	8.3
253: 5	90	14.4	39.5	62	13.4	36.7	15	11.0	34.1		9	36.0	75.0
N/R	395	63.4		293	63.4		90	66.2			13	52.0	
<b>Q24b [Improving information around saving energy and heating homes] Please tell us how important the following improvements would be to you:</b>	<i>Base: 623</i>												



	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
254: 1	111	17.8	42.2	88	19.0	44.0	22	16.2	45.8	1	4.0	8.3
255: 2	65	10.4	24.7	55	11.9	27.5	6	4.4	12.5	2	8.0	16.7
256: 3	39	6.3	14.8	21	4.5	10.5	6	4.4	12.5	8	32.0	66.7
257: 4	25	4.0	9.5	17	3.7	8.5	11	8.1	22.9	0	0.0	0.0
258: 5	23	3.7	8.7	19	4.1	9.5	3	2.2	6.3	1	4.0	8.3
N/R	360	57.8		263	56.9		88	64.7		13	52.0	
<b>Q24c [Improving support and wellbeing services] Please tell us how important the following improvements would be to you:</b>												
259: 1	62	10.0	26.4	39	8.4	22.3	8	5.9	17.4	10	40.0	83.3
260: 2	56	9.0	23.8	39	8.4	22.3	20	14.7	43.5	1	4.0	8.3
261: 3	47	7.5	20.0	38	8.2	21.7	6	4.4	13.0	1	4.0	8.3
262: 4	39	6.3	16.6	35	7.6	20.0	3	2.2	6.5	0	0.0	0.0
263: 5	31	5.0	13.2	24	5.2	13.7	9	6.6	19.6	0	0.0	0.0
N/R	388	62.3		287	62.1		90	66.2		13	52.0	
<b>Q24d [Improving repairs service] Please tell us how important the following improvements would be to you:</b>												
264: 1	110	17.7	40.0	83	18.0	40.3	23	16.9	45.1	4	16.0	26.7
265: 2	65	10.4	23.6	52	11.3	25.2	6	4.4	11.8	4	16.0	26.7
266: 3	42	6.7	15.3	32	6.9	15.5	10	7.4	19.6	1	4.0	6.7
267: 4	33	5.3	12.0	20	4.3	9.7	7	5.1	13.7	5	20.0	33.3
268: 5	25	4.0	9.1	19	4.1	9.2	5	3.7	9.8	1	4.0	6.7
N/R	348	55.9		257	55.6		86	63.2		10	40.0	
<b>Q24e [Improving communication methods / options] Please tell us how important the following improvements would be to you:</b>												
269: 1	24	3.9	10.5	17	3.7	9.9	5	3.7	10.6	2	8.0	18.2
270: 2	40	6.4	17.5	30	6.5	17.5	6	4.4	12.8	3	12.0	27.3
271: 3	51	8.2	22.3	35	7.6	20.5	19	14.0	40.4	1	4.0	9.1
272: 4	79	12.7	34.5	60	13.0	35.1	11	8.1	23.4	5	20.0	45.5
273: 5	35	5.6	15.3	29	6.3	17.0	6	4.4	12.8	0	0.0	0.0
N/R	395	63.4		293	63.4		89	65.4		14	56.0	
<b>R24a [Rank 1] Please tell us how important the following improvements would be to you:</b>												
274: improving digital services and communication	28	4.5	8.4	20	4.3	8.1	8	5.9	12.1	1	4.0	5.6
275: improving information around saving energy and heating homes	111	17.8	33.1	88	19.0	35.6	22	16.2	33.3	1	4.0	5.6
276: Improving support and wellbeing services	62	10.0	18.5	39	8.4	15.8	8	5.9	12.1	10	40.0	55.6

# Appendix C. Data summary

	All tenants				General needs				Sheltered				Supported			
	Weighted by stock, age and area		Weighted by age and area		Weighted by age and area		Weighted by age and area		Weighted by age and area		Representative					
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
277: improving repairs service	110	17.7	32.8	33.6	83	18.0	33.6	34.8	23	16.9	34.8	34.8	4	16.0	22.2	22.2
278: improving communication methods / options	24	3.9	7.2	6.9	17	3.7	6.9	7.6	5	3.7	7.6	7.6	2	8.0	11.1	11.1
N/R	288	46.2		46.8	216	46.8		51.5	70	51.5		28.0	7	28.0		28.0
<b>R24b [Rank 2] Please tell us how important the following improvements would be to you:</b>	<i>Base: 623</i>			<i>Base: 462</i>	<i>Base: 136</i>			<i>Base: 25</i>								
279: improving digital services and communication	23	3.7	9.2	7.9	15	3.2	7.9	17.4	8	5.9	17.4	17.4	1	4.0	9.1	9.1
280: improving information around saving energy and heating homes	65	10.4	26.1	28.8	55	11.9	28.8	28.8	6	4.4	13.0	13.0	2	8.0	18.2	18.2
281: Improving support and wellbeing services	56	9.0	22.5	20.4	39	8.4	20.4	43.5	20	14.7	43.5	43.5	1	4.0	9.1	9.1
282: improving repairs service	65	10.4	26.1	27.2	52	11.3	27.2	13.0	6	4.4	13.0	13.0	4	16.0	36.4	36.4
283: improving communication methods / options	40	6.4	16.1	15.7	30	6.5	15.7	13.0	6	4.4	13.0	13.0	3	12.0	27.3	27.3
N/R	374	60.0		58.9	272	58.9		66.9	91	66.9		56.0	14	56.0		56.0
<b>R24c [Rank 3] Please tell us how important the following improvements would be to you:</b>	<i>Base: 623</i>			<i>Base: 462</i>	<i>Base: 136</i>			<i>Base: 25</i>								
284: improving digital services and communication	50	8.0	21.8	26.3	45	9.7	26.3	8.9	4	2.9	8.9	8.9	0	0.0	0.0	0.0
285: improving information around saving energy and heating homes	39	6.3	17.0	12.3	21	4.5	12.3	13.3	6	4.4	13.3	13.3	8	32.0	72.7	72.7
286: Improving support and wellbeing services	47	7.5	20.5	22.2	38	8.2	22.2	13.3	6	4.4	13.3	13.3	1	4.0	9.1	9.1
287: improving repairs service	42	6.7	18.3	18.7	32	6.9	18.7	22.2	10	7.4	22.2	22.2	1	4.0	9.1	9.1
288: improving communication methods / options	51	8.2	22.3	20.5	35	7.6	20.5	42.2	19	14.0	42.2	42.2	1	4.0	9.1	9.1
N/R	394	63.2		62.8	290	62.8		67.6	92	67.6		56.0	14	56.0		56.0
<b>R24d [Rank 4] Please tell us how important the following improvements would be to you:</b>	<i>Base: 623</i>			<i>Base: 462</i>	<i>Base: 136</i>			<i>Base: 25</i>								
289: improving digital services and communication	37	5.9	17.4	17.0	27	5.8	17.0	22.0	9	6.6	22.0	22.0	1	4.0	9.1	9.1
290: improving information around saving energy and heating homes	25	4.0	11.7	10.7	17	3.7	10.7	26.8	11	8.1	26.8	26.8	0	0.0	0.0	0.0
291: Improving support and wellbeing services	39	6.3	18.3	22.0	35	7.6	22.0	7.3	3	2.2	7.3	7.3	0	0.0	0.0	0.0
292: improving repairs service	33	5.3	15.5	12.6	20	4.3	12.6	17.1	7	5.1	17.1	17.1	5	20.0	45.5	45.5
293: improving communication methods / options	79	12.7	37.1	37.7	60	13.0	37.7	26.8	11	8.1	26.8	26.8	5	20.0	45.5	45.5
N/R	411	66.0		65.8	304	65.8		69.9	95	69.9		56.0	14	56.0		56.0
<b>R24e [Rank 5] Please tell us how important the following improvements would be to you:</b>	<i>Base: 623</i>			<i>Base: 462</i>	<i>Base: 136</i>			<i>Base: 25</i>								
294: improving digital services and communication	90	14.4	44.1	40.5	62	13.4	40.5	39.5	15	11.0	39.5	39.5	9	36.0	81.8	81.8
295: improving information around saving energy and heating homes	23	3.7	11.3	12.4	19	4.1	12.4	7.9	3	2.2	7.9	7.9	1	4.0	9.1	9.1
296: Improving support and wellbeing services	31	5.0	15.2	15.7	24	5.2	15.7	23.7	9	6.6	23.7	23.7	0	0.0	0.0	0.0
297: improving repairs service	25	4.0	12.3	12.4	19	4.1	12.4	13.2	5	3.7	13.2	13.2	1	4.0	9.1	9.1
298: improving communication methods / options	35	5.6	17.2	19.0	29	6.3	19.0	15.8	6	4.4	15.8	15.8	0	0.0	0.0	0.0
N/R	418	67.1		67.1	310	67.1		71.3	97	71.3		56.0	14	56.0		56.0
<b>D101 Stock type</b>	<i>Base: 623</i>			<i>Base: 462</i>	<i>Base: 136</i>			<i>Base: 25</i>								

	All tenants				General needs				Sheltered				Supported			
	Weighted by stock, age and area		Weighted by age and area		Weighted by age and area		Weighted by age and area		Weighted by age and area		Representative					
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
299: Adapted	7	1.1	1.1	1.5	7	1.5	1.5	1.5	0	0.0	0.0	0.0	0	0.0	0.0	0.0
300: General Needs	489	78.5	78.5	98.5	455	98.5	98.5	98.5	0	0.0	0.0	0.0	0	0.0	0.0	0.0
301: Old People	37	5.9	5.9	0.0	0	0.0	0.0	0.0	57	41.9	41.9	41.9	0	0.0	0.0	0.0
302: Sheltered	53	8.5	8.5	0.0	0	0.0	0.0	0.0	79	58.1	58.1	58.1	0	0.0	0.0	0.0
303: Supported	37	5.9	5.9	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	25	100.0	100.0	100.0
N/R	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
<b>D102 Stock type [summary]</b>																
	Base: 623				Base: 462				Base: 136				Base: 25			
304: General needs	496	79.6	79.6	100.0	462	100.0	100.0	100.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
305: Sheltered/older people	90	14.4	14.4	0.0	0	0.0	0.0	0.0	136	100.0	100.0	100.0	0	0.0	0.0	0.0
306: Supported	37	5.9	5.9	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	25	100.0	100.0	100.0
N/R	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
<b>D103 Area</b>																
	Base: 623				Base: 462				Base: 136				Base: 25			
307: Aberaman	53	8.5	8.5	8.0	37	8.0	8.0	8.0	19	14.0	13.9	13.9	0	0.0	0.0	0.0
308: Abercwmboi	41	6.6	6.6	7.4	34	7.4	7.4	7.4	7	5.1	5.1	5.1	0	0.0	0.0	0.0
309: Abercynon	30	4.8	4.8	2.2	10	2.2	2.2	2.2	16	11.8	11.7	11.7	6	24.0	24.0	24.0
310: Aberdare	19	3.0	3.0	3.9	18	3.9	3.9	3.9	0	0.0	0.0	0.0	0	0.0	0.0	0.0
311: Beddau	11	1.8	1.8	2.2	10	2.2	2.2	2.2	0	0.0	0.0	0.0	0	0.0	0.0	0.0
312: Brynna	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
313: Cefnpennar	4	0.6	0.6	0.9	4	0.9	0.9	0.9	0	0.0	0.0	0.0	0	0.0	0.0	0.0
314: Church Village	12	1.9	1.9	2.4	11	2.4	2.4	2.4	0	0.0	0.0	0.0	0	0.0	0.0	0.0
315: Cilfynydd	12	1.9	1.9	2.4	11	2.4	2.4	2.4	0	0.0	0.0	0.0	0	0.0	0.0	0.0
316: Cwmaman	26	4.2	4.2	3.3	15	3.2	3.3	3.3	17	12.5	12.4	12.4	0	0.0	0.0	0.0
317: Cwmbach	9	1.4	1.4	1.9	9	1.9	2.0	2.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
318: Cwmdare	9	1.4	1.4	1.9	9	1.9	2.0	2.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
319: Gadlys	10	1.6	1.6	2.0	9	1.9	2.0	2.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
320: Glyncoch	5	0.8	0.8	1.1	5	1.1	1.1	1.1	0	0.0	0.0	0.0	0	0.0	0.0	0.0
321: Glyntaff Road	5	0.8	0.8	1.1	5	1.1	1.1	1.1	0	0.0	0.0	0.0	0	0.0	0.0	0.0
322: Godreaman	13	2.1	2.1	2.6	12	2.6	2.6	2.6	0	0.0	0.0	0.0	0	0.0	0.0	0.0
323: Graig	16	2.6	2.6	3.3	15	3.2	3.3	3.3	0	0.0	0.0	0.0	0	0.0	0.0	0.0
324: Graigwen	4	0.6	0.6	0.7	3	0.6	0.7	0.7	0	0.0	0.0	0.0	0	0.0	0.0	0.0
325: Hirwaun	42	6.7	6.7	8.2	38	8.2	8.2	8.2	0	0.0	0.0	0.0	1	4.0	4.0	4.0
326: Hopkinstown	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
327: Landare	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
328: Llanharry	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
329: Llantwit Fardre	4	0.6	0.6	0.7	3	0.6	0.7	0.7	0	0.0	0.0	0.0	0	0.0	0.0	0.0
330: Llwydcoed	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
331: Maesycloed	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
332: Matthewstown	5	0.8	0.8	1.1	5	1.1	1.1	1.1	0	0.0	0.0	0.0	0	0.0	0.0	0.0

# Appendix C. Data summary

	All tenants			General needs			Sheltered			Supported		
	Weighted by stock, age and area			Weighted by age and area			Weighted by age and area			Representative		
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
333: Miskin	42	6.7	6.7	8.2	38	8.2	8.2	8.2	0	0.0	0.0	0.0
334: Mountain Ash	40	6.4	6.4	5.6	26	5.6	5.6	4.4	6	24.0	24.0	24.0
335: Penrhiwceiber	40	6.4	6.4	7.1	33	7.1	7.2	5.1	7	5.1	5.1	0.0
336: Pontyclun	11	1.8	1.8	2.4	11	2.4	2.4	0.0	0	0.0	0.0	0.0
337: Pontypridd	3	0.5	0.5	0.7	3	0.6	0.7	0.0	0	0.0	0.0	0.0
338: Pwllgwaun	3	0.5	0.5	0.7	3	0.6	0.7	0.0	0	0.0	0.0	0.0
339: Rhigos	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0
340: Rhydymelin	30	4.8	4.8	2.4	11	2.4	2.4	19.1	26	19.1	19.0	0.0
341: Taffs Well	3	0.5	0.5	0.4	2	0.4	0.4	0.0	0	0.0	0.0	0.0
342: Tonypandy	8	1.3	1.3	1.5	7	1.5	1.5	0.0	0	0.0	0.0	0.0
343: Trallwn	18	2.9	2.9	2.6	12	2.6	2.6	7.3	10	7.4	7.3	0.0
344: Trecynon	32	5.1	5.1	3.5	16	3.5	3.5	6.6	9	6.6	6.6	24.0
345: Treforest	10	1.6	1.6	0.9	4	0.9	0.9	1.5	2	1.5	1.5	12.0
346: Trehafod	4	0.6	0.6	0.7	3	0.6	0.7	0.0	0	0.0	0.0	0.0
347: Treochy	7	1.1	1.1	1.3	6	1.3	1.3	0.0	0	0.0	0.0	0.0
348: Tynant	7	1.1	1.1	1.3	6	1.3	1.3	0.0	0	0.0	0.0	0.0
349: Ynysboeth	12	1.9	1.9	1.5	7	1.5	1.5	0.0	0	0.0	0.0	12.0
350: Ynysywbwl	24	3.9	3.8	2.2	10	2.2	2.2	13.1	18	13.2	13.1	0.0
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0
<b>D104 Property type</b>												
351: Bedspace or Room	10	1.6	1.6	0.0	0	0.0	0.0	0.0	0	0.0	0.0	28.0
352: Bungalow	10	1.6	1.6	1.7	8	1.7	1.7	2.2	3	2.2	2.2	0.0
353: Flat	169	27.1	27.1	11.5	53	11.5	11.5	96.3	131	96.3	96.3	68.0
354: House	434	69.7	69.7	86.8	401	86.8	86.8	1.5	2	1.5	1.5	4.0
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0
<b>D105 Property size</b>												
355: One bed	222	35.6	35.6	20.1	93	20.1	20.1	96.3	131	96.3	96.3	96.0
356: Two bed	213	34.2	34.1	42.0	194	42.0	42.0	2.2	3	2.2	2.2	4.0
357: Three bed	177	28.4	28.4	35.5	164	35.5	35.5	1.5	2	1.5	1.5	0.0
358: Four or more bed	12	1.9	1.9	2.4	11	2.4	2.4	0.0	0	0.0	0.0	0.0
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0		0.0
<b>D106 Property age</b>												
359: Pre 1900	215	34.5	34.6	42.6	197	42.6	42.6	0.0	0	0.0	0.0	8.0
360: 1900 - 1929	12	1.9	1.9	1.5	7	1.5	1.5	0.0	0	0.0	0.0	12.0
361: 1930 - 1949	2	0.3	0.3	0.4	2	0.4	0.4	0.0	0	0.0	0.0	0.0
362: 1950 - 1965	20	3.2	3.2	2.2	10	2.2	2.2	0.0	0	0.0	0.0	24.0

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
363: 1966 - 1976	25	4.0	4.0	10	2.2	2.2	18	13.2	13.1	1	4.0	4.0
364: 1977 - 1981	9	1.4	1.4	9	1.9	1.9	0	0.0	0.0	0	0.0	0.0
365: 1982 - 1990	76	12.2	12.2	9	1.9	1.9	101	74.3	73.7	0	0.0	0.0
366: 1990 on	263	42.2	42.3	218	47.2	47.2	18	13.2	13.1	13	52.0	52.0
N/R	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
<b>D107 Length of tenancy</b>												
367: Under 1 year	53	8.5	8.5	41	8.9	8.9	14	10.3	10.3	0	0.0	0.0
368: 1 - 2 years	82	13.2	13.2	53	11.5	11.4	29	21.3	21.3	4	16.0	16.0
369: 3 - 5 years	98	15.7	15.7	69	14.9	14.9	23	16.9	16.9	7	28.0	28.0
370: 6 - 10 years	113	18.1	18.1	78	16.9	16.8	29	21.3	21.3	8	32.0	32.0
371: 11 - 20 years	146	23.4	23.4	109	23.6	23.5	30	22.1	22.1	6	24.0	24.0
372: 21 years and over	131	21.0	21.0	113	24.5	24.4	11	8.1	8.1	0	0.0	0.0
N/R	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
<b>D108 Bedspaces</b>												
373: One	54	8.7	8.7	1	0.2	0.2	39	28.7	28.5	18	72.0	72.0
374: Two	169	27.1	27.2	91	19.7	19.7	93	68.4	67.9	7	28.0	28.0
375: Three	146	23.4	23.5	133	28.8	28.8	3	2.2	2.2	0	0.0	0.0
376: Four	128	20.5	20.6	120	26.0	26.0	0	0.0	0.0	0	0.0	0.0
377: Five	115	18.5	18.5	107	23.2	23.2	2	1.5	1.5	0	0.0	0.0
378: Six or more	10	1.6	1.6	10	2.2	2.2	0	0.0	0.0	0	0.0	0.0
N/R	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
<b>D109 Lead tenant age group</b>												
379: 16 - 24 years	32	5.1	5.2	24	5.2	5.2	0	0.0	0.0	4	16.0	16.7
380: 25 - 34 years	75	12.0	12.1	70	15.2	15.2	0	0.0	0.0	2	8.0	8.3
381: 35 - 44 years	108	17.3	17.4	96	20.8	20.8	0	0.0	0.0	5	20.0	20.8
382: 45 - 54 years	123	19.7	19.8	103	22.3	22.3	0	0.0	0.0	8	32.0	33.3
383: 55 - 64 years	134	21.5	21.6	95	20.6	20.6	37	27.2	27.2	5	20.0	20.8
384: 65 - 74 years	84	13.5	13.5	45	9.7	9.7	48	35.3	35.3	0	0.0	0.0
385: 75 - 84 years	48	7.7	7.7	25	5.4	5.4	33	24.3	24.3	0	0.0	0.0
386: 85 years and over	17	2.7	2.7	4	0.9	0.9	18	13.2	13.2	0	0.0	0.0
N/R	1	0.2	0.2	0	0.0	0.0	0	0.0	0.0	1	4.0	4.0
<b>D110 Lead tenant age group [summary]</b>												
387: 18-34	107	17.2	17.2	94	20.3	20.3	0	0.0	0.0	6	24.0	25.0
388: 35-49	164	26.3	26.4	144	31.2	31.2	0	0.0	0.0	8	32.0	33.3

# Appendix C. Data summary

	All tenants				General needs				Sheltered				Supported			
	Weighted by stock, age and area				Weighted by age and area				Weighted by age and area				Representative			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
389: 50-64	201	32.3	32.4	32.5	150	32.5	32.5	32.5	37	27.2	27.2	27.2	10	40.0	41.7	
390: 65+	149	23.9	24.0	16.0	74	16.0	16.0		99	72.8	72.8		0	0.0	0.0	
N/R	1	0.2		0.0	0	0.0		0.0	0	0.0			1	4.0		
<b>D111 Receive any benefits</b>	<i>Base: 623</i>															
391: Yes	529	84.9	84.9	92.4	427	92.4	92.4		105	77.2	77.2		1	4.0	4.0	
392: No	94	15.1	15.1	7.6	35	7.6	7.6		31	22.8	22.8		24	96.0	96.0	
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0			0	0.0		
<b>D112 Type of benefit</b>	<i>Base: 623</i>															
393: Housing Benefit	282	45.3	45.3	45.9	212	45.9	45.9		78	57.4	56.9		1	4.0	4.0	
394: Universal Credit	132	21.2	21.2	23.6	109	23.6	23.6		25	18.4	18.2		0	0.0	0.0	
395: Both HB and UC	114	18.3	18.3	22.9	106	22.9	22.9		3	2.2	2.2		0	0.0	0.0	
396: Do not receive benefits	94	15.1	15.1	7.6	35	7.6	7.6		31	22.8	22.6		24	96.0	96.0	
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0			0	0.0		
<b>D113 Pay a service charge</b>	<i>Base: 623</i>															
397: Yes	319	51.2	51.2	39.0	180	39.0	39.0		136	100.0	100.0		25	100.0	100.0	
398: No	304	48.8	48.8	61.0	282	61.0	61.0		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0			0	0.0		
<b>D114 Property class</b>	<i>Base: 623</i>															
399: New build	349	56.0	56.0	51.1	236	51.1	51.1		131	96.3	96.3		7	28.0	28.0	
400: Rehab	274	44.0	44.0	48.9	226	48.9	48.9		5	3.7	3.7		18	72.0	72.0	
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0			0	0.0		
<b>D115 Reported ASB</b>	<i>Base: 623</i>															
401: Yes	20	3.2	3.2	4.1	19	4.1	4.1		0	0.0	0.0		0	0.0	0.0	
402: No	603	96.8	96.8	95.9	443	95.9	95.9		136	100.0	100.0		25	100.0	100.0	
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0			0	0.0		
<b>D116 Had a repair in last 12 months [database]</b>	<i>Base: 623</i>															
403: Yes	370	59.4	59.4	63.0	291	63.0	63.0		72	52.9	52.9		7	28.0	28.0	
404: No	253	40.6	40.6	37.0	171	37.0	37.0		64	47.1	47.1		18	72.0	72.0	
N/R	0	0.0		0.0	0	0.0		0.0	0	0.0			0	0.0		

## D117 Number of repairs in last 12 months

	All tenants			General needs			Sheltered			Supported		
	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid	Count	% raw	% valid
405: None	253	40.6	40.6	171	37.0	37.0	64	47.1	47.1	18	72.0	72.0
406: 1 - 2 repairs	251	40.3	40.3	197	42.6	42.6	55	40.4	40.4	2	8.0	8.0
407: 3 - 4 repairs	63	10.1	10.1	45	9.7	9.7	11	8.1	8.1	5	20.0	20.0
408: 5 - 6 repairs	28	4.5	4.5	24	5.2	5.2	4	2.9	2.9	0	0.0	0.0
409: 7 or more repairs	28	4.5	4.5	25	5.4	5.4	2	1.5	1.5	0	0.0	0.0
N/R	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
				Base: 623			Base: 136			Base: 25		



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