

# What do you want for the future?



## Housing Stock Options Appraisal - tell us what you want for the future . . .

We want to hear what you think about your home and the housing service that you receive. Why? Because the Council needs this information from tenants and leaseholders to help it decide which option is the best for the future management of your homes.

It is therefore important that we get the views of as many tenants and leaseholders as possible. It will be very helpful if you can spend a few minutes filling in this short questionnaire. Every questionnaire completed with contact details will be entered into a Prize draw, giving you the chance to win £50 in vouchers.

We have provided a FREEPOST envelope and arranged for TPAS, who are the tenants and leaseholders Independent Advisers, to receive and monitor the results. This will give you the confidence that this survey is independent of the Council. Please return your questionnaire to TPAS by Friday 18<sup>th</sup> February 2005.

Anything you tell us will be treated in confidence, and if you do not wish to answer a question, please leave it blank.

**Number of surveys returned**                      **1466**  
**This represents a return of**                      **around 34%**

### About you

#### 1. Are you a tenant or a leaseholder?

Tenant	1407(96.0%)	Leaseholder	51 (3.5%)
<i>Missing</i>	<i>8 (0.5%)</i>		

#### Gender

Male	422 (28.8%)	Female	894 (61.0%)
<i>Missing</i>	<i>150 (10.2%)</i>		

#### Do you consider yourself to have a disability?

Yes	519 (35.4%)	No	778 (53.1%)
<i>Missing</i>	<i>169 (11.5%)</i>		

#### 2. What kind of home do you live in?

Flat	323 (22.0%)	House	593 (40.5%)
Maisonette	10 (0.7%)	Sheltered Flat	142 (9.7%)
Bungalow	195 (13.3%)	Sheltered Bungalow	196 (13.4%)

Missing 7 (0.5%)

**3. Please give the name of the town or village where you live**

Colyton	34 (2.3%)	Sidmouth	146 (10.0%)
Exmouth	281 (19.2%)	Marshgreen	4 (0.3%)
Branscombe	9 (0.6%)	Sidford	55 (3.8%)
Budleigh Salterton	74 (5.0%)	Woobury	34 (2.3%)
Broadclyst	30 (2.0%)	Axminster	136 (9.3%)
Littleham	66 (4.5%)	Hawkchurch	4 (0.3%)
Luppitt	3 (0.2%)	Cotleigh	3 (0.2%)
Ottery St Mary	68 (4.6%)	Raleigh	6 (0.4%)
Newton Poppleford	28 (1.9%)	Rockbear	6 (0.4%)
Musbury	16 (1.1%)	Marsh	1 (0.1%)
Kilmington	14 (1.0%)	Uplyme	9 (0.6%)
Whimple	12 (0.8%)	Poltimore	3 (0.2%)
Seaton	54 (3.7%)	Beer	22 (1.5%)
Whitford	5 (0.3%)	Tipton St John	5 (0.3%)
Otterton	6 (0.4%)	Broadhembury	9 (0.6%)
Withycombe	34 (2.3%)	Lympstone	26 (1.8%)
Stoke Canon	14 (1.0%)	Bramfordspeke	5 (0.3%)
Monkton	1 (0.1%)	Dalwood	3 (0.2%)
Dunkeswell	3 (0.2%)	Honiton	164 (11.2%)
Exeter	4 (0.3%)	40	6 (0.4%)
Sidbury	13 (0.9%)	42	2 (0.1%)
Wilmington	3 (0.3%)	44	9 (0.6%)
Rewe	2 (0.1%)	Southleigh	1 (0.1%)
Yettington	1 (0.1%)	Feniton	3 (0.2%)
West Hill	1 (0.1%)	Clyst Hydon	4 (0.3%)
Talaton	2 (0.1%)	Colestocks	1 (0.1%)
Plymtree	2 (0.1%)	Missing	19 (1.3%)

**4. What age group do you belong to?**

16-24 yrs	30 (2.0%)	25-40 yrs	145 (9.9%)
40-64 yrs	483 (32.9%)	65+	797 (54.4%)
Missing	11 (0.8%)		

**5. Ethnic origin?***White*

British	1416 (96.6%)	Irish	4 (0.3%)
Other	6 (0.4%)		

*Chinese or other ethnic group*

Chinese	1 (0.4%)		
Other ethnic group	1 (0.1%)	Missing	38 (2.6%)

Commentary

1466 surveys were returned. This represents a return rate of around 34%.

Tenants formed the majority of respondents (96.0%). 61.0% of respondents were female, with 28.8% of respondents being male. 35.4% of respondents considered themselves to have some form of disability.

Of those responding to this questionnaire, the highest response is from residents living in houses (40.5%), followed by those living in flats (22.0%), sheltered bungalows (13.4%), bungalows (13.3%), sheltered flats (9.7%) and maisonettes (0.7%).

Just over half (54.4%) of respondents are aged 65 or older. Around one third (32.9%) are aged between 40-64 years. After this, the number of respondents per age group fell sharply with 9.9% of respondents being aged between 24-39 years and 2% being aged 16-24 years.

The majority of respondents came from Exmouth (19.2%), Honiton (11.2%), Sidmouth (10.0%) and Axminster (9.3%)

96.6% of respondents described themselves as British, with 0.4% describing themselves as Other White, 0.3% as Irish and 0.1% describing themselves as Chinese or Other Ethnic.

**Q. Does this match what East Devon knows of its profile?**

## About your home (tenants only)

### Commentary

You may notice that questions 8 – 14 do not add up to 100% when calculated horizontally. This is because there is another column called 'not applicable' which I have not included. This column refers to the respondents to whom the question does not apply. For example, question 8 does not apply to leaseholders. Yet all percentages are of the whole ie 1466 respondents. The missing percentage figure in this question is that referring to those respondents that identified themselves as leaseholders.

### 6. What is important to you when *generally* thinking about your home?

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
Wide range of choices over standard and type of improvements to my home	600 (40.9%)	546 (37.2%)	92 (6.3%)	12 (0.8%)	4 (0.3%)	163 (11.1%)
Quality and design of improvements are comparable with other councils and housing associations and are in line with modern standards	711 (48.5%)	488 (33.3%)	65 (4.4%)	9 (0.6%)	4 (0.3%)	140 (9.5%)
Landlord consults me on standards of improvements to my home or neighbourhood	749 (51.1%)	466 (31.8%)	47 (3.25)	4 (0.3%)	8 (0.5%)	143 (9.8%)
I have strong legal rights protecting my tenancy	1038 (70.8%)	259 (17.7%)	12 (0.8%)	3 (0.2%)	49 (3.3%)	105 (7.2%)
Rent is kept affordable	1176 (80.2%)	120 (8.2%)	13 (0.9%)	2 (0.1%)	6 (0.4%)	98 (6.7%)
I can become involved with the activities of my landlord at a level that suits me should I wish to	48 (3.3%)	13 (0.9%)	7 (0.5%)	0 (0.00%)	0 (0.00%)	1348 (92%)

### Commentary

This question is aimed at tenants only.

That rent is kept affordable (80.2%) and that tenancies are protected by strong legal rights (70.8%) is of major importance to respondents. Following this, around half (51.1%) believe it is very important that they are consulted on the standard of improvements to their homes and neighbourhoods and that the quality and design of these improvements are comparable with other councils/housing associations and are in line with modern standards (48.5%). Just under one half (40.9%) believe it is very important that they are offered a wide range of choices over the standard and type of improvement to their homes.

This ordering is repeated if you add together the percentages from both 'very important' and 'important' columns.

Just under 5% (4.7%) of respondents agreed that it was important to some degree that they became involved with the activities of the landlord at a level that suits them, should they wish to.

**Q. What percentage of tenants are currently involved with the activities of the landlord? What range of activities is available for tenants to take part in? How well are these activities – and their successes – promoted? How well is involvement marketed? What percentage of tenants perceive involvement to truly make a difference?**

**7. Which of the following improvements do you think are required to the *inside* of your home?**

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
Secure front and back doors	1051 (71.7%)	126 (8.6%)	31 (2.1%)	15 (1.0%)	8 (0.5%)	186 (12.7%)
Secure windows and locks	821 (56.0%)	179 (12.2%)	55 (3.8%)	28 (1.9%)	11 (0.8%)	323 (22%)
New kitchen	434 (29.6%)	335 (22.9%)	223 (15.2%)	63 (4.35)	13 (0.9%)	349 (23.8%)
New bathroom	409 (27.9%)	335 (22.9%)	225 (15.3%)	70 (4.8%)	8 (0.5%)	370 (25.2%)
More electrical sockets	292 (19.9%)	279 (19.0%)	300 (20.5%)	96 (6.5%)	14 (1.0%)	436 (29.7%)
Better sound insulation	397 (27.1%)	255 (17.4%)	251 (17.1%)	79 (5.4%)	14 (1.0%)	421 (28.7%)
A disabled adaptation of some type	382 (26.15)	189 (12.9%)	226 (15.4%)	116 (7.9%)	49 (3.3%)	454 (31.0%)
Improved heating	318 (21.7%)	281 (19.2%)	242 (16.5%)	95 (6.5%)	26 (1.8%)	455 (31.0%)
Extractor fans	221 (15.1%)	284 (19.4%)	286 (19.5%)	118 (8.0%)	30 (2.0%)	478 (32.6%)
Electrical wiring, periodically checked and modernised if necessary	739 (50.4%)	340 (23.2%)	54 (3.7%)	10 (0.7%)	10 (0.7%)	264 (18.0%)
Improved thermal insulation	338 (23.1%)	298 (20.3%)	210 (14.3%)	70 (4.8%)	18 (1.2%)	483 (32.9%)
Second WC	209 (14.3%)	138 (9.4%)	310 (21.1%)	171 (11.7%)	85 (5.8%)	504 (34.4%)

Commentary

This question is aimed at tenants only.

71.7% of respondents believe secure front and back doors are the most important improvement needed to the inside of their homes. This is closely followed by secure windows and locks (56.0%) and periodically checked and updated electrical wiring (50.4%). This relates strongly to one of the themes which runs through this survey –

This ordering is repeated if you add together the percentages from both ‘very important’ and ‘important’ columns.

Just over a quarter of respondents believe new kitchens (29.6%), new bathrooms (27.9%), better sound insulation (27.1%) and disabled adaptations (26.1%) to be very important improvements to their homes, whilst just under a quarter of respondents believe improved thermal insulation (23.1%), improved heating (21.7%) to be the most important improvements needed. The least popular improvements were more electrical sockets (19.9%) and extractor fans (15.1%).

**Q. Improved security is a recurrent theme throughout this survey. Which option(s) will best help deliver this?**

**Q. Additionally, over half of respondents would like regularly inspected and updated electrical wiring, with over a quarter of respondents believe new kitchens, new bathrooms and disabled adaptations are required to their homes. Which option(s) will best deliver this?**

**8. Which of the following improvements do you think are required to the *outside* of your home?**

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
Improvements to paths	472 (32.2%)	316 (21.6%)	212 (14.5%)	44 (3.0%)	13 (0.9%)	354 (24.1%)
Improvements to fences	323 (22%)	312 (21.3%)	240 (16.4%)	60 (4.1%)	21 (1.4%)	453 (30.9%)
Security lighting	552 (37.7%)	272 (18.6%)	174 (11.9%)	48 (3.3%)	16 (1.1%)	347 (23.7%)
Somewhere to put rubbish	366 (25.0%)	291 (19.8%)	216 (14.7%)	63 (4.3%)	22 (1.5%)	449 (30.6%)

Commentary

This question is aimed at tenants only.

The theme of improved security continues here, with 37.7% of respondents believing security lighting is the most important improvement required to the outside of their homes. This is followed by improvements to paths (32.2%), somewhere to put rubbish (25.0%) and improvements to fencing (22%).

Adding the 'very important' and 'important' columns together reveals that over half of respondents (56.3%) believe security lighting to be the major improvement needed. This is followed by somewhere to put rubbish (44.8%), improvements to paths (43.8%) and improvements to fences (43.3%).

**Q. Security lighting (37.7%/56.3%) has the highest priority here. Which option(s) will best address this issue?**

**Q. Additionally, when added together, 44.8% of respondents believe somewhere to put rubbish and 43.8% believe improvements to paths and fences (43.3%) are also needed to the outside of their home. Which option(s) will best help with this?**

## Living in Flats (tenants and leaseholders only)

**9. If you live in a flat with a shared entrance, which of the following improvements or services are required to the communal areas of the flats?**

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
Better cleaning of floors and walls	136	106	40	6	1	82
Hand or grab rails	69	97	60	18	2	119
Improved door entry system	126	67	46	14	4	108
Improved colour scheme (walls and	64	74	86	24	9	109

floors)						
Redecoration	108	96	55	12	5	91

### Commentary

This question is aimed at respondents living in flats (323 respondents).

Adding the 'very important' and 'important' scores together shows around three quarters of respondents (242) believe better cleaning of floors and walls are needed. This is followed by around 63% believing redecoration is needed and around 60% believing an improved door entry system is needed. Over half of respondents believe hand or grab rails are needed, with just under half of respondents wanting improved colour schemes for the walls and floors.

**Q. These scores are quite high. Which option(s) will best address these?**

**10. If you live in a flat with a shared entrance, which of the following improvements do you think are required to the grounds of the flats?**

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
Fencing, gates and walls	81	79	73	14	5	122
Off road parking	133	85	47	11	3	96
Lighting	139	81	38	9	3	104
Gardening and landscaping in communal areas	78	127	51	12	4	102
Benches to create seating areas	77	87	92	12	11	95
Rotary washing lines	118	71	52	13	10	111
The quality and frequency of ground maintenance	136	111	28	8	3	89

### Commentary

This question is aimed at respondents living in flats only.

A new theme now begins to emerge – improving the environment. If you add the 'very important' and 'important' scores together, you notice that over three quarters (247) of those identifying themselves as living in flats say improving the quality and frequency of ground maintenance is the top improvement required to the outside of their flats. This is closely followed by lighting (220 respondents) and off road parking provisions (218 respondents) and gardening and landscaping to communal areas (205 respondents).

Over half of all respondents name rotary washing lines (189 respondents) and benches to create seating areas (164 respondents) as 'very important' or 'important' improvements. While just under half of respondents (160 respondents) would like improvements to fencing, gates and walls.

**Q. Again, these scores are all quite high. Which option(s) will best help with these?**

## Sheltered tenants only

### 11. What is important to you when generally thinking about the *sheltered housing service*?

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
Housing service	225	109	13	1	2	104
Home safeguard, community alarm	343	67	7	1	3	32
The Warden service	325	73	23	6	5	21
Communal facilities – the residents' lounge	92	82	83	16	17	161
Guest bedroom	101	105	62	15	14	154
Power assisted opening of entrance doors	101	63	71	19	16	182
Scooter store and charging areas	79	77	72	24	18	182
Having 'odd jobs' carried out	162	128	41	6	10	106
Security	296	67	9	0	1	80
Maintaining the garden	144	169	34	1	3	101
Lighting	215	108	16	1	2	110
Facilities to meet changing needs	127	139	27	3	3	153
Walk-in showers	204	65	43	12	7	122
Showers over baths	88	91	63	15	9	186

#### Commentary

This question is aimed at respondents living in sheltered schemes. Please note that this survey did not seek to identify the number of tenants living in sheltered schemes. 338 respondents identified themselves as living in a sheltered flat or sheltered bungalow – however, more than 338 respondents have responded to this section.

We return to the theme of security, with 343 respondents identifying Home Safeguard community alarm as their top priority. This is closely followed by 325 respondents identifying the Warden service and security (296) as top priorities also.

The next group of priorities include the housing service (225 respondents), lighting (215 respondents) and walk-in showers (204 respondents).

This is followed by having 'odd jobs' carried out (162 respondents), maintaining the garden (144 respondents), facilities to meet changing needs (127 respondents), power assisted opening of entrance doors and guest bedrooms (both 101 respondents).

The last group of priorities includes communal facilities – the residents' lounge (92 respondents), showers over baths (88 respondents) and scooter store and charging areas (79 respondents).

If you add the 'very important' and 'important' columns together only results in minor movement.

Although scooter storage comes bottom in both approaches, it is worth remembering that this option would only have been ticked by those residents needing – or anticipating needing – this service. Hence the need for this service might still be high, even though over all it scored lowest.

**Q. Sheltered scheme residents have indicated very strongly the importance they attach to the majority of services above. Which option(s) will support these to be further developed and continued?**

## Leaseholders only (do not answer this section if you are a tenant)

### 12. What is important to you when generally thinking about the *Leasehold Service*?

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
That repairs and maintenance are carried out to a high standard and to agreed timescales	44	18	2	0	0	13
The terms of the lease are protected	44	16	3	0	0	14
Service charges remain affordable	50	12	2	0	0	13
Service charges are clearly described and justified	49	11	2	0	0	15
That I am consulted about planned changes to my home or neighbourhood	48	13	3	0	0	13
That I have an opportunity to become involved in the activities of the leasehold service should I wish to	26	24	7	0	1	19

#### Commentary

This question is aimed at leaseholders. However, it must be noted that rather more than the 51 people who identified themselves as leaseholders have responded to this question!

Leaseholders have cited affordable service charges (50), that service charges are clearly described and justified (49), consultation about changes to their home or neighbourhood (48), a high standard of repairs and maintenance and protected terms of the lease (both 44 respondents) as being of major importance.

Although only 26 respondents felt that it was important they could become involved in the activities of the leasehold service, this is, never the less, a high figure proportionally.

Adding the 'very important' and 'important' columns together produces a similar ordering.

**Q. Leaseholders have indicated their priorities when thinking about the leaseholder service. Which option(s) will allow you to best meet these expectations?**

## Everyone should answer this question

### 13. What is important to you when thinking about the *area* in which you live?

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
Clean streets and footpaths	1001 (68.3%)	369 (25.2%)	16 (1.1%)	2 (0.1%)	2 (0.1%)	76 (5.2%)
Graffiti removed quickly	726 (49.5%)	428 (29.2%)	96 (6.5%)	11 (0.8%)	5 (0.3%)	198 (13.5%)
Open spaces well maintained	777 (53.0%)	497 (33.9%)	34 (2.3%)	5 (0.3%)	2 (0.1%)	130 (8.9%)

Abandoned cars and rubbish quickly removed	989 (67.5%)	322 (22.0%)	19 (1.3%)	4 (0.35)	2 (0.1%)	130 (8.9%)
Facilities for children	629 (42.9%)	387 (26.4%)	128 (8.7%)	26 (1.8%)	21 (1.4%)	274 (18.7%)
Facilities for teenagers	588 (40.1%)	400 (27.3%)	137 (9.3%)	33 (2.3%)	22 (1.5%)	285 (19.4%)
Community involvement	468 (31.9%)	521 (35.5%)	188 (12.8%)	16 (1.1%)	7 (0.5%)	266 (18.1%)
Improved parking	734 (50.1%)	278 (19.0%)	127 (8.7%)	12 (0.8%)	14 (1.0%)	300 (20.5%)
Anti-social behaviour dealt with quickly	1046 (71.4%)	189 (12.9%)	24 (1.6%)	1 (0.1%)	2 (0.1%)	202 (13.8%)

### Commentary

All respondents were invited to answer this question.

The twin themes of security and improving the environment return here with 71.4% of respondents identifying dealing quickly with anti-social behaviour (1046) and 68.3% of respondents identifying clean streets and footpaths (1001) as important to them. This is then followed by removing abandoned cars and rubbish quickly (989 – 67.5%), well maintained open spaces (777 – 53%), improved parking (734 – 50.1%) and quick removal of graffiti (726 – 49.5%).

Just under half of respondents would like to see facilities for children (629 – 42.9%) and teenagers (588 – 40.1%). Around one third of residents feel that community improvement (468 – 31.9%) is important.

Adding the 'very important' and 'important' columns together produces a different ordering with clean streets coming top with 1370 respondents indicating its importance. This is followed by dealing quickly with abandoned cars and rubbish (1321), well maintained open spaces (1274), dealing quickly with anti-social behaviour (1235), graffiti removed quickly (1154), facilities for children (1016), improved parking (1012), community involvement (989), and facilities for teenagers (988).

**Q. Tenants have indicated their priorities in order of importance when thinking about the areas they live. Security issues (dealing quickly with anti-social behaviour) and improvements to the environment (quick removal of abandoned cars and rubbish) score highly, along with environmental issues such as cleaner streets and footpaths and well maintained open spaces. Which option(s) will best address these?**

## Ideas for improvement

14. Please tick the boxes one or more that best describes how you feel about the following service improvements

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Missing
More affordable housing	937 (63.9%)	293 (20.0%)	31 (2.1%)	4 (0.3%)	2 (0.15)	198 (13.5%)
Adaptation and better use of existing council housing to match housing need	686 (46.8%)	421 (28.7%)	58 (4.0%)	9 (0.6%)	3 (0.2%)	288 (19.6%)
Tenants being in a position to make decisions about the running of the housing and social inclusion service	363 (24.8%)	526 (35.9%)	187 (12.8%)	12 (0.8%)	6 (0.4%)	371 (25.3%)

The ability to buy gardening, rubbish removal and odd job services	262 (17.9%)	470 (32.1%)	303 (20.7%)	28 (1.9%)	9 (0.6%)	393 (26.8%)
More special services for older tenants and tenants with a disability	642 (43.8%)	442 (30.2%)	105 (7.2%)	9 (0.6%)	5 (0.3%)	263 (17.9%)
Moving in allowance	422 (28.8%)	375 (25.6%)	245 (16.7%)	52 (3.5%)	20 (1.4%)	351 (23.9%)
Local accessible housing offices	397 (27.1%)	509 (34.7%)	170 (11.6%)	14 (1.0%)	4 (0.3%)	371 (25.3%)
Housing Officers out on estates more often	446 (30.4%)	456 (31.1%)	229 (15.6%)	23 (1.6%)	9 (0.6%)	302 (20.6%)
Local housing surgeries on estates	288 (19.6%)	438 (29.9%)	286 (19.5%)	31 (2.1%)	13 (0.9%)	409 (27.9%)
Estate walkabouts with tenants and contractors to identify problems	368 (25.1%)	489 (33.4%)	212 (14.5%)	18 (1.2%)	10 (0.7%)	369 (25.2%)
Caretaker service on estates	267 (18.2%)	361 (24.6%)	349 (23.8%)	44 (3.0%)	14 (1.0%)	431 (29.4%)

### Commentary

All respondents were invited to answer this question.

This time increasing the supply of affordable housing tops the list with 63.9% of respondents feeling more should be done about this. This is followed by adaptation and better use of existing council housing (46.8%) and special services for older tenants and tenants with a disability (43.8%).

Housing Officers out on estates (30.4%), moving in allowances (28.8%), local accessible housing offices (27.1%), estate walkabouts (25.1%) and tenants involved in decision-making (24.8%) came next.

This was followed by housing surgeries on estates (19.6%), a caretaker service on estates (18.2%) and The option to buy gardening, rubbish removal and odd job services (17.9%).

Adding together the 'very important' and 'important' columns together produces a different ordering – but not at the top. The top three – more affordable housing (1230), adaptation and better use of existing council housing (1107) and special services for older tenants and tenants with a disability (1084) remain the same.

This is then followed by local accessible housing offices (906), Housing Officers out on estates (902), tenants involved in decision-making (889) and estate walkabouts (857).

Just over 50% of respondents cite moving in allowances (797) and the option to buy gardening, rubbish removal and odd job services (732) as service improvements they'd like to see. While just under 50% of respondents mention housing surgeries on estates (726) and caretaker services (628) as popular service improvements.

**Q. This time dealing with affordable and appropriate housing came top of respondents' concerns. Which option(s) will best address these concerns?**

### Conclusion

1466 surveys were returned – representing a return of around 34%.

The majority of responses came from the larger areas of Exmouth (19.2%), Honiton (11.3%). Sidmouth (10.0%) and Axminster (9.3%).

Just under half of all respondents (40.5%) live in a house and 61% of respondents are female. 35.4% of respondents describe themselves as having a disability of some sort. Over half of all respondents are aged

over sixty-five years (54.4%) and 96.6% of respondents describe themselves as 'British'. This response rate does/does not (*delete as necessary*) fit what East Devon District Council knows of its profile.

Overall, tenants' main priorities are that rents are kept affordable and that strong legal rights protect their tenancy.

It is interesting to note that around half of all respondents would like to be consulted on the standard of improvements to their home and neighbourhood; would like the quality of these improvements to be in line with modern standards used by other councils/housing associations and be offered a range of choices over the standard and type of improvement.

Leaseholders main priorities are that their service charges are affordable; that these charges are described clearly; that they are consulted on changes to their home and neighbourhood; that they receive a high standard of repairs and maintenance and that the terms of their lease are protected.

Sheltered tenants' main priorities are the Home Safeguard community alarm; having a Warden service and security. The housing service, lighting and a walk-in shower) are not far behind.

Three major themes develop throughout this survey, regardless of the category. The first centres around security – secure windows, doors, lighting, door entry systems - and dealing more quickly with anti-social behaviour. The second centres around improving the environment – dealing quickly with abandoned cars and rubbish, clean streets, removal of graffiti - and improved maintenance of open spaces. The third centres around the provision of more affordable housing and more imaginative use of the housing that already exists.

Other themes include meeting the needs of older tenants and those with any form of perceived disability; improved and accessible housing management and increased opportunity for tenant/leaseholder involvement in decision-making.

Not all of the aspirations in this survey require money to be spent. Some may simply require a change of focus. But all have implications for long term service planning. What this survey does do is highlight areas of major importance to residents – plus areas where they wish to see improvements.

This leaves us with hard questions to answer. Which of these aspirations should form part of the long term view? How should these then be addressed in terms of service planning? Will all options support these aspirations equally? If not, what does this mean in terms of service provision for the future? And how will you inform residents of these decisions, made as a consequence of this survey – and involve them in the future decisions regarding improving and monitoring the housing service?