

COMMITTEE:	TENANTS ADVISORY GROUP
DATE:	TUESDAY 23 JULY 2002
SUBJECT:	RESULTS OF THE ANNUAL TENANTS SURVEY - DECEMBER 2001.
REPORT OF:	SENIOR TENANT PARTICIPATION OFFICER
Ward(s):	All
Purpose:	To inform and update Tenant Advisory Group on the results of the Annual Survey December 2001
Contact:	Gina Morgan, Senior Tenant Participation Officer Telephone 01323 415356 or internally on extension 5356.
Recommendations:	Tenants Advisory Group note the contents of the report

1.0	Introduction
1.1	This report is to keep members of Tenants Advisory Group up to date back the results of the Annual survey carried out in December 2001.
2.0	The Survey
2.1	A postal survey was sent out in December 2001, using the STATUS format (these are questions we must ask), to our 4,200 tenants. We offered complimentary tickets for the pantomime as an incentive for the return of the survey. We received 1,021 replies.
2.2	The following is a summary of the results: § 87% of respondents were satisfied with the overall service provided by their landlord. § 69% were satisfied with the opportunities that their landlord provides for participation in management and decision-making.

3.0	Financial implications
3.1	<p>The general costs of sending out this survey annually are as follows:</p> <p>Printing or copying of 4,200 forms (double sided black and white) £186</p> <p>Cost of increased postage if sent out with other item i.e. newsletter approx £50.</p>
4.0	Human Resource
4.1	There are no human resource implications
5.0	Environmental
5.1	There are no environmental implications
6.0	Youth Implications
6.1	There are none
7.0	Anti – Poverty implications
7.1	There are none
8.0	Conclusion
8.1	<p>There was again a reasonable response to the survey. The amount of replies received since using an incentive has been very positive.</p> <p>In future surveys, we need to ensure that it is clear to tenants that we need to know the area in which they live, to enable us to focus on each area, so giving all tenants an equal opportunity to receive the services that they want.</p>

Gina Morgan Senior Tenant Participation Officer	
Background Papers: The Background Papers used in compiling this report were as follows: Annual Housing Survey 2001 as compiled by the Consultation Officer.	