

J33834

Tower Hamlets Council and Tower Hamlets Homes  
STATUS Survey 2008  
Topline Results  
31<sup>st</sup> December 2008

- A postal questionnaire was sent to 3001 Tower Hamlets general needs tenants. In line with survey guidelines, two full reminder questionnaires were sent to those who had not responded within the initial fieldwork period.
- An additional booster of the postal questionnaire was sent to 501 Tower Hamlets general needs tenants.
- Results are based upon 930 completed questionnaires returned between 1<sup>st</sup> September – 12<sup>th</sup> December representing an overall response rate of 27%.
- Consistent with government guidance, no additional weighting has been applied to the data.
- Results for the 2006/7 survey are also shown where applicable
- Responses to all statutory questions are based on all respondents expressing a view (i.e. don't know, no opinion and blanks have been excluded). Consequently, the base for each question is different.
- Where figures do not add up to 100%, this is the result of computer rounding or multiple answers.
- An asterisk (\*) indicates a score less than 0.5%, but greater than zero.
- A middle dash (-) represents a value of zero.
- Research carried out by Ipsos MORI

## INFORMATION ABOUT YOUR HOUSEHOLD

### Q1. How long have you/your household been a tenant of this landlord?

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(830)	(633)
Under 1 year .....	5	5
1-2 years .....	6	7
3-5 years .....	12	12
6-10 years .....	17	14
11-20 years .....	24	24
21+ years .....	36	37

### Q2. How long have you/your household lived in this home?

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(837)	(637)
Under 1 year .....	5	6
1-2 years .....	7	8
3-5 years .....	15	16
6-10 years .....	21	20
11-20 years .....	25	24
21+ years .....	27	25

### Q3. How many people usually live here in total?

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(866)	(670)
1 .....	42	40
2 .....	19	19
3 .....	13	13
4 .....	10	9
5 .....	8	9
6+ .....	8	10

**Q4. How many people living in your household are aged under 16?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(836)	(666)
None .....	63	64
1 .....	13	12
2 .....	11	12
3 .....	7	7
4 .....	4	4
5+ .....	2	2

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**Q5. How many people living in your household are aged 60 or over?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(844)	(652)
None .....	63	65
1 .....	29	27
2 .....	7	8
3 .....	*	*
4 .....	-	-
5+ .....	-	-

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**Q6. How would you describe the composition of your household?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(798)	(606)
One adult under 60 .....	23	22
One adult aged 60 or over .....	25	22
Two adults, both under 60 .....	10	12
Two adults, at least one 60 or over .....	6	8
Three or more adults, 16 or over.....	7	6
1-parent family with children, at least one under 16.....	11	11
2-parent family with children, at least one under 16.....	11	13
Other .....	7	7

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**Q7. To which of these groups do you consider you belong to?- Tenant**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(792)	(560)
<b>White</b>	<b>(54)</b>	<b>(56)</b>
British.....	47	49
Irish.....	3	3
Any other White background.....	4	5
<b>Mixed</b>	<b>(2)</b>	<b>(3)</b>
White & Black Caribbean .....	*	1
White & Black African .....	1	1
White & Asian .....	1	*
Any other mixed background .....	*	1
<b>Asian or Asian British</b>	<b>(34)</b>	<b>(31)</b>
Indian .....	1	1
Pakistani .....	1	1
Bangladeshi .....	30	28
Chinese.....	1	*
Any other Asian background.....	1	2
<b>Black or Black British</b>	<b>(9)</b>	<b>(9)</b>
Caribbean .....	3	4
African.....	6	4
Any other Black background .....	1	1
<b>Other</b>	<b>(1)</b>	<b>(1)</b>
Other.....	1	1

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**Q8. Does anyone in your household have any long-term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?**

	2008
	%
<i>Base: All valid responses</i>	(838)
Yes.....	49
No .....	51

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**Q9. Does anybody in your household use a wheelchair?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(845)	(625)
Yes.....	4	4
No .....	96	96

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**Q10. Do you think the number of rooms you have in your home is...**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(841)	(542)
Too few .....	32	32
Too many .....	3	1
About right .....	66	67

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**HOUSING AND SERVICES**

**Q11. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(878)	(625)
Very satisfied .....	17	17
Fairly satisfied .....	41	40
Neither satisfied nor dissatisfied .....	19	20
Fairly dissatisfied .....	12	14
Very dissatisfied.....	11	10

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**Q12. Overall, how satisfied or dissatisfied are you with the following?**

	Very satisfied %	Fairly satisfied %	Neither/ nor %	Fairly dis- satisfied %	Very dis- satisfied %
The overall quality of your home (839)	15	39	15	17	15
The general condition of this property (801)	11	36	16	20	17
The neighbourhood as a place to live (802)	19	39	18	12	12
2006/7 (535)	19	41	17	13	10
The value for money for your rent (798)	19	35	20	15	11

**Q13. How satisfied or dissatisfied are you with the following services provided by your landlord?**

	Very satisfied %	Fairly satisfied %	Neither/ nor %	Fairly dis- satisfied %	Very dis- satisfied %
Advice on rent payments (761)	25	40	22	8	5
Advice on moving home (577)	11	22	36	13	18
Support provided to new tenants (538)	12	24	40	10	14
Support provided to vulnerable tenants (545)	12	23	32	15	18
How enquiries are dealt with generally (751)	15	37	19	14	15

**Q14. Of the following, which do you consider to be the THREE most important?**

	2008 %	2006/7 %
<i>Base: All valid responses</i>	<i>(852)</i>	<i>(637)</i>
Keeping tenants informed .....	36	44
Overall quality of your home .....	47	50
Taking tenants' views into account .....	26	37
Repairs and maintenance .....	81	79
Dealing with anti-social behaviour.....	44	N/A
Neighbourhood as a place to live.....	27	N/A
Value for money for your rent.....	28	48

Q15. **To what extent are any of the following a problem in your neighbourhood**

2008

%

*Base: All valid responses*

(806)

**Rubbish or litter**

Very big problem.....	22
Fairly big problem .....	25
Not a very big problem.....	38
Not a problem at all.....	14

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2008

%

*Base: All valid responses*

(765)

**Noisy neighbours**

Very big problem.....	17
Fairly big problem .....	17
Not a very big problem.....	38
Not a problem at all.....	28

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2008

%

*Base: All valid responses*

(748)

**Pets and animals**

Very big problem.....	8
Fairly big problem .....	11
Not a very big problem.....	33
Not a problem at all.....	48

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2008

%

*Base: All valid responses*

(742)

**Disruptive children/ Teenagers**

Very big problem.....	17
Fairly big problem .....	24
Not a very big problem.....	32
Not a problem at all.....	28

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	2008
	%
<i>Base: All valid responses</i>	(731)
<b>Racial or other harassment</b>	
Very big problem.....	7
Fairly big problem .....	10
Not a very big problem.....	35
Not a problem at all.....	47

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	2008
	%
<i>Base: All valid responses</i>	(747)
<b>Drunk or rowdy behaviour</b>	
Very big problem.....	14
Fairly big problem .....	14
Not a very big problem.....	35
Not a problem at all.....	36

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	2008
	%
<i>Base: All valid responses</i>	(732)
<b>Vandalism and graffiti</b>	
Very big problem.....	16
Fairly big problem .....	20
Not a very big problem.....	38
Not a problem at all.....	26

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	2008
	%
<i>Base: All valid responses</i>	(726)
<b>People damaging your property</b>	
Very big problem.....	12
Fairly big problem .....	11
Not a very big problem.....	31
Not a problem at all.....	46

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	2008
	%
<i>Base: All valid responses</i>	(765)
<b>Drug use or dealing</b>	
Very big problem.....	30
Fairly big problem .....	20
Not a very big problem.....	21
Not a problem at all.....	29

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	2008
	%
<i>Base: All valid responses</i>	(716)
<b>Abandoned or burnt out vehicles</b>	
Very big problem.....	5
Fairly big problem .....	8
Not a very big problem.....	30
Not a problem at all.....	57

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	2008
	%
<i>Base: All valid responses</i>	(683)
<b>Other crime</b>	
Very big problem.....	10
Fairly big problem .....	16
Not a very big problem.....	38
Not a problem at all.....	36

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	2008
	%
<i>Base: All valid responses</i>	(761)
<b>Noise from traffic</b>	
Very big problem.....	16
Fairly big problem .....	15
Not a very big problem.....	33
Not a problem at all.....	36

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	2008
	%
<i>Base: All valid responses</i>	(766)
<b>Car parking</b>	
Very big problem.....	25
Fairly big problem .....	18
Not a very big problem.....	26
Not a problem at all.....	30

**Q16. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(661)	()
Definitely agree .....	26	
Tend to agree.....	49	
Tend to disagree .....	11	
Definitely disagree .....	10	
Too few people in local area .....	2	
All the same background .....	3	

**CONTACT WITH YOUR LANDLORD**

**Q17. Have you contacted your landlord within the last 12 months?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(807)	(586)
Yes.....	77	70
No .....	23	30

**Q16. How did you last contact your landlord?**

	2008	2006/7
	%	%
<i>Base: All valid responses who have contacted landlord in the last 12 months</i>	(583)	(361)
Phoned .....	74	61
Visited office.....	21	34
Wrote .....	2	2
Email.....	2	1
Other.....	1	1

**Q19. What did you last have contact about?**

	2008	2006/7
	%	%
<i>Base: All valid responses who have contacted landlord in the last 12 months</i>	(565)	(352)
Repairs .....	70	67
Rent/Housing benefit .....	12	11
Transfer/exchange .....	5	6
Neighbours/neighbourhood issues.....	4	5
Garden/communal areas .....	1	N/A
Other.....	8	12

**Q20. When you last had contact, was getting hold of the right person...?**

	2008	2006/7
	%	%
<i>Base: All valid responses who have contacted landlord in the last 12 months</i>	(586)	(387)
Easy.....	57	57
Difficult.....	28	28
Neither .....	15	16

**Q21. Did you find the staff...?**

	2008	2006/7
	%	%
<i>Base: All valid responses who have contacted landlord in the last 12 months</i>	(606)	(392)
Helpful.....	70	70
Unhelpful.....	16	15
Neither .....	14	14

**Q22. And were they...?**

	2008	2006/7
	%	%
<i>Base: All valid responses who have contacted landlord in the last 12 months</i>	(596)	(382)
Able to deal with your problem.....	65	62
Unable to deal with your problem.....	24	26
Neither .....	10	12

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**Q23. Were you satisfied or dissatisfied with the final outcome?**

	2008	2006/7
	%	%
<i>Base: All valid responses who have contacted landlord in the last 12 months</i>	(603)	(387)
Satisfied .....	54	51
Dissatisfied .....	35	38
Neither .....	11	12

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**Q24. What is your preferred method to contact your landlord about Housing Services?**

	2008	2006/7
	%	%
<i>Base: All answering</i>	(821)	()
Telephone .....	67	
Visiting an office .....	23	
In writing .....	5	
Email .....	3	
Online .....	*	
Other .....	1	
No preference .....	2	

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## REPAIRS AND MAINTENANCE

Q25. **Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(859)	(646)
Very satisfied .....	22	19
Fairly satisfied .....	43	39
Neither satisfied nor dissatisfied .....	12	13
Fairly dissatisfied .....	12	13
Very dissatisfied .....	12	15

Q26. **And have you had any repairs completed in the last 12 months?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(776)	(615)
Yes.....	73	62
No .....	27	38

Q27. **Thinking about your last completed repair, how would you rate it in terms of...?**

	2008	2006/7
	%	%
<i>Base: All valid responses where repairs completed in last 12 months</i>	(541)	(355)
<b>Being told when workers would call</b>		
Very good .....	35	38
Fairly good .....	36	33
Neither good nor poor .....	9	10
Fairly poor .....	9	8
Very poor .....	11	10

	2008	2006/7
	%	%
<i>Base: All valid responses where repairs completed in last 12 months</i>	(482)	(324)

**Time taken before work started**

Very good .....	27	29
Fairly good .....	35	40
Neither good nor poor .....	17	11
Fairly poor .....	10	9
Very poor .....	11	12

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	2008	2006/7
	%	%
<i>Base: All valid responses where repairs completed in last 12 months</i>	(493)	(324)

**Speed with which work was completed**

Very good .....	34	37
Fairly good .....	36	36
Neither good nor poor .....	11	11
Fairly poor .....	8	6
Very poor .....	10	10

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	2008	2006/7
	%	%
<i>Base: All valid responses where repairs completed in last 12 months</i>	(491)	(332)

**Attitude of workers**

Very good .....	40	46
Fairly good .....	35	36
Neither good nor poor .....	13	10
Fairly poor .....	7	4
Very poor .....	4	3

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	2008	2006/7
	%	%
<i>Base: All valid responses where repairs completed in last 12 months</i>	(499)	(323)
<b>Overall quality of repair work</b>		
Very good .....	33	36
Fairly good .....	35	39
Neither good nor poor .....	12	13
Fairly poor .....	9	6
Very poor .....	11	7

	2008	2006/7
	%	%
<i>Base: All valid responses where repairs completed in last 12 months</i>	(497)	(320)
<b>Keeping dirt and mess to a minimum</b>		
Very good .....	30	36
Fairly good .....	38	35
Neither good nor poor .....	17	13
Fairly poor .....	7	8
Very poor .....	8	7

## COMMUNICATION AND INFORMATION

Q28. **Which methods do you prefer your landlord to use to inform you or consult with you about issues that may affect you?**

	2008
	%
<i>Base: All valid responses</i>	(876)
Open meetings/AGM .....	15
Residents' groups/forums .....	12
On-line forums .....	3
By letter.....	80
Telephone call.....	29
Personal visit.....	24
By email .....	9
Magazine/newsletter .....	21
Other .....	1

**Q29. How satisfied or dissatisfied are you that your views are being taken into account by your landlord?**

	2008
	%
<i>Base: All valid responses</i>	(768)
Very satisfied .....	18
Fairly satisfied .....	33
Neither satisfied nor dissatisfied .....	28
Fairly dissatisfied .....	11
Very dissatisfied.....	10

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**Q30. How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(876)	(648)
Very good .....	19	21
Fairly good .....	45	41
Neither good nor poor .....	22	24
Fairly poor .....	9	8
Very poor .....	4	6

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**Q31. Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with opportunities for participation in management and decision making?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(868)	(535)
Very satisfied .....	14	12
Fairly satisfied .....	34	33
Neither satisfied nor dissatisfied .....	39	32
Fairly dissatisfied .....	9	13
Very dissatisfied.....	6	10

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## ANTI-SOCIAL BEHAVIOUR

**Q32. Have you reported any anti-social behaviour to your landlord in the past 12 months?**

	2008
	%
<i>Base: All valid responses</i>	(857)
Yes.....	21
No .....	79

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**Q33. When you last had contact, was getting hold of the right person...?**

	2008
	%
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(166)
Easy.....	36
Difficult .....	51
Neither .....	13

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**Q34. Did you find the staff...?**

	2008
	%
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(157)
Helpful.....	39
Unhelpful.....	37
Neither .....	24

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**Q35. And were they...?**

	2008
	%
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(160)
Able to deal with your problem.....	29
Unable to deal with your problem.....	58
Neither .....	14

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**Q36. How satisfied or dissatisfied were you with the following aspects of how your report was handled?**

	2008
	%
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(160)
<b>Advice provided by staff</b>	
Very satisfied .....	14
Fairly satisfied .....	28
Neither satisfied nor dissatisfied .....	25
Fairly dissatisfied .....	20
Very dissatisfied .....	13
<hr/>	
	2008
	%
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(155)
<b>Being kept informed</b>	
Very satisfied .....	15
Fairly satisfied .....	19
Neither satisfied nor dissatisfied .....	16
Fairly dissatisfied .....	28
Very dissatisfied .....	22
<hr/>	
	2008
	%
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(148)
<b>Support provided by staff</b>	
Very satisfied .....	13
Fairly satisfied .....	14
Neither satisfied nor dissatisfied .....	24
Fairly dissatisfied .....	27
Very dissatisfied .....	22
<hr/>	

	2008 %
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(152)
<b>How the report was dealt with</b>	
Very satisfied .....	13
Fairly satisfied .....	13
Neither satisfied nor dissatisfied .....	18
Fairly dissatisfied .....	28
Very dissatisfied .....	28

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	2008 %
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(152)
<b>Speed with which the report was dealt with</b>	
Very satisfied .....	14
Fairly satisfied .....	11
Neither satisfied nor dissatisfied .....	17
Fairly dissatisfied .....	26
Very dissatisfied .....	31

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	2008 %
<i>Base: All valid responses who have reported anti-social behaviour to landlord in the last 12 months</i>	(155)
<b>The final outcome of your report</b>	
Very satisfied .....	11
Fairly satisfied .....	15
Neither satisfied nor dissatisfied .....	11
Fairly dissatisfied .....	23
Very dissatisfied .....	41

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## TENANT PARTICIPATION COMPACTS

**Q37. Have you heard of Tenant Participation Compacts – agreements between local councils and their tenants – which set out how tenants will be involved in shaping local decisions about housing?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(814)	(610)
Yes.....	22	25
No .....	78	75

**Q38. How satisfied or dissatisfied are you with your locally-agreed Tenant Participation Compact?**

	2008	2006/7
	%	%
<i>Base: All valid responses who have heard of TPC</i>	(156)	(126)
Very satisfied .....	28	15
Fairly satisfied .....	40	48
Neither satisfied nor dissatisfied .....	25	29
Fairly dissatisfied .....	3	6
Very dissatisfied.....	4	2

**Q39. Do you, or does anyone in this household, have access to the internet at home?**

	2008
	%
<i>Base: All valid responses</i>	(862)
Yes.....	37
No .....	63

## BACKGROUND INFORMATION

### Q41. Age

	2008
	%
<i>Base: All valid responses</i>	(784)
<b>Tenant</b>	
16-24.....	2
25-34.....	17
35-44.....	18
45-54.....	17
55-59.....	9
60-64.....	9
65-74.....	12
75-84.....	11
85+.....	4

	%
	(240)
16-24.....	2
25-34.....	26
35-44.....	24
45-54.....	16
55-59.....	8
60-64.....	8
65-74.....	8
75-84.....	8
85+.....	1

### Q42. Gender

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(778)	(631)
<b>Tenant</b>		
Male.....	47	48
Female.....	53	52

	%	%
<i>Base: All valid responses</i>	(229)	(188)
<b>Partner/spouse</b>		
Male .....	41	36
Female .....	59	64

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**Q43. How would you describe your sexual orientation?**

	2008
	%
<i>Base: All valid responses</i>	(532)
Heterosexual .....	91
Gay man .....	2
Gay woman .....	*
Bisexual .....	2
Other .....	5

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**Q44. What is your religion?**

	2008
	%
<i>Base: All valid responses</i>	(760)
None .....	10
Christian (all denominations) .....	44
Buddhist .....	1
Hindu .....	*
Jewish .....	2
Muslim .....	41
Sikh .....	*
Any other religion .....	2

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**Q45. Work status**

	2008 %	2006/7 %
<i>Base: All valid responses</i>	(664)	(577)
<b>Tenant</b>		
Employee in full-time job (30 hours plus per week) .....	20	18
Employee in part-time job (less than 30 hours per week) .....	8	6
Self employed – full or part time.....	3	1
Government supported training.....	2	1
Unemployed and available for work .....	8	13
Wholly retired from work .....	27	26
Full-time education at school, college or university.....	2	2
Looking after family/home .....	12	14
Permanently sick/disabled .....	17	18
Doing something else .....	2	1
<hr/>		
	%	%
<i>Base: All valid responses</i>	(171)	(173)
<b>Partner/spouse</b>		
Employee in full-time job (30 hours plus per week) .....	18	17
Employee in part-time job (less than 30 hours per week) .....	18	17
Self employed – full or part time.....	2	2
Government supported training.....	1	2
Unemployed and available for work .....	5	9
Wholly retired from work .....	23	21
Full-time education at school, college or university.....	1	2
Looking after family/home .....	21	24
Permanently sick/disabled .....	10	6
Doing something else .....	2	0

**Q46. What kind of incomes do you (and your partner) receive?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(767)	(645)
Earnings from employment and self-employment .....	26	22
Pension from a former employer.....	8	9
State pension.....	30	27
Child benefit.....	28	32
Income support.....	36	31
Other state benefits.....	13	5
Tax credits .....	21	N/A
Interest from savings, etc.....	1	1
Other kinds of regular allowance from outside the household. ....	1	1
Other sources e.g. rent. ....	2	2
No sources of income. ....	1	N/A

**Q47. Does your household currently receive housing benefit (either paid to you or directly to your landlord)?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(726)	()
Yes.....	70	
No .....	30	

**Q48. Which group represent you (and your partner's) total NET income from all these sources after deductions for income tax and national insurance?**

	2008	2006/7
	%	%
<i>Base: All valid responses</i>	(510)	(500)
<b>Weekly</b>		
Under £99 .....	29	34
£100-£199.....	39	40
£200-£299.....	16	12
£300-£399.....	6	9
£400-£499.....	5	N/A
£500-£599 .....	2	N/A
£600-£699 .....	1	N/A
£700-£999 .....	1	N/A
£1,000 or more .....	*	N/A

