

London Borough of Camden

2014/15 Leaseholder Satisfaction Survey Report

March 2015

London Borough of Camden Leaseholder Survey 2014/15

Prepared for: Camden Council

by: Acuity

March 2015

Produced by Acuity

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Registered in England No. 3503391

1.0 Survey findings

Camden Council manages 5,672 leasehold properties. A sample of 1,881 leaseholders were surveyed during January and February 2015, 25% of whom (463) completed the survey. This short report looks at the results from the survey separately from the full report on tenant satisfaction.

1.1 Key service areas

Service provided by the Council

Two-fifths of Camden's leaseholders are satisfied with the services provided by Camden (42%). Just 5% of leaseholders said they are "very satisfied" with the services provided - 37% are "fairly satisfied". A similar percentage of leaseholders are dissatisfied with the services provided by the Council (43%), while a further 15% are undecided (neither satisfied nor dissatisfied). This is very similar to the findings from the survey in 2013/14.

Quality of the home

Two out of three of Camden's leaseholders are satisfied with the overall quality of the home (63%). One in six leaseholders is "very" satisfied (16%), while most are "fairly" satisfied (47%). A little over a fifth of leaseholders are dissatisfied (23%), while 14% are neither satisfied nor dissatisfied. There is a 2% drop in satisfaction with the quality of home since 2013, but this is not statistically significant.

Neighbourhood as a place to live

More than three-quarters of Camden's leaseholders are satisfied with their neighbourhood as a place to live (77%). A third are "very" satisfied (30%), with almost a half "fairly" satisfied (47%). One in six is dissatisfied (15%), with a small number having no view either way (8%).

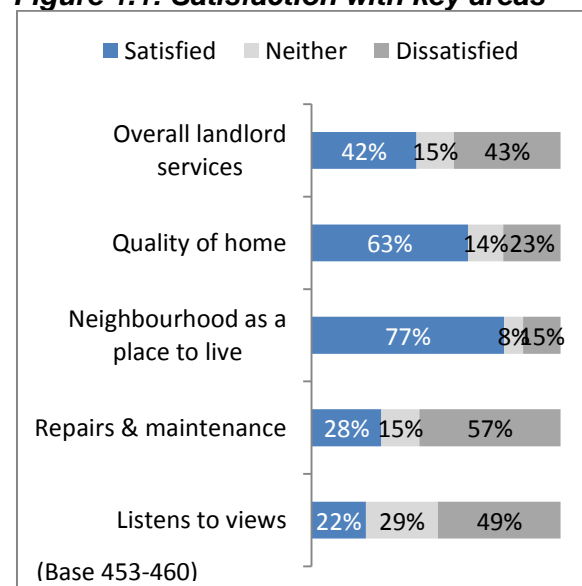
Repairs and maintenance

Just under a third of leaseholders are satisfied with the way Camden Council deals with repairs and maintenance (28%) – a slight drop on the 2013 rating (2% lower). Over half of leaseholders are dissatisfied however (57%), with 29% of those "very" dissatisfied. A further 15% of leaseholders are neither satisfied, nor dissatisfied.

Listens to views and acts on them

Around a fifth of leaseholders felt that Camden Council listens to their views and acts upon them (22%), which is a slight drop since 2013 (2% lower). While many leaseholders are neither satisfied nor dissatisfied (29%), just under half remain dissatisfied (49%). The overall rating has dropped slightly (2% lower) since 2013, while the number who are neither satisfied nor dissatisfied has slightly increased by this amount (2% higher) since 2013.

Figure 1.1: Satisfaction with key areas



1.2 Service charges

Value for money for the service charge

A fifth of leaseholders are satisfied with the value for money provided by the service charge (20%). More than three-fifths of leaseholders are dissatisfied (63%); however this is 2% less than in 2013/14, with 16% neither satisfied nor dissatisfied.

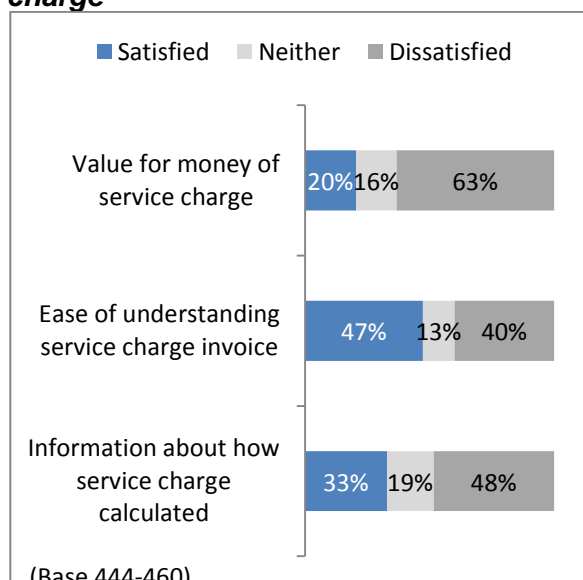
Ease of understanding the service charge invoice

More leaseholders find the service charge statement easy to understand (47%) - however 40% said that they did not - and 13% were neutral.

Information on how charges calculated -

A third of leaseholders are satisfied with the information Camden gives about how the service charges are calculated (33%), almost half remain dissatisfied (48%) and 19% are neither satisfied nor dissatisfied.

Figure 1.2 : Satisfaction with service charge



1.3 Estate services

Appearance of neighbourhood

Three-fifths of leaseholders are satisfied with the appearance of their neighbourhood, with 16% "very satisfied". Less than a third are dissatisfied (29%), with 11% neither satisfied nor dissatisfied.

Cleaning and upkeep of the communal areas

Just under half of leaseholders are satisfied with the cleaning of the internal communal areas (49%) - this is 6% higher than in 2013/14. More than two-fifths are, however, dissatisfied (43%), with 7% neither satisfied nor dissatisfied.

External building repairs & maintenance

A quarter of leaseholders are satisfied with external building repairs and maintenance (30%). Over half are dissatisfied with the repairs service in this area (53%), with 17% neutral when rating external building repairs.

Grounds maintenance

Three-fifths of leaseholders are satisfied with grounds maintenance (such as grass cutting) in their area (60%), with around a fifth dissatisfied (23%) and one in six neither satisfied nor dissatisfied (17%).

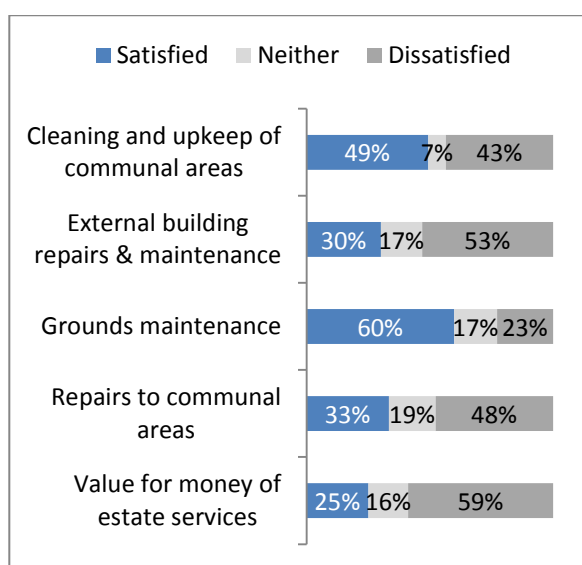
Repairs to communal areas

A third of leaseholders are satisfied with repairs to communal areas (33%) - this is a 7% increase on the rating given in 2013/14, while just under half of leaseholders are dissatisfied with the service (48%).

Value for money of estate services

A quarter of leaseholders are satisfied with the value for money they pay for the estate services (25%). With a small number of leaseholders neutral (16% neither satisfied nor dissatisfied), three-fifths are dissatisfied with the value for money they receive from this service (59%).

Figure 1.3: Satisfaction with communal areas and repairs



Local problems

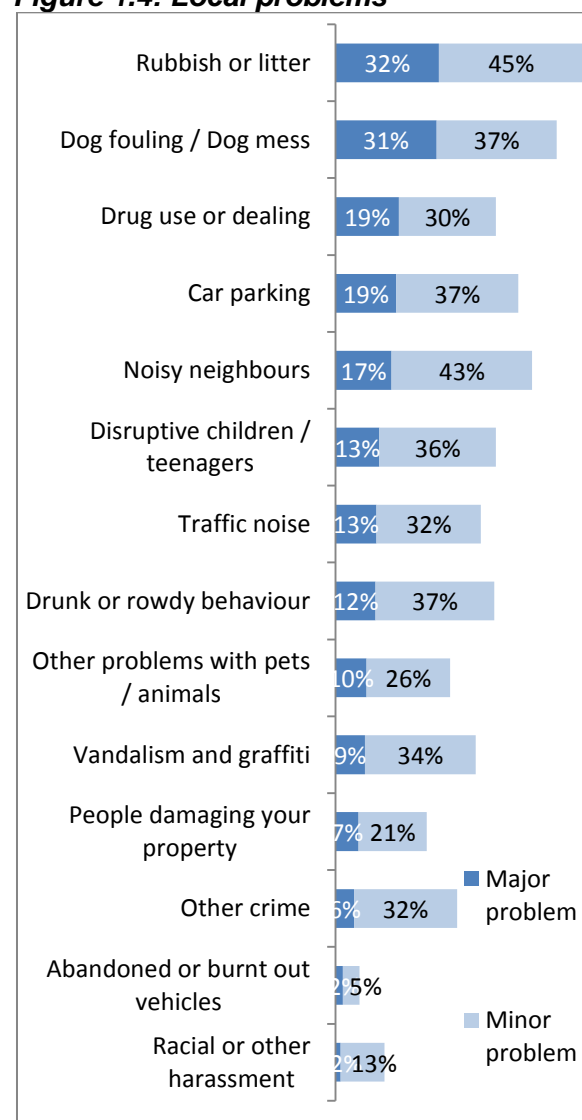
Leaseholders were asked to what extent a range of issues were problems in their neighbourhood. A high percentage of leaseholders have a problem (major and minor) with rubbish/litter (76%), dog fouling/dog mess (68%), car parking (56%) and noisy neighbours (60%). Just under half of leaseholders are disturbed by drug use or dealing, drunk or rowdy behaviour and disruptive children/teenagers (49%).

Over two-fifths of leaseholders have problems with traffic noise (45%) and vandalism and graffiti (43%). Around a third or more are troubled with other crime (37%) and problems with

pets/animals (35%).

Fewer problems are experienced with people damaging property (28%), racial or other harassment (15%) or abandoned or burnt out vehicles (7%).

Figure 1.4: Local problems



It is important to note that many local problems are minor problems rather than major problems. Only two areas – rubbish/litter (32%) and dog fouling/dog mess (31%) – are major problems for more than a fifth of the leaseholder population.

1.4 Contact and communication

Leaseholders were asked how satisfied or dissatisfied they are with the information and advice received from Camden about being a leaseholder.

Obligations under the terms and conditions of your lease

Just under half of leaseholders were satisfied with information provided about obligations under the terms and conditions of leases (48%), with a fifth or more neither satisfied nor dissatisfied (22%) and around a third dissatisfied (30%).

Website as a source of useful information

Two-thirds of leaseholders are satisfied with Camden's website as a source of useful information; however around a third have no view either way (30%) or are dissatisfied with its usefulness (28%).

Friendly and approachable staff

Over half of leaseholders agreed that Camden staff are friendly and approachable (55%), while around a fifth disagreed (21%) and a similar percentage had no view either way (24%).

Staff knowledgeable and able to deal with enquiries

Around two-fifths of leaseholders (37%) agreed that Council officers are knowledgeable and able to deal with their enquiries; however, a similar percentage disagreed with this (36%) and over a quarter were neutral on the matter (27%).

Dissatisfaction with last contact

Leaseholders who were unhappy with how their last contact with the Council was handled they were invited to provide details.

Figure 1.5: What Camden could do better

COMMENTS (212 comments)	(%)
Repairs and maintenance/Improvements & refurbishments – windows, kitchens, bathrooms/ outstanding repairs/ appointments not kept/ poor communications/poor quality and workmanship/ bring contracts back in-house/introduce follow up inspections and quality checks.	29%
Estate services – internal cleaning & maintenance/ external cleaning & maintenance/grounds maintenance (trees)/ provision of storage facilities/ maintain and monitor bins, litter & rubbish/maintain, replace and regularly service lifts/heating fails every winter	12%
Positive comments	2%
Improve customer service – improve attitude/provide plain and simple information/ information in writing/ free access to internet/ respond, reply to letters and emails/really listen to what is being said and act upon it.	34%
Service charge too high/ contradictory invoice information/unfair charges/incorrect letters/ financial assistance requested/money wasted.	9%

COMMENTS (continued)	(%)
Improve support and service from housing management – more friendly and approachable staff, more open, honest and transparent dealings, a known ‘named’ officer with power to deal with enquiries, regular visits to areas to check well-being, Leaseholders treated as second class citizens.	5%
Improve telecommunications – change automated system – takes too long to go through options and too expensive, hanging on for a long time. Hard to get through to right person. Would prefer to speak to a “real” person. Make it a free phone for landline and mobiles.	6%
Caretaking services/Estate manager services – longer hours, improve quality.	1%
Local issues - Parking (misuse by residents, public – insufficient spaces), dog fouling/dog mess, pest control	3%
Other issues – outside remit of housing (i.e. council services, roads etc), or prejudicial views, or non-specific improvements.	3%
Poor complaint handling/dealing with anti-social behaviour/noise complaints	6%
Chaotic/frustrations dealing with Better Homes scheme	1%
Other - safety issues, help with moving, outside control of Council, non-specific	4%

Listen to views and act upon them

Just over a fifth of leaseholders are satisfied that Camden listens to their views and acts upon them (22%), with just under a half dissatisfied (49%) and around a third neutral (29%).

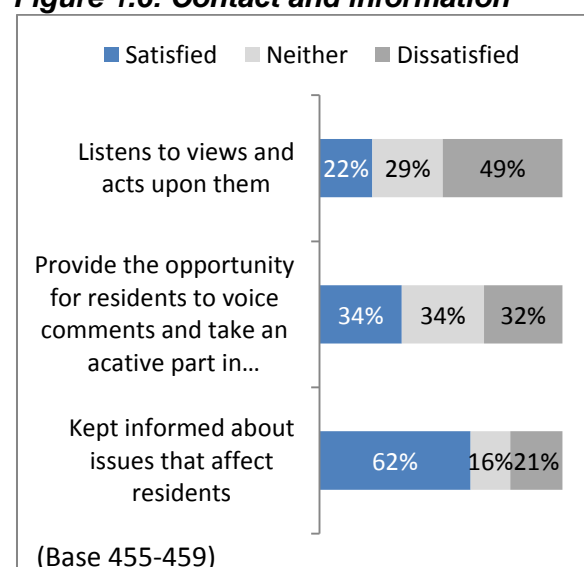
Opportunity to voice comments and take an active part in shaping services

Around a third of leaseholders were satisfied with the opportunities provided by Camden Council to voice their comments and take an active part in shaping the services the Council provides (34%), with a similar percentage neutral (34%) or dissatisfied (32%).

Kept informed about things that affect leaseholders as residents

Over three-fifths of leaseholders felt that the Council keeps them informed about issues that affect them as a resident (62%), with 53% considering that this is “fairly” good and 9% “very” good. A fifth of leaseholders advise that the Council are poor at this (21%), with one in six leaseholders having no view either way (16%).

Figure 1.6: Contact and information



1.5 Complaints and anti-social behaviour

Satisfaction with anti-social behaviour procedures

Higher satisfaction ratings were given by leaseholders for how the Council handles anti-social behaviour complaints (40%), with over a third being neutral (33%) and a quarter or more leaseholders dissatisfied (27%).

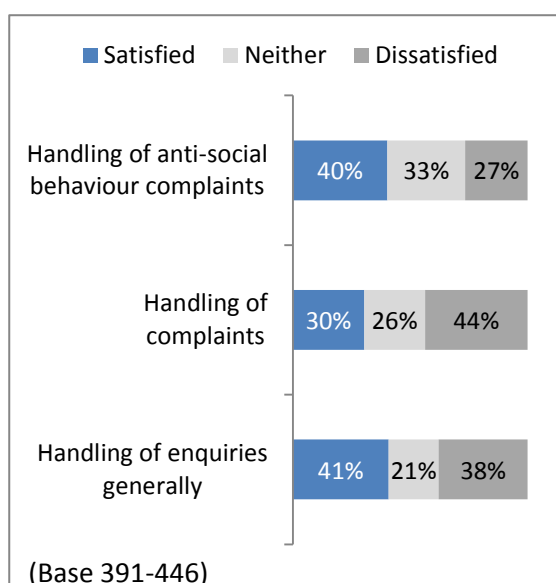
Satisfaction with complaints procedures

Just under a third of leaseholders are satisfied with the way in which complaints are handled (30%), while over a quarter were neither satisfied nor dissatisfied (26%) and two-fifths or more were dissatisfied (44%).

Satisfaction with handling of enquiries generally

Two-fifths of leaseholders were satisfied with how Camden handles enquiries generally (41%), with a fifth neither satisfied nor dissatisfied (21%) and three in eight leaseholders dissatisfied (38%).

Figure 1.7: Satisfaction with handling of complaints and anti-social behaviour



1.6 Demographics

Age of leaseholders

Over a third of leaseholders (36%) are aged 60 years or over, with half of leaseholders aged between 35 and 59 years old (50%). The survey found that only 14% of all leaseholders are aged under 35 years old.

Gender of leaseholders

Just over half of leaseholders (52%) are female, with slightly fewer male leaseholders (48%).

Ethnic origin

Three-fifths of Camden's leaseholders are White British (60%).

According to the housing regulator's definition, which includes White Irish and White Other, 40% of leaseholders are Black and Minority Ethnic (BME), with Any Other White leaseholders (17%), those with an Asian background (11%), or African background (4%) and White Irish leaseholders (2%), representing the largest groups.

Health problems

One in eight leaseholders (12%) has a member of the household whose day-to-day activities are limited due to a health problem which has lasted, or is expected to last, at least 12 months.

1.7 District Housing

Leaseholder satisfaction varied by district, with leaseholders in Holborn generally more satisfied than in other districts, especially Kentish Town. The main differences between the five districts are:

- In contrast to the findings in 2013, leaseholders in **Holborn** gave many of the highest satisfaction ratings -

for overall services (50%), value for money of service charge (30%), understanding the service charge invoice (50%), cleaning and upkeep of communal areas (53%), repairs to communal areas (45%), external building repairs & maintenance (40%), obligations under the lease (60%), knowledgeable and able officers (50%), opportunity to voice comments and shape services (44%), overall repairs & maintenance (46%) and how enquiries are dealt with generally (57%). Holborn leaseholders also, however, awarded the lowest ratings in respect of neighbourhood as a place to live (68%) and how anti-social behaviour is handled (32%).

- **Camden Town** leaseholders awarded the highest ratings in three areas - understanding the service charge invoice (50%), grounds maintenance (68%) and how anti-social behaviour complaints are dealt with (49%). In other respects they awarded average ratings within the group.
- Leaseholders in **Gospel Oak** were in one of the most satisfied districts for how they rated overall services (49%), Camden's website as a useful source of information (49%), friendly and approachable staff (62%), being kept informed (71%) and the way complaints are handled (42%).
- **Hampstead** leaseholders awarded the highest ratings for quality of home (67%), neighbourhood as a place to live (83%) and appearance of neighbourhood (63%), but gave the lowest rating in the group for listening to views and acting upon them (16%).

- **Kentish Town** leaseholders awarded the lowest ratings in 19 of the 23 question areas. The exceptions were with neighbourhood as a place to live (77%), appearance of neighbourhood (63% - the highest rating along with Hampstead), listening to views (17%) and how anti-social behaviour complaints are handled (35%).

1.8 Key driver analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and to determine which elements of the service are the key drivers for residents' overall satisfaction.

This is considered in two ways – the correlation between the overall area performance and the possible drivers gives their individual relevance, while regression is used to assess the relative driver contributions, taking into account their interactions. The more important the driver, the more important it is to maintain or improve ratings in this area to maintain/increase overall importance.

This type of analysis is useful to identify service areas in which increases in satisfaction could potentially lead to an increase in the overall satisfaction rating.

The key driver analysis shows that for Camden leaseholders it is value for money of the service charge, quality of home and repairs and maintenance that have the most impact on overall satisfaction with landlord services. Listening to views and acting upon them and being kept informed are also influences on overall satisfaction.

1.9 Change in satisfaction overtime

When current satisfaction is compared with the 2013 survey, there are only fractional changes, which are not of statistical significance. There is an encouraging upward trend in satisfaction with grounds maintenance (5% higher than in 2013), with overall services and neighbourhood as a place to live (both 1% higher than in 2013), however other areas appear to indicate a very slight downward trend.

Figure 1.8: Change in satisfaction in the last three years

	2014	2013	2012
Services provided by landlord	42%	41%	35%
Quality of home	63%	65%	61%
Value for money of service charge	20%	21%	20%
Neighbourhood as a place to live	77%	76%	71%
Appearance of neighbourhood	60%	60%	55%
Grounds maintenance	60%	55%	54%
Repairs & maintenance service	28%	30%	19%
Listens to views	22%	24%	16%

1.10 Comparison with tenants

When the satisfaction of leaseholders is compared to that of tenants, leaseholders are considerably less satisfied. The difference between the two groups is particularly apparent when overall satisfaction with the Council is compared; 42% for leaseholders and 76% for tenants – a difference of 34%.

The majority of leaseholder ratings are generally some 13% to 42% lower than tenants. There is less of a margin in the satisfaction ratings for neighbourhood as a place to live (1% lower), quality of home (7% lower) and being kept

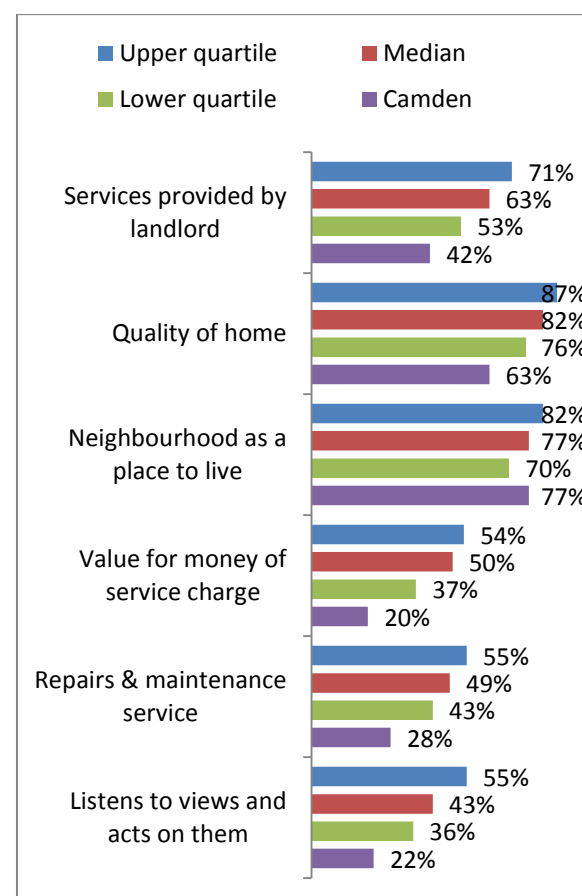
informed (9% lower).

1.11 Comparison with other landlords

Camden's leasehold ratings have been compared with the 2012/13 HouseMark data, which is currently the most up-to-date information available.

Camden's leasehold ratings fall into the second quartile for neighbourhood as a place to live (77%), however in all other respects the ratings are in the bottom quartile. It should be noted, however, that this is a relatively low sample base and covers the whole of England rather than specifically leaseholders in London boroughs.

Figure 1.9: Comparison with other landlords



2.0 Conclusion

The services provided for leaseholders often fall short of their expectations or aspirations even when the obligations in the lease are being fully met. The results from this survey are, therefore, unsurprisingly lower than those awarded by tenants. The margin between the two tenures is, however, much greater than would be hoped for in the areas where both tenants and leaseholders receive similar services. The results from the 2014/15 STAR survey are nonetheless encouraging in that there are no statistically significant downward trends and Camden should continue the good work carried out over the last twelve months in improving services still further.

The rating for services overall (42%) is at a fractionally higher level than recorded in 2013 (1% higher) and 7% higher than the rating recorded in 2012 (35%). Satisfaction with repairs and maintenance is 2% lower than in 2013 (28%) but still higher than recorded in 2012 (19%). The key challenge now is to improve upon these levels of satisfaction.

Key drivers of satisfaction

The key drivers of satisfaction identified this year, differ from 2013 when the emphasis was on repairs and maintenance and estate services. In this year's survey it is value for money of the service charge and quality of home, along with repairs and maintenance and listening to views that are the key influences on satisfaction levels.

Satisfaction at district level

The results from leaseholders were analysed at district level and the survey found considerable differences in some areas. Kentish town leaseholders remain the least satisfied out of the five districts, with Holborn leaseholders the most satisfied. Identifying any differences in service delivery between areas may assist in introducing changes and improvements across all districts, taking into account property age and type and neighbourhood/ environmental issues.

Recommendations

More work needs to be done in respect of contact, communication and listening to views, ensuring that staff in customer service teams - particularly those handling repairs enquiries - are knowledgeable about all aspects of leasehold accommodation, that calls, letters and emails are responded to promptly and help and advice is offered in cases where it is not possible to provide the service required under the terms of the lease.

Appendix 1 Data Tables

Table 1 :Leaseholder satisfaction with services	2014/15	2013	2012
Housing and services			
Services provided by landlord	42%	41%	35%
Quality of home	63%	65%	61%
Value for money of service charge	20%	21%	20%
Service charge			
Ease of understanding service charge invoice	47%	43%	
Information about how service charge is calculated	33%	35%	
Neighbourhood			
Neighbourhood as a place to live	77%	76%	71%
Appearance of neighbourhood	60%	60%	55%
Cleaning & upkeep of communal areas	49%	43%	
Repairs to communal areas	33%	26%	
External building repairs & maintenance	30%	28%	
Grounds maintenance (such as grass cutting)	60%	55%	54%
Value for money of estate services	25%	24%	20%
Contact and Communication			
Obligations under the lease	48%		
Camden's website as a source of useful information	42%		
Friendly and approachable staff	55%	50%	
Officers are knowledgeable and able to deal with queries	37%	33%	
Listens to views and acts upon them	22%	24%	16%
Voice comments and shape services	34%	31%	
Keeps residents informed	62%	54%	
Repairs & maintenance service			
Overall repairs service	28%	30%	19%
Complaints and anti-social behaviour			
Overall satisfaction with the way anti-social behaviour complaint dealt with	40%	34%	27%
Overall satisfaction with the way the complaint was handled by Camden Council	30%	19%	13%
How enquiries are dealt with generally	41%	20%	12%

APPENDIX 2 – Leaseholder questionnaire

Housing Satisfaction Survey



Your reference number: 2490 /

Help for completing the STAR Satisfaction Survey

Thank you for taking the time to complete this housing satisfaction survey. This survey should take no more than 15 minutes to complete. Your views are important to Camden Council. All of the information that you give will be kept completely confidential. It will only be used by Camden Council to assess its performance and compare it with that of other social housing providers.

The questionnaire should be completed by the leaseholder at this address, or by their carer if necessary. The results of this survey will be made available to leaseholders. Please return the completed questionnaire in the freepost envelope provided by 23rd February 2015.

If you would like the satisfaction survey in a different language or in large print please call 0800 849 4019.

Housing and services

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Camden Council? Please tick one box only

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

2. How satisfied or dissatisfied are you with the overall quality of your home? Please tick one box only

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

3. How satisfied or dissatisfied are you that your service charges provide value for money?

Please tick one box only

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

Service charges

4. Thinking about your service charges, how satisfied or dissatisfied are you with the following?

Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
How easy it is to understand your service charge invoice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information about how your service charges are calculated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourhood

5. How satisfied or dissatisfied are you with your neighbourhood as a place to live? Please tick one box only

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

6. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?

Please tick one box only

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

7. To what extent are any of the following a problem in your neighbourhood?

Please tick one box for each response

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling / dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems with pets / animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with the following? Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The cleaning and upkeep of communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External building repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grounds maintenance, such as grass cutting in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs to communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How satisfied or dissatisfied are you with the value for money of overall estate services provided by Camden? Please tick one box only

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

Contact and Communication

10. Thinking about the information and advice you receive from Camden about being a leaseholder, how satisfied or dissatisfied are you with the following? Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Your obligations under the terms and conditions of your lease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Camden's website as a source of useful information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Would you agree or disagree with the following? Please tick one box only for each response

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
Camden Council has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Camden Council Officers are knowledgeable and able to deal with your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. If you were unhappy the last time you contacted Camden Housing Services, please can you provide details below: Please write in the space below

13. How good or poor do you feel Camden Council is at keeping you informed about things that might affect you as a resident? Please tick one box only

Very good ☐ Fairly good ☐ Neither ☐ Fairly poor ☐ Very poor ☐

14. How satisfied or dissatisfied are you that Camden Council listens to your views and acts upon them?

Please tick one box only

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

15. How satisfied or dissatisfied are you with the opportunities provided by Camden Council to voice your comments and take an active part in shaping the services they provide? Please tick one box only

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Repairs and maintenance

16. Generally, how satisfied or dissatisfied are you with the way Camden Council deals with repairs and maintenance? Please tick one box only

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Complaints and Anti-Social Behaviour

17. How satisfied or dissatisfied are you with the way Camden Council deals with the following?

Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your enquiries generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About you and your household

In Camden we want to make our services better for people from all backgrounds. To do this, we would be grateful if you could provide us with some information about you. We don't look at information on individual people, but look at what we know about our customers from different groups to see how we can meet their needs better. We keep information safely and comply with the data protection act. You don't have to answer all the questions and whether or not you do won't affect the service you get.

18. Please tell us the age and gender of everyone who lives with you in your household.

Please enter age in years and please tick one box per line for gender

	Age	Male	Female
Main tenant / lessee	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partner	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 3	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 4	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 5	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Person 6	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What is your (and your partners's) ethnic group?

Please tick one box in each column

	You	Partner
White: English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/>	<input type="checkbox"/>
White: Irish	<input type="checkbox"/>	<input type="checkbox"/>
White: Gypsy or Irish Traveler	<input type="checkbox"/>	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	<input type="checkbox"/>
Mixed: White and Black Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Mixed: White and Black African	<input type="checkbox"/>	<input type="checkbox"/>
Mixed: White and Asian	<input type="checkbox"/>	<input type="checkbox"/>
Any other Mixed / multiple ethnic background	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Indian	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Pakistani	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Bangladeshi	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Chinese	<input type="checkbox"/>	<input type="checkbox"/>
Any other Asian background	<input type="checkbox"/>	<input type="checkbox"/>
Black/Black British: African	<input type="checkbox"/>	<input type="checkbox"/>
Black/Black British: Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Any other Black / African / Caribbean background	<input type="checkbox"/>	<input type="checkbox"/>
Arab	<input type="checkbox"/>	<input type="checkbox"/>
Any other ethnic group	<input type="checkbox"/>	<input type="checkbox"/>

20. Do you consider yourself to have a disability? (i.e. that you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day tasks) Please tick one box only

Yes ☐ No ☐ Prefer not to say ☐

21. How would you describe your sexual orientation?

Please tick one box only

Heterosexual/Straight ☐ Gay ☐ Lesbian ☐ Bisexual ☐ Prefer not to say ☐

22. Camden Council would welcome the opportunity to see your individual answers and comments, therefore would you be happy for your individual responses to be attributed to you when being passed back to Camden Council? Please tick one box only

Yes ☐ Go to Q23 No ☐

23. Are you happy for Camden Council to contact you to follow-up any information you have provided in this survey? Please tick one box only

Yes ☐ No ☐

**THANK YOU FOR TAKING PART IN THIS SURVEY.
PLEASE RETURN YOUR COMPLETED FORM IN THE ENVELOPE PROVIDED BY 23RD FEBRUARY 2015.**

