



## A Research Report for the Community and Adult Services Scrutiny Committee

### A Research Report on the Council Housing Condition and Repairs Survey

March 2022



Cardiff Council

## APPENDIX C

### Table of Contents

1. Background and Introduction.....	3
2. Summary of Findings.....	4
3. Respondents' profile .....	8
4. Tenants' satisfaction condition of housing property occupied.....	8
4.1. Reasons for dissatisfaction with the different aspects of their house..	9
5. Improvements that are needed with condition of housing unit.....	13
6. Accessing the Council's housing repairs and maintenance services .....	14
7. Improvements needed with reporting repairs needed .....	16
7.1. 'Other' additional specific improvements to the repairs service .....	17
8. Additional support or information needed .....	18
9. Likelihood of using the on-line portal for reporting repairs .....	19
9.1. Usefulness of various features on the online portal facility. ....	20
10. Reasons why 'Unlikely' to use the online portal .....	21
11. Appendix 1. Satisfaction by type of housing unit.....	23

## **APPENDIX C**

### **1. Background and Introduction**

The Community and Adult Services Scrutiny Committee is undertaking an in-depth review of Council tenants' access to the housing repairs and maintenance services. Research was commissioned by the Committee to specifically look into Council tenants' views and satisfaction with their current housing condition and their access to the Housing Directorate's maintenance and repairs services.

To collect tenants' views, the survey method was used. A short questionnaire was formulated with input from managers in the Housing Directorate. The survey was made available on-line in English and in Welsh and a limited number of hardcopy questionnaires were distributed in all Council Hubs in Cardiff.

In total 304 completed responses were collected by the survey. This research report presents the findings of the survey and also includes some relevant information in its appendix.

## APPENDIX C

### 2. Summary of Findings

#### Satisfaction with condition in their housing unit

The survey results showed that a substantial proportion of tenants are generally dissatisfied with the conditions of the housing unit they occupy. Most respondents (62% of 304 total) are dissatisfied with the interior conditions (walls, floors, ceiling and windows). A total of 180 respondents specified various aspects and features of their housing unit that are in poor condition and would need updating or repairs. A substantial proportion (32% of 180) identified damp conditions and mould as well as some significant deterioration to walls (17%) and ceilings (11%) in their home.

More than half (52% of 304 total) are also dissatisfied with the external appearance and maintenance of the building unit including walls, roof, gutters and downpipes. A 145 respondents provided various reasons why. As many as 39% (of 145) highlighted the need for external maintenance including cleaning, painting and repairs of the building walls. A substantial proportion (37%) also expressed concerns over the condition of the guttering in their roof and highlighted the need for cleaning and repairs including its downpipes.

Other respondents (41% of 304) also expressed their dissatisfaction with the 'cleanliness and appearance of outside spaces including common or shared areas with neighbours'. A total of 105 respondents have provided comments on this issue. As many as 42% (of 105) indicated that these communal spaces including corridors and bin areas are often not cleaned, foul smelling and dominated by litter and rubbish. Others expressed concern over the maintenance of outside green spaces (21%) including fences and gardens and cited issues such as flytipping (5%), dog fouling (4%) and drug related litter (2%).

## **APPENDIX C**

Nearly half (47% of 304) are satisfied with the locks and safety features of their home with a comparatively a much smaller proportion (37% of 304) who expressed dissatisfaction with this aspect of their housing. A total of 116 respondents provided various reasons why. The majority of the concerns raised (in total 60% of 116) relate to the overall condition or state of repair of the windows in their homes. Nearly a third (28%) cited that window locks are either broken or missing. Others (22%) were less specific in stating that their windows need updating or repaired (22%) and around a fifth (21%) who felt that windows and doors in their homes are unsecure and would need repairs or replacement.

Just over a quarter (26% of 304) of respondents are dissatisfied with parking facilities available. A total of 83 respondents have made specific comments on this issue. Nearly half (45% of 83) cited that there are limited parking spaces available. Problematic street parking was raised by almost a quarter (22%) of respondents. Others (14%) highlighted improvements in driveways and the need for disabled parking bays (5%).

### **On contacting the Council's repairs and maintenance services**

The survey results have also shown that the majority of the respondents (in the range of >50% - up to 79%) know how and when to access the Council's housing repairs and maintenance service. Nearly three quarters of the respondents (73%) are fully aware of the various ways of contacting the Council. Most respondents (79%) confirmed that they 'understand the types of responsive maintenance work and repairs' that they can access while nearly two thirds (60%) also 'understand what they 'can and cannot do' in making minor repairs and improving their homes.

A comparatively smaller proportion (51%) confirmed that they find it easy to contact the Council to report repairs and maintenance issues. A lower proportion (41%) 'fully understand how long it will take... to start and complete' various type of repairs and maintenance work requested.

## **APPENDIX C**

When asked about improvements in the current service, more than half of the respondents (51%) stated that they would benefit from 'being kept informed during the process of delivering the repair service'. A substantial number cited improvements in: 'quality of repair and maintenance work' (44%) and 'having work completed in target time' (49%).

'Other' improvements or additional support needed from the service include (24%) a reduction in waiting times on the telephone when contacting the repairs service and the long waiting times for the repairs to be undertaken. Receiving confirmation on when repairs will be undertaken as well as updates on the scheduling or any delays on repairs were also cited as desirable improvements.

### **Likelihood of using the on-line portal for reporting repairs**

When asked whether they will be using the proposed on-line portal for reporting repairs and maintenance work, more than half (52%) of total respondents indicated that they are 'likely' to use this system. The vast majority of respondents (94%) cited that 'Having an easy format for reporting and booking a repair' should be a useful feature. More than three quarters of respondents (84% - 88%) cited that that information on types of repairs, emergency repairs, the ability to upload photos as well as information on the rights and responsibilities of tenants would be useful features in the online portal. The provision of a telephone service for those who are unable to use the online system (86%) was also considered useful by many.

A comparatively smaller proportion (31%) stated that they are unlikely to use the proposed on-line portal. The majority of these respondents (95% of this group) prefer to speak to someone so that they will have an understanding of what needs to be done and when this will be fixed and would like to be kept informed of when repair operatives will be coming (91%). Others believe that (70%) they will have a 'better service when speaking to someone of the

## APPENDIX C

phone'. It should be noted that there is a small proportion of respondents who have no access to smart technology (17%), don't know how to use it (20%) or are not confident enough or have the skills due to a disability (26%).

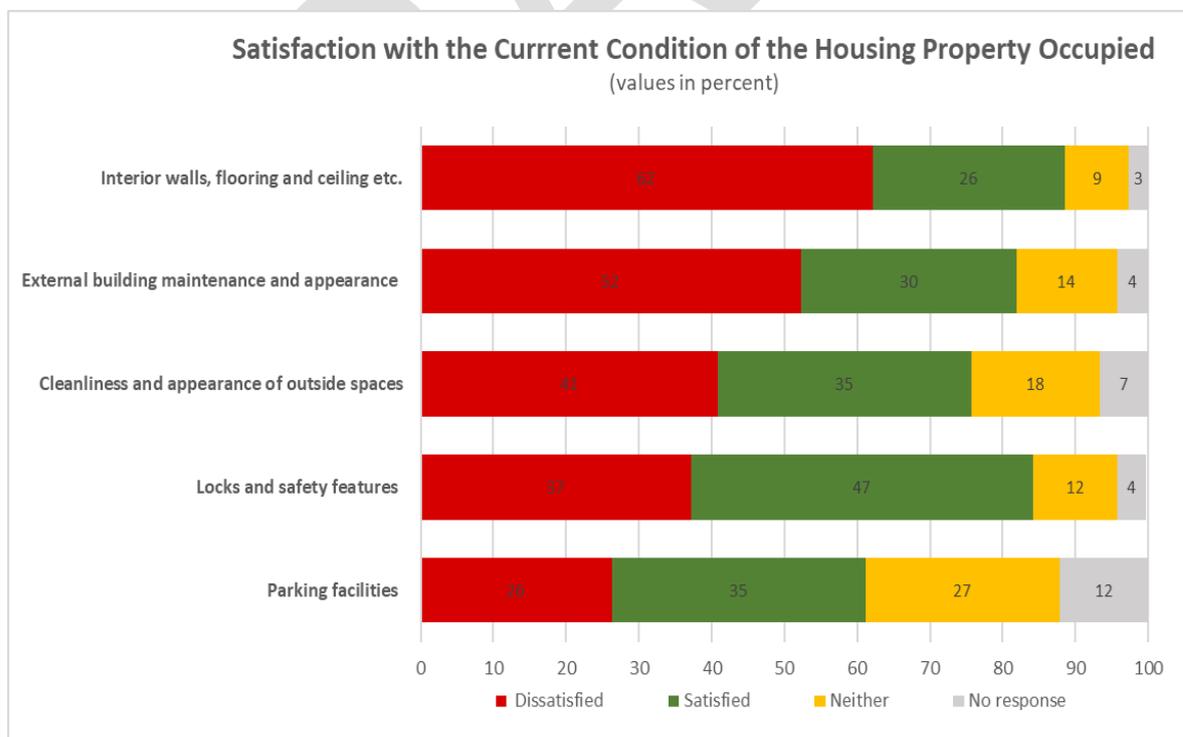
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## APPENDIX C

### 3. Respondents' profile

A total of 304 existing Council tenants responded to the survey. The biggest proportion of these respondents occupy either a flat or a maisonette (42%) with more than a third (34%) of them living in semi-detached houses. A much lesser proportion occupy a terraced house (20%). Over half (53%) of respondents stated that they are single with just more than a quarter indicating that they are either married (21%) or living together/cohabiting (6%) with a partner.

### 4. Tenants' satisfaction with the current condition of the housing property occupied



## APPENDIX C

The results in the chart above show that a substantial proportion of tenants are generally dissatisfied (in the range of 41% - 62%) with the overall interior and exterior conditions and space around the housing unit they occupy.

Nearly two thirds (62%) indicated that they were either 'dissatisfied or very dissatisfied' with the interior walls, floor and ceiling and inside of the home and windows and only around a quarter (26%) stated that they were either 'satisfied or very satisfied' with this aspect of their home. More than half (52%) indicated similar views regarding the external appearance and maintenance of the home including walls, roof, gutters and downpipes. Furthermore, two fifths (41%) stated that they were also 'dissatisfied or very dissatisfied' with the 'cleanliness and appearance of outside spaces including common or shared areas with neighbours.

Overall, a comparatively lower proportion of respondents (in the range of 26% - 35%) have indicated that they are either 'satisfied or very satisfied' with internal and external conditions in their housing unit.

Although nearly half (47%) were satisfied with the locks and safety features of their home, there is more than a third (37%) are dissatisfied with these features in their home.

### 4.1. Reasons for dissatisfaction with the different aspects of their house

The results that follow are based on the unstructured responses provided by respondents on the topics presented in this section.

#### 4.1.1. Interior Walls, flooring and ceiling inside the house

Reasons for dissatisfaction with interior walls flooring and ceilings	Total	Percent
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## APPENDIX C

Damp	57	32
Walls in poor condition - replastering	30	17
Walls and ceiling bad condition	19	11
Poor overall conditions inside the house	18	10
Poorly insulated	16	9
Floors, windows need replacement - repair or updating	9	5
Better quality repair and maintenance	8	4
Repairs need to be undertaken - waiting	8	4
Water damaged	8	4
Ceiling poor condition - replastering / rendering	7	4
Doors need replacement or unsafe	3	2
Damaged by previous tenant	1	1
Difficult to decorate	1	1
Stair unsafe	1	1
Subsidence	1	1
<b>Grand Total</b>	<b>180</b>	<b>100</b>

A total of 180 respondents provided various reasons why they are dissatisfied with the interior condition of their home. They identified specific aspects and features in their house that are in poor condition and would need updating or repairs. Nearly a third (32%) identified that 'Damp' was a problem in their house. A number of those who gave this response specifically expressed their concern over the mould developing their house due to damp conditions and its implications to their health. Others were also concerned that the continual damp conditions have resulted in the disintegration of plastering, cracks in the walls and had led to the deterioration of the overall conditions in their home. Several respondents have specifically cited the poor condition of the walls (17%) or the walls and ceilings together (11%). A tenth (10%) did not specify any reason but have indicated that they were dissatisfied with the overall conditions of the interiors of their home.

### 4.1.2. External building maintenance and appearance

Reasons for dissatisfaction with external building maintenance and appearance	Total	Percent
External building maintenance needed walls cleaned and repaired	57	39

## APPENDIX C

Guttering need cleaning and repair including downpipes	53	37
Roof maintenance and repair needed	14	10
Damp	6	4
Dissatisfied	4	3
Cladding falling off and need repairs	3	2
Fascia broken	2	1
Need a better wall for privacy and security	2	1
Litter clean up outside	1	1
Need job to be completed	1	1
Subsidence	1	1
<b>Grand Total</b>	<b>145</b>	<b>100</b>

A total of 145 respondents have provided additional comments why they are dissatisfied with the external maintenance and appearance of the housing unit that they occupy. Nearly two fifths (39%) highlighted the need for external maintenance of their building including cleaning, painting and repairs of the walls. More than a third (37%) expressed concerns over the condition of the guttering in their roof and the need for cleaning and repairs including its downpipes. Other issues relate to the condition of the roof (10%) including leaks or the need of repairs.

### 4.1.3. Cleanliness and appearance of outside spaces

Reasons why dissatisfied with cleanliness and appearance of outside and shared spaces with neighbours	Total	Percent
Shared communal areas corridors, bins, are dirty and not maintained - e.g., smell of urine and litter in shared spaces.	44	42
General building maintenance and cleaning needed - e.g., outside walls gutter and fences, garage	26	25
Cleaning and maintenance pruning of shared green spaces or gardens	22	21
Flytipping	5	5
Dog fouling	4	4
Dissatisfied	2	2
Drug paraphernalia, needles	2	2
<b>Grand Total</b>	<b>105</b>	<b>100</b>

## APPENDIX C

A total of 105 respondents have made provided comments why they are dissatisfied with cleanliness and appearance outside spaces that are shared with their neighbours. Around two fifths (42%) indicated that the communal spaces such as corridors and bin areas are not cleaned, foul smelling and are dominated by litter and rubbish.

A quarter (25%) raised concerns over the general building maintenance of their housing unit as well as the maintenance of outside green spaces (21%) including fences and gardens. Other issues cited are flytipping, dog fouling and drug related litter.

### 4.1.4. Locks and safety features and alarms inside the home

Reasons why dissatisfied with locks and safety features	Total	Percent
Window locks broken - missing	32	28
Windows need updating - repair	25	22
Door need replacing or repair, broken, unsecure	25	22
Locks need replacing or repair	10	9
Door and windows need updating or repaired	9	8
Unsecure, not safe, no alarm	9	8
Back garden security needs improvement	2	2
Alarms noisy	1	1
Damp	1	1
Dissatisfied	1	1
Poor quality work - repair	1	1
<b>Grand Total</b>	<b>116</b>	<b>100</b>

A total of 116 respondents have made comments on why they are dissatisfied with the locks and safety features in their homes. The majority of the concerns (in total 60%) raised relate to the overall condition or state of repair of the windows in their homes. Neary a third (28%) stated that the window locks in their home are either broken or missing while others were less specific in

## APPENDIX C

stating that their windows need updating or repaired (22%). Around a fifth (21%) also indicated that a door or doors in their homes are unsecure and would need to be repaired or replaced.

### 4.1.5. Parking facilities

Reasons for dissatisfaction with parking facilities	Total	Percent
Limited parking spaces available	37	45
On street parking difficult and problematic	18	22
Driveway needs improvement	12	14
None available	10	12
Need disabled parking bays	4	5
Dissatisfied	1	1
Need resident parking	1	1
<b>Grand Total</b>	<b>83</b>	<b>100</b>

A total of 83 respondents have made specific comments on why they are dissatisfied with the parking facilities that are available to them. Nearly half (45%) indicated that there are limited parking spaces available. Around a quarter (22%) complain about problematic on street parking. Others (14%) highlighted the need for improvement of existing driveways and the lack of parking spaces (12%). A number of respondents (5%) highlighted the need for disabled parking bays.

## 5. Improvements that are needed with overall condition of housing unit

Other improvements needed on the overall conditions of the home	Total	Percent
Modernise the facilities and features of the housing including kitchen and bath	59	24
Repairs and maintenance of outside building and gardens	40	16
Improvements in the internal condition of walls ceiling and floors, doors	40	16
Need to improve building insulation	27	11
Addressing damp issues in the property	25	10
Repairs or replace windows	21	8

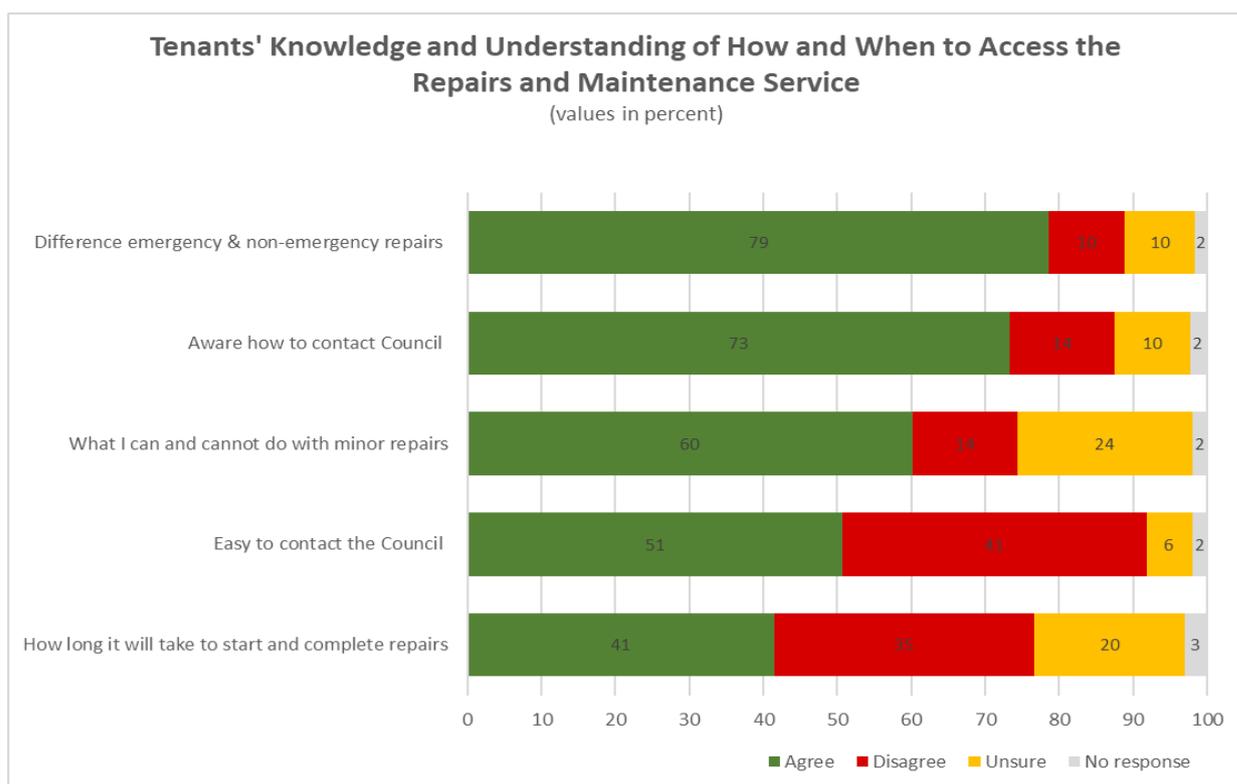
## APPENDIX C

Maintenance and clean-up of outside space	8	3
Repairs completed in reasonable time	6	2
Improve quality of repairs and maintenance work	5	2
Review the overall condition whole house	4	2
Easier ways of contacting the service	3	1
Need to be rehoused	3	1
Improve security and make safe	3	1
Damaged sewage system	1	0
Engage better with residents	1	0
Prevent flytipping	1	0
<b>Grand Total</b>	<b>248</b>	<b>100</b>

A total of 248 respondents cited 'other' specific improvements that they felt were needed in their current home. More than three quarters (a combined total of 85%) identified various types of repairs and maintenance work needed in their existing homes. More specifically, around a quarter (24%) highlighted the need to modernise the facilities and features of their home including kitchens and bathrooms whilst around a similar number (in total 27%) cited the need to improve the internal conditions (16%) and improving building insulation (11%). The need for external maintenance and repair of building or housing blocks (16%) as well as dealing with damp issues (10%) were also identified by several respondents.

### 6. Accessing the Council's housing repairs and maintenance services

## APPENDIX C



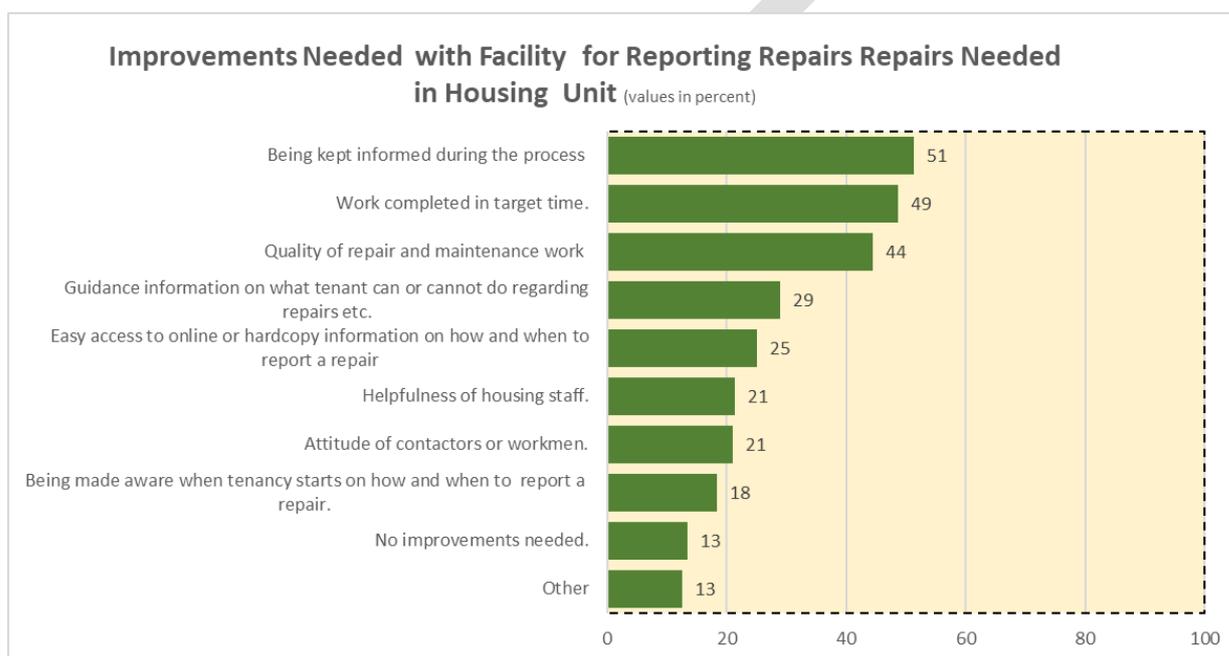
The result in the chart above shows that the majority of the respondents (in the range of >50% - up to 79%) have general knowledge and understanding of how and when to access the Council's housing repairs and maintenance service. Nearly three quarters of the respondents (73%) confirmed that they are 'fully aware of the various ways on how they can contact the Council...'. However, just over half (51%) stated that they find it 'easy to contact the Council' to report any repairs and maintenance issues in their homes. Conversely the results suggest that nearly half (<50%) of the respondents had experienced some difficulty with contacting the Council on this matter.

More than three quarters of the tenants (79%) also confirmed that they 'understand the types of responsive maintenance work and repairs' they can access. However, a slightly lower proportion (60%) 'understand what they 'can and cannot do' in making minor repairs and improving their homes.

## APPENDIX C

Overall, a significantly lower proportion of tenants (41%) stated that they ‘fully understand how long it will take... to start and complete’ various type of repairs and maintenance work that they have reported to the Council.

### 7. Improvements needed with the existing facility for reporting repairs needed in their home.



Only a small proportion of respondents (13%) indicated that no improvements were needed with the existing facility for reporting repairs needed in their home.

Around half of respondents (in the range of 44% - 51%) identified various improvements that can be adopted by the service. More than half (51%) stated that ‘being kept informed during the process of delivering the repair service’ would be an improvement. Other improvement areas identified by a substantial proportion of respondents are: ‘quality of repair and maintenance work’ (44%) and ‘having work completed in target time’ (49%).

## APPENDIX C

A comparatively smaller proportion (<30%) highlighted improvements relating to their access and availability of information on the repairs service. Nearly a third (29%) stated that ‘having guidance information on what they can and cannot do..’ and the availability of either ‘online or hardcopy information’ (25%) on the scope of the repairs service provided by the Council would be improvements to the existing service.

A much smaller proportion of respondents indicated their concerns and the need for improvements in: the ‘attitude of workmen and contractors’ (21%) and the ‘helpfulness of housing staff’ (21%).

### 7.1. ‘Other’ additional specific improvements relating to the repairs service

Other improvements needed on facility for reporting repairs	Total	Percent
Waiting times on phone and ease of contacting service	9	24
Long wait for repair work to be undertaken	8	21
Confirmation, progress update e.g., on scheduling, delays or cancellations	7	18
Poor quality of repair work	4	11
Specific improvements needed in the house	4	11
Review current system for reporting repairs	2	5
Better call centre attitude when reporting repairs	1	3
Better maintenance work in the housing block	1	3
Help with reporting repairs in person	1	3
Poor overall condition of property	1	3
<b>Grand Total</b>	<b>38</b>	<b>100</b>

Nearly a quarter of those who identified ‘other’ improvements (24%) highlighted that ‘less waiting times when contacting the repairs service via the telephone would be an improvement’. A number complained that they were either unable to quickly get through on the telephone and had to wait a long for the phone to get connected to a service agent. One of them felt that it was unacceptable to wait for 40 minutes to have their call answered. A number have also highlighted the need for a contact facility for those with disabilities who may not be able to use the phone. Furthermore, some respondents

## APPENDIX C

(21%) have highlighted the long waiting times or the repairs to be undertaken, with one respondent citing a wait of 7 months for a repair to be undertaken. Two respondents complained of having to either raise numerous calls get the repairs done. Others (18%) suggested that it would be useful to receive confirmation of repairs that would be undertaken as well as updates on the scheduling or any delays on repairs requested.

### 8. Additional support or information need in reporting repairs and maintenance issues

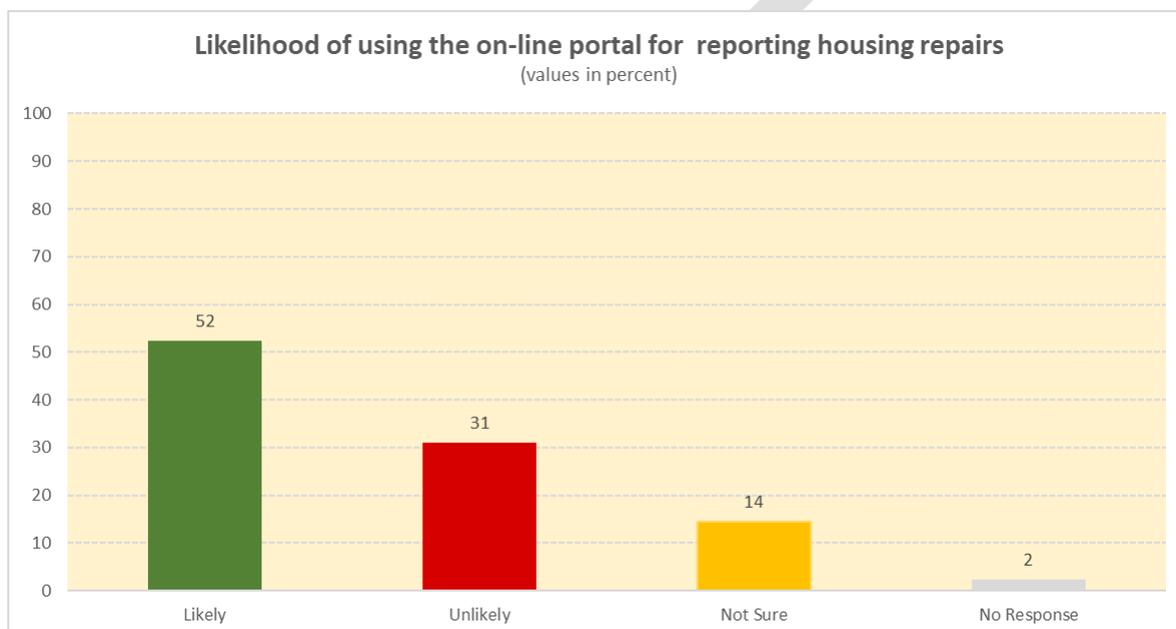
Additional information or help needed when reporting repairs and maintenance work	Total	Percent
Long waiting times for repairs to be undertaken	28	31
Long telephone waiting times	19	21
Specific issues and problem in the house	17	19
Confirmation of repairs reported and what will be done	7	8
Better quality of work	6	7
Keeping to appointments and completing work on time	4	4
Better scheduling of repairs - for people at work	2	2
Other means of reporting repairs other than phone	2	2
Better service to tenants	2	2
An emergency call number	1	1
Easier ways to contact Council	1	1
Guidance to tenants when process change	1	1
Support other than repairs	1	1
<b>Grand Total</b>	<b>91</b>	<b>100</b>

When asked about information and support needed when reporting repairs, a substantial proportion (a combined total of 37%) stated that support and improvements that are needed relate to the scheduling and timings of the maintenance and repairs work that will be undertaken. Of this total, nearly a third (31%) cited reducing the long time for repairs to be undertaken would be beneficial. A few others (4%) stated that that keeping to the schedule of repairs (4%) and better scheduling for those who are working (2%) would be useful.

## APPENDIX C

Around a fifth (21%) have highlighted the issue of waiting a long time e.g., as long as 40 minutes to have their calls answered when contacting the telephone service and would benefit from getting a quicker response when using this facility.

### 9. Likelihood of using the on-line portal for reporting repairs

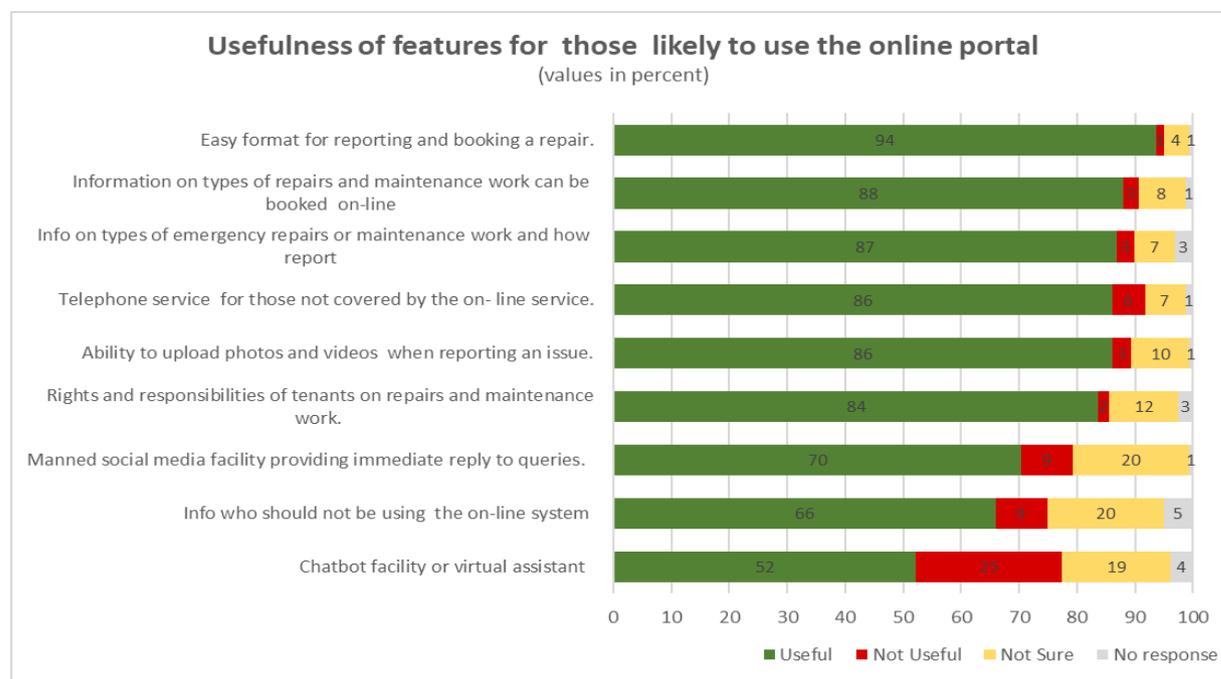


The Council's housing services is working towards introducing an on-line system that will enable tenants to report repairs and maintenance work needed in their homes.

When asked whether they will be using the proposed on-line system, more than half (52%) in total (304 respondents) indicated that they will 'likely or very likely' use the proposed new system. However, nearly a third (31%) stated that it is 'unlikely or very unlikely' that they will be using the online system.

## APPENDIX C

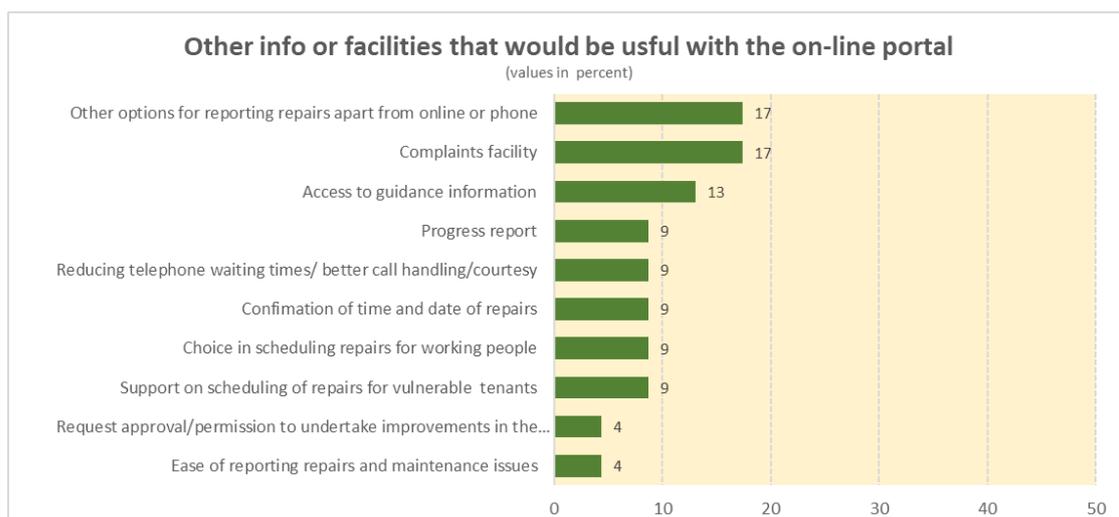
### 9.1. Usefulness of various features on the online repairs and maintenance facility.



In total, 159 out of 304 respondents indicated that they are likely to use the on-line portal. Of this number the majority (in the range of >50% - 94%) indicated various features as outlined above that they would find 'useful' or 'very useful'. 'Having an 'easy format for reporting and booking a repair' was deemed useful by the almost all (94%) of respondents. More than three quarters (in the range of 84% - 88%) identified 5 key features above that they would find as a 'useful' or 'very useful feature' as part of the online reporting facility. Nearly three quarters (70%) recognise the usefulness of a manned 'social media facility... that is able to immediately reply to queries and help'. However, a much smaller proportion however (51%) believe that a 'chatbot or virtual assistant' will be as useful compared to other features identified in the chart above.

In addition to the features outlined above, 23 other suggestions were cited on the types of information or facilities that would be useful when using on-line facility.

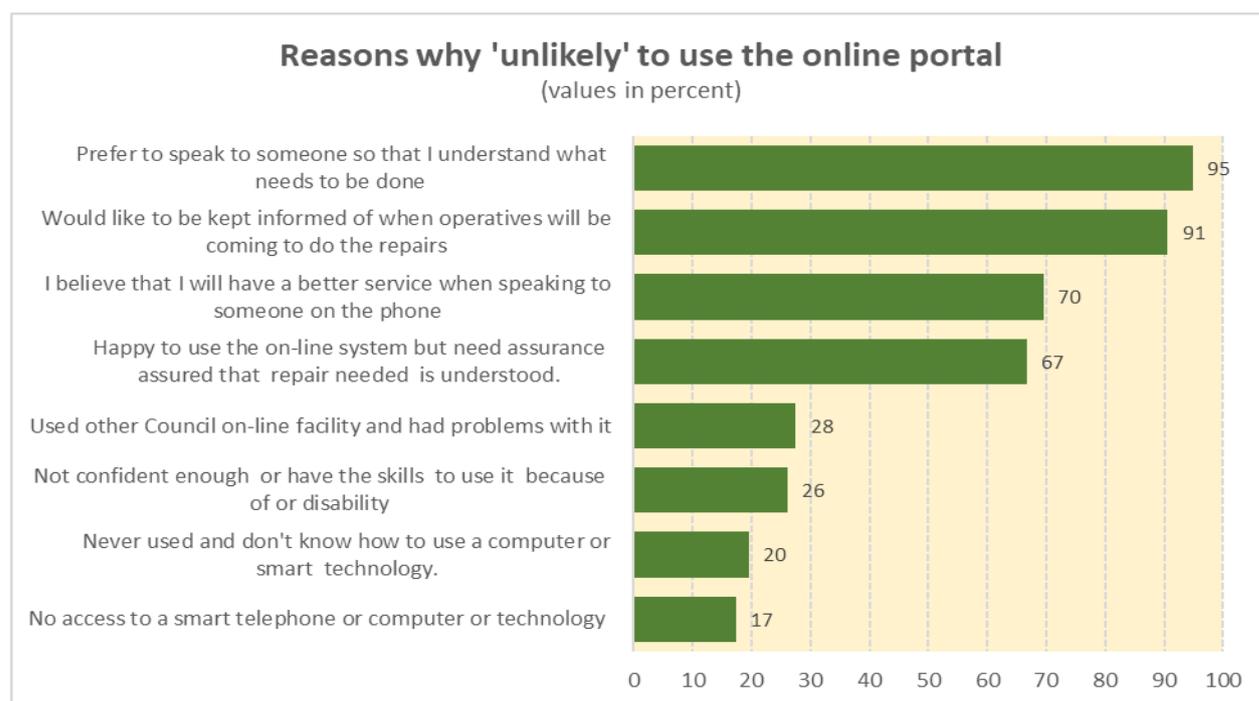
## APPENDIX C



A few respondents (17%) suggested that a complaints facility would be useful as part of the online reporting system and have some guidance information (13%) available on how to use the system. Apart from having the online system available, a number of respondents felt that other arrangements for reporting repairs (17%) should also be accessible and in particular a provision (9%) that supports the needs of vulnerable tenants.

### 10. Reasons why 'unlikely' to use the online portal

## APPENDIX C



A total of 138 respondents provided reasons why they will be unlikely to use the proposed online portal for reporting repairs and maintenance work needed in their homes.

More than two thirds (70%) believe that they will have a 'better service when speaking to someone on the phone'. Although some of the respondents (67%) indicated that they would be happy to use the on-line system, they need assurance that the repairs needed, or issues reported are fully understood. This suggests that some of the tenants are not very confident that the online system will be able to fully capture the repair or maintenance issues that they report. This appears to align with the views of the vast majority of respondents (95%) who stated that they would prefer to speak to someone so that they will have an understanding of what needs to be done and when it will be fixed. A high proportion of respondents (91%) are unlikely to use the online system as they would 'like to be kept informed... of when operatives will be undertaking the repairs' requested.

Access to appropriate technology as well as existing knowledge and skills of using on-line systems were identified by almost a quarter of respondents (in

## **APPENDIX C**

the range of 17% - 26%) as key constraints to using the proposed online portal. Nearly a fifth (17%) of respondents stated have no access to smart technology or a computer. Others (20%) confirmed that they have never used or don't know how to use these types of technology.

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### **11. Appendix 1. Satisfaction with housing condition by type of housing unit**

## APPENDIX C

Q8										
Satisfaction with condition of house by type of housing										
Detached Houses	Total Dissatisfied		Neither		Total Satisfied		No response		Total in detached houses	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	3	43	1	14	2	29	1	14	7	
Count of Locks and safety features a e.g. window locks and door locks.	3	43	1	14	3	43	2	29		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	2	29	0	0	4	57	1	14		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	3	43	1	14	2	29	1	14		
Parking facilities if available.	1	14	1	14	2	29	3	43		

Only 7 respondents confirmed that they are occupying a detached Council house. Of this number, three respondents (43%) stated that they were either dissatisfied or very dissatisfied with interior features. Three others (43%) were also dissatisfied with the external appearance and maintenance of the housing block or building i.e., roof and walls.

A greater number of respondents (4 or 57%) stated that they were either satisfied or very satisfied with the 'cleanliness and appearance of outside spaces and shared spaces with their neighbours'. More respondents (2 or 29%) were also satisfied with the parking spaces available to them.

## APPENDIX C

Q8										
Satisfaction with condition of house by type of housing										
Semi Detached Houses	Total Dissatisfied		Neither		Total Satisfied		No response		Total	Total in Semi
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	67	64	8	8	27	26	2	2		104
Count of Locks and safety features a e.g. window locks and door locks.	36	35	13	13	51	49	4	4		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	34	33	19	18	40	38	11	11		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	54	52	13	13	32	31	5	5		
Parking facilities if available.	27	26	19	18	43	41	15	14		

A total of 104 respondents confirmed that they occupy a semi-detached Council House. The majority of these respondents (64%) are either dissatisfied or very dissatisfied with the interior conditions and features of their accommodation as well as (52%) dissatisfied with the external building maintenance appearance of their housing unit.

More of those occupying this type of housing expressed satisfaction with locks and safety features (49%), the cleanliness of and appearance of outside spaces (38%) and parking facilities (41%) compared to those who gave a negative view about these aspects of their home. It must be noted however that those who are dissatisfied with these aspects still comprise a substantial proportion (in the range of (26% – 35%) of respondents.

Q8										
Satisfaction with condition of house by type of housing										
Terraced House	Total Dissatisfied		Neither		Total Satisfied		No response		Total in terraced house	62
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	43	69	10	16	8	13	1	2		
Count of Locks and safety features a e.g. window locks and door locks.	22	35	10	16	28	45	2	3		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	20	32	16	26	22	35	4	6		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	34	55	7	11	18	29	3	5		
Parking facilities if available.	19	31	11	18	28	45	4	6		

## APPENDIX C

A total of 62 respondents confirmed that they are currently residing in a terraced Council house. As with those who live in semi-detached majority of are also dissatisfied or very dissatisfied with interior walls, flooring and ceilings (69%) and the external appearance and maintenance of housing block (55%).

Similar to those in semi-detached housing this group (45%) are also either satisfied or very satisfied with locks and safety features, the cleanliness and appearance of outside and shared common spaces (35%) and parking facilities (45%). There is a lower proportion of respondents (in the range of 31% - 35%) who expressed dissatisfaction with these aspects of their home.

Q8										
Satisfaction with condition of house by type of housing										
Flat Maisonnette	Total Dissatisfied		Neither		Total Satisfied		No response		Total in Maisonnette/ Flat 129	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	76	59	7	5	43	33	3	2		
Count of Locks and safety features a e.g. window locks and door locks.	53	41	11	9	61	47	4	3		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	67	52	19	15	40	31	3	2		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	68	53	21	16	37	29	3	2		
Parking facilities if available.	33	26	49	38	33	26	14	11		

A total of 129 respondents confirmed that they currently occupy a Council maisonnette or a flat as their housing unit. The majority (in the range of 52% - 59%) indicated that they are either 'dissatisfied or very dissatisfied' with the internal aspects as well as most of the external features and conditions of their housing accommodation. Nearly two thirds (59%) are dissatisfied with the interior walls flooring and ceiling of their home and more than half are also dissatisfied with cleanliness and appearance of outside spaces (52%) and the external appearance and maintenance of their housing block (53%).

## **APPENDIX C**

A much smaller proportion of respondents (in the range 29%- 33%) confirmed that they are 'satisfied or very satisfied' the above-mentioned features and aspects of their accommodation.

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## APPENDIX C

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