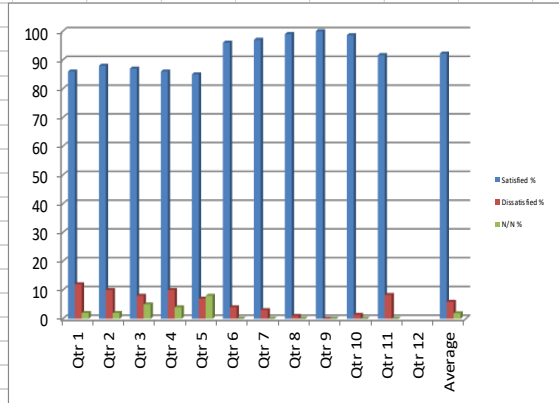


**Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?**

**Indicator 1**

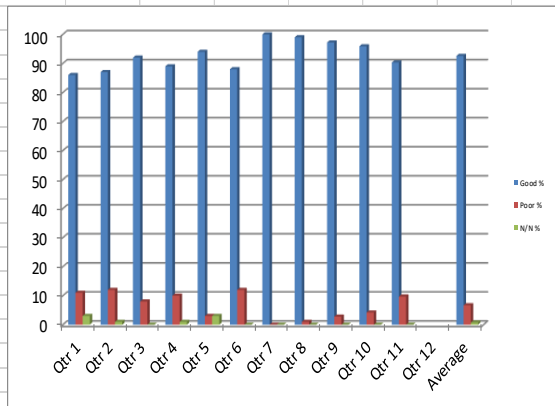
	Satisfied %	Dissatisfied %	N/N %	DK %
Qtr 1	86	12	2	0
Qtr 2	88	10	2	0
Qtr 3	87	8	5	0
Qtr 4	86	10	4	0
Qtr 5	85	7	8	0
Qtr 6	96	4	0	0
Qtr 7	97	3	0	0
Qtr 8	99	1	0	0
Qtr 9	100.0	0.0	0.0	0.0
Qtr 10	98.6	1.4	0.0	0.0
Qtr 11	91.7	8.3	0.0	0.0
Qtr 12				
<b>Average</b>	<b>92.2</b>	<b>5.9</b>	<b>1.9</b>	<b>0.0</b>



**Q5 How good or poor do you feel your landlord is at keeping you informed about their services and decisions?**

**Indicator 2**

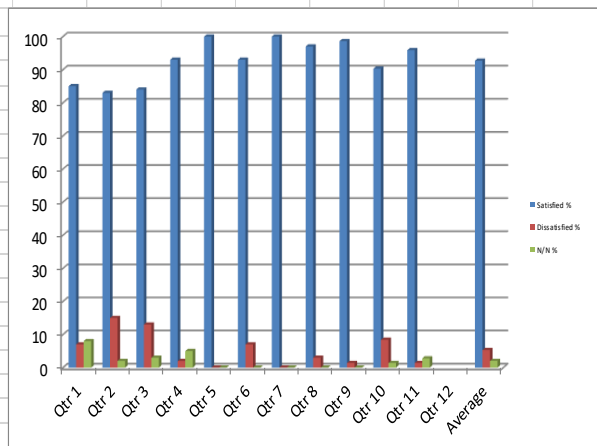
	Good %	Poor %	N/N %
Qtr 1	86	11	3
Qtr 2	87	12	1
Qtr 3	92	8	0
Qtr 4	89	10	1
Qtr 5	94	3	3
Qtr 6	88	12	0
Qtr 7	100	0	0
Qtr 8	99	1	0
Qtr 9	97.2	2.8	0.0
Qtr 10	95.9	4.2	0.0
Qtr 11	90.3	9.7	0.0
Qtr 12			
<b>Average</b>	<b>92.6</b>	<b>6.7</b>	<b>0.7</b>



**Q7 How satisfied or dissatisfied are you that with opportunities given to you to participate in your landlord's decision making processes?**

**Indicator 5**

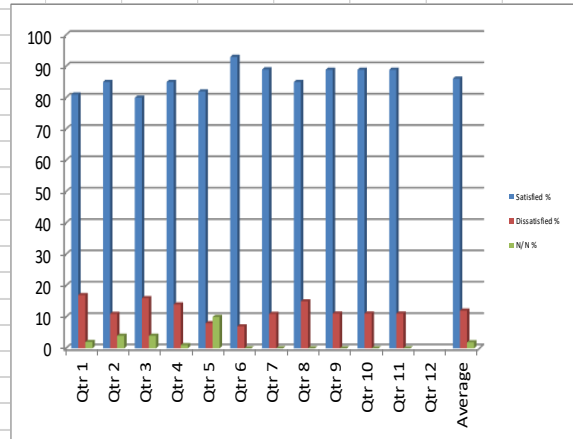
	Satisfied %	Dissatisfied %	N/N %
Qtr 1	85	7	8
Qtr 2	83	15	2
Qtr 3	84	13	3
Qtr 4	93	2	5
Qtr 5	100	0	0
Qtr 6	93	7	0
Qtr 7	100	0	0
Qtr 8	97	3	0
Qtr 9	98.6	1.4	0.0
Qtr 10	90.3	8.4	1.4
Qtr 11	95.9	1.4	2.8
Qtr 12			
<b>Average</b>	<b>92.7</b>	<b>5.3</b>	<b>2.0</b>



**Q8 How satisfied or dissatisfied are you with the overall quality of your home?**

**Indicator 7**

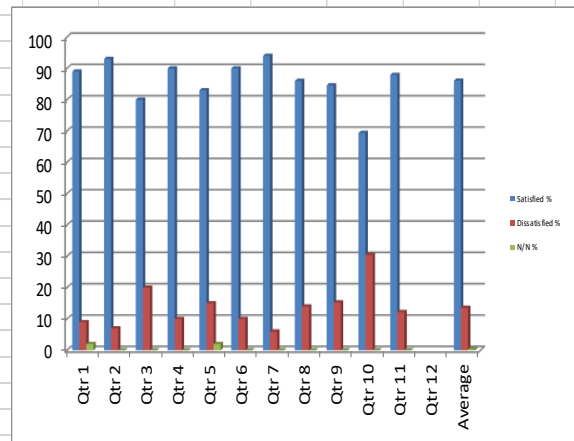
	Satisfied %	Dissatisfied %	N/N %
Qtr 1	81	17	2
Qtr 2	85	11	4
Qtr 3	80	16	4
Qtr 4	85	14	1
Qtr 5	82	8	10
Qtr 6	93	7	0
Qtr 7	89	11	0
Qtr 8	85	15	0
Qtr 9	88.9	11.1	0.0
Qtr 10	88.9	11.1	0.0
Qtr 11	88.9	11.1	0.0
Qtr 12			
<b>Average</b>	<b>86.1</b>	<b>12.0</b>	<b>1.9</b>



**Q11 Thinking about the LAST time you had a repair or maintenance carried out, how satisfied or dissatisfied were you the repairs and maintenance service provided by your landlord?**

**Indicator 12**

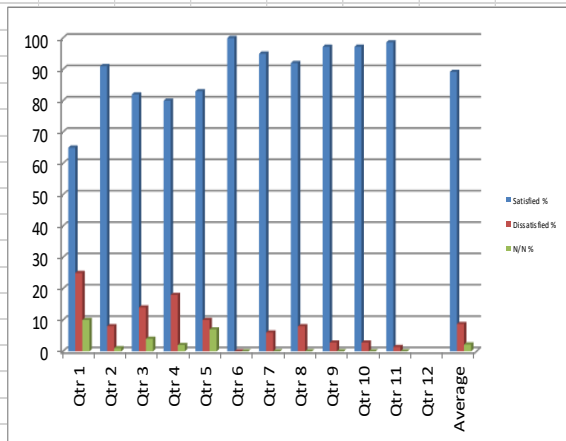
	Satisfied %	Dissatisfied %	N/N %
Qtr 1	89	9	2
Qtr 2	93	7	0
Qtr 3	80	20	0
Qtr 4	90	10	0
Qtr 5	83	15	2
Qtr 6	90	10	0
Qtr 7	94	6	0
Qtr 8	86	14	0
Qtr 9	84.6	15.3	0.0
Qtr 10	69.4	30.5	0.0
Qtr 11	87.9	12.2	0.0
Qtr 12			
<b>Average</b>	<b>86.1</b>	<b>13.5</b>	<b>0.4</b>



**Q13 Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?**

**Indicator 13**

	Satisfied %	Dissatisfied %	N/N %
Qtr 1	65	25	10
Qtr 2	91	8	1
Qtr 3	82	14	4
Qtr 4	80	18	2
Qtr 5	83	10	7
Qtr 6	100	0	0
Qtr 7	95	6	0
Qtr 8	92	8	0
Qtr 9	97.2	2.8	0.0
Qtr 10	97.2	2.8	0.0
Qtr 11	98.6	1.4	0.0
Qtr 12			
<b>Average</b>	<b>89.2</b>	<b>8.7</b>	<b>2.2</b>



**Q3** Taking into account the accommodation and the services your lanord provides, to what extent do you think that the rent for this property represents good or poor value for money?

*Indicator 25*

	<b>Good %</b>	<b>Poor %</b>	<b>N/N %</b>
Qtr 1	88	6	6
Qtr 2	84	8	8
Qtr 3	83	9	8
Qtr 4	83	10	7
Qtr 5	90	7	3
Qtr 6	95	5	0
Qtr 7	97	3	0
Qtr 8	90	8	1
Qtr 9	94.4	5.6	0.0
Qtr 10	94.5	5.6	0.0
Qtr 11	91.7	8.3	0.0
<b>Average</b>	<b>90.1</b>	<b>6.9</b>	<b>3.0</b>

