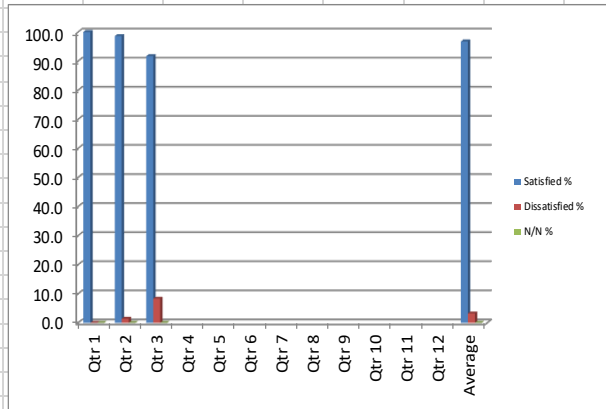


Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

Indicator 1

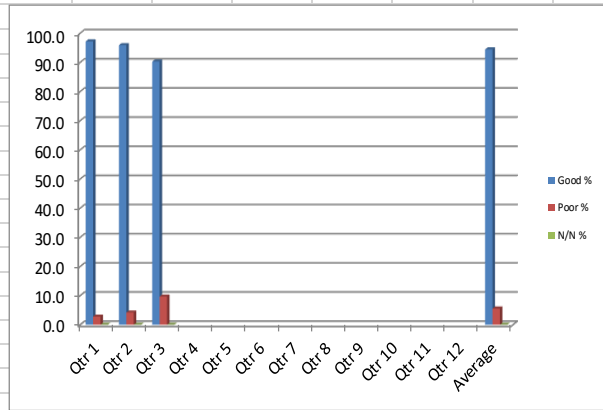
	Satisfied %	Dissatisfied %	N/N %	DK %
Qtr 1	100.0	0.0	0.0	0.0
Qtr 2	98.6	1.4	0.0	0.0
Qtr 3	91.7	8.3	0.0	0.0
Qtr 4				
Qtr 5				
Qtr 6				
Qtr 7				
Qtr 8				
Qtr 9				
Qtr 10				
Qtr 11				
Qtr 12				
Average	96.8	3.2	0.0	0.0



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

Indicator 2

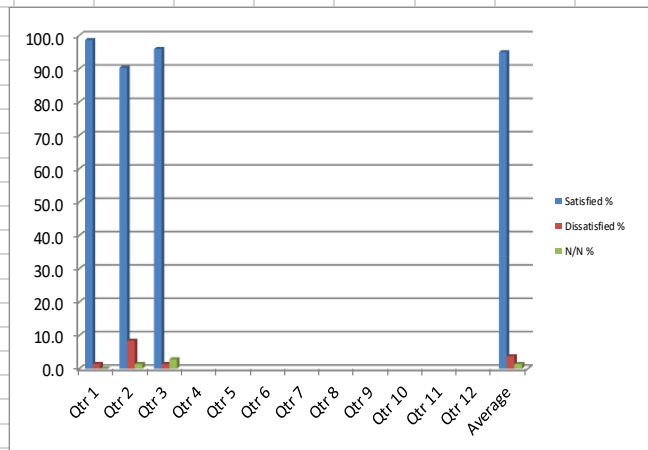
	Good %	Poor %	N/N %
Qtr 1	97.2	2.8	0.0
Qtr 2	95.9	4.2	0.0
Qtr 3	90.3	9.7	0.0
Qtr 4			
Qtr 5			
Qtr 6			
Qtr 7			
Qtr 8			
Qtr 9			
Qtr 10			
Qtr 11			
Qtr 12			
Average	94.5	5.6	0.0



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

Indicator 5

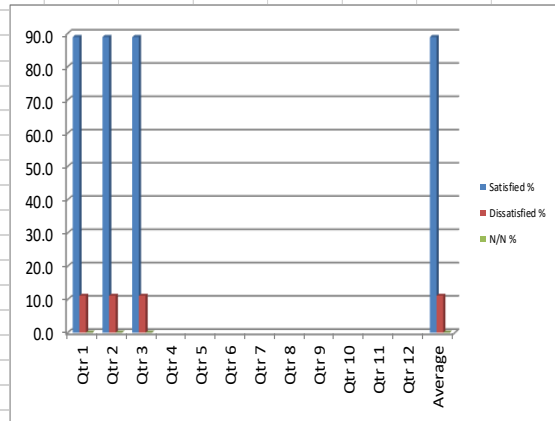
	Satisfied %	Dissatisfied %	N/N %
Qtr 1	98.6	1.4	0.0
Qtr 2	90.3	8.4	1.4
Qtr 3	95.9	1.4	2.8
Qtr 4			
Qtr 5			
Qtr 6			
Qtr 7			
Qtr 8			
Qtr 9			
Qtr 10			
Qtr 11			
Qtr 12			
Average	94.9	3.7	1.4



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

Indicator 7

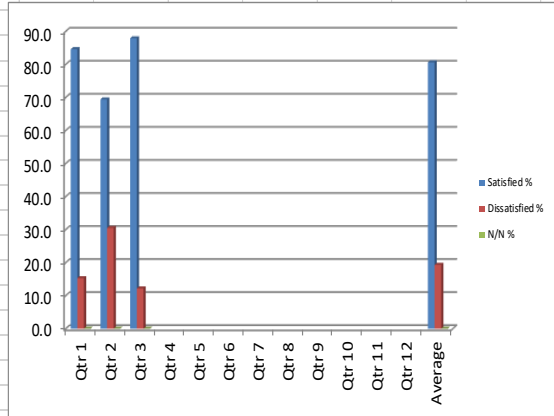
	Satisfied %	Dissatisfied %	N/N %
Qtr 1	88.9	11.1	0.0
Qtr 2	88.9	11.1	0.0
Qtr 3	88.9	11.1	0.0
Qtr 4			
Qtr 5			
Qtr 6			
Qtr 7			
Qtr 8			
Qtr 9			
Qtr 10			
Qtr 11			
Qtr 12			
Average	88.9	11.1	0.0



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

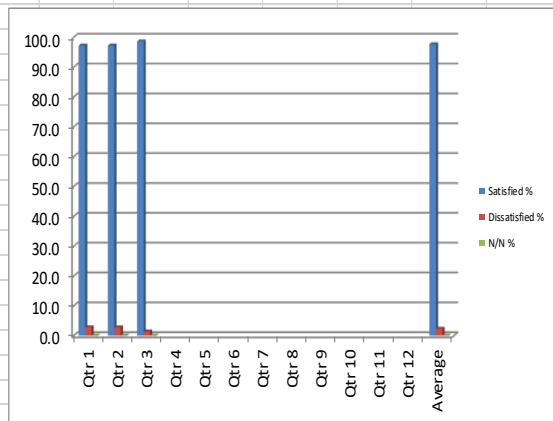
	Satisfied %	Dissatisfied %	N/N %
Qtr 1	84.6	15.3	0.0
Qtr 2	69.4	30.5	0.0
Qtr 3	87.9	12.2	0.0
Qtr 4			
Qtr 5			
Qtr 6			
Qtr 7			
Qtr 8			
Qtr 9			
Qtr 10			
Qtr 11			
Qtr 12			
Average	80.6	19.3	0.0



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

Indicator 13

	Satisfied %	Dissatisfied %	N/N %
Qtr 1	97.2	2.8	0.0
Qtr 2	97.2	2.8	0.0
Qtr 3	98.6	1.4	0.0
Qtr 4			
Qtr 5			
Qtr 6			
Qtr 7			
Qtr 8			
Qtr 9			
Qtr 10			
Qtr 11			
Qtr 12			
Average	97.7	2.3	0.0



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

	Good %	Poor %	N/N %
Qtr 1	94.4	5.6	0.0
Qtr 2	94.5	5.6	0.0
Qtr 3	91.7	8.3	0.0
Qtr 4			
Qtr 5			
Qtr 6			
Qtr 7			
Qtr 8			
Qtr 9			
Qtr 10			
Qtr 11			
Qtr 12			
Average	93.5	6.5	0.0

