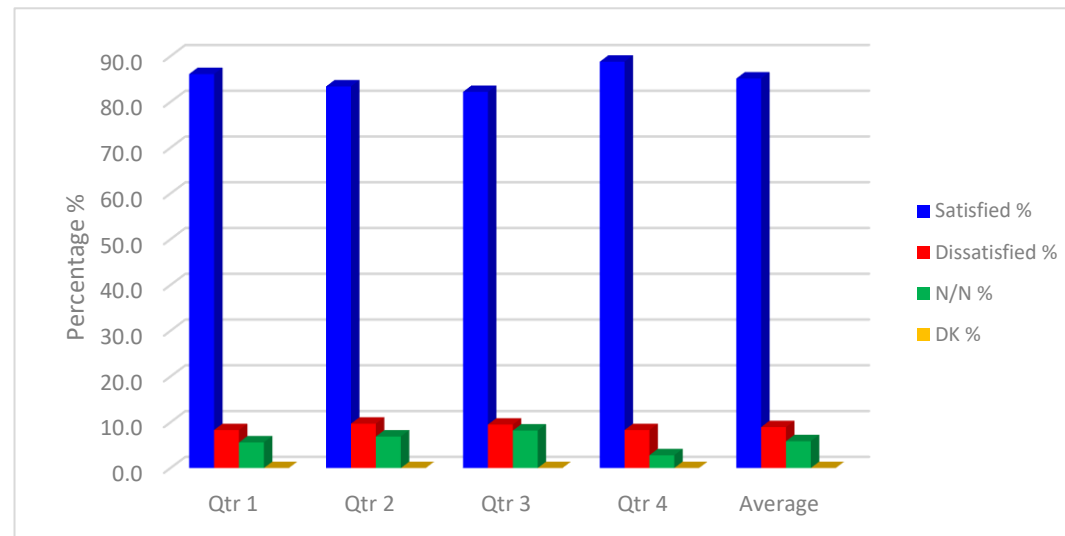


**Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?**

*Indicator 1*

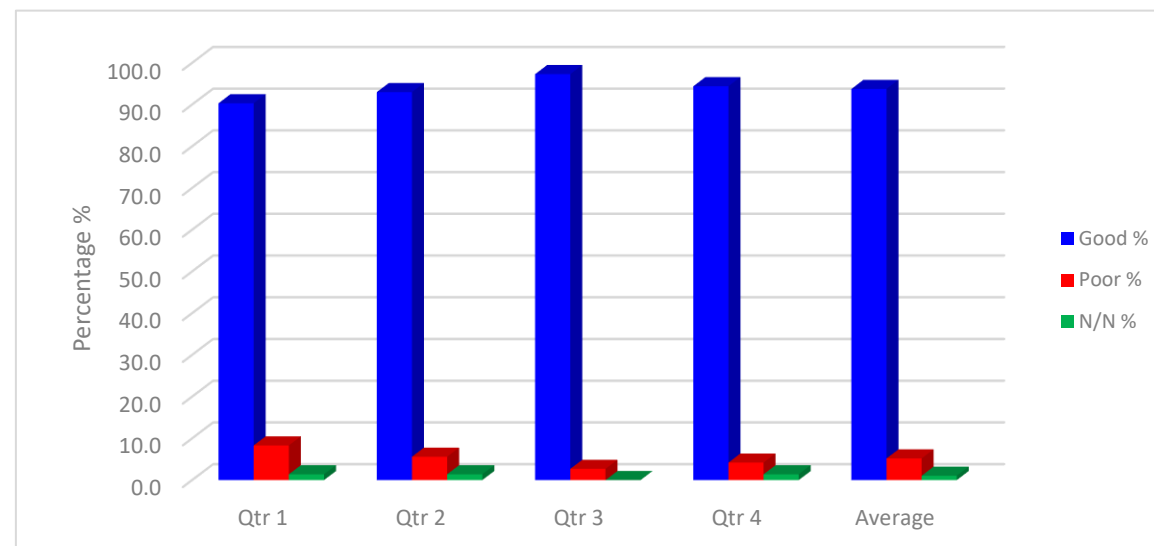
	Satisfied %	Dissatisfied %	N/N %	DK %
Qtr 1	86.1	8.3	5.6	0.0
Qtr 2	83.4	9.7	6.9	0.0
Qtr 3	82.2	9.5	8.2	0.0
Qtr 4	88.8	8.3	2.8	0.0
<b>Average</b>	<b>85.1</b>	<b>9.0</b>	<b>5.9</b>	<b>0.0</b>



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

*Indicator 2*

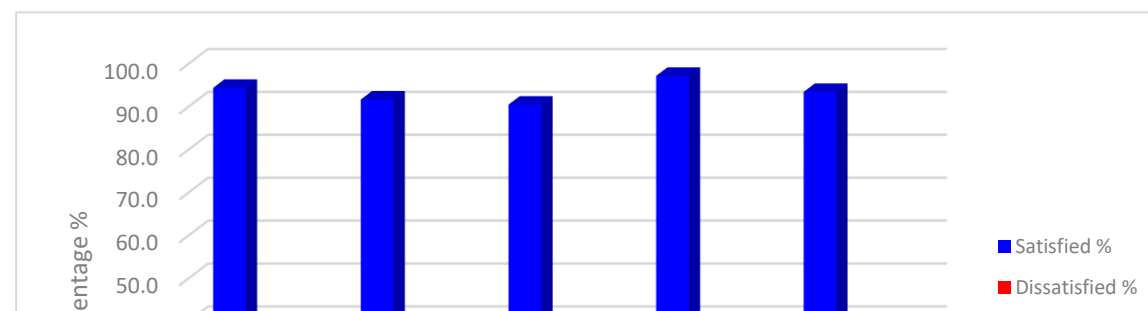
	Good %	Poor %	N/N %
Qtr 1	90.3	8.3	1.4
Qtr 2	93.0	5.6	1.4
Qtr 3	97.3	2.7	0.0
Qtr 4	94.4	4.2	1.4
<b>Average</b>	<b>93.8</b>	<b>5.2</b>	<b>1.1</b>

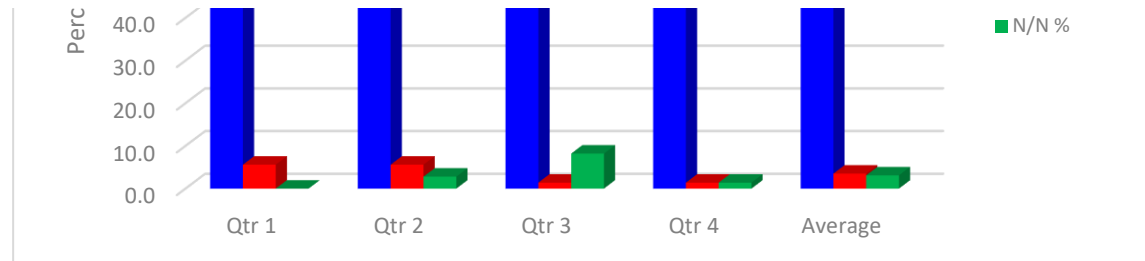


**Q7 How satisfied or dissatisfied are you that with opportunities given to you to participate in your landlord's decision making processes?**

*Indicator 5*

	Satisfied %	Dissatisfied %	N/N %
Qtr 1	94.4	5.6	0.0
Qtr 2	91.7	5.6	2.8
Qtr 3	90.5	1.4	8.2
Qtr 4	97.2	1.4	1.4
<b>Average</b>	<b>93.5</b>	<b>3.5</b>	<b>3.1</b>

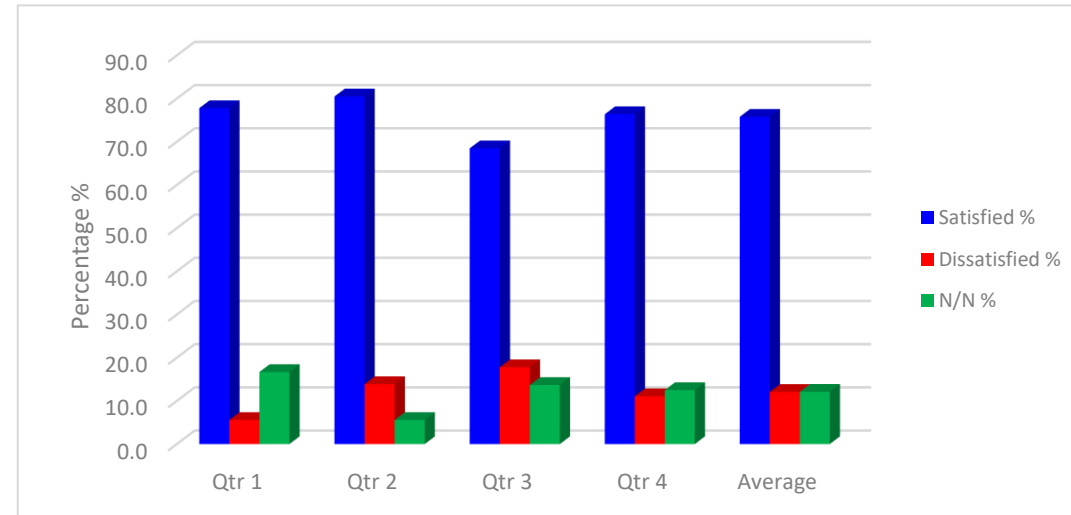




**Q8 How satisfied or dissatisfied are you with the overall quality of your home?**

*Indicator 7*

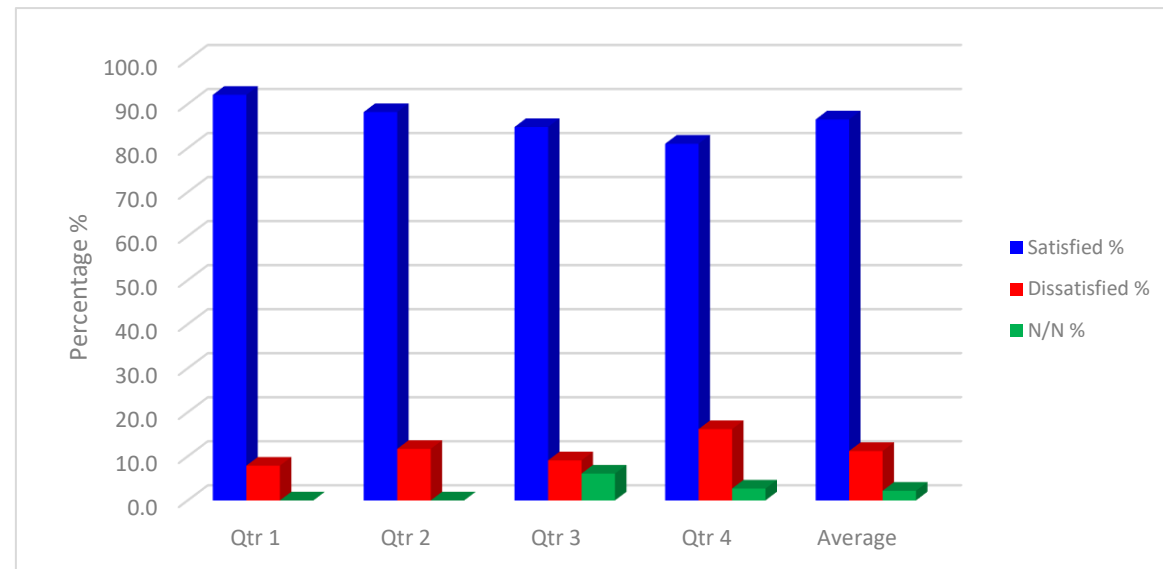
	Satisfied %	Dissatisfied %	N/N %
Qtr 1	77.8	5.6	16.7
Qtr 2	80.5	13.9	5.6
Qtr 3	68.5	17.8	13.7
Qtr 4	76.4	11.1	12.5
<b>Average</b>	<b>75.8</b>	<b>12.1</b>	<b>12.1</b>



**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	92.1	7.9	0.0
Qtr 2	88.2	11.7	0.0
Qtr 3	84.8	9.1	6.1
Qtr 4	81.0	16.2	2.7
<b>Average</b>	<b>86.5</b>	<b>11.2</b>	<b>2.2</b>



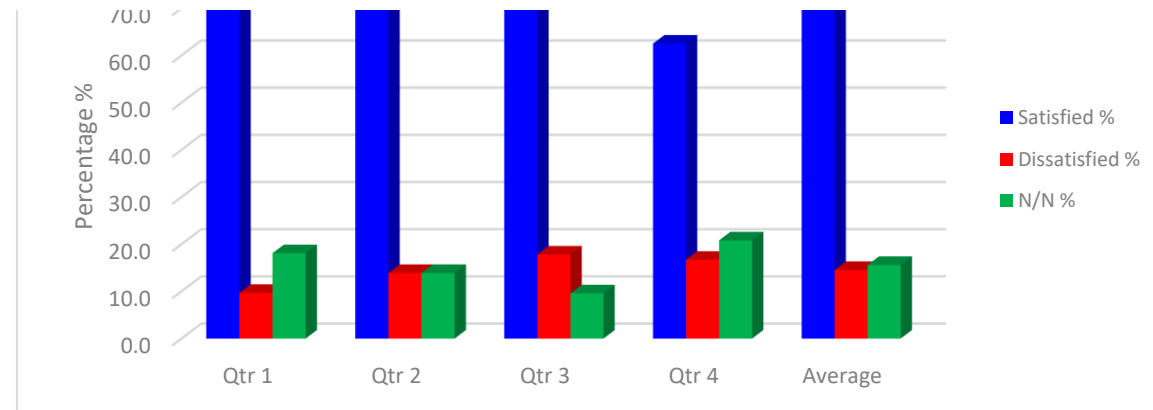
**Q13 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?**

*Indicator 13*

Satisfied %	Dissatisfied %	N/N %
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Qtr 1	72.3	9.7	18.1
Qtr 2	72.2	13.9	13.9
Qtr 3	72.6	17.8	9.6
Qtr 4	62.5	16.7	20.8
<b>Average</b>	<b>69.9</b>	<b>14.5</b>	<b>15.6</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*

	Good %	Poor %	N/N %
Qtr 1	86.1	8.3	5.6
Qtr 2	79.2	9.7	11.1
Qtr 3	69.8	20.5	9.6
Qtr 4	79.2	6.9	13.9
<b>Average</b>	<b>78.6</b>	<b>11.4</b>	<b>10.1</b>

