

Tenant Satisfaction Survey Results												
Number of surveys sent out	108											
Replied and responded	72											
Replied but did not take part	2											
<i>% replied</i>	69%											
Information about your household												
Q1	Jack Jarvis Close	Jim Joel Court	MacDonald Buchanan House	Ian Trethowan House	Rous Memorial Cottages	Hamilton Road	Pegasus Court	Firtree Cottages	The Croft, Yapton	Park Lane Hostel		Total
Which Racing Welfare property do you live at?	21	21	4	5	7	4	3	6	2	1		74
Number of surveys sent out per property	29	24	17	7	8	5	5	6	2	4		107
<i>% replied</i>	72%	88%	24%	71%	88%	80%	60%	100%	100%	25%		69%
Q2	Under 1 year	1 - 2 years	3 - 5 years	6 - 10 years	10+ years	Don't Remember	No answer					
How long have you/your household been a tenant of Racing Welfare?	6	10	11	15	26	3	1					72
<i>% of total responses</i>	8%	14%	15%	21%	36%	4%	1%					
Housing and services												
Q3	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	No answer						
Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by Racing Welfare?	43	23	2	1	0	3						72
<i>% of total responses</i>	60%	32%	3%	1%	0%	4%						
Q4	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No opinion	No answer						
Overall, how satisfied or dissatisfied are you with the following?												
The overall quality of your home	42	27	1	0	0	2						72
<i>% of total responses</i>	58%	38%	1%	0%	0%	3%						
The general condition of this property	33	32	2	0	0	5						72
<i>% of total responses</i>	46%	44%	3%	0%	0%	7%						
The affordability of your rent	38	25	3	0	1	5						72
<i>% of total responses</i>	53%	35%	4%	0%	1%	7%						
The community in which you live	38	30	0	0	0	4						72
<i>% of total responses</i>	53%	42%	0%	0%	0%	6%						
Value for money of your service charge	28	31	2	0	5	6						72
<i>% of total responses</i>	39%	43%	3%	0%	7%	8%						
Q5	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No opinion	No answer						
How satisfied or dissatisfied are you with each of the following services provided by Racing Welfare?												
Advice on rent payments	36	23	2	0	5	6						72
<i>% of total responses</i>	50%	32%	3%	0%	7%	8%						
Support provided to new tenants	33	20	0	0	9	10						72
<i>% of total responses</i>	46%	28%	0%	0%	13%	14%						
Support provided to vulnerable tenants	29	24	1	0	9	9						72
<i>% of total responses</i>	40%	33%	1%	0%	13%	13%						
How housing enquiries are dealt with generally	36	23	2	2	3	6						72
<i>% of total responses</i>	50%	32%	3%	3%	4%	8%						
Q6	Overall quality of your home	Taking tenants' views into account	Repairs and maintenance	Value for money for your rent	Support provided by Racing Welfare	Contractor performance	Keeping you informed	No answer				

<i>% of total responses</i>	61%	3%	18%		18%						
Q15	Yes	No	No answer								
Do you feel an enhanced sense of community through living in a Racing Welfare home?	48	2	9		13						72
<i>% of total responses</i>	67%	3%	13%		18%						