Using evidence to shape better services

Measurement Evaluation Learning

London Borough of Haringey

Haringey Council

Test of Tenant Opinion Survey for Future Housing Delivery Review Project

Full Report

July 2015

Wastes & resources management

Community safety & neighbourhood policing

Sure Start & Children's Centres

Affordable housing

Healthy communities

Active citizens & customer research

Local Authority research & evaluation

Measurement ◆ Evaluation ◆ Learning

1) PROJECT DETAILS

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2) CONTENTS

3) EXECUTIVE SUMMARY

This report provides the findings from a survey of 1,004 tenants that participated in a telephone interview. This provides a broadly representative sample of views based upon the profile of the primary tenant population from the supplied Homes for Haringey database. Results from a leaseholder telephone survey and tenant and leaseholder postal/online surveys have then been compared to the tenant telephone survey.

Support for future housing options

Tenants were told that with the on-going financial pressures and budget cuts, the council might find it hard to undertake all the necessary improvements to its existing homes, improve the look and feel of its housing estates and build new and affordable housing. Tenants were therefore asked how likely they would be to support alternative options that could make sure these improvements could be met.

- 80% of tenants might or would support an alternative future option for their housing service if that meant they had more of a say in how the housing service was run. This figure rises to 89% for tenants that returned a postal/online survey and to over 90% for leaseholders.
- There was little support from tenants for any other alternative future options, such as transferring to a new housing services provider (33% indicated they would or might support this) or if it meant that rents would increase (44% indicated they would or might support up to a 5% increase).
- 80% of tenants indicated they would not support rent increases of more than 5%, while 77% would not support transfer to a new housing service provider that was not locally based.
- By comparison, leaseholders were more open to the idea of a future housing service provider transfer with more than 60% indicating they would or might support this if it was a local provider.
- When it came to future investment all participants, regardless of consultation method, indicated their first choice for any future spending should be made on 'existing homes to bring them up to a good state of repair, properly heated and insulated, with kitchens and bathrooms that are reasonably modern'.
- Views were split on the remaining two options presented; spend money on building new and affordable homes or spend money on improving existing housing estates, such as landscaping and grounds maintenance, bin storage, lighting, parking, security, etc.

Satisfaction levels

Tenants were asked a number of questions about their level of satisfaction with their home and neighbourhood or housing estate compared to three years ago.

- 62% of tenants indicated they were 'much more' or 'more' satisfied with their neighbourhood or housing estate compared to three years ago. For those that completed a postal/online survey, this figure falls to

41% for tenants and to just 25% for leaseholders. Here, the greatest proportion indicated seeing 'no change' in the last three years.

- 59% of tenants indicated that they were 'much more' or 'more' satisfied with the value for money their rent provides, compared to three months ago. This falls to 37% for tenants completing a postal/online survey.
- 58% of tenants indicated they were 'much more' or 'more' satisfied with safety and security in their neighbourhood or housing estate, while 56% indicated the same for the overall appearance of neighbourhoods/estates. These figures fall to less than 40% for the other tenant and leaseholder surveys.
- 51% of tenants indicated that they were 'much more' or 'more' satisfied with the overall quality of their home compared to three years ago – 34% indicated they were 'less' or 'much less' satisfied. Again, fewer tenants that completed a postal/online survey and leaseholders were satisfied with proportionally more indicating 'no change'.
- 'Taking everything into account', 71% of tenants were satisfied with Homes for Haringey (their housing services provider) compared to three years ago. This figure drops slightly for tenants that returned a postal/online survey, to 65%. However, satisfaction falls to around one-third for leaseholders.

Views on improvements and maintenance

- Compared to three years ago, roughly one-third of tenants indicated they had seen 'no change' to improvements to their home, the time taken and quality of repairs and maintenance, or to grounds maintenance.
- Of the remainder, 44% of tenants indicated 'greatly' or 'slightly' improvements to their home, 42% to grounds maintenance, 39% to the quality of repairs and 38% to the time taken to complete repairs and maintenance.
- A greater proportion of leaseholders indicated a decline in the quality of repairs and maintenance, the time taken and grounds maintenance, compared to the proportion that indicated improvements, in the last three years.

Views on customer service

- Compared to three years ago, some two-fifths of tenants indicated they had seen 'no change' to the quality of customer service, the ease of contacting Homes for Haringey, how well they are kept inform and their ability to have a say in how their neighbourhood/estate is managed. This rises to 46% for the management of their tenancy.
- Of the remainder, a greater proportion of tenants, both telephone interviewed and returning postal/online surveys, indicated improvements in each of the above aspects compared to the proportion that indicated a decline.

- By comparison, proportionally more leaseholders indicated a decline compared to improvement in the last three years.

4) INTRODUCTION

Background

The London Borough of Haringey (the Council) has aspirations to deliver new build housing, estate renewal and long term regeneration of the area. The Council has therefore established a process to determine the future model for service delivery and investment in housing across the borough. To this aim, it has set up a Review Group to govern the process and appointed an independent programme facilitator to advise members and manage the process.

A number of options to achieve the Council's aspirations are now under consideration, with the Council's housing stock (currently managed by the Arm's Length Management Organisation, Homes for Haringey) playing a part in achieving this. Development companies, long term leases, local housing companies and other variants of asset backed vehicles are all under consideration as a means to deliver the Council's objectives, with independent financial modelling having been commissioned to help support the process.

Ultimately, almost all the non-statutory solutions for housing management and investment identified above will require a ballot of tenants, including leaseholders, to proceed. Prior to reaching a decision on which options to put to a ballot the Council wished to test opinion as to tenant and leaseholder wishes and priorities.

This pre-testing process contributes towards tenants and leaseholders having an 'informed' understanding of the pros and cons of each available option. It also provides a comprehensive evidence base to inform the Review Group, so that recommendations can be made to Cabinet in September 2015.

Research Aims

The Council commissioned independent research to establish tenant and leaseholder:

- satisfaction with present and past housing management;
- importance of improvements to homes and neighbourhoods;
- service priorities and the importance of continued service improvement;
- significance of the landlords ability to invest in properties;
- importance that the Council is their landlord;
- circumstances in which they would be prepared to transfer to a new landlord;
- importance of new build housing in Haringey;
- views on regeneration and the links to the housing stock;
- importance of tenant governance and influence on the housing service;
- significance of the housing management solution being locally based; and
- relative importance of the above in determining a future solution.

Methodology and sample sizes

To meet the extremely tight deadlines for this project, a telephone survey was chosen as the primary methodology; a random sample of tenants and leaseholders were contacted by telephone and provided with the opportunity to participate and give their views. This approach allowed the setting of specific targets, such as gender and age, in order to achieve a statistically robust and broadly representative[1] sample of tenants and leaseholders.

The Council research brief indicated that it held telephone numbers for roughly 90% of tenants and 60% of leaseholders. The table below shows the required response rate based on available telephone numbers to achieve a confidence interval of ± 3.0% (this is the **recommended confidence interval** used for STAR surveys for housing stock of 10,000+).

The supplied data was de-duplicated, profiled and each discrete record was assigned a unique M·E·L ID number. This ensured that regardless of the completion method (e.g. telephone, online or postal) each household could be tracked, with subsequent duplicate responses removed (if necessary).

The two tables below show the expected number of discrete telephone numbers anticipated prior to receiving the Homes for Haringey database, and the subsequent actual number available.

Table 1: Anticipated number of telephone numbers available to achieve ±3% confidence interval

Sample	Population	Anticipated telephone numbers available	No. of surveys required at ±3% CI	Required response rate
Tenants	15,361	c.13,825	998	7.2%
Leaseholders	4,685	c.2,800	869	30.9%

Table 2: Actual number of telephone numbers available to achieve ±3% confidence interval

Sample	Anticipated tel. numbers available	Actual telephone numbers available	No. of surveys required at ±3% CI	Required response rate
Tenants	c.13,825	12,836	998	7.8%
Leaseholders	c.2,800	1,238	869	70.2%

The tables show, for example, that a response rate of less than 8% would provide sufficient interviews to achieve a robust sample for tenants.

[1] The supplied database was profiled against 'person 1' within the household. This profile information was then used to set targets to ensure a broadly representative sample was achieved.

By comparison, from the available telephone numbers of leaseholders, over seven in ten would have needed to have agreed to participate to have achieved the same confidence interval and this was not felt to be realistic. It was therefore recognised and agreed that all leaseholders would be contacted with a view of securing as many completed telephone interviews as possible.

A survey questionnaire was developed following a Project Inception Meeting between M·E·L Research Ltd and Haringey Council on 18th May 2015.

Fieldwork

Fieldwork was undertaken between 1st and 29th June 2015 and the interview team successfully completed **1,004** tenant telephone surveys and **150** leaseholder telephone surveys.

Secondary Methodology – Postal & Online Survey

In addition to the representative sample achieved via the telephone methodology, the council wanted to provide all tenants and leaseholders with an opportunity to participate in the survey. A postal survey was designed, based upon the telephone questionnaire. It was sent to all tenants and leaseholders and included a freepost return envelope as well as details of an online version of the survey for those that preferred an electronic completion method.

It is important to recognise that postal surveys are self-selective and therefore tend to return non-representative samples. They typically attract a greater level of response from women and older residents, who often have the available time to participate and greater levels of civic responsibility, compared to men and younger residents (those under 44). Nevertheless, as this will most likely be the methodology used when the final Test of Tenant Opinion survey is conducted, it provides a useful steer on likely response rates.

Postal sampling and fieldwork

Postal surveys were sent out on 9th June 2015 to all tenant and leaseholders. Postal and online responses received by 29th June 2015 are included in the analysis. In total **2,293** responses were received – an 11% response rate. The table below shows the number of surveys sent and the number of responses.

Sample	No. surveys sent	Postal responses	Online response	Total responses	Response rate
Tenants	15,361	1,843	47	1,890	12.3%
Leaseholders	4,685	285	41	326	7.1%
Not specified	-	70	7	77	-
TOTAL	**20,046**	**2,198**	**95**	**2,293**	**11.4%**

Reporting conventions

The output from the survey is in the form of conventional cross-tabulations. These provide results for the total sample and various sub-groups of the profile (e.g. gender, age, ethnicity).

This report provides the findings from the 1,004 tenants, that participated in a telephone interview, so that a representative sample of views are presented initially. Results from the leaseholder telephone survey and postal/online surveys have been compared to the tenant telephone survey. Where comparative results are shown these are typically where statistically significant differences exist.

The results for the postal/online surveys have been separated into tenants and leaseholders. These are referred to as 'tenant postal' and 'leaseholder postal', respectively, throughout this report.

For rating style questions (satisfaction, improvements, etc) where a 'don't know' response was an option, these responses have been excluded before analysis. The 'base' or 'n' figure referred to in each chart and table is the number of participants responding to the question.

Where percentages are not shown in charts, these are 3% or less.

Statistical significance

When comparing the results within a sub-group (e.g. comparing views of men vs. women, or telephone vs. postal), the differences in results are tested for statistical significance. This way we know whether the differences are 'real' or whether they could have occurred by chance. The test reflects the size of the samples, the percentage giving a certain answer and the degree of confidence chosen.

Where statistically significant differences exist, the most pertinent comparisons have been included within this report and/or highlighted in tables.

Rounding

Due to computer rounding, numbers and percentages displayed visually on graphs in the report may not always add up to 100% and may differ slightly when compared to the text. The figures reported in the text will be correct.

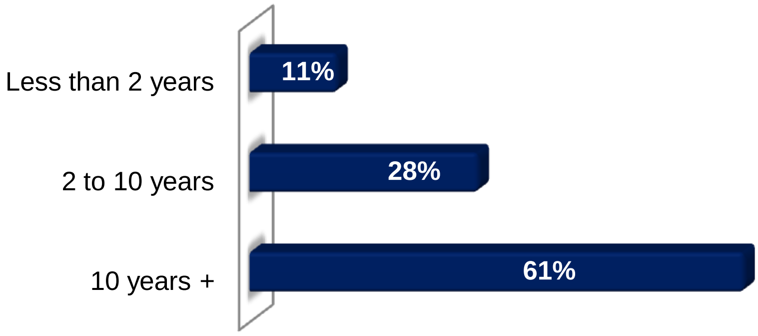
5) FINDINGS

Time living in home

Tenants were asked how long they have lived in their current home:

- Proportionally more tenants are long-term residents; 61% have lived in their current home for 10 years or more.

Figure 1. Lengths of time tenants have lived in their current home.



Base: 1,000

The tenant postal and leaseholder postal responses follow a similar pattern to the telephone tenant survey with the majority of respondents having lived in their current home home for ten years or more. Compared to the tenant survey, the leaseholder survey has a significantly smaller proportion of long-term residents.

Table 1. Lengths of time tenants have lived in their current home by survey type.

Time in home	Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
Less than 2 years	11%	**6%**	11%	13%
2 to 10 years	28%	28%	**53%**	33%
10 years +	61%	**66%**	**37%**	**55%**
Base:	1,000	1,867	142	319

Results which are significantly different from the tenant telephone survey are in **bold and blue shading.**

Homes for Haringey as a Housing Service Provider

Participants were then asked to spontaneously name who was their housing service provider (described as 'the organisation that carries out the day-to -day management of your housing service? (e.g. collects your rent, carries out repairs and maintenance)':

- Only 18% of tenants spontaneously identified their housing service provider as Homes for Haringey.
- The majority of tenants (76%) identified Haringey Council as their housing service provider.

Table 2. Identification of housing service provider by survey type.

Housing service provider	Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
Haringey Council	76%	**47%**	**37%**	**24%**
Homes for Haringey	18%	**42%**	**55%**	**63%**
Other/don't know	5%	**10%**	8%	**13%**
Base:	1,004	1,658	150	241

Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

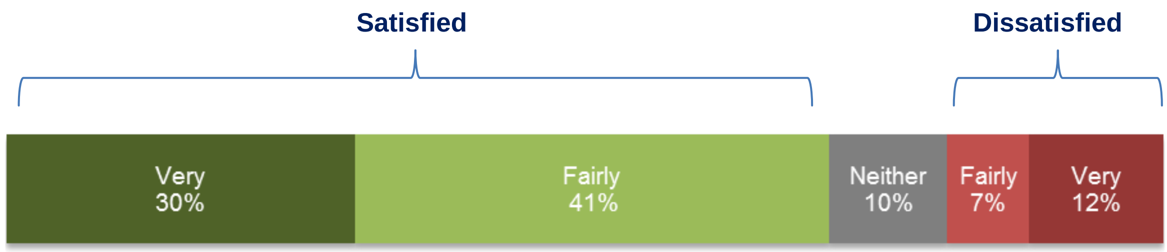
The table above shows that leaseholders have a far greater awareness of who their housing service provider is, whilst views of postal tenants are more evenly split.

Overall satisfaction

Tenants were asked to rate their current satisfaction levels compared to three years[2] ago. 'Taking everything into account' the majority of tenants are very (30%) or fairly (41%) satisfied with their housing service provider.

- Proportionately more older tenants are very satisfied (36% of tenants in the 55+ age band) compared to younger tenants (21% in the 18-34 age band)
- Proportionately more younger tenants are very dissatisfied (20% in the 18-34 age band) compared to older tenants (7% in the 55+ age band).

Figure 2. Overall level of satisfaction with your housing service provider



Base: 980

The results from the other surveys show a different proportion of responses compared to the tenant telephone survey. A significantly higher percentage of the leaseholder telephone and leaseholder postal respondents are very dissatisfied compared to tenant telephone respondents.

Table 3. Overall level of satisfaction with housing service provider by survey type

Satisfaction	Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
Very satisfied	30%	24%	5%	6%
Fairly satisfied	41%	41%	32%	26%
Neither	10%	**16%**	**17%**	**25%**
Fairly dissatisfied	7%	8%	**15%**	**17%**
Very dissatisfied	12%	11%	**32%**	**26%**
Base:	980	1800	149	310
Satisfied	*71%*	*65%*	*37%*	*32%*
Dissatisfied	*19%*	*19%*	*46%*	*43%*

Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

[2] Where a tenant had not lived in their home for three years or more, they were asked to compare their level of satisfaction from the time they initially moved in.

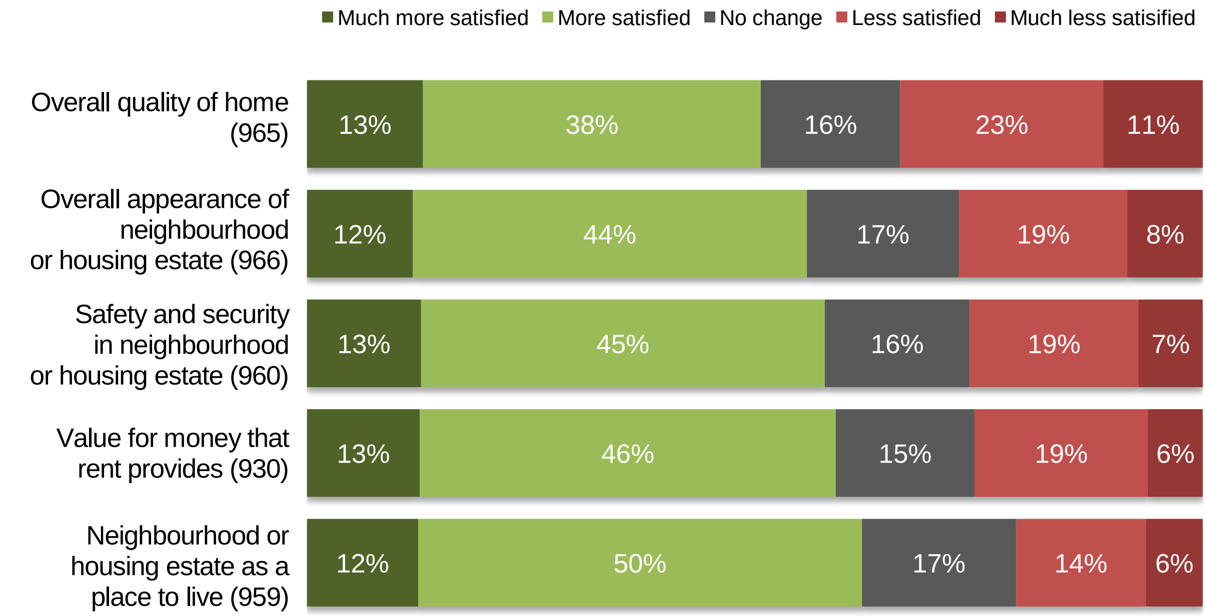
Satisfaction with key aspects of service

Tenants were asked a number of questions about their level of satisfaction with their home and neighbourhood or housing estate. Tenants are largely more satisfied now than compared to three years ago.

- One-half of tenants (51%) are more or much more satisfied with the overall quality of their home.
- Around three-fifths (56%) are more or much more satisfied with the overall appearance of their neighbourhood or housing estate.
- Almost three-fifths (58%) are more or much more satisfied with the safety and security in their neighbourhood or housing estate compared to three years ago.
- Almost six in ten (59%) of tenants are more or much more satisfied with the value for money that their rent provides compared to three years ago.
- Over three-fifths (62%) of tenants are more or much more satisfied with their neighbourhood or housing estate as a place to live now compared to three years ago.

For all questions, between 15% and 17% of tenants say there is no change in their current level of satisfaction compared to three years ago.

Figure 3. Levels of satisfaction with home and neighbourhood/housing estate compared to 3 years ago



(Base for each question in parentheses)

The results from some of the surveys show a significantly different proportion of responses compared to the tenant telephone survey, as identified in the table overleaf.

Table 4. Levels of satisfaction with home and neighbourhood/housing estate compared to 3 years ago by survey type

The majority of differences suggest that fewer participants indicate improvements in the last three years in favour of indicating little or no change. Nevertheless, a proportion of leaseholders indicate much lower satisfaction levels overall.

Satisfaction levels		Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
The overall quality of your home	Much more satisfied	13%	15%	1%	4%
	More satisfied	38%	27%	33%	21%
	No change	16%	**32%**	**30%**	**49%**
	Less satisfied	23%	13%	25%	9%
	Much less satisfied	11%	13%	11%	16%
	Base:	965	1830	138	295
	Satisfied	*51%*	*42%*	*34%*	*25%*
	Dissatisfied	*34%*	*26%*	*36%*	*26%*
The overall appearance of your neighbourhood or housing estate	Much more satisfied	12%	10%	3%	3%
	More satisfied	44%	28%	35%	23%
	No change	17%	**36%**	23%	**36%**
	Less satisfied	19%	13%	**32%**	18%
	Much less satisfied	8%	13%	7%	**19%**
	Base:	966	1785	141	299
	Satisfied	*56%*	*38%*	*38%*	*26%*
	Dissatisfied	*27%*	*26%*	*39%*	*38%*
Safety and security in your neighbourhood or housing estate	Much more satisfied	13%	12%	3%	3%
	More satisfied	45%	25%	36%	20%
	No change	16%	**36%**	**29%**	**47%**
	Less satisfied	19%	15%	**29%**	12%
	Much less satisfied	7%	12%	4%	**18%**
	Base:	960	1792	140	292
	Satisfied	*58%*	*37%*	*39%*	*23%*
	Dissatisfied	*26%*	*27%*	*32%*	*30%*
Overall, the value for money that your rent provides	Much more satisfied	13%	12%	N/A	N/A
	More satisfied	46%	24%	N/A	N/A
	No change	15%	**34%**	N/A	N/A
	Less satisfied	19%	18%	N/A	N/A
	Much less satisfied	6%	**11%**	N/A	N/A
	Base:	930	1732	0	0
	Satisfied	*59%*	*37%*	*N/A*	*N/A*
	Dissatisfied	*25%*	*29%*	*N/A*	*N/A*
Your local neighbourhood or housing estate as a place to live	Much more satisfied	12%	13%	4%	**3%**
	More satisfied	50%	28%	46%	22%
	No change	17%	**38%**	23%	**47%**
	Less satisfied	14%	12%	**23%**	15%
	Much less satisfied	6%	**10%**	4%	**14%**
	Base:	959	1773	142	303
	Satisfied	*62%*	*41%*	*51%*	*25%*

	Dissatisfied	*21%*	*22%*	*27%*	*28%*

Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

Improvements, repairs and maintenance

Tenants were asked their opinion on improvements, repairs and maintenance to their home compared to three years ago. For all categories, around one-third of tenants think that the situation has remained the same compared to three years ago.

Of the remainder, proportionately more tenants think the situation for each aspect has improved (greatly or slightly) than declined.

- 44% of tenants say that the improvements made to their home have greatly or slightly improved.
- Proportionately more tenants say the time in which repairs and maintenance are completed has improved (38%), compared to those who say it has declined (30%).
- Proportionately more tenants say the quality of repairs and maintenance in the home has improved (39%), compared with three years ago.
- Around twice the number of tenants say that grounds maintenance has improved (42%) compared to those that say it has declined (22%).

Figure 4. Views on improvements, repairs and maintenance compared to 3 years ago

Base for each question in parentheses

Table 5. Views on improvements, repairs and maintenance compared to 3 years ago by survey type

Improvement levels		Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
Improvements made to your home	Greatly improved	20%	25%	7%	16%
	Slightly improved	24%	23%	25%	21%
	Stayed the same	32%	27%	29%	35%
	Slightly declined	14%	8%	17%	9%
	Greatly declined	11%	17%	**23%**	**19%**
	Base	901	1794	118	204
	Improved	*44%*	*47%*	*31%*	*37%*
	Declined	*24%*	*25%*	*40%*	*27%*
The time in which repairs and maintenance are completed	Greatly improved	13%	**18%**	3%	7%
	Slightly improved	25%	26%	16%	13%
	Stayed the same	32%	30%	30%	32%
	Slightly declined	14%	13%	20%	14%
	Greatly declined	15%	14%	**31%**	**34%**
	Base	886	1753	120	242
	Improved	*38%*	*44%*	*19%*	*20%*
	Declined	*30%*	*27%*	*51%*	*48%*
The quality of repairs and maintenance of your home	Greatly improved	13%	**19%**	**3%**	9%
	Slightly improved	25%	22%	15%	12%
	Stayed the same	34%	33%	39%	36%
	Slightly declined	14%	13%	16%	12%
	Greatly declined	14%	14%	**27%**	**31%**
	Base	889	1766	110	229
	Improved	*39%*	*41%*	*17%*	*21%*
	Declined	*27%*	*26%*	*44%*	*43%*
Grounds maintenance	Greatly improved	11%	**19%**	3%	8%
	Slightly improved	31%	24%	19%	14%
	Stayed the same	36%	36%	45%	36%
	Slightly declined	11%	11%	15%	**19%**
	Greatly declined	11%	12%	17%	**24%**
	Base	726	1457	130	264
	Improved	*42%*	*42%*	*22%*	*22%*
	Declined	*22%*	*22%*	*32%*	*43%*

Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

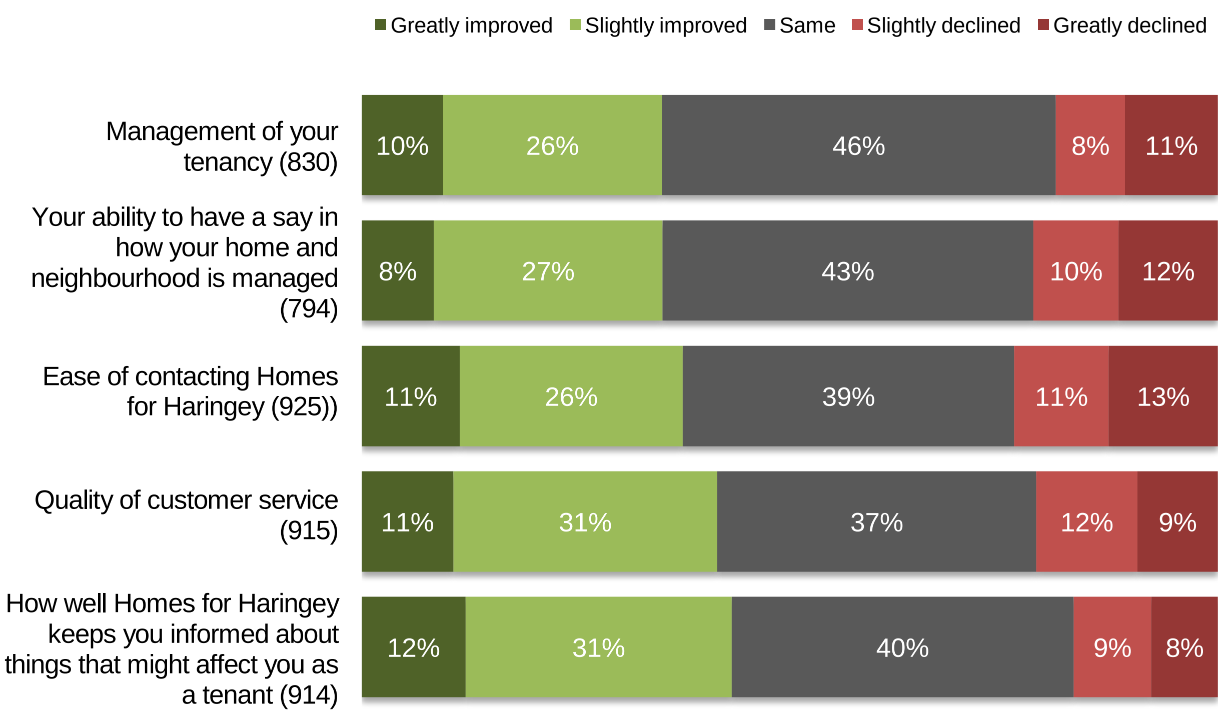
The table above highlights stark differences in views between tenants and leaseholders. It shows, for example, that proportionally more postal tenants believe that repair times, quality of repairs and grounds maintenance has greatly improved in the last three years compared to tenants participating in the telephone survey. By comparison, leaseholders believe these services have declined over this period.

Customer service

Tenants were asked to rate the customer service and management provided by their housing service provider compared to three years ago. A relatively large proportion of tenants have indicated that they have not noticed any change in this time period; a majority have indicated that the management of their tenancy and their ability to have a say in how their home and neighbourhood is managed has remained the same.

- Just over one-third (35%) think the management of their tenancy has slightly or greatly improved compared to three years ago. The same proportion suggest that their ability to have a say in how their home and neighbourhood is managed has slightly or greatly improved in that time period.
- Compared to three years ago, 39% of tenants think the ease of contacting Homes for Haringey has stayed the same, while a similar proportion (38%) think it has slightly or greatly improved.
- Compared to three years ago, proportionately more tenants think the quality of customer service has slightly or greatly improved (42%) than think it has stayed the same (37%).
- Just over two-fifths (43%) of tenants think Homes for Haringey keeps them well informed about things that might affect them as a tenant has slightly or greatly improved, compared to three years ago. A further 40% think the situation is the same.

Figure 5. Levels of improvement for customer service compared to three years ago



Base for each question in parentheses

Table 6. Improvement in customer service compared to 3 years ago by survey type

Improvement in customer services		Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
The management of your tenancy by your housing service provider	Greatly improved	10%	15%	4%	5%
	Slightly improved	26%	20%	14%	12%
	Stayed the same	46%	45%	50%	39%
	Slightly declined	8%	10%	**15%**	**15%**
	Greatly declined	11%	10%	18%	**30%**
	Base:	830	1710	114	218
	Improved	*35%*	*35%*	*18%*	*17%*
	Declined	*19%*	*20%*	*32%*	*45%*
Your ability to have a say in how your home and neighbourhood is managed	Greatly improved	8%	13%	4%	4%
	Slightly improved	27%	19%	18%	15%
	Stayed the same	43%	45%	**54%**	39%
	Slightly declined	10%	11%	10%	15%
	Greatly declined	12%	11%	15%	**27%**
	Base:	794	1593	136	248
	Improved	*35%*	*32%*	*21%*	*20%*
	Declined	*22%*	*23%*	*24%*	*41%*
The ease in which you can contact your housing service provider	Greatly improved	11%	18%	**5%**	6%
	Slightly improved	26%	22%	18%	14%
	Stayed the same	39%	37%	**49%**	42%
	Slightly declined	11%	11%	11%	12%
	Greatly declined	13%	12%	17%	**26%**
	Base:	925	1765	142	283
	Improved	*38%*	*39%*	*23%*	*20%*
	Declined	*24%*	*24%*	*28%*	*38%*
The quality of customer service when contacting your housing service provider	Greatly improved	11%	18%	5%	5%
	Slightly improved	31%	24%	20%	19%
	Stayed the same	37%	37%	41%	35%
	Slightly declined	12%	11%	14%	12%
	Greatly declined	9%	10%	**21%**	**29%**
	Base:	915	1789	140	283
	Improved	*42%*	*42%*	*25%*	*24%*
	Declined	*21%*	*21%*	*34%*	*41%*
How well your housing service provider keeps you informed about things that might affect you as a tenant	Greatly improved	12%	19%	8%	6%
	Slightly improved	31%	24%	21%	20%
	Stayed the same	40%	39%	48%	42%
	Slightly declined	9%	9%	8%	13%
	Greatly declined	8%	10%	**14%**	**20%**
	Base:	914	1711	135	247
	Improved	*43%*	*43%*	*30%*	*26%*
	Declined	*17%*	*18%*	*22%*	*32%*

Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

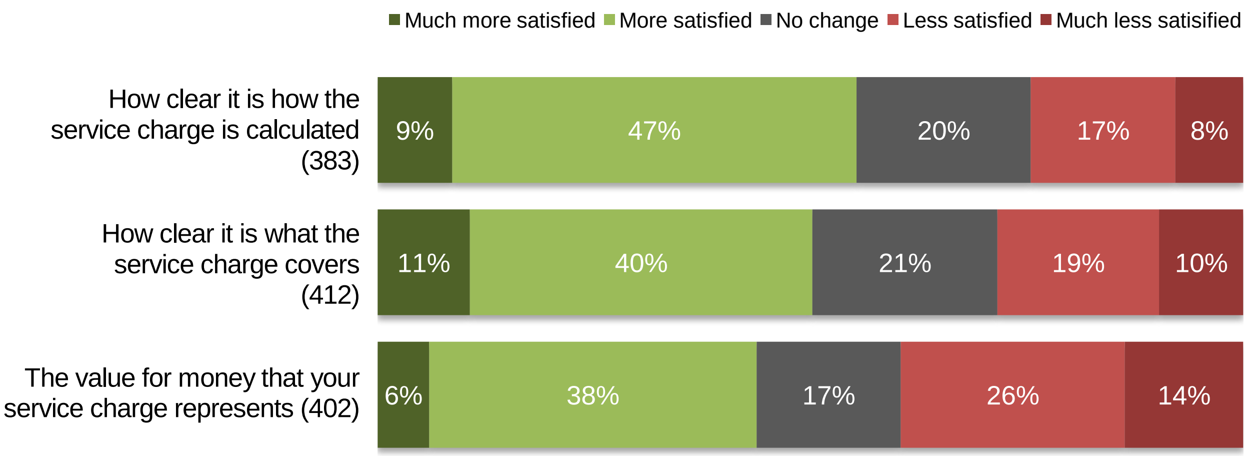
Like previous findings, views of leaseholders differ to those of tenants, with proportionally more leaseholders indicating declining services.

Service charges

Around one-half (51%) of tenants pay a service charge to Homes for Haringey. These tenants were asked about their level of satisfaction with their service charge, compared to three years ago.

- Over twice as many tenants are more/much more satisfied (55%) with how clear it is on how the service charge is calculated, than those that are less/much less satisfied (25%).
- One-half of tenants (50%) are more/much more satisfied that it is clear what the service charge covers.
- There is less consensus over the value for money the service charge represents with 44% of tenants more/much more satisfied and 40% of tenants less/much less satisfied, compared to three years ago.

Figure 6. Levels of satisfaction with service charge paid compared to three years ago



Base for each question in parentheses

It is again leaseholders that indicate lower levels of satisfaction with the service charge they pay, as shown in the table overleaf.

Table 7. Levels of satisfaction with service charge paid compared to 3 years ago by survey type

Service charge satisfaction		Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
How clear it is how the service charge is calculated	Much more satisfied	9%	12%	3%	2%
	More satisfied	47%	24%	22%	12%
	No change	20%	**43%**	**32%**	**47%**
	Less satisfied	17%	12%	**30%**	17%
	Much less satisfied	8%	9%	12%	**22%**
	Base:	383	592	125	283
	Much/more satisfied	*55%*	*36%*	*26%*	*14%*
	Much/less satisfied	*25%*	*21%*	*42%*	*39%*
How clear it is what the service charge covers	Much more satisfied	11%	12%	2%	2%
	More satisfied	40%	24%	18%	17%
	No change	21%	**45%**	**39%**	**49%**
	Less satisfied	19%	11%	27%	14%
	Much less satisfied	10%	9%	14%	**19%**
	Base:	412	635	129	297
	Much/more satisfied	*50%*	*36%*	*20%*	*19%*
	Much/less satisfied	*28%*	*20%*	*41%*	*33%*
The value for money that your service charge represents	Much more satisfied	6%	11%	0%	1%
	More satisfied	38%	18%	13%	6%
	No change	17%	**38%**	17%	**27%**
	Less satisfied	26%	16%	**43%**	24%
	Much less satisfied	14%	16%	**26%**	**42%**
	Base:	402	609	127	284
	Much/more satisfied	*44%*	*29%*	*13%*	*7%*
	Much/less satisfied	*40%*	*32%*	*69%*	*66%*

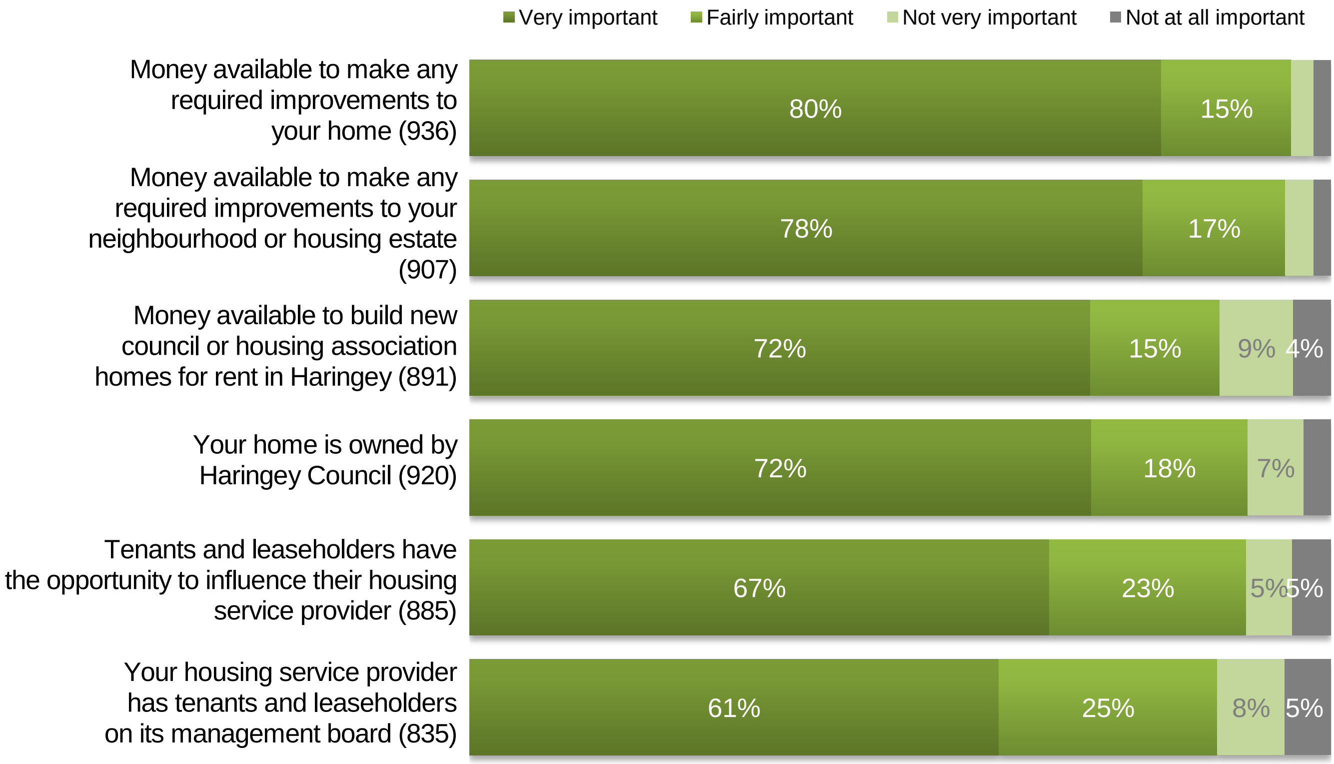
Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

Importance of Future Service Delivery

Tenants were informed that with public services facing on-going cuts and budget pressures, the council wants to find the best and most cost effective way to manage housing services so that services can continue to be improved, money is available for improvements to homes and the look and feel of estates and new and affordable homes can be built. Tenants were therefore asked to rate the importance of services that their housing service provider should deliver.

- Around eight out of ten tenants say that it is very important that their housing service provider has money available to make improvements to their homes (80%) and to their neighbourhood or housing estate (78%).
- Some seven in ten (72%) tenants say that it is very important that their housing service provider has money available to build new homes. Younger tenants feel most strongly about this issue, with 82% of tenants in the 18-34 age band saying it is very important, compared to 73% in the 35-54 age band and 70% in the 55+ age band.
- The majority of tenants see it as very important that their home is owned by Haringey Council, with 72% stating it is very important and 18% stating it is fairly important.

Figure 7. Levels of importance for future service delivery.



- Two-thirds (67%) of tenants say it is very important for tenants and leaseholders to have the opportunity to influence what their housing service provider does and how it does it. Proportionately more tenants in the 18-34 age band (73%) and 35-54 age band (71%) rate this as very important compared to those in the 55+ age band (63%).

- 61% of tenants rate their housing provider having tenants and leaseholders on its management board as very important.

Table 8. Levels of importance for future service delivery by service type.

Views by the different survey types are broadly similar although leaseholders indicate lower levels of importance for some aspects, with these aspects most typically unlikely to affect them.

Importance of future service delivery		Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
Money available to make any required improvements to your home	Very important	80%	74%	66%	48%
	Fairly important	15%	22%	21%	33%
	Not very important	3%	3%	7%	**12%**
	Not at all important	2%	2%	5%	**8%**
	Base:	936	1698	128	273
	Important	*95%*	*95%*	*88%*	*80%*
	Not important	*5%*	*5%*	*13%*	*20%*
Money available to make any required improvements to neighbourhood or housing estate	Very important	78%	63%	62%	52%
	Fairly important	17%	30%	27%	36%
	Not very important	3%	5%	4%	**10%**
	Not at all important	2%	2%	**7%**	2%
	Base:	907	1667	135	286
	Important	*95%*	*93%*	*90%*	*88%*
	Not important	*5%*	*7%*	*10%*	*12%*
Money available to build new council or housing association homes for rent in Haringey	Very important	72%	57%	51%	30%
	Fairly important	15%	29%	22%	29%
	Not very important	9%	10%	**14%**	**22%**
	Not at all important	4%	4%	**13%**	**18%**
	Base:	891	1631	132	276
	Important	*87%*	*86%*	*73%*	*59%*
	Not important	*13%*	*14%*	*27%*	*41%*
That your home is owned by Haringey Council	Very important	72%	73%	35%	33%
	Fairly important	18%	18%	22%	17%
	Not very important	7%	6%	**24%**	**26%**
	Not at all important	3%	3%	**19%**	**23%**
	Base:	920	1701	68	253
	Important	*90%*	*91%*	*57%*	*51%*
	Not important	*10%*	*9%*	*43%*	*49%*
Gives tenants and leaseholders the opportunity to influence what it does and how it does it	Very important	67%	59%	72%	63%
	Fairly important	23%	33%	22%	31%
	Not very important	5%	6%	1%	4%
	Not at all important	5%	2%	4%	2%
	Base:	885	1609	134	295
	Important	*90%*	*92%*	*95%*	*94%*
	Not important	*10%*	*8%*	*5%*	*6%*
Has tenants and leaseholders on its management board	Very important	61%	57%	69%	65%
	Fairly important	25%	32%	25%	28%
	Not very important	8%	9%	3%	5%
	Not at all important	5%	2%	3%	1%
	Base:	835	1566	136	286

	Important	*87%*	*89%*	*94%*	*93%*
	Not important	*13%*	*11%*	*6%*	*7%*

Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

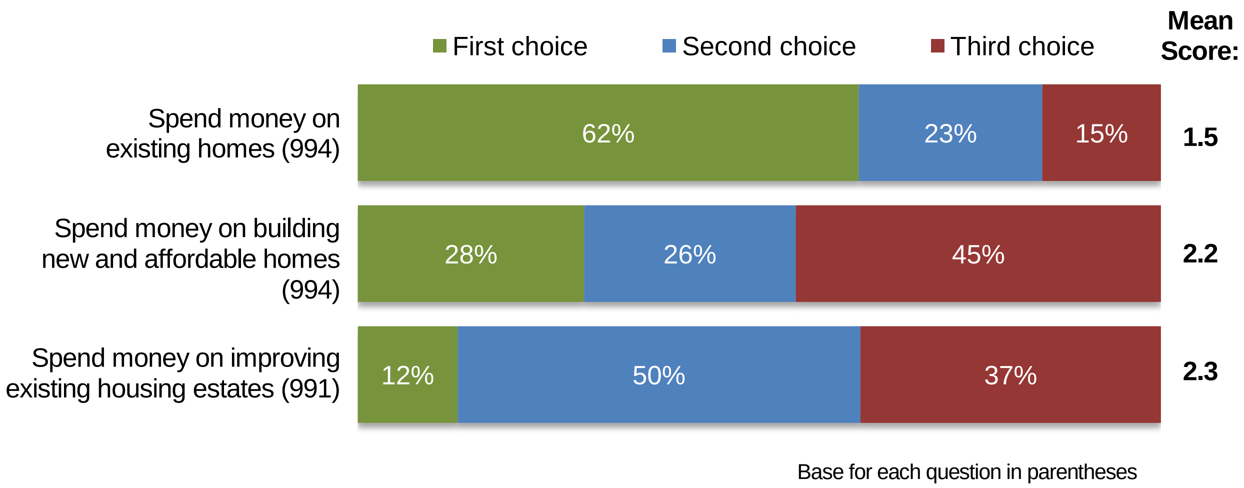
Future Options - spending

Tenants were given three options for how money could be spent in the future. The options given in full were:

- Spend money on existing homes to bring them up to a good state of repair, properly heated and insulated, with kitchens and bathrooms that are reasonably modern;
- Spend money on improving existing housing estates, such as landscaping and grounds maintenance, bin storage, lighting, parking, security etc.;
- Spend money on building new and affordable homes.

They were then asked to rank the options in order of preference. A mean score has been calculated for each option, where a score closer to 1.0 shows the most preferred option and a score closer to 3.0 shows the least preferred option. Perhaps not surprisingly, tenants have indicated that the option to spend money on existing homes is their most preferred option; this achieves a mean score of 1.5.

Figure 7. Three options for spending money in the future, ranked by preference



Whilst the order of preference for spending on new and affordable homes or making improvements to existing housing estates changes depending on the survey type, spending money on existing homes remains the number one priority for all respondents, as shown in the table below.

Table 9. Three options for spending money in the future, ranked by preference, by survey type

Option	Mean Scores			
	Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
Spend money on existing homes	1.5	1.4	1.7	1.8

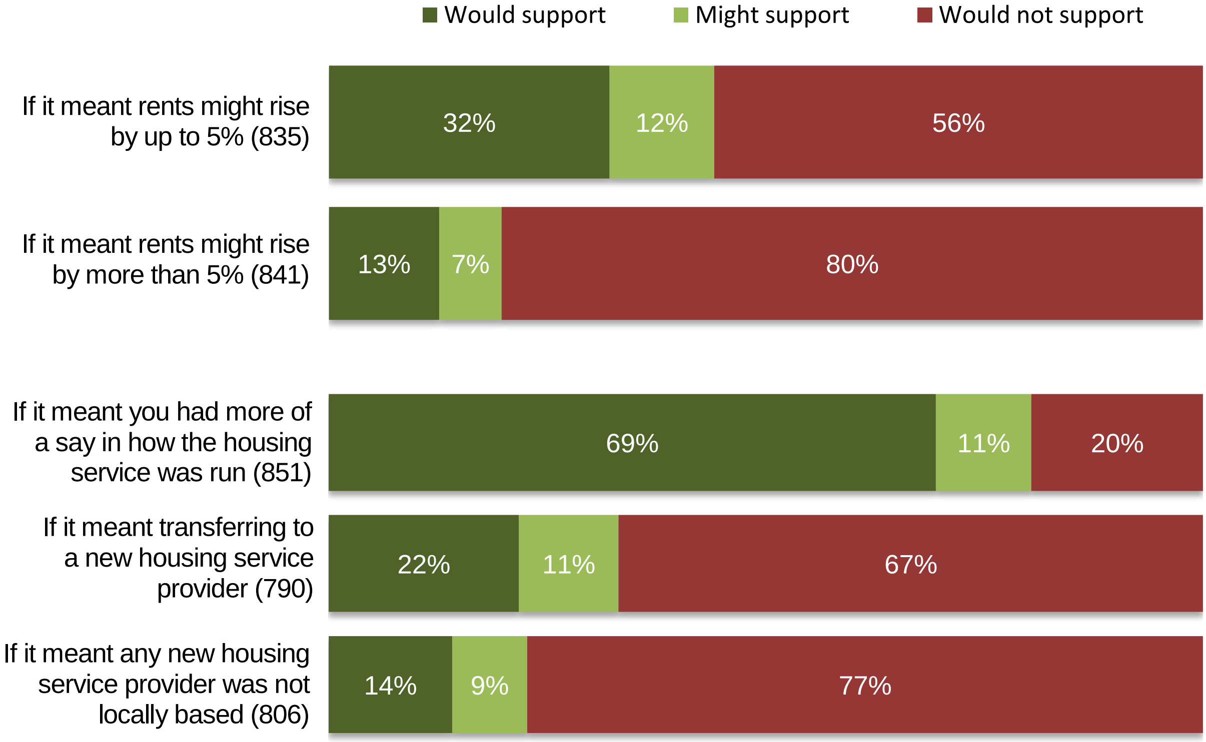
Spend money on building new and affordable homes	2.2	2.1	2.2	2.2
Spend money on improving existing housing estates	2.3	2.0	2.1	1.8

Future options - alternatives

Tenants were told that with the on-going financial pressures and budget cuts, the council might find it hard to undertake all the necessary improvements to its existing homes, improve the look and feel of its housing estates and build new and affordable housing. Tenants were therefore asked how likely they would be to support alternative options that could make sure these improvements could be met.

- Overall, the majority of tenants would not support options that involved rent increases.
- Eight out of ten tenants (80%) might or would support an alternative option that meant they had more of a say in how the housing service was run.
- Around two-thirds (67%) of tenants would not support an alternative option that meant transferring to a new housing service provider. This view is held more strongly by older tenants, with 72% of tenants in the 55+ age band stating they would not support this option compared to just 50% in the 18-34 age band.
- Over three-quarters (77%) of tenants would not support an alternative option that meant any new housing service provider was not locally based. Again, this view is held more strongly by older tenants, with 81% of tenants in the 55+ age band stating they would not support this option compared to 67% in the 18-34 age band.

Figure 8. Levels of support for alternative options – rent increases.



Base for each question in parentheses

The results from the other surveys show a different proportion of responses compared to the tenant telephone survey. Leaseholders do not pay rent and therefore were not asked these questions.

Table 10a. Levels of support for alternative options by survey type – rent increases.
Results which are significantly different from the tenant telephone survey are in **bold.**

Rent increases		Tenant telephone	Tenant postal
If it meant rents might rise by up to 5%	Would support	32%	19%
	Might support	12%	**33%**
	Would not support	56%	48%
	Base:	835	1427
If it meant rents might rise by more than 5%	Would support	13%	5%
	Might support	7%	**16%**
	Would not support	80%	79%
	Base:	841	1358

Table 10b. Levels of support for alternative options by survey type – housing service provider.

Housing service provider		Tenant telephone	Tenant postal	Leaseholder telephone	Leaseholder postal
If it meant you had more of a say in how the housing service was run	Would support	69%	45%	**81%**	56%
	Might support	11%	**44%**	11%	**38%**
	Would not support	20%	12%	8%	5%
	Base:	851	1278	121	239
If it meant transferring to a new housing service provider	Would support	22%	11%	**40%**	22%
	Might support	11%	**27%**	**23%**	**40%**
	Would not support	67%	62%	37%	38%
	Base:	790	1178	97	193
If it meant that any new housing service provider was not locally based	Would support	14%	7%	18%	12%
	Might support	9%	17%	12%	**23%**
	Would not support	77%	76%	70%	65%
	Base:	806	1179	109%	213

Results which are significantly different from the tenant telephone survey are in **bold and blue shading**

Leaseholders indicate a greater level of acceptance of the three potential housing service provider options compared to tenants, with proportionally more indicating some level of support.

Other considerations

Finally, tenants were asked if they had any other thoughts or suggestions for the council on how it might manage and deliver housing in the future. Some four in ten tenants provided comments that were not applicable to the question. The main themes the tenants suggested have been coded and are ranked in Table 11 below (where comments contained more than one theme each theme was coded separately).

The main themes that came out of the comments are:

- The need for more emphasis on repairs and maintenance for existing homes (14%).
- The need for more and better communication between the housing service provider and tenants (9%).
- The need to concentrate on improving existing homes (9%).

Table 11. Themes of comments made by tenants.

Theme	Count	%
More emphasis on repairs & maintenance for existing homes	67	14%
More and better communication between housing service provider and tenants	44	9%
Concentrate on improving existing houses	41	9%
Build more homes	34	7%
Give tenants the opportunity to be more involved and have more say	31	6%
Improve customer service	26	5%
More housing availability / more suitable housing	24	5%
Quicker response times by housing service provider to problems/queries	23	5%
More and better security & enforcement	22	5%
Better management of disabled and older tenants	22	5%
Happy with current management	18	4%
More neighbourhood and estate maintenance & cleaning	18	4%
Housing service provider needs to spend money more wisely	17	4%
Housing Officer should be more accessible	15	3%
Council-owned homes should remain council-owned	13	3%
Other	63	13%
Total	**478**	**100%**

Appendix A: Profile of participants

Profile of 'Person 1' tenants from Homes for Haringey database

Gender	Person 1	%	Tenant telephone	%
Female	9,468	62%	608	61%
Male	5,809	38%	396	39%
Not specified	84	1%	0	0%
Total	**15,361**	**100%**	**1,004**	**100%**

Age	Person 1	%	Tenant telephone	%
18 to 24	276	2%	25	2%
25 to 34	1,404	9%	76	8%
35 to 44	2,540	17%	124	12%
45 to 54	4,140	27%	245	24%
55 to 64	2,839	18%	209	21%
65+	3,916	25%	290	29%
Not specified	246	2%	35	3%
Total	**15,361**	**100%**	**1,004**	**100%**

Survey participant profiles

Gender	Tenant Telephone	%	Leaseholder Telephone	%	Tenant Postal	%	Leaseholder Postal	%
Male	396	39%	79	53%	718	38%	144	44%
Female	608	61%	71	47%	1103	58%	171	53%
Not specified	0	0%	0	0%	69	4%	11	3%
Total	**1,004**	**100%**	**150**	**100%**	**1,890**	**100%**	**326**	**100%**

Age	Tenant Telephone	%	Leaseholder Telephone	%	Tenant Postal	%	Leaseholder Postal	%
18 to 24	25	2%	2	1%	9	0%	3	1%
25 to 34	76	8%	32	21%	88	5%	42	13%
35 to 44	124	12%	52	35%	226	12%	70	22%
45 to 54	245	24%	28	19%	444	24%	82	25%
55 to 64	209	21%	16	11%	400	21%	48	15%
65 and over	290	29%	12	8%	648	34%	68	21%
Not answered	35	3%	8	5%	75	4%	13	4%
Total	**1,004**	**100%**	**150**	**100%**	**1,890**	**100%**	**326**	**100%**

Number in Household	Tenant Telephone	%	Leaseholder Telephone	%	Tenant Postal	%	Leaseholder Postal	%
One	490	49%	40	27%	830	44%	123	38%
Two	228	23%	36	24%	392	21%	91	28%
Three	128	13%	24	16%	223	12%	42	13%
Four	78	8%	22	15%	139	7%	24	7%
Five	40	4%	7	5%	83	4%	4	1%
Six plus	24	2%	1	1%	37	2%	8	3%
Not answered	16	2%	20	13%	186	10%	34	10%
Total	**1,004**	**100%**	**150**	**100%**	**1,890**	**100%**	**326**	**100%**

Children (under 18)	Tenant Telephone	%	Leaseholder Telephone	%	Tenant Postal	%	Leaseholder Postal	%
None / refused	760	76%	104	69%	1,488	79%	260	80%
One	114	11%	20	13%	195	10%	32	10%
Two	75	7%	20	13%	131	7%	26	8%
Three or more	55	5%	6	4%	76	4%	8	2%
Total	**1,004**	**100%**	**150**	**100%**	**1,890**	**100%**	**326**	**100%**

Ethnicity	Tenant telephone	%	Leaseholder Telephone	%	Tenant Postal	%	Leaseholder Postal	%
White	559	56%	92	61%	883	47%	179	55%
Mixed	38	4%	7	5%	89	5%	10	3%
Asian	34	3%	7	5%	81	5%	23	7%
Black	267	27%	25	17%	518	27%	55	17%
Other	43	4%	6	4%	111	6%	18	5%
Not answered	63	6%	13	9%	208	11%	41	13%
Total	**1,004**	**100%**	**150**	**100%**	**1,890**	**100%**	**326**	**100%**

Appendix B: Postal questionnaire

Haringey Council

If you would prefer to complete this questionnaire online, please visit www.m-e-l.co.uk/haringey.aspx

Haringey Council - Test of Tenant Opinion

The Future of Housing Services Review - Test of Tenant Opinion

Since 2006, your home, while owned by Haringey Council, has been managed by Homes for Haringey - the council's arms-length management organisation.

Homes for Haringey has its own management board, made up of residents, independent experts and councillors, and has overall responsibility for running most of the council's housing services. Homes for Haringey is responsible for carrying out improvements to your home under the Decent Homes programme, as well as repairs, and collecting rent and service charges.

Reasons for the review

Homes for Haringey's contract comes to an end in March 2016, and the council needs to decide what the best way is to manage your home in the future.

During the last seven years, the council has received funding from the government to improve homes under the Decent Homes programme - such as new roofs, windows and kitchens. The government has ended this funding, but there are still many homes needing improvements. The council is also keen to improve some of the areas around your homes on housing estates, as well as building new homes. But with government funding ending, the council doesn't have enough money to complete all of this work.

The council has set up a panel, including a tenant representative, to look at what the best option is for the future. We want to:

- find the best and most cost-effective way to manage your home
- improve services to you
- improve all existing homes to a good standard
- build new homes
- improve the areas around homes on estates

Appendix iv - Test of tenant and leaseholder opinion

The options

There are four options for how your home could be managed in the future - each with its own opportunities and challenges for better services and available money. These are:

1) Homes for Haringey continues to be responsible for managing your home. The council would give it another, probably longer, contract, and may ask it to carry out other services as well - such as building new homes and finding new ways of investing in estates and neighbourhoods. You would continue to be a council tenant or leaseholder. Homes for Haringey would continue to be wholly owned by the council. Homes for Haringey's board would continue to be made up of residents, independent experts and councillors.

2) The council takes back over the management of council homes, as it did before 2006. Your rights as tenants and leaseholders would not change, and you would remain a council tenant or leaseholder. Homes for Haringey's board would no longer exist. Homes for Haringey staff would transfer back to the council.

3) The council investigates whether to transfer its housing stock to a housing association, known as a registered provider. This could be an existing housing association or a new one that the council would create for that purpose. It could, for example, make Homes for Haringey into a housing association. You would become a tenant or leaseholder of the housing association and your rights would be protected. Homes for Haringey staff would become housing association staff.

4) Like option 3 above, creating a housing association could be done with just some council homes, such as specific estates or areas where the costs of improving homes may be particularly high. Like Option 3, homes and staff would be transferred to the new housing association and existing tenants' and leaseholders' rights protected.

Your views - the test of tenant opinion

To help the council decide which option is best, we want to hear from you about what you think is most important about how your home is managed, how improvements can be made in the future and how new homes could be built. This is called a 'test of tenant opinion'.

Your views will help councillors understand what is important to you, and which of the options listed above you think best for you as residents and leaseholders.

An independent research company called M.E.L Research Ltd has been appointed by the council to carry out a survey on your priorities for your home. M.E.L. Research Ltd will ensure the survey is unbiased and independent, and that the information collected is processed accurately and confidentially.

All tenants and leaseholders are being sent a paper questionnaire to complete and return and there will be a number of telephone interviews as well. The questionnaire can also be completed online at www.m-e-l.co.uk/haringey.aspx.

This survey begins on 1st June 2015 and finishes on the 22nd June 2015. It is important that you have your say, so please fill in this survey. Your views will be reported to the group carrying out this review, and they will help them to make a recommendation for the way forward. The recommendation will be considered by the council's Cabinet later this year.

If you have any questions about this survey, please contact Sean Ramdin, Business Analyst, at Haringey Council on 0208 489 4896 or David Chong Ping, Head of Technical Production at M·E·L Research on Freephone 0800 0730 348.

Appendix iv - Test of tenant and leaseholder opinion

Housing service provider

Q1 Firstly, are you a tenant or leaseholder?

- ◯ Tenant
- ◯ Leaseholder

Q2 How long have you lived in your current home?

- ◯ Less than 12 months
- ◯ 1 to 2 years
- ◯ 2 to 5 years
- ◯ 6 to 10 years
- ◯ 10 to 20 years
- ◯ 20 years or more
- ◯ Don't know / not sure

Q3 Who is your housing service provider; that is the organisation that carries out the day-to-day management of your housing service? (E.g. collects your rent, carries out repairs and maintenance)

General satisfaction

Q4 Compared to three years ago, how satisfied are you with each of the following?

	Much more satisfied	More satisfied	No change	Less satisfied	Much less satisfied	Don't know / not sure
The overall quality of your home	◯	◯	◯	◯	◯	◯
The overall appearance of your neighbourhood or housing estate	◯	◯	◯	◯	◯	◯
Your local neighbourhood or housing estate as a place to live	◯	◯	◯	◯	◯	◯
Safety and security in your neighbourhood or housing estate	◯	◯	◯	◯	◯	◯
Overall, the value for money that your rent provides	◯	◯	◯	◯	◯	◯

Q5 In the last three years, would you say the following have improved or declined?

	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined	Don't know / NA
Improvements made to your home (e,g, kitchens, bathrooms, doors, roofs)	◯	◯	◯	◯	◯	◯
The time in which repairs and maintenance are completed	◯	◯	◯	◯	◯	◯
The quality of repairs and maintenance of your home	◯	◯	◯	◯	◯	◯
Grounds maintenance, grass cutting, gritting, etc, of your estate, if applicable	◯	◯	◯	◯	◯	◯
The ease in which you can contact your housing service provider	◯	◯	◯	◯	◯	◯

Q5 In the last three years, would you say the following have improved or declined?

	Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined	Don't know / NA
The quality of customer service when contacting your housing service provider	◯	◯	◯	◯	◯	◯
The management of your tenancy by your housing service provider	◯	◯	◯	◯	◯	◯
Your ability to have a say in how your home and neighbourhood is managed	◯	◯	◯	◯	◯	◯
How well your housing service provider keeps you informed about things that might affect you as a tenant	◯	◯	◯	◯	◯	◯

Q6 Do you pay a service charge to your housing service provider?

◯ Yes ◯ No ◯ Don't know

Q7 If you do pay a service charge, compared to three years ago, how satisfied are you with each of the following?

	Much more satisfied	More satisfied	No change	Less satisfied	Much less satisfied	Don't know / not sure
How clear it is what the service charge covers	◯	◯	◯	◯	◯	◯
How clear it is how the service charge is calculated	◯	◯	◯	◯	◯	◯
The value for money that your service charge represents	◯	◯	◯	◯	◯	◯

Importance for future service delivery

Q8 How important are the following to you?

	Very important	Fairly important	Not very important	Not at all important	Don't know / not sure
Your housing service provider has money available to make any required improvements to your home	◯	◯	◯	◯	◯
Your housing service provider has money available to make any required improvements to your neighbourhood or housing estate	◯	◯	◯	◯	◯
Your housing service provider has money available to build new council or housing association homes for rent in Haringey	◯	◯	◯	◯	◯
Your housing service provider gives tenants and leaseholders the opportunity to influence what it does and how it does it	◯	◯	◯	◯	◯
Your housing service provider has tenants and leaseholders on its management board	◯	◯	◯	◯	◯
That your home is owned by Haringey Council	◯	◯	◯	◯	◯

Q9 Overall, taking everything into account, how satisfied are you with your housing service provider?

- ◯ Very satisfied
- ◯ Fairly satisfied
- ◯ Neither satisfied nor dissatisfied
- ◯ Fairly dissatisfied
- ◯ Very dissatisfied
- ◯ Don't know / not sure

Future options

Since 2007, Haringey Council has received money from the government to improve council homes under the Decent Homes programme. That money has now come to an end and no more government money is available. As a result the council is carrying out a review of the possible options for managing and investing in the council's homes for the future.

With public services facing ongoing cuts and budget pressures, the council wants to find the best and most cost effective way to manage housing services so that services can continue to be improved, money is available for improvements to homes and the look and feel of estates and new and affordable homes can be built.

Q10 From the following three choices, which is your most preferred, which is your second choice and which is your third?

	First	Second	Third
Spend money on building new and affordable homes	◯	◯	◯
Spend money on improving existing housing estates, such as landscaping and grounds maintenance, bin storage, lighting, parking, security, etc	◯	◯	◯
Spend money on existing homes to bring them up to a good state of repair, properly heated and insulated, with kitchens and bathrooms that are reasonably modern	◯	◯	◯

Since 2006, your homes, while owned by the council, have been managed by Homes for Haringey, the council's Housing Company (an Arms Length Management Organistation or ALMO).

Q11 With the ongoing financial pressures and budget cuts, the council might find it hard to undertake all the necessary improvements to its existing homes, improve the look and feel of its housing estates and build new and affordable housing. If an alternative option was available that could make sure these improvements could be met, when needed, how likely would you be to support it in the following circumstances?

	Would support	Might support	Would not support	Don't know	Need more infor mation
If it meant rents might rise by up to 5%	◯	◯	◯	◯	◯
If it meant rents might rise by more than 5%	◯	◯	◯	◯	◯
If it meant transferring to a new housing service provider	◯	◯	◯	◯	◯
If it meant that any new housing service provider was not locally based	◯	◯	◯	◯	◯
If it meant you had more of a say in how the housing service was run	◯	◯	◯	◯	◯

Q12 Do you have any other thoughts or suggestions for the council on how it might manage and deliver housing in the future?

ABOUT YOU AND YOUR HOUSEHOLD

Q13 Are you?

- ◯ Male
- ◯ Female

Q14 How old are you?

- ◯ 18-24
- ◯ 25-34
- ◯ 35-44
- ◯ 45-54
- ◯ 55-64
- ◯ 65 and over
- ◯ Prefer not to say

Q15 Including yourself, how many people live in your household?

Q16 How many are adults aged 18 or over?

Q17 How many are children (17 and under)?

Q18 And how would you describe your ethnic background?

- White: English/ Welsh/ Scottish/ Northern Irish/ British
- White: Irish
- White: Gypsy or Irish Traveller
- White: Other
- Mixed: White and Black Caribbean
- Mixed: White and Black African
- Mixed: White and Asian
- Mixed: Other
- Asian: Indian
- Asian: Pakistani
- Asian: Bangladeshi
- Asian: Other
- Black: African
- Black: Caribbean
- Black: Other
- Other: Chinese
- Other: Arab
- Other: Other ethnic background
- Prefer not to say

Q19 Do you have any long-standing illness, disability or infirmity - by long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

- Yes
- No

ABOUT YOU AND YOUR HOUSEHOLD

The following questions are designed to ensure that Haringey Council meet the needs of all sections of the community. If there are any questions which you do not wish to answer, then please simply skip these.

Q20 Do you consider you belong to any of the following groups?

- Lesbian
- Gay
- Bisexual
- Transgender
- None of these
- Prefer not to say

Q21 How would you describe your religion or beliefs?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Pagan
- Sikh
- Any other religion or belief
- Atheist
- Agnostic
- None
- Prefer not to say

Thank you. All the information you have provided will remain confidential. The answers you have provided will be combined with others and will help assist the council in deciding which options to include in a future ballot of tenants.

If you want this in your own language please tick the box, fill in your name and address and send to the freepost address below

Shqip ☐
Nëse dëshironi ta keni këtë në gjuhën tuaj, ju lutemi vendosni shenjën ✓ në kuti, shënoni emrin dhe adresën tuaj dhe niseni me postë falas në adresën e mëposhtme.

Kurdî ☐
Ku hun wena la zîmanixa daxwâzin. Lewira îflaret bîkin Navixa û navnîflanaxa tije bikin â biflenin ê navniflana jêr la vepêre.

عربي ☐
إذا كنت تود هذا الكتيب بلغتك، فالرجا وضع علامة على المربع، واكتب إسمك وعنوانك وارسلهما بالبريد المجاني إلى العنوان المبين بأسفل

Português ☐
Se desejar receber o folheto na sua própria língua, por favor assinale a quadrícula, preencha com o seu nome e morada e envie para o endereço ‘freepost’ (com porte pago) abaixo indicado.

বাংলা ☐
আপনি যদি এটা আপনার নিজের ভাষায় পেতে চান তবে অনুগ্রহ করে সঠিক বাক্সে টিক দিন, এবং আপনার নাম ঠিকানা লিখে নিচের ঠিকানায় পাঠিয়ে দিন, এর জন্য কোন ডাকটিকিট লাগবে না।

Limba română ☐
Dacă doriți un exemplar al broșurii în limba dvs. maternă, vă rugăm să bifați caseta corespunzătoare, să ne dați numele și adresa dvs., și să trimiteți formularul la adresa de mai jos, fără timbru poștal.

Français ☐
Pour recevoir ces informations dans votre langue, veuillez cocher la case, inscrire vos nom et adresse et nous renvoyer ce formulaire, sans affranchir, à l’adresse ci-dessous.

Soomaali ☐
Haddii aad kan ku rabto afkaaga fadlan xarriijin ku dhig sanduuqa yar, ku qor magacaaga iyo cinwaankaaga oo markaas u dir cinwaanka boosta lacag la'aanta ah ee hoos ku qoran.

Ελληνικά ☐
Αν θέλετε αυτό το έντυπο στη γλώσσα σας, παρακαλούμε σημειώστε το τετράγωνο, συμπληρώστε το ονοματεπώνυμο και τη διεύθυνσή σας και στείλτε το στην παρακάτω διεύθυνση χωρίς ταχυδρομικό τέλος.

Türkçe ☐
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