

## WHAT'S IMPORTANT TO OUR TENANTS!

In the Status survey residents were presented with 7 aspects of being a tenant and asked to highlight the 3 most important.

Unsurprisingly the majority indicated that repairs and maintenance is most important to them, followed by the overall quality of their home and thirdly keeping tenants informed – which 90% thought SLH was very good at.

When it came to neighbourhood issues tenants were provided with a list of 13 possible problems, including litter and rubbish, anti social behaviour and car parking and were asked to indicate how much of a problem, if at all, they are in their neighbourhood.

For 8 of the 13 potential issues the majority highlighted that they are not a problem at all. Rubbish and litter, highlighted by 26% of tenants and car parking, highlighted by 52% of tenants are seen to be the biggest problems.

Significantly, anti social behaviour and crime are not seen as major issues here on South Lakeland estates and 9 out of 10 tenants were satisfied or very satisfied with their neighbourhood.

*Note: Survey completed in October 2008. In total 1,500 questionnaires were mailed out with 2 reminder mailings. In total 738 questionnaires were completed and returned to BMG research representing a response rate of 49%. We can be 95% confident that responses are representative of those that would be given by the tenant population.*

*Tenants voted to set up the not-for-profit arms length management company in 2004, to take over the management of South Lakeland District Council's housing. SLDC remains the owner of over 3,200 homes but South Lakes Housing manages the properties, implementing the Decent Homes Improvement Programme as well as lettings, rent collection, repairs and estate management.*

If you would like to find out any more information about South Lakes Housing and its services contact Peter Thomas, Chief Executive, South Lakes Housing on 01539 717717 or email [p.thomas@southlakeshousing.co.uk](mailto:p.thomas@southlakeshousing.co.uk)