

Overview of Findings

Prepared November 2008 for

Clackmannanshire Council
Tenant STATUS Survey 2008



**Kwest
Research**

Overview of Findings

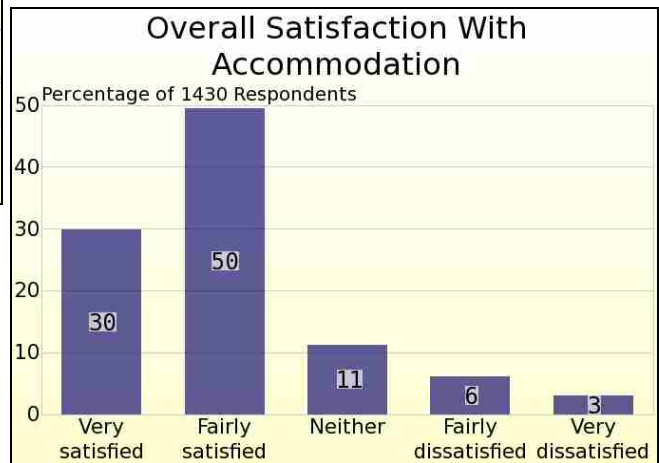
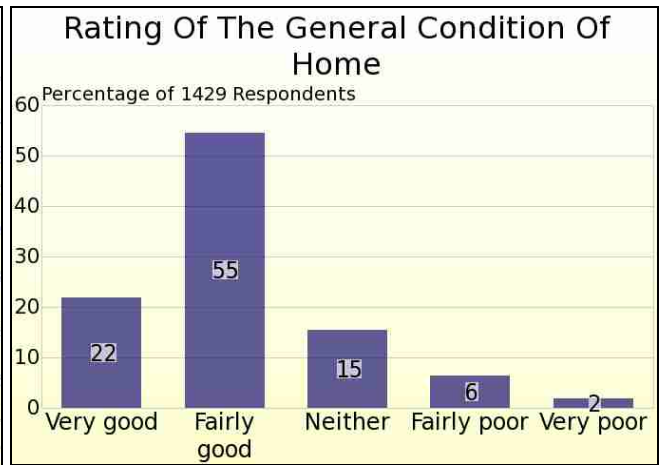
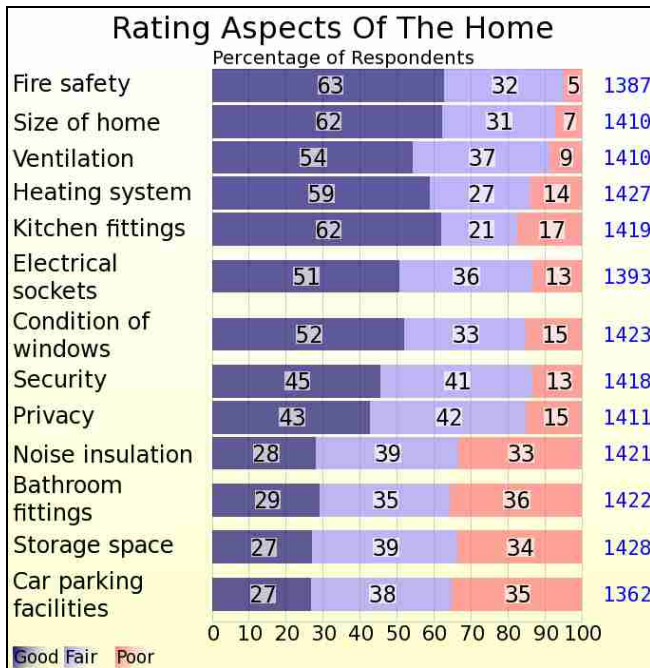
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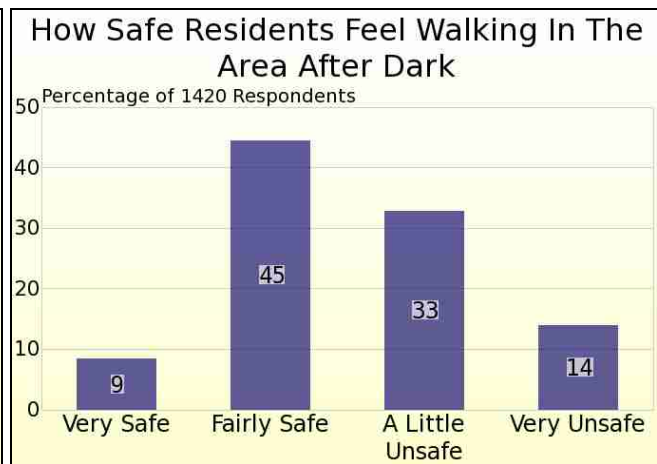
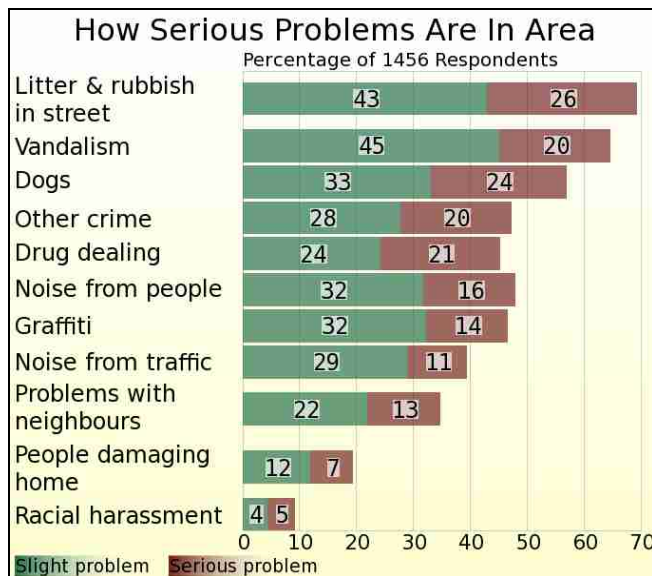
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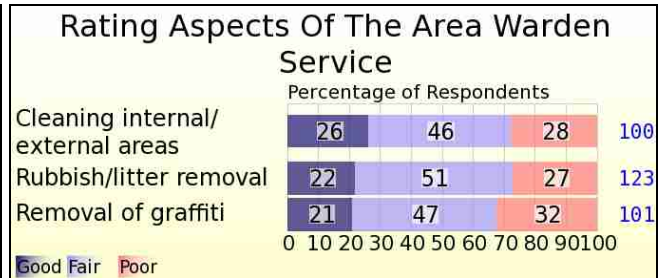
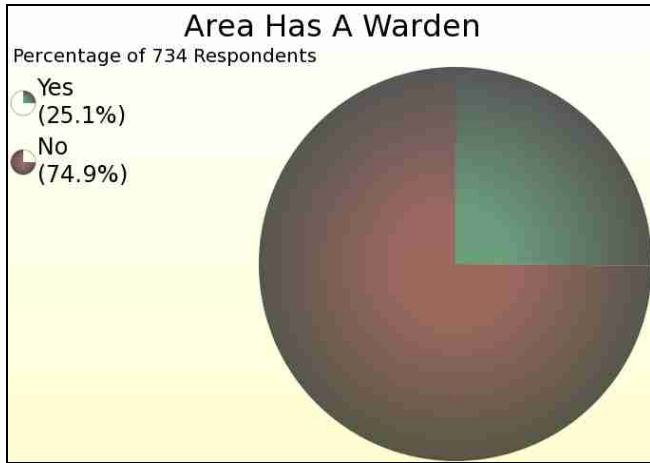
The Home



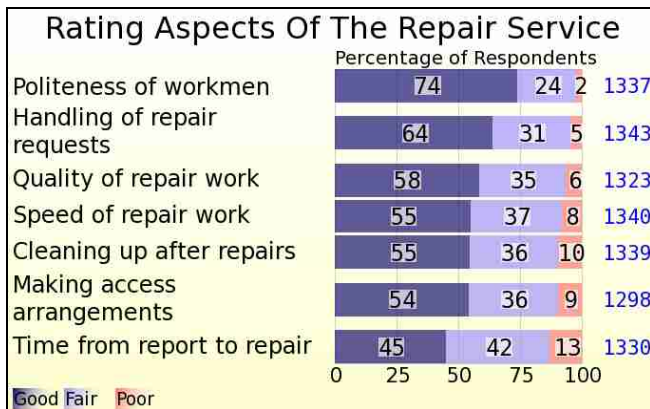
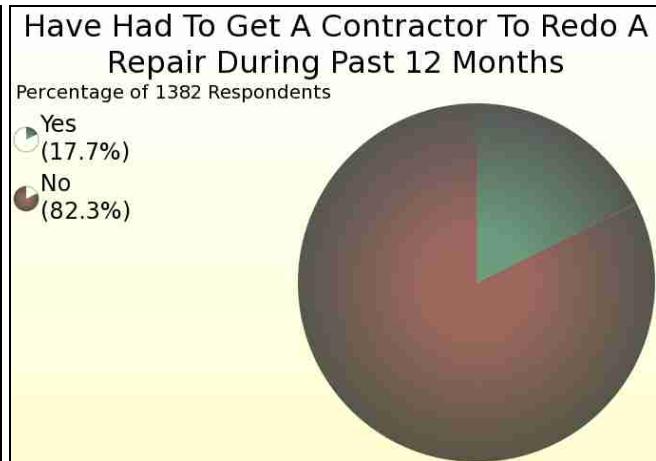
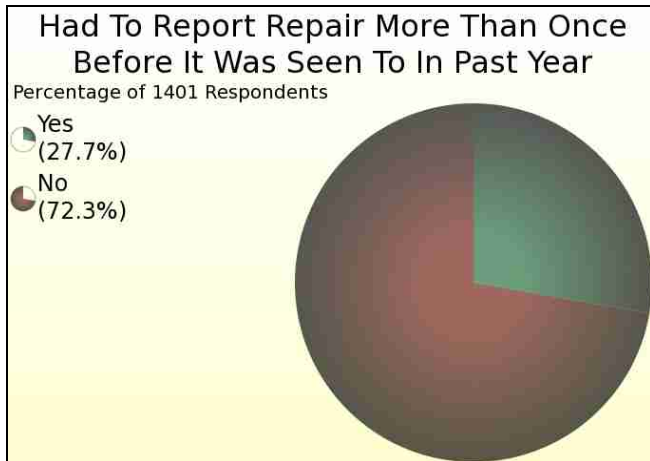
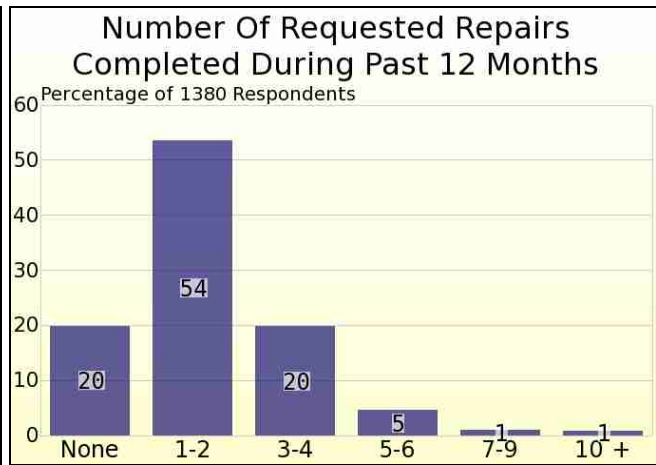
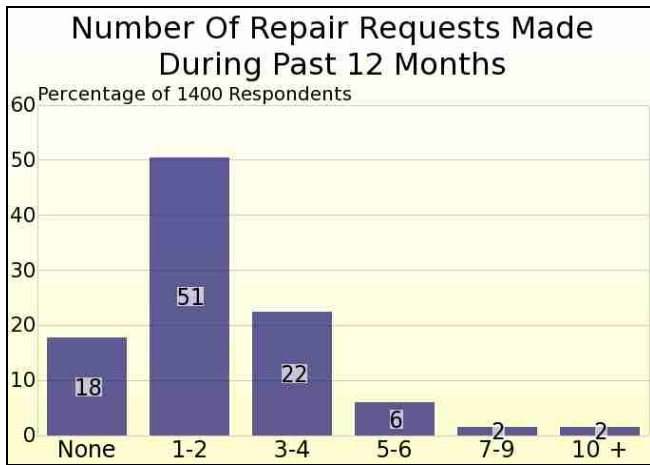
The Neighbourhood

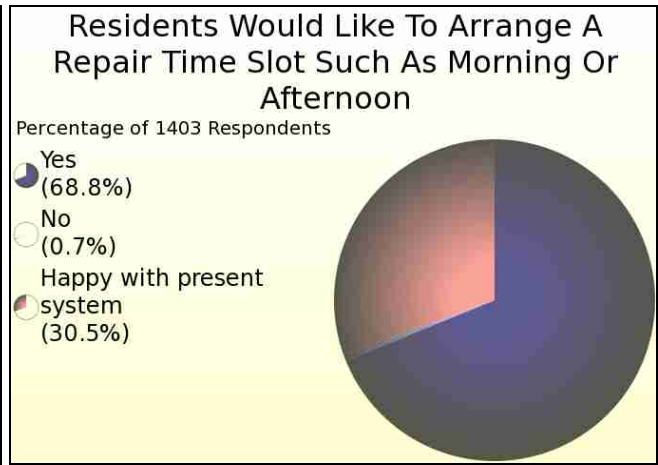
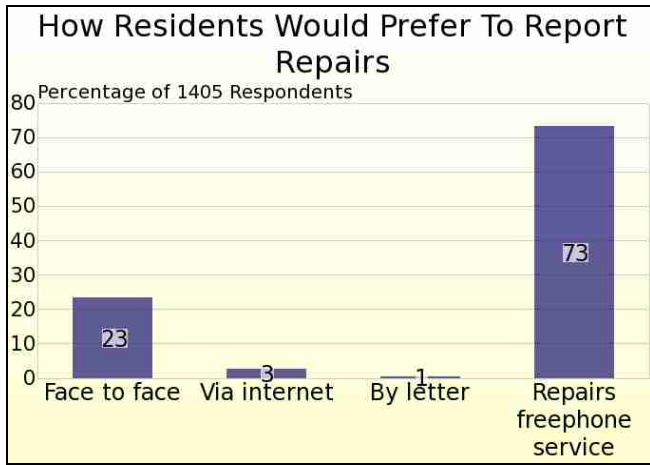


The Warden Service

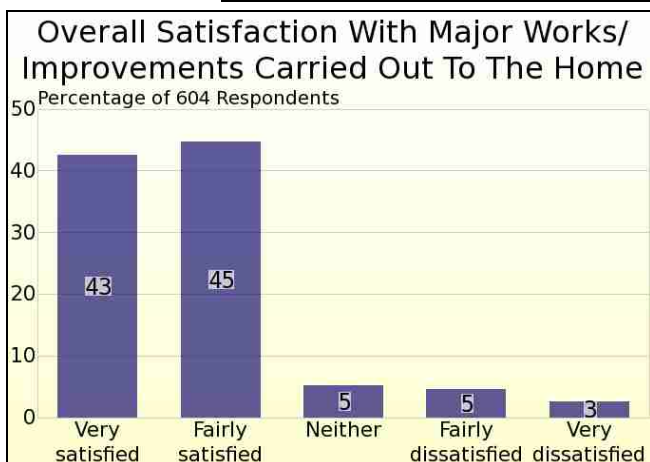
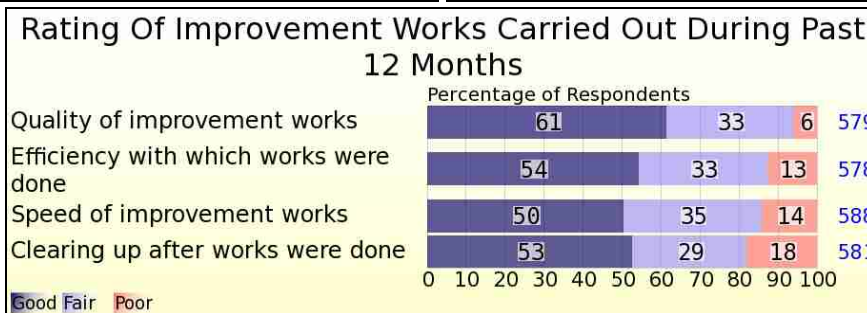
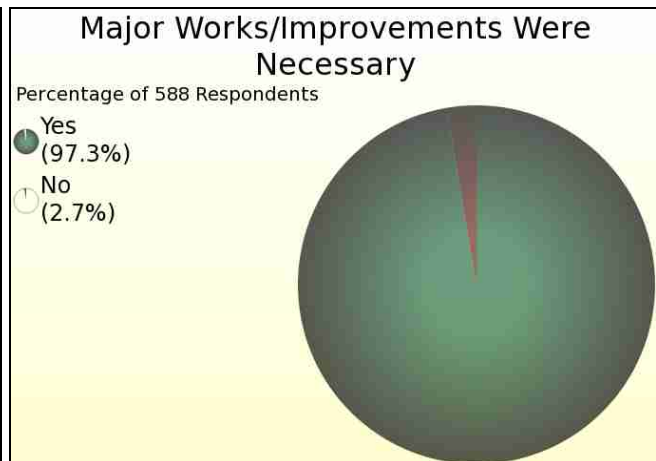
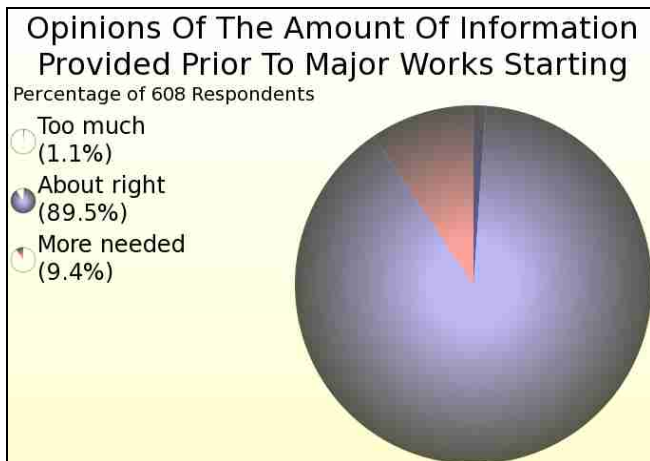
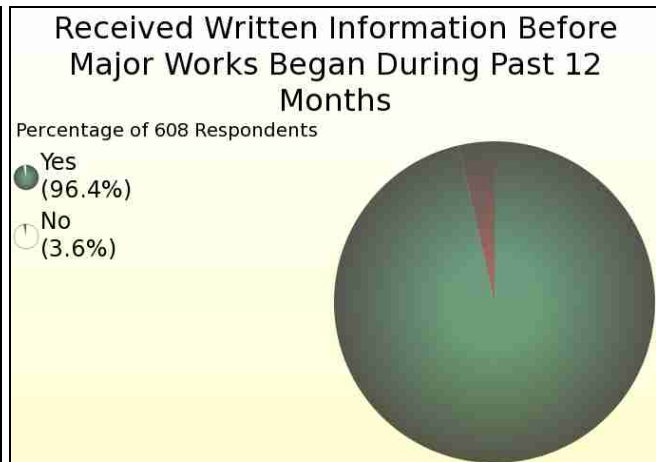
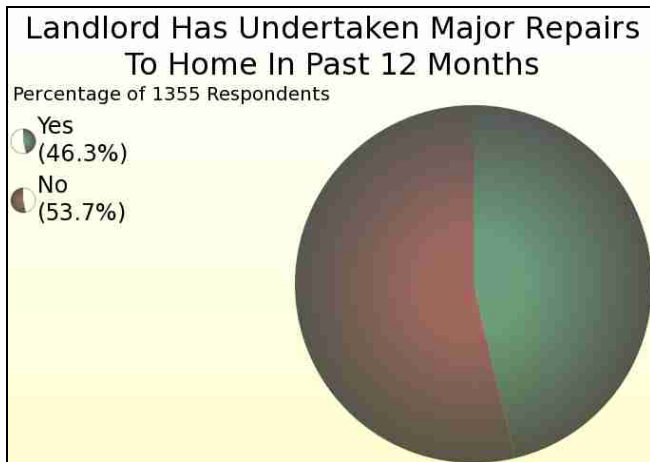


Day-To-Day Repairs

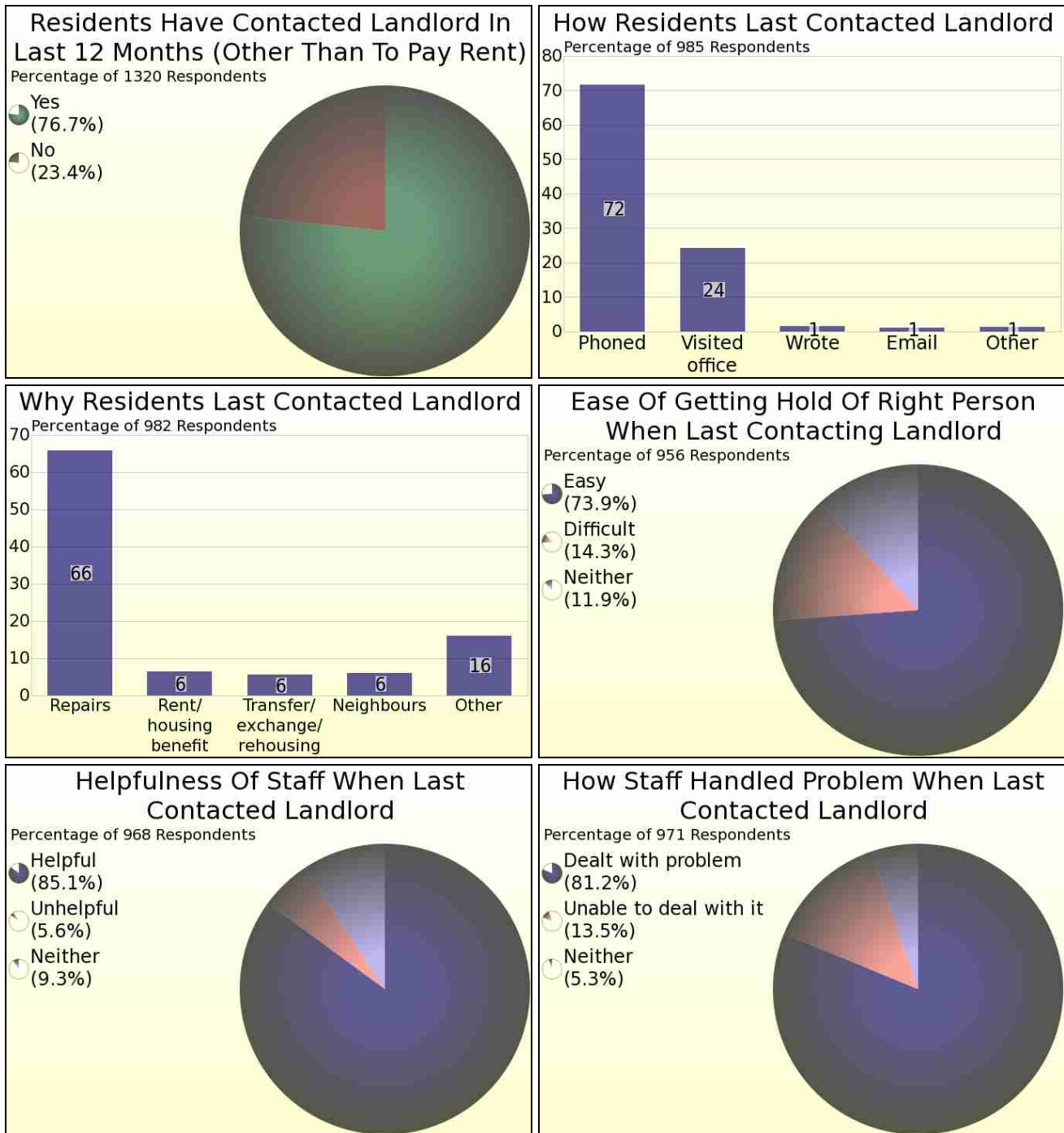


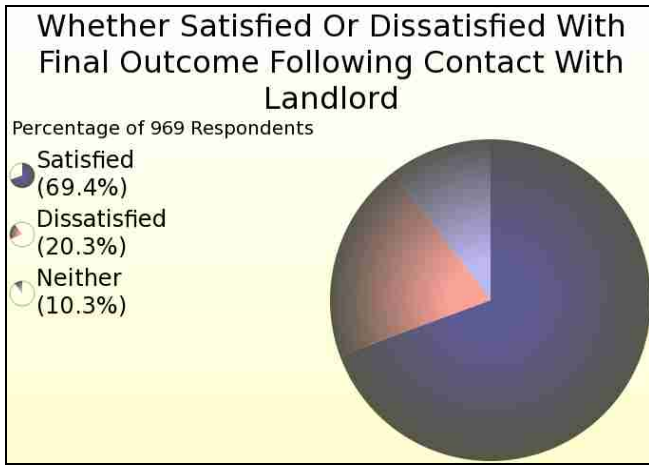


Major Improvement Works

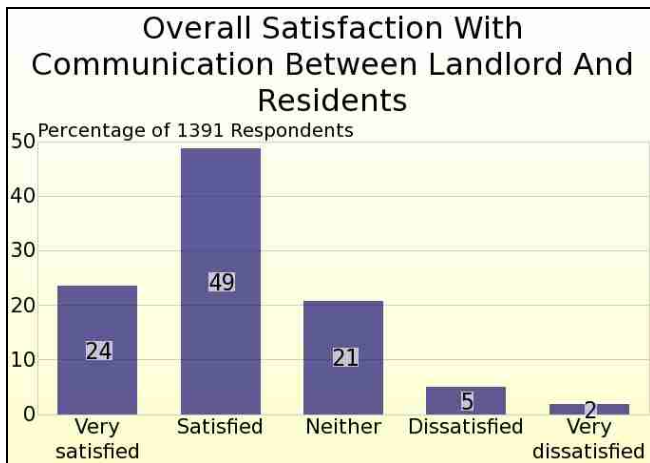
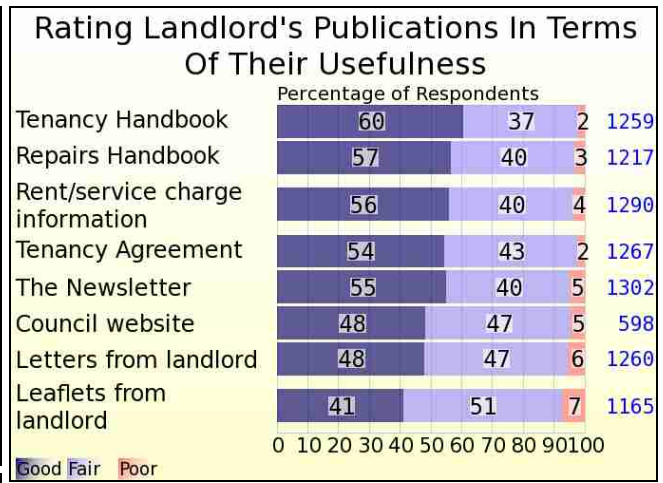
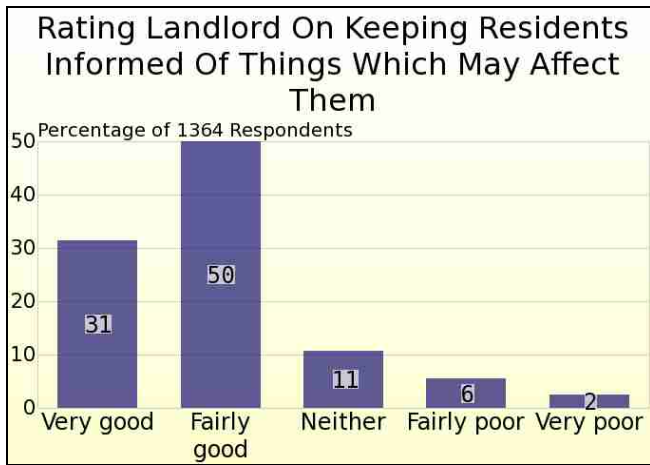


Service From Housing Services

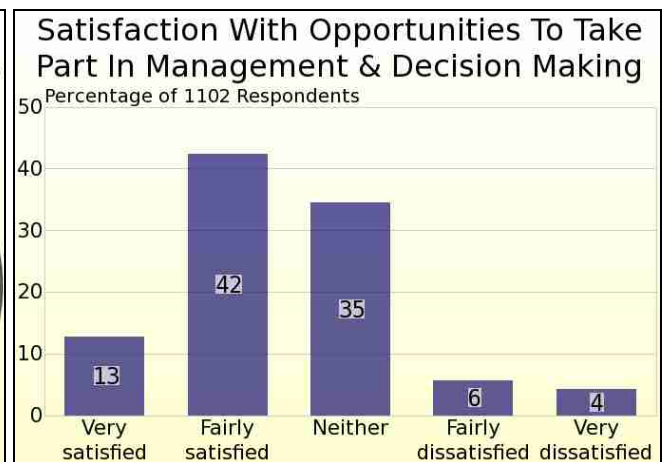
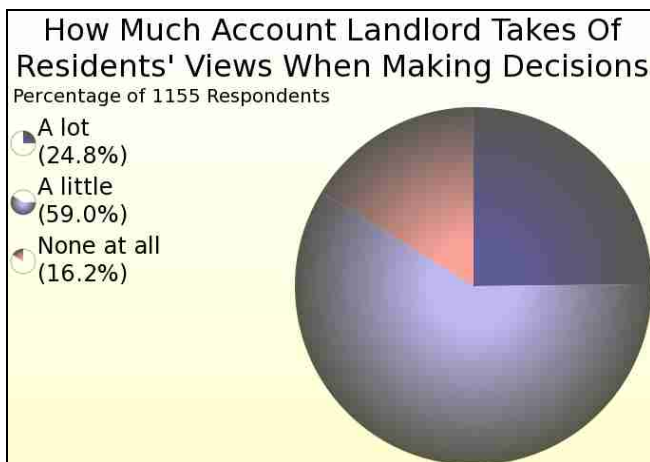
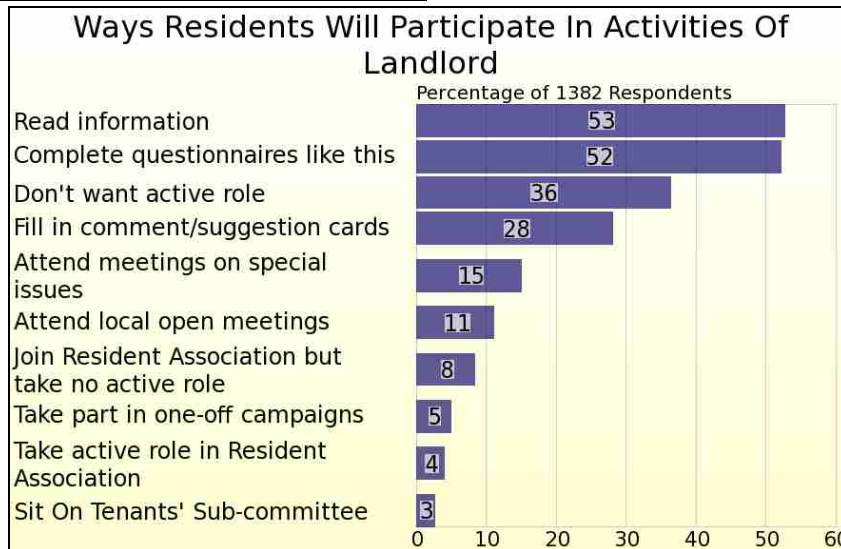
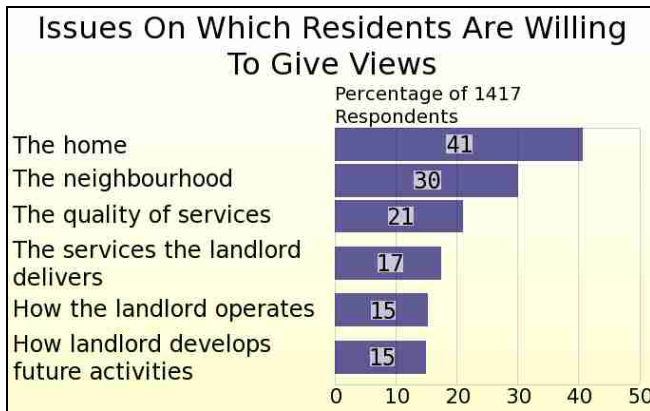


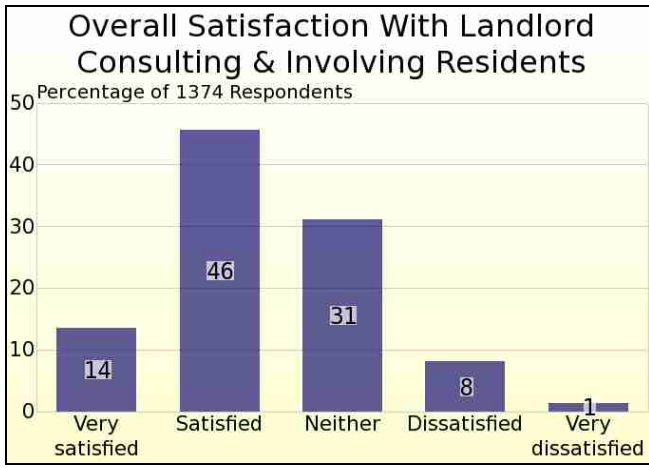


Communication



Consultation

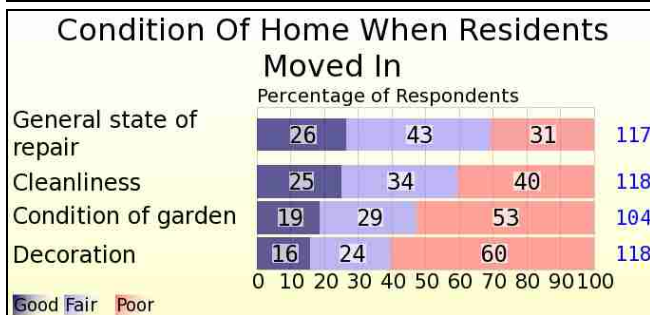
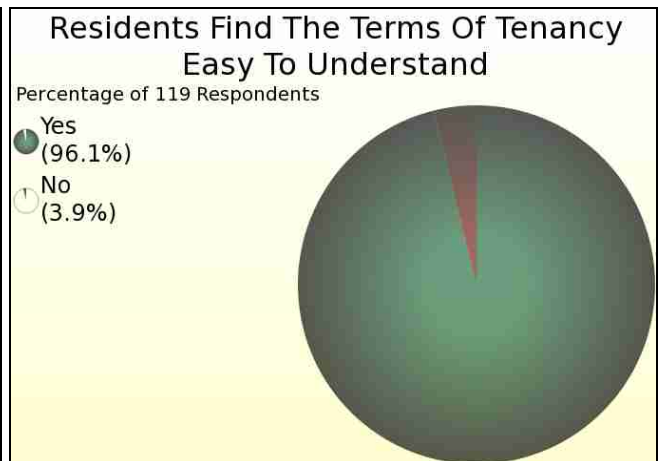
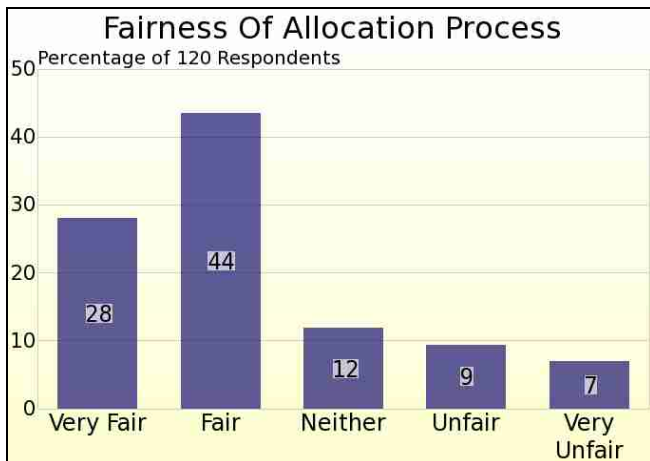
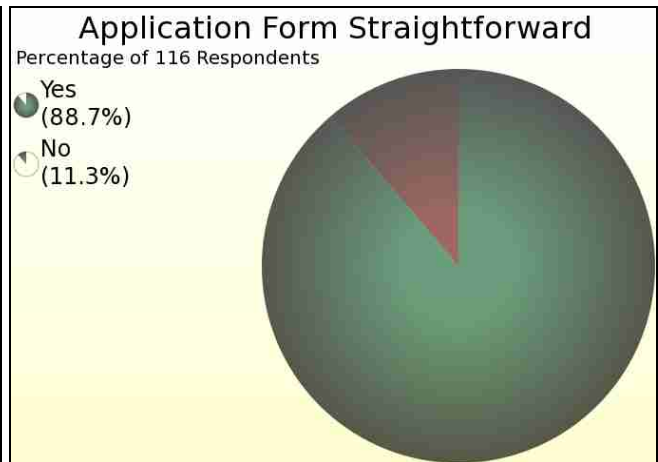
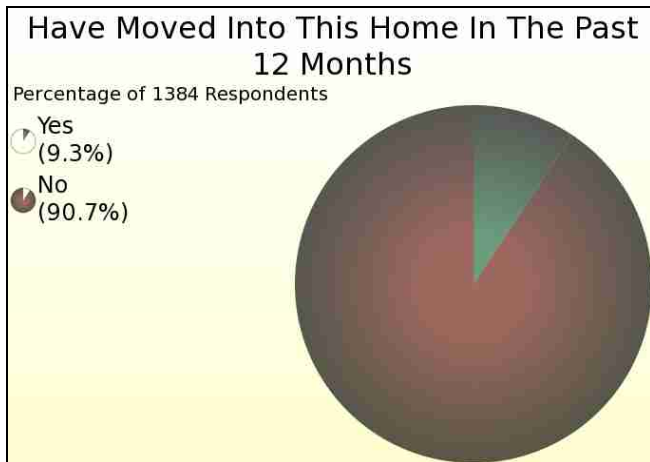




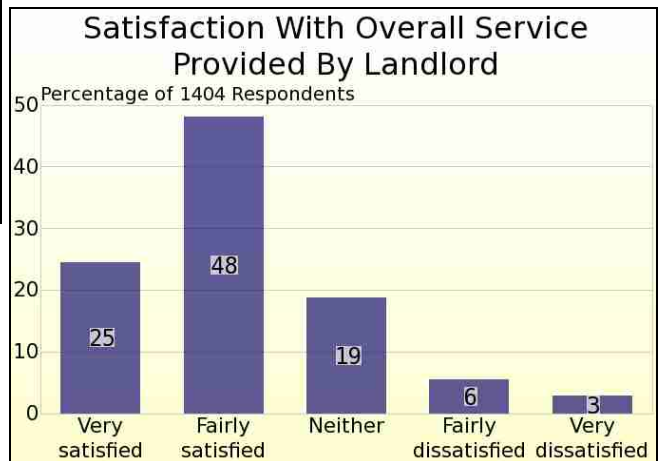
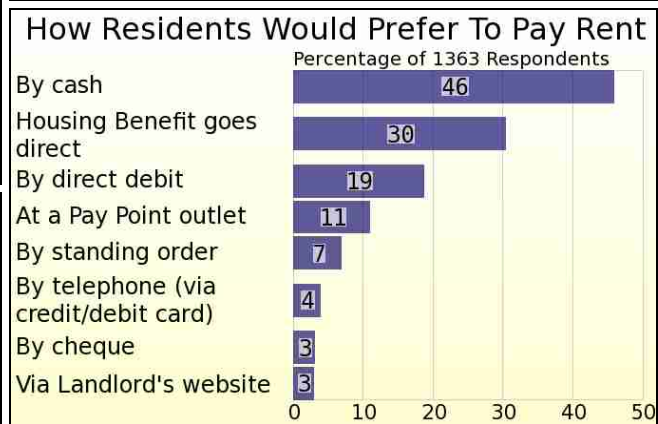
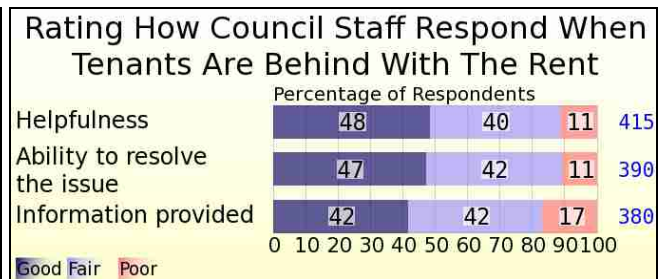
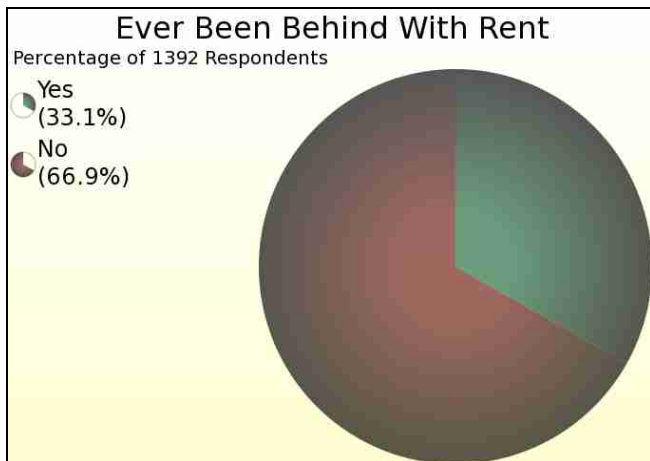
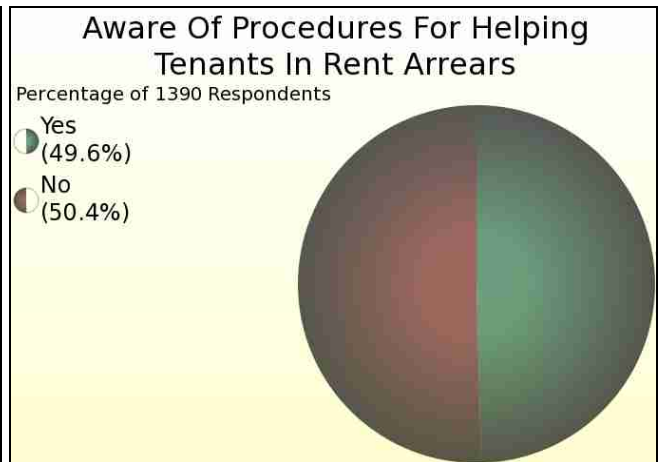
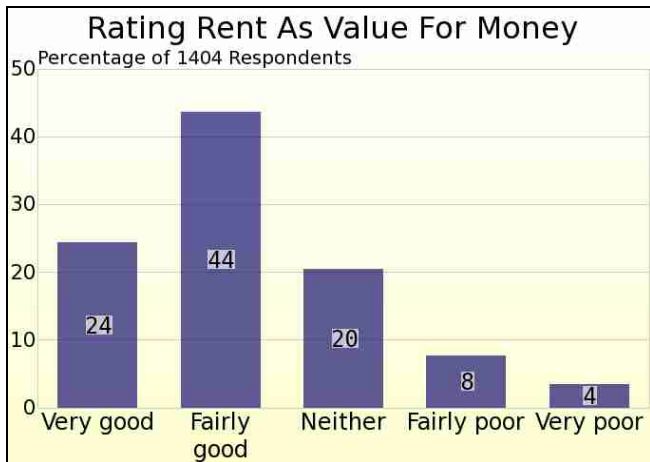
The Customer Contact Centre



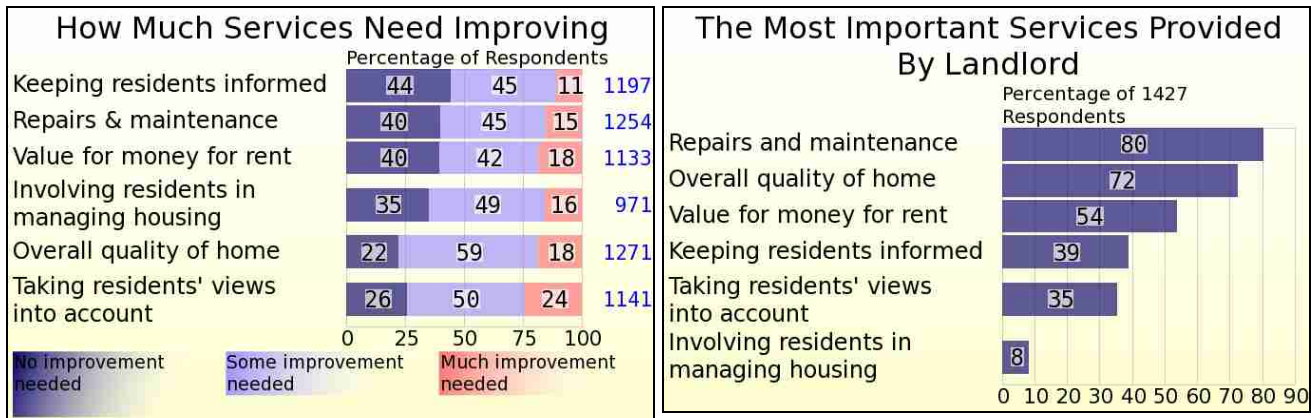
Applications And Lettings



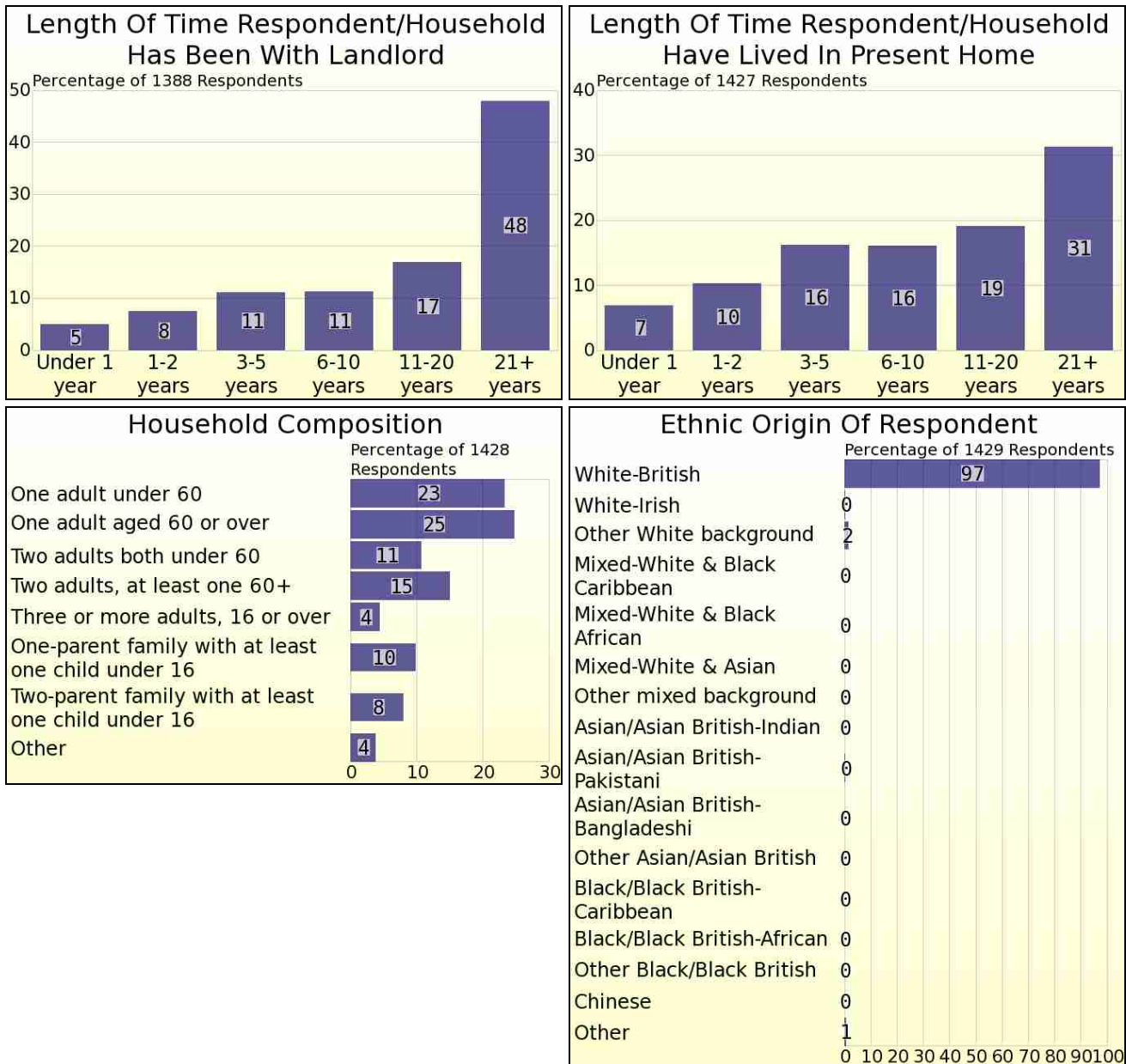
The Council As A Landlord



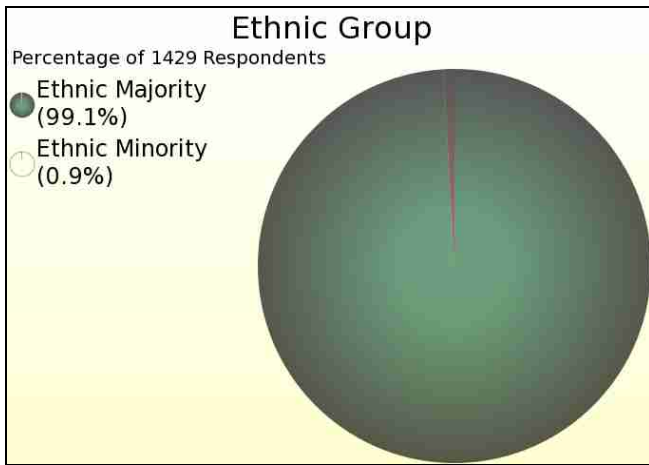
Making Improvements To The Service



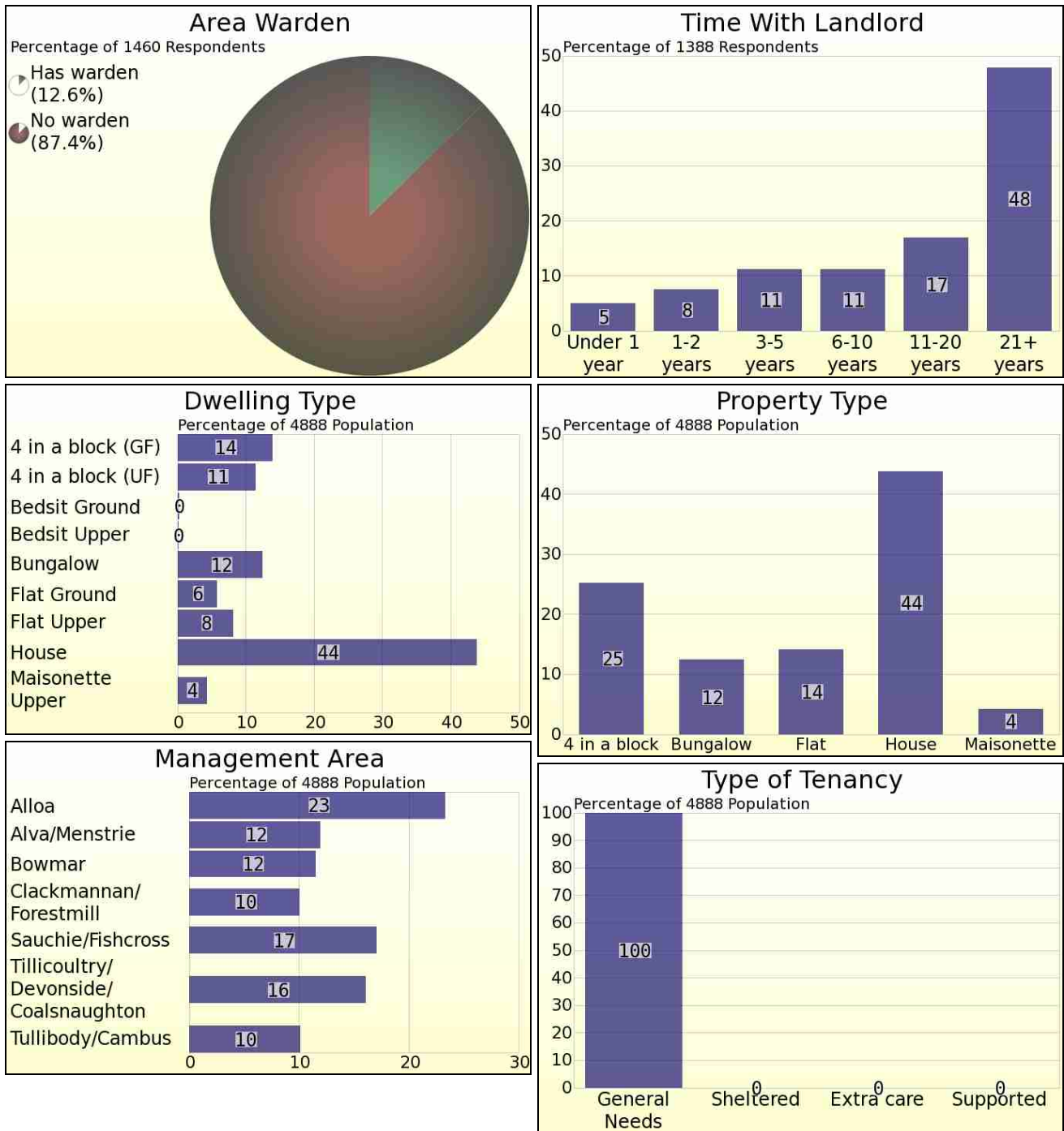
Profile Of Tenants

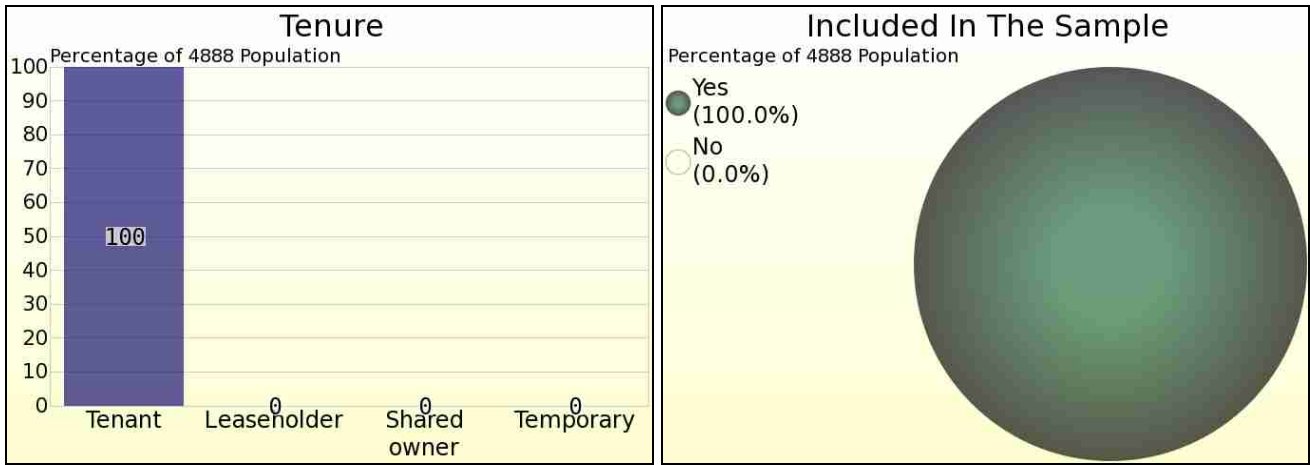


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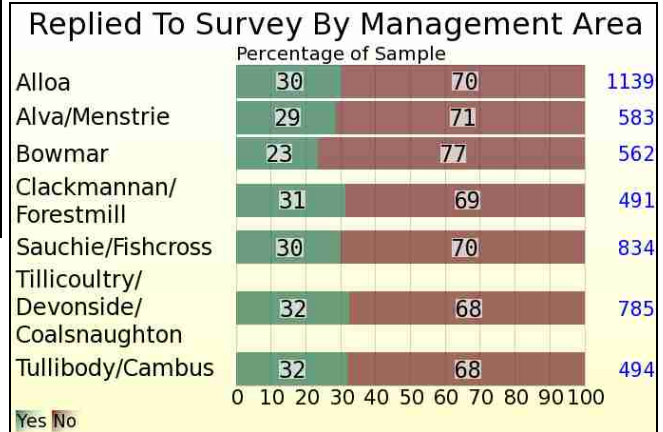
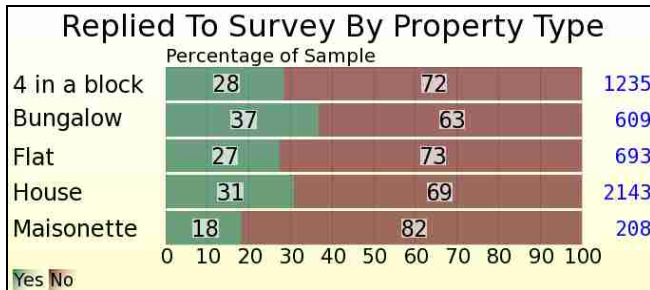
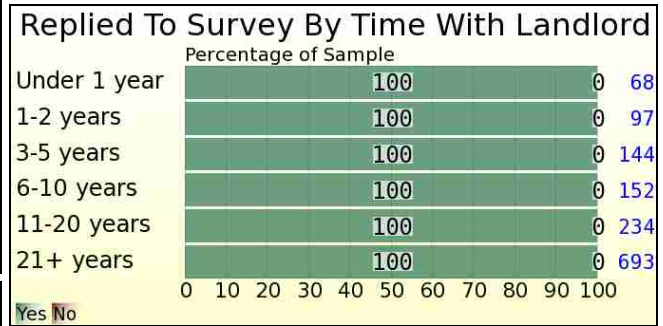
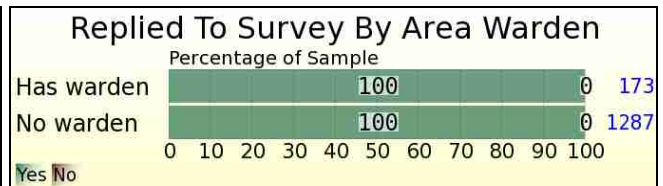
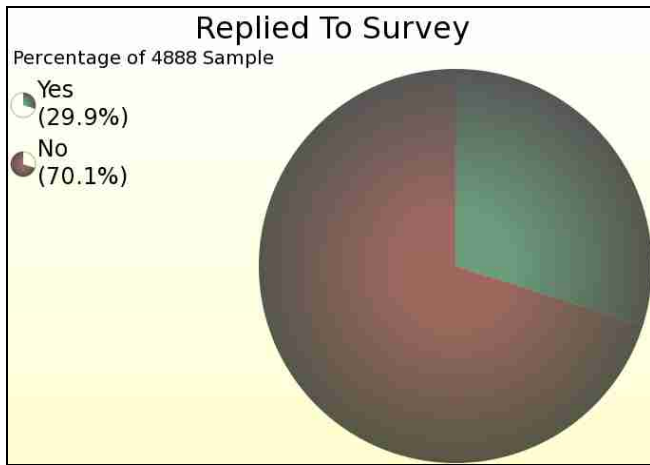


Key Data



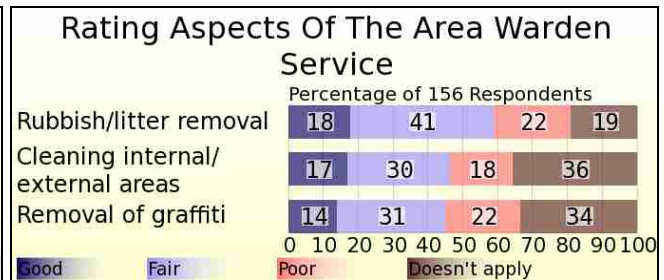
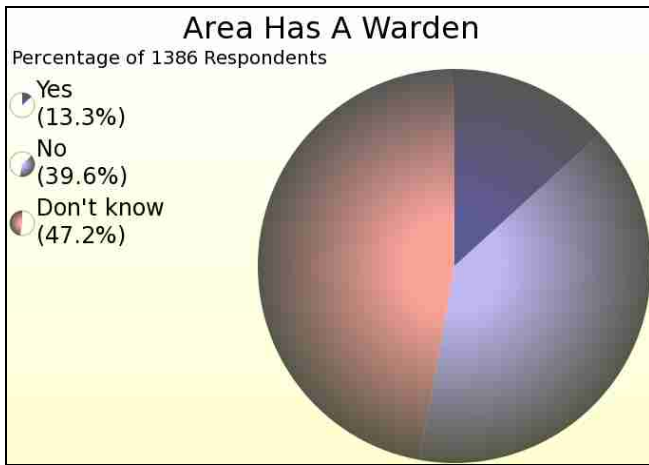


Response Rates



After Here Questions Are Repeated With Can't Say Type Options

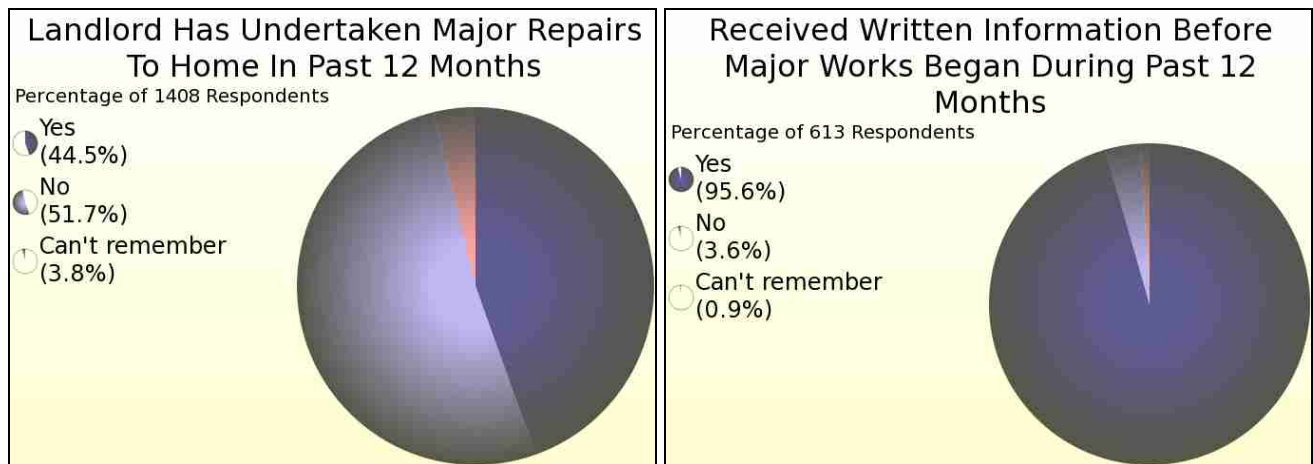
The Warden Service



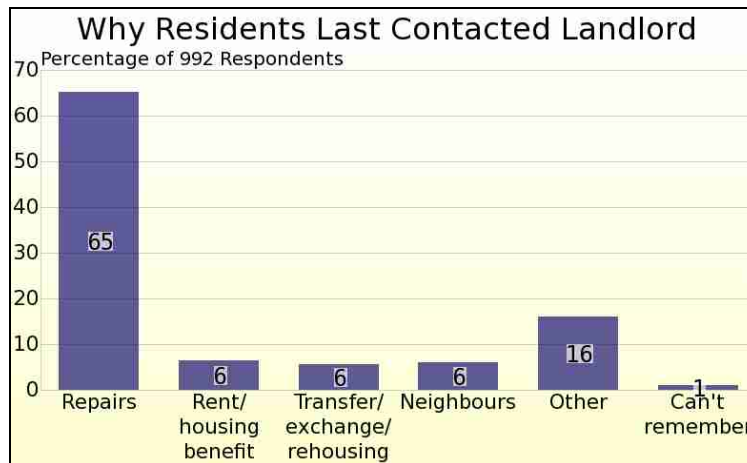
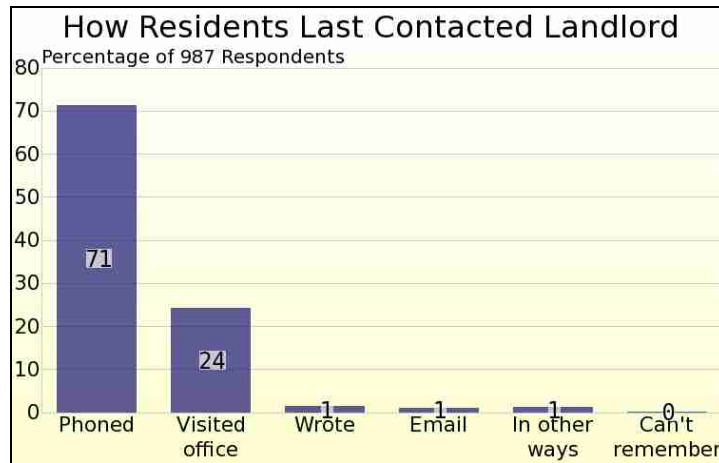
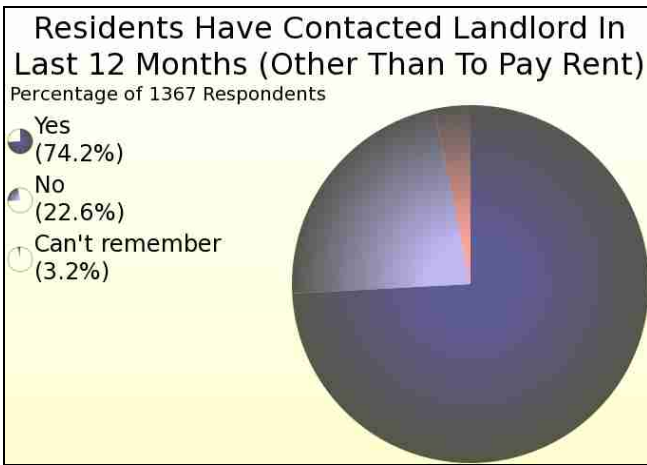
Day-To-Day Repairs

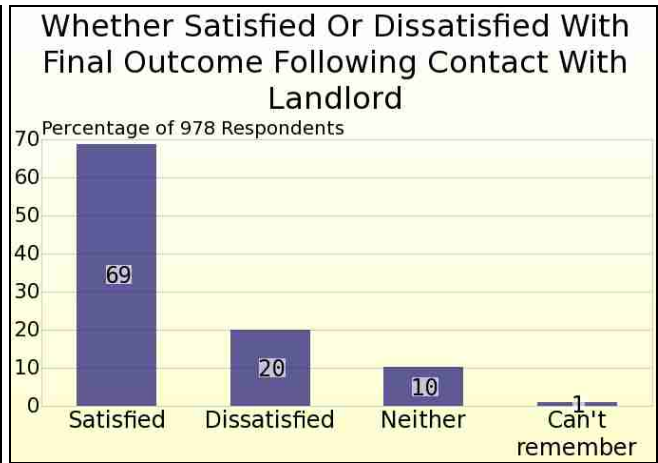
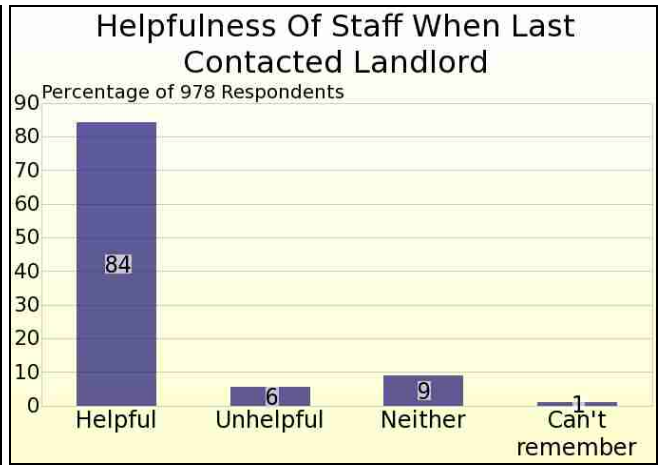
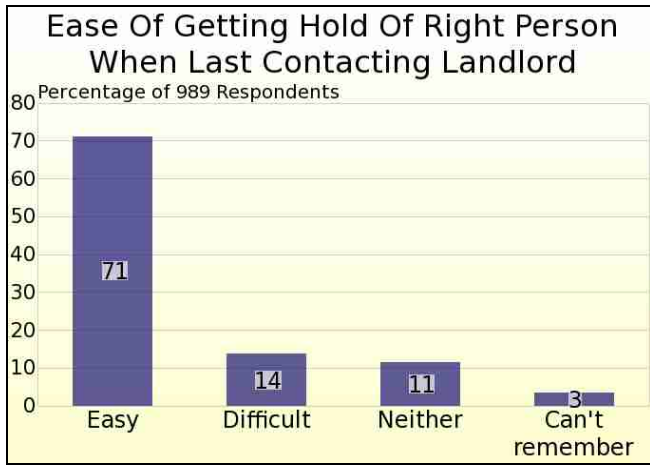


Major Improvement Works

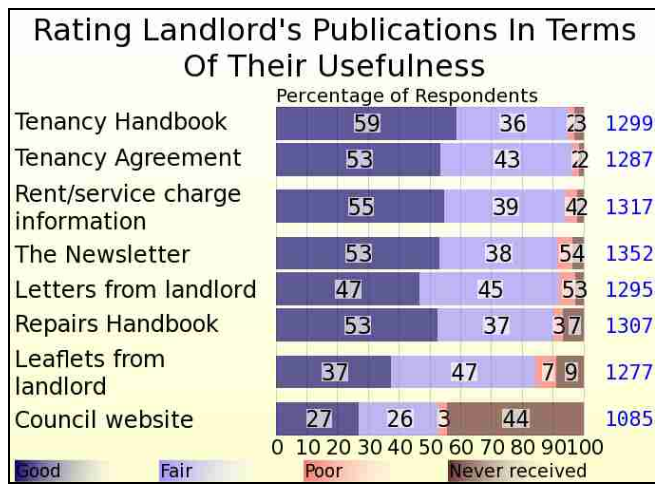


Service From Housing Services

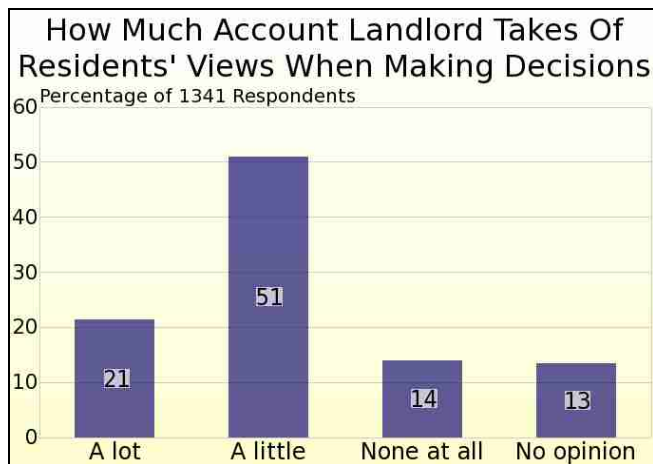




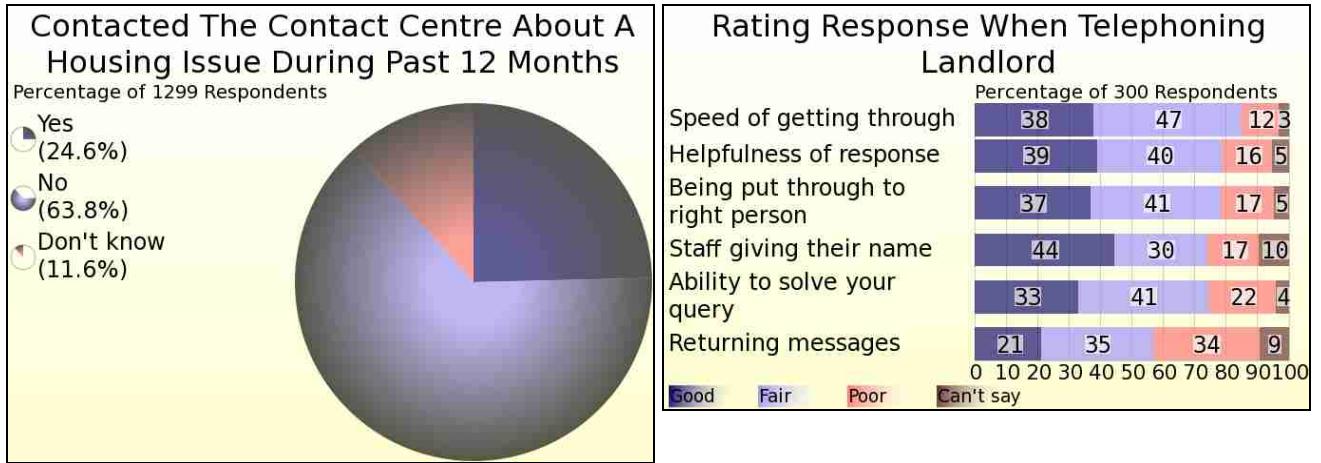
Communication



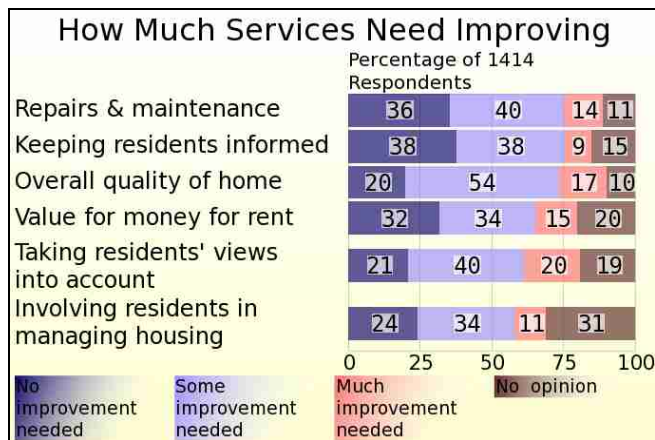
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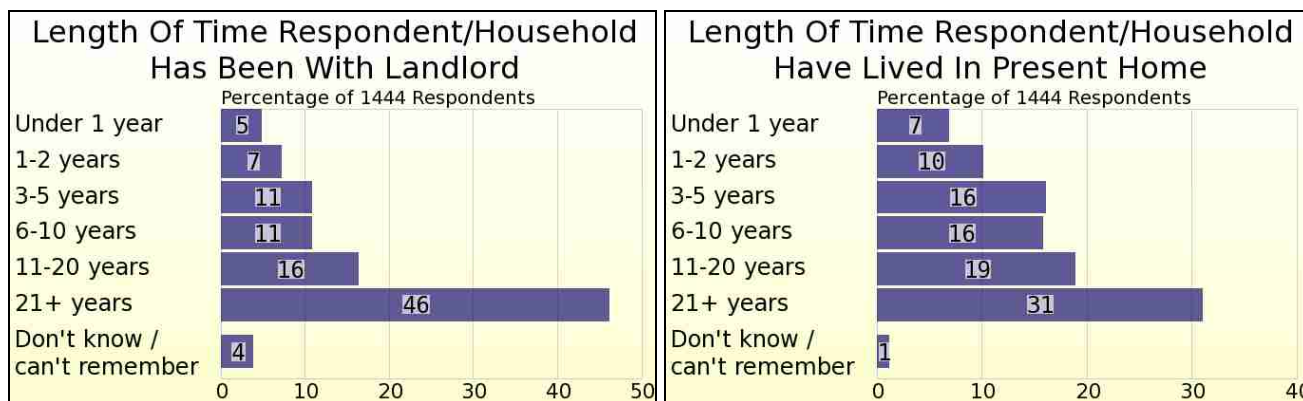
The Customer Contact Centre



Making Improvements To The Service



Profile Of Tenants





Kwest Research

Suite 5, Egerton House
The Towers Business Park
865 Wilmslow Road
Didsbury
Manchester
M20 2DX

Tel: 0161 448 1388
Fax: 0161 445 3551
email: sales@kwest.info