

NEMS market research

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Hammersmith & Fulham Housing Survey

Research results for

SKV Communications

October 2015

Prepared by
Richard Lindsay



NEMS is a Market
Research Society
Company Partner

EXECUTIVE SUMMARY

1. A total of 750 telephone interviews were conducted among a random sample of London Borough of Hammersmith & Fulham Tenants (611 interviews) and Leaseholders (139 interviews);
2. Interviewing took place between 14 August and 4 September 2015;
3. Nearly two thirds of respondents (65%) have lived at their current address for more than 10 years, the older the respondent the longer they have lived at their current address;
4. 62% of respondents live in a flat in a medium rise block (i.e. 5 or less storeys), 20% of the sample live in a house or bungalow and 16% of respondents live in a flat in a high rise block (in excess of 5 storeys), just 2% of those interviewed live in a maisonette;
5. Almost two thirds of the sample (65%) stated that their property was part of an estate whereas 29% stated that they lived in a street. 6% of the sample reside in a sheltered housing scheme;
6. Typically respondents live in a property with an average of 2.02 bedrooms but this ranges from bedsits (1%), one bedroom properties (33%), two bedroom properties (38%), three bedroom properties (23%), four bedroom properties (5%), and homes with more than four bedrooms (1%);
7. 80% of respondents are happy with where they live (48% very satisfied and 33% satisfied). 6% are dissatisfied and 4% are very dissatisfied;
8. A range of reasons were given for what respondents like most about their home. 12% mentioned its good location, 11% cited that they live in a nice area / estate, 11% mentioned that they live in a quiet area / estate, 11% said that it was central / close to amenities and 11% simply said they like everything;
9. As for what the sample dislike the most, more than half (51%) said there was nothing they disliked. 6% felt they lived in a noisy place, 5% mentioned that they lived in a dirty area / estate and 5% felt that their home was too small;
10. Satisfaction with the quality (physical condition) of their home was high with 33% of respondents stating they were very satisfied and 35% satisfied. 11% were dissatisfied and 6% were very dissatisfied;
11. Looking into this in more detail, what respondents like most about the quality of their home were polarised with the top two answers being 'everything' (28%) and 'nothing' (16%), otherwise 12% mentioned that their property was just the right size, 8% felt it was well decorated and 8% liked the good design;
12. Nearly half the sample (49%) could not give any aspects they disliked the most about the quality of their home. 6% felt that their windows needed updating, 5% stated that their property was poorly maintained and 5% complained about damp / mould;
13. More than 4 out of 10 respondents were unable to offer any suggested improvements to the quality of their home. 8% would like to see double glazing / new windows, 5% suggested that damp proofing measures be applied and 4% would like to see better overall maintenance and repairs;
14. Satisfaction with the quality of shared spaces in the area / estate was not as high as some other criteria but nevertheless was still in positive territory with 27% of respondents being very satisfied and 31% satisfied but 12% were dissatisfied and 7% were very dissatisfied;
15. Although 31% of sample said 'nothing' when asked what they like most about the quality of the shared spaces, 15% said that they were clean and 14% liked everything, 8% stated that it was a nice / attractive area;
16. In contrast, reasons given for disliking the quality of shared spaces were untidy / dirty (15%) and parking is poor (6%) but encouragingly the most popular answer was 'nothing' which was mentioned by 31% of the sample;

17. Suggested improvements to the shared spaces were limited with the most common response being 'nothing' (45%) followed by cleaning of the communal areas (17%), provide more parking for residents and guests (8%) and better security / CCTV (6%);
18. With regard to respondents' satisfaction with the quality of the housing service provided by the Council, more than a quarter of respondents (26%) are very satisfied and 33% said they were satisfied. 11% were dissatisfied and 10% were very dissatisfied;
19. Exploring what respondents liked most about the quality of the housing service showed that 12% of the sample liked the helpful staff, 10% liked the quick response times and 8% felt the housing service was responsive. 46% mentioned either nothing (31%) or don't know (14%);
20. More than half the sample (57%) were unable to give any reasons for disliking the quality of the Council's housing service. However 11% were critical with regard to the delays in repairs, 10% felt that the housing service doesn't do its job properly and 7% stated that it was not quick at responding;
21. Aligned to the aspects attracting dissatisfaction, suggested improvements to the housing service were faster response times (14%), do a better job / provide a better service (6%) and better communication with tenants (4%). 55% of respondents did not offer any ideas on improving the housing service;
22. Almost a third of respondents (32%) were aware of the Residents' Commission on Council Housing, increasing to 37% among males and 37% among those aged 61-70. Awareness was lowest among 18-25 year olds and 26-30 year olds (each recording 19%). 85% of the 512 respondents who were not aware of the Residents' Commission on Council Housing asked for a brief explanation;
23. Even among those aware of the Residents' Commission on Council Housing, the majority (60%) did not know its aims and purpose. 10% of the sample thought that it allows tenants to voice concerns, 7% believed it was designed to improve the area and 6% thought it was designed to give tenants control over their area;
24. More than three quarters of the interviewees (79%) felt that it was important to be able to have more control or influence over the future of their housing and the services they receive. Only 9% of the sample thought it was either not very important or not at all important;

25. There was a net positive interest in four out of the six aspects that respondents were asked if they would like to get involved in. Being on the board and taking part in focus groups attracted a net negative score, nevertheless 30% and 39% of the sample respectively still expressed an interest in these two activities;
26. Four out of ten respondents felt that the area or estate where they live could be improved by modernisation or redevelopment, a sentiment that was highest among the younger age groups;
27. The principal aspects suggested were updating all the housing to the same standard (15%), refurbish the exterior of the buildings (9%), new windows (8%), make the area look more appealing (7%) and better security / CCTV (7%);
28. Approximately six out of ten respondents (58%) would have no concerns with a modernisation or redevelopment programme, however 7% queried if they would have to relocate, 4% were concerned that the area would lose its character and 3% of respondents queried whether it would cost them anything;
29. Nearly half of interviewees (47%) felt that the area or estate where they live could be improved by re-designing some of the existing space around the housing, this was a popular idea among all apart from those aged 71+;
30. The most popular suggestion was more parking (36%) followed by more green areas (33%) and more play areas for children (22%);
31. 74% of the relevant sample didn't mention any concerns they may have in connection with re-designing some of the existing space around the housing and any concerns were limited with no single aspect being mentioned by more than 4% of the sample;
32. A third of respondents (35%) thought that there could be a need to build new homes in the area or estate where they live with no appreciable differences between gender and age;
33. Among this sub sample 28% would like to see more flats, 19% suggested more family homes, 15% wanted to see social housing and 15% would like to see affordable homes being built;
34. When the total sample were asked what impact (if any) they thought the building of any new homes might create, 29% of the sample felt that there was no space for new housing, linked with the 10% who thought it would result in overcrowding. 10% of respondents were of the opinion that new housing would be a good thing and 7% felt that more affordable housing is needed;
35. As to whether there is a need for projects or activities that would create local job opportunities, opinion was evenly divided with 48% stating there was a need compared to 53% stating there was no need, a sentiment highest among those aged 71+ (67%);
36. Among the 356 respondents who felt there was a need, 19% suggested youth clubs, 7% thought that more should be aimed at children and 6% suggested a community gym / leisure centre;

37. Local newspaper was the most popular source for finding out about local news or something that might affect where interviewees live with 40% of the sample citing this source. The internet was mentioned by 21% of the sample followed by Council Newsletter (14%) and the radio / TV / national newspaper (14%);

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Gender and age

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LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25		26 - 30		31 - 40		41 - 50		51 - 60		61 - 70		71+		
Mean score (years): [1, 3, 8, 15]																				
Q01 How long have you lived at this address? [PR]																				
Under 1 year	4.1%	31	3.5%	10	4.5%	21	21.9%	7	14.0%	6	7.4%	7	2.8%	3	3.4%	5	0.9%	1	0.0%	0
Between 1 and 5 years	16.3%	122	18.7%	53	14.8%	69	25.0%	8	39.5%	17	23.2%	22	21.3%	23	11.0%	16	15.5%	18	6.3%	11
Between 6 and 10 years	14.5%	109	19.0%	54	11.8%	55	6.3%	2	14.0%	6	30.5%	29	19.4%	21	13.1%	19	11.2%	13	10.2%	18
Over 10 years	65.1%	488	58.8%	167	68.9%	321	46.9%	15	32.6%	14	38.9%	37	56.5%	61	72.4%	105	72.4%	84	83.5%	147
Mean:		11.45		10.94		11.77		8.50		7.33		9.05		10.69		12.28		12.23		13.53
Base:		750		284		466		32		43		95		108		145		116		176
Q02 Which of the following describes you? [PR]																				
Tenant of the Council	81.5%	611	75.4%	214	85.2%	397	90.6%	29	83.7%	36	76.8%	73	77.8%	84	87.6%	127	78.4%	91	81.3%	143
Leaseholder	18.5%	139	24.6%	70	14.8%	69	9.4%	3	16.3%	7	23.2%	22	22.2%	24	12.4%	18	21.6%	25	18.8%	33
Other	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Base:		750		284		466		32		43		95		108		145		116		176
Q03 Which of the following best describes the type of property you live in: [PR]																				
Flat in high rise block (block with more than five storeys)	15.7%	118	14.1%	40	16.7%	78	28.1%	9	25.6%	11	21.1%	20	12.0%	13	11.7%	17	12.1%	14	16.5%	29
Flat in medium rise block (block with five storeys or less)	62.4%	468	69.4%	197	58.2%	271	56.3%	18	58.1%	25	71.6%	68	70.4%	76	60.0%	87	62.1%	72	56.8%	100
House or bungalow	19.6%	147	15.1%	43	22.3%	104	12.5%	4	9.3%	4	6.3%	6	16.7%	18	27.6%	40	21.6%	25	24.4%	43
Other	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Base:		750		284		466		32		43		95		108		145		116		176
Q04 Is the property you live in: [PR]																				
Part of an estate	64.9%	487	70.8%	201	61.4%	286	65.6%	21	81.4%	35	69.5%	66	71.3%	77	62.8%	91	62.9%	73	57.4%	101
An individual street property, or part of one	29.3%	220	23.6%	67	32.8%	153	34.4%	11	18.6%	8	30.5%	29	28.7%	31	36.6%	53	27.6%	32	26.7%	47
In a sheltered scheme	5.7%	43	5.6%	16	5.8%	27	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	9.5%	11	15.9%	28
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Mean score (bedrooms): [1, 2, 3, 4, 6]																				
Q05 How many bedrooms does your property have? [PR]																				
Bedsit	1.3%	10	2.5%	7	0.6%	3	6.3%	2	2.3%	1	3.2%	3	0.9%	1	0.0%	0	0.9%	1	1.1%	2
1	32.9%	247	48.2%	137	23.6%	110	31.3%	10	34.9%	15	27.4%	26	31.5%	34	26.9%	39	36.2%	42	42.0%	74
2	37.5%	281	27.1%	77	43.8%	204	31.3%	10	44.2%	19	47.4%	45	38.0%	41	35.9%	52	35.3%	41	33.0%	58
3	23.1%	173	18.3%	52	26.0%	121	25.0%	8	16.3%	7	17.9%	17	24.1%	26	29.7%	43	24.1%	28	19.3%	34
4	4.7%	35	3.9%	11	5.2%	24	6.3%	2	2.3%	1	4.2%	4	5.6%	6	5.5%	8	3.4%	4	4.0%	7
More than 4	0.5%	4	0.0%	0	0.9%	4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.1%	3	0.0%	0	0.6%	1
<i>Mean:</i>		2.02		1.77		2.16		2.07		1.86		1.99		2.04		2.22		1.95		1.87
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q06 In overall terms, how satisfied or dissatisfied are you with where you live, i.e. your home and where it is? [PR]																				
Very satisfied	47.5%	356	42.3%	120	50.6%	236	46.9%	15	51.2%	22	31.6%	30	33.3%	36	42.8%	62	56.0%	65	60.8%	107
Satisfied	32.7%	245	34.9%	99	31.3%	146	28.1%	9	25.6%	11	33.7%	32	43.5%	47	36.6%	53	31.9%	37	26.1%	46
Neither satisfied nor dissatisfied	10.5%	79	14.1%	40	8.4%	39	3.1%	1	11.6%	5	21.1%	20	10.2%	11	13.8%	20	7.8%	9	6.3%	11
Dissatisfied	5.6%	42	5.3%	15	5.8%	27	12.5%	4	9.3%	4	7.4%	7	7.4%	8	3.4%	5	2.6%	3	5.1%	9
Very dissatisfied	3.7%	28	3.5%	10	3.9%	18	9.4%	3	2.3%	1	6.3%	6	5.6%	6	3.4%	5	1.7%	2	1.7%	3
<i>Mean:</i>		1.15		1.07		1.19		0.91		1.14		0.77		0.92		1.12		1.38		1.39
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+								
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?																				
<i>Those who answered 'part of an estate' at Q04</i>																				
Central / close to amenities	12.7%	62	11.9%	24	13.3%	38	4.8%	1	14.3%	5	16.7%	11	18.2%	14	11.0%	10	19.2%	14	5.9%	6
Good location	12.3%	60	13.4%	27	11.5%	33	14.3%	3	17.1%	6	12.1%	8	11.7%	9	17.6%	16	6.8%	5	9.9%	10
Everything	11.1%	54	10.9%	22	11.2%	32	14.3%	3	5.7%	2	4.5%	3	6.5%	5	14.3%	13	9.6%	7	15.8%	16
Nice area / estate	10.5%	51	14.4%	29	7.7%	22	4.8%	1	11.4%	4	10.6%	7	19.5%	15	5.5%	5	13.7%	10	6.9%	7
It's a quiet area / estate	10.5%	51	12.4%	25	9.1%	26	9.5%	2	11.4%	4	6.1%	4	10.4%	8	7.7%	7	16.4%	12	11.9%	12
Familiarity with the area / estate	5.7%	28	4.0%	8	7.0%	20	9.5%	2	2.9%	1	7.6%	5	2.6%	2	6.6%	6	9.6%	7	5.0%	5
Suited to my needs	4.7%	23	3.5%	7	5.6%	16	0.0%	0	0.0%	0	3.0%	2	3.9%	3	4.4%	4	4.1%	3	9.9%	10
Good neighbours / community spirit	4.5%	22	3.0%	6	5.6%	16	4.8%	1	8.6%	3	3.0%	2	5.2%	4	2.2%	2	1.4%	1	7.9%	8
(Don't know)	3.5%	17	1.5%	3	4.9%	14	0.0%	0	2.9%	1	1.5%	1	2.6%	2	4.4%	4	5.5%	4	4.0%	4
Good transport links	3.1%	15	5.0%	10	1.7%	5	0.0%	0	2.9%	1	3.0%	2	3.9%	3	3.3%	3	0.0%	0	5.0%	5
Attractive area / estate	3.1%	15	3.0%	6	3.1%	9	0.0%	0	8.6%	3	7.6%	5	1.3%	1	1.1%	1	1.4%	1	4.0%	4
Design of home	2.9%	14	2.5%	5	3.1%	9	4.8%	1	0.0%	0	3.0%	2	1.3%	1	3.3%	3	1.4%	1	4.0%	4
Safe	2.3%	11	2.5%	5	2.1%	6	0.0%	0	2.9%	1	4.5%	3	1.3%	1	2.2%	2	2.7%	2	2.0%	2
Green / open areas	1.4%	7	0.5%	1	2.1%	6	0.0%	0	0.0%	0	3.0%	2	1.3%	1	1.1%	1	2.7%	2	1.0%	1
Nice atmosphere	1.0%	5	1.5%	3	0.7%	2	4.8%	1	2.9%	1	1.5%	1	1.3%	1	0.0%	0	0.0%	0	1.0%	1
Good sized property	0.8%	4	0.5%	1	1.0%	3	0.0%	0	2.9%	1	0.0%	0	1.3%	1	2.2%	2	0.0%	0	0.0%	0
Garden space	0.4%	2	0.5%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.1%	1	0.0%	0	1.0%	1
Good accessibility	0.4%	2	0.5%	1	0.4%	1	0.0%	0	2.9%	1	0.0%	0	1.3%	1	0.0%	0	0.0%	0	0.0%	0
(Nothing)	9.0%	44	8.5%	17	9.4%	27	28.6%	6	2.9%	1	12.1%	8	6.5%	5	12.1%	11	5.5%	4	5.0%	5
Base:		487		201		286		21		35		66		77		91		73		101

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?																				
<i>Those who answered 'an individual property, or part of one' at Q04</i>																				
Nice area / estate	14.1%	31	11.9%	8	15.0%	23	9.1%	1	25.0%	2	17.2%	5	25.8%	8	5.7%	3	12.5%	4	14.9%	7
It's a quiet area / estate	12.3%	27	14.9%	10	11.1%	17	0.0%	0	0.0%	0	10.3%	3	9.7%	3	11.3%	6	18.8%	6	17.0%	8
Good location	11.4%	25	11.9%	8	11.1%	17	9.1%	1	12.5%	1	17.2%	5	9.7%	3	11.3%	6	12.5%	4	10.6%	5
Everything	10.0%	22	10.4%	7	9.8%	15	0.0%	0	12.5%	1	13.8%	4	6.5%	2	7.5%	4	6.3%	2	14.9%	7
Central / close to amenities	8.2%	18	13.4%	9	5.9%	9	9.1%	1	0.0%	0	13.8%	4	9.7%	3	11.3%	6	3.1%	1	6.4%	3
Design of home	5.9%	13	1.5%	1	7.8%	12	18.2%	2	0.0%	0	0.0%	0	3.2%	1	15.1%	8	0.0%	0	4.3%	2
Suited to my needs	5.5%	12	1.5%	1	7.2%	11	18.2%	2	0.0%	0	0.0%	0	3.2%	1	3.8%	2	3.1%	1	6.4%	3
Good neighbours / community spirit	5.0%	11	1.5%	1	6.5%	10	9.1%	1	0.0%	0	6.9%	2	3.2%	1	3.8%	2	12.5%	4	2.1%	1
(Don't know)	3.2%	7	1.5%	1	3.9%	6	0.0%	0	0.0%	0	0.0%	0	6.5%	2	3.8%	2	9.4%	3	0.0%	0
Attractive area / estate	2.7%	6	4.5%	3	2.0%	3	0.0%	0	12.5%	1	3.4%	1	0.0%	0	3.8%	2	3.1%	1	2.1%	1
Nice atmosphere	2.7%	6	6.0%	4	1.3%	2	9.1%	1	12.5%	1	3.4%	1	0.0%	0	1.9%	1	0.0%	0	4.3%	2
Familiarity with the area / estate	2.7%	6	3.0%	2	2.6%	4	0.0%	0	0.0%	0	3.4%	1	0.0%	0	1.9%	1	6.3%	2	2.1%	1
Garden space	2.7%	6	6.0%	4	1.3%	2	0.0%	0	12.5%	1	3.4%	1	0.0%	0	3.8%	2	3.1%	1	0.0%	0
Good transport links	2.7%	6	1.5%	1	3.3%	5	0.0%	0	12.5%	1	3.4%	1	3.2%	1	1.9%	1	3.1%	1	2.1%	1
Green / open areas	2.3%	5	1.5%	1	2.6%	4	0.0%	0	0.0%	0	0.0%	0	9.7%	3	0.0%	0	3.1%	1	2.1%	1
Safe	0.9%	2	0.0%	0	1.3%	2	0.0%	0	0.0%	0	0.0%	0	3.2%	1	0.0%	0	3.1%	1	0.0%	0
Good sized property	0.9%	2	1.5%	1	0.7%	1	0.0%	0	0.0%	0	3.4%	1	3.2%	1	0.0%	0	0.0%	0	0.0%	0
Good accessibility	0.5%	1	1.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.1%	1
(Nothing)	6.4%	14	6.0%	4	6.5%	10	18.2%	2	0.0%	0	0.0%	0	3.2%	1	13.2%	7	0.0%	0	8.5%	4
Base:		220		67		153		11		8		29		31		53		32		47

Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?

Those who mentioned 'sheltered accommodation' at Q04

Good location	16.3%	7	18.8%	3	14.8%	4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	18.2%	2	14.3%	4
Suited to my needs	14.0%	6	25.0%	4	7.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	9.1%	1	17.9%	5
Attractive area / estate	11.6%	5	6.3%	1	14.8%	4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	17.9%	5
It's a quiet area / estate	9.3%	4	6.3%	1	11.1%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	9.1%	1	10.7%	3
Nice area / estate	7.0%	3	6.3%	1	7.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	10.7%	3
Safe	7.0%	3	0.0%	0	11.1%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100.0%	1	0.0%	0	0.0%	0
Good neighbours / community spirit	7.0%	3	6.3%	1	7.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	9.1%	1	7.1%	2
Everything	7.0%	3	12.5%	2	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	18.2%	2	3.6%	1
Nice atmosphere	4.7%	2	12.5%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	18.2%	2	0.0%	0
Familiarity with the area / estate	2.3%	1	6.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.6%	1
Central / close to amenities	2.3%	1	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.6%	1
Green / open areas	2.3%	1	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	9.1%	1	0.0%	0
(Don't know)	2.3%	1	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.6%	1
(Nothing)	7.0%	3	0.0%	0	11.1%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	9.1%	1	7.1%	2
Base:		43		16		27		0		0		0		0		1		11		28

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?																				
<i>Those who answered 'part of an estate' at Q04</i>																				
Dirty area / estate	5.3%	26	5.0%	10	5.6%	16	0.0%	0	5.7%	2	6.1%	4	3.9%	3	3.3%	3	6.8%	5	7.9%	8
Noisy place to live	5.3%	26	7.0%	14	4.2%	12	4.8%	1	5.7%	2	9.1%	6	7.8%	6	5.5%	5	2.7%	2	3.0%	3
Poor estate maintenance	4.7%	23	5.0%	10	4.5%	13	4.8%	1	2.9%	1	4.5%	3	2.6%	2	6.6%	6	4.1%	3	6.9%	7
Trouble with neighbours	4.3%	21	3.5%	7	4.9%	14	0.0%	0	2.9%	1	0.0%	0	2.6%	2	7.7%	7	5.5%	4	5.9%	6
Home is too small	4.3%	21	3.0%	6	5.2%	15	9.5%	2	11.4%	4	7.6%	5	5.2%	4	4.4%	4	1.4%	1	1.0%	1
Crime on the estate	3.7%	18	2.5%	5	4.5%	13	4.8%	1	8.6%	3	6.1%	4	1.3%	1	6.6%	6	1.4%	1	0.0%	0
Parking issues	3.1%	15	3.0%	6	3.1%	9	4.8%	1	0.0%	0	3.0%	2	3.9%	3	4.4%	4	5.5%	4	1.0%	1
No lifts	2.3%	11	2.5%	5	2.1%	6	4.8%	1	0.0%	0	7.6%	5	0.0%	0	1.1%	1	1.4%	1	3.0%	3
Damp / mould	1.8%	9	1.0%	2	2.4%	7	0.0%	0	2.9%	1	4.5%	3	3.9%	3	0.0%	0	2.7%	2	0.0%	0
Communal / shared areas	1.4%	7	1.0%	2	1.7%	5	4.8%	1	0.0%	0	0.0%	0	2.6%	2	2.2%	2	0.0%	0	1.0%	1
Property is run-down	1.2%	6	1.0%	2	1.4%	4	0.0%	0	2.9%	1	0.0%	0	5.2%	4	0.0%	0	1.4%	1	0.0%	0
Wider neighbourhood issues	1.0%	5	2.0%	4	0.4%	1	4.8%	1	0.0%	0	1.5%	1	0.0%	0	2.2%	2	0.0%	0	1.0%	1
Needs modernising	1.0%	5	1.5%	3	0.7%	2	0.0%	0	2.9%	1	1.5%	1	0.0%	0	1.1%	1	2.7%	2	0.0%	0
General home maintenance is poor or not done	1.0%	5	0.5%	1	1.4%	4	0.0%	0	0.0%	0	0.0%	0	3.9%	3	1.1%	1	0.0%	0	0.0%	0
Faulty lift	1.0%	5	0.0%	0	1.7%	5	0.0%	0	2.9%	1	1.5%	1	0.0%	0	1.1%	1	2.7%	2	0.0%	0
Traffic / close to a main road	0.8%	4	1.0%	2	0.7%	2	0.0%	0	0.0%	0	0.0%	0	2.6%	2	0.0%	0	1.4%	1	1.0%	1
State of the windows	0.8%	4	0.5%	1	1.0%	3	0.0%	0	0.0%	0	1.5%	1	1.3%	1	1.1%	1	0.0%	0	1.0%	1
Bathroom is too small	0.6%	3	0.5%	1	0.7%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.2%	2	0.0%	0	1.0%	1
Property needs adapting to my needs	0.6%	3	0.5%	1	0.7%	2	0.0%	0	0.0%	0	0.0%	0	1.3%	1	1.1%	1	0.0%	0	1.0%	1
Everything	0.6%	3	1.0%	2	0.4%	1	0.0%	0	0.0%	0	1.5%	1	1.3%	1	0.0%	0	1.4%	1	0.0%	0
Too far from public transport links	0.6%	3	0.0%	0	1.0%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	1	1.0%	1
Too high up	0.6%	3	0.0%	0	1.0%	3	0.0%	0	0.0%	0	1.5%	1	1.3%	1	1.1%	1	0.0%	0	0.0%	0
Not central enough	0.4%	2	0.5%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	1.3%	1	0.0%	0	0.0%	0	1.0%	1
Kitchen is too small	0.4%	2	0.5%	1	0.4%	1	0.0%	0	2.9%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.0%	1
Rent is too high	0.4%	2	0.5%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.1%	1	1.4%	1	0.0%	0
Lack of green areas for children to play	0.2%	1	0.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.0%	1
Lack of a garden	0.2%	1	0.5%	1	0.0%	0	0.0%	0	0.0%	0	1.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not secure enough	0.2%	1	0.0%	0	0.4%	1	0.0%	0	0.0%	0	0.0%	0	1.3%	1	0.0%	0	0.0%	0	0.0%	0
Dislike décor	0.2%	1	0.0%	0	0.4%	1	0.0%	0	0.0%	0	0.0%	0	1.3%	1	0.0%	0	0.0%	0	0.0%	0
(Nothing)	48.0%	234	51.7%	104	45.5%	130	52.4%	11	45.7%	16	37.9%	25	37.7%	29	41.8%	38	53.4%	39	61.4%	62
(Don't know)	3.3%	16	3.5%	7	3.1%	9	4.8%	1	2.9%	1	3.0%	2	7.8%	6	3.3%	3	2.7%	2	0.0%	0
Base:		487		201		286		21		35		66		77		91		73		101

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?																				
<i>Those who answered 'an individual property, or part of one' at Q04</i>																				
Noisy place to live	7.3%	16	10.4%	7	5.9%	9	0.0%	0	0.0%	0	6.9%	2	16.1%	5	9.4%	5	3.1%	1	6.4%	3
Dirty area / estate	5.9%	13	4.5%	3	6.5%	10	18.2%	2	0.0%	0	10.3%	3	6.5%	2	5.7%	3	6.3%	2	2.1%	1
Home is too small	5.5%	12	4.5%	3	5.9%	9	9.1%	1	0.0%	0	10.3%	3	3.2%	1	9.4%	5	3.1%	1	2.1%	1
Trouble with neighbours	3.2%	7	7.5%	5	1.3%	2	0.0%	0	12.5%	1	3.4%	1	0.0%	0	1.9%	1	6.3%	2	2.1%	1
Poor estate maintenance	2.7%	6	0.0%	0	3.9%	6	0.0%	0	0.0%	0	0.0%	0	9.7%	3	0.0%	0	6.3%	2	2.1%	1
Needs modernising	2.3%	5	1.5%	1	2.6%	4	0.0%	0	12.5%	1	0.0%	0	3.2%	1	3.8%	2	0.0%	0	2.1%	1
Kitchen is too small	2.3%	5	4.5%	3	1.3%	2	9.1%	1	0.0%	0	0.0%	0	0.0%	0	5.7%	3	0.0%	0	2.1%	1
Property is run-down	1.8%	4	0.0%	0	2.6%	4	0.0%	0	0.0%	0	0.0%	0	3.2%	1	3.8%	2	0.0%	0	2.1%	1
Traffic / close to a main road	1.8%	4	3.0%	2	1.3%	2	0.0%	0	0.0%	0	3.4%	1	3.2%	1	1.9%	1	3.1%	1	0.0%	0
General home maintenance is poor or not done	1.4%	3	1.5%	1	1.3%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	9.4%	3	0.0%	0
No lifts	1.4%	3	1.5%	1	1.3%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.8%	2	0.0%	0	0.0%	0
Damp / mould	1.4%	3	0.0%	0	2.0%	3	0.0%	0	0.0%	0	0.0%	0	3.2%	1	1.9%	1	0.0%	0	2.1%	1
Bathroom is too small	0.9%	2	1.5%	1	0.7%	1	9.1%	1	0.0%	0	3.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Wider neighbourhood issues	0.9%	2	0.0%	0	1.3%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.8%	2	0.0%	0	0.0%	0
Communal / shared areas	0.9%	2	0.0%	0	1.3%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.9%	1	0.0%	0	2.1%	1
Property needs adapting to my needs	0.9%	2	1.5%	1	0.7%	1	0.0%	0	0.0%	0	3.4%	1	3.2%	1	0.0%	0	0.0%	0	0.0%	0
Lack of a garden	0.9%	2	1.5%	1	0.7%	1	0.0%	0	0.0%	0	3.4%	1	3.2%	1	0.0%	0	0.0%	0	0.0%	0
Rent is too high	0.5%	1	1.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.1%	1	0.0%	0
Parking issues	0.5%	1	1.5%	1	0.0%	0	9.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Faulty lift	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0	0.0%	0	3.2%	1	0.0%	0	0.0%	0	0.0%	0
Lack of green areas for children to play	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0	3.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
State of the windows	0.5%	1	0.0%	0	0.7%	1	9.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Crime on the estate	0.5%	1	1.5%	1	0.0%	0	0.0%	0	0.0%	0	3.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Nothing)	51.8%	114	47.8%	32	53.6%	82	36.4%	4	75.0%	6	41.4%	12	32.3%	10	47.2%	25	56.3%	18	70.2%	33
(Don't know)	4.1%	9	4.5%	3	3.9%	6	0.0%	0	0.0%	0	6.9%	2	9.7%	3	0.0%	0	3.1%	1	4.3%	2
Base:		220		67		153		11		8		29		31		53		32		47

Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?

Those who mentioned 'sheltered accommodation' at Q04

Home is too small	4.7%	2	0.0%	0	7.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	18.2%	2	0.0%	0
Communal / shared areas	4.7%	2	0.0%	0	7.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	7.1%	2
Parking issues	4.7%	2	0.0%	0	7.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	7.1%	2
Poor estate maintenance	2.3%	1	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.6%	1
Needs modernising	2.3%	1	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.6%	1
Noisy place to live	2.3%	1	6.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.6%	1
No lifts	2.3%	1	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.6%	1
(Nothing)	76.7%	33	93.8%	15	66.7%	18	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100.0%	1	81.8%	9	71.4%	20
Base:		43		16		27		0		0		0		0		1		11		28

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+
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Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q09 How satisfied or dissatisfied are you with the quality (i.e. physical condition) of your home, both inside and outside? [PR]

Very satisfied	32.7%	245	34.9%	99	31.3%	146	46.9%	15	27.9%	12	17.9%	17	19.4%	21	24.8%	36	36.2%	42	46.6%	82
Satisfied	34.9%	262	38.7%	110	32.6%	152	18.8%	6	34.9%	15	35.8%	34	38.0%	41	37.9%	55	34.5%	40	35.2%	62
Neither satisfied nor dissatisfied	15.5%	116	16.9%	48	14.6%	68	6.3%	2	14.0%	6	16.8%	16	21.3%	23	20.7%	30	19.0%	22	8.0%	14
Dissatisfied	11.3%	85	6.3%	18	14.4%	67	18.8%	6	16.3%	7	24.2%	23	11.1%	12	9.7%	14	6.9%	8	8.0%	14
Very dissatisfied	5.6%	42	3.2%	9	7.1%	33	9.4%	3	7.0%	3	5.3%	5	10.2%	11	6.9%	10	3.4%	4	2.3%	4
<i>Mean:</i>		<i>0.78</i>		<i>0.96</i>		<i>0.67</i>		<i>0.75</i>		<i>0.60</i>		<i>0.37</i>		<i>0.45</i>		<i>0.64</i>		<i>0.93</i>		<i>1.16</i>
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q10 What do you like most about the quality / physical condition of your home?																				
Everything - it's fine	28.1%	211	32.7%	93	25.3%	118	28.1%	9	18.6%	8	27.4%	26	24.1%	26	22.8%	33	27.6%	32	38.6%	68
Just the right sized property	12.4%	93	10.6%	30	13.5%	63	18.8%	6	18.6%	8	13.7%	13	14.8%	16	11.0%	16	12.9%	15	7.4%	13
Well decorated	8.3%	62	7.7%	22	8.6%	40	9.4%	3	14.0%	6	5.3%	5	9.3%	10	9.0%	13	9.5%	11	6.3%	11
Good design	7.5%	56	7.7%	22	7.3%	34	6.3%	2	4.7%	2	8.4%	8	4.6%	5	8.3%	12	8.6%	10	9.1%	16
Clean & tidy	2.9%	22	2.8%	8	3.0%	14	3.1%	1	2.3%	1	2.1%	2	1.9%	2	1.4%	2	3.4%	4	3.4%	6
Has character	1.6%	12	1.4%	4	1.7%	8	0.0%	0	4.7%	2	2.1%	2	1.9%	2	2.1%	3	0.0%	0	1.7%	3
Good atmosphere	1.6%	12	0.7%	2	2.1%	10	0.0%	0	2.3%	1	1.1%	1	0.9%	1	0.7%	1	2.6%	3	2.3%	4
Good heating	1.5%	11	2.1%	6	1.1%	5	0.0%	0	4.7%	2	0.0%	0	1.9%	2	1.4%	2	2.6%	3	0.6%	1
Garden space	1.5%	11	1.4%	4	1.5%	7	3.1%	1	0.0%	0	1.1%	1	0.9%	1	2.1%	3	1.7%	2	1.1%	2
Solid building	1.1%	8	1.1%	3	1.1%	5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	4.1%	6	1.7%	2	0.0%	0
Kitchen	1.1%	8	0.7%	2	1.3%	6	0.0%	0	0.0%	0	1.1%	1	0.9%	1	2.8%	4	0.0%	0	1.1%	2
In a quiet area	0.9%	7	1.1%	3	0.9%	4	3.1%	1	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.0%	0	2.3%	4
Comfortable living space	0.9%	7	1.1%	3	0.9%	4	0.0%	0	2.3%	1	2.1%	2	0.0%	0	0.0%	0	0.9%	1	1.1%	2
In a good area	0.9%	7	0.4%	1	1.3%	6	3.1%	1	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.9%	1	1.1%	2
Windows	0.9%	7	0.7%	2	1.1%	5	0.0%	0	2.3%	1	1.1%	1	0.9%	1	0.0%	0	1.7%	2	1.1%	2
Safe / secure	0.8%	6	0.7%	2	0.9%	4	0.0%	0	2.3%	1	0.0%	0	0.9%	1	2.1%	3	0.0%	0	0.6%	1
Well maintained	0.8%	6	0.7%	2	0.9%	4	0.0%	0	0.0%	0	2.1%	2	1.9%	2	0.0%	0	0.0%	0	1.1%	2
New heating system	0.7%	5	1.1%	3	0.4%	2	0.0%	0	2.3%	1	1.1%	1	0.9%	1	0.0%	0	0.9%	1	0.0%	0
Well suited to my needs	0.7%	5	1.4%	4	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.9%	1	1.1%	2
Good layout	0.5%	4	0.7%	2	0.4%	2	3.1%	1	4.7%	2	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Good accessibility	0.4%	3	0.0%	0	0.6%	3	0.0%	0	4.7%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0
Familiarity with the property	0.4%	3	0.7%	2	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.9%	1	0.0%	0
Well lit	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.9%	1	0.6%	1
Modern	0.4%	3	1.1%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.9%	1	0.0%	0
All on one floor	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.9%	1	0.6%	1
Bathroom	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.9%	1	0.0%	0
Sound proofed	0.3%	2	0.7%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	2	0.0%	0	0.0%	0
Near everything I need	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Nice and open	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
(Nothing)	16.1%	121	14.8%	42	17.0%	79	21.9%	7	7.0%	3	24.2%	23	18.5%	20	18.6%	27	11.2%	13	13.1%	23
(Don't know)	6.4%	48	5.6%	16	6.9%	32	0.0%	0	4.7%	2	6.3%	6	10.2%	11	6.9%	10	7.8%	9	5.1%	9
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q11 What do you dislike most about the quality / physical condition of your home?																				
Windows need updating	5.6%	42	3.5%	10	6.9%	32	9.4%	3	0.0%	0	13.7%	13	8.3%	9	4.8%	7	5.2%	6	2.3%	4
Poorly maintained	5.2%	39	6.0%	17	4.7%	22	6.3%	2	2.3%	1	7.4%	7	7.4%	8	4.8%	7	6.9%	8	3.4%	6
Damp / mould	5.1%	38	4.6%	13	5.4%	25	3.1%	1	4.7%	2	6.3%	6	8.3%	9	6.9%	10	4.3%	5	1.7%	3
Too small	3.7%	28	3.5%	10	3.9%	18	6.3%	2	4.7%	2	9.5%	9	4.6%	5	5.5%	8	0.0%	0	1.1%	2
Needs decorating	3.2%	24	2.1%	6	3.9%	18	3.1%	1	0.0%	0	2.1%	2	1.9%	2	2.1%	3	4.3%	5	5.7%	10
Property has leaks	2.9%	22	2.1%	6	3.4%	16	0.0%	0	4.7%	2	1.1%	1	3.7%	4	3.4%	5	6.0%	7	1.7%	3
Heating system / insulation needs updating	2.5%	19	1.1%	3	3.4%	16	0.0%	0	4.7%	2	1.1%	1	3.7%	4	2.1%	3	2.6%	3	3.4%	6
Walls need sound proofing, too noisy	1.7%	13	3.2%	9	0.9%	4	0.0%	0	4.7%	2	0.0%	0	3.7%	4	2.1%	3	1.7%	2	1.1%	2
Cracked walls	1.7%	13	0.7%	2	2.4%	11	0.0%	0	0.0%	0	0.0%	0	2.8%	3	2.1%	3	2.6%	3	1.7%	3
Exterior isn't maintained	1.7%	13	1.4%	4	1.9%	9	0.0%	0	4.7%	2	0.0%	0	1.9%	2	2.1%	3	0.9%	1	2.3%	4
Kitchen is too small	1.5%	11	0.7%	2	1.9%	9	3.1%	1	2.3%	1	1.1%	1	2.8%	3	2.1%	3	0.9%	1	0.6%	1
Kitchen needs updating / repairing	1.5%	11	1.4%	4	1.5%	7	0.0%	0	7.0%	3	1.1%	1	1.9%	2	2.8%	4	0.9%	1	0.0%	0
Rooms are too small	1.3%	10	0.7%	2	1.7%	8	3.1%	1	0.0%	0	4.2%	4	0.0%	0	1.4%	2	1.7%	2	0.0%	0
Need modernising	1.3%	10	0.7%	2	1.7%	8	0.0%	0	4.7%	2	2.1%	2	1.9%	2	1.4%	2	1.7%	2	0.0%	0
Property is always cold	1.1%	8	1.1%	3	1.1%	5	0.0%	0	0.0%	0	1.1%	1	0.9%	1	0.7%	1	1.7%	2	1.7%	3
No cleaning is done / Dirty areas	0.9%	7	1.1%	3	0.9%	4	0.0%	0	2.3%	1	0.0%	0	0.9%	1	1.4%	2	1.7%	2	0.0%	0
Doors aren't maintained	0.9%	7	0.0%	0	1.5%	7	0.0%	0	2.3%	1	0.0%	0	1.9%	2	0.7%	1	0.0%	0	0.6%	1
Bathroom needs updating	0.9%	7	0.4%	1	1.3%	6	0.0%	0	2.3%	1	1.1%	1	0.9%	1	0.0%	0	0.9%	1	1.1%	2
No lifts	0.8%	6	0.7%	2	0.9%	4	3.1%	1	0.0%	0	2.1%	2	0.0%	0	0.7%	1	0.0%	0	1.1%	2
Lack of storage	0.7%	5	0.4%	1	0.9%	4	3.1%	1	0.0%	0	1.1%	1	1.9%	2	0.7%	1	0.0%	0	0.0%	0
Bathroom needs repairing	0.5%	4	0.4%	1	0.6%	3	3.1%	1	2.3%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Lift often breaks	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.1%	3	0.0%	0	0.0%	0
Floors aren't level	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.9%	1	0.0%	0
No shower	0.3%	2	0.4%	1	0.2%	1	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0
Other	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Not enough light is let into the rooms	0.3%	2	0.4%	1	0.2%	1	3.1%	1	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
Needs rewiring	0.1%	1	0.0%	0	0.2%	1	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Guttering needs seeing to	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Not enough toilets	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
(Nothing)	48.5%	364	58.1%	165	42.7%	199	46.9%	15	39.5%	17	40.0%	38	31.5%	34	42.8%	62	51.7%	60	64.2%	113
(Don't know)	4.5%	34	4.6%	13	4.5%	21	6.3%	2	2.3%	1	5.3%	5	6.5%	7	4.8%	7	2.6%	3	5.1%	9
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q12 What improvement(s) would you most like to see to the quality / physical condition of your home? [MR]																				
Double glazing / new windows	8.4%	63	5.6%	16	10.1%	47	6.3%	2	2.3%	1	14.7%	14	10.2%	11	9.0%	13	9.5%	11	5.1%	9
Repair damp / damp-proofing	4.8%	36	3.2%	9	5.8%	27	3.1%	1	7.0%	3	10.5%	10	5.6%	6	4.8%	7	3.4%	4	1.7%	3
Better overall maintenance and repairs	4.4%	33	4.9%	14	4.1%	19	3.1%	1	7.0%	3	5.3%	5	3.7%	4	3.4%	5	7.8%	9	2.8%	5
Fix leaks	3.9%	29	3.9%	11	3.9%	18	9.4%	3	4.7%	2	2.1%	2	5.6%	6	4.8%	7	4.3%	5	2.3%	4
Updated bathroom	3.7%	28	3.5%	10	3.9%	18	9.4%	3	7.0%	3	3.2%	3	7.4%	8	2.8%	4	3.4%	4	1.7%	3
Update kitchen	3.3%	25	3.5%	10	3.2%	15	9.4%	3	4.7%	2	2.1%	2	5.6%	6	4.8%	7	0.0%	0	2.8%	5
Improved heating system	3.3%	25	3.5%	10	3.2%	15	3.1%	1	7.0%	3	2.1%	2	1.9%	2	3.4%	5	2.6%	3	5.1%	9
Update décor	3.2%	24	3.2%	9	3.2%	15	0.0%	0	0.0%	0	4.2%	4	0.9%	1	3.4%	5	6.0%	7	2.8%	5
Bigger property	1.5%	11	0.7%	2	1.9%	9	6.3%	2	0.0%	0	3.2%	3	1.9%	2	1.4%	2	0.9%	1	0.6%	1
Bigger kitchen	1.5%	11	0.0%	0	2.4%	11	0.0%	0	2.3%	1	2.1%	2	0.9%	1	4.1%	6	0.9%	1	0.0%	0
Repair ceilings	1.5%	11	1.8%	5	1.3%	6	3.1%	1	2.3%	1	1.1%	1	1.9%	2	1.4%	2	2.6%	3	0.6%	1
Repair walls	1.3%	10	1.8%	5	1.1%	5	3.1%	1	2.3%	1	0.0%	0	1.9%	2	1.4%	2	1.7%	2	0.6%	1
Soundproofing	1.3%	10	1.8%	5	1.1%	5	0.0%	0	2.3%	1	1.1%	1	2.8%	3	1.4%	2	1.7%	2	0.6%	1
Insulation	1.2%	9	1.1%	3	1.3%	6	0.0%	0	0.0%	0	2.1%	2	3.7%	4	0.7%	1	1.7%	2	0.0%	0
Better floors	1.1%	8	1.1%	3	1.1%	5	0.0%	0	0.0%	0	2.1%	2	0.9%	1	0.7%	1	1.7%	2	1.1%	2
Fix roof	1.1%	8	0.7%	2	1.3%	6	0.0%	0	0.0%	0	1.1%	1	2.8%	3	1.4%	2	1.7%	2	0.0%	0
External repairs	1.1%	8	0.7%	2	1.3%	6	0.0%	0	2.3%	1	1.1%	1	1.9%	2	0.0%	0	2.6%	3	0.6%	1
Install a lift	1.1%	8	1.1%	3	1.1%	5	3.1%	1	0.0%	0	1.1%	1	0.9%	1	1.4%	2	0.0%	0	1.7%	3
Install a shower	1.1%	8	2.1%	6	0.4%	2	0.0%	0	7.0%	3	1.1%	1	0.0%	0	0.7%	1	0.0%	0	1.7%	3
Fix drainage	0.9%	7	0.4%	1	1.3%	6	0.0%	0	2.3%	1	1.1%	1	0.0%	0	2.1%	3	0.0%	0	0.6%	1
Update doors	0.9%	7	0.4%	1	1.3%	6	0.0%	0	0.0%	0	0.0%	0	2.8%	3	0.7%	1	0.0%	0	0.6%	1
Modernise housing	0.8%	6	1.4%	4	0.4%	2	0.0%	0	0.4%	0	1.1%	1	0.0%	0	1.4%	2	0.9%	1	1.1%	2
Toilet repair	0.8%	6	0.0%	0	1.3%	6	0.0%	0	0.0%	0	0.0%	0	3.7%	4	0.7%	1	0.9%	1	0.0%	0
More storage	0.8%	6	0.7%	2	0.9%	4	3.1%	1	0.0%	0	1.1%	1	1.9%	2	0.7%	1	0.9%	1	0.0%	0
Ensure the area is tidy and clear	0.8%	6	0.4%	1	1.1%	5	0.0%	0	0.0%	0	0.0%	0	3.7%	4	0.7%	1	0.9%	1	0.0%	0
Better external maintenance	0.7%	5	0.7%	2	0.6%	3	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.7%	1	0.9%	1	0.6%	1
Bigger bathroom	0.7%	5	0.0%	0	1.1%	5	0.0%	0	0.0%	0	2.1%	2	0.9%	1	0.7%	1	0.9%	1	0.0%	0
Better lighting	0.5%	4	0.7%	2	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.0%	0	1.1%	2
Clean up the area	0.5%	4	0.4%	1	0.6%	3	3.1%	1	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.0%	0	0.6%	1
Bigger bedrooms	0.4%	3	0.4%	1	0.4%	2	3.1%	1	0.0%	0	0.0%	0	0.0%	0	1.4%	2	0.0%	0	0.0%	0
Better security	0.4%	3	0.0%	0	0.6%	3	0.0%	0	4.7%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0
New fencing	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.6%	1
Stair lift	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Fix lift	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	2	0.0%	0	0.0%	0
Clean bins (and surrounding areas) more often	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Remove balcony	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Rewiring	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
(Nothing)	43.5%	326	49.3%	140	39.9%	186	46.9%	15	34.9%	15	37.9%	36	32.4%	35	35.9%	52	46.6%	54	56.3%	99
(Don't know)	7.2%	54	6.7%	19	7.5%	35	3.1%	1	7.0%	3	7.4%	7	6.5%	7	9.0%	13	3.4%	4	9.1%	16
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]																				
Q13 How satisfied or dissatisfied are you with the quality of the shared spaces in the area or estate where you live (e.g. including communal areas and stairways/lifts in blocks, landscaping, parking areas and footpaths)? [PR]																				
Very satisfied	26.9%	202	25.7%	73	27.7%	129	25.0%	8	34.9%	15	23.2%	22	21.3%	23	19.3%	28	24.1%	28	36.9%	65
Satisfied	30.8%	231	34.5%	98	28.5%	133	43.8%	14	18.6%	8	28.4%	27	30.6%	33	31.0%	45	31.9%	37	34.1%	60
Neither satisfied nor dissatisfied	23.1%	173	22.2%	63	23.6%	110	15.6%	5	16.3%	7	27.4%	26	25.9%	28	24.8%	36	25.9%	30	19.9%	35
Dissatisfied	11.9%	89	10.9%	31	12.4%	58	6.3%	2	14.0%	6	15.8%	15	16.7%	18	11.0%	16	11.2%	13	6.8%	12
Very dissatisfied	7.3%	55	6.7%	19	7.7%	36	9.4%	3	16.3%	7	5.3%	5	5.6%	6	13.8%	20	6.9%	8	2.3%	4
Mean:		0.58		0.62		0.56		0.69		0.42		0.48		0.45		0.31		0.55		0.97
Base:		750		284		466		32		43		95		108		145		116		176
Q14 What do you like most about the quality of the shared spaces in the area or estate where you live?																				
Clean	14.5%	109	16.5%	47	13.3%	62	25.0%	8	16.3%	7	11.6%	11	20.4%	22	9.7%	14	16.4%	19	15.3%	27
Everything - it's fine	14.1%	106	12.7%	36	15.0%	70	15.6%	5	16.3%	7	11.6%	11	10.2%	11	16.6%	24	9.5%	11	16.5%	29
Nice / attractive area	7.9%	59	8.1%	23	7.7%	36	3.1%	1	7.0%	3	7.4%	7	4.6%	5	6.2%	9	9.5%	11	11.9%	21
Local to amenities (e.g. shops)	4.1%	31	4.2%	12	4.1%	19	9.4%	3	0.0%	0	3.2%	3	3.7%	4	3.4%	5	3.4%	4	5.7%	10
Well maintained	3.3%	25	4.2%	12	2.8%	13	6.3%	2	4.7%	2	1.1%	1	4.6%	5	3.4%	5	3.4%	4	3.4%	6
Nice people	3.1%	23	1.8%	5	3.9%	18	6.3%	2	2.3%	1	3.2%	3	3.7%	4	2.1%	3	1.7%	2	4.0%	7
The garden	2.1%	16	2.5%	7	1.9%	9	0.0%	0	4.7%	2	4.2%	4	1.9%	2	1.4%	2	2.6%	3	1.1%	2
Parking	1.9%	14	2.8%	8	1.3%	6	6.3%	2	2.3%	1	3.2%	3	2.8%	3	2.1%	3	0.0%	0	1.1%	2
Facilities for children to play	1.5%	11	1.8%	5	1.3%	6	0.0%	0	0.0%	0	4.2%	4	0.0%	0	0.0%	0	2.6%	3	1.7%	3
The lifts	1.3%	10	0.7%	2	1.7%	8	3.1%	1	4.7%	2	1.1%	1	0.0%	0	0.0%	0	1.7%	2	1.1%	2
Spacious	1.3%	10	1.8%	5	1.1%	5	0.0%	0	2.3%	1	1.1%	1	1.9%	2	2.8%	4	0.9%	1	0.6%	1
Quiet	0.9%	7	2.1%	6	0.2%	1	0.0%	0	4.7%	2	1.1%	1	0.9%	1	0.7%	1	1.7%	2	0.0%	0
Secure / safe	0.8%	6	0.4%	1	1.1%	5	3.1%	1	0.0%	0	1.1%	1	0.9%	1	0.7%	1	0.0%	0	1.1%	2
Recently decorated	0.5%	4	0.0%	0	0.9%	4	3.1%	1	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	1.1%	2
Balcony	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.0%	0	0.0%	0
Nearby parks	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Easily accessible	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Good transport links	0.1%	1	0.4%	1	0.0%	0	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Plenty of storage	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
(Nothing)	30.8%	231	30.6%	87	30.9%	144	12.5%	4	27.9%	12	34.7%	33	30.6%	33	37.2%	54	34.5%	40	24.4%	43
(Don't know)	10.7%	80	8.8%	25	11.8%	55	6.3%	2	4.7%	2	9.5%	9	13.0%	14	11.7%	17	12.1%	14	10.2%	18
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q15 What do you dislike most about the quality of the shared spaces in the area or estate where you live?																				
Untidy / dirty	14.8%	111	13.7%	39	15.5%	72	9.4%	3	23.3%	10	12.6%	12	17.6%	19	19.3%	28	15.5%	18	9.1%	16
Parking is poor	6.4%	48	5.3%	15	7.1%	33	9.4%	3	7.0%	3	10.5%	10	8.3%	9	3.4%	5	6.9%	8	5.7%	10
Lifts not working	2.5%	19	2.8%	8	2.4%	11	0.0%	0	2.3%	1	4.2%	4	2.8%	3	2.1%	3	1.7%	2	3.4%	6
Poorly maintained	2.5%	19	2.1%	6	2.8%	13	0.0%	0	0.0%	0	2.1%	2	3.7%	4	2.1%	3	2.6%	3	2.8%	5
Too many kids hanging around	2.3%	17	2.8%	8	1.9%	9	3.1%	1	2.3%	1	1.1%	1	2.8%	3	4.8%	7	0.0%	0	1.1%	2
Stairways are dirty	2.3%	17	2.5%	7	2.1%	10	0.0%	0	2.3%	1	3.2%	3	2.8%	3	2.1%	3	1.7%	2	1.7%	3
No lifts	1.7%	13	2.5%	7	1.3%	6	6.3%	2	4.7%	2	2.1%	2	0.9%	1	2.8%	4	1.7%	2	0.0%	0
Not secure enough	1.7%	13	2.1%	6	1.5%	7	3.1%	1	0.0%	0	1.1%	1	4.6%	5	1.4%	2	0.9%	1	1.1%	2
Other residents	1.3%	10	0.7%	2	1.7%	8	0.0%	0	2.3%	1	1.1%	1	1.9%	2	0.7%	1	1.7%	2	1.1%	2
Insufficient lighting	1.1%	8	1.1%	3	1.1%	5	0.0%	0	0.0%	0	1.1%	1	1.9%	2	1.4%	2	0.9%	1	0.6%	1
Hallways are a mess	1.1%	8	1.4%	4	0.9%	4	0.0%	0	0.0%	0	1.1%	1	2.8%	3	1.4%	2	1.7%	2	0.0%	0
Too much noise	0.8%	6	0.4%	1	1.1%	5	0.0%	0	0.0%	0	1.1%	1	0.0%	0	1.4%	2	1.7%	2	0.6%	1
Bin area smells	0.8%	6	1.1%	3	0.6%	3	0.0%	0	4.7%	2	0.0%	0	1.9%	2	0.7%	1	0.0%	0	0.6%	1
Not enough space	0.5%	4	0.4%	1	0.6%	3	0.0%	0	2.3%	1	1.1%	1	0.0%	0	0.0%	0	0.9%	1	0.6%	1
Too much traffic	0.4%	3	0.0%	0	0.6%	3	3.1%	1	0.0%	0	1.1%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Uneven pavements	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.9%	1	0.0%	0
Crime / drug dealers hanging around	0.4%	3	0.7%	2	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	1.4%	2	0.0%	0	0.0%	0
Lifts aren't always cleaned	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.9%	1	0.0%	0
Not enough for children to do	0.3%	2	0.0%	0	0.4%	2	0.0%	0	2.3%	1	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Too many pests	0.3%	2	0.7%	2	0.0%	0	0.0%	0	0.0%	0	1.1%	1	0.9%	1	0.0%	0	0.0%	0	0.0%	0
Nothing nearby	0.3%	2	0.7%	2	0.0%	0	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Disruption from ongoing work on the estate	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Intercom doesn't always work	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Dampness	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0
(Nothing)	50.3%	377	51.4%	146	49.6%	231	62.5%	20	44.2%	19	47.4%	45	39.8%	43	44.1%	64	50.9%	59	63.1%	111
(Don't know)	7.2%	54	7.0%	20	7.3%	34	3.1%	1	2.3%	1	4.2%	4	6.5%	7	9.7%	14	8.6%	10	7.4%	13
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q16 What improvement(s) would you most like to see to the quality of the shared spaces in the area or estate where you live?																				
Clean the communal areas	17.1%	128	14.1%	40	18.9%	88	9.4%	3	27.9%	12	14.7%	14	21.3%	23	20.0%	29	18.1%	21	11.4%	20
Provide more parking for residents and guests	7.6%	57	7.4%	21	7.7%	36	12.5%	4	9.3%	4	14.7%	14	8.3%	9	6.2%	9	7.8%	9	4.5%	8
Better security / CCTV	5.6%	42	8.5%	24	3.9%	18	6.3%	2	7.0%	3	7.4%	7	7.4%	8	7.6%	11	5.2%	6	1.7%	3
Better maintenance	4.4%	33	3.5%	10	4.9%	23	3.1%	1	11.6%	5	5.3%	5	1.9%	2	5.5%	8	5.2%	6	2.8%	5
Redecorate	4.4%	33	4.2%	12	4.5%	21	0.0%	0	4.7%	2	3.2%	3	9.3%	10	6.2%	9	2.6%	3	1.7%	3
More lighting	2.7%	20	3.9%	11	1.9%	9	3.1%	1	2.3%	1	2.1%	2	6.5%	7	3.4%	5	1.7%	2	1.1%	2
Quicker repairs of the lift when broken	2.7%	20	2.5%	7	2.8%	13	3.1%	1	4.7%	2	6.3%	6	3.7%	4	2.1%	3	1.7%	2	1.1%	2
Install a lift	2.4%	18	3.5%	10	1.7%	8	6.3%	2	2.3%	1	3.2%	3	0.9%	1	3.4%	5	2.6%	3	1.1%	2
Relay paving	1.9%	14	1.4%	4	2.1%	10	3.1%	1	0.0%	0	0.0%	0	2.8%	3	4.8%	7	1.7%	2	0.0%	0
Better grounds maintenance	1.6%	12	2.1%	6	1.3%	6	3.1%	1	0.0%	0	3.2%	3	0.0%	0	1.4%	2	1.7%	2	2.3%	4
More / better placed rubbish bins	1.3%	10	1.4%	4	1.3%	6	0.0%	0	0.0%	0	1.1%	1	2.8%	3	0.7%	1	1.7%	2	1.7%	3
Facilities for dog walkers	0.8%	6	1.1%	3	0.6%	3	0.0%	0	0.0%	0	0.0%	0	1.9%	2	0.0%	0	2.6%	3	0.6%	1
Fix doors	0.8%	6	0.7%	2	0.9%	4	0.0%	0	0.0%	0	0.0%	0	2.8%	3	0.7%	1	0.9%	1	0.0%	0
More focus on things for children to do	0.7%	5	0.0%	0	1.1%	5	0.0%	0	2.3%	1	1.1%	1	0.0%	0	1.4%	2	0.9%	1	0.0%	0
Secure bike storage area	0.5%	4	0.0%	0	0.9%	4	0.0%	0	0.0%	0	1.1%	1	0.9%	1	0.7%	1	0.0%	0	0.6%	1
Fix intercom	0.5%	4	0.7%	2	0.4%	2	0.0%	0	0.0%	0	2.1%	2	0.0%	0	0.0%	0	0.9%	1	0.6%	1
More plants and trees	0.5%	4	0.4%	1	0.6%	3	0.0%	0	0.0%	0	1.1%	1	0.9%	1	0.0%	0	0.9%	1	0.6%	1
Fix garden walls / fencing	0.5%	4	0.4%	1	0.6%	3	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.9%	1	0.6%	1
Tackle drug problem	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	1.1%	1	0.0%	0	1.4%	2	0.0%	0	0.0%	0
Better contractors	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Replace seating	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.1%	2
Better management	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.9%	1	0.0%	0
More no smoking areas	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
More / better communication with residents	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Make them warmer	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Widen footpaths	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
(Nothing)	45.1%	338	46.5%	132	44.2%	206	59.4%	19	44.2%	19	38.9%	37	32.4%	35	35.2%	51	44.8%	52	61.4%	108
(Don't know)	7.5%	56	6.0%	17	8.4%	39	3.1%	1	2.3%	1	7.4%	7	7.4%	8	10.3%	15	7.8%	9	5.7%	10
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]																				
Q17 Please say how satisfied/dissatisfied you are overall with the quality of the housing services the Council provides as your landlord, e.g. Repairs and maintenance, Caretaking, Estate management, Tenancy management, Support and advice [PR]																				
Very satisfied	26.0%	195	26.8%	76	25.5%	119	31.3%	10	25.6%	11	17.9%	17	17.6%	19	19.3%	28	27.6%	32	36.4%	64
Satisfied	32.7%	245	35.2%	100	31.1%	145	37.5%	12	14.0%	6	29.5%	28	36.1%	39	29.7%	43	39.7%	46	35.2%	62
Neither satisfied nor dissatisfied	20.1%	151	18.3%	52	21.2%	99	18.8%	6	34.9%	15	28.4%	27	19.4%	21	22.8%	33	18.1%	21	11.9%	21
Dissatisfied	11.2%	84	10.6%	30	11.6%	54	3.1%	1	14.0%	6	8.4%	8	13.9%	15	15.2%	22	8.6%	10	10.8%	19
Very dissatisfied	10.0%	75	9.2%	26	10.5%	49	9.4%	3	11.6%	5	15.8%	15	13.0%	14	13.1%	19	6.0%	7	5.7%	10
Mean:		0.53		0.60		0.50		0.78		0.28		0.25		0.31		0.27		0.74		0.86
Base:		750		284		466		32		43		95		108		145		116		176

Q18 What do you like most about the quality of the housing services you receive from the Council as your landlord?

Helpful staff	11.6%	87	10.9%	31	12.0%	56	15.6%	5	9.3%	4	10.5%	10	13.9%	15	11.0%	16	10.3%	12	13.1%	23
Quick response times	10.0%	75	8.8%	25	10.7%	50	18.8%	6	16.3%	7	8.4%	8	7.4%	8	9.0%	13	12.1%	14	7.4%	13
Attentive	8.3%	62	10.6%	30	6.9%	32	12.5%	4	11.6%	5	10.5%	10	7.4%	8	4.8%	7	8.6%	10	8.5%	15
Polite / well mannered staff	5.1%	38	2.5%	7	6.7%	31	0.0%	0	4.7%	2	3.2%	3	7.4%	8	9.0%	13	1.7%	2	5.7%	10
Punctual / visit when they say they will	4.8%	36	6.3%	18	3.9%	18	6.3%	2	4.7%	2	3.2%	3	4.6%	5	6.9%	10	5.2%	6	4.0%	7
Good with communication	4.4%	33	3.9%	11	4.7%	22	3.1%	1	2.3%	1	3.2%	3	6.5%	7	4.1%	6	6.9%	8	2.8%	5
Everything	3.7%	28	3.5%	10	3.9%	18	0.0%	0	2.3%	1	1.1%	1	2.8%	3	3.4%	5	4.3%	5	6.3%	11
Reliable - do their job well	2.0%	15	2.1%	6	1.9%	9	0.0%	0	0.0%	0	4.2%	4	1.9%	2	2.8%	4	3.4%	4	0.0%	0
Good value service	0.9%	7	1.4%	4	0.6%	3	0.0%	0	2.3%	1	2.1%	2	1.9%	2	0.7%	1	0.0%	0	0.6%	1
Repairs team are good	0.8%	6	0.7%	2	0.9%	4	0.0%	0	0.0%	0	3.2%	3	0.0%	0	0.0%	0	0.9%	1	1.1%	2
Efficient	0.7%	5	0.7%	2	0.6%	3	0.0%	0	0.0%	0	2.1%	2	0.0%	0	0.7%	1	1.7%	2	0.0%	0
Good caretaking team	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	1.1%	2
Good management	0.4%	3	0.4%	1	0.4%	2	0.0%	0	2.3%	1	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.6%	1
Quality control on repairs is good	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.9%	1	0.0%	0
Online accessibility	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Improved a lot recently	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Provide face-to-face contact	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
Friendly service	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Nothing)	31.7%	238	33.1%	94	30.9%	144	25.0%	8	25.6%	11	35.8%	34	33.3%	36	33.1%	48	27.6%	32	33.5%	59
(Don't know)	14.4%	108	14.1%	40	14.6%	68	18.8%	6	18.6%	8	11.6%	11	11.1%	12	13.8%	20	15.5%	18	14.8%	26
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q19 What do you dislike most about the quality of the housing services you receive from the Council as your landlord?																				
Delays in repairs	10.9%	82	10.2%	29	11.4%	53	3.1%	1	27.9%	12	12.6%	12	16.7%	18	13.1%	19	7.8%	9	5.1%	9
Don't do the job properly	9.7%	73	8.8%	25	10.3%	48	3.1%	1	7.0%	3	14.7%	14	6.5%	7	13.8%	20	7.8%	9	7.4%	13
Not quick at responding	7.2%	54	6.3%	18	7.7%	36	9.4%	3	14.0%	6	6.3%	6	5.6%	6	6.2%	9	10.3%	12	6.3%	11
Don't keep appointments	3.7%	28	2.8%	8	4.3%	20	6.3%	2	2.3%	1	3.2%	3	4.6%	5	6.9%	10	2.6%	3	2.3%	4
Lack of understanding	3.2%	24	3.9%	11	2.8%	13	9.4%	3	2.3%	1	7.4%	7	4.6%	5	2.1%	3	2.6%	3	1.1%	2
Costs	1.6%	12	2.5%	7	1.1%	5	6.3%	2	0.0%	0	1.1%	1	1.9%	2	2.8%	4	0.9%	1	1.1%	2
Short staffed	1.2%	9	1.4%	4	1.1%	5	0.0%	0	2.3%	1	1.1%	1	1.9%	2	1.4%	2	0.9%	1	1.1%	2
Getting through to the right person can be difficult	1.1%	8	1.8%	5	0.6%	3	0.0%	0	0.0%	0	1.1%	1	1.9%	2	0.0%	0	1.7%	2	0.6%	1
No checks on jobs carried out	0.8%	6	0.7%	2	0.9%	4	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	3.4%	4	0.0%	0
Poor communication	0.7%	5	0.4%	1	0.9%	4	0.0%	0	2.3%	1	0.0%	0	0.0%	0	1.4%	2	0.9%	1	0.6%	1
Poorly trained contractors	0.7%	5	0.4%	1	0.9%	4	0.0%	0	0.0%	0	1.1%	1	1.9%	2	0.7%	1	0.9%	1	0.0%	0
No customer service skills	0.5%	4	0.4%	1	0.6%	3	0.0%	0	0.0%	0	1.1%	1	0.0%	0	1.4%	2	0.0%	0	0.6%	1
Not completing jobs	0.5%	4	0.0%	0	0.9%	4	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.7%	1	0.9%	1	0.6%	1
Inefficiency	0.5%	4	0.4%	1	0.6%	3	0.0%	0	0.0%	0	0.0%	0	2.8%	3	0.0%	0	0.0%	0	0.0%	0
Rude / unhelpful staff	0.5%	4	0.7%	2	0.4%	2	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Everything	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
Don't clear up after themselves	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Poorly designed website	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
(Nothing)	48.7%	365	50.4%	143	47.6%	222	56.3%	18	30.2%	13	44.2%	42	42.6%	46	41.4%	60	50.9%	59	62.5%	110
(Don't know)	7.9%	59	8.5%	24	7.5%	35	6.3%	2	11.6%	5	4.2%	4	7.4%	8	6.9%	10	8.6%	10	9.1%	16
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+								
Q20 What improvement(s) would you most like to see to the quality of the housing services you receive from the Council as your landlord?																				
Faster response times	14.0%	105	13.7%	39	14.2%	66	3.1%	1	30.2%	13	16.8%	16	18.5%	20	15.9%	23	14.7%	17	6.8%	12
Do the job properly / provide a better service	5.7%	43	5.3%	15	6.0%	28	3.1%	1	9.3%	4	4.2%	4	3.7%	4	8.3%	12	6.0%	7	6.3%	11
Better communication with tenants	4.4%	33	2.8%	8	5.4%	25	0.0%	0	7.0%	3	7.4%	7	4.6%	5	4.8%	7	5.2%	6	2.3%	4
Better quality of repairs carried out	4.1%	31	5.3%	15	3.4%	16	0.0%	0	4.7%	2	5.3%	5	1.9%	2	9.0%	13	2.6%	3	2.8%	5
Keep appointments	4.1%	31	2.1%	6	5.4%	25	3.1%	1	7.0%	3	4.2%	4	6.5%	7	4.8%	7	4.3%	5	2.3%	4
Better trained contractors	2.8%	21	2.5%	7	3.0%	14	6.3%	2	2.3%	1	2.1%	2	1.9%	2	3.4%	5	1.7%	2	3.4%	6
Better customer service	2.3%	17	1.8%	5	2.6%	12	0.0%	0	4.7%	2	5.3%	5	0.9%	1	2.1%	3	2.6%	3	1.7%	3
More caretaking staff	1.9%	14	1.1%	3	2.4%	11	0.0%	0	2.3%	1	1.1%	1	1.9%	2	1.4%	2	0.9%	1	3.4%	6
Make it easier to get in touch with the right person / department	1.9%	14	2.5%	7	1.5%	7	0.0%	0	2.3%	1	2.1%	2	1.9%	2	2.1%	3	1.7%	2	2.3%	4
More / regular inspections of property and repairs	1.6%	12	1.8%	5	1.5%	7	0.0%	0	2.3%	1	2.1%	2	1.9%	2	2.1%	3	1.7%	2	1.1%	2
Show more sympathy towards the needs of residents	1.6%	12	2.1%	6	1.3%	6	3.1%	1	0.0%	0	3.2%	3	0.9%	1	0.7%	1	3.4%	4	0.6%	1
Better management	1.3%	10	1.4%	4	1.3%	6	0.0%	0	0.0%	0	2.1%	2	1.9%	2	1.4%	2	1.7%	2	0.6%	1
More regular cleaning service	0.9%	7	0.7%	2	1.1%	5	0.0%	0	0.0%	0	1.1%	1	0.0%	0	1.4%	2	1.7%	2	1.1%	2
Provide more opportunities for face-to-face contact	0.9%	7	1.1%	3	0.9%	4	0.0%	0	0.0%	0	2.1%	2	1.9%	2	0.7%	1	0.0%	0	1.1%	2
Lower costs	0.8%	6	1.4%	4	0.4%	2	6.3%	2	0.0%	0	1.1%	1	0.0%	0	1.4%	2	0.0%	0	0.6%	1
Better communication between contractors / staff	0.7%	5	0.4%	1	0.9%	4	6.3%	2	0.0%	0	0.0%	0	1.9%	2	0.7%	1	0.0%	0	0.0%	0
Respond to all repair requests	0.5%	4	0.0%	0	0.9%	4	3.1%	1	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.9%	1	0.6%	1
More supportive towards the elderly	0.4%	3	0.4%	1	0.4%	2	0.0%	0	2.3%	1	0.0%	0	0.9%	1	0.0%	0	0.9%	1	0.0%	0
More helpful staff	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0
More professional contractors	0.3%	2	0.4%	1	0.2%	1	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
Better call-centre system	0.3%	2	0.4%	1	0.2%	1	3.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Tidy up after themselves	0.3%	2	0.7%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
(Nothing)	42.1%	316	44.4%	126	40.8%	190	53.1%	17	32.6%	14	36.8%	35	35.2%	38	32.4%	47	45.7%	53	52.8%	93
(Don't know)	13.1%	98	13.0%	37	13.1%	61	12.5%	4	4.7%	2	8.4%	8	15.7%	17	13.1%	19	11.2%	13	16.5%	29
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+								
Q21 Are you aware of the Residents' Commission on Council Housing?																				
Yes	31.7%	238	37.0%	105	28.5%	133	18.8%	6	18.6%	8	32.6%	31	26.9%	29	35.2%	51	37.1%	43	34.7%	61
No	68.3%	512	63.0%	179	71.5%	333	81.3%	26	81.4%	35	67.4%	64	73.1%	79	64.8%	94	62.9%	73	65.3%	115
Base:		750		284		466		32		43		95		108		145		116		176
Q22 What do you know about the aims and purpose of the Commission?																				
<i>Those aware of the Residents' Commission at Q21</i>																				
Allows tenants to voice concerns	10.1%	24	7.6%	8	12.0%	16	0.0%	0	25.0%	2	9.7%	3	13.8%	4	11.8%	6	14.0%	6	4.9%	3
To improve the area	7.1%	17	13.3%	14	2.3%	3	16.7%	1	0.0%	0	9.7%	3	10.3%	3	5.9%	3	4.7%	2	8.2%	5
Give tenants control over their area	6.3%	15	8.6%	9	4.5%	6	0.0%	0	0.0%	0	9.7%	3	6.9%	2	9.8%	5	7.0%	3	3.3%	2
Look after / assist tenants	3.8%	9	3.8%	4	3.8%	5	0.0%	0	12.5%	1	3.2%	1	0.0%	0	5.9%	3	4.7%	2	1.6%	1
Clear channel of communication between tenants and council	3.8%	9	3.8%	4	3.8%	5	0.0%	0	0.0%	0	6.5%	2	0.0%	0	3.9%	2	4.7%	2	3.3%	2
Give tenants more rights	3.4%	8	2.9%	3	3.8%	5	16.7%	1	12.5%	1	3.2%	1	3.4%	1	3.9%	2	0.0%	0	3.3%	2
Remove council involvement	2.9%	7	3.8%	4	2.3%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.9%	2	4.7%	2	4.9%	3
Ensure things are managed fairly	2.9%	7	1.9%	2	3.8%	5	0.0%	0	0.0%	0	0.0%	0	3.4%	1	9.8%	5	2.3%	1	0.0%	0
Liaison between council and residents	2.1%	5	3.8%	4	0.8%	1	0.0%	0	0.0%	0	0.0%	0	3.4%	1	0.0%	0	2.3%	1	4.9%	3
Nominated to make decisions for tenants	2.1%	5	2.9%	3	1.5%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.9%	2	2.3%	1	3.3%	2
Evaluate how things in the area are going	0.4%	1	0.0%	0	0.8%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.0%	1	0.0%	0	0.0%	0
(Don't know)	59.7%	142	52.4%	55	65.4%	87	66.7%	4	62.5%	5	67.7%	21	58.6%	17	47.1%	24	58.1%	25	63.9%	39
Base:		238		105		133		6		8		31		29		51		43		61
Q23 May I give you a brief explanation? (cue extended introduction/preamble)																				
<i>Those unaware of the Residents' Commission at Q21</i>																				
Yes	84.8%	434	83.8%	150	85.3%	284	88.5%	23	82.9%	29	85.9%	55	87.3%	69	89.4%	84	86.3%	63	81.7%	94
No	15.2%	78	16.2%	29	14.7%	49	11.5%	3	17.1%	6	14.1%	9	12.7%	10	10.6%	10	13.7%	10	18.3%	21
Base:		512		179		333		26		35		64		79		94		73		115

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+	
Mean score: [Very important = 2, Quite important = 1, Neither = 0, Not very important = -1, Not at all important = -2]											
Q24 How important to you is it to have more control or influence over the future of your housing and the services you receive? [PR]											
Very important	53.6%	402 52.5%	149 54.3%	253 62.5%	20 69.8%	30 54.7%	52 55.6%	60 55.9%	81 54.3%	63 47.2%	83
Quite important	25.1%	188 26.1%	74 24.5%	114 18.8%	6 23.3%	10 31.6%	30 29.6%	32 21.4%	31 26.7%	31 20.5%	36
Neither important nor unimportant	12.5%	94 12.7%	36 12.4%	58 15.6%	5 2.3%	1 8.4%	8 12.0%	13 14.5%	21 6.9%	8 19.3%	34
Not very important	4.5%	34 3.9%	11 4.9%	23 3.1%	1 4.7%	2 2.1%	2 0.9%	1 3.4%	5 4.3%	5 10.2%	18
Not at all important	4.3%	32 4.9%	14 3.9%	18 0.0%	0 0.0%	0 3.2%	3 1.9%	2 4.8%	7 7.8%	9 2.8%	5
Mean:	1.19	1.17	1.20	1.41	1.58	1.33	1.36	1.20	1.16	0.99	
Base:	750	284	466	32	43	95	108	145	116	176	
Q25 Would you be interested in any, some or all of the following? [PR]											
Deciding how money gets spent on your housing and the area or estate where you live											
Yes	52.3%	392 51.4%	146 52.8%	246 56.3%	18 67.4%	29 61.1%	58 56.5%	61 62.8%	91 50.9%	59 36.4%	64
No	41.1%	308 43.7%	124 39.5%	184 43.8%	14 25.6%	11 28.4%	27 38.0%	41 31.7%	46 44.0%	51 56.8%	100
(Don't know)	6.7%	50 4.9%	14 7.7%	36 0.0%	0 7.0%	3 10.5%	10 5.6%	6 5.5%	8 5.2%	6 6.8%	12
Base:	750	284	466	32	43	95	108	145	116	176	
Being involved in planning the future of your housing and the area or estate where you live											
Yes	48.4%	363 48.2%	137 48.5%	226 59.4%	19 69.8%	30 67.4%	64 55.6%	60 59.3%	86 42.2%	49 23.9%	42
No	45.1%	338 46.5%	132 44.2%	206 40.6%	13 20.9%	9 25.3%	24 38.9%	42 33.1%	48 51.7%	60 69.3%	122
(Don't know)	6.5%	49 5.3%	15 7.3%	34 0.0%	0 9.3%	4 7.4%	7 5.6%	6 7.6%	11 6.0%	7 6.8%	12
Base:	750	284	466	32	43	95	108	145	116	176	
Being involved in residents having more say in the management of their housing											
Yes	55.2%	414 54.6%	155 55.6%	259 56.3%	18 67.4%	29 67.4%	64 60.2%	65 66.2%	96 55.2%	64 34.7%	61
No	39.2%	294 40.8%	116 38.2%	178 43.8%	14 20.9%	9 23.2%	22 33.3%	36 31.0%	45 41.4%	48 59.7%	105
(Don't know)	5.6%	42 4.6%	13 6.2%	29 0.0%	0 11.6%	5 9.5%	9 6.5%	7 2.8%	4 3.4%	4 5.7%	10
Base:	750	284	466	32	43	95	108	145	116	176	
Being involved in residents having a vote on all major decisions about the future of their housing											
Yes	60.4%	453 59.5%	169 60.9%	284 65.6%	21 69.8%	30 68.4%	65 68.5%	74 68.3%	99 60.3%	70 43.8%	77
No	34.1%	256 34.9%	99 33.7%	157 34.4%	11 18.6%	8 23.2%	22 25.9%	28 28.3%	41 35.3%	41 50.6%	89
(Don't know)	5.5%	41 5.6%	16 5.4%	25 0.0%	0 11.6%	5 8.4%	8 5.6%	6 3.4%	5 4.3%	5 5.7%	10
Base:	750	284	466	32	43	95	108	145	116	176	

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Being on the Board of the organisation that owns and runs your housing and being responsible for policy and how the housing is run																				
Yes	30.3%	227	30.6%	87	30.0%	140	31.3%	10	46.5%	20	45.3%	43	36.1%	39	34.5%	50	20.7%	24	17.6%	31
No	62.8%	471	63.7%	181	62.2%	290	68.8%	22	39.5%	17	46.3%	44	56.5%	61	56.6%	82	74.1%	86	77.3%	136
(Don't know)	6.9%	52	5.6%	16	7.7%	36	0.0%	0	14.0%	6	8.4%	8	7.4%	8	9.0%	13	5.2%	6	5.1%	9
Base:		750		284		466		32		43		95		108		145		116		176
Taking part in local focus groups and consultation events																				
Yes	38.5%	289	38.0%	108	38.8%	181	34.4%	11	53.5%	23	56.8%	54	49.1%	53	46.9%	68	25.9%	30	22.2%	39
No	55.5%	416	55.6%	158	55.4%	258	65.6%	21	34.9%	15	35.8%	34	44.4%	48	44.1%	64	72.4%	84	73.3%	129
(Don't know)	6.0%	45	6.3%	18	5.8%	27	0.0%	0	11.6%	5	7.4%	7	6.5%	7	9.0%	13	1.7%	2	4.5%	8
Base:		750		284		466		32		43		95		108		145		116		176
Q26 Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by modernisation or redevelopment?																				
Yes	40.3%	302	39.1%	111	41.0%	191	43.8%	14	48.8%	21	57.9%	55	49.1%	53	47.6%	69	32.8%	38	23.3%	41
No	59.7%	448	60.9%	173	59.0%	275	56.3%	18	51.2%	22	42.1%	40	50.9%	55	52.4%	76	67.2%	78	76.7%	135
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25		26 - 30		31 - 40		41 - 50		51 - 60		61 - 70		71+		
Q27 In what way(s) do you think it could be improved?																				
<i>Those who feel their local area could be improved by modernisation or redevelopment at Q26</i>																				
Update all housing to the same standard / modernise	14.9%	45	11.7%	13	16.8%	32	21.4%	3	19.0%	4	21.8%	12	18.9%	10	11.6%	8	10.5%	4	9.8%	4
Refurbish exterior of buildings	8.6%	26	9.0%	10	8.4%	16	7.1%	1	4.8%	1	1.8%	1	9.4%	5	11.6%	8	10.5%	4	7.3%	3
New windows	7.9%	24	3.6%	4	10.5%	20	7.1%	1	19.0%	4	5.5%	3	9.4%	5	4.3%	3	7.9%	3	12.2%	5
Make the area look more appealing	7.3%	22	8.1%	9	6.8%	13	0.0%	0	0.0%	0	10.9%	6	7.5%	4	10.1%	7	7.9%	3	4.9%	2
Better security / CCTV	7.3%	22	9.0%	10	6.3%	12	14.3%	2	9.5%	2	7.3%	4	13.2%	7	5.8%	4	7.9%	3	0.0%	0
Better maintenance of properties	6.3%	19	5.4%	6	6.8%	13	0.0%	0	4.8%	1	5.5%	3	7.5%	4	7.2%	5	10.5%	4	0.0%	0
More play areas / facilities for children	6.0%	18	3.6%	4	7.3%	14	7.1%	1	4.8%	1	16.4%	9	5.7%	3	4.3%	3	0.0%	0	0.0%	0
Install lifts where needed	6.0%	18	4.5%	5	6.8%	13	0.0%	0	0.0%	0	3.6%	2	5.7%	3	8.7%	6	5.3%	2	7.3%	3
More lighting	4.0%	12	7.2%	8	2.1%	4	0.0%	0	14.3%	3	1.8%	1	7.5%	4	2.9%	2	0.0%	0	2.4%	1
More parking spaces needs to be provided	3.6%	11	6.3%	7	2.1%	4	14.3%	2	0.0%	0	5.5%	3	1.9%	1	4.3%	3	2.6%	1	2.4%	1
More green spaces	3.3%	10	3.6%	4	3.1%	6	7.1%	1	9.5%	2	0.0%	0	1.9%	1	4.3%	3	2.6%	1	4.9%	2
Regular cleaning team for the area	3.3%	10	1.8%	2	4.2%	8	0.0%	0	4.8%	1	0.0%	0	0.0%	0	8.7%	6	2.6%	1	0.0%	0
More living space needed / extend properties where possible	2.6%	8	2.7%	3	2.6%	5	0.0%	0	4.8%	1	3.6%	2	1.9%	1	2.9%	2	5.3%	2	0.0%	0
More communal areas	2.6%	8	1.8%	2	3.1%	6	14.3%	2	4.8%	1	1.8%	1	1.9%	1	2.9%	2	0.0%	0	2.4%	1
Better doors	2.0%	6	2.7%	3	1.6%	3	0.0%	0	0.0%	0	1.8%	1	1.9%	1	1.4%	1	5.3%	2	2.4%	1
Improve road layout	1.7%	5	2.7%	3	1.0%	2	7.1%	1	0.0%	0	0.0%	0	1.9%	1	1.4%	1	5.3%	2	0.0%	0
Guttering / drainage needs updating	1.7%	5	1.8%	2	1.6%	3	0.0%	0	4.8%	1	0.0%	0	3.8%	2	1.4%	1	0.0%	0	2.4%	1
Pavements need maintaining	1.3%	4	1.8%	2	1.0%	2	0.0%	0	0.0%	0	1.8%	1	1.9%	1	0.0%	0	2.6%	1	2.4%	1
Provide more local shops	1.3%	4	0.9%	1	1.6%	3	0.0%	0	0.0%	0	1.8%	1	1.9%	1	1.4%	1	0.0%	0	2.4%	1
New developments are need to cope with demand	1.3%	4	0.9%	1	1.6%	3	0.0%	0	0.0%	0	1.8%	1	0.0%	0	1.4%	1	0.0%	0	2.4%	1
Better heating systems	1.3%	4	0.9%	1	1.6%	3	0.0%	0	4.8%	1	0.0%	0	0.0%	0	1.4%	1	2.6%	1	2.4%	1
Increase public safety / reduce anti-social behaviour	1.0%	3	0.9%	1	1.0%	2	0.0%	0	0.0%	0	3.6%	2	0.0%	0	0.0%	0	0.0%	0	2.4%	1
Introduce more / better community facilities (e.g. community centre, library)	1.0%	3	0.0%	0	1.6%	3	0.0%	0	0.0%	0	3.6%	2	1.9%	1	0.0%	0	0.0%	0	0.0%	0
Address traffic concerns	0.3%	1	0.9%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.4%	1
(Don't know)	17.6%	53	20.7%	23	15.7%	30	14.3%	2	19.0%	4	14.5%	8	13.2%	7	14.5%	10	18.4%	7	29.3%	12
(None mentioned)	1.7%	5	2.7%	3	1.0%	2	7.1%	1	4.8%	1	1.8%	1	1.9%	1	0.0%	0	0.0%	0	2.4%	1
Base:		302		111		191		14		21		55		53		69		38		41

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	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q28 If a modernisation or redevelopment proposal that affected you were to be made in the future, what would your main concerns be?																				
Would depend on what the proposals were	7.6%	57	7.7%	22	7.5%	35	3.1%	1	4.7%	2	7.4%	7	9.3%	10	4.8%	7	11.2%	13	9.7%	17
Would I have to relocate?	7.2%	54	6.3%	18	7.7%	36	0.0%	0	4.7%	2	6.3%	6	4.6%	5	13.1%	19	8.6%	10	5.7%	10
The area will lose its character	3.9%	29	4.2%	12	3.6%	17	0.0%	0	2.3%	1	0.0%	0	3.7%	4	5.5%	8	6.0%	7	4.5%	8
How is overcrowding going to be resolved? Tenancy security	3.5%	26	4.6%	13	2.8%	13	6.3%	2	7.0%	3	2.1%	2	0.9%	1	5.5%	8	2.6%	3	4.0%	7
Will it cost me anything?	3.1%	23	2.1%	6	3.6%	17	3.1%	1	4.7%	2	4.2%	4	4.6%	5	2.8%	4	2.6%	3	1.1%	2
How much disruption will be caused?	1.6%	12	1.4%	4	1.7%	8	0.0%	0	4.7%	2	0.0%	0	1.9%	2	2.1%	3	2.6%	3	1.1%	2
Would be concerned about the quality of new builds	1.2%	9	1.4%	4	1.1%	5	0.0%	0	0.0%	0	1.1%	1	3.7%	4	2.8%	4	0.0%	0	0.0%	0
Noise	1.2%	9	0.7%	2	1.5%	7	3.1%	1	2.3%	1	0.0%	0	0.9%	1	2.8%	4	0.9%	1	0.6%	1
Impact to the environment	0.9%	7	1.4%	4	0.6%	3	3.1%	1	2.3%	1	1.1%	1	0.0%	0	1.4%	2	0.9%	1	0.6%	1
Traffic congestion	0.8%	6	0.7%	2	0.9%	4	0.0%	0	2.3%	1	0.0%	0	0.9%	1	1.4%	2	0.0%	0	0.6%	1
Security concerns	0.8%	6	0.4%	1	1.1%	5	0.0%	0	0.0%	0	3.2%	3	1.9%	2	0.7%	1	0.0%	0	0.0%	0
Will local transport be affected?	0.8%	6	1.1%	3	0.6%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	2	1.7%	2	1.1%	2
Will it spoil the area?	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Will local retailers be affected?	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
(None mentioned)	57.7%	433	55.6%	158	59.0%	275	68.8%	22	55.8%	24	66.3%	63	58.3%	63	52.4%	76	53.4%	62	59.7%	105
(Don't know)	11.9%	89	14.8%	42	10.1%	47	12.5%	4	16.3%	7	8.4%	8	10.2%	11	9.0%	13	12.1%	14	11.4%	20
Base:		750		284		466		32		43		95		108		145		116		176
Q29 Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by re-designing some of the existing space around the housing (e.g. landscaping, parking areas etc)?																				
Yes	46.5%	349	47.5%	135	45.9%	214	53.1%	17	46.5%	20	64.2%	61	56.5%	61	51.0%	74	45.7%	53	29.0%	51
No	53.5%	401	52.5%	149	54.1%	252	46.9%	15	53.5%	23	35.8%	34	43.5%	47	49.0%	71	54.3%	63	71.0%	125
Base:		750		284		466		32		43		95		108		145		116		176

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	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q30 How do think it could be improved by re-designing some of the existing space around the housing? [MR]																				
<i>Those who feel their local area could be improved by re-designing some of the existing space around the housing at Q29</i>																				
More parking	35.8%	125	32.6%	44	37.9%	81	41.2%	7	30.0%	6	34.4%	21	36.1%	22	28.4%	21	35.8%	19	47.1%	24
More green areas	33.0%	115	37.8%	51	29.9%	64	23.5%	4	30.0%	6	41.0%	25	36.1%	22	31.1%	23	32.1%	17	31.4%	16
More play areas for children	21.8%	76	14.8%	20	26.2%	56	35.3%	6	25.0%	5	29.5%	18	26.2%	16	28.4%	21	9.4%	5	5.9%	3
More CCTV / security measures	12.0%	42	8.9%	12	14.0%	30	29.4%	5	5.0%	1	11.5%	7	21.3%	13	10.8%	8	9.4%	5	3.9%	2
Lighting	3.2%	11	3.0%	4	3.3%	7	0.0%	0	0.0%	0	1.6%	1	3.3%	2	4.1%	3	1.9%	1	3.9%	2
Better overall estate maintenance	3.2%	11	5.2%	7	1.9%	4	0.0%	0	0.0%	0	4.9%	3	0.0%	0	4.1%	3	5.7%	3	3.9%	2
Visitor parking bays / permits	2.9%	10	3.0%	4	2.8%	6	5.9%	1	5.0%	1	1.6%	1	1.6%	1	0.0%	0	7.5%	4	2.0%	1
Remove or occupy vacant units	1.4%	5	1.5%	2	1.4%	3	0.0%	0	0.0%	0	3.3%	2	3.3%	2	0.0%	0	0.0%	0	2.0%	1
More street cleaning	1.1%	4	2.2%	3	0.5%	1	0.0%	0	0.0%	0	3.3%	2	0.0%	0	1.4%	1	0.0%	0	2.0%	1
Better paving	0.9%	3	0.7%	1	0.9%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	1	0.0%	0	3.9%	2
Remove subways and undergrown car parks	0.9%	3	0.0%	0	1.4%	3	0.0%	0	0.0%	0	0.0%	0	1.6%	1	2.7%	2	0.0%	0	0.0%	0
More gated areas	0.9%	3	1.5%	2	0.5%	1	0.0%	0	5.0%	1	0.0%	0	0.0%	0	1.4%	1	0.0%	0	2.0%	1
Improve road surfaces	0.6%	2	0.7%	1	0.5%	1	0.0%	0	5.0%	1	0.0%	0	0.0%	0	1.4%	1	0.0%	0	0.0%	0
More flats	0.6%	2	0.7%	1	0.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	1	0.0%	0	2.0%	1
Fewer high rise flats	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.7%	2	0.0%	0	0.0%	0
More communal areas	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.9%	2
More public seating	0.6%	2	0.7%	1	0.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.7%	2	0.0%	0	0.0%	0
Better use of existing space	0.3%	1	0.7%	1	0.0%	0	5.9%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Don't know)	10.0%	35	12.6%	17	8.4%	18	5.9%	1	15.0%	3	8.2%	5	11.5%	7	10.8%	8	17.0%	9	3.9%	2
(Nothing)	2.0%	7	3.0%	4	1.4%	3	0.0%	0	0.0%	0	4.9%	3	0.0%	0	1.4%	1	3.8%	2	0.0%	0
Base:	349	135	214	17	20	61	61	74	53	51										

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	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q31 If there were a proposal to re-design some of the existing space around the housing, what would your main concerns be?																				
Would depend on what the proposals were	4.8%	36	4.2%	12	5.2%	24	0.0%	0	4.7%	2	2.1%	2	7.4%	8	6.2%	9	4.3%	5	4.5%	8
Impact on car parking	3.9%	29	3.9%	11	3.9%	18	6.3%	2	0.0%	0	4.2%	4	2.8%	3	6.9%	10	6.0%	7	1.1%	2
Will there be overcrowding?	3.2%	24	5.3%	15	1.9%	9	0.0%	0	2.3%	1	2.1%	2	5.6%	6	2.8%	4	1.7%	2	5.1%	9
Not being kept up to date about developments	2.5%	19	2.1%	6	2.8%	13	3.1%	1	0.0%	0	2.1%	2	5.6%	6	2.1%	3	0.9%	1	3.4%	6
How much disruption will be caused?	2.1%	16	2.8%	8	1.7%	8	0.0%	0	2.3%	1	1.1%	1	2.8%	3	2.8%	4	2.6%	3	1.7%	3
What affect it will have on green spaces?	2.0%	15	1.4%	4	2.4%	11	3.1%	1	2.3%	1	1.1%	1	2.8%	3	2.1%	3	1.7%	2	2.3%	4
How will it change the character of the area?	2.0%	15	1.8%	5	2.1%	10	0.0%	0	0.0%	0	1.1%	1	1.9%	2	2.8%	4	5.2%	6	1.1%	2
Will it cost me anything?	1.5%	11	1.4%	4	1.5%	7	3.1%	1	2.3%	1	1.1%	1	1.9%	2	0.7%	1	0.9%	1	2.3%	4
How will it affect me?	0.9%	7	0.7%	2	1.1%	5	0.0%	0	0.0%	0	0.0%	0	1.9%	2	2.1%	3	0.9%	1	0.6%	1
Will I have to relocate?	0.9%	7	1.1%	3	0.9%	4	0.0%	0	0.0%	0	1.1%	1	0.9%	1	0.7%	1	0.9%	1	1.7%	3
Noise	0.8%	6	0.7%	2	0.9%	4	0.0%	0	0.0%	0	0.0%	0	0.9%	1	2.1%	3	0.0%	0	0.6%	1
Where will the children be able to go during the re-design?	0.8%	6	0.4%	1	1.1%	5	0.0%	0	0.0%	0	2.1%	2	1.9%	2	1.4%	2	0.0%	0	0.0%	0
Will I lose my garden space?	0.5%	4	0.4%	1	0.6%	3	0.0%	0	0.0%	0	2.1%	2	0.0%	0	0.0%	0	0.9%	1	0.6%	1
Security concerns	0.4%	3	0.7%	2	0.2%	1	0.0%	0	0.0%	0	3.2%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Will traffic congestion be addressed?	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.9%	1	0.0%	0
Impact on school catchments	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Will it impact on community spirit?	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0
(None mentioned)	60.5%	454	60.6%	172	60.5%	282	62.5%	20	69.8%	30	64.2%	61	54.6%	59	57.2%	83	62.9%	73	63.1%	111
(Don't know)	13.1%	98	13.4%	38	12.9%	60	21.9%	7	16.3%	7	12.6%	12	9.3%	10	11.0%	16	9.5%	11	12.5%	22
Base:		750		284		466		32		43		95		108		145		116		176
Q32 Thinking about the future, provided you and other residents were fully consulted, do you think there could be a need to build some new homes in the area or estate where you live?																				
Yes	35.2%	264	33.8%	96	36.1%	168	28.1%	9	37.2%	16	36.8%	35	41.7%	45	39.3%	57	32.8%	38	33.0%	58
No	64.8%	486	66.2%	188	63.9%	298	71.9%	23	62.8%	27	63.2%	60	58.3%	63	60.7%	88	67.2%	78	67.0%	118
Base:		750		284		466		32		43		95		108		145		116		176

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	Total	Male		Female		18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+								
Q33 What type of new homes do you think could be needed?																				
<i>Those who feel there is a need to build more housing in their area at Q32</i>																				
Flats	27.7%	73	33.3%	32	24.4%	41	44.4%	4	25.0%	4	25.7%	9	33.3%	15	19.3%	11	36.8%	14	24.1%	14
Family homes	18.6%	49	11.5%	11	22.6%	38	44.4%	4	18.8%	3	37.1%	13	22.2%	10	12.3%	7	10.5%	4	13.8%	8
Social housing	15.2%	40	11.5%	11	17.3%	29	11.1%	1	18.8%	3	11.4%	4	13.3%	6	19.3%	11	15.8%	6	15.5%	9
Affordable houses	15.2%	40	18.8%	18	13.1%	22	0.0%	0	6.3%	1	17.1%	6	15.6%	7	10.5%	6	28.9%	11	13.8%	8
More council houses	10.6%	28	9.4%	9	11.3%	19	0.0%	0	6.3%	1	8.6%	3	13.3%	6	14.0%	8	7.9%	3	10.3%	6
Small, single person homes / starter homes	8.0%	21	8.3%	8	7.7%	13	11.1%	1	18.8%	3	2.9%	1	4.4%	2	10.5%	6	7.9%	3	8.6%	5
Bungalows	4.5%	12	1.0%	1	6.5%	11	0.0%	0	12.5%	2	2.9%	1	4.4%	2	7.0%	4	2.6%	1	3.4%	2
Homes for the elderly	2.7%	7	2.1%	2	3.0%	5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3.5%	2	2.6%	1	6.9%	4
Sheltered housing	1.9%	5	4.2%	4	0.6%	1	0.0%	0	0.0%	0	0.0%	0	2.2%	1	0.0%	0	2.6%	1	5.2%	3
Any	1.5%	4	1.0%	1	1.8%	3	0.0%	0	0.0%	0	0.0%	0	2.2%	1	0.0%	0	0.0%	0	3.4%	2
(Don't know)	5.3%	14	7.3%	7	4.2%	7	0.0%	0	6.3%	1	5.7%	2	4.4%	2	5.3%	3	2.6%	1	6.9%	4
Base:		264		96		168		9		16		35		45		57		38		58

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	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Q34 What impact (positive or negative) do you think some new homes might have on the area or estate where you live?																				
There's no space for new housing	29.2%	219	28.5%	81	29.6%	138	25.0%	8	20.9%	9	27.4%	26	29.6%	32	25.5%	37	31.0%	36	36.9%	65
Overcrowding	9.6%	72	10.9%	31	8.8%	41	12.5%	4	14.0%	6	9.5%	9	10.2%	11	13.1%	19	7.8%	9	6.8%	12
Think it'd be a good thing	9.6%	72	9.2%	26	9.9%	46	12.5%	4	18.6%	8	9.5%	9	16.7%	18	6.2%	9	8.6%	10	8.0%	14
More affordable housing is needed	6.9%	52	8.1%	23	6.2%	29	6.3%	2	7.0%	3	4.2%	4	4.6%	5	7.6%	11	11.2%	13	6.8%	12
Think it'd be a bad thing	4.3%	32	3.9%	11	4.5%	21	3.1%	1	2.3%	1	2.1%	2	3.7%	4	5.5%	8	6.9%	8	4.0%	7
Would give more homes for families	3.6%	27	1.4%	4	4.9%	23	0.0%	0	4.7%	2	5.3%	5	3.7%	4	4.1%	6	6.0%	7	1.7%	3
Much needed homes for young people	2.4%	18	2.1%	6	2.6%	12	0.0%	0	0.0%	0	3.2%	3	1.9%	2	4.1%	6	3.4%	4	1.7%	3
Build community spirit	2.0%	15	3.9%	11	0.9%	4	6.3%	2	2.3%	1	3.2%	3	1.9%	2	2.1%	3	1.7%	2	1.1%	2
Will make the area look better	2.0%	15	2.1%	6	1.9%	9	0.0%	0	4.7%	2	3.2%	3	0.9%	1	3.4%	5	0.9%	1	1.7%	3
Depends on who it attracts	1.9%	14	1.8%	5	1.9%	9	0.0%	0	0.0%	0	1.1%	1	0.9%	1	3.4%	5	2.6%	3	2.3%	4
Already development going on	1.9%	14	1.8%	5	1.9%	9	0.0%	0	2.3%	1	3.2%	3	1.9%	2	2.8%	4	0.9%	1	1.1%	2
Traffic congestion	1.5%	11	1.4%	4	1.5%	7	3.1%	1	0.0%	0	2.1%	2	1.9%	2	2.1%	3	1.7%	2	0.6%	1
Would regenerate the area	1.2%	9	1.1%	3	1.3%	6	0.0%	0	2.3%	1	0.0%	0	1.9%	2	1.4%	2	0.0%	0	2.3%	4
Good for the local economy	1.1%	8	1.8%	5	0.6%	3	3.1%	1	0.0%	0	2.1%	2	1.9%	2	0.0%	0	1.7%	2	0.0%	0
Nowhere to park	0.9%	7	0.7%	2	1.1%	5	0.0%	0	0.0%	0	3.2%	3	0.0%	0	2.1%	3	0.0%	0	0.6%	1
More housing for the older generation	0.5%	4	0.0%	0	0.9%	4	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	1.1%	2
Improve peoples living standards	0.5%	4	0.0%	0	0.9%	4	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.7%	1	0.9%	1	0.0%	0
Should focus on schools and hospitals	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	1.1%	2
Noise	0.4%	3	0.0%	0	0.6%	3	3.1%	1	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.9%	1	0.0%	0
Building works will be disruptive	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
(Don't know)	17.6%	132	18.0%	51	17.4%	81	21.9%	7	16.3%	7	16.8%	16	15.7%	17	12.4%	18	12.9%	15	20.5%	36
(Nothing)	4.9%	37	4.9%	14	4.9%	23	6.3%	2	2.3%	1	6.3%	6	3.7%	4	6.2%	9	5.2%	6	2.3%	4
Base:		750		284		466		32		43		95		108		145		116		176
Q35 Thinking about the future of the area or estate where you live, do you think there is a need for projects or activities that would create new local job opportunities?																				
Yes	47.5%	356	49.3%	140	46.4%	216	50.0%	16	53.5%	23	57.9%	55	57.4%	62	54.5%	79	48.3%	56	33.5%	59
No	52.5%	394	50.7%	144	53.6%	250	50.0%	16	46.5%	20	42.1%	40	42.6%	46	45.5%	66	51.7%	60	66.5%	117
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+								
Q36 What kinds of projects or activities do you think are needed locally?																				
<i>Those who feel there is a need for more local job opportunities at Q35</i>																				
Youth clubs	18.5%	66	17.1%	24	19.4%	42	31.3%	5	26.1%	6	27.3%	15	14.5%	9	17.7%	14	14.3%	8	13.6%	8
More aimed at children	7.3%	26	3.6%	5	9.7%	21	25.0%	4	4.3%	1	7.3%	4	9.7%	6	7.6%	6	3.6%	2	3.4%	2
Community gym / leisure centre	5.9%	21	5.7%	8	6.0%	13	0.0%	0	13.0%	3	9.1%	5	8.1%	5	6.3%	5	3.6%	2	1.7%	1
Apprenticeships	5.6%	20	5.7%	8	5.6%	12	0.0%	0	4.3%	1	3.6%	2	4.8%	3	5.1%	4	7.1%	4	8.5%	5
Training for young people just leaving school	5.3%	19	3.6%	5	6.5%	14	6.3%	1	4.3%	1	7.3%	4	6.5%	4	3.8%	3	8.9%	5	1.7%	1
Engage / attract local business	5.3%	19	5.7%	8	5.1%	11	6.3%	1	0.0%	0	9.1%	5	4.8%	3	2.5%	2	8.9%	5	3.4%	2
Anything that gets someone a job	4.8%	17	4.3%	6	5.1%	11	0.0%	0	4.3%	1	7.3%	4	4.8%	3	8.9%	7	1.8%	1	1.7%	1
Community centre	4.2%	15	2.9%	4	5.1%	11	6.3%	1	4.3%	1	3.6%	2	4.8%	3	1.3%	1	5.4%	3	5.1%	3
Gardening work	3.4%	12	3.6%	5	3.2%	7	6.3%	1	4.3%	1	7.3%	4	3.2%	2	2.5%	2	1.8%	1	1.7%	1
Workshops to help people get back to work	3.4%	12	3.6%	5	3.2%	7	12.5%	2	4.3%	1	1.8%	1	6.5%	4	3.8%	3	0.0%	0	1.7%	1
Building projects	2.2%	8	4.3%	6	0.9%	2	0.0%	0	0.0%	0	3.6%	2	1.6%	1	2.5%	2	1.8%	1	3.4%	2
Day care centres	2.0%	7	0.0%	0	3.2%	7	6.3%	1	0.0%	0	3.6%	2	4.8%	3	1.3%	1	0.0%	0	0.0%	0
More / better us of open spaces	1.7%	6	2.1%	3	1.4%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.5%	2	1.8%	1	5.1%	3
IT learning schemes	0.8%	3	1.4%	2	0.5%	1	0.0%	0	8.7%	2	1.8%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Adult learning	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.0%	0	0.0%	0	1.6%	1	0.0%	0	0.0%	0	1.7%	1
Other	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.5%	2	0.0%	0	0.0%	0
Money management advice	0.3%	1	0.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.3%	1	0.0%	0	0.0%	0
Sports events	0.3%	1	0.0%	0	0.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.3%	1	0.0%	0	0.0%	0
Music events	0.3%	1	0.0%	0	0.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.3%	1	0.0%	0	0.0%	0
(Don't know)	36.2%	129	40.0%	56	33.8%	73	18.8%	3	34.8%	8	12.7%	7	37.1%	23	38.0%	30	46.4%	26	52.5%	31
Base:		356		140		216		16		23		55		62		79		56		59

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
INF How would you expect to find out about local news, or something that might affect where you live: [MR/PR]																				
<i>Main source</i>																				
From a local newspaper	29.2%	219	30.3%	86	28.5%	133	21.9%	7	37.2%	16	23.2%	22	29.6%	32	31.7%	46	31.9%	37	33.5%	59
From the internet	12.9%	97	14.8%	42	11.8%	55	25.0%	8	16.3%	7	16.8%	16	20.4%	22	14.5%	21	12.1%	14	4.5%	8
Council Newsletter	11.1%	83	10.6%	30	11.4%	53	12.5%	4	9.3%	4	11.6%	11	8.3%	9	13.1%	19	8.6%	10	13.1%	23
From the radio, TV or national newspaper	7.1%	53	4.9%	14	8.4%	39	6.3%	2	2.3%	1	8.4%	8	3.7%	4	6.9%	10	9.5%	11	8.5%	15
Letter from the council	6.1%	46	6.0%	17	6.2%	29	6.3%	2	7.0%	3	5.3%	5	3.7%	4	6.2%	9	8.6%	10	7.4%	13
From a neighbour or visitor	3.5%	26	4.9%	14	2.6%	12	3.1%	1	0.0%	0	1.1%	1	2.8%	3	4.8%	7	2.6%	3	5.7%	10
By being out and about in the community	3.2%	24	1.8%	5	4.1%	19	6.3%	2	0.0%	0	2.1%	2	3.7%	4	2.8%	4	4.3%	5	4.0%	7
Council leaflet through letterbox	2.4%	18	1.8%	5	2.8%	13	0.0%	0	2.3%	1	5.3%	5	2.8%	3	2.1%	3	2.6%	3	1.7%	3
Posters / notice boards	1.6%	12	1.8%	5	1.5%	7	0.0%	0	4.7%	2	1.1%	1	0.9%	1	3.4%	5	2.6%	3	0.0%	0
Housing officer	0.9%	7	1.4%	4	0.6%	3	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	1.7%	2	1.7%	3
Email from the council	0.7%	5	1.1%	3	0.4%	2	0.0%	0	0.0%	0	1.1%	1	0.9%	1	1.4%	2	0.9%	1	0.0%	0
Tenant meetings	0.5%	4	1.1%	3	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.6%	3	0.6%	1
When in a local shop, café, hairdresser, etc.	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	0.0%	0	0.0%	0
(None mentioned / Don't know)	20.5%	154	19.7%	56	21.0%	98	18.8%	6	20.9%	9	24.2%	23	21.3%	23	11.7%	17	12.1%	14	19.3%	34
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Other source(s)																				
From a local newspaper	10.7%	80	9.5%	27	11.4%	53	15.6%	5	9.3%	4	11.6%	11	12.0%	13	12.4%	18	12.1%	14	7.4%	13
From the internet	8.4%	63	7.0%	20	9.2%	43	9.4%	3	9.3%	4	12.6%	12	11.1%	12	11.7%	17	7.8%	9	2.8%	5
From the radio, TV or national newspaper	6.8%	51	9.2%	26	5.4%	25	6.3%	2	4.7%	2	4.2%	4	7.4%	8	6.9%	10	11.2%	13	6.8%	12
From a neighbour or visitor	5.2%	39	4.6%	13	5.6%	26	6.3%	2	9.3%	4	2.1%	2	5.6%	6	5.5%	8	4.3%	5	6.8%	12
Council Newsletter	3.1%	23	2.8%	8	3.2%	15	3.1%	1	4.7%	2	2.1%	2	5.6%	6	2.8%	4	2.6%	3	2.8%	5
Letter from the council	1.9%	14	1.1%	3	2.4%	11	0.0%	0	2.3%	1	4.2%	4	1.9%	2	2.1%	3	2.6%	3	0.6%	1
By being out and about in the community	1.6%	12	1.8%	5	1.5%	7	3.1%	1	2.3%	1	2.1%	2	0.0%	0	2.1%	3	0.9%	1	2.3%	4
Posters / notice boards	1.2%	9	1.4%	4	1.1%	5	3.1%	1	0.0%	0	0.0%	0	1.9%	2	1.4%	2	2.6%	3	0.6%	1
Council leaflet through letterbox	0.8%	6	0.7%	2	0.9%	4	3.1%	1	2.3%	1	0.0%	0	0.9%	1	1.4%	2	0.9%	1	0.0%	0
Tenant meetings	0.7%	5	0.7%	2	0.6%	3	0.0%	0	0.0%	0	0.0%	0	1.9%	2	0.0%	0	0.9%	1	1.1%	2
Phone call from the council	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	2.1%	2	0.0%	0	0.0%	0	0.0%	0	0.6%	1
When in a local shop, café, hairdresser, etc.	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	1.7%	2	0.0%	0
When at work	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Housing officer	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.6%	1
(None mentioned / Don't know)	66.9%	502	69.0%	196	65.7%	306	59.4%	19	60.5%	26	64.2%	61	67.6%	73	60.7%	88	62.9%	73	73.9%	130
Base:		750		284		466		32		43		95		108		145		116		176
Any source																				
From a local newspaper	39.9%	299	39.8%	113	39.9%	186	37.5%	12	46.5%	20	34.7%	33	41.7%	45	44.1%	64	44.0%	51	40.9%	72
From the internet	21.3%	160	21.8%	62	21.0%	98	34.4%	11	25.6%	11	29.5%	28	31.5%	34	26.2%	38	19.8%	23	7.4%	13
Council Newsletter	14.1%	106	13.4%	38	14.6%	68	15.6%	5	14.0%	6	13.7%	13	13.9%	15	15.9%	23	11.2%	13	15.9%	28
From the radio, TV or national newspaper	13.9%	104	14.1%	40	13.7%	64	12.5%	4	7.0%	3	12.6%	12	11.1%	12	13.8%	20	20.7%	24	15.3%	27
From a neighbour or visitor	8.7%	65	9.5%	27	8.2%	38	9.4%	3	9.3%	4	3.2%	3	8.3%	9	10.3%	15	6.9%	8	12.5%	22
Letter from the council	8.0%	60	7.0%	20	8.6%	40	6.3%	2	9.3%	4	9.5%	9	5.6%	6	8.3%	12	11.2%	13	8.0%	14
By being out and about in the community	4.8%	36	3.5%	10	5.6%	26	9.4%	3	2.3%	1	4.2%	4	3.7%	4	4.8%	7	5.2%	6	6.3%	11
Council leaflet through letterbox	3.2%	24	2.5%	7	3.6%	17	3.1%	1	4.7%	2	5.3%	5	3.7%	4	3.4%	5	3.4%	4	1.7%	3
Posters / notice boards	2.8%	21	3.2%	9	2.6%	12	3.1%	1	4.7%	2	1.1%	1	2.8%	3	4.8%	7	5.2%	6	0.6%	1
Tenant meetings	1.2%	9	1.8%	5	0.9%	4	0.0%	0	0.0%	0	0.0%	0	1.9%	2	0.0%	0	3.4%	4	1.7%	3
Housing officer	1.2%	9	1.4%	4	1.1%	5	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.7%	1	2.6%	3	2.3%	4
Email from the council	0.7%	5	1.1%	3	0.4%	2	0.0%	0	0.0%	0	1.1%	1	0.9%	1	1.4%	2	0.9%	1	0.0%	0
When in a local shop, café, hairdresser, etc.	0.7%	5	0.4%	1	0.9%	4	0.0%	0	0.0%	0	0.0%	0	1.9%	2	0.7%	1	1.7%	2	0.0%	0
Phone call from the council	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	2.1%	2	0.0%	0	0.0%	0	0.0%	0	0.6%	1
When at work	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+								
GEN Gender																				
Male	37.9%	284	100.0%	284	0.0%	0	28.1%	9	34.9%	15	46.3%	44	37.0%	40	35.9%	52	38.8%	45	38.1%	67
Female	62.1%	466	0.0%	0	100.0%	466	71.9%	23	65.1%	28	53.7%	51	63.0%	68	64.1%	93	61.2%	71	61.9%	109
Base:		750		284		466		32		43		95		108		145		116		176
AGE Age:																				
18 - 25 years	4.3%	32	3.2%	9	4.9%	23	100.0%	32	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
26 - 30 years	5.7%	43	5.3%	15	6.0%	28	0.0%	0	100.0%	43	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
31 - 40 years	12.7%	95	15.5%	44	10.9%	51	0.0%	0	0.0%	0	100.0%	95	0.0%	0	0.0%	0	0.0%	0	0.0%	0
41 - 50 years	14.4%	108	14.1%	40	14.6%	68	0.0%	0	0.0%	0	0.0%	0	100.0%	108	0.0%	0	0.0%	0	0.0%	0
51 - 60 years	19.3%	145	18.3%	52	20.0%	93	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100.0%	145	0.0%	0	0.0%	0
61 - 70 years	15.5%	116	15.8%	45	15.2%	71	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100.0%	116	0.0%	0
Over 70 years	23.5%	176	23.6%	67	23.4%	109	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100.0%	176
(Refused)	4.7%	35	4.2%	12	4.9%	23	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Base:		750		284		466		32		43		95		108		145		116		176

Mean score (people):

Q37 Including yourself, how many people live in your household? [PR]

1	37.7%	283	45.8%	130	32.8%	153	28.1%	9	20.9%	9	22.1%	21	20.4%	22	29.7%	43	54.3%	63	64.2%	113
2	22.8%	171	21.5%	61	23.6%	110	25.0%	8	27.9%	12	21.1%	20	24.1%	26	22.1%	32	25.9%	30	24.4%	43
3	15.5%	116	13.4%	38	16.7%	78	18.8%	6	18.6%	8	16.8%	16	19.4%	21	27.6%	40	11.2%	13	6.3%	11
4	7.2%	54	4.2%	12	9.0%	42	6.3%	2	11.6%	5	12.6%	12	8.3%	9	11.7%	17	5.2%	6	1.7%	3
5	5.3%	40	4.2%	12	6.0%	28	3.1%	1	2.3%	1	13.7%	13	9.3%	10	6.9%	10	2.6%	3	1.1%	2
6	1.5%	11	0.7%	2	1.9%	9	3.1%	1	2.3%	1	3.2%	3	3.7%	4	1.4%	2	0.0%	0	0.0%	0
7	0.4%	3	1.1%	3	0.0%	0	3.1%	1	0.0%	0	0.0%	0	1.9%	2	0.0%	0	0.0%	0	0.0%	0
8	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
9	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
More than 9	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.5%	71	8.8%	25	9.9%	46	12.5%	4	16.3%	7	9.5%	9	13.0%	14	0.7%	1	0.9%	1	2.3%	4
<i>Mean:</i>		2.19		1.99		2.31		2.46		2.44		2.90		2.78		2.48		1.75		1.48
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Mean score (people, excludes 'none'):																				
Q38 How many are under 16? [PR]																				
1	8.9%	67	4.9%	14	11.4%	53	28.1%	9	18.6%	8	14.7%	14	20.4%	22	6.9%	10	0.9%	1	1.1%	2
2	6.4%	48	4.2%	12	7.7%	36	9.4%	3	9.3%	4	18.9%	18	13.0%	14	4.8%	7	0.0%	0	1.1%	2
3	3.3%	25	1.8%	5	4.3%	20	3.1%	1	7.0%	3	12.6%	12	5.6%	6	1.4%	2	0.9%	1	0.0%	0
4	0.9%	7	1.1%	3	0.9%	4	3.1%	1	4.7%	2	4.2%	4	0.0%	0	0.0%	0	0.0%	0	0.0%	0
5	0.3%	2	0.4%	1	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.9%	1	0.0%	0	0.0%	0	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	70.4%	528	78.9%	224	65.2%	304	43.8%	14	44.2%	19	38.9%	37	47.2%	51	86.2%	125	96.6%	112	94.9%	167
(Refused)	9.7%	73	8.8%	25	10.3%	48	12.5%	4	16.3%	7	9.5%	9	13.0%	14	0.7%	1	1.7%	2	2.8%	5
<i>Mean:</i>		2.85		3.00		2.81		2.57		2.94		3.18		2.70		2.58		3.00		2.50
Base:		750		284		466		32		43		95		108		145		116		176
Mean score (people, excludes 'none'):																				
Q39 How many are between 16-21? [PR]																				
1	8.7%	65	6.0%	17	10.3%	48	12.5%	4	7.0%	3	6.3%	6	19.4%	21	19.3%	28	0.9%	1	1.1%	2
2	1.7%	13	1.4%	4	1.9%	9	0.0%	0	0.0%	0	0.0%	0	4.6%	5	5.5%	8	0.0%	0	0.0%	0
3	0.3%	2	0.0%	0	0.4%	2	3.1%	1	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	79.5%	596	83.5%	237	77.0%	359	71.9%	23	76.7%	33	83.2%	79	62.0%	67	73.8%	107	97.4%	113	96.6%	170
(Refused)	9.9%	74	9.2%	26	10.3%	48	12.5%	4	16.3%	7	10.5%	10	13.0%	14	1.4%	2	1.7%	2	2.3%	4
<i>Mean:</i>		2.21		2.19		2.22		2.40		2.00		2.00		2.26		2.22		2.00		2.00
Base:		750		284		466		32		43		95		108		145		116		176
Mean score (people, excludes 'none'):																				
Q40 How many are between 22-64? [PR]																				
1	34.0%	255	32.0%	91	35.2%	164	50.0%	16	53.5%	23	45.3%	43	41.7%	45	42.8%	62	32.8%	38	15.9%	28
2	21.1%	158	20.4%	58	21.5%	100	21.9%	7	20.9%	9	38.9%	37	37.0%	40	31.0%	45	10.3%	12	4.0%	7
3	5.6%	42	6.0%	17	5.4%	25	6.3%	2	7.0%	3	3.2%	3	4.6%	5	14.5%	21	6.9%	8	0.0%	0
4	2.3%	17	2.1%	6	2.4%	11	3.1%	1	0.0%	0	1.1%	1	1.9%	2	6.9%	10	2.6%	3	0.0%	0
5	0.4%	3	0.4%	1	0.4%	2	0.0%	0	0.0%	0	0.0%	0	0.9%	1	1.4%	2	0.0%	0	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	26.5%	199	29.9%	85	24.5%	114	6.3%	2	2.3%	1	1.1%	1	0.9%	1	2.1%	3	45.7%	53	77.8%	137
(Refused)	10.1%	76	9.2%	26	10.7%	50	12.5%	4	16.3%	7	10.5%	10	13.0%	14	1.4%	2	1.7%	2	2.3%	4
<i>Mean:</i>		2.64		2.66		2.63		2.54		2.43		2.55		2.65		2.89		2.61		2.20
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Mean score (people, excludes 'none'):																				
Q41 How many are 65 and over? [PR]																				
1	30.0%	225	27.8%	79	31.3%	146	3.1%	1	2.3%	1	2.1%	2	3.7%	4	11.0%	16	55.2%	64	77.3%	136
2	6.4%	48	9.9%	28	4.3%	20	3.1%	1	2.3%	1	0.0%	0	1.9%	2	0.0%	0	12.9%	15	16.5%	29
3	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	53.5%	401	53.2%	151	53.6%	250	81.3%	26	79.1%	34	87.4%	83	81.5%	88	87.6%	127	30.2%	35	4.0%	7
(Refused)	10.0%	75	8.8%	25	10.7%	50	12.5%	4	16.3%	7	10.5%	10	13.0%	14	1.4%	2	1.7%	2	1.7%	3
<i>Mean:</i>		2.18		2.28		2.12		2.50		2.50		2.00		2.33		2.00		2.19		2.19
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176
Mean score (people, excludes 'none'):																				
Q42 Please say how many members of your household are: [PR]																				
<i>In school</i>																				
None	74.0%	555	81.0%	230	69.7%	325	53.1%	17	62.8%	27	46.3%	44	51.9%	56	85.5%	124	96.6%	112	96.6%	170
One	6.7%	50	4.6%	13	7.9%	37	21.9%	7	7.0%	3	8.4%	8	18.5%	20	7.6%	11	0.9%	1	0.0%	0
Two	5.5%	41	3.9%	11	6.4%	30	9.4%	3	9.3%	4	16.8%	16	9.3%	10	4.8%	7	0.0%	0	0.6%	1
Three	3.3%	25	1.8%	5	4.3%	20	3.1%	1	4.7%	2	12.6%	12	6.5%	7	1.4%	2	0.9%	1	0.0%	0
Four	0.7%	5	0.4%	1	0.9%	4	3.1%	1	0.0%	0	3.2%	3	0.9%	1	0.0%	0	0.0%	0	0.0%	0
Five	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.7%	73	8.5%	24	10.5%	49	9.4%	3	16.3%	7	11.6%	11	13.0%	14	0.7%	1	1.7%	2	2.8%	5
<i>Mean:</i>		1.90		1.80		1.93		1.67		1.89		2.33		1.71		1.55		2.00		2.00
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176
<i>In higher or further education</i>																				
None	80.3%	602	84.5%	240	77.7%	362	78.1%	25	74.4%	32	78.9%	75	62.0%	67	80.0%	116	96.6%	112	96.6%	170
One	8.7%	65	6.0%	17	10.3%	48	9.4%	3	9.3%	4	9.5%	9	20.4%	22	15.9%	23	1.7%	2	1.1%	2
Two	0.9%	7	1.1%	3	0.9%	4	0.0%	0	0.0%	0	0.0%	0	2.8%	3	2.8%	4	0.0%	0	0.0%	0
Three	0.4%	3	0.0%	0	0.6%	3	3.1%	1	0.0%	0	0.0%	0	1.9%	2	0.0%	0	0.0%	0	0.0%	0
Four	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	8.5%	24	10.3%	48	9.4%	3	16.3%	7	11.6%	11	13.0%	14	0.7%	1	1.7%	2	2.3%	4
<i>Mean:</i>		1.21		1.15		1.23		1.50		1.00		1.00		1.26		1.25		1.00		1.00
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
In vocational training																				
None	90.0%	675	91.5%	260	89.1%	415	90.6%	29	79.1%	34	88.4%	84	87.0%	94	98.6%	143	98.3%	114	97.7%	172
One	0.4%	3	0.0%	0	0.6%	3	0.0%	0	4.7%	2	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Two	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	8.5%	24	10.3%	48	9.4%	3	16.3%	7	11.6%	11	13.0%	14	0.7%	1	1.7%	2	2.3%	4
Mean:		1.00		0.00		1.00		0.00		0.00		0.00		0.00		1.00		0.00		0.00
Base:		750		284		466		32		43		95		108		145		116		176
In another type of education or training																				
None	89.6%	672	90.8%	258	88.8%	414	90.6%	29	81.4%	35	88.4%	84	83.3%	90	98.6%	143	98.3%	114	97.7%	172
One	0.7%	5	0.4%	1	0.9%	4	0.0%	0	2.3%	1	0.0%	0	2.8%	3	0.7%	1	0.0%	0	0.0%	0
Two	0.1%	1	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	8.5%	24	10.3%	48	9.4%	3	16.3%	7	11.6%	11	13.0%	14	0.7%	1	1.7%	2	2.3%	4
Mean:		1.17		1.50		1.00		0.00		1.00		0.00		1.25		1.00		0.00		0.00
Base:		750		284		466		32		43		95		108		145		116		176
Not in education or training																				
None	66.8%	501	67.6%	192	66.3%	309	75.0%	24	48.8%	21	65.3%	62	63.9%	69	73.8%	107	76.7%	89	70.5%	124
One	13.9%	104	13.7%	39	13.9%	65	12.5%	4	20.9%	9	11.6%	11	11.1%	12	12.4%	18	12.9%	15	19.9%	35
Two	6.7%	50	6.7%	19	6.7%	31	3.1%	1	9.3%	4	8.4%	8	10.2%	11	6.2%	9	5.2%	6	6.3%	11
Three	2.0%	15	1.8%	5	2.1%	10	0.0%	0	2.3%	1	2.1%	2	0.9%	1	6.2%	9	0.9%	1	0.6%	1
Four	1.1%	8	1.8%	5	0.6%	3	0.0%	0	2.3%	1	1.1%	1	0.9%	1	0.7%	1	2.6%	3	0.6%	1
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	8.5%	24	10.3%	48	9.4%	3	16.3%	7	11.6%	11	13.0%	14	0.7%	1	1.7%	2	2.3%	4
Mean:		1.59		1.65		1.55		1.20		1.60		1.68		1.64		1.81		1.68		1.33
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Mean score (people, excludes 'none'):																				
Q43 Please say how many members of your household are: [PR]																				
<i>Working in full time employment</i>																				
None	56.1%	421	55.6%	158	56.4%	263	53.1%	17	41.9%	18	42.1%	40	40.7%	44	46.2%	67	72.4%	84	84.1%	148
One	22.0%	165	20.4%	58	23.0%	107	21.9%	7	23.3%	10	29.5%	28	36.1%	39	29.0%	42	16.4%	19	10.8%	19
Two	9.1%	68	11.3%	32	7.7%	36	12.5%	4	16.3%	7	14.7%	14	9.3%	10	15.9%	23	5.2%	6	2.3%	4
Three	1.9%	14	2.5%	7	1.5%	7	0.0%	0	2.3%	1	1.1%	1	0.9%	1	4.8%	7	2.6%	3	0.6%	1
Four	0.9%	7	1.8%	5	0.4%	2	3.1%	1	0.0%	0	0.0%	0	0.0%	0	3.4%	5	0.9%	1	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.0%	75	8.5%	24	10.9%	51	9.4%	3	16.3%	7	12.6%	12	13.0%	14	0.7%	1	2.6%	3	2.3%	4
<i>Mean:</i>		<i>1.46</i>		<i>1.60</i>		<i>1.37</i>		<i>1.58</i>		<i>1.50</i>		<i>1.37</i>		<i>1.24</i>		<i>1.68</i>		<i>1.52</i>		<i>1.25</i>
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176
<i>Working in part time employment</i>																				
None	75.6%	567	82.0%	233	71.7%	334	59.4%	19	74.4%	32	58.9%	56	67.6%	73	78.6%	114	89.7%	104	94.3%	166
One	13.2%	99	8.8%	25	15.9%	74	31.3%	10	9.3%	4	25.3%	24	19.4%	21	17.9%	26	7.8%	9	2.8%	5
Two	1.1%	8	0.4%	1	1.5%	7	0.0%	0	0.0%	0	2.1%	2	0.0%	0	2.8%	4	0.0%	0	0.6%	1
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.1%	76	8.8%	25	10.9%	51	9.4%	3	16.3%	7	13.7%	13	13.0%	14	0.7%	1	2.6%	3	2.3%	4
<i>Mean:</i>		<i>1.07</i>		<i>1.04</i>		<i>1.09</i>		<i>1.00</i>		<i>1.00</i>		<i>1.08</i>		<i>1.00</i>		<i>1.13</i>		<i>1.00</i>		<i>1.17</i>
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176
<i>Working in self-employment</i>																				
None	87.6%	657	87.7%	249	87.6%	408	90.6%	29	83.7%	36	82.1%	78	79.6%	86	96.6%	140	97.4%	113	97.2%	171
One	2.3%	17	3.5%	10	1.5%	7	0.0%	0	0.0%	0	4.2%	4	7.4%	8	2.8%	4	0.0%	0	0.6%	1
Two	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.1%	76	8.8%	25	10.9%	51	9.4%	3	16.3%	7	13.7%	13	13.0%	14	0.7%	1	2.6%	3	2.3%	4
<i>Mean:</i>		<i>1.00</i>		<i>1.00</i>		<i>1.00</i>		<i>0.00</i>		<i>0.00</i>		<i>1.00</i>		<i>1.00</i>		<i>1.00</i>		<i>0.00</i>		<i>1.00</i>
<i>Base:</i>		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
Not working (EXCLUDES RETIRED)																				
None	69.9%	524	76.4%	217	65.9%	307	62.5%	20	53.5%	23	61.1%	58	57.4%	62	67.6%	98	84.5%	98	92.0%	162
One	12.9%	97	10.6%	30	14.4%	67	25.0%	8	23.3%	10	15.8%	15	21.3%	23	15.2%	22	10.3%	12	4.0%	7
Two	4.8%	36	3.2%	9	5.8%	27	0.0%	0	7.0%	3	3.2%	3	5.6%	6	12.4%	18	2.6%	3	1.7%	3
Three	0.9%	7	0.4%	1	1.3%	6	3.1%	1	0.0%	0	2.1%	2	0.0%	0	2.8%	4	0.0%	0	0.0%	0
Four	0.8%	6	0.7%	2	0.9%	4	0.0%	0	0.0%	0	3.2%	3	0.9%	1	1.4%	2	0.0%	0	0.0%	0
Five	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0	1.1%	1	1.9%	2	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.3%	77	8.8%	25	11.2%	52	9.4%	3	16.3%	7	13.7%	13	13.0%	14	0.7%	1	2.6%	3	2.3%	4
Mean:		1.54		1.40		1.59		1.22		1.23		1.83		1.53		1.70		1.20		1.30
Base:		750		284		466		32		43		95		108		145		116		176
Not working - retired																				
None	44.9%	337	42.3%	120	46.6%	217	68.8%	22	65.1%	28	73.7%	70	72.2%	78	73.1%	106	20.7%	24	4.0%	7
One	37.3%	280	38.4%	109	36.7%	171	18.8%	6	14.0%	6	10.5%	10	13.9%	15	24.1%	35	57.8%	67	79.5%	140
Two	7.3%	55	10.6%	30	5.4%	25	3.1%	1	2.3%	1	2.1%	2	0.9%	1	2.1%	3	19.0%	22	14.2%	25
Three	0.1%	1	0.0%	0	0.2%	1	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.3%	77	8.8%	25	11.2%	52	9.4%	3	16.3%	7	13.7%	13	13.0%	14	0.7%	1	2.6%	3	2.3%	4
Mean:		1.17		1.22		1.14		1.14		1.38		1.17		1.06		1.08		1.25		1.15
Base:		750		284		466		32		43		95		108		145		116		176
Mean score (people, excludes 'none'):																				
Q44 Please say how many members of your household are: [PR]																				
Chronically sick or suffering a long term limiting illness																				
None	73.6%	552	73.2%	208	73.8%	344	81.3%	26	72.1%	31	80.0%	76	72.2%	78	73.1%	106	76.7%	89	81.3%	143
One	13.1%	98	14.4%	41	12.2%	57	0.0%	0	11.6%	5	6.3%	6	9.3%	10	21.4%	31	17.2%	20	14.2%	25
Two	1.9%	14	2.1%	6	1.7%	8	6.3%	2	0.0%	0	1.1%	1	2.8%	3	3.4%	5	0.0%	0	1.7%	3
Three	0.5%	4	0.0%	0	0.9%	4	3.1%	1	0.0%	0	0.0%	0	0.9%	1	1.4%	2	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.9%	82	10.2%	29	11.4%	53	9.4%	3	16.3%	7	12.6%	12	14.8%	16	0.7%	1	6.0%	7	2.8%	5
Mean:		1.19		1.13		1.23		2.33		1.00		1.14		1.36		1.24		1.00		1.11
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male	Female	18 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71+										
<i>In generally poor health with a disability</i>																				
None	75.1%	563	75.7%	215	74.7%	348	90.6%	29	74.4%	32	83.2%	79	77.8%	84	83.4%	121	74.1%	86	73.3%	129
One	12.8%	96	13.4%	38	12.4%	58	0.0%	0	9.3%	4	4.2%	4	7.4%	8	14.5%	21	17.2%	20	21.6%	38
Two	1.1%	8	0.7%	2	1.3%	6	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	2	2.6%	3	1.7%	3
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	11.1%	83	10.2%	29	11.6%	54	9.4%	3	16.3%	7	12.6%	12	14.8%	16	0.7%	1	6.0%	7	3.4%	6
<i>Mean:</i>		<i>1.08</i>		<i>1.05</i>		<i>1.09</i>		<i>0.00</i>		<i>1.00</i>		<i>1.00</i>		<i>1.00</i>		<i>1.09</i>		<i>1.13</i>		<i>1.07</i>
Base:		750		284		466		32		43		95		108		145		116		176
<i>In generally poor health without a disability</i>																				
None	83.6%	627	87.0%	247	81.5%	380	90.6%	29	79.1%	34	85.3%	81	78.7%	85	89.7%	130	88.8%	103	91.5%	161
One	4.9%	37	2.8%	8	6.2%	29	0.0%	0	2.3%	1	2.1%	2	6.5%	7	8.3%	12	5.2%	6	5.1%	9
Two	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	2	0.0%	0	0.6%	1
Three	0.1%	1	0.0%	0	0.2%	1	0.0%	0	2.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.9%	82	10.2%	29	11.4%	53	9.4%	3	16.3%	7	12.6%	12	14.8%	16	0.7%	1	6.0%	7	2.8%	5
<i>Mean:</i>		<i>1.12</i>		<i>1.00</i>		<i>1.15</i>		<i>0.00</i>		<i>2.00</i>		<i>1.00</i>		<i>1.00</i>		<i>1.14</i>		<i>1.00</i>		<i>1.10</i>
Base:		750		284		466		32		43		95		108		145		116		176
<i>In generally good health but with a disability</i>																				
None	83.2%	624	82.7%	235	83.5%	389	90.6%	29	79.1%	34	85.3%	81	80.6%	87	89.0%	129	88.8%	103	89.2%	157
One	5.5%	41	6.0%	17	5.2%	24	0.0%	0	4.7%	2	2.1%	2	4.6%	5	9.7%	14	4.3%	5	7.4%	13
Two	0.4%	3	1.1%	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.9%	1	0.6%	1
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.9%	82	10.2%	29	11.4%	53	9.4%	3	16.3%	7	12.6%	12	14.8%	16	0.7%	1	6.0%	7	2.8%	5
<i>Mean:</i>		<i>1.07</i>		<i>1.15</i>		<i>1.00</i>		<i>0.00</i>		<i>1.00</i>		<i>1.00</i>		<i>1.00</i>		<i>1.07</i>		<i>1.17</i>		<i>1.07</i>
Base:		750		284		466		32		43		95		108		145		116		176

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Male		Female		18 - 25		26 - 30		31 - 40		41 - 50		51 - 60		61 - 70		71+		
<i>In generally good health</i>																				
None	20.9%	157	23.9%	68	19.1%	89	6.3%	2	11.6%	5	8.4%	8	11.1%	12	23.4%	34	29.3%	34	34.1%	60
One	27.6%	207	30.3%	86	26.0%	121	28.1%	9	16.3%	7	20.0%	19	17.6%	19	20.7%	30	34.5%	40	46.6%	82
Two	18.0%	135	16.5%	47	18.9%	88	25.0%	8	27.9%	12	16.8%	16	22.2%	24	22.8%	33	18.1%	21	11.9%	21
Three	11.1%	83	8.8%	25	12.4%	58	15.6%	5	16.3%	7	16.8%	16	12.0%	13	20.7%	30	5.2%	6	2.8%	5
Four	5.9%	44	4.9%	14	6.4%	30	6.3%	2	9.3%	4	9.5%	9	10.2%	11	6.9%	10	4.3%	5	1.7%	3
Five	4.3%	32	3.9%	11	4.5%	21	6.3%	2	0.0%	0	12.6%	12	8.3%	9	4.1%	6	2.6%	3	0.0%	0
Six or more (Refused)	1.3%	10	1.4%	4	1.3%	6	3.1%	1	2.3%	1	3.2%	3	3.7%	4	0.7%	1	0.0%	0	0.0%	0
(Refused)	10.9%	82	10.2%	29	11.4%	53	9.4%	3	16.3%	7	12.6%	12	14.8%	16	0.7%	1	6.0%	7	2.8%	5
Mean:		2.20		2.09		2.26		2.37		2.39		2.84		2.74		2.38		1.80		1.36
Base:		750		284		466		32		43		95		108		145		116		176

NUM As this is a confidential survey, I cannot pass on your concerns directly. But if you want more information, I can give you some telephone numbers. Would you like these numbers? [PR]

Yes - Independent tenant's advisor 0800 731 1619 or the Commission on 020 8753 1418	15.5%	116	13.7%	39	16.5%	77	6.3%	2	16.3%	7	11.6%	11	19.4%	21	21.4%	31	17.2%	20	13.6%	24
No	84.5%	634	86.3%	245	83.5%	389	93.8%	30	83.7%	36	88.4%	84	80.6%	87	78.6%	114	82.8%	96	86.4%	152
Base:		750		284		466		32		43		95		108		145		116		176

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Hammersmith & Fulham Housing Survey

Satisfaction

Research results for

SKV Communications

October 2015

Prepared by
Richard Lindsay



NEMS is a Market
Research Society
Company Partner

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Mean score (years): [1, 3, 8, 15]																		
Q01 How long have you lived at this address? [PR]																		
Under 1 year	4.1%	31	3.7%	22	2.9%	2	4.1%	21	3.9%	5	5.3%	23	2.8%	4	3.9%	17	2.5%	4
Between 1 and 5 years	16.3%	122	16.0%	96	21.4%	15	15.4%	78	19.7%	25	16.4%	71	22.2%	32	16.1%	71	18.2%	29
Between 6 and 10 years	14.5%	109	13.1%	79	18.6%	13	14.6%	74	13.4%	17	14.1%	61	12.5%	18	15.0%	66	10.7%	17
Over 10 years	65.1%	488	67.2%	404	57.1%	40	65.9%	334	63.0%	80	64.2%	278	62.5%	90	65.0%	286	68.6%	109
<i>Mean:</i>		<i>11.45</i>		<i>11.65</i>		<i>10.73</i>		<i>11.55</i>		<i>11.15</i>		<i>11.30</i>		<i>11.07</i>		<i>11.47</i>		<i>11.71</i>
Base:		750		601		70		507		127		433		144		440		159
Q02 Which of the following describes you? [PR]																		
Tenant of the Council	81.5%	611	80.9%	486	90.0%	63	81.7%	414	84.3%	107	85.5%	370	74.3%	107	89.3%	393	71.1%	113
Leaseholder	18.5%	139	19.1%	115	10.0%	7	18.3%	93	15.7%	20	14.6%	63	25.7%	37	10.7%	47	28.9%	46
Other	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Base:		750		601		70		507		127		433		144		440		159
Q03 Which of the following best describes the type of property you live in: [PR]																		
Flat in high rise block (block with more than five storeys)	15.7%	118	14.5%	87	18.6%	13	15.0%	76	17.3%	22	19.9%	86	14.6%	21	17.0%	75	10.7%	17
Flat in medium rise block (block with five storeys or less)	62.4%	468	61.6%	370	67.1%	47	60.9%	309	63.0%	80	62.6%	271	66.7%	96	59.8%	263	67.3%	107
House or bungalow	19.6%	147	21.3%	128	12.9%	9	22.5%	114	15.0%	19	15.0%	65	16.0%	23	21.4%	94	18.9%	30
Other	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Maisonette	2.0%	15	2.3%	14	1.4%	1	1.4%	7	3.9%	5	2.1%	9	2.8%	4	1.6%	7	2.5%	4
Flat in a house	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.5%	2	0.0%	0	0.2%	1	0.6%	1
Base:		750		601		70		507		127		433		144		440		159
Q04 Is the property you live in: [PR]																		
Part of an estate	64.9%	487	62.4%	375	74.3%	52	65.9%	334	59.8%	76	65.8%	285	69.4%	100	64.3%	283	62.3%	99
An individual street property, or part of one	29.3%	220	31.1%	187	21.4%	15	27.0%	137	38.6%	49	25.6%	111	29.9%	43	26.8%	118	37.1%	59
In a sheltered scheme	5.7%	43	6.5%	39	4.3%	3	7.1%	36	1.6%	2	8.5%	37	0.7%	1	8.9%	39	0.6%	1
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Mean score (bedrooms): [1, 2, 3, 4, 6]																		
Q05 How many bedrooms does your property have? [PR]																		
Bedsit	1.3%	10	1.3%	8	1.4%	1	1.8%	9	0.0%	0	1.4%	6	1.4%	2	1.8%	8	0.0%	0
1	32.9%	247	33.4%	201	32.9%	23	34.7%	176	29.1%	37	39.3%	170	22.2%	32	37.5%	165	27.0%	43
2	37.5%	281	36.3%	218	37.1%	26	36.3%	184	37.0%	47	36.3%	157	41.7%	60	34.1%	150	38.4%	61
3	23.1%	173	23.0%	138	25.7%	18	22.3%	113	28.3%	36	18.2%	79	27.1%	39	21.4%	94	28.9%	46
4	4.7%	35	5.5%	33	1.4%	1	4.7%	24	3.9%	5	4.4%	19	6.9%	10	5.0%	22	4.4%	7
More than 4	0.5%	4	0.5%	3	1.4%	1	0.2%	1	1.6%	2	0.5%	2	0.7%	1	0.2%	1	1.3%	2
Mean:		2.02		2.03		2.01		1.98		2.13		1.89		2.22		1.95		2.16
Base:		750		601		70		507		127		433		144		440		159

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q06 In overall terms, how satisfied or dissatisfied are you with where you live, i.e. your home and where it is? [PR]																		
Very satisfied	47.5%	356	59.2%	356	0.0%	0	56.2%	285	29.1%	37	52.0%	225	38.9%	56	55.0%	242	40.3%	64
Satisfied	32.7%	245	40.8%	245	0.0%	0	32.5%	165	34.6%	44	34.4%	149	30.6%	44	31.8%	140	28.9%	46
Neither satisfied nor dissatisfied	10.5%	79	0.0%	0	0.0%	0	6.5%	33	9.4%	12	8.1%	35	13.2%	19	7.7%	34	12.6%	20
Dissatisfied	5.6%	42	0.0%	0	60.0%	42	3.6%	18	13.4%	17	3.9%	17	9.7%	14	3.2%	14	10.1%	16
Very dissatisfied	3.7%	28	0.0%	0	40.0%	28	1.2%	6	13.4%	17	1.6%	7	7.6%	11	2.3%	10	8.2%	13
Mean:		1.15		1.59		-1.40		1.39		0.53		1.31		0.83		1.34		0.83
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?																		
<i>Those who answered 'part of an estate' at Q04</i>																		
Central / close to amenities	12.7%	62	12.0%	45	17.3%	9	12.0%	40	10.5%	8	10.2%	29	13.0%	13	10.6%	30	14.1%	14
Good location	12.3%	60	12.3%	46	13.5%	7	10.2%	34	14.5%	11	10.9%	31	16.0%	16	11.0%	31	17.2%	17
Everything	11.1%	54	14.1%	53	1.9%	1	13.8%	46	6.6%	5	14.0%	40	6.0%	6	16.3%	46	5.1%	5
Nice area / estate	10.5%	51	10.7%	40	1.9%	1	9.6%	32	7.9%	6	9.1%	26	15.0%	15	8.5%	24	9.1%	9
It's a quiet area / estate	10.5%	51	11.7%	44	5.8%	3	10.2%	34	11.8%	9	13.3%	38	8.0%	8	13.1%	37	7.1%	7
Familiarity with the area / estate	5.7%	28	6.1%	23	1.9%	1	5.7%	19	9.2%	7	4.6%	13	5.0%	5	6.0%	17	9.1%	9
Suited to my needs	4.7%	23	4.8%	18	1.9%	1	5.4%	18	3.9%	3	4.6%	13	6.0%	6	4.9%	14	2.0%	2
Good neighbours / community spirit	4.5%	22	4.5%	17	3.8%	2	5.1%	17	2.6%	2	5.3%	15	3.0%	3	4.6%	13	5.1%	5
(Don't know)	3.5%	17	3.5%	13	3.8%	2	3.6%	12	1.3%	1	4.9%	14	2.0%	2	3.5%	10	2.0%	2
Good transport links	3.1%	15	3.2%	12	0.0%	0	2.4%	8	3.9%	3	2.8%	8	3.0%	3	3.2%	9	2.0%	2
Attractive area / estate	3.1%	15	3.7%	14	0.0%	0	3.3%	11	5.3%	4	4.2%	12	3.0%	3	3.2%	9	3.0%	3
Design of home	2.9%	14	2.7%	10	1.9%	1	3.6%	12	0.0%	0	1.8%	5	5.0%	5	3.2%	9	2.0%	2
Safe	2.3%	11	2.1%	8	3.8%	2	2.4%	8	1.3%	1	2.5%	7	1.0%	1	1.8%	5	3.0%	3
Green / open areas	1.4%	7	1.6%	6	1.9%	1	1.5%	5	0.0%	0	1.4%	4	1.0%	1	0.4%	1	3.0%	3
Nice atmosphere	1.0%	5	0.8%	3	0.0%	0	1.5%	5	0.0%	0	1.1%	3	0.0%	0	1.1%	3	1.0%	1
Good sized property	0.8%	4	0.8%	3	1.9%	1	1.2%	4	0.0%	0	0.4%	1	2.0%	2	0.4%	1	2.0%	2
Garden space	0.4%	2	0.5%	2	0.0%	0	0.3%	1	1.3%	1	0.0%	0	1.0%	1	0.0%	0	2.0%	2
Good accessibility	0.4%	2	0.5%	2	0.0%	0	0.6%	2	0.0%	0	0.0%	0	0.0%	0	0.4%	1	0.0%	0
(Nothing)	9.0%	44	4.3%	16	38.5%	20	7.8%	26	19.7%	15	9.1%	26	10.0%	10	8.1%	23	11.1%	11
Base:		487		375		52		334		76		285		100		283		99

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	
		(Q06)	(Q06)	(Q09)	(Q09)	(Q09)	(Q09)	(Q13)	(Q13)	(Q13)	(Q13)	(Q17)	(Q17)	(Q17)	(Q17)	(Q17)	(Q17)	
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?																		
<i>Those who answered 'an individual property, or part of one' at Q04</i>																		
Nice area / estate	14.1%	31	13.4%	25	20.0%	3	12.4%	17	16.3%	8	11.7%	13	9.3%	4	10.2%	12	16.9%	10
It's a quiet area / estate	12.3%	27	12.3%	23	6.7%	1	13.1%	18	10.2%	5	16.2%	18	4.7%	2	12.7%	15	11.9%	7
Good location	11.4%	25	11.8%	22	6.7%	1	10.9%	15	12.2%	6	12.6%	14	9.3%	4	11.9%	14	8.5%	5
Everything	10.0%	22	11.8%	22	0.0%	0	13.9%	19	6.1%	3	11.7%	13	9.3%	4	12.7%	15	8.5%	5
Central / close to amenities	8.2%	18	8.6%	16	6.7%	1	6.6%	9	10.2%	5	9.0%	10	16.3%	7	5.9%	7	10.2%	6
Design of home	5.9%	13	5.9%	11	0.0%	0	6.6%	9	8.2%	4	7.2%	8	9.3%	4	5.9%	7	5.1%	3
Suited to my needs	5.5%	12	6.4%	12	0.0%	0	7.3%	10	0.0%	0	4.5%	5	2.3%	1	8.5%	10	1.7%	1
Good neighbours / community spirit	5.0%	11	5.3%	10	6.7%	1	4.4%	6	6.1%	3	3.6%	4	2.3%	1	5.1%	6	5.1%	3
(Don't know)	3.2%	7	3.7%	7	0.0%	0	4.4%	6	2.0%	1	0.9%	1	7.0%	3	4.2%	5	3.4%	2
Attractive area / estate	2.7%	6	2.7%	5	6.7%	1	1.5%	2	2.0%	1	2.7%	3	0.0%	0	2.5%	3	3.4%	2
Nice atmosphere	2.7%	6	1.6%	3	13.3%	2	3.7%	5	2.0%	1	3.6%	4	2.3%	1	4.2%	5	1.7%	1
Familiarity with the area / estate	2.7%	6	2.7%	5	0.0%	0	2.2%	3	2.0%	1	0.0%	0	7.0%	3	1.7%	2	5.1%	3
Garden space	2.7%	6	1.6%	3	6.7%	1	1.5%	2	4.1%	2	2.7%	3	0.0%	0	1.7%	2	5.1%	3
Good transport links	2.7%	6	3.2%	6	0.0%	0	0.7%	1	8.2%	4	1.8%	2	7.0%	3	2.5%	3	1.7%	1
Green / open areas	2.3%	5	2.7%	5	0.0%	0	2.9%	4	2.0%	1	2.7%	3	4.7%	2	3.4%	4	1.7%	1
Safe	0.9%	2	1.1%	2	0.0%	0	1.5%	2	0.0%	0	0.0%	0	2.3%	1	0.8%	1	0.0%	0
Good sized property	0.9%	2	0.0%	0	13.3%	2	0.0%	0	4.1%	2	0.9%	1	0.0%	0	0.0%	0	1.7%	1
Good accessibility	0.5%	1	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.9%	1	0.0%	0	0.8%	1	0.0%	0
(Nothing)	6.4%	14	4.8%	9	13.3%	2	5.8%	8	4.1%	2	7.2%	8	7.0%	3	5.1%	6	8.5%	5
Base:		220		187		15		137		49		111		43		118		59

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?																		
<i>Those who mentioned 'sheltered accommodation' at Q04</i>																		
Good location	16.3%	7	15.4%	6	0.0%	0	16.7%	6	0.0%	0	16.2%	6	100.0%	1	12.8%	5	100.0%	1
Suited to my needs	14.0%	6	15.4%	6	0.0%	0	11.1%	4	0.0%	0	13.5%	5	0.0%	0	12.8%	5	0.0%	0
Attractive area / estate	11.6%	5	12.8%	5	0.0%	0	13.9%	5	0.0%	0	13.5%	5	0.0%	0	12.8%	5	0.0%	0
It's a quiet area / estate	9.3%	4	10.3%	4	0.0%	0	8.3%	3	50.0%	1	10.8%	4	0.0%	0	10.3%	4	0.0%	0
Nice area / estate	7.0%	3	5.1%	2	33.3%	1	8.3%	3	0.0%	0	8.1%	3	0.0%	0	7.7%	3	0.0%	0
Safe	7.0%	3	7.7%	3	0.0%	0	8.3%	3	0.0%	0	2.7%	1	0.0%	0	7.7%	3	0.0%	0
Good neighbours / community spirit	7.0%	3	7.7%	3	0.0%	0	2.8%	1	50.0%	1	8.1%	3	0.0%	0	7.7%	3	0.0%	0
Everything	7.0%	3	7.7%	3	0.0%	0	8.3%	3	0.0%	0	8.1%	3	0.0%	0	7.7%	3	0.0%	0
Nice atmosphere	4.7%	2	5.1%	2	0.0%	0	5.6%	2	0.0%	0	5.4%	2	0.0%	0	5.1%	2	0.0%	0
Familiarity with the area / estate	2.3%	1	2.6%	1	0.0%	0	2.8%	1	0.0%	0	2.7%	1	0.0%	0	0.0%	0	0.0%	0
Central / close to amenities	2.3%	1	2.6%	1	0.0%	0	2.8%	1	0.0%	0	0.0%	0	0.0%	0	2.6%	1	0.0%	0
Green / open areas	2.3%	1	2.6%	1	0.0%	0	0.0%	0	0.0%	0	2.7%	1	0.0%	0	2.6%	1	0.0%	0
(Don't know)	2.3%	1	2.6%	1	0.0%	0	2.8%	1	0.0%	0	2.7%	1	0.0%	0	2.6%	1	0.0%	0
(Nothing)	7.0%	3	2.6%	1	66.7%	2	8.3%	3	0.0%	0	5.4%	2	0.0%	0	7.7%	3	0.0%	0
Base:		43		39		3		36		2		37		1		39		1

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?																		
<i>All respondents</i>																		
Good location	12.3%	92	12.3%	74	11.4%	8	10.8%	55	13.4%	17	11.8%	51	14.6%	21	11.4%	50	14.5%	23
Nice area / estate	11.3%	85	11.1%	67	7.1%	5	10.3%	52	11.0%	14	9.7%	42	13.2%	19	8.9%	39	12.0%	19
It's a quiet area / estate	10.9%	82	11.8%	71	5.7%	4	10.8%	55	11.8%	15	13.9%	60	6.9%	10	12.7%	56	8.8%	14
Central / close to amenities	10.8%	81	10.3%	62	14.3%	10	9.9%	50	10.2%	13	9.0%	39	13.9%	20	8.6%	38	12.6%	20
Everything	10.5%	79	13.0%	78	1.4%	1	13.4%	68	6.3%	8	12.9%	56	6.9%	10	14.5%	64	6.3%	10
Suited to my needs	5.5%	41	6.0%	36	1.4%	1	6.3%	32	2.4%	3	5.3%	23	4.9%	7	6.6%	29	1.9%	3
Good neighbours / community spirit	4.8%	36	5.0%	30	4.3%	3	4.7%	24	4.7%	6	5.1%	22	2.8%	4	5.0%	22	5.0%	8
Familiarity with the area / estate	4.7%	35	4.8%	29	1.4%	1	4.5%	23	6.3%	8	3.2%	14	5.6%	8	4.3%	19	7.5%	12
Design of home	3.6%	27	3.5%	21	1.4%	1	4.1%	21	3.2%	4	3.0%	13	6.3%	9	3.6%	16	3.1%	5
Attractive area / estate	3.5%	26	4.0%	24	1.4%	1	3.6%	18	3.9%	5	4.6%	20	2.1%	3	3.9%	17	3.1%	5
(Don't know)	3.3%	25	3.5%	21	2.9%	2	3.7%	19	1.6%	2	3.7%	16	3.5%	5	3.6%	16	2.5%	4
Good transport links	2.8%	21	3.0%	18	0.0%	0	1.8%	9	5.5%	7	2.3%	10	4.2%	6	2.7%	12	1.9%	3
Safe	2.1%	16	2.2%	13	2.9%	2	2.6%	13	0.8%	1	1.8%	8	1.4%	2	2.0%	9	1.9%	3
Green / open areas	1.7%	13	2.0%	12	1.4%	1	1.8%	9	0.8%	1	1.8%	8	2.1%	3	1.4%	6	2.5%	4
Nice atmosphere	1.7%	13	1.3%	8	2.9%	2	2.4%	12	0.8%	1	2.1%	9	0.7%	1	2.3%	10	1.3%	2
Garden space	1.1%	8	0.8%	5	1.4%	1	0.6%	3	2.4%	3	0.7%	3	0.7%	1	0.5%	2	3.1%	5
Good sized property	0.8%	6	0.5%	3	4.3%	3	0.8%	4	1.6%	2	0.5%	2	1.4%	2	0.2%	1	1.9%	3
Good accessibility	0.4%	3	0.5%	3	0.0%	0	0.6%	3	0.0%	0	0.2%	1	0.0%	0	0.5%	2	0.0%	0
(Nothing)	8.1%	61	4.3%	26	34.3%	24	7.3%	37	13.4%	17	8.3%	36	9.0%	13	7.3%	32	10.1%	16
Base:		750		601		70		507		127		433		144		440		159

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	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?																		
<i>Those who answered 'part of an estate' at Q04</i>																		
Dirty area / estate	5.3%	26	4.5%	17	9.6%	5	4.8%	16	3.9%	3	3.9%	11	10.0%	10	6.0%	17	3.0%	3
Noisy place to live	5.3%	26	3.5%	13	5.8%	3	3.9%	13	5.3%	4	3.5%	10	7.0%	7	3.2%	9	8.1%	8
Poor estate maintenance	4.7%	23	4.3%	16	9.6%	5	4.2%	14	5.3%	4	3.9%	11	7.0%	7	2.8%	8	10.1%	10
Trouble with neighbours	4.3%	21	3.5%	13	5.8%	3	4.2%	14	3.9%	3	3.2%	9	4.0%	4	3.2%	9	6.1%	6
Home is too small	4.3%	21	3.2%	12	9.6%	5	1.8%	6	13.2%	10	3.9%	11	5.0%	5	3.2%	9	6.1%	6
Crime on the estate	3.7%	18	2.9%	11	9.6%	5	3.3%	11	5.3%	4	3.5%	10	5.0%	5	2.1%	6	5.1%	5
Parking issues	3.1%	15	3.2%	12	1.9%	1	2.7%	9	2.6%	2	2.8%	8	5.0%	5	3.2%	9	3.0%	3
No lifts	2.3%	11	1.6%	6	5.8%	3	2.1%	7	3.9%	3	2.8%	8	2.0%	2	3.2%	9	0.0%	0
Damp / mould	2.1%	10	1.3%	5	5.8%	3	1.2%	4	3.9%	3	2.1%	6	2.0%	2	2.1%	6	1.0%	1
Communal / shared areas	1.4%	7	1.6%	6	1.9%	1	1.8%	6	1.3%	1	1.1%	3	4.0%	4	1.1%	3	3.0%	3
Property is run-down	1.2%	6	0.8%	3	1.9%	1	0.6%	2	2.6%	2	1.4%	4	1.0%	1	0.4%	1	4.0%	4
Wider neighbourhood issues	1.0%	5	1.1%	4	1.9%	1	1.2%	4	1.3%	1	1.1%	3	1.0%	1	0.7%	2	1.0%	1
Needs modernising	1.0%	5	0.8%	3	3.8%	2	1.2%	4	1.3%	1	1.1%	3	1.0%	1	0.7%	2	2.0%	2
General home maintenance is poor or not done	1.0%	5	0.5%	2	3.8%	2	1.2%	4	1.3%	1	0.7%	2	2.0%	2	0.4%	1	2.0%	2
Faulty lift	1.0%	5	1.1%	4	0.0%	0	0.9%	3	2.6%	2	0.4%	1	2.0%	2	1.1%	3	0.0%	0
Traffic / close to a main road	0.8%	4	0.8%	3	0.0%	0	1.2%	4	0.0%	0	1.1%	3	0.0%	0	0.4%	1	1.0%	1
State of the windows	0.8%	4	0.3%	1	0.0%	0	0.6%	2	1.3%	1	1.1%	3	0.0%	0	0.7%	2	2.0%	2
Bathroom is too small	0.6%	3	0.3%	1	0.0%	0	0.6%	2	0.0%	0	0.4%	1	0.0%	0	0.7%	2	1.0%	1
Property needs adapting to my needs	0.6%	3	0.8%	3	0.0%	0	0.6%	2	0.0%	0	1.1%	3	0.0%	0	0.4%	1	1.0%	1
Everything	0.6%	3	0.3%	1	3.8%	2	0.3%	1	1.3%	1	0.4%	1	0.0%	0	0.4%	1	2.0%	2
Too far from public transport links	0.6%	3	0.8%	3	0.0%	0	0.6%	2	1.3%	1	0.7%	2	1.0%	1	1.1%	3	0.0%	0
Too high up	0.6%	3	0.0%	0	3.8%	2	0.0%	0	2.6%	2	0.7%	2	1.0%	1	0.4%	1	2.0%	2
Not central enough	0.4%	2	0.3%	1	1.9%	1	0.6%	2	0.0%	0	0.4%	1	0.0%	0	0.0%	0	1.0%	1
Kitchen is too small	0.4%	2	0.3%	1	0.0%	0	0.3%	1	1.3%	1	0.4%	1	1.0%	1	0.4%	1	1.0%	1
Rent is too high	0.4%	2	0.5%	2	0.0%	0	0.3%	1	0.0%	0	0.4%	1	0.0%	0	0.4%	1	0.0%	0
Lack of green areas for children to play	0.2%	1	0.3%	1	0.0%	0	0.0%	0	1.3%	1	0.4%	1	0.0%	0	0.4%	1	0.0%	0
Lack of a garden	0.2%	1	0.3%	1	0.0%	0	0.0%	0	1.3%	1	0.0%	0	0.0%	0	0.4%	1	0.0%	0
Not secure enough	0.2%	1	0.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.4%	1	0.0%	0
Dislike décor	0.2%	1	0.3%	1	0.0%	0	0.3%	1	0.0%	0	0.4%	1	0.0%	0	0.4%	1	0.0%	0
(Nothing)	48.0%	234	57.6%	216	9.6%	5	56.3%	188	27.6%	21	53.3%	152	39.0%	39	57.6%	163	31.3%	31
(Don't know)	3.3%	16	3.2%	12	3.8%	2	3.3%	11	3.9%	3	4.6%	13	0.0%	0	3.2%	9	3.0%	3
Base:		487		375		52		334		76		285		100		283		99

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	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?																		
<i>Those who answered 'an individual property, or part of one' at Q04</i>																		
Noisy place to live	7.3%	16	4.3%	8	20.0%	3	5.8%	8	4.1%	2	4.5%	5	4.7%	2	5.9%	7	10.2%	6
Dirty area / estate	5.9%	13	5.9%	11	6.7%	1	3.7%	5	8.2%	4	3.6%	4	9.3%	4	4.2%	5	6.8%	4
Home is too small	5.5%	12	4.3%	8	20.0%	3	5.1%	7	10.2%	5	5.4%	6	2.3%	1	5.9%	7	3.4%	2
Trouble with neighbours	3.2%	7	2.1%	4	13.3%	2	3.7%	5	2.0%	1	4.5%	5	2.3%	1	2.5%	3	6.8%	4
Poor estate maintenance	2.7%	6	3.2%	6	0.0%	0	2.2%	3	2.0%	1	1.8%	2	2.3%	1	2.5%	3	3.4%	2
Needs modernising	2.3%	5	2.7%	5	0.0%	0	1.5%	2	4.1%	2	2.7%	3	2.3%	1	2.5%	3	0.0%	0
Kitchen is too small	2.3%	5	1.1%	2	6.7%	1	2.2%	3	4.1%	2	1.8%	2	4.7%	2	3.4%	4	1.7%	1
Property is run-down	1.8%	4	1.6%	3	6.7%	1	0.7%	1	6.1%	3	2.7%	3	0.0%	0	1.7%	2	3.4%	2
Traffic / close to a main road	1.8%	4	2.1%	4	0.0%	0	1.5%	2	4.1%	2	1.8%	2	0.0%	0	2.5%	3	1.7%	1
General home maintenance is poor or not done	1.4%	3	1.1%	2	0.0%	0	0.7%	1	0.0%	0	0.9%	1	2.3%	1	1.7%	2	0.0%	0
No lifts	1.4%	3	1.6%	3	0.0%	0	1.5%	2	0.0%	0	1.8%	2	2.3%	1	0.0%	0	0.0%	0
Damp / mould	1.4%	3	1.1%	2	0.0%	0	1.5%	2	2.0%	1	0.9%	1	2.3%	1	0.8%	1	3.4%	2
Bathroom is too small	0.9%	2	1.1%	2	0.0%	0	0.7%	1	0.0%	0	1.8%	2	0.0%	0	0.8%	1	1.7%	1
Wider neighbourhood issues	0.9%	2	1.1%	2	0.0%	0	0.0%	0	2.0%	1	0.9%	1	2.3%	1	0.0%	0	3.4%	2
Communal / shared areas	0.9%	2	0.5%	1	6.7%	1	1.5%	2	0.0%	0	1.8%	2	0.0%	0	0.0%	0	3.4%	2
Property needs adapting to my needs	0.9%	2	1.1%	2	0.0%	0	1.5%	2	0.0%	0	0.9%	1	0.0%	0	0.8%	1	0.0%	0
Lack of a garden	0.9%	2	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0	0.0%	0	0.8%	1	0.0%	0
Rent is too high	0.5%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.9%	1	0.0%	0	0.0%	0	1.7%	1
Parking issues	0.5%	1	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0	2.3%	1	0.8%	1	0.0%	0
Faulty lift	0.5%	1	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0	2.3%	1	0.8%	1	0.0%	0
Lack of green areas for children to play	0.5%	1	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.9%	1	0.0%	0	0.0%	0	1.7%	1
State of the windows	0.5%	1	0.5%	1	0.0%	0	0.7%	1	0.0%	0	0.9%	1	0.0%	0	0.8%	1	0.0%	0
Crime on the estate (Nothing)	51.8%	114	58.3%	109	13.3%	2	59.9%	82	36.7%	18	55.0%	61	51.2%	22	59.3%	70	35.6%	21
(Don't know)	4.1%	9	3.7%	7	6.7%	1	2.2%	3	12.2%	6	3.6%	4	7.0%	3	1.7%	2	10.2%	6
Base:		220		187		15		137		49		111		43		118		59

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	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	
		(Q06)	(Q06)	(Q09)	(Q09)	(Q09)	(Q09)	(Q13)	(Q13)	(Q13)	(Q13)	(Q17)	(Q17)	(Q17)	(Q17)	(Q17)	(Q17)	
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?																		
<i>Those who mentioned 'sheltered accommodation' at Q04</i>																		
Home is too small	4.7%	2	5.1%	2	0.0%	0	2.8%	1	50.0%	1	5.4%	2	0.0%	0	5.1%	2	0.0%	0
Communal / shared areas	4.7%	2	5.1%	2	0.0%	0	5.6%	2	0.0%	0	2.7%	1	0.0%	0	5.1%	2	0.0%	0
Parking issues	4.7%	2	2.6%	1	33.3%	1	5.6%	2	0.0%	0	2.7%	1	0.0%	0	5.1%	2	0.0%	0
Poor estate maintenance	2.3%	1	2.6%	1	0.0%	0	2.8%	1	0.0%	0	2.7%	1	0.0%	0	2.6%	1	0.0%	0
Needs modernising	2.3%	1	0.0%	0	33.3%	1	2.8%	1	0.0%	0	2.7%	1	0.0%	0	2.6%	1	0.0%	0
Noisy place to live	2.3%	1	2.6%	1	0.0%	0	2.8%	1	0.0%	0	2.7%	1	0.0%	0	0.0%	0	0.0%	0
No lifts	2.3%	1	0.0%	0	33.3%	1	2.8%	1	0.0%	0	2.7%	1	0.0%	0	2.6%	1	0.0%	0
(Nothing)	76.7%	33	82.1%	32	0.0%	0	75.0%	27	50.0%	1	78.4%	29	100.0%	1	76.9%	30	100.0%	1
Base:		43		39		3		36		2		37		1		39		1

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	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?	<i>All respondents</i>																	
Noisy place to live	5.7%	43	3.7%	22	8.6%	6	4.3%	22	4.7%	6	3.7%	16	6.3%	9	3.6%	16	8.8%	14
Dirty area / estate	5.2%	39	4.7%	28	8.6%	6	4.1%	21	5.5%	7	3.5%	15	9.7%	14	5.0%	22	4.4%	7
Home is too small	4.7%	35	3.7%	22	11.4%	8	2.8%	14	12.6%	16	4.4%	19	4.2%	6	4.1%	18	5.0%	8
Poor estate maintenance	4.0%	30	3.8%	23	7.1%	5	3.6%	18	3.9%	5	3.2%	14	5.6%	8	2.7%	12	7.5%	12
Trouble with neighbours	3.7%	28	2.8%	17	7.1%	5	3.7%	19	3.2%	4	3.2%	14	3.5%	5	2.7%	12	6.3%	10
Crime on the estate	2.5%	19	2.0%	12	7.1%	5	2.4%	12	3.2%	4	2.5%	11	3.5%	5	1.6%	7	3.1%	5
Parking issues	2.4%	18	2.3%	14	2.9%	2	2.4%	12	1.6%	2	2.1%	9	4.2%	6	2.7%	12	1.9%	3
No lifts	2.0%	15	1.5%	9	5.7%	4	2.0%	10	2.4%	3	2.5%	11	2.1%	3	2.3%	10	0.0%	0
Damp / mould	1.7%	13	1.2%	7	4.3%	3	1.2%	6	3.2%	4	1.6%	7	2.1%	3	1.6%	7	1.9%	3
Communal / shared areas	1.5%	11	1.5%	9	2.9%	2	2.0%	10	0.8%	1	1.4%	6	2.8%	4	1.1%	5	3.1%	5
Needs modernising	1.5%	11	1.3%	8	4.3%	3	1.4%	7	2.4%	3	1.6%	7	1.4%	2	1.4%	6	1.3%	2
Property is run-down	1.3%	10	1.0%	6	2.9%	2	0.6%	3	3.9%	5	1.6%	7	0.7%	1	0.7%	3	3.8%	6
Traffic / close to a main road	1.1%	8	1.2%	7	0.0%	0	1.2%	6	1.6%	2	1.2%	5	0.0%	0	0.9%	4	1.3%	2
General home maintenance is poor or not done	1.1%	8	0.7%	4	2.9%	2	1.0%	5	0.8%	1	0.7%	3	2.1%	3	0.7%	3	1.3%	2
Kitchen is too small	0.9%	7	0.5%	3	1.4%	1	0.8%	4	2.4%	3	0.7%	3	2.1%	3	1.1%	5	1.3%	2
Wider neighbourhood issues	0.9%	7	1.0%	6	1.4%	1	0.8%	4	1.6%	2	0.9%	4	1.4%	2	0.5%	2	1.9%	3
Faulty lift	0.8%	6	0.8%	5	0.0%	0	0.8%	4	1.6%	2	0.2%	1	2.1%	3	0.9%	4	0.0%	0
State of the windows	0.7%	5	0.3%	2	0.0%	0	0.4%	2	1.6%	2	0.9%	4	0.0%	0	0.5%	2	1.9%	3
Bathroom is too small	0.7%	5	0.5%	3	0.0%	0	0.6%	3	0.0%	0	0.7%	3	0.0%	0	0.7%	3	1.3%	2
Property needs adapting to my needs	0.7%	5	0.8%	5	0.0%	0	0.8%	4	0.0%	0	0.9%	4	0.0%	0	0.5%	2	0.6%	1
Everything	0.4%	3	0.2%	1	2.9%	2	0.2%	1	0.8%	1	0.2%	1	0.0%	0	0.2%	1	1.3%	2
Too high up	0.4%	3	0.0%	0	2.9%	2	0.0%	0	1.6%	2	0.5%	2	0.7%	1	0.2%	1	1.3%	2
Lack of a garden	0.4%	3	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.0%	0	0.0%	0	0.5%	2	0.0%	0
Too far from public transport links	0.4%	3	0.5%	3	0.0%	0	0.4%	2	0.8%	1	0.5%	2	0.7%	1	0.7%	3	0.0%	0
Rent is too high	0.4%	3	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.5%	2	0.0%	0	0.2%	1	0.6%	1
Lack of green areas for children to play	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.5%	2	0.0%	0	0.2%	1	0.6%	1
Not central enough	0.3%	2	0.2%	1	1.4%	1	0.4%	2	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.6%	1
Not secure enough	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0
Dislike décor	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
(Nothing)	50.8%	381	59.4%	357	10.0%	7	58.6%	297	31.5%	40	55.9%	242	43.1%	62	59.8%	263	33.3%	53
(Don't know)	3.3%	25	3.2%	19	4.3%	3	2.8%	14	7.1%	9	3.9%	17	2.1%	3	2.5%	11	5.7%	9
Base:		750		601		70		507		127		433		144		440		159

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	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	
		(Q06)	(Q06)	(Q09)	(Q09)	(Q09)	(Q09)	(Q13)	(Q13)	(Q13)	(Q13)	(Q17)	(Q17)	(Q17)	(Q17)	(Q17)	(Q17)	
Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]																		
Q09 How satisfied or dissatisfied are you with the quality (i.e. physical condition) of your home, both inside and outside? [PR]																		
Very satisfied	32.7%	245	37.9%	228	8.6%	6	48.3%	245	0.0%	0	39.0%	169	21.5%	31	41.8%	184	12.0%	19
Satisfied	34.9%	262	36.9%	222	25.7%	18	51.7%	262	0.0%	0	35.8%	155	32.6%	47	38.0%	167	28.9%	46
Neither satisfied nor dissatisfied	15.5%	116	11.6%	70	17.1%	12	0.0%	0	0.0%	0	11.8%	51	20.1%	29	10.7%	47	21.4%	34
Dissatisfied	11.3%	85	9.0%	54	31.4%	22	0.0%	0	66.9%	85	9.0%	39	18.8%	27	7.3%	32	22.0%	35
Very dissatisfied	5.6%	42	4.5%	27	17.1%	12	0.0%	0	33.1%	42	4.4%	19	6.9%	10	2.3%	10	15.7%	25
Mean:		0.78		0.95		-0.23		1.48		-1.33		0.96		0.43		1.10		-0.01
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	
Q10 What do you like most about the quality / physical condition of your home?																		
Everything - it's fine	28.1%	211	32.4%	195	7.1%	5	36.3%	184	11.0%	14	31.2%	135	21.5%	31	35.2%	155	18.2%	29
Just the right sized property	12.4%	93	12.1%	73	10.0%	7	10.5%	53	12.6%	16	9.5%	41	13.2%	19	10.5%	46	13.8%	22
Well decorated	8.3%	62	8.0%	48	5.7%	4	9.5%	48	6.3%	8	8.3%	36	8.3%	12	7.0%	31	6.9%	11
Good design	7.5%	56	7.5%	45	5.7%	4	7.9%	40	1.6%	2	7.2%	31	7.6%	11	9.1%	40	3.1%	5
Clean & tidy	2.9%	22	3.2%	19	0.0%	0	3.6%	18	1.6%	2	4.2%	18	1.4%	2	3.0%	13	1.9%	3
Has character	1.6%	12	1.5%	9	1.4%	1	1.6%	8	0.8%	1	1.4%	6	2.1%	3	1.6%	7	1.3%	2
Good atmosphere	1.6%	12	1.7%	10	0.0%	0	2.0%	10	0.0%	0	2.3%	10	1.4%	2	1.8%	8	1.9%	3
Good heating	1.5%	11	1.8%	11	0.0%	0	2.0%	10	0.0%	0	0.9%	4	1.4%	2	1.1%	5	2.5%	4
Garden space	1.5%	11	1.8%	11	0.0%	0	2.0%	10	0.8%	1	1.6%	7	0.7%	1	1.4%	6	1.3%	2
Solid building	1.1%	8	1.2%	7	1.4%	1	1.0%	5	1.6%	2	0.9%	4	0.7%	1	1.1%	5	1.3%	2
Kitchen	1.1%	8	1.0%	6	1.4%	1	0.6%	3	2.4%	3	0.7%	3	2.1%	3	0.9%	4	1.3%	2
In a quiet area	0.9%	7	1.0%	6	1.4%	1	1.0%	5	0.0%	0	1.4%	6	0.7%	1	1.6%	7	0.0%	0
Comfortable living space	0.9%	7	1.2%	7	0.0%	0	0.6%	3	2.4%	3	1.4%	6	0.0%	0	0.9%	4	0.6%	1
In a good area	0.9%	7	0.8%	5	2.9%	2	0.8%	4	1.6%	2	0.7%	3	2.1%	3	1.1%	5	0.0%	0
Windows	0.9%	7	1.2%	7	0.0%	0	1.2%	6	0.0%	0	1.2%	5	0.7%	1	0.5%	2	1.3%	2
Safe / secure	0.8%	6	0.8%	5	0.0%	0	1.0%	5	0.0%	0	1.4%	6	0.0%	0	1.4%	6	0.0%	0
Well maintained	0.8%	6	0.7%	4	1.4%	1	1.2%	6	0.0%	0	0.2%	1	1.4%	2	0.7%	3	1.3%	2
New heating system	0.7%	5	0.5%	3	2.9%	2	0.4%	2	1.6%	2	0.9%	4	0.7%	1	0.9%	4	0.6%	1
Well suited to my needs	0.7%	5	0.5%	3	2.9%	2	0.8%	4	0.0%	0	0.2%	1	0.7%	1	0.5%	2	0.6%	1
Good layout	0.5%	4	0.3%	2	2.9%	2	0.6%	3	0.8%	1	0.2%	1	1.4%	2	0.7%	3	0.0%	0
Good accessibility	0.4%	3	0.5%	3	0.0%	0	0.2%	1	0.8%	1	0.0%	0	0.0%	0	0.2%	1	0.6%	1
Familiarity with the property	0.4%	3	0.5%	3	0.0%	0	0.4%	2	0.8%	1	0.5%	2	0.7%	1	0.5%	2	0.6%	1
Well lit	0.4%	3	0.3%	2	1.4%	1	0.6%	3	0.0%	0	0.5%	2	0.7%	1	0.2%	1	1.3%	2
Modern	0.4%	3	0.5%	3	0.0%	0	0.6%	3	0.0%	0	0.5%	2	0.0%	0	0.7%	3	0.0%	0
All on one floor	0.4%	3	0.5%	3	0.0%	0	0.4%	2	0.0%	0	0.5%	2	0.7%	1	0.5%	2	0.6%	1
Bathroom	0.3%	2	0.0%	0	2.9%	2	0.2%	1	0.8%	1	0.0%	0	0.7%	1	0.5%	2	0.0%	0
Sound proofed	0.3%	2	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.6%	1
Near everything I need	0.1%	1	0.0%	0	0.0%	0	0.0%	0	0.8%	1	0.2%	1	0.0%	0	0.0%	0	0.6%	1
Nice and open	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
(Nothing)	16.1%	121	11.5%	69	44.3%	31	7.5%	38	46.5%	59	15.5%	67	20.8%	30	11.1%	49	28.9%	46
(Don't know)	6.4%	48	6.7%	40	4.3%	3	5.5%	28	5.5%	7	6.2%	27	8.3%	12	5.0%	22	8.8%	14
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q11 What do you dislike most about the quality / physical condition of your home?																		
Windows need updating	5.6%	42	4.3%	26	10.0%	7	2.8%	14	11.8%	15	5.3%	23	7.6%	11	4.3%	19	7.5%	12
Poorly maintained	5.2%	39	4.3%	26	10.0%	7	3.0%	15	11.8%	15	3.5%	15	7.6%	11	3.0%	13	12.6%	20
Damp / mould	5.1%	38	4.8%	29	4.3%	3	2.6%	13	13.4%	17	5.3%	23	5.6%	8	4.3%	19	7.5%	12
Too small	3.7%	28	2.8%	17	7.1%	5	2.6%	13	5.5%	7	3.5%	15	4.2%	6	3.2%	14	4.4%	7
Needs decorating	3.2%	24	3.7%	22	2.9%	2	3.0%	15	2.4%	3	3.5%	15	3.5%	5	4.5%	20	1.9%	3
Property has leaks	2.9%	22	2.8%	17	2.9%	2	1.2%	6	7.1%	9	2.5%	11	2.1%	3	1.6%	7	4.4%	7
Heating system / insulation needs updating	2.5%	19	2.5%	15	2.9%	2	3.0%	15	1.6%	2	2.5%	11	3.5%	5	1.8%	8	3.1%	5
Walls need sound proofing, too noisy	1.7%	13	1.5%	9	1.4%	1	1.6%	8	1.6%	2	1.2%	5	2.1%	3	1.4%	6	3.1%	5
Cracked walls	1.7%	13	1.7%	10	2.9%	2	1.0%	5	3.2%	4	1.2%	5	2.1%	3	0.9%	4	3.8%	6
Exterior isn't maintained	1.7%	13	2.0%	12	0.0%	0	1.0%	5	3.2%	4	1.6%	7	2.8%	4	1.4%	6	1.3%	2
Kitchen is too small	1.5%	11	1.2%	7	2.9%	2	1.0%	5	2.4%	3	0.7%	3	2.8%	4	1.6%	7	1.9%	3
Kitchen needs updating / repairing	1.5%	11	1.2%	7	4.3%	3	1.2%	6	2.4%	3	1.2%	5	1.4%	2	1.6%	7	0.6%	1
Rooms are too small	1.3%	10	1.3%	8	1.4%	1	1.0%	5	2.4%	3	0.9%	4	2.1%	3	1.6%	7	0.0%	0
Need modernising	1.3%	10	1.3%	8	1.4%	1	0.6%	3	2.4%	3	1.2%	5	1.4%	2	0.7%	3	1.3%	2
Property is always cold	1.1%	8	1.0%	6	0.0%	0	1.0%	5	1.6%	2	0.9%	4	1.4%	2	0.9%	4	2.5%	4
No cleaning is done / Dirty areas	0.9%	7	0.8%	5	1.4%	1	0.6%	3	1.6%	2	0.5%	2	1.4%	2	0.7%	3	1.3%	2
Doors aren't maintained	0.9%	7	1.2%	7	0.0%	0	0.6%	3	2.4%	3	0.7%	3	0.0%	0	1.1%	5	0.0%	0
Bathroom needs updating	0.9%	7	0.7%	4	2.9%	2	0.8%	4	1.6%	2	0.7%	3	1.4%	2	1.4%	6	0.6%	1
No lifts	0.8%	6	0.7%	4	1.4%	1	1.0%	5	0.0%	0	1.4%	6	0.0%	0	0.9%	4	0.0%	0
Lack of storage	0.7%	5	0.5%	3	2.9%	2	0.0%	0	2.4%	3	0.5%	2	0.7%	1	0.5%	2	1.3%	2
Bathroom needs repairing	0.5%	4	0.7%	4	0.0%	0	0.4%	2	1.6%	2	0.9%	4	0.0%	0	0.5%	2	1.3%	2
Lift often breaks	0.4%	3	0.2%	1	2.9%	2	0.2%	1	1.6%	2	0.2%	1	1.4%	2	0.2%	1	0.6%	1
Floors aren't level	0.4%	3	0.5%	3	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.5%	2	0.0%	0
No shower	0.3%	2	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.7%	1	0.5%	2	0.0%	0
Other	0.3%	2	0.2%	1	1.4%	1	0.2%	1	0.0%	0	0.5%	2	0.0%	0	0.5%	2	0.0%	0
Not enough light is let into the rooms	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.5%	2	0.0%	0	0.5%	2	0.0%	0
Needs rewiring	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Guttering needs seeing to	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0
Not enough toilets	0.1%	1	0.0%	0	1.4%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0
(Nothing)	48.5%	364	53.2%	320	24.3%	17	65.3%	331	9.4%	12	54.5%	236	41.0%	59	56.4%	248	30.2%	48
(Don't know)	4.5%	34	4.2%	25	7.1%	5	3.6%	18	7.1%	9	4.2%	18	3.5%	5	3.2%	14	8.8%	14
Base:		750		601		70		507		127		433		144		440		159

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	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q12 What improvement(s) would you most like to see to the quality / physical condition of your home? [MR]																		
Double glazing / new windows	8.4%	63	7.8%	47	11.4%	8	5.7%	29	15.0%	19	7.2%	31	11.1%	16	6.8%	30	10.1%	16
Repair damp / damp-proofing	4.8%	36	4.3%	26	5.7%	4	1.8%	9	13.4%	17	5.1%	22	4.9%	7	4.3%	19	6.3%	10
Better overall maintenance and repairs	4.4%	33	3.5%	21	10.0%	7	1.4%	7	11.0%	14	2.8%	12	5.6%	8	3.0%	13	9.4%	15
Fix leaks	3.9%	29	2.8%	17	5.7%	4	2.4%	12	8.7%	11	2.3%	10	6.3%	9	2.5%	11	7.5%	12
Updated bathroom	3.7%	28	3.8%	23	5.7%	4	3.2%	16	6.3%	8	4.4%	19	2.1%	3	3.9%	17	5.0%	8
Update kitchen	3.3%	25	3.0%	18	10.0%	7	3.0%	15	5.5%	7	3.5%	15	3.5%	5	3.6%	16	1.9%	3
Improved heating system	3.3%	25	3.2%	19	1.4%	1	3.2%	16	4.7%	6	3.2%	14	3.5%	5	3.4%	15	3.1%	5
Update décor	3.2%	24	3.5%	21	1.4%	1	2.8%	14	3.9%	5	3.5%	15	3.5%	5	3.4%	15	3.8%	6
Bigger property	1.5%	11	1.3%	8	2.9%	2	1.0%	5	3.9%	5	1.2%	5	1.4%	2	0.7%	3	1.9%	3
Bigger kitchen	1.5%	11	1.0%	6	2.9%	2	1.0%	5	2.4%	3	0.7%	3	1.4%	2	1.6%	7	0.6%	1
Repair ceilings	1.5%	11	1.7%	10	1.4%	1	1.0%	5	1.6%	2	1.2%	5	0.7%	1	1.1%	5	3.1%	5
Repair walls	1.3%	10	1.3%	8	1.4%	1	1.0%	5	2.4%	3	0.9%	4	1.4%	2	1.4%	6	1.9%	3
Soundproofing	1.3%	10	0.8%	5	4.3%	3	1.2%	6	0.8%	1	0.9%	4	2.1%	3	0.9%	4	2.5%	4
Insulation	1.2%	9	1.2%	7	2.9%	2	0.6%	3	3.9%	5	1.2%	5	1.4%	2	0.2%	1	3.8%	6
Better floors	1.1%	8	0.8%	5	2.9%	2	0.8%	4	1.6%	2	1.4%	6	0.7%	1	0.7%	3	1.9%	3
Fix roof	1.1%	8	1.3%	8	0.0%	0	0.6%	3	1.6%	2	0.9%	4	2.1%	3	0.5%	2	1.9%	3
External repairs	1.1%	8	1.0%	6	0.0%	0	0.4%	2	0.8%	1	0.9%	4	0.0%	0	0.9%	4	1.3%	2
Install a lift	1.1%	8	0.3%	2	4.3%	3	0.8%	4	0.0%	0	1.4%	6	0.0%	0	0.9%	4	1.3%	2
Install a shower	1.1%	8	1.2%	7	0.0%	0	1.2%	6	0.0%	0	0.9%	4	1.4%	2	0.7%	3	2.5%	4
Fix drainage	0.9%	7	0.8%	5	1.4%	1	0.4%	2	1.6%	2	1.2%	5	0.0%	0	0.7%	3	1.3%	2
Update doors	0.9%	7	1.2%	7	0.0%	0	0.8%	4	1.6%	2	0.9%	4	0.0%	0	0.9%	4	0.0%	0
Modernise housing	0.8%	6	0.7%	4	2.9%	2	0.4%	2	2.4%	3	0.7%	3	0.7%	1	0.5%	2	1.3%	2
Toilet repair	0.8%	6	0.7%	4	1.4%	1	0.6%	3	1.6%	2	0.7%	3	1.4%	2	1.1%	5	0.0%	0
More storage	0.8%	6	0.5%	3	4.3%	3	0.2%	1	3.2%	4	0.7%	3	0.7%	1	0.7%	3	1.9%	3
Ensure the area is tidy and clear	0.8%	6	0.8%	5	1.4%	1	1.0%	5	0.8%	1	0.5%	2	1.4%	2	0.5%	2	1.9%	3
Better external maintenance	0.7%	5	0.8%	5	0.0%	0	0.6%	3	1.6%	2	0.9%	4	0.0%	0	0.9%	4	0.0%	0
Bigger bathroom	0.7%	5	0.3%	2	4.3%	3	0.6%	3	1.6%	2	0.2%	1	0.7%	1	0.7%	3	0.0%	0
Better lighting	0.5%	4	0.7%	4	0.0%	0	0.6%	3	0.0%	0	0.5%	2	0.7%	1	0.7%	3	0.6%	1
Clean up the area	0.5%	4	0.5%	3	0.0%	0	0.4%	2	0.8%	1	0.5%	2	0.7%	1	0.2%	1	1.3%	2
Bigger bedrooms	0.4%	3	0.3%	2	1.4%	1	0.2%	1	1.6%	2	0.2%	1	0.0%	0	0.5%	2	0.0%	0
Better security	0.4%	3	0.2%	1	1.4%	1	0.0%	0	0.8%	1	0.2%	1	1.4%	2	0.2%	1	0.6%	1
New fencing	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Stair lift	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.0%	0	0.5%	2	0.0%	0
Fix lift	0.3%	2	0.2%	1	1.4%	1	0.2%	1	0.8%	1	0.2%	1	0.7%	1	0.2%	1	0.0%	0
Clean bins (and surrounding areas) more often	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.5%	2	0.0%	0	0.5%	2	0.0%	0
Remove balcony	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.6%	1
Rewiring	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.6%	1
(Nothing)	43.5%	326	46.8%	281	25.7%	18	58.4%	296	5.5%	7	48.5%	210	38.9%	56	50.9%	224	25.8%	41

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
(Don't know)	7.2%	54	7.8%	47	2.9%	2	6.3%	32	11.8%	15	6.7%	29	9.0%	13	7.0%	31	10.1%	16
Base:		750		601		70		507		127		433		144		440		159

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q13 How satisfied or dissatisfied are you with the quality of the shared spaces in the area or estate where you live (e.g. including communal areas and stairways/lifts in blocks, landscaping, parking areas and footpaths)? [PR]

Very satisfied	26.9%	202	30.4%	183	11.4%	8	32.0%	162	18.9%	24	46.7%	202	0.0%	0	35.5%	156	11.3%	18
Satisfied	30.8%	231	31.8%	191	22.9%	16	32.0%	162	26.8%	34	53.3%	231	0.0%	0	31.4%	138	28.3%	45
Neither satisfied nor dissatisfied	23.1%	173	21.1%	127	30.0%	21	20.7%	105	25.2%	32	0.0%	0	0.0%	0	20.5%	90	30.8%	49
Dissatisfied	11.9%	89	10.8%	65	14.3%	10	10.3%	52	14.2%	18	0.0%	0	61.8%	89	8.0%	35	18.2%	29
Very dissatisfied	7.3%	55	5.8%	35	21.4%	15	5.1%	26	15.0%	19	0.0%	0	38.2%	55	4.8%	21	11.3%	18
Mean:		0.58		0.70		-0.11		0.75		0.20		1.47		-1.38		0.85		0.10
Base:		750		601		70		507		127		433		144		440		159

Q14 What do you like most about the quality of the shared spaces in the area or estate where you live?

Clean	14.5%	109	14.1%	85	8.6%	6	15.6%	79	11.8%	15	20.8%	90	4.2%	6	16.4%	72	8.8%	14
Everything - it's fine	14.1%	106	15.6%	94	5.7%	4	16.6%	84	9.4%	12	22.9%	99	2.8%	4	17.7%	78	8.2%	13
Nice / attractive area	7.9%	59	8.5%	51	5.7%	4	8.1%	41	3.9%	5	10.2%	44	6.3%	9	8.9%	39	6.9%	11
Local to amenities (e.g. shops)	4.1%	31	4.3%	26	4.3%	3	4.5%	23	1.6%	2	5.1%	22	3.5%	5	4.1%	18	1.9%	3
Well maintained	3.3%	25	3.3%	20	4.3%	3	3.7%	19	3.2%	4	4.9%	21	2.1%	3	3.4%	15	1.3%	2
Nice people	3.1%	23	3.3%	20	2.9%	2	3.0%	15	3.2%	4	4.6%	20	0.7%	1	2.7%	12	3.8%	6
The garden	2.1%	16	2.5%	15	1.4%	1	1.4%	7	3.2%	4	2.8%	12	0.0%	0	2.0%	9	1.9%	3
Parking	1.9%	14	1.7%	10	2.9%	2	1.0%	5	4.7%	6	1.4%	6	1.4%	2	1.6%	7	1.9%	3
Facilities for children to play	1.5%	11	1.7%	10	1.4%	1	1.6%	8	2.4%	3	1.8%	8	0.7%	1	1.6%	7	0.0%	0
The lifts	1.3%	10	1.5%	9	1.4%	1	1.6%	8	0.8%	1	2.1%	9	0.7%	1	1.6%	7	0.6%	1
Spacious	1.3%	10	1.3%	8	1.4%	1	1.0%	5	1.6%	2	1.6%	7	0.7%	1	0.9%	4	2.5%	4
Quiet	0.9%	7	0.8%	5	1.4%	1	1.0%	5	0.8%	1	1.2%	5	1.4%	2	0.9%	4	1.9%	3
Secure / safe	0.8%	6	0.5%	3	1.4%	1	1.0%	5	0.8%	1	0.9%	4	0.7%	1	1.1%	5	0.6%	1
Recently decorated	0.5%	4	0.7%	4	0.0%	0	0.8%	4	0.0%	0	0.7%	3	0.0%	0	0.5%	2	0.0%	0
Balcony	0.3%	2	0.2%	1	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.6%	1
Nearby parks	0.3%	2	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.6%	1
Easily accessible	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.5%	2	0.0%	0	0.5%	2	0.0%	0
Good transport links	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Plenty of storage	0.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.6%	1
(Nothing)	30.8%	231	28.3%	170	47.1%	33	27.4%	139	39.4%	50	9.9%	43	68.1%	98	26.1%	115	43.4%	69
(Don't know)	10.7%	80	11.1%	67	10.0%	7	10.7%	54	13.4%	17	8.5%	37	6.3%	9	9.5%	42	14.5%	23
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q15 What do you dislike most about the quality of the shared spaces in the area or estate where you live?																		
Untidy / dirty	14.8%	111	13.0%	78	22.9%	16	12.0%	61	18.9%	24	7.4%	32	38.9%	56	9.3%	41	23.3%	37
Parking is poor	6.4%	48	6.2%	37	5.7%	4	6.9%	35	4.7%	6	3.0%	13	16.0%	23	5.9%	26	4.4%	7
Lifts not working	2.5%	19	2.5%	15	5.7%	4	2.4%	12	3.9%	5	3.0%	13	4.2%	6	3.2%	14	1.9%	3
Poorly maintained	2.5%	19	2.7%	16	1.4%	1	2.0%	10	3.9%	5	1.4%	6	6.9%	10	2.3%	10	4.4%	7
Too many kids hanging around	2.3%	17	2.2%	13	5.7%	4	1.6%	8	4.7%	6	2.5%	11	3.5%	5	1.8%	8	2.5%	4
Stairways are dirty	2.3%	17	2.3%	14	2.9%	2	1.6%	8	4.7%	6	0.9%	4	5.6%	8	1.8%	8	2.5%	4
No lifts	1.7%	13	1.0%	6	5.7%	4	1.4%	7	1.6%	2	0.7%	3	6.3%	9	1.1%	5	0.0%	0
Not secure enough	1.7%	13	1.2%	7	0.0%	0	1.6%	8	0.8%	1	2.3%	10	0.0%	0	1.1%	5	1.9%	3
Other residents	1.3%	10	1.3%	8	0.0%	0	1.6%	8	0.8%	1	1.4%	6	2.1%	3	1.6%	7	1.3%	2
Insufficient lighting	1.1%	8	1.0%	6	0.0%	0	0.8%	4	1.6%	2	0.9%	4	0.7%	1	0.7%	3	1.3%	2
Hallways are a mess	1.1%	8	0.8%	5	0.0%	0	1.0%	5	0.8%	1	0.9%	4	2.8%	4	0.9%	4	0.6%	1
Too much noise	0.8%	6	0.8%	5	1.4%	1	0.6%	3	0.8%	1	0.9%	4	0.0%	0	1.1%	5	0.0%	0
Bin area smells	0.8%	6	1.0%	6	0.0%	0	0.8%	4	0.8%	1	0.7%	3	0.7%	1	0.7%	3	1.3%	2
Not enough space	0.5%	4	0.3%	2	1.4%	1	0.4%	2	0.8%	1	0.5%	2	0.0%	0	0.0%	0	1.9%	3
Too much traffic	0.4%	3	0.3%	2	1.4%	1	0.4%	2	0.8%	1	0.0%	0	1.4%	2	0.7%	3	0.0%	0
Uneven pavements	0.4%	3	0.5%	3	0.0%	0	0.6%	3	0.0%	0	0.2%	1	0.7%	1	0.2%	1	1.3%	2
Crime / drug dealers hanging around	0.4%	3	0.2%	1	0.0%	0	0.2%	1	0.8%	1	0.2%	1	0.0%	0	0.2%	1	1.3%	2
Lifts aren't always cleaned	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.5%	2	0.0%	0	0.5%	2	0.0%	0
Not enough for children to do	0.3%	2	0.2%	1	1.4%	1	0.2%	1	0.8%	1	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Too many pests	0.3%	2	0.2%	1	0.0%	0	0.0%	0	0.8%	1	0.2%	1	0.7%	1	0.0%	0	0.6%	1
Nothing nearby	0.3%	2	0.2%	1	0.0%	0	0.2%	1	0.8%	1	0.2%	1	0.0%	0	0.5%	2	0.0%	0
Disruption from ongoing work on the estate	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0
Intercom doesn't always work	0.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Dampness (Nothing)	0.1%	1	0.0%	0	1.4%	1	0.0%	0	0.8%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Don't know)	50.3%	377	54.6%	328	32.9%	23	55.6%	282	40.2%	51	67.7%	293	5.6%	8	60.0%	264	38.4%	61
Base:	7.2%	54	7.2%	43	10.0%	7	7.7%	39	6.3%	8	4.2%	18	3.5%	5	5.9%	26	10.7%	17
		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q16 What improvement(s) would you most like to see to the quality of the shared spaces in the area or estate where you live?																		
Clean the communal areas	17.1%	128	15.6%	94	27.1%	19	14.2%	72	22.8%	29	10.4%	45	42.4%	61	11.8%	52	25.2%	40
Provide more parking for residents and guests	7.6%	57	7.0%	42	10.0%	7	8.3%	42	6.3%	8	3.7%	16	20.1%	29	7.3%	32	6.3%	10
Better security / CCTV	5.6%	42	4.3%	26	10.0%	7	4.7%	24	5.5%	7	5.3%	23	9.0%	13	4.1%	18	7.5%	12
Better maintenance	4.4%	33	3.2%	19	10.0%	7	3.6%	18	7.1%	9	1.6%	7	13.9%	20	2.3%	10	8.8%	14
Redecorate	4.4%	33	4.3%	26	2.9%	2	3.9%	20	4.7%	6	3.7%	16	9.7%	14	4.1%	18	5.7%	9
More lighting	2.7%	20	2.8%	17	1.4%	1	2.0%	10	4.7%	6	2.1%	9	4.9%	7	1.8%	8	4.4%	7
Quicker repairs of the lift when broken	2.7%	20	2.3%	14	7.1%	5	1.8%	9	6.3%	8	2.5%	11	4.9%	7	2.7%	12	3.8%	6
Install a lift	2.4%	18	1.5%	9	8.6%	6	1.8%	9	3.2%	4	1.8%	8	5.6%	8	2.3%	10	0.6%	1
Relay paving	1.9%	14	2.0%	12	1.4%	1	1.8%	9	0.0%	0	1.4%	6	2.1%	3	1.6%	7	1.9%	3
Better grounds maintenance	1.6%	12	1.8%	11	1.4%	1	1.8%	9	1.6%	2	1.2%	5	2.1%	3	1.8%	8	1.3%	2
More / better placed rubbish bins	1.3%	10	1.5%	9	0.0%	0	1.2%	6	0.8%	1	2.1%	9	0.0%	0	1.4%	6	1.9%	3
Facilities for dog walkers	0.8%	6	0.8%	5	0.0%	0	1.0%	5	0.0%	0	1.2%	5	0.7%	1	0.7%	3	1.9%	3
Fix doors	0.8%	6	0.8%	5	0.0%	0	0.8%	4	0.8%	1	0.9%	4	0.7%	1	0.9%	4	0.6%	1
More focus on things for children to do	0.7%	5	0.7%	4	1.4%	1	0.6%	3	0.8%	1	0.2%	1	2.1%	3	0.2%	1	1.3%	2
Secure bike storage area	0.5%	4	0.5%	3	0.0%	0	0.6%	3	0.8%	1	0.9%	4	0.0%	0	0.7%	3	0.0%	0
Fix intercom	0.5%	4	0.3%	2	1.4%	1	0.4%	2	0.8%	1	0.5%	2	1.4%	2	0.5%	2	0.6%	1
More plants and trees	0.5%	4	0.5%	3	0.0%	0	0.6%	3	0.0%	0	0.5%	2	0.7%	1	0.2%	1	0.6%	1
Fix garden walls / fencing	0.5%	4	0.5%	3	0.0%	0	0.6%	3	0.8%	1	0.5%	2	0.7%	1	0.2%	1	0.6%	1
Tackle drug problem	0.4%	3	0.5%	3	0.0%	0	0.2%	1	1.6%	2	0.7%	3	0.0%	0	0.5%	2	0.0%	0
Better contractors	0.3%	2	0.0%	0	1.4%	1	0.2%	1	0.0%	0	0.5%	2	0.0%	0	0.2%	1	0.6%	1
Replace seating	0.3%	2	0.2%	1	1.4%	1	0.4%	2	0.0%	0	0.5%	2	0.0%	0	0.2%	1	0.6%	1
Better management	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.6%	1
More no smoking areas	0.1%	1	0.0%	0	1.4%	1	0.2%	1	0.0%	0	0.0%	0	0.7%	1	0.2%	1	0.0%	0
More / better communication with residents	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Make them warmer	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Widen footpaths	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.7%	1	0.2%	1	0.0%	0
(Nothing)	45.1%	338	48.4%	291	32.9%	23	50.5%	256	33.9%	43	57.7%	250	4.2%	6	54.3%	239	32.7%	52
(Don't know)	7.5%	56	7.2%	43	5.7%	4	5.9%	30	12.6%	16	4.9%	21	6.3%	9	6.4%	28	11.3%	18
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:	
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q17 Please say how satisfied/dissatisfied you are overall with the quality of the housing services the Council provides as your landlord, e.g. Repairs and maintenance, Caretaking, Estate management, Tenancy management, Support and advice [PR]

Very satisfied	26.0%	195	29.6%	178	8.6%	6	34.7%	176	7.9%	10	33.0%	143	12.5%	18	44.3%	195	0.0%	0
Satisfied	32.7%	245	33.9%	204	25.7%	18	34.5%	175	25.2%	32	34.9%	151	26.4%	38	55.7%	245	0.0%	0
Neither satisfied nor dissatisfied	20.1%	151	18.1%	109	24.3%	17	17.9%	91	19.7%	25	17.6%	76	28.5%	41	0.0%	0	0.0%	0
Dissatisfied	11.2%	84	10.2%	61	18.6%	13	8.3%	42	19.7%	25	9.2%	40	13.9%	20	0.0%	0	52.8%	84
Very dissatisfied	10.0%	75	8.2%	49	22.9%	16	4.5%	23	27.6%	35	5.3%	23	18.8%	27	0.0%	0	47.2%	75
Mean:		0.53		0.67		-0.21		0.87		-0.34		0.81		0.00		1.44		-1.47
Base:		750		601		70		507		127		433		144		440		159

Q18 What do you like most about the quality of the housing services you receive from the Council as your landlord?

Helpful staff	11.6%	87	11.6%	70	4.3%	3	13.2%	67	6.3%	8	12.9%	56	9.7%	14	15.0%	66	3.1%	5
Quick response times	10.0%	75	10.5%	63	10.0%	7	9.7%	49	8.7%	11	12.2%	53	6.3%	9	15.5%	68	3.1%	5
Attentive	8.3%	62	8.0%	48	7.1%	5	9.3%	47	4.7%	6	8.8%	38	6.3%	9	10.5%	46	1.9%	3
Polite / well mannered staff	5.1%	38	4.3%	26	8.6%	6	4.5%	23	3.9%	5	4.2%	18	5.6%	8	5.5%	24	2.5%	4
Punctual / visit when they say they will	4.8%	36	4.5%	27	5.7%	4	4.7%	24	3.9%	5	5.8%	25	4.2%	6	6.4%	28	0.6%	1
Good with communication	4.4%	33	5.3%	32	0.0%	0	4.9%	25	3.2%	4	4.2%	18	4.2%	6	6.4%	28	0.6%	1
Everything	3.7%	28	4.3%	26	0.0%	0	4.3%	22	1.6%	2	5.1%	22	1.4%	2	6.1%	27	0.0%	0
Reliable - do their job well	2.0%	15	2.2%	13	2.9%	2	2.6%	13	0.0%	0	1.6%	7	2.1%	3	2.3%	10	0.6%	1
Good value service	0.9%	7	0.5%	3	2.9%	2	0.8%	4	0.8%	1	0.5%	2	2.1%	3	0.2%	1	1.9%	3
Repairs team are good	0.8%	6	0.7%	4	1.4%	1	0.8%	4	0.8%	1	1.2%	5	0.7%	1	0.9%	4	0.6%	1
Efficient	0.7%	5	0.7%	4	0.0%	0	0.8%	4	0.8%	1	0.9%	4	0.0%	0	0.9%	4	0.0%	0
Good caretaking team	0.4%	3	0.5%	3	0.0%	0	0.4%	2	0.8%	1	0.0%	0	0.0%	0	0.2%	1	0.6%	1
Good management	0.4%	3	0.5%	3	0.0%	0	0.4%	2	0.8%	1	0.7%	3	0.0%	0	0.5%	2	0.6%	1
Quality control on repairs is good	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.5%	2	0.0%	0	0.5%	2	0.0%	0
Online accessibility	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Improved a lot recently	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.8%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0
Provide face-to-face contact	0.1%	1	0.0%	0	1.4%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0
Friendly service	0.1%	1	0.0%	0	1.4%	1	0.2%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
(Nothing)	31.7%	238	29.8%	179	47.1%	33	27.4%	139	53.5%	68	26.1%	113	42.4%	61	17.5%	77	76.7%	122
(Don't know)	14.4%	108	16.0%	96	7.1%	5	15.4%	78	8.7%	11	15.0%	65	13.9%	20	11.6%	51	6.9%	11
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q19 What do you dislike most about the quality of the housing services you receive from the Council as your landlord?																		
Delays in repairs	10.9%	82	9.7%	58	10.0%	7	8.9%	45	20.5%	26	8.8%	38	12.5%	18	7.3%	32	15.1%	24
Don't do the job properly	9.7%	73	8.5%	51	18.6%	13	6.7%	34	19.7%	25	7.2%	31	16.7%	24	2.7%	12	28.3%	45
Not quick at responding	7.2%	54	6.8%	41	10.0%	7	4.7%	24	14.2%	18	6.5%	28	10.4%	15	4.1%	18	15.1%	24
Don't keep appointments	3.7%	28	3.5%	21	7.1%	5	3.0%	15	4.7%	6	3.7%	16	3.5%	5	2.3%	10	9.4%	15
Lack of understanding	3.2%	24	2.3%	14	8.6%	6	2.4%	12	5.5%	7	2.8%	12	2.8%	4	1.6%	7	6.3%	10
Costs	1.6%	12	1.5%	9	0.0%	0	1.2%	6	0.8%	1	1.6%	7	1.4%	2	1.4%	6	2.5%	4
Short staffed	1.2%	9	0.8%	5	2.9%	2	1.6%	8	0.0%	0	1.4%	6	1.4%	2	1.1%	5	0.6%	1
Getting through to the right person can be difficult	1.1%	8	1.2%	7	0.0%	0	1.0%	5	0.0%	0	0.7%	3	0.7%	1	1.4%	6	1.3%	2
No checks on jobs carried out	0.8%	6	0.8%	5	0.0%	0	1.0%	5	0.8%	1	0.5%	2	0.7%	1	0.9%	4	0.6%	1
Poor communication	0.7%	5	0.7%	4	1.4%	1	0.4%	2	1.6%	2	0.7%	3	0.7%	1	0.2%	1	1.3%	2
Poorly trained contractors	0.7%	5	0.7%	4	1.4%	1	0.6%	3	0.0%	0	0.5%	2	0.7%	1	0.7%	3	0.0%	0
No customer service skills	0.5%	4	0.5%	3	1.4%	1	0.6%	3	0.8%	1	0.5%	2	1.4%	2	0.2%	1	0.6%	1
Not completing jobs	0.5%	4	0.7%	4	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.6%	1
Inefficiency	0.5%	4	0.7%	4	0.0%	0	0.4%	2	0.8%	1	0.2%	1	0.7%	1	0.5%	2	1.3%	2
Rude / unhelpful staff	0.5%	4	0.5%	3	1.4%	1	0.2%	1	0.8%	1	0.2%	1	0.0%	0	0.2%	1	1.3%	2
Everything	0.3%	2	0.2%	1	1.4%	1	0.0%	0	0.8%	1	0.0%	0	0.7%	1	0.0%	0	1.3%	2
Don't clear up after themselves	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Poorly designed website	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0
(Nothing)	48.7%	365	52.1%	313	32.9%	23	57.2%	290	26.0%	33	56.4%	244	38.2%	55	69.3%	305	12.6%	20
(Don't know)	7.9%	59	8.7%	52	2.9%	2	9.5%	48	3.2%	4	8.1%	35	6.9%	10	5.5%	24	1.9%	3
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q20 What improvement(s) would you most like to see to the quality of the housing services you receive from the Council as your landlord?																		
Faster response times	14.0%	105	12.6%	76	12.9%	9	10.5%	53	24.4%	31	12.0%	52	18.1%	26	8.2%	36	23.3%	37
Do the job properly / provide a better service	5.7%	43	5.3%	32	10.0%	7	4.5%	23	10.2%	13	4.6%	20	8.3%	12	3.2%	14	13.2%	21
Better communication with tenants	4.4%	33	4.2%	25	5.7%	4	2.8%	14	6.3%	8	3.0%	13	6.3%	9	2.5%	11	9.4%	15
Better quality of repairs carried out	4.1%	31	3.2%	19	8.6%	6	3.6%	18	5.5%	7	3.7%	16	5.6%	8	2.3%	10	7.5%	12
Keep appointments	4.1%	31	3.7%	22	7.1%	5	3.0%	15	7.9%	10	3.5%	15	4.9%	7	3.0%	13	8.2%	13
Better trained contractors	2.8%	21	2.7%	16	5.7%	4	2.8%	14	4.7%	6	2.5%	11	4.2%	6	1.6%	7	5.7%	9
Better customer service	2.3%	17	2.0%	12	4.3%	3	1.0%	5	5.5%	7	1.6%	7	3.5%	5	0.5%	2	6.9%	11
More caretaking staff	1.9%	14	1.7%	10	2.9%	2	2.0%	10	2.4%	3	1.8%	8	1.4%	2	1.8%	8	2.5%	4
Make it easier to get in touch with the right person / department	1.9%	14	2.2%	13	1.4%	1	1.4%	7	2.4%	3	2.1%	9	2.1%	3	0.9%	4	5.0%	8
More / regular inspections of property and repairs	1.6%	12	1.3%	8	0.0%	0	1.2%	6	3.2%	4	1.4%	6	1.4%	2	1.1%	5	3.8%	6
Show more sympathy towards the needs of residents	1.6%	12	1.5%	9	1.4%	1	1.8%	9	0.8%	1	1.2%	5	2.1%	3	1.4%	6	3.1%	5
Better management	1.3%	10	1.3%	8	0.0%	0	1.4%	7	0.8%	1	1.6%	7	2.1%	3	0.9%	4	2.5%	4
More regular cleaning service	0.9%	7	1.0%	6	1.4%	1	1.2%	6	0.8%	1	0.7%	3	1.4%	2	1.1%	5	0.0%	0
Provide more opportunities for face-to-face contact	0.9%	7	0.5%	3	2.9%	2	0.8%	4	1.6%	2	0.9%	4	0.7%	1	0.9%	4	1.9%	3
Lower costs	0.8%	6	0.5%	3	0.0%	0	0.4%	2	2.4%	3	0.5%	2	0.0%	0	1.1%	5	0.6%	1
Better communication between contractors / staff	0.7%	5	0.7%	4	1.4%	1	0.6%	3	0.8%	1	1.2%	5	0.0%	0	0.9%	4	0.0%	0
Respond to all repair requests	0.5%	4	0.5%	3	1.4%	1	0.4%	2	1.6%	2	0.5%	2	0.7%	1	0.5%	2	0.6%	1
More supportive towards the elderly	0.4%	3	0.2%	1	2.9%	2	0.2%	1	0.0%	0	0.0%	0	2.1%	3	0.0%	0	0.0%	0
More helpful staff	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.2%	1	0.7%	1	0.0%	0	0.6%	1
More professional contractors	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.0%	0	1.4%	2	0.0%	0	1.3%	2
Better call-centre system	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.7%	1	0.5%	2	0.0%	0
Tidy up after themselves	0.3%	2	0.2%	1	1.4%	1	0.2%	1	0.0%	0	0.2%	1	0.7%	1	0.5%	2	0.0%	0
(Nothing)	42.1%	316	47.1%	283	22.9%	16	50.1%	254	19.7%	25	49.9%	216	31.3%	45	59.8%	263	8.8%	14
(Don't know)	13.1%	98	13.1%	79	14.3%	10	14.0%	71	11.8%	15	11.8%	51	9.7%	14	10.9%	48	11.3%	18
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q21 Are you aware of the Residents' Commission on Council Housing?																		
Yes	31.7%	238	32.9%	198	31.4%	22	31.6%	160	29.1%	37	28.2%	122	37.5%	54	30.7%	135	31.4%	50
No	68.3%	512	67.1%	403	68.6%	48	68.4%	347	70.9%	90	71.8%	311	62.5%	90	69.3%	305	68.6%	109
Base:		750		601		70		507		127		433		144		440		159

Q22 What do you know about the aims and purpose of the Commission?

Those aware of the Residents' Commission at Q21

Allows tenants to voice concerns	10.1%	24	8.6%	17	22.7%	5	10.6%	17	13.5%	5	5.7%	7	18.5%	10	8.1%	11	18.0%	9
To improve the area	7.1%	17	6.6%	13	9.1%	2	8.1%	13	5.4%	2	10.7%	13	5.6%	3	7.4%	10	4.0%	2
Give tenants control over their area	6.3%	15	6.1%	12	4.5%	1	5.6%	9	5.4%	2	6.6%	8	3.7%	2	7.4%	10	8.0%	4
Look after / assist tenants	3.8%	9	4.0%	8	0.0%	0	3.1%	5	2.7%	1	3.3%	4	3.7%	2	2.2%	3	6.0%	3
Clear channel of communication between tenants and council	3.8%	9	3.0%	6	4.5%	1	3.1%	5	8.1%	3	3.3%	4	5.6%	3	3.0%	4	4.0%	2
Give tenants more rights	3.4%	8	3.5%	7	4.5%	1	3.8%	6	5.4%	2	2.5%	3	9.3%	5	3.7%	5	2.0%	1
Remove council involvement	2.9%	7	3.0%	6	4.5%	1	2.5%	4	2.7%	1	3.3%	4	0.0%	0	3.0%	4	0.0%	0
Ensure things are managed fairly	2.9%	7	3.0%	6	0.0%	0	3.8%	6	0.0%	0	2.5%	3	1.9%	1	4.4%	6	2.0%	1
Liaison between council and residents	2.1%	5	2.5%	5	0.0%	0	2.5%	4	0.0%	0	0.8%	1	1.9%	1	3.7%	5	0.0%	0
Nominated to make decisions for tenants	2.1%	5	2.0%	4	0.0%	0	2.5%	4	0.0%	0	2.5%	3	0.0%	0	2.2%	3	2.0%	1
Evaluate how things in the area are going	0.4%	1	0.5%	1	0.0%	0	0.6%	1	0.0%	0	0.8%	1	0.0%	0	0.7%	1	0.0%	0
(Don't know)	59.7%	142	61.1%	121	50.0%	11	58.8%	94	62.2%	23	61.5%	75	55.6%	30	60.0%	81	58.0%	29
Base:		238		198		22		160		37		122		54		135		50

Q23 May I give you a brief explanation? (cue extended introduction/preamble)

Those unaware of the Residents' Commission at Q21

Yes	84.8%	434	84.1%	339	87.5%	42	81.8%	284	91.1%	82	83.0%	258	85.6%	77	82.3%	251	89.0%	97
No	15.2%	78	15.9%	64	12.5%	6	18.2%	63	8.9%	8	17.0%	53	14.4%	13	17.7%	54	11.0%	12
Base:		512		403		48		347		90		311		90		305		109

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)	
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Mean score: [Very important = 2, Quite important = 1, Neither = 0, Not very important = -1, Not at all important = -2]

Q24 How important to you is it to have more control or influence over the future of your housing and the services you receive? [PR]

Very important	53.6%	402	52.1%	313	60.0%	42	49.5%	251	63.0%	80	51.3%	222	61.8%	89	49.5%	218	59.1%	94
Quite important	25.1%	188	26.5%	159	12.9%	9	25.2%	128	24.4%	31	25.2%	109	22.2%	32	25.5%	112	22.6%	36
Neither important nor unimportant	12.5%	94	12.6%	76	15.7%	11	14.2%	72	8.7%	11	13.4%	58	9.7%	14	14.1%	62	12.6%	20
Not very important	4.5%	34	4.5%	27	5.7%	4	5.7%	29	1.6%	2	5.3%	23	3.5%	5	6.4%	28	1.9%	3
Not at all important	4.3%	32	4.3%	26	5.7%	4	5.3%	27	2.4%	3	4.9%	21	2.8%	4	4.5%	20	3.8%	6
Mean:		1.19		1.17		1.16		1.08		1.44		1.13		1.37		1.09		1.31
Base:		750		601		70		507		127		433		144		440		159

Q25 Would you be interested in any, some or all of the following? [PR]

Deciding how money gets spent on your housing and the area or estate where you live

Yes	52.3%	392	49.4%	297	61.4%	43	47.5%	241	63.0%	80	47.6%	206	62.5%	90	45.7%	201	63.5%	101
No	41.1%	308	43.8%	263	34.3%	24	45.4%	230	29.1%	37	44.3%	192	32.6%	47	46.6%	205	31.4%	50
(Don't know)	6.7%	50	6.8%	41	4.3%	3	7.1%	36	7.9%	10	8.1%	35	4.9%	7	7.7%	34	5.0%	8
Base:		750		601		70		507		127		433		144		440		159

Being involved in planning the future of your housing and the area or estate where you live

Yes	48.4%	363	45.1%	271	58.6%	41	42.4%	215	61.4%	78	45.5%	197	55.6%	80	45.0%	198	57.9%	92
No	45.1%	338	48.1%	289	35.7%	25	51.3%	260	31.5%	40	47.6%	206	37.5%	54	48.0%	211	35.8%	57
(Don't know)	6.5%	49	6.8%	41	5.7%	4	6.3%	32	7.1%	9	6.9%	30	6.9%	10	7.0%	31	6.3%	10
Base:		750		601		70		507		127		433		144		440		159

Being involved in residents having more say in the management of their housing

Yes	55.2%	414	53.4%	321	57.1%	40	51.9%	263	62.2%	79	50.8%	220	63.9%	92	49.1%	216	64.2%	102
No	39.2%	294	40.8%	245	38.6%	27	42.2%	214	33.1%	42	42.5%	184	31.9%	46	45.0%	198	31.4%	50
(Don't know)	5.6%	42	5.8%	35	4.3%	3	5.9%	30	4.7%	6	6.7%	29	4.2%	6	5.9%	26	4.4%	7
Base:		750		601		70		507		127		433		144		440		159

Being involved in residents having a vote on all major decisions about the future of their housing

Yes	60.4%	453	57.4%	345	68.6%	48	56.4%	286	69.3%	88	56.8%	246	69.4%	100	55.9%	246	68.6%	109
No	34.1%	256	37.1%	223	28.6%	20	37.7%	191	26.0%	33	36.3%	157	27.8%	40	38.4%	169	27.0%	43
(Don't know)	5.5%	41	5.5%	33	2.9%	2	5.9%	30	4.7%	6	6.9%	30	2.8%	4	5.7%	25	4.4%	7
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	
		(Q06)	(Q06)	(Q06)	(Q06)	(Q09)	(Q09)	(Q09)	(Q09)	(Q13)	(Q13)	(Q13)	(Q13)	(Q17)	(Q17)	(Q17)	(Q17)	
Being on the Board of the organisation that owns and runs your housing and being responsible for policy and how the housing is run																		
Yes	30.3%	227	27.5%	165	41.4%	29	28.4%	144	35.4%	45	27.3%	118	36.1%	52	26.8%	118	40.9%	65
No	62.8%	471	66.2%	398	52.9%	37	64.9%	329	55.9%	71	64.9%	281	59.0%	85	66.4%	292	52.2%	83
(Don't know)	6.9%	52	6.3%	38	5.7%	4	6.7%	34	8.7%	11	7.9%	34	4.9%	7	6.8%	30	6.9%	11
Base:		750		601		70		507		127		433		144		440		159
Taking part in local focus groups and consultation events																		
Yes	38.5%	289	34.4%	207	50.0%	35	32.9%	167	55.1%	70	37.2%	161	45.1%	65	33.2%	146	48.4%	77
No	55.5%	416	59.4%	357	47.1%	33	60.8%	308	38.6%	49	55.9%	242	50.7%	73	59.8%	263	47.8%	76
(Don't know)	6.0%	45	6.2%	37	2.9%	2	6.3%	32	6.3%	8	6.9%	30	4.2%	6	7.0%	31	3.8%	6
Base:		750		601		70		507		127		433		144		440		159
Q26 Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by modernisation or redevelopment?																		
Yes	40.3%	302	35.9%	216	64.3%	45	33.7%	171	53.5%	68	35.1%	152	54.2%	78	38.2%	168	43.4%	69
No	59.7%	448	64.1%	385	35.7%	25	66.3%	336	46.5%	59	64.9%	281	45.8%	66	61.8%	272	56.6%	90
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	
Q27 In what way(s) do you think it could be improved?																		
<i>Those who feel their local area could be improved by modernisation or redevelopment at Q26</i>																		
Update all housing to the same standard / modernise	14.9%	45	13.4%	29	17.8%	8	10.5%	18	26.5%	18	14.5%	22	14.1%	11	14.3%	24	8.7%	6
Refurbish exterior of buildings	8.6%	26	9.7%	21	6.7%	3	8.8%	15	7.4%	5	8.6%	13	11.5%	9	8.9%	15	13.0%	9
New windows	7.9%	24	8.3%	18	4.4%	2	4.7%	8	14.7%	10	9.2%	14	7.7%	6	7.1%	12	8.7%	6
Make the area look more appealing	7.3%	22	7.9%	17	2.2%	1	6.4%	11	4.4%	3	7.2%	11	9.0%	7	6.0%	10	4.3%	3
Better security / CCTV	7.3%	22	5.6%	12	15.6%	7	6.4%	11	8.8%	6	4.6%	7	9.0%	7	6.0%	10	11.6%	8
Better maintenance of properties	6.3%	19	5.1%	11	11.1%	5	6.4%	11	7.4%	5	4.6%	7	11.5%	9	4.8%	8	8.7%	6
More play areas / facilities for children	6.0%	18	5.1%	11	8.9%	4	5.3%	9	5.9%	4	8.6%	13	0.0%	0	6.0%	10	7.2%	5
Install lifts where needed	6.0%	18	6.0%	13	4.4%	2	6.4%	11	2.9%	2	7.9%	12	7.7%	6	7.1%	12	4.3%	3
More lighting	4.0%	12	4.6%	10	4.4%	2	4.7%	8	1.5%	1	4.6%	7	5.1%	4	4.8%	8	4.3%	3
More parking spaces needs to be provided	3.6%	11	3.7%	8	4.4%	2	4.1%	7	2.9%	2	3.9%	6	1.3%	1	4.2%	7	1.4%	1
More green spaces	3.3%	10	3.7%	8	2.2%	1	3.5%	6	1.5%	1	3.3%	5	3.8%	3	3.6%	6	4.3%	3
Regular cleaning team for the area	3.3%	10	3.2%	7	6.7%	3	4.7%	8	1.5%	1	1.3%	2	5.1%	4	3.0%	5	2.9%	2
More living space needed / extend properties where possible	2.6%	8	3.2%	7	2.2%	1	3.5%	6	2.9%	2	2.0%	3	3.8%	3	2.4%	4	1.4%	1
More communal areas	2.6%	8	1.4%	3	6.7%	3	1.8%	3	4.4%	3	2.6%	4	3.8%	3	1.2%	2	5.8%	4
Better doors	2.0%	6	2.3%	5	0.0%	0	2.3%	4	1.5%	1	2.6%	4	2.6%	2	1.8%	3	0.0%	0
Improve road layout	1.7%	5	1.9%	4	2.2%	1	1.2%	2	1.5%	1	2.0%	3	1.3%	1	2.4%	4	0.0%	0
Guttering / drainage needs updating	1.7%	5	0.9%	2	0.0%	0	1.8%	3	1.5%	1	2.0%	3	0.0%	0	2.4%	4	1.4%	1
Pavements need maintaining	1.3%	4	1.9%	4	0.0%	0	1.2%	2	1.5%	1	0.7%	1	2.6%	2	1.2%	2	2.9%	2
Provide more local shops	1.3%	4	1.9%	4	0.0%	0	2.3%	4	0.0%	0	1.3%	2	1.3%	1	2.4%	4	0.0%	0
New developments are need to cope with demand	1.3%	4	1.4%	3	0.0%	0	1.8%	3	1.5%	1	2.0%	3	1.3%	1	1.2%	2	2.9%	2
Better heating systems	1.3%	4	0.5%	1	2.2%	1	1.2%	2	1.5%	1	1.3%	2	0.0%	0	0.6%	1	1.4%	1
Increase public safety / reduce anti-social behaviour	1.0%	3	1.4%	3	0.0%	0	1.2%	2	0.0%	0	2.0%	3	0.0%	0	1.2%	2	0.0%	0
Introduce more / better community facilities (e.g. community centre, library)	1.0%	3	0.5%	1	4.4%	2	0.6%	1	2.9%	2	1.3%	2	1.3%	1	0.0%	0	2.9%	2
Address traffic concerns (Don't know)	0.3%	1	0.5%	1	0.0%	0	0.6%	1	0.0%	0	0.7%	1	0.0%	0	0.6%	1	0.0%	0
(None mentioned)	17.6%	53	19.0%	41	11.1%	5	19.9%	34	11.8%	8	17.8%	27	14.1%	11	20.8%	35	14.5%	10
Base:		302		216		45		171		68		152		78		168		69

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q28 If a modernisation or redevelopment proposal that affected you were to be made in the future, what would your main concerns be?																		
Would depend on what the proposals were	7.6%	57	7.7%	46	5.7%	4	6.3%	32	11.0%	14	6.7%	29	6.3%	9	7.3%	32	6.9%	11
Would I have to relocate?	7.1%	53	7.0%	42	5.7%	4	7.1%	36	7.9%	10	7.2%	31	9.0%	13	7.5%	33	6.3%	10
The area will lose its character	3.9%	29	4.2%	25	2.9%	2	4.3%	22	2.4%	3	4.6%	20	4.2%	6	5.0%	22	3.1%	5
Will it cost me anything?	3.1%	23	3.0%	18	5.7%	4	2.6%	13	6.3%	8	2.5%	11	6.9%	10	3.0%	13	5.0%	8
How will overcrowding be resolved?	2.7%	20	3.2%	19	1.4%	1	3.0%	15	0.8%	1	2.3%	10	2.1%	3	2.3%	10	1.3%	2
How much disruption will be caused?	1.6%	12	1.7%	10	0.0%	0	1.6%	8	2.4%	3	1.4%	6	1.4%	2	1.1%	5	1.9%	3
Would be concerned about the quality of new builds	1.2%	9	0.8%	5	1.4%	1	1.0%	5	0.0%	0	1.6%	7	0.7%	1	0.7%	3	1.9%	3
Noise	1.1%	8	1.0%	6	1.4%	1	0.8%	4	1.6%	2	1.2%	5	1.4%	2	0.7%	3	1.9%	3
Impact to the environment	0.9%	7	0.7%	4	4.3%	3	0.4%	2	1.6%	2	0.5%	2	1.4%	2	0.7%	3	1.3%	2
Traffic congestion	0.8%	6	0.8%	5	1.4%	1	0.8%	4	0.8%	1	0.5%	2	2.1%	3	0.9%	4	0.6%	1
Security concerns	0.8%	6	1.0%	6	0.0%	0	0.6%	3	1.6%	2	0.9%	4	0.7%	1	0.9%	4	1.3%	2
Will our tenancy be put at risk?	0.8%	6	0.8%	5	0.0%	0	0.2%	1	1.6%	2	1.2%	5	0.7%	1	0.7%	3	1.3%	2
Will local transport be affected?	0.8%	6	1.0%	6	0.0%	0	1.0%	5	0.0%	0	0.7%	3	1.4%	2	0.7%	3	0.6%	1
Will local retailers be affected?	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Will it spoil the area?	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.6%	1
(None mentioned)	57.7%	433	56.9%	342	65.7%	46	58.4%	296	56.7%	72	57.0%	247	56.9%	82	58.9%	259	52.2%	83
(Don't know)	11.9%	89	12.1%	73	8.6%	6	13.2%	67	8.7%	11	13.2%	57	9.7%	14	11.8%	52	15.1%	24
Base:		750		601		70		507		127		433		144		440		159

Q29 Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by re-designing some of the existing space around the housing (e.g. landscaping, parking areas etc)?																		
Yes	46.5%	349	41.9%	252	65.7%	46	42.6%	216	48.0%	61	39.7%	172	61.1%	88	44.3%	195	49.7%	79
No	53.5%	401	58.1%	349	34.3%	24	57.4%	291	52.0%	66	60.3%	261	38.9%	56	55.7%	245	50.3%	80
Base:		750		601		70		507		127		433		144		440		159

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	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q30 How do think it could be improved by re-designing some of the existing space around the housing? [MR]																		
<i>Those who feel their local area could be improved by re-designing some of the existing space around the housing at Q29</i>																		
More parking	35.8%	125	36.9%	93	34.8%	16	35.6%	77	32.8%	20	34.9%	60	38.6%	34	36.4%	71	39.2%	31
More green areas	33.0%	115	31.7%	80	32.6%	15	32.9%	71	31.1%	19	33.7%	58	31.8%	28	31.8%	62	34.2%	27
More play areas for children	21.8%	76	20.2%	51	26.1%	12	19.9%	43	23.0%	14	20.3%	35	19.3%	17	19.5%	38	19.0%	15
More CCTV / security measures	12.0%	42	9.5%	24	19.6%	9	8.8%	19	19.7%	12	8.1%	14	14.8%	13	8.2%	16	15.2%	12
Lighting	3.2%	11	3.2%	8	2.2%	1	2.3%	5	6.6%	4	5.2%	9	2.3%	2	4.1%	8	2.5%	2
Better overall estate maintenance	3.2%	11	2.4%	6	2.2%	1	3.7%	8	0.0%	0	2.3%	4	3.4%	3	1.5%	3	3.8%	3
Visitor parking bays / permits	2.9%	10	2.8%	7	6.5%	3	2.8%	6	4.9%	3	0.6%	1	5.7%	5	3.6%	7	1.3%	1
Remove or occupy vacant units	1.4%	5	2.0%	5	0.0%	0	1.9%	4	0.0%	0	1.2%	2	0.0%	0	2.1%	4	0.0%	0
More street cleaning	1.1%	4	0.8%	2	0.0%	0	0.5%	1	1.6%	1	0.6%	1	1.1%	1	1.0%	2	1.3%	1
Better paving	0.9%	3	0.8%	2	0.0%	0	0.5%	1	1.6%	1	1.2%	2	0.0%	0	1.5%	3	0.0%	0
Remove subways and undergrown car parks	0.9%	3	0.4%	1	4.3%	2	0.0%	0	1.6%	1	0.0%	0	3.4%	3	0.0%	0	3.8%	3
More gated areas	0.9%	3	0.8%	2	0.0%	0	0.9%	2	0.0%	0	1.2%	2	0.0%	0	1.0%	2	0.0%	0
Improve road surfaces	0.6%	2	0.8%	2	0.0%	0	0.5%	1	1.6%	1	0.6%	1	0.0%	0	1.0%	2	0.0%	0
More flats	0.6%	2	0.4%	1	0.0%	0	0.9%	2	0.0%	0	0.6%	1	0.0%	0	1.0%	2	0.0%	0
Fewer high rise flats	0.6%	2	0.4%	1	0.0%	0	0.0%	0	0.0%	0	0.6%	1	1.1%	1	0.0%	0	2.5%	2
More communal areas	0.6%	2	0.8%	2	0.0%	0	0.5%	1	1.6%	1	0.0%	0	2.3%	2	0.5%	1	1.3%	1
More public seating	0.6%	2	0.8%	2	0.0%	0	0.9%	2	0.0%	0	0.6%	1	0.0%	0	1.0%	2	0.0%	0
Better use of existing space (Don't know)	0.3%	1	0.0%	0	2.2%	1	0.0%	0	1.6%	1	0.6%	1	0.0%	0	0.0%	0	0.0%	0
(Nothing)	10.0%	35	11.1%	28	8.7%	4	11.6%	25	8.2%	5	13.4%	23	8.0%	7	11.3%	22	11.4%	9
	2.0%	7	2.4%	6	0.0%	0	1.9%	4	3.3%	2	2.9%	5	2.3%	2	2.1%	4	2.5%	2
Base:		349		252		46		216		61		172		88		195		79

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q31 If there were a proposal to re-design some of the existing space around the housing, what would your main concerns be?																		
Would depend on what the proposals were	4.8%	36	5.2%	31	2.9%	2	4.3%	22	6.3%	8	3.7%	16	4.2%	6	5.0%	22	5.7%	9
Impact on car parking	3.9%	29	4.2%	25	4.3%	3	3.4%	17	4.7%	6	3.5%	15	3.5%	5	3.6%	16	5.7%	9
Will there be overcrowding?	3.2%	24	3.5%	21	1.4%	1	3.4%	17	1.6%	2	4.2%	18	2.1%	3	2.5%	11	3.1%	5
Not being kept up to date about developments	2.5%	19	2.8%	17	2.9%	2	2.4%	12	2.4%	3	2.5%	11	4.9%	7	2.3%	10	3.8%	6
How much disruption will be caused?	2.1%	16	1.7%	10	2.9%	2	1.8%	9	3.9%	5	1.8%	8	2.8%	4	1.8%	8	1.9%	3
What affect it will have on green spaces?	2.0%	15	1.8%	11	4.3%	3	2.0%	10	2.4%	3	2.1%	9	2.1%	3	1.8%	8	1.9%	3
How will it change the character of the area?	2.0%	15	2.2%	13	0.0%	0	2.2%	11	2.4%	3	2.1%	9	0.7%	1	1.8%	8	2.5%	4
Will it cost me anything?	1.5%	11	1.5%	9	1.4%	1	1.2%	6	2.4%	3	1.4%	6	2.8%	4	0.7%	3	3.8%	6
How will it affect me?	0.9%	7	0.8%	5	0.0%	0	0.6%	3	0.8%	1	1.2%	5	0.7%	1	0.9%	4	1.9%	3
Will I have to relocate?	0.9%	7	1.0%	6	0.0%	0	1.0%	5	0.0%	0	0.9%	4	0.7%	1	1.6%	7	0.0%	0
Noise	0.8%	6	0.8%	5	0.0%	0	0.6%	3	0.8%	1	0.9%	4	0.7%	1	0.9%	4	0.6%	1
Where will the children be able to go during the re-design?	0.8%	6	1.0%	6	0.0%	0	0.8%	4	0.8%	1	0.9%	4	1.4%	2	0.9%	4	0.6%	1
Will I lose my garden space?	0.5%	4	0.7%	4	0.0%	0	0.6%	3	0.8%	1	0.7%	3	0.0%	0	0.7%	3	0.6%	1
Security concerns	0.4%	3	0.3%	2	1.4%	1	0.6%	3	0.0%	0	0.5%	2	0.7%	1	0.2%	1	1.3%	2
Will traffic congestion be addressed?	0.4%	3	0.5%	3	0.0%	0	0.6%	3	0.0%	0	0.5%	2	0.0%	0	0.2%	1	0.6%	1
Impact on school catchments	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.6%	1
Will it impact on community spirit?	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0
(None mentioned)	60.5%	454	58.7%	353	72.9%	51	61.7%	313	55.9%	71	59.4%	257	59.0%	85	61.1%	269	56.6%	90
(Don't know)	13.1%	98	13.6%	82	7.1%	5	13.6%	69	15.7%	20	14.3%	62	13.2%	19	14.3%	63	9.4%	15
Base:		750		601		70		507		127		433		144		440		159

Q32 Thinking about the future, provided you and other residents were fully consulted, do you think there could be a need to build some new homes in the area or estate where you live?

Yes	35.2%	264	34.3%	206	35.7%	25	34.3%	174	29.9%	38	33.9%	147	39.6%	57	36.1%	159	29.6%	47
No	64.8%	486	65.7%	395	64.3%	45	65.7%	333	70.1%	89	66.1%	286	60.4%	87	63.9%	281	70.4%	112
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)			
Q33 What type of new homes do you think could be needed?																		
<i>Those who feel there is a need to build more housing in their area at Q32</i>																		
Flats	27.7%	73	28.2%	58	24.0%	6	28.7%	50	21.1%	8	32.7%	48	24.6%	14	31.4%	50	21.3%	10
Family homes	18.6%	49	17.5%	36	28.0%	7	15.5%	27	36.8%	14	16.3%	24	14.0%	8	16.4%	26	25.5%	12
Social housing	15.2%	40	15.0%	31	16.0%	4	15.5%	27	13.2%	5	12.2%	18	15.8%	9	14.5%	23	12.8%	6
Affordable houses	15.2%	40	15.0%	31	24.0%	6	16.1%	28	13.2%	5	10.9%	16	22.8%	13	12.6%	20	14.9%	7
More council houses	10.6%	28	11.2%	23	8.0%	2	10.3%	18	10.5%	4	10.9%	16	12.3%	7	10.1%	16	12.8%	6
Small, single person homes / starter homes	8.0%	21	8.3%	17	4.0%	1	7.5%	13	7.9%	3	9.5%	14	8.8%	5	8.8%	14	4.3%	2
Bungalows	4.5%	12	3.4%	7	8.0%	2	2.9%	5	10.5%	4	3.4%	5	5.3%	3	3.8%	6	6.4%	3
Homes for the elderly	2.7%	7	3.4%	7	0.0%	0	4.0%	7	0.0%	0	4.1%	6	1.8%	1	3.8%	6	0.0%	0
Sheltered housing	1.9%	5	1.9%	4	0.0%	0	1.7%	3	0.0%	0	2.7%	4	1.8%	1	1.9%	3	4.3%	2
Any	1.5%	4	1.9%	4	0.0%	0	1.7%	3	0.0%	0	1.4%	2	1.8%	1	2.5%	4	0.0%	0
(Don't know)	5.3%	14	5.8%	12	0.0%	0	6.3%	11	2.6%	1	7.5%	11	1.8%	1	5.0%	8	6.4%	3
Base:		264		206		25		174		38		147		57		159		47

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	
Q34 What impact (positive or negative) do you think some new homes might have on the area or estate where you live?																		
There's no space for new housing	29.2%	219	30.0%	180	28.6%	20	29.8%	151	25.2%	32	29.8%	129	28.5%	41	25.5%	112	34.6%	55
Overcrowding	9.6%	72	9.0%	54	8.6%	6	8.9%	45	11.8%	15	9.0%	39	9.0%	13	9.3%	41	11.3%	18
Think it'd be a good thing	9.6%	72	10.6%	64	7.1%	5	9.7%	49	10.2%	13	10.4%	45	7.6%	11	11.8%	52	7.5%	12
More affordable housing is needed	6.9%	52	7.2%	43	5.7%	4	7.5%	38	4.7%	6	6.0%	26	8.3%	12	7.0%	31	6.3%	10
Think it'd be a bad thing	4.3%	32	4.5%	27	5.7%	4	5.1%	26	3.9%	5	4.9%	21	2.8%	4	3.6%	16	7.5%	12
Would give more homes for families	3.6%	27	3.3%	20	2.9%	2	3.4%	17	3.9%	5	3.0%	13	3.5%	5	3.4%	15	4.4%	7
Much needed homes for young people	2.4%	18	2.2%	13	0.0%	0	2.0%	10	1.6%	2	1.6%	7	3.5%	5	1.8%	8	1.3%	2
Build community spirit	2.0%	15	1.7%	10	0.0%	0	1.8%	9	2.4%	3	2.1%	9	1.4%	2	1.4%	6	1.3%	2
Will make the area look better	2.0%	15	2.0%	12	1.4%	1	1.0%	5	4.7%	6	1.4%	6	2.8%	4	2.0%	9	2.5%	4
Depends on who it attracts	1.9%	14	1.8%	11	4.3%	3	2.0%	10	2.4%	3	2.3%	10	2.8%	4	2.3%	10	1.3%	2
Already development going on	1.9%	14	1.5%	9	4.3%	3	1.6%	8	1.6%	2	1.2%	5	3.5%	5	1.6%	7	1.9%	3
Traffic congestion	1.5%	11	1.7%	10	1.4%	1	1.0%	5	0.8%	1	1.8%	8	0.7%	1	1.6%	7	0.6%	1
Would regenerate the area	1.2%	9	0.8%	5	4.3%	3	1.4%	7	0.8%	1	0.9%	4	0.7%	1	0.9%	4	1.3%	2
Good for the local economy	1.1%	8	0.8%	5	1.4%	1	0.8%	4	1.6%	2	1.4%	6	0.0%	0	1.1%	5	0.6%	1
Nowhere to park	0.9%	7	0.7%	4	2.9%	2	0.4%	2	2.4%	3	0.5%	2	0.7%	1	0.5%	2	3.1%	5
More housing for the older generation	0.5%	4	0.5%	3	1.4%	1	0.6%	3	0.8%	1	0.7%	3	0.0%	0	0.7%	3	0.6%	1
Improve peoples living standards	0.5%	4	0.3%	2	1.4%	1	0.6%	3	0.8%	1	0.5%	2	1.4%	2	0.7%	3	0.0%	0
Should focus on schools and hospitals	0.4%	3	0.5%	3	0.0%	0	0.4%	2	0.8%	1	0.2%	1	0.0%	0	0.5%	2	0.6%	1
Noise	0.4%	3	0.5%	3	0.0%	0	0.4%	2	0.8%	1	0.5%	2	0.7%	1	0.2%	1	0.0%	0
Building works will be disruptive	0.1%	1	0.0%	0	0.0%	0	0.0%	0	0.8%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0
(Don't know)	17.6%	132	18.0%	108	12.9%	9	19.1%	97	17.3%	22	19.6%	85	17.4%	25	20.9%	92	13.8%	22
(Nothing)	4.9%	37	4.7%	28	10.0%	7	5.1%	26	3.2%	4	4.4%	19	6.9%	10	5.0%	22	3.1%	5
Base:		750		601		70		507		127		433		144		440		159

Q35 Thinking about the future of the area or estate where you live, do you think there is a need for projects or activities that would create new local job opportunities?

Yes	47.5%	356	44.6%	268	57.1%	40	42.4%	215	59.8%	76	42.0%	182	59.0%	85	43.9%	193	54.1%	86
No	52.5%	394	55.4%	333	42.9%	30	57.6%	292	40.2%	51	58.0%	251	41.0%	59	56.1%	247	45.9%	73
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Q36 What kinds of projects or activities do you think are needed locally?																		
<i>Those who feel there is a need for more local job opportunities at Q35</i>																		
Youth clubs	18.5%	66	18.3%	49	10.0%	4	18.6%	40	17.1%	13	18.7%	34	17.6%	15	18.7%	36	19.8%	17
More aimed at children	7.3%	26	6.3%	17	7.5%	3	8.8%	19	7.9%	6	7.1%	13	8.2%	7	5.7%	11	12.8%	11
Community gym / leisure centre	5.9%	21	3.4%	9	15.0%	6	4.7%	10	10.5%	8	4.4%	8	9.4%	8	5.7%	11	5.8%	5
Apprenticeships	5.6%	20	6.0%	16	0.0%	0	6.5%	14	3.9%	3	5.5%	10	4.7%	4	3.6%	7	7.0%	6
Training for young people just leaving school	5.3%	19	4.1%	11	12.5%	5	2.8%	6	7.9%	6	3.3%	6	5.9%	5	6.2%	12	2.3%	2
Engage / attract local business	5.3%	19	4.9%	13	5.0%	2	6.0%	13	3.9%	3	7.1%	13	2.4%	2	6.7%	13	3.5%	3
Anything that gets someone a job	4.8%	17	5.6%	15	2.5%	1	4.7%	10	5.3%	4	4.9%	9	5.9%	5	4.1%	8	5.8%	5
Community centre	4.2%	15	3.0%	8	10.0%	4	2.8%	6	10.5%	8	3.8%	7	7.1%	6	4.1%	8	5.8%	5
Gardening work	3.4%	12	4.1%	11	0.0%	0	2.8%	6	3.9%	3	3.8%	7	0.0%	0	3.1%	6	4.7%	4
Workshops to help people get back to work	3.4%	12	2.6%	7	10.0%	4	1.9%	4	6.6%	5	1.6%	3	4.7%	4	3.1%	6	3.5%	3
Building projects	2.2%	8	3.0%	8	0.0%	0	1.9%	4	2.6%	2	1.6%	3	3.5%	3	2.1%	4	1.2%	1
Day care centres	2.0%	7	1.9%	5	5.0%	2	0.9%	2	3.9%	3	1.1%	2	1.2%	1	1.6%	3	3.5%	3
More / better us of open spaces	1.7%	6	2.2%	6	0.0%	0	1.9%	4	1.3%	1	1.6%	3	0.0%	0	2.1%	4	0.0%	0
IT learning schemes	0.8%	3	0.4%	1	5.0%	2	0.9%	2	1.3%	1	1.1%	2	1.2%	1	0.0%	0	2.3%	2
Adult learning	0.6%	2	0.7%	2	0.0%	0	0.5%	1	1.3%	1	0.0%	0	1.2%	1	0.0%	0	2.3%	2
Other	0.6%	2	0.7%	2	0.0%	0	0.9%	2	0.0%	0	1.1%	2	0.0%	0	1.0%	2	0.0%	0
Money management advice	0.3%	1	0.4%	1	0.0%	0	0.5%	1	0.0%	0	0.5%	1	0.0%	0	0.5%	1	0.0%	0
Sports events	0.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.5%	1	0.0%	0	0.0%	0	0.0%	0
Music events	0.3%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.5%	1	0.0%	0	0.0%	0	0.0%	0
(Don't know)	36.2%	129	39.6%	106	25.0%	10	40.0%	86	23.7%	18	39.6%	72	35.3%	30	39.9%	77	30.2%	26
Base:		356		268		40		215		76		182		85		193		86

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)			
INF How would you expect to find out about local news, or something that might affect where you live: [MR/PR]																		
<i>Main source</i>																		
From a local newspaper	29.2%	219	30.0%	180	34.3%	24	29.4%	149	29.1%	37	30.9%	134	27.8%	40	28.4%	125	30.2%	48
From the internet	12.9%	97	11.8%	71	14.3%	10	10.8%	55	16.5%	21	10.6%	46	16.7%	24	10.2%	45	15.7%	25
Council Newsletter	11.1%	83	10.8%	65	8.6%	6	12.2%	62	5.5%	7	10.6%	46	11.8%	17	11.8%	52	10.1%	16
From the radio, TV or national newspaper	7.1%	53	8.0%	48	4.3%	3	7.3%	37	7.1%	9	6.5%	28	6.9%	10	7.0%	31	9.4%	15
Letter from the council	6.1%	46	6.5%	39	2.9%	2	6.3%	32	7.1%	9	5.5%	24	6.9%	10	7.0%	31	5.7%	9
From a neighbour or visitor	3.5%	26	4.0%	24	1.4%	1	4.1%	21	2.4%	3	4.4%	19	2.1%	3	4.5%	20	1.9%	3
By being out and about in the community	3.2%	24	3.0%	18	2.9%	2	3.6%	18	2.4%	3	3.7%	16	3.5%	5	2.3%	10	1.9%	3
Council leaflet through letterbox	2.4%	18	2.2%	13	2.9%	2	1.8%	9	3.2%	4	1.8%	8	2.1%	3	1.6%	7	2.5%	4
Posters / notice boards	1.6%	12	1.2%	7	1.4%	1	1.8%	9	0.0%	0	0.7%	3	1.4%	2	1.8%	8	1.9%	3
Housing officer	0.9%	7	1.2%	7	0.0%	0	1.2%	6	0.8%	1	1.6%	7	0.0%	0	1.6%	7	0.0%	0
Email from the council	0.7%	5	0.7%	4	0.0%	0	0.4%	2	1.6%	2	0.7%	3	0.7%	1	0.2%	1	1.9%	3
Tenant meetings	0.5%	4	0.7%	4	0.0%	0	0.8%	4	0.0%	0	0.7%	3	0.0%	0	0.9%	4	0.0%	0
When in a local shop, café, hairdresser, etc.	0.3%	2	0.2%	1	0.0%	0	0.2%	1	0.8%	1	0.2%	1	0.0%	0	0.0%	0	0.6%	1
(None mentioned / Don't know)	20.5%	154	20.0%	120	27.1%	19	20.1%	102	23.6%	30	21.9%	95	20.1%	29	22.5%	99	18.2%	29
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q06)	Dissatisfied (Q06)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q09)	Dissatisfied (Q09)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q13)	Dissatisfied (Q13)	Satisfied (Q17)	Dissatisfied (Q17)	Satisfied (Q17)	Dissatisfied (Q17)	
Other source(s)																		
From a local newspaper	10.7%	80	10.5%	63	7.1%	5	10.3%	52	12.6%	16	9.9%	43	11.8%	17	9.8%	43	8.2%	13
From the internet	8.4%	63	8.0%	48	7.1%	5	8.1%	41	6.3%	8	6.0%	26	13.2%	19	6.1%	27	10.7%	17
From the radio, TV or national newspaper	6.8%	51	6.8%	41	7.1%	5	6.9%	35	3.9%	5	7.6%	33	6.3%	9	6.1%	27	6.3%	10
From a neighbour or visitor	5.2%	39	5.8%	35	2.9%	2	5.1%	26	3.9%	5	5.3%	23	6.9%	10	4.1%	18	6.3%	10
Council Newsletter	3.1%	23	2.0%	12	8.6%	6	1.6%	8	5.5%	7	3.2%	14	4.2%	6	2.3%	10	3.8%	6
Letter from the council	1.9%	14	1.5%	9	4.3%	3	2.0%	10	1.6%	2	1.4%	6	3.5%	5	2.0%	9	1.9%	3
By being out and about in the community	1.6%	12	1.8%	11	0.0%	0	1.4%	7	1.6%	2	2.3%	10	1.4%	2	1.4%	6	1.9%	3
Posters / notice boards	1.2%	9	1.2%	7	1.4%	1	1.6%	8	0.8%	1	1.2%	5	1.4%	2	1.1%	5	1.3%	2
Council leaflet through letterbox	0.8%	6	0.8%	5	0.0%	0	0.8%	4	0.0%	0	0.7%	3	0.7%	1	0.7%	3	0.6%	1
Tenant meetings	0.7%	5	0.8%	5	0.0%	0	1.0%	5	0.0%	0	0.7%	3	0.7%	1	0.9%	4	0.6%	1
Phone call from the council	0.4%	3	0.5%	3	0.0%	0	0.2%	1	0.8%	1	0.5%	2	0.0%	0	0.5%	2	0.0%	0
When in a local shop, café, hairdresser, etc.	0.4%	3	0.3%	2	0.0%	0	0.6%	3	0.0%	0	0.5%	2	0.7%	1	0.7%	3	0.0%	0
When at work	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Housing officer	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.2%	1	0.7%	1	0.5%	2	0.0%	0
(None mentioned / Don't know)	66.9%	502	66.7%	401	72.9%	51	67.3%	341	67.7%	86	67.7%	293	61.1%	88	70.9%	312	66.7%	106
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Any source																		
From a local newspaper	39.9%	299	40.4%	243	41.4%	29	39.6%	201	41.7%	53	40.9%	177	39.6%	57	38.2%	168	38.4%	61
From the internet	21.3%	160	19.8%	119	21.4%	15	18.9%	96	22.8%	29	16.6%	72	29.9%	43	16.4%	72	26.4%	42
Council Newsletter	14.1%	106	12.8%	77	17.1%	12	13.8%	70	11.0%	14	13.9%	60	16.0%	23	14.1%	62	13.8%	22
From the radio, TV or national newspaper	13.9%	104	14.8%	89	11.4%	8	14.2%	72	11.0%	14	14.1%	61	13.2%	19	13.2%	58	15.7%	25
From a neighbour or visitor	8.7%	65	9.8%	59	4.3%	3	9.3%	47	6.3%	8	9.7%	42	9.0%	13	8.6%	38	8.2%	13
Letter from the council	8.0%	60	8.0%	48	7.1%	5	8.3%	42	8.7%	11	6.9%	30	10.4%	15	9.1%	40	7.5%	12
By being out and about in the community	4.8%	36	4.8%	29	2.9%	2	4.9%	25	3.9%	5	6.0%	26	4.9%	7	3.6%	16	3.8%	6
Council leaflet through letterbox	3.2%	24	3.0%	18	2.9%	2	2.6%	13	3.2%	4	2.5%	11	2.8%	4	2.3%	10	3.1%	5
Posters / notice boards	2.8%	21	2.3%	14	2.9%	2	3.4%	17	0.8%	1	1.8%	8	2.8%	4	3.0%	13	3.1%	5
Tenant meetings	1.2%	9	1.5%	9	0.0%	0	1.8%	9	0.0%	0	1.4%	6	0.7%	1	1.8%	8	0.6%	1
Housing officer	1.2%	9	1.5%	9	0.0%	0	1.4%	7	1.6%	2	1.8%	8	0.7%	1	2.0%	9	0.0%	0
Email from the council	0.7%	5	0.7%	4	0.0%	0	0.4%	2	1.6%	2	0.7%	3	0.7%	1	0.2%	1	1.9%	3
When in a local shop, café, hairdresser, etc.	0.7%	5	0.5%	3	0.0%	0	0.8%	4	0.8%	1	0.7%	3	0.7%	1	0.7%	3	0.6%	1
Phone call from the council	0.4%	3	0.5%	3	0.0%	0	0.2%	1	0.8%	1	0.5%	2	0.0%	0	0.5%	2	0.0%	0
When at work	0.3%	2	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Base:		750		601		70		507		127		433		144		440		159
GEN Gender																		
Male	37.9%	284	36.4%	219	35.7%	25	41.2%	209	21.3%	27	39.5%	171	34.7%	50	40.0%	176	35.2%	56
Female	62.1%	466	63.6%	382	64.3%	45	58.8%	298	78.7%	100	60.5%	262	65.3%	94	60.0%	264	64.8%	103
Base:		750		601		70		507		127		433		144		440		159
AGE Age:																		
18 - 25 years	4.3%	32	4.0%	24	10.0%	7	4.1%	21	7.1%	9	5.1%	22	3.5%	5	5.0%	22	2.5%	4
26 - 30 years	5.7%	43	5.5%	33	7.1%	5	5.3%	27	7.9%	10	5.3%	23	9.0%	13	3.9%	17	6.9%	11
31 - 40 years	12.7%	95	10.3%	62	18.6%	13	10.1%	51	22.0%	28	11.3%	49	13.9%	20	10.2%	45	14.5%	23
41 - 50 years	14.4%	108	13.8%	83	20.0%	14	12.2%	62	18.1%	23	12.9%	56	16.7%	24	13.2%	58	18.2%	29
51 - 60 years	19.3%	145	19.1%	115	14.3%	10	17.9%	91	18.9%	24	16.9%	73	25.0%	36	16.1%	71	25.8%	41
61 - 70 years	15.5%	116	17.0%	102	7.1%	5	16.2%	82	9.4%	12	15.0%	65	14.6%	21	17.7%	78	10.7%	17
Over 70 years	23.5%	176	25.5%	153	17.1%	12	28.4%	144	14.2%	18	28.9%	125	11.1%	16	28.6%	126	18.2%	29
(Refused)	4.7%	35	4.8%	29	5.7%	4	5.7%	29	2.4%	3	4.6%	20	6.3%	9	5.2%	23	3.1%	5
Base:		750		601		70		507		127		433		144		440		159

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	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Mean score (people):																		
Q37 Including yourself, how many people live in your household? [PR]																		
1	37.7%	283	39.1%	235	28.6%	20	42.6%	216	24.4%	31	43.4%	188	26.4%	38	40.9%	180	34.0%	54
2	22.8%	171	22.6%	136	18.6%	13	24.3%	123	18.9%	24	23.3%	101	21.5%	31	24.1%	106	18.2%	29
3	15.5%	116	14.5%	87	20.0%	14	11.8%	60	22.8%	29	12.0%	52	20.1%	29	12.7%	56	21.4%	34
4	7.2%	54	6.5%	39	14.3%	10	5.5%	28	12.6%	16	5.1%	22	10.4%	15	6.4%	28	10.1%	16
5	5.3%	40	5.3%	32	8.6%	6	3.7%	19	10.2%	13	3.7%	16	7.6%	11	4.8%	21	5.0%	8
6	1.5%	11	1.5%	9	0.0%	0	1.6%	8	1.6%	2	1.4%	6	1.4%	2	0.9%	4	2.5%	4
7	0.4%	3	0.3%	2	1.4%	1	0.0%	0	0.8%	1	0.5%	2	0.7%	1	0.5%	2	0.6%	1
8	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
9	0.1%	1	0.0%	0	1.4%	1	0.0%	0	0.8%	1	0.0%	0	0.7%	1	0.0%	0	0.6%	1
More than 9	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.5%	71	10.2%	61	7.1%	5	10.5%	53	7.9%	10	10.6%	46	11.1%	16	9.8%	43	7.5%	12
Mean:		2.19		2.13		2.68		1.98		2.76		1.97		2.58		2.05		2.44
Base:		750		601		70		507		127		433		144		440		159

Mean score (people, excludes 'none'):

Q38 How many are under 16? [PR]																		
1	8.9%	67	7.5%	45	17.1%	12	7.1%	36	14.2%	18	8.8%	38	6.9%	10	7.5%	33	10.7%	17
2	6.4%	48	5.5%	33	12.9%	9	4.3%	22	13.4%	17	6.0%	26	8.3%	12	5.9%	26	7.5%	12
3	3.3%	25	3.3%	20	4.3%	3	2.4%	12	7.1%	9	1.8%	8	4.2%	6	2.5%	11	4.4%	7
4	0.9%	7	0.7%	4	2.9%	2	0.8%	4	2.4%	3	0.5%	2	2.8%	4	0.5%	2	1.9%	3
5	0.3%	2	0.3%	2	0.0%	0	0.0%	0	0.8%	1	0.2%	1	0.7%	1	0.0%	0	1.3%	2
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	70.4%	528	72.4%	435	54.3%	38	75.0%	380	52.8%	67	71.8%	311	66.0%	95	73.4%	323	66.0%	105
(Refused)	9.7%	73	10.3%	62	8.6%	6	10.5%	53	9.4%	12	10.9%	47	11.1%	16	10.2%	45	8.2%	13
Mean:		2.85		2.89		2.81		2.78		3.00		2.69		3.21		2.75		3.05
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)			
Mean score (people, excludes 'none'):																			
Q39 How many are between 16-21? [PR]																			
1	8.7%	65	8.0%	48	14.3%	10	8.1%	41	10.2%	13	6.9%	30	10.4%	15	7.5%	33	7.5%	12	
2	1.7%	13	1.3%	8	4.3%	3	1.0%	5	2.4%	3	0.9%	4	2.1%	3	1.8%	8	2.5%	4	
3	0.3%	2	0.3%	2	0.0%	0	0.2%	1	0.8%	1	0.2%	1	0.0%	0	0.0%	0	1.3%	2	
4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
None	79.5%	596	80.0%	481	71.4%	50	79.9%	405	78.0%	99	81.1%	351	75.7%	109	80.2%	353	80.5%	128	
(Refused)	9.9%	74	10.3%	62	10.0%	7	10.8%	55	8.7%	11	10.9%	47	11.8%	17	10.5%	46	8.2%	13	
<i>Mean:</i>			2.21		2.21		2.23		2.15		2.29		2.17		2.17		2.20		2.44
Base:		750		601		70		507		127		433		144		440		159	

Mean score (people, excludes 'none'):

Q40 How many are between 22-64? [PR]

1	34.0%	255	32.8%	197	37.1%	26	33.5%	170	36.2%	46	33.9%	147	34.7%	50	30.9%	136	37.1%	59	
2	21.1%	158	20.5%	123	22.9%	16	18.7%	95	27.6%	35	18.0%	78	25.0%	36	18.9%	83	25.8%	41	
3	5.6%	42	5.0%	30	7.1%	5	4.3%	22	9.4%	12	3.9%	17	11.1%	16	4.3%	19	6.3%	10	
4	2.3%	17	2.3%	14	4.3%	3	1.2%	6	3.2%	4	1.4%	6	3.5%	5	2.5%	11	2.5%	4	
5	0.4%	3	0.5%	3	0.0%	0	0.2%	1	0.8%	1	0.2%	1	1.4%	2	0.0%	0	1.3%	2	
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
None	26.5%	199	28.3%	170	18.6%	13	31.0%	157	14.2%	18	31.6%	137	11.8%	17	32.7%	144	18.2%	29	
(Refused)	10.1%	76	10.6%	64	10.0%	7	11.0%	56	8.7%	11	10.9%	47	12.5%	18	10.7%	47	8.8%	14	
<i>Mean:</i>			2.64		2.65		2.70		2.55		2.77		2.54		2.83		2.62		2.70
Base:		750		601		70		507		127		433		144		440		159	

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)			
Mean score (people, excludes 'none'):																			
Q41 How many are 65 and over? [PR]																			
1	30.0%	225	32.4%	195	22.9%	16	34.7%	176	17.3%	22	34.6%	150	22.2%	32	34.8%	153	25.8%	41	
2	6.4%	48	6.5%	39	4.3%	3	7.1%	36	3.2%	4	5.5%	24	2.8%	4	7.5%	33	4.4%	7	
3	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.8%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	
4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
None	53.5%	401	50.3%	302	62.9%	44	47.3%	240	70.1%	89	49.0%	212	62.5%	90	47.0%	207	61.0%	97	
(Refused)	10.0%	75	10.6%	64	10.0%	7	10.8%	55	8.7%	11	10.6%	46	12.5%	18	10.5%	46	8.8%	14	
<i>Mean:</i>		2.18		2.17		2.16		2.17		2.22		2.15		2.11		2.19		2.15	
<i>Base:</i>		750		601		70		507		127		433		144		440		159	

Mean score (people, excludes 'none'):

Q42 Please say how many members of your household are: [PR]

In school

None	74.0%	555	75.5%	454	62.9%	44	77.5%	393	59.8%	76	76.0%	329	67.4%	97	77.0%	339	69.2%	110	
One	6.7%	50	6.0%	36	8.6%	6	4.7%	24	11.0%	14	5.3%	23	7.6%	11	5.0%	22	10.1%	16	
Two	5.5%	41	4.5%	27	11.4%	8	3.9%	20	11.8%	15	4.9%	21	8.3%	12	5.0%	22	6.3%	10	
Three	3.3%	25	3.0%	18	7.1%	5	2.4%	12	7.9%	10	2.3%	10	4.2%	6	2.5%	11	4.4%	7	
Four	0.7%	5	0.7%	4	0.0%	0	0.8%	4	0.0%	0	0.5%	2	1.4%	2	0.2%	1	1.3%	2	
Five	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.8%	1	0.2%	1	0.0%	0	0.0%	0	0.6%	1	
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	
(Refused)	9.7%	73	10.2%	61	10.0%	7	10.7%	54	8.7%	11	10.9%	47	11.1%	16	10.2%	45	8.2%	13	
<i>Mean:</i>		1.90		1.92		1.95		1.93		1.98		1.89		1.97		1.84		1.94	
<i>Base:</i>		750		601		70		507		127		433		144		440		159	

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
<i>In higher or further education</i>																		
None	80.3%	602	81.5%	490	68.6%	48	81.3%	412	77.2%	98	81.5%	353	75.0%	108	81.4%	358	79.2%	126
One	8.7%	65	7.3%	44	17.1%	12	7.1%	36	11.8%	15	7.2%	31	12.5%	18	6.8%	30	10.7%	17
Two	0.9%	7	0.8%	5	1.4%	1	0.8%	4	0.8%	1	0.5%	2	0.7%	1	1.4%	6	0.6%	1
Three	0.4%	3	0.3%	2	1.4%	1	0.4%	2	0.8%	1	0.2%	1	0.0%	0	0.2%	1	1.3%	2
Four	0.1%	1	0.0%	0	1.4%	1	0.0%	0	0.8%	1	0.0%	0	0.7%	1	0.2%	1	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Mean:		1.21		1.18		1.40		1.19		1.33		1.12		1.20		1.29		1.25
Base:		750		601		70		507		127		433		144		440		159
<i>In vocational training</i>																		
None	90.0%	675	89.9%	540	90.0%	63	89.3%	453	90.6%	115	88.9%	385	88.9%	128	89.8%	395	91.2%	145
One	0.4%	3	0.2%	1	0.0%	0	0.2%	1	0.8%	1	0.5%	2	0.0%	0	0.2%	1	0.6%	1
Two	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Mean:		1.00		1.00		0.00		1.00		1.00		1.00		0.00		1.00		1.00
Base:		750		601		70		507		127		433		144		440		159
<i>In another type of education or training</i>																		
None	89.6%	672	89.4%	537	88.6%	62	89.0%	451	90.6%	115	88.9%	385	88.2%	127	89.3%	393	89.9%	143
One	0.7%	5	0.5%	3	1.4%	1	0.6%	3	0.8%	1	0.2%	1	0.7%	1	0.5%	2	1.9%	3
Two	0.1%	1	0.2%	1	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Mean:		1.17		1.25		1.00		1.00		1.00		1.50		1.00		1.33		1.00
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Not in education or training																		
None	66.8%	501	66.6%	400	68.6%	48	63.9%	324	71.7%	91	66.7%	289	61.8%	89	66.8%	294	64.8%	103
One	13.9%	104	13.6%	82	11.4%	8	15.6%	79	10.2%	13	13.9%	60	16.7%	24	14.3%	63	17.0%	27
Two	6.7%	50	7.0%	42	7.1%	5	7.7%	39	5.5%	7	6.7%	29	5.6%	8	6.4%	28	6.9%	11
Three	2.0%	15	1.7%	10	1.4%	1	1.8%	9	2.4%	3	1.2%	5	3.5%	5	1.4%	6	1.9%	3
Four	1.1%	8	1.2%	7	1.4%	1	0.6%	3	1.6%	2	0.9%	4	1.4%	2	1.1%	5	1.3%	2
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Mean:		1.59		1.59		1.67		1.51		1.76		1.52		1.62		1.54		1.53
Base:		750		601		70		507		127		433		144		440		159

Mean score (people, excludes 'none'):

Q43 Please say how many members of your household are: [PR]

Working in full time employment

None	56.1%	421	56.6%	340	60.0%	42	59.6%	302	52.0%	66	61.0%	264	41.7%	60	59.8%	263	47.8%	76
One	22.0%	165	20.5%	123	21.4%	15	19.7%	100	22.0%	28	19.2%	83	25.0%	36	20.2%	89	26.4%	42
Two	9.1%	68	9.5%	57	5.7%	4	7.5%	38	12.6%	16	7.6%	33	14.6%	21	7.0%	31	13.2%	21
Three	1.9%	14	1.8%	11	2.9%	2	2.2%	11	1.6%	2	0.9%	4	4.2%	6	2.0%	9	1.9%	3
Four	0.9%	7	1.2%	7	0.0%	0	0.6%	3	1.6%	2	0.5%	2	2.8%	4	0.9%	4	1.3%	2
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Mean:		1.46		1.51		1.38		1.45		1.54		1.39		1.67		1.46		1.49
Base:		750		601		70		507		127		433		144		440		159

Working in part time employment

None	75.6%	567	75.9%	456	71.4%	50	78.3%	397	68.5%	87	74.4%	322	73.6%	106	78.0%	343	72.3%	115
One	13.2%	99	12.5%	75	15.7%	11	10.5%	53	18.9%	24	13.6%	59	12.5%	18	11.1%	49	17.0%	27
Two	1.1%	8	1.0%	6	2.9%	2	0.6%	3	2.4%	3	0.9%	4	2.1%	3	0.7%	3	1.3%	2
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Mean:		1.07		1.07		1.15		1.05		1.11		1.06		1.14		1.06		1.07
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
Working in self-employment																		
None	87.6%	657	87.4%	525	87.1%	61	87.8%	445	86.6%	110	86.8%	376	85.4%	123	88.2%	388	86.8%	138
One	2.3%	17	2.0%	12	2.9%	2	1.6%	8	3.2%	4	2.1%	9	2.8%	4	1.6%	7	3.8%	6
Two	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	10.1%	76	10.6%	64	10.0%	7	10.7%	54	10.2%	13	11.1%	48	11.8%	17	10.2%	45	9.4%	15
Mean:		1.00		1.00		1.00		1.00		1.00		1.00		1.00		1.00		1.00
Base:		750		601		70		507		127		433		144		440		159
Not working (EXCLUDES RETIRED)																		
None	69.9%	524	70.9%	426	62.9%	44	72.6%	368	59.1%	75	73.9%	320	65.3%	94	72.5%	319	71.1%	113
One	12.9%	97	12.0%	72	20.0%	14	9.7%	49	22.8%	29	11.1%	48	13.2%	19	11.1%	49	13.2%	21
Two	4.8%	36	4.7%	28	2.9%	2	4.7%	24	5.5%	7	2.8%	12	6.9%	10	3.4%	15	5.7%	9
Three	0.9%	7	0.7%	4	2.9%	2	1.2%	6	0.8%	1	0.7%	3	1.4%	2	1.1%	5	0.0%	0
Four	0.8%	6	0.7%	4	1.4%	1	0.4%	2	1.6%	2	0.5%	2	0.7%	1	0.9%	4	0.6%	1
Five	0.4%	3	0.3%	2	0.0%	0	0.6%	3	0.0%	0	0.0%	0	0.7%	1	0.5%	2	0.0%	0
Six or more (Refused)	10.3%	77	10.8%	65	10.0%	7	10.8%	55	10.2%	13	11.1%	48	11.8%	17	10.5%	46	9.4%	15
Mean:		1.54		1.51		1.47		1.64		1.38		1.37		1.64		1.60		1.39
Base:		750		601		70		507		127		433		144		440		159
Not working - retired																		
None	44.9%	337	42.3%	254	51.4%	36	38.9%	197	60.6%	77	39.3%	170	55.6%	80	37.7%	166	56.0%	89
One	37.3%	280	39.3%	236	31.4%	22	42.2%	214	23.6%	30	42.3%	183	28.5%	41	43.4%	191	28.3%	45
Two	7.3%	55	7.7%	46	5.7%	4	8.1%	41	4.7%	6	7.4%	32	3.5%	5	8.4%	37	5.7%	9
Three	0.1%	1	0.0%	0	1.4%	1	0.0%	0	0.8%	1	0.0%	0	0.7%	1	0.0%	0	0.6%	1
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	10.3%	77	10.8%	65	10.0%	7	10.8%	55	10.2%	13	11.1%	48	11.8%	17	10.5%	46	9.4%	15
Mean:		1.17		1.16		1.22		1.16		1.22		1.15		1.15		1.16		1.20
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live:		Where I live:		Quality of home:		Quality of home:		Quality of shared space:		Quality of shared space:		Quality of housing services:		Quality of housing services:		
		Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	
		(Q06)	(Q06)	(Q06)	(Q06)	(Q09)	(Q09)	(Q09)	(Q09)	(Q13)	(Q13)	(Q13)	(Q13)	(Q17)	(Q17)	(Q17)	(Q17)	
Mean score (people, excludes 'none'):																		
Q44 Please say how many members of your household are: [PR]																		
<i>Chronically sick or suffering a long term limiting illness</i>																		
None	73.6%	552	72.0%	433	77.1%	54	71.6%	363	77.2%	98	74.1%	321	71.5%	103	72.5%	319	76.1%	121
One	13.1%	98	14.0%	84	8.6%	6	14.0%	71	10.2%	13	11.5%	50	14.6%	21	13.6%	60	10.7%	17
Two	1.9%	14	1.8%	11	2.9%	2	2.0%	10	1.6%	2	1.4%	6	1.4%	2	1.8%	8	2.5%	4
Three	0.5%	4	0.5%	3	1.4%	1	0.6%	3	0.8%	1	0.5%	2	0.7%	1	0.5%	2	1.3%	2
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.9%	82	11.6%	70	10.0%	7	11.8%	60	10.2%	13	12.5%	54	11.8%	17	11.6%	51	9.4%	15
<i>Mean:</i>		<i>1.19</i>		<i>1.17</i>		<i>1.44</i>		<i>1.19</i>		<i>1.25</i>		<i>1.17</i>		<i>1.17</i>		<i>1.17</i>		<i>1.35</i>
Base:		750		601		70		507		127		433		144		440		159
<i>In generally poor health with a disability</i>																		
None	75.1%	563	75.0%	451	68.6%	48	72.8%	369	78.7%	100	73.0%	316	78.5%	113	73.4%	323	81.1%	129
One	12.8%	96	11.8%	71	21.4%	15	13.8%	70	11.0%	14	13.2%	57	9.7%	14	13.4%	59	8.2%	13
Two	1.1%	8	1.3%	8	0.0%	0	1.4%	7	0.0%	0	1.2%	5	0.0%	0	1.4%	6	1.3%	2
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	11.1%	83	11.8%	71	10.0%	7	12.0%	61	10.2%	13	12.7%	55	11.8%	17	11.8%	52	9.4%	15
<i>Mean:</i>		<i>1.08</i>		<i>1.10</i>		<i>1.00</i>		<i>1.09</i>		<i>1.00</i>		<i>1.08</i>		<i>1.00</i>		<i>1.09</i>		<i>1.13</i>
Base:		750		601		70		507		127		433		144		440		159
<i>In generally poor health without a disability</i>																		
None	83.6%	627	83.2%	500	78.6%	55	83.6%	424	79.5%	101	81.3%	352	82.6%	119	83.4%	367	84.3%	134
One	4.9%	37	4.7%	28	10.0%	7	4.1%	21	8.7%	11	5.8%	25	4.9%	7	4.5%	20	6.3%	10
Two	0.4%	3	0.3%	2	1.4%	1	0.2%	1	1.6%	2	0.2%	1	0.7%	1	0.2%	1	0.0%	0
Three	0.1%	1	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.9%	82	11.6%	70	10.0%	7	11.8%	60	10.2%	13	12.5%	54	11.8%	17	11.6%	51	9.4%	15
<i>Mean:</i>		<i>1.12</i>		<i>1.13</i>		<i>1.13</i>		<i>1.13</i>		<i>1.15</i>		<i>1.11</i>		<i>1.13</i>		<i>1.14</i>		<i>1.00</i>
Base:		750		601		70		507		127		433		144		440		159

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	Where I live: Satisfied (Q06)		Where I live: Dissatisfied (Q06)		Quality of home: Satisfied (Q09)		Quality of home: Dissatisfied (Q09)		Quality of shared space: Satisfied (Q13)		Quality of shared space: Dissatisfied (Q13)		Quality of housing services: Satisfied (Q17)		Quality of housing services: Dissatisfied (Q17)		
<i>In generally good health but with a disability</i>																		
None	83.2%	624	82.4%	495	84.3%	59	82.2%	417	83.5%	106	82.0%	355	84.0%	121	83.0%	365	81.8%	130
One	5.5%	41	5.7%	34	5.7%	4	5.5%	28	6.3%	8	5.3%	23	4.2%	6	5.0%	22	8.8%	14
Two	0.4%	3	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.0%	0	0.5%	2	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Mean:		1.07		1.06		1.00		1.07		1.00		1.04		1.00		1.08		1.00
Base:		750		601		70		507		127		433		144		440		159
<i>In generally good health</i>																		
None	20.9%	157	21.3%	128	22.9%	16	23.5%	119	17.3%	22	22.2%	96	12.5%	18	22.5%	99	17.6%	28
One	27.6%	207	28.8%	173	18.6%	13	30.4%	154	15.7%	20	31.2%	135	20.1%	29	29.3%	129	26.4%	42
Two	18.0%	135	17.1%	103	17.1%	12	17.6%	89	22.0%	28	17.1%	74	24.3%	35	18.0%	79	16.4%	26
Three	11.1%	83	10.0%	60	14.3%	10	7.9%	40	15.0%	19	9.0%	39	13.9%	20	9.5%	42	14.5%	23
Four	5.9%	44	5.7%	34	10.0%	7	5.3%	27	8.7%	11	3.5%	15	9.7%	14	4.8%	21	8.8%	14
Five	4.3%	32	4.2%	25	5.7%	4	2.6%	13	9.4%	12	3.5%	15	4.9%	7	3.4%	15	5.0%	8
Six or more (Refused)	1.3%	10	1.3%	8	1.4%	1	1.0%	5	1.6%	2	1.2%	5	2.8%	4	0.9%	4	1.9%	3
Mean:		2.20		2.15		2.57		2.00		2.71		2.00		2.51		2.06		2.39
Base:		750		601		70		507		127		433		144		440		159
NUM As this is a confidential survey, I cannot pass on your concerns directly. But if you want more information, I can give you some telephone numbers. Would you like these numbers? [PR]																		
Yes - Independent tenant's advisor 0800 731 1619 or the Commission on 020 8753 1418	15.5%	116	15.5%	93	14.3%	10	14.6%	74	22.8%	29	15.0%	65	16.7%	24	15.5%	68	17.0%	27
No	84.5%	634	84.5%	508	85.7%	60	85.4%	433	77.2%	98	85.0%	368	83.3%	120	84.5%	372	83.0%	132
Base:		750		601		70		507		127		433		144		440		159

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Hammersmith & Fulham Housing Survey

Property

Research results for

SKV Communications

October 2015

Prepared by
Richard Lindsay



NEMS is a Market
Research Society
Company Partner

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)
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Mean score (years): [1, 3, 8, 15]

Q01 How long have you lived at this address? [PR]

Under 1 year	4.1%	31	5.9%	7	4.1%	19	2.7%	4	5.1%	25	2.7%	6	0.0%	0
Between 1 and 5 years	16.3%	122	18.6%	22	19.4%	91	6.1%	9	15.8%	77	13.2%	29	37.2%	16
Between 6 and 10 years	14.5%	109	16.1%	19	15.2%	71	12.2%	18	12.1%	59	17.7%	39	25.6%	11
Over 10 years	65.1%	488	59.3%	70	61.3%	287	78.9%	116	66.9%	326	66.4%	146	37.2%	16
<i>Mean:</i>		<i>11.45</i>		<i>10.81</i>		<i>11.04</i>		<i>13.03</i>		<i>11.54</i>		<i>11.80</i>		<i>8.74</i>
Base:		750		118		468		147		487		220		43

Q02 Which of the following describes you? [PR]

Tenant of the Council	81.5%	611	84.7%	100	77.4%	362	93.2%	137	79.9%	389	81.4%	179	100.0%	43
Leaseholder	18.5%	139	15.3%	18	22.7%	106	6.8%	10	20.1%	98	18.6%	41	0.0%	0
Other	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Base:		750		118		468		147		487		220		43

Q03 Which of the following best describes the type of property you live in: [PR]

Flat in high rise block (block with more than five storeys)	15.7%	118	100.0%	118	0.0%	0	0.0%	0	20.5%	100	7.3%	16	4.7%	2
Flat in medium rise block (block with five storeys or less)	62.4%	468	0.0%	0	100.0%	468	0.0%	0	66.3%	323	48.6%	107	88.4%	38
House or bungalow	19.6%	147	0.0%	0	0.0%	0	100.0%	147	11.1%	54	40.9%	90	7.0%	3
Other	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Maisonette	2.0%	15	0.0%	0	0.0%	0	0.0%	0	1.8%	9	2.7%	6	0.0%	0
Flat in a house	0.3%	2	0.0%	0	0.0%	0	0.0%	0	0.2%	1	0.5%	1	0.0%	0
Base:		750		118		468		147		487		220		43

Q04 Is the property you live in: [PR]

Part of an estate	64.9%	487	84.7%	100	69.0%	323	36.7%	54	100.0%	487	0.0%	0	0.0%	0
An individual street property, or part of one	29.3%	220	13.6%	16	22.9%	107	61.2%	90	0.0%	0	100.0%	220	0.0%	0
In a sheltered scheme	5.7%	43	1.7%	2	8.1%	38	2.0%	3	0.0%	0	0.0%	0	100.0%	43
Base:		750		118		468		147		487		220		43

Mean score (bedrooms): [1, 2, 3, 4, 6]

Q05 How many bedrooms does your property have? [PR]

Bedsit	1.3%	10	1.7%	2	1.5%	7	0.7%	1	1.4%	7	1.4%	3	0.0%	0
1	32.9%	247	39.0%	46	38.0%	178	13.6%	20	30.8%	150	25.5%	56	95.3%	41
2	37.5%	281	50.8%	60	37.6%	176	25.2%	37	42.3%	206	33.6%	74	2.3%	1
3	23.1%	173	8.5%	10	19.4%	91	45.6%	67	20.5%	100	32.7%	72	2.3%	1
4	4.7%	35	0.0%	0	3.2%	15	13.6%	20	4.9%	24	5.0%	11	0.0%	0
More than 4	0.5%	4	0.0%	0	0.2%	1	1.4%	2	0.0%	0	1.8%	4	0.0%	0
<i>Mean:</i>		<i>2.02</i>		<i>1.69</i>		<i>1.89</i>		<i>2.65</i>		<i>2.00</i>		<i>2.25</i>		<i>1.07</i>
Base:		750		118		468		147		487		220		43

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q06 In overall terms, how satisfied or dissatisfied are you with where you live, i.e. your home and where it is? [PR]

Very satisfied	47.5%	356	41.5%	49	45.9%	215	54.4%	80	42.9%	209	51.8%	114	76.7%	33
Satisfied	32.7%	245	32.2%	38	33.1%	155	32.7%	48	34.1%	166	33.2%	73	14.0%	6
Neither satisfied nor dissatisfied	10.5%	79	15.3%	18	10.9%	51	6.8%	10	12.3%	60	8.2%	18	2.3%	1
Dissatisfied	5.6%	42	7.6%	9	6.2%	29	2.7%	4	6.6%	32	3.6%	8	4.7%	2
Very dissatisfied	3.7%	28	3.4%	4	3.8%	18	3.4%	5	4.1%	20	3.2%	7	2.3%	1
<i>Mean:</i>		<i>1.15</i>		<i>1.01</i>		<i>1.11</i>		<i>1.32</i>		<i>1.05</i>		<i>1.27</i>		<i>1.58</i>
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)		
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?														
<i>Those who answered 'part of an estate' at Q04</i>														
Central / close to amenities	12.7%	62	15.0%	15	14.2%	46	1.9%	1	12.7%	62	0.0%	0	0.0%	0
Good location	12.3%	60	15.0%	15	12.7%	41	5.6%	3	12.3%	60	0.0%	0	0.0%	0
Everything	11.1%	54	10.0%	10	10.2%	33	16.7%	9	11.1%	54	0.0%	0	0.0%	0
Nice area / estate	10.5%	51	6.0%	6	12.4%	40	5.6%	3	10.5%	51	0.0%	0	0.0%	0
It's a quiet area / estate	10.5%	51	9.0%	9	10.2%	33	14.8%	8	10.5%	51	0.0%	0	0.0%	0
Familiarity with the area / estate	5.7%	28	5.0%	5	5.0%	16	9.3%	5	5.7%	28	0.0%	0	0.0%	0
Suited to my needs	4.7%	23	5.0%	5	4.6%	15	5.6%	3	4.7%	23	0.0%	0	0.0%	0
Good neighbours / community spirit	4.5%	22	6.0%	6	2.2%	7	14.8%	8	4.5%	22	0.0%	0	0.0%	0
(Don't know)	3.5%	17	5.0%	5	3.7%	12	0.0%	0	3.5%	17	0.0%	0	0.0%	0
Good transport links	3.1%	15	3.0%	3	3.7%	12	0.0%	0	3.1%	15	0.0%	0	0.0%	0
Attractive area / estate	3.1%	15	5.0%	5	2.8%	9	0.0%	0	3.1%	15	0.0%	0	0.0%	0
Design of home	2.9%	14	2.0%	2	3.1%	10	3.7%	2	2.9%	14	0.0%	0	0.0%	0
Safe	2.3%	11	2.0%	2	2.8%	9	0.0%	0	2.3%	11	0.0%	0	0.0%	0
Green / open areas	1.4%	7	3.0%	3	1.2%	4	0.0%	0	1.4%	7	0.0%	0	0.0%	0
Nice atmosphere	1.0%	5	1.0%	1	0.6%	2	3.7%	2	1.0%	5	0.0%	0	0.0%	0
Good sized property	0.8%	4	1.0%	1	0.6%	2	1.9%	1	0.8%	4	0.0%	0	0.0%	0
Garden space	0.4%	2	0.0%	0	0.3%	1	1.9%	1	0.4%	2	0.0%	0	0.0%	0
Good accessibility	0.4%	2	0.0%	0	0.6%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
(Nothing)	9.0%	44	7.0%	7	9.0%	29	14.8%	8	9.0%	44	0.0%	0	0.0%	0
Base:		487		100		323		54		487		0		0

Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?

Those who answered 'an individual property, or part of one' at Q04

Nice area / estate	14.1%	31	25.0%	4	15.0%	16	12.2%	11	0.0%	0	14.1%	31	0.0%	0
It's a quiet area / estate	12.3%	27	6.3%	1	10.3%	11	12.2%	11	0.0%	0	12.3%	27	0.0%	0
Good location	11.4%	25	0.0%	0	11.2%	12	14.4%	13	0.0%	0	11.4%	25	0.0%	0
Everything	10.0%	22	12.5%	2	12.2%	13	7.8%	7	0.0%	0	10.0%	22	0.0%	0
Central / close to amenities	8.2%	18	6.3%	1	12.2%	13	3.3%	3	0.0%	0	8.2%	18	0.0%	0
Design of home	5.9%	13	6.3%	1	8.4%	9	3.3%	3	0.0%	0	5.9%	13	0.0%	0
Suited to my needs	5.5%	12	0.0%	0	3.7%	4	8.9%	8	0.0%	0	5.5%	12	0.0%	0
Good neighbours / community spirit	5.0%	11	0.0%	0	3.7%	4	7.8%	7	0.0%	0	5.0%	11	0.0%	0
(Don't know)	3.2%	7	0.0%	0	2.8%	3	4.4%	4	0.0%	0	3.2%	7	0.0%	0
Attractive area / estate	2.7%	6	6.3%	1	1.9%	2	3.3%	3	0.0%	0	2.7%	6	0.0%	0
Nice atmosphere	2.7%	6	6.3%	1	1.9%	2	3.3%	3	0.0%	0	2.7%	6	0.0%	0
Familiarity with the area / estate	2.7%	6	6.3%	1	3.7%	4	1.1%	1	0.0%	0	2.7%	6	0.0%	0
Garden space	2.7%	6	0.0%	0	0.0%	0	6.7%	6	0.0%	0	2.7%	6	0.0%	0
Good transport links	2.7%	6	6.3%	1	2.8%	3	0.0%	0	0.0%	0	2.7%	6	0.0%	0
Green / open areas	2.3%	5	6.3%	1	1.9%	2	2.2%	2	0.0%	0	2.3%	5	0.0%	0
Safe	0.9%	2	0.0%	0	0.0%	0	2.2%	2	0.0%	0	0.9%	2	0.0%	0
Good sized property	0.9%	2	0.0%	0	1.9%	2	0.0%	0	0.0%	0	0.9%	2	0.0%	0
Good accessibility	0.5%	1	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.5%	1	0.0%	0
(Nothing)	6.4%	14	12.5%	2	5.6%	6	6.7%	6	0.0%	0	6.4%	14	0.0%	0
Base:		220		16		107		90		0		220		0

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?														
<i>Those who mentioned 'sheltered accommodation' at Q04</i>														
Good location	16.3%	7	0.0%	0	18.4%	7	0.0%	0	0.0%	0	0.0%	0	16.3%	7
Suited to my needs	14.0%	6	0.0%	0	15.8%	6	0.0%	0	0.0%	0	0.0%	0	14.0%	6
Attractive area / estate	11.6%	5	0.0%	0	10.5%	4	33.3%	1	0.0%	0	0.0%	0	11.6%	5
It's a quiet area / estate	9.3%	4	0.0%	0	10.5%	4	0.0%	0	0.0%	0	0.0%	0	9.3%	4
Nice area / estate	7.0%	3	0.0%	0	7.9%	3	0.0%	0	0.0%	0	0.0%	0	7.0%	3
Safe	7.0%	3	0.0%	0	5.3%	2	33.3%	1	0.0%	0	0.0%	0	7.0%	3
Good neighbours / community spirit	7.0%	3	50.0%	1	5.3%	2	0.0%	0	0.0%	0	0.0%	0	7.0%	3
Everything	7.0%	3	0.0%	0	7.9%	3	0.0%	0	0.0%	0	0.0%	0	7.0%	3
Nice atmosphere	4.7%	2	0.0%	0	5.3%	2	0.0%	0	0.0%	0	0.0%	0	4.7%	2
Familiarity with the area / estate	2.3%	1	0.0%	0	2.6%	1	0.0%	0	0.0%	0	0.0%	0	2.3%	1
Central / close to amenities	2.3%	1	0.0%	0	0.0%	0	33.3%	1	0.0%	0	0.0%	0	2.3%	1
Green / open areas	2.3%	1	0.0%	0	2.6%	1	0.0%	0	0.0%	0	0.0%	0	2.3%	1
(Don't know)	2.3%	1	50.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2.3%	1
(Nothing)	7.0%	3	0.0%	0	7.9%	3	0.0%	0	0.0%	0	0.0%	0	7.0%	3
Base:		43		2		38		3		0		0		43

Q07 What do you like most about your home and your PROPERTY TYPE MENTIONED AT Q04?

All respondents

Good location	12.3%	92	12.7%	15	12.8%	60	10.9%	16	12.3%	60	11.4%	25	16.3%	7
Nice area / estate	11.3%	85	8.5%	10	12.6%	59	9.5%	14	10.5%	51	14.1%	31	7.0%	3
It's a quiet area / estate	10.9%	82	8.5%	10	10.3%	48	12.9%	19	10.5%	51	12.3%	27	9.3%	4
Central / close to amenities	10.8%	81	13.6%	16	12.6%	59	3.4%	5	12.7%	62	8.2%	18	2.3%	1
Everything	10.5%	79	10.2%	12	10.5%	49	10.9%	16	11.1%	54	10.0%	22	7.0%	3
Suited to my needs	5.5%	41	4.2%	5	5.3%	25	7.5%	11	4.7%	23	5.5%	12	14.0%	6
Good neighbours / community spirit	4.8%	36	5.9%	7	2.8%	13	10.2%	15	4.5%	22	5.0%	11	7.0%	3
Familiarity with the area / estate	4.7%	35	5.1%	6	4.5%	21	4.1%	6	5.7%	28	2.7%	6	2.3%	1
Design of home	3.6%	27	2.5%	3	4.1%	19	3.4%	5	2.9%	14	5.9%	13	0.0%	0
Attractive area / estate	3.5%	26	5.1%	6	3.2%	15	2.7%	4	3.1%	15	2.7%	6	11.6%	5
(Don't know)	3.3%	25	5.1%	6	3.2%	15	2.7%	4	3.5%	17	3.2%	7	2.3%	1
Good transport links	2.8%	21	3.4%	4	3.2%	15	0.0%	0	3.1%	15	2.7%	6	0.0%	0
Safe	2.1%	16	1.7%	2	2.4%	11	2.0%	3	2.3%	11	0.9%	2	7.0%	3
Green / open areas	1.7%	13	3.4%	4	1.5%	7	1.4%	2	1.4%	7	2.3%	5	2.3%	1
Nice atmosphere	1.7%	13	1.7%	2	1.3%	6	3.4%	5	1.0%	5	2.7%	6	4.7%	2
Garden space	1.1%	8	0.0%	0	0.2%	1	4.8%	7	0.4%	2	2.7%	6	0.0%	0
Good sized property	0.8%	6	0.8%	1	0.9%	4	0.7%	1	0.8%	4	0.9%	2	0.0%	0
Good accessibility	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.4%	2	0.5%	1	0.0%	0
(Nothing)	8.1%	61	7.6%	9	8.1%	38	9.5%	14	9.0%	44	6.4%	14	7.0%	3
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?														
<i>Those who answered 'part of an estate' at Q04</i>														
Dirty area / estate	5.3%	26	9.0%	9	4.0%	13	5.6%	3	5.3%	26	0.0%	0	0.0%	0
Noisy place to live	5.3%	26	9.0%	9	5.0%	16	1.9%	1	5.3%	26	0.0%	0	0.0%	0
Poor estate maintenance	4.7%	23	5.0%	5	4.6%	15	5.6%	3	4.7%	23	0.0%	0	0.0%	0
Trouble with neighbours	4.3%	21	3.0%	3	5.0%	16	1.9%	1	4.3%	21	0.0%	0	0.0%	0
Home is too small	4.3%	21	4.0%	4	5.0%	16	1.9%	1	4.3%	21	0.0%	0	0.0%	0
Crime on the estate	3.7%	18	0.0%	0	5.0%	16	3.7%	2	3.7%	18	0.0%	0	0.0%	0
Parking issues	3.1%	15	2.0%	2	3.7%	12	0.0%	0	3.1%	15	0.0%	0	0.0%	0
No lifts	2.3%	11	1.0%	1	3.1%	10	0.0%	0	2.3%	11	0.0%	0	0.0%	0
Damp / mould	2.1%	10	2.0%	2	1.9%	6	3.7%	2	2.1%	10	0.0%	0	0.0%	0
Communal / shared areas	1.4%	7	1.0%	1	1.5%	5	1.9%	1	1.4%	7	0.0%	0	0.0%	0
Property is run-down	1.2%	6	1.0%	1	1.5%	5	0.0%	0	1.2%	6	0.0%	0	0.0%	0
Wider neighbourhood issues	1.0%	5	0.0%	0	1.2%	4	1.9%	1	1.0%	5	0.0%	0	0.0%	0
Needs modernising	1.0%	5	2.0%	2	0.9%	3	0.0%	0	1.0%	5	0.0%	0	0.0%	0
General home maintenance is poor or not done	1.0%	5	1.0%	1	0.9%	3	1.9%	1	1.0%	5	0.0%	0	0.0%	0
Faulty lift	1.0%	5	2.0%	2	0.6%	2	0.0%	0	1.0%	5	0.0%	0	0.0%	0
Traffic / close to a main road	0.8%	4	1.0%	1	0.6%	2	1.9%	1	0.8%	4	0.0%	0	0.0%	0
State of the windows	0.8%	4	0.0%	0	0.9%	3	1.9%	1	0.8%	4	0.0%	0	0.0%	0
Bathroom is too small	0.6%	3	0.0%	0	0.3%	1	3.7%	2	0.6%	3	0.0%	0	0.0%	0
Property needs adapting to my needs	0.6%	3	2.0%	2	0.3%	1	0.0%	0	0.6%	3	0.0%	0	0.0%	0
Everything	0.6%	3	0.0%	0	0.0%	0	5.6%	3	0.6%	3	0.0%	0	0.0%	0
Too far from public transport links	0.6%	3	1.0%	1	0.3%	1	1.9%	1	0.6%	3	0.0%	0	0.0%	0
Too high up	0.6%	3	0.0%	0	0.9%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0
Not central enough	0.4%	2	0.0%	0	0.6%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Kitchen is too small	0.4%	2	2.0%	2	0.0%	0	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Rent is too high	0.4%	2	0.0%	0	0.6%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Lack of green areas for children to play	0.2%	1	0.0%	0	0.3%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Lack of a garden	0.2%	1	0.0%	0	0.3%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Not secure enough	0.2%	1	0.0%	0	0.3%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Dislike décor	0.2%	1	0.0%	0	0.3%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Nothing)	48.0%	234	48.0%	48	46.4%	150	55.6%	30	48.0%	234	0.0%	0	0.0%	0
(Don't know)	3.3%	16	4.0%	4	3.7%	12	0.0%	0	3.3%	16	0.0%	0	0.0%	0
Base:		487		100		323		54		487		0		0

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?														
<i>Those who answered 'an individual property, or part of one' at Q04</i>														
Noisy place to live	7.3%	16	0.0%	0	7.5%	8	7.8%	7	0.0%	0	7.3%	16	0.0%	0
Dirty area / estate	5.9%	13	6.3%	1	9.3%	10	2.2%	2	0.0%	0	5.9%	13	0.0%	0
Home is too small	5.5%	12	6.3%	1	7.5%	8	2.2%	2	0.0%	0	5.5%	12	0.0%	0
Trouble with neighbours	3.2%	7	0.0%	0	4.7%	5	2.2%	2	0.0%	0	3.2%	7	0.0%	0
Poor estate maintenance	2.7%	6	0.0%	0	4.7%	5	1.1%	1	0.0%	0	2.7%	6	0.0%	0
Needs modernising	2.3%	5	0.0%	0	1.9%	2	3.3%	3	0.0%	0	2.3%	5	0.0%	0
Kitchen is too small	2.3%	5	0.0%	0	0.9%	1	4.4%	4	0.0%	0	2.3%	5	0.0%	0
Property is run-down	1.8%	4	0.0%	0	0.0%	0	4.4%	4	0.0%	0	1.8%	4	0.0%	0
Traffic / close to a main road	1.8%	4	0.0%	0	1.9%	2	2.2%	2	0.0%	0	1.8%	4	0.0%	0
General home maintenance is poor or not done	1.4%	3	0.0%	0	0.0%	0	3.3%	3	0.0%	0	1.4%	3	0.0%	0
No lifts	1.4%	3	0.0%	0	2.8%	3	0.0%	0	0.0%	0	1.4%	3	0.0%	0
Damp / mould	1.4%	3	0.0%	0	0.9%	1	2.2%	2	0.0%	0	1.4%	3	0.0%	0
Bathroom is too small	0.9%	2	0.0%	0	0.9%	1	1.1%	1	0.0%	0	0.9%	2	0.0%	0
Wider neighbourhood issues	0.9%	2	0.0%	0	1.9%	2	0.0%	0	0.0%	0	0.9%	2	0.0%	0
Communal / shared areas	0.9%	2	6.3%	1	0.0%	0	1.1%	1	0.0%	0	0.9%	2	0.0%	0
Property needs adapting to my needs	0.9%	2	0.0%	0	0.0%	0	2.2%	2	0.0%	0	0.9%	2	0.0%	0
Lack of a garden	0.9%	2	0.0%	0	0.9%	1	1.1%	1	0.0%	0	0.9%	2	0.0%	0
Rent is too high	0.5%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.5%	1	0.0%	0
Parking issues	0.5%	1	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.5%	1	0.0%	0
Faulty lift	0.5%	1	6.3%	1	0.0%	0	0.0%	0	0.0%	0	0.5%	1	0.0%	0
Lack of green areas for children to play	0.5%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.5%	1	0.0%	0
State of the windows	0.5%	1	0.0%	0	0.9%	1	0.0%	0	0.0%	0	0.5%	1	0.0%	0
Crime on the estate	0.5%	1	0.0%	0	0.0%	0	1.1%	1	0.0%	0	0.5%	1	0.0%	0
(Nothing)	51.8%	114	75.0%	12	46.7%	50	53.3%	48	0.0%	0	51.8%	114	0.0%	0
(Don't know)	4.1%	9	0.0%	0	5.6%	6	3.3%	3	0.0%	0	4.1%	9	0.0%	0
Base:		220		16		107		90		0		220		0

Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?
Those who mentioned 'sheltered accommodation' at Q04

Home is too small	4.7%	2	0.0%	0	5.3%	2	0.0%	0	0.0%	0	0.0%	0	4.7%	2
Communal / shared areas	4.7%	2	0.0%	0	5.3%	2	0.0%	0	0.0%	0	0.0%	0	4.7%	2
Parking issues	4.7%	2	0.0%	0	5.3%	2	0.0%	0	0.0%	0	0.0%	0	4.7%	2
Poor estate maintenance	2.3%	1	0.0%	0	0.0%	0	33.3%	1	0.0%	0	0.0%	0	2.3%	1
Needs modernising	2.3%	1	0.0%	0	2.6%	1	0.0%	0	0.0%	0	0.0%	0	2.3%	1
Noisy place to live	2.3%	1	0.0%	0	2.6%	1	0.0%	0	0.0%	0	0.0%	0	2.3%	1
No lifts	2.3%	1	0.0%	0	2.6%	1	0.0%	0	0.0%	0	0.0%	0	2.3%	1
(Nothing)	76.7%	33	100.0%	2	76.3%	29	66.7%	2	0.0%	0	0.0%	0	76.7%	33
Base:		43		2		38		3		0		0		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q08 What do you dislike most about your home and your PROPERTY TYPE MENTIONED AT Q04?														
<i>All respondents</i>														
Noisy place to live	5.7%	43	7.6%	9	5.3%	25	5.4%	8	5.3%	26	7.3%	16	2.3%	1
Dirty area / estate	5.2%	39	8.5%	10	4.9%	23	3.4%	5	5.3%	26	5.9%	13	0.0%	0
Home is too small	4.7%	35	4.2%	5	5.6%	26	2.0%	3	4.3%	21	5.5%	12	4.7%	2
Poor estate maintenance	4.0%	30	4.2%	5	4.3%	20	3.4%	5	4.7%	23	2.7%	6	2.3%	1
Trouble with neighbours	3.7%	28	2.5%	3	4.5%	21	2.0%	3	4.3%	21	3.2%	7	0.0%	0
Crime on the estate	2.5%	19	0.0%	0	3.4%	16	2.0%	3	3.7%	18	0.5%	1	0.0%	0
Parking issues	2.4%	18	1.7%	2	3.2%	15	0.0%	0	3.1%	15	0.5%	1	4.7%	2
No lifts	2.0%	15	0.8%	1	3.0%	14	0.0%	0	2.3%	11	1.4%	3	2.3%	1
Damp / mould	1.7%	13	1.7%	2	1.5%	7	2.7%	4	2.1%	10	1.4%	3	0.0%	0
Communal / shared areas	1.5%	11	1.7%	2	1.5%	7	1.4%	2	1.4%	7	0.9%	2	4.7%	2
Needs modernising	1.5%	11	1.7%	2	1.3%	6	2.0%	3	1.0%	5	2.3%	5	2.3%	1
Property is run-down	1.3%	10	0.8%	1	1.1%	5	2.7%	4	1.2%	6	1.8%	4	0.0%	0
Traffic / close to a main road	1.1%	8	0.8%	1	0.9%	4	2.0%	3	0.8%	4	1.8%	4	0.0%	0
General home maintenance is poor or not done	1.1%	8	0.8%	1	0.6%	3	2.7%	4	1.0%	5	1.4%	3	0.0%	0
Kitchen is too small	0.9%	7	1.7%	2	0.2%	1	2.7%	4	0.4%	2	2.3%	5	0.0%	0
Wider neighbourhood issues	0.9%	7	0.0%	0	1.3%	6	0.7%	1	1.0%	5	0.9%	2	0.0%	0
Faulty lift	0.8%	6	2.5%	3	0.4%	2	0.0%	0	1.0%	5	0.5%	1	0.0%	0
State of the windows	0.7%	5	0.0%	0	0.9%	4	0.7%	1	0.8%	4	0.5%	1	0.0%	0
Bathroom is too small	0.7%	5	0.0%	0	0.4%	2	2.0%	3	0.6%	3	0.9%	2	0.0%	0
Property needs adapting to my needs	0.7%	5	1.7%	2	0.2%	1	1.4%	2	0.6%	3	0.9%	2	0.0%	0
Everything	0.4%	3	0.0%	0	0.0%	0	2.0%	3	0.6%	3	0.0%	0	0.0%	0
Too high up	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0
Lack of a garden	0.4%	3	0.0%	0	0.4%	2	0.7%	1	0.2%	1	0.9%	2	0.0%	0
Too far from public transport links	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.6%	3	0.0%	0	0.0%	0
Rent is too high	0.4%	3	0.0%	0	0.4%	2	0.7%	1	0.4%	2	0.5%	1	0.0%	0
Lack of green areas for children to play	0.3%	2	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.5%	1	0.0%	0
Not central enough	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Not secure enough	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Dislike décor	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Nothing)	50.8%	381	52.5%	62	48.9%	229	54.4%	80	48.0%	234	51.8%	114	76.7%	33
(Don't know)	3.3%	25	3.4%	4	3.8%	18	2.0%	3	3.3%	16	4.1%	9	0.0%	0
Base:		750		118		468		147		487		220		43

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q09 How satisfied or dissatisfied are you with the quality (i.e. physical condition) of your home, both inside and outside? [PR]

Very satisfied	32.7%	245	32.2%	38	30.8%	144	40.1%	59	32.0%	156	29.5%	65	55.8%	24
Satisfied	34.9%	262	32.2%	38	35.3%	165	37.4%	55	36.6%	178	32.7%	72	27.9%	12
Neither satisfied nor dissatisfied	15.5%	116	16.9%	20	16.9%	79	9.5%	14	15.8%	77	15.5%	34	11.6%	5
Dissatisfied	11.3%	85	16.1%	19	11.3%	53	6.8%	10	10.9%	53	13.6%	30	4.7%	2
Very dissatisfied	5.6%	42	2.5%	3	5.8%	27	6.1%	9	4.7%	23	8.6%	19	0.0%	0
Mean:		0.78		0.75		0.74		0.99		0.80		0.61		1.35
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q10 What do you like most about the quality / physical condition of your home?														
Everything - it's fine	28.1%	211	32.2%	38	26.9%	126	29.9%	44	27.1%	132	27.3%	60	44.2%	19
Just the right sized property	12.4%	93	9.3%	11	12.8%	60	12.9%	19	11.7%	57	13.6%	30	14.0%	6
Well decorated	8.3%	62	5.1%	6	9.2%	43	8.2%	12	9.9%	48	5.5%	12	4.7%	2
Good design	7.5%	56	8.5%	10	7.3%	34	7.5%	11	7.8%	38	7.7%	17	2.3%	1
Clean & tidy	2.9%	22	5.9%	7	3.0%	14	0.7%	1	3.3%	16	1.8%	4	4.7%	2
Has character	1.6%	12	0.0%	0	1.9%	9	1.4%	2	1.0%	5	3.2%	7	0.0%	0
Good atmosphere	1.6%	12	0.8%	1	1.5%	7	2.7%	4	1.8%	9	0.9%	2	2.3%	1
Good heating	1.5%	11	0.8%	1	0.9%	4	3.4%	5	1.4%	7	1.4%	3	2.3%	1
Garden space	1.5%	11	0.0%	0	0.6%	3	5.4%	8	0.8%	4	2.7%	6	2.3%	1
Solid building	1.1%	8	0.8%	1	1.1%	5	1.4%	2	0.8%	4	1.8%	4	0.0%	0
Kitchen	1.1%	8	0.0%	0	1.1%	5	2.0%	3	1.0%	5	1.4%	3	0.0%	0
In a quiet area	0.9%	7	0.0%	0	1.3%	6	0.7%	1	0.8%	4	0.9%	2	2.3%	1
Comfortable living space	0.9%	7	0.8%	1	1.3%	6	0.0%	0	1.0%	5	0.0%	0	4.7%	2
In a good area	0.9%	7	0.8%	1	0.9%	4	0.7%	1	1.0%	5	0.5%	1	2.3%	1
Windows	0.9%	7	0.8%	1	1.3%	6	0.0%	0	0.8%	4	1.4%	3	0.0%	0
Safe / secure	0.8%	6	0.8%	1	0.9%	4	0.7%	1	0.6%	3	1.4%	3	0.0%	0
Well maintained	0.8%	6	0.0%	0	1.1%	5	0.7%	1	1.0%	5	0.5%	1	0.0%	0
New heating system	0.7%	5	1.7%	2	0.6%	3	0.0%	0	0.8%	4	0.0%	0	2.3%	1
Well suited to my needs	0.7%	5	0.0%	0	1.1%	5	0.0%	0	1.0%	5	0.0%	0	0.0%	0
Good layout	0.5%	4	0.8%	1	0.2%	1	0.7%	1	0.6%	3	0.5%	1	0.0%	0
Good accessibility	0.4%	3	0.0%	0	0.4%	2	0.7%	1	0.4%	2	0.5%	1	0.0%	0
Familiarity with the property	0.4%	3	0.0%	0	0.2%	1	1.4%	2	0.4%	2	0.5%	1	0.0%	0
Well lit	0.4%	3	1.7%	2	0.2%	1	0.0%	0	0.4%	2	0.5%	1	0.0%	0
Modern	0.4%	3	1.7%	2	0.2%	1	0.0%	0	0.6%	3	0.0%	0	0.0%	0
All on one floor	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.2%	1	0.9%	2	0.0%	0
Bathroom	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Sound proofed	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Near everything I need	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.5%	1	0.0%	0
Nice and open	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.0%	0	2.3%	1
(Nothing)	16.1%	121	18.6%	22	16.2%	76	12.9%	19	16.8%	82	16.4%	36	7.0%	3
(Don't know)	6.4%	48	7.6%	9	6.6%	31	4.8%	7	5.7%	28	8.6%	19	2.3%	1
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q11 What do you dislike most about the quality / physical condition of your home?														
Windows need updating	5.6%	42	4.2%	5	6.0%	28	4.1%	6	3.9%	19	9.5%	21	4.7%	2
Poorly maintained	5.2%	39	2.5%	3	6.2%	29	4.1%	6	4.9%	24	6.8%	15	0.0%	0
Damp / mould	5.1%	38	8.5%	10	5.1%	24	2.7%	4	6.2%	30	3.6%	8	0.0%	0
Too small	3.7%	28	2.5%	3	4.5%	21	2.0%	3	4.5%	22	2.7%	6	0.0%	0
Needs decorating	3.2%	24	2.5%	3	3.4%	16	2.7%	4	2.9%	14	3.6%	8	4.7%	2
Property has leaks	2.9%	22	4.2%	5	3.0%	14	2.0%	3	3.1%	15	3.2%	7	0.0%	0
Heating system / insulation needs updating	2.5%	19	1.7%	2	2.8%	13	2.7%	4	2.3%	11	3.2%	7	2.3%	1
Walls need sound proofing, too noisy	1.7%	13	0.0%	0	2.4%	11	1.4%	2	1.0%	5	3.2%	7	2.3%	1
Cracked walls	1.7%	13	0.0%	0	1.1%	5	5.4%	8	1.0%	5	2.7%	6	4.7%	2
Exterior isn't maintained	1.7%	13	1.7%	2	1.7%	8	1.4%	2	1.8%	9	1.4%	3	2.3%	1
Kitchen is too small	1.5%	11	1.7%	2	0.4%	2	4.8%	7	1.2%	6	2.3%	5	0.0%	0
Kitchen needs updating / repairing	1.5%	11	0.0%	0	1.7%	8	2.0%	3	1.6%	8	1.4%	3	0.0%	0
Rooms are too small	1.3%	10	3.4%	4	0.6%	3	2.0%	3	1.8%	9	0.5%	1	0.0%	0
Need modernising	1.3%	10	0.8%	1	1.5%	7	0.7%	1	1.4%	7	1.4%	3	0.0%	0
Property is always cold	1.1%	8	0.0%	0	0.9%	4	2.7%	4	0.2%	1	3.2%	7	0.0%	0
No cleaning is done / Dirty areas	0.9%	7	2.5%	3	0.9%	4	0.0%	0	1.0%	5	0.9%	2	0.0%	0
Doors aren't maintained	0.9%	7	0.0%	0	1.5%	7	0.0%	0	1.0%	5	0.5%	1	2.3%	1
Bathroom needs updating	0.9%	7	2.5%	3	0.4%	2	0.7%	1	0.6%	3	1.4%	3	2.3%	1
No lifts	0.8%	6	0.0%	0	1.3%	6	0.0%	0	1.0%	5	0.5%	1	0.0%	0
Lack of storage	0.7%	5	1.7%	2	0.6%	3	0.0%	0	0.8%	4	0.5%	1	0.0%	0
Bathroom needs repairing	0.5%	4	0.8%	1	0.6%	3	0.0%	0	0.4%	2	0.5%	1	2.3%	1
Lift often breaks	0.4%	3	1.7%	2	0.2%	1	0.0%	0	0.6%	3	0.0%	0	0.0%	0
Floors aren't level	0.4%	3	0.0%	0	0.2%	1	1.4%	2	0.0%	0	1.4%	3	0.0%	0
No shower	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Other	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Not enough light is let into the rooms	0.3%	2	0.8%	1	0.2%	1	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Needs rewiring	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Guttering needs seeing to	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
Not enough toilets	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
(Nothing)	48.5%	364	51.7%	61	47.0%	220	52.4%	77	50.1%	244	40.5%	89	72.1%	31
(Don't know)	4.5%	34	4.2%	5	4.7%	22	3.4%	5	4.9%	24	4.5%	10	0.0%	0
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)		
Q12 What improvement(s) would you most like to see to the quality / physical condition of your home? [MR]														
Double glazing / new windows	8.4%	63	4.2%	5	9.2%	43	8.8%	13	5.7%	28	15.5%	34	2.3%	1
Repair damp / damp-proofing	4.8%	36	10.2%	12	3.8%	18	4.1%	6	5.7%	28	3.6%	8	0.0%	0
Better overall maintenance and repairs	4.4%	33	4.2%	5	4.5%	21	4.1%	6	4.7%	23	4.5%	10	0.0%	0
Fix leaks	3.9%	29	2.5%	3	3.6%	17	5.4%	8	3.5%	17	5.0%	11	2.3%	1
Updated bathroom	3.7%	28	5.1%	6	3.2%	15	4.1%	6	3.1%	15	5.0%	11	4.7%	2
Update kitchen	3.3%	25	3.4%	4	2.6%	12	6.1%	9	3.5%	17	3.2%	7	2.3%	1
Improved heating system	3.3%	25	3.4%	4	2.8%	13	5.4%	8	2.7%	13	3.6%	8	9.3%	4
Update décor	3.2%	24	3.4%	4	2.8%	13	4.1%	6	2.7%	13	4.5%	10	2.3%	1
Bigger property	1.5%	11	0.0%	0	1.5%	7	2.7%	4	1.8%	9	0.9%	2	0.0%	0
Bigger kitchen	1.5%	11	1.7%	2	0.9%	4	3.4%	5	0.8%	4	3.2%	7	0.0%	0
Repair ceilings	1.5%	11	0.8%	1	1.3%	6	2.7%	4	1.0%	5	1.8%	4	4.7%	2
Repair walls	1.3%	10	2.5%	3	0.9%	4	2.0%	3	1.0%	5	2.3%	5	0.0%	0
Soundproofing	1.3%	10	0.8%	1	1.9%	9	0.0%	0	1.4%	7	1.4%	3	0.0%	0
Insulation	1.2%	9	0.0%	0	1.5%	7	1.4%	2	0.4%	2	3.2%	7	0.0%	0
Better floors	1.1%	8	0.8%	1	1.3%	6	0.7%	1	0.8%	4	1.4%	3	2.3%	1
Fix roof	1.1%	8	0.8%	1	0.9%	4	2.0%	3	0.8%	4	1.8%	4	0.0%	0
External repairs	1.1%	8	0.0%	0	1.5%	7	0.0%	0	1.2%	6	0.9%	2	0.0%	0
Install a lift	1.1%	8	0.0%	0	1.7%	8	0.0%	0	1.6%	8	0.0%	0	0.0%	0
Install a shower	1.1%	8	0.8%	1	1.3%	6	0.7%	1	1.2%	6	0.9%	2	0.0%	0
Fix drainage	0.9%	7	0.0%	0	1.1%	5	1.4%	2	0.8%	4	1.4%	3	0.0%	0
Update doors	0.9%	7	0.0%	0	1.5%	7	0.0%	0	1.0%	5	0.9%	2	0.0%	0
Modernise housing	0.8%	6	0.8%	1	0.6%	3	1.4%	2	0.6%	3	1.4%	3	0.0%	0
Toilet repair	0.8%	6	0.8%	1	0.6%	3	1.4%	2	1.0%	5	0.5%	1	0.0%	0
More storage	0.8%	6	1.7%	2	0.4%	2	0.0%	0	0.6%	3	1.4%	3	0.0%	0
Ensure the area is tidy and clear	0.8%	6	0.8%	1	1.1%	5	0.0%	0	0.8%	4	0.9%	2	0.0%	0
Better external maintenance	0.7%	5	0.0%	0	0.6%	3	1.4%	2	0.2%	1	1.4%	3	2.3%	1
Bigger bathroom	0.7%	5	0.8%	1	0.2%	1	2.0%	3	0.4%	2	1.4%	3	0.0%	0
Better lighting	0.5%	4	0.0%	0	0.6%	3	0.7%	1	0.4%	2	0.5%	1	2.3%	1
Clean up the area	0.5%	4	3.4%	4	0.0%	0	0.0%	0	0.4%	2	0.9%	2	0.0%	0
Bigger bedrooms	0.4%	3	1.7%	2	0.2%	1	0.0%	0	0.4%	2	0.5%	1	0.0%	0
Better security	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.6%	3	0.0%	0	0.0%	0
New fencing	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.0%	0	0.5%	1	2.3%	1
Stair lift	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.0%	0	2.3%	1
Fix lift	0.3%	2	0.8%	1	0.2%	1	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Clean bins (and surrounding areas) more often	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.0%	0	2.3%	1
Remove balcony	0.1%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.5%	1	0.0%	0
Rewiring	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Nothing)	43.5%	326	47.5%	56	43.2%	202	42.2%	62	46.8%	228	33.2%	73	58.1%	25
(Don't know)	7.2%	54	4.2%	5	8.3%	39	5.4%	8	7.6%	37	6.8%	15	4.7%	2
Base:		750		118		468		147		487		220		43

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q13 How satisfied or dissatisfied are you with the quality of the shared spaces in the area or estate where you live (e.g. including communal areas and stairways/lifts in blocks, landscaping, parking areas and footpaths)? [PR]

Very satisfied	26.9%	202	41.5%	49	25.0%	117	19.7%	29	27.1%	132	21.8%	48	51.2%	22
Satisfied	30.8%	231	31.4%	37	32.9%	154	24.5%	36	31.4%	153	28.6%	63	34.9%	15
Neither satisfied nor dissatisfied	23.1%	173	9.3%	11	21.6%	101	40.1%	59	20.9%	102	30.0%	66	11.6%	5
Dissatisfied	11.9%	89	9.3%	11	13.5%	63	9.5%	14	12.7%	62	12.3%	27	0.0%	0
Very dissatisfied	7.3%	55	8.5%	10	7.1%	33	6.1%	9	7.8%	38	7.3%	16	2.3%	1
Mean:		0.58		0.88		0.55		0.42		0.57		0.45		1.33
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)
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Q14 What do you like most about the quality of the shared spaces in the area or estate where you live?

Clean	14.5%	109	18.6%	22	15.4%	72	8.8%	13	14.6%	71	14.5%	32	14.0%	6
Everything - it's fine	14.1%	106	18.6%	22	12.6%	59	14.3%	21	14.6%	71	13.6%	30	11.6%	5
Nice / attractive area	7.9%	59	10.2%	12	6.8%	32	9.5%	14	7.0%	34	7.3%	16	20.9%	9
Local to amenities (e.g. shops)	4.1%	31	1.7%	2	4.9%	23	4.1%	6	4.3%	21	3.6%	8	4.7%	2
Well maintained	3.3%	25	0.8%	1	4.5%	21	2.0%	3	3.3%	16	1.8%	4	11.6%	5
Nice people	3.1%	23	3.4%	4	3.0%	14	2.7%	4	3.1%	15	2.7%	6	4.7%	2
The garden	2.1%	16	0.8%	1	3.0%	14	0.0%	0	2.3%	11	1.4%	3	4.7%	2
Parking	1.9%	14	0.8%	1	1.9%	9	2.7%	4	1.6%	8	2.7%	6	0.0%	0
Facilities for children to play	1.5%	11	0.8%	1	1.3%	6	2.7%	4	1.8%	9	0.9%	2	0.0%	0
The lifts	1.3%	10	5.1%	6	0.9%	4	0.0%	0	1.8%	9	0.5%	1	0.0%	0
Spacious	1.3%	10	2.5%	3	1.5%	7	0.0%	0	0.8%	4	1.8%	4	4.7%	2
Quiet	0.9%	7	1.7%	2	0.9%	4	0.7%	1	1.4%	7	0.0%	0	0.0%	0
Secure / safe	0.8%	6	0.8%	1	1.1%	5	0.0%	0	1.2%	6	0.0%	0	0.0%	0
Recently decorated	0.5%	4	0.8%	1	0.6%	3	0.0%	0	0.8%	4	0.0%	0	0.0%	0
Balcony	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Nearby parks	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.4%	2	0.0%	0	0.0%	0
Easily accessible	0.3%	2	0.8%	1	0.2%	1	0.0%	0	0.2%	1	0.5%	1	0.0%	0
Good transport links	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
Plenty of storage	0.1%	1	0.8%	1	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Nothing)	30.8%	231	21.2%	25	31.4%	147	35.4%	52	30.4%	148	35.5%	78	11.6%	5
(Don't know)	10.7%	80	10.2%	12	9.4%	44	15.6%	23	9.7%	47	12.7%	28	11.6%	5
Base:		750		118		468		147		487		220		43

Q15 What do you dislike most about the quality of the shared spaces in the area or estate where you live?

Untidy / dirty	14.8%	111	14.4%	17	17.3%	81	7.5%	11	16.4%	80	13.6%	30	2.3%	1
Parking is poor	6.4%	48	6.8%	8	4.9%	23	9.5%	14	8.0%	39	4.1%	9	0.0%	0
Lifts not working	2.5%	19	8.5%	10	1.9%	9	0.0%	0	3.5%	17	0.5%	1	2.3%	1
Poorly maintained	2.5%	19	3.4%	4	2.6%	12	1.4%	2	2.5%	12	2.7%	6	2.3%	1
Too many kids hanging around	2.3%	17	2.5%	3	3.0%	14	0.0%	0	2.5%	12	1.8%	4	2.3%	1
Stairways are dirty	2.3%	17	5.1%	6	2.4%	11	0.0%	0	3.1%	15	0.9%	2	0.0%	0
No lifts	1.7%	13	0.8%	1	2.6%	12	0.0%	0	2.3%	11	0.5%	1	2.3%	1
Not secure enough	1.7%	13	2.5%	3	1.7%	8	1.4%	2	1.8%	9	1.4%	3	2.3%	1
Other residents	1.3%	10	0.8%	1	1.7%	8	0.7%	1	1.4%	7	0.9%	2	2.3%	1
Insufficient lighting	1.1%	8	0.8%	1	1.5%	7	0.0%	0	0.8%	4	1.8%	4	0.0%	0
Hallways are a mess	1.1%	8	0.0%	0	1.3%	6	0.7%	1	1.0%	5	1.4%	3	0.0%	0
Too much noise	0.8%	6	1.7%	2	0.9%	4	0.0%	0	0.8%	4	0.9%	2	0.0%	0
Bin area smells	0.8%	6	0.0%	0	1.1%	5	0.0%	0	0.6%	3	0.9%	2	2.3%	1
Not enough space	0.5%	4	1.7%	2	0.4%	2	0.0%	0	0.4%	2	0.9%	2	0.0%	0
Too much traffic	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.0%	0	1.4%	3	0.0%	0
Uneven pavements	0.4%	3	0.0%	0	0.0%	0	2.0%	3	0.0%	0	1.4%	3	0.0%	0
Crime / drug dealers hanging around	0.4%	3	0.0%	0	0.4%	2	0.7%	1	0.2%	1	0.9%	2	0.0%	0
Lifts aren't always cleaned	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Not enough for children to do	0.3%	2	0.8%	1	0.2%	1	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Too many pests	0.3%	2	0.8%	1	0.0%	0	0.7%	1	0.2%	1	0.5%	1	0.0%	0
Nothing nearby	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.0%	0	2.3%	1
Disruption from ongoing work on the estate	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Intercom doesn't always work	0.1%	1	0.8%	1	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Dampness	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Nothing)	50.3%	377	45.8%	54	47.9%	224	61.9%	91	46.6%	227	53.6%	118	74.4%	32
(Don't know)	7.2%	54	1.7%	2	6.8%	32	12.9%	19	6.2%	30	10.0%	22	4.7%	2
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)		
Q16 What improvement(s) would you most like to see to the quality of the shared spaces in the area or estate where you live?														
Clean the communal areas	17.1%	128	23.7%	28	19.7%	92	3.4%	5	20.1%	98	12.3%	27	7.0%	3
Provide more parking for residents and guests	7.6%	57	7.6%	9	6.4%	30	10.2%	15	9.4%	46	5.0%	11	0.0%	0
Better security / CCTV	5.6%	42	7.6%	9	5.8%	27	4.1%	6	6.6%	32	4.5%	10	0.0%	0
Better maintenance	4.4%	33	3.4%	4	5.1%	24	2.7%	4	4.7%	23	4.5%	10	0.0%	0
Redecorate	4.4%	33	1.7%	2	6.0%	28	2.0%	3	4.7%	23	4.1%	9	2.3%	1
More lighting	2.7%	20	1.7%	2	3.0%	14	2.0%	3	2.3%	11	4.1%	9	0.0%	0
Quicker repairs of the lift when broken	2.7%	20	6.8%	8	2.4%	11	0.0%	0	3.9%	19	0.0%	0	2.3%	1
Install a lift	2.4%	18	1.7%	2	3.4%	16	0.0%	0	3.1%	15	0.9%	2	2.3%	1
Relay paving	1.9%	14	0.8%	1	1.7%	8	3.4%	5	1.6%	8	2.7%	6	0.0%	0
Better grounds maintenance	1.6%	12	0.8%	1	0.9%	4	4.1%	6	1.2%	6	1.8%	4	4.7%	2
More / better placed rubbish bins	1.3%	10	0.8%	1	1.3%	6	2.0%	3	0.8%	4	1.8%	4	4.7%	2
Facilities for dog walkers	0.8%	6	0.0%	0	1.1%	5	0.7%	1	0.8%	4	0.9%	2	0.0%	0
Fix doors	0.8%	6	0.8%	1	1.1%	5	0.0%	0	0.6%	3	1.4%	3	0.0%	0
More focus on things for children to do	0.7%	5	1.7%	2	0.4%	2	0.7%	1	0.6%	3	0.9%	2	0.0%	0
Secure bike storage area	0.5%	4	0.0%	0	0.6%	3	0.7%	1	0.6%	3	0.5%	1	0.0%	0
Fix intercom	0.5%	4	0.8%	1	0.2%	1	0.7%	1	0.2%	1	1.4%	3	0.0%	0
More plants and trees	0.5%	4	0.8%	1	0.4%	2	0.7%	1	0.8%	4	0.0%	0	0.0%	0
Fix garden walls / fencing	0.5%	4	0.0%	0	0.6%	3	0.7%	1	0.2%	1	1.4%	3	0.0%	0
Tackle drug problem	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.2%	1	0.9%	2	0.0%	0
Better contractors	0.3%	2	0.8%	1	0.2%	1	0.0%	0	0.4%	2	0.0%	0	0.0%	0
Replace seating	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.0%	0	2.3%	1
Better management	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.5%	1	0.0%	0
More no smoking areas	0.1%	1	0.8%	1	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0
More / better communication with residents	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.2%	1	0.0%	0	0.0%	0
Make them warmer	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
Widen footpaths	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.2%	1	0.0%	0	0.0%	0
(Nothing)	45.1%	338	44.9%	53	42.5%	199	54.4%	80	41.7%	203	47.3%	104	72.1%	31
(Don't know)	7.5%	56	3.4%	4	7.7%	36	9.5%	14	6.6%	32	10.5%	23	2.3%	1
Base:		750		118		468		147		487		220		43

Mean score: [Very satisfied = 2, Satisfied = 1, Neither = 0, Dissatisfied = -1, Very dissatisfied = -2]

Q17 Please say how satisfied/dissatisfied you are overall with the quality of the housing services the Council provides as your landlord, e.g. Repairs and maintenance, Caretaking, Estate management, Tenancy management, Support and advice [PR]														
Very satisfied	26.0%	195	28.8%	34	25.4%	119	26.5%	39	25.7%	125	20.0%	44	60.5%	26
Satisfied	32.7%	245	34.7%	41	30.8%	144	37.4%	55	32.4%	158	33.6%	74	30.2%	13
Neither satisfied nor dissatisfied	20.1%	151	22.0%	26	20.9%	98	15.6%	23	21.6%	105	19.5%	43	7.0%	3
Dissatisfied	11.2%	84	8.5%	10	12.2%	57	11.6%	17	10.5%	51	14.5%	32	2.3%	1
Very dissatisfied	10.0%	75	5.9%	7	10.7%	50	8.8%	13	9.9%	48	12.3%	27	0.0%	0
Mean:		0.53		0.72		0.48		0.61		0.54		0.35		1.49
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q18 What do you like most about the quality of the housing services you receive from the Council as your landlord?														
Helpful staff	11.6%	87	13.6%	16	10.7%	50	13.6%	20	10.5%	51	12.7%	28	18.6%	8
Quick response times	10.0%	75	13.6%	16	10.0%	47	7.5%	11	11.3%	55	6.8%	15	11.6%	5
Attentive	8.3%	62	9.3%	11	7.7%	36	10.2%	15	7.4%	36	10.5%	23	7.0%	3
Polite / well mannered staff	5.1%	38	4.2%	5	4.7%	22	7.5%	11	4.9%	24	5.0%	11	7.0%	3
Punctual / visit when they say they will	4.8%	36	5.9%	7	4.1%	19	6.1%	9	6.0%	29	3.2%	7	0.0%	0
Good with communication	4.4%	33	5.1%	6	4.1%	19	4.8%	7	3.9%	19	4.5%	10	9.3%	4
Everything	3.7%	28	1.7%	2	3.2%	15	6.8%	10	3.1%	15	5.0%	11	4.7%	2
Reliable - do their job well	2.0%	15	1.7%	2	2.4%	11	1.4%	2	2.7%	13	0.5%	1	2.3%	1
Good value service	0.9%	7	0.0%	0	1.5%	7	0.0%	0	0.4%	2	1.8%	4	2.3%	1
Repairs team are good	0.8%	6	2.5%	3	0.4%	2	0.7%	1	0.8%	4	0.9%	2	0.0%	0
Efficient	0.7%	5	0.8%	1	0.6%	3	0.7%	1	0.2%	1	1.8%	4	0.0%	0
Good caretaking team	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.4%	2	0.5%	1	0.0%	0
Good management	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.4%	2	0.0%	0	2.3%	1
Quality control on repairs is good	0.3%	2	0.8%	1	0.2%	1	0.0%	0	0.2%	1	0.5%	1	0.0%	0
Online accessibility	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0	0.5%	1	0.0%	0
Improved a lot recently	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
Provide face-to-face contact	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Friendly service	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Nothing)	31.7%	238	28.0%	33	32.5%	152	29.3%	43	32.4%	158	32.3%	71	20.9%	9
(Don't know)	14.4%	108	12.7%	15	16.0%	75	10.9%	16	15.0%	73	13.2%	29	14.0%	6
Base:		750		118		468		147		487		220		43

Q19 What do you dislike most about the quality of the housing services you receive from the Council as your landlord?

Delays in repairs	10.9%	82	11.0%	13	10.0%	47	14.3%	21	10.1%	49	13.2%	29	9.3%	4
Don't do the job properly	9.7%	73	9.3%	11	9.2%	43	11.6%	17	9.7%	47	11.8%	26	0.0%	0
Not quick at responding	7.2%	54	3.4%	4	7.9%	37	7.5%	11	6.2%	30	9.5%	21	7.0%	3
Don't keep appointments	3.7%	28	4.2%	5	2.8%	13	4.8%	7	3.5%	17	5.0%	11	0.0%	0
Lack of understanding	3.2%	24	3.4%	4	3.4%	16	2.7%	4	3.5%	17	3.2%	7	0.0%	0
Costs	1.6%	12	3.4%	4	1.5%	7	0.7%	1	2.3%	11	0.5%	1	0.0%	0
Short staffed	1.2%	9	0.8%	1	1.7%	8	0.0%	0	1.2%	6	0.9%	2	2.3%	1
Getting through to the right person can be difficult	1.1%	8	1.7%	2	1.3%	6	0.0%	0	1.2%	6	0.9%	2	0.0%	0
No checks on jobs carried out	0.8%	6	0.8%	1	0.9%	4	0.7%	1	0.6%	3	1.4%	3	0.0%	0
Poor communication	0.7%	5	0.8%	1	0.9%	4	0.0%	0	0.8%	4	0.5%	1	0.0%	0
Poorly trained contractors	0.7%	5	0.0%	0	0.6%	3	1.4%	2	0.6%	3	0.9%	2	0.0%	0
No customer service skills	0.5%	4	0.8%	1	0.4%	2	0.7%	1	0.6%	3	0.5%	1	0.0%	0
Not completing jobs	0.5%	4	0.0%	0	0.9%	4	0.0%	0	0.2%	1	1.4%	3	0.0%	0
Inefficiency	0.5%	4	0.0%	0	0.4%	2	1.4%	2	0.4%	2	0.9%	2	0.0%	0
Rude / unhelpful staff	0.5%	4	0.0%	0	0.6%	3	0.7%	1	0.2%	1	0.9%	2	2.3%	1
Everything	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.4%	2	0.0%	0	0.0%	0
Don't clear up after themselves	0.1%	1	0.8%	1	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Poorly designed website	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Nothing)	48.7%	365	51.7%	61	48.5%	227	46.3%	68	49.5%	241	42.3%	93	72.1%	31
(Don't know)	7.9%	59	7.6%	9	8.5%	40	6.8%	10	8.6%	42	6.4%	14	7.0%	3
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)		
Q20 What improvement(s) would you most like to see to the quality of the housing services you receive from the Council as your landlord?														
Faster response times	14.0%	105	11.9%	14	15.6%	73	10.9%	16	12.5%	61	17.3%	38	14.0%	6
Do the job properly / provide a better service	5.7%	43	4.2%	5	6.4%	30	5.4%	8	4.9%	24	7.3%	16	7.0%	3
Better communication with tenants	4.4%	33	5.9%	7	4.1%	19	4.8%	7	3.3%	16	6.8%	15	4.7%	2
Better quality of repairs carried out	4.1%	31	2.5%	3	4.9%	23	2.7%	4	4.1%	20	4.1%	9	4.7%	2
Keep appointments	4.1%	31	4.2%	5	2.6%	12	6.8%	10	3.5%	17	6.4%	14	0.0%	0
Better trained contractors	2.8%	21	3.4%	4	2.4%	11	4.1%	6	3.1%	15	2.3%	5	2.3%	1
Better customer service	2.3%	17	0.8%	1	3.0%	14	1.4%	2	2.5%	12	2.3%	5	0.0%	0
More caretaking staff	1.9%	14	1.7%	2	1.9%	9	2.0%	3	1.4%	7	2.7%	6	2.3%	1
Make it easier to get in touch with the right person / department	1.9%	14	2.5%	3	2.4%	11	0.0%	0	1.2%	6	2.7%	6	4.7%	2
More / regular inspections of property and repairs	1.6%	12	1.7%	2	1.5%	7	2.0%	3	1.6%	8	1.8%	4	0.0%	0
Show more sympathy towards the needs of residents	1.6%	12	2.5%	3	1.3%	6	2.0%	3	1.4%	7	1.4%	3	4.7%	2
Better management	1.3%	10	1.7%	2	0.9%	4	2.7%	4	0.6%	3	3.2%	7	0.0%	0
More regular cleaning service	0.9%	7	3.4%	4	0.4%	2	0.7%	1	1.2%	6	0.5%	1	0.0%	0
Provide more opportunities for face-to-face contact	0.9%	7	0.8%	1	1.1%	5	0.7%	1	1.2%	6	0.0%	0	2.3%	1
Lower costs	0.8%	6	0.8%	1	0.6%	3	1.4%	2	1.0%	5	0.5%	1	0.0%	0
Better communication between contractors / staff	0.7%	5	0.8%	1	0.9%	4	0.0%	0	0.8%	4	0.5%	1	0.0%	0
Respond to all repair requests	0.5%	4	0.0%	0	0.4%	2	1.4%	2	0.2%	1	1.4%	3	0.0%	0
More supportive towards the elderly	0.4%	3	0.8%	1	0.0%	0	1.4%	2	0.4%	2	0.5%	1	0.0%	0
More helpful staff	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.0%	0	0.9%	2	0.0%	0
More professional contractors	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.2%	1	0.5%	1	0.0%	0
Better call-centre system	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.5%	1	0.0%	0
Tidy up after themselves	0.3%	2	0.8%	1	0.2%	1	0.0%	0	0.4%	2	0.0%	0	0.0%	0
(Nothing)	42.1%	316	42.4%	50	41.0%	192	44.2%	65	44.1%	215	35.0%	77	55.8%	24
(Don't know)	13.1%	98	12.7%	15	14.1%	66	10.9%	16	14.6%	71	10.0%	22	11.6%	5
Base:		750		118		468		147		487		220		43
Q21 Are you aware of the Residents' Commission on Council Housing?														
Yes	31.7%	238	25.4%	30	34.6%	162	27.2%	40	30.8%	150	32.7%	72	37.2%	16
No	68.3%	512	74.6%	88	65.4%	306	72.8%	107	69.2%	337	67.3%	148	62.8%	27
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q22 What do you know about the aims and purpose of the Commission?														
<i>Those aware of the Residents' Commission at Q21</i>														
Allows tenants to voice concerns	10.1%	24	20.0%	6	9.3%	15	2.5%	1	10.0%	15	12.5%	9	0.0%	0
To improve the area	7.1%	17	10.0%	3	6.8%	11	7.5%	3	7.3%	11	8.3%	6	0.0%	0
Give tenants control over their area	6.3%	15	10.0%	3	6.8%	11	2.5%	1	4.7%	7	9.7%	7	6.3%	1
Look after / assist tenants	3.8%	9	3.3%	1	1.9%	3	10.0%	4	3.3%	5	4.2%	3	6.3%	1
Clear channel of communication between tenants and council	3.8%	9	0.0%	0	5.6%	9	0.0%	0	5.3%	8	1.4%	1	0.0%	0
Give tenants more rights	3.4%	8	0.0%	0	3.1%	5	5.0%	2	3.3%	5	4.2%	3	0.0%	0
Remove council involvement	2.9%	7	3.3%	1	3.7%	6	0.0%	0	3.3%	5	0.0%	0	12.5%	2
Ensure things are managed fairly	2.9%	7	3.3%	1	2.5%	4	2.5%	1	2.7%	4	4.2%	3	0.0%	0
Liaison between council and residents	2.1%	5	0.0%	0	1.2%	2	7.5%	3	1.3%	2	2.8%	2	6.3%	1
Nominated to make decisions for tenants	2.1%	5	0.0%	0	2.5%	4	2.5%	1	2.0%	3	0.0%	0	12.5%	2
Evaluate how things in the area are going	0.4%	1	0.0%	0	0.6%	1	0.0%	0	0.7%	1	0.0%	0	0.0%	0
(Don't know)	59.7%	142	60.0%	18	59.3%	96	65.0%	26	59.3%	89	59.7%	43	62.5%	10
Base:		238		30		162		40		150		72		16
Q23 May I give you a brief explanation? (cue extended introduction/preamble)														
<i>Those unaware of the Residents' Commission at Q21</i>														
Yes	84.8%	434	88.6%	78	84.3%	258	83.2%	89	84.3%	284	87.8%	130	74.1%	20
No	15.2%	78	11.4%	10	15.7%	48	16.8%	18	15.7%	53	12.2%	18	25.9%	7
Base:		512		88		306		107		337		148		27
Mean score: [Very important = 2, Quite important = 1, Neither = 0, Not very important = -1, Not at all important = -2]														
Q24 How important to you is it to have more control or influence over the future of your housing and the services you receive? [PR]														
Very important	53.6%	402	51.7%	61	53.2%	249	54.4%	80	52.6%	256	55.9%	123	53.5%	23
Quite important	25.1%	188	28.8%	34	25.0%	117	22.4%	33	25.3%	123	25.9%	57	18.6%	8
Neither important nor unimportant	12.5%	94	10.2%	12	13.9%	65	11.6%	17	13.1%	64	10.5%	23	16.3%	7
Not very important	4.5%	34	5.1%	6	4.1%	19	5.4%	8	4.7%	23	4.1%	9	4.7%	2
Not at all important	4.3%	32	4.2%	5	3.8%	18	6.1%	9	4.3%	21	3.6%	8	7.0%	3
Mean:		1.19		1.19		1.20		1.14		1.17		1.26		1.07
Base:		750		118		468		147		487		220		43
Q25 Would you be interested in any, some or all of the following? [PR]														
<i>Deciding how money gets spent on your housing and the area or estate where you live</i>														
Yes	52.3%	392	50.8%	60	53.4%	250	48.3%	71	54.0%	263	52.7%	116	30.2%	13
No	41.1%	308	38.1%	45	41.9%	196	42.2%	62	39.8%	194	40.0%	88	60.5%	26
(Don't know)	6.7%	50	11.0%	13	4.7%	22	9.5%	14	6.2%	30	7.3%	16	9.3%	4
Base:		750		118		468		147		487		220		43
<i>Being involved in planning the future of your housing and the area or estate where you live</i>														
Yes	48.4%	363	50.0%	59	50.4%	236	40.1%	59	49.5%	241	47.7%	105	39.5%	17
No	45.1%	338	41.5%	49	44.4%	208	50.3%	74	43.9%	214	46.4%	102	51.2%	22
(Don't know)	6.5%	49	8.5%	10	5.1%	24	9.5%	14	6.6%	32	5.9%	13	9.3%	4
Base:		750		118		468		147		487		220		43
<i>Being involved in residents having more say in the management of their housing</i>														
Yes	55.2%	414	55.1%	65	55.6%	260	52.4%	77	55.0%	268	58.2%	128	41.9%	18
No	39.2%	294	38.1%	45	39.1%	183	41.5%	61	39.2%	191	36.4%	80	53.5%	23
(Don't know)	5.6%	42	6.8%	8	5.3%	25	6.1%	9	5.7%	28	5.5%	12	4.7%	2
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)		
Being involved in residents having a vote on all major decisions about the future of their housing														
Yes	60.4%	453	58.5%	69	61.5%	288	57.1%	84	61.4%	299	59.1%	130	55.8%	24
No	34.1%	256	35.6%	42	33.3%	156	36.1%	53	32.4%	158	36.8%	81	39.5%	17
(Don't know)	5.5%	41	5.9%	7	5.1%	24	6.8%	10	6.2%	30	4.1%	9	4.7%	2
Base:		750		118		468		147		487		220		43
Being on the Board of the organisation that owns and runs your housing and being responsible for policy and how the housing is run														
Yes	30.3%	227	33.9%	40	30.3%	142	27.2%	40	31.4%	153	30.5%	67	16.3%	7
No	62.8%	471	56.8%	67	64.1%	300	62.6%	92	60.8%	296	64.1%	141	79.1%	34
(Don't know)	6.9%	52	9.3%	11	5.6%	26	10.2%	15	7.8%	38	5.5%	12	4.7%	2
Base:		750		118		468		147		487		220		43
Taking part in local focus groups and consultation events														
Yes	38.5%	289	45.8%	54	38.9%	182	31.3%	46	38.8%	189	40.9%	90	23.3%	10
No	55.5%	416	46.6%	55	55.3%	259	62.6%	92	53.6%	261	56.4%	124	72.1%	31
(Don't know)	6.0%	45	7.6%	9	5.8%	27	6.1%	9	7.6%	37	2.7%	6	4.7%	2
Base:		750		118		468		147		487		220		43
Q26 Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by modernisation or redevelopment?														
Yes	40.3%	302	39.0%	46	42.9%	201	32.7%	48	43.7%	213	36.4%	80	20.9%	9
No	59.7%	448	61.0%	72	57.1%	267	67.3%	99	56.3%	274	63.6%	140	79.1%	34
Base:		750		118		468		147		487		220		43

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	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q27 In what way(s) do you think it could be improved?														
<i>Those who feel their local area could be improved by modernisation or redevelopment at Q26</i>														
Update all housing to the same standard / modernise	14.9%	45	19.6%	9	13.9%	28	14.6%	7	15.0%	32	16.3%	13	0.0%	0
Refurbish exterior of buildings	8.6%	26	10.9%	5	10.0%	20	2.1%	1	8.5%	18	10.0%	8	0.0%	0
New windows	7.9%	24	2.2%	1	9.0%	18	6.3%	3	6.1%	13	10.0%	8	33.3%	3
Make the area look more appealing	7.3%	22	6.5%	3	7.5%	15	8.3%	4	6.6%	14	8.8%	7	11.1%	1
Better security / CCTV	7.3%	22	4.3%	2	7.5%	15	10.4%	5	7.5%	16	7.5%	6	0.0%	0
Better maintenance of properties	6.3%	19	10.9%	5	5.5%	11	6.3%	3	6.1%	13	7.5%	6	0.0%	0
More play areas / facilities for children	6.0%	18	6.5%	3	6.5%	13	2.1%	1	7.5%	16	2.5%	2	0.0%	0
Install lifts where needed	6.0%	18	4.3%	2	8.0%	16	0.0%	0	7.0%	15	2.5%	2	11.1%	1
More lighting	4.0%	12	6.5%	3	4.0%	8	0.0%	0	5.6%	12	0.0%	0	0.0%	0
More parking spaces needs to be provided	3.6%	11	2.2%	1	4.0%	8	4.2%	2	4.2%	9	2.5%	2	0.0%	0
More green spaces	3.3%	10	2.2%	1	3.0%	6	6.3%	3	3.3%	7	3.8%	3	0.0%	0
Regular cleaning team for the area	3.3%	10	0.0%	0	3.5%	7	6.3%	3	2.8%	6	5.0%	4	0.0%	0
More living space needed / extend properties where possible	2.6%	8	2.2%	1	2.0%	4	6.3%	3	2.3%	5	3.8%	3	0.0%	0
More communal areas	2.6%	8	2.2%	1	2.5%	5	4.2%	2	2.8%	6	2.5%	2	0.0%	0
Better doors	2.0%	6	2.2%	1	2.5%	5	0.0%	0	1.4%	3	2.5%	2	11.1%	1
Improve road layout	1.7%	5	0.0%	0	1.5%	3	4.2%	2	0.9%	2	2.5%	2	11.1%	1
Guttering / drainage needs updating	1.7%	5	0.0%	0	1.5%	3	4.2%	2	0.9%	2	3.8%	3	0.0%	0
Pavements need maintaining	1.3%	4	0.0%	0	1.5%	3	2.1%	1	0.9%	2	2.5%	2	0.0%	0
Provide more local shops	1.3%	4	4.3%	2	0.5%	1	2.1%	1	1.4%	3	1.3%	1	0.0%	0
New developments are need to cope with demand	1.3%	4	2.2%	1	0.0%	0	6.3%	3	0.9%	2	2.5%	2	0.0%	0
Better heating systems	1.3%	4	0.0%	0	2.0%	4	0.0%	0	1.4%	3	0.0%	0	11.1%	1
Increase public safety / reduce anti-social behaviour	1.0%	3	2.2%	1	1.0%	2	0.0%	0	0.9%	2	1.3%	1	0.0%	0
Introduce more / better community facilities (e.g. community centre, library)	1.0%	3	0.0%	0	1.0%	2	0.0%	0	0.9%	2	1.3%	1	0.0%	0
Address traffic concerns	0.3%	1	0.0%	0	0.5%	1	0.0%	0	0.0%	0	0.0%	0	11.1%	1
(Don't know)	17.6%	53	17.4%	8	18.4%	37	14.6%	7	18.8%	40	13.8%	11	22.2%	2
(None mentioned)	1.7%	5	0.0%	0	2.0%	4	2.1%	1	1.9%	4	1.3%	1	0.0%	0
Base:		302		46		201		48		213		80		9

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Q28 If a modernisation or redevelopment proposal that affected you were to be made in the future, what would your main concerns be?														
Would depend on what the proposals were	7.6%	57	5.1%	6	8.1%	38	8.2%	12	8.0%	39	5.9%	13	11.6%	5
Would I have to relocate?	7.1%	53	8.5%	10	5.1%	24	10.2%	15	7.0%	34	6.8%	15	9.3%	4
The area will lose its character	3.9%	29	2.5%	3	4.7%	22	2.0%	3	2.5%	12	5.9%	13	9.3%	4
Will it cost me anything?	3.1%	23	5.9%	7	2.4%	11	1.4%	2	2.9%	14	4.1%	9	0.0%	0
How will overcrowding be resolved?	2.7%	20	2.5%	3	2.1%	10	4.8%	7	2.7%	13	2.3%	5	4.7%	2
How much disruption will be caused?	1.6%	12	1.7%	2	1.3%	6	2.0%	3	1.6%	8	0.9%	2	4.7%	2
Would be concerned about the quality of new builds	1.2%	9	0.8%	1	1.5%	7	0.7%	1	1.8%	9	0.0%	0	0.0%	0
Noise	1.1%	8	1.7%	2	0.6%	3	2.0%	3	1.0%	5	0.9%	2	2.3%	1
Impact to the environment	0.9%	7	1.7%	2	0.9%	4	0.7%	1	0.8%	4	1.4%	3	0.0%	0
Traffic congestion	0.8%	6	0.8%	1	0.9%	4	0.7%	1	0.6%	3	0.9%	2	2.3%	1
Security concerns	0.8%	6	1.7%	2	0.4%	2	1.4%	2	0.6%	3	1.4%	3	0.0%	0
Will our tenancy be put at risk?	0.8%	6	2.5%	3	0.4%	2	0.7%	1	0.4%	2	1.8%	4	0.0%	0
Will local transport be affected?	0.8%	6	0.0%	0	0.6%	3	2.0%	3	0.6%	3	1.4%	3	0.0%	0
Will local retailers be affected?	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Will it spoil the area?	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
(None mentioned)	57.7%	433	58.5%	69	60.0%	281	51.7%	76	59.3%	289	56.8%	125	44.2%	19
(Don't know)	11.9%	89	12.7%	15	11.8%	55	12.2%	18	12.9%	63	9.5%	21	11.6%	5
Base:		750		118		468		147		487		220		43
Q29 Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by re-designing some of the existing space around the housing (e.g. landscaping, parking areas etc)?														
Yes	46.5%	349	53.4%	63	47.0%	220	40.1%	59	51.3%	250	39.1%	86	30.2%	13
No	53.5%	401	46.6%	55	53.0%	248	59.9%	88	48.7%	237	60.9%	134	69.8%	30
Base:		750		118		468		147		487		220		43
Q30 How do think it could be improved by re-designing some of the existing space around the housing? [MR]														
<i>Those who feel their local area could be improved by re-designing some of the existing space around the housing at Q29</i>														
More parking	35.8%	125	47.6%	30	31.4%	69	40.7%	24	38.0%	95	30.2%	26	30.8%	4
More green areas	33.0%	115	33.3%	21	33.6%	74	32.2%	19	31.2%	78	38.4%	33	30.8%	4
More play areas for children	21.8%	76	25.4%	16	22.3%	49	18.6%	11	23.2%	58	20.9%	18	0.0%	0
More CCTV / security measures	12.0%	42	11.1%	7	10.5%	23	18.6%	11	13.2%	33	10.5%	9	0.0%	0
Lighting	3.2%	11	1.6%	1	2.7%	6	6.8%	4	2.4%	6	5.8%	5	0.0%	0
Better overall estate maintenance	3.2%	11	4.8%	3	3.2%	7	1.7%	1	3.2%	8	2.3%	2	7.7%	1
Visitor parking bays / permits	2.9%	10	3.2%	2	1.8%	4	5.1%	3	2.4%	6	4.7%	4	0.0%	0
Remove or occupy vacant units	1.4%	5	1.6%	1	1.4%	3	1.7%	1	1.2%	3	1.2%	1	7.7%	1
More street cleaning	1.1%	4	1.6%	1	0.9%	2	0.0%	0	0.8%	2	2.3%	2	0.0%	0
Better paving	0.9%	3	0.0%	0	0.9%	2	1.7%	1	0.4%	1	1.2%	1	7.7%	1
Remove subways and undergrown car parks	0.9%	3	1.6%	1	0.5%	1	1.7%	1	0.8%	2	1.2%	1	0.0%	0
More gated areas	0.9%	3	0.0%	0	0.9%	2	0.0%	0	0.8%	2	1.2%	1	0.0%	0
Improve road surfaces	0.6%	2	0.0%	0	0.0%	0	3.4%	2	0.0%	0	2.3%	2	0.0%	0
More flats	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.8%	2	0.0%	0	0.0%	0
Fewer high rise flats	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.4%	1	1.2%	1	0.0%	0
More communal areas	0.6%	2	1.6%	1	0.5%	1	0.0%	0	0.0%	0	2.3%	2	0.0%	0
More public seating	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.8%	2	0.0%	0	0.0%	0
Better use of existing space	0.3%	1	0.0%	0	0.5%	1	0.0%	0	0.4%	1	0.0%	0	0.0%	0
(Don't know)	10.0%	35	6.3%	4	12.7%	28	3.4%	2	10.4%	26	8.1%	7	15.4%	2
(Nothing)	2.0%	7	3.2%	2	2.3%	5	0.0%	0	2.4%	6	1.2%	1	0.0%	0
Base:		349		63		220		59		250		86		13

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	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q31 If there were a proposal to re-design some of the existing space around the housing, what would your main concerns be?														
Would depend on what the proposals were	4.8%	36	0.8%	1	5.1%	24	6.8%	10	4.5%	22	4.5%	10	9.3%	4
Impact on car parking	3.9%	29	0.8%	1	5.3%	25	1.4%	2	5.1%	25	0.9%	2	4.7%	2
Will there be overcrowding?	3.2%	24	2.5%	3	3.8%	18	1.4%	2	2.9%	14	3.6%	8	4.7%	2
Not being kept up to date about developments	2.5%	19	0.8%	1	1.7%	8	5.4%	8	2.1%	10	3.2%	7	4.7%	2
How much disruption will be caused?	2.1%	16	2.5%	3	1.5%	7	3.4%	5	1.6%	8	3.2%	7	2.3%	1
What affect it will have on green spaces?	2.0%	15	5.1%	6	1.5%	7	1.4%	2	2.3%	11	1.4%	3	2.3%	1
How will it change the character of the area?	2.0%	15	1.7%	2	1.1%	5	4.8%	7	1.6%	8	3.2%	7	0.0%	0
Will it cost me anything?	1.5%	11	1.7%	2	1.9%	9	0.0%	0	1.4%	7	1.8%	4	0.0%	0
How will it affect me?	0.9%	7	0.8%	1	0.6%	3	2.0%	3	0.8%	4	0.9%	2	2.3%	1
Will I have to relocate?	0.9%	7	0.8%	1	0.6%	3	2.0%	3	0.8%	4	1.4%	3	0.0%	0
Noise	0.8%	6	1.7%	2	0.6%	3	0.7%	1	0.8%	4	0.9%	2	0.0%	0
Where will the children be able to go during the re-design?	0.8%	6	0.8%	1	0.9%	4	0.7%	1	1.0%	5	0.5%	1	0.0%	0
Will I lose my garden space?	0.5%	4	0.0%	0	0.6%	3	0.0%	0	0.6%	3	0.5%	1	0.0%	0
Security concerns	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.4%	2	0.5%	1	0.0%	0
Will traffic congestion be addressed?	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.4%	2	0.5%	1	0.0%	0
Impact on school catchments	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.2%	1	0.0%	0	0.0%	0
Will it impact on community spirit?	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
(None mentioned)	60.5%	454	62.7%	74	61.3%	287	57.8%	85	61.2%	298	59.5%	131	58.1%	25
(Don't know)	13.1%	98	16.9%	20	13.0%	61	10.9%	16	12.9%	63	13.6%	30	11.6%	5
Base:		750		118		468		147		487		220		43
Q32 Thinking about the future, provided you and other residents were fully consulted, do you think there could be a need to build some new homes in the area or estate where you live?														
Yes	35.2%	264	36.4%	43	34.2%	160	39.5%	58	33.7%	164	39.1%	86	32.6%	14
No	64.8%	486	63.6%	75	65.8%	308	60.5%	89	66.3%	323	60.9%	134	67.4%	29
Base:		750		118		468		147		487		220		43
Q33 What type of new homes do you think could be needed?														
<i>Those who feel there is a need to build more housing in their area at Q32</i>														
Flats	27.7%	73	27.9%	12	31.3%	50	19.0%	11	29.3%	48	27.9%	24	7.1%	1
Family homes	18.6%	49	30.2%	13	14.4%	23	20.7%	12	16.5%	27	25.6%	22	0.0%	0
Social housing	15.2%	40	4.7%	2	15.0%	24	24.1%	14	11.6%	19	19.8%	17	28.6%	4
Affordable houses	15.2%	40	11.6%	5	17.5%	28	10.3%	6	16.5%	27	11.6%	10	21.4%	3
More council houses	10.6%	28	9.3%	4	11.3%	18	10.3%	6	12.2%	20	8.1%	7	7.1%	1
Small, single person homes / starter homes	8.0%	21	9.3%	4	6.3%	10	12.1%	7	8.5%	14	7.0%	6	7.1%	1
Bungalows	4.5%	12	4.7%	2	4.4%	7	5.2%	3	5.5%	9	3.5%	3	0.0%	0
Homes for the elderly	2.7%	7	2.3%	1	2.5%	4	3.4%	2	2.4%	4	0.0%	0	21.4%	3
Sheltered housing	1.9%	5	0.0%	0	2.5%	4	1.7%	1	1.2%	2	2.3%	2	7.1%	1
Any	1.5%	4	0.0%	0	0.6%	1	3.4%	2	2.4%	4	0.0%	0	0.0%	0
(Don't know)	5.3%	14	7.0%	3	5.6%	9	3.4%	2	6.1%	10	3.5%	3	7.1%	1
Base:		264		43		160		58		164		86		14

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	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Q34 What impact (positive or negative) do you think some new homes might have on the area or estate where you live?														
There's no space for new housing	29.2%	219	27.1%	32	31.2%	146	23.8%	35	30.4%	148	26.4%	58	30.2%	13
Overcrowding	9.6%	72	14.4%	17	7.3%	34	12.2%	18	10.1%	49	10.0%	22	2.3%	1
Think it'd be a good thing	9.6%	72	9.3%	11	9.0%	42	12.2%	18	8.8%	43	11.4%	25	9.3%	4
More affordable housing is needed	6.9%	52	7.6%	9	6.8%	32	6.1%	9	7.2%	35	6.8%	15	4.7%	2
Think it'd be a bad thing	4.3%	32	1.7%	2	4.9%	23	4.8%	7	4.5%	22	2.3%	5	11.6%	5
Would give more homes for families	3.6%	27	4.2%	5	3.4%	16	4.1%	6	3.1%	15	5.0%	11	2.3%	1
Much needed homes for young people	2.4%	18	1.7%	2	1.9%	9	4.8%	7	2.3%	11	3.2%	7	0.0%	0
Build community spirit	2.0%	15	1.7%	2	2.4%	11	1.4%	2	1.2%	6	3.6%	8	2.3%	1
Will make the area look better	2.0%	15	2.5%	3	2.4%	11	0.7%	1	1.8%	9	2.7%	6	0.0%	0
Depends on who it attracts	1.9%	14	2.5%	3	1.3%	6	2.7%	4	1.8%	9	1.8%	4	2.3%	1
Already development going on	1.9%	14	1.7%	2	2.1%	10	1.4%	2	2.1%	10	1.8%	4	0.0%	0
Traffic congestion	1.5%	11	0.8%	1	1.1%	5	3.4%	5	1.0%	5	2.3%	5	2.3%	1
Would regenerate the area	1.2%	9	1.7%	2	0.9%	4	2.0%	3	0.8%	4	2.3%	5	0.0%	0
Good for the local economy	1.1%	8	0.0%	0	1.5%	7	0.7%	1	1.0%	5	1.4%	3	0.0%	0
Nowhere to park	0.9%	7	0.8%	1	1.3%	6	0.0%	0	0.8%	4	0.9%	2	2.3%	1
More housing for the older generation	0.5%	4	0.0%	0	0.6%	3	0.7%	1	0.4%	2	0.9%	2	0.0%	0
Improve peoples living standards	0.5%	4	1.7%	2	0.4%	2	0.0%	0	0.8%	4	0.0%	0	0.0%	0
Should focus on schools and hospitals	0.4%	3	0.0%	0	0.6%	3	0.0%	0	0.2%	1	0.9%	2	0.0%	0
Noise	0.4%	3	0.0%	0	0.2%	1	1.4%	2	0.4%	2	0.5%	1	0.0%	0
Building works will be disruptive	0.1%	1	0.8%	1	0.0%	0	0.0%	0	0.2%	1	0.0%	0	0.0%	0
(Don't know)	17.6%	132	18.6%	22	17.9%	84	15.6%	23	18.7%	91	14.1%	31	23.3%	10
(Nothing)	4.9%	37	3.4%	4	5.3%	25	4.8%	7	4.7%	23	5.5%	12	4.7%	2
Base:		750		118		468		147		487		220		43
Q35 Thinking about the future of the area or estate where you live, do you think there is a need for projects or activities that would create new local job opportunities?														
Yes	47.5%	356	49.2%	58	48.9%	229	40.1%	59	49.5%	241	47.3%	104	25.6%	11
No	52.5%	394	50.8%	60	51.1%	239	59.9%	88	50.5%	246	52.7%	116	74.4%	32
Base:		750		118		468		147		487		220		43

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Q36 What kinds of projects or activities do you think are needed locally?														
<i>Those who feel there is a need for more local job opportunities at Q35</i>														
Youth clubs	18.5%	66	17.2%	10	17.0%	39	23.7%	14	18.7%	45	19.2%	20	9.1%	1
More aimed at children	7.3%	26	10.3%	6	7.0%	16	5.1%	3	8.3%	20	5.8%	6	0.0%	0
Community gym / leisure centre	5.9%	21	12.1%	7	4.8%	11	3.4%	2	6.2%	15	5.8%	6	0.0%	0
Apprenticeships	5.6%	20	5.2%	3	4.8%	11	10.2%	6	5.0%	12	7.7%	8	0.0%	0
Training for young people just leaving school	5.3%	19	1.7%	1	5.2%	12	8.5%	5	4.1%	10	8.7%	9	0.0%	0
Engage / attract local business	5.3%	19	10.3%	6	4.8%	11	3.4%	2	6.2%	15	3.8%	4	0.0%	0
Anything that gets someone a job	4.8%	17	8.6%	5	3.9%	9	5.1%	3	5.4%	13	3.8%	4	0.0%	0
Community centre	4.2%	15	5.2%	3	4.4%	10	3.4%	2	5.0%	12	2.9%	3	0.0%	0
Gardening work	3.4%	12	1.7%	1	2.6%	6	8.5%	5	2.5%	6	5.8%	6	0.0%	0
Workshops to help people get back to work	3.4%	12	1.7%	1	4.4%	10	1.7%	1	4.1%	10	1.9%	2	0.0%	0
Building projects	2.2%	8	1.7%	1	2.6%	6	1.7%	1	3.3%	8	0.0%	0	0.0%	0
Day care centres	2.0%	7	1.7%	1	2.6%	6	0.0%	0	2.1%	5	1.9%	2	0.0%	0
More / better us of open spaces	1.7%	6	0.0%	0	1.7%	4	3.4%	2	0.8%	2	2.9%	3	9.1%	1
IT learning schemes	0.8%	3	1.7%	1	0.4%	1	0.0%	0	1.2%	3	0.0%	0	0.0%	0
Adult learning	0.6%	2	0.0%	0	0.4%	1	1.7%	1	0.4%	1	1.0%	1	0.0%	0
Other	0.6%	2	0.0%	0	0.9%	2	0.0%	0	0.4%	1	1.0%	1	0.0%	0
Money management advice	0.3%	1	0.0%	0	0.4%	1	0.0%	0	0.4%	1	0.0%	0	0.0%	0
Sports events	0.3%	1	1.7%	1	0.0%	0	0.0%	0	0.4%	1	0.0%	0	0.0%	0
Music events	0.3%	1	1.7%	1	0.0%	0	0.0%	0	0.4%	1	0.0%	0	0.0%	0
(Don't know)	36.2%	129	29.3%	17	40.2%	92	27.1%	16	34.4%	83	35.6%	37	81.8%	9
Base:		356		58		229		59		241		104		11

INF How would you expect to find out about local news, or something that might affect where you live: [MR/PR]

Main source

From a local newspaper	29.2%	219	34.7%	41	26.3%	123	33.3%	49	31.4%	153	24.1%	53	30.2%	13
From the internet	12.9%	97	10.2%	12	15.4%	72	8.2%	12	12.3%	60	15.9%	35	4.7%	2
Council Newsletter	11.1%	83	7.6%	9	11.8%	55	12.2%	18	11.9%	58	9.5%	21	9.3%	4
From the radio, TV or national newspaper	7.1%	53	3.4%	4	7.5%	35	8.2%	12	6.0%	29	8.2%	18	14.0%	6
Letter from the council	6.1%	46	6.8%	8	6.2%	29	6.1%	9	6.0%	29	7.3%	16	2.3%	1
From a neighbour or visitor	3.5%	26	3.4%	4	3.4%	16	3.4%	5	3.3%	16	3.2%	7	7.0%	3
By being out and about in the community	3.2%	24	1.7%	2	3.2%	15	4.1%	6	2.9%	14	3.6%	8	4.7%	2
Council leaflet through letterbox	2.4%	18	3.4%	4	2.1%	10	2.0%	3	1.8%	9	3.2%	7	4.7%	2
Posters / notice boards	1.6%	12	2.5%	3	1.9%	9	0.0%	0	2.3%	11	0.5%	1	0.0%	0
Housing officer	0.9%	7	0.8%	1	1.3%	6	0.0%	0	0.8%	4	0.0%	0	7.0%	3
Email from the council	0.7%	5	0.0%	0	0.6%	3	0.7%	1	0.8%	4	0.5%	1	0.0%	0
Tenant meetings	0.5%	4	0.8%	1	0.6%	3	0.0%	0	0.2%	1	0.5%	1	4.7%	2
When in a local shop, café, hairdresser, etc.	0.3%	2	0.8%	1	0.0%	0	0.7%	1	0.4%	2	0.0%	0	0.0%	0
(None mentioned / Don't know)	20.5%	154	23.7%	28	19.7%	92	21.1%	31	19.9%	97	23.6%	52	11.6%	5
Base:		750		118		468		147		487		220		43

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	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)							
Other source(s)														
From a local newspaper	10.7%	80	7.6%	9	11.8%	55	8.8%	13	10.9%	53	10.9%	24	7.0%	3
From the internet	8.4%	63	4.2%	5	9.4%	44	9.5%	14	8.0%	39	10.0%	22	4.7%	2
From the radio, TV or national newspaper	6.8%	51	4.2%	5	8.1%	38	4.8%	7	7.2%	35	5.9%	13	7.0%	3
From a neighbour or visitor	5.2%	39	4.2%	5	4.9%	23	6.1%	9	5.7%	28	4.5%	10	2.3%	1
Council Newsletter	3.1%	23	5.1%	6	2.6%	12	2.0%	3	2.9%	14	3.6%	8	2.3%	1
Letter from the council	1.9%	14	1.7%	2	2.1%	10	1.4%	2	1.8%	9	1.4%	3	4.7%	2
By being out and about in the community	1.6%	12	1.7%	2	1.7%	8	1.4%	2	1.6%	8	1.4%	3	2.3%	1
Posters / notice boards	1.2%	9	0.0%	0	1.1%	5	2.7%	4	1.0%	5	1.8%	4	0.0%	0
Council leaflet through letterbox	0.8%	6	0.8%	1	0.6%	3	1.4%	2	1.0%	5	0.5%	1	0.0%	0
Tenant meetings	0.7%	5	0.0%	0	0.9%	4	0.7%	1	0.6%	3	0.0%	0	4.7%	2
Phone call from the council	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.6%	3	0.0%	0	0.0%	0
When in a local shop, café, hairdresser, etc.	0.4%	3	1.7%	2	0.2%	1	0.0%	0	0.6%	3	0.0%	0	0.0%	0
When at work	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.5%	1	0.0%	0
Housing officer	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.0%	0	2.3%	1
(None mentioned / Don't know)	66.9%	502	71.2%	84	66.7%	312	65.3%	96	66.1%	322	68.2%	150	69.8%	30
Base:		750		118		468		147		487		220		43
Any source														
From a local newspaper	39.9%	299	42.4%	50	38.0%	178	42.2%	62	42.3%	206	35.0%	77	37.2%	16
From the internet	21.3%	160	14.4%	17	24.8%	116	17.7%	26	20.3%	99	25.9%	57	9.3%	4
Council Newsletter	14.1%	106	12.7%	15	14.3%	67	14.3%	21	14.8%	72	13.2%	29	11.6%	5
From the radio, TV or national newspaper	13.9%	104	7.6%	9	15.6%	73	12.9%	19	13.1%	64	14.1%	31	20.9%	9
From a neighbour or visitor	8.7%	65	7.6%	9	8.3%	39	9.5%	14	9.0%	44	7.7%	17	9.3%	4
Letter from the council	8.0%	60	8.5%	10	8.3%	39	7.5%	11	7.8%	38	8.6%	19	7.0%	3
By being out and about in the community	4.8%	36	3.4%	4	4.9%	23	5.4%	8	4.5%	22	5.0%	11	7.0%	3
Council leaflet through letterbox	3.2%	24	4.2%	5	2.8%	13	3.4%	5	2.9%	14	3.6%	8	4.7%	2
Posters / notice boards	2.8%	21	2.5%	3	3.0%	14	2.7%	4	3.3%	16	2.3%	5	0.0%	0
Tenant meetings	1.2%	9	0.8%	1	1.5%	7	0.7%	1	0.8%	4	0.5%	1	9.3%	4
Housing officer	1.2%	9	0.8%	1	1.5%	7	0.7%	1	1.0%	5	0.0%	0	9.3%	4
Email from the council	0.7%	5	0.0%	0	0.6%	3	0.7%	1	0.8%	4	0.5%	1	0.0%	0
When in a local shop, café, hairdresser, etc.	0.7%	5	2.5%	3	0.2%	1	0.7%	1	1.0%	5	0.0%	0	0.0%	0
Phone call from the council	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.6%	3	0.0%	0	0.0%	0
When at work	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.5%	1	0.0%	0
Base:		750		118		468		147		487		220		43
GEN Gender														
Male	37.9%	284	33.9%	40	42.1%	197	29.3%	43	41.3%	201	30.5%	67	37.2%	16
Female	62.1%	466	66.1%	78	57.9%	271	70.7%	104	58.7%	286	69.5%	153	62.8%	27
Base:		750		118		468		147		487		220		43
AGE Age:														
18 - 25 years	4.3%	32	7.6%	9	3.8%	18	2.7%	4	4.3%	21	5.0%	11	0.0%	0
26 - 30 years	5.7%	43	9.3%	11	5.3%	25	2.7%	4	7.2%	35	3.6%	8	0.0%	0
31 - 40 years	12.7%	95	16.9%	20	14.5%	68	4.1%	6	13.6%	66	13.2%	29	0.0%	0
41 - 50 years	14.4%	108	11.0%	13	16.2%	76	12.2%	18	15.8%	77	14.1%	31	0.0%	0
51 - 60 years	19.3%	145	14.4%	17	18.6%	87	27.2%	40	18.7%	91	24.1%	53	2.3%	1
61 - 70 years	15.5%	116	11.9%	14	15.4%	72	17.0%	25	15.0%	73	14.5%	32	25.6%	11
Over 70 years	23.5%	176	24.6%	29	21.4%	100	29.3%	43	20.7%	101	21.4%	47	65.1%	28
(Refused)	4.7%	35	4.2%	5	4.7%	22	4.8%	7	4.7%	23	4.1%	9	7.0%	3
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)
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Mean score (people):

Q37 Including yourself, how many people live in your household? [PR]

1	37.7%	283	43.2%	51	40.6%	190	23.8%	35	36.3%	177	31.8%	70	83.7%	36
2	22.8%	171	22.0%	26	22.2%	104	25.2%	37	23.6%	115	23.2%	51	11.6%	5
3	15.5%	116	9.3%	11	14.7%	69	23.1%	34	15.2%	74	19.1%	42	0.0%	0
4	7.2%	54	10.2%	12	6.2%	29	8.8%	13	8.2%	40	6.4%	14	0.0%	0
5	5.3%	40	4.2%	5	5.1%	24	6.1%	9	4.7%	23	7.7%	17	0.0%	0
6	1.5%	11	1.7%	2	1.3%	6	2.0%	3	1.2%	6	2.3%	5	0.0%	0
7	0.4%	3	0.0%	0	0.2%	1	1.4%	2	0.4%	2	0.5%	1	0.0%	0
8	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
9	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
More than 9	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.5%	71	9.3%	11	9.4%	44	9.5%	14	10.1%	49	9.1%	20	4.7%	2
<i>Mean:</i>		2.19		2.07		2.11		2.56		2.20		2.38		1.12
Base:		750		118		468		147		487		220		43

Mean score (people, excludes 'none'):

Q38 How many are under 16? [PR]

1	8.9%	67	14.4%	17	8.3%	39	5.4%	8	9.9%	48	8.6%	19	0.0%	0
2	6.4%	48	8.5%	10	6.2%	29	6.1%	9	7.0%	34	6.4%	14	0.0%	0
3	3.3%	25	2.5%	3	4.1%	19	2.0%	3	3.9%	19	2.7%	6	0.0%	0
4	0.9%	7	1.7%	2	0.6%	3	0.7%	1	0.8%	4	1.4%	3	0.0%	0
5	0.3%	2	0.0%	0	0.4%	2	0.0%	0	0.4%	2	0.0%	0	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	70.4%	528	62.7%	74	70.7%	331	76.9%	113	67.8%	330	71.4%	157	95.3%	41
(Refused)	9.7%	73	10.2%	12	9.6%	45	8.8%	13	10.3%	50	9.5%	21	4.7%	2
<i>Mean:</i>		2.85		2.69		2.91		2.86		2.86		2.83		0.00
Base:		750		118		468		147		487		220		43

Mean score (people, excludes 'none'):

Q39 How many are between 16-21? [PR]

1	8.7%	65	7.6%	9	6.8%	32	15.6%	23	8.4%	41	10.9%	24	0.0%	0
2	1.7%	13	1.7%	2	0.9%	4	4.8%	7	1.2%	6	3.2%	7	0.0%	0
3	0.3%	2	0.0%	0	0.2%	1	0.7%	1	0.2%	1	0.5%	1	0.0%	0
4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	79.5%	596	80.5%	95	82.5%	386	69.4%	102	80.1%	390	75.0%	165	95.3%	41
(Refused)	9.9%	74	10.2%	12	9.6%	45	9.5%	14	10.1%	49	10.5%	23	4.7%	2
<i>Mean:</i>		2.21		2.18		2.16		2.29		2.17		2.28		0.00
Base:		750		118		468		147		487		220		43

Mean score (people, excludes 'none'):

Q40 How many are between 22-64? [PR]

1	34.0%	255	33.9%	40	34.4%	161	32.0%	47	37.0%	180	32.7%	72	7.0%	3
2	21.1%	158	25.4%	30	19.9%	93	22.4%	33	22.2%	108	22.7%	50	0.0%	0
3	5.6%	42	1.7%	2	5.8%	27	8.8%	13	5.5%	27	6.8%	15	0.0%	0
4	2.3%	17	0.0%	0	2.8%	13	2.7%	4	1.8%	9	3.6%	8	0.0%	0
5	0.4%	3	0.0%	0	0.2%	1	1.4%	2	0.0%	0	1.4%	3	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	26.5%	199	28.8%	34	26.9%	126	23.1%	34	23.2%	113	22.3%	49	86.0%	37
(Refused)	10.1%	76	10.2%	12	10.0%	47	9.5%	14	10.3%	50	10.5%	23	7.0%	3
<i>Mean:</i>		2.64		2.47		2.64		2.80		2.58		2.78		2.00
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)	
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Mean score (people, excludes 'none'):

Q41 How many are 65 and over? [PR]

1	30.0%	225	28.8%	34	29.9%	140	29.3%	43	26.3%	128	27.7%	61	83.7%	36
2	6.4%	48	5.1%	6	5.3%	25	11.6%	17	7.4%	36	4.1%	9	7.0%	3
3	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.0%	0	0.5%	1	0.0%	0
4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
More than 5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None	53.5%	401	55.9%	66	54.7%	256	49.7%	73	56.1%	273	57.7%	127	2.3%	1
(Refused)	10.0%	75	10.2%	12	10.0%	47	8.8%	13	10.3%	50	10.0%	22	7.0%	3
<i>Mean:</i>		<i>2.18</i>		<i>2.15</i>		<i>2.15</i>		<i>2.31</i>		<i>2.22</i>		<i>2.15</i>		<i>2.08</i>
Base:		750		118		468		147		487		220		43

Mean score (people, excludes 'none'):

Q42 Please say how many members of your household are: [PR]

In school

None	74.0%	555	72.0%	85	73.9%	346	76.9%	113	72.3%	352	73.6%	162	95.3%	41
One	6.7%	50	8.5%	10	7.1%	33	4.1%	6	7.6%	37	5.9%	13	0.0%	0
Two	5.5%	41	5.1%	6	5.3%	25	6.1%	9	6.2%	30	5.0%	11	0.0%	0
Three	3.3%	25	1.7%	2	3.8%	18	3.4%	5	3.7%	18	3.2%	7	0.0%	0
Four	0.7%	5	1.7%	2	0.4%	2	0.0%	0	0.4%	2	1.4%	3	0.0%	0
Five	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.7%	73	11.0%	13	9.2%	43	9.5%	14	9.7%	47	10.9%	24	4.7%	2
<i>Mean:</i>		<i>1.90</i>		<i>1.80</i>		<i>1.90</i>		<i>1.95</i>		<i>1.86</i>		<i>2.00</i>		<i>0.00</i>
Base:		750		118		468		147		487		220		43

In higher or further education

None	80.3%	602	79.7%	94	82.9%	388	72.8%	107	80.3%	391	77.3%	170	95.3%	41
One	8.7%	65	9.3%	11	7.1%	33	13.6%	20	8.8%	43	10.0%	22	0.0%	0
Two	0.9%	7	0.8%	1	0.4%	2	2.7%	4	0.8%	4	1.4%	3	0.0%	0
Three	0.4%	3	0.0%	0	0.2%	1	1.4%	2	0.2%	1	0.9%	2	0.0%	0
Four	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	10.2%	12	9.2%	43	9.5%	14	9.7%	47	10.5%	23	4.7%	2
<i>Mean:</i>		<i>1.21</i>		<i>1.08</i>		<i>1.19</i>		<i>1.31</i>		<i>1.18</i>		<i>1.26</i>		<i>0.00</i>
Base:		750		118		468		147		487		220		43

In vocational training

None	90.0%	675	89.0%	105	90.4%	423	90.5%	133	89.7%	437	89.5%	197	95.3%	41
One	0.4%	3	0.8%	1	0.4%	2	0.0%	0	0.6%	3	0.0%	0	0.0%	0
Two	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	10.2%	12	9.2%	43	9.5%	14	9.7%	47	10.5%	23	4.7%	2
<i>Mean:</i>		<i>1.00</i>		<i>1.00</i>		<i>1.00</i>		<i>0.00</i>		<i>1.00</i>		<i>0.00</i>		<i>0.00</i>
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)		
In another type of education or training														
None	89.6%	672	89.0%	105	90.0%	421	89.8%	132	89.1%	434	89.5%	197	95.3%	41
One	0.7%	5	0.8%	1	0.9%	4	0.0%	0	1.0%	5	0.0%	0	0.0%	0
Two	0.1%	1	0.0%	0	0.0%	0	0.7%	1	0.2%	1	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	10.2%	12	9.2%	43	9.5%	14	9.7%	47	10.5%	23	4.7%	2
Mean:		1.17		1.00		1.00		2.00		1.17		0.00		0.00
Base:		750		118		468		147		487		220		43
Not in education or training														
None	66.8%	501	61.9%	73	67.9%	318	67.3%	99	66.9%	326	65.0%	143	74.4%	32
One	13.9%	104	16.9%	20	14.5%	68	10.2%	15	14.4%	70	11.4%	25	20.9%	9
Two	6.7%	50	9.3%	11	6.0%	28	6.8%	10	6.6%	32	8.2%	18	0.0%	0
Three	2.0%	15	1.7%	2	1.3%	6	4.1%	6	1.6%	8	3.2%	7	0.0%	0
Four	1.1%	8	0.0%	0	1.1%	5	2.0%	3	0.8%	4	1.8%	4	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	9.6%	72	10.2%	12	9.2%	43	9.5%	14	9.7%	47	10.5%	23	4.7%	2
Mean:		1.59		1.45		1.51		1.91		1.53		1.81		1.00
Base:		750		118		468		147		487		220		43
Mean score (people, excludes 'none'):														
Q43 Please say how many members of your household are: [PR]														
Working in full time employment														
None	56.1%	421	59.3%	70	55.6%	260	54.4%	80	54.4%	265	52.3%	115	95.3%	41
One	22.0%	165	23.7%	28	21.2%	99	23.8%	35	24.2%	118	21.4%	47	0.0%	0
Two	9.1%	68	6.8%	8	10.0%	47	8.8%	13	8.6%	42	11.8%	26	0.0%	0
Three	1.9%	14	0.0%	0	2.4%	11	2.0%	3	1.8%	9	2.3%	5	0.0%	0
Four	0.9%	7	0.0%	0	1.1%	5	1.4%	2	0.6%	3	1.8%	4	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.0%	75	10.2%	12	9.8%	46	9.5%	14	10.3%	50	10.5%	23	4.7%	2
Mean:		1.46		1.22		1.52		1.47		1.40		1.59		0.00
Base:		750		118		468		147		487		220		43
Working in part time employment														
None	75.6%	567	77.1%	91	74.1%	347	79.6%	117	75.2%	366	72.7%	160	95.3%	41
One	13.2%	99	11.9%	14	14.5%	68	10.2%	15	13.3%	65	15.5%	34	0.0%	0
Two	1.1%	8	0.8%	1	1.3%	6	0.7%	1	1.2%	6	0.9%	2	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.1%	76	10.2%	12	10.0%	47	9.5%	14	10.3%	50	10.9%	24	4.7%	2
Mean:		1.07		1.07		1.08		1.06		1.08		1.06		0.00
Base:		750		118		468		147		487		220		43
Working in self-employment														
None	87.6%	657	87.3%	103	87.4%	409	89.1%	131	87.1%	424	87.3%	192	95.3%	41
One	2.3%	17	2.5%	3	2.6%	12	1.4%	2	2.7%	13	1.8%	4	0.0%	0
Two	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	10.1%	76	10.2%	12	10.0%	47	9.5%	14	10.3%	50	10.9%	24	4.7%	2
Mean:		1.00		1.00		1.00		1.00		1.00		1.00		0.00
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)	Medium rise flat (Q03)	House or bungalow (Q03)	Part of an estate (Q04)	Individual street property (Q04)	Sheltered scheme (Q04)
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Not working (EXCLUDES RETIRED)

None	69.9%	524	68.6%	81	73.5%	344	59.9%	88	70.0%	341	65.0%	143	93.0%	40
One	12.9%	97	13.6%	16	11.3%	53	17.0%	25	13.3%	65	14.5%	32	0.0%	0
Two	4.8%	36	4.2%	5	3.4%	16	10.2%	15	4.5%	22	6.4%	14	0.0%	0
Three	0.9%	7	1.7%	2	0.6%	3	1.4%	2	1.0%	5	0.9%	2	0.0%	0
Four	0.8%	6	0.8%	1	0.9%	4	0.7%	1	0.6%	3	1.4%	3	0.0%	0
Five	0.4%	3	0.8%	1	0.0%	0	1.4%	2	0.2%	1	0.9%	2	0.0%	0
Six or more (Refused)	10.3%	77	10.2%	12	10.3%	48	9.5%	14	10.3%	50	10.9%	24	7.0%	3
<i>Mean:</i>		<i>1.54</i>		<i>1.64</i>		<i>1.45</i>		<i>1.67</i>		<i>1.47</i>		<i>1.66</i>		<i>0.00</i>
Base:		750		118		468		147		487		220		43

Not working - retired

None	44.9%	337	43.2%	51	47.4%	222	40.8%	60	47.6%	232	47.7%	105	0.0%	0
One	37.3%	280	40.7%	48	36.3%	170	36.1%	53	33.9%	165	35.5%	78	86.0%	37
Two	7.3%	55	5.9%	7	5.8%	27	13.6%	20	8.0%	39	5.9%	13	7.0%	3
Three	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	10.3%	77	10.2%	12	10.3%	48	9.5%	14	10.3%	50	10.9%	24	7.0%	3
<i>Mean:</i>		<i>1.17</i>		<i>1.13</i>		<i>1.15</i>		<i>1.27</i>		<i>1.20</i>		<i>1.14</i>		<i>1.08</i>
Base:		750		118		468		147		487		220		43

Mean score (people, excludes 'none'):

Q44 Please say how many members of your household are: [PR]

Chronically sick or suffering a long term limiting illness

None	73.6%	552	79.7%	94	75.4%	353	63.3%	93	75.8%	369	69.5%	153	69.8%	30
One	13.1%	98	9.3%	11	11.8%	55	20.4%	30	11.5%	56	15.9%	35	16.3%	7
Two	1.9%	14	0.0%	0	1.3%	6	5.4%	8	1.4%	7	2.7%	6	2.3%	1
Three	0.5%	4	0.0%	0	0.6%	3	0.7%	1	0.6%	3	0.5%	1	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	10.9%	82	11.0%	13	10.9%	51	10.2%	15	10.7%	52	11.4%	25	11.6%	5
<i>Mean:</i>		<i>1.19</i>		<i>1.00</i>		<i>1.19</i>		<i>1.26</i>		<i>1.20</i>		<i>1.19</i>		<i>1.13</i>
Base:		750		118		468		147		487		220		43

In generally poor health with a disability

None	75.1%	563	74.6%	88	76.3%	357	71.4%	105	75.2%	366	77.3%	170	62.8%	27
One	12.8%	96	14.4%	17	11.5%	54	16.3%	24	13.1%	64	9.5%	21	25.6%	11
Two	1.1%	8	0.0%	0	1.1%	5	2.0%	3	1.0%	5	1.4%	3	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	11.1%	83	11.0%	13	11.1%	52	10.2%	15	10.7%	52	11.8%	26	11.6%	5
<i>Mean:</i>		<i>1.08</i>		<i>1.00</i>		<i>1.08</i>		<i>1.11</i>		<i>1.07</i>		<i>1.13</i>		<i>1.00</i>
Base:		750		118		468		147		487		220		43

In generally poor health without a disability

None	83.6%	627	86.4%	102	83.8%	392	82.3%	121	84.4%	411	81.8%	180	83.7%	36
One	4.9%	37	2.5%	3	4.7%	22	6.8%	10	4.5%	22	5.9%	13	4.7%	2
Two	0.4%	3	0.0%	0	0.4%	2	0.7%	1	0.2%	1	0.9%	2	0.0%	0
Three	0.1%	1	0.0%	0	0.2%	1	0.0%	0	0.2%	1	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	10.9%	82	11.0%	13	10.9%	51	10.2%	15	10.7%	52	11.4%	25	11.6%	5
<i>Mean:</i>		<i>1.12</i>		<i>1.00</i>		<i>1.16</i>		<i>1.09</i>		<i>1.13</i>		<i>1.13</i>		<i>1.00</i>
Base:		750		118		468		147		487		220		43

LB Hammersmith & Fulham Council Tenants & Leaseholder Survey for SKV Communications

	Total	High rise flat (Q03)		Medium rise flat (Q03)		House or bungalow (Q03)		Part of an estate (Q04)		Individual street property (Q04)		Sheltered scheme (Q04)		
<i>In generally good health but with a disability</i>														
None	83.2%	624	83.1%	98	84.0%	393	81.6%	120	84.2%	410	81.4%	179	81.4%	35
One	5.5%	41	5.1%	6	4.9%	23	7.5%	11	4.7%	23	6.8%	15	7.0%	3
Two	0.4%	3	0.8%	1	0.2%	1	0.7%	1	0.4%	2	0.5%	1	0.0%	0
Three	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more (Refused)	10.9%	82	11.0%	13	10.9%	51	10.2%	15	10.7%	52	11.4%	25	11.6%	5
<i>Mean:</i>		<i>1.07</i>		<i>1.14</i>		<i>1.04</i>		<i>1.08</i>		<i>1.08</i>		<i>1.06</i>		<i>1.00</i>
Base:		750		118		468		147		487		220		43

<i>In generally good health</i>														
None	20.9%	157	23.7%	28	21.6%	101	17.0%	25	19.7%	96	18.6%	41	46.5%	20
One	27.6%	207	27.1%	32	27.6%	129	27.2%	40	27.1%	132	26.4%	58	39.5%	17
Two	18.0%	135	18.6%	22	17.3%	81	19.7%	29	19.1%	93	18.6%	41	2.3%	1
Three	11.1%	83	6.8%	8	11.8%	55	13.6%	20	10.7%	52	14.1%	31	0.0%	0
Four	5.9%	44	7.6%	9	5.3%	25	6.8%	10	7.0%	34	4.5%	10	0.0%	0
Five	4.3%	32	3.4%	4	4.3%	20	4.1%	6	4.3%	21	5.0%	11	0.0%	0
Six or more (Refused)	1.3%	10	1.7%	2	1.3%	6	1.4%	2	1.4%	7	1.4%	3	0.0%	0
<i>Mean:</i>		<i>2.20</i>		<i>2.18</i>		<i>2.19</i>		<i>2.24</i>		<i>2.23</i>		<i>2.25</i>		<i>1.06</i>
Base:		750		118		468		147		487		220		43

NUM As this is a confidential survey, I cannot pass on your concerns directly. But if you want more information, I can give you some telephone numbers. Would you like these numbers? [PR]

Yes - Independent tenant's advisor 0800 731 1619 or the Commission on 020 8753 1418	15.5%	116	14.4%	17	15.8%	74	15.0%	22	14.8%	72	17.3%	38	14.0%	6
No	84.5%	634	85.6%	101	84.2%	394	85.0%	125	85.2%	415	82.7%	182	86.0%	37
Base:		750		118		468		147		487		220		43