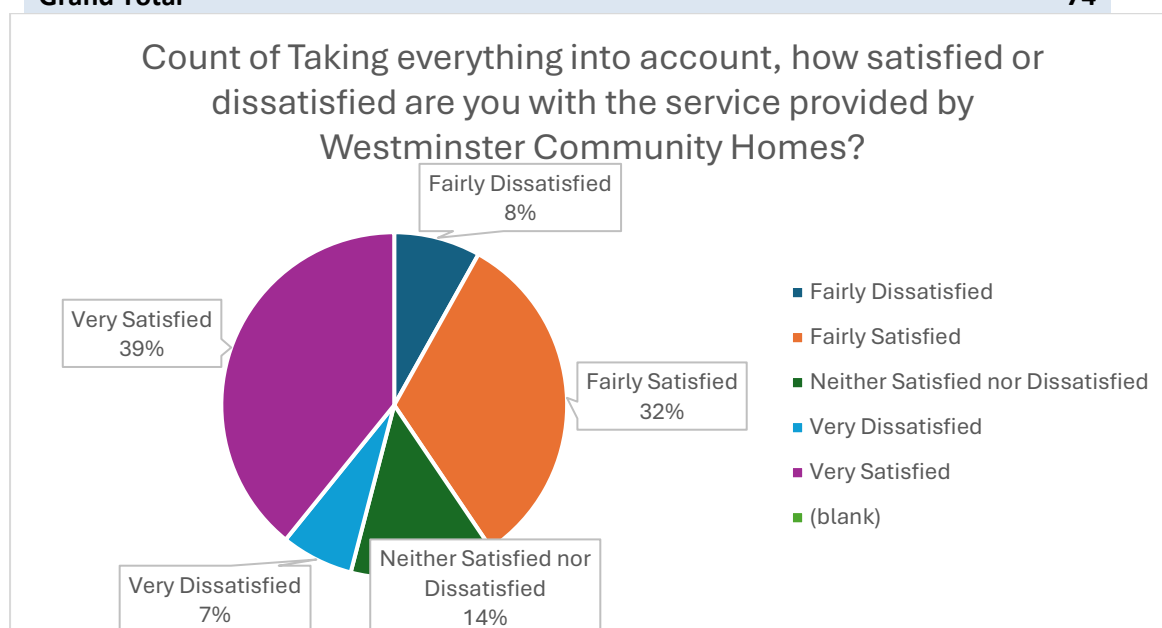
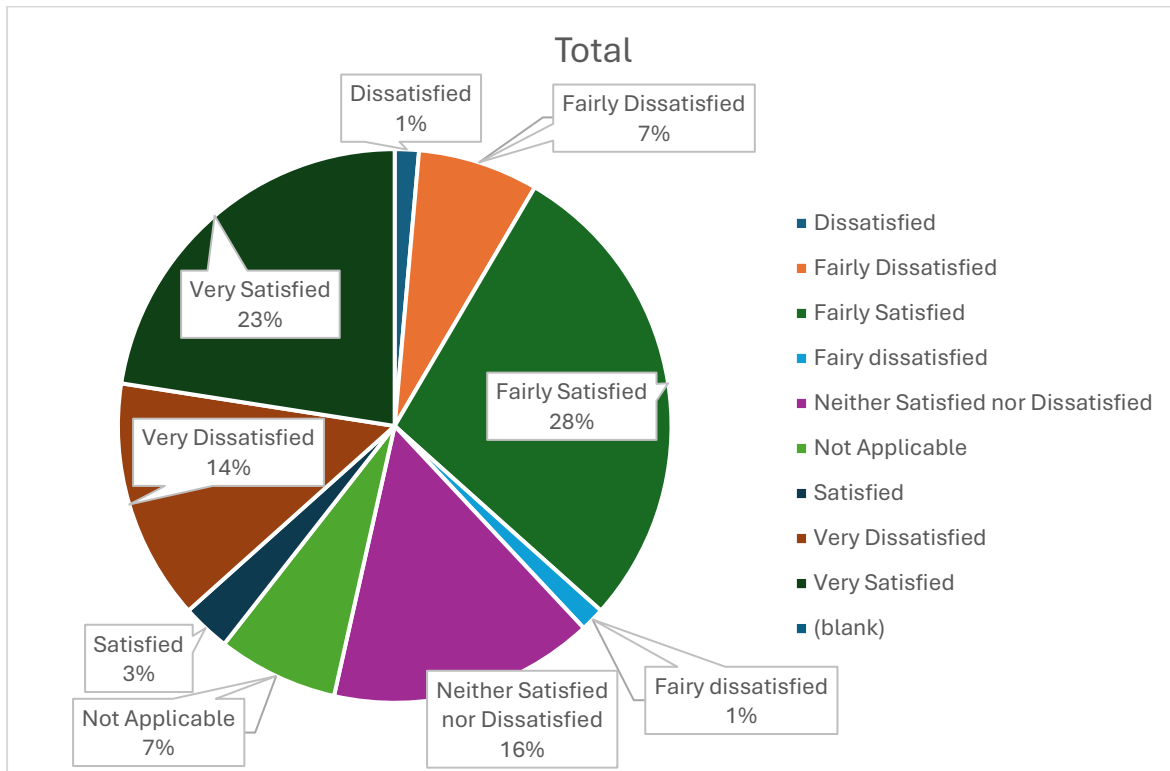


Count of Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westminster Community Homes?	
Row Labels	
Fairly Dissatisfied	6
Fairly Satisfied	24
Neither Satisfied nor Dissatisfied	
Dissatisfied	10
Very Dissatisfied	5
Very Satisfied	29
(blank)	
Grand Total	74

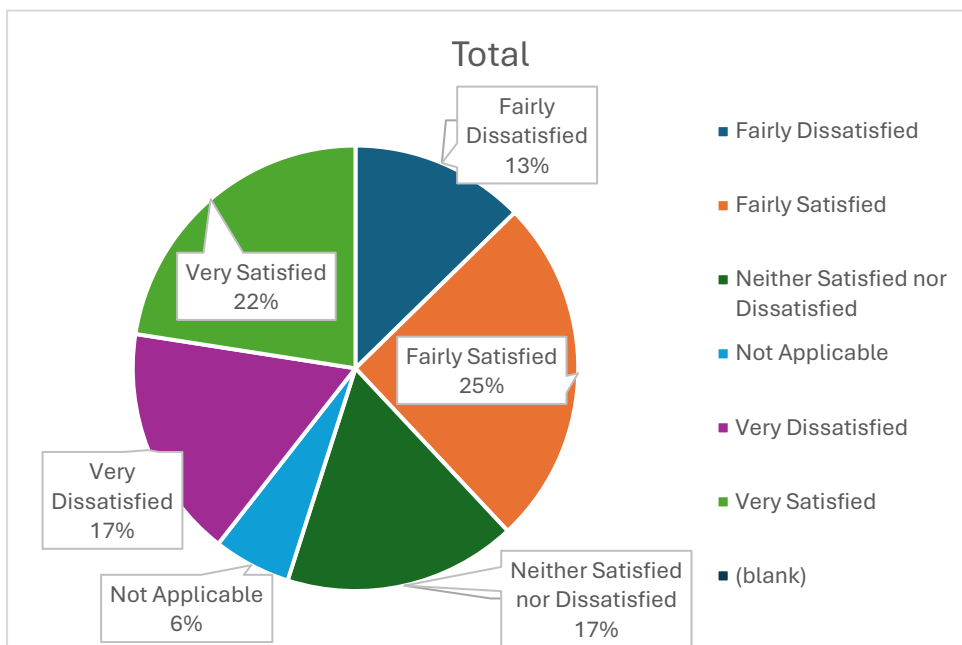


Count of If yes, how satisfied or dissatisfied are you with the overall repairs service from Westminster Community Homes over the last 12 months?	
Row Labels	
Dissatisfied	1
Fairly Dissatisfied	5
Fairly Satisfied	20
Fairy dissatisfied	1
Neither Satisfied nor Dissatisfied	
Dissatisfied	11
Not Applicable	5
Satisfied	2
Very Dissatisfied	10
Very Satisfied	16
Grand Total	71



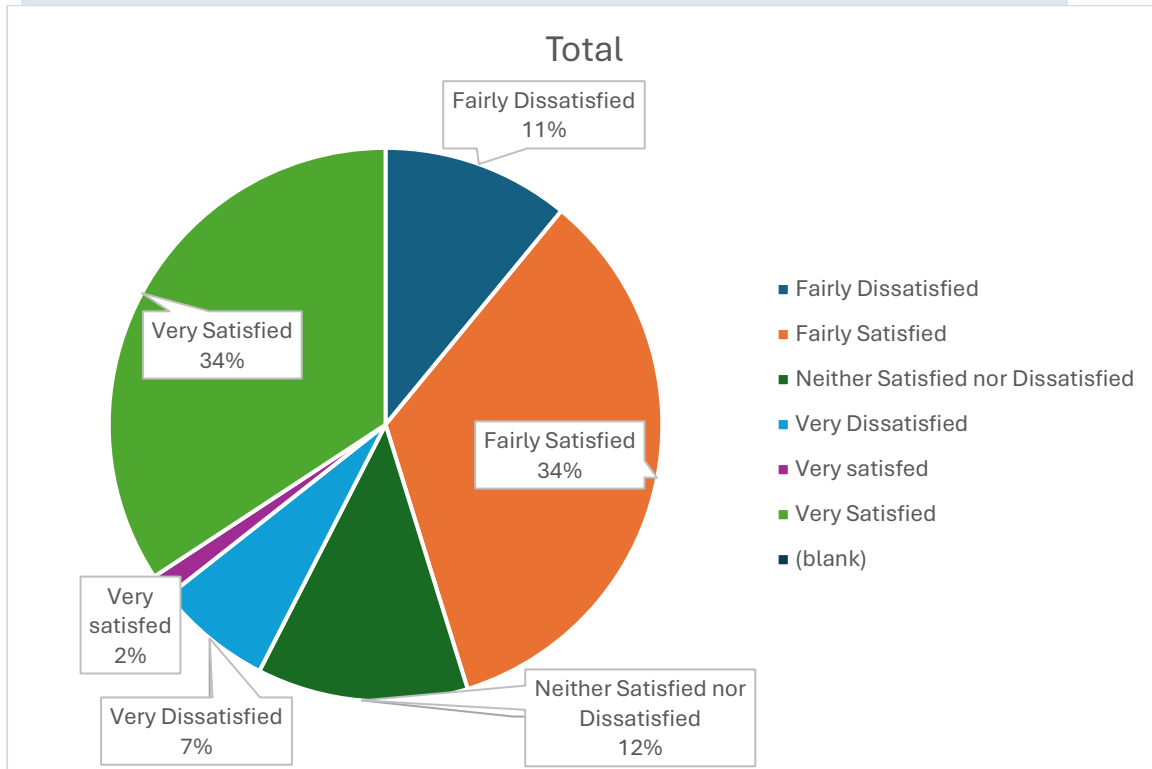
For the purpose of this report we are removing N/A

Row Labels	Count of If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
Fairly Dissatisfied	9
Fairly Satisfied	18
Neither Satisfied nor Dissatisfied	12
Dissatisfied	4
Not Applicable	12
Very Dissatisfied	16
Very Satisfied	16
(blank)	
Grand Total	71



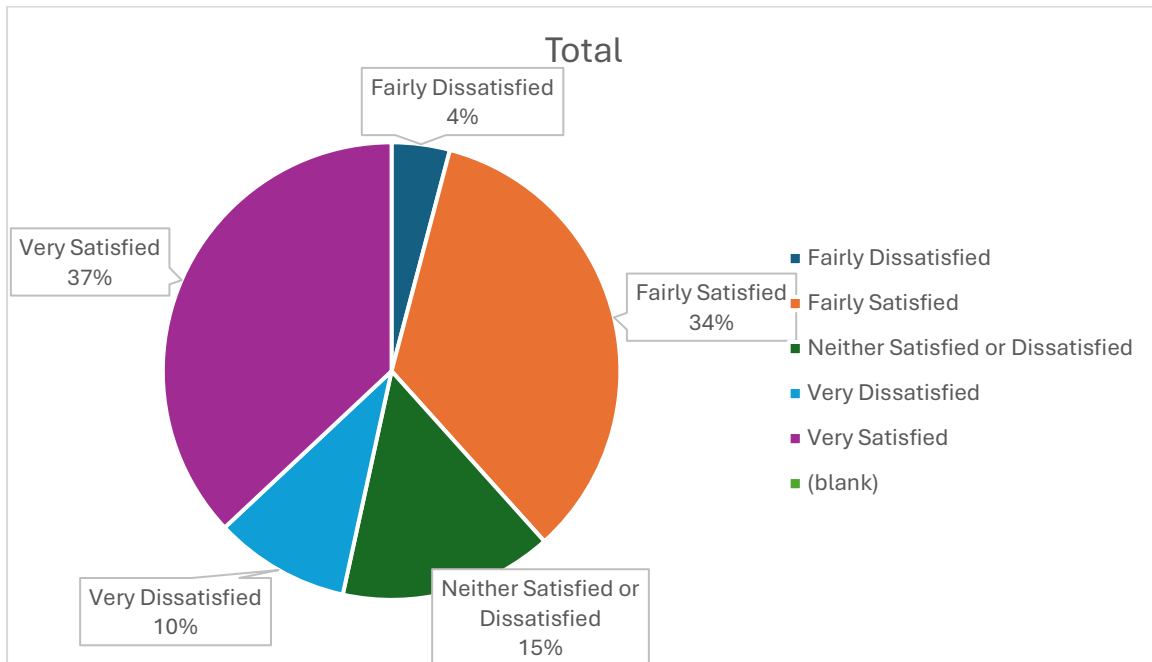
Count of How satisfied or dissatisfied are you that Westminster Community Homes provides a home that is well maintained?

Row Labels	
Fairly Dissatisfied	8
Fairly Satisfied	25
Neither Satisfied nor Dissatisfied	9
Very Dissatisfied	5
Very satisfied	1
Very Satisfied	25
(blank)	
Grand Total	73



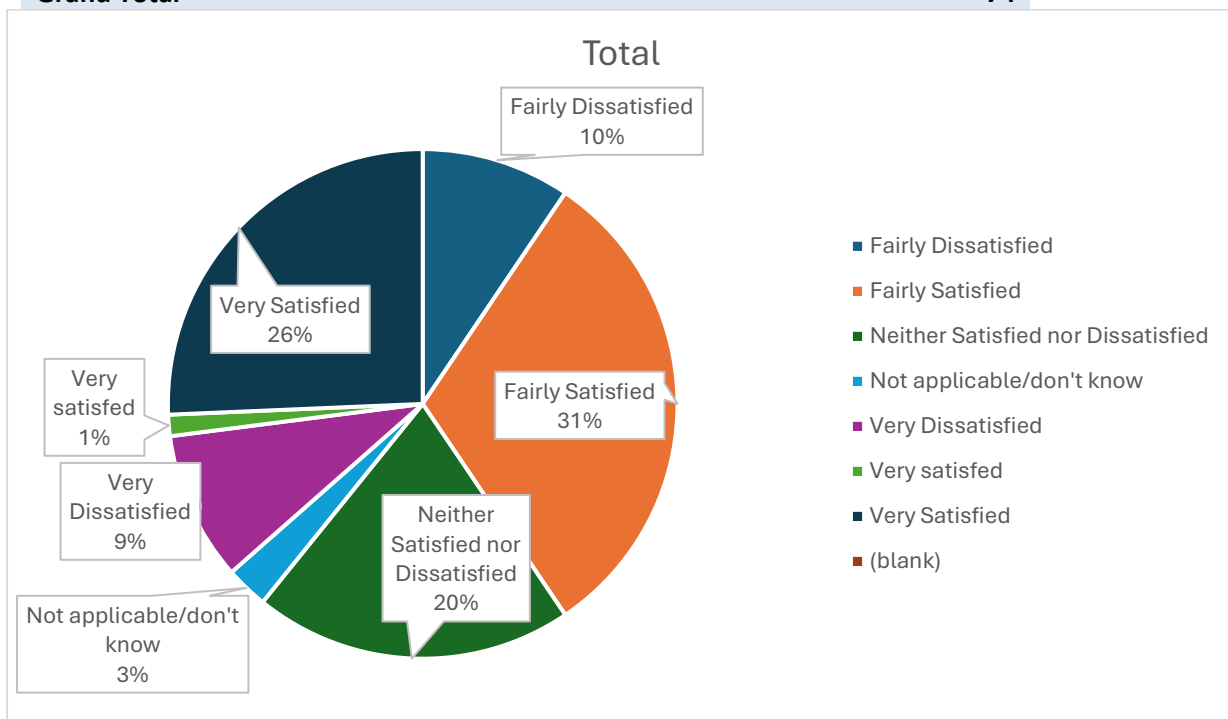
Count of Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Westminster Community Homes provides a home that is safe?

Row Labels	
Fairly Dissatisfied	3
Fairly Satisfied	25
Neither Satisfied or Dissatisfied	11
Very Dissatisfied	7
Very Satisfied	27
(blank)	
Grand Total	73

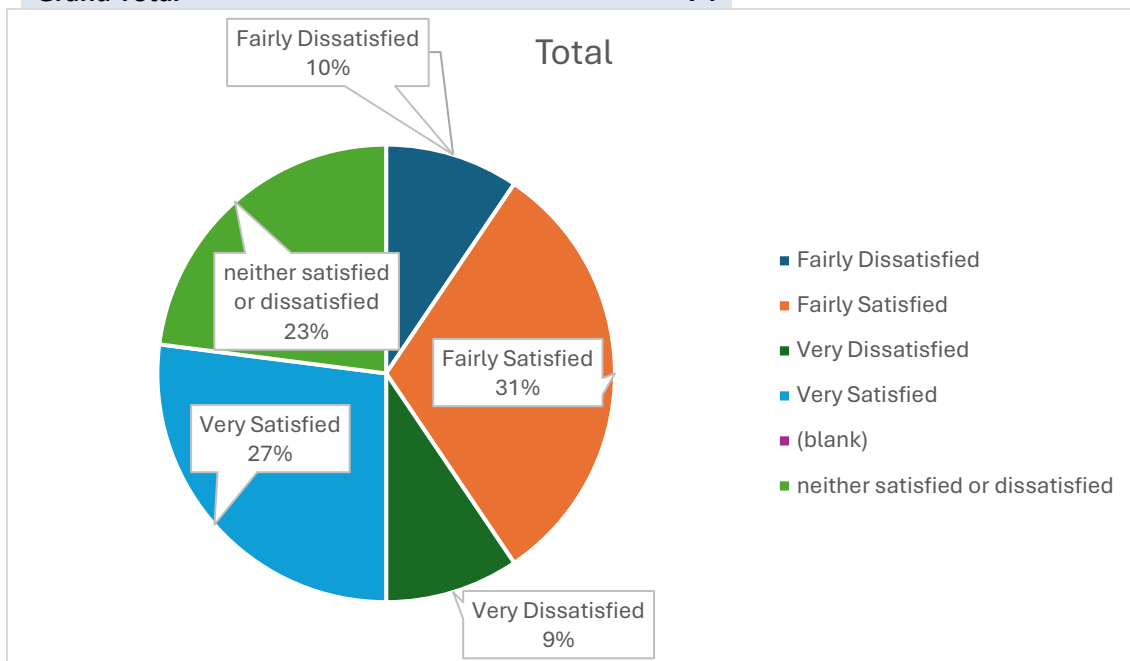


Count of How satisfied or dissatisfied are you that Westminster Community Homes listens to your views and acts upon them?

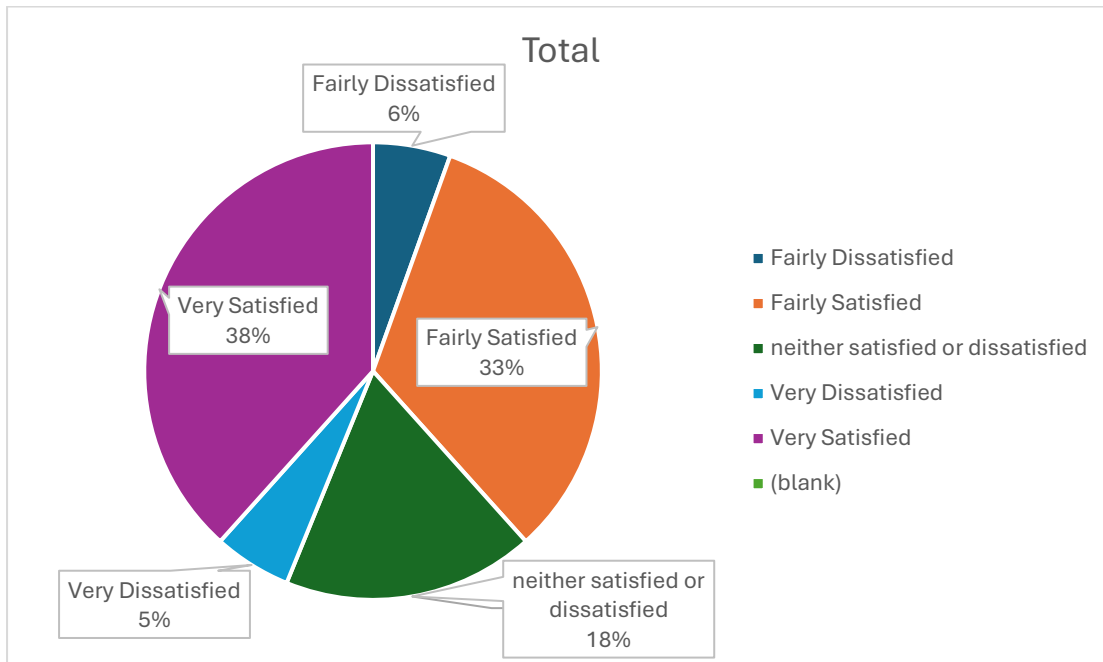
Row Labels	Count
Fairly Dissatisfied	7
Fairly Satisfied	23
Neither Satisfied nor Dissatisfied	15
Not applicable/don't know	2
Very Dissatisfied	7
Very satisfied	1
Very Satisfied	19
(blank)	0
Grand Total	74



Count of How satisfied or dissatisfied are you that Westminster Community Homes listens to your views and acts upon them?	
Row Labels	
Fairly Dissatisfied	7
Fairly Satisfied	23
Very Dissatisfied	7
Very Satisfied	20
(blank)	
neither satisfied or dissatisfied	17
Grand Total	74

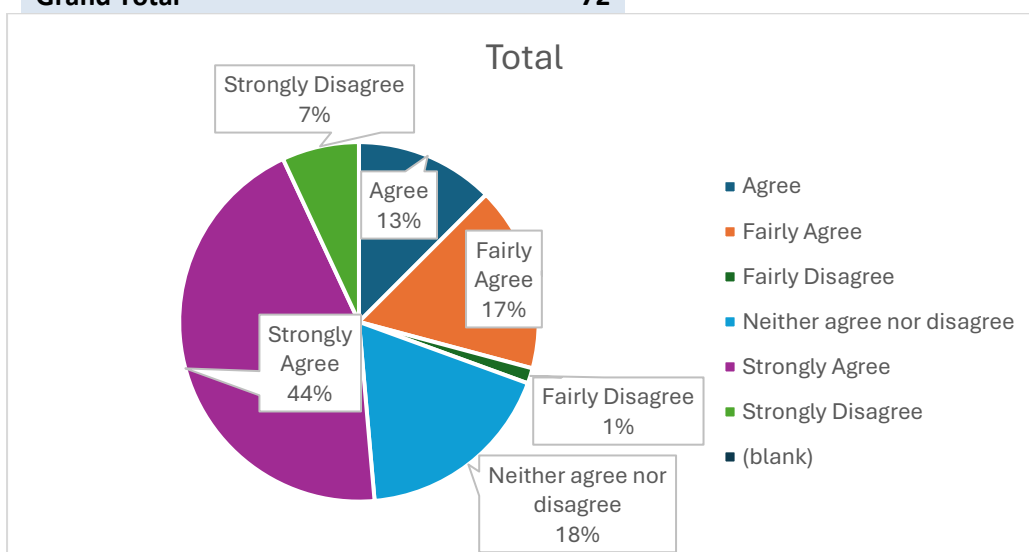


Count of How satisfied or dissatisfied are you that Westminster Community Homes keeps you informed about things that matter to you?	
Row Labels	
Fairly Dissatisfied	4
Fairly Satisfied	24
neither satisfied or dissatisfied	13
Very Dissatisfied	4
Very Satisfied	28
(blank)	
Grand Total	73

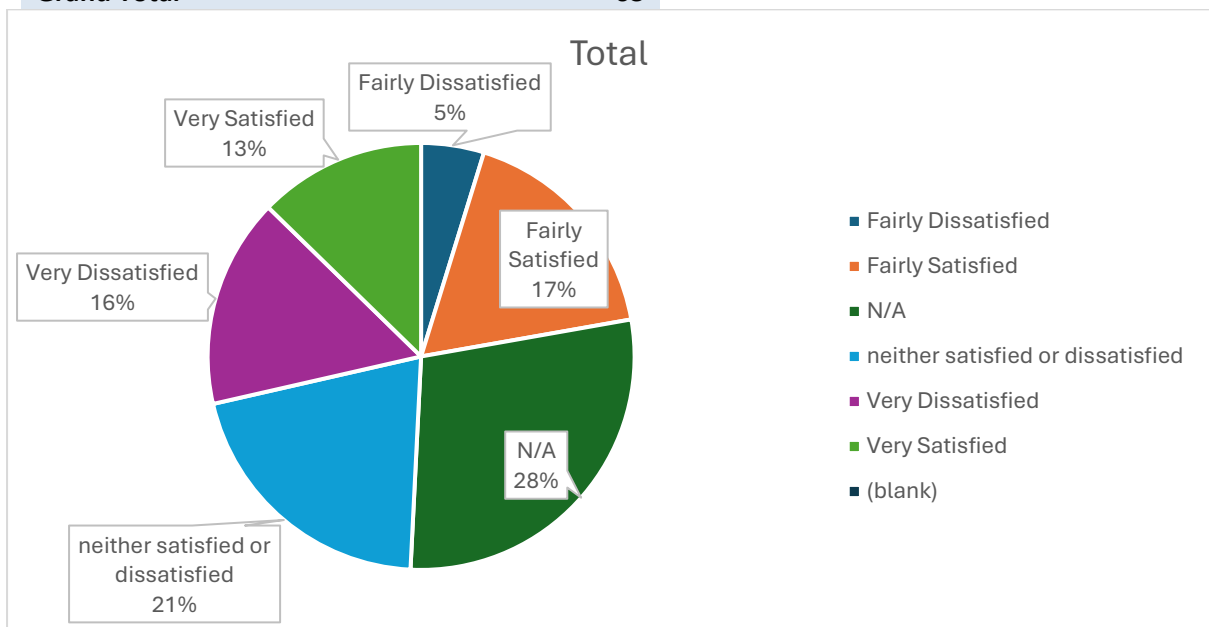


Count of To what extent do you agree or disagree with the following "Westminster Community Homes treats me fairly and with respect"?

Row Labels	Count
Agree	9
Fairly Agree	12
Fairly Disagree	1
Neither agree nor disagree	13
Strongly Agree	32
Strongly Disagree	5
(blank)	
Grand Total	72



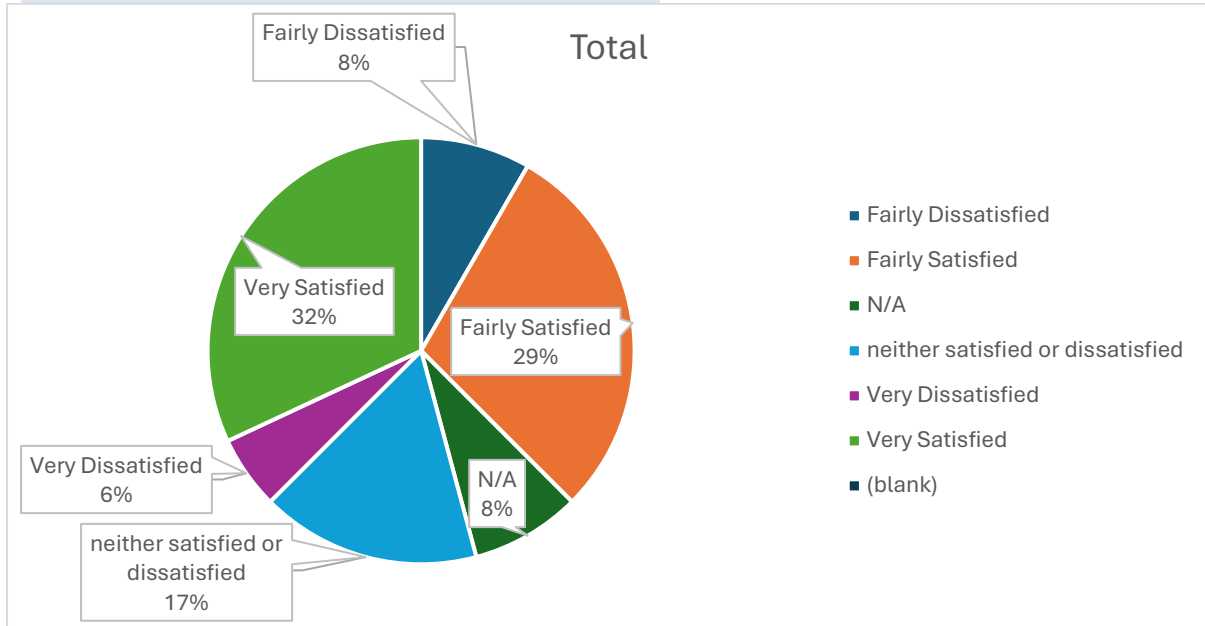
Row Labels	Count of If yes, how satisfied or dissatisfied are you with Westminster Community Homes approach to complaints handling?
Fairly Dissatisfied	3
Fairly Satisfied	11
N/A	18
neither satisfied or dissatisfied	13
Very Dissatisfied	10
Very Satisfied	8
(blank)	
Grand Total	63



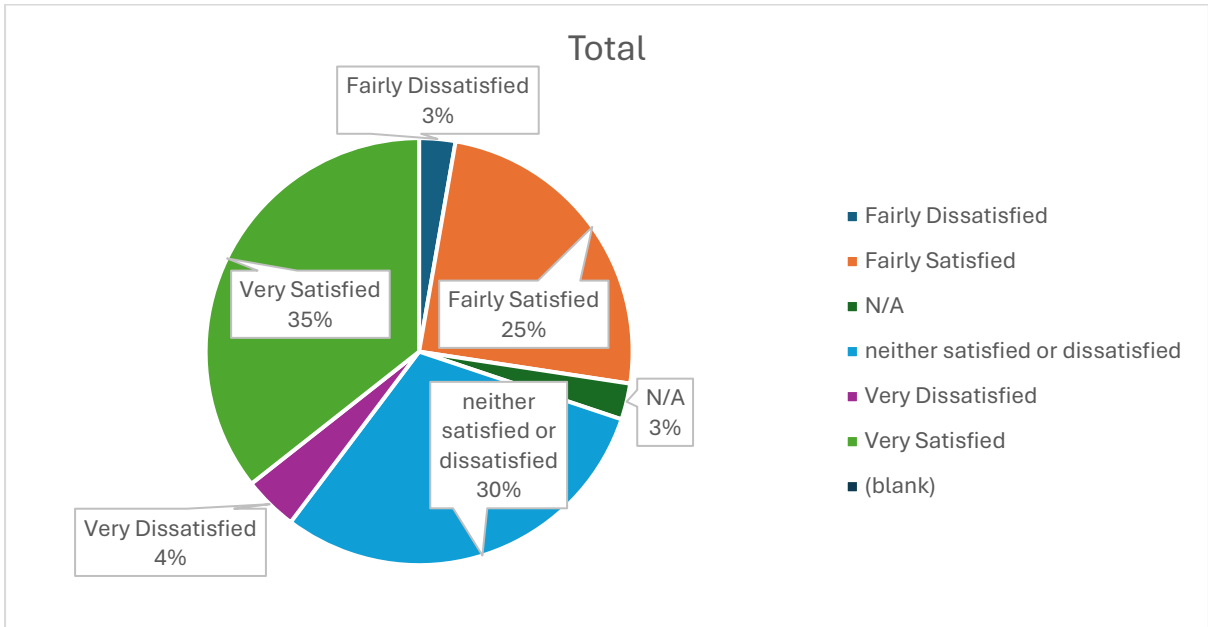
Row Labels	Count of If yes, how satisfied or dissatisfied are you that Westminster Community Homes keeps communal areas clean and well maintained?
Fairly Dissatisfied	6
Fairly Satisfied	21
N/A	6
neither satisfied or dissatisfied	12
Very Dissatisfied	4

Very Satisfied 23
(blank)

Grand Total 72

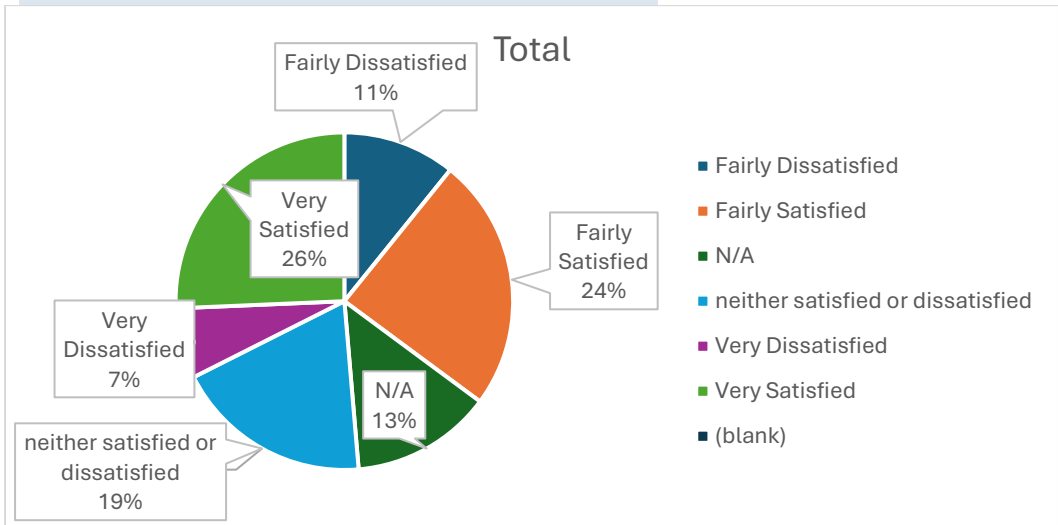


Row Labels	Count of How satisfied or dissatisfied are you that Westminster Community Homes makes a positive contribution to your neighbourhood?
Fairly Dissatisfied	2
Fairly Satisfied	18
N/A	2
neither satisfied or dissatisfied	22
Very Dissatisfied	3
Very Satisfied	26
(blank)	
Grand Total	73

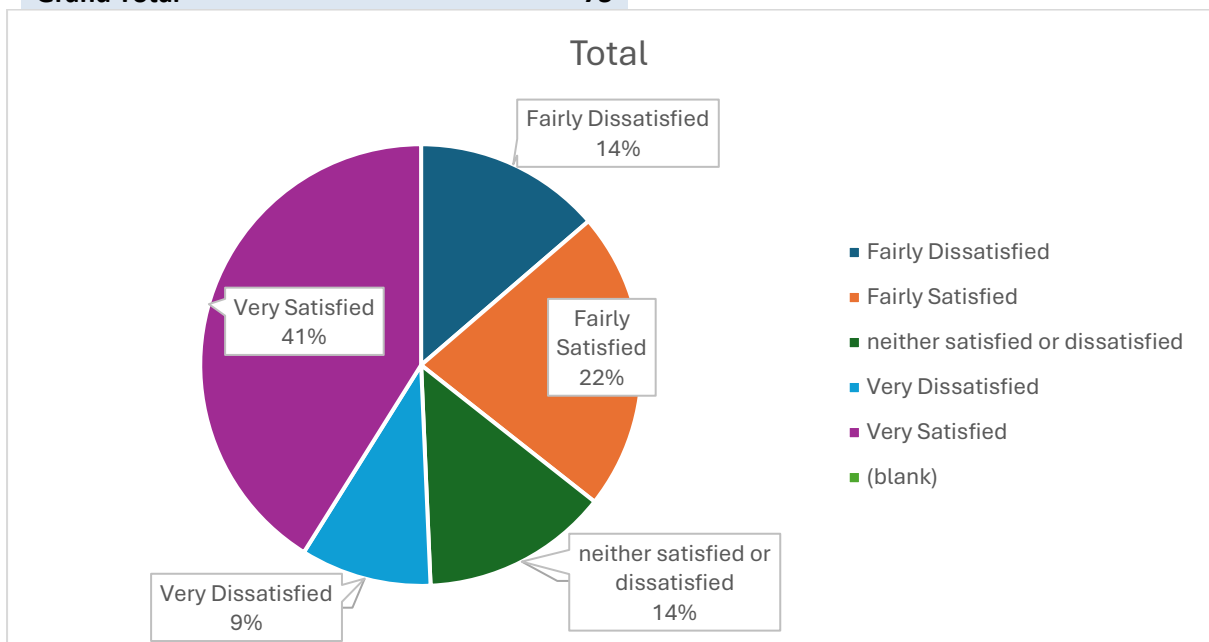


Count of How satisfied or dissatisfied are you with Westminster Community Homes approach to handling anti-social behaviour?

Row Labels	Count
Fairly Dissatisfied	8
Fairly Satisfied	18
N/A	10
neither satisfied or dissatisfied	14
Very Dissatisfied	5
Very Satisfied	19
(blank)	0
Grand Total	74



Row Labels	Count of Taking everything into account, how satisfied or dissatisfied are you with the service provided by your Housing Officer?
Fairly Dissatisfied	10
Fairly Satisfied	16
neither satisfied or dissatisfied	10
Very Dissatisfied	7
Very Satisfied	30
(blank)	
Grand Total	73



Row Labels	Count of How satisfied or dissatisfied are you that your rent represents value for money?
Fairly Dissatisfied	6
Fairly Satisfied	31
neither satisfied or dissatisfied	10
Very Dissatisfied	2
Very Satisfied	25
(blank)	

