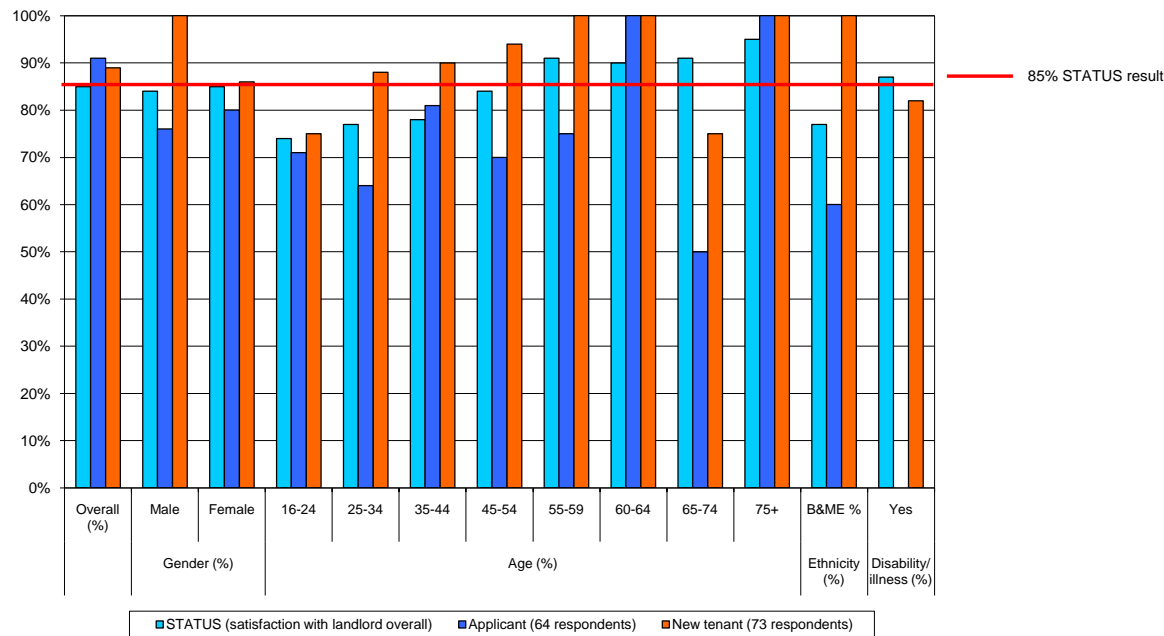


Applicant and New Tenant Satisfaction

Service Area 09 - Sept 09 (inclusive)	April	Overall (%)												Ethnicity (%)		Disability/ illness (%)										
		Gender (%)						Age (%)						B&ME %		Yes										
		Overall (%)	Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	B&ME %	Yes												
STATUS (satisfaction with landlord overall)		85%	84%	85%	74%	77%	78%	84%	91%	90%	91%	95%	77%	87%												
Applicant (64 respondents)		91%	76%	17	80%	41	71%	7	64%	22	81%	16	70%	10	75%	4	100%	1	50%	2	100%	2	60%	10		
New tenant (73 respondents)		89%	100%	24	86%	49	75%	8	88%	8	90%	10	94%	17	100%	10	100%	5	75%	12	100%	3	100%	6	82%	17



Key point

- 25- 34 age group where satisfaction is lower (64%) than the STATUS (77%)
- This could be due to a lack of appropriate stock or their position on our waiting list, but we would need to look into this further.
- Satisfaction has increased overall for both applicants and new tenants in comparison to the STATUS.