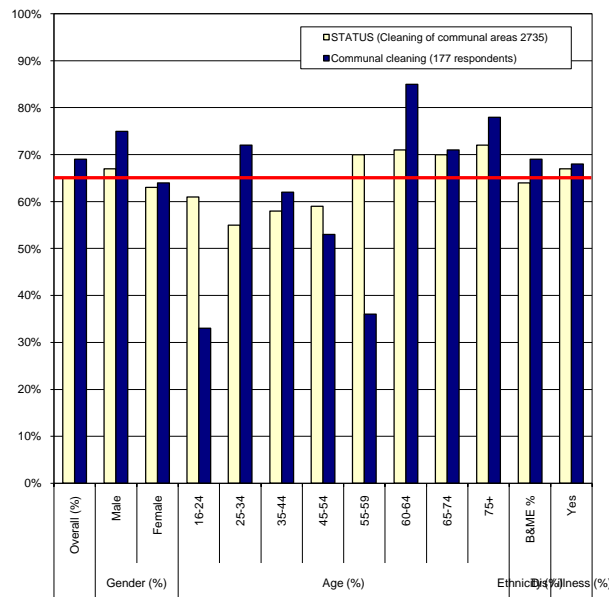
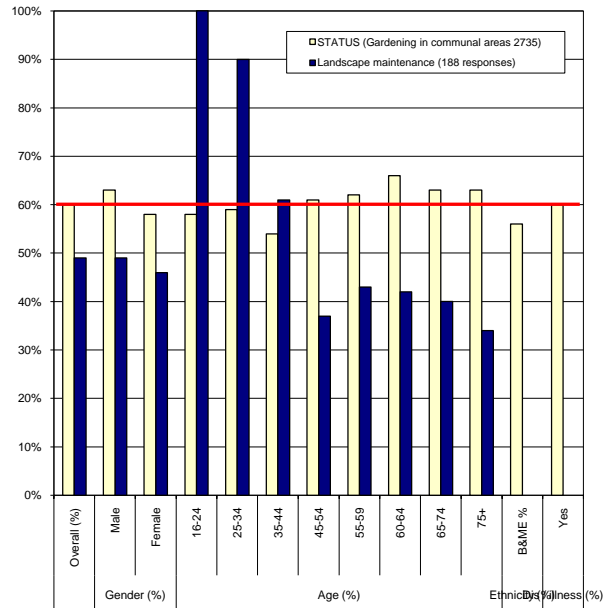


### Communal Services Satisfaction

| Service Area<br>Mar 09 (inclusive)               | Jan 09      |    | Gender (%) |            | Age (%)    |            |            |            |            |            |            | Ethnicity (%) |            | Disability/<br>illness (%) |     |    |     |    |     |    |     |    |     |    |
|--|-------------|----|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|------------|----------------------------|-----|----|-----|----|-----|----|-----|----|-----|----|
|  | Overall (%) |    | Male       | Female     | 16-24      | 25-34      | 35-44      | 45-54      | 55-59      | 60-64      | 65-74      | 75+           | B&ME %     | Yes                        |     |    |     |    |     |    |     |    |     |    |
| <b>STATUS (Gardening in communal areas 2735)</b> | <b>60%</b>  |    | <b>63%</b> | <b>58%</b> | <b>58%</b> | <b>59%</b> | <b>54%</b> | <b>61%</b> | <b>62%</b> | <b>66%</b> | <b>63%</b> | <b>63%</b>    | <b>56%</b> | <b>60%</b>                 |     |    |     |    |     |    |     |    |     |    |
| Landscape maintenance (188 responses)            | 49%         | 61 | 49%        | 46%        | 100%       | 4          | 90%        | 11         | 61%        | 18         | 37%        | 22            | 43%        | 16                         | 42% | 19 | 40% | 32 | 34% | 41 | 9   | 61 |     |    |
| <b>STATUS (Cleaning of communal areas 2735)</b>  | <b>65%</b>  |    | <b>67%</b> | <b>63%</b> | <b>61%</b> | <b>55%</b> | <b>58%</b> | <b>59%</b> | <b>70%</b> | <b>71%</b> | <b>70%</b> | <b>72%</b>    | <b>64%</b> | <b>67%</b>                 |     |    |     |    |     |    |     |    |     |    |
| Communal cleaning (177 respondents)              | 69%         | 63 | 75%        | 64%        | 33%        | 3          | 72%        | 11         | 62%        | 21         | 53%        | 21            | 36%        | 11                         | 85% | 13 | 71% | 28 | 78% | 42 | 69% | 14 | 68% | 50 |



#### Key points

- Overall satisfaction for gardening has decreased, and overall satisfaction for cleaning has increased, when compared to STATUS.
- The figures provided for 16 -24 years olds cannot be relied upon due to the limited number of respondents.
- Satisfaction with cleaning is higher amongst older tenants.
- Satisfaction with gardening is lower amongst older tenants compare to younger tenants.
- B&ME tenants are less satisfied than the overall level of satisfaction with both services.
- Levels of satisfaction amongst tenants with an illness or disability are comparable to the overall satisfaction levels.
- Male tenants are more satisfied with both services compared to female tenants.