

Overview of Findings

Prepared June 2006 for

Clackmannanshire Council
Survey Of Tenants



**Kwest
Research**

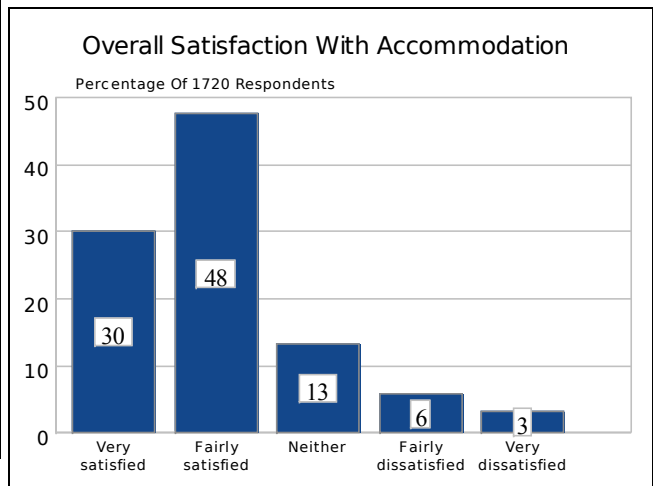
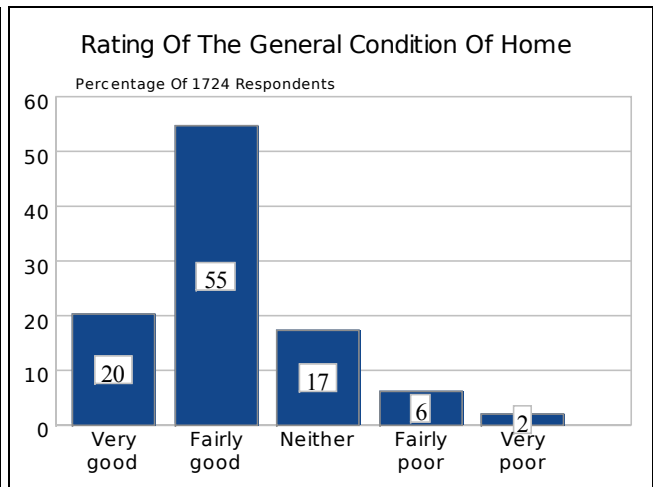
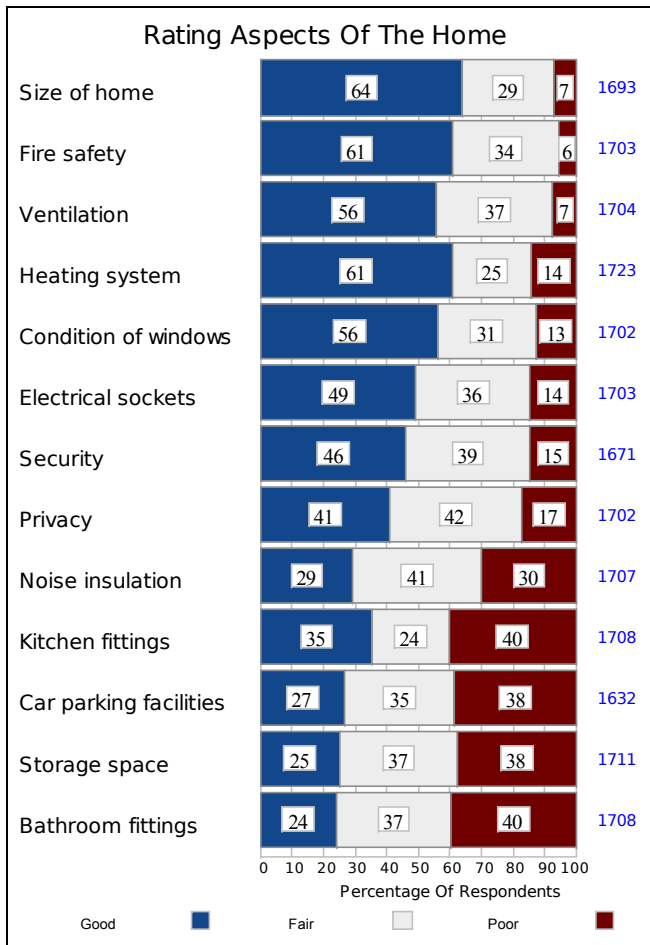
Overview of Findings

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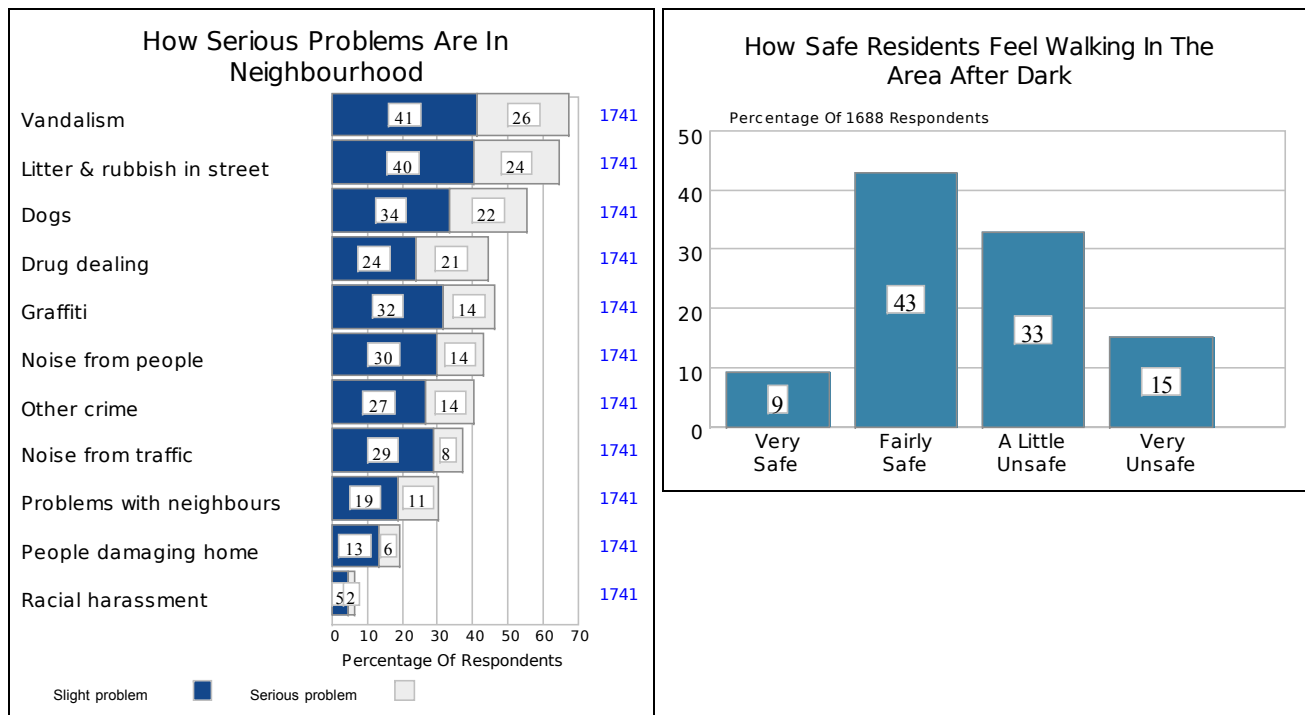
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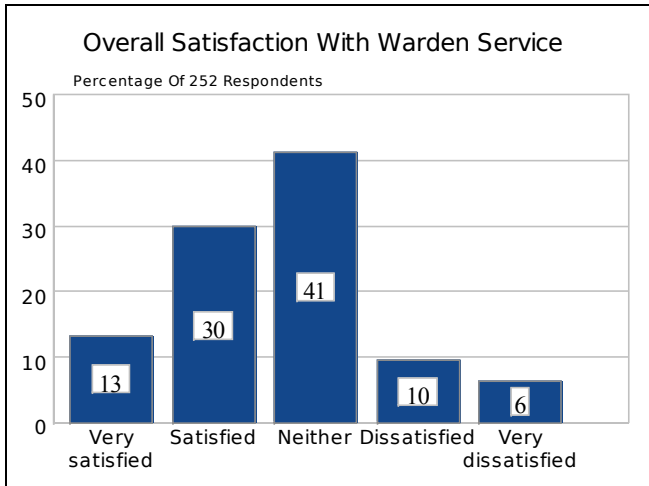
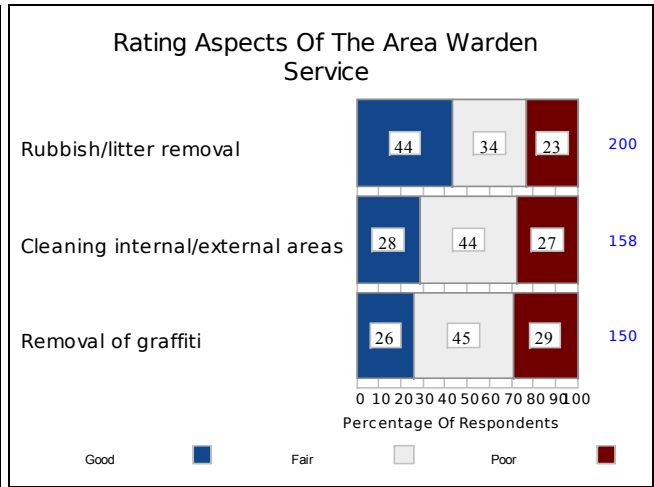
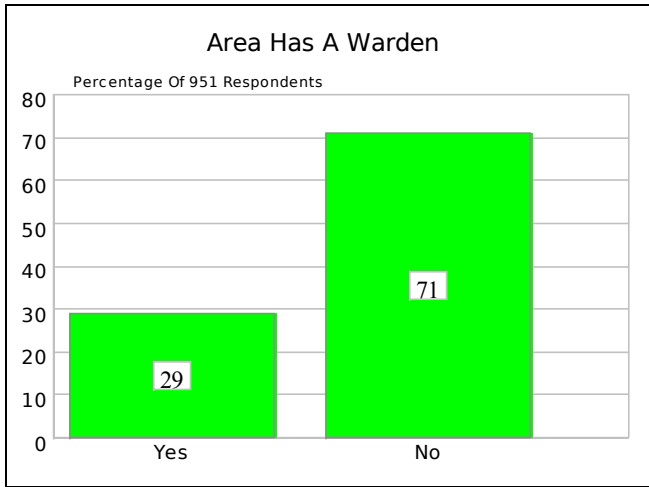
The Home



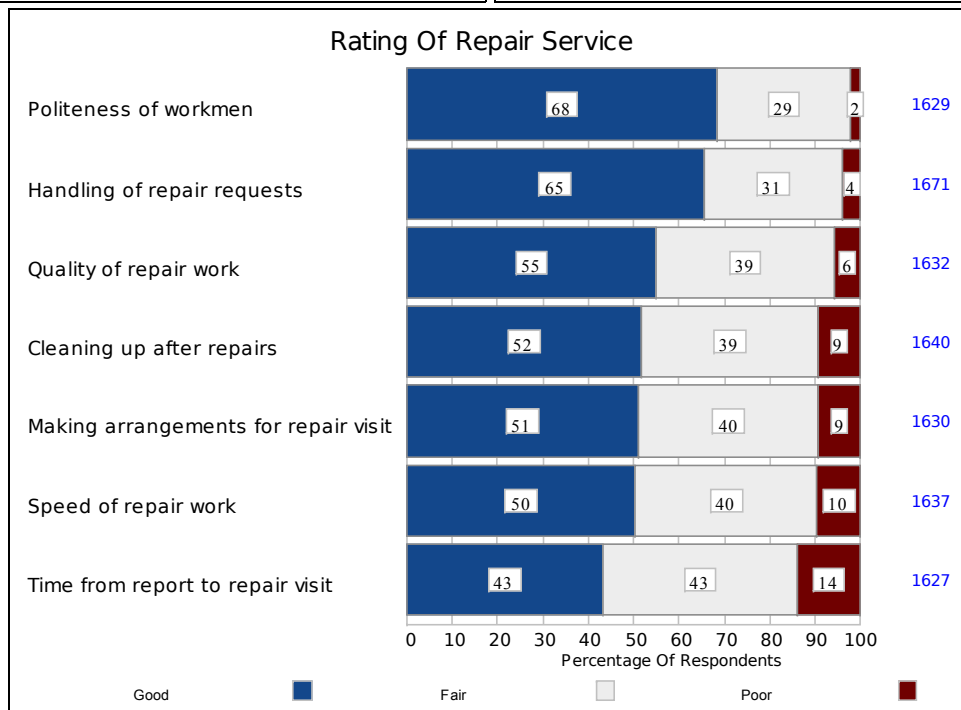
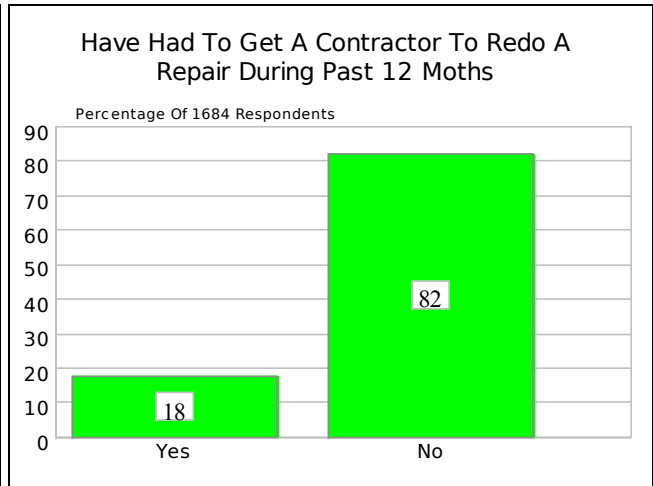
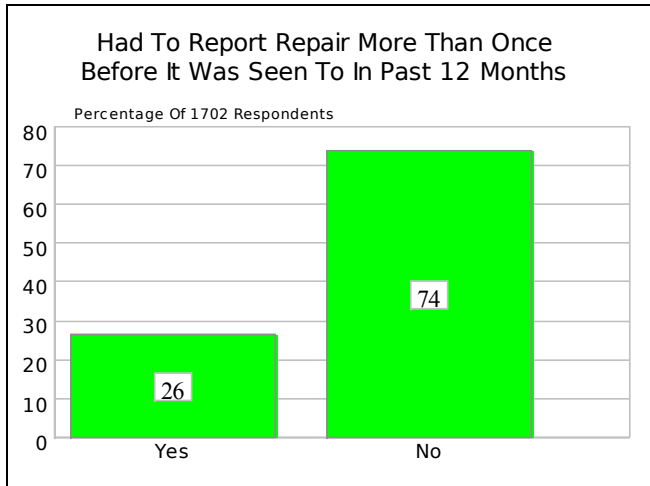
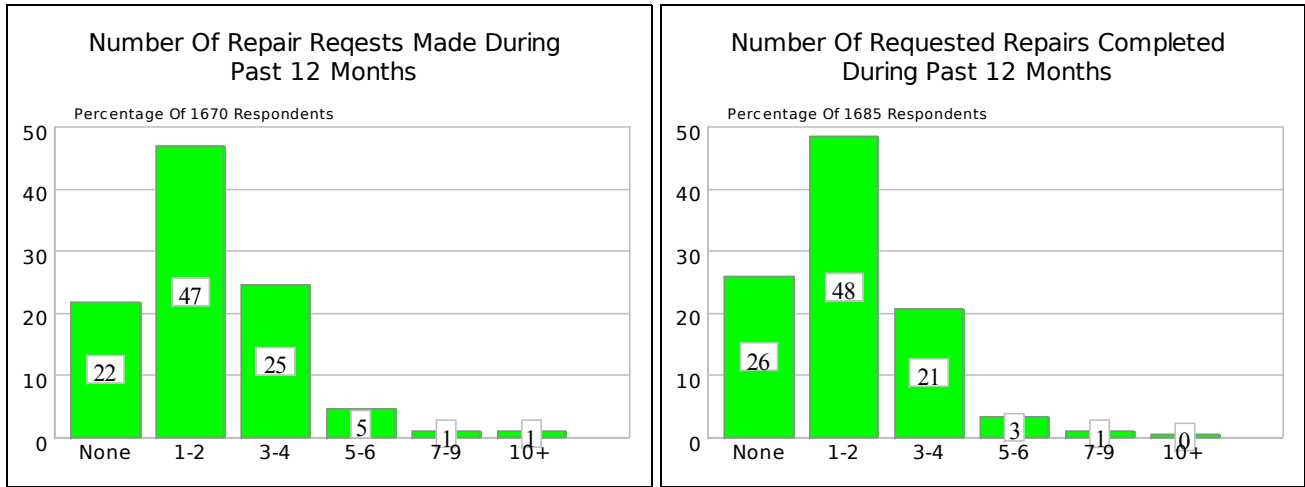
The Neighbourhood

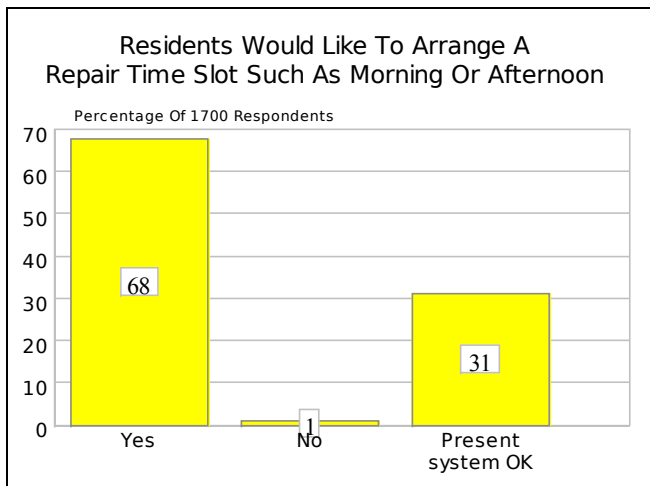
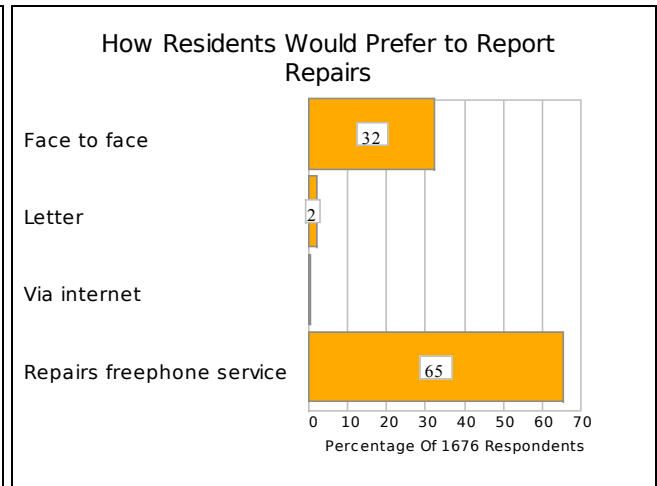
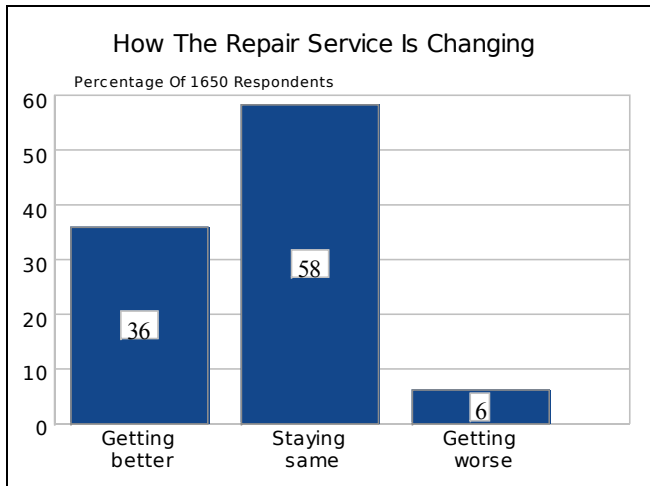


The Warden Service

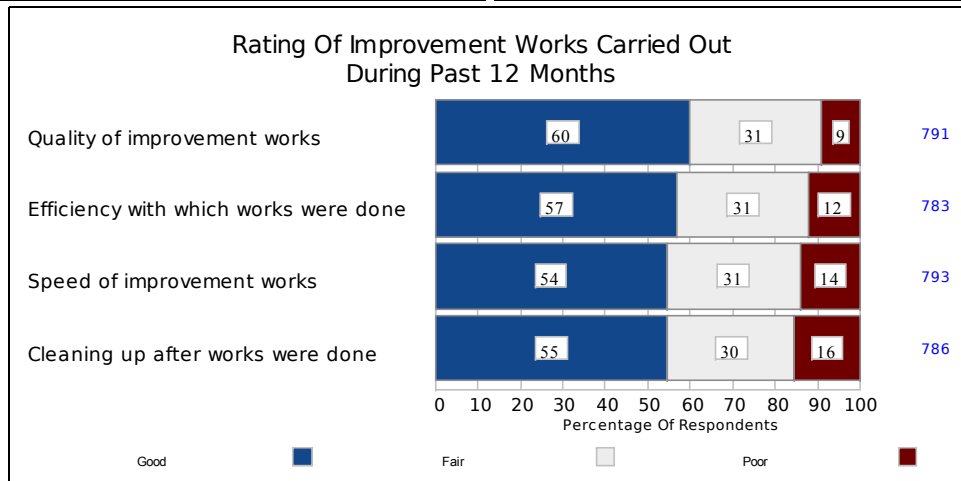
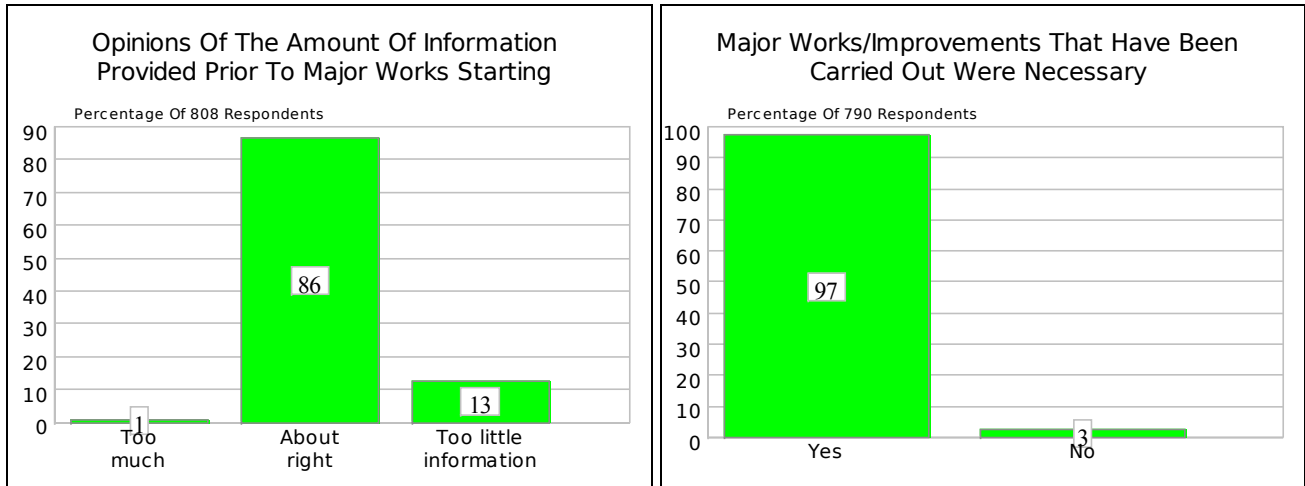
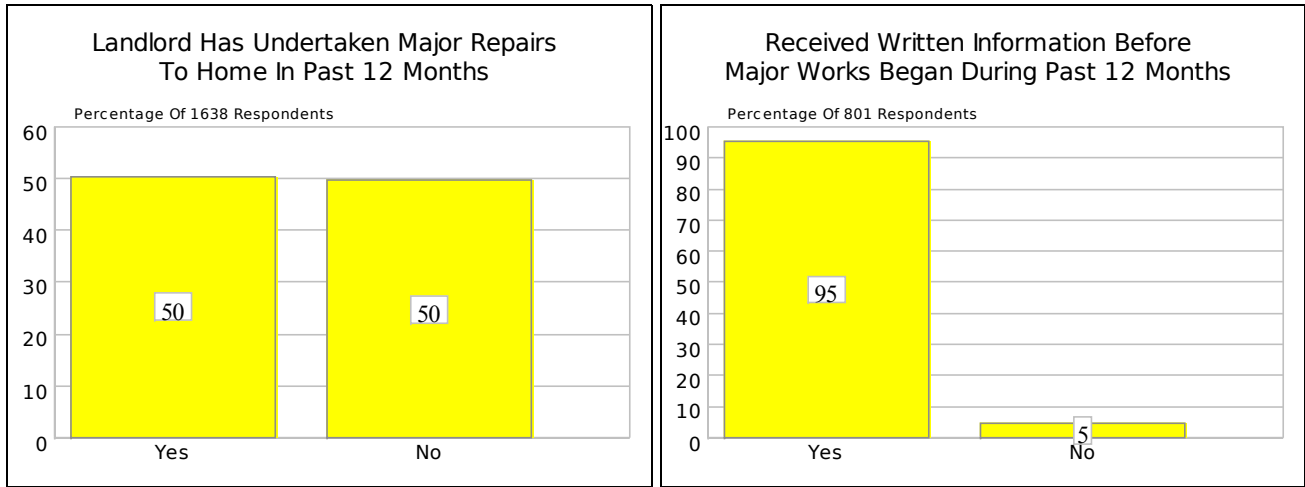


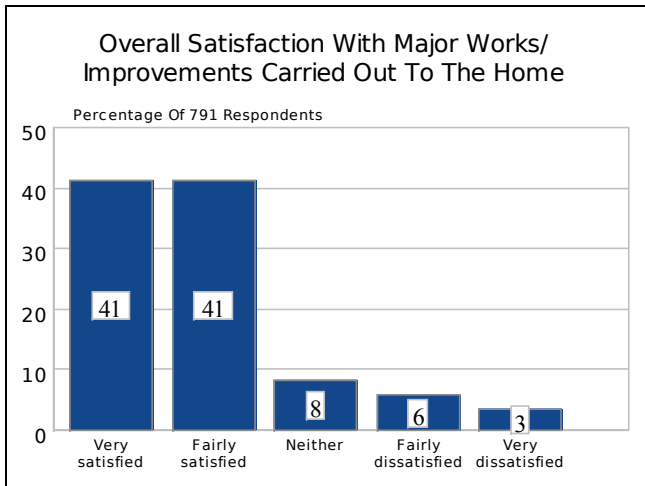
Day-To-Day Repairs



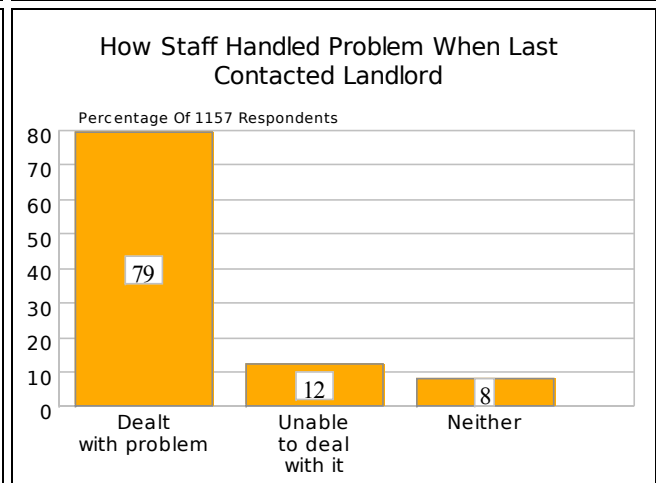
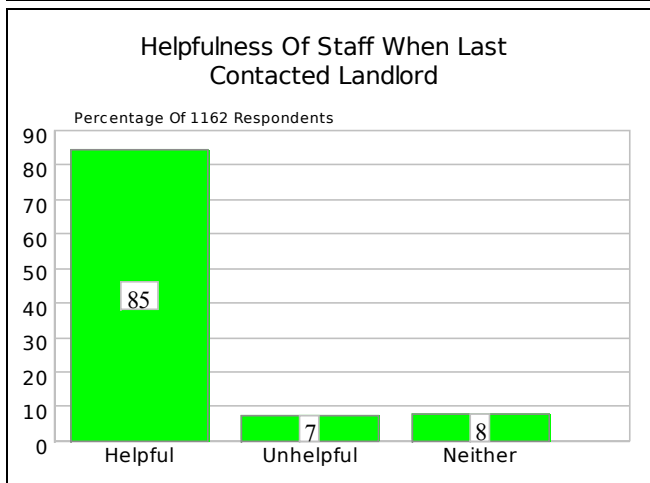
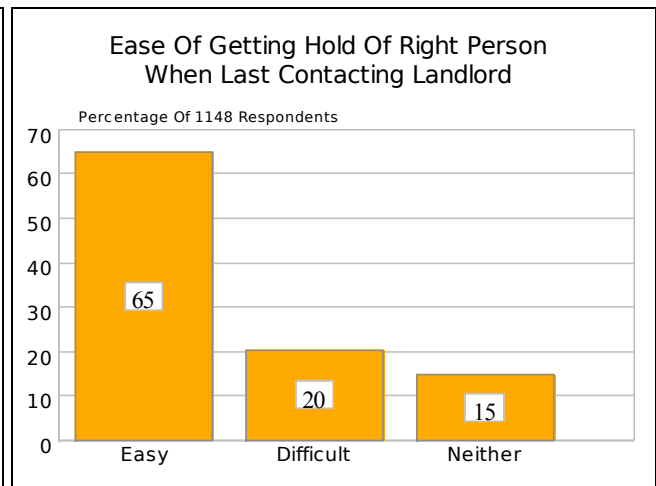
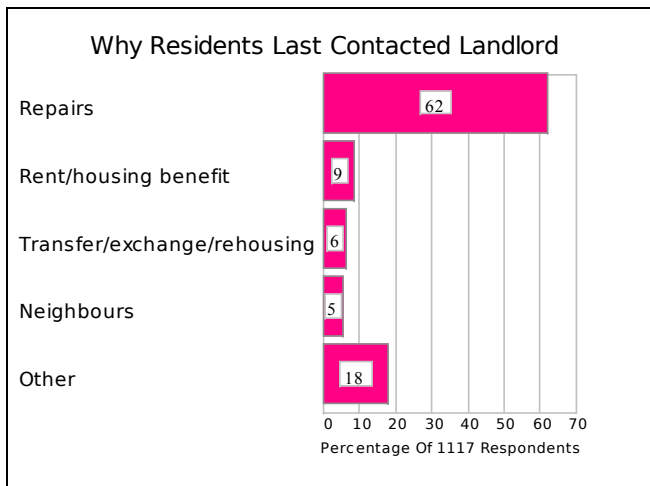
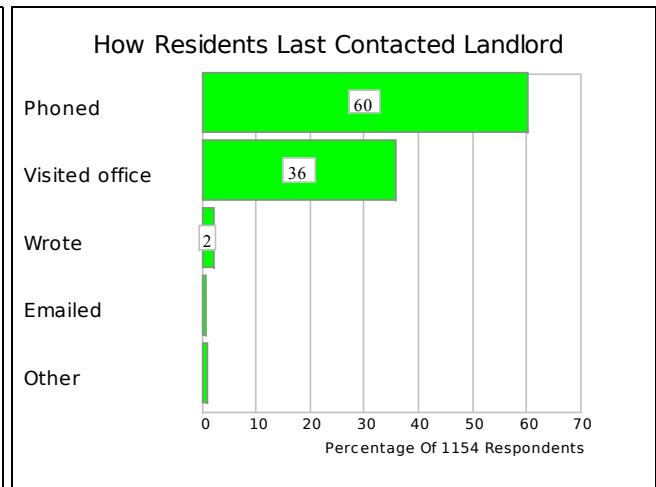
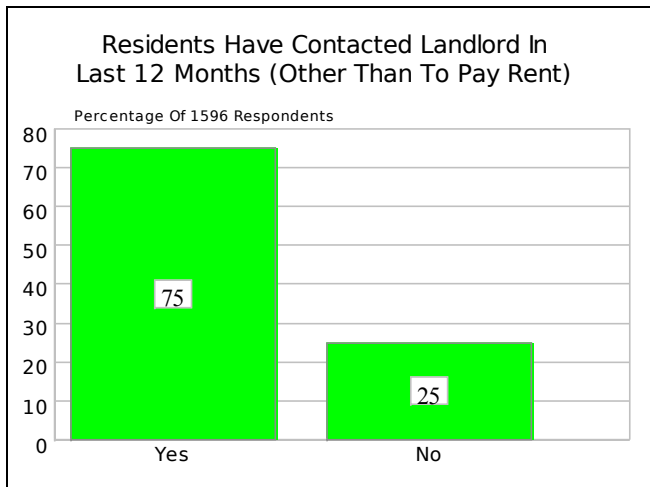


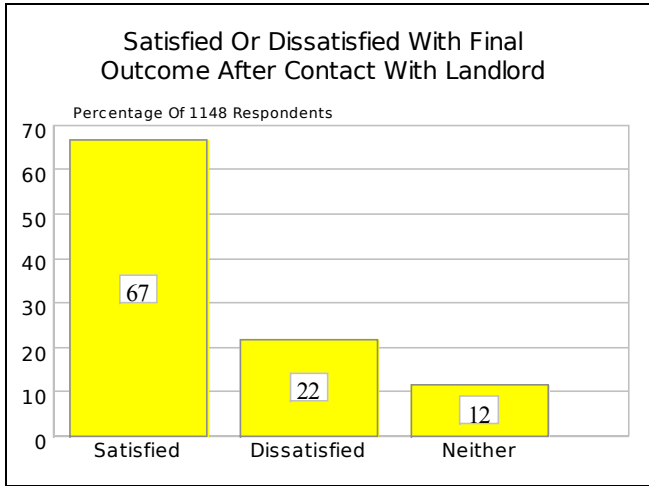
Major Improvement Works



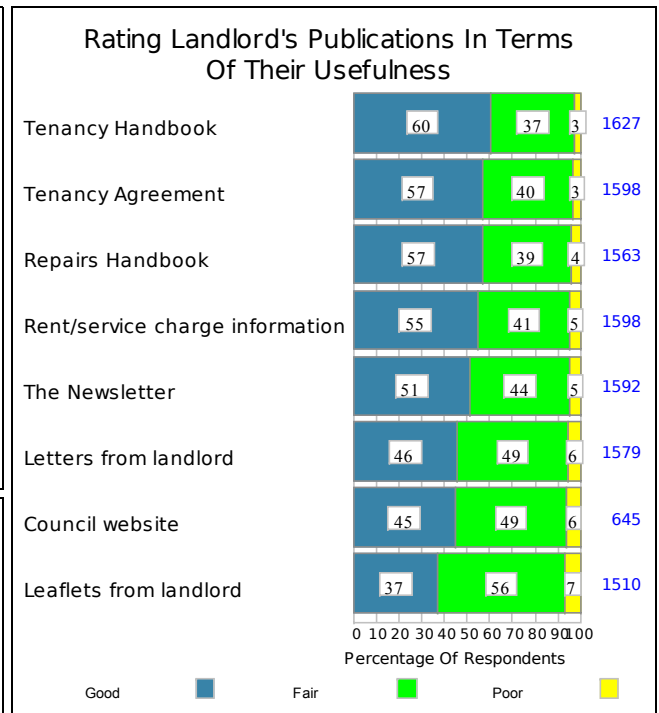
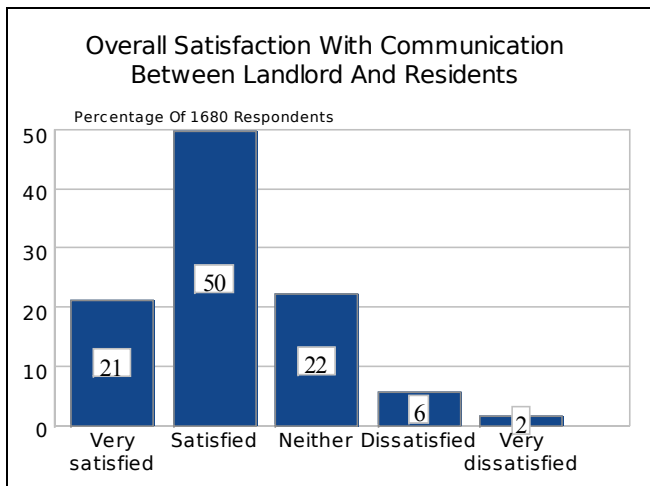
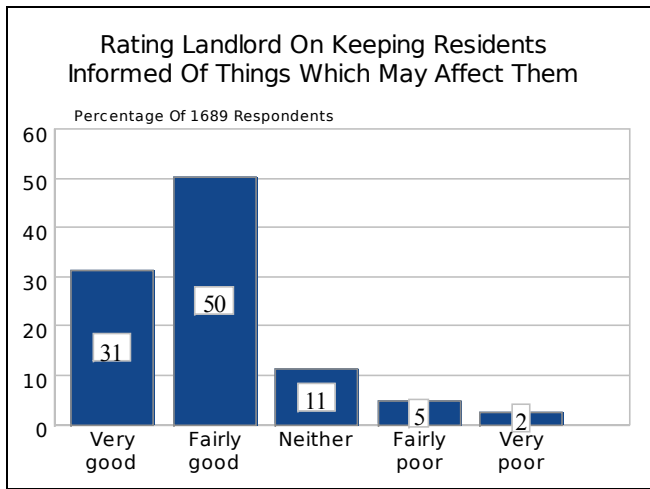


Service From Housing Services

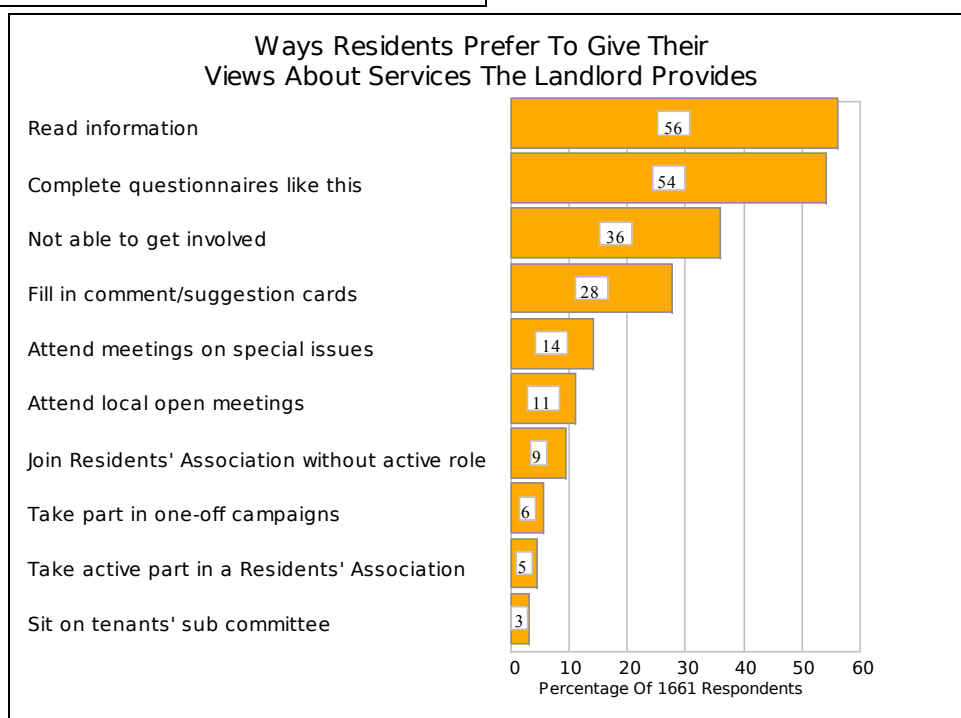
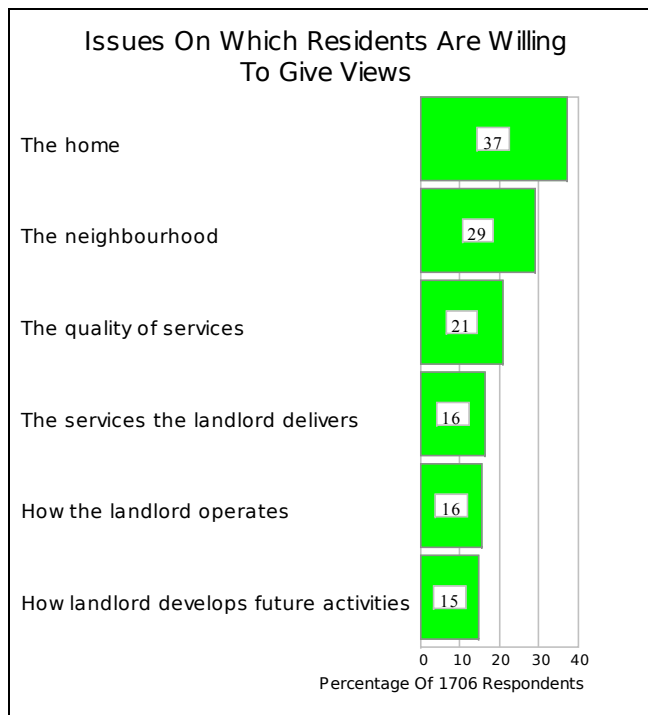


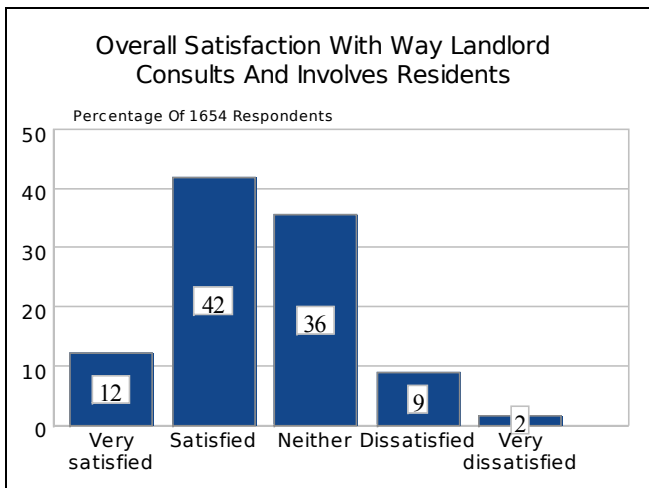
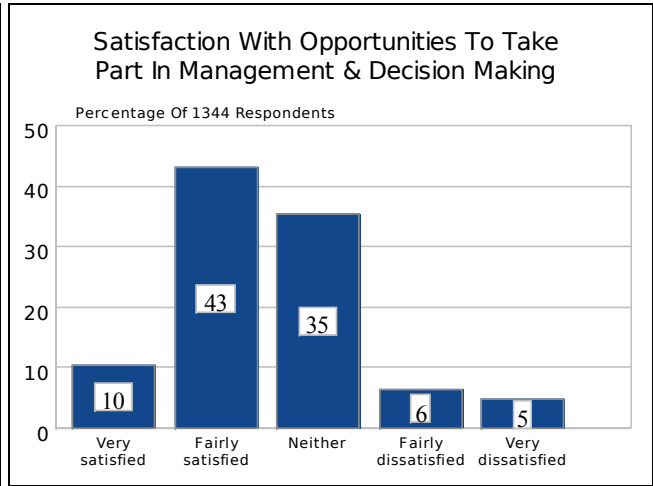
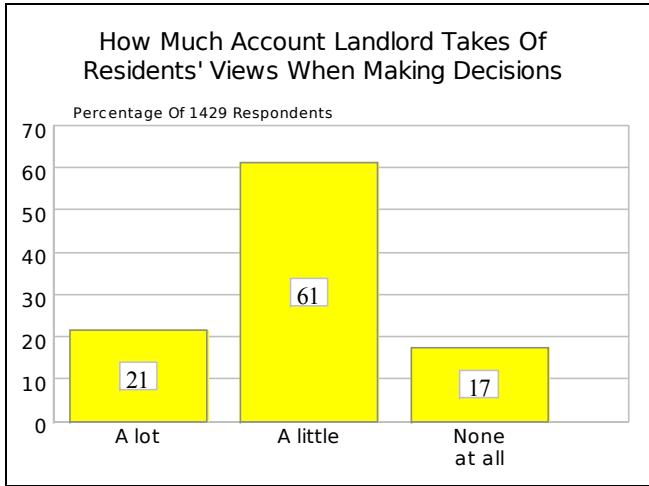


Communication

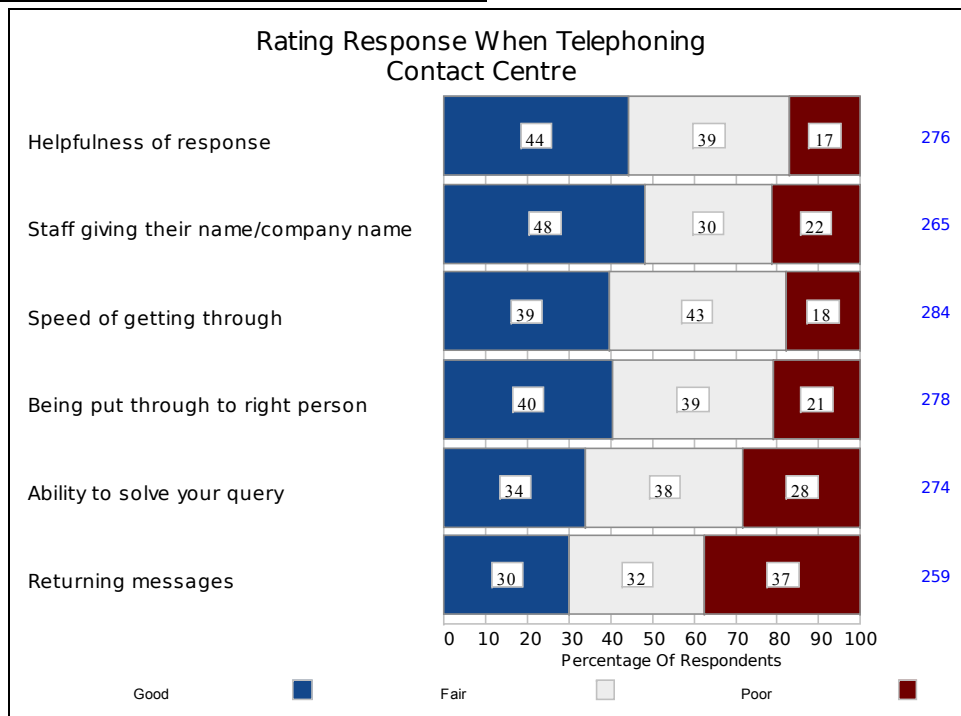
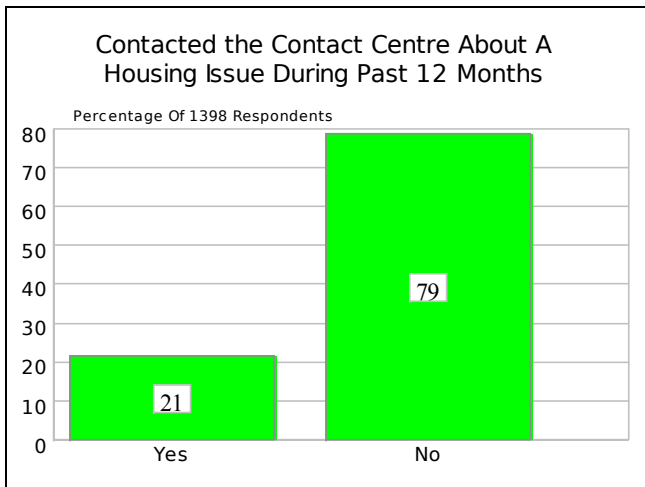


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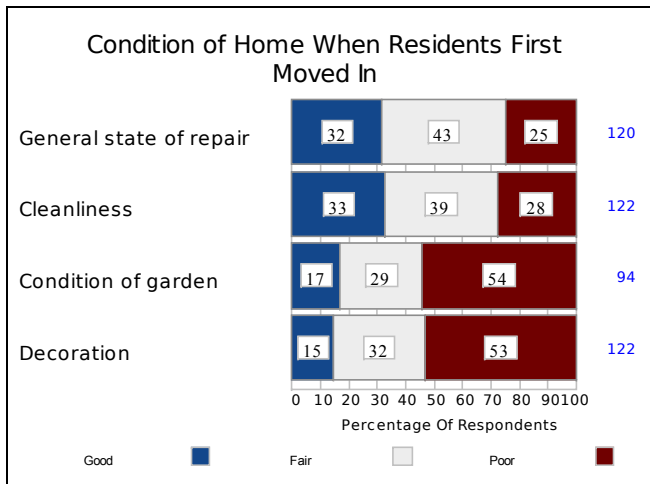
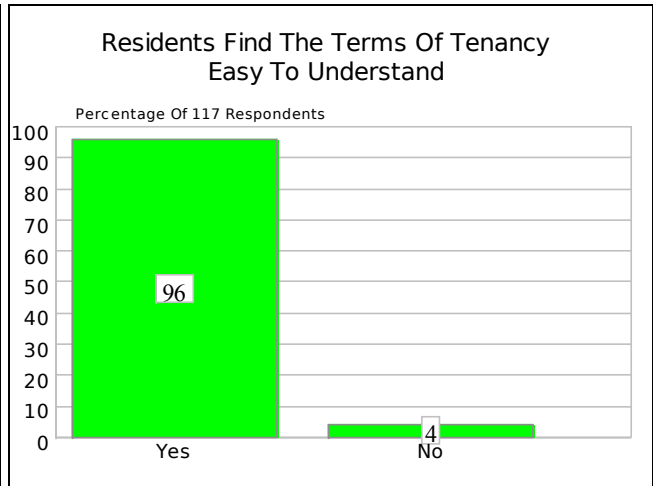
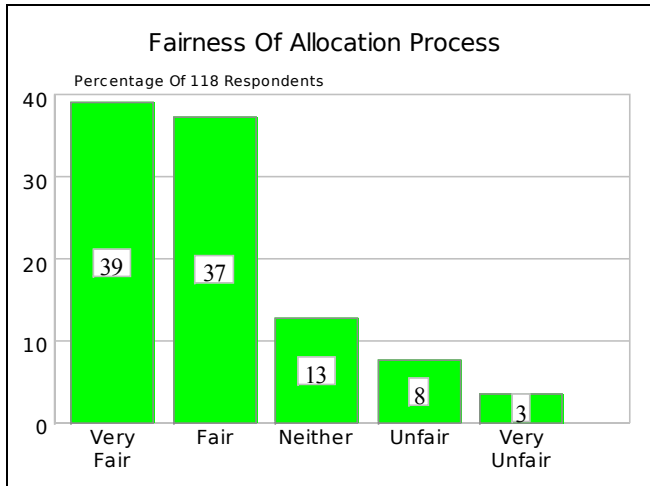
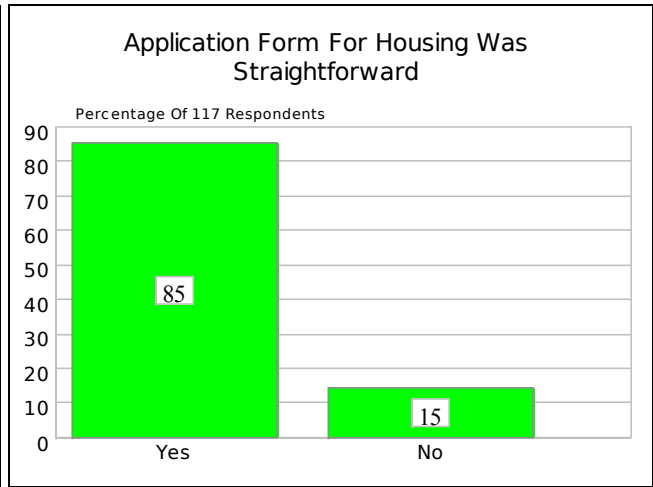
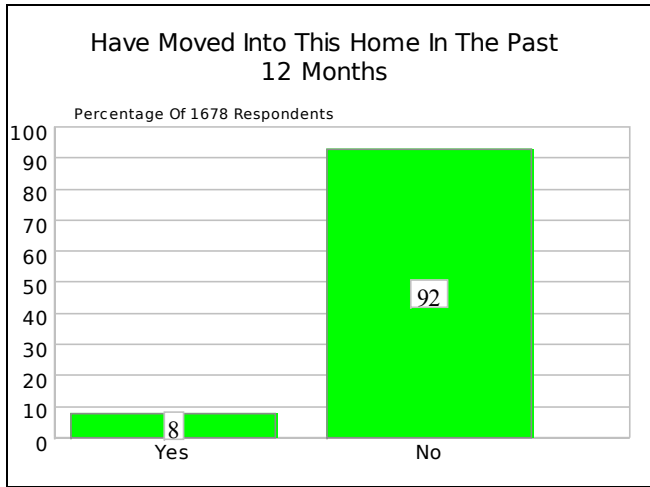




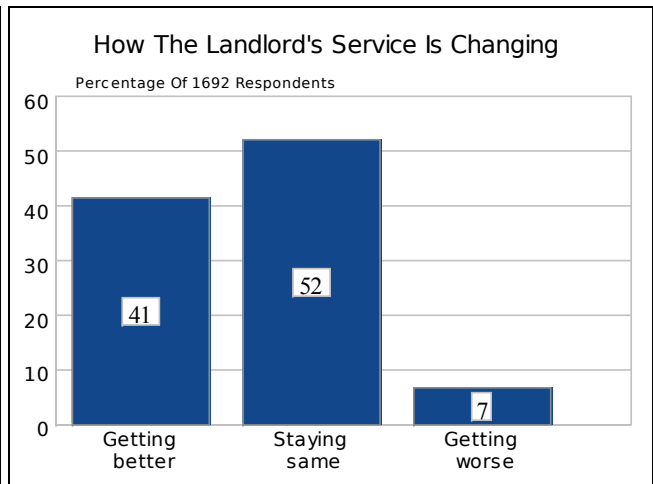
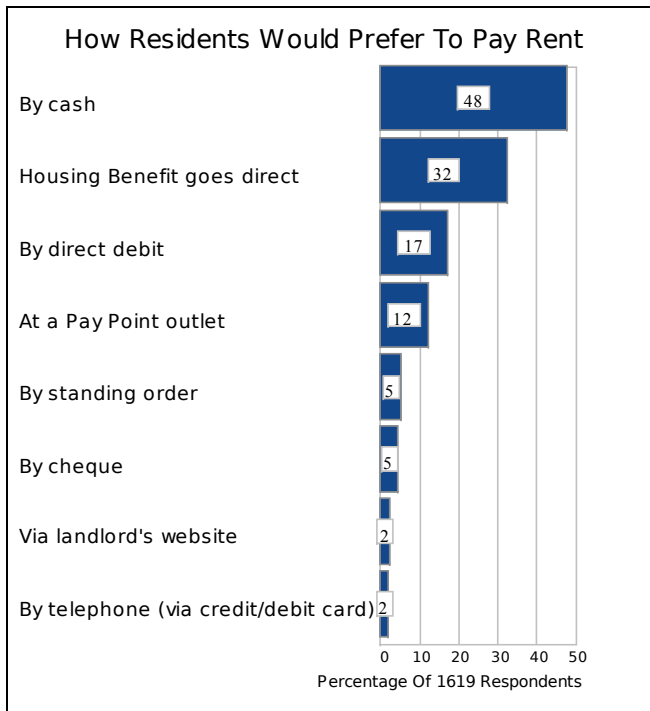
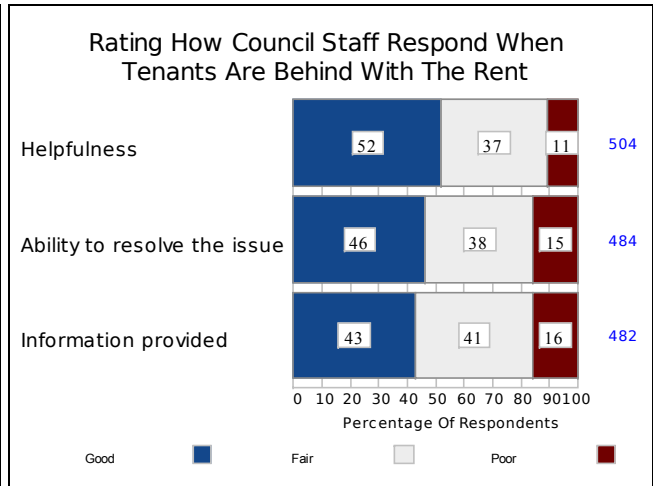
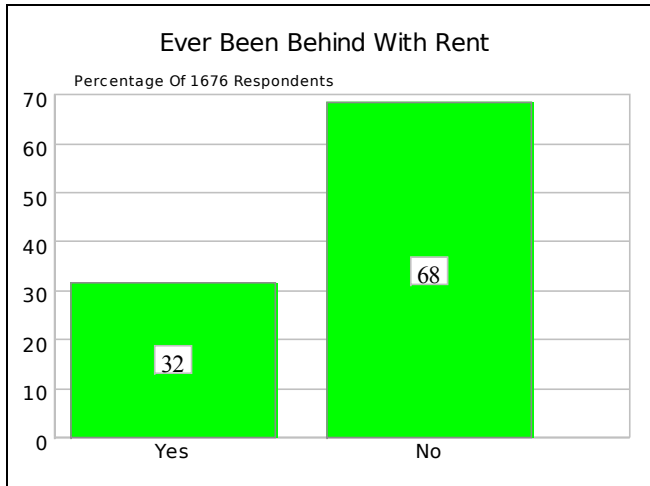
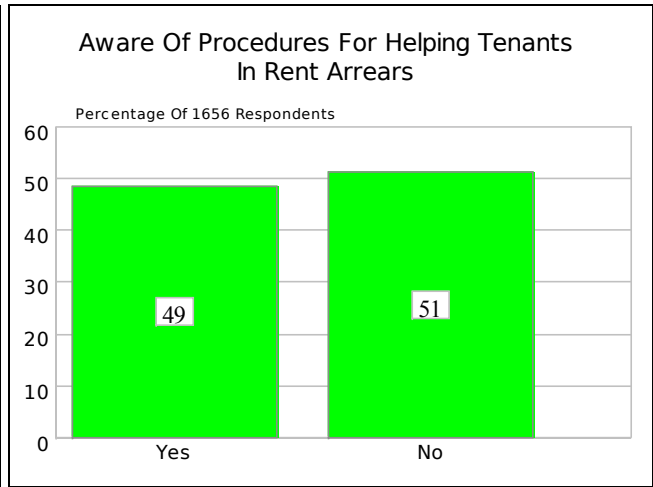
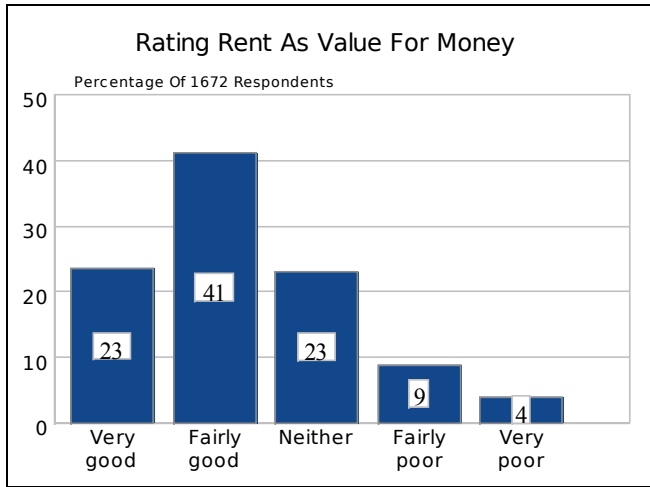
The Customer Contact Centre

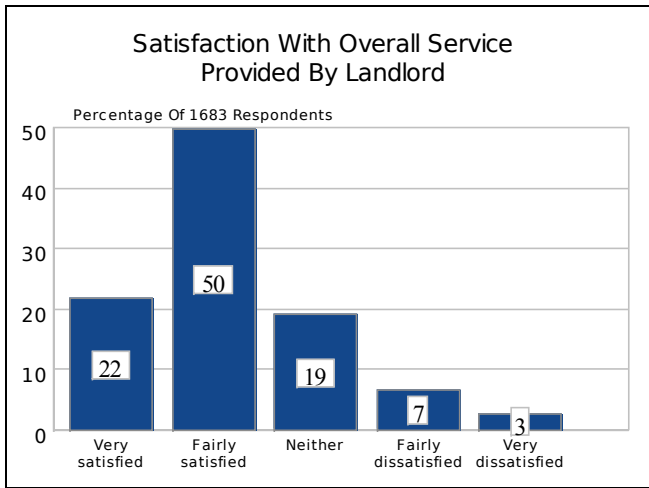


Applications And Lettings

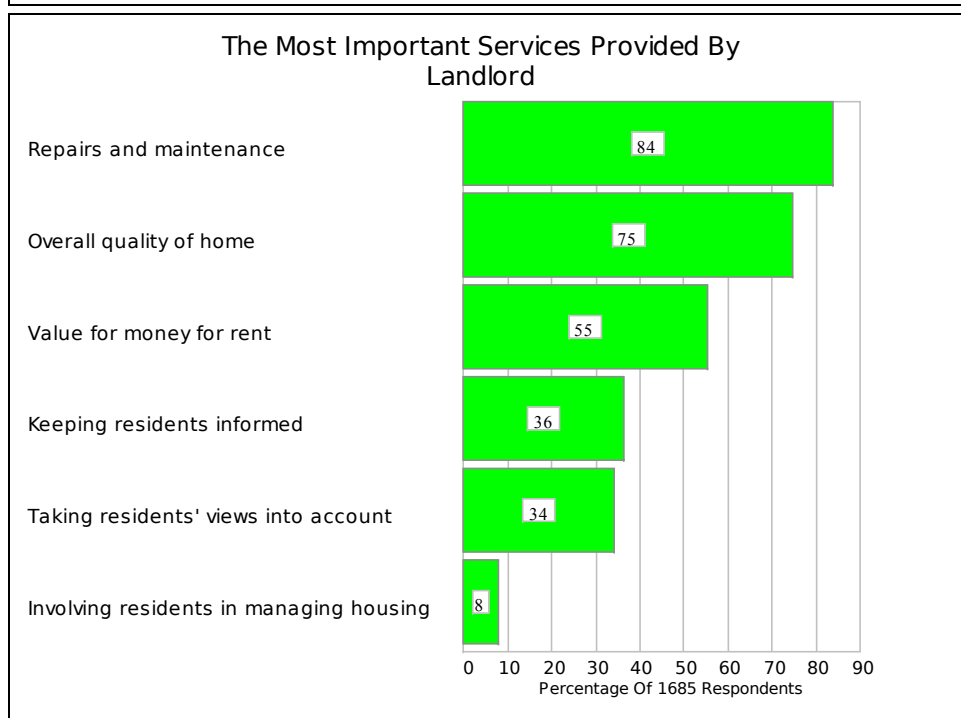
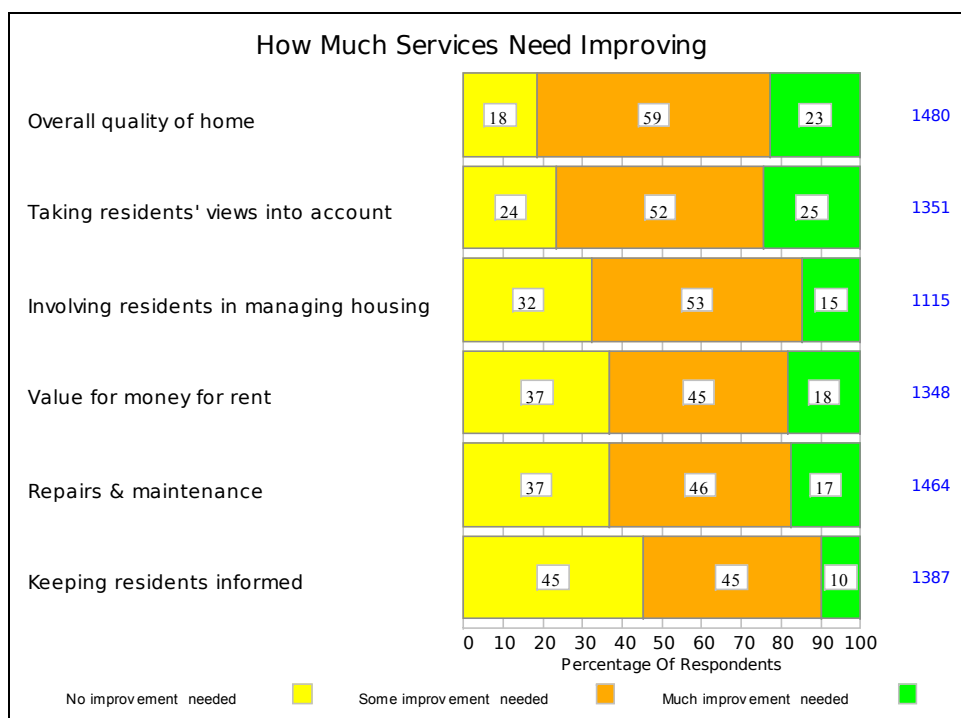


The Council As A Landlord

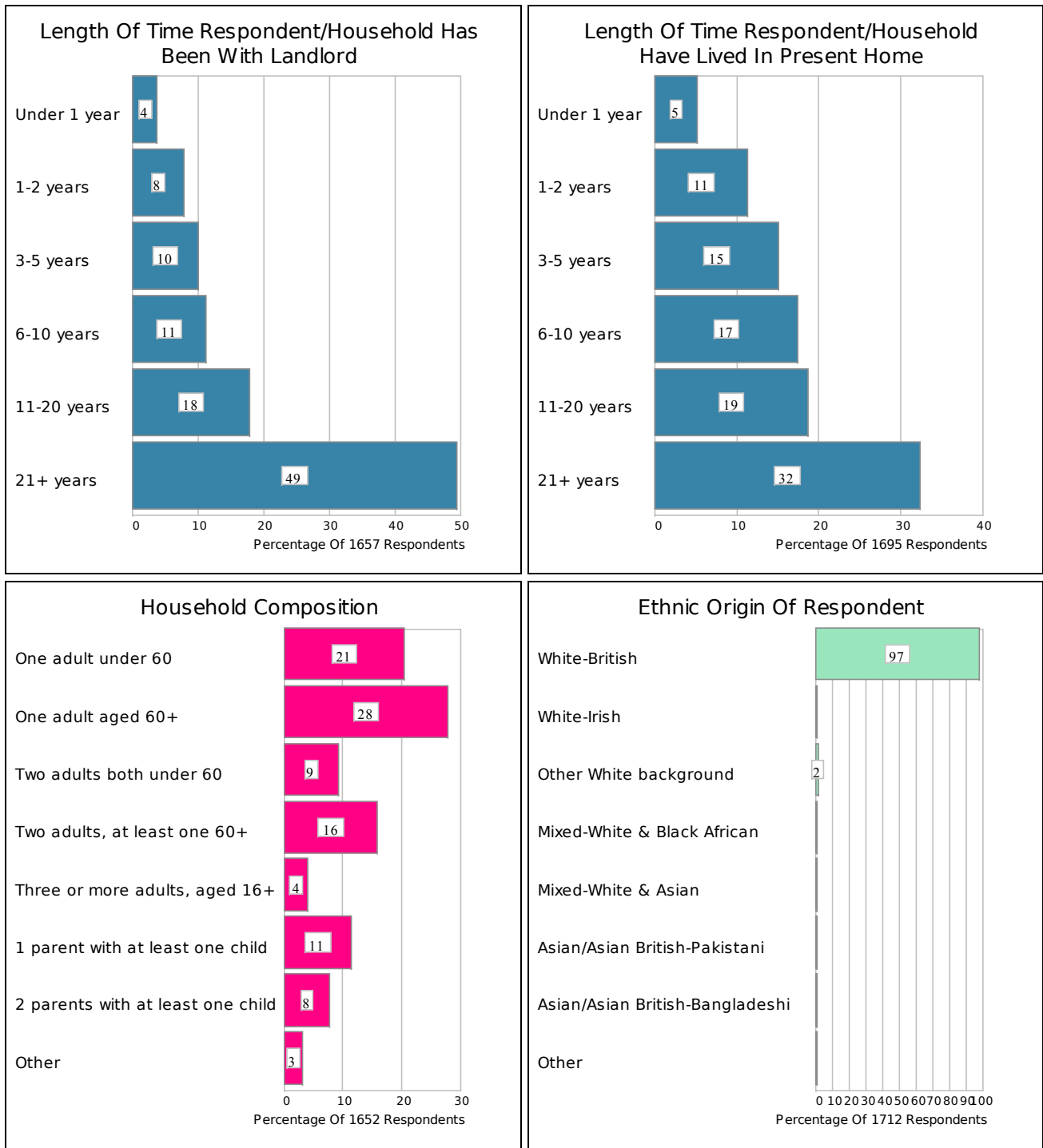




Making Improvements To The Service

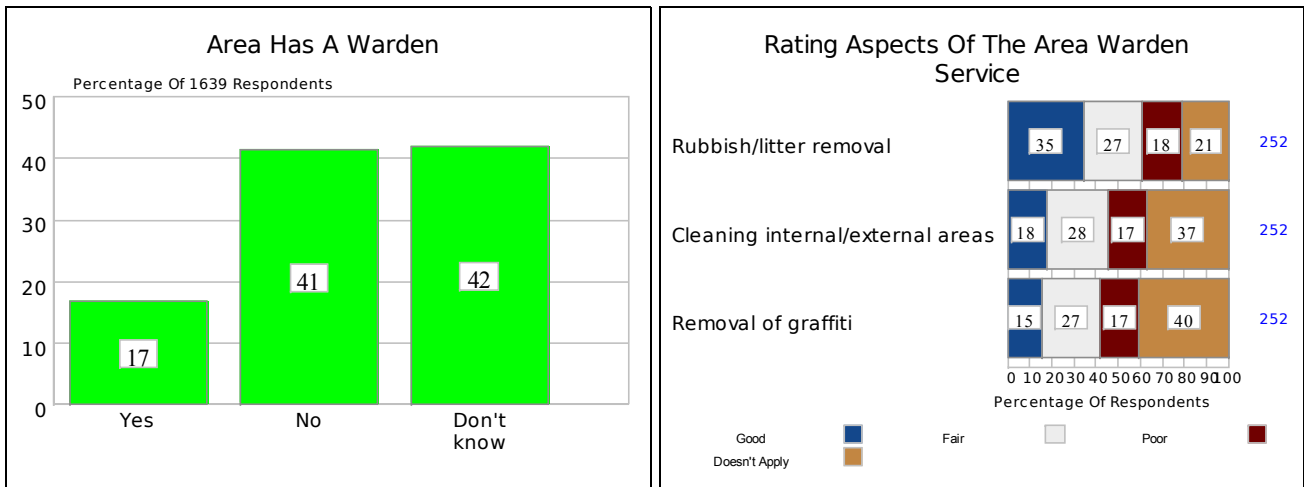


Profile Of Tenants

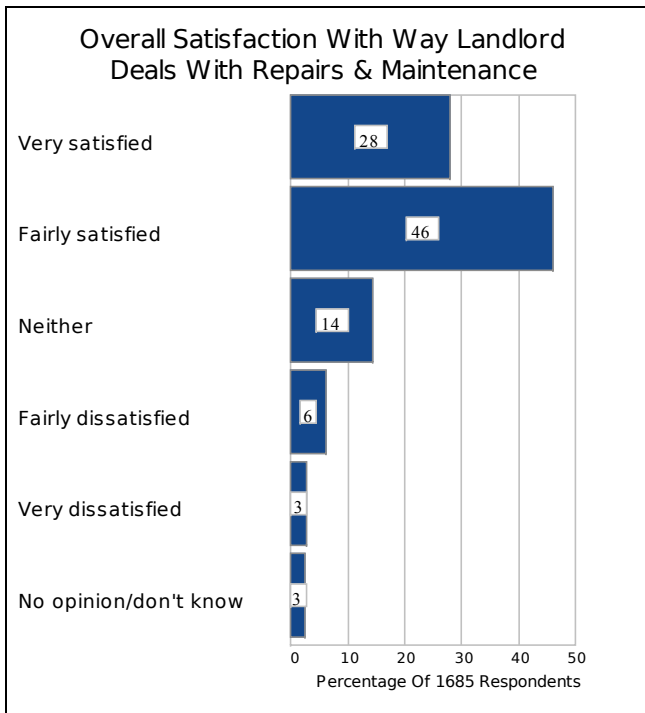


After Here Questions Are Repeated With Can't Say Type Options

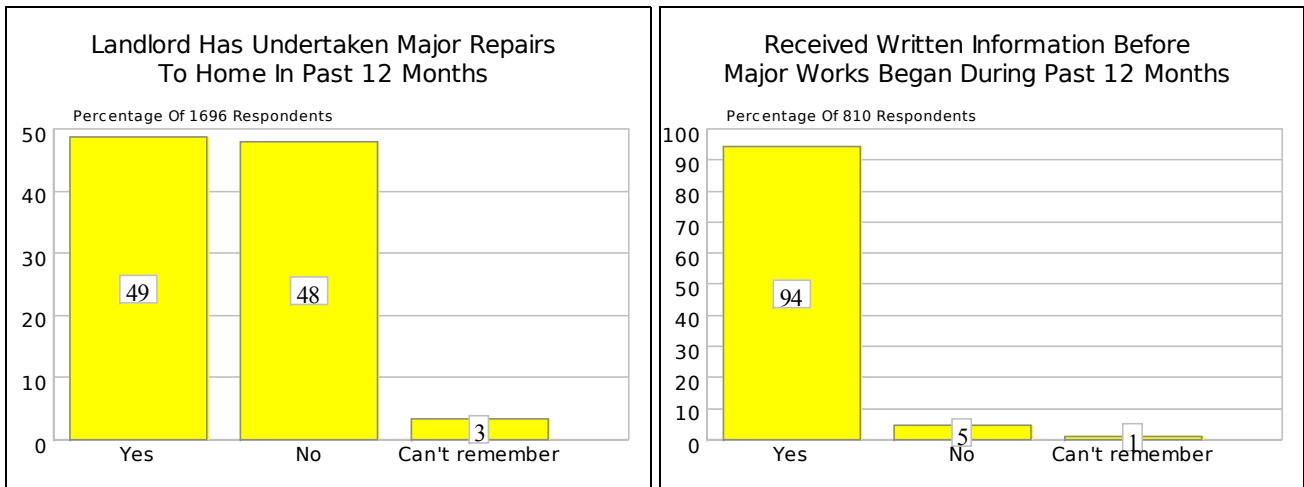
The Warden Service



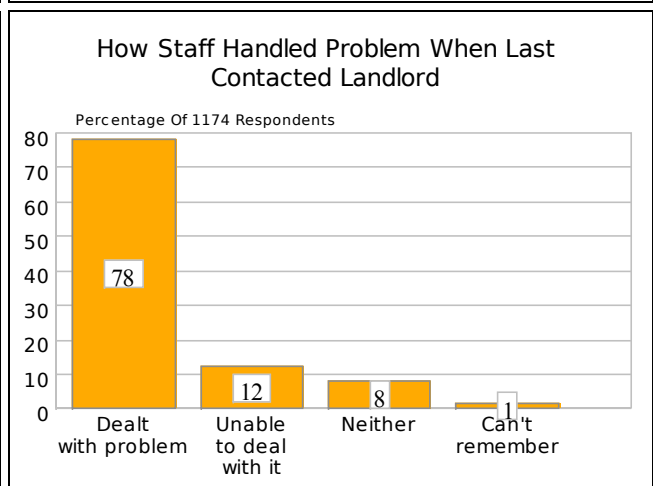
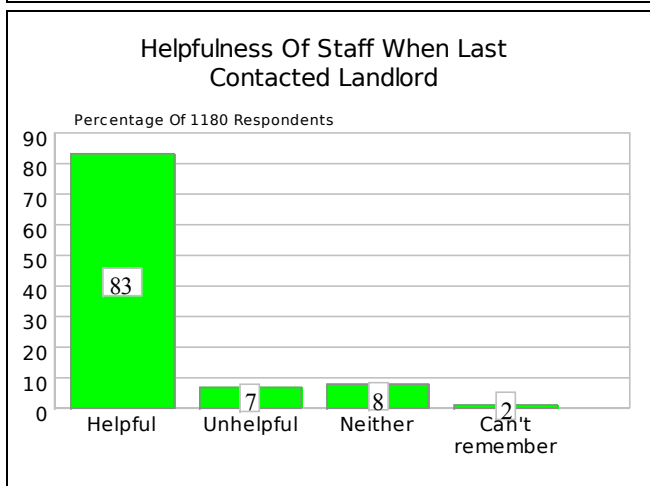
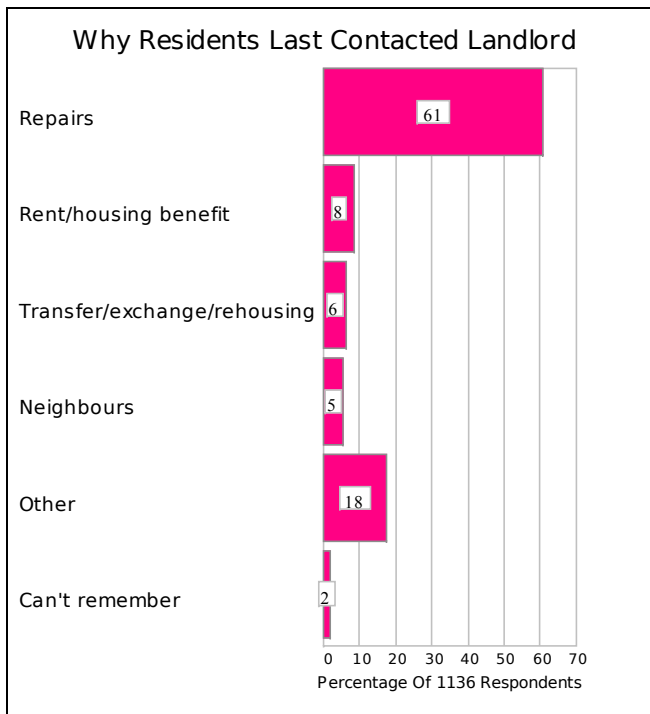
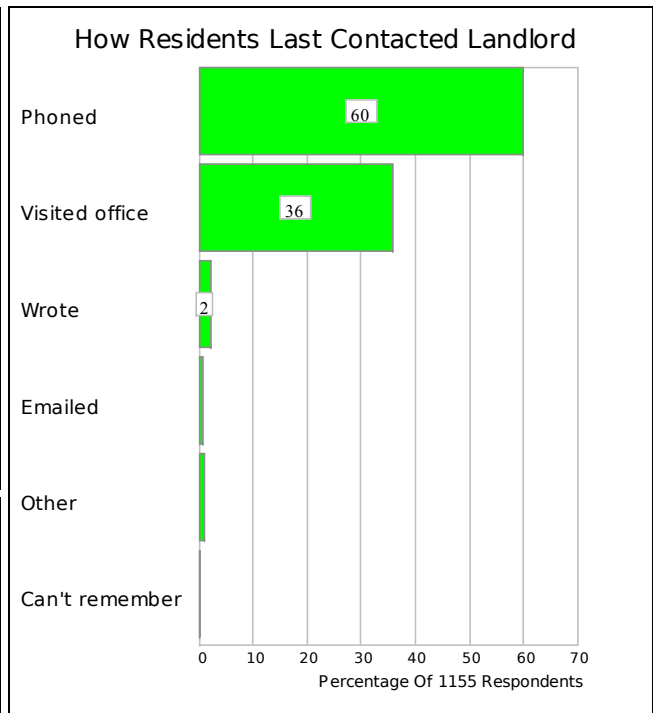
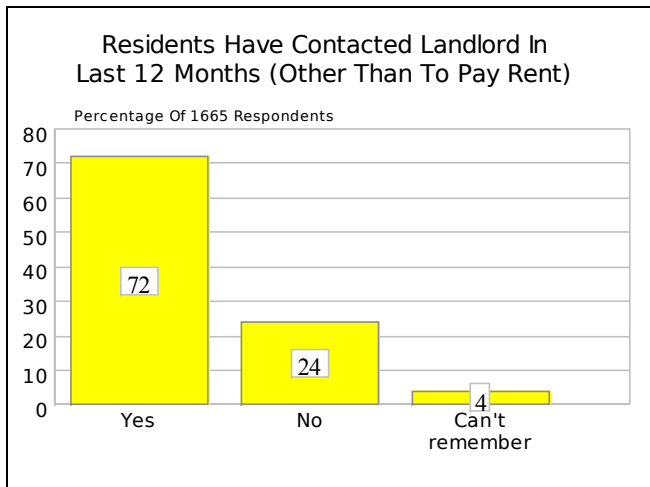
Day-To-Day Repairs

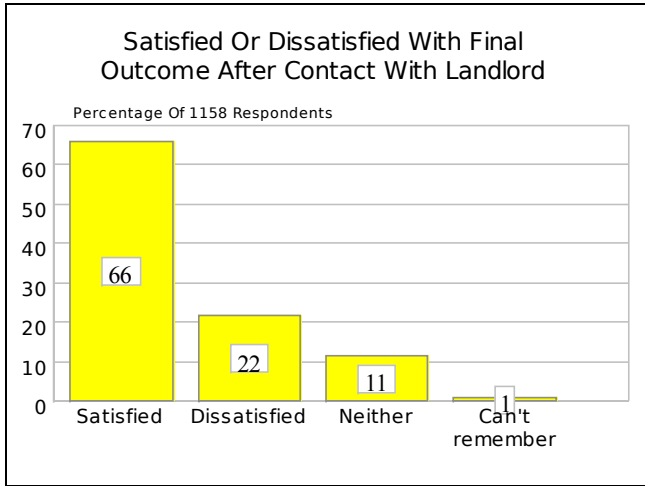


Major Improvement Works

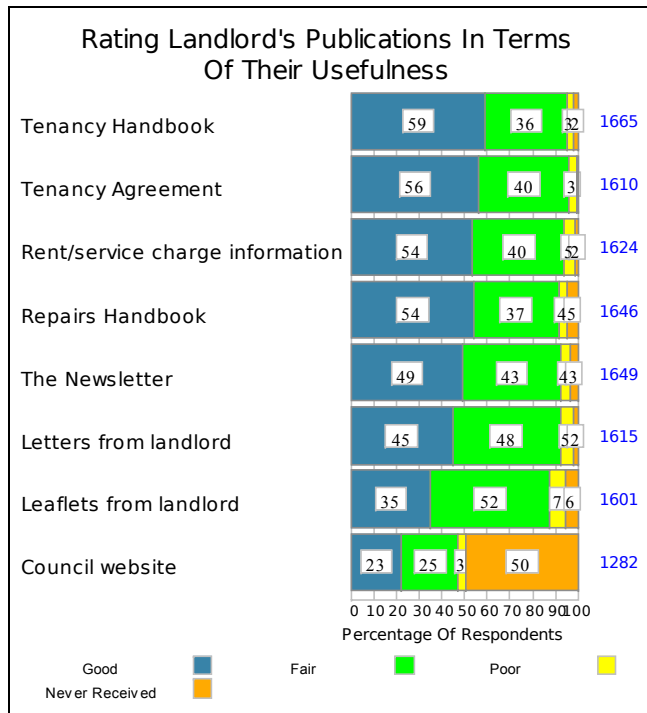


Service From Housing Services

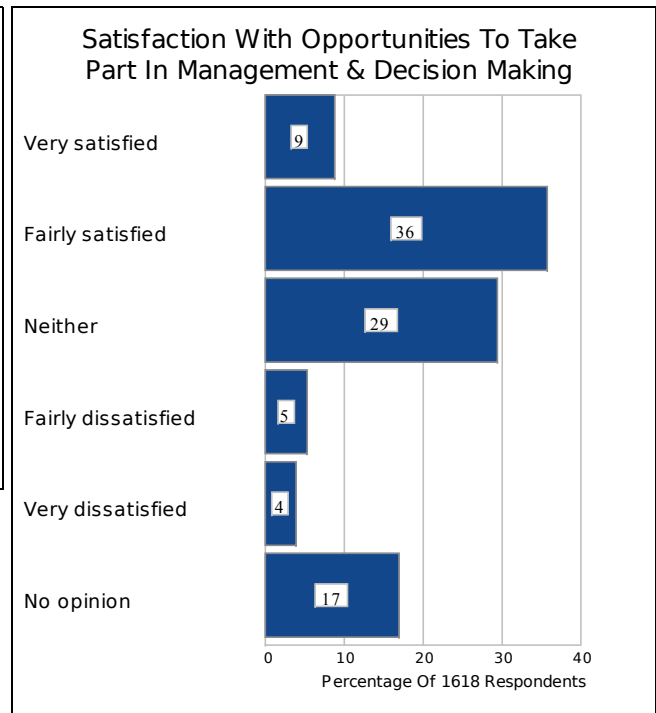
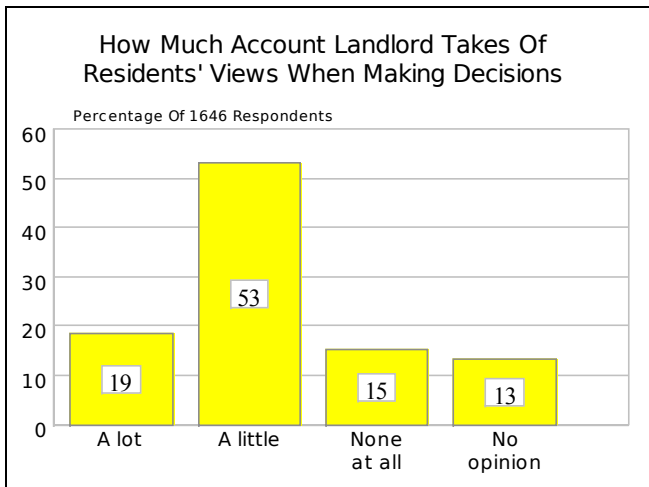




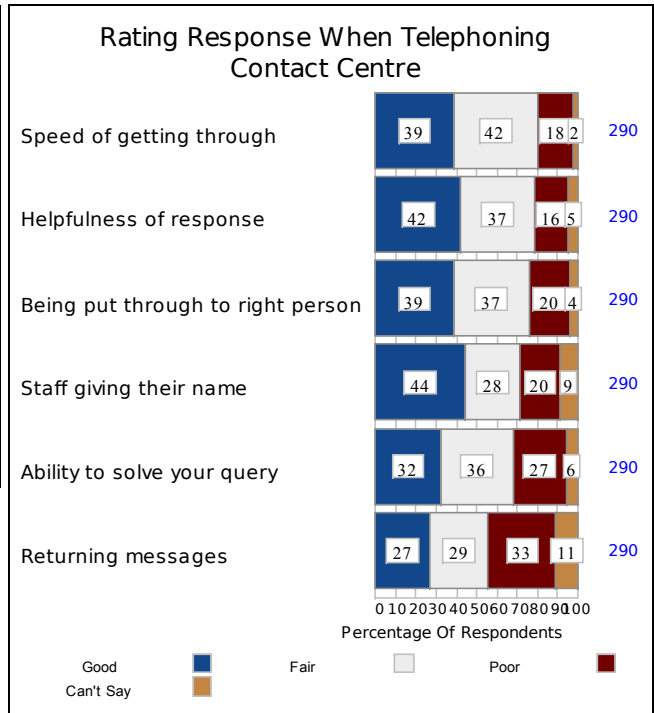
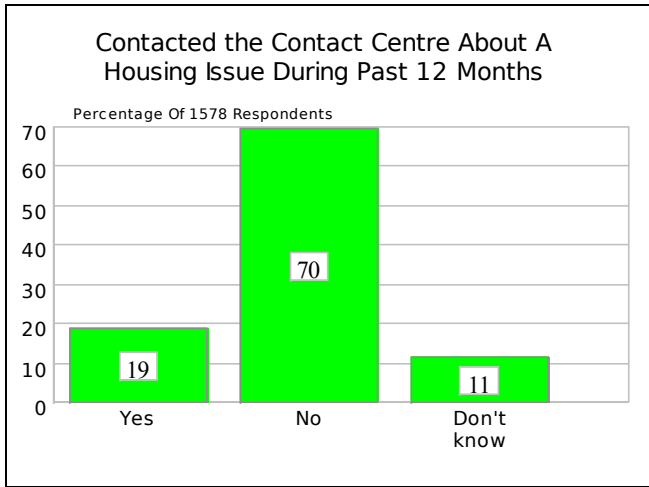
Communication



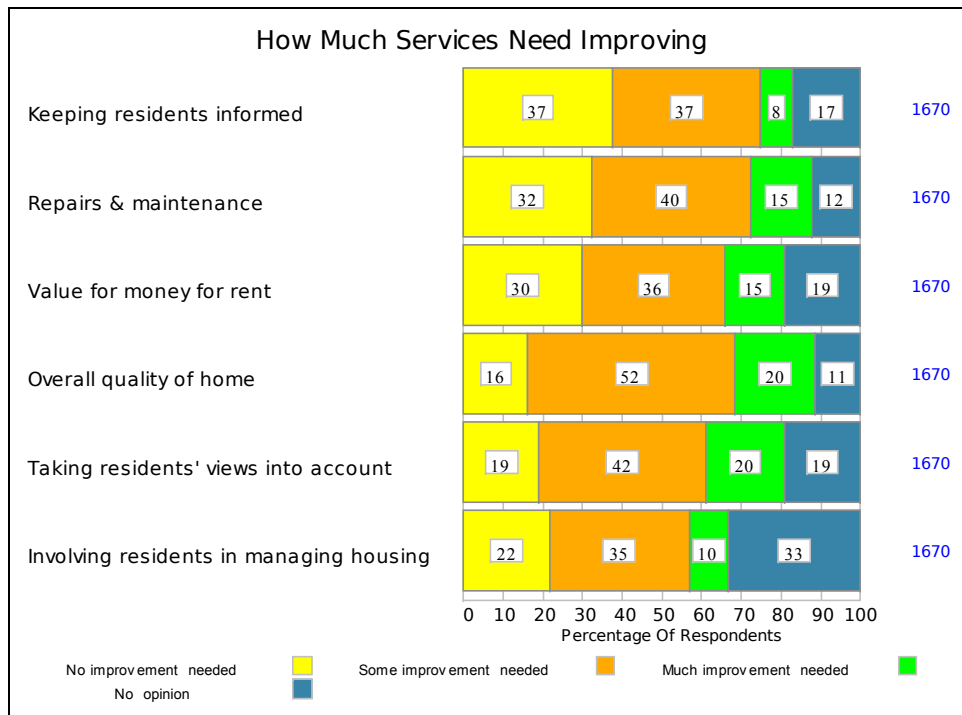
Consultation



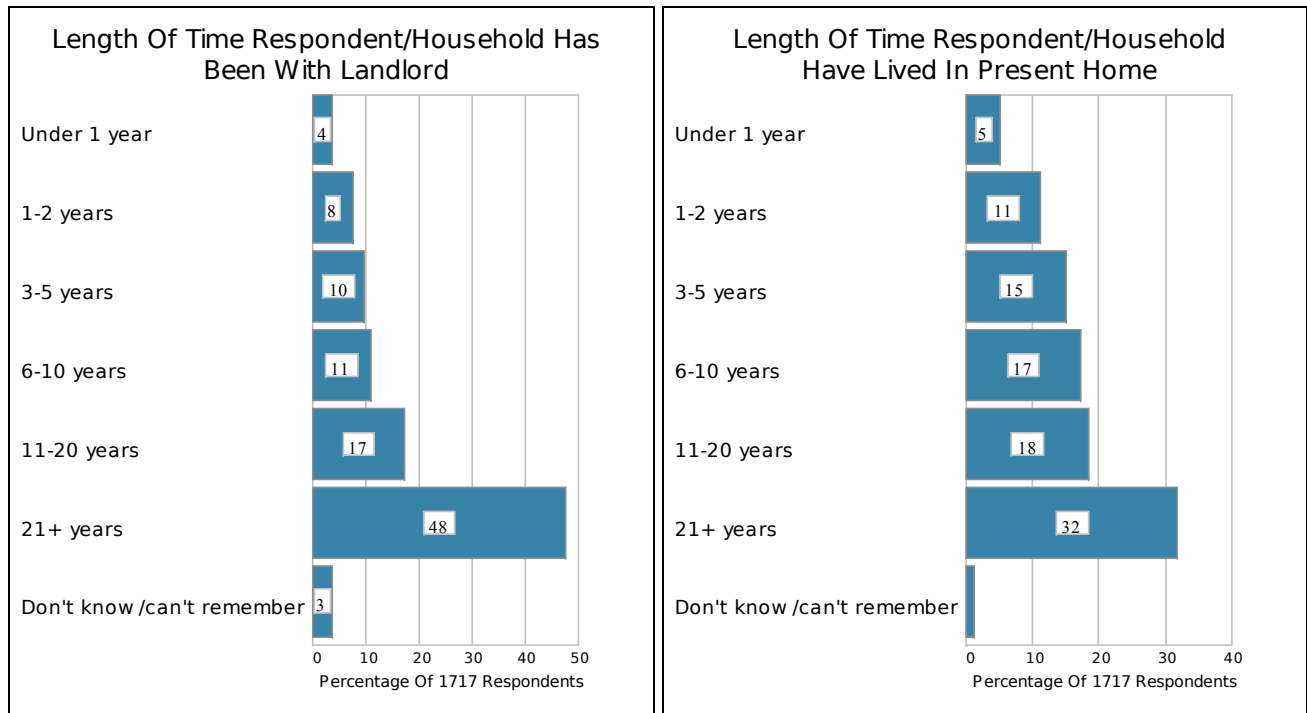
The Customer Contact Centre



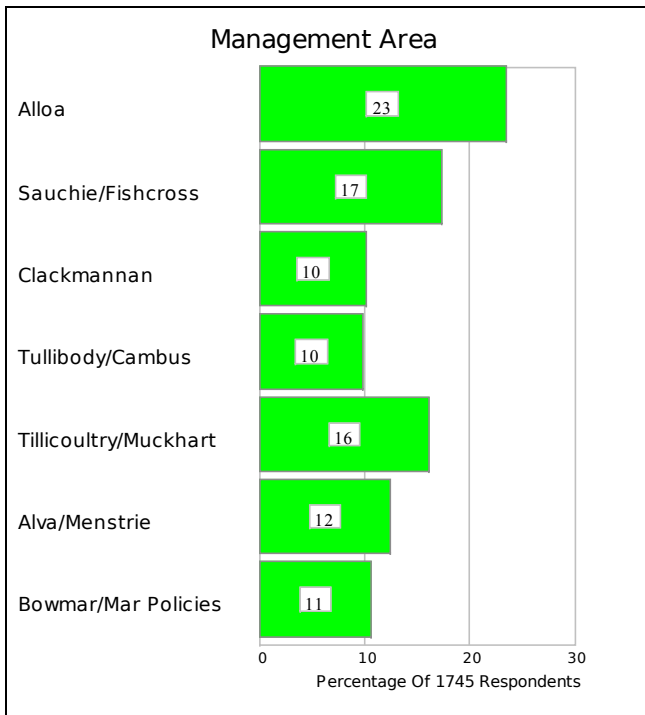
Making Improvements To The Service

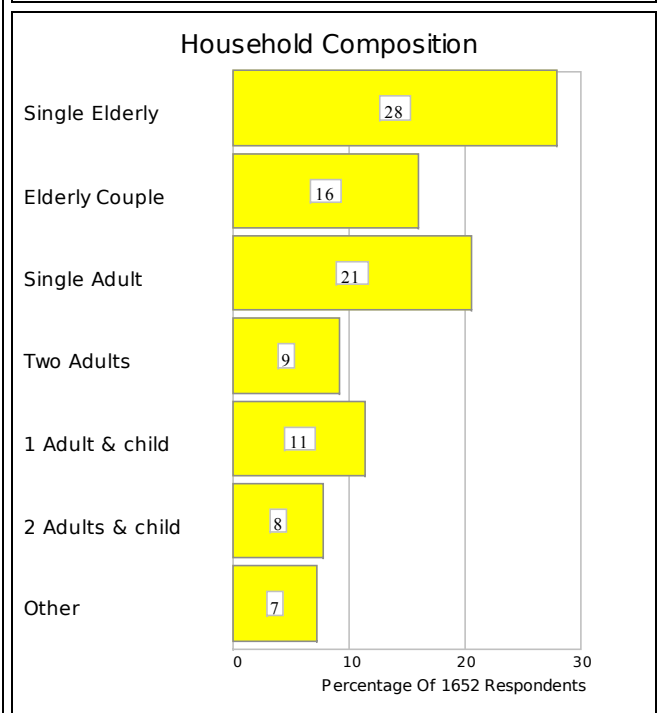
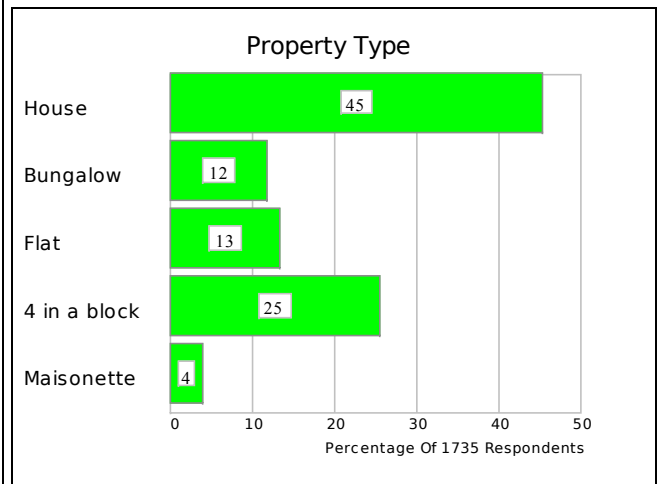
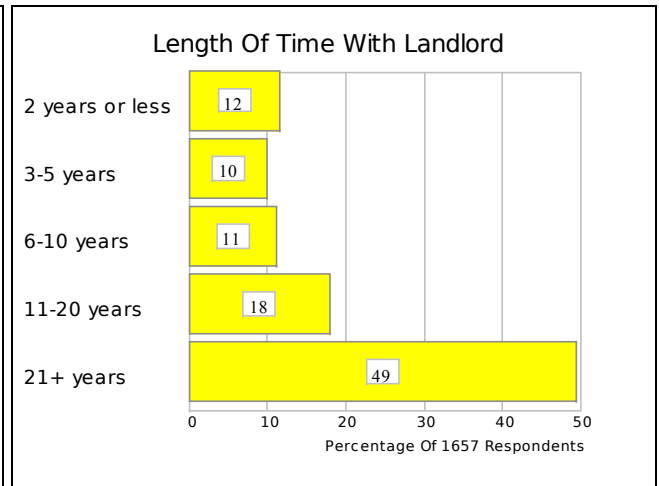
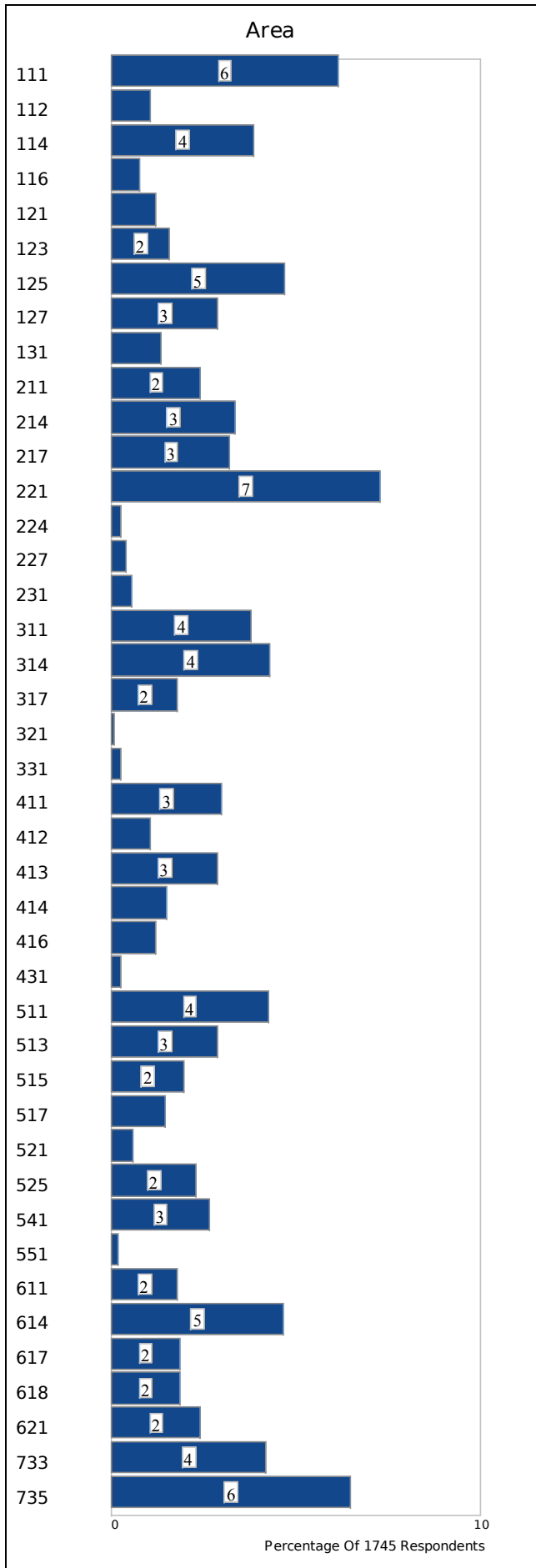


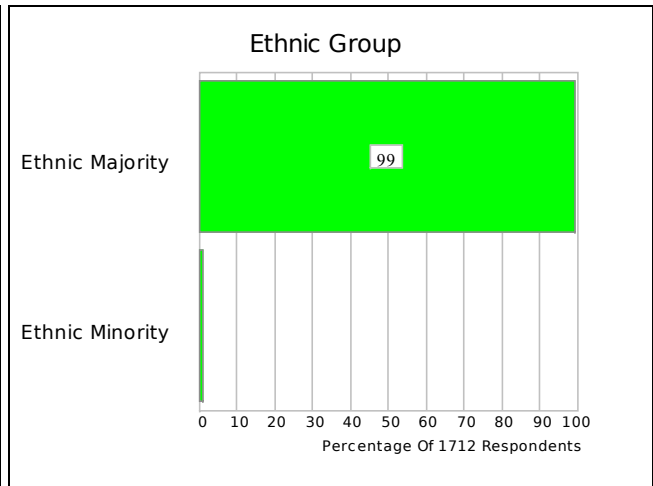
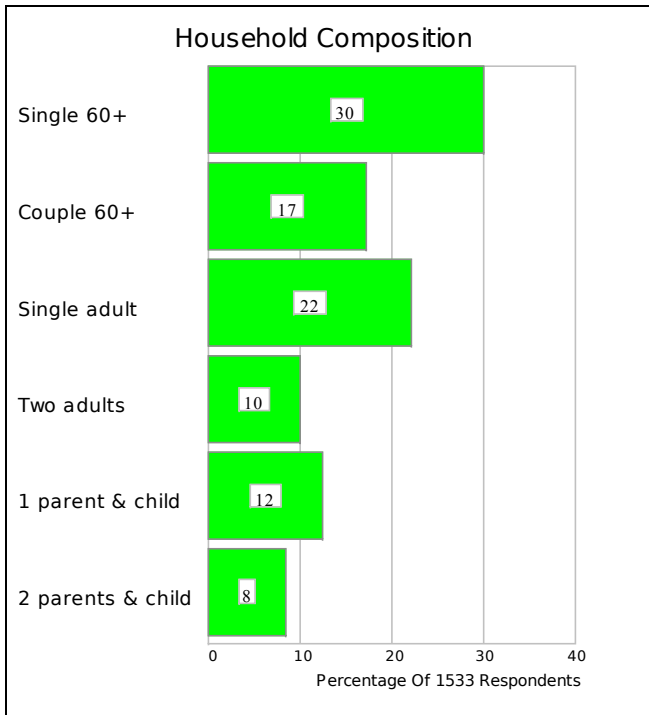
Profile Of Tenants



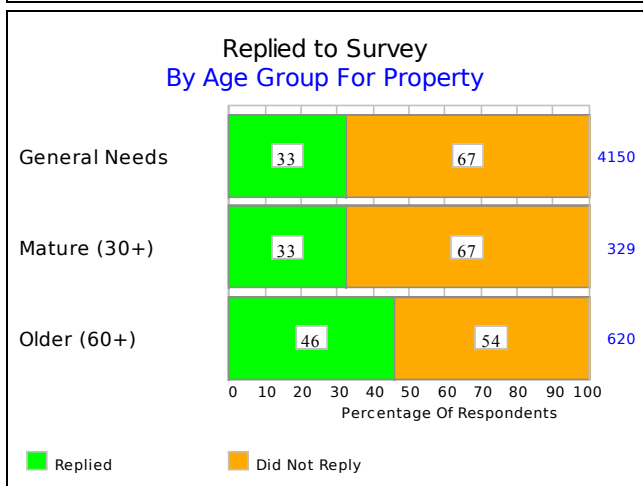
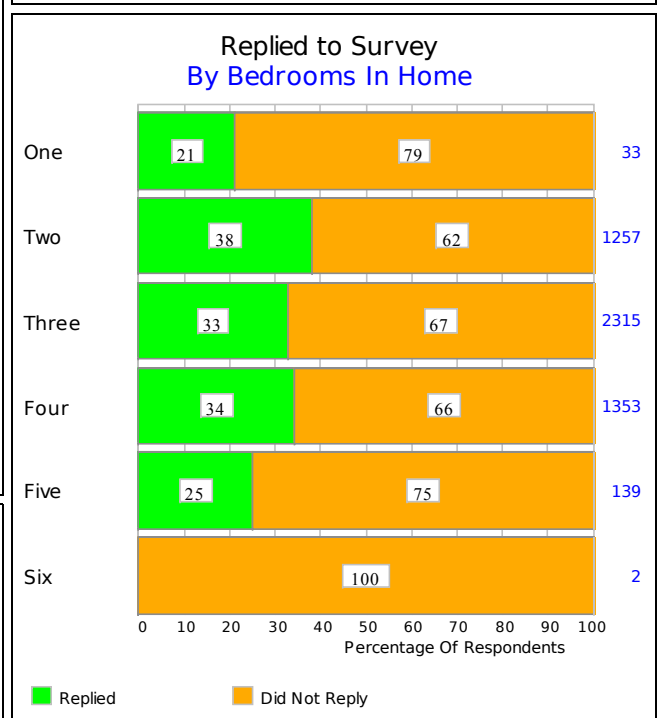
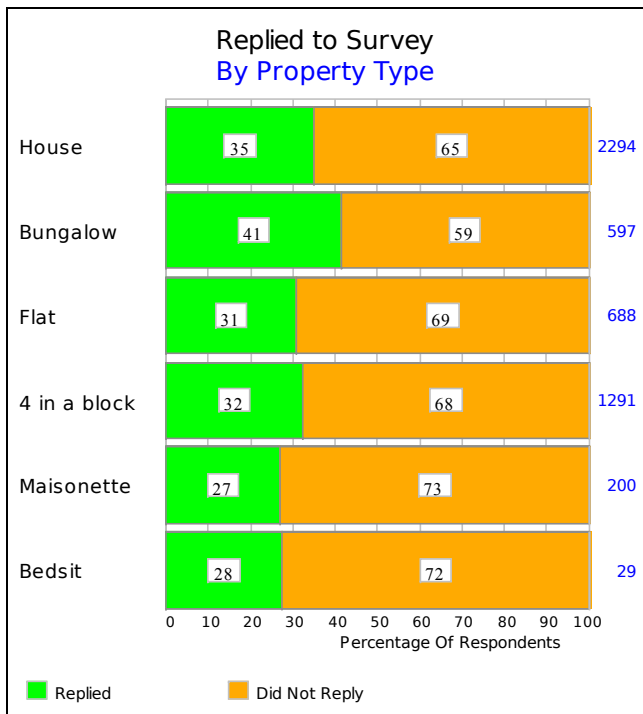
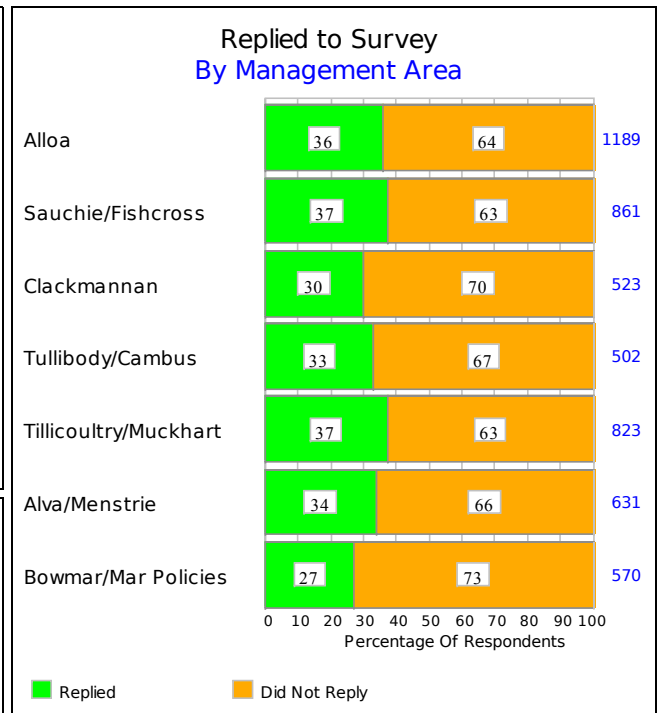
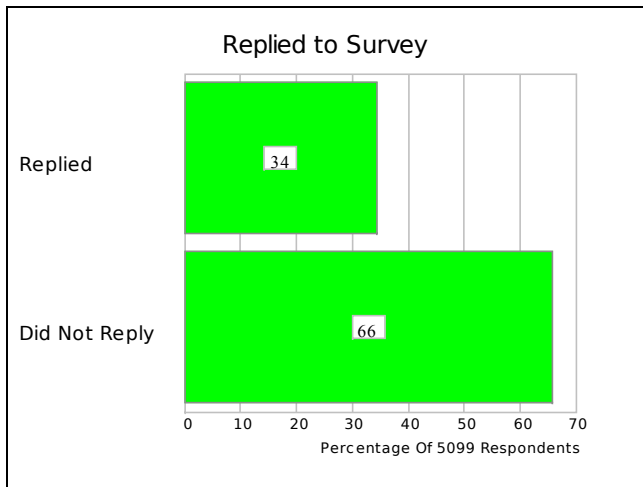
Key Data

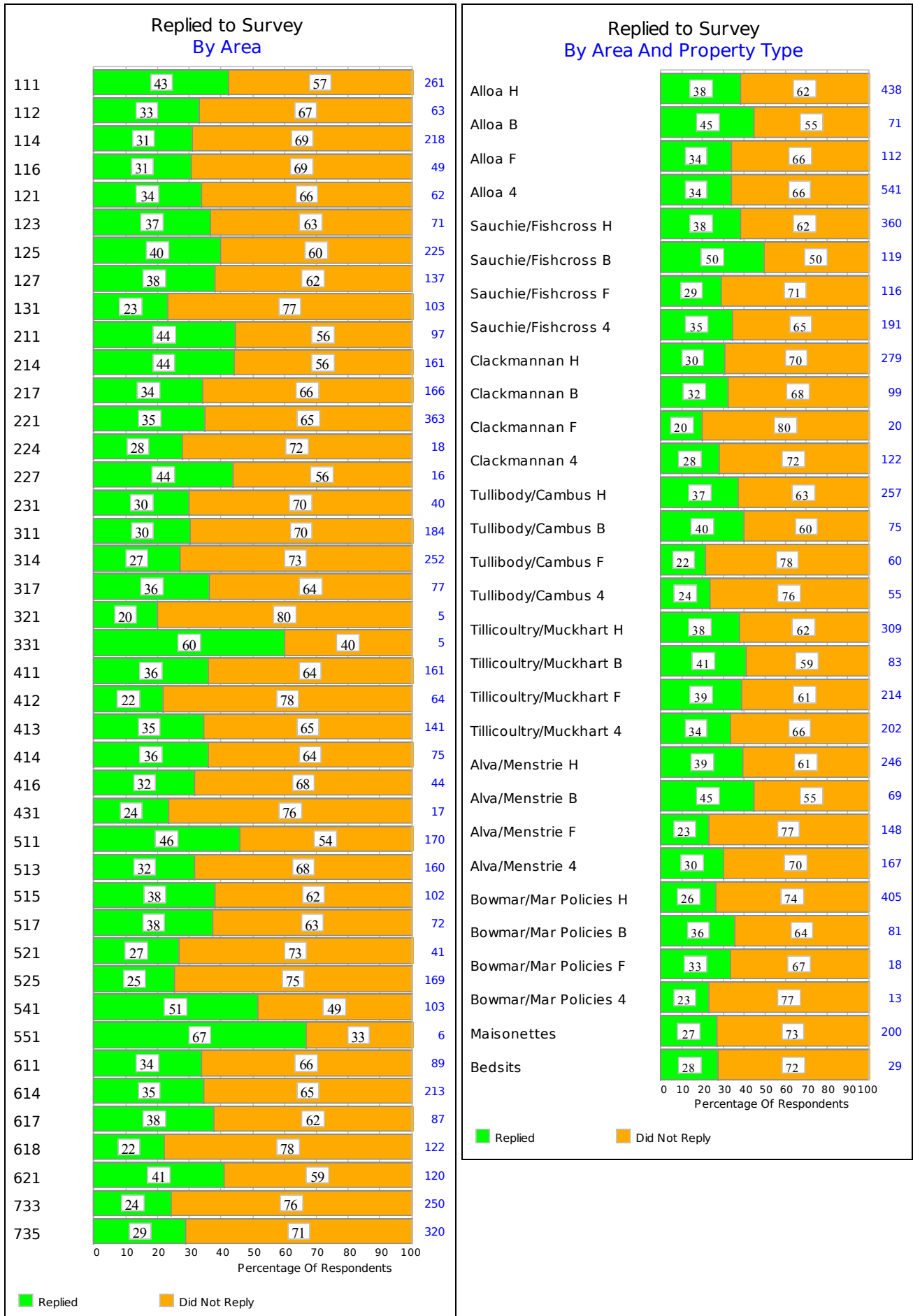






Response Rates







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