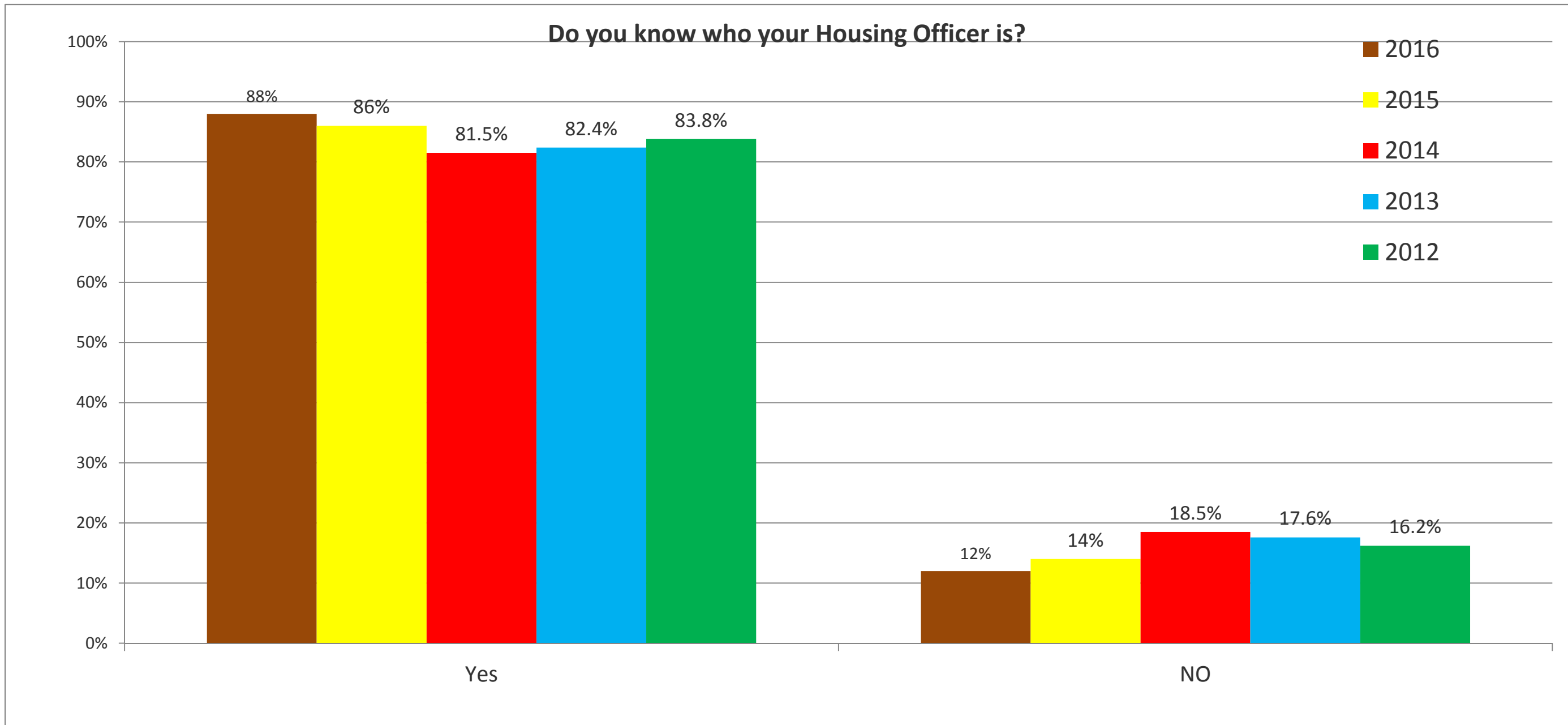


12. Do you know who your Housing Officer is?

	2016	2016	2015	2015	2014	2014	2013	2013	2012	2012
Yes	88%	137	86%	191	81.5%	141	82.4%	126	83.8%	83
NO	12%	19	14%	31	18.5%	32	17.6%	27	16.2%	16

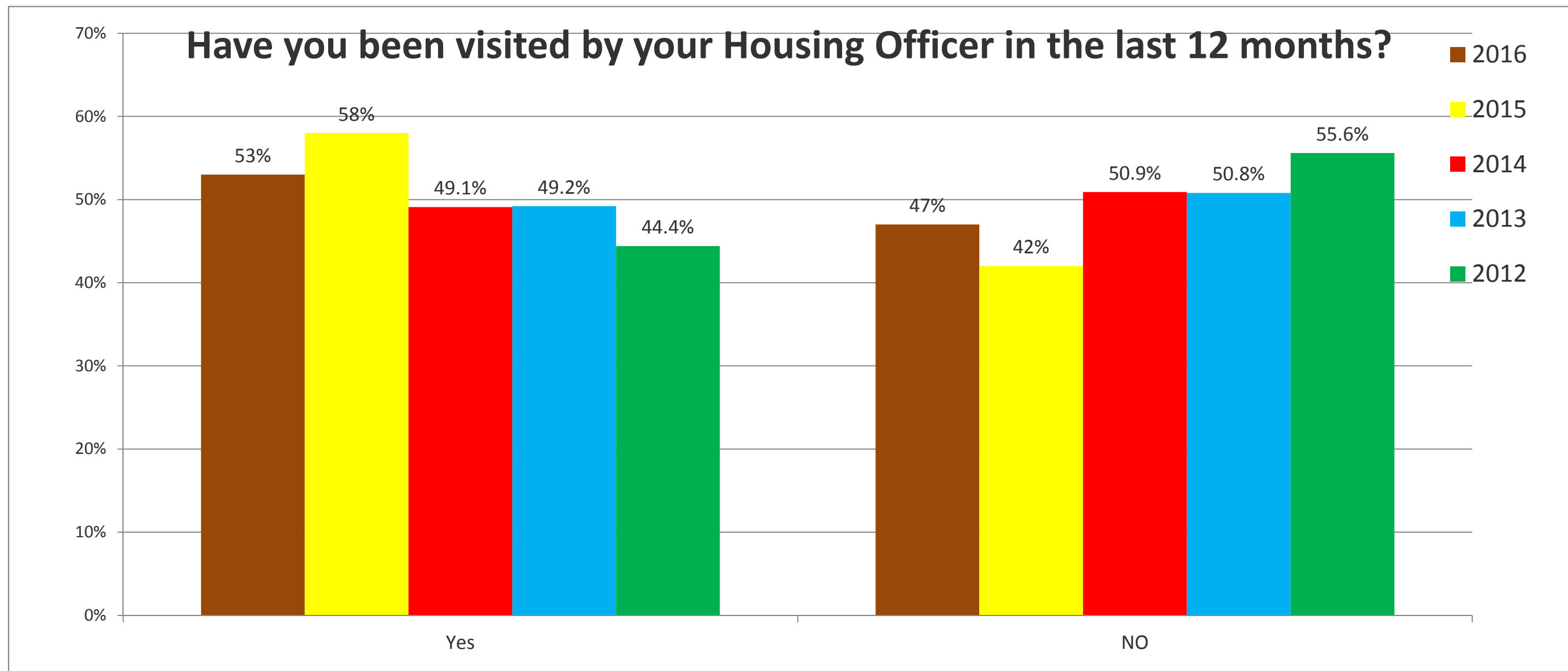
Answered	156		222		173		153		99
Skipped	5		3		4		2		2



14. Have you been visited by your Housing Officer in the last 12 months?

	2016	2016	2015	2015	2014	2014	2013	2013	2012	2012
Yes	53%	81	58%	128	49.1%	80	49.2%	63	44.4%	40
NO	47%	73	42%	94	50.9%	83	50.8%	65	55.6%	50

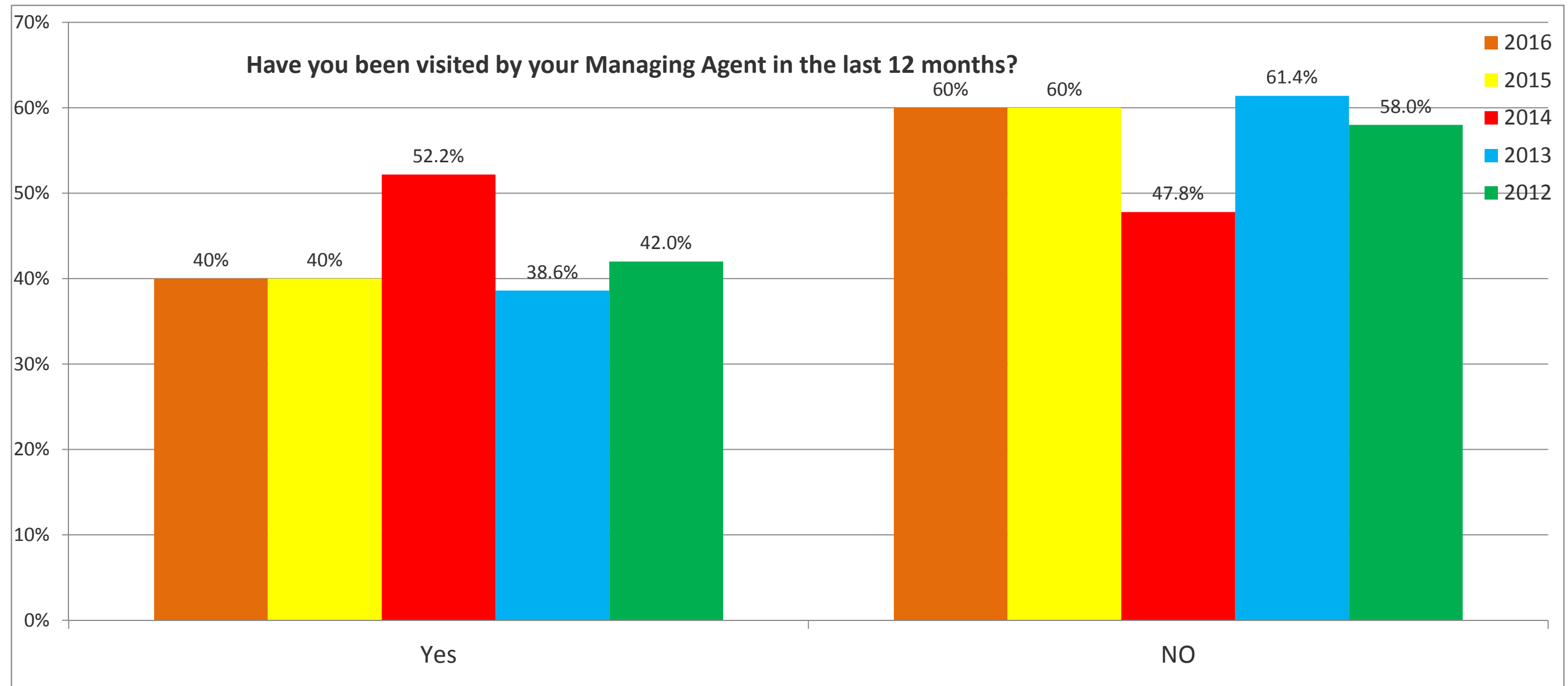
Answered	154		222		163		128		90
Skipped	7		3		14		27		11



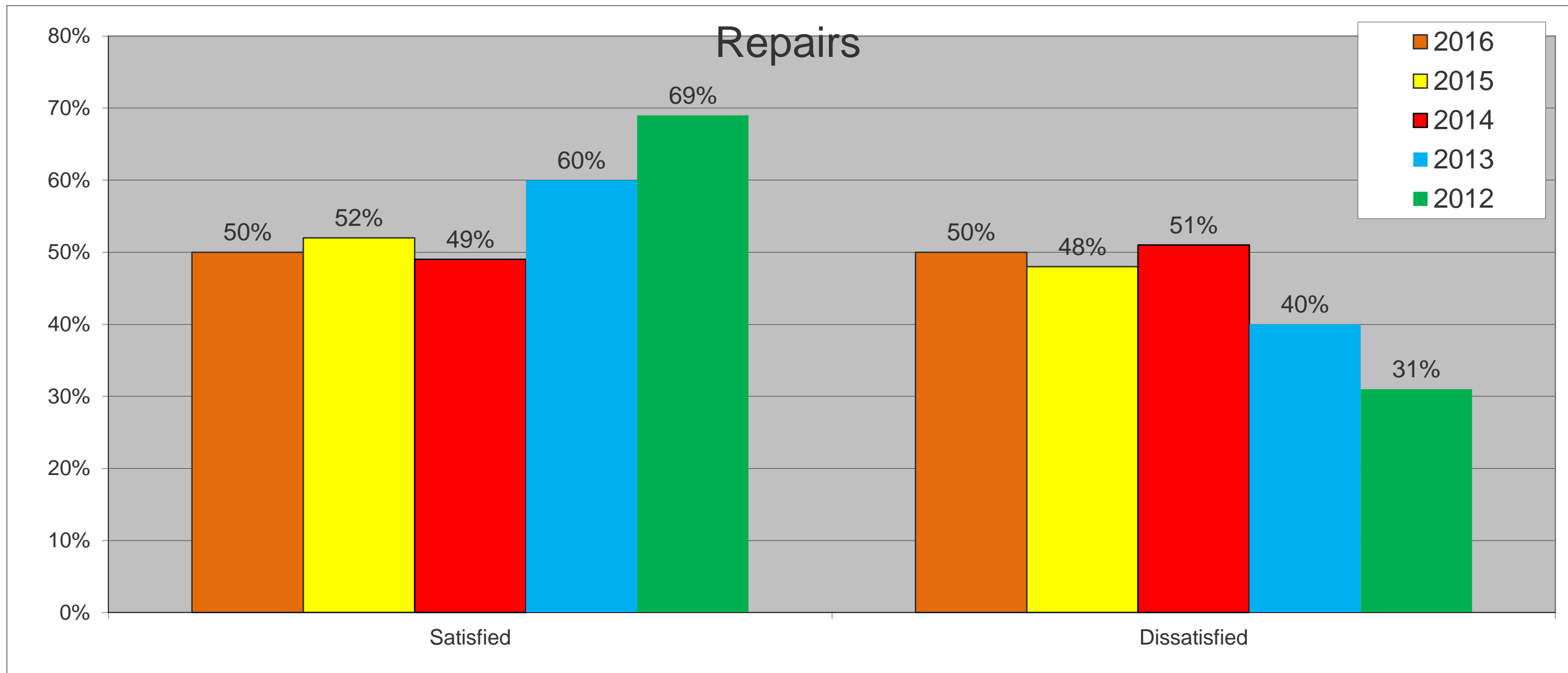
15. Have you been visited by your Managing Agent in the last 12 months?

	2016	2016	2015	2015	2014	2014	2013	2013	2012	2012
Yes	40%	63	40%	89	52.2%	84	38.6%	49	42.0%	37
NO	60%	96	60%	131	47.8%	77	61.4%	78	58.0%	51

Answered	159		220		161		127		88
Skipped	2		5		16		28		13

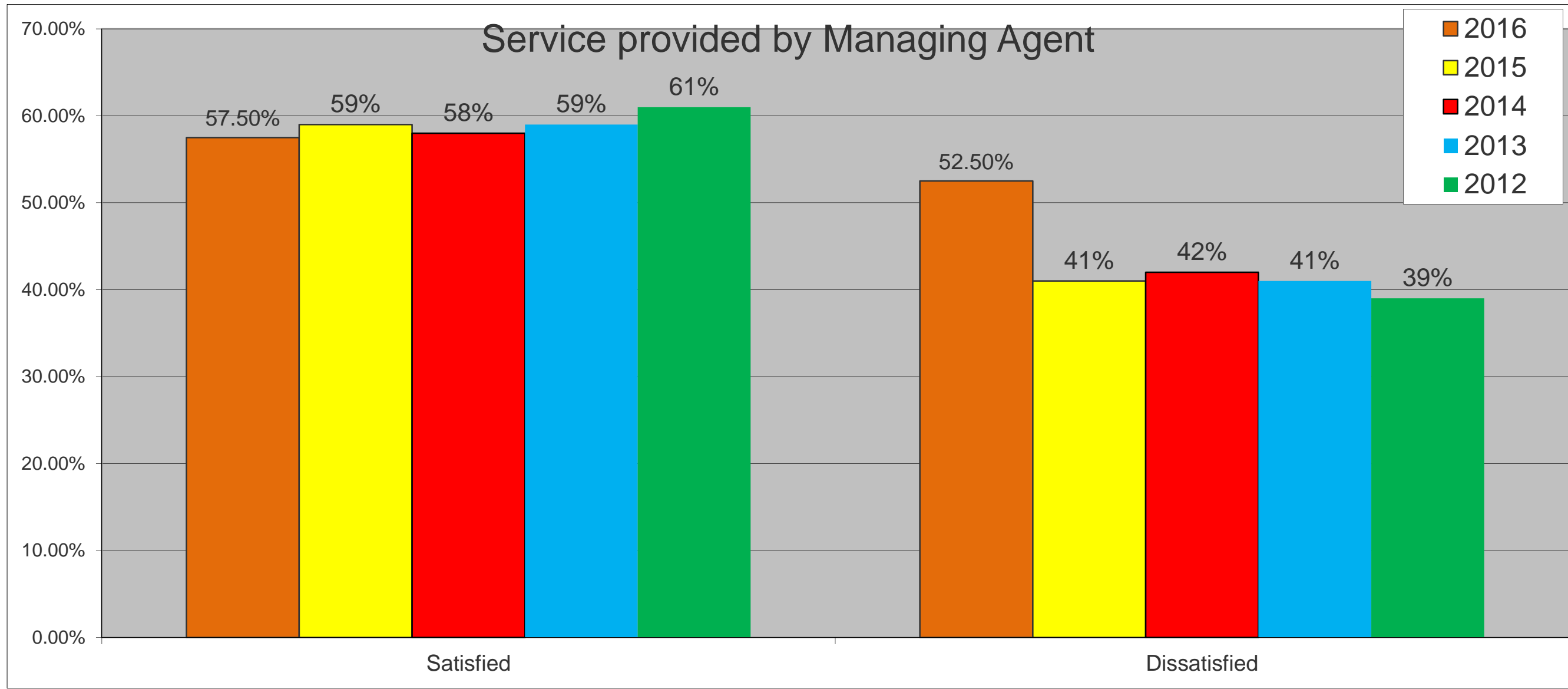


17. Repairs										
	2016	2016	2015	2015	2014	2014	2013	2013	2012	2012
Very Satisfied	9%	14	12%	27	11.6%	20	18.7%	28	20.4%	20
Satisfied	41%	64	40%	89	37.2%	64	41.3%	62	40.8%	40
Dissatisfied	22%	34	23%	52	26.2%	45	21.3%	32	20.4%	20
Very Dissatisfied	28%	28	24%	54	25.0%	43	18.7%	28	18.4%	18
			2016	2015	2014	2013	2012			
Satisfied			50%	52%	49%	60%	69%			
Dissatisfied			50%	48%	51%	40%	31%			



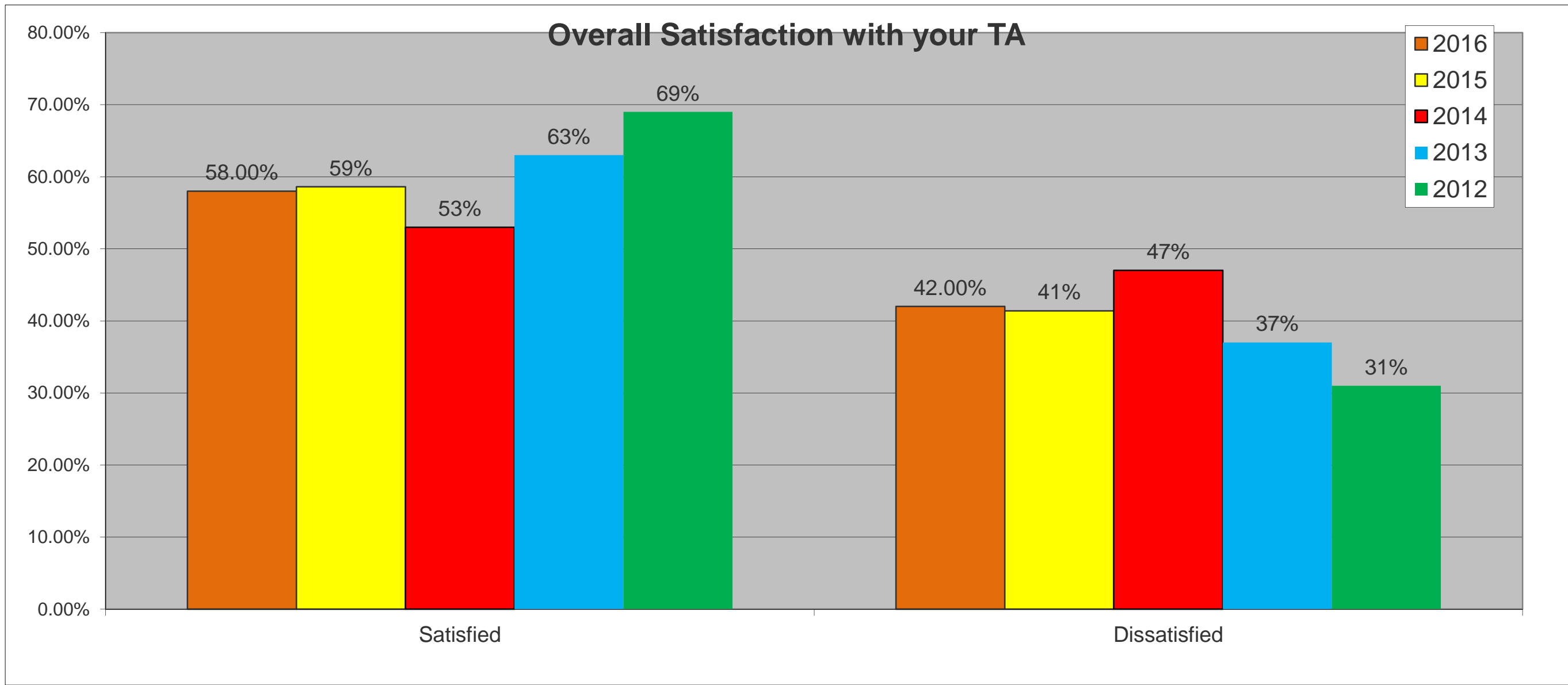
18. Service provided by Managing Agent

	2016	2016	2015	2015	2014	2014	2013	2013	2012	2012
Very Satisfied	6.50%	10	9%	19	17.0%	29	16.2%	23	18.9%	18
Satisfied	51%	78	50%	104	40.9%	70	43.0%	61	42.1%	40
Dissatisfied	25%	39	20.50%	43	25.7%	44	23.9%	34	22.1%	21
Very Dissatisfied	17.50%	27	20.50%	43	16.4%	28	16.9%	24	16.8%	16
			2016	2015	2014	2013	2012			
Satisfied			57.50%	59%	58%	59%	61%			
Dissatisfied			52.50%	41%	42%	41%	39%			



19. Overall Satisfaction with your TA

	2016	2016	2015	2015	2014	2014	2013	2013	2012	2012
Very Satisfied	9%	14	8.40%	18	11.6%	20	18.7%	28	18.2%	18
Satisfied	49%	78	50.20%	108	41.3%	71	44.7%	67	50.5%	50
Dissatisfied	23%	37	24.2%	52	27.3%	47	18.0%	27	15.2%	15
Very Dissatisfied	19%	31	17.2%	37	19.8%	34	18.7%	28	16.2%	16
			2016	2015	2014	2013	2012			
Satisfied			58.00%	59%	53%	63%	69%			
Dissatisfied			42.00%	41%	47%	37%	31%			



20. Overall, how satisfied are you with the Housing Options Services?

	2016	2016	2015	2015	2014	2014	2013	2013	2012	2012
Very Satisfied	12%	18	14.1%	31	11.6%	28	18.9%	28	14.1%	14
Satisfied	54%	84	49.1%	108	41.3%	71	42.6%	63	50.5%	50
Dissatisfied	20%	31	23.6%	52	27.3%	47	20.9%	31	18.2%	18
Very Dissatisfied	14%	22	13.2%	29	19.8%	34	17.6%	26	17.2%	17
			2016	2015	2014	2013	2012			
Satisfied			66%	63%	53%	61%	65%			
Dissatisfied			32%	37%	47%	39%	35%			

