

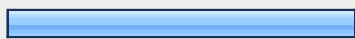
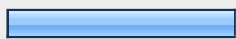
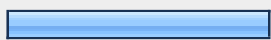
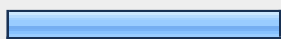

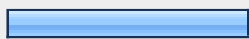
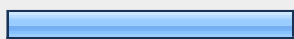



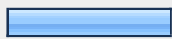
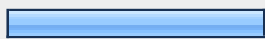


Tenant decision making on products and services

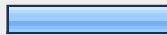





1. How important to you are the following factors when making decisions or recommendations on products or services bought by your landlord?								
	Essential	Very important	Important	Low importance	Not important at all	Rating Average	Response Count	
Appearance	26.3% (60)	33.8% (77)	31.6% (72)	7.5% (17)	0.9% (2)	3.77		
Carbon footprint	23.7% (54)	32.9% (75)	34.2% (78)	7.5% (17)	1.8% (4)	3.69		
Cost	48.7% (111)	34.2% (78)	14.5% (33)	1.3% (3)	1.3% (3)	4.28		
Durability	52.6% (120)	38.2% (87)	8.8% (20)	0.0% (0)	0.4% (1)	4.43		
Impact on household bills	58.8% (134)	35.1% (80)	6.1% (14)	0.0% (0)	0.0% (0)	4.53		
Impact on rents	61.4% (140)	29.8% (68)	7.0% (16)	1.3% (3)	0.4% (1)	4.50		
Innovation	15.8% (36)	34.2% (78)	39.5% (90)	10.1% (23)	0.4% (1)	3.55		
Quality of life	57.0% (130)	34.6% (79)	8.3% (19)	0.0% (0)	0.0% (0)	4.49		
Quality of service	67.1% (153)	28.9% (66)	3.1% (7)	0.4% (1)	0.4% (1)	4.62		
	answered question							
	skipped question							

2. Which three of these nine factors are typically the most important to you in making decisions on products and services?

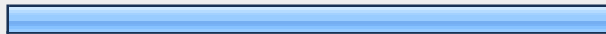
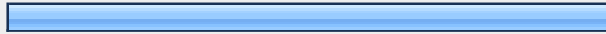

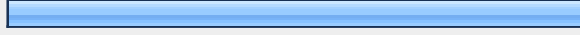
		Response Percent	Response Count
Appearance		11.8%	27
Carbon footprint		14.5%	33
Cost		57.5%	131
Durability		37.3%	85
Impact on household bills		43.4%	99
Impact on rents		45.2%	103
Innovation		3.1%	7
Quality of life		39.9%	91
Quality of service		47.4%	108
		answered question	228
		skipped question	0

3. How much influence do you feel you typically have over decisions taken by your landlord on products and services?

		Response Percent	Response Count
My views are always followed		7.0%	16
More than other people		26.9%	61
The same as other people		42.3%	96
Less than other people		11.0%	25
My views are never followed		12.8%	29
		answered question	227
		skipped question	1

4. How helpful is the advice you receive from your landlord's officers and managers to guide you in making these decisions?				
			Response Percent	Response Count
Very helpful			26.4%	60
Helpful			37.9%	86
Makes no difference			11.9%	27
Confusing			7.9%	18
Misleading			7.0%	16
I receive no advice			8.8%	20
			answered question	227
			skipped question	1

5. You can tell us here about any additional comments you have on the role of tenants in making decisions on products and services bought by landlords?			Response Count
			157
			answered question
			157
			skipped question
			71

6. Some tenants might receive this survey more than once. Please give us some personal information about you to help us avoid counting the same opinions twice.				
			Response Percent	Response Count
Name:			100.0%	206
Landlord:			100.0%	206
City/Town:			99.5%	205
Email Address:			95.6%	197
			answered question	206
			skipped question	22

7. Please list any roles you have on boards, panels or other groups that influence your landlord's decisions on products or services.

		Response Count
		172
	<i>answered question</i>	172
	<i>skipped question</i>	56