

Annex 6 Technical annex (survey results)

Thematic study of openness and access to information provided by local authority landlords and registered social landlords

Registered Social Landlord or Local Authority				
		Frequency	Percent	Valid Percent
Valid	RSL	129	82.7	82.7
	LA	27	17.3	17.3
	Total	156	100	100

Stock Size - By Category				
		Frequency	Percent	Valid Percent
Valid	1 to 250	11	7.1	7.1
	251 to 1000	62	39.7	39.7
	1001 to 2500	48	30.8	30.8
	2501 to 6000	13	8.3	8.3
	More than 6000	22	14.1	14.1
	Total	156	100	100

Website Provision				
		Frequency	Percent	Valid Percent
Valid	Yes, we have a website	106	67.9	70.2
	We do not have a website but are planning to develop one	27	17.3	17.9
	We do not have a website and have no plans to develop one	18	11.5	11.9
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Plans to develop website within next year				
		Frequency	Percent	Valid Percent
Valid	Yes	32	20.5	62.7
	No	19	12.2	37.3
	Total	51	32.7	100
Missing		105	67.3	
Total		156	100	

Can your housing department be contacted by tenants and service users via a designated freephone or local rate number				
		Frequency	Percent	Valid Percent
Valid	Yes	83	53.2	55.7
	No	50	32.1	33.6
	Out of hours only	16	10.3	10.7
	Total	149	95.5	100
Missing		7	4.5	
Total		156	100	

If yes, is it...				
		Frequency	Percent	Valid Percent
Valid	Freephone	19	12.2	22.6
	Local rate	65	41.7	77.4
	Total	84	53.8	100
Missing		72	46.2	
Total		156	100	

Does the housing department produce any documents in alternative languages or formats as standard?				
		Frequency	Percent	Valid Percent
Valid	Yes	34	21.8	22.1
	No	120	76.9	77.9
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Does the housing department produce any documents in alternative formats as standard?				
		Frequency	Percent	Valid Percent
Valid	Yes	35	22.4	23.5
	No	114	73.1	76.5
	Total	149	95.5	100
Missing		7	4.5	
Total		156	100	

Does your organisation produce some documents in alternative languages or formats on request?				
Language				
		Frequency	Percent	Valid Percent
Valid	Yes	141	90.4	91.6
	No	13	8.3	8.4
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Does your organisation produce some documents in alternative languages or formats on request?				
Format				
		Frequency	Percent	Valid Percent
Valid	Yes	142	91	94
	No	9	5.8	6
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Does your organisation have offices open to the public?				
		Frequency	Percent	Valid Percent
Valid	-99	1	0.6	0.7
	Yes	138	88.5	97.2
	No	3	1.9	2.1
	Total	142	91	100
Missing		14	9	
Total		156	100	

Are your organisation's public areas complaint (regarding access) with requirements of Disability				
		Frequency	Percent	Valid Percent
Valid	Yes	117	75	77
	No	14	9	9.2
	Compliant by	12	7.7	7.9
	Not known	9	5.8	5.9
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

If no, Compliance by...				
		Frequency	Percent	Valid Percent
Valid	2007	5	3.2	45.5
	2008	1	0.6	9.1
	2009	3	1.9	27.3
	2010	2	1.3	18.2
	Total	11	7.1	100
Missing		145	92.9	
Total		156	100	

If responding as a council which has a cabinet system				
		Frequency	Percent	Valid Percent
Valid	Yes	7	4.5	31.8
	No	15	9.6	68.2
	Total	22	14.1	100
Missing		134	85.9	
Total		156	100	

Notification of dates and times of committee meetings / by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	20	12.8	13.5
	No	128	82.1	86.5
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Notification of dates and times of committee meetings by individual response to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	134	85.9	91.2
	No	13	8.3	8.8
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Notification of dates and times of committee meetings by landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	39	25	31.2
	No	86	55.1	68.8
	Total	125	80.1	100
Missing		31	19.9	
Total		156	100	

Notification of dates and times of committee meetings by public notice in boards in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	37	23.7	25.7
	No	107	68.6	74.3
	Total	144	92.3	100
Missing		12	7.7	
Total		156	100	

Notification of dates and times of committee meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	75	48.1	51.4
	No	71	45.5	48.6
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Notification of dates and times of committee meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	48	30.8	36.9
	No	82	52.6	63.1
	Total	130	83.3	100
Missing		26	16.7	
Total		156	100	

Committee papers for committee meetings / by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	4	2.6	2.8
	No	139	89.1	97.2
	Total	143	91.7	100
Missing		13	8.3	
Total		156	100	

Committee papers for committee meetings by individual response to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	113	72.4	79.6
	No	29	18.6	20.4
	Total	142	91	100
Missing		14	9	
Total		156	100	

Committee papers for committee meetings by landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	30	19.2	24
	No	95	60.9	76
	Total	125	80.1	100
Missing		31	19.9	
Total		156	100	

Committee papers for committee meetings by public notice boards in the landlord's office				
		Frequency	Percent	Valid Percent
Valid	Yes	7	4.5	5
	No	133	85.3	95
	Total	140	89.7	100
Missing		16	10.3	
Total		156	100	

Committee papers for committee meetings by publicly available information in landlord's office				
		Frequency	Percent	Valid Percent
Valid	Yes	53	34	37.1
	No	90	57.7	62.9
	Total	143	91.7	100
Missing		13	8.3	
Total		156	100	

Committee papers for committee meetings by public attendance at committee meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	48	30.8	36.9
	No	82	52.6	63.1
	Total	130	83.3	100
Missing		26	16.7	
Total		156	100	

Minutes of committee meetings by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	7	4.5	4.9
	No	136	87.2	95.1
	Total	143	91.7	100
Missing		13	8.3	
Total		156	100	

Minutes of committee meetings by individual responses to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	121	77.6	85.2
	No	21	13.5	14.8
	Total	142	91	100
Missing		14	9	
Total		156	100	

Minutes of committee meetings by landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	40	25.6	31.5
	No	87	55.8	68.5
	Total	127	81.4	100
Missing		29	18.6	
Total		156	100	

Minutes of committee meetings and public notice boards in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	19	12.2	13.6
	No	121	77.6	86.4
	Total	140	89.7	100
Missing		16	10.3	
Total		156	100	

Minutes of committee meeting by publicly available information in landlord's office				
		Frequency	Percent	Valid Percent
Valid	Yes	62	39.7	43.4
	No	81	51.9	56.6
	Total	143	91.7	100
Missing		13	8.3	
Total		156	100	

Minutes of committee meeting by through the public's attendance at committee meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	43	27.6	33.6
	No	85	54.5	66.4
	Total	128	82.1	100
Missing		28	17.9	
Total		156	100	

Details of committee membership by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	89	57.1	59.3
	No	61	39.1	40.7
	Total	150	96.2	100
Missing		6	3.8	
Total		156	100	

Details of committee membership by individual response to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	134	85.9	91.8
	No	12	7.7	8.2
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Details of committee membership by landlords website				
		Frequency	Percent	Valid Percent
Valid	Yes	84	53.8	66.1
	No	43	27.6	33.9
	Total	127	81.4	100
Missing		29	18.6	
Total		156	100	

Details of committee membership by public notice boards in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	41	26.3	29.7
	No	97	62.2	70.3
	Total	138	88.5	100
Missing		18	11.5	
Total		156	100	

Details of committee membership by publicly available information in landlord's office				
		Frequency	Percent	Valid Percent
Valid	Yes	83	53.2	58.9
	No	58	37.2	41.1
	Total	141	90.4	100
Missing		15	9.6	
Total		156	100	

Details of committee membership through the public's attendance at committee meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	49	31.4	38.6
	No	78	50	61.4
	Total	127	81.4	100
Missing		29	18.6	
Total		156	100	

Details of how committee members are appointment by tenants' newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	100	64.1	68
	No	47	30.1	32
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Details of how committee members are appointment by individual response to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	135	86.5	92.5
	No	11	7.1	7.5
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Details of how committee members are appointed				
		Frequency	Percent	Valid Percent
Valid	Yes	65	41.7	52.8
	No	58	37.2	47.2
	Total	123	78.8	100
Missing		33	21.2	
Total		156	100	

Details of how committee members are appointed by public notice boards in landlords offices				
		Frequency	Percent	Valid Percent
Valid	Yes	39	25	28.1
	No	100	64.1	71.9
	Total	139	89.1	100
Missing		17	10.9	
Total		156	100	

Details of how committee members are appointed by publicly available information in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	81	51.9	57.4
	No	60	38.5	42.6
	Total	141	90.4	100
Missing		15	9.6	
Total		156	100	

Details of how committee members are appointed through public's attendance at the committee meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	42	26.9	33.3
	No	84	53.8	66.7
	Total	126	80.8	100
Missing		30	19.2	
Total		156	100	

Notification of dates and times of committee meetings by braille				
		Frequency	Percent	Valid Percent
Valid	Yes	2	1.3	1.3
	No	33	21.2	21.6
	On req	118	75.6	77.1
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Notification of dates and times of committee meetings by moon				
		Frequency	Percent	Valid Percent
Valid	Yes	2	1.3	1.4
	No	58	37.2	39.7
	On req	86	55.1	58.9
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Notification of dates and times of committee meetings by large print				
		Frequency	Percent	Valid Percent
Valid	Yes	6	3.8	3.9
	No	21	13.5	13.6
	On req	127	81.4	82.5
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Notification of dates and times of committee meetings by audio tape				
		Frequency	Percent	Valid Percent
Valid	Yes	3	1.9	2
	No	29	18.6	19
	On req	121	77.6	79.1
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Notification of dates and times of committee meetings by other lang				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	21	13.5	13.9
	On req	129	82.7	85.4
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Notification of dates and times of committee meetings by braille				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	39	25	25.5
	On req	113	72.4	73.9
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Notification of dates and times of committee meetings by moon				
		Frequency	Percent	Valid Percent
Valid	No	65	41.7	44.5
	On req	81	51.9	55.5
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Committee papers for committee meetings in large print				
		Frequency	Percent	Valid Percent
Valid	Yes	4	2.6	2.6
	No	30	19.2	19.5
	On req	120	76.9	77.9
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Committee papers for committee meetings of audio tapes				
		Frequency	Percent	Valid Percent
Valid	Yes	2	1.3	1.3
	No	36	23.1	23.4
	On req	116	74.4	75.3
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Committee papers for committee meetings in other languages				
		Frequency	Percent	Valid Percent
Valid	No	32	20.5	21.1
	On req	120	76.9	78.9
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Committee papers for committee meetings in braille				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	37	23.7	24.2
	On req	115	73.7	75.2
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Minutes of committee meetings for moon				
		Frequency	Percent	Valid Percent
Valid	Yes	2	1.3	1.4
	No	60	38.5	41.1
	On req	84	53.8	57.5
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Minutes of committee meetings for large print				
		Frequency	Percent	Valid Percent
Valid	Yes	5	3.2	3.3
	No	26	16.7	17
	On req	122	78.2	79.7
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Minutes of committee meetings by audio tape				
		Frequency	Percent	Valid Percent
Valid	Yes	3	1.9	1.9
	No	33	21.2	21.4
	On req	118	75.6	76.6
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Minutes of committee meetings in other languages				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	28	17.9	18.4
	On req	123	78.8	80.9
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Can tenants find out about the complaints procedure by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	96	61.5	62.7
	No	33	21.2	21.6
	N/A	24	15.4	15.7
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Can tenants find out about the complaints procedure by personal enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	90	57.7	57.7
	No	41	26.3	26.3
	N/A	25	16	16
	Total	156	100	100

Can tenants find out about the complaints procedure via the website (read only)				
		Frequency	Percent	Valid Percent
Valid	Yes	102	65.4	66.7
	No	40	25.6	26.1
	N/A	11	7.1	7.2
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Can tenants find out about the complaints procedure via the website (online form)				
		Frequency	Percent	Valid Percent
Valid	Yes	97	62.2	63.8
	No	47	30.1	30.9
	N/A	8	5.1	5.3
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Can tenants find out about the complaints procedure via public notice boards in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	56	35.9	37.1
	No	67	42.9	44.4
	N/A	28	17.9	18.5
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants find out about the complaints procedure via publicly available leaflet in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	144	92.3	92.3
	No	10	6.4	6.4
	N/A	2	1.3	1.3
	Total	156	100	100

Can tenants find out about the complaints procedure via recent topic at tenants' conferences				
		Frequency	Percent	Valid Percent
Valid	Yes	23	14.7	15.6
	No	53	34	36.1
	N/A	71	45.5	48.3
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Can tenants find out about the complaints procedure via the tenants' handbook				
		Frequency	Percent	Valid Percent
Valid	Yes	88	56.4	57.9
	No	49	31.4	32.2
	N/A	14	9	9.2
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Can tenants find out about the complaints procedure via other information sent out to tenants				
		Frequency	Percent	Valid Percent
Valid	Yes	81	51.9	82.7
	No	9	5.8	9.2
	N/A	8	5.1	8.2
	Total	98	62.8	100
Missing		58	37.2	
Total		156	100	

Can tenants get/find out about complaints forms by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	41	26.3	27.2
	No	73	46.8	48.3
	N/A	37	23.7	24.5
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants get/find out about complaints forms by personal enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	83	53.2	53.5
	No	42	26.9	27.1
	N/A	30	19.2	19.4
	Total	155	99.4	100
Missing		1	0.6	
Total		156	100	

Can tenants get/find out about complaints forms via the website (read only)				
		Frequency	Percent	Valid Percent
Valid	Yes	69	44.2	45.4
	No	61	39.1	40.1
	N/A	22	14.1	14.5
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Can tenants get complaints forms via the website (online form)				
		Frequency	Percent	Valid Percent
Valid	Yes	81	51.9	53.3
	No	58	37.2	38.2
	N/A	13	8.3	8.6
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Can tenants get complaints forms via public notice boards in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	42	26.9	27.8
	No	74	47.4	49
	N/A	35	22.4	23.2
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants get/find out about complaints forms via publicly available leaflet in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	92	59	59.7
	No	45	28.8	29.2
	N/A	17	10.9	11
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Can tenants get/find out about complaints forms via recent topic at tenants' conferences				
		Frequency	Percent	Valid Percent
Valid	Yes	17	10.9	11.5
	No	54	34.6	36.5
	N/A	77	49.4	52
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Can tenants get/find out about complaints forms via the tenants' handbook				
		Frequency	Percent	Valid Percent
Valid	Yes	64	41	43.2
	No	72	46.2	48.6
	N/A	12	7.7	8.1
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Can tenants find out about the complaints procedure via other information sent out to tenants				
		Frequency	Percent	Valid Percent
Valid	Yes	86	55.1	84.3
	No	9	5.8	8.8
	N/A	7	4.5	6.9
	Total	102	65.4	100
Missing		54	34.6	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	74	47.4	49
	No	47	30.1	31.1
	N/A	30	19.2	19.9
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints by personal enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	86	55.1	55.1
	No	39	25	25
	N/A	31	19.9	19.9
	Total	156	100	100

Can tenants find out about appeals procedure/final stage of complaints via the website (read only)				
		Frequency	Percent	Valid Percent
Valid	Yes	81	51.9	53.3
	No	53	34	34.9
	N/A	18	11.5	11.8
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints via the website (online form)				
		Frequency	Percent	Valid Percent
Valid	Yes	81	51.9	54
	No	59	37.8	39.3
	N/A	10	6.4	6.7
	Total	150	96.2	100
Missing		6	3.8	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints via public notice boards in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	43	27.6	28.5
	No	77	49.4	51
	N/A	31	19.9	20.5
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints via publicly available leaflet in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	113	72.4	74.8
	No	29	18.6	19.2
	N/A	9	5.8	6
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints via recent topic at tenants' conferences				
		Frequency	Percent	Valid Percent
Valid	Yes	19	12.2	12.8
	No	55	35.3	37.2
	N/A	74	47.4	50
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints via the tenants' handbook				
		Frequency	Percent	Valid Percent
Valid	Yes	86	55.1	57
	No	52	33.3	34.4
	N/A	13	8.3	8.6
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants find out about appeals procedure/final stage of complaints via other information sent out to tenants				
		Frequency	Percent	Valid Percent
Valid	Yes	72	46.2	74.2
	No	19	12.2	19.6
	N/A	6	3.8	6.2
	Total	97	62.2	100
Missing		59	37.8	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals by tenants newsletter				
		Frequency	Percent	Valid Percent
Valid	Yes	39	25	25.8
	No	81	51.9	53.6
	N/A	31	19.9	20.5
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals by personal enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	70	44.9	45.2
	No	52	33.3	33.5
	N/A	33	21.2	21.3
	Total	155	99.4	100
Missing		1	0.6	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals via the website (read only)				
		Frequency	Percent	Valid Percent
Valid	Yes	31	19.9	21.1
	No	101	64.7	68.7
	N/A	15	9.6	10.2
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals via the website (online form)				
		Frequency	Percent	Valid Percent
Valid	Yes	18	11.5	12.3
	No	113	72.4	77.4
	N/A	15	9.6	10.3
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals via public notice boards in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	13	8.3	8.8
	No	105	67.3	71.4
	N/A	29	18.6	19.7
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals via publicly available leaflet in landlord's offices

		Frequency	Percent	Valid Percent
Valid	Yes	20	12.8	13.5
	No	113	72.4	76.4
	N/A	15	9.6	10.1
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals via recent topic at tenants' conferences

		Frequency	Percent	Valid Percent
Valid	Yes	17	10.9	12.1
	No	60	38.5	42.6
	N/A	64	41	45.4
	Total	141	90.4	100
Missing		15	9.6	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals via the tenants' handbook

		Frequency	Percent	Valid Percent
Valid	Yes	8	5.1	5.5
	No	67	42.9	45.9
	N/A	71	45.5	48.6
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Can tenants get/find out about statistical data on complaints/appeals via other information sent out to tenants

		Frequency	Percent	Valid Percent
Valid	Yes	5	3.2	5.6
	No	30	19.2	33.7
	N/A	54	34.6	60.7
	Total	89	57.1	100
Missing		67	42.9	
Total		156	100	

Complaints procedure - available in Braille				
		Frequency	Percent	Valid Percent
Valid	Yes	5	3.2	3.3
	No	13	8.3	8.5
	On req	135	86.5	88.2
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Complaints procedure - available in Moon				
		Frequency	Percent	Valid Percent
Valid	Yes	3	1.9	2
	No	31	19.9	20.5
	On req	117	75	77.5
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Complaints procedure - available in large print				
		Frequency	Percent	Valid Percent
Valid	Yes	3	1.9	2
	No	8	5.1	5.3
	On req	141	90.4	92.8
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Complaints procedure - available in audio tape				
		Frequency	Percent	Valid Percent
Valid	No	22	14.1	14.7
	On req	128	82.1	85.3
	Total	150	96.2	100
Missing		6	3.8	
Total		156	100	

Complaints procedure - available in other languages				
		Frequency	Percent	Valid Percent
Valid	No	30	19.2	20.7
	On req	115	73.7	79.3
	Total	145	92.9	100
Missing		11	7.1	
Total		156	100	

Complaints form - available in Braille				
		Frequency	Percent	Valid Percent
Valid	Yes	5	3.2	3.4
	No	17	10.9	11.7
	On req	123	78.8	84.8
	Total	145	92.9	100
Missing		11	7.1	
Total		156	100	

Complaints form - available in Moon				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	37	23.7	25.9
	On req	105	67.3	73.4
	Total	143	91.7	100
Missing		13	8.3	
Total		156	100	

Complaints form - available in large print				
		Frequency	Percent	Valid Percent
Valid	Yes	4	2.6	2.8
	No	14	9	9.7
	On req	127	81.4	87.6
	Total	145	92.9	100
Missing		11	7.1	
Total		156	100	

Complaints form - available in audio tape				
		Frequency	Percent	Valid Percent
Valid	Yes	2	1.3	1.3
	No	16	10.3	10.6
	On req	133	85.3	88.1
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Complaints form - available in other languages				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	26	16.7	17.9
	On req	118	75.6	81.4
	Total	145	92.9	100
Missing		11	7.1	
Total		156	100	

Appeals procedure - available in Braille				
		Frequency	Percent	Valid Percent
Valid	Yes	6	3.8	3.9
	No	10	6.4	6.6
	On req	136	87.2	89.5
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Appeals procedure - available in Moon				
		Frequency	Percent	Valid Percent
Valid	Yes	3	1.9	2
	No	31	19.9	20.7
	On req	116	74.4	77.3
	Total	150	96.2	100
Missing		6	3.8	
Total		156	100	

Appeals procedure - available in large print				
		Frequency	Percent	Valid Percent
Valid	Yes	4	2.6	2.6
	No	8	5.1	5.3
	On req	139	89.1	92.1
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Appeals procedure - available in audio tape				
		Frequency	Percent	Valid Percent
Valid	Yes	10	6.4	6.5
	No	12	7.7	7.8
	On reqs	132	84.6	85.7
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Appeals procedure - available in other languages				
		Frequency	Percent	Valid Percent
Valid	Yes	9	5.8	5.9
	No	11	7.1	7.2
	On req	132	84.6	86.8
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Do you make performance information related to APSR/SPI publicly available				
		Frequency	Percent	Valid Percent
Valid	Yes	103	66	77.4
	No	30	19.2	22.6
	Total	133	85.3	100
Missing		23	14.7	
Total		156	100	

Do you produce other publicly available performance information (over and above APSR/SPI)				
		Frequency	Percent	Valid Percent
Valid	Yes	95	60.9	76.6
	No	29	18.6	23.4
	Total	124	79.5	100
Missing		32	20.5	
Total		156	100	

Housing Management service standards and monitoring - by press releases to local media				
		Frequency	Percent	Valid Percent
Valid	Published standards only	5	3.2	5
	Published performance monitoring against standards	37	23.7	37
	Not Applicable/ Relevant	58	37.2	58
	Total	100	64.1	100
Missing		56	35.9	
Total		156	100	

Housing Management service standards and monitoring - by tenants newsletters annually				
		Frequency	Percent	Valid Percent
Valid	Published standards only	10	6.4	8
	Published performance monitoring against standards	84	53.8	67.2
	Not Applicable/ Relevant	31	19.9	24.8
	Total	125	80.1	100
Missing		31	19.9	
Total		156	100	

Housing Management service standards and monitoring - by tenants newsletter more than once per year				
		Frequency	Percent	Valid Percent
Valid	Published standards only	10	6.4	8.7
	Published performance monitoring against standards	44	28.2	38.3
	Not Applicable/ Relevant	61	39.1	53
	Total	115	73.7	100
Missing		41	26.3	
Total		156	100	

Housing Management service standards and monitoring - by individual response to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Published standards only	14	9	10.6
	Published performance monitoring against standards	53	34	40.2
	Not Applicable/ Relevant	65	41.7	49.2
	Total	132	84.6	100
Missing		24	15.4	
Total		156	100	

Housing Management service standards and monitoring - by landlord's website				
		Frequency	Percent	Valid Percent
Valid	Published standards only	11	7.1	9.6
	Published performance monitoring against standards	41	26.3	35.7
	Not Applicable/ Relevant	63	40.4	54.8
	Total	115	73.7	100
Missing		41	26.3	
Total		156	100	

Housing Management service standards and monitoring - by public notice boards in landlord's office				
		Frequency	Percent	Valid Percent
Valid	Published standards only	4	2.6	4
	Published performance monitoring against standards	28	17.9	28
	Not Applicable/ Relevant	68	43.6	68
	Total	100	64.1	100
Missing		56	35.9	
Total		156	100	

Housing Management service standards and monitoring - by publicly available information/ leaflets available in landlords office				
		Frequency	Percent	Valid Percent
Valid	Published standards only	11	7.1	9.8
	Published performance monitoring against standards	34	21.8	30.4
	Not Applicable/ Relevant	67	42.9	59.8
	Total	112	71.8	100
Missing		44	28.2	
Total		156	100	

Housing Management service standards and monitoring - recent topic at tenants' conferences				
		Frequency	Percent	Valid Percent
Valid	Published standards only	2	1.3	2.1
	Published performance monitoring against standards	21	13.5	21.9
	Not Applicable/ Relevant	73	46.8	76
	Total	96	61.5	100
Missing		60	38.5	
Total		156	100	

Housing Management service standards and monitoring - by other forms				
		Frequency	Percent	Valid Percent
Valid	Published standards only	14	9	13.2
	Published performance monitoring against standards	61	39.1	57.5
	Not Applicable/ Relevant	31	19.9	29.2
	Total	106	67.9	100
Missing		50	32.1	
Total		156	100	

Maintenance service standards and monitoring - by press releases to local media				
		Frequency	Percent	Valid Percent
Valid	Published standards only	8	5.1	8.2
	Published performance monitoring against standards	37	23.7	38.1
	Not Applicable/ Relevant	52	33.3	53.6
	Total	97	62.2	100
Missing		59	37.8	
Total		156	100	

Maintenance service standards and monitoring - by tenants newsletters annually				
		Frequency	Percent	Valid Percent
Valid	Published standards only	8	5.1	6.5
	Published performance monitoring against standards	82	52.6	66.1
	Not Applicable/ Relevant	34	21.8	27.4
	Total	124	79.5	100
Missing		32	20.5	
Total		156	100	

Maintenance service standards and monitoring - by tenants newsletter more than once per year				
		Frequency	Percent	Valid Percent
Valid	Published standards only	7	4.5	6
	Published performance monitoring against standards	47	30.1	40.5
	Not Applicable/ Relevant	62	39.7	53.4
	Total	116	74.4	100
Missing		40	25.6	
Total		156	100	

Maintenance service standards and monitoring - by individual response to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Published standards only	13	8.3	9.8
	Published performance monitoring against standards	52	33.3	39.4
	Not Applicable/ Relevant	67	42.9	50.8
	Total	132	84.6	100
Missing		24	15.4	
Total		156	100	

Maintenance service standards and monitoring - by landlord's website				
		Frequency	Percent	Valid Percent
Valid	Published standards only	12	7.7	10.3
	Published performance monitoring against standards	41	26.3	35
	Not Applicable/ Relevant	64	41	54.7
	Total	117	75	100
Missing		39	25	
Total		156	100	

Maintenance service standards and monitoring - by public notice boards in landlord's office				
		Frequency	Percent	Valid Percent
Valid	Published standards only	4	2.6	4
	Published performance monitoring against standards	29	18.6	29.3
	Not Applicable/ Relevant	66	42.3	66.7
	Total	99	63.5	100
Missing		57	36.5	
Total		156	100	

Maintenance service standards and monitoring - by publicly available information/ leaflets available in landlords office				
		Frequency	Percent	Valid Percent
Valid	Published standards only	10	6.4	8.8
	Published performance monitoring against standards	37	23.7	32.7
	Not Applicable/ Relevant	66	42.3	58.4
	Total	113	72.4	100
Missing		43	27.6	
Total		156	100	

Maintenance service standards and monitoring - recent topic at tenants' conferences				
		Frequency	Percent	Valid Percent
Valid	Published standards only	2	1.3	7.1
	Published performance monitoring against standards	16	10.3	57.1
	Not Applicable/ Relevant	10	6.4	35.7
	Total	28	17.9	100
Missing		128	82.1	
Total		156	100	

Maintenance service standards and monitoring - by other forms				
		Frequency	Percent	Valid Percent
Valid	Published standards only	5	3.2	16.7
	Published performance monitoring against standards	17	10.9	56.7
	Not Applicable/ Relevant	8	5.1	26.7
	Total	30	19.2	100
Missing		126	80.8	
Total		156	100	

Homelessness service standards and monitoring - by press releases to local media				
		Frequency	Percent	Valid Percent
Valid	Published standards only	1	0.6	5.3
	Published performance monitoring against standards	9	5.8	47.4
	Not Applicable/ Relevant	9	5.8	47.4
	Total	19	12.2	100
Missing		137	87.8	
Total		156	100	

Homelessness service standards and monitoring - by tenants newsletters annually				
		Frequency	Percent	Valid Percent
Valid	Published performance monitoring against standards	11	7.1	68.8
	Not Applicable/ Relevant	5	3.2	31.3
	Total	16	10.3	100
Missing		140	89.7	
Total		156	100	

Homelessness service standards and monitoring - by tenants newsletter more than once per year				
		Frequency	Percent	Valid Percent
Valid	Published standards only	1	0.6	5.6
	Published performance monitoring against standards	11	7.1	61.1
	Not Applicable/ Relevant	6	3.8	33.3
	Total	18	11.5	100
Missing		138	88.5	
Total		156	100	

Homelessness service standards and monitoring - by individual response to each enquiry				
		Frequency	Percent	Valid Percent
Valid	Published standards only	2	1.3	10.5
	Published performance monitoring against standards	10	6.4	52.6
	Not Applicable/ Relevant	7	4.5	36.8
	Total	19	12.2	100
Missing		137	87.8	
Total		156	100	

Homelessness service standards and monitoring - by landlord's website				
		Frequency	Percent	Valid Percent
Valid	Published standards only	1	0.6	4.5
	Published performance monitoring against standards	12	7.7	54.5
	Not Applicable/ Relevant	9	5.8	40.9
	Total	22	14.1	100
Missing		134	85.9	
Total		156	100	

Homelessness service standards and monitoring - by public notice boards in landlord's office				
		Frequency	Percent	Valid Percent
Valid	Published standards only	2	1.3	13.3
	Published performance monitoring against standards	6	3.8	40
	Not Applicable/ Relevant	7	4.5	46.7
	Total	15	9.6	100
Missing		141	90.4	
Total		156	100	

Homelessness service standards and monitoring - by publicly available information/ leaflets available in landlords office				
		Frequency	Percent	Valid Percent
Valid	Published standards only	4	2.6	25
	Published performance monitoring against standards	4	2.6	25
	Not Applicable/ Relevant	8	5.1	50
	Total	16	10.3	100
Missing		140	89.7	
Total		156	100	

Homelessness service standards and monitoring - recent topic at tenants' conferences				
		Frequency	Percent	Valid Percent
Valid	Published standards only	1	0.6	1.2
	Published performance monitoring against standards	20	12.8	23.3
	Not Applicable/ Relevant	65	41.7	75.6
	Total	86	55.1	100
Missing		70	44.9	
Total		156	100	

Homelessness service standards and monitoring - by other forms				
		Frequency	Percent	Valid Percent
Valid	Published standards only	2	1.3	2.5
	Published performance monitoring against standards	31	19.9	38.3
	Not Applicable/ Relevant	48	30.8	59.3
	Total	81	51.9	100
Missing		75	48.1	
Total		156	100	

Housing Management Performance Information - available in Braille				
		Frequency	Percent	Valid Percent
Valid		8	5.1	5.1
	Yes	3	1.9	1.9
	No	16	10.3	10.3
	On req	129	82.7	82.7
	Total	156	100	100

Housing Management Performance Information - available in Moon				
		Frequency	Percent	Valid Percent
Valid		9	5.8	5.8
	Yes	2	1.3	1.3
	No	35	22.4	22.4
	On req	110	70.5	70.5
	Total	156	100	100

Housing Management Performance Information - available in large print				
		Frequency	Percent	Valid Percent
Valid		8	5.1	5.1
	Yes	1	0.6	0.6
	No	14	9	9
	On req	133	85.3	85.3
	Total	156	100	100

Housing Management Performance Information - available in audio tape				
		Frequency	Percent	Valid Percent
Valid		6	3.8	3.8
	Yes	1	0.6	0.6
	No	24	15.4	15.4
	On reqs	125	80.1	80.1
	Total	156	100	100

Housing Management Performance Information - available in other languages				
		Frequency	Percent	Valid Percent
Valid		13	8.3	8.3
	No	30	19.2	19.2
	On req	112	71.8	71.8
		33	1	0.6
	Total	156	100	100

Maintenance Performance Information - available in Braille				
		Frequency	Percent	Valid Percent
Valid		7	4.5	4.5
	Yes	3	1.9	1.9
	No	16	10.3	10.3
	On req	130	83.3	83.3
	Total	156	100	100

Maintenance Performance Information - available in Moon				
		Frequency	Percent	Valid Percent
Valid		9	5.8	5.8
	Yes	2	1.3	1.3
	No	34	21.8	21.8
	On req	111	71.2	71.2
	Total	156	100	100

Maintenance Performance Information - available in large print				
		Frequency	Percent	Valid Percent
Valid		7	4.5	4.5
	No	14	9	9
	On req	135	86.5	86.5
	Total	156	100	100

Maintenance Performance Information - available in audio tape				
		Frequency	Percent	Valid Percent
Valid		79	50.6	50.6
	No	10	6.4	6.4
	On reqs	67	42.9	42.9
	Total	156	100	100

Maintenance Performance Information - available in other languages				
		Frequency	Percent	Valid Percent
Valid		80	51.3	51.3
	No	6	3.8	3.8
	On req	70	44.9	44.9
	Total	156	100	100

Homelessness Performance Information - available in Braille				
		Frequency	Percent	Valid Percent
Valid		79	50.6	74.5
	No	1	0.6	0.9
	On req	26	16.7	24.5
	Total	106	67.9	100
Missing	System	50	32.1	
Total		156	100	

Homelessness Performance Information - available in Moon				
		Frequency	Percent	Valid Percent
Valid		80	51.3	75.5
	No	4	2.6	3.8
	On req	22	14.1	20.8
	Total	106	67.9	100
Missing	System	50	32.1	
Total		156	100	

Homelessness Performance Information - available in large print				
		Frequency	Percent	Valid Percent
Valid		78	50	73.6
	No	1	0.6	0.9
	On req	27	17.3	25.5
	Total	106	67.9	100
Missing	System	50	32.1	
Total		156	100	

Homelessness Performance Information - available in audio tape				
		Frequency	Percent	Valid Percent
Valid		3	1.9	2.8
	Yes	71	45.5	67
	No	2	1.3	1.9
	On reqs	30	19.2	28.3
	Total	106	67.9	100
Missing	System	50	32.1	
Total		156	100	

Homelessness Performance Information - available in other languages				
		Frequency	Percent	Valid Percent
Valid		3	1.9	2.8
	Yes	44	28.2	41.5
	No	18	11.5	17
	On req	41	26.3	38.7
	Total	106	67.9	100
Missing	System	50	32.1	
Total		156	100	

Annual report - distributed as an individual response to an enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	126	80.8	83.4
	No	16	10.3	10.6
	Not Applicable/ Relevant	9	5.8	6
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Annual report - available via landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	112	71.8	76.2
	No	20	12.8	13.6
	Not Applicable/ Relevant	15	9.6	10.2
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Annual report - mailed to a list stakeholders annually				
		Frequency	Percent	Valid Percent
Valid	Yes	80	51.3	54.1
	No	45	28.8	30.4
	Not Applicable/ Relevant	23	14.7	15.5
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Annual report - publicly available in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	55	35.3	37.2
	No	13	8.3	8.8
	Not Applicable/ Relevant	80	51.3	54.1
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Annual report - distributed as part of partnership or planning agreements				
		Frequency	Percent	Valid Percent
Valid	Yes	82	52.6	56.9
	No	49	31.4	34
	Not Applicable/ Relevant	13	8.3	9
	Total	144	92.3	100
Missing		12	7.7	
Total		156	100	

Annual report - distributed/ available by other means				
		Frequency	Percent	Valid Percent
Valid	Yes	16	10.3	17.4
	No	51	32.7	55.4
	Not Applicable/ Relevant	25	16	27.2
	Total	92	59	100
Missing		64	41	
Total		156	100	

Business Plan - distributed as an individual response to an enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	62	39.7	41.3
	No	74	47.4	49.3
	Not Applicable/ Relevant	14	9	9.3
	Total	150	96.2	100
Missing		6	3.8	
Total		156	100	

Business Plan - available via landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	48	30.8	32.7
	No	79	50.6	53.7
	Not Applicable/ Relevant	20	12.8	13.6
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Business Plan - mailed to a list stakeholders annually				
		Frequency	Percent	Valid Percent
Valid	Yes	34	21.8	23.1
	No	91	58.3	61.9
	Not Applicable/ Relevant	22	14.1	15
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Business Plan - publicly available in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	31	19.9	21.1
	No	40	25.6	27.2
	Not Applicable/ Relevant	76	48.7	51.7
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Business Plan - distributed as part of partnership or planning agreements				
		Frequency	Percent	Valid Percent
Valid	Yes	93	59.6	63.7
	No	45	28.8	30.8
	Not Applicable/ Relevant	8	5.1	5.5
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Business Plan - distributed/ available by other means				
		Frequency	Percent	Valid Percent
Valid	Yes	33	21.2	35.1
	No	39	25	41.5
	Not Applicable/ Relevant	22	14.1	23.4
	Total	94	60.3	100
Missing		62	39.7	
Total		156	100	

Performance Information - distributed as an individual response to an enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	93	59.6	61.2
	No	51	32.7	33.6
	Not Applicable/ Relevant	8	5.1	5.3
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Performance Information - available via landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	77	49.4	51.7
	No	55	35.3	36.9
	Not Applicable/ Relevant	17	10.9	11.4
	Total	149	95.5	100
Missing		7	4.5	
Total		156	100	

Performance Information - mailed to a list stakeholders annually				
		Frequency	Percent	Valid Percent
Valid	Yes	51	32.7	34.5
	No	76	48.7	51.4
	Not Applicable/ Relevant	21	13.5	14.2
	Total	148	94.9	100
Missing		8	5.1	
Total		156	100	

Performance Information - publicly available in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	44	28.2	29.9
	No	27	17.3	18.4
	Not Applicable/ Relevant	76	48.7	51.7
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Performance Information - distributed as part of partnership or planning agreements				
		Frequency	Percent	Valid Percent
Valid	Yes	35	22.4	48.6
	No	35	22.4	48.6
	Not Applicable/ Relevant	2	1.3	2.8
	Total	72	46.2	100
Missing		84	53.8	
Total		156	100	

Performance Information - distributed/ available by other means				
		Frequency	Percent	Valid Percent
Valid	Yes	15	9.6	75
	No	5	3.2	25
	Total	20	12.8	100
Missing		136	87.2	
Total		156	100	

Local Housing Strategy - distributed as an individual response to an enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	22	14.1	84.6
	No	2	1.3	7.7
	Not Applicable/ Relevant	2	1.3	7.7
	Total	26	16.7	100
Missing		130	83.3	
Total		156	100	

Local Housing Strategy - available via landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	23	14.7	85.2
	No	2	1.3	7.4
	Not Applicable/ Relevant	2	1.3	7.4
	Total	27	17.3	100
Missing		129	82.7	
Total		156	100	

Local Housing Strategy - mailed to a list stakeholders annually				
		Frequency	Percent	Valid Percent
Valid	Yes	14	9	58.3
	No	8	5.1	33.3
	Not Applicable/ Relevant	2	1.3	8.3
	Total	24	15.4	100
Missing		132	84.6	
Total		156	100	

Local Housing Strategy - publicly available in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	14	9	56
	No	5	3.2	20
	Not Applicable/ Relevant	6	3.8	24
	Total	25	16	100
Missing		131	84	
Total		156	100	

Local Housing Strategy - distributed as part of partnership or planning agreements				
		Frequency	Percent	Valid Percent
Valid	Yes	19	12.2	76
	No	6	3.8	24
	Total	25	16	100
Missing		131	84	
Total		156	100	

Local Housing Strategy - distributed/ available by other means				
		Frequency	Percent	Valid Percent
Valid	Yes	9	5.8	90
	No	1	0.6	10
	Total	10	6.4	100
Missing		146	93.6	
Total		156	100	

Homelessness Strategy - distributed as an individual response to an enquiry				
		Frequency	Percent	Valid Percent
Valid	Yes	21	13.5	80.8
	No	3	1.9	11.5
	Not Applicable/ Relevant	2	1.3	7.7
	Total	26	16.7	100
Missing		130	83.3	
Total		156	100	

Homelessness Strategy - available via landlord's website				
		Frequency	Percent	Valid Percent
Valid	Yes	21	13.5	77.8
	No	4	2.6	14.8
	Not Applicable/ Relevant	2	1.3	7.4
	Total	27	17.3	100
Missing		129	82.7	
Total		156	100	

Homelessness Strategy - mailed to a list stakeholders annually				
		Frequency	Percent	Valid Percent
Valid	Yes	13	8.3	56.5
	No	8	5.1	34.8
	Not Applicable/ Relevant	2	1.3	8.7
	Total	23	14.7	100
Missing		133	85.3	
Total		156	100	

Homelessness Strategy - publicly available in landlord's offices				
		Frequency	Percent	Valid Percent
Valid	Yes	15	9.6	62.5
	No	2	1.3	8.3
	Not Applicable/ Relevant	7	4.5	29.2
	Total	24	15.4	100
Missing		132	84.6	
Total		156	100	

Homelessness Strategy - distributed as part of partnership or planning agreements				
		Frequency	Percent	Valid Percent
Valid	Yes	15	9.6	15.8
	No	16	10.3	16.8
	Not Applicable/ Relevant	64	41	67.4
	Total	95	60.9	100
Missing		61	39.1	
Total		156	100	

Homelessness Strategy - distributed/ available by other means				
		Frequency	Percent	Valid Percent
Valid	Yes	4	2.6	5.3
	No	25	16	32.9
	Not Applicable/ Relevant	47	30.1	61.8
	Total	76	48.7	100
Missing		80	51.3	
Total		156	100	

Annual Report - available in Braille				
		Frequency	Percent	Valid Percent
Valid	Yes	4	2.6	2.7
	No	20	12.8	13.6
	On req	123	78.8	83.7
	Total	147	94.2	100
Missing		9	5.8	
Total		156	100	

Annual Report - available in Moon				
		Frequency	Percent	Valid Percent
Valid	Yes	2	1.3	1.4
	No	35	22.4	24
	On req	109	69.9	74.7
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Annual Report - available in large print				
		Frequency	Percent	Valid Percent
Valid	Yes	2	1.3	1.4
	No	16	10.3	11
	On req	127	81.4	87.6
	Total	145	92.9	100
Missing		11	7.1	
Total		156	100	

Annual Report - available in audio tape				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	30	19.2	20.1
	On reqs	118	75.6	79.2
	Total	149	95.5	100
Missing		7	4.5	
Total		156	100	

Annual Report - available in other languages				
		Frequency	Percent	Valid Percent
Valid	No	37	23.7	25.3
	On req	109	69.9	74.7
	Total	146	93.6	100
Missing		10	6.4	
Total		156	100	

Business Plan - available in Braille				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	30	19.2	20.1
	On req	118	75.6	79.2
	Total	149	95.5	100
Missing		7	4.5	
Total		156	100	

Business Plan - available in Moon				
		Frequency	Percent	Valid Percent
Valid	No	47	30.1	31.5
	On req	102	65.4	68.5
	Total	149	95.5	100
Missing		7	4.5	
Total		156	100	

Business Plan - available in large print				
		Frequency	Percent	Valid Percent
Valid	No	25	16	16.8
	On req	124	79.5	83.2
	Total	149	95.5	100
Missing		7	4.5	
Total		156	100	

Business Plan - available in audio tape				
		Frequency	Percent	Valid Percent
Valid	No	13	8.3	16.7
	On reqs	65	41.7	83.3
	Total	78	50	100
Missing		78	50	
Total		156	100	

Business Plan - available in other languages				
		Frequency	Percent	Valid Percent
Valid	No	11	7.1	14.5
	On req	65	41.7	85.5
	Total	76	48.7	100
Missing		80	51.3	
Total		156	100	

Local Housing Strategy - available in Braille				
		Frequency	Percent	Valid Percent
Valid	On req	24	15.4	100
Missing		132	84.6	
Total		156	100	

Local Housing Strategy - available in Moon				
		Frequency	Percent	Valid Percent
Valid	No	3	1.9	13
	On req	20	12.8	87
	Total	23	14.7	100
Missing		133	85.3	
Total		156	100	

Local Housing Strategy - available in large print				
		Frequency	Percent	Valid Percent
Valid	On req	26	16.7	100
Missing		130	83.3	
Total		156	100	

Local Housing Strategy - available in audio tape				
		Frequency	Percent	Valid Percent
Valid	On reqs	26	16.7	100
Missing		130	83.3	
Total		156	100	

Local Housing Strategy - available in other languages				
		Frequency	Percent	Valid Percent
Valid	No	1	0.6	4.2
	On req	23	14.7	95.8
	Total	24	15.4	100
Missing		132	84.6	
Total		156	100	

Homelessness Strategy - available in Braille				
		Frequency	Percent	Valid Percent
Valid	On req	24	15.4	100
Missing		132	84.6	
Total		156	100	

Homelessness Strategy - available in Moon				
		Frequency	Percent	Valid Percent
Valid	No	4	2.6	17.4
	On req	19	12.2	82.6
	Total	23	14.7	100
Missing		133	85.3	
Total		156	100	

Homelessness Strategy - available in large print				
		Frequency	Percent	Valid Percent
Valid	On req	26	16.7	100
Missing		130	83.3	
Total		156	100	

Homelessness Strategy - available in audio tape				
		Frequency	Percent	Valid Percent
Valid	Yes	5	3.2	5.2
	No	31	19.9	32
	On reqs	61	39.1	62.9
	Total	97	62.2	100
Missing		59	37.8	
Total		156	100	

Homelessness Strategy - available in other languages				
		Frequency	Percent	Valid Percent
Valid	On req	21	13.5	95.5
		999	1	4.5
	Total	22	14.1	100
Missing		134	85.9	
Total		156	100	

Responsibility for public information			
	Frequency	Percent	Valid Percent
Public relations officer	7	4.5	4.5
Director's office	35	22.4	22.7
Housing Manager	30	19.2	19.5
Service development manager	9	5.8	5.8
Performance manager	5	3.2	3.2
Other	43	27.6	27.9
Housing manager and Chief Executive	25	16	16.2
Total	154	98.7	100
Missing	2	1.3	
Total	156	100	

Design of publications				
		Frequency	Percent	Valid Percent
Valid	In house only	57	36.5	37.5
	Contracted out only	46	29.5	30.3
	Both in house and contracted out	46	29.5	30.3
	Other	3	1.9	2
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Printing of publications				
		Frequency	Percent	Valid Percent
Valid	In house only	17	10.9	11.1
	Contracted out only	85	54.5	55.6
	Both in house and contracted out	38	24.4	24.8
	Other	13	8.3	8.5
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Written procedures/guidance on information requests and publications				
		Frequency	Percent	Valid Percent
Valid	Yes	58	37.2	38.7
	No	92	59	61.3
	Total	150	96.2	100
Missing		6	3.8	
Total		156	100	

Staff awareness about types of information accessible to the public				
		Frequency	Percent	Valid Percent
Valid	Yes - they are trained	91	58.3	59.5
	Yes - they follow set procedures	20	12.8	13.1
	Yes - they check with their manager	31	19.9	20.3
	Yes - other	3	1.9	2
	No - few requests are received	4	2.6	2.6
	No - no policy or procedure is in place	4	2.6	2.6
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Number of Freedom of Information / data protection requests relating to governance/performance				
		Frequency	Percent	Valid Percent
Valid	0	100	64.1	93.5
	1	3	1.9	2.8
	2	1	0.6	0.9
	4	1	0.6	0.9
	5	1	0.6	0.9
	6	1	0.6	0.9
	Total	107	68.6	100
Missing		44	28.2	
	System	5	3.2	
	Total	49	31.4	
Total		156	100	

Number of Freedom of Information / data protection requests				
		Frequency	Percent	Valid Percent
Valid	0	85	54.5	64.4
	1	17	10.9	12.9
	2	5	3.2	3.8
	3	3	1.9	2.3
	4	2	1.3	1.5
	5	2	1.3	1.5
	6	1	0.6	0.8
	11	1	0.6	0.8
	12	1	0.6	0.8
	13	1	0.6	0.8
	16	1	0.6	0.8
	18	1	0.6	0.8
	21	1	0.6	0.8
	28	1	0.6	0.8
	32	1	0.6	0.8
	35	1	0.6	0.8
	38	1	0.6	0.8

	46	1	0.6	0.8
	50	1	0.6	0.8
	71	1	0.6	0.8
	77	2	1.3	1.5
	89	1	0.6	0.8
	256	1	0.6	0.8
	Total	132	84.6	100
Missing		24	15.4	
Total		156	100	

Is lack of resources a barrier to the release of information				
		Frequency	Percent	Valid Percent
Valid	Yes	56	35.9	36.4
	No	98	62.8	63.6
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Are data protection constraints a barrier to the release of information				
		Frequency	Percent	Valid Percent
Valid	Yes	49	31.4	31.8
	No	105	67.3	68.2
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Are commercial sensitivities a barrier to the release of information				
		Frequency	Percent	Valid Percent
Valid	Yes	37	23.7	24
	No	117	75	76
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Is a lack of organisational priority a barrier to the release of information				
		Frequency	Percent	Valid Percent
Valid	Yes	20	12.8	13
	No	134	85.9	87
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Is a lack of interest from tenants a barrier to the release of information				
		Frequency	Percent	Valid Percent
Valid	Yes	89	57.1	57.8
	No	65	41.7	42.2
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Other barriers to the release of information				
		Frequency	Percent	Valid Percent
Valid	Yes	17	10.9	11
	No	137	87.8	89
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Is the number of web site visits monitored				
		Frequency	Percent	Valid Percent
Valid	Yes	47	30.1	32.4
	No	68	43.6	46.9
	Not Applicable - no website	30	19.2	20.7
	Total	145	92.9	100
Missing		11	7.1	
Total		156	100	

Monitoring of the take up of leaflets from landlord offices				
		Frequency	Percent	Valid Percent
Valid	Yes	25	16	16.4
	No	127	81.4	83.6
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Monitoring of requests for alternative formats				
		Frequency	Percent	Valid Percent
Valid	Yes	66	42.3	43.7
	No	85	54.5	56.3
	Total	151	96.8	100
Missing		5	3.2	
Total		156	100	

Any market research (on how tenants like to be informed) undertaken				
		Frequency	Percent	Valid Percent
Valid	Yes	127	81.4	82.5
	No	27	17.3	17.5
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Publication Scheme				
		Frequency	Percent	Valid Percent
Valid	Yes	25	16	33.8
	No	49	31.4	66.2
	Total	74	47.4	100
Missing		2	1.3	
	System	80	51.3	
	Total	82	52.6	
Total		156	100	

Provision of language interpretation at governance meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	3	1.9	2
	No	32	20.5	21.1
	On request	117	75	77
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Provision of sign language service at governance meetings				
		Frequency	Percent	Valid Percent
Valid	Yes	1	0.6	0.7
	No	29	18.6	19.3
	On request	120	76.9	80
	Total	150	96.2	100
Missing		6	3.8	
Total		156	100	

Staff referrals to advocacy services for people with health, disability or other needs				
		Frequency	Percent	Valid Percent
Valid		7	4.5	4.5
	Yes	135	86.5	86.5
	No	14	9	9
	Total	156	100	100

Has research into format needs of tenants ever been done				
		Frequency	Percent	Valid Percent
Valid		6	3.8	3.8
	Yes	70	44.9	44.9
	No	80	51.3	51.3
	Total	156	100	100

Plain English Campaign (or similar) involvement/engagement				
		Frequency	Percent	Valid Percent
Valid	Yes, we are a corporate member	11	7.1	7.2
	Yes, we have used their services	50	32.1	32.9
	No, publication are so few that we do not think it necessary	8	5.1	5.3
	No	83	53.2	54.6
	Total	152	97.4	100
Missing		4	2.6	
Total		156	100	

Annual Report produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	136	87.2	87.2
	No	20	12.8	12.8
	Total	156	100	100

Annual report sample enclosed				
		Frequency	Percent	Valid Percent
Valid	Yes	99	63.5	63.5
	No	51	32.7	32.7
	Not Applicable - not produced	6	3.8	3.8
	Total	156	100	100

Complaints form produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	118	75.6	75.6
	No	38	24.4	24.4
	Total	156	100	100

Complaints form enclosed?				
		Frequency	Percent	Valid Percent
Valid	Yes	85	54.5	54.5
	No	53	34	34
	Not Applicable - not produced	18	11.5	11.5
	Total	156	100	100

Complaints procedure leaflet produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	137	87.8	87.8
	No	19	12.2	12.2
	Total	156	100	100

Complaints procedure leaflet enclosed?				
		Frequency	Percent	Valid Percent
Valid	Yes	102	65.4	65.8
	No	46	29.5	29.7
	Not Applicable - not produced	7	4.5	4.5
	Total	155	99.4	100
Missing	System	1	0.6	
Total		156	100	

Leaflet on governance produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	41	26.3	26.6
	No	113	72.4	73.4
	Total	154	98.7	100
Missing		2	1.3	
Total		156	100	

Leaflet on governance enclosed?				
		Frequency	Percent	Valid Percent
Valid	Yes	26	16.7	17
	No	79	50.6	51.6
	Not Applicable - not produced	48	30.8	31.4
	Total	153	98.1	100
Missing		3	1.9	
Total		156	100	

Service standards that customers may expect produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	73	46.8	47.1
	No	82	52.6	52.9
	Total	155	99.4	100
Missing		1	0.6	
Total		156	100	

Service standards that customers may expect enclosed?				
		Frequency	Percent	Valid Percent
Valid	Yes	45	28.8	28.8
	No	73	46.8	46.8
	Not Applicable - not produced	38	24.4	24.4
	Total	156	100	100

Tenants' Handbook produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	129	82.7	82.7
	No	27	17.3	17.3
	Total	156	100	100

Tenants' Handbook enclosed?				
		Frequency	Percent	Valid Percent
Valid	Yes	81	51.9	51.9
	No	62	39.7	39.7
	Not Applicable - not produced	13	8.3	8.3
	Total	156	100	100

Tenants' Newsletter produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	144	92.3	92.3
	No	12	7.7	7.7
	Total	156	100	100

Tenants' Newsletter enclosed?				
		Frequency	Percent	Valid Percent
Valid	Yes	105	67.3	67.3
	No	46	29.5	29.5
	Not Applicable - not produced	5	3.2	3.2
	Total	156	100	100

Tenants' newsletter with performance information produced?				
		Frequency	Percent	Valid Percent
Valid	Yes	100	64.1	64.5
	No	55	35.3	35.5
	Total	155	99.4	100
Missing		1	0.6	
Total		156	100	

Tenants' newsletter with performance information enclosed?				
		Frequency	Percent	Valid Percent
Valid	Yes	77	49.4	49.7
	No	52	33.3	33.5
	Not Applicable - not produced	26	16.7	16.8
	Total	155	99.4	100
Missing		1	0.6	
Total		156	100	

Additional Cross-tabulation analysis

Provision of Website (by type/stock size of landlord)				
	RSL 1 to 1000	RSL 1001 or more	Local Authority	Total
Yes, we have a website	38	43	26	107
	56%	75%	100%	71%
We do not have a website but are planning to develop one	14	12		26
	21%	21%	0%	17%
We do not have a website and have no plans to develop one	16	2		18
	24%	4%	0%	12%
Total	68	57	26	151
	100%	100%	100%	100%

Staff awareness about information accessibility to public (by type/stock size of landlord)				
	RSL 1 to 1000	RSL 1001 or more	Local Authority	Total
Yes - they are trained	41	37	13	91
	59%	64%	52%	59%
Yes - they follow set procedures	7	8	5	20
	10%	14%	20%	13%
Yes - they check with their manager	16	11	4	31
	23%	19%	16%	20%
Yes - other	0	1	2	3
	0%	2%	8%	2%
No - few requests are received	4	0	0	4
	6%	0%	0%	3%
No - no policy or procedure is in place	2	1	1	4
	3%	2%	4%	3%
Total	70	58	25	153
	100%	100%	100%	100%

Annual Report produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	65	57	14	136
		91.5%	98.3%	51.9%	87.2%
	No	6	1	13	20
		8.5%	1.7%	48.1%	12.8%
Total		71	58	27	156
		100%	100%	100%	100%

Complaints form produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	53	45	20	118
		74.6%	77.6%	74.1%	75.6%
	No	18	13	7	38
		25.4%	22.4%	25.9%	24.4%
Total		71	58	27	156
		100.0%	100.0%	100.0%	100.0%

Complaints procedure leaflet produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	59	55	23	137
		83.1%	94.8%	85.2%	87.8%
	No	12	3	4	19
		16.9%	5.2%	14.8%	12.2%
Total		71	58	27	156
		100.0%	100.0%	100.0%	100.0%

Leaflet on governance produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	24	14	3	41
		33.8%	24.1%	12.0%	26.6%
	No	47	44	22	113
		66.2%	75.9%	88.0%	73.4%
Total		71	58	25	154
		100.0%	100.0%	100.0%	100.0%

Service standards that customers may expect produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	28	29	16	73
		39.4%	50.0%	61.5%	47.1%
	No	43	29	10	82
		60.6%	50.0%	38.5%	52.9%
Total		71	58	26	155
		100.0%	100.0%	100.0%	100.0%

Tenants' Handbook produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	58	48	23	129
		81.7%	82.8%	85.2%	82.7%
	No	13	10	4	27
		18.3%	17.2%	14.8%	17.3%
Total		71	58	27	156
		100.0%	100.0%	100.0%	100.0%

Tenants' Newsletter produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	67	56	21	144
		94.4%	96.6%	77.8%	92.3%
	No	4	2	6	12
		5.6%	3.4%	22.2%	7.7%
Total		71	58	27	156
		100.0%	100.0%	100.0%	100.0%

Tenants' newsletter with performance information produced?		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	46	40	14	100
		64.8%	69.0%	53.8%	64.5%
	No	25	18	12	55
		35.2%	31.0%	46.2%	35.5%
Total		71	58	26	155
		100.0%	100.0%	100.0%	100.0%

Person responsible for public information (by type/stock size of landlord)				
	RSL 1 to 1000	RSL 1001 or more	Local Authority	Total
Public relations officer		4	3	7
		7.1%	11.1%	4.5%
Director's office	20	12	3	35
	28.6%	21.4%	11.1%	22.7%
Housing Manager	17	7	5	30
	24.3%	12.5%	18.5%	19.5%
Service development manager	1	3	5	9
	1.4%	5.4%	18.5%	5.8%
Performance manager	1	1	3	5
	1.4%	1.8%	11.1%	3.2%
Other	17	19	7	43
	24.3%	33.9%	25.9%	27.9%
Housing Manager and Chief Executive	14	10	1	25
	20.0%	17.9%	3.7%	16.2%
Total	70	56	27	154
	100%	100%	100%	100%

Is lack of resources a barrier to the release of information		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
	Yes	25	20	11	56
		35.7%	34.5%	42.3%	36.4%
	No	45	38	15	98
		64.3%	65.5%	57.7%	63.6%
Total		70	58	26	154
		100.0%	100.0%	100.0%	100.0%

Are data protection constraints a barrier to the release of information		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes		23	18	8	49
		32.9%	31.0%	30.8%	31.8%
No		47	40	18	105
		67.1%	69.0%	69.2%	68.2%
Total		70	58	26	154
		100.0%	100.0%	100.0%	100.0%

Are commercial sensitivities a barrier to the release of information		RSL – up to 1000	RSL – 1001 plus	Local Authority	Total
Yes		16	18	3	37
		22.9%	31.0%	11.5%	24.0%
No		54	40	23	117
		77.1%	69.0%	88.5%	76.0%
Total		70	58	26	154
		100.0%	100.0%	100.0%	100.0%

Is a lack of organizational priority a barrier to the release of information		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes		6	12	2	20
		8.6%	20.7%	7.7%	13.0%
No		64	46	24	134
		91.4%	79.3%	92.3%	87.0%
Total		70	58	26	154
		100.0%	100.0%	100.0%	100.0%

Is a lack of interest from tenants a barrier to the release of information		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes		51	34	4	89
		72.9%	58.6%	15.4%	57.8%
No		19	24	22	65
		27.1%	41.4%	84.6%	42.2%
Total		70	58	26	154
		100.0%	100.0%	100.0%	100.0%

Do you make performance information related to APSR/SPI publicly available		RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes		45	35	23	103
		73.8%	71.4%	100.0%	77.4%
No		16	14		30
		26.2%	28.6%		22.6%
Total		61	49	23	133
		100.0%	100.0%	100.0%	100.0%

Do you produce other publicly available performance information (over and above APSR/SPI)	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	40	39	16	95
	75.5%	79.6%	72.7%	76.6%
No	13	10	6	29
	24.5%	20.4%	27.3%	23.4%
Total	53	49	22	124

Notification of dates and times of committee meetings by tenants newsletter	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	11	6	3	20
	15.7%	10.9%	13.0%	13.5%
No	59	49	20	128
	84.3%	89.1%	87.0%	86.5%
Total	70	55	23	148
	100.0%	100.0%	100.0%	100.0%

Notification of dates and times of committee meetings by individual response to each enquiry	RSL – up to 1000	RSL – 1001 plus	Local Authority	Total
Yes	61	48	25	134
	89.7%	90.6%	96.2%	91.2%
No	7	5	1	13
	10.3%	9.4%	3.8%	8.8%
Total	68	53	26	147
	100.0%	100.0%	100.0%	100.0%

Notification of dates and times of committee meetings by landlord's website	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	9	5	25	39
	17.6%	10.4%	96.2%	31.2%
No	42	43	1	86
	82.4%	89.6%	3.8%	68.8%
Total	51	48	26	125
	100.0%	100.0%	100.0%	100.0%

Notification of dates and times of committee meetings by public notice in boards in landlord's offices	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	21	5	11	37
	31.3%	9.3%	47.8%	25.7%
No	46	49	12	107
	68.7%	90.7%	52.2%	74.3%
Total	67	54	23	144
	100.0%	100.0%	100.0%	100.0%

Notification of dates and times of committee meetings by publicly available information in landlord's office	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	36	26	13	75
	52.9%	49.1%	52.0%	51.4%
No	32	27	12	71
	47.1%	50.9%	48.0%	48.6%
Total	68	53	25	146
	100.0%	100.0%	100.0%	100.0%

Notification of dates and times of committee meetings by attendance at public meetings	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	16	11	21	48
	27.6%	22.9%	87.5%	36.9%
No	42	37	3	82
	72.4%	77.1%	12.5%	63.1%
Total	58	48	24	130
	100.0%	100.0%	100.0%	100.0%

Committee papers for committee meetings / by tenants newsletter	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	1	3		4
	1.50%	5.50%		2.80%
No	65	52	22	139
	98.50%	94.50%	100.00%	97.20%
Total	66	55	22	143
	100.00%	100.00%	100.00%	100.00%

Committee papers for committee meetings by individual response to each enquiry	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	52	38	23	113
	75.40%	77.60%	95.80%	79.60%
No	17	11	1	29
	24.60%	22.40%	4.20%	20.40%
Total	69	49	24	142
	100.00%	100.00%	100.00%	100.00%

Committee papers for committee meetings by landlord's website	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	3	5	22	30
	5.90%	10.60%	81.50%	24.00%
No	48	42	5	95
	94.10%	89.40%	18.50%	76.00%
Total	51	47	27	125
	100.00%	100.00%	100.00%	100.00%

Committee papers for committee meetings by public notice boards in the landlord's office	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	3	1	3	7
	4.50%	2.00%	13.60%	5.00%
No	64	50	19	133
	95.50%	98.00%	86.40%	95.00%
Total	67	51	22	140
	100.00%	100.00%	100.00%	100.00%

Committee papers for committee meetings by publicly available information in landlord's office	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	25	17	11	53
	36.80%	32.70%	47.80%	37.10%
No	43	35	12	90
	63.20%	67.30%	52.20%	62.90%
Total	68	52	23	143
	100.00%	100.00%	100.00%	100.00%

Committee papers for committee meetings by public attendance at committee meetings	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	18	11	19	48
	29.50%	23.40%	86.40%	36.90%
No	43	36	3	82
	70.50%	76.60%	13.60%	63.10%
Total	61	47	22	130
	100.00%	100.00%	100.00%	100.00%

Minutes of committee meetings by tenants newsletter	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	3	4		7
	4.60%	7.10%		4.90%
No	62	52	22	136
	95.40%	92.90%	100.00%	95.10%
Total	65	56	22	143
	100.00%	100.00%	100.00%	100.00%

Minutes of committee meetings by individual responses to each enquiry	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	57	41	23	121
	83.80%	82.00%	95.80%	85.20%
No	11	9	1	21
	16.20%	18.00%	4.20%	14.80%
Total	68	50	24	142
	100.00%	100.00%	100.00%	100.00%

Minutes of committee meetings by landlord's website	RSL – up to 1000	RSL – 1001 plus	Local Authority	Total
Yes	9	7	24	40
	18.00%	14.00%	88.90%	31.50%
No	41	43	3	87
	82.00%	86.00%	11.10%	68.50%
Total	50	50	27	127
	100.00%	100.00%	100.00%	100.00%

Minutes of committee meetings and public notice boards in landlord's offices	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	13	3	3	19
	19.70%	5.70%	14.30%	13.60%
No	53	50	18	121
	80.30%	94.30%	85.70%	86.40%
Total	66	53	21	140
	100.00%	100.00%	100.00%	100.00%

Minutes of committee meeting by publicly available information in landlord's office	RSL – up to 1000	RSL – 1001 plus	Local Authority	Total
Yes	31	20	11	62
	46.30%	37.70%	47.80%	43.40%
No	36	33	12	81
	53.70%	62.30%	52.20%	56.60%
Total	67	53	23	143
	100.00%	100.00%	100.00%	100.00%

Minutes of committee meeting by through the public's attendance at committee meetings	RSL - up to 1000	RSL - 1001 plus	Local Authority	Total
Yes	15	11	17	43
	25.40%	23.40%	77.30%	33.60%
No	44	36	5	85
	74.60%	76.60%	22.70%	66.40%
Total	59	47	22	128
	100.00%	100.00%	100.00%	100.00%