

Overview of Findings

Prepared June 2006 for

Clackmannanshire Council
Survey Of Tenants



**Kwest
Research**

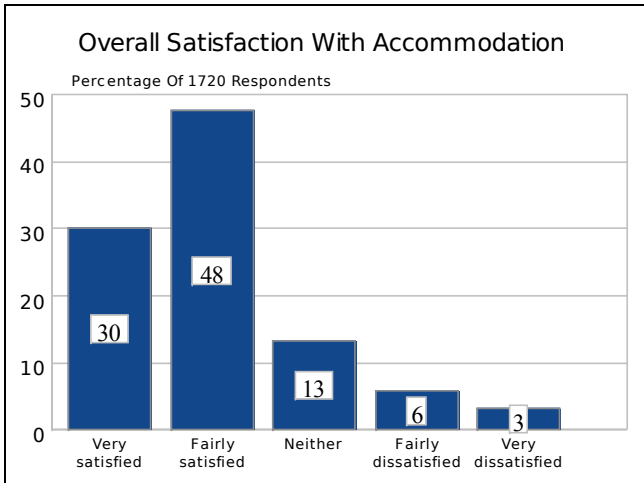
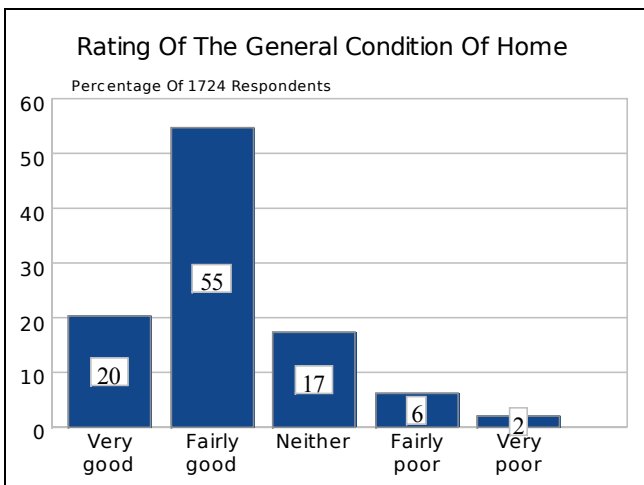
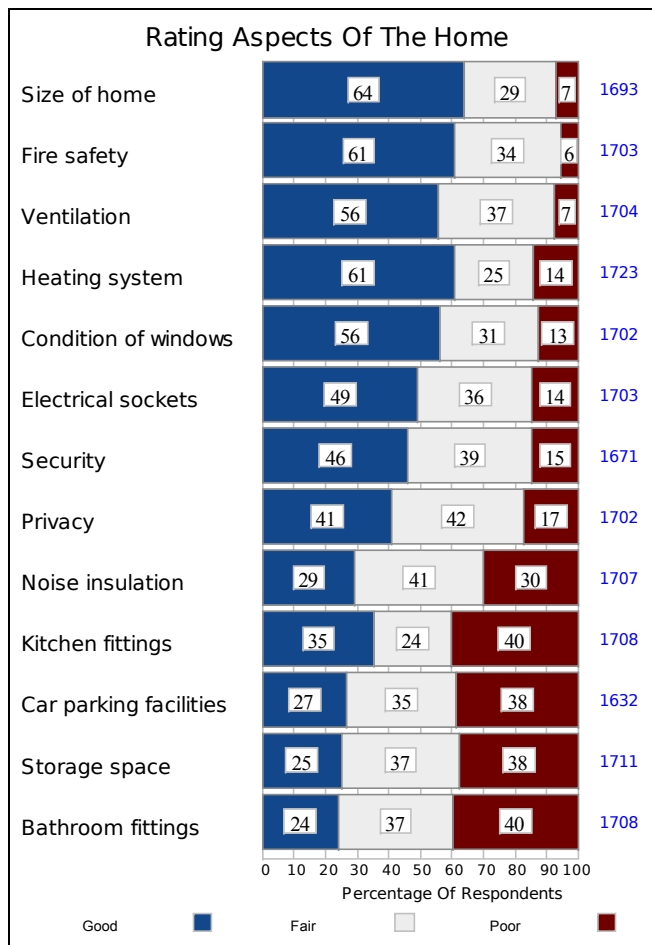
Overview of Findings

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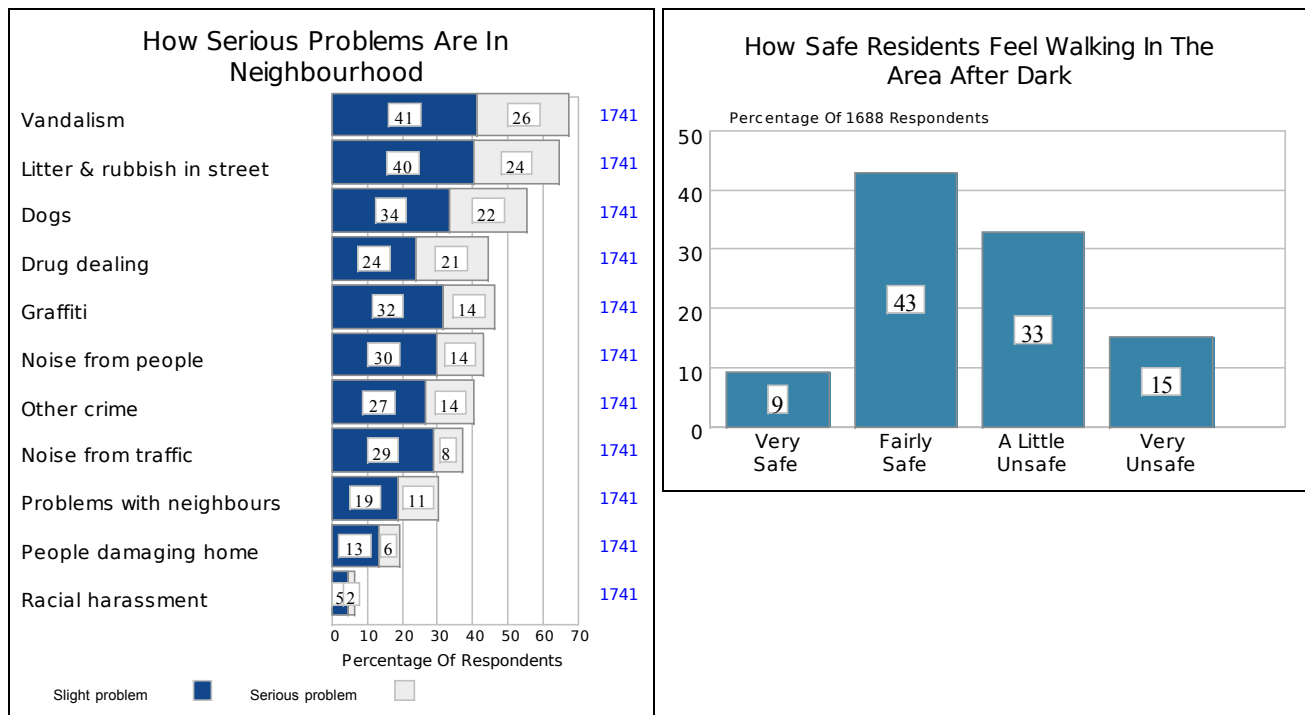
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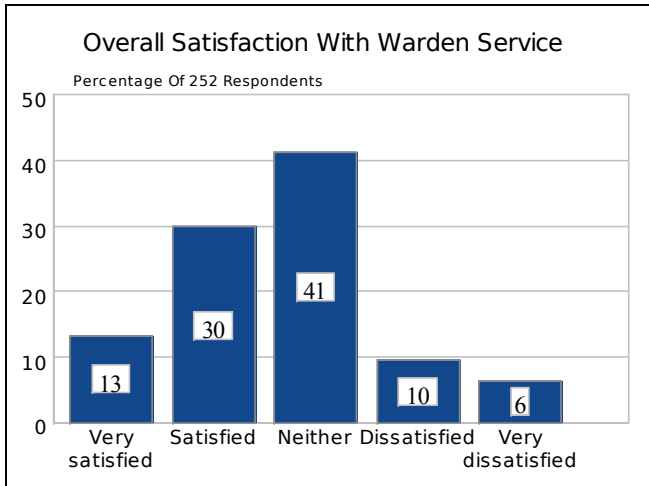
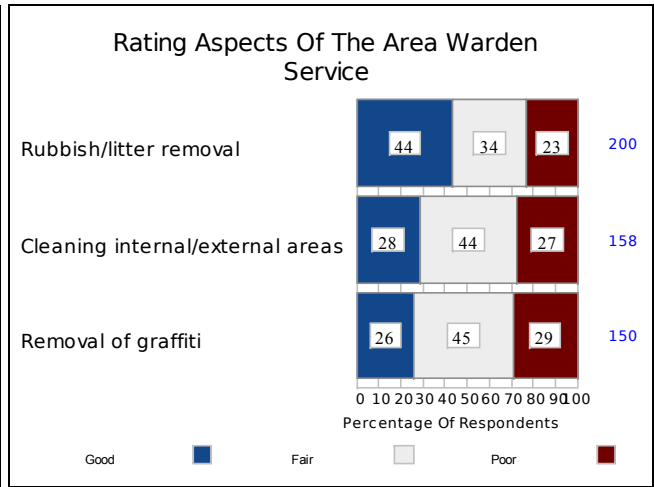
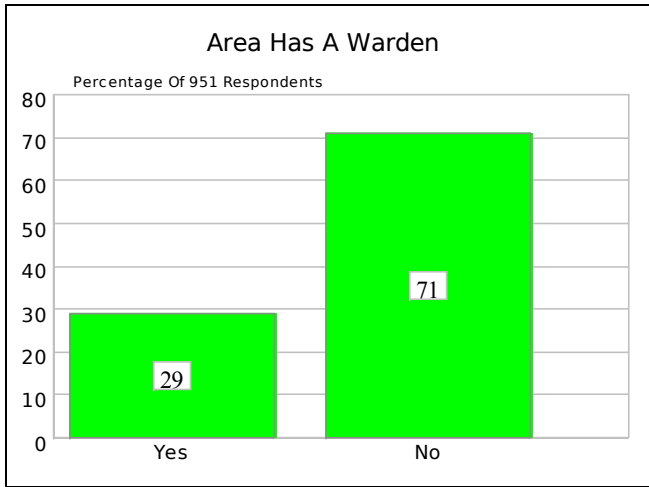
The Home



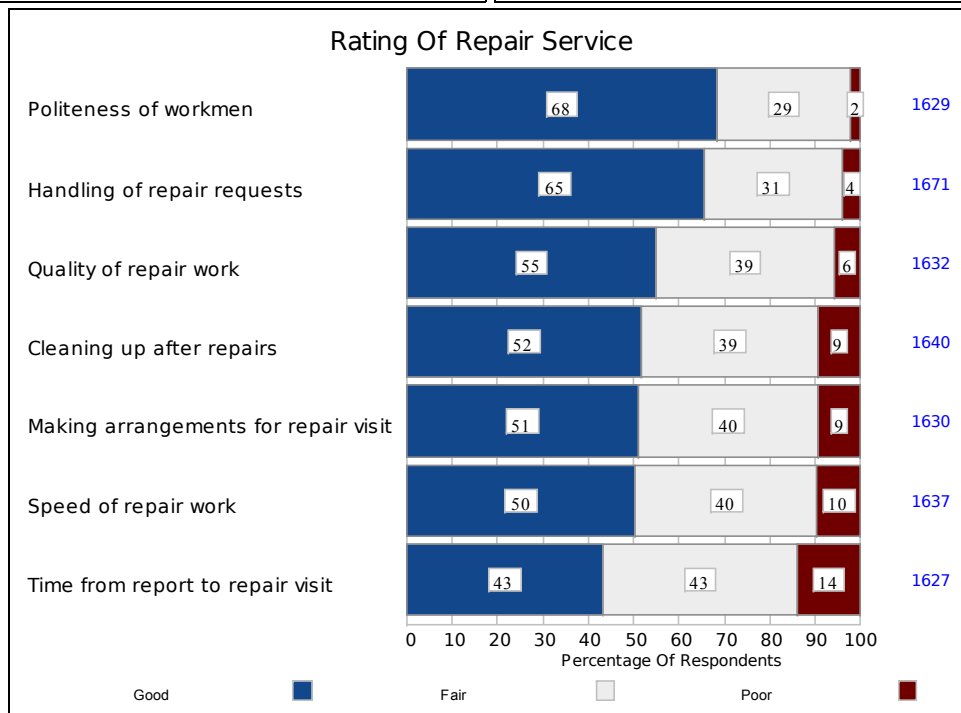
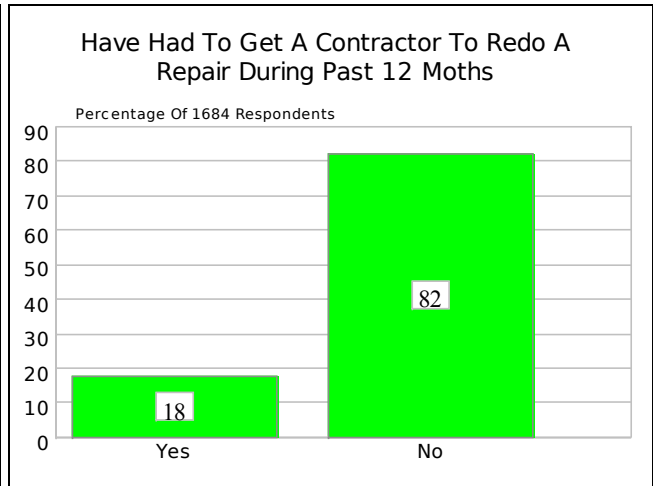
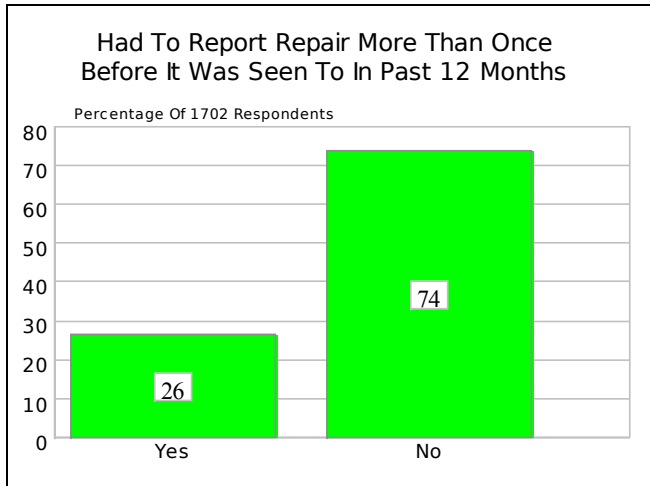
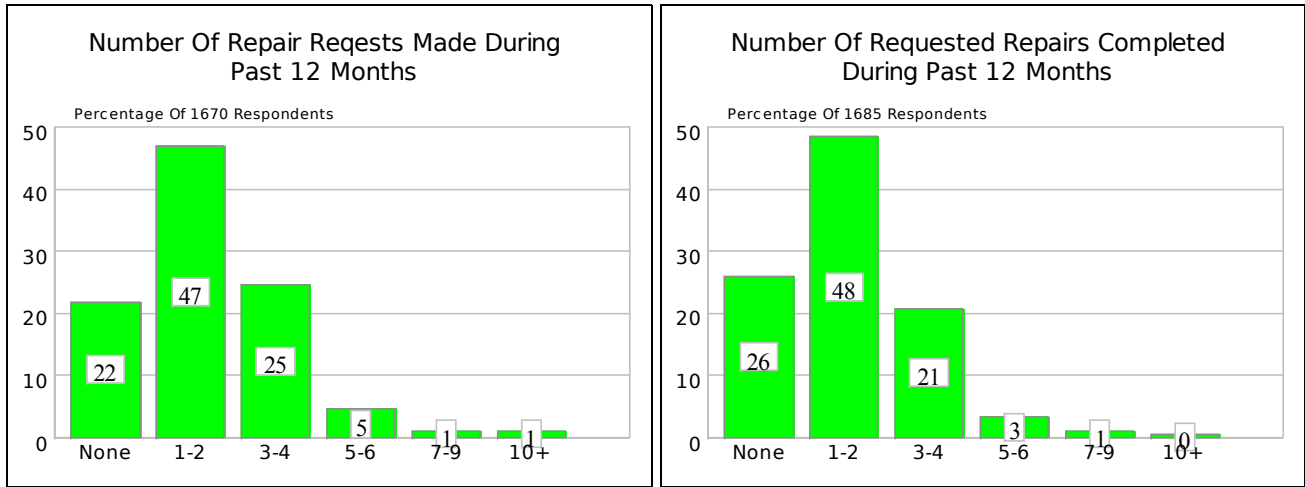
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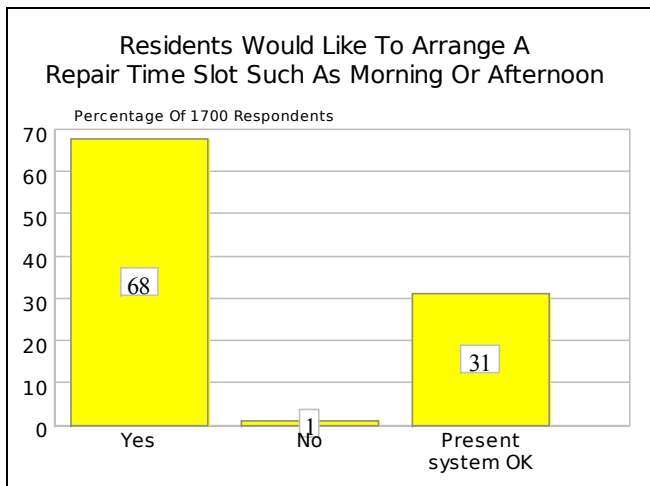
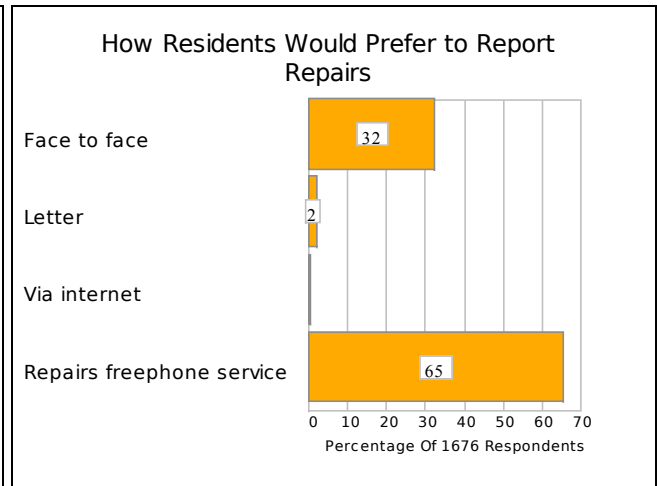
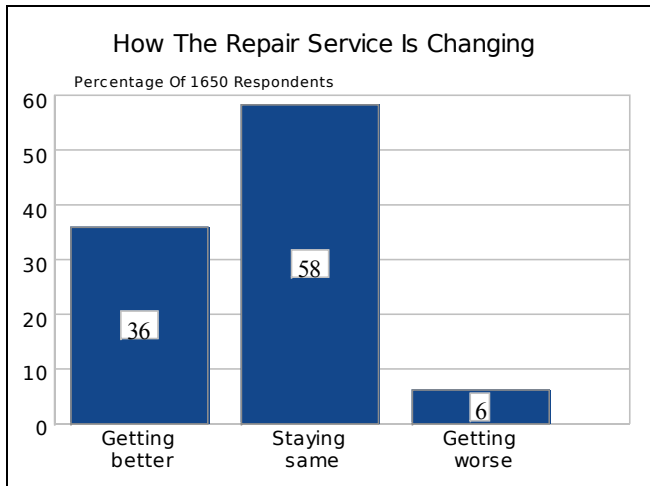


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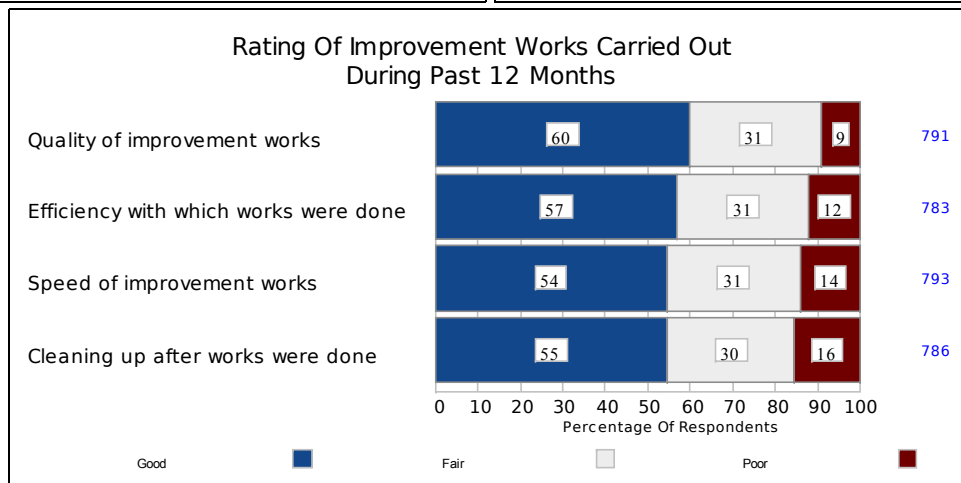
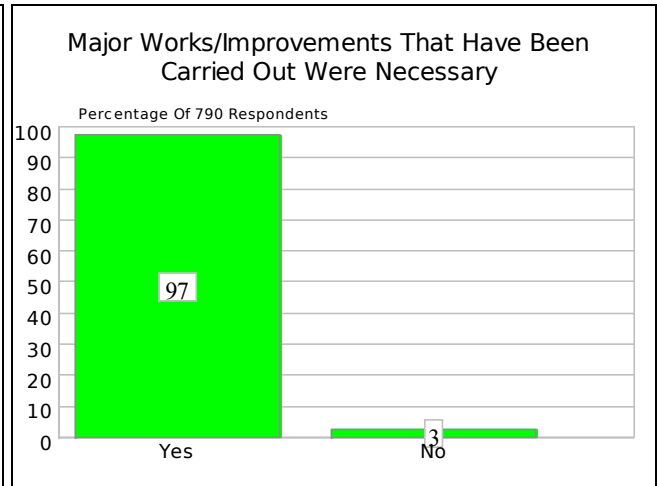
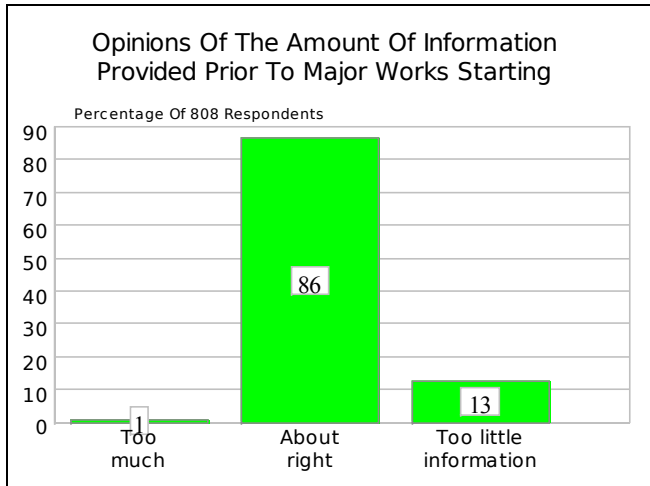
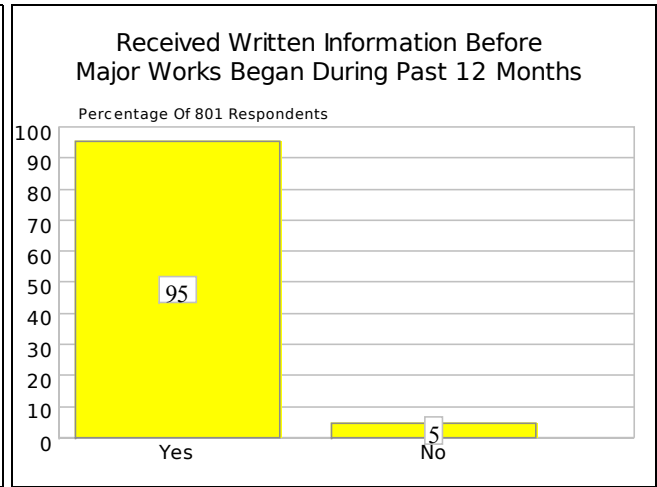
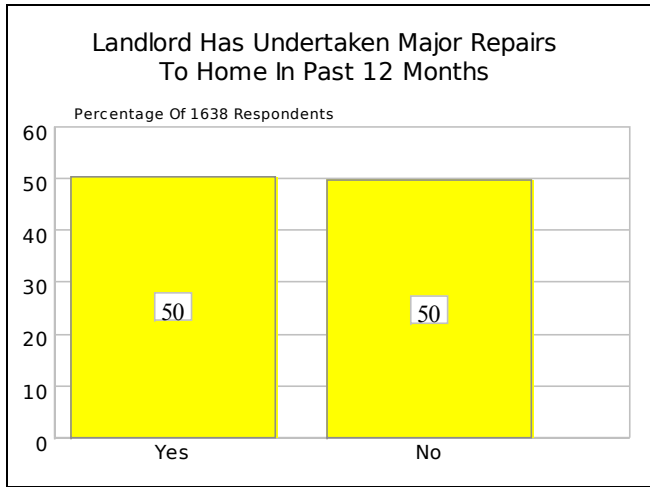


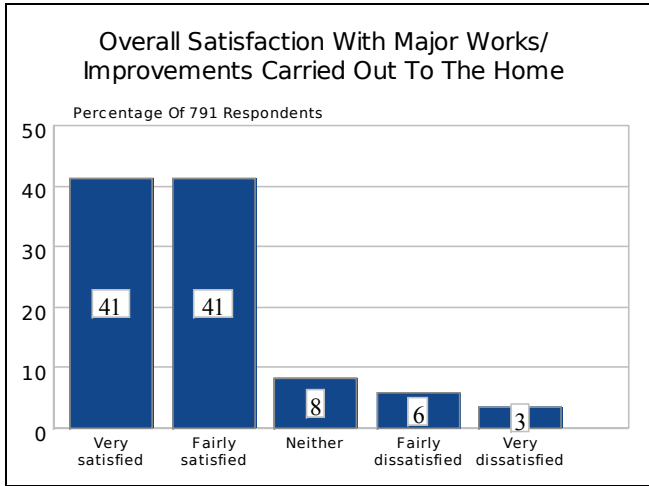
Day-To-Day Repairs



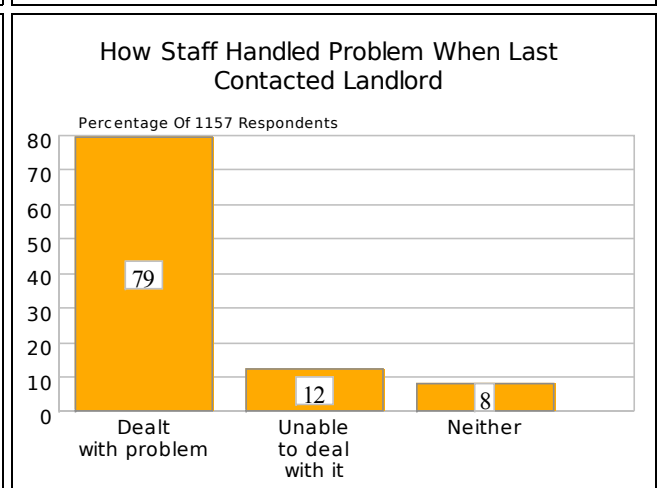
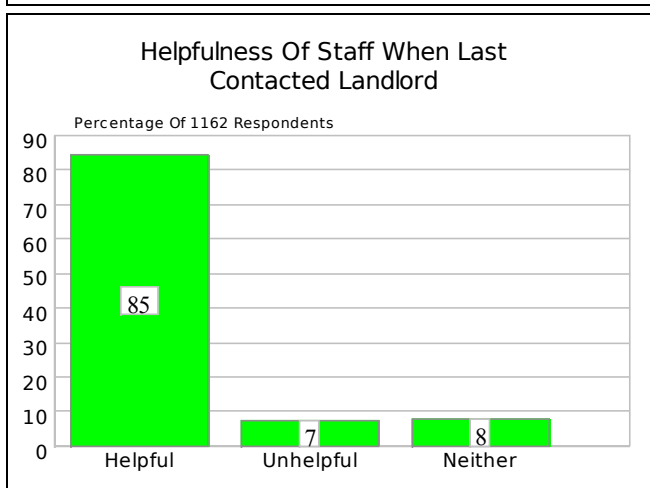
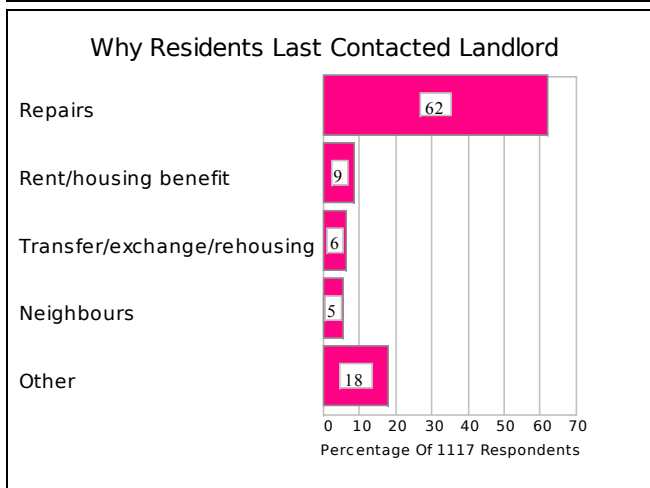
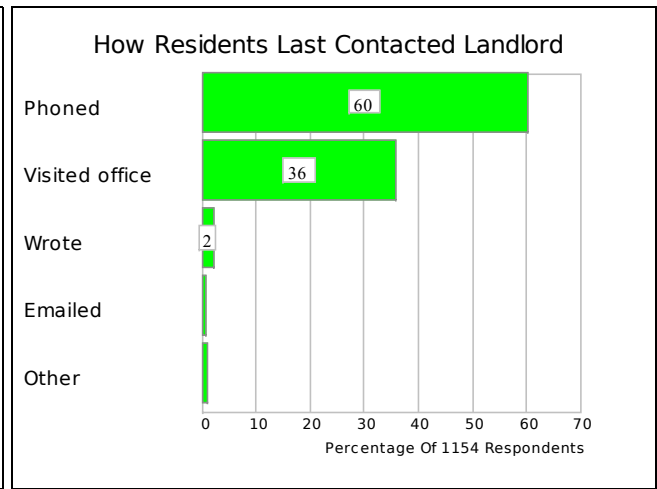
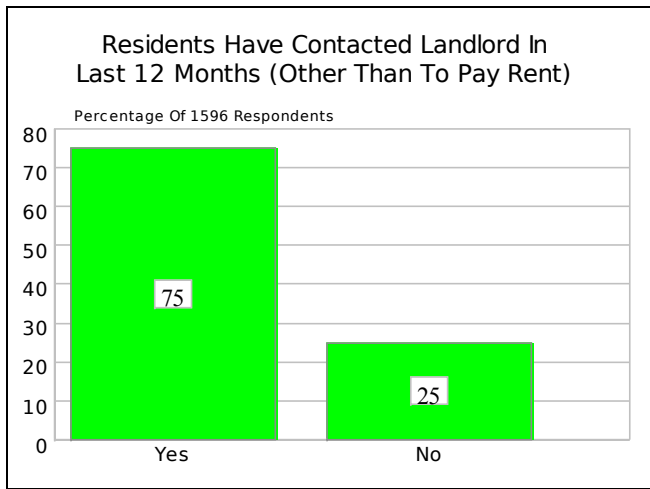


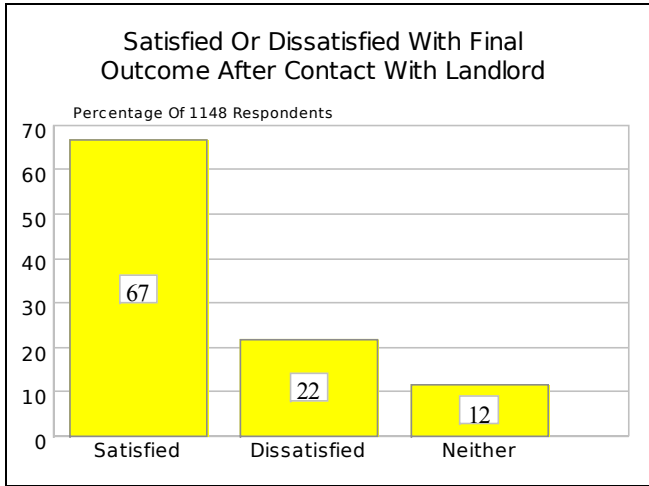
Major Improvement Works



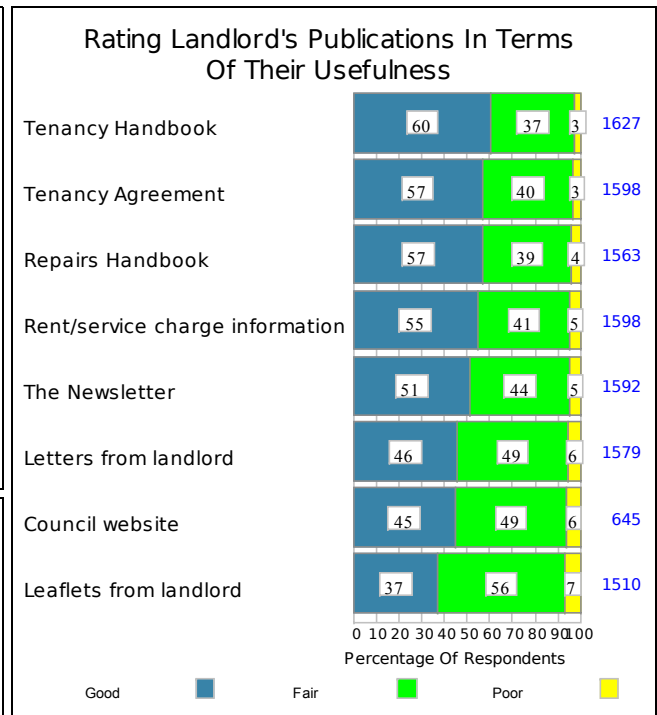
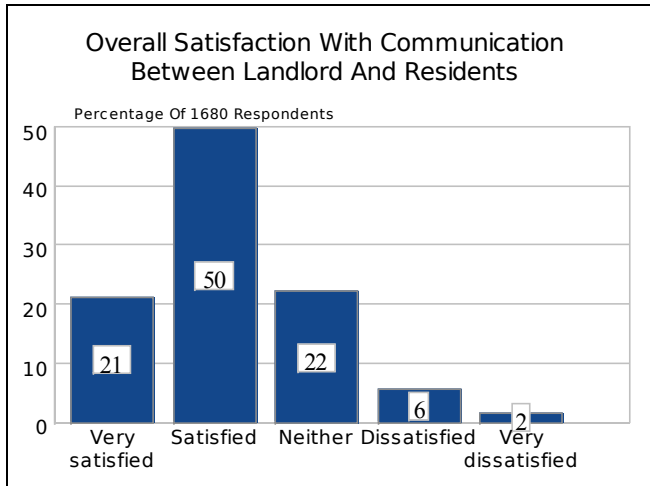
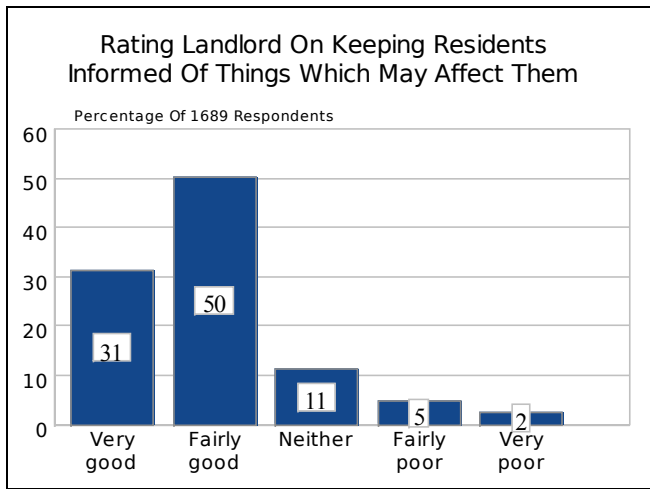


Service From Housing Services

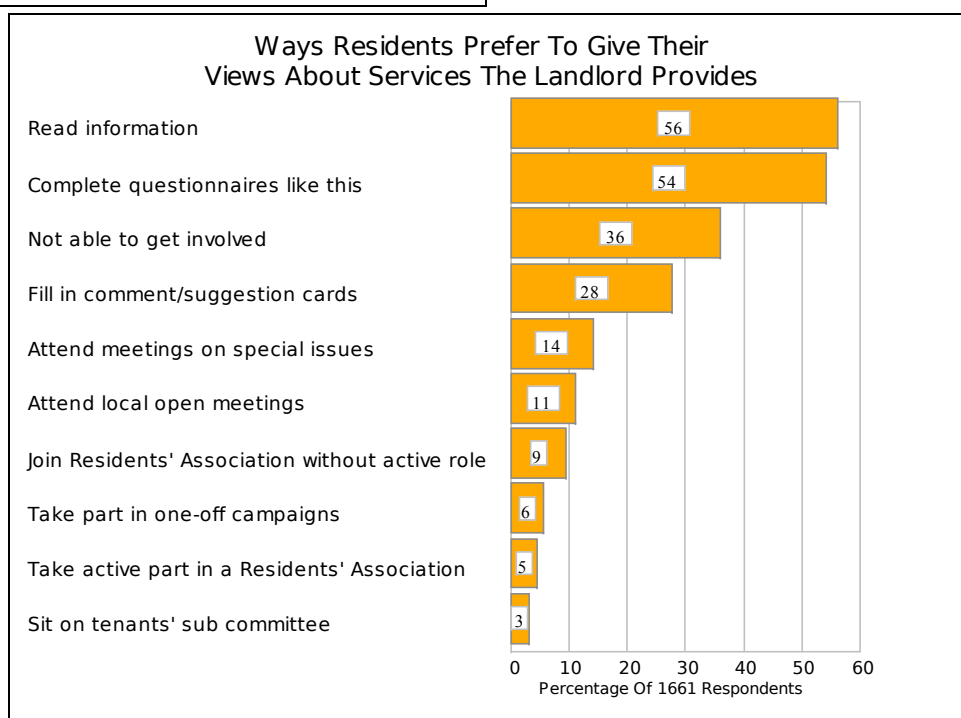
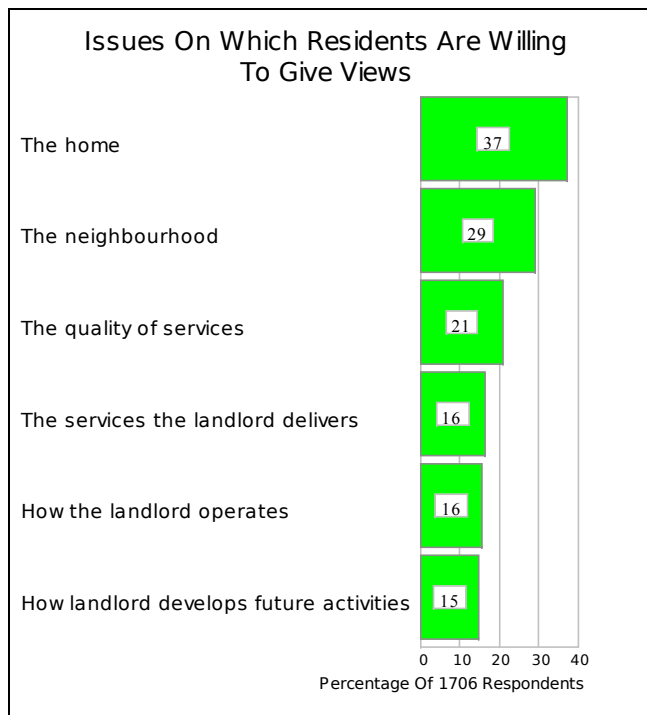


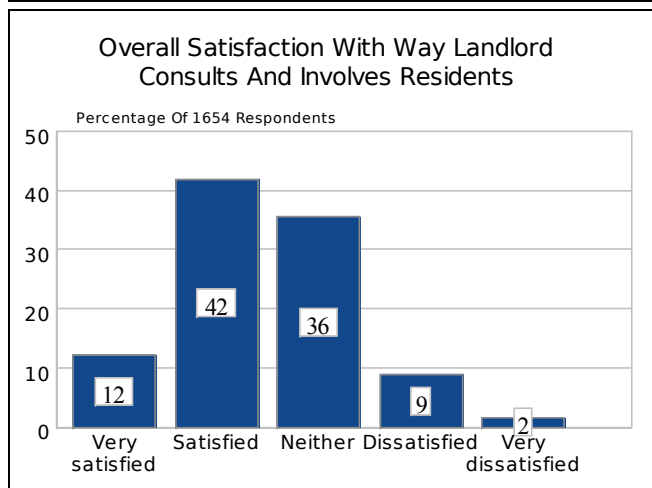
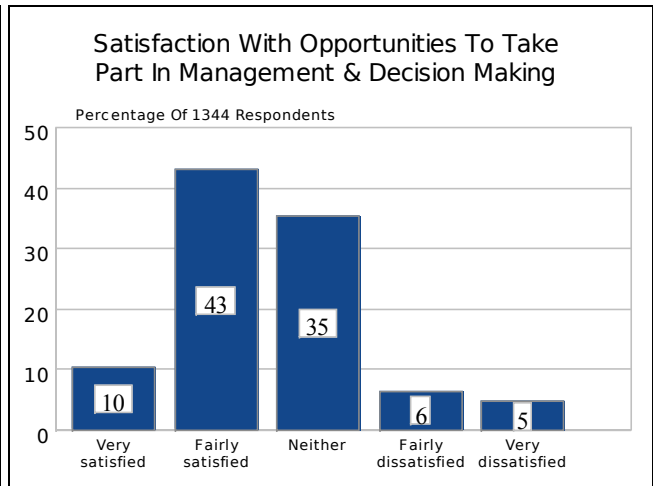
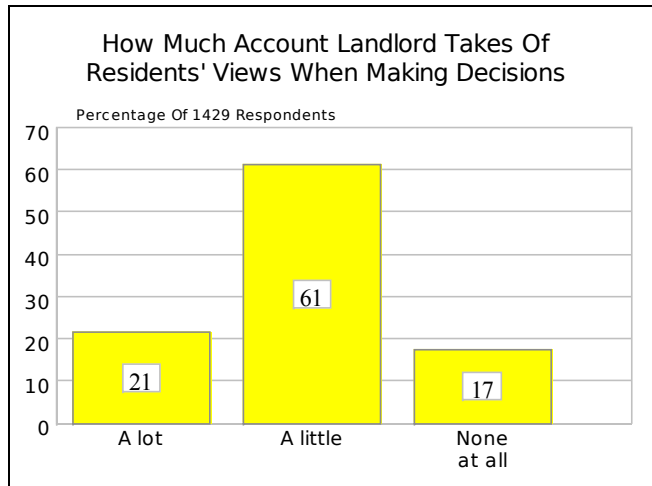


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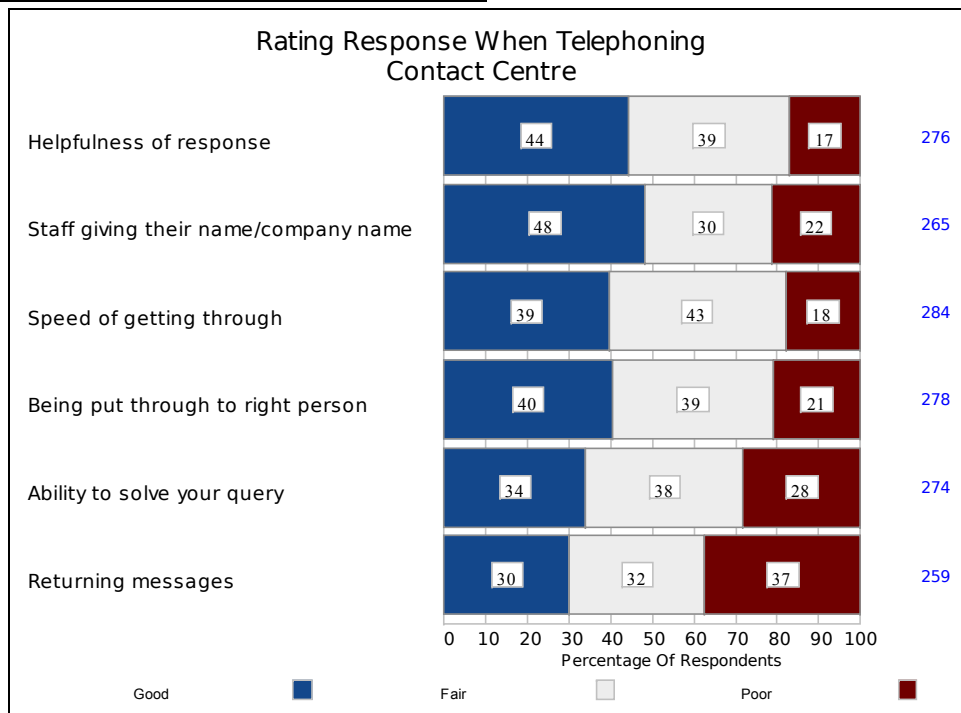
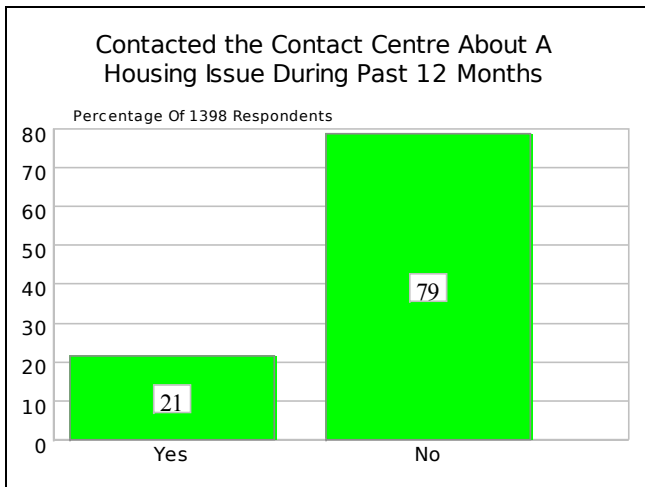


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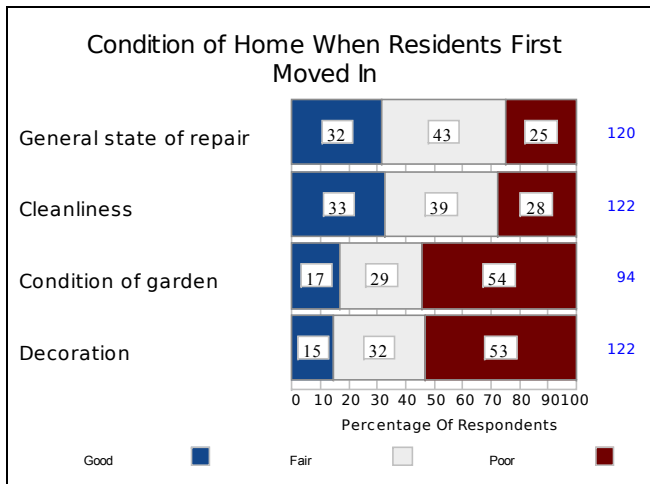
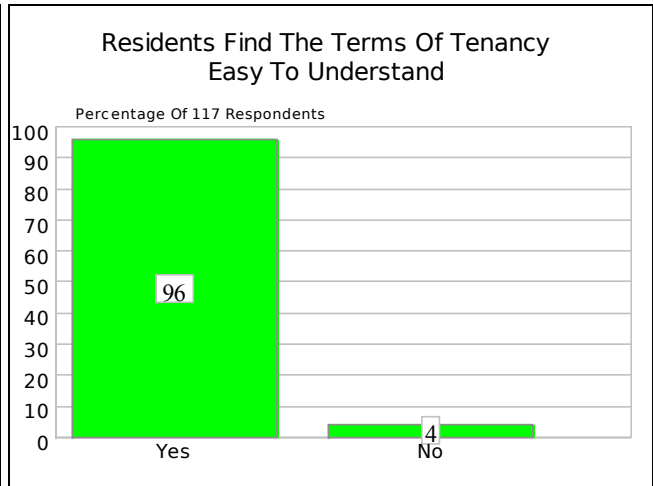
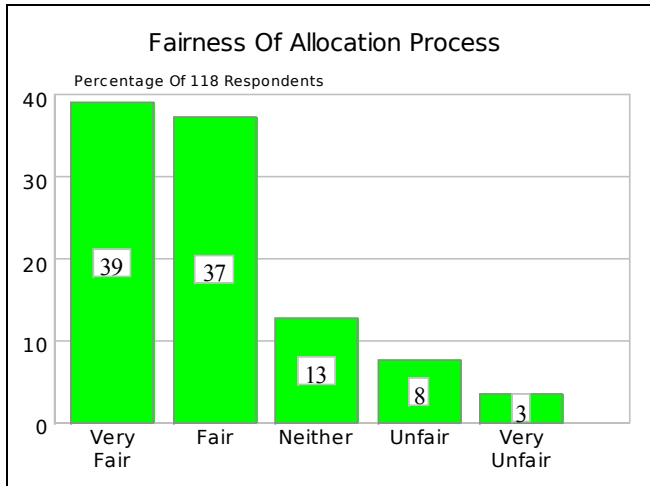
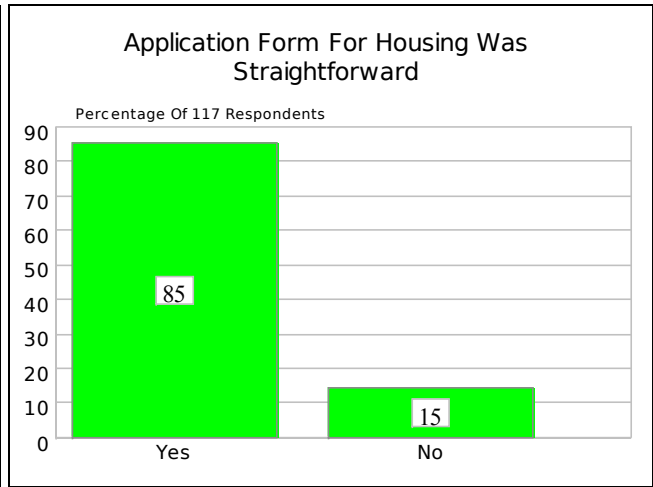
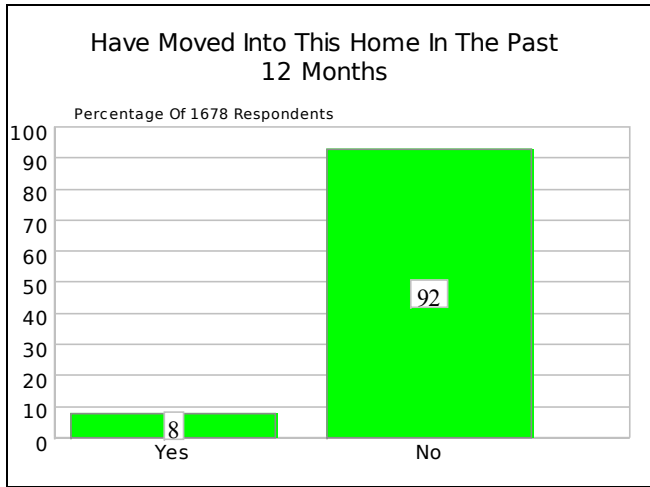




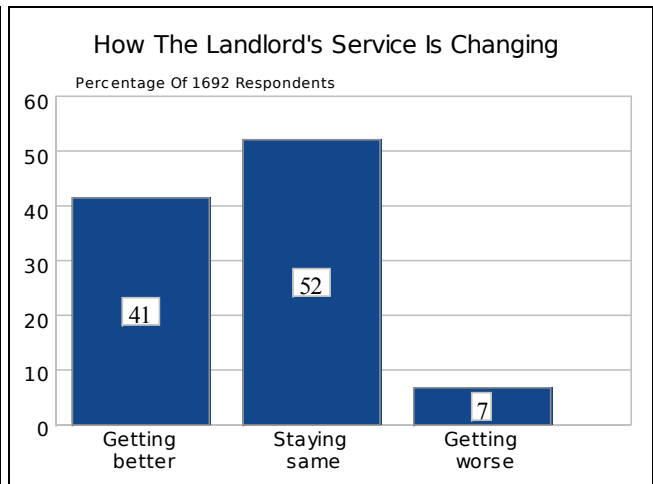
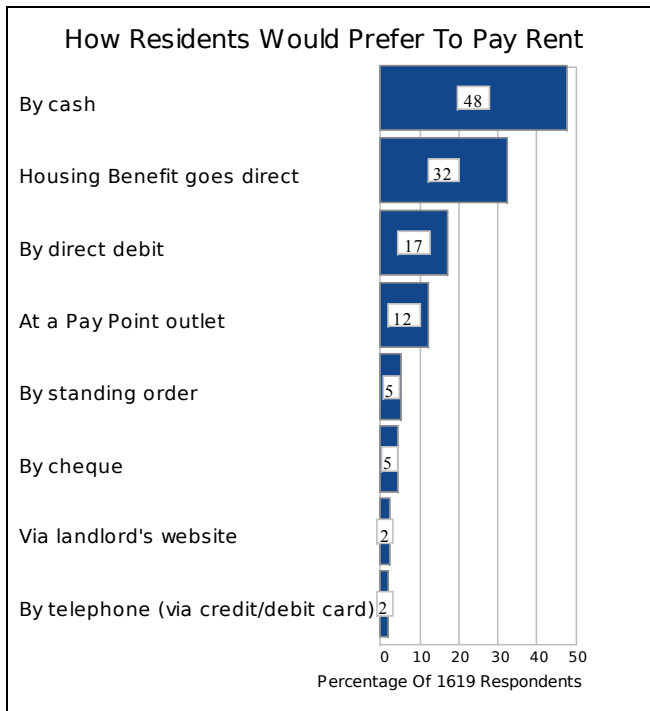
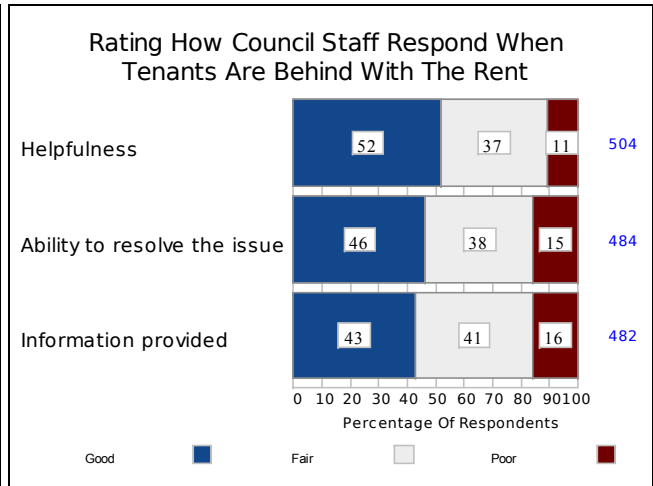
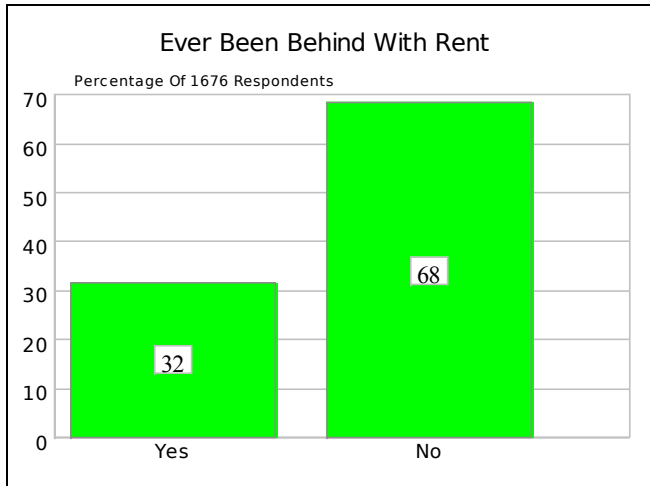
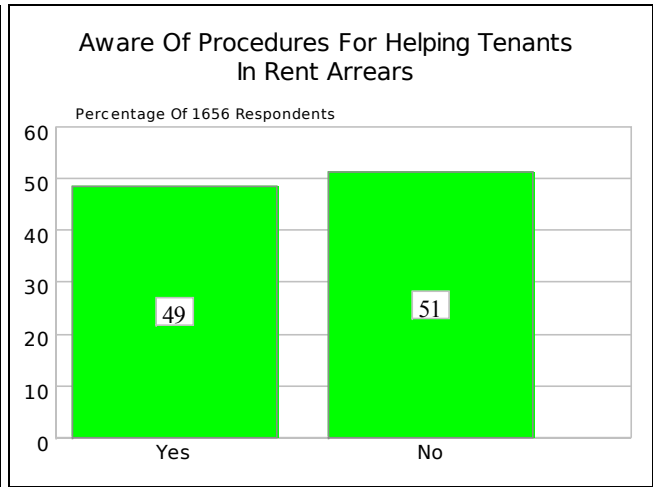
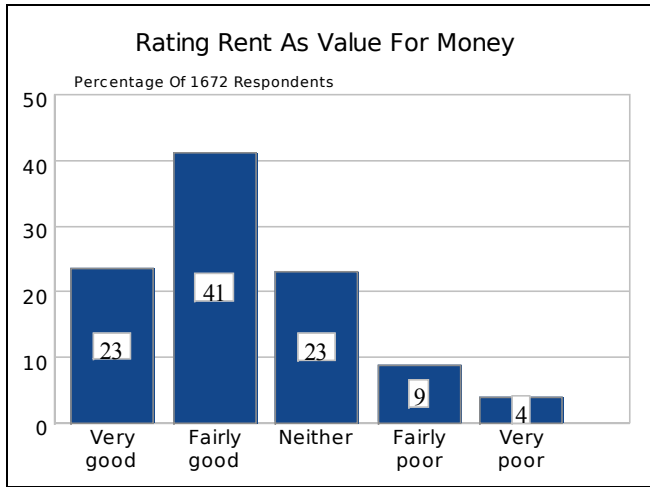
The Customer Contact Centre

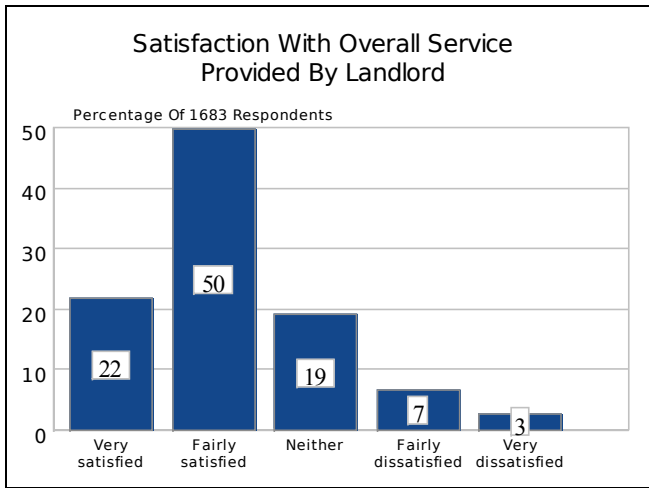


Applications And Lettings

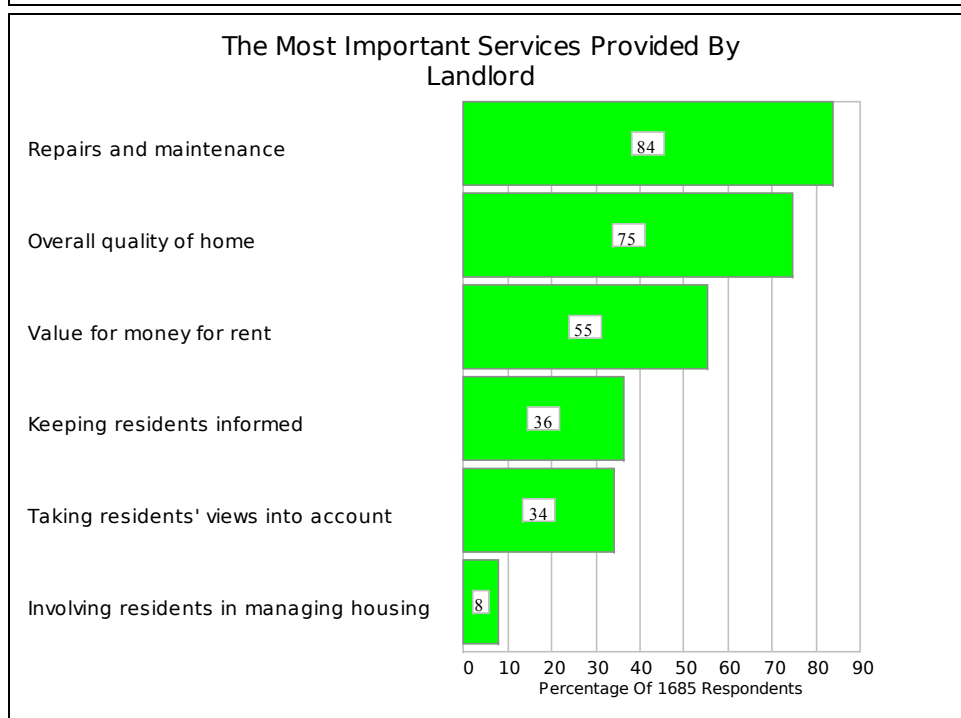
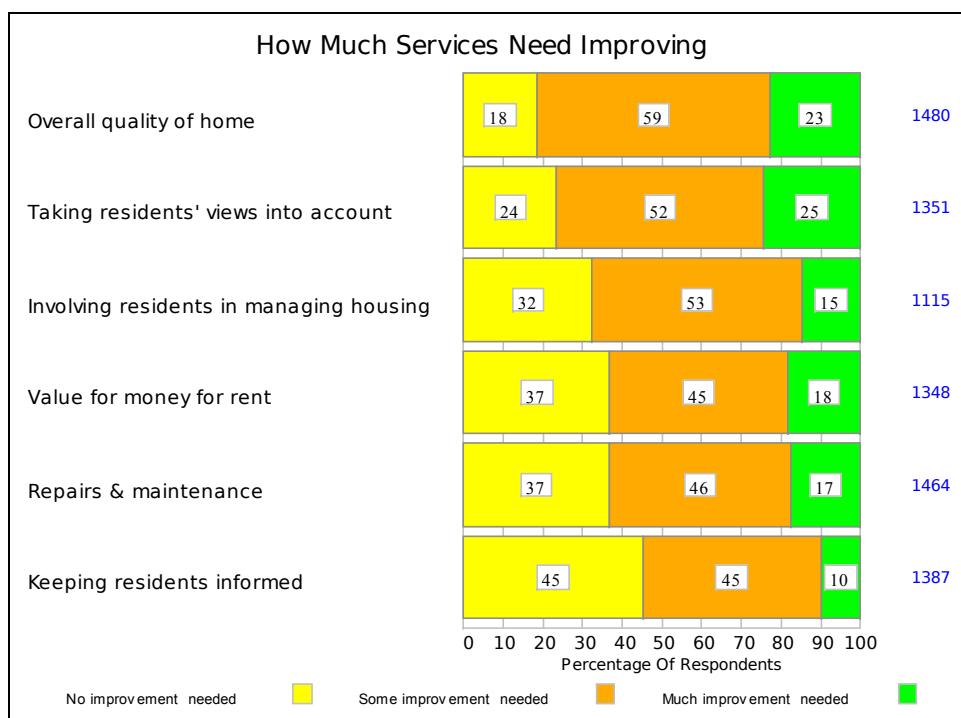


The Council As A Landlord

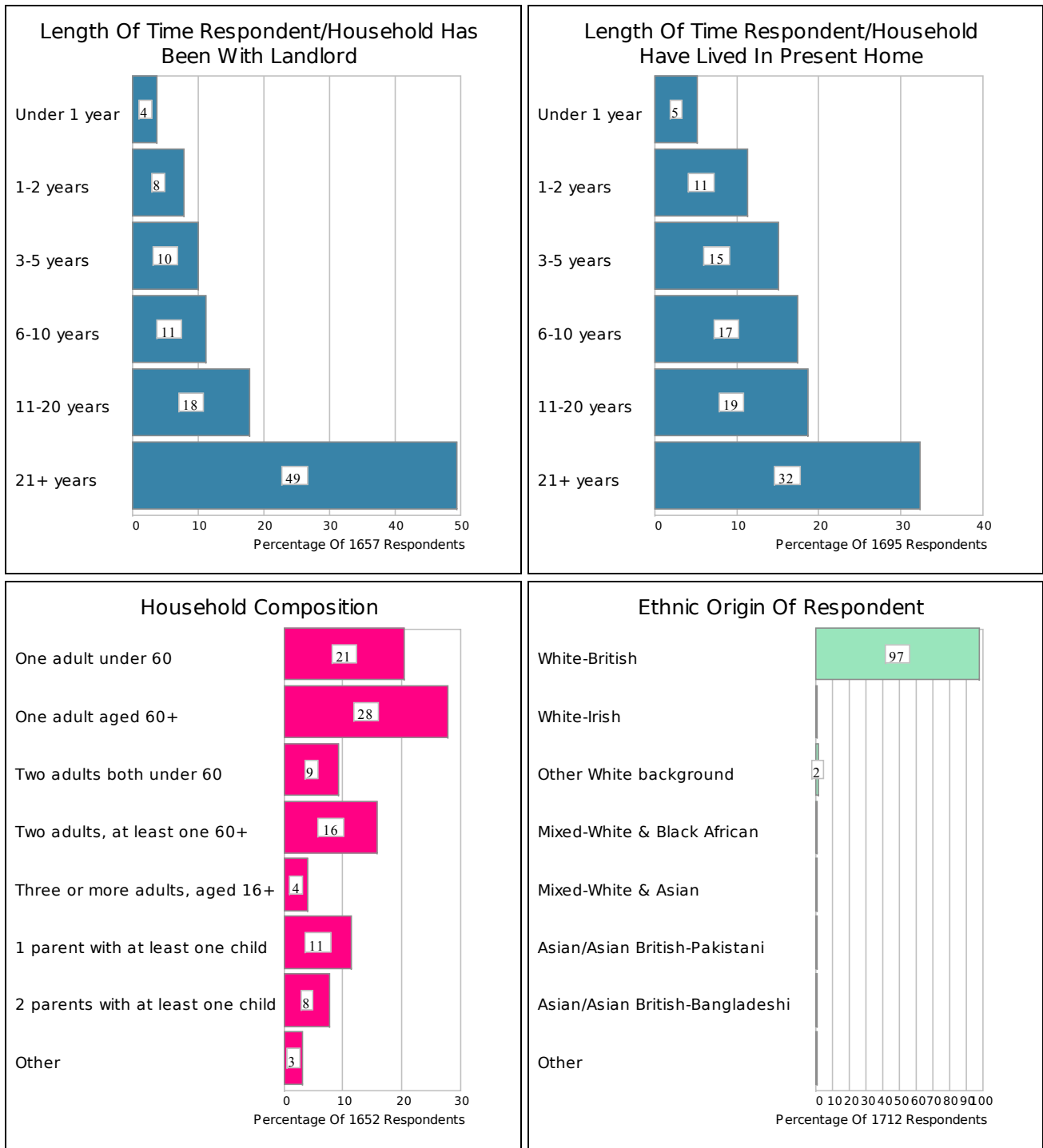




Making Improvements To The Service

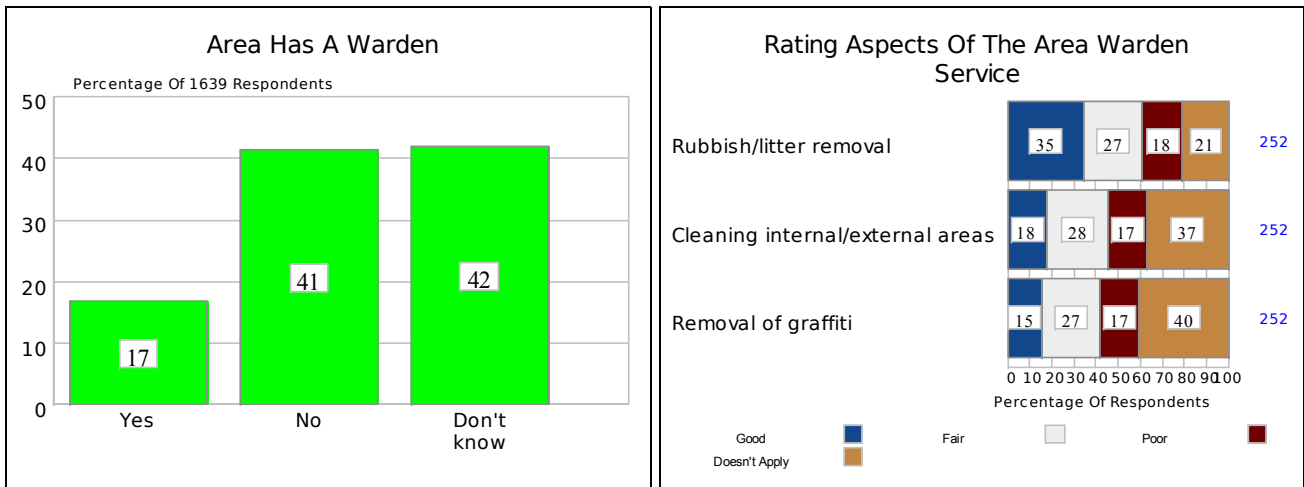


Profile Of Tenants

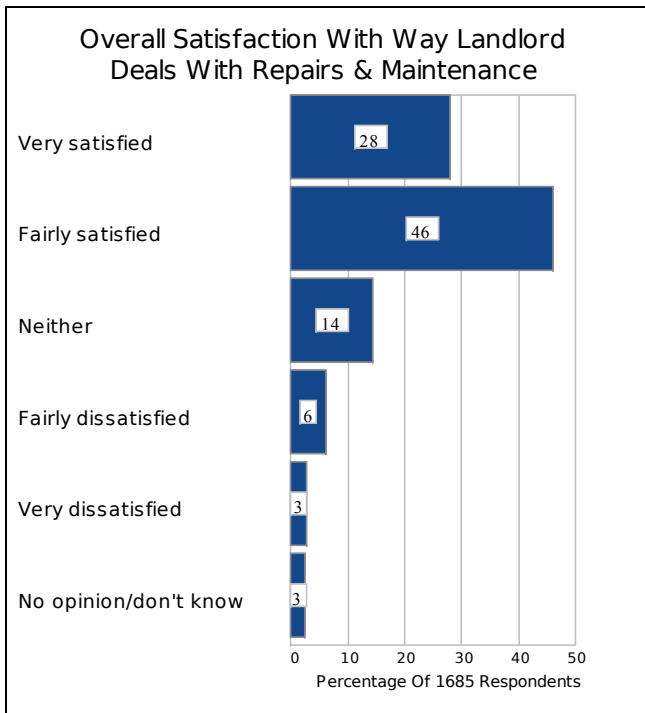


After Here Questions Are Repeated With Can't Say Type Options

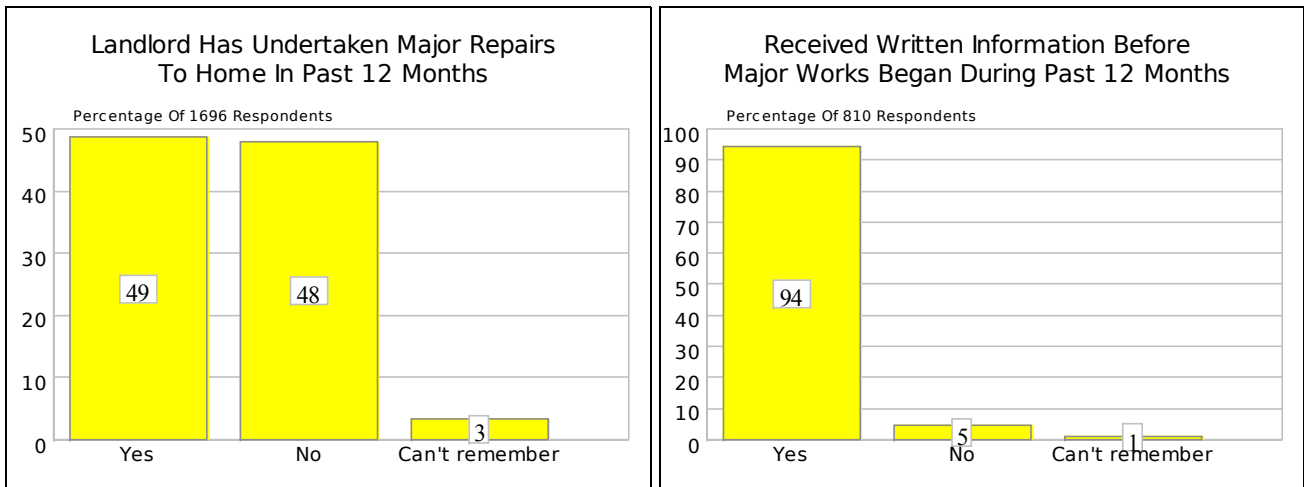
The Warden Service



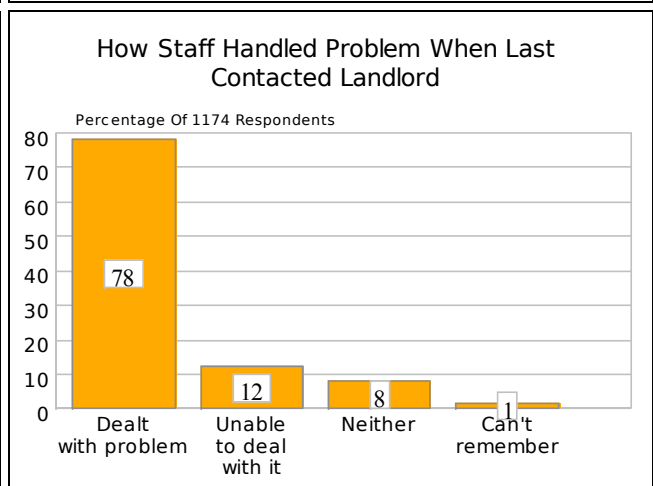
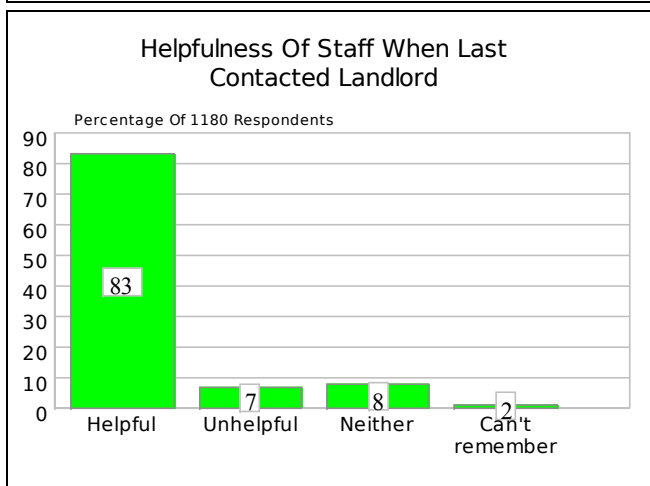
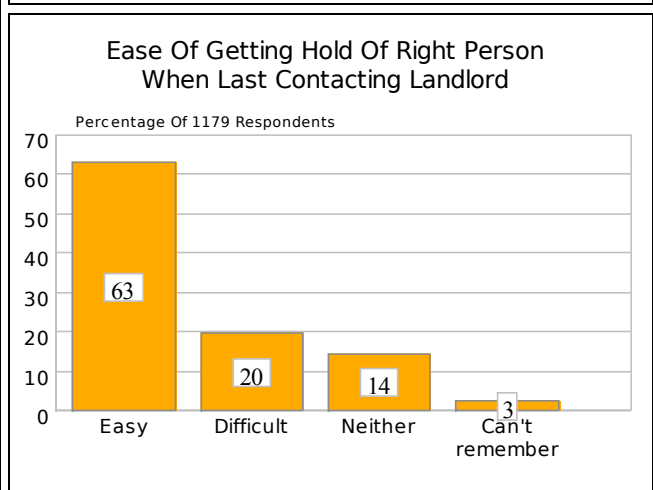
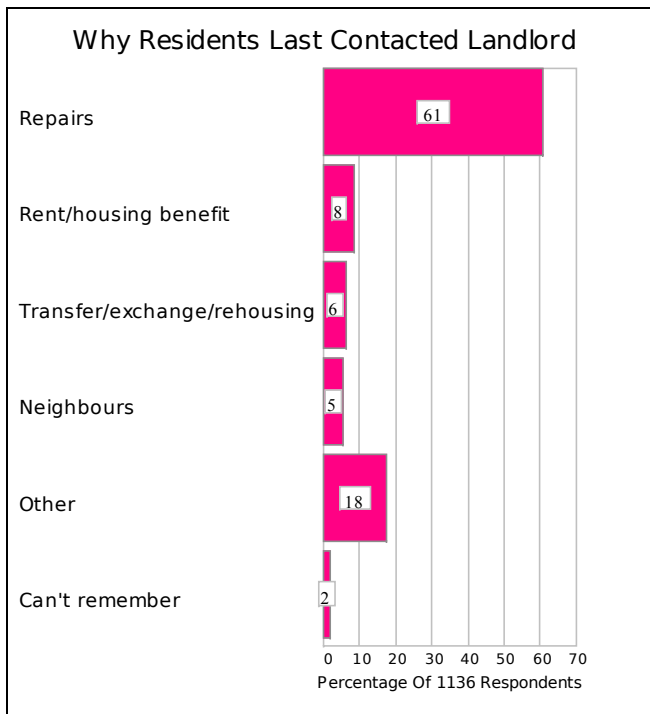
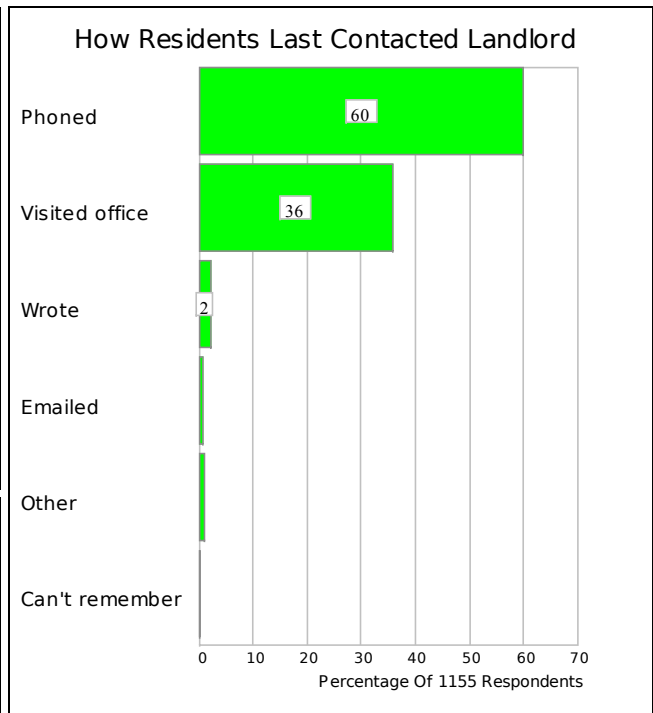
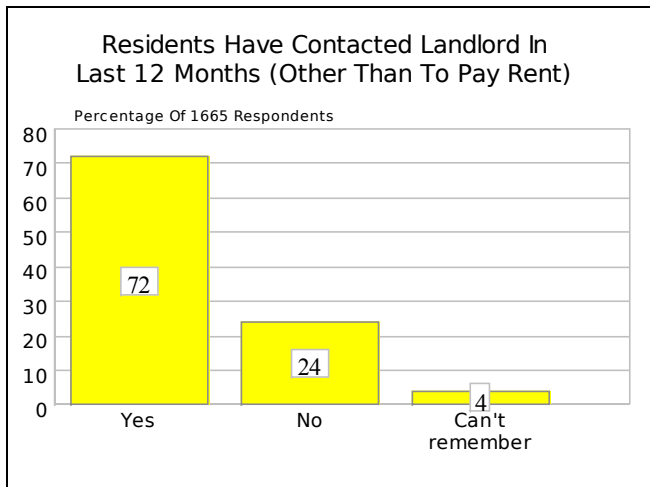
Day-To-Day Repairs

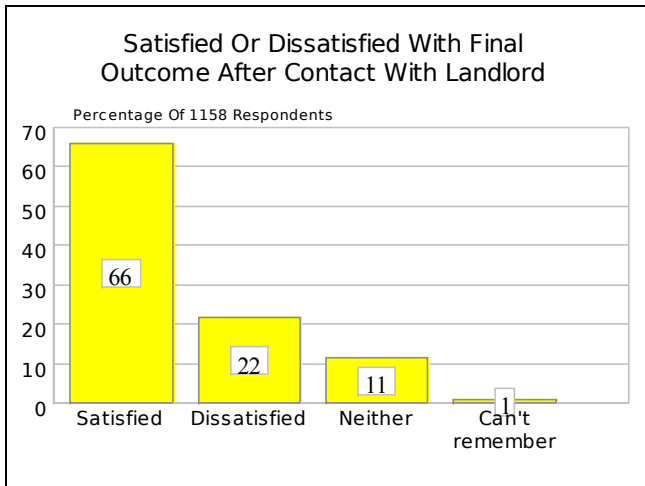


Major Improvement Works

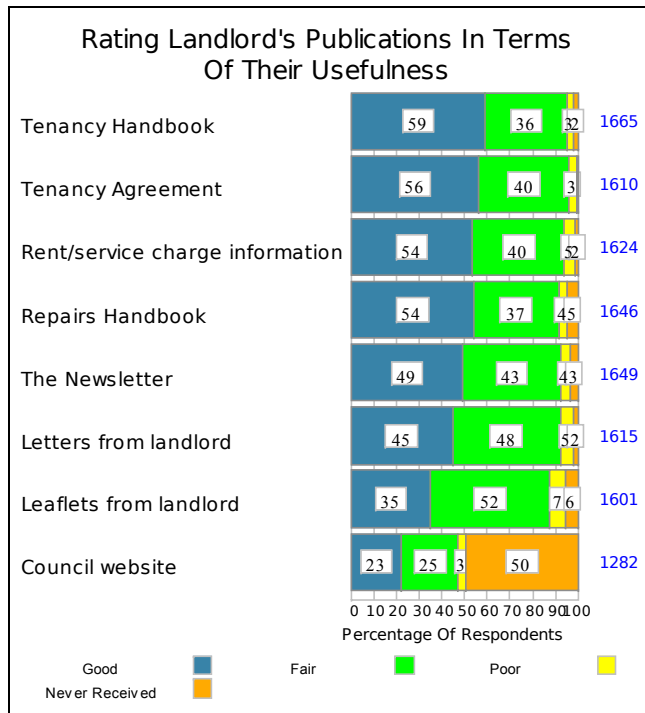


Service From Housing Services

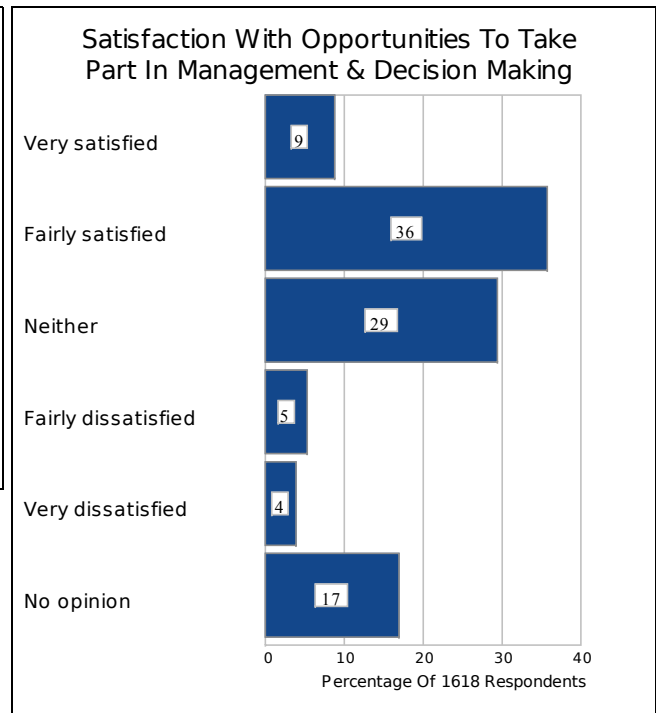
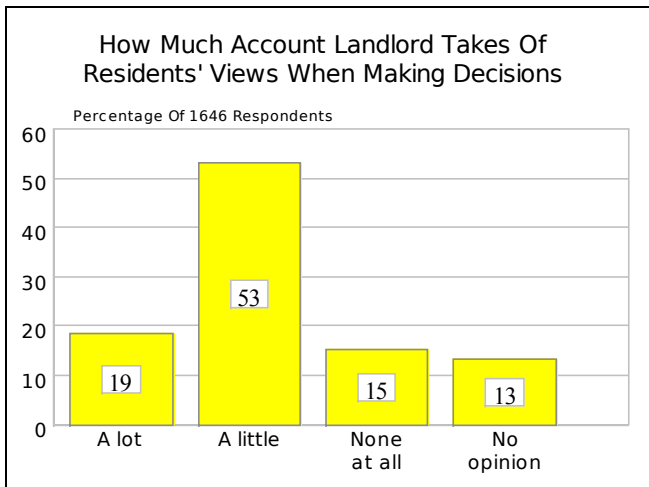




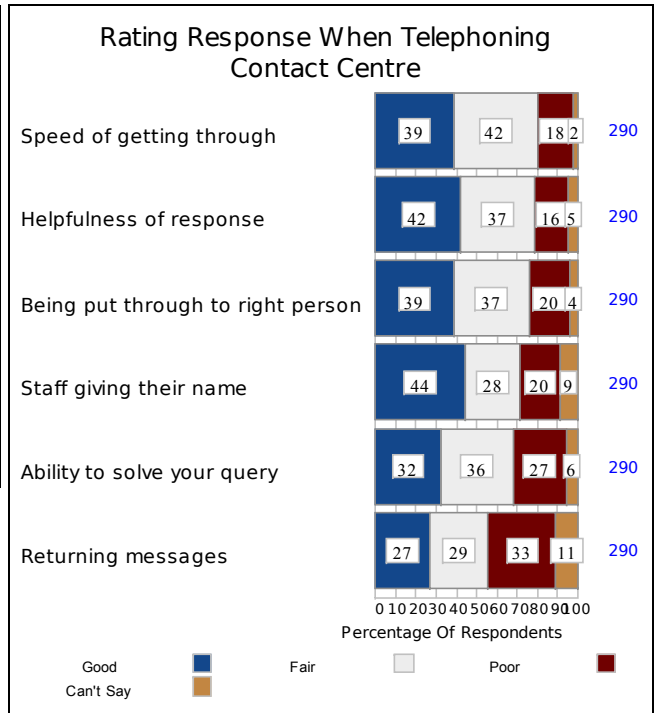
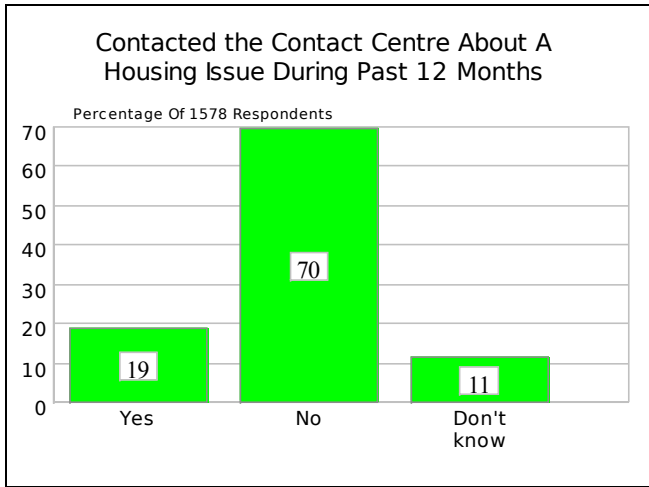
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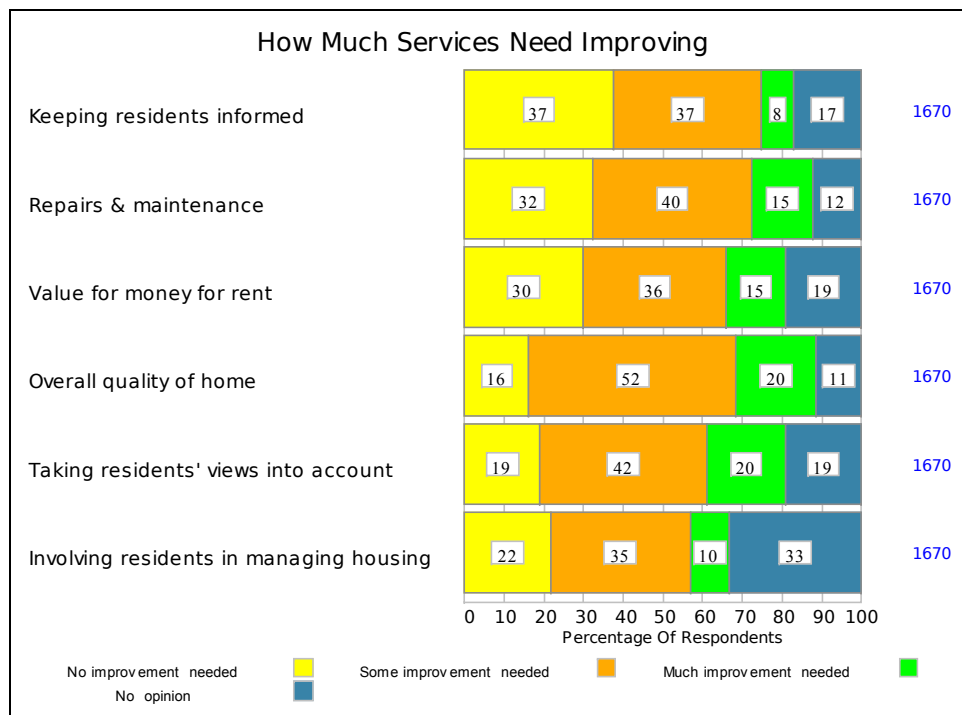
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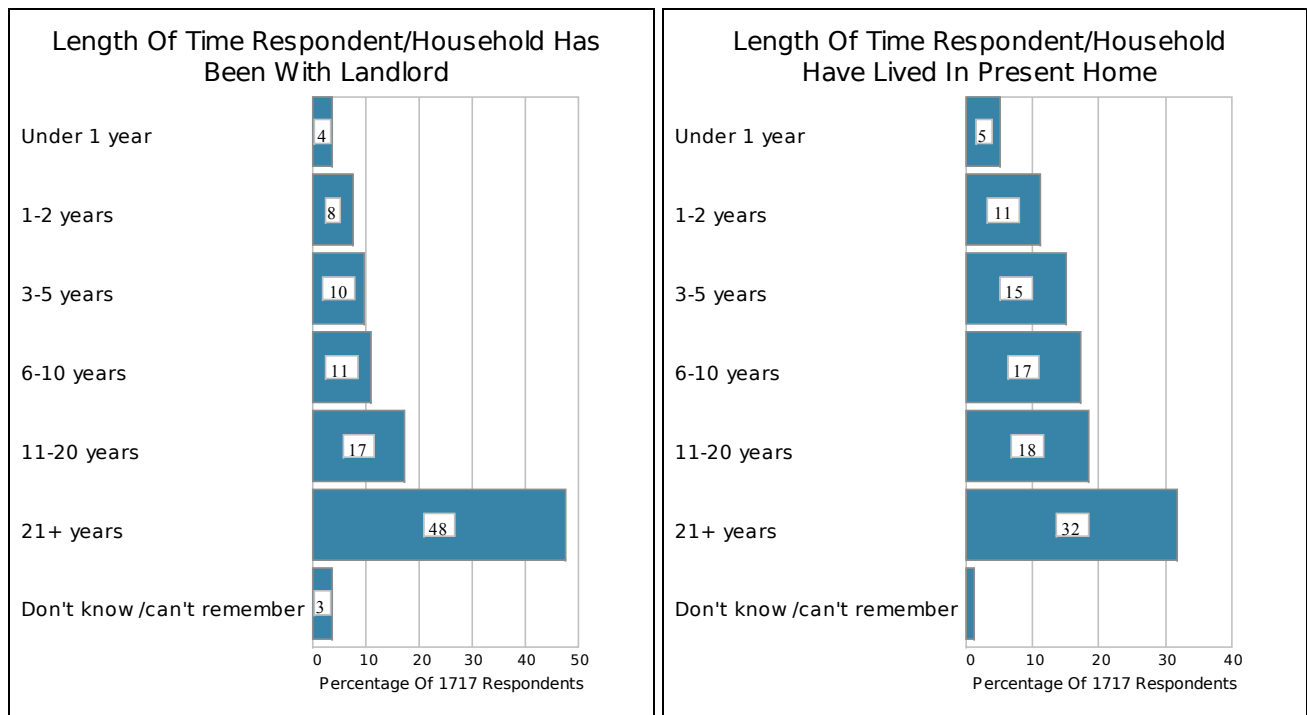
The Customer Contact Centre



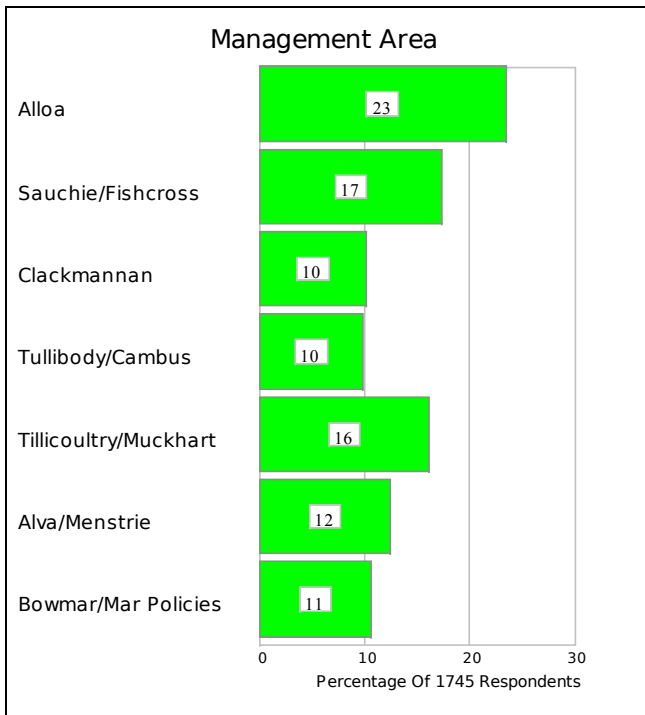
Making Improvements To The Service

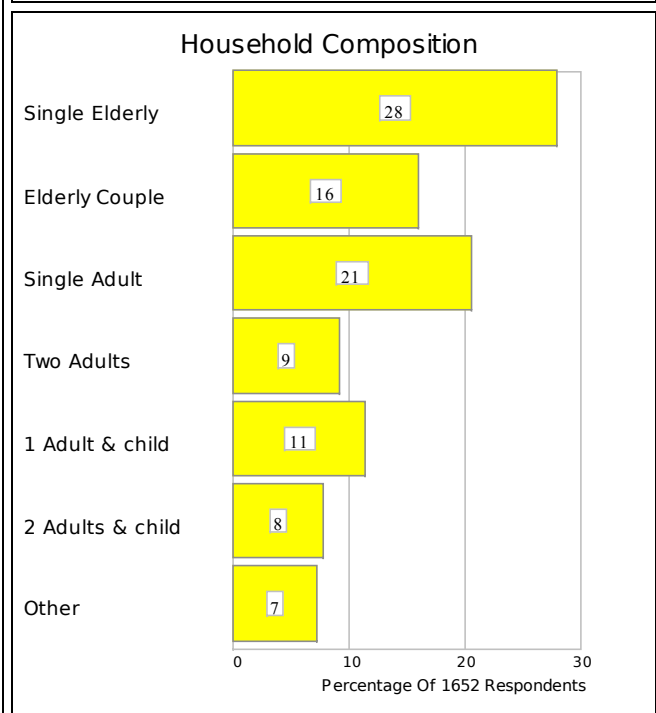
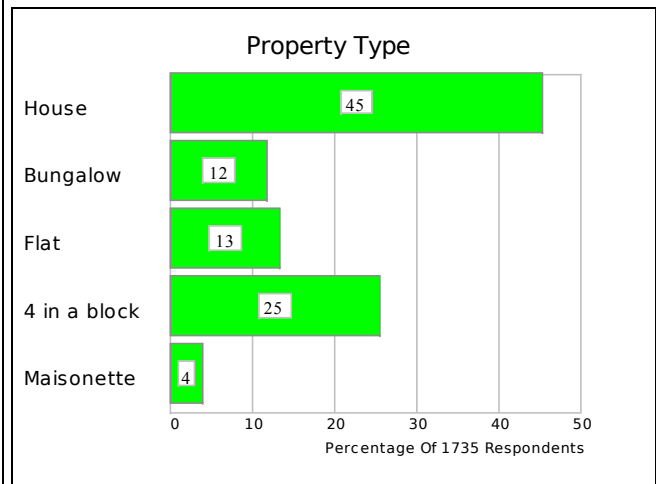
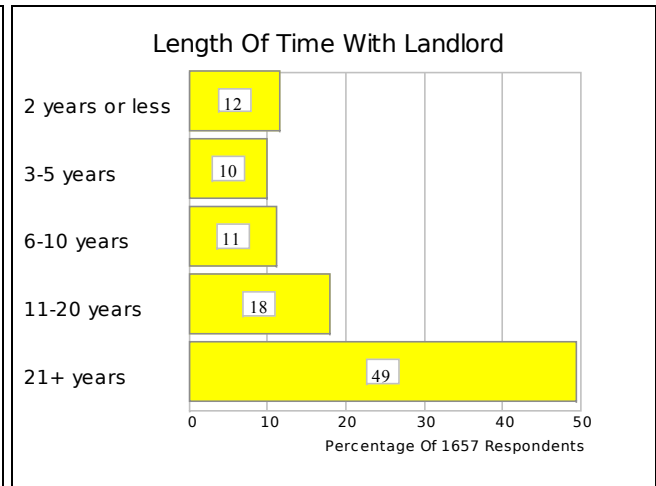
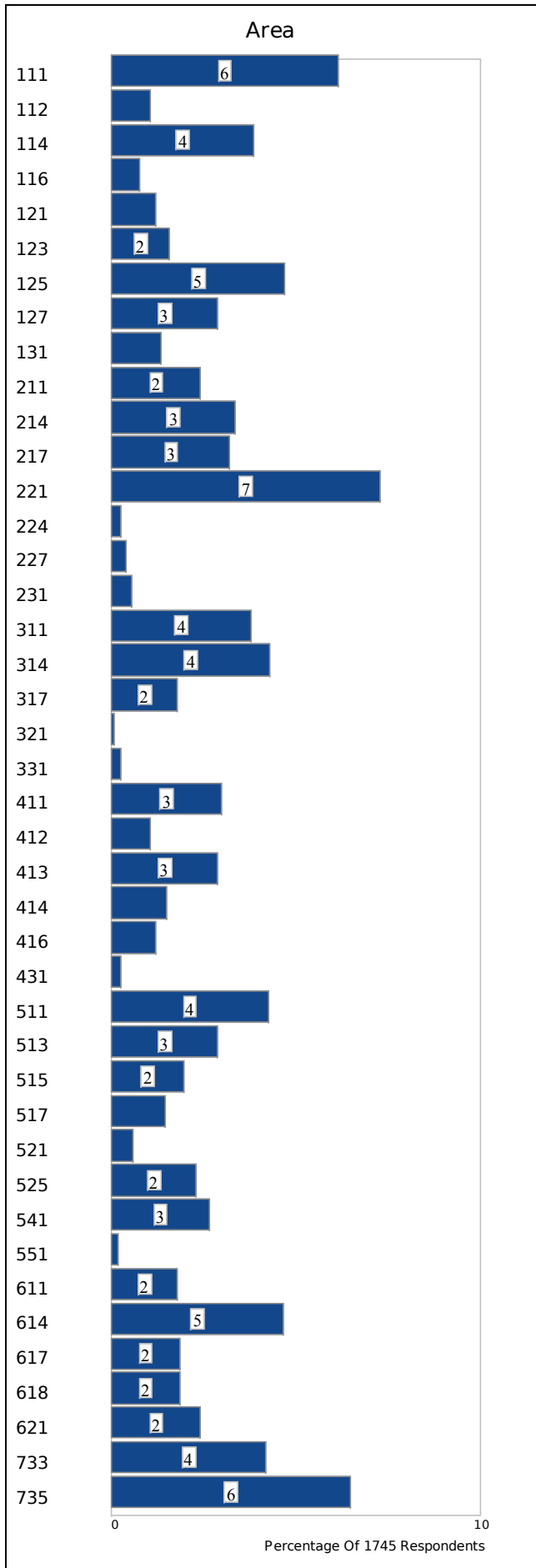


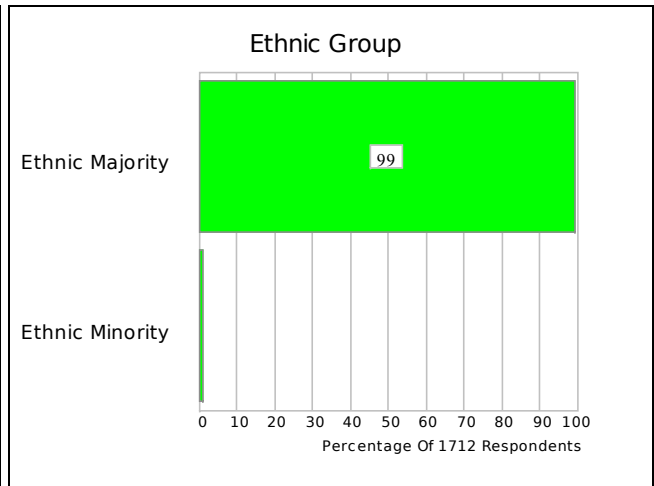
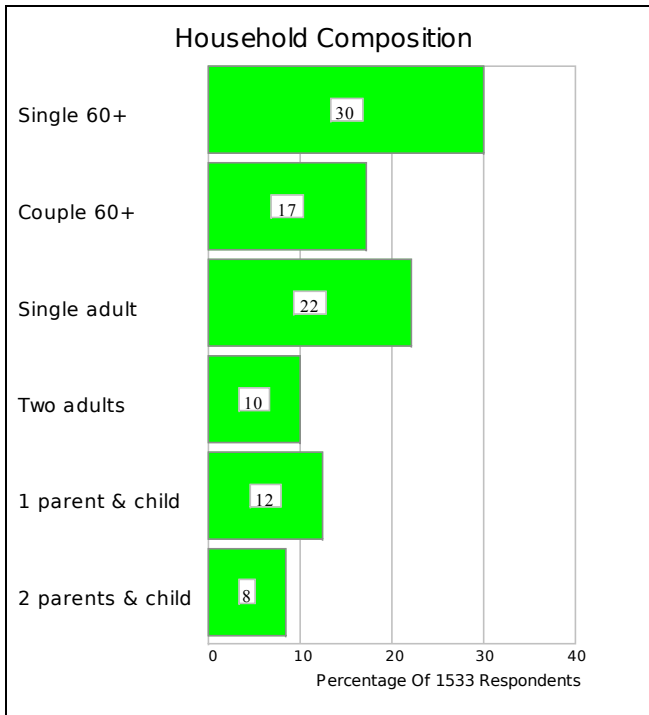
Profile Of Tenants



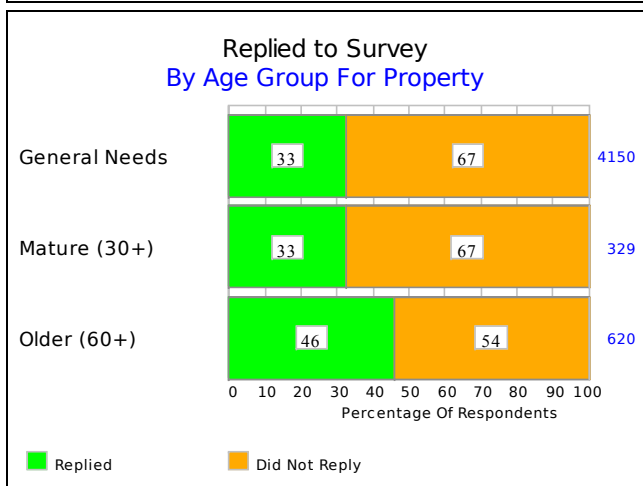
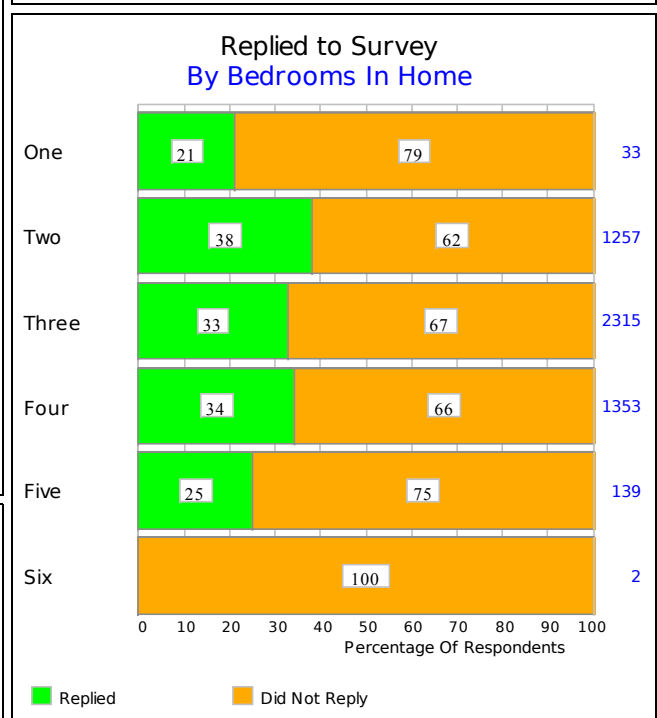
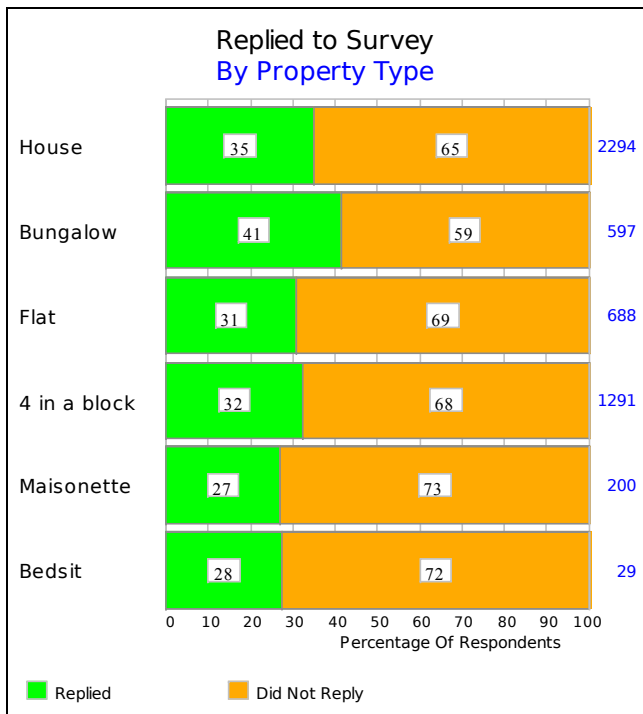
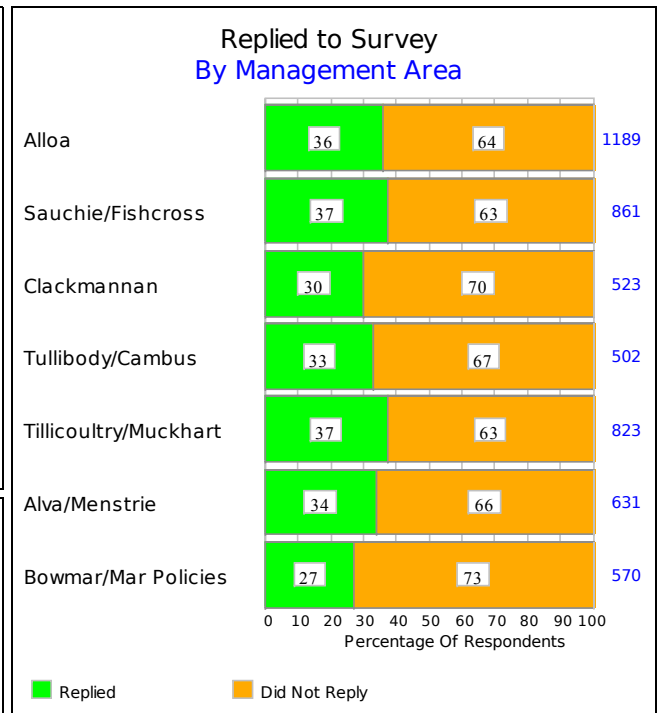
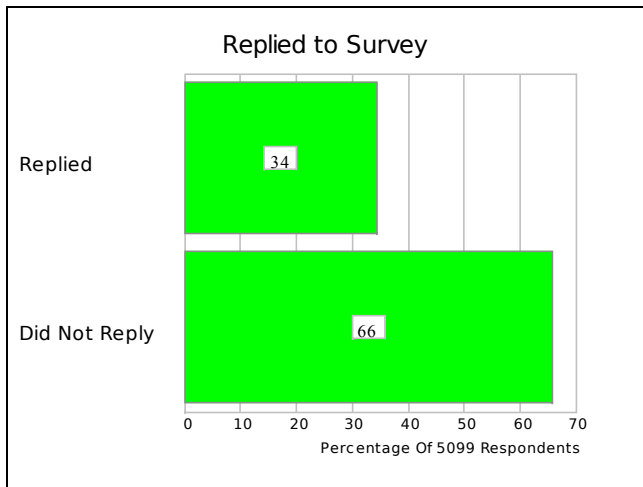
Key Data

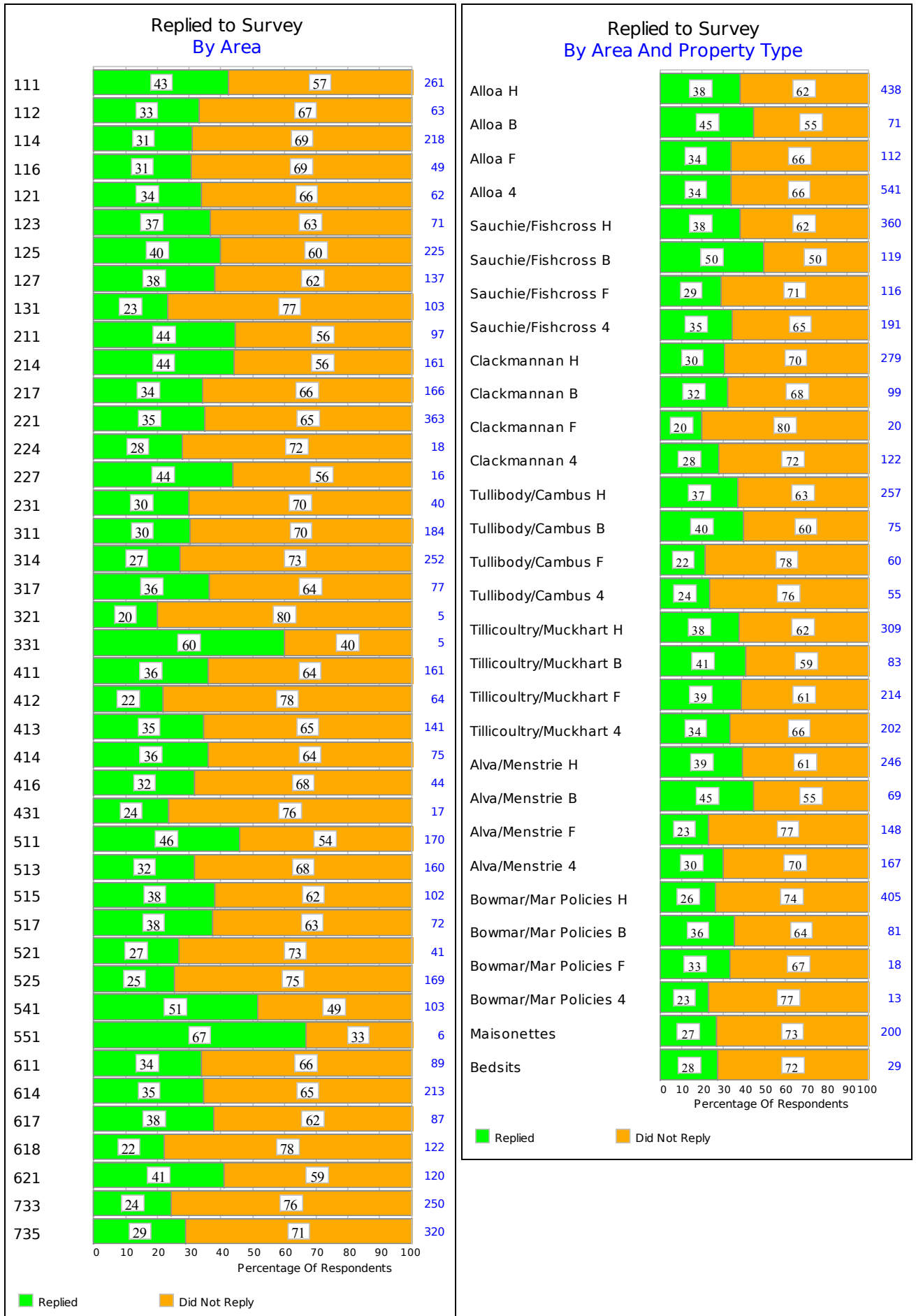






Response Rates







Kwest Research

Suite 5, Egerton House
The Towers Business Park
865 Wilmslow Road
Didsbury
Manchester
M20 2DX

Tel: 0161 448 1388
Fax: 0161 445 3551
email: sales@kwest.info