

# Anti-Social Behaviour

## Survey Results

### 14 October 2009



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## Demographics

### Are you...?

Q1. Response	%
1. Tenant	76
2. Tenant's Spouse / Partner	21
3. A member of the household	3

Please state if you agree or disagree with the following statements...

1. **When you first contacted the Anti-social Behaviour team, it was easy to report your complaint**

Q6. Response	%
1. Strongly agree	49
2. Agree	34
3. Neither agree nor disagree	11
4. Disagree	2
5. Strongly disagree	1
6. Don't know	3

2. **You were contacted by phone or in person within a week of reporting your complaint**

Q6. Response	%
1. Strongly agree	49
2. Agree	29
3. Neither agree nor disagree	11
4. Disagree	2
5. Strongly disagree	0
6. Don't know	9

3. **The officer dealing with your complaint was very helpful**

Q6. Response	%
1. Strongly agree	59
2. Agree	27
3. Neither agree nor disagree	12
4. Disagree	1
5. Strongly disagree	0
6. Don't know	1

**4. BHP contacted me to keep me informed about what was happening on my case**

<b>Q6. Response</b>	<b>%</b>
1. Strongly agree	59
2. Agree	31
3. Neither agree nor disagree	6
4. Disagree	1
5. Strongly disagree	0
6. Don't know	3

**5. How satisfied are you with the support you received from BHP staff during your case?**

<b>Q6. Response</b>	<b>%</b>
1. Very satisfied	59
2. Fairly satisfied	26
3. Neither satisfied nor dissatisfied	14
4. Fairly dissatisfied	1
5. Very dissatisfied	0
6. Don't know	0

**6. Taking everything into account, how satisfied are you with the way your anti-social behaviour complaint was dealt with?**

<b>Q6. Response</b>	<b>%</b>
1. Very satisfied	46
2. Fairly satisfied	38
3. Neither satisfied nor dissatisfied	6
4. Fairly dissatisfied	2
5. Very dissatisfied	1
6. Don't know	7

**7. How satisfied are you with the outcome of your anti-social behaviour complaint?**

<b>Q7. Response</b>	<b>%</b>
1. Very satisfied	45
2. Fairly satisfied	39
3. Neither satisfied nor dissatisfied	9
4. Fairly dissatisfied	1
5. Very dissatisfied	0
6. Don't know	6

**8. Would you report an incident of anti-social behaviour to BHP again in the future?**

<b>Q8. Response</b>	<b>%</b>
1. Definitely	72
2. Probably	23
3. Unlikely	1
4. No	0
5. Don't know	4

**9. Do you have any further comments on the anti-social behaviour service provided by BHP?**

*A handful of tenants made general comments re how much they value the warden service, or how quickly someone got back to them after their initial complaint / problem*