

Residents appreciate efforts on estates

Customers have said that they think the housing company and its partners are still making efforts to tackle antisocial behaviour and keep estates clean.

How safe people feel on their estates and the overall appearance also scored well in a recent customer survey*.

With increased pressure on resources and budgets, satisfaction with the appearance of estates and neighbourhoods dipped slightly, but still remained high amongst returned questionnaires.

Grass cutting, street cleaning, dog fouling, alcohol, parking and vehicle nuisance came out as customers' priorities.

The housing company will use those priorities as it works with Gateshead Council to review its service level agreement for estates across the borough in the future.



66.9% think the housing company and partners are doing at least the same, if not more, to deal with estate cleanliness.

This was up from last year's survey (66.6%)



60.6% of customers are satisfied with the appearance of their estate and how it is maintained.

This was down from last year's survey (64.8%)



74.2% of customers were satisfied with their neighbourhood.

This was down from last year's survey (79.1%)



90.5% of customers think the housing company and its partners are doing at least the same, if not more, to tackle antisocial behaviour.

This was up from last year's survey (90.2%)



88.1% of customers feel at least as safe, if not safer, on their estate compared with last year.

This was down from last year's survey (92.3%)



23.4% of customers had experienced antisocial behaviour during the last year.

This was up from last year's survey (22.2%)

* Based on 308 returned surveys in August 2013.