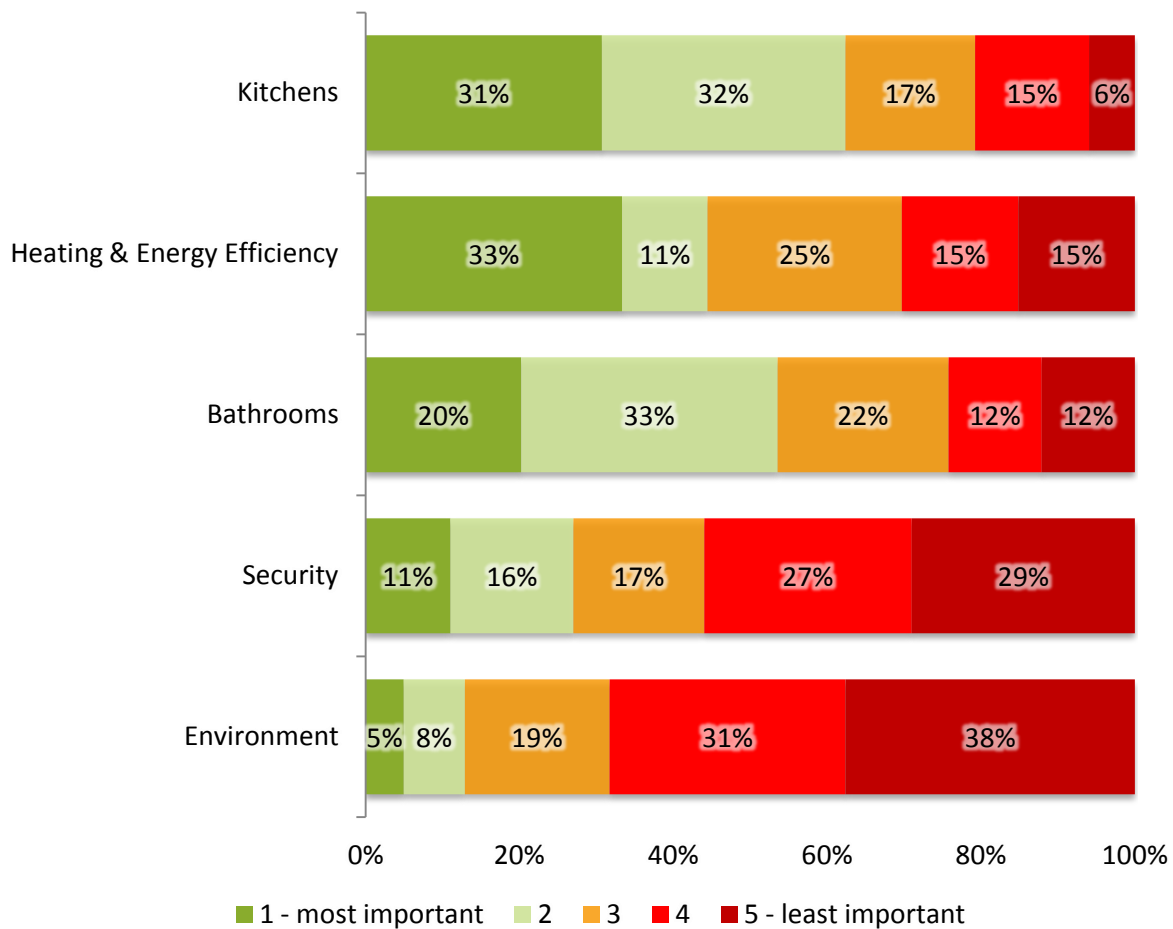


## 10 Priorities within the home

The Council wants to set a new standard for the repair of homes, to be known as The Oxford Standard. Officers are working with a small group of tenants to develop The Oxford Standard but would like to understand tenants' priorities. To ascertain tenant priorities, all tenants were asked to rank in order of importance to them, five areas of work within the home.

From the figure below, it can be seen that tenant priorities are most likely to be centred on areas of work that will directly impact the tenant. One third (33%) of tenants prioritise heating and energy efficiency work as the most important, whilst 31% feel that kitchen work is most important. Combining ratings of 1<sup>st</sup> and 2<sup>nd</sup> priorities, 63% of residents feel that kitchen work is most or second most important, whereas 53% of tenants feel that bathroom work is the most or second most important area. It should be noted that the percentages below have been recalculated to exclude the significant proportion of tenants who answered incorrectly at this question.

**Figure 49: Priorities within the home (Valid tenant responses)**



Unweighted sample bases vary

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