Residents rate council services and where they live

Tandridge District Council is delighted the findings of the *Have your say about council services* survey show residents still rate council services highly, are satisfied with the area they live in and feel well informed.

This report presents the results of a major survey carried out in July to find out residents’ views about the Council. Over 1,800 households were randomly selected to take part in the survey about Tandridge District Council services, 620 replied giving a 34% response rate.

Services are generally rated highly by those that use them, in particular recycling and waste, environmental health, parks and open spaces, street cleaning and council tax collection.

**Summary of key findings**

- 87% of respondents are satisfied with the area as a place to live and 77% strongly feel they belong to their local area.
- 77% are satisfied with the way the Council runs things, while 69% trust the Council.
- 73% feel safe outside in the local area after dark, while 91% feel safe outside during the day.
- 87% don’t think noisy neighbours or parties are a problem, 79% don’t think vandalism, graffiti or other deliberate damage to property or vehicles is an issue.
- 70% usually contact the Council by phone, 31% e-mail and 26% use the website.
- 77% think the Council keeps them well informed.
- 84% of respondents read the Tandridge Magazine and 72% think it keeps them informed about the Council’s work and local services.
- 80% of respondents have access to e-mail and the internet.
- 47% of respondents read the County Border News, 21% the Caterham Independent and 20% the Surrey Mirror. 20% of respondents listen to BBC Surrey.

“More follows”
Councillor Gordon Keymer CBE, Leader of the Council, said: “We wanted to find out what residents think about the services we provide, the area they live and how well we communicate with them. We are pleased with the results and will be using them to review services where necessary. These are challenging times, so we are delighted residents still rate our services highly. In addition, keeping residents and businesses informed is a key objective of the Council and we want to make sure we do our best to get it right.”

For more information please contact Giuseppina Valenza on 01883 732704, e-mail communications@tandridge.gov.uk.

“Ends”

For more information contact Giuseppina Valenza, Head of Communications, on 01883 732704.

Party spokesmen: Councillor Gordon Keymer CBE (Con) 01883 717363 and Councillor Jeremy Pursehouse (Lib Dem) 01883 623025.

Note to editors: A copy of the full report is available at www.tandridge.gov.uk/survey.