

Six Town Housing – Our Customer Profile

We have increased our tenant profile information from 42% (March 2005) to 87% (August 2008)

By analysing data captured by the tenant information project, we have identified the following profiles for 87% of tenants:

Gender

Male	38.6%
Female	61.4%

Age

16 – 19	0.8%
20 - 24	5.8%
25 - 34	14.7%
35 - 44	21.4%
45 - 54	14.1%
55 - 64	12.6%
65 - 74	12.8%
75+	17.8%

Ethnicity

Asian Other	0.4%
Bangladeshi	0.1%
Black Caribbean	0.4%
Black African	1.1%
Black Other	0.2%
Chinese	0.1%
Gypsy	0.0%
Indian	0.2%
Mixed White Asian	0.2%
Mixed White Black African	0.2%
Mixed White Black Caribbean	0.4%
Mixed White Other	0.1%
Other	0.6%
Pakistani	0.9%
White	7.5%
White British	84.7%
White Irish	1.8%
White other	0.9%

Disability

Yes	20.9%
No	79.1%

Use of aids

Wheelchair	4%
Walking frame	2.8%
Walking stick	14.5%

Illnesses

Alzheimer's Disease	0.0%
Arthritis	9.4%
Asthma	8.1%
Diabetes	3.3%
Frailty	2.7%
Hearing Impairment	4.9%
Heart Condition	8.3%
Learning Disability	1.4%
Mental Health Problems	10%
Mobility Problems	19.1%
Multiple Sclerosis	1.1%
Other	23.3%
Senile Dementia	0.2%
Sickle Cell Anaemia	0.2%
Visual Impairment	8.2%

Faith

Buddhism	0.2%
Christianity	72.6%
Hinduism	0.1%
Islam	2.0%
Judaism	0.8%
Sikhism	0.1%
None	20.7%
Other	3.5%

Occupation

At Home Unpaid Household Duties	4.8%
Dependant on Tenant	0.2%
Employed Full Time	11.7%
Employed Full Time Self Employed	0.4%
Employed Part Time	6.2%
Employed Part Time Self Employed	0.2%
Full or Part Time Carer	1.1%
Permanently Sick or Disabled	16%
Student Full Time	0.7%
Student Part Time	0.2%
Unemployed Not Seeking Employment	14.4%
Unemployed Seeking Employment	9.3%
Voluntary	0.2%
Wholly Retired From Work	34.7%

Length of tenancy

Less 1yr	5.3%
1-5 years	38.9%
6-10 years	23.5%
11-15 years	11.5%
16-20 years	7.2%
21-25 years	5.6%
26-30 years	3.5%
31-35 years	1.7%
36-40 years	1.1%
41-45 years	0.6%
46-50 years	0.4%
51-55 years	0.3%
56+	0.3%

Various languages spoken (please note not 1st language)

Arabic	0.2%
Bengali	0.0%
Cantonese	0.0%
Chinese	0.1%
English	96.6%
Farsi	0.1%
French	0.5%
Hebrew	0.1%
Hindi	0.0%
Italian	0.1%
Other	1.2%
Polish	0.3%
Punjabi	0.1%
Pushto	0.0%
Spanish	0.2%
Ukrainian	0.0%
Urdu	0.4%

Benefits

Attendance Allowance	4.9%
Carers' Allowance	1.8%
Council Tax Credit	7.1%
Council Tax Benefit	12.7%
Disability Living Allowance	15.1%
Housing Benefit	3.8%
Incapacity Benefit	8.5%
Income Support	8.5%
Job Seekers Allowance	3.1%
Not in Receipt of Any Benefit	4.1%
Other	8.1%
State Pension	20.4%

Working Tax Credit	2.0%
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