



West Dunbartonshire Council

Tenant Satisfaction Survey

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1. EXECUTIVE SUMMARY

INTRODUCTION

- West Dunbartonshire Council commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- The survey was designed to meet the guidance provided by the Scottish Housing Regulator with regard to assessing tenant satisfaction. As such, the survey was designed to ensure that:
 - the questions asked covered the key tenant satisfaction Charter indicators in the way which is prescribed.
 - the sample was designed to meet the guidance provided by the Scottish Housing Regulator which states that a minimum of data accurate to +/-5% should be achieved and the sample should be designed to be representative of the organisation's tenant population.
- A total of 502 telephone interviews were carried out with West Dunbartonshire Council, providing data accurate to +/-4.26%.
- Interviews took place between the 10th of July and the 4th of August 2017.
- Analysis of the participant profile shows that the survey sample is broadly representative by geography and property size. Therefore, there was no requirement for the survey data to be weighted.
- The survey response provides the Council with a robust level of data upon which they can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

CHARTER INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for West Dunbartonshire Council. The trend column shows the emerging trend over the four-year period 2014 to 2017. As can be seen below, satisfaction levels are generally increasing for the majority of indicators. The biggest increases since the last tenant satisfaction survey undertaken in 2016 can be seen regarding opportunities for participation where overall satisfaction has increased by 12 percentage points and value for money of the rent charge where satisfaction has increased by 7 percentage points.

The table also compares the results to the 2015-2016 ARC data based on 32 Scottish Local Authority Social Landlords. Generally, West Dunbartonshire Council is performing to a similar standard to the Local Authority average with the exception of participation opportunities where overall satisfaction is 8 percentage points higher for West Dunbartonshire Council (79%) than the Scottish Local Authority average (71%).

West Dunbartonshire Council Tenant Satisfaction Survey						
	2014	2015	2016	2017	2014-2017 Trend line	Local Authority Average
Percentage of tenants satisfied with the overall service provided by their landlord	72%	81%	84%	84%		83%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	72%	76%	87%	84%		81%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	52%	59%	67%	79%		71%
Percentage of existing tenants satisfied with the quality of their home	74%	80%	81%	86%		84%
Percentage of tenants satisfied with the management of the neighbourhood they live in	76%	78%	80%	80%		81%
Percentage of tenants who feel that the rent for their property represents good value for money	67%	73%	68%	75%		79%

OVERALL SATISFACTION

- The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by West Dunbartonshire Council as their landlord. Over 8 in 10 respondents (84%) were either very or fairly satisfied in this respect compared to 8% who were either very or fairly dissatisfied. 8% who were neither satisfied nor dissatisfied and less than half a percent who had no opinion (0.2%).

INFORMATION AND COMMUNICATION

- Respondents were asked about the source of information they use to obtain information about the Council's housing services. Written communications were by far and away the most used sources of information with 86% of tenants stating they use newsletters and 45% using letters.

- In terms of keeping tenants informed, 84% of tenants believed West Dunbartonshire Council's Housing Service was either very or fairly good at keeping them informed about their services and decisions compared to 7% who felt they were poor or very poor and 9% who said they were neither good nor poor.

TENANT PARTICIPATION

- All respondents were asked if they were aware of any of the opportunities provided to tenants to allow them to participate in the Council's Housing Services decision making processes. Over 7 in 10 tenants (72%) were aware of at least one of the ways they could participate.
- Tenants were most likely to be aware of the Tenants and Residents Associations operating across West Dunbartonshire (65%) and were least aware of the Consultation Calendar and the Scrutiny Panel (both 13%)
- All respondents were asked about the things that stop them from participating more in the Council's Housing Service. Over 4 in 10 respondents (41%) mentioned health or disability issues, 24% said they were simply not interested and 14% cited work commitments.
- Just under 8 in 10 tenants (79%) were either very or fairly satisfied with the opportunities provided to them to participate in their landlord's decision-making processes, compared to just 5% who were very or fairly dissatisfied and 16% who were neither satisfied nor dissatisfied.

CONTACT WITH THE LANDLORD

- Over 6 in 10 respondents (65%) had been in contact with their landlord in the last 12 months with a query other than to pay their rent or service charges.
- Those who had contacted their landlord in the last 12 months were asked about their experience:
 - 65% said it was easy to get hold of the right person;
 - 84% found staff helpful;
 - 70% said their query was answered within a reasonable time;
 - 83% were satisfied with the ability of staff to deal with their enquiry quickly and efficiently;
 - 74% were satisfied with the final outcome of their enquiry.

REPAIRS AND MAINTENANCE

- All tenants were asked about their general satisfaction with the way their landlord deals with repairs and maintenance. Over 8 in 10 tenants (81%) were very or fairly satisfied in this respect compared to 12% who were very or fairly dissatisfied and 7% who were neither satisfied nor dissatisfied.

- Over 6 in 10 tenants (65%) have had repairs undertaken in the last 12 months. Of these individuals, 84% were very or fairly satisfied with the service received compared to 14% who were very or fairly dissatisfied.
- Following on from this, respondents who had repairs carried out in the last 12 months were asked how satisfied or dissatisfied they were with the various aspects of the repair that was carried out:
 - 88% were satisfied they were able to make an appointment;
 - 85% were satisfied with the speed of completion of the work;
 - 81% were satisfied that the repair was done right first time.
- Just under 9 in 10 tenants (86%) were either very or fairly satisfied with the quality of their home compared to 9% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied.

NEIGHBOURHOOD MANAGEMENT

- In terms of the landlord's management of the neighbourhood they live in, 80% of respondents were either very or fairly satisfied compared to 13% who were dissatisfied and 7% who were neither satisfied nor dissatisfied.

VALUE FOR MONEY

- Three quarters of tenants (75%) believed the rent for their home represents very or fairly good value for money compared to 11% who rated it as very or fairly poor value and 14% who said it was neither good nor poor value for money.
- Over half of respondents (51%) were in receipt of full housing benefit, 18% received partial housing benefit and 32% said they paid full rent.
- Those who paid their rent (either fully or partially) were asked how easy they find it to afford the rent payments for their home. Four in ten tenants (40%) said the rent for their home was very or fairly easy to afford, 44% said it was just about affordable and 16% said it was very or fairly difficult to afford.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from West Dunbartonshire Council's 2017 Tenant Satisfaction Survey.

2.2 Background and objectives

The aim of the research was to seek customers' views on the services that West Dunbartonshire council provides and how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:

- The quality of information provided by West Dunbartonshire Council;
- Quality of the home and the neighbourhood;
- Repairs and maintenance services;
- Tenant involvement/ opportunities for participation;
- Rent and value for money.

It is against this background that Research Resource were commissioned to carry out West Dunbartonshire Council's 2017 Customer Satisfaction Survey.

3. METHODOLOGY

3.1 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring a representative sample of tenants, it was decided that the tenant survey was carried out utilising a telephone survey methodology with tenants. Our primary reasons for recommending this were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Council.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

3.2 Questionnaire design

After consultation with West Dunbartonshire Council representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which West Dunbartonshire Council is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A copy of the questionnaire used for the survey can be found in Appendix 1.

3.3 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Council can have confidence making decisions upon and to maximise the response to the survey. The Council owns and manages 10,580 properties across three main settlement areas, Alexandria, Clydebank and Dumbarton.

Overall, a total of 502 interviews were completed with West Dunbartonshire Council tenants. This provides data accurate to $\pm 4.26\%$ based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Council's stock to ensure coverage of all stock types.

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type (flats, semidetached house, detached, terraces) and the number of bedrooms.

The following table shows the sample profile broken down by geography and property size compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile in terms of property size and geography, and that there is good coverage of the tenant base. We are comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

No of Bedrooms	Area	No of tenants	% of tenants	Number of interviews	% of interviews
0	Clydebank	1	0.0%	0	0.0%
	Dumbarton	20	0.2%	1	0.2%
	0 Total	21	0.2%	1	0.2%
1	Alexandria	501	5.2%	28	5.6%
	Clydebank	1247	13.0%	65	12.9%
	Dumbarton	739	7.7%	41	8.2%
	1 Total	2487	25.9%	134	26.7%
2	Alexandria	1326	13.8%	65	12.9%
	Clydebank	2132	22.2%	115	22.9%
	Dumbarton	835	8.7%	42	8.4%
	2 Total	4293	44.7%	222	44.2%
3	Alexandria	758	7.9%	37	7.4%
	Clydebank	1279	13.3%	69	13.7%
	Dumbarton	465	4.8%	24	4.8%
	3 Total	2502	26.1%	130	25.9%
4	Alexandria	16	0.2%	0	0.0%
	Clydebank	148	1.5%	9	1.8%
	Dumbarton	125	1.3%	6	1.2%
	4 Total	289	3.0%	15	3.0%
5	Clydebank	1	0.0%	0	0.0%
	5 Total	1	0.0%	0	0.0%
6	Clydebank	1	0.0%	0	0.0%
	6 Total	1	0.0%	0	0.0%
7	Alexandria	1	0.0%	0	0.0%
	7 Total	1	0.0%	0	0.0%
8	Clydebank	1	0.0%	0	0.0%
	8 Total	1	0.0%	0	0.0%
Grand total excluding no name Clydebank properties		9596	100%	502	100.0%

3.4 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

Please note that not all percentages sum to 100% due to rounding.

It should be noted that a number of questions are also multiple response questions so the percentages and number of respondents stating a particular response may add to more than the base number and more than 100%. This is because respondents could give more than one answer to these questions.

3.5 Report Structure

This document details the key findings to emerge from the survey for West Dunbartonshire Council.

CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	INFORMATION AND COMMUNICATION
CHAPTER 6.	TENANT PARTICIPATION
CHAPTER 7.	CONTACT WITH THE LANDLORD
CHAPTER 8.	REPAIRS AND MAINTENANCE
CHAPTER 9.	NEIGHBOURHOOD MANAGEMENT
CHAPTER 10.	VALUE FOR MONEY
CHAPTER 11.	DEMOGRAPHIC AND HOUSEHOLD INFORMATION
CHAPTER 12.	CONCLUSIONS

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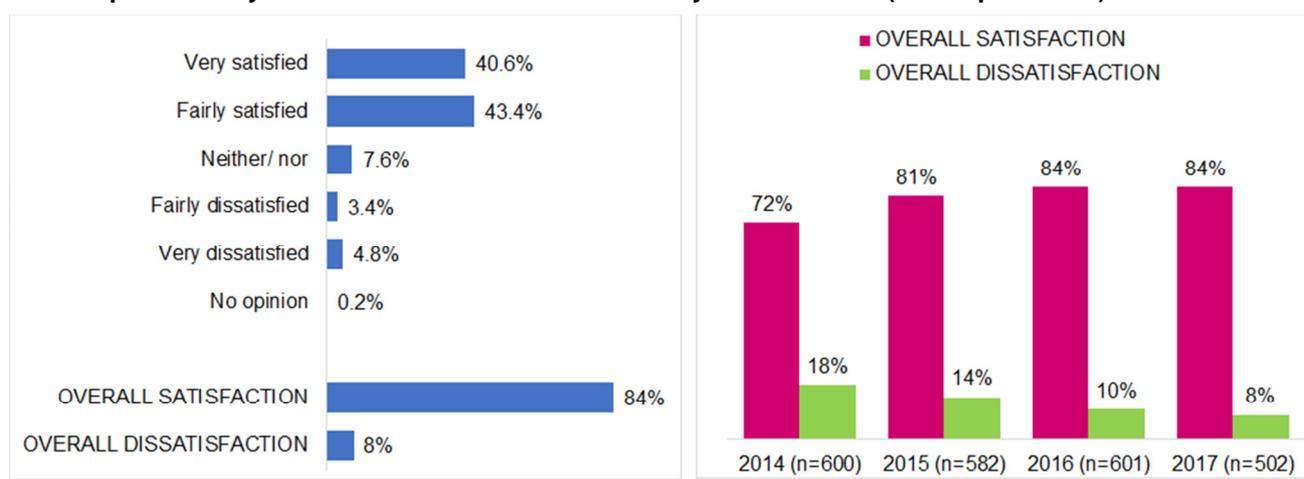
4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided by West Dunbartonshire Council as a landlord (Q1)

The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by West Dunbartonshire Council as their landlord. Over 8 in 10 respondents (84%) were either very or fairly satisfied in this respect compared to 8% who were either very or fairly dissatisfied. 8% who were neither satisfied nor dissatisfied and less than half a percent who had no opinion (0.2%).

Overall satisfaction has remained consistent at 84% when compared to the 2016 results and is an improvement on the 2015 (81%) and 2014 surveys (72%). Overall dissatisfaction has continued to decrease each year from 18% in 2014 to 8% in 2017.

Figure 1: Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by West Dunbartonshire Council as your landlord? (All respondents)

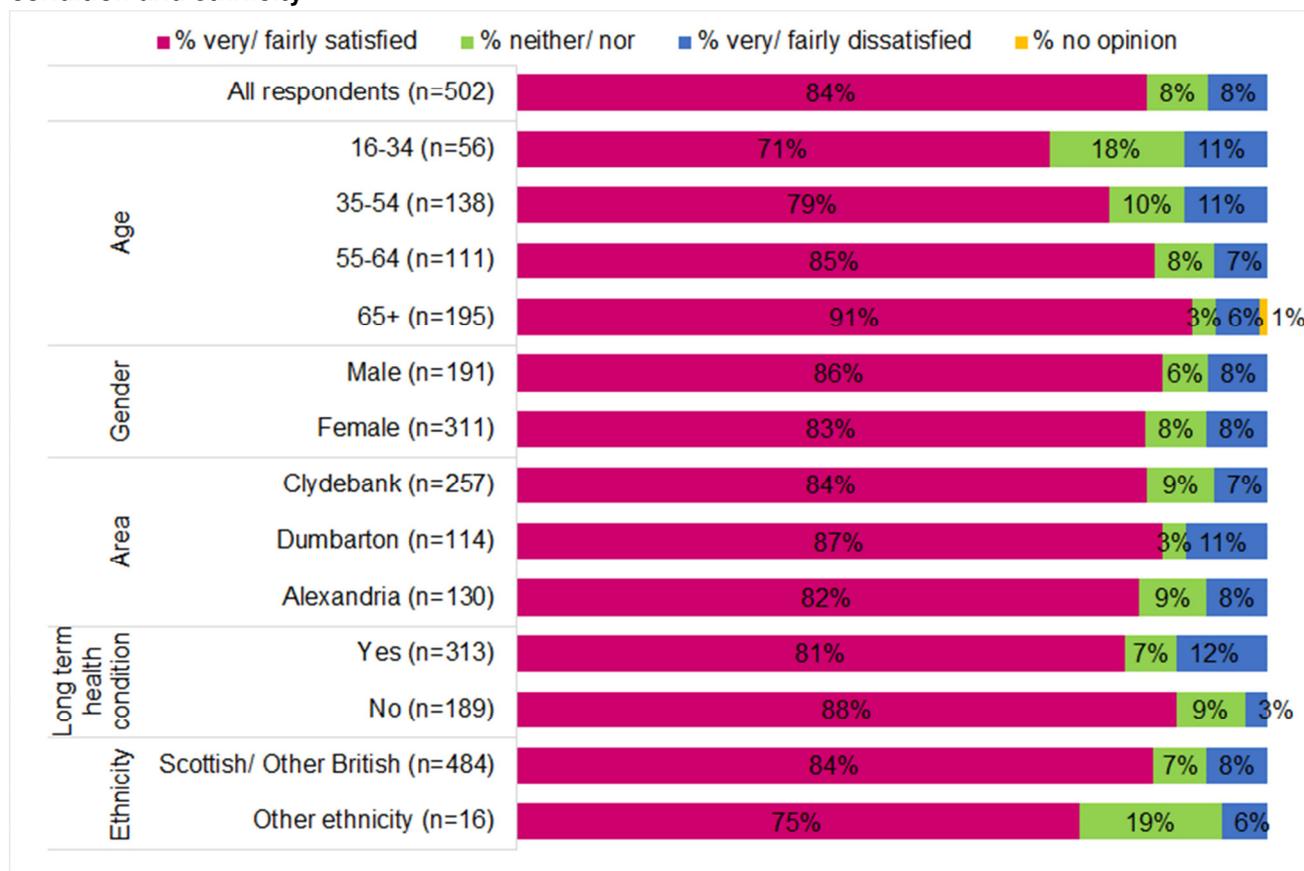


As shown in the subsequent table, further analysis of overall satisfaction and overall dissatisfaction reveals some interesting findings:

- Satisfaction with the overall service increases with age, from 71% for those aged 16-34 to 91% aged 65 and over;
- Analysis of dissatisfaction reveals that those who had some form of long term health condition or disability were more likely to be dissatisfied with the overall service (12%) than those who had no long-term health concerns (3%).
- Area based analysis reveals that Dumbarton respondents were more likely to be dissatisfied with the overall service (11%) than Clydebank (7%) and Alexandria tenants (8%).

The following table shows the results to this question broken down by demographic and geographical location:

Figure 2: Q1 Satisfaction with the overall service analysed by age, gender, area, long term health condition and ethnicity



4.2 Reasons for not being satisfied with overall service (Q2)

Those who were not satisfied with the overall service (i.e. were fairly or very dissatisfied or neither satisfied nor dissatisfied) were asked for their reasons for feeling this way. A word cloud has been generated using the 30 most frequently cited words. This shows that the most commonly used words were Council, repairs, issues, house, things, waiting, years and communication.

The open-ended responses provided to this question are listed in Appendix 2. These comments have been coded into common themes to allow us to quantify the response categories that have been generated from these comments. This coding exercise identified that respondents were most likely to have comments on the quality of repairs or workmanship (32%), regarding a lack of communication or response from the Housing service (19%) or where respondents were unhappy with the amount of time taken to deal with enquiries or issues (17%).

Figure 3: Q2 [WORD CLOUD] Can you say why you are not satisfied with the overall service provided by the Council as your landlord? (Respondents who were not satisfied with the overall service)



5. INFORMATION AND COMMUNICATION

5.1 Communication sources (Q3)

Respondents were asked about the source of information they use to obtain information about the Council's housing services. Written communications were by far and away the most used sources of information with 86% of tenants stating they use newsletters and 45% using letters.

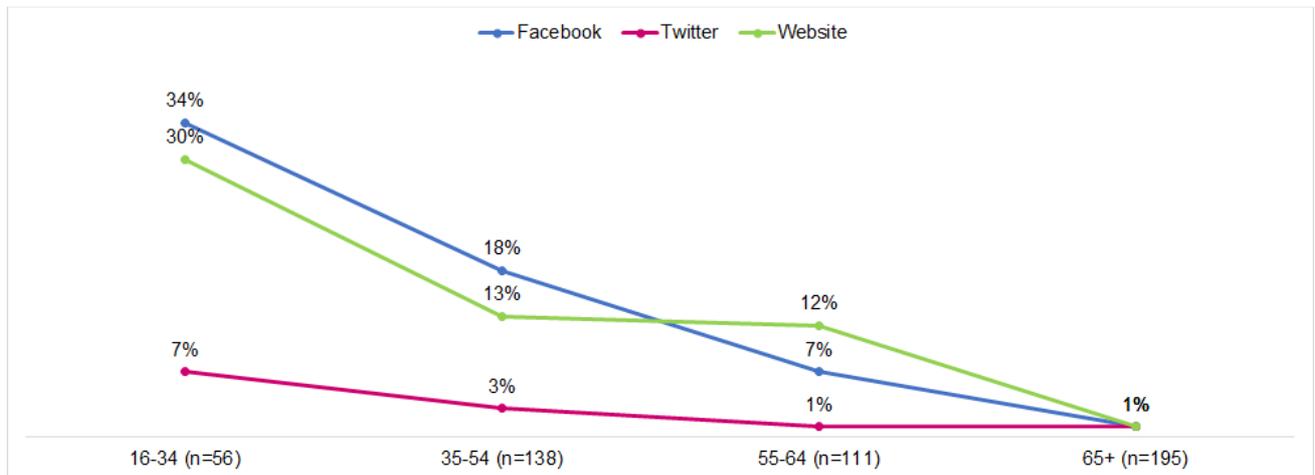
Figure 4: Which sources of information do you use to obtain information about the Council's housing services? (All respondents)

Q3 The Council's Housing Service use a range of methods to keep their tenants informed including newsletters, letters and leaflets to tenants and using social media such as Facebook and Twitter. Which of the following sources of information do you use to obtain information about the Council's housing services?

Base: All respondents, n=502	No.	%
Newsletters	433	86.3%
Letters	224	44.6%
Facebook	53	10.6%
Website	50	10.0%
Meetings	11	2.2%
Twitter	10	2.0%
Staff visits	9	1.8%
Surveys	9	1.8%
Local newspaper	9	1.8%
Word of mouth	7	1.4%
Telephone	7	1.4%
Visit the office	4	0.8%
Noticeboard	3	0.6%
One stop shop	3	0.6%
Other	6	1.2%
Don't know	5	1.0%
Nothing	10	2.0%

It is interesting to note that Facebook is used most frequently by respondents aged 16-34 (34%) and this decreases with age to only 1% for respondents aged 65 and over. Use of the website and Twitter also decreases with age.

Figure 5: Use of Facebook, Twitter and the Council's website analysed by age

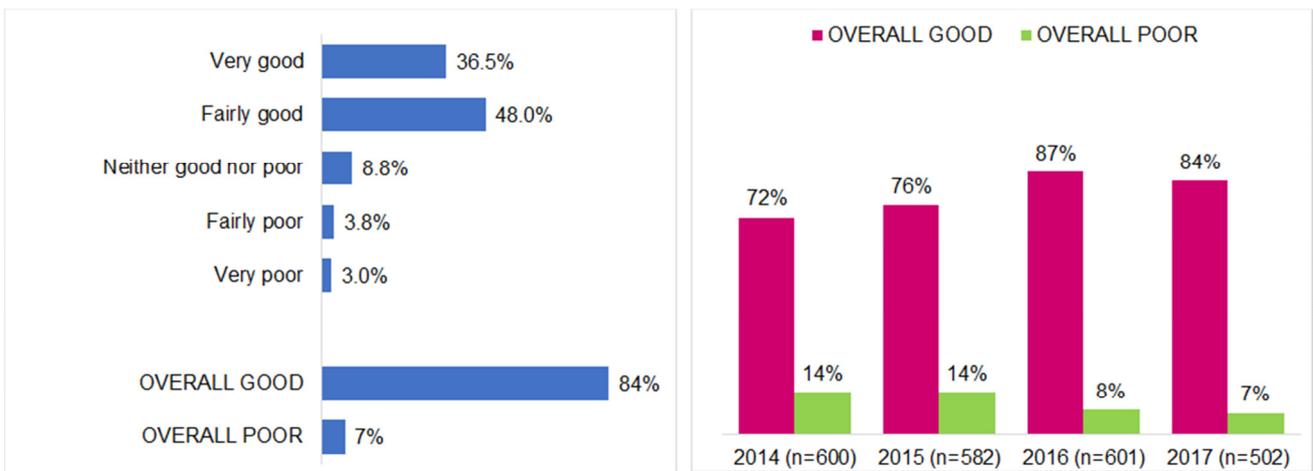


5.2 Keeping tenants informed (Q4/5)

In terms of keeping tenants informed, 84% of tenants were of the opinion that West Dunbartonshire Council's Housing Service was either very or fairly good at keeping them informed about their services and decisions compared to 7% who felt they were poor or very poor and 9% who said they were neither good nor poor.

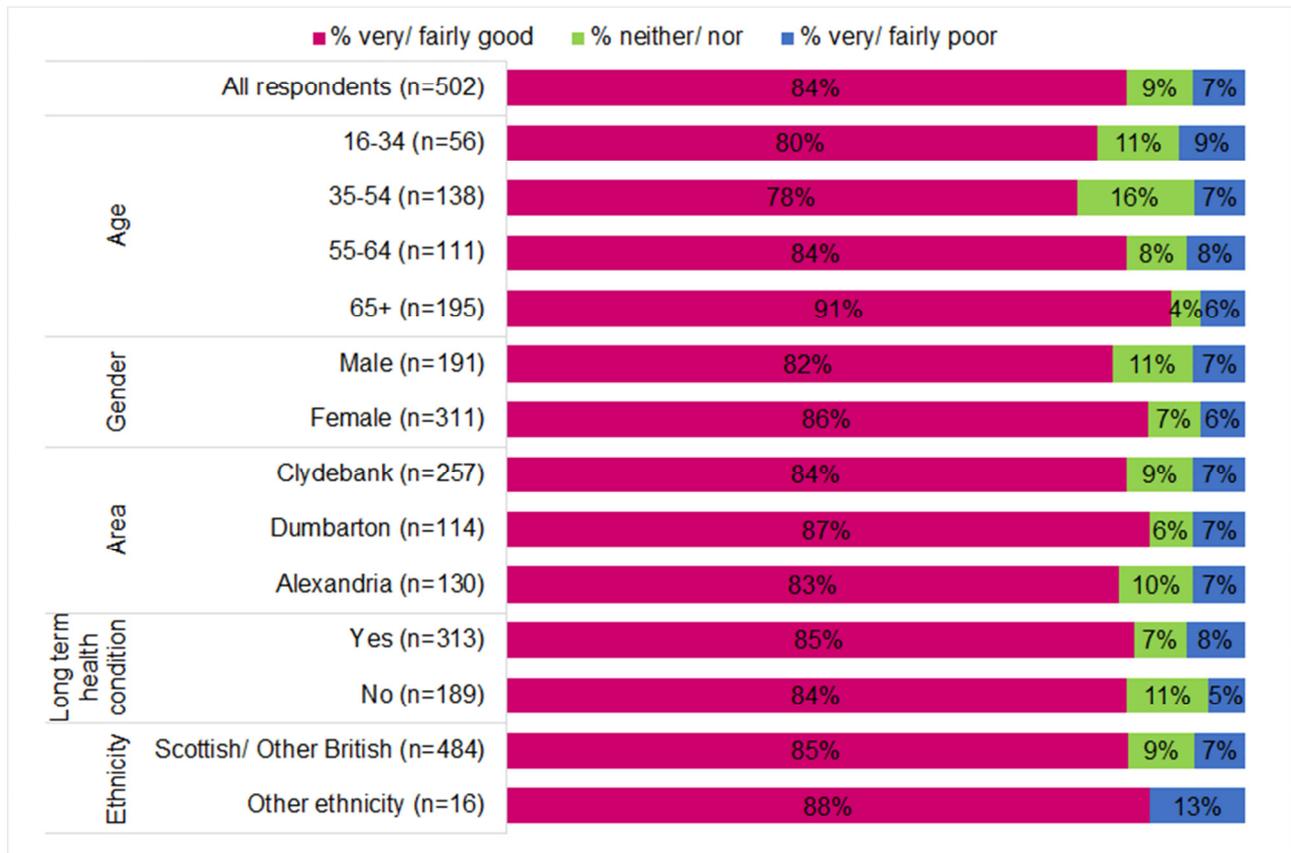
The proportion of respondents rating the Housing service very or fairly good in this respect has decreased marginally from 87% in 2016 to 84% in 2017. However, the 2017 results are significantly higher than the results reported in 2014 (72%) and 2015 (76%).

Figure 6: Q4 How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (All respondents)



The results to this question did not vary significantly by demographic or geography with the exception of age based analysis which revealed that respondents aged 65 and over were significantly more likely to have said the Council's Housing Service was good at keeping them informed (91%) than respondents aged 16-34 (80%) and aged 35-54 (78%).

Figure 7: Q4 How well tenants are kept informed analysed by age, gender, area, long term health condition and ethnicity



Following on from this, respondents were asked to explain why they did not consider their landlord to be good at keeping them informed about their services and decisions. As can be seen in the following word cloud, the most frequently used words were information, communication, lack and enough.

Figure 8: Q5 [WORD CLOUD] Can you say why you do not think your landlord is good at keeping you informed about their services and decisions? (Respondents who do not consider landlord to be good at keeping them informed)



The open-ended responses to this question have again been coded into common themes and the frequency table and open-ended responses provided by tenants can be found in the appendix. Over half of comments were made by tenants who felt they did not receive enough information (51%), 10% said they were not kept informed about services and 10% said they had no contact with the Council.

6. TENANT PARTICIPATION

6.1 Awareness of tenant participation opportunities (Q6)

All respondents were asked if they were aware of any of the opportunities provided to tenants to allow them to participate in the Council's Housing Services decision making processes. Over 7 in 10 tenants (72%) were aware of at least one of the ways they could participate. This is marginally more than was reported in 2016 where 69% were aware of at least one of these opportunities.

Tenants were most likely to be aware they are able to get involved in one of ten Tenants and Residents Associations across West Dunbartonshire (65%) and were least aware of the Consultation Calendar and the Scrutiny Panel (both 13%)

Figure 9: Q6 Were you aware that tenants could participate in West Dunbartonshire Council's Housing Services decision making processes in the following ways? (All respondents)

Q6 Were you aware that tenants could participate in West Dunbartonshire Council's Housing Services decision making processes in the following ways?		
Base: All respondents, n=502	No.	%
By getting involved in one of 10 Tenant and Residents Associations across West Dunbartonshire	328	65.3%
By being on the Sheltered Housing Forum who meet bi monthly with staff to work on issues concerning sheltered housing residents	159	31.7%
By being on the Interested Tenants Register to receive updates, invites to meetings and be involved in consultation	94	18.7%
By meeting with the Convenor of Housing and Senior Housing staff to discuss Housing Issues before they are agreed by Council	89	17.7%
By being on the Scrutiny Panel which is made of volunteers who work to inspect housing services and make suggestion for improvement	66	13.1%
By getting involved online through the Consultation Calendar which provides information about the consultations planned and when they are likely to happen	65	12.9%
I was not aware of any of these	141	28.1%

It is interesting to note that respondents who were of White Scottish or Other British ethnicities were more likely to be aware of at least one of these opportunities (73%) than respondents of all other ethnicities (37% of 16 tenants). Younger respondents aged 16-34 were also less likely to be aware (61%).

6.2 Reasons for not becoming more involved with the Council's Housing Service (Q7)

All respondents were asked about the things that stop them from participating more in the Council's Housing Service. Over 4 in 10 respondents (41%) mentioned health or disability issues, 24% said they were simply not interested and 14% cited work commitments.

Figure 10: Q7 What, if anything stops you participating more with the Council's Housing Service? (All respondents)

Q7 What, if anything, stops you participating more with the Council's Housing Service?		
Base: All respondents, n=502	No.	%
Health/ disability issues	205	40.8%
Not interested	119	23.7%
Work commitments	70	13.9%
Childcare commitments	53	10.6%
Not aware of any meetings/ opportunities to participate	53	10.6%
Transport issues	9	1.8%
Due to age	9	1.8%
No time/ too busy	7	1.4%
Carer for family	6	1.2%
Family commitments	4	0.8%
Don't understand enough about the work of the Council's housing services	3	0.6%
Don't think I have anything to contribute	1	0.2%
Lack confidence in speaking up	1	0.2%
Other	8	1.6%
Nothing - I already participate	14	2.8%

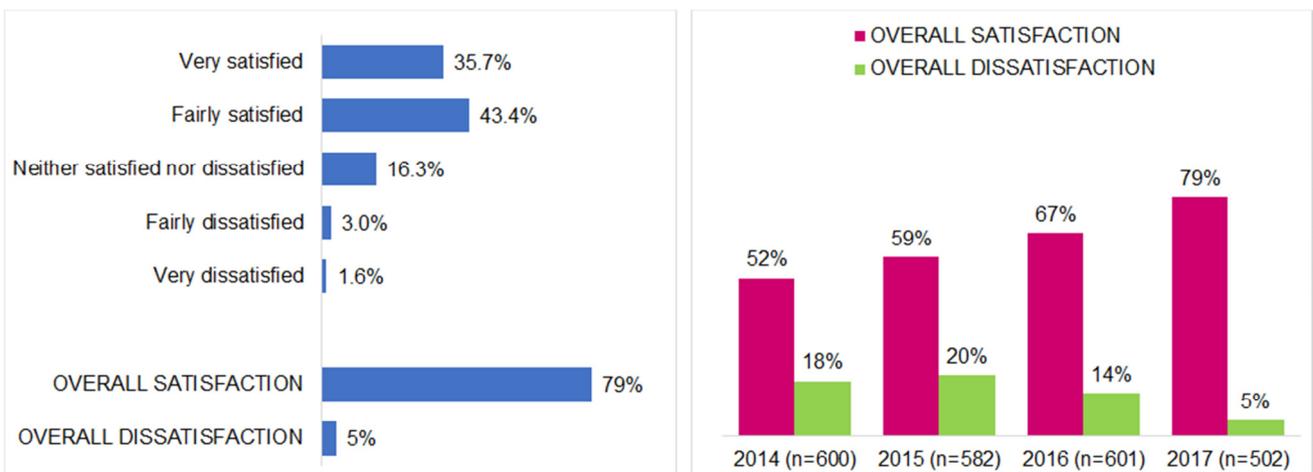
Further analysis reveals that younger respondents aged under 35 were more likely to have said they were unaware of the various participation opportunities available to them (20%) compared to 7% of respondents aged 55-64 and 8% of respondents aged 65 and over. Childcare commitments were significantly more of an issue for respondents aged 16-34 (43%) and this decreases with age, with those aged 55-64 (3%) and 65 and over (2%) being significantly less likely to have mentioned this. Females were also more likely to have given this reason (15%) than males (4%). Males were significantly more likely to have said they were simply not interested in taking part (32%) than females (18%). Perhaps unsurprisingly, respondents who had a long term medical or mental health condition lasting more than 12 months (57%) and older respondents aged 65 and over (54%) were most likely to have said that health or disability reasons prevent them from taking part more.

6.3 Satisfaction with tenant participation opportunities (Q8/9)

Just under 8 in 10 tenants (79%) were either very or fairly satisfied with the opportunities provided to them to participate in their landlord’s decision-making processes, compared to just 5% who were very or fairly dissatisfied and 16% who were neither satisfied nor dissatisfied.

There is a clear trend indicating a continual increase in overall satisfaction over the four-year period, rising from 52% in 2014 to 79% in 2017. Overall dissatisfaction has continued to decrease from 20% in 2015 to just 5% in 2017.

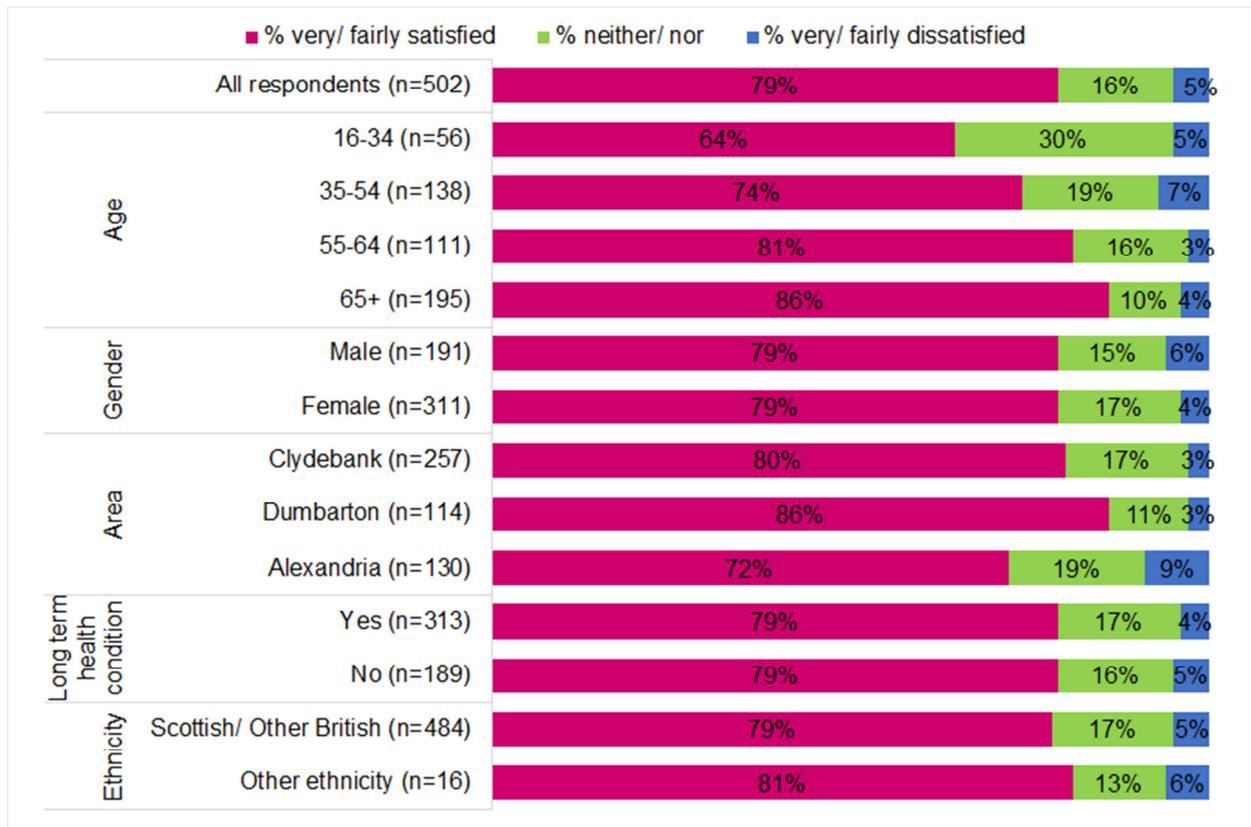
Figure 11: Q8 How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord’s decision-making process? (All respondents)



Further analysis of this question reveals some interesting findings:

- As age increases so does overall satisfaction, increasing from 64% for those aged 16-34 to 86% for respondents aged 65 and over.
- Those living in Dumbarton were more likely to be satisfied with participation opportunities (86%) than respondents who lived in Alexandria (72%). Subsequently, overall dissatisfaction was higher amongst Alexandria tenants (9%) than Clydebank and Dumbarton tenants (both 3%).

Figure 12: Q8 Satisfaction with tenant participation opportunities analysed by age, gender, area, long term health condition and ethnicity



Those who were not satisfied with participation opportunities were asked to explain why. The word cloud below showing the 30 most frequently cited words showing that the words most commonly used were involved, aware, interested and opportunities.

Figure 13: Q9 [WORD CLOUD] Can you explain why you are not satisfied with the opportunities given to you to participate in your landlord’s decision-making processes (Respondents not satisfied with participation opportunities)



A full list of the responses provided to this question along with the coded themes can be found in the appendix. Over half of comments (51%) were where tenants were unaware of the opportunities available to them and a further 26% of tenants expressed a lack of interest in becoming more involved.

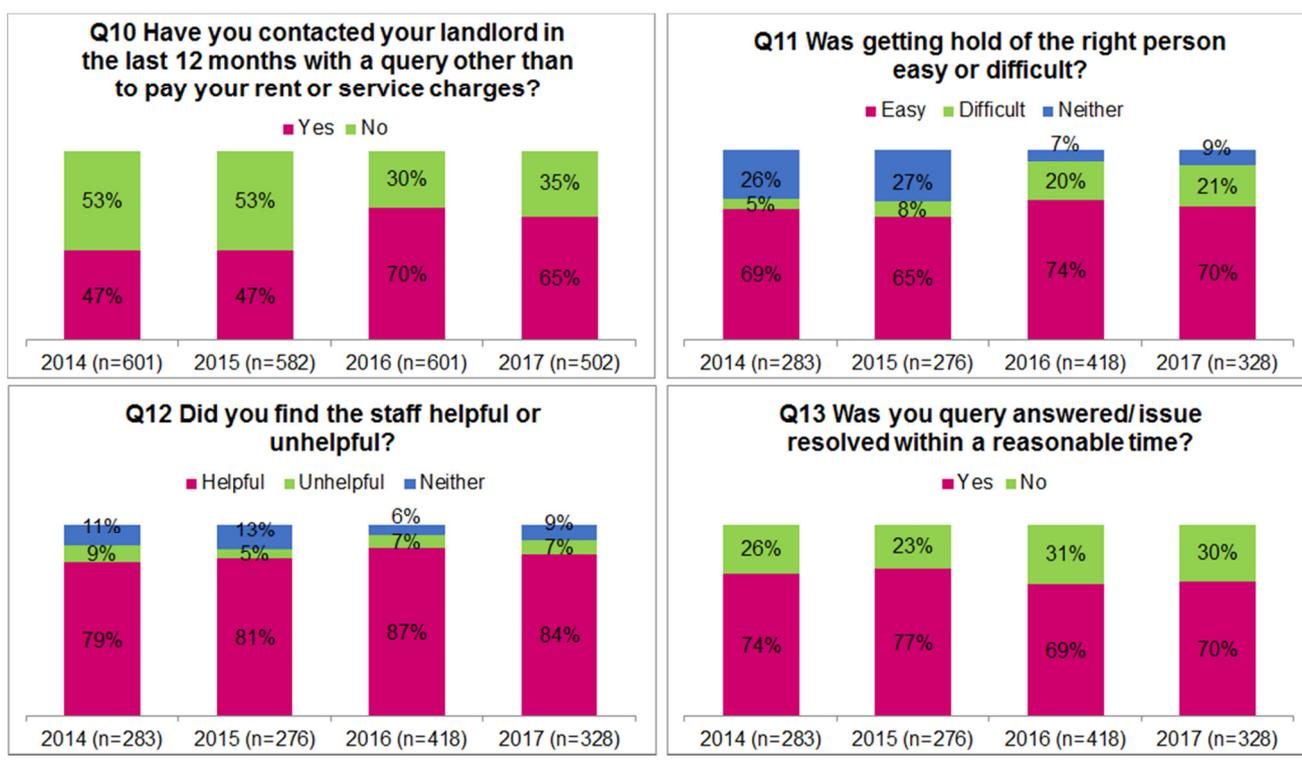
7. CONTACT WITH THE LANDLORD

7.1 Contact in the last 12 months (Q10-13)

All respondents were asked whether they had contacted their landlord in the last 12 months with a query other than to pay their rent or service charges. Over 6 in 10 respondents (65%) had indeed been in contact with their landlord, which was less than was reported in 2016 (70%), and more than was reported in 2014 and 2015 (both 47%).

Further analysis of this question reveals that as age increases the proportion of respondents who had contact with the Housing Service decreases, for example, from 82% of 16-34 year olds to 55% of respondents aged 55 and over. Furthermore, those living in Alexandria (75%) and Clydebank (67%) were more likely to have had contact than those who lived in Dumbarton (51%).

Figure 14: Questions about contact with West Dunbartonshire Council's Housing Service within the last 12 months.



In terms of the ease of getting hold of the right person, 7 in 10 tenants overall said they found it to be easy, 21% said it was difficult and 9% said it was neither easy nor difficult. Respondents living in Alexandria were least likely to have said it was easy to get hold of the right person with 61% stating it was easy compared to 72% in Clydebank and 81% in Dumbarton.

With regards to the helpfulness of staff, 84% of tenants overall said they found staff to be helpful, compared to 7% who said they were unhelpful and 9% who said they were neither

helpful nor unhelpful. The results to this question did not vary significantly when analysed by demographic or geography.

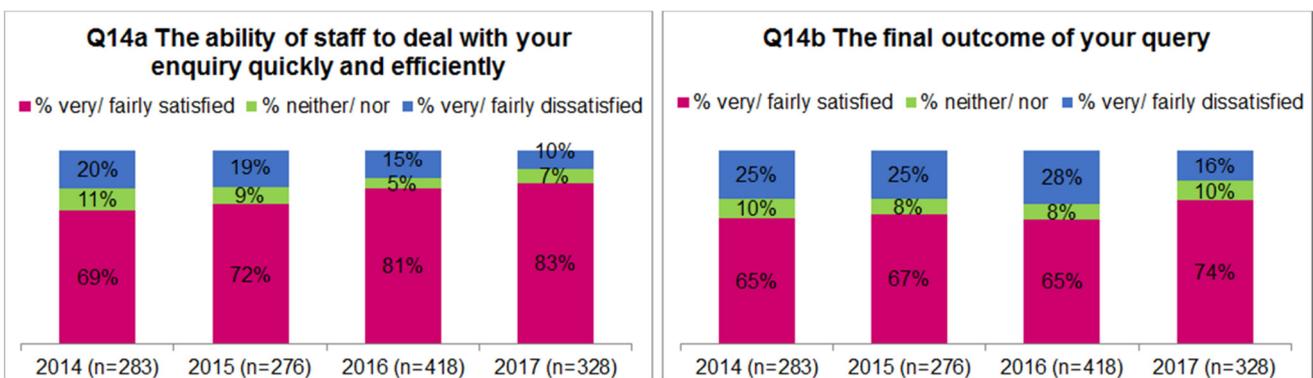
Seven in ten respondents (70%) said their query was answered and their issue resolved within a reasonable time, compared to 30% who said it was not. Further analysis reveals that younger respondents were significantly more likely to have answered no to this question (43%) than those aged 35-54 (25%) or aged 65+ (24%).

7.2 Satisfaction with contact (Q14)

Respondents who had contact with the housing service in the last 12 months were asked how satisfied or dissatisfied they were with the ability of staff to deal with their enquiry quickly and efficiently and the final outcome of their query. Over 8 in 10 respondents (83%) were very or fairly satisfied with the ability of staff to deal with their enquiry quickly and efficiently compared to 7% who were neither satisfied nor dissatisfied and 10% who were very or fairly dissatisfied. This is the highest satisfaction value to date and has continued to increase from 69% in 2014. Analysis by age reveals tenants aged 16-34 were significantly more likely to be dissatisfied in this respect (22%) than respondents aged 35-54 (8%), 55-64 (10%) and aged 65 and over (8%).

In terms of the final outcome of the query, 74% of respondents were very or fairly satisfied in this respect compared to 10% who were neither satisfied nor dissatisfied and 10% who were very or fairly dissatisfied. Respondents aged 16-34 (24%) and aged 55-64 (23%) were more likely to be dissatisfied in this respect than tenants aged 35-54 (13%) and aged 65 and over (11%).

Figure 15: Q14 How satisfied or dissatisfied were you with each of the following? (Had contact with the Council’s housing service within the last 12 months)



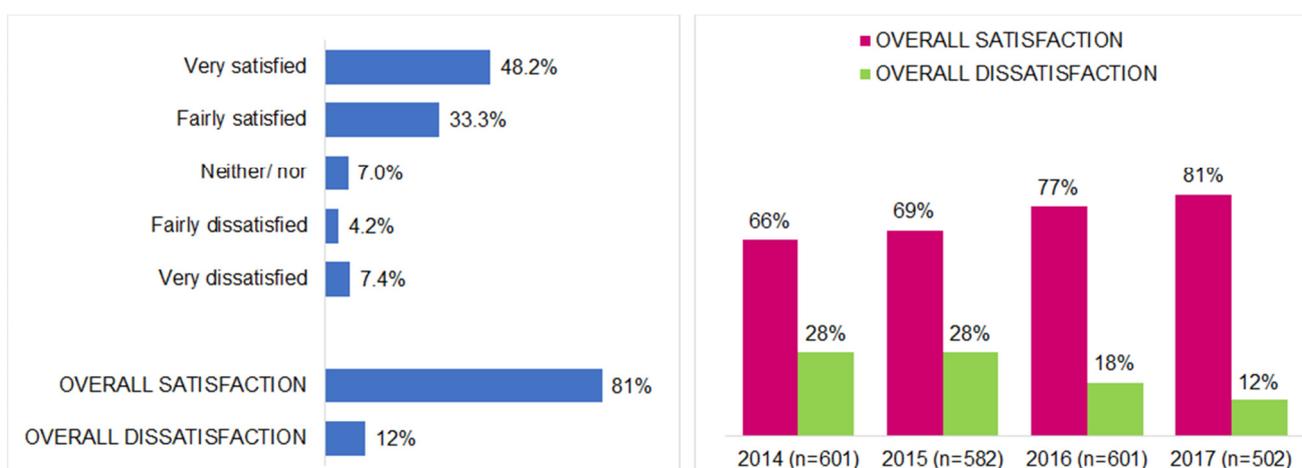
8. REPAIRS AND MAINTENANCE

8.1 General satisfaction with the repairs and maintenance service (Q15)

All tenants were asked about their general satisfaction with the way their landlord deals with repairs and maintenance. Over 8 in 10 tenants (81%) were very or fairly satisfied in this respect compared to 12% who were very or fairly dissatisfied and 7% who were neither satisfied nor dissatisfied.

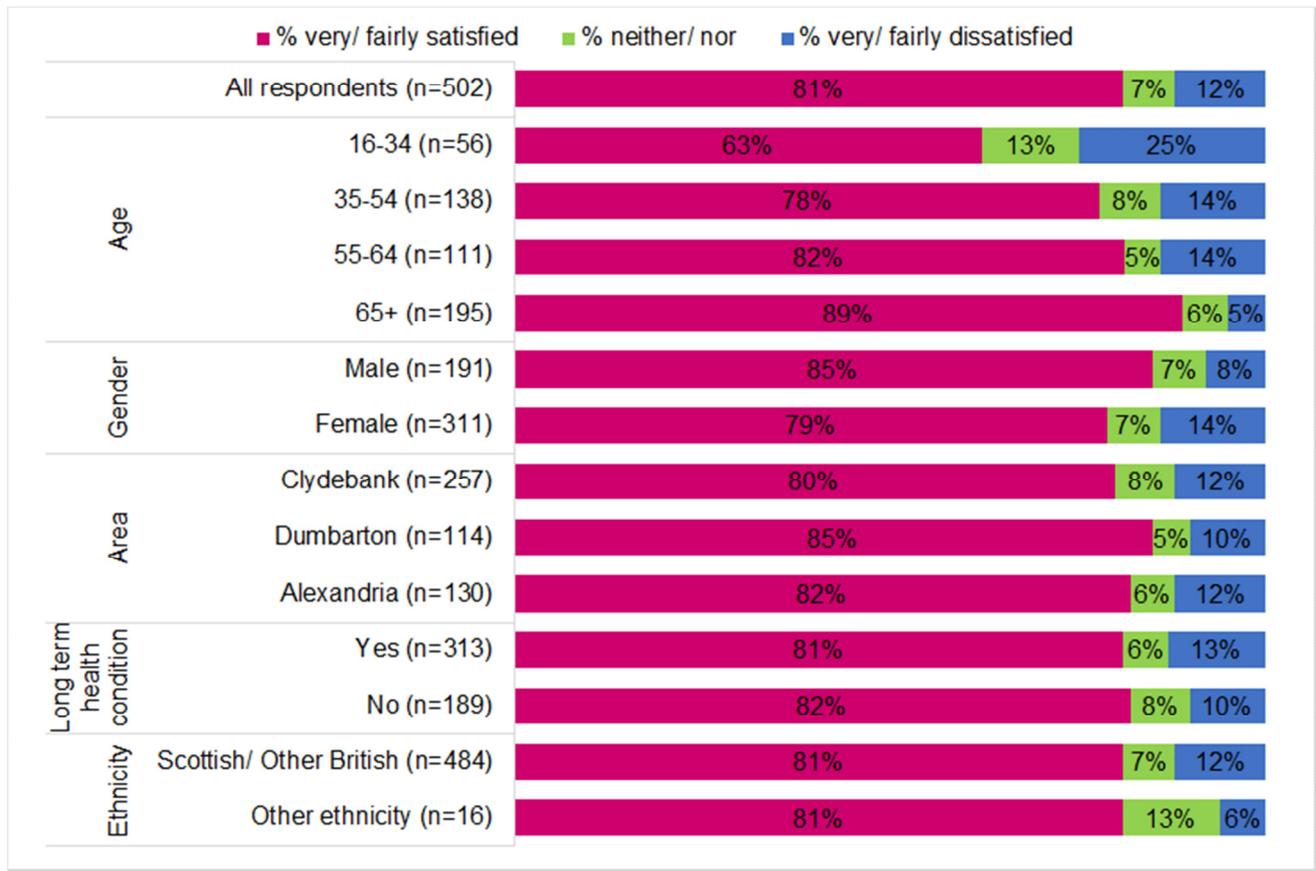
Overall satisfaction has continued to increase year on year, from 66% in 2014 to 81% in 2017. Furthermore, overall dissatisfaction has in general decreased each year.

Figure 16: Q15 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance? (All respondents)



The results to this question vary significantly by age. For example, as age increases so does overall satisfaction, increasing from 63% for those aged 16-34 to 89% for respondents aged 65 and over. This is shown in the subsequent analysis table.

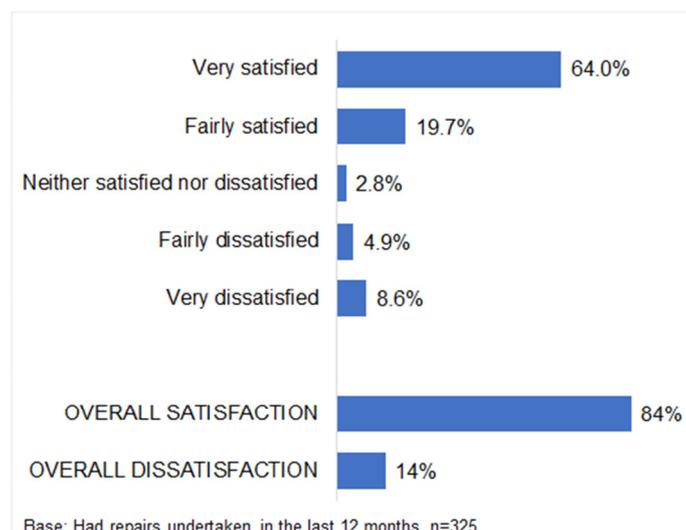
Figure 17: Q15 General satisfaction with the repairs service analysed by age, gender, area, long term health condition and ethnicity



8.2 Satisfaction with repairs undertaken in the last 12 months (Q16-18)

Over 6 in 10 tenants (65%) have had repairs undertaken in the last 12 months (64% in 2016). Of these individuals, 84% were very or fairly satisfied with the service received compared to 14% who were very or fairly dissatisfied.

Figure 18: Q17 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by West Dunbartonshire Council? (Respondents who had repairs carried out in the last 12 months)



Those who were not satisfied were asked to explain why they felt this way. The word cloud below shows the most frequently cited words. These include the words: repair, never, properly and fixed. The open-ended responses are listed in the appendix along with the coded responses presented in a frequency table. This reveals that over half of respondents (51%) said the repair was not completed on the first visit or that it was still ongoing. A further 36% commented on the length of time taken for work to be done and 25% mentioned the poor quality of repairs.

Figure 19: Q18 [WORD CLOUD] Can you please explain why you were not satisfied with the last repair you had carried out by your landlord? (Respondents not satisfied with repairs service on last occasion within the last 12 months)

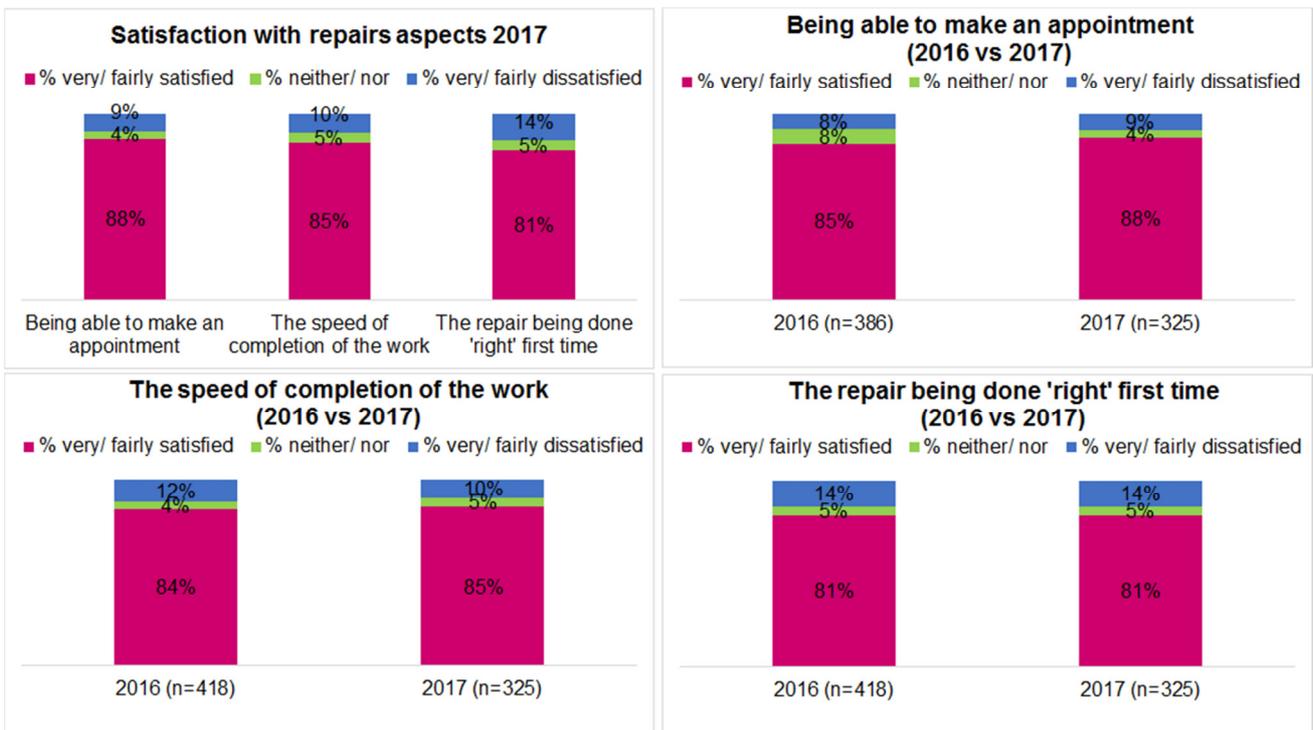


8.3 Satisfaction with various aspects of the repair (Q19)

Following on from this, respondents who had repairs carried out in the last 12 months were asked how satisfied or dissatisfied they were with various aspects of the repair that was carried out:

- 88% were satisfied they were able to make an appointment (85% in 2016);
- 85% were satisfied with the speed of completion of the work (84% in 2016);
- 81% were satisfied that the repair was done right first time (81% in 2016).

Figure 20: Q19 Satisfaction with repairs aspects (Respondents who had repairs carried out in the last 12 months)



8.4 Suggestions for improvement to the repairs process (Q20)

Respondents were asked for their suggestions as to what they felt could have been done to improve the repairs process. As shown in the word cloud below, 'nothing' was the most popularly used word. The coded frequency table for this question along with the comments provided can be found in the appendix. This analysis shows that, in line with the word cloud, the majority of tenants were unable to make any suggestions for improvement (51%), 12% suggested quicker timescales, 8% suggested repairs being completed on the first visit and 5% suggested improvements to the quality of workmanship.

Figure 21: Q20 [WORD CLOUD] What, if anything, could have been done to improve the repairs process? (All respondents)

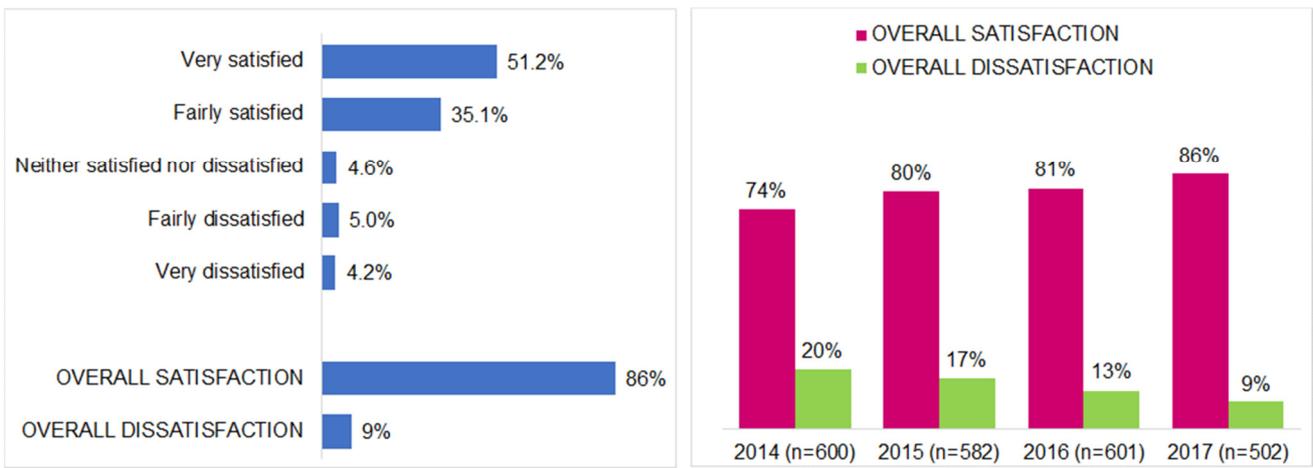


8.5 Satisfaction with the quality of the home (Q21/22)

Just under 9 in 10 tenants (86%) were either very or fairly satisfied with the quality of their home compared to 9% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied.

Overall satisfaction has continued to increase each year, increasing from 74% in 2014 to 80% in 2015, 81% in 2016 and to 86% in 2017. Conversely, overall dissatisfaction has continued to decrease each year from 20% in 2014 to 9% in 2017.

Figure 22: Q21 Overall, how satisfied or dissatisfied are you with the quality of your home? (All respondents)



Analysis by age reveals that as age increases, so does overall satisfaction, for example increasing from 75% for those aged 16-34 to 94% for those aged 65 and over. Overall dissatisfaction was significantly higher for those aged 16-34 (16%) than respondents aged 65 and over (4%).

In terms of gender based analysis males were more likely to be satisfied (91%) than females (84%).

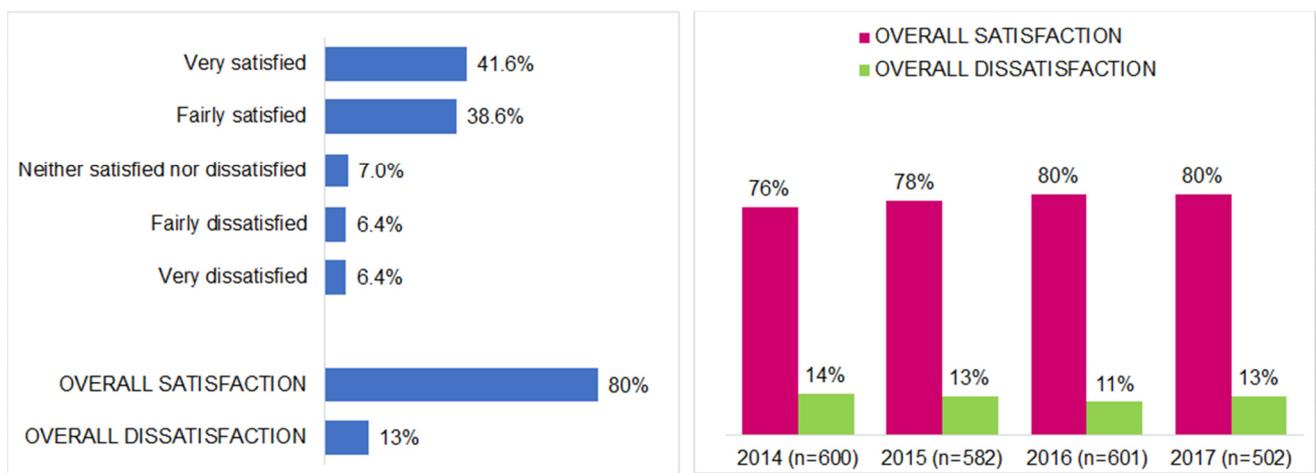
9. NEIGHBOURHOOD MANAGEMENT

9.1 Satisfaction with the landlord's management of the neighbourhood (Q23/24)

In terms of the landlord's management of the neighbourhood they live in, 80% of respondents were either very or fairly satisfied compared to 13% who were dissatisfied and 7% who were neither satisfied nor dissatisfied.

Overall satisfaction has remained consistent with the figure reported in 2016 (80%) and overall dissatisfaction has not changed significantly since 2016 (11%).

Figure 25: Q23 Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? (All respondents)



Analysis by age reveals that respondents aged 55-64 were significantly more likely to be satisfied with their landlord's management of the neighbourhood they live in (87%) compared to 73% of respondents aged 16-34 and 75% of respondents aged 35-54.

Geographical analysis shows that Dumbarton tenants were significantly more likely to be satisfied with their landlord's management of the neighbourhood (87%) than those who lived in Alexandria (75%).

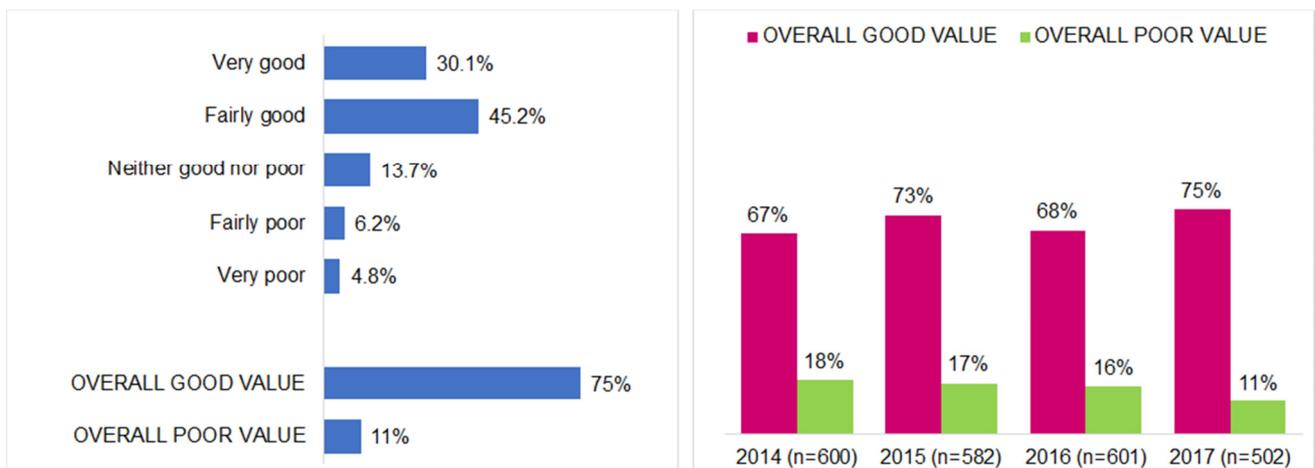
10. VALUE FOR MONEY

10.1 Value for money of rent charge (Q25/26)

Three quarters of tenants (75%) believed the rent for their home represents very or fairly good value for money compared to 11% who rated it as very or fairly poor value and 14% who said it was neither good nor poor value for money.

The proportion of respondents who said their rent was good value for money is at its highest value to date and the proportion of respondents rating value for money as poor is at its lowest value over the four-year period.

Figure 28: Q25 Taking into account the accommodation and services your landlord provides; do you think that the rent for this property represents good or poor value for money? Is it...?

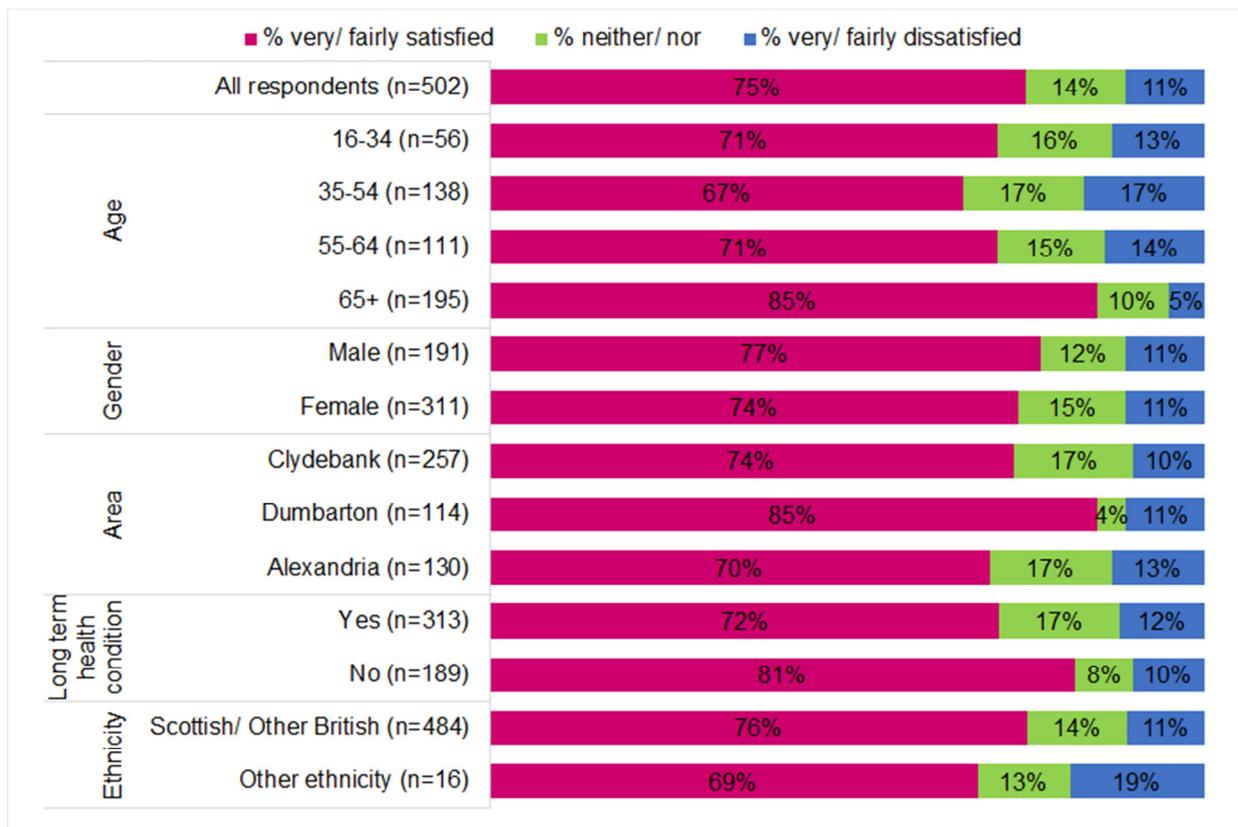


Further analysis of this question was undertaken by age, gender, disability, ethnicity and geography. The following points note any significant differences in the results:

- Older respondents aged 65 and over (85%) were significantly more likely than respondents in all other age groups e.g. aged 16-34 (71%), 35-54 (67%) and aged 55-64 (71%) to believe their rent is good value for money.
- Those living in Dumbarton were more likely to have said the rent for their property was good value for money (85%) than Clydebank (74%) and Alexandria tenants (70%).
- Respondents who had a long-term disability or health condition were less likely to rate their rent good value for money (72%) than tenants who did not have long term health concerns (81%).

Additional analysis of this question has been undertaken on the basis of housing benefit receipt. This revealed that those who received partial housing benefit were most likely to rate their rent good value for money (82%), on the other hand, those who paid full rent were least likely (70%).

Figure 29: Q25 Value for money of the rent charge analysed by age, gender, area, long term health condition and ethnicity



Those who did not believe their rent was good value for money were asked why they felt this way. The word cloud below of the 30 most commonly mentioned words show that the words rent, pay, expensive and house were most frequently used by tenants. The coded frequency table of the open-ended responses and the comments themselves can be found in the appendix. The coding analysis reveals that 39% of comments were where tenants felt that rents were too expensive or commented on rent increases. A further 16% stated they did not pay rent or that they were on full housing benefit.

Figure 30: Q22 [WORD CLOUD] Can you please explain why you do not think that your rent represents good value for money (Respondents who said rent was not good value for money)

11. DEMOGRAPHIC AND HOUSEHOLD INFORMATION

11.1 Age and gender of respondent (Q29/30)

More females (62%) were interviewed over the course of the survey than males (38%). In terms of the age profile of respondents, 11% of all respondents were aged 16-34, 28% were aged 35-54, 22% were aged 55-64 and 39% were aged 65 and over.

Figure 32: Q29 Which age group do you fall into? Q30 Are you...?

Age and gender profile			
Respondents	All respondents	Male	Female
Base	502	191	311
16-24	2.0%	1.0%	2.6%
25-34	9.2%	6.3%	10.9%
35-44	9.4%	6.8%	10.9%
45-54	18.1%	18.8%	17.7%
55-59	10.6%	14.1%	8.4%
60-64	11.6%	11.5%	11.6%
65-74	19.5%	22.5%	17.7%
75+	19.3%	18.8%	19.6%
Refused	0.4%	-	0.6%

11.2 Household composition (Q32)

The table below shows a breakdown of household composition. Over half of respondents (53%) said they lived as a single adult, 22% were two adult households with no children, 7% were adult only households with 3 or more adults, 8% were lone parents and 6% were 2 parent families.

Figure 33: Q32 How would you describe the composition of your household?

Q32 Household composition		
Base: All respondents, n=502	No.	%
One adult under 60	102	20.3%
One adult aged 60 or over	164	32.7%
Two adults both under 60	40	8.0%
Two adults both over 60	48	9.6%
Two adults, at least one 60 or over	22	4.4%
Three or more adults, 16 or over	36	7.2%
1 parent family with 1 child under 16	28	5.6%
1 parent family with 2 children under 16	9	1.8%
1 parent family with 3 or more children under 16	5	1.0%
2 parent family with 1 child under 16	13	2.6%
2 parent family with 2 children under 16	12	2.4%
2 parent family with 3 or more children under 16	5	1.0%
Other	18	3.6%

11.3 Long term disability or health concerns (Q33)

The majority of respondents (62%) had a long-term health condition or illness lasting or expecting to last 12 months or more.

Figure 34: Q33 Do you have a physical or mental health condition or illness lasting or expecting to last 12 months or more?

Long term disability or health condition		
Base: All respondents, n=502	No.	%
Yes	313	62.4%
No	189	37.6%

11.4 Ethnicity (Q34)

In terms of ethnicity, the clear majority of survey respondents (96%) considered themselves to be White Scottish or other British.

Figure 35: Q34 Can you tell me which of the following groups you consider you belong to?

Ethnicity		
Base: All respondents, n=502	No.	%
Scottish	443	88.2%
Other British	41	8.2%
Irish	8	1.6%
Gypsy/ Traveller	-	-
Polish	4	0.8%
Any other white ethnic group	1	0.2%
Any mixed or multiple ethnic background	-	-
Indian, Indian Scottish or Indian British	-	-
Pakistani, Pakistani Scottish or Pakistani British	1	0.2%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	-	-
Chinese, Chinese Scottish or Chinese British	-	-
Any other Asian background	1	0.2%
Caribbean, Caribbean Scottish or Caribbean British	-	-
African, African Scottish or African British	1	0.2%
Any other black background	-	-
Arab, Arab Scottish or Arab British	-	-
Any other group	-	-
Unknown	2	0.4%

12. CONCLUSIONS

The results of the 2017 survey reveal that, in general, the Council is performing to a high standard. The following points show the key highlights where satisfaction is high or increased since the 2016 survey. The table below summarises the results for each of the key Scottish housing Regulator Indicators for 2014, 2015, 2016 and 2017. The trend line shows whether satisfaction has increased or decreased over this four-year period. As can be seen below, satisfaction levels are generally increasing for the majority of indicators. The biggest increases since 2016 can be seen regarding opportunities for participation where overall satisfaction has increased by 12 percentage points and value for money of the rent charge where satisfaction has increased by 7 percentage points.

The table also compares the results compared to the 2015-2016 ARC data based on 32 Scottish Local Authority Social Landlords. Generally, West Dunbartonshire Council is performing to a similar standard to the Local Authority average with the exception of participation opportunities where overall satisfaction is 8 percentage points higher for West Dunbartonshire Council (79%) than the Scottish Local Authority average (71%).

West Dunbartonshire Council Tenant Satisfaction Survey						
	2014	2015	2016	2017	2014-2017 Trend line	Local Authority Average
Percentage of tenants satisfied with the overall service provided by their landlord	72%	81%	84%	84%		83%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	72%	76%	87%	84%		81%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	52%	59%	67%	79%		71%
Percentage of existing tenants satisfied with the quality of their home	74%	80%	81%	86%		84%
Percentage of tenants satisfied with the management of the neighbourhood they live in	76%	78%	80%	80%		81%
Percentage of tenants who feel that the rent for their property represents good value for money	67%	73%	68%	75%		79%

Appendix 1

Survey Questionnaire

[INTERVIEWER: READ OUT] Good morning/afternoon/evening My name is and I am calling from Research Resource on behalf of *West Dunbartonshire Council*. We are carrying out a tenant satisfaction survey on their behalf so that the Council's housing service can understand how its tenants feel about the services they are providing so that they can be sure that they are delivering them in the way and to the standard that tenants want.

The survey will take 10 - 15 minutes to complete and all of the answers you give me will be treated in the strictest confidence. Your own responses will not be passed back to the Council; they will only receive the overall responses from this survey grouped together. By taking part in this survey you will be providing information that can be used by the Council to improve the service they provide to their tenants.

NOTE: IF CHALLENGED PLEASE LEAVE THE TELEPHONE AND CONTACT DETAILS FOR:

Stefan Kristmanns, Housing Development Co-ordinator, WDC
Tel: 01389 737545

IF NOT CONVENIENT, ARRANGE TIME / DAY FOR CALL BACK

Overall satisfaction and perceptions

1. [SSHC1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by West Dunbartonshire Council as your landlord?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	Go to Q3

2. Can you say why you are not satisfied with the overall service provided by the Council as your landlord?

Information and communication

3. The Council's Housing Service send use a range of methods to keep their tenants informed including sending newsletters, letters and leaflets to tenants and using social media such as Facebook and Twitter. Which of the following sources of information do you use to obtain information about the Council's housing services? [READ OUT LIST AND CODE ALL THAT APPLY]

Letters	1	Go to Q4
Staff visits	2	
Newsletters	3	
Meetings	4	
Surveys	5	
Facebook	6	
Twitter	7	

Website	8	
Other (please specify)	9	
Don't know	10	

4. [SSHC3] How good or poor do you feel your landlord is at keeping you informed about their services and decisions?

Very good	1	Go to Q6
Fairly good	2	
Neither good nor poor	3	Go to Q5
Fairly poor	4	
Very poor	5	

5. Can you say why you do not think your landlord is good at keeping you informed about their services and decisions?

Tenant Participation

6. Were you aware that tenants could participate in West Dunbartonshire Council's Housing Services decision making processes in the following ways? (READ OUT AND TICK AS MANY THAT APPLY)

	Aware
By getting involved in one of 10 Tenant and Residents Associations across West Dunbartonshire	1
By being on the Interested Tenants Register to receive updates, invites to meetings and be involved in consultation	2
By being on the Scrutiny Panel which is made up of volunteers who work to inspect housing services and make suggestion for improvement	3
By being on the Sheltered Housing Forum who meet bi monthly with staff to work on issues concerning sheltered housing residents	4
By getting involved online through the Consultation Calendar which provides information about the consultations planned and when they are likely to happen	5
By meeting with the Convenor of Housing and Senior Housing staff to discuss Housing Issues before they are agreed by Council	6
I was not aware of any of these	7

7. [ASK ALL] What, if anything, stops you participating more with the Council's Housing Service?

Childcare commitments	1	Go to Q8
Work commitments	2	
Health / disability issues	3	
Not interested	4	
Don't think I have anything to contribute	5	
Lack confidence in speaking up	6	
Don't understand enough about the work of the Council's housing services	7	
Not aware of any meetings/ opportunities to participate	8	
Transport issues	9	
Other – please specify	10	
Nothing- I already participate	11	

8. [SSHC6] How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making process?

Very satisfied	1	Go to Q10
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q9
Fairly dissatisfied	4	
Very dissatisfied	5	

9. Can you please explain why you are not satisfied with the opportunities given to you to participate in your landlord's decision making processes?

Contact with your Landlord

10. Have you contacted your landlord in the last 12 months with a query other than to pay your rent or service charges?

Yes	1	Go to Q11
No	2	Go to Q15

11. Was getting hold of the right person easy or difficult?

Easy	1
Difficult	2
Neither	3

12. Did you find the staff helpful or unhelpful?

Helpful	1
Unhelpful	2
Neither	3

13. Was your query answered/ issue resolved within a reasonable time?

Yes	1
No	2

14. How satisfied or dissatisfied were you with each of the following...?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
The ability of staff to deal with your enquiry quickly and efficiently	1	2	3	4	5
The final outcome of your enquiry	1	2	3	4	5

Repairs and maintenance

15. Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

16. [SSHC 16] Have you had any repairs carried out in this property in the last 12 months?

Yes	1	Go to Q17
No	2	Go to Q21

17. [SSHC16] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by West Dunbartonshire Council?

Very satisfied	1	Go to Q19
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q18
Fairly dissatisfied	4	
Very dissatisfied	5	

18. Can you please explain why you were not satisfied with the last repair you had carried out by your landlord?

19. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Being able to make an appointment	1	2	3	4	5
The speed of completion of the work	1	2	3	4	5
The repair being done 'right first time'	1	2	3	4	5

20. What, if anything, could have been done to improve the repairs process?

21. [SSHC10] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q23
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q22
Fairly dissatisfied	4	
Very dissatisfied	5	

22. Can you please explain why you are not satisfied with the quality of your home?

23. [SSHC17] Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]

Very satisfied	1	Go to Q25
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q24
Fairly dissatisfied	4	
Very dissatisfied	5	

24. Can you please explain why you are not satisfied with your landlord's management of the neighbourhood you live in?

--

Value for Money

25. [SSHC29] Taking into account the accommodation and services your landlord provides, do you think that the rent for this property represents good or poor value for money? Is it...

Very good	1	Go to Q27
Fairly good	2	
Neither good nor poor	3	Go to Q26
Fairly poor	4	
Very poor	5	

26. Can you please explain why you do not think that your rent represents good value for money?

--

27. Does your household currently receive housing benefit?

Yes, Full housing benefit	1	Go to Q29
Yes, Partial housing benefit	2	
Don't receive housing benefit	3	Go to Q28

28. How easy do you find it to afford your rent payments for this property?

Very easy to afford	1	Go to Q29
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

About You and Your Household

Finally, I'd like to ask some questions about you and your household. Please be assured that these questions are completely confidential and they will only be used for analysis purposes to see if there are differences in the views between different tenants. In particular, the Council is required to monitor equalities characteristics to make sure that all tenants have equal access to services.

29. Which age group do you fall into?

16-24	1
25-34	2
35-44	3
45-54	4
55-59	5
60-64	6
65-74	7
75+	8

30. Are you...?

Male	1
Female	2

31. How many people usually live in this house?

--

32. How would you describe the composition of your household?

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with 1 child under 16	7
1 parent family with 2 children under 16	8
1 parent family with 3 or more children under 16	9
2 parent family with 1 child under 16	10
2 parent family with 2 children under 16	11
2 parent family with 3 or more children under 16	12
Other (please specify)	13

33. Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

Yes	1
No	2

34. Can you tell me which of the following groups you consider you belong to?

(i) WHITE	
(a) Scottish	1
(b) Other British	2
(c) Irish	3
(d) Gypsy/ Traveller	4
(e) Polish	5
(f) Any other white ethnic group	6
(ii) MIXED OR MULTIPLE ETHNIC BACKGROUND	
Any mixed or multiple ethnic background	7
(iii) ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
(a) Indian, Indian Scottish or Indian British	8
(b) Pakistani, Pakistani Scottish or Pakistani British	9
(c) Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
(d) Chinese, Chinese Scottish or Chinese British	11
(e) any other Asian background	12
(iv) AFRICAN, CARIBBEAN OR BLACK	
(a) Caribbean, Caribbean Scottish or Caribbean British	13
(b) African, African Scottish or African British	14
(c) Any other black background	15
(v) OTHER ETHNIC BACKGROUND	
(a) Arab, Arab Scottish or Arab British	16
(b) Any other group	17
(vi) UNKNOWN	
	18

THANK YOU AND CLOSE

Appendix 2

Open ended responses

Q2 Can you say why you are not satisfied with the overall service provided by the Council as your landlord?

Q2 Can you say why you are not satisfied with the overall service provided by the Council as your landlord?		
Base: Not satisfied with overall service, n=79	No.	%
Poor repair service e.g. quality of workmanship/ time for completion	25	31.6%
Lack of communication/ not kept informed	15	19.0%
Too long taken to deal with enquiries/ issues	13	16.5%
Nothing is being done	11	13.9%
Poor customer service e.g. unhelpful/ attitude problem	9	11.4%
Outside maintenance needed e.g. roof/ guttering/ grass	4	5.1%
Home requires upgrades/ improvements	3	3.8%
Damp/ mould problems in the house	3	3.8%
Problems with anti-social behaviour	1	1.3%
Bins not being uplifted/ rubbish everywhere/ fly tipping	1	1.3%
Don't know	5	6.3%
Other	6	7.6%

Open ended responses:

- *I had a problem with maintenance for 7 years.*
- *I am not happy in terms of jobs being done.*
- *There was a form filled in too see about getting my garden done but I've not heard back yet.*
- *I've called twice for someone to come out to look at something in my daughter's room, an old chimney which has caused mould. They have not responded at all, appointments were arranged but no-one showed.*
- *I've got lines here for work which hasn't been done for 2 and a half years. I have dampness, they ripped off the cladding and left it. There is lots of issues with the house.*
- *I've had an issue ongoing with a repair for over 2 years.*
- *Lack of information from Council.*
- *Takes too long to get repairs done. Kitchen long overdue an update.*
- *Certain aspects of repairs not attended to e.g. ceiling crack and damp. This complaint is ongoing.*
- *Think they are a disgrace, no help at all.*
- *Because I've done a swap and there's been complaints about me.*
- *Recycle bins not been emptied.*
- *I've been waiting a while on a smaller house and I feel the Council are just palming me off.*
- *The grass is too long.*
- *Lack of communication. Don't keep us informed.*
- *They charged me £450 for two doors.*
- *Housing officer supposed to come out but didn't, various other issues not attended too.*
- *Anti-social behaviour not being sorted out in anyway at all, having to leave because of it. All other issues regarding the Council are good.*
- *When the rough casting was getting done there was a lot of damage in my garden to solar lights and TV aerial was out. These issues have never been addressed.*
- *No help whatsoever with anything.*
- *Drip outside window for 2 and a half years, not been properly attended to. Fear of damp because of this.*
- *Don't know what's happening, not kept informed.*
- *I've been having problems getting hold of the people to cut my grass. I've also had various issues with windows, still waiting on new ones.*
- *I've not used many services and any I have used has took too long.*
- *I couldn't cut my grass due to health issues and they sent me threatening letters. I've got repairs outstanding for more than 5 years.*

- *Not sure.*
- *I got a new kitchen in, they promised to come to fix it and do repairs in the bathroom but they never came.*
- *We have an issue on-going here at the moment.*
- *They're ok.*
- *I don't really get any work carried out by them.*
- *I've had a lot of problems with the Council over the years, having to battle to get things done.*
- *We have been trying to get things done, they don't take notes. Information is lost and work doesn't get done.*
- *Any time I need things like repairs, I have to go to Councillors to chase it up.*
- *The repairs aren't being done in my house. My house is a state, lack of communication.*
- *I had a leak, they came and never fixed it. The ceiling was damaged, was meant to get it fixed, they never came out. My daughter also had issues with flooding, she never got any money for carpet damage. I have also been trying to get toilet seat fixed for 6 weeks.*
- *I've been waiting months for stuff to be done, I'm getting sick of it.*
- *When I moved in the grass was never cut, I never got a key for the outside shed. I have sockets in my house that don't work.*
- *Not sure.*
- *Poor.*
- *Find it difficult to find the right person for whatever enquiry.*
- *They've left my bathroom in a state and have failed to replace my bath panel. There are other issues they haven't attended to.*
- *I sometimes have difficulty reporting things at the office.*
- *They arranged to check for asbestos in the property and never showed up. I spent the whole day waiting.*
- *I try not to use them.*
- *The service when you phone them is so long winded. The workmanship is terrible. The Council are more expensive for repairs than private contractors. Simple housing insurance is more expensive with Council. The car park is closed off.*
- *There is a communal path where there are big trees outside my window. I reported this 3 years ago, they never get cut back. Men came out and said they definitely need cut back - they reported it. Their superior came out and said they couldn't cut them then but they would be cut in the winter - they still haven't been cut back. They block out daylight, hedges are barely cut.*
- *New stank in pathway, unhappy with this happening close to house.*
- *We are currently looking for a bigger house and no-one seems to be helping.*
- *I am satisfied, however there are issues going on with my garden at the moment.*
- *Every time I need something done - it takes forever.*
- *We wanted a bigger house and ended up having to move to a completely different area, we weren't happy about this.*
- *They sent a Council tax bill which had wrong information. You also have fight and wait ages for things to get done.*
- *The care side, how they organise and take management with a care manager is terrible. This is severely lacking. Things were only resolved when a social worker got involved to sort out the provision of care. They don't follow through when the work was done, they done it well.*
- *Have very few dealings with Council, so can't give opinion.*
- *There's a lot of things needing done in this house.*
- *There is flies everywhere in this house.*
- *At the weekend I get some help and some of it is rubbish.*
- *I've never really used any services.*
- *I'm in a new build and repairs needing done. They haven't been back to do them. Also I was supposed to have my grass fenced off.*
- *I've been waiting for house for a while, my house is full of dampness.*
- *They were supposed to come and clean the roof last year - they done the front but left the back.*
- *Unhappy with a lot of it, a lot of problems with them.*
- *There are various issues.*
- *There are things they do which are good and some not so good.*
- *I still need a repair. I was told it would get done but hasn't been done. It's an outside repair.*
- *I've been consulting them with a problem for ages and no one at all got back to me. I'm sick of it.*
- *Lack of communication.*

- *Feel I am being isolated and ignored by the Council.*
- *I'm waiting on housing benefit being sorted even though I've given the Council all the information they have requested. They are sending out threatening letters.*
- *I've been after repairs and they have never been done.*
- *Poor communication.*
- *Unsatisfied with the quality of repair work and there has been poor communication. No follow up but happy with other things.*
- *When I was getting my plasterwork done someone cut through the wire for the alarm. It's still not fixed. I need new windows, kitchen and bathroom.*
- *I don't know.*
- *I don't really have much contact with them. When I did contact them, I feel it hasn't went anywhere. They have been quite unhelpful in the past.*
- *Poor communication. They don't tell you when they are coming to do repairs.*
- *There is an empty flat and the garden is over grown. I have reported it on numerous occasions.*
- *Sometimes it can take a while to resolve issues.*
- *I've been waiting on repairs for a while and still waiting.*

Q5 Can you say why you do not think your landlord is good at keeping you informed about their services and decisions?

Q5 Can you say why you do not think your landlord is good at keeping you informed about their services and decisions?		
Base: Do not consider landlord to be good at keeping them informed, n=78	No.	%
Don't receive enough information/ no feedback or kept up to date	40	51.3%
Not kept informed about services	8	10.3%
No contact with the Council	8	10.3%
Don't listen to our views	5	6.4%
No consultation/ decision already been made	4	5.1%
Don't read newsletter	3	3.8%
Other	4	5.1%
Don't know	9	11.5%

Open ended responses:

- *I don't get answers from them, I applied for carpets and blinds and heard nothing back.*
- *I only read the newsletter, I don't do social media.*
- *I feel that they hold back a lot of information.*
- *I don't always know what's going on in the area.*
- *It's partly due to me - I don't read the newsletters.*
- *No one ever comes out. Newsletters are a waste of money telling us what good they are doing, when they don't do anything.*
- *Lack of communication, awareness and follow up when communication with Council on the matter.*
- *Lack of information/ communication to tenants.*
- *Lack of communication.*
- *I don't hear about much.*
- *A new care home got built next to us very recently, and we were not informed about it. It would have been good for me, as my father is in home.*
- *I still haven't heard about the shower for my wife. I thought it was going to be two months from contact but nothing has happened.*
- *Don't know about them really.*
- *Some things you're informed about, others not mentioned.*
- *Don't feel like I get told a thing about rehousing me. There is new builds being issued to people, I was told they weren't getting issued as yet.*
- *Just moved into area.*
- *I never know what's happening, they don't send out newsletters.*
- *Poor communication, letting people know what's going on is not good.*
- *If there has been any updates, I haven't been informed of them.*
- *A lot of information isn't given to tenants, I feel we need to find things out by ourselves.*
- *You never hear from them, and when you do it takes too long.*
- *I depend on my parents to keep me up to date, don't get enough information from the Council.*
- *I usually here what's going on from neighbours. Things meant to be done like roughcasting, seem to be forgot about and we don't get any information about it.*
- *They don't tell us anything, or me personally.*
- *They don't always get back to you with updates if you've made an enquiry.*
- *Anything major about the Council - I hear it from word of mouth before being told officially. We should be informed sooner.*
- *There is a lack of communication, jobs aren't being done. Staff are cheeky on the phone to me.*
- *Communication can be poor.*
- *They tell us things then don't follow through.*
- *They don't send out any communications.*
- *Sometimes you get information and sometimes you don't.*

- *I moved here in February with my family - I just got a letter telling me they were inspecting the property for asbestos, I am annoyed I wasn't told about this in advance.*
- *I find the website difficult to use sometimes.*
- *Lack of information.*
- *I feel that they don't give us enough information.*
- *Communication seems a problem.*
- *They do not respond to enquiries and requests.*
- *They could do more. I haven't seen my housing officer in quite a while.*
- *Sometimes you drop into the office to report something and they look at you like you shouldn't be there. It is as though you have interrupted their day and they're annoyed at you.*
- *They have regular committee meetings that is like a clique and we don't know what is said at all. We hardly get any information at all.*
- *Lack of information.*
- *They tell you things and do not follow through.*
- *My mum is blind so is sent out a local newspaper with a tape service - the quality of this is terrible, there is no quality control.*
- *Don't know enough about it.*
- *They don't give us enough information.*
- *They don't tell you enough, newsletters could be more often as you'd get more information.*
- *Terrible, no time for them.*
- *Getting in touch with and replying to you is not good.*
- *Lack of information, more knowledge of what's going on.*
- *The way they word some letters - it means nothing, some are a bit confusing.*
- *Sometimes things happens that they should inform us about, but they don't.*
- *I feel that there are some things like some people getting new slabs but I don't know if or when I am getting them.*
- *Don't know much about it.*
- *Never hear much from them.*
- *They only tell you what they want you to know. You have to chase them up.*
- *It's maybe my own fault, I maybe not read all the letters sent out.*
- *They are good at telling you stuff but not at following it through.*
- *I don't get that much sent out to me.*
- *I don't think they send the newsletter often enough.*
- *I just go online if I need to find anything.*
- *Not enough information in the newsletter.*
- *Could provide more.*
- *They don't send much information to tenants.*
- *Sometimes all the information is not given.*
- *Not aware of anything.*
- *You don't hear anything from the Council.*
- *Lack of communication.*
- *I don't read any letters or newsletters.*
- *Don't read the newsletters.*
- *In general they are poor at communicating with tenants.*
- *I only get a newsletter now and again*
- *I just feel I haven't been told anything.*
- *Apart from Facebook, I struggle to get information. I feel the website is quite hard to use and old fashioned.*

Q9 Can you please explain why you are not satisfied with the opportunities given to you to participate in your landlord's decision making processes?

Q9 Can you please explain why you are not satisfied with the opportunities given to you to participate in your landlord's decision-making processes?		
Base: Not satisfied with participation opportunities, n=105	No.	%
Unaware/ didn't know about these opportunities/ could participate	54	51.4%
I choose not to/ don't get involved/ not interested	27	25.7%
Not been given enough information	7	6.7%
Don't listen to our views/ decision already made	3	2.9%
Don't know/ never really thought about it	12	11.4%
Other	2	1.9%

Open ended comments:

- *They are quite notorious for not informing us of rights.*
- *I haven't heard of these or realised there were opportunities to participate.*
- *I've lost all faith in the Council and not interested in becoming involved.*
- *I don't get involved.*
- *Don't feel like you get the chance to participate.*
- *Didn't know I had that option to participate.*
- *Not really interested.*
- *Because I've never heard of any opportunities or meetings.*
- *Sometimes they do listen to tenants and sometimes they don't. It appears I have half and half.*
- *Not heard about any opportunities or meetings.*
- *Not interested.*
- *Don't know about opportunities.*
- *Not interested.*
- *Don't know anything about it.*
- *Would like more information regarding this issue.*
- *Didn't know there was any opportunities to participate.*
- *I didn't know about the things on the list that I could get involved in.*
- *Not interested.*
- *Not aware of.*
- *Not really interested.*
- *I can't get involved anyway due to health.*
- *I wasn't aware of these opportunities.*
- *I'm not aware of how I can get involved.*
- *I wasn't aware of these ways to get involved.*
- *The meetings they have are not very discreet.*
- *I'm too busy getting by and have health issues.*
- *I'm not interested.*
- *I wasn't aware of these ways to get involved.*
- *I wasn't aware of these ways to get involved.*
- *I'm not aware of what's on offer.*
- *I wasn't aware of these ways of getting involved.*
- *I wasn't aware of these and they don't seem to care.*
- *I'm not interested.*
- *I'm not interested.*
- *I don't know much about it.*
- *I didn't know about these opportunities.*
- *I wasn't aware of them all.*
- *Not aware.*
- *Not aware.*
- *Not aware.*
- *Don't know about them.*

- *I've only heard a couple of ways to get involved.*
- *Don't think much of them.*
- *Not interested.*
- *I haven't heard of any of the options.*
- *There could be more ways to include people with mental health issues or disabilities.*
- *Waste of time.*
- *Not interested.*
- *Not aware of them.*
- *The residents association is held in a flat with 4 steps which isn't wheelchair accessible.*
- *I don't have a lot of information about it.*
- *I wasn't aware of these opportunities.*
- *I didn't know I could get involved.*
- *Don't know enough about them.*
- *I've not heard of these ways to get involved.*
- *I didn't know about most of these opportunities.*
- *I can't get involved anyway.*
- *I've never really got involved in anything like this.*
- *I didn't know much about it.*
- *Not interested.*
- *I can't get involved anyway.*
- *Not aware.*
- *Don't know about them.*
- *Not sure about that.*
- *I didn't know about these things.*
- *I didn't know about these ways of being involved.*
- *I wasn't aware of these.*
- *Lack of information.*
- *Not interested.*
- *I didn't know about most of these things to get involved.*
- *I wasn't aware of these ways to get involved but can't due to health issues.*
- *Poorly advertised. Same people on all groups.*
- *I don't know what's available.*
- *I didn't know any of these ways to get involved.*
- *Lack of awareness and information.*
- *Not aware of these opportunities.*
- *Not enough information.*
- *Not interested.*
- *Don't hear anything.*
- *Don't know what's available.*
- *I don't know about these.*
- *Don't know anything about these things.*
- *I don't get involved.*
- *Not bothered about them.*
- *I can't participate just now anyway.*
- *I'm not interested.*
- *I'm not able to get about as much.*
- *I wasn't aware of these ways to get involved.*
- *I'm not interested.*
- *I didn't know I could get involved.*
- *I didn't know about the ways to get involved.*
- *I don't feel the Council would take tenants views on board so I don't see the point to it.*
- *Not interested.*
- *Don't think we are given enough opportunities.*

Q18 Can you please explain why you were not satisfied with the last repair you had carried out by your landlord?

Q18 Can you please explain why you were not satisfied with the last repair you had carried out by your landlord?		
Base: Not satisfied with repairs service, n=53	No.	%
Repair not complete on first visit/ job not complete/ still ongoing issue	27	50.9%
Takes too long for repairs to be done	19	35.8%
Poor quality of workmanship	13	24.5%
Poor attitude from tradesman	3	5.7%
Workmen left a mess/ untidy	2	3.8%
Other	1	1.9%

- *I got a bath put in, the work wasn't completed. My support worker had to chase them up to get it finished.*
- *My boiler repair wasn't left in a safe state of repair.*
- *Very disappointed with workers behaviour and attitude.*
- *Further work required to door, plaster and woodwork need finished off.*
- *Repair service is a joke. They never do the job properly and always leave a mess behind.*
- *The length of time was far too long.*
- *They never seem to do the job properly first time around and drag the repair out. I had a hole in my roof for over 4 months.*
- *Ceiling never repaired properly, this has been an on-going situation which has not been resolved since report date December 15.*
- *I have dampness/ mould in my house and it never seems to get fixed.*
- *Cistern - 3 months ago not done properly, not fixed properly first time and months to wait for it to be done.*
- *Poor job - painted over damp with paint, came back again quickly.*
- *The job wasn't done and they marked it as being completed without even coming out.*
- *The speed of the repair was good, but the quality of the workmanship was terrible. Jobs are not completed.*
- *The repair wasn't done properly and they didn't come back to fix it.*
- *It took three years to get the work done.*
- *Still on-going.*
- *The last repair took 6 weeks longer than expected.*
- *They sent a pink slip saying the job would be completed by August 2016, wasn't done until March 2017.*
- *They didn't do it properly, there is a hole in my bathroom wall.*
- *I waited years.*
- *It was a lock put on my kitchen cupboard, they damaged one of the doors. Council workmen don't really care.*
- *I got a new toilet fitted and it's not even finished properly.*
- *Flooding kitchen is a recurring problem.*
- *On-going problem with outside pipe water running.*
- *Flooded and not been addressed.*
- *They replaced a seal on a leaking window but it didn't resolve the problem and water was still coming in.*
- *The scaffolding is still up and nobody has been here for 9 days.*
- *Still waiting on ceiling to be taped and plastered.*
- *We had to call people back out to fix it again and again, 4 or 5 times.*
- *I had to beg to get it done, had to get social work involved and I just wasn't happy.*
- *I have a blocked drain in my wet room and a toilet that needs replaced. No-one wants to deal with it.*
- *It took far too long for them to come out and do the repair.*
- *A lot of the time I was trying to explain things to the workmen - I feel they didn't listen.*

- *Door entry totally unacceptable response, door not being repaired properly. On-going issue, extremely poor.*
- *Very poor service on this occasion, 3-4 visits needed for repair.*
- *It took 3 people to come out to fix one job, but those who came out did what they could.*
- *Not came back to paint door to complete job.*
- *Took too long and wasn't done properly.*
- *The two workmen didn't put any dust sheets down, totally disrespected my house. Didn't tell me they were done and abusive when I asked if finished.*
- *It took too long to get done, it's still not completely fixed.*
- *It took a year and a half to do this repair.*
- *Takes a while to get repairs done.*
- *They came and fixed some of it. Never came back to complete.*
- *Taps have been repaired so many times and I'll need to get them back out again.*
- *4 visits to get the repair fixed.*
- *6 months and 3 visits for security light which is not working again.*
- *Ongoing issue with smell from under the sink.*
- *I had a leak least January and I waited until the October to have it fixed. Work is never done when it's meant to be.*
- *The communication was terrible - they gave them a wrong address time.*
- *My toilet still never got fixed.*
- *Took a while to get resolved.*
- *I don't expect much from them because everything is always partly done. Never done to a reasonable standard.*
- *They were meant to fix my door. They didn't, they just put a screw in it.*

Q20 What, if anything, could have been done to improve the repairs process?

Q20 What, if anything, could have been done to improve the repairs process?		
Base: Had repairs carried out in the last 12 months, n=325	No.	%
Quicker timescales from start/ finish to complete repair	39	12.0%
Repairs completed on first visit	27	8.3%
Happy with repairs service	19	5.8%
Improve quality of workmanship	17	5.2%
Improve communication	16	4.9%
Better appointment system	11	3.4%
Easier system to report repair via telephone	11	3.4%
Customer service e.g. staff return calls/ helpful/ provide information	11	3.4%
Don't know	25	7.7%
Nothing	166	51.1%
Other	3	0.9%

Open ended responses:

("Nothing" and "Don't know" comments removed from list).

- *If they were to follow through on the work they told me, I would be delighted. Instead I feel as if I've hit a brick wall.*
- *They should complete repairs when they say they will.*
- *I wish they would come and paint the outside of the buildings.*
- *It was months and months before the repair was arranged, this should be quicker. Getting hold of people on the phone should be easier.*
- *The boys who fitted my kitchenette were a couple of cowboys. They should ensure that all contractors do the job correctly.*
- *It took a while to get the repair done. It ended up a bigger job than what they thought and took 3 visits to complete.*
- *They should follow up on appointments made. I work and have lost shifts waiting on them for them not to show.*
- *The length of waiting time from when you report a repair until they come out.*
- *Do the job properly in the first place.*
- *The Council unwilling, a bother to attend to it. Attitude not good, length of time not good when attended to.*
- *Because I felt it wasn't done right and I had to get them back again.*
- *Workmen were great, very helpful.*
- *Inspector could be beneficial after repair to inspect quality of work done.*
- *Nothing, very happy with it.*
- *Do the job properly first time around. I couldn't even open my kitchen cupboard without banging it off the light and breaking it each time. Workmen didn't care.*
- *About level of work been carried out as I know how long it will take. Had a job done which took a whole day?*
- *No need to try to improve it, it works well.*
- *Not been here long but has so far been an excellent service.*
- *Length of time, it takes too long.*
- *No complaints. Fast and efficient. New boiler, very happy.*
- *I want them to get out of there vans and get on with the work. They sit in van for too long taking tea breaks.*
- *Assess the job before giving a date for completion.*
- *Don't feel the workmen care, it's just a case of how quickly they can get the job done.*
- *You can never get through on the phone. I have had workmen coming and going to my property for a long time to deal with moss problems.*
- *Do it on the first visit.*

- *Just let each other know what's going on, as the right hand doesn't know what the left hand is doing. Explain things to tenants.*
- *It did take a bit of time to organise it, which I wasn't particularly happy about.*
- *No, very pleased with the service provided.*
- *Repair service no problems.*
- *Being given proper or accurate information.*
- *Can never get through on the phone. I have a fault with my toilet flushing system which has been repaired a few times.*
- *It is a very good repair service. It's just my guttering that doesn't work properly.*
- *Everything needs improved from start to finish. Service is shocking, workmen don't seem to care.*
- *Everything appears well attended to, especially our recent problem with rat infestation.*
- *Nothing I can think off.*
- *Properly done first time around is what should be expected.*
- *Repair not done right first time was purely to do with my home needing a new boiler installed. Not to do with repair man.*
- *In general - making appointments easier.*
- *They should make sure that they come back out when they say they will or contact me to tell me otherwise.*
- *I have been waiting too long for someone to come out and fix my roof, this should be quicker.*
- *Better quality workmen.*
- *Communication could be improved and they should make sure they come out when they say they will, or contact the tenant to let them know they can't come out.*
- *More communication in general.*
- *The repairs from reporting them to completion could be a lot quicker.*
- *They should finish the job they start.*
- *Make sure they finish jobs properly.*
- *Being kept in the loop, calls should be returned and they need to finish jobs.*
- *It could have been done a bit quicker.*
- *Listen to the tenants when they are explaining what the issues are. They just jump down tenants throats.*
- *The repair should have been done a lot quicker. Better communication, I'm fed up chasing it up.*
- *Fix the problem on the first visit.*
- *The repair could have been done sooner.*
- *They should do repairs quicker. They should accommodate working people.*
- *It could be easier to get through on the phone. They should make sure that they bring the correct equipment to ensure the work can be done.*
- *My house needs sorted, they need to follow through with jobs needing done.*
- *Not so much haggling to get it done. I had to fight for it.*
- *You should be able to report multiple repairs at a time.*
- *I waited years for it.*
- *Workmen should be more careful with people's belongings.*
- *It could be made easier to get through to them.*
- *They should try and ensure that the jobs done/ completed.*
- *If they could have gave me set dates and times of when they would be out, that would've been better.*
- *They should have renewed the boilers. I feel they were trying to save money, which I understand but if they had the right briefing, their superiors would have been able to resolve it with 1 visit rather than 4.*
- *They could be quicker on answering the phones, it took too long to make an appointment. It's too difficult to get hold of someone at the start.*
- *The job at time was very good, but workmen say the problem will keep happening. If source of problem not addressed, be more proactive.*
- *Light switch on cooker, bit of a problem with this particular repair.*
- *Lack of communication, disjointed departments in my opinion.*
- *Ongoing - flooded and still not been properly dealt with/ better repair service badly needed.*
- *Get through to the right person would be a definite improvement.*
- *Sometimes have difficulty getting through on the phone and I think it could be easier. Sometimes the number is engaged and sometimes it just rings out.*
- *There could be more people reserved for out of hour's repairs.*
- *Speed the process up.*

- *There is a delay sometimes with them coming out, they should try and improve this.*
- *They did most of it good but left the wee bit under my window.*
- *Get things right in the toilet.*
- *Nothing comes to mind.*
- *Repairs have to move more quickly.*
- *They should have done it right first time.*
- *If they would speak to you about it, better communication.*
- *It could be easier to get through to them and could be completed quicker.*
- *Stop telling lies when the inspector comes out telling me things will get done, which then aren't followed through with.*
- *An e-mail address would be helpful.*
- *No more about procedures/ more information required regarding this matter.*
- *No, it's very good.*
- *Nothing I can think off, seems good to me.*
- *Whoever was in charge, should've came out and looked at my ceiling instead of sending others out and saying I don't need a new one. It took too long.*
- *They should make sure that they always come back when they're meant to.*
- *To know who my housing officer was, so they could have helped me with the repair and helped me deal with the workmen.*
- *They should make sure that jobs are done which are meant to be done. They should also make sure that they provide correct information - I was told they didn't have painters when they do.*
- *Just getting through on the phone to report a repair could be a lot better.*
- *Timescale could be better from when you call to when it gets done. Also my last repair had to be done a few times as not right the first time.*
- *The service is good.*
- *Doing the repair in a correct fashion, then not having to repeatedly having to keep coming back over and again.*
- *Don't take so long on occasions to do a repair successfully, very frustrating.*
- *Listening to what's said, repaired one thing but not the other (communication).*
- *They should be more flexible with appointments or have specific time slots.*
- *Outside repairs are hard to get done.*
- *Very good service.*
- *Jobs being completed first time.*
- *They could improve communication between departments and the workmen should provide you with accurate information rather than fob you off.*
- *Could be quicker sometimes.*
- *The workmen should have been a lot more respectful.*
- *They could have repaired my window properly first time they came out.*
- *They should have boxed in the pipes when they put in the boiler.*
- *Nothing on this occasion. However there have been instances where they take too long to follow through with promised jobs.*
- *They should have someone out that knows what they're doing and who has the right equipment.*
- *Be honest with tenants and give realistic information on when repairs will be done.*
- *I feel you need to constantly chase them up to get repairs done.*
- *They should try to reduce the waiting time of getting the repair.*
- *Just finishing the whole job instead of leaving it half done.*
- *It would be better to get morning or afternoon appointments.*
- *Complete repair first time.*
- *Last workman said it should have been repaired first time.*
- *Let you know when exactly they are coming to do the repair as some people are working.*
- *Nothing, very happy.*
- *Unhappy about workers turning up without correct parts and having to go away to get these.*
- *Attention to detail.*
- *Well done but there is room for improvement.*
- *Very good service.*
- *Because you leave a message and no one gets back to you. No workers phone you and no inspector. I still don't know what's happening to my bathroom.*
- *Have qualified tradesman carrying out the work.*

- *I think sometimes when they come for a repair they should dig a little deeper to get to the route of the problem.*
- *Booked a morning appointment and never came until afternoon.*
- *They should make sure that jobs are completed and that staff shouldn't mark down jobs that have been done when they haven't.*
- *Can't make appointment with Council, they just turn up.*
- *Much better appointment system.*
- *Need to improve communication and pass over the correct information.*
- *Actually get it fixed.*
- *The repairs should be done properly first time.*
- *It could be easier to report a repair, they seem to be constantly engaged.*
- *It should be done quicker.*
- *They should have done the repair fully.*
- *Maybe more stuff could be done online.*
- *Better time slots for repairs for working tenants. Complete the repair on the first visit.*
- *They had ongoing dampness issues. Too many issues and repairs.*
- *It's a good service already.*

Q22 Can you please explain why you are not satisfied with the quality of your home?

Q22 Can you please explain why you are not satisfied with the quality of your home?		
Base: Not satisfied with the quality of the home, n=69	No.	%
Home is in need of repairs	27	39.1%
Home requires upgrades/ improvements e.g. bathrooms/ kitchens	26	37.7%
Problems with dampness/ mould	16	23.2%
Poor design	4	5.8%
Poor heating/ boiler system	4	5.8%
Need a smaller house/ too big	2	2.9%
House too small/ overcrowded	1	1.4%
No soundproofing	1	1.4%
Floorboards needing done	1	1.4%
Other	5	7.2%

- *I have condensation and dampness.*
- *The quality of my home is what I've made it and what I can afford.*
- *I really don't like it, trying to get moved.*
- *There are lots of outstanding issues for 2 and a half years. This house seems to be forgot about.*
- *I feel like the house is falling down around me e.g. walls need plastered, kitchen sockets haven't been put on the wall properly.*
- *Dampness problems.*
- *Dampness everywhere.*
- *House should have repairs and upgrading done. Council say it is the tenant's responsibility on these issues.*
- *Outside of house needs attended too.*
- *Home needs e.g. new walls inside, new roof outside. Had a leak inside for a long time.*
- *Heating - house very cold.*
- *Need a new roof.*
- *Not enough storage, efficiency regarding lack of insulation.*
- *My son and daughter share a room. My son has additional needs, so therefore should have a room of his own. One is 12, one is 8. Therefore they both need their privacy. My home is also over-run with mould and dampness.*
- *House very draughty regarding windows. New windows required, heating not efficient.*
- *There are holes in the walls and ceiling. A tree stump in my back garden that should have been removed.*
- *Poor state of repair.*
- *There are still a couple of repairs needing done that were raised back in September.*
- *I have dampness in my back room, I reported it and they never came out.*
- *My doors need fixed and I could be doing with new windows.*
- *Ongoing leaks that are not being resolved.*
- *The house could be doing with an upgrade of skirting's, doors and kitchen. I would also need a new roof, I have a leak.*
- *It's good apart from the issues I had with my son's bedroom.*
- *There is still stuff to be done, which have been requested multiple times and not done.*
- *The exterior is very run down, kitchen needs modernised.*
- *It's very old, internal walls coming down.*
- *I am very happy with my house now, after the work I've done. The Council haven't done much for me.*
- *They are so many issues still to be dealt with.*
- *This house is like an ice box in the winter. The house is badly built, old windows.*
- *I need it decorated and I am not well enough to do it on my own.*
- *Quite dirty.*
- *Flooded and dampness still ongoing, quality of house poor as a result.*
- *Condition poor.*
- *Dampness in the house, painted over and came back again.*

- *It needs work. There are problems with the doors and poor quality materials have been used.*
- *I've had rat infestations in the past and the Council didn't really deal with it properly. They were supposed to pull everything out of the kitchen and seal up the holes, but in the end they just cleaned it all off and put it back the way it was.*
- *The bathroom hasn't been nice since we moved in.*
- *We do like the house, but there has been a lot of issues over the years.*
- *There is a few issues, such as dampness.*
- *We were promised a lot of things were to be done, such as new kitchens for example and we never got them. No home improvements were made.*
- *Lot of plastering needs attending to, old house.*
- *My floorboards are rotten I think. They told me I'd need to move everything, which is difficult as I'm on my own. They previously ruined my carpets, never gave me money to replace it. I paid money for a new bathroom - they then came and put another one in and ruined my tiles.*
- *There are quite a few issues including a lot of flies in house.*
- *It's full of dampness.*
- *They could do more in the house, more improvements.*
- *Dampness an on-going issue.*
- *Patchwork service some get attention others don't e.g. new windows.*
- *There is a big crack on my wall outside, which is getting larger. My stairs have needed re-cemented numerous times. The house is ok overall.*
- *I am happy with the inside of house but unhappy with outside. It needs revamped/ roughcasting.*
- *The house is full of dampness.*
- *The house is very draughty in the winter even though I always have the heating on. There is also a smell of dampness.*
- *The bath is very small.*
- *My home is ok but would have liked a garden.*
- *Upgrading required, things not being done which should be.*
- *4 years to fix roof properly.*
- *There is dampness in the house.*
- *Very poor quality and too small.*
- *Dampness in bedroom. I feel this has not been dealt with adequately.*
- *Never got new windows and we were supposed to. My garden concrete breaking up and it's not good to walk on.*
- *Before I moved in the walls were freshly plastered and I said to leave it, but when I moved in they covered every wall and ceiling with wallpaper.*
- *There was a door replaced and looks a state due to poor workmanship.*
- *I've got dampness, windows need done and kitchen/ bathrooms need done.*
- *My house is falling to pieces.*
- *Got damp.*
- *I was decanted a while back and when I moved back in I didn't feel the work done was to a high standard.*
- *I am not able to get cavity wall instillation. Outside roughcasting needs to be done.*
- *Its fine now, but I had to pay contractors myself to come and sort the problems.*
- *The house is too big for us and it is very difficult to heat up due to the stone floors. I want an exchange.*
- *I feel the house is old and poor built.*

Q24 Can you please explain why you are not satisfied with your landlord's management of the neighbourhood you live in?

Q24 Can you please explain why you are not satisfied with your landlord's management of the neighbourhood you live in?		
Base: Not satisfied with management of the neighbourhood, n=99	No.	%
Nothing gets done in the area/ could do more	24	24.2%
Outside maintenance not being done/ poor standard e.g. grass cutting/ hedges trimmed/ weeds	22	22.2%
Problems with anti-social behaviour/ anti-social neighbours	17	17.2%
Streets not being cleaned/ rubbish left out	8	8.1%
Too many undesirables moving into area/ vet tenants	8	8.1%
Dog fouling issues	8	8.1%
Roads/ pavements needing fixed	6	6.1%
Speeding traffic	3	3.0%
Drugs/ alcohol problems	2	2.0%
Poor street lighting	2	2.0%
Bins left in the streets/ overflowing	1	1.0%
Not enough car parking	1	1.0%
Other	6	6.1%
Don't know	7	7.1%

- *They were going to put fences around the houses a few years ago but nothing happened.*
- *The only person I see from the Council is my support worker.*
- *The Council don't take to do with this.*
- *There is a homeless shelter next door, they keep moving junkies in and my son picked up a needle.*
- *A lot of the gardens aren't kept tidy and spoil the estate.*
- *They built a playpark for kids which is great, but everything else seems to be neglected.*
- *Things could be improved in the area such as grass cutting and general maintenance. Roughcasting is in need of repair.*
- *They stopped the contractors cutting the grass. Convicts now do it and they could do a better job.*
- *Unsure who's responsible for the various issues around the neighbourhood, unkempt areas? Been given conflicting information regarding this.*
- *The speed of some cars is ridiculous. Need some traffic calming measures.*
- *Neighbours do not care about their gardens, don't wash their windows. The place is a disgrace.*
- *Upstairs neighbour leaves rubbish everywhere. I have reported it but still nothing has been done about it.*
- *Across from me people take their dogs out and don't pick up their mess.*
- *I have a pest issue.*
- *They take too long to do anything.*
- *There's 3 homeless units across from me and they come and go as they like. I feel there should be permanent tenants in those houses.*
- *Mattresses and other stuff lying in the front lawns.*
- *Some neighbours gardens are a disgrace, makes the place look really bad.*
- *There is issues with litter and bins left out.*
- *Front of block very unkempt, tatty looking. Bulb front landing not replaced and various other issues.*
- *Unkempt tree. Bin area overgrown.*
- *Landscaping could be better.*
- *Rather not answer.*
- *Poor communication.*
- *I don't know - I never see anyone about.*
- *Anti-social behaviour - Police called regularly. Rubbish lying around.*
- *The roads are bad.*
- *They should monitor tenants before giving them a house.*

- *Landscaping could be a lot better.*
- *I feel there should be more presence in the area from the Council.*
- *Rubbish lying around the street, very untidy looking.*
- *Everywhere has good bits, but it's a bit sad and desperate looking here.*
- *I don't know much about it. I called up to report issues with dog fouling, bins still haven't been put out.*
- *There are drug dealers who have been moved in next door and I blame the Council for putting him here.*
- *It's a bit run down.*
- *It feels like they don't care, that we don't matter. Our bin shed is a constant mess, lots of stuff lying around. A caretaker is meant to come out but doesn't.*
- *Street lights not working and grass isn't cut regularly. The overall maintenance is quite poor.*
- *They could be doing a lot more. People get away with murder.*
- *We are still waiting on lights being put on in the street.*
- *I'm very wary of my neighbour and am still waiting on a fence to be put up. I feel really uncomfortable.*
- *More could be done about dog fouling in the area.*
- *The next 2 block of flats to me have tenants involved with drugs.*
- *I'm sick of them.*
- *I was attacked outside my property.*
- *Parking is an issue.*
- *The neighbourhood is going downhill - rubbish and dog dirt everywhere, it's terrible now.*
- *There should be some legislation that can ensure the Council to take action against private tenants who don't maintain their property.*
- *Anti-social behaviour.*
- *Not sure.*
- *Anti-social behaviour does not seem to be dealt with.*
- *The Council has ignored our requests for help in relation to the children in the area that are causing mayhem.*
- *Don't know.*
- *My house has been broken into twice.*
- *They could do more as far as tidying the place up.*
- *When they come and do roads, they don't do it properly as the finish was garbage.*
- *The big trees badly need cut back. The hedges outside my house are not cut regularly, they cut other hedges. I called and they said none were done.*
- *Roof problem for years.*
- *Some of the gardens are in a state. There are also caravans in the street which shouldn't be here.*
- *There are too many speeding cars with lots of children here, we really need speed bumps put in.*
- *They need to put up more signs to stop dog fouling.*
- *The Council were cutting my mums grass and do a terrible job. I have to pay someone else to cut it as well as the Council.*
- *There are flats beside us which could be policed better.*
- *They only just put cameras in, there has been campaigns for years for this to happen.*
- *We've been trying for years to get the drains cleared out, nothing has happened over the years.*
- *I'm not happy with the emptying of the bins - they haven't been emptied for a month. I've called them 5 times from February and have also went to the office, they said it would be sorted. Nothing has been done.*
- *Anti-social behaviour happening under their noses, pathetic.*
- *I don't like the street I live on, there's a mixture of characters.*
- *The grass all around is too high.*
- *The landscaping could be done better.*
- *The area could be kept a bit cleaner. Grass could be cut a bit more often.*
- *Grass cutting could be done more often.*
- *Bulk uplifts are left lying for ages.*
- *The grass is overgrown so could attract wildlife into the area, it's a bit unsightly. The trees are also a bit high.*
- *I have horrendous neighbours.*
- *Shared back garden is full of rubbish.*
- *The bins don't get put out by the neighbours here.*
- *Bin management poor. Gardens of neighbours unkempt and Council not addressing these issues.*

- *The buildings are all needing done up. Gutters need done. The overflow pipe keeps running with water from the roof.*
- *Nothing being done.*
- *They don't pick up the grass after they cut it.*
- *There is a lot of dog fouling and nothing is done about it.*
- *They should vet tenants.*
- *I don't know.*
- *Just a poor neighbourhood.*
- *I'm unhappy with the neighbours in my flat e.g. junkies and hoarder. Improvements should be made.*
- *They don't get anything done in this street.*
- *Don't do anything for neighbourhood.*
- *It's full of junkies and needles lying around. More could be done about this.*
- *Grass cutting needs to be done more often.*
- *They put a homeless woman below me, she has drug convictions and they don't do anything about it. There is a lot of anti-social behaviour, the Council do nothing about it.*
- *I don't think they do anything in the neighbourhood, however there is no issues here.*
- *There is a problem with the dog fouling, there is also a problem with loud traffic in the street.*
- *I feel this area is neglected as it is a desired area. More money is being put into poorer areas. More could be done for kids and for the elderly. There's also a problem with dog fouling.*
- *They don't cut the hedges. Grass could be cut more often.*
- *I've got dampness. It's a lot considering its only two bedrooms.*
- *Could be better.*

Q26 Can you please explain why you do not think that your rent represents good value for money?

Q26 Can you please explain why you do not think that your rent represents good value for money?		
Base: Said rent was not good value for money, n=124	No.	%
Rent keeps increasing/ too expensive	48	38.7%
Don't pay rent/ on full housing benefit	20	16.1%
Home needs upgrades/ improvements e.g. windows/ doors	16	12.9%
Not good value for the services we receive	14	11.3%
Outstanding repairs	14	11.3%
Poor size e.g. too small/ too big	11	8.9%
Poor area/ too many undesirables/ anti-social behaviour	9	7.3%
Poor quality/ condition on home	7	5.6%
Don't know/ just average	14	11.3%
Other	2	1.6%

- *Due to the dampness and condensation, I feel the Council should be paying me money.*
- *Because it's hard to say what value for money is?*
- *I don't pay rent.*
- *I don't pay rent.*
- *I don't pay rent.*
- *The bins are only emptied every 3 weeks.*
- *I don't pay rent.*
- *I think they use poor quality tradesmen. Repairs and maintenance could be done to a better standard.*
- *I think the rent is very expensive and constantly going up.*
- *House needs a lot of work done to it.*
- *House badly needs some TLC.*
- *Expensive for 1 bedroom.*
- *If neighbourhood looked better/ cleaner then I wouldn't mind the price of rent, but as it stands it's a joke.*
- *It's expensive for us.*
- *It's very expensive.*
- *Very expensive for a one-bedroom house.*
- *They take too long to do anything that needs done.*
- *Area needs a tidy up. House is cold.*
- *Rent is too expensive.*
- *Don't know price.*
- *Expensive in comparison to selected private accommodation.*
- *I just feel it's a bit high. I struggle to afford it.*
- *My home is overcrowded and overrun with dampness. It's falling to bits and rent is far too expensive for what I am living in.*
- *Poorly explained - having a change of circumstances not given very good advice regarding this matter of change from ESA to job seekers, unsure how this will affect rent.*
- *I get help.*
- *Poor state of housing not worth the rent.*
- *I don't pay rent anymore.*
- *Too high for poor quality area.*
- *I get housing benefit.*
- *I don't pay rent.*
- *It's too expensive.*
- *Rent just keeps increasing.*
- *Due to the condition of the house, I feel the rent is quite poor value for money. My slabs are also uneven and they still haven't fixed them. They don't always collect the bins, keep having to call them.*
- *I don't pay full rent.*

- *Too small, too expensive.*
- *The rent is too high.*
- *The rent is too high.*
- *Repairs could be better.*
- *I've never really thought about it, it has to be paid and that's it.*
- *I do struggle, but I pay it and that's it. It would be nice if it was a bit cheaper.*
- *I don't pay rent.*
- *It's ridiculous considering the issues that I'm having with my neighbour, I can't even get a sleep.*
- *That's just how I feel about it.*
- *Due to all issues in the flat and the building, it's nowhere near worth what I pay.*
- *We are still paying rent when there is a lot of issues in the house not being resolved.*
- *The condition of the property could be better - exterior and kitchen.*
- *The rent is far too expensive and I practically built the house myself, they should be paying me.*
- *I've had so many problems.*
- *The house isn't dealt with properly or up to standard.*
- *It's an average rent, a bit high considering it's not the best area.*
- *Because of the fighting I had to do to get repairs and because of issues still not dealt with.*
- *It's absolutely crap. They don't do anything for us.*
- *A lot of repairs haven't been done. The rent has increased by too much, too often.*
- *The properties could be in better condition. I've been waiting more than 2 years for a new roof.*
- *The rent keeps going up.*
- *I don't know.*
- *I don't pay rent.*
- *I think it's too high.*
- *Too expensive for what it is.*
- *Because of the environment that I live in is not good.*
- *We don't get any help and it can be quite difficult. My husband is disabled and I am retired.*
- *Sister did not wish to say regarding this matter.*
- *Flooding and dampness make the property not worth the rent.*
- *It seems to go up all the time.*
- *House and services too expensive. Thinking of buying something as I think this would be cheaper.*
- *Don't pay rent?*
- *Too expensive if I was working.*
- *I think it is a bit steep for a one bedroom flat.*
- *I think it is a bit expensive for a one bedroom.*
- *Don't know.*
- *They don't respond to requests and enquires.*
- *The quality of the repairs are not that good.*
- *Don't know.*
- *I don't pay rent.*
- *Lots of problems regarding maintenance of the house in general.*
- *I don't know.*
- *I'm not happy with being promised home improvements which haven't been done.*
- *My mums paid for this house three times over with rent.*
- *A bit expensive for what it is.*
- *A few issues around the house keep cropping up now and again.*
- *For a one bedroom, if I was paying rent I would feel this was too expensive for the area.*
- *Few things in the house could be removed or replaced, Council not stumping up with cash.*
- *I think the rent for a 1 bedroom house is too high. The sound insulation in here is very poor, I don't actually think there's any.*
- *I don't pay rent.*
- *I don't pay rent.*
- *I don't pay rent.*
- *There are a few things that could be done, but they don't have the funding.*
- *I don't know.*
- *I'm not happy with the condition of the house.*
- *Poor quality. Dampness is a main problem.*
- *Standard of services - I feel is very poor and amount of rent.*

- *No improvements have been made in the house in 7 years and the rent keeps going up, I don't understand this. I feel we should get more for what rent we pay.*
- *Quite expensive for 1 bedroom flat.*
- *Can't comment as I receive housing benefit.*
- *It's too expensive.*
- *Poor value considering the state of the building and it keeps going up.*
- *In 2 bedroom flat living out of one bedroom due to dampness.*
- *Repairs service could be a bit better.*
- *You could buy it for less.*
- *It is too high but my son helps with it.*
- *Too high for what wages my husband gets.*
- *I feel I could get a house with a garden for not much more a month through private let.*
- *I would just like it to be a lower amount.*
- *I think it's a bit expensive for what it is, I would like more storage space.*
- *Houses not updated like neighbours are, although pay the same rent.*
- *Don't know as on benefits.*
- *Poor quality.*
- *On housing benefit.*
- *Bit expensive for one bedroom flat.*
- *You could get a mortgage for the same price as the rent.*
- *I feel it's just too much for a high rise flat that was built years ago.*
- *I think they could be better, they seem to just put the rent up without making any housing improvements.*
- *Neighbourhood again, don't feel it is worth it because of the area I live is not a good environment.*
- *Receive housing benefit.*
- *Difficult to say.*
- *I think it's quite high for what we have.*
- *Don't know.*
- *Nothing to compare it with.*
- *Because of the work needing done in my home. Someone came out to look at it, they said someone would come out to repair it. That was 3 months ago and no one has come.*
- *I don't know.*
- *The external building needs some work and painted.*
- *I've got dampness. It's a lot considering its only two bedrooms.*
- *House is expensive.*

Appendix 3

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	P909
Project number	West Dunbartonshire Council 2017 Tenant Satisfaction Survey
Objectives of the research	The aim of the research was to seek tenants' views on the services that West Dunbartonshire Council provides and how well it performs these services and to help identify areas where the service can be improved.
Target group	Council tenants
Target sample size	The aim was to achieve 500 interviews with the Council's tenants. It was agreed that the target achieved sample was spread across the Council's tenant base geographically.
Achieved sample size	A total of 502 tenant interviews were achieved.
Date of fieldwork	Interviewing took place between the 10 th of July and the 4 th of August 2017.
Sampling method	Interviews spread across Council stock.
Data collection method	Interviews were undertaken with the tenant or their partner by telephone. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.
Response rate and definition and method of how calculated	Tenants: 40% (502 interviews from a sample of 1255 in scope for the research)
Any incentives?	No
Number of interviewers	6 interviewers were working on this.
Interview validation methods	10% of each interviewer's work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Not applicable
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	Data accurate overall to +/-4.26% for tenants