



2014

**Prepared for: West Dunbartonshire
Council**

Prepared by: Francis Bolton

Tenant Satisfaction Survey 2014

Prepared for: West Dunbartonshire Council

Prepared by: Francis Bolton, Senior Research Executive

Date: October 2014



Produced by **BMG Research**

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1 Introduction

This report summarises the main findings of the 2014 Tenant Satisfaction Survey carried out for West Dunbartonshire Council (WDC). Full findings, background, and details of the research methodology can be found in the main report.

The 2014 survey follows similar research completed in 2010 and 2013. As the table below indicates, the key measures of satisfaction have increased or remained the same compared to the 2010 and 2013 surveys. All significant changes are highlighted.

In the body of this report, where comparisons are made with previous waves, both 2010 and 2013 data is always included in the comparison unless the question was not asked in these surveys.

Table 1: Comparison with previous survey data

	2014	Change since 2010	Change since 2013
Overall service provided by WDC			
% satisfied	81%	+16%	+9%
Neighbourhood as a place to live			
% satisfied	87%	+16%	+2%
Overall quality of home			
% satisfied	80%	+9%	+6%
Overall condition of home			
% satisfied	76%	+14%	+3%
Value for money of rent			
% satisfied	73%	+11%	+6%
Repairs and maintenance			
% satisfied	69%	+10%	+3%
WDC keeping residents informed about things that might affect them			
% rating good	72%	0%	+6%
WDC listens to views and acts on them			
% satisfied	66%	+16%	+3%

2 Key findings

2.1 Overall satisfaction and key drivers of satisfaction

2.1.1 Overall satisfaction

Over four in five (81%) of tenants are satisfied with the overall service provided by WDC, including 31% who are very satisfied. Around one in seven (14%) tenants are dissatisfied, and only 5% say they are neither satisfied nor dissatisfied. With so few tenants holding a neutral position on WDC's overall performance, WDC will need to focus primarily on dissatisfied tenants to raise its overall satisfaction levels.

Overall satisfaction has increased significantly compared to the 2010 and 2013 surveys, up from 65% and 72% respectively.

2.1.2 Key drivers of satisfaction

Key driver analysis (using a correlation based technique) was carried out to determine which areas of its service WDC needs to focus on to improve overall satisfaction with its service. The top two drivers of satisfaction are WDC 'providing an effective and efficient service' and 'providing the service I expect from my landlord'. However, the following areas emerge as areas for focus – these are key drivers of satisfaction where WDC's performance is below the levels seen for other key drivers:

- Listening to tenants' views and acting on them (see section 2.5.4 below)
- Dealing with repairs and maintenance (see section 2.6.1 below)

2.1.3 Perceptions of WDC as a landlord

The table below summarises satisfaction on a series of statements on WDC's general service. As with overall satisfaction, satisfaction that 'WDC provides an effective and efficient service' and 'WDC is providing the service I expect from my landlord' has increased significantly since 2013:

Table 2: Perceptions of WDC as a landlord

	2013 (600)	2014 (582)	% point change
WDC has friendly and approachable staff	80%	81%	+1%
WDC is providing the service I expect from my landlord	70%	78%	+8%
WDC treats its residents fairly	74%	77%	+3%
WDC provides an effective and efficient service	65%	73%	+8%
I trust WDC	70%	71%	+1%
WDC has a good reputation in my area	60%	62%	+2%

2.1.4 Recommending WDC as a landlord

Asked whether they would recommend WDC to family or friends on a scale of 0-10, 29% of tenants gave a score of 9 or 10 and so are classified as 'promoters' of WDC. Over one in three (35%) gave a score of 0-6 and are classified as 'detractors'. WDC's Net Promoter Score (NPS) from these figures is -7%. This is not significantly higher than the figure of -11% seen in 2013, meaning that advocacy has not increased to the same extent as overall satisfaction.

2.2 Housing services

2.2.1 The overall quality of the home

Four in five (80%) of tenants are satisfied with the quality of their home, and 17% dissatisfied. Satisfaction on this measure has increased significantly compared to 2010 and 2013, when 71% and 74% were satisfied respectively. However, dissatisfaction has not changed significantly in this time.

2.2.2 The condition of the home

Over three-quarters (76%) of tenants are satisfied with the overall condition of their home, including 28% who are very satisfied. A fifth (20%) are dissatisfied. Satisfaction on this measure has increased significantly compared to 2010 (when 62% were satisfied), but again, the proportion dissatisfied has changed less.

2.2.3 Value for money of rent

Nearly three-quarters of tenants (73%) think that the rent they pay represents good value for money, while 17% think it is poor value. The proportion describing their rent as good value for money has increased significantly compared to both 2010 and 2013, when 62% and 67% were satisfied respectively. However, the proportion describing it as poor has not changed significantly

2.2.4 Being treated fairly

Four-fifths (80%) of tenants are satisfied that WDC treats them fairly, while 13% are dissatisfied – this has not changed significantly compared to 2013.

2.2.5 Satisfaction with other services

Tenants were asked to rate their satisfaction with a range of services provided by WDC. As the table below indicates, satisfaction has increased significantly on all these services, except for dealing with anti-social behaviour.

Table 3: Satisfaction with other services

	2013 (600)	2014 (582)	% point change
Your enquiries generally	74%	82%	+8%
Anti-social behaviour	60%	64%	+4%
Complaints	55%	64%	+9%
Moving or swapping your home (transfers & exchanges)	40%	52%	+12%
Managing empty homes	39%	45%	+6%

2.3 Neighbourhood and community

2.3.1 The neighbourhood as a place to live

Overall, tenant views on their neighbourhood are positive. Half (50%) of all tenants are very satisfied with their neighbourhood as a place to live, with 87% in total satisfied and 10% dissatisfied. There has been no significant increase in satisfaction with the neighbourhood as a place to live compared to the 2013 survey, but the improvement seen in 2013 compared to the 2010 survey (when 71% were satisfied) has been sustained.

2.3.2 WDC's management of the neighbourhood

Looking at the more specific issue of WDC's management of neighbourhoods, over three-quarters (78%) of all tenants are satisfied, including 35% who are very satisfied. Around one in seven (13%) are dissatisfied with WDC's management of their neighbourhood. These findings are similar to the 2013 results.

2.4 Contact with WDC

2.4.1 Proportion contacting WDC

Just under half (47%) of tenants have been in contact with WDC with a query over the last 12 months, excluding queries around payment of rent or service charges. The same figure was recorded in 2013.

2.4.2 Getting hold of the right person

Nearly two-thirds (65%) of those contacting WDC found it easy to get hold of the right person, while over a quarter (27%) found it difficult. These findings are not significantly different to those recorded in 2013.

2.4.3 Helpfulness of staff

Over four-fifths (81%) found the staff helpful, compared to 13% who found them unhelpful. There is no significant change on these metrics compared to 2013.

2.4.4 Whether query was answered within a reasonable time

Over three-quarters (77%) said their query was answered within a reasonable time and 23% said it was not. There is no significant change on these metrics compared to 2013.

2.4.5 Ability of staff to deal with the problem quickly and efficiently

Nearly three-quarters (72%) were satisfied with the ability of staff to deal with their problem quickly and efficiently, including 35% who were very satisfied. Nearly one in five (19%) were dissatisfied. There is no significant change on these metrics compared to 2013.

2.4.6 The final outcome of the query

Over two-thirds (67%) were satisfied with the final outcome of their query, while a quarter (25%) were dissatisfied. There is no significant change on these metrics compared to 2013.

2.5 Communication

2.5.1 The Internet

Half of all tenants (50%) use the Internet, a significant increase compared to 2013, when 45% said they used the Internet. Of the 50% who do not use the Internet, the main reasons given were not having access to the Internet (36%) and not wanting to use it (also 36%).

2.5.2 Preferred methods of being kept informed and getting in touch

Telephone remains much the most popular method of communication with WDC, with 88% of tenants saying they are happy with this form of communication.

2.5.3 The cost of contacting WDC by telephone

The large majority (87%) of tenants are satisfied with the cost of contacting WDC by telephone – a significant improvement on 2013 when 83% were satisfied. 9% are dissatisfied.

2.5.4 Listening to residents' views and acting on them

Two-thirds of tenants (66%) are satisfied that WDC listens to their views and acts on them, while nearly a quarter (23%) are dissatisfied. Satisfaction on this issue has increased significantly compared to 2010 (when 50% were satisfied) but not 2013 (63% satisfied). While the proportion who are neither satisfied nor dissatisfied has fallen over this time, 23% of tenants are dissatisfied and this is significantly higher than in 2010, when 19% were dissatisfied.

On this key area for focus (see section 2.1.2), 16-34 year olds give particularly low scores (51% satisfied, 41% dissatisfied). While this should be treated with caution given the low sample size (57) achieved in this group, the results nonetheless suggest that WDC needs to focus on engaging younger tenants. With younger tenants more than twice as likely to contact WDC as those aged 65+, WDC will also need to focus on ensuring service expectations are fully understood.

2.5.5 Keeping residents informed – about services and decisions

Over three-quarters (76%) of tenants feel that WDC is good at keeping them informed about services and decisions, including 31% who say WDC is very good. 14% say WDC is poor. There is no significant change on these metrics compared to 2013.

2.5.6 Keeping residents informed – about things that might affect you as a resident

Over seven in ten (72%) tenants feel that WDC is good at keeping them informed about things that might affect them as residents – this is significantly higher than in 2010 (when 66% were satisfied), but the same score as 2013. However, nearly a fifth (18%) say WDC is poor, a significantly higher proportion than in 2010/2013 when 13% of tenants were dissatisfied.

2.5.7 Opportunities to participate

Nearly six in ten (59%) are satisfied with opportunities to participate in WDC's decision making processes, while a fifth (20%) are dissatisfied. Over one in five (21%) are neither satisfied nor dissatisfied. Satisfaction has increased significantly since 2013, when 52% of tenants were satisfied. The proportion dissatisfied has increased, although not significantly.

2.5.8 Making views known

Nearly two-thirds (65%) are satisfied that WDC gives them the opportunity to make their views known, and 19% are dissatisfied. The picture is almost unchanged from the 2013 survey.

2.5.9 Published service standards

Seven in ten (70%) are aware of WDC's published service standards, while 30% are not. Of those who are aware of the published service standards, just over half (52%) are aware of how to challenge them, while 48% are not. These are similar findings to the 2013 survey.

2.6 Repairs and maintenance

2.6.1 The repairs and maintenance service

Over two-thirds (69%) of tenants are satisfied with how WDC deals with repairs and maintenance, while over a quarter (26%) are dissatisfied. Satisfaction with the repairs and maintenance service remains significantly higher than in 2010, when 59% of tenants were satisfied. However, around a quarter of tenants have remained dissatisfied with the repairs and maintenance service throughout this period.

2.6.2 Gas servicing arrangements

Half of all tenants (50%) are very satisfied with the gas servicing arrangements, and 87% are satisfied overall. This is the most positive score given for any aspect of WDC's services, and represents a significant improvement on 2013, when 81% of tenants were satisfied.

2.7 Financial advice and support

2.7.1 Claiming housing benefit and other welfare benefits

Two-thirds (66%) of tenants are satisfied with the advice and support they receive from WDC on claiming housing benefit and other welfare benefits. 16% say this service does not apply to them, while 8% are dissatisfied. Disabled tenants are significantly more likely to be satisfied with this service than non-disabled tenants (77% and 58% satisfied respectively), and the same is true of those receiving housing benefit compared to those not receiving housing benefit (83% and 38% respectively).

2.7.2 Managing finances and paying rent and service charges

Nearly three-quarters (74%) are satisfied with the advice and support they receive from WDC on managing their finances and paying rent and service charges, while 8% are dissatisfied.

2.8 Other advice and support

2.8.1 Moving home

Just over half (51%) are satisfied with WDC's advice and support on moving home. While this is a lower satisfaction figure than we see elsewhere in the survey, this is primarily driven by tenants not giving a positive or negative view – 43% answered either 'not applicable' or 'neither satisfied nor dissatisfied'. By contrast, just 6% of tenants are dissatisfied.

Satisfaction has increased significantly on this measure compared to 2010, when 38% of tenants were satisfied.

2.8.2 Support for new tenants

56% are satisfied with WDC's advice and support for new tenants, while 8% are dissatisfied. A further 36% either say the question does not apply to them or are neither satisfied nor dissatisfied. Satisfaction has increased significantly on this measure compared to 2010, when 45% of tenants were satisfied.

2.8.3 Support for vulnerable tenants

Half of all tenants (50%) are satisfied with the advice and support WDC provides for vulnerable tenants. 13% are dissatisfied. A further 37% either say the question does not apply to them or are neither satisfied nor dissatisfied. Satisfaction has increased significantly on this measure compared to 2010, when 39% of tenants were satisfied.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.





Tenant Satisfaction Survey 2014

October 2014



Introduction

Welcome to a series of regular briefings prepared by the Housing Strategy and Development team on the big issues concerning housing. These briefings will be shared with staff, tenants and elected members and keep everyone up to date with regards the ever changing policy context that we are operating within.

The Housing Strategy and Development section is responsible for:-

- Providing the statutory strategic housing authority role within the local authority area
- Supporting the development of a culture of continuous improvement in Housing services and to facilitate opportunities to excel;
- Developing and implementing effective strategies for Housing and Community Safety Services within West Dunbartonshire;
- Developing the Council's housing strategy to ensure that it supports the delivery of our strategic priorities;
- Performance management within Housing and Community Safety services; and
- Promoting effective management and the involvement of tenants across all aspects of Housing Services.

For further information on Housing Strategy and Development please telephone 01389 737889 or e-mail: housing.strategy@west-dunbarton.gov.uk

Background

The Scottish Social Housing Charter requires landlords to have robust and up to date customer satisfaction information.





In order to meet this obligation, it was agreed by HEED Committee on 6th November 2013 that a comprehensive tenant satisfaction survey be carried out on an annual basis until 2016.



This years' survey was carried out during September 2014 and the main findings are outlined below.

Main Issues

The key findings of the survey are that:

- 81% of tenants are now satisfied with the overall service provided by WDC;
- Overall satisfaction levels have increased significantly compared with 2010, when the level was 65%, and 2013 when it was 72%; and
- All the key measures of customer satisfaction, including all the Charter Indicators for which this survey is used as the source, have increased since 2013.

	Question	2014	Change since 2013
Indicator 1 	Percentage of tenants satisfied with the overall service provided by their landlord	81%	+9%
Indicator 3 	Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	76%	+3%
Indicator 6 	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	59%	+7%
Indicator 10 	Percentage of existing tenants satisfied with the quality of their home	80%	+6%

Indicator 17 	Percentage of tenants satisfied with the management of the neighbourhood they live in	78%	+2%
Indicator 29 	Percentage of tenants who feel that the rent for their property represents good value for money	73%	+6%

These results are extremely positive; it builds on the increased levels of satisfaction with Housing Services reported in 2013 and supports the view that Housing Services are continuing to improve across all service areas

A summary of the report is attached as an appendix to this briefing.

What it means for West Dunbartonshire

The results of the Tenant Satisfaction Survey 2014 have been reported to the Housing Management Team and in addition to this briefing results will be shared more widely with tenants via an article in the next edition of the Housing News and via our website

The data collected via the Tenant Satisfaction Survey relating to the Charter Indicators will be submitted to the Scottish Housing Regulator as part of our 2014/15 Annual Return on the Charter (ARC) and used to compare performance against other landlords.

Housing Strategy and Development will work in conjunction with service areas to fully analyze the Tenant Satisfaction Survey 2014 and develop improvement actions where weakness are identified.

The WDTR0 and Scrutiny Panel are invited to consider why it would like further updates relating to the development and implementation of these improvement actions.

For further information please contact:

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Housing Strategy and Development

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WDC listens to views and acts on them			
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2 Key findings

2.1 Overall satisfaction and key drivers of satisfaction

2.1.1 Overall satisfaction

Over four in five (81%) of tenants are satisfied with the overall service provided by WDC, including 31% who are very satisfied. Around one in seven (14%) tenants are dissatisfied, and only 5% say they are neither satisfied nor dissatisfied. With so few tenants holding a neutral position on WDC's overall performance, WDC will need to focus primarily on dissatisfied tenants to raise its overall satisfaction levels.

Overall satisfaction has increased significantly compared to the 2010 and 2013 surveys, up from 65% and 72% respectively.

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- Listening to tenants' views and acting on them (see section 2.5.4 below)
- Dealing with repairs and maintenance (see section 2.6.1 below)

2.1.3 Perceptions of WDC as a landlord

The table below summarises satisfaction on a series of statements on WDC's general service. As with overall satisfaction, satisfaction that 'WDC provides an effective and efficient service' and 'WDC is providing the service I expect from my landlord' has increased significantly since 2013:

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I trust WDC	70%	71%	+1%
WDC has a good reputation in my area	60%	62%	+2%

2.1.4 Recommending WDC as a landlord

Asked whether they would recommend WDC to family or friends on a scale of 0-10, 29% of tenants gave a score of 9 or 10 and so are classified as 'promoters' of WDC. Over one in three (35%) gave a score of 0-6 and are classified as 'detractors'. WDC's Net Promoter Score (NPS) from these figures is -7%. This is not significantly higher than the figure of -11% seen in 2013, meaning that advocacy has not increased to the same extent as overall satisfaction.

2.2 Housing services

2.2.1 The overall quality of the home

Four in five (80%) of tenants are satisfied with the quality of their home, and 17% dissatisfied. Satisfaction on this measure has increased significantly compared to 2010 and 2013, when 71% and 74% were satisfied respectively. However, dissatisfaction has not changed significantly in this time.

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Over three-quarters (76%) of tenants are satisfied with the overall condition of their home, including 28% who are very satisfied. A fifth (20%) are dissatisfied. Satisfaction on this measure has increased significantly compared to 2010 (when 62% were satisfied), but again, the proportion dissatisfied has changed less.

2.2.3 Value for money of rent

Nearly three-quarters of tenants (73%) think that the rent they pay represents good value for money, while 17% think it is poor value. The proportion describing their rent as good value for money has increased significantly compared to both 2010 and 2013, when 62% and 67% were satisfied respectively. However, the proportion describing it as poor has not changed significantly

2.2.4 Being treated fairly

Four-fifths (80%) of tenants are satisfied that WDC treats them fairly, while 13% are dissatisfied – this has not changed significantly compared to 2013.

2.2.5 Satisfaction with other services

Tenants were asked to rate their satisfaction with a range of services provided by WDC. As the table below indicates, satisfaction has increased significantly on all these services, except for dealing with anti-social behaviour.

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Complaints	55%	64%	+9%
Moving or swapping your home (transfers & exchanges)	40%	52%	+12%
Managing empty homes	39%	45%	+6%

2.3 Neighbourhood and community

2.3.1 The neighbourhood as a place to live

Overall, tenant views on their neighbourhood are positive. Half (50%) of all tenants are very satisfied with their neighbourhood as a place to live, with 87% in total satisfied and 10% dissatisfied. There has been no significant increase in satisfaction with the neighbourhood as a place to live compared to the 2013 survey, but the improvement seen in 2013 compared to the 2010 survey (when 71% were satisfied) has been sustained.

2.3.2 WDC's management of the neighbourhood

Looking at the more specific issue of WDC's management of neighbourhoods, over three-quarters (78%) of all tenants are satisfied, including 35% who are very satisfied. Around one in seven (13%) are dissatisfied with WDC's management of their neighbourhood. These findings are similar to the 2013 results.

2.4 Contact with WDC

2.4.1 Proportion contacting WDC

Just under half (47%) of tenants have been in contact with WDC with a query over the last 12 months, excluding queries around payment of rent or service charges. The same figure was recorded in 2013.

2.4.2 Getting hold of the right person

Nearly two-thirds (65%) of those contacting WDC found it easy to get hold of the right person, while over a quarter (27%) found it difficult. These findings are not significantly different to those recorded in 2013.

2.4.3 Helpfulness of staff

Over four-fifths (81%) found the staff helpful, compared to 13% who found them unhelpful. There is no significant change on these metrics compared to 2013.

2.4.4 Whether query was answered within a reasonable time

Over three-quarters (77%) said their query was answered within a reasonable time and 23% said it was not. There is no significant change on these metrics compared to 2013.

2.4.5 Ability of staff to deal with the problem quickly and efficiently

Nearly three-quarters (72%) were satisfied with the ability of staff to deal with their problem quickly and efficiently, including 35% who were very satisfied. Nearly one in five (19%) were dissatisfied. There is no significant change on these metrics compared to 2013.

2.4.6 The final outcome of the query

Over two-thirds (67%) were satisfied with the final outcome of their query, while a quarter (25%) were dissatisfied. There is no significant change on these metrics compared to 2013.

2.5 Communication

2.5.1 The Internet

Half of all tenants (50%) use the Internet, a significant increase compared to 2013, when 45% said they used the Internet. Of the 50% who do not use the Internet, the main reasons given were not having access to the Internet (36%) and not wanting to use it (also 36%).

2.5.2 Preferred methods of being kept informed and getting in touch

Telephone remains much the most popular method of communication with WDC, with 88% of tenants saying they are happy with this form of communication.

2.5.3 The cost of contacting WDC by telephone

The large majority (87%) of tenants are satisfied with the cost of contacting WDC by telephone – a significant improvement on 2013 when 83% were satisfied. 9% are dissatisfied.

2.5.4 Listening to residents' views and acting on them

Two-thirds of tenants (66%) are satisfied that WDC listens to their views and acts on them, while nearly a quarter (23%) are dissatisfied. Satisfaction on this issue has increased significantly compared to 2010 (when 50% were satisfied) but not 2013 (63% satisfied). While the proportion who are neither satisfied nor dissatisfied has fallen over this time, 23% of tenants are dissatisfied and this is significantly higher than in 2010, when 19% were dissatisfied.

On this key area for focus (see section 2.1.2), 16-34 year olds give particularly low scores (51% satisfied, 41% dissatisfied). While this should be treated with caution given the low sample size (57) achieved in this group, the results nonetheless suggest that WDC needs to focus on engaging younger tenants. With younger tenants more than twice as likely to contact WDC as those aged 65+, WDC will also need to focus on ensuring service expectations are fully understood.

2.5.5 Keeping residents informed – about services and decisions

Over three-quarters (76%) of tenants feel that WDC is good at keeping them informed about services and decisions, including 31% who say WDC is very good. 14% say WDC is poor. There is no significant change on these metrics compared to 2013.

2.5.6 Keeping residents informed – about things that might affect you as a resident

Over seven in ten (72%) tenants feel that WDC is good at keeping them informed about things that might affect them as residents – this is significantly higher than in 2010 (when 66% were satisfied), but the same score as 2013. However, nearly a fifth (18%) say WDC is poor, a significantly higher proportion than in 2010/2013 when 13% of tenants were dissatisfied.

2.5.7 Opportunities to participate

Nearly six in ten (59%) are satisfied with opportunities to participate in WDC's decision making processes, while a fifth (20%) are dissatisfied. Over one in five (21%) are neither satisfied nor dissatisfied. Satisfaction has increased significantly since 2013, when 52% of tenants were satisfied. The proportion dissatisfied has increased, although not significantly.

2.5.8 Making views known

Nearly two-thirds (65%) are satisfied that WDC gives them the opportunity to make their views known, and 19% are dissatisfied. The picture is almost unchanged from the 2013 survey.

2.5.9 Published service standards

Seven in ten (70%) are aware of WDC's published service standards, while 30% are not. Of those who are aware of the published service standards, just over half (52%) are aware of how to challenge them, while 48% are not. These are similar findings to the 2013 survey.

2.6 Repairs and maintenance

2.6.1 The repairs and maintenance service

Over two-thirds (69%) of tenants are satisfied with how WDC deals with repairs and maintenance, while over a quarter (26%) are dissatisfied. Satisfaction with the repairs and maintenance service remains significantly higher than in 2010, when 59% of tenants were satisfied. However, around a quarter of tenants have remained dissatisfied with the repairs and maintenance service throughout this period.

2.6.2 Gas servicing arrangements

Half of all tenants (50%) are very satisfied with the gas servicing arrangements, and 87% are satisfied overall. This is the most positive score given for any aspect of WDC's services, and represents a significant improvement on 2013, when 81% of tenants were satisfied.

2.7 Financial advice and support

2.7.1 Claiming housing benefit and other welfare benefits

Two-thirds (66%) of tenants are satisfied with the advice and support they receive from WDC on claiming housing benefit and other welfare benefits. 16% say this service does not apply to them, while 8% are dissatisfied. Disabled tenants are significantly more likely to be satisfied with this service than non-disabled tenants (77% and 58% satisfied respectively), and the same is true of those receiving housing benefit compared to those not receiving housing benefit (83% and 38% respectively).

2.7.2 Managing finances and paying rent and service charges

Nearly three-quarters (74%) are satisfied with the advice and support they receive from WDC on managing their finances and paying rent and service charges, while 8% are dissatisfied.

2.8 Other advice and support

2.8.1 Moving home

Just over half (51%) are satisfied with WDC's advice and support on moving home. While this is a lower satisfaction figure than we see elsewhere in the survey, this is primarily driven by tenants not giving a positive or negative view – 43% answered either 'not applicable' or 'neither satisfied nor dissatisfied'. By contrast, just 6% of tenants are dissatisfied.

Satisfaction has increased significantly on this measure compared to 2010, when 38% of tenants were satisfied.

2.8.2 Support for new tenants

56% are satisfied with WDC's advice and support for new tenants, while 8% are dissatisfied. A further 36% either say the question does not apply to them or are neither satisfied nor dissatisfied. Satisfaction has increased significantly on this measure compared to 2010, when 45% of tenants were satisfied.

2.8.3 Support for vulnerable tenants

Half of all tenants (50%) are satisfied with the advice and support WDC provides for vulnerable tenants. 13% are dissatisfied. A further 37% either say the question does not apply to them or are neither satisfied nor dissatisfied. Satisfaction has increased significantly on this measure compared to 2010, when 39% of tenants were satisfied.

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