



West Dunbartonshire Council

Tenant Satisfaction Survey

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1. EXECUTIVE SUMMARY

INTRODUCTION

- West Dunbartonshire Council commissioned Research Resource to carry out a tenant 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 503 telephone interviews were carried out with West Dunbartonshire Council, providing data accurate to +/-4.25%.
- Interviews took place between the 3rd of September and the 27th of September 2019.
- 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. As can be seen below, satisfaction levels have increased since the last tenant satisfaction survey undertaken in 2017 with regards to satisfaction with how well WDC keeps tenants informed (+2%), satisfaction with opportunities given to participate (+5%) and value for money of the rent charge where satisfaction has increased by 2 percentage points. The biggest decrease in satisfaction can be seen with satisfaction of the quality of the home which has decreased by 9 percentage points.

The table also compares the results to the 2018-2019 ARC data based on 32 Scottish Local Authority Social Landlords. West Dunbartonshire Council is performing to a higher standard than the Local Authority average with regards to satisfaction with how well WDC keeps tenants informed (+5%) and satisfaction with opportunities given to participate (+7%).

West Dunbartonshire Council Tenant Satisfaction Survey						
	2014	2015	2016	2017	2019	LA Average ARC 2018/19
Percentage of tenants satisfied with the overall service provided by their landlord	72%	81%	84%	84%	79%	86%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	72%	76%	87%	84%	86%	81%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	52%	59%	67%	79%	84%	77%
Percentage of existing tenants satisfied with the quality of their home	74%	80%	81%	86%	77%	85%
Percentage of tenants satisfied with the management of the neighbourhood they live in	76%	78%	80%	80%	79%	84%
Percentage of tenants who feel that the rent for their property represents good value for money	67%	73%	68%	75%	77%	82%

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. Overall, just under 8 in 10 respondents (79%) were very or fairly satisfied in this respect.

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 the

most common method used with 92% stating they use the quarterly newsletter called Housing News and 36% using letters.

- In terms of keeping tenants informed, 86% of tenants were of the opinion that West Dunbartonshire Council's Housing Service was very or fairly good at keeping them informed about their services and decisions.

TENANT PARTICIPATION

- Just under 6 in 10 tenants (59%) were aware of at least one of the ways they could participate. This is a significant decrease from the previous survey, where 72% 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 Tenant and Residents Associations across West Dunbartonshire (57%) and were least aware of meeting with the Convenor of Housing and Senior Housing staff to discuss issues before they are agreed by the Council's Housing Committee (32%).
- More than 8 in 10 tenants (84%) were very or fairly satisfied with the opportunities provided to them to participate in their landlord's decision-making processes

CONTACT WITH THE LANDLORD

- More than half of respondents (57%) had been in contact with their landlord in the last 12 months
- Those who had contacted their landlord in the last 12 months were asked about their experience:
 - 69% said it was easy to get hold of the right person;
 - 79% found staff helpful;
 - 67% said their query was answered within a reasonable time;
 - 74% were satisfied with the ability of staff to deal with their enquiry quickly and efficiently;
 - 60% 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. Three quarters of tenants (75%) were very or fairly satisfied in this respect
- More than three quarters (77%) of tenants were very or fairly satisfied with the quality of their home

NEIGHBOURHOOD MANAGEMENT

- In terms of the landlord's management of the neighbourhood they live in, 79% of respondents were very or fairly satisfied with their landlord's contribution to the neighbourhood they live in

VALUE FOR MONEY

- Respondents were then asked what factors they deem to be important with regards to value for money. Respondents were most likely to say investment in their home by their landlord (90%) was very important, followed by how much income they have left after paying their rent (85%), the quality of service they receive from their landlord (81%) and how their rent compares with other landlords (80%).
- When asked what they would like to see the Council spending more money on, tenants were most likely to say more regular maintenance programmes (73%) followed by a new house build programme (63%) and an increased budget for external improvements (51%).
- More than three quarters of tenants (77%) believed the rent for their home represents very or fairly good value for money compared to 11% who said it was neither good nor poor value for money and 12% who rated it as very or fairly poor value.
- Two thirds (66%) of respondents were in receipt of full or partial housing benefit, 3% received universal credit housing costs and 31% 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. More than one third (37%) said the rent for their home was very or fairly easy to afford, 45% said it was just about affordable and 18% 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 2019 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 2019 Tenant 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 to achieve data accurate to +/-5% 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 9,554 properties across three main settlement areas, Alexandria, Clydebank and Dunbarton.

Overall, a total of 503 interviews were completed with West Dunbartonshire Council tenants. This provides data accurate to $\pm 4.25\%$ 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 following tables 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. Three bedrooms properties are slightly over represented, however, 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.

Area	Population	% of population	No of interviews	% of interviews	Difference
Clydebank	4921	51.5%	258	51.3%	-0.2%
Dunbarton	1921	20.1%	111	22.1%	2.0%
Alexandria	2712	28.4%	134	26.6%	-1.7%
Total	9554	100.0%	503	100.0%	0.0%

Bedrooms	Population	% of population	No of interviews	% of interviews	Difference
1	2487	26.0%	117	23.3%	-2.8%
2	4288	44.9%	204	40.6%	-4.3%
3	2457	25.7%	160	31.8%	6.1%
4	296	3.1%	21	4.2%	1.1%
5	2	0.0%	0	0.0%	0.0%
6	1	0.0%	0	0.0%	0.0%
7	2	0.0%	0	0.0%	0.0%
8	1	0.0%	0	0.0%	0.0%
Null	20	0.2%	1	0.2%	0.0%
Total	9554	100.0%	503	100.0%	0.0%

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.

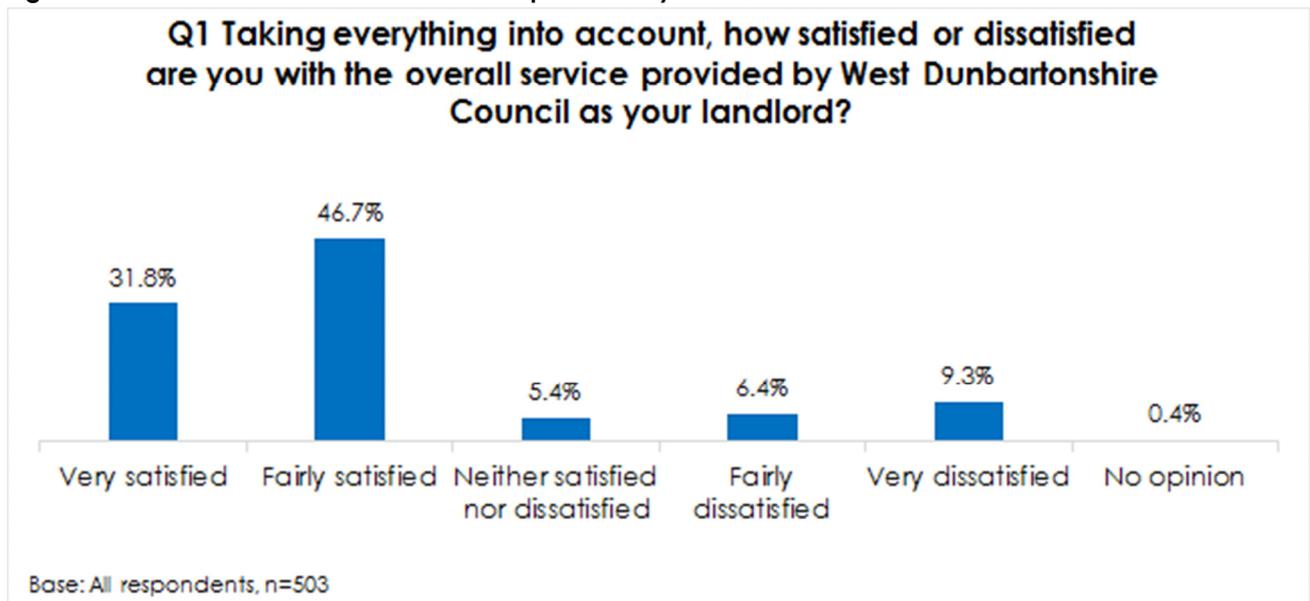
CHAPTER 4.	OVERALL SATISFACTION AND PERCEPTIONS
CHAPTER 5.	INFORMATION AND COMMUNICATION
CHAPTER 6.	TENANT PARTICIPATION
CHAPTER 7.	CONTACT WITH YOUR LANDLORD
CHAPTER 8.	REPAIRS AND MAINTENANCE
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4. OVERALL SATISFACTION AND PERCEPTIONS

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

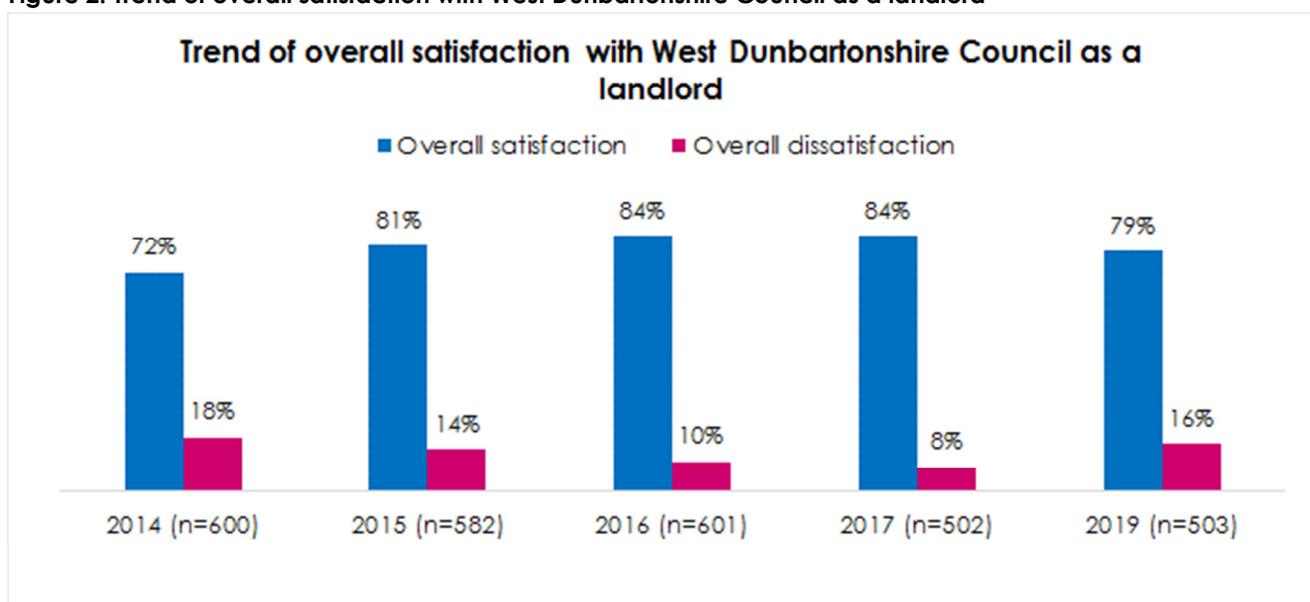
The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by West Dunbartonshire Council as their landlord. Just under 8 in 10 respondents (79%) were very or fairly satisfied in this respect compared to 5% of respondents were neither satisfied nor dissatisfied and 16% who were very or fairly dissatisfied.

Figure 1: Overall satisfaction with the service provided by West Dunbartonshire Council as a landlord



Since the 2017 survey, overall satisfaction has decreased by 5 percentage points from 84% to 79% while overall dissatisfaction has doubled from 8% to 16%. Satisfaction levels are at their lowest since the 2015, but remain above the 2014 result of 72%.

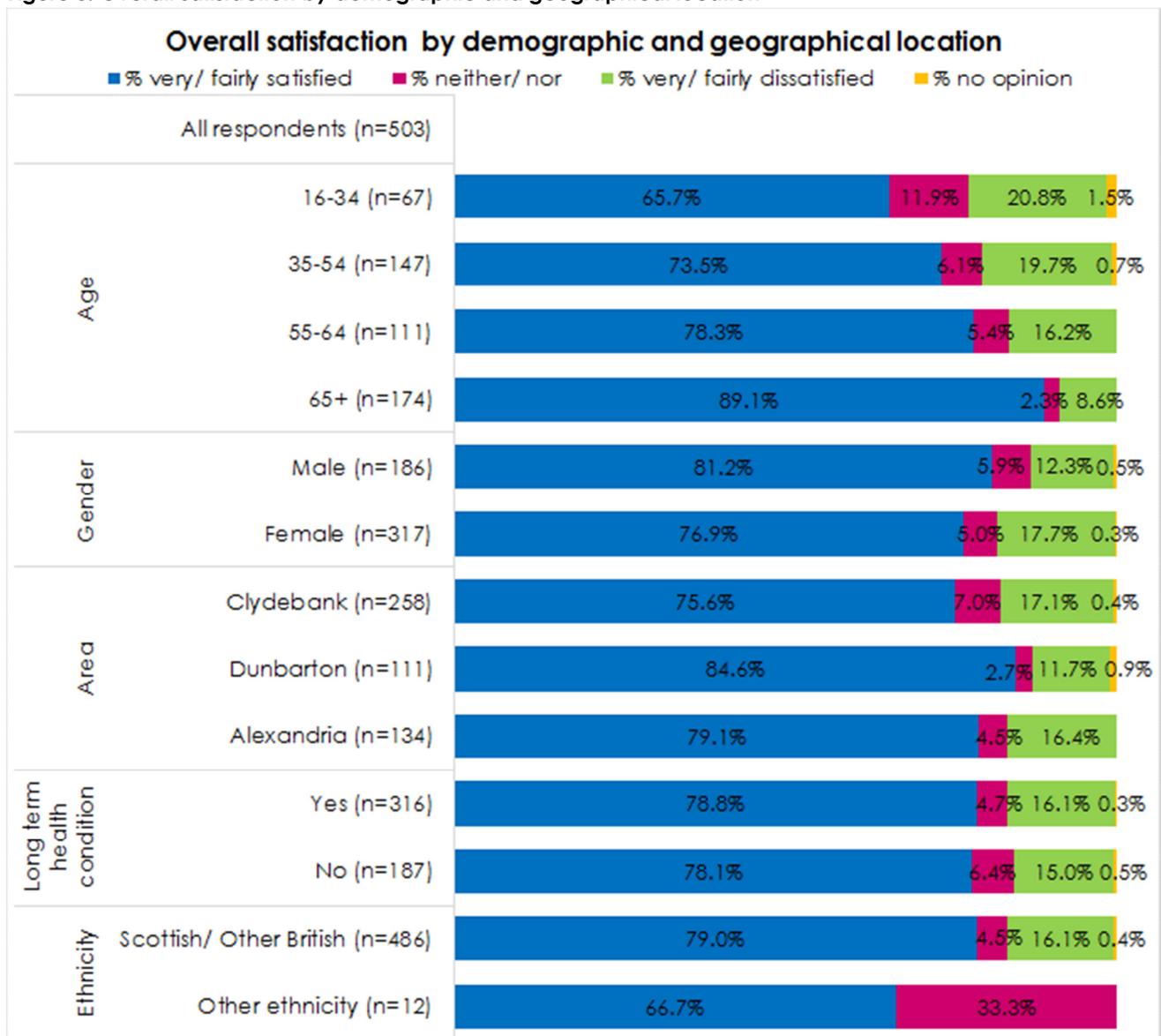
Figure 2: Trend of overall satisfaction with West Dunbartonshire Council as a landlord



The following table contains the results to this question broken down by demographic and geographical location. Further analysis of overall satisfaction reveals:

- Satisfaction with the overall service increases with age, from 66% for those aged 16-34 to 89% aged 65 and over;
- Area based analysis reveals that Clydebank tenants (7%) were more likely to be dissatisfied with the overall service than Dunbarton (3%) and Alexandria tenants (5%).
- One third (33%) of tenants who were not of Scottish or British ethnicity were dissatisfied with the overall service provided by West Dunbartonshire Council.

Figure 3: Overall satisfaction by demographic and geographical location



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 and these responses have been coded thematically to allow us to quantify the response categories that have been generated from these comments. The open ended responses to the question can be found in Appendix 2.

The most common reason provided for dissatisfaction with the overall service provide was a poor repairs and maintenance service (50%) followed by poor customer service (11%).

Figure 4: Reasons for dissatisfaction with overall service

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 106	No.	%
Poor repairs and maintenance service e.g. too long for completion	53	50.0%
Poor customer service i.e. unhelpful/ difficult to contact someone	12	11.3%
Nothing is being done	10	9.4%
Other	10	9.4%
Too long taken to deal with enquiries/ issues	8	7.5%
Anti-social behaviour/ issues with neighbours	8	7.5%
Lack of communication/ not kept informed	7	6.6%
Dampness/ mould problems in the house	7	6.6%
Poor quality home/ requires upgrades	6	5.7%
Home has been flooded/ water damaged	6	5.7%
Unhappy with area/ neighbourhood	6	5.7%
Waiting on transfer	6	5.7%
No support for garden maintenance	3	2.8%

Comparison with the results from the 2017 survey reveals dissatisfaction with the repairs service (+18%) and anti-social behaviour (+6%) has increased while dissatisfaction with lack of communication (-12%), length of time taken to deal with enquiries (-9%) and the opinion nothing is being done (-5%) has decreased.

Figure 5: Comparison of reasons for dissatisfaction with overall service with 2017 results

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	2017 (n=79)	2019 (n=106)	Trend
Poor repairs and maintenance service e.g. too long for completion	31.6%	50.0%	⬆️ 18.4%
Lack of communication/ not kept informed	19.0%	6.6%	⬇️ -12.4%
Too long taken to deal with enquiries/ issues	16.5%	7.5%	⬇️ -9.0%
Nothing is being done	13.9%	9.4%	⬇️ -4.5%
Poor customer service i.e. unhelpful/ difficult to contact someone	11.4%	11.3%	➡️ -0.1%
Poor quality home/ requires upgrades	3.8%	5.7%	➡️ 1.9%
Dampness/ mould problems in the house	3.8%	6.6%	➡️ 2.8%
Anti-social behaviour/ issues with neighbours	1.3%	7.5%	➡️ 6.2%

5. INFORMATION AND COMMUNICATION

5.1 Communication sources (Q3)

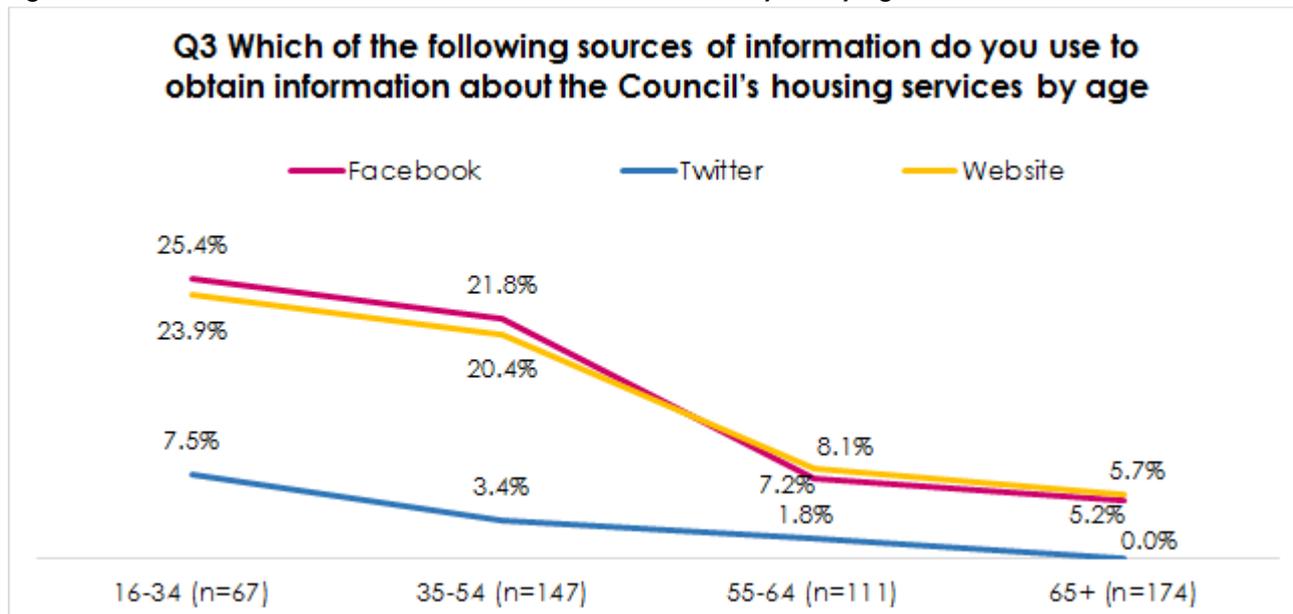
Respondents were asked about the source of information they use to obtain information about the Council's housing services. Written communications were the most common method used with 92% stating they use the quarterly newsletter called Housing News and 36% using letters.

Figure 6: Preferred sources used to obtain information

Q3 Which of the following sources of information do you use to obtain information about the Council's housing services?		
Base: All respondents, n 503	No.	%
Quarterly newsletter called Housing News	464	92.2%
Letters	183	36.4%
Facebook	67	13.3%
Website	66	13.1%
Surveys	43	8.5%
Twitter	12	2.4%
Staff visits	7	1.4%
Meetings	7	1.4%
Telephone	6	1.2%
Nothing	5	1.0%
Other	4	0.8%
Don't know	4	0.8%
Word of mouth	4	0.8%
Visit the office	3	0.6%
Local newsletter	1	0.2%

Facebook (13%) and the Council's website (13%) were the most popular online sources with only 2% of tenants stating they use twitter to obtain information. The likelihood of tenants using online sources to obtain information decreases with age. This method is most popular among tenants aged 16-34 and least popular with tenants aged 65 and over.

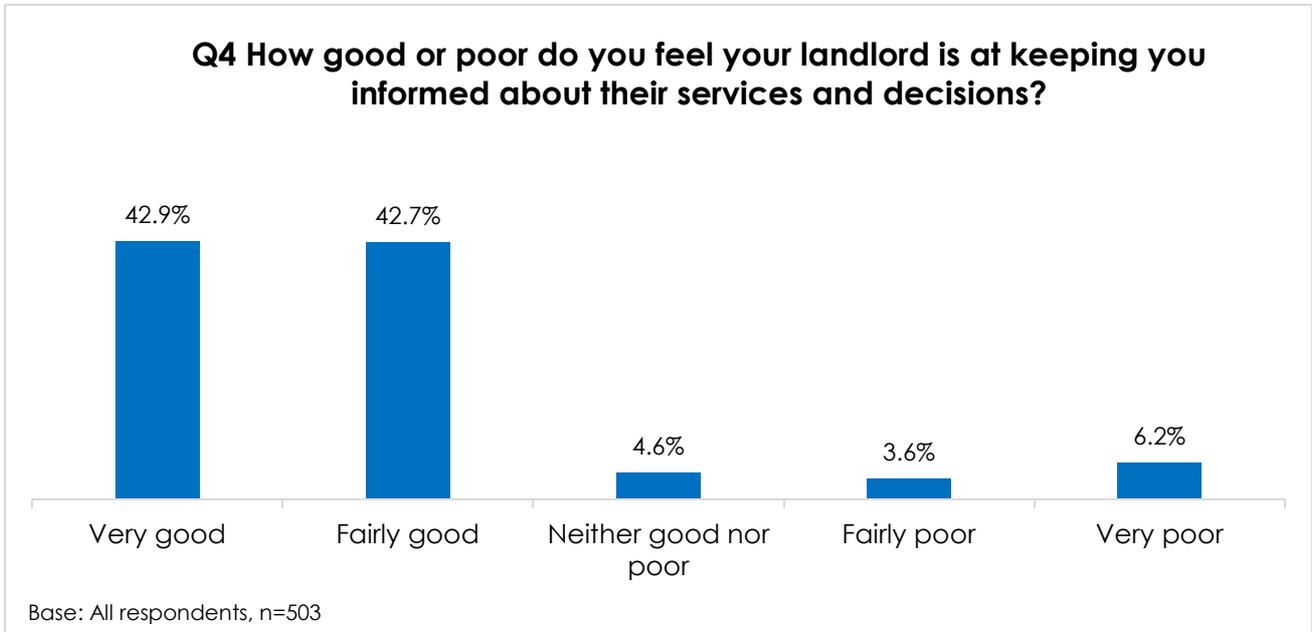
Figure 7: Use of Facebook, Twitter and the Council's website analysed by age



5.2 Keeping tenants informed (Q4)

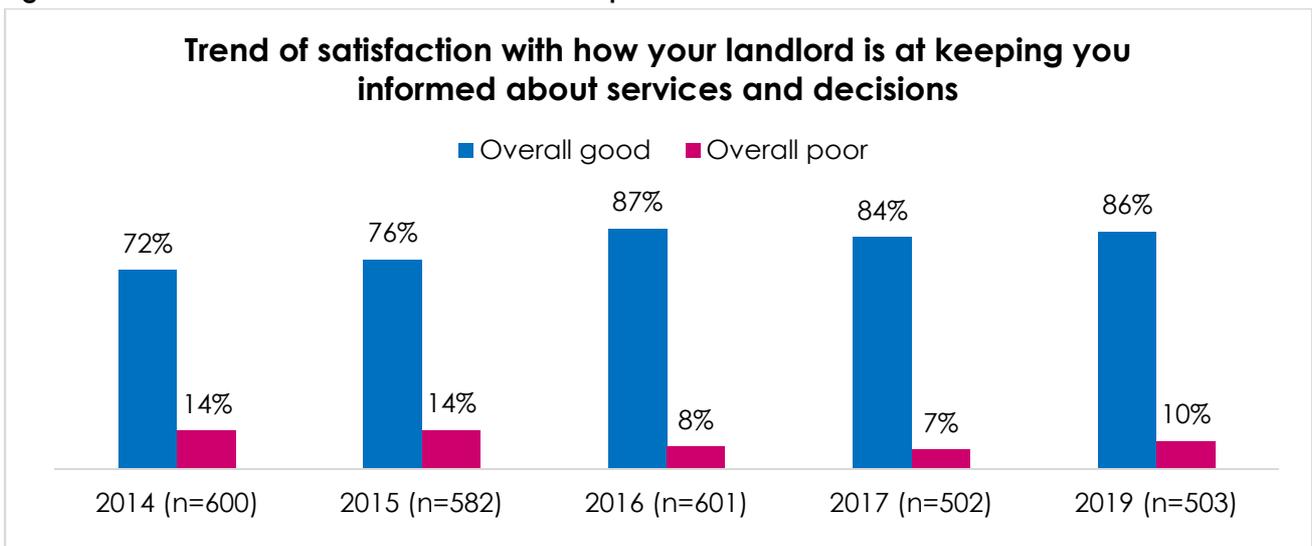
In terms of keeping tenants informed, 86% of tenants were of the opinion that West Dunbartonshire Council's Housing Service was very or fairly good at keeping them informed about their services and decisions compared to 5% who felt they were neither good nor poor and 10% who felt they were poor or very poor.

Figure 8: Rating of how well tenants feel landlord keeps them informed



The proportion of respondents rating the Housing service very or fairly good in this respect has increased slightly from 84% in 2017 to 86% in 2019 however the proportion of respondents rating the Housing service very or fairly poor has also increased slightly from 7% in 2017 to 10% in 2019.

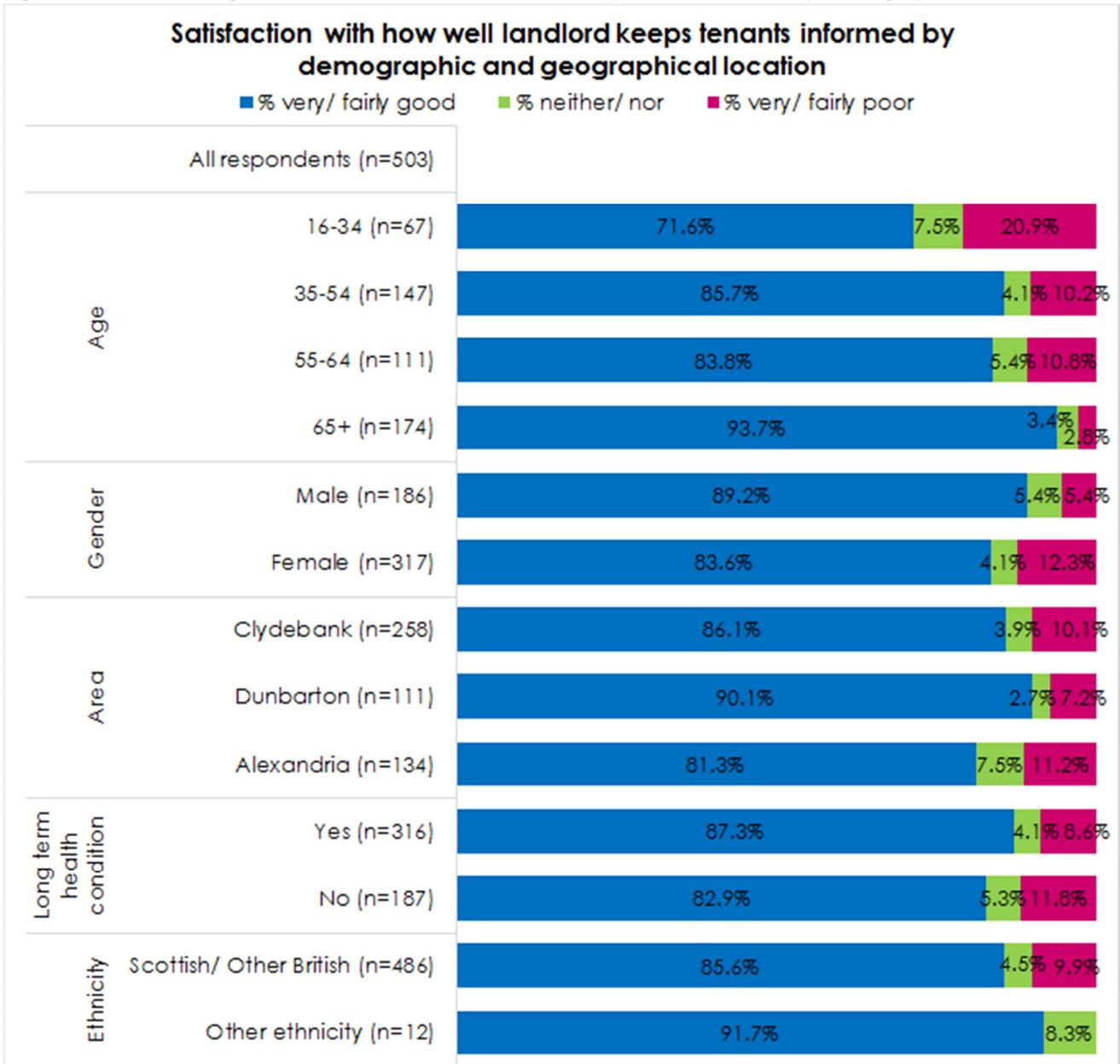
Figure 9: Trend of how well tenants feel landlord keeps them informed



Further analysis by demographic and geographical location reveals:

- Older tenants aged 65 and over (94%) were significantly more likely to say the Council was very or fairly good at keeping them informed than tenants aged 16-34 (72%)
- Tenants aged 16-34 (21%) were more than seven times as likely to say the Council was very or fairly poor at keeping them informed than tenants aged 65 and over (10%).
- Dunbarton tenants (90%) were the most likely to say the Council was very or fairly good at keeping them informed while Alexandria tenants (81%) were the least likely.

Figure 10: Overall rating of how well tenants feel landlord keeps them informed by demographic and location



6. TENANT PARTICIPATION

6.1 Awareness of tenant participation opportunities (Q5)

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. Just under 6 in 10 tenants (59%) were aware of at least one of the ways they could participate. This is a significant decrease from the previous survey, where 72% 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 Tenant and Residents Associations across West Dunbartonshire (57%) and were least aware of meeting with the Convenor of Housing and Senior Housing staff to discuss issues before they are agreed by the Council's Housing Committee (32%).

Figure 11: Awareness of ways to participate in West Dunbartonshire Council's Housing Services decision making processes

Q5 There is a range of different ways that tenants can participate in decision making processes with Housing Services and we'd like to know which ones you are aware of?		
Base: All respondents, n 503	No.	%
By getting involved in one of the 10 Tenant and Residents Associations across West Dunbartonshire	285	56.7%
By being on the Interested Tenants Register to receive updates, invites to meetings and be involved in consultations	206	41.0%
By being on the Scrutiny Panel which is made up of volunteers who work to inspect housing services and make suggestion for improvement	195	38.8%
By being on the Sheltered Housing Forum who meet bi monthly with staff to work on issues concerning sheltered housing tenants	194	38.6%
By getting involved online through the Consultation Calendar which provides information about public consultations planned	175	34.8%
By meeting with the Convenor of Housing and Senior Housing staff to discuss Housing Issues before they are agreed by the Council's housing committee	163	32.4%
I was not aware of any of these	208	41.4%

Younger respondents aged 16-34 (30%) were significantly less likely to be aware of at least one of these opportunities than respondents aged 35-54 (62%), 55-64 (66%) and aged 65 and over (63%).

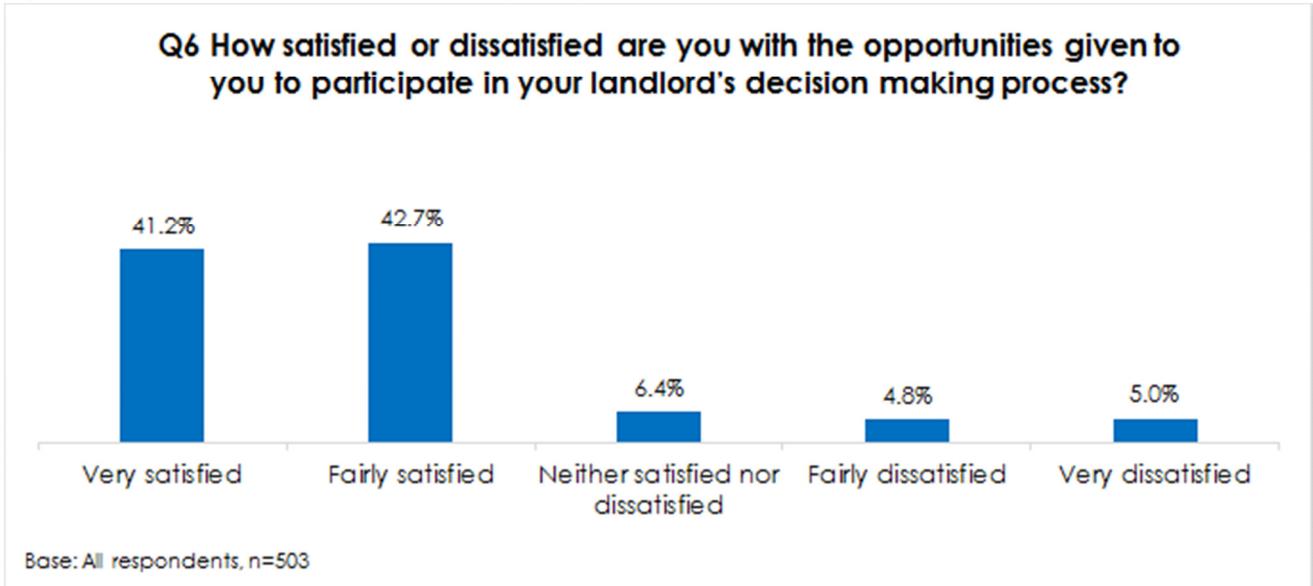
Two thirds of Alexandria tenants (66%) were aware of at least one of these opportunities, compared to 60% of Dunbarton and 54% in Clydebank.

Respondents with a long-term health condition (62%) were more likely to be aware than respondents without a long-term health condition (54%).

6.2 Satisfaction with tenant participation opportunities (Q6)

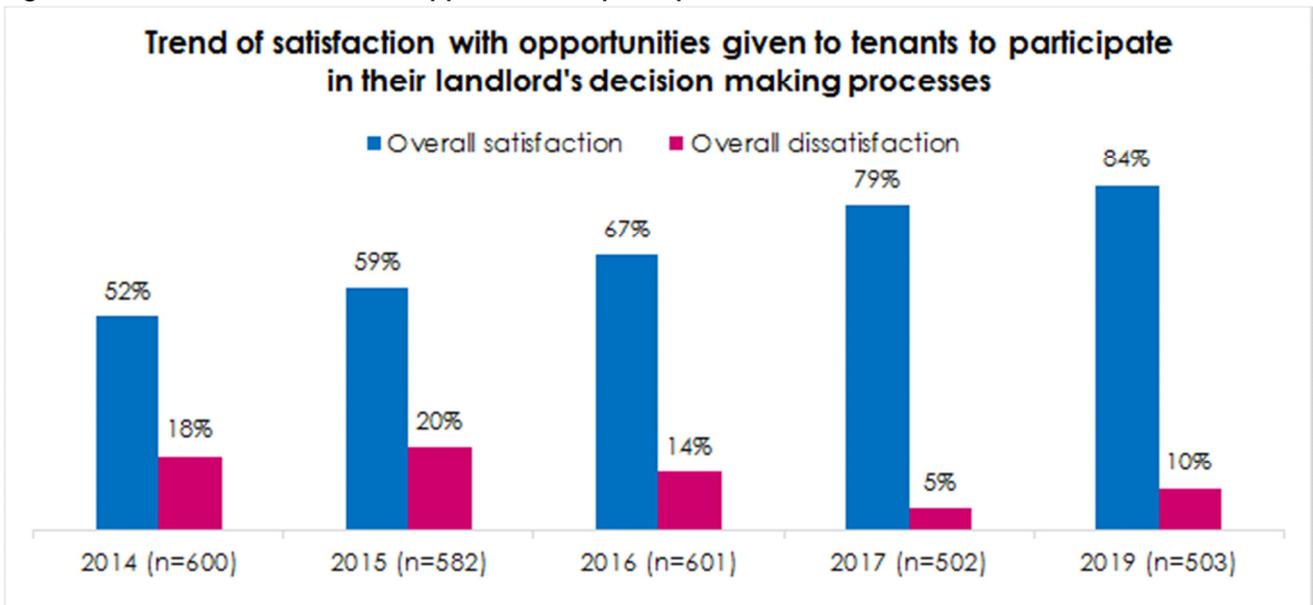
More than 8 in 10 tenants (84%) were very or fairly satisfied with the opportunities provided to them to participate in their landlord's decision-making processes, compared to just 6% who were neither satisfied nor dissatisfied and 10% who were very or fairly dissatisfied.

Figure 12: Satisfaction with opportunities to participate



There is a clear trend indicating a continual increase in overall satisfaction over the five-year period, rising from 52% in 2014 to 84% in 2019. However overall dissatisfaction has doubled since the previous survey, increasing from 5% in 2017 to 10% in 2019.

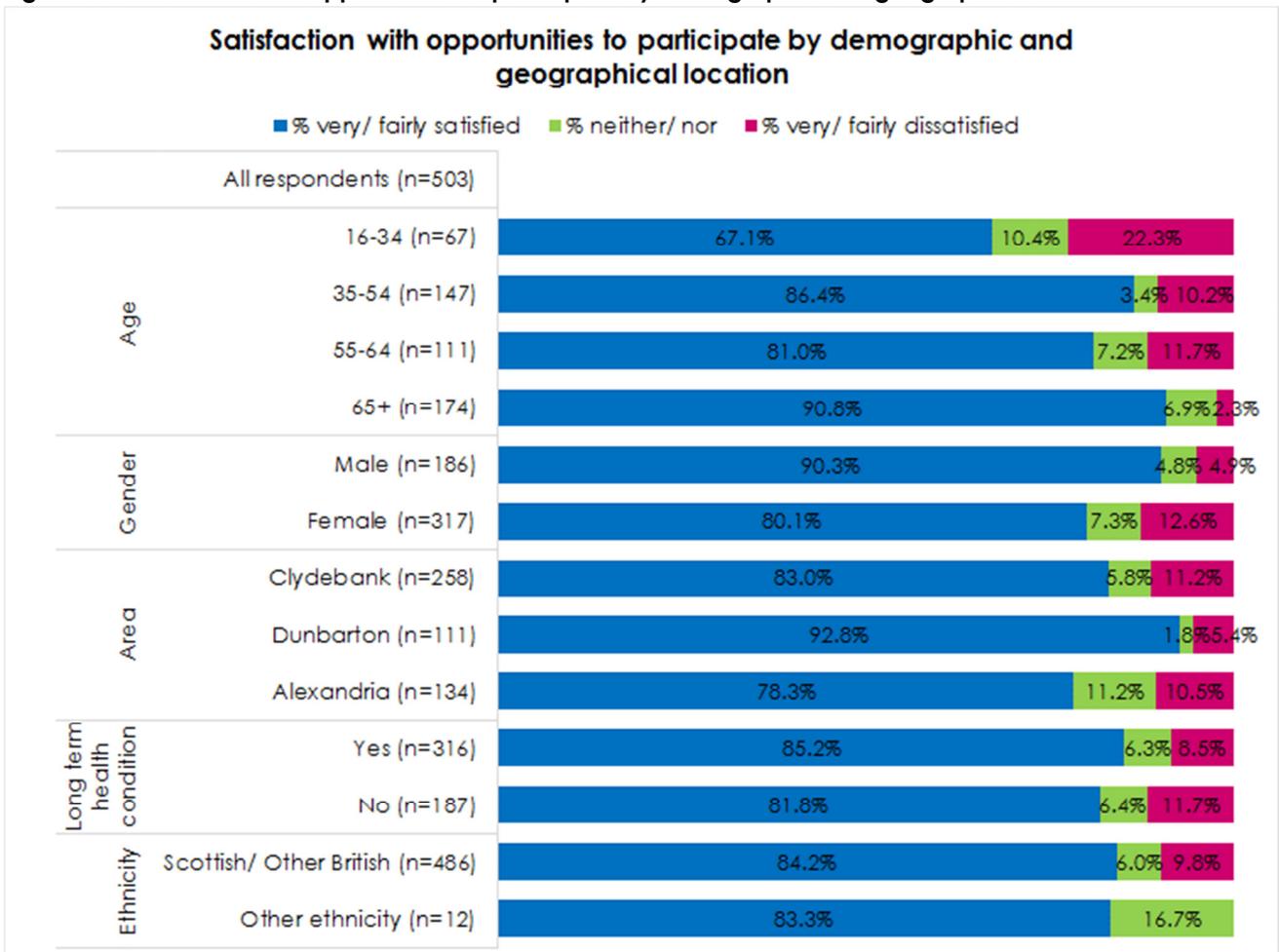
Figure 13: Trend of satisfaction with opportunities to participate



Further analysis of this question reveals some interesting findings:

- More than one fifth of respondents aged 16-34 (22%) were dissatisfied with opportunities to participate, compared to only 2% of respondents aged 65 and over;
- Females (13%) were more than twice as likely to be dissatisfied than males (5%);
- Those living in Dunbarton were more likely to be satisfied with participation opportunities (93%) than respondents who lived in Clydebank (83%) or Alexandria (78%).
- One in 10 (10%) tenants who are of Scottish or Other British ethnicity were dissatisfied, compared to 0% of tenants who identify with another ethnicity.

Figure 14: Satisfaction with opportunities to participate by demographic and geographical location



6.3 Reasons for not being satisfied with tenant participation opportunities (Q7)

Tenants who were not satisfied with opportunities to participate in the Council's decision-making processes were asked why they felt this way. Just under six in ten (59%) respondents said they were dissatisfied because they were unaware of opportunities to participate.

Figure 15: Reasons for not being satisfied with opportunities to participate

Q7 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: All who were not satisfied, n 81	No.	%
Unaware/ didn't know about these opportunities to participate	48	59.3%
I choose not to/ not interested	12	14.8%
Not been given enough information	8	9.9%
Don't listen to our views	7	8.6%
Unable to participate i.e. disability/ language barrier	4	4.9%
Don't know	3	3.7%
Other	3	3.7%

Since the last survey, the proportion of tenants who were dissatisfied because they were unaware of opportunities to participate has increased by 8 percentage points, from 51% in 2017 to 59% in 2019. The proportion of tenants stating they were not interested in participating has decreased by 11 percentage points, from 26% in 2017 to 15% in 2019.

Figure 16: Comparison of reasons for not being satisfied with opportunities to participate with 2017 results

Q7 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: All who were not satisfied	2017 (n=105)	2019 (n=81)	Trend
Unaware/ didn't know about these opportunities to participate	51.4%	59.3%	↑ 7.9%
I choose not to/ not interested	25.7%	14.8%	↓ -10.9%
Not been given enough information	6.7%	9.9%	↑ 3.2%
Don't listen to our views	2.9%	8.6%	↑ 5.7%

6.4 Reasons for not becoming more involved with the Council's Housing Service (Q8)

All respondents were asked if there was any reason that may stop them from participating more in the Council's Housing Service. Over 4 in 10 respondents (44%) mentioned health or disability issues, 24% said they were simply not interested and 16% cited work commitments.

Figure 17: Reasons for not becoming more involved with the Council's Housing Service

Q8 What, if anything, stops you participating more with the Council's Housing Service?		
Base: All respondents, n 503	No.	%
Health / disability issues	221	43.9%
Not interested	118	23.5%
Work commitments	80	15.9%
Childcare commitments	67	13.3%
Not aware of any meetings/ opportunities to participate	40	8.0%
Lack confidence in speaking up	20	4.0%
Don't think I have anything to contribute	17	3.4%
Other	14	2.8%
Don't understand enough about the work of the Council's housing services	10	2.0%
Transport issues	1	0.2%
Nothing- I already participate	17	3.4%

Health and disability issues were of significantly more concern to older respondents aged 55-64 (47%) and 65 and over (59%) than for younger respondents aged under 35 (19%). More than six in ten tenants (61%) with a long-term health condition said their health and disability issues stop them from participating more.

Scottish and other British tenants (24%) were significantly more likely to say they were not interested than those with another ethnicity (8%). Respondents without a long-term health condition (29%) were more likely to say they were not interested than those with a long-term health condition (20%).

Females were more likely to cite work (19%) and childcare (18%) commitments as reasons why they are unable to participate more, than males (10% citing work commitments and 5% citing childcare commitments).

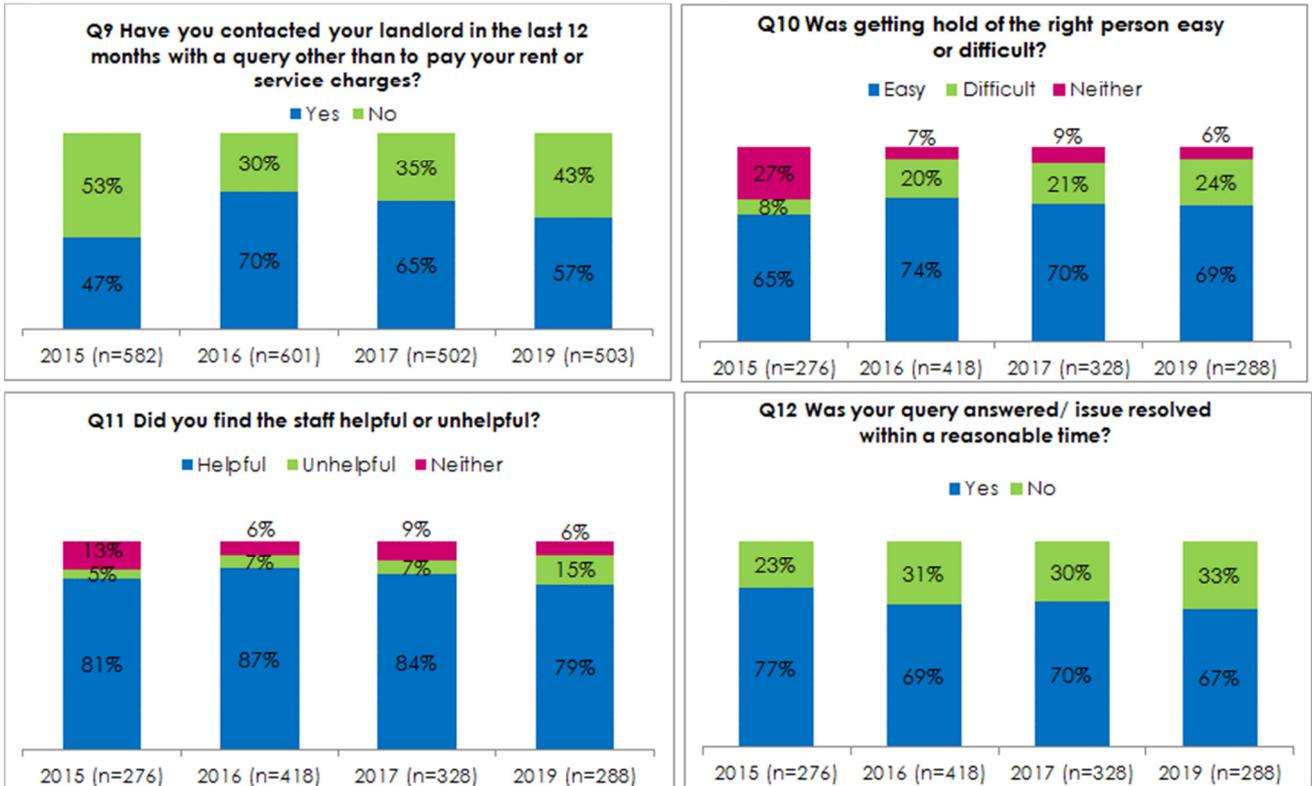
7. CONTACT WITH YOUR LANDLORD

7.1 Contact in the last 12 months (Q9-12)

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. More than half of respondents (57%) had indeed been in contact with their landlord, which was less than was reported in 2017 (65%) and 2016 (70%), and more than was reported in 2015 (47%).

Further analysis of this question reveals that younger respondents aged 16-34 (72%) were significantly more likely to have had contact with the Housing Service than older respondents aged 65 and over (41%). Furthermore, those living in Alexandria (63%) and Clydebank (59%) were more likely to have had contact than those who lived in Dunbarton (47%). Two thirds (67%) of respondents who are of other ethnicity had contact with the Housing Service, compared to 57% of Scottish and other British respondents.

Figure 18: 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, just under 7 in 10 tenants (69%) overall said they found it to be easy, 24% said it was difficult and 6% said it was neither easy nor difficult. Respondents living in Dunbarton (33%) and Alexandria (27%) were more likely to have said it was difficult to get hold of the right person than Clydebank respondents (20%).

With regards to the helpfulness of staff, 79% of tenants overall said they found staff to be helpful, compared to 15% who said they were unhelpful and 6% who said they were neither

helpful nor unhelpful. More than one fifth (21%) of respondents aged 16-34 who had contact with the Housing Service in the last 12 months said staff were unhelpful, compared to 12% aged 35-54, 17% aged 55-64 and 13% aged 65 and over.

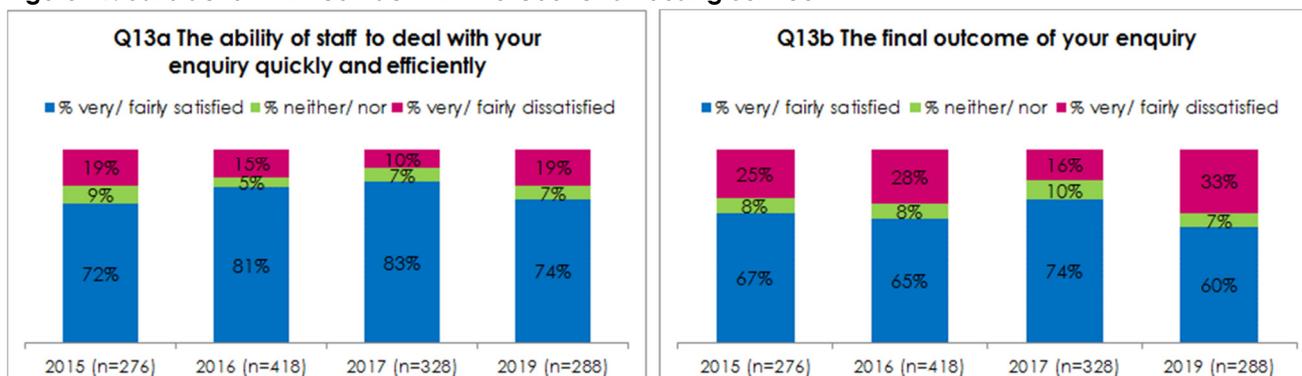
Two thirds (67%) of respondents said their query was answered and their issue resolved within a reasonable time, compared to 33% who said it was not. Further analysis reveals older respondents (75%) were significantly more likely to say their query was answered and resolved within a reasonable time than respondents aged 16-34 (65%), 35-54 (68%) and 5-64 (61%). Clydebank tenants (72%) were more satisfied in this respect than Dunbarton (65%) or Alexandria (61%) tenants.

7.2 Satisfaction with contact (Q13)

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. More than 7 in 10 respondents (74%) 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 19% who were very or fairly dissatisfied. Since the last survey, satisfaction has decreased 9 percentage points, from 83% in 2017 to 74% in 2019 and dissatisfaction has increased by 9 percentage points from 10% in 2017 to 19% in 2019. Analysis by age reveals tenants aged 16-34 (29%) were significantly more likely to be dissatisfied in this respect than tenants aged 35-54 (16%), 55-64 (22%) and aged 65 and over (13%).

In terms of the final outcome of the query, 60% of respondents were very or fairly satisfied in this respect compared to 7% who were neither satisfied nor dissatisfied and 33% who were very or fairly dissatisfied. This is the highest dissatisfaction value to date and has more than doubled since the last survey in 2017 (16%). Respondents aged 16-34 (42%), 35-54 (36%) and 55-64 (40%) were more likely to be dissatisfied in this respect than respondents aged 65 and over (18%). Tenants who have a long-term health condition (36%) were more likely to be dissatisfied than tenants without a long-term health condition (30%).

Figure 19: Satisfaction with contact with the Council's Housing Service

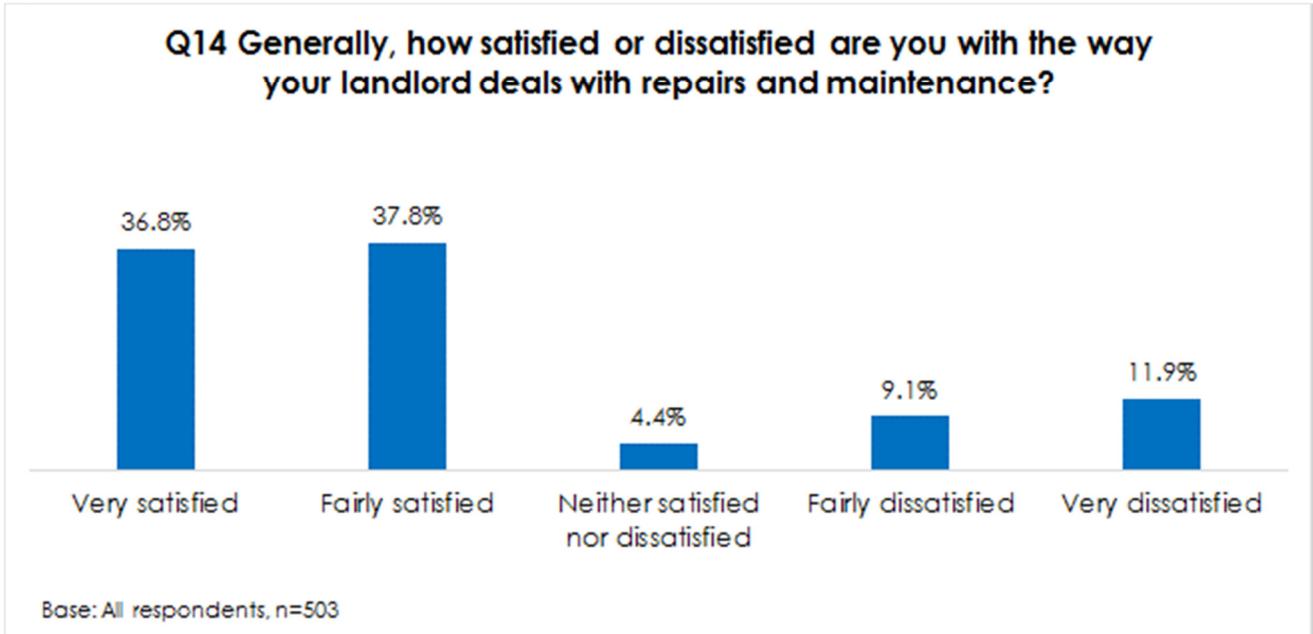


8. REPAIRS AND MAINTENANCE

8.1 General satisfaction with the repairs and maintenance service (Q14)

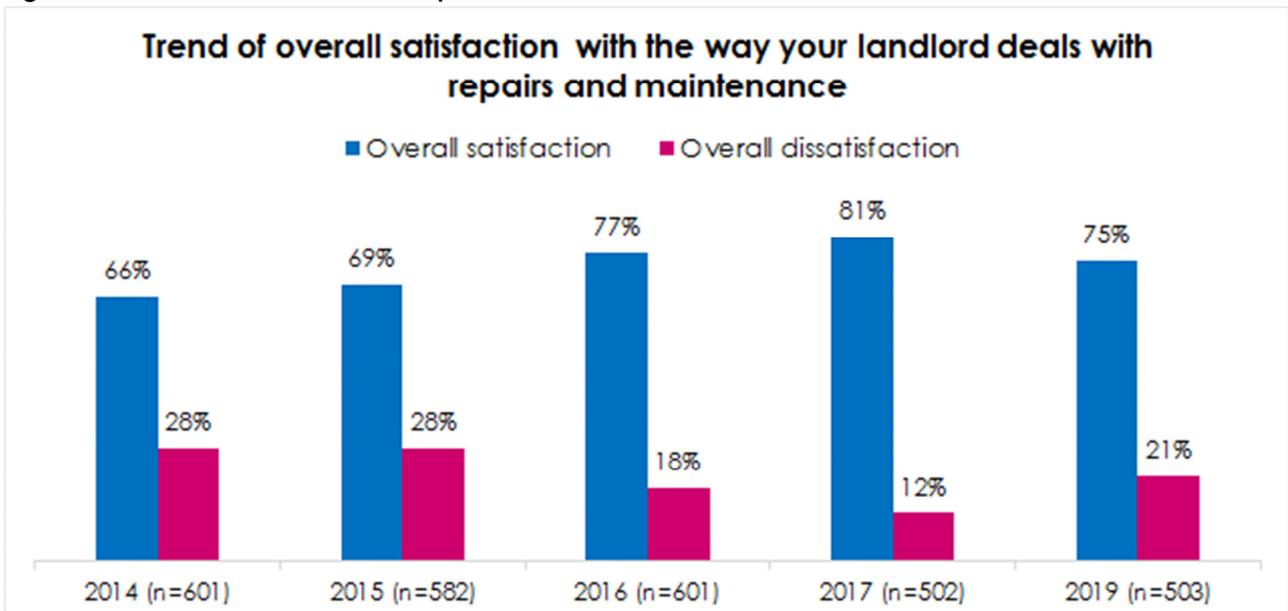
All tenants were asked about their general satisfaction with the way their landlord deals with repairs and maintenance. Three quarters of tenants (75%) were very or fairly satisfied in this respect compared to 4% who were neither satisfied nor dissatisfied and 21% who were very or fairly dissatisfied

Figure 20: Satisfaction with the repairs and maintenance service



Satisfaction has decreased since the last survey, decreasing from 81% in 2017 to 75% in 2019. However, satisfaction levels remain higher than were previously recorded in 2014 (66%) and 2015 (69%).

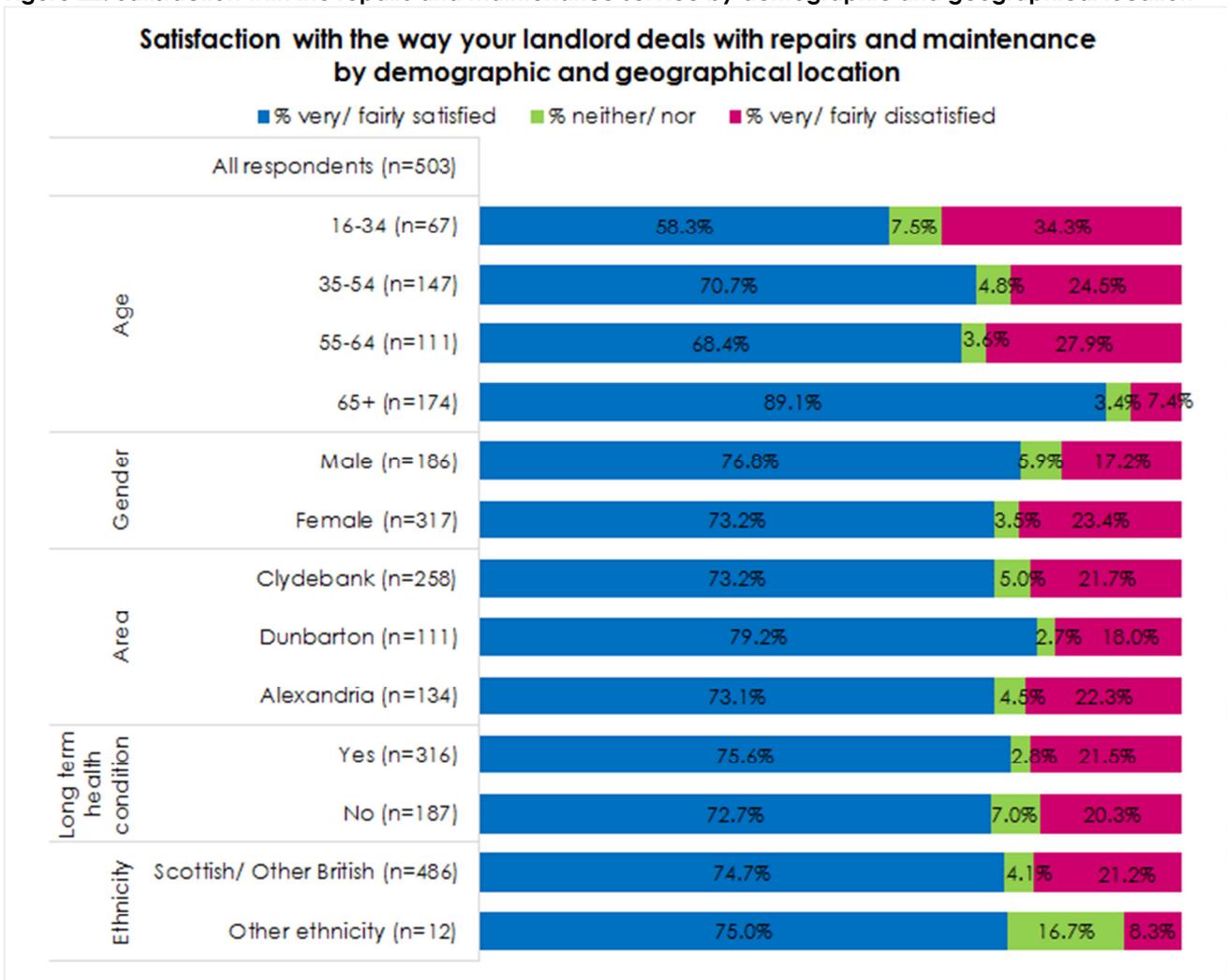
Figure 21: Trend of satisfaction with repairs and maintenance



Analysis of this question by demographic and geographical location reveals:

- Satisfaction varies significantly by age. Older respondents aged 65 and over (89%) were significantly more satisfied with how their landlord deals with repairs and maintenance than respondents aged 16-34 (58%), 35-54 (71%) and 55-64 (68%);
- Females (22%) were more likely to be dissatisfied than males (17%);
- Dunbarton tenants (79%) were more likely to be satisfied than Clydebank (73%) and Alexandria (73%) tenants;
- Satisfaction of Scottish and other British (75%) tenants was the same as tenants with another ethnicity (75) however Scottish and other British tenants were significantly more likely to be dissatisfied (21%) than those of another ethnicity (8%).

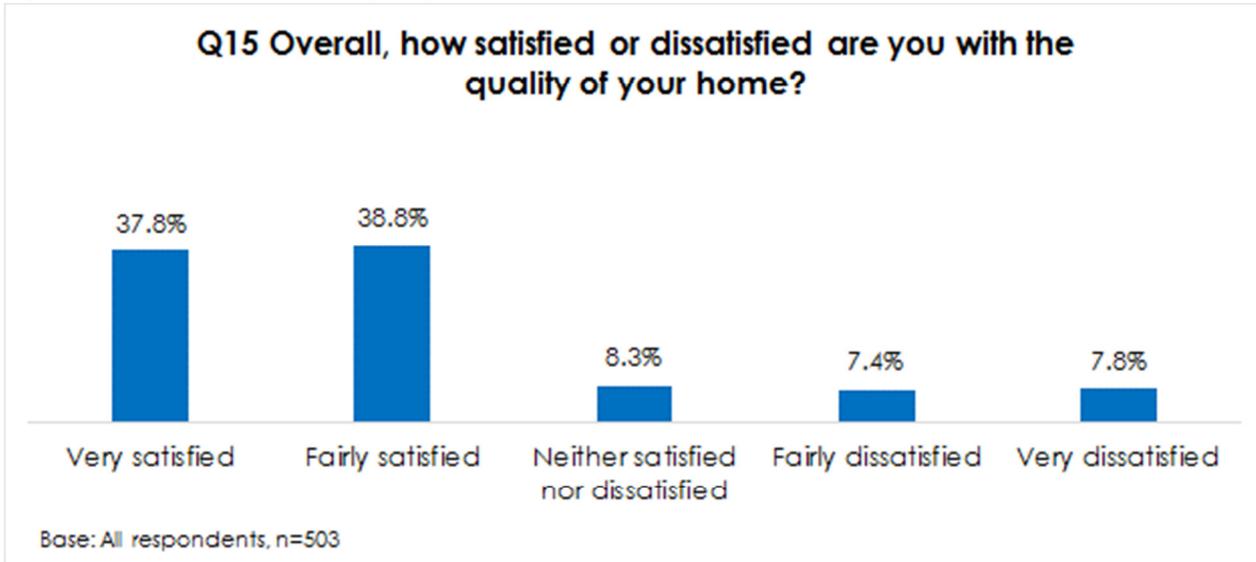
Figure 22: Satisfaction with the repairs and maintenance service by demographic and geographical location



8.2 Satisfaction with the quality of the home (Q15)

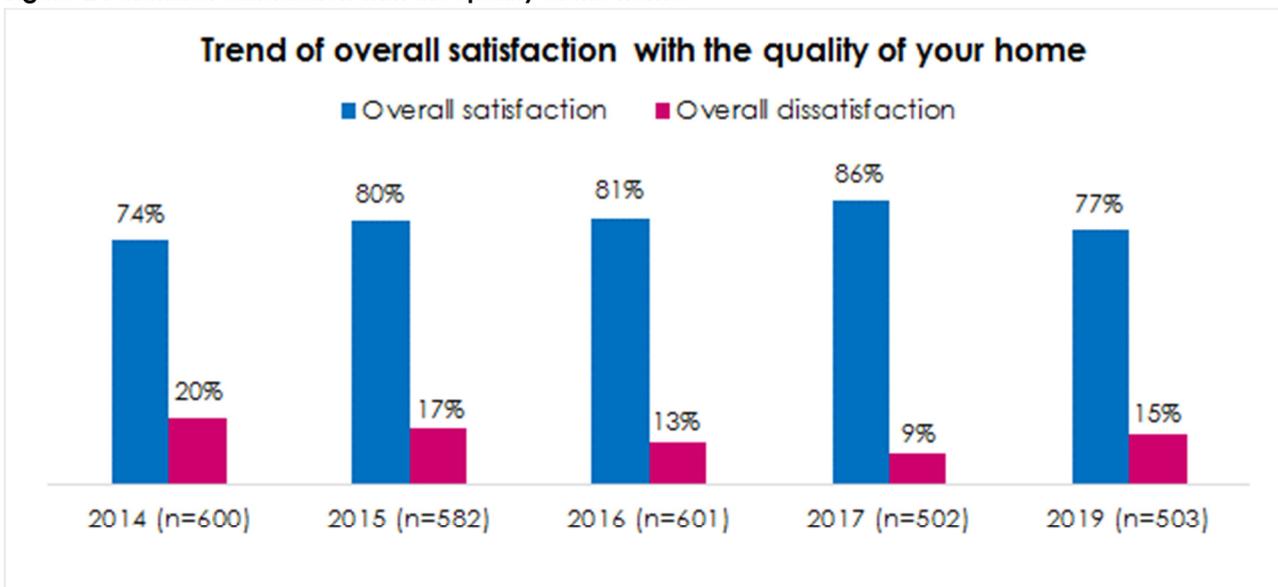
More than three quarters (77%) of tenants were very or fairly satisfied with the quality of their home compared to 8% who were neither satisfied nor dissatisfied and 15% who were very or fairly dissatisfied.

Figure 23: Satisfaction with the quality of the home



Overall satisfaction has decreased since the last survey, decreasing from 86% in 2017 to 77% in 2019. Subsequently, dissatisfaction has increased from 9% in 2017 to 15% in 2019. However dissatisfaction remains lower than the results recorded in 2014 (20%) and 2015 (17%).

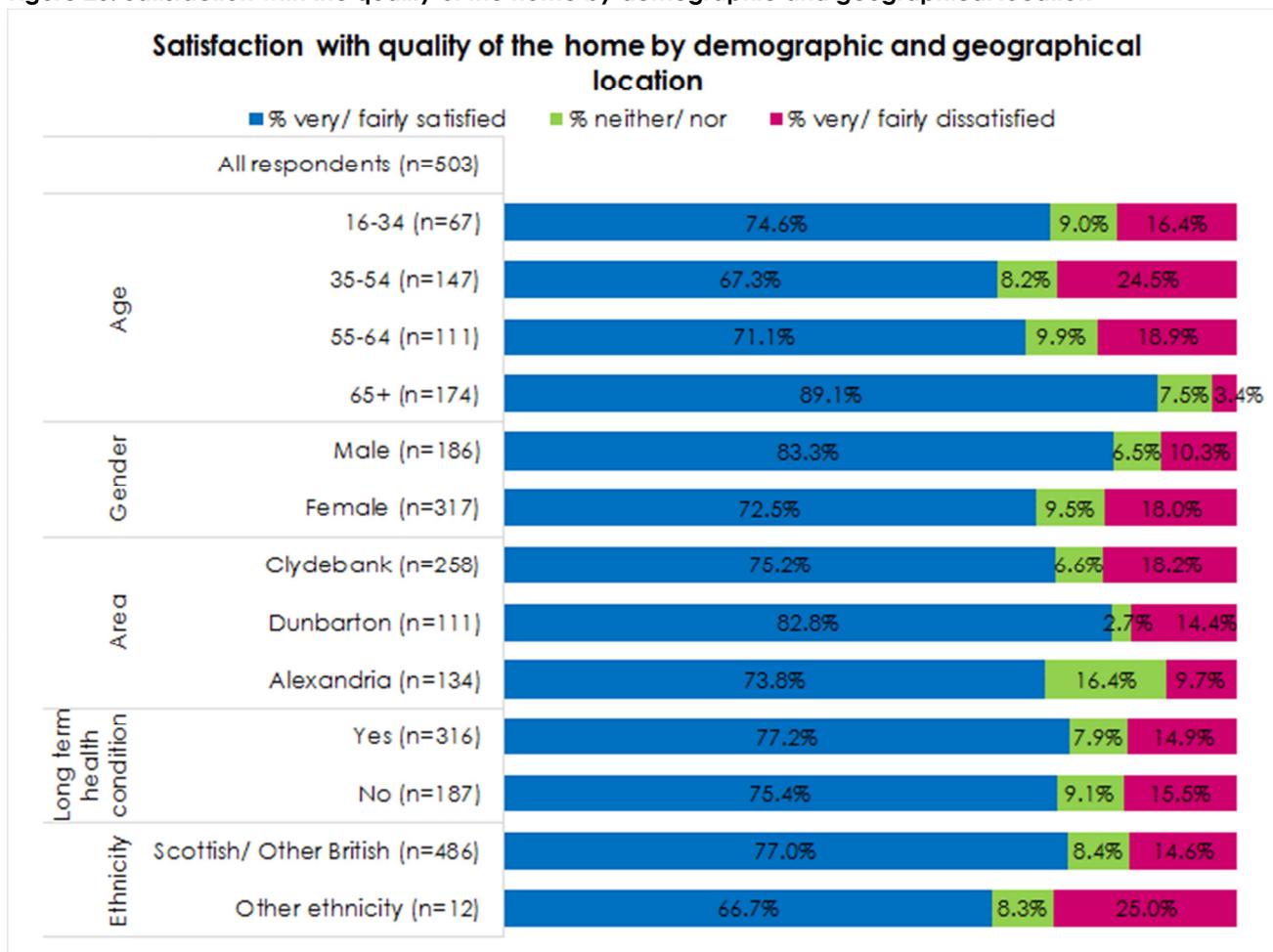
Figure 24: Trend of satisfaction with the quality of the home



Further analysis of satisfaction with the quality of the home reveals:

- Respondents aged 16-34 (75%), 35-54 (67%) and 55-64 (71%) were significantly less likely to be satisfied with the quality of their home than respondents aged 65 and over (89%);
- Males (83%) were more likely to be satisfied than females (73%);
- Clydebank (18%) and Dunbarton (14%) residents were more likely to be dissatisfied than Alexandria residents (10%);
- Scottish and other British (15%) tenants were less likely to be dissatisfied than tenants with another ethnicity (25%)

Figure 25: Satisfaction with the quality of the home by demographic and geographical location



8.3 Reasons for not being satisfied with the quality of the home (Q16)

Respondents who were not satisfied with the quality of the home were asked for their reasons for feeling this way. More than 4 in 10 tenants (42%) who said they were not satisfied with the quality of their home said this was because their home requires upgrades and improvements, while 29% said their home is in need of repairs and 11% said they are experiencing problems with dampness and mould.

Figure 26: Reasons for not being satisfied with the quality of the home

Q16 Can you please explain why you are not satisfied with the quality of your home?		
Base: All who were not satisfied with the quality of the home, n 118	No.	%
Home requires upgrades/ improvements i.e. bathrooms/ kitchens	50	42.4%
Home is in need of repairs	34	28.8%
Problems with dampness/ mould	13	11.0%
External repairs/ upgrades required i.e. fences/ driveways/ gutters	11	9.3%
Home is not accessible/ suitable e.g. too many stairs	9	7.6%
Other	9	7.6%
Issues with home flooding	5	4.2%
Issue with walls/ walls are too thin	3	2.5%
Poor heating/ boiler system	2	1.7%
Asbestos	2	1.7%
Insulation issues/ home is too cold	2	1.7%

The proportion of tenants who said they are not satisfied due to their home requiring upgrades has increased from 38% in 2017 to 42% in 2019, while the proportion who said their home is in need of repairs has decreased from 39% in 2017 to 29% in 2019 and the proportion of tenants experiencing problems with dampness and mould has also decreased, from 23% in 2017 to 11% in 2019.

Analysis by area reveals:

- Dunbarton tenants (58%) were significantly more likely to say their home requires upgrades and improvements than Clydebank (41%) or Alexandria (37%) tenants;
- Repairs were also of more concern to Dunbarton tenants (32%) than Clydebank (28%) or Alexandria (29%) tenants;
- One fifth (20%) of Alexandria tenants said their home required external repairs and upgrades, compared to 6% in Clydebank and 0% in Dunbarton.

Figure 27: Reasons for not being satisfied with the quality of the home by area

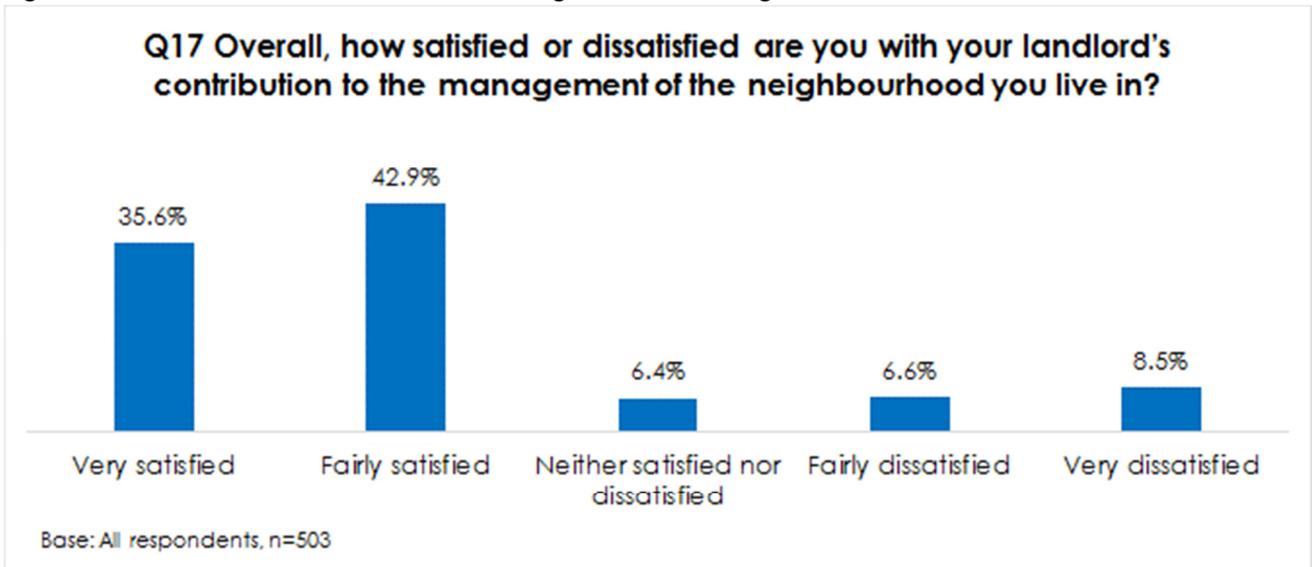
Q16 Can you please explain why you are not satisfied with the quality of your home?				
Base: All who were not satisfied with the quality of the home	Average (n 118)	Clydebank (n 64)	Dunbarton (n 19)	Alexandria (n 35)
Home requires upgrades/ improvements i.e. bathrooms/ kitchens	42.4%	40.6%	57.9%	37.1%
Home is in need of repairs	28.8%	28.1%	31.6%	28.6%
Problems with dampness/ mould	11.0%	12.5%	15.8%	5.7%
External repairs/ upgrades required i.e. fences/ driveways/ gutters	9.3%	6.3%	-	20.0%
Home is not accessible/ suitable e.g. too many stairs	7.6%	7.8%	5.3%	8.6%
Other	7.6%	6.3%	10.5%	8.6%
Issues with home flooding	4.2%	7.8%	-	-
Issue with walls/ walls are too thin	2.5%	4.7%	-	-
Poor heating/ boiler system	1.7%	-	5.3%	2.9%
Asbestos	1.7%	3.1%	-	-
Insulation issues/ home is too cold	1.7%	3.1%	-	-

9. NEIGHBOURHOOD MANAGEMENT

9.1 Satisfaction with the landlord's management of the neighbourhood (Q17)

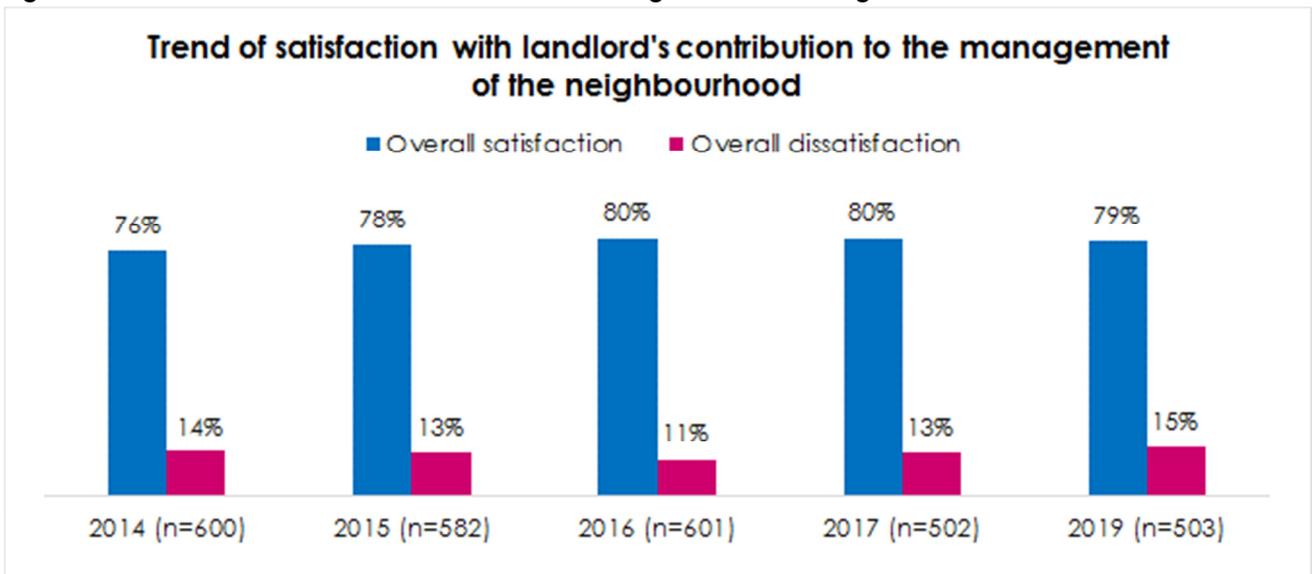
In terms of the landlord's management of the neighbourhood they live in, 79% of respondents were very or fairly satisfied compared to 6% who were neither satisfied nor dissatisfied and 15% who were very or fairly dissatisfied.

Figure 28: Satisfaction with the landlord's management of the neighbourhood



Overall satisfaction has remained consistent over the five-year period, and overall dissatisfaction has not changed significantly since 2014 (14%).

Figure 29: Trend of satisfaction with the landlord's management of the neighbourhood

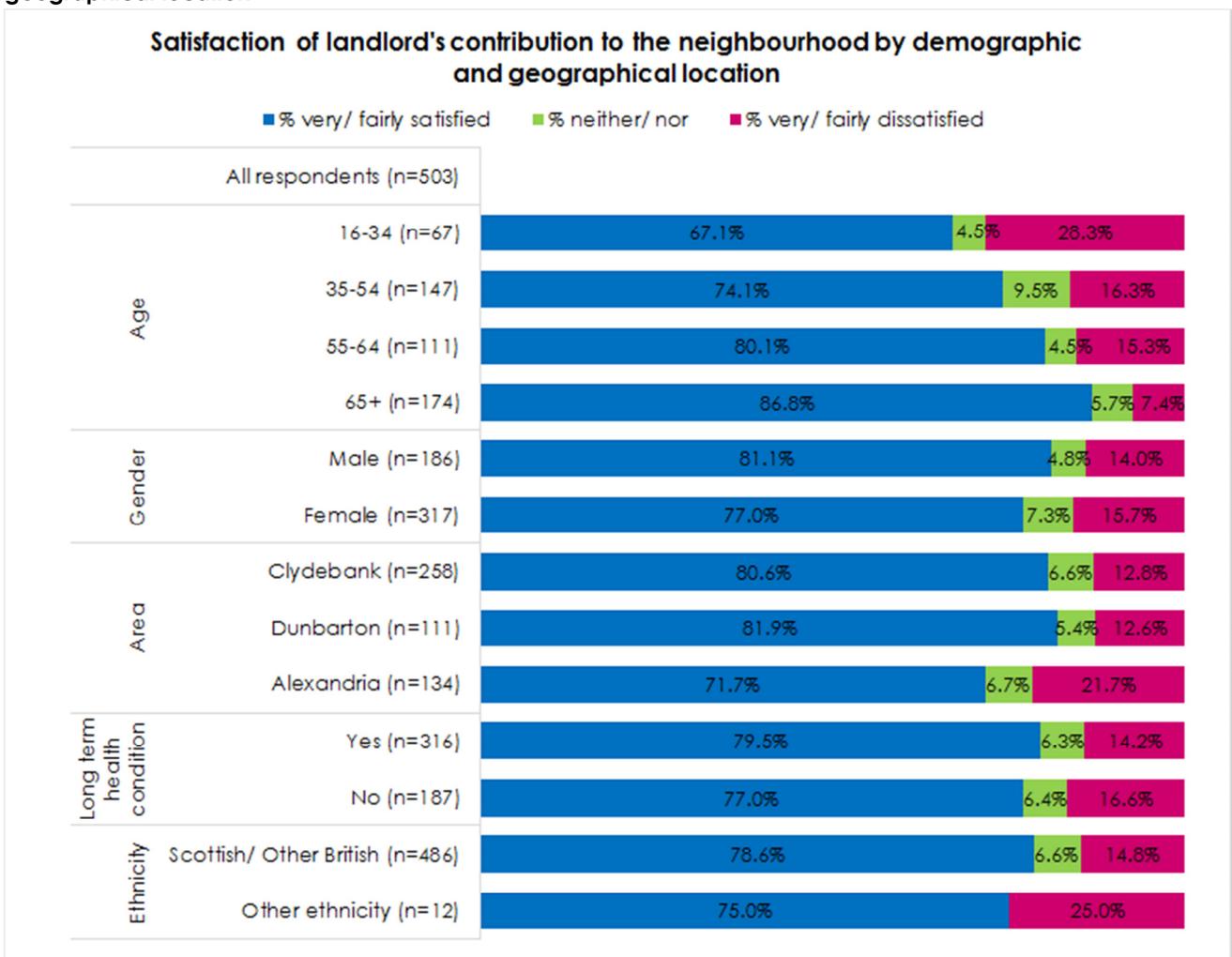


Analysis by age reveals that as age increases, so does satisfaction with the landlord's contribution to the neighbourhood, rising from 67% for those aged 16-34 to 87% for those aged 65 and over.

Geographical analysis shows that Dunbarton tenants were significantly more likely to be satisfied with their landlord's management of the neighbourhood (82%) than those who lived in Alexandria (72%).

Scottish and other British tenants (15%) were significantly less likely to be dissatisfied than tenants of another ethnicity (25%).

Figure 30: Satisfaction with the landlord's management of the neighbourhood by demographic and geographical location



9.2 Reasons for not being satisfied with landlord's management of the neighbourhood (Q18)

Tenants who were not satisfied with their landlord's contribution to the management of the neighbourhood they live in were asked why they felt this way. The most common reason provided was tenants felt nothing gets done in the area and the Council could do more (26%) followed by problems with anti-social behaviour (19%) and wanting more investment into properties and maintenance (17%).

Figure 31: Reasons for not being satisfied with the landlord's management of the neighbourhood

Q18 Can you please explain why you are not satisfied with your landlord s contribution to the management of the neighbourhood you live in?		
Base: All who were not satisfied with landlord s contribution, n 108	No.	%
Nothing gets done in the area/ Council could do more	28	25.9%
Problems with anti-social behaviour/ anti-social neighbours	20	18.5%
More investment into properties/ improve maintenance	18	16.7%
Problems with litter/ rubbish overflowing	10	9.3%
Gardens aren't maintained	9	8.3%
Outside maintenance not being done e.g. grass cutting/ hedges trimmed	7	6.5%
Other	7	6.5%
Refuse services are poor e.g. more bins required/ recycling	6	5.6%
Repairs service is poor	5	4.6%
Don't know	4	3.7%
Dog fouling	2	1.9%

Dunbarton (30%) and Clydebank (28%) tenants were more likely to say nothing gets done in their area and the Council could do more than Alexandria tenants (21%) while Dunbarton tenants (25%) were significantly more likely to want more investment into properties and maintenance than Alexandria tenants (13%).

Figure 32: Reasons for not being satisfied with the landlord's management of the neighbourhood by area

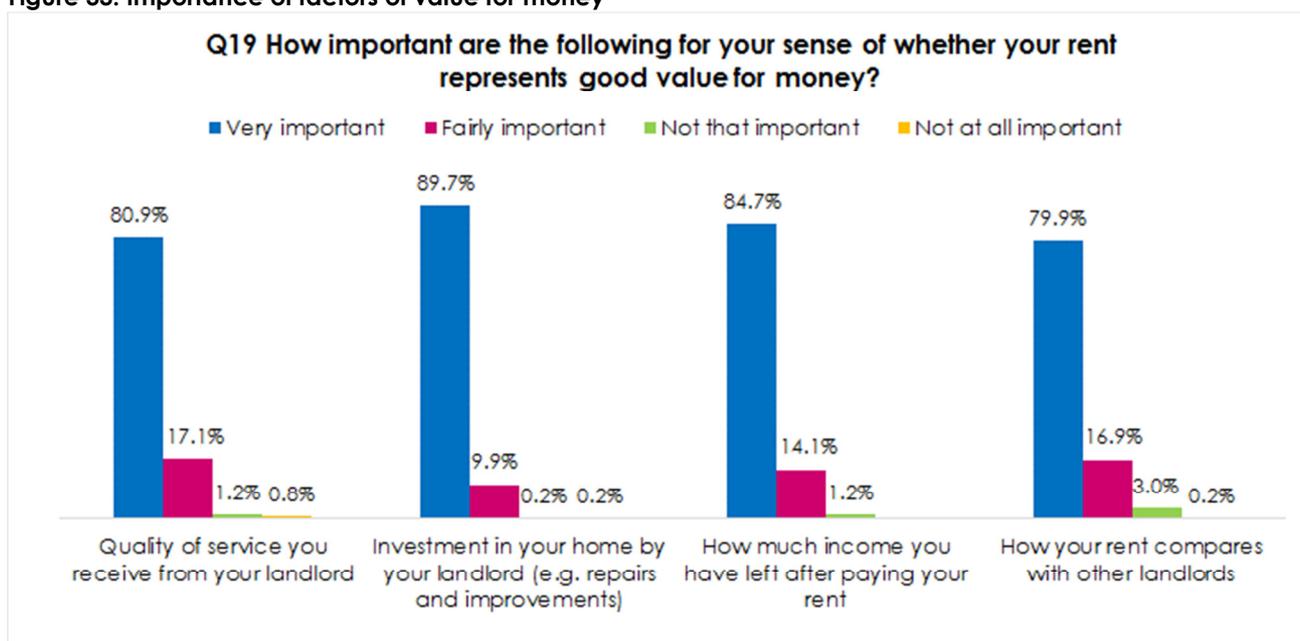
Q18 Can you please explain why you are not satisfied with your landlord's contribution to the management of the neighbourhood you live in?				
Base: All who were not satisfied with the quality of the home	Average (n 108)	Clydebank (n 50)	Dunbarton (n 20)	Alexandria (n 38)
Nothing gets done in the area/ Council could do more	25.9%	28.0%	30.0%	21.1%
Problems with anti-social behaviour/ anti-social neighbours	18.5%	20.0%	15.0%	18.4%
More investment into properties/ improve maintenance	16.7%	16.0%	25.0%	13.2%
Problems with litter/ rubbish overflowing	9.3%	12.0%	5.0%	7.9%
Gardens aren't maintained	8.3%	10.0%	-	10.5%
Outside maintenance not being done e.g. grass cutting/ hedges trimmed	6.5%	8.0%	-	7.9%
Other	6.5%	2.0%	10.0%	10.5%
Refuse services are poor e.g. more bins required/ recycling	5.6%	6.0%	5.0%	5.3%
Repairs service is poor	4.6%	4.0%	5.0%	5.3%
Don't know	3.7%	6.0%	5.0%	-
Dog fouling	1.9%	-	-	5.3%

10. VALUE FOR MONEY

10.1 Factors of value for money (Q19/20)

Respondents were then asked what factors they deem to be important with regards to value for money. Respondents were most likely to say investment in their home by their landlord (90%) was very important, followed by how much income they have left after paying their rent (85%), the quality of service they receive from their landlord (81%) and how their rent compares with other landlords (80%).

Figure 33: Importance of factors of value for money



When asked what they would like to see the Council spending more money on, tenants were most likely to say more regular maintenance programmes (73%) followed by a new house build programme (63%) and an increased budget for external improvements (51%).

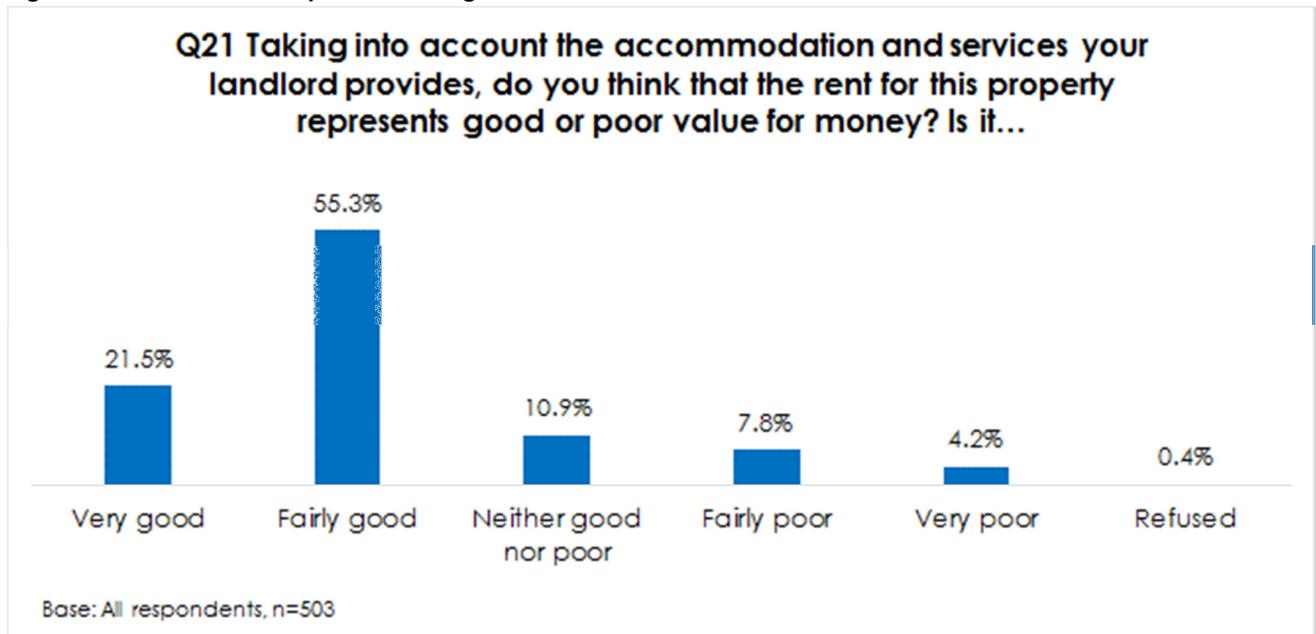
Figure 34: Priorities for increased Council spending

Q20 Can you let me know which three things you would like to see the Council spending more money on?		
Base: All respondents, n 503	No.	%
More regular maintenance programmes like close painting or gutter cleaning	367	73.0%
The Council's new house build programme	318	63.2%
Increased budget for external improvements like fence painting	258	51.3%
Buying back ex council properties via the Buy Back scheme	209	41.6%
Providing extra help for tenants moving into new homes	121	24.1%
Upgrade/ Improvements to existing housing stock	31	6.2%
Improve the repairs service	22	4.4%
Other	20	4.0%
Improve maintenance of the general area e.g. garden maintenance/ grass cutting/ street cleaning	15	3.0%
More community projects/ facilities for children/ elderly	8	1.6%

10.2 Value for money of rent charge (Q21/22)

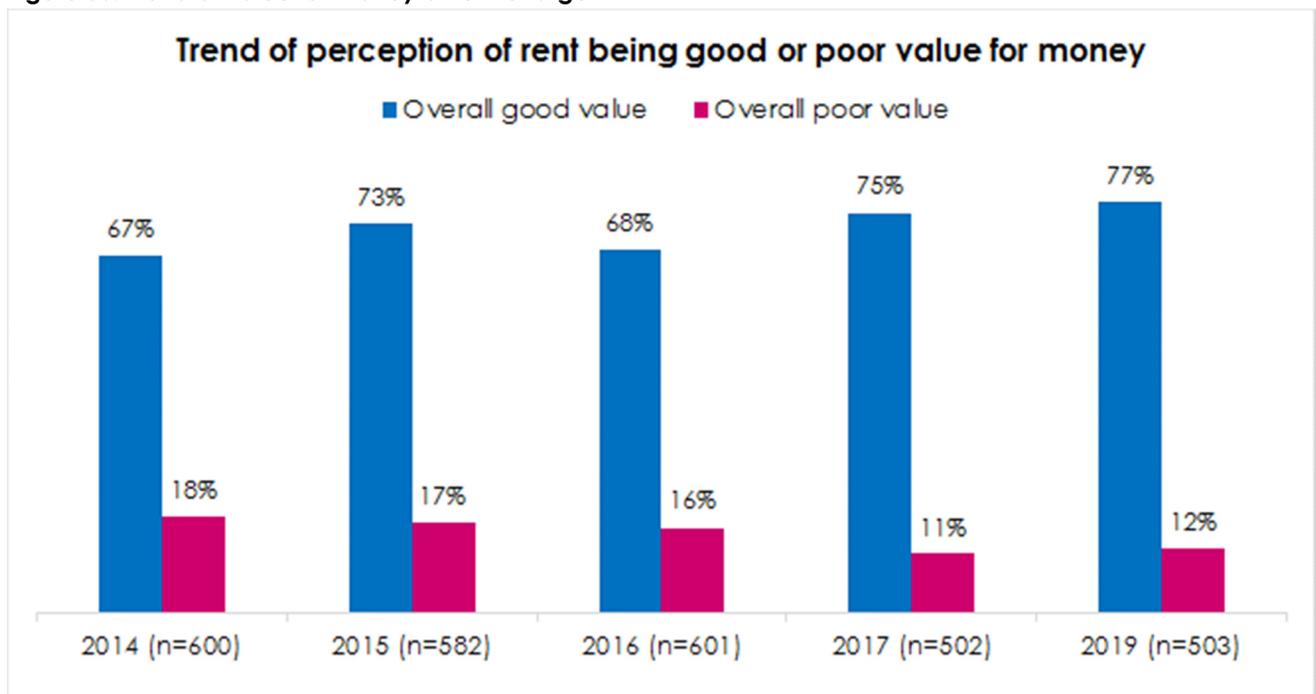
More than three quarters of tenants (77%) believed the rent for their home represents very or fairly good value for money compared to 11% who said it was neither good nor poor value for money and 12% who rated it as very or fairly poor value.

Figure 35: Value for money of rent charge



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 has increased by only 1 percent since the last survey, from 11% in 2017 to 12% in 2019.

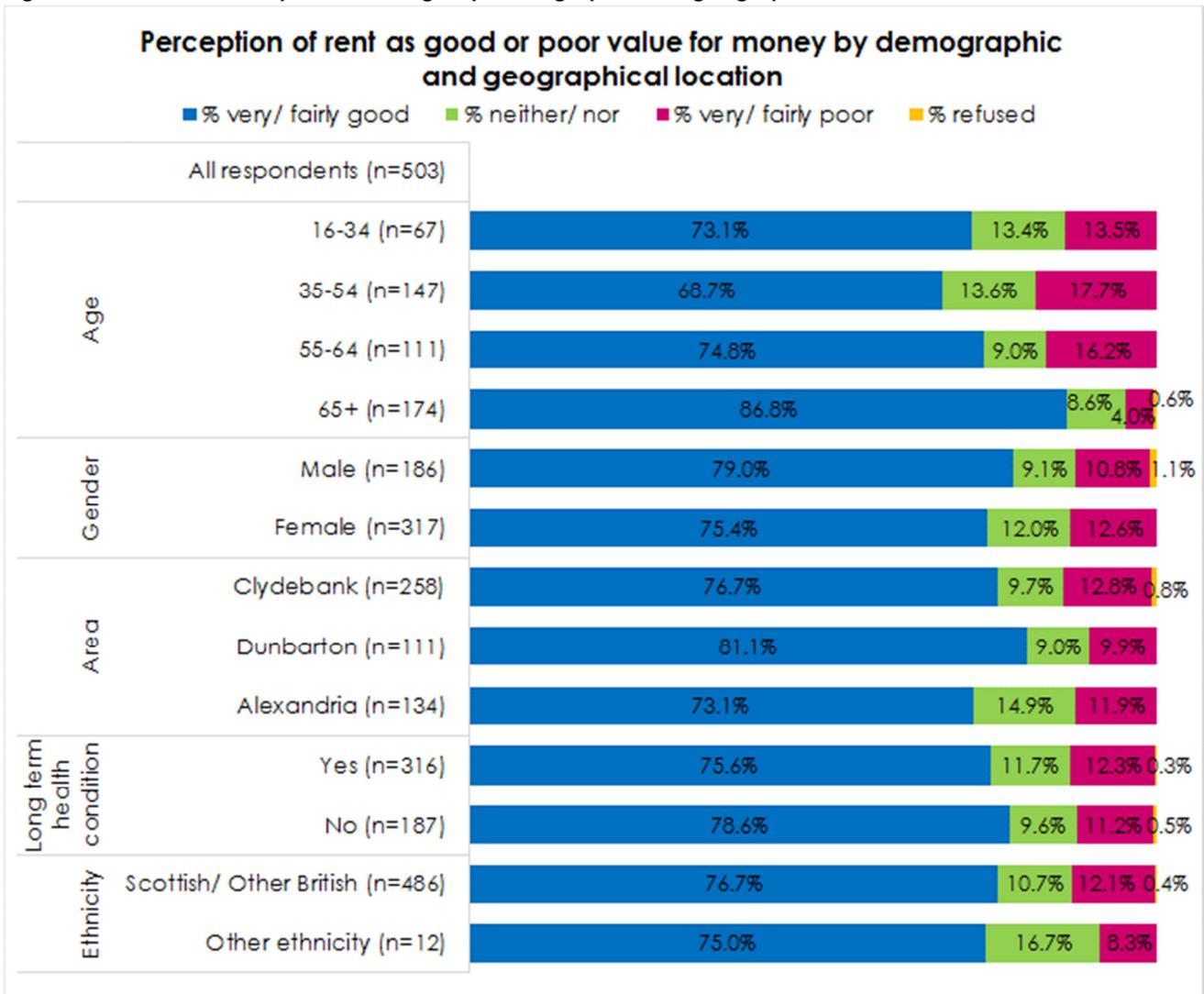
Figure 36: Trend of value for money of rent charge



Further analysis by demographic and geographical location reveals:

- Older respondents aged 65 and over (87%) were significantly more likely to believe their rent is good value for money than respondents aged 16-34 (73%), 35-54 (67%) and 55-64 (75%);
- Tenants living in Dunbarton (81%) were more likely to say the rent for their property was good value for money than Clydebank (77%) and Alexandria (73%) tenants;

Figure 37: Value for money of rent charge by demographic and geographical location



Additional analysis of this question has been undertaken on the basis of housing benefit receipt. This revealed that those who received full (81%) or partial housing benefit (86%) were most likely to rate their rent good value for money while those who received universal credit housing costs (67%) or paid full rent (70%) were least likely.

Tenants who did not believe their rent represented good value for money were asked why they felt this way. The most common reason provided was rent was not good value as the services received are poor (39%) followed by rent being too expensive or that rent increases every year (19%).

Figure 38: Reasons for not believing rent represents good value for money

Q22 Can you please explain why you do not think that your rent represents good value for money?		
Base: All who thought rent did not represent good value for money, n 115	No.	%
Not good value due to poor services (including repairs service)	45	39.1%
Rent is too expensive/ keeps increasing every year	22	19.1%
Homes need upgrades/ improvements	17	14.8%
Not good value for size/ type of property	11	9.6%
Other	11	9.6%
Not good value for quality/ condition of the home	9	7.8%
Poor area/ anti-social behaviour	5	4.3%
Don't know	5	4.3%
Don't pay rent/ rent is paid for me	4	3.5%

Comparison with the 2017 results has been conducted where possible. The table below shows tenants stating their rent is not good value for money because of poor services has increased by 28 percentage points, while tenants stating their rent being too expensive or that it keeps increasing every year is the reason their rent is not good value for money has decreased by 20 percentage points.

Figure 39: Comparison of reasons for not believing rent represents good value for money with 2017 results

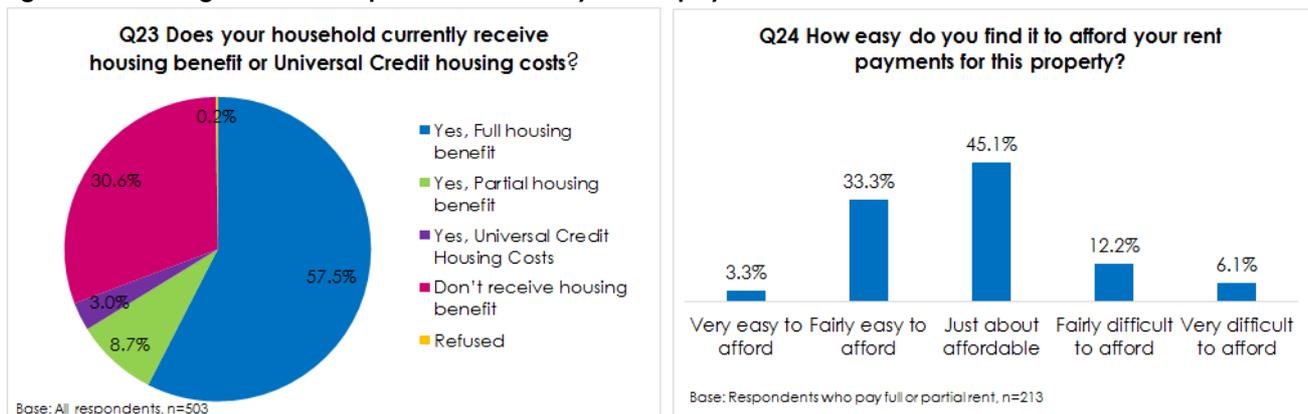
Q22 Can you please explain why you do not think that your rent represents good value for money?			
Base: All who thought rent did not represent good value for money	2017 (n=124)	2019 (n=115)	Trend
Not good value due to poor services (including repairs service)	11.3%	39.1%	⬆️ 27.8%
Rent is too expensive/ keeps increasing every year	38.7%	19.1%	⬇️ -19.6%
Homes need upgrades/ improvements	12.9%	14.8%	➡️ 1.9%
Not good value for quality/ condition of the home	5.6%	7.8%	➡️ 2.2%
Poor area/ anti-social behaviour	7.3%	4.3%	➡️ -3.0%

10.3 Housing benefit receipt and affordability of rent payments (Q23/24)

Two thirds (66%) of respondents were in receipt of full or partial housing benefit, 3% received universal credit housing costs and 31% 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. More than one third (37%) said the rent for their home was very or fairly easy to afford, 45% said it was just about affordable and 18% said it was very or fairly difficult to afford.

Figure 40: Housing benefit receipt and affordability of rent payments



Respondents aged 35-54 (26%) were significantly more likely to say their rent was fairly or very difficult to afford than respondents aged 65 and over (5%). Tenants who were Scottish or other British (18%) were significantly less likely to say their rent was very or fairly difficult to afford than tenants who were of other ethnicity (29%).

11. ABOUT YOU AND YOUR HOUSEHOLD

11.1 Age and gender of respondent (Q25/26)

More females (63%) were interviewed over the course of the survey than males (37%). In terms of the age profile of respondents, 13% of all respondents were aged 16-34, 29% were aged 35-54, 22% were aged 55-64 and 35% were aged 65 and over. 1% of respondents refused to provide their age.

Figure 41: Age and gender profile

Age and gender profile			
Respondents	All respondents	Male	Female
Base	503	186	317
16-24	2.4%	1.1%	3.2%
25-34	10.9%	10.2%	11.4%
35-44	13.7%	11.8%	14.8%
45-54	15.5%	16.7%	14.8%
55-59	11.7%	15.1%	9.8%
60-64	10.3%	8.1%	11.7%
65-74	18.7%	21.0%	17.4%
75+	15.9%	15.1%	16.4%
Refused	0.8%	1.1%	0.6%

11.2 Household composition (Q27/28)

More than half of respondents (51%) live in a household comprised of one person, 25% live in a household with two people while 23% live in a household with three or more people. 1% of respondents refused to provide an answer to this question.

Figure 42: Number of people in the household

Q27 How many people usually live in this house?		
Base: All respondents, n 503	No.	%
1	256	50.9%
2	128	25.4%
3	60	11.9%
4	34	6.8%
5	15	3.0%
6	4	0.8%
7	3	0.6%
Refused	3	0.6%

The table below shows a breakdown of household composition. Over half of respondents (51%) said they lived as a single adult, 21% were two adult households with no children, 10% were lone parents and 9% were 2 parent families.

Figure 43: Household composition

Q28 How would you describe the composition of your household?		
Base: All respondents, n 503	No.	%
One adult under 60	109	21.7%
One adult aged 60 or over	146	29.0%
Two adults both under 60	35	7.0%
Two adults both over 60	49	9.7%
Two adults, at least one 60 or over	20	4.0%
Three or more adults, 16 or over	32	6.4%
1 parent family with 1 child under 16	23	4.6%
1 parent family with 2 children under 16	18	3.6%
1 parent family with 3 or more children under 16	9	1.8%
2 parent family with 1 child under 16	9	1.8%
2 parent family with 2 children under 16	15	3.0%
2 parent family with 3 or more children under 16	19	3.8%
Other	19	3.8%

11.3 Long term disability or health concerns (Q29)

The majority of respondents (63%) had a long-term health condition or illness lasting or expecting to last 12 months or more.

Figure 44: Long-term disability or health concerns

Q29 Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?		
Base: All respondents, n 503	No.	%
Yes	316	62.8%
No	187	37.2%

11.4 Ethnicity (Q30)

In terms of ethnicity, the clear majority of survey respondents (9%) considered themselves to be Scottish or other British.

Figure 45: Ethnicity

Q30 Can you tell me which of the following groups you consider you belong to?		
Base: All respondents, n 503	No.	%
Scottish	431	85.7%
Other British	55	10.9%
Irish	6	1.2%
Unknown	5	1.0%
Polish	2	0.4%
Any mixed or multiple ethnic background	2	0.4%
Any other white ethnic group	1	0.2%
African, African Scottish or African British	1	0.2%

12. CONCLUSIONS

The results of the 2019 survey reveal that, in general, the Council is performing to a high standard. Since the last survey undertaken in 2017, satisfaction has increased with regards to satisfaction with how well West Dunbartonshire Council keeps tenants informed (+2%), satisfaction with opportunities given to participate (+5%) and value for money of the rent charge where satisfaction has increased by 2 percentage points. The biggest decrease in satisfaction can be seen with satisfaction of the quality of the home which has decreased by 9 percentage points. Satisfaction has also decreased with regards to overall satisfaction with West Dunbartonshire Council as a landlord (-5%) and satisfaction with WDC's management of the neighbourhood (-1%).

West Dunbartonshire Council is performing to a higher standard than the Local Authority average with regards to satisfaction with how well WDC keeps tenants informed (+5%) and satisfaction with opportunities given to participate (+7%). However, WDC results are below the LA average with regards to overall satisfaction (-7%), satisfaction with the quality of the home (-8%), satisfaction with WDC's management of the neighbourhood (-5%) and value for money of the rent charge (-5%).

West Dunbartonshire Council Tenant Satisfaction Survey						
	2014	2015	2016	2017	2019	LA Average ARC 2018/19
Percentage of tenants satisfied with the overall service provided by their landlord	72%	81%	84%	84%	79%	86%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	72%	76%	87%	84%	86%	81%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	52%	59%	67%	79%	84%	77%
Percentage of existing tenants satisfied with the quality of their home	74%	80%	81%	86%	77%	85%
Percentage of tenants satisfied with the management of the neighbourhood they live in	76%	78%	80%	80%	79%	84%
Percentage of tenants who feel that the rent for their property represents good value for money	67%	73%	68%	75%	77%	82%

Appendix 1

Survey Questionnaire

Project number	P1058
Project name	West Dunbartonshire Tenant Satisfaction 2019

[INTRODUCTION: INTERVIEWER READ OUT] Good morning/ afternoon/ evening, my name is **** and I am calling on behalf of West Dunbartonshire Council. We are from Research Resource and 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 interview should take no more than 10-15 minutes. Can you spare some time to help with this now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at the Council will know what answers you have given without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. This interview will be recorded for quality monitoring and training purposes. Can I confirm that you are happy to take part in the survey?

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
Staff visits	2
Quarterly newsletter called Housing News	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
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

Tenant Participation

5. There is a range of different ways that tenants can participate in decision making processes with Housing Services and we'd like to know which ones you are aware of. (READ OUT AND TICK AS MANY THAT APPLY)

	Aware
By getting involved in one of the 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 consultations	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 tenants	4
By getting involved online through the Consultation Calendar which provides information about public consultations planned	5
By meeting with the Convenor of Housing and Senior Housing staff to discuss Housing Issues before they are agreed by the Council's housing committee	6
I was not aware of any of these	7

6. [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 Q8
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q7
Fairly dissatisfied	4	
Very dissatisfied	5	

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

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

Childcare commitments	1
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

Contact with your Landlord

9. 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 Q10
No	2	Go to Q14

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

Easy	1
Difficult	2
Neither	3

11. Did you find the staff helpful or unhelpful?

Helpful	1
Unhelpful	2
Neither	3

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

Yes	1
No	2

13. 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

14. 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

15. [SSH10] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q17
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q16
Fairly dissatisfied	4	
Very dissatisfied	5	

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

Neighbourhood Management

17. [SSH17] Overall, how satisfied or dissatisfied are you with your landlord's contribution to the 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 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 are not satisfied with your landlord's contribution to the management of the neighbourhood you live in?

Value for Money

19. How important are the following for your sense of whether your rent represents good value for money?

	Very important	Fairly important	Not that important	Not at all important
Quality of service you receive from your landlord	1	2	3	4
Investment in your home by your landlord (e.g. repairs and improvements)	1	2	3	4

How much income you have left after paying your rent	1	2	3	4
How your rent compares with other landlords	1	2	3	4

20. I'd like to ask you what you think the Council should be spending more of your rent on. I'm going to read out a list, can you let me know which three things would like to see the Council spending more money on?

The Council's new house build programme	1
Buying back ex council properties via the Buy Back scheme	2
More regular maintenance programmes like close painting or gutter cleaning	3
Increased budget for external improvements like fence painting	4
Providing extra help for tenants moving into new homes	5
Anything else?	6

21. [SSHCH] 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 Q23
Fairly good	2	
Neither good nor poor	3	Go to Q22
Fairly poor	4	
Very poor	5	

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

--

23. Does your household currently receive housing benefit or Universal Credit housing costs?

Yes, Full housing benefit	1	Go to Q25
Yes, Partial housing benefit	2	Go to Q24
Yes, Universal Credit Housing Costs	3	
Don't receive housing benefit	4	

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

Very easy to afford	1	Go to Q25
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.

25. 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

26. Are you...?

Male	1
Female	2

27. How many people usually live in this house?

28. 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

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

Yes	1
No	2

30. 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 106	No.	%
Poor repairs and maintenance service e.g. too long for completion	53	50.0%
Poor customer service i.e. unhelpful/ difficult to contact someone	12	11.3%
Nothing is being done	10	9.4%
Other	10	9.4%
Too long taken to deal with enquiries/ issues	8	7.5%
Anti-social behaviour/ issues with neighbours	8	7.5%
Lack of communication/ not kept informed	7	6.6%
Dampness/ mould problems in the house	7	6.6%
Poor quality home/ requires upgrades	6	5.7%
Home has been flooded/ water damaged	6	5.7%
Unhappy with area/ neighbourhood	6	5.7%
Waiting on transfer	6	5.7%
No support for garden maintenance	3	2.8%

Open ended responses:

- *Been flooded twice and they don't help much.*
- *A lot of the departments when I speak to them are not very helpful.*
- *I'm a foster carer and not getting any help so I had to give it up which affected my income.*
- *Waiting on a new bathroom for a year and a half. There is always a lack of communication.*
- *Paying full rent and Council not maintaining the property.*
- *Need more blue bins.*
- *I was told I need to cut my grass myself and I'm 84 years old.*
- *Get no help to maintain my garden.*
- *Not convenient if working to get repairs done. Due to this it takes a long time.*
- *Parking is terrible.*
- *The investment in local amenities in the area is terrible.*
- *My son has health problems and I got my bathroom turned into a wet room. There is a hole in the ceiling that hasn't been repaired.*
- *Waiting on a move and it's taking longer than expected. Loads of issues with this property.*
- *Problems with neighbour but nothing done about it. I feel unsafe in my home.*
- *Mice in the house and asbestos which needs done asap.*
- *Put out of home for one and half years because of a leak.*
- *Usually ok but have been waiting since June for windows and doors to get sorted.*
- *Left without a boiler for eight weeks when it was supposed to be only one week.*
- *No repairs get done.*
- *Situation with housing needs.*
- *Didn't deal with my complaint well.*
- *Hard to get a hold of people and takes a while to get stuff done.*
- *Been on waiting list for five years. Floors are always freezing.*
- *Takes too long every time I phone for a repair.*

- *I live in a block of four and the close is a mess.*
- *Been waiting on kitchen ceiling getting repaired since last year.*
- *Lack of communication and I have to chase them up for everything.*
- *My door was kicked in 4 months ago and still not been fixed.*
- *Property does not suit my needs due to disabilities. Offered a new property which was not suitable and they classed it as an offer.*
- *We pay full rent and whenever we ask to get anything done it never does.*
- *Nightmare neighbours but nothing getting done about them.*
- *Repairs not carried out when they say they will.*
- *Don't really have a problem, it's just that I receive nothing from them.*
- *Tradesmen are terrible.*
- *Everything. Poor repairs. Just not happy with overall service.*
- *Four months I have been in this property and it has been nothing but hassle with the repairs service.*
- *Fell and broke the shower. Also, my kitchen taps are broke and nothing has been done.*
- *Not had a working shower for seven months.*
- *When you're on universal credit you get hit with big bills.*
- *Put in a repair about six weeks ago and still not been dealt with.*
- *I have dampness in my house which they say is condensation so nothing is getting done.*
- *They are rubbish, farcical, shambolic and incompetent. They're impossible to deal with as they can't handle complaints. They make decisions without you. They take forever to do anything.*
- *Since 2014 I have been asking to get my gutters fixed but they are still not done.*
- *The condition of the neighbourhood could be a lot better.*
- *When I was flooded the insurance company would not cover the wallpaper and the Council would not help repair it.*
- *I have a disabled shower that has to get repaired and nothing is getting done.*
- *The repair service could be better.*
- *My house is covered in mould, I have to spend my own money to try to fix it.*
- *Poor area and surrounded by junkies.*
- *I had issues with getting my roof fixed.*
- *Not getting things done that I have been asking for. Three years I have been asking for the security light to be replaced.*
- *House is full of mould and been waiting months to get it fixed.*
- *I have asked for a fence since April and nothing has been done.*
- *Don't think they do anything good.*
- *Rent keeps going up and no changes to the houses.*
- *People have been using my bin. Also, not happy with the maintenance of the building.*
- *When I moved in I got flooded and I have had no help whatsoever.*
- *When I phoned up about drugs in the close West Dunbartonshire won't do anything about it.*
- *When I have wanted to get in contact I have never got through.*
- *An inspector came to look at my kitchen units and I have not heard anything since.*
- *Don't like the area.*
- *Not getting any repairs done.*
- *The place is disgusting. Can't walk the dog in the area, it used to be a good place to live.*
- *I have been trying to get a move. The dampness in my home is really bad but they don't listen.*

- *I have been trying to get a new property because of the dampness and substandard living conditions but I am now homeless because of a break in.*
- *Was told we would get new windows put in over a year ago but still nothing.*
- *Put us in a flat surrounded with drunks and drug addicts, we are both young and want to move but nothing being done.*
- *Repairs service could be better.*
- *Not very happy. Last year an inspector came out to look at the path, was told it would be replaced but still not done.*
- *Ongoing repairs in the living room and bedroom ceiling has a lot of damage with water coming in.*
- *A lot repairs and maintenance needs done but I am getting the run around.*
- *Could have a better communication system.*
- *Walls are in very poor condition.*
- *Where I stay they won't put up a fence round the communal garden.*
- *Do more to deal with neighbourhood issues.*
- *Property is very old and badly needs upgrades.*
- *Reported a dripping tap in July, mid-August was told I had to get the stopcock switched off to have it fixed. Now it's near the end of September and still not fixed.*
- *It can be difficult getting hold of someone.*
- *They flooded my house out and they won't give me anything for it.*
- *Kitchen is so small that I can't get a washing machine and fridge in.*
- *Was told they would fix garden before I moved in, now that I have moved in it is my responsibility so not happy.*
- *You can get in contact with them but they never do anything you ask of them; it's just forgotten about.*
- *I am usually very happy but the last repair they came out in April to measure up and it's still not done.*
- *Everyone round about getting their paths and driveways done and I have asked but was told no and I pay full rent with no assistance.*
- *Been looking for a transfer to move and its taking far to long.*
- *They don't come out when they say they will.*
- *The repair to my shower has been ongoing since July and it has still not been repaired yet.*
- *I have been waiting on a new door for a few months now and no one has got back to me about this.*
- *It takes ages to get anything done e.g. repairs etc.*
- *Repairs take forever to get done and I just don't see what they actually do.*
- *I have been here for over 20 years and it used to be a great place. I now have drug dealers and addicts as my neighbours, which makes me feel unsafe.*
- *I have been in the house for 11 years and never had a repair carried out.*
- *I am unhappy as I have a hole in the bathroom wall when they fixed a leak. No one has come back out to fix this. I have asked a few times and no one listens.*
- *Home is always freezing. They don't do repairs properly.*
- *The house is full of dampness and the roof is falling apart. Paying full rent but nothing gets done about it.*
- *Been waiting on gutter to be done for over a year.*
- *I don't get an answer and repairs don't get done.*
- *Takes too long to carry out repairs.*

- *Don't get told when we are getting new housing officers. Issues getting repairs and with neighbours yet nothing has been done.*
- *Live in lower maisonette and apparently I live in a tenement, so I am not entitled to a brown bin. So, when I cut the grass I have nowhere to put it. Also, repairs are a joke.*
- *Sometimes they aren't very punctual.*
- *Don't carry out repairs. They move tenants in and don't look after their properties.*
- *They don't deal with repairs.*
- *When I contact them, I sometimes find it difficult to get a clear explanation about my queries.*
- *Lots of problems in the house. Heating not working properly. Tree fell on the roof and caused dampness.*
- *Recently had cladding round the house and it all had to be fixed, but nothing has been done.*

Q7 Can you please explain why you are not satisfied with the opportunities given to you to participate in your landlord's decision making processes?

Q7 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: All who were not satisfied, n 81	No.	%
Unaware/ didn't know about these opportunities to participate	48	59.3%
I choose not to/ not interested	12	14.8%
Not been given enough information	8	9.9%
Don't listen to our views	7	8.6%
Unable to participate i.e. disability/ language barrier	4	4.9%
Don't know	3	3.7%
Other	3	3.7%

Open ended responses:

- Don't know about them.
- I don't know enough about them.
- Don't know anything about them.
- Didn't know I could get involved.
- Wasn't aware of any ways to get involved.
- Disabilities so not able to participate.
- Wasn't aware of ways to get involved.
- Not heard anything about getting involved in these ways.
- Not aware we could get involved.
- Never knew I could get involved.
- Don't know about them.
- Didn't know I could get involved.
- I don't think they listen.
- Not sure.
- Don't get any opportunities.
- Not aware of any.
- Not given any opportunities.
- Wasn't aware of any of them.
- Didn't know about them.
- Don't know where any meetings are.
- Didn't know about them.
- Lack of communication.
- Didn't know about anything.
- Don't know.
- Not had newsletter yet. When I find out anything it is too late.
- Not interested in getting involved.
- Lack of knowledge of how to join.
- Didn't know about any of them but not interested.
- Did not know you could get involved like this.
- Did not know you could get involved.
- Was not aware of them.
- Did not know about them.
- They are not listening to me or dealing with the issues in my home.

- *What decisions do they make, how or where or when do you get the chance to participate?*
- *Never hear anything about these.*
- *Did not know about these.*
- *Did not know about these.*
- *Some people don't have the time to go to events so more by letter or internet.*
- *Have not been made aware of these.*
- *Not interested.*
- *Did not know about these.*
- *I wasn't aware of any.*
- *Don't know enough about it.*
- *Did not know you could get involved.*
- *They don't listen to us tenants. Council staff should go have a walk around the area and see it for themselves. This bio-diversity is just a nonsense.*
- *Didn't know I could get involved.*
- *I have been trying to give my views for over five years now you are not listened too.*
- *Not a lot of notice.*
- *They don't listen to me. I am terrified here and also pregnant.*
- *Not interested.*
- *The meetings are not local.*
- *Did not know you could get involved.*
- *They don't let you know what's going on.*
- *Did not know about any.*
- *Not interested.*
- *No one listens to you. They tell you what they think you want to hear.*
- *Did not know you could get involved.*
- *Not interested. Too old.*
- *Did not know about these.*
- *Don't get enough information from them.*
- *Banister was meant to be put in before I moved in but they only fitted two and I was supposed to get four.*
- *Don't know anything about the ways to get involved.*
- *I wasn't aware of any ways to get involved.*
- *I am not aware of any ways to get involved.*
- *I'm not aware of any ways to get involved, but not interested.*
- *I don't know of any.*
- *I didn't know about the ways to get involved but wouldn't be able to anyhow as I'm a full time carer for my mother.*
- *I didn't really know that you could get involved in any of these ways.*
- *No one listens anyway, so there is no point in giving your views.*
- *I didn't know I could get involved, but I can't understand English properly.*
- *I wasn't aware of them.*
- *Not interested.*
- *Not interested.*
- *Didn't know about it.*
- *I wasn't aware of them.*
- *Didn't know about them.*
- *Unsure.*
- *Not interested in it.*
- *I was not aware.*
- *Not interested.*
- *Not interested.*

Q16 Can you please explain why you are not satisfied with the quality of your home?

Q16 Can you please explain why you are not satisfied with the quality of your home?		
Base: All who were not satisfied with the quality of the home, n 118	No.	%
Home requires upgrades/ improvements i.e. bathrooms/ kitchens	50	42.4%
Home is in need of repairs	34	28.8%
Problems with dampness/ mould	13	11.0%
External repairs/ upgrades required i.e. fences/ driveways/ gutters	11	9.3%
Home is not accessible/ suitable e.g. too many stairs	9	7.6%
Other	9	7.6%
Issues with home flooding	5	4.2%
Issue with walls/ walls are too thin	3	2.5%
Poor heating/ boiler system	2	1.7%
Asbestos	2	1.7%
Insulation issues/ home is too cold	2	1.7%

Open ended comments:

- Looking for a house with not too many stairs as I need to bring a pram up and down.
- Windows were old and promised new ones but nothing yet.
- Draughts in the house and can't fix them.
- Not willing to plaster the walls.
- My kitchen and bathroom are falling apart. I'm getting no help.
- Need new windows and doors.
- Kitchen was supposed to get done but waiting nearly a year later.
- My garden is terrible.
- Kitchen is a horrific state due to previous tenants and nothing is being done about it.
- Kitchen and bathroom upgrade.
- Too small for family.
- Need a lot of work done in the house.
- Bedroom ceiling fell in and was told I would get a new ceiling. Two years on but still not done.
- Nothing gets repaired in the house and there hasn't been any upgrades.
- Always something going wrong in the house and the repairs are only done temporarily.
- There is lots of mice and insects.
- Needing a few repairs done.
- A lot of repairs needed and lots of dampness. It's been reported and inspector said it would be sorted but still not fixed.
- Needing a shower room due to ill health. Issues getting in and out of the bath.
- Needing updated.
- Asbestos in cupboard.
- Electricity keeps turning off because of leak.
- My house has dampness and no repairs get done.
- Walls need plastered.
- Need new windows and doors.
- Full of dampness.
- House needs upgraded.

- *Windows are terrible.*
- *House needs a lot of work done.*
- *Been waiting on my fence getting repaired since July.*
- *No work like upgrades get done to the house.*
- *Boiler needs upgraded. The house needs modernised.*
- *Repairs needing carried out for over a year.*
- *Leak from boiler 3 years ago that caused hole in ceiling which is still not fixed.*
- *Like it but just doesn't suit my needs.*
- *Guttering is a mess. Jobs are not finished properly.*
- *Badly need new windows.*
- *Old building and repairs not done to a good standard.*
- *Repairs needing done.*
- *Had to do most of the work myself as contractors are rubbish.*
- *Riddled with dampness.*
- *Dampness all over the house and back two bedrooms windows needed replaced and they only done one.*
- *The repair service is really bad. I had a nine week wait from viewing till I got the keys and I have had to still get repairs done. I have had them out to plaster the same room six times.*
- *House has gone on fire due to faulty wires and I am still waiting on repairs.*
- *Waited in to get my boiler fixed and no one came.*
- *Dampness in my child's bedroom and it has not been dealt with.*
- *Houses are not of good quality and not suitable for my needs anymore.*
- *I have dampness and other outstanding issues that are not getting dealt with.*
- *There is no shower. When I moved in the gas meter was in £100 in debt. No bath plug. The plumbing is rubbish.*
- *Because of the way my house was left after it was flooded.*
- *I am getting water leaking in through the windows and doors. Kitchen is also terrible and nothing has been done.*
- *I have lots of mould. I also got flooded and the kitchen ceiling was damaged and still not repaired.*
- *Not happy because my house was constantly getting flooded because the roof.*
- *Need a new kitchen.*
- *I have mould and it is not getting dealt with.*
- *Trees are so overgrown; you don't get full use of the garden.*
- *The outside of the building could be better.*
- *Horrible house to live in. Walls are very thin and not of good quality.*
- *I keep getting flooded and West Dunbartonshire will not fix the problem.*
- *Not happy with my house. Could be better maintained externally and internally.*
- *I have a rotten wall in my bathroom. Living room door fell off years ago and still nothing has been done.*
- *Happy but repairs need to get done quicker.*
- *Not happy with this flat.*
- *Windows are leaking and hasn't been fixed.*
- *Not happy with the setup of the houses.*
- *The view from my home looks like a third world country. We pay hundreds of pounds on Council tax and nothing gets done.*
- *Dampness is a big problem and no one is interested.*
- *Trying to get a new property. No one should be living like this.*

- Rough casting is crumbling away.
- Very unhappy they are not putting in a walk-in shower and we are finding getting in and out of the bath very difficult now.
- Got new windows but they did not replace the silicon around them and I have big gaps.
- I have been waiting on a move because I can't manage stairs now. Really unhappy because no one is telling me what is going on.
- I am on the waiting list for a level-access home as I am disabled and restricted.
- Only been here three months but I am still waiting on a repair.
- Kitchen is falling apart and repairs don't always get done. You can never get through to them on the phone.
- Was supposed to get slabs replaced now told it won't be getting done.
- I need my front fence painted.
- I'm waiting on them to sort out my wet room that was installed.
- The Council don't keep on top of things like grass cutting and so on.
- Windows need done desperately.
- It is great. Just need to get the issue with the walls sorted.
- There is a lot of things that need upgraded or replaced.
- The noise insulation is terrible. I can hear everything.
- My property is falling apart.
- Had a dripping tap from July and keep getting mixed messages about what's happening.
- Windows don't lock properly. This is a hazard with my kids.
- Property needs upgrades.
- After reporting things numerous times still nothing done.
- Was told we would get new windows and doors only after me calling many times. They didn't come out.
- When I signed for the house I asked for a bath and was told I would have to pay myself. Also need new windows.
- Should be quicker when dealing with things. The dampness is getting out of hand.
- Need a new window, still not got it and I reported it in April.
- Could do with upgrades.
- I have reported repairs and nothing has been done. I am in a wheelchair and the toilet is too small for the chair and my carer.
- Very slow repairs service. You can be waiting weeks.
- Been waiting on the intercom to get fixed for five weeks.
- I need a new driveway and not getting anywhere with it.
- There is work needing done on the bathroom and the boiler.
- The amount of rent I'm paying for the house and the state of it isn't good.
- There is a lot of dampness.
- The state of repair. Nothing majorly wrong with the home just a lot of smaller repairs needing done.
- When I moved in over six years ago the windows were very bad and leaking. I was told they would replace two of them but they haven't and other neighbours have had theirs done.
- I have been here for 22 years and the electrics have never been done.
- The flats are very run down and getting worse by the day.
- They don't upgrade the houses and everything is outdated.
- I had a problem with a leak in the bathroom back in January. The problem was inside the wall and all they done was fix the leak but not the hole in the wall.
- Kitchen needs an upgrade. I've been in here for 13 years.

- Needs a lot of work done. House is always freezing.
- Home is in need of repairs.
- Needing repairs carried out in the home.
- Everything is falling apart. West Dunbartonshire are doing nothing to maintain my house because the other 3 in the block of 4 are bought properties.
- No repairs get done and the house needs to be upgraded.
- I've stayed in this house for 15 years and nothing is getting done to maintain or upgrade the houses.
- No repairs get completed quickly unless I get a social worker involved.
- Really nice home but needs a lot of work.
- There is asbestos in the house. The children are chapping the window and I am receiving abuse and harassment from the neighbours. It's affecting my mental health.
- Insulation has come out when they were replacing my windows and now my house is freezing.
- Needed a lot of work, still going on.

Q18 Can you please explain why you were not satisfied with your landlord's contribution to the management of the neighbourhood you live in?

Q18 Can you please explain why you are not satisfied with your landlord's contribution to the management of the neighbourhood you live in?		
Base: All who were not satisfied with landlord's contribution, n 108	No.	%
Nothing gets done in the area/ Council could do more	28	25.9%
Problems with anti-social behaviour/ anti-social neighbours	20	18.5%
More investment into properties/ improve maintenance	18	16.7%
Problems with litter/ rubbish overflowing	10	9.3%
Gardens aren't maintained	9	8.3%
Outside maintenance not being done e.g. grass cutting/ hedges trimmed	7	6.5%
Other	7	6.5%
Refuse services are poor e.g. more bins required/ recycling	6	5.6%
Repairs service is poor	5	4.6%
Don't know	4	3.7%
Dog fouling	2	1.9%

Open ended comments:

- *Could do more to help us.*
- *Taking 2 years to deal with anti-social neighbours.*
- *Reported a lot of dog fouling and it's still ongoing.*
- *Drug dealings and addicts are getting more and more so Police are waking us up through the night.*
- *Pavement and paving aren't getting done.*
- *No support to maintain garden. They are trying to charge me to remove rubbish that isn't mine.*
- *Not maintaining the gardens.*
- *The area is rough. Constant Police due to fights and people drinking.*
- *They don't do anything to deal with parking.*
- *The neighbourhood is run down and no investment.*
- *They never do anything.*
- *Stairs not cleaned. Landing not been done in months.*
- *Issues with anti-social behaviour and still nothing resolved.*
- *When you ask for anything or a repair it is never done. Waste of time.*
- *The rat problem is very bad and keeps getting worse but nothing gets done.*
- *Worker due to paint fence but still not been done.*
- *Mice in house.*
- *Don't do much.*
- *Bulk items left dumped for a long time.*
- *Not sure.*
- *Block is a bit rowdy.*
- *I feel like my area is neglected and it needs improvement.*
- *They don't address neighbourhood issues.*
- *Could put in a one-way street in the area.*
- *Houses in my area need upgraded.*

- Don't know.
- Place is getting run down.
- Only found out my housing officers name 2 weeks ago. Have no contact with them.
- Not up to scratch. Needs to be better.
- Don't get repairs done that we ask for. Grass isn't getting cut.
- Very difficult to get anything done as lots of owned properties around here.
- Road speed is too fast. I requested speed bumps but the form to fill in was off-putting.
- Don't deal with problem neighbours.
- A lot of rubbish lying about. Bins overflowing and broken glass everywhere.
- Anti-social behaviour ruins the place.
- Communal area is a mess. The bins are always a mess and the drainage is disgusting.
- A neighbour broke the front door while in the close using drugs. I have found drugs in the close with my daughter. I am disgusted.
- Could do more to upgrade the houses.
- They could do more to look after the gardens.
- There is often litter, broken glass, sometimes even vomit on the pavements. Grass is rarely cut. If it is done it's done badly. The neighbourhood is very intimidating.
- Like to see more done for the area.
- Bin area is a mess. Need security light. We have maggots and rats. The place is a dump.
- Badly need a new kitchen.
- Could do more to get tenants to take responsibility for their gardens.
- Could do more improvements to the houses.
- They could do more to deal with the neighbourhood issues.
- They have not done a single thing to upgrade the houses.
- They don't take care of the gardens.
- Deal with anti-social behaviour.
- They could do more to deal with the drug issue in my close.
- Could do more to deal with the neighbourhood issues.
- Don't see any contribution.
- Could do more to maintain the houses.
- Never see a housing officer in my area I don't even know who it is.
- Roads and pavements are needing resurfaced. There is certain bits of the area that are looking really rundown.
- The bio-management thing is a total nightmare. It looks like a war zone and the kids have nowhere to go play.
- Severe anti-social issues with a close neighbour. I am living in fear and nothing can be done.
- The workmen that come out to your home can be very ignorant.
- The anti-social issues in the street are really bad and I feel more should be done about it.
- A neighbour that was put in the street approached my young daughter and offered her money to go with him and nothing was done about it.
- I'm now homeless because of a break in that was no fault of my own.
- Put lighting at the front years ago but never connected them so still in darkness.
- How they are dealing with anti-social issues. It really is not a safe place to live.
- Better maintenance of building required.
- They don't do anything here. It's got to the stage that I am going to get Jackie Daly the Councillor involved.
- Three owners in this block so anytime I call about repairs I'm told they can't do it because of the owners.

- Dog fouling is a big problem. The Council need to deal with the offenders.
- It can take you some time to actually speak to someone.
- I don't know what they do in the neighbourhood.
- No recycle bins in the area.
- No bins provided. Rubbish has been let outside where birds etc get to them. Bin men are rude and unhelpful. This needs dealt with.
- Front garden gets flooded and they said they can't do anything about it.
- The grass cutting is not getting done properly and cuttings left all over the place.
- I have had three inspections about rubbish just getting thrown out of flat windows. They are very rude and condescending.
- Very unhappy with the back garden. I would like the slabs fixed.
- Fence is broken due to scaffolding falling on it last year. Nothing has been done about it.
- They don't do anything, I am not happy. I have made a complaint.
- The neighbourhood is good but they don't look after it.
- You never see anyone in our area.
- Had problems with recycling.
- I have reported that a neighbour is letting their dog urinate all over the landing and I was told they can't do anything because it's a private let.
- Drug users trying my door and drug dealing within the neighbourhood. I don't feel safe here anymore.
- Everybody else in the street has had work done to their building and I haven't because there are owner properties in my building.
- Not too sure.
- I don't see any management of the neighbourhood.
- There is cladding needing done to the buildings in Waverley Terrace. It's all been done in Westcliff and I feel we are forgotten and do not get improvements.
- My neighbours garden is a tip with bins overflowing and loads of rubbish lying in and around the area. I have reported this a few times and nothing has been done.
- Don't ever see anyone out doing anything.
- The street always looks a mess with bins constantly on the street.
- Statements out regularly.
- I feel they could do more about cutting the grass, especially for pensioners.
- Things haven't been getting done.
- I don't see what they do. It's that bad that I have stopped calling for repairs, as they just patch up the job and don't repair it properly.
- Specific days for bin collection. Bins lie out on the street because we don't know when they're being collected.
- When the flooring was getting done in the communal close there was a lot of rubbish and mess. It looked unfinished and still looks bad.
- The drug dealing and users here now is a joke. It was a lovely place to live 20 years ago, now I am scared in my own home and feel very unsafe here.
- Other tenants don't have respect and run a mock in the area.
- They don't do anything.
- Services are poor.
- People leave their bins.
- They are trying but not hard enough.
- Need to do more for the area.
- Not sure.

- *Could do more to deal with my issues of children chapping the window.*
- *They house tenants in my area and that causes problems. They do a terrible job at keeping the area tidy.*
- *Council don't do anything.*
- *Not sure what they do in my neighbourhood.*
- *Could cut the grass more often.*

Q22 Can you please explain why you do not think that your rent represents good value for money?

Q22 Can you please explain why you do not think that your rent represents good value for money?		
Base: All who thought rent did not represent good value for money, n 115	No.	%
Not good value due to poor services (including repairs service)	45	39.1%
Rent is too expensive/ keeps increasing every year	22	19.1%
Homes need upgrades/ improvements	17	14.8%
Not good value for size/ type of property	11	9.6%
Other	11	9.6%
Not good value for quality/ condition of the home	9	7.8%
Poor area/ anti-social behaviour	5	4.3%
Don't know	5	4.3%
Don't pay rent/ rent is paid for me	4	3.5%

Open ended comments:

- *There is a lot of mould and nothing is getting done.*
- *Could get a private let for cheaper.*
- *Not getting the services I require.*
- *Don't know as I don't pay rent.*
- *House is really small so it's a bit expensive for what you get.*
- *A bit too expensive. I have reported dog fouling and nothing getting done.*
- *Don't maintain the properties.*
- *Over £400 per month so it's as much as paying a mortgage. It goes up every year but there's no improvements made.*
- *House too small.*
- *Repair service is terrible.*
- *Very high rent for the condition of my home.*
- *Poor services and no one keeps you informed with what's going on.*
- *My home is overcrowded.*
- *Too expensive for the services.*
- *Too expensive.*
- *Don't pay rent.*
- *Charged too much for service.*
- *Just basic services from them.*
- *Repair service is terrible.*
- *Upgrades aren't up to standard.*
- *Nothing gets done in the houses and rent keeps going up.*
- *Too expensive.*
- *Takes months for a repair to get done.*
- *It's a fair rent.*
- *Poor services.*
- *Is a bit high.*
- *A lot of money to pay and the building is very old.*
- *Not a good area and the services are poor.*
- *Could do more to repair and upgrade the houses.*
- *Terrible services.*

- *Don't respond to repairs and not done properly.*
- *Goes up every year but services are poor.*
- *Poor services.*
- *Do the bin area better.*
- *Not sure.*
- *Poor repairs service they provide.*
- *Poor due to dampness.*
- *Path is full of weeds and it goes right under the ramp.*
- *You have to chase up about repairs many times before it gets done.*
- *I have to keep calling them out. Repairs never get done right. I have problems every other week.*
- *Repairs never get done.*
- *Very expensive on a single wage.*
- *One bedroom and I never get any repairs done. I have to do them myself. Far too expensive.*
- *Could do more to tackle anti-social issues.*
- *Their services could be better.*
- *Rent gets paid for me.*
- *They are not dealing with my issues.*
- *If the Council repaired vacant properties then they could be rented out gaining the Council money.*
- *Everything is falling apart in these houses.*
- *I don't like the area. I have kids and I'm surrounded with junkies.*
- *Gone up an awful lot over the last few years.*
- *Need kitchen.*
- *It could be better.*
- *House is small but I pay the same as bigger houses.*
- *Too expensive for the quality of the house. Too old.*
- *Don't think they do enough work.*
- *Goes up every year but wages do not.*
- *Just about the right price for the quality of house.*
- *Could upgrade the houses more often as rent keeps going up.*
- *The flat that I live in is very outdated.*
- *More money should be put in too upgrading the houses.*
- *I feel the rent is too expensive for the size of the property.*
- *I don't feel safe living here anymore.*
- *Very small house for the price of it.*
- *The service could be better and they also could better maintain the houses.*
- *Houses in the street that are owned by Housing Association are cheaper.*
- *Not getting the services I need like cleaning the close and cutting the gardens as I am disabled.*
- *The area looks really badly rundown.*
- *It's going up every year and getting more expensive.*
- *The service we receive is not good for the amount of rent we pay.*
- *I now have health problems because I lived there that long.*
- *I have reported issues many times and nothing gets done.*
- *For the services you get it is expensive.*
- *Don't know.*
- *It's a bit expensive for what you get.*
- *A bit expensive for what you get.*
- *For what we are paying in rent the building should be better maintained.*

- Can be expensive. I felt when I moved in they should have helped take off old artex but they said it is liveable.
- To get any repairs or that done you need to contact them numerous times.
- The number of repairs needing done. It is very disappointing.
- The rent is high for a flat.
- They could be doing more to upgrade the houses.
- I am in a one-bedroom flat and feel it is too expensive.
- For flats I think it is expensive.
- Could do more to maintain the buildings.
- Have been here two months and still no bins for the property.
- Rent is too expensive.
- So many things need upgraded.
- Too much money for the service you get.
- It is expensive.
- Lack of upgrades.
- The Council don't keep on top of things but still expect their rent.
- For the area it is high.
- Not sure. Don't know other rents in the area.
- Poor workmanship every time. I would not pay for the quality of work they do.
- Due to poor services.
- Far too expensive and they can't even do basic repairs.
- It's too expensive.
- Not sure.
- It's expensive for what I've got and there are repairs needing done.
- When I first got the house, it was in terrible condition.
- A lot of improvements needing done like windows etc.
- Not sure.
- The repairs are always just a patch up job.
- The flats are very run down and getting worse by the day. The security door is being kicked in by drug addicts and dealers all the time.
- I've been here 11 years and I've never spoken to a housing officer.
- Nothing gets done.
- Not value for money.
- Paying full rent and nothing gets repaired. It needs upgraded.
- My rent gets paid for me.
- Pretty expensive for a one-bedroom flat.
- I am very unhappy living in this house. It needs upgrades and I suffer from harassment from the neighbours.
- Council don't do anything, but I like my home.
- Services are terrible.
- Too expensive for the services. Too hard to keep warm.

Appendix 3

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	P1058
Project number	West Dunbartonshire Council 2019 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 503 tenant interviews were achieved.
Date of fieldwork	Interviewing took place between the 3 rd of September and the 27 th of September 2019.
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	The survey was designed to achieve data accurate to +/- 5%.
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 +/-4.25% for tenants