



## Tenant Satisfaction and Aspiration Survey

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**Clackmannanshire  
Council**

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## INTRODUCTION

- Clackmannanshire Council commissioned Research Resource to carry out a tenant satisfaction and aspiration survey on their behalf.
- Overall, a total of 901 interviews were completed with Clackmannanshire Council Housing and Community Safety Service's tenants, representing a 19% response rate from in scope tenants.
- Tenant interviews were spread across each area of the Council's stock to ensure coverage of the full range of the Council's tenants and stock.
- This provides data accurate to  $\pm 2.97\%$  based upon a 50% estimate at the 95% confidence level, providing robust data upon which the Council can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

## SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for Clackmannanshire Council Housing and Community Safety Services.

Scottish Housing Regulator Indicators			
	2013	2016	Trend
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clackmannanshire Council Housing and Community Safety Services as your landlord?	90%	94%	↑ 4%
Q12 How good or poor do you feel Clackmannanshire Council Housing and Community Safety Service is at keeping you informed about their services and decisions?	81%	92%	↑ 11%
Q15 How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes?	79%	89%	↑ 10%
Q32 Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?	76%	83%	↑ 7%
Q36 Thinking about the LAST time you had (day to day) repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Clackmannanshire Council Housing and Community Safety Service?	87%	86%	→ -1%
Q45 Overall, how satisfied or dissatisfied are you with the quality of your home?	88%	89%	→ 1%
Q48 Overall, how satisfied or dissatisfied are you with Clackmannanshire Council Housing and Community Safety Services management of the neighbourhood you live?	82%	90%	↑ 8%
Q57 Taking into account the accommodation and the services Clackmannanshire Council Housing and Community Safety Service provides, do you think that the rent for this property represents good or poor value for money? Is it...	80%	93%	↑ 13%

## OVERALL SATISFACTION

- The survey began by asking respondents how satisfied or dissatisfied they were with **the overall service provided** by their landlord. Over nine in ten respondents (94%) were either very or fairly satisfied with the overall service provided by their landlord compared to 2% who were neither satisfied nor dissatisfied and 3% who were either very or fairly dissatisfied.
- In terms of services which the Council **should give the most priority** to, the top three were repairs and maintenance (79%) followed by making improvements to the existing stock of housing (60%) and listening to tenants views and acting upon them (41%).

## KEEPING TENANTS INFORMED

- In terms of **internet access**, 64% of respondents said that they had internet access. The most popular way to access the internet was by using a smartphone or tablet using a mobile signal (47%) followed by using a laptop or PC using home broadband (39%).
- Those who had **accessed the website** in the last 12 months were then asked how useful it was to them. Almost all respondents (99%) said the website was very or fairly useful, compared to 1% who said it was not useful at all. Compared to the 2013 survey, the proportion of respondents who said the website was very or fairly useful has increased from 91% to 99%.
- Two thirds of respondents (66%) were aware they were able to **pay their rent** via the Council's website **Clacksweb**.
- 73% of respondents said they had **read the last issue of the newsletter** 'The View'. Of those who read the newsletter 96% were of the opinion that it was very or fairly good at keeping them informed about things that might affect them as a tenant.
- In terms of **keeping tenants informed**, 92% of respondents were of the opinion that their landlord was very or fairly good at keeping them informed about their services and decisions compared to 5% who said the Council was neither good nor poor and 2% who rated the Council very or fairly poor.

## TENANT PARTICIPATION

- Respondents were then asked if they were aware that they could get involved or participate in Clackmannanshire Council Housing and Community Safety Service's decision making processes. Awareness was highest in terms of **becoming a member of a Residents Group** (69%), **becoming a member of a Community Group** (59%) and **becoming a member of a Tenant Scrutiny Panel** (23%).

- In terms of **the opportunities given to tenants to participate** in their landlord's decision making processes, just under 9 in 10 respondents (89%) were either very or fairly satisfied compared to 8% who were neither satisfied nor dissatisfied and 3% who were either very or fairly dissatisfied.
- When asked what describes their **preferred level of involvement** in their landlord's work, the majority of respondents (85%) said they were happy to be just kept informed, 13% said they would like to have a say and 2% said they would like to be involved in making decisions.
- 92% of respondents were of the opinion that the Council **listens to their views and acts upon them**.

### CONTACTING THE LANDLORD

- Using the telephone was by far and away the **most popular method of contacting the Council** (98%), this was followed by a personal visit to the office (10%) and email (10%).
- In terms of **future communication**, almost all respondents said they would be prepared to use the telephone (98%), 16% said they would be prepared to use email and 14% said they would be prepared to visit the office.
- Almost all respondents were very or fairly satisfied with that way their landlord **deals with enquires** (97%).
- Just over 4 in 10 respondents (44%) said they **had been in contact with their landlord in the last 12 months**. The main reason for contact was to report a repair (69%) followed by to discuss rent (9%).
- Those who had contact with the Council were asked a number of questions about the contact they had. The responses were as follows:
  - 88% said it was easy to get hold of the right person;
  - 86% said they found staff to be helpful;
  - 85% said their query was answered within a reasonable time.
- 85% of respondents were very or fairly satisfied with the outcome of their enquiry.

### COMPLAINTS

- All respondents were then asked if they were **aware of how to complain** if they were unhappy with any aspect of the service provided by their landlord. 80% of respondents were aware how to do this compared to 14% who said they were not. 6% of respondents answered don't know to this question.

## MOVING INTO A NEW HOME

- A minority of respondents (4% amounting to 36 individuals) said they had moved into a new property in the last 12 months. Of these individuals, 83% said they were very or fairly satisfied with **the standard of their home**, compared to 8% who were fairly dissatisfied and 8% who were neither satisfied nor dissatisfied.
- Following on from this tenants who had moved into their home in the last 12 months were then asked how satisfied or dissatisfied they were with the **allocations process**. 89% of respondents said they were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and 8% who were fairly or very dissatisfied.

## REPAIRS, MAINTENANCE AND HOUSING QUALITY

- Just under 4 in 10 respondents (37%) have had a repair carried out at their property in the past 12 months. Of these individuals, 86% said they were very or fairly satisfied with the repairs service provided by Clackmannanshire Council Housing and Community Safety Service, compared to 6% who said they were neither satisfied nor dissatisfied and 9% who were fairly or very dissatisfied.
- Following on from this, all respondents were asked how satisfied or dissatisfied they were with **various aspects of their repair** on the last occasion. Satisfaction was highest in terms of, being told when workers would call (97%), the attitude of the workers (97%), being able to make an appointment (96%) and keeping dirt and mess to a minimum. On the other hand dissatisfaction was highest in terms of the repair being done right first time (10% stating very or fairly dissatisfied), the overall quality of the work (7%) and the time taken before work started (6%).
- 1 in 5 respondents who had a repair carried out in the last 12 months (20%) said they had used the **out of hour's service** in the past 2 years. Of these individuals, 82% said they were very or fairly satisfied with the service that they received, compared to 8% who were neither satisfied nor dissatisfied and 11% who were very or fairly dissatisfied.
- All respondents were then asked how satisfied or dissatisfied they were with the **planned or cyclical maintenance** carried out by their landlord. The majority of respondents (92%) were very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 2% who were fairly or very dissatisfied.
- Just under 3 in 10 respondents (29%) reported having at least one type of **major work carried out in their home** in the last 12 months. A new

bathroom (26%), a new central heating system (26%) and a new kitchen (20%) were the most common works carried out in the last 12 months.

- Following on from this, respondents who had **major works carried out** in the last 12 months were asked how satisfied or dissatisfied they were with various aspects of their repair on the last occasion. This revealed that satisfaction levels (% stating very or fairly satisfied) were highest in terms of being told when workers would call (98%), the attitude of workers (98%) and the major works overall (97%). On the other hand dissatisfaction was highest in terms of keeping dirt and mess to a minimum (3%), the work being done right first time (3%) and the care shown for you home and possessions (3%).
- Just under 9 in 10 respondents (89%) said they were very or fairly satisfied with the **quality of their home**, compared to 7% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied.

### SATISFACTION WITH THE NEIGHBOURHOOD

- The majority of respondents who gave an opinion were very or fairly satisfied with the **maintenance of open spaces** in the neighbourhood (97%) and the **maintenance of common areas, such as drying greens, rubbish collection areas and closes** (94%).
- Satisfaction with Clackmannanshire Council Housing and Community Safety Services **management of the neighbourhood** was high with 9 in 10 respondents (90%) stating they were either very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 4% who were fairly or very dissatisfied.
- The vast majority of tenants (78%) were of the opinion that over the last 3 years, **their neighbourhood has stayed the same**. On the other hand, 9% were of the opinion it had improved and 9% felt it had declined.
- The three biggest **neighbourhood concerns** for tenants were dog fouling or dog mess (25%), car parking (20%) and rubbish or litter (19%).
- All respondents were then asked to rate **how safe they felt when outside in their local neighbourhood** during the day and after dark. Almost all respondents (98%) feel safe during the day and just over 3 in 4 (77%) feel safe after dark.
- Just over 1 in 20 respondents (6%, amounting to 55 individuals) said they have **experienced anti-social behaviour** in the last 12 months. Of these individuals 51% said they **had reported the problem** to the Council.

### RENT, VALUE FOR MONEY AND WELFARE BENEFITS

- Over 9 in 10 respondents (93%) said the rent for their property represented very or fairly good **value for money** compared to 4% who said it was neither good nor poor and 3% who rated it very or fairly poor value.

- Just over 6 in 10 respondents (62%) said they had heard about the **Welfare Reform Act 2012, or Universal Credit**.
- Just over two thirds of respondents (67%) said they **have not been or do not expect to be affected** by the Welfare Reform Act or Universal Credit.
- Of those who said they have been affected by the introduction of the Bedroom Tax or Universal Credit, 48% said they had been **affected a lot** and 46% said they had been **affected a little**.
- Those who said they have been affected by the introduction of Universal Credit were then asked if they would require **assistance** completing a **benefits application online**. Just over 1 in 4 respondents (27%) said they would require this assistance compared to 73% of respondents who said they would not.
- In terms of **housing benefit** 4 in 10 respondents (40%) said their household does not receive any housing benefit, 45% said they received housing benefit for all the rent and 14% said they received housing benefit for some of the rent.
- Just over 4 in 10 respondents (43%) who were in receipt of full or partial housing benefit were aware that once they transfer to Universal Credit they will be **responsible for paying their rent direct** to Clackmannanshire Council, compared to 57% who said they were unaware.

## BENCHMARKING

The table below highlights Clackmannanshire Council Charter responses compared to those of the other partner landlords (Stirling Council, Rural Stirling Housing Association and Forth Housing Association). It also draws comparison against the Scottish average from the ARC return 2014/15 and the local authority average for the ARC return 2014/15. Finally, the table highlights the Research Resource average based upon 17 tenant satisfaction surveys carried out in 2016 and also the minimum and maximum within these 17 landlords. They range from small community based landlords to local authorities and large national and regional landlords.

Scottish Housing Regulator indicators - Tenant Satisfaction Survey 2016									
Charter Indicator	Clacks Council	Forth HA	Stirling Council	Rural Stirling HA	ARC Scottish Average 2014/15	ARC LA Average 2014/15	RR Average 2016	RR Minimum 2016	RR Maximum 2016
1 - Percentage tenants satisfied with overall service provided by landlord	94%	94%	93%	97%	88%	83%	91%	73%	100%
3 - Percentage tenants who feel landlord is good at keeping them informed about services and decisions	92%	96%	92%	99%	89%	80%	93%	79%	100%
6 - Percentage tenants satisfied with opportunities given to them to participate in landlords decision making	89%	96%	91%	100%	80%	69%	91%	75%	100%
10 - Percentage tenants satisfied with quality of home	89%	92%	91%	98%	86%	83%	90%	69%	98%
16 - Percentage tenants satisfied with repairs service	86%	93%	83%	94%	89%	87%	87%	55%	98%
17 - Percentage tenants satisfied with management of neighbourhood	90%	94%	90%	99%	85%	81%	89%	75%	100%
29 - Percentage tenants who feel rent for their property represents good value for money	93%	94%	91%	100%	77%	77%	85%	67%	100%

## CONCLUSIONS

### Areas of high performance

The results of the 2016 survey reveal that, in general, Clackmannanshire Council Housing and Community Safety Service is performing to a high standard. The following points show the key highlights where satisfaction is high or increased since the 2013 survey

- Satisfaction with the **overall service** provided by Clackmannanshire Council Housing and Community Safety Service is high with 94% satisfaction.
- Where respondents **visited the website**, almost all (99%) found it very or fairly useful. The proportion of respondents who found the website very or fairly useful has increased since the 2013 survey, increasing from 91% to 99%.
- Of the tenants who read the **newsletter**, 96% were of the opinion that it was very or fairly good at **keeping them informed** about things that might affect them as a tenant. The proportion of tenants who rated the newsletter very or fairly good at keeping them informed has increased from 87% in 2013 to 96%.
- The majority of tenants were satisfied that the Council and Community Safety Service **keeps tenants well informed** (92%);
- Tenants had a good opinion on the **range of opportunities** available to them to participate in their landlord's services and decisions (89%);
- In terms of **listening and acting upon tenants views**, 92% of respondents said they were very or fairly satisfied. The results have significantly increased since the 2013 survey, increasing from 72% to 92%.
- 97% of respondents were very or fairly satisfied with how Clackmannanshire Council Housing and Community Safety Services **deals with enquires**. Since 2013 satisfaction has increased by 14 percentage points increasing from 83% to 97%.
- In terms of contacting the Council, all aspects of customer care have seen an increase in satisfaction since the 2013 survey. The largest increase in satisfaction can be seen in terms of getting a hold of the right person which has increased by 16 percentage points.
- The proportion of respondents aware of the complaints procedure has increased significantly since the 2013 survey increasing from 49% to 80%.
- Just under 9 in 10 respondents (89%) who moved into a new property in the last 12 months were very or fairly satisfied with **the allocations process**.
- In terms of **the repairs service**, satisfaction was very high in terms of the being told when workers would call (97%), the attitude of workers (97%, being able to make an appointment (96%) and keeping dirt and mess to a minimum (96%).

- The proportion of tenants who were very or fairly satisfied with the **planned or cyclical maintenance** carried out by their landlord has increased since the 2013 survey, increasing from 72% to 92%.
- In terms of **major works**, satisfaction was very high in terms of being told when workers would call (98%), the attitude of the workers (98%) and the major works overall (97%).
- Throughout the survey it was evident that **the neighbourhood** was an area of high satisfaction with 97% being satisfied with the maintenance of open spaces in the neighbourhood, 94% being satisfied with the maintenance of common areas and 90% being satisfied with the overall management of the neighbourhood.
- In terms of **neighbourhood problems**, all problems have seen an increase in tenants stating not a problem.
- The proportion of tenants who were of the opinion that their rent represented very or fairly good value for money has increased significantly since the 2013 survey, increasing from 80% to 93%.

### **Areas for consideration**

The following points have been made to highlight key areas where there is room for improvement in terms of the Council's and Community Safety Service's current service offering. In particular, areas of low satisfaction and low awareness have been highlighted as potential areas which would benefit from future action planning:

- Only 30% of respondents who said they had internet access, had accessed the **Council's website**.
- Awareness of **paying rent via Clackswab** was low, with only two thirds of respondents with internet access being aware of this (66%).
- 3 in 4 respondents were aware of ways they could **get involved in their landlord's decision making processes** (75%).
- Satisfaction also fell in terms of the **final outcome of the enquiry** where 78% of respondents stated they were very or fairly satisfied in this respect compared to 84% in 2013.
- 3 in 10 respondents who used the **complaints procedure** in the last 12 months were very or fairly satisfied with the complaints process.
- Where tenants had used the out of hours service, 82% said they were very or fairly satisfied with the service they received compared to 8% who were neither satisfied nor dissatisfied and 11% who were very or fairly dissatisfied. Compared to the previous survey satisfaction with the out of hours service has decreased from 92% in 2013 to 82% in 2016.

- The top three **neighbourhood issues** which were perceived as being the biggest concern for residents in their neighbourhood were dog fouling or dog mess (25% stating major or minor problem), car parking (20%) and rubbish or litter (19%).
- Just over 3 in 4 tenants (77%) said they feel very or fairly safe in their neighbourhood after dark.
- Compared to the previous survey, the proportion of respondents satisfied with the way their **anti-social behaviour complaint was dealt with** has decreased significantly from 49% in 2013 to 27% in 2016. Similarly the proportion of respondents satisfied with the **final outcome of the complaint** has also decreased significantly decreasing by 19 percentage points from 46% to 27%.
- The number of tenants aware of the **Welfare Reform Act or Universal Credit** has decreased since 2013, decreasing from 85% to 62%.
- Just over 4 in 10 respondents (43%) were aware that once they transfer to **Universal Credit they are responsible for paying their rent** directly to Clackmannanshire Council.