



Clackmannanshire Council

Tenant Satisfaction and Aspiration Survey

July 2019

Prepared by:

Research Resource

17b Main Street
Cambuslang
G72 7EX

Contact: Lorna Shaw
Tel: 0141 641 6410

Prepared for:

Clackmannanshire Council

Kilncraigs
Greenside Street
Alloa
FK10 1EB

Contact: Andrew Buchanan
Tel: 01259 452404





Report written by: Rosemary Stafford / Sarah Gunn

Date: 04/07/2019

Reviewed by: Elaine MacKinnon / Lorna Shaw

Date: 11/07/2019

Clackmannanshire Council

Tenant Satisfaction and Aspiration Survey

Contents

| | |
|--|----|
| EXECUTIVE SUMMARY | 5 |
| 1. INTRODUCTION, BACKGROUND AND OBJECTIVES | 10 |
| 1.1 Introduction..... | 10 |
| 1.2 Background and objectives..... | 10 |
| 2. RESEARCH METHOD | 11 |
| 2.1 Research Method | 11 |
| 2.2 Questionnaire design | 11 |
| 2.3 Sample size..... | 12 |
| 2.4 Survey Analysis and Reporting..... | 13 |
| 2.5 Report Structure | 14 |
| 3. THE OVERALL SERVICE PROVIDED | 15 |
| 3.1 Overall Satisfaction (Q1/2) | 15 |
| 3.2 Priorities (Q3) | 16 |
| 4. KEEPING TENANTS INFORMED | 17 |
| 4.1 Internet Access (Q4)..... | 17 |
| 4.2 Council's website (Q5/8) | 17 |
| 4.3 Keeping tenants informed (Q9/10) | 19 |
| 5. TENANT PARTICIPATION | 21 |
| 5.1 Awareness of participation opportunities (Q11)..... | 21 |
| 5.2 Satisfaction with participation opportunities (Q12/13) | 23 |
| 5.3 Preferred level of involvement (Q14)..... | 24 |
| 5.4 Listening to your views and acting on them (Q15)..... | 24 |
| 6. CONTACTING THE LANDLORD | 25 |
| 6.1 Contact method (Q16/17) | 25 |
| 6.2 Dealing with enquires (Q18) | 26 |
| 6.3 Contacting the Council (Q19-24) | 26 |
| 6.4 Making a complaint (Q25-27)..... | 29 |

| | | |
|------|---|----|
| 7. | REPAIRS, MAINTENANCE AND HOUSING QUALITY | 30 |
| 7.1 | Repairs carried out in the last 12 months (Q28/30) | 30 |
| 7.2 | Satisfaction with aspects of the repairs service (Q31) | 31 |
| 7.3 | Out of Hours Service (Q32/33) | 32 |
| 7.4 | Satisfaction with planned or cyclical maintenance (Q34) | 33 |
| 7.5 | Major works undertaken (Q35-37) | 33 |
| 7.6 | Quality of the home (Q38/39)..... | 36 |
| 8. | THE NEIGHBOURHOOD | 37 |
| 8.1 | Outside Maintenance (Q40) | 37 |
| 8.2 | Satisfaction with Clackmannanshire Council Housing Property and Revenues service's contribution to the management of the neighbourhood (Q41/42) | 38 |
| 8.3 | Change in the neighbourhood in the last 3 years (Q43)..... | 39 |
| 8.4 | Neighbourhood problems (Q44) | 41 |
| 8.5 | Feeling of safety in the local neighbourhood (Q46) | 43 |
| 8.6 | Anti-social behaviour (Q47-50) | 45 |
| 9. | VALUE FOR MONEY | 46 |
| 9.1 | Value for money (Q51/52)..... | 46 |
| 9.2 | Universal Credit (Q53-56) | 47 |
| 10. | ABOUT YOU AND YOUR HOUSEHOLD | 49 |
| 10.1 | Age and Gender (Q65/66) | 49 |
| 10.2 | Household composition (Q67)..... | 49 |
| 10.3 | Occupational status (Q84) | 50 |
| 10.4 | Length of tenancy (Q85)..... | 50 |
| 10.5 | Ethnicity (Q70) | 51 |
| 11. | CONCLUSIONS | 52 |
| 11.1 | Areas of high performance | 52 |
| 11.2 | Areas for consideration | 53 |

APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: DATA TABLES

APPENDIX 3: TECHNICAL REPORT SUMMARY

EXECUTIVE SUMMARY

INTRODUCTION

- Clackmannanshire Council commissioned Research Resource to carry out a tenant satisfaction and aspiration survey on their behalf.
- Overall, a total of 900 interviews were completed with Clackmannanshire Council Housing Property and Revenue's 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 $\pm 3\%$ 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 Property and Revenues Services.

| Scottish Housing Regulator Indicators | | | |
|---|------|------|-------|
| | 2016 | 2019 | Trend |
| Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clackmannanshire Council Housing, Property and Revenue services as your landlord? | 94% | 91% | ➡ -3% |
| Q9 How good or poor do you feel Clackmannanshire Council Housing, Property and Revenue services is at keeping you informed about their services and decisions? | 92% | 96% | ⬆ 4% |
| Q12 How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes? | 89% | 88% | ➡ -1% |
| Q29 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, Property and Revenue services? | 86% | 92% | ⬆ 6% |
| Q38 Overall, how satisfied or dissatisfied are you with the quality of your home? | 89% | 91% | ➡ 2% |
| Q41 Overall, how satisfied or dissatisfied are you with Clackmannanshire Council Housing, Property and Revenue service's contribution to the management of the neighbourhood you live in? | 90% | 91% | ➡ 1% |
| Q51 Taking into account the accommodation and the services Clackmannanshire Council Housing, Property and Revenue services provides, do you think that the rent for this property represents good or poor value for money? Is it... | 93% | 86% | ⬇ -7% |

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 (91%) were either very or fairly satisfied with the overall service provided by their landlord compared to 3% who were neither satisfied nor dissatisfied and 4% who were either very or fairly dissatisfied.
- In terms of services that tenants felt their landlord should give the most priority to, the top three selected were **repairs and maintenance** (74%), followed by **making improvements to the existing stock of housing** (50%) and **maintaining the neighbourhood** where they live (37%).

KEEPING TENANTS INFORMED

- With regards to **internet access**, 65% 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 (58%) followed by using a tablet using home broadband (40%).
- Those who had **accessed the website** in the last 12 months were then asked how useful it was to them. Almost all respondents (98%) said the website was very or fairly useful, compared to 1% who said it was not useful at all.
- In terms of **keeping tenants informed**, 96% of tenants were of the opinion that Clackmannanshire Council Housing Property and Revenue services were very or fairly good at keeping them informed about their services and decisions, compared to 2% who said they were neither good nor poor and 2% who said they were 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, Property and Revenue service's decision-making processes. Awareness was highest in terms of **becoming a member of a Residents Group** (53%), followed by **becoming a member of a Community group** (36%) and becoming a member of a **Tenant Scrutiny Panel** (22%).
- In terms of **the opportunities given to tenants to participate** in their landlord's decision making processes, the majority of respondents (88%) were very or fairly satisfied, compared to 9% who were neither satisfied nor dissatisfied and 2% who were fairly or very dissatisfied.
- When asked what describes their **preferred level of involvement** in their landlord's work, the majority of respondents (93%) said they were happy just to be kept informed, 4% said they would like to have a say and 1% said they would like to be involved in making decisions.
- 84% 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** (97%), this was followed by a personal visit to the office (7%) and email (5%).
- In terms of **future communication**, almost all respondents said they would be prepared to use the telephone (97%), 14% said they would be prepared to use email and 12% said they would be prepared to use text.
- Over 9 in 10 respondents were very or fairly satisfied with the way their landlord **deals with enquires** (93%).
- Just over half of respondents (52%) 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 (5%) and to discuss home improvements (5%).
- Those who had contact with the Council were asked a number of questions about the contact they had. The responses were as follows:
 - 92% said it was **easy to get hold of the right person**;
 - 91% said they **found staff to be helpful**;
 - 85% said their **query was answered within a reasonable time**.
- 86% 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. 79% of respondents were aware how to do this compared to 17% who said they were not. 4% of respondents answered don't know to this question.

REPAIRS, MAINTENANCE AND HOUSING QUALITY

- Just over 4 in 10 respondents (42%) reported having had reactive (day to day) repairs carried out in their property in the last 12 months. Of those who had repairs, the majority of respondents (92%) said they were very or fairly satisfied with the **repairs service** provided, compared with 2% who said they were neither satisfied nor dissatisfied and 7% who said they were very or fairly 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. This

revealed that satisfaction levels (% stating very or fairly satisfied) were highest in terms of:

- Being told when workers would call (99%)
- Being able to make an appointment (99%)
- The work being done at a time slot that suited you (98%)
- Although satisfaction remains high, dissatisfaction was highest in terms of:
 - The repair being done right first time (6% stating very or fairly dissatisfied)
 - The overall quality of work (4%)
 - The speed of completing the work (4%)
- Just over 1 in 10 respondents who had a repair carried out in the last 12 months (11%) said they had used the **out of hour's service** in the past 2 years. Of these individuals, 95% said they were very or fairly satisfied with the service that they received, compared to 4% who were neither satisfied nor dissatisfied and 1% 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. 86% of respondents were very or fairly satisfied in this respect compared to 11% who were neither satisfied nor dissatisfied and 2% who were fairly or very dissatisfied.
- 17% of respondents reported having at least one type of **major work carried out in their home** in the last 12 months. New windows (9%), a new bathroom (4%) and a new kitchen (4%) 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 very high, at 97% or above for all aspects, and highest in terms of being told when workers would call and the care shown for your home and possessions (both 99%).
- Just over 9 in 10 respondents (91%) said they were very or fairly satisfied with the **quality of their home**, compared to 5% 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 (92%) and the **maintenance of common areas, such as drying greens, rubbish collection areas and closes** (90%).
- Satisfaction with Clackmannanshire Council Housing Property and Revenues Services **contribution to the management of the neighbourhood** was high with

just over 9 in 10 respondents (91%) stating they were either very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 3% who were fairly or very dissatisfied.

- The vast majority of tenants (70%) were of the opinion that over the last 3 years, **their neighbourhood has stayed the same**. On the other hand, 14% were of the opinion it had improved and 9% felt it had declined. The remaining 7% of respondents were unsure.
- The three biggest **neighbourhood concerns** for tenants were dog fouling or dog mess (23%), rubbish or litter (21%) and car parking (16%).
- 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%) felt safe during the day and 85% felt safe after dark.
- Just over 1 in 20 respondents (7%, amounting to 62 individuals) said they have **experienced anti-social behaviour** in the last 12 months. Of these individuals 47% said they **had reported the problem** to the Council.

RENT, VALUE FOR MONEY AND WELFARE BENEFITS

- Less than 9 in 10 respondents (86%) said the rent for their property represented very or fairly good **value for money** compared to 8% who said it was neither good nor poor and 6% who rated it very or fairly poor value.
- In terms of housing benefit, more than 1 in 10 respondents (13.6%) said they had been affected by **Universal Credit** or expected to be affected by it. Of these individuals, 42% said it affected them a lot, compared to 45% who said it affected them a little and 7% who said there was no affect.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1 Introduction

This report represents and discusses the findings to emerge from Clackmannanshire Council's 2019 Tenant Satisfaction and Aspiration Survey.

1.2 Background and objectives

Located just across the Firth of Forth, Clackmannanshire is Scotland's smallest county. Clackmannanshire Council's Housing Stock currently stands at approximately 5000 units. To manage these there are seven management areas.

The aim of the research was to seek tenants' views on the services that Clackmannanshire Housing Services 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 customer care/ service delivery provided by Clackmannanshire Council;
- Awareness of services provided;
- Delivery of office services;
- Satisfaction with properties and how they are maintained;
- Priorities for improvement or change;
- Satisfaction with estate management.

It is against this background that Research Resource were commissioned to carry out Clackmannanshire Council's 2019 Tenant Satisfaction and Aspiration Survey.

2. RESEARCH METHOD

2.1 Research Method

The Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising an interviewer led survey methodology.

Our primary reasons for recommending an interviewer led methodology 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.

2.2 Questionnaire design

After consultation with Clackmannanshire Council representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation.

In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief;
- Comparability to the Council's previous tenant satisfaction survey
- The Scottish Social Housing Charter indicators upon which Clackmannanshire Council is required to report; and
- Research Resource experience in relation to customer satisfaction surveying.

2.3 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 achieve a minimum 40% response rate. Overall, a total of 901 interviews were completed with Clackmannanshire tenants, providing data accurate to $\pm 2.93\%$ 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 level of data accuracy of $\pm 2.93\%$ is what is known as sampling error and occurs because the survey is carried out with a sample of tenants and not by speaking to every single tenant. This means that if we were to repeat the survey again then we could be 95% confident that the result we would have would be + or – 2.93% of the result generated in this survey. For example, if 50% of tenants said that they knew how to make a complaint then, if we were to repeat the survey we would expect the results to be between 47.07% and 52.93% (i.e. 2.97% less or 2.97% more than the current result).

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 tables below show the sample profile broken down by town, management area, dwelling type and apartment size compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile. The profile of interviews has good coverage of all factors, varying by no more than 3 percentage points in terms of property type, we are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

| Property adapted? | | | | |
|-------------------|------------|------|----------|------|
| | Population | | Response | |
| | No. | % | No. | % |
| No | 4560 | 98% | 869 | 96% |
| Yes | 115 | 2% | 32 | 4% |
| Grand Total | 4675 | 100% | 901 | 100% |

| Property type | | | | |
|-------------------------------|------------|------|----------|------|
| | Population | | Response | |
| | No. | % | No. | % |
| 4 In a Block Ground Floor | 536 | 11% | 124 | 14% |
| 4 In a Block Upper Floor | 485 | 10% | 103 | 11% |
| Bed-Sitter Above Ground Floor | 2 | 0% | - | - |
| Bed-Sitter Ground Floor | 7 | 0% | 1 | 0% |
| Bungalow | 624 | 13% | 142 | 16% |
| Flat Above Ground Floor | 434 | 9% | 60 | 7% |
| Flat Ground Floor | 396 | 8% | 60 | 7% |
| House | 2022 | 43% | 387 | 43% |
| Maisonette Above Ground Floor | 168 | 4% | 24 | 3% |
| #N/A | 1 | 0% | - | - |
| Grand Total | 4675 | 100% | 901 | 100% |

| Town | | | | |
|-------------------|------------|------|----------|------|
| | Population | | Response | |
| | No. | % | No. | % |
| ALLOA | 1617 | 35% | 315 | 35% |
| ALVA | 438 | 9% | 84 | 9% |
| CAMBUS | 17 | 0% | 3 | 0% |
| CLACKMANNAN | 458 | 10% | 88 | 10% |
| COALSNAUGHTON | 157 | 3% | 30 | 3% |
| DEVONSIDE | 37 | 1% | 8 | 1% |
| DOLLAR | 92 | 2% | 18 | 2% |
| FISHCROSS | 34 | 1% | 8 | 1% |
| FORESTMILL | 4 | 0% | - | - |
| GLENOCHIL VILLAGE | 1 | 0% | - | - |
| KENNET | 4 | 0% | - | - |
| MENSTRIE | 104 | 2% | 20 | 2% |
| MUCKHART | 5 | 0% | - | - |
| SAUCHIE | 776 | 17% | 149 | 17% |
| TILLICOULTRY | 462 | 10% | 88 | 10% |
| TULLIBODY | 469 | 10% | 90 | 10% |
| Grand Total | 4675 | 100% | 901 | 100% |

2.4 Survey Analysis and Reporting

Survey data has been analysed and reported on largely at the overall Clackmannanshire Council level. It has also been analysed by a number of 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. For the key Charter indicator responses, comparison has been drawn to the Council's previous tenant satisfaction surveys which were completed in 2013 and in 2016.

2.5 Report Structure

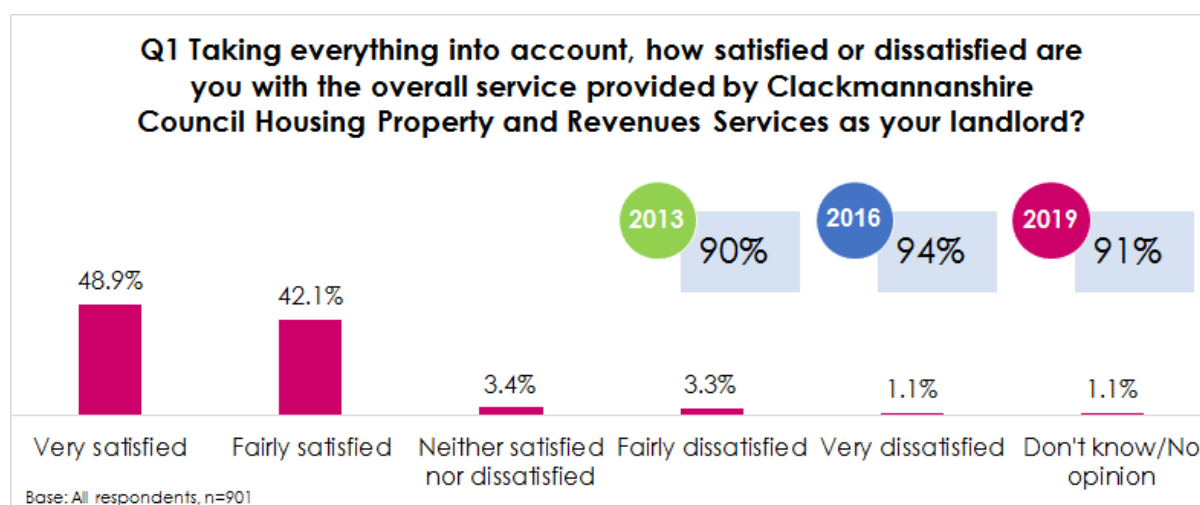
This document details the key findings to emerge from the survey.

| | |
|-------------|--|
| CHAPTER 3. | OVERALL SERVICE PROVIDED |
| CHAPTER 4. | KEEPING TENANTS INFORMED |
| CHAPTER 5. | TENANT PARTICIPATION |
| CHAPTER 6. | CONTACTING THE LANDLORD |
| CHAPTER 7. | REPAIRS, MAINTENANCE AND HOUSING QUALITY |
| CHAPTER 8. | THE NEIGHBOURHOOD |
| CHAPTER 9. | RENT, VALUE FOR MONEY AND WELFARE BENEFITS |
| CHAPTER 10. | YOU AND YOUR HOUSEHOLD |
| CHAPTER 11. | CONCLUSIONS |
| APPENDIX 1: | QUESTIONNAIRE |
| APPENDIX 2. | DATA TABLES |
| APPENDIX 3: | TECHNICAL REPORT SUMMARY |

3. THE OVERALL SERVICE PROVIDED

3.1 Overall Satisfaction (Q1/2)

The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by Clackmannanshire Council Housing Property and Revenues Services as their landlord. The majority of tenants (91%) were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied with the overall service provided by the Council has decreased since the 2016 survey, decreasing from 94% to 91%.



Respondents who were not satisfied with the overall service provided by Clackmannanshire Council Housing Property and Revenues Services were then asked to explain why they said that. The main reasons given for not being satisfied were tenants felt the repairs service was poor (27%), tenants felt their home required upgrades and improvements (18%) and tenants felt there has been too many cutbacks to the service (18%).

| Q2 Why do you say that? | | |
|---|----|-------|
| Base: Respondents who were not satisfied, n=71 | No | % |
| Poor repairs service e.g. time for completion/ quality of workmanship | 19 | 26.8% |
| Home requires upgrades/ improvements | 13 | 18.3% |
| Nothing being done/ too many cutbacks/ poor service | 13 | 18.3% |
| Don't listen to our views | 8 | 11.3% |
| Home is in need of repairs | 6 | 8.5% |
| Poor customer service e.g. staff unhelpful/ not returning calls | 5 | 7.0% |
| Problems with dampness | 3 | 4.2% |
| Problems with garden maintenance | 3 | 4.2% |
| Home overcrowded/ too small | 3 | 4.2% |
| Problems with anti-social behaviour/ anti-social neighbours | 1 | 1.4% |
| Other | 4 | 5.6% |

3.2 Priorities (Q3)

In terms of services that tenants felt their landlord should give the most priority to, the top three selected were repairs and maintenance (74%), followed by making improvements to the existing stock of housing (50%) and maintaining the neighbourhood where they live (37%).

| Q3 Of the following, which three should your landlord give most priority to? | | |
|--|-----|-------|
| Base: All respondents, n=901 | No | % |
| Repairs and maintenance | 668 | 74.1% |
| Making improvements to the existing stock of housing | 460 | 51.1% |
| Maintaining the neighbourhood where you live | 335 | 37.2% |
| Keeping tenants informed | 331 | 36.7% |
| Listening to tenants' views and acting upon them | 314 | 34.9% |
| Ensuring the rent charged represents good value for money | 196 | 21.8% |
| Providing / building more affordable homes in the area for people to rent | 115 | 12.8% |
| Dealing with anti-social behaviour | 94 | 10.4% |
| Don't know | 31 | 3.4% |
| None of the above | 2 | 0.2% |

Over the course of the past three surveys, repairs and maintenance and making improvements to the current housing stock have consistently been chosen by tenants as the top two priorities for their landlord. In 2019, listening to tenants' views and acting upon them has been replaced with maintaining the neighbourhood where you live.

2013

- Repairs and Maintenance (58%)
- Making improvements to the current housing stock (48%)
- Maintaining the neighbourhood where you live (38%)

2016

- Repairs and Maintenance (79%)
- Making improvements to the current housing stock (60%)
- Listening to tenants views and acting upon them (41%)

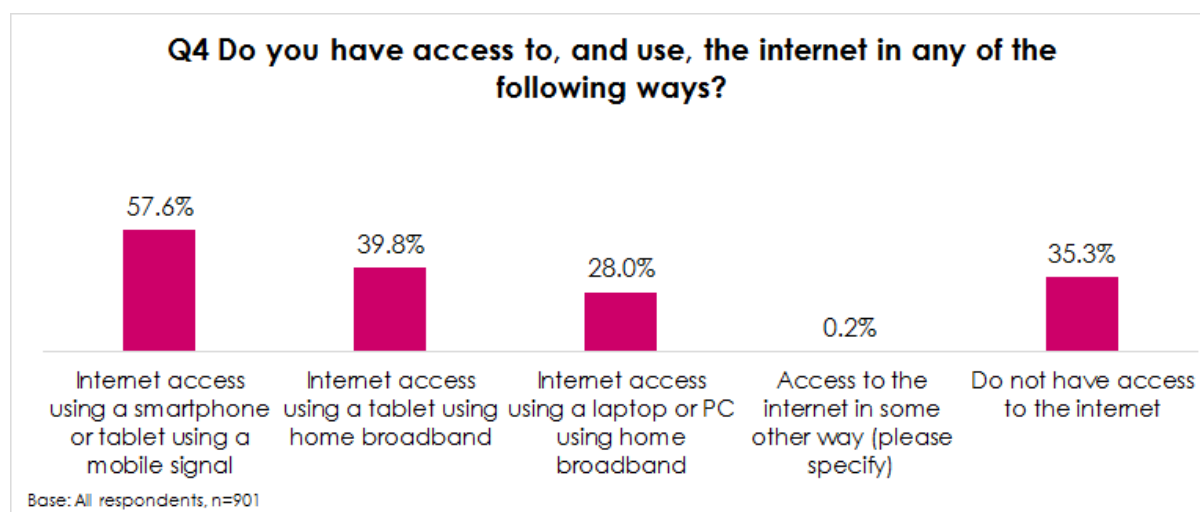
2019

- Repairs and Maintenance (74%)
- Making improvements to the current housing stock (51%)
- Maintaining the neighbourhood where you live (37%)

4. KEEPING TENANTS INFORMED

4.1 Internet Access (Q4)

With regards to internet access, 65% 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 (58%) followed by using a tablet using home broadband (40%).



4.2 Council's website (Q5/8)

Those with internet access were then asked if they had visited their landlord's website in the last 12 months, with 34% of respondents stating they had visited the website. 28% had done so to look up information about the housing services, with 5% of respondents stating they visited the website to pay rent via internet payment. The proportion of respondents with internet access and who visited the Council's website has increased since the 2016 survey, increasing from 30% to 34%.

| Q5 Have you visited your landlord's website in the past 12 months for any of the following reasons? | | |
|--|-----------|----------|
| Base: Respondents who visited the website, n=583 | No | % |
| Have not visited website | 387 | 66.4% |
| Looking up information about the housing services | 164 | 28.1% |
| Paying rent via internet payments | 29 | 5.0% |
| Reporting a repair | 15 | 2.6% |
| How to pay your rent | 12 | 2.1% |
| Something else | 12 | 2.1% |

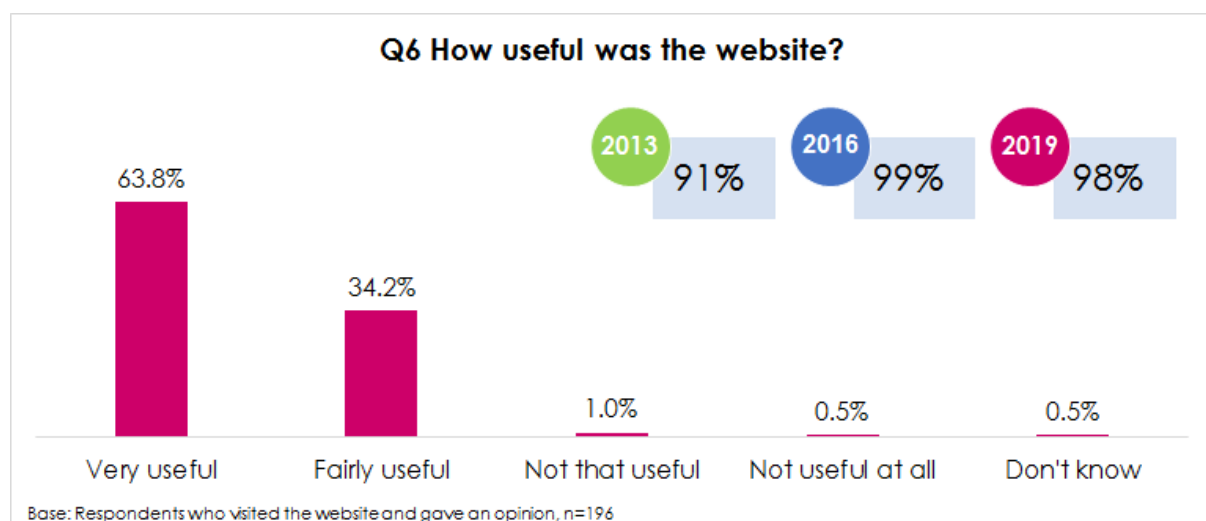
Analysis by age revealed that respondents aged 35-54 were most likely to visit their landlord's website looking up information about the housing services (33%). Respondents aged 16-34, 35-54, and 55-74 reported similar likelihood of paying rent via internet payments at 5%, 6% and 4% respectively. Those aged 75+ were most likely to have not visited the website (75%).

| Q5 Have you visited your landlord's website in the past 12 months for any of the following reasons? | | | | |
|--|--------------|--------------|--------------|------------|
| | 16-34 | 35-54 | 55-74 | 75+ |
| Base: Respondents who visited the website, n=575 | 175 | 241 | 151 | 8 |
| Looking up information about the housing services. | 23% | 33% | 26% | 25% |
| Reporting a repair. | 3% | 3% | - | 12% |
| Paying rent via internet payments. | 5% | 6% | 4% | - |
| How to pay your rent | 5% | 2% | - | - |
| Something else | 2% | 2% | 1% | - |
| Have not visited the website | 69% | 61% | 71% | 75% |

In terms of employment status, respondents who said they were in employment were significantly more likely to have visited their landlord's website (40%) than respondents who said they were not in employment (30%).

Analysis by disability revealed that respondents who consider themselves to have a disability were less likely to have visited the website (30%) than respondents who do not have a disability (35%).

Those who had accessed the website in the last 12 months were then asked how useful it was to them. Almost all respondents (98%) said the website was very or fairly useful, compared to 1% who said it was not useful at all. Compared to the 2016 survey, the proportion of respondents who said the website was very or fairly useful has not changed significantly (99% in 2016).



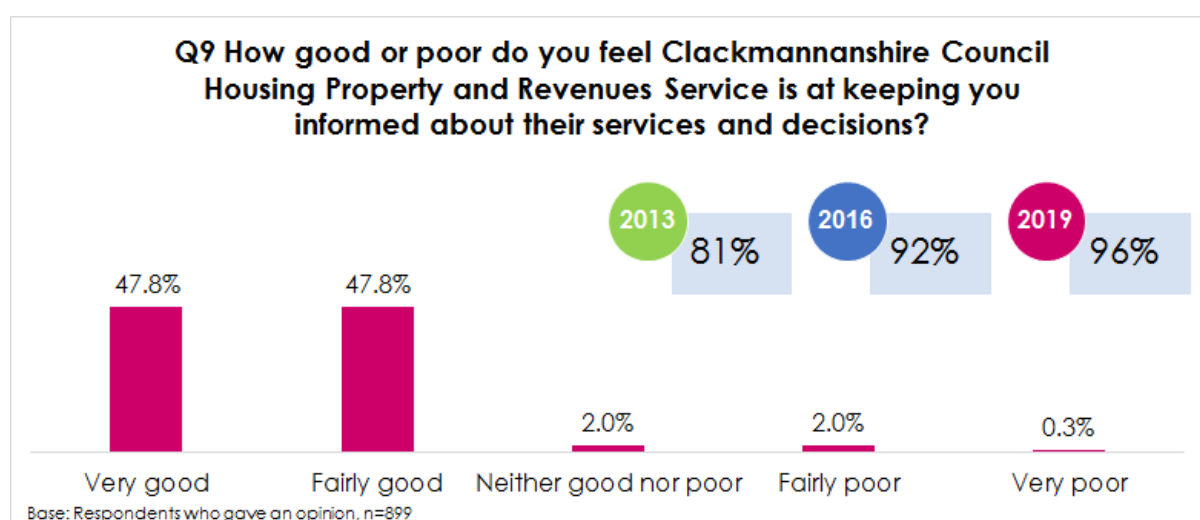
All respondents who had accessed the website in the last 12 months were then asked how their experience could be improved. The vast majority of tenants (83%) said there was nothing that could improve their experience of using the website.

| Q7 How could your experience of using the website have been improved? | | |
|--|-----------|----------|
| Base: Respondents who gave an opinion, n=196 | No | % |
| Nothing | 163 | 83.2% |
| Don't know | 20 | 10.2% |
| Highlight more sections so easier to find/ access | 9 | 4.6% |
| Provide more information | 4 | 2.0% |
| Other | 1 | 0.5% |

Following on from this, all respondents with internet access were then asked if they were aware that they were able to pay their rent via the Council's website 'Clacksweb'. 58% of respondents were aware of this, compared to 42% who were not. Respondents who were aware of this has decreased since the 2016 survey, decreasing from 66% to 58%.

4.3 Keeping tenants informed (Q9/10)

In terms of keeping tenants informed, 96% of tenants were of the opinion that Clackmannanshire Council Housing Property and Revenues Service were very or fairly good at keeping them informed about their services and decisions, compared to 2% who said they were neither good nor poor and 2% who said they were very or fairly poor. Since the 2016 survey the proportion of respondents who felt the Council were very or fairly good at keeping them informed has increased from 92% to 96%.



Respondents who felt Clackmannanshire Council Housing Property and Revenues Service were not good at keeping them informed about their services and decisions were then asked why they felt that way. 31% said they don't get enough information, 31% said there was a lack of communication and 21% of respondents felt they weren't kept informed.

| Q10 Why do you say that? | | |
|---|-----------|----------|
| Base: Respondents who were not satisfied, n=39 | No | % |
| Don't get enough information | 12 | 30.8% |
| Lack of communication/ not returning calls | 12 | 30.8% |
| Don't keep us informed | 8 | 20.5% |
| Don't receive newsletter | 4 | 10.3% |
| Other | 2 | 5.1% |
| Don't know | 4 | 10.3% |

5. TENANT PARTICIPATION

5.1 Awareness of participation opportunities (Q11)

Respondents were then asked if they were aware that they could get involved or participate in the Council's decision-making processes. As can be seen in the table below, awareness was highest in terms of becoming a member of a Residents Group (53%), followed by becoming a member of a Community group (36%) and becoming a member of a Tenant Scrutiny Panel (22%). Since the 2016 survey there has been a significant increase in respondents saying they were not aware of any opportunities to get involved, increasing from 25% to 45%.

| Q11 Were you aware that you could get involved or participate in Clackmannanshire Council Housing Property and Revenues Service's decision making processes in any of the following ways? | | |
|--|-----------|----------|
| Base: All respondents, n=901 | No | % |
| Becoming a member of a Residents Group | 478 | 53.1% |
| Not aware of any opportunities to get involved | 402 | 44.6% |
| Becoming a member of a Community Group | 322 | 35.7% |
| Becoming a member of a Tenant Scrutiny Panel | 199 | 22.1% |
| Responding to online surveys or text surveys | 169 | 18.8% |
| Be registered as an 'Interested Individual' on tenants database | 133 | 14.8% |
| Taking part in a Working/ Focus group on rent, repairs etc | 113 | 12.5% |
| Taking part in a Federation Liaison meeting | 112 | 12.4% |
| Taking part in Tenant Led Inspection | 76 | 8.4% |
| Taking part in Estate Management Walkabout | 66 | 7.3% |

In terms of age, awareness was highest amongst those aged 55-74 (60%) and lowest amongst those aged 16-34 (48%). Since the 2016 survey, awareness has decreased across all age groups: 16-34 decreasing from 69% to 48%, 35-54 decreasing from 79% to 56%, 55-74 decreasing from 79% to 60% and those aged 75+ decreasing from 68% to 56%.

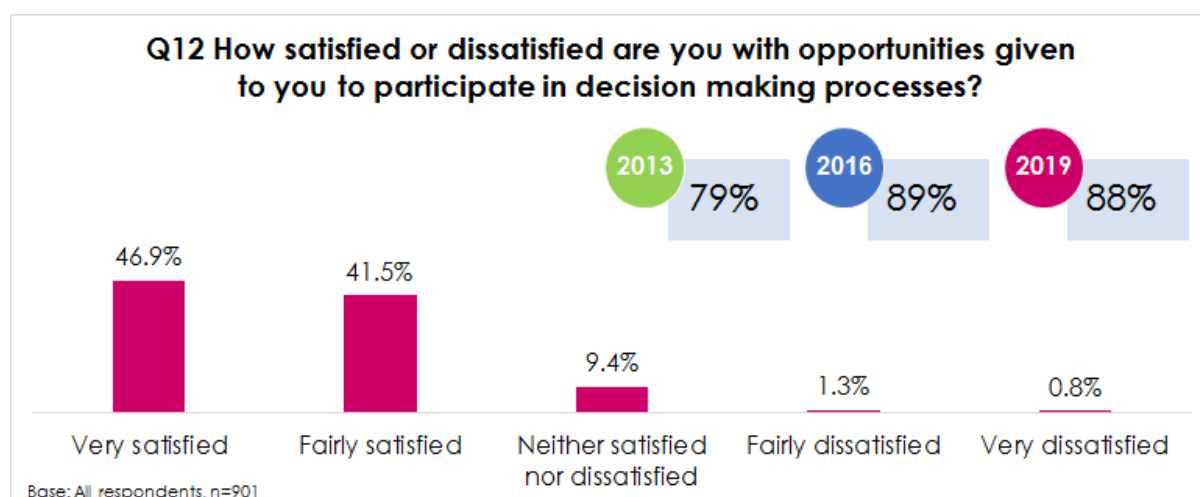
| Q11 Were you aware that you could get involved or participate in Clackmannanshire Council Housing Property and Revenue's decision making processes in any of the following ways? | | | | |
|---|--------------|--------------|--------------|------------|
| | 16-34 | 35-54 | 55-74 | 75+ |
| | 185 | 280 | 307 | 112 |
| Becoming a member of a Residents Group | 46% | 53% | 58% | 54% |
| Becoming a member of a Community Group | 29% | 36% | 41% | 35% |
| Becoming a member of a Tenant Scrutiny Panel | 16% | 22% | 26% | 24% |
| Be registered as an 'Interested Individual' on tenants database | 15% | 16% | 15% | 12% |
| Responding to online surveys or text surveys | 22% | 21% | 18% | 10% |
| Taking part in a Federation Liaison meeting | 11% | 15% | 12% | 8% |
| Taking part in a Working/Focus Group on rent, repairs etc. | 9% | 16% | 14% | 8% |
| Taking part in Tenant Led Inspection | 5% | 9% | 10% | 8% |
| Taking part in Estate Management Walkabout | 5% | 7% | 9% | 5% |
| Not aware of any opportunities to get involved | 52% | 44% | 40% | 44% |

Analysis by area revealed that the proportion of respondents who were aware of the ways they could get involved with Clackmannanshire Council Housing Property and Revenues Service's decision-making processes was highest in Sauchie and Fishcross (83%) and lowest in Tullibody and Cambus (34%). This is in contrast to the 2016 survey, where Tullibody and Cambus were recorded as having the highest level of awareness (98%) and the lowest in Alva and Menstrie (41%).

| Q11 Were you aware that you could get involved or participate in Clackmannanshire Council Housing Property and Revenue's decision making processes in any of the following ways? | | | | | | | |
|---|--------------|-------------------------------|---------------------------------|------------------------------|--|---------------------------|-------------------------|
| | Alloa | Sauchie/ Fishcross | Clackmann an/Kennett | Tullibody/ Cambus | Tillicoultry/ Coalshaughton | Alva/ Menstrie | Alloa Bowmar |
| Base | 317 | 157 | 96 | 87 | 121 | 96 | 27 |
| Becoming a member of a Residents Group | 57% | 83% | 42% | 29% | 36% | 49% | 37% |
| Becoming a member of a Community Group | 23% | 80% | 42% | 12% | 29% | 39% | - |
| Becoming a member of a Tenant Scrutiny Panel | 5% | 65% | 25% | 17% | 10% | 32% | - |
| Be registered as an 'Interested Individual' on tenants database | 1% | 53% | 15% | 5% | 11% | 16% | - |
| Responding to online surveys or text surveys | 3% | 54% | 34% | 12% | 12% | 19% | - |
| Taking part in a Federation Liaison meeting | 1% | 45% | 9% | 5% | 7% | 18% | - |
| Taking part in a Working/Focus Group on rent, repairs etc. | 3% | 35% | 5% | 10% | 12% | 22% | - |
| Taking part in Tenant Led Inspection | 1% | 24% | 1% | 10% | 3% | 24% | - |
| Taking part in Estate Management Walkabout | 1% | 19% | 2% | 7% | 2% | 25% | - |
| Not aware of any opportunities to get involved | 41% | 17% | 53% | 66% | 61% | 50% | 63% |

5.2 Satisfaction with participation opportunities (Q12/13)

The majority of respondents (88%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes, compared to 9% who were neither satisfied nor dissatisfied and 2% who were fairly or very dissatisfied. Compared to the previous survey carried out in 2016, the proportion of respondents very or fairly satisfied with the opportunities given to them to participate has not changed significantly compared to the 2016 results (89%).

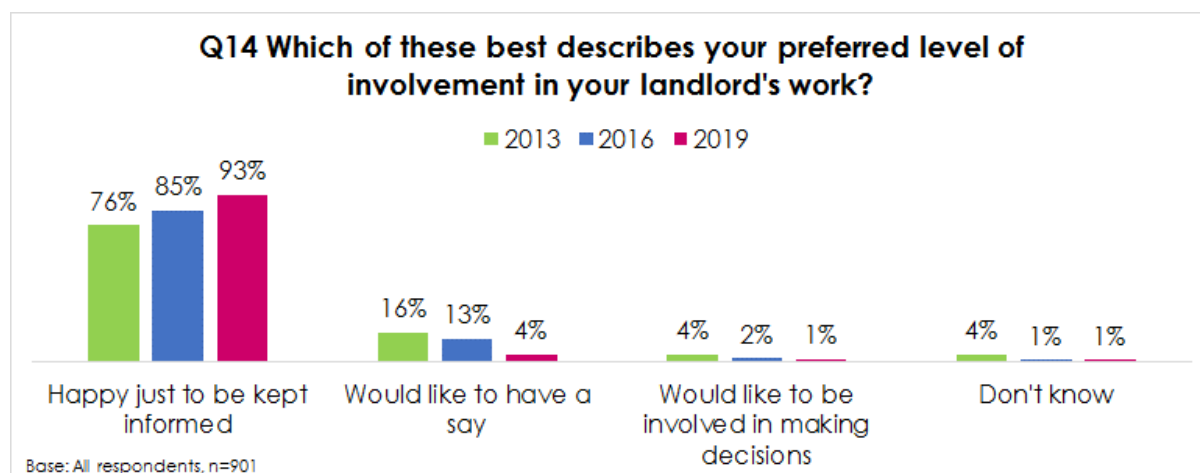


Of the 104 respondents who said they were not satisfied with the opportunities given to them to participate in their landlord's decision-making processes, 45% said they were not interested or bothered in becoming involved. 38% of respondents said they were not satisfied as they were not aware of the opportunities to get involved.

| Q13 Why do you say that? | | |
|---|-----------|----------|
| Base: Respondents who were not satisfied, n=104 | No | % |
| Not interested/ bothered | 47 | 45.2% |
| Not aware/ didn't know of opportunities to get involved | 39 | 37.5% |
| Don't know | 12 | 11.5% |
| Lack of information provided | 5 | 4.8% |
| Decisions already been made/ don't listen to our views | 2 | 1.9% |

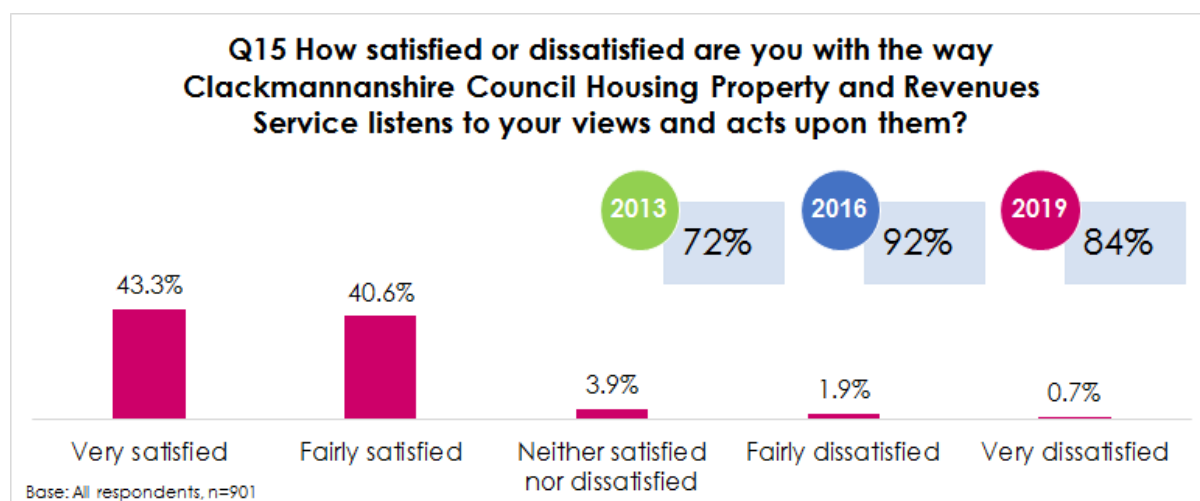
5.3 Preferred level of involvement (Q14)

When asked what describes their preferred level of involvement in their landlord's work, the majority of respondents (93%) said they were happy just to be kept informed, 4% said they would like to have a say and 1% said they would like to be involved in making decisions. Compared to the 2016 survey the proportion of respondents who said they were happy just to be kept informed has increased by 8 percentage points from 85% to 93%.



5.4 Listening to your views and acting on them (Q15)

Respondents were then asked how satisfied or dissatisfied they were with the way Clackmannanshire Council Housing Property and Revenues Service listens to their views and acts upon them. Over 8 in 10 respondents (84%) were very or fairly satisfied in this respect, compared to 4% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. The results have decreased significantly since the 2016 survey, decreasing from 92% to 84%.



6. CONTACTING THE LANDLORD

6.1 Contact method (Q16/17)

Using the telephone is the most popular method of contacting the Council (97%). This was followed by email (7%) and visiting the office (5%).

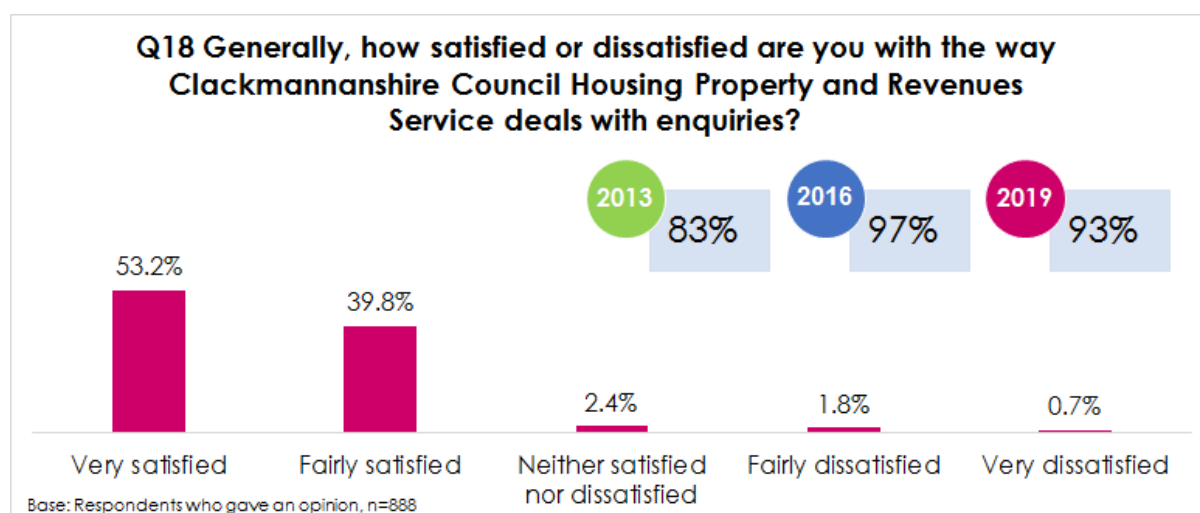
| Q16 Which of the following ways do you use to contact Clackmannanshire Council Housing, Property and Revenue services? | | |
|---|-----------|----------|
| Base: All respondents, n=901 | No | % |
| Telephone | 870 | 96.6% |
| E-mail | 64 | 7.1% |
| Visit to the office | 43 | 4.8% |
| Text | 39 | 4.3% |
| Face to face contact with Housing Officer/other member of staff | 20 | 2.2% |
| In writing | 8 | 0.9% |
| Other (please specify) | 5 | 0.6% |
| Social media (Facebook, Twitter) | 1 | 0.1% |
| Don't know | 5 | 0.6% |

In terms of future communication, almost all respondents said they would be prepared to use the telephone (97%), 14% said they would be prepared to use email and 12% said they would be prepared to use text.

| Q17 Which of the following ways would you be prepared to use in the future to contact Clackmannanshire Council Housing, Property and Revenue services? | | |
|---|-----------|----------|
| Base: All respondents, n=901 | No | % |
| Telephone | 871 | 96.7% |
| E-mail | 127 | 14.1% |
| Text | 106 | 11.8% |
| Visit to the office | 68 | 7.5% |
| Face to face contact with Housing Officer/other member of staff | 55 | 6.1% |
| In writing | 5 | 0.6% |
| Other (please specify) | 4 | 0.4% |
| Don't know | 3 | 0.3% |
| Social media (Facebook, Twitter) | 2 | 0.2% |

6.2 Dealing with enquires (Q18)

Over 9 in 10 respondents (93%) said they were very or fairly satisfied with how Clackmannanshire Council Housing Property and Revenues Services deals with their enquiries, compared to 2% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied has decreased since the 2016 survey, decreasing from 97% in 2016 to 93% in 2019.

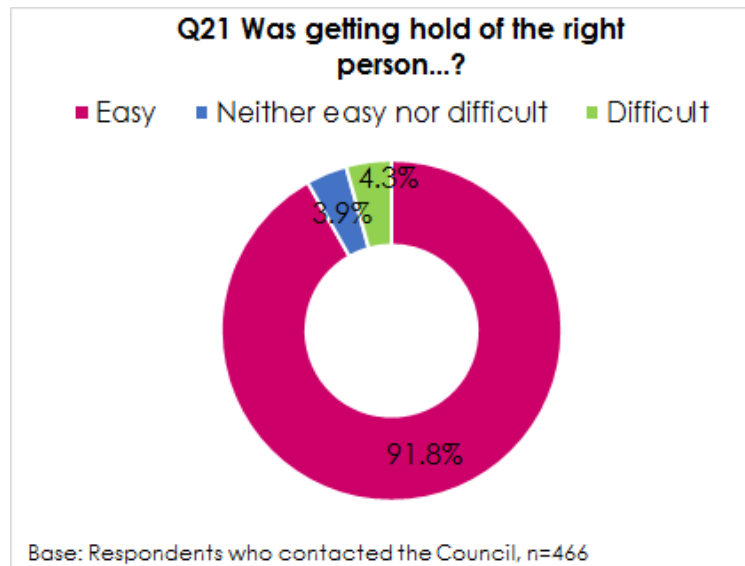


6.3 Contacting the Council (Q19-24)

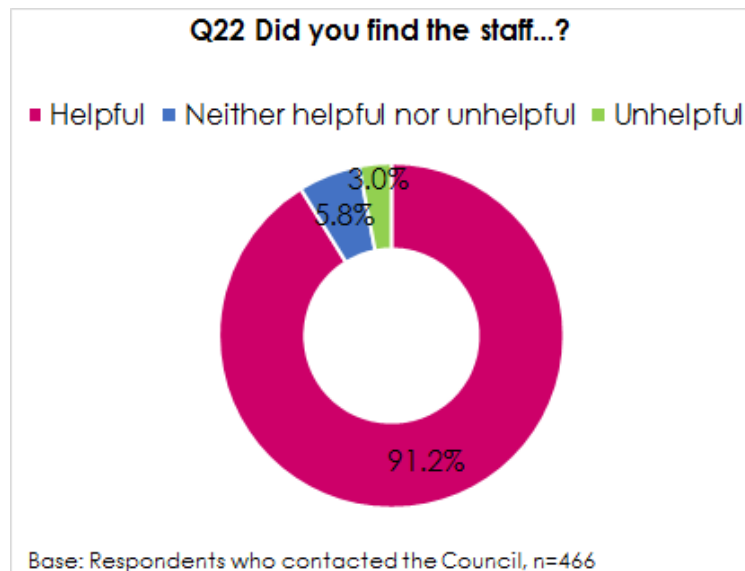
Just over half of respondents (52%) said they had been in contact with their landlord in the last 12 months. The main reason for contact was to report a repair (69%) followed by to discuss rent (5%) and to discuss home improvements (5%).

| Q20 Can you briefly explain what the main reason for your contact was? | | |
|---|-----------|----------|
| Base: Respondents who contacted the Council, n=466 | No | % |
| To report a repair | 323 | 69.3% |
| To discuss my rent account | 23 | 4.9% |
| Discuss improvements to my home | 21 | 4.5% |
| Other (please specify) | 21 | 4.5% |
| To apply to for a transfer/ mutual exchange | 20 | 4.3% |
| Bulk uplift | 20 | 4.3% |
| Problems with neighbours | 13 | 2.8% |
| Environmental problems | 11 | 2.4% |
| To pay my rent | 9 | 1.9% |
| To discuss housing benefit | 5 | 1.1% |

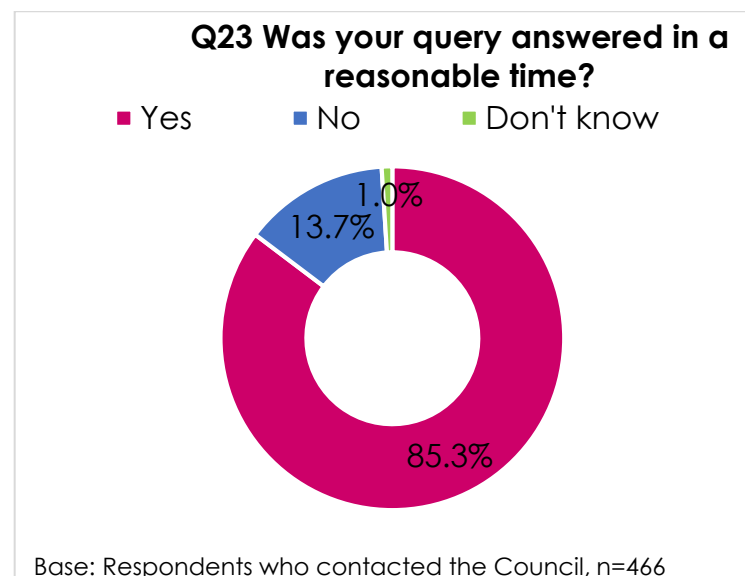
The majority of respondents (92%) were of the opinion that it was easy to get hold of the right person, compared to 4% who said it was difficult and 4% who felt it was neither easy nor difficult.



Just over 9 in 10 respondents (91%) found staff to be helpful when they had contact with the Council. 3% said they were unhelpful and 6% said they were neither helpful nor unhelpful.



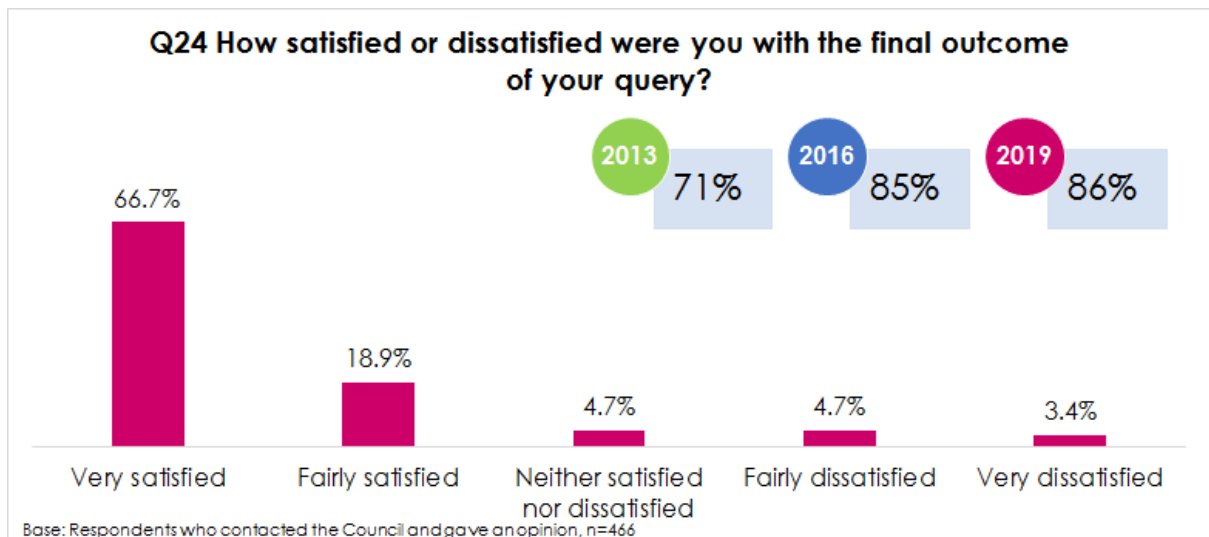
The majority of respondents (85%) said their query was answered within a reasonable time, compared with 14% who said their query was not handled in a reasonable time.



In terms of contacting the Council, respondents stating it was easy to get a hold of the right person and those stating they found the staff to be helpful have increased from 2016 by 4% and 5% respectively. Respondents stating their query was handled in a reasonable time is unchanged from 2016.

| Aspects of customer care (2016/2019 comparison) | | | |
|---|------|------|------|
| | 2016 | 2019 | +/- |
| Was getting a hold of the right person...? (% stating easy) | 88% | 92% | ↑ 4% |
| Did you find the staff...? (% stating helpful) | 86% | 91% | ↑ 5% |
| Was your query answered in a reasonable time? (% stating yes) | 85% | 85% | → 0% |

Of respondents who had contacted the Council in the last 12 months, 86% said they were very or fairly satisfied with the final outcome of their enquiry, compared to 5% who were neither satisfied nor dissatisfied and 8% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied with the outcome of their enquiry has not seen a significant change compared to the 2016 survey (85%).

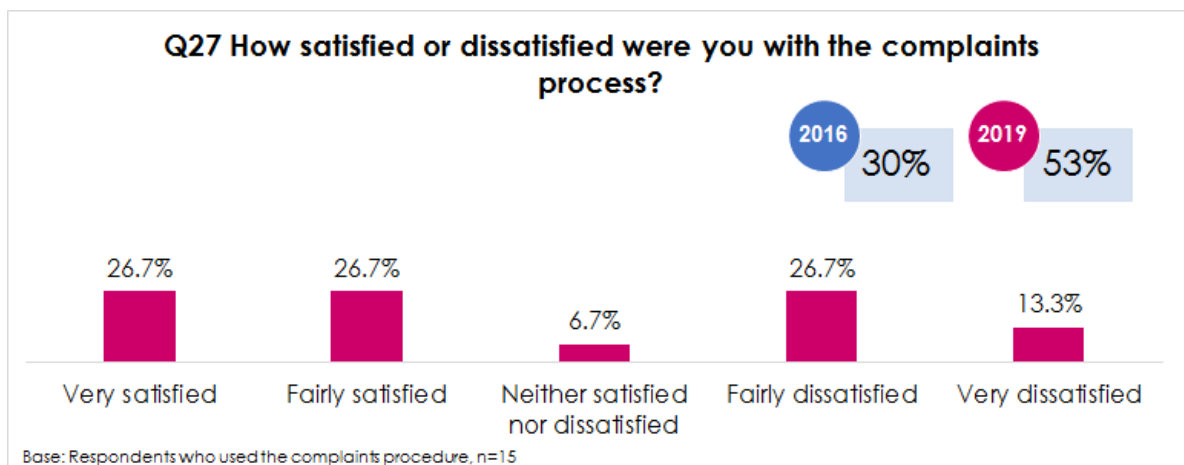


6.4 Making a complaint (Q25-27)

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. 79% of respondents were aware how to do this, compared to 17% who said they were not. 4% of respondents answered don't know to this question. This is consistent with the 2016 survey where 80% were aware.

Of those aware of the complaints procedure, 15 individuals reported using the procedure in the last 12 months, their complaints included problems with neighbours, issues with workmen and poor standard of housing. This has increased slightly since 2016 where 10 individuals used the procedure.

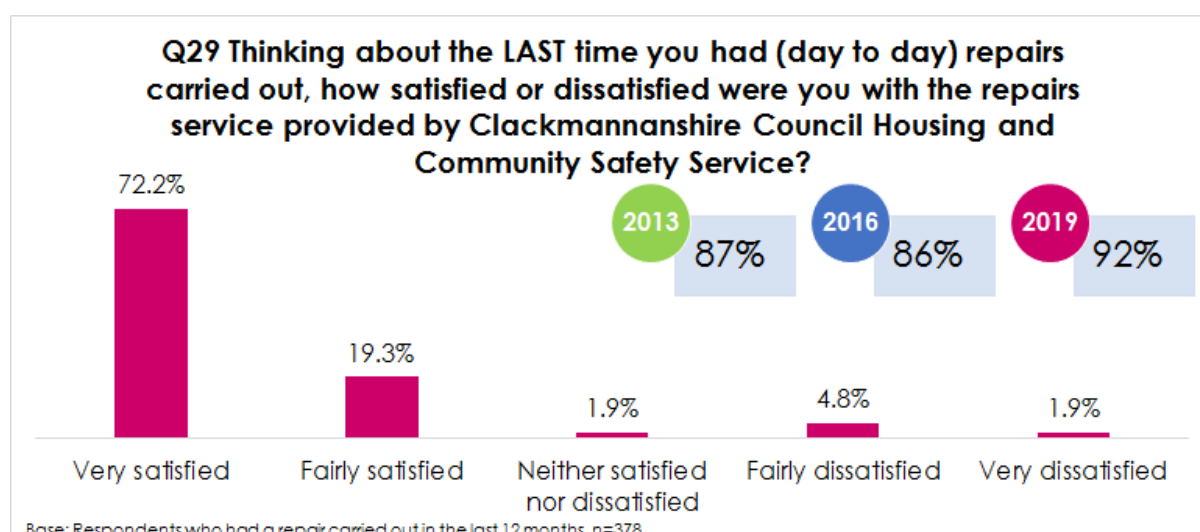
Of the 15 individuals who used the complaints procedure in the last 12 months, 8 were very or fairly satisfied with the complaints process, 1 was neither satisfied nor dissatisfied and the remaining 6 respondents were very or fairly dissatisfied.



7. REPAIRS, MAINTENANCE AND HOUSING QUALITY

7.1 Repairs carried out in the last 12 months (Q28/30)

Just over 4 in 10 respondents (42%) reported having had reactive (day to day) repairs carried out in their property in the last 12 months. Of those who had repairs, the majority of respondents (92%) said they were very or fairly satisfied with the repairs service provided, compared with 2% who said they were neither satisfied nor dissatisfied and 7% who said they were very or fairly dissatisfied. Compared to the 2016 survey the proportion of respondents satisfied with this service has increased 6 percentage points, increasing from 86% to 92%.



Respondents who were not satisfied with the repairs service were then asked to explain their reasons for feeling this way. The most common reasons given were in relation to the problem not being resolved (38%), the repair taking too long to complete (28%) and poor quality of workmanship (25%).

| Q30 Why do you say that? | | |
|--|----|-------|
| Base: Respondents who were not satisfied, n=32 | No | % |
| Problem still ongoing/ not complete | 12 | 37.5% |
| Too long taken to complete | 9 | 28.1% |
| Poor quality of workmanship | 8 | 25.0% |
| Repairs not completed on first visit/ had to come back out | 6 | 18.8% |
| Other | 1 | 3.1% |

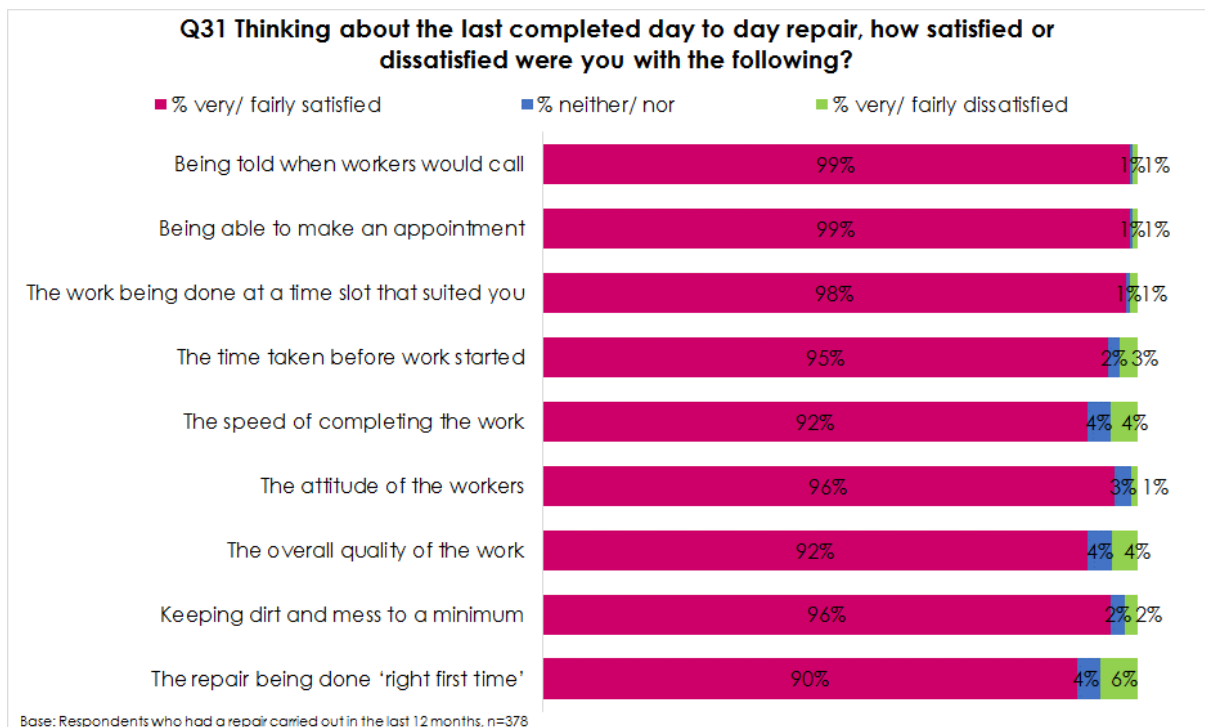
7.2 Satisfaction with aspects of the repairs service (Q31)

Respondents who had a repair 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 (99%)
- Being able to make an appointment (99%)
- The work being done at a time slot that suited you (98%)

Although satisfaction remains high, dissatisfaction was highest in terms of:

- The repair being done right first time (6% stating very or fairly dissatisfied)
- The overall quality of work (4%)
- The speed of completing the work (4%)

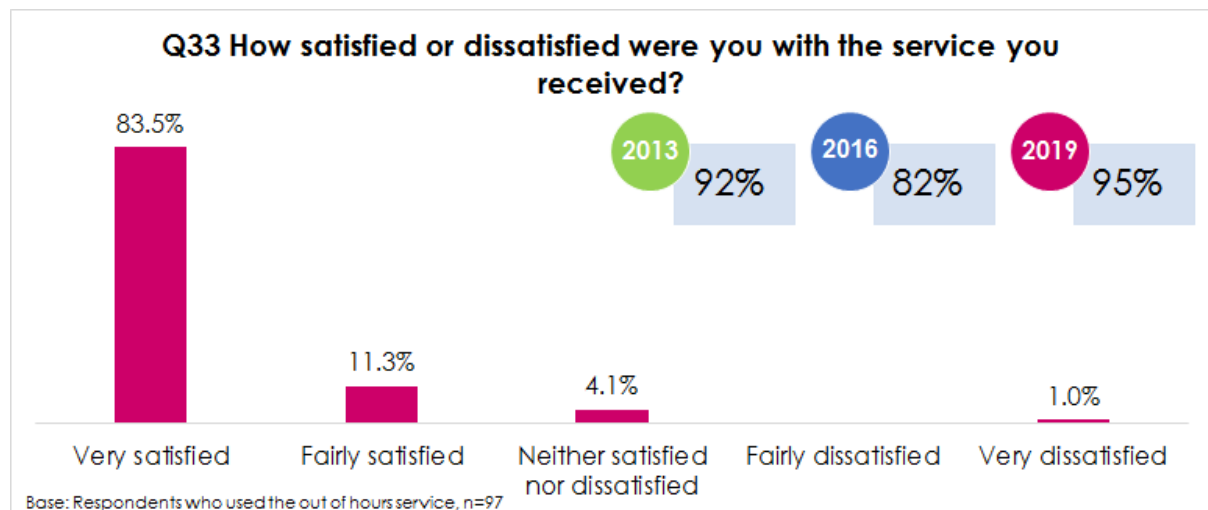


Compared to the previous survey, satisfaction has increased significantly in four aspects of the repairs service. The most notable increase can be seen in terms of the repair being done 'right the first time' which has increased by 5 percentage points from 85% in 2016 to 90% in 2019.

| Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following? (2016/2019 comparison) | | | |
|--|------|------|-------|
| | 2016 | 2019 | Trend |
| Being told when workers would call | 97% | 99% | ↑ 2% |
| The work being done at a time slot that suited you | 94% | 98% | ↑ 4% |
| The time taken before work started | 91% | 95% | ↑ 4% |
| The speed of completing the work | 91% | 92% | → 1% |
| The attitude of the workers | 97% | 96% | → -1% |
| The overall quality of the work | 88% | 92% | ↑ 4% |
| Keeping dirt and mess to a minimum | 96% | 96% | → 0% |
| The repair being done 'right first time' | 85% | 90% | ↑ 5% |

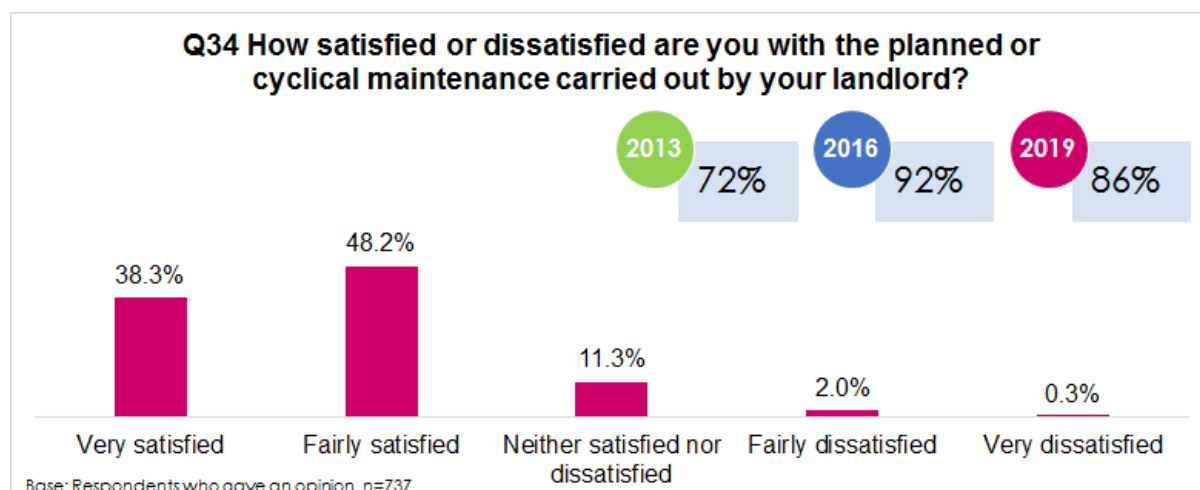
7.3 Out of Hours Service (Q32/33)

Just over 1 in 10 respondents who had a repair carried out in the last 12 months (11%) said they had used the out of hour's service in the past 2 years. Of these individuals, 95% said they were very or fairly satisfied with the service that they received, compared to 4% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Compared to the previous survey satisfaction with the out of hours service has increased significantly from 82% in 2016 to 95% in 2019.



7.4 Satisfaction with planned or cyclical maintenance (Q34)

All respondents were then asked how satisfied or dissatisfied they were with the planned or cyclical maintenance carried out by their landlord. 86% of respondents were very or fairly satisfied in this respect compared to 11% who were neither satisfied nor dissatisfied and 2% who were fairly or very dissatisfied. Satisfaction with planned or cyclical maintenance has decreased significantly since the 2016 survey, decreasing from 92% to 86%. Please note those who answered don't know have been excluded from analysis.



7.5 Major works undertaken (Q35-37)

17% of respondents reported having at least one type of major work carried out in their home in the last 12 months. New windows (9%), a new bathroom (4%) and a new kitchen (4%) were the most common works carried out in the last 12 months.

Q35 Which, if any, of the following major works have been carried out at your property in the past 12 months?

| Base: All respondents, n=901 | No | % |
|------------------------------|-----|-------|
| New windows | 77 | 8.5% |
| New bathroom | 37 | 4.1% |
| New kitchen | 36 | 4.0% |
| Rough casting | 13 | 1.4% |
| New central heating | 11 | 1.2% |
| New exterior door/s | 9 | 1.0% |
| Fence replacement | 7 | 0.8% |
| New interior doors | 4 | 0.4% |
| Insulation | 3 | 0.3% |
| Electrical re-wire | 2 | 0.2% |
| New roofs | 1 | 0.1% |
| External Insulation | 1 | 0.1% |
| None | 744 | 82.6% |

As can be seen below, the proportion of tenants rating the improvements to their home as very or fairly good ranges from 100% in terms of electrical rewiring, new central heating, new interior doors, insulation and fence replacement to 0% in terms of new roofs and external insulation. Please note the small base numbers.

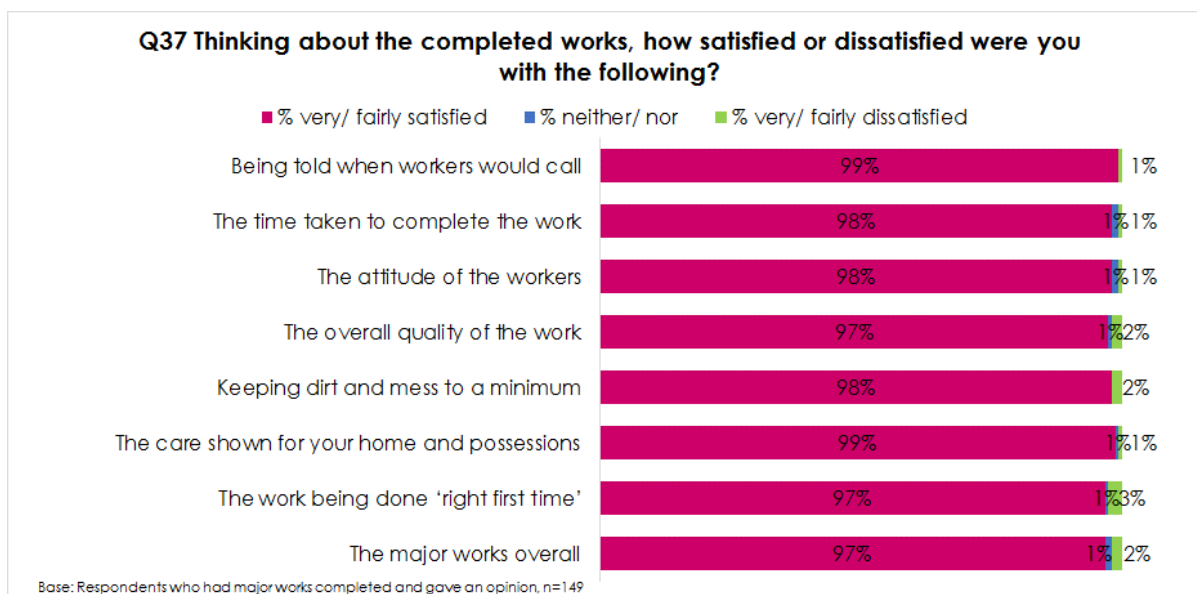
| Q36 How would you rate the improvement(s) that has/ have been made to your home? | | | | |
|---|-------------|----------------------------|-----------------------|----------------------------|
| | Base | % very/ fairly good | % neither/ nor | % very/ fairly poor |
| New kitchen | 36 | 89% | 6% | 6% |
| New bathroom | 37 | 95% | 3% | 3% |
| Electrical re-wire | 2 | 100% | 0% | 0% |
| New central heating | 11 | 100% | 0% | 0% |
| New windows | 76 | 97% | 1% | 1% |
| New exterior door/s | 9 | 89% | 11% | 0% |
| New interior doors | 4 | 100% | 0% | 0% |
| New roofs | 1 | 0% | 100% | 0% |
| Rough casting | 13 | 92% | 8% | 0% |
| Insulation | 3 | 100% | 0% | 0% |
| Fence replacement | 7 | 100% | 0% | 0% |
| External Insulation | 1 | 0% | 100% | 0% |

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 (99%)
- The care shown for your home and possessions (99%)
- The time taken to complete the work (98%)
- The attitude of the workers (98%)
- Keeping dirt and mess to a minimum (98%)

Although satisfaction remains very high, dissatisfaction was highest in terms of:

- The work being done 'right the first time' (3% stating very or fairly dissatisfied)
- The overall quality of the work (2%)
- Keeping dirt and mess to a minimum (2%)
- The major works overall (2%)

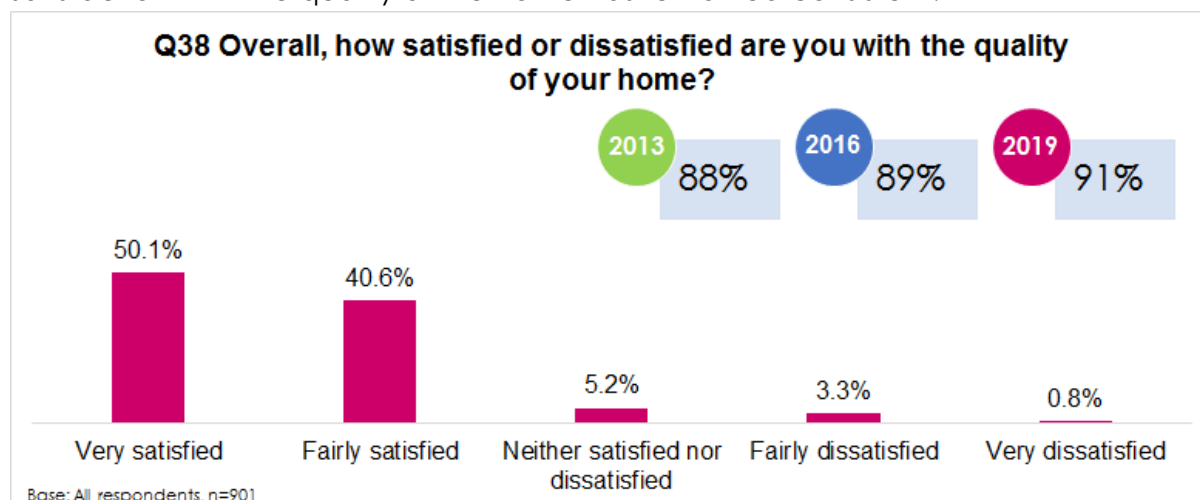


Compared to the previous survey, satisfaction has remained unchanged or increased in terms of all aspects of the repair. The most notable increase can be seen in terms of keeping dirt and mess to a minimum which has increased by 6 percentage points and the care shown for your home and possessions which has increased by 4 percentage points.

| Thinking about the completed works, how satisfied or dissatisfied were you with the following? (2016/2019 comparison) | | | |
|--|-------------|-------------|--------------|
| | 2016 | 2019 | Trend |
| The time taken to complete the work | 96% | 98% | ⇒ 2% |
| The attitude of the workers | 98% | 98% | ⇒ 0% |
| The overall quality of the work | 96% | 97% | ⇒ 1% |
| Keeping dirt and mess to a minimum | 92% | 98% | ↑ 6% |
| The care shown for your home and possessions | 95% | 99% | ↑ 4% |
| The work being done 'right first time' | 95% | 97% | ⇒ 2% |
| The major works overall | 97% | 97% | ⇒ 0% |

7.6 Quality of the home (Q38/39)

Just over 9 in 10 respondents (91%) said they were very or fairly satisfied with the quality of their home, compared to 5% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied. Compared to both the 2013 and 2016 surveys, satisfaction with the quality of the home has remained consistent.



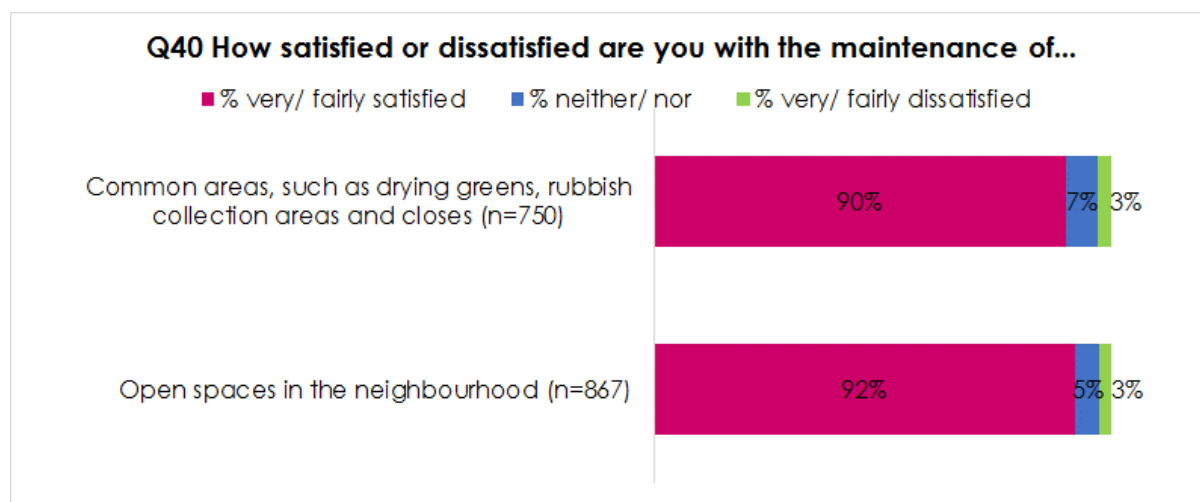
Respondents who were not satisfied with their home were then asked to explain why they felt this way. Of the 84 individuals, 49% said their home was in need of upgrades and improvements, 24% said their home was in need of repairs and 14% said they had issues with dampness.

| Q39 Why do you say that? | | |
|---|------------|----------|
| Base: Gave an opinion, n=84 | No. | % |
| Upgrades/ improvements required to home e.g. bathroom/ kitchen/ doors | 41 | 48.8% |
| Home is in need of repairs | 20 | 23.8% |
| Issues with dampness | 12 | 14.3% |
| Too many draughts in home | 9 | 10.7% |
| Problems with boiler/ heating system | 4 | 4.8% |
| Poor standard/ quality of home | 3 | 3.6% |
| Outside maintenance required e.g. fencing/ roof/ roughcasting | 3 | 3.6% |
| Home is too small | 3 | 3.6% |
| Lack of storage space | 1 | 1.2% |
| Other | 3 | 3.6% |

8. THE NEIGHBOURHOOD

8.1 Outside Maintenance (Q40)

The majority of respondents who gave an opinion were very or fairly satisfied with the maintenance of common areas, such as drying greens, rubbish collection areas and closes (90%) and the maintenance of open spaces in the neighbourhood (92%).

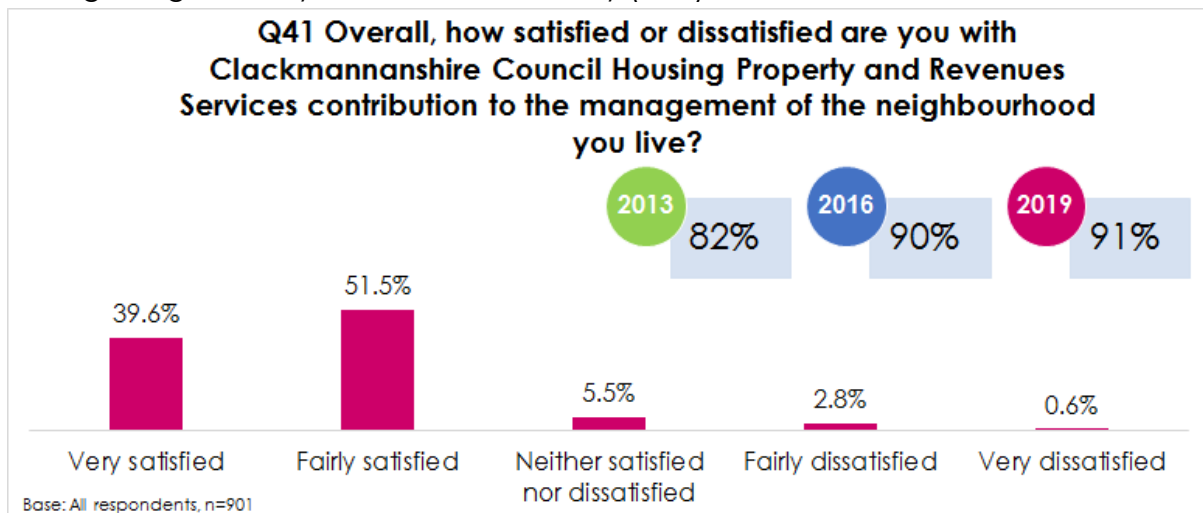


Compared to the 2016 survey, satisfaction with neighbourhood maintenance has decreased by 5 percentage points in terms of the maintenance of open spaces in the neighbourhood and by 4 percentage points in terms of the maintenance of common areas.

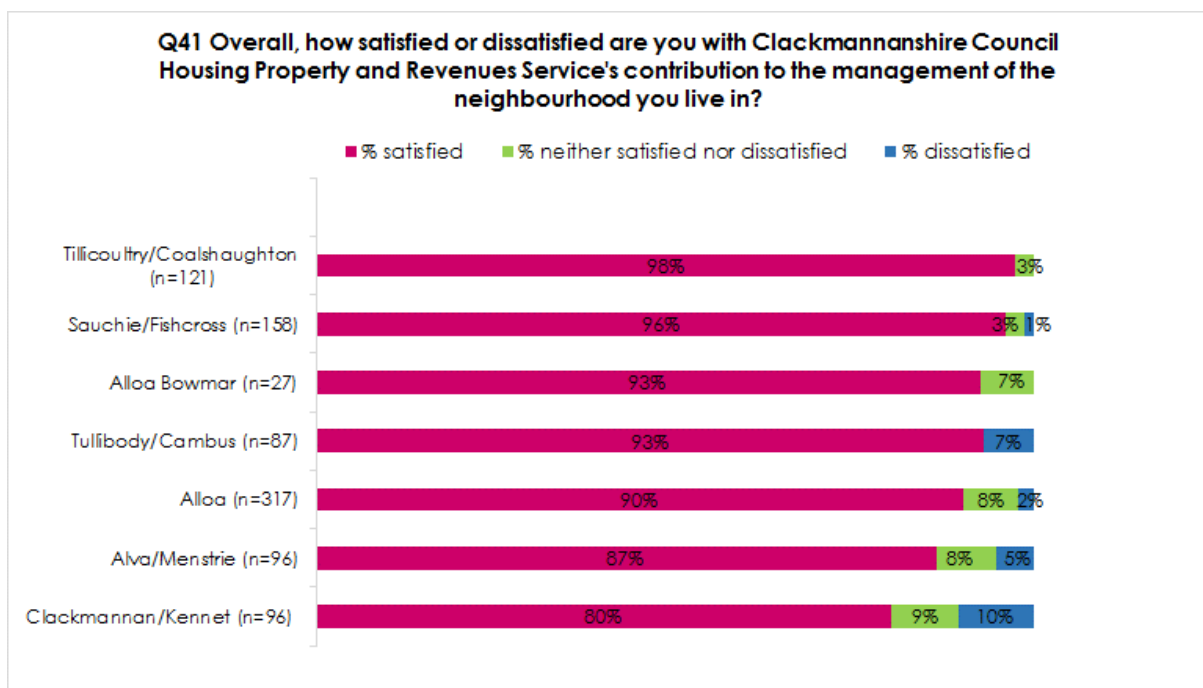
| How satisfied or dissatisfied are you with the maintenance of... (2016/2019 comparison) | | | |
|---|------|------|-------|
| | 2016 | 2019 | Trend |
| Open spaces in the neighbourhood | 97% | 92% | ↓ -5% |
| Common areas, such as drying greens, rubbish collection areas and closes | 94% | 90% | ↓ -4% |

8.2 Satisfaction with Clackmannanshire Council Housing Property and Revenues service's contribution to the management of the neighbourhood (Q41/42)

Satisfaction with Clackmannanshire Council Housing Property and Revenue services contribution to the management of the neighbourhood was high with just over 9 in 10 respondents (91%) stating they were either very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 3% who were fairly or very dissatisfied. The proportion of respondents very or fairly satisfied with their landlord's contribution to the management of their neighbourhood has not changed significantly since the 2016 survey (90%).



Analysis by area revealed that satisfaction with Clackmannanshire Council Housing Property and Revenues Service's contribution to the management of the neighbourhood was lowest in Clackmannan and Kennet (80%) and highest in Tullicoltry and Coalshaughton (98%).

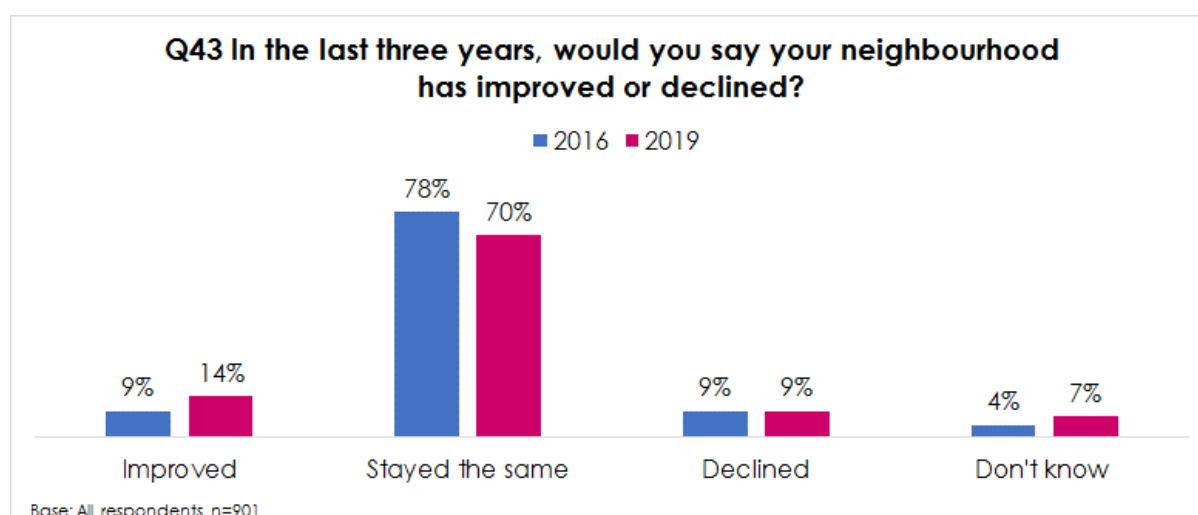


Respondents who were not satisfied with their landlord's contribution to the management of the neighbourhood were then asked to explain why they felt that way. The main reason given was anti-social behaviour (26%), followed by tenants not being vetted (20%) and tenants who felt the Council are not doing enough for the area (20%).

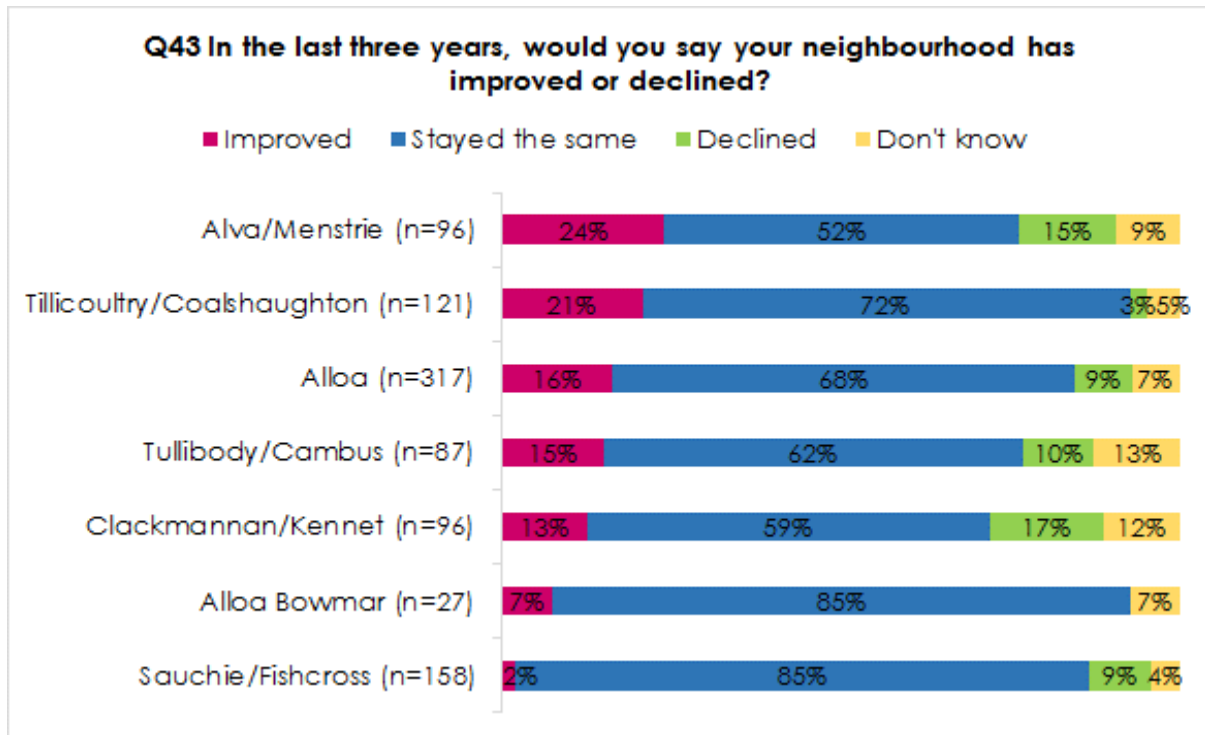
| Q42 Why do you say that? | | |
|---|-----------|----------|
| Base: Gave a response, n=80 | No | % |
| Anti-social behaviour/ anti-social neighbour problems | 21 | 26.3% |
| Vet tenants/ too many undesirables moving into the area | 16 | 20.0% |
| Don't see anything/ not doing enough for the area | 16 | 20.0% |
| Area untidy with litter/ rubbish | 10 | 12.5% |
| Poor grass cutting service e.g. poor standard/ leave a mess | 9 | 11.3% |
| Outside maintenance required e.g. fencing/ trees/ gutters | 5 | 6.3% |
| Bin issues e.g. not enough/ uplift not picked up | 3 | 3.8% |
| Traffic calming measures needed e.g. speed bumps/ signs | 1 | 1.3% |
| Other | 6 | 7.5% |
| Don't know | 3 | 3.8% |

8.3 Change in the neighbourhood in the last 3 years (Q43)

7 in 10 tenants (70%) were of the opinion that over the last 3 years their neighbourhood has stayed the same. On the other hand, 14% were of the opinion that it had improved and 9% were of the opinion that it had declined. 7% of respondents said they were unsure. Compared to 2016, the number of respondents who felt their neighbourhood has improved has increased by 5 percentage points from 9% to 14%.



Analysis by area revealed that respondents from Alva and Menstrie (24%) and Tillicoultry and Coalshaughton (21%) were the most likely to be of the opinion that their neighbourhood has improved in the last 3 years.



8.4 Neighbourhood problems (Q44)

Tenants were read out a list of neighbourhood issues and asked to what extent they considered each of these to be a major problem, a minor problem or not a problem in their neighbourhood. The three biggest concerns for tenants were:

- Dog fouling/ dog mess (23% stating major or minor problem)
- Rubbish or litter (21%)
- Car parking (16%)

| Q44 To what extent are any of the following a problem in your neighbourhood? | | | | |
|--|------|---------------|---------------|---------------|
| | Base | Major problem | Minor problem | Not a problem |
| Dog fouling/dog mess | 897 | 9% | 14% | 77% |
| Rubbish or litter | 896 | 5% | 16% | 79% |
| Car parking | 870 | 7% | 9% | 84% |
| Drunk or rowdy behaviour | 888 | 4% | 8% | 89% |
| Noisy neighbours | 893 | 5% | 5% | 90% |
| Drug use or dealing | 869 | 6% | 3% | 92% |
| Disruptive children/teenagers | 892 | 2% | 3% | 95% |
| Vandalism and graffiti | 895 | 1% | 3% | 96% |
| Other problems with pets and animals | 891 | 1% | 2% | 97% |
| People damaging your property | 896 | 2% | 1% | 97% |
| Racial or other harassment | 896 | 1% | 1% | 98% |
| Other crime | 882 | 1% | 1% | 98% |
| Noise from traffic | 896 | 0% | 1% | 99% |
| Abandoned or burnt out vehicles | 895 | 0% | 0% | 100% |

NB % stating don't know to each problem has been excluded from this analysis.

The proportion of respondents who considered these issues to be a major or minor problem varies most significantly, when analysed by area, in terms of:

- **Dog fouling** was significantly more of a problem for tenants who lived in Alva/Menstrrie (35%) than it was for tenants who lived in Tillicoultry/Coalsnaughton (7%);
- **Car parking** was more likely to be considered as a neighbourhood problem by respondents living in Alva/Menstrrie (26%) and Clackmannan/Kennet (25%) than respondents living in Alloa Bowmar (0%);
- The proportion of respondents who were of the opinion **drunk or rowdy behaviour** was a major or minor problem was greater in Clackmannan/Kennet (21%) than it was in Alloa Bowmar (0%);

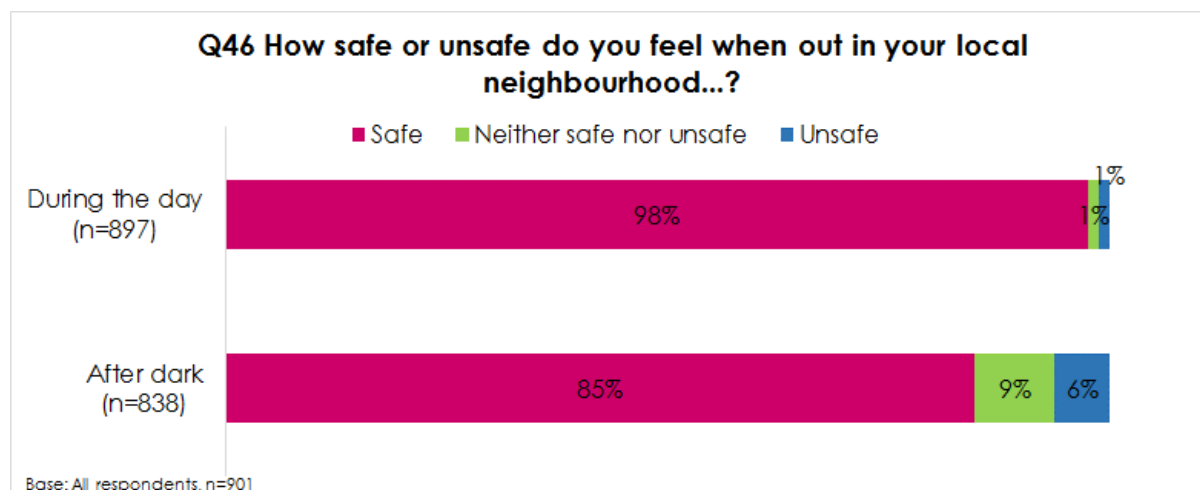
A full breakdown of the results provided to this question can be found in the appendix.

Compared to the 2016 survey, the proportion of tenants stating that these issues were not a problem has varied by no more than 3 percentage points at the most with regards to car parking and noise from traffic with more tenants in 2019 stating these issues are 'not a problem'.

| To what extent are any of the following a problem in your neighbourhood? % stating 'not a problem' (2016/2019 comparison) | | | |
|--|-------------|-------------|--------------|
| | 2016 | 2019 | Trend |
| Dog fouling/dog mess | 75% | 77% | ⇒ 2% |
| Car parking | 81% | 84% | ⇒ 3% |
| Rubbish or litter | 81% | 79% | ⇒ -2% |
| Noisy neighbours | 89% | 90% | ⇒ 1% |
| Drunk or rowdy behaviour | 91% | 89% | ⇒ -2% |
| Drug use or dealing | 93% | 92% | ⇒ -1% |
| Other problems with pets and animals | 95% | 97% | ⇒ 2% |
| Disruptive children/teenagers | 95% | 95% | ⇒ 0% |
| Noise from traffic | 96% | 99% | ⇒ 3% |
| Vandalism and graffiti | 97% | 96% | ⇒ -1% |
| People damaging your property | 99% | 97% | ⇒ -2% |
| Other crime | 99% | 98% | ⇒ -1% |
| Racial or other harassment | 100% | 98% | ⇒ -2% |
| Abandoned or burnt out vehicles | 100% | 100% | ⇒ 0% |

8.5 Feeling of safety in the local neighbourhood (Q46)

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 85% feel safe after dark.



Analysis by area revealed that the proportion of tenants who felt very or fairly safe when out in their local neighbourhood after dark ranged from 64% in Tullibody and Cambus to 89% in Alloa Bowmar.

| How safe or unsafe do you feel when out in your local neighbourhood after dark? | | | | | | |
|---|------|-----------|-------------|-------------------------|---------------|-------------|
| | Base | Very safe | Fairly safe | Neither safe nor unsafe | Fairly unsafe | Very unsafe |
| Alloa | 317 | 39% | 37% | 8% | 4% | 3% |
| Sauchie/Fishcross | 158 | 26% | 51% | 18% | 3% | 1% |
| Clackmannan/Kennett | 96 | 18% | 64% | 12% | 5% | - |
| Tullibody/Cambus | 87 | 48% | 16% | - | 5% | 5% |
| Tillicoultry/Coalshaughton | 121 | 4% | 82% | 6% | 6% | - |
| Alva/Menstrie | 96 | 60% | 27% | 4% | 5% | - |
| Alloa Bowmar | 27 | 52% | 37% | - | - | - |

In terms of during the day, the proportion of respondents who said they felt very or fairly safe when out in their local neighbourhood was very high across all areas.

| How safe or unsafe do you feel when out in your local neighbourhood during the day? | | | | | | |
|---|------|-----------|-------------|-------------------------|---------------|-------------|
| | Base | Very safe | Fairly safe | Neither safe nor unsafe | Fairly unsafe | Very unsafe |
| Alloa | 317 | 92% | 5% | 1% | 1% | 1% |
| Sauchie/Fishcross | 158 | 72% | 25% | 1% | 1% | - |
| Clackmannan/Kennett | 96 | 37% | 58% | 4% | 1% | - |
| Tullibody/Cambus | 87 | 68% | 29% | - | 2% | 1% |
| Tillicoultry/Coalshaughton | 121 | 12% | 88% | 1% | - | - |
| Alva/Menstrie | 96 | 66% | 33% | - | - | 1% |
| Alloa Bowmar | 27 | 93% | 7% | - | - | - |

Analysis by age revealed that respondents aged 75 and over were the least likely to feel very or fairly safe out in their neighbourhood after dark (51%).

| How safe or unsafe do you feel when out in your local neighbourhood after dark? | | | | |
|---|------------|------------|------------|-----------|
| | 16-34 | 35-54 | 55-74 | 75+ |
| Base | 186 | 287 | 321 | 99 |
| Very safe | 31% | 42% | 31% | 26% |
| Fairly safe | 57% | 46% | 45% | 25% |
| Neither safe nor unsafe | 3% | 5% | 11% | 18% |
| Fairly unsafe | 8% | 4% | 4% | 2% |
| Very unsafe | 1% | 3% | 1% | 1% |

In terms of during the day, the proportion of respondents who said they felt very or fairly safe is very high across all age groups.

| How safe or unsafe do you feel when out in your local neighbourhood during the day? | | | | |
|---|------------|------------|------------|-----------|
| | 16-34 | 35-54 | 55-74 | 75+ |
| Base | 186 | 287 | 321 | 99 |
| Very safe | 69% | 66% | 69% | 63% |
| Fairly safe | 27% | 31% | 29% | 32% |
| Neither safe nor unsafe | 1% | - | 2% | 3% |
| Fairly unsafe | 3% | 1% | - | - |
| Very unsafe | - | 1% | - | - |

Compared to the 2016 survey the proportion of tenants who felt safe in their neighbourhood has remained consistent.

| How safe or unsafe do you feel when out in your local neighbourhood...? % stating safe (2016/2019 comparison) | | | |
|---|------|------|-------|
| | 2016 | 2019 | Trend |
| During the day | 98% | 97% | ➔ -1% |
| After dark | 77% | 79% | ➔ 2% |

8.6 Anti-social behaviour (Q47-50)

62 individuals (7%) said they had experienced anti-social behaviour in the past 12 months. Of these individuals, 47% said they had reported the problem to Clackmannanshire Council Housing Property and Revenues Service. Of the 32 individuals who did not report their problem to Clackmannanshire Council Housing Property and Revenues Service, almost one third (31%) said they did not do so as they did not want to get involved and 28% of respondents said they did not report their problem as they felt nothing would be done.

| Q49 Why did you not report the anti-social behaviour to Clackmannanshire Council Housing Property and Revenues Service? | | |
|--|-----------|----------|
| Base: Respondents who did not report their ASB problem, n=32 | No | % |
| Did not want to get involved | 10 | 31.3% |
| Did not feel anything would be done | 9 | 28.1% |
| Fear of reprisals | 6 | 18.8% |
| Did not know who or where to report the problem to | 1 | 3.1% |
| Some other reason (please specify) | 6 | 18.8% |
| Don't know | 1 | 3.1% |

Amongst those respondents who did report the anti-social behaviour they experienced in the past 12 months to the Council and who were able to form an opinion, a larger proportion (thirteen) were satisfied than dissatisfied (twelve) with the way their complaint was dealt with. Similarly, thirteen of the respondents were satisfied with the outcome of their anti-social behaviour complaint and eleven were dissatisfied.

| Q50 How satisfied or dissatisfied were you with...? | | | | | | |
|--|-------------|-----------------------|-------------------------|---|----------------------------|--------------------------|
| | Base | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| Way your anti-social behaviour complaint was dealt with | 28 | 3 | 10 | 3 | 7 | 5 |
| Final outcome of your anti-social behaviour complaint | 28 | 4 | 9 | 4 | 5 | 6 |

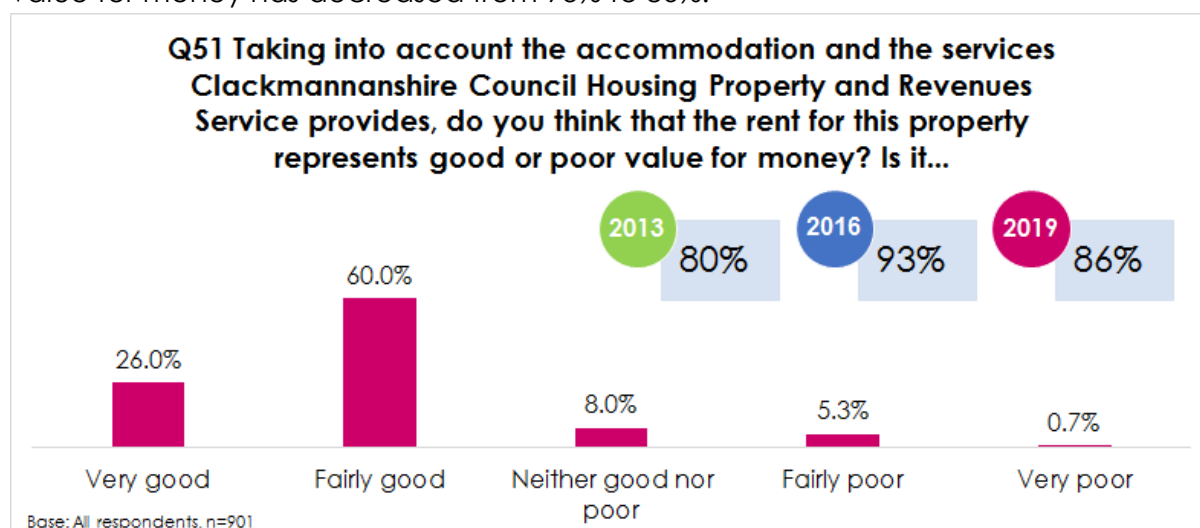
Compared to the previous survey, the proportion of respondents satisfied with the way their anti-social behaviour complaint was dealt with has increased significantly from 27% in 2016 to 45% in 2019. Similarly, the proportion of respondents satisfied with the final outcome of the complaint has also increased significantly, increasing by 18 percentage points from 27% to 45%.

| How satisfied or dissatisfied were you with...? (2016/2019 comparison) | | | |
|---|-------------|-------------|--------------|
| | 2016 | 2019 | Trend |
| Way your anti-social behaviour complaint was dealt with | 27% | 45% | ↑ 18% |
| Final outcome of your anti-social behaviour complaint | 27% | 45% | ↑ 18% |

9. VALUE FOR MONEY

9.1 Value for money (Q51/52)

Just under 9 in 10 respondents (86%) said the rent for their property represented very or fairly good value for money compared to 8% who said it was neither good nor poor and 6% who rated it very or fairly poor value. Compared to the 2016 survey the proportion of respondents of the opinion that their rent represents very or fairly good value for money has decreased from 93% to 86%.

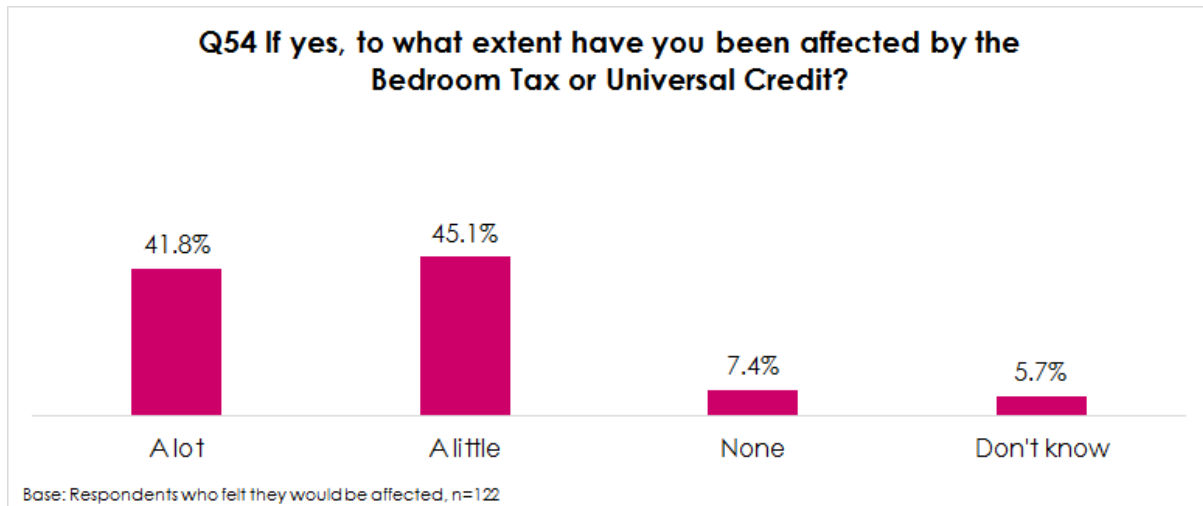


Respondents who felt their rent did not represent good value for money were then asked why they felt that way. 28% said their rent was too expensive and keeps increasing, 16% said their rent was expensive for the size of their property and 12% said their rent was poor value for the services they receive.

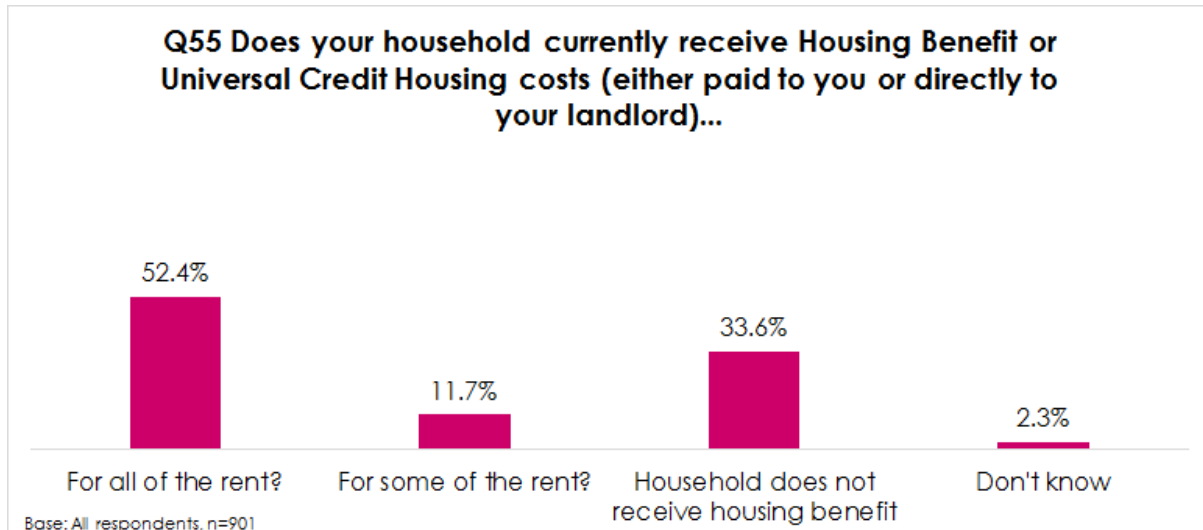
| Q52 Why do you say that? | | |
|--|-----------|----------|
| Base: Respondents who were not satisfied, n=126 | No | % |
| Rent too expensive/ keeps increasing | 35 | 27.8% |
| Expensive for size of property | 20 | 15.9% |
| Poor value for services we receive | 15 | 11.9% |
| Poor standard/ condition of home | 13 | 10.3% |
| Is too high for the type of property | 11 | 8.7% |
| Don't know as rent gets paid for me | 9 | 7.1% |
| Home is in need of repairs | 4 | 3.2% |
| It is average | 3 | 2.4% |
| Don't know | 26 | 20.6% |

9.2 Universal Credit (Q53-56)

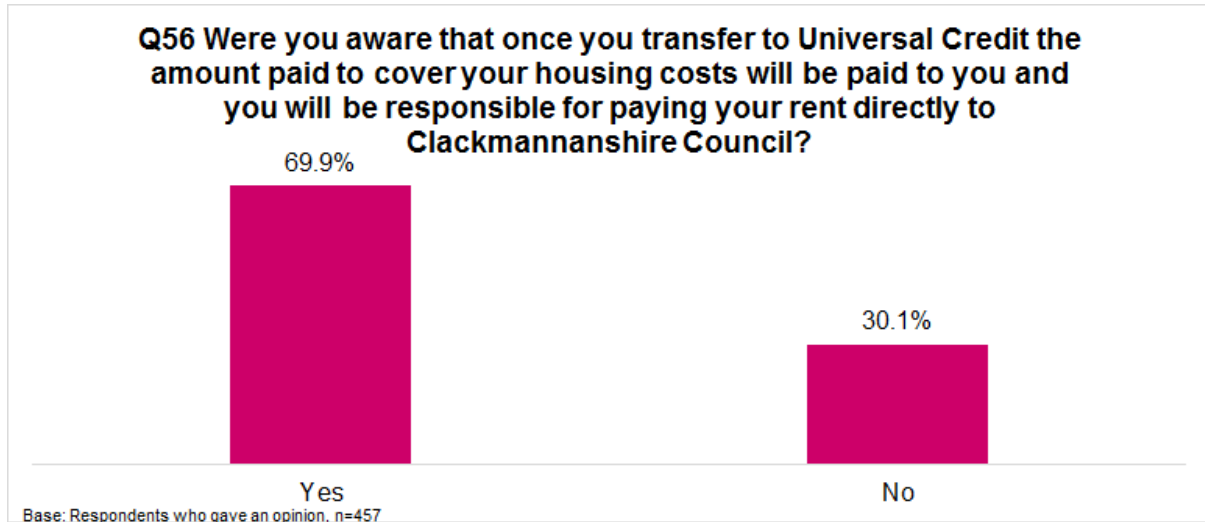
In terms of housing benefit, more than 1 in 10 respondents (13.6%) said they had been affected by Universal Credit or expected to be affected by it. These individuals were asked to what extent they had been affected, 42% said it affected them a lot, compared to 45% who said it affected them a little and 7% who said there was no affect.



Just over half of respondents (52%) said they received housing benefit or universal credit for all of their rent, compared to 12% who said for some of their rent and 34% who said their household does not receive housing benefit.



Respondents were then asked if they were aware that once you transfer to Universal Credit the amount paid to cover their housing costs will be paid to them and they will be responsible for paying their rent directly to Clackmannanshire Council. 7 in 10 respondents said they were aware (70%), compared to 30% who said they were not aware.



10. ABOUT YOU AND YOUR HOUSEHOLD

10.1 Age and Gender (Q65/66)

More females were interviewed during the survey (64%) than males (36%). In terms of the age profile of respondents 21% were aged 16-34, 31% were aged 35-54, 34% were aged 55-74 and 12% were aged 75 and over.

| Q58 Which of the following age bands do you fall into? | | |
|---|-----------|----------|
| Base: All respondents, n=901 | No | % |
| 16-24 | 45 | 5.0% |
| 25-34 | 140 | 15.5% |
| 35-44 | 134 | 14.9% |
| 45-54 | 146 | 16.2% |
| 55-64 | 147 | 16.3% |
| 65-74 | 160 | 17.8% |
| 75+ | 112 | 12.4% |
| Prefer not to say | 17 | 1.9% |

10.2 Household composition (Q67)

In terms of household composition, 49% lived as a single person, 17% were couples with no children, 5% were three or more adults, 16% were one parent families and 9% were 2 parent families

| Q59 How would you describe the composition of your household? | | |
|--|-----------|----------|
| Base: All respondents, n=901 | No | % |
| One adult under 60 | 213 | 23.6% |
| One adult aged 60 or over | 225 | 25.0% |
| Two adults, both under 60 | 67 | 7.4% |
| Two adults, at least one 60 or over | 88 | 9.8% |
| Three or more adults, 16 or over | 44 | 4.9% |
| 1 parent family with children, at least one under 16 | 140 | 15.5% |
| 2 parent family with children, at least one under 16 | 85 | 9.4% |
| Other | 22 | 2.4% |
| Don't know | 0 | 0.0% |
| Prefer not to say | 17 | 1.9% |

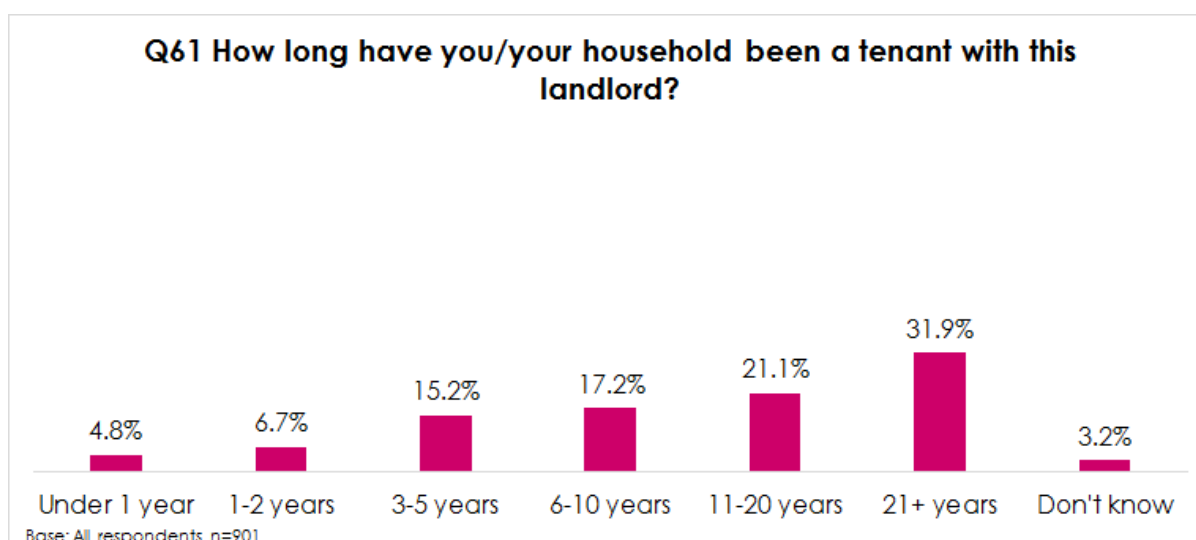
10.3 Occupational status (Q84)

Just under 3 in 10 respondents (29%) were in full or part time employment, 27% were retired, 25% were permanently sick or disabled, 3% were unemployed and 10% were looking after the family.

| Q60 Which of the following best describes your status? | | |
|---|-----|-------|
| Base: All respondents, n=901 | No | % |
| Employee in full time job (30 hours or more per week) | 162 | 18.0% |
| Employee in part time job (less than 30 hours per week) | 96 | 10.7% |
| Self-employed - full or part time | 5 | 0.6% |
| Government supported training | 0 | 0.0% |
| Unemployed and available for work | 23 | 2.6% |
| Wholly retired from work | 246 | 27.3% |
| Full time education at school, college or university | 7 | 0.8% |
| Looking after family/home | 94 | 10.4% |
| Permanently sick/disabled | 228 | 25.3% |
| Doing something else | 15 | 14.7% |
| Prefer not to say | 25 | 2.8% |

10.4 Length of tenancy (Q85)

Just over 1 in 10 tenants (12%) said they had been a tenant with Clackmannanshire Council Housing Property and Revenues Service for less than 2 years, 32% said they had been a tenant for more than 2 years but less than 10 and 21% of respondents said they had been a tenant with their landlord for more than 10 years but less than 21. 32% of respondents said they had been a tenant for more than 21 years.



10.5 Ethnicity (Q70)

In terms of ethnicity almost all respondents were of Scottish ethnicity (94%).

| Q70 Which of the following best describes your ethnicity? | | |
|--|-----------|----------|
| Base: All respondents, n=901 | No | % |
| Scottish | 842 | 93.5% |
| Other British | 17 | 1.9% |
| Irish | 2 | 0.2% |
| Gypsy / Traveller | 1 | 0.1% |
| Polish | 14 | 1.6% |
| Any other white background | 5 | 0.6% |
| Asian, Asian Scottish, Asian British | 1 | 0.1% |
| Indian | 2 | 0.2% |
| Pakistani | 3 | 0.3% |
| Other ethnic background | 4 | 0.4% |
| Arab, Arab Scottish, Arab British | 1 | 0.1% |
| Any other groups | 1 | 0.1% |
| Prefer not to say | 8 | 0.9% |

11. CONCLUSIONS

11.1 Areas of high performance

The results of the 2019 survey reveal that, in general, Clackmannanshire Council Housing, Property and Revenue services is performing to a high standard. The following points show the key highlights where satisfaction is high or increased since the 2016 survey

- Satisfaction with the **overall service** provided by Clackmannanshire Council Housing, Property and Revenue services is high with 91% satisfaction.
- Where respondents **visited the website**, almost all (98%) found it very or fairly useful.
- The majority of tenants were satisfied that the Council Housing, Property and Revenue service **keeps tenants well informed** (96%, an increase of 4 percentage points since 2016);
- Those who had contacted Clackmannanshire Council Housing, Property and Revenue services rated them highly in terms of finding it **easy to get hold of the right person** (92%) and **staff being helpful** (91%).
- In terms of **the repairs service**, satisfaction is very high in terms of the service received (92%, an increase of 6 percentage points since 2016). Furthermore, the **Out Of Hours** repairs service has also seen an increase in satisfaction from 82% in 2016 to 95% in 2019.
- In terms of **major works**, satisfaction is very high, above 97% for all aspects and highest in terms of being told when workers would call and the care shown for your home and possessions (both 99%).
- Satisfaction with the **quality of the home** is high at 91% (a marginal increase of 2 percentage points since 2016).
- With regards to Clackmannanshire Council Housing Property and Revenues Service's **contribution to the management of the neighbourhood**, 91% of tenants were very or fairly satisfied which is consistent with the 2016 survey result.
- Satisfaction with the way **anti social behaviour complaints** are dealt with (45%) and the final outcome of the complaint (45%) have both seen increases in satisfaction of 18 percentage points.

11.2 Areas for consideration

The following points have been made to highlight key areas where there is room for improvement in terms of the Council Housing, Property and Revenue services 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:

- Awareness of **paying rent via Clacksweb** was low, with only 58% of respondents with internet access being aware of this (a decrease from 66% in 2016).
- The proportion of tenants who were not aware of any of the ways they could **get involved in their landlord's decision making processes** has increased from 25% in 2016 to 45% in 2019. Despite this, the vast majority of tenants were happy just to be kept informed (93%).
- In terms of **listening and acting upon tenants views**, 84% of respondents said they were very or fairly satisfied. The results have significantly decreased since the 2016 survey, decreasing from 92% in 2016.
- Of the 15 tenants who had used the **complaints procedure** in the last 12 months 53% (8 tenants) were very or fairly satisfied with the complaints process.
- The proportion of tenants who were very or fairly satisfied with the **planned or cyclical maintenance** carried out by their landlord has decreased since the 2016 survey, decreasing from 92% in 2016.
- The proportion of tenants who felt the rent for their home represents good **value for money** was 86%, a decrease of 7 percentage points since 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 (23%), rubbish or litter (21%) and car parking (16%).

Appendix 1

Survey Questionnaire

| | |
|-----------------------|--|
| Project number | P1023 |
| Project name | Clackmannanshire Council Tenant Satisfaction Survey |

INTRODUCTION (Read out) 'Hello, my name is _____. I am undertaking a survey for **Clackmannanshire Council** to find out tenants' views on the service they receive. The survey also asks a few questions about you and your household. This information is only used to create an overall picture of the profile of tenants housed by the Council and will help them develop services to meet those needs. The survey will take about 20 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at **Clackmannanshire Council** will know your individual answers 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. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH SIGN AND DATE BELOW AND RECORD RESPONDENT DETAILS AND RRID - ENSURE RRID MATCHES SAMPLE DATABASE

| | | | | | | | | |
|---------------------------|--|--|--|--|--|--|--|--|
| Respondent name | | | | | | | | |
| <u>Record in capitals</u> | | | | | | | | |
| Address | | | | | | | | |
| <u>Record in capitals</u> | | | | | | | | |
| Postcode | | | | | | | | |
| <u>Record in capitals</u> | | | | | | | | |
| Telephone Number | | | | | | | | |

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.

| | | |
|-------------------------|-------------------|--|
| OFFICE USE ONLY | Name: | |
| On quota: | Signature: | |
| Edited by: | Date: | |
| Back checked by: | Duration | |

ID Number:

CLACKMANNANSHIRE COUNCIL
Tenant Satisfaction and Aspiration Survey 2019

Housing Management Area / Ward:

Clackmannanshire Council

Monitor Quota

| | |
|--------------------------------|---|
| 1 (Alloa) | 1 |
| 2 Sauchie / Fishcross | 2 |
| 3 Clackmannan / Kennett | 3 |
| 4 Tullibody / Cambus | 4 |
| 5 Tillicoultry / Coalshaughton | 5 |
| 6 Alva / Menstrie | 6 |
| 7 (Alloa Bowmar) | 7 |

Property type:

Monitor Quota

| | |
|---------------|---|
| House | 1 |
| Own door flat | 2 |
| Flat in close | 3 |
| Bungalow | 4 |

Section 1: The overall service provided

Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by **Clackmannanshire Council** as your landlord?

Show card 1 and code one only

| | | |
|---|------------------------------------|-----------------|
| 1 | Very satisfied | Go to Q3 |
| 2 | Fairly satisfied | |
| 3 | Neither satisfied nor dissatisfied | Go to Q2 |
| 4 | Fairly dissatisfied | |
| 5 | Very dissatisfied | |
| 6 | Don't know /No opinion | |

Q2. Why do you say that?

Write in verbatim

| |
|--|
| |
|--|

Q3. Of the following, which three should your landlord give most priority to? **Show card 2 and code no more than three**

| | |
|----|---|
| 1 | Keeping tenants informed |
| 2 | Making improvements to the existing stock of housing |
| 3 | Listening to tenants' views and acting upon them |
| 4 | Repairs and maintenance |
| 5 | Dealing with anti-social behaviour |
| 6 | Maintaining the neighbourhood where you live |
| 7 | Ensuring the rent charged represents good value for money |
| 8 | Providing / building more affordable homes in the area for people to rent |
| 9 | Don't know |
| 10 | None of the above |

Keeping Tenants Informed

Read out: I'd now like to ask some questions about how your landlord keeps you informed.

Q4. Do you have access to, and use, the internet in any of the following ways?

| | | |
|---|--|-----------------|
| 1 | Internet access using a smartphone or tablet using a mobile signal | Go to Q5 |
| 2 | Internet access using a tablet using home broadband | |
| 3 | Internet access using a laptop or PC using home broadband | |
| 4 | Internet access using public access terminals, e.g. at library | |
| 5 | Access to the internet in some other way (please specify) | |
| 6 | Do not have access to the internet | Go to Q9 |

Q5. Have you visited your landlord's website in the past 12 months for any of the following reasons?

Read out and code all that apply. After each response ask: Anything else?

| | | |
|---|---|-----------------|
| 1 | Looking up information about the housing services | Go to Q6 |
| 2 | Reporting a repair | |
| 3 | Paying rent via internet payments. | |
| 4 | How to pay your rent | |
| 5 | Something else (please specify) | |
| 6 | Have not visited website | Go to Q8 |

Q6. How useful was the website? **Show card 4 and code one only**

| | | |
|---|-------------------|-----------------|
| 1 | Very useful | Go to Q7 |
| 2 | Fairly useful | |
| 3 | Not that useful | |
| 4 | Not useful at all | |
| 5 | Don't know | |

Q7. How could your experience of using the website have been improved?

Write in verbatim

Q8. Do you know you can pay your rent via the Council's website 'Clacksweb'?

| | |
|---|-----|
| 1 | Yes |
| 2 | No |

Q9. How good or poor do you feel Clackmannanshire Council Housing Property and Revenues Service is at keeping you informed about their services and decisions? **Show card 3 and code one only**

| | | |
|---|-----------------------|------------------|
| 1 | Very good | Go to Q11 |
| 2 | Fairly good | |
| 3 | Neither good nor poor | Go to Q10 |
| 4 | Fairly poor | |
| 5 | Very poor | |

Q10. Why do you say that? **Write in verbatim**

Tenant Participation

Q11. Were you aware that you could get involved or participate in Clackmannanshire Council Housing Property and Revenues Service's decision making processes in any of the following ways? **Showcard and code all that apply**

| | |
|----|---|
| 1 | Becoming a member of a Residents Group |
| 2 | Becoming a member of a Community Group |
| 3 | Becoming a member of a Tenant Scrutiny Panel |
| 4 | Be registered as an 'Interested Individual' on tenants database |
| 5 | Responding to online surveys or text surveys |
| 6 | Taking part in a Federation Liaison meeting |
| 7 | Taking part in a Working/ Focus group on rent, repairs etc. |
| 8 | Taking part in Tenant Led Inspection |
| 9 | Taking part in Estate Management Walkabout |
| 10 | Not aware of any opportunities to get involved |

Q12. How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes? **Show card 1 and code one only**

| | | |
|---|------------------------------------|------------------|
| 1 | Very satisfied | Go to Q14 |
| 2 | Fairly satisfied | |
| 3 | Neither satisfied nor dissatisfied | Go to Q13 |
| 4 | Fairly dissatisfied | |
| 5 | Very dissatisfied | |

Q13. (New) Why do you say that?

Write in verbatim

| |
|--|
| |
|--|

Q14. Which of these best describes your preferred level of involvement in your landlord's work? **Read out and code one only**

| | |
|---|---|
| 1 | Happy just to be kept informed |
| 2 | Would like to have a say |
| 3 | Would like to be involved in making decisions |
| 4 | Don't know |

Q15. How satisfied or dissatisfied are you with the way Clackmannanshire Council Housing Property and Revenues Service listens to your views and acts upon them? **Show card 1 and code one only**

| | |
|---|------------------------------------|
| 1 | Very satisfied |
| 2 | Fairly satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied |
| 5 | Very dissatisfied |
| 6 | Don't know |

Contacting the landlord

Read: The next questions are about contacting Clackmannanshire Council Housing Property and Revenues Service.

Q16. Which of the following ways do you use to contact Clackmannanshire Council Housing Property and Revenues Service? **Show card 11 and code all that apply. After each response ask:** Any other?

| | |
|---|---|
| 1 | E-mail |
| 2 | Telephone |
| 3 | Text |
| 4 | In writing |
| 5 | Social media (Facebook, Twitter) |
| 6 | Visit to the office |
| 7 | Face to face contact with Housing Officer / other member of staff |
| 8 | Other (please specify) |
| 9 | Don't know |

Q17. Which of the following ways would you be prepared to use in the future to contact Clackmannanshire Council Housing Property and Revenues Service? **Show card 11 and code all that apply. After each response ask:** Any other?

| | |
|---|---|
| 1 | E-mail |
| 2 | Telephone |
| 3 | Text |
| 4 | In writing |
| 5 | Social media (Facebook, Twitter) |
| 6 | Visit to the office |
| 7 | Face to face contact with Housing Officer / other member of staff |
| 8 | Other (please specify) |
| 9 | Don't know |

Q18. Generally, how satisfied or dissatisfied are you with the way Clackmannanshire Council Housing Property and Revenues Service deals with enquiries? **Show card 1 and code one only**

| | |
|---|------------------------------------|
| 1 | Very satisfied |
| 2 | Fairly satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied |
| 5 | Very dissatisfied |
| 6 | Don't know |

Q19. Have you contacted Clackmannanshire Council Housing Property and Revenues Service in the past 12 months? **Code one only**

| | | |
|---|------------|------------------|
| 1 | Yes | Go to Q20 |
| 2 | No | Go to Q25 |
| 3 | Don't know | |

Q20. Can you briefly explain what the main reason for your contact was? **code one only**

| | |
|---|---|
| 1 | To report a repair |
| 2 | To pay my rent |
| 3 | To discuss my rent account |
| 4 | To apply to for a transfer/ mutual exchange |
| 5 | To discuss housing benefit |
| 6 | Problems with neighbours |
| 7 | Environmental problems |
| 8 | Discuss improvements to my home |
| 9 | Other (please specify) |

Q21. Was getting hold of the right person . . .? **Read out and code one only**

| | |
|---|----------------------------|
| 1 | Easy |
| 2 | Neither easy nor difficult |
| 3 | Difficult |
| 4 | Don't know |

Q22. Did you find the staff . . . ? **Read out and code one only**

| | |
|---|-------------------------------|
| 1 | Helpful |
| 2 | Neither helpful nor unhelpful |
| 3 | Unhelpful |
| 4 | Don't know |

Q23. Was your query answered in a reasonable time? **Code one only**

| | |
|---|------------|
| 1 | Yes |
| 2 | No |
| 3 | Don't know |

Q24. How satisfied or dissatisfied were you with the final outcome of your query? **Show card**

1 and code one only

| | |
|---|------------------------------------|
| 1 | Very satisfied |
| 2 | Fairly satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied |
| 5 | Very dissatisfied |
| 6 | Don't know |

Complaints

Q25. If you were unhappy about any aspect of the services provided by your landlord, would you know how to complain?

| | | |
|---|------------|------------------|
| 1 | Yes | Go to Q26 |
| 2 | No | Go to Q28 |
| 3 | Don't know | |

Q26. Have you used the complaints procedure in the past 12 months?

| | | |
|---|--|------------------|
| 1 | Yes (can you briefly describe the nature of the complaint?) | Go to Q27 |
| 2 | No | Go to Q28 |
| 3 | Don't know | |

Q27. How satisfied or dissatisfied were you with the complaints process? **Show card 1 and**

code one only

| | |
|---|------------------------------------|
| 1 | Very satisfied |
| 2 | Fairly satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied |
| 5 | Very dissatisfied |
| 6 | Don't know |

Repairs, Maintenance and Housing Quality

Read: The next section of the questionnaire is about repairs, maintenance and housing quality in your home.

Q28. Have you had any reactive (day to day) repairs carried out in this property in the last 12 months?

Code one only

| | | |
|---|-----|------------------|
| 1 | Yes | Go to Q29 |
| 2 | No | Go to Q32 |

Q29. 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 Property and Revenues Service?

Show card 1 and code one only

| | | |
|---|------------------------------------|------------------|
| 1 | Very satisfied | Go to Q31 |
| 2 | Fairly satisfied | |
| 3 | Neither satisfied nor dissatisfied | Go to Q30 |
| 4 | Fairly dissatisfied | |
| 5 | Very dissatisfied | |

Q30. Why do you say that? **Write in verbatim**

| |
|--|
| |
|--|

Q31. (New) Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following? **Show card 1 and read out each aspect**

| | Aspect | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|--|----------------|------------------|------------------------------------|---------------------|-------------------|
| 1 | Being told when workers would call | 1 | 2 | 3 | 4 | 5 |
| 2 | Being able to make an appointment | 1 | 2 | 3 | 4 | 5 |
| 3 | The work being done at a time slot that suited you | 1 | 2 | 3 | 4 | 5 |
| 4 | The time taken before work started | 1 | 2 | 3 | 4 | 5 |
| 5 | The speed of completing the work | 1 | 2 | 3 | 4 | 5 |
| 6 | The attitude of the workers | 1 | 2 | 3 | 4 | 5 |
| 7 | The overall quality of the work | 1 | 2 | 3 | 4 | 5 |
| 8 | Keeping dirt and mess to a minimum | 1 | 2 | 3 | 4 | 5 |
| 9 | The repair being done 'right first time' | 1 | 2 | 3 | 4 | 5 |

Q32. Have you used the 'Out of hours' repairs service in the past 2 years?

| | | |
|---|------------|------------------|
| 1 | Yes | Go to Q33 |
| 2 | No | |
| 3 | Don't know | Go to Q34 |

Q33. How satisfied or dissatisfied were you with the service you received? **Show card 1**

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

Q34. **Read:** Clackmannanshire Council Housing Property and Revenues Service also undertakes planned maintenance on their homes it is responsible for. This is where they plan internal/ external Maintenance works such as renewals to external wall render and roof areas, kitchen and bathroom replacement, window and door replacement. They work out the plan by internally/externally inspecting properties to collate and analyse the information gathered. How satisfied or dissatisfied are you with the planned maintenance carried out by your landlord? **Show card 1 and code one only**

| | |
|---|------------------------------------|
| 1 | Very satisfied |
| 2 | Fairly satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied |
| 5 | Very dissatisfied |
| 6 | Don't know |

Q35. Which, if any, of the following major works have been carried out at your property in the past 12 months? **Read out and code all that apply**

Q36. **[FOR EACH THAT HAVE BEEN CARRIED OUT]** How would you rate the improvement/s that has / have been made to your home? **Show card 3**

| | Improvement | Q35 Have been carried out | Q36 | | | | | |
|----|---------------------|---------------------------|------------------|-------------|-------------|-------------|-----------|------------|
| | | | Very good | Fairly good | Neither nor | Fairly poor | Very poor | Don't know |
| 1 | New kitchen | 1 | 1 | 2 | 3 | 4 | 5 | 6 |
| 2 | New bathroom | 2 | 1 | 2 | 3 | 4 | 5 | 6 |
| 3 | Electrical re-wire | 3 | 1 | 2 | 3 | 4 | 5 | 6 |
| 4 | New central heating | 4 | 1 | 2 | 3 | 4 | 5 | 6 |
| 5 | New windows | 5 | 1 | 2 | 3 | 4 | 5 | 6 |
| 6 | New exterior door/s | 6 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | New interior doors | 7 | 1 | 2 | 3 | 4 | 5 | 6 |
| 8 | New roofs | 8 | 1 | 2 | 3 | 4 | 5 | 6 |
| 9 | Rough casting | 9 | 1 | 2 | 3 | 4 | 5 | 6 |
| 10 | Insulation | 10 | 1 | 2 | 3 | 4 | 5 | 6 |
| 11 | Fence Replacement | 11 | 1 | 2 | 3 | 4 | 5 | 6 |
| 12 | External Insulation | 12 | 1 | 2 | 3 | 4 | 5 | 6 |
| 13 | None | 13 | Go to Q38 | | | | | |

Q37. (New)Thinking about the completed works, how satisfied or dissatisfied were you with the following? **Show card 1 and read out each aspect**

| | Aspect | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | Don't know |
|---|--|----------------|------------------|-------------|---------------------|-------------------|------------|
| 1 | Being told when workers would call | 1 | 2 | 3 | 4 | 5 | 6 |
| 2 | The time taken to complete the work | 1 | 2 | 3 | 4 | 5 | 6 |
| 3 | The attitude of the workers | 1 | 2 | 3 | 4 | 5 | 6 |
| 4 | The overall quality of the work | 1 | 2 | 3 | 4 | 5 | 6 |
| 5 | Keeping dirt and mess to a minimum | 1 | 2 | 3 | 4 | 5 | 6 |
| 6 | The care shown for your home and possessions | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | The work being done 'right first time' | 1 | 2 | 3 | 4 | 5 | 6 |
| 8 | The major works overall | 1 | 2 | 3 | 4 | 5 | 6 |

Q38. Overall, how satisfied or dissatisfied are you with the quality of your home?

Show card 1 and code one only

| | | |
|---|------------------------------------|------------------|
| 1 | Very satisfied | Go to Q40 |
| 2 | Fairly satisfied | |
| 3 | Neither satisfied nor dissatisfied | Go to Q39 |
| 4 | Fairly dissatisfied | |
| 5 | Very dissatisfied | |

Q39. Why do you say that? **Write in verbatim**

| |
|--|
| |
|--|

Satisfaction with the neighbourhood

Read: I would now like to ask you some questions about the local neighbourhood.

Q40. How satisfied or dissatisfied are you with the maintenance of . . .

Show card 1 and code one for each row

| | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | Don't know | Not applicable |
|--|----------------|------------------|-------------|---------------------|-------------------|------------|----------------|
| Open spaces in the neighbourhood | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Common areas, such as drying greens, rubbish collection areas and closes | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Q41. Overall, how satisfied or dissatisfied are you with Clackmannanshire Council Housing Property and Revenues Service's contribution to the management of the neighbourhood you live in? **Show card 1 and code one only**

| | | |
|---|------------------------------------|------------------|
| 1 | Very satisfied | Go to Q43 |
| 2 | Fairly satisfied | |
| 3 | Neither satisfied nor dissatisfied | Go to Q42 |
| 4 | Fairly dissatisfied | |
| 5 | Very dissatisfied | |

Q42. Why do you say that? **Write in verbatim**

| |
|--|
| |
|--|

Q43. In the last three years, would you say your neighbourhood has improved or declined?

Show card 7 and code one only

| | |
|---|-------------------|
| 1 | Greatly improved |
| 2 | Slightly improved |
| 3 | Stayed the same |
| 4 | Slightly declined |
| 5 | Greatly declined |
| 6 | Don't know |

Q44. To what extent are any of the following a problem in your neighbourhood?

Show card 8 and read out problems

| | Problems | Major problem | Minor problem | Not a problem | Don't know |
|----|--------------------------------------|---------------|---------------|---------------|------------|
| 1 | Car parking | 1 | 2 | 3 | 4 |
| 2 | Rubbish or litter | 1 | 2 | 3 | 4 |
| 3 | Noisy neighbours | 1 | 2 | 3 | 4 |
| 4 | Dog fouling / dog mess | 1 | 2 | 3 | 4 |
| 5 | Other problems with pets and animals | 1 | 2 | 3 | 4 |
| 6 | Disruptive children / teenagers | 1 | 2 | 3 | 4 |
| 7 | Racial or other harassment | 1 | 2 | 3 | 4 |
| 8 | Drunk or rowdy behaviour | 1 | 2 | 3 | 4 |
| 9 | Vandalism and graffiti | 1 | 2 | 3 | 4 |
| 10 | People damaging your property | 1 | 2 | 3 | 4 |
| 11 | Drug use or dealing | 1 | 2 | 3 | 4 |
| 12 | Abandoned or burnt out vehicles | 1 | 2 | 3 | 4 |
| 13 | Other crime | 1 | 2 | 3 | 4 |
| 14 | Noise from traffic | 1 | 2 | 3 | 4 |
| 15 | Any other problems (please specify) | 1 | 2 | | |

Q45.

Q46. How safe or unsafe do you feel when outside in your local neighbourhood . . . **Show card 9 and read out times of day, code one each row**

| | Very safe | Fairly safe | Neither nor | Fairly unsafe | Very unsafe | Don't know |
|----------------|-----------|-------------|-------------|---------------|-------------|------------|
| After dark | 1 | 2 | 3 | 4 | 5 | 6 |
| During the day | 1 | 2 | 3 | 4 | 5 | 6 |

Q47. Have you experienced any anti-social behaviour in the past 12 months? **Code one only**

| | | |
|---|------------|------------------|
| 1 | Yes | Go to Q48 |
| 2 | No | |
| 3 | Don't know | |

Q48. Have you reported anti-social behaviour to Clackmannanshire Council Housing Property and Revenues Service in the past 12 months? **Code one only**

| | | |
|---|------------|------------------|
| 1 | Yes | Go to Q50 |
| 2 | No | Go to Q49 |
| 3 | Don't know | Go to Q51 |

Q49. Why did you not report the anti-social behaviour to Clackmannanshire Council Housing Property and Revenues Service? **Show card 10 and code all that apply. After each response ask: Anything else?**

| | |
|---|--|
| 1 | Did not want to get involved |
| 2 | Did not know who or where to report the problem to |
| 3 | Did not feel anything would be done |
| 4 | Fear of reprisals |
| 5 | Some other reason – Please specify |
| 6 | Don't know |

Now go to Q51

Q50. How satisfied or dissatisfied were you with the . . .
Show card 1 and code one for each row

| | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | Don't know |
|--|----------------|------------------|-------------|---------------------|-------------------|------------|
| Final outcome of your anti-social behaviour complaint | 1 | 2 | 3 | 4 | 5 | 6 |
| And setting aside the final outcome, how satisfied were you with the way your anti-social behaviour complaint was dealt with | 1 | 2 | 3 | 4 | 5 | 6 |

Rent, Value for Money and Welfare Benefits

Read: I now have some questions about rent, value for money and Welfare Reform.

Q51. Taking into account the accommodation and the services Clackmannanshire Council Housing Property and Revenues Service provides, do you think that the rent for this property represents good or poor value for money? Is it . . . **Show card 3 and code one only**

| | | |
|---|-----------------------|------------------|
| 1 | Very good | Go to Q53 |
| 2 | Fairly good | |
| 3 | Neither good nor poor | Go to Q52 |
| 4 | Fairly poor | |
| 5 | Very poor | |

Q52. Why do you say that? **Write in verbatim**

| |
|--|
| |
|--|

Q53. Have you been affected by Universal Credit or do you expect this to have an affect on you and your household? **Code one only**

| | | |
|---|------------|------------------|
| 1 | Yes | Go to Q54 |
| 2 | No | Go to Q55 |
| 3 | Don't know | |

Q54. If yes, to what extent have you been affected by 'Universal Credit'

| | |
|---|------------|
| 1 | A lot |
| 2 | A little |
| 3 | None |
| 4 | Don't know |

Q55. Does your household currently receive Housing Benefit or Universal Credit Housing costs.(either paid to you, or directly to your landlord). . **Read out and code one only**

| | | |
|---|--|------------------|
| 1 | For all of the rent? | Go to Q56 |
| 2 | For some of the rent? | |
| 3 | Household does not receive Housing Benefit | Go to Q57 |
| 4 | Don't know | |

Read: Currently, If you are entitled to help towards your rent it is paid directly to Clackmannanshire Council in the form of Housing Benefit.

Q56. (New) Were you aware that once you transfer to Universal Credit the amount paid to cover your housing costs will be paid to you and you will be responsible for paying your rent directly to Clackmannanshire Council?

| | |
|---|----------------|
| 1 | Yes |
| 2 | No |
| 3 | Not applicable |

You and your household

Read: The final questions are about you and your household. This information will be kept confidential by Research Resource. The questions have been included to help us analyse the responses from all survey respondents to the other questions you have been asked today.

Q57. Code gender

| | |
|---|--------|
| 1 | Male |
| 2 | Female |

Q58. Which of the following age bands do you fall into?

Show card 13

| | |
|---|-------------------|
| 1 | 16-24 |
| 2 | 25-34 |
| 3 | 35-44 |
| 4 | 45-54 |
| 5 | 55-64 |
| 6 | 65-74 |
| 7 | 75+ |
| 8 | Prefer not to say |

Q59. How would you describe the composition of your household? **Show card 14**

| | |
|----|--|
| 1 | One adult under 60 |
| 2 | One adult aged 60 or over |
| 3 | Two adults, both under 60 |
| 4 | Two adults, at least one 60 or over |
| 5 | Three or more adults, 16 or over |
| 6 | 1 parent family with children, at least one under 16 |
| 7 | 2 parent family with children, at least one under 16 |
| 8 | Other |
| 9 | Don't know |
| 10 | Prefer not to say |

Q60. Which of the following best describes your status? **Show card 15**

| | |
|---|---|
| 1 | Employee in full time job (30 hours or more per week) |
| 2 | Employee in part time job (Less than 30 hours per week) |
| 3 | Self employed – full or part time |

| | |
|----|--|
| 4 | Government supported training |
| 5 | Unemployed and available for work |
| 6 | Wholly retired from work |
| 7 | Full time education at school, college or university |
| 8 | Looking after family / home |
| 9 | Permanently sick / disabled |
| 10 | Doing something else |
| 11 | Prefer not to say |

Q61. How long have you / your household been a tenant with this landlord? **Code one only**

| | |
|---|---------------|
| 1 | Under 1 year |
| 2 | 1 – 2 years |
| 3 | 3 – 5 years |
| 4 | 6 – 10 years |
| 5 | 11 – 20 years |
| 6 | 21+ years |
| 7 | Don't know |

Q62. (Ind2) Which of the following best describes your ethnicity? **Show card 16**

| | |
|---|---------------|
| | White |
| 1 | Scottish |
| 2 | Other British |

| | |
|----|---|
| 3 | Irish |
| 4 | Gypsy / Traveller |
| 5 | Polish |
| 6 | Any other white background |
| 7 | Mixed or multiple ethnic background |
| | Asian, Asian Scottish, Asian British |
| 8 | Indian |
| 9 | Pakistani |
| 10 | Bangladeshi |
| 11 | Chinese |
| 12 | Any other Asian background |
| | Black, Black Scottish, Black British |
| 13 | Caribbean |
| 14 | African |
| 15 | Any other black background |
| | Other ethnic background |
| 16 | Arab, Arab Scottish, Arab British |
| 17 | Any other groups |
| 18 | Prefer not to say |

Q63. Do you consider yourself to have a disability? **Code one only**

| | | |
|---|-------------------|------------------|
| 1 | Yes | Go to Q64 |
| 2 | No | Go to Q65 |
| 3 | Prefer not to say | |

Q64. Are any support needs you may have being met in order for you to keep you tenancy with the Council?

| | |
|---|-------------------|
| 1 | Yes |
| 2 | No |
| 3 | Prefer not to say |

Q65. Finally, would you like to be entered into the Prize Draw where you could win **Clackmannanshire Council:** one of three prizes of £50

| | | |
|---|-----|--|
| 1 | Yes | Read: You will now be entered in the Prize Draw which Research Resource will hold on behalf of your landlord. |
| 2 | No | |

- Thank you very much for completing the questionnaire.
- Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice

Appendix 2

Data Tables

| Break % | S1 Housing Management Area/Ward: | | | | | | | |
|---------------------------|----------------------------------|---------|-----------------------|------------------------|----------------------|--------------------------------|-------------------|-------------------|
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 870 | 290 | 156 | 96 | 87 | 120 | 94 | 27 |
| Q44a Car parking | | | | | | | | |
| Major problem | 7% | 8% | 3% | 7% | 8% | 1% | 14% | - |
| Minor problem | 9% | 12% | 2% | 18% | 11% | 4% | 12% | - |
| Not a problem | 84% | 80% | 95% | 75% | 80% | 95% | 74% | 100% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 896 | 317 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44b Rubbish or litter | | | | | | | | |
| Major problem | 5% | 4% | 5% | 6% | 7% | - | 10% | - |
| Minor problem | 16% | 19% | 13% | 19% | 20% | 11% | 15% | 11% |
| Not a problem | 79% | 77% | 83% | 75% | 74% | 89% | 76% | 89% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 893 | 314 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44c Noisy neighbours | | | | | | | | |
| Major problem | 5% | 4% | 6% | 6% | 7% | 1% | 10% | 4% |
| Minor problem | 5% | 5% | 5% | 10% | 6% | 1% | 5% | - |
| Not a problem | 90% | 91% | 88% | 83% | 87% | 98% | 85% | 96% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 897 | 317 | 155 | 96 | 87 | 120 | 95 | 27 |
| Q44d Dog fouling/dog mess | | | | | | | | |
| Major problem | 9% | 6% | 15% | 7% | 10% | - | 23% | 7% |
| Minor problem | 14% | 23% | 8% | 15% | 9% | 7% | 12% | 7% |
| Not a problem | 77% | 71% | 77% | 78% | 80% | 93% | 65% | 85% |

| Break % | S1 Housing Management Area/Ward: | | | | | | | |
|---|----------------------------------|---------|-----------------------|------------------------|----------------------|--------------------------------|-------------------|-------------------|
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 891 | 312 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44e Other problems with pets and animals | | | | | | | | |
| Major problem | 1% | 1% | 3% | 1% | - | - | 3% | - |
| Minor problem | 2% | 2% | 1% | 5% | 1% | - | 1% | - |
| Not a problem | 97% | 97% | 97% | 94% | 99% | 100% | 96% | 100% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 892 | 312 | 155 | 96 | 87 | 120 | 95 | 27 |
| Q44f Disruptive children/teenagers | | | | | | | | |
| Major problem | 2% | 2% | 3% | 2% | 2% | - | 2% | - |
| Minor problem | 3% | 4% | 3% | 1% | 1% | 3% | 5% | - |
| Not a problem | 95% | 94% | 94% | 97% | 97% | 97% | 93% | 100% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 896 | 317 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44g Racial or other harassment | | | | | | | | |
| Major problem | 1% | 2% | - | 1% | - | - | 2% | - |
| Minor problem | 1% | - | - | 4% | 1% | - | 3% | - |
| Not a problem | 98% | 98% | 100% | 95% | 99% | 100% | 95% | 100% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 888 | 308 | 155 | 96 | 87 | 120 | 95 | 27 |
| Q44h Drunk or rowdy behaviour | | | | | | | | |
| Major problem | 4% | 4% | 6% | 5% | 5% | - | 5% | - |
| Minor problem | 8% | 10% | 2% | 16% | 2% | 9% | 6% | - |
| Not a problem | 89% | 87% | 92% | 79% | 93% | 91% | 88% | 100% |

| Break % | S1 Housing Management Area/Ward: | | | | | | | |
|--------------------------------------|----------------------------------|---------|-----------------------|------------------------|----------------------|--------------------------------|-------------------|-------------------|
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 895 | 316 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44i Vandalism and graffiti | | | | | | | | |
| Major problem | 1% | 2% | 3% | - | 2% | - | - | - |
| Minor problem | 3% | 4% | 3% | 3% | 1% | - | 4% | - |
| Not a problem | 96% | 94% | 94% | 97% | 97% | 100% | 96% | 100% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 896 | 316 | 155 | 96 | 87 | 120 | 95 | 27 |
| Q44j People damaging your property | | | | | | | | |
| Major problem | 2% | 3% | - | 1% | 1% | - | 3% | - |
| Minor problem | 1% | 2% | - | 1% | - | - | 1% | - |
| Not a problem | 97% | 95% | 100% | 98% | 99% | 100% | 96% | 100% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 869 | 296 | 155 | 96 | 87 | 120 | 93 | 22 |
| Q44k Drug use or dealing | | | | | | | | |
| Major problem | 6% | 6% | 10% | 4% | 5% | 1% | 4% | 5% |
| Minor problem | 3% | 5% | 1% | 6% | 1% | 1% | 2% | - |
| Not a problem | 92% | 89% | 89% | 90% | 94% | 98% | 94% | 95% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 895 | 316 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44l Abandoned or burnt out vehicles | | | | | | | | |
| Major problem | 0% | - | 1% | 1% | - | - | - | - |
| Minor problem | 0% | 0% | - | - | - | - | 1% | - |
| Not a problem | 100% | 100% | 99% | 99% | 100% | 100% | 99% | 100% |

| Break % | S1 Housing Management Area/Ward: | | | | | | | |
|--|----------------------------------|---------|-----------------------|------------------------|----------------------|--------------------------------|-------------------|-------------------|
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 895 | 316 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44l Abandoned or burnt out vehicles | | | | | | | | |
| Major problem | 0% | - | 1% | 1% | - | - | - | - |
| Minor problem | 0% | 0% | - | - | - | - | 1% | - |
| Not a problem | 100% | 100% | 99% | 99% | 100% | 100% | 99% | 100% |
| Break % | S1 Housing Management Area/Ward: | | | | | | | |
| | Respondents | (Alloa) | Sauchie/ Fishcross | Clackmannan/ Kennet | Tullibody/ Cambus | Tillicoultry/ Coalsnaughton | Alva/ Menstrie | (Alloa Bowmar) |
| Base | 896 | 317 | 155 | 96 | 87 | 120 | 94 | 27 |
| Q44n Noise from traffic | | | | | | | | |
| Major problem | 0% | 1% | - | - | - | 1% | 1% | - |
| Minor problem | 1% | 1% | - | 2% | - | - | 4% | - |
| Not a problem | 99% | 99% | 100% | 98% | 100% | 99% | 95% | 100% |

Appendix 3

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

| | |
|--|---|
| Project number | P1023 |
| Project name | Clackmannanshire Council Tenant Satisfaction and Aspiration Survey 2019 |
| Objectives of the research | <p>The aim of the research was to seek tenants' views on the services that Clackmannanshire Housing Services 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:</p> <ul style="list-style-type: none"> ■ The customer care/ service delivery provided by Clackmannanshire Council; ■ Awareness of services provided; ■ Delivery of office services; ■ Satisfaction with properties and how they are maintained; ■ Priorities for improvement or change ■ Satisfaction with estate management. |
| Target group | Tenants of the Council |
| Target sample size | Achieve data accurate to +/- 3% |
| Achieved sample size | A total of 901 interviews were achieved from a population of 4675 tenants representing data accurate to +/- 2.9% based upon a 50% estimate at the 95% confidence level. |
| Date of fieldwork | Interviewing took place between the 13 th May 2019 and the 28 th June 2019. |
| Sampling method | Interviews spread across organisation stock. |
| Data collection method | Interviews were undertaken with the tenant or their partner on a face to face basis. 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 | A total of 901 interviews were achieved from a population of 4675 tenants representing a 19% response rate. |
| Any incentives? | Prize draw to win one of 3X £50 cash prizes |

| | |
|---|--|
| Number of interviewers | Nine. |
| Interview/ self completion validation methods | 10% of each interviewer's work has been backchecked by telephone for quality control purposes. |
| Showcards or any other materials used? | Showcards used as per the questionnaire. |
| Weighting procedures (if applicable) | N/A |
| Estimating and imputation procedures (if applicable) | N/A |
| Reliability of findings | Data accurate to +/- 2.9% based upon a 50% estimate at the 95% confidence level. |