



Clackmannanshire Council

Tenant Satisfaction Survey

May 2026

Prepared by:

Research Resource

Prepared for:

Clackmannanshire Council

Contact: Lorna Shaw
Email:

Contact: Monika Bicev
Email :





Report written by: Rosemary Stafford

Date: 22/05/26

Reviewed by: Elaine MacKinnon / Lorna Shaw

Date: 22/05/26

Clackmannanshire Council

Tenant Satisfaction Survey

Contents

EXECUTIVE SUMMARY	5
1. INTRODUCTION, BACKGROUND AND OBJECTIVES	7
1.1 Introduction.....	7
1.2 Background and objectives	7
2. RESEARCH METHOD	8
2.1 Research Method.....	8
2.2 Questionnaire design	8
2.3 Sample size	9
2.4 Survey Analysis and Reporting	10
2.5 Report Structure.....	11
3. THE OVERALL SERVICE PROVIDED	12
3.1 Overall Satisfaction (Q1/2)	12
3.2 Priorities (Q3)	14
4. KEEPING TENANTS INFORMED AND CONTACT.....	15
4.1 Accessibility of information (Q4/5)	15
4.2 Keeping tenants informed (Q6/7)	16
4.3 Self Service Portal (Q8).....	18
4.4 Contacting the Housing Service (Q9/10)	18
5. TENANT PARTICIPATION	20
5.1 Awareness of participation opportunities (Q11)	20
5.2 Satisfaction with participation opportunities (Q13/14).....	22
5.3 Listening to your views and acting on them (Q15)	24
6. REPAIRS, MAINTENANCE AND HOUSING QUALITY	25
6.1 Quality of the home (Q16/17)	25
6.2 Repairs carried out in the last 12 months (Q18-20)	27
6.3 Satisfaction with aspects of the repairs service (Q21).....	28
6.4 Damp/ mould repair works (Q22-25)	29
6.5 Interest in technologies to monitor and improve the quality of the home (Q26)	30
6.6 Affordability of heating the home (Q27).....	30
7. THE NEIGHBOURHOOD	31
7.1 Outside Maintenance (Q28)	31
7.2 Satisfaction with Clackmannanshire Council Housing and Property service's contribution to the management of the neighbourhood (Q29/30)	32
7.3 Neighbourhood problems (Q31)	34
7.4 Anti-social behaviour (Q32/33)	36
8. VALUE FOR MONEY AND FUTURE HOUSING INTENTIONS	37
8.1 Value for money (Q34-36)	37
8.2 Housing Benefit Universal Credit and affordability of rent (Q37/38)	39
8.3 Moving intentions in next 5 years (Q39/40)	40

9.	HOUSEHOLD INFORMATION	41
9.1	Age and Sex (Q41-43)	41
9.2	Household composition (Q44)	41
9.3	Occupational status (Q45)	42
9.4	Length of tenancy (Q46)	42
9.5	Ethnicity (Q47)	43
9.6	Disability (Q48)	43
10.	CONCLUSIONS	45
10.1	Areas of high performance	45
10.2	Areas for consideration	45

APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: DATA TABLES

APPENDIX 3: TECHNICAL REPORT SUMMARY

EXECUTIVE SUMMARY

INTRODUCTION

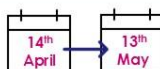
- Clackmannanshire Council commissioned Research Resource to carry out a tenant satisfaction and aspiration survey on their behalf.
- Overall, a total of 900 interviews were completed with Clackmannanshire Council Housing and Property tenants.
- Tenant interviews were spread across each area of the Council's 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 following infographic below shows the results for the Scottish Housing Regulator indicators for Clackmannanshire Council Housing and Property Services. The results in the infographic below show the levels of satisfaction reported in Clackmannanshire Council's 2023 and 2026 tenant satisfaction surveys. The arrows shows the difference between 2023 and 2026 and show where there has been a significant increase or decrease in satisfaction. The results have also been benchmarked against the Scottish average in the Annual Return on the Charter 2024/25 for all social landlords and for local authorities in order to provide some wider context to the results. This analysis shows that the Council are performing above both of these averages for all indicators.

900
INTERVIEWS

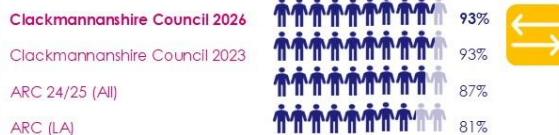
What did we do?



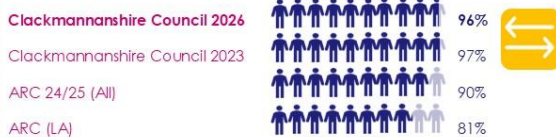
We spoke to 900 **Clackmannanshire Council tenants** to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Housing Service to improve their services for customers.

Interviews were completed on a door-to-door basis with Research Resource trained and experienced interviewers between the 14th of April and the 13th of May 2026. The arrows in this report show where there have been significant differences between the 2023 and 2026 surveys.

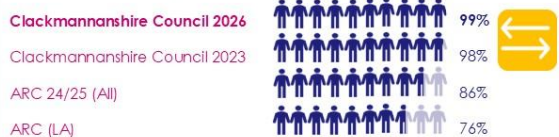
Overall service



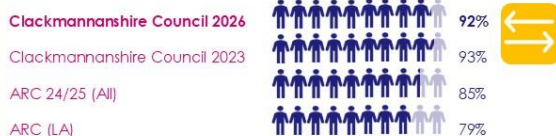
Keeping tenants informed



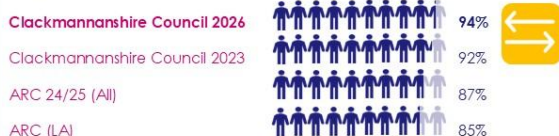
Participation opportunities



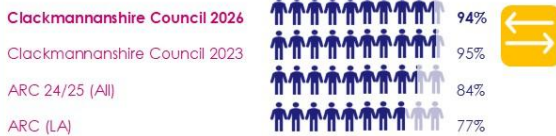
Quality of the home



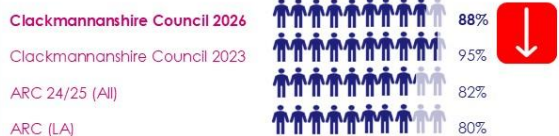
Repairs service



Neighbourhood management



Value for money



Research Resource is an independent research agency. All our work is carried out in line with the Market Research Society Code of Conduct.
All data is confidential and anonymous. It is held in accordance with the General Data Protection Regulations.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1 Introduction

This report represents and discusses the findings to emerge from Clackmannanshire Council's 2026 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 Council commissioned a Tenant Satisfaction Survey most recently in 2023.

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 2026 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 face to face 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. Overall, a total of 900 interviews were completed with Clackmannanshire tenants, providing data accurate to $\pm 3\%$ 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 $\pm 3\%$ 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 – 3% 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% and 53% (i.e. 3% less or 3% 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 following table shows the sample profile broken down by town and management area, compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile, varying by no more than 1 percentage point in terms of housing management area. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

Town by Management area	No of tenants	% of tenants	No of interviews	% of interviews
1	1099	23%	211	23%
ALLOA	1099	23%	211	23%
2	805	17%	156	17%
FISHCROSS	35	1%	7	1%
SAUCHIE	770	16%	149	17%
3	475	10%	85	9%
CLACKMANNAN	466	10%	85	9%
DEVONSIDE	1	0%	0	0%
FORESTMILL	4	0%	0	0%
KENNET	4	0%	0	0%
4	496	11%	95	11%
CAMBUS	17	0%	4	0%
GLENOCHIL VILLAGE	1	0%	0	0%
TULLIBODY	478	10%	91	10%
5	724	15%	144	16%
COALSNAUGHTON	155	3%	30	3%
DEVONSIDE	37	1%	7	1%
DOLLAR	92	2%	18	2%
MUCKHART	5	0%	0	0%
TILlicoultry	435	9%	89	10%
6	558	12%	107	12%
ALVA	452	10%	87	10%
MENSTRIE	106	2%	20	2%
7	523	11%	102	11%
ALLOA	523	11%	102	11%
Grand Total	4680	100%	900	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 survey which were completed in 2023.

2.5 Report Structure

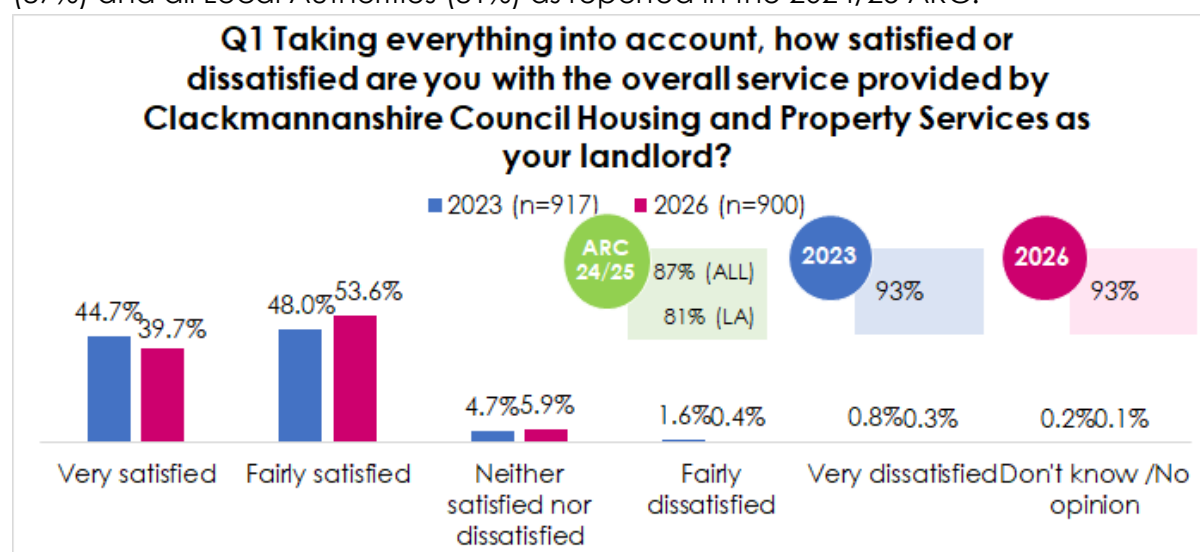
This document details the key findings to emerge from the survey.

CHAPTER 3.	OVERALL SERVICE PROVIDED
CHAPTER 4.	KEEPING TENANTS INFORMED AND CONTACT
CHAPTER 5.	TENANT PARTICIPATION
CHAPTER 6.	REPAIRS, MAINTENANCE AND HOUSING QUALITY
CHAPTER 7.	THE NEIGHBOURHOOD
CHAPTER 8.	VALUE FOR MONEY AND FUTURE HOUSING INTENTIONS
CHAPTER 9.	HOUSEHOLD INFORMATION
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 opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by Clackmannanshire Council Housing and Property Services as their landlord. The majority of tenants (93%) were very or fairly satisfied in this respect, compared to 6% who were neither satisfied nor dissatisfied and 1% 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 is consistent with the 2023 survey (93%) and is higher than the Scottish average for all social landlords (87%) and all Local Authorities (81%) as reported in the 2024/25 ARC.

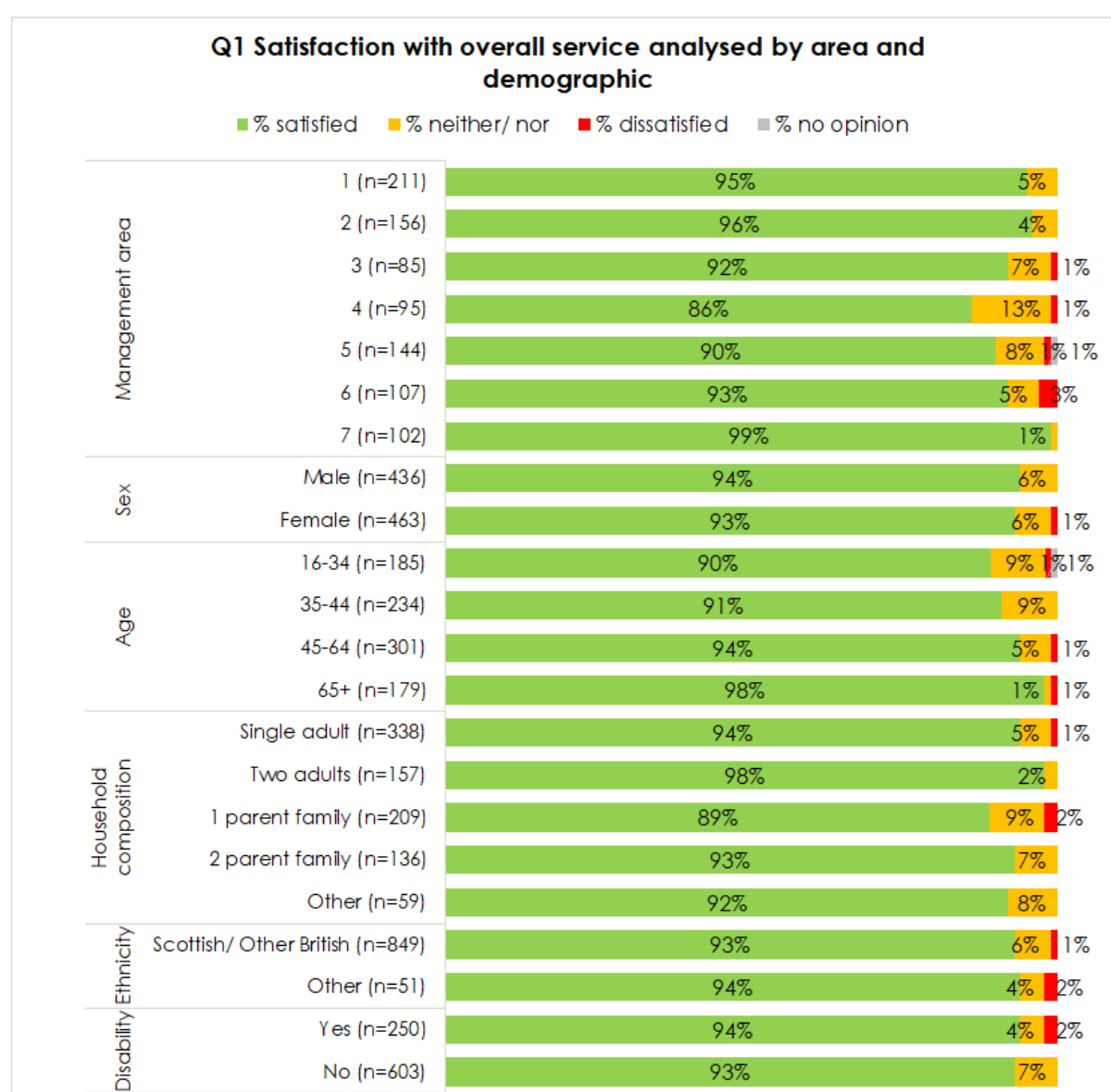


Respondents who were not satisfied with the overall service provided by Clackmannanshire Council Housing and Property Services were then asked to explain why they said that. The open ended comments provided to this question have been coded thematically and were most likely to be where respondents spoke about upgrading properties (28%) or comments about the repairs service (20%).

Q2 Why do you say that? (Write in verbatim)		
Base: Not satisfied with overall service, n=60	No.	%
Upgrades required e.g. kitchen, bathroom, windows	17	28.3%
Repairs take too long to complete	12	20.0%
Area around the property could be cleaner/ tidier	8	13.3%
Poor repairs service/ poor quality repair	6	10.0%
Issues with ASB/ neighbours	5	8.3%
Need bigger home	5	8.3%
Have little contact	5	8.3%
Outstanding issues/ repairs unfinished	4	6.7%
Customer service/ communication/ telephone service issues	3	5.0%
External/ estates maintenance needed e.g. fencing, close etc	3	5.0%
Damp/ mould present	2	3.3%
Quality/ condition of housing is poor	1	1.7%
Other	4	6.7%

Throughout the report analysis has been undertaken on the basis of management area and demographics. This analysis shows that combined satisfaction with the overall service varies significantly in terms of the following factors:

- **Management area:** Those who lived in area 4 were least likely to be satisfied with the overall service (86%) and those who lived in area 7 were most likely to be satisfied (99%).
- **Age:** As age increases the proportion of tenants satisfied with the overall service also increases, from 90% for tenants aged 16-34 to 98% for those aged 65 and over.
- **Household composition:** Single parent families were less likely to be satisfied in this respect (89%) than 2 adult households (98%).



3.2 Priorities (Q3)

In terms of services that tenants felt their landlord should give the most priority to, the top three were identified as repairs and maintenance (62%), followed by making improvements to the existing stock of housing (44%) and keeping tenants informed (36%).

Q3 Of the following, which three should your landlord give most priority to?		
Base: All respondents, n=900	No.	%
Repairs and maintenance	561	62.3%
Making improvements to the existing stock of housing	396	44.0%
Keeping tenants informed	326	36.2%
Maintaining the neighbourhood where you live	204	22.7%
Ensuring the rent charged represents good value for money	138	15.3%
Listening to tenants' views and acting upon them	126	14.0%
Making properties more energy efficient	117	13.0%
Providing / building more affordable homes in the area for people to rent	67	7.4%
Dealing with anti-social behaviour	62	6.9%
Improving communication with tenants	60	6.7%
Eradicating issues with damp/mould	34	3.8%
Staff professionalism when engaging with tenants	9	1.0%
Don't know	75	8.3%
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 2026 keeping tenants informed replaced listening to tenants' views and acting upon them which was the third priority in 2023.

2019

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

2023

- Repairs and Maintenance (66%)
- Making improvements to the current housing stock (54%)
- Listening to tenants views and acting upon them (30%)

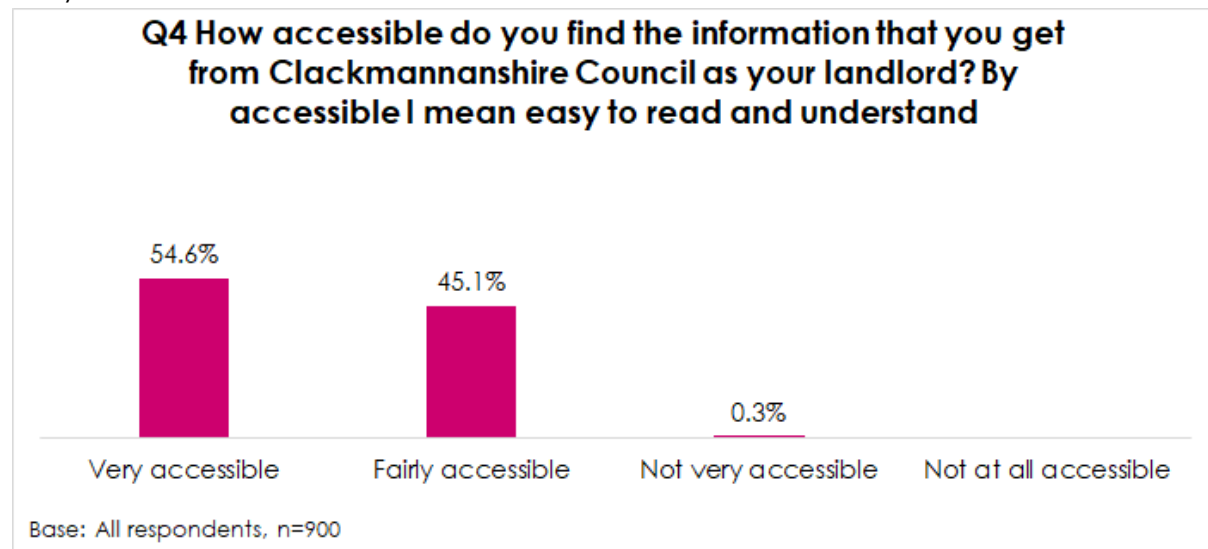
2026

- Repairs and maintenance (62%)
- Making improvements to the existing stock of housing (44%)
- Keeping tenants informed (36%)

4. KEEPING TENANTS INFORMED AND CONTACT

4.1 Accessibility of information (Q4/5)

All respondents were asked about how accessible they find the information they get from the Council as their landlord. Over half (55%) were of the opinion information provided by the Housing Service was very accessible and a further 45% said it was fairly accessible.



Further analysis reveals that older tenants aged 65 and over were most likely to say information was very accessible (72%) and tenants aged 35-44 and aged 45-64 least likely (both 46%).

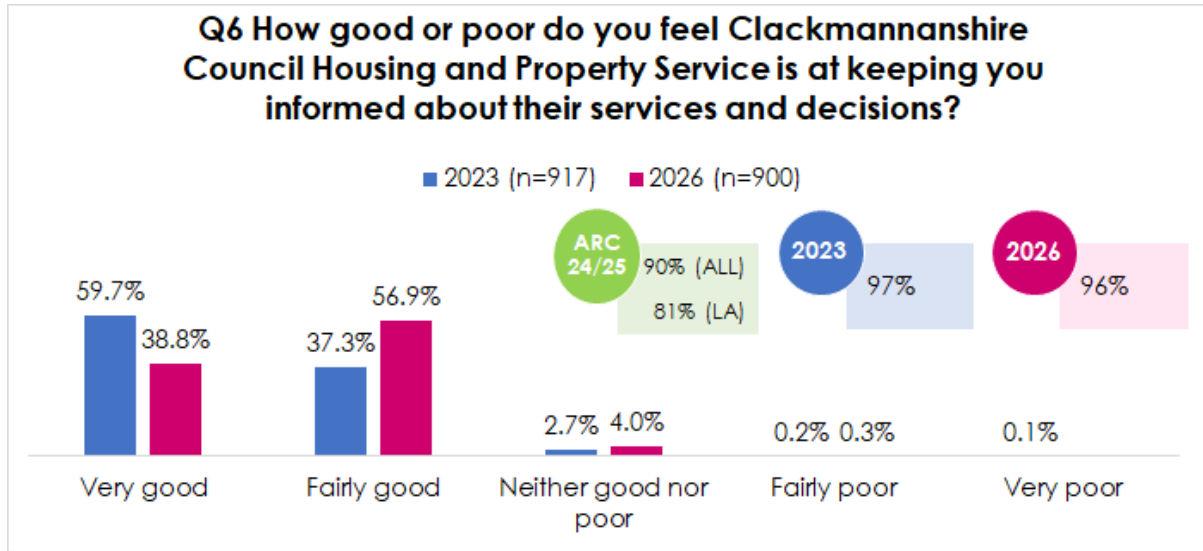
Tenants who had a disability were more likely to say they find information very accessible (67%) than tenants who did not have a disability (51%).

Analysis by area reveals that tenants who lived in management areas 1 (78%) , 5 (77%) and 8 (80%) were most likely to find information very accessible and those who lived in management area 3 were least likely (15%).

The three tenants who did not find information accessible were asked what would help the information be easier to read and understand. One tenant suggested providing information in different languages, one said they did not think the Council listens and the remaining tenant said they did not receive information from the Council.

4.2 Keeping tenants informed (Q6/7)

In terms of keeping tenants informed, 96% of tenants were of the opinion that Clackmannanshire Council Housing and Property Services were very or fairly good at keeping them informed about their services and decisions, compared to 4% who said they were neither good nor poor and less than 1% who said they were very or fairly poor. Overall satisfaction in this respect has seen no significant change compared to the results from 2023 (97%) and is higher than the Scottish average for all social landlords as reported in the Annual Return on the Charter for 2024/25 which is 90% and the average for local authorities (81%).



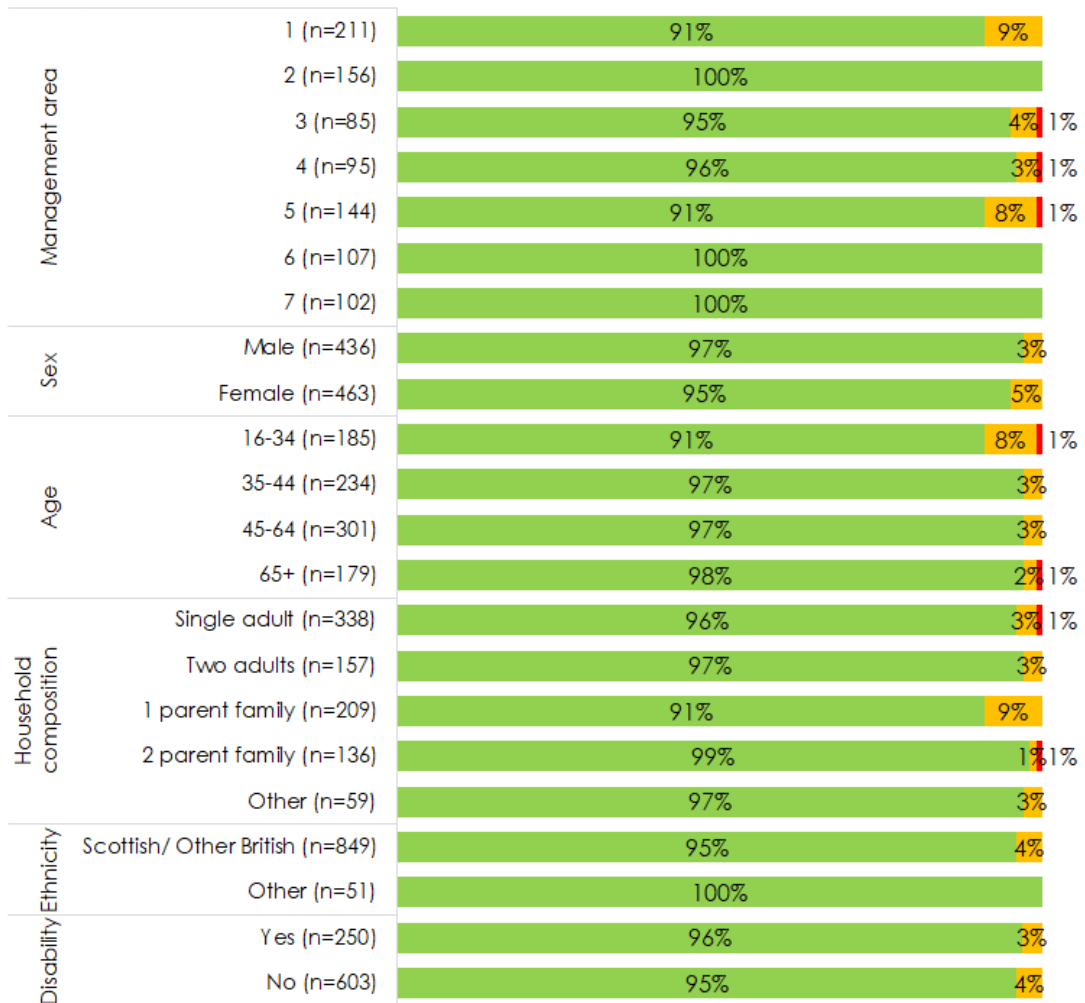
Respondents who felt Clackmannanshire Council Housing and Property Services were not good at keeping them informed about their services and decisions were then asked why they felt that way, amounting to 39 tenants. Reasons given were generally where tenants felt they don't hear much from the housing service or that they do not follow up on enquiries. A full list of the comments provided to this question have been passed over the Council for review.

Further analysis reveals that the proportion of tenants who were satisfied with how well the Housing Service keeps them informed varies significantly in terms of:

- **Management area:** All respondents who lived in areas 2,6 and 7 were satisfied compared to 91% of tenants living in areas 1 and 5.
- **Household composition:** 2 parent families were more likely to be satisfied in this respect (99%) than 1 parent families (91%).

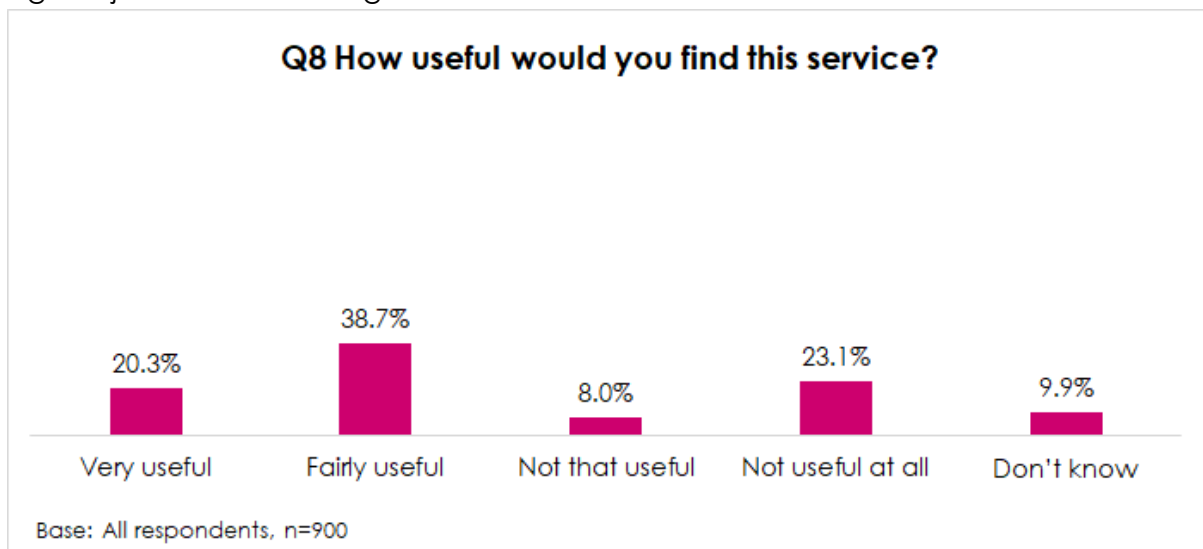
Q6 Satisfaction with keeping tenants informed analysed by area and demographic

■ % good ■ % neither/ nor ■ % poor



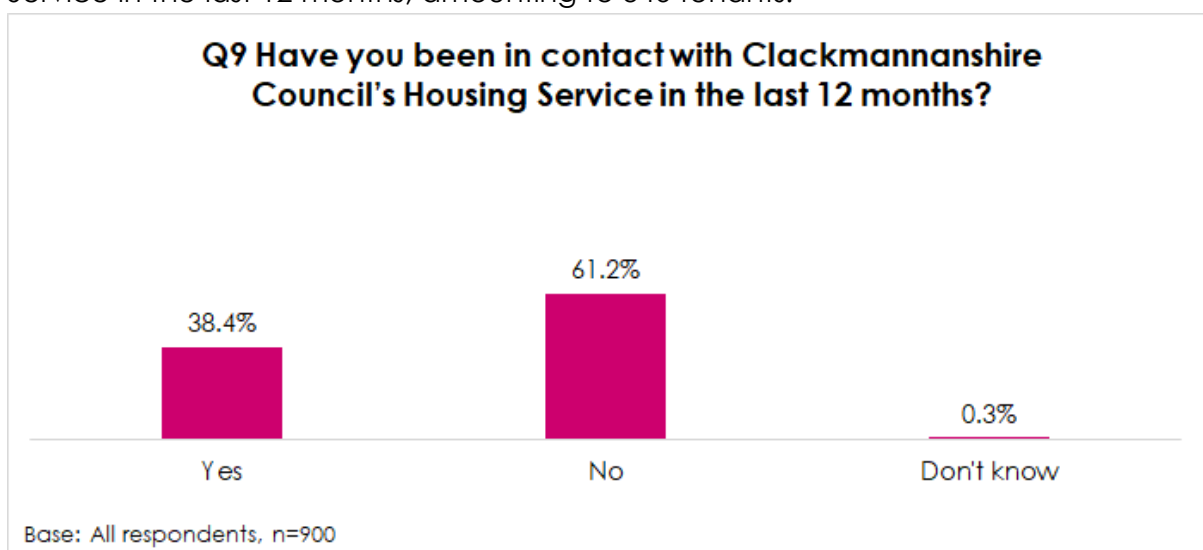
4.3 Self Service Portal (Q8)

It was explained to tenants that Clackmannanshire Council Housing Service is upgrading its housing system and considering introducing a Tenant Self-Service Portal linked directly to this system. The portal would allow tenants to view important information and manage different aspects of your council tenancy online such as paying your rent online and report any tenancy-related issues. Just under 6 in 10 tenants (59%) found the service very or fairly useful, 8% said it was not that useful and 23% said it was not useful at all. Younger tenants aged 16-34 were most likely to say they would find the Housing Service very useful (49%), and this then decreases with age to just 4% for those aged 65 and over.



4.4 Contacting the Housing Service (Q9/10)

Just under 4 in 10 tenants (38%) have been in contact with the Council's Housing Service in the last 12 months, amounting to 346 tenants.



Those who had been in contact with the Housing Service were most likely to be satisfied with the ease of contacting the Housing Service (100%) and that they were treated with courtesy and respect by the Housing Service. On the other hand, they were least likely to be satisfied they were kept up to date with matters affecting them (91%).



5. TENANT PARTICIPATION

5.1 Awareness of participation opportunities (Q11)

Respondents were then asked if they were interested in getting involved or participating in the Council's decision-making processes. As can be seen in the table below, the vast majority were not interested in any of these opportunities to get involved (92%). Awareness was highest in terms of responding to online surveys or text surveys (3%) and becoming a member of the Clackmannanshire Tenant and Residents Federation or other Tenants and Residents Group (3%).

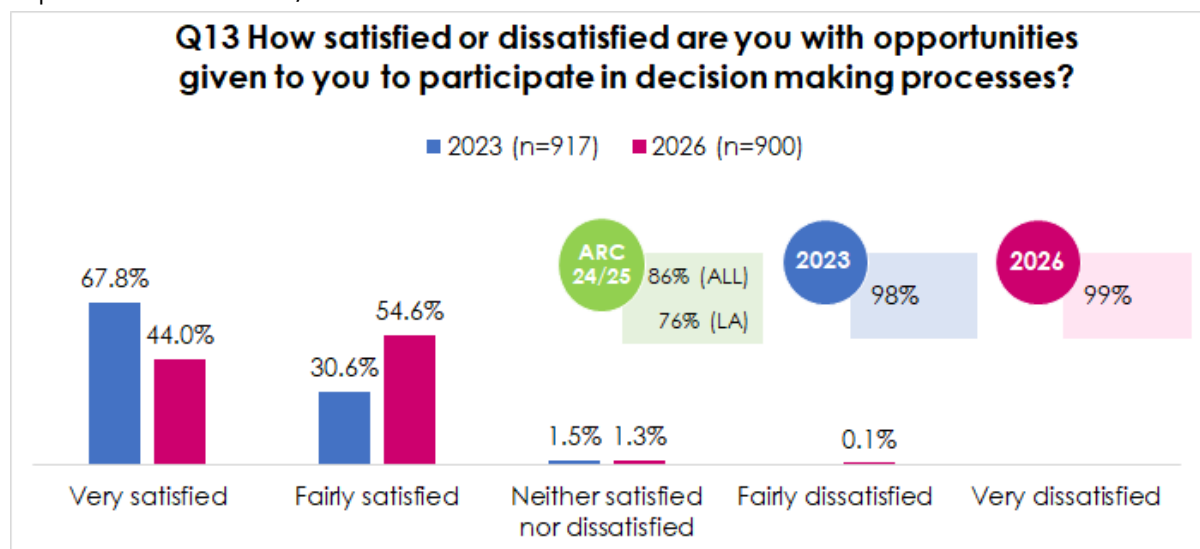
Q11 Clackmannanshire Council provide a range of opportunities for tenants to get involved. Are you interested in getting involved or participating in Clackmannanshire Council Housing Service's decision-making processes in any of the following ways?		
Base: All respondents, n=900	No.	%
Responding to online surveys or text surveys	31	3.4%
Become a member of the Clackmannanshire Tenants and Residents Federation or other Tenants and Residents Group (Registered Tenant Organisations)	27	3.0%
Taking part in Council-wide community events such as the annual Clacks Community Carnival and smaller-scale, area-based events such as Gala Days	11	1.2%
Become a member of a Community Group	5	0.6%
Be registered as an 'Interested Individual' on tenants database	1	0.1%
Attending drop-in sessions	1	0.1%
Not interested in any of the opportunities to get involved	832	92.4%

Age based analysis reveals that tenants aged 45-64 were most likely to say they were not interested in participating (96%).

Q13 Clackmannanshire Council provide a range of opportunities for tenants to get involved. Are you interested in getting involved or participating in Clackmannanshire Council Housing Service's decision-making processes in any of the following ways?				
	16-34	35-44	45-64	65+
Base	185	234	301	179
Become a member of the Clackmannanshire Tenants and Residents Federation or other Tenants and Residents Group (Registered Tenant Organisations)	2%	2%	2%	6%
Become a member of a Community Group	1%	-	0%	2%
Be registered as an 'Interested Individual' on tenants database	1%	-	-	-
Responding to online surveys or text surveys	5%	5%	2%	3%
Taking part in Federation Liaison meetings	-	-	-	-
Taking part in Council-wide community events such as the annual Clacks Community Carnival and smaller-scale, area-based events such as Gala Days	4%	1%	-	1%
Attending drop-in sessions	1%	-	-	-
Taking part in a Working/ Focus group on rent, repairs etc.	-	-	-	-
Taking part in the Tenant Scrutiny Panel	-	-	-	-
Not interested in any of the opportunities to get involved	89%	92%	96%	90%

5.2 Satisfaction with participation opportunities (Q13/14)

The majority of respondents (99%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes, compared to 1% who were neither satisfied nor dissatisfied. Compared to the previous survey carried out in 2023, the proportion of respondents very or fairly satisfied with the opportunities given to them to participate has seen no significant change (98%). Overall satisfaction in this respect is significantly higher than the Scottish average for all social landlords (86%) and also for local authorities (76%) as reported in the 2024/25 ARC.



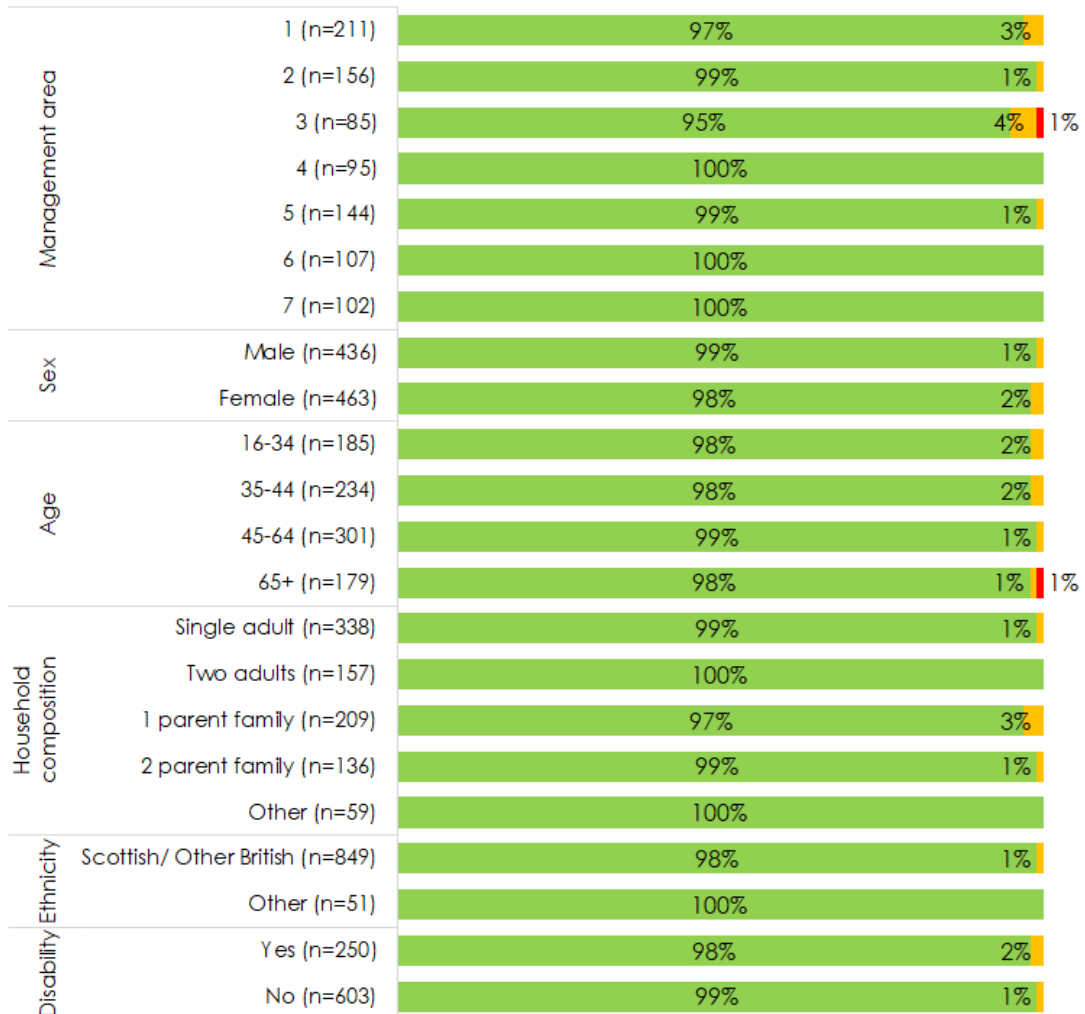
Of the 13 respondents who said they were not satisfied with the opportunities given to them to participate in their landlord's decision-making processes, this was generally where tenants felt the Housing Service would not listen, where they were uninterested or unaware of opportunities.

Further analysis reveals that satisfaction with participation opportunities is consistently high across all sub groups and varies significantly only in terms of:

- **Management area:** All tenants living in areas 4,6 and 7 were satisfied compared to 95% of tenants living in area 3.
- **Household composition:** All 2 adult households were satisfied in this respect compared to 97% of 1 parent families.

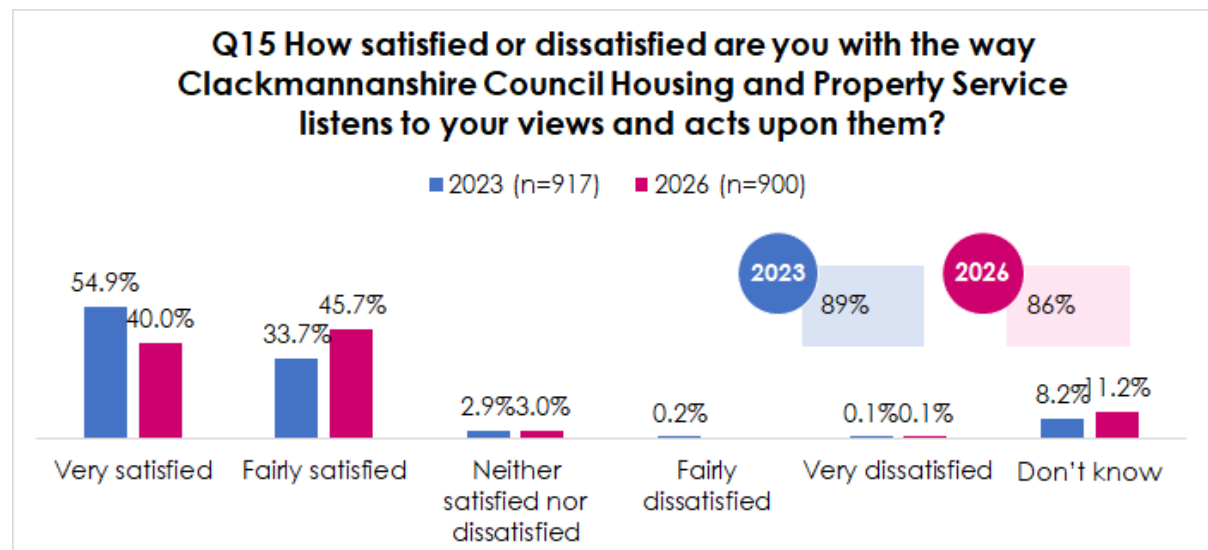
Q13 Satisfaction with participation opportunities analysed by area and demographic

■ % satisfied ■ % neither/ nor ■ % dissatisfied



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

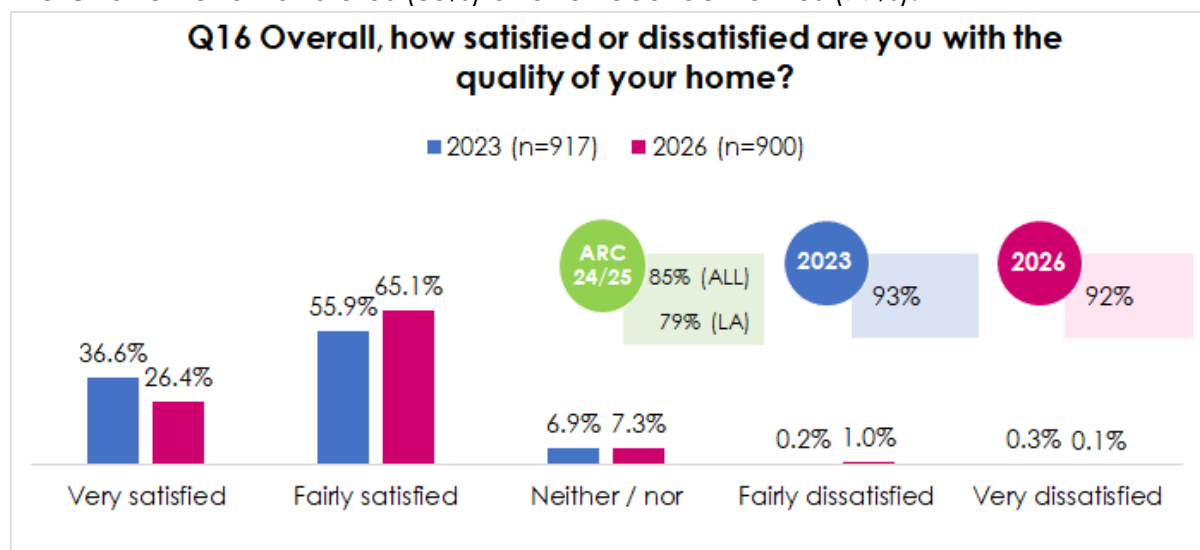
Respondents were then asked how satisfied or dissatisfied they were with the way Clackmannanshire Council Housing and Property Services listens to their views and acts upon them. Just under 9 in 10 respondents (86%) were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and just 1 tenant who was very dissatisfied. Overall satisfaction in this respect has decreased marginally from 89% in 2023 to 86% in 2026.



6. REPAIRS, MAINTENANCE AND HOUSING QUALITY

6.1 Quality of the home (Q16/17)

Just over 9 in 10 respondents (92%) said they were very or fairly satisfied with the quality of their home, compared to 7% who were neither satisfied nor dissatisfied and less than 1% who were very or fairly dissatisfied. Overall satisfaction with the quality of the home has not changed significantly compared to the results from 2023 (93%) and is higher than the Scottish average reported in the 2024/25 Annual Return on the Charter for all landlords (85%) and for local authorities (79%).

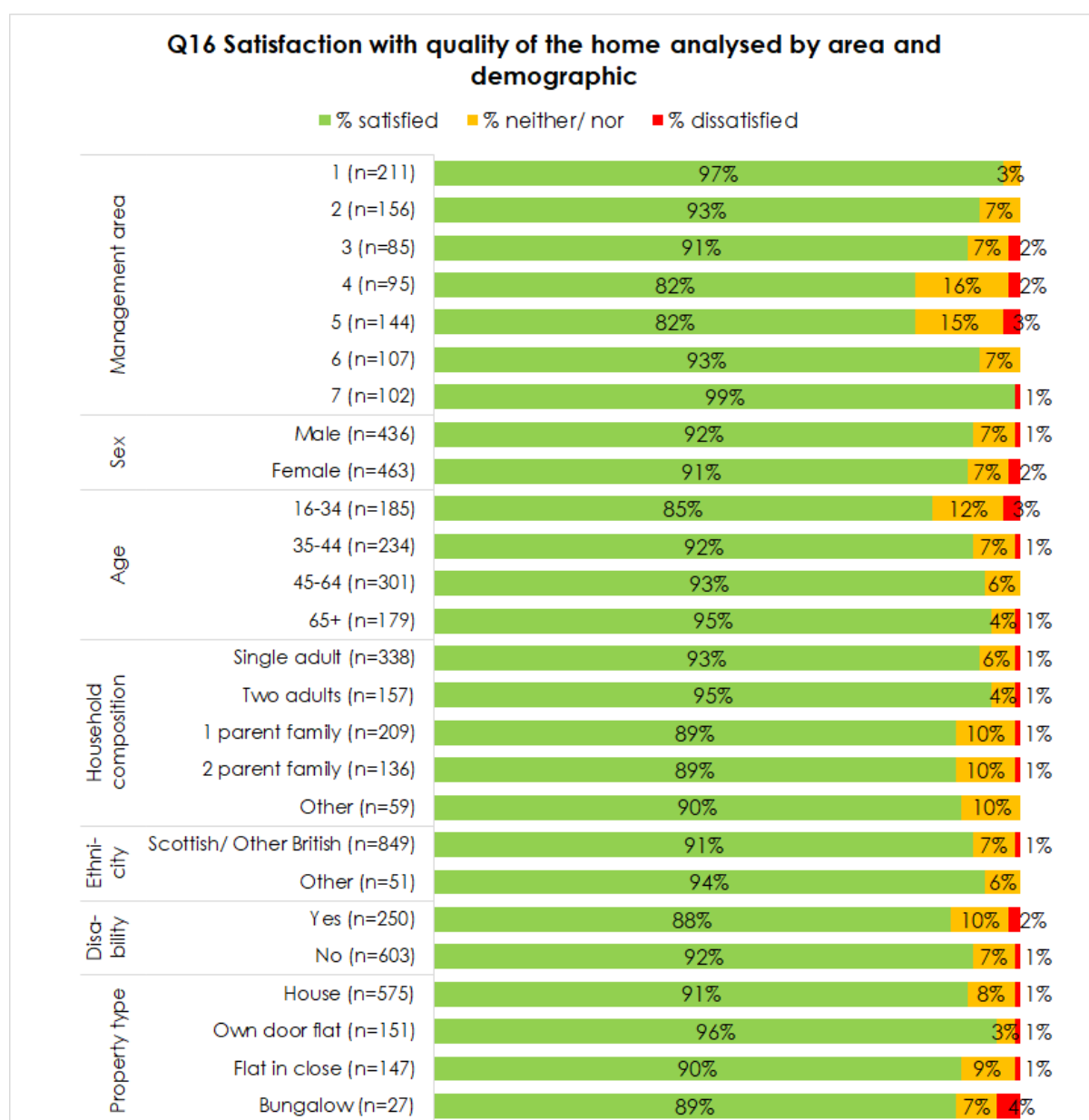


Respondents who were not satisfied with their home were then asked to explain why they felt this way. Of the 76 individuals, 32% said their home was in need of a new kitchen and 32% said their home was in need of new windows.

Q17 Why do you say that?		
Base: Not satisfied with quality of home, n=76		
	No.	%
Kitchen upgrade needed	24	31.6%
Windows need improved	24	31.6%
Bathroom needs upgraded	17	22.4%
General update/ modernising required	11	14.5%
Internal doors/ skirtings	11	14.5%
Repairs required/ take too long	5	6.6%
Heating/ warmth issues e.g. boiler/ insulation	4	5.3%
Mould/ dampness present	3	3.9%
Would prefer different home (overcrowding, size etc)	2	2.6%
Other	1	1.3%

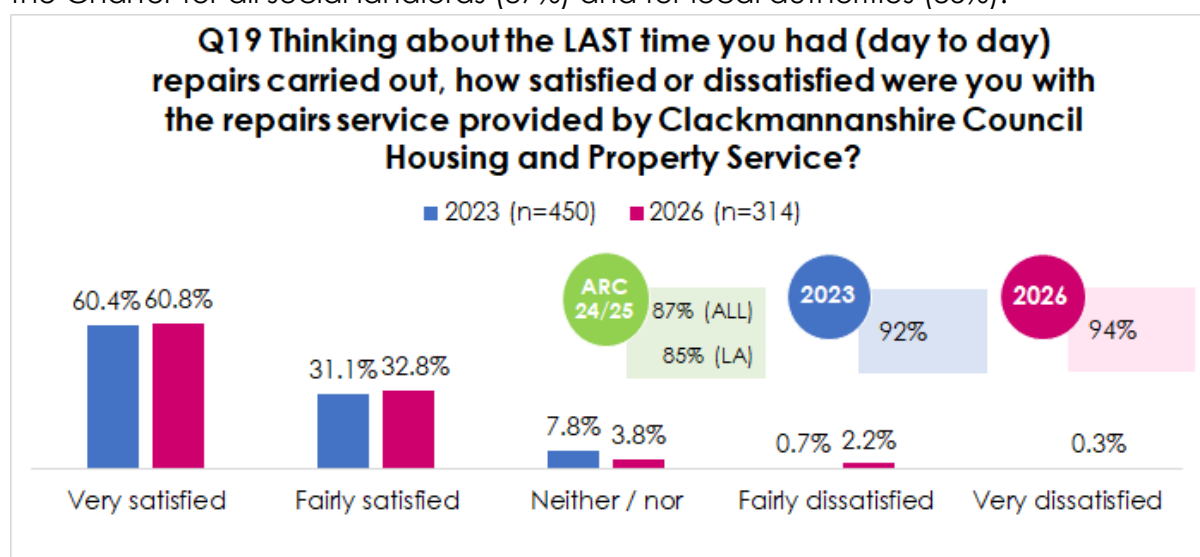
Analysis of satisfaction with the quality of the home reveals that satisfaction varies significantly in terms of:

- **Management area:** Tenants living in areas 4 and 5 (82%) were least likely to be satisfied with the quality of the home and those in area 7 were most likely (99%).
- **Age:** Tenants aged 16-34 were less likely to be satisfied (85%) than all other tenants (between 92% and 95%).
- **Household composition:** 1 parent and 2 parent families (89%) were less likely to be satisfied with the quality of their home than households with 2 adults (95%).
- **Property type:** Tenants who lived in own door flats were significantly more satisfied with the quality of their home (96%) than tenants who lived in houses (91%) and in flats in a close (90%).



6.2 Repairs carried out in the last 12 months (Q18-20)

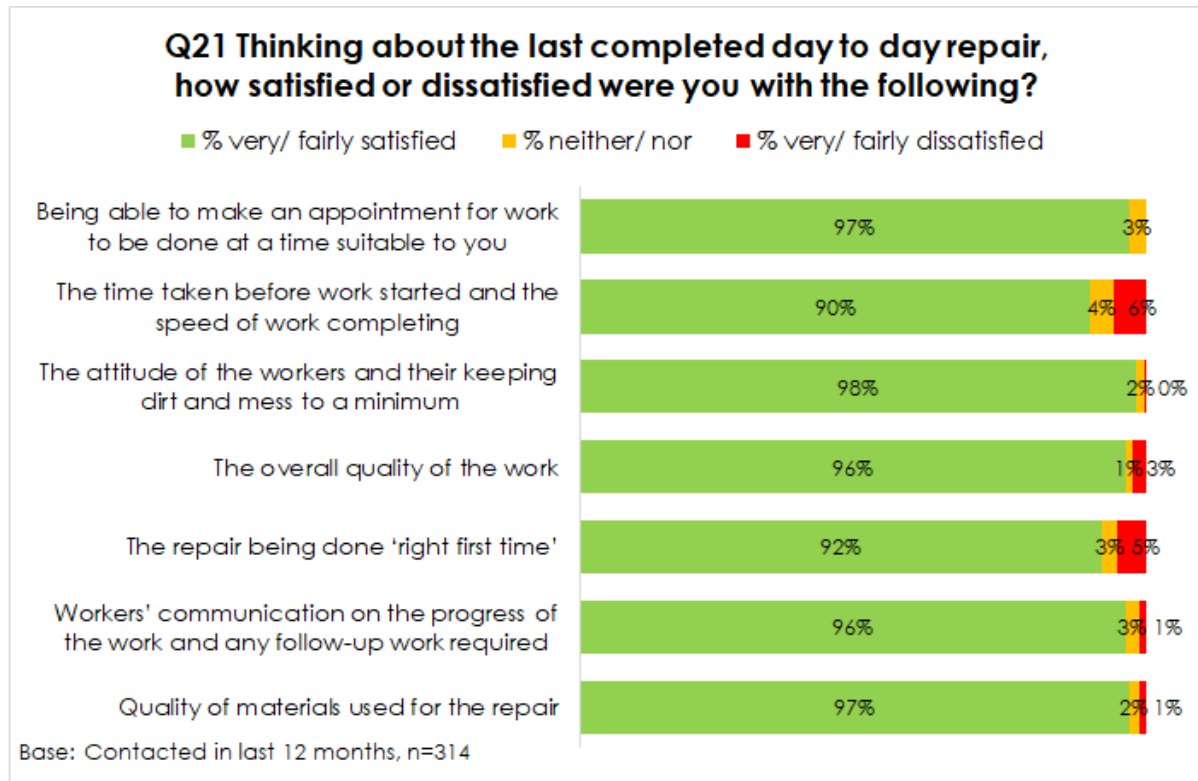
Just over a third of respondents (35%, 49% in 2023) reported having had reactive (day to day) repairs carried out in their property in the last 12 months. Of those who had repairs, the majority of respondents (94%) said they were very or fairly satisfied with the repairs service provided, compared with 4% who said they were neither satisfied nor dissatisfied and 3% who said they were very or fairly dissatisfied. Compared to the 2023 survey the proportion of respondents satisfied with this service has seen no significant change (92% in 2023). Overall satisfaction with the repairs service is higher than the Scottish average reported in the 2024/25 Annual Return on the Charter for all social landlords (87%) and for local authorities (85%).



Respondents who were not satisfied with the repairs service were then asked to explain their reasons for feeling this way. A total of 20 tenants were not satisfied and the reasons given tended to be where tenants were unhappy with the length of time to get repairs done, the quality of repairs, where the repair was not fixed on the first occasion or where they had outstanding repairs issues that had not been completed. Overall satisfaction with the repairs service does not vary by geography or demographic.

6.3 Satisfaction with aspects of the repairs service (Q21)

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 were very high ranging from 90% in terms of the time taken before work started to 98% with regards to the attitude of the workers and their keeping dirt and mess to a minimum.

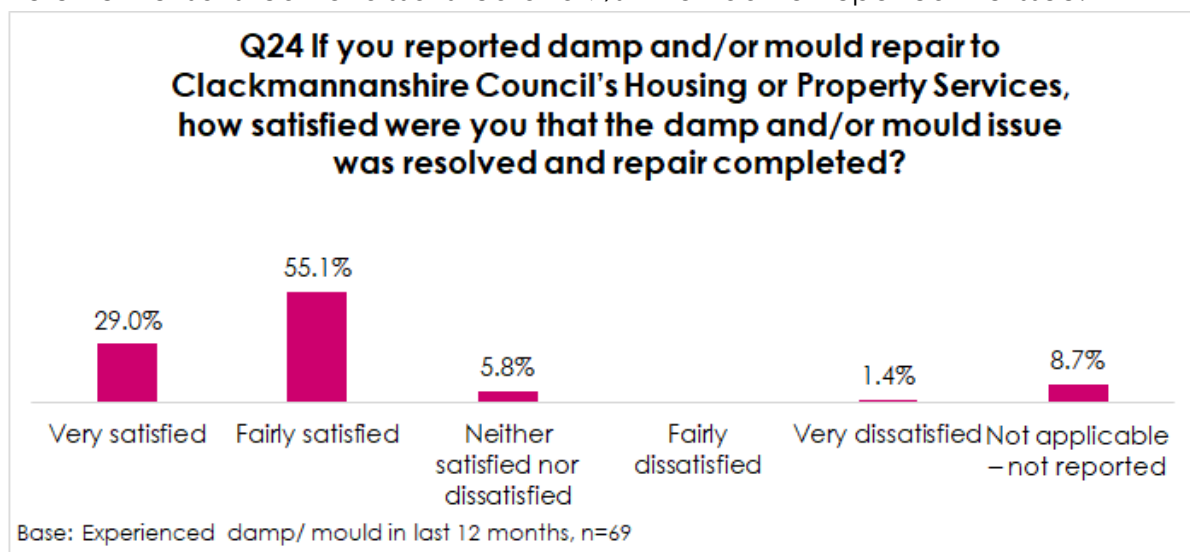


6.4 Damp/ mould repair works (Q22-25)

Just 8% of all respondents said they have or have had a problem with damp or mould within their home in the last 12 months amounting to 69 respondents (130 respondents in 2023). Of these respondents, 47 (68%) said they had black mould on walls, ceilings or around window frames and doors and 32 (46%) said they had condensation on the walls or windows.

Q23 If you have had any damp and/or mould within your home within the last 12 months, which of the following have you experienced in your home? ALL THAT APPLY		
Base: Experienced damp/ mould in last 12 months, n=69	No.	%
Black mould on walls, ceiling or around window frames and doors	47	68.1%
Condensation on the walls or windows	32	46.4%
Wet patches or staining on walls or ceilings	5	7.2%
A damp or musty smell in any rooms	5	7.2%
Flaking/discoloured paint or peeling wallpaper or crumbling plasterboard surfaces	3	4.3%
Other	1	1.4%

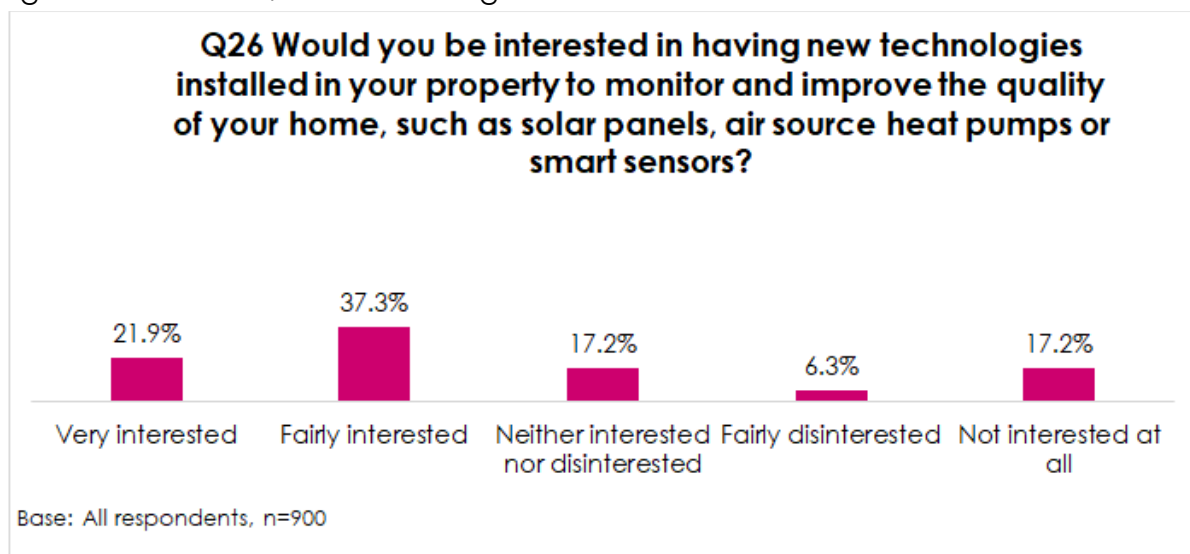
84% were either very or fairly satisfied that the damp or mould was resolved, and repair was completed, compared to 1% who were very or fairly dissatisfied, 6% who were neither satisfied nor dissatisfied and 9% who had not reported the issue.



Details for tenants who had not reported their experience of damp or mould and gave permission for follow up have been provided to the Housing Service.

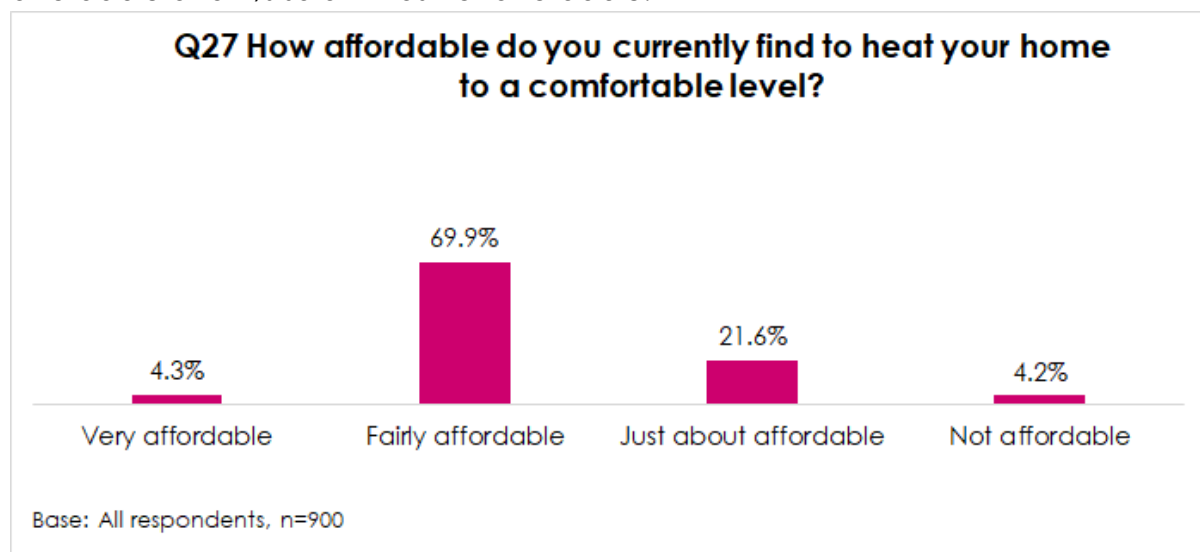
6.5 Interest in technologies to monitor and improve the quality of the home (Q26)

Just under 6 in 10 tenants (59%) would be interested in having new technologies installed in their property to monitor and improve the quality of their home, such as solar panels, air source heat pumps or smart sensors, 17% were neither interested nor disinterested and 24% were fairly disinterested or not interested at all. It is interesting to note that the proportion of tenants who were very interested in this decreases with age from 37% for those aged 16-34 to 25% for those aged 35-44, 17% for those aged 45-64 and 11% for tenants aged 65 and over.



6.6 Affordability of heating the home (Q27)

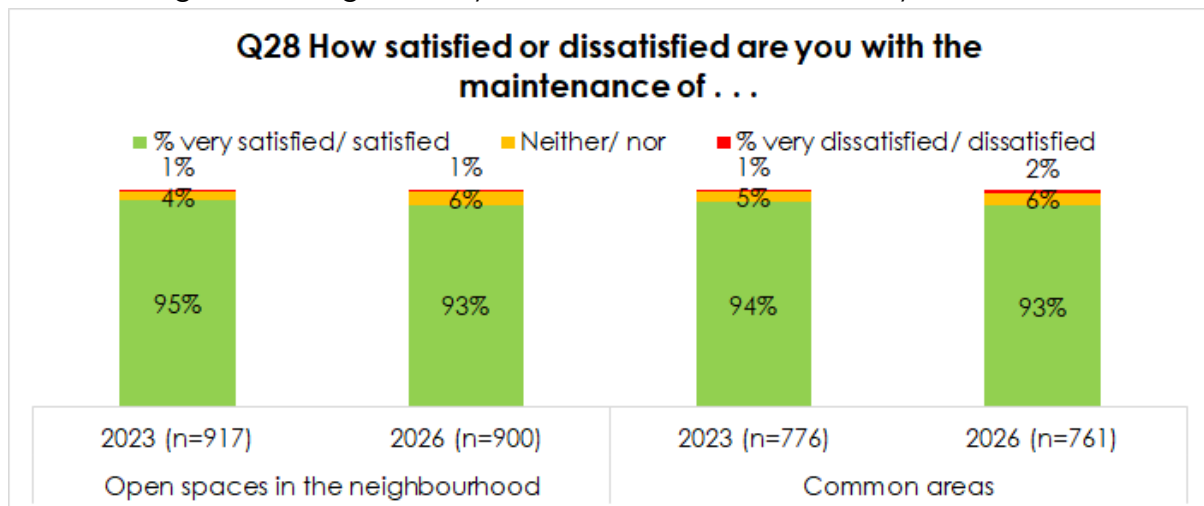
Just 4% of respondents said they find it very affordable to heat their home to a comfortable level, 70% said it was fairly affordable, 22% said it was just about affordable and 4% said it was not affordable.



7. THE NEIGHBOURHOOD

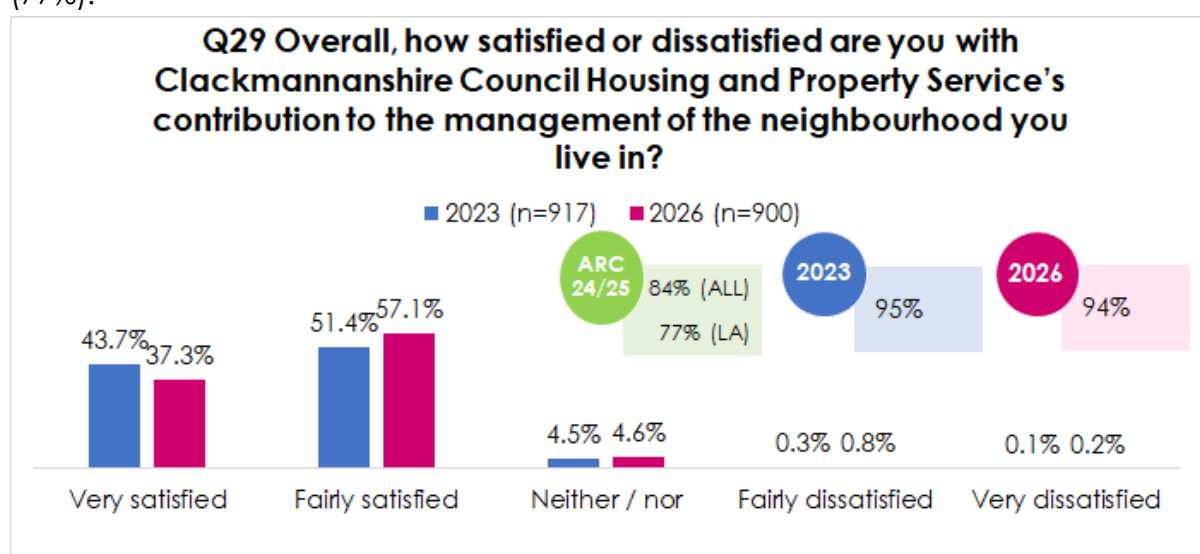
7.1 Outside Maintenance (Q28)

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 (93%) and the maintenance of open spaces in the neighbourhood (93%). These findings are not significantly different from the 2023 survey results.



7.2 Satisfaction with Clackmannanshire Council Housing and Property service's contribution to the management of the neighbourhood (Q29/30)

Satisfaction with Clackmannanshire Council Housing Property and Property service's contribution to the management of the neighbourhood was high with just over 9 in 10 respondents (94%) stating they were either very or fairly satisfied in this respect compared to 5% who were neither satisfied nor dissatisfied and less than 1% 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 seen no significant change compared to the 2023 survey (93%). Overall satisfaction in this respect is also higher than the Scottish average reported in the 2024/25 Annual Return on the Charter for all social landlords (84%) and for local authorities (77%).

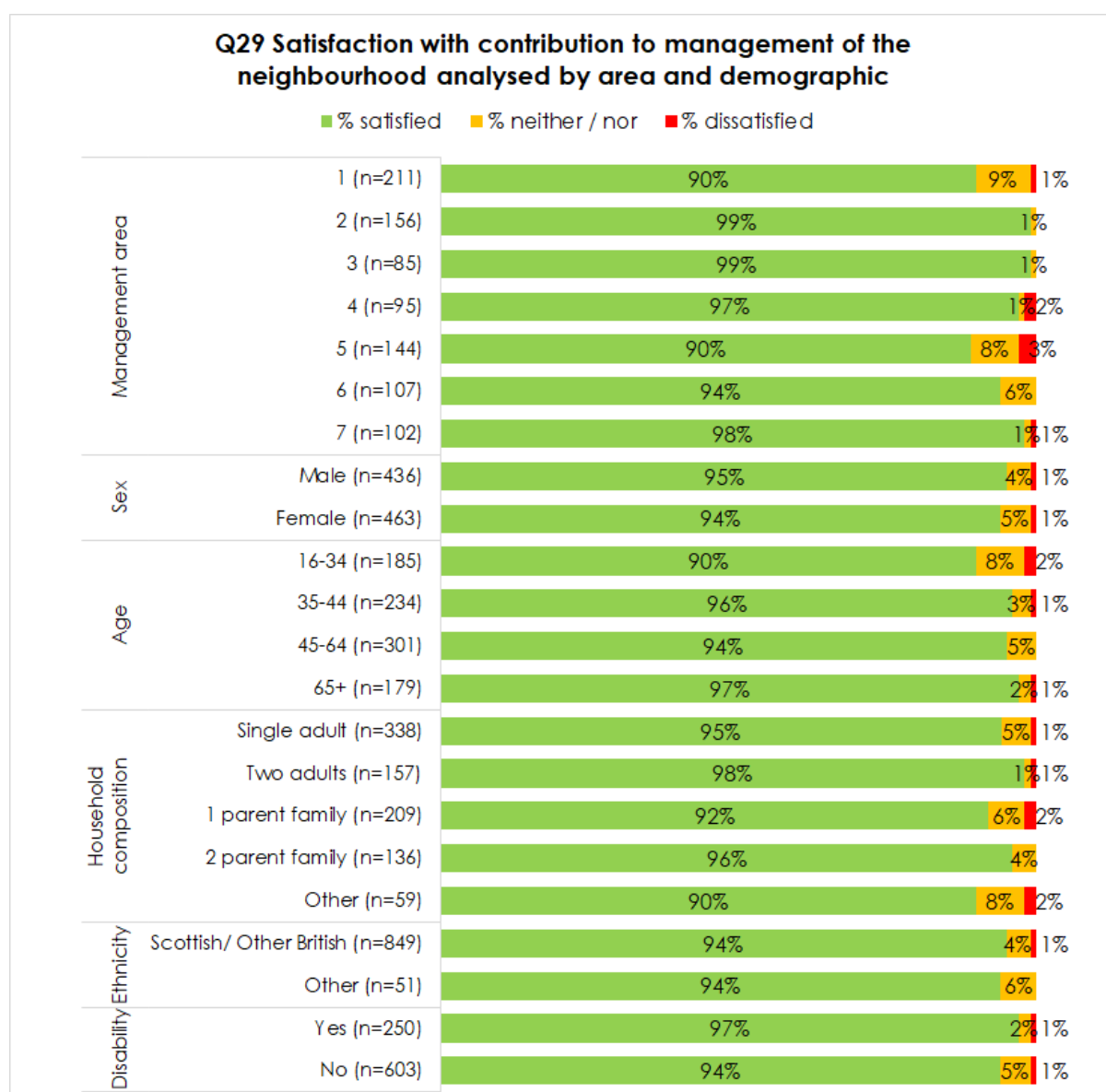


Respondents who were not satisfied with their landlord's contribution to the management of the neighbourhood were then asked to explain why they felt that way. The main reason given was where tenants said they do not see the Council doing anything in the area (52%), followed by comments about communal landscaping (26%).

Q30 Why do you say that? Write in verbatim		
Base: Not satisfied with contribution to neighbourhood management, n=50	No.	%
Do not see the council doing anything in the area	26	52.0%
Communal landscaping needs improved e.g. grass cutting, cutting back trees etc	13	26.0%
Tenants should maintain their own gardens/ some tenants' gardens are a mess	6	12.0%
Rubbish/ bin area issues	4	8.0%
ASB issues/ Vetting should be better	1	2.0%

Analysis by area revealed that satisfaction varies significantly in terms of:

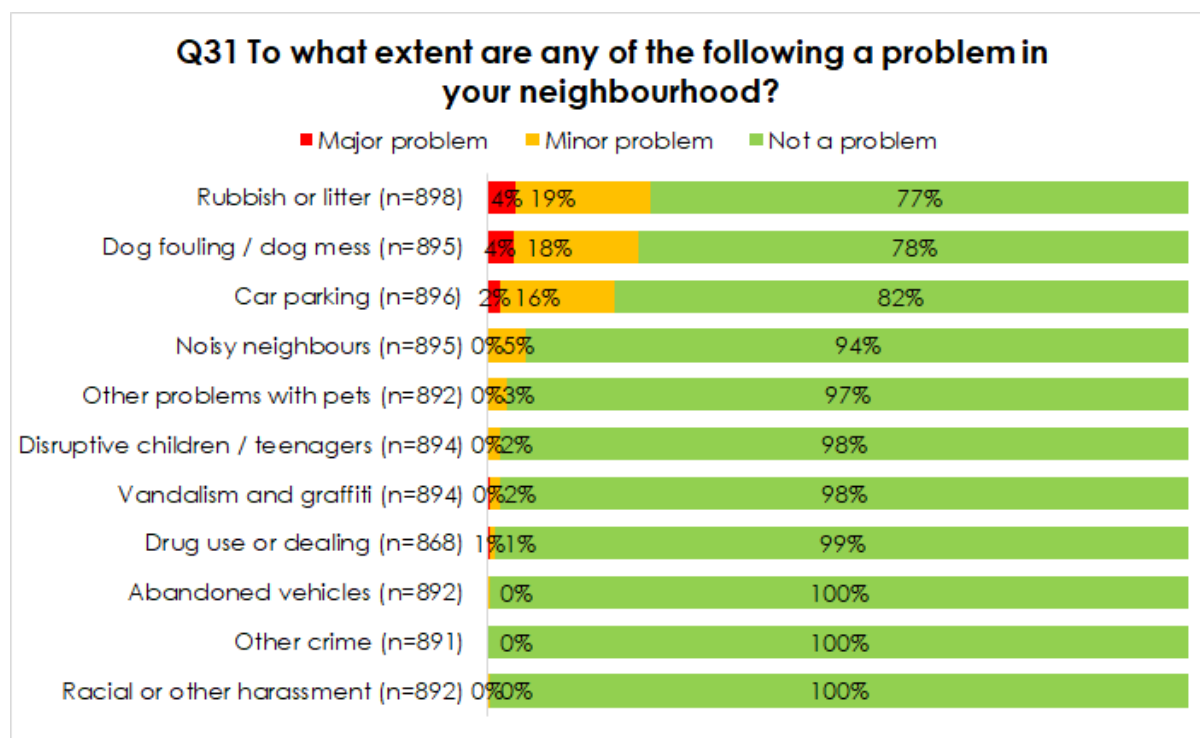
- **Housing management area:** Satisfaction with Clackmannanshire Council Housing and Property Service's contribution to the management of the neighbourhood was highest in areas 2 (99%), and 3 (99%) and lowest in areas 1 (90%) and 5 (90%).
- **Age:** Age based analysis indicates that younger tenants were least satisfied (90%) and those aged 65 and over were most likely to be satisfied (97%).
- **Household composition:** Two adult households were most likely to be satisfied in this respect (98%), and 1 parent families (92%) and other household types (90%) were least likely.



7.3 Neighbourhood problems (Q31)

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:

- Rubbish or litter (23% stating major or minor problem))
- Dog fouling/ dog mess (22%)
- Car parking (18%)



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:

- **Car parking** was significantly more of a problem (either major or minor problem) for tenants who lived in management areas 4 (25%) and 5 (26%) than in area 7 (5%).
- **Rubbish or litter** was most likely to be a problem in area 3 (50%) and least likely to be a problem in areas 6 and 7.
- **Dog fouling** was more likely to be considered a problem in area 3 (40%) and less of a problem in area 6 (6%).

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

Compared to the 2023 survey, the proportion of tenants stating that these issues were not a problem has increased by 9 percentage points with regards to dog fouling or dog mess and 8 percentage points in terms of rubbish or litter. On the other hand, there has been a decrease in the proportion of tenants stating that drug use or drug dealing was not a problem, falling from 92% in 2019 to 88% in 2023.

Neighbourhood problems - % stating not a problem 2023 vs. 2026			
	2023	2026	+/-
Car parking	86%	82%	-4%
Rubbish or litter	87%	77%	-11%
Noisy neighbours	94%	94%	0%
Dog fouling / dog mess	86%	78%	-8%
Other problems with pets and animals	98%	97%	-1%
Disruptive children / teenagers	98%	98%	0%
Racial or other harassment	99%	100%	0%
Vandalism and graffiti	98%	98%	0%
Drug use or dealing	88%	99%	10%
Abandoned or burnt out vehicles	100%	100%	0%
Other crime	100%	100%	0%

7.4 Anti-social behaviour (Q32/33)

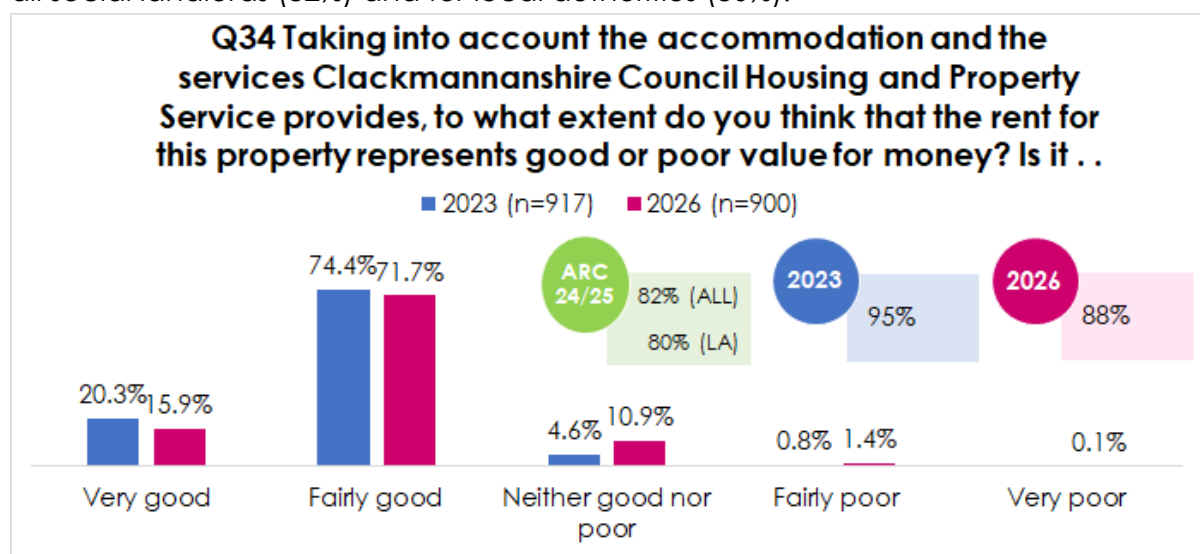
16 individuals (2%) said they had experienced anti-social behaviour in the past 12 months. 7 out of the 16 tenants were satisfied with final outcome of their anti-social behaviour complaint (44%) and 8 tenants were satisfied with the way their anti-social behaviour complaint was dealt with.

Q33 How satisfied or dissatisfied were you with the . .		
Base: Reported anti-social behaviour, n=16	Final outcome of your anti-social behaviour complaint	And setting aside the final outcome, how satisfied were you with the way your anti-social behaviour complaint was dealt with
Very satisfied	-	-
Fairly satisfied	43.8%	50.0%
Neither / nor	-	12.5%
Fairly dissatisfied	6.3%	6.3%
Very dissatisfied	6.3%	6.3%
Don't know	43.8%	25.0%

8. VALUE FOR MONEY AND FUTURE HOUSING INTENTIONS

8.1 Value for money (Q34-36)

Just under 9 in 10 respondents (88%) said the rent for their property represented very or fairly good value for money compared to 11% who said it was neither good nor poor and 2% who rated it very or fairly poor value. Compared to the 2023 survey the proportion of respondents of the opinion that their rent represents very or fairly good value for money has decreased from 95% to 88%. Overall satisfaction is also higher than the Scottish average reported in the 2024/25 Annual Return on the Charter for all social landlords (82%) and for local authorities (80%).



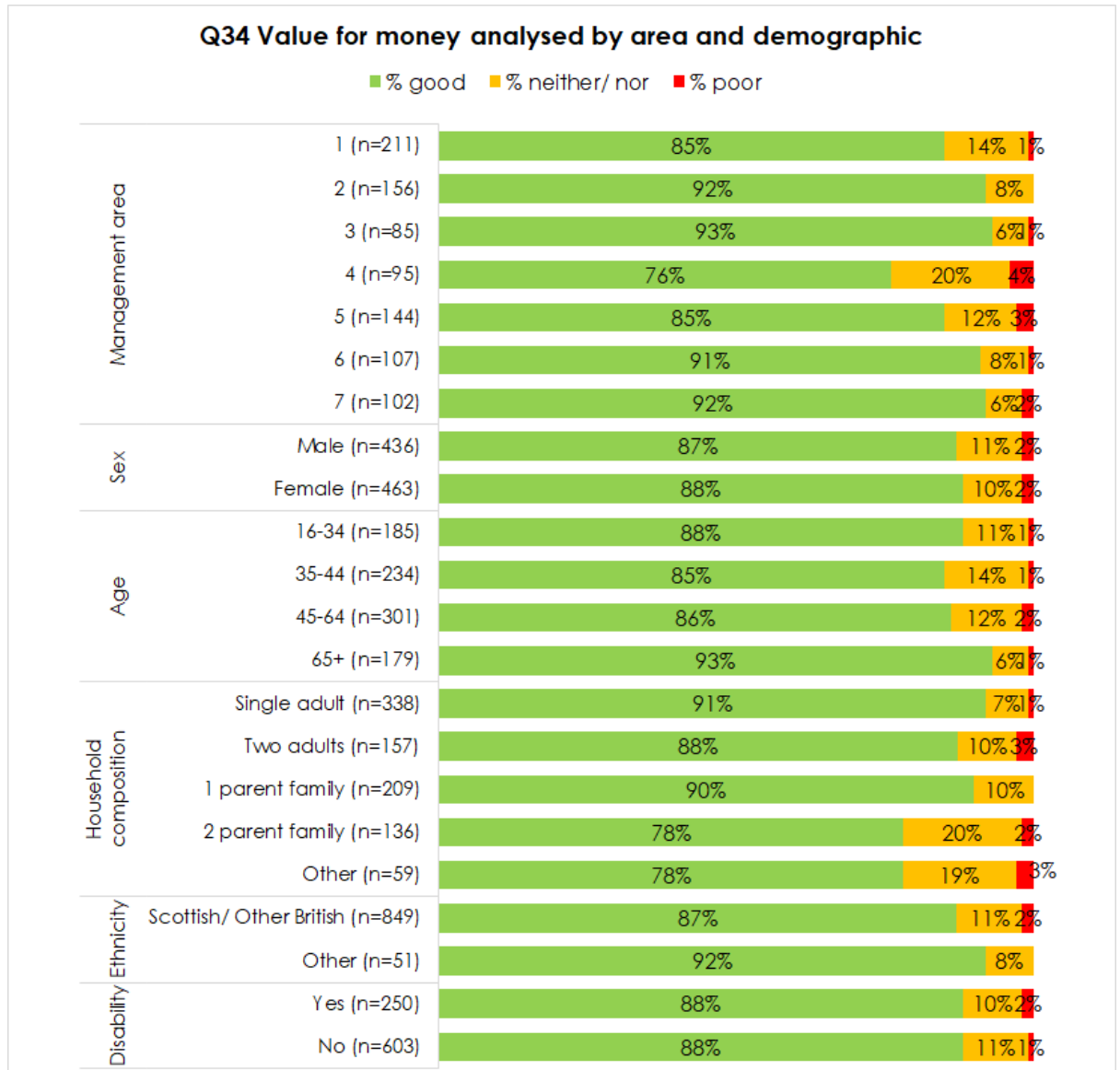
Respondents who felt their rent did not represent good value for money were then asked why they felt that way. 42% spoke about rent increases and 31% said their rent was too expensive.

Q35 Why do you say that? Write in verbatim		
Base: Do not find rent good value, n=112	No.	%
Keeps going up	47	42.0%
Too expensive	35	31.3%
Condition of home is poor/ upgrades required	28	25.0%
Repairs take too long	4	3.6%
I get help to pay rent	3	2.7%
Too high for the size	2	1.8%
Other	1	0.9%

Further analysis reveals that value for money varies significantly in terms of:

- **Management area:** The proportion of tenants who said their rent was good value ranges from 76% for tenants who lived in management area 4 to 93% for those living in area 3.
- **Age:** Tenants aged 65 and over were more likely than all other tenants to say their rent was good value (93%).

- **Household composition:** Tenants who lived as a single adult (91%) and 1 parent families (90%) were more likely to say their rent was good value than 2 parent families (78%) and other household compositions (78%).

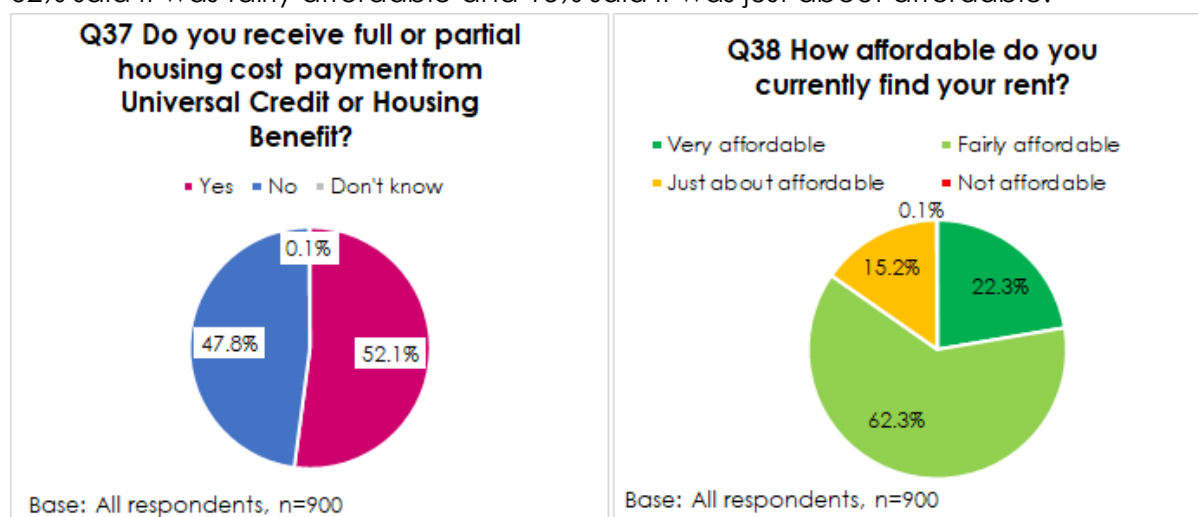


When asked what the Council could do to improve their living experience as a Clackmannanshire Council tenant the top response was to improve and upgrade the inside or outside of homes (47%), this was followed by reducing rent levels (32%) and building new homes (19%).

Q36 What if anything should Clackmannanshire Council do to improve your living experience as a Clackmannanshire Council Tenant?		
Base: All respondents, n=900	No.	%
Improve and upgrade inside/outside my home	365	40.6%
Reduce the rent level	286	31.8%
Build more new homes	170	18.9%
Improve and upgrade common grounds and external areas	148	16.4%
Improve the repairs service	130	14.4%
Improve the energy efficiency of my home	122	13.6%
Do more to remove damp and mould from homes	35	3.9%
Do more to reduce anti-social behaviour	18	2.0%
Improved contact with my housing officer	15	1.7%
Providing incentive schemes to downsize/move to another property	6	0.7%
Nothing	221	24.6%
Other	3	0.3%

8.2 Housing Benefit Universal Credit and affordability of rent (Q37/38)

Over half of tenants (52%) said they were in receipt of full or partial housing benefit of Universal Credit. Over one in five tenants (22%) said they find rent very affordable, 62% said it was fairly affordable and 15% said it was just about affordable.



It is interesting to note that affordability of rents varies significantly in terms of the following factors:

- **Housing Benefit/ Universal Credit:** Those who received Universal Credit or Housing Benefit were perhaps unsurprisingly more likely to say rents were very affordable (41%) than tenants who did not (2%).
- **Sex:** Females were more likely to say rents were very affordable (26%) than males (18%).

- **Age:** Tenants aged 65 and over (41%) and aged 16-34 (37%) were more likely to find rents very affordable than tenants aged 35-44 (14%) or aged 45-64 (9%).
- **Ethnicity:** Scottish or other British respondents were more likely to find rents very affordable (23%) than other ethnicities (6%).
- **Disability:** Tenants who had a disability were twice as likely to find rents very affordable (36%) than those who did not have a disability (18%).
- **Management area:** Those who lived in areas 1 (46%) and 7 (49%) were more likely to find rents very affordable than tenants who lived in areas 2 (1%), 3 (0%), 4 (0%) and 6 (1%).
- **Household composition:** 1 parent families were more likely to find rents very affordable (37%) than 2 parent families (4%) and other household compositions (5%).

8.3 Moving intentions in next 5 years (Q39/40)

Just 4% of tenants (37 individuals) said they want to move from their current property in the next 5 years. The majority of respondents said this was because their current property was too small (68%). Of the 37 tenants, 19 were lone parent families and 8 were 2 parent families.

Q39 If yes, why do you want to move?		
Base: Want to move, n=37	No.	%
Too small	25	67.6%
I would like to be closer to family or friends	3	8.1%
Too big	2	5.4%
Difficult to maintain the house	2	5.4%
Difficult to maintain the garden	2	5.4%
I struggle to move about the home e.g. cope with stairs	2	5.4%
I would like more amenities in the property (e.g. utility room, downstairs toilet)	1	2.7%
It is too expensive	1	2.7%
Other	6	16.2%

9. HOUSEHOLD INFORMATION

9.1 Age and Sex (Q41-43)

Over half of interviews (51%) were undertaken with females and 48% were males. The remaining tenant refused to say whether they were male or female. Five tenants identified as transexual or transgender.

In terms of the age profile of respondents 21% were aged 16-34, 26% were aged 35-44, 33% were aged 45-65 and 20% were aged 65 and over.

Q43 Which of the following age bands do you fall into?		
Base: All respondents, n=900	No.	%
16-24	7	0.8%
25-34	178	19.8%
35-44	234	26.0%
45-54	180	20.0%
55-64	121	13.4%
65-74	131	14.6%
75+	48	5.3%
Prefer not to say	1	0.1%

9.2 Household composition (Q44)

In terms of household composition, 38% lived as a single person, 17% were 2 adult households with no children, 6% were three or more adults, 23% were one parent families and 15% were 2 parent families.

Q44 How would you describe the composition of your household?		
Base: All respondents, n=900	No.	%
One adult under 60	180	20.0%
One adult aged 60 or over	158	17.6%
Two adults, both under 60	85	9.4%
Two adults, at least one 60 or over	72	8.0%
Three or more adults, 16 or over	55	6.1%
1 parent family with children, at least one under 16	209	23.2%
2 parent family with children, at least one under 16	136	15.1%
Other	4	0.4%
Don't know	1	0.1%
Prefer not to say	-	-

9.3 Occupational status (Q45)

Just under half of respondents (46%) were in full or part time employment or self-employed, 26% were retired, 20% were permanently sick or disabled, 10% were unemployed and 15% were looking after the family.

Q45 Which of the following best describes your status?		
Base: All respondents, n=900	No.	%
Employee in full time job (30 hours or more per week)	307	34.1%
Employee in part time job (Less than 30 hours per week)	104	11.6%
Self-employed – full or part time	1	0.1%
Government supported training	-	-
Unemployed and available for work	89	9.9%
Wholly retired from work	183	20.3%
Full time education at school, college or university	2	0.2%
Looking after family / home	139	15.4%
Permanently sick / disabled	69	7.7%
Doing something else	3	0.3%
Prefer not to say	3	0.3%

9.4 Length of tenancy (Q46)

Around 2% of respondents said they had been a tenant with Clackmannanshire Council Housing and Property Service for less than 2 years, 51% said they had been a tenant for more than 2 years but less than 10 and 47% of respondents said they had been a tenant with their landlord for more than 10 years.

Q46 How long have you / your household been a tenant with this landlord?		
Base: All respondents, n=900	No.	%
Under 1 year	2	0.2%
1 – 2 years	17	1.9%
3 – 5 years	155	17.2%
6 – 10 years	307	34.1%
11 – 20 years	185	20.6%
21+ years	234	26.0%

9.5 Ethnicity (Q47)

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

Q47How long have you / your household been a tenant with this landlord?		
Base: All respondents, n=900	No.	%
Scottish	843	93.7%
Other British	6	0.7%
Irish	-	-
Polish	32	3.6%
Gypsy/ Traveller	-	-
Roma	-	-
Showman/ showwoman	-	-
Other white ethnic group	5	0.6%
Any mixed or multiple ethnic groups	1	0.1%
Pakistani, Pakistani Scottish or Pakistani British	6	0.7%
Indian, Indian Scottish or Indian British	1	0.1%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	-	-
Chinese, Chinese Scottish or Chinese British	-	-
Other Asian ethnic group	-	-
African, African Scottish or African British	3	0.3%
Scottish Caribbean, Black Scottish	-	-
Arab, Arab Scottish or Arab British	-	-
Other	3	0.3%
Prefer not to say	-	-

9.6 Disability (Q48)

Just under 3 in 10 tenants (28%) had a disability or long term health condition, 67% did not and 5% refused to say.

Q48 Do you have any of the following, which have lasted, or are expected to last, at least 12 months?		
Base: All respondents, n=900	No.	%
Long-term illness, disease or condition (a condition, not listed above, that you may have for life, which may be managed with treatment or medication)	149	16.6%
Physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying)	141	15.7%
Mental health condition (a condition that affects your emotional, physical and mental wellbeing)	55	6.1%
Deafness or partial hearing loss	7	0.8%
Blindness or partial sight loss	4	0.4%
Other condition, please write in:	24	2.7%
No condition	603	67.0%
Prefer not to say	47	5.2%

9.7 Religion (Q49)

Just under half of tenants said they had no religion. 31% were Church of Scotland and 21% were Roman Catholic.

Q49 What religion, religious denomination or body do you belong to?		
Base: All respondents, n=900	No.	%
None	411	45.7%
Church of Scotland	281	31.2%
Roman Catholic	192	21.3%
Other Christian, please write in below:	2	0.2%
Muslim, write in denomination or school below:	2	0.2%
Hindu	1	0.1%
Buddhist	-	-
Sikh	1	0.1%
Jewish	1	0.1%
Pagan	-	-
Another religion or body, please write in:	-	-
Prefer not to say	9	1.0%

9.8 Sexual orientation (Q50)

The vast majority (98%) were straight/ heterosexual (98%).

Q50 Which of the following best describes your sexual orientation?		
Base: All respondents, n=900	No.	%
Straight / Heterosexual	885	98.3%
Gay	-	-
Lesbian	3	0.3%
Bisexual	-	-
Other sexual orientation, please write in:	-	-
Prefer not to say	12	1.3%

10. CONCLUSIONS

10.1 Areas of high performance

The results of the 2026 survey reveal that, in general, Clackmannanshire Council Housing and Property services is performing to a high standard and above the Scottish average for all SHR indicators. The following points show the key highlights where satisfaction is high or remains strong compared with the 2023 survey:

- Satisfaction with the overall service provided by Clackmannanshire Council Housing and Property service remains high at **93%**. This is unchanged from 2023 and continues to sit above the Scottish average for both all social landlords and local authorities.
- The majority of tenants were satisfied that the Council's Housing and Property service keeps tenants well informed, with **96%** satisfaction. This is in line with the 2023 survey (97%) and remains a very strong result and above the Scottish average.
- Satisfaction with participation opportunities remains exceptionally high, with **99%** of tenants being satisfied in this respect, compared with 98% in 2023 and is higher than the Scottish averages.
- In terms of the repairs service, satisfaction is very high, with **94%** of tenants satisfied with the service received, a marginal increase from 92% in 2023.
- Satisfaction with aspects of the repairs service is particularly strong, with very high ratings for the attitude of workers and their keeping dirt and mess to a minimum.
- Satisfaction with the quality of the home remains high at **92%**. This is not significantly different from the 93% reported in 2023 and is above the Scottish average.
- With regards to Clackmannanshire Council Housing and Property Service's contribution to the management of the neighbourhood, **94%** of tenants were very or fairly satisfied compared to 95% in 2023. This is above the Scottish average.
- Satisfaction with the maintenance of common areas and open spaces is also high, with **93%** satisfaction recorded for both measures.
- Overall, the findings indicate that the Council continues to perform strongly across the key charter indicators, with results generally comparing favourably against national benchmarks.

10.2 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 and Property service's current service

offering. In particular, areas of lower satisfaction, lower awareness and emerging pressures have been highlighted as potential areas which would benefit from future action planning:

- Despite high levels of satisfaction with tenant participation opportunities, awareness and interest in the ways tenants can become involved remain low. The vast majority of tenants were not interested in the opportunities available, suggesting that future participation activity may benefit from being reviewed and promoted differently.
- Satisfaction with how well the service listens to tenants' views and acts upon them is lower than for other key measures, at **86%**, and has fallen from 89% in 2023.
- Repairs and maintenance, improvements to existing housing stock and keeping tenants informed were identified as the top priorities tenants feel their landlord should focus on. This provides a clear direction for future service planning.
- While satisfaction with the quality of the home remains high overall, dissatisfaction continues to centre on the condition of kitchens, bathrooms and windows, indicating that property upgrades remain an important action area.
- Damp and mould remains an issue for a minority of tenants. Although the proportion reporting this issue is lower than in 2023, this remains an important area for continued monitoring and timely response.
- Affordability of heating remains a concern for some tenants, with a proportion saying it is only just affordable or not affordable to heat their home to a comfortable level. This suggests ongoing cost of living pressures continue to affect some households.
- While value for money remains positive overall, it has weakened since 2023, falling from **95%** to 88%. It is still however above the Scottish average.
- Neighbourhood issues such as rubbish or litter, dog fouling and car parking remain the most commonly identified local problems and should continue to form part of neighbourhood improvement activity.
- Some variation in results by housing management area, age and household composition suggests that experiences are not consistent across all tenant groups, and that targeted responses may be appropriate in lower performing areas.

Appendix 1

Survey Questionnaire

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 Housing Service** as your landlord?

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	Go to Q3

Q2. Why do you say that?

Write in verbatim

--

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

1	Keeping tenants informed
2	Improving communication with tenants
3	Making improvements to the existing stock of housing
4	Listening to tenants' views and acting upon them
5	Repairs and maintenance
6	Making properties more energy efficient
7	Eradicating issues with damp/mould
8	Dealing with anti-social behaviour
9	Maintaining the neighbourhood where you live
10	Ensuring the rent charged represents good value for money
11	Providing / building more affordable homes in the area for people to rent
12	Staff professionalism when engaging with tenants
13	Don't know
14	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.** How accessible do you find the information that you get from Clackmannanshire Council as your landlord? By accessible I mean easy to read and understand **code one only**

1	Very accessible	Go to Q6
2	Fairly accessible	
3	Not very accessible	Go to Q5
4	Not at all accessible	

- Q5.** If you find the information you get from us is not very or fairly accessible, what would help the information be easier to read and understand for you? **Write in verbatim**

--

- Q6.** How good or poor do you feel Clackmannanshire Council Housing Service is at keeping you informed about their services and decisions? **code one only**

1	Very good	Go to Q8
2	Fairly good	
3	Neither good nor poor	Go to Q7
4	Fairly poor	
5	Very poor	

- Q7.** Why do you say that? **Write in verbatim**

--

- Q8.** Clackmannanshire Council Housing Service is upgrading its housing system and considering introducing a **Tenant Self-Service Portal** linked directly to this system. The portal would allow you to view important information and manage different aspects of your council tenancy online such as paying your rent online and report any tenancy-related issues. How useful would you find this service? **and code one only**

1	Very useful	Go to Q9
2	Fairly useful	
3	Not that useful	
4	Not useful at all	
5	Don't know	

- Q9.** Have you been in contact with Clackmannanshire Council's Housing Service in the last 12 months?

1	Yes	Go to Q10
2	No	Go to Q11
3	Don't know	
4	Prefer not to say	

Q10. Thinking about the contact between yourself and the Housing Service, how satisfied or dissatisfied were you with the following aspects of communication?

	Aspect	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
1	The ease of contacting the Housing Service (phone, email, online, in person)	1	2	3	4	5
2	Being treated with courtesy and respect by Housing Service staff	1	2	3	4	5
3	The timeliness of communication (receiving responses within a reasonable timeframe)	1	2	3	4	5
4	The clarity and usefulness of information provided in response to your queries	1	2	3	4	5
5	Whether your concerns or queries were taken seriously	1	2	3	4	5
6	The transparency and openness of the information provided by the Housing Service	1	2	3	4	5
7	Being kept updated on matters affecting you (e.g., progress, next steps, decisions)	1	2	3	4	5

Tenant Participation

Q11. Clackmannanshire Council provide a range of opportunities for tenants to get involved. Are you interested in getting involved or participating in Clackmannanshire Council Housing Service's decision-making processes in any of the following ways? **all that apply**

1	Become a member of the Clackmannanshire Tenants and Residents Federation or other Tenants and Residents Group (Registered Tenant Organisations)	Go to Q12
2	Become a member of a Community Group	
3	Be registered as an 'Interested Individual' on tenants database	
4	Responding to online surveys or text surveys	
5	Taking part in Federation Liaison meetings	

6	Taking part in Council-wide community events such as the annual Clacks Community Carnival and smaller-scale, area-based events such as Gala Days	
7	Attending drop-in sessions	
8	Taking part in a Working/ Focus group on rent, repairs etc.	
9	Taking part in the Tenant Scrutiny Panel	
10	Not interested in any of the opportunities to get involved	
		Go to Q13

Q12. [IF TENANT IS INTERESTED IN GETTING INVOLVED] Are you happy for us to pass your name and address to the Council so that they can get in touch with more information about how to get involved? All your other answers will remain completely confidential and anonymous.

1	Yes	
2	No	

Q13. How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes? **code one only**

1	Very satisfied	Go to Q15
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q14
4	Fairly dissatisfied	
5	Very dissatisfied	

Q14. Why do you say that? **Write in verbatim**

--

Q15. How satisfied or dissatisfied are you with the way Clackmannanshire Council Housing Service listens to your views and acts upon them? **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.

Q16. 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 Q18
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q17
4	Fairly dissatisfied	
5	Very dissatisfied	

Q17. Why do you say that? **Write in verbatim**

--

Q18. Have you had any reactive (day to day) repairs carried out in this property in the last 12 months?

1	Yes	Go to Q19
2	No	Go to Q22

Q19. Thinking about the LAST time you had (day to day) repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Clackmannanshire Council Housing and Property Services? **code one only**

1	Very satisfied	Go to Q21
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q20
4	Fairly dissatisfied	
5	Very dissatisfied	

Q20. Why do you say that? **Write in verbatim**

--

Q21. 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 able to make an appointment for work to be done at a time suitable to you	1	2	3	4	5
2	The time taken before work started and the speed of work completing	1	2	3	4	5
3	The attitude of the workers and their keeping dirt and mess to a minimum	1	2	3	4	5
4	The overall quality of the work	1	2	3	4	5
5	The repair being done 'right first time'	1	2	3	4	5
6	Workers' communication with the tenants on the progress of the work and any follow-up work required	1	2	3	4	5
7	Quality of materials used for the repair	1	2	3	4	5

Q22. Have you experienced any damp and/or mould within your home within the last 12 months?

1	Yes	Go to Q23
2	No	
3	Don't know	Go to Q26

Q23. (NEW) If you have had any damp and/or mould within your home within the last 12 months, which of the following have you experienced in your home? ALL THAT APPLY

1	Black mould on walls, ceiling or around window frames and doors	
2	Condensation on the walls or windows	
3	Wet patches or staining on walls or ceilings	
4	A damp or musty smell in any rooms	
5	Flaking/discoloured paint or peeling wallpaper or crumbling plasterboard surfaces	
6	Rotting skirting boards	
7	Other (Please elaborate)	

Q24. If you reported damp and/or mould repair to Clackmannanshire Council's Housing or Property Services, how satisfied were you that the damp and/or mould issue was resolved and repair completed?

1	Very satisfied	Go to Q26
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	
4	Fairly dissatisfied	
5	Very dissatisfied	
6	Not applicable – not reported	Go to Q25

Q25. If you have not reported your experience of damp and/or mould within your home to Clackmannanshire Council's Housing or Property Services, are you happy that we pass back a note of your address to the Council so that they can investigate? All other responses will be completely anonymous and confidential

1	Yes
2	No

Q26. (NEW) Would you be interested in having new technologies installed in your property to monitor and improve the quality of your home, such as solar panels, air source heat pumps or smart sensors?

1	Very interested
2	Fairly interested
3	Neither interested nor disinterested
4	Fairly disinterested
5	Not interested at all

Q27. (NEW) How affordable do you currently find to heat your home to a comfortable level?

1	Very affordable
2	Fairly affordable
3	Just about affordable
4	Not affordable

Satisfaction with the neighbourhood

Q28. Read: I would now like to ask you some questions about the local neighbourhood.

How satisfied or dissatisfied are you with the maintenance of . . . **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, for example play parks or street lighting	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
--	---	---	---	---	---	---	---

Q29. Overall, how satisfied or dissatisfied are you with Clackmannanshire Council Housing and Property Service's contribution to the management of the neighbourhood you live in? **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. To what extent are any of the following a problem in your neighbourhood?
read out problems

	Problems	Major problem	Minor problem	Not a problem	Don't know
A	Car parking	1	2	3	4
B	Rubbish or litter	1	2	3	4
C	Noisy neighbours	1	2	3	4
D	Dog fouling / dog mess	1	2	3	4
E	Other problems with pets and animals	1	2	3	4
F	Disruptive children / teenagers	1	2	3	4
G	Racial or other harassment	1	2	3	4
I	Vandalism and graffiti	1	2	3	4
K	Drug use or dealing	1	2	3	4
L	Abandoned vehicles	1	2	3	4
M	Other crime	1	2	3	4
O	Any other problems (please specify)	1	2	3	4

Q32. Have you reported anti-social behaviour to Clackmannanshire Council Housing and Property Service in the past 12 months? **Code one only**

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

Q33. 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 Read: I now have some questions about rent, value for money.

Taking into account the accommodation and the services Clackmannanshire Council Housing Service provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it . . . **code one only**

1	Very good	Go to Q35
2	Fairly good	
3	Neither good nor poor	Go to Q34
4	Fairly poor	
5	Very poor	

Q34. Why do you say that? **Write in verbatim**

--

Q35. (NEW) What if anything should Clackmannanshire Council do to improve your living experience as a Clackmannanshire Council Tenant

1	Improve and upgrade inside/outside my home	
2	Improve and upgrade common grounds and external areas	
3	Improve the repairs service	
4	Improved contact with my housing officer	
5	Reduce the rent level	
6	Improve the energy efficiency of my home	
7	Build more new homes	
8	Do more to reduce anti-social behaviour	
9	Do more to remove damp and mould from homes	
10	Providing incentive schemes to downsize/move to another property	
11	Carry out improvement works less frequently to help keep rent increases lower.	

Q36. Do you receive full or partial housing cost payment from Universal Credit or Housing Benefit?

1	Yes	
2	No	
3	Don't know	

Q37. If you receive full or partial housing cost payment from Universal Credit or Housing Benefit, how affordable do you currently find your rent? **Code one only**

1	Very affordable	
2	Fairly unaffordable	
3	Just about affordable	
4	Not affordable	

Moving intentions

Q38. (NEW) Do you want to move from your current property in the next 5 years? **Code one only**

1	Yes	Go to Q39
2	No	
3	Don't know/Unsure	

Q39. (NEW) If yes, why do you want to move?

1	Too big	
2	Too small	
3	Difficult to maintain the house	
4	Difficult to maintain the garden	
5	I struggle to move about the home e.g. cope with stairs	
6	I struggle to get in and out of the property	
	I would like more amenities in the property (e.g. utility room, downstairs toilet)	
7	I would like to be closer to family or friends	
8	I would like to be closer to facilities e.g. shops, doctor, dentist etc.	
	I would like to be closer to the workplace	
9	It is too expensive	
10	Other (please specify)	

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.

Q40. Gender

1	Male
2	Female
3	Prefer not to say

Q41. Gender Identity

Do you identify as transsexual/transgender?

1	Yes
2	No
3	Prefer not to say

Q42. Which of the following age bands do you fall into?

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

Q43. How would you describe the composition of your household?

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

Q44. Which of the following best describes your status?

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

Q45. 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

Q46. (Ind2) Which of the following best describes your ethnicity?

WHITE	
Scottish	1
Other British	2
Irish	3
Polish	4
Gypsy/ Traveller	5
Roma	6
Showman/ showwoman	7
Other white ethnic group	8
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups	9
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	10
Indian, Indian Scottish or Indian British	11
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	12
Chinese, Chinese Scottish or Chinese British	13
Other	14
AFRICAN,	
African, African Scottish or African British (please write in)	15
CARIBBEAN OR BLACK	

e.g. Scottish Caribbean, Black Scottish please write in	16
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	17
Other (please specify)	18
Prefer not to say	19

Q47. Do you have any of the following, which have lasted, or are expected to last, at least 12 months?

1	Deafness or partial hearing loss	
2	Blindness or partial sight loss	
3	Full or partial loss of voice or difficulty speaking (a condition that requires you to use equipment to speak)	
4	Learning disability (a condition that you have had since childhood that affects the way you learn, understand information and communicate)	
5	Learning difficulty (a specific learning condition that affects the way you learn and process information)	
6	Developmental disorder (a condition that you have had since childhood which affects motor, cognitive, social and emotional skills, and speech and language)	
7	Physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying)	
8	Mental health condition (a condition that affects your emotional, physical and mental wellbeing)	
9	Long-term illness, disease or condition (a condition, not listed above, that you may have for life, which may be managed with treatment or medication)	
10	Other condition, please write in:	
11	No condition	
12	Prefer not to say	

Q48. What religion, religious denomination or body do you belong to?

1	None	
2	Church of Scotland	
3	Roman Catholic	
4	Other Christian, please write in below:	
5	Muslim, write in denomination or school below:	
6	Hindu	
7	Buddhist	
8	Sikh	
9	Jewish	
10	Pagan	
11	Another religion or body, please write in:	
12	Prefer not to say	

Q49. Which of the following best describes your sexual orientation:

1	Straight / Heterosexual	
2	Gay	
3	Lesbian	
4	Bisexual	
5	Other sexual orientation, please write in:	
6	Prefer not to say	

- **Thank you very much for completing the questionnaire.**
- **Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice**

Appendix 2

Data Tables

Q31 Neighbourhood problems (%s show excluding don't know)

Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	896	209	155	84	95	144	107	102
Car parking								
Major problem	2%	1%	-	2%	1%	2%	7%	2%
Minor problem	16%	10%	23%	19%	24%	24%	12%	3%
Not a problem	82%	89%	77%	79%	75%	74%	81%	95%
Don't know	-	-	-	-	-	-	-	-
Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	898	210	156	84	95	144	107	102
Rubbish or litter								
Major problem	4%	0%	3%	5%	13%	9%	1%	2%
Minor problem	19%	9%	31%	45%	27%	19%	7%	6%
Not a problem	77%	90%	67%	50%	60%	72%	92%	92%
Don't know	-	-	-	-	-	-	-	-
Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	895	210	156	82	95	143	107	102
Noisy neighbours								
Major problem	0%	-	-	1%	1%	-	-	1%
Minor problem	5%	1%	10%	15%	8%	6%	-	3%
Not a problem	94%	99%	90%	84%	91%	94%	100%	96%
Don't know	-	-	-	-	-	-	-	-

Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	895	209	156	82	95	144	107	102
Dog fouling / dog mess								
Major problem	4%	4%	2%	-	8%	6%	2%	4%
Minor problem	18%	9%	25%	40%	21%	22%	4%	15%
Not a problem	78%	88%	73%	60%	71%	72%	94%	81%
Don't know	-	-	-	-	-	-	-	-
Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	892	208	156	82	94	144	107	101
Other problems with pets and animals								
Major problem	0%	-	-	1%	1%	-	-	-
Minor problem	3%	-	5%	5%	7%	1%	-	2%
Not a problem	97%	100%	95%	94%	91%	99%	100%	98%
Don't know	-	-	-	-	-	-	-	-
Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	894	210	156	81	95	143	107	102
Disruptive children / teenagers								
Major problem	0%	-	-	-	-	-	-	1%
Minor problem	2%	-	4%	2%	4%	2%	-	-
Not a problem	98%	100%	96%	98%	96%	98%	100%	99%
Don't know	-	-	-	-	-	-	-	-

Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	892	208	156	81	95	144	107	101
Racial or other harassment								
Major problem	0%	-	-	-	-	-	1%	-
Minor problem	0%	-	1%	1%	-	-	-	-
Not a problem	100%	100%	99%	99%	100%	100%	99%	100%
Don't know	-	-	-	-	-	-	-	-

Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	894	209	156	81	95	144	107	102
Vandalism and graffiti								
Major problem	0%	-	-	-	-	3%	-	-
Minor problem	2%	0%	3%	1%	5%	1%	-	1%
Not a problem	98%	100%	97%	99%	95%	96%	100%	99%
Don't know	-	-	-	-	-	-	-	-

Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	868	204	156	81	95	125	107	100
Drug use or dealing								
Major problem	1%	-	-	-	-	4%	-	-
Minor problem	1%	-	2%	1%	1%	-	-	1%
Not a problem	99%	100%	98%	99%	99%	96%	100%	99%
Don't know	-	-	-	-	-	-	-	-

Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	892	208	156	81	95	144	107	101
Abandoned vehicles								
Major problem	-	-	-	-	-	-	-	-
Minor problem	0%	-	1%	2%	-	-	-	1%
Not a problem	100%	100%	99%	98%	100%	100%	100%	99%
Don't know	-	-	-	-	-	-	-	-

Break % Respondents	Total	Management area code						
		1	2	3	4	5	6	7
Base	891	208	156	81	95	144	107	100
Other crime								
Major problem	-	-	-	-	-	-	-	-
Minor problem	0%	-	-	2%	-	-	-	1%
Not a problem	100%	100%	100%	98%	100%	100%	100%	99%
Don't know	-	-	-	-	-	-	-	-

Appendix 3

Technical Report Summary

Project name	Clackmannanshire Council TSS 2026
Project number	P1535
Objectives of the research	The aim of the research was to seek tenants' views on the services that Clackmannanshire Housing and Property Service 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.
Target population	Clackmannanshire Council Tenants
Description of sample frame/ source and validation methods if applicable	A customer database was provided by the Council containing tenants names, addresses and phone numbers.
Sampling method (probability or non probability) and quotas used	N/A no sample was drawn. All addresses were used for interviewing to allow for refusals, tenants being unavailable etc and tenants were selected at random. Quotas were set for interviewers spread geographically by stock.
Sample units drawn	A database of 4680 addresses.
Target sample size	Data to +/-3% (900 interviews)
Achieved sample size and reasons if target not achieved	900
Date of fieldwork	Interviewing took place between the 14 th of April and the 13 th of May 2026
Data collection method	Face to Face methodology
Response rate and definition and method of how calculated	900 interviews from a sample of 4680 tenants is 19% of the total tenant population
Questionnaire length	10-15minutes
Any incentives?	No
Number of interviewers	7
Interview/ self completion validation methods	10% of interviews have been validated by respondent recontact
Showcards or any other materials used?	None

Weighting procedures (if applicable)	Not applicable. The interview profile is relatively in line with the overall tenant population profile in terms of geography, property type and property size.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-3% for tenants based upon a 50% estimate at the 95% confidence level

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.