

2006 Tenant Satisfaction Survey

Main Report

Prepared July 2006 For

Clackmannanshire Council



**Kwest
Research**

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Introduction & Background

1 INTRODUCTION & BACKGROUND

In December 2005, Kwest Research was commissioned by Clackmannanshire Council to carry out an independent and confidential survey of all tenants.

The aims of the research can be summarised as follows:

- To obtain an overall measure of opinion with key services
- To benchmark performance against other social housing providers
- To identify priority areas for service improvement
- To collect demographic information about the tenant population

1.1 METHODOLOGY

A census postal methodology was adopted for the project to allow the views of all of the Council's customers to be targeted in an efficient and cost effective manner.

Thus, all 5,099 households were sent a questionnaire, together with an introductory letter from Kwest and a reply-paid envelope for returning completed forms. To encourage participation, the Council also offered a prize draw incentive to all those taking part.

After responses from the first mailing had tailed off, a reminder mailing of the questionnaire was sent to all non-respondents.

1.2 RESPONSE RATES

At the conclusion of the data collection process, a total of 1,745 responses had been received, representing a response rate of 34%. This is below Kwest's average response rate for postal surveys conducted in the housing sector (around 40-45% after 2 mailings in the past twelve to eighteen months).

Response rates vary with respect to management area and property type, as shown in the tables overleaf:

Management Area	Response Rates
Alloa	36%
Sauchie/Fishcross	37%
Clackmannan	30%
Tullibody/Cambus	33%
Tillicoultry/Muckhart	37%
Alva/Menstrrie	34%
Bowmar/Mar Policies	27%

Table 1 Response Rates By Management Area

Property Type	Response Rate
House	35%
Bungalow	41%
Flat	31%
4 in a block	32%
Maisonette	27%
Bedsit	28%

Table 2 Response Rates By Property Type

1.3 ACCURACY OF THE DATA

When analysing results at an overall level, using 1,745 replies to measure the overall views of Clackmannanshire's households as a single group, the data provides a reliable picture of tenant opinion, with an accuracy level of $\pm 1.9\%$. To explain, an accuracy level of $\pm 1.9\%$ means that if 50% of respondents answer "yes" to a yes/no question, then we know that between 48.1% and 51.9% of all households would give the same response, *including those who did not return a completed survey form*.

Accuracy levels differ by type of property and management area, and this information is shown in the following tables. Accuracy levels are poor where group sizes are small.

Management Area	Accuracy Level
Alloa	±3.8%
Sauchie/Fishcross	±4.4%
Clackmannan	±6.6%
Tullibody/Cambus	±6.3%
Tillicoultry/Muckhart	±4.5%
Alva/Menstrie	±5.5%
Bowmar/Mar Policies	±6.8%

Table 3 Accuracy Levels By Management Area

Property Type	Accuracy Level
House	±2.8%
Bungalow	±4.8%
Flat	±5.7%
4 in a block	±4.0%
Maisonette	±11.5%
Bedsit	±30.3%

Table 4 Accuracy Levels By Property Type

1.4 QUESTIONNAIRE DESIGN

To assist in the formulation of the questionnaire, Kwest worked closely with the Council in consultation with a tenants working group, Federation liaison group and service users to ensure that the research focused on the key areas of interest. In line with this, the questionnaire was comprised of:

- Industry-standard questions
- Questions from Kwest's Central Question File (which consists of several hundred pre-tested and piloted questions covering a broad range of issues)
- Newly developed questions designed specifically for the project through consultation with Tenants and Working groups

The questionnaire was printed in two colours and included the Council's logo.

The questionnaire was designed under the following headings:

- Where You Live
- The Warden Service

- The Day-To Day Repairs Service
- Major Improvement Works
- Contact With The Council's Housing Services
- Communication
- Consultation
- The Customer Contact Centre
- Applications And Lettings
- The Council As A Landlord
- Improving Services
- Background Information

1.5 PRESENTATION OF FINDINGS

In some cases, comparisons are available with tenants of other social housing organisations. Therefore, to place these results into an industry-wide context, Clackmannanshire tenants' responses from the research have been benchmarked against other housing sector organisations in Scotland and organisations on Kwest's database. In addition, all results have been analysed by:

- Overall Findings
- Management Area
- Area Warden
- Household Composition
- Property Type
- Time With Landlord

All of these levels of analyses are presented in full in the separate documents that accompany this written report.

In addition, the introductory letter that was sent out with the questionnaires included comment boxes that enabled tenants to express their views on different areas of service. These qualitative comments have been used throughout the report to illustrate and support the statistical findings of the survey.

A copy of the questionnaire is provided in Appendix A of this report.

Executive Summary

2 EXECUTIVE SUMMARY

The 2006 survey findings confirm that the services provided by Clackmannanshire are meeting the needs of the majority of tenants. Supporting examples of this can be found throughout the research findings and include majorities expressing satisfaction with a number of important service areas such as communication, homes and repairs.

This executive summary provides details of key findings from the survey.

2.1 SATISFACTION WITH KEY AREAS OF SERVICE

As part of the research, tenants were asked to express their overall views regarding a number of key services.

The table below illustrates Clackmannanshire's performance. These findings will become the baseline figures, against which future surveys can be benchmarked:

Key Aspect Of Service	% Expressing Satisfaction
Overall satisfaction with home	78%
Overall satisfaction with communication between landlord and residents	71%
Overall satisfaction with service provided by landlord	72%
Overall satisfaction with repairs service	76%
Satisfaction with opportunities to take part in management and decision making	53%

Table 5 Satisfaction With Key Service Areas

Rating Of Charges As Value For Money	% Rate As Good Or Fair
Rent	64%

Table 6 Rating Of Charges As Value For Money

2.2 KEY ELEMENTS FROM THE SURVEY

Homes & Neighbourhoods

- Clackmannanshire tenants are generally happy with their homes. Indeed, around three-quarters in each case are positive about the condition of their home and express overall satisfaction with their accommodation.
- Reflecting general satisfaction with Clackmannanshire homes, the majority of tenants rate each element of their home positively, with the highest ratings returned for the *size of home*, *fire safety* and *ventilation*.
- Substantial proportions of tenants report a variety of problems in Clackmannanshire neighbourhoods - the most frequently cited are *vandalism* and *litter and rubbish in street*.
- Three in ten tenants have an area warden. For this group, opinions of the service are mixed, with over four in ten (43%) who are satisfied, compared to 16% who describe themselves as dissatisfied. The remaining 41% are neither satisfied or dissatisfied.

The Repairs Service

- Almost three-quarters (73%) of tenants have had a repair completed in the last twelve months. 76% are satisfied with the way Clackmannanshire handles repairs and maintenance. Furthermore, over a third of tenants (36%) feel that the repairs service is *getting better* compared to only 6% describing it as *getting worse*.
- When rating different aspects of the repairs service, it is encouraging to report that the majority of tenants rate each aspect positively. The highest ratings are returned for the *politeness of workmen*, the *handling of repair requests* and the *quality of repair work* with over nine in ten in each case rating these aspects as *good* or *fair*.

Major Improvement Works

- Half of tenants report that the Council has undertaken major works/improvements on their home in the past year and, promisingly, over eight in ten (82%) of these express satisfaction with the works and the great majority (97%) say the works were necessary.
- In general, tenants are positive about various elements of the improvement works. Indeed, around nine in ten in each case rate the *quality of improvement works* and the *efficiency with which works were done* as *good* or *fair*. Tenants are slightly less positive about the cleaning up after works were done with over a tenth (16%) describing this aspect as *poor*.

Contact & The Customer Centre

- Three-quarters of tenants have contacted the Council (most commonly by phone and about repairs) in the past twelve months. Overall, tenants are positive about the service from staff, however it remains that a fifth were dissatisfied with their last contact - a finding which may be partly attributable to the substantial minorities of people who found it *difficult getting through to the right person*, found staff *unhelpful* and say staff were *unable to deal with their query*.

Communication & Consultation

- Tenants are generally satisfied with the communication between Clackmannanshire and customers and eight in ten say the Council are *good* at keeping them informed of things which may affect them.
- Tenants are most likely to prefer giving their views by *reading information, completing questionnaires* or *filling in comment/suggestion cards* and are most likely to be willing to give their views on *their home* or *neighbourhood*.

Clackmannanshire As A Landlord

- Seven in ten tenants are happy with the overall landlord service provided by Clackmannanshire, whilst a tenth are dissatisfied. It is encouraging to report that customers are more likely to feel that the overall service provided by the Council is changing for the better, rather than getting worse.
- Two-thirds of tenants are positive about their rent in terms of value for money. Over half of customers express a preference for paying their rent by cash, whilst smaller proportions prefer to pay by Direct Debit or at a PayPoint outlet.
- Although customers are generally positive about the Council staff who dealt with them regarding rent arrears, it still remains that around a tenth in each case rate the *information provided, ability of staff to resolve the issue* and *helpfulness of staff* as *poor*.

The following sections of this report discuss the findings from the survey in more detail.

Clackmannanshire As A Landlord

3 CLACKMANNANSHIRE AS A LANDLORD

Tenants' perceptions of the key service areas provided by the Council such as homes, the way Clackmannanshire deals with repairs and maintenance, communication and consultation will impact on their opinions of the Council as a social landlord.

Seven in ten tenants (72%) express overall satisfaction with the Council as a landlord, whilst a tenth (10%) are dissatisfied. More detailed analysis reveals the following differences in ratings returned from different tenant subgroups:

- Tenants who live in the Tullibody/Cambus management area tend to return the highest ratings for the overall landlord service compared to tenants in other management areas
- Customers who live in flats or maisonettes tend to return the lowest ratings for overall landlord service compared to customers in other property types

It is encouraging to report that tenants are more likely to feel that the overall landlord service provided by the Council is improving rather than deteriorating. Indeed, four in ten customers (41%) report that the service is *changing for the better* (a high proportion), whilst 7% feel the overall service is *getting worse* (a low proportion). Half of customer (52%) say the overall landlord service is *staying the same*.

3.1 IMPROVING SERVICES

In order to gauge tenants' priorities and identify areas of strength and weakness with the overall landlord service, tenants were asked to cite key areas of service which they feel need improving and say how important each service is to them.

Areas which tenants are most likely to say need at least some improvement include the *overall quality of homes* and *taking residents' views into account* - around three-quarters in each case report these areas need improving. Around seven in ten feel *involving residents in managing housing* is an area which needs improving, whilst six in ten in each case say *rent levels* (in terms of value for money) and *repairs and maintenance* need improving.

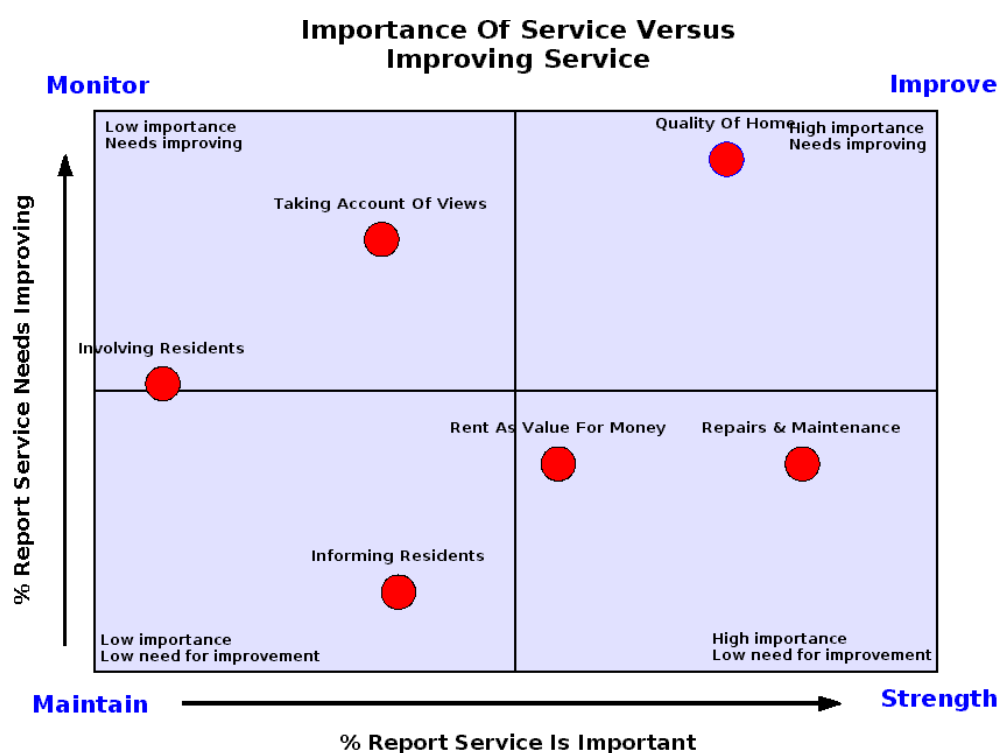
When compared to other peer organisations surveyed by Kwest, the proportions who say the *overall quality of home, taking residents' views into account, involving residents in managing housing and rent levels* (in terms of value for money) need improving are above average.

How Much Services Need Improving	Some/Much Improvement Needed	No Improvement Needed
Overall quality of home	82%	18%
Taking residents' views into account	77%	24%
Involving residents in managing housing	68%	32%
Value for money for rent	63%	37%
Repairs & maintenance	63%	37%
Keeping residents informed	55%	45%

Table 7 How Much Services Need Improving

The repairs and maintenance service is identified as the most important service provided by Clackmannanshire - a common finding in Kwest's experience. Indeed, over eight in ten identify the repairs service as one of the top three most important services, whilst three-quarters describe the *overall quality of homes* in this way.

When looking at tenants' opinions about which services are the most important and which areas need the most improvement, the findings can help identify areas of the landlord service that are strong and elements that require effort to be focused. The following table shows how these stand relative to each other.



This reveals clearly that whilst involving residents is seen by many as an area in need of improvement, a comparatively low proportion attach any importance to this service area. Furthermore, the quality of the home is seen by many as an important area of service and a substantial proportion feel that this service needs improving.

3.2 RENT

Customers' perceptions of their rent in terms of value for money often reflects their overall views of their landlord. Overall, two-thirds of tenants rate their rent as *good* value for money, compared to 13% who feel their rent is *poor*.

Similar to ratings for the overall landlord service, when analysed by property type, tenants who live in flats or maisonettes tend to be least positive about their rent in terms of value for money.

3.3 METHODS OF PAYING RENT

Half of tenants (48%) express a preference for paying their rent *by cash*, whilst a fifth prefer to pay their rent by *Direct Debit* (17%) and a tenth prefer to pay at a *PayPoint outlet* (12%). Only tiny minorities express a preference for paying their rent by *standing order*, *cheque*, via *Clackmannanshire's website* or via *credit card over the phone*. A third of tenants prefer their *Housing Benefit to go direct to the Council*.

3.4 RENT ARREARS

Half of tenants are aware of Clackmannanshire's procedures for helping tenants in rent arrears and a third of tenants have been in rent arrears in the past (an average proportion when compared to peer organisations).

Of those tenants who have been in rent arrears, opinions of the Council staff who they spoke to about arrears are generally positive. Indeed, at least eight in ten in each case feel that staff were good or fair in terms of being *helpful*, *being able to resolve their issue* and *providing information*.

Rating How Council Staff Respond When Tenants Are Behind With The Rent	Good	Fair	Poor
Helpfulness	52%	37%	11%
Ability to resolve the issue	46%	38%	15%
Information provided	43%	41%	16%

Table 8 Rating Council Staff When Tenants Are Behind With Their Rent

However, it still remains that just under a fifth of tenants in each case rate the Council staff's ability to resolve their issue and the information they provided as *poor* and a tenth do not feel staff were helpful.

3.5 APPLICATIONS & LETTINGS

A tenth of residents have moved into their home in the last 12 months and thus are relatively new tenants.

It is encouraging to report that new tenants are generally positive about the application process. Indeed, over eight in ten found the application form straightforward and three-quarters (76%) found the allocation process *very fair* or *fair*. The overwhelming majority of new tenants are also positive about the terms of their tenancy - 96% found them easy to understand.

Conversely, tenants hold mixed opinions on the condition of their home when they first moved in. Indeed, over half in each case say the *condition of their garden* and the *decoration* of their new property were *poor* and around a quarter in each case say the *general state of repair* and *the cleanliness of their home* were *poor* when they moved in. Furthermore, when placed in an industry-wide context, the proportion who say the *general state of repair*, *cleanliness* and *decoration of their home* were poor when they moved in are above average.

Condition Of Home When Residents First Moved In	% Tenants Rate As Good/Fair
General state of repair	75%
Cleanliness	72%
Decoration	47%
Condition of garden	46%

Table 9 Condition Of Home When Residents First Moved In

3.6 QUALITATIVE FEEDBACK

Tenants were invited to make comments about problems or good experiences with Clackmannanshire Council. A selection of these comments are provided below:

“I think they look after the elderly very well. I couldn’t wish for a better landlord.”

“One problem I have is the kitchen renewal programme. It should have taken 4 to 6 weeks but it is now nearing 7 months.”

“I have had a bedroom extension built for my severely disabled daughter - communication and planning between the Council and myself has been excellent.”

“I have never had any problems at all or bad experiences with Clackmannanshire Council.”

“I was declared homeless last year and the Council did their very best to offer me temporary accommodation and then find me a permanent home.”

“There has not been one instance where we have been disappointed with any contact with the Council.”

“I was in Women’s Aid for a year and felt that the Council did all they could to get me housed - I have no complaints.”

“They send out letters about rent arrears when they are less than a week overdue and I always pay my rent regularly.”

“I think it is terrible that a single parent with 3 young children in a 2 bedroom flat should have to pay 13 weeks recharges before even getting back on the list for a new home.”

“I would not change form the Council. They are very fair and they let you know about any changes that are to be made.”

3.7 SUMMARY & ACTION POINTS

Seven in ten tenants are happy with the overall landlord service provided by Clackmannanshire, whilst a tenth are dissatisfied. It is encouraging to report that customers are more likely to feel that the overall service provided by the Council is changing for the better, rather than getting worse.

Two-thirds of tenants are positive about their rent in terms of value for money. Over half of customers express a preference for paying their rent by cash, whilst smaller proportions prefer to pay by Direct Debit or at a PayPoint outlet.

Improving Services

Tenants are most likely to identify the *overall quality of homes* and *taking tenants' views into account* as areas which need improving.

- 3:1 When looking to improve the service they provide to tenants, Clackmannanshire may wish to concentrate on the areas of service which are in need of most improvement and in line with customers' preferences such as the *overall quality of homes* and the *repairs and maintenance service*.

Rent Arrears

Although customers are generally positive about the Council staff who dealt with them regarding rent arrears, it still remains that around a tenth in each case rate the *information provided*, *ability of staff to resolve the issue* and *helpfulness of staff* as *poor*.

- 3:2 Clackmannanshire may wish to review the performance of staff when dealing with customers who are in rent arrears in order to identify any areas of weakness and implement training procedures where necessary.

Tenants Moving Into Homes

The majority of people who have recently moved into their home found the application process easy to understand and fair. However, tenants tend to hold mixed opinions on the *cleanliness*, *state of repair* and *decoration* of their home when they moved in, and were also critical about the *condition of the garden*.

- 3:3 The Council may wish to review the procedures they have in place to check that properties are in a suitable condition for new tenants in order to allow any problems to be rectified before new tenants move in.

- 3:4 In order to make sure that new tenants have realistic expectations of their new property, Clackmannanshire may wish to consider publishing standards that properties should meet (in terms of state of repair, cleanliness etc.) before tenants move in. Since completion of the survey, the council have now introduced a Clackmannanshire Letting Standard for properties in consultation with tenants.

CLACKMANNANSHIRE AS A LANDLORD

Seven in ten tenants express overall satisfaction with the Council as a landlord, whilst a tenth are dissatisfied. These levels of satisfaction place the Council in the central range when compared to peer organisations surveyed by Kwest.

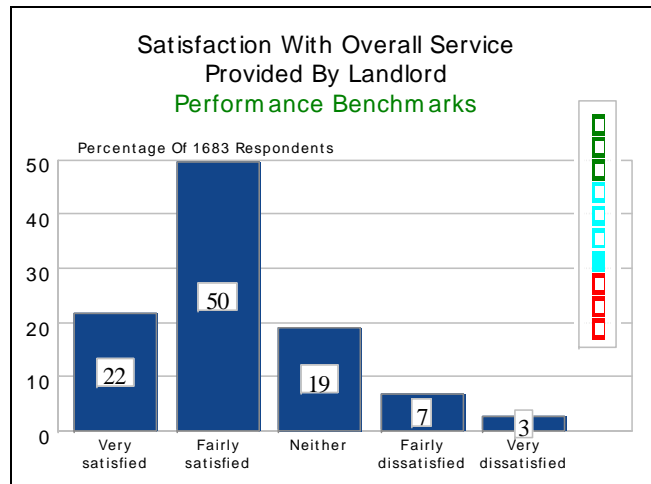


Figure 3.1

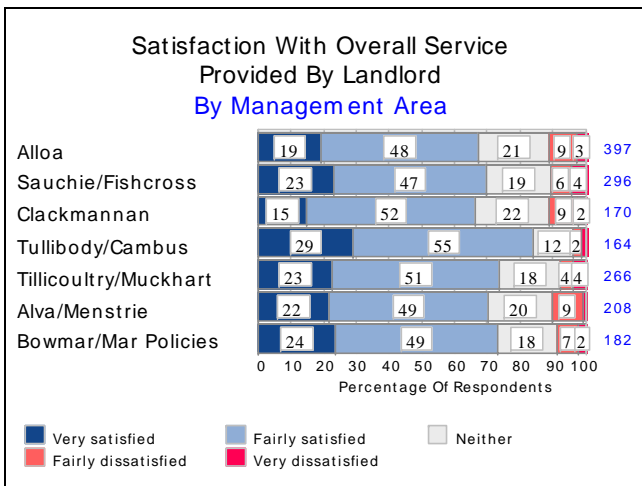


Figure 3.2

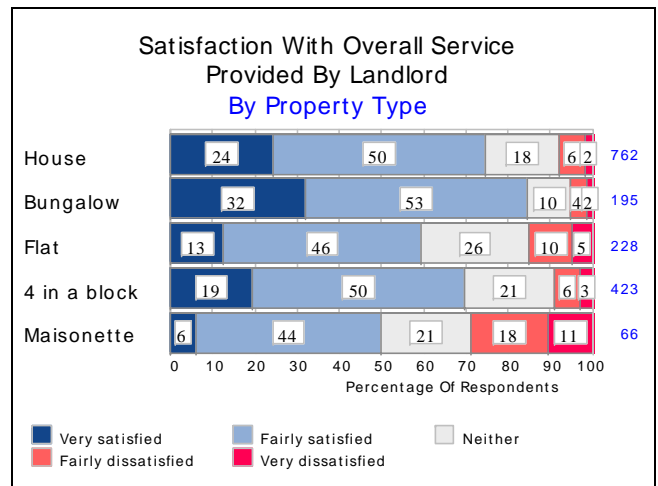


Figure 3.3

Tenants who live in the Tullibody/Cambus management area tend to return the highest ratings for the overall landlord service compared to tenants in other management areas

Customers who live in flats or maisonettes tend to return the lowest ratings for overall landlord service compared to customers in other property types

Four in ten customers report that the overall landlord service is *changing for the better*, whilst 7% feel the overall service is *getting worse*.

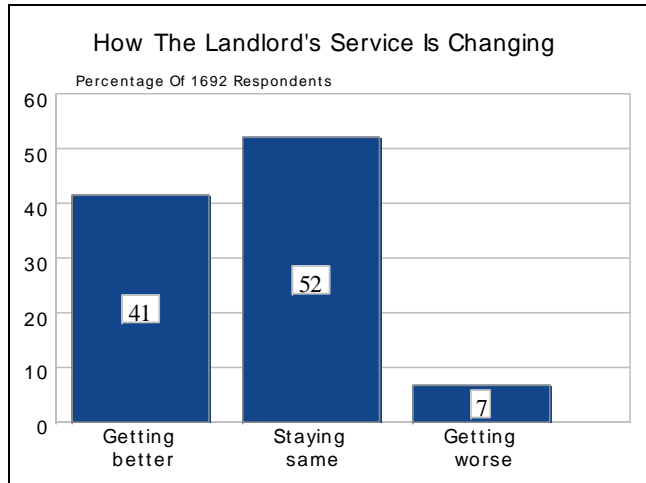


Figure 3.4

IMPROVING SERVICES

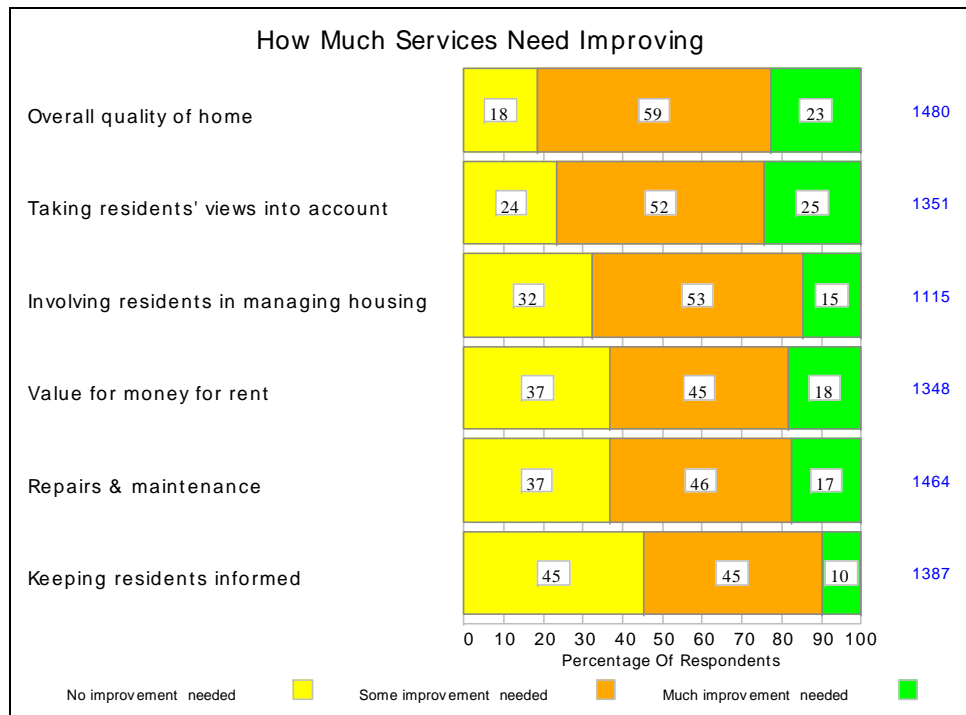


Figure 3.5

Areas which tenants are most likely to say need at least some improvement include the *overall quality of homes* and *taking residents' views into account* - around three-quarters in each case report these areas need improving.

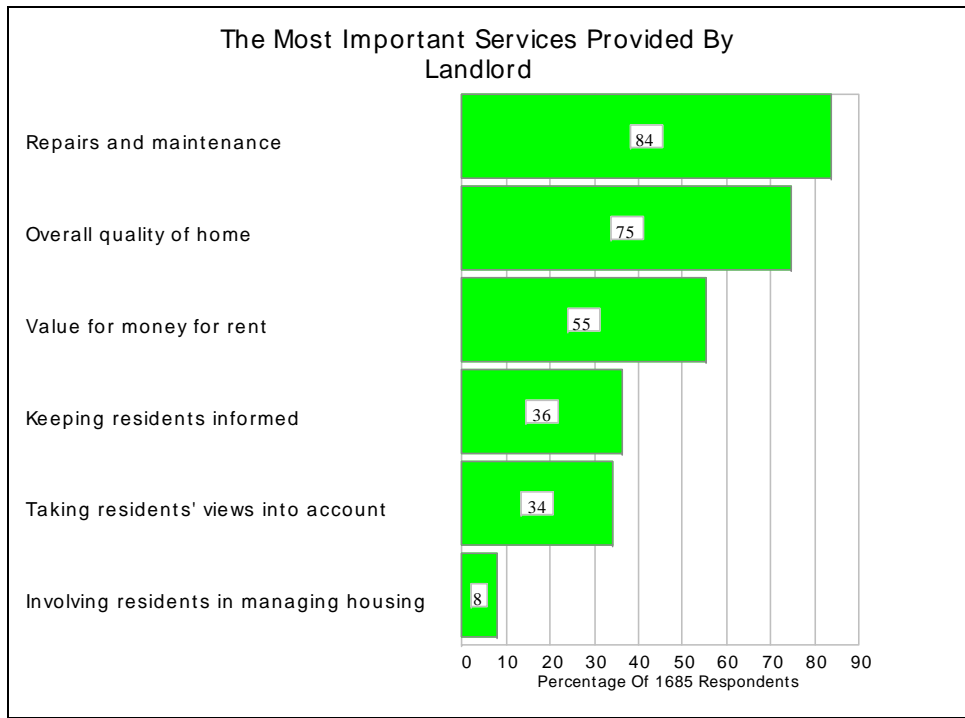


Figure 3.6

The repairs and maintenance service is identified as the most important service provided by Clackmannanshire - a common finding in Kwest’s experience.

RENT

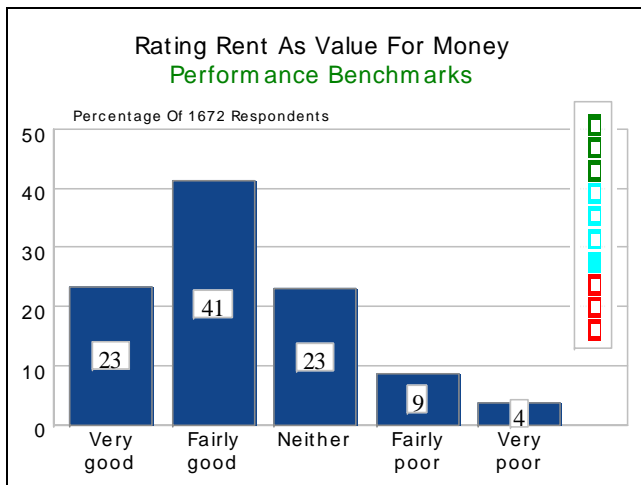


Figure 3.7

Two-thirds of tenants rate their rent as *good* value for money, compared to 13% who feel their rent is *poor* value - average ratings when compared to other social housing providers.

Half of tenants express a preference for paying their rent *by cash*, whilst a fifth prefer to pay their rent by *Direct Debit* and a tenth prefer to pay at a *PayPoint outlet*.

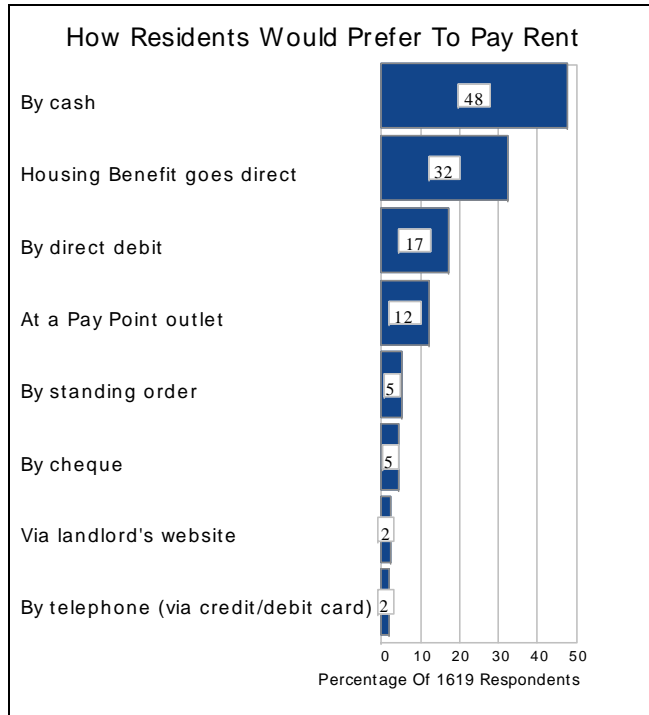


Figure 3.8

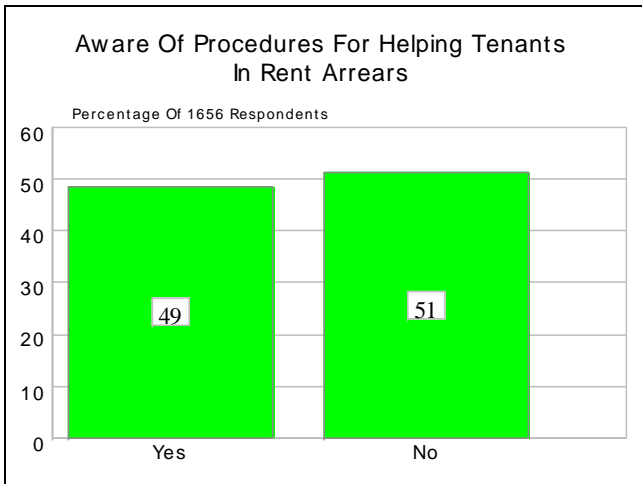


Figure 3.9

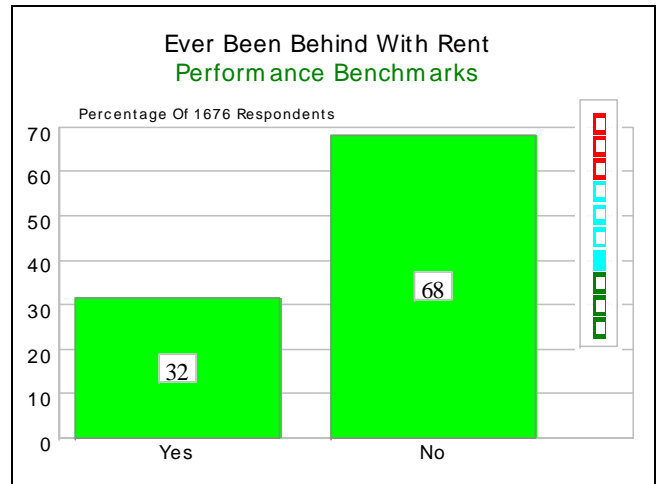


Figure 3.10

Half of tenants are aware of Clackmannanshire’s procedures for helping tenants in rent arrears and a third of tenants have been in rent arrears in the past (an average proportion compared to other housing providers surveyed by Kwest).

Of those tenants who have been in rent arrears, opinions of the Council staff who they spoke to about arrears are generally positive.

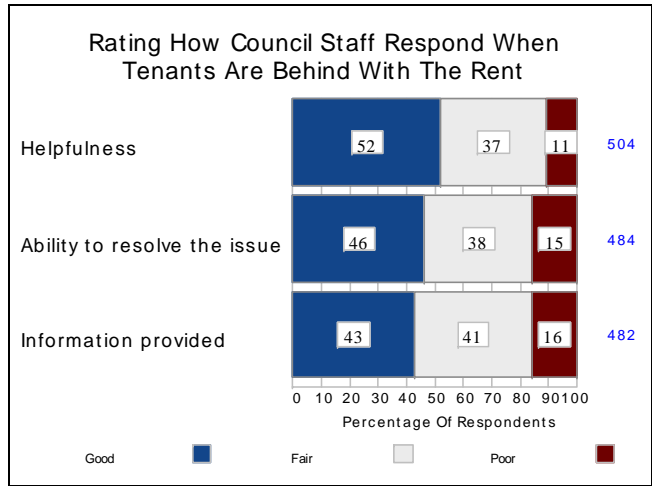


Figure 3.11

APPLICATIONS & LETTINGS

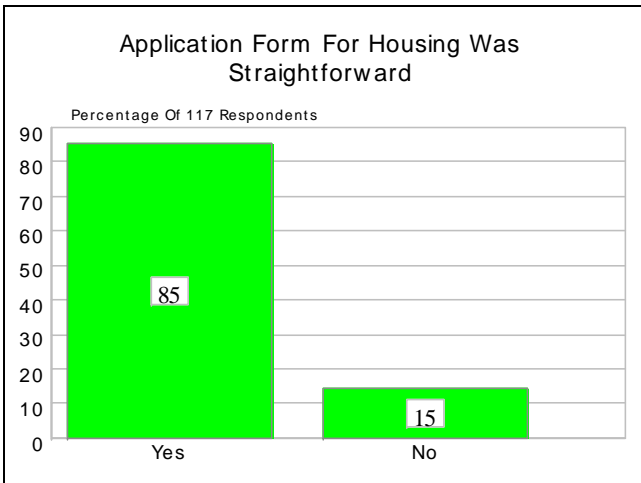


Figure 3.12

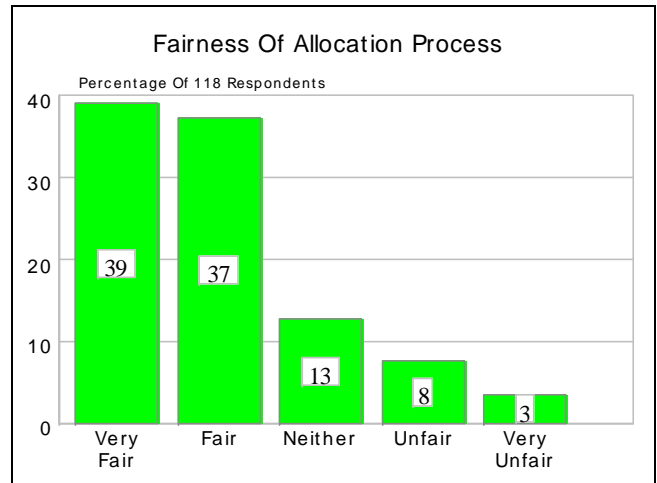


Figure 3.13

It is encouraging to report that new tenants are generally positive about the application process. Indeed, over eight in ten found the application form straightforward and three-quarters found the allocation process *very fair* or *fair*.

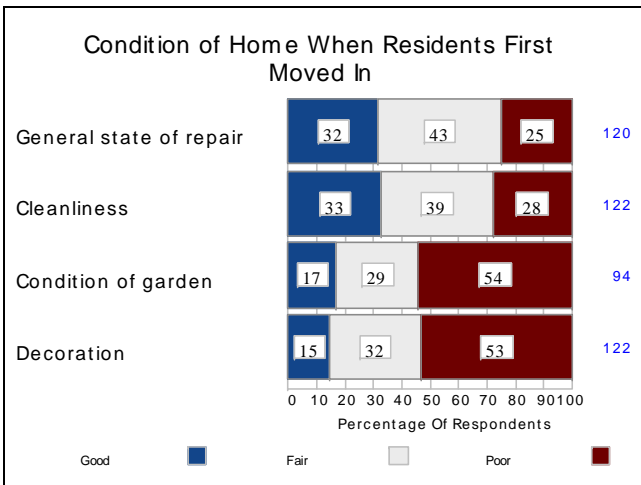


Figure 3.14

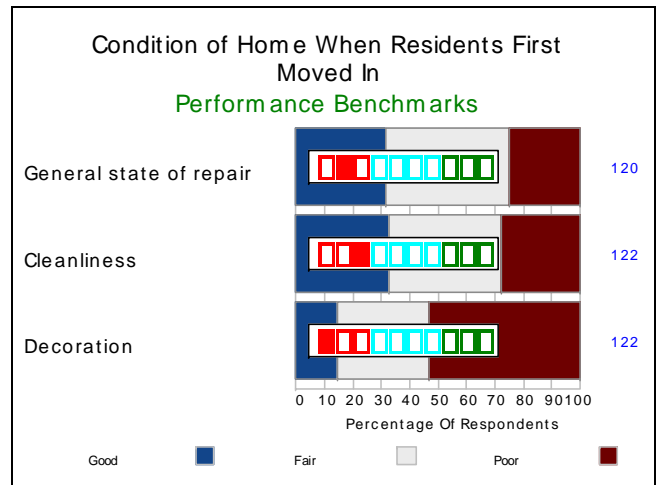


Figure 3.15

Tenants hold mixed opinions on the condition of their home when they first moved in. Indeed, over half in each case say the *condition of their garden* and the *decoration* of their new property were *poor* and around a quarter in each case say the *general state of repair* and *the cleanliness of their home* were poor when they moved in. Furthermore, when placed in an industry-wide context, the proportions who say the *general state of repair*, *cleanliness* and *decoration of their home* were poor when they moved in are above average.

Homes & Neighbourhoods

4 HOMES & NEIGHBOURHOODS

Homes form the most visible and tangible service provided by a social landlord and have a strong influence on overall satisfaction. In addition, the area in which tenants live will impact on their overall quality of life and thus affect their perceptions of the Council as a landlord - indeed, customers are increasingly looking towards their housing provider to improve their neighbourhood.

4.1 HOMES

It is encouraging to report that tenants are generally happy with their homes. Indeed, around three-quarters of tenants rate the condition of their home as good (75%) and a similar proportion express overall satisfaction with their accommodation (78%).

Performance for both these measures places Clackmannanshire in the central range when compared to other housing providers surveyed by Kwest.

Tenants' overall satisfaction with their accommodation is shown in the table below:

Overall Satisfaction With Accommodation	% Residents
Very satisfied	30%
Fairly satisfied	48%
Neither	13%
Fairly dissatisfied	6%
Very dissatisfied	3%

Table 10 Overall Satisfaction With Accommodation

Further analysis reveals that tenants who have been with Clackmannanshire for under 2 years or over 21 years tend to express higher levels of satisfaction with their accommodation than those who have been a Clackmannanshire tenant for between 3 and 20 years.

Tenants who live in a maisonette are significantly less likely to be positive about the general condition of their home or express satisfaction with their accommodation than tenants in other property types.

4.2 RATING ASPECTS OF THE HOME

In order to gain a more detailed perception of customer satisfaction with Clackmannanshire homes, tenants were asked to rate different aspects on a scale of *good*, *fair* or *poor*.

The majority of tenants rate each element of their home positively, with the highest ratings returned for the *size of home*, *fire safety* and *ventilation* - each cited as *good* or *fair* by over nine in ten customers. In contrast, around four in ten in each case describe *the kitchen fittings*, *car parking facilities*, *storage space* and *bathroom fittings* as *poor*.

When customer ratings for aspects of the home are compared against those of peer organisations, Clackmannanshire's performance is mixed. Indeed, although the Council's performance is above average in regards to *fire safety* and *security*, customer ratings of *bathroom fittings* and *privacy* place Clackmannanshire's homes in a below average position.

The results to this question are shown in the table overleaf, together with a comparison against peer organisations.

Aspect Of The Home	% Tenants Rating As Good/Fair
Fire safety	95%
Size of home	93%
Ventilation	93%
Condition of windows	87%
Heating System	86%
Electrical sockets	93%
Security	85%
Privacy	83%
Noise insulation	70%
Car parking facilities	62%
Storage space	62%
Bathroom fittings	61%
Kitchen fittings	59%

Table 11 Rating Aspects Of The Home

Analysis by household composition reveals that families with children are most likely to describe a variety of elements of their home as *poor*. These include *size of home*, *electrical sockets* and *storage space*. The administration of the Clackmannanshire council Standard Delivery Plan (SDP) incorporating tenant expectations through consultation addresses these issues.

4.3 THE NEIGHBOURHOOD

In order to examine perceptions of their neighbourhood, tenants were asked to rate the seriousness of a variety of problems where they live. The most frequently cited problems are *vandalism* and *litter and rubbish in street* with around two-thirds of tenants in each case describing these as a *slight* or *serious problems* in their local area. In addition, significant proportions of tenants cite *dogs*, *drug dealing* and *graffiti* as problems in their neighbourhood (cited by 56%, 46% and 45% respectively).

The proportions of tenants citing *noise from people and traffic*, *litter and rubbish in the street* and *racial harassment* as problems place the Council in the central range when compared to other housing providers surveyed by Kwest.

Clackmannanshire's performance on issues relating to damage to property (*vandalism*, *graffiti* and *people damaging home*) places them in a below average position when compared to peer organisations. In addition, a higher than average proportion of tenants report *drug dealing* and *problems with neighbours* as problems in their neighbourhood.

The results to this question are shown in the table below.

How Serious Problems Are In Neighbourhood	% Tenants Rating As A Slight/Serious Problem
Vandalism	67%
Litter & rubbish in the street	64%
Dogs	56%
Graffiti	46%
Drug Dealing	45%
Noise from people	44%
Other crime	41%
Noise from traffic	37%
Problems with neighbours	30%
People damaging home	19%
Racial harassment	7%

Table 12 How Serious Problems Are In Neighbourhood

A closer look at these findings reveals that tenants in areas that have a warden are more likely to cite each neighbourhood problem as an issue where they live than tenants who do not have one. This finding demonstrates that the Council has allocated wardens in areas most in need of schemes to reduce anti-social behaviour and neighbourhood problems.

4.3.1 SAFETY AFTER DARK

How Safe Residents Feel Walking In The Area After Dark	% Residents
Very Safe	9%
Fairly Safe	43%
A Little Unsafe	33%
Very Unsafe	15%

Table 13 How Safe Residents Feel Walking In The Area After Dark

Clackmannanshire tenants' response to whether they feel safe walking in their local area after dark is mixed. Around half (52%) report they do feel safe, whilst the other half (48%) say that they do not, indeed, 15% say they feel *very unsafe* walking in their neighbourhood after dark. This finding reflects the fact that substantial proportions of tenants report neighbourhood problems exist in their area.

Tenants managed by Sauchie/Fishcross and Tullibody/Cambus are most likely to say they feel unsafe walking in their local area after dark (55% and 53% respectively). In comparison, Alva/Menstrrie and Alloa tenants are the least likely to report they feel unsafe walking in their neighbourhood after dark (42% and 41% respectively).

4.3.2 THE WARDEN SERVICE

Around three in ten (29%) tenants have a warden service in their area, whilst the remaining seven in ten do not.

Opinions of the service are mixed. Indeed, over four in ten (43%) are satisfied, whilst over a tenth (16%) describe themselves as dissatisfied. The remaining four in ten tenants are neither satisfied or dissatisfied.

When asked to rate different aspects of the warden service, almost eight in ten (78%) rate *rubbish/litter removal* as either *good* or *fair*. This is a promising finding as *litter and rubbish in the street* is one of the most frequently cited neighbourhood problems. In addition, around seven in ten in each case rate the *cleaning of internal/external areas* and *the removal of graffiti* positively (72% and 71% respectively).

The table overleaf shows these results in full:

Rating Aspects Of The Area Warden Service	Good	Fair	Poor
Rubbish/litter removal	44%	34%	23%
Cleaning internal/external areas	28%	44%	27%
Removal of graffiti	26%	45%	29%

Table 14 Rating Aspects Of The Area Warden Service

4.4 QUALITATIVE FEEDBACK

Tenants were invited to make comments about their homes and neighbourhoods. The comments returned support the statistical findings and a selection is provided below:

“It seems like drug problems are moving into good neighbourhoods.”

“I am a pensioner and I have been put in a block of flats full of young tenants. I can’t stand all the parties and loud music.”

“I think frequent offenders of Council policy (about problems like noise) could be dealt with quicker and more firmly.”

“The only problem is that dog dirt seems to be on every corner.”

“The anti-social behaviour team have been excellent in getting bad neighbours turned into good ones and we are always kept informed of progress.”

“A lot of people dump rubbish around which attracts dogs and cats. Also, there are many youngsters gathering around smoking and drinking.”

“The Council needs to be more aware of tenants who, through bad behaviour, can bring a good street down and make life a misery for decent tenants.”

“I wish the Council would send letters out about people playing loud music at night.”

“Drug use in the area should be better dealt with, especially as there are a lot of children around.”

“We have a lot of problems with dogs fouling on grassy areas.”

4.5 SUMMARY & ACTION POINTS

Clackmannanshire tenants are generally happy with their homes. Indeed, around three-quarters in each case are positive about the condition of their home and express overall satisfaction with their accommodation.

Reflecting general satisfaction with Clackmannanshire homes, the majority of tenants rate each element of their home positively, with the highest ratings returned for the *size of home*, *fire safety* and *ventilation*. However, around four in ten in each case describe *the kitchen fittings*, *car parking facilities* and *bathroom fittings* as *poor*.

Substantial proportions of tenants report a variety of problems in Clackmannanshire neighbourhoods - the most frequently cited are *vandalism* and *litter and rubbish in street*.

Three in ten tenants have an area warden and, of these, overall satisfaction with the service is mixed. Indeed, over four in ten (43%) are satisfied, over a tenth (16%) describe themselves as dissatisfied and the remainder are neither satisfied nor dissatisfied.

- 4:1 Litter is one of the most commonly cited problems with neighbourhoods - a common finding in Kwest's experience. Other housing organisations have piloted campaigns involving local people "clean-ups" to improve the environment. For example, working parties have been set up, whereby local children spend time picking up litter, and are then rewarded for their efforts.
- 4:2 An above average proportion of tenants say that *problems with neighbours* are an issue in their neighbourhood. Information regarding the steps which can be taken to resolve conflict should be disseminated using tenants' preferred methods of receiving information, for example, via the tenancy handbook, the newsletter and letters from Clackmannanshire.

HOMES

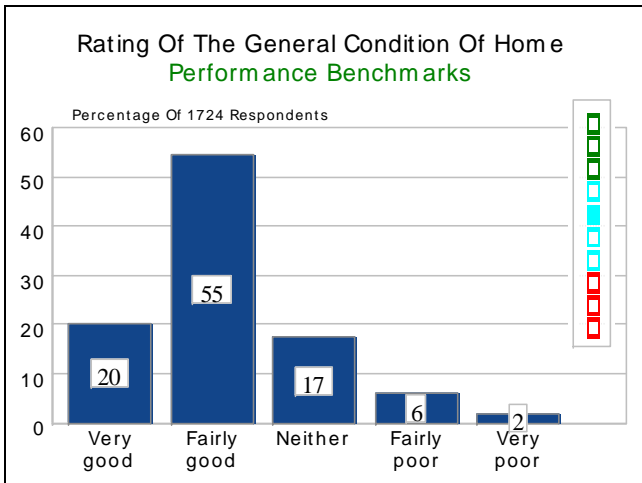


Figure 4.1

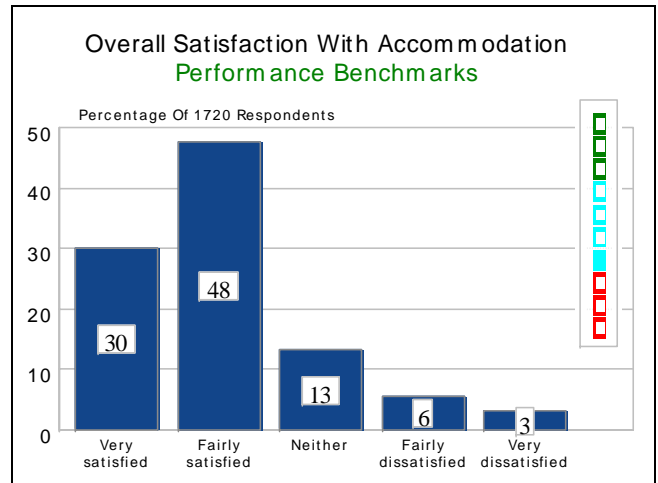


Figure 4.2

Around three-quarters of tenants rate the condition of their home as good and a similar proportion express overall satisfaction with their accommodation.

Performance for both these measures places Clackmannanshire in the central range when compared to other housing providers surveyed by Kwest.

Tenants who live in a maisonette are significantly less likely to be positive about the general condition of their home than tenants in other property types.

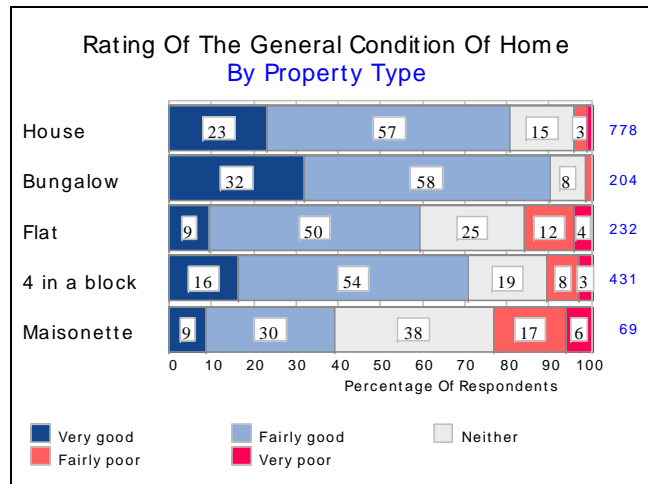


Figure 4.3

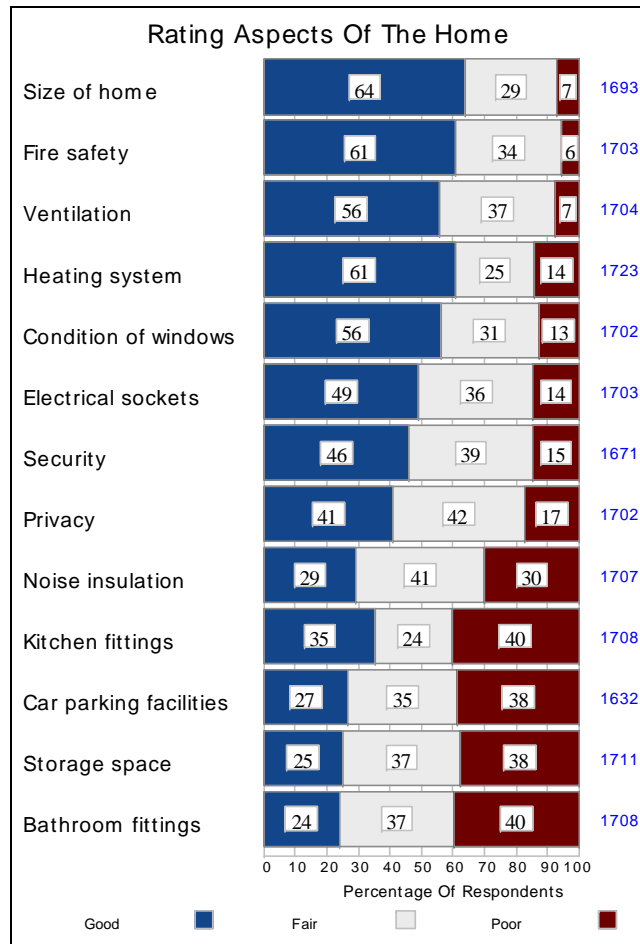


Figure 4.4

The majority of tenants rate each element of their home positively, with the highest ratings returned for the *size of home*, *fire safety* and *ventilation*. In contrast, around four in ten in each case describe *the kitchen fittings*, *car parking facilities*, *storage space* and *bathroom fittings* as *poor*.

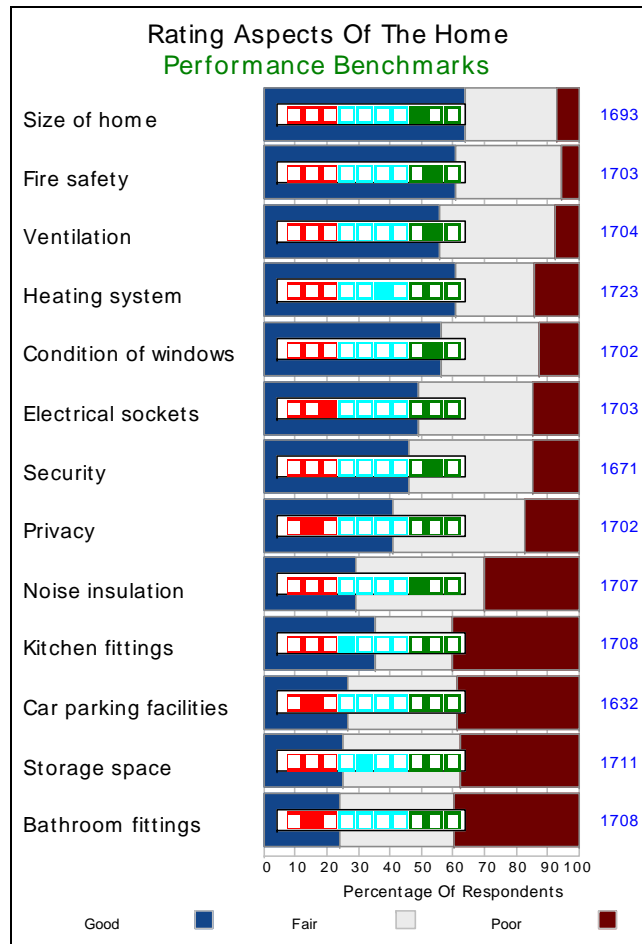


Figure 4.5

Although the Council's performance is above average in regards to *fire safety* and *security*, customer ratings of *bathroom fittings* and *privacy* place Clackmannanshire in a below average position.

THE NEIGHBOURHOOD

The most frequently cited neighbourhood problems are *vandalism* and *litter and rubbish in street*. In addition, significant proportions of tenants cite *dogs*, *drug dealing* and *graffiti* as problems in their local area.

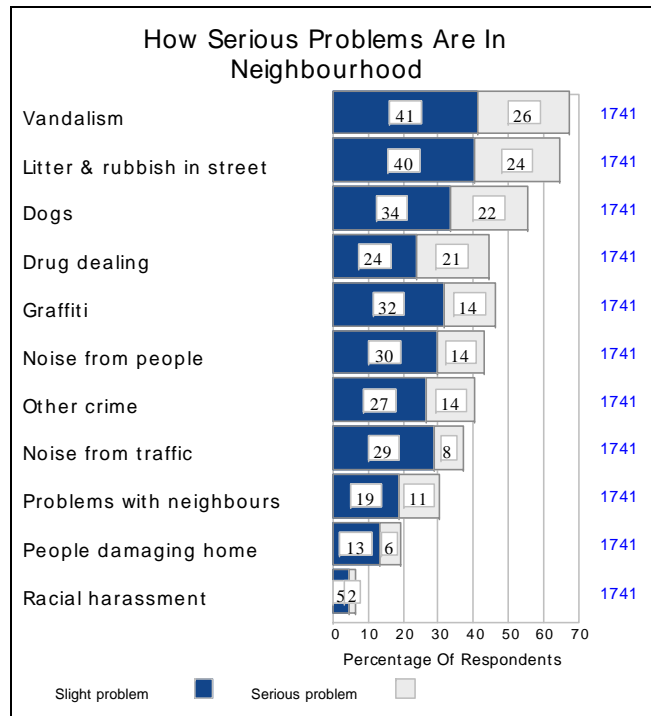


Figure 4.6

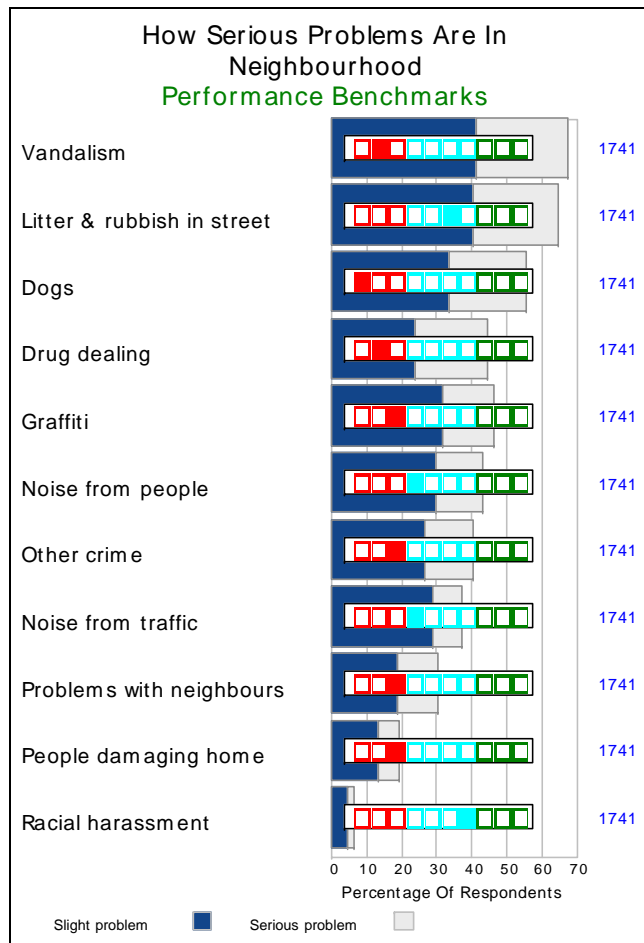


Figure 4.7

The proportion of tenants citing *noise from people and traffic*, *litter and rubbish in the street* and *racial harassment* places the Council in the central range when compared to other housing providers surveyed by Kwest.

An above average proportion of Clackmannanshire’s tenants cite other issues as problems when compared to peer organisations.

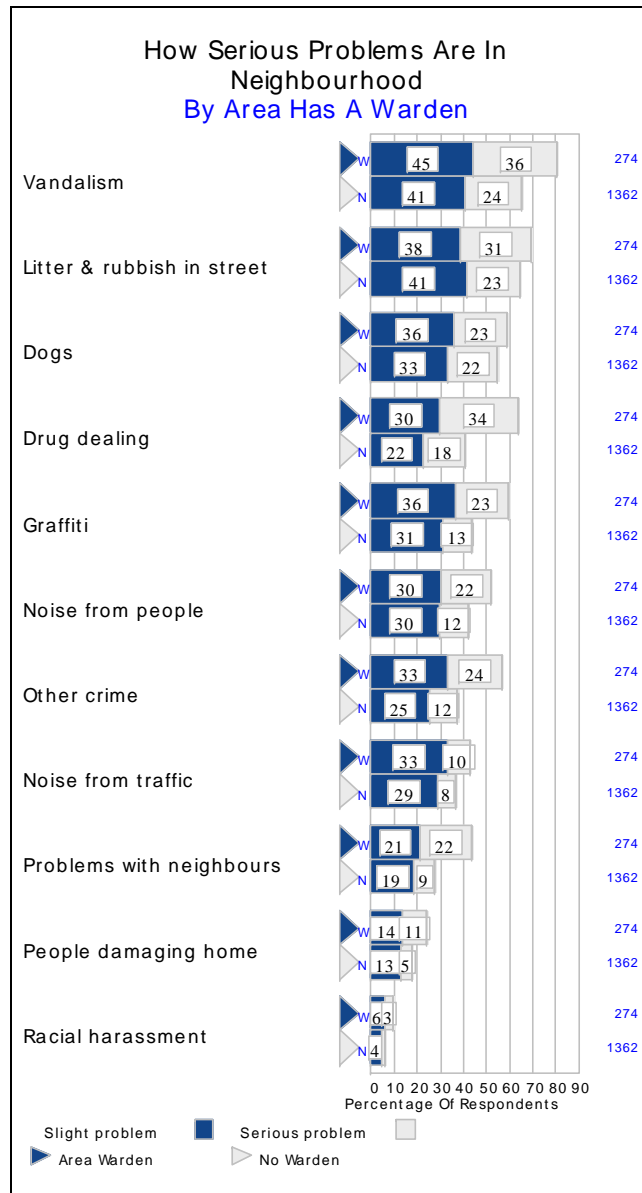


Figure 4.8

Tenants in areas that have an area warden are more likely to cite each neighbourhood problem as an issue where they live than tenants who do not have a warden.

Around half of tenants report they feel safe walking in their neighbourhood after dark, whilst the other half say that they do not.

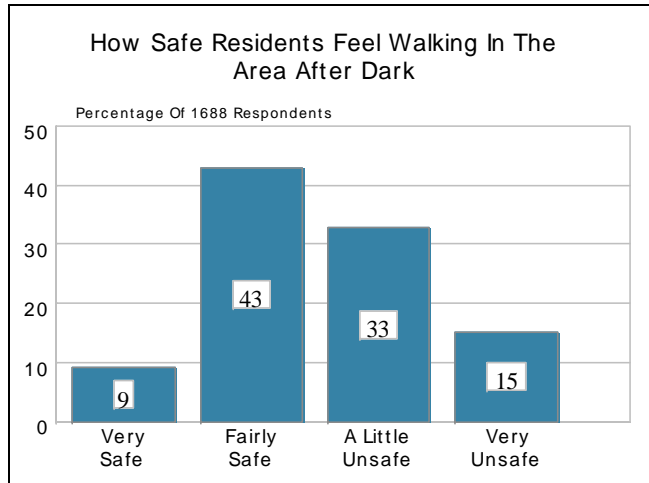


Figure 4.9

THE WARDEN SERVICE

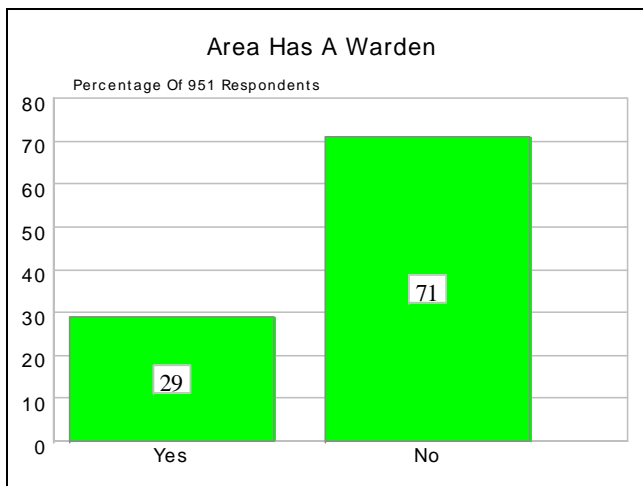


Figure 4.10

Around three in ten tenants have a warden in their area, whilst the remaining seven in ten do not.

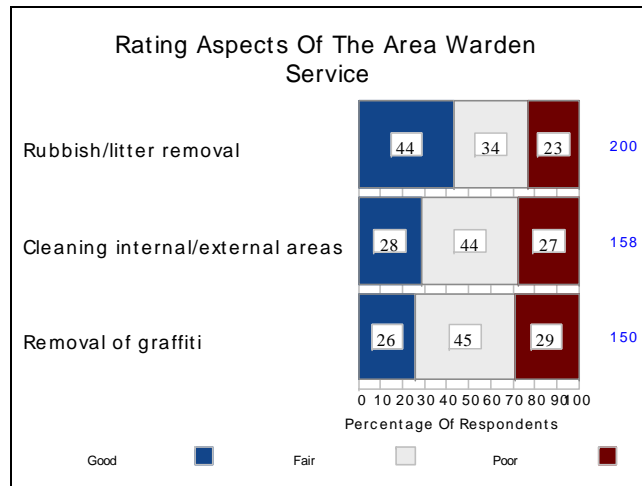


Figure 4.11

When rating aspects of the warden service, over seven in ten in each case rate *rubbish/litter removal*, the *cleaning of internal/external areas* and *the removal of graffiti* positively.

Four in ten are satisfied with the service, whilst over a tenth express dissatisfaction. The remaining four in ten tenants are neither satisfied or dissatisfied.

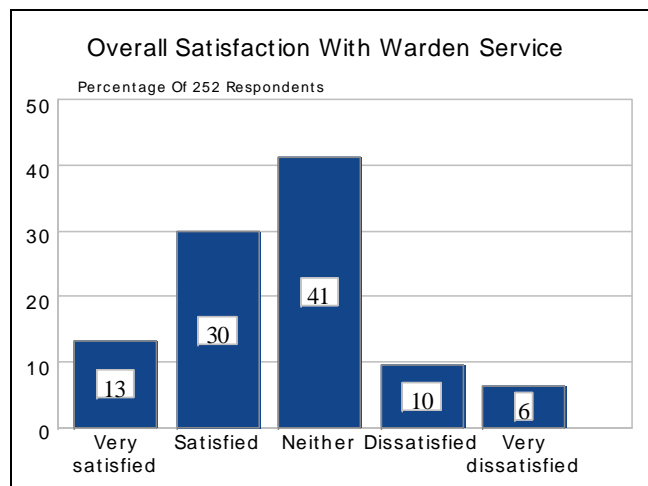


Figure 4.12

The Repairs Service

5 THE REPAIRS SERVICE

Repairs and maintenance is a key aspect of the service Clackmannanshire provides to its tenants, indeed six in ten say their reason for last contacting the Council was regarding repairs. The repairs and maintenance service is also an important aspect in helping to shape tenants' opinions of the overall landlord service.

The importance of the repairs service is underlined by the finding that eight in ten (79%) tenants have made a repair request in the past 12 months and almost three-quarters (73%) have had a repair completed in this time.

With this in mind, it is encouraging to report that three-quarters of tenants (76%) are satisfied with the way Clackmannanshire handles repairs and maintenance, whilst a tenth (9%) are dissatisfied. This performance is above average when compared to other housing providers surveyed by Kwest.

Overall Satisfaction With Way Landlord Handles Repairs & Maintenance	% Residents
Very satisfied	29%
Fairly satisfied	47%
Neither	15%
Fairly dissatisfied	6%
Very dissatisfied	3%

Table 15 Overall Satisfaction With Way Landlord Handles Repairs & Maintenance

Promisingly, over a third of tenants (36%) feel that the repairs service is *getting better* and only 6% describe it as *getting worse*. The remaining six in ten (58%) say that it is *staying the same*.

Overall satisfaction with the way Clackmannanshire handles repairs and maintenance varies between different management areas. Indeed, a significantly higher proportion of tenants managed by Tullibody/Cambus express satisfaction than tenants of Clackmannan (86% compared to 70%).

5.1 RATING ASPECTS OF THE REPAIRS SERVICE

In order to gain a more detailed understanding of how customers perceive Clackmannanshire's repairs service, tenants were asked to rate different aspects of the repairs service on a scale of *good*, *fair* or *poor*. It is encouraging to report that the majority of tenants rate each element positively.

The highest ratings are returned for the *politeness of workmen*, the *handling of repair requests* and the *quality of repair work* with over nine in ten in each case rating these aspects as *good* or *fair*. Tenants are slightly less positive about the time taken from report to repair visit and the speed of repair work with around a tenth in each case (10% and 14% respectively) rating these aspects as *poor*.

Clackmannanshire's performance in these areas is either average or above average when compared to other housing providers surveyed by Kwest.

Aspect Of Repair Service	% Tenants Rating As Good/Fair
Politeness of workmen	97%
Handling of repair requests	96%
Quality of repair work	94%
Cleaning up after repairs	91%
Making arrangements for repair visit	91%
Speed of repair work	90%
Time from report to repair visit	86%

Table 16 Rating Of Repair Service

5.2 REPORTING REPAIRS

Around two-thirds (65%) of tenants prefer to report repairs using the *repairs freephone service*, whilst almost a third (32%) prefer to report repairs *face-to-face* with Clackmannanshire staff.

Three in ten (31%) tenants feel that the present system for reporting repairs is *ok*. Two-thirds (68%), however, would like to be able to *arrange a repair time slot such as morning or afternoon*.

Three-quarters of tenants (74%) have not had to report a repair more than once before it was seen to and the majority (82%) have not had to get a contractor to redo the same repair. However, the remaining 26% have had to report a repair more than once and a fifth (18%) required the contractor to redo the repair.

5.3 QUALITATIVE FEEDBACK

Tenants were invited to offer some qualitative information relating to the repairs and maintenance service provided by Clackmannanshire. The majority of comments reflect the high levels of satisfaction with this area of service, whilst some comments describe instances where tenants have been dissatisfied with the service. A selection of both positive and negative comments is provided below.

5.3.1 THE POSITIVE VIEW

“The maintenance service provided by the Council is pretty good as you generally don’t have to wait long for repairs and the workmen clean up any mess they make.”

“Last year we needed extensive repairs done to the walls in our flat. The repairs were excellent and the workmen did a wonderful job.”

“I have had excellent service and found the workmen very courteous and capable.”

“All repairs are done in a reasonable time and the workers are very friendly.”

“All routine services arranged by the Council have been carried out satisfactorily.”

“The kitchen refurbishment was very good.”

“When my shower broke I phoned the Council who sent someone round that day and the shower was replaced the next day.”

“Any repairs have been done quickly and the men were friendly and cleaned the mess up - nothing was a bother to them.”

“I have just had a new bedroom door. The workers were quick, polite and tidy.”

“The maintenance service is very good. They always call when they say they will, if not earlier, and the job is done well.”

“Repairs are done quickly and to a high standard.”

“The maintenance and repairs service are excellent and could not be improved - they particularly show an understanding of my learning disabilities.”

5.3.2 THE NEGATIVE VIEW

“We moved into our house in 2005. The intercom system has never worked and, although we have made numerous calls to the Council, nothing has been done.”

“It seems to take the Council as long as possible to do the repairs. It took 5 months for the back door to be fixed.”

“The security door has been reported at least 5 times since November 2005 and still hasn’t been repaired.”

“The maintenance service is quite good but over the last 2 years the contractors who carried out the major works on the house have been an absolute disgrace.”

“We would like repairs done more quickly and appointments offered as most of the time workmen arrive whilst you are out and you have to wait longer for the repair to be done.”

“The tradesman working for the Council have no chance of doing a decent job because of the inferior materials supplied by the Council.”

“Maintenance and repairs done by Council workmen are very good but work carried out by outside contractors is very poor.”

“When you phone to report a repair, the date they give you for the repair to be done can be up to 2 weeks away.”

5.4 SUMMARY & ACTION POINTS

Repairs and maintenance is an area of strength for Clackmannanshire Council. Indeed, almost three-quarters (73%) of tenants have had a repair completed in the last twelve months and a similar proportion (76%) say they are satisfied with the way Clackmannanshire handles repairs and maintenance. This performance is above average when compared to other housing providers surveyed by Kwest. Furthermore, over a third of tenants (36%) feel that the repairs service is *getting better* and only 6% describe it as *getting worse*.

When rating different aspects of the repairs service, it is encouraging to report that the majority of tenants rate each aspect positively. The highest ratings are returned for the *politeness of workmen*, the *handling of repair requests* and the *quality of repair work* with over nine in ten in each case rating these aspects as *good* or *fair*.

- 5:1 Around two-thirds (65%) of tenants prefer to report repairs using the *repairs freephone service*. The Council should review the current telephone systems to ensure they are capable of handling the demand placed upon them.

- 5:2 Seven in ten (68%) tenants would like to be able to arrange a repair time slot. Therefore, the Council may wish to consider assessing customer support for the introduction of fixed appointments for repairs (specifying either a morning or afternoon slot).

THE REPAIRS SERVICE

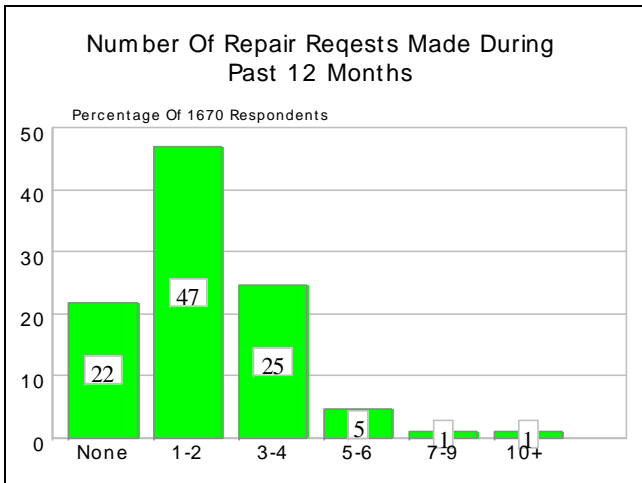


Figure 5.1

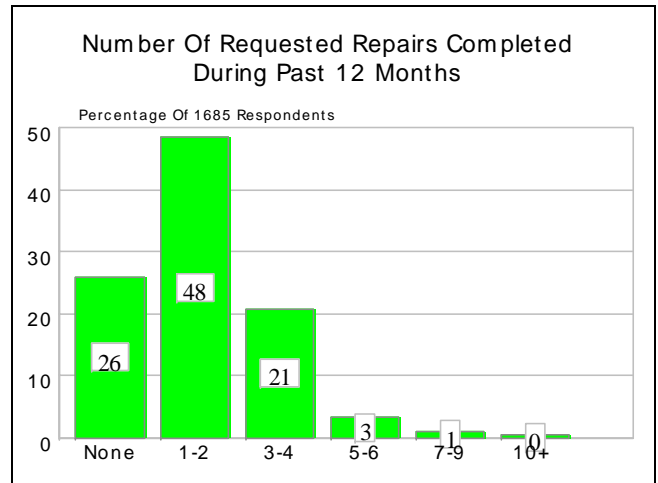


Figure 5.2

Eight in ten tenants have made a repair request in the past 12 months and almost three-quarters have had a repair completed in this time.

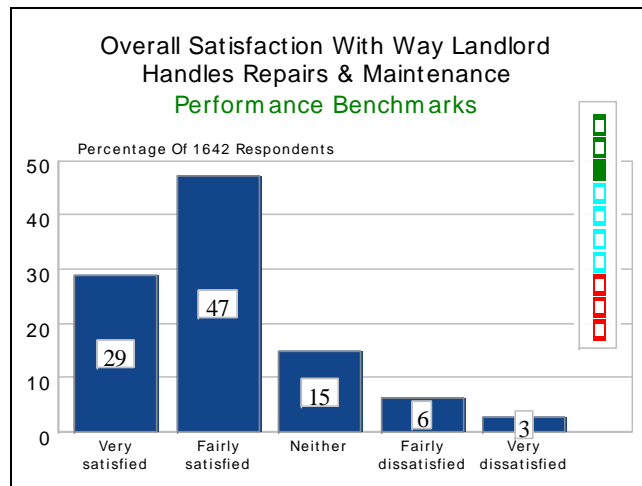


Figure 5.3

Three-quarters of tenants are satisfied with the way Clackmannanshire handles repairs and maintenance, whilst a tenth are dissatisfied. This performance is above average when compared to other housing providers surveyed by Kwest.

A significantly higher proportion of tenants within the Tullibody/Cambus management area express satisfaction than tenants of the Clackmannan management area.

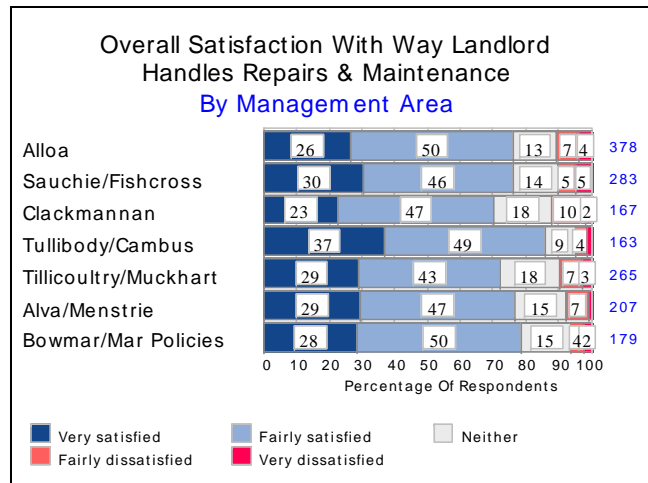


Figure 5.4

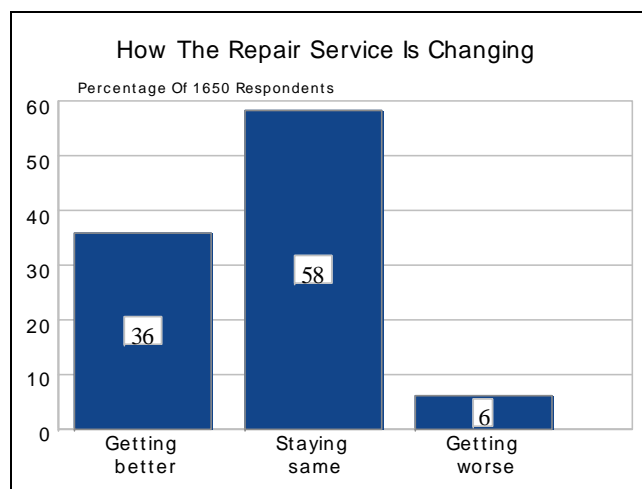


Figure 5.5

Over a third of tenants feel that the repairs service is *getting better* versus 6% who describe it as *getting worse*. The remaining six in ten say that it is *staying the same*.

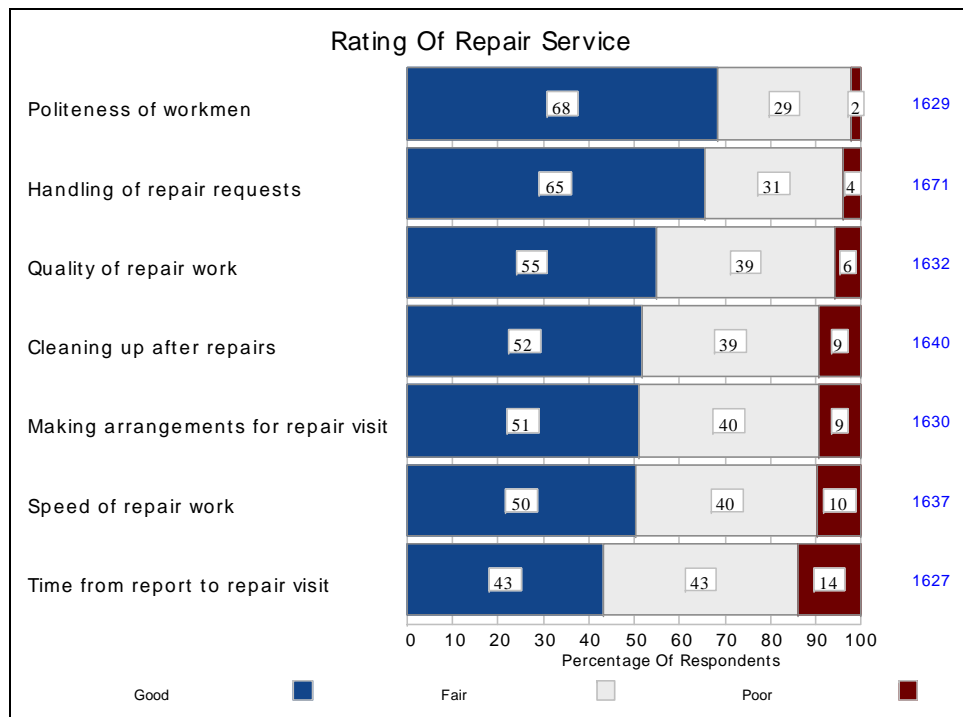


Figure 5.6

When rating aspects of the repairs service, the highest ratings are returned for the *politeness of workmen*, the *handling of repair requests* and the *quality of repair work* with over nine in ten in each case rating these aspects as *good* or *fair*.

Tenants are slightly less positive about the time taken from report to repair visit and the speed of repair work, with around a tenth in each case rating these aspects as poor.

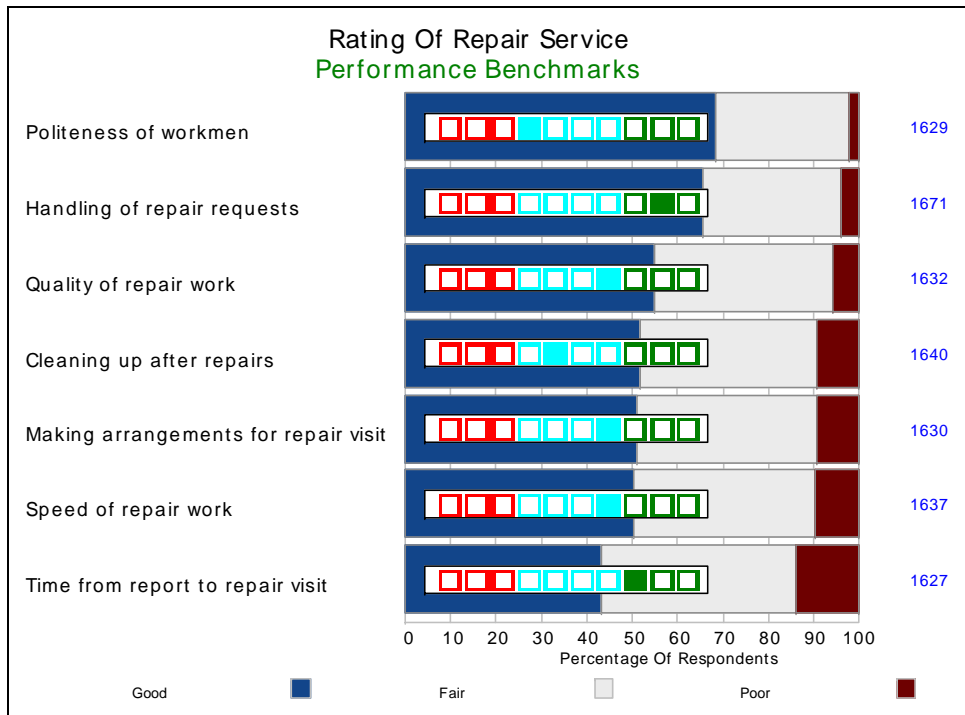


Figure 5.7

Clackmannanshire’s performance in these areas of the repair service is either average or above average when compared to other Scottish councils and housing providers surveyed by Kwest.

Around two-thirds of tenants prefer to report repairs using the *repairs freephone service*, whilst almost a third prefer to report repairs *face-to-face* with Clackmannanshire staff.

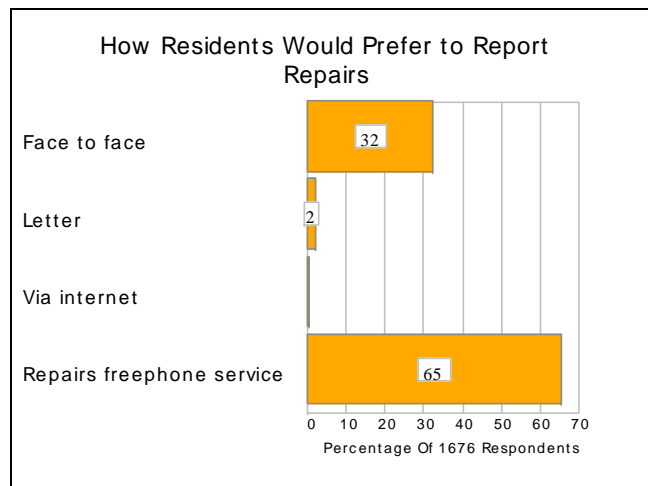


Figure 5.8

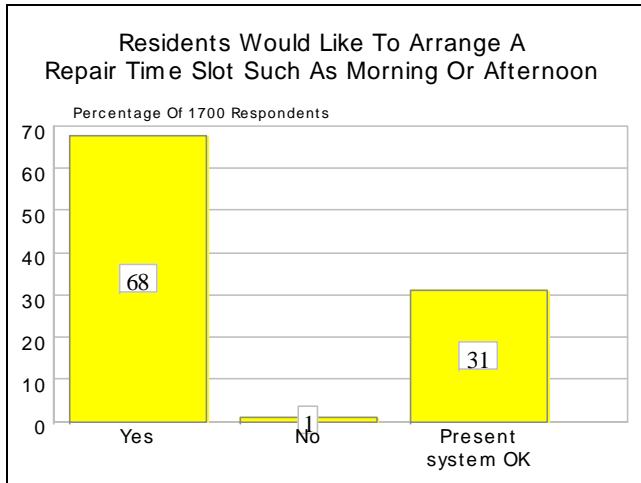


Figure 5.9

Three in ten tenants feel that the present system for reporting repairs is *ok*. The majority though would like to be able to *arrange a repair time slot such as morning or afternoon*.

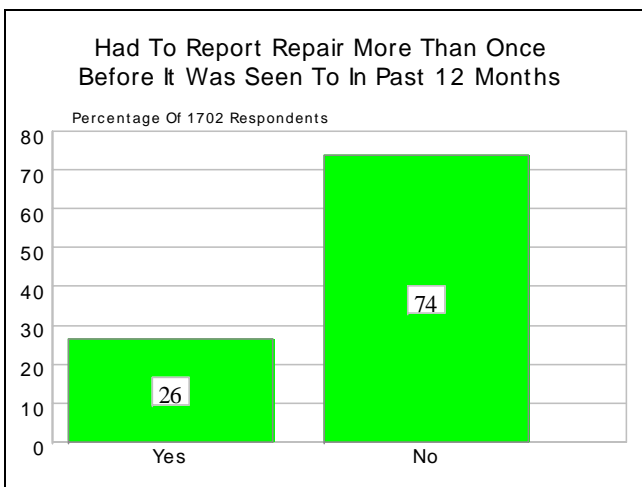


Figure 5.10

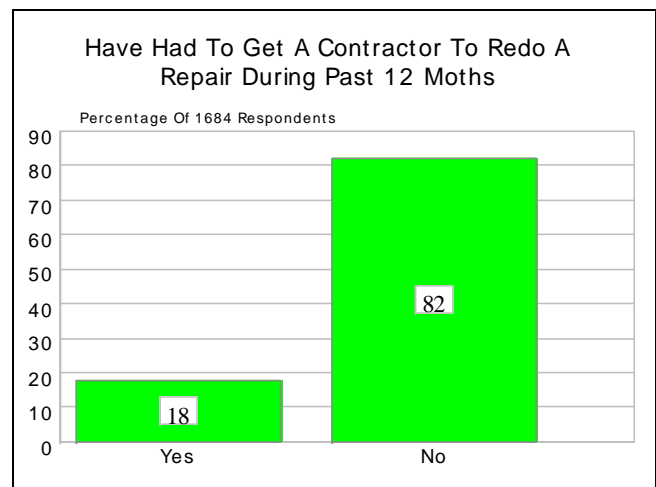


Figure 5.11

Three-quarters of tenants have not had to report a repair more than once before it was seen to and the majority have not had to get a contractor to redo the same repair.

However, a quarter have had to report a repair more than once and a fifth have had to get the contractor to redo the repair.

Major Improvement Works

6 MAJOR IMPROVEMENT WORKS

As the quality and condition of homes is such a key aspect of landlord service, the questionnaire sought tenants' perceptions of any major works that have been carried out on their home in the past twelve months.

Half of tenants report that the Council has undertaken major works/improvements on their home in the past year. Promisingly, over eight in ten (82%) of these express satisfaction with the works. (The vast majority (97%) say the works were necessary.)

Tenants' satisfaction with the major works/improvements is shown in the table below:

Overall Satisfaction With Major Works/ Improvements Carried Out To The Home	% Residents
Very satisfied	41%
Fairly satisfied	41%
Neither	8%
Fairly dissatisfied	6%
Very dissatisfied	3%

Table 17 Overall Satisfaction With Major Works/Improvements Carried Out To The Home

Further analysis of these results shows that the proportion of tenants who have had major works carried out on their home varies between different management areas. Indeed tenants managed by Bowmar/Mar Policies and Clackmannan are around half as likely as other tenants to have had major works undertaken.

Satisfaction with the improvement works also differs between management area. Alva/Menstrie tenants and Clackmannan tenants are significantly less likely to describe themselves as *very satisfied* with the works than tenants in other areas.

6.1 INFORMATION ON THE IMPROVEMENT WORKS

The vast majority of tenants (95%) say that they received written information before the major works began and the majority (86%) describe the amount of information they received as *about right*. However, around a tenth feel that they received too little information.

6.2 RATING ASPECTS OF THE IMPROVEMENT WORKS

The majority of tenants are positive about different elements of the improvement works - reflecting the high level of satisfaction with the works overall. Around nine in ten in each case rate the *quality of improvement works* and the *efficiency with which works were done* as *good* or *fair*. Tenants are slightly less positive about the *cleaning up after works were done* with 16% describing this aspect as *poor*. These results are illustrated in full below:

Rating Of Improvement Works Carried Out During Past 12 Months	Good	Fair	Poor
Quality of improvement works	60%	31%	9%
Efficiency with which works were done	57%	31%	12%
Speed of improvement works	54%	31%	14%
Cleaning up after works were done	55%	30%	16%

Table 18 Rating Of Improvement Works Carried Out During Past 12 Months

6.3 SUMMARY

Half of tenants report that the Council has undertaken major works/improvements on their home in the past year. Promisingly, over eight in ten (82%) of these express satisfaction with the works. (The vast majority (97%) say the works were necessary.)

The majority of tenants are positive about each element of the improvement works - reflecting the high level of satisfaction with the works overall. Indeed, around nine in ten in each case rate the *quality of improvement works* and the *efficiency with which works were done* as *good* or *fair*. Tenants are slightly less positive about the cleaning up after works were done with 16% rating this as *poor*.

MAJOR IMPROVEMENT WORKS

Half of tenants report that the Council has undertaken major works/improvements on their home in the past year.

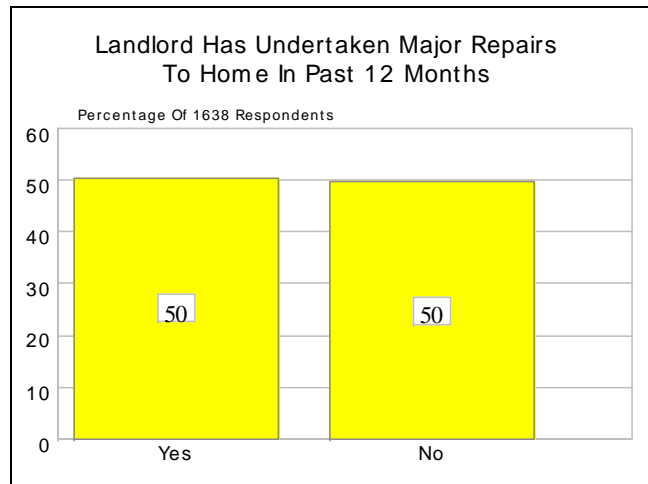


Figure 6.1

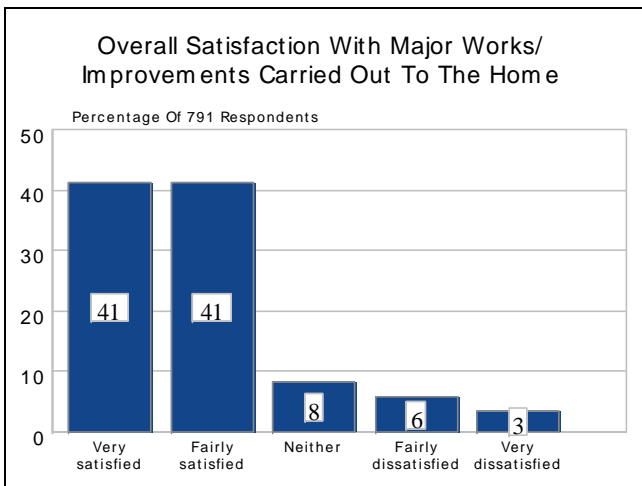


Figure 6.2

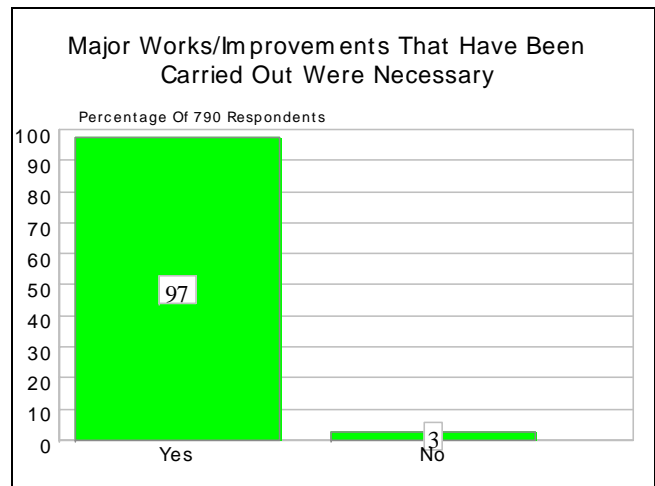


Figure 6.3

Over eight in ten express satisfaction with the works and the vast majority say the works were necessary.

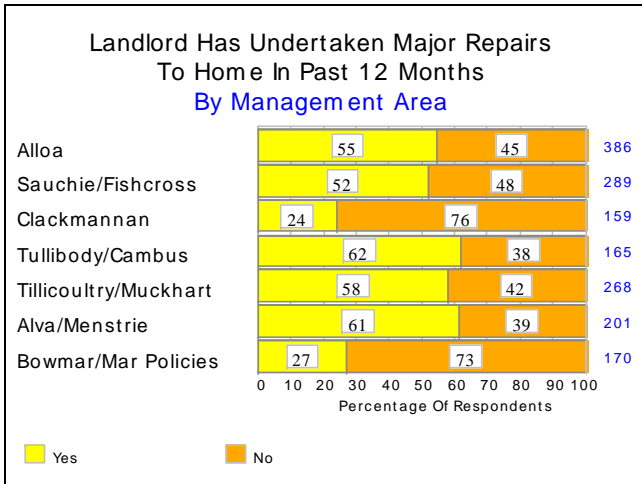


Figure 6.4

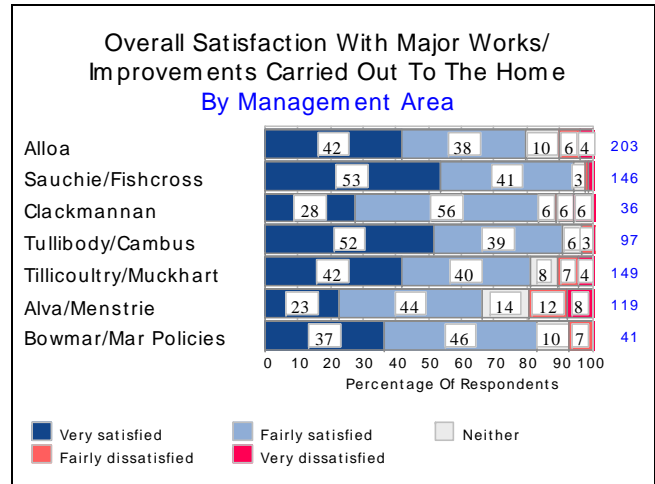


Figure 6.5

Tenants within Bowmar/Mar Policies and Clackmannan management areas are around half as likely as other tenants to have had major works undertaken.

Alva/Menstrie and Clackmannan management areas are significantly less likely to describe themselves as *very satisfied* with the works than other tenants.

INFORMATION ON IMPROVEMENT WORKS

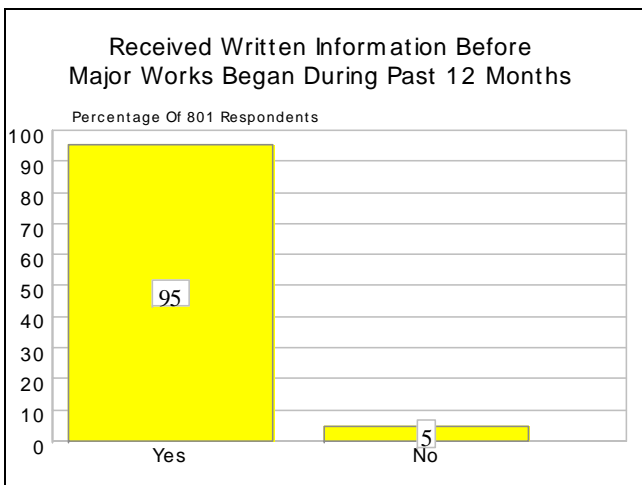


Figure 6.6

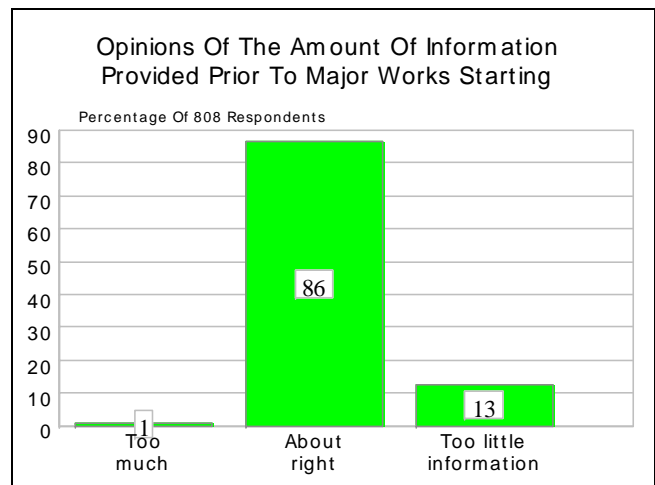


Figure 6.7

The vast majority of tenants say that they received written information before the major works began and the majority describe the amount of information they received as *about right*. Around a tenth feel that they received too little information.

RATING ASPECTS OF IMPROVEMENT WORKS

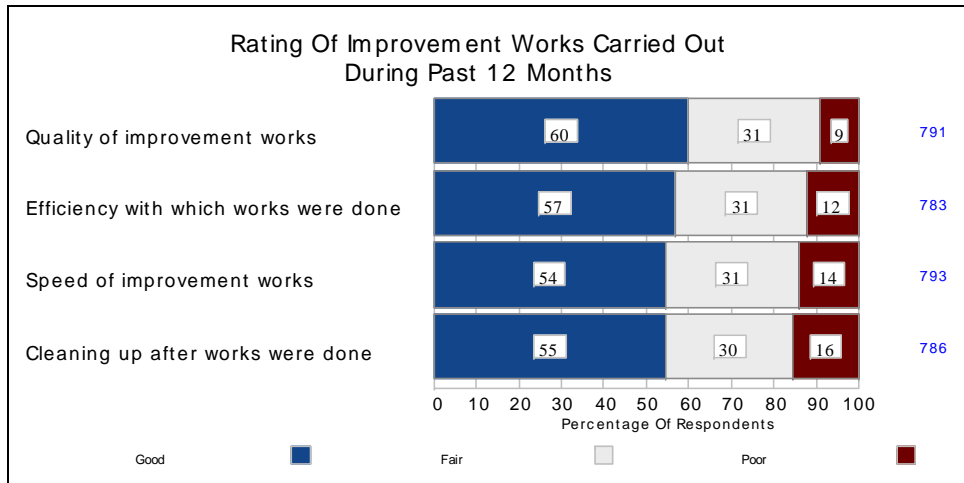


Figure 6.8

Around nine out of ten in each case rate the *quality of improvement works* and the *efficiency with which works were done* as *good* or *fair*. Tenants are slightly less positive about the *cleaning up after works were done* with over a tenth describing this aspect as *poor*.

Customer Contact Service

7 CUSTOMER CONTACT SERVICE

Clackmannanshire's front line staff are the first point of contact for many tenants contacting the Council. It is therefore essential that staff are polite, helpful, professional and effective in order to promote a positive image of the Council as a social housing provider.

Three-quarters of tenants have contacted the Council in the past twelve months (for a reason other than to pay rent). The majority of tenants last contacted the Council by phone (60%) and the most frequently cited reason for contacting the Council is concerning repairs - common findings in Kwest's experience. However, a substantial minority (36%) chose to *visit the office*.

7.1 THE SERVICE FROM STAFF

Overall, tenants tend to be positive about the service from staff. Indeed, two-thirds (65%) found it *easy getting hold of the right person*, 85% found staff *helpful* and eight in ten (79%) say *staff were able to deal with their problem*- average proportions when compared to peer organisations.

"I always phone the local office regarding repairs and I find them very helpful and polite."

"I have always had good service from staff."

"I have always found staff courteous and helpful."

"Generally, the staff are very polite and friendly."

"Customer service in the Housing Office is good on the whole and staff have always been polite and helpful towards me."

"The Housing Staff have always been pleasant with me."

"I am quite happy with the staff!"

Although two-thirds (67%) of customers are satisfied with the final outcome of their last staff contact (an average proportion), it remains that a substantial proportion (22%) express dissatisfaction. This finding may be partly attributable to the noticeable minorities who found it difficult getting through to the right person (20%), found staff unhelpful (7%) and say staff were unable to deal with their last query (12%).

7.2 THE CUSTOMER CONTACT CENTRE

A fifth of tenants have contacted the *Contact Centre* within the past twelve months. In order to gain a detailed picture of tenants' perceptions of the *Contact Centre*, customers were asked to rate different elements of service on a scale of *good, fair or poor*.

Whilst tenants are generally positive about the *helpfulness of response, staff giving their name, the speed of getting through and being put through to the right person* (each rated positively by around eight in ten), customers tend to be slightly less positive about the *ability of staff to deal with their query and staff returning messages*.

Ratings for *helpfulness of response, being put through to the right person* and the *ability of staff to deal with queries* are below average when compared to peer organisations surveyed by Kwest. For reference, the results are detailed in full in the table below:

Rating Response When Telephoning Contact Centre	% Tenants Rating As Good/Fair
Helpfulness of response	83%
Speed of getting through	82%
Being put through to the right person	79%
Staff giving their name/company name	78%
Ability to solve your query	72%
Returning messages	62%

Table 19 Rating Response When Telephoning Contact Centre

Tenants' comments collected during the research concerning the contact centre underline the statistical findings - a selection of which are given below:

"It would be good to hear more about what's going on."

"Phone messages should be passed on and it would help if the Council got back in touch with you."

"Communication with the Council is fair with the exception of staff not returning phone calls when they say they will return your call."

“It would be fantastic if they would answer the phones and not leave you holding for about an hour.”

7.3 SUMMARY & ACTION POINTS

Three-quarters of tenants have contacted the Council (most commonly by phone and about repairs) in the past twelve months. Overall, tenants are positive about the service from staff, however it remains that a fifth were dissatisfied with their last contact - a finding which may be partly attributable to the minorities of people who found it *difficult getting through to the right person*, found staff *unhelpful* and say staff were *unable to deal with their query*.

The Contact Centre

A fifth of customers have contacted the *Contact Centre* in the past twelve months. Whilst around eight in ten tenants in each case tend to be positive about the *speed of getting through*, the *helpfulness of response*, *being put through to the right person* and *staff giving their name*, people tend to be slightly more critical about the *ability of staff to solve their query* and *staff returning messages*.

- 7:1 Clackmannanshire may wish to examine the areas of staff service which receive the lowest ratings more closely (namely the ability of staff to deal with queries and staff returning messages) in order to identify areas of weakness and implement training measures where applicable.

CONTACTING CLACKMANNANSHIRE

Three-quarters of tenants have contacted the Council in the past twelve months (for a reason other than to pay rent).

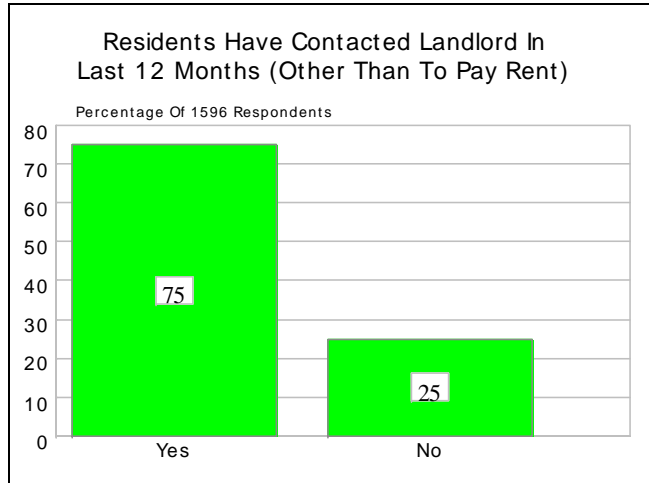


Figure 7.1

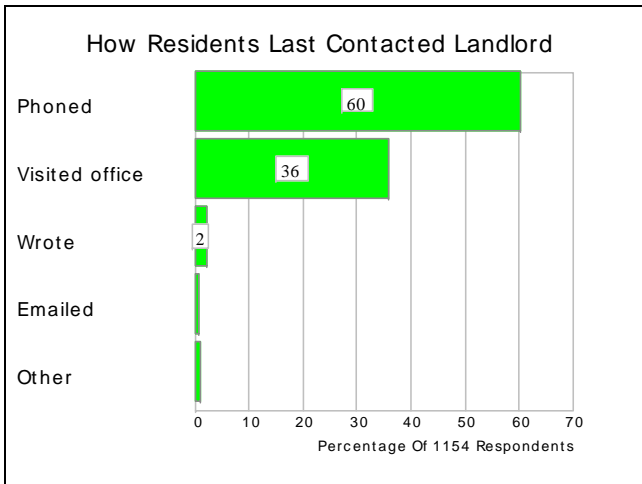


Figure 7.2

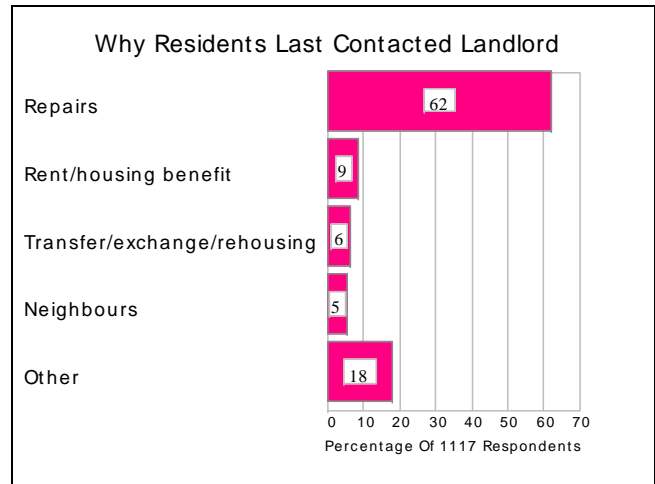


Figure 7.3

The majority of tenants last contacted the Council by phone and the most frequently cited reason for contacting the Council is concerning repairs.

THE SERVICE FROM STAFF

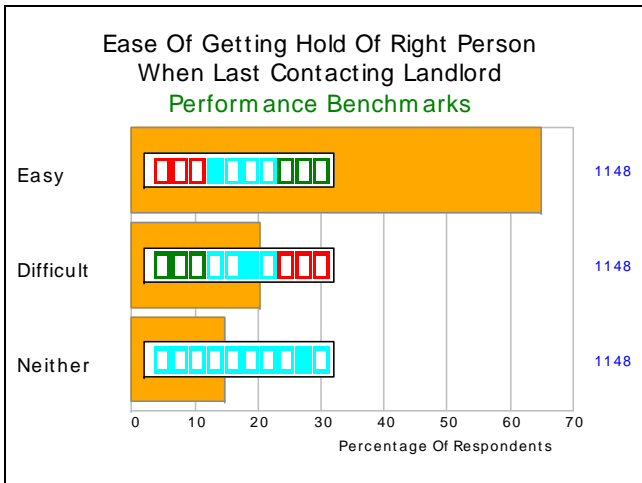


Figure 7.4

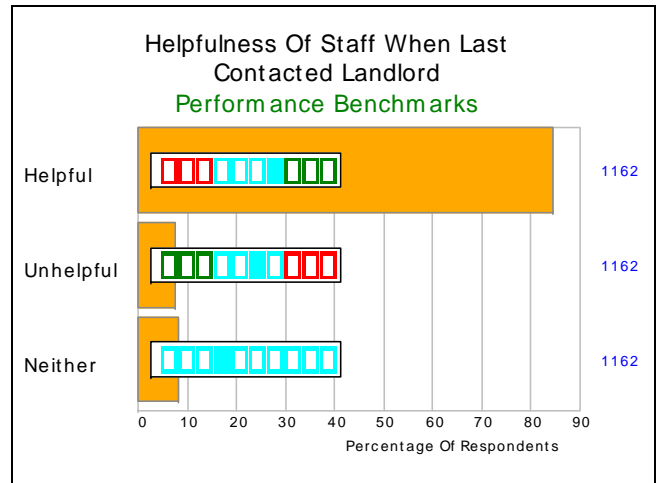


Figure 7.5

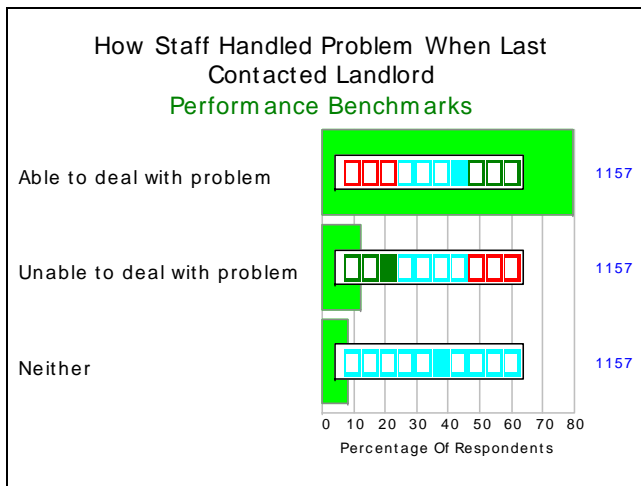


Figure 7.6

Two-thirds of tenants found it easy getting hold of the right person, nine in ten found staff helpful and eight in ten say staff were able to deal with their problem - average proportions when compared to peer organisations.

Two-thirds of tenants were satisfied with the final outcome of their contact with Clackmannanshire staff.

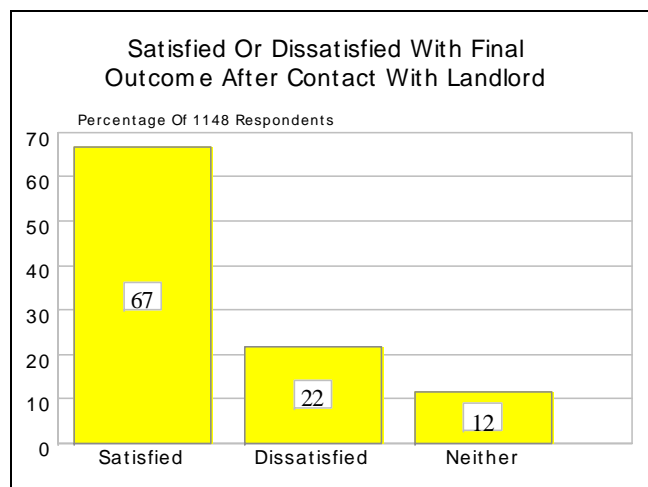


Figure 7.7

THE CONTACT CENTRE

A fifth of tenants have contacted the *Contact Centre* within the past twelve months.

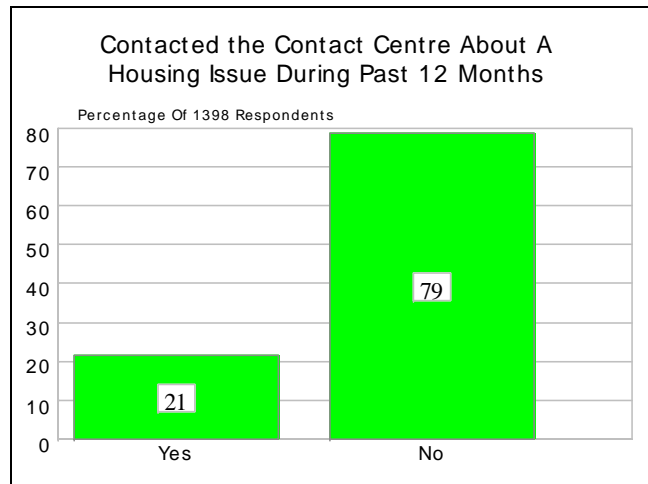


Figure 7.8

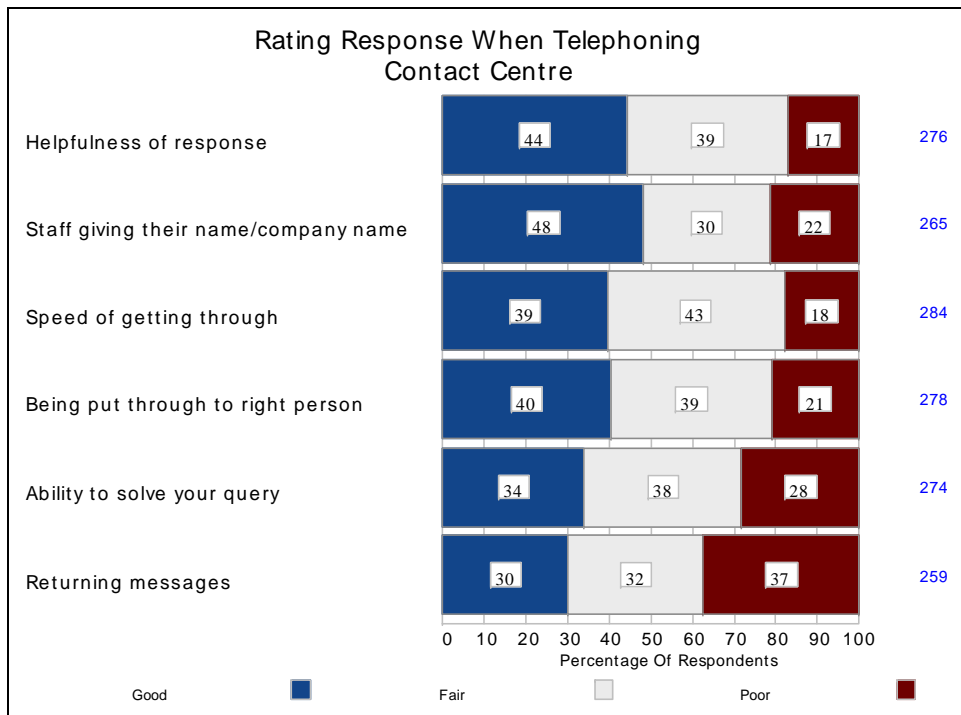


Figure 7.9

Whilst tenants are generally positive about the *helpfulness of response*, *staff giving their name*, *the speed of getting through* and *being put through to the right person* (each rated positively by around eight in ten), customers tend to be slightly less positive about the *ability of staff to deal with their query* and *staff returning messages*.

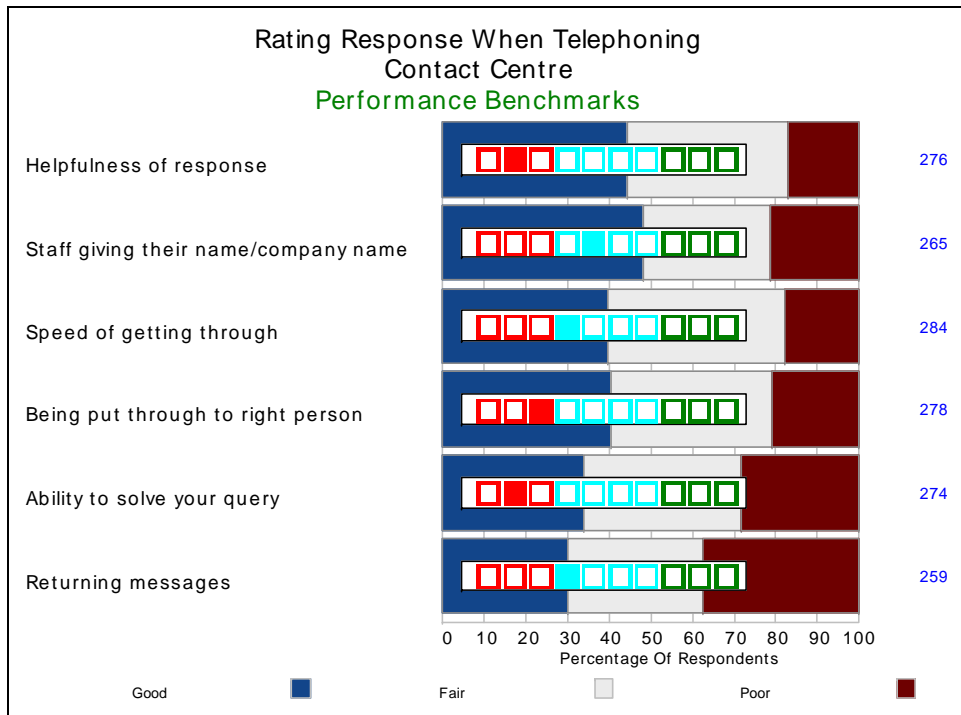


Figure 7.10

More detailed analysis reveals that ratings for *helpfulness of response*, *being put though to the right person* and the *ability of staff to deal with queries* are below average when compared to peer organisations surveyed by Kwest.

Communication & Consultation

8 COMMUNICATION & CONSULTATION

Effective communication is necessary in order to promote a positive relationship between landlord and tenants. Additionally, consulting tenants will allow Clackmannanshire to provide the level and scope of services which are in line with customers' needs.

8.1 COMMUNICATION

Overall, seven in ten (71%) express satisfaction with the communication between Clackmannanshire and tenants, whilst a tenth (8%) are dissatisfied. These levels of satisfaction place the Council in the central range when compared to peer organisations.

Eight in ten customers (81%) say the Council is *very* or *fairly good* at keeping them informed of things that may affect them (an average proportion), whilst a tenth (8%) rate the Council as *poor* at keeping them informed.

A selection of tenants' comments regarding communication collected during the research are given below:

"It would be good to hear more about what's going on and any information of new things arising."

"I feel the communication and consultation between the Council and myself to be very good and informative."

"I feel we are given enough information via newsletters and leaflets. There are public meetings about important changes that take place."

"I think that communication with the Council should be a "One Stop Shop" and should be handled by staff at local offices."

"There seems to be a lack of communication and consultation between departments. They need to learn to work together and pass on all relevant information."

Clackmannanshire disseminates information to tenants via a range of channels such as *letters*, *leaflets* and *handbooks*. In order to ascertain whether these information sources are meeting the needs of tenants, customers were asked to rate the Council's publications in terms of their usefulness on a scale of *good*, *fair* or *poor*.

Encouragingly, at least nine in ten rate each publication as *good* or *fair* in terms of its usefulness. A closer look at findings indicates that tenants find the tenancy handbook, tenancy agreement and repairs handbook of most use, whilst letters from the Council, the Council website and leaflets receive slightly lower ratings. This information is given in full in the table below:

Rating Landlord's Publications In Terms Of Their Usefulness	Good	Fair	Poor
Tenancy Handbook	60%	37%	3%
Tenancy Agreement	57%	40%	3%
Repairs Handbook	57%	39%	4%
Rent/service charge information	55%	41%	5%
The Newsletter	51%	44%	5%
Letters from landlord	46%	49%	6%
Council website	45%	49%	6%
Leaflets from landlord	37%	56%	7%

Table 20 Usefulness of Clackmannanshire Publications

8.2 CONSULTATION

Around half of tenants (54%) are satisfied with the way Clackmannanshire involves and consults tenants (an average proportion), whilst a tenth are dissatisfied.

A fifth of tenants (21%) feel that the Council takes *a lot of account* of tenants' views when making decisions, whilst six in ten say the Council takes *a little account* (low proportions when compared to peer organisations). The remaining fifth (17%) say that the Council takes *no account* of their views.

Tenants are most likely to be willing to give their views on *their home* (37%), whilst three in ten (29%) are willing to be consulted on *their neighbourhood*. Customers are slightly less likely to want to give their views on *Clackmannanshire's services, how the Council operates* or *how the Council develops future activities*.

In Kwest's experience in the social housing sector, tenants are more likely to wish to give their views via passive means such as reading information or completing questionnaires and Clackmannanshire's customers are no exception. Indeed, over half of tenants in each case prefer to give their views by *reading information* or *completing questionnaires*, whilst three in ten would prefer to *fill in comment or suggestion cards*. Only around a tenth would prefer to *attend meetings* or *get involved in a residents' association*. The results are given in full in the table below:

Ways Residents Prefer To Give Their Views About Services The Landlord Provides	Yes
Read information	56%
Complete questionnaires like this	54%
Not able to get involved	36%
Fill in comment/suggestion cards	28%
Attend meetings on special issues	14%
Attend local open meetings	11%
Join Residents' Association without active role	9%
Take part in one-off campaigns	6%
Take active part in a Residents' Association	5%
Sit on tenants' sub committee	3%

Table 21

The survey also included the question, “Thinking about the housing services that the Council provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?” Around half of tenants are satisfied with the current opportunities to participate, whilst 11% are dissatisfied. These ratings place the Council within the central range when compared to peer organisations surveyed by Kwest on this measure.

8.3 SUMMARY & ACTION POINTS

Tenants are generally satisfied with the communication between Clackmannanshire and customers and eight in ten say the Council is *good* at keeping them informed of things which may affect them.

Tenants are most likely to prefer giving their views by *reading information, completing questionnaires* or *filling in comment/suggestion cards* and are most likely to be willing to give their views on *their home* or *neighbourhood*.

- 8:1 In order to maximise tenant feedback, Clackmannanshire should consult tenants via means which are in line with their preferences such as questionnaires and comment/suggestion cards.

COMMUNICATION

Seven in ten express satisfaction with the communication between Clackmannanshire and tenants, whilst a tenth are dissatisfied. These levels of satisfaction place the Council in the central range when compared to peer organisations on this measure.

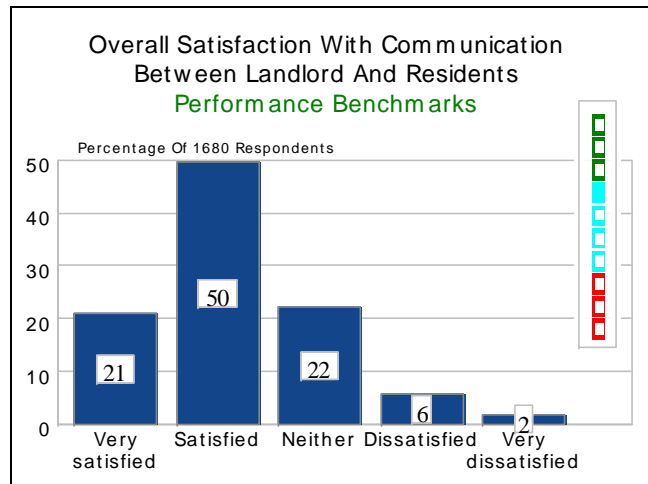


Figure 8.1

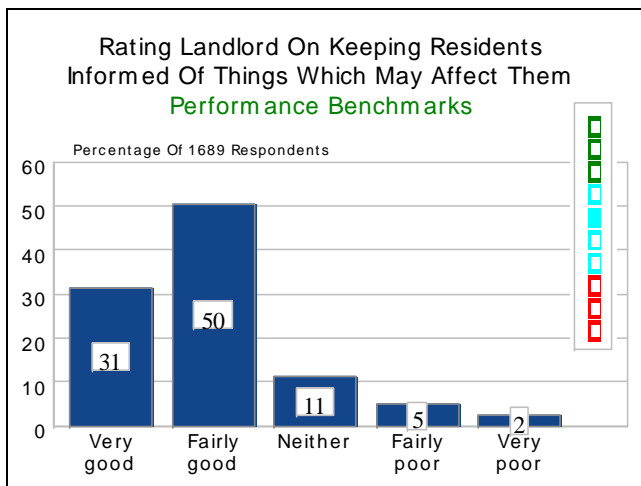


Figure 8.2

Eight in ten customers say the Council is *very* or *fairly good* at keeping them informed of things that may affect them.

At least nine in ten tenants rate each Clackmannanshire publication as *good* or *fair* in terms of its usefulness.

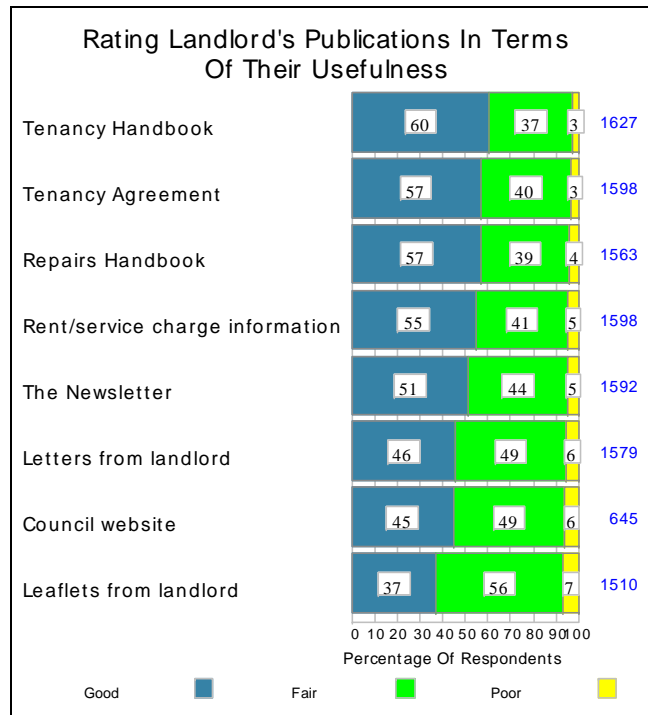


Figure 8.3

CONSULTATION

Around half of tenants are satisfied with the way Clackmannanshire involves and consults tenants (an average proportion), whilst a tenth are dissatisfied.

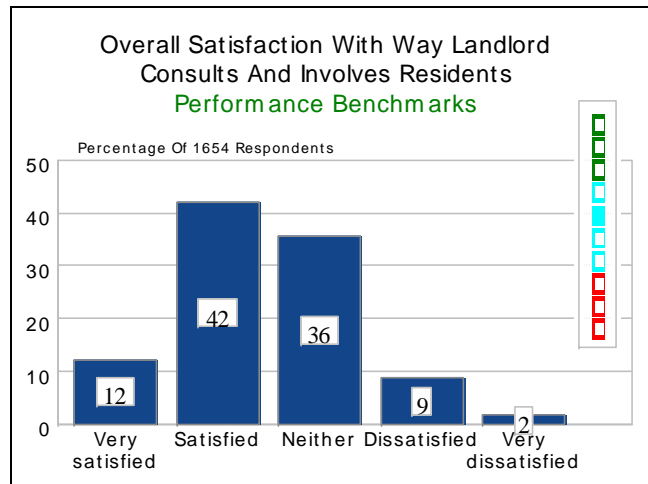


Figure 8.4

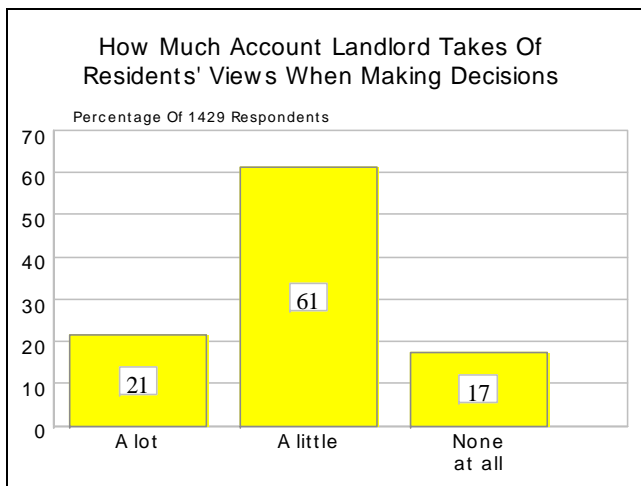


Figure 8.5

A fifth of tenants feel that the Council takes a lot of account of tenants' views when making decisions, whilst six in ten say the Council takes a little account.

Tenants are most likely to be willing to give their views on *their home*, whilst three in ten are willing to be consulted on *their neighbourhood*.

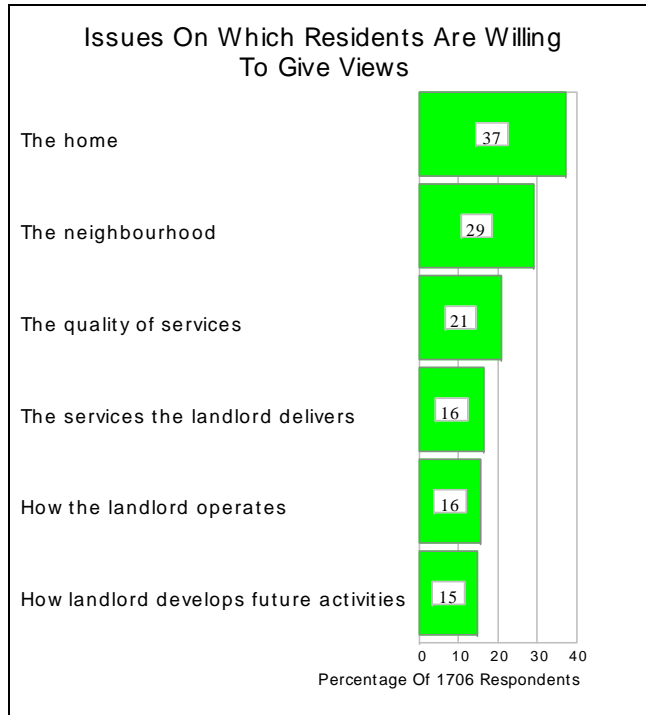


Figure 8.6

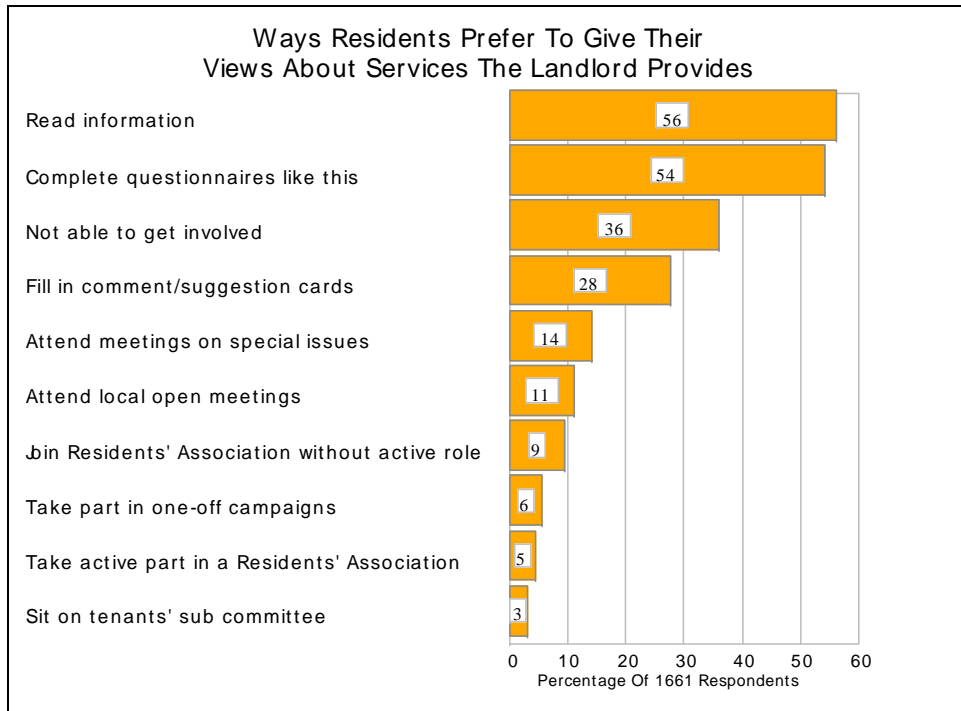


Figure 8.7

Over half of tenants in each case prefer to give their views by *reading information* or *completing questionnaires*, whilst three in ten would prefer to *fill in comment or suggestion cards*. Only around a tenth would prefer to *attend meetings* or *get involved in a residents' association*.

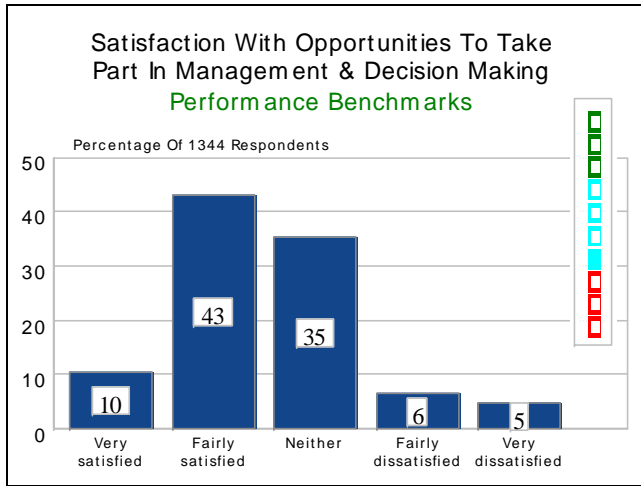


Figure 8.8

Around half of tenants are satisfied with the current opportunities to participate, whilst 11% are dissatisfied. These ratings place the Council within the central range when compared to peer organisations surveyed by Kwest on this measure.

Tenant Profile

9 TENANT PROFILE

This section of the report gives profiling information of Clackmannanshire's tenant population including length of tenure, household composition and ethnicity.

9.1 LENGTH OF TENURE & TIME IN HOME

Clackmannanshire Council has a relatively long-standing tenant population. Indeed, half of tenants have been with the Council at least 21 years (a high proportion), whilst 18% have been a tenant with the Council for between 11 and 20 years. A further fifth of customers (21%) have been Clackmannanshire Council tenants for between three and ten years have been with Clackmannanshire for two years or less.

Length Of Time Respondent/Household Has Been With Landlord	% Residents
Under 1 year	4%
1-2 years	8%
3-5 years	10%
6-10 years	11%
11-20 years	18%
21+ years	49%

Table 22 Length of Time Tenant Has Been With The Council

A third of tenants have lived in their present homes for 21 years or more, whilst a fifth in each case have lived in their present home for between 11 and 20 years, or between 6 and 10 years. 16% of tenants are either relatively new Clackmannanshire tenants or have recently moved home, thus have lived in their present home for two years or less.

Length Of Time Respondent/Household Have Lived In Present Home	% Residents
Under 1 year	5%
1-2 years	11%
3-5 years	15%
6-10 years	17%
11-20 years	19%
21+ years	32%

Table 23 Length of Time Tenant Has Lived in Present Home

9.2 HOUSEHOLD COMPOSITION

Around four in ten households comprise at least one tenant aged 60 or over, whilst a fifth comprise families with children. The household composition of Clackmannanshire's tenants is detailed in the table below:

Household Composition	% Residents
One adult under 60	21%
One adult aged 60+	28%
Two adults both under 60	9%
Two adults, at least one 60+	16%
Three or more adults, aged 16+	4%
1 parent with at least one child	11%
2 parents with at least one child	8%
Other	3%

Table 24 Household Composition

9.3 ETHNIC PROFILE

The vast majority of Clackmannanshire's tenants are *White-British*, whilst 2% describe themselves as having an *other White background*.

Ethnic Origin Of Respondent	% Residents
White-British	97%
White-Irish	0%
Other White background	2%
Mixed-White & Black African	0%
Mixed-White & Asian	0%
Asian/Asian British-Pakistani	0%
Asian/Asian British-Bangladeshi	0%
Other	0%

Table 25

LENGTH OF TENURE & TIME IN HOMES

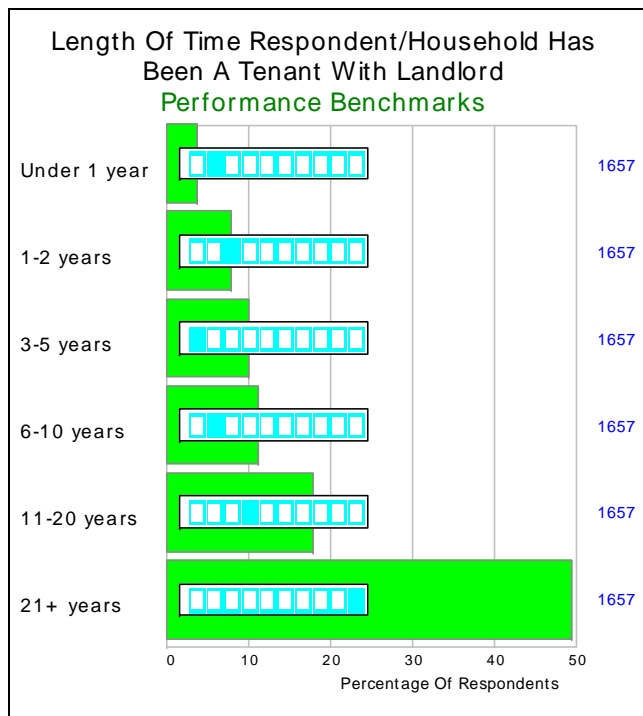


Figure 9.1

Clackmannanshire Council have a relatively long-standing tenant population. Indeed, half of tenants have been with Council for at least 21 years (a high proportion), whilst 18% have been a tenant with the Council for between 11 and 20 years.

A third of tenants have lived in their present homes for 21 years or more, whilst a fifth have lived in their present home for between 11 and 20 years, and a similar proportion for between 6 and 10 years.

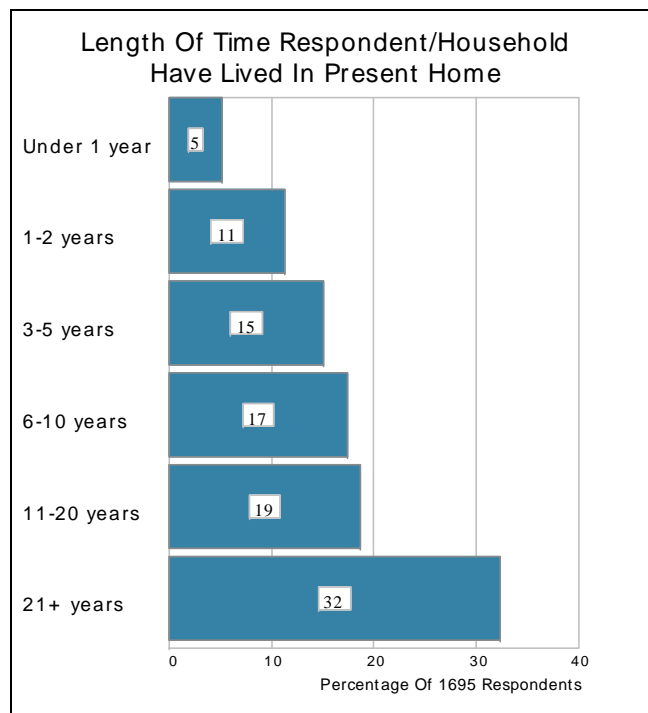
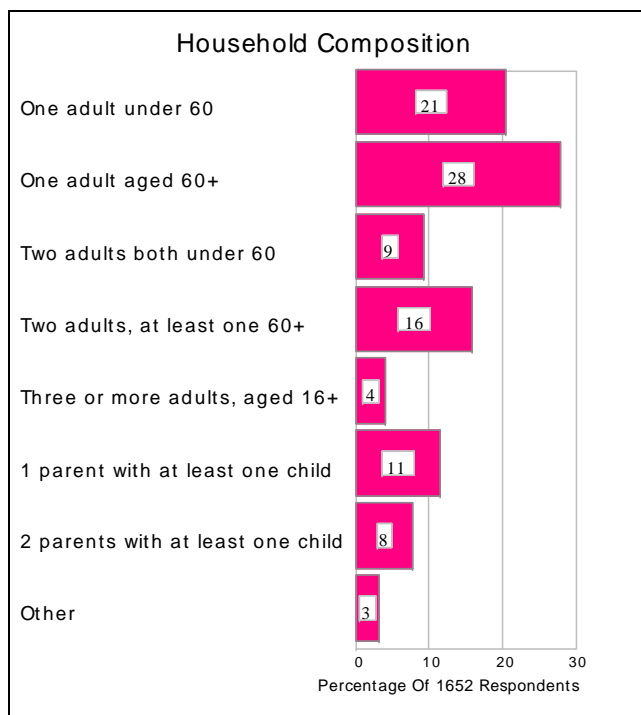


Figure 9.2

HOUSEHOLD COMPOSITION



Around four in ten households comprise at least one tenant aged 60 or over, whilst a fifth comprise families with children.

Figure 9.3

ETHNIC PROFILE

The vast majority of Clackmannanshire's tenants are *White-British*, whilst 2% describe themselves as *other White background*.

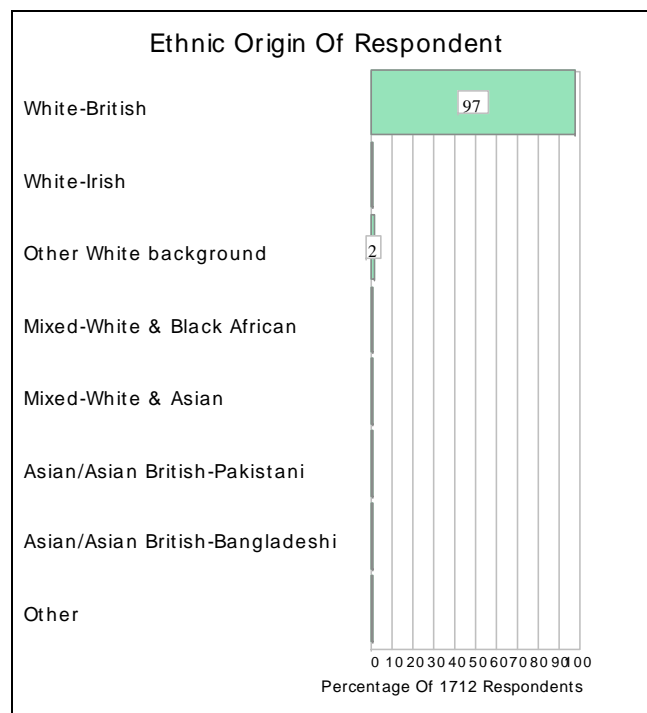


Figure 9.4

Appendix A - The Questionnaire Used In The Research



**AN INDEPENDENT AND CONFIDENTIAL SURVEY OF TENANTS OF
CLACKMANNANSHIRE COUNCIL**

Please spare 20 minutes of your time to complete this confidential questionnaire. This questionnaire is being sent to all Clackmannanshire Council Tenants. The feedback we receive will allow Kwest to advise the Council on how to improve the service it provides.



Please don't miss this chance to give your views and win a first prize of £150 or one of two runner up prizes of £50 each!

WHERE YOU LIVE

1 How do you rate the following aspects of your home?
Please answer each question

	Good	Fair	Poor
Fire safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical sockets (number and position)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amount of storage space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insulation against noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The heating system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen fittings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom fittings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 How would you describe the general condition of this property?

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Overall, how satisfied or dissatisfied are you with your accommodation?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Do you think that each of these is a serious, slight or not a problem in your area?
Please answer each question

	Serious problem	Slight problem	Not a problem
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter & rubbish in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People causing damage to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Overall, how safe do you feel when you are walking alone in your local neighbourhood after dark?

Very safe	Fairly safe	A bit unsafe	Very unsafe
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE WARDEN SERVICE

1 Do you have a warden in your area?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If "No" or "Don't know", please go to the next section "The Day-To-Day Repairs Service"

2 How do you rate the following aspects of the warden service you receive?

Please answer <u>each</u> question	Good	Fair	Poor	Doesn't apply
Cleaning of internal/external shared areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish/litter removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Removal of graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Overall, how satisfied are you with the warden service you receive?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE DAY-TO-DAY REPAIRS SERVICE

1 How many repair requests have you made during the last 12 months?

None	1-2	3-4	5-6	7-9	10 or more
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 How many repair requests have you had completed during the last 12 months?

None	1-2	3-4	5-6	7-9	10 or more
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 In the last 12 months, have you had to report any repair more than once before it was seen to?

Yes No

4 In the last 12 months, have you ever had to get a contractor to come back to re-do the same repair?

Yes No

Your Prize Draw Number Is: **0007**

5 In your experience, how do you rate the Council repairs staff on the following?

Please answer <u>each</u> question	Good	Fair	Poor
How staff deal with your repair request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making arrangements for contractors to call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time between reporting a repair and visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of repair work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning up after repairs are done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness of contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 In your opinion, how is the day-to-day repairs service changing?

Getting better	Staying the same	Getting worse
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 If you had a choice, how would you prefer to report repairs in the future? **✓ one box only**

Face-to-face	<input type="checkbox"/>	Via the internet	<input type="checkbox"/>
By letter	<input type="checkbox"/>	By a freephone service for repairs	<input type="checkbox"/>

8 Would you like to be able to arrange a repair appointment time slot (e.g morning, afternoon or evening)?

Yes	No	I am happy with the present system
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion /don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MAJOR IMPROVEMENT WORKS

Major improvement works are planned improvements to your home and can include replacing external doors, kitchens, roofs and bathrooms.

1 Has the Council undertaken any major works to your home in the last 12 months?

Yes	No	Can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If "No" or "Can't remember", please move on to the next section 'Contact With The Council's Housing Services'.

2 Did you receive any written information about the major works or improvements prior to the work beginning?

Yes	No	Can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Overall, how do you feel about the amount of information which was provided prior to the work beginning?

Too much information	About right	Too little information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Do you think that the improvement works which have been done were necessary?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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5 Thinking about the recent improvement work you have received, how would you rate the following?

Please answer <u>each</u> question	Good	Fair	Poor
Speed of improvement works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of improvement works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency with which works were done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning up after works were done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 Overall, how satisfied or dissatisfied are you with the major works that have been carried out to your home?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CONTACT WITH THE COUNCIL'S HOUSING SERVICES

1 Have you been in contact with Clackmannanshire Council in the last 12 months (other than to pay rent)?

Yes	No	Can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 How did you last contact Clackmannanshire Council? **✓ one box only**

Phoned	<input type="checkbox"/>	Visited office	<input type="checkbox"/>
Wrote	<input type="checkbox"/>	Emailed	<input type="checkbox"/>
Other	<input type="checkbox"/>	Can't remember	<input type="checkbox"/>

3 What did you last have contact about? **✓ one box only**

Repairs	<input type="checkbox"/>	Rent/housing benefit	<input type="checkbox"/>
Transfer/exchange/rehousing	<input type="checkbox"/>	Neighbours	<input type="checkbox"/>
Other	<input type="checkbox"/>	Can't remember	<input type="checkbox"/>

4 When you last had contact, was getting hold of the right person ...?

Easy	Difficult	Neither	Can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Did you find the staff ...?

Helpful	Unhelpful	Neither	Can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 And were they ...? **✓ one box only**

Able to deal with your problem	<input type="checkbox"/>
Unable to deal with your problem	<input type="checkbox"/>
Neither	<input type="checkbox"/>
Can't remember	<input type="checkbox"/>

7 Were you satisfied or dissatisfied with the final outcome?

Satisfied	Dissatisfied	Neither	Can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION

1 Generally, how good or poor do you feel the Council is at keeping you informed about things that might affect you as a tenant?

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 How do you rate the following in terms of how useful they are?

Please answer <u>each</u> question	Good	Fair	Poor	Never received
The 'Homing In' newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Tenancy Handbook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Repairs Handbook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leaflets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Tenancy Agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on rent/service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 How satisfied are you with the overall quality of communication between the Council and tenants?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CONSULTATION

1 Are you interested in giving your views to the Council on any of the following issues...? any that apply

Your home	<input type="checkbox"/>
Your neighbourhood	<input type="checkbox"/>
The quality of services	<input type="checkbox"/>
The services the Council delivers	<input type="checkbox"/>
How the Council develops its activities in the future	<input type="checkbox"/>
How the Council operates	<input type="checkbox"/>

2 Which of the following forms of participation in the activities of the Council are best for you? any that apply

Fill in comment/suggestion cards	<input type="checkbox"/>
Express your views through questionnaires like this	<input type="checkbox"/>
Get involved in campaigns of special interest to you	<input type="checkbox"/>
Join a Residents' Association, but not take an active role	<input type="checkbox"/>
Attend local open meetings	<input type="checkbox"/>
Take an active part in a Residents' Association	<input type="checkbox"/>
Sit in the Tenants' Sub Committee	<input type="checkbox"/>
Attend meetings on issues of special interest to me	<input type="checkbox"/>

OR

I don't want an active role, but it's good that others do	<input type="checkbox"/>
I am not able to take an active role, but I'm happy to read information that the Council sends to me	<input type="checkbox"/>

3 How much account do you feel the Council takes of tenants' views when making decisions?

A lot	A little	None at all	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Thinking about the housing services that the Council provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Overall, how satisfied are you with the way the Council involves and consults tenants?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE CUSTOMER CONTACT CENTRE

1 Have you contacted the Contact Centre about a housing issue in the last 12 months?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If "No" or "Don't know", please move on to the next section "Applications & Lettings".

2 How would you rate the following aspects of the response you receive from staff when telephoning the Contact Centre about a housing issue?

Please answer <u>each</u> question	Good	Fair	Poor	Can't say
The speed of getting through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of the response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being put through to the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returning messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff's ability to solve your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff giving you their name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPLICATIONS & LETTINGS

1 Have you moved into your home within the past 12 months?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If "No" please go to the next section "The Council As A Landlord".

2 Did you find the application form for accommodation straight forward?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

3 How fair did you feel the allocation procedure was?

Very fair	Fair	Neither fair nor unfair	Unfair	Very unfair
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Were the terms of your tenancy easy to understand?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

5 When you moved into your home, what condition was it in?

Please answer <u>each</u> question	Good	Fair	Poor
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decoration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General state of repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of the garden (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE COUNCIL AS A LANDLORD

1 How do you rate the value for money of your rent?

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Are you aware of the procedures the Council has for helping tenants who fall behind with their rent?

Yes No

3 Have you ever been behind with your rent?

Yes No

4 If you have been behind with your rent, how do you rate the following...?

Please answer each question

	Good	Fair	Poor
Helpfulness of Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council staff's ability to resolve the issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 How would you prefer to pay your rent?

✓ any that apply

By standing order

By cash

By cheque

By telephone (via credit/debit card)

Via the Council's website (Clacksweb)

Pay Point centres (at local shops etc.)

By Direct Debit

My Housing Benefit goes direct to the Council

6 Do you feel that the overall service from Clackmannanshire Council Housing Service is changing for the better or for the worse?

Getting better Staying the same Getting worse

7 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clackmannanshire Council Housing Service?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IMPROVING SERVICES

1 How much do you think the following services need improving?

✓ one box for each of the following

	No improvement needed	Some improvement needed	Much improvement needed	No opinion
Keeping tenants informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking tenants' views into account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving tenants in the management of their housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money for your rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Of the following services, which do you consider to be the three most important? ✓ no more than three boxes

Keeping tenants informed

Overall quality of your home

Taking tenants' views into account

Repairs and maintenance

Involving tenants in the management of their housing

Value for money for your rent

BACKGROUND INFORMATION

1 How long have you/your household been a tenant of the Council?

Under 1 year	1-2 years	3-5 years	6-10 years	11-20 years	21+ years	Don't know/can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 And how long have you/your household been living in this home?

Under 1 year	1-2 years	3-5 years	6-10 years	11-20 years	21+ years	Don't know/can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 How would you describe the composition of your household? ✓ one box only

One adult under 60

One adult aged 60 or over

Two adults, both under 60

Two adults, at least one 60 or over

Three or more adults, 16 or over

One-parent family with child/ren, at least one under 16

Two-parent family with child/ren, at least one under 16

Other

4 To which of these groups do you consider you belong? ✓ one box only

White one box only

British Irish

Any other White background (please tick & say below)

Mixed

White & Asian White & Black African

White & Black Caribbean Any other mixed background (please tick & say below)

Asian or Asian British

Indian Pakistani

Bangladeshi Any other Asian background (please tick & say below)

Black or Black British

African Caribbean

Any other Black background (please tick & say below)

Other

Chinese Any other background (please tick & say below)

THANK YOU FOR YOUR HELP. PLEASE RETURN YOUR COMPLETED QUESTIONNAIRE IN THE FREEPOST ENVELOPE TO ENTER THE PRIZE DRAW!

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